



**Netcool Service Quality Manager
Module for UMTS Voice Transactional Service**

IBM

Version 1.1 IF0003



Installation Guide

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

This edition applies to version 1, release 1, modification 3 of IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service (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 the IBM® Tivoli® Netcool® Service Quality Manager Module for UMTS Voice Transactional Service module version 1.1 IF0003 running on Tivoli Netcool Service Quality Manager version 4.1.3.

1.1 Intended audience

This publication is for customers who need to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service module version 1.1 IF0003.

Readers must be familiar with the following topics:

- IT principles
- IP networking
- UNIX® operating systems

1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Product architecture and service components"
Provides a description of the product architecture and service components.
- Chapter 3 "Installing version 1.1 IF0003"
Provides the steps required to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service module version 1.1 IF0003.
- Chapter 4 "Uninstalling version 1.1 IF0003"
Provides the steps required to uninstall the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service module version 1.1 IF0003.

This publication contains the following appendixes:

- Appendix A "Product acronyms"
Provides a description of product acronyms.

1.3 Publications

This section lists the following publications:

- IBM Tivoli Netcool Service Quality Manager core library
- IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service 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
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
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
Describes how to install the Tivoli Netcool Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide*, SC23-9842
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
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
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
Provides information for provisioning the Tivoli Netcool Service Quality Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Provisioning Guide*, SC23-9843
Provides information for provisioning the Tivoli Netcool Customer Experience Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Monitoring Guide*, SC23-9482
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

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

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

Provides information about 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

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*, GI11-9221

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

1.3.2 Service module library

The IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service library contains the following publications:

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service Installation Guide*

Provides the steps required to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service module.

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service Interface Control Guide*

Provides details of the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service input interface.

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service Overview Guide*

Provides an overview of the product architecture and services.

1.3.3 Accessing terminology online

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

<http://www-01.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 website at www.ibm.com/software/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-05.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-05.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 website 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/sysmgmt/products/support/index.html?ibmprd=tivman>.

Access the IBM Software Support site at <http://www-01.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-01.ibm.com/software/support/isa>.

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 non-switched 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 (example: ...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 Product architecture and service components

2.1 Software and hardware requirements

The minimum prerequisite software requirements are:

- Tivoli Netcool Service Quality Manager version 4.1.3
- Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service version 1.1 IF0002

Note: Execute the following command to check the Tivoli Netcool Service Quality Manager version:

```
sap version
```

If the current version of Tivoli Netcool Service Quality Manager is already installed, continue. If the current version of Tivoli Netcool Service Quality Manager is not installed, see the Tivoli Netcool Service Quality Manager installation guides, or the *IBM Tivoli Netcool Service Quality Manager Upgrade Guide*.

2.2 Service components

The Tivoli Netcool Service Quality Manager server architecture consists of four components as listed in Table 1. The components can be installed together on a single, consolidated server or set up across multiple servers, to form a distributed system.

Table 1: Server descriptions

Server name	Description
Application server	The server that is installed with the Tivoli Netcool Service Quality Manager software. This server is used to run the Tivoli Netcool Service Quality Manager core processes.
Gateway server	The server that is installed with the Tivoli Netcool Service Quality Manager software that handles the processing of service module data.
Database server	The server that is installed with the Oracle database and the Tivoli Netcool Service Quality Manager data store.

Server name	Description
Report server	The server that is installed with the BusinessObjects reporting tool software.

Note: For a consolidated system, these installation procedures must be followed for each section unless marked otherwise. For a distributed system, follow the notes marked (**for distributed installations**) that precede these sections.

2.3 Product architecture

The Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service architecture consists of four components. This guide covers the installation of the service module components on a consolidated system and on a distributed system.

2.4 Installation parameters

Where applicable in the following chapters, replace the parameters described in the following table with actual values.

Table 2: Description of parameters

Parameter	Description
<sadb>	This is the Oracle system identifier of the Tivoli Netcool Service Quality Manager database, default <code>sadb</code> .
<owner_pwd>	This is the password associated with the <code>saserver</code> user
<owner_user>	This is the Tivoli Netcool Service Quality Manager database user name.
<user_pwd>	This is the password associated with the <code>saserver</code> user.

3 Installing version 1.1 IF0003

3.1 Upgrading the service module Global Object Model (GOM)

Note (for distributed installations): In a distributed system, perform the procedures in this section on the application server only.

3.1.1 Upgrading the service module GOM

To install the service module GOM, complete the following steps as user saserver:

1. Execute the following commands :

```
$ cd $WMCROOT/admin/software/adapters

$ mv ibm-tn-sqm-sqm_umts_voice_prb_gom.remove ibm-tn-sqm-
sqm_umts_voice_prb_gom.remove.preIF0003

$ mv ibm-tn-sqm-sqm_umts_voice_prb_gom.version ibm-tn-sqm-
sqm_umts_voice_prb_gom.version.preIF0003
```

2. Transfer the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service GOM package `ibm-tn-sqm-sqm_umts_voice_prb_gom-1.1.3.tar.gz` to the <target directory> directory on the Tivoli Netcool Service Quality Manager host computer. Use the `/appl/sa/` directory as the <target directory> value.

3. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package /<target
directory>/ibm-tn-sqm-sqm_umts_voice_prb_gom-1.1.3.tar.gz
```

4. Enter `yes` when asked if you want to install the package.
5. Enter `yes` when asked if you want to continue.
6. Accept the license agreement.

When the installation has successfully completed, a message similar to the following example is displayed:

```
~~~~~
```

Finished Post-Installation Steps

~~~~~

Completed Software Installation

Package Installation logs can be seen in /appl/sa/admin/logs/sa\_install.log

Installation is complete.

### 3.1.2 Provisioning the service module GOM

Complete the following tasks, as user saserver, to load the Tivoli Netcool Service Quality Manager service modules within the system.

1. Check the list of processes running by executing the following command:

```
$ sap disp -l
```

2. Stop the loader by executing the following command:

```
$ sap stop sqm_umts_voice_prb_loader
```

3. Provision the system by executing the following command:

```
$ package_upgrade -t sqm_umts_voice_prb_gom_1.1.3 -s sqm_umts_voice_prb_gom_1.1
```

4. Enter **y** when asked if you want to continue.

When the provisioning operation is successfully completed, a message similar to the following example is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

## 3.2 Upgrading the service module data source

### 3.2.1 Preinstallation

---

**Note (for distributed installations):** In a distributed system, perform the procedures in this section on the application, gateway, and database servers. For a consolidated system, perform these procedures once on the consolidated system.

---

Complete the following steps as user saserver:

1. Execute the following commands :

```
$ cd $WMCROOT/admin/software/adapters
```

```
$ mv ibm-tn-sqm-sqm_umts_voice_prb.remove ibm-tn-sqm-
sqm_umts_voice_prb.remove.preIF0003

$ mv ibm-tn-sqm-sqm_umts_voice_prb.version ibm-tn-sqm-
sqm_umts_voice_prb.version.preIF0003
```

2. Transfer the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service data source package `ibm-tn-sqm-sqm_umts_voice_prb-1.1.3.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. Use the `/appl` directory as the `<target directory>` value.
3. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package /<target
directory>/ibm-tn-sqm-sqm_umts_voice_prb-1.1.3.tar.gz
```
4. Enter `Yes` when asked if you want to install the package.
5. Enter `Yes` when asked if you want to continue.
6. Accept the license agreement.

When the installation is successfully completed, a message similar to the following example is displayed:

```
~~~~~
Finished Post-Installation Steps
~~~~~

Completed Software Installation

SA Package Installation logs can be seen in /appl/sa/admin/logs/sa_install.log

Installation is complete.
```

---

### 3.2.2 Provisioning the system

---

**Note (for distributed installations):** In a distributed system, perform the procedures in this section only on the application server.

---

Use the following tasks to load the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service on the system.

Complete the following steps as user `saserver`:

1. Check the list of processes running by executing the following command:

```
$ sap disp -l
```

Verify that all the processes for the `DOMAIN` group are in a `STARTED` state. If any of the domain processes are stopped, execute the following command:

```
$ sap start domain
```

2. Provision the system by executing the following command:

```
$ package_upgrade -t sqm_umts_voice_prb_1.1.3 -s sqm_umts_voice_prb_1.1
```

3. Enter `y` when asked if you want to continue:

When the provisioning operation is successfully completed, a message similar to the following example is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

### 3.2.3 Deploying the loader

---

**Note (for distributed installations):** In a distributed system, perform the procedures in this section only on the gateway server (the server that hosts the service module loader process).

---

Complete the following steps as user `saserver`:

1. Deploy the loader by executing the commands:

```
$ cp ${WMCROOT}/conf/adapter/data/sqm_umts_voice_prb_contextdef.xml
${WMCROOT}/conf/adapter/data/sqm_umts_voice_prb_contextdef.xml.preIF0003

$ cp ${WMCROOT}/packages/sqm_umts_voice_prb_1.1.3/conf/adapter/data/contextdef.xml
${WMCROOT}/conf/adapter/data/sqm_umts_voice_prb_contextdef.xml
```

### 3.2.4 Starting the loader

---

**Note (for distributed installations):** In a distributed system, perform the procedures in this section on either the gateway server or application server.

---

Complete the following steps as user `saserver`:

1. Start the loader using the following command:

```
$ sap start sqm_umts_voice_prb_loader
```

2. Verify the loader is successfully started using the following command:

```
$ sap disp sqm_umts_voice_prb_loader
```

3. The current state of the loader is displayed, as shown in the following example:

| NAME                                   | STATE   | SINCE    |
|----------------------------------------|---------|----------|
| <code>sqm_umts_voice_prb_loader</code> | STARTED | 14:02:27 |



The `STATE` reads as `STARTED`. The loader can take several minutes to complete the startup, in which case the `STATE` reads as `init`. If the loader cannot startup, a `STATE` of `failed` is displayed.

## 4 Uninstalling version 1.1 IF0003

### 4.1 Shut down the loader

---

**Note (for distributed installations):** Complete the procedures in this section on the application server only.

---

Complete the following steps as user saserver:

1. Shut down the adapter process by executing the following commands:

```
$ sap stop sqm_umts_voice_prb_loader
```

### 4.2 Rolling back the service module data source

#### 4.2.1 Rolling back the data source

---

**Note (for distributed installations):** Complete the procedures in this section on the application server only.

---

Complete the following step as user saserver:

- To rollback the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service module data source, execute the following commands:

```
$ cd $WMCROOT/packages/sqm_umts_voice_prb_1.1.3/admin/provision/rollback  
  
$ wmc_ant -f rollback.xml -Dpackage.from=sqm_umts_voice_prb_1.1.3 -  
Dpackage.name=sqm_umts_voice_prb_1.1 rollback
```

When the data source is successfully rolled back, a message similar to the following example is displayed:

```
BUILD SUCCESSFUL  
  
Total time: n minutes
```

## 4.2.2 Rolling back the gateway server artifacts

---

**Note (for distributed installations):** Complete the procedures in this section on the gateway server.

---

Roll back the gateway server artifacts by executing the following command as user saserver:

```
$ cp ${WMCROOT}/conf/adapter/data/sqm_umts_voice_prb_contextdef.xml.preIF0003  
${WMCROOT}/conf/adapter/data/sqm_umts_voice_prb_contextdef.xml
```

## 4.3 Rolling back the service module Global Object Model (GOM)

---

**Note:** Complete the procedures in this chapter on the application server only.

---

Roll back the service module GOM by executing the following command as user saserver:

```
$ cd $WMCROOT/packages/sqm_umts_voice_prb_gom_1.1.3/admin/provision/rollback  
  
$ wmc_ant -f rollback.xml -Dpackage.from=sqm_umts_voice_prb_gom_1.1.3 -  
Dpackage.name=sqm_umts_voice_prb_gom_1.1 rollback
```

On successful completion, the following output is displayed:

```
BUILD SUCCESSFUL  
  
Total time: n seconds
```

## 4.4 Removing the service module data source package

---

**Note (for distributed installations):** Complete the procedures in this section on the application and gateway servers.

---

To remove the service module data source package, complete the following step as user saserver:

1. Remove the Tivoli Netcool Service Quality Manager Module for UMTS Voice Transactional Service data source package by executing the following commands:

```
$ cd $WMCROOT/admin/software/adapters  
  
$ ./ibm-tn-sqm-sqm_umts_voice_prb.remove
```

Enter **yes** when asked if you want to continue.

2. Execute the following commands:

```
$ mv ibm-tn-sqm-sqm_umts_voice_prb.remove.preIF0003 ibm-tn-sqm-  
sqm_umts_voice_prb.remove  
  
$ mv ibm-tn-sqm-sqm_umts_voice_prb.version.preIF0003 ibm-tn-sqm-  
sqm_umts_voice_prb.version
```

## 4.5 Removing service module GOM packages

---

**Note:** Complete the procedures in this section on the application server only.

---

To remove the service module GOM packages, complete the following as user saserver:

1. Remove the service module GOM by executing the following command:

```
$ ./ibm-tn-sqm-sqm_umts_voice_prb_gom.remove
```

2. Enter `yes` when asked if you want to continue.

3. Execute the following commands :

```
$ mv ibm-tn-sqm-sqm_umts_voice_prb_gom.remove.preIF0003 ibm-tn-sqm-  
sqm_umts_voice_prb_gom.remove
```

```
$ mv ibm-tn-sqm-sqm_umts_voice_prb_gom.version.preIF0003 ibm-tn-sqm-  
sqm_umts_voice_prb_gom.version
```

## 4.6 Restarting the processes

---

**Note (for distributed installations):** Complete the procedures in this section on the application server only.

---

To restart the processes, complete the following steps as user saserver:

1. Restart the adapter process :

```
$ sap start sqm_umts_voice_prb_loader
```

2. Verify that the adapter instance restarted successfully by executing the following command:

```
$ sap disp -l
```



## Appendix A: Product acronyms

Table 3: Description of product acronyms

| <b><i>Acronym</i></b> | <b><i>Description</i></b>              |
|-----------------------|----------------------------------------|
| BIAR                  | Business Intelligence Archive Resource |
| CMS                   | Central Management Server              |
| CSV                   | Comma-Separated Value                  |
| IP                    | Internet Protocol                      |
| IT                    | Information Technology                 |
| KQI                   | Key Quality Indicator                  |
| LOV                   | List Of Values                         |
| PC                    | Personal Computer                      |
| PDF                   | Portable Document Format               |
| SLA                   | Service-Level Agreement                |
| URL                   | Uniform Resource Locator               |



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