














## UMA Tips and Limitations

This document contains tips and limitations for UMA. Click a tip below to view information.

### **Common (Cross Brand) Tips**

-  Network adapter information missing
-  Parallel and serial port details display invalid information
-  Program Error: Stack overflow when clicking on OS
-  SMART Drive information is not displayed in Windows 98
-  Drivers not posted on 95
-  Memory controller supported speeds unknown
-  PC Doctor tests not running in IE 4.0 on some systems
-  Uninstall on Windows 95 OSR2.5, uninst.exe page fault
-  E-mail is not sent with NT non-admin user
-  EAR icons get reset to OK after deleting User Alarm event
-  IE Script Error occurs after first installation of UMA
-  Lack of Video BIOS information in Windows 95 and Windows 98
-  Wrong pie chart information under drives inventory.



### **NetView Tip**

-  Uninstall does not clean up registry DMI for automation

### **Tivoli Tip**

-  Cannot uninstall UMA unattended on NT from Tivoli SW Dist

### **SMS Tips**

-  SMS does not recognize Win 98 OS, displays MS DOS 7.01
-  SMS shows all processors as 200MHz

### Common (Cross Brand) Tips

#### ▪ Network adapter information missing

(Common Cross Brand Tip 101503 - August 17, 1999)

**Problem:** Network information does not show up in UMA even though the network is configured on the client system.

**Cause:** The network instrumentation currently supports only NDIS3 network device drivers. If the driver used is not NDIS3 then UMA will not show network information.

**Solution:** If network information is required, install an NDIS3 version of the network device driver for the network device used. Otherwise, most of the information is available through other means in the operating system.

#### ▪ Parallel and Serial Port details display invalid information

(Common Cross Brand Tip 101224 - August 17, 1999)

**Problem:** The IRQ used by the parallel port is displayed incorrectly on some systems. IRQs reported as 0 are always incorrect. The IRQ is sometimes incorrectly reported as 7. This can appear both in the UMA GUI and in enterprise consoles that have inventory data from UMA. Serial port information may also be displayed incorrectly.

**Cause:** In some cases the information is either not available from the operating system. In other cases information is available, but it is incorrect. UMA tries to gather at least as much info as the operating system has available and sometimes more. In the case of parallel port IRQ information, it is not always reliable at this time.

**Solution:** In some cases, the operating system reports this information (e.g., Windows NT Diagnostics). We are working towards improving the reliability of the parallel port IRQ information, but we do not know how soon it will be improved.

#### ▪ Program Error:Stack overflow when clicking on OS

(Common Cross Brand Tip 100865 - August 17, 1999)

**Problem:** When the Operating System GUI is brought up for a Windows 95/98 client, the system reports a program error (stack overflow). Most of the Operating System information is no longer available.

**Cause:** On a few systems, the operating system instrumentation causes a stack overflow. This terminates the instrumentation.

**Solution:** If the operating system information is required, the operating system instrumentation will restart when the system is rebooted.

#### ▪ SMART Drive information is not displayed in Windows 98

(Common Cross Brand Tip 98286 - August 17, 1999)

**Problem:** UMA on a Windows 98 system does not report SMART Hard Drive status in the PC Health screen, while Windows 95 and NT 4.0 systems do.

**Cause:** Windows 95 and NT 4.0 shipped with a driver that reported SMART Hard Drive status. On these operating systems UMA is able to check the status at any time and tell whether a SMART Hard Drive failure was reported in the past. Windows 98 did not ship with this driver, so the information is not available. Note that UMA is still able to

## **Universal Management Agent<sup>®</sup>**

detect SMART hard drive failure alerts when they happen, so the Events, Alarms, and Responses in UMA can still react to SMART hard drive failure alerts.

**Solution:** UMA Events, Alarms, and Responses can trigger a response if a SMART hard drive failure alert is detected. Starting with UMA 1.1, UMA Events, Alarms, and Responses (EAR) will keep track of events that happened. This information will be visible directly in the EAR GUI.

- **Drivers not posted on 95**

(Common Cross Brand Tip 100624 - August 17, 1999)

**Problem:** Driver information and real mode task information does not show up in the Operating System section of UMA for a Windows 95/98 client machine.

**Cause:** Once in a while, on certain systems, the OS instrumentation fails to start.

**Solution:** There is no complete fix for the instrumentation at this time. A fix will be added to a future release of UMA when the fix is available. Driver information may show again up if the system is rebooted.

- **Memory controller supported speeds unknown**

(Common Cross Brand Tip 100578 - August 17, 1999)

**Problem:** Memory controller speeds reported as unknown in the memory section of UMA.

**Cause:** This information is gathered through SM BIOS. The current SM BIOS spec does not support reporting the speeds supported by new IBM PCs. Therefore, the supported speeds fields show up as unknown.

**Solution:** When the SM BIOS spec supports the new supported speeds, the instrumentation will be updated to report the correct information.

- **PC Doctor tests not running in IE 4.0 on some systems.**

(Common Cross Brand Tip 105823 - August 17, 1999)

**Problem:** PC Doctor tests not working on some systems with IE4.01

**Description:** UMA loads normally, and all other functions are working. PC Doctor will not run by clicking the 'Run' button on the GUI, either locally or remotely. Other machines can connect to the client remotely and run the PC Doctor tests.

**Solution:**

1. Instead of running off of local host, you can type in the IP name of the client.
2. Upgrade to IE 5.0

- **Uninstall on Windows 95 OSR2.5, uninst.exe page fault**

(Common Cross Brand Tip 100618f\_1 - August 17, 1999)

**Problem:** When uninstalling UMA for the first time on a system with Windows 95 OSR 2.5, uninst.exe causes a page fault on some systems. The UMA setup program may refuse to install UMA again on this system because it says UMA is already installed.

## *Universal Management Agent<sup>®</sup>*

**Cause:** The cause of the uninst.exe page fault is currently unknown. UMA may not install again because it detects registry entries that were not removed before uninst.exe caused a page fault.

**Solution:** At the point when the page fault occurs, UMA has been uninstalled. However, the Start menu entries are still there, including one item in the Startup folder (IBM DMIBIOS Instrumentation), and a few registry entries. If you want to reinstall UMA you will have carefully edit the registry (e.g., using regedit.exe) and remove the following key: under HKEY\_LOCAL\_MACHINE: SOFTWARE\Microsoft\Windows\CurrentVersion\App Paths\Ldcm.exe

- **E-mail is not sent with NT non-admin user**

(Common Cross Brand Tip 115699 - August 17, 1999)

**Problem:** When UMA Events Alarms & Responses is configured to send email, the email is only sent successfully when the admin user who installed UMA is logged in. The email function fails if another user, especially with less privileges is logged in.

**Cause:** This is currently a limitation in UMA.

**Workaround:** Install UMA while logged in as the user who will normally use the computer.

- **EAR icons get reset to OK after deleting User Alarm event**

(Common Cross Brand Tip 114645 - August 17, 1999)

**Problem:** EAR icons for SNMP automation are cleared (set to "ok") when deleting an event.

**Description:** Calculation of "warning" and "critical" for individual events will occur, however the icons don't reflect the current status when event addition/deletion occurs. User will have accurate icons before event manipulation and will have been alerted to any possible problems.

**Solution:** Refreshing the page will update the icons with the correct status.

- **IE Script Error occurs after first installation of UMA**

(Common Cross Brand Tip 114494 - August 17, 1999)

**Problem:** On certain systems, especially ThinkPad, the first time that the UMA browser is ever run, an Internet Explorer script error occurs.

**Cause:** Currently unknown.

**Workaround:** The script error does not occur after the first time that the browser is run. Shut down the web browser and bring it up again. The problem should not show up again on that system. There are no other adverse effects.

- **Lack of Video BIOS information in Windows 95 and Windows 98**

(Common Cross Brand Tip 107229 - August 17, 1999)

**Problem:** Video BIOS information is not available on some systems running Windows 95 or Windows 98.

**Cause:** UMA does not have access to video BIOS information on some of these systems.

## ***Universal Management Agent<sup>®</sup>***

**Workaround:** Some of this information is available through Windows device information.

- **Wrong pie chart information under drives inventory.**  
(Common Cross Brand Tip 116760 - August 17, 1999)

**Problem:** On systems with hard drives that are larger than 8GB the pie chart in the Drives section of UMA may be incorrect.

**Cause:** This is a current limitation with the pie chart.

**Workaround:** Use either the information reported in the table above, or use information provided by Windows.

## Universal Management Agent<sup>®</sup>

### **NetView Tip**

- **Uninstall does not clean up registry DMI for automation.**

(NetView Tip 105102 - August 17, 1999)

**Problem:** Uninstall does not clean up registry key.

**Description:** If an install of Enterprise support for NetView with SNMP Automation is selected, and a user wishes to reinstall, a registry key needs to be manually deleted before reinstallation.

**Solution:** Manually delete the following key from the registry

\\HKEY\_LOCAL\_MACHINE\SOFTWARE\IBM\Universal Management Agent (UMA) INDEX!

### **Tivoli Tip**

- **Cannot uninstall UMA unattended on NT from Tivoli SW Dist**

(Tivoli Tip 115194 - August 17, 1999)

**Problem:** After launching the unattended uninstall of UMA from Tivoli Software Distribution to uninstall UMA from an NT system, the UMA unattended uninstall does not seem to run.

**Cause:** In the mode that Tivoli launches the unattended uninstall program in Windows NT, the uninstall program cannot send "quit" messages to several UMA applications that run in the background. Consequently, the uninstall does not run.

**Workaround:** UMA can still be uninstalled in "attended" mode from Add/Remove Programs in the Windows Control Panel. Also, you can run the following on the client machine in order to uninstall UMA unattended: %WINDIR%\uninuma.bat /u where %WINDIR% is the main Windows directory (normally C:\Windows in Windows 95 and Windows 98, or C:\Winnt or C:\Winnt40 in Windows NT 4.0).

### SMS Tips

- **SMS does not recognize Win 98 OS, displays MS DOS 7.01**

(SMS Tip 98437 - August 17, 1999)

**Problem:** Microsoft SMS says the operating system on Windows 98 clients is MS DOS 7.01.

**Cause:** Limitation of SMS 1.2.

**Solution:** See Microsoft. Should be fixed in SMS 2.0.

- **SMS shows all processors as 200MHz**

(SMS Tip 102263 - August 17, 1999)

**Problem:** SMS 1.2 says that the processor in a client machine is an Intel Pentium Pro-200, even though the processor may actually be faster than 200MHz.

**Cause:** Limitation in SMS 1.2.

**Solution:** See Microsoft. Most likely fixed in SMS 2.0.