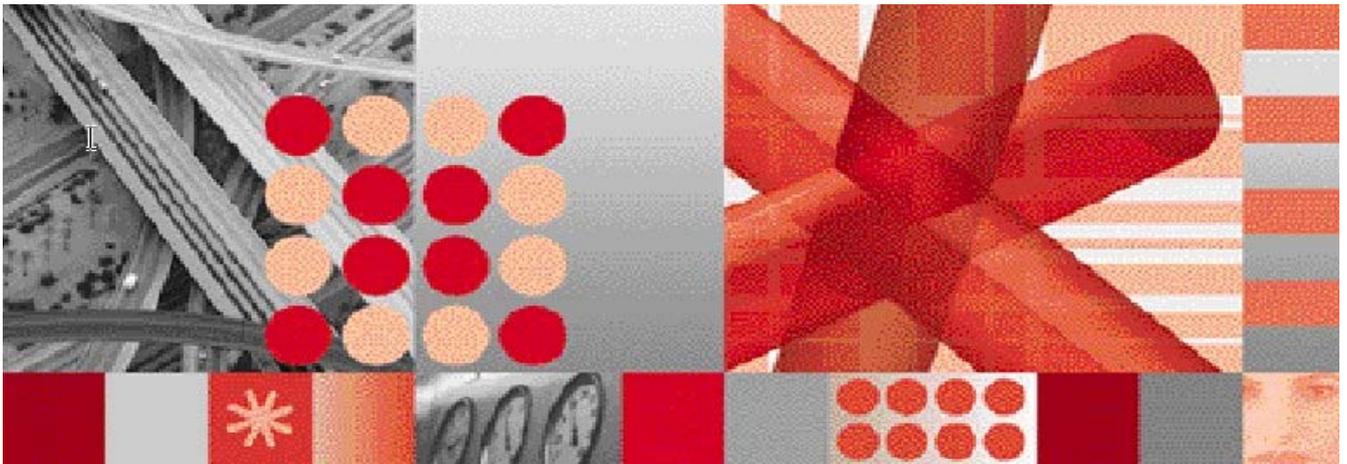


Version 1.2.1.1



Release Notes

**TIVOLI NETCOOL SERVICE QUALITY MANAGER ROAMING SERVICE SOLUTION RELEASE NOTES**

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**Note:** Before using this information and the product it supports, read the information in Notices on page 18.

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This edition applies to Version 1, Release 2, Modification 1.1 of the IBM Tivoli Netcool Service Quality Manager Roaming Service Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

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# Table of Contents

<b>1</b>	<b>About this Documentation</b>	<b>5</b>
1.1	Audience	5
1.2	Required Skills and Knowledge	6
1.3	Document Conventions	6
1.4	User Publications	7
<b>2</b>	<b>Release Details</b>	<b>10</b>
<b>3</b>	<b>Media Content</b>	<b>10</b>
<b>4</b>	<b>Hardware Specification</b>	<b>11</b>
<b>5</b>	<b>Software Requirements</b>	<b>11</b>
<b>6</b>	<b>Installation</b>	<b>12</b>
6.1	Installation	12
6.1.1	Service Solution Model Version	12
<b>7</b>	<b>Known Issues</b>	<b>13</b>
7.1	CR 43049	13
	Description	13
	Impact	13
	Workaround	13
7.2	CR 59244	13
	Description	13
	Impact	13
	Workaround	13
<b>8</b>	<b>Fixed Issues</b>	<b>14</b>
8.1	CR 55442	14
	Description	14
	APARs addressed	14
8.2	CR 71956	14
	Description	14
	APARs addressed	14
8.3	CR 71192	14
	Description	14
	APARs addressed	14
8.4	CR 71959	15
	Description	15
	APARs addressed	15
8.5	CR 71964	15
	Description	15
	APARs addressed	15
8.6	CR 71194	15
	Description	15
	APARs addressed	15

8.7	CR 62606 .....	15
	Description .....	15
8.8	CR 73117 .....	16
	Description .....	16
	APARs addressed .....	16
8.9	CR 72333 .....	16
	Description .....	16
	APARs addressed .....	16
8.10	CR 73129 .....	17
	Description .....	17
<b>Appendix A Notices .....</b>		<b>18</b>
	Trademarks .....	20

# 1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager Roaming Service Solution Release Notes guide is organized into the following chapters

**Table 1: Document Structure**

<b>Chapter</b>	<b>Description</b>
<a href="#">About this Documentation</a>	An overview of the Tivoli Netcool Service Quality Manager Roaming Service Solution documentation, which gives details of the intended audience and the structure of the guides.
<a href="#">Release Details</a>	Information on functionality provided in the release.
<a href="#">Media Content</a>	Details of media provided for the release.
<a href="#">Hardware Requirements</a>	Details of hardware required for the release.
<a href="#">Software Requirements</a>	Details of software required for the release.
<a href="#">Installation</a>	Details on guides to be followed during the installation of the product for the release.
<a href="#">Known issues</a>	Details on known issues included in the release and workarounds, if available.

## 1.1 Audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager Roaming Service Solution customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Solaris and/or AIX.

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**IMPORTANT:** Before attempting an installation of the Tivoli Netcool Service Quality Manager Roaming Service Solution you are strongly advised to read the release notes and any readme files distributed with your Tivoli Netcool Service Quality Manager Roaming software. Readme files and release notes may contain information specific to your installation not contained in this guide. Failure to consult readme files and release notes may result in a corrupt, incomplete or failed installation.

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**Note:** Tivoli Netcool Service Quality Manager Administrators should not, without prior consultation and agreement from IBM, make any changes to the Index Organized tables or database schema. Changes to the Index Organized tables or database schema may result in corruption of data and failure of the Service Quality Manager System. This applies to all releases of Tivoli Netcool Service Quality Manager using all versions of interfaces.

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## 1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- Unix® Operating Systems
- IP Networking
- GSM Roaming
- Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs

This guide also assumes that you are familiar with your company’s network and with procedures for configuring, monitoring, and solving problems on your network.

## 1.3 Document Conventions

The following command prompts can be seen throughout this document where the user has to enter commands at the command line:

- # (hash): This prompt will be displayed if the user is logged in as user `root`.
- \$ (dollar): This prompt will be displayed if the user is logged in as either the `saserver` or `oracle` user.

Please note the above prompts are not part of commands. All commands must be entered after these prompts.

This document uses the typographical conventions shown in the following table:

**Table 2: General Document Conventions**

<i><b>Format</b></i>	<i><b>Examples</b></i>	<i><b>Description</b></i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<a href="#">Link</a>	See <a href="http://www.sun.com">www.sun.com</a>	For links within a document or to the Internet.

## TIVOLI NETCOOL SERVICE QUALITY MANAGER ROAMING SERVICE SOLUTION RELEASE NOTES

<b>Bold</b>	<b>Note:</b> The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	A <i>busy hour</i> is... A web Server <i>must</i> be installed... See the <i>User Guide</i>	New terms, emphasis, and book titles.
Monospace	<code>./wminstall</code> <code>\$ cd /cdrom/cdrom0</code> <code>/xml/dict</code> <code>addmsc.sh</code> <code>core.spec</code> Type OK to continue.	Code text, command line text, paths, scripts, and file names. Text written in the body of a paragraph that the user is expected to enter.
<b>Monospace Bold</b>	<code>[root] # pkginfo   grep -i perl</code> system Perl5 On-Line Manual Pages system Perl 5.005_03 (POD Documentation) system Perl 5.005_03	For contrast in a code example to show lines the user is expected to enter.
<i>&lt;Monospace italics&gt;</i>	<code># cd &lt;oracle_setup&gt;</code>	Used in code examples: command-line variables that you replace with a real name or value. These are always marked with arrow brackets.
[square bracket]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

### 1.4 User Publications

The following user publications are provided with the Tivoli Netcool Service Quality Manager Roaming Service Solution software in Adobe® Portable Document Format (PDF).

**Table 3: Roaming Service Solution Documentation**

Document	Description
<i>Tivoli Netcool Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including Roaming.

## TIVOLI NETCOOL SERVICE QUALITY MANAGER ROAMING SERVICE SOLUTION RELEASE NOTES

<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Interface Control Guide</i>	Details the Roaming Service Solution input interface for Probe and End-to-End Active Test.
<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Release Notes</i>	Provides information on Roaming Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2 to 1.2.1.1 Upgrade Guide</i>	Provides information on how to upgrade the Roaming Service Solution to Version 1.2.1.1 from Version 1.2

The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.1 software in Adobe Portable Document Format (PDF) and HTML formats.

**Table 4: Tivoli Netcool Service Quality Manager User Publications & Online help**

<b>Document</b>	<b>Description</b>
<i>Release Notes</i>	Provides information on the Tivoli Netcool Service Quality Manager 4.1.1 release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Configuration Guide</i>	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI and Service Models applications) in Service Quality Manager.
<i>Monitoring Guide</i>	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in <i>Tivoli Netcool Service Quality Manager</i> .
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool Service Quality Manager.
<i>CEM Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Management system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on Solaris 10g.
<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.

**TIVOLI NETCOOL SERVICE QUALITY MANAGER ROAMING SERVICE SOLUTION RELEASE NOTES**

<i>Solaris System Administration Guide</i>	<p>Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:</p> <ul style="list-style-type: none"> <li>- Starting and stopping Tivoli Netcool Service Quality Manager.</li> <li>- Running batch processes such as archiving trace files and log files.</li> <li>- Backing up and restoring the system.</li> </ul>
<i>AIX System Administration Guide</i>	<p>Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:</p> <ul style="list-style-type: none"> <li>- Starting and stopping Tivoli Netcool Service Quality Manager.</li> <li>- Running batch processes such as archiving trace files and log files.</li> <li>- Backing up and restoring the system.</li> </ul>
<i>Upgrade Guide</i>	<p>Details how to upgrade Tivoli Netcool Service Quality Manager from v3.1.3 to v 4.1.1.</p>
<i>Business Objects Installation &amp; Configuration Guide</i>	<p>Provides information on the steps required to install and configure the Business Objects (v 6.5 or Xi) Server and Client for use with Tivoli Netcool Service Quality Manager.</p>
<i>Service Quality Manager Core Online Help</i>	<p>Provides information and procedures for using Tivoli Netcool Service Quality Manager client applications.</p>
<i>Customer Experience Management Online Help</i>	<p>Describes how to use and monitor the Customer Experience Management feature in the Tivoli Netcool Service Quality Manager.</p>
<i>SLA Webview Online Help</i>	<p>Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager.</p>

## 2 Release Details

Service Quality Manager Roaming 1.2.1 Service Solution provides the Probe (Probe) and End-to-End Active Test (AT) data sources.

## 3 Media Content

Tivoli Netcool Service Quality Manager Roaming Service Solution is composed of the following media:

- Software Installation and Documentation Disk 1.
- Global Object Model (GOM) V1.3

## 4 Hardware Specification

The Service Quality Manager Roaming Service Solution can be installed on a Solaris system with the following configuration:

- Machine with T2/SPARC64 VI or UltraSPARC IV+ processor
- 146GB of disk space
- 32GB of memory
- Gigabit Ethernet

The Service Quality Manager Roaming Service Solution can be installed on an AIX system with the following configuration:

- JS22 blade or equivalent
- 146GB of disk space
- 32GB of memory
- Gigabit Ethernet

## 5 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

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**Note:** Refer to *Tivoli Netcool Service Quality Manager Version 4.1.1 Release Notes* for the minimum software required to operate this product.

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# 6 Installation

## 6.1 Installation

To install the Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2.1.1 Upgrade, refer to the *Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2 to 1.2.1.1 Upgrade Guide*.

### 6.1.1 Service Solution Model Version

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**Note:** The release notes may refer to the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* for further information. The Service Solutions install guide requires the person installing the software to input the service solution name, data source name and model version of the Roaming Service solution.

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The service solution name, data source names and model versions of the Roaming Service Solution are the following:

- Solution Name = `roaming`
- Data Source Name = `probe`
- Model Version = `1.2.1.1`
- Solution Name = `roaming`
- Data Source Name = `at`
- Model Version = `1.2.1.1`

## 7 Known Issues

### 7.1 CR 43049

**Description**

Contextual reports cannot be launched against composite resource types.

**Impact**

Contextual reports that run against the PLMN-PLMN composite resource type will not be available until this issue is resolved.

**Workaround**

None available.

### 7.2 CR 59244

**Description**

The default resource instance for the PLMN resource type is not provisioned with GOM Version 1.3.

**Impact**

The Roaming adapters cannot process KPIs or KQIs for unknown PLMN resources.

**Workaround**

The default PLMN resource can be provisioned manually with the Services Resources application.

Complete the following steps:

1. Launch the Service Quality Manager Application UI.
2. Select the Services Resources application from the right-side menu.
3. Expand the Resource Types tree.
4. Expand the technology category PLMN and select the PLMN resource type node.
5. Right-click the PLMN node and select the Create Resource option.
6. Enter "unknown\_PLMN" (without quotes) in the resource name field. Click Next.
7. Click Finish to complete the provisioning.

## 8 Fixed Issues

### 8.1 CR 55442

**Description**

The following KQIs were provisioned with the incorrect operator in the Roaming AT package Version 1.2. The corrected KQIs are available in the Roaming Version 1.2.1 upgrade. Follow the upgrade procedure outlined in the *Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2 to 1.2.1.1 Upgrade Guide* on how to install Roaming Version 1.2.1.

- ROAM\_AT\_PLMN-PLMN\_IN\_CF\_ACT\_AVG\_DUR (operator changed to ">")
- ROAM\_AT\_PLMN-PLMN\_OUT\_CF\_ACT\_AVG\_DUR (operator changed to ">")
- ROAM\_AT\_PLMN-PLMN\_IN\_AVG\_VOICE\_Q (operator changed to "=<")
- ROAM\_AT\_PLMN-PLMN\_OUT\_AVG\_VOICE\_Q (operator changed to "=<")

**APARs addressed**

This fix addresses the following APARs:

IZ39556

### 8.2 CR 71956

**Description**

There is no scripted or documented means to uninstall the Roaming AT 4.1.1 COTS model. For details on how to uninstall a Service Solution, please refer to Chapter 5 of the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* Version 0.18 or later.

**APARs addressed**

This fix addresses the following APARs:

IZ39571

### 8.3 CR 71192

**Description**

The Roaming Service Solution Version 1.2 package contains Version 1.1 of the *Tivoli Netcool Service Quality Manager Roaming AT Service Solution Interface Control Guide*. Version 1.2.1 of the Interface Control Guide is available with the Roaming Service Solution Version 1.2.1.1 package.

**APARs addressed**

This fix addresses the following APARs:

IZ38710

## 8.4 CR 71959

### **Description**

Section 4.2.5 of the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* refers to the deployment of BusinessObject contextual reports. This section can be ignored for the installation of both Roaming Probe and Roaming AT since no contextual reports are available for the Roaming Service Solution. Refer to section 7.1 of this release note for related details.

### **APARs addressed**

This fix addresses the following APARs:

IZ39632

## 8.5 CR 71964

### **Description**

The Roaming Probe loader fails to process data for auto-discovered resources.

### **APARs addressed**

This fix addresses the following APARs:

IZ39636

## 8.6 CR 71194

### **Description**

The resource mapping properties file for Roaming Probe loader is never deployed during installation. This issue was addressed in the latest version of the Service Solutions Installation Guide. Refer to section 4.3.4 of the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* Version 0.18 or later.

### **APARs addressed**

This fix addresses the following APARs:

IZ38711

## 8.7 CR 62606

### **Description**

The following KQIs were provisioned with the incorrect unit type of milliseconds. The provisioning package for Roaming 1.2.1 includes the corrected KQIs. Follow the upgrade procedure outlined in the *Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2 to 1.2.1.1 Upgrade Guide* on how to install Roaming Version 1.2.1.

- ROAM\_AT\_PLMN-PLMN\_IN\_e2e\_SMS\_DELIV\_SR
- ROAM\_AT\_PLMN-PLMN\_OUT\_e2e\_SMS\_DELIV\_SR
- ROAM\_AT\_PLMN-PLMN\_IN\_e2e\_MMS\_DELIV\_SR
- ROAM\_AT\_PLMN-PLMN\_OUT\_e2e\_MMS\_DELIV\_SR

## 8.8 CR 73117

### **Description**

The file format filter for the Roaming adapters was incorrectly set in the collector properties. This prevented the loader from processing the CSV input files correctly.

When upgrading to Roaming Version 1.2.1.1 from Version 1.2, the collector properties must be manually updated after completing the Section 5.8 of the *Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2 to 1.2.1.1 Upgrade Guide*.

Complete the following as user `saserver` on the Gateway Server.

1. Open the `roaming_at_loader.properties` file in an suitable text editor.

```
$ vi $WMCROOT/conf/adapter/collector/roaming_at_loader.properties
```

2. Locate the following line:

```
com.comnitel.sm.adapter.collector.input.pattern=
```

Apply the following change:

```
#com.comnitel.sm.adapter.collector.input.pattern=
```

3. Save the changes and close the file.

Repeat steps 1 to 3 for the Roaming Probe configuration file:

```
$WMCROOT/conf/adapter/collector/roaming_probe_loader.properties file.
```

### **APARs addressed**

This fix addresses the following APARs:

IZ40140

## 8.9 CR 72333

### **Description**

The Roaming Probe Service Solution has been updated to accept fractional seconds for the Total Transaction Duration counter in the CSV input file. Refer to Section 2.4.1 of the *Tivoli Netcool Service Quality Manager Roaming Probe Service Solution Interface Guide* for information on the expected CSV file format.

### **APARs addressed**

This fix addresses the following APARs:

IZ37525

## 8.10 CR 73129

### *Description*

The Roaming AT Service Solution now supports default resources as per the COTS GRS requirement 00YY.00-SQM-1000.0380. KPI and KQI data will be aggregated against the “unknown\_PLMN” resource when a PLMN resource cannot be resolved.

## Appendix A Notices

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