IBM

IBM Tivoli Netcool/Impact version 5.1.0
Fix Pack Version 5.1.0-TIV-NCI-FP0001

Readme file for: IBM Tivoli Netcool/Impact

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Attention: You can always find the most current version of the readme file online.

Contents

Chapter 1. Files included in this fix pack

Fix Pack 1 addresses the problems that have been reported in IBM Tivoli Netcool/Impact version 5.1.0. The following table contains a list of files included in this fix pack and operating systems associated with these files:

Platform	File
AIX	• 5.1.0-TIV-NCI-FP0001.aix32.tar.gz • 5.1.0-TIV-NCI-FP0001.aix64.tar.gz
HP-UX	5.1.0-TIV-NCI-FP0001.HPUX32.tar.gz
Linux	• 5.1.0-TIV-NCI-FP0001.Linux32.tar.gz • 5.1.0-TIV-NCI-FP0001.Linux64.tar.gz
Solaris	• 5.1.0-TIV-NCI-FP0001.Solaris32.tar.gz • 5.1.0-TIV-NCI-FP0001.Solaris64.tar.gz
Windows	• 5.1.0-TIV-NCI-FP0001.win32.zip • 5.1.0-TIV-NCI-FP0001.win64.zip
Linux for System z	• 5.1.0-TIV-NCI-FP0001.Linuxs390.tar.gz • 5.1.0-TIV-NCI-FP0001.Linuxs39064.tar.gz
all platforms	WebServiceListenerApr252008Impact51.tar.gz For more information, see "WSDL and example jars" on page 7.
all platforms	5.1.0-TIV-NCI-FP0001.README
all platforms	5.1.0-TIV-NCI-FP0001.README.htm
all platforms	5.1.0-TIV-NCI-FP0001.README.pdf

Note: Whenever `<ARCH>` is used in the text of this readme, as part of the filename of the fix pack package, it refers to, and can be substituted for one of the following operating systems:
- Linux
- Solaris
- AIX
- HPUX
- Linuxs

Chapter 2. Hardware and software requirements

Please refer to the 5.1.0 Release Notes for a full description of all the hardware and software requirements of the product:

http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp?topic=/com.ibm.netcool_impact.doc/welcome.htm

Chapter 3. Installation information

Dependencies

IBM Tivoli Netcool/Impact version 5.1.0.

The fix pack is applied to Netcool/Impact 5.1.0 Server and the GUI Server of Netcool/Impact.

Special considerations

Note: To apply this fix pack you will need 500 Mb of free disk space.

1. Backup the current server using the command:

   ```
   $NCHOME/impact/bin/nci_export <serverInstanceName> <absolute path
   directory>
   ```

   For example:

   ```
   $NCHOME/impact/bin/nci_export NCI /tmp/exports/NCI_exports
   ```

2. Backup the current jar file:

   ```
   $NCHOME/impact/lib/nci2008<buildlevel>.jar
   ```
   using the command:

   ```
   cp $NCHOME/impact/lib/nci2008<buildlevel>.jar $NCHOME/impact/tmp/
   ```

Extracting fix pack files

Extracting on Linux, Solaris, AIX, and HP-UX platforms

1. Copy the `5.1.0-TIV-NCI-FP0001.<ARCH>.tar.gz` file to your system.

2. Unpack the file using these commands:

   ```
   gunzip 5.1.0-TIV-NCI-FP0001.<ARCH>.tar.gz
   tar -xvf 5.1.0-TIV-NCI-FP0001.<ARCH>.tar
   ```

Extracting on Windows platforms

1. Copy the `5.1.0-TIV-NCI-FP0001.win32.zip` or `5.1.0-TIV-NCI-FP0001.win64.zip` file to your system.

2. Extract the contents of the file to a selected directory.

Installation

Follow this procedure to install the fix pack:

1. Make sure the Netcool/Impact server is running.

2. Run the installation using one the following commands:

   - `setupwin<nn>.exe` - Windows.
   - `setup<ARCH>.bin` - other operating systems.

Post installation steps

If you use ITM 3.8 or a more recent version, modify your `precisiondsa.properties` file in the following manner:

```
# This specifies the port on which the rva daemon is running.
# The default is 7600. Note that this is not the same as the rvd port.
# This value must match the -listen value of rva.
# NOTE: For ITNM 3.8 and above, the ServiceData port default is 7968.
# Check NCHOME/etc/precision/ServiceData.cfg for the port.
precisiondsa.rvaport=7600
#precisiondsa.rvaport=7968

# This specifies the host on which rva daemon is running.
# You must start rva on this host using rva -flavor 116
# after killing off the rvd daemon.
precisiondsa.rvahost=broadway

# This specifies the timeout, by default for queries
precisiondsa.latency=100000

# This specifies the Precision domain to connect to
#precisiondsa.domain=ACSONE
precisiondsa.domain=NCOMS

# UserId and password set here
precisiondsa.userid=admin
precisiondsa.passwd=

# If set to true will provide more verbose messages helpful for debugging.
# Default is false
precisiondsa.verbosemode=true

# For ITNM version 3.7, 3.6, 3.5
precisiondsa.connectionClass=com.micromuse.dsa.precisiondsa.DefaultPrecisionConnector

# For ITNM version 3.8 and above
#precisiondsa.connectionClass=com.micromuse.dsa.precisiondsa.PrecisionSocketConnector

# Subject to listen to (Only works with v3.8)
# To listen to multiple subjects, use comma as the separator.
# Example: MODELNOTIFY,DISCOSTATUS
precisiondsa.service=MODELNOTIFY,DISCOSTATUS
```

Chapter 4. Additional information

APAR IZ47974

When you are installing Netcool/Impact on a computer with multiple network interfaces, you can not rely on the Netcool/Impact server to bind to the same interface that the nameserver is using. This can render the Netcool/Impact server inaccessible. There is an additional parameter that you have to use when the server is configured in this way.

In the `NCI_server.props` file add this paremeter:

```
impact.server.ipaddress=<ipaddress>
```

for each interface that you need the server to bind to.

APAR IZ51249

Whenever you change the eWAS "wasadmin" password you must also update the `impact.password` in the `$NCHOME/impact/etc/<server_name>_wsadmin.props` file in each Netcool/Impact server that you have created.

To change the eWAS "wasadmin" password follow this procedure:

1. Open the `http://hostname:port/console` URL in any web browser, where `hostname` is the name of the system where the WASCE server is running and `port` is the HTTP port. The default port is 9060. The console will prompt you for login information. The default administration username is "wasadmin" and the default password is "netcool".
2. Click **Users and Groups**.
3. Click **Manage Users**.
4. Click the wasadmin id.
5. Change and confirm the password.
6. Click **Apply** to save your changes.

To update the eWAS "wasadmin" password in the `$NCHOME/impact/etc/<server_name>_wsadmin.props` for each Netcool/Impact server that you have created follow these steps:

1. Encrypt the password using the `$NCHOME/impact/bin/nci_crypt <password>` command. Use the "nci_crypt" and the same password as you used in the eWAS administration console.
2. Copy the output of the command.
3. Open the `$NCHOME/impact/etc/<server_name>_wsadmin.props` file and replace the old encrypted password with the new one in this line:

    ```
    impact.password=<new_encypted_value>
    ```
4. Restart your Netcool/Impact servers using the ewas.sh command.

WSDL and example jars

Included in this download is the `WebServiceListenerApr252008Impact51.tar.gz` file. This file contains WSDL and example jars that can be used with Netcool/Impact 5.1.

Chapter 5. List of APARs

4.0.2 Fix Pack 1 APARs

APAR	Description
IZ30686	NETCOOL/IMPACT COMMANDRESPONSE() TELNET IS UNABLE TO HANDLE THE STRANGE CHARACTERS RETURNED BY WINDOWS WHEN RUNNING ON A UNIX PLATFORM "Socket is Closed" returned by the CommandResponse() function, when launched from a UNIX platform against a Windows platform, is a valid issue since Netcool/Impact is unable to handle the strange characters returned by Windows when running on a UNIX platform.
IZ35154	CHANGES IN EVENTREADER FILTER CONDITIONS Netcool/Impact should be able to pick up the event for case sensitive "like" and the query and print it out in the log panel. In addition, Netcool/Impact by default strips out the filter if you include "like" to avoid any complication with other databases.
IZ39306	JAVA.UTIL.CONCURRENT.REJECTEDEXECUTIONEXCEPTION Netcool/Impact fails to handle this exception: java.util.concurrent.RejectedExecutionException This will cause all connections to the datasource to fail and will prevent the policy from completing execution.
IZ40751	THE JMS DATA SOURCE ADAPTOR IN NETCOOL/IMPACT DOES NOT SEEM TO BE ABLE TO VIEW BYTE MESSAGES; ONLY TEXT BASED Netcool/Impact JMS Listener does not handle messages of type ByteMessage that include bytes. It only shows the number of bytes in the message instead of the actual string message. JMS Listener can now handle ByteMessage and print the actual content of the bytes inside the message. Additional properties are added to store messages like, for example, @JMSByteMessage.
IZ41142	JMS DATASOURCE ADAPTOR CANNOT PROCESS MESSAGES RECEIVED WITH "NULL" /BLANK SOAP PROPERTIES - RESULTS IN JAVA ERROR If a message is sent with a null property value, Listener throws a null exception pointer.
IZ44108	FAILEDEVENTS ARE BEING CREATED AFTER EXPORT FROM 3.1 TO 4.0.2 DUE TO INVALID PROPERTY When upgrading from versions 3.1 to 4.0.2 the <instance_name>_policylogger.props file does not change the Error-handling Policy property correctly. It still uses impact.policylogger.errorhandlingpolicyname=<NONE> instead of impact.policylogger.errorhandlingactiontreename=<NONE>
IZ44841	JMS LISTENER FAILS TO READ MESSAGES

5.1.0 Fix Pack 1 APARs

APAR	Description
IZ37843	CURRENT HOWTO_SECUREMODE3X.TXT DOCUMENT STILL DESCRIBES THE SETTING OF OBSOLETE PROPERTIES. THE DOCUMENT SHOULD BE UPDATED
IZ38839	UPDATEEVENTQUEUE() FUNCTION DOES SEARCH THE EVENTQUEUE BUT DOES NOT SEARCH THE EVENTREADER PRE-EVENTQUEUE QUEUE
IZ39456	NCGUI_CREATEEAR.BAT FAILS FOR ANY MODIFICATION IN WEB.XML ncgui_createear.bat fails for any modification in web.xml with the following error: - WASX7011E: Cannot find file "NCHOME/impact/install/update-ear.py" Some updates are lost when a policy has a while loop in which there is an update for several events.
IZ39769	MULTIPLE UPDATE STATEMENTS IN A WHILE LOOP FAIL
IZ40005	ORACLE DSA FAILS TO REFRESH TABLE DEFINITION OR ACCESS TABLES IN NETCOOL/IMPACT 5.1 Using Oracle DSA on AIX 5.3. Netcool/Impact 5.1 installed. Multiple problems found.
IZ40012	CANNOT UPDATE A STRING FIELD WITH A "?" CHARACTER IN IT WHEN USING THE RETURNEVENT(EVENTCONTAINER) If you use a ReturnEvent(EventContainer) to update your Object Server and the field being updated contains a question mark, the update fails.
IZ40867	DOCUMENTER FOR NETCOOL/IMPACT 5.1 FAILS TO BE DISPLAYED FOR A "DATASOURCE EVENTREADER" A "DatabaseEventReader" is created for an Oracle Data Source. When you click the databaseeventreader the following error comes up: HTTP Error Code: 404
IZ42400	ACTIVATE FUNCTION DOES NOT WORK ON NETCOOL/IMPACT 5.1 The Activate function does not work. You can not activate a policy from within another policy.
IZ42592	EMAILEREADER SERVICE STOPS WRITING TO LOG FILE
IZ42649	CAN NOT REMOVE JAR FILE FROM EAR FILE ON NETCOOL/IMPACT 5.1 When you attempt to remove a jar file from the instance ear the following method does not work: [impact@tsrm bin]$ ./nci_ear_editor $NCHOME/impact/install/dist/ NCI-impact-5.1.ear /tmp/NCI-impact-5.1.ear
IZ43593	NETCOOL/IMPACT 5.1 CANNOT HANDLE JAPANESE CHARACTERS CORRECTLY Netcool/Impact cannot handle Japanese correctly on ObjectServer (both Display datatype and Event Enrichment)

APAR	Description
IZ43722	NETCOOL/IMPACT SENDEMAIL FUNCTION CANNOT HANDLE RUSSIAN CHARACTERS CORRECTLY
IZ43915	REFERENCE GUIDE USAGE FOR THE TARGETNAMESERVERHOST AND TARGETNAMESERVERPORT DEPLOY VARIABLES IS INCORRECT

The Netcool/Impact 5.1 policy reference guide does not provide users with the correct usage for the TargetNameserverHost and TargetNameserverPort policy Deploy function variables. The result is a policy failure with exceptions produced. |
| IZ44127 | LOG MESSAGES WHICH REFERENCE THE DEPLOY FUNCTION OPTIONAL VARIABLES ARE NOT USED BY NETCOOL/IMPACT 5.1

Both the Netcool/Impact 5.1 netcool.log and netcool-error.log files are reporting these messages, which do not relate to the policy. Deploy function optional variables:
- com.micromuse.response.common.PolicyProcessingException: Unhandled Exception: com.micromuse.response.action.ActionException in policy
- Caused by: com.micromuse.response.action.ActionException: Deploy had a problem with TargetImpactHost and TargetImpactPort parameters provided.

These messages should reference to the TargetNameserverHost or TargetNameserverPort variables. |
| IZ45197 | UNABLE TO SELECT DATA TYPES TO MOVE INTO A PROJECT WHEN USING THE PROJECT GUI EDIT WINDOW

Unable to select data types to move into a project when using the Project GUI edit window. |
| IZ45949 | SPACE IN ARGUMENT VALUE PASSED TO NCI_TRIGGER CAUSES THE COMMAND TO FAIL

Arguments passed to nci_trigger with string values cause nci_trigger to fail with an error. If the space is removed or enclosed in double quotes, the error will no longer occur. |
| IZ46788 | NETCOOL/IMPACT 5.1 .NCI_WRAPPER FAILS ON KERNEL VERSION 2.6.27

Netcool/Impact 5.1 .nci_wrapper fails on Kernel version 2.6.27. The .nci_wrapper scripts accept kernel version 2.6.[4-9], 2.6.1[0-9], but not kernel version 2.6.2[0-9]. Given that .nci_wrapper is called often during the installation process, the product is not installed completely - but the installation is completed without obvious error messages. |
IZ46788	NETCOOL/IMPACT 5.1 .NCI_WRAPPER FAILS ON KERNEL VERSION 2.6.27
IZ46989	THE DEPLOY FUNCTION WILL NOT INCLUDE DATA TYPES AS PART OF A "PROJECT" DEPLOYMENT
IZ47227	NETCOOL/IMPACT SERVER CONTINUES TO RUN OUT OF MEMORY WHEN IT USES THE UPDATEEVENTQUEUE IN THE POLICY
IZ47685	USE OF IN FUNCTION FAILS EVENT FILTERING

APAR	Description

IZ47808	REXTRACT FUNCTION IN NETCOOL/IMPACT 5.1 DOES NOT WORK CORRECTLY
	
	Use this function:
	
	``
	myname="test.one.two.three";
	rmatch=rextract(myname,"(.*?)\.(.*)");
	log(rmatch);
	``
	
	and you will get the following outcome:
	
	``
	Parser log: test.one.two.three
	``
	
	while you should get:
	
	``
	Parser log: test
	``

IZ47974	NETCOOL/IMPACT SERVER SOMETIMES BINDS TO A WRONG INTERFACE ON A MULTI-NETWORKED MACHINE When you are installing Netcool/Impact on a machine with multiple network interfaces, you cannot rely on the Netcool/Impact server to bind to the same interface that the nameserver is using. As a result the Netcool/Impact server can become inaccessible. For more information, see "APAR IZ47974" on page 7.
IZ49107	NETCOOL/IMPACT ERROR: UNKNOWN OBJECT TYPE JAVA.LANG.LONG WHEN A DIRECT SQL
IZ49496	TEST CONNECTIONS BUTTON FROM A DATASOURCE DOES NOT WORK
IZ49592	NETCOOL/IMPACT 5.1 CLUSTER FAILOVER FAILED
IZ49705	DISCOVERPROCEDURESCHEMA MUST BE SET TO TRUE FOR A GIVEN FORMAT
IZ49906	ON NETCOOL/IMPACT 5.1 THE POLICY ENCRYPTION IS BROKEN
IZ50336	TAB KEY MAKES THE CURSOR JUMP OUT OF THE EDITING POLICY WINDOW IN IE 6 AND FIREFOX 3
IZ50706	ERROR MESSAGE GENERATED WHEN DEFINED FUNCTIONS ARE EXECUTED
IZ51249	NCI_IMPORT FAILS IF WSADMIN PASSWORD IS NOT A DEFAULT ONE For more information, see "APAR IZ51249" on page 7.

Chapter 6. Known issues

- If you run `nc_ant` on a Windows system you will have to use "/" instead of "\" in any file path names that are used as input.
- The installation of this patch on an ipv6 server will take over 2 hours.
- If you redeploy Netcool/Impact the file name of the ear that is used must be `NCI-impact-5.1.ear`.
- Configuring the database event reader to a source other than Objectserver.

  When you are configuring a database event reader to a source other than Objectserver and the object server is not available, you will get an error message. This is because the default configuration is to query the Objectserver. After updating the configuration to the correct datasource it should work correctly.
- The filter consolidation function only supports Numbers and Strings and does not support DATE fields.
- Issues related to an upgrade of Netcool/Impact from version 3.x to 5.1:
  - You cannot use in version 5.1 JMS datasources created in version 3.x.

    JMS Listener in 3.x used Corba Mediator as an interface to the JMS Server. This is no longer required and you should use JMSListener Service.
  - The Netcool/Impact 5.1 installer does not provide an automatic upgrade from earlier versions to version 5.1. You can find out how to perform a manual upgrade to version 5.1 in the technote "Upgrading or migrating Netcool/Impact to Netcool/Impact 5.1" at this url:

    http://g01zciwas003.ahe.pok.ibm.com/support/dcf/ preview.wss?host=g01zcidbs003.ahe.pok.ibm.com&db=support/swg/ tivtech.nsf&unid=47B15022761E6F9C852574F70050B893&taxOC=SSCP78Y &MD=2009/04/25%2003:04:51&sid=
  - If web services are used, you must move the jar files from the 3.x installation to the 5.1 installation, otherwise the policies that use these services will not work.

Chapter 7. Copyright and trademark information

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