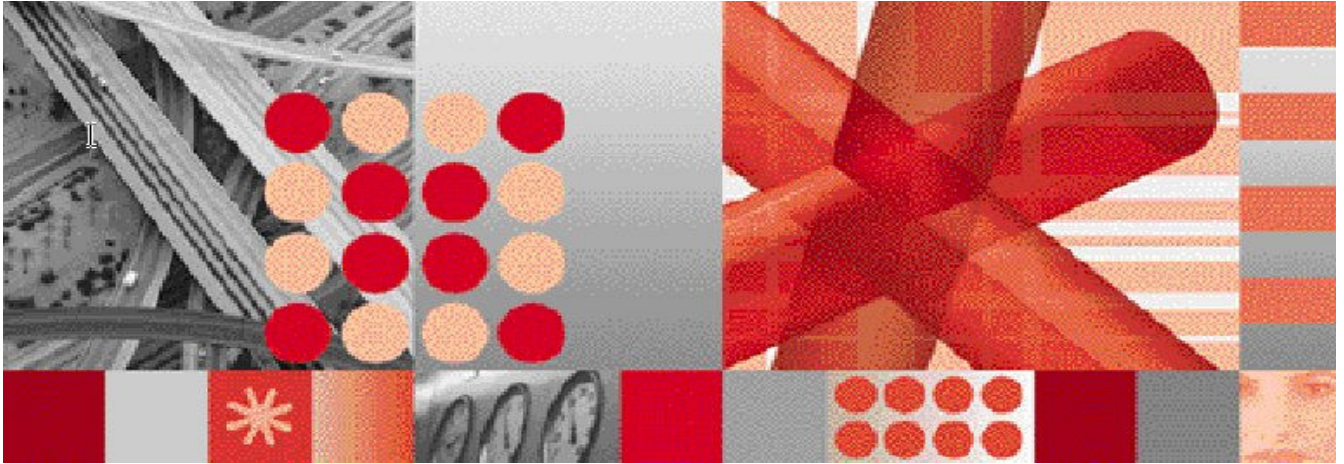




## Netcool Customer Experience Manager Module for GSM Voice Service

Version 1.2

IBM



BusinessObjects Reports Installation Guide

<b>Note:</b> Before using this information and the product it supports, read the information in Notices on page 12.
---

This edition applies to version 1, release 2 of IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service 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® Customer Experience Manager Module for GSM Voice Service BusinessObjects Reports Installation Guide* details the steps required to install BusinessObjects Reports for IBM® Tivoli® Netcool® Customer Experience Manager Module for GSM Voice version 1.2 Service running on Tivoli Netcool Service Quality Manager version 4.1.2 or later.

## 1.1 Intended audience

This publication is for customers who need to install BusinessObjects Reports for IBM® Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2.

Readers need to be familiar with the following topics:

- Telecommunication and information technology (IT) principles
- IP networking
- Good understanding of UNIX® operating systems

## 1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Installing BusinessObjects Reports"  
Provides a description of the installation procedure.

## 1.3 Publications

This section lists the following publications:

- IBM Tivoli Netcool Service Quality Manager core library
- IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service library

It also describes how to access Tivoli publications online and how to order Tivoli publications.

### **IBM Tivoli Netcool Service Quality Manager core library**

- *IBM Tivoli Netcool Service Quality Manager AIX Server Installation Guide*, GC23-9847-00  
Describes how to install the Tivoli Netcool Service Quality Manager Server system on IBM AIX®.
- *IBM Tivoli Netcool Service Quality Manager Solaris Server Installation Guide*, GC23-9846-00  
Describes how to install the Tivoli Netcool Service Quality Manager server system on Solaris.

## **TIVOLI NETCOOL CUSTOMER EXPERIENCE MANAGER MODULE FOR GSM VOICE SERVICE BUSINESSOBJECTS REPORTS INSTALLATION GUIDE**

- *IBM Tivoli Netcool Service Quality Manager Client Installation Guide, GC23-9850-00*  
Describes how to install the Tivoli Netcool Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide, SC23-9842-00*  
Details how to upgrade from one Tivoli Netcool Service Quality Manager version to another.
- *IBM Tivoli Netcool Service Quality Manager AIX System Administration Guide, SC23-9845-00*  
Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
  - Starting and stopping Tivoli Netcool Service Quality Manager.
  - 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, SC23-9844-00*  
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 Tivoli Netcool Service Quality Manager.
  - Running batch processes such as archiving trace files and log files.
  - Backing up and restoring the system.
- *IBM Tivoli Netcool Service Quality Manager Provisioning Service SI Guide, SC23-9852-00*  
Reference guide containing information for provisioning the Tivoli Netcool Service Quality Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Provisioning Guide, SC23-9843-00*  
Provides information on provisioning the Tivoli Netcool Customer Experience Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Monitoring Guide, SC23-9482-00*  
Describes how to use and monitor the Tivoli Netcool Customer Experience Manager feature in Tivoli Netcool Service Quality Manager.
- *IBM Tivoli Netcool Service Quality Manager Monitoring Guide, SC23-9103-01*  
Describes monitoring (Service level agreement (SLA) monitor, Key quality indicator (KQI) analyzer, alarm monitor, audit manager and SLA Webview applications) in Tivoli Netcool Service Quality Manager.
- *IBM Tivoli Netcool Service Quality Manager Configuration Guide, SC23-9102-01*  
Describes SLA provisioning (parties, SLAs, and SLA templates applications) and Tivoli Netcool Service Quality Manager provisioning (services resources, KQI models and service models applications) in Tivoli Netcool Service Quality Manager.
- *IBM Tivoli Netcool Service Quality Manager Business Objects Installation and Configuration Guide, SC23-9473-00*  
Provides information on the steps required to install and configure the BusinessObjects server and client for use with Tivoli Netcool Service Quality Manager.

- *IBM Tivoli Netcool Customer Experience Manager Customer Relationship Management Development Guide, SC23-9857-00*

Provides an overview of how to write some Java™ code to connect to a customer relationship management system with the Tivoli Netcool Customer Experience Manager product.

- *IBM Tivoli Netcool Service Quality Manager Release Notes, G111-9221-00*

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

## **IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service library**

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Installation Guide*

Provides the steps required to install the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service and its data sources.

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Overview Guide*

Provides an overview of the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service product architecture.

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Interface Control Guide*

Provides details of the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service input interface.

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Release Notes*

Provides information on the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service release contents, platform requirements, installation procedures, and known issues.

## **Prerequisite publications**

To use the information in this publication effectively, you must have some prerequisite knowledge, which you can obtain from the following publications:

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Overview Guide*

Provides an overview of the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service product architecture.

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Release Notes*

Provides information on the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service release contents, platform requirements, installation procedures, and known issues.

## **Related publications**

The following documents also provide useful information:

- *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Interface Control Guide*

## TIVOLI NETCOOL CUSTOMER EXPERIENCE MANAGER MODULE FOR GSM VOICE SERVICE BUSINESSOBJECTS REPORTS INSTALLATION GUIDE

Provides details of the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service input interface.

### Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at the following Web address:

<http://www.ibm.com/software/globalization/terminology>

### Accessing publications online

The documentation CD contains the publications that are in the product library. The format of the publications is PDF, HTML, or both. Refer to the readme file on the CD for instructions on how to access the documentation.

The product CD contains the publications that are in the product library. The format of the publications is PDF, HTML, or both. To access the publications using a Web browser, open the infocenter.html file. The file is in the appropriate publications directory on the product CD.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central Web site at: [http:// www.ibm.com/tivoli/documentation](http://www.ibm.com/tivoli/documentation)

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### Ordering publications

You can order many Tivoli publications online at: <http://www.elink.ibm.link.ibm.com/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.elink.ibm.link.ibm.com/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 Web site 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,

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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](http://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:

### **Online**

Access the Tivoli Software Support site at: <http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman>

Access the IBM Software Support site at: <http://www.ibm.com/software/support/probsub.html>

### **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.ibm.com/software/support/isa>

### **Troubleshooting information**

Refer to Appendix A "Optional procedures" in the *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service Installation Guide*, it provides the following optional procedures:

- Adjusting data input data retention
- Adjusting service solution configuration parameters
- Adjusting collector pattern expressions
- Backup and restore of adp\_deploy.xml .

## **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.

### **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 nonswitched 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.

**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.

## **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.

---

## **Margin icons**

Many procedures in this publication include icons in the left margin. These icons provide context for performing a step within a procedure. For example, if you have to perform a step in a procedure by double-clicking a policy region icon, that icon is displayed in the left margin next to the step.

## 2 Installing BusinessObjects reports

The Tivoli Netcool Customer Experience Manager Module for GSM Voice Service includes pre-defined reports for the BusinessObjects reporting tools.

---

**Note:** Unless otherwise specified, the procedures in this section must be performed on the designated BusinessObjects server only.

---

### 2.1 Prerequisite

Tivoli Netcool Customer Experience Manager Module for GSM Voice Service 1.2.0.5 must be installed and configured.

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

---

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

---

Copy the GSM Voice `report.final.zip` file as user saserver to the BusinessObjects server instance using ftp or other methods available.

### 2.2 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, create an Oracle service name by completing the following steps:

1. To connect the BusinessObjects software with the `sadb` database server, create an Oracle service name (also called protocol address) in the BusinessObjects server, before exporting BusinessObjects artifacts.

The BusinessObjects universe uses this service name in its connection and reports refresh against the database that this service name points to.

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

See the *Configuring Clients for Oracle Connection Manager* chapter in the *Configuring and Administering Oracle Connection Manager* guide in the Oracle 10g online documentation available at [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).

## 2.3 Extracting BusinessObjects deliverables

Ensure all prerequisites are met before extracting BusinessObjects deliverables. 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.final.zip` file to the destination directory.

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

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

## 2.4 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 steps:

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

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

---

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

---

## 2.5 Associating LOV files with universe

---

**Note:** List of values (LOV) files are not available for every service module. If the `bo/lovs` directory does not exist, do not complete the following steps.

---

Before exporting the universe to the BusinessObjects repository, LOV files must be in the same folder as the universe. To comply with this requirement, complete the following steps:

1. Open the directory where the `report.final.zip` file was extracted to (see the *Extracting BusinessObjects deliverables* section).
2. Copy all contents of the `bo/lovs` directory to the `bo/universes` directory.

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

Use the BusinessObjects XI Universe Designer tool to export the universe with its LOV files. To complete the export process, complete the following steps:

1. Define a new BusinessObjects connection that points to the `sadb` database.

The `sadb` database is located in the Tivoli Netcool Service Quality Manager database server and contains the installed Tivoli Netcool Customer Experience Manager Module for GSM Voice Service module.

To complete the previous step you are required to define the following parameters within the BusinessObjects connection:

- Database middleware: **Oracle 10**
- Service: **Oracle service name**
- User Name: **saserver database user**
- Password: **Oracle password for the saserver user**

The default username and password for the `sadb` database are `saserver` and `saserver01` respectively (if the password has changed, 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 BusinessObjects XI release 2*, available at the following link: [http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/)

---

2. Open universe file (.unv) from the `bo/universes` directory.
3. Change universe connection parameters and use the new BusinessObjects 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:** See the Exporting a universe to the repository sections in the *Designer's Guide for BusinessObjects XI Release 2*, at [http://help.sap.com/businessobject/product\\_guides/](http://help.sap.com/businessobject/product_guides/).

---

## 2.7 Changing universes to local time format settings

---

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

---

If deploying on a non-European BusinessObjects system, complete the following steps:

- 1 Change the following objects, where applicable in the universes, to your localized time format settings:

Week/Day/Month-Day/Hour/Sample

## TIVOLI NETCOOL CUSTOMER EXPERIENCE MANAGER MODULE FOR GSM VOICE SERVICE BUSINESSOBJECTS REPORTS INSTALLATION GUIDE

These objects are normally found under the `Calendar` class.

- 2 Complete the following step to change from European to localized time formats. The following example details changing the objects for American date format.

To change the object format, right-click the different time objects for each time and select **object format**. Update the format with the following recommendations:

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**

Make these changes by using the BusinessObjects Universe Designer tool. For more details, see the Designer's Guide for BusinessObjects XI Release 2 available at [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**.

## 2.8 Import reports BIAR file to the repository database

A business intelligence archive resource (BIAR) file can be found in the `bo/reports` folder. The BIAR file contains all the reports for the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service 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 BusinessObjects XI Release 2, available at [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:

- a. 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.
- b. In the **Destination environment** display screen, type the name of the BusinessObjects central management server (CMS) and the username and password.

- c. In the **Select objects to import** display screen, select the following two options:
  - **Import folders and objects**
  - **Import application folders and objects**
- d. In the **Incremental import** display screen, keep the **Overwrite object contents** check box checked and uncheck the **Overwrite object rights** check box.
- e. In the **Folders and objects** display screen, select **all the reports**.

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

When the reports are imported to the BusinessObjects server, check that they are installed and available in the server by completing the following steps:

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

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

---

**Note:** <BO\_SERVER> is the name of the server that the BusinessObjects platform is installed on.

---

- Navigate through **Public Folders > TNCEM > GSM** in the **Folders** menu on the left. The content of the last folder should contain the following reports:
  - GSM Voice Service Summary per Customer
  - GSM Voice Service Summary per Customer Group
  - GSM Voice Service Summary per Device

---

**Note:** To set up the authorization rights assigned to the report folder created in the BusinessObjects server during the installation, see the Tivoli Netcool Service Quality Manager and Tivoli Netcool Customer Experience Manager installation and configuration guides.

---

## 3 Uninstalling BusinessObjects reports

### 3.1 Uninstalling the BusinessObjects reports

The BusinessObjects reports can be uninstalled by completing the following steps:

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

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

---

**Note:** <BO\_SERVER> is the name of the server that the BusinessObjects platform is installed on.

---

- Navigate through **Public Folders > TNCM > GSM** in the **Folders** menu on the left. The content of the last folder should contain the following reports:
  - o GSM Voice Service Summary per Customer
  - o GSM Voice Service Summary per Customer Group
  - o GSM Voice Service Summary per Device
- Select and delete each of these reports.



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