

Elements of a successful LMT/SUA deployment

Panelists

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- **USA toll-free:** 866-803-2141
- **USA toll:** 1-203-607-0460
- **Participant passcode:** 4558910
- Slides and additional dial in numbers:
<http://www.ibm.com/support/docview.wss?uid=swg27046477>

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Overview

- Education/Training
- Prerequisites
- Common issues
- Skill set – Linux/Windows, Db2/MSSQL

Where do we start?

What are we actually installing?

- IBM Endpoint Manager (IEM) / IBM BigFix,
That is, you are installing the infrastructure on which applications can run.
This is *not* the IBM License Metric Tool (ILMT) application.

Why can't I see BigFix Inventory (BFI)?

- ILMT is a free license but BFI is at a cost.
Once purchased, you will be automatically granted access to BFI application.

Note:

DB2 database should be version 10.5 Fixpack 5 or higher

LMT/BFI must be 9.2.0.2 or higher

Getting started reference URLs

ILMT / BFI 9.X Documentation Start page in IBM Knowledge Center:

http://www.ibm.com/support/knowledgecenter/SS8JFY_9.2.0/com.ibm.lmt.doc_9.2/com.ibm.license.mgmt.doc/ic-homepage_lmt.html?lang=en

IBM / ILMT Planning page in IBM Knowledge Center:

http://www.ibm.com/support/knowledgecenter/SS8JFY_9.2.0/com.ibm.lmt.doc_9.2/com.ibm.license.mgmt.doc/planinconf/t_planning.html?lang=en

IBM Endpoint Manager 9 - Console Usage Quick Start video:

<https://www.youtube.com/watch?v=rluXPEN7Ugc>

IBM Endpoint Manager - What are Fixlets? video:

<https://www.youtube.com/watch?v=khfxuglKQpM>

IBMLicenseMetricTool You Tube channel:

<https://www.youtube.com/channel/UCc6Ypxidjqz3SEZ62obVnMg>

IBM Subcapacity Pricing education:

https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/IBM_License_Metric_Tool/page/Education

Hardware prerequisites

**Red Hat Enterprise Linux 6.3 or above,
with at least 2.5 GHz 4 cores and minimum 8GB RAM memory**

Disk Space: minimum 60GB

Windows 64bit machine (Server, Desktop/Laptop) for IEM Console

Sample File System Layout

/db – 60GB

/app – 40GB

/root – 10GB (include /var – 2GB, /opt – 2GB)

Reference:

http://www.ibm.com/support/knowledgecenter/SS8JFY_9.2.0/com.ibm.lmt.doc_9.2/com.ibm.license.mgmt.doc/planinconf/r_hardware_requirements.html?lang=en

Software prerequisites

Red Hat Linux Installation Prerequisites

KSH

X server and X client for Installation wizard use

The Red Hat Linux server should be subscribed and be able to download any missing libraries, or the following libraries should be installed:

libaio.x86_64
numactl.x86_64
pam.i686 and all dependencies
pam.x86_64

cyrus-sasl-lib.x86_64
krb5-libs.x86_64
libaio.x86_64
libstdc++.i686
libstdc++.x86_64 and all dependencies
libXext.x86_64
libXrender.x86_64
zlib.x86_64

libstdc++.so.6.0.8

Reference:

http://www.ibm.com/support/knowledgecenter/SS8JFY_9.2.0/com.ibm.lmt.doc_9.2/com.ibm.license.mgmt.doc/planinconf/r_sftware_requirements.html?lang=en

Configuring ILMT / BFI

In order to start doing LMT/BFI activities. the following must have occurred:

1. Verify the site is there. If you do not see the site for LMT/BFI, check the BES support License Overview Dashboard to see if it is listed but not enabled. If it is not there, then there is either an internet connectivity issue or a licensing issue.
2. Verify that the BES support in the LMT/BFI site has content such as fixlets, tasks, analysis. If they do not, then you likely have an internet problem.
3. Once you have verified that you have content, subscribe to LMT/BFI sites to the computers.
4. Once you have subscribed to sites, verify that you have the analysis activated.
5. Start performing the actions if relevant.

Software catalog import

- Import catalog using task:Software Catalog Update (Version: 2015-08-13).
- Access Management Menu -> Catalog Upload in order to browse to the file that has been downloaded with the previous Software Catalog Update.
- Once this has been browsed to and processed, then you must run a Data Import which will generate a catalog download action, that is, Catalog Download (Version: 1111509) This will be dynamically inserted into IEM/BigFix which will then propagate the new catalog on all computers.

Note:

Software scans are dependent on first having the software catalog on the computer

Actions, if relevant

0. Install or Upgrade Scanner
1. Run Capacity Scan and Upload Results
2. Initiate Software Scan
 - This only executes the scan and is not an indication that scan is successful
3. Upload Software Scan Results
 - This actually retrieves the data after scan is complete
4. If not Relevant:

Watch Q&A SUA/ILMT v9 – Troubleshooting video at

<https://www.youtube.com/watch?v=JTsbfZJZWeM>

from 28min 20sec - 34min 30sec for

How to identify which relevance is NOT true

Actions, if relevant

Check if scan ran successfully:

- Look at initiate software scan and run capacity scan and verify if the status is completed
- Check the Software Scan Status Analysis - there is a results tab in the analysis which shows the status

Verify if the uploads are successful:

- Look at the Upload Software Scan Results and Run Capacity Scan and Upload Results
- Schedule VM Manager Tool Scan Results

Look on IEM/BigFix server

Linux:

`/var/opt/BESServer/UploadManagerData/BufferDir/sha1/xx/yyyyyx` where `yyyyyx` is the computer id

Windows:

`ProgramFiles/BigFix Enterprise/BESServer/UploadManagerData/BufferDir/sha1/xx/yyyyyx` where `yyyyyx` is the computer id

Ensure that there are recent scan files present. Otherwise data import will not retrieve anything.

Data import

- Review the logs to ensure there are no errors or warnings
- If there are errors, enable debug in the `jvm.options` file
- Restarting IEM process `BESFILLDB` if recent scans are not showing in last data import (IEM database tables need to be updated)

Common issues

VM Manager configuration

This is required in order to generate PVU data (there will be No VM Man data status's visible)

- Must install java program VM Manager Tool (there is a fixlet for this) typically installed on the IEM server computer
- Must define VM manager in the web browser user interface (i.e. vmware servers, hyper-v servers)

If you have more than 500 clients this setting `vmm_polling_time_interval` should be adjusted accordingly to the size of your environment (default interval is 30 mins)

Common issues, continued

You must have an internet connection.

Otherwise use manual method using airgap tool (sneaker net)

- **To update fixlets**
- **To update scanner**
- **Update the tool**
- **Update import catalog**

Other issues

Proxy definitions

Linux firewall

Connectivity to databases and IEM

Skill set

Linux/Windows, Db2/MSSQL

Administrative use of Linux or windows operating systems

Administrative use of Db2 and MSSQL databases

Questions for the panel?

Now is your opportunity to ask questions of our panelists.

To ask a question now:

Press ***1** to ask a question over the phone

or

Type your question into the IBM Connections Cloud Meeting chat

To ask a question after this presentation:

You are encouraged to participate in our Forum topic for this event at <https://forum.bigfix.com/t/openmic-elements-for-a-successful-ilmt-sua-deployment-september-24th-2015/14351>

Where do you get more information?

Articles you can review:

- **IBM developerWorks Subcapacity pricing article:**
https://www.ibm.com/developerworks/community/wikis/home?lang=en#!/wiki/IBM_License_Metric_Tool/page/Education
- **IBM Knowledge Center:**
http://www.ibm.com/support/knowledgecenter/SS8JFY_9.2.0/com.ibm.lmt.doc_9.2/com.ibm.license.mgmt.doc/ic-homepage_lmt.html?lang=en

Useful links:

[IBM Support Portal for ILMT](#)

[How to Contact IBM Software Support for IBM Security](#)

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