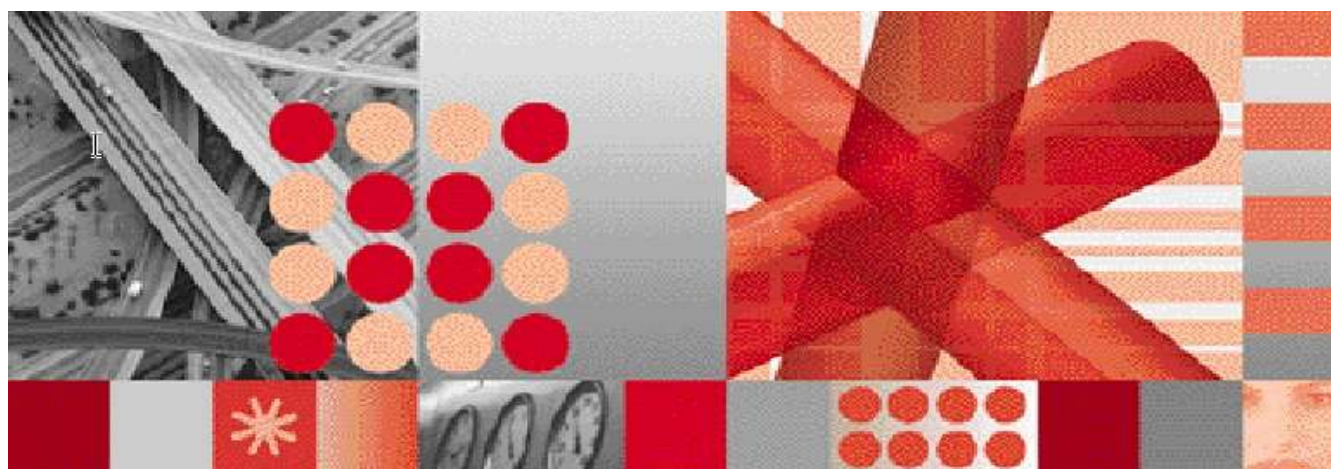




Netcool Service Quality Manager BlackBerry Log Service Solution

IBM

Version 1.1.1



Upgrade Guide

Note: Before using this information and the product it supports, read the information in [Notices](#) on page 39.

This edition applies to Version 1, Release 1, Modification 1 of IBM Tivoli Netcool Service Quality Manager For BlackBerry Service Solution.

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1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Log Service Solution version 1.1 to 1.1.1 Upgrade Guide is organized into the following chapters:

Table 1 Document Structure

<i>Chapter</i>	<i>Description</i>
About this Documentation	An overview of the Tivoli Netcool Service Quality Manager for BlackBerry Log Service Solution Upgrade Guide documentation, which gives details of the intended audience and the structure of the guide.
Media Content	Details of media provided for the release.
Hardware Specification	Details of hardware required for the release.
Software Requirements	Details of software required for the release.
Upgrade Procedure	Describes the upgrade procedure from version 1.1 to version 1.1.1
Rollback Procedure	Describes the rollback procedure from version 1.1.1 back to version 1.1

1.1 Audience

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

IMPORTANT: Before attempting an upgrade of the Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution to version 1.1.1 you are strongly advised to read the release notes distributed with Tivoli Netcool Service Quality Manager BlackBerry Log version 1.1.1 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 database schema. Changes to the 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
- BlackBerry Enterprise Server
- 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

Format	Examples	Description
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.
<Monospace italics>	<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 Service Solution software in Adobe® Portable Document Format (PDF).

Table 3: BlackBerry Service Solution Documentation

Document	Description
<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Release Notes</i>	Provides information on Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.

<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Installation Guide</i>	Details the steps required to install the Service Quality Manager BlackBerry Log Service Solution.
<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 Mediation Installation Guide</i>	Details the steps required to install the Service Quality Manager BlackBerry Log mediation software.
<i>Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Release Notes</i>	Provides information on Tivoli Netcool Server Quality Manager BlackBerry Log Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Tivoli Netcool Service Quality Manager BlackBerry Upgrade Guide</i>	Describes how to upgrade the Service Quality Manager BlackBerry Log Service Solution from version 1.1 to 1.1.1 while maintaining existing data and configuration.

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 available 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 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 <i>Tivoli Netcool</i> Service Quality Manager.
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool Service Quality Manager.

<i>CEM Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Management system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on Solaris 10g.
<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"> - Starting and stopping Tivoli Netcool Service Quality Manager. - 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 Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"> - Starting and stopping Tivoli Netcool Service Quality Manager. - 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 from one Service Quality Manager version to another.
<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 Service Quality Manager.
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Tivoli Netcool Service Quality Manager client applications.
<i>Customer Experience Management Online Help</i>	Describes how to use and monitor the Customer Experience Management feature in the Tivoli Netcool Service Quality Manager.
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager.

2 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.2.

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

- Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution version 1.1 is successfully installed prior to performing this upgrade.
- Any installed demo data for the Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution is uninstalled prior to performing this upgrade.

3 Hardware Specification

The hardware specification is unchanged for this release. Refer to the *Tivoli Netcool Service Quality Manager BlackBerry Log Service Solution Release Notes* for details on the hardware specification.

4 Upgrade Procedure

The upgrade procedure is composed of the following steps in sequence:

- Stopping the BlackBerry Log Collector Agent.
- Backing up the BlackBerry Log Collector Agent software components
- Upgrading the BlackBerry Log Collector Agent to version 1.1.1.
- Stopping the BlackBerry Log Mediation Server.
- Backing up the BlackBerry Log Mediation Server software components
- Upgrading the BlackBerry Log Mediation Server to version 1.1.1.
- Stopping the BlackBerry Log loader.
- Backing up the BlackBerry Log loader software components.
- Installing BlackBerry Log software version 1.1.1.
- Upgrading Business Objects Reports.
- Upgrading the BlackBerry Log loader to version 1.1.1.
- Restoring the BlackBerry Log loader configuration.
- Restarting the BlackBerry Log loader.
- Restarting the BlackBerry Log Mediation Server.
- Restarting the BlackBerry Log Collector Agent.
- Uninstalling the BlackBerry Log software packages.

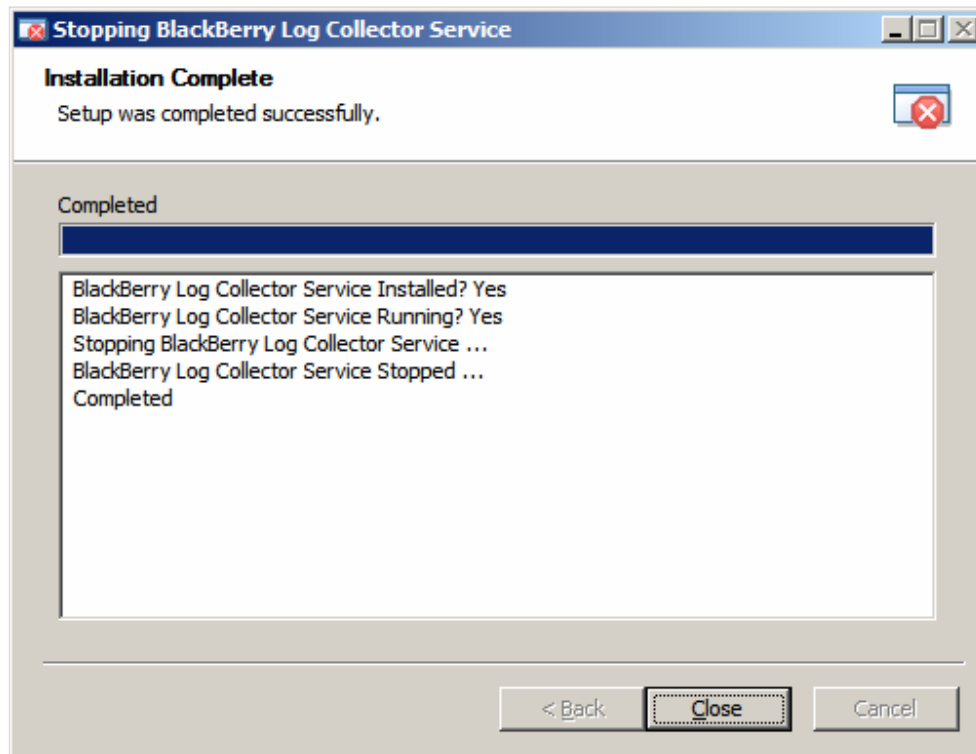
Refer to the sections below for details on how to complete each of the main steps identified above.

4.1 Stopping the BlackBerry Log Collector Agent

To stop the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent service, select START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG COLLECTOR → STOP BLACKBERRY LOG COLLECTOR SERVICE.

The STOPPING BLACKBERRY LOG COLLECTOR SERVICE page displays as shown in **Error!**
Reference source not found..

Figure 1: Stopping the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent



4.2 Backing up BlackBerry Log Collector Agent version 1.1 Software components

To backup the BlackBerry Log Collector Agent software components, complete the following steps:

1. Copy the following to another directory :

- C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\version.properties
- C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\lib\bes-mediation.jar
- C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\bin\delete_logcollector_trace.cmd

Note: Take note of the directory location where the BlackBerry Log Collector Agent software is backed up to - its contents may be needed at a later date if a rollback needs to be performed.

4.3 Installing BlackBerry Log Collector Agent version 1.1.1 Software

To install Tivoli Netcool Service Quality Manager BlackBerry Log Collector Agent version 1.1.1 software, complete the following:

1. Unzip the contents of the BlackBerry Log Collector Agent software package `bes-log-collector-1.1.1.zip` to `C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector`. The package will contain the following directories and files

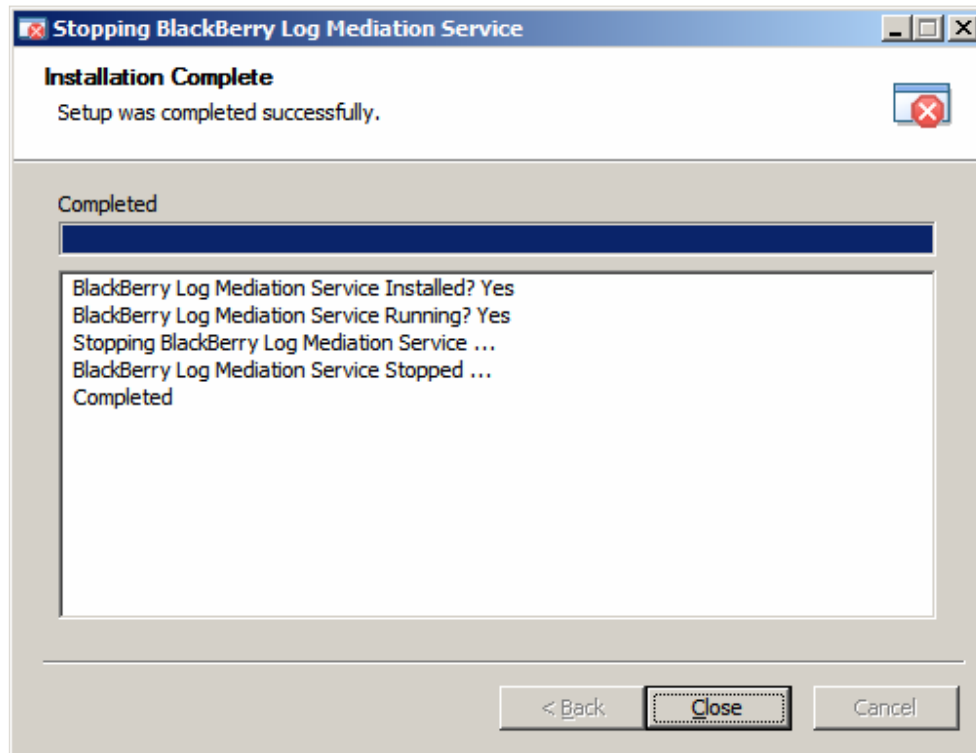
- `version.properties`
- `lib\bes-mediation.jar`
- `bin\delete_logcollector_trace.cmd`
- `bin\encrypt_logcollector_passwords.cmd`

4.4 Stopping the BlackBerry Log Mediation Server

To stop the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation service, select **START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG MEDIATION → STOP BLACKBERRY LOG MEDIATION SERVICE**.

The STOPPING BLACKBERRY LOG MEDIATION SERVICE page displays as shown in Figure .

Figure 2: Stopping the mediation server



Note: the entries on the START menu for the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation act only on the original mediation instance created as part of the initial Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation installation. Therefore it is not possible to start or stop manually created instances by using the START menu. Such instances can only be controlled by the Windows Service Control Applet.

4.5 Backing up BlackBerry Log Mediation Server version 1.1 Software components

To backup the BlackBerry Log Mediation Server software components, complete the following steps:

1. Copy the following to another directory :
 - C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\version.properties

- C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\lib\bes-mediation.jar
- C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\bin\delete_logmediation_trace.cmd

Note: Take note of the directory location where the BlackBerry Log Mediation Server software is backed up to - its contents may be needed at a later date if a rollback needs to be performed.

4.6 Installing BlackBerry Log Mediation Server Version 1.1.1 Software

To install Tivoli Netcool Service Quality Manager BlackBerry Log Mediation Server version 1.1.1 software, complete the following:

2. Close all applications on the BlackBerry Log Mediation Server host.
3. Extract the contents of the BlackBerry Log Mediation Server software package `bes-log-mediation-1.1.1.zip` to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation. The package will contain the following directories and files

- version.properties
- lib\bes-mediation.jar
- bin\delete_logmediation_trace.cmd
- bin\encrypt_logmediation_passwords.cmd

4.7 Stopping the BlackBerry Log loader

Note (Distributed Installation): In a distributed system, perform the procedures in this section on the Application server only.

To stop the `bes_log_loader` process, complete the following as user `saserver`:

1. Execute the command:

```
$ sap stop bes_log_loader
```

4.8 Create a backup directory

Note (Distributed Installation): In a distributed system, perform the procedures in this section on the Database and Gateway servers.

A directory needs to be created to store the existing configuration and other artifacts for the loaders. Choose a directory name *<BACKUP_DIR>* and then complete the following as user `saserver`:

```
$ cd $WMCROOT
$ mkdir <BACKUP_DIR>
```

where *<BACKUP_DIR>* denotes the name chosen for the backup directory.

4.9 Backing up the BlackBerry Log Loader Configuration

Note (Distributed Installation): In a distributed system, perform the procedures in this section on the Gateway server only.

To backup the configuration to *<BACKUP_DIR>* complete the following as user `saserver`:

1. Execute the following commands:

```
$ rm $WMCROOT/conf/adapter/data/bes_log_contextdef.xml
$ rm $WMCROOT/conf/adapter/data/bes_log_loader_parser.bl
$ rm $WMCROOT/bin/bes_log_loader.env
```

2. Back up the datasource configuration by executing the following commands:

```
$ cd $WMCROOT/conf/adapter/datasource
$ cp bes_log_loader.properties
$WMCROOT/<BACKUP_DIR>/bes_log_loader.properties.datasource
```

3. Back up the collector configuration by executing the following commands:

```
$ cd $WMCROOT/conf/adapter/collector
$ cp bes_log_loader.properties $WMCROOT/<BACKUP_DIR>/bes_log_loader.properties.collector
```

Note: Make a note of the location of the directory where the configuration is backed up to, as its contents will be needed later.

4.10 Installing the Service Solution GOM

Complete the following steps as user `saserver`:

1. Transfer the BlackBerry Log Service Solution GOM package `ibm-tn-sqm-bes_gom-1.1.1.tar.gz` to the `/appl` directory on the Service Quality Manager host machine.
2. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package /appl/ibm-tn-sqm-bes_gom-1.1.1.tar.gz
```
3. Enter 'Yes' when asked if you wish to install the package.
4. Accept the license agreement.
5. When the installation has successfully completed, a message similar to the example below will appear onscreen:

```
~~~~~  
Finished Post-Installation Steps  
~~~~~  
  
Completed Software Installation  
TNSQM Package Installation logs can be seen in /appl/sa/admin/logs/sa_install.log  
Installation is complete.
```

4.11 Installing BlackBerry Log Service Solution datasource

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

Complete the following as user `saserver`:

1. Transfer the BlackBerry Log Service Solution datasource package `ibm-tn-sqm-bes_log-1.1.1.tar.gz` to the `/appl` directory on the Service Quality Manager host machine.
2. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package /appl/ibm-tn-sqm-bes_log-1.1.1.tar.gz
```
3. Enter 'Yes' when asked if you wish to install the package.
4. Accept the license agreement.
5. When the installation has successfully completed, a message similar to the example below will appear onscreen:

```
~~~~~
```

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.

6. Execute the following commands:

```
$ cd $WMCROOT/packages
$ rm -rf bes_log_1.1.1/admin/provision/upgrade/bes_log_1.1/report
$ rm -rf bes_log_1.1.1/admin/provision/rollback/bes_log_1.1/report
```

## 4.12 Upgrading BusinessObjects reports

The following set of BusinessObjects reports are redeployed during the upgrade :

- TNSQM – BES – Logs

These reports are delivered with the `bes_logs` datasource.

### 4.12.1 Back up existing reports

Before upgrading the existing Business Objects Reports on the reporting server, a backup of the existing BES Logs reports and universe can be made. To export the existing reports and universe in the Business Objects Server to a BIAR file in the client PC, use the BusinessObjects Import Wizard tool. For details on how to use this tool, refer to the section *Using the Import Wizard* in Chapter 13 of the Windows *BusinessObjects Enterprise XI Release 2 Installation Guide* for Business Objects XI Release 2, available from the following link:

[http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

When exporting the reports to the BIAR file, select the following options:

- In the **Source environment** display screen, type the name of the BusinessObjects central management server (CMS) and the username and password.
- In the **Destination environment** display screen, select **Business Intelligence Archive Resource (BIAR) File** in the combo box and browse to the BIAR file location where it will be stored.
- In the **Select objects to import** display screen, just select these three options:
  - **Import folders and objects**
  - **Import application folders and objects**
  - **Import Universes**
- In the **Folders and objects** display screen, select the reports under the following folders:

- TNSQM – BES – Logs

After running the Import Wizard, make sure to store the new Business Objects BIAR file on a safe location

#### 4.12.2 Deleting existing reports

Before installing the new sets of reports the old reports have to be deleted from the Business Objects repository. This is possible from the Business Objects Infoview Portal and for more details about how to do it, please refer to the following Business Objects Infoview User guide:

[http://help.sap.com/businessobject/product\\_guides/boexir2/en/xir2\\_bip\\_user\\_en.pdf](http://help.sap.com/businessobject/product_guides/boexir2/en/xir2_bip_user_en.pdf)

#### 4.12.3 Installing new Business Objects Reports

##### **Prerequisite**

BusinessObjects XI release 2 server with Oracle client software must be installed and configured.

---

**Note (for distributed installations):** In a distributed system, the `report.zip` file is available either on the gateway server or the application server.

---

Complete the following steps as user saserver:

- Copy the `$WMROOT/packages/bes_log_1.1.1/report.zip` file from your Tivoli Netcool Service Quality Manager server to the BusinessObjects server instance using ftp or other methods available.

##### **Defining the service name using Oracle Net Manager**

If the core reports or any other service model set of reports have been deployed, then use the existing service name for the connection to the SADB database. If this is the first set of reports being deployed then create an Oracle service name by following these directions.

Before exporting BusinessObjects artifacts, you need to create an Oracle service name (also called protocol address) in the BusinessObjects server to connect the BusinessObjects software with the `sadb` database server. The BusinessObjects universe will use this service name in its connection and reports will refresh against the database this service name points to.

To create a new service name in Oracle, you can use the Oracle Net Manager tool, provided in the Oracle client installed on the BusinessObjects server.

See section *Configuring Clients for Oracle Connection Manager*, Chapter 11. *Configuring and Administering Oracle Connection Manager* in the Oracle 10g online documentation available at the following link:

[http://download.oracle.com/docs/cd/B19306\\_01/network.102/b14212/cman.htm#i484544](http://download.oracle.com/docs/cd/B19306_01/network.102/b14212/cman.htm#i484544)

##### **Extracting BusinessObjects deliverables**

The prerequisites are:

- The BusinessObjects report files delivered with the Tivoli Netcool Service Quality Manager BES Logs Service Solution must be copied to the BO Server before they can be added to the BusinessObjects repository.

To copy the BusinessObjects deliverable to the BO Server, complete the following steps:

1. Create a new destination directory for the contents of the BusinessObjects deliverables.
2. Transfer and unzip the `report.zip` file to the destination directory created in Step 1.

Depending on the contents of the Business Objects deliverable, some or all of the following directories can be created when the `report.zip` file is unzipped:

- `logos`
- `lovs`
- `reports`
- `universes`

### ***Applying the logo file***

A logo graphic appears in each report and must be added to the BusinessObjects server. To apply the logo file, complete the following step:

- Open the directory where the `report.zip` file was extracted to (completed in the *Extracting BusinessObjects deliverables* section). Copy the `Tivoli.jpg` file from the `/logos` directory into the following directory :

```
<BO_INSTALL_DRIVE>\Program Files\Business Objects\BusinessObjects Enterprise  
11.5\Images
```

Where `<BO_INSTALL_DRIVE>` denotes the drive where the BusinessObjects applications are installed (the default drive is `C:`).

### ***Associating LOV files with universe***

---

**Note:** LOV files are not available for this service model so these steps can be ignored

---

LOV files must be in the same folder as the universe before exporting the universe to the Business Objects repository. To comply with this requirement, complete the following step:

1. Open the directory where the `report.zip` file was extracted to (completed in the *Extracting BusinessObjects deliverables* section). Copy the all contents of the `/lovs` directory into the `/universes` directory.

### ***Export the universe and the list of values (LOV) files to the BusinessObjects server***

The process of exporting the universe with its list of values (LOV) files must be completed with the BusinessObjects XI Universe Designer tool.

---

To complete the process, follow these steps:

1. Define a new Business Objects connection pointing to the **sadb** database. The **sadb** database is the one located in the Tivoli Netcool Service Quality Manager database server and the one that contains the installed Tivoli Netcool Service Quality Manager Module BES Logs Service Solution.

To complete this step it will be required to define the following parameters within the Business Objects connection:

- Database middleware: **Oracle 10**
- Service: **Oracle Service Name**
- User Name: **Oracle user**
- Password: **Oracle Password for the Oracle User**

The default username and password for the **sadb** database are **saserver/saserver01** (if the password has changed, then enter the new password as appropriate). Enter the Oracle service name as previously defined in the *Defining the Service Name using Oracle Net Manager* section.

---

**Note:** to complete the connection definition, see the Setting universe parameters → Defining a new connection subsection in chapter 2 of the Designer's Guide for Business Objects XI release 2, available from the following link:

---

[http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

2. Open universe file (.unv) from the **/universes** directory.
3. Change universe connection parameters and use the new Business Objects connection created during step 1.
4. Save the universe with the new parameters.
5. Export the universe with its LOV files to the BusinessObjects repository.

---

**Note:** Refer to the Exporting a universe to the repository sections in chapter 2 of the Designer's Guide for Business Objects XI Release 2, available from the following link:

---

[http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

### ***Changing universes to local time format settings***

---

**Note:** All universes delivered in the **report.zip** file are preset with European date formats.

---

If deploying on a non-European BusinessObjects system, the following is recommended:

---

- Change the following objects where applicable in the universes to your localized time format settings: Week/Day/Month-Day/Hour/Sample. These objects are normally found under the 'Calendar' class.

Complete the following steps to change from European to localized time formats, note the following example details changing the objects for American format.

- To change the object format right click on the different time objects and each time select **object format**. Update the format with the recommendations here.

Objects Name = **Week**

ObjectFormat = **mm/dd/yyyy**

Object Name = **Day (or Month-Day)**

ObjectFormat = **mm/dd/yyyy**

Object Name = **Hour**

ObjectFormat = **mm/dd/yyyy hh:mm AM/PM**

Object Name = **Sample**

ObjectFormat = **mm/dd/yyyy hh:mm AM/PM**

These changes must be made with the BusinessObjects Universe Designer tool. For more details, see the *Designer's Guide* for Business Objects XI Release 2 available from the following link:

[http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

Access the *Designer's Guide* quickly using these filters:

- Select **all products** under **all products**.
- Select **BusinessObjects XI Release 2** under **all releases**.

### ***Import reports BIAR file to the repository database***

A business intelligence archive resource (BIAR) file can be found in the **/reports** folder. The BIAR file contains all the reports for the Tivoli Netcool Service Quality Manager BES Logs Service Solution and must be deployed to the BusinessObjects server.

To import the BIAR file into the BusinessObjects server, use the BusinessObjects Import Wizard tool. For details on how to use this tool, refer to the section *Using the Import Wizard* in chapter 13 of the Windows *BusinessObjects Enterprise XI Release 2 Installation Guide* for Business Objects XI Release 2, available from the following link:

[http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

---

Access the Windows *BusinessObjects Enterprise XI Release 2 Installation Guide* quickly using these filters:

- Select **BusinessObjects Enterprise** under **all products**.
- Select **BusinessObjects XI Release 2** under **all releases**.

When importing the BIAR file, select the following options:

- In the **Source environment** display screen, select **Business Intelligence Archive Resource (BIAR) File** in the combo box and browse to the file in the *BIAR File* section.
- In the **Destination environment** display screen, type the name of the BusinessObjects central management server (CMS) and the username and password.
- In the **Select objects to import** display screen, just select these two options:
  - **Import folders and objects**
  - **Import application folders and objects**
- In the **Incremental import** display screen, keep **Overwrite object contents** checked and uncheck **Overwrite object rights**.
- In the **Folders and objects** display screen, select **all the reports**.

### ***Checking the BusinessObjects reports installation***

When the reports are imported to the BusinessObjects server, check they are installed and available in the server.

To complete the process, follow these steps:

- Open BusinessObjects Infoview in a navigator. The default URL is:

[http://<BO\\_SERVER>:8080/businessobjects/enterprise115/desktoplaunch](http://<BO_SERVER>:8080/businessobjects/enterprise115/desktoplaunch)

where <BO\_SERVER> is the name of the server with BusinessObjects platform installed.

- Navigate through **Public Folders** -> **TNSQM** -> **BES** -> **Logs** in the **Folders** menu on the left. The content of the last folder should contain the BES Logs reports.

---

**Note:** Refer to the TNSQM/TNCEM Installation and Configuration Guide in order to set up the authorization rights assigned to the report folder created in the BusinessObjects Server during the installation

---

## **4.13 Upgrading the BlackBerry Log Provisioning Packages to Version 1.1.1**

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

Complete the following as user `saserver`:



1. Execute the command:

```
$ cd $WMCROOT/packages
```

2. Upgrade the `bes_gom` package to version 1.1.1 by executing the command:

```
$ package_upgrade -t bes_gom_1.1.1 -s bes_gom_1.1
```

3. Upgrade the `bes_log` package to version 1.1.1 by executing the command:

```
$ package_upgrade -t bes_log_1.1.1 -s bes_log_1.1
```

---

## 4.14 Deploying the 1.1.1 BlackBerry Log loader

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Gateway server only.

---

Complete the following as user `saserver`:

1. Execute the command:

```
$ cd $WMCROOT/packages
```

2. Deploy the `bes_log_loader` by executing the command:

```
$ wmc_ant -f adp_deploy.xml -Dsa.package=bes_log_1.1.1 do-deploy
```

---

## 4.15 Restoring the BlackBerry Log\_loader Configuration

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Gateway server only.

---

To restore the `bes_log_loader` configuration, complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMCROOT/conf/adapter/datasource
$ cp <BACKUP_DIR>/bes_log_loader.properties.datasource
./bes_log_loader.properties
$ cd $WMCROOT/conf/adapter/collector
$ cp <BACKUP_DIR>/bes_log_loader.properties.collector
./bes_log_loader.properties
```

---

## 4.16 Restarting the BlackBerry Log loader process

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

To restart the `bes_log_loader` process, complete the following as user `saserver`:

1. Execute the command:

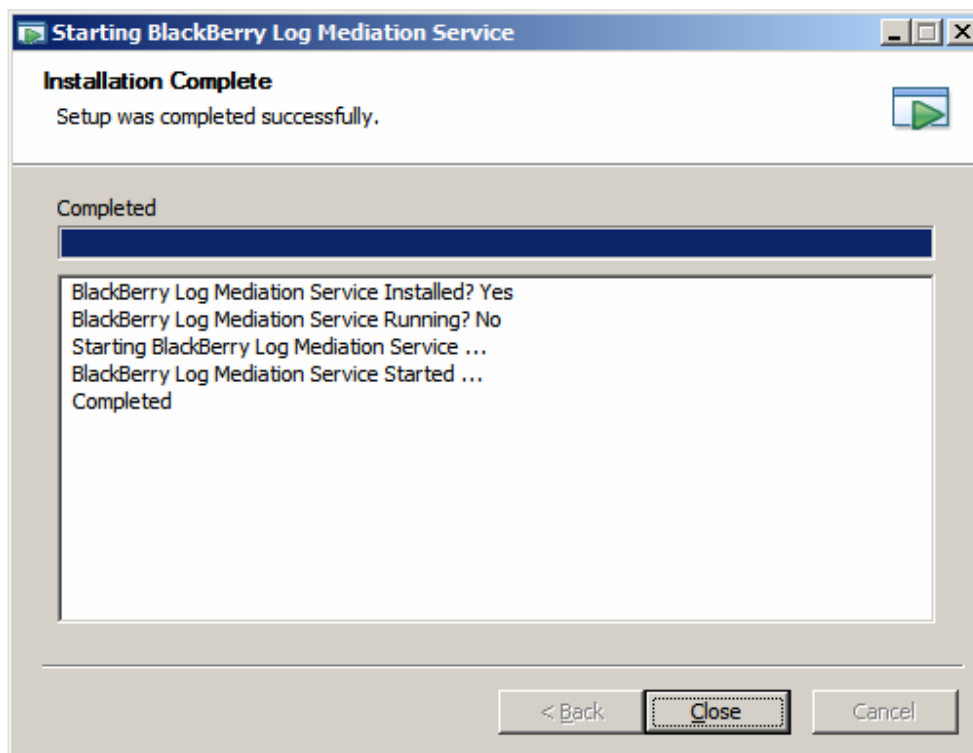
```
$ sap start bes_log_loader
```

## 4.17 Restarting the BlackBerry Log Mediation Server

To restart the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation service, select **START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG MEDIATION → START BLACKBERRY LOG MEDIATION SERVICE**.

The STARTING BLACKBERRY LOG MEDIATION SERVICE page displays as shown in **Error! Reference source not found.**

**Figure 3: Restarting the mediation service**



---

**Note:** the entries on the START menu for the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation act only on the original mediation instance created as part of the initial

---

Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation installation. Therefore it is not possible to start or stop manually created instances by using the START menu. Such instances can only be controlled by the Windows Service Control Applet.

---

Complete the following to verify that the mediation server service(s) have restarted successfully :

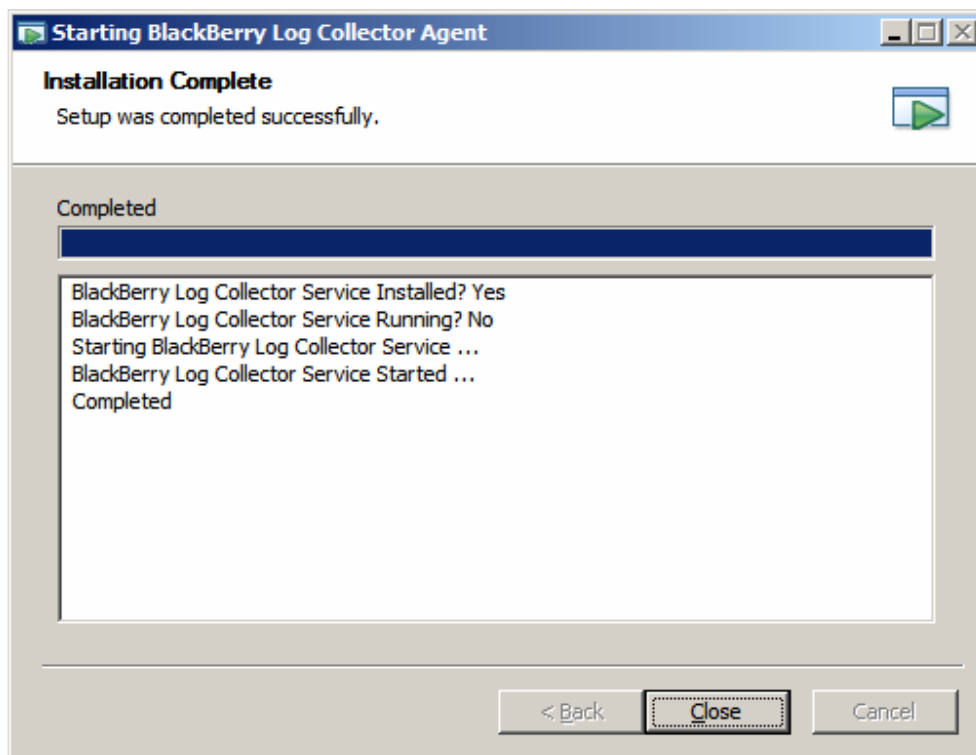
1. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
2. Select SERVICES.
3. Verify the state of the BlackBerry Log Mediation Server service(s).

## 4.18 Restarting the BlackBerry Log Collector Agent

To start the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent service, select START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG COLLECTOR → START BLACKBERRY LOG COLLECTOR SERVICE.

The STARTING BLACKBERRY LOG COLLECTOR SERVICE page displays as shown in **Error!**  
**Reference source not found..**

**Figure 1: Restarting the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent**



Complete the following to verify that the Log Collector service has restarted successfully :

1. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
2. Select SERVICES.
3. Verify the state of the BlackBerry Log Collector service.

○

## 5 Rollback Procedure

The rollback procedure is composed of the following steps in sequence:

- Stopping the BlackBerry Log Collector Agent.
- Restoring retained BlackBerry Log Collector Agent software components
- Stopping the BlackBerry Log Mediation Server.
- Restoring retained BlackBerry Log Mediation Server software components
- Rollback Business Objects Reports.
- Rollback the BlackBerry Log loader to version 1.1.
- Restarting the BlackBerry Log loader.
- Restarting the BlackBerry Log Mediation Server.
- Restarting the BlackBerry Log Collector Agent.

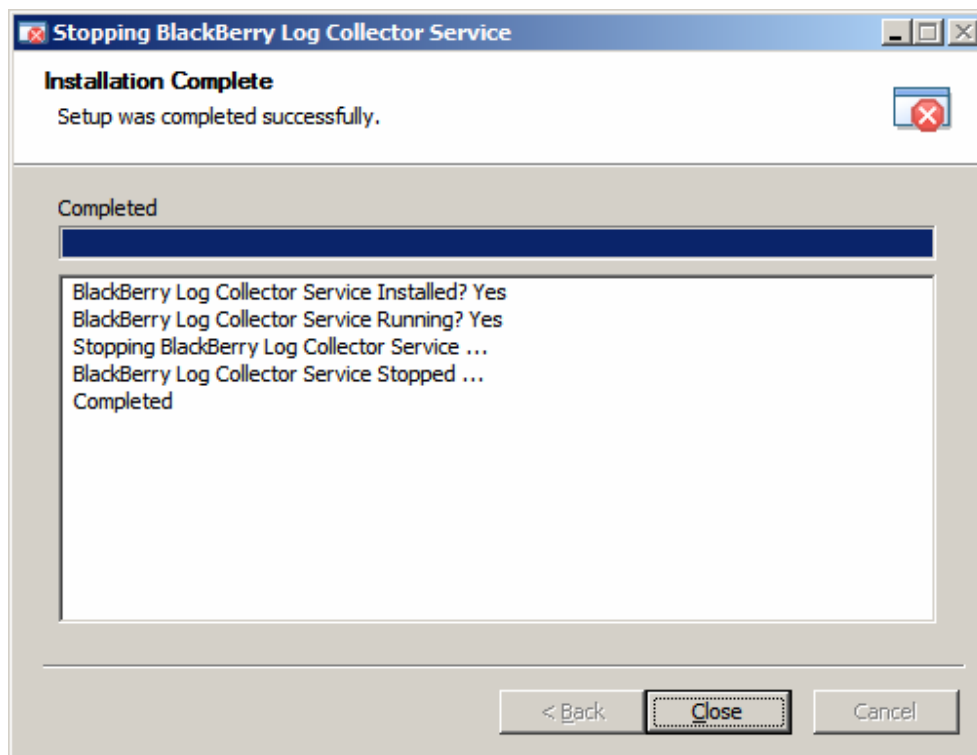
Refer to the sections below for details on how to complete each of the main steps identified above.

### 5.1 Stopping the BlackBerry Log Collector Agent

To stop the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent service, select START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG COLLECTOR → STOP BLACKBERRY LOG COLLECTOR SERVICE.

The STOPPING BLACKBERRY LOG COLLECTOR SERVICE page displays as shown in **Error! Reference source not found.**

**Figure 5: Stopping the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent**



## 5.2 Restoring the BlackBerry Log Collector Agent version 1.1 Software

To restore the BlackBerry Log Collector Agent software components, complete the following:

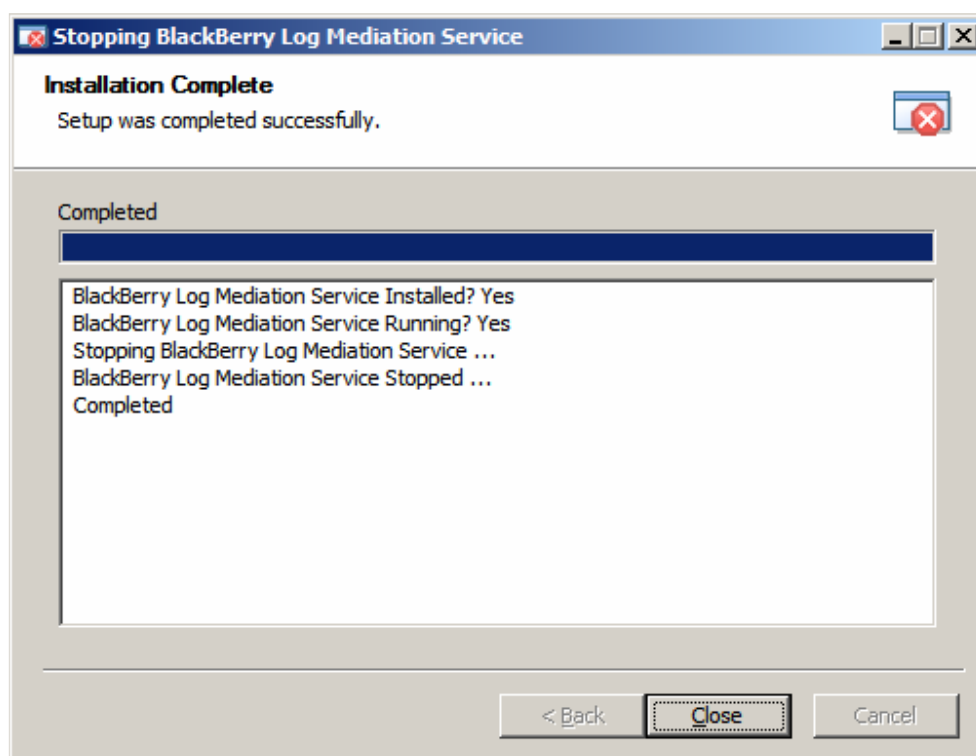
- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.2 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector
  - version.properties
- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.2 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\lib\
  - bes-mediation.jar
- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.2 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\bin\
  - delete\_logcollector\_trace.cmd
- Delete the following file from C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Collector\bin\
  - encrypt\_logcollector\_passwords.cmd

### 5.3 Stopping the BlackBerry Log Mediation Server

To stop the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation service, select START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG MEDIATION → STOP BLACKBERRY LOG MEDIATION SERVICE.

The STOPPING BLACKBERRY LOG MEDIATION SERVICE page displays as shown in Figure .

Figure 6: Stopping the mediation server



**Note:** the entries on the START menu for the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation act only on the original mediation instance created as part of the initial Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation installation. Therefore it is not possible to start or stop manually created instances by using the START menu. Such instances can only be controlled by the Windows Service Control Applet.

## 5.4 Restoring the BlackBerry Log Mediation Server version 1.1 Software

To restore the BlackBerry Log Mediation Server version 1.1 software components, complete the following:

- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.5 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation
  - version.properties
- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.5 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\lib\
  - bes-mediation.jar
- Copy the following file (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 4.5 to C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\bin\
  - delete\_logmediation\_trace.cmd
- Delete the following file from C:\Program Files\IBM Tivoli Netcool\BlackBerry Log Mediation\bin\
  - encrypt\_logmediation\_passwords.cmd





## 5.5 Stopping the BlackBerry Log loader

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

To stop the `bes_log_loader` process, complete the following as user `saserver`:

1. Execute the command:

```
$ sap stop bes_log_loader
```

## 5.6 Rollback Business Objects Reports

A rollback to the previous Business Objects Reports can be achieved in two different ways:

- If a backup copy of the original reports was made during the upgrade process, copy the backup reports from the backup folder into the original reporting folder and overwrite the existing reports. This is optional and for more details about how to do it, please refer to the following Business Objects Infoview User guide:

[http://help.sap.com/businessobject/product\\_guides/boexir2/en/xir2\\_bip\\_user\\_en.pdf](http://help.sap.com/businessobject/product_guides/boexir2/en/xir2_bip_user_en.pdf)

- If a backup copy was not created during the upgrade process, the previous report versions can be deployed into the Business Objects server following the *IBM Tivoli Netcool Service Quality Manager Module for BlackBerry Logs Installation Guide*.

## 5.7 Rolling back the BlackBerry Log Provisioning Packages to Version 1.1

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

Complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMROOT/packages/bes_gom_1.1.1/admin/provision/rollback/
```

2. Rollback the `bes_gom` package to version 1.1 by executing the command:

```
$ wmc_ant -f rollback-4.1.2.xml -Dpackage.from=bes_gom_1.1.1 -  
Dpackage.name=bes_gom_1.1 rollback
```

3. Rollback the `bes_log` package to version 1.1 by executing the command:
-

```
$ wmc_ant -f rollback-4.1.2.xml -Dpackage.from=bes_log_1.1.1 -  
Dpackage.name=bes_log_1.1 rollback
```

---

## 5.8 Deploying the BlackBerry Log Version 1.1 loader

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Gateway server only.

---

Complete the following as user `saserver`:

Remove the existing loader by executing the commands:

```
$ rm $WMCROOT/bin/bes_log_loader.env  
$ rm $WMCROOT/conf/adapter/data/bes_log_contextdef.xml  
$ rm $WMCROOT/conf/adapter/data/bes_log_loader_parser.bl
```

Deploy the `bes_log_loader` by executing the commands:

```
$ cd $WMCROOT/packages  
$ wmc_ant -f adp_deploy.xml -Dsa.package=bes_log_1.1 do-deploy
```

---

## 5.9 Restoring the BlackBerry Log\_loader Configuration

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Gateway server only.

---

To restore the `bes_log_loader` configuration, complete the following as user `saserver`:

- Execute the following commands:

```
$ cd $WMCROOT/conf/adapter/datasource  
$ cp <BACKUP_DIR>/bes_log_loader.properties.datasource  
./bes_log_loader.properties  
$ cd $WMCROOT/conf/adapter/collector  
$ cp <BACKUP_DIR>/bes_log_loader.properties.collector  
./bes_log_loader.properties
```

---

## 5.10 Restarting the BlackBerry Log\_loader Process

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

To restart the `bes_log_loader` process, complete the following as user `saserver`:

- Execute the command:

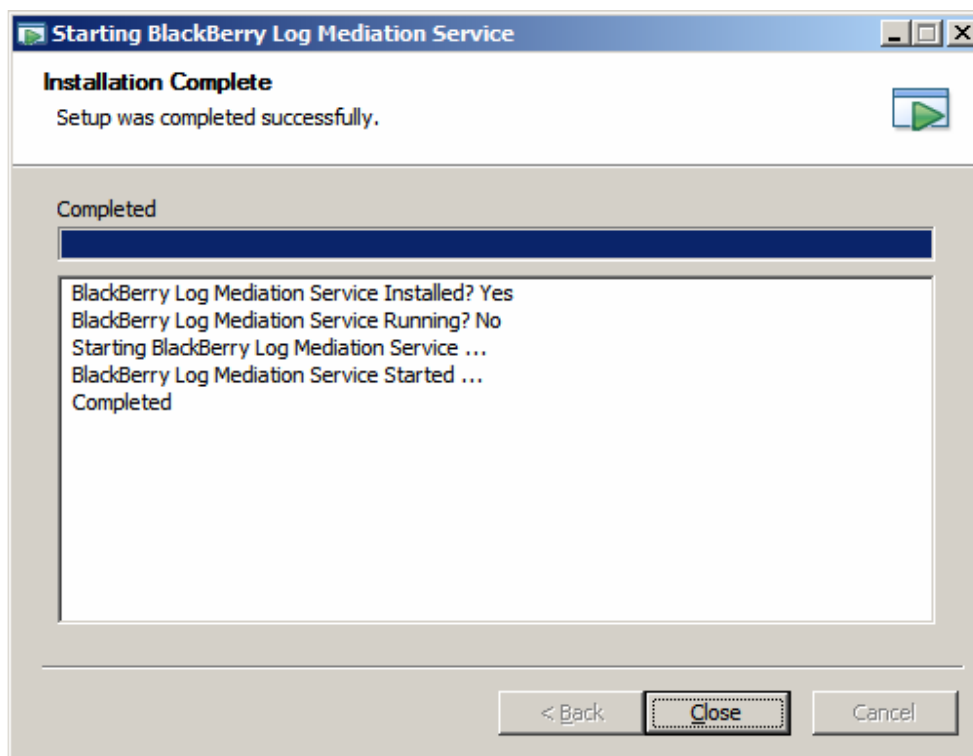
```
$ sap start bes_log_loader
```

## 5.11 Restarting the BlackBerry Log Mediation Server

To restart the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation service, select **START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG MEDIATION → START BLACKBERRY LOG MEDIATION SERVICE**.

The STARTING BLACKBERRY LOG MEDIATION SERVICE page displays as shown in **Error! Reference source not found.**

Figure 7: Restarting the mediation service



**Note:** the entries on the START menu for the Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation act only on the original mediation instance created as part of the initial Tivoli Netcool Service Quality Manager Module for Blackberry Logs mediation installation. Therefore it is not possible to start or stop manually created instances by using the START menu. Such instances can only be controlled by the Windows Service Control Applet.

Complete the following to verify that the mediation server service(s) have restarted successfully :

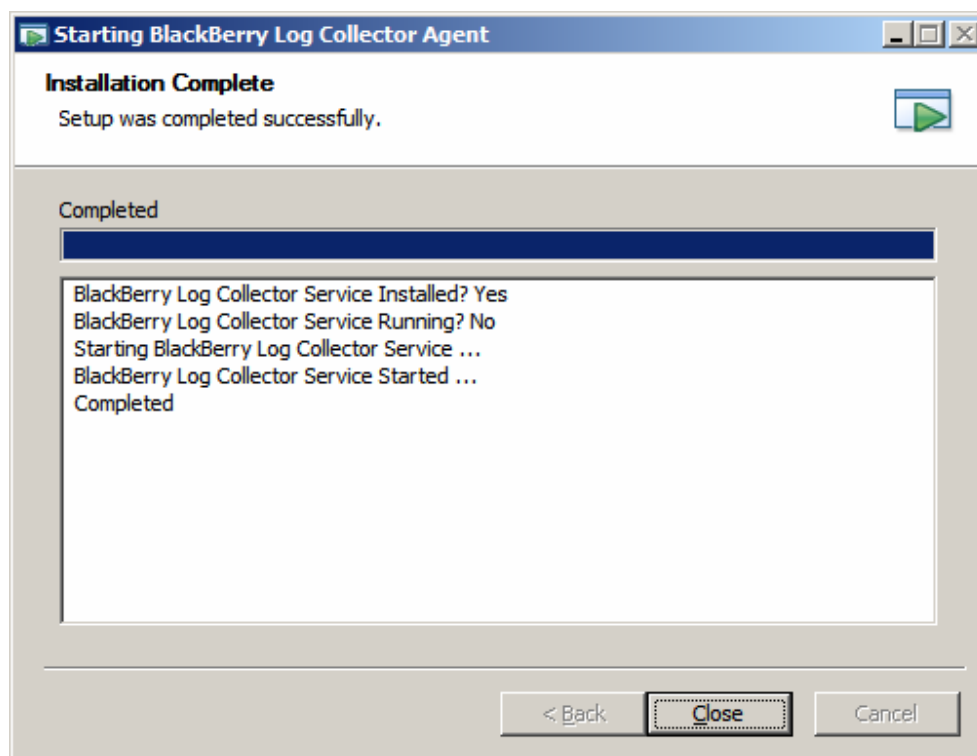
1. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
2. Select SERVICES.
3. Verify the state of the BlackBerry Log Mediation Server service(s).

## 5.12 Restarting the BlackBerry Log Collector

To start the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent service, select START → ALL PROGRAMS → IBM TIVOLI NETCOOL → BLACKBERRY LOG COLLECTOR → START BLACKBERRY LOG COLLECTOR SERVICE.

The STARTING BLACKBERRY LOG COLLECTOR SERVICE page displays as shown in **Error! Reference source not found..**

**Figure 2: Restarting the Tivoli Netcool Service Quality Manager Module for Blackberry Logs Collector Agent**



Complete the following to verify that the Log Collector service has restarted successfully :

1. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
2. Select SERVICES.
3. Verify the state of the BlackBerry Log Collector service.

## 5.13 Uninstalling bes\_gom Package Version 1.1.1

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on the Application server only.

---

Complete the following as user `saserver` :

1. Uninstall the service solution GOM package by executing the commands:

```
$ rm -rf $WMCROOT/packages/bes_gom_1.1.1
$ cd $WMCROOT/admin/software/adapters
$ ./ibm-tn-sqm-bes_gom.remove
```

Enter 'y' when asked if you wish to continue.

2. Execute the following command to reinstall the 1.1 GOM package:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package
/appl/ibm-tn-sqm-bes_gom-1.1.tar.gz
```

## 5.14 Uninstalling bes\_log Package Version 1.1.1

---

**Note (Distributed Installation):** In a distributed system, perform the procedures in this section on both the Application server and Gateway server.

---

Complete the following as user `saserver` :

1. Uninstall the service solution datasource package by executing the commands:

```
$ rm -rf $WMCROOT/packages/bes_log_1.1.1
$ cd $WMCROOT/admin/software/adapters
$ ./ibm-tn-sqm-bes_log.remove
```

Enter 'y' when asked if you wish to continue.

2. Execute the following command to reinstall the 1.1 datasource package:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package
/appl/ibm-tn-sqm-bes_log-1.1.tar.gz
```

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