



Universal Management Agent

**Universal Management Agent
Tips**

Note

Before using this information and the product it supports, be sure to read the information in Appendix A, "Notices and trademarks" on page 22.

Second Edition (September 1999)

The following paragraph does not apply to the United Kingdom or any country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time.

This publication was developed for products and services offered in the United States of America. IBM may not offer the products, services, or features discussed in this document in other countries, and the information is subject to change without notice. Consult your local IBM representative for information on the products, services, and features available in your area.

Requests for technical information about IBM products should be made to your IBM reseller or IBM marketing representative.

© **Copyright International Business Machines Corporation 1999. All rights reserved.**

Note to U.S. Government Users — Documentation related to restricted rights — Use, duplication or disclosure is subject to restrictions set forth in GSA ADP Schedule Contract with IBM Corp.

Contents

Microsoft Internet Explorer Tips	5
EAR Event Log Tab: Clicking on Description Causes Page to Become Discolored	5
Application Errors Using UMA with Internet Explorer 4.0 Version 4.71.1712.6	5
CPU Utilization 100% with Internet Explorer 3.02, True Color, and Windows NT	5
Help for EAR is not context sensitive with Internet Explorer 3.02	6
IEExplore.exe Trap when Performing a Right-Click Operation with Internet Explorer 3.02	6
Potential Safety Violation in Internet Explorer 3.02	6
EAR: Incorrect Responses and Profiles Soon After Boot	7
Tab for the Selected Program is not Highlighted when Using Internet Explorer 3.02	7
Intermittent "Hang" Condition with UMA or Intel LANDesk and Internet Explorer 4.0	8
UMA Passwords Are Cached on Windows 95 with Internet Explorer	8
Yellow Bar at the Top of the UMA Interface Disappears	8
Attribute values in the DMI Browser in UMA show up incorrectly as "2"	9
ThinkPad Tips	10
UMA Does Not Show Support for Predictive Failure Analysis on ThinkPad Drives	10
UMA Uninstall Hangs While Deleting Files	10
Common (Cross Brand) Tips	11
Incorrect or incomplete memory information reported	11
EAR Events: Tree Structure Does Not Match Order of Execution	11
Parts of UMA GUIs Get Truncated When Using Large Fonts	11
Some UMA Pages Do Not Display Correctly When Using Large Fonts	12
Network adapter information missing	12
Parallel and Serial Port details display invalid information	12
Program Error - Stack overflow when clicking on OS	13
SMART Drive information is not displayed in Windows 98	13
Drivers not posted on 95/98	13
Memory controller supported speeds unknown	14
PC Doctor tests not running in IE 4.0 on some systems.	14
Uninstall on Windows 95 OSR2.5, uninst.exe page fault	14
E-mail is not sent with NT non-admin user	15
EAR icons get reset to OK after deleting User Alarm event	15
IE Script Error occurs after first installation of UMA	15
Lack of Video BIOS information in Windows 95 and Windows 98	16
Wrong pie chart information under drives inventory	16
NetView Tip	17
Uninstall does not clean up registry DMI for automation	17
Tivoli Tips	18
Duplicate entries for systems in Tivoli inventory	18
Cannot uninstall UMA unattended on NT from Tivoli SW Dist	18
SMS Tips	19
Incorrect information under processor icon	19
Port address and IRQ missing under Netcard icon in SMS	19
Incorrect information under PC BIOS icon	19
Minor version is incorrect under network icon	19
No information is displayed under the mouse icon	20

No information is displayed under the video icon	20
SMS shows all processors as 200 MHz	20
IRQ information for mouse shows <null>	20
SMS does not recognize Win 98 OS, displays MS DOS 7.01	21
Appendix A. Notices and trademarks	22
Notices	22
Trademarks	22

Microsoft Internet Explorer Tips

EAR Event Log Tab: Clicking on Description Causes Page to Become Discolored

(Microsoft Internet Explorer Tip 94184 - July 28, 1998)

Description of problem

While running the EAR Event Log program in Internet Explorer 4.0, clicking on the Description tab causes the page to become discolored. The root cause of this problem is how Microsoft Internet Explorer 4.0 behaves when a grayed-out (inactive) ActiveX field is selected or clicked on with the mouse. The page becomes shaded (color varies with monitor type and video chip set).

Action

To clear this condition, click on a static, non-shaded portion of the screen.

Application Errors Using UMA with Internet Explorer 4.0 Version 4.71.1712.6

(Microsoft Internet Explorer Tip 94253)

Description of problem

Dr. Watson application errors occur while trying to access PC Health, AssetCare, Event Log Viewer, or EAR with Microsoft Internet Explorer 4.0, version 4.71.1712.6.

Solution/workaround to the problem

Due to this problem, supported versions of Internet Explorer 4.0 are limited to versions 4.72.2106.8 and later.

CPU Utilization 100% with Internet Explorer 3.02, True Color, and Windows NT

(Microsoft Internet Explorer Tip 96571 - July 28, 1998)

Description of problem

CPU utilization is at 100% with Internet Explorer 3.02 using True Color video mode and Windows NT 4.0 with Service Pack 3.

This problem is a result of the Microsoft bug that occurs when running True Color video mode, Windows NT 4.0 with Service Pack 3, and Internet Explorer 3.02. This bug is documented in the Microsoft Knowledge Base article Q168748. A patch is available from the Microsoft Web site at:

<ftp://ftp.microsoft.com/bussys/winnt/winnt-public/fixes/usa/NT40/hotfixes-postSP3/getadmin-fix>

Action

You can do any of the following to fix the problem:

- Use a video mode other than True Color
- Upgrade to Internet Explorer 4.0 (version 4.72.2106.8 or later).
- Download and install the above patch to Internet Explorer 3.02

Help for EAR is not context sensitive with Internet Explorer 3.02

(Microsoft Internet Explorer Tip 96390f_1 - July 28, 1998)

Description of problem

When you use Internet Explorer 3.02 with EAR and select the UMA Help button, the Help system opens to the EAR Overview information instead of the information for the selected page in the EAR notebook.

This is a limitation of Internet Explorer 3.02; however, the help system is designed to allow you to select the appropriate page from the Contents frame. If you use Internet Explorer 4.0 and click on the UMA Help button, the Help system automatically opens to information for the selected page. This is one area where Internet Explorer 4.0 works better than Internet Explorer 3.02.

Action

Select the appropriate topic from the Contents frame or upgrade to Internet Explorer 4.0.

IExplore.exe Trap when Performing a Right-Click Operation with Internet Explorer 3.02

(Microsoft Internet Explorer Tip 96390f_2 - July 28, 1998)

Description of problem

IExplore.exe trap when performing a right mouse click operation with Internet Explorer 3.02.

When you use Internet Explorer 3.02 and use the right mouse button to click on a grayed-out field, grayed-out button, or blank area of the page, an access violation (0x00000005 0x600224fa) occurs. Internet Explorer shuts down and can be reopened without shutting down and restarting the operating system.

Action

The only solution to this problem is to use Microsoft Internet Explorer 4.0. This is a category where Microsoft Internet Explorer 4.0 works better than the 3.02 version.

Potential Safety Violation in Internet Explorer 3.02

(Microsoft Internet Explorer Tip 96797f_1)

Description of problem

Microsoft Internet Explorer 3.02 reports a potential safety violation on the routine that is about to run. This problem occurs only if Internet Explorer does not have the Authenticode Update.

Action

You can do any of the following:

- Avoid the problem by setting the Microsoft Internet Explorer 3.02 browser security level to Medium or Low.
- Download and install a version of Internet Explorer 3.02 that contains the Authenticode Update from http://www.microsoft.com/ie_intl/th/security/?/ie_intl/th/security/iefaq.htm.
- Upgrade to Internet Explorer 4.0.

EAR: Incorrect Responses and Profiles Soon After Boot

(Microsoft Internet Explorer Tip 97987)

Description of problem

When using the Events, Alarms, and Responses (EAR) program, if you assign responses and profiles to an event in the tree, and then shut down the operating system, the responses and profiles disappear from the tree the next time you start the EAR program.

Action

Using the right mouse button, click on an open area of the page. Then, click on Refresh. The profiles and responses will reappear in the tree.

Tab for the Selected Program is not Highlighted when Using Internet Explorer 3.02

(Microsoft Internet Explorer Tip 96866f_1)

Description of problem

When using Internet Explorer 3.02, the tab for the selected program is not highlighted in the UMA interface. In some cases, this makes it difficult to identify the relationship between the tab and the information on the page.

For example, if you are using Internet Explorer 3.02 and select one of the UMA components, such as Resource Utilization, and then select one of the programs, such as Audio, the tab for that program is not highlighted. In some cases, such as Audio, there is no indication within the page that the information you are viewing applies to the Audio program. Internet Explorer 3.x does not support dynamically changing text once the page has been drawn; therefore, the tabs are not highlighted like they are if you are using Internet Explorer 4.0.

Action

Use Internet Explorer 4.0. This is an area where Internet Explorer 4.0 works better than Internet Explorer 3.x.

Intermittent "Hang" Condition with UMA or Intel LANDesk and Internet Explorer 4.0

(Microsoft Internet Explorer Tip H011087 - Revised July 20, 1998)

Description of problem

While running UMA or Intel LANDesk, you might experience an intermittent hang condition when using the Active Desktop, Channel Bar, or Internet Explorer 4.0.

Action

Download and install Microsoft Internet Explorer 4.0 Service Pack 1 from the following Microsoft Internet address: <http://www.microsoft.com/ie/>

UMA Passwords Are Cached on Windows 95 with Internet Explorer

(Microsoft Internet Explorer Tip 98569 - September 10, 1998)

Description of problem

After reinstalling UMA, the old login password remains active.

On a Windows 95 computer, if you start UMA and check the **Save this password in your password list** check box in the Enter Network Password window, the login password is saved to the appropriate .pwl file. However, the password is not removed if you uninstall or update UMA. Therefore, if you reinstall or update UMA, the old password is active when you start UMA. This is a normal condition; it is the way Internet Explorer caches passwords.

Action

In the Enter Network Password window, delete the characters in the **Password** field, type in the new password, then click on **OK**.

Yellow Bar at the Top of the UMA Interface Disappears

(Microsoft Internet Explorer Tip 98574 - September 10, 1998)

Description of problem

Yellow Bar at the top of the UMA interface disappears when you open LANDesk Client Manager (LDCM).

If you start UMA and then start LDCM, the yellow bar in the UMA interface that contains the program names might disappear.

Action

Do one of the following:

- Close UMA and then restart it.
- In the Internet Browser, click on **View** and then click on **Refresh**.

Attribute values in the DMI Browser in UMA show up incorrectly as "2"

(Microsoft Internet Explorer Tip 106997f_1 - March 15, 1999)

Description of problem

Attribute values in the DMI Browser in UMA show up incorrectly as "2".

The DMI Browser in UMA queries DMI for all information that it displays. Some of the information is sometimes not available in DMI. The DMI Browser in UMA may represent this data as "2" instead of leaving the value empty.

Action

The attribute values can be verified by running the LANDesk DMI Explorer (LDDX.EXE) that is installed by UMA.

ThinkPad Tips

UMA Does Not Show Support for Predictive Failure Analysis on ThinkPad Drives

(ThinkPad Tip 98291 - September 10, 1998)

Description of problem

UMA does not show support for predictive failure analysis (PFA) on ThinkPad hard disk drives.

UMA PFA support is limited to S.M.A.R.T. IDE hard disk drives with the ATAPI device driver, not the PIIXIDE2 driver used with ThinkPad models.

Action

Replace the PIIXIDE2 device driver with the ATAPI device driver for hard disk drives.

UMA Uninstall Hangs While Deleting Files

(ThinkPad Tip 98547 - September 10, 1998)

Description of the problem

While uninstalling UMA on ThinkPad models, the uninstall program appears to hang while displaying the "Deleting files..." message.

Action

Use one of the following procedures to stop the IOTHERML process:

- For Windows 95: Press **Ctrl+Alt+Del**, highlight **IOTHERML**, and then click on **End Task**.
- For Windows NT: Press **Ctrl+Alt+Del**, select **Task Manager**, click on the **Processes** tab, select **IOTHERML.EXE**, and then click on **End Process**.

Common (Cross Brand) Tips

Incorrect or incomplete memory information reported

(Universal Management Agent Tip # 106997)

Description of problem

Incorrect or incomplete memory information is reported in the following UMA heading:

Advanced Management Tools -> DMI Information -> Physical Memory -> Number of Memory Slots used - will be shown incorrectly as "2"

Action

The information that is missing in the DMI information may show up as "2" in the DMI browser that is built into the UMA interface. The correct information will be shown in UMA under **Resource Utilization -> Memory**. Under the Physical Memory tab, the memory slots are displayed with the correct current configuration.

EAR Events: Tree Structure Does Not Match Order of Execution

(Common Cross-Brand Tip UMA001 - July 28, 1998)

Description of problem

When multiple responses are assigned to an event, the order in which the responses take place do not match the order of the responses as shown in the tree. Also, when a response is added to or removed from an event, the order of the responses shown in tree changes.

Action

None. The tree is a graphical representation of the data contained in a file and is not intended to show the order in which responses take place. Responses take place one after the other based on the data contained in the file. The order in which responses take place is determined by the logic built into the EAR program and is based on the conditions that exist when a response is added to or removed from an event.

Parts of UMA GUIs Get Truncated When Using Large Fonts

(Common Cross Brand Tip 101218 - October 2, 1998)

Description of problem

On some systems, when Windows is set up to display using Large fonts, parts of the UMA GUI may appear to be "missing" or "chopped off."

UMA GUIs are designed to be viewed using regular Small fonts. Some systems distort the GUIs when Large fonts are used.

Action

To change to Small fonts, open Display settings from the Windows Control Panel, select the Settings tab, and set the Font Size to Small Fonts. We are investigating how we might make the UMA GUIs work with Large fonts as well, but do not know when this will be available.

Some UMA Pages Do Not Display Correctly When Using Large Fonts

(Common Cross Brand Tip 98585 - September 10, 1998)

Description of problem

Some UMA pages do not display correctly when large fonts are defined in the browser.

Action

Set the browser font to medium or one of the smaller fonts. For best results, use the smaller fonts.

Network adapter information missing

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

Description of problem

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

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

Action

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)

Description of 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.

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.

Action

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)

Description of 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.

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

Action

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)

Description of 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.

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 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.

Action

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 95/98

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

Description of 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.

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

Action

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)

Description of problem

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

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.

Action

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)

Description of problem

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

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.

Action

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)

Description of 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.

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.

Action

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)

Description of 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.

This is currently a limitation in UMA.

Action

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)

Description of problem

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

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.

Action

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)

Description of problem

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

The reason for this problem is currently unknown.

Action

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)

Description of problem

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

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

Action

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)

Description of problem

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

This is a current limitation with the pie chart.

Action

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

NetView Tip

Uninstall does not clean up registry DMI for automation

(NetView Tip 105102 - August 17, 1999)

Description of problem

Uninstall does not clean up registry key.

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.

Action

Manually delete the following key from the registry

\\HKEY_LOCAL_MACHINE\SOFTWARE\IBM\Universal Management Agent (UMA) INDEX!

Tivoli Tips

Duplicate entries for systems in Tivoli inventory

(Tivoli Tip 97090 - July 28, 1998)

Description of problem

There are duplicate entries for systems in Tivoli inventory.

The Tivoli framework contains two different TME_OBJECT_Ids for the system. This is caused by installing the Tivoli Management Agent (TMA) multiple times . You will get duplicate entries if you install the TMA, distribute a profile on the client, reinstall the TMA, then again distribute a profile on the client (with the new endpoint ID.)

Action

Do not reinstall the Tivoli Management Agent without first removing the original endpoint ID from the Tivoli framework.

Cannot uninstall UMA unattended on NT from Tivoli SW Dist

(Tivoli Tip 115194 - August 17, 1999)

Description of 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.

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.

Action

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

Incorrect information under processor icon

(SMS Tip 94524 -- July 28, 1998)

Description of problem

SMS computer properties shows incorrect processor information.

Action

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no workaround to this problem.

Port address and IRQ missing under Netcard icon in SMS

(SMS Tip 94525 -- July 28, 1998)

Description of problem

No information is displayed under IRQ and Port address in Netcard details.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

Incorrect information under PC BIOS icon

(SMS Tip 94530 -- July 28, 1998)

Description of problem

SMS computer properties shows incorrect information for the PC BIOS icon.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

Minor version is incorrect under network icon

(SMS Tip 94729 --July 28, 1998)

Description of problem

In SMS, the minor version is incorrect under the network icon. Under the network icon, the major version is 3 and the minor version is 5.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

No information is displayed under the mouse icon

(SMS Tip 94731 -- July 28, 1998)

Description of problem

In SMS, no information is displayed under the mouse icon. The mouse icon has 0 for hardware installed and nothing for mouse hardware type.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

No information is displayed under the video icon

(SMS Tip 94732 -- July 28, 1998)

Description of problem

In SMS, the video icon contains no information.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

SMS shows all processors as 200 MHz

(SMS Tip 102263 - October 2, 1998)

Description of 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.

This is a limitation in SMS 1.2.

Action

See Microsoft. Most likely fixed in SMS 2.0.

IRQ information for mouse shows <null>

(SMS Tip 95067 -- July 28, 1998)

Description of problem

IRQ information for mouse shows <null>. In SMS computer properties, clicking on the IRQ information shows <null> for the mouse.

This is a known problem with SMS, which is expected to be fixed in later releases of SMS. Currently, there is no solution for this problem.

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

(SMS Tip 98437 - August 17, 1999)

Description of problem

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

This problem is a limitation of SMS 1.2.

Action

See Microsoft. Should be fixed in SMS 2.0.

Appendix A. Notices and trademarks

This appendix includes notices and trademark information.

Notices

References in this publication to IBM products, programs, or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Subject to IBM's valid intellectual property or other legally protectable rights, any functionally equivalent product, program, or service may be used instead of the IBM product, program, or service. The evaluation and verification of operation in conjunction with other products, except those expressly designated by IBM, are the responsibility of the user.

IBM may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
500 Columbus Avenue
Thornwood, NY 10594
U.S.A.

Any references in this publication to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

Trademarks

The following terms are trademarks of the IBM Corporation in the United States, other countries, or both:

HelpCenter
IBM

Microsoft, Windows, and Windows NT are trademarks of Microsoft Corporation in the United States, other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.