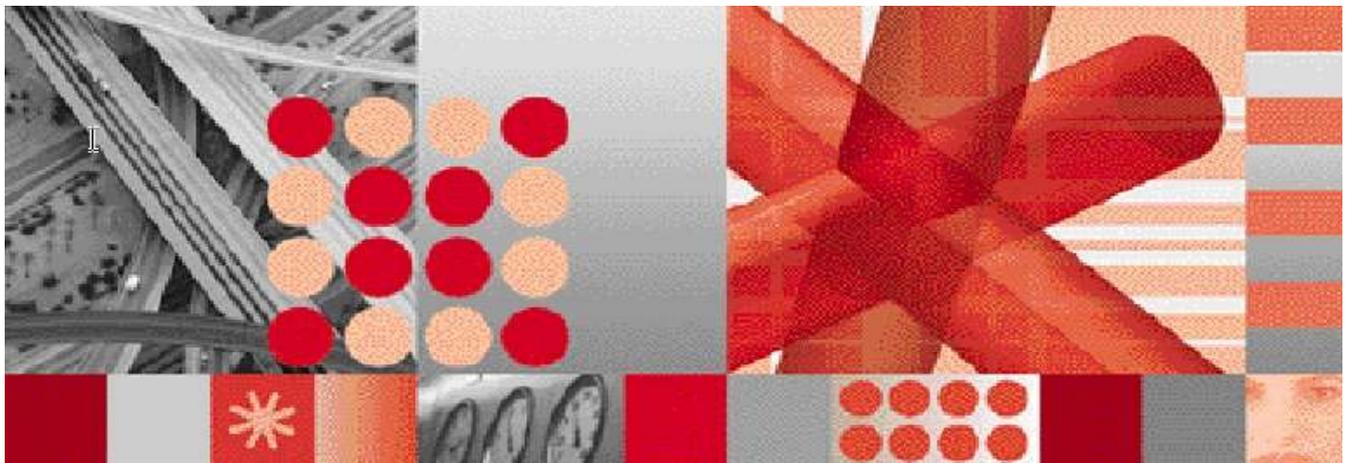




Version 4.1.3
Interim Fix 0001



Patch Installation Guide

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

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

This edition applies to version 4, release 1, Modification 3 of IBM Tivoli Service Quality Manager (Product number 5724-V48) and to all subsequent releases and modifications until otherwise indicated in new editions.

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1 About this publication

This publication provides information on the steps required to install IBM® Tivoli® Netcool® Service Quality Manager version 4.1.3 Interim Fix 0001 (4.1.3-TIV-TNSQM-IF0001).

1.1 Intended audience

This publication is for customers who need to install Interim Fix 0001 of the Tivoli Netcool Service Quality Manager product.

Readers need to be familiar with the following topics:

- IT principles
- UNIX® operating systems

1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Installing Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001)"
Provides detailed instructions on the deployment and installation of Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001).
- Chapter 3 "Removing Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001)"
Provides detailed instructions on the un-installation and removal of Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001).

1.3 Publications

This section lists the publications in the IBM Tivoli Netcool Service Quality Manager core library. It also describes how to access Tivoli publications online and how to order Tivoli publications.

1.3.1 IBM Tivoli Netcool Service Quality Manager core library

The IBM Tivoli Netcool Service Quality Manager core library contains the following publications:

- *IBM Tivoli Netcool Service Quality Manager AIX Server Installation Guide, GC23-9847-00*
Describes how to install the Tivoli Netcool Service Quality Manager server system on IBM AIX® systems.
- *IBM Tivoli Netcool Service Quality Manager Solaris Server Installation Guide, GC23-9846-00*
Describes how to install the Tivoli Netcool Service Quality Manager server system on Solaris systems.
- *IBM Tivoli Netcool Service Quality Manager Client Installation Guide, GC23-9850-00*
Describes how to install the Tivoli Netcool Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide, SC23-9842-00*
Details how to upgrade from one Tivoli Netcool Service Quality Manager version to another.
- *IBM Tivoli Netcool Service Quality Manager AIX System Administration Guide, SC23-9845-00*
Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
 - Starting and stopping the Tivoli Netcool Service Quality Manager application.
 - Running batch processes such as archiving trace files and log files.
 - Backing up and restoring the system.
- *IBM Tivoli Netcool Service Quality Manager Solaris System Administration Guide, SC23-9844-00*
Provides an overview of the Solaris Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
 - Starting and stopping the Tivoli Netcool Service Quality Manager application.
 - Running batch processes such as archiving trace files and log files.
 - Backing up and restoring the system.
- *IBM Tivoli Netcool Service Quality Manager Provisioning Service SI Guide, SC23-9852-00*
Reference guide containing information for provisioning the Tivoli Netcool Service Quality Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Provisioning Guide, SC23-9843-00*
Provides information for provisioning the Tivoli Netcool Customer Experience Manager system.

- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Monitoring Guide, SC23-9482-00*

Describes how to use and monitor the Tivoli Netcool Customer Experience Manager feature in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager Monitoring Guide, SC23-9103-01*

Describes monitoring (Service-level agreement (SLA) monitor, Key quality indicator (KQI) analyzer, alarm monitor, audit manager, and SLA Webview applications) in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager Configuration Guide, SC23-9102-01*

Describes SLA provisioning (parties, SLAs, and SLA templates applications) and Tivoli Netcool Service Quality Manager provisioning (service resources, KQI models, and service module applications) in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide, SC23-9473-00*

Provides information on the steps required to install and configure the BusinessObjects server and client for use with the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Customer Experience Manager Customer Relationship Management Development Guide, SC23-9857-00*

Provides an overview of the Customer Relationship Management (CRM) proxy server and the CRM plug-in module. The CRM plug-in modules, developed using Java™ code, mediate between the Tivoli Netcool Customer Experience Management framework and an external CRM system.

- *IBM Tivoli Netcool Service Quality Manager Release Notes, G111-9221-00*

Provides information on the Tivoli Netcool Service Quality Manager release contents, platform requirements, installation and upgrade procedures, and known issues.

1.3.2 Prerequisite publications

To use the information in this publication effectively, you must have some prerequisite knowledge, which you can obtain from the Tivoli Netcool Service Quality Manager core library documentation listed in section 1.3.1.

1.3.3 Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at

<http://www.ibm.com/software/globalization/terminology>

1.3.4 Accessing publications online

The product CD contains the publications that are in the product library. The format of the publications is PDF.

IBM posts publications for Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central Web site at <http://www.ibm.com/tivoli/documentation>.

Note: If you print PDF documents on other than letter-sized paper, set the option in the **File -> Print** window that allows Adobe® Reader to print letter-sized pages on your local paper.

1.3.5 Ordering publications

You can order many Tivoli publications online at <http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss>.

You can also order by telephone by calling one of these numbers:

In the United States: 800-879-2755

In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

1.4 Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site at <http://www.ibm.com/software/tivoli/education>.

1.5 Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. Tivoli user groups include the following members and groups:

- 23,000+ members
- 144+ groups

Access the link for the Tivoli Users Group at www.tivoli-ug.org.

1.6 Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

1.6.1 Online

Access the Tivoli Software Support site at

<http://www-01.ibm.com/software/svsmgmt/products/support/index.html?ibmprd=tivman>.

Access the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>.

1.6.2 IBM Support Assistant

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the Support Assistant software, go to <http://www.ibm.com/software/support/isa>.

1.6.3 Additional information

Consult the README for Tivoli Netcool Service Quality Manager Interim Fix 0001 for additional information pertaining to the content and functionality in this release.

1.7 Conventions used in this guide

This publication uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics.

1.7.1 Typeface conventions

This publication uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text.
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Keywords and parameters in text.

Italics

- Citations (examples: titles of publications, diskettes, and CDs)
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide.... where *myname* represents.....

Monospace

- Examples and code examples.

- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text.
- Message text and prompts addressed to the user.
- Text that the user must type.
- Values for arguments or command options.

1.7.2 Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation. When using the Windows® command line, replace *\$variable* with *%variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, %TEMP% in Windows environments is equivalent to \$TMPDIR in UNIX environments.

Note: If you are using the bash shell on a Windows system, you can use the UNIX conventions

2 Installing Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001)

2.1 Tivoli Netcool Service Quality Manager patch prerequisites

The Tivoli Netcool Service Quality Manager 4.1.3 Interim Fix 0001 (IF0001) patch can only be applied on a Tivoli Netcool Service Quality Manager server on version 4.1.3.60.

Table 1: Prerequisites

| Version | Type |
|----------|----------|
| 4.1.3.60 | Baseline |

To determine the baseline and patch levels currently installed, execute the following command as user saserver on the application or consolidated server:

```
$ sap version
```

Output similar to the following syntax is displayed:

```
Baseline Version:  
IBM SQM4.1.3.60  
Current Version:  
SQM4.1.3.60
```

2.2 Tivoli Netcool Service Quality Manager patch installation - core patch

Note (distributed installation): In a distributed system, perform this section on the application, gateway, database, or consolidated servers.

Note (patch version): The patch to be installed is `patch-SQM4.1.3.70-patch.tar.gz`. This patch can only be installed on systems running Tivoli Netcool Service Quality Manager.

Note: `<target directory>` denotes the directory where the Tivoli Netcool Service Quality Manager and Tivoli Netcool Customer Experience Manager software is installed.

2.2.1 Stop Tivoli Netcool Service Quality Manager processes

Complete the following as user saserver on the Tivoli Netcool Service Quality Manager application server or consolidated server.

Stop all Tivoli Netcool Service Quality Manager processes that are running by executing the following command:

```
$ sap stop -f
```

2.2.2 Stop Tivoli Netcool Service Quality Manager Web Portal

You need to stop the running instance of the Tivoli Netcool Service Quality Manager Web Portal on the application or consolidated server. To do this see section 5.5.3 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

2.2.3 Install Interim Fix 0001

Note: *<target directory>* denotes the directory where the Tivoli Netcool Service Quality Manager software is installed.

Place the Tivoli Netcool Service Quality Manager 4.1.3.70 (4.1.3 IF0001) patch package in the *<target directory>*, for example, /appl. Once completed, execute the following command as user saserver on the application, gateway, database, or consolidated servers.

```
$ cd <target directory>/sa/admin/common/install/scripts
$ ./deploy-patch -wmc <target directory>/sa -version SQM4.1.3.70 -mode install
Please enter the location of the Service Quality Manager patch [/appl]:
<target directory>
```

2.2.4 Run post installation script

Once completed, execute the following command as user saserver on the application, gateway, database, or consolidated servers.

```
$ cd <target directory>/sa/admin/patch/install/scripts
$ ./install_patch_413_fp1.ksh -wmc <target directory>/sa -mode install
```

2.2.5 Check version of installed patch

Check the patch history of Tivoli Netcool Service Quality Manager by executing the following command as user saserver on the application or consolidated servers:

```
$ sap version
```

Output similar to the following syntax is displayed:

```
Baseline Version:
```

```
IBM SQM4.1.3.60
Current Version:
SQM4.1.3.70
Patch History:
SQM4.1.3.70
```

2.2.6 Start Tivoli Netcool Service Quality Manager Web Portal

The instance of the Tivoli Netcool Service Quality Manager Web Portal on the application or consolidated server must now be started. To do this, see section 5.5.1 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

2.2.7 Start Tivoli Netcool Service Quality Manager processes

Start all Tivoli Netcool Service Quality Manager processes by executing the following commands as user saserver on the Tivoli Netcool Service Quality Manager application server or consolidated server:

```
$ sap start domain
$ sap start monitoring (if adapters are installed)
$ sap start cem
$ sap start client
$ sap start adapters (if adapters are installed)
```

2.3 Patching the Tivoli Business Service Manager Dashboard Server

Copy the file `TNSQM_TBSM_INTEGRATION.zip` to a location on the Tivoli Business Service Manager Dashboard server. Unpack the zip archive at this location. The following set of files will be unzipped:

- 1) An install script:
 - For Unix or Linux Tivoli Business Service Manager systems:
`configure_nsbound`
 - For a Windows Server Tivoli Business Service Manager system:
`configure_nsbound.bat`
- 2) A jar file containing supporting code:
`com.ibm.tnsmq.reports.kqihistory.odadriver.jar`
- 3) The Report Launcher web application archive:
`report_launcher.war`
- 4) The Resource Viewer web application archive:

```
resource_viewer.war
```

2.3.1 Edit the `configure_nsbound` script

Edit the `configure_nsbound` script (Unix/Linux/Windows), substituting meaningful values for the following variables, which are by default set to dummy values:

```
SA_USER=--SA_USER--
SQM_HOST=--SQM_HOST--
LDAPHOST=--LDAPHOST--
WASHOST=--WASHOST--
LDAPSPOORT=--LDAPSPOORT--
LDAPROOT="--LDAPROOT--"
SQMLDAP_PASSWD=--SQMLDAP_PASSWD--
ISC_PORT=--ISC_PORT--
```

2.3.2 Remove the existing ODA Driver and Report Launcher Web Application

Change directory to the location at which the archive `TNSQM_TBSM_INTEGRATION.zip` was unzipped. On a Unix or Linux system perform the following steps:

- Set execute permission for the `configure_nsbound` script:

```
$ chmod +x configure_nsbound
```

- Execute the removal script:

```
$ ./configure_nsbound -remove
```

On a windows system, execute:

```
$ configure_nsbound.bat -remove
```

The existing ODA Driver and Report Launcher Web Application will be removed.

2.3.3 Installing the ODA Driver and Report Launcher Web Application

To patch the ODA Driver jar and Report Launcher Web Application, execute the `configure_nsbound` installation script, following the steps described in Section 7.1.2 of the Tivoli Netcool Service Quality Management Center Integration Guide.

2.3.4 Installing the Resource Viewer Web Application

1. Create a directory named `resource_viewer.war` under `<TBSM INSTALL>/tip/systemApps/isclite.ear` as follows:

```
# cd <TBSM INSTALL>/tip/systemApps/isclite.ear
# mkdir resource_viewer.war
```

2. Copy the web archive `resource_viewer.war` from the location at which `TNSQM_TBSM_INTEGRATION.zip` was unpacked to the directory `<TBSM INSTALL>/tip/systemApps/isclite.ear/resource_viewer.war`

3. Change directory to `<TBSM INSTALL>/tip/systemApps/isclite.ear/resource_viewer.war`

4. Unpack the web application archive as follows:

```
# jar -xf resource_viewer.war
```

5. Delete the web archive copied in step 2 as it is no longer needed:

```
# rm resource_viewer.war
```

6. Before registering the web application with WebSphere, several mandatory servlet initialization parameters must be configured. To configure these, open the application's web deployment descriptor in an editor. The file is located at:

```
<TBSM INSTALL>/tip/systemApps/isclite.ear/resource_viewer/WEB-INF/web.xml
```

The servlet initialization parameters are as follows:

1. `sla.kqi.history.navnode`

This parameter provides the unique page ID of the SLA KQI History chart. For further information see the Tivoli Netcool Service Quality Management Center Integration Guide. The initialization parameter may be configured, for example, as follows:

```
<init-param>
<param-name>sla.kqi.history.navnode</param-name>
<param-value>[SLA KQI History Page Unique Name]</param-value>
</init-param>
```

2. `slo.kqi.history.navnode`

This parameter provides the unique page ID of the SLO KQI History chart. For further information see the Tivoli Netcool Service Quality Management Center Integration Guide. The initialization parameter may be configured, for example, as follows:

```
<init-param>
<param-name>slo.kqi.history.navnode</param-name>
<param-value>[SLO KQI History Page Unique Name]</param-value>
</init-param>
```

3. `report.target.url`

This parameter provides the URL at which the ReportServlet has been deployed as part of the Report Launcher installation. The URL is used by the Resource Viewer Portlet to open the Report Launcher dialog, and as such must have the format given below.

```
<protocol>://<host>:<port>/<contextpath>/<servletname>?model_name={0}&resource_name={1}
```

For further information with regard to existing Report Launcher configuration, see the Tivoli Netcool Service Quality Management Center Integration Guide. An example of a possible initialization parameter is as follows:

```
<init-param>
<param-name>report.target.url</param-name>
<param-value>
https://tiphost.com:16316/ibm/report\_launcher/TNSQMReportServlet?model\_name={0}&resource\_name={1}
</param-value>
</init-param>
```

4. `report.context.root`

This parameter provides context root of the report launcher web application. For further information with regard to an existing Report Launcher configuration, see the Tivoli Netcool Service Quality Management Center Integration Guide. An example of a possible initialization parameter is as follows:

```
<init-param>
<param-name>report.context.root</param-name>
<param-value>/ibm/report_launcher</param-value>
</init-param>
```

7. Change directory to `<TBSM INSTALL>/tip/bin`

8. Execute the administration console startup script:

```
# ./wsadmin.sh
```

9. Execute the following commands, substituting the TBSM install location where indicated:

```
$AdminApp update isclite modulefile {-operation add -contents <TBSM
INSTALL>/tip/systemApps/isclite.ear/resource_viewer.war -contenturi
resource_viewer.war -contextroot /ibm/resource_viewer -MapWebModToVH
{{.* .* admin_host}}}
$AdminConfig save
```

10. Exit the administration console:

```
wsadmin> exit
```

2.4 Configuring Resource Viewer Launch from WebTop Active Event List

As detailed in section 4.2 of the Tivoli Netcool Service Quality Management Center Integration Guide, a menu item can be added to the WebTop Active Event List which will allow the user to select an event and launch a view containing associated resources for the selected SLA Clause or SLO event.

The various parameters required by the Resource Viewer Portlet are described as follows:

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| | |
|-----------------|--|
| model_name | KQI Model name. This parameter is always passed. |
| sla_name | SLA name. This parameter is passed when launching in the context of an SLA. |
| sla_clause_name | SLA clause name. This parameter is passed when launching in the context of an SLA. |

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| | |
|------------|---|
| slo_name | SLO name. This parameter is passed when launching in the context of an SLA. |
| startTime | Event start time. Used only for launches from the WebTop Active Event list. |
| endTime | Event end time. Used only for launches from the WebTop Active Event list. |
| showLatest | When set to “true”, will only show latest assessment values associated with a resource. When unset or set to “false”, the parameters startTime and endTime must be defined. |

To launch from the active event list for the period associated with a given event, follow the steps outlined in the document referenced above, defining the launch action as follow. Fill the fields as in the following table and click “**Save.**”

| | |
|------|---|
| Name | LaunchResourceViewer |
| Type | Script |
| URL | <pre> var model_name = "{@TNSQM_KQI}"; var startTime = encodeURIComponent("{@TNSQM_StartTime}"); var endTime = encodeURIComponent("{@TNSQM_EndTime}"); var slo_name = "{@TNSQM_SQMSLO}"; var customer_name = null; var sla_name = null; var sla_clause_name = null; var showLatest = "false"; if (!slo_name) { customer_name = "{@Customer}"; sla_name = "{@TNSQM_SLA}"; sla_clause_name = "{@TNSQM_Clause}"; customer_name = encodeURIComponent(customer_name); sla_name = encodeURIComponent(sla_name); sla_clause_name = encodeURIComponent(sla_clause_name); } else { </pre> |

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| | |
|--------|---|
| | <pre> slo_name = encodeURIComponent(slo_name); } model_name = encodeURIComponent(model_name); var eventObject = { 'name': 'http://ibm.com/isclite#launchPage', 'NavigationNode': "com.ibm.sa.sqm.tbsm.resourceviewer.navigationElement.FirstPo rtlet", 'pageInstanceRef': 'null', 'switchPage': 'true', 'customer_name': customer_name, 'sla_name': sla_name, 'sla_clause_name': sla_clause_name, 'slo_name': slo_name, 'model_name': model_name, 'startTime': startTime, 'endTime': endTime, 'showLatest': showLatest }; {\$appletparam.portletNamespace}sendPortletEvent(eventObject); </pre> |
| Method | GET |

To launch from the active event list and display only the most recent clause assessment values, set the parameter `showLatest` to "true", as detailed in the following example:

| | |
|------|---|
| Name | LaunchResourceViewerLatest |
| Type | Script |
| URL | <pre> var model_name = "{@TNSQM_KQI}"; var slo_name = "{@TNSQM_SQMSLO}"; var customer_name = null; var sla_name = null; var sla_clause_name = null; var showLatest = "true"; if (!slo_name) { customer_name = "{@Customer}"; sla_name = "{@TNSQM_SLA}"; sla_clause_name = "{@TNSQM_Clause}"; customer_name = encodeURIComponent(customer_name); sla_name = encodeURIComponent(sla_name); sla_clause_name = encodeURIComponent(sla_clause_name); } else { </pre> |

| | |
|--------|--|
| | <pre> slo_name = encodeURIComponent(slo_name); } model_name = encodeURIComponent(model_name); var eventObject = { 'name': 'http://ibm.com/isclite#launchPage', 'NavigationNode': "com.ibm.sa.sqm.tbsm.resourceviewer.navigationElement.FirstPortlet", 'pageInstanceRef': 'null', 'switchPage': 'true', 'customer_name': customer_name, 'sla_name': sla_name, 'sla_clause_name': sla_clause_name, 'slo_name': slo_name, 'model_name': model_name, 'showLatest': showLatest }; {\$appletparam.portletNamespace}sendPortletEvent(eventObject); </pre> |
| Method | GET |

2.5 Configuring Resource Viewer Launch from TBSM Service Tree

For further information pertaining to the addition of menu item actions to the TBSM Service Tree, see section 4.2 of the Tivoli Netcool Service Quality Management Center Integration Guide. Edit the file **canvasOpenURLActions.xml** file, adding an item to open portal page containing the Resource Viewer.

```

<openURLAction description="Launch Resource Viewer"
  displayName="Launch Resource Viewer"
  enableDisableExpression="'__model_name__' != 'NULL'"
  name="LaunchresourceViewer"
  permissionCheckerClassName="com.micromuse.sla.map.AVCheckRADInstancePermissionsImpl"
  roleRequired="ncw_user"
  target="javascript:new parent.TBSM_executeCMSAction(__URL__);"
  visibleInGUI="true">
  {
    "portletPageID":
"com.ibm.sa.sqm.tbsm.resourceviewer.navigationElement.FirstPortlet",
    "sendToSelf": "false",
    "portletNamespace": "__portletNamespace__",
    "iscNamespace": "__iscNamespace__",
    "launchType": "PORTAL_PAGE",
    "parameters": [

```

```
{ "name": "customer_name", "value": "__customer_name__"},
{ "name": "sla_name", "value": "__sla_name__"},
{ "name": "sla_clause_name", "value": "__sla_clause_name__"},
{ "name": "slo_name", "value": "__slo_name__"},
{ "name": "model_name", "value": "__model_name__"},
{ "name": "showLatest", "value": "true"}
]
}
</openURLAction>
```

3 Removing Tivoli Netcool Service Quality Manager patch 4.1.3.70 (Interim Fix 0001)

3.1 Patch removal

Note: <target directory> denotes the directory where the Tivoli Netcool Service Quality Manager software is installed.

3.1.1 Stop Tivoli Netcool Service Quality Manager processes

Stop all Tivoli Netcool Service Quality Manager processes if they are running by executing the following command as user saserver on the application or consolidated server:

```
$ sap stop -f
```

3.1.2 Stop Tivoli Netcool Service Quality Manager Web Portal

You need to stop the running instance of the Tivoli Netcool Service Quality Manager Web Portal on the application or consolidated server. To do this see section 5.5.3 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

3.1.3 Remove Tivoli Netcool Service Quality Manager Interim Fix 0001

To remove the Tivoli Netcool Service Quality Manager patch, execute the following command as user saserver on the application, gateway and database servers or consolidated server:

```
$ cd <target directory>/sa/admin/patch/install/scripts
```

```
$ ./install_patch_413_fp1.ksh -wmcr <target directory>/sa -mode remove
```

Note: If the error “rm: Cannot remove any directory in the path of the current working directory” is observed when running the command, this error can be ignored.

3.1.4 Uninstall Interim Fix 0001

As user saserver on the application, database, gateway or consolidated server execute the following command:

```
$ cd <target directory>/sa/admin/common/install/scripts
$ ./deploy-patch -wmcr <target directory>/sa -version SQM4.1.3.70 -mode remove
Please enter the location of the Service Quality Manager patch [/appl]:
<target directory> for example: /appl
This removal script will remove the IBM Tivoli Netcool Service Quality
Management software version SQM4.1.3.70 from your system.

Do you wish to continue? yes
Removing patch-SQM4.1.3.70-patch
.....
Successfully removed patch-SQM4.1.3.70-patch
```

3.1.5 Display patch history

To check the Tivoli Netcool Service Quality Manager patch history execute the following command as user saserver on the Tivoli Netcool Service Quality Manager Application or Consolidated server as user saserver.

```
$ sap version
```

Output similar to the following syntax is displayed.

```
Baseline Version:
IBM SQM4.1.3.60
Current Version:
SQM4.1.3.60
Patch History:
```

3.1.6 Start Tivoli Netcool Service Quality Manager Web Portal

The instance of the Tivoli Netcool Service Quality Manager Web Portal on the application or consolidated server must now be started. To do this, see section 5.5.1 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

3.1.7 Start Tivoli Netcool Service Quality Manager processes

Start all Tivoli Netcool Service Quality Manager processes by executing the following commands as user `saserver` on the Tivoli Netcool Service Quality Manager application server or consolidated server:

```
$ sap start domain
$ sap start monitoring (if adapters are installed)
$ sap start cem
$ sap start client
$ sap start adapters (if adapters are installed)
```

3.2 Removing the Tivoli Business Service Manager Dashboard Server Patch

3.2.1 Removing the ODA Driver and Report Launcher Web Application patches

Change to the location at which the patch archive `TNSQM_TBSM_INTEGRATION.zip` was unpacked in Section 2.4. Now follow the steps described in 7.3 of the Tivoli Netcool Service Quality Management Center Integration Guide.

At this point both the ODA Driver and Report Launcher Web Application have been uninstalled from the Tivoli Business Service Manager Dashboard Server. To install the original, unpatched versions, follow the steps described in Section 7.1.2 of the Tivoli Netcool Service Quality Management Center Integration Guide.

3.2.2 Removing the Resource Viewer Web Application

- 1 Change directory to `<TBSM_INSTALL>/tip/bin`
- 2 Execute the administration console startup script:

```
# ./wsadmin.sh
```
- 3 Execute the following command:

```
$AdminApp update isclite modulefile {-operation delete -contenturi resource_viewer.war}
$AdminConfig save
```
- 4 Exit the administration console:

```
wsadmin> exit
```

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