IBM Tivoli Composite Application Manager for SOA
Version 7.2 Fix Pack 1

Troubleshooting Guide

IBM

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Edition Notice

This edition applies to version 7.2 of IBM Tivoli Composite Application Manager for SOA and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

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About this publication

This publication provides information about resolving problems that you might encounter while installing, configuring, or working with the product

Intended audience

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

Users of this publication must be familiar with these topics:
* Monitoring concepts
* The commonly shared components of IBM Tivoli Management Services
* The Tivoli Enterprise Portal user interface
* The IBM Tivoli Monitoring environment
* Supported SOA environments and services that you want to monitor

Publications

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

ITCAM for Applications library

The following publications are included in the ITCAM for Applications library, available in the ITCAM for Applications Information Center:

* *IBM Tivoli Composite Application Manager for SOA Installation Guide*

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

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

  This guide also includes procedures for enabling and disabling the various supported runtime environments for data collection by the ITCAM for SOA, version 7.2 or later monitoring agent, and optional administrative tasks to further configure your installation.

* *IBM Tivoli Composite Application Manager for SOA User's Guide*

  Provides information on monitoring and managing resources in the Tivoli Enterprise Portal environment, including details about Take Action commands, situations, workspaces and views, including service-to-service topology workspaces and views. Some problem determination information about the various components of ITCAM for SOA is also provided, as well as information

about log files and informational, warning, and error messages. This publication complements the Tivoli Enterprise Portal online help information for this monitoring agent.

- *IBM Tivoli Composite Application Manager for SOA Tools*

  Provides information about installing and using the IBM Web Services Navigator, an Eclipse based plugin for extracting services information that has been collected by monitoring agents and stored, either locally or in a historical database. This tool provides the capability to retrieve historical metric data from a connected database, or assemble several locally stored metric and content log files, and display the resulting data in several views to assist a services architect in visualizing relationships between services.

- *IBM Tivoli Composite Application Manager for Discovery Library Adapters Guide*

  Provides information about installing and running the following discovery library adapters (DLAs) provided with ITCAM for SOA: WebSphere® Service Registry and Repository Discovery Library Adapter, Business Process Execution Language for Web Services Discovery Library Adapter, and IBM Tivoli Composite Application Manager for SOA Discovery Library Adapter.

- *IBM Tivoli Composite Application Manager for SOA Troubleshooting Guide*

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

- *IBM Tivoli Composite Application Manager for SOA WSRR Integration Guide*

  Provides information about integrating ITCAM for SOA version 7.2 with WebSphere Services Registry and Repository version 7.5 or later. The procedure for subscribing to WSRR events related to service-level definitions and the procedure for creating and deploying an SDMS configuration file is documented. The configuration files defines the rules for processing WSRR events in SDMS. Based on these rules, situations are automatically created, updated, or deleted by IBM Tivoli Monitoring when a lifecycle changes notification is received from WSRR.

- *IBM Tivoli Composite Application Manager for SOA BPM Monitoring Deployment Guide*

  Provides information about implementing an IBM BPM monitoring solution.

- *IBM Tivoli Composite Application Manager for SOA Reports Guide*

  Provides information about installing and using ITCAM for SOA Reports.

Related publications

The following documentation also provides useful information:

- IBM Tivoli Documentation Central:

  Information about IBM Tivoli Documentation is provided on the following website:

  http://www.ibm.com/tivoli/documentation.html

- IBM WebSphere Application Server:

  Information about IBM WebSphere Application Server is provided on the following website:

  http://www.ibm.com/software/webservers/appserv/was/library/

- ITCAM for Application Diagnostics library:

  Information about ITCAM for Application Diagnostics Managing Server is provided on the following website:

http://publib.boulder.ibm.com/infocenter/tivihelp/v24r1/index.jsp?topic=
%2Fcom.ibm.itcamfad.doc_7101%2Fic-homepage.html

- IBM DB2®:

    Information about IBM DB2 is provided on the following website:

    http://www.ibm.com/software/data/sw-library/

- IBM Application Performance Diagnostics Lite:

    The *Application Performance Diagnostics Lite Installation Guide* and the *Application Performance Diagnostics User's Guide* are available from the Application Performance Diagnostics wiki at the following URL:

    https://www.ibm.com/developerworks/community/files/app#/folder/
    a7149629-cdcb-41cc-a180-7bc84dc4ba5a

Accessing terminology online

The IBM Terminology website consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology website at http://www.ibm.com/software/globalization/terminology .

Accessing publications online

The documentation CD contains the publications that are in the product library. The format of the publications is PDF, HTML, or both.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central website at http://www.ibm.com/tivoli/documentation

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

Ordering publications

You can order many Tivoli publications online at: http://www.ibm.com/e-business/weblink/publications/servlet/pbi.wss.

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

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

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

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

Accessibility

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

For additional information, see Appendix A, "Accessibility," on page 319.

Application Performance Management community on Service Management Connect

Connect, learn, and share with Service Management professionals: product support technical experts who provide their perspectives and expertise.

Access Service Management Connect at https://www.ibm.com/developerworks/servicemanagement/apm/index.html. Use Service Management Connect in the following ways:

- Become involved with transparent development, an ongoing, open engagement between other users and IBM developers of Tivoli products. You can access early designs, sprint demonstrations, product roadmaps, and prerelease code.
- Connect one-on-one with the experts to collaborate and network about Tivoli and the Application Performance Management community.
- Read blogs to benefit from the expertise and experience of others.
- Use wikis and forums to collaborate with the broader user community.

Tivoli technical training

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

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

Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. For more information about Tivoli Users Group, see www.tivoli-ug.org.

Support information

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

Online
> Access the IBM Software Support site at http://www.ibm.com/software/support/probsub.html .

Troubleshooting Guide
> For more information about resolving problems, see Appendix B, "Support information," on page 321.

Conventions used in this publication

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

Typeface conventions

This publication uses the following typeface conventions:

Bold

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

Italic

- Citations (examples: titles of publications, diskettes, and CDs
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide: ... where *myname* represents....

`Monospace`

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

Operating system-dependent variables and paths

This guide refers to the following variables:

- *ITM_home*: the top-level directory for installation of IBM Tivoli Monitoring components. The default location is `C:\IBM\ITM` on Windows systems and `/opt/IBM/ITM` on Linux and UNIX systems?
- *ITCAM4SOA_Home*: the directory location where IBM Tivoli Composite Application Manager for SOA monitoring agent is installed in the IBM Tivoli Monitoring environment::
  - For Windows systems: `ITM_Home\TMAITM6`
  - For Linux, HP-UX, AIX, and Solaris systems: `ITM_Home/platform/d4`
- *DC_home*: the directory location where ITCAM Data Collector for WebSphere is installed.

Determining the *platform* value in directory paths

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

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

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

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

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

   ```
   ./cinfo -d
   ```
3. Locate the line for product code *<product>*, for example:

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

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

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

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

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

The following example shows the output of the **cinfo** command when ITCAM for
SOA and IBM Tivoli Monitoring are installed on a supported Red Hat Linux
operating system on a 64–bit Intel computer:

```
"ProdCode","Description","Platform","Version","Release"

"ax","IBM Tivoli Monitoring Shared Libraries","li6263","06230100","100"

"ax","IBM Tivoli Monitoring Shared Libraries","lx8263","06230100","100"

"ax","IBM Tivoli Monitoring Shared Libraries","lx8266","06230100","100"

"cq","Tivoli Enterprise Portal Server","lx8263","06230100","100"

"cw","Tivoli Enterprise Portal Browser Client","lx8263","06230100","100"

"d4","IBM Tivoli Composite Application Manager for SOA","lx8266","07200100","100"

"gs","IBM GSKit Security Interface","li6243","07402700","100"

"gs","IBM GSKit Security Interface","lx8266","07402700","100"

"hd","Warehouse Proxy","lx8266","06230100","100"

"iu","IBM HTTP Server","li6263","07000000","100"

"iw","IBM Tivoli Enterprise Portal Server Extensions","li6263","07001900","100"

"jr","Tivoli Enterprise-supplied JRE","li6263","06090200","100"

"jr","Tivoli Enterprise-supplied JRE","lx8266","06090200","100"

"kf","IBM Eclipse Help Server","li6263","06230100","100"

"ms","Tivoli Enterprise Monitoring Server","lx8266","06230100","100"

"pa","Tivoli Performance Analyzer","lx8266","06230100","100"

"sh","Tivoli Enterprise Monitoring SOAP Server","lx8266","06230100","100"

"sy","Summarization and Pruning Agent","lx8266","06230100","100"
```

```
"t1","File Transfer Enablement","lx8266","07300000","000"

"ue","Tivoli Enterprise Services User Interface Extensions","lx8266","06230100","100"

"ui","Tivoli Enterprise Services User Interface","lx8263","06230100","100"
```

This example shows the following information:
- *lx8263* is the platform for Tivoli Enterprise Portal Server (product code *cq*)
- *lx8266* is the platform for the ITCAM for SOA monitoring agent (product code *d4*)
- *li6263* is the platform for Tivoli Enterprise Portal Server Extensions (product code *iw*)

Chapter 1. Log files, tracing, and utilities

Log files contain useful information for analyzing and troubleshooting any issue that may occur in the system. You can also enable tracing in order to log additional details. It is suggested that you perform tracing and capture the log files before contacting IBM support for assistance.

ITCAM for SOA version 7.2 provides an Environmental Checking Utility (ECU). You can use this utility to check that prerequisite packages are installed correctly prior to installation.

Log files

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

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

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

Table 1. Locations of various types of logs

Type of Log File	Platform	Location
For distributed components of IBM Tivoli Monitoring, such as Tivoli Enterprise Portal Server and monitoring agents	Linux, UNIX, or Windows	Information and error logs associated with these components that you need when reporting problems to IBM Software Support are found in the **logs** directory directly under the top-level component directory where IBM Tivoli Monitoring and monitoring agents are installed. Agent trace log files for IBM Tivoli Composite Application Manager for SOA are also stored here, in the following naming convention: `<hostname>_d4_<timestamp>*.log` There might be several log files that match this naming convention. They are all trace files for the agent. Look at the timestamps in a directory listing of the files to find the trace file for the time period of interest. You can also use the View Trace Log function of the Manage Tivoli Enterprise Monitoring Services utility to display the timestamp information in a more readable format for each of the log files that are available for the monitoring agent.

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

Type of Log File	Platform	Location
Tivoli Enterprise Monitoring Server error log	z/OS, UNIX, Linux, or Windows	Refer to the IBM Tivoli Monitoring documentation for the location of the Tivoli Enterprise Monitoring Server log file.
Data collector log files for IBM Tivoli Composite Application Manager for SOA	z/OS, UNIX, Linux, or Windows	Log files, that the data collector provides for the IBM Tivoli Composite Application Manager for SOA monitoring agent are found in the **\KD4\logs** directory under the directory where the ITCAM for SOA monitoring agent is installed. These logs include: • Metric logs • Content logs • Action logs • Operation logs • Trace logs See the description that follows this table for more information about these log file types. **Important:** When you configure, unconfigure, or migrate the data collector for application server instances, other log files are created. For information about these log files, search for "Data collector log files" in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.
Additional data collector trace log files	UNIX, Linux, or Windows	*DC_home\DC_version*\logs\CYN\logs*server* The ITCAM Data Collector For WebSphere trace log files provide information about the data collection for a server instance. This information might be required in case you contact IBM Support.
Successful exports of historical data from the database	UNIX, Linux, or Windows	Every successful export of historical data is logged in the database in a table called WAREHOUSELOG. The WAREHOUSELOG contains information such as origin node, table to which the export occurred, number of rows exported, time the export took place, and so on. You can query this table to learn about the status of your exported history data. For more information, see the IBM Tivoli Monitoring documentation.
Errors in the Warehouse Proxy event log	Windows	If an error occurs during data rolloff, one or more entries are inserted into the Windows Application Event Log that is created on the system where the Warehouse Proxy is running. To view the Application Event Log, start the Event Viewer by clicking **Start > Programs > Administrative Tools> Event Viewer**. Select **Application** from the **Log** pull-down menu. You can set error tracing **on** to capture additional error messages that can be helpful in detecting problems.

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

Type of Log File	Platform	Location
Tivoli Common Object Repository and the SOA Domain Management Server	UNIX Linux, or Windows	Messages are written to the SystemOut.log and SystemErr.log files in the following directory on your Tivoli Enterprise Portal Server (for information about these directory paths, see "Operating system-dependent variables and paths" on page xxxiii): • Windows: **<ITM_Home>\CNPSJ\profiles\ITMProfile\ logs\ITMServer** • Linux: **<ITM_Home>/<platform>/iw/profiles/ITMProfile/ logs/ITMServer** • AIX: **<ITM_Home>/<platform>/iw/profiles/ITMProfile/logs/ ITMServer** **Note:** Some log messages for the SOA Domain Management Server use the term *Object Data Store* to refer to the Tivoli Common Object Repository database.
Tivoli Enterprise Portal log file	Windows or Linux	See the IBM Tivoli Monitoring documentation for information about this log file, which contains messages logged by Tivoli Enterprise Portal components that display the data in ITCAM for SOA workspaces.

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

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

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

Action logs
These files contain a history of which messages were filtered (and effectively blocked) by the data collector and why. You might choose to keep these files as a permanent audit trail of blocked transactions. The data collector limits the size of these files to five 500 MB files per application server.

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

Trace logs
These logs contain diagnostic information describing how the data collector processes each message, if you have enabled the trace feature for the data collector by using the updateTracing_610 Take Action. These files are intended primarily for use by IBM support, and are not translated. The data collector limits these files to three 20 MB files per application server.

Additional trace logs that can be used by IBM support are located in *DC_home**DC_version*\logs\CYN\logs*server*.

Environment Checking Utility

The Environment Checking Utility (ECU) is a stand-alone tool. You can use this utility to check the prerequisite packages for ITCAM Data Collector for WebSphere before launching the ITCAM for SOA installer or ITCAM Data Collector for WebSphere configuration utility. The ECU generates a report to specify if the prerequisite packages have been installed correctly. The prerequisite packages are registered in a property file. The property file can be extended if new prerequisite packages or libraries are required.

You can download the Environment Checking Utility from Passport Advantage® for ITCAM for SOA version 7.2.

Complete the following installation steps before launching the Environment Checking Utility:

1. Install the Runtime Environment for the Java™ platform version 1.4.2 or higher.
2. Set `JAVA_HOME` in the system environment variables.
   - For Windows systems, set `JAVA_HOME=`*JRE_PATH*
   - For Linux and UNIX systems, `JAVA_HOME=`*JRE_PATH*`; export JAVA_HOME`
3. Use one of the following commands to launch the ECU:
   - For Windows systems, `envcheck.bat`
   - For Linux and UNIX systems, `envcheck.sh`

   On Linux and UNIX systems, to ensure the ECU can gather all the necessary operating system information, log on as the root user.
4. Use the following command line to launch the ECU on Windows systems:

   `envcheck.bat -reportPath` *Report_save_path* `[-check` *Configuration_file_name*`]` `[-logPath` *Log_path*`] [-tmpPath` *Tmp_path*`] [-showSteps] [-noWizard] [-help]`

   On Linux and UNIX systems, use the following command line to launch the ECU:

   `./envcheck.sh -reportPath` *Report_save_path* `[-check` *Configuration_file_name*`]` `[-logPath` *Log_path*`] [-tmpPath` *Tmp_path*`] [-showSteps] [-noWizard] [-help]`

   You can use the following parameters:

   a. `-reportPath` *Report_save_path*

      This parameter is required. The ECU generates a report of all the content checks. *Report_save_path* indicates the path name to save the report to.

   b. `-check` *Configuration_file_name*

      This parameter is optional. You can use this parameter to specify the configuration file for this release. There are two configuration files **-check itcamfwas_dc** and **-check itcamfwas_ms** in the ECU command line.

      - `itcamfwas_dc`: defines the environment check steps and parameters for the Data Collector. Use this setting.
      - `itcamfwas_ms`: defines the environment check steps and parameters for ITCAM for Application Diagnostics Managing Server.

      If you do not specify the **-check** parameter option in the command line at the beginning of ECU execution, the ECU will prompt you to select one of the configuration files.

   c. `-logPath` *Log_path*

This parameter is optional. It indicates the log path name for the ECU. The default log directory is *ECU_PATH*/logs.

d. `-tmpPath` *Tmp_path*

This parameter is optional. It indicates the temporary directory for ECU. The default temporary directory is *ECU_PATH*/tmp.

e. `-showSteps`

This parameter is optional. If you have this parameter in the command line, the ECU will prompt you with steps generated by a navigation wizard.

f. `-noWizard`

This parameter is optional. If you have this parameter in the command line, the ECU will not prompt you for any wizard navigation inputs but the following options are available: **Back**, **Next** or **Cancel**.

g. `-help`

This parameter is optional. Display information on available options.

5. The ECU performs the following checks. You are prompted to enter any additional information if required.

a. OS Information check.

Checks operating system version, release, architecture, bit mode, and user information.

Important: On Windows Server 2003 R2, the ECU might return a value of Windows Server 2003. This happens because the ECU pulls the *os.version* and *os.name* properties from JVM system properties and depends on these properties for accuracy.

b. Prerequisite OS packages and libraries check.

On a UNIX platform, the ECU checks the prerequisite packages of ITCAM Agent for WebSphere Applications Data Collector and ITCAM Agent for J2EE Data Collector.

c. Processor and memory information check.

Checks the information processors and memory.

d. Database information check.

Checks installed DB2 information.

e. Ports check.

Checks the default ports of the Data Collector.

f. Select WebSphere Home.

Selects the WebSphere Application Server home directory to check.

g. WebSphere Information check.

Checks the selected WebSphere Application Server information.

h. Global Security Status check.

Checks the Global Security Status of selected WebSphere Application Server information.

i. Select Application Server Instance.

Selects the application server instances to check.

j. JVM parameters check.

Checks the JVM parameters of selected application server instances.

k. WebSphere Connection `wsadmin` check.

Checks the `wsadmin` connection of selected application server instances.

l. Generate Java Core.

Generates Java core of selected application server instances.

m. Open source J2EE frameworks check.

Checks if open source J2EE frameworks are installed on the selected application server instances.

n. Third-party tools check.

Checks if third-party tools are installed on the selected application server instances.

o. Other Tivoli products check.

Checks if other Tivoli products are installed on the selected application server instances.

The ECU generates a report of the content checks and saves it to the location specified by the -reportPath parameters.

Chapter 2. Installing the product

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

See the Software product compatibility reports website to generate various reports that are related to product and component requirements.

To view the system requirements for server-side components in ITCAM for SOA version 7.2 and later, see the Server-side components detailed system requirements report.

To view the system requirements for agent-side components in ITCAM for SOA version 7.2 and later, see the Agent-side components detailed system requirements report.

Installing IBM Tivoli Monitoring components

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

Problems configuring Tivoli Enterprise Portal Server on AIX operating systems

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

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

To recover from this problem, complete the following steps:

1. Add the following information to ~db2inst1/sqllib/userprofile:
   ```
   EXTSHM=ON
   export EXTSHM
   db2set DB2ENVLIST=EXTSHM
   ```
2. Do either of the following:
   - Log in as the DB2 instance owner, for example:
     ```
     su - db2inst1
     ```
   - Run this DB2 command to have the db2profile call the user profile:
     ```
     . ~db2inst1/sqllib/db2profile
     ```
3. Stop DB2 by running this command:
   ```
   db2stop
   ```
4. Start DB2 by running this command:
   ```
   db2start
   ```
5. Add the following line to the config/cq.ini file:
   ```
   EXTSHM=ON
   ```

6. Start Tivoli Enterprise Portal Server.

Verify that the Tivoli Enterprise Portal Server is reconfigured and started successfully.

Problems launching the ITCAM for SOA installer on a Windows 7 64-bit platform

When you start the ITCAM for SOA installer on a Windows 7 64-bit platform, you might receive a message indicating that you must have Administrator rights to perform the installation or upgrade. For example:

```
Your logon ID must have Administrator rights to install IBM Tivoli Composite Application
 Manager for SOA.
```

The ITCAM for SOA installer must be run as the administrator on Windows 7 platforms to ensure that sufficient permissions are granted before the installation or upgrade begins. To run the installer as an administrator, right-click the setup.exe file in the file explorer and choose **Run as Administrator**.

Duplicate application nodes are displayed in the instance view

Following an upgrade from SOA 7.1.1 fp3 to SOA 7.2, the instance view in the operational flow might show duplicate nodes for applications that were installed and invoked before the upgrade. Following an upgrade, after data is processed for the application, the nodes that have the metric values on the links are the correct nodes. The other legacy nodes (created prior to the upgrade) can be ignored.

Installation of the agent fails on HP-UX on the IA64 platform

When you install the ITCAM for SOA agent on HP-UX on the IA64 platform, the installation process fails with an error message similar to the following text:

```
KD4/bin/ConfigDC.sh[81]: syntax error at line 83 : `${ITLM_DIR_DEL}' unexpected
Exit points procedures for following agents were executed:
 *) IBM Tivoli Composite Application Manager for SOA     [Error]
```

This is a known issue in ITCAM for SOA version 7.2 and later fix packs.

To work around this issue, open the ConfigDC.sh file for editing. The file is located in the following directory:

* On Windows systems: *ITM_home*\TMAITM6\KD4\bin
* On Linux and UNIX systems: *ITM_Home*/*platform*/d4/KD4/bin

Comment out the following section (which is normally at lies 80 to 88):

```
#########################################################################
#Delete old itlm directory if its exists
#TLM_DIR=${SCRIPT_DIR}/..
ITLM_DIR_DEL=${ITLM_DIR}/itlm

if [[ -e ${ITLM_DIR_DEL} ]]
then
    # Control will enter here if $ITLM_DIR_DEL exists.
  /bin/rm -rf ${ITLM_DIR_DEL}
 echo "Removing old ITLM directory ${ITLM_DIR_DEL}" | tee -a ${LOGFILE}
fi
```

To comment lines out, add the # symbol before the text of every line.

Save and close the file. Then run the same ConfigDC.sh file as a script.

Configuring SOA Domain Management Server

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

kd4_sdms_config<*date_timestamp*>.log

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

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

Error creating the SOA Domain Management Server database

If you encounter an error while creating a SOA Domain Management Server DB2 or Microsoft SQL database, examine the kd4_sdms_config<*date_timestamp*>.log file. You might see a message similar to the following example:

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

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

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

These files are located in one of the following directories:

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

If you run the kd4MakeDB2db orkd4MakeMSSQLdb script to create the SOA Domain Management Server database and see an error message, you can find the details in these same files, but they are located in the same directory as the script.

Error creating the Oracle user for the SOA Domain Management Server database

If you run the kd4InitOracleDb script to create the Oracle user and user role for the SOA Domain Management Server database and see an error message, you can find the details in the file initOracleDBresults.txt located in the same directory as the script.

Database does not exist

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

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

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

If you run the configuration utility for a remote database, you must have
previously created the database on a remote database server by using the
kd4MakeDB2db script (for DB2) or the kd4MakeMSSQLdb script (for Microsoft SQL
Server) as described in the installation procedures. If you are using an Oracle
database on a remote database server, you must have previously created the Oracle
database on the remote server and run the kd4InitOracleDb script to create the
Oracle user and user role for the database.

If you specified the name of a database that has already been created, verify that
you specified the correct database name and database server host name. If the
specified remote database does not exist, use kd4MakeDB2db or kd4MakeMSSQLdb to
create the database on a remote database server and then run the configuration
utility again. If you are using an Oracle database, create the database on the
remote server and run the kd4InitOracleDb script to create the user and user role.
See the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for
details on running these scripts.

Replacing corrupted SOA Domain Management Server or Tivoli Common Object Repository databases

If your SOA Domain Management Server or Tivoli Common Object Repository
databases become corrupted, complete the following steps to regenerate the
databases:

1. Stop Tivoli Enterprise Portal Server and the ITCAM for SOA agent.
2. Delete theC:\IBM\ITM\TMAITM6\KD4\logs\KD4.DCA.CACHE\persist directory.
3. Delete any files matching *CA in the C:\IBM\ITM\TMAITM6\KD4\logs\
   KD4.DCA.CACHE directory.

   At this point, only the archive directory should remain in the
   C:\IBM\ITM\TMAITM6\KD4\logs\KD4.DCA.CACHE directory.

4. Drop the SDMS and TCORE database, using the appropriate functions in the DB2 Control Center.
5. Re-create the SDMS database, following the manual procedure documented in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.
6. Recreate the TCORE database, following the manual procedure documented in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.
7. On the Tivoli Enterprise Portal, you might find subnodes under the Services Management Agent Environment in the physical navigator that are offline. Clear these offline entries.
8. Reload the DLA books into the Tivoli Common Object Repository using the procedure documented in the *IBM Tivoli Composite Application Manager for SOA Discovery Library Adapters* guide.
9. Restart Tivoli Enterprise Portal Server and the ITCAM for SOA agent.
10. Run your traffic again.

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

When you run the `kd4MakeDB2db.sh` script on supported Linux or AIX operating systems to create the SOA Domain Management Server DB2 database, you might see a message on the console similar to the following example:

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

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

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

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

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

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

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

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

Refer Chapter 5, *Configuring topology support on Windows* or chapter 6, *Configuring topology support on Linux* in the *IBM Tivoli Composite Application Manager for SOA*

Installation Guide for details on the permissions required to run the SOA Domain Management Server Configuration Utility.

If you are working with the SOA Domain Management Server Configuration Utility to create DB2 database and you do not have a user that has all of the required permissions, complete the following steps:

1. Run the `kd4MakeDB2db` script as a user who is authorized to create DB2 databases. This user must have read, write, and execute permissions for the directory where the script is run. For example, on supported Linux and AIX operating systems, you can copy the ***<ITM_Home>*/<*platform*>/cq/Products/ KD4/latest/db**/kd4RemoteDB.tar.gz file to a directory where the user has read, write, and execute permissions, extract the files from the `kd4RemoteDB.tar.gz` file, and run the `kd4MakeDB2db.sh` script from that directory.

2. Similarly, if you are configuring Tivoli Common Object Repository, copy the `make_db2_db.sh` script in the ***<ITM_Home>*/<*platform*>/cq/Products/KD4/latest/ tcore/db** to the directory used for the previous step and run the script from there.

3. Run the SOA Domain Management Server Configuration Utility as the user who installed IBM Tivoli Monitoring and select the option to use an existing database.

DB2 database alias exists

If you are creating a SOA Domain Management Server DB2 database by using the SOA Domain Management Server Configuration Utility or the `kd4MakeDB2db` script, you might see a message similar to this example in the `kd4_sdms_config<date_timestamp>.log` file or on the console:

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

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

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

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

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

  `db2 uncatalog database <your_database_alias>`

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

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

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

User running kd4MakeDB2db script to create DB2 database does not have permission to write files

When running the `kd4MakeDB2db` script on supported Linux or AIX operating systems to create a SOA Domain Management Server DB2 database, you might see a message on the console, similar to the following example:

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

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

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

DB2 database port number is incorrect

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

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

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

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

1. Use the **db2 connect to** command to connect to the SOA Domain Management Server database.
2. Run the following command:

```
db2 get dbm cfg
```

3. In the command output, look for the value assigned to the *TCP/IP Service name (SVCENAME)* property.

    • If the value of this property is a number, specify this number as the port number when you run the SOA Domain Management Server Configuration Utility.

    • Otherwise, look up the service name in the **/etc/**services file on Linux or UNIX operating systems. On Windows operating systems, the services file is typically located in **C:\Windows\system32\drivers\etc**. Specify the port number assigned to the service name in the SOA Domain Management Server Configuration Utility.

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

   a. Verify that DB2 is started.

   b. If DB2 is started, verify that DB2 is configured for TCP communications:

      1) Issue the following command:
         ```
         db2set –all
         ```

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

DB2 database user name or password is not authorized

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

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

This problem might occur if you specified a DB2 database user name or password that is not authorized to access the DB2 database. Run the SOA Domain

Management Server Configuration Utility again, and specify an authorized user name and password. See your database administrator for assistance if needed.

DB2 database name problem

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

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

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

DB2 instance user does not exist on Linux or AIX

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

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

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

```
kd4setupsdms: Successfully accessed the DB2 command line
/opt/IBM/ITM/ls3266/cq/Products/KD4/latest/bin/kd4MakeDB2db.sh:
line 20: db2level: command not found
/opt/IBM/ITM/ls3266/cq/Products/KD4/latest/bin/kd4MakeDB2db.sh:
line 85: db2: command not found
ERROR: Create database KD4SDMS failed because a connection to the
database could not be established.
An error occurred while creating the database. kd4setupsdms.sh cannot
complete the setup processing.
```

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

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

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

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

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

Array Index Out of Bounds error when running ConfigDMS

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

```
Exception in thread "AWT-EventQueue-0" java.lang.ArrayIndexOutOfBoundsException:
Array index out of range: 2
  at java.util.Vector.remove(Vector.java:592)
  at com.installshield.database.ConnectionPool.getConnection
(Unknown Source)
  at com.installshield.database.ConnectionManager.getConnection
(Unknown Source)
  at com.installshield.database.TransactionProcessor.connect
(Unknown Source)
  at com.installshield.database.TransactionProcessor.query
(Unknown Source)
  at com.installshield.database.SQLProcessor.queryStrings
(Unknown Source)
  at com.installshield.database.SQLProcessor.queryString
(Unknown Source)
  at com.installshield.database.designtime.ISControlDef.
getVariableNameByType(Unknown Source)
  at com.installshield.ui.controls.DefaultISControl.getVariable
(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.getVariable
(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.
setInternalVariableValue(Unknown Source)
  at com.installshield.ui.controls.swing.SwingTextField.
insertUpdate(Unknown Source)
  at javax.swing.text.AbstractDocument.fireInsertUpdate
(AbstractDocument.java:231)
  at javax.swing.text.AbstractDocument.handleInsertString
(AbstractDocument.java:804)
  at javax.swing.text.AbstractDocument.insertString
(AbstractDocument.java:761)
  at javax.swing.text.PlainDocument.insertString
(PlainDocument.java:145)
  at javax.swing.text.AbstractDocument.replace
(AbstractDocument.java:723)
  at javax.swing.text.JTextComponent.replaceSelection
(JTextComponent.java:1134)
  at javax.swing.text.DefaultEditorKit$DefaultKeyTypedAction.
actionPerformed(DefaultEditorKit.java:870)
```

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

Failed to deploy kd4ewas.properties

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

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

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

- *<ITM_Home>*/logs/kd4_sdms_config*.log files
- *<ITM_Home>*/logs/install_plugin*.log files
- On Windows operating systems:
  - *<ITM_Home>*\CNPS\kd4ewas.properties

- *<ITM_Home>*\CNPSJ\itmEwasRegistry.properties
- *<ITM_Home>*\CNPSJ\profiles\ITMProfile\logs\ITMServer*.log
- *<ITM_Home>*\CNPS\kfwenv
- On Linux or AIX operating systems:
  - *<ITM_Home>*/*<platform>*/cq/kd4ewas.properties
  - *<ITM_Home>*/*<platform>*/iw/itmEwasRegistry.properties
  - *<ITM_Home>*/*<platform>*/iw/profiles/ITMProfile/logs/ITMServer/*.log
  - *<ITM_Home>*/config/cq.ini
  - *<ITM_Home>*/config/cq.config

Oracle System Identifier not specified for SOA Domain Management Server

If you are creating an Oracle user and user role for the SOA Domain Management Server database using the kd4InitOracleDb script, you might see a message similar to this example or on the console:

```
./kd4InitOracleDb.sh initializing Wed Mar 4 22:32:56
EST 2009
....creating database user SDMS
ERROR: Create database user failed.
```

Examine the initOracleDBresults.txt file, located in the directory where you ran the kd4InitOracleDb script, and look for a message similar to the following example:

```
./kd4InitOracleDb.sh initializing Wed Mar 11 11:04:49 EDT
2009
Verifying Oracle path contains sqlplus
....creating database user SDMS
sqlplus sys/sourcec0de as sysdba
@./kd4InitOracleDB_user.sql sourcec0de

SQL*Plus: Release 11.1.0.6.0 - Production on Wed Mar 11
11:04:49 2009

Copyright (c) 1982, 2007, Oracle. All rights reserved.

Connected to an idle instance.

SQL>
SQL> WHENEVER SQLERROR CONTINUE;
SQL> drop user &SDMS_USER cascade; drop user SDMS cascade
* ERROR at line 1:
ORA-01034: ORACLE not available
Process ID: 0
Session ID: 0 Serial number: 0

SQL>
SQL> WHENEVER SQLERROR EXIT SQL.SQLCODE;
SQL> create user &SDMS_USER identified by &SDMS_PASS
default tablespace users;
create user SDMS identified by sourcec0de default
tablespace users
*
ERROR at line 1:
ORA-01034: ORACLE not available
Process ID: 0
Session ID: 0 Serial number: 0

Disconnected
```

```
ERROR: Create database user failed. rc=10
ERROR: Create database user failed.
Detailed results can be found in ./initOracleDBresults.txt.
```

This problem might occur if you specified the Oracle database name instead of the Oracle System Identifier. Run the kd4InitOracleDb script again and specify the Oracle System Identifier to create the oracle user and user role for the SOA Domain Management Server.

Wrong Oracle System Identifier specified for Tivoli Common Object Repository

If you are creating an Oracle user and user role for the SOA Domain Management Server database using the kd4InitOracleDb script, you might see a message similar to this example or on the console:

```
./kd4InitOracleDb.sh initializing Wed Mar 4 22:32:56
EST 2009
....creating database user SDMS
ERROR: Create database user failed.
```

Examine the initOracleDBresults.txt file, located in the directory where you ran the kd4InitOracleDb script, and look for a message similar to the following example:

```
/kd4InitOracleDb.sh initializing Wed Mar 4 22:32:56 EST
2009
Verifying Oracle path contains sqlplus
....creating database user SDMS
sqlplus @./kd4InitOracleDB_user.sql sys jsa jsa KD4SDMS

SQL*Plus: Release 11.1.0.6.0 - Production on Wed Mar 4
22:32:56 2009

Copyright (c) 1982, 2007, Oracle. All rights reserved.

SQL>
SQL> connect &SYS_USER/&USER_PASS@&SDMS_SID as sysdba;
ERROR:
ORA-12154: TNS:could not resolve the connect identifier specified

ERROR: Create database user failed. rc=122
ERROR: Create database user failed.
```

This problem might occur if you specified an Oracle System Identifier that does not exist. Run the kd4InitOracleDb script again and specify the correct Oracle System Identifier for the SOA Domain Management Server.

Wrong Oracle JDBC driver version

If you are configuring the Tivoli Common Object Repository or SOA Domain Management Server using the SOA Domain Management Server Configuration Utility, you might see a message similar to this example on the user interface:

```
KD4SU1035E The version of JDBC drivers is not supported for
ORACLE database.
```

The message is displayed if you did not specify the path to the ojdbc6.jar driver. This driver must be used when installing Oracle 10g Release 2 JDBC driver, Oracle 11g Release 1 JDBC driver, or Oracle 11g Release 2. If you installing Oracle 10g Release 2, you must download the ojdbc6.jar from the Oracle website. Run the SOA Domain Management Server Configuration Utility again and specify the path to the correct JDBC driver file.

Expected null pointer exception log messages

When configuring SOA Domain Management Server or the Tivoli Common Object Repositoryusing the SOA Domain Management Server Configuration Utility in graphical user interface mode, you might see the following null pointer exception messages on the user interface. These are expected messages and can be ignored.

```
java.lang.NullPointerException
at
javax.swing.JComponent._paintImmediately(JComponent.java:49
31)
at
javax.swing.JComponent.paintImmediately(JComponent.java:475
2)
at
javax.swing.RepaintManager.paintDirtyRegions(RepaintManager
.java:481)
at
javax.swing.SystemEventQueueUtilities$ComponentWorkRequest.
run(SystemEventQueueUtilities.java:144)
at
java.awt.event.InvocationEvent.dispatch(InvocationEvent.jav
a:240)
at java.awt.EventQueue.dispatchEvent(EventQueue.java:543)
at
java.awt.EventDispatchThread.pumpOneEventForHierarchy(Event
DispatchThread.java:268)
at
java.awt.EventDispatchThread.pumpEventsForHierarchy(EventDi
spatchThread.java:197)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:191)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:183)
at
java.awt.EventDispatchThread.run(EventDispatchThread.java:1
44)
In paintImmediately null graphics
java.lang.NullPointerException
at
javax.swing.JComponent._paintImmediately(JComponent.java:49
31)
at
javax.swing.JComponent.paintImmediately(JComponent.java:475
2)
at
javax.swing.RepaintManager.paintDirtyRegions(RepaintManager
.java:481)
at
javax.swing.SystemEventQueueUtilities$ComponentWorkRequest.
run(SystemEventQueueUtilities.java:144)
at
java.awt.event.InvocationEvent.dispatch(InvocationEvent.jav
a:240)
at java.awt.EventQueue.dispatchEvent(EventQueue.java:543)
at
java.awt.EventDispatchThread.pumpOneEventForHierarchy(Event
DispatchThread.java:268)
at
java.awt.EventDispatchThread.pumpEventsForHierarchy(EventDi
spatchThread.java:197)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:191)
at
```

```
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:183)
at
java.awt.EventDispatchThread.run(EventDispatchThread.java:1
44)
```

Wrong user name or password specified in SOA Domain Management Server Configuration Utility for SOA Domain Management Server

When you are configuring the SOA Domain Management Server Oracle database using the SOA Domain Management Server Configuration Utility, you might see a message similar to this example on the user interface:

```
KD4SU0044E The configuration of SOA Domain Management
Server v7.2 failed with
error code: 104
KD4SU1006E The connection to the database server failed.
Verify if the ORACLE database server is running and that
specified connection parameters are correct.
```

Examine the kd4_sdms_config<*date_timestamp*>.log file, located in the directory where you ran the SOA Domain Management Server Configuration Utility, and look for a message similar to the following example:

```
In DBUtils.connectToOracle(): an exception has been thrown
by DriverManager.getConnection, e = java.sql.SQLException:
ORA-01017: invalid username/password; logon denied
In TestConnection.main:Connect to database located at
jdbc:oracle:thin:@localhost:1522:KD4DB failed.
Exception in thread "main" java.sql.SQLException: ORA-
01017: invalid username/password; logon denied
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:33
1)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:28
3)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:27
8)
at
oracle.jdbc.driver.T4CTTIoauthenticate.receiveOauth(T4CTTIo
authenticate.java:785)
at
oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:3
62)
at
oracle.jdbc.driver.PhysicalConnection.<init>(PhysicalConnec
tion.java:414)
at
oracle.jdbc.driver.T4CConnection.<init>(T4CConnection.java:
165)
at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriv
erExtension.java:35)
at
oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:8
01)
```

The problem might have occurred for one of the following reasons:

- The SOA Domain Management Server user does not exist.

- You might have specified the wrong password for the SOA Domain Management Server Oracle user.

The SOA Domain Management Server Oracle user is created by the kd4InitOracleDb script. This script must be run before you use the SOA Domain Management Server Configuration Utility. If you did not run the script, run it using the instructions provided in the *IBM Tivoli Composite Application Manager Installation Guide*. Run the SOA Domain Management Server Configuration Utility again to configure the SOA Domain Management Server.

Wrong Oracle System Identifier or port number specified in SOA Domain Management Server Configuration Utility

When you are configuring the Tivoli Common Object Repository Oracle database using the SOA Domain Management Server Configuration Utility, you might see a message similar to this example on the user interface:

```
KD4SU0044E The configuration of SOA Domain Management
Server v7.2 failed with
error code: 104
KD4SU1006E The connection to the database server failed.
Verify if the ORACLE database server is running and that
specified connection parameters are correct.
```

Examine the kd4_sdms_config<*date_timestamp*>.log file, located in the directory where you ran the SOA Domain Management Server Configuration Utility, and look for a message similar to the following example. You may have entered an Oracle System Identifier that does not exist on the database server or you may have specified the wrong port number.

```
In DBUtils.connectToOracle(): an exception has been thrown
by DriverManager.getConnection, e = java.sql.SQLException:
Io exception: The Network Adapter could not establish the
connection
In TestConnection.main:Connect to database located at
jdbc:oracle:thin:@localhost:1521:KD4SDMS failed.
Exception in thread "main" java.sql.SQLException: Io
exception: The Network Adapter could not establish the
connection
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:146)
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:255)
at
oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:3
87)
at
oracle.jdbc.driver.PhysicalConnection.<init>(PhysicalConnec
tion.java:414)
at
oracle.jdbc.driver.T4CConnection.<init>(T4CConnection.java:
165)
at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriv
erExtension.java:35)
at
oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:8
01)
at
```

```
java.sql.DriverManager.getConnection(DriverManager.java:562
)
at
java.sql.DriverManager.getConnection(DriverManager.java:155
)
at
com.ibm.management.soa.db.util.DBUtils.connectToOracle(DBUt
ils.java:276)
at
com.ibm.management.soa.db.util.DBUtils.connectTo(DBUtils.ja
va:72)
at
com.ibm.management.soa.db.util.TestConnection.main(TestConn
ection.java:116)
ERROR: Connect to database KD4SDMS failed.
An error occurred while connecting to the database.
kd4setupsdms.sh cannot complete the setup processing.
```

Run the SOA Domain Management Server Configuration Utility again and specify the correct port number.

Expected log messages when creating an Oracle SOA Domain Management Server user

When running the kd4InitOracleDb script to create the Oracle user and user role for the SOA Domain Management Server, you might see the following messages in the initOracleDBresults.txt file.

```
SQL> drop user &SDMS_USER cascade;
drop user SDMS cascade
     *
ERROR at line 1: ORA-01918: user 'SDMS' does not exist
SQL> WHENEVER SQLERROR CONTINUE;
SQL> drop role &ROLE_NAME;
drop role SDMS_ROLE
     *
ERROR at line 1:
ORA-01919: role 'SDMS_ROLE' does not exist
```

The script attempts to drop the SOA Domain Management Server Oracle user and the SDMS_ROLE user role. If the user and user role do not already exist, these error messages are written to the initOracleDBresults.txt file and can be ignored.

Expected log messages when running the SOA Domain Management Server Configuration Utility to configure Oracle database

When running the SOA Domain Management Server Configuration Utility to configure an Oracle SOA Domain Management Server database, you might see the following messages in the kd4_sdms_config<*date_timestamp*>.log file. These messages are expected and can be ignored.

```
soasvtx01:/opt/IBM/ITM/lx8263/cq/Products/KD4/latest/bin #
./ConfigDMS.sh
./ConfigDMS.sh[84]: .[530]: nls_replace: not found [No such file
or directory]
./ConfigDMS.sh[85]: .[530]: nls_replace: not found [No such file
or directory]
Mar 24, 2009 3:06:24 PM java.util.prefs.FileSystemPreferences$3
run
INFO: Created system preferences directory in java.home.

soasvtx01:/opt/IBM/ITM/lx8263/cq/Products/KD4/latest/bin #Expected
error messages when running the kd4InitOracleDb script
```

Tivoli Enterprise Portal Server reconfiguration fails after configuring topology support

When you configure SOA Domain Management Server and install Tivoli Common Object Repository, you might encounter a Transmission Control Protocol (TCP) port number conflict if **both** of the following conditions exist in your installation environment:

- You are installing in a system where IBM WebSphere Application Server is installed and security is enabled for the application server.
- IBM Tivoli Monitoring version 6.1 Fix Pack 4 or later fix pack is installed.

This problem can occur because both IBM WebSphere Application Server and Tivoli Enterprise Portal Server with Tivoli Enterprise Portal Server Extensions have the following port number settings by default:

```
CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS = 9403
CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS = 9402
```

In this environment, after you configure SOA Domain Management Server and install Tivoli Common Object Repository, this port conflict might cause one or both of the following errors:

- Reconfiguration of Tivoli Enterprise Portal Server fails.
- Startup of IBM WebSphere Application Server fails.

If this port conflict occurs, a message similar to the following example is displayed in the Tivoli Enterprise Portal Server reconfiguration log, located at *<ITM_Home>*/install_plugin*.log:

```
<record>
<date>2008-11-25T18:41:00</date>
<millis>1227609660168</millis>
<sequence>406</sequence>
<logger>com.ibm.tivoli.itm.iw.plugin</logger>
<level>INFO</level>
<class>com.ibm.tivoli.itm.ewas.RAS</class>
<method>traceInfo</method>
<thread>10</thread>
<message>INFO: EwasProfile.startServer() ADMU0116I:
Tool information is being logged in file
/opt/IBM/ITM/li6243/iw/profiles/ITMProfile/logs/ITMServer/startServer.log
ADMU0128I: Starting tool with the ITMProfile profile
ADMU3100I: Reading configuration for server: ITMServer
ADMU3200I: Server launched. Waiting for initialization status.
ADMU3011E: Server launched but failed initialization. startServer.log,
SystemOut.log(or job log in zOS) and other log files under
/opt/IBM/ITM/li6243/iw/profiles/ITMProfile/logs/ITMServer should contain
failure information.
</message>
</record>
```

In addition, an exception is displayed in the Tivoli Enterprise Portal Server Extensions SystemOut.log file, similar to the following example:

```
[11/25/08 17:17:37:218 EDT] 0000000a WsServerImpl E WSVR0009E: Error occurred
during startup
META-INF/ws-server-components.xml
[11/25/08 17:17:37:218 EDT] 0000000a WsServerImpl E WSVR0009E: Error occurred
during startup
com.ibm.ws.exception.RuntimeError: com.ibm.ws.exception.RuntimeError:
org.omg.CORBA.INTERNAL: CREATE_LISTENER_FAILED_4 vmcid: 0x49421000
minor code: 56 completed: No
at com.ibm.ws.runtime.WsServerImpl.bootServerContainer(WsServerImpl.java:199)
at com.ibm.ws.runtime.WsServerImpl.start(WsServerImpl.java:140)
```

```
at com.ibm.ws.runtime.WsServerImpl.main(WsServerImpl.java:461)
at com.ibm.ws.runtime.WsServer.main(WsServer.java:59)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl
.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at com.ibm.wsspi.bootstrap.WSLauncher.launchMain(WSLauncher.java:183)
at com.ibm.wsspi.bootstrap.WSLauncher.main(WSLauncher.java:90)
at com.ibm.wsspi.bootstrap.WSLauncher.run(WSLauncher.java:72)
at org.eclipse.core.internal.runtime.PlatformActivator$1.run(PlatformActivator
.java:78)
at org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.
runApplication(EclipseAppLauncher.java:92)
at org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.
start(EclipseAppLauncher.java:68)
at org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:400)
at org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:177)
at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:64)
at sun.reflect.DelegatingMethodAccessorImpl.
invoke(DelegatingMethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:615)
at org.eclipse.core.launcher.Main.invokeFramework(Main.java:336)
at org.eclipse.core.launcher.Main.basicRun(Main.java:280)
at org.eclipse.core.launcher.Main.run(Main.java:977)
at com.ibm.wsspi.bootstrap.WSPreLauncher.launchEclipse(WSPreLauncher.java:321)
at com.ibm.wsspi.bootstrap.WSPreLauncher.main(WSPreLauncher.java:89)
Caused by: com.ibm.ws.exception.RuntimeError: org.omg.CORBA.INTERNAL:
CREATE_LISTENER_FAILED_4 vmcid: 0x49421000 minor code: 56 completed: No
at com.ibm.ws.runtime.component.ORBImpl.start(ORBImpl.java:386)
at com.ibm.ws.runtime.component.ContainerImpl.startComponents
(ContainerImpl.java:977)
at com.ibm.ws.runtime.component.ContainerImpl.start(ContainerImpl.java:673)
at com.ibm.ws.runtime.component.ServerImpl.start(ServerImpl.java:485)
at com.ibm.ws.runtime.WsServerImpl.bootServerContainer(WsServerImpl.java:192)
... 24 more
```

To prevent this port conflict from occurring, do the following steps:

1. Install IBM Tivoli Monitoring and Tivoli Enterprise Portal Server Extensions.
2. Modify the port settings for Tivoli Enterprise Portal Server to eliminate the conflict.
3. Configure SOA Domain Management Server and Tivoli Common Object Repository.

Complete the following procedure to modify the default port settings for Tivoli Enterprise Portal Server:

1. Edit the portdef.props file, found in the following locations:
   - On Windows systems: *<ITM_Dir>*\CNPSJ\scripts\ portdef.props
   - On UNIX and Linux systems: *<ITM_Dir>*/*<platform>*/iw/scripts/ portdef.props

   In these directory paths:
   - *<ITM_Dir>* is the location where IBM Tivoli Monitoring is installed, typically *C:\IBM\ITM* on Windows systems, and */opt/IBM/ITM* on UNIX and Linux systems
   - *<platform>* is the system platform (for example, *li6243*).

     Note: On UNIX and Linux systems, to determine the platform of component *iw*, run the command: **./cinfo -d** from the /bin directory.
2. In this file, change the following settings:

- Change the value of CSIV2_SSL_SERVERAUTH_LISTENER_ADDRESS from *9403* to *15207*.
- Change the value of CSIV2_SSL_MUTUALAUTH_LISTENER_ADDRESS from *9402* to *15208*.

3. If you are using ITCAM for SOA version 6.1 or later (with fix packs), run the **kd4setuptcore** command on the Windows operating system, or the **kd4setuptcore.sh** command on UNIX or Linux systems to configure SOA Domain Management Server and Tivoli Common Object Repository.

   If you are using ITCAM for SOA version 7.1 or later (with fix packs), run the **ConfigDMS** command on the Windows operating system or the **ConfigDMS.sh** command on UNIX or Linux systems to configure SOA Domain Management Server and optionally Tivoli Common Object Repository.

   Refer to the ITCAM for SOA Information Center for more details on configuring SOA Domain Management Server and Tivoli Common Object Repository.

4. Reconfigure the Tivoli Enterprise Portal Server.
5. Start the Tivoli Enterprise Portal Server.

Unable to upgrade topology support to version 7.2 Fix Pack 1

The problem: As part of an update to ITCAM for SOA version 7.2 Fix Pack 1, when you run the ConfigDMS utility to upgrade topology support, the update might fail if an Oracle database is configured. An error message similar to the following message is displayed:

```
/opt/IBM/ITM/lx8263/cq/Products/KD4/latest/lib
In kd4TestSDMSdbLevel.sh, JAVA_HOME =
/opt/IBM/ITM/li6263/iw/java/jre
In kd4TestSDMSdbLevel.sh, jdbcPath=/itcam-software/OracleDriver/ojdbc14.jar
In kd4TestSDMSdbLevel.sh, temp1=/itcam-software/OracleDriver/ojdbc14.jar
In kd4TestSDMSdbLevel.sh, temp2=/itcam-software/OracleDriver/ojdbc14.jar
In kd4TestSDMSdbLevel.sh, CLASSPATH=/opt/IBM/ITM/lx8263/cq/Products/KD4/latest/
lib/SDMSInstallUtilities.jar:/itcam-software/OracleDriver/ojdbc14.jar
In DBInstance: dbType = ORACLE
In DBInstance: dbName = orcl
In DBInstance: dbHost = localhost
In DBInstance: dbPort = 1521
In DBInstance: dbUrl = jdbc:oracle:thin:@localhost:1521:orcl
In DBInstance: dbUser = SDMS
In DBInstance: dbPwd = *****
In DBUtils.connectToOracle(): url = jdbc:oracle:thin:@localhost:1521:orcl
In connectToOracle: con != null
In TestDBLevel.migrationTest
In TestDBLevel.migrationTest: INFO: Database required level is: 07200100
In TestDBLevel.migrationTest: INFO: Database is at level: 07200000
In TestDBLevel.migrationTest: isOnRequiredLevel = false
In TestDBLevel.main: INFO: Database is not at required level.
In TestDBLevel.main:Connect to database located at jdbc:oracle:thin:@localhost:1521:
orcl failed.
Exception in thread "main" java.lang.Exception: In TestDBLevel.main: INFO: Database
is not at required level.
        at com.ibm.management.soa.db.util.TestDBLevel.main(TestDBLevel.java:129)
INFO: orcl database is not at required level.
Sun Jan 27 14:50:35 GMT 2013: kd4MigrateSDMS7201: Database is not at required level,
migration will be performed
Sun Jan 27 14:50:35 GMT 2013: kd4MigrateSDMS7201: Migrating the database orcl
Sun Jan 27 14:50:35 GMT 2013: kd4MigrateSDMS7201: Migrating the database orcl
Sun Jan 27 14:50:35 GMT 2013: kd4MigrateSDMS7201: Before migrating the ORACLE database
orcl for Linux
Sun Jan 27 14:50:37 GMT 2013: kd4MigrateSDMS7201: After migrating the ORACLE database
orcl for Linux: retCode = 0
Sun Jan 27 14:50:37 GMT 2013: kd4MigrateSDMS7201: DB_MIGRATION_SUCCESS_OR_FAILURE =
```

```
Querying Oracle database for database level
/opt/IBM/ITM/lx8263/cq/Products/KD4/latest/bin/kd4ConfigSDMSUtilities.sh: line 105:
[: ERROR:: integer expression expected
Sun Jan 27 14:50:37 GMT 2013: kd4MigrateSDMS7201: An error occurred while migrating
the database. kd4MigrateSDMS7201.sh cannot complete the setup processing.
```

The reason: The error occurs when the ConfigDMS utility detects that the Oracle password will expire within a few days.

The solution: Change the password of the Oracle user and run the ConfigDMS utility to update topology support.

The TEPS/e administration console no longer works after you upgrade to ITM V6.3

*The problem*When a TEPS environment with ITCAM for SOA 7.2 topology support is upgraded to Tivoli Monitoring V6.3, the TEPS/e administration console no longer works. When you log in to the administration console (for example, http://localhost:15205/ibm/console), an error similar to the following message is displayed in the browser:

```
SRVE0232E: Internal Server Error.
Exception Message: [javax.servlet.ServletException: java.lang.NoSuchMethodError:
org/apache/commons/beanutils/PropertyUtils.removeBidiChars
(Ljava/lang/String;)Ljava/lang/String;]
```

An error similar to the following message is displayed in the TEPS eWAS SystemOut.log file:

```
0000002f filter E com.ibm.ws.webcontainer.filter.FilterInstanceWrapper doFilter SRVE8109
 W: Uncaught exception thrown by filter WSCUrlFilter: java.lang.NoSuchMethodError
: org/apache/commons/beanutils/PropertyUtils.removeBidiChars
(Ljava/lang/String;)Ljava/lang/String;
```

The SystemOut.log files are in the following locations:
- Linux and UNIX systems: *ITM_Home*/*platform_name*/iw/profiles/ITMProfile/logs/ITMServer/SystemOut.log
- Windows systems: *ITM_Home*\CNPSJ\profiles\ITMProfile\logs\ITMServer\SystemOut.log

The reason: The cause of this problem is a clash between different versions of a library that is deployed in the TEPS eWAS by the ITCAM for SOA SDMS application and the eWAS isclite application.

Remember: ITCAM for SOA 7.2 Fix Pack 1 is supported on Tivoli Monitoring V6.3 Fix Pack 1, but not on the Tivoli Monitoring V6.3 GA version.

*The solution*Upgrade to ITCAM for SOA 7.2 Fix Pack 1. If you installed ITCAM for SOA 7.2 Fix Pack 1 before you upgraded to Tivoli Monitoring V6.3, you can run the script, kd4_iscsl_config.tar/zip, that is provided in Fix Central for recreating the shared libraries for the isclite application.

On Windows systems, issue the following command:

```
kd4_iscsl_config.bat -operation operation -washome was_home -server server -node node -tcore tcore
```

For example:

```
kd4_iscsl_config.bat -operation redeploy -washome C:\IBM\ITM\CNPSJ\profiles\ITMProfile -server ITMSer
```

On Linux and UNIX systems, issue the following command:

```
./kd4_iscsl_config.sh -operation <operation> -washome <was_home> -server <server> -node <node> -t
```

For example:

```
./kd4_iscsl_config.sh -operation redeploy -washome /opt/IBM/ITM/<platform_name>/iw/profiles/ITMPro
```

Where:

washome
> The path to the TEPS *WAS_HOME*. For example, `C:\IBM\ITM\CNPSJ\`
> `profiles\ITMProfile` on Windows systems and `/opt/IBM/ITM/`
> *platform_name*/iw/profiles/ITMProfile on Linux and Unix systems.

operation
> The operation to perform, for example, redeploy.

server   The TEPS server name, for example, ITMServer.

node   The TEPS node name, for example, ITMNode.

tcore   The path to the TCORE directory. Use forward slash / for the file separator
      character and with no slash character at the end. For example,
      `C:/IBM/ITM/CNPS/Products/KD4/tcore` on Windows systems and
      `/opt/IBM/ITM/`*platform_name*`/cq/Products/KD4/tcore` on Linux and UNIX
      systems.

Configuring Tivoli Common Object Repository support

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

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

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

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

Cannot connect to the database

When you are configuring Tivoli Common Object Repository to use a remote
database server, you might see a message in the
`kd4_sdms_config<date_timestamp>.log`, similar to the following example:

```
2008-02-02 22:45:57,781 [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.8]
An error occurred, could not connect to the
jdbc:db2://testserver1.raleigh.ibm.com:50000/KD4TCORE database.
com.ibm.db2.jcc.a.SqlException: Required property "serverName" is unknown host
 at com.ibm.db2.jcc.c.a.<init>(a.java:194)
 at com.ibm.db2.jcc.c.b.a(b.java:1664)
 at com.ibm.db2.jcc.a.v.a(v.java:360)
 at com.ibm.db2.jcc.a.v.<init>(v.java:414)
 at com.ibm.db2.jcc.c.b.<init>(b.java:258)
 at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
 at java.sql.DriverManager.getConnection(DriverManager.java:562)
 at java.sql.DriverManager.getConnection(DriverManager.java:186)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:232)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
```

```
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
2008-02-02 22:45:57,781  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.3] Retry
connecting to DB in 15 seconds...
2008-02-02 22:46:12,781  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
**************************************************
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema. kd4setuptcore.bat
cannot complete the setup processing."
```

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

Operation not permitted

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

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

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

DB2 database user name or password is incorrect

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

```
Creating schema .................
2008-02-02 23:01:36,390  [main]  INFO java.PropsImpl - Properties loaded
Checking for DB
2008-02-02 23:01:38,890  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.8] An
error occurred, could not connect to the
jdbc:db2://localhost:50000/KD4TCORE database.
com.ibm.db2.jcc.a.SqlException: [ibm][db2][jcc][t4][2013][11249]
Connection authorization failure occurred.  Reason: User ID or Password
invalid.
  at com.ibm.db2.jcc.c.b.i(b.java:1928)
  at com.ibm.db2.jcc.c.b.c(b.java:1584)
  at com.ibm.db2.jcc.c.eb.r(eb.java:792)
  at com.ibm.db2.jcc.c.eb.k(eb.java:349)
  at com.ibm.db2.jcc.c.eb.c(eb.java:133)
  at com.ibm.db2.jcc.c.b.oc(b.java:1312)
  at com.ibm.db2.jcc.c.b.b(b.java:1237)
  at com.ibm.db2.jcc.c.b.r(b.java:951)
```

```
  at com.ibm.db2.jcc.c.b.b(b.java:628)
  at com.ibm.db2.jcc.c.b.a(b.java:614)
  at com.ibm.db2.jcc.c.b.<init>(b.java:265)
  at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
  at java.sql.DriverManager.getConnection(DriverManager.java:562)
  at java.sql.DriverManager.getConnection(DriverManager.java:186)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection
(JdoDbInit.java:232)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
2008-02-02 23:01:38,906  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.3]
 Retry connecting to DB in 15 seconds...
2008-02-02 23:01:53,906  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
 JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
**************************************************
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
  at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
  at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema.
kd4setuptcore.bat cannot complete the setup processing."
```

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

DB2 database port number is incorrect

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

```
Creating schema .................
2008-02-02 23:09:26,796  [main]  INFO java.PropsImpl - Properties loaded
Checking for DB
2008-02-02 23:09:30,234  [main]  ERROR jdo.JdoDbInit - [JdoDbInit.E.8]
An error occurred, could not connect to the
jdbc:db2://localhost:50003/KD4TCORE database.
com.ibm.db2.jcc.a.DisconnectException: [ibm][db2][jcc][t4][2043][11550]
Exception java.net.ConnectException: Error opening socket to server
localhost/127.0.0.1 on port 50,003 with message: Connection refused:
connect.
  at com.ibm.db2.jcc.c.ac.a(ac.java:375)
  at com.ibm.db2.jcc.c.ac.<init>(ac.java:76)
  at com.ibm.db2.jcc.c.a.v(a.java:254)
  at com.ibm.db2.jcc.c.b.a(b.java:1709)
  at com.ibm.db2.jcc.a.v.a(v.java:360)
  at com.ibm.db2.jcc.a.v.<init>(v.java:414)
  at com.ibm.db2.jcc.c.b.<init>(b.java:258)
  at com.ibm.db2.jcc.DB2Driver.connect(DB2Driver.java:163)
  at java.sql.DriverManager.getConnection(DriverManager.java:562)
  at java.sql.DriverManager.getConnection(DriverManager.java:186)
  at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection
```

```
(JdoDbInit.java:232)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
 at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
 at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
Caused by:
java.net.ConnectException: Connection refused: connect
 at java.net.PlainSocketImpl.socketConnect(Native Method)
 at java.net.PlainSocketImpl.doConnect(PlainSocketImpl.java:372)
 at java.net.PlainSocketImpl.connectToAddress(PlainSocketImpl.java:233)
 at java.net.PlainSocketImpl.connect(PlainSocketImpl.java:220)
 at java.net.SocksSocketImpl.connect(SocksSocketImpl.java:385)
 at java.net.Socket.connect(Socket.java:536)
 at com.ibm.db2.jcc.c.bb.run(bb.java:34)
 at java.security.AccessController.doPrivileged
(AccessController.java:242)
 at com.ibm.db2.jcc.c.ac.a(ac.java:369)
 ... 14 more
2008-02-02 23:09:30,234  [main]   ERROR jdo.JdoDbInit - [JdoDbInit.E.3]
Retry connecting to DB in 15 seconds...
2008-02-02 23:09:45,234  [main]   ERROR jdo.JdoDbInit - [JdoDbInit.E.1]
JdoDbInit.initDb() failed
java.sql.SQLException: [JdoDbInit.E.4] An error occurred attempting to
connect to the database.
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit.java:248)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:155)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
 at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
 at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
**************************************************
Schema could not be created, there was an error.
com.ibm.cdb.topomgr.jdo.JdoInitException: [JdoDbInit.E.4] An error occurred
attempting to connect to the database.
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:214)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:95)
 at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:57)
 at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:39)
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema. kd4setuptcore.bat
 cannot complete the setup processing."
```

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

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

1. Use the **db2 connect to** command to connect to the Tivoli Common Object
   Repository database.

2. Run the following command:

   ```
   db2 get dbm cfg
   ```

3. In the command output, look for the value assigned to the *TCP/IP Service name
   (SVCENAME)* property.

   • If the value of this property is a number, specify this number as the port
     number when you run the SOA Domain Management Server Configuration
     Utility.

   • Otherwise, look up the service name in the **/etc/**services file on Linux or
     UNIX operating systems. On Windows operating systems, the services file is
     typically located in **C:\Windows\system32\drivers\etc**. Specify the port
     number assigned to the service name in the SOA Domain Management
     Server Configuration Utility.

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

a. Verify that DB2 is started.

b. If DB2 is started, verify that DB2 is configured for TCP communications:

   1) Issue the following command:

      db2set –all

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

      db2set DB2COMM=tcpip

Database does not exist

When you configure Tivoli Common Object Repository to use a remote database server, you might see a message in the kd4_sdms_config<*date_timestamp*>.log file, similar to this example:

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

```
"ERROR: Create Schema failed."
"An error occurred while creating the TCORE database schema.
kd4setuptcore.bat cannot complete the setup processing."
```

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

If you run the configuration utility for a remote database, you must have previously created the database on a remote database server by using the make_db2_db script as described in the installation procedures. If you are using an Oracle database on a remote database server, you must have previously created the Oracle database on the remote server and run the make_ora_user script to create the Oracle user and user role for the database.

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

DB2 database name problems

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

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

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

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

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

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

```
./make_db2_db.sh: line 110: db2cfexp: command not found
cat: /tmp/db2cfg.27940: No such file or directory

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

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

DB2 instance user does not exist on Linux or AIX

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

```
KD4SU0045E The configuration of Tivoli Common Object Repository v7.2 failed
with error code: 102
KD4SU1008E The database cannot be created. Verify if user db2admin has been
granted sufficient permissions on the DB2 database server.
```

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

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

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

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

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

Expected log messages when upgrading Tivoli Common Object Repository

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

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

Not enough database heap space when upgrading Tivoli Common Object Repository

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

```
2009-02-27 17:09:21,245 [main] INFO java.OalMigrationRunTime - The schema
upgrade process is initialized.
CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD ('update dbm
cfg using INTRA_PARALLEL NO'). Exception: DB2
SQL Error: SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE,
DRIVER=3.53.70.
2009-02-27 17:09:23,239 [main] INFO util.UpgradeDB - CTJOT0055E The SQL
statement cannot be run: CALL ADMIN_CMD ('up
```

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

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

After running this command, run the SOA Domain Management Server
Configuration Utility again to upgrade SOA Domain Management Server and
Tivoli Common Object Repository.

Transaction log is full when upgrading Tivoli Common Object Repository

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

```
INFO: Started custom pre migration processing
2009-02-27 17:42:04,665  [main]  INFO java.PropsImpl - Properties loaded
2009-02-27 17:42:11,550  [main]  WARN java.OalMigrationRunTime - SQL error
occurred while executing update IPADDR set (JDOLOCKX, VERSION_X, RUNID_X,
PRIORITY_X, DELETED_X) = (0, 0, 1234567891011, 0, 0) WHERE
DOTNOTATION_X = '0.0.0.0' . Nested Exception is : com.ibm.db2.jcc.b.co:
DB2 SQL Error: SQLCODE=-408, SQLSTATE=42821, SQLERRMC=DELETED_X,
DRIVER=3.53.70
INFO: Finished custom pre migration processing successfully
2009-02-27 17:42:12,476  [main]  INFO java.PropsImpl - Properties loaded
2009-02-27 17:42:12,899  [main]  INFO java.OalMigrationRunTime - The schema
upgrade process is initialized.
CTJOT0055E The SQL statement cannot be run: CALL ADMIN_CMD ('update dbm cfg
using INTRA_PARALLEL NO'). Exception: DB2 SQL Error: SQLCODE=-104,
SQLSTATE=42601, SQLERRMC=dbm;UPDATE;DATABASE, DRIVER=3.53.70.
2009-02-27 17:42:15,525  [main]  INFO util.UpgradeDB - CTJOT0055E The SQL
statement cannot be run: CALL ADMIN_CMD ('update dbm cfg using INTRA_PARALLEL
NO').
Exception: DB2 SQL Error: SQLCODE=-104, SQLSTATE=42601, SQLERRMC=dbm;
UPDATE;DATABASE, DRIVER=3.53.70.
2009-02-27 17:42:16,624  [main]  INFO java.OalMigrationRunTime - Primary
schema migration.
CTJOT0059E The SQL procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?).
Exception: DB2 SQL Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0964C  The
transaction log for the database is full.  SQLSTATE=5701, DRIVER=3.53.70.
2009-02-27 17:45:23,037  [main]  ERROR util.UpgradeDB - CTJOT0059E The
SQL procedure cannot be run: CALL "MIG_EXECUTE_MIGRATION"(?, ?). Exception:
DB2 SQL
```

```
Error: SQLCODE=-438, SQLSTATE=57011, SQLERRMC=SQL0964C  The transaction log
for the database is full.  SQLSTATE=5701, DRIVER=3.53.70.
2009-02-27 17:45:23,751  [main]  INFO util.UpgradeDB -
[2009-02-27 16:22:51.97304]
CTJOT0084E mig_execute_statement_migration.1 Preparing to run the SQL
statement operation code:
CREATE TABLE HIRDAREA (      PK_X VARCHAR(192) NOT NULL,
CDMSOURCE_X VARCHAR(192),      ID_X VARCHAR(192),       ADMINSTATE_X INTEGER,
 ATTRPRIOS_X VARCHAR(192),      BIDIFLAG_X INTEGER,      BIDIFORMAT_X
VARCHAR(192),
      CMDBSOURCE_X VARCHAR(192),      CONTEXTIP_X VARCHAR(192),
CREATEDBY_X VARCHAR(192),      DELETED_X CHAR(1)
NOT NULL CHECK (DELETED_X IN ('Y','N')),      DESCRIPTION_X CLOB(1M),
DISPLAYNAME_X VARCHAR(192),      EXTENDEDATTRIBUTES_X LONG VARCHAR FOR BIT DATA,
PK__FILESYSTEMAREA_X VARCHAR(192),      GUID_X VARCHAR(192),
LABEL_X VARCHAR(192),     LASTMODIFIEDBY_X VARCHAR(192),
LASTMODIFIEDTIME_X BIGINT,    MANAGEDSYSTEMNAME_X VARCHAR(192),    NAME_X
VARCHAR(192),
    OBJECTTYPE_X VARCHAR(192),      PAGESIZE_X INTEGER,
PK__PARENTHIRDBRDAREA_X VARCHAR(192),      PRIORITY_X INTEGER NOT NULL,
RUNID_X BIGINT NOT NULL,      SEGMENTSIZE_X INTEGER,
    SHARED_X CHAR(1) CHECK (SHARED_X IN ('Y','N') OR SHARED_X IS NULL),
SOURCETOKEN_X VARCHAR(192),      TYPE_X INTEGER,      VERSION_X BIGINT NOT NULL,
    JDOLOCKX BIGINT NOT NULL,      JDOCLASSX VARCHAR(192) NOT NULL )
```

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

Wrong Oracle System Identifier specified for Tivoli Common Object Repository

If you are creating an Oracle user and user role for the Tivoli Common Object
Repository database using the make_ora_user script, you might see a message
similar to this example or on the console:

```
ORACLE_HOME=/u01/app/oracle/product/11.1.0/db_1
THIS TAKES A WHILE, BE PATIENT

SQL*Plus: Release 11.1.0.6.0 - Production on Wed Mar 4 22:28:39
2009

Copyright (c) 1982, 2007, Oracle. All rights reserved.

SQL> Connected to an idle instance.
SQL> drop user tcore cascade
*
ERROR at line 1:
ORA-01034: ORACLE not available
Process ID: 0
Session ID: 0 Serial number: 0
```

This problem might occur if you specified an Oracle System Identifier that does
not exist when you ran the make_ora_user script. Run the script again and specify
the correct Oracle System Identifier.

Wrong Oracle System Identifier specified in SOA Domain Management Server Configuration Utility

When you are configuring the Tivoli Common Object Repository Oracle database
using the SOA Domain Management Server Configuration Utility, you might see a
message similar to this example on the user interface:

KD4SU0045E The configuration of Tivoli Common Object
Repository v7.2 failed
with error code: 103
KD4SU1007E The database schema cannot be created.
Verify if user tcore has been granted sufficient
permissions on the ORACLE database server and that all
connection parameters are correct.

Examine the kd4_sdms_config<*date_timestamp*>.log file, located in the directory
where you ran the SOA Domain Management Server Configuration Utility, and
look for a message similar to the following example.

:

```
Creating schema .................
2009-03-05 00:44:28,149 [main] INFO java.PropsImpl -
Properties loaded
Checking for DB
2009-03-05 00:44:29,277 [main] ERROR jdo.JdoDbInit -
[JdoDbInit.E.8] An error occurred, could not connect to the
jdbc:oracle:thin:@localhost:1522:KD4TCORE database.
java.sql.SQLException: Listener refused the connection with
the following error:
ORA-12505, TNS:listener does not currently know of SID
given in connect descriptor
The Connection descriptor used by the client was:
localhost:1522:KD4TCORE
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:261)
at
oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:3
87)
at
oracle.jdbc.driver.PhysicalConnection.<init>(PhysicalConnec tion.java:414)
at
oracle.jdbc.driver.T4CConnection.<init>(T4CConnection.java: 165)
at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriv erExtension.java:35)
at
oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:8 01)
at
java.sql.DriverManager.getConnection(DriverManager.java:562 )
at
java.sql.DriverManager.getConnection(DriverManager.java:186 )
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit .java:264)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:150 )at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
```

```
......
**************************************************
Schema could not be created, there was an error.
java.lang.reflect.InvocationTargetException
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
Caused by: com.ibm.cdb.topomgr.jdo.JdoInitException:
[JdoDbInit.E.4] An error occurred attempting to connect to
the database.
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:246
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
... 6 more
ERROR: Create Schema failed.
An error occurred while creating the database schema.
kd4setuptcore.sh cannot complete the setup processing.
```

Run the SOA Domain Management Server Configuration Utility again and specify
the Oracle System Identifier that you entered when you ran the `make_ora_user`
script to create the Oracle Tivoli Common Object Repository user.

Wrong port number specified in SOA Domain Management Server Configuration Utility

When you are configuring the Tivoli Common Object Repository Oracle database
using the SOA Domain Management Server Configuration Utility, you might see a
message similar to this example on the user interface:

```
KD4SU0044E The configuration of SOA Domain Management
Server v7.2 failed with
error code: 104
KD4SU1006E The connection to the database server failed.
Verify if the ORACLE database server is running and that
specified connection parameters are correct.
```

Examine the `kd4_sdms_config<date_timestamp>`.log file, located in the directory
where you ran the SOA Domain Management Server Configuration Utility, and
look for a message similar to the following example. You may have entered the
wrong port number.

```
Creating schema .................
2009-03-05 00:35:33,709 [main] INFO java.PropsImpl -
Properties loaded
Checking for DB
2009-03-05 00:35:34,998 [main] ERROR jdo.JdoDbInit -
[JdoDbInit.E.8] An error occurred, could not connect to the
jdbc:oracle:thin:@localhost:1521:KD4DB database.
java.sql.SQLException: Io exception: The Network Adapter
could not establish the connection
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
```

```
Error.java:112)
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:146)
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:255)
at
oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:3
87)
at
oracle.jdbc.driver.PhysicalConnection.<init>(PhysicalConnec
tion.java:414)
at
oracle.jdbc.driver.T4CConnection.<init>(T4CConnection.java:
165)
at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriv
erExtension.java:35)
at
oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:8
01)
at
java.sql.DriverManager.getConnection(DriverManager.java:562
)
at
java.sql.DriverManager.getConnection(DriverManager.java:186
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit
.java:264)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:150
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
......
**************************************************
Schema could not be created, there was an error.
java.lang.reflect.InvocationTargetException
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
```

```
Caused by: com.ibm.cdb.topomgr.jdo.JdoInitException:
[JdoDbInit.E.4] An error occurred attempting to connect to
the database.
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:246
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
... 6 more
ERROR: Create Schema failed.
An error occurred while creating the database schema.
kd4setuptcore.sh cannot complete the setup processing.
```

Run the SOA Domain Management Server Configuration Utility again and specify the correct port number.

Wrong user name or password specified in SOA Domain Management Server Configuration Utility for Tivoli Common Object Repository

When you are configuring the Tivoli Common Object Repository Oracle database using the SOA Domain Management Server Configuration Utility, you might see a message similar to this example on the user interface:

```
KD4SU0044E The configuration of SOA Domain Management
Server v7.2 failed with
error code: 104
KD4SU1006E The connection to the database server failed.
Verify if the ORACLE database server is running and that
specified connection parameters are correct.
```

Examine the kd4_sdms_config<*date_timestamp*>.log file, located in the directory where you ran the SOA Domain Management Server Configuration Utility, and look for a message similar to the following example:

```
Creating schema .................
2009-03-05 00:49:44,077 [main] INFO java.PropsImpl -
Properties loaded
Checking for DB
2009-03-05 00:49:47,271 [main] ERROR jdo.JdoDbInit -
[JdoDbInit.E.8] An error occurred, could not connect to the
jdbc:oracle:thin:@localhost:1522:KD4DB database.
java.sql.SQLException: ORA-01017: invalid
username/password; logon denied
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:33
1)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:28
3)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:27
8)
at
oracle.jdbc.driver.T4CTTIoauthenticate.receiveOauth(T4CTTIo
authenticate.java:785)
at
oracle.jdbc.driver.T4CConnection.logon(T4CConnection.java:3
62)
at
oracle.jdbc.driver.PhysicalConnection.<init>(PhysicalConnec
```

```
tion.java:414)
at
oracle.jdbc.driver.T4CConnection.<init>(T4CConnection.java:
165)
at
oracle.jdbc.driver.T4CDriverExtension.getConnection(T4CDriv
erExtension.java:35)
at
oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:8
01)
at
java.sql.DriverManager.getConnection(DriverManager.java:562
)
at
java.sql.DriverManager.getConnection(DriverManager.java:186
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.getDbConnection(JdoDbInit
.java:264)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:150
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
......
**************************************************
Schema could not be created, there was an error.
java.lang.reflect.InvocationTargetException
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
Caused by: com.ibm.cdb.topomgr.jdo.JdoInitException:
[JdoDbInit.E.4] An error occurred attempting to connect to
the database.
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:246
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
... 6 more
```

```
ERROR: Create Schema failed.
An error occurred while creating the database schema.
kd4setuptcore.sh cannot complete the setup processing.
```

The problem might have occurred for one of the following reasons:

- You specified an Oracle user name for the Tivoli Common Object Repository does not exist.
- You specified the wrong password for the Tivoli Common Object Repository.

You must run the make_ora_user script to create the Oracle user for the Tivoli Common Object Repository before running the SOA Domain Management Server Configuration Utility. Run the make_ora_user script if the user does not exist and then run the SOA Domain Management Server Configuration Utility again and specify the correct Oracle username.

If the Oracle user already exists, you might have entered the wrong password for the user. Run the SOA Domain Management Server Configuration Utility again and specify the correct password.

Expected log messages when creating the Oracle Tivoli Common Object Repository schema

When you have configured the Tivoli Common Object Repository, you might see messages similar to the messages in the following example in the kd4_sdms_config<*date_timestamp*>.log file. These messages are expected messages and can be ignored.

```
Checking for DB
2009-03-12 23:28:46,365 [main] WARN jdo.JdoDbInit -
Warning while executing common specific sqls:
java.sql.SQLException: ORA-00904: "PK__PRIMARYOWNER_X":
invalid identifier
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:33
1)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:28
8)
at
oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:743)
at
oracle.jdbc.driver.T4CStatement.doOall8(T4CStatement.java:2
07)
at
oracle.jdbc.driver.T4CStatement.executeForRows(T4CStatement
.java:946)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(Ora
cleStatement.java:1160)
at
oracle.jdbc.driver.OracleStatement.executeInternal(OracleSt
atement.java:1679)
at
oracle.jdbc.driver.OracleStatement.execute(OracleStatement.
java:1645)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.runCommonSqls(JdoDbInit.j
ava:1216)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:182
```

```
)
at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
at java.lang.reflect.Method.invoke(Method.java:618)
at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
2009-03-12 23:28:53,695 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-bb-views.sql
2009-03-12 23:28:53,696 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-bbviews.
sql
2009-03-12 23:28:53,697 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-dp-views.sql
2009-03-12 23:28:53,698 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-dpviews.
sql
2009-03-12 23:28:53,698 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-cm-views.sql
2009-03-12 23:28:53,699 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-cmviews.
sql
Done creating schema .................
SUCCESS: Create Schema completed.
```

Expected log messages when configuring Tivoli Common Object Repository

When configuring Tivoli Common Object Repository when DB2 version 9 is being used, you might see the following messages in thekd4_sdms_config<*date_timestamp*>.log file. These are expected messages and can be ignored.

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

```
 at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
 at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
 at java.lang.reflect.Method.invoke(Method.java:618)
 at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
 at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
```

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

```
2008-11-24 23:08:10,187  [main]  WARN jdo.JdoDbInit - Warning while
executing DB2 specific sqls:
com.ibm.db2.jcc.a.SqlException: DB2 SQL Error: SQLCODE=-2306, SQLSTATE=
    , SQLERRMC=SYSIBM.SYSXSROBJECTS, DRIVER=3.52.95
 at com.ibm.db2.jcc.a.ad.a(ad.java:669)
 at com.ibm.db2.jcc.a.ad.a(ad.java:60)
 at com.ibm.db2.jcc.a.ad.a(ad.java:127)
 at com.ibm.db2.jcc.a.rl.b(rl.java:2082)
 at com.ibm.db2.jcc.a.rl.c(rl.java:2065)
 at com.ibm.db2.jcc.t4.db.k(db.java:353)
 at com.ibm.db2.jcc.t4.db.e(db.java:95)
 at com.ibm.db2.jcc.t4.t.e(t.java:81)
 at com.ibm.db2.jcc.t4.sb.j(sb.java:166)
 at com.ibm.db2.jcc.a.rl.bb(rl.java:2035)
 at com.ibm.db2.jcc.a.rl.a(rl.java:2795)
 at com.ibm.db2.jcc.a.rl.e(rl.java:946)
 at com.ibm.db2.jcc.a.rl.execute(rl.java:930)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.runDb2SpecificSqls
(JdoDbInit.java:1115)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:192)
 at com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:98)
 at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
 at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
 at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
 at java.lang.reflect.Method.invoke(Method.java:618)
 at com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
 at com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)

2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Reading /db2/create-bb-views.sql
2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-bb-views.sql
2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Reading /db2/create-dp-views.sql
2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-dp-views.sql
2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Reading /db2/create-cm-views.sql
2008-11-24 23:08:10,437  [main]  INFO jdo.JdoDbInit -
Failed to read create views file : /db2/create-cm-views.sql
```

Expected null pointer exception log messages

When configuring SOA Domain Management Server or the Tivoli Common Object
Repositoryusing the SOA Domain Management Server Configuration Utility in
graphical user interface mode, you might see the following null pointer exception
messages on the user interface. These are expected messages and can be ignored.

```
java.lang.NullPointerException
at
javax.swing.JComponent._paintImmediately(JComponent.java:49
31)
at
javax.swing.JComponent.paintImmediately(JComponent.java:475
2)
```

```
at
javax.swing.RepaintManager.paintDirtyRegions(RepaintManager
.java:481)
at
javax.swing.SystemEventQueueUtilities$ComponentWorkRequest.
run(SystemEventQueueUtilities.java:144)
at
java.awt.event.InvocationEvent.dispatch(InvocationEvent.jav
a:240)
at java.awt.EventQueue.dispatchEvent(EventQueue.java:543)
at
java.awt.EventDispatchThread.pumpOneEventForHierarchy(Event
DispatchThread.java:268)
at
java.awt.EventDispatchThread.pumpEventsForHierarchy(EventDi
spatchThread.java:197)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:191)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:183)
at
java.awt.EventDispatchThread.run(EventDispatchThread.java:1
44)
In paintImmediately null graphics
java.lang.NullPointerException
at
javax.swing.JComponent._paintImmediately(JComponent.java:49
31)
at
javax.swing.JComponent.paintImmediately(JComponent.java:475
2)
at
javax.swing.RepaintManager.paintDirtyRegions(RepaintManager
.java:481)
at
javax.swing.SystemEventQueueUtilities$ComponentWorkRequest.
run(SystemEventQueueUtilities.java:144)
at
java.awt.event.InvocationEvent.dispatch(InvocationEvent.jav
a:240)
at java.awt.EventQueue.dispatchEvent(EventQueue.java:543)
at
java.awt.EventDispatchThread.pumpOneEventForHierarchy(Event
DispatchThread.java:268)
at
java.awt.EventDispatchThread.pumpEventsForHierarchy(EventDi
spatchThread.java:197)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:191)
at
java.awt.EventDispatchThread.pumpEvents(EventDispatchThread
.java:183)
at
java.awt.EventDispatchThread.run(EventDispatchThread.java:1
44)
```

Expected log messages when creating an Oracle Tivoli Common Object Repository user

When running the make_ora_user script to create the Oracle user and user role for the Tivoli Common Object Repository, you might see the following messages on the console.

```
SQL> drop user tcore cascade
     *
ERROR at line 1:
ORA-01918: user 'TCORE' does not exist
```

The script attempts to drop the Tivoli Common Object Repository Oracle user name that you specify as an input parameter. If the user does not already exist, these error messages are written to the console and can be ignored.

Wrong Oracle JDBC driver version

If you are configuring the Tivoli Common Object Repository or SOA Domain Management Server using the SOA Domain Management Server Configuration Utility, you might see a message similar to this example on the user interface:

```
KD4SU1035E The version of JDBC drivers is not supported for
ORACLE database.
```

The message is displayed if you did not specify the path to the `ojdbc6.jar` driver. This driver must be used when installing Oracle 10g Release 2 JDBC driver, Oracle 11g Release 1 JDBC driver, or Oracle 11g Release 2. If you installing Oracle 10g Release 2, you must download the `ojdbc6.jar` from the Oracle website. Run the SOA Domain Management Server Configuration Utility again and specify the path to the correct JDBC driver file.

Expected log messages when creating the Oracle Tivoli Common Object Repository schema

When you have configured the Tivoli Common Object Repository, you might see messages similar to the messages in the following example in the `kd4_sdms_config<date_timestamp>.log` file. These messages are expected messages and can be ignored.

```
Checking for DB
2009-03-12 23:28:46,365 [main] WARN jdo.JdoDbInit -
Warning while executing common specific sqls:
java.sql.SQLException: ORA-00904: "PK__PRIMARYOWNER_X":
invalid identifier
at
oracle.jdbc.driver.DatabaseError.throwSqlException(Database
Error.java:112)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:33
1)
at
oracle.jdbc.driver.T4CTTIoer.processError(T4CTTIoer.java:28
8)
at
oracle.jdbc.driver.T4C8Oall.receive(T4C8Oall.java:743)
at
oracle.jdbc.driver.T4CStatement.doOall8(T4CStatement.java:2
07)
at
oracle.jdbc.driver.T4CStatement.executeForRows(T4CStatement
.java:946)
at
oracle.jdbc.driver.OracleStatement.doExecuteWithTimeout(Ora
cleStatement.java:1160)
at
oracle.jdbc.driver.OracleStatement.executeInternal(OracleSt
atement.java:1679)
at
oracle.jdbc.driver.OracleStatement.execute(OracleStatement.
java:1645)
```

```
    at
com.ibm.cdb.topomgr.jdo.JdoDbInit.runCommonSqls(JdoDbInit.j
ava:1216)
    at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:182
)
    at
com.ibm.cdb.topomgr.jdo.JdoDbInit.initDb(JdoDbInit.java:100
)
    at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAcc
essorImpl.java:79)
    at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingM
ethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:618)
    at
com.ibm.cdb.oal.tools.Bootstrap.initDb(Bootstrap.java:60)
    at
com.ibm.cdb.oal.tools.Bootstrap.main(Bootstrap.java:42)
2009-03-12 23:28:53,695 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-bb-views.sql
2009-03-12 23:28:53,696 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-bbviews.
sql
2009-03-12 23:28:53,697 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-dp-views.sql
2009-03-12 23:28:53,698 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-dpviews.
sql
2009-03-12 23:28:53,698 [main] INFO jdo.JdoDbInit -
Reading /oracle/create-cm-views.sql
2009-03-12 23:28:53,699 [main] INFO jdo.JdoDbInit -
Failed to read create views file : /oracle/create-cmviews.
sql
Done creating schema .................
SUCCESS: Create Schema completed.
```

The SDMS is unable to handle static data

The problem: The SDMS is unable to handle static data. Some
`NoClassDefFoundError` errors might be visible in the eWAS logs.

Important: This issue is found in Tivoli Monitoring V6.2.2 fix packs only.

The reason: The ConfigDMS utility does not deploy TCORE directly into eWAS.
After you configure SDMS or TCORE, you must reconfigure the portal server to
deploy the SDMS or TCORE application into eWAS. When you reconfigure the
portal server, the kd4ewas.properties file is created.

If you configure SDMS on its own before you configure TCORE, the version
property in the kd4ewas.properties file will be up-to-date. The portal server does
not attempt to deploy the TCORE application as it sees the version property as
being up-to-date

The solution: After you deploy the SDMS, complete the following steps:
1. Navigate to the *EWAS_HOME*/itmEwasRegistry.properties file.
2. Either remove or comment out the following line:
   `kd4ewas.properties=07200100`
3. Reconfigure the portal server.

Running the Data Collector Configuration Utility or the KD4configDC configuration script

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

Installing the ITCAM for SOA data collector for Microsoft .NET

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

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

KD4configDC terminates with CTRL-C

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

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

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

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

Running multiple KD4configDC instances at the same time

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

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

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

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

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

See "Array Index Out of Bounds error when running ConfigDMS" on page 16 for an example of this exception message that can also occur when running the SOA Domain Management Server Configuration Utility.

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

Corrupted Arabic strings in console mode

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

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

Installing and configuring data collection for JBoss version 5

This section describes problems you might encounter while installing and configuring data collection for JBoss version 5.

No metric data collected for a JBoss version 5 application

The problem: No metric data is collected for an application that you added to a JBoss version 5 environment after you enabled data collection for the JBoss application server environment.

The reason: The data collector handler is not configured for the new application.

The solution: Disable and re-enable the JBoss data collector using the KD4configDC command to monitor the application. For more information, see the "Configuring data collection: JBoss" section in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Installing and configuring the ITCAM Data Collector for WebSphere

This section describes problems you might encounter while installing and configuring the ITCAM Data Collector for WebSphere.

Verifying the Data Collector Configuration

The question: How can I verify if the Data Collector was configured properly?

The answer: The best way to tell if the Data Collector is configured properly is to check the following items.
- The directory *DC_home*/runtime/*appserver_version.node_name.server_name* is successfully created and contains files. An example of the directory name: was70.Node1.Server1
- In the Tivoli Enterprise Portal, the WebSphere Application Server icon for the monitored server instance and the tree that is displayed under it in the navigator are present and available.

- If you are using ITCAM for Application Diagnostics Managing Server, the Managing Server Visualization Engine lists the Data Collector.
- When using a Tivoli Enterprise Portal Interface:
  - You can verify that the Data Collector is connected to the Tivoli Enterprise Monitoring Agent by verifying that the WebSphere Application Server icon and the tree that is displayed under it in the navigator are present and available.
  - The Tivoli Enterprise Monitoring Agent and the Data Collector must be at the same level. You can verify it by comparing the Data Collector level in *DC_home*/itcamdc/etc/version.properties to the Tivoli Enterprise Monitoring Agent level which can be determined by running the following commands on the Tivoli Enterprise Monitoring Agent machine:
    - For UNIX: *ITM_home*/**bin/cinfo -i**
    - For Windows: *ITM_home*/**InstallITM/kincinfo -i**

If Tivoli Enterprise Portal screens have incorrect labels in the navigation tree or if workspaces are not formatted properly for tables/graphs, the wrong version of application support files might be installed on the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, or Tivoli Enterprise Portal Desktop client. These versions must be the same or later than the version of the Tivoli Enterprise Monitoring Agent. Use the following commands to verify the versions on each host:

- For Windows systems: *ITM_home*/**InstallITM/kincinfo -i**
- For Linux and UNIX systems: *ITM_home*/**bin/cinfo -i**

The commands display the version for each agent, as identified by their codes. For ITCAM Agent for WebSphere Applications, the code is yn; for ITCAM for SOA, the two byte code is d4.

If the Data Collector fails to install or configure, for a console installation or configuration, a message shows detailed error information. Check this message to find if the prerequisite conditions are not met. For a silent installation or configuration, check installation log files and find messages with log level ERROR or WARN.

Required application server permissions for Data Collector configuration for WebSphere Application Server

The question: What permissions must be present for the WebSphere Application Server user ID that the Data Collector uses?

The answer: Use the WebSphere Application Server Administrator role, as this role provides sufficient permissions for using and changing PMI monitoring.

Important: This role refers to the WebSphere Application Server username. You must provide this username when configuring the Data Collector for the applications server instance. The role does not refer to the operating system username that is used for configuring the Data Collector.

Data Collector installation or configuration fails on Linux and UNIX systems because of inadequate permissions

The problem: The Data Collector installation configuration fails if you are using a non-root user that does not have sufficient permissions

The solution: Ensure the user has sufficient permissions, as described in the *Installing ITCAM for SOA on Linux or AIX systems* section of the *ITCAM for SOA Installation Guide*.

The installation fails if you install the Data Collector from a directory with a name containing a space

The problem: The installation fails if you install the Data Collector from a directory with a name containing a space.

The solution: Unpack the installation files in a directory that has a name with no spaces.

Error message CFG5045E is displayed when you configure the data collector

The problem: When you configure the ITCAM Data Collector for WebSphere 7.2.0.0.1 using the ITCAM Data Collector for WebSphere Configuration Utility or silent mode on Windows 2008 R2 64 bits with WebSphere Application Server 7.0.0.19, 7.0.0.20, 7.0.0.21, 7.0.0.22, 7.0.0.23, or 7.0.0.24, the following error is displayed:

```
CFG5045E The configuration process is being terminated due to errors listed above.
Exiting the ITCAM Data Collector for WebSphere Configuration Utility.
```

You can also observe the following message in the `config.log` file

```
WASX7487E: "Failed to import script libraries modules: PerfTuningTemplate.py "
```

The solution: Install WebSphere Application Server 7.0 interim fix 25. This problem was introduced with WebSphere Application Server 7.0.0.19 and addressed by 7.0.0.25.

Data collector configuration exits with error message CFG5046E

The problem: Data Collector configurations exits with the following error message:

```
CFG5046E AdminTask object is required to complete the configuration, but is unavailable.
Unable to continue
```

The solution: For a stand-alone application server, ensure that the server is running. If it is running and the error message is displayed, restart the application server.

In a Network Deployment environment, check that the Deployment Manager and node agent are running. If they are running and the error message is displayed, restart the Deployment Manager.

If the error still happens after the restart, check the *profile_home*/logs/ wsadmin.traceout file for details of the error. (In a Network Deployment environment, check the *profile_home*/logs/wsadmin.traceout file for the Deployment Manager profile.) With the details from the log file, contact IBM WebSphere support.

As a workaround, you can configure the application server instance for the data collector manually. See the chapter on configuring the Data Collector on the applicable platform in the *ITCAM for SOA Installation Guide*.

Data Collector remote upgrade fails with BWMCR9502 error

The problem: When upgrading ITCAM for WebSphere 6.1 Data Collector to ITCAM Agent for WebSphere Applications 7.2, remote upgrade fails with the following message returned:

```
BWMCR9502 error: Failed to unconfigure the server instance.
```

However, the local upgrade and unconfiguration finished successfully. This issue is prevalent in VM environments. It occurs when carrying out the following steps:

1. Remote upgrade WebSphere agent.
2. Start WebSphere agent.
3. Click Configure link on the Tivoli Enterprise Portal.
4. Configuration completes.
5. Error occurs.

The reason: The **wsadmin** command return code is 1 when unconfiguring the ITCAM for WebSphere 6.1 Data Collector, which causes the upgrade to fail.

The solution: First try to restart remote upgrade. If the problem persists after you try a restart, manually unconfigure the WebSphere Application Server in the Data Collector configuration tool, and configure this WebSphere Application Server instance using the 7.2 configuration tool again.

Unable to install the Data Collector on a server that has ITCAM for RTT registered to use the JVMPI interface

The problem: If you select a server that has ITCAM for Response Time Tracking (RTT) registered to use the JVMPI interface, the installation on that server is skipped.

The solution: You must temporarily disable the RTT probes with the *RTT_home*/MA/app/instrument/60/bin/enableprobes.sh command before installing the Data Collector, then use the enableprobes.sh command to re-enable the RTT probes. For usage and parameters for this command, see the *IBM Tivoli Composite Application Manager for Response Time Tracking Command Reference*.

Incomplete list of servers shown during Data Collector configuration

The problem: Incomplete list of servers shown during Data Collector configuration.

The solution: The Data Collector configuration utility shows servers that are not configured for the Data Collector and servers configured for the current version of the Data Collector. It does not list servers configured for any previous release or maintenance level of the Data Collector, including the following products:

- ITCAM Agent for WebSphere Applications (shipped with ITCAM for Application Diagnostics and ITCAM for Applications)
- ITCAM for WebSphere
- ITCAM for WebSphere Application Server
- ITCAM for Web Resources
- ITCAM for SOA

If the server is configured for the Data Collector of any previous version, use the migration utility to configure the current version of the Data Collector for the server.

Configuration of the data collector fails when host name is not defined in hosts file

On Linux, UNIX, and AIX systems, the configuration of the ITCAM Data Collector for WebSphere fails if the host name of the computer system on which the configuration utility is run is defined in the DNS but not in the host file. The error message indicates that the host name is unknown. For example:

```
File "/opt/IBM/SOA0712/dchome/7.2/bin/lib/tcpipstack.py", line 42, in prompt_iphost
    inet = InetAddress.getLocalHost()
        at java.net.InetAddress.getLocalHost(InetAddress.java:1476)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke(
DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:618)

java.net.UnknownHostException: java.net.UnknownHostException: wsrr01: wsrr01
```

To resolve this issue, complete these steps:

1. Locate the `etc/hosts` file on your computer system and open it in a text editor.
2. Add an entry for the host in the hosts file. Use this syntax:

   Host_IP_address your.server.name workstation

   Where

   Host_IP_address
   IP address of the host.

   your.server.name
   Fully qualified host name for your computer system.

   workstation
   Include the name of your workstation after the full qualified host name.

   For example:

   ```
   9.11.153.39    tia.example.com    tia08
   ```
3. Save the hosts file.

Non-root Data Collector configuration cannot lock system preferences

The problem: When using a non-root user to install and configure the Data Collector, system preferences cannot be locked. The following error is displayed in the console:

```
java.lang.SecurityException: Could not lock System prefs. Lock file access denied.
at java.util.prefs.FileSystemPreferences.
 checkLockFile0ErrorCode(FileSystemPreferences.java:937)
at java.util.prefs.FileSystemPreferences.lockFile(FileSystemPreferences.java:926)
at java.util.prefs.FileSystemPreferences.sync(FileSystemPreferences.java:732)
at java.util.prefs.FileSystemPreferences.flush(FileSystemPreferences.java:825)
at java.util.prefs.FileSystemPreferences.syncWorld(FileSystemPreferences.java:476)
at java.util.prefs.FileSystemPreferences.access$1200(FileSystemPreferences.java:51)
at java.util.prefs.FileSystemPreferences$4.run(FileSystemPreferences.java:437)
at java.util.TimerThread.mainLoop(Timer.java:447)
at java.util.TimerThread.run(Timer.java:397)
```

The reason: This problem is a limitation of JRE, reference http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4438983 for more information.

Configuration tool exits with a "Killed" message

The problem: the Data Collector configuration tool exits with a message similar to the following text:

```
/config.sh: line 62:  1250 Killed
  "$JAVA_CMD" -classpath "$CLASSPATH" $JAVA_OPTS $JAVA_PROPS org.python.util.jython
  "$ITCAM_CONFIGHOME"/bin/config.py $* -log "$ITCAM_LOG"
```

The reason: A process failed to complete because of insufficient free memory on the host.

The solution: Increase the amount of available memory.

Failure configuring application server

The problem: In the configuration tool, you might encounter a message that the utility has failed to configure the application server.

The reason: One of the reasons you see such messages is that the application server has already been configured for the Data Collector (the same version or a previous version).

The solution: Try using the Data Collector migration (upgrade) tool on the same server. If the tool does not list the server as possible for migration, check that the server is not already being monitored by the current version of the Data Collector. If the server is not monitored by the current version and is not listed by the migrate tool as having the previous version, contact IBM Support.

The Data Collector cannot work with several deployment managers in WebSphere XD environment

The question: Can the Data Collector configuration tool work with 2 deployment managers?

The answer: The Data Collector configuration tool does not work with 2 deployment managers. Such an installation is not supported. This is a restriction in an XD environment.

The Java Virtual Machine fails to restart after abnormal termination when ITCAM Data Collector for WebSphere is configured

When a WebSphere or BPM Java Virtual Machine (JVM) is terminated abnormally and ITCAM Data Collector for WebSphere is configured, the JVM might fail to start or monitoring might not be enabled on restart. You might see a `NoClassDefFoundError` message in the `trace-dc-bcm.log` file or in the `SystemOut.log` file.

To restart the JVM, complete these steps:

1. Stop any running servers under the WebSphere profile where a `NoClassDefFoundError` error message appears in the logs.
2. Go to the *JVM_profile_home*\bin directory on Windows systems or the *JVM_profile_home*/bin directory on Linux and UNIX systems.
3. Run the command `OsgiCfgInit.bat -all` on Windows systems or `./OsgiCfgInit.sh -all` on Linux or UNIX systems.
4. Restart the server.

Cannot start WebSphere administrative console after installing Data Collector on Windows

The problem: After installing the Data Collector and then starting the WebSphere administrative console, it cannot load its console page.

The reason: Your WebSphere server's default templates have changed.

The solution: Ensure the WebSphere instance is correct and not corrupted.

Failure to access the Oracle Application Server Enterprise Manager after configuring the Data Collector

The problem: Fail to access the Oracle Application Server Enterprise Manager after configuring the Data Collector

The reason: The Data Collector checks and weaves each class that is loaded by the Oracle Application Server Enterprise Manager when you access to the Oracle Application Server Enterprise Manager after the configuration of the Data Collector.

The solution: Access the Oracle Application Server Enterprise Manager when the Data Collector finishes checking and weaving each class that is loaded by the Oracle Application Server Enterprise Manager.

Generic JVM argument for Data Collector still exists after uninstallation

The problem: After Data Collector uninstallation, a Generic JVM arguments of the Data Collector, such as *-Djlog.qualDir=tivc06Node01.server7* still exists in the WebSphere Application Server administrative console.

The solution: The Data Collector can be successfully reinstalled later. Manually remove the arguments for a complete cleanup if desired.

Manually uninstalling the Data Collector

The problem: One of the following problems occurred:
- Problems occurred during the installation of the Data Collector and no configuration took place.
- Data Collector configuration started but failed.

Now you have to uninstall the Data Collector manually.

The solution: If problems occurred during the installation of the Data Collector and no configuration took place, remove the *DC_home* directory and all files and subdirectories under *DC_home*.

If Data Collector configuration started but failed, unconfigure the Data Collector manually. See the *Manually removing data collector configuration from an application server instance* topic in the *ITCAM for SOA Installation Guide*.

Downgrading of ITCAM Data Collector for WebSphere from version 7.2 to 7.1.1

If you have to reinstall ITCAM for SOA version 7.1.1 in your environment and reconfigure the ITCAM for SOA WebSphere Application Server data collector, complete the following steps:

1. Unconfigure ITCAM Data Collector for WebSphere.
2. Reinstalling the ITCAM for SOA version 7.1.1 WebSphere Application Server data collector.

Important: To reinstall the 7.1.1 version of ITCAM for SOA, you either need access to the installation media for version 7.1.1, or you must have retained the existing version 7.1.1 JAR files in your *WAS_HOME* directory for reinstallation.

To downgrade the ITCAM Data Collector for WebSphere from ITCAM for SOA 7.2 or later to 7.1.1, complete the following steps:

1. Unconfigure the ITCAM Data Collector for WebSphere (see "Unconfiguring ITCAM for WebSphere" in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*).
2. Prepare to uninstall the monitoring agent. Perform the tasks listed in "Before uninstalling the monitoring agent" in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.
3. Verify that you removed the following properties from the KD4.dc.properties file after you unconfigured the ITCAM Data Collector for WebSphere:
   - kd4.ira.supportsFile.service
   - kd4.ira.supportsFile.staticBPM
   - Kd4.ira.supportsFile.dynamicBPM
   - kd4.ira.supportsFile.dynamicBPD
4. Uninstall the ITCAM for SOA agent.
   (see "Uninstalling ITCAM for SOA on Windows systems" or "Uninstalling ITCAM for SOA on Linux and AIX systems" in *IBM Tivoli Composite Application Manager for SOA Installation Guide*).
5. Install the 7.1.1 version of the ITCAM for SOA monitoring agent with the instructions provided in the 7.1.1 version of the installation guide.

Installing and configuring Data Collector for WebSphere Message Broker

This section describes problems you might encounter while installing and configuring Data Collector for WebSphere Message Broker.

Disabling ITCAM for SOA V7.1.1 WebSphere Message Broker data collector

If you upgraded your ITCAM for SOA installation from version 7.1.1 to version 7.2 without first disabling data collection, you can run a special script, KD4disableMBDC-71.bat on Windows operating systems or KD4disableMBDC-71.sh on Linux and UNIX operating systems, to disable data collection. The script removes configuration files from previous versions of ITCAM for SOA. After you run the script, you can enable data collection for ITCAM for SOA Version 7.2.

Complete the following steps:

1. On Windows systems, locate the `KD4disableMBDC-71.bat` script in the *ITCAM4SOA_Home*`\KD4\bin` directory. On Linux or UNIX systems, locate the `KD4disableMBDC-71.sh` script in the *ITCAM4SOA_Home*`/KD4/bin` directory.

2. Run the script using the same syntax as the `KD4configDC` script for WebSphere Message Broker. For example,

   ```
   KD4disableMBDC-71.bat -disable -env 10 broker_name
   exection_group_name message_flow_name
   ```

   The script accepts only the `-disable` parameter (not `-enable`), and only the value of 10 for the environment parameter `-env`, signifying WebSphere Message Broker. Specify the broker name, execution group name, and message flow name as usual.

Uninstalling the product

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

Locked files preventing uninstallation

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

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

1. Open the Manage Tivoli Enterprise Monitoring Services console (**Start –> All Programs –> IBM Tivoli Monitoring –> Manage Tivoli Monitoring Services**).

2. From the menu bar at the top of the console, select **Actions –> Advanced –> Utilities –> View Running Processes (load map)**.

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

3. Scroll down through the node tree and locate the *java.exe* and *javaw.exe* program file entries. You see more than one of each in the list.

4. Expand these nodes and locate files that are reported by the uninstallation process as being locked.

5. Select these *java.exe* or *javaw.exe* programs and click **Kill Process** to remove the lock, and attempt to continue with the uninstallation.

Uninstalling Tivoli Monitoring Shared Libraries fails

The problem: If you uninstall Tivoli Monitoring Shared Libraries when you install ITCAM for SOA version 7.2 or later on zLinux systems, you might see an error message similar to the following message:

```
uninstall.sh failure: KCI0769E product "ax" not installed for this architecture.
```

The solution You can either ignore this error or remove the *ITM_home* directory from your system.

Chapter 3. Using the product

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

Using Tivoli Enterprise Portal

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

Using the Logon dialog status bar

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

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

Additional information for message KD4UI0003E

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

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

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

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

3. Refresh the workspace where the KD4UI0003E message was originally displayed.

4. Copy the SOA Domain Management Server trace.log file from either of the following directories to a temporary directory:

   - On Windows operating systems, copy the log file from the *<ITM_Home>***CNPSJ****profiles****ITMProfile****logs****ITMServer** directory.

   - On Linux or AIX operating systems, copy the log file from the *<ITM_Home>*/*<platform>*/**iw**/**profiles**/**ITMProfile**/**logs**/**ITMServer** directory.

5. Run the kd4ChangeTraceLevel script again, but this time specify the **–rd** option to disable tracing.

6. Examine the trace.log file that you copied to the temporary directory. Search for a message similar to the following example:

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

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

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

Additional information for message KD4UI0004E

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

1. Ensure that the SOA Domain Management Server Configuration Utility (ConfigDMS) has been run successfully.

2. Ensure that the Tivoli Enterprise Portal Server was reconfigured and restarted after successfully running ConfigDMS.

3. Examine the *<ITM_Home>*/**logs**/kd4_sdms_config*.log file for problems that might have occurred while running ConfigDMS (for information about this directory path, see "Operating system-dependent variables and paths" on page xxxiii).

If you still experience problems, contact IBM Software Support:

Monitoring agent nodes displayed incorrectly in the Navigator Physical view

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

If you install IBM Tivoli Composite Application Manager for SOA into a distributed IBM Tivoli Monitoring environment, where the Tivoli Enterprise Monitoring Server, Tivoli Enterprise Portal Server, and the monitoring agent are

installed on multiple computers, you must have agent support installed on the Tivoli Enterprise Monitoring Server and Tivoli Enterprise Portal Server computers before starting the monitoring agent that points to those IBM Tivoli Monitoring components.

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

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

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

1. Run the `itmcmd support` command to add the support files to the Tivoli Enterprise Monitoring Server.
2. Run the `itmcmd agent config cq` command to re-configure Tivoli Enterprise Portal Server.
3. For the stand-alone client, run the `itmcmd agent config cj` command.

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

After remotely deploying the agent, the hostname is lost

After remotely deploying the agent, you might notice that the hostname is lost and the agent does not function as expected. Any of the following symptoms might be related to this problem:

- The name of the ITCAM for SOA managed system on the Managed System Status workspace is *ITCAM4SOA::D4*. The correct format for this name is *ITCAM4SOA:<hostname>:D4*.
- Multiple *ITCAM4SOA::D4* subnodes are displayed in the Tivoli Enterprise Portal Physical Navigator under the Services Management Agent entry.
- The kd4.ira.machineid property in the KD4.dc.properties file is set to *ITCAM4SOA::D4*. The correct format for this property value is *ITCAM4SOA:<hostname>:D4*.

This problem can occur because some versions of remote deploy start the ITCAM for SOA agent without setting the *CTIRA_HOSTNAME* environment variable.

You can recover from this problem in one of several ways, depending on the state of the data collector and the agent. The following cases describe each situation and the recovery procedure.

Case 1: The data collector was not started after remote deploy.

Complete the following steps:

1. Stop the ITCAM for SOA agent.
2. From the TEP client, clear the Services Management Agent off-line entry.

3. Remove the kd4.ira.machineid property from the KD4.dc.properties file. The KD4.dc.properties is located in the following directory:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\config
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/config
4. Restart the ITCAM for SOA agent.

Case 2: The data collector was started after remote deploy, AND the agent was NOT restarted.

Complete the following steps:
1. Stop the application server.
2. Stop the ITCAM for SOA agent.
3. From the TEP client, clear the Services Management Agent off-line entry to clear the subnodes discovered on this system.
4. Remove the kd4.ira.machineid property from the KD4.dc.properties file. The KD4.dc.properties is located in the following directory:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\config
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/config
5. Delete the cache directory for the agent:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\logs\ KD4.DCA.CACHE
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/logs/ KD4.DCA.CACHE
6. Remove any metric log files from the log directory for the agent. Metric log files are located in the following directory:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\logs\KD4.*.metric.log
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/logs/KD4.*.metric.log
7. Delete unmanaged subnodes from SOA Domain Management Server by running the following script::
   - On Windows systems: *<ITM_Home>*\CNPS\Products\KD4\bin\ deleteUnmanagedSubnodes.bat
   - On UNIX systems: *<ITM_Home>*/*<platform>*/cq/Products/KD4/bin/ deleteUnmanagedSubnodes.sh
8. Restart the application server.
9. Restart the ITCAM for SOA agent.

Case 3: The data collector was started after remote deploy, AND the agent WAS restarted.

Complete the following steps:
1. Stop the application server.
2. Stop the ITCAM for SOA agent.
3. From the TEP client, clear each of the ITCAM4SOA::D4 offline entries on the target system. This action also clears each of the subnodes discovered on this system.
4. Remove the kd4.ira.machineid property from the KD4.dc.properties file. The KD4.dc.properties is located in the following directory:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\config
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/config

5. Delete the cache directory for the agent:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\logs\ KD4.DCA.CACHE
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/logs/ KD4.DCA.CACHE
6. Remove any metric log files from the log directory for the agent. Metric log files are located in the following directory:
   - On Windows systems: *<ITM_Home>*\TMAITM6\KD4\logs\KD4.*.metric.log
   - On UNIX systems: *<ITM_Home>*/*<platform>*/d4/KD4/logs/KD4.*.metric.log
7. Delete unmanaged subnodes from SOA Domain Management Server by running the following script::
   - On Windows systems: *<ITM_Home>*\CNPS\Products\KD4\bin\ deleteUnmanagedSubnodes.bat
   - On UNIX systems: *<ITM_Home>*/*<platform>*/cq/Products/KD4/bin/ deleteUnmanagedSubnodes.sh
8. Restart the application server.
9. Restart the ITCAM for SOA agent.

Subnode names displayed with escaped Unicode characters in Navigator Physical view

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

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

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

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

Current Situation Values view is empty

If you are viewing the Situation Event Results workspace for the MessageArrivalCritical_610 or MessageArrivalClearing_610 situation, but the Current Situation Values view is always empty, this console behavior is normal. The MessageArrivalCritical_610 and MessageArrivalClearing_610 events are *pure* events, and the Current Situation Values view is always empty for pure events. For a *sampled* event, the Current Situation Values view shows the current values for the rows of data that originally triggered the situation event. See the IBM Tivoli Monitoring documentation for additional information about pure events and sampled events.

Created situation is not displayed in the Message Arrival Details view

If you create a situation by using the Current Message Count attribute in the Message Arrival Threshold_610 attributes, you cannot use delta or percent functions. The monitoring agent supports only comparisons against the actual value. If you create and distribute such a situation using delta or percent functions, the situation is not displayed in the Message Arrival Details view and is ignored.

Duplicate instances displayed in Tivoli Enterprise Portal

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

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

Certain attributes, such as the port number and cluster name, are used by ITCAM for SOA to uniquely identify a server instance. When you turn on security in WebSphere, the port number and cluster name are no longer available to ITCAM for SOA (see troubleshooting topics "Services Inventory_610 attributes port number = 0" on page 92 and "Application server cluster name blank" on page 93). Changing configuration settings, such as security, results in a new server instance displayed on the ITCAM for SOA views and workspaces.

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

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

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

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

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

6. Click **OK** on each window.
7. Start the Tivoli Enterprise Monitoring Server again.

The Tivoli Enterprise Monitoring Server uses the real IP address for the computer and uses this IP address for the *TIVJ01* node in the Physical Navigator. With this action, the workspace link definitions can properly locate Tivoli monitoring agents for other products on that computer.

A single SCA service flow is displayed as two service flows

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

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

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

Workspace links between navigators

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

When this problem occurs, the symptoms might include the following:
- The navigator displays an error message indicating that it is trying to rebuild, but it never returns.
- The original workspace is displayed with the navigator from target workspace.

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

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

IBM SOAP call randomly fails accessing unknown columns

If you are using a version of IBM Tivoli Monitoring earlier than version 6.2.3, you might encounter an error when you issue a SOAP call similar to the following example:

```
<CT_Get>
<userid>user</userid>
<password>password</password>
<target></target>
<object>ManagedSystem</object>
</CT_Get>
```

This request asks for all columns from the Managed System attribute group, and is satisfied from the *INODESTS* node status table.

Some time previously an invalid SOAP request was issued, similar to the following example:

```
<CT_Get>
<userid>user</userid>
<password>password</password>
<table>O4SRV.INODESTS</table>
<sql>SELECT OBJNAME, TYPE FROM O4SRV.TSITSTSH</sql>
</CT_Get>
```

With this form of SOAP, the SOAP server dynamically adds the SQL columns to the <table> definition if they are not already present.

In the Tivoli Enterprise Management Server log, look for errors about extra columns which are not present in the table definition, similar to the following example:

```
(4E70FC6C.0000-14D8:kdspmcat.c,964,"CompilerCatalog")
Column OBJNAME in Table INODESTS for Application O4SRV Not Found.
```

You might see a message similar to the following example:

```
KDS9133E   Column CMD in table INODESTS for application O4SRV was not found.
```

When sending this SQL request the <table> attribute should be specified as *O4SRV.UTCTIME*, similar to the following example:

```
<CT_Get>
<userid>user</userid>
<password>password</password>
<table>O4SRV.UTCTIME</table>
<sql>SELECT OBJNAME, TYPE FROM O4SRV.TSITSTSH</sql>
</CT_Get>
```

As better alternative, consider always specifying the columns needed instead of letting the SOAP service calculate the columns.

This is a known limitation that has been fixed in IBM Tivoli Monitoring version 6.2.3 and later.

ITCAM for SOA user interface does not display in the Tivoli Enterprise Portal following an install or upgrade

After installing ITCAM for SOA 7.2 or upgrading to ITCAM for SOA 7.2, the ITCAM for SOA user interface does not display properly when viewing it from a Tivoli Enterprise Portal browser client.

To correct this issue, clear the cache of your Web browser and your IBM Java plug-in. Follow these steps:

1. From your browser client, clear all temporary files, cookies, and history files.
2. To clear the Java plug-in, complete the following steps:
    a. Double-click **IBM Control Panel for Java** to launch the Java control program.
    b. On the **General** tab, click **Settings** in the **Temporary Internet Files** section at the bottom of the panel.
    c. On the **Temporary Files Settings** dialog, click **Delete Files**.
    d. Click **OK** to close the Java control panel.

Out of memory error in Operational Flow for Application Server workspace

The following error is displayed in the Operational Flow for Application Server workspace: `java.lang.OutOfMemoryError`. This occurs because Tivoli Enterprise Portal has reached the maximum JVM heap size. To resolve this problem, reset the heap size to 256M by completing the following steps:

1. Open the Control Panel and select Java.
2. In the Application Runtime Setting tab, add the "`–Xms256 -Xmx256m`" parameter in the Java(TM) Runtime Parameter column.
3. Restart the Tivoli Enterprise Portal.

SOA Response Time Metric shows "-1"

The SOA metric data and topology is working normally, however response times are displayed as "-1". If the "Elapsed Time Message Count" is zero, this indicates that there is no response message sent during the monitoring interval. In this case, the following fields will contain a value of -1.

- Average Elapsed Message Round Trip Time
- Max Elapsed Time
- Min Elapsed Time
- Elapsed Message Round Trip Time Std Dev

The product functions as designed.

Metrics not displayed or delayed in operational flow workspaces

In an environment where many application servers are monitored on a single application server host, some metrics might be not displayed or delayed in operational flow workspaces. Message Count, Response Time, and other metrics might be affected. This issue is more likely to happen in an IBM Business Process Manager server environment.

The SDMS trace log contains messages that include the following text:

```
Caused by: exception candle.fw.corba.CTProperty.PropertyBasedException {
<...>
 org.omg.CORBA.Any value="Client {0} is over limit at {1} REPORT requests."
```

To resolve the issue, edit the following file on the Tivoli Enterprise Portal Server host:

- On Windows systems, *ITM_HOME*\cnps\kfwenv.
- On Linux and UNIX systems, *ITM_HOME*/config/cq.ini.

Add or modify the following property:

```
KFW_REPORT_REQUEST_LIMIT=100
```

Restart the Tivoli Enterprise Portal Server.

If the issue is not resolved, increase the value to 150.

Message Count is twice the value of the Elapsed Time Message Count

The Message Count attribute value shows twice the Elapsed Time Message Count attribute. The Message Count attribute value is greater than the Elapsed Time Message Count attribute value because of how these counts are incremented.

For two-way (round trip) messages, the Message Count attribute is incremented for both request and response messages. The Elapsed Time Message Count attribute is incremented only for response messages.

For one-way messages, the Message Count attribute is incremented, but because there is no response message, the Elapsed Time Message Count attribute is not incremented.

The SOA agent crashes with a large metric log file

The SOA agent crashes and you observe a large metric log file. The crash occurs because of the large metric log file. The agent tries to process this file and crashes. This large file can be created over a period of time when the agent was down. When the agent restarts, it can't process this large file and crashes.

Delete the large metric file and restart the agent. Fore future prevention, if the agent is down for an extended period of time, disable the data collector.

WTRN0006W or KD4UI0004E error occurs in SDMS while processing a request

An error similar to one of the following occurs while retrieving the requested information from the SDMS:

```
WTRN0006W
KD4UI0004E
```

These errors occur when a WebSphere Application Server transaction timeout occurs. A WebSphere Application Server transaction timeout can occur when the transactional activity of a container-managed or bean-managed transaction takes longer than the transaction timeout value which applies to that unit of work. Some common causes are:

- Long running database queries
- Numerous SQL statements being run simultaneously
- Remote system calls taking a long time
- EJB method calls taking too long

You can configure WebSphere Application Server transaction timeout values in the Administration Console or in the `server.xml` file. The default location for the `server.xml` file is `usr/servers/server_name/server.xml.` You can adjust the following properties in the `server.xml` file:

Table 2. Properties in the `server.xml` file

Description	Property
Maximum transaction timeout	propogatedOrBMTTranLifetimeTimeout
Total transaction lifetime timeout	totalTranLifetimeTimeout
Client inactivity timeout	clientInactivityTimeout

For example:

```
<services xmi:type="applicationserver:TransactionService"

  xmi:id="TransactionService_1294891692406" enable="true"
  totalTranLifetimeTimeout="0" clientInactivityTimeout="0"
  propogatedOrBMTTranLifetimeTimeout="300" httpProxyPrefix=""
  httpsProxyPrefix=""/>
```

Note: If you set the timeout properties to 0, transactions will never timeout. This means that you will not know if there are transactions which are hung/taking a very long time to complete. Instead, set the timeout to a larger, non-zero value which will allow most transactions to complete without timing out.

For more information about timeout properties, see http://pic.dhe.ibm.com/ infocenter/wasinfo/v8r5/topic/com.ibm.websphere.nd.multiplatform.doc/ae/ udat_contranserv.html

Take Actions are empty

To insert situations and take actions manually, complete the following steps:

1. Locate the two sql files for ITCAM for SOA, for example, `kd4.sql`, and `kd4_upg.sql`, they are located here:

   Unix or Linux: `/opt/IBM/`*ITM_home*`/tables/cicatrsq/SQLLIB`
   Windows: `C:IBM\`*ITM_home*`\CMS`

2. Change to the following directory:

   Unix or Linux: `/opt/app/IBM/`*ITM_home*`/aix523/ms/bin`
   Windows: `C:\IBM\`*ITM_home*`\CMS`

3. Run the **kdstsns** command as follows: `./kdstsns`. The following message is displayed:

   ```
   Enter host name/address :(4B5A10AC.000E-2:kdhslqm.c,188,"add_listener")
   listening::
   X.X.X.X (IP address)
   ```

4. Enter your TEMS IP address or host name.
5. Enter the NCS Server Port Number.
6. Enter SQL member name, for example: `kd4.sql`, and `kd4_upg.sql`.
7. Enter `end` to close the **kdstsns** command.
8. Restart the TEMS.
9. Situations and take actions should now be visible in the TEP.

SOA Agent is not showing in TEPS

The ITCAM for SOA agent might not show in the TEPS if the agent is not integrated with Tivoli Monitoring.

To enable the SOA monitoring agent to integrate with IBM Tivoli Monitoring, the correct application support files must be installed. Ensure that the correct version of SOA support files are installed for the SOA Agent, TEMS, and TEPS.

To determine the version of application support files that are installed, complete the following steps:

1. From the computer where the SOA agent is installed, run the `./cinfo -i` command located in the *ITM_Home*`/bin` folder, a message similar to the following is displayed: .

```
...Product inventory

d4        ITCAM for SOA
          sol283  Version: 07.20.01.00
```

2. From the computer where the TEMS is installed, run the `./cinfo -i` command located in the *ITM_Home*/bin folder, a message similar to the following is displayed:

```
...Product inventory

d4        ITCAM for SOA
          tms       Version: 07.20.01.00

ms        Tivoli Enterprise Monitoring Server
          ls3266  Version: 06.22.01.00
          tms       Version: 06.22.01.00
```

3. From the computer where the TEPS is installed, run the `./cinfo -i` command located in the *ITM_Home*/bin folder, a message similar to the following is displayed:

```
...Product inventory


cq        Tivoli Enterprise Portal Server
          ls3266  Version: 06.22.01.00

cw        Tivoli Enterprise Portal Browser
          ls3266  Version: 06.22.01.00

d4        ITCAM for SOA
          tps       Version: 07.20.00.00
          tpw       Version: 07.20.00.00
```

4. Notice that in this example, the installed version of SOA and SOA support files are as follows:
   - SOA Agent installed version: 07.20.01.00
   - SOA support file installed on TEMS: 07.20.00.00
   - SOA support file installed on TEPS: 07.20.00.00

   The version of the SOA support files on the TEMS and TEPS must be consistent with the version of the SOA agent.

SOA Agent is not collecting historical data

The ITCAM for SOA agent might not collect historical data if the agent is not integrated with Tivoli Monitoring.

To enable the SOA monitoring agent to integrate with Tivoli Monitoring, the correct application support files must be installed. Ensure that the correct version of SOA support files are installed for the SOA Agent, TEMS, and TEPS. For more information, see "SOA Agent is not showing in TEPS" on page 67.

BPM nodes displayed for servers monitored by older agent versions

After upgrading ITCAM for SOA to version 7.2 or later on the Tivoli Enterprise Portal Server, you might notice BPM nodes (SCA components and SCA operations) in topology on servers that are still monitored by agent versions prior to 7.2.

The old versions do not support full monitoring for such components and operations. Some metrics and call relationships might be missing.

To monitor the SCA components and SCA operations properly, upgrade the agents on the servers to ITCAM for SOA version 7.2 or later.

KD4UI0010E error when clicking on details link for a fatal, critical, or warning situation

In the topology view, you can see a situation with a problem status indicator (fatal, critical, or warning). When you open the flyover window in the instance view and click the link to the situation, a KD4UI0010E error might be displayed.

This error happens because the data for the situation was already cleared by the monitoring agent.

The status indicator is subsequently cleared when the monitoring agent refreshes (usually within a few minutes).

Identifying and resolving corrupt data metric files

ITCAM for SOA data collectors place SOA data metric files in the `../KD4/logs/KD4.DCA.CACHE` and/or the `../KD4/logs` directories. If data metric files become corrupt, one of the following scenarios might be seen:

- The SOA agent is unable to start.
- The SOA agent stops running.
- The SOA agent is unable to process data metric files.

When the SOA agent is unable to process data metric files, you might see the following errors in the TEMA log file:

```
KD400109E Fault code is blank, setting to Server.Unknown.
KD40301E Error processing metric log file: ../KD4/logs/KD4.DCA.CACHE/KD4.10...
metric.log.1120626084327000-CA
KD40601E NLS2 Error at line 132 in kd4strut.h. RC = 15
```

Resolving corrupt data metric files

Resolve corrupt data metric files by completing the following steps:

1. Disable the data collector.
2. Stop the SOA agent.
3. Remove all data metric files from the `../KD4/logs/KD4.DCA.CACHE` and/or `../KD4/logs` directories.
4. Reconfigure the data collector.
5. Restart the SOA agent.

Situations do not display titles with double byte characters correctly

Problem: Situations with double byte characters do not display the double byte character name in the Situation Settings panel.

Solution: This is a recognized issue, it does not affect functionality.

ITCAM for SOA agent fails to collect historical data for Service_Flow_Metrics table

ITCAM for SOA agent fails to collect historical data for Service_Flow_Metrics table. This results in:

1. Historical data is lost in Tivoli Data Warehouse.
2. All the historical data is stored in the temporary historical file KD43SM on TEMA, so this file keeps growing and finally the disk usage becomes 100%.

To resolve this issue, disable historical data collection, remove the binary file, then re-enable historical data collection.

Server Summary link not working for WebSphere ESB

For a WebSphere ESB server, the **Server Summary** link does not work. The link is to open the Server Summary workspace of ITCAM Agent for WebSphere Applications.

This is a limitation of the current release of ITCAM for SOA and ITCAM Agent for WebSphere Applications.

Inaccurate service inventory metrics

Service inventory metrics are displayed in the Services_Inventory_610 (KD42IT) and the Services_Inventory_ReqID_610 (KD42JT) attribute groups. By default, the message length and elapsed time metrics include both successful messages and fault messages in the calculations. Beginning with ITCAM for SOA version 7.2 Fix Pack 1, you can exclude fault messages from the calculation of the metrics.

Any message received from a DataPower® SOA appliance that includes one of the following combination of variables is considered to be a fault message:

- error-code and error-subcode
- fault-code and fault-message
- error-code, error-subcode, fault-code, and fault-message

You might have configured the ITCAM for SOA monitoring agent to exclude fault messages from a DataPower SOA appliance from the calculations.

To determine whether fault messages are excluded from the message length and elapsed time calculations, complete the following steps:

1. On the server where the ITCAM for SOA monitoring agent is installed, navigate to the *<ITCAM for SOA_Home>*/KD4/config directory. For example, C:\IBM\ITM\TMAITM6\KD4\config on Windows systems or opt/IBM/ITM/ platform/d4 on Linux or UNIX systems. Locate the KD4.dc.properties file.
2. Edit the KD4.dc.properties file using your preferred text editor.
3. In the KD4.dc.properties file, locate the line that sets the kd4.ira.excludefault.controls.enabled property. For example,

   kd4.ira.excludefault.controls.enabled=0

   A value of 0 indicates that fault messages are included in the elapsed time and message length calculation. A value of 1 excludes fault messages from the calculation.

Process group status is out of sync with the status of its operation flow

The problem: In the Tivoli Enterprise Portal, the status of a process group might be temporarily out of sync with the status of its operation flow.

The reason: When a situation is triggered, the status of a process group is updated immediately. However, the status of its operation flow is updated at a scheduled interval.

The solution: If there is an inconsistency between the status of a process group and its operation flow, wait 1 - 2 minutes for the operation flow to update.

<Unnamed> node is displayed in the Navigator view

The problem: An <Unnamed> node is displayed on the Navigator in the Tivoli Enterprise Portal. One or several ITCAM for SOA SDMS agent offline nodes are displayed under the <Unnamed> node.

The reason: When you uninstall the ITCAM for SOA SDMS agent, the agent nodes are not removed from the Navigator view. You must manually remove the nodes from the Navigator view.

The solution: Remove the nodes from the Navigator view by completing the following steps:

1. From the Navigator view, right-click the Enterprise node and select **Workspace** -> **Managed Systems Status**. The Managed System Status workspace is displayed.
2. Search for the offline ITCAM for SOA SDMS agent nodes. The nodes are named *host_name*:S4 and have a status of ***OFFLINE**.
3. Right-click all offline ITCAM for SOA SDMS agent nodes and select **Clear offline entry** to remove them.
4. Click **Yes** on the confirmation dialog to remove the nodes.
5. A Navigator update pending indicator is displayed in the Tivoli Enterprise Portal. Collapse and expand the Navigator tree to verify that all nodes are removed.

ITCAM for SOA SDMS agent does not display in the Tivoli Enterprise Portal

The problem: After you install and configure the ITCAM for SOA SDMS agent, the agent does not display in the Tivoli Enterprise Portal.

The reason: When you first configure the ITCAM for SOA SDMS agent using the GUI interface on Linux or UNIX systems, you must change the following default values in the Tivoli Enterprise Monitoring Server connection panel:

- The **No TEMS** check box is not selected by default. You must select this check box.
- The default value in the **Protocol** drop-down list is TCP/IP. You must change the value to IP.UDP, or SNA, or IP.SPIPE, or IP.PIPE.

The solution: To reconfigure the agent connection to the monitoring server, complete the following steps:

1. Navigate to the Tivoli Monitoring installation bin directory.

2. Run the command: **./itmcmd manage** to start Manage Tivoli Enterprise Monitoring Services.
3. Select the ITCAM for SOA SDMS node. Right click it, and select **Configure**. The TEPS SDMS Connection Information window is displayed.
4. Click **OK**. The TEMS Connection window is displayed.
5. Clear the **No TEMS** check box.
6. From the **Protocol** drop-down list, set the value to IP.PIPE.
7. Click **Save**.

Situations events are not displayed for process groups and topology nodes in the Tivoli Enterprise Portal

The problem: Situations events that are generated from user-defined situations are not associated with process groups and topology nodes in the Tivoli Enterprise Portal.

The reason: When you create a situation, you must set the **Display Item** field to a valid value. Otherwise, after the first situation event is generated, no more events for this situation are opened until the first event is closed.

The solution: To modify Display Item for a user-defined situation, complete the following steps:
1. Log in to the Tivoli Enterprise Portal.
2. Right-click a Navigator item and select **Situations**. The Situation Editor opens.
3. Select the situation to edit.
4. Click **Advanced**. The Advanced Situations Options dialog opens.
5. Click the **Display Item** tab and set the **Item** field to a valid value, for example, Unique-key-U.
6. Click OK.

IBM Web Start for Java fails to start

The problem: IBM Web Start for Java fails to start after you upgrade from Tivoli Monitoring version 6.2.3.x to Tivoli Monitoring version 6.3.

The reason: The IBM Web Start for Java cache for Tivoli Monitoring version 6.2.3.x still exists. Validation of certificates that are required by Tivoli Monitoring version 6.3 fails.

The solution: Complete the following steps to clear the Java 5.0 plug-in cache on Windows systems:
1. Open the Control Panel and click **IBM Control Panel for Java** to start the Java Control Panel program.
2. On the General tab, click **Delete Files in the Temporary Internet Files** section at the bottom of the panel.
3. On the Delete Temporary Files dialog that opens, ensure that **Downloaded Applets** is checked.
4. Click **OK**.
5. Click **Cancel** to close the Java Control Panel program.

Complete the following steps to clear the Sun Java 1.6 plug-in cache on Windows systems:

1. From the Windows start menu, click **Control Panel**.
2. From the control panel, double-click the Java plug-in control panel icon.
3. From the general tab, click **Settings**.
4. From the Temporary File Settings dialog, click **Delete files**.
5. From the delete temporary files dialog, clear the **trace and log files** check box.
6. Click **OK** to clear the Java applet jar cache.

When the cache is cleared, the IBM Web Start for Java client starts.

Complete the following steps to clear the Java plug-in cache on UNIX systems:
1. Change to the `<java_home>/bin` directory.
2. Issue the command `./javaws -veiwer`. The Java Cache Viewer starts and displays a list of applications.
3. Delete all applications and select the option to show resources.
4. Delete all resources.
5. Click **Close**.

When the cache is cleared, the IBM Web Start for Java client starts.

Process group status changes to yellow when a situation is closed

The problem: In the Tivoli Enterprise Portal, the status of a process group might change to yellow when a situation is closed. The status does not change to green until the situation disappears from the topology view. The behavior is more likely to be observed under heavy workload conditions.

The reason: When a situation is triggered, the status of a process group is updated immediately. However, the status of components on the topology view is updated at a scheduled interval.

The solution: If the status of a process group changes to yellow when a situation is closed, wait 2-3 minutes for the topology view to update.

A reopened situation is not visible on the ITCAM for SOA topology workspaces

The problem: In the Tivoli Enterprise Portal, a situation that is reopened is visible from the Navigator Physical view but is not visible for an operation on the ITCAM for SOA topology workspaces.

The reason: The SOA Domain Management Server does not update the status of the situation to reopened.

The name of the ITCAM for SOA agent is not displayed correctly in the Tivoli Enterprise Portal

The problem: In the Tivoli Enterprise Portal, the display name of the ITCAM for SOA agent uses the IP address instead of the host name. The IP address is not displayed correctly.

The reason: Metric files are generated that use the IP address for the `KD4.hostname` parameter. For example:

```
#KD4.cluster=
#KD4.hostname=9.42.24.44
#KD4.ipaddress=9.42.24.44
#KD4.port=5550
```

The Tivoli Enterprise Portal cannot parse the IP address correctly to use as the display name.

The solution: Override the host name that is used for the agent in the Tivoli Enterprise Portal. On Windows systems, complete the following steps:

1. Stop the ITCAM for SOA agent.
2. In the Tivoli Enterprise Portal Managed System Status workspace, clear the offline entry for the agent.
3. In the Manage Tivoli Enterprise Monitoring Services (MTEMS) GUI, right-click the agent and select **Advanced** > **Edit Variables**.
4. Click **Add**.
5. Choose the `CTIRA_HOSTNAME` from the list of variables.
6. For the value, replace `%computername%` with the host name.
7. Click **OK**.
8. Restart the ITCAM for SOA agent.

On UNIX systems, edit the *ITM_Home*/config/xx.ini file and add the following line, where *your_hostname* is the host name you choose:

```
CTIRA_HOSTNAME=your_hostname
```

On Windows and UNIX systems, set the `Kd4.ira.useCITRHostname` property in the *ITCAM4SOA_Home/KD4/config/KD4.dc.properties* file to 1.

Mediation type parameter is missing from flyover help in ITCAM for SOA version 7.1.1.3

The problem: In the Tivoli Enterprise Portal, the mediation type parameter is missing from the flyover help in topology views in ITCAM for SOA version 7.1.1 fix pack 3.

The solution: Upgrade the ITCAM for SOA agent to version 7.2 or later.

ITCAM for SOA workspaces are not functional when Tivoli Monitoring is at version ITM 6.2.2 Fix Packs 4 to 9

The problem: If you install ITCAM for SOA version 7.2 fix pack 1 after you install Tivoli Monitoring 6.2.2 Fix Packs 4 to 9, the ITCAM for SOA workspaces in the Tivoli Enterprise Portal are not functional. The following error is visible in the SOA Domain Management Server log file:

```
com.ibm.websphere.csi.CSIAccessException: SECJ0053E: Authorization failed for

defaultWIMFileBasedRealm/wasadmin while invoking (Home)ejb/OalApiBean create:2

securityName: defaultWIMFileBasedRealm/wasadmin;accessID:

user:defaultWIMFileBasedRealm/uid=wasadmin,o=defaultWIMFileBasedRealm is not

granted any of the required roles: OAL_ADMIN vmcid: 0x0 minor code: 0

completed: No

[ 6/28/11 8: 17:16 :009 CDT ] 00000018 AccessManager E KD4DM0011E A connection
```

to the internal Object Data Store interface ICdbApiBeanHome could not be

established.

com.ibm.management.soa.dms.exceptions.DMSConnectionException :

com.ibm.management.soa.dms.exceptions.DMSConnectionException KD4DM0011E

A connection to the internal Object Data Store interface ICdbApiBeanHome

could not be established.: java.rmi.AccessException : CORBA NO_PERMISSION

0x0 No;

The solution: To resolve this issue, complete the following steps to make a WebSphere Application Server configuration change using the wsadmin script:

1. Start the wsadmin script. On Windows systems, the name and location of the wsadmin script is *itm_home*\CNPSJ\bin\wsadmin.bat. On Linux and UNIX systems, the name and location is *itm_home*/*platform_name*/iw/bin/wsadmin.sh where:

   itm_home
   > The location where the Tivoli Monitoring product is installed.

   platform_name
   > The operating system specific directory created by Tivoli Monitoring. To find out the platform name, use the following command:
   >
   > *itm_home*/bin/cinfo -d
   >
   > The product code for ITCAM for SOA is d4.

   Important: Platform names might vary depending on the version of Tivoli Monitoring that is installed.

2. Issue the following commands:
   ```
   $AdminApp edit OAL- API -Bean {-MapRolesToUsers { {"OAL_ADMIN" no no "itcamsoa7201|wasadmin"
    ""}} }
   $AdminConfig save
   ```

   After you issue the command, the ITCAM for SOA workspaces become functional.
3. Exit the script after you issue the commands.

Remember: The workaround is required if you integrate ITCAM for SOA version 7.2 fix pack 1 with Tivoli Monitoring 6.2.2 Fix packs 4 to 9. The workaround is not required if you integrate with Tivoli Monitoring version 6.2.3 or version 6.3.

The lifetime of entries in the Fault Details table on a Windows system may be reduced

The problem: The length of time that entries are visible in the Fault Details table is 10 minutes by default. However, when ITCAM for SOA is monitoring a large transaction load, the lifetime of entries in the Fault Details table decreases.

The symptom: Under heavy load, entries are visible in the Fault Details table for less than 10 minutes.

The ITCAM for SOA agent crashes on AIX systems

The problem: The ITCAM for SOA version 7.2 Fix Pack 1 agent crashes on AIX systems.

The reason: On AIX systems, the agent crashes when Tivoli Monitoring is at version 6.3.

The solution: Upgrade Tivoli Monitoring to version 6.3 Fix Pack 1 and restart the ITCAM for SOA agent.

The ITCAM for SOA agent crashes on AIX systems

The problem: The ITCAM for SOA version 7.2 Fix Pack 1 agent crashes on AIX systems.

The reason: On AIX systems, the agent crashes when you install the agent after you install Tivoli Monitoring version 6.3 Fix Pack 1.

The solution: Reinstall Tivoli Monitoring version 6.3 Fix Pack 1 and restart the ITCAM for SOA agent.

The ITCAM for SOA SDMS agent crashes on AIX systems

The problem: The ITCAM for SOA SDMS agent crashes on AIX systems in ITCAM for SOA 7.2 Fix Pack 1.

The reason: On AIX systems, the agent crashes when Tivoli Monitoring is at version 6.3.

The solution: Upgrade Tivoli Monitoring to version 6.3 Fix Pack 1 and restart the ITCAM for SOA SDMS agent.

The ITCAM for SOA SDMS agent crashes on AIX systems

The problem: The ITCAM for SOA SDMS agent crashes on AIX systems in ITCAM for SOA 7.2 Fix Pack 1.

The reason: On AIX systems, the agent crashes when you install the agent after you install Tivoli Monitoring version 6.3 Fix Pack 1.

The solution: Reinstall Tivoli Monitoring version 6.3 Fix Pack 1 and restart the ITCAM for SOA SDMS agent.

No data is displayed in service-to-service topology views

The problem: No topology data is displayed in service-to-service topology views in the Tivoli Enterprise Portal.

The reason: Topology data might not display in service-to-service topology views if the ITCAM for SOA agent is at version 7.2 or later and the SOA Domain Management Server is at version 7.1.1.

The solution: Upgrade the SOA Domain Management Server to use the same version as the ITCAM for SOA agent.

Unable to reinstall ITCAM for SOA on Windows systems

The problem: When you uninstall ITCAM for SOA and reinstall the agent to another location, the installation fails. A message similar to the following is displayed in the log file:

```
500981FD.0000-216C:kd4port.cpp,396,"kd4_open") KD40501E Cannot open file for write: C:\IBM\ITM
\TMAITM6\KD4\config\KD4.dc.properties
(500981FD.0001-216C:kd4props.cpp,326,"save") KD400206E Error writing properties file: C:\IBM\I
TM\TMAITM6\KD4\config\KD4.dc.properties
(500981FD.0002-216C:kd4dirls.cpp,168,"readDir") KD40351E Invalid file handle reading directory
: C:\IBM\ITM\TMAITM6\KD4\logs\*
(500981FD.0003-216C:kd4dirls.cpp,357,"mkdirIfNeeded") KD40355E Unable to create subdirectory:
C:\IBM\ITM\TMAITM6\KD4\logs\KD4.DCA.CACHE
(500981FD.0004-216C:kd4dirls.cpp,357,"mkdirIfNeeded") KD40355E Unable to create subdirectory:
C:\IBM\ITM\TMAITM6\KD4\logs\KD4.DCA.CACHE\persist
(500981FD.0005-216C:kd4dirls.cpp,168,"readDir") KD40351E Invalid file handle reading directory
: C:\IBM\ITM\TMAITM6\KD4\logs\KD4.DCA.CACHE\*.bp?.metric.log*
(50098207.0000-216C:kd4port.cpp,396,"kd4_open") KD40501E Cannot open file for write: C:\IBM\IT
M\TMAITM6\KD4\config\KD4.dc.properties
```

The reason: When you uninstall ITCAM for SOA, the installer fails to remove the KD4BaseDirConfig file from the %SYSTEMROOT%\System32\Drivers\etc\ directory.

The solution: After you uninstall ITCAM for SOA, manually remove the KD4BaseDirConfig file. Reinstall the ITCAM for SOA agent.

Unable to delete BPD nodes from the Operation Flow View

The problem: Deleting a BPD node from the Operation Flow View in the Tivoli Enterprise Portal might fail.

The reason: If a BPD process has completed, deleting the BPD node might fail.

The solution: Delete the BPD node from the Process Group or Service Group.

Message Flow Statistics workspace link does not work

The problem: The Message Flow Statistics link that is available from the Performance Summary workspace does not work for Message Broker version 7.0 or higher.

The reason: The target workspace of this link is a workspace that is provided by ITCAM Agent for WebSphere Message Broker. This workspace is removed for Message Broker 7.0 and higher. The link cannot find the target workspace and reports an error.

Cluster name is missing from the metric log file

The problem: After you recycle the BPM server, the cluster name is missing from the metric log file.

The reason: After the BPM server is recycled, the ITCAM Data Collector for WebSphere might not retrieve correct BPM server information if the BPM server is experiencing high workload.

The solution Stop the workload before you restart the BPM server.

Configuring monitoring intervals

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

Monitoring interval is different from the value configured

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

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

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

Inconsistent monitoring results

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

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

Incorrect interval data or no data displayed in Operational Flow workspaces

If you have changed the monitoring interval for the ITCAM for SOA monitoring agent or the query interval for SOA Domain Management Server, you might see incorrect values for time intervals displayed in the Operational Flow workspaces. In addition, you might see incorrect interval data or no data displayed for relationship metrics.

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

Each time SOA Domain Management Server queries an agent for data, it checks the monitoring interval configured for that agent. If SOA Domain Management

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

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

Performance is degraded after reducing monitoring interval

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

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

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

Using Take Action commands

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

Using the DeleteSubnode take action

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

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

When this problem occurs, you can recover from it by doing the following steps:
1. Stop the Tivoli Enterprise Monitoring Agent with the subnode in question.
2. Right-click the subnode and select **Clear offline entry**.
3. Restart the Tivoli Enterprise Monitoring Agent.

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

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

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

DeleteSubnode take action completes with return code 3

After you modify the value of the kd4.ira.subnodeDeleteInactivity property, restart the ITCAM for SOA agent, and ensure that no traffic is generated, when you attempt to run the DeleteSubnode Take Action command, it completes with return code 3.

The kd4.ira.subnodeDeleteInactivity property specifies the number of hours the ITCAM for SOA agent must be active without observing any traffic in order for the DeleteSubnode Take Action command to complete successfully. If the agent is restarted for any reason, the timer is reset and the full number of hours must pass before the subnode can be deleted.

Do not restart the agent after modifying the kd4.ira.subnodeDeleteInactivity property. The agent will begin using the new value dynamically. If there has been no traffic in the past number of hours specified, the subnode can be deleted.

Setting the kd4.ira.subnodeDeleteInactivity property to 0 effectively disables this safe guard, and the subnode can be deleted regardless of recent activity.

Expected exceptions in the SystemOut.log file

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

One of the queried subnodes is offline

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

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

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

```
    candle.fw.corba.CTProperty.PropertyBasedException: IDL:candle.com/CTProperty/
PropertyBasedException:1.0
      at candle.fw.corba.CTProperty.PropertyBasedExceptionHelper.read
(PropertyBasedExceptionHelper.java:69)
      at candle.fw.corba.CTQuery._ManagerStub.executeRequest
(_ManagerStub.java:372)
      at com.ibm.TEPS.CTQuery.CTQueryBrokerImpl.executeRequest
(CTQueryBrokerImpl.java:150)
      at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:361)
      at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:886)
      at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:861)
      at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:339)
      at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
```

```
(TepsQueryHelper.java:191)
        at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveRaisedSituationFromTems(ITCAMSOAEvaluatorHolderImpl.java:585)
        at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveSituationData(ITCAMSOAEvaluatorHolderImpl.java:695)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:618)
        at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
        at java.security.AccessController.doPrivileged(AccessController.java:246)
        at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders(ProxyUtil.java:725)
        at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1155)
        at $Proxy5.retrieveSituationData(Unknown Source)
        at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub.
retrieveSituationData(_ITCAMSOAEvaluatorHolder_Stub.java:360)
        at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieveSituationData
(ITMAccessBean.java:364)
        at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStatelessITMAccess_7d61411d.
retrieveSituationData(Unknown Source)
        at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:81)
        at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
        at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
        at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:257)
        at java.security.AccessController.doPrivileged(AccessController.java:219)
        at javax.security.auth.Subject.doAs(Subject.java:495)
        at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
        at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:328)
        at java.security.AccessController.doPrivileged(AccessController.java:246)
        at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1111)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
        at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
        at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
        at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)
```

IBM Tivoli Monitoring internal tests

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

```
java.lang.ClassNotFoundException: candle.fw.pres.ObjectTypeMgr
   at java.lang.Class.forNameImpl(Native Method)
   at java.lang.Class.forName(Class.java:130)
   at candle.fw.model.Attribute.<clinit>(Attribute.java:135)
   at java.lang.J9VMInternals.initializeImpl(Native Method)
   at java.lang.J9VMInternals.initialize(J9VMInternals.java:194)
   at java.lang.Class.forNameImpl(Native Method)
   at java.lang.Class.forName(Class.java:130)
   at candle.kjr.util.Interpreter.invokeMethod(Interpreter.java:287)
   at candle.fw.model.ObjectFactory.make(ObjectFactory.java:131)
   at candle.fw.corba.Decoder.addPropertiesToPBased(Decoder.java:925)
   at candle.fw.corba.Decoder.makePBasedModel(Decoder.java:837)
   at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:696)
   at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
   at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
   at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
   at candle.fw.corba.Decoder.addElementsToPBased(Decoder.java:1101)
   at candle.fw.corba.Decoder.populatePBasedSequence(Decoder.java:1047)
   at candle.fw.corba.Decoder.makePBasedList(Decoder.java:971)
```

```
        at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:700)
        at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
        at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
        at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
        at candle.fw.corba.Decoder.makePBasedTable(Decoder.java:1176)
        at candle.fw.corba.Decoder.sequenceToPBased(Decoder.java:708)
        at candle.fw.corba.Decoder.extractPropertySequence(Decoder.java:1564)
        at candle.fw.corba.Decoder.extract_sequence(Decoder.java:404)
        at candle.fw.corba.Decoder.anyToObject(Decoder.java:180)
        at com.ibm.TEPS.CTQuery.QueryModelManager.mapResult
(QueryModelManager.java:719)
        at com.ibm.TEPS.CTQuery.QueryModelManager.getResult
(QueryModelManager.java:595)
        at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:366)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:832)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:807)
        at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:339)
        at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:191)
        at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolderImpl.
retrieveSituationDefns(ITCAMSOAEvaluatorHolderImpl.java:626)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:79)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:618)
        at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
        at java.security.AccessController.doPrivileged(AccessController.java:246)
        at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders(ProxyUtil.java:725)
        at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1155)
        at $Proxy7.retrieveSituationDefns(Unknown Source)
        at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub.
retrieveSituationDefns(_ITCAMSOAEvaluatorHolder_Stub.java:402)
        at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieveSituationDefns
(ITMAccessBean.java:335)
        at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStatelessITMAccess_7d61411d.
retrieveSituationDefns(Unknown Source)
        at com.ibm.management.soa.dms.access.utils.SituationProcessor.
updateUnavailabilitySituationLongNames(SituationProcessor.java:815)
        at com.ibm.management.soa.dms.access.utils.SituationProcessor.
processSituations(SituationProcessor.java:315)
        at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:87)
        at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
        at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
        at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:257)
        at java.security.AccessController.doPrivileged(AccessController.java:219)
        at javax.security.auth.Subject.doAs(Subject.java:495)
        at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
        at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:328)
        at java.security.AccessController.doPrivileged(AccessController.java:246)
        at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1111)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
        at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
        at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
        at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)
```

Resource bundle not present

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

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

Table definition attribute cannot be resolved

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

```
def doesn't contain the needed properties!
```

The connection to the warehouse database is not working

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

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

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

ITCAM for SOA checking for IBM Tivoli Monitoring support

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

exceptions can occur for ITCAM for SOA version 7.1.1 or later installed in any
supported version of IBM Tivoli Monitoring before version 6.2 Fix Pack 1.

Exception 1:

```
    com.ibm.management.soa.dms.exceptions.DMSConnectionException:
com.ibm.management.soa.dms.exceptions.DMSConnectionException KD4DM0011E A
connection to the internal Object Data Store interface ICdbApiBeanHome could not be
established.
: com.ibm.websphere.naming.CannotInstantiateObjectException: A
NameNotFoundException occurred on an indirect lookup on the name
java:comp/env/ejb/ICdbApiBeanHome. The name java:comp/env/ejb/ICdbApiBeanHome maps
to a JNDI name in deployment descriptor bindings for the application performing
the JNDI lookup. Make sure that the JNDI name mapping in the deployment descriptor
binding is correct. If the JNDI name mapping is correct, make sure the target
resource can be resolved with the specified name relative to the default initial
context.
[Root exception is javax.naming.NameNotFoundException:
Context: ITMCell/nodes/ITMNode/servers/ITMServer, name: ejb/com/ibm/cdb/api/
ICdbApiBeanHome: First component in name cdb/api/ICdbApiBeanHome not found.
[Root exception is org.omg.CosNaming.NamingContextPackage.NotFound: IDL:omg.org
/CosNaming/NamingContext/NotFound:1.0]]
    at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:119)
    at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
    at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.checkTCORE
(SDMSUIAccessImpl.java:1412)
    at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.checkTCORE
(AccessManagerBean.java:1395)
    at com.ibm.management.soa.dms.ejb.access.EJSLocalStatelessAccessManager
_c8a58271.checkTCORE(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeAccessBean
Methods(SDMSFacadeBean.java:822)
    at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
    at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade_
7c3bc5ed.invokeQuery(Unknown Source)
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
    at java.lang.reflect.Method.invoke(Method.java:615)
    at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
    at java.security.AccessController.doPrivileged
(AccessController.java:242)
    at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders
(ProxyUtil.java:725)
    at com.ibm.CORBA.iiop.ClientDelegate.invoke
(ClientDelegate.java:1123)
    at $Proxy6.invokeQuery(Unknown Source)
    at com.ibm.management.soa.dms.ejb.facade._SDMSFacade_Stub.invokeQuery
(_SDMSFacade_Stub.java:266)
    at com.ibm.management.soa.dms.eval.ITCAMSOAEvaluatorImpl.processRequest
(ITCAMSOAEvaluatorImpl.java:184)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator$1.run
(CTQuerySimpleEvaluator.java:225)
    at java.security.AccessController.doPrivileged(AccessController.java:215)
    at javax.security.auth.Subject.doAs(Subject.java:495)
    at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
    at com.ibm.TEPS.EWAS.TEPEWASIdentityProvider.doAs
(TEPEWASIdentityProvider.java:48)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.run
(CTQuerySimpleEvaluator.java:247)
    at com.ibm.TEPS.CTQuery.CTQuerySimpleEvaluator.executeRequest
(CTQuerySimpleEvaluator.java:341)
```

```
        at candle.fw.corba.CTQuery.EvaluatorPOA._invoke
(EvaluatorPOA.java:126)
        at com.ibm.CORBA.poa.POAServerDelegate.dispatchToServant
(POAServerDelegate.java:396)
        at com.ibm.CORBA.poa.POAServerDelegate.internalDispatch
(POAServerDelegate.java:331)
        at com.ibm.CORBA.poa.POAServerDelegate.dispatch
(POAServerDelegate.java:253)
        at com.ibm.rmi.iiop.ORB.process(ORB.java:503)
        at com.ibm.CORBA.iiop.ORB.process(ORB.java:1553)
        at com.ibm.rmi.iiop.Connection.respondTo(Connection.java:2680)
        at com.ibm.rmi.iiop.Connection.doWork(Connection.java:2554)
        at com.ibm.rmi.iiop.WorkUnitImpl.doWork(WorkUnitImpl.java:62)
        at com.ibm.ejs.oa.pool.PooledThread.run(ThreadPool.java:95)
        at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)
```

Exception 2:

```
    com.ibm.websphere.naming.CannotInstantiateObjectException: A
NameNotFoundException occurred on an indirect lookup on the name java:comp/
env/ejb/ICdbApiBeanHome. The name java:comp/env/ejb/ICdbApiBeanHome maps to
a JNDI name in deployment descriptor bindings for the application performing
the JNDI lookup. Make sure that the JNDI name mapping in the deployment
descriptor binding is correct. If the JNDI name mapping is correct, make sure
the target resource can be resolved with the specified name relative to the
default initial context.  [Root exception is javax.naming.NameNotFoundException:
Context: ITMCell/nodes/ITMNode/servers/ITMServer, name: ejb/com/ibm/cdb/api/
ICdbApiBeanHome: First component in name cdb/api/ICdbApiBeanHome not found.
[Root exception is org.omg.CosNaming.NamingContextPackage.NotFound:
IDL:omg.org/CosNaming/NamingContext/NotFound:1.0]]
        at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:982)
        at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectForLookup
(UrlContextHelper.java:191)
        at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectForLookup
(javaURLContextRoot.java:406)
        at com.ibm.ws.naming.urlbase.UrlContextImpl.lookup
(UrlContextImpl.java:1280)
        at com.ibm.ws.naming.java.javaURLContextImpl.lookup
(javaURLContextImpl.java:384)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:204)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:144)
        at javax.naming.InitialContext.lookup(InitialContext.java:363)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:105)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
        at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.
checkTCORE(SDMSUIAccessImpl.java:1412)
        at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.
checkTCORE(AccessManagerBean.java:1395)
        at com.ibm.management.soa.dms.ejb.access.EJSLocalStateless
AccessManager_c8a58271.checkTCORE(Unknown Source)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invoke
AccessBeanMethods(SDMSFacadeBean.java:822)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
        at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade
_7c3bc5ed.invokeQuery(Unknown Source)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:615)
```

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

Exception 3:

```
    javax.naming.NameNotFoundException: Context: ITMCell/nodes/ITMNode/
servers/ITMServer, name: ejb/com/ibm/cdb/api/ICdbApiBeanHome: First component
in name cdb/api/ICdbApiBeanHome not found. [Root exception is org.omg.
CosNaming.NamingContextPackage.NotFound: IDL:omg.org/CosNaming/NamingContext
/NotFound:1.0]
        at com.ibm.ws.naming.jndicos.CNContextImpl.processNotFoundException
(CNContextImpl.java:4730)
        at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1907)
        at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1862)
        at com.ibm.ws.naming.jndicos.CNContextImpl.lookupExt
(CNContextImpl.java:1552)
        at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory$1.run
(IndirectJndiLookupObjectFactory.java:372)
        at com.ibm.ws.security.util.AccessController.doPrivileged
(AccessController.java:118)
        at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory.getObject
InstanceExt(IndirectJndiLookupObjectFactory.java:221)
        at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:893)
        at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectFor
Lookup(UrlContextHelper.java:191)
        at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectFor
```

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

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

Exception 4:

```
     org.omg.CosNaming.NamingContextPackage.NotFound: IDL:omg.org/CosNaming
/NamingContext/NotFound:1.0
        at com.ibm.ws.naming.ipcos.WsnOptimizedNamingImpl.handleNameNotFound
(WsnOptimizedNamingImpl.java:2252)
        at com.ibm.ws.naming.ipcos.WsnOptimizedNamingImpl.getNextWsnOptimized
NamingContext(WsnOptimizedNamingImpl.java:1448)
        at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase.getTargetContext
(WsnOptimizedNamingImplBase.java:4396)
        at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase$LeafOperation
Data.<init>(WsnOptimizedNamingImplBase.java:5012)
        at com.ibm.ws.naming.cosbase.WsnOptimizedNamingImplBase.resolve_complete
_info(WsnOptimizedNamingImplBase.java:2207)
        at com.ibm.WsnOptimizedNaming._NamingContextStub.resolve_complete_info
(_NamingContextStub.java:536)
        at com.ibm.ws.naming.jndicos.CNContextImpl.cosResolve
(CNContextImpl.java:4351)
        at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup
(CNContextImpl.java:1901)
        at com.ibm.ws.naming.jndicos.CNContextImpl.doLookup(CNContextImpl.java:1862)
        at com.ibm.ws.naming.jndicos.CNContextImpl.lookupExt(CNContextImpl.java:1552)
        at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory$1.run
(IndirectJndiLookupObjectFactory.java:372)
        at com.ibm.ws.security.util.AccessController.doPrivileged
(AccessController.java:118)
        at com.ibm.ws.naming.util.IndirectJndiLookupObjectFactory.getObject
InstanceExt(IndirectJndiLookupObjectFactory.java:221)
        at com.ibm.ws.naming.util.Helpers.processSerializedObjectForLookupExt
(Helpers.java:893)
        at com.ibm.ws.naming.urlbase.UrlContextHelper.processBoundObjectForLookup
(UrlContextHelper.java:191)
        at com.ibm.ws.naming.java.javaURLContextRoot.processBoundObjectForLookup
(javaURLContextRoot.java:406)
        at com.ibm.ws.naming.urlbase.UrlContextImpl.lookup(UrlContextImpl.java:1280)
        at com.ibm.ws.naming.java.javaURLContextImpl.lookup
(javaURLContextImpl.java:384)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:204)
        at com.ibm.ws.naming.java.javaURLContextRoot.lookup
(javaURLContextRoot.java:144)
        at javax.naming.InitialContext.lookup(InitialContext.java:363)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.locateCdbApiBean
(CMDBHelper.java:105)
        at com.ibm.management.soa.dms.access.utils.CMDBHelper.cdbExists
(CMDBHelper.java:373)
        at com.ibm.management.soa.dms.query.impl.SDMSUIAccessImpl.checkTCORE
(SDMSUIAccessImpl.java:1412)
        at com.ibm.management.soa.dms.ejb.access.AccessManagerBean.checkTCORE
(AccessManagerBean.java:1395)
        at com.ibm.management.soa.dms.ejb.access.EJSLocalStatelessAccessManager
_c8a58271.checkTCORE(Unknown Source)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeAccess
BeanMethods(SDMSFacadeBean.java:822)
        at com.ibm.management.soa.dms.ejb.facade.SDMSFacadeBean.invokeQuery
(SDMSFacadeBean.java:250)
        at com.ibm.management.soa.dms.ejb.facade.EJSRemoteStatelessSDMSFacade
_7c3bc5ed.invokeQuery(Unknown Source)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
```

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

Checking IBM Tivoli Monitoring support for long situation names

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

```
    KFWITM220E Request failed during execution.
        at com.ibm.TEPS.CTQuery.QueryModelManager.getResult
(QueryModelManager.java:691)
        at com.ibm.TEPS.CTQuery.QueryModelManager.executeRequest
(QueryModelManager.java:366)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:831)
        at candle.fw.model.PBasedRequest.execute(PBasedRequest.java:806)
        at com.ibm.management.soa.dms.eval.holder.TepsQueryHelper.doQuery
(TepsQueryHelper.java:206)
        at com.ibm.management.soa.dms.eval.holder.ITMInfo.init
(ITMInfo.java:104)
        at com.ibm.management.soa.dms.eval.holder.ITMInfo.initIfNeeded
(ITMInfo.java:122)
        at com.ibm.management.soa.dms.eval.holder.ITMInfo.isLongSituation
NameSupport(ITMInfo.java:129)
        at com.ibm.management.soa.dms.eval.holder.ITCAMSOAEvaluatorHolder
Impl.retrieveSituationData(ITCAMSOAEvaluatorHolderImpl.java:604)
        at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
```

```
        at sun.reflect.NativeMethodAccessorImpl.invoke
(NativeMethodAccessorImpl.java:64)
        at sun.reflect.DelegatingMethodAccessorImpl.invoke
(DelegatingMethodAccessorImpl.java:43)
        at java.lang.reflect.Method.invoke(Method.java:615)
        at com.ibm.rmi.util.ProxyUtil$4.run(ProxyUtil.java:727)
        at java.security.AccessController.doPrivileged
(AccessController.java:242)
        at com.ibm.rmi.util.ProxyUtil.invokeWithClassLoaders
(ProxyUtil.java:725)
        at com.ibm.CORBA.iiop.ClientDelegate.invoke(ClientDelegate.java:1123)
        at $Proxy11.retrieveSituationData(Unknown Source)
        at com.ibm.management.soa.dms.eval.holder._ITCAMSOAEvaluatorHolder_Stub
.retrieveSituationData(_ITCAMSOAEvaluatorHolder_Stub.java:359)
        at com.ibm.management.soa.itmaccess.ejbs.ITMAccessBean.retrieve
SituationData(ITMAccessBean.java:364)
        at com.ibm.management.soa.itmaccess.ejbs.EJSLocalStateless
ITMAccess_7d61411d.retrieveSituationData(Unknown Source)
        at com.ibm.management.soa.mapper.scheduler.impl.SituationScheduler.
timerExpired(SituationScheduler.java:81)
        at com.ibm.management.soa.mapper.asynchbeans.SDMSTimer.timerExpired
(SDMSTimer.java:131)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.callListenerMethod
(TimerImpl.java:291)
        at com.ibm.ws.asynchbeans.timer.GenericTimer.run(GenericTimer.java:216)
        at com.ibm.ws.asynchbeans.J2EEContext$RunProxy.run(J2EEContext.java:255)
        at java.security.AccessController.doPrivileged(AccessController.java:215)
        at javax.security.auth.Subject.doAs(Subject.java:495)
        at com.ibm.websphere.security.auth.WSSubject.doAs(WSSubject.java:118)
        at com.ibm.ws.asynchbeans.J2EEContext$DoAsProxy.run(J2EEContext.java:326)
        at java.security.AccessController.doPrivileged(AccessController.java:242)
        at com.ibm.ws.asynchbeans.J2EEContext.run(J2EEContext.java:1109)
        at com.ibm.ws.asynchbeans.timer.TimerImpl.runListenerAsCJWork
(TimerImpl.java:418)
        at com.ibm.ws.asynchbeans.am._Alarm.fireAlarm(_Alarm.java:332)
        at com.ibm.ws.asynchbeans.am._Alarm.run(_Alarm.java:229)
        at com.ibm.ws.util.ThreadPool$Worker.run(ThreadPool.java:1469)
```

WLTC0033W warning messages appear regularly in eWAS log files

The problem: The following messages appear regularly in the eWAS log files:

```
[8/7/13 12:18:11:794 BST] 00000025 LocalTranCoor W   WLTC0033W: Resource jdbc/SDMS
rolled back in cleanup of LocalTransactionContainment.
[8/7/
13 12:18:11:795 BST] 00000025 LocalTranCoor W   WLTC0032W: One or more local transaction
resources were rolled back during the cleanup of a LocalTransactionContainment.
```

The SystemOut.log files are in the following directories:

- *ITM_Home*/*platform_name*/iw/profiles/ITMProfile/logs/ITMServer on Linux and UNIX systems
- *ITM_Home*\CNPSJ\profiles\ITMProfile\logs\ITMServer on Windows systems

Where:

ITM_Home

      The location where the IBM Tivoli Monitoring product is installed.

platform_name

      The operating system-specific directory that was created by IBM Tivoli Monitoring. Use the ITM_Home/bin/cinfo -d command to determine the platform name for the iw product code

*The reason:*The warning messages appear when there are no BPEL events to process. The database connection remains in an uncommitted state (with no work to commit) and the container emits the warning when the connection is closed.

The solution You can ignore the messages.

Authentication errors are found in the logs

The problem: If ITCAM for SOA 7.2 Fix Pack 1 is installed after Tivoli Monitoring 6.2.2 Fix Pack 4 or later, the following error messages might appear in the Tivoli Enterprise Portal Server eWas log files:

```
SECJ0055E: Authentication failed for <null>. The user id or password may have been entered incorre
misspelled. The user id may not exist, the account could have expired or disabled. The password ma
```

The log files are in the following locations:

* Linux and UNIX systems: *ITM_Home*/*platform_name*/iw/profiles/ITMProfile/ logs/ITMServer/SystemOut.log
* Windows systems: *ITM_Home*\CNPSJ\profiles\ITMProfile\logs\ITMServer\ SystemOut.log

The solution: You can ignore the error messages.

SDMS library conflicts occur with other applications on the Tivoli Enterprise Portal Server

The problem When ITCAM for SOA version 7.2 Fix Pack 1 is installed in an environment that is running Tivoli Monitoring version 6.3 or later fix pack, an error message similar to the following might be displayed in the log files when WSRR and ITCAM for SOA are integrated:

```
java.rmi.RemoteException: ; nested exception is:
WSRRResyncTas E   KD4DM0514E Unable to resynchronize the WSRR instance [] and ITCAM for SOA. Reaso
        java.rmi.RemoteException: ; nested exception is:
        java.lang.NoSuchMethodError: org/apache/http/conn/scheme/Scheme.<init>(Ljava/lang/String;I
                                java.rmi.ServerException: RemoteException occurred in server thre
        java.rmi.RemoteException: ; nested exception is:
        java.lang.NoSuchMethodError: org/apache/http/conn/scheme/Scheme.<init>(Ljava/lang/String;I
        at com.ibm.CORBA.iiop.UtilDelegateImpl.mapSystemException(UtilDelegateImpl.java:237
at com.ibm.CORBA.iiop.UtilDelegateImpl.wrapException(UtilDelegateImpl.java:761)
        at javax.rmi.CORBA.Util.wrapException(Util.java:296)
        at com.ibm.management.soa.dms.wsrrsync.ejbs._WSRRPolicySync_Stub.processWSRRNotification(_
```

The reason: The problem is caused by a clash between different versions of a library that is deployed in the TEPS eWAS.

The solution To avoid library conflicts with other applications, you must isolate the libraries that are used by the SOA Domain Manager Server. To isolate the SDMS libraries, the KD4SDMSSharedlib shared library needs to be created using the kd4sl_config.py script. The script is provided with ITCAM for SOA version 7.2 Fix Pack 1. To install the shared library, complete the following steps:

1. Navigate to the kd4sl_config.py script. The script is in the following location:
   * *ITM_Home*\CNPS\Products\KD4\latest\bin on Windows systems
   * *ITM_Home*/platform_name/cq/Products/KD4/latest/bin on Linux and UNIX systems
2. Issue the following command:
   was_profile_dir/bin/wsadmin -lang jython -f kd4sl_config.py install *server_name*

   Where:

was_profile_dir

> The Tivoli Enterprise Portal Server profile directory. For example, *ITM_Home*\CNPSJ\profiles\ITMProfile on Windows systems and *ITM_Home**platform_name*\iw\profiles\ITMProfile on Linux and UNIX systems.

server_name

> The name of the server, for example, ITMServer.

Accessing online help

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

IBM Eclipse Help System link fails

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

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

The IBM WebSphere Application Server environment

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

Multiple WebSphere servers on the same system

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

Services Inventory_610 attributes port number = 0

Usually the Port Number column in the Services Inventory_610 attributes contains the number of the port, 0-65535, on which the application server runtime environment that is being monitored is listening. However, if your IBM WebSphere Application Server environment is configured with security, or you have other monitored application servers configured for security to enable protection of the JMX server, the data collector is unable to obtain the port number. In this case, the Port Number field is set to a value of *0*.

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

Application server cluster name blank

When WebSphere security is enabled for a WebSphere clustered runtime environment, the WebSphere Application Server monitoring agent is not able to discover the application server cluster name. In the Services Inventory_610 attributes of the Performance Summary workspace, in addition to seeing a value of *0* for the Port Number, the Application Server Cluster Name is blank in the rows for WebSphere Application Servers that are deployed to a clustered runtime environment with security enabled.

Because the ITCAM for SOA Discovery Library Adapter uses the data in the Services Inventory_610 attributes, it is unable to discover the cluster name. Avoid turning on and off the WebSphere global security switch during routine production operation of your application server.

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

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

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

Unexpected operation names

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

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

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

JAX-RPC handler support

The Web services data collector for this monitoring agent supports both Java EE application client and servlet container environments because JAX-RPC handlers are only supported in these environments. It is possible to write Web service client programs that adhere to the conventions described in Java Specification Request 101 (JSR 101) and to run them inside a Java EE container or in a standard Java virtual machine (non-Java EE container). Because of the way that these Java Specification Requests are implemented in the WebSphere environment, the JAX-RPC handler might not be invoked by these client applications. To ensure proper operation of the JAX-RPC handler, verify that your client applications are written according to the conventions described in Chapter 4 of Java Specification Request 109 (JSR 109), *Java Web Services for J2EE*. For additional information, refer to the specification found at the following Web location:

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

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

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

The SAP NetWeaver environment

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

SAP applications disabled after changing the application directory

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

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

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

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

The WebSphere CE environment

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

Multiple WebSphere CE server instances with the same port

If you run multiple instances of the WebSphere CE server at the same time but do not specify a unique port for each server, you might experience problems when attempting to enable or disable applications. The KD4configDC command fails with return code *184*, indicating a problem connecting to the JMX.

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

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

Service name displayed as *unknown* in Tivoli Enterprise Portal

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

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

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

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

The WebSphere Message Broker environment

Unable to list message flow using `mqsilist` command

If you enabled data collection for a message flow that you no longer want to monitor, be sure to disable data collection for the message flow before the WebSphere Message Broker is stopped when you uninstall the data collector. If you do not disable the message flow first, you cannot list the message flow using the **mqsilist** command.

If the problem occurs, use one of the following procedures to recover the message flow:

- Using the Toolkit, remove the message flow and then redeploy it.
- Restore the original data collector user exit code to the correct location by completing the following steps:
  1. Reinstall the Data Collector for WebSphere Message Broker.
  2. Run the Data Collector for WebSphere Message Broker `ConfigDC` utility to enable the data collector:
  3. Restart the WebSphere Message Broker.
  4. Use the **mqsilist** command to verify that the message flow exists.

After you recover the message flow, disable data collection using the Data Collector for WebSphere Message Broker `configDC` utility

The DataPower Appliance environment

This section includes information about problems that you might encounter while working with the data collector in the DataPower SOA appliance application server runtime environment.

A web service port name or operation displays a value of unknown in the Tivoli Enterprise Portal

In both the ITCAM for SOA metric log files and the Tivoli Enterprise Portal workspaces, the string `UNKNOWN` or `unknown` might be displayed for the port name and the operation name.

Monitoring data is sent from a DataPower appliance to ITCAM for SOA and is displayed in the Tivoli Enterprise Portal and stored in metric log files. The data includes the web service port name and namespace and the web service operation name and namespace. If the stylesheets used to configure the DataPower processing policies are customized, the port name and operation might not be set correctly.

The following example displays the contents of a sample `HelloWorld` WSDL file.

```
targetNamespace="http://samples"
<wsdl:portType name="Hello">
<wsdl:operation name="sayHello">
```

The `HelloWorld` WSDL file example is available from the following URL: http://www.ibm.com/developerworks/webservices/library/ws-noide2/.

A web service proxy based on this `HelloWorld` WSDL file must be configured to generate monitoring data that includes the namespace `http://samples`, the port `Hello`, and the operation name `sayHello`. When configured correctly, the data collected by ITCAM for SOA in the metric log includes the epoch timestamp, for example, 1330599364001, and the following port, operation, and namespace values:

```
1330599364001; ... ;{http://samples}Hello;{http://samples}sayHello
```

When configured incorrectly, the monitoring data collected might include the string `UNKNOWN` for the port and operation:

```
1330599364001; ... ;{}(unknown);{UNKNOWN}(unknown);
```

The problem might occur under the following conditions:
- When the default Web Service Proxy monitoring data is customized with stylesheets in the processing policy of the Web Service Proxy.
- When monitoring data is generated for a DataPower Multi-Protocol Gateway using custom stylesheets.
- When the service processing policy contains actions that generate additional records for ITCAM SOA data collection.

To determine the root cause of the problem, complete these steps:
1. Search the metric logs in the *ITCAMfSOA_Logs*\logs\KD4.DCA.CACHE\archive directory on Windows systems and *ITCAMfSOA_Logs*/logs/KD4.DCA.CACHE/archive directory on Linux and UNIX systems for `unknown` to find examples of the issue.

Use a search tool such as UNIX grep to find the name of the metric log and the name of the metric record; both are needed to locate the DataPower service that created the record.

The records found include an epoch timestamp and might include a fault code and message. For example:

```
1330599364001; ... ;{}(unknown);{UNKNOWN}(unknown); ... ,fault_code;
fault_message
```

2. Convert the epoch timestamp in the ITCAM SOA metric record to a readable timestamp. For example 1330599364001 is Thursday, March 01, 2012 5:56:04 AM GMT -5 (eastern).

   Tip: To convert the timestamp, search the internet for *epoch* to find an epoch converter website that can be used to convert the timestamp into a readable format.

3. Locate the name of the metric log where the `unknown` record was found. The name of the metric log usually indicates the appliance and the domain where the data originated.

4. Search the DataPower logs of the same domain for log messages generated for the same time frame as the epoch timestamp.

   The DataPower log messages associated with the metric log are easier to find if a fault code and fault message from the metric log are also available. The DataPower messages associated with the metric log records include a service name and transaction ID that help to identify the condition that caused the `unknown` value to appear in the metric records.

To resolve the problem, complete these steps:

1. Correct any stylesheet code where the operation or port is set without a namespace.

   For example, an example of value to use for the operation element is `{http://www.mycompany.com/abc}OperationName`. If the operation element in the Web Service Management (WSM) record on DataPower appliance is set to `OperationName` without the namespace `{http://www.mycompany.com/abc}`, then the value `{UNKNOWN}` might be sent to ITCAM for SOA in the WSM record.

2. If a fault code and fault message are specified in the metric log record, search for any error conditions that are not properly handled in an error rule. Search for and correct any error condition where the port and operation values are not properly set.

3. Confirm that the parameters of the `dp:wsm-agent-append()` function in the stylesheets are correct. An example of a valid statement is as follows:

   ```
   dp:wsm-agent-append($domain, $record/dpwsm:wsa-record)
   ```

   Confirm that XPATH `dpwsm:wsa-record` is included in the second parameter. If the `dpwsm:wsa-record` parameter is not included, the `UNKNOWN` value might be displayed in the Tivoli Enterprise Portal. For example:

   ```
   dp:wsm-agent-append($domain, $record)
   ```

4. In the sample multi-protocol gateway stylesheets, the port and operation values are set in a separate stylesheet from the `dp:wsm-agent-append()` function that uses those values.

   Look for and correct cases where the port and operation values are not set or are empty or where invalid values are used in the `dp:wsm-agent-append()` function.

   The problem might arise when AAA or validation failures occur. In these cases, the DataPower rejects a message on the request side before the stylesheet that

sets the port and operation executes. Use the DataPower probe or add debug statements to the stylesheet that includes the `dp:wsm-agent-append()` method.

5. The default value is the best value for most monitoring data elements. Look for any stylesheet code that customizes fields that are not string values, such timestamps or numeric duration fields. Setting invalid data, for example alphabetic string data, in a timestamp or numeric field can cause an `UNKNOWN` value to be used for the port or operation.

6. The service processing policy might contain actions that generate additional records which are collected by ITCAM SOA. These records might have the value `UNKNOWN` for the port namespace. For more information about the WebSphere DataPower processing actions that cause additional records to be generated, see "Message count in the Message Summary workspace is inconsistent with the WSM Agent Status page" on page 104.

Large number of pending records in the WSM buffer

A large number of pending records in the WSM buffer might indicate a problem in the DataPower configuration where responses are not being captured for processing in the WSM buffer. If the number of pending records continues to increase over time, the WSM buffer might reach the maximum number of records. ITCAM for SOA stops data collection when there is insufficient space for completed records in the WSM buffer.

The status of the WSM buffer can be viewed either by running the **show wsm-agent-status** command or using the DataPower WebGUI. The WSM buffer holds records in preparation for collection by ITCAM for SOA. The following output is sample output from the **show wsm-agent-status** command:

```
Active Subscribers: 1
Polled Subscribers: 0
Records Seen: 1049
Records Lost: 0
Pending Records: 251
Complete Records: 87
Memory Used: 63 kbytes
```

Completed records are records ready to be collected by ITCAM for SOA. Pending records are records for which the request, but not the response, has been processed.

A low pending record count of less than 100 might not be of concern because it refers to requests for which responses are still in flight. A high count indicates that the number of pending records has probably been increasing over time. When the WSM buffer is nearly full of pending records, ITCAM SOA data collection stops because there is no room in the buffer for complete records to be recorded.

The problem might occur under the following conditions:

- When error or fault transactions occur where there is no WSM processing configured on the DataPower appliance.
- When a Web Service Proxy request rule has included an action to skip backside processing.

To determine the root cause of the problem, complete these steps:

1. Review the DataPower appliance configuration for Web Service Proxies or Multi-Protocol Gateways that do not have an error rule configured.

2. Review the DataPower configuration for Multi-Protocol Gateways which have an error rule configured but which do not include the logic to call the `dp:wsm-agent-append()` function to complete the pending WSM record.

   Remember: Pending records might be created because style sheets have been added to request and response rules, but not to an error rule.

3. Review the DataPower configuration for Web Service Proxies where the request rule contains an action to skip backside processing.

   You must add a style sheet to the web service proxy processing policy to modify the current WSM record to specify that processing is one-way.

It might be possible to isolate the problem by running test cases while closely monitoring the WSM agent status.

To resolve the problem, add an error rule to any service that is monitored by ITCAM for SOA to ensure that error responses are properly processed by the ITCAM for SOA data collector.

If data collection has stopped because the number of pending records is nearing or has reached the maximum number of records in the WSM buffer, complete these steps:

1. Reload the appliance to reset the WSM agent status and to clear the pending records.

2. Increase the maximum number of records allowed in the WSM buffer.

   The default maximum record size is 3000 records. Setting a maximum value helps to protect the transaction processing resources, particularly memory resources, of the DataPower appliance from being impacted by WSM processing. You can increase the maximum value when transaction volumes require it or while resolving a data collection issue.

   To ensure that the increase in the maximum record size does not have a detrimental effect on the DataPower appliance, monitor the memory usage on the appliance. An increase in the maximum record size is not expected to have a measurable impact to the overall memory usage on the appliance. Monitor memory usage before and after changing the WSM configuration.

   To increase the maximum number of records allowed in the WSM buffer, navigate to **Services** > **Miscellaneous** >**Web Services Agent** from the DataPower Web GUI and increase the maximum record size.

No data collected from DataPower appliance

ITCAM for SOA might fail to collect data from a DataPower appliance because you have configured a new DataPower user ID for ITCAM for SOA. You might not see a specific error message in the ITCAM for SOA log files, or the message KD4P0004E is displayed when the **startdc** command is run to start data collection for ITCAM for SOA. For example:

```
KD4DP0004E The data collector could not retrieve a domain list for DataPower
appliance: mydatapower.xxx.com using user ID: my_itcam_user.
Detailed error message: wsman:AccessDenied
```

The DataPower Web Services Management Subscriber status shows no subscribers, which indicates that ITCAM SOA is not connecting.

The problem might occur under the following conditions:
- The user ID might not be configured correctly.
- The user ID might never have been used to log in to DataPower appliance.

- The password associated with the user ID might have expired.

To determine the root cause of the problem, complete these steps:

1. Check the configuration of the connection to the DataPower appliance.

   Connectivity to a DataPower appliance is specified in ITCAM SOA in a configuration file. The file contains the DataPower hostname, connection port, user ID, and password; the password is encoded. For example:

   ```
   DataPower.host.1=mydatapower.mycompany.com
   DataPower.port.1=5550
   DataPower.user.1=mynewuserid
   DataPower.encpswd.1=myencodedpw==
   ```

2. From the ITCAM for SOA platform, ping the DataPower host to verify that you can connect to it.

3. Verify that the port used to connect to the appliance is an active port. Complete these steps:

   a. From the DataPower WebGUI, navigate to **Status** > **TCP Port Status**.

   b. Verify that the port specified in the configuration file is listed as an active port.

4. Log in to the DataPower WebGUI using the user ID and password configured for ITCAM for SOA. Verify that you have read access to the domains you are monitoring with ITCAM for SOA.

5. Verify that the user and groups settings are set correctly.

   The DataPower user ID used by the data collector must belong to a user group with the following permissions:

   - Read permission on the **Login XML-Mgmt** resource type in the default domain.

   - Read permission on the **XML-mgmt** resource type in each domain to be monitored using this user ID.

   - Read permission on the **(any)** resource type in each domain to be monitored using this user ID.

6. Verify that the output of the show usergroup *my_itcam_group_name* command is similar to the following output:

   ```
   usergroup: my_itcam_group_name [up]
   -------------------
    admin-state enabled
    access-policy */*/mgmt/xml-mgmt?Access=r
    access-policy */my_monitored_domain/*?Access=r
    access-policy */default/login/xml-mgmt?Access=r
   ```

7. Verify that the output of the show username *my_itcam_user* command is similar to the following output:

   ```
   user: my_itcam_user [up]
   ---------------
    admin-state enabled
    access-level group-defined
   ```

To resolve the problem, complete these steps:

1. If you are prompted to change the password when you log in to the DataPower appliance, you might have found the source of your connection issue. Change the password, and then rerun the Data Collector Configuration utility to specify a new password. Verify the KD4.dpdcConfig.properties file lists only the new user ID and password configuration; edit the file and remove the old configuration that failed, if required.

2. If setting the new user ID and password in the `KD4.dpdcConfig.properties` file fails to resolve the connectivity issue, use the Data Collector Configuration utility to specify your DataPower administrator user ID, or a user ID with administrator privileges. Try to start data collection for ITCAM SOA again. If collection works with the administrator user ID, you have verified that the connection issue is associated with the new user ID and password. Review the user ID to make sure that it is associated with a DataPower group with the correct privileges.

Login failure messages appear in DataPower logs during data collection

When the ITCAM for SOA DataPower data collector is running, role-based management (RBM) failure messages might appear in the DataPower logs for each ITCAM for SOA polling interval. The messages are generated because the user authentication method in the RBM settings on the DataPower appliance is not set to `local user`.

Authentication error messages appear in the DataPower logs at regular intervals. For example:

```
[auth][error] rbm(RBM-Settings): : RBM: Authorization failed - Access Denied
[multistep][error] xmlfirewall(mmm): [Request]: Rejected by filter
... map-session-fallback

[ldap][warn] xmlmgr(mmm): Searching LDAP server xxxxxx for xxxxxx failed
```

The error messages correspond to the ITCAM for SOA polling interval. Error messages are followed by notice-level messages that indicate that the user ID configured for ITCAM for SOA has successfully logged in to a specified domain. For example:

```
[auth][notice] User xxx logged into dddddd
```

The notice-level message indicates that the ITCAM for SOA data collector successfully logged in and that data collection is working correctly.

The ITCAM SOA data collector configuration contains a DataPower user ID and password and a polling interval. During each polling interval, the ITCAM SOA data collector logs in to the DataPower appliance to collect data. If the authentication cache mode setting in the RBM authentication settings is enabled, the DataPower appliance might use the local cache to authenticate the data collector login credentials.

Error messages are written to the status log on the DataPower appliance if the following conditions are met:
- An appropriate entry for the user ID is not available in the authentication cache.
- The user ID used by ITCAM for SOA for data collection is configured as a local DataPower user only.
- The user ID is not defined in the primary system used to authenticate DataPower logins.

Some of the DataPower RBM user authentication methods, such as LDAP and radius, specify that another system is used to authenticate logins. If the user authentication method is LDAP, when a user logs in to the DataPower appliance, an LDAP search is done to authenticate that user login. If the ITCAM SOA user ID is not defined in LDAP, error messages are written to the system logs on the DataPower appliances. The messages indicate that the LDAP search has failed.

However, if the `Local Login As Fallback` setting is enabled for all users or specific users in the RBM settings on the authentication tab, the ITCAM SOA data collector might log in successfully as a local user. In this scenario, data collection works correctly, and the login error messages indicate only that the initial authentication check using LDAP was unsuccessful. The error messages that indicate that the ITCAM for SOA data collector failed to log in initially can be ignored. Alternatively, you can define the user ID used by ITCAM for SOA in the primary authentication system.

Unable to retrieve the domain list from DataPower appliance

If the DataPower data collector is unable to retrieve the domain list from the DataPower appliance, the following message appears in the data collector log file:

```
KD4DP0004E The data collector could not retrieve a domain list for DataPower
appliance: Detailed error message: class java.io.IOexception Server returned
 HTTP response code:400 for URL...
```

When configuring the DataPower appliance for data collection by ITCAM for SOA, you must enable the XML management interface on the appliance using the DataPower Administration console. The parameter for enabling the XML management interface in the export configuration XML file is `<WSManagement>off</WSManagement>`.

Verify that the parameter is set to `<WSManagement>on</WSManagement>`. Export the configuration on the appliance to verify the parameter setting:

1. Using the DataPower WebGUI, navigate to **ADMINISTRATION** > **Configuration** > **Export Configuration**.
2. Click **Next** to display the file name screen.
3. Provide a description of the appliance configuration you are exporting in the comment field.
4. Specify a file name for the export file and click **Next**.
5. Click **Done**.

To enable the XML management interface, complete these steps:

1. Start the DataPower administration console in a Web browser (`https://hostname:9090/login.xml`).
2. Log in to the administration console as admin in the default domain.
3. In the list at the left side of the console, navigate to **Objects** > **Management** > **XML Management Interface**.
4. In the **Main** tab, find the **WS-Management Endpoint** option and select the **on** check box.
5. Click **Apply** to activate the changes and enable the WS-Management Endpoint.

Transaction metrics are discarded by DataPower appliance

The buffering mode setting on the DataPower appliance is set to `Discard` by default. When the ITCAM for SOA DataPower data collector is not running, the DataPower appliance discards metrics. Discarding transaction metrics is suited to a single ITCAM for SOA subscriber where a low transaction volume is handed by the DataPower appliance. A `dp:wsm-agent-append()` function call in a style sheet that is used to enable metrics for a multi-protocol gateway might receive a `no record` result. The `no record` result is returned because there are no subscribers to collect the data written by the style sheet function while the data collector is not running. However, if buffering mode is set to Buffer, the metrics are recorded. The next time the data collector is started, the metrics are collected.

With the default setting of `Discard`, complications can occur if a new subscriber replaces a former subscriber, or if a large volume of transactions causes the complete records count in the **WSM Agent Status** to reach the configured maximum record size limit.

Setting the buffering mode to `Buffer` is a better choice when initially configuring data collection, or when processing high volumes of transactions, particularly when using multiple ITCAM SOA subscribers.

Transaction metrics might also be discarded if the number of records stored in the WSM buffers exceeds the maximum number of records that the data collector can retrieve from the DataPower appliance during the polling interval. The maximum number of records is specified in the `DataPower.maxrecords.1` property in the `KD4.dpdcConfig.properties` file. The rate at which transaction records are downloaded is specified using a combination of the `DataPower.maxrecords.1` and the `DataPower.poll.1` properties. Tuning the values of both properties in combination based on your environment might prevent data loss from occurring.

To diagnose whether metrics are discarded by the WSM agent buffer, complete these steps:

1. From the DataPower WebGUI, navigate to **Status** > **Web Service** > **WSM Agent Status**.

   The WSM Agent Status shows the number of active subscribers and a count of metric records that were lost or are not complete.

2. Take note of the complete records count; it should have a value that is less than 3,000, the default maximum record setting.

3. Click **Refresh** multiple times on the WSM Agent Status page and monitor the completed records count.

   When data collection completes, the complete records count should reset to a low number and increase again each time the page is refreshed until the next data collection period completes. The following are symptomatic of a problem with data collection:

   - When the active subscribers and the complete records count have a zero value and the lost records count increases each time you refresh the page. Records that are candidates for data collection are lost because there are no subscribers to collect them.

   - When a non-zero complete records count remains static as your refresh the page. This scenario indicates that the records are not being collected.

   - When the complete records count has a value of 3000. This scenario might indicate that a high volume of transactions are being processed.

   - When the active subscribers count is greater than one. There might be a problem with managing multiple subscribers.

If records are not being collected, complete these steps:

1. From the DataPower WebGUI, navigate to **Objects** > **Device Management** > **Web Services Management Agent**.

2. Verify that the Buffering Mode parameter is set to `Buffer`.

To tune the rate at which the data collector downloads transaction records, issue the `KD4configDC` command and specify the `-maxrecords` and `-poll` parameters.

If the maximum record count on the WSM is reached, review the maximum record setting by selecting **Objects** > **Device Management** > **Web Services Management Agent**.

If the active subscribers count is greater than one, navigate to **Status** > **Management** > **WSM Subscriber Status** to review the subscriber details.

High CPU usage observed during data collection

Depending on your deployment, you might observe high CPU usage on the system where the data collector is installed during the retrieval of transaction data from the DataPower appliance when the maximum number of records is set to too high a value or when the polling interval is too frequent, or both.

The combined values of the polling interval and the maximum number of records specifies a transaction rate for data collection. For example, to specify a transaction rate of 1,000 transaction records per second, you must set the `DataPower.maxrecords` property to 1000 and set the `DataPower.poll` property to 1.

To prevent high CPU usage from occurring, tune the polling interval and the maximum number of records for your DataPower deployment.

To modify the `DataPower.poll` and the `DataPower.maxrecords` properties, issue the `KD4configDC` command with the `-maxrecords` and `-poll` parameters. For example:

```
KD4configDC -enable -env 8 –host appHost –user user1 -poll 1 -maxrecords 1,000
```

For more information about setting the transaction rate, see the "Configuring data collection: DataPower SOA appliance" in the *IBM Tivoli Composite Application Manager for SOA installation Guide*.

Message count in the Message Summary workspace is inconsistent with the WSM Agent Status page

For a single DataPower transaction, the records seen parameter on the WSM Agent Status page might increment by one whereas the message count in the Message Summary workspaces in the Tivoli Enterprise Portal increases by more than one for the same transaction.

The DataPower WSM agent status shows the current state of the interface between the DataPower appliance and the ITCAM for SOA DataPower data collector. In the records seen field, the status shows the number of transactions for which metrics have been collected.

When a single transaction is processed by the DataPower appliance, the WSM agent status increments the records seen count by one. For example, if the records seen count is 10,000 and a new transaction is processed, the records seen count increments to 10,001.

When a DataPower service processes a transaction, the DataPower processing policy defines the actions that should handle the client request and the backend response and errors. The DataPower appliance creates WSM request and response metric data which ITCAM for SOA collects.

Some of the actions in the processing policy might create additional records. These additional records are not reflected in the WSM agent status page on the

DataPower appliance. The additional records are associated with one record seen count for the transaction. The processing actions that generate additional records are as follows:

For-each

A `for-each` action with an output context of `NULL` creates an additional WSM record. If this effect is not intended, modify the `for-each` action output context to specify a variable, for example `var://dummy`, rather than `NULL`.

Asynchronous result

To record the full payload for incoming requests and backend responses received by a DataPower service, you might use an asynchronous result action on the request, response, and error rules to send a record of those payloads to an external location. You might use a protocol such as WebSphere MQ. An asynchronous action that sends data externally creates an additional WSM record for the transaction on the DataPower appliance. An extra message count in seen in the Tivoli Enterprise Portal Message Summary workspace.

Log action

A log action writes information during transaction processing to an external location. An additional WSM record is created on the DataPower appliance and the message count in the Message Summary workspace increments.

DataPower data collector still generates trace logs after tracing is disabled

After disabling tracing for the DataPower data collector, trace information is still generated.

When you enable tracing for the DataPower data collector, the data collector generates harmless trace messages. When you disable tracing, the data collector continues to generate these harmless message.

To resolve this problem, turn off tracing and use the `updateLogging_610` take action command to change the logging level to "warn".

The DataPower data collector creates `Javacore` files

When the DataPower data collector starts, `Javacore` files with out of memory (`OutOfMemoryError`) errors might be created. The core files are in `ITCAM4SOA_Home`/KD4/bin.

The errors might occur if the data collector receives many transaction records from the DataPower appliance when the data collector is starting.

To resolve the issue, complete the following steps:

1. Increase the maximum Java heap size that is allocated to the data collector at start-up. Follow the steps in the section "Modifying the minimum and maximum JVM heap size" in the *IBM Tivoli Composite Application Manager for SOA Installation Guide*. Increase the value of the `-Xmx<size>`m parameter using the heap size recommendations as a guide.
2. Limit the number of transaction records that are pulled from the DataPower appliance by the data collector during any one polling interval. To limit the number of transaction records, modify the value of the `maxrecords` property in the DataPower data collector configuration file. The configuration file is in

ITCAM4SOA_Home/KD4/config directory and is called KD4.dpdcConfig.properties. You must set maxrecords to a value from 1 - 30000. In the following example, the maxrecords property is configured.

```
DataPower.count=1
DataPower.host.1=dp1.lab.tdm.com
DataPower.port.1=5550
DataPower.path.1=/
DataPower.poll.1=10
DataPower.user.1=admin
DataPower.encpswd.1=RFAwwVyMDE=
DataPower.subExpire.1=30
DataPower.maxrecords.1=2000
```

For more information about configuring the maxrecords property, see the "Configuring data collection: DataPower SOA Appliance" section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Logging Web services information

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

Class definition not found when the monitoring agent is invoked

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

No information is written to the log when expected

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

Metric log files are created in the **<ITCAM4SOA_Home>\TMAITM6\KD4\logs** directory or the **<ITCAM4SOA_Home>\KD4\logs\KD4.DCA.CACHE** directory (for information about these directory paths, see "Operating system-dependent variables and paths" on page xxxiii).

This might be caused by any of the following reasons:
- The .jar files might not have been located in a directory where the application server expects to find them. Check the appropriate chapter in the *Installation Guide* for your data collector to verify that .jar files are in the proper locations.
- The application server might not have been restarted after the data collector was enabled. The application server might not recognize the JAR files that were added to the environment until the application server has been restarted.
- The Web service might not be invoked. The data collector does not log any information if the application server is idle. Verify that Web services are being invoked so that Web service requests and responses are intercepted by the data collector.
- The installation of the monitoring agent failed to create the KD4BaseDirConfig.properties file. Navigate to the **%SYSTEMROOT%**

System32\Drivers\etc** directory (where %SYSTEMROOT% is the system root directory, such as **C:\Windows) and verify that the KD4BaseDirConfig.properties file is created. If this file is not already created, no metric log files are created when Web services traffic is generated. To resolve this problem, create a KD4BaseDirConfig.properties file using your preferred text editor, and add one line to the file:

`INSTALLDIR=<install_dir>`

The *<install_dir>* variable represents the directory path where the \KD4 log file directory is located, but with the separator character between directory levels written as \\ instead of \.. For example, if IBM Tivoli Monitoring is installed by using the default installation directory **C:\IBM\ITM\tmaitm6**, the location of the \KD4 directory is **C:\IBM\ITM\tmaitm6**, and is specified in this properties file as:

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

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

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

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

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

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

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

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

Logging occurs when it is not expected

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

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

started. When you remove the monitoring agent JAR files from each application server, you might need to perform an exhaustive search for the `kd4dcagent.jar` file and remove it if you find it.

Tracing the Tivoli Enterprise Portal

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

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

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

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

Performance data does not update because the DB2 activity log is full

The problem: Performance data does not update because the DB2 activity log is full. The DB2 database log file contains an error message similar to the following message:

```
013-02-25-11.04.11.783429+480 E15671E595          LEVEL: Error
PID    : 31035               TID  : 139793371490048PROC : db2sysc 0
INSTANCE: db2inst1           NODE : 000          DB   : KD4SDMS
APPHDL  : 0-130              APPID: 127.0.0.1.41284.130225025729
AUTHID  : DB2INST1
EDUID   : 113                EDUNAME: db2agent (KD4SDMS) 0
FUNCTION: DB2 UDB, data protection services, sqlpgResSpace, probe:2860
MESSAGE : ADM1823E  The active log is full and is held by application handle
          "82..".  Terminate this application by COMMIT, ROLLBACK or FORCE
          APPLICATION.
```

The reason: Depending on the volume of transaction data and the number of service topology relationships in the monitored environments, a large number of database transactions might be running concurrently in the SOA Domain Management Server database, causing the DB2 active log to become full quickly.

The solution: Increase the values of log file size, number of primary log files, and number of secondary log files, as required. Contact your DB2 database administrator for guidance on the values to set.

You can modify the log file settings by using either the DB2 Control Center or the DB2 Command Line Processor (CLP). For example, from the DB2 CLP, enter a command similar to the following:

```
db2 update db cfg for database_name using log new_value
```

Where

log   The log file setting being modified. Valid values are `LOGFILSIZ`, `LOGPRIMARY`, `LOGSECONDARY`.

new_value
Size of the log file or the number of primary of secondary log files.

Troubleshooting discovery library adapter and bulk load problems

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

Chapter 4. Messages for IBM Tivoli Composite Application Manager for SOA

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

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

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

Messages

CFG1002E:Unexpected exception detected in config.py.
Explanation

The configuration program detected an unexpected and unrecoverable error condition.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG1003E:Logging routine failed, traceback follows.
Explanation

An error that occurred during the logging routine prevented successful diagnostic recording.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1004E:Some substitution values were not replaced in the input.properties file:
Explanation

Tokens of the form @{*tokenname*} were not replaced in by file tailoring of the `input.properties` file. This might be a problem, depending upon the use of the missing tokens.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1005E:Directory *directory* does not exist, will attempt to create.
Explanation

The specified directory is not present in the runtime directory. Processing will continue, but successful completion of configuration is unlikely.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1038E:Unable to create the directory - *directory*.
Explanation

Unable to create the specified directory.

Operator response

None.

CFG1039E:The directory is not empty - *directory*.
Explanation

The specified directory is not empty.

Operator response

Select a different directory.

CFG1050E:Some substitution values were not replaced in the itcam_wsBundleMetaData.xml file:
Explanation

Tokens of the form *tokenname*} were not replaced by file tailoring of the itcam_wsBundleMetaData.xml file. This might be a problem, depending upon the use of the missing tokens.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1055E:**ERROR** Error in creating runtime directories.
Explanation

An error occurred when creating or updating the runtime directories.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1057E:Property *property* has no value or does not exist -`input.properties`.
Explanation

A value is not specified for the property in the `input.properties` file of the server.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1058E:Server list is empty or serious error occurred.
Explanation

The server list is empty or a serious error occurred.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1059E:No matching property or missing property found in - *file*.
Explanation

No matching property is found in the `input.properties` file of the server or the property is missing from the file.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1064E:*ITCAM_MIGRATEHOME* variable is not set.
Explanation

To migrate, you must specify the location of the configuration to be migrated.

Operator response

Specify the location of the configuration to migrate.

CFG1065E:Error occurred while checking for upgrade version - *version*.
Explanation

An error occurred while the utility was checking for the version to upgrade.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1066E:Invalid path to version.properties - *path*.
Explanation

An invalid path to the `version.properties` file was specified.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1067I: No properties found in version.properties file.
Explanation

No properties were found in the `version.properties` file.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1068E:Invalid version property - *version_property*.
Explanation

The `probe.release.version` property is invalid.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1069E:Invalid current version property - *version_property*.
Explanation

The `probe.release.version` property is invalid for the current configuration.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1070E:Invalid version number - *version_number*.
Explanation

The current or upgrade version number is invalid.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1072E:Can not upgrade from a higher version to lower or equal version - *higher_version lower_or_equal_version*.
Explanation

It is not possible to upgrade from a higher version to a lower or equal version.

Operator response

Refer to the message for details.

CFG1073E:Can not discover profiles. Make sure there is a local application server profile created.
Explanation

Unable to discover a list of profiles.

Operator response

Create a local application server profile and rerun the utility.

CFG1076E:Required files not processed for migration.
Explanation

Required files not processed for migration.

Operator response

Check the *migrate_home*/config/configure/@SERVER directory for the dcInput.txt file.

CFG1078I:There are application servers configured by older version of the data collector. Run migrate.bat/sh for details.
Explanation

There are application servers configured by an older version of the ITCAM Data Collector for WebSphere. You must run the migration script to upgrade the application servers to the current version of the data collector.

Operator response

Check *config_home*/data/config.log for the list of application servers.

CFG1081E:Unable to create custom directory *directory*.
Explanation

Unable to create a custom directory.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1082E:Unable to copy custom property file *file* to *location*.
Explanation

Unable to copy the custom property file from the old release.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1087I:Configuration process has failed. Check data collector configuration log files to find error messages.
Explanation

The configuration process has failed.

Operator response

Check `config.log` and `configDataCollector.log` for configuration errors.

CFG1091E:WAS admin connection type: *property* has no port number specified.
Explanation

The SOAP or RMI port number is not specified.

Operator response

Rerun the configuration utility and provide a valid SOAP or RMI port number.

CFG1092E:WAS admin user: *property* has no password.
Explanation

The password for the WebSphere Application Server administrator user was not specified.

Operator response

Rerun the configuration utility and specify a valid WebSphere Application Server administrator password.

CFG1093E:Error found during data collector configuration process for server(s): *servers*. Next line has the error description.
Explanation

An error occurred during the configuration process.

Operator response

Review the error description and fix the problem accordingly.

CFG1104E:FAILED.
Explanation

The installation of the service program failed.

Operator response

None.

CFG1107E:Error(s) occurred during the installation of the service programs. Please check the log for more information.
Explanation

The script that installs service programs finished with errors.

Operator response

None.

CFG1109E:WebSphere version is not set, unable to continue.
Explanation

The might be a problem with the installation of the WebSphere Application Server. Unable to determine the version of the WebSphere Application Server.

Operator response

Verify that the version of the WebSphere Application Server is supported.

CFG1110E:Unable to discover WebSphere installation directory under *location*.
Explanation

Unable to discover the WebSphere Application Server home directory.

Operator response

Reenter the WebSphere Application Server home directory.

CFG1111E:Prompt failed for TCP/IP interface.
Explanation

See message.

Operator response

None.

CFG1112E:Unexpected line in findServers output *output*.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG1113E:Unexpected line in findServers output *output*.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG1114E:Invalid path *path* - loadProperties failed.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG1115E:Unable to continue without these files: *files*.
Explanation

Files required for performing the configuration are not found.

Operator response

Contact IBM support.

CFG1116E:Unable to remove *subComponentName* symlink *symbolicLinkName*.
Explanation

Unable to remove the symlink.

Operator response

Review the error description for more details.

CFG1117E:*Parameter* is required if TTAPI integration is configured.
Explanation

The specified parameter is not set.

Operator response

Rerun the utility and set the specified parameter.

CFG1118E:Failed to copy properties file: *file*.
Explanation

Unable to copy the specified properties file.

Operator response

Review the error description for details.

CFG1119E:`log.properties` copy and ascii conversion failed.
Explanation

An internal error has occurred.

Operator response

Review the error description for details.

CFG1122E:*directory* home exists but *file* file is missing.
Explanation

The specified file is not found.

Operator response

Review the error description for details.

CFG1123E:Failed to create *subComponentName* symlink *symbolicLinkName*.
Explanation

Unable to create the symlink.

Operator response

Review the error description for details.

CFG1124E:Failed to copy file *file*.
Explanation

Unable to copy the specified file.

Operator response

Review the error description for details.

CFG1125E:TTAPI Configuration failed for servers *servers*.
Explanation

An error occurred during the configuration process.

Operator response

Review the error description for details.

CFG1128E:Unable to copy file *file* to *destination*.
Explanation

Unable to copy the file to the specified location.

Operator response

Check the space available, the destination directory, and file permissions. Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1129E: *Server* Server program *program* failed to install properly. Please check the log for more details *log*.
Explanation

An error occurred during the installation of a server program.

Operator response

Check the error log. Correct the error, if possible, and rerun the utility. Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG1134E:Unable to discover WebSphere installation directory on the system.
Explanation

Unable to discover the WebSphere Application Server home directory.

Operator response

Refer the message for details.

CFG1137W:It is strongly recommended that all servers under the profile: *profile* be migrated at one time. Else it may cause instability.
Explanation

You did not select all servers under the profile for migration. You should migrate all servers under a profile together.

Operator response

Rerun the migration utility and select all servers under the profile.

CFG1139E:-reconfig option is not supported in silent mode.
Explanation

The -reconfig option is not supported in silent mode.

Operator response

You must not specify the -reconfig option when running the configuration utility in silent mode.

CFG1141E:Unable to discover WebSphere home directory under *directory*.
Explanation

The WebSphere Application Server configuration home directory and the default profile of the wsadmin utility of the WebSphere Application Server were not found in the directory which was listed using the program's default directory search depth.

Operator response

Specify more of the path to the WebSphere Application Server configuration home.

CFG1147E:Unable to locate NodeSync for node *node*. Make sure nodeagent for the node is started.
Explanation

The Node Agent must be running for the configuration process to complete. A running Node Agent was not found for the node.

Operator response

Start the Node Agent for the node. Make sure that the correct host name and port are specified for the Deployment Manager.

CFG1148E:No server has been specified.
Explanation

One or more servers must be specified using the command-line -server option or the ITCAM_SERVER environmental variable.

Operator response

Specify a server to be configured or unconfigured.

CFG1149E:No valid server name has been specified.
Explanation

One or more valid server names must be specified using the command-line
`-server` option or the `ITCAM_SERVER` environmental variable.

Operator response

Specify a valid server name.

CFG1150W:Configuration completed, but synchronization of node *node* with the Deployment Manager failed. Manual synchronization is required.
Explanation

An error occurred while synchronizing some node changes with the Deployment
Manager.

Operator response

Make sure that the Node Agent is running for the node. Synchronize the node
with the Deployment Manager through the administrative console.

CFG1155W:User canceled from Data Collector install.
Explanation

You entered a key to exit the installation of the data collector.

Operator response

None.

CFG1158W:Directory *directory* already contains Data Collector files.
Explanation

The directory you specified as the data collector home directory contains another
installation of the data collector.

Operator response

Specify a different directory as the data collector home directory.

CFG1159W:Unexpected exception detected in gdc_extract.py.
Explanation

An internal error has occurred.

Operator response

Review the error message for details.

CFG2002E:Unexpected exception detected in unconfig.py.
Explanation

The program detected an unexpected and an unrecoverable error condition.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2003E:Logging routine failed, traceback follows.
Explanation

An error in the logging routine has prevented successful diagnostic recording.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2006E:Migration of the Data Collector did not complete successfully with return code *return code*.
Explanation

The migration of the data collector did not complete successfully.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2007E:Copying the custom files or migrate unconfiguring failed, Migration of the Data Collector did not completed successfully.
Explanation

Either the process of copying the custom files failed or the unconfiguration process failed. The migration of the data collector did not complete successfully.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2008E:Copying the custom file *file* to *file* failed.
Explanation

Copying the specified custom file from a server that was migrated failed.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2009E:Migration of the Data Collector did not completed successfully with return code *return_code*.

Explanation

The migration of the data collector did not complete successfully.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2012E:Failed to create websphere backup *backup*.

Explanation

Unable to create a backup of the WebSphere Application Server.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG2016E:Error occurred while processing find servers - *servers*.

Explanation

An error occurred during the process of finding servers.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2017E:Error occurred while processing find probes - *probes*.

Explanation

An error occurred while finding the probes routine.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2018E:Error occurred while processing check probes - *probes*.

Explanation

An error occurred while checking the probes routine.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2019E:Error found during *program* call process for Cell: *cell* Node: *node* Profile: *profile*. Next line has the error description.

Explanation

An error occurred while the wsadmin utility was processing a specific category. The category is displayed in the message.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2020E:Error found during wsadmin execution for *program* call process for Cell: *cell* Node: *node* Profile: *profile*.

Explanation

An error occurred while the wsadmin utility was processing a specific category. The category is displayed in the message.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2027E:Dynamic reconfiguration process did not complete successfully.

Explanation

The dynamic reconfiguration process did not complete successfully.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2029E:Error occurred while processing find servers - *servers*.

Explanation

An error occurred while running the find servers process.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2030E:Error occurred while processing mbean call, failed to open *file*.

Explanation

An error occurred during the `mbeancall` routine. Unable to open the `mbeanlist` file.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2031E:Error found during wsadmin execution for *program* call process for Profile: *profile*.

Explanation

An error occurred while the wsadmin utility was processing a specific category. The category is displayed in the message.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2033E:Connection to profile *profile* failed.

Explanation

Unable to connect to the specified profile.

Operator response

Review the message for details.

CFG2034E:Error found during *program* call process for Cell: *cell* Node: *node* Profile: *profile*.

Explanation

An error occurred while the wsadmin utility was processing a specific category. The category is displayed in the message.

Operator response

Make sure that the server is up and that it is running. If the server is up and is running, then gather the provider trace log for more information, and contact IBM support.

CFG2035W:Possible failure for *program* call process for Profile: *profile*. Check the log for more information.

Explanation

An error occurred while processing a category. The category call might have executed successfully. Check the category log for more information.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2037E:Could not connect to the MS - *Managing_Server*.
Explanation

Could not connect to the Managing Server.

Operator response

Check the host name and make sure that the Managing Server is up and is running.

CFG2038E:Error occurred while *program* call - *call*.
Explanation

An error occurred while processing a call for the wsadmin utility for a specific category. The category is specified in the message.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2040W:Possible failure for *program* call process for Cell: *cell* Node: *node* Profile: *profile*. Check the log for more information.
Explanation

An error occurred while processing a category, for example, configuration, unconfiguration, or migration. The category call might have executed successfully.

Operator response

Check the category log for more information. Gather the provider trace log for more information and contact IBM support.

CFG2041E:Profile registry file not found *file*.
Explanation

The profile registry file does not exist in the WebSphere Application Server home directory. The registry file must reside in the *WAS_home*/properties directory.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2042E:Profile path not found for profile *profile*.
Explanation

Unable to find the path to the specified profile.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2043E:dc.operation.mode has no *parameter* setting.
Explanation

The dc.operation.mode parameter does not have the correct value for the unconfiguration process.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG2044E:Unable to locate *property* in *file*.
Explanation

Unable to find the specified property in the data collector property files.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG3022E:Invalid installation home directory specified: *directory*.
Explanation

The installation home directory that was specified is invalid.

Operator response

Review the error message for details. Correct the problem and rerun the script.

CFG5003E:Error: Maximum number of retries have been reached.
Explanation

An error occurred in the prompt routine. The script was unable to get a valid user response within the maximum number of retries.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG5007E:Invalid response: *response* Please try again.
Explanation

Your response was invalid.

Operator response

Enter a valid response.

CFG5010W:Unable to load resource bundle, continuing with globalization disabled.
Explanation

The script attempted to load the local resource bundle but was unable to locate it. The script will continue with messages that are not globalized.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG5011E:Warning - Note that not all Node Agents connected to the Deployment Manager are running.
Explanation

A non-critical error problem was found when discovering servers.

Operator response

Start the Node Agents.

CFG5012E:Error - Failed to discover servers for the profile.
Explanation

A critical error problem was found when discovering servers.

Operator response

Review the error message for details, correct the problem, and retry.

CFG5013E:Invalid response:
Explanation

Your response was invalid.

Operator response

Enter a valid response.

CFG5015E:Data element *element* is not present in the PDL.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG5016E:Data element *element* of PDL is not a list, superfluous index *index* specified.
Explanation

An internal error has occurred.

Operator response

Contact IBM Software Support.

CFG5017E:Data element *element* of PDL has no entries.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG5018E:Data element for PCL is not present in the PDL.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG5019E:Unexpected value type *type* for PDL key *key*.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG5020E:Invalid PDL key format from: *format* to: *format*, unable to prompt.
Explanation

An internal error has occurred.

Operator response

Contact IBM support.

CFG5021E:Failed to create *directory*.
Explanation

Unable to create the specified directory.

Operator response

None.

CFG5022E:Internal program error detected in *location*.
Explanation

The program has detected an unrecoverable internal error condition.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG5023E:Command line option *option* is not a known flag.
Explanation

The specified option is invalid.

Operator response

Enter the correct parameter name and rerun the utility.

CFG5024E:Missing parameter for *option* command line option.
Explanation

The command-line option requires a parameter.

Operator response

Enter a parameter for the option.

CFG5025E:Unexpected value *value* for environment variable *environment_variable* format *format* for *variable*.
Explanation

The value of the specified environment variable is invalid.

Operator response

Review the error and assign correct value to the variable.

CFG5026E:Critical error in *program*.
Explanation

The program has detected an unrecoverable error which was caused by either invalid parameters or invalid environmental settings being specified.

Operator response

Review the error and correct the problem.

CFG5027W:Unable to open log file *log*, diagnostic output will be directed to the console.

Explanation

The diagnostic logger is unable to create the log file.

Operator response

Gather the provider trace log for more information and contact IBM support.

CFG5028E:Configuration home is not set from either ITCAM_CONFIG nor -config and current directory is not a valid config_home.

Explanation

Unable to validate the configuration home directory.

Operator response

Change the current directory to the configuration home directory which contains the script you want to run and rerun the script.

CFG5030E:The file directory in the file name: *file* does not exist. The file must be under an existing directory.

Explanation

Reenter a file name under an existing directory.

Operator response

Either exit the configuration utility, create the directory, and rerun the configuration utility, or enter a different file name.

CFG5032E:Cannot access file: *file*.

Explanation

The specified file either does not exist or the user has no access to the file.

Operator response

Check the log file to see whether a related error is logged.

CFG5033E:The silent input file cannot be accessed.

Explanation

The silent input file cannot be accessed.

Operator response

Check that the file exists or whether access to the file is defined for any reason. Otherwise, gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG5034E:Invalid value specified by *program* for *option*: *keyword* for *dataEntry* - *badValue*.

Explanation

Validation failed for the value specified by the option.

Operator response

Correct or remove the invalid value and retry.

CFG5035E:This combination of profile *profile*, cell name *cell*, node name *node*, server name *server* is not a valid combination.

Explanation

The specified cell name, node name, and server name combination does not represent a configured server.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG5036E:This combination of profile *profile*, cell name *cell*, node name *node*, server name *server* is already unconfigured.

Explanation

The specified cell name, node name, and server name combination represents a server that is already unconfigured.

Operator response

Gather the provider trace log and, if possible, the terminal log for this session, and contact IBM support.

CFG5037E:Cannot connect to WebSphere. Make sure the WebSphere server or the node agent is up and running.

Explanation

Unable to connect to the WebSphere server. The WebSphere server or the Node Agent might not be up and running

Operator response

Check that the WebSphere server and the Node Agent are running. Start the server or the Node Agent if it is not running, and rerun configuration utility.

CFG5038E:The value of *parameter* which is: *value* in the silent configuration file is invalid.

Explanation

The specified value in the silent configuration file is invalid.

Operator response

Enter a valid value and, if necessary, contact IBM support.

CFG5039E:[SERVER] is uncommented for server *server*, but was.appserver.server.name is not defined.

Explanation

See message.

Operator response

Either comment out the unused [SERVER] line in the file or enter the server name, and, if necessary, contact IBM support.

CFG5040E:Managing Server home is not set in the silent configuration file and we cannot connect to the Managing Server, so exiting Configuration Utility.

Explanation

The utility cannot access the Managing Server because the Managing Server home directory is not set in the silent configuration file. Exiting the configuration utility.

Operator response

Check the connection to the Managing Server and restart the Managing Server. If the Managing Server is not running and the Managing Server home directory value is known, enter the Managing Server home directory in the silent configuration file.

CFG5041E:Cannot connect to Managing Server, so we are using the Managing Server Home details provided in the silent configuration file: *file*.

Explanation

Unable to connect to the Managing Server using the connection information in the silent configuration file. The utility is using the Managing Server home directory value set in the silent configuration file.

Operator response

If this information is incorrect, reconfigure the server to change its connection to the Managing Server.

CFG5042E:This value: *value* is not currently supported in the silent configuration file.

Explanation

The silent configuration file does not support the specified key.

Operator response

Input a correct key value. Review the comments it the sample silent files that are provided or consult the documentation.

CFG5044E:Parameter: *parameter* is missing from the silent input file.

Explanation

The specified parameter must be set in the silent input file for the current scenario.

Operator response

Update the silent file to include the specified parameter.

CFG5045E:The configuration process is being terminated due to errors listed above.

Explanation

The configuration process is stopping because of the errors listed earlier.

Operator response

Examine the error messages and take the appropriate action to correct.

CFG5046E:AdminTask object is required to complete the configuration, but is unavailable. Unable to continue.

Explanation

The AdminTask object, which is required to set WebSphere Application Server parameters, is unavailable.

Operator response

Check `wsadmin.traceout` file for errors and fix any problems identified.

CFG5047E:Invalid Profile:*profile* , Cellname:*cell* , nodename:*node* , servername:*server* combination in the silent input file.

Explanation

The specified profile, cell, node, and server name combination in the silent input file is invalid for the current scenario.

Operator response

Update the silent file to include a valid profile, cell, node, and server name combination.

CFG5048W: Your userid is not allowed to use root privileges, ownership will not be changed.
Explanation

The user ID of the terminal session is not authorized to use root privileges which are required to change directory and file ownership.

Operator response

If you need to change file ownership, execute the script using either the root user ID or a user ID that has root privileges.

CFG5049E: The ProbeUnconfigurator failed: kernel.rfs.address is not set.
Explanation

An internal error has occurred. The `ProbeUnconfigurator` is usable to communicate with the Managing Server.

Operator response

Check the log files to determine why the `kernel.rfs.address` parameter is not set. You might be able to unconfigure the data collector manually from the Managing Server.

CFG5050E: The ProbeUnconfigurator failed: invalid rfs port.
Explanation

An internal error has occurred. The `ProbeUnconfigurator` is usable to communicate with the Managing Server.

Operator response

Check the log files to determine why the kernel RFS port is invalid. You might be able to unconfigure the data collector probe manually from the Managing Server.

CFG5052W: ProbeUnconfigurator unable to execute.
Explanation

Unable to run the `ProbeUnconfigurator` utility.

Operator response

Determine whether the server is still configured in the Managing Server. If the server is configured, unconfigure it

KD4AC0001E: The command string contains no command name or parameters.
Explanation

See message.

KD4AC0002E: The command specified is not a valid action command *command***.**
Explanation

See message.

KD4AC0003E : The number of command parameters is incorrect.
Explanation

See message.

KD4AC0004E : The logging level is missing or not valid.
Explanation

See message.

KD4AC0005E : The trace level is missing or not valid.
Explanation

See message.

KD4AC0006E : The monitor level is missing or not valid.
Explanation

See message.

KD4AC0007E : The filter action is missing or not valid.
Explanation

See message.

KD4AC0008E : The application server name is missing or not valid.
Explanation

See message.

KD4AC0009E : The application server environment is missing or not valid.
Explanation

See message.

KD4AC0010E : The host name is missing or not valid.
Explanation

See message.

KD4AC0012E : The WSDL operation name is missing or not valid.
Explanation

See message.

KD4AC0013E : The combination of service port namespace, service port name, operation namespace and operation name is not valid.
Explanation

See message.

KD4AC0014E : The client address is missing or not valid.
Explanation

See message.

KD4AC0015E: The configuration file is missing a property: *property***.**
Explanation

See message.

KD4AC0016E: The configuration file already contains a matching control: *control***.**
Explanation

See message.

KD4AC0017E: The configuration file contains a bad count value: *value***.**
Explanation

See message.

KD4AC0018E: The configuration file contains a bad control value: *value***.**
Explanation

See message.

KD4AC0019E: The command exceeded the max length and was truncated.

Explanation

See message.

KD4AC0020E: WSDL service port name namespace is missing or not valid

Explanation

See message.

KD4AC0021E: The WSDL operation name namespace is missing or not valid.

Explanation

See message.

KD4AC0022E : The service requester identifier is missing or not valid.

Explanation

See message.

KD4AC0023E: Unable to delete subnode, subnode not found: *subnode*.

Explanation

See message.

KD4AC0024E: Delete subnode for *entity* denied, subnode active within last *number* hours

Explanation

See message.

KD4AC0025E : Error deregistering subnode *subnode*, *location*.

Explanation

See message.

KD4AC0026E : Error sending request to deregister *subnode*, *location*.

Explanation

See message.

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

Explanation

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

Operator response

Ask your system administrator to provide a valid user name and password.

KD4CF0002E: Cannot connect to the WebSphere CE JMX service.

Explanation

The attempt to connect to the WebSphere CE JMX service was not successful. Possible causes include:
- The WebSphere CE application server is not active.
- The JMX service is not configured correctly.

Administrator Response

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

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

Explanation

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

Operator response

Verify that Web services applications are installed. If the error continues after Web Services applications are installed, contact IBM Software Support.

KD4CF0004E: Cannot read the configuration file: *config_file*

Explanation

The configuration file located at `$WASCE_HOME/var/config/config.xml` could not be read. Possible causes:
- The configuration file does not exist.
- The content of the configuration file is not correct.
- An unexpected error occurred while attempting to read the configuration file.

Operator response

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

KD4CF0005E: Cannot read the application index properties file: *index_file*
Explanation

The application index properties file located at `$WASCE_HOME/config-store/index.properties` could not be read. Possible causes:
- The index properties file does not exist.
- The content of the index properties file is not correct.
- An unexpected error occurred while attempting to read the index properties file.

Operator response

Verify that the index.properties file exists and is located under the WebSphere CE installation directory at `$WASCE_HOME/config-store/index.properties`. Verify that the content is correct. If the error continues after verifying these items, contact IBM Software Support.

KD4CF0006E: Cannot find the WebSphere CE installation home directory: *WASCE_HOME* .
Explanation

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

Operator response

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

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

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

Operator response

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

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

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

Operator response

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

KD4CF0009E: Cannot find any installed Web Services applications to disable for the Data Collector.
Explanation

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

Operator response

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

KD4CF0010E: An unexpected error has occurred.
Explanation

See message text.

Operator response

Contact IBM Software Support.

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

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

Operator response

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

KD4CF0012I: Application *File* is backed up to *File*
Explanation

A backup of the application has been stored in $WASCE_HOME/temp/KD4.

Operator response

None.

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

The Web services applications are backed up and stored in the temporary location: `$WASCE_HOME/temp/KD4`.

Operator response

None.

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

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

Operator response

Refer to the documentation for the correct syntax of the KD4configDC command and try again.

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

No additional information is available for this message.

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

No additional information is available for this message.

KD4CF0018E: An unexpected error has occurred.
Explanation

The installation program might not be configured correctly.

Operator response

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

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

Explanation

The current user does not have adequate privileges to access the specified directory. The user must have read and write authority.

Operator response

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

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

Explanation

The specified file or directory could not be located.

Operator response

Verify that the specified file or directory exists and repeat the operation.

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

Explanation

The attempt to access the specified file during an enable or disable operation was not successful. Possible causes:
- There might be another process that is using the file.
- The disk storage space might be full.
- The user might not have write permission to the directory.

Operator response

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

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

Explanation

No additional information is available for this message.

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

Explanation

No additional information is available for this message.

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

Explanation

No additional information is available for this message.

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

Explanation

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

Operator response

Refer to the documentation for the correct syntax of the KD4configDC command and try again.

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

Explanation

An unexpected error occurred. The class file might be lost.

Operator response

This missing file can be ignored if it does not cause any other error.

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

Explanation

No additional information is available for this message.

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

Explanation

No additional information is available for this message.

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

Explanation

This error is caused by one of following conditions:

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

Operator response

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

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

Explanation

This error is caused by one of following conditions:

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

Operator response

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

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

Explanation

This error is caused by one of following conditions:

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

Operator response

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

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

Explanation

This error is caused by one of following conditions:

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

Operator response

Verify that there are Web services applications located in the specified directory and that one or more applications are already enabled for the data collector.

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

Explanation

An error occurred while parsing or modifying the lports_1.xml file during the enabling or disabling of a stand-alone client Web services application for the data collector. Possible causes:

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

Operator response

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

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

Explanation

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

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

Operator response

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

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

Explanation

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

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

Operator response

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

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

Verify that the specified file name and directory path are correct.

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

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

Explanation

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

Operator response

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

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

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

Operator response

None.

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

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

Operator response

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

The specified application is not a valid Web services application.

Operator response

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

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

It is possible that no Web services application is installed.

Operator response

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

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

None.

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

Explanation

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

Operator response

None.

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

Explanation

No additional information is available for this message.

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

Verify that the specified file name is valid for the file system.

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

Explanation

There are some files on the system that conflict with the data collector. These files might be for previous versions that are no longer compatible, and might cause problems with running the data collector.

Operator response

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

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

Explanation

The Java EE container environment encountered an error while determining the service requester identity.

System action

The service request is not affected by this error; however, ensure that the requester identity in the message metrics file is null, and that the message metrics cannot be associated with any particular user.

Operator response

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

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

Explanation

The data collector could not instantiate a class required to collect service requester identity information in the Java EE container environment.

System action

The service request is not affected by this error; however, ensure that the requester identity in the message metrics file is null, and that the message metrics cannot be associated with any particular user.

Operator response

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

Administrator Response

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

- Ensure that the data collector Java archive file has the Java permissions needed to access the package and public data members for the target class.

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

Explanation

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

System action

The service request is not affected by this error; however, ensure that the requester identity in the message metrics file is null, and that the message metrics cannot be associated with any particular user.

Operator response

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

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

Explanation

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

Operator response

Specify a valid application server URL and try the command again.

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

Explanation

The specified MBean is not available.

System action

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

Operator response

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

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

Explanation

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

Operator response

Verify that the specified application port and URL are correct and that the server is running.

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

Explanation

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

Operator response

Verify that the correct hostname is specified and that the Domain Name Server is operating properly.

KD4CF0058E: Authentication failed for the application server.

Explanation

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

Operator response

Verify that the user name and password are correct and try again.

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

Explanation

No additional information is available for this message.

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

Explanation

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

Operator response

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

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

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

Operator response

Ensure that the application can be stopped before performing any data collection.

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

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

Operator response

Ensure that the application can be redeployed before performing any data collection.

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

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

Operator response

Verify that you have sufficient file permission for application backup operations.

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

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

Operator response

Roll back your application manually by using the backup copy.

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

Verify that you do not have any more Axis applications to be enabled .

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

Explanation

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

Operator response

Verify that the application is valid and try the operation again.

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

Explanation

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

Operator response

Examine the WSDD file and verify that the environment key is specified correctly.

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

Explanation

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

Operator response

Start the application manually.

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

Explanation

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

Operator response

Delete the file manually.

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

Explanation

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

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

Explanation

Cannot connect to the BEA WebLogic service using he specified URL.

Operator response

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

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

Explanation

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

Operator response

Examine the install.log file for more information about this error, and take necessary corrective action.

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

Explanation

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

Operator response

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

KD4CF0077E: Parameter *parameter* is null.

Explanation

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

Operator response

Check the parameters and provide necessary values, especially user name or password.

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

Explanation

The value for the specified parameter is not valid.

Operator response

Correct the value supplied for the parameter and try the operation again.

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

Explanation

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

Operator response

Examine the web-services.xml files of the Web service applications, and correct errors as needed.

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

Verify that the specified URL is correct and that the BEA Weblogic Server is running.

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

Explanation

An error occurred while attempting to enable or disable data collection. Details are available in the install.log file.

Operator response

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

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

Explanation

The installer in unable to restart the application in the BEA WebLogic server.

Operator response

Check the status of the BEA WebLogic Server and take corrective action as needed.

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

Explanation

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

Operator response

Check the status of the BEA WebLogic Server and take corrective action as needed.

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

Explanation

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

Operator response

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

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

Explanation

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

Operator response

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

KD4CF0102E: *WAS_Home* is not a valid WAS home location.
Explanation

The user set an incorrect value for the WAS_Home environment variable.

Operator response

Check the installation home directory of WebSphere Application Server and correct the WAS_Home variable.

KD4CF0104E: Cannot delete the ITCAM for SOA support library from the /lib/ext directory of WebSphere Application Server installed in *WAS_Home* .
Explanation

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

Operator response

Verify that you have permission to access the WAS_Home/lib/ext directory.

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

You must set up the BEA WebLogic Server environment before running the master KD4configDC script, by using the setDomainEnv command.

Operator response

Run DOMAIN_HOME\setDomainEnv.cmd before attempting to run KD4configDC.

KD4CF0106E: This version of BEA WebLogic Server is not supported.
Explanation

Only BEA WebLogic Server version 10 is supported.

Operator response

Verify that you are running a supported version of BEA WebLogic Server.

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

Either the registry file BEA_HOME/registry.xml is damaged, or this version of BEA WebLogic Server is not supported. Only version 10 is supported.

Operator response

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

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

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

Operator response

Verify that you only specify -axis or leave this parameter blank in the KD4configDC command line.

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

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

Operator response

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

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

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

Operator response

Verify that you have permission to access the /lib directory of the JBoss server.

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

Explanation

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

System action

None.

Operator response

Verify that you have permission to access the /lib directory of the JBoss server.

KD4CF0112E: Cannot locate *jbossType* in *jbossHome* .

Explanation

The specified server configuration name could not be found in the %KD4_JBOSS_HOME%\server\%JBOSS_TYPE% directory.

Operator response

Specify a server configuration name that exists in this installation.

KD4CF0113E: Set the JBOSS_HOME environment variable or pass it as a parameter before running the KD4configDC script.

Explanation

The *JBOSS_HOME* environment variable must be set before configuring the JBoss data collector.

Operator response

Set the environment variable *JBOSS_HOME*.

KD4CF0114E: Cannot locate the ITCAM for SOA installation directory.

Explanation

The installation location where ITCAM for SOA is installed could not be located.

Operator response

On supported Windows operating systems, examine the contents of the WIN_HOME\system32\drivers\etc\KD4BaseDirConfig.properties file.

On supported Linux, AIX, or Solaris operating systems, examine the /etc/KD4BaseDirConfig.properties file.

KD4CF0115E: Cannot locate Java home in *javaHome* .
Explanation

The Java home directory could not be located.

Operator response

Check the JVM in the ITCAM for SOA installation.

KD4CF0116E: Cannot locate the agent jarfile in *classpath* .
Explanation

Cannot locate the agent JAR file in classpath.

Operator response

Check for the JAR file in the ITCAM for SOA installation and classpath.

KD4CF0117E: Syntax error.
Explanation

Usage: configDPDC.bat [-enable | -disable] <KD4_BASE_DIR> <PROP_FILE> <-key1 value1 -key2 value2...>.

Operator response

Check the parameters.

KD4CF0118E: WASCE_HOME is not set.
Explanation

The environment variable *WASCE_HOME* is not set.

Operator response

Set The *WASCE_HOME* environment variable or pass it as a parameter before running the KD4configDC script.

KD4CF0119E: The WASCE_HOME *wasceHome* is not valid.
Explanation

The *WASCE_HOME*E environment variable is not valid. The specified directory path might not be correct.

Operator response

Check the parameters.

KD4CF0120E: Syntax error.
Explanation

The first parameter must be **-enable** or **-disable**.

Operator response

Check the parameters.

KD4CF0122E: Broker *brokerName* does not exist.
Explanation

The specific broker does not exist.

Operator response

Check the broker name.

KD4CF0123E: Execution Group *executionGroupName* does not exist.
Explanation

The specified Execution Group does not exist.

Operator response

Check the Execution Group name.

KD4CF0124E: Message Flow *messageFlowName* does not exist.
Explanation

The specified Message Flow does not exist.

Operator response

Check the Message Flow name.

KD4CF0125E: Message Flow *messageFlowName* has already been disabled.
Explanation

An attempt has been made to disable data collection for a message flow that is already disabled. A message flow must be enabled before it can be disabled.

Operator response

Verify that you selected the correct message flow, and verify that it is enabled for data collection before attempting a disable operation.

KD4CF0126E: Message Flow *messageFlowName* has already been enabled.
Explanation

An attempt has been made to enable data collection for a message flow that is already enabled. A message flow must be disabled before it can be enabled.

Operator response

Verify that you selected the correct message flow, and verify that it is disabled for data collection before attempting an enable operation.

KD4CF0127E: Action *action* is not supported.
Explanation

The first parameter specified must be either `-enable` or `-disable`.

Operator response

Check the first parameter specified and verify that it is one of the accepted values.

KD4CF0128E: The ITCAM for SOA log directory *kd4LogDir* cannot be located.
Explanation

The specified ITCAM for SOA log directory could not be located. This problem might occur if the ITCAM for SOA agent was not installed correctly. The log directory is located under the ITCAM for SOA installation directory.

Operator response

Verify that the ITCAM for SOA monitoring agent is installed correctly, and verify that the KD4/logs directory is located under the installation directory as expected.

KD4CF0129E: Syntax error.
Explanation

Usage: KD4configDC.bat {-enable|-disable} -env 10 broker_name execution_group_name message_flow_name

Operator response

Check the syntax of the KD4configDC command and verify that parameters are specified correctly. Refer to the User's Guide for more information.

KD4CF0130E: Syntax error.
Explanation

Usage: configNETDC.bat [-enable | -disable] <KD4_BASE_DIR>.

Operator response

Verify that the parameters are specified correctly.

KD4CF0131E: Cannot locate the ITCAM for SOA directory *kd4LogDir* .
Explanation

The ITCAM for SOA installation directory or some subdirectory could not be located.

Operator response

Check your ITCAM for SOA installation.

KD4CF0132E: An error occurred while running the .NET configuration file update utility.
Explanation

The internal scripts that run the executable code used an incorrect syntax that was likely passed in from incorrect arguments specified by the user.

Operator response

Check the ITCAM for SOA User's Guide and verify that your configuration command specifies the correct parameters and syntax.

KD4CF0133E: The configuration utility could not locate the machine.config file.
Explanation

Different versions of the .NET Framework store the machine.config file in different locations. The configuration utility tried to locate one or more instances of this file, but was unable to find one.

Operator response

Ensure that the .NET environment has been properly installed.

KD4CF0134E: The configuration utility failed to back up the machine.config file.
Explanation

The configuration utility backs up the machine.config file before adding the ITCAM for SOA data collector. This error indicates that the backup task did not complete successfully.

Operator response

Examine the trace log for the utility for additional details. Verify that the filesystem is not full, and that sufficient write privileges are held by the user configuring the data collector. Delete any previous backup files that might be unnecessary.

KD4CF0135E: Either data collection is already disabled, or there is a problem with the machine.config file.
Explanation

This error occurs while the user is attempting to disable data collection for the .NET environment. There are two likely causes for this error:
- The .NET environment might not have been previously enabled for data collection.
- There is a problem with the contents of the machine.config file. The machine.config filewas located and backed up, but the contents of the file were

not understood by the configuration utility. The necessary changes to the file could not be made. There might also be a related problem with the .NET environment installation.

Operator response

Verify that the .NET environment is properly installed.

Verify that the machine.config file is not damaged.

Determine if the .NET environment is still enabled for data collection, and if so, attempt the disable operation again.

KD4CF0136E: The configuration utility could not save the machine.config file.
Explanation

The machine.config file could not be written back to the disk after the necessary configuration changes were made.

Operator response

Examine the trace log for the utility for additional details. Verify that the filesystem is not full and that sufficient write privileges are held by the user configuring the data collector. Delete any previous backup files that might be unnecessary.

KD4CF0142E: Cannot delete kd4mc.jar in *wpsHome* /lib/ext.
Explanation

An attempt to delete the kd4mc.jar file in the IBM WebSphere Process Server /lib/ext directory was not successful. It is possible that one or more WPS servers are running.

Operator response

If one or more WPS servers are running, stop the servers and try again.

KD4CF0143E: Cannot connect to the admin server for server *serverName* in node *nodeName* .
Explanation

A problem occurred while attempting to connect to the admin server.

Operator response

Confirm that the IBM WebSphere Process Server is running, and then run the enable process again.

KD4CF0144E: WSADMIN error: Cannot create timer manager mcc in *nodeName* .

Explanation

The timer manager cannot be created in the specified node. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0145E: WSADMIN error: Cannot create virtual host Tivoli_Mediation_Configuration_VH in server *serverName* in node *nodeName* .

Explanation

The virtual host, Tivoli_Mediation_Configuration_VH, could not be created in the specified server and node. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0146E: WSADMIN error: The installation of the kd4mc.ear application failed in server *serverName* in node *nodeName* .

Explanation

The kd4mc.ear file either cannot be deployed into the IBM WebSphere Process Server, or the ear is already deployed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0147E: WSADMIN error: The installation of the kd4mc.ear application failed in the WPS cluster: *clusterName* .

Explanation

The kd4mc.ear file either cannot be deployed into the IBM WebSphere Process Server cluster, or the ear is already deployed. This might be caused by an internal error in the WPS server.

Operator response

Restart the WPS servers in the cluster and try again.

KD4CF0148E: WSADMIN error: Node sync failed in *nodeName* .

Explanation

Node sync failed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0149E: The cluster name *clusterName* was not found. Specify a valid cluster name and try again.

Explanation

The specified cluster name does not exist. It is possible that you specified the name incorrectly.

Operator response

Verify the name of the preferred cluster and try the operation again.

KD4CF0150E: The server *serverName* in the node *nodeName* was not found. Specify a valid server name and try again.

Explanation

The specified server name does not exist. It is possible that you specified the name incorrectly.

Operator response

Verify the name of the preferred server and try the operation again.

KD4CF0151E: The node *nodeName* was not found. Specify a valid node name and try again.
Explanation

The specified node name does not exist. It is possible that you specified the name incorrectly.

Operator response

Verify the name of the preferred node and try the operation again.

KD4CF0152E: WSADMIN error: Save configuration failed.
Explanation

The attempt to save the configuration in the WebSphere Admin server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0153E: WSADMIN error: Application kd4mc stop failed in server *serverName* in node *nodeName* .
Explanation

The attempt to stop the kd4mc.ear application in the specified server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0154E: The server *serverName* in node *nodeName* is stopped.
Explanation

The specified server is stopped. The operation can complete successfully only when the server is running.

Operator response

Start the server and try the operation again.

KD4CF0155E: WSADMIN error: The uninstallation of the kd4mc.ear application failed.

Explanation

The attempt to uninstall the kd4mc.ear application from the WebSphere Process Server failed. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0156E: WSADMIN error: Removal of the virtual host, Tivoli_Mediation_Configuration_VH, failed.

Explanation

The attempt to remove the virtual host, Tivoli_Mediation_Configuration_VH, from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0157E: WSADMIN error: the removal of the mcc timer manager failed.

Explanation

The attempt to remove the timer manager mcc from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0158E: Server *serverName* is a member of a cluster. WESB mediation configuration cannot be undeployed from a single server that is part of a cluster.

Explanation

You cannot undeploy a single application against a server in a cluster.

Operator response

Try again to disable WESB mediation configuration but specify the cluster that contains the target server.

KD4CF0159E: WSADMIN error: The uninstallation of kd4mc failed in server *serverName* in node *nodeName* .
Explanation

The attempt to uninstall the kd4mc.ear application from the WebSphere Process Server was not successful. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0160E: The kd4mc.ear application is not installed in the cluster *clusterName* .
Explanation

The attempt to uninstall the kd4mc.ear application from the specified cluster was not successful because the application is not installed in the cluster. It is possible that you specified the wrong cluster name.

Operator response

Verify that you specify the correct cluster name where the WESB mediation configuration is installed.

KD4CF0161E: The WESB mediation configuration deployment failed.
Explanation

The WESB mediation configuration deployment failed with an unknown error. If security is enabled for the IBM WebSphere Process Server, the user might not have sufficient permission to perform this operation. If the user does have permission, it might be caused by an internal error in the WPS server.

Operator response

If the WPS server is security enabled, verify that the user and password are authorized to perform this operation in the WPS server. If this is not the problem, restart the WPS server and try again.

KD4CF0162E: *kd4Home* is not a valid ITCAM for SOA home directory.

Explanation

The specified home directory location for the ITCAM for SOA installation is not valid.

Operator response

Verify that the installation of ITCAM for SOA is correct. Refer to the Installation Guide for more information about the installation procedure.

KD4CF0163E: The ITCAM for SOA configuration file: *kd4ConfigFile* cannot be located.

Explanation

As part of the normal installation of ITCAM for SOA, the configuration file KD4BaseDirConfig.properties is created and stored in the /etc directory. This file might be damaged or not created. This might be caused by an incorrect or incomplete installation of ITCAM for SOA.

Operator response

Verify that ITCAM for SOA is installed correctly and confirm that the KD4BaseDirConfig.properties configuration file is stored in the /etc directory.

KD4CF0164E: More than 6 parameters have been specified for the KD4configMediationDeploy script.

Explanation

There can be only 6 parameters specified when you run the KD4configMediationDeploy script.

Operator response

Verify the parameters that you specified with the script and try again.

KD4CF0165E: Missing password for user *username* .

Explanation

You did not specify the password that accompanies the specified user name in the parameters that you specified with the KD4configMediationDeploy script. Both the user name and the password must be specified together.

Operator response

Run the script again, specifying the password after the user name in the script parameter list.

KD4CF0166E: The directory *dirName* is not valid.
Explanation

The home directory location for WebSphere Process Server is not valid.

Operator response

Confirm the home directory location of WPS and try again.

KD4CF0167I: The Axis supporting application *application* with path *path* is successfully disabled, but some manual operations are required to complete the process. Refer the operation log for detailed information.
Explanation

Data collection for the application has been successfully disabled, however there are still some manual operations required.

KD4CF0168I: No Axis supporting application was found that needs to be disabled.
Explanation

There was no application eligible to be disabled. No action is taken.

Operator response

Verify that you do not have any more Axis applications to be disabled.

KD4CF0169I: Axis supporting application *application* with path *path* is successfully disabled.
Explanation

No additional information is available for this message.

KD4CF0170I: The DataPower data collector is already configured to start as a daemon process during system startup.
Explanation

The user requested to configure the DataPower data collector to start as a daemon process during system startup, but the data collector is already configured. No further action is required.

Operator response

None

KD4CF0171I: The DataPower data collector, configured to start as a daemon process during system startup, is not enabled.

Explanation

The DataPower data collector must be enabled before it can operate properly.

Operator response

Either configure the DataPower data collector to start as a daemon process during system startup, or enable the data collector for data collection by using the normal manual procedures (by using the ConfigDC utility or the KD4configDC command-line command).

KD4CF0172I: Unable to copy the file *filename* to the directory *Directory* .

Explanation

A problem occurred when the user attempted to copy or link a file to the target /etc directory. This might occur if the user that is running the script does not have permission to access the target directory.

Operator response

Sign on as the root user and attempt the operation again.

KD4CF0174I: Unable to delete the file *filename* . from the directory *Directory* .

Explanation

A problem occurred when the user attempted to remove a file associated with the DataPower data collector configured as a daemon. This might occur if the user that is running the script does not have permission to access the /etc directory.

Operator response

Sign on as the root user and attempt the operation again.

KD4DM0001E: A request sent from the Tivoli Enterprise Portal to the SOA Domain Management Server did not contain any query parameters.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because no query parameters were provided.

Operator response

Restart the Tivoli Enterprise Portal.

If the problem persists, perform the following steps:
- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.

- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0002E: An incorrect version *version* was supplied on a request to the SOA Domain Management Server.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because the request contained a version number that is not valid.

Operator response

If the problem persists, perform the following steps:
- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0003E: An internal error occurred in the SOA Domain Management Server while processing a request.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error was detected.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0004E: An incorrect interface name *interface_name* was supplied on a request to the SOA Domain Management Server.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an incorrect interface name was supplied to the SOA Domain Management Server.

Operator response

If the problem persists, perform the following steps:
- Enable all traces on the Tivoli Enterprise Portal.
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0005E: An error occurred when the SOA Domain Management Server was processing the request type *transaction_name*.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an error occurred during the processing.

Operator response

Verify the following:
- The Discovery Library Adapter books are loaded in the Object Data Store database.
- The database is started.
- A connection can be established to the database from the Tivoli Enterprise Portal Server.

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0006E: An internal error occurred while creating a response to a query from the Tivoli Enterprise Portal.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while creating the response.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0007E: An internal error occurred while formatting the response to a query from the Tivoli Enterprise Portal.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while formatting the response data.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0008E: An internal identifier *identifier_name* in a request was formatted incorrectly.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because identifier in the request is incorrectly formatted.

Operator response

If the problem persists, perform the following steps:
- Enable all traces on the Tivoli Enterprise Portal.

- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the Tivoli Enterprise Portal log file and the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0009E: A required attribute of type *attribute_name* is not available for an object of type *object_name* in the Object Data Store database.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a required attribute is not available for an object in the Object Data Store database.

Operator response

Verify the Discovery Library Adapter books are loaded in the Object Data Store database.

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0010E: An error occurred when processing the transaction *transaction_name* to retrieve data from the Object Data Store database.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because data could not be retrieved from the Object Data Store database. Either an internal error occurred or there was a problem accessing the database server.

Operator response

Check the details logged for this message in the SOA Domain Management Server log file. If the message contains a SQL error number, look up the SQL error in your database server documentation.

Also verify the following:
- The Discovery Library Adapter books are loaded in the Object Data Store database.

- The database is started.
- A connection can be established to the database from the Tivoli Enterprise Portal Server.

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server and Object Data Store tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server and Object Data Store log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0011E: A connection to the internal Object Data Store interface *interface_file_name* could not be established.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because the SOA Domain Management Server could not connect to an Object Data Store internal interface.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server and Object Data Store tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server and Object Data Store log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0012E: An internal error occurred while creating the response to a query from the Tivoli Enterprise Portal.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because an internal error occurred while creating the response data.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to

enable tracing and where to find the log files.

KD4DM0013E: A required managed element of type *node_type* was not found in the Object Data Store database.
Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a managed element required by the SOA Domain Management Server was not found in Object Data Store database.

Operator response

Verify all Discovery Library Adapter books are loaded into the Object Data Store database.

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0014E: A relationship of type *relationship_type* was not found in the Object Data Store database.
Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because a required relationship between managed elements was not found in the Object Data Store database.

Operator response

Verify all Discovery Library Adapter books are loaded into the Object Data Store database.

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0015E: A parameter of type *relationship_type* was provided to the SOA Domain Management Server but a *relationship_type* was expected.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it contained an incorrect parameter.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0016E: A required parameter of type *relationship_type* was not provided to the SOA Domain Management Server.

Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it is missing a required parameter.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4DM0019E: An error occurred looking up the home interface of the SDMS remote EJB:*ejbName*

Explanation

The lookup of the home interface of the indicated SDMS remote EJB failed due to an error. This message is accompanied by an exception message that describes the nature of the error.

Operator response

The most likely cause for this error is that the SDMS application on the TEPS server is not running. Make sure the TEPS Extensions has been installed, the SDMS

support has been configured, and the TEPS server has been restarted. Then retry the SDMS command.

KD4DM0020I: The SDMS command to delete the unmanaged client and operations completed successfully.

Explanation

The SDMS command completed successfully.

KD4DM0021I: The SDMS command to delete unmanaged subnodes completed successfully.

Explanation

The SDMS command completed successfully.

KD4DM0023E: The SDMS command failed due to errors accessing the SDMS database.

Explanation

The SDMS command handler was unable to access the SDMS database, so the command processing failed.

Operator response

Determine the cause of the SDMS database access error and retry the SDMS command.

KD4DM0024E: The SDMS command completed with errors.

Explanation

The SDMS command completed but returned an unexpected error return code.

Operator response

Determine the cause of the SDMS command error and retry the SDMS command.

KD4DM0025E: The SDMS encountered an error while deleting one or more operation instances.

Explanation

An error occurred while the SOA Domain Management Server (SDMS) was attempting to delete one or more operation instances. All other delete requests were submitted. It is possible that the operation instance might have already been deleted by another user, or there might be another reason indicated in the system log of the Tivoli Enterprise Portal Server (TEPS) Extensions.

Operator response

Refresh the workspace and view to determine if the operation instance might have already been deleted by another user. If the operation instance still exists, retry the delete request.

KD4DM0026E: The SDMS is unable to retrieve information from the Tivoli Data Warehouse. Processing of the main request continues.

Explanation

The SOA Domain Management Server (SDMS) attempted to retrieve information from the Tivoli Data Warehouse, but encountered a problem. This might occur for any of the following reasons:

- There was no data available for the request.
- The time interval specified in the request does not fall within the data retention period configured for the Tivoli Data Warehouse.
- The Tivoli Data Warehouse is not configured or operating properly.
- The resource in question was not active during the specified time interval.

Processing of the main request continues, and barring any other errors, a response is sent to the user interface.

Operator response

Verify that the time interval specified in the request corresponds to the data retention period configured for the Tivoli Data Warehouse. Ensure that the Tivoli Data Warehouse is configured and is operating correctly.

KD4DM0027E: This function is restricted to the master SDMS server. Please invoke the function on *master*.

Explanation

This function was attempted on a secondary SDMS server but it is restricted to the master SDMS server.

Operator response

Try to invoke the function on the master SDMS server.

KD4DM0028E: The group *group* does not exist.

Explanation

The group was expected to be found in the SOA Domain Management Server database, but it was not located.

Operator response

Refresh the group list and try again.

KD4DM0029E: The group *group* cannot be created.A group by that name exists in the SOA Domain Management Server database.

Explanation

The user attempted to create a group using the same name as an existing group. Each group must have a unique name.

Operator response

Check the list of existing group names, and attempt to create the new group again, specifying a unique name for the group.

KD4DM0030I: The *agent* value specified by the user is *configValue*, but the actual value used is *actualValue*.
Explanation

The SOA Domain Management Server resource property was obtained successfully, but the value that the user specified was not valid for the property. In this case, a suitable replacement value is used instead.

Operator response

Ensure that the value specified is a valid value for the property. If not, modify the configured resource property value.

KD4DM0031E: The agent *agent* monitoring interval, set to *agentIntervalSize* minutes, does not match the SOA Domain Management Server monitoring interval of *sdmsIntervalSize* minutes.
Explanation

The monitoring interval configured for the specified agent does not match the monitoring interval configured for the SOA Domain Management Server.

Operator response

The SOA Domain Management Server and all of its connected agents must be configured to use the same time interval. Ensure that the agent `kd4.ira.aggDataWindowSizeMinutes` property is set to the same value as the SOA Domain Management Server AllTEMARepeatTime property. Also, check the log for message KD4DM0030I to verify that the AllTEMARepeatTime configured value is valid. If it is not, the SOA Domain Management Server uses the replacement value specified in message KD4DM0030I.

KD4DM0032E: The value of the parameter type *parameter_type* is not valid.
Explanation

A request from the Tivoli Enterprise Portal to the SOA Domain Management Server could not be processed because it contained a parameter with an incorrect value.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli
Composite Application Manager for SOA documentation for details on how to
enable tracing and where to find the log files.

KD4DM0100E: The WSRR host name must be specified.
Explanation

See message.

KD4DM0101E: The WSRR port number must be specified.
Explanation

See message.

KD4DM0102E: The WSRR port, *port_number*, must be a valid port number.
Explanation

See message.

KD4DM0103E: The WSRR user name must be specified in a secure configuration.
Explanation

See message.

KD4DM0104E: The password of the WSRR user must be specified in a secure configuration.
Explanation

See message.

KD4DM0105E: The proxy host must be specified if a proxy is used.
Explanation

See message.

KD4DM0106E: The proxy port number must be specified if a proxy is used.
Explanation

See message.

KD4DM0107E: The proxy port, *port_number*, must be a valid number.
Explanation

See message.

KD4DM0108E: The WSRR secure argument must be specified.
Explanation

See message.

KD4DM0109E: The WSRR authentication realm must be specified.
Explanation

See message.

KD4DM0110E: The path to the WSRR subscription file must be specified.
Explanation

See message.

KD4DM0111E: The WSRR version must be specified.
Explanation

See message.

KD4DM0112E: The proxy realm must be specified.
Explanation

See message.

KD4DM0113E: The value of the WSRR operation must be specified.
Explanation

See message.

KD4DM0114E: The WSRR operation, *operation*, **is not supported.**
Explanation

See message.

KD4DM0115E: The 'use proxy' argument must be specified.
Explanation

See message.

KD4DM0116E: The value of the SSL timeout must be specified.
Explanation

See message.

KD4DM0117E: The SSL timeout, *timeout_invalid*, **must be a valid number.**

> **Explanation**

See message.

KD4DM0118E: The WSRR subscription file, *file_name*, **does not exist.**

> **Explanation**

See message.

KD4DM0119E: The proxy user name must be defined if a proxy is used.

> **Explanation**

See message.

KD4DM0120E: No matching content was found.

> **Explanation**

See message.

KD4DM0121E: The user is not authorized to perform the action.

> **Explanation**

See message.

KD4DM0122E: The object was not found.

> **Explanation**

See message.

KD4DM0123E: Proxy authentication is required.

> **Explanation**

See message.

KD4DM0124E: The request has timed out.

> **Explanation**

See message.

KD4DM0126E: The URL *url* **has returned the status code** *status_code*.

> **Explanation**

See message.

KD4DM0130E: Unable to retrieve the server certificate chain.
Explanation

See message.

KD4DM0133E: The reference to the SSL context is null.
Explanation

See message.

KD4DM0301E:The path to the configuration file is required.
Explanation

See message.

KD4DM0302E:The configuration file, *file_name*, does not exist.
Explanation

See message.

KD4DM0303E:The configuration file, *file_name*, cannot be read.
Explanation

See message.

KD4DM0304E:The configuration file, *file_name*, is read-only. It must be writable.
Explanation

See message.

KD4DM0308E:The configuration file, *file_name*, is not valid. Reason: *reason*.
Explanation

See message.

KD4DM0311E:Unable to update the configuration file, *file_name*. Reason: *reason*.
Explanation

See message.

KD4DM0314E:The ITM port is not defined or is invalid in the WSRR SDMS configuration file. Check the itm-instance XML tag.
Explanation

See message.

KD4DM0315E:Unable to retrieve the ITM connection parameters using the WSRR SDMS configuration file. Error: *file_name*.

Explanation

See message.

KD4DM0354E:The resynchronization of situations in ITM failed with a HTTP status of *status*. **Check the SDMS error log for details.**

Explanation

See message.

KD4DM0355E:An invalid number of parameters were specified. Expected 8 or 10 but received *num_parameters*.

Explanation

See message.

KD4DM0357E:The wsrrInstances parameter must start with [and end with].

Explanation

See message.

KD4DM0358E:The wsrrInstances parameter must not be empty.

Explanation

See message.

KD4DM0359E:The parameter name *parameter_name* **is invalid.**

Explanation

See message.

KD4DM0372E:The ITM situation operation failed with a HTTP status of *status*. **Check the SDMS error log for details.**

Explanation

See message.

KD4DM0373E:An invalid number of parameters were specified. Expected 12 but received *status*.

Explanation

See message.

KD4DM0375E:The wsrrInstances parameter must not be empty.
>   **Explanation**

>   See message.

KD4DM0376E:Invalid parameter name *name***.**
>   **Explanation**

>   See message.

KD4DM0377E:Operation type, *operation***, is invalid.**
>   **Explanation**

>   See message.

KD4DM0390E:An ITM connection error occurred. Unable to connect to SDMS host, *sdms_host***.**
>   **Explanation**

>   See message.

KD4DM0391E:The value of the sdmsPort is *sdms_port* **and is invalid.**
>   **Explanation**

>   See message.

KD4DM0313E:The ITM host is not defined inside the WSRR SDMS configuration file. Check the itm-instance XML tag.
>   **Explanation**

>   See message.

KD4DM0374E:The wsrrInstances parameter must start with [and end with].
>   **Explanation**

>   See message.

KD4DM0401E:Unable to synchronize with ITM. Reason: [*reason***].**

KD4DM0405E: Unable to connect to the WSRR instance [*instance***]. Reason: [***reason***].**
>   **Explanation**

>   See message.

KD4DM0406W: The *bsrURI* **of the entity is null or empty, returning null.**
>
> **Explanation**
>
> See message.

KD4DM0407W: No WSRR XML metadata was returned for [*bsrURI***].**
>
> **Explanation**
>
> See message.

KD4DM0408E: Unable to retrieve the XML metadata for [*bsrURI***]. Reason: [***reason***].**
>
> **Explanation**
>
> See message.

KD4DM0409E: Unable to parse the XML metadata [*metadata***] for [***bsrURI***]. Reason: [***reason***].**
>
> **Explanation**
>
> See message.

KD4DM0410W: No resources were found in the metadata [*metadata***] for [***bsrURI***].**
>
> **Explanation**
>
> See message.

KD4DM0411E: More than one resource was found in the metadata [*metadata***] for [***bsrURI***].**
>
> **Explanation**
>
> See message.

KD4DM0412W: The resource metadata is null. Returning as invalid.
>
> **Explanation**
>
> See message.

KD4DM0415W: No relationships in the resource metadata for [*metadata***]. The expected ordinality is [***ordinality***].**
>
> **Explanation**
>
> See message.

KD4DM0416W: The target *bsrURI* **for the resource relationship is not specified. The expected ordinality is [***ordinality***].**
> **Explanation**

> See message.

KD4DM0423E: Unable to create an ITM situation for [*info***]. Reason: [***reason***]. Continuing to process...**
> **Explanation**

> See message.

KD4DM0424W: Unable to create an ITM situation for [*info***]. Continuing to process...**
> **Explanation**

> See message.

KD4DM0425W: Unable to create a situation identifier for the service level entity [*sle***] and policy [***policy***].**
> **Explanation**

> See message.

KD4DM0426E: Unable to determine if the situation [*situation***] exists. Reason: [***reason***].**
> **Explanation**

> See message.

KD4DM0427E: Unable to create a situation in ITM for [*info***]. Reason: [***reason***].**
> **Explanation**

> See message.

KD4DM0429W: No resource classifications were found in the WSRR metadata for [*bsrURI***]. Returning as invalid.**
> **Explanation**

> See message.

KD4DM0432E: The WSRR policy with [*bsrURI***] does not match the classification filters.**
> **Explanation**

> See message.

KD4DM0433E: An error occurred while parsing the policy. Reason: [*reason*]. Continuing to process...

Explanation

See message.

KD4DM0437W: Unable to add properties to the WSRR policy attachment [*bsrURI*] and policy [*policy*]. Reason: [*reason*].

Explanation

See message.

KD4DM0439E: The notification represents value [*represents*] is not supported.

Explanation

See message.

KD4DM0440W: Unable to create a situation identifier for the service level entity [*sle*] and policy [*policy*].

Explanation

See message.

KD4DM0442E: Unable to delete situation [*situation*] in ITM. Reason: [*reason*].

Explanation

See message.

KD4DM0443W: Unable to delete the properties from the WSRR policy attachment for [*bsrURI*] and policy [*policy*]. Reason: [*reason*].

Explanation

See message.

KD4DM0444E: Unable to stop situation [*situation*]. Reason: [*reason*].

Explanation

See message.

KD4DM0446E: Unable to find the policy [*policy*]. Reason: [*reason*].

Explanation

See message.

KD4DM0451E: Unable to find the policy attachment for policy [*policy*] on service level entity [*sle*]. Reason: [*reason*].
Explanation

See message.

KD4DM0455E: Unable to update a situation in ITM for [*entity*]. Reason: [*reason*].
Explanation

See message.

KD4DM0461E: Unable to create situations for the subscribed entity [*sle, policy*]. Reason: [*reason*].
Explanation

See message.

KD4DM0463E: Unable to delete situations for service level entity [*sle, policy*]. Reason: [*reason*].
Explanation

See message.

KD4DM0471E: Unable to start situation [*situation*].Reason: [*reason*].
Explanation

See message.

KD4DM0472E: Unable to obtain a reference to the WSRR SOA management session bean. Reason: [*reason*].
Explanation

See message.

KD4DM0475E: The WSRR-SOA configuration [*configuration*] is deployed but cannot be read.
Explanation

See message.

KD4DM0477E: Unable to load the WSRR - ITCAM SOA configuration file [*file*].
Explanation

See message.

KD4DM0478E: Unable to parse the WSRR - ITCAM SOA configuration file [*file*]. Reason: [*reason*].
>   **Explanation**

>   See message.

KD4DM0487E: Unable to parse the WSRR notification. Reason: [*reason*].
>   **Explanation**

>   See message.

KD4DM0488W: There are no resources in the WSRR notification.
>   **Explanation**

>   See message.

KD4DM0490W: There are no notification resources in the list to process.
>   **Explanation**

>   See message.

KD4DM0494E: Unable to process the WSRR notification. Reason: [*reason*].
>   **Explanation**

>   See message.

KD4DM0496W: There are classification filters defined for the service level entity in the resync rule.
>   **Explanation**

>   See message.

KD4DM0501W: Unable to close the stream to the SDMS SQL file. Reason: [*reason*].
>   **Explanation**

>   See message.

KD4DM0502E: Unable to search the datasource [*datasource*], Reason: [*reason*].
>   **Explanation**

>   See message.

KD4DM0503E: Unable to parse the database descriptors. Reason: [*reason*].

> **Explanation**

> See message.

KD4DM0504E: Unable to access the datasource [*datasource*]. Reason: [*reason*].

> **Explanation**

> See message.

KD4DM0505E: Unable to establish a connection to the SDMS database. Reason: [*reason*].

> **Explanation**

> See message.

KD4DM0506E: An error occurred when checking the connection status. Reason: [*reason*].

> **Explanation**

> See message.

KD4DM0507E: Unable to execute the SQL [*sql*]. Reason: [*reason*].

> **Explanation**

> See message.

KD4DM0508E: Unable to close the SDMS database result set.

> **Explanation**

> See message.

KD4DM0509E: Unable to close the SDMS database statement.

> **Explanation**

> See message.

KD4DM0510E: Unable to close the connection to the SDMS database.

> **Explanation**

> See message.

KD4DM0511E: Unable to roll back the SDMS database transaction.
Explanation

See message.

KD4DM0514E: Unable to resynchronize the WSRR instance [*instance*] and ITCAM for SOA. Reason: [*reason*].
Explanation

See message.

KD4DM0516E: Unable to establish a connection to the SDMS database. Reason: [*reason*].
Explanation

See message.

KD4DM0518E: Unable to process the situation action. Reason: [*reason*].
Explanation

See message.

KD4DM0519E: Unable to search for WSRR policy attachments on service level entity[*sle*]. Reason: [*reason*].
Explanation

See message.

KD4DM0520E: Unable to search for WSRR policy attachments on service level entity [*sle*] and policy [*policy*]. Reason: [*reason*].
Explanation

See message.

KD4DM0521E: Unable to search for WSRR entity metadata for [*metadata*]. Reason: [*reason*].
Explanation

See message.

KD4DM0522E: Unable to parse the result [*result*] for the policy [*policy*]. Reason: [*reason*].
Explanation

See message.

KD4DM0523E: The policy [*policy*] does not exist in the WSRR instance [*instance*].

Explanation

See message.

KD4DM0524E: Unable to parse the metadata [*metadata*] for service level entity [*sle*] and policy [*policy*]. Reason: [*reason*]

Explanation

See message.

KD4DM0525E: Unable to add properties to the policy attachment [*policy*]. Reason: [*reason*].

Explanation

See message.

KD4DM0526E: The message format is not correct. Message: [*message*].

Explanation

See message.

KD4DM0527E: The target of the message does not exist. Message: [*message*].

Explanation

See message.

KD4DM0528E: The user is not authorized to performed the action [*action*].

Explanation

See message.

KD4DM0529E: Unable to delete properties from the policy attachment [*policy*]. Reason: [*reason*].

Explanation

See message.

KD4DM0530E: Unable to execute the HTTP get [*request*]. HTTP status [*status*] has been returned. Refer to the Troubleshooting section of the ITCAM for SOA WSRR Integration Guide for more information.

Explanation

See message.

KD4DM0531E: Unable to execute the HTTP get [*request*]. Reason: [*reason*].
Explanation

See message.

KD4DM0532E: Unable to delete the situation reference in ITM that is hanging. Reason: [*reason*].
Explanation

See message.

KD4DM0533E: Unable to delete the situation records. Reason: [*reason*].
Explanation

See message.

KD4DM0534E: Unable to insert the situation records. Reason: [*reason*].
Explanation

See message.

KD4DM0535E: Unable to recreate the situation [*situation*] that has been deleted. Reason: [*reason*].
Explanation

See message.

KD4DM0536E: Unable to save the situations in the SDMS database. Reason: [*reason*].
Explanation

See message.

KD4DM0537E: Invalid service endpoint *endpoint*. The port is not defined.
Explanation

See message.

KD4DM0538E: There are no process rule handlers for the value of represents [*represents*] and operation [*operation*].
Explanation

See message.

KD4DM0539E: Error found in formula [*formula*]. A formula with a [*function*] function must contain a single row only.

Explanation

See message.

KD4DM0540E: Error found in formula [*formula*]. More than one [*function*] function was found.

Explanation

See message.

KD4DM0541E: Error found in formula [*formula*]. The [*function*] function must not be combined with the function [*function*].

Explanation

See message.

KD4DM0542E: An error has been found in the formula [*formula*]. A situation relating to the Services Inventory ReqID table must contain a value for the `RequesterID` attribute.

Explanation

See message.

KD4DM0543W: There is no policy handler defined for the table [*table*].

Explanation

See message.

KD4DM0554E: Unable to look up the properties of the service endpoint relations. Reason: [*reason*].

Explanation

See message.

KD4DM0555E: Unable to look up the properties for the service operation relations. Reason: [*reason*].

Explanation

See message.

KD4DM0556E: An error occurred while checking the SLD relations for updates. Reason: [*reason*].

Explanation

See message.

KD4DM0560E: The service port namespace [*namespace*] exceeds the maximum supported attribute length, [*length*].

> **Explanation**

> See message.

KD4DM0561E: The service port name [*name*] exceeds the maximum supported attribute length, [*length*].

> **Explanation**

> See message.

KD4DM0563EThe service operation namespace [*namespace*] exceeds the maximum supported attribute length [*length*].

> **Explanation**

> See message.

KD4DM0564E: The service operation name [*name*] exceeds the maximum supported attribute length [*length*].

> **Explanation**

> See message.

KD4DM0565E: A service operation is invalid. Cleaning up situations for the service level entity [*sle-policy*].

> **Explanation**

> See message.

KD4DM0566E: The service operation namespace [*namespace*] has an illegal character in its formula (that is, single quote or a closing curly bracket).

> **Explanation**

> See message.

KD4DM0567E: The service operation name [*name*] has an illegal character in its formula (that is, single quote or a closing curly bracket).

> **Explanation**

> See message.

KD4DM0568E: The service port namespace [*namespace*] has an illegal character in its formula (that is, single quote or a closing curly bracket).

> **Explanation**

See message.

KD4DM0569E: The service port name [*name*] has an illegal character in its formula (that is, single quote or a closing curly bracket).

> **Explanation**

See message.

KD4DM0570E: The policy rule does not have a condition defined.

> **Explanation**

See message.

KD4DM0571E: There is no table associated with the policy condition.

> **Explanation**

See message.

KD4DM0572E: There are no assertions associated with the policy condition.

> **Explanation**

See message.

KD4DM0573E: There is no table associated with the assertion.

> **Explanation**

See message.

KD4DM0574E: `AllOfAssertion` does not contain any attribute assertions.

> **Explanation**

See message.

KD4DM0575E: does not contain any attribute assertions.

> **Explanation**

See message.

KD4DM0576E: The name attribute is not specified for the assertion.
Explanation

See message.

KD4DM0577E: The attribute assertion does not have an expression set.
Explanation

See message.

KD4DM0578E: The attribute assertion does not have a threshold value set.
Explanation

See message.

KD4DM0579E: The ITM action does not specify a state, expert advice, or a system command.
Explanation

See message.

KD4DM0580E: The value of the data type is not specified.
Explanation

See message.

KD4DM0581E: The values of the data properties are not specified.
Explanation

See message.

KD4DM0582E: There is more than one rule defined in the monitoring policy [policy].
Explanation

See message.

KD4DM0583E: The monitoring policy [policy] is invalid. Reason: [reason].
Explanation

See message.

KD4DM0584E: There is no policy handler defined to support the table [*table*].
>
> **Explanation**
>
> See message.

KD4DM0585W: The sampling interval [*interval*] exceeds the maximum value [*value*].
>
> **Explanation**
>
> See message.

KD4DM0586W: The sampling interval [*interval*] is less than the minimum value [*value*].
>
> **Explanation**
>
> See message.

KD4DM0587W: The description [*description*] is greater than [*value*] characters in length and will be truncated by ITM.
>
> **Explanation**
>
> See message.

KD4DM0588W: The name [*name*] is greater than [*value*] characters in length and will be truncated by ITM.
>
> **Explanation**
>
> See message.

KD4DM0589E: An error occurred while checking the SLD for updates. Reason: [*reason*].
>
> **Explanation**
>
> See message.

KD4DM0591E: The error in assertion [*assertion*] is due to an invalid *minmax* assertion. The assertion must be in the form *form*.
>
> **Explanation**
>
> See message.

KD4DM0592E: The WSRR instance name [*instance*] is unknown. The resynchronization has been aborted.
>
> **Explanation**
>
> See message.

KD4DM0613E: The WSRR instance name [*instance*] is unknown. The delete operation has been stopped.

Explanation

See message.

KD4DM0614E: Unable to delete the WSRR situation associated with *sle*. Error: *error*.

Explanation

See message.

KD4DM0616E: Unable to perform a lookup on the WSRR.

Explanation

See message.

KD4DM0618E: The WSRR instance [*instance*] does not define the model property [*property*] in the configuration.

Explanation

See message.

KD4DM0619E: The original set of situation data actions and the proposed set are different.

Explanation

See message.

KD4DM0620E: A problem was found in the formula [*formula*]. A situation relating to the *table* must contain a *attribute* attribute.

Explanation

See message.

KD4DM0621E: A problem was found in the formula [*formula*]. A situation relating to the *table* must contain a *attribute* attribute.

Explanation

See message.

KD4DM0622E: The value of the *attribute*, [*interval*], is not an integer.

Explanation

See message.

KD4DM0623E: The value of the *attribute*, [*interval*], **is less than 60 seconds. The minimum interval allowed is 60 seconds.**

> **Explanation**

> See message.

KD4DM0624E: There are no service endpoints associated with the monitoring policy attachment.

> **Explanation**

> See message.

KD4DM0625E: The value of the *attribute*, [*limit*], **is not an integer.**

> **Explanation**

> See message.

KD4DM0626E: The expression [*expression***] is not a valid expression for the** *attribute*. **It must be** *equal*.

> **Explanation**

> See message.

KD4DM0627E: A problem was found in the formula [*formula***]. The** *attribute* **attribute is defined without a corresponding** *attribute* **attribute.**

> **Explanation**

> See message.

KD4DM0628E: A problem was found in the formula [*formula***]. The** *attribute* **attribute is defined without a corresponding** *attribute*.

> **Explanation**

> See message.

KD4DM0629E: The value of the *attribute* **attribute, [***value***], is not valid. It must be either** *value*.

> **Explanation**

> See message.

KD4DM0630E: The expression [*value***] is not a valid expression for the** *attribute*. **It must be** *equal*.

> **Explanation**

> See message.

KD4DM0631E: The value of the *attribute*, [*value*], **is not an integer.**

Explanation

See message.

KD4DM0632E: The monitoring policy with [*bsrURI***] is not valid.**

Explanation

See message.

KD4DM0633E: The value of the *element*, [*value*], **contains one or more of the following invalid characters:** *characters*.

Explanation

See message.

KD4DM0634E: The value of the *element*, [*value*], **contains one or more of the following invalid characters:** *characters*.

Explanation

See message.

KD4DM0635E: There are no model properties defined for the WSRR instance.

Explanation

See message.

KD4DM0636W: The WSRR model property, [*property***], is not defined and will use [***value***] as its default value.**

Explanation

See message.

KD4DM0637W: The value of the `Until` **property from the monitoring policy is not a timeinterval, [***property***]. It will be treated as the name of another situation.**

Explanation

See message.

KD4DM0639E: An error occurred while looking up the situation [*situation***]. Reason: [***reason***].**

Explanation

See message.

KD4DM0640E: The `Until` value, [*value*], in the monitoring policy [*policy*] is not valid.

Explanation

See message.

KD4DM0641W: The situation [*situation*] referenced by the `Until` value does not exist.

Explanation

See message.

KD4DM0642E: The encoding [*encoding*] is not supported.

Explanation

See message.

KD4DM0644E: Unable to read the WSRR notification stream. Reason : [*reason*].

Explanation

See message.

KD4DP0001I: The DataPower data collector is exiting.

Explanation

No additional information is available for this message.

KD4DP0002E: The data collector is unable to locate or parse a configuration file named *fileName* due to the following error: *errorMessage*.

Explanation

This error indicates a problem processing the DataPower data collector configuration file.

Administrator Response

Verify that the configuration file specified in the error message exists and has the correct format. Run the data collector configuration program again, if necessary.

KD4DP0003I: The data collector is monitoring domain: *domainName* on DataPower appliance: *hostName*.

Explanation

The DataPower data collector has discovered a domain on a DataPower appliance and starts a management subscription for the domain.

System action

The data collector attempts to start a subscription for the domain and begins retrieving Web services metric data from the domain.

Administrator Response

Modify the DataPower data collector configuration file to customize which DataPower domains are monitored.

KD4DP0004E: The data collector could not retrieve a domain list for DataPower appliance: *hostName* using user ID: *userID*. Detailed error message: *errorMessage*

Explanation

The data collector was unable to list the domains on a DataPower appliance. Possible causes:

- The configured user ID is not defined on the DataPower appliance.
- The configured password is incorrect.
- A communications failure occurred while communicating with the DataPower appliance.

System action

The data collector periodically retries listing the domains.

Administrator Response

Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the devices to be monitored.

KD4DP0005I: The data collector has stopped monitoring domain: *domainName* on DataPower appliance: *domainName*.

Explanation

The DataPower data collector has canceled the management subscription for the domain.

System action

The data collector cancels the subscription for the domain.

Administrator Response

Modify the DataPower data collector configuration file to customize which DataPower domains are monitored.

KD4DP0006W: The data collector is running. Enter STOP to stop the data collector.

Explanation

The data collector is currently monitoring DataPower appliances. Enter STOP at the console to stop the data collector.

System action

The data collector continues to run until STOP is entered at the console.

Operator response

Enter STOP at the console to stop the DataPower data collector.

KD4DP0007W: The *actionName* request to DataPower appliance: *hostName* using user ID: *userID* encountered an error and did not complete successfully. Detailed error or fault code: *faultCode*

Explanation

The data collector was unable to complete a request to a DataPower appliance and received an error indication in response to the request. Possible causes:

- The configured user ID is not defined on the DataPower appliance.
- The configured password is incorrect.
- The XML Management Interface is not configured on the DataPower appliance.
- A communications failure occurred while communicating with the DataPower appliance.

System action

The data collector periodically retries the request.

Administrator Response

Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the appliances to be monitored. Verify that the XML Management Interface is configured correctly on the DataPower appliance.

KD4DP0008E: A communications failure occurred while the data collector was sending a request to DataPower appliance: *hostName* using user ID: *userID*. Detailed error message: *errorMessage*

Explanation

The data collector is unable to communicate with the DataPower appliance. Possible causes:

- The DataPower appliance is not in an operational state.
- An incorrect TCP/IP address, TCP/IP hostname or TCP/IP port is configured for this DataPower appliance.

- The DataPower XML Management Interface is not configured correctly.
- A communications configuration or other networking problem exists.

System action

The data collector periodically retries communications with the DataPower appliance.

Administrator Response

Verify that the DataPower data collector configuration file contains the correct host names, user IDs and passwords for the devices to be monitored. Verify that the XML Management Interface is configured correctly on the DataPower appliance.

KD4DP0009E: The DataPower data collector is unable to initialize by using the configuration file: *fileName*. The data collector is exiting. Detailed error message: *errorMessage*

Explanation

The data collector is unable to initialize successfully due to a configuration file error. Possible causes:
- The configuration file referenced in the error message does not exist.
- File permissions prevent the data collector from reading the configuration file.
- The format of the configuration file is not valid.

System action

The data collector displays an error message and exits.

Administrator Response

Verify that the DataPower data collector configuration file exists and is correctly formatted. Use the DataPower data collector configuration script to create a valid configuration file.

KD4DP0010E: The value for property: *propName* in the data collector configuration file: *fileName* is not valid. The configuration for DataPower appliance with an index value of: *index* is ignored.

Explanation

The data collector encountered a value for a required property that is not valid. The configuration for the DataPower appliance using this property is ignored.

System action

The data collector continues processing DataPower configuration definitions.

Administrator Response

Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

KD4DP0011W: The value for property: *propName* in the data collector configuration file: *fileName* is not valid. The data collector will use the default value for this property: *defaultValue*.

Explanation

The data collector encountered an incorrect value for a property that has a default value. The default value is used instead.

System action

The data collector continues processing DataPower configuration definitions.

Administrator Response

Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

KD4DP0012E: The DataPower data collector is unable to write the configuration file *fileName* with new property values. Detailed error message: *errorMessage*.

Explanation

The data collector is unable to successfully update the configuration file. Possible causes:
- The configuration file referenced in the error message does not exist.
- File permissions prevent the data collector from writing the configuration file.
- The configuration file is in use by another process.
- An operating system I/O error has occurred.

System action

The data collector displays an error message and continues without updating the configuration file. The values in the configuration file are unchanged but might be different from those that the data collector uses to communicate with the DataPower system.

Administrator Response

Verify that the DataPower data collector configuration file exists and is correctly formatted. Verify that permissions on the configuration file allow the data collector process to write to the file.

KD4DP0013E: Syntax: Java *className* propertiesFileName.
Explanation

The start of the data collector is not successful. The syntax entered for the startup script is not correct.

Operator response

Use the appropriate startup script to start the data collector.

KD4DP0014I: Enter the password for user *userName*; it is readable as it is typed:
Explanation

The DataPower data collector configuration for this appliance requires that the password for the specified DataPower user is specified. The password is displayed in clear text as it is entered.

Operator response

Enter the password for the specified DataPower user to continue the configuration process.

KD4DP0015E: No monitoring is enabled that matches the specified command parameters. The disable request is ignored.
Explanation

The DataPower data collector configuration command requested that monitoring for a DataPower appliance be disabled. No current sections of the DataPower data collector configuration file matched the attributes specified on the disable command. To match a section of the configuration file the host, user, displaygroup, and domainlist properties must match exactly.

System action

No DataPower appliances are removed from the configuration file.

Operator response

To disable the monitoring of a DataPower appliance, specify the host, user, displaygroup, and domainlist information which matches the appliance to be removed from the data collector configuration file.

KD4DP0016E: Monitor enable failed due to the exception: *exceptionMsg*
Explanation

The DataPower configuration tool encountered a Java exception while attempting to enable monitoring of a DataPower appliance.

System action

No DataPower appliances are added to the configuration file.

Operator response
- Examine the exception text and determine the cause of the problem. Correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4DP0017E: Monitor disable failed due to the exception: *exceptionMsg*

Explanation

The DataPower configuration tool encountered a Java exception while attempting to disable monitoring of a DataPower appliance.

System action

No DataPower appliances are removed from the configuration file.

Operator response
- Examine the exception text to determine the cause of the problem and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4DP0018E: The DataPower data collector configuration file: *fileName* could not be read. Detailed error message: *errorMessage*.

Explanation

The configuration tool was unable to successfully update the configuration file. Possible causes:
- File permissions prevent the data collector from writing the configuration file.
- An operating system I/O error has occurred.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

Verify that the DataPower data collector configuration file exists and is correctly formatted. Verify that permissions on the data collector configuration file allow the configuration tool process to write to the file. If the error continues to occur, contact IBM Software Support.

KD4DP0019E: The DataPower data collector configuration file: *fileName* could not be written. Detailed error message: *errorMessage*.

Explanation

The configuration tool was unable to successfully read the configuration file. Possible causes:

- File permissions prevent the data collector from reading the configuration file.
- An operating system I/O error has occurred.
- Another process has the file locked.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

Verify that the data collector configuration file exists and is correctly formatted. Verify that permissions on the configuration file allow the configuration tool process to read the file. If the error continues to occur, contact IBM Software Support.

KD4DP0020E: The DataPower data collector configuration file: *fileName* contains a DataPower.count property that is not valid.

Explanation

The DataPower configuration tool was unable to convert the DataPower.count property to a numeric value.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

Verify that the data collector configuration file contains a valid DataPower.count property. If the error continues to occur, contact IBM Software Support.

KD4DP0021E: An incorrect number of command parameters was specified.

Explanation

The minimum number of parameters required to enable or disable a DataPower device were not specified on the command.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

See the documentation for the KD4configDC command for the correct command syntax.

KD4DP0022E: The command parameter: *invalidKeyword* is not a valid keyword for this command.
Explanation

The DataPower configuration tool encountered an unrecognized keyword.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

See the documentation for the KD4configDC command for the correct command syntax.

KD4DP0023E: The required parameter: *missingKeyword* was not specified.
Explanation

A required configuration parameter was not specified.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

See the documentation for the KD4configDC command for the correct command syntax.

KD4DP0024E: The keyword: *duplicateKeyword* was specified more than once.
Explanation

A duplicate configuration parameter was specified.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

See the documentation for the KD4configDC command for the correct command syntax.

KD4DP0025E: The value specified for keyword: *invalidValue* is not valid.

Explanation

The value specified for a configuration keyword is not valid.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

See the documentation for the KD4configDC command for the correct command syntax.

KD4DP0026E: The encoding of the specified password failed due to the exception *exceptionMsg*.

Explanation

The DataPower configuration tool encountered a Java exception while attempting to encode a password for a user ID.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

- Try to determine the problem from the exception text and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4DP0027E: The password entered is not valid.

Explanation

The password entered is not valid. It was either zero bytes in length or contained embedded blanks.

System action

The configuration tool displays an error message and exits without modifying the configuration file.

Operator response

Retry the command with a valid DataPower user password.

KD4DP0028E: The DataPower data collector encountered an initialization error and is exiting. Error details: *exceptionMsg*.

Explanation

The DataPower data collector was unable to initialize successfully and is exiting.

System action

The data collector issues an error message and exits.

Operator response

- Try to determine the problem from the error text and correct if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4DP0029E: The DataPower data collector could not obtain an exclusive lock on the configuration lock file: *fileName*.

Explanation

The data collector or the data collector configuration tool was unable to successfully lock the configuration file in preparation to write to the file. Possible causes:

- File permissions prevent the data collector from locking the configuration lock file.
- An operating system I/O error has occurred.
- The file is in use by another operating system process.

System action

The configuration tool displays an error message and exits without modifying the configuration file. The data collector continues monitoring DataPower appliances without modifying the configuration file.

Operator response

Verify that no other processes have the lock file open for write access. If the error continues to occur, contact IBM Software Support.

KD4DP0030W: The value for the required property: *propName* in the data collector configuration file: *fileName* is not valid or is missing. The data collector will attempt to reinitialize itself.

Explanation

The data collector encountered a missing or incorrect value for a property that does not have a default value. The data collector will attempt to reinitialize itself.

System action

The data collector waits for a short period of time and then reads the data collector configuration file again and attempt to reinitialize itself.

Administrator Response

Verify that the DataPower data collector configuration file exists and contains all required values. Use the DataPower data collector configuration script to create a valid configuration file.

KD4DU0001I: Select the runtime environment to enable or disable for data collection:
Explanation

This message is the introductory text for the radio button list of data collectors available for configuration.

KD4DU0002I: IBM WebSphere Application Server
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0003I: Microsoft .Net
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0004I: BEA WebLogic Server
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0005I: JBoss
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0006I: Customer Information Control System (CICS®) Transaction Server
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0007I: SAP NetWeaver
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0008I: WebSphere Community Edition
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0009I: DataPower SOA Appliance
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0010I: Service Component Architecture (SCA)
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0011I: Enable
Explanation

Radio button to enable the Data Collector

KD4DU0012I: Disable
Explanation

Radio button to disable the Data Collector

KD4DU0013E: Directory name is not valid.
Explanation

The directory that you specified is not valid or does not exist.

Operator response

Correct directory name entered on the panel.

KD4DU0014I: Configure another data collector?
Explanation

Decide whether the utility returns to the panel displaying the list of Data
Collectors.

KD4DU0015I: Yes
Explanation

Return to the panel displaying the list of Data Collectors.

KD4DU0016I: No
Explanation

Do not return to the panel displaying the list of Data Collectors.

KD4DU0017I: WebSphere Application Server Data Collector
Explanation

Data Collector label on list of Data Collectors available for configuration.

KD4DU0018I: WebSphere Application Server directory:
Explanation

You are being asked to enter the directory path to the existing WebSphere
Application Server installation directory.

KD4DU0019I: Select the option to enable or disable data collection for your Microsoft .NET environment.
Explanation

This message is the instruction to the user when selecting to enable or disable data
collection for the Microsoft .NET runtime environment.

KD4DU0020I: Configuration success.
Explanation

The configuration of the Data Collector completed successfully.

KD4DU0021I: Entering configuration for Data Collector: *data_collector*
Explanation

The configuration for the specified Data Collector is started.

KD4DU0022E: Configuration failed with error code: *error code*
Explanation

The Data Collector configuration failed for some reason. An error code is included.

System action

Below this message and error code, some descriptive information is displayed.

KD4DU0023I: BEA WebLogic Data Collector
Explanation

Data Collector label on list of Data Collectors available for configuration.

KD4DU0024I: BEA WebLogic URL:
Explanation

The URL to access BEA Weblogic (for example, t3://localhost:70001)

KD4DU0025I: BEA WebLogic user ID:
Explanation

The BEA WebLogic user name.

KD4DU0026I: BEA WebLogic password:
Explanation

The BEA WebLogic password associated with the user name.

KD4DU0027E: Data Collector URL is not specified. Enter the URL to access BEA WebLogic.
Explanation

The user did not enter the URL to access BEA WebLogic.

Operator response

Enter the URL to access BEA WebLogic (for example, t3://localhost:70001).

KD4DU0028I: DataPower Data Collector
Explanation

Data Collector label on list of Data Collectors available for configuration.

KD4DU0029I: DataPower Host Name:
Explanation

The host name of the DataPower Appliance.

KD4DU0030I: DataPower user ID:
Explanation

The authorized user name for the DataPower Appliance.

KD4DU0031I: DataPower password:
Explanation

The valid password associated with the specified user name for the DataPower Appliance.

KD4DU0032I: DataPower Port:
Explanation

The port for the DataPower Appliance.

KD4DU0033I: Polling interval (in sec):
Explanation

Time interval between each poll of the DataPower Appliance.

KD4DU0034I: DataPower Path:
Explanation

DataPower Appliance path - this path is a part of Web address pointing to the appliance.

KD4DU0035I: DataPower Domain List, separated with commas (optional):

Explanation

Comma-separated list of DataPower domains.

KD4DU0036I: DataPower Display Group (optional):

Explanation

DataPower appliance display group name.

KD4DU0037E: The Data Collector host name was not specified.

Explanation

The host name for the DataPower appliance is required to configure the Data Collector.

Operator response

Enter the host name for the DataPower Appliance.

KD4DU0038E: The Data Collector application server user name was not specified.

Explanation

The user name is required to configure the Data Collector.

Operator response

Enter the user name of the application server for the DataPower Appliance.

KD4DU0039E: The Data Collector home directory was not specified.

Explanation

The directory path to the application server installation is required.

Operator response

Enter the directory path to the application server installation directory.

KD4DU0040I: Configuring Data Collector. Please wait for completion...

Explanation

Configuring the Data Collector can take some time, so the user is asked for patience.

KD4DU0041I: Microsoft .NET Data Collector

Explanation

Data Collector label on list of Data Collectors available for configuration.

KD4DU0042E: The Data Collector password was not specified.

Explanation

You did not enter a valid password to access the application server or DataPower appliance.

Operator response

Enter a valid password to access the application server or DataPower appliance.

KD4DU0043E: Before configuring data collection for the BEA WebLogic Server environment, set the BEA_HOME environment variable to the location where your BEA WebLogic Server is installed. You can do this by running the setDomainEnv or setEnv script.

Explanation

The BEA_HOME environment variable is not currently set, so the configuration scripts cannot proceed with configuration.

Operator response

Run either the commEnv.bat/.sh script or the setDomainEnv.cmd/.sh script from the BEA installation directory. One of these scripts must be run in the same command window (or shell window) that is used to run the utility to enable or disable the data collector.

KD4DU0048I: Before configuring the BEA WebLogic Data Collector, shut down the BEA WebLogic Server, following the instructions in the product documentation. Next modify the BEA application server classpath. To modify the classpath for all domains, edit this file: *file* postpending to WEBLOGIC_CLASSPATH= line this path: *path* To modify the classpath for a specific BEA WebLogic Server domain, edit the setDomainEnv.cmd/sh script, in the \\bin directory for that domain, and prepend the kd4dcagent.jar file onto the PRE_CLASSPATH environment variable.

KD4DU0049I: Files modified, continue.

Explanation

When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is

displayed as a check box that you must select to confirm that one of the script has been modified.

KD4DU0050I: Files not modified, cannot continue.
Explanation

When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is displayed as a check box that the user can select to skip the BEA WebLogic configuration.

KD4DU0051E: The domain or server Class Path must be modified before configuring BEA WebLogic.
Explanation

When configuring the BEA WebLogic environment, the domain or server Class Path must be altered to include the JAR for the Data Collector. This message is displayed if you attempted to configure the Data Collector (for example, in silent mode) without first confirming that the Class Path has been modified.

Operator response

Confirm that the Class Path has been modified, by selecting this check box in interactive mode or by changing the value of the modified_env_file property to true when in silent mode.

KD4DU0052E: Cannot find the modifiedEnvFile property for the Data Collector.
Explanation

This message is displayed only when the utility works in silent mode, and the modified_env_file property was not found in the silent configuration file.

Operator response

Verify that the modified_env_file property is included in the BEA WebLogic section of the silent configuration file.

KD4DU0053E: Unknown error code.
Explanation

The utility cannot determine the reason why the Data Collector configuration failed.

Operator response

Run the utility again in debug mode to gather more information.

KD4DU0054I: JBoss Data Collector
Explanation

Data Collector label on list of Data Collectors available for configuration.

KD4DU0055I: JBoss Data Collector server configuration profile:

Explanation

JBoss configuration profile: Valid values are default or all.

KD4DU0056I: JBoss application server installation directory:

Explanation

The JBoss installation directory.

KD4DU0057E: The Data Collector Server Configuration Profile was not specified.

Explanation

One of configuration profiles must be specified to proceed with configuration.

Operator response

Enter the configuration profile.

KD4DU0067I: Configure Apache Axis WebServices Engine

Explanation

Configure the Apache Axis, rather than BEA WebServices, implementation.

KD4DU0068I: Welcome to the InstallShield Wizard for the Data Collector Configuration Utility.

Explanation

This is part one of a two part welcome message displayed for the Data Collector Configuration Utility InstallShield Wizard.

KD4DU0069I: The Data Collector Configuration Utility helps you to enable or disable data collection in your supported runtime environments. To continue, click Next, or click Cancel to close the utility.

Explanation

This is part two of a two part welcome message displayed for the Data Collector Configuration Utility InstallShield Wizard.

KD4DU0070I: Welcome to the InstallShield Wizard for the Data Collector Configuration Utility. The Data Collector Configuration Utility helps you to enable or disable data collection in your supported runtime environments. To continue, choose Next.

Explanation

This message is the welcome message displayed for the console version of the Data Collector Configuration Utility.

KD4DU0071I: NOTE: The Message Broker will be stopped to enable or disable some configuration. If you do NOT want to continue, press the Cancel or Back button, otherwise press Next to continue.

Explanation

This message is a warning indicating that the Message Broker is closed before configuring.

KD4DU0072E: Data Collector Property *property* is missing.

Explanation

You did not enter the specified property.

Operator response

Verify that the specified property is specified.

KD4DU0073E: Data Collector Property *property* is missing for instance *instance*

Explanation

You did not enter the specified property for the instance.

Operator response

Enter the missing property for the instance.

KD4DU0074E: The Data Collector *property* Property has a wrong value.

Explanation

You might have entered an incorrect or empty value for the indicated property.

Operator response

Ensure that the property is specified with a valid value.

KD4DU0075E: Data Collector property *property* for instance *instance* has wrong value.
Explanation

You might have entered an unacceptable value for the indicated property and instance.

Operator response

Ensure that the data collector property name is valid for the instance.

KD4DU0076I: Server-side Web Services application
Explanation

One of three options during configuring SAP Data Collector: Configure Web Service application on the server side.

KD4DU0077I: Client side stand-alone Web Services application
Explanation

One of three options during configuring SAP DataCollector: configure Web Service application on the client side.

KD4DU0078I: All server-side Web Services applications installed in SAP server
Explanation

One of three options during configuring SAP DataCollector: configure all Web Service applications on the server side.

KD4DU0079I: A deployable client application.
Explanation

Option during SAP configuration (not used in DCConfig tool).

KD4DU0080I: Choose the type of application to configure:
Explanation

You can choose to configure three types of application: a stand-alone Web Service application on the client side, an application on the server side, or all applications installed on the server.

KD4DU0081I: Location of the Web services application to be monitored:
Explanation

Specifies the directory path of the Web services application to be monitored.

KD4DU0082I: SAP system ID:
Explanation

Specifies the SAP system ID.

KD4DU0083I: SAP home directory:
Explanation

Specifies the SAP home directory. This is typically /usr/sap or C:\sap, but it could reside on any drive.

KD4DU0084E: The SAP system ID must be specified.
Explanation

The SAP system ID must be entered to proceed with the configuration.

Operator response

Verify that the SAP system ID is entered.

KD4DU0085I: Modify the classpath used to launch the stand-alone application to include the kd4dcagent.jar file, which is provided in the /KD4/lib directory. Then run the application.

KD4DU0088I: WebSphere Process Server or WebSphere Enterprise Service Bus Home Directory
Explanation

Specifies the directory location where IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus is installed

KD4DU0089I: WebSphere Process Server or WebSphere Enterprise Service Bus Home Profile Directory
Explanation

Specifies the directory location of the IBM WebSphere Process Server or IBM WebSphere Enterprise Service Bus profile

KD4DU0090I: Configure with node and server name
Explanation

You can choose configuration with node and server name or with cluster name.

KD4DU0091I: Configure with cluster name
Explanation

You can choose configuration with node and server name or with cluster name

KD4DU0097I: *Entity* **was** *operation* **successfully.**

Explanation

Information label after successful configuration.

KD4DU0098I: Select which type of configuration you want to perform

Explanation

You can choose configuration with node and server name or with cluster name in console mode.

KD4DU0107I: Restart the *application_server* application server (refer to your *documentation* documentation for the specific procedure). The data collector becomes active after the application server is restarted.

Explanation

After successful configuration, restart the application server to enable the Data Collectors.

KD4DU0108I: To enable or disable the WebSphere CE Data Collector, refer to the procedures in the product documentation.

Explanation

Information for user, where to find WASCE configuration hints.

KD4DU0109E: The *data_collector* data collector cannot have multiple instances.

Explanation

The data collector can have only one instance.

Operator response

Verify that in silent file the data collector has only one instance.

KD4DU0110I: SAP NetWeaver - server-side Web Services application

Explanation

SAP NetWeaver - label in header of GUI panel which asks user for parameters.

KD4DU0111I: SAP NetWeaver - Client side stand-alone Web Services application

Explanation

SAP NetWeaver - label in header of GUI panel which asks user for parameters.

KD4DU0112I: SAP NetWeaver - All server-side Web Services applications installed in SAP server
Explanation

SAP NetWeaver - label in header of GUI panel which asks user for parameters.

KD4DU0113E: Silent response file not found.
Explanation

User is using silent mode, but no silent file was found.

Operator response

Verify that the specified silent file is a valid file and is not read-protected.

KD4DU0114E: Unknown Data Collector name: *name*
Explanation

User is using silent mode, but is trying to configure an unsupported or unknown Data Collector, for example, DB2

Operator response

Examine the contents of the silent file and remove any unsupported Data Collector.

KD4DU0115I: Configure Data Power® Instance
Explanation

One of two options during configuring DataPower: configure DataPower instance.

KD4DU0116I: Register or unregister DataPower as service or daemon.
Explanation

One of two options during configuring DataPower: register DataPower as a service (on supported Windows operating systems) or as daemon (non-Windows operating systems).

KD4DU0117I: DataPower Service
Explanation

Data Collector label on list of Data Collectors available for configuration

KD4DU0118I: Register DataPower as service or daemon.
Explanation

One of two options during registration of DataPower: register DataPower as a service (on supported Windows operating systems) or as daemon (other non-Windows operating systems).

KD4DU0119I: Unregister DataPower
Explanation

One of two options during registration of DataPower: unregister DataPower.

KD4DU0120I: Restart the *application_server* application server (refer to your *documenation* documentation for the specific procedure). The data collector is disabled after the application server is restarted.
Explanation

After successful configuration, restart the application server to disable the Data Collectors.

KD4DU0121I: You should stop the DataPower Data Collector before registering it in the system (refer to your product documentation for the specific procedure). This operation might fail while the data collector is running.
Explanation

This message is displayed before registering starts. Stop the DataPower data collector. If you do not, the registration operation might fail.

KD4DU0122W: You should stop the DataPower Data Collector before unregistering it from the system (refer to your product documentation for the specific procedure). The operation might fail while the data collector is running.
Explanation

This message is displayed before unregistering starts. Stop the DataPower data collector, otherwise the unregister operation might fail.

KD4DU0124I: Please wait while configuring the SAP Data Collector. This process can take from several minutes up to one hour.
Explanation

The SAP Data Collector needs a long time to complete its configuration, so inform the user.

KD4DU0125I: For more details, refer to the log file: *file*
Explanation

When an error occurs, the user is presented with the path to the log file, where more information can be found.

KD4DU0126W: You should stop the JBoss Application Server before disabling the Data Collector. The disable operation might fail while the application server is running.
Explanation

This message is displayed after parameters for JBoss Data Collector were gathered, but before the actual disable operation occurs. Stop the JBoss application server. If not stopped, the disable operation might fail because of locked JAR files.

Operator response

JBoss tends to lock JAR files when the application server is up and running. Stop JBoss application server before attempting to disable the data collector to be sure no files are locked.

KD4DU0127I: Select which type of configuration to perform:
Explanation

You can choose to configure a DataPower instance or to register or unregister DataPower as service or daemon.

KD4DU0136E: The DataPower Display Group name cannot contain space characters.
Explanation

The user entered a Display Group name that includes blank space characters, or other characters, such as a tab, which is not supported.

Operator response

Remove blank spaces from the Display Group name.

KD4EV0001E: An error occurred while sending a request to the SOA Domain Management Server.
Explanation

A request from the Tivoli Enterprise Portal could not be processed because the request could not be sent to the SOA Domain Management Server.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4EV0002E: A response returned by the SOA Domain Management Server is not valid.

Explanation

A request from the Tivoli Enterprise Portal could not be processed because the response returned by the SOA Domain Management Server is not valid.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4EV0003E: An internal error occurred while processing a request from the Tivoli Enterprise Portal.

Explanation

See message text.

Operator response

If the problem persists, perform the following steps:
- Enable SOA Domain Management Server tracing.
- Recreate the error situation.
- Contact IBM Software Support and provide the SOA Domain Management Server log files.

Refer to the Problem Determination and Log Files sections in the IBM Tivoli Composite Application Manager for SOA documentation for details on how to enable tracing and where to find the log files.

KD4EX0000I: An example message to set a precedent, optionally including one or more *variables* or *labels*.

Explanation

additional information about the cause of the message and the action the program has taken or will take.

System action

describes what the system has done or will do in response to the situation that caused the message.

Operator response

describes the corrective actions for the operator to take.

Administrator Response

describes the corrective actions for the administrator to take.

Programmer response

describes the corrective actions for the programmer to take.

KD4EX0000I: An example message to set a precedent, optionally including one or more *variables* or *labels*.
Explanation

additional information about the cause of the message and the action the program has taken or will take.

System action

describes what the system has done or will do in response to the situation that caused the message.

Operator response

describes the corrective actions for the operator to take.

Administrator Response

describes the corrective actions for the administrator to take.

Programmer response

describes the corrective actions for the programmer to take.

KD4EX0000I: An example message to set a precedent, optionally including one or more *variables* or *labels*.
Explanation

additional information about the cause of the message and the action the program has taken or will take.

System action

describes what the system has done or will do in response to the situation that caused the message.

Operator response

describes the corrective actions for the operator to take.

Administrator Response

describes the corrective actions for the administrator to take.

Programmer response

describes the corrective actions for the programmer to take.

KD4IN0001E: The selected directory exists. The directory is not a valid IBM Tivoli Composite Application Manager for SOA Tools installation directory. Check the destination directory.

Explanation

The user selected an existing directory that does not already have the IBM Tivoli Composite Application Manager for SOA Tools installed, assuming that the user wanted to install again over an existing installation.

Operator response

Return to the installation destination panel and change the installation location.

KD4IN0005I: Select the base directory where Eclipse is installed.

Explanation

This message is part of the instructions displayed to the user during the installation of IBM Web Services Navigator.

KD4IN0006E: The selected Eclipse base directory is not a valid Eclipse directory.

Explanation

The user selected a directory which is not a valid Eclipse base directory.

Operator response

Return to the previous window and select the correct Eclipse base directory.

KD4IN0007E: The version of Eclipse installed in the specified directory is not valid. The minimum required version of Eclipse is 3.0.1.

Explanation

The Eclipse version in the specified directory is at an unsupported level.

Important: For the supported versions of Eclipse see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Cancel this installation and do one of the following:
- Install the minimum supported version of Eclipse, then perform this installation again.

- Install IBM Web Services Navigator with the version of Eclipse that is provided with the product.

KD4IN0008W: The Eclipse Modeling Framework (EMF) feature org.eclipse.emf version 2.0.1 or later is required for this product to work, but this feature is not present in the Eclipse installation directory. Install EMF features and plugins after completing this installation.

Explanation

The Eclipse Modeling Framework (EMF) is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The EMF plugin can be obtained from the www.eclipse.org website or the same source where the Eclipse product was obtained.

Important: For the supported versions of EMF, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After completing the installation of IBM Web Services Navigator, install the required EMF feature before working with the product.

KD4IN0009W: The Java Development Toolkit (JDT) feature org.eclipse.jdt version 3.0.1.1 or later is required for this product to work, but is not present in the Eclipse directory. Install JDT features and plugins after completing this installation.

Explanation

For the import wizard to work, this JDT feature is required. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The JDT plugin can be obtained from the www.eclipse.org website or the same source where the Eclipse base installation was obtained.

Important: For the supported versions of JDT, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the required JDT feature before working with the product.

KD4IN0010W: The Visual Editor (VE) feature org.eclipse.ve version 1.1.0.1 is required for this product to work, but is not present in the Eclipse directory. Install the VE features and plugins after completing this installation.

Explanation

For the import wizard to work, the VE feature is required. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The VE plugin can be obtained from the www.eclipse.org website or the same source where the base Eclipse product was obtained.

Important: For the supported versions of VE, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After completing the installation, install the VE.

KD4IN0011W: The XML Schema Infoset Model (XSD) feature org.eclipse.xsd version 2.0.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install XSD features and plugins after completing this installation.

Explanation

For the import wizard to work in Eclipse 3.0.x, the XSD feature is required. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The XSD plugin can be obtained from the www.eclipse.org website or the same source where the base Eclipse installation was obtained.

Important: For the supported versions of XSD, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the XSD.

KD4IN0013E: The selected WebSphere Integration Developer integrated test environment directory is not a valid runtime directory.

Explanation

The user selected a directory which is not a valid WebSphere Integration Developer integrated test environment directory.

Operator response

Return to the previous window and select the correct WebSphere Integration
Developer integrated test environment directory.

KD4IN0014W: The Graphical Editing Framework (GEF) feature org.eclipse.gef version 3.1.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install GEF features and plugins after completing this installation.

Explanation

For the import wizard to work, the GEF feature is required. This feature is not
installed in the Eclipse environment. This plugin can be installed after IBM Web
Services Navigator is installed. The GEF plugin can be obtained from the
www.eclipse.org website or the same source where the base Eclipse installation
was obtained.

Important: For the supported versions of GEF, see the *Software and Hardware
requirements* section of the *IBM Tivoli Composite Application Manager for SOA
Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the GEF
feature.

KD4IN0015W: The Java EMF Model (JEM) feature org.eclipse.jem version 1.1.0.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install JEM features and plugins after completing this installation.

Explanation

For the import wizard to work, the JEM feature is required. This feature is not
installed in the Eclipse environment. This plugin can be installed after IBM Web
Services Navigator is installed. The JEM plugin can be obtained from the
www.eclipse.org website or the same source where the base Eclipse installation
was obtained.

Important: For the supported versions of JEM, see the *Software and Hardware
requirements* section of the *IBM Tivoli Composite Application Manager for SOA
Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the JEM
feature.

KD4IN0016W: The Web Tools Platform (WTP) feature org.eclipse.wst version 0.7.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install WTP features and plugins after completing this installation.

Explanation

For the import wizard to work, the WTP feature is required. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The WTP plugin can be obtained from the www.eclipse.org website or the same source where the base Eclipse installation was obtained.

Important: For the supported versions of WTP, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the WTP feature.

KD4IN0017W: The XML Schema Infoset Model (XSD) feature org.eclipse.xsd version 2.1.1 or later is required for this product to work. This feature is not present in the Eclipse directory. Install XSD features and plugins after completing this installation.

Explanation

For the import wizard to work in Eclipse 3.1.x, the XSD feature is required. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The XSD plugin can be obtained from the www.eclipse.org website or the same source where the base Eclipse installation was obtained.

Important: For the supported versions of XSD, see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After the installation is completed, install the XSD.

KD4IN0018W: The Eclipse Modeling Framework (EMF) feature org.eclipse.emf version 2.1.2 or later is required for this product to work, but this feature is not present in the Eclipse installation directory. Install EMF features and plugins after completing this installation.

Explanation

For the IBM Web Services Navigator plugins to work in Eclipse 3.1.x, the Eclipse Modeling Framework must be installed. This feature is not installed in the Eclipse environment. This plugin can be installed after IBM Web Services Navigator is installed. The EMF plugin can be obtained from the www.eclipse.org website or the same source where the Eclipse product was obtained.

Important: For the supported versions of Eclipse see the *Software and Hardware requirements* section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

Operator response

Continue with the installation. After completing the installation of IBM Web Services Navigator, install the required EMF feature before working with the product.

KD4IN0023I: Specify the base directory where the WebSphere Integration Developer integrated test environment is installed.

Explanation

This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

KD4IN0025I: Select the first option to install IBM Web Services Navigator and the Eclipse 3.2.2 environment included with this installation.

Explanation

This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

KD4IN0032I: IBM Web Services Navigator and the Eclipse environment

Explanation

This message is part of the instructions displayed to the user during the installation of the IBM Tivoli Composite Application Manager for SOA Tools.

KD4IN0036E: No features were selected to uninstall.

Explanation

The user did not select any features from the previous panel to uninstall.

Operator response

Return to the previous panel and select at least one feature to uninstall.

KD4IN0037E: The IBM Tivoli Composite Application Manager for SOA Tools are already installed on this machine and must be uninstalled before they can be installed again.
Explanation

A previous installation of the IBM Tivoli Composite Application Manager for SOA Tools is detected on the machine.

Operator response

The user must uninstall the IBM Tivoli Composite Application Manager for SOA Tools and run the installer again.

KD4IN0038I: Select the base directory where WebSphere Integration Developer is installed.
Explanation

This message is part of the instructions displayed to the user during the installation of IBM Tivoli Composite Application Manager for SOA Tools.

KD4IN0040E: The selected directory is not a valid WebSphere Integration Developer directory.
Explanation

The user selected a directory which is not a valid WebSphere Integration Developer base directory.

Operator response

Return to the previous window and select the correct WebSphere Integration Developer base directory.

KD4LN0001E: The DataPower WebGUI could not be launched. The selected entry in the Services Inventory Attributes table does not represent a DataPower appliance.
Explanation

Only Services Inventory entries for DataPower appliances can be used to launch DataPower WebGUI sessions.

Operator response

Select a Services Inventory Attributes table entry for a DataPower appliance to perform this launch action. DataPower appliances are identified by a value of DataPower in the Application Server Environment column of the Services Inventory Attributes table.

KD4LN0002E: The DataPower WebGUI could not be launched. The selected entry in the Services Inventory Attributes table has no value for the Application Server Node Name and contains data for more than one DataPower appliance.

Explanation

Entries in the Services Inventory table can represent data from more than one DataPower appliance. These entries have no value for the Application Server Node Name column and cannot be used to launch DataPower WebGUI sessions.

Operator response

Select a Services Inventory Attributes table entry that has an Application Server Node Name column with the host name or IP address of the preferred DataPower appliance. Use this entry to perform the launch action.

KD4LN0003E: The DataPower WebGUI could not be launched. The selected entry in the SNMP Attributes table does not represent a DataPower appliance.

Explanation

Only SNMP table entries for DataPower appliances can be used to launchDataPower WebGUI sessions.

Operator response

Select an SNMP table entry for a DataPower appliance.

KD4MC0201E: The Mediation Configuration Component cannot be started. Error message: *stack_trace_data*.

Explanation

An error occurred during the initialization of the Mediation Configuration Component. It could not be started successfully.

Operator response

Try the following steps to recover from this error:
- Restart Mediation Configuration Component.
- Redeploy Mediation Configuration Component though KD4configMediationDeploy.bat
- Examine the business logic of the application and correct any problems, if possible.
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

KD4MC0202W: An attempt to access the properties file for the Mediation Configuration Component failed. Error message: *stack_trace_data*.

Explanation

An error occurred while attempting to access the KD4/config/KD4.*.mc.properties file. This does not affect the operation of the Mediation Configuration Component. It continues to operate unchanged.

Operator response

Try the following steps to recover from this error:
- Examine the exception code and trace data for details of the warning. If possible, resolve any problems that caused the warning to occur.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred.
- If the conditions that caused the warning continue to be a problem, contact IBM Software Support for assistance.

KD4MC0203E: The configuration of the Mediation Configuration Component failed. Error message: *stack_trace_data*.

Explanation

Due to an internal error in WebSphere Process Server, the configuration of the Mediation Configuration Component was not completed successfully.

Operator response

Try the following steps to recover from this error:
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4MC0205E: Incorrect request: *inputPropertyString*.

Explanation

A Take Action command was issued but was not successful. There might be a problem with one or more arguments specified in the command syntax.

Operator response

Try the following steps to recover from this error:
- Check the syntax and arguments specified in the Take Action command and correct any problems, if found. See the Installation and User's Guide, and the online help information for details on Take Action commands.
- Try the Take Action again.

- If the error continues to occur, contact IBM Software Support.

KD4MC0206E: The initialization of the Mediation Configuration Component failed.
Explanation

The attempt to initialize the Mediation Configuration Component was not successful. There might be a problem with the server.

Operator response

Try the following steps to recover from this error:
- Check the status of the server and fix any problems, if found.
- Examine the exception code and trace data, if it exists, for details of the error.
- Try to determine the problem from the exception code and trace data, and correct and problems, if possible.
- Try to initialize the Mediation Configuration Component again.
- If the error continues to occur, contact IBM Software Support.

KD4MC0207E: Illegal request. The take action command is not directed to this computer.
Explanation

This error occurs when you issue a Take Action command intended for the local computer, but the destination system that was specified in the command is a different computer. The Mediation Configuration Component or its client rejects all requests that are not made from the local computer.

Operator response
- Validate the intended destination computer and issue the Take Action command again.
- If the error continues to occur, contact IBM Software Support.

KD4MC0208E: Found *number* Transport Channel Service. There should be one and only one Transport Channel Service.
Explanation

An internal problem in the WebSphere Process Server occurred, possibly with the JMX service. Either no Transport Channel Service was found, or more than one was found. There can be only one Transport Channel Service.

Operator response

Try the following steps to recover from this error:
- Check the status of the WebSphere Process Server.
- Examine the exception code and trace data, if it exists, for details of the error, and correct any problems found, if possible.
- Retry the task in progress when the error occurred.
- If the error continues to occur, contact IBM Software Support.

KD4MC0209E: The Take Action command to the Mediation Configuration Component client failed. The return code is: *stack_trace_data*.

Explanation

The command transferred from the Take Action command did not complete successfully. The non-zero return code indicates the type of failure.

Operator response

- Get the return code from the Tivoli Enterprise Portal to determine the reason for the error.
- Examine the exception code and trace data, if it exists, for details of the error.
- Try to correct any problems found, if possible.
- Retry the Take Action command.
- If the error continues to occur, contact IBM Software Support.

KD4SU0001I: Select one or more options:

Explanation

Radio button group caption. Click one or more of the available radio buttons to select your preferred operations to perform.

KD4SU0002I: A previous configuration of SOA Domain Management Server v*version* and the optional Tivoli Common Object Repository v*version* has not been detected in this TEPS environment.

Explanation

This message is displayed when the SDMS configuration utility has not detected that the SDMS and the optional TCORE components have previously been configured. The parameters are the version numbers, such as 7.1.

This message is typically displayed the first time that the SDMS and optional TCORE components are configured in this Tivoli Enterprise Portal Server (TEPS) environment.

After configuring SDMS and the optional TCORE components with the SDMS configuration utility, you must reconfigure and then restart the TEPS for this SDMS and TCORE configuration to be detected the next time that the SDMS configuration utility is run.

KD4SU0003I: Configure SOA Domain Management Server v *version*

Explanation

This option is the radio button option to configure the SDMS component. The parameter is the version number.

KD4SU0004I: Configure SOA Domain Management Server v*version* and Tivoli Common Object Repository v*version*.
Explanation

This option is the radio button option to configure both SDMS and TCORE components. The parameters are the version numbers.

KD4SU0005I: Configure Tivoli Common Object Repository v*version*
Explanation

This option is the radio button option to configure the optional TCORE component. The parameter is the version number.

KD4SU0006I: Upgrade Tivoli Common Object Repository from version *version* to version *version*
Explanation

This option is the radio button option to upgrade an existing configuration of the TCORE component to the latest version. The parameters are the version numbers.

KD4SU0007I: Tivoli Common Object Repository v*version* is configured in this Tivoli Enterprise Portal Server environment. This version will be upgraded to Tivoli Common Object Repository v*version*, and the SOA Domain Management Server v*version* will also be configured.
Explanation

This message is displayed when a previous version of TCORE (typically v6.1.0) has been detected in this TEPS environment. In this case the latest version of SDMS is deployed, and the TCORE component is upgraded to the latest version. The parameters are the version numbers.

KD4SU0008I: SOA Domain Management Server v*version* and Tivoli Common Object Repository v*version* are configured in this Tivoli Enterprise Portal Server environment.
Explanation

This message is displayed when the specified versions of both SDMS and TCORE components are already configured in this TEPS environment. The parameters are the version numbers.

KD4SU0009I: SOA Domain Management Server v*version* is configured in this Tivoli Enterprise Portal Server environment.
Explanation

This message is displayed when a version of the SDMS component has already been configured without the optional TCORE component in this TEPS environment. The parameter is the version number.

KD4SU0010I: Update SOA Domain Management Server
Explanation

This option is the radio button option that is displayed when the SDMS component is configured in this TEPS environment, and an update for this component is available. If an update is not available, this option is not displayed in the selection list.

KD4SU0011I: Update Tivoli Common Object Repository
Explanation

This option is the radio button option that is displayed when the TCORE component is configured in this TEPS environment, and an update for this component is available. If an update is not available, this option is not displayed in the selection list.

KD4SU0012I: Update Tivoli Common Object Repository and SOA Domain Management Server
Explanation

This radio button option is displayed when both the SDMS and TCORE components are configured in this TEPS environment, and updates for these components are available. Select this option to update these components. If updates are not available, this option is not displayed in the selection list.

KD4SU0013I: Update SOA Domain Management Server Authentication
Explanation

This radio button option is displayed when the SDMS component is configured for this TEPS environment. Select this option to change authentication credentials, including changing the password to access the SDMS database, the user name to access the TEPS, and the associated TEPS password.

KD4SU0014I: Update Tivoli Common Object Repository Authentication
Explanation

This radio button option is displayed when the TCORE component is configured for this TEPS environment. Select this option to change authentication credentials, which includes changing the password to access the TCORE database.

KD4SU0015I: Database Type:
Explanation

A label for database type selection.

KD4SU0016I: IBM DB2
Explanation

This is one of the supported database server types that you can select during SDMS configuration.

KD4SU0017I: Microsoft SQL
Explanation

This is one of the supported database server types that you can select during SDMS configuration.

KD4SU0018I: SOA Domain Management Server database name:
Explanation

This name is the label of the input field for the preferred name of the SDMS database to be created and configured in this TEPS environment.

KD4SU0019I: Database administrator user name:
Explanation

This name is the label of the input field for the preferred name of the user that is being authorized to access the SDMS database or the TCORE database that is created and configured in this TEPS environment.

KD4SU0020I: Database administrator user password:
Explanation

This name is the label of the input field for the preferred password to be associated with the user name that is being authorized to access the SDMS database or the TCORE database that is created and configured in this TEPS environment.

KD4SU0021I: Tivoli Enterprise Portal Server User Name:
Explanation

This name is the label of the input field for the preferred name of the user that is being authorized to access the TEPS environment.

KD4SU0022I: Tivoli Enterprise Portal Server User Password:
Explanation

This name is the label of the input field for the preferred password to be associated with the user that is being authorized to access the TEPS environment.

KD4SU0023I: Path to JDBC Driver (if the driver consists of several JAR files, separate the file names with a semicolon):
Explanation

This name is the label of the input field for the directory path and JAR file name of the JDBC driver needed to connect to the database server. If you need to specify

more than one directory path and JAR file, separate each file with a semicolon character.

KD4SU0024I: Database Port Number:
Explanation

This name is the label of the input field for the TCP/IP port number that is being used by the database server.

KD4SU0025I: Database Hostname:
Explanation

This name is the label of the input field for the hostname of the computer system where the database server is located.

KD4SU0026I: Enter new Tivoli Common Object Repository database password:
Explanation

This name is the label of the input field for the new TCORE database password.

KD4SU0027I: Enter new SOA Domain Management Server database password:
Explanation

This name is the label of the input field for the new SDMS database password.

KD4SU0028I: Enter new Tivoli Enterprise Portal Server user name:
Explanation

This name is the label of the input field for the new TEPS user name when updating TEPS connection credentials.

KD4SU0029I: Enter new Tivoli Enterprise Portal Server password:
Explanation

This name is the label of the input field for the new TEPS password when updating TEPS connection credentials.

KD4SU0032I: Welcome to the SOA Domain Management Server Configuration Utility
Explanation

This message is the first part of the welcome message that is displayed when the user runs the SDMS Configuration Utility to configure the SOA Domain Management Server and the Tivoli Common Object Repository in the TEPS environment.

KD4SU0033I: The SOA Domain Management Server Configuration Utility will help you to configure the SOA Domain Management Server and the Tivoli Common Object Repository on your computer. To continue, click Next, or click Cancel to close this utility.

Explanation

This message is the second part of the welcome message that is displayed when the user runs the SDMS Configuration Utility to configure the SOA Domain Management Server and the Tivoli Common Object Repository in the TEPS environment.

KD4SU0034I: Yes.

Explanation

ISMP returns to the main page of the SDMS configuration utility.

KD4SU0035I: No, exit the SDMS Configuration Utility.

Explanation

ISMP exits the SDMS Configuration Utility.

KD4SU0036I: Return to the main page of the SDMS Configuration utility?

Explanation

Ask if the user wants to continue the configuration of the SDMS and TCORE components for this TEPS environment.

KD4SU0037I: The configuration of SOA Domain Management Server v *version* completed successfully.

Explanation

This message is displayed to indicate that the configuration of the SDMS component completed successfully. The parameter specified is the version number.

KD4SU0038I: The configuration of Tivoli Common Object Repository v *version* completed successfully.

Explanation

This message is displayed to indicate that the configuration of the TCORE component completed successfully. The parameter specified is the version number.

KD4SU0039I: The upgrade to version *version* **completed successfully. You must reconfigure and restart the Tivoli Enterprise Portal Server to complete the upgrade of the SOA Domain Management Server and Tivoli Common Object Repository, if configured. The upgrade to version** *version* **is applied when the Tivoli Enterprise Portal Server is reconfigured and restarted.**

Explanation

This message is displayed to indicate that the upgrade of the TCORE component completed successfully. The parameter specified is the version number.

KD4SU0040I: The update of SOA Domain Management Server authentication completed successfully.

Explanation

This message is displayed to indicate that the update of the authentication credentials for the SDMS component completed successfully.

KD4SU0041I: The update of SOA Domain Management Server completed successfully.

Explanation

This message is displayed to indicate that the update of the SDMS component completed successfully.

KD4SU0042I: The update of Tivoli Common Object Repository authentication completed successfully.

Explanation

This message is displayed to indicate that the update of the authentication credentials for the TCORE component completed successfully.

KD4SU0043I: The update of Tivoli Common Object Repository completed successfully.

Explanation

This message is displayed to indicate that the update of the TCORE component completed successfully.

KD4SU0044E: The configuration of SOA Domain Management Server vversion** failed with error code:** *error_code*

Explanation

The configuration of the SOA Domain Management Server component did not complete successfully. The resulting error code is reported.

Operator response

See the descriptive information displayed below this message for information about this error and take corrective action as needed.

KD4SU0045E: The configuration of Tivoli Common Object Repository v*version* failed with error code: *error_code*

Explanation

The configuration of the Tivoli Common Object Repository component did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0046E: The upgrade of Tivoli Common Object Repository to version v*version* failed with error code: *error_code*

Explanation

The upgrade of Tivoli Common Object Repository to the current version did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0047E: The update of SOA Domain Management Server authentication failed with error code: *error_code*

Explanation

The update of the authentication credentials for SOA Domain Management Server did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0048E: The update of SOA Domain Management Server failed with error code: *error_code*

Explanation

The update of SOA Domain Management Server did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0049E: The update of Tivoli Common Object Repository authentication failed with error code: *error_code*
Explanation

The update of the authentication credentials for Tivoli Common Object Repository did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0050E: The update of Tivoli Common Object Repository failed with error code: *error_code*
Explanation

The update of Tivoli Common Object Repository did not complete successfully. The resulting error code is reported.

Operator response

See the description which contains information about this error and take corrective action as needed.

KD4SU0051I: Tivoli Common Object Repository v*version* will be upgraded to Tivoli Common Object Repository v*version*. To continue, click Next.
Explanation

A previous version of Tivoli Common Object Repository is installed, and is being upgraded to the current version.

KD4SU0052I: SOA Domain Management Server will be updated. To continue, click Next.
Explanation

This message is a confirmation that is displayed before updating the configuration of the SOA Domain Management Server.

KD4SU0053I: Tivoli Common Object Repository will be updated. To continue, click Next.
Explanation

This message is a confirmation that is displayed before updating the configuration of the Tivoli Common Object Repository.

KD4SU0054I: Configuring SOA Domain Management Server and Tivoli Common Object Repository. Wait for completion...

Explanation

Configuring SOA Domain Management Server and Tivoli Common Object Repository can take 5-15 minutes to complete. Wait for the configuration process to complete.

KD4SU0055I: Enter the following parameters for configuring the SOA Domain Management Server:

Explanation

This text is displayed on the wizard page where you specify SDMS configuration parameters.

KD4SU0056I: Enter the following parameters for configuring the Tivoli Common Object Repository:

Explanation

This text is displayed on the wizard page where you specify TCORE configuration parameters.

KD4SU0057I: Change SOA Domain Management Server database password

Explanation

This message is the text for a check box that you select to change the password to access the SDMS database.

KD4SU0058I: Change Tivoli Enterprise Portal Server user name

Explanation

This message is the text for a check box that you select to change the TEPS user name.

KD4SU0059I: Change Tivoli Enterprise Portal Server password

Explanation

This message is the text for a check box that you select to change the password to access the TEPS.

KD4SU0060I: Entering task: *task*

Explanation

The SDMS configuration utility is starting the specified task, for example, configuring the SOA Domain Management Server. This message displayed while running the configuration utility in silent mode.

KD4SU0061I: The configuration completed successfully.
Explanation

The configuration task being performed by the configuration utility completed successfully. This message is displayed when the configuration utility is running in silent mode.

KD4SU0062E: The configuration task failed with error code: *error_code*
Explanation

The operation being performed by the SDMS configuration utility did not complete successfully. The resulting error code is returned. This message is displayed when the configuration utility is running in silent mode.

Operator response

See the descriptive information displayed below this message for information about this error and take corrective action as needed.

KD4SU0063E: The configuration task failed with an unknown error code.
Explanation

The task being performed by the SDMS configuration utility did not complete successfully. However, the utility cannot determine the reason why the task failed.

Operator response

Run the SDMS configuration utility again in debug mode (use the -debug option) to gather more information.

KD4SU0064E: A temporary file needed for configuration could not be created.
Explanation

The SDMS configuration utility cannot create a temporary file that is needed for the configuration operation. This error might occur if there is a problem getting write access to the temporary directory, or if there is insufficient free space available on the local hard drive.

Operator response

Verify that you have write access to the temporary directory, and ensure that there is free space available on the local hard drive. If the problem persists, run the configuration utility again in debug mode (use the -debug option) to obtain more information about the problem, examine the resulting log file, and take corrective action as needed.

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

Explanation

The kd4ewas.properties file is stored in the IBM Tivoli Monitoring (ITM) installation directory. It is possible that you might not have write authority to the ITM installation directory.

Operator response

Verify that you have write authority to write to the ITM installation directory. If this is not the problem, run the SDMS Configuration Utility in debug mode (use the -debug option) to obtain more information about the problem, examine the resulting log file, and take corrective action as needed.

KD4SU0066I: Enter the directory path(s) to the JDBC driver for the SOA Domain Management Server database.

Explanation

The SDMS configuration utility must have access to the JDBC JAR files to continue with configuration of the SOA Domain Management Server.

KD4SU0067I: Add JDBC driver files.

Explanation

This message is the text for the button that you click to add one or more JDBC driver files to the list of files.

KD4SU0068I: Remove JDBC driver files.

Explanation

This message is the text for the button that you click to remove one or more JDBC driver files from the list of files.

KD4SU0069I: JAR and ZIP files (*.jar; *.zip)

Explanation

This message is the text for the Filter option in the File Chooser dialog to select the JDBC driver file.

KD4SU0070I: All files

Explanation

This message is the text for the Filter option in the File Chooser dialog to select the JDBC driver file.

KD4SU0071I: For more details, refer to this log file: *file*

Explanation

When an error occurs, this message provides you with the directory path to the log file, where you can find more information about the error and take corrective action.

KD4SU0072I: The SOA Domain Management Server setup is in progress. Wait for completion.

Explanation

This message is displayed while the SOA Domain Management Server setup is in progress.

KD4SU0073I: The Tivoli Common Object Repository setup is in progress. Wait for completion.

Explanation

This message is displayed while the Tivoli Common Object Repository setup is in progress.

KD4SU0074I: Tivoli Common Object Repository database name:

Explanation

This message is the label of the input field for the preferred name of the TCORE database to be created and configured in this TEPS environment.

KD4SU0075E: The JDBC driver file was not found: *file*

Explanation

This message is displayed when you enter a JDBC driver path in console mode but the configuration utility cannot locate the file in the specified path.

Operator response

Verify that the file exists in the specified directory path, and if more than one directory path is specified, that they are separated in the list with semicolon characters, regardless of the operating system.

KD4SU0076I: Validate the Tivoli Enterprise Portal Server password

Explanation

This message is the task name for the validation of the TEPS credentials. This message is displayed while the SDMS configuration utility is running in silent mode.

KD4SU0077I: Validating Tivoli Enterprise Portal Server credentials. Wait for completion.

Explanation

This message is displayed while connecting to the TEPS to validate the authentication credentials.

KD4SU0078E: No user name or password was selected for updating SOA Domain Management Server authentication.
Explanation

This message is displayed when the configuration utility is running in silent mode. The properties file contains the property (update_sdms_auth=yes) instructing the SDMS configuration utility to update the authentication credentials for SOA Domain Management Server, but there is no accompanying property specified that indicates which credential to update: the SDMS password (sdms_db_password=xxxx), the TEPS user name, (teps_user=xxxx), or the TEPS password (teps_password=xxxx).

Operator response

Examine the properties file that is used to run the SDMS configuration utility in silent mode and verify that it has at least one of the properties available for updating: update the SOA Domain Management Server Database password, the TEPS user name, or the TEPS password.

KD4SU0079I: Updating SOA Domain Management Server authentication credentials. Wait for completion.
Explanation

This message is displayed while updating the authentication credentials for the SOA Domain Management Server.

KD4SU0080I: Updating Tivoli Common Object Repository authentication credentials. Wait for completion.
Explanation

This message is displayed while updating the authentication credentials for the Tivoli Common Object Repository.

KD4SU0081I: Updating the SOA Domain Management Server. Wait for completion.
Explanation

This message is displayed while updating the SOA Domain Management Server.

KD4SU0082I: Updating the Tivoli Common Object Repository. Wait for completion.
Explanation

This message is displayed while updating the Tivoli Common Object Repository.

KD4SU0083I: Upgrading the Tivoli Common Object Repository to version *version*. Wait for completion.
Explanation

This message is displayed while upgrading the Tivoli Common Object Repository.

KD4SU0084I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server. The SDMS Configuration utility detects the configuration of SOA Domain Management Server *SDMS* only after the TEPS is reconfigured and restarted.

Explanation

This message is displayed when the user selected to configure SOA Domain Management Server only, and the configuration completed successfully. The parameter is the version number.

KD4SU0085I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of Tivoli Common Object Repository {0} only after the TEPS is reconfigured and restarted.

Explanation

This message is displayed when the user selected to configure Tivoli Common Object Repository only, and the configuration completed successfully. The parameter is the version number.

KD4SU0086I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server and Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of SOA Domain Management Server *SDMS* and Tivoli Common Object Repository *TCORE* only after the TEPS is reconfigured and restarted.

Explanation

This message is displayed when the user selected to configure SOA Domain Management Server and Tivoli Common Object Repository, and the configuration completed successfully. The parameters are the version numbers.

KD4SU0087I: Click Next to configure the Tivoli Common Object Repository.

Explanation

This message is displayed when you selected to configure SOA Domain Management Server and Tivoli Common Object Repository. The SOA Domain Management Server configuration has completed successfully, and now the configuration of the Tivoli Common Object Repository is starting.

KD4SU0088I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the configuration of the SOA Domain Management Server. The configuration utility detects the configuration of SOA Domain Management Server *SDMS* only after the TEPS is reconfigured and restarted. Run the configuration utility again later to complete the configuration of the Tivoli Common Object Repository after the cause of the failure is resolved.

Explanation

This message is displayed when the user selected to configure SOA Domain Management Server and Tivoli Common Object Repository. The SOA Domain Management Server was successfully configured but an error occurred while configuring the Tivoli Common Object Repository. At this point you can choose to reconfigure and restart the TEPS so that the configuration of the SDMS is recognized, and you can choose to run the configuration utility again later to complete the configuration of Tivoli Common Object Repository configuration, or you can repeat the configuration of both SOA Domain Management Server and Tivoli Common Object Repository.

KD4SU0089I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the SOA Domain Management Server configuration.

Explanation

This message is displayed when you selected to update the configuration of the SOA Domain Management Server, and the update has completed successfully. You must reconfigure and restart the TEPS to complete the update. At this time, however, the SDMS Configuration utility can already detect that the configuration has been updated, and does not allow you to update a second time.

KD4SU0090I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the Tivoli Common Object Repository configuration.

Explanation

This message is displayed when you selected to update the configuration of the Tivoli Common Object Repository, and the update has completed successfully. You must reconfigure and restart the TEPS to complete the update. At this time, however, the SDMS Configuration utility can already detect that the configuration has been updated, and does not allow you to update a second time.

KD4SU0091I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the update of the SOA Domain Management Server and Tivoli Common Object Repository configuration.

Explanation

This message is displayed when you selected to update the configuration of the SOA Domain Management Server and Tivoli Common Object Repository, and the updates have completed successfully. You must reconfigure and restart the TEPS to complete these updates. At this time, however, the SDMS Configuration utility can already detect that the configurations have been updated, and does not allow you to update a second time.

KD4SU0092I: Restart the Tivoli Enterprise Portal Server to complete the update of the authentication credentials for SOA Domain Management Server. The updated authentication credentials are recognized only after the TEPS is restarted.

Explanation

This message is displayed when you selected to update the authentication credentials for the SOA Domain Management Server, and the update has completed successfully. You must restart the TEPS to complete the update.

KD4SU0093I: Restart the Tivoli Enterprise Portal Server to complete the update of the authentication credentials for Tivoli Common Object Repository. The updated authentication credentials are recognized only after the TEPS is restarted.

Explanation

This message is displayed when you selected to update the authentication credentials for the SOA Domain Management Server, and the update has completed successfully. You must restart the TEPS to complete the update.

KD4SU0094I: Microsoft SQL 2000

Explanation

This is one of the supported database server types that you can select during SDMS configuration.

KD4SU0095I: Microsoft SQL 2005

Explanation

This is one of the supported database server types that you can select during SDMS configuration.

KD4SU0096I: Change Tivoli Enterprise Portal Server user name and password

Explanation

This message is the text for a check box that you select to change the TEPS user name and password.

KD4SU0097I: SOA Domain Management Server and Tivoli Common Object Repository will be updated. To continue, click Next.

Explanation

This message is a confirmation that is displayed before updating the configuration of the SOA Domain Management Server.

KD4SU0098I: Using Microsoft SQL Server requires creating a new database server level login. If the login exists, the configuration utility will not create new one but will validate the specified password and fail if the specified password does not match the existing password.

Explanation

This message is displayed before collecting database parameters when the user selected the Microsoft SQL 2000 or 2005 database type for the SOA Domain Management Server.

KD4SU0099I: Server login name:

Explanation

This message is the label of the input field for the preferred name of the login that is being authorized to access the MS SQL server and SDMS database that is created and configured in this TEPS environment.

KD4SU0100E: The JDBC path is incorrect: *path*

Explanation

This message is displayed when you enter a JDBC driver path in silent mode, but at least one of the files listed does not exist.

Operator response

Verify that the file exists in the specified directory path, and if more than one directory path is specified, that they are separated in the list with semicolon characters, regardless of the operating system.

KD4SU0100I: Server login password:

Explanation

This message is the label of the input field for the preferred password to be associated with the user name that is being authorized to access the MS SQL and SDMS database that is created and configured in this TEPS environment.

KD4SU0101I: Confirm server login password:
Explanation

This message is the label of the input field for confirmation of the preferred password to be associated with the user name that is being authorized to access the MS SQL and SDMS database that is created and configured in this TEPS environment.

KD4SU0102E: Database login password does not match its confirmation field. Please return to the previous configuration panel and make sure the same password was entered twice.
Explanation

This error message is displayed when the user selected Microsoft SQL as the database type for SDMS but login password does not match password entered in the password confirmation input box.

Operator response

Return to the previous panel and enter the same password twice.

KD4SU0103E: Database login password does not match its confirmation field. Please enter passwords again.
Explanation

This error message is displayed when the user selected Microsoft SQL as the database type for SDMS, but the login password does not match the password that was entered as confirmation. This message is displayed in console mode only.

Operator response

Return to the previous step and enter the same password twice.

KD4SU0104I: Specify a Microsoft SQL instance name other than the default.
Explanation

This message is the label accompanying a check box during configuration of the SDMS database using MS SQL Server. When the check box is selected, the user can specify an instance name different than the default.

KD4SU0105I: Microsoft SQL Server full instance name (starting with hostname):
Explanation

This message is the label of the input field for entering MS SQL instance name where the SDMS database is to be created.

KD4SU0106I: SOA Domain Management Server v*version* and Tivoli Common Object Repository v*version* are configured in this Tivoli Enterprise Portal Server environment. Both applications will be upgraded to version *version*.

Explanation

This message is displayed when a previous version of SDMS and TCORE (typically v6.1.0) have been detected in this TEPS environment. In this case both the SDMS and the TCORE components are upgraded to the latest version. The parameters are the version numbers.

KD4SU0107I: Upgrading the SOA Domain Management Server to version *version*. Wait for completion.

Explanation

This message is displayed while upgrading the SOA Domain Management Server.

KD4SU0108I: The upgrade of SOA Domain Management Server v *version* completed successfully.

Explanation

This message is displayed to indicate that the configuration of the SDMS component completed successfully. The parameter specified is the version number.

KD4SU0109E: The upgrade of SOA Domain Management Server v*version* failed with error code: *error_code*

Explanation

The upgrade of the SOA Domain Management Server component did not complete successfully. The resulting error code is reported.

Operator response

See the descriptive information displayed below this message for information about this error and take corrective action as needed.

KD4SU0110I: Upgrade SOA Domain Management Server from version *version* to version *version*

Explanation

This message is the radio button option to upgrade an existing configuration of the SDMS component to the latest version. The parameters are the version numbers.

KD4SU0111E: SOA Domain Management Server supports Microsoft SQL Database only on Microsoft Windows.

Explanation

In the silent response file, the user specified Microsoft SQL Server as the database type for SDMS on a non-Windows operating system. The SOA Domain

Management Server can use Microsoft SQL Server only on supported Windows operating systems.

Operator response

Change the database type to DB2 in the silent response file.

KD4SU0112I: Reconfigure and restart the Tivoli Enterprise Portal Server to complete the upgrade of the SOA Domain Management Server and Tivoli Common Object Repository. The SDMS Configuration utility detects the configuration of SOA Domain Management Server *SDMS* and Tivoli Common Object Repository *TCORE* only after the TEPS is reconfigured and restarted.

Explanation

This message is displayed when the user selected to upgrade SOA Domain Management Server and Tivoli Common Object Repository from the previous release, and the configuration completed successfully. The parameters are the version numbers.

KD4SU0113E: Tivoli Common Object Repository v*version* not found, upgrade operation cannot be performed.

Explanation

Displayed only in silent mode when the user requested to upgrade TCORE to the current version, but previous version was not found.

Operator response

Remove the parameter requesting the Tivoli Common Object Repository upgrade option from the silent response file.

KD4SU0114E: SOA Domain Management Server v *version* is already configured.

Explanation

This message is displayed only in silent mode when the user requested the SDMS to be configured, but the current SDMS version is already configured in the TEPS environment.

Operator response

Remove from silent response file the parameter requesting to configure the SOA Domain Management Server.

KD4SU0115E: Tivoli Common Object Repository v*version* is already configured.

Explanation

This message is displayed only in silent mode when the user requested TCORE to be configured, but the current TCORE version is already configured in the TEPS environment.

Operator response

Remove from the silent response file the parameter requesting to configure the Tivoli Common Object Repository.

KD4SU0116E: Cannot configure Tivoli Common Object Repository v *version* when SOA Domain Management Server v *version* is not already configured nor has SDMS been specified for configuration in the silent response file.

Explanation

This message is displayed only in silent mode when the user requested TCORE to be configured, but SDMS is not already configured and was not specified to be configured in the silent file. The SDMS must be configured first before you can configure the TCORE component.

Operator response

Add SOA Domain Management Server configuration options to the same silent file, before the option requesting to configure Tivoli Common Object Repository.

KD4SU0117E: SOA Domain Management Server v*version* is not configured.

Explanation

Displayed only in silent mode when the user requested an update to SDMS or an update to SDMS authentication, but SDMS is not configured.

Operator response

Include the option in the silent response file to configure SOA Domain Management Server before the option to update SDMS or the option to update SDMS authentication.

KD4SU0118E: No updates for SOA Domain Management Server v *version* available.

Explanation

Displayed only in silent mode when user requested SDMS update but no SDMS update is available.

Operator response

Updates to the SOA Domain Management Server can be applied only when updates are available.

KD4SU0119E: Cannot update only SOA Domain Management Server v*version* when updates for both SOA Domain Management Server v*version* and Tivoli Common Object Repository v*version* are available.
Explanation

Displayed only in silent mode when SDMS and TCORE updates are available, but the user requested only to update SDMS.

Operator response

Include both SOA Domain Management Server and Tivoli Common Object Repository update options in the silent response file.

KD4SU0120E: Tivoli Common Object Repository v*version* is not configured.
Explanation

Displayed only in silent mode when the user requested an update to the TCORE component or an update to TCORE authentication, but TCORE is not already configured.

Operator response

In the silent response file, include the option to configure Tivoli Common Object Repository before the option to update TCORE or to update TCORE authentication.

KD4SU0121E: No updates for Tivoli Common Object Repository v*version* available.
Explanation

Displayed only in silent mode when the user requested an update to the TCORE component but no TCORE update is available.

Operator response

Updates to the Tivoli Common Object Repository can be applied only when updates are available.

KD4SU0122E: Cannot update only Tivoli Common Object Repository v*version* when updates for both SOA Domain Management Server v*version* and Tivoli Common Object Repository v*version* are available.

Explanation

This message is displayed only in silent mode when updates to both SDMS and TCORE are available, but the user only requested an update to TCORE in the silent response file.

Operator response

Include the options to update both SOA Domain Management Server and Tivoli Common Object Repository in the silent response file.

KD4SU0123I: There are no new updates to apply since the previous configuration. Click Next to update authentication if needed, or select Cancel to close this utility.

Explanation

This message is displayed when the user runs the SDMS Configuration Utility, and the current versions of SDMS and TCORE are already configured and no updates to either component are available.

KD4SU0124I: There are no new updates to SOA Domain Management Server to apply since the previous configuration. Click Next to choose from the list of available operations. To close this utility select Cancel.

Explanation

This message is displayed when the user runs the SDMS Configuration Utility, but the current version of SDMS is already configured and no update to SDMS is available. The list of available operations can vary depending on the TEPS environment, and the directory from which the SDMS Configuration Utility is run.

KD4SU0125I: Exit the SDMS Configuration Utility.

Explanation

This is one of the options displayed in the SDMS Configuration Utility. Selecting this option will exit the utility.

KD4SU0126I: Console Mode

Explanation

Panel caption when in console mode.

KD4SU0127E: The upgrade of Tivoli Common Object Repository has completed, but you must reconfigure and restart the Tivoli Enterprise Portal Server for the upgrade to take effect.

Explanation

The user upgraded TCORE from a previous version but did not reconfigure and restart TEPS. This message is displayed when the user runs the SDMS Configuration Utility again before reconfiguring and restarting TEPS.

Operator response

Reconfigure and restart Tivoli Enterprise Portal Server before running the SDMS Configuration Utility again.

KD4SU0128E: The version of Tivoli Enterprise Portal Server is not supported. Upgrade your Tivoli Enterprise Portal Server to version *version* Fix Pack *fix_pack* or later to proceed with the configuration.

Explanation

The user installed ITCAM for SOA, but the TEPS component is not at a supported level.

Operator response

Upgrade Tivoli Enterprise Portal Server to a supported version specified in the product documentation.

KD4SU0128I: Console Mode

Explanation

Panel caption when in console mode.

KD4SU0129E: The requested operation cannot run from the current directory. Run the SDMS Configuration Utility from *directory* directory to complete the requested operation.

Explanation

Depending on the configuration task you are performing, you must run the SDMS Configuration Utility from one of two locations:

- From the /KD4/latest/bin directory, if you are updating the existing configuration of SOA Domain Management Server or Tivoli Common Object Repository, or configuring for the first time
- From the /KD4/bin directory, if you are updating the database authorization.

This error occurred because you used the wrong directory location for the configuration task.

Operator response

Change the directory to the path given in this error message and run the SDMS Configuration Utility again.

KD4SU0129I: Data collection for the *environment* environment was enabled successfully.
Explanation

This message is displayed to the user after successful data collector configuration. The parameter is the data collector name, such as WebSphere Application Server.

KD4SU0130I: Data collection for the *environment* environment was disabled successfully.
Explanation

This message is displayed to the user after data collection for the specified runtime environment is successfully disabled. The parameter is the data collector name, such as WebSphere Application Server.

KD4SU0131I: Configuring data collection for the Microsoft .NET data collector. Wait for completion.
Explanation

This message is displayed during the configuration of the Microsoft .NET data collector.

KD4SU0132I: Exit the Data Collector Configuration Utility.
Explanation

This is one of the options displayed in the console mode of the Data Collector Configuration Utility. When selected, the utility is closed.

KD4SU0133I: Return to the previous panel.
Explanation

This is one of the options displayed in the console mode of the Data Collector Configuration Utility. When selected, the user is returned to the previous set of options.

KD4SU0134I: The DataPower data collector is successfully registered as a service or daemon.
Explanation

The user requested to register the DataPower data collector to start as a service or daemon, and this configuration completed successfully.

KD4SU0135I: The DataPower data collector was successfully removed from the registry as a service as daemon.
Explanation

The user requested to unregister the DataPower data collector as a service or daemon, and this configuration completed successfully.

KD4SU0140I: Data Collector Configuration Utility - InstallShield Wizard
Explanation

This message is displayed as a window title in all windows in utility.

KD4SU0141I: Data Collector Configuration Utility
Explanation

Full name of DC configuration utility.

KD4SU0142E: The version of the specified silent file is not supported.
Explanation

The version number specified in the silent response file is not supported by this version of the Data Collector Configuration Utility. For version 7.2 Fix Pack 1, the version number is 7.20.01.00.

Operator response

Use a silent response file that is at the same version as the Data Collector Configuration utility.

KD4SU1001E: Silent response file not found.
Explanation

The user is running the SDMS Configuration Utility in silent mode, but the specified silent response file was not found.

Operator response

Verify that the specified silent file is a valid file and is not read-protected.

KD4SU1002E: Operations *operation* and *operation* cannot be requested in the same silent response file.
Explanation

The user included options that are not compatible in the same silent response file. Refer to the ITCAM for SOA Installation Guide for a list of options that can and cannot be specified in the same silent response file.

Operator response

Remove one of the incompatible options from the silent response file.

KD4SU1003E: The expected property *property* is missing from the silent response file.
Explanation

The silent response file that was specified when running the SDMS Configuration Utility in silent mode did not include the specified property, which is needed to complete the configuration.

Operator response

Examine the silent response file that was specified when running the SDMS Configuration Utility in silent mode and verify that it includes the missing property and that the property is assigned a valid value.

KD4SU1004E: In the silent response file, *value* is assigned a value that is not supported.
Explanation

The value assigned to the specified property in the silent response file is either empty or incorrect for that property.

Operator response

Examine the silent response file that is specified when running the SDMS configuration utility in silent mode and verify that the specified property is assigned a valid value.

KD4SU1005E: The database server refused to authorize the user: *user*. Verify that the user has been granted access rights on the *database_server* database server.
Explanation

The DB2 or Microsoft SQL database server did not recognize the user name, or the password for this user name is not valid.

Operator response

Verify that the database server specified in the message has been configured to grant sufficient access rights to the specified user, and verify that the user and password are correct.

KD4SU1006E: The connection to the database server failed. Verify if the *database_server* database server is running and that specified connection parameters are correct.
Explanation

The DB2 or MS SQL database server might not be running, or is using a different TCP/IP port or IP address than the port or address specified by the user.

Operator response

Verify that the database server is running and is configured to use the TCP/IP port specified by the user. Examine the firewall settings and correct them as needed. For the Tivoli Common Object Repository configuration, verify the database host name.

KD4SU1007E: The database schema cannot be created. Verify if user *user* has been granted sufficient permissions on the *database_server* database server and that all connection parameters are correct.

Explanation

The DB2 or Microsoft SQL user name is authorized to access the database, but either the user name is not authorized to create the database schema, or wrong connection parameters were entered.

Operator response

Verify that all connection parameters are correct. Verify that the database user is granted sufficient access rights to create the database schema. Examine the log file for more details if needed. Refer to your database documentation for details on user authorization and granting permissions.

KD4SU1008E: The database cannot be created. Verify if user *user* has been granted sufficient permissions on the *database_server* database server.

Explanation

The DB2 or Microsoft SQL user is authorized, but is not allowed to create the database.

Operator response

Verify that the database user has been granted sufficient access rights to create the database. Examine the log file for more details. Refer to the database documentation for details on user authorization and granting permissions.

KD4SU1009E: The database version is not supported. See the product documentation for supported versions of the *database_server* database server.

Explanation

The DB2 or Microsoft SQL database software is not at a minimum supported level.

Operator response

Refer to the Release Notes® and the Installation Guide for the supported versions required for this type of database server.

KD4SU1010E: An error occurred while loading JDBC drivers.

Explanation

The DB2 or Microsoft SQL JDBC driver cannot be loaded.

Operator response

Verify that the specified JDBC driver files are correct and that you have permission to read these files. Examine the log file for details and take corrective action as needed.

KD4SU1011E: The Tivoli Enterprise Portal Server did not accept the authentication credentials.

Explanation

The SDMS Configuration Utility attempted to connect to the TEPS, but the specified user name or password was not accepted.

Operator response

Verify that the TEPS user name and password are valid and authorized to connect to the TEPS.

KD4SU1012E: The SDMS Configuration utility cannot connect to the Tivoli Enterprise Portal Server.

Explanation

The configuration utility cannot establish a connection to Tivoli Enterprise Portal Server. The server might not be running.

Operator response

Verify that the Tivoli Enterprise Portal Server is running.

KD4SU1013E: The SDMS Configuration utility cannot encrypt the password.

Explanation

The configuration utility cannot encrypt the password, which must be encrypted before you can proceed with the configuration.

Operator response

Verify that you have execute permissions to the KD4 directory, and verify that the proper encryption scripts are available.

KD4SU1014E: A properties file has been damaged.

Explanation

A properties file used or created during the configuration has been damaged. This file is needed to proceed with the configuration. It is also possible that the user might not have sufficient permission to read or write the KD4 directory.

Operator response

Verify that you have sufficient permission to read and write to the KD4 directory.

KD4SU1015E: An error occurred while updating a Tivoli Common Object Repository properties file.
Explanation

An error has occurred while updating a Tivoli Common Object Repository properties file, such as collation.properties. This step is required as part of the configuration process.

Operator response

Verify that you have sufficient privileges to read and write to the KD4/tcore directory and any subdirectories.

KD4SU1016E: An error occurred while updating a SOA Domain Management Server properties file.
Explanation

An error has occurred while updating a SOA Domain Management Server properties file, such as collation.properties. This step is required as part of the configuration process.

Operator response

Verify that you have sufficient privileges to read and write to the KD4/tcore directory and any subdirectories.

KD4SU1017E: This version of Tivoli Enterprise Portal Server is not supported.
Explanation

The SDMS Configuration utility detected a version of TEPS that is not supported. The minimum required TEPS version is version 6.1 with Fix Pack 5 or later.

Operator response

Verify that the TEPS is at the minimum supported version, and upgrade your IBM Tivoli Monitoring environment as needed.

KD4SU1018E: Tivoli Enterprise Portal Server Extensions are not installed. The configuration cannot proceed.
Explanation

The Tivoli Enterprise Portal Server Extensions component of IBM Tivoli Monitoring is not installed in this TEPS environment.

If you are using IBM Tivoli Monitoring version 6.1, Tivoli Enterprise Portal Server Extensions must be manually installed as a separate prerequisite before running the SDMS Configuration utility.

For IBM Tivoli Monitoring version 6.2, Tivoli Enterprise Portal Server Extensions are already installed with the base installation of the Tivoli Enterprise Portal Server component.

Operator response

If you are running ITM v6.1, verify that the Tivoli Enterprise Portal Server Extensions component of IBM Tivoli Monitoring is installed in this TEPS environment before running the SDMS Configuration utility. See the ITCAM for SOA Installation Guide for more information.

KD4SU1019E: DB2 is required to complete the requested operation but has not been detected. On supported AIX and Linux operating systems, source the DB2 profile before running the SDMS Configuration Utility. On supported Windows operating systems, run the SDMS Configuration Utility from a DB2 command line. Refer to the ITCAM for SOA Installation Guide for detailed information.

Explanation

This message is displayed when the configuration utility cannot find DB2 environment variables, suggesting that the DB2 environment is not established.

Operator response

If you are using a supported AIX or Linux operating system, source the DB2 profile before starting the SDMS Configuration Utility.

If you are using a supported Windows operating system, start the SDMS Configuration Utility from a DB2 command line.

KD4SU1020I: To exit the SDMS Configuration Utility, select the 'Cancel' option.

Explanation

The user is presented with this message after completing the configuration successfully. Selecting the Cancel option without this message might result in unpredictable behavior.

KD4SU1021I: To update TCORE or SDMS authentication, run the SDMS Configuration Utility from the *directory* directory.

Explanation

This message is displayed if the SDMS Configuration Utility was run from a directory different than TEPS_HOME\Products\KD4\bin, and there are no TCORE or SDMS updates to be applied.

KD4SU1022E: The database tables cannot be upgraded. Verify if the user *user* has been granted sufficient permissions on the *database_server* database server. Also verify that the database tables being added do not exist.

Explanation

The DB2 or Microsoft SQL user is authorized, but is not able to upgrade the database.

Operator response

Verify that the database user has been granted sufficient access rights to upgrade the database tables. Examine the log file for more details. Refer to the database documentation for details on user authorization and granting permissions. Also verify that the database tables being added do not exist

KD4SU1023E: A resource defined in the TEPS server cannot be updated. Verify that the TEPS server has been started.

Explanation

The J2C Authentication alias or resource environment provider the user is trying to update cannot be reached.

Operator response

Verify that the TEPS server is started and the resources to be updated exist.

KD4SU1024I: Analyzing IBM Tivoli Monitoring configuration. Wait for completion...

Explanation

This message is displayed during eWAS update operation.

KD4SU1025I: SDMS Configuration Utility - InstallShield Wizard

Explanation

This message is displayed as a window title in all utility windows.

KD4SU1026I: SDMS Configuration Utility

Explanation

Full name of the SOA Domain Management Server configuration utility.

KD4SU1027E: The DB2 database name cannot be longer than 8 characters.

Explanation

This error is displayed when the user specifies a DB2 database name longer than 8 characters.

KD4SU1028I: Enter the following parameters for configuring the SOA Domain Management Server database:

Explanation

This text is displayed on the wizard page where you specify SDMS configuration parameters.

KD4SU1029I: Create SOA Domain Management Server database locally

Explanation

This message is displayed as an option during the configuration of SOA Domain Management Server. You can choose between using a previously created database, or letting the configuration utility create the database for you.

KD4SU1030I: Use an existing database

Explanation

This message is displayed as an option during the configuration of SOA Domain Management Server. You can choose between using a previously created database, or letting the configuration utility create the database for you.

KD4SU1031I: SOA Domain Management Server database host name

Explanation

The hostname where the SOA Domain Management Server database is located.

KD4SU1032E: The local SOA Domain Management Server database cannot be created on the specified remote host.

Explanation

This error occurs when the user intends to create the database locally but specified a database host name that is different from the local computer name.

Operator response

Verify if you intend to create the database locally or remotely, and try again, specifying the correct database hostname.

KD4SU1033E: The version of Tivoli Enterprise Portal Server is not supported. Upgrade your Tivoli Enterprise Portal Server to version *version* or later and try the configuration again.

Explanation

The user installed IBM Tivoli Composite Application Manager for SOA, but the Tivoli Enterprise Portal Server component is not at a supported level.

Operator response

Upgrade Tivoli Enterprise Portal Server to a supported version specified in the product documentation.

KD4SU1034E: The version of silent response file is not supported.
Explanation

The silent response file contains a property that indicates the version level of the file. For ITCAM for SOA v7.2 Fix Pack 1, the supported version of the silent response file is 7.20.01.00. The silent response file specified has a different version indicated.

Operator response

Use a silent response file at the same version as the SOA Domain Management Server Configuration utility.

KD4SU1035E: The version of JDBC drivers is not supported for *database* database.
Explanation

The user specified a version of JDBC drivers that is not supported.

Operator response

Use the JDBC drivers that are at a supported version. See the Installation Guide for more information.

KD4SU1036E: Dropping the *database* database failed. Verify if the database is in use.
Explanation

Your attempt to drop a database did not complete successfully. You might have specified a database that is currently in use.

Operator response

Verify that you specified the correct database name. Do not specify a database that is already being used for another purpose. If you did enter the correct database name, you must stop all applications that use the database before the configuration utility can drop and recreate the database.

KD4SU1038E: *Database* database commands are not recognized by the system. Please verify if *database* is correctly installed and recognized.
Explanation

Microsoft SQL Server 2005 database commands are not recognized by the system.

Operator response

Verify that Microsoft SQL Server 2005 is properly installed and recognized by the system.

KD4SU1039E: Creation of the *database* database failed. Verify that all of the parameters that you entered, especially the instance name, are valid. A named instance must be preceded by the hostname.

Explanation

Creation of the database failed. It is possible that the instance name was not specified correctly. The named instance must be preceded by the hostname.

Operator response

Verify that all of the parameters that you entered (especially the instance name) are valid. A named instance must be preceded by the hostname.

KD4SU1040E: Assigning *access* access to database *database* failed.

Explanation

Assigning access to database with the sp_grantdbaccess command failed.

Operator response

Verify if the login user that you provided is a valid name and can access the database.

KD4SU1041E: Assigning *user* db_owner role for the *database* database failed.

Explanation

Assigning the db_owner role to the user login that you provided was not successful.

Operator response

Check if the server login name that you specified already belongs to the database role, or if the login name does not have access to the database, or if the login name does not exist.

KD4SU1042E: Creation of Microsoft SQL Server login *login* failed.

Explanation

This message is shown if the username and password combination that you entered is not valid.

Operator response

Verify if user login and password are correct.

KD4SU1043E: Assigning permissions to *user* failed.
Explanation

Assigning permissions to the user login provided by the user failed.

Operator response

Verify that the server login name is different than the reserved name sa, and that the specified server login name has permission to run the SDMS schema.

KD4SU1044I: SOA Domain Management Server v*version* is configured in this Tivoli Enterprise Portal Server environment. The application will be updated to version *version*.
Explanation

This message is displayed when a version of the SOA Domain Management Server component has already been configured without the optional Tivoli Common Object Repository component in this Tivoli Enterprise Portal Server environment. The parameters specified are the SOA Domain Management Server version number and the version of the release to which the application is updated.

KD4SU1045I: Tivoli Common Object Repository is using a remote database. Please upgrade the remote database before continuing.
Explanation

This message is displayed when a version of the SOA Domain Management Server component has already been configured without the optional Tivoli Common Object Repository component in this Tivoli Enterprise Portal Server environment.

KD4SU1046E: The SOA Domain Management Server v*version* was not found. The upgrade operation cannot be performed.
Explanation

This message is only displayed in silent mode when you request to upgrade SOA Domain Management Server to the current version, but the previous version was not found.

Operator response

Modify the silent response file and remove the parameter requesting the SOA Domain Management Server upgrade option.

KD4SU1047I: SOA Domain Management Server is configured to use Microsoft SQL Server 2000 database. SOA Domain Management Server in version {0} requires the Microsoft SQL Server 2005 JDBC driver. Continue with the utility and provide the directory path to the correct JDBC driver.

Explanation

This message is displayed when SOA Domain Management Server uses the Microsoft SQL Server database. For this release, only the Microsoft SQL Server 2005 JDBC drivers are supported.

KD4SU1048I: Create the Tivoli Common Object Repository database locally

Explanation

This message is displayed as an option while configuring Tivoli Common Object Repository. You can choose between using a previously created database or letting the configuration utility create it for you.

KD4SU1049I: Use existing database

Explanation

This message is displayed as an option while configuring Tivoli Common Object Repository. You can choose between using a previously created database or letting the configuration utility create it for you.

KD4SU1050E: The local Tivoli Common Object Repository database cannot be created on the specified remote host.

Explanation

This error message is displayed when you specified to create the database locally, but then specified a database host name different than localhost.

Operator response

Verify that the Tivoli Common Object Repository database hostname is set to localhost.

KD4SU1051I: Enter the following parameters for configuring the Tivoli Common Object Repository database

Explanation

This text is displayed on the wizard page where you specify TCORE configuration parameters.

KD4SU1052I: SOA Domain Management Server is configured to use Microsoft SQL Server 2000 for its database. SOA Domain Management Server in version *version* requires Microsoft SQL Server 2005 JDBC drivers. Continue with the utility and provide the directory path to the correct version of JDBC drivers:

Explanation

This message is displayed in console mode when SDMS is using MSSQL2000 database. For this release only MSSQL2005 JDBC drivers are supported.

KD4SU1053E: The reserved user or role name sa cannot be used for the database server login name.

Explanation

The user ID sa is a reserved name that cannot be used for logging in to the database server.

Operator response

Try again, specifying a different user ID than the reserved name sa.

KD4UI0001E: An internal error occurred in the IBM Tivoli Composite Application Manager for SOA console.

Explanation

The IBM Tivoli Composite Application Manager for SOA user interface encountered an internal error.

Operator response

Retry the operation. If the failure continues, contact IBM Software Support.

KD4UI0002I: The view is empty.

Explanation

No data was returned for this request from the SOA Domain Management Server.

KD4UI0003E: The SOA Domain Management Server was unable to retrieve the requested information.

Explanation

The SOA Domain Management Server encountered an error trying to get the information requested from the Object Data Store.

Operator response

Examine the SOA Domain Management Server log for more information and fix any problems, if possible. Then retry the operation. If the failure continues, contact IBM Software Support.

KD4UI0004E: An error occurred while retrieving the requested information from the SOA Domain Management Server.

Explanation

The ITCAM for SOA console received an error from IBM Tivoli Monitoring while attempting to make a request to the SOA Domain Management Server.

Operator response

Retry the operation. If the failure continues, contact IBM Software Support.

KD4UI0005E: An error occurred while processing data that was returned from the SOA Domain Management Server.

Explanation

The ITCAM for SOA user interface encountered an error trying to parse the data returned by the SOA Domain Management Server and was unable to continue processing the request.

Operator response

Retry the operation. If the failure continues, contact support.

KD4UI0006I: No metadata document was found.

Explanation

No metadata documents were found in the Object Data Store for the selected resource.

Operator response

If metadata is expected, check with your local system administrator to verify that the metadata documents are being loaded from the WebSphere Registry and Repository.

KD4UI0010E: The situation event is not available in the Tivoli Enterprise Portal Navigator Physical view.

Explanation

The Situation Event Results workspace could not be displayed because the situation event is not available in the Navigator Physical view. The situation event might have already closed.

Operator response

Refresh the current workspace to update the topology graph with the most current situation event information.

KD4UI0011W: The data shown might be incomplete.
Explanation

The timeframe for the requested query spans historical data. The SOA Domain Management Server returned an error getting data from the warehouse because either the warehouse is not configured or is not running.

Operator response

Verify that the Warehouse Proxy is configured and running.

KD4UI0012E: You do not have access to the Tivoli Enterprise Portal Navigator Physical view to display the Situation Event Results workspace.
Explanation

The Situation Event Results workspace could not be displayed because, although the situation event is available in the Navigator Physical view, your user ID does not have permission to access the Navigator Physical view. Your system administrator might have restricted your access to only certain logical navigator views.

Operator response

Check the system and application server attributes of the operation using either the operation icon tooltip or the Show Details context menu option. Using those attribute values, see if you have access to any other logical navigator views that contain the ITCAM for SOA monitoring agent that is monitoring that application server. If so, you can access the Situation Event Results workspace from that navigator view.

KD4UI0013W: Would you like to refresh the view now?
Explanation

The user has just deleted some operation instances from the view. Refresh the view to reflect the current data.

Operator response

Refresh the view to display the current data.

KD4UI0014E: The following instances could not be deleted: *operation_instances*
Explanation

The operation instances might have already been deleted or are in a delete pending state.

Operator response

Refresh the view to display the current data.

KD4UI0015I: There are no business processes associated with the operation.
Explanation

No data was returned for this request from the SOA Domain Management Server.

KD4UI0016E: The value specified in the Start Time field or End Time field cannot be in the future.
Explanation

The value entered in either the Start Time or End Time is in the future.

Operator response

Enter a new Start Time or End Time that is not in the future.

KD4UI0017I: Are you sure you want to delete the following instances? *operation_instances*
Explanation

The user is about to delete the selected operation instances.

Operator response

Select Yes to continue deleting the selected operation instances. Select No to cancel the request.

KD4UI0018I: The selected instances were successfully deleted.
Explanation

The selected operation instances were successfully deleted.

KD4UI0019W: When you include a topology view in this workspace, the workspace must be the target of a workspace link. The workspace link definition must provide the context for the query by passing the following link symbols: *link_symbols*
Explanation

A topology view was added to a workspace that is not the target of a workspace link. Because there is no context given for the topology view, the query did not retrieve any data.

The context is expressed in terms of the operation name, operation namespace, service port name, service port namespace, and application server environment. This information is provided to the query by link symbols that you include in the workspace link definition.

Operator response

Make this workspace the target of a workspace link. In the link definition, include link symbols to specify the context used for the query. Refer to the User's Guide and Online Help for more information about how to use link symbols to pass in context.

KD4UI0020W: The specified group does not exist: *group*
Explanation

The specified group might have already been deleted.

Operator response

Close the window and try again. Verify that the specified group is no longer in the list.

KD4UI0021W: The specified group exists: *group*
Explanation

There is already a group whose name matches the one specified.

Operator response

Enter a different group name.

KD4UI0022I: No group available.
Explanation

No groups have been created.

Operator response

Create a new group, if needed.

KD4UI0023I: Operation aggregates selected in the topology view have been selected in the current and available operation lists.
Explanation

As a convenience, the selected operations in the topology view are also displayed as preselected in the current and available operation lists whenever a group is selected.

Operator response

None.

KD4UI0024I: No situation definitions available.
Explanation

No situation definitions were found.

Operator response

None.

KD4UT0001E: The property *property name* was not found in *file name*.

Explanation

The specified property is required for proper operation of the product, but it was not supplied in the properties file.

System action

Examine additional error messages for the system response to the missing configuration property.

Administrator Response

Add the specified property to the properties file, select a properties file that contains the correct property, or correct any errors that might exist in the properties file. Then try the operation again.

KD4UT0002E: Unable to access the properties file *file_name*.

Explanation

The data collector is unable to access the specified properties file.

Administrator Response

Verify that the correct properties file is specified. Verify that the properties file is in the classpath of the data collector. Verify that the permissions on the properties file allow the data collector to read the file.

KD4UT0003E: The value specified in the property is not valid. Property Name : *property name* File Name :*file name*.

Explanation

The value specified in the property is not valid.

Administrator Response

Specify a valid value or correct a possible typographic error.

KD4UT0004E: The following error occurred while loading the default configuration file *defaultFileName*: *errorMessage*

Explanation

This error indicates a problem with the internal libraries of the data collector.

KD4UT0004W: The configuration file *filename* could not be loaded for the following reason: *exceptionMessage*. The default configuration is used instead.

Explanation

See message.

System action

The system automatically uses its built-in default configuration.

KD4WS0001E: Unable to parse the Web services log file.

Explanation

The contents of the Web services log file cannot be displayed because of a parsing error.

System action

The log file is not valid. A red X is displayed in the Navigator.

Operator response

- Verify that the combined log file imported into the IBM Web Services Navigator was created by concatenating individual log files produced by the Web services data collector.
- Verify that the contents of the individual log files have not been accidentally modified in any way by file transfer methods or by manual editing.
- Verify that the method used to concatenate individual log files into a combined log file has not accidentally modified any of the files or inserted additional characters.
- If the error continues to occur, contact IBM Software Support.

KD4WS0002W: The query result from metrics data-related tables: *tablesname* does not contain any records for the specified time interval. Enter a different time interval and try again.

Explanation

The metrics data-related tables do not contain any IBM Tivoli Composite Application Manager for SOA records for the specified time interval in the wizard. This problem might occur for one of the following reasons:

1. The time interval specified might not be in the GMT format.
2. The Warehouse Proxy or configuration might not be set up correctly.
3. Historical data collection might not be enabled.

Operator response

Delete the log file.

Check the Warehouse Proxy configuration to verify that it is set up correctly.

Verify that ITCAM for SOA is configured for historical data collection.

Choose a different time interval and try again. Ensure that the start and end times that you specify are in Greenwich Mean Time (GMT) format.

KD4WS0003E: Unable to connect to the specified database. Reason: *reason_message*

Explanation

There might be a problem with the specified connection information that is preventing the connection to the specified database.

System action

None.

Operator response

Complete the following steps:
1. Examine the reason given in this message for the possible cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational® product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, the workspace is located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.
4. Resolve any problems you find and try again.

KD4WS0004E: The metric information could not be retrieved from the Navigator log file. Filename: *full_path_filename*

Explanation

The metric information could not be retrieved from the Navigator log file.

System action

None.

Operator response

Complete the following steps:
1. Examine the reason given in this message for the cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, theworkspace is located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.
4. Resolve the problem and try again.

KD4WS0005E: An error occurred while writing the metric information retrieved from the Services Message Metric table to the log file. Reason: *reason_message*

Explanation

The metric information could not be retrieved from the Services Message Metric table.

System action

None.

Operator response

Complete the following steps:
1. Examine the reason given in this message for the cause of the error.
2. Examine the navigator.log file for more information.
3. Examine the .log file in the .metadata directory in the workspace. If you are running in a supported IBM Rational product, the workspace is specified when the IBM Rational product is started. If you are running in the version of Eclipse that is provided with IBM Web Services Navigator, theworkspace is located in the \workspace folder, in the directory where you installed IBM Web Services Navigator.
4. Resolve the problem and try again.

KD4WS0006W: *filename* must have a .log extension.

Explanation

The filename must have a .log extension as part of the name.

System action

None.

Operator response

Choose a filename with a .log extension and try again.

KD4WS0007W: The initial content record does not have the same correlator as the metric record: *correlator*

Explanation

The first record of each content log contains a correlator that agrees with the correlator in the metric log. This error occurs when these correlators do not match. Run the Log Assembler tool only with content logs that have the same correlator as the specified metric log.

Operator response

Verify that the content log(s) included in the Log Assembler command contain the same correlator as the specified metric log. If you do not need to include content logs for this run of the Log Assembler tool, you can ignore this warning message.

KD4WS0008E: You must specify at least three LogAssembler command arguments: (debug_level(0/1/2), (o)verwrite/ (a)ppend, metric_log).

Explanation

The number of input arguments specified on the LogAssembler command line was less than expected. The command expects the debug level (0, 1, or 2), an indication of whether this operation is an overwrite or append of data (o or a), and the metric log file name.

Operator response

Refer to the documentation for the IBM Web Services Navigator for the correct command syntax, and verify that the correct arguments are specified with the LogAssembler command.

KD4WS0009E: The first argument specified must be an integer (0, 1, or 2) to define the level of trace logging.

Explanation

The level of trace logging must be specified as an integer value (0,1, or 2):

1. 0 = Only fatal error messages are displayed.
2. 1 = Minimum level of trace messages is displayed.
3. 2 = Maximum level of trace messages is displayed.

Operator response

Run the LogAssembler command again, using one of the valid values for the level of trace logging. Refer to the documentation for IBM Web Services Navigator for more information.

KD4WS0010E: The second argument specified in the LogAssembler command must be either 'o' (overwrite) or 'a' (append to) the destination file.

Explanation

This argument specifies whether to overwrite existing data in the output log file or append data to the end of the existing log file.

Operator response

Run the LogAssembler command again, using one of the valid values for writing data to the destination file.

KD4WS0011E: The specified destination log file must have a .log suffix

Explanation

The name of the destination log file must have suffix ".log".

Operator response

Run the LogAssemble command again, specifying a destination log file with a suffix of "`.log`".

KD4WS0012E: Could not locate the destination log directory *correlator*.
Explanation

The specified directory for the destination log was not found.

Operator response

Verify the directory path for the destination log and run the LogAssembler command again.

KD4WS0013E: The specified metric log file, *correlator* could not be located.
Explanation

The specified metric log file could not be found. It might have been specified incorrectly, or moved to another directory location, renamed, or deleted.

Operator response

Verify the name of the metric log file and run the LogAssembler command again.

KD4WS0014E: The specified content log file, *correlator* could not be located.
Explanation

The specified content log file could not be located. It might have been specified incorrectly, or moved to another directory location, renamed, or deleted.

Operator response

Verify the name of the content log file and run the LogAssembler command again.

KD4WS0016E: The character encoding of the file *file_name* is not UTF-8.
Explanation

The log files must use the character encoding UTF-8.

Operator response

Use the correct log files that have 'UTF-8' character encoding.

KD4WS0017E: An unexpected error occurred while working with the Log Assembler.

Explanation

See message.

Operator response

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

KD4WS0018E: The input log file to the Log Assembler is corrupted.

Explanation

See message.

Operator response

Check the log file and verify that it is valid, or use another log file.

KD4WS0019E: The file named *filename* does not include the required .log extension, or contains characters that are not valid.

Explanation

The file name specified as input to the Log Assembler tool was incorrectly specified. The name of the log file must have an extension of .log, and must not contain any of the following characters: \,/,:,*,?,:,>,<,| .

System action

None.

Operator response

Specify a file name with a .log extension, and be sure to only use valid characters.

KD4WS0020I: The IBM Web Services Navigator is initialized.

Explanation

See message.

KD4WS0021E: Specify a hostname.

Explanation

The hostname specified is """" or null and is not valid.

Operator response

Specify the database hostname.

KD4WS0022E: Specify a database name.
Explanation

The database name specified is """" or null and is not valid.

Operator response

Specify the database name.

KD4WS0023E: Specify the connection port.
Explanation

The connection port specified is ""or null or not numeric, and is not valid.

Operator response

Specify the connection port.

KD4WS0024E: Specify a valid JDBC driver class.
Explanation

The specified JDBC driver class is """" or null and is not valid.

Operator response

Input the database JDBC driver class name.

KD4WS0025E: Specify a valid location for the JDBC JAR file.
Explanation

The specified location for the JDBC JAR file is """" or null and is not valid.

Operator response

Specify the correct location for the JDBC JAR file location.

KD4WS0026E: Specify the DB2 connection URL in the following format: jdbc:db2://localhost:50000/DB2DB
Explanation

The specified DB2 connection URL is """" or null and is not valid.

Operator response

Specify a valid DB2 connection URL.

KD4WS0027E: Specify the Oracle OCI connection URL in the following format: jdbc:oracle:oci:@ localhost:1521:OracleDB
Explanation

The Oracle OCI connection URL is """" or null and is not valid.

Operator response

Specify a valid Oracle OCI connection URL.

KD4WS0028E: Specify the Oracle thin connection URL in the following format: jdbc:oracle:thin:@ localhost:1521:OracleDB
Explanation

The Oracle thin connection URL is """" or null and is not valid.

Operator response

Specify a valid Oracle thin connection URL.

KD4WS0029E: Specify the SQL Server connection URL in the following format: jdbc:microsoft:sqlserver://localhost:1433; DatabaseName=SQLServerDB
Explanation

The SQL Server connection URL is """" or null and is not valid.

Operator response

Specify a valid SQL Server connection URL.

KD4WS0030E: Select an active connection, or activate this database connection first.
Explanation

The selected database connection must already be active to import Web services metric data.

Operator response

Verify that the database connection is active before selecting it.

KD4WS0091E: The log file: *filename* is not compatible with the supported version of the Log Assembler tool.
Explanation

The format of the log file is not compatible with the latest version of the Log Assembler tool.

Operator response

Ensure that your data collector is upgraded to the latest supported version, so that log files are created in the expected format for the Log Assembler tool.

KD4WS0092E: The log file: *filename* must contain a filetype in the header property.

Explanation

The header of the file must contain only filetype information, for example: #KD4.filetype=content|metric.

Operator response

Verify that your log files are being created properly, or manually edit the header of the log file to contain the expected filetype information.

KD4WS0093E: There is no metric log file in the selection.

Explanation

You must select at least one metric log file to import.

Operator response

Select a metric log file to import.

KD4WS0094E: The file: *filename* does not exist.

Explanation

The specified log file was not found.

Operator response

Verify that the specified file exists, or verify that you specified the correct file name.

KD4WS0095E: The Project: *projectName* does not exist.

Explanation

The specified project was not found.

Operator response

Verify that the specified project exists, or verify that you specified the correct project name.

KD4WS0096E: The target log file name must be specified.

Explanation

The target log file name was not specified.

Operator response

Try the operation again, and verify that the name of the target log file is specified.

KD4WS0097E: The target project name to import must be specified.

Explanation

The target project name was not specified.

Operator response

Try the operation again, and verify that the name of the target project name to import is specified.

KD4WS0098E: The selected target project is read only.

Explanation

It appears that you do not have write access to the specified project. You must have write authority to write to the specified target project.

Operator response

Verify that you have write access to the target project, or verify that you specified the correct project name.

KD4WS0099E: The format of the log file: *filename* is not compatible with the currently supported version of the Log Assembler tool.

Explanation

The format of the log file must be compatible with the currently supported version of the Log Assembler tool.

Operator response

Verify that you are working with the correct version of the log assembler tool to assemble the log files.

KD4WS0100I: In the log file: *filename*, the current line: *line* is not valid.

Explanation

The current line in the log file is not a valid metric log line. This line is ignored.

KD4WS0101E: The current log file: *filename* does not contain a valid log record.

Explanation

The log file does not seem to contain any valid metric log records.

Operator response

Examine the log file to discover any problems, and correct as needed. Try the operation again, or specify another log file that contains valid metric log records.

KD4WS0102I: The version of the current log file: *filename* does not match the version of the Log Assembler and is ignored.

Explanation

If you attempt to use the latest version of the Log Assembler tool with a log file from a previous release of ITCAM for SOA, the older log file is ignored.

Operator response

If you want to process this older log file, use the Log Assembler tool from a previous version of ITCAM for SOA.

KD4WS0103E: No log file has been selected to import. Select a log file.

Explanation

A log file was not selected to be imported.

Operator response

Try the operation again, and select one or more log files to be imported.

KD4WS0104E: The following tables are missing from the specified import wizard database: *missingTables*.

Explanation

The selected database does not contain all of the expected tables from which metrics data is retrieved.

Operator response

Verify that the database contains the complete set of ITCAM for SOA v7.1 data.

KD4WS0105E: A problem occurred while the query statement was being prepared.

Explanation

The selected database cannot successfully prepare the query statement.

Operator response

Verify that the database can prepare the query statement correctly.

KD4WS0106E: A problem occurred while creating the navigator log in the file system.

Explanation

The navigator log file is not successfully created.

Operator response

Verify that the navigator log file can be successfully created in the file system.

KD4WS0107E: The specified database connection is null. Specify a valid database connection for importing data.

Explanation

There was no valid database connection specified.

Operator response

Verify that a valid database connection is specified, and try the operation again.

KD4WS0108E: The metric information could not be retrieved from the data warehouse. Filename: *full_path_filename*

Explanation

A problem occurred while attempting to retrieve metric data from the data warehouse. There might be a problem with the database connection, or the database might not contain correct or complete data.

Operator response

Verify that the correct database connection exists and is functional. Also verify that the database contains correct and complete data.

KD4WS0109W: The metric data in the data warehouse is not complete.

Explanation

It is possible that some correlation data is missing from the database, or the information about the server environment is not complete.

Operator response

Verify that the data warehouse proxy works correctly. Examine the data in the data warehouse to verify that it is complete as expected.

KD4WS0110I: pattern *transID* :*nrinvs* occurrences message *messageName* from *sendMachineName sendServiceName* to *receiveMachineName receiveServiceName* for *totalTransitTime* total for *averageTransitTime* average

Explanation

get flow pattern flyover text.

KD4WS0111I: *invocationFlyoverText* sent *childMessageName* to *childMachineName childServiceName* for *callWaitTime* total for *averagecallWaitTime* average

Explanation

Getting the flow wait flyover text.

KD4WS0112I: pattern *transID* :*nrinvs* **occurrences processing** *messageName* **from** *sendMachineName* *sendServiceName* **on** *receiveMachineName* *receiveServiceName* **for** *totalTransitTime* **total for** *averageTransitTime* **average**

Explanation

Getting work flyover text.

KD4WS0113I: pattern *transID* :*nrinvs* **occurrences processing** *messageName* **on** *receiveMachineName* *receiveServiceName* **for** *totalTransitTime* **total for** *averageTransitTime* **average**

Explanation

Getting work flyover text.

KD4WS0114I: *filename* **has been deleted. Do you want to unload it?**

Explanation

Unloading the file from the Navigator.

KD4WS0115I: The specified date range is not valid. The ending date must occur after the beginning date.

Explanation

The specified begin and end date range is not valid.

KD4WS0116I: Press Shift+Arrow to navigate between node and edge.

Explanation

Press Shift+Arrow to navigate between node and edge.

KD4WS0117E: The value entered for the maximum transaction size is not a number.

Explanation

The value entered for the maximum transaction size must be a positive integer value, representing the maximum size allowed, in MB, for the target log file.

Operator response

Correct the value entered for this field, specifying a positive integer.

KD4WS0118E: The entered max transaction size is not a positive number.

Explanation

The value entered for the maximum transaction size must be a positive integer in MB.

Operator response

Correct the value entered for this field, specifying a positive integer.

KD4WS0119I: *messageName1* not expected based on *messageName2* in the transaction *index*.

Explanation

Report problem message.

KD4WS0120I: *filename* has changed. Do you want to reload it?

Explanation

The file has changed. You need to decide whether to load the file again.

KD4WS0121E: Specify the column width.

Explanation

The value for the column width was not specified. It cannot be left blank.

KD4WS0122E: Specify the column width as a number.

Explanation

The value of the column width must be specified as a number.

KD4WS0123E: Specify the column width as a positive number.

Explanation

The value of the column width cannot be less than 0.

KD4WS0124I: Transaction: *tranID* message *messageName* : *oneWay* from machine *sendMachineName* service *sendServiceName* to machine *receiveMachineName* service *receiveServiceName* at *timeString* for *secString* seconds size *sizeString* bytes

Explanation

Getting message flyover text.

KD4WS0125I: Found *matchSize* approximate data matches:

Explanation

Getting message flyover text when show data matches.

KD4WS0126I: Found *matchSize* **exact data matches:**
Explanation

Getting message flyover text when show data matches.

KD4WS0127I: Found *matchSizeLeft* **more data matches.**
Explanation

Getting message flyover text when show data matches.

KD4WS0128I: *invocationFlyoverText* **waiting for message** *childMessageName* **to machine** *childMachineName* **service** *childServiceName* **at** *startTime* **for** *timeSpan*
Explanation

Getting flyover text of wait.

KD4WS0129I: from machine *parentMachineName* **service** *serviceName*
Explanation

Getting flyover text of work parent.

KD4WS0130I: transaction *transID* **: machine** *thisMachineName* **service** *thisServiceName* **working on message** *thisMessageName parent* **at** *startTime* **for** *timeSpan*
Explanation

Getting flyover text of work.

KD4WS0131I: cursor location: *time* **seconds**
Explanation

Getting status information.

KD4WS0132I: Current file: *filename* **exists, Do you need to overwrite the current file?**
Explanation

KD4WS0133I: Pattern *transID* **:** *nrinvs* **occurrences**
Explanation

get flow pattern text.

KD4WT0001I: *class_name* **active, build level** *build_level***.**
Explanation

The component identified in the message became active during initialization. That component was compiled at the specified build level. The build level data is

required only when requested by IBM Software Support.

KD4WT0002E: The following exception occurred: Exception: *exception_code* Stack trace: *stack_trace_data*

Explanation

See the exception code and trace data for details of the error.

Operator response
- Examine the exception code and trace data to determine the problem and correct as needed.
- Try the operation again.
- If the error continues to occur, contact IBM Software Support.

KD4WT0003W: The configuration file *filename* could not be loaded. The default configuration is used instead.

Explanation

See message.

System action

The system automatically uses its built-in default configuration.

KD4WT0004E: The following error occurred while loading the default configuration: *errorMessage*. The *componentName* is inactive.

Explanation

This error indicates a problem with the internal libraries for the data collector.

System action

No Web services transactions are monitored.

Administrator Response

Contact IBM Software Support to correct the problem with the product libraries.

KD4WT0005E: Unable to write to the data file *file_name*.

Explanation

The data collector is unable to write to the specified file. This might occur if, for example, the disk is full or the the user does not have authorization to write to the file.

System action

The data collector is inactive until the problem is corrected. After the problem is corrected, the system automatically reactivates after a short delay.

Administrator Response

Examine the file system for problems with the specified file.

KD4WT0006E: The data collector does not support the *server_name* server.

Explanation

This data collector relies upon a small set of vendor-specific features. The server you are using is not supported by this version of the data collector.

System action

The data collector becomes inactive.

Administrator Response

Use a supported server implementation. Refer to the product documentation for a list of supported environments.

KD4WT0007E: The component named: *componentName* is not able to initialize successfully. The following error occurred: *errorMessage*

Explanation

See message.

System action

The component is inactive.

Administrator Response

Correct the error indicated in the message and restart the application server.

KD4WT0008E: The output file *fileName* cannot be renamed for rollover.

Explanation

When a certain file-size threshold is reached, the product rolls the specified file over to a backup copy and begins a new file. This error indicates that the basic file system operations involved in this task have failed.

System action

The product will continue accumulating data in the original file. After the problem is corrected, the product rolls the current file over to its backup and continues its normal work.

Administrator Response

Correct the problem with the files or file system as promptly as possible. Until this problem is corrected, the risk of filling the file system is greatly increased.

KD4WT0009E: This WebSphere Application Server installation is missing a required APAR. Install PQ89492 or an equivalent APAR and restart the server.

Explanation

WebSphere APAR PQ89492 delivers function that is required for this product. You must install this APAR or an equivalent APAR for this product to operate properly.

System action

The data collector component ceases to collect information until the WebSphere runtime environment is upgraded with this APAR. Install the APAR to resume monitoring.

KD4WT0010E: The data collector is unable to locate or parse a configuration property named: *property_name*.

Explanation

The data collector uses a configuration file named /KD4/config/KD4.dc.properties. Either this file does not contain the named property, or the value of that property does not conform to the required syntax. These properties are enumerated, starting from one, up to the number specified on the corresponding "count" property.

System action

The data collector ignores this property and continues to use the set of configuration properties that it is able to successfully locate and parse.

Administrator Response

Refresh the configuration display for the corresponding server and update the set of configuration parameters. If you have modified the configuration file manually, ensure the following:
- The Count property indicates the correct value.
- The correct number of Control properties are present.
- Each Control property contains the correct number and sequence of semicolon-delimited tokens.
- The server names on these properties match the server configuration and that they are free from typographic errors.

KD4WT0011E: The Web service message has been rejected due to filter control configuration. WSDL Port Namespace = *port*, WSDL Port = *port*, WSDL Operation Namespace = *port*, WSDL Operation = *operation*, remote system = *remote_system*, rejected at = *local_system*.

Explanation

The AddFltrCntrl and DelFltrCntrl Take Actions are used to control this feature. Refer to the product documentation for details about this feature.

System action

Web services messages that match the defined filter control criteria continue to be rejected until this filter control criteria is removed by using the DelFltrCntrl Take Action.

Administrator Response

Review the filter control criteria defined in the Data Collector Filter Control Configuration view of the Service Management Agent node for the system where the message was rejected. Use the DelFltrCntrl and AddFltrCntrl Take Actions to modify these filter criteria as needed. See the documentation or online help for more information about these commands.

KD4WT0012I: The IPv6 address = *address* was found in the intercepted message. If the corresponding Web services message was incorrectly passed, check the filter criteria for an equivalent address and replace it with this one.

Explanation

IPv6 addresses may take any of several forms of text representations. The data collector requires these addresses to match as text. Therefore two representations that refer to the same address, but in different formats, will not match, allowing messages to pass the data collector's filter. This might or might not be the expected behavior.

Administrator Response

If you expected the Web services message to be rejected but it was allowed through, then add the address given in this message by using the AddFltrCntrl Take Action.

KD4WT0013E: Cannot find the WSDL file: *wsdl* . Verify that the WSDL file is in the correct directory location.

Explanation

The data collector needs the Web Services Description Language (WSDL) file to provide monitor data, but the file cannot be found in the expected directory location.

Operator response

Verify that the WSDL file for the application is in the correct directory location and retry the operation.

KD4WT0106E: The *component_name* component (*variable*) was unable to mediate successfully due to the following error: *error_data*.

Explanation

The specified component could not perform the mediation successfully. There might be a problem with the business logic of the associated application.

Operator response

Try the following steps to recover from this error:

- Examine the business logic of the application and correct any problems, if possible.
- Examine the exception code and trace data for details of the error.
- Try to determine the problem from the exception code and trace data and correct any problems, if possible.
- Retry the task in progress when the error occurred. You might need to restart the application server, if necessary.
- If the error continues to occur, contact IBM Software Support.

Chapter 5. Messages for Data Collector for WebSphere Message Broker

System messages are provided for Data Collector for WebSphere Message Broker.

KK3CF0072E An error occurred while deleting the file with path *path* **. Delete the file manually.**

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

User response: Delete the file manually.

KK3CF0122E Broker *brokerName* **does not exist.**

Explanation: The specific broker does not exist.

User response: Check the broker name.

KK3CF0123E Execution Group *executionGroupName* **does not exist.**

Explanation: The specified Execution Group does not exist.

User response: Check the Execution Group name.

KK3CF0124E Message Flow *messageFlowName* **does not exist.**

Explanation: The specified Message Flow does not exist.

User response: Check the Message Flow name.

KK3CF0125E Message Flow *messageFlowName* **has already been disabled.**

Explanation: An attempt has been made to disable data collection for a message flow that is already disabled. A message flow must be enabled before it can be disabled.

User response: Verify that you selected the correct message flow, and verify that it is enabled for data collection before attempting a disable operation.

KK3CF0126E Message Flow *messageFlowName* **has already been enabled.**

Explanation: An attempt has been made to enable data collection for a message flow that is already enabled. A message flow must be disabled before it can be enabled.

User response: Verify that you selected the correct message flow, and verify that it is disabled for data

collection before attempting an enable operation.

KK3CF0127E Action *action* **is not supported.**

Explanation: The first parameter specified must be either -enable or -disable.

User response: Check the first parameter specified and verify that it is one of the accepted values.

KK3CF0175E Version *wmbVersion* **of IBM WebSphere Message Broker is not supported. IBM WebSphere Message Broker Version 5 or earlier is not supported. IBM WebSphere Message Broker Version 6.0 must be at Version 6.0.0.5 or later. IBM WebSphere Message Broker Version 6.1 must be at Version 6.1.0.2 or later.**

Explanation: The version of IBM WebSphere Message Broker that was detected is not supported by this release of IBM Tivoli Composite Application Manager.

User response: Run the configuration tool again from the command environment of a supported version of IBM WebSphere Message Broker. If necessary, upgrade IBM WebSphere Message Broker to a supported version or fix pack level. The list of versions of WebSphere Message Broker supported by ITCAM for SOA is available from the Software product compatibility reports website. For information about accessing reports from this website, see the software and hardware requirements section of the *IBM Tivoli Composite Application Manager for SOA Installation Guide*.

KK3CF0178E Unable to determine the Version of IBM WebSphere Message Broker. For Windows, ensure that command is run from a mqsi command window. For UNIX, ensure that mqsiprofile has been sourced in the current shell, before invoking the configuration command.

Explanation: The data collector configuration command was run from a command prompt or a shell where the WebSphere Message Broker environment variables are not found.

User response: Run this tool again from the command environment of a supported version of IBM WebSphere Message Broker. If necessary, upgrade IBM WebSphere Message Broker to a supported version or fix pack level.

KK3MB0004E   There might be another instance of the script running on the same broker. If you are sure that there is no other instance running, remove the file: *filename* **. Then run the script again.**

Explanation: The script is invoked more than once concurrently.

User response: See the message text for the suggested action.

KK3MB0005E   The Message Broker data collector user exit is already registered with this execution group.

Explanation: The Message Broker data collector should only register once with each Message Broker execution group. A duplicate registration attempt was detected and this instance of the data collector will terminate.

System action: The data collector instance detecting the duplicate registration will terminate.

KK3MB0006E   The Message Broker data collector user exit registration failed.

Explanation: The Message Broker data collector attempted to register the user exit with the execution group and failed.

System action: The data collector terminates and will not collect data.

User response: Restart the broker instance. If the problem persists, see the IBM Software Support website.

KK3MB0007E   The log directory *kk3LogDir* **cannot be located.**

Explanation: The specified log directory could not be located. This problem might occur if the data collector was not installed correctly. The log directory should be located under the KK3USEREXIT_HOME installation directory.

User response: Verify that the data collector is installed correctly, and verify that the log directory is located under the installation directory as expected.

KK3MB0008E   Syntax error.

Explanation: Usage: `configDC.bat/sh` `{-enable|-disable}` `[brokerInstallDir]`

User response: Check the syntax of the configDC command and verify that the parameters are specified correctly. Refer to the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for more information.

KK3MB0019E   An error occurred while loading the file with path *path* **with error code** *errorCode***.**

Explanation: Because of an operation system limitation, the specified file cannot be loaded successfully.

User response: Determine the cause of the failure by investigating the error code.

KK3MB0020E   The Message Broker user exit failed to send a tracking event. Error code *errorCode***.**

Explanation: The Message Broker user exit failed to send a tracking event. No data will be collected for this event.

User response: Determine the cause of the failure by investigating the error code.

KK3MB0021E   Transaction Tracking failed to shut down. Error code *code***.**

Explanation: Transaction Tracking failed to shut down.

User response: Determine the cause of the failure by investigating the error code.

KK3MB0024E   The Message Broker user exit failed to register the MQ stitch function.

Explanation: The Message Broker user exit failed to register the MQ callback function.

User response: Verify that the MQ installation directory parameter in the configuration file is correct.

KK3MB0025E   Unable to configure the installation directory of the WebSphere Message Broker for data collection.

Explanation: No installation directory was specified for the WebSphere Message Broker to be configured for data collection. An attempt was made to determine the directory but failed.

User response: Specify the installation directory of the WebSphere Message Broker to be configured.

KK3MB0028E   An error occurred while loading the library with path *path* **with error code** *errorCode***.**

Explanation: Because of an operation system limitation, the specified library cannot be loaded successfully.

User response: Determine the cause of failure by investigating the error code.

KK3MB0029E   Unable to determine the home directory for the WebSphere Message Broker user exit.

Explanation: The KK3USEREXIT_HOME environment variable was not specified. The system temporary directory will be used for configuration and logging.

User response: Ensure the environment variable KK3USEREXIT_HOME is specified in the Message Broker profile.

KK3MB0031E   Unable to determine the installation directory of the Data Collector for WebSphere Message Broker. Change to the directory containing the configDC configuration script, and run it manually.

Explanation: An error has occurred while determining the installation directory of the Data Collector for WebSphere Message Broker.

User response: Change to the directory containing the configDC script, and run it manually.

KK3MB0035E   Syntax error. Usage: upgradeBrokers.bat/sh {-silent} [broker_name_list] -silent: Do not prompt user before upgrading broker user exits. broker_name_list: A whitespace ( ) separated list of brokers to upgrade.
Example 1: upgradeBrokers.bat broker1
./upgradeBrokers.sh broker1
Example 2: upgradeBrokers.bat broker1 broker3 ./upgradeBrokers.sh broker1 broker3
Example 3: upgradeBrokers.bat -silent broker1 ./upgradeBrokers.sh -silent broker1
Example 4: upgradeBrokers.bat -silent broker1 broker3 ./upgradeBrokers.sh -silent broker1 broker3

Explanation: See message.

User response: Check the syntax of the **upgradeBrokers** command and verify that parameters are specified correctly. Refer to the *IBM Tivoli Composite Application Manager for SOA Installation Guide* for more information.

KK3MB0036E   Load the MQSI environment for the broker installation to be upgraded. On Windows: Select Start -> WebSphere Message Broker -> Command Console shortcut. On UNIX: Run the mqsiprofile script in the WebSphere Message Broker install bin directory. For example, . /opt/ibm/mqsi/7.0/bin/mqsiprofile

Explanation: The upgradeBrokers script does not know which broker installation to upgrade.

User response: Load the MQSI environment for the broker installation to be upgraded.

KK3MB0037E   Complete the following steps before running the upgradeBrokers script: 1. Enable the Data Collector for WebSphere Message Broker by running the configDC script. 2. Restart all MQSI command prompts or shells. 3. Load the MQSI environment for the broker installation to be upgraded.

Explanation: The Data Collector for WebSphere Message Broker must be enabled before running the upgradeBrokers script.

User response: Follow the steps in the message before running the upgradeBrokers script.

KK3MB0038E   You cannot use the upgradeBrokers script to upgrade from more than one user exit. Instead, use the mqsichangebroker and mqsichangeflowuserexits commands to upgrade the user exits from MqsiSOAExit and TTDCUserExit to KK3UserExit.

Explanation: The upgradeBrokers script has not upgraded the user exits for the brokers specified as it does not support the upgrade process from more than one user exit.

User response: Use the mqsichangebroker and mqsichangeflowuserexits commands to upgrade the user exits from MqsiSOAExit and TTDCUserExit to KK3UserExit.

KK3MB0040E   Cannot write to file *file*.

Explanation: An attempt to open the specified file has failed.

User response: Check that the specified file exists. If the file does not exist, create it. If the file does exist, check that it has write permissions for the current user.

KK3MB0041E   Unable to upgrade broker *brokerName* **user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsichangebroker command.**

Explanation: An attempt to upgrade the user exits for the broker has failed because an error occurred running the mqsichangebroker command.

User response: Review the Message Broker logs to determine why the mqsichangebroker command failed. Resolve any issues, then re-run the upgradeBrokers script for the broker.

KK3MB0043E   **Unable to upgrade broker** *brokerName*, **execution group** *exGroupName* **ACTIVE user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsichangeflowuserexits command.**

Explanation: An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and re-run the upgradeBrokers script for the broker.

KK3MB0044E   **Unable to upgrade broker** *brokerName*, **execution group** *exGroupName* **INACTIVE user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsichangeflowuserexits command.**

Explanation: An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and re-run the upgradeBrokers script for the broker.

KK3MB0047E   **Unable to upgrade broker** *brokerName*, **execution group** *exGroupName*, **message flow** *msgFlowName* **ACTIVE user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsichangeflowuserexits command.**

Explanation: An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0048E   **Unable to upgrade broker** *brokerName*, **execution group** *exGroupName* **message flow** *msgFlowName* **INACTIVE user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsichangeflowuserexits command.**

Explanation: An attempt to upgrade the user exits for the broker has failed. An error occurred running the mqsichangeflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsichangeflowuserexits command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0051E   **Unable to start broker** *brokerName* **to upgrade exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsistart command.**

Explanation: An attempt to start the broker to upgrade the user exits has failed. An error occurred running the mqsistart command.

User response: Review the Message Broker logs to determine why the mqsistart command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0052E   **Unable to stop broker** *brokerName* **to re-load registered user exits. User exits have not been upgraded from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsistop command.**

Explanation: An attempt to stop the broker to re-load the registered user exits has failed. An error occurred running the mqsistop command.

User response: Review the Message Broker logs to determine why the mqsistop command failed. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0053E   **Unable to upgrade** *brokerName*, **execution group** *exGroupName* **user exits because the execution group is not running.**

Explanation: An attempt to upgrade the user exits for the execution group and its message flows has failed because the execution group is not running.

User response: Review the Message Broker logs to determine why the execution group is not running. Resolve any issues and then re-run the upgradeBrokers script for the broker.

KK3MB0054E   **Unable to stop broker** *brokerName* **and return it to its original state. An error occurred running the mqsistop command.**

Explanation: An attempt to stop the broker and return it to its original state after upgrading the user exits has failed. An error occurred running the mqsistop command.

User response: Review the Message Broker logs to determine why the mqsistop command failed. Resolve any issues, and then run the mqsistop command to stop the broker.

KK3MB0055E   Unable to restart broker *brokerName* **after upgrading user exits from** *fromUserExit* **to** *toUserExit*. **An error occurred running the mqsistart command.**

Explanation: An attempt to start the broker after upgrading the user exits has failed. An error occurred running the mqsistart command.

User response: Review the Message Broker logs to determine why the mqsistart command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0056E   Unable to determine broker *brokerName* **user exits. An error occurred running the mqsireportflowuserexits command.**

Explanation: An attempt to determine the user exits for the broker has failed. An error occurred running the mqsireportflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0057E   Unable to determine broker *brokerName* **execution groups. An error occurred running the mqsilist command.**

Explanation: An attempt to determine the execution groups for the broker has failed. An error occurred running the mqsilist command.

User response: Review the Message Broker logs to determine why the mqsilist command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0058E   Unable to determine broker *brokerName*, **execution group** *brokerName* **user exits. An error occurred running the mqsireportflowuserexits command.**

Explanation: An attempt to determine the user exits for the execution group has failed. An error occurred running the mqsireportflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0059E   Unable to determine broker *brokerName*, **execution group** *brokerName* **message flows. An error occurred running the mqsilist command.**

Explanation: An attempt to determine the message flows for the execution group has failed. An error

occurred running the mqsilist command.

User response: Review the Message Broker logs to determine why the mqsilist command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0060E   Unable to determine broker *brokerName*, **execution group** *brokerName*, **message flow** *brokerName*, **user exits. An error occurred running the mqsireportflowuserexits command.**

Explanation: An attempt to determine the user exits for the message flow has failed. An error occurred running the mqsireportflowuserexits command.

User response: Review the Message Broker logs to determine why the mqsireportflowuserexits command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0061E   Command *cmd* **did not finish running before the time out period expired.**

Explanation: An attempt has been made to run a command. However, the command was stopped because a response from the command was not received within an acceptable timeframe.

User response: Review the Message Broker and system logs to determine why the command failed. Resolve any issues, and then re-run the upgradeBrokers script for the broker.

KK3MB0063E   This command is not supported on the current operating system *osname*.

Explanation: The command is not supported on the current operating system.

User response: See the documentation for the correct command.

KK3WT0002E   The following exception occurred: Exception: *exception_code* **Stack trace:** *stack_trace_data*

Explanation: See the exception code and trace data for details of the error.

User response: Examine the exception code and trace data to determine the problem and correct as needed. Try the operation again. If the problem persists, see the IBM Software Support website.

KK3WT0003W   The configuration file *filename* **could not be loaded. The default configuration is used instead.**

Explanation: See message.

System action: The system automatically uses its

built-in default configuration.

KK3WT0005E   Unable to write to the data file
       file_name.

Explanation: The data collector is unable to write to the specified file. This might occur if, for example, the disk is full or the the user does not have authorization to write to the file.

System action: The data collector is inactive until the problem is corrected. After the problem is corrected, the system automatically reactivates after a short delay.

Administrator response: Examine the file system for problems with the specified file.

KK3WT0007E   The component named:
       componentName **is not able to initialize successfully. The following error occurred:** *errorMessage*

Explanation: See message.

System action: The component is inactive.

Administrator response: Correct the error indicated in the message and restart the application server.

KK3WT0008E   The output file *fileName* **cannot be renamed for rollover.**

Explanation: When a certain file-size threshold is reached, the product rolls the specified file over to a backup copy and begins a new file. This error indicates that the basic file system operations involved in this task have failed.

System action: The product will continue accumulating data in the original file. After the problem is corrected, the product rolls the current file over to its backup and continues its normal work.

Administrator response: Correct the problem with the files or file system as promptly as possible. Until this problem is corrected, the risk of filling the file system is greatly increased.

KK3WT0010E   The data collector is unable to locate or parse a configuration property named: *property_name*.

Explanation: The data collector uses a configuration file named /KD4/config/KD4.dc.properties. Either this file does not contain the named property or the value of that property does not conform to the required syntax. These properties are enumerated, the number of properties generated depends on the value set in the count property.

System action: The data collector ignores this property and continues to use the set of configuration properties that it is able to successfully locate and parse.

Administrator response: Refresh the configuration display for the corresponding server and update the set of configuration parameters. If you have modified the configuration file manually, ensure the following: The Count property indicates the correct value. The correct number of Control properties are present. Each Control property contains the correct number and sequence of semicolon-delimited tokens. The server names on these properties match the server configuration and that they are free from typographic errors.

Appendix A. Accessibility

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

The accessibility features in the product enable users to:

- Use assistive technologies, such as screen reader software and digital speech synthesizers, to hear what is displayed on the screen. Consult the product documentation of the assistive technology for details on using the technology with this product.
- Perform tasks with the software using only the keyboard.

General Navigation

Each page has four main sections:

- Headerbar
- Toolbar
- Main tabs
- Content

Each page has navigation points for screen readers. The following navigation points are all H1:

- Title bar
- Main tabs
- Main form
- Section labels
- Table labels

Menu Navigation

You use the Go To menu at the top of the screen to navigate to any of the applications that you have access to. The Go To menu is a cascading menu that is three levels deep at its deepest point. The following instructions describe how to get started with JAWS:

1. To get to the Go To menu press Alt+G.
2. When you open the menu, JAWS reads the first application in the menu. If JAWS does not begin to read the entry, restart the screen reader.
3. Navigate the list of applications in the menus by using the arrow keys.
4. JAWS indicates if a menu item has submenus. To get to a submenu, press the right arrow or enter.
5. Press the left arrow to move up a level in the hierarchy. If you press the left arrow at the highest level of the Go To menu, you leave the menu completely.
6. Press the Enter key to enter an application.

Accessibility help

The Accessibility Help panels provide details on general navigation, menu navigation, and hot keys. Click **Accessibility Help** from the toolbar of the product to access the help panels.

Screen reader setting

The product contains a screen reader flag. When you turn on the screen reader flag, the user interface is optimized to work with JAWS for Windows®. You use the **User** tab in the Users application to turn on the screen reader flag.

Keyboard shortcuts

You can navigate within the applications by using a combination of keys.

Accessible reports

To use the accessibility tools to read reports, you must access the reports in Microsoft Excel. In the reports applications, select the **Run Reports** option in the **Select Action** menu. With this option, you can email an .xls file version of a report to yourself at a scheduled time.

IBM and accessibility

For more information about the commitment that IBM has to accessibility, see the IBM Human Ability and Accessibility Center. The IBM Human Ability and Accessibility Center is at the following web address: http://www.ibm.com/able

Appendix B. Support information

You can obtain support for IBM products in a number of ways.

Searching knowledge bases

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

You can find useful information by searching the information center for ITCAM for Applications. However, sometimes you need to look beyond the information center to answer your questions or resolve problems.

To search knowledge bases for information that you need, use one or more of the following approaches:

- Find the content that you need by using the IBM Support Portal.

  The IBM Support Portal is a unified, centralized view of all technical support tools and information for all IBM systems, software, and services. The IBM Support Portal lets you access the IBM electronic support portfolio from one place. You can tailor the pages to focus on the information and resources that you need for problem prevention and faster problem resolution. Familiarize yourself with the IBM Support Portal by viewing the demo videos (https://www.ibm.com/blogs/SPNA/entry/the_ibm_support_portal_videos) about this tool. These videos introduce you to the IBM Support Portal, explore troubleshooting and other resources, and demonstrate how you can tailor the page by moving, adding, and deleting portlets.

- Search for content by using the IBM masthead search.

  You can use the IBM masthead search by typing your search string into the Search field at the top of any ibm.com® page.

- Search for content by using any external search engine, such as Google, Yahoo, or Bing.

  If you use an external search engine, your results are more likely to include information that is outside the ibm.com domain. However, sometimes you can find useful problem-solving information about IBM products in newsgroups, forums, and blogs that are not on ibm.com.

  Tip: Include "IBM" and the name of the product in your search if you are looking for information about an IBM product.

Finding Release Notes

You can find Release Note information online by viewing IBM Technotes. Technotes replace the Release Notes manual for this product. *Technotes* are short documents that cover a single topic. You can search the Technote collection for common problems and solutions, and known limitations and workarounds. Technotes are continuously updated to provide current product information.

The following two procedures describe how to view Technotes and how to subscribe to support updates. Alternatively, you can watch demos of these procedures at the following website:

http://www.ibm.com/software/support/sitetours.html

Viewing Technotes

Complete the following actions to access Technotes for this product:

1. Launch the IBM Software Support website: http://www.ibm.com/software/support.
2. Click the **Troubleshoot** tab.
3. Specify the product name in the **Quick find** field and press Enter.
4. Select the product name from the list and add the product to **My products list**.
5. Click **Finish** to confirm your selection.
6. Click **View all troubleshooting links**.
7. In the **Filter by document type** list, select Technotes (FAQs) and Technotes (troubleshoohting) to filter your view to display all of the Technotes for the product.

Subscribing to new support updates

To stay informed of important information about the IBM products that you use, you can subscribe to updates.

By subscribing to receive updates about ITCAM Agent for WebSphere Applications, you can receive important technical information and updates for specific IBM Support tools and resources.

With My Notifications, you can subscribe to Support updates for any IBM product. (My Notifications replaces My Support, which is a similar tool that you might have used in the past.) With My Notifications, you can specify that you want to receive daily or weekly e-mail announcements. You can specify what type of information you want to receive (such as publications, hints and tips, product flashes (also known as alerts), downloads, and drivers). My Notifications enables you to customize and categorize the products about which you want to be informed and the delivery methods that best suit your needs.

To subscribe to my Notifications, complete these steps:

1. Go to the IBM Support Portal and click **My Notifications** in the **Notifications** portlet.
2. Sign in using your IBM ID and password, and click **Submit**.
3. Identify what and how you want to receive updates.
   a. Click the **Subscribe** tab.
   b. Select **Tivoli**.
   c. Select one or more products by name and click **Continue**.
   d. Select your preferences for how to receive updates, whether by e-mail, online in a designated folder, or as an RSS or Atom feed.
   e. Select the types of documentation updates that you want to receive, for example, Technotes, new information about product downloads, and discussion group comments.
   f. Click **Submit**.

Until you modify your My Notifications preferences, you receive notifications of updates that you have requested. You can modify your preferences when needed (for example, if you stop using one product and begin using another product).

Obtaining fixes

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

1. Launch the IBM Software Support website: http://www.ibm.com/software/support.
2. Click the **Downloads** tab.
3. Specify the product name in the **Quick find** field and press Enter.
4. Select the product name from the list and add the product to **My products list**.
5. Click **Finish** to confirm your selection.
6. Click **View all download links**.
7. In the **Filter by version** list, select the version of the product for which you want to display fixes.

Contacting IBM Software Support

IBM Support provides assistance with product defects, answers FAQs, and helps users resolve problems with the product.

After trying to find your answer or solution by using other self-help options such as technotes, you can contact IBM Support. Before contacting IBM Support, your company or organization must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. For information about the types of available support, see the Support portfolio topic in the "*Software Support Handbook*".

To contact IBM Support about a problem:

1. Define the problem, gather background information, and determine the severity of the problem.

   For more information, see the Getting IBM support topic in the *Software Support Handbook*.
2. Gather diagnostic information. See the Troubleshooting guide for more information.
3. Submit the problem to IBM Support in one of the following ways:
   - Online through the IBM Support Portal: You can open, update, and view all of your service requests from the Service Request portlet on the Service Request page.
   - By phone: For the phone number to call in your region, see the Directory of worldwide contacts web page.

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

For more information about exchanging information with IBM Support, see http://www.ibm.com/software/support/probsub.html

Exchanging information with IBM

To diagnose or identify a problem, you might need to provide IBM Support with data and information from your system. In other cases, IBM Support might provide you with tools or utilities to use for problem determination.

Sending information to IBM Support

To reduce the time that is required to resolve your problem, you can send trace and diagnostic information to IBM Support.

Procedure

To submit diagnostic information to IBM Support:

1. Open a problem management record (PMR).
2. Collect the diagnostic data that you need. Diagnostic data helps reduce the time that it takes to resolve your PMR. You can collect the diagnostic data manually or automatically:
3. Compress the files by using the `.zip` or `.tar` file format.
4. Transfer the files to IBM. You can use one of the following methods to transfer the files to IBM:
   - The Service Request tool
   - Standard data upload methods: FTP, HTTP
   - Secure data upload methods: FTPS, SFTP, HTTPS
   - Email

   All of these data exchange methods are explained on the IBM Support website.

Receiving information from IBM Support

Occasionally an IBM technical-support representative might ask you to download diagnostic tools or other files. You can use FTP to download these files.

Before you begin

Ensure that your IBM technical-support representative provided you with the preferred server to use for downloading the files and the exact directory and file names to access.

Procedure

To download files from IBM Support:

1. Use FTP to connect to the site that your IBM technical-support representative provided and log in as `anonymous`. Use your email address as the password.
2. Change to the appropriate directory:
   a. Change to the `/fromibm` directory.

      `cd fromibm`
   b. Change to the directory that your IBM technical-support representative provided.

      `cd nameofdirectory`
3. Enable binary mode for your session.

   `binary`
4. Use the **get** command to download the file that your IBM technical-support representative specified.

   `get filename.extension`

5. End your FTP session.

```
quit
```

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 subject matter expert direction and value. Participating in the Exchange helps you manage your Tivoli products with increased effectiveness.

What do you do to participate? Review the schedule of Exchange sessions. Find a topic of interest 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 where 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.ibm.com/software/sysmgmt/products/support/supp_tech_exch.html

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