



## Installation Guide

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



**Netcool Service Quality Manager**

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# 1 Installing First Line Customer Care

## 1.1 Prerequisites

The following pre-requisites must be followed prior to installing the Customer Care application

- Tivoli Common Reporting (TCR) v2.1 must have been installed on the target AIX server.
- The installer must know the name of the Tivoli Integrated Portal (TIP) profile being used <TIP\_Profile>
- The installer must know the name of the TIP administrator user <TIP\_User>
- The installer must know the password for the TIP administrator user <TIP\_Passwd>
- The environment variable TIP\_HOME must be set to the root of the Tivoli Integrated Portal e.g.

```
$ export TIP_HOME=/opt/IBM/tivoli/tip
```

## 1.2 Installation Steps

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**Note:** The following steps must be performed on the server where TCR 2.1 is installed. The operating system user used must be that which was used during the install of TCR 2.1

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Place the Customer Care 1.1 installation package (customer\_care.zip) in the <target directory>. Once completed, execute the following commands

```
$ cd <target directory>
$ unzip customer_care.zip
$ chmod +x install_flcc.ksh
$ ./install_flcc.ksh -profile <TIP_Profile> -user <TIP_User> -passwd <TIP_Passwd> -
mode install
```

## 1.3 Post-Install Steps

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**Note:** The following steps must be performed on the server where TCR 2.1 is installed. The operating system user used must be that which was used during the install of TCR 2.1

---

Edit the file `$TIP_HOME/bin/startflcc.sh` and replace all occurrences of `$TIP_HOME` with the fully qualified path.

Restart the Tivoli Integrated Portal with the following commands:

```
$ cd $TIP_HOME/bin
$ ./stopServer.sh server1
$ ./startflcc.sh server1
```

## 2 Uninstalling First Line Customer Care

### 2.1 Uninstall Steps

<target directory> is the directory into which the customer\_care.zip archive was extracted to during installation. To uninstall the Customer Care application execute the following commands

```
$ cd <target directory>
$ ./install_flcc.ksh -profile <TIP_Profile> -user <TIP_User> -passwd <TIP_Passwd> -
mode remove
```

### 2.2 Post-uninstall Steps

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**Note:** The following steps must be performed on the server where TCR 2.1 is installed. The operating system user used must be that which was used during the install of TCR 2.1

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Restart the Tivoli Integrated Portal with the following commands:

```
$ cd $TIP_HOME/bin
$ ./stopServer.sh server1
$ ./startServer.sh server1
```

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