



## **Installation Guide**

<b>Note:</b> Before using this information and the product it supports, read the information in Notices on page 20.
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This edition applies to version 1, release 2, modification IF0004 of IBM Tivoli Netcool Customer Experience Module for Manager GSM Voice 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

The *IBM Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004 Installation Guide* details the steps required to install the IBM® Tivoli® Netcool® Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004, 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 Customer Experience Manager Module for GSM Voice Service version 1.2 IF0001.

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 "Installation parameters and server set up"  
Provides a description of the installation parameters and possible values.
- Chapter 3 "Installing the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004"  
Provides the steps required to install the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004.
- Chapter 4 "Uninstalling the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004"  
Provides the steps required to uninstall the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004.

This publication contains the following appendices:

- 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 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.
- *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 IBM 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 for 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 Tivoli Netcool 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*  
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 product CD contains the publications that are in the product library. The format of the publications is PDF.

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>.

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**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.

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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, 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=tivmanok>.

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 MMS Service Installation Guide*, it provides the following optional procedures:

- Adjusting data input data retention
- Adjusting service module configuration parameters
- Adjusting collector pattern expressions
- Back up and restore of the adp\_deploy.xml file.

## 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 (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.

### 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 Installation parameters and server set up

### 2.1 Installation parameters

Where applicable in the following chapters, replace the parameters described in Table 1 with actual values in the following sections.

**Table 1: Description of parameters**

<i>Parameter</i>	<i>Description</i>
<code>&lt;sadb&gt;</code>	This Oracle SID is associated with the Tivoli Netcool Service Quality Manager database. Default is <code>sadb</code> .
<code>&lt;owner_user&gt;</code>	This is the Tivoli Netcool Service Quality Manager database <code>saowner</code> username.
<code>&lt;owner_pwd&gt;</code>	This password is associated with the <code>saowner</code> user.
<code>&lt;user&gt;</code>	This is the Tivoli Netcool Service Quality Manager database <code>saserver</code> username.
<code>&lt;user_pwd&gt;</code>	This password is associated with the <code>saserver</code> user.

### 2.2 Server components

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

**Table 2: Server descriptions**

<i>Parameter</i>	<i>Description</i>
Application server	The server installed with the Tivoli Netcool Service Quality Manager software that is used to run a Tivoli Netcool Service Quality Manager framework.
Gateway server	The server installed with the Tivoli Netcool Service Quality Manager software that handles the processing of service module data.

Database server	The server installed with the Oracle database and the Tivoli Netcool Service Quality Manager data store.
-----------------	--

## 3 Installing the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004

---

**Note (for consolidated installations):** All procedures listed in this chapter apply to a consolidated, single-server installation unless otherwise stated.

---

Before upgrading there is a requirement to delete any service-level objectives (SLOs) that have been created using the following key performance indicator (KPI) metrics defined within this service module :

- MO\_Average\_CallSetupTime
- MT\_Average\_CallSetupTime

These SLOs can be recreated once the upgrade is complete.

In addition any custom CEM services that include these KPI metrics must be deleted prior to the upgrade. These services can be recreated once the upgrade is complete.

To find dependencies on the service module package execute the following commands as user `saserver`:

```
$ package_mgmt -d cem_gsm_voice_prb_1.2  
$ package_mgmt -d cem_gsm_gom_1.2
```

## 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

Complete the following steps as user `saserver`:

1. Execute the following commands :

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

$ mv ibm-tn-cem-cem_gsm_gom.remove ibm-tn-cem-cem_gsm_gom.remove.preIF0004

$ mv ibm-tn-cem-cem_gsm_gom.version ibm-tn-cem-cem_gsm_gom.version.preIF0004
```

2. Transfer the service module GOM package `ibm-tn-cem-cem_gsm_gom-1.2.1.1.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to 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-cem-cem_gsm_gom-1.2.1.1.tar.gz
```

4. Enter 'yes' when asked if you want to deploy the package.
5. Enter 'yes' when asked if you want to continue.
6. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
7. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

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

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation
logs
```

### 3.1.2 Provisioning the service module GOM

Use the following tasks load the Tivoli Netcool Customer Experience Manager service modules within the system.

Complete the following steps as user `saserver`:

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

```
$ sap disp -l
```

2. Stop the monitoring, adapter, and Tivoli Netcool Customer Experience Manager process groups by executing the following commands:

```
$ sap stop monitoring
```

```
$ sap stop -f adapters
```

```
$ sap stop cem
```

3. If any of the domain and client processes are not running, contact Tivoli Netcool Service Quality Manager system administration to start these processes.
4. Provision the system by executing the following command:

```
$ package_upgrade -t cem_gsm_gom_1.2.1 -s cem_gsm_gom_1.2
```

On successful completion the following output is displayed:

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

## 3.2 Upgrading service module data sources

---

**Note:** Ensure section 3.1 is completed prior to beginning this section.

---

### 3.2.1 Pre-installation

---

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

---

Complete the following steps as user `saserver`:

1. Execute the following commands :

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

```
$ mv ibm-tn-cem-cem_gsm_voice_prb.remove ibm-tn-cem-  
cem_gsm_voice_prb.remove.preIF0004
```

```
$ mv ibm-tn-cem-cem_gsm_voice_prb.version ibm-tn-cem-  
cem_gsm_voice_prb.version.preIF0004
```

---



2. Transfer the Tivoli Netcool Customer Experience Manager Module for GSM Service data source package `ibm-tn-cem-cem_gsm_voice_prb-1.2.1.1.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to 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-cem-cem_gsm_voice_prb-1.2.1.1.tar.gz
```
4. Enter 'yes' when asked if you want to deploy the package.
5. Enter 'yes' when asked if you want to continue.
6. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
7. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

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

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation  
logs
```

### 3.2.2 Provision the system

---

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

---

Use the following tasks to load the Tivoli Netcool Customer Experience Manager service modules within the system.

Complete the following steps as user `saserver`:

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

```
$ sap disp -l
```

Ensure that the domain is running.

2. Provision the system by executing the following command:

```
$ package_mgmt -c cem_gsm_voice_prb_1.2
```

```
$ package_mgmt -i cem_gsm_voice_prb_1.2.1
```

On successful completion the following output is displayed:

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

### 3.2.3 Starting the processes

---

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

---

Start the monitoring processes by executing the following commands:

```
$ sap start monitoring
$ sap start cem
$ sap start adapters
```

## 4 Uninstalling the Tivoli Netcool Customer Experience Manager Module for GSM Voice Service version 1.2 IF0004

### 4.1 Prerequisites

---

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

---

Before rolling back there is a requirement to delete any service-level objectives (SLOs) that have been created using the following key performance indicator (KPI) metrics defined within this service module :

- MO\_Average\_CallSetupTime
- MT\_Average\_CallSetupTime

These SLOs can be recreated once the rollback is complete.

In addition any custom CEM services that include these KPI metrics must be deleted prior to the rollback. These services can be recreated once the rollback is complete.

To find dependencies on the service module package execute the following commands as user `saserver`:

```
$ package_mgmt -d cem_gsm_voice_prb_1.2.1  
$ package_mgmt -d cem_gsm_gom_1.2.1
```

### 4.1 Shutdown processes

---

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

---

Complete the following as user `saserver`:

- Shutdown the monitoring and adapter processes by executing the following commands:

```
$ sap stop monitoring  
  
$ sap stop -f adapters  
  
$ sap stop cem
```

## 4.2 Rolling back service module data sources

### 4.2.1 Rolling back the data source

---

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

---

Complete the following as user `saserver`:

- To rollback the provisioned artefacts execute the following command:

```
$ package_mgmt -c cem_gsm_voice_prb_1.2.1  
$ package_mgmt -i cem_gsm_voice_prb_1.2
```

On successful completion the following output is displayed:

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

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

---

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

---

The following steps roll back the Tivoli Netcool Service Quality Manager service module Global Object Model (GOM).

Complete the following as user `saserver`:

- Roll back the service module GOM by executing the following commands:

```
$ cd $WMCROOT/packages/cem_gsm_gom_1.2.1/admin/provision/rollback
```

---

```
$ wmc_ant -f rollback.xml -Dpackage.from=cem_gsm_gom_1.2.1 -  
Dpackage.name=cem_gsm_gom_1.2 rollback
```

## 4.3 Removing service module GOM packages

---

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

---

Complete the following as user `saserver`:

- Remove the service module Global Object Model, by executing the following commands:

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

```
$ ./ibm-tn-cem-cem_gsm_gom.remove
```

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

On successful completion the following output is displayed:

```
Cleaning up init scripts...
```

```
Removing/restoring installed files...
```

```
Checking configuration files...
```

```
Removing empty installation directories...
```

```
Removal is complete.
```

```
$ mv ibm-tn-cem-cem_gsm_gom.remove.preIF0004 ibm-tn-cem-cem_gsm_gom.remove
```

```
$ mv ibm-tn-cem-cem_gsm_gom.version.preIF0004 ibm-tn-cem-cem_gsm_gom.version
```

## 4.4 Removing service module data source packages

---

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

---

Complete the following as user `saserver`:

- Remove the service module data sources by executing the following commands:

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

```
$ ./ibm-tn-cem-cem_gsm_voice_prb.remove
```

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

On successful completion the following output is displayed:

```
Cleaning up init scripts...
Removing/restoring installed files...
Checking configuration files...
Removing empty installation directories...
Removal is complete.
```

```
$ mv ibm-tn-cem-cem_gsm_voice_prb.remove.preIF0004 ibm-tn-cem-
cem_gsm_voice_prb.remove

$ mv ibm-tn-cem-cem_gsm_voice_prb.version.preIF0004 ibm-tn-cem-
cem_gsm_voice_prb.version
```

## 4.5 Restarting processes

---

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

---

Complete the following steps as user `saserver`:

1. Restart the processes shutdown before uninstall:

```
$ sap start monitoring

$ sap start cem

$ sap start adapters
```

## Appendix A: Product acronyms

**Table 4: Description of product acronyms**

<i><b>Acronym</b></i>	<i><b>Description</b></i>
AIX	Advanced Interactive Executive
CR	Change Request
CRM	Custom Resource Mapping
CSV	Comma-Separated Value
GOM	Global Object Model
IP	Internet Protocol
IT	Information Technology
KPI	Key Performance Indicator
KQI	Key Quality Indicator
SID	System Identifier
SLA	Service-Level Agreement
SLO	Service-Level Objective

## Notices

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