IBM Tivoli Enterprise Console Version 3.7.1 Interim Fix 0060 Readme File

Date: August 2004

Name: 3.7.1-TEC-0060

Component: IBM® Tivoli Enterprise Console® Version 3.7.1

Before using this information and the product it supports, read the information in the "Notices" section, at the end of this document.

Table of Contents

About this interim fix
This section provides general information about this interim fix. It is strongly recommended that you read this entire document before you install this interim fix.

Interim fix contents

The 3.7.1-TEC-0060.tar file contains the following for this interim fix:
- This readme file
- An image report
- A CD-ROM image

Document Format: This readme document is now provided in Adobe Acrobat Portable Document Format (PDF) format only.

Patches superseded by this interim fix
The following patches are superseded by this interim fix:
- 3.7.1-TEC-0047LA
- 3.7.1-TEC-0048LA
- 3.7.1-TEC-0049LA

- 3.7.1-TEC-0050LA

Supported platforms and databases
The section lists the platforms and databases that are supported by this interim fix.

Platform	Component		
	Server/Gateway	Endpoint adapters	UI server and console
AIX 5.1	X	X	X
AIX 5.1.0.c	X	X	X
AIX 5.2	X	X	X
Solaris 2.6 [1]	X	X	X
Solaris 7	X	X	X
Solaris 8	X	X	X
Solaris 9	X	X	X
HP-UX 11	X	X	X
HP-UX 11i	X	X	X
Windows® 2000 Professional	X	X	X
Windows 2000 Server	X	X	X
Windows 2000 Advanced Server	X	X	X
Windows XP Professional	X	X	X
Windows Server 2003	X	X	X
OS/400 5.1,5.2		[5]	
Red Hat Advanced Server 2.1	X	X	X
United Linux 1/ SuSE SLES 8 for IA32		X	
Novell Netware 5.1/6.0		X	
Compaq Tru64 5.1b		X	
Siemens Reliant UNIX 5.4.5		X	
SGI Irix 6.5.x		X	
SCO UnixWare 7.1.1/7.1.3		X	
Solaris 7.8 (Intel)		X	
SuSe SLES 7 for IA32	X	X	X

Notes:
1. Solaris refers to the Solaris Operating Environment and is hereinafter referred to as Solaris.
2. This platform support table is based on information available at the time of this interim fix. This table reflects those operating systems that have not reached end of life, as indicated by the operating system vendor. Refer to the online support from IBM for current support information.
3. Although the Windows NT® operating system is not supported, the Windows NT event log adapter is available as part of the Adapter Configuration Facility, and you can distribute the Windows NT event log adapter to Windows NT endpoints.
4. 64 bit support is provided only with 32 bit mode.
5. A non-TME adapter is provided. An endpoint adapter is not provided.

Supported Databases
DB/2 7.2 (FP7)
DB/2 8.1 (FP2)
Informix 9.3
MS SQL Server 7.0
MS SQL Server 2000
Oracle 9i
Oracle 9i v2
Sybase 12.0
Sybase 12.5

New in this interim fix
This interim fix does not provide any new function.

Installation information
This section provides installation information for the 3.7.1-TEC-0060 interim fix for the IBM Tivoli Enterprise Console Version 3.7.1.

Prerequisites

IBM Tivoli Enterprise Console Version 3.7.1 with fix pack 3.7.1-TEC-FP06 installed
IBM Tivoli Enterprise Console for Linux 3.7.1-TEC-LINUX for environments that use the Linux operating system
IBM Tivoli Management Framework Version 3.7.*x*, 4.1, or 4.1.1
IBM Tivoli® NetView® Versions 7.1.2 or 7.1.3 to use the Tivoli NetView function that is provided with the Tivoli Enterprise Console product.

The following tables provide the recommended patches for each version of the Tivoli Management Framework and the specific installation scenarios.

IBM Tivoli Management Framework Version	Patches
3.7b	3.7-TMF-0030
3.7.1	3.7.1-TMF-0097, 3.7.1-TMF-0098, 3.7.1-TMF-0099, 3.7.1-TMF-0110
4.1	4.1-TMF-0010E, 4.1-TMF-0013, 4.1-TMF-0014, 4.1-TMF-0015 (Linux PPC support), 4.1-TMF-0019

Installation Scenarios	Patches
To use single port bulk data transfer (BDT)	3.7.1-TMF-0097
Installing with Software Installation Services, SIS, version 3.7.1	No patches are required.
Installing with Software Installation Services, SIS, versions 4.1	4.1-SISCLNT-0002, 4.1-SISDEPOT-0002
Installing with Software Installation Services, SIS, versions 4.1.1	No patches are required.

Interim fix notes
There are no notes for this interim fix.
You should also read the Documentation Updates section for information about changes to the documentation.

Installation instructions
This section provides installation instructions for this interim fix.

1. Extract the interim fix.

    Use the following command on a UNIX® system to extract the contents into a temporary directory. For the purpose of this example, assume that the PATCH variable points to this temporary directory.

    cd $PATCH
    tar -xvf 3.7.1-TEC-0060.tar

    Use the following command on a Windows operating system to extract the contents into a temporary directory. For the purpose of this example, assume that the %PATCH% variable points to this directory, and X is drive letter where %PATCH% is found.

    %SystemRoot%\system32\drivers\etc\Tivoli\setup_env.cmd
    X:
    > cd %PATCH%
    > tar -xvf 3.7.1-TEC-0060.tar

    Note: If you extract the TAR image on a Windows system, an executable file for the TAR utility is in the following Tivoli installation directory: bin/w32-ix86/tools/tar.exe.

2. The following instructions are for using the Software Installation Service (SIS). If SIS is not used, go to step 3.

Installation Notes:

1) SIS can install Tivoli Software products on most hardware platforms supported by Tivoli Software; however, there are some hardware platforms on which SIS cannot run. Refer to the *Tivoli Enterprise Installation Guide* for the list of platforms on which SIS can run. Refer to the Prerequisites section of this document for related SIS patches.
2) You must have the install_product and super authorization roles to successfully install this interim fix.

a) From the Tivoli desktop menu bar, click **Desktop** --> **Install** --> **Software Installation Service**.
b) From the Get Installation Password window, type the installation password.
c) In the window that contains the Tivoli logo, click **Install**.
d) From the Install Spreadsheet window, click **Select Product**.
e) From the Select Product window, click **Import Product**.
f) Use the file browser to locate the media for 3.7.1-TEC-0060, and double-click the PATCHES.LST file.
g) From the Import Product window, select **3.7.1-TEC-0060,** and then click **Import**.
h) From the Global Progress window, click **OK** after the file is imported.
i) From the Select Product window, select the **3.7.1-TEC-0060** interim fix and click **OK**.
j) From the Install Spreadsheet window, click **Select Machine**.
k) Select the machines you would like to install 3.7.1-TEC-0060 on, and click **OK**.
l) From the Install Spreadsheet window, select the appropriate cells. This will yield a letter X in the cells for the machines to install 3.7.1-TEC-0060 on.
m) Click **Install**.
n) From the Installation Algorithm window, select the installation algorithm you want to use and click **OK**. SIS performs the installations you requested from the Install Spreadsheet window. Skip step 3 and continue to step 4 to complete the installation.

3. Perform the following procedure to install the interim fix using the classic Tivoli installation mechanism.
   Installation Note: The install_product and super authorization roles are required to successfully install this interim fix.
   a) From the Tivoli Desktop menu bar, click **Desktop** --> **Install** --> **Install Patch** to display the Install Patch window.
   b) From the Install Patch window, click **Select Media** to display the File Browser window.
   c) From the File Browser window, type the path to the directory containing the interim fix, $PATCH, in the **Path Name** field.
   d) Click **Set Media & Close** to return to the Install Patch window.
   e) From the Install Patch window, click the name of the interim fix.
   f) Select the clients to install the interim fix on. Interim fixes typically need to be installed on the Tivoli server and on each Tivoli client.
   g) Click **Install**.
4. After the interim fix installation is complete, restart the event server.

APAR fixes included with this interim fix

The section provides a description and the resolution of the APAR fixes that are provide by the 3.7.1-TEC-0060 interim fix.

APAR   IY39339

Symptom: Multiple clearing events cannot be created using the create_clearing_event() predicate when the clearing events have the same event class. The first clearing event is created and subsequent attempts to create clearing events for the same event class fail.
Resolution: Multiple clearing events that have the same event class can now be created.

APAR IY42237

Symptom: Rules do not compile correctly if the rule action body contains a first_instance(), all_instances(), first_duplicate(), or all_duplicates() predicate that contains a closing parenthesis as part of a quoted string.
Resolution: Rules now compile correctly when the rule action body contains either a first_instance(), all_instances(), first_duplicate(), or all_duplicates() predicate with a closing parenthesis as part of a quoted string.

APAR IY47287

Symptom: The tec_rule process stops with a SIGSEGV 211 error.
 A memory problem within an event structure can occur if an assignment that is not valid is made within a rule. This can cause the tec_rule process to stop with a SIGSEGV 211 error. The assignment that is not valid is usually a sprintf/3 call with either the wrong format or incorrect number of arguments, or an atompart/4 call where the first or second argument is not an atom. To help determine which prolog call is failing, initialize rule base tracing and issue a tell_err('/tmp/prolog_err.out') call on a TEC_Start event within a rule.
Resolution: To prevent the tec_rule process from stopping, a check was added that prevents the event structure from being processed. The following warning message is written in the /tmp/tec_rule.log file:

WARNING: Number of last out bounds: last = *number*

The *number* value is the number that is an integer greater than 500 that usually represents a memory address.

APAR: IY49463

Symptom: The `wconsole -lsoperator -a` command output lists operators that are assigned to consoles, but they are not listed in the `wconsole -lsconsole -a` command output.

Resolution: Operators are now listed in the `wconsole -lsconsole -a` command output.

APAR IY50864

Symptom: Using rules tracing for extended periods of time causes the event server to stop.

Resolution: A problem with the rule tracing process has been corrected to prevent it from stopping the event server.

APAR IY51464

Symptom: When using the commit_set predicate with a TEC_Stop event, rule profiling does not function correctly.

Resolution: When a rule set contains a commit_set predicate for the TEC_Stop event, it prevents the triggering of the special profiling rule which dumps the profile statistics. This prevents the /tmp/profile file from being displayed after the event server has been stopped. Therefore, do not use the commit_set predicate with a TEC_Stop event when profiling rules.

APAR IY52425

Symptom: The UNIX logfile adapters monitor syslog events regardless of the -s parameter specified in the Adapter Configuration Facility.

Resolution: The adapters correctly recognize the -s configuration parameter and monitor or ignore syslog events accordingly.

APAR IY53206

Symptom: The tec_dispatch process stops with a SIGSEGV error during startup when an event is loaded from the event database with a LIST_OF STRING slot larger than 2048 characters.

Resolution: The tec_dispatch process continues to run and the extra characters of the slot are truncated and replaced with ellipses (...).

APAR IY53223

Symptom: A memory leak in tec_rule process was caused when an event created by the generate_event() predicate was dropped with drop_received_event ().

Resolution: The memory leak in tec_rule process does not occur when an internally generated event is dropped.

APAR IY53842

Symptom: Users are unable to use the custom button on a remote console when the DISPLAY value is :0.0 because the DISPLAY value is not passed to the command triggered by the custom button.

Resolution: The console now passes all environment variables to the process that is triggered by the custom button.

APAR IY53900

Symptom: The following message is written in the syslog when the **wstopesvr** command is issued on Solaris systems:

        panic: assert: "SHOULDNT_HAPPEN". cprocs.c:348

Resolution: The message is not written when the **wstopesvr** command is issued.

APAR IY54504

Symptom: DBCS characters are incorrectly displayed in the Task Choice List window. This happens when you are using the ButtonLabel and ChoiceFile and the file used by ChoiceFile was created on one machine that has different encoding than the Java version of the event console. For example, the file was created on a Solaris system using EUC_JP and the Java console is using Windows encoding.

Resolution: Edit the tec_console.cmd file on Windows systems or the tec_console file on UNIX systems and change the TEC_ENCODING environment variable to specify the basic encoding set that you are using on the server. See the **Documentation updates** section for a list of basic encoding sets.

APAR IY54538

Symptom: If two or more events are selected to run a trouble ticket that runs the **wsendresp** command, the message that is displayed contains information that pertains only to the last event in the list of selected events and information for the other events is not provided.

Resolution: The event ID has been added to the message to ensure that they are unique.

APAR IY55053

Symptom: Events that are displayed in the Java version of the event console cannot be sorted by severity.
Resolution: The events can now be sorted by severity.

APAR IY55954
Symptom: Non-TME logfile adapters do not set the TISDIR environment variable.
Resolution: The TISDIR environment variable is now set.

APAR IY55968
Symptom: When compiling a rule base that was copied from an existing rule base that contained a rule pack, a compilation error is received because extra quotation marks are inserted in the rule_packs file in the TEC_RULES directory.
Resolution: When compiling a rule base from an existing rule base that contains a rule pack, extra quotation marks are not inserted and the rule base compiles correctly.

APAR IY56530
Symptom: When SNMP adapters on a Windows system use the German language, varbind information with an umlaut in the text causes the values of the varbinds to be converted to hex numbers instead of the actual text.
Resolution: Text with umlauts is now displayed correctly.

APAR IY57911
Symptom: The tec_task process does not remove all of the files prefixed with tec_t from the /tmp directory.
Resolution: Temporary files are now removed correctly. However, if a script or task that you wrote does not exit, the files are not removed until it exits.

Known limitations

There are no known limitations for this interim fix.

Documentation updates
APAR IY54505
The following information has been added to *the IBM Tivoli Enterprise Console Event Integration Facility Reference* for the C version of the tec_create_handle API:
> When building a TME adapter using the Tivoli Application Development Environment, be aware that the tec_create_handle API calls the tis_set_def_cs function, which sets the default code set for other tis calls. When building a non-TME adapter, the locale is set independently of the Event Integration Facility, and calling the tec_create_handle API does not change the locale.

APAR IY54504
The following list of basic encoding sets can be specified with the TEC_ENCODING environment variable to specify the basic encoding set that you are using on the server:

Big5	Big5, Traditional Chinese
Big5_HKSCS	Big5 with Hong Kong extensions, Traditional Chinese
Cp037	USA, Canada (Bilingual, French), Netherlands, Portugal, Brazil, Australia
Cp273	IBM Austria, Germany
Cp277	IBM Denmark, Norway
Cp278	IBM Finland, Sweden
Cp280	IBM Italy
Cp284	IBM Catalan/Spain, Spanish Latin America
Cp285	IBM United Kingdom, Ireland
Cp297	IBM France
Cp420	IBM Arabic
Cp424	IBM Hebrew
Cp437	MS-DOS United States, Australia, New Zealand, South Africa
Cp500	EBCDIC 500V1
Cp737	PC Greek
Cp775	PC Baltic
Cp838	IBM Thailand extended SBCS
Cp850	MS-DOS Latin-1
Cp852	MS-DOS Latin-2
Cp855	IBM Cyrillic

Cp856	IBM Hebrew
Cp857	IBM Turkish
Cp858	Variant of Cp850 with Euro character
Cp860	MS-DOS Portuguese
Cp861	MS-DOS Icelandic
Cp862	PC Hebrew
Cp863	MS-DOS Canadian French
Cp864	PC Arabic
Cp865	MS-DOS Nordic
Cp866	MS-DOS Russian
Cp868	MS-DOS Pakistan
Cp869	IBM Modern Greek
Cp870	IBM Multilingual Latin-2
Cp871	IBM Iceland
Cp874	IBM Thai
Cp875	IBM Greek
Cp918	IBM Pakistan (Urdu)
Cp921	IBM Latvia, Lithuania (AIX, DOS)
Cp922	IBM Estonia (AIX, DOS)
Cp930	Japanese Katakana-Kanji mixed with 4370 UDC, superset of 5026
Cp933	Korean Mixed with 1880 UDC, superset of 5029
Cp935	Simplified Chinese Host mixed with 1880 UDC, superset of 5031
Cp937	Traditional Chinese Host miexed with 6204 UDC, superset of 5033
Cp939	Japanese Latin Kanji mixed with 4370 UDC, superset of 5035
Cp942	IBM OS/2 Japanese, superset of Cp932
Cp942C	Variant of Cp942
Cp943	IBM OS/2 Japanese, superset of Cp932 and Shift-JIS
Cp943C	Variant of Cp943
Cp948	OS/2 Chinese (Taiwan) superset of 938
Cp949	PC Korean
Cp949C	Variant of Cp949
Cp950	PC Chinese (Hong Kong, Taiwan)
Cp964	AIX Chinese (Taiwan)
Cp970	AIX Korean
Cp1006	IBM AIX Pakistan (Urdu)
Cp1025	IBM Multilingual Cyrillic: Bulgaria, Bosnia, Herzegovinia, Macedonia (FYR)
Cp1026	IBM Latin-5, Turkey
Cp1046	IBM Arabic - Windows
Cp1097	IBM Iran (Farsi)/Persian
Cp1098	IBM Iran (Farsi)/Persian (PC)
Cp1112	IBM Latvia, Lithuania
Cp1122	IBM Estonia
Cp1123	IBM Ukraine
Cp1124	IBM AIX Ukraine
Cp1140	Variant of Cp037 with Euro character
Cp1141	Variant of Cp273 with Euro character
Cp1142	Variant of Cp277 with Euro character
Cp1143	Variant of Cp278 with Euro character
Cp1144	Variant of Cp280 with Euro character
Cp1145	Variant of Cp284 with Euro character
Cp1146	Variant of Cp285 with Euro character
Cp1147	Variant of Cp297 with Euro character
Cp1148	Variant of Cp500 with Euro character
Cp1149	Variant of Cp871 with Euro character
Cp1250	Windows Eastern European
Cp1251	Windows Cyrillic
Cp1253	Windows Greek
Cp1254	Windows Turkish
Cp1255	Windows Hebrew
Cp1256	Windows Arabic
Cp1257	Windows Baltic

Cp1258	Windows Vietnamese
Cp1381	IBM OS/2, DOS People's Republic of China (PRC)
Cp1383	IBM AIX People's Republic of China (PRC)
Cp33722	IBM-eucJP - Japanese (superset of 5050)
EUC_CN	GB2312, EUC encoding, Simplified Chinese
EUC_JP	JIS X 0201, 0208, 0212, EUC encoding, Japanese
EUC_JP_LINUX	JIS X 0201, 0208, EUC encoding, Japanese
EUC_KR	KS C 5601, EUC encoding, Korean
EUC_TW	CNS11643 (Plane 1-3), EUC encoding, Traditional Chinese
GBK	GBK, Simplified Chinese
ISO2022CN	ISO 2022 CN, Chinese (conversion to Unicode only)
ISO2022CN_CNS	CNS 11643 in ISO 2022 CN form, Traditional Chinese (conversion from Unicode only)
ISO2022CN_GB	GB 2312 in ISO 2022 CN form, Simplified Chinese (conversion from Unicode only)
ISO2022JP	JIS X 0201, 0208 in ISO 2022 form, Japanese
ISO2022KR	ISO 2022 KR, Korean
ISO8859_2	ISO 8859-2, Latin alphabet No. 2
ISO8859_3	ISO 8859-3, Latin alphabet No. 3
ISO8859_4	ISO 8859-4, Latin alphabet No. 4
ISO8859_5	ISO 8859-5, Latin/Cyrillic alphabet
ISO8859_6	ISO 8859-6, Latin/Arabic alphabet
ISO8859_7	ISO 8859-7, Latin/Greek alphabet
ISO8859_8	ISO 8859-8, Latin/Hebrew alphabet
ISO8859_9	ISO 8859-9, Latin alphabet No. 5
ISO8859_13	ISO 8859-13, Latin alphabet No. 7
ISO8859_15_FDIS	ISO 8859-15, Latin alphabet No. 9
JIS0201	JIS X 0201, Japanese
JIS0208	JIS X 0208, Japanese
JIS0212	JIS X 0212, Japanese
JISAutoDetect	Detects and converts from Shift-JIS, EUC-JP, ISO 2022 JP (conversion to Unicode only)
Johab	Johab, Korean
KOI8_R	KOI8-R, Russian
MS874	Windows Thai
MS932	Windows Japanese
MS936	Windows Simplified Chinese
MS949	Windows Korean
MS950	Windows Traditional Chinese
MacArabic	Macintosh Arabic
MacCentralEurope	Macintosh Latin-2
MacCroatian	Macintosh Croatian
MacCyrillic	Macintosh Cyrillic
MacDingbat	Macintosh Dingbat
MacGreek	Macintosh Greek
MacHebrew	Macintosh Hebrew
MacIceland	Macintosh Iceland
MacRoman	Macintosh Roman
MacRomania	Macintosh Romania
MacSymbol	Macintosh Symbol
MacThai	Macintosh Thai
MacTurkish	Macintosh Turkish
MacUkraine	Macintosh Ukraine
SJIS	Shift-JIS, Japanese
TIS620	TIS620, Thai

Files changed:

The following files have changed for this interim fix:
TME/TEC/tec_console.jar
TME/TEC/tec_dispatch
TME/TEC/tec_reception
TME/TEC/tec_server
TME/TEC/tec_rule
TME/TEC/tec_rule_data

TME/TEC/tec_task
TME/TEC/tec_rb.jar
bin/aix4-r1/TME/TEC/adapters/bin/init.tecad_logfile
bin/hpux10/TME/TEC/adapters/bin/init.tecad_logfile
bin/solaris2/TME/TEC/adapters/bin/init.tecad_logfile
bin/linux-ix86/TME/TEC/adapters/bin/init.tecad_logfile
bin/linux-s390/TME/TEC/adapters/bin/init.tecad_logfile
bin/aix4-r1/TME/TEC/adapters/bin/update_conf
bin/hpux10/TME/TEC/adapters/bin/update_conf
bin/solaris2/TME/TEC/adapters/bin/update_conf
bin/linux-ix86/TME/TEC/adapters/bin/update_conf
bin/linux-s390/TME/TEC/adapters/bin/update_conf
bin/aix4-r1/TME/TEC/adapters/bin/tecad_logfile
bin/hpux10/TME/TEC/adapters/bin/tecad_logfile
bin/solaris2/TME/TEC/adapters/bin/tecad_logfile
bin/linux-ix86/TME/TEC/adapters/bin/tecad_logfile
bin/linux-s390/TME/TEC/adapters/bin/tecad_logfile
bin/w32-ix86/TME/TEC/adapters/bin/tecad_nt.exe
bin/w32-ix86/TME/TEC/adapters/bin/tecadnts.exe
bin/w32-ix86/TME/TEC/adapters/bin/tecad_win.exe
bin/w32-ix86/TME/TEC/adapters/bin/tecadwins.exe
bin/aix4-r1/TME/TEC/adapters/bin/tecad_snmp
bin/hpux10/TME/TEC/adapters/bin/tecad_snmp
bin/solaris2/TME/TEC/adapters/bin/tecad_snmp
bin/w32-ix86/TME/TEC/adapters/bin/tecad_snmp.exe
bin/w32-ix86/TME/TEC/adapters/bin/tecad_snmps.exe
bin/linux-ix86/TME/TEC/adapters/bin/tecad_snmp
bin/linux-s390/TME/TEC/adapters/bin/tecad_snmp
bin/linux-ix86/TME/TEC/adapters/bin/init.tecad_logfile
bin/linux-ix86/TME/TEC/adapters/bin/update_conf
bin/linux-s390/TME/TEC/adapters/bin/init.tecad_logfile
bin/linux-s390/TME/TEC/adapters/bin/update_conf
bin/mips-irix5/TME/TEC/adapters/bin/init.tecad_logfile
bin/mips-irix5/TME/TEC/adapters/bin/update_conf
bin/osf-axp/TME/TEC/adapters/bin/init.tecad_logfile
bin/osf-axp/TME/TEC/adapters/bin/update_conf
bin/sequent/TME/TEC/adapters/bin/init.tecad_logfile
bin/sequent/TME/TEC/adapters/bin/update_conf
bin/solaris2-ix86/TME/TEC/adapters/bin/init.tecad_logfile
bin/solaris2-ix86/TME/TEC/adapters/bin/update_conf
bin/linux-ix86/TME/TEC/adapters/bin/tecad_logfile
bin/linux-s390/TME/TEC/adapters/bin/tecad_logfile
bin/mips-irix5/TME/TEC/adapters/bin/tecad_logfile
bin/osf-axp/TME/TEC/adapters/bin/tecad_logfile
bin/sequent/TME/TEC/adapters/bin/tecad_logfile
bin/solaris2-ix86/TME/TEC/adapters/bin/tecad_logfile
bin/linux-ix86/TME/TEC/adapters/bin/tecad_snmp
bin/linux-s390/TME/TEC/adapters/bin/tecad_snmp
bin/mips-irix5/TME/TEC/adapters/bin/tecad_snmp
bin/osf-axp/TME/TEC/adapters/bin/tecad_snmp
bin/sequent/TME/TEC/adapters/bin/tecad_snmp
bin/solaris2-ix86/TME/TEC/adapters/bin/tecad_snmp

Contacting software support

If you have a problem with any Tivoli product, refer to the following IBM Software Support Web site:
http://www.ibm.com/software/sysmgmt/products/support/

If you want to contact software support, see the IBM Software Support Guide at the following Web site:
http://techsupport.services.ibm.com/guides/handbook.html

The guide provides information about how to contact IBM Software Support, depending on the severity of your problem, and the following information:

- Registration and eligibility
- Telephone numbers and e-mail addresses, depending on the country in which you are located
- Information you must have before contacting IBM Software Support

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