Director V2.2 SP1 Tips

June 4, 2001

Table of Contents

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

AoL

4748 TIP: Clients running Win9x not giving "client added" alerts

No information is lost and the client is added - there simply is no corresponding informational event. This is a behavior of the proxy, and no proxy changes are forthcoming from Intel, but we continue to work with them on resolution.
The duplicate event is an annoyance, but not a loss of information. This is probably an error in the proxy, which is an Intel deliverable for which we are awaiting a fix.

Console

6419 TIP: CON: Blank spots in the Dynamic Group Editor.

Right click in the Groups pane and select Dynamic Group Editor and then click on the plus sign for installed memory under the UNIX section. Next click the Physical memory section to expand it and click on Inventory, below the UNIX section. Scroll down to the Installed memory section and click the Physical memory section, and let it expand out. At about the time that the Last step is done the left hand pane goes Blank. You can scroll up and down and see everything. It just has a large blank section in it. I have also noticed this using the IP Address section, and a couple others that have long lists in the subfolders.

This is a 'swing' problem and we currently have a defect open for a fix. We also have a Tivoli defect (11192) for our next release, since we will implement a new version of the JDK.

7768 TIP: CON: Problems Discovering Systems for Task Groups

Creating a Task-Based Dynamic Group of Agents that can run the Asset ID task does not give the same results as the NFD-supplied group "Systems with Asset ID." A workaround for this problem is to create the Dynamic Group using the Asset ID Database table for the Group's Selection Criteria. Similar limitations exist for groups involving the Configure Alert on LAN and Configure SNMP Agent tasks.

DMI

4172 TIP: DMI Browser GUI appear to have a size limit

You cannot scroll the tabs in the DMI Browser when it is filled with Netfinity Manager Agents (reference defect 3310).

7338 TIP: Client is not forwarding DMI Events to Server

The DMI Support component includes an application that maps data and events from CIM to DMI. The mapper is started as a service that has dependencies on the Windows

Management service (winmgmt.exe). The mapper has a built-in two-minute delay on startup to allow the CIM data and event providers to complete their initialization before the mapping process begins. Once it begins, it can take several minutes (depending on the operating system) before the initialization of the DMI data is complete. During this initialization process, it is possible that CIM events will not be mapped to DMI events.

The following steps can be used to determine whether or not the mapper has completed its initialization process:
1. Wait at few minutes after re-booting your system.
2. Navigate to the Netfinity Director "DMI Browser" for the node in question.
3. Select "SmartCIM(tm) to DMI Mapper" from the list of DMI components.
4. When the initialization process is complete, the value of the "Version" attribute will contain the actual version number of the mapper component, such as "1.0.11.66". If the initialization process is not complete, the value will be empty, or it might say, "Not mapped by Cim2Dmi".

7371 TIP: DMI Browser not finding device information correctly

Find the Client and select DMI Browser. Next expand the SmartCIM(tm) To DMI Mapper Desktop Mif.

Notice that after it has finished loading that there are to tabs. The first is Disk 0 and has the correct information for that Drive. However the second disk should be Disk 1 and have disk 1's information. Instead it has the same information as Disk 0.

I have rechecked the information using a different DMI Browser and the information listed there is correct.

11419 TIP: CIM2DMI causes an invalid page fault on ThinkPad/Win95.

CIM2DMI causes an invalid page fault during a suspend/resume operation on ThinkPad A20m and Windows95. During the suspend/resume on ThinkPad, the CIM2DMI posts the following error message:
"This program has performed an illegal operation and will be shutdown."

This problem only occurs during the mapper's initialization. Therefore, if the user waits for the component to completely initialize, the problem can be avoided.

Install/Uninstall

2084 TIP: Tivoli Endpoint Install--Runtime error on Win95/98

This problem IS reproducible when there is a problem with the gateway executable. On the endpoint's initial login, if the gateway is returning invalid packets, the endpoint software on Windows 95 and Windows 98 will abnormally terminate with a run-time error. We were able to fix the problem by deleting the endpoints out of our gateway,

deleting the gateway, rebooting the gateway host, and then re-creating the gateway. A re-boot alone or a bounce of the Tivoli object dispatcher might have done the trick just as well. Also, Tivoli has suggested saving the endpoint's log and saving the logs on the gateway and then contacting Tivoli customer support. Our PMR for this problem is 27754 BRE

2664 TIP: ThinkPad 570 (NT): UM Services icon not added to start menu

Create a TIP for the Help Center that for the ThinkPad 570, with an NT pre-load image, SP4, IE4.01, select "Yes" to add icon to the start menu, and reboot, it's not there. Install UM Services again, select "Yes", and reboot, and it appears on the start menu. Problem is not seen with Win98 pre-load image.

2700 TIP: Files, Folders, Registry Etc. left behind after uninstall

Reference defects 2574, 2572, 463, 797, 1677f_1, 487f_1, 486f_1, 457, 474, 461, 811, 810, 808, 805, 802, 801, 799, 795, 462, 796. These defects list files, folders and registry entries left behind after uninstall. The Troubleshooting Guide makes a general statement as to what is left behind. The Help Center should have a list in case a call comes in concerning this.

2734 TIP: Install msjavx86 first on Windows 95 systems with no DCOM

When re-installing UM Services over a previous install on Windows 95 systems with DCOM 1.3, the Microsoft JVM will complain during interactive install about a new version of DCOM being present on the machine. This message can be ignored. However, during a silent install, the UM Services install will be unable to continue.

Windows 95 systems with no DCOM support should install MS JVM to get DCOM support. The UM Services install will upgrade this support from 1.1 to 1.3. Subsequent re-installs of UM Services will cause JVM install to complain; ignore the error message. When re-installing silently, deploy msjavx86.exe FIRST, then deploy UM Services.

4386 TIP: NFDINST:ITD Agent build 80 abends NW3.12 on Kiowa

Netfinity Director does not support Netware 3.12. IT Director does support this version and they will root cause the problem.

4627 TIP: Install without a License Key

If a user puts in an invalid license key and then puts in no key, he is allowed to continue with the installation but cannot use NfD. To enable the product, a new installation with a valid key (reference 4385) is required.

4653 TIP: Install: Tivoli Agent Lock device file

If the user does not allow the update of the config.sys file during OS/2 install, and he looks in the config.new before reboot, the lock device file is not there. The user must say yes, or reinstall the agent and say yes when prompted to do so. Reference defect 4227

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

6903 TIP: INST: Network Driver Config output field too small

For some computers, the Network Driver Configuration frame's Network Drivers field is too narrow to display the enabled/disabled status of the driver. The status can be determined by clicking on the protocol in question and looking at the Driver Enabled checkbox. Or, within NFD, double-clicking on the agent will show the active protocols.

7816 TIP: INST: no icons off start menu for stardust

There are no icons off start menu for Windows 2000 (IBM preload) on Stardust
This defect **only** occurs on Stardust with the IBM preload.

11363 TIP: INST: A problem can exist when the installation source path is long.

The user may experience problems if Setup.exe resides in a source path longer than 30 characters. The path length problem is a limitation of InstallShield 3. The user may get an Error 105 during Director Support install if the path is too long.

For example, on the Director CD the install resides in Director\win32\install but if the user copies the CD into an existing tree resulting in a much longer path, the 30 character limitation may be exceeded, thus causing install failures.

11475 TIP: INST: Server Uninstall causes Dr. Watson error

During the uninstall, at the prompt to delete Director Configuration Data, a Dr. Watson trap appears. Two windows open:
1. An application error has occurred and an application error log is being generated. <exited>
2. Dr. Watson Fatal Error: "Could not attach to the application Windows NT Error Code = 87

There are no logs generated and the uninstall continues behind the trap to the point of asking to reboot, although the Prompt for Director data remained open. Sometimes you will then get another Dr. Watson unexpected failure: unexpected failure in debugActiveProcess.

File Transfer

6904 TIP: FT: Directory Size Wrong

The Directory Size will be reported as zero bytes, which is incorrect.

7242 TIP: FT: Error Message Extraneous

When a File Transfer is attempted an error message appears that says that the current user does not have the privilege to access the server file system. Once you click OK the message goes away and the File Transfer continues as normal. However, you will continue to get the error message for every system.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

This is working as designed. It is possible that multiple people are using the same console, so the error message needs to be seen by all

11227 TIP: FT: Error message when deleting a file

An error message is displayed when trying to delete files via File transfer when the remote system is Netware. The message received is "An unknown exception occurred while trying to delete: …"

This occurs when a file that is outside the 8.3 format has the read-only attribute set and the Novell server is setup with long filename support. If the file uses the 8.3 naming format then it does not have any problems deleting. Since this does not cause any harmful effects, the user simply cannot delete the file, it is not deemed worth opening the file transfer code for a fix at this time.

General

2189 TIP: Java Console ERRORS

This problem is because the machine with the browser has a down level virtual machine. After an install of the Java VM from UM Services install, most java console errors go away.

2678 TIP: Some systems BLUESCREEN running nvsniffer

When running nvsniffer.exe with either the isWbem or isUMSCim tests enabled, systems with certain network cards have been shown to throw a BLUE SCREEN trap. We recommend that the isWbem and isUMSCim lines of nvsniffer.conf be commented out by default, and uncommented if the customer wishes to retrieve CIM inventory and their network card does not blue screen.

We saw an IntelliStation Z and a Netfinity 3000, both of which ship with an Intel EtherExpress Pro network adapter, blue screen while running nvsniffer with either isWbem or isUMSCim uncommented. Both of these tests use Microsoft DCOM calls. We've also seen a blue screen on the IntelliStation using an AMD PCINET PCI Ethernet card. We recommend that if the blue screen is happening, that the customer comment out the isWbem and isUMSCim tests in the nvsniffer.conf file. If they would still like to obtain UM Services CIM-based inventory for a particular machine, we recommend they uncomment isUMSCim, but run nvsniffer using the -n switch, which takes as an argument the machine they are interested in collecting inventory from. We have never seen a blue screen on any machine for which the user is querying one system at a time. We have opened PMR #26716 BBRE with Tivoli.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

4499 TIP: Blank fields because info not available in Win9X

Some information is not shown under Win9x because it is not available in these operating systems. (e.g., Driver Status, Build Type). Reference defects 4029 and 4226

4506 TIP: CIM Browser gets too many error messages

When systems are individually selected, you will get messages for each system (Reference defect 3373).

4508 TIP: Event Log has problems

Events may be queued and waiting to get up to the server and therefore there may be some with the same timestamp, when the interval is very small (reference defect 2861).

4541 TIP: INV Agent Build Date returns Jan 1, 1970 on locked systems

This is due to the fact that an inventory has not been run yet. Therefore default data is listed. Once Inventory has been collected for the first time, these values do not show. This will not be changed, as Tivoli does not want to change it.

4689 TIP: Discovery: Director Systems Discovery (IP, IPX) errors

Director systems will not be discovered over TCP/IP because no broadcast addresses are configured and general network broadcast and multicasts are disabled. To enable discovery of Director systems over TCP/IP, you must enable general network broadcast or enable multicast or add broadcast addresses to the list. With both TCP/IP and IPX, there are conflicts between the Helps and the NfD system discovery. Reference defects 4342 and 4361

4692 TIP: No info when query processor SN, parallel ports, SCSI adapter

No data is available for certain CIM queries (reference defects 4538, 4539, and 4540). When querying processor serial numbers, the data is only available for Pentium III's, and only if the BIOS is turned on.

4762 TIP: Agent startup timing problems and interaction with other servers

When the ITD Agent starts, it does one check of the other available services that it might need (such as WinMgmt). If these services become available only after this check has been performed, ITD will never recheck their availability without a net stop/start sequence being done by the operator.

This affects NFD in that WinMgmt, even though started at machine bootup, can be unavailable when ITD comes up. ITD sees WinMgmt as being unavailable, and effectively makes all of ITD's CIM interfaces disabled. We have worked around this problem by using the StartupDelay registry entry for Director, but the checking should be more robust.

4810 TIP: Exide.sys blue screen trap on Toshiba running NFD

Open NfD. Activate Resource Monitors on one system. Activate enough monitors into the Selected Resources Column to exceed the screen space by a couple of inches and cause the scroll bar to appear. Record the first monitor in the list and the last in the list. Scroll all the way to the bottom. If you R-C on the left most column header labeled Selected Resources, the R-C menu appears at the bottom of the screen. If you choose Remove Row, the FIRST monitor in the entire list will be deleted, not the first one displayed or the row hidden by the column header.

This is as designed. Selecting the header selects the first resource in the list. If you were to perform this same scenario and select the system's header you will see how it selects the first row. I could not recreate on d0102 the menu appearing at the bottom of the screen.

The only portion of this defect that is still valid is the r-c task menu appearing at the bottom of the screen when selecting column header under certain conditions. The other portion is WAD and is explained above. To fix the menu would require a change to GuiLibs and could also require a swing fix. This effects the entire GUI portion of product.

When viewing more monitors than can be displayed on the screen and having scrolled down, right clicking on the column header will cause the right-click menu to appear at the bottom of the screen.

4821 TIP: umslmsensor.exe traps sporadically on T2 machine

This trap occurs sporadically in that since the health option is not chosen, umslmsensor is rarely called. There is no degradation of system performance or data integrity. Umslmsensor does not take down the GUI or Winmgmt and does not affect UM Services loaded in the browser. The trap only occurs on the T2 on Windows 95. The Hatteras machine, which contains the exact same sensor configuration (ie 2 Max1617s and 1 ADM9240) with the same install and could not reproduce trap.

5811 TIP: RescMon can't view multiple PerfMon processes

Only one process of a given name may be monitored for a given agent. For instance, if several processes named "Solitaire" are running on an agent, NFD will only monitor one of them.

6381 TIP: Cannot scroll thru hidden columns

Run Resource Monitors on more than 50 computers and activate at least one monitor. Under Selected Resources, hide at least 40 of the columns and right-click one of the remaining columns and highlight Show Columns. Not all of the hidden columns will display and there is no way to scroll to see them.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

6787 TIP: UM Services UUID data does not match the BIOS UUID

UM Services interprets and displays the System UUID as a "Microsoft GUID" string with dashes. The Microsoft GUID specifies the first field as a 4-byte integer (which causes it to appear to be displayed in reverse order on some systems. The UMS display of this data is consistent with Microsoft's representation of the UUID in WMI and with Intel's representation of the UUID in Alert on LAN.

The two identifiers are actually the same, but the first three fields are displayed in a different byte order. Since the BIOS setup program displays this as a hex dump of the SMBIOS data (no dashes) it can be confusing.

7369 TIP: LDMS: "IP Network Configuration" value is wrong in 98

When installing and running several programs on a W98 system the DHCP setting gets set to an incorrect value.

These defects are problems with Microsoft's WMI instrumentation that we do not expect a fix for in the near future. We are waiting for further information/disposition of these issues from Microsoft, and will supply the information when received.

7604 TIP: Taskbar overlay causes UM Services window refresh problem

Set screen resolution to 800 x 600 and the refresh rate to 60 Hz. Open UMS. Allow data to be gathered. Drag the Task Bar to the right side of the Desktop. Widen the Task Bar by dragging it to the left. Narrow the Task Bar by dragging it back to its original position. The UM Services GUI will be missing portions of the UM Services window that was overlaid.

With Netscape, the entire data display pane did not refresh, thus displaying no data.

7705 TIP: Log Off causes a restart command

If an NT/2000 machine is at the login screen and a Log Off command is sent from UM Services, the machine will display the Shutdown/Restart NT Dialog box instead of the Login box.

This only happens when you try to execute a log off command on a system that is already logged off.

7707 TIP: Storage description confusing

Storage information in the Basic PC Inventory GUI can be confusing when the hard disk description data does not clearly describe the hard disk model. For instance, the IBM DPTA-371360 hard disk returns '-371360' for its description.

7872 TIP: Windows 2000 system will not suspend when UM Services installed

The Standby and Hibernate options under Windows 2000 do not work correctly. This defect occurs only when the Web-base Remote Control option is installed.

The problem requires fixing Windows 2000 drivers and the fix will not be available until Tivoli's 3.7 releases on 6/21/00. The work around in the mean time is to use NfD remote control on a Windows 2000 target, and to not install UM Services remote control.

7891 TIP: UMS Memory error

Some systems were found to have incorrect information in their SMBIOS Type 16 structures indicating 0MB of memory capacity. A defect has been reported to the BIOS of the offending systems. Unknown memory capacity in SMBIOS shows up as 0MB MaxCapacity in WMI Win32_PhysicalMemoryArray. The Memory GUI should check for this value and show a message that declares memory capacity information unavailable.

The server team is updating the BIOS in the next release for these systems and the "memory unknown" indicator is addressed in any BIOS version after ILKT21AUS.

7891 TIP: Transition/migration document on the web

The *Netfinity Manager to Netfinity Director V2.12...A Smooth Transition* document is available on the web. Version 2.11 CD contained the document, but it is not included in the V 2.12 CD.

8453f_1 TIP: Remote shutdown causes fatal 0E exception

When we use the Web-base remote control session, at least, we have two IE window screens on the controller PC; one is for the target PC's UMS GUI, and the other one is for the remote control session. Under this situation, if we execute "Shutdown and power off", "Restart", or "Logoff" against the target PC from the UMS GUI's shutdown task, this causes fatal 0E exception.

This occurs solid on Windows95 and 98. If we terminate the web-based remote control before send the shutdown or logoff request from the UMS GUI, this error does not occur.

10174f_5 TIP: UM Services may cause Suspend (or Hibernate) operation to stop

On systems with Windows95 or Windows98, UM Services 2.2 installed with the optional SNMP extensions has an issue with Power Management events. When the system attempts to go into standby (suspend) mode or hibernation mode, the operation may not complete. The system shows the following windows message.

"Please wait while Windows prepares your computer for standby"

To recovery if the suspend operation stops, do the followings:

1. Hit Ctrl+Alt+Del keys simultaneously bringing up the **Close Program** prompt.
2. Select **Winmgmt** in the window, and click **End Task**.
3. In the confirmation window, push **End Task**.
4. Wait for 30 seconds and if the system does not suspend, go to step 5.
5. Hit Ctrl+Alt+Del keys simultaneously bringing up the **Close Program** prompt again.
6. Select **Unsecapp** in the window, and click **End Task**.
7. In the confirmation window, click **End Task**.
8. The system should suspend.

An available work around would be to not select "SNMP Trap and Forwarding" option during the UMS install. If the user really needs the SNMP option, use a previous version of the UM Services (v2.12).

11376f_1 TIP: Getting inventory too early kills winmgmt.exe.

Just after rebooting a newly installed Client, browse the SNMP inventory and notice that nothing comes up but the server keeps trying. After about 10min when trying to use UM Services inventory, it gives the error: "WBEM_E_CRITICAL_ERROR:Select Name,Version,BuildNumber From IBMPSG_UniversalManageabilityServices"

On the Client system there are two errors: winmgmt.exe has generated errors and will be closed by windows and umsdisk.exe has generated errors and will be closed by windows The Event Log contains: "The Windows Management Instrumentation service terminated unexpectedly. Failed to CoGetClassObject for provider IBMPSG|UMServices|LMSensor". Error code 0x80080005 was returned.

The open procedure for service "PerfDisk" in DLL "C:\WINNT\System32\perfdisk.dll" has taken longer than the established wait time to complete. There may be a problem with this extensible counter or the service it is collecting data from or the system may have been very busy when this call was attempted.

If the user reboots the system this is no longer a problem. Also, if the user gives the system about 30min before trying to use these functions there is not a problem.

11401 TIP: Remote session to Linux will not work.

Install Linux UMS agent and Open Director Console on any OS and drag Remote Session to the Linux system. A remote session window opens for login. After the login, you cannot enter or display characters in this console.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

There are several files missing from the Linux installation. Without these files you will get a communication error. The following programs are needed for the remote session against Linux:

- ♦ inetd-0.16-4.i386.rpm
- ♦ telnet_server_0.16_6.i386.rpm
- ♦ start_inetd.sh

The user must install them before installing the Director agent in Linux. Otherwise, dragging Remote Session from Console to a Linux machine will not work.

11473 TIP: System Accounts Slow against System with 1000s of Users.

When the "System Accounts" GUI is launched on a system with thousands of accounts, it takes about two minutes per 1000 users to display the initial screen. Performance is poor because the GUI is currently asking for all accounts twice. No feedback or warning is given to indicate that it will take a long time or that it will eventually complete successfully.

11487 TIP: Can't browse helps via MMC if help not installed locally.

On a machine with MMC installed but without the on-line help option, browsing to a machine with UMS installed with the help option results in an error message stating help is not installed on this system. In this case, the target machine did have help files that could be accessed through Internet Explorer or Netscape even if the local machine does not have the help option installed.

This problem occurs only when browsing in MMC from a machine without the online helps installed.

12549 TIP: Inventory information is missing on Caldera systems.

The "Name (Operating System)" Column lists "Linux" for the Caldera systems, however the other versions of Linux are listed as Turbo, SuSE, and Redhat. Inventory Name should list Caldera as a version also.

12654 TIP: LINUX Backspace/Delete doesn't work on login prompt

The user is not able to correct typing errors when entering username and password on remote sessions for Linux.

To circumvent this problem, a user may simply enter an invalid password and when prompted again for a userid/password enter the correct data.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

Health

6384 TIP: H/M: Error when saving monitors with same name

If you try and save a monitor with the same name as a previously saved monitor, the error "The request to complete the monitor subtask did not complete successfully" appears.

This may be occurring to prevent previous sets of saved monitors from being overwritten. It should provide the option to overwrite or indicate that the set of monitors cannot be overwritten rather than an error.

In the Resource Monitor task, when using File>Save As to save a set of monitors, if a set of monitors already exists with the chosen name, the message "The request to complete the monitor subtask did not complete successfully" is displayed instead of a message stating that the chosen group of monitors already exists.

6474 TIP: H/M: Changing time zone prevents recording

If a recording of monitors is being done for an agent, and the agent's time zone is changed, the recording will never terminate.

We are investigating this but do not feel it belongs in an EFIX because the risk of this scenario occurring is low.

6685 TIP: H/M Changing agent date prevents recording

This occurs even when the Presence Check Period is set to 1 minute. Needless to say, the recording never completes. Recordings can be done successfully on the Agent prior to the date change. They will then fail when the date is changed. Once one agent fails, other agents will record successfully unless their system date is changed.

7054 TIP: H/M Changing Resend deactivates Threshold

Normally, after a Threshold submits an event, another event is submitted when the monitor becomes normal for the Threshold. The icon then changes from the orange triangle to the blue check. With this defect, the monitor does not normalize, but the icon changes as if it had normalized.

It should retain the orange triangle icon, indicating a violation of the Threshold, until the monitor legitimately normalizes, regardless of what the administrator does to alter the Threshold.

This is working as designed. Modifying a threshold in some ways acts like the threshold was deleted and recreated. It's never been a problem for ITD customers and there are no plans to change it.

7710 TIP: H/M: "detail health status" message in wrong code page

When browsing from a machine with an SBCS (Single-Byte Character Set) language to an agent with an SBCS language, the message will display correctly, but in the agent machine's language. For instance if one is using an English machine and browses to a German machine, events on the target machine in German will be correctly displayed in the event GUI on the English machine but in the original German translation.

When browsing from a machine with a DBCS (Double-Byte Character Set) language to an agent with a DBCS language, the message will display correctly, but also in the agent machine's language. For instance if one is using a Japanese machine and browses to a Korean machine, events on the target machine in Korean will be correctly displayed in the event GUI on the Japanese machine but in the original Korean symbols.

When browsing from a SBCS machine to a DBCS agent machine such as English to Korean, the event string will be unreadable in generic symbol substitutes (blocks or squares).

7763 TIP: H/M Screen hangs when opening lots of folders

When several folders are activated or expanded quickly, subsequent passes will show that there will be folders that were not expanded in the first pass, or some of the folders will not have anything beneath them and will produce a message box. Pressing enter and continuing to perform the expansions will cause the screen to hang with a message box for an empty folder. Also, dragging the message box around will cause echoes to appear.

A logoff will close the windows and correct the condition.

7764 TIP: H/M Thread Count does not display correct data

Activate Resource Monitors on one OS/2 system. Activate CPU Monitors | Thread Count. Allow data to be gathered. The thread count will show zero. Wait 2 minutes. The data will remain zero. If left overnight, it will still remain zero. After 2 minutes activate CPU Monitors | Process Count. Allow data to be gathered. The numbers will display for both Process Count and Thread Count. Thread Count should display without Process Count being active.

Tivoli is requesting that this be deferred to next release since it is already fixed in their California release

7765 TIP: H/M Incorrect sampling rate for Thread Count on OS/2

The sampling rate indicated in the text file is the rate that the monitor sends data to the IT Director server. This rate is different for different monitors, and is hard-coded in the agent DLLs. When recording, it may record every 5 seconds, but the data itself is updated every 15 seconds.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

In the Resource Monitors Task, when using the Export function of the Resource Monitor Recording facility, the sampling rate of the Agent is independent of the apparent recording rate indicated in the Exported file.

Monitors

5626 TIP: MON: Monitors don't refresh deleted/added agents

If an agent is being monitored, deleting the agent from the NFD Console will cause the agent to drop out of the set of monitored agents. If this same agent is later rediscovered, its "being monitored" status will not be automatically restored.

6379 TIP: MON: Right-Click menu can Remove Rows

Open NfD and activate enough monitors into the Selected Resources Column to exceed the screen space by a couple of inches thus causing the scroll bar to appear. Scroll to the bottom and right click Selected Resources. The menu appears at the bottom of the screen and if you choose Remove Row, the FIRST monitor in the entire list will be deleted, not the first one displayed or the row hidden by the column header.

This is working as designed. Selecting the header selects the first resource in the list. If you were to perform this same scenario and select the system's header you will see how it selects the first row.

When viewing more monitors than can be displayed on the screen and having scrolled down, right clicking on the column header will cause the right-click menu to appear at the bottom of the screen.

6380 TIP: MON: Removing one row sometimes removes all

Add five monitors that is X / sec from the NT Performance monitor list to one computer and allow data to accumulate. Open Performance monitor, and run any monitor. When right-clicking and removing one of the top two rows, the right-click window will not refresh the screen behind it. Clicking or R-C the rows will cause all rows to be removed.

6447 TIP: MON: Monitors don't refresh deleted/added agents

Activate Resource Monitors on ten computers and then return to the Console. Delete one of the computers being monitored. The monitor screen should show data not available for that computer. Rediscover systems in console. The deleted computer should return. Return to the monitor window. After 4 to 5 refreshes, the previously deleted computer will still show data not available. If a monitor is activated for it separately from the group of computers, it will show data.

This is a permanent limitation. When an object is deleted and rediscovered a new MOID is created. Since the Monitor was associated with the old MOID, for an item that no longer exists, you will see this behavior.

If an agent is being monitored, deleting the agent from the NfD Console will cause the agent to drop out of the set of monitored agents. If this same agent is later rediscovered, its "being monitored" status will not be automatically restored.

11460 TIP: Using NT Network Monitor Agent causes problems with Director

There have been some hang conditions seen when using NT Network Monitor Agent (under Network=>Properties=>Services) and Director. When Director is used to gather the Inventory from a system, the Inventory task fails with an error or timeout message. Other types of Director task hangs have also been observed; include the 16-bit subsystem hanging preventing InstallShield from running.

On the target system, the Windows Management Instrumentation service is used to retrieve the inventory data. The service uses the Network Monitor Agent Driver (when installed) to provide some of the inventory data. In order for this data to be collected properly, the Network Monitor Agent Driver must be started before the Windows Management Instrumentation service.

The work-around for this problem is to use the Windows Registry Editor to set a dependency in the Windows Management Instrumentation service on the Network Monitor Agent Driver. To do this, use the following steps on the target system.
1. Open a DOS window and enter "regedt32".
2. Navigate to the following key:
3. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\WinMgmt
4. Double click on **WinMgmt**.
5. Double click on the value **DependsOnService**
6. There should already be a data entry of "RpcSs" for that value. On the line following RpcSs, type "bh" (without the quotes), and press the "enter" key.
7. Click **OK**.
8. Click **Registry** on the menu bar and then click **Exit**.
9. Reboot the system.

S3

The following tips are all related to various problems with using the S3 drivers with Netfinity Director and UM Services. They are somewhat vague and unclear as to the final fix but this should answer the questions about what to use and not to use.

There are problems with the following S3 drivers:
- 2.62.8
- 2.62.17
- 2.62.18
- 2.62.19

You should use S3 driver version 2.62.21.

2730 TIP: S3 Video Driver causing lockup in w9X

An updated driver with a fix is now available on the IBM web site. You will need driver version 2.62.18 or higher.

2744 TIP: S3 System hangs requiring power off when using UM Services

Systems with S3 Trio 3D video (Niagara, Cyclone, etc) will experience system hangs requiring a power off when using the Win9x video driver version 2.62.08, date 12-8-98.

DO NOT use this video driver. Either downgrade the video driver to the release from 5-98, or upgrade to a newer version once the fix becomes available. PE is currently working on this problem. Contact Timothy Humphrey in CDT PE or Michael Sports in crossbrand PE for more information on this problem.

3862 TIP: S3 Video and certain PM settings kills the system on Win98

This APM problem is due to the S3 TRIO3D driver that was preloaded on the machine. The version causing the hang is 4.10.01.2203-2.61.03. After downloading the S3 drivers from the IBM support web site, the APM hang problem no longer occurs. The version downloaded is 4.11.01.2206-2.62.19. This new version, however, causes a blue screen to occur when the Netfinity Director Support is installed. If the Netfinity Director Support is installed after installing UM Services and none of the protocols (TCP/IP and NETBIOS in my case) are selected, no blue screen occurs. An updated version of the driver is currently in test and should be available on the web soon (12/22/99).

4142 TIP: S3 Video -- Remoting to system hangs the target system Java Console Errors

When remoting from Windows NT to Windows 95 utilizing the next system window the target system freezes. This happens right after typing the username and password. The source machine Windows NT is fine, but the target machine Windows 95 must be rebooted.

This is a Video driver conflict. It doesn't happen with VGA.

We found a S3 driver that doesn't cause this problem. The version number is 4.10.01.2204-2.61.06. This is older than a driver on IBM Web site. The latest driver on the IBM Support Web site causes this problem.
This problem happen on English Windows95 with a latest S3 driver on the IBM Web site on PC300PL (6862-R1U). The latest Japanese S3 Trio3D driver is equivalent to the latest US version E13Z40US. I tested the latest US version driver on US Windows 95 with UM services. It stopped during Windows start up soon after Windows logon.

Since we have demonstrated that this is a video driver problem, and since we have identified a version of the video driver that works correctly, this problem should not be considered a ship-issue for UM Services.

Blue screen traps only occur when the Netfinity Director support option is installed. This defect is an interaction between the Netfinity Director Agent component and the S3 video driver 2.62.19.

4498 TIP: S3 Video - Win9x hardly starts a session with desktop

This is a problem with the S3 video driver. Specific versions of the S3 driver should be avoided on Win9x.

4815 TIP: S3 Video: Hangs after a reboot on Niagara

System will blue screen on Win9x when using the S3 video driver version 2.62.19. The hang after reboot fixed by S3 Rev 19 but other problems surfaced; Fatal Exceptions 06 when Netfinity Director is installed. This problem only occurs on Win9x with S3 Video driver 2.62.19 when the NfD agent is installed.

SNMP

5996 TIP: SNMP traps not being received if SNMP Trap server

The SNMP stack in the IT Director server does not receive incoming SNMP traps when NT's SNMP Trap Service is running. To reproduce this problem, use the SNMPUTIL.EXE utility from the MS NT Resource Kit. On the ITD server, run snmputil.exe trap

This will start the NT SNMP Trap Service, and listen for incoming SNMP traps. ITD will no longer receive the traps. This can also be reproduced if Tivoli NetView is installed on the same system as the ITD server and Net view's TRAPD is running.

This is as designed. NfD uses winsnmp api and 'shares' the snmp port for traps. If another application is using it and makes it unavailable NfD cannot over-ride the other application.

Note: The SNMPUTIL utility and Tivoli NetView 6.0 can both receive traps when installed on the same system.

Tivoli Remote Control

2385 TIP: TRC: Controller's view of taskbar displays active when monitor

DESCRIPTION:
1. Go remote to a UM Services machine
2. Open TRC
3. Start a Monitor session
4. Scroll down on the session window
5. Notice the target taskbar displays Active

6. Look on the target monitor and it shows Monitor
    or
1. Start a Active session
2. Scroll down on the session window
3. Notice the targets taskbar displays Active
7. Click on Monitor State.
8. Scroll down on the session window
9. Notice the targets taskbar still displays Active

2711 TIP: TRC: GPF if two systems monitor each other

With Remote Control, if you try to monitor a system that is already monitoring your system, you'll get a GPF. According to the development team, Remote Control is not intended to work this way and it is a low probability that a customer would use it this way. Create a TIP for the Help Center about this known problem, and continue to investigate further.

4161 TIP: RWC = Remote Control

RWC is an old Netfinity Manager term for Remote Workstation Control and since IT Director's remote control function was derived from Netfinity Manager's function, there may be remnants of the term RWC in the product. If a customer is confused, just let them know it refers to Remote Control.

4178 TIP: UM Services and NfD cannot remote control the same machine

If two administrators try to remote control the same target, one using UM Services and one using Netfinity Director, it appears that they each have control because they both say active. In fact, only the first session started has control. We think this will be fixed when Tivoli merges these two remote control functions. In the mean time, it is a possibility that the administrator may be misled. See defect 3169 for more information.

4747 TIP: Remote Control to local on cluster locks machine

If NFD is installed on a WinNT Server that is part of a Cluster and you find the machine that you are on by doing a discovery and then open the Remote Control window, the mouse and keyboard will lock. To unlock the machine you have to either reboot, or use the ALT - T combination.

This can happen when the preferred IPC path is not set to TCP/IP.

7878 TIPS: TRC - Different locale (DBCS) combination support

When the target is Windows 98 under the following combination, English message (connection accepted, rejected, or time out occurs) and description for Help and Exit button in the status bar.

Target	Console
SBCS	DBCS

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

DBCS   DBCS (different locale)

Target: Win98

Console	Target	Rejected Msg.	Status Bar
DBCS	SBCS	**English**	**English**
DBCS	DBCS (same locale)	Good.	Good.
DBCS	DBCS (different locale)	**English**	**English**
SBCS	SBCS	Good.	Good
SBCS	DBCS	Good.	Good

When the target is Windows NT, following steps are needed for above combination.

♦ Making sure the correct set of Codepage file is copied into the %WINDIR%\SYSTEM32 (for WindowsNT) . The files necessary are c_932.nls c_936.nls c_949.nls c_950.nls and can be found on the OS cdrom in:
       WINNT   cdrom   \langpack

♦ Change the REGISTRY adding the following entries (some of them maybe be present, certainly the local locale is present):under \\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Nls\Codepage add the following keys-values

key	value	type
932	c_932.nls	string
936	c_936.nls	string
949	c_949.nls	string
950	c_950.nls	string

Target: WinNT/Win2K

Console	Target	Rejected Msg.	Status Bar
DBCS	SBCS	**Good. (Need file copy and registry set up)**	**Good. (Need file copy and registry set up)**
DBCS	DBCS (same locale)	Good.	Good.
DBCS	DBCS (different locale)	**Good. (Need file copy and registry set up.)**	**Good. (Need file copy and registry set up)**
SBCS	SBCS	Good.	Good
SBCS	DBCS	Good.	Good

Plus Module

3834 TIP: Dr Watson on endpoint from INV. scan

When doing an inventory scan with the "Update with Differences" selected the endpoint has a Dr Watson error on scans after the first one. Tivoli has fixed this defect for NT as of 12/20/99 but it continues to get MIF parse errors on W9x machines. NT users can download 3.6.1-INV-0018 from ftp://ftp.tivoli.com/support/patches/3.6.1. W9x users should watch PMR 37030.

Green text is 2.12 only
Blue text is 2.2 only
Orange text is 2.2 SP1

4497 TIP: PLUS: Shutdown UM Services fails

Shutdown failure only occurs with Patch 35 for Tivoli Framework 3.61. Defect 3246 will be deferred until a fix is available from Tivoli.