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Support

Can't find Operating System Libraries required for Information Server 11.7.1.2 installation

Troubleshooting

Problem

One or more of the Operating System libraries that are required to use Information Server 11.7.1.2 cannot be found.

Currently, the system requirements are listed for this version. The link to these system requirements can be found on the following web page:

https://www.ibm.com/support/pages/infosphere-information-server-v11712-detailed-system-requirements

(https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableI d=D5A9B4902E5811EAA4D90B2ED71CC70E&osPlatforms=Linux&mandatoryCapIds=30%7C47%7C9%7C16%7C26 &optionalCapIds=7%7C24%7C70%7C186%7C61)

Symptom

A user is running an installation command such as:

```
yum -y install netstat
```

Then, the user sees a message similar to the following:

```
No match for argument: netstat

Error: Unable to find a match: netstat
```

Cause

The library names and the available versions often change when updates to operating systems are made, so the names and versions of the libraries listed might not be up to date.

Environment

Red Hat Enterprise Linux 8 ("RHEL 8")

Diagnosing The Problem

You can search for the missing libraries, commands, and library files by using the **yum whatprovides** command.

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```
yum whatprovides libcrypto.so.1
```

You can also run the **yum whatprovides** command to locate libraries, such as the *bc* library:

```
yum whatprovides bc
```

Alternatively, to find a library with a command named netstat, you may run:

```
yum whatprovides netstat
```


Resolving The Problem

Run the installation command for each library that is specified from the output of the "what provides" command.

```
yum -y install "output of yum whatprovides"
```

Do not put quotations in the command itself when you are running it, the quotes are a placeholder.

For example, you can install the *bc* library:

```
yum -y install bc
```

You can also install a missing library file directly with the installation command. For example, you can run this command:

```
yum -y install libcrypto.so.1
```

By using the library name without the version, the installation command installs the latest version for the correct operating system.
You can specify the architecture (for example, x86_64) as an extension in the name.
When you install libraries, a summary appears. Use the summary to confirm that you are installing the correct libraries with the correct architecture.

The **netstat** command is an example of a library where the name of the library that needs to be installed is different. The library can be downloaded by installing the **net-tools** library for RHEL 8.

To install all the libraries required for Information Server 11.7.1.2 on RHEL 8 without a Microservices tier, run the following command:

```
yum -y install bc net-tools lsof glibc libXp libXau libXext libX11 lib
```

Check the installation summary to confirm the library architecture is "x86_64" or "noarch". If the architecture is not shown as "x86_64" or "noarch", add the architecture as an extension to

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```
yum -y install bc.x86_64 net-tools.x86_64 lsof.x86_64 glibc.x86_64 lib
```

If you are adding a Microservices tier, you can also run the following command to add the other required libraries:

```
yum -y install ansible epel-release bash.x86_64 bash-completion conntr
```

If the **ansible** library does not install successfully, use the ansible documentation to troubleshoot.

- Documentation: Install **ansible** on
  RHEL: https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-on-rhel-centos-or-fedora
  (https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-on-rhel-centos-or-fedora)

- Documentation: Install **ansible** by using
  pip: https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-with-pip *(https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-with-pip)*

Related Information

Software Compatibility Report for Information Server 11.7.1.2

(https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=D5A9B4902E5811EA A4D90B2ED71CC70E&osPlatforms=Linux&mandatoryCapIds=30%7C47%7C9%7C16%7C26&optionalCapIds=7%7C24%7C70%7C186%7C 61)

Documentation: Install ansible on RHEL:

(https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-on-rhel-centos-or-fedora)

Documentation: Install ansible by using pip:

(https://docs.ansible.com/ansible/latest/installation_guide/intro_installation.html#installing-ansible-with-pip)

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