

IBM Tivoli Service Level Advisor



Additional Messages for IBM Tivoli Service Level Advisor

Version 1.2.1 Fix Pack 1

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Preface

Additional Messages for IBM® Tivoli® Service Level Advisor provides a listing of messages that accompany this fix pack for IBM Tivoli Service Level Advisor. This document contains only new and changed messages related to this Fix Pack. Refer to the complete list of messages in version 1.2.1 of this document for additional message information.

Who should read this guide

This document is written for systems administrators, Tivoli Professional Services personnel, and other users of IBM Tivoli Service Level Advisor in creating and managing *service level agreements* (SLAs).

Conventions used in this guide

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

Typeface conventions

This guide uses the following IBM-style 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:**)
- Column headings in a table
- Keywords and parameters in text

Italic

- Citations (titles of books, diskettes, and CDs)
- Words defined in text
- Emphasis of words (words as words)
- Letters as letters
- New terms in text (except in a definition list)
- Variables and values you must provide

Monospace

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

Operating system-dependent variables and paths

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

When using the Windows command line, replace *\$variable* with *% variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths.

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

New and Updated Messages for Fix Pack 1

DYKGU0165E No active offering components are in this published outsourced offering. This is a system error. The Change Published Offering task will now be cancelled.

Explanation: At least one active offering component is required in a published outsourced offering.

Operator Response: None.

DYKGU0166W Are you sure, you want to delete the obsolete offering component *Offering Component Name*? This obsolete offering component and the associated resources will also be immediately removed from each customer order for this offering. A list of these customer orders is displayed on the Confirm Published Offering page.

Explanation: If you delete the obsolete offering component, it and the resources for the associated customer order cannot be restored.

Operator Response: To delete the obsolete offering component and the associated customer order resources, click Delete Offering Component. To cancel the deletion, click Do Not Delete.

DYKGU0167I The original offering contained offering components in an obsolete state. These obsolete offering components are not included in this offering.

Explanation: You cannot include obsolete offering components in your new offerings.

Operator Response: None.

DYKGU0168I You cannot assign resources to this offering component because it is in an obsolete state.

Explanation: Obsolete offering components are not evaluated.

Operator Response: You must assign resources to all of the active offering components.

DYKGU0169E At least one tiered SLA is required for this published offering because there are no active offering components.

Explanation: This offering contains no active offering components. This offering must contain least one tiered SLA.

Operator Response: Include a tiered SLA in your offering.

DYKGU0170E At least one active offering component or tiered SLA is required for an offering.

Explanation: When you create an offering, it is not complete until you include at least one active offering component or associate it with an existing tiered SLA that has at least one offering component.

Operator Response: Return to your previous page and include either a tiered SLA or an active offering component for this offering.

DYKME9004E A system error occurred.

Explanation: An unexpected problem has occurred. This may be an internal error.

Administrator Response: If this problem persists, contact Tivoli Customer Support. See the First Failure Data Capture log for more information regarding this error.

Level 3 Support: The FFDC log files will contain a stack trace of the error. This is a general error message for unexpected exception processing flows.

DYKME9028E Metric *metricName* is associated with incorrect schedule: *businessScheduleName*.

Explanation: The schedule that is associated with the identified metric is incorrect.

Administrator Response: Return to your metric definition and correct the associated schedule, then try again. If the problem persists, contact Tivoli Customer Support.

DYKME9057E One or more data points were found that have incorrect value fields. These data points cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context*, and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd*.

Explanation: The metric evaluator has determined that the data points cannot be used for evaluations because the required value fields contain data that is either not valid or is unusable. Some metrics require only a single value field (for example, total). Other metrics require multiple value fields (for example, min, avg, and max).

DYKME9078E • DYKME9087E

The First Failure Data Capture log identifies the value fields that are not valid.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9078E One or more null data points were found. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The data collector responded to a metric evaluation retrieval request with null data points. This might be the result of an internal error.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. Contact Tivoli Customer Support.

DYKME9079E One or more data points were found that have a null Start Time field. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The metric evaluator found at least one data point with a Start Time that is not valid. These data points cannot be used for evaluations and are ignored during the evaluation process.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9084E One or more data points were found that have time stamps that are not within the evaluation period. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: Time stamps for data points retrieved for an evaluation must occur between the start and end of the evaluation period. If they do not, they are not valid and cannot be used for evaluations. This should only occur if there is an internal error.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. Contact Tivoli Customer Support.

DYKME9085E One or more data points were found that have a zero sample count. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The metric evaluator found at least one data point with a zero sample count. These data points cannot be used for evaluations and are ignored during the evaluation process.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9086E One or more data points were found that are missing a sample count. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The metric evaluator found at least one data point that is missing a sample count. These data points cannot be used for evaluations and are ignored during the evaluation process.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9087E One or more data points could not be correlated with a business schedule. This might be an internal error. The data points are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The time stamps for the data points cannot be associated with a business schedule state. Without an associated schedule state, the data points cannot be correctly evaluated and are considered not

valid. This should only occur if there is an internal error.

Administrator Response: Check the detailed explanation in the logs. It will list each datapoint that had this error. Contact Tivoli Customer Support.

DYKME9088E An internal error occurred while processing one or more data points. The data points are considered not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: An unexpected problem occurred while processing the data points. The data points cannot be correctly evaluated and are considered not valid.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. Additional details such as an exception trace might also be in the log. Contact Tivoli Customer Support.

DYKME9089E One or more data points were found that have a negative sample count. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The metric evaluator found at least one data point that contains a sample count with a value less than zero. These data points cannot be used for evaluations and are ignored during the evaluation process.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9090I One or more data points were found that have unexpected data which can be ignored without invalidating the data point. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: Certain fields of the data points contain unexpected data, but can be ignored without

invalidating the entire data point for later evaluations.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. This error might have been caused by a faulty source application ETL. Contact Tivoli Customer Support.

DYKME9091E One or more data points were found that have null measurement type names. They are not valid and cannot be evaluated. They were retrieved for a metric whose context (Measurement Type / SLA ID / Component ID) is *context* , and for the evaluation period (GMT) from *evaluationPeriodStart* to *evaluationPeriodEnd* .

Explanation: The metric evaluator found at least one data point that contains a null measurement type name. These data points cannot be used for evaluations and are ignored during the evaluation process.

Administrator Response: Check the detailed explanation in the First Failure Data Capture log. The log will list each data point that had this error. Contact Tivoli Customer Support.

DYKOM1081E The customer order *customer order id* contains no active service elements and is not deployed.

Explanation: Order Manager cannot process the specified order because it does not contain any active service elements. The order is not deployed.

Operator Response: Save the message and trace logs and contact Tivoli Customer Support.

DYKSD2522I There are no obsolete service elements related to the measurement source application in the SLM Database.

Explanation: No additional information is available for this message.

Appendix. Notices

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