Version 1.1 Tivoli Integrated Portal 2.2.0.7

Tivoli Integrated Portal 2.2.0.7 Installation and troubleshooting guide

IBM

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Contents

Tivoli Integrated Portal 2.2.0.7 fix pack overview

Use this fix pack to update your Tivoli Integrated Portal 2.2.0.*x* environment to Tivoli Integrated Portal 2.2.0.7.

Tivoli Integrated Portal 2.2.0.7 is a cumulative fix pack and includes fix for all issues since the release of Tivoli Integrated Portal 2.2. This fix pack updates your existing Tivoli Integrated Portal 2.2.0.*x* environment to Tivoli Integrated Portal 2.2.0.7 regardless of its current version number.

Authorized Problem Analysis Reports (APARs)

APARs addressed in the IBM Tivoli Integrated Portal in recent fix packs.

APARs:

- IBM Tivoli Integrated Portal version 2.2.0.3:
  - **PM34540** - ITM webservice does not fetch charts from ITM when SSL is enabled in ITM
  - **PM37499** - Preupgreade script fails when not using the default certificates
  - **PM37773** - Page "Define Resource View" does no remember its portlets sizes if opened automatically after login
  - **PM40211** - ERROR CWLAA6003 IS OCCURRING WHEN SEARCHING FOR USERS
  - **PM40403** - Invalid unique name exception with upgrade.sh
- IBM Tivoli Integrated Portal version 2.2.0.5:
  - **PM52135** - Execution of scripts in SMUtils.js(DelayedRunscripts) causes stack overflow
  - **PM52914** - Unable to save changes to Web Widget page with non-English locale
  - **PM53123** - Session time out message is displayed for new login
  - **PM53928** - Tivoli Integrated Portal Change Password portlet displaying success message for error
  - **PM54251** - The fix for PM54251 expects that a fresh export be done always
  - **PM54333** - Page Order after Import is not correct
  - **PM54980** - Logging out of an invalid session does not destory the session
  - **PM56341** - Users with no role are able to login to Tivoli Integrated Portal Version 2.2
  - **PM56529** - Rapidly changing currentPage cause NPE
  - **PM56777** - Error 500 on logout
  - **PM56774** - Error 500 displayed in content area when response already committed
  - **PM57391** - Handle quick page launches , avoid NPE
  - **PM57573** - `tipcli` export getting duplicate entries
  - **PM57619** - All authenticated users are able to login to TIP
  - **PM58398** - MergeRoles issue
  - **PM58585** - Duplicate page entries created when importing pages within subfolders
  - **PM59093** - Unable to navigate to any custom views because of default `ibm-portal-topology.xml` being used.

Installing Tivoli Integrated Portal 2.2.0.7 fix pack

Tivoli Integrated Portal 2.2.0.7 fix pack can only be installed in silent mode at the command line using a response file.

Tivoli Integrated Portal 2.2.0.7 fix pack installation files are available from IBM Support Fix Central.

You must download `2.2.0-TIV-TIP-FITSuit-FP0007.zip` and `2.2.0-TIV-TIP-OSplatform-FP0007.zip`
Where *OSplatform* reflects the operating system and platform architecture (32-bit or 64-bit).

Important: This fix pack is designed to be installed in a Tivoli Integrated Portal Version 2.2 environment only.

Important: The fix pack is available in both 32-bit and 64-bit versions for some operating systems. Ensure that your fix pack media matches that of the installed Tivoli Integrated Portal Version 2.2 instance with regard to operating system and platform (32-bit or 64-bit).

Important: If you are installing the fix pack into a *Tivoli Integrated Portal* environment that uses a base (non-embedded) version of WebSphere Application Server, you must install WebSphere Application Server Update Installer UPDI) before you install the fix pack. For details on how to install UPDI, see: http://publib.boulder.ibm.com/infocenter/wasinfo/v7r0/topic/com.ibm.websphere.installation.express.doc/info/exp/ae/tins_updi_install.html

Important: Windows For systems running Microsoft Windows Server 2008, or Microsoft Windows Server 2008 R2, ensure that you have at least 2.5 GB of free space in your installation location.

Additionally, the following requirements and restrictions must be considered when you install this fix pack:

- WebSphere Application Server Version 7.0 (7.0.0.19) or later. WebSphere Application Server hardware and software requirements apply, for more information, see http://publib.boulder.ibm.com/infocenter/wasinfo/v7r0/topic/com.ibm.websphere.installation.express.doc/info/exp/ae/rtop_reqs.html
- Ensure that you have installed the IBM version of Java Runtime Environment (JRE) 1.6.0 and that there at least 500 MB of memory available in the `temp` directory for the installation process.
- Before you install the fix pack, you must stop any *Tivoli Integrated Portal* related Java processes that are running on your system.

  Tip:

  Linux UNIX Use the `ps` command to view details of the Java processes that are running.

  Windows Use a services utility to view the paths associated with each Java process.

After the installation, the *Tivoli Integrated Portal* administrator and any registered users can log in to the Tivoli Integrated Portal by entering the URL in a browser, for example, if you installed using default port numbers, you would access the console using the following web address:

- http://localhost:16310/ibm/console

Note: Fix pack installation logs are saved to `TIPFPInstaller-xx.log` located in the `ia` directory contained in the following zip archive: `tip_home_dir/22_FP7.logs.zip`.

Related reference

"Non-root installation fails on Solaris 64-bit system" on page 11
A non-root user installation on a Solaris 64-bit system may fail where Tivoli Integrated Portal had been previously installed by the root user.

Installing Tivoli Integrated Portal 2.2.0.7 fix pack in silent mode

The Tivoli Integrated Portal 2.2.0.7 fix pack silent installation uses a response file that is included with your fix pack media that you can edit as needed.

Before you begin

If necessary, download and extract Tivoli Integrated Portal 2.2.0.7 fix pack installation files from IBM Support Fix Central.

Your must download two files:

- Fix Pack Intelligence Tool: `2.2.0-TIV-TIP-FITSuit-FP0007.zip`

  Download and extract this file to the following directory associated with your existing Tivoli Integrated Portal 2.2.0.*x* environment: `tip_home_dir/profiles/TIPProfile/etc`

- Tivoli Integrated Portal 2.2.0.7 fix pack installation package: `2.2.0-TIV-TIP-OSplatform-FP0007.zip`
  Where *OSplatform* reflects the operating system and platform architecture (32-bit or 64-bit).

  Download and extract the relevant file for the system running your existing Tivoli Integrated Portal instance to a directory of your choosing.

  For example, if your system is running a 64-bit version of HP-UX, you must download and extract `2.2.0.7-TIV-TIP-HPUX64-RP0001.zip`

  Note: The Tivoli Integrated Portal 2.2.0.7 fix pack installation package zip archive includes a `Readme.txt` that provides guidance when installing the fix pack.

When you are installing Tivoli Integrated Portal 2.2.0.7 fix pack in a load balanced environment. You must remove all nodes from the cluster and install the fix pack on each node separately. Once all nodes are updated, you can rejoin the nodes to the cluster. For more information on joining and removing nodes, see:

- http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.tip.doc/ttip_config_ha_unjoin.html
- http://publib.boulder.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.tip.doc/ttip_config_ha_join.html

Important: When you are installing the fix pack on a HP Integrity (Itanium) 64-bit server running HP-UX, before you start the installation, as `root`, you must clear the contents of the following directory:
`/var/tmp`

About this task

The fix pack silent installation proceeds automatically, using the settings as they are specified in a response file (for example, `sample_response.txt`). Before you run the installation, edit this file to specify the choices and values to be used by the fix pack silent installer. The response file can be re-used on other computers where you would like the same kind of fix pack installation. In these steps, be sure to provide the complete (absolute) path of the response file for the silent installer. Otherwise, the installer will not find the response file and the installation fails.

Restriction: Windows On systems running Windows, the file path to your fix pack installation files should be less than 40 characters in length. For example, if the path to your installation files is *image_dir*`\cdimage.fixpack`, then the path represented by the variable *image_dir* should be less than 40 characters long.

Procedure

1. Open your response file in a text editor (for example, `sample_response.txt`) and review the configuration settings. Edit as needed, then save and close the file.

   Important: Ensure that you provide the correct Tivoli Integrated Portal administrator ID and password in the response file, that is, the administrator ID and password associated with the existing Tivoli Integrated Portal version 2.2.0.*x* installation.

   Restriction: The value that you provide for **IAGLOBAL_TIP_HOME** in the response file is case sensitive and it must exactly match the path to the existing Tivoli Integrated Portal instance (or WebSphere Application Server instance, where you are installing into a base WebSphere Application Server environment).

2. At the command line, change to directory that contains your response file.

3. Enter the following at the command line:
   - UNIX   Linux `./install.sh -i silent -f` *full_path_to_response_file*
   - Windows `install.bat -i silent -f` *full_path_to_response_file*

   Where:

   full_path_to_response_file is the absolute path to the location of the response file (for example, `C:\cdimage\sample_response.txt`).

   Note: *full_path_to_JRE* should not include the `bin` subdirectory.

   Ensure that you enter escape characters the way the Java properties expects them. Non-text characters must be UTF-8 escaped (such as \u0022 for the " double-quote character).

What to do next

The passwords entered in the response file can be seen by anyone who reads the file. When you are done using this file, delete it or move it to a secure place to keep passwords secure.

Silent mode response file parameters for fix packs

The passwords entered in the response file can be seen by anyone who reads the file. When you are done using this file, delete it or move it to a secure place to keep passwords secure.

INSTALLER_UI=SILENT
This parameter indicates that Tivoli Integrated Portal is to be installed in silent mode and it should not be altered.

IAGLOBAL_TIP_HOME=_tip_home_dir_

Restriction: The value for **IAGLOBAL_TIP_HOME** is case sensitive and it must agree with the path for the existing Tivoli Integrated Portal instance.

- If the existing Tivoli Integrated Portal 2.2 instance is not associated with a WebSphere Application Server base installation, specify the location of the existing Tivoli Integrated Portal 2.2 instance. The default directory provided is:
  - **Windows** `C:\\IBM\\tivoli\\tipv2`. The \ backslash is seen as an escape character. Use \\ two backslashes when defining the path.
  - **Linux** **UNIX** `/opt/IBM/tivoli/tipv2`
- If the existing Tivoli Integrated Portal instance is associated with a WebSphere Application Server base installation, you must specify the location of the WebSphere Application Server base installation. For example:
  - **Windows** `C:\\IBM\\WebSphere\\AppServer`. The \ backslash is seen as an escape character. Use \\ two backslashes when defining the path.
  - **Linux** **UNIX** `/opt/IBM/WebSphere/AppServer`

IAGLOBAL_WASUserID=_tip_admin_ID_
IALOCAL_WASPassword=_tip_admin_password_
These parameters are for defining the administrator ID for the application server profile. The values that you provide for **IAGLOBAL_WASUserID** and **IALOCAL_WASPassword** must match the administrator ID and password associated with the existing Tivoli Integrated Portal Version 2.2 installation.

IAGLOBAL_UPDI_HOME_19=_UPDI_home_dir_

Important: This setting is for advanced users and typically no path need be specified.
To specify a custom path, uncomment the parameter by removing the hash character (#) preceding it and providing a custom path to an instance of the Update Installer for WebSphere Application Server. If the specified version does not match the required version, the installation will not succeed.

IAGLOBAL_enableOSPrereqChecking=false

Important: This setting is for advanced users and typically you can accept the default setting (`false`).
This parameter, when set to `true` enables operating system prerequisite checking, and allows the installation to continue and log warnings even if prerequisite checking fails.

IAGLOBAL_COI_SELECTED_LOGICAL_COMPONENTS=Common,TIPFinal
This parameter indicates which components are to be installed. You must at least include the default values (`Common,TIPFinal`). Ensure that the additional

components are available to the installer at `cdimage/COI/PackageSteps`. For example, to install the BIRTExtension component enter a value of `Common,TIPFinal,BIRTExtension`.

IAGLOBAL_LOCALE=en
This parameter indicates the locale of the resource bundle for the installation.

Uninstalling *Tivoli Integrated Portal*

Uninstall *Tivoli Integrated Portal* when you no longer need it on a computer.

Important: WebSphere Application Server fix packs and interim fixes are not removed when you uninstall *Tivoli Integrated Portal*.

Important: If you are uninstalling *Tivoli Integrated Portal* as a non-administrative user and you previously installed this instance of *Tivoli Integrated Portal* into an existing *Tivoli Integrated Portal* environment that had been installed by an administrative user, you may see the following error in the log files:

```
Caused by: com.ibm.ac.si.install.InstallUnauthorizedException: ACUINI0040W
User, user_ID, does not have proper authority!
```

In this particular circumstance, the error message may be ignored and no further action is required.

Uninstalling a fix pack in silent mode

Use the silent uninstaller to roll back Tivoli Integrated Portal to its state before a fix pack was installed.

About this task

The silent mode fix pack uninstaller rolls back an instance of Tivoli Integrated Portal to its state prior to installing the fix pack. Normally, you would uninstall a fix pack immediately after installing it in cases where the installation proved problematic. Uninstalling a fix pack after using the updated Tivoli Integrated Portal for a prolonged period may result in the loss of a significant amount of data. This uninstallation mode uses a response file (for example, `uninstall_response.txt`). The file has a number of parameters:

- **IAGLOBAL_WASUserID=tipadmin** - This is the administrator's user ID.
- **IALOCAL_WASPassword=mypassword** - This is the administrator's password.

To uninstall *Tivoli Integrated Portal* in silent mode:

Procedure

1. From the command line, change to the following directory:
   tip_home_dir`/_uninst/TIPInstall2201`
2. Enter this command:
   - UNIX Linux `./uninstall.sh -i silent -f` *full_path_to_response_file*
   - Windows `uninstall.bat -i silent -f` *full_path_to_response_file*

> **Restriction:** After uninstalling the fix pack, due to a caching performance enhancement added in Tivoli Integrated Portal Version 2.2.0.3, it is strongly recommended that you clear your browser's cache before logging back into the portal.

3. After the process is complete, delete the *tip_home_dir* branch from the **tivoli** directory (such as `C:\IBM\` and `/opt/IBM/`) if it still remains and there are no previously installed applications in that branch that you want to keep.

Troubleshooting fix pack installations

Consult these troubleshooting notes to help determine the cause of a problem when you are installing a fix pack and what to do about it.

Installation errors

Review the preparing to install topics before starting an installation; review the topics here for handling errors that might arise during the installation.

Non-root installation fails on Solaris 64-bit system

A non-root user installation on a Solaris 64-bit system may fail where Tivoli Integrated Portal had been previously installed by the root user.

If you install Tivoli Integrated Portal as a non-root user on Solaris 64-bit system that previously had an instance of Tivoli Integrated Portal installed by the root user, then the installation my fail.

It has been observed that the following file is not always removed during the uninstallation of the root installed instance:

    /var/tmp/responsefile.updiinstaller.txt

When the non-root installation process attempts to write to the `updiinstaller.txt` file, the installation fails due to the non-root user not having sufficient permissions.

The solution is to delete the `responsefile.updiinstaller.txt` file and restart the non-root installation.

Related concepts

"Installing Tivoli Integrated Portal 2.2.0.7 fix pack" on page 5
Tivoli Integrated Portal 2.2.0.7 fix pack can only be installed in silent mode at the command line using a response file.

Insufficient disk space for install

Have enough space in the temporary directory for the installation or it will fail.

Your product installation requires at least 500 MB of disk space for the temporary files that are used during installation. On Linux and UNIX, allocate enough space in the /tmp or /opt directory of the computer.

Important: Windows For systems running Microsoft Windows Server 2008, or Microsoft Windows Server 2008 R2, ensure that you have at least 2.5 GB of free space in your installation location.

Log files

Locate and review the logs and related files after an installation to confirm that the components were successfully installed.

Here are the logs created during a *Tivoli Integrated Portal* installation. The installer creates a log called TIPFInstaller-*xx*.log, which is located in the user's home directory. This should be the first log reviewed. It shows the installation as it progresses, giving tracing information. Each step that is executed in the installation creates a log in the *tip_home_dir*/logs directory.

Tivoli Integrated Portal
```
validatePrereqs.*
backuptip.*
propagateTIPRoles.*
retrieveSigners.*
```

Administrative console
```
createProfile.err
createProfile.out
createTIPService.err
createTIPService.out
deleteProfile.err (uninstall)
deleteProfile.out
enableAppSecurity.err
enableAppSecurity.out
extendJaveMemory.err
extendJaveMemory.out
modifyWASServiceName.err
modifyWASServiceName.out
removeTIPService.err (uninstall)
removeTIPService.out
```

Common Gateway Interface Server
```
CGIServer.err
CGIServer.out
configureIAuthzShLib.err
configureIAuthzShLib.out
deployiAuthzEar.err
deployiAuthzEar.out
```

Enterprise Storage Server
```
deployESSApplication.err
deployESSApplication.out
ESSConfiguration.err
ESSConfiguration.out
osgiCfgInit.err
osgiCfgInit.out
```

IBM Tivoli Monitoring Web Service
```
ITMWebServiceEAR.err
ITMWebServiceEAR.out
```

Load Balancing
```
createTipDataSource.err
createTipDataSource.out
HADBInstall.err
HADBInstall.out
HADBJoin.err
HADBJoin.out
```

Charting
```
assignChartAdminRole.err
assignChartAdminRole.out
TIPChartPortlet.err
TIPChartPortlet.out
```

Reporting Time Scheduling Services
```
TipTssEar.err
TipTssEar.out
TipTssEWASScheduler.err
TipTssEWASScheduler.out
TipTssJDBC.err
TipTssJDBC.out
TipTssSharedLibraries.err
TipTssSharedLibraries.out
```

Tivoli Common Reporting
```
tcr.err
tcr.out
tcrConfigClient.err
tcrConfigClient.out
tcrsPostConfig.err
tcrsPostConfig.out
```

Virtual Member Manager
```
VMM.err
VMM.out
```

VMM LDAP Configuration
```
configureVMMLDAP.err
configureVMMLDAP.out
```

VMM ObjectServer Plugin
```
VMMObjectServerPlugin.err
VMMObjectServerPlugin.out
```

WebSphere
```
checkWAS.err
checkWAS.out
startWAS.err
startWAS.out
```

Install fails after deployment engine upgrade

Running the installer on a computer that has an existing Tivoli Integrated Portal environment can fail if the deployment engine (DE) was upgraded from a very early version.

If you have an old version of the DE installed, the Tivoli Integrated Portal installer will upgrade it and continue with the installation. On rare occasions certain older versions of the DE might not be upgraded successfully. When this happens, the installation can fail. If you are aware that your product uses a very old version of the DE (such as Version 1.2), you can install on the same machine, but sign on to the portal with a different user name. If your old version of the DE was initially installed as root user on the Linux or UNIX operating system, consider uninstalling it if your new installation is failing after the DE upgrade.

Installation fails on Windows Server 2008

If you add a non-admin user to the Administrators group in Windows Server 2008, you must disable the User Account Control setting for that user in order to install *Tivoli Integrated Portal*.

You can disable the User Account Control setting for a user, as follows:

1. Log on to the Windows Server 2008 computer as an administrator.
2. In the Control Panel, click **User Accounts and Family Safety**.
3. Click **User Accounts**.
4. Click **Turn User Account Control on or off**.
5. If User Account Control is currently configured in Admin Approval Mode, a User Account Control message is displayed. Click **Continue**.
6. Clear the **Use User Account Control (UAC) to help protect your computer** check box, and then click **OK**.
7. Restart the server to commit your changes.

You can now re-run the *Tivoli Integrated Portal* installation using the updated user's account.

Setting the libstdc++ level for Linux systems

The Deployment Engine component does not support `libstdc++.so.6` or higher on Linux systems.

About this task

Your *Tivoli Integrated Portal* installation may fail on Linux systems if the libstdc++ level is at `/usr/lib/libstdc++.so.6` or higher. You must install the `compat-libstdc+-33` packages to successfully install *Tivoli Integrated Portal*:

Procedure

1. On 32 bit and 64 bit systems, run the following command:

   `$yum install compat-libstdc++-33.i686`

2. On 64 bit systems, you must also run the following command:

   `$yum install compat-libstdc++-33.x86_64`

3. When the command completes, check that the `/usr/lib` directory for the presence of `libstdc++.so.5.0.7` and that a symbolic link from `libstdc++.so.5` to `libstdc++.so.5.xx.xx` is created.

Installation fails with error code ADMR0104E in SystemOut.log

An installation will fail if a file is created in, or manually added to, a specific WebSphere Application Server configuration directory. An error with the code `ADMR0104E` is written to `SystemOut.log`, which provides details for file that caused the problem.

An installation will fail if a file was created in, or manually added to the following directory, and if the new file's access permissions differ to those of the other files in the directory:

> `tip_home_dir/profiles/TIPProfile/config/cells/TIPCell/applications/`
> `isclite.ear/deployments/isclite/isclite.war/WEB-INF`

In such cases, the following error is written to *tip_home_dir*/profiles/TIPProfile/ logs/server1/SystemOut.log:

> `ADMR0104E: The system is unable to read document file path:`
> `java.io.FileNotFoundException: file path (Permission denied)`

To resolve this issue you must move the file indicated in the error message from the WebSphere Application Server configuration directory, or ensure that the file is granted file access permissions similar to those of the other files in the directory.

Once the file is removed or has had its file access permissions updated, you must restart the installation process.

Connection Manager

Connection Manager data not synchronized after installation in load balanced environments

After installing *Tivoli Integrated Portal* fix pack 2.2.0.7, in load balanced environments, Connection Manager data is not initially synchronized.

To synchronize the data, you must stop and restart the Tivoli Integrated Portal Server.

Websphere Application Server Network Deployment tracing

WebSphere Application Server Network Deployment trace service issue

After installing *Tivoli Integrated Portal* fix pack 2.2.0.7 in aWebSphere Application Server Deployment Network environment, the WebSphere Application Server Network Deployment trace service may give errors.

You can normally enable tracing through the WebSphere Application Server administrative console (**Troubleshooting** > **Logs and Trace** > **server1** > **Diagnostic trace service** > **Change log detail levels** > **Runtime** and expand the **[All components]** item). In a *Tivoli Integrated Portal* fix pack 2.2.0.7 environment you may encounter the following error:

```
Internal error during parse 01 javax.management.JMRuntimeException:
ADMN0022E: Access is denied
```

An error similar to the following error is written to *tip_home_dir*/profiles/TIPProfile/logs/server1/SystemOut.log:

```
0000001c RoleBasedAuth A   SECJ0305I: The role-based authorization check
failed for admin-authz operation TraceService:listAllRegisteredGroups.
The user UNAUTHENTICATED (unique ID: unauthenticated) was not granted
any of the following required roles: deployer, operator, configurator,
monitor, administrator, adminsecuritymanager, auditor.
```

To resolve this issue, you must run the following command:

```
tip_home_dir/profiles/TIPProfile/bin iscdeploy.sh -restoreProfiles
```

Charting

Bar or line chart does not display in Internet Explorer 9

A bar or line chart may display correctly in Internet Explorer 9 unless the browser is reset to its default settings.

A bar or line chart may fail to display correctly in Internet Explorer 9 if its configuration settings are not in the default state. To ensure that such a chart displays correctly in Internet Explorer 9 you must reset the browser.

To reset Internet Explorer 9 refer to the following Microsoft topic:

http://windows.microsoft.com/en-US/windows7/Reset-Internet-Explorer-settings-in-Internet-Explorer-9

User management

Implications of special characters in a user ID

Special characters in a user ID can cause problems depending on the character and the type of user repository that is used.

Table 1 outlines details for special characters in user IDs that may cause problems. If you can avoid it in a user ID, do not use any of the characters listed. The implications of using such characters varies on whether you are using a file-based user repository or a central user repository, for example, LDAP.

Table 1. Limitations for special characters in user IDs

Special character notes	Notes
Characters that are note supported in *Tivoli Integrated Portal* user IDs.	Multiple spaces and backslash (\) characters are not supported in *Tivoli Integrated Portal*. This limitation applies to environments that have use a local file-based user repository and also to environments that use a central user repository, for example, LDAP.
Characters that need to use a backslash (\) when using `tipcli` commands if they are provided as arguments to list parameter queries. For example, for a user ID of `x:x%a,bc=yy`, to view a list of user IDs containing this string, enter the following command: `tipcli.sh/bat --usersList "x\:x%a,bc\=yy`	equals sign (=) quotation mark (") colon (:)
For characters that are invalid in relation to file names, *Tivoli Integrated Portal* substitutes the characters so that they are allowable in file paths.	For example, for a user ID of `x:x%a,bc=yy` the following file path is used its user preferences: `...\isc.dir\x%colon_x%%a,bc=yy`

If you need to remove deleted users from roles, use the following `tipcli` command to remove any users that cannot be found:

```
tipcli ListUsersFromRole --username tip_admin_userid --password
tip_admin_password --roleName role_name -delete
```

Manage Users and Manage Groups taskbar tabs missing

Pages associated with the **Manage Users** and **Manage Groups** nodes in the navigation pane do not show tabs in the taskbar.

When you click on the **Manage Users** or **Manage Groups** node in the navigation pane, the relevant page is displayed in the content area, but no tab for the selected page is available in the taskbar.

This is a known issue and it will be corrected in a future release.

Exporting and Importing

Rules for exporting

When exporting customized configuration data, it is important to know the rules governing the export function and the options available to you.

The following rules apply when exporting customized configuration data from a Tivoli Integrated Portal environment:

Rules and options for pages

> **Rule**
> 1. You can export a particular page by page ID or choose to export all pages.
> 2. You can export pages associated with a particular view.
> 3. You can export pages that are associated with a particular portlet from a particular WAR.
> 4. If a page contains multiple portlets, but only some from a specified WAR, then all elements of the page are exported.
> 5. Pages that are targets of a wire for a specified page are exported.
> 6. The default export scope is All if you do not define pages to be exported under rule 2 and rule 3.
> 7. The default export scope is NONE if you define pages to be exported under rule 2 and rule 3.

Rules and options for views

> 1. You can export a particular view by view ID or choose to export all views.
> 2. You can optionally export all views that contains a specified page.
> 3. The default export scope is All.
> 4. You can optionally export all pages associated with the views that you want to export.
> 5. If an view has a default node in the navigation pane associated with it, then that page is automatically exported with the view.
> 6. Views that match the following conditions should not be exported as the subsequent import of that view will fail:
>   - An empty view, that is, a view that contains no pages or roles.
>   - A view that contains roles, but no pages.
>   - A view that contains empty pages, that is, the page exists but it does not contain portlets.

Rules and options for custom roles and role preferences (console preference profiles)

1. You can export a particular role by role ID or choose to export all roles.
2. You can export a custom role and role preference that is associated with a specified page or view.
3. The default export scope is set to `All`, unless the **includeEntitiesFromApps** parameter has been specified for a page or view, whereby it is then set to `REQUIRED`.
4. If a console preference profile has a custom view as its default view, then that view is automatically exported. If the exported view has a default node in the navigation pane, then the associated page is automatically exported with the view.

Rules and options for user preferences

1. You can export user preferences by user ID or choose to export preferences for all users.
2. The default export scope is set to `All`, unless the **includeEntitiesFromApps** parameter has been specified for a page or view, whereby it is then set to `REQUIRED`.

Rules and options for console properties and customization properties
All console properties and customization properties are exported.

Rules and options for transformations
All transformations are exported.

Rules for importing

When importing customized configuration data, it is important to know the rules governing the import function and the options available to you.

The following rules apply when importing customized configuration data for a Tivoli Integrated Portal environment:

Rules and options for pages

Rule

1. You can import all pages included in an exported package.
2. You can exclude system customized pages that do not exist in the new environment.
3. You can exclude pages associated with a WAR that is not deployed in the new environment and thereby avoid introducing empty pages.
4. If a page contains multiple portlets and some of portlets are associated with a WAR that is not deployed in the new environment, the page is not imported.

Rules and options for views

1. All views included in an exported package are imported.
2. Views that match the following conditions should not be imported as the import operation for the view fails:
   - An empty view, that is, a view that contains no pages or roles.
   - A view that contains roles, but no pages.
   - A view that contains empty pages, that is, the page exists but it does not contain portlets.

Rules and options for custom roles and role preferences (console preference profiles)

All roles included in an exported package are imported.

Rules and options for user preferences

All user preferences included in an exported package are imported.

Rules and options for console properties and customization properties

All console properties and customization properties included in an exported package are imported.

Rules and options for transformations

All transformations included in an exported package are imported, if the **haSupport** parameter is set to `Both` or `False`.

Table 1 provides details how various elements are processed during import:

Table 2. Rules for overwriting and merging during import

Element	Action	Comments
Pages	Overwritten	In relation to pages, roles are merged, view memberships remain unchanged, and positions are modified.
Views	Overwritten	In relation to views, existing page memberships are merged with imported pages
Roles	Skipped	In relation to roles, user and group mappings are merged.
Console preference profiles	Skipped	
Credential data	Merged	
Property files	Merged	
Transformations	Skipped	
Charts	Overwritten	

Importing specific plugins

When importing plugins to a Tivoli Integrated Portal environment, ensure that the plugins that you want to import are available, that is, the data was previously exported and that the correct products are installed in the target environment.

About this task

To import particular plugins to a Tivoli Integrated Portal environment, follow these steps:

Procedure

1. Ensure that the products associated with the plugins that you intend to import are installed in the target Tivoli Integrated Portal environment.
2. To list which plugins are available for import, on the originating Tivoli Integrated Portal environment, run the following command:
   - `Windows` *tip_home_dir*\profiles\TIPProfile\bin\tipcli.bat ListExportPlugins
   - `UNIX` `Linux` *tip_home_dir*/profiles/TIPProfile/bin/tipcli.sh ListExportPlugins
3. To import a subset of available plugins, on the target environment, run the following command:
   - `Windows` *tip_home_dir*\profiles\TIPProfile\bin\tipcli.bat Import [--includePlugins *plugin1*,*plugin2*] --username *tip_username* --password *tip_user_password*
   - `UNIX` `Linux` *tip_home_dir*\profiles\TIPProfile\bin\tipcli.sh Import [--includePlugins *plugin1*,*plugin2*] --username *tip_username* --password *tip_user_password*

Results

The specified plugins are imported to the target Tivoli Integrated Portal environment.

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