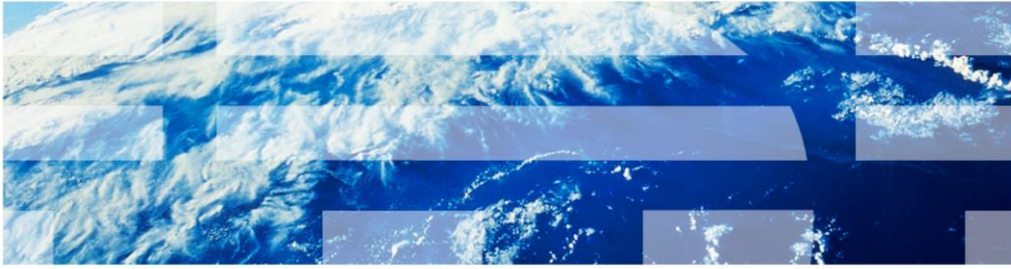


# Tivoli Netcool Service Quality Manager V4.1.4

Ensuring a successful stop on AIX



© 2012 IBM Corporation

Tivoli Netcool Service Quality Manager V4.1.4, Procedure to stop Tivoli Netcool Service Quality Manager and steps to ensure the processes are stopped successfully on an AIX server.

## Objectives

After completing this module, you can perform these tasks:

- Stop all Tivoli Netcool Service Quality Manager sap processes or a specific sap process
- Force a Tivoli Netcool Service Quality Manager sap process to stop
- Stop the rest of the Tivoli Netcool Service Quality Manager related processes

After completing this module, you can perform these tasks:

- Stop all Tivoli Netcool Service Quality Manager sap processes or a specific sap process.
- Force a Tivoli Netcool Service Quality Manager sap process to stop.
- Stop the rest of the Tivoli Netcool Service Quality Manager related processes.

The information in this module enables you to perform a clean stop of the Tivoli Netcool Service Quality Manager processes on an AIX server, and gives you the ability to identify an issue if one arises when stopping the processes before contacting IBM support.

## Stopping the Tivoli Netcool Service Quality Manager

The sequence for this action is contained in the following list:

- Stop Tivoli Netcool Service Quality Manager sap processes
- Stop the Tivoli Netcool Service Quality Manager process manager
- Stop the Tivoli Netcool Service Quality Manager process monitor
- Stop the Tivoli Netcool Service Quality Manager web portal
- Stop the WebSphere Message Broker
- Stop the Tivoli Directory Server
- Stop Oracle databases

The sequence to stop the Tivoli Netcool Service Quality Manager:

Stop Tivoli Netcool Service Quality Manager sap processes.

Stop the Tivoli Netcool Service Quality Manager process manager.

Stop the Tivoli Netcool Service Quality Manager process monitor.

Stop the Tivoli Netcool Service Quality Manager web portal.

Stop the WebSphere Message Broker.

Stop the Tivoli Directory Server.

Stop Oracle databases.

## Stopping Tivoli Netcool Service Quality Manager sap processes

- Log in as **saserver** on the application or consolidated server
- To stop all the Tivoli Netcool Service Quality Manager sap processes, run:  
`sap stop`
- To stop only one of the Tivoli Netcool Service Quality Manager sap processes, run:  
`sap stop <process>`
- For example, to stop rmom process, you can run:  
`sap stop rmom`
- To stop a group of Tivoli Netcool Service Quality Manager sap processes, run:  
`sap stop <group of processes>`
- For example, to stop client processes, you can run:  
`sap stop client`

You can stop a single Tivoli Netcool Service Quality Manager sap process, a group of Tivoli Netcool Service Quality Manager sap processes, or all of the Tivoli Netcool Service Quality Manager sap processes using a single command. In the event when you want to stop the Tivoli Netcool Service Quality Manager, you can run the **sap stop** command to stop all Tivoli Netcool Service Quality Manager sap processes as **saserver** on the application or consolidated server. You can also stop a single Tivoli Netcool Service Quality Manager sap process using the **sap stop <process>** command, and a group of Tivoli Netcool Service Quality Manager sap processes using the **sap stop <group of processes>** command.

## Verifying that the Tivoli Netcool Service Quality Manager processes are stopped

- Run `sap disp -l` to display the status of sap processes
- The Tivoli Netcool Service Quality Manager sap process can change state from STARTED to stopping to stopped
- For example, `unix> sap stop summaryom`
- `sap disp -l`

NAME	STATE	SINCE	HOST	GROUP	STIME	PID
summaryom	stopping	21:37:50	server1	cem	21:37:33	10910

NAME	STATE	SINCE	HOST	GROUP	STIME	PID
summaryom	stopped	-	server1	cem	-	-

You can run **sap disp -l** to display the status of Tivoli Netcool Service Quality Manager sap processes. When a Tivoli Netcool Service Quality Manager sap process is stopped using the **sap stop <process>** command, the sap process state can change from started to stopping and finally to stopped. An example is provided showing the state of summaryom process when it was stopped.

## Process that is stopped with error

If a Tivoli Netcool Service Quality Manager sap process is stopped with error, the state can change to failed

For example:

NAME	STATE	SINCE	HOST	GROUP	STIME	PID
summaryom	failed	21:43:08	server1	cem	21:43:00	-

- If the process failed, you need to review the errors in the log file for the process that failed, which is available in the **\$WMCROOT/logs/<process>** directory
- For the summaryom error listed above, the logs are available in the **\$WMCROOT/logs/summaryom** directory

If a process stopped with error, the state can change to failed. An example is shown in the slide where summaryom process is found with a failed state. When the process fails, review the errors in the log file for the process available in the **\$WMCROOT/logs/<process>** directory, where *<process>* is the name of the process. For the summaryom error listed above, the logs are available in the **\$WMCROOT/logs/summaryom** directory.

## Forcing a Tivoli Netcool Service Quality Manager sap process to stop

If a Tivoli Netcool Service Quality Manager sap process hangs, you can force the process to stop. Check the logs to confirm if the process hangs before proceeding:

- Find the Tivoli Netcool Service Quality Manager sap process pid by running the `ps -ef | grep <process>` command, for example:  
`ps -ef | grep customerom`
- Use the `kill` command to stop the process:  
`kill -TERM pid`
- If the `kill -TERM` does not stop the process, you can run the following command:  
`kill -9 pid`
- Remove the pid files from the `$WMCROOT/var/pid` directory. For example:  
`rm $WMCROOT/var/pid/customerom~9008.pid`

If you found a Tivoli Netcool Service Quality Manager sap process taking a very long time to stop, you can check the logs to confirm if the process has hung. If there are no new entries in the logs for a long period, then you can proceed to kill the process using the `kill` command. First, find the Tivoli Netcool Service Quality Manager sap process pid by executing: `ps -ef | grep <process>` command, for example: `ps -ef | grep customerom`. Then, use the `kill` command: `kill -TERM pid`, where pid is the process pid from the first command. If the `kill -TERM` does not stop the process, you can run `kill -9 pid` to stop the process. After the process is stopped, you can proceed to remove the pid files from the `$WMCROOT/var/pid` directory. For example: `rm $WMCROOT/var/pid/customerom~9008.pid`.

## Stopping the summaryom process

- The summaryom process can take considerable longer to stop than other processes and remain in a *stopping* state for a long time; this is the default behavior
- Users should never terminate the summaryom process directly. It should be stopped using only the **sap stop** command. **Do not attempt to manually terminate this process. You should not shut down the Oracle database while the summaryom process is in the stopping state.**

Special consideration needs to be taken before stopping the summaryom process. It is the expected behavior of the summaryom process to take a considerable longer period to stop than other processes and remain in a stopping state for a longer period of time. Users should never terminate the summaryom process directly. It should be stopped only using the **sap stop** command. **Do not attempt to manually kill this process. Do not shut down the Oracle database while the summaryom process is in the stopping state.**



## Stopping the Tivoli Netcool Service Quality Manager process manager

- Log in as **saserver** on the application or consolidated server
- To stop the Tivoli Netcool Service Quality Manager process manager, run this command:  
`sapmgr stop`
- To check whether the process stopped, run this command:  
`ps -ef | grep sapmgr`  
No process should be returned if the Tivoli Netcool Service Quality Manager process manager stopped.
- If you are unable to stop the Tivoli Netcool Service Quality Manager process manager, check the logs for any errors within the **\$WMCROOT/logs/sapmgr** directory

To stop the Tivoli Netcool Service Quality Manager process manager, log in as **saserver** on the application or consolidated server. To stop the Tivoli Netcool Service Quality Manager process manager, run the command: **sapmgr stop**. To check whether the process stopped, run this command: **ps -ef | grep sapmgr**. This command confirms that the Tivoli Netcool Service Quality Manager process manager stopped when no process is returned. If you are unable to stop the Tivoli Netcool Service Quality Manager process manager, check the logs for any errors within the **\$WMCROOT/logs/sapmgr** directory.

## Stopping the Tivoli Netcool Service Quality Manager process monitor

- Log in as **saserver** on the application or consolidated server
- To stop the Tivoli Netcool Service Quality Manager process monitor, run this command:  
`sapmon stop`
- To check whether the process stopped, run this command:  
`ps -ef | grep sapmon`  
No process should be returned if the Tivoli Netcool Service Quality Manager process monitor stopped
- If you are unable to stop Tivoli Netcool Service Quality Manager process monitor, check the logs for any errors within the **\$WMCROOT/logs/sapmon** directory

To stop the Tivoli Netcool Service Quality Manager process monitor, log in as **saserver** on the application or consolidated server. To stop the Tivoli Netcool Service Quality Manager process monitor, run the command: **sapmon stop**. To check whether the process stopped, run this command: **ps -ef | grep sapmon**. This command confirms that the Tivoli Netcool Service Quality Manager process monitor stopped when no process is returned. If you are unable to stop the Tivoli Netcool Service Quality Manager process monitor, check the logs for any errors within the **\$WMCROOT/logs/sapmon** directory.

## Stopping Tivoli Netcool Service Quality Manager web portal

- Log in as user **saserver** on the application or consolidated server
- To stop the Tivoli Netcool Service Quality Manager web portal, run the command:  
`/etc/rc.d/init.d/wpsa stop`
- To check whether the process stopped, run this command:  
`ps -ef | grep isc`  
There should be no running WebSphere process if the Tivoli Netcool Service Quality Manager web portal stopped
- To verify whether your process stopped successfully, see the logs in:  
`/appl/IBM/WebSphere/AppServer/profiles/isc/logs/server1/stopServer.log`

In order to stop the Tivoli Netcool Service Quality Manager web portal, log in as **saserver** on the application or consolidated server. To stop the Tivoli Netcool Service Quality Manager web portal, run the command: **`/etc/rc.d/init.d/wpsa stop`**. To check whether the process stopped, run this command: **`ps -ef | grep isc`**. This command confirms that the Tivoli Netcool Service Quality Manager web portal stopped when no process is returned. To verify whether your process stopped successfully, see the logs in: **`/appl/IBM/WebSphere/AppServer/profiles/isc/logs/server1/stopServer.log`**.

## Stopping the WebSphere Message Broker

- Log in as user **saserver** on the application or consolidated server
- To stop the WebSphere Message Broker, run the command:  
`/etc/rc.d/init.d/wmbasa stop`
- To check whether the process stopped, run this command:  
`ps -ef | grep wmb`  
There should be no running wmb process if the process stopped
- To verify whether your process stopped successfully, see the logs in:  
`/appl/IBM/WebSphere/AppServer/profiles/wmb/logs/server1/stopServer.log`

In order to stop WebSphere Message Broker, log in as **saserver** on the application or consolidated server. To stop the WebSphere Message Broker, run the command **`/etc/rc.d/init.d/wmbasa stop`**. To check whether the process stopped, run this command: **`ps -ef | grep wmb`**. This command confirms that WebSphere Message Broker stopped when no process is returned. To verify whether your process stopped successfully, see the logs in: **`/appl/IBM/WebSphere/AppServer/profiles/wmb/logs/server1/stopServer.log`**

## Stopping the Tivoli Directory Server

- To stop the Tivoli Directory Server, run this command as user **root** on the application or consolidated server:

```
/etc/rc.d/init.d/tdssa stop
```

- To check whether the process stopped, run these commands:

- `ps -ef | grep ibmslapd`

- `ps -ef | grep ibmdiradm`

There should be no running process

- To verify whether your process stopped successfully, see the logs in:

```
/appl/ldap/idsslapd-idsinst/logs/ibmslapd.log
```

To stop Tivoli Directory Server, log in as **root** on the application or consolidated server. To stop the Tivoli Directory Server, run the command **/etc/rc.d/init.d/tdssa stop**. To check whether the process stopped, run these commands: **ps -ef | grep ibmslapd** and **ps -ef | grep ibmdiradm**. These commands confirm that Tivoli Directory Server stopped when no process is returned. To verify whether your process has stopped successfully, see the logs in **/appl/ldap/idsslapd-idsinst/logs/ibmslapd.log**.

## Stopping Oracle databases

sadb is the main database that Tivoli Netcool Service Quality Manager uses

- To stop the Oracle databases, run this command as user **oracle** on the database or consolidated server:  
**dbshut \$ORACLE\_HOME**
- To stop the Oracle listener, run this command:  
**lsnrctl stop**

Currently, sadb is the main database that is used by Tivoli Netcool Service Quality Manager. To stop Oracle databases, log in as **oracle** on the database or consolidated server. To stop the Oracle databases, run the command **dbshut \$ORACLE\_HOME**. To stop the Oracle listener, run the command **lsnrctl stop**.

## Sequence to stop the Tivoli Netcool Service Quality Manager core

To stop the Tivoli Netcool Service Quality Manager 4.1.4 application on an AIX server, run these commands in sequence:

- Stop Tivoli Netcool Service Quality Manager sap processes as user saserver on the application or consolidated server:  
`sap stop`
- Stop the Tivoli Netcool Service Quality Manager process manager as user saserver on the application or consolidated server:  
`sapmgr stop`
- Stop the Tivoli Netcool Service Quality Manager process monitor as user saserver on the application or consolidated server:  
`sapmon stop`
- Stop the Tivoli Netcool Service Quality Manager web portal as user saserver on the application or consolidated server:  
`/etc/rc.d/init.d/wpsa stop`
- Stop the WebSphere Message Broker as user saserver on the application or consolidated server:  
`/etc/rc.d/init.d/wmbasa stop`
- Stop the Tivoli Directory Server as user root on the application or consolidated server:  
`/etc/rc.d/init.d/tdssa stop`
- Stop Oracle databases as user oracle on the database or consolidated server:  
`dbshut $ORACLE_HOME`  
`lsnrctl stop`

This page gives you the sequence of commands to stop the Tivoli Netcool Service Quality Manager core and related processes on an AIX server.

## Summary

Now that you have completed this module, you can perform these tasks:

- Stop all Tivoli Netcool Service Quality Manager sap processes or a specific sap process
- Force a Tivoli Netcool Service Quality Manager sap process to stop
- Stop the rest of the Tivoli Netcool Service Quality Manager related processes

Now that you have completed this module, you can perform these tasks:

- Stop all Tivoli Netcool Service Quality Manager sap processes or a specific sap process.
- Force a Tivoli Netcool Service Quality Manager sap process to stop.
- Stop the rest of the Tivoli Netcool Service Quality Manager related processes.





## Trademarks, disclaimer, and copyright information

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. Other product and service names might be trademarks of IBM or other companies. A current list of other IBM trademarks is available on the web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at <http://www.ibm.com/legal/copytrade.shtml>

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

THE INFORMATION CONTAINED IN THIS PRESENTATION IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE EFFORTS WERE MADE TO VERIFY THE COMPLETENESS AND ACCURACY OF THE INFORMATION CONTAINED IN THIS PRESENTATION, IT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. IN ADDITION, THIS INFORMATION IS BASED ON IBM'S CURRENT PRODUCT PLANS AND STRATEGY, WHICH ARE SUBJECT TO CHANGE BY IBM WITHOUT NOTICE. IBM SHALL NOT BE RESPONSIBLE FOR ANY DAMAGES ARISING OUT OF THE USE OF, OR OTHERWISE RELATED TO, THIS PRESENTATION OR ANY OTHER DOCUMENTATION. NOTHING CONTAINED IN THIS PRESENTATION IS INTENDED TO, NOR SHALL HAVE THE EFFECT OF, CREATING ANY WARRANTIES OR REPRESENTATIONS FROM IBM (OR ITS SUPPLIERS OR LICENSORS), OR ALTERING THE TERMS AND CONDITIONS OF ANY AGREEMENT OR LICENSE GOVERNING THE USE OF IBM PRODUCTS OR SOFTWARE.

© Copyright International Business Machines Corporation 2012. All rights reserved.

© 2012 IBM Corporation