OMEGAMON XE for Messaging

ITM Sample Situation Package

IBM Software Group

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1 Preface

1.1 Purpose

This OPAL solution presents ITM V6.x usage scenarios for OMEGAMON XE for Messaging V7 Tivoli Enterprise Monitoring Agents.

OMEGAMON XE for Messaging V7 comes with a bunch of good, predefined situations, which have been extended in some areas. Others are defined completely new from scratch, to help customers to quickly identify and resolve production-relevant issues.

It should highlight the capabilities of the ITM V6 infrastructure and the power of using ITM situations to identify potential upcoming problems in WebSphere MQ infrastructures. It gives multiple examples for useful situations and potential solutions.

All situations have proven their value in real customer environments and have been created to show our customers the benefit of using ITM monitoring for production environments.

1.2 The Author

Detlef Wolf is an IBM Certified IT Specialist for IBM Tivoli System Automation, working for the Tivoli Technical Sales team with world wide responsibilities for the ITCAM product portfolio based in Munich, Germany. He has about 20 years of experience in the IT industry. Starting in an application development department in the medical care industry, he became a System Programmer for z/OS in an insurance company. In 2000 he joined Candle and focused on IBM WebSphere® products, and the management of these systems. Since 2004 he has been a part of the IBM team in Germany, working together with major financial services clients on deploying IBM Tivoli products in their environment. He holds a Graduate Engineer Degree in Computer Science from the University of Erlangen-Nürnberg.

1.3 Acknowledgment

Many thanks to my colleagues Karl-Michael Gauch and Wolfgang Stichel, helped test this package on Windows systems.

2 Naming Conventions

2.1 Situation Names

All situation names are fulfilling the following naming convention, to simplify the handling:

- Company/Project name (3 characters)
  Abbreviation of the company/project, using these situations.
- ITM/OMEGAMON product code (2 characters + delimiter "_"
  Which agent type has to be engaged, to monitor the situation? Which agent is reporting?
- Attribute Group, abbreviation (4 – 6 characters)
  Which attribute group is used to form the situation? To which navigator item, this situation will be attached by default?
- Free Form Description
- Severity (delimiter "_" + One Character Suffix)
  - H Harmless
  - I Informational
  - W Warning
  - M Minor
  - C Critical
  - F Fatal

The Situation names have been limited to 31 characters to accommodate older ITM environments. With the introduction of the IBM Tivoli Monitoring 6.2.1 release, there is no longer a 31 character limit on the Situation name.

2.2 MQ Object Names

Having a reliable naming convention for MQ names is very essential. It enables the MQ administrator to identify objects very quick and to classify the service these objects need.

For monitoring purposes, the classification of MQ objects into different service classes is sometimes essential. Imagine, batch processed queues may have messages on queues without having consumer attached on it, while for some on-line queues, almost synchronous processing is required and the absence of a consumer is a threat.

Assumptions in that paper:

- Dead-Letter Queue name

  The name is fixed to the system provided queue *SYSTEM.DEAD.LETTER.QUEUE*.
- Batch Queues

  Queues, which are used for batch processing, have the suffix *.BATCH* at the end of the name.
- Initiation Queues

  Queue, which are used for triggering, have the suffix *.INITQ* at the end of the name.

3 Situation Package

The following situations have been defined and are discussed in the sections below:

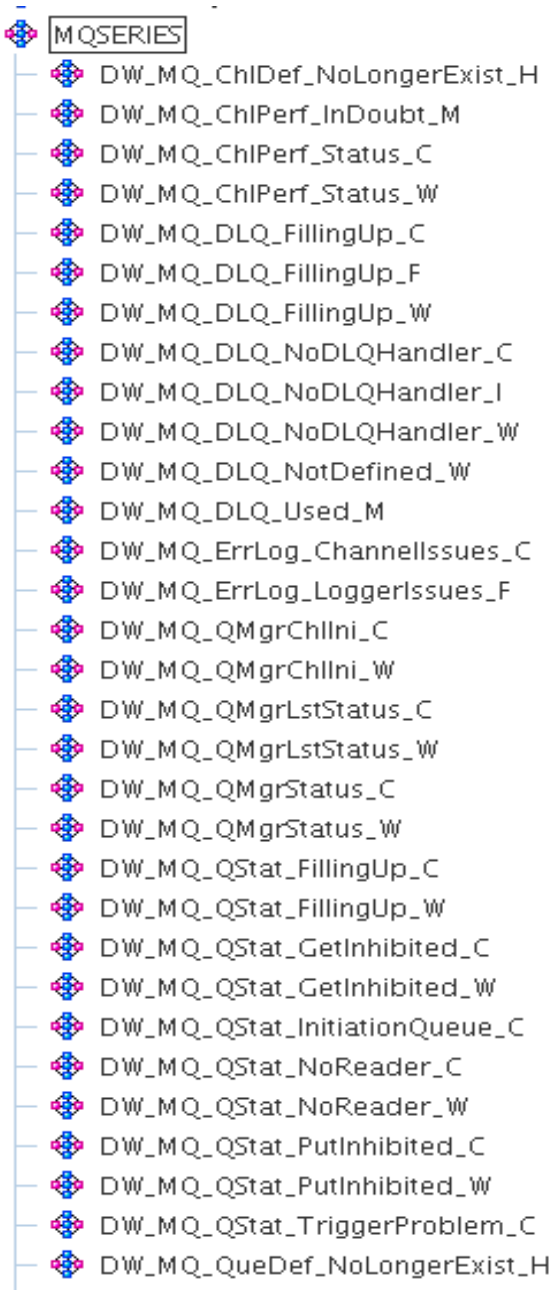


Illustration 1: Prepared Situations

Some of the situations above have been inherited from product provided situations.

Remark:

Using product provided situations without renaming these may end in loosing changes, if applying product maintenance. Product provided situations may be overwritten at any time.

3.1 WebSphere MQ Queue Manager Status

The situations in this section have been copied from the product provided situations.

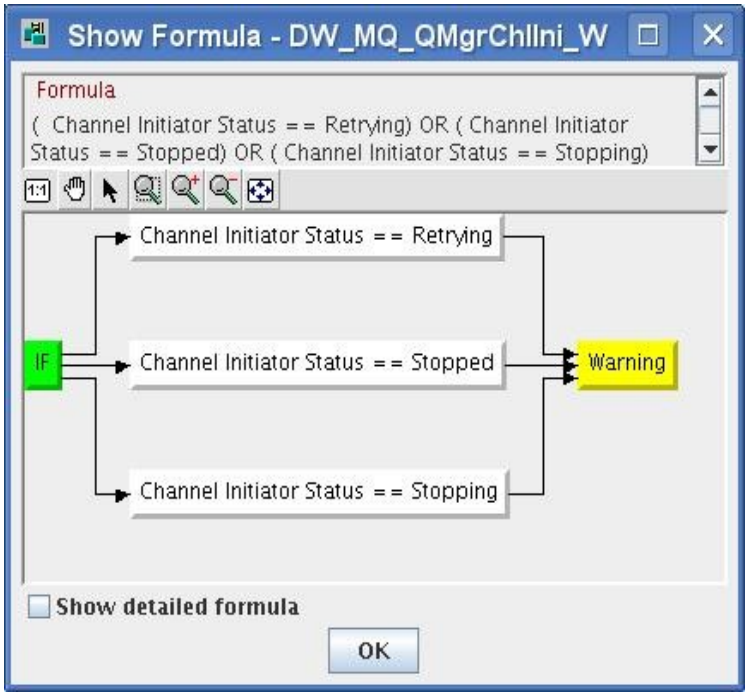
3.1.1 DW_MQ_QMgrChlIni_W

Situation Description

Suggested Actions

Situation Description:

The Channel Initiator which reads SYSTEM.DEFAULT.INITIATION.QUEUE is in stopped, stopping or retrying state.



This situation is for z/OS systems only.

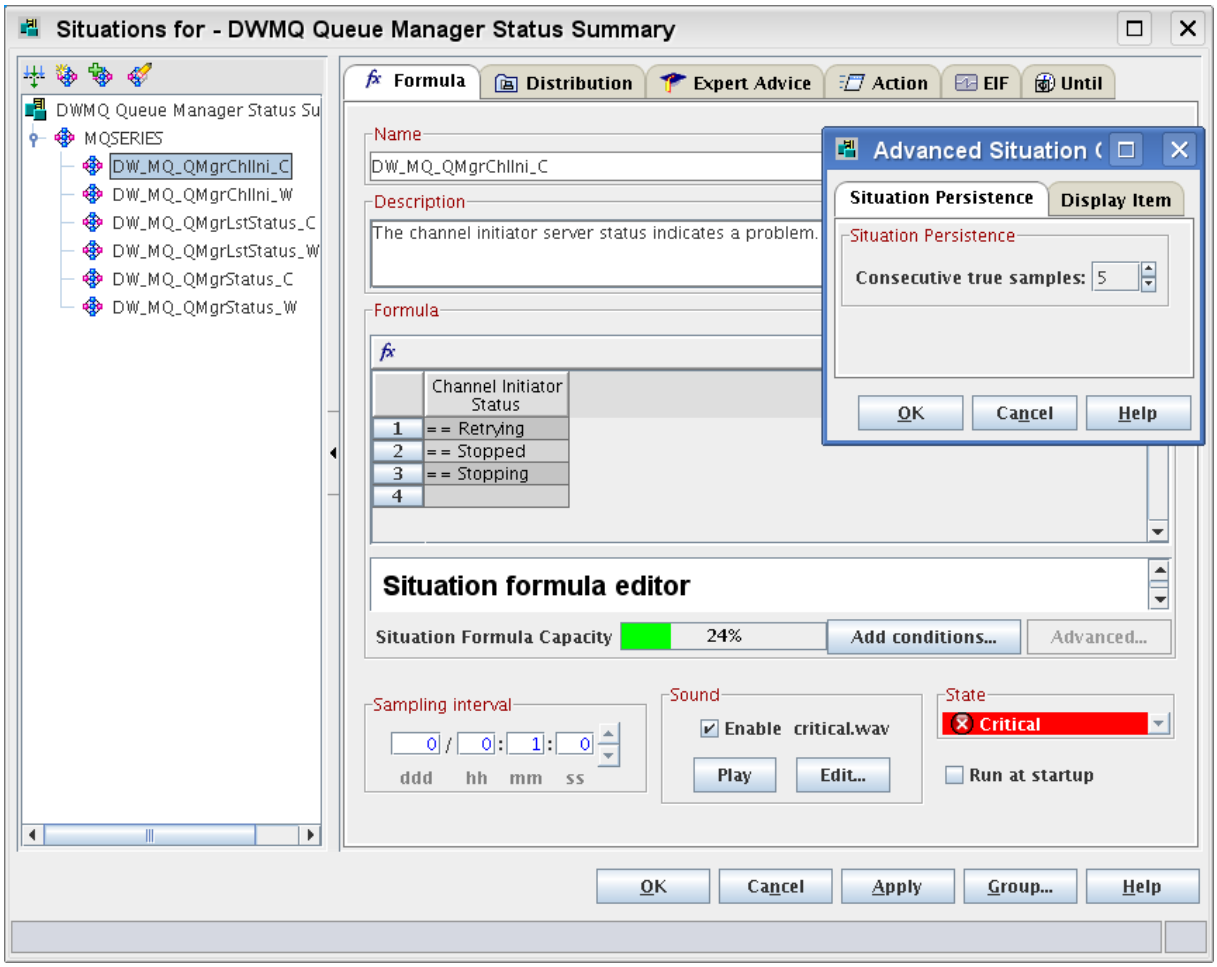
Suggested Actions:

Use START CHINIT to start the channel initiator. Check the Channel Initiator Status workspace. To access this workspace, select the Channel Initiator Status navigator item. The Channel Initiator Status workspace is available only on z/OS.

This situation will be superseded if the following situation becomes true.

3.1.2 DW_MQ_QMgr_ChlIni_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.



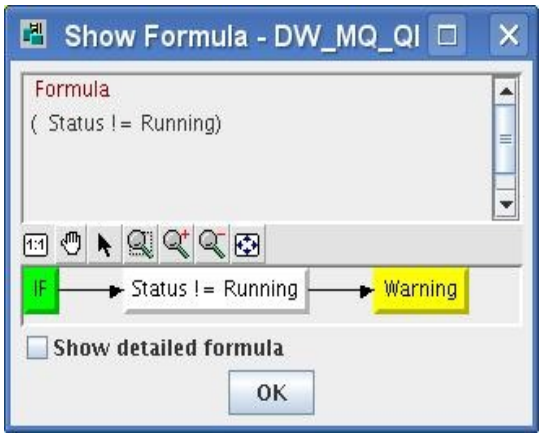
This situation supersedes the corresponding Warning situation.

3.1.3 DW_MQ_QMgrLstStatus_W

Situation Description
Suggested Actions

Situation Description:

The listener is not running.



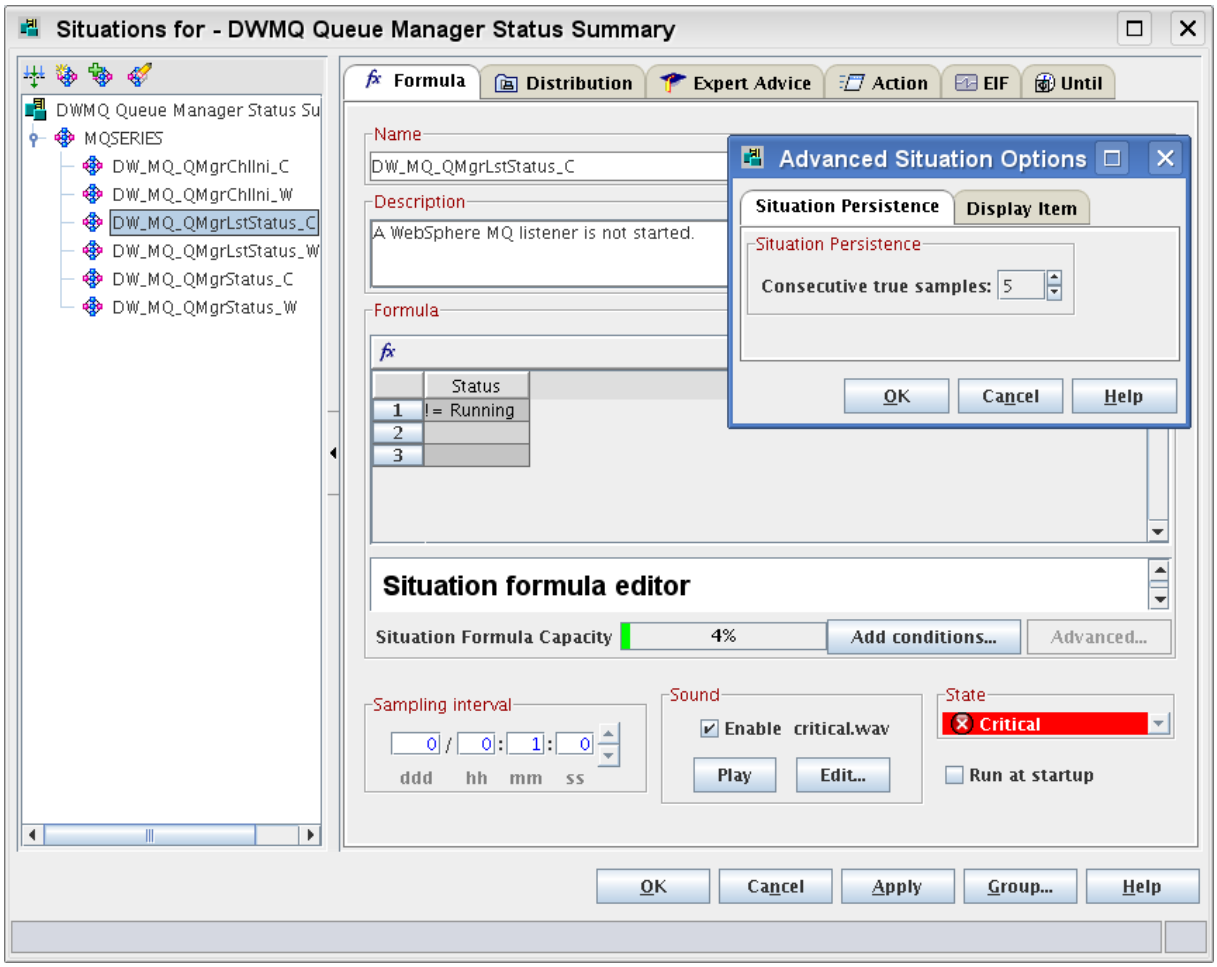
Suggested Actions:

Use START LISTENER to start a channel listener. Check the Listener Status workspace for data associated with this situation. It is available as an alternative workspace under the Queue Manager Status navigator item.

This situation will be superseded if the following situation applies.

3.1.4 DW_MQ_QMgrLstStatus_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.



This situation supersedes the corresponding Warning situation.

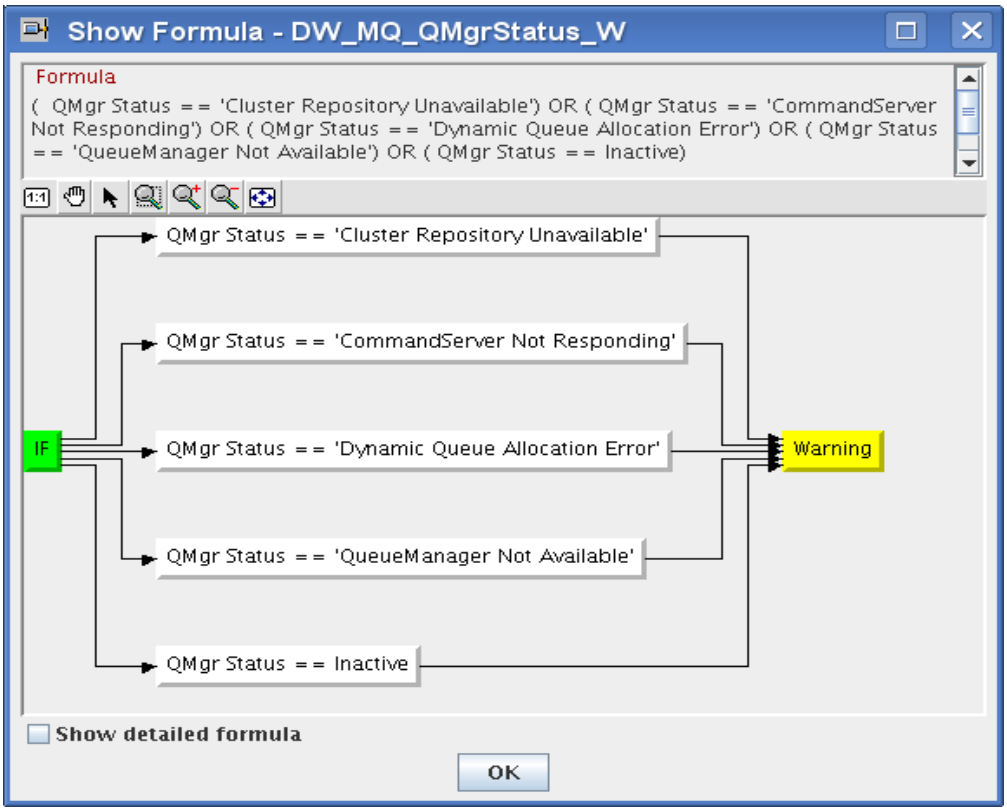
3.1.5 DW_MQ_QMgrStatus_W

Situation Description

Suggested Actions

Situation Description:

A problem is detected in a queue manager.



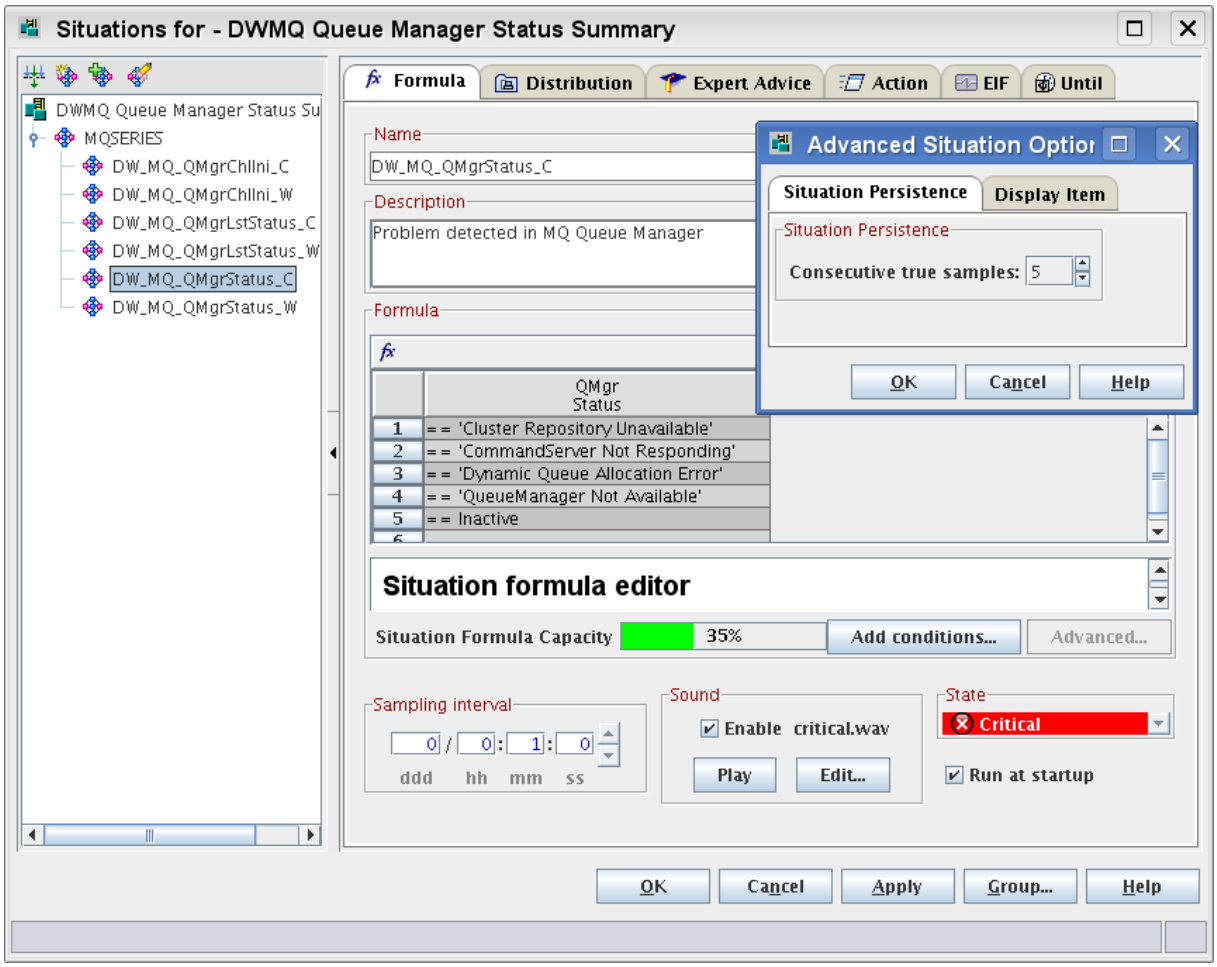
Suggested Actions:

Determine the cause for this alert from the Queue Manager Status column in the Formula view and take the appropriate corrective action. Check the Queue Manager Status workspace for data associated with this situation. Click the Queue Manager Status navigator item to access this workspace.

This situation will be superseded if the following situation applies for the same queue manager.

3.1.6 DW_MQ_QMgrStatus_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.



This situation supersedes the corresponding Warning situation.

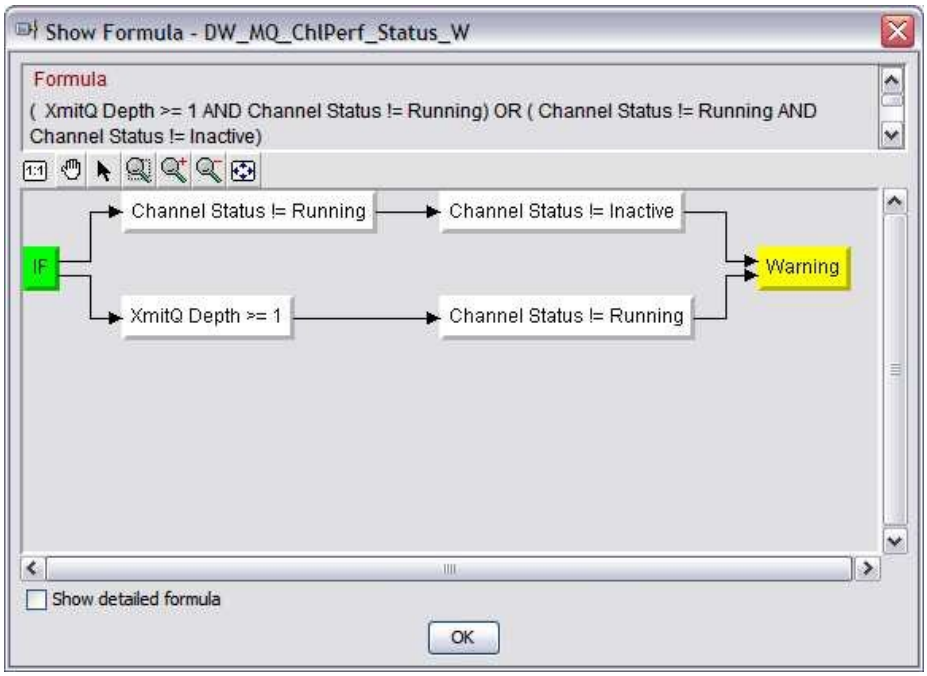
3.2 Channel Monitoring

3.2.1 DW_MQ_ChlPerf_Status_W

Situation Description
Suggested Actions

Situation Description:

Even while there are messages on the transmission queue for the named channel, the channel is not switching into the state "Running". This indicates some problems.



There are only two states we could accept:

- Running -- this means everything is fine and data might be transfered
- Inactive -- there is currently no data to transfer, but the channel is ready to switch to the status running as soon as data arrives.

All other states indicate that the channel is in a problem, in service or in a transient process (switching from Inactive to Running or vice versa).

Suggested Actions:

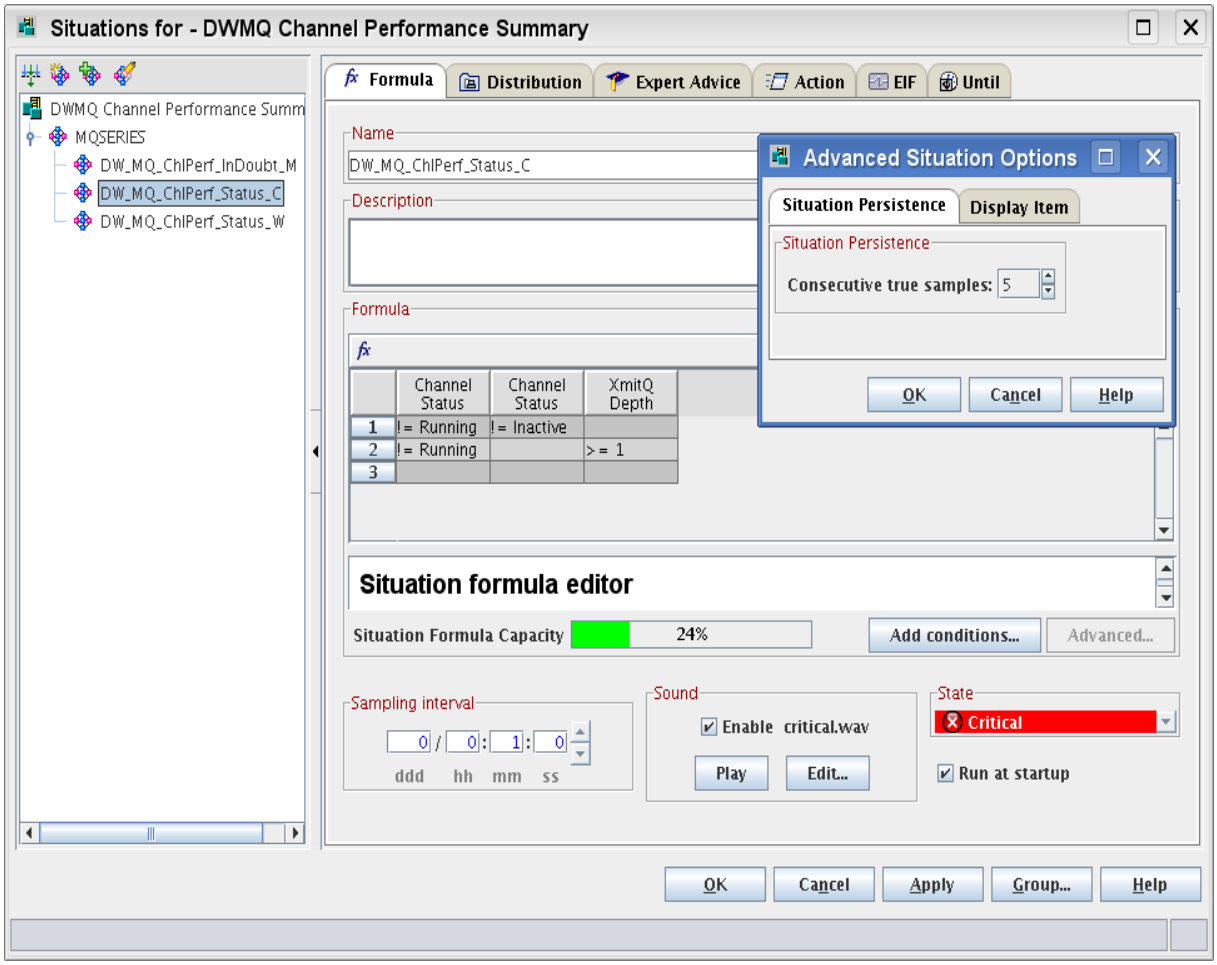
Please verify the following:

- In which status is the channel in?
- Why can't the channel start up?
- Is the remote system available?
- Is the counterpart of the channel properly defined?
- Are the communication parameters correctly set for that channel definition (in most cases -- host and port no.)?
- Are there any issues on the remote systems which might impact the startup of the channel?
- Are there any open issues in the local operating system -- in former times processes were not able to start (think about the MCA process)

This situation will be superseded if the following situation applies to the same channel.

3.2.2 DW_MQ_ChlPerf_Status_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.



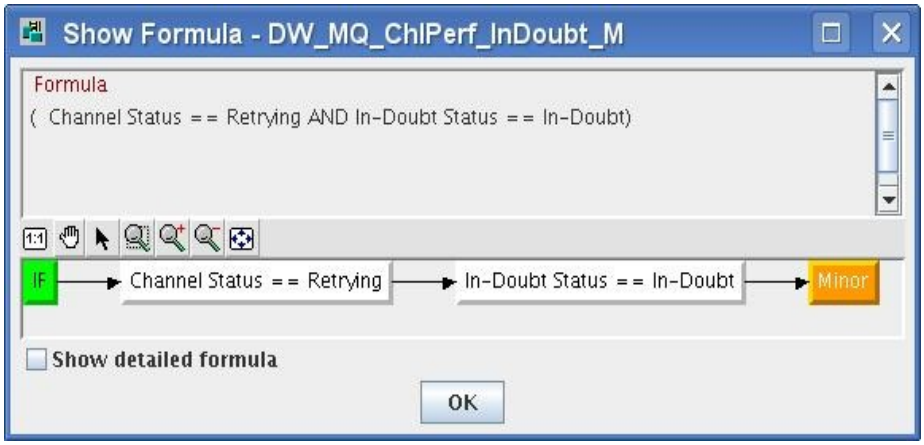
This situation supersedes the corresponding Warning situation.

3.2.3 DW_MQ_ChlPerf_InDoubt_M

Situation Description
Suggested Actions

Situation Description:

The status of the channel is marked as in-doubt, while it is trying to restart the connection.



Suggested Actions:

Please verify the following:

- In which status is the channel in?
- Why can't the channel start up?
- Is the remote system available?
- Is the counterpart of the channel properly defined?
- Are the communication parameters correctly set for that channel definition (in most cases -- host and port no.)?
- Are there any issues on the remote systems which might impact the startup of the channel?
- Are there any open issues in the local operating system -- in former times processes were not able to start (think about the MCA process)

3.3 Dead-Letter Queue Monitoring

In most WebSphere MQ infrastructures each queue manager hosts a dead letter queue. By default, a queue SYSTEM.DEAD.LETTER.QUEUE is created with the queue manager.

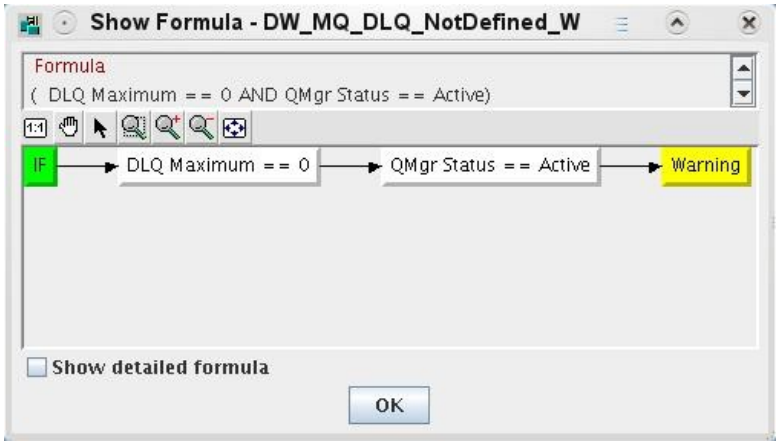
3.3.1 DW_MQ_DLQ_NotDefined_W

Situation Description

Suggested Actions

Situation Description:

OMEGAMON XE for Messaging reports, that the maximal queue depth for the Dead-Letter Queue (DLQ) is 0.



This indicates, that there is no useful DLQ definition available.

"The dead-letter queue (or undelivered-message queue) is the queue to which messages are sent if they cannot be routed to their correct destination. Messages are put on this queue when they cannot be put on the destination queue for some reason (for example, because the queue does not exist, or because it is full). Dead-letter queues are also used at the sending end of a channel, for data-conversion errors.

We strongly recommend that you define a dead-letter queue for each queue manager. If you do not, and the MCA is unable to put a message, it is left on the transmission queue and the channel is stopped.

However, using dead-letter queues can affect the sequence in which messages are delivered, and so you may choose not to use them." (from IBM WebSphere MQ Intercommunication Guide)

Make your decision, and deploy this situation to production queue managers where appropriate.

Suggested Actions:

If the situation becomes true, check the following things:

1. Does the entry in the queue manager definition point to an defined queue in the queue manager?
2. Is the defined DLQ in a proper state?

Ask your MQ system administrator for assistance if required.

If no DLQ is defined, all subsequent situations are obsolete.

3.3.2 DW_MQ_DLQ_NoDLQHandler_I

This situation becomes true as soon as there is no reader on the referenced DLQ.

Remark:

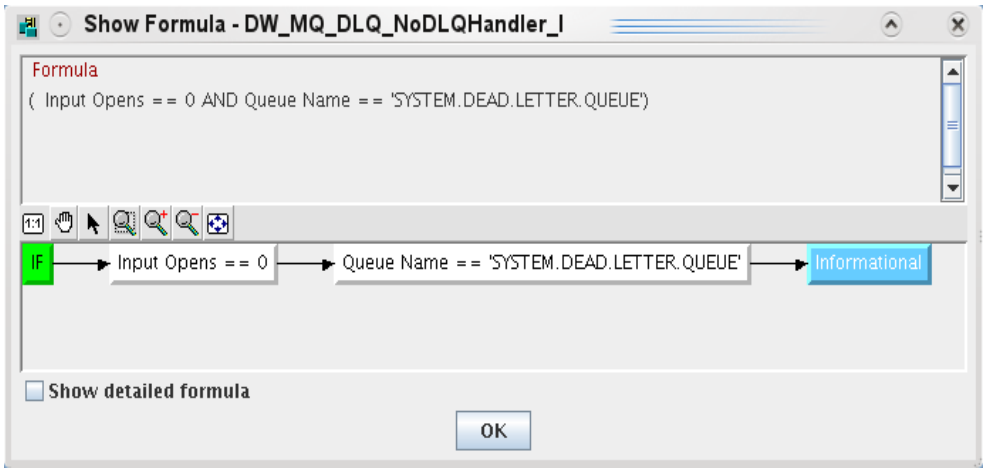
Please change the name of the monitored queue, to the name of your DLQ.

Situation Description

Suggested Actions

Situation Description:

There is no input open active on the Dead Letter Queue. This indicates, that there is no DLQ Handler active. Any messages put onto this queue will remain there unprocessed.



The MQ system dead letter queue is the "backup queue" for messages coming from other queue managers via channel connections. All messages will be put to the target queue if possible. The message channel agent (MCA) is responsible to receive these messages from the channel and place them on a save location. If the target queue can't be used, the system dead leader queue is used as a temporary save store. With that mechanism the MQ queue manager is able to assure the promise that no message will be lost. When the MCA commits the message to be received, the message is stored on any queue, the target queue or the dead letter queue. If the MQ manager cannot write to one of these two choices, it will disable the transport across the MCA serving the specific channel. That means, the channel will be disabled.
In summary, the absence or the overfilling of the dead letter queue will lead to disabled channels and might harm the flow of messages through the entire MQ system, if messages can't be put to the destination queue.

Suggested Actions:

Please contact the MQ Administrator and ask for assistance on that status:

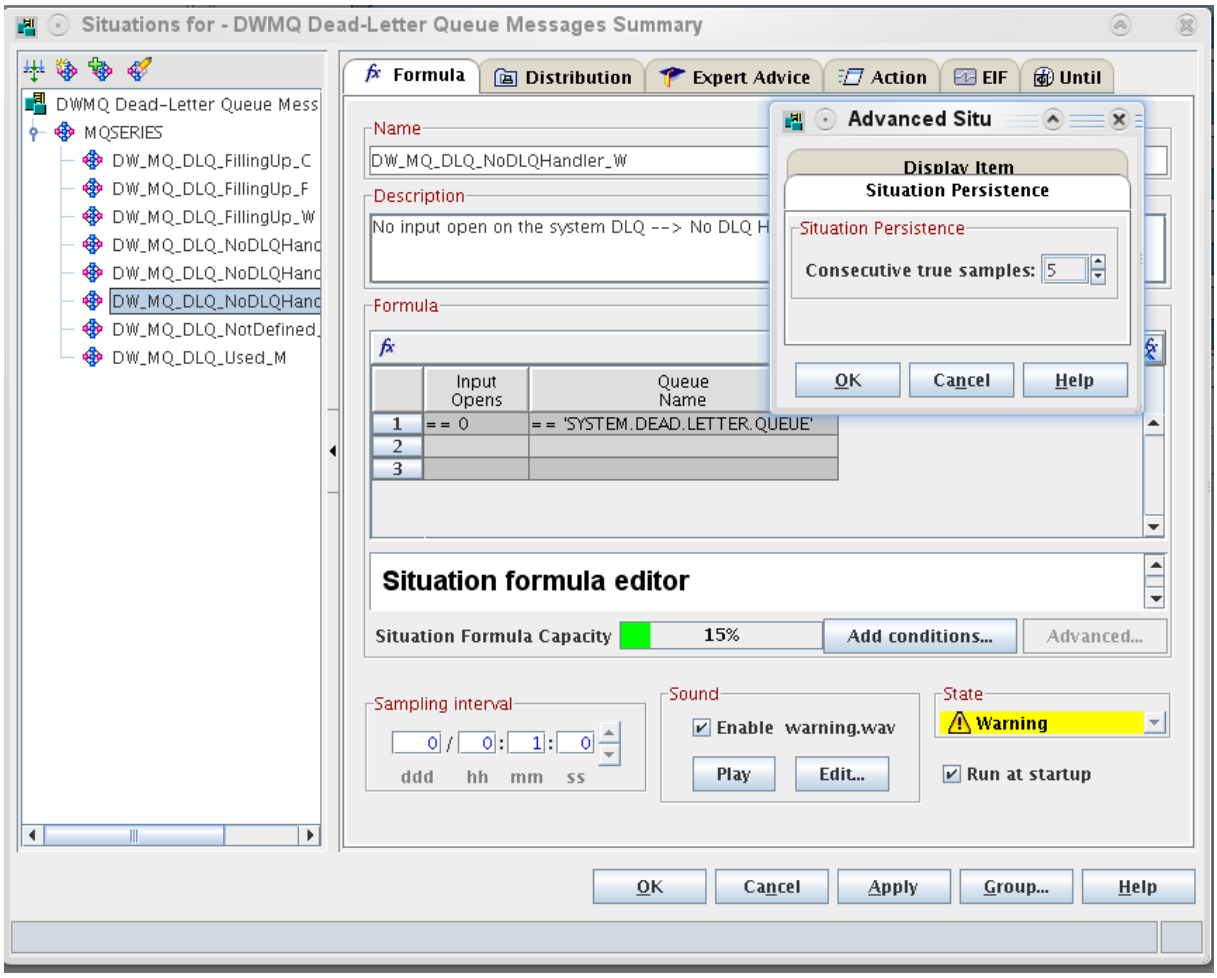
1. Why is there no DLQ handler started?
2. Did the DLQ handler fail for some reasons?

3.3.3 DW_MQ_DLQ_NoDLQHandler_W

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.

Remark:

Please change the name of the monitored queue, to the name of your DLQ.



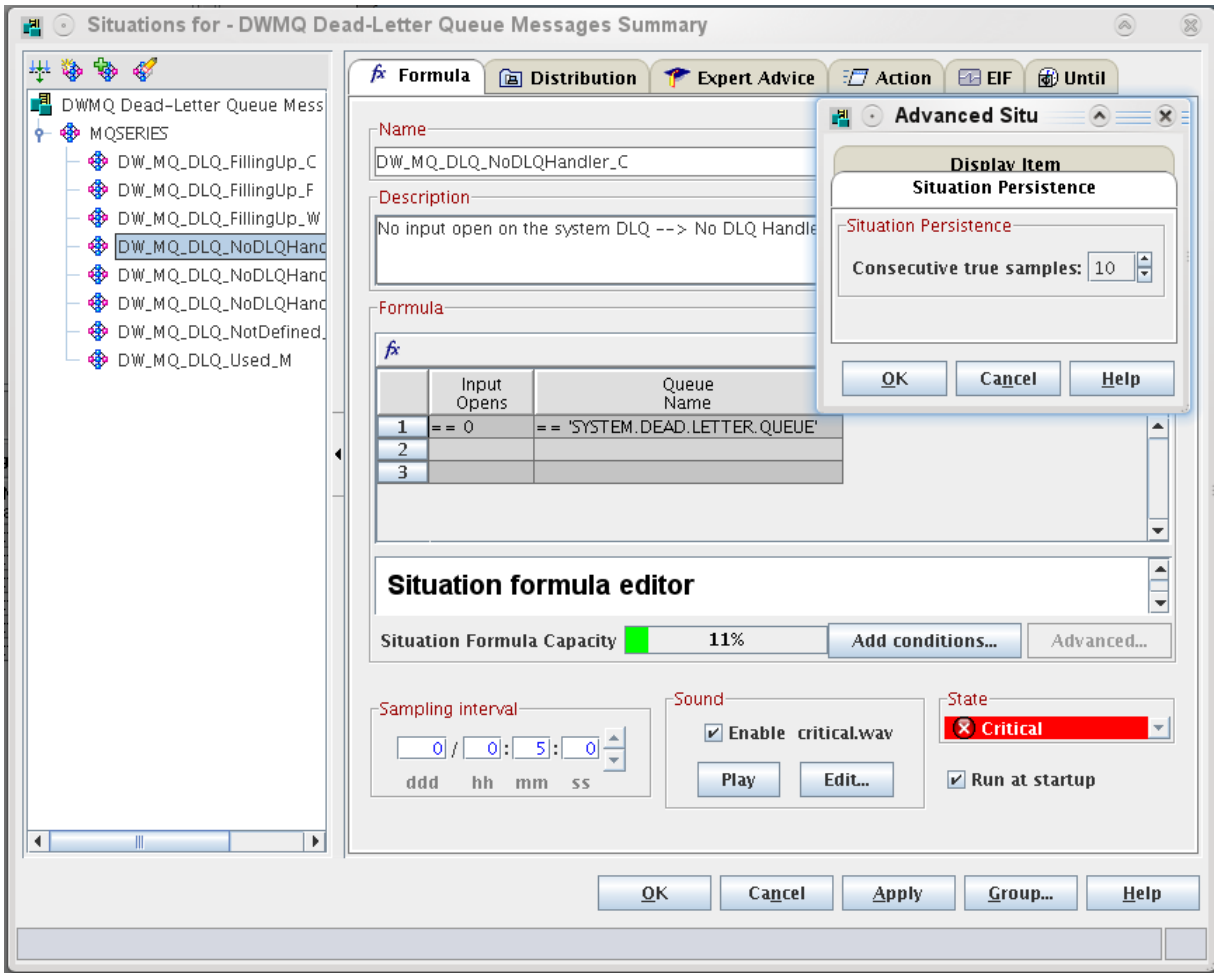
That means, this situation is raised after five minutes after the missing DLQ Handler has been detected.

3.3.4 DW_MQ_DLQ_NoDLQHandler_C

The situation is almost identical to the one above, except that fact, that it takes ten consecutive true samples to become true.

Remark:

Please change the name of the monitored queue, to the name of your DLQ.



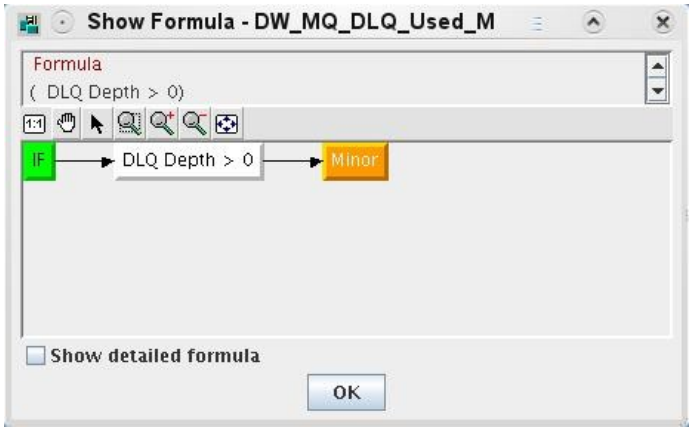
That means, this situation is raised after ten minutes after the missing DLQ Handler has been detected.

3.3.5 DW_MQ_DLQ_Used_M

Situation Description
Suggested Actions

Situation Description:

There are messages on the Dead Letter Queue.



The dead-letter queue (or undelivered-message queue) is the queue to which messages are sent if they cannot be routed to their correct destination. Messages are put on this queue when they cannot be put on the destination queue for some reason (for example, because the queue does not exist, or because it is full). Dead-letter queues are also used at the sending end of a channel, for data-conversion errors. For more details, please refer to the WebSphere MQ Intercommunication Guide online.

Suggested Actions:

Please contact the MQ Administrator and ask for commitment or assistance on that status.

1. Why is the dead letter queue filling up?
2. Determine the reason, why messages are redirected to the Dead Letter Queue rather than be put to the destination queue.

   To do so, use the Dead-Letter Queue Workspace in the navigator tree to inspect the messages on the Dead-Letter Queue.

3. Fix the issue:

   1. Queue full -- the target queue is full?
      Makes sure that the consuming program/application reading the messages from the target queue is working properly.
   2. Queue does not exist?
      Verify the reason, why the target queue is missing. Inform the application manager.
      Create the missing queue from scratch or backup. Make sure that the new created queue is also read and cleaned by a consuming application.
   3. For all other reasons -- follow the guidelines in the WebSphere MQ manuals.

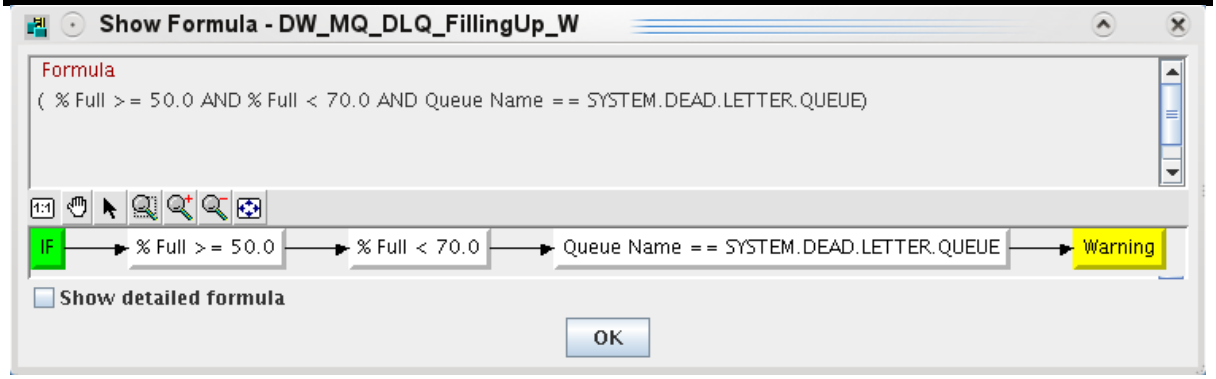
Changes to the MQ system might be taken by using the MQ Configuration tool (component of the OMEGAMON XE for Messaging offering), if available.

3.3.6 DW_MQ_DLQ_FillingUp_W

This situations tests the usage of the DLQ and sends out an event accordingly.

Remark:

Please change the name of the monitored queue, to the name of your DLQ.



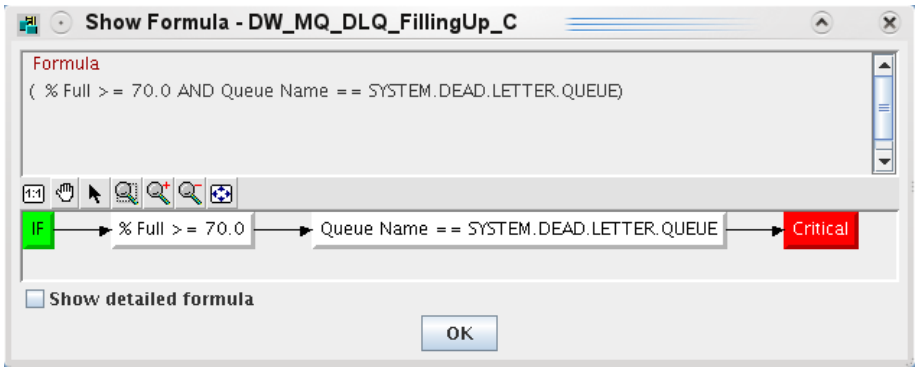
While the advice is the same as before, it is left aside.

3.3.7 DW_MQ_DLQ_FillingUp_C

This situations tests the usage of the DLQ and sends out an event accordingly. This situation will be set to fals, if the corresponding FATAL situation becomes true.

Remark:

Please change the name of the monitored queue, to the name of your DLQ.



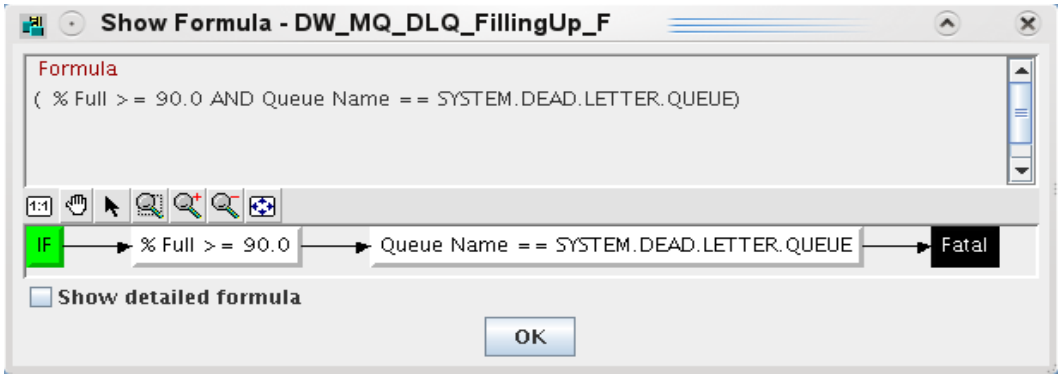
While the advice is the same as before, it is left aside.

3.3.8 DW_MQ_DLQ_FillingUp_F

This situations tests the usage of the DLQ and sends out an event accordingly.

Remark:

Please change the name of the monitored queue, to the name of your DLQ.



While the advice is the same as before, it is left aside.

3.4 Queue Statistics Monitoring

All subsequent monitoring rules are intended to watch for a proper status of all the queues in the MQ infrastructure. Some of the situations use filters on the queue names which have to be changed accordingly to fit with your naming convention.

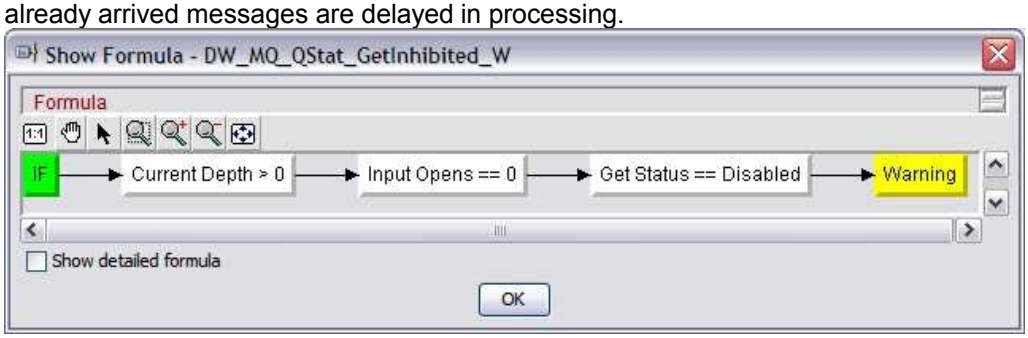
3.4.1 DW_MQ_QStat_GetInhibited_W

Situation Description

Suggested Actions

Situation Description:

The named queue is not allowed to be opened for reading messages from. The already arrived messages are delayed in processing.



Suggested Actions:

Please contact the MQ Administrator and/or the application manager and ask for commitment for that status.

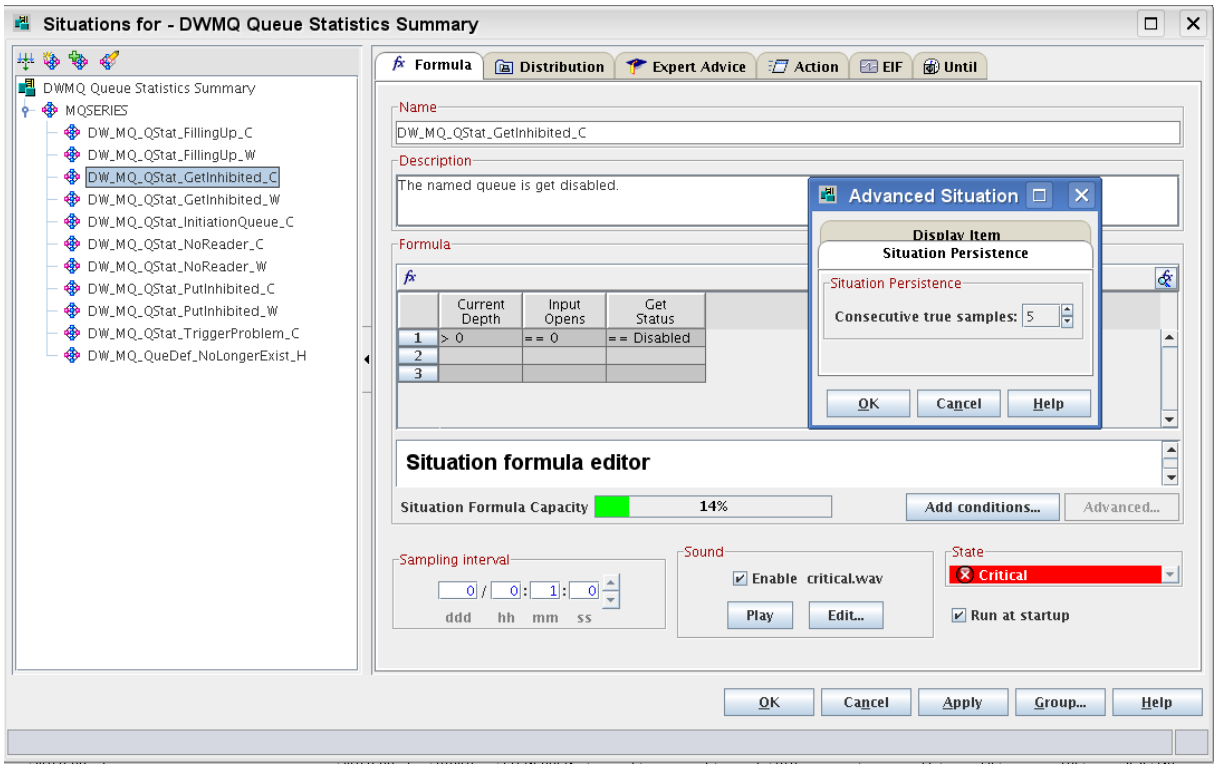
1. If this status of the queue is correct, mark the situation as acknowledged (How long should it last?).
    1. Make sure that the consuming application is able to handle this status correctly.
    2. While the queue is still open for Put Requests (Output), make sure that the queue depth is high enough.
    3. Other situations may arise shortly.
2. If the status of the queue is incorrect perform the following activities (MQ administration rights are required):
    1. Change the "Get Inhibited" flag to "false"
    2. If this queue is monitored by a trigger, make sure that the trigger will be thrown again, so that the consuming program will be started automatically.
    3. Check the operation of the consuming program.
       If possible, start more consumers to increase the consumption. Make sure, that the messages are read in time.
3. Identify the programs, which are writing to that queue. Make sure that these processes are working properly.

Changes to the MQ system might be taken by using the MQ Configuration tool (component of the OMEGAMON XE for Messaging offering), if available.

This situation will be superseded if the following situation applies for the same queue.

3.4.2 DW_MQ_QStat_GetInhibited_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.



That means, this situation is raised after five minutes after this configuration has been detected. This situation supersedes the corresponding Warning situation.

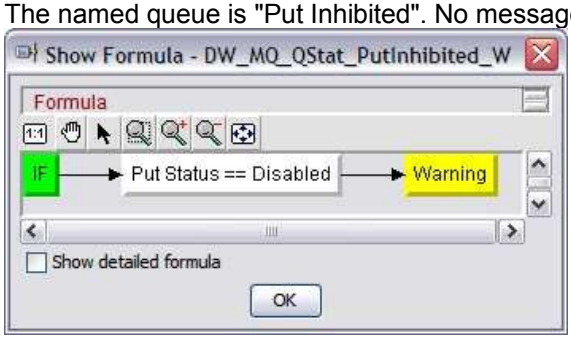
3.4.3 DW_MQ_QStat_PutInhibited_W

Situation Description

Suggested Actions

Situation Description:

The named queue is "Put Inhibited". No messages could be put onto the queue.



Suggested Actions:

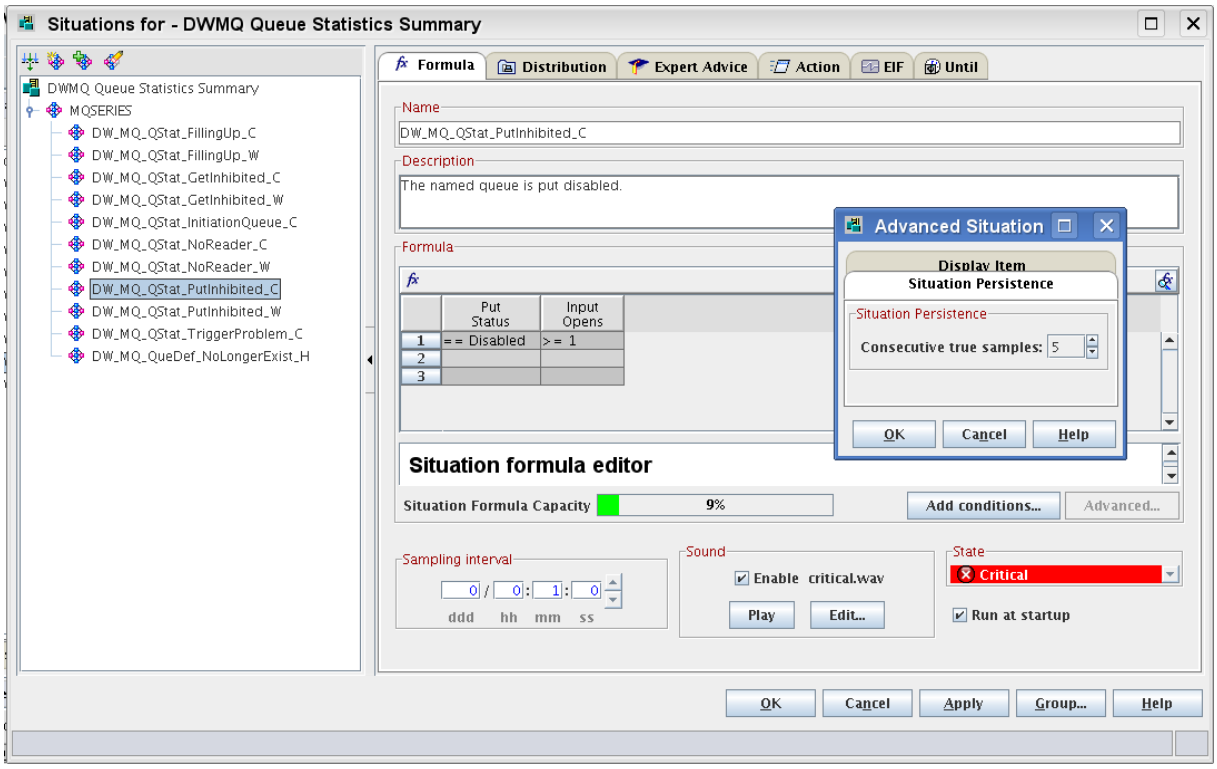
Please contact the MQ Administrator and/or the application manager and ask for commitment for that status.

1. If this status of the queue is correct, mark the situation as acknowledged (How long should it last?).
    1. Make sure that both, the sending and the consuming applications are able to handle this status correctly.
    2. While the queue is not open for Put Requests (Output), make sure that remote mechanisms of MQ (Remote Queues, Transmission Queues and the Dead Letter Queue are enabled to handle this state.
    3. Other situations may arise shortly.
2. If the status of the queue is incorrect perform the following activities (MQ administration rights are required):
    1. Change the "Put Inhibited" flag to "false"
    2. Check the content of the Dead Leader Queue and perform required actions to clean up, if required.

Changes to the MQ system might be taken by using the MQ Configuration tool (component of the OMEGAMON XE for Messaging offering), if available.

3.4.4 DW_MQ_QStat_PutInhibited_C

The situation is almost identical to the one above, except that fact, that it takes five consecutive true samples to become true.

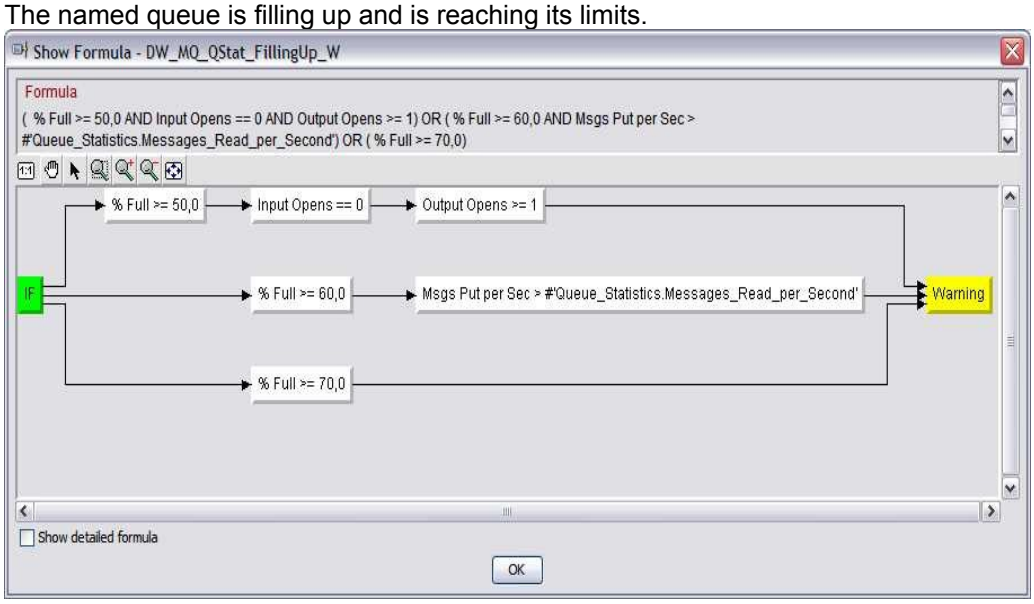


That means, this situation is raised after five minutes after this configuration has been detected. This situation supersedes the corresponding Warning situation.

3.4.5 DW_MQ_QStat_FillingUp_W

Situation Description:

The named queue is filling up and is reaching its limits.



Situation Description

Suggested Actions

Suggested Actions:

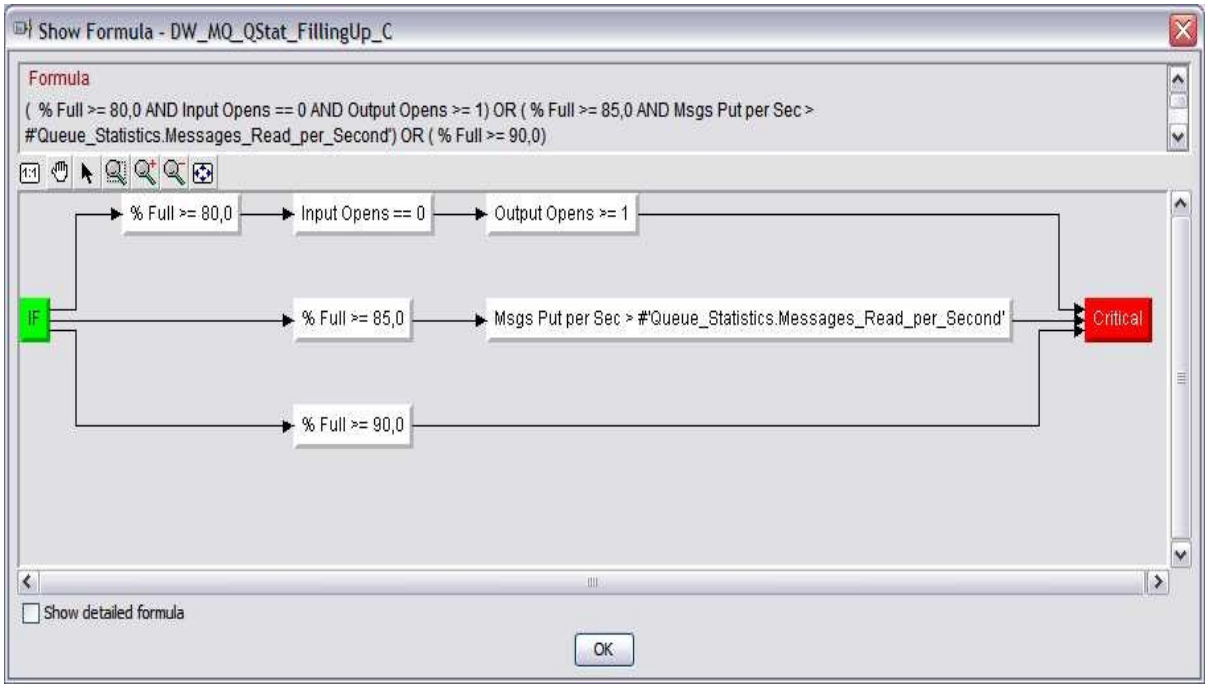
Check the reasons for this extensive queuing:

1. Which processes should read theses messages?
2. Are these processes active ("Input Opens > 0")?
   Start the program, which should read these messages.
3. Is the Put Rate higher than the Get Rate?
   If possible, start more consumers to increase the consumption. Make sure, that the messages are read in time.
4. Identify the programs, which are writing to that queue. Make sure that these processes are working properly.

This situation will be superseded if the following situation applies for the same queue.

3.4.6 DW_MQ_QStat_FillingUp_C

The situation is almost identical to the one above, except that the threshold values are a little higher.



This situation supersedes the corresponding Warning situation.

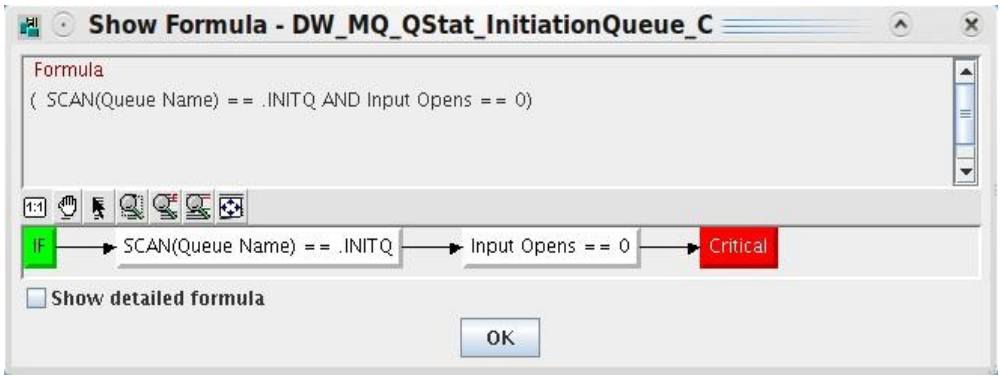
3.4.7 DW_MQ_QStat_InitiationQueue_C

Situation Description

Suggested Actions

Situation Description:

Following the given naming convention, the highlighted queue is used as an initiation queue to start consuming programs for service on other queues.



Unfortunately no trigger program is currently reading the initiation queue.

Suggested Actions:

Double-check the status of the responsible trigger program.

1. If the program is not started, please start it.
2. Use the provided link capabilities to identify the queues, which are in charge of that initiation queue.
3. Inform the system administrator to fix the identified issue, if you can't succeed by yourself.

Remark:

Please amend the queue name selection to fit your naming conventions.

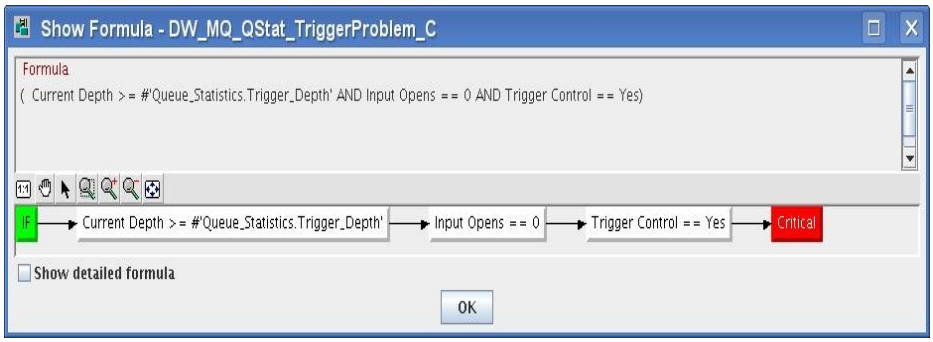
3.4.8 DW_MQ_QStat_TriggerProblem_C

Situation Description

Suggested Actions

Situation Description:

Even the trigger condition for the queue is fulfilled, there is no consumer (no input opens) on the queue. This indicates serious problems in the work flow of WebSphere MQ.



Suggested Actions:

Please perform the following actions:

- Double check the local queue definitions:
  - Is the process definition correct?
  - Is the correct initiation queue referenced?
- Initiation queue:
  - Is the queue controlled by a trigger program?
  - Double-check the status of the initiation queue
- Process definition:
  - Does the referenced program in the process definition exist?
  - Could the program be found on the search path in the calling user context?
  - Is the program accessible for the acting user id?
  - Are the parameter correct, given to the program?

To avoid false alarms, the situation must be true for two consecutive intervals The interval is set to 60 seconds.

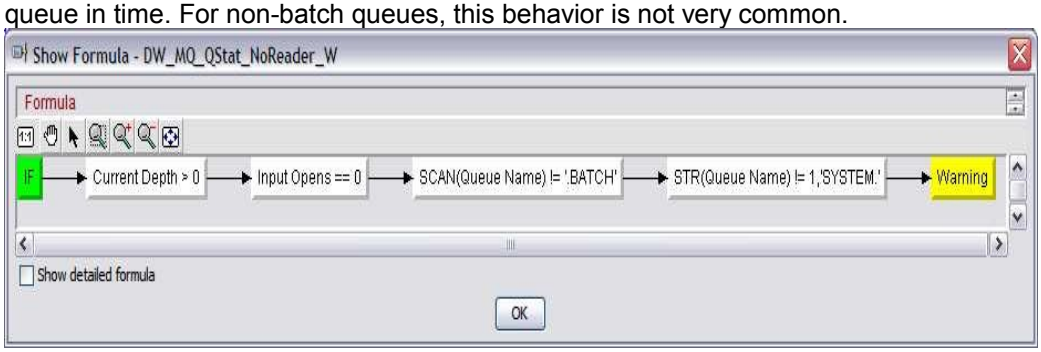
3.4.9 DW_MQ_QStat_NoReader_W

[Situation Description](#)

[Suggested Actions](#)

Situation Description:

No queue reader is attached to the named queue. The messages are not read from that queue in time. For non-batch queues, this behavior is not very common.



System queues are not monitored within this situation.

Suggested Actions:

Check the reason:

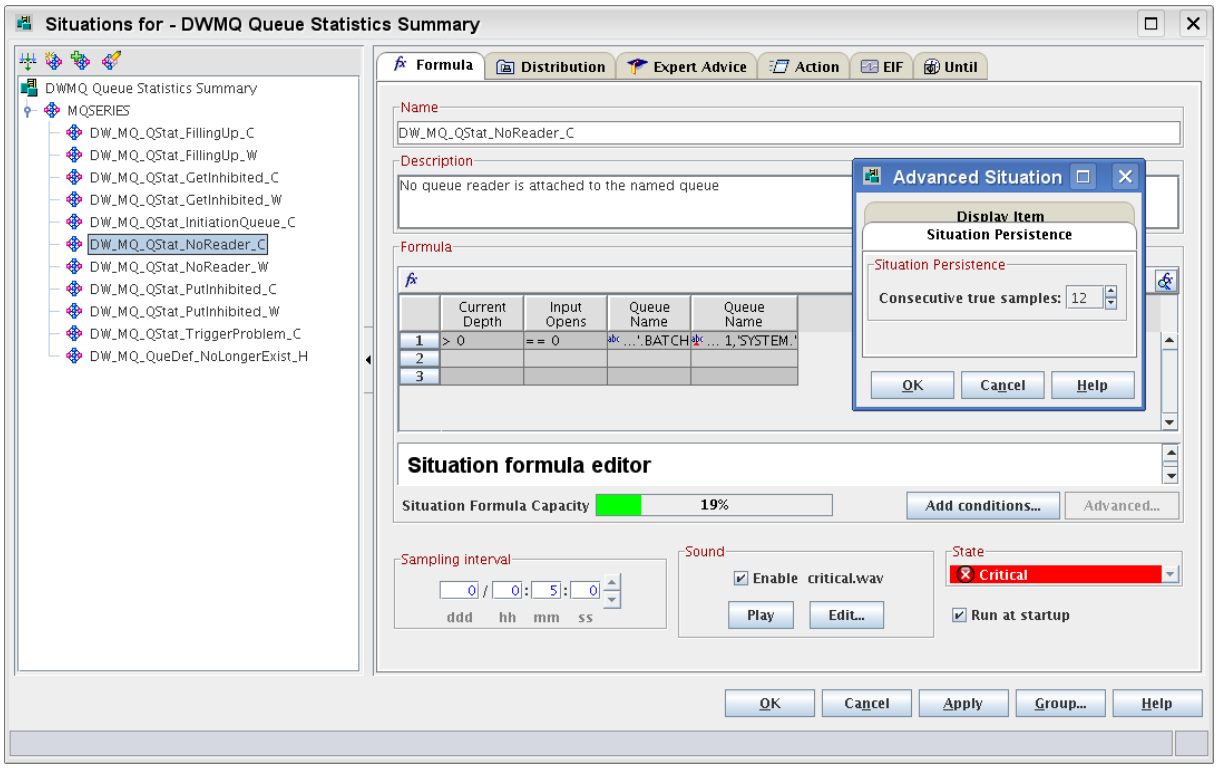
1. Which processes should read theses messages?
2. Are these processes active ("Input Opens > 0")?
   Start the program, which should read these messages.

Remark:

Please amend the queue name selection to fit your naming conventions.

3.4.10DW_MQ_QStat_NoReader_C

The situation is almost identical to the one above, except that fact, that it takes twelve consecutive true samples to become true.



That means, this situation is raised after twelve minutes after this configuration has been detected. This situation supersedes the corresponding Warning situation.

Remark:

Please amend the queue name selection to fit your naming conventions.

3.5 Missing Objects

In an agile WebSphere MQ environment it's very common to delete MQ objects from time to time. On the other hand it's always a good idea to check the existence of objects, if an application fails for some reasons. The following two rules should help to identify potential faulty setups in advance, by highlighting recent deletions.

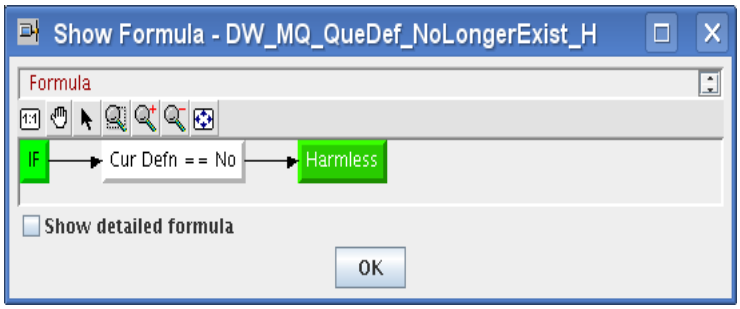
3.5.1 DW_MQ_QueDef_NoLongerExist_H

Situation Description

Suggested Actions

Situation Description:

A queue definition has been deleted in WebSphere MQ itself. This is not a problem by itself. The situation is a reminder only, that this object is no longer accessible and if an application is now reporting issues, this might be a good hint to start fixing the issue here.



Suggested Actions:

Please contact the MQ Administrator and/or the application manager and ask for commitment for that status.

1. If this status of the queue is correct, mark the situation as acknowledged without expiry date. The situation will go away as soon as the agent releases the reminded queue definition (default is 8 hours).
2. If the status of the queue is incorrect perform the following activities (MQ administration rights are required):
    1. Reinstate the queue definition as it was before using your backup tools.
    2. Check the content of the Dead Leader Queue and perform required actions to clean up, if required.

Changes to the MQ system might be taken by using the MQ Configuration tool (component of the OMEGAMON XE for Messaging offering), if available.

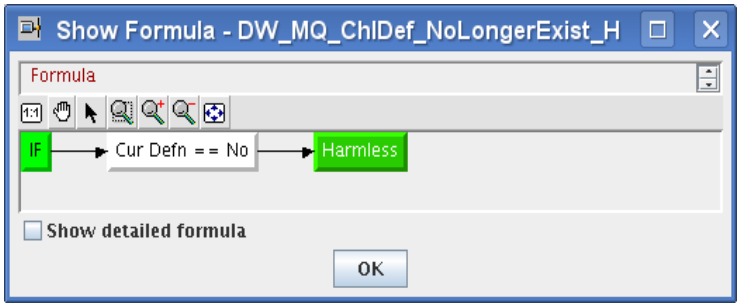
3.5.2 DW_MQ_ChlDef_NoLongerExist_H

Situation Description

Suggested Actions

Situation Description:

A channel definition has been deleted in WebSphere MQ. This is not a problem by itself. The situation is a reminder only, that this object is no longer accessible and if an application is now reporting issues, it might be a good hint to start fixing the issue here.



Suggested Actions:

Please contact the MQ Administrator and/or the application manager and ask for commitment for that status.

1. If this status of the channel is correct, mark the situation as acknowledged without expiry date. The situation will go away as soon as the agent releases the reminded channel definition (default is 8 hours).
2. If the status of the channel is incorrect, perform the following activities (MQ administration rights are required):
    1. Reinstate the channel definition as it was before using your backup tools.
    2. Check the content of the Dead Leader Queue and perform required actions to clean up, if required.

Changes to the MQ system might be taken by using the MQ Configuration tool (component of the OMEGAMON XE for Messaging offering), if available.

3.6 Error Log Monitoring

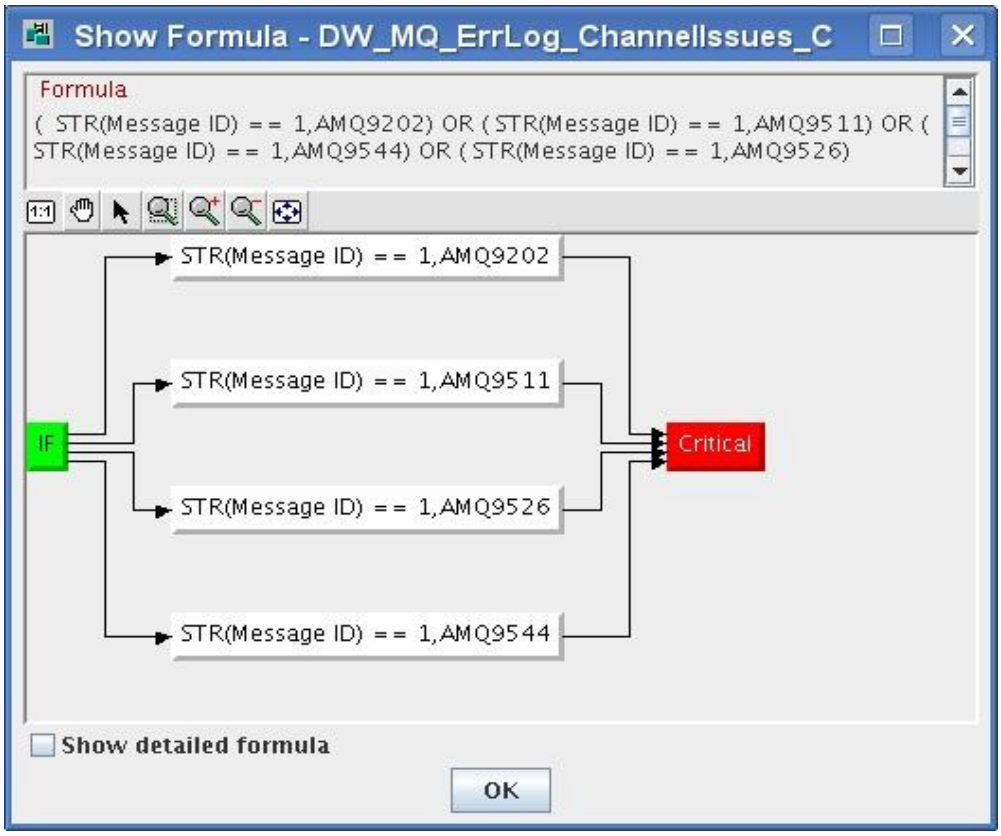
3.6.1 DW_MQ_ErrLog_ChannelIssues_C

Situation Description

Suggested Actions

Situation Description:

A remarkable error has been reported in the error log.



Based on the AMQ error numbers, a log entry has been identified as critical.

Suggested Actions:

Read the error description and the suggested user action carefully and try to fix the issue.

In ITM, take the ownership for that event (Acknowledge) and close the event after fixing the issue. Pure events will never be removed from ITM automatically.

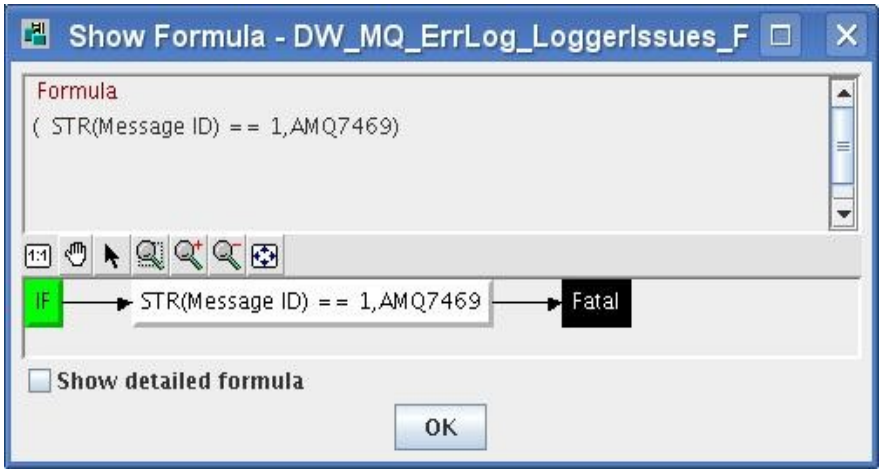
3.6.2 DW_MQ_ErrLog_LoggerIssues_F

Situation Description

Suggested Actions

Situation Description:

A remarkable error has been reported in the error log.



Based on the AMQ error numbers, a log entry has been identified as critical.

Suggested Actions:

Read the error description carefully and try to fix the issue.

In ITM, take the ownership for that event (Acknowledge) and close the event after fixing the issue. Pure events will never be removed from ITM automatically.

4 ITM V6.2 Situation Package Usage

Warning:

Before using this situation package, please remember the following:

Any situations with the same name will be overwritten and detached from all navigators, if importing from a XML file, using the import features from ITM.

4.1 Package Content – Delivered Files

- File `DWLab_SituationAdvice_V1.1.tar.gz`
  This file contains the situation advice.
- File `DWLab_SituationBulkExport_V1.1.tar.gz`
  This contains the result of the `tacmd bulkexportsit` command.

4.2 Implementing the Prepared Situation Advice

The situation advices have to be placed on the Tivoli Enterprise Portal Server (TEPS) system.

The compressed tar `DWLab_SituationAdvice.tar.gz` file contains the required HTML pages in the required sub-directory structure.

- Unix/Linux

  Copy the file `DWLab_SituationAdvice_V1.1.tar.gz` to the root directory of the "CW" component of your Tivoli Enterprise Portal Server.

  `$CANDLEHOME/$BIN_ARCH/cw`

  Example: cp /tmp/`DWLab_SituationAdvice_V1.1.tar.gz`
  `/opt/IBM/ITM/li6263/cw/.`

- Windows

  Copy the file `DWLab_SituationAdvice.tar.gz` to "`CNB`" directory of your Tivoli Enterprise Portal Server.

  Example: `copy c:\temp\DWLab_SituationAdvice_V1.1.tar.gz`
  `D:\IBM\ITM\CNB\.`

Expand the file and double-check for the correct file location.

4.3 Loading the Situations

All ITM situations are stored in the Tivoli Enterprise Managing Server (TEMS). To make situations visible in the navigation tree, they have to be attached in the location of your choice. Loading new situations (importing situations) is a two step procedure:

1. Import situations, using the tacmd commands:
   - On Unix/Linux:
     - Copy the file `DWLab_SituationBulkExport_V1.1.tar.gz` into the home directory of the user, who will execute the import.
     - Delete (or rename) and already existing sub-directory `Bulk` in the user's home directory.
     - Extract all files from the archive `DWLab_SituationBulkExport_V1.1.tar.gz.` A new directory `Bulk` will be created.
     - Login to TEMS, where situations should be uploaded to using the command `tacmd login`
     - Execute the command `tacmd bulkimportsit` without any parameters.
   - On Windows:
     - Copy the file `DWLab_SituationBulkExport_V1.1.tar.gz` into a directory of your choice.
     - Make sure, that there is no sub-directory named `Bulk`, in that location.
     - Extract all files from the archive `DWLab_SituationBulkExport_V1.1.tar.gz.` A new directory `Bulk` will be created.
     - Open a `DOS` command window
     - Login to TEMS, where situations should be uploaded to using the command `tacmd login`
     - Execute the command `tacmd bulkimportsit` specifying the input directory
2. Attach the situations to the navigator items in your navigation tree using the attach facility of the situation editor.

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