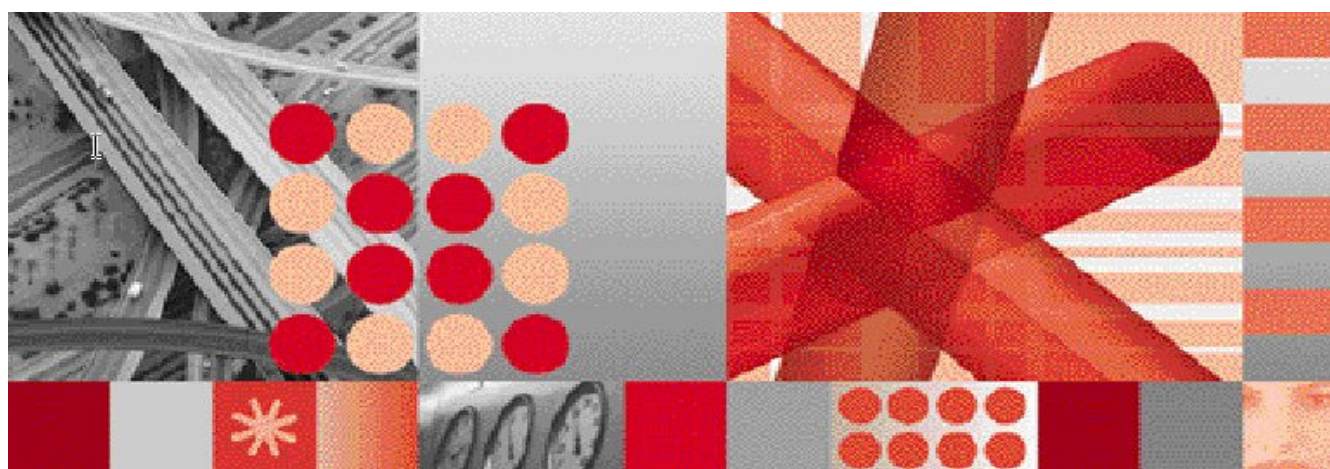




Netcool Service Quality Manager



Version 4.1.3 IF0004



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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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 Pack 0004 (4.1.3-TIV-TNSQM-IF0004).

1.1 Intended audience

This publication is for customers who need to install Fix Pack 0004 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 4.1.3.110 (Interim Fix 0004)"
Provides detailed instructions on the deployment and installation of Tivoli Netcool Service Quality Manager patch 4.1.3.110 (Interim Fix 0004).
- Chapter 3 "Removing Tivoli Netcool Service Quality Manager patch 4.1.3.110 (Interim Fix 0004)"
Provides detailed instructions on the un-installation and removal of Tivoli Netcool Service Quality Manager patch 4.1.3.110 (Interim Fix 0004).

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 and Solaris System Administration Guide*, SC27-3570-00
Provides an overview of the AIX and 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 Management Center Integration Guide*, SC27-3569-00
Describes the IBM Tivoli Netcool Service Quality Management Center solution. Provides information about how to integrate the IBM Tivoli Business Service Manager, Tivoli Netcool Service Quality Manager, and Tivoli Netcool Customer Experience Manager products in a common dashboard layer.
- *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 <http://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/sysmgmt/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 Release Notes for Tivoli Netcool Service Quality Manager Fix Pack 0002 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 4.1.3.110 (Interim Fix 0004)

2.1 Tivoli Netcool Service Quality Manager patch prerequisites

The Tivoli Netcool Service Quality Manager 4.1.3 Interim Fix 4 (IF0004) patch can only be applied on a Tivoli Netcool Service Quality Manager server on version 4.1.3.100 (IF0003).

Table 1: Prerequisites

| Version | Type |
|-----------|----------------|
| 4.1.3.100 | IF0003 (Patch) |

To determine the baseline and patch levels currently installed on the TNSQM server, 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:
SQM4.1.3.100
Patch History:
...
SQM4.1.3.100
```

If the patch history does not indicate that SQM4.1.3.100 is installed then 4.1.3 Interim Fix 3 must first be applied.

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-SQM4.1.3.110-patch.tar.gz`. This patch can only be installed on systems running Tivoli Netcool Service Quality Manager version 4.1.3.100.

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 4.4.3 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

2.2.3 Install Interim Fix Pack 0004

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

Place the Tivoli Netcool Service Quality Manager 4.1.3.110 (4.1.3 IF0004) patch package (`patch-SQM4.1.3.110-patch.tar.gz`) in the `<target directory>`, for example, `/appl`. Once completed, execute the following commands as user `saserver` on the application, gateway, database, or consolidated servers.

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

```
$ ./deploy-patch -wmcrc <target directory>/sa -version SQM4.1.3.110 -mode install
```

```
Please enter the location of the Service Quality Manager patch [/appl]:  
<target directory>
```

2.2.4 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:
SQM4.1.3.110
Patch History:
...
SQM4.1.3.100
SQM4.1.3.110
```

2.2.5 Enabling KPI based KQI filtering

Note: these changes are to be performed on the gateway servers for a distributed install or on consolidated server.

There are two possible ways to enable/disable KPI based KQI filtering. To enable the filtering for all adapters the configuration file \$WMCROOT/conf/adapter/adapter.properties has to be created and the following property added to the file:

```
kqi.constraints=true
```

The filtering could be enabled/disabled per-adapter. This setting will override the global setting. To enable/disable the filtering for the given adapter the following property should be added to the datasource file of the given adapter (located in \$WMCROOT/conf/adapter/datasource directory):

```
com.comnitel.sm.adapter.datasource.kqi.constraints=true
```

If these parameters are changed after this installation procedure being completed then the corresponding adapters should be restarted.

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 4.4.1 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)
```

3 Removing Tivoli Netcool Service Quality Manager patch 4.1.3.110 (Interim Fix 0004)

3.1 Prerequisites

3.2 Patch removal

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

Note: The changes in configuration are not removed by patch removal process. These changes are not affecting the system after patch is uninstalled.

3.2.1 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
```

3.2.2 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 4.4.3 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

3.2.3 Uninstall Interim Fix 0004

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

```
$ cd <target directory>/sa/admin/common/install/scripts
$ ./deploy-patch -wmcr <target directory>/sa -version SQM4.1.3.110 -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 SQM4.1.3.110 from your system.

Removing patch-SQM4.1.3.110-patch

.....

Successfully removed patch-SQM4.1.3.110-patch

3.2.4 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.

```
$ sap version
```

Output similar to the following syntax is displayed if the target baseline is 4.1.3.90.

Baseline Version:

IBM SQM4.1.3.60

Current Version:

SQM4.1.3.100

Patch History:

SQM4.1.3.100

3.2.5 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 4.4.1 of the Tivoli Netcool Service Quality Manager AIX or Solaris System Administration guides.

3.2.6 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)
```


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