# Tivoli

# Tivoli Manager for Domino

*Release Notes*

*Version 3.1.0*

GI11-0782-00

# Tivoli Manager for Domino

*Release Notes*

*Version 3.1.0*

**Tivoli Manager for Domino Release Notes**

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<center>**Notices**</center>

# Contents

## Release Notes...................................................................... 1

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# 1

# Release Notes

This document provides important information about Tivoli® Manager for Domino, Version 3.1.0. These notes are the most current information for the product and take precedence over all other documentation.

**Note:** Review these notes thoroughly before installing or using this product.

The following table lists changes made to these release notes after the first version was published on June 7, 2001.

| Revised on | Content Changes |
| --- | --- |
| June 22, 2001 | Added reference to a patch required for Tivoli Framework, Version 3.7, in the *Known Product Limitations and Workarounds for Version 3.1.0* section. |
| June 22, 2001 | Added reference to a patch required for Tivoli Distributed Monitoring, Version 3.6.2, in the *Known Product Limitations and Workarounds for Version 3.1.0* section. |
| June 22, 2001 | Added reference to a patch and workaround required for the **DPSRoundTripMail** monitor in the *Known Product Limitations and Workarounds for Version 3.1.0* section and in the *Internationalization* section. |
| June 25, 2001 | Explained an aspect of the behavior of the **tmd_cr_db.sh** and **tmd_rm_db.sh** scripts in the *Documentation Changes* section. |
| June 27, 2001 | Added reference to a workaround for customers who configure the Tivoli Framework with a non-standard administrator name and then use Domino Performance Stations in the *Documentation Changes* section. |
| June 27, 2001 | Added reference to a patch required at the time you install Tivoli Manager for Domino, Version 3.1.0, in the *Known Product Limitations and Workarounds for Version 3.1.0* section. |

## Accessing Publications Online

The Tivoli Customer Support Web site (**http://www.tivoli.com/support/**) offers a guide to support services (the *Customer Support Handbook*); frequently asked questions (FAQs); and technical information, including release notes, user's guides, redbooks, and white papers. You can access Tivoli publications online at **http://www.tivoli.com/support/documents/**. The documentation for some products is available in PDF and HTML formats. Translated documents are also available for some products.

To access most of the documentation, you need an ID and a password. To obtain an ID for use on the support Web site, go to **http://www.tivoli.com/support/getting/**.

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## Translation Issues

Every effort is made to translate the documentation clearly and accurately, but terminology changes between versions of a product may cause inconsistencies in the documentation. The table in "Known Product Limitations and Workarounds for Version 3.1.0" on page 5 includes descriptions of known translation problems. The text in a procedure might not agree with the accompanying screen capture. If this happens, always follow the instructions in the text.

## Contacting Customer Support

If you need support for this or any Tivoli product, contact Tivoli Customer Support in one of the following ways:

- Submit a problem management record (PMR) electronically from our Web site at **http://www.tivoli.com/support/reporting/**. For information about obtaining support through the Tivoli Customer Support Web site, go to **http://www.tivoli.com/support/getting/**.
- Submit a PMR electronically through the IBMLink™ system. For information about IBMLink registration and access, refer to the IBM Web page at **http://www.ibmlink.ibm.com**.
- Send e-mail to **support@tivoli.com**.
- Customers in the U.S. can call **1-800-TIVOLI8** (**1-800-848-6548**).
- Customers outside the U.S. should refer to the Tivoli Customer Support Web site at **http://www.tivoli.com/support/locations.html** for customer support telephone numbers.

When you contact Tivoli Customer Support, be prepared to provide the customer number for your company so that support personnel can assist you more readily.

## New Features and Benefits of Version 3.1.0

Tivoli Manager for Domino, Version 3.1.0, provides the following new features and benefits.

- Support for most operating systems for Lotus® Domino™, including Windows NT™, Windows 2000, OS/400®, AIX®, and Solaris. Tivoli Manager for Domino does not support HP-UX or OS/2® as a Domino server platform.

- A single Tivoli interface for backing up and recovering Lotus Notes databases through Tivoli Data Protection and for viewing the severity and relationship of events through the Tivoli Enterprise Console. You can also define local event correlation rules for automated responses, such as running a corrective task.

- Diagnostic tools to monitor, detect, correct, and prevent problems in a Lotus Domino system. The tools address monitoring server properties, statistics, or health; running Domino tasks; searching log files; checking database corruption; mail waiting and mail verification; checking replication; checking inactive users; and administering the access control list (ACL).

- A new interface, called the management console, that uses Java® technology so administrators can perform the following operations:

  - Manage servers through a client user interface inside Lotus Notes® or through Netscape or Internet Explorer.

  - View a table of status and operations data for all Domino servers. You can group the servers in the table by domain, hierarchy, Domino release, operating system, server status (up or down), cluster, network, or monitor status.

  - Use the tabbed interface to organize the following management activities:

    – Check status of servers and perform operations such as checking health or checking for database corruption.

    – Generate and distribute graphs and tables of monitoring data for a server or for groups of servers.

    – Back up, restore, and activate databases and log files.

    – Filter significant event information to send to the Tivoli Enterprise Console.

    – Probe server performance from the perspective of a Lotus Notes client.

    – Configure servers to work with Tivoli Manager for Domino.

    – Add servers to policy regions and group those servers in profile managers.

    – Configure and run monitors and collect data from those monitors.

- Probe technology to measure and record application and server performance so you can improve your capacity planning, change management, and document conformance with service-level objectives. You can schedule probes to run at intervals to generate representative user transactions and to record and report results. Tivoli Manager for Domino provides several graph and table formats for viewing probe data.

- A number of new or enhanced monitors for tracking routine events, such as logical disk full, Domino service disruptions, database corruption or fragmentation, and hardware failures. Other sets of monitors provide transaction logging, agent monitors, replication monitors, and advanced cluster member monitoring. Sets of tasks exist that provide some of the same features. You also can use Tivoli Manager for Domino to monitor a specific user's mail file and perform detailed trend analysis, service-level agreement (SLA) reporting, and root cause analysis.

- Management console graphs and tables that capture comprehensive data for Domino servers. You can save, print, and e-mail any graph or table. For historical data and

trending data, the optional Tivoli Decision Support for Lotus Domino product works with the data from Tivoli Manager for Domino to provide sophisticated gathering, analyzing, and presenting of data to support decision making within an organization.

- A command line interface that provides functional flexibility and additional power to Tivoli Manager for Domino for reliability, accessibility, and scalability. Using a command line interface, the administrator can query logs and obtain log information from the Tivoli desktop or from the management console.

## System Requirements

The following tables list disk space and memory requirements for Tivoli Manager for Domino, Version 3.1.0. The estimated disk space includes space for the Tivoli libraries (**lib**), binaries (**bin**), server database, client database, and message catalogs.

For information on the levels of operating system required for this version of Tivoli Manager for Domino, see the *Preparing for Installation* section of Chapter 3, *Installing Tivoli Manager for Domino* in the *Tivoli Manager for Domino User's Guide*.

As each Tivoli product is added to the Tivoli installation, additional disk space is required. Consult the appropriate application guide for application planning information and disk space requirements.

*Table 1. Tivoli Manager for Domino's Disk Space Requirements on the Tivoli Management Region*

| Supported Operating System | lib | bin | Server Database | Client Database | Message Catalogs |
|---|---|---|---|---|---|
| AIX | 620 K | 163 MB | 3 MB | 100 K | 600 K |
| Solaris | 320 K | 163 MB | 6.4 MB | 100 K | 600 K |
| HP-UX | 360 K | 174 MB | 2.1 MB | 100 K | 600 K |
| Windows NT | 1.2 MB | 157 MB | 3 MB | 100 K | 600 K |

*Table 2. Tivoli Manager for Domino's Disk Space Requirements on the Tivoli Management Agent*

| Supported Operating System | lcf_dir | Other |
|---|---|---|
| AIX | 65 MB | 7.7 MB |
| Solaris | 22 MB | 5.2 MB |
| Windows NT | 13 MB | 3.5 MB |
| OS/400 | 38 MB | 10 MB |

See the *Preparing for Installation* section of Chapter 3, *Installing Tivoli Manager for Domino* in the *Tivoli Manager for Domino User's Guide* for information on the space requirements of the management console.

The following table presents the minimum memory requirements to support Tivoli Manager for Domino, Version 3.1.0 on the Tivoli Management Agent:

*Table 3. Tivoli Manager for Domino's Minimum Memory Requirements on the Tivoli Management Agent*

| Supported Operating System | Memory Required |
|---|---|
| AIX | 5 MB |
| Solaris | 6 MB |
| Windows NT | 5.5 MB |
| OS/400 | 10 MB |

# Known Product Limitations and Workarounds for Version 3.1.0

This section describes limitations in Tivoli Manager for Domino, Version 3.1.0. The following table lists these limitations by category and describes workarounds, as applicable. The list might not be complete.

*Table 4. Limitations and Workarounds*

| Description | Workaround |
|---|---|
| **Software Limitations** | |
| **Important:** Running the installation routine for the product does not complete the installation of the product. | Obtain Patch 3.1-NOT-002 from Tivoli Customer Support and install it. **Note:** You must install this patch prior to using the product. Please refer to the readme file for that patch for important instructions. |
| When you are using Tivoli Framework, Version 3.7, a patch is required before you can install Tivoli Manager for Domino, Version 3.1.0. | Obtain Patch 37-TMF-0010 from Tivoli Customer Support and install it. |
| When you are using Tivoli Distributed Monitoring, Version 3.6.2, a patch is required before you can install Tivoli Manager for Domino, Version 3.1.0. | Obtain Patch 3.6.2-DMN-0001 from Tivoli Customer Support and install it. |
| Monitors fail to execute properly when you are using Tivoli Distributed Monitoring, Version 3.7. | Obtain 3.1-NOT-002 for Tivoli Manager for Domino, Version 3.1.0, from Tivoli Customer Support and install it. |
| If the management console cannot communicate with the Tivoli server, the console stops functioning. When this occurs, the console displays one of the following exceptions: **ExObjAdapter failure** or **connection to oserv lost**. | Stop and restart the management console to re-establish communication with the Tivoli server. |
| When you run the management console in a browser environment, the browser buttons do not correctly restart the applet. | To restart the applet, close and restart all instances of the Web browser. |
| When you run the **tmd_cr_db.sh** and **tmd_rm_db.sh** scripts for DB2®, the following error message is displayed: **SQL1092N** ″xxxx″ **does not have the authority to perform the requested command**. | These scripts cannot be run because the DB2 user for which the script prompts does not match the DB2 user with access to run DB2 commands. You must log on to the machine as a valid DB2 user and extract the **DbSetup.tar** file so that you become owner of these files and have executable access. DB2 users also must be valid Tivoli users so they can run the **tmd_cr_db.sh** and **tmd_rm_db.sh** scripts. |

*Table 4. Limitations and Workarounds (continued)*

| Description | Workaround |
|---|---|
| To run Distributed Monitoring for Tivoli Manager for Domino on Tivoli Framework 3.7 in the OS/400 environment, you need Framework Patch 18. This patch fixes the **w4fix_interp.pl** script that was shipped with the **3.7-TMF-0007** patch. Without this patch, Distributed Monitoring for Tivoli Manager for Domino does not run on the OS/400 operating system. | Obtain patch 3.7-TMF-0018, called Patch 18, from Tivoli Customer Support and install it. |
| If you are running the product on the OS/400 operating system with Tivoli Framework 3.7, the **wtmdstartserver** command fails in the Tivoli management region and displays the following error message:<br><br>`wlseng fails for endpoint, unrecognized interp` | Obtain patch 3.7-TMF-0018, called Patch 18, from Tivoli Customer Support and install it. |
| When you start the management console in a Web browser, a Java Plug-in security warning pop-up message is displayed. This message occurs because the digital certificate on the version of Java Help that is shipped with the applet has expired. | You can ignore the warning and continue loading the applet by clicking **Yes** on the dialog box. |
| Only one instance of the management console runs for each instance of the Java Virtual Machine (JVM). Any attempt to load the management console while an instance of the management console is already active results in an error message. The Java Plug-in JVM is started when the applet is initially loaded in a browser window. The JVM remains active until all instances of the browser window are closed. The Lotus Notes client JVM is started when the first applet is loaded in the Notes client. The JVM remains active until all Notes client applications, including Notes Designer and the Administration client, are closed. | Run only one instance of the management console at a time. |
| OS/400 has no Tivoli Enterprise Console standalone rules engine. It sends all Tivoli Manager for Domino events directly to the Tivoli Enterprise Console server. As on other operating systems, you can use the **Start TEC Engine** and **Stop TEC Engine** functions to control the sending of events to the Tivoli Enterprise Console server. | None. |
| Tivoli Data Protection for Domino does not currently support OS/400. | None. |
| **Internationalization Limitations** | |
| **DPSRoundTripMail** probe does not automatically work in non-English versions of the product. | Install a patch and change system settings for the Domino Performance Station that you want to probe, as described in these release notes in the "Correcting the Behavior of DPSRoundTripMail in Non-English Versions of the Product" on page 18. |
| Some English text, resource names, resource types, window tabs, and monitor names that come from external sources are not fully translated. | None. |
| Some windows or buttons are smaller than the text they contain. | Resize the window to display the text. |
| *For Korean and Simplified Chinese only*: The management console uses the default fonts from Internet Explorer and Netscape. | Customize the font selections by modifying the font properties for your browser. |
| Reports that obtain information from the endpoints display in English. | Push the National Language Support pack to the endpoint. See "Installing Non-English Report Templates" on page 19 for details. |

*Table 4. Limitations and Workarounds  (continued)*

| Description | Workaround |
|---|---|
| On the help window for the management console, flyover icon labels such as **previous**, **next**, **print**, and **page setup** are displayed only in English. Also, if you select the **Index** or the **Search** tab, **Find** is displayed only in English. | None. |
| **Documentation Limitations** | |
| Updates were made in the individual monitor and task information that are not reflected in the Tivoli desktop or command line help. In some cases, updates were made to the command line syntax. | See the *Tivoli Manager for Domino Reference Guide* for the most up-to-date information about commands, tasks, and monitors. |
| **Sending Monitor or Probe Data to Reports**: The *Tivoli Manager for Domino User's Guide* states that you can add the **Data Rollup Interval** monitor as a probe for performance stations from the **Basics** group. The only probes or monitors listed are from the performance station group and the **Data Rollup Interval** monitor is not displayed. | Data rollup for performance stations and data rollup for Domino servers are different. A **Data Rollup Interval** monitor is distributed automatically when you create a new instance of a performance station object. There is no need to explicitly create and distribute a **Data Rollup Interval** monitor for a performance station. This monitor runs every 15 minutes, and the only way to modify this interval is from the Tivoli desktop or command line interface (using the **wsetmon** command). This monitor is unavailable in the management console. To submit data for reporting, you must configure a probe to log to file on the **always** Distributed Monitoring response level. |
| The **Running a Task** help topic states that the tools in the **Tools → Diagnostics** menu correspond to the Tivoli Manager for Domino tasks. This is true for the tasks in the **Domino Server Tasks** task library, but not for the **Client Distribution Operations 3.1**, **Domino Performance Station Tasks**, and **TMD Configuration** task libraries. | None. |
| In Chapter 3, *Installing Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* in *Preparing for Installation*, the **Required Software** reference in Table 3 must change to state only that Application Services, Version 1.2, is required for Tivoli Manager for Domino, Version 3.1.0. Previous versions of Application Services do not work with this product. | If you are using an earlier version of Applications Services, you must upgrade to Version 1.2. |
| In Chapter 3, *Installing Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* in *Preparing for Installation*, change the reference in Table 4 from ″AS/400″ to ″OS/400.″ | None. |
| Currently only PDF file format is supported when you save a graph to a file in the management console. | None. |
| The **Refresh** button no longer exists in the graph view of the management console. | To refresh this view, you must close the view and click **View** again. |

## Documentation Changes

This section contains updated information and new items that will be inserted into the product documentation in the next release.

## Naming Conventions for Server Types

The following table shows two new naming conventions for the server types that Tivoli Manager for Domino implements and briefly describes all server types:

*Table 5. Server Types in Tivoli Manager for Domino*

| Original Name | New Name | Description of Server Type |
|---|---|---|
| Mail server | Mail Database server | Hosts user mail databases. |
| Mail Router server | — | Routes mail between servers. |
| Database server | Application server | Hosts Lotus Notes database applications. |
| Web server | — | Hosts Web services. |
| News server | — | Hosts news group services. |

The new naming conventions (″Mail Database server″ and ″Application server″) must be applied to following sections of the documentation:

■ *Locating a Domino Server and Creating a Domino Server Object*

   **Location:** Chapter 4, *Setting Up Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* and in the management console help

■ *Editing Server Properties* and *Viewing Domino Statistics*

   **Location:** Chapter 5, *Working with Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* and in the management console help

■ *Overview of Monitoring*

   **Location:** Chapter 6, *Setting Up Monitoring*, of the *Tivoli Manager for Domino User's Guide*

■ *wtmdcreateserver* topic

   **Location:** Chapter 7, *Domino Server Commands*, of the *Tivoli Manager for Domino Reference Guide* and in the ASCII-based help for the command line interface

## Authorization Roles for the Management Console

The following information supplements Chapter 1, *Overview*, of the *Tivoli Manager for Domino User's Guide* in *Authorization Roles*:

The following administrator roles are the minimum requirements for logging onto the management console:

*Table 6. Authorization Roles for Management Console*

| Role | Level |
|---|---|
| User | Tivoli management region |
| Domino_User | **Manager For Domino 3.1** policy region |

To work with Distributed Monitoring profiles, an administrator must have either an **admin**, **senior**, or **super** role for the policy region that contains the profile manager of the Distributed Monitoring profile. At least one administrator must have one of the listed roles for the **Manager For Domino 3.1** policy region to work with the default set of profile managers and profiles.

By default, the management console displays all objects associated with Tivoli Manager for Domino. Depending on an administrator's assigned roles, an administrator may or may not be able to interact with the displayed objects. Any attempt to operate with an object for

which the required Tivoli management region role has not been assigned results in an error message stating that the administrator does not have sufficient roles to perform the operation.

## Using the Refresh Command in a Pop-up Menu

The following information supplements Chapter 1, *Overview*, of the *Tivoli Manager for Domino User's Guide* in *User Interface Options*:

Each of the tabs in the management console contains one or more methods for refreshing the data displayed in that tab. Each table contains a **Refresh** button in the action bar above the table. This button refreshes the data in the table.

The selection trees along the left side of the tabbed views contain a right-click **Refresh** menu option that forces the contents of the tree data to refresh. The refresh option for the server trees in the **Status and Operations**, **Backup**, **Restore**, and **Activate** views invoke the refresh option for the **Server Configuration** table. When you use this refresh option in any of these server trees or in the **Server Configuration** table, all these components refresh.

## OS/400 Requirements

The following information supplements Chapter 3, *Installing Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* in *Preparing for Installation*:

■ For the Tivoli Framework, Version 3.6.x, patch 3.6.5-TMF-0006 provides required fixes for OS/400 endpoints.

■ For the Tivoli Framework, Version 3.7.x, patch 3.7-TMF-0018 provides required fixes for OS/400 endpoints.

■ The OS/400 Option 30, QShell Interpreter, must be installed.

## Creating the User Name for the RIM Database

The following information supplements Chapter 3, *Installing Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide* in *Creating the Database and the RIM Object*:

When you run the **tmd_cr_db.sh** script that creates the Tivoli Manager for Domino RIM database, you might see a warning message from the RDBMS application that says the user name for the RIM database was not created. In this case, the database and its tables are created, but not the user name. This warning appears when you run the script and specify a user name that already exists in the RDBMS application.

**Note:** The **tmd_cr_db.sh** script modifies the privileges of that existing user name to authorize operations in Tivoli Manager for Domino.

## Status and Operations Warning Triangle

The following information supplements Chapter 5, *Working with Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide*:

The **Status and Operations** view displays a status icon for the monitors on each Domino server. The data from the **Server Availability** monitor updates the status icon every time this monitor runs. By default the monitor runs every five minutes.

The management console checks the monitor status on a Domino server regularly. The console also checks the timestamp of the latest monitor status update that the **Server Availability** monitor has triggered. If the timestamp is over 15 minutes old, the monitor

status icon becomes a yellow warning triangle, indicating possible problems with the Domino server. When you use the **Refresh** command to refresh the console display or click on a server to display its list of monitors, the yellow warning triangle is displayed immediately if problems exist.

**Note:** The yellow warning triangle is also displayed when the time on the computer where you installed the management console differs from the time on the Tivoli management region server. To avoid this type of status warning, make sure that the time on the management console's computer matches the time on the Tivoli management region server.

**Note:** Sometimes a group of servers will erroneously show warning triangles. To resolve this problem, right-click the server tree view and select **Refresh** to force a reevaluation of the state of all servers.

## Working with Real-Time Monitors

The following information supplements Chapter 6, *Setting Up Monitors*, of the *Tivoli Manager for Domino User's Guide* in the *Overview* section:

All of the monitors for each profile manager that are associated with a particular server work together to provide a complete set of monitors for that defined server's role. This customized set of monitors is important when you are managing real-time servers. All of the real-time monitors from the real-time profiles run on a single schedule that you define in the **Real Time** profile. The **Real Time** profile is located in the **Basic** profile manager that corresponds to the version of Domino that the server runs (the **Domino 5.0 Basic Server** profile manager or **Domino 4.6 Basic Server** profile manager). When you add or work with real-time monitors, make sure you schedule only one monitor and, at most, one instance of any unique real-time monitor located in any of the combined sets of profiles that are associated with a server. See the first bulleted item in the following note for an explanation of a unique real-time monitor.

Consider the following key points as you work with real-time monitors:

- A unique real-time monitor is a combination of the real-time monitor and its argument. The **Server** monitor from the **Domino v5.0 Real Time Collections** for **Server.Sessions.Dropped** is not the same as the **Server** monitor from the **Domino v5.0 Real Time Collections** for **Server.Tasks**.

- If you distribute a second instance of any real-time monitor, including the schedule monitor, you will receive an error message.

- To avoid any problems with real-time monitors and real-time monitor profiles, consider the following important steps:

  - If you delete a real-time monitor in error, close the profile without saving. If you immediately attempt to add the monitor back, you will receive errors when distributing.

  - If you want to delete a real-time monitor, first delete, save, and distribute the profile. Then add, save and distribute the profile.

## Information on Domino Performance Stations

This section contains updated information and new items regarding Domino Performance Stations. The items in this section supplement Chapter 8, *Working with Domino Performance*

*Stations*, of the *Tivoli Manager for Domino User's Guide*, with one exception. The last item in this section supplements Appendix G, *Troubleshooting*, of the *Tivoli Manager for Domino User's Guide*.

### Configuring Domino Performance Stations

Do not configure (create) a Domino Performance Station on an endpoint that you already have configured with a Domino Performance Station or with a Lotus Domino Server object. Such a configuration can generate invalid performance data and can cause resource conflicts and contention.

### Managing Domino Performance Stations

To manage Domino Performance Stations in the management console, you must leave station objects in their original policy regions. Also, you must leave profiles for station objects in their original Domino Performance Station Monitors profile manager.

### Authorization Roles for Domino Performance Stations

To access Domino Performance Station functionality, users must have the following roles either globally or in the **Manager for Domino 3.1** policy region:

- Minimum roles: **user**, **Domino_User**, **Domino_DPS_User**

- To use probe configuration functions from both the management console and Tivoli desktop: **admin**

  **Note:** This requirement is imposed by the Tivoli Distributed Monitoring product, which Domino Performance Station objects use for probe configuration.

- To access station configuration functions: **Domino_DPS_Admin**

### Distributing Probes

After you add or edit a probe in the management console, click **Reset All Probes** to activate the changes. This action is equivalent to distributing the station's monitoring profile from the Tivoli desktop or using **wdistrib** in the command line interface.

### Troubleshooting Domino Performance Stations

The following information supplements Appendix G, *Troubleshooting*, of the *Tivoli Manager for Domino User's Guide*:

Domino Performance Station endpoints on which other Java-based applications are running occasionally produce contention problems because the station controller relies on a dedicated Java run-time instance. You can avoid this problem by disabling all other Java-based applications or services running on the system that is host for the performance station.

In versions of the Lotus Notes R5 client earlier than release 5.0.3b, the station controller can occasionally terminate unexpectedly with a pop-up message indicating a Java memory access violation. To avoid this error, periodically restart the Domino Performance Station object using a Tivoli scheduled job or upgrade the Lotus Notes client to version 5.0.3b or later.

## Information on Reporting

This section contains updated information and new items regarding use of the **Reports** tab of the management console. The items in this section supplement Chapter 9, *Graphing and Reporting*, of the *Tivoli Manager for Domino User's Guide*.

## Installing Report Templates

The **tmd_cr_db.sh** script that you run to create the **tmd** database also adds several report templates for tables and graphs. *Creating the Database and the RIM Object* in Chapter 3 of *Tivoli Manager for Domino User's Guide* describes how to run this script. After you run the script, you access the templates in the tree view on the left side of the console in the **Reports** tab.

Consider the following points regarding the use of report templates:

■ To view a report (graph or table), you must roll up data into the Tivoli Manager for Domino database, as described in *Sending Monitor or Probe Data to Reports* in Chapter 6, *Setting Up Monitors*.

■ A report template references a specific monitor or monitors. These monitor selections correspond to the type of server that generates the monitoring data, for example Web server or application server. The monitors should be running and logging data on the Domino server that you select for a report. Tivoli Manager for Domino distributes these sets of monitors to each Domino server object that you define with a specific **Server Type** setting. The topic *Locating a Domino Server and Creating a Domino Server Object* in Chapter 4, *Setting Up Tivoli Manager for Domino* of the *Tivoli Manager for Domino User's Guide* describes the process of defining a Domino server object.

■ To view a correlation graph for a particular server, you must edit a correlation graph template and select a server from the drop-down list in the **Edit Correlation Graph** dialog box. Servers do not appear in this list until they have begun to report monitor data.

■ To view a specific table, you must set the date range. You access this setting when you edit the table and go to the **Monitor DateTime** option in the **Criteria** tab of the **Edit Report** dialog box. You can also change the default time range, which is set to **8am - 6pm** by default.

## Refresh Button in the Reports Tab

A **Refresh** button was added to the action bar of the **Reports** tab for refreshing the report definition tree. Report definitions are shared by all Tivoli Manager for Domino users and might be updated frequently. The **Refresh** button on the **Reports** tab of the management console has the following effects:

■ Refreshes the list of graphs and tables in the tree view on the left of the console.

■ Refreshes the list of server names that are available for selection when you create graphs and tables. These servers are retrieved from the **TMD_MON** table when data has been rolled into the database.

**Note:** You have the option to use the **Refresh** button in several procedures in this chapter.

## Selecting Asynchronous Attributes for Probes

The **Probe selection** dialog box now contains an **Async Attribute** option to permit reporting of a specific asynchronous attribute (monitor) from a sync/async monitor group.

## Authorization Roles for Reporting

To access report generation functionality, users must have the following roles either globally or in the **Manager for Domino 3.1** policy region:

■ Minimum Roles (for **View**, **Save**, or **Email** commands): **user**, **Domino_User**

■ To access report definition functions (**Create**, **Edit**, **Copy**, or **Delete**): **Domino_Admin**

### Wildcard Characters

When you access the **Probe selection** dialog box (for both graphs and tables) and you select a monitor (probe) to be reported on, a percent sign (**%**) might appear in the formatted monitor argument value. This symbol represents a wildcard character that allows the report to return data that matches a pattern instead of returning static text. For asynchronous and sync/async monitor types, the first argument (channel identifier) is almost always a wildcard character indicating that data should be returned for all monitor values, regardless of the channel identifier. To view data for a specific monitor instance, modify this value by replacing the wildcard with the channel name that appears in the **Status and Operations** view of the management console.

## Configuring Tivoli Enterprise Console for This Product

This section contains updated information and new items about configuring Tivoli Enterprise Console to work with Tivoli Manager for Domino. The items in this section supplement Appendix E, *Setting Up the Tivoli Enterprise Console*, of the *Tivoli Manager for Domino User's Guide*, with one exception. The last item in this section supplements Appendix G, *Troubleshooting*, of the *Tivoli Manager for Domino User's Guide*.

### Using Only One Engine to Process Events

When a Tivoli Enterprise Console is installed on a Domino server managed with Tivoli Manager for Domino, the Tivoli Enterprise Console's rule engine performs all necessary event processing. You never need to start the standalone Tivoli Enterprise Console engine that comes with Tivoli Manager for Domino. If you start the Tivoli Enterprise Console engine that comes with Tivoli Manager for Domino in these circumstances, the two engines might conflict and produce unpredictable results.

### Configuring the Local Event Correlation Engine

Tivoli Manager for Domino can capture Domino-generated events, which Lotus Domino lists in the **events4.nsf** file, and forward them to the local event correlation engine. Using the rule-building guidelines for the Tivoli Enterprise Console, you can create rules for the local correlation engine to process the events. The local correlation engine implements the following rules by default:

1. It forwards the events received to the Tivoli Enterprise Console.

2. It does not forward duplicate events to the Tivoli Enterprise Console until the original event is closed at the Tivoli Enterprise Console.

The rule file is called **tmd_sa.rls**, and the baroc file is called **tecad_tmd.baroc**.

Use one of the following methods to configure default rules for local event correlation in Tivoli Manager for Domino:

■ **Configuring Default Settings for Local Event Correlation on the Managed Node**

With this method, you set rules for local event correlation on the managed node before you create Domino server objects. Use this method to create rules that apply for all Domino servers.

1. Change the default local correlation engine rules by editing the rules and baroc files. The files are located in the following directories on the managed nodes:

```
$install_dir = 'objcall oserv_OID query install_dir';
$install_dir/lcf_bundle/bin/w32-ix86/TME/DominoManager/TEC/rule_base \
/TEC_RULES/tmd_sa.rls
$install_dir/lcf_bundle/bin/w32-ix86/TME/DominoManager/TEC/rule_base \
/TEC_CLASSES/tecad_tmd.baroc
```

2. Set your environments and compile the rules according to the Tivoli Enterprise Console guidelines.

■ **Configuring Default Settings for Local Event Correlation on a Specific Domino Server**

With this method, you set rules for local event correlation at the endpoint after you create a Domino server object. Use this method to create rules for a specific Domino server.

1. Edit the following files to change the rules and classes:

```
$LCF_BINDIR/mrt/TMDTEC/rule_base/TEC_RULES/tmd_sa.rls
$LCF_BINDIR/mrt/TMDTEC/rule_base/TEC_CLASSES/tecad_tmd.baroc
```

2. Run the **env_lcf.sh** script to set the environment variables for the light client framework (LCF) software on the endpoint.

3. Navigate to the following directory:

```
$LCF_BINDIR/mrt/TMDTEC
```

4. Set the following environment variables.

*For Solaris*:

```
SHLIB_PATH=./lib:$SHLIB_PATH
LIBPATH=./lib:$LIBPATH
LD_LIBRARY_PATH=./lib:$LD_LIBRARY_PATH%
TEC_BIN_DIR=.
TEC_KB_DIR=$TEC_BIN_DIR/rule_base
BIM_PROLOG_DIR=$TEC_BIN_DIR
INTERP=solaris2
```

*For AIX*:

```
SHLIB_PATH=./lib:$SHLIB_PATH
LIBPATH=./lib:$LIBPATH
LD_LIBRARY_PATH=./lib:$LD_LIBRARY_PATH%
TEC_BIN_DIR=.
TEC_KB_DIR=$TEC_BIN_DIR/rule_base
BIM_PROLOG_DIR=$TEC_BIN_DIR
INTERP=aix4-r1
```

*For Windows NT*:

```
PATH=.;.\lib;.\bin;%PATH%
TEC_BIN_DIR=.
TEC_KB_DIR=%TEC_BIN_DIR%\rule_base
BIM_PROLOG_DIR=%TEC_BIN_DIR%
INTERP=w32-ix86
```

5. Compile the rules with the following command:

```
tec_compile_rules [-notrace] rule_base
```

## Configuring Tivoli Enterprise Console for Tivoli Manager for Domino

To configure Tivoli Enterprise Console for Tivoli Manager for Domino, run the Tivoli task **Configure TEC for TMD** in the Tivoli desktop. You also can use **wruntask** to run this task in the command line interface. For more information on **Configure TEC for TMD**, see the *Tivoli Manager for Domino Reference Guide*.

## Domino Server Console Messages

The following information supplements Appendix G, *Troubleshooting*, of the *Tivoli Manager for Domino User's Guide*:

**Tivoli: Could not initialize TEC Agent**

This message is displayed in the Domino server console or is logged in **log.nsf** because the standalone Tivoli Enterprise Console engine at the endpoint is not started and you must start it with one of the following methods:

- From the command prompt, type **wtmdstartengine** *<object_name>*,

  where *<object_name>* is the name of the server object on which the engine is located.

- From the Tivoli desktop, right-click the server icon and select **Start Engine** from the menu.

- From the management console **Tools** menu, on the **Status and Operations** tab, choose **Start/Stop Event Engine**. In the displayed dialog box, choose the name of the server, select the **Start** option button, and click **OK**.

**Tivoli: Could not Send events to TEC. Please make sure TEC is running.**

This message is displayed in the Domino server console or is logged in **log.nsf** because the standalone Tivoli Enterprise Console engine at the endpoint has stopped and cannot send Tivoli Enterprise Console events to the engine. You must start the engine with one of the following methods:

- From the command prompt, type **wtmdstartengine** *<object_name>*,

  where *<object_name>* is the name of the server object on which the engine is located.

- From the Tivoli desktop, right-click the server icon and select **Start Engine** from the menu.

- From the management console **Tools** menu, on the **Status and Operations** tab, choose **Start/Stop Event Engine**. In the displayed dialog box, choose the name of the server, select the **Start** option button, and click **OK**.

  When the engine starts, the following message is displayed:

  **Tivoli: TEC is running. Sending events to TEC.**

# Troubleshooting

This section contains updated information and new items regarding troubleshooting your system. The items in this section supplement Appendix G, *Troubleshooting*, of the *Tivoli Manager for Domino User's Guide*.

**Note:** The addin for Tivoli Manager for Domino generates dump files to assist the tracing of errors and to make operation of the Domino server more stable.

## Running DbSetup Scripts

Consider the following points when you run the **DbSetup** scripts that create or remove the database and RIM (RDBMS interface module) object. You run these scripts when you install or uninstall Tivoli Manager for Domino.

- When you are logged in as a valid user of your relational database management system (RDBMS):

  1. Make sure you are running the script from the RIM host and are logged in as a valid RDBMS user. This user must have authority to create and remove databases, users, and tables.

2. If the RDBMS user is not a Tivoli Administrator login, add this user to the Tivoli Administrator login.

3. Ensure that the RDBMS user is the owner of the **DbSetup** files and has read-write permissions to these files.

■ When you are logged in with **root** privileges:

1. If you are running the script on the RIM host while logged in as **root**, make sure **root** is a valid RDBMS user. This user must have authority to create and remove databases, users, and tables.

2. If **root** is not a Tivoli Administrator login, add this user to the Tivoli Administrator login.

3. Ensure that **root** is the owner of the **DbSetup** files and has read-write permissions to these files.

## Troubleshooting Tivoli Data Protection

Ask the your company's administrator for Tivoli Data Protection to perform the following steps. These actions can resolve problems you might have using Tivoli Data Protection to back up and restore databases in Tivoli Manager for Domino.

**Note:** See the following Tivoli Data Protection manuals for information on configuration settings and procedures:

■ For Windows NT, *Data Protection for Lotus Domino for Windows NT Installation and User's Guide, Version 1.1*

■ For UNIX™, *Data Protection for Lotus Domino for UNIX Installation and User's Guide, Version 1.1*

1. Make sure that the Tivoli Storage Manager server is installed and properly configured.

2. Make sure that you installed the Tivoli Data Protection client on the same machine where the Domino server resides and that you properly configured the client.

3. Verify that you can run Tivoli Data Protection commands from the Tivoli Data Protection command prompt.

4. If you have enabled the **PASSWORDACCESS** generate option in the Tivoli Data Protection configuration file, you must run a Tivoli Data Protection command one time from the Tivoli Data Protection command prompt with the **-ADSMPWD** option to set and to store the password.

5. Verify that the Tivoli Storage Manager server has sufficient disk space to store all Domino server databases that you choose to back up.

6. Verify that permissions are set properly so that Tivoli Data Protection has access to the Domino server.

## Enabling Domino Performance Station Functionality

When you install the Tivoli management region, you can choose an administrator name other than **root** or **Administrator**, the names that Tivoli highly recommends. If you choose a different name, you cannot immediately use standard procedures to configure a Domino Performance Station on an endpoint. Instead, you must first complete the procedure in this section to ensure that the administrator name you created exists on the endpoint with the necessary Windows group assignments.

1. Access the desktop of the Windows operating system for the Domino server endpoint that you want to configure as a Domino Performance Station.

2. Click **Start** in the Windows taskbar.

3. Select **Programs** → **Administrative Tools (Common)** → **User Manager** to access the **User Manager** window.

4. Select **User** → **New User** to access the **New User** dialog box.

5. Make the following minimal settings and any other settings that your system requires:

   a. Type the user name that you chose for the administrator of your Tivoli management region in the **Username** text box.

   b. Type the user's password in the **Password** text box.

   c. Type the user's password again in the **Confirm Password** text box.

   d. Click **Groups** to access the **Group Memberships** dialog box.

   e. Add the following group names to the **Member of** list box: **Administrators** and **Tivoli_Admin_Privileges**.

   f. Click **OK** to return to the **User Properties** dialog box.

   g. Click **OK** to return to the **User Manager** dialog box.

   *Additional Information:* This action creates the user on the endpoint that enables Domino Performance Station functionality.

## Deleting the User Name for the RIM Database

The following information supplements Appendix H, *Uninstalling Tivoli Manager for Domino*, of the *Tivoli Manager for Domino User's Guide*:

When you run the **tmd_rm_db.sh** script to remove the Tivoli Manager for Domino RIM database, you might see a warning message from the RDBMS application. The message states that the user name for the RIM database was not removed. In this case, the database and its tables are removed and only the user name remains. This warning appears when you have created a RIM database with a user name other than the default user name, **tmd**. Tivoli Manager for Domino does not remove a custom user name because the name might be valid for other databases in your RDBMS. If necessary, you can remove the user name through the user interface of the RDBMS application. See the documentation for your RDBMS application for instructions on this process.

## Internationalization

This section describes some of the features and installation issues for non-English versions of Tivoli Manager for Domino.

Some command line and keyword options are not translated. This approach avoids any programming complexities for scripts that can run under multiple locales. You should run the scripts under the locale in which the retrieved data is stored.

## Enabling Language Support

Tivoli Manager for Domino, Version 3.1.0, language support is available for the following languages:

■ Brazilian Portuguese

- ■ Chinese (simplified)

- ■ Chinese (traditional)

- ■ French

- ■ German

- ■ Italian

- ■ Japanese

- ■ Korean

- ■ Spanish

To enable these languages, install the appropriate language support pack from the Tivoli Manager for Domino Language Support CD. You can install multiple language support packs for a single product.

## Correcting the Behavior of DPSRoundTripMail in Non-English Versions of the Product

In non-English versions of Tivoli Manager for Domino, Version 3.1.0, the **DPSRoundTripMail** probe shows erroneous results because date and time format on a non-English operating system differs from the date and time format in Lotus Notes. To fix this problem, you must obtain 3.1-NOT-002 for Tivoli Manager for Domino, Version 3.1.0, from Tivoli Customer Support and install it. Also, you must perform the following steps to complete the correction of this problem:

**Note:** In English-language installations of the product, no patch and no workaround is necessary to correct this problem because the **DPSRoundTripMail** probe works correctly.

1. Select **Control Panel** → **Control Panel** in the **Start** menu of the Windows taskbar.

2. Double-click the **Regional Settings** icon to access the **Regional Settings Properties** dialog box.

3. Click the **Time** tab and make the following settings:

    a. Select **h:mm:ss tt** in the **Time style** drop-down menu.

    b. Select the colon (**:**) in the **Time separator** drop-down menu.

    c. Select **AM** in the **AM symbol** drop-down menu.

    d. Select **PM** in the **PM symbol** drop-down menu.

4. Click the **Date** tab and make the following settings:

    a. Select **M/d/yy** in the **Short date style** drop-down menu.

    b. Select the forward slash (**/** ) in the **Date separator** drop-down menu.

5. Click **OK**.

6. Double-click the **Date/Time** icon in the Control Panel window to access the **Date/Time Properties** dialog box.

7. Click the **Time Zone** tab.

8. Select a time zone for the United States of America in the drop-down menu. You can choose any one of the following time zone items:

> **Note:** Regardless of what part of the world you are located, you must apply one of the four U.S. time zones that follow.

- **(GMT-05:00) Eastern Time (US & Canada)**
- **(GMT-06:00) Central Time (US & Canada)**
- **(GMT-07:00) Mountain Time (US & Canada)**
- **(GMT-08:00) Pacific Time (US & Canada); Tijuana**

9. Select the **Automatically adjust clock for daylight saving changes** option.

10. Click **OK**.

11. In the Tivoli Manager for Domino environment, stop the performance station. For example, run the **wdpsstop** command against the station.

12. In the Tivoli Manager for Domino environment, restart the performance station. For example, run the **wdpsstart** command against the station.

## Installing Non-English Report Templates

In non-English versions of Tivoli Manager for Domino you can run a script to install templates that facilitate the creation of reports as follows:

1. Complete the following operations before running the script:

   a. Make sure that Tivoli Manager for Domino, Version 3.1.0, is installed and the **tmd** database and RIM object was already created, as described in the Chapter 3, *Installing Tivoli Manager for Domino*, in the *Tivoli Manager for Domino User's Guide*.

   b. The language pack has been installed.

   c. Make sure the RDBMS server is running.

2. From the language pack image, copy and paste the **DbSetup** directory and files onto a temporary directory on the RIM host.

3. Make sure that the RDBMS user on the RIM host is the file owner and has read-write access to these **DbSetup** files.

4. From a Tivoli command prompt in bash, run the script **tmd_lang_db.sh**.

5. Type the name of the RDBMS vendor when the script prompts you.

   *Additional Information:* If the **tmd** RIM object is found, the script displays the RIM configuration settings. If the **tmd** RIM object is not found, you can continue to respond to the prompts for information on the database. After you finish running the script, investigate whether the **tmd** database was deleted in error. If necessary, reinstall the **tmd** RIM object as described in *Creating the Database and the RIM Object* in Chapter 3 of the *Tivoli Manager for Domino User's Guide*.

6. Type **Y** at the prompt to confirm that you want to continue running the script.

   *Additional Information:* The script starts the RDBMS client command.

7. Type the database user password.

   *Additional Information:* The script begins installing the report templates for the language pack for Tivoli Manager for Domino that you are using. Watch for any errors that the RDBMS application might generate.

**Tivoli**