

# IBM Tivoli Netcool Service Quality Manager 4.1

## Customer experience manager user management



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### **IBM® Tivoli® Netcool® Service Quality Manager 4.1: Customer experience manager user management.**

This training module is for Tivoli Netcool Service Quality Manager 4.1 customer experience manager user management.

## Assumptions

- You have Tivoli Netcool Service Quality Manager 4.1 installed and running
- You have Tivoli Netcool Customer Experience Manager 4.1.2 installed and running
- You are a user with administrative access to Tivoli Netcool Service Quality Manager

### **Assumptions.**

The assumptions are that you have Tivoli Netcool Service Quality Manager 4.1 and Tivoli Netcool Customer Experience Manager 4.1.2 installed and running and that you are a user with administrative access to Tivoli Netcool Service Quality Manager.

## Objectives

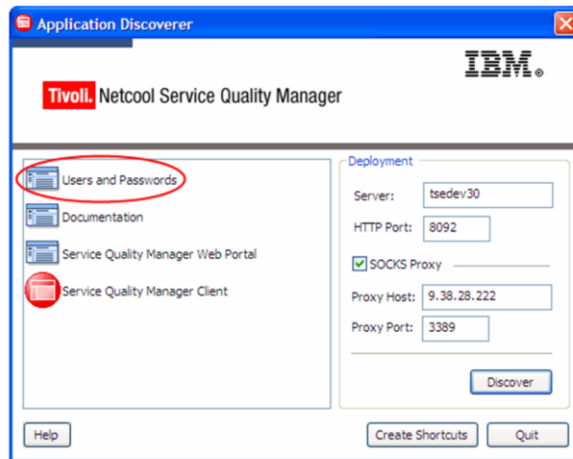
- Upon completion of this module, you should be able to:
  - Create users
  - Manage users

### **Objectives.**

Upon completion of this module, you should be able to create users, and manage users.

## Users and passwords

Click the **Users and Passwords** icon in the Application Discoverer window



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### Users and Passwords.

Click the **Users and Passwords** icon in the Application Discoverer window.

## Login

- Enter a user name and password with an admin role
- Select **admin**
- Click the **login** button

Service Quality Manager, User Management - Microsoft Internet Explorer

Address <https://tsedev30:8094/Usermgmt/>

IBM® User Management

Tivoli Netcool Service Quality Manager

login

username: sqmuser

password: .....

role:  user  admin

login

Download the [Certification Authority Certificate](#), which you can install in your web browser.

Java COMPATIBLE

Local intranet

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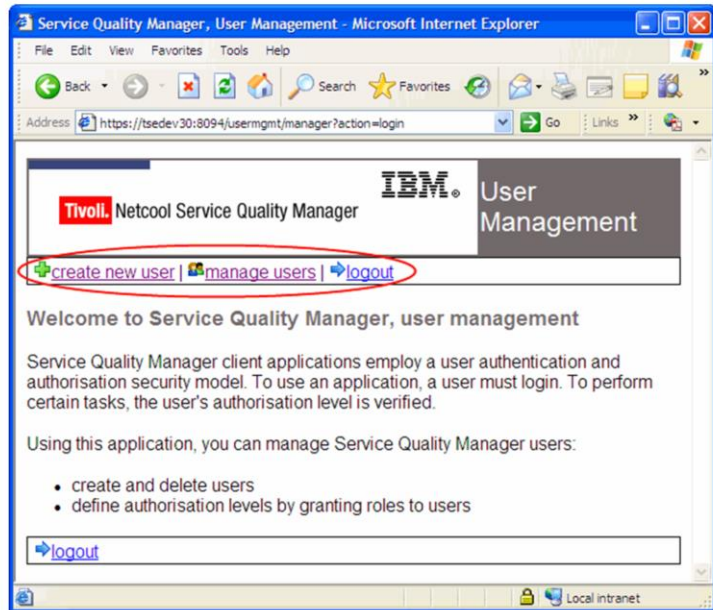
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## Login.

Enter a user name and password with an admin role. Select **admin**. Click the **login** button.

## Welcome page

- You can create a new user, manage existing users, or log out from the welcome page
- Click the **create new user** link



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## Welcome page.

You can create a new user, manage existing users, or log out from the welcome page. Click the **create new user** link.

## Create new user page

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page

The screenshot shows the 'create new user' page in the IBM Netcool Service Quality Manager User Management interface. The page title is 'create new user | manage users | logout'. Below the title, there is a section for entering user details. The fields include: First name, Last name, User id, and Email. There is a 'Roles' section with a list of roles and checkboxes: SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQJ Analyzing, Party Management, Service Quality Manager User Management, Access to Service Quality Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, and SLA Web Monitor. There are also fields for Password and Confirm password, and a Description field. At the bottom, there is a 'create user' button and a 'logout' link.

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## Create new user page.

You can enter name, user ID, e-mail, roles, password, and description information on the create new user page.

## Name, user ID, e-mail, password, and description

- Enter the name **John Smith**
- Enter user ID **jsmith**
- Enter the e-mail address [jsmith@ibm.com](mailto:jsmith@ibm.com)
- Enter and confirm a password
- Enter the description **Example user**

Tivoli Netcool Service Quality Manager IBM User Management

[create new user](#) | [manage users](#) | [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

## Name, user ID, e-mail, password, and description.

Enter the name **John Smith**. Enter user ID **jsmith**. Enter the e-mail address [jsmith@ibm.com](mailto:jsmith@ibm.com). Enter and confirm a password. Enter the description **Example user**.



## Tivoli Netcool customer experience manager user roles

- You can select user roles
- The user roles associated with Tivoli Netcool customer experience manager are shown selected

Tivoli Netcool Service Quality Manager IBM User Management

[create new user](#) | [manage users](#) | [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQJ Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

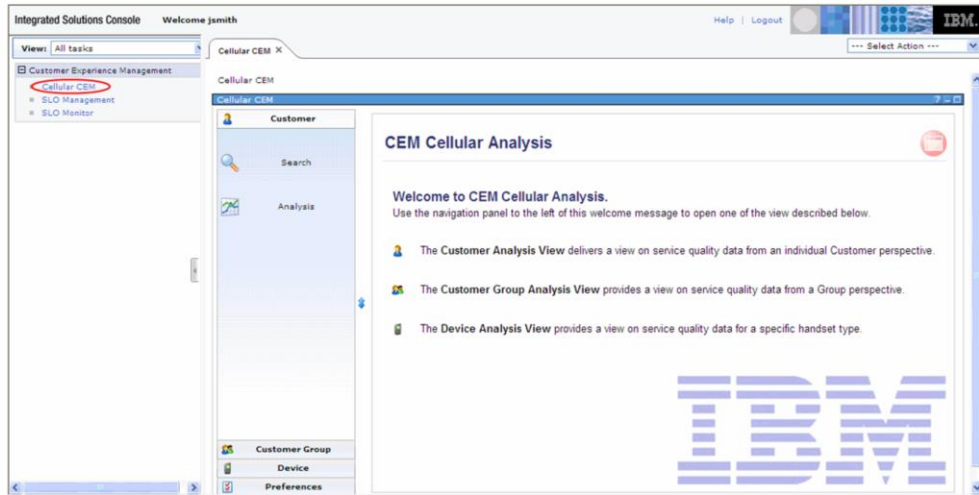
[logout](#)

### Tivoli Netcool Customer Experience Manager user roles.

You can select user roles. The user roles associated with Tivoli Netcool Customer Experience Manager are shown selected.

## CEM analysis

The CEM Analysis user role can access CEM cellular analysis from customer experience management



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Customer experience manager user management

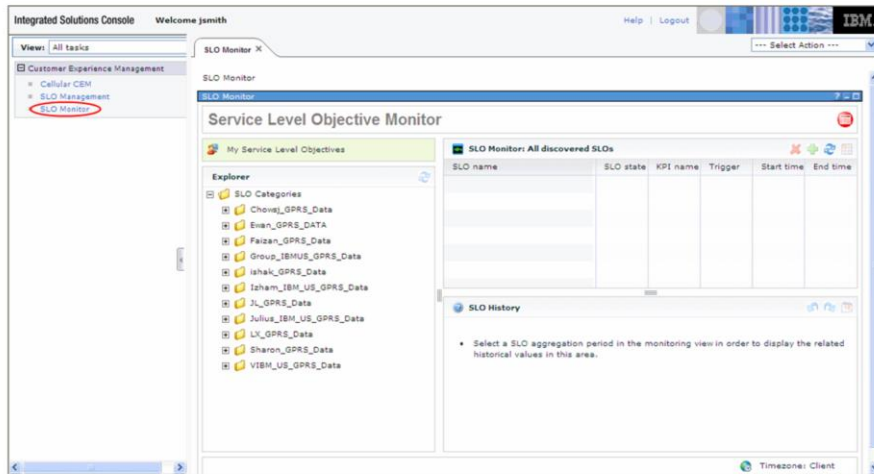
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### CEM Analysis.

The CEM Analysis user role can access CEM Cellular Analysis from Customer Experience Management.

## CEM SLO monitor

The CEM SLO Monitor user role can access the service level objective monitor from customer experience management



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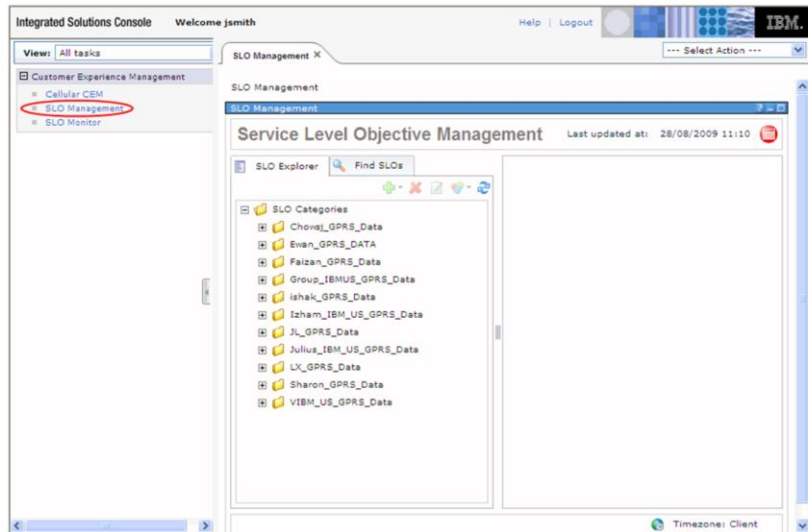
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### CEM SLO Monitor.

The CEM SLO Monitor user role can access Service Level Objective Monitor from Customer Experience Management.

## CEM SLO management

The CEM SLO Management user role can access service level objective management from customer experience management



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### CEM SLO Management.

The CEM SLO Management user role can access Service Level Objective Management from Customer Experience Management.

## Service Quality Manager user management role

- The Service Quality Manager user management user role is selected
- The Service Quality Manager user management user role can create, delete, and update names and passwords of users

The screenshot displays the 'User Management' interface of the IBM Service Quality Manager. At the top, there are navigation links: 'create new user', 'manage users', and 'logout'. The main section is titled 'Please enter user details:' and contains the following fields and options:

- First name:** John
- Last name:** Smith
- User id:** jsmith
- Email:** jsmith@ibm.com
- Roles:** A list of roles with checkboxes. The 'Service Quality Manager User Management' role is checked, while others like 'SLA Template Management', 'CEM Analysis', etc., are unchecked.
- Password:** [Redacted]
- Confirm password:** [Redacted]
- Description:** Example user

At the bottom, there is a 'create user' button and a 'logout' link.

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### Service Quality Manager User Management role.

The Service Quality Manager User Management user role is selected. The Service Quality Manager User Management user role can create, delete, and update names and passwords of users.

## Create user

- Select Tivoli Netcool customer experience manager user roles without administrative privileges
- Click the **create user** button

Tivoli Netcool Service Quality Manager IBM User Management

[create\\_new\\_user](#) [manage\\_users](#) [logout](#)

Please enter user details:

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[create user](#) [logout](#)

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Customer experience manager user management

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### Create user.

Select Tivoli Netcool Customer Experience Manager user roles without admin privileges.  
Click the **create user** button.

## Successfully created user

A confirmation message is displayed when the user is successfully created

The screenshot shows the IBM Netcool Service Quality Manager User Management interface. At the top, there are navigation links: [create new user](#), [manage users](#), and [logout](#). A confirmation message is displayed: "Successfully created user: jsmith", which is circled in red. Below the message are input fields for "First name:", "Last name:", "User id:", and "Email:". A "Roles:" section contains a list of roles with checkboxes, including "SLA Template Management", "CEM Analysis", "CEM SLO Monitor", "CEM SLO Manager", "Business Objects Report Management", "SLA Provisioning", "KQI Analyzing", "Party Management", "Service Quality Manager User Management", "Access to Service Quality Management", "SLA Monitoring", "Alarm Monitoring", "Service Quality Management Audit", "SQM Modelling", "Service Modelling", and "SLA Web Monitor". There are also "Password:" and "Confirm password:" fields, and a "Description:" text area. At the bottom, there is a "create user" button and a "logout" link.

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## Successfully created user.

A confirmation message is displayed when the user is successfully created.

## Manage users

Click the **manage users** link

IBM Tivoli Netcool Service Quality Manager User Management

[create new user](#) [manage users](#) [logout](#)

Successfully created user: jsmith

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

[logout](#)

## Manage users.

Click the **manage users** link.



## User summary

The User summary page displays users, user IDs, and user roles

The screenshot shows the IBM User Management interface. At the top, there is a navigation bar with the Tivoli logo and the text "Netcool Service Quality Manager". To the right of this bar is the "IBM User Management" header. Below the navigation bar are links for "create new user", "manage users", and "logout".

The main content area is titled "User summary" and includes a "Role Filter" dropdown menu set to "All". Below this is a table with the following columns: Name, ID, and Roles. The table lists several users and their associated roles.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

At the bottom of the table, there is a "logout" link.

### User summary.

The User summary page displays users, user IDs, and user roles.

## User summary: Role filter

You can display users with a particular user role

The screenshot shows the IBM Netcool Service Quality Manager User Management interface. At the top, there is a navigation bar with the Tivoli logo, the text "Netcool Service Quality Manager", the IBM logo, and "User Management". Below this are links for "create new user", "manage users", and "logout".

The main content area is titled "User summary". It features a "Role Filter:" dropdown menu currently set to "-All-". A dropdown menu is open, listing various roles such as "SLA Template Management", "CEM Analysis", "CEM SLO Monitor", "CEM SLO Manager", "Business Objects Report Management", "SLA Provisioning", "KQI Analyzing", "Party Management", "Service Quality Manager User Management", "Access to Service Quality Management", "SLA Monitoring", "Alarm Monitoring", "Service Quality Management Audit", "SQM Modelling", "Service Modelling", and "SLA Web Monitor".

Below the dropdown, a table displays user information. The table has columns for user icons, names, and roles. Visible users include "Administrator" (roles: Manager, SLA Web Monitor), "Tivoli User" (roles: SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor), and "User Administrator" (roles: useradm Service Quality Manager User Management).

At the bottom of the interface, there is a "logout" link.

## User summary: Role Filter.

You can display users with a particular user role.

## User summary: Modify user

You can modify a user by clicking the **modify user** icon

Click the **modify user** icon

The screenshot shows the IBM User Management interface. At the top, there is a navigation bar with the Tivoli logo and the text "Netcool Service Quality Manager" and "User Management". Below this, there are links for "create new user", "manage users", and "logout". The main content area is titled "User summary" and includes a "Role Filter" dropdown menu set to "-All-". Below the filter is a table with columns for "Name", "ID", and "Roles".

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swwadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

At the bottom of the table, there is a "logout" link.

## User summary: modify user.

You can modify a user by clicking the **modify user** icon. Click the **modify user** icon.

## Modify user

You can edit name, e-mail, roles, password, and description information

You can lock the user

You can set the number of login retries for the user

You can delete the user

Click the **update** button

**Tivoli** Netcool Service Quality Manager **IBM** User Management

[create new user](#) | [manage users](#) | [logout](#)

**Modify user**

First name:

Last name:

User id:

Email:

Roles:

- SLA Template Management
- CEM Analysis
- CEM SLO Monitor
- CEM SLO Manager
- Business Objects Report Management
- SLA Provisioning
- KQI Analyzing
- Party Management
- Service Quality Manager User Management
- Access to Service Quality Management
- SLA Monitoring
- Alarm Monitoring
- Service Quality Management Audit
- SQM Modelling
- Service Modelling
- SLA Web Monitor

Password:

Confirm password:

Description:

User Locked:  Login Retry count:

[logout](#)

## Modify user.

You can edit name, e-mail, roles, password, and description information. You can lock the user. You can set the number of login retries for the user. You can delete the user. Click the **update** button.

## Successfully updated user

A confirmation message is displayed when the user is successfully updated

The screenshot shows the IBM User Management interface. At the top, there is a navigation bar with the Tivoli logo and the text "Netcool Service Quality Manager" and "User Management". Below the navigation bar, there are three links: "create new user", "manage users", and "logout". A red circle highlights a confirmation message that reads "Successfully updated user: jsmith". Below the message, there is a "User summary" section with a "Role Filter" dropdown set to "-All-". A table lists the users, including John Smith, Michael Chen, SWV Administrator, Tivoli User, and User Administrator, along with their IDs and roles.

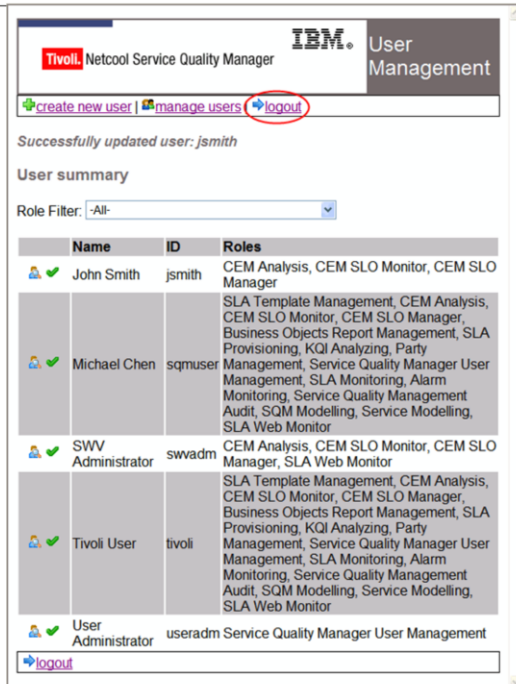
Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swvadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

## Successfully updated user.

A confirmation message is displayed when the user is successfully updated.

## Logout

Click the **logout** link to terminate the session



The screenshot shows the IBM User Management interface. At the top, there are navigation links: [create new user](#), [manage users](#), and [logout](#). The [logout](#) link is circled in red. Below the navigation links, a message states: "Successfully updated user: jsmith". Underneath, there is a "User summary" section with a "Role Filter" dropdown set to "-All-". A table lists users with their names, IDs, and roles. At the bottom of the table, there is a [logout](#) link.

Name	ID	Roles
John Smith	jsmith	CEM Analysis, CEM SLO Monitor, CEM SLO Manager
Michael Chen	sqmuser	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
SWV Administrator	swwadm	CEM Analysis, CEM SLO Monitor, CEM SLO Manager, SLA Web Monitor
Tivoli User	tivoli	SLA Template Management, CEM Analysis, CEM SLO Monitor, CEM SLO Manager, Business Objects Report Management, SLA Provisioning, KQI Analyzing, Party Management, Service Quality Manager User Management, SLA Monitoring, Alarm Monitoring, Service Quality Management Audit, SQM Modelling, Service Modelling, SLA Web Monitor
User Administrator	useradm	Service Quality Manager User Management

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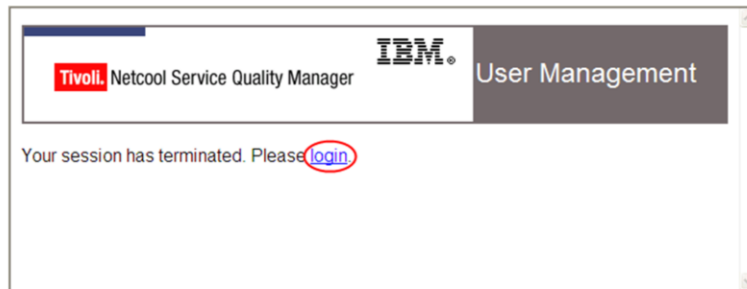
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## Logout.

Click the **logout** link to terminate the session.

## Login

Click the **login** link to log in with the newly created user



## Login.

Click the **login** link to log in with the newly created user.

## Summary

- You should now be able to:
  - Create users
  - Manage users

### **Summary.**

You should now be able to create users, and manage users.



## Training roadmap for IBM Tivoli Netcool Service Quality Manager

[www.ibm.com/software/tivoli/education/edu\\_prd.html](http://www.ibm.com/software/tivoli/education/edu_prd.html)

### **Training roadmap for IBM Tivoli Netcool Service Quality Manager.**

You can see the training roadmap for IBM Tivoli Netcool Service Quality Manager by going to the URL listed on the slide.

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U.S.A.

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