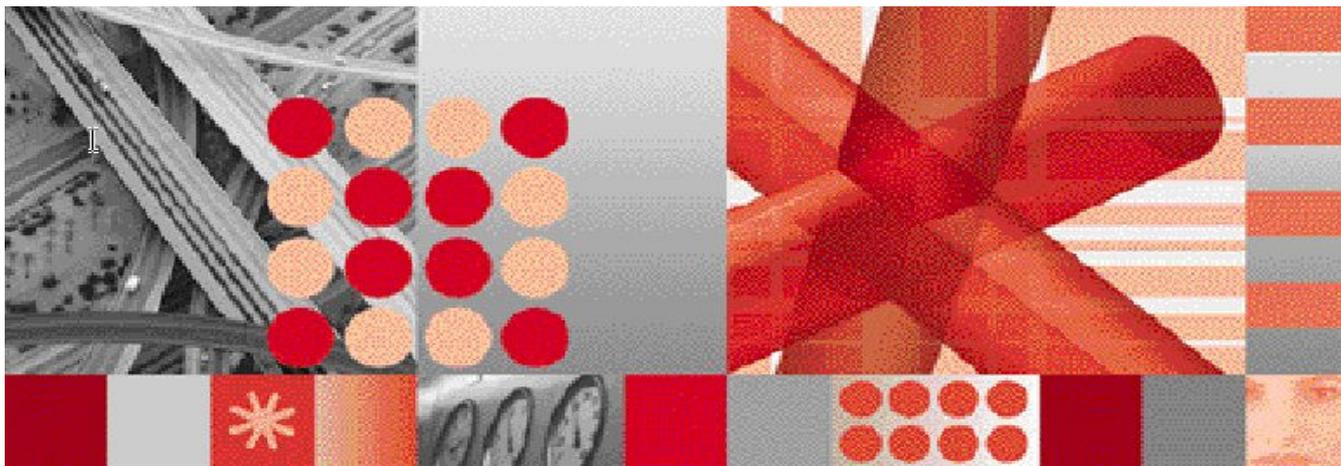




Version 4.1.4 IF0006



Interim Fix IF0006 Release Notes

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

Note: Before using this information and the product it supports, read the information in [Issue 3](#):

This edition applies to version 4, release 1, modification 4 IF0006 of IBM Tivoli Netcool Service Quality Manager (product number 5724-V48) and to all subsequent releases and modifications until otherwise indicated in new editions.

This edition replaces GI11-9221-01.

© Copyright International Business Machines Corporation 2002, 2012. US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Contents	i
About this documentation	1
1.1 Intended audience	1
1.3 Guide Conventions	2
1.3.1 IBM Tivoli Netcool Service Quality Manager core library	3
2 Release Details	6
2.1 Tivoli Netcool Service Quality Manager patch details	6
2.2 Issues fixed in this release	6
Notices	8

About this documentation

The *IBM Tivoli Netcool Service Quality Manager Release Notes* provide the following information:

- Release details for IBM® Tivoli® Netcool® Service Quality Manager version 4.1.4 IF0006

1.1 Intended audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager customers. They must be familiar with telecommunications and Information Technology (IT) principles and must also have a good understanding of Solaris and IBM AIX®.

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

Note: Tivoli Netcool Service Quality Manager administrators must 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 can result in corruption of data and failure of the Tivoli Netcool Service Quality Manager system. This applies to all releases of Tivoli Netcool Service Quality Manager using all versions of interfaces.

1.2 Required skills and knowledge

This guide assumes you are familiar with the following topics:

- General IT principles
- Sun Solaris 10 operating system
- AIX 6.1 operating system
- Oracle 11g Release 2 Database Server Enterprise Edition
- BusinessObjects XI Release 3

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 Guide Conventions

These command prompts can be seen throughout this guide where the user has to enter commands at the command line:

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

Note: These prompts are not part of commands. All commands must be entered after these prompts.

This guide uses the typographical conventions shown in this table:

Table 1: General guide conventions

<i>Format</i>	<i>Examples</i>	<i>Description</i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
Link	See www.ibm.com	For links within a document or to the Internet.
Bold	Note: The busy hour determiner is... The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Heading text for Notes, Tips, and Warnings. GUI Interface Controls – Text that appears on the UI,
<i>Italic</i>	<i>A 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>	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.

	Type OK to continue.	
Monospace Bold	<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><Monospace italics></i>	<code># cd <oracle_setup></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.

1.3.1 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, 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 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.

1.3.1 Accessing publications online

You can view the Tivoli Network Management documentation on the Web by accessing the Tivoli Software Information Center at: <http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp>.

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

Please review the IBM Tivoli support website for all Tivoli Netcool Service Quality Manager tech notes.

To view the books of the Tivoli Netcool Service Quality Manager library, click [NETCOOL SERVICE QUALITY MANAGER PRODUCTS](#).

2 Release Details

2.1 Tivoli Netcool Service Quality Manager patch details

The IBM® Tivoli® Netcool® Service Quality Manager Version 4.1.4 IF0006 release contains the following fixes:

- fix for gsm_msc_pm_loader crashing
- fix for non-aggregated CSV fields used as KQI expressions
- unneeded objects created during combiner processing

2.2 Issues fixed in this release

The Tivoli Netcool Service Quality Manager v4.1.4 IF0006 release contains fixes for the following issues:

Issue 1:

Description: gsm_msc_pm_loader is crashing when null handling settings are turned on.

Resolution: gsm_msc_pm_loader crash is addressed

Issue 2:

Description: non-aggregated CSV fields used as KQI expressions cause crash when null handling settings are turned on, resulting in some custom adapters failing to start.

Resolution: crash is addressed

Issue 3:

Description: During combiner processing some unneeded objects were created.

Resolution: Unneeded objects no longer created

Notices

IBM may not offer the products, services, or features discussed in this document in all countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan Ltd.
1623-14, Shimotsuruma, Yamato-shi
Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
5300 Cork Airport Business Park
Kinsale Road
Cork
Ireland.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.



Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

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

®

Printed in the Republic of Ireland