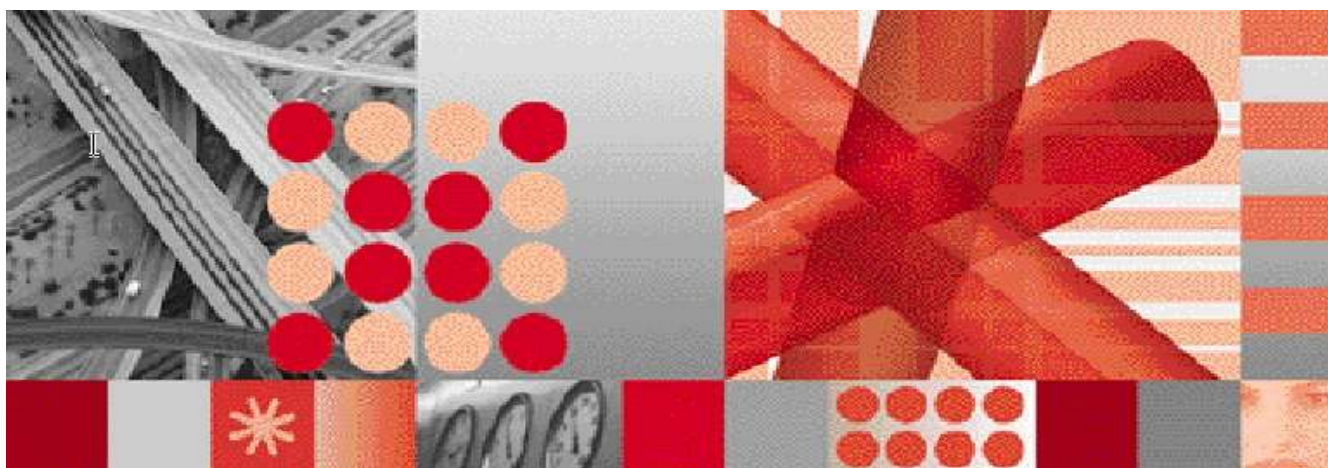




Netcool Service Quality Manager - BlackBerry Log Service Solution

IBM

Version 1.1.1



Release Notes

Note: Before using this information and the product it supports, read the information in Appendix B: Notices, on page 19

This edition applies to Version 1 Release 1, Modification 1 of IBM Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

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1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Log Service Solution Release Notes guide is organized into the following chapters:

Table 1 Document Structure

Chapter	Description
About this Documentation	An overview of the Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution documentation, which gives details of the intended audience and the structure of the guide.
Release Details	Information on functionality provided in the release.
Hardware Requirements	Details of hardware required for the release.
Software Requirements	Details of software required for the release.
Installation	Details on guides to be followed during the installation of the product for the release.
Known issues	Details on known issues included in the release and workarounds, if available.
Fixed issues	Details of fixed issues included in this release.

1.1 Audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Solaris and/or AIX®.

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

Note: Tivoli Netcool Service Quality Manager Administrators should 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 may result in corruption of data and failure of the 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:

General IT Principles

Unix® Operating Systems

IP Networking

Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs

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 Document Conventions

The following command prompts can be seen throughout this document where the user has to enter commands at the command line:

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

Please note the above prompts are not part of commands. All commands must be entered after these prompts.

This document uses the typographical conventions shown in the following table:

Table 2: General Document 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.sun.com	For links within a document or to the Internet.
Bold	Note: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	A <i>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> Type OK to continue.	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.
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.

1.4 User Publications

The following user publications are provided with the Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution software in Adobe® Portable Document Format (PDF).

Table 3: BlackBerry Log Service Solution Documentation

Document	Description
<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Upgrade Guide</i>	Details the steps required to upgrade the Service Quality Manager BlackBerry Log Service Solution to version 1.1.1 from version 1.1.
<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Interface Control Guide</i>	Describes the BlackBerry Log Service Solution input interface
<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Release Notes</i>	Provides information on BlackBerry Log Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.

The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.2 software in Adobe Portable Document Format (PDF). Online help is provided in HTML format.

Table 4 - Tivoli Netcool Service Quality Manager User Publications & Online help

Document	Description
<i>Release Notes</i>	Provides information on the Tivoli Netcool Service Quality Manager 4.1.2 release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Configuration Guide</i>	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI and Service Models applications) in Service Quality Manager.
<i>Monitoring Guide</i>	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in Tivoli Netcool <i>Service Quality Manager</i> .
<i>Customer Experience Manager Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Manager feature in Tivoli Netcool Customer Experience Manager.
<i>Customer Experience Manager Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Manager system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Tivoli Netcool <i>Service Quality Manager</i> Server system on Solaris 10g.
<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool <i>Service Quality Manager</i>

	Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool <i>Service Quality Manager</i> Server system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Tivoli Netcool <i>Service Quality Manager</i> administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool <i>Service Quality Manager</i>.- Running batch processes such as archiving trace files and log files.- Backing up and restoring the system.
<i>AIX System Administration Guide</i>	Provides an overview of the AIX Tivoli Netcool <i>Service Quality Manager</i> administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool <i>Service Quality Manager</i>.- Running batch processes such as archiving trace files and log files.- Backing up and restoring the system.
<i>Upgrade Guide</i>	Details how to upgrade Tivoli Netcool <i>Service Quality Manager</i> from v4.1.1 to v 4.1.2.
<i>Business Objects Installation & Configuration Guide</i>	Provides information on the steps required to install and configure the Business Objects (v 6.5 or Xi) Server and Client for use with Tivoli Netcool <i>Service Quality Manager</i> .
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Tivoli Netcool Service Quality Manager client applications.
<i>Customer Experience Manager Online Help</i>	Describes how to use and monitor the Customer Experience Manager feature in the Tivoli Netcool Customer Experience Manager.
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool <i>Service Quality Manager</i> .

2 Release Details

This release provides resolutions to problems found with the GA release of Tivoli Netcool Service Quality Manager BlackBerry Logs Service Solution version 1.1.

In addition this release introduces two new features :

- encryption of password values stored in the agent configuration files
- simple configuration of the retention period for data & log files generated by the agents.

For further details on these new features please refer to *Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Version 1.1.1 Technical Note : New Features in BES Logs Mediation 1.1.1*.

3 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager 4.1.2.10
- Tivoli Netcool Service Quality Manager GOM 1.5
- BlackBerry Logs Service Solution 1.1

Note: Refer to *Tivoli Netcool Service Quality Manager Version 4.1.2 Release Notes* for the minimum software required to operate this product.

4 Installation

4.1 Installation

To install the Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution 1.1 IF0001, refer to the *Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Upgrade Guide*.

4.2 Service Solution Model Version

The service solution name, data source name(s) and model version of the BlackBerry Log Service Solution are as follows:

- Solution Name = bes
- Data Source Name = log
- Model Version = 1.1.1

5 Known Issues

There are no known issues with this release of Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution.

6 Fixed Issues

6.1 BES Platform Failures & Outages Report reporting value greater than 100% for coverage

This problem was caused by an error in an underlying KPI calculation in the service solution loader. This problem has been corrected in this release.

APARs addressed

This fix addresses the following APARs:

IZ67603

6.2 Misleading Y-axis scales on Blackberry User Delivery Retries report

This problem was a formatting issue in the report. It has been corrected in this release.

APARs addressed

This fix addresses the following APARs:

IZ67636

6.3 No documentation provided for directory for configuration of directory housekeeping

The GA release of BES Logs provided no documentation on how to adjust the data retention period for directory housekeeping. This has been corrected in this release with the addition of a new technical note detailing the information required.

APARs addressed

This fix addresses the following APARs:

IZ67557

6.4 Value of KQI “Subscriber Outage Percent” can surpass 100%

This was caused by an error in an underlying calculation in the service solution loader. This problem has been corrected in this release.

APARs addressed

This fix addresses the following APARs:

IZ66342

7 Appendix A Glossary

Table 5 : Glossary of Terms

<i>Acronym</i>	<i>Description</i>
AIX	Advanced Interactive eXecutive
BES	BlackBerry Enterprise Server
BO	Business Objects
CR	Change Request
CSV	Comma Separated Values
DBCS	Double Byte Character Set
GB	Gigabyte
GOM	Global Object Model
GPS	Global Positioning System
GUI	Graphical User Interface
IBM	International Business Machines
IP	Internet Protocol
IT	Information Technology
KQI	Key Quality Indicator
PMR	Product Management Request
POD	Plain Old Documentation
SLA	Service Level Agreement
SQL	Structured Query Language
SQM	Service Quality Manager

XML	Extensible Markup Language
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Appendix B: Notices

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