# IBM Rational Team Concert (RTC) Administration – How do I

**Soft** - is your software and documentation
**Asset** - is something that must be protected
**Management** - is what we do
**Enterprise** - is the capability
**Computing** - is the power
**Services** - are what we provide

# IBM Rational Team Concert (RTC) Administration - "How do I"

## covers: (Last updated 13-Mar-12)

- **Licensing** (Token, Timeout, Removing Expired,…)
- **Server** (Debugging OAuth, too many connecitons, WAS LDAP, …)
- **Users** (Archiving issue, …)
- **Process Templates** (Extracting  template, duration attribute,…)
- **Data warehousing**  (ETL jobs issue, …)
- **Databases** (Tuning Dernby, Oracle driver syntax, …)
- **Integrations** (ClearQuest,  Subversion, etc…)
- **Problems & Issues** (z/OS command line failure, etc…)

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## *Licensing*

## 1.    How do I - change the timeout value using floating licenses on Rational Team Concert

How can you change the floating license timeout value in IBM Rational Team Concert (RTC)?
**Cause**
Better utilization time by decreasing the timeout value.

**Answer**
The value can be changed in the Advanced Properties page of the Web UI, by navigating to the com.ibm.team.repository.service.internal.license.FloatingLicenseService section.

| com.ibm.team.repository.service.internal.license.FloatingLicenseService | |
|---|---|
| Property | Current Value |
| Floating License Log File | /opt/IBM/jazz/FloatingLicenseLog |
| | Default Value |
| | none |
| Property | Current Value |
| Enable Floating License Logging | true |
| License checkout time | 7200 |
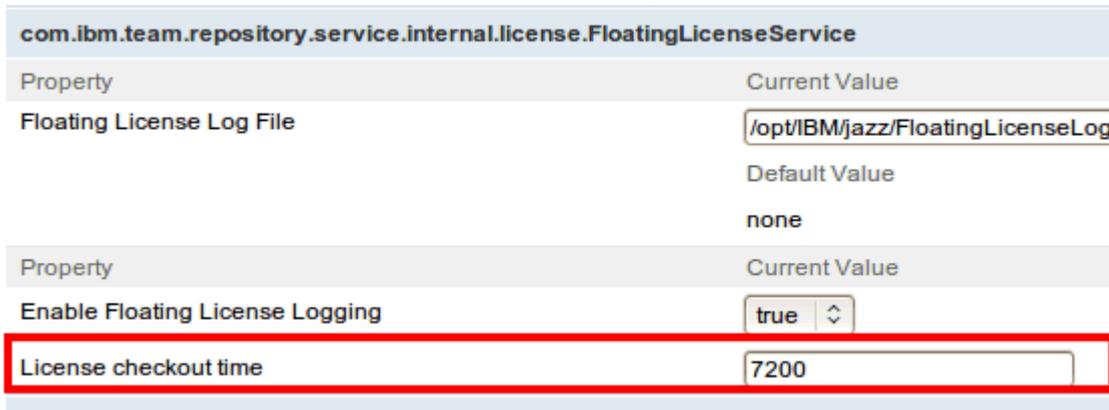
The License checkout time value can be increased, but cannot be decreased lower than 7200 (120 minutes, or two hours).
The cost of a floating license is dependent on the number of people who can share a floating license.
The current floating licenses prices were chosen assuming the two hour minimum use, and so it's not possible to adjust the minimum time without also adjusting the cost. This is discussed in Enhancement 110020 on jazz.net.

In RTC version 3.0, the the feature was implemented where the Floating License is automatically checked out when the user logs off as indicated in Enhancement 101766.

This feature was implemented as a workaround to the restrictions of the two hour timeout.

## 2.    How do I - generate token license keys for Rational Team Concert

To generate token license keys for Rational Team Concert:

1. Log into the Rational License Key Center
2. Select Tokens under the Product Line
3. Input your host information
4. Select Generate Key
5. At the top of the screen, select Download License Keys.
   This will generate the license.dat file.
6. Scroll down the page and select Download Jazz Keys.
   This generates the Jazz.Token.zip file.

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The license.dat file contains your Jazz tokens. The JazzTokens.zip file contains the token Client Access Licenses (CALs). Once these files are downloaded, they can be installed into the Jazz Team Server License Key Management Page.

## 3. How do I – understand why connecting to a token FLEXlm server results in Server Cannot be Reached error

Attempts to connect to a token IBM FLEXlm license server when using IBM Rational Team Concert (RTC) results in the error "Port@server cannot be reached".

**Symptom**
**Steps to Reproduce:**
1. Scroll to IBM Rational Common Licensing Token Service
2. Select to Edit Properties
3. Enter the URL for the IBM Rational License Key Server
4. Select Finish

**Expected result:** A green checkmark will appear indicating that the connection was successful
**Actual result:** A red X will appear along with an error message in the format of "Port@server cannot be reached"

**Cause**
The server.shutdown command used to shutdown Apache Tomcat on a Linux server hangs and results in duplicate server processes running.

**Resolving the problem**
To resolve the duplicate server process:
1. Delete the duplicate tomcat server process
2. Restart the IBM Rational Jazz Team Server (JTS)

After restarting the JTS, attempt to connect to the token license server again.
This should succeed with a green checkmark as expected.

## 4. How do I - removing Expired Temporary Licenses results in error

There is currently no feature nor ability to remove the trial licenses once they become expired because they are included as a part of the product distribution. Both Defect 172895 and Enhancement 174513 on jazz.net have been opened to track this topic.

The expired trial licenses can be overwritten with purchased CALs of the same type. However, if licenses were not purchased, there is currently no workaround.

To mitigate this behaviour, only CAL which will be purchased should be activated as trials, thus being overwritten by permanent licenses when they have expired.

## *Server*

## 5. How do I - upgrade Tomcat bundle with Rational Jazz Team Server

To upgrade the Tomcat server, follow these steps:
1. Download the Tomcat core zip file from the Apache Tomcat download site
2. Backup the entire Tomcat directory under: ..\JazzTeamServerInstall\server\tomcat to a temporary location.

3. Delete the following folders from ..\JazzTeamServerInstall\server\tomcat directory after backing them up as instructed in step #2.
- bin
- common
- conf
- logs
- server
- shared
4. Extract the Tomcat core compressed file to a temporary location.
5. There will be a list of folders with the same name as the deleted folders from Step #2, copy them to: ..\JazzTeamServerInstall\server\tomcat

6. Edit the server.xml under JazzTeamServerInstall\server\tomcat\conf, update it as the following:

replace 8080 with 9080

replace 8443 with 9443
replace 8005 with 9005

7. Find the following set of codes from the current server.xml file

```
<!--
   <Connector port="9443" maxHttpHeaderSize="8192"
          maxThreads="150" minSpareThreads="25" maxSpareThreads="75"
          enableLookups="false" disableUploadTimeout="true"
          acceptCount="100" scheme="https" secure="true"
          clientAuth="false" sslProtocol="TLS" />
   -->
```

8.a: If you are running RTC 2.x, add the following codes after the above codes:

```
<Connector port="9443"
          connectionTimeout="20000"
          maxHttpHeaderSize="8192"
          maxThreads="150"
          minSpareThreads="25"
          maxSpareThreads="75"
          enableLookups="false"
          disableUploadTimeout="true"
          acceptCount="100"
          scheme="https"
          secure="true"
          clientAuth="false"
          keystoreFile="ibm-team-ssl.keystore"
          keystorePass="ibm-team"
          sslProtocol="SSL_TLS"
          algorithm="IbmX509"
          URIEncoding="UTF-8" />
```

8.b. If you are running RTC 3.x, skip 8.a, add the following codes instead:

```
<Connector port="9443"

   connectionTimeout="20000"
          maxHttpHeaderSize="8192"
          maxThreads="150"
          minSpareThreads="25"
          maxSpareThreads="75"
          enableLookups="false"
          disableUploadTimeout="true"
          acceptCount="100"
          scheme="https"
          secure="true"
          clientAuth="false"
          keystoreFile="ibm-team-ssl.keystore"
          keystorePass="ibm-team"
          sslProtocol="${jazz.connector.sslProtocol}"
 algorithm="${jazz.connector.algorithm}"
 URIEncoding="UTF-8" />
```

9. Replace the existing tomcat-users.xml file under JazzTeamServerInstall\server\tomcat\conf directory, with a copy of the tomcat-users.xml file in the original tomcat\conf folder which you should have a backup as per step #2
**NOTE: If you are using the default tomcat UserDatabaseRealm for user authentication, you may need to reset the password for each user by editing the tomcat-user.xml file, if they are unable to sign in. To do this, type in the same password as the original one then save the changes. This caused by the password encryption in the tomcat instance before the upgrade, and might not be recognized after the tomcat upgrade.**
10. If you use LDAP user registry, open the old server.xml file located under the backup of JazzTeamServerInstall\server\tomcat\conf directory per step #2, search for :
Realm className="org.apache.catalina.realm.JNDIRealm" , copy the entire set of codes for this class to the current server.xml file, similar to the following
```
<Realm className="org.apache.catalina.realm.JNDIRealm"
  debug="99"
connectionURL="ldap://mycompany.com:389"
referrals="follow"
        connectionName="xxxxx"
```

```
connectionPassword="xxxxx"
  userSearch="(sAMAccountName={0})"
       userBase="dc=xxx, dc=xxx, dc=xxx"
       userSubtree="true"
        userRoleName= "xxxx"
roleBase="ou=xxxx, dc=xxx, dc=xxx"
roleSubtree="false"
   roleSearch="(member={0})"
       roleName="cn" />
```

11. Start Jazz team server by running server.startup.bat under ..\JazzTeamServerInstall\server, or by means of starting the tomcat service

12. Check tomcat catalina.log, and ensure tomcat is upgraded to the targeted version. For example, if you are upgrading to 5.5.35, you should see the following line:

Starting Servlet Engine: Apache Tomcat/5.5.35

13. Ensure you can login to the RTC Server via the following URL:
For RTC 2.x, use: https://<hostname>:9443/jazz/admin
For RTC 3.x, use: https://<hostname>:9443/jts/admin

**Note:** Tomcat 6.x is not supported by Rational Team Concert.
Click here for a list of the detailed systems requirements for Rational Team Concert 2.x.
Click here for detailed systems requirements for Rational Team Concert 3.x.

## 6.    How do I – understand Rational Team Concert: failure to authenticate successfully in OAuth pop-up on Internet Explorer

This technote explains why IBM Rational Team Concert might fail to authenticate successfully in OAuth pop-up on Microsoft Internet Explorer.

### Symptom
When single sign-on (SSO) is not configured for two jazz-based servers, and an operation in the Web UI that requires server-to-server communication is performed, (for example, view a remote viewlet on a dashboard, link projects), an OAuth pop-up window opens to authenticate the remote server.

If valid SSL certificates are not installed on the servers, browsers will warn you before showing pages, including those in the pop-up window. If you click to see the content, you can enter your credentials in the login form and submit, resulting in another security warning. Upon clicking to see the content for this second warning, instead of the dialog closing as expected, it will load the Admin Web UI inside it and persist.

In Internet Explorer (IE), this can cause problems where certain redirects will not work, resulting in an empty dialog or the Web UI being accidentally loaded inside the popup.

### Cause
This issue has been identified as a product defect and has been logged under Jazz.net work item 139842.

### Environment
IE 7, IE 8, non-SSO, where valid SSL certificates are not installed.

### Resolving the problem
In order to resolve this issue, install valid SSL certificates (self-signed certificates can be used).
1.   IE 7/8 certificate import issue through a web server
     • IE7/8 seems to have an issue to install a certificate through the WEB server.
     • You have to manually export a certificate from WebSphere Application Server (WAS) admin console and import it to the IE 7/8.
     • A symptom of not being able to import a certificate properly seems to be an issue of IE 7/8.
     • Request advice from WAS support if required.
2.   Certificate address
     • Address of the certificate is normally xxx.local and many users usually use xxx.com or xxx.co.jp.
     • By accessing different domain, IE 7/8 produces an warning message.
     • To fix this you need to create a proper key and certificate to match your domain.
     • You may be able to workaround this by changing setting of IE on details tab.
     • Request advice from WAS support if required.
The problem will go away if the browser does not show the warning about an invalid SSL certificate.

### WORKAROUND:
To circumvent the issue when invalid certificates are installed, you may also close the pop-up window and try the operation again.

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## 7.  How do I – understand why Clicking Add button in LDAP group mapping results in no action

Attempts to select LDAP groups to map to Jazz repository groups in IBM WebSphere results in the 'Add' button not functioning when configuring LDAP for IBM Rational Team Concert.

***Symptom***
The **Add** button does not have any function. Clicking the button results in no error message and no additional functionality.

**Cause**
The browser does not render the button properly.

**Resolving the problem**
Attempt to configure LDAP mapping in a different browser.
For example, if this occurs in Internet Explorer (IE), attempt the group mapping in a Mozilla Firefox browser.

## 8.  How do I – understand that when you install Rational Reporting for Development Intelligence, the "Error executing "/opt/IBM/RRDI/cognos/C8SE/was/C8SE_config_WAS.sh" message appears

The installation of IBM Rational Reporting for Development Intelligence on SUSE Linux Enterprise Server 10 stops with the message "Error executing "/opt/IBM/RRDI/cognos/C8SE/was/C8SE_config_WAS.sh".

**Symptom**
Once the installation is finished, the IBM Installation Manager log file contains the following entry:
Error occurred in phase: install
  SU: com.ibm.rational.rcpr.common.cognos.reportserver.config.was 1.0.0.RCR102-I20110531_1814
  IU: com.ibm.rational.rcpr.common.cognos.reportserver.config.was.nix null->999.999.999.-1348731452
  Message: Error executing "/opt/IBM/RRDI/cognos/C8SE/was/C8SE_config_WAS.sh" operation (status=255).
  See agent output log for more information:
/var/ibm/InstallationManager/logs/native/YYYYMMDD_HHMM.log
The YYYYMMDD_HHMM.log file from the error message contains the following message:
Warning: UNIXProcess.forkAndExec native error: No such file or directory

**Cause**
The KornShell executable/bin/ksh is not installed.

**Environment**
SUSE Linux Enterprise Server 10

**Resolving the problem**
**SOLUTION**
Install the KornShell on the SUSE Linux operating system.

## 9.  How do I – understand why Logging into the Jazz Team Server results in "The user ID you logged in with is not recognizable" error

Attempts to log in to IBM Rational Jazz Team Server Administration page results in "The user ID you logged in with is not recognizable" error
- When attempting to login to IBM Rational Team Concert, you get the "403 forbidden" error
- When attempting to login to IBM Rational Jazz Team Server Administration console, you get the following error:

    Error
    The user ID you logged in with is not recognizable.
    You are not authorized to access Jazz Team Server Admin UI.

**Cause**
Some LDAP parameters were changed in IBM WebSphere Global Security page, but the Jazz User or Group Mapping was not updated.

**Resolving the problem**
The problem can be resolved by re-configuring the User and Group mapping from the WebSphere console.

**STEPS TO RESOLVE THE PROBLEM:**
1. In WebSphere Administration Console, navigate to Applications > Application types > WebSphere Enterprise Applications > {application_name}
2. Under Detail Properties, click Security role to user/group mapping

3. Reconfigure the user/group mapping. This is required even though you are mapping to the same users and groups.
4. Save the changes
5. Restart the WebSphere server

After restarting the WebSphere server and Jazz Team Server applications, you will be able to login to the Jazz Team Server without any error.

## 10. How do I – understand why the Jazz server does not respond due to too many connections

In IBM Rational Team Concert, sometimes you can encounter the problem that the Jazz server stops responding on requests from Eclipse and web client. The problem could occur periodically, for example, every 4 days. There might be many causes of the issue but one of them is from having too few maximum connection threads set in Tomcat.

### Symptom
There are **no** java.lang.OutOfMemoryError messages in jazz.log or rqm.log file.
1. free -m command shows available memory in operating system.
2. netstat -a -o command shows many connections established to host and port on which Jazz server is running.

### Resolving the problem
Edit server/tomcat/conf/server.xml.  You will see a section like the following:

```
<Connector port="9443"
        connectionTimeout="20000"
        maxHttpHeaderSize="8192"
        maxThreads="150"
        minSpareThreads="25"
        maxSpareThreads="75"
        enableLookups="false"
        disableUploadTimeout="true"
        acceptCount="100"
        scheme="https"
        secure="true"
        clientAuth="false"
        keystoreFile="ibm-team-ssl.keystore"
        keystorePass="ibm-team"
        sslProtocol="SSL_TLS"
        algorithm="IbmX509"
        URIEncoding="UTF-8" />
```

Set **maxThreads** >= (*max_clients* * 50) + minSpareThreads for enabled
Max_clients value means the maximum number of the users simultaneously connected to your RTC server.

### Related information
Jazz document about tuning Rational Team Concert Server
Tuning the Rational Team Concert 3.0 server

## 11. How do I - enable debugging for OAuth

To enable OAuth debugging, add the following line to the log4j.properties file located in the <JazzTeamServer>\server\conf\jts directory on the IBM Rational Jazz Team Server server:
log4j.logger.com.ibm.team.repository.service.internal.oauth=DEBUG

## 12. How do I – understand why accessing Repository Artifacts results in Unsupported Color Depth error

Attempts to access repository artifacts, such as plans or users, results in Unsupported Color Depth error when using IBM Rational Team Concert (RTC) through the Eclipse Client..

### Symptom
When accessing repository artifacts with custom images, the following error will be seen:
org.eclipse.swt.SWTException: Unsupported color depth

### Cause
This is an eclipse core defect as indicated in bug 168071 (related to bug 38232) with the Image Encoder, where 2-bit and 4-bit images are not supported.

### Resolving the problem

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In order to resolve this error, find the unsupported 2-bit or 4-bit image and replace it with a color version.

While this is an Eclipse core defect, Enhancement 195081 was filed against RTC to have a check in place for 2-bit and 4-bit images.

## *Users*

## 13. How do I – understand why un-archiving user results in CRJAZ1518E error

When accessing the IBM Rational Change and Configuration Management (CCM) User Administration page in the web UI, the administrator is unable to un-archive a username.
When attempting to un-archive the username, the following error is seen:
Error un-archiving user: Error on server processing request. See Server logs for details. ID CRJAZ1518E

**Cause**
The user was archived under the Jazz Administration in RTC 2.x; therefore, the user needs to be un-archived in the Jazz Administration in RTC 3.x instead of the CCM Application Administration. Attempt to un-archive the user from the IBM Rational Jazz Team Server (JTS) User Administration page (jts/admin context) instead of the CCM User Administration page.
This will succeed and the user will now be able to login to RTC.

## *Process Templates*

## 14. How do I - extract a Process Template from an Existing Project Area

To extract the process from a project area, apply the following steps:
1. In the Team Artefacts view of the eclipse client, right-click a project area and click Extract Process Template.
   This will open up a wizard.
2. Continue with the wizard to save the process template locally on your machine. It will need to be imported into the Template management if you want to use it

## 15. How do I - enable the Duration attribute to be displayed in hours

When configuring the Duration attributes, if 13 hours is entered for Estimate or Time Spent, RTC will automatically correct this display to show 1d 5h. It is preferable for some configurations to show these attributes in only hours.
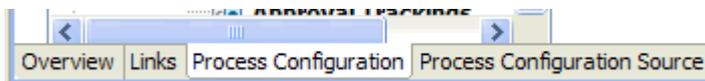
| Estimate: | 1 d 5 h | Correction: | |
| Time Spent: | | | |

**Answer**
To enable the Duration attribute to show only hours:
1. Open the **Project Area** in the Eclipse Client
2. Navigate to the **Process Configuration** tab

Overview | Links | Process Configuration | Process Configuration Source

3. Navigate to **Project Configuration > Configuration Data > Planning > General**

- Project Configuration
  - Project Area Initialization
  - Permissions
  - Operation Behavior (unconfigured)
  - Event Handling (unconfigured)
  - Configuration Data
    - Build
    - Dashboards
    - Deployment
    - Packaging
    - Planning
      - Financial
      - General
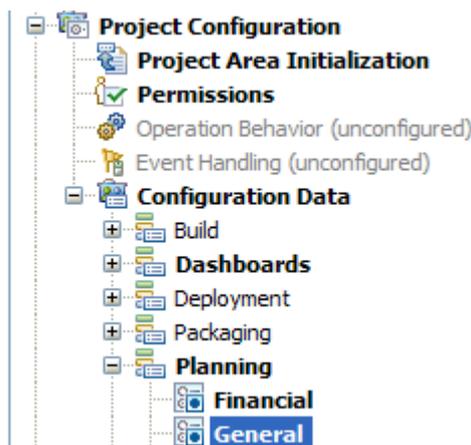
4. Select **Display Estimates in Hours** under the Estimate Attributes



5. Save the Project Area

## *Data Warehousing*

### 16. How do I – understand whyRational Team Concert ETL jobs fail with FIPS on WebSphere

Jobs for the Data Warehouse results in an ETL Exception when using IBM Rational Team Concert (RTC).

**Symptom**
The following error will be seen in the log file:
WebContainer : 3] ERROR ervice.internal.common.CommonRemoteSnapshotService  -
com.ibm.rational.etl.common.exception.ETLException: com.ibm.rational.etl.common.exception.ETLException:
com.ibm.rational.dataservices.client.auth.AuthenticationException: java.lang.IllegalArgumentException:
SSL_TLS and SSL protocols cannot be enabled in FIPS mode
java.sql.SQLException: com.ibm.rational.etl.common.exception.ETLException:
com.ibm.rational.etl.common.exception.ETLException:
com.ibm.rational.dataservices.client.auth.AuthenticationException: java.lang.IllegalArgumentException:
SSL_TLS and SSL protocols cannot be enabled in FIPS mode

**Cause**
The Data Services layer of the RTC Data Warehouse is consumed from IBM Rational Reporting for Development Intelligence (RRDI). This exception is caused by the XML/JDBC driver from RRDI.
This is a defect with the XML/JDBC driver from RRDI, tracked in Defect 179806 on jazz.net.

**Environment**
Rational Team Concert on IBM WebSphere Application Server using FIPS

**Resolving the problem**
The patched driver has been included in the 3.0.1.2 release of RTC.

## *Databases*

### 17. How do I - tune a Derby data base

The data collection jobs for the Data Warehouse having Derby as database vendor takes several hours.

**Symptom**
The time to run the data collection jobs (aka etl jobs) is not proportional to the amount of updates and inserts.
Collecting the information of the same number of Work Items could unexpectedly grow from 3 hours to 12 hours.

**Cause**
The index statistics are not updated automatically in the Derby database and therefore the queries, updates and inserts are not optimized.

**Environment**
Embedded Derby with Rational Team Concert

**Diagnosing the problem**
-RTC 3.0.1 and later
- Using Derby as Data Warehouse DB Vendor
- The time to run the Data Warehouse Collection jobs increases unexpectedly

**Resolving the problem**

Derby provides a tool to compress the database and update the index statistics.
Further description of the compression command can be gotten here:
http://db.apache.org/derby/docs/10.5/ref/ref-single.html#rrefaltertablecompress
Follow these steps to resolve the problem:

1. Download the Java program CompressAll.java from this technical description.

2. Edit the connection string in the downloaded Java program tool CompressAll.java program so that it connects to the Derby data warehouse.
   *Example:*
   The data warehouse is located in C:\Jazz\JazzTeamServer\server\
   Edit the connection string:
   Connection conn = DriverManager.getConnection("jdbc:derby:warehouseDB");
   to
   Connection conn = DriverManager.getConnection("jdbc:derby:C:\\Jazz\\JazzTeamServer\\server\\warehouseDB");

3. Compile the Java program with the Java compiler of the Rational Team Concert Eclipse client
   Open a command line window and go to <install dir\TeamConcert1\jdk\bin
   *Example:*
   C:\Program Files\IBM\TeamConcert1\jdk\bin> javac CompressAll.java

4. Run the tool
   a. Stop the JazzTeamServer
   b. Copy the CompressAll.class to <install dir>\JazzTeamServer\server directory.
   c. Open a command line window and run from the <install dir>\JazzTeamServer\server directory the command: java -cp "<path>\derby.jar";. CompressAll
      *Example:*
      java -cp "C:\Jazz\JazzTeamServer\server\tomcat\work \Catalina\localhost\jts\eclipse\configuration\org.eclipse.osgi\bundles\152 \1\.cp\derby.jar";. CompressAll

      The program will return one row for every compressed table, such as:
      Now compressing RICALM TESTSUITE_STRING_M_EXT
      Now compressing RICALM TESTSUITE_INT_EXT
      ....
      ...

5. When the program has finished, start the JazzTeamServer again.

## 18.  How do I – understand the Oracle Driver Syntax with Rational Team Concert

There are two syntax for the thin drivers:

1. Old style syntax:

   jdbc:oracle:thin:@[HOST][:PORT]:SID

2. New style syntax:

   jdbc:oracle:thin:@//[HOST][:PORT]/SERVICE

Both syntax will work with Rational Team Concert when configuring the Oracle database.
The syntax used will depend on the database configuration and TNSNAMES.org file and is based on the interaction of the JDBC with the database.

## *Integrations*

## 19.  How do I – understand why running a scheduled task for SVN integration results in authentication failure

Attempts to run the scheduled task for Subversion (SVN) integration results in an authentication failure when using IBM Rational Team Concert (RTC).

**Symptom**

The scheduled task will attempt to authenticate and will fail.

**Cause**

This has been identified as a product defect under APAR PM57593, and is being tracked in jazz.net Defect 58765.

**Resolving the problem**

Authenticated connections from the RTC Server to SVN repository are not supported. There is no permissions model on the SVN connection information so any password stored could potentially be viewed by anyone with access to the repository.

## 20.  How do I – understand why synchronizing records from Rational ClearQuest results in no update being brought in to Rational Team Concert.

Attempts to synchronize records from IBM Rational ClearQuest (CQ) into IBM Rational Team Concert (RTC) using the synchronizer results in no update to any records.

### Symptom

The Jazz Change Events table in Rational ClearQuest shows that no records are being synchronized, and thus, the changes are not picked up in ClearQuest. As a result, these changes are not synchronized to Rational Team Concert.

### Cause

The ClearQuest work item query used to retrieve the records is somehow corrupted. The query was most likely created by copying or pasting the query in Rational ClearQuest.

### Diagnosing the problem

To diagnose the problem, create a query in ClearQuest to retrieve all records from Jazz Change Events table. After making changes to a change request or defect record in ClearQuest, the record changes should be inserted into the Jazz Change Events table. The synchronization process will poll this Jazz Change Events table for any update and will synchronize the changes to Rational Team Concert.

### Resolving the problem

To resolve the problem, create a new ClearQuest work item query from scratch or by using the import query feature. Do not create a new query by copying or pasting an old query.

## *Problems & Issues*

## 21.  How do I – understand the issue of being unable to start ISPF daemon after upgrading to Rational Team Concert on z/OS 3.0.1.2 Build Toolkit

After upgrading to IBM Rational Team Concert 3.0.1.2 on z/OS Build Toolkit, administrators are unable to start the ISPF daemon to launch the ISPF client.

### Content

Errors found in the daemonconfig output may show:

```
 !MESSAGE Application error
 !STACK 1
 java.lang.RuntimeException: Application "com.ibm.team.filesystem.cli.core.id1" could not be found
in the registry. The a
  at
org.eclipse.equinox.internal.app.EclipseAppContainer.startDefaultApp(EclipseAppContainer.java:242
)
  at
org.eclipse.equinox.internal.app.MainApplicationLauncher.run(MainApplicationLauncher.java:29)

  at
org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.runApplication(EclipseAppLauncher.ja
va:110)
  at
org.eclipse.core.runtime.internal.adaptor.EclipseAppLauncher.start(EclipseAppLauncher.java:79)

  at
org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:368)

  at
org.eclipse.core.runtime.adaptor.EclipseStarter.run(EclipseStarter.java:179)

  at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
  at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl.java:79)

  at
sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:43)

  at java.lang.reflect.Method.invoke(Method.java:618)
```

```
        at org.eclipse.equinox.launcher.Main.invokeFramework(Main.java:559)
        at org.eclipse.equinox.launcher.Main.basicRun(Main.java:514)
        at org.eclipse.equinox.launcher.Main.run(Main.java:1311)
        at org.eclipse.equinox.launcher.Main.main(Main.java:1287)
```

During an upgrade to 3.0.1.2, the work directory is not updated with the newly upgraded config.ini file, nor is the cache cleared in the user work directory.

**To resolve these issues:**
1.  The **config.ini** file needs to be copied from the new eclipse daemon configuration location to the original eclipse daemon location.

    For example:

    cp /usr/lpp/jazz/v3.0.1/scmtools/eclipse/daemonconfig/config.ini /local/jazz/BLZWORK/eclipse/configuration/daemonconfig

    The directory names may be different depending on your naming scheme.

2.  Add or uncomment the **-clean** parameter in the **ispfdmn.conf** file.

    For example:

    _ISPF_CLEAN=-clean

## 22.  How do I – understand why synchronizing users from LDAP results in the users not being synchronized

Attempts to synchronize users from LDAP into the IBM Rational Change and Configuration Management (CCM) application results in the users not being synchronized, even though they are synchronized with IBM Rational Jazz Team Server (JTS).

**Symptom**
User synchronization is successful with the JTS application; however, when you check the CCM application, it does not look like the synchronization takes place.
There are users that exist in JTS, but not in CCM.

**Cause**
In the CCM application's Advanced Properties page, the 'Scheduler Migration Mode Enabled' property is set to 'true'. This will disable several asynchronous tasks including contributor synchronization task which synchronize users in the applications.

**Resolving the problem**
**Steps to resolve the problem:**
1.  Log in to the Administration portion (ccm/admin) of the CCM application as a JazzAdmins user
2.  Navigate to the Advanced Properties page
3.  Search for the "Scheduler Migration Mode Enabled" property and set the value to 'true'.
4.  Save change.

**Expected Result:**
After the contributor synchronization task runs, the user list in the CCM application should be in sync with that in the JTS application.

## 23.  How do I – understand IBM z/OS Java 6.0.1 and Rational Team Concert on z/OS SCM Command Line failures

When IBM Rational Team Concert 3.0.1 on z/OS is configured to use IBM z/OS Java 6.0.1, the SCM command line functions fail. When any of the SCM Command Line features such as zimport, zload, or login, no response is returned.

**Content**
If z/OS Java 6.0.1 is configured to run with debug options set to

javax.net.debug=true tracing and -Djava.security.auth.debug=ibmjcecca,

the std.out will reveal the error:

        Unexpected exception
        java.lang.NoSuchMethodError:
        com/ibm/jzos/PdsDirectory.iterator()Ljava/util/Iterator;
        at

com.ibm.teamz.fileagent.importz.PDSManager.listMembers(PDSManager.java: 365)

This issue was identified as a product defect and logged under APAR PM52373.

**SOLUTION:**
IBM z/OS Java 6.0.1 has been corrected in Java 6.0.1 SR1. Apply this maintenance release to resolve the problem with IBM z/OS Java 6.0.1.
**Note:** This is the non-SMPE version of 601 SR1. If you require the SMPE version, it must be ordered. You can order products and maintenance for the z/OS platform. ShopzSeries provides a self-service planning and ordering capability on the Web.

**WORKAROUND:**
Use an earlier IBM z/OS Java 1.5 version.

## 24. How do I – understand why connecting to a token FLEXlm server results in Server Cannot be Reached error

Attempts to connect to a token IBM FLEXlm license server when using IBM Rational Team Concert (RTC) results in the error "Port@server cannot be reached".

**Symptom**
**Steps to Reproduce:**
1. Scroll to IBM Rational Common Licensing Token Service
2. Select to Edit Properties
3. Enter the URL for the IBM Rational License Key Server
4. Select Finish

**Expected result:** A green checkmark will appear indicating that the connection was successful
**Actual result:** A red X will appear along with an error message in the format of "Port@server cannot be reached"

**Cause**
The server.shutdown command used to shutdown Apache Tomcat on a Linux server hangs and results in duplicate server processes running.

**Resolving the problem**
To resolve the duplicate server process:
1. Delete the duplicate tomcat server process
2. Restart the IBM Rational Jazz Team Server (JTS)

After restarting the JTS, attempt to connect to the token license server again.

This should succeed with a green checkmark as expected.

## 25. How do I – understand why clicking Add button in LDAP group mapping results in no action

Attempts to select LDAP groups to map to Jazz repository groups in IBM WebSphere results in the 'Add' button not functioning when configuring LDAP for IBM Rational Team Concert.
**Symptom**
The **Add** button does not have any function. Clicking the button results in no error message and no additional functionality.

**Cause**
The browser does not render the button properly.

**Resolving the problem**
Attempt to configure LDAP mapping in a different browser.
For example, if this occurs in Internet Explorer (IE), attempt the group mapping in a Mozilla Firefox browser.

## 26. How do I – understand whey self registration results in NullPointerException with RTC on WAS

Attempts to self register into the IBM Rational Team Concert (RTC) application through IBM WebSphere Application Server (WAS) results in NullPointerException error.

**Symptom**
Some users are able to self register, while you cannot.

In the WebSphere log, the following error will be seen at the corresponding timestamp when you attempt to self register and it fails:

ServletWrappe E   SRVE0068E: Uncaught exception thrown in one of the service methods of the servlet: equinoxbridgeservlet. Exception thrown : java.lang.NullPointerException
        at
com.ibm.team.repository.servlet.TeamServerServlet.getFullNameFromUserDTO(TeamServerServlet.java:308)

**Cause**
You are unable to self register because you are not apart of an LDAP group which is defined in the Base User DN configuration for LDAP. The other users can self register because they are apart of the Base User DN configuration.

**Environment**
Rational Team Concert 3.0.1 and higher, using LDAP Authentication and configured for self registration Websphere 6.x and higher

**Resolving the problem**
To allow all users to self register, ensure that the Base User DN LDAP configuration parameter is changed to include all necessary users in the LDAP group.