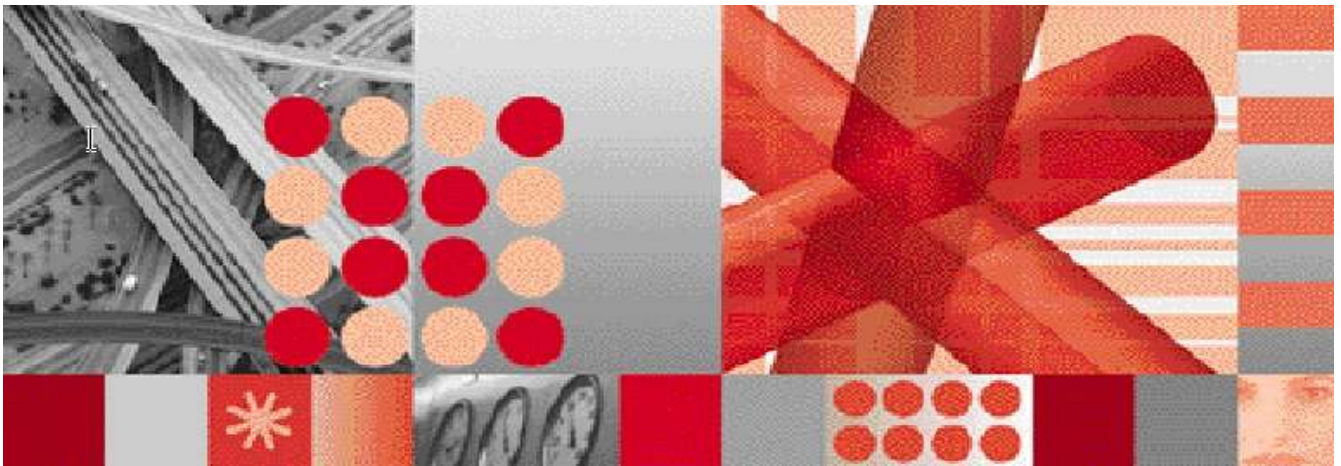


Tivoli. Netcool Customer Experience Manager
SMS Service Solution

IBM

Version 1.2 IF0001



Technical note: Installation Notice for CEM SMS version 1.2 IF0001

Note: Before using this information and the product it supports, read the information in Appendix A Notices on page 6.

This edition applies to Version 1, release 2, modification IF0001 of IBM Tivoli Netcool Customer Experience Manager Module for SMS Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

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1 Description

This note contains some important information on the installation procedure for IBM Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.2 IF0001.

2 Installation

2.1 Installation Guide to be used

The *Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.2 IF0001 Installation Guide* supercedes the *Tivoli Netcool Customer Experience Manager Module for SMS Service Installation Guide*. The *Tivoli Netcool Customer Experience Manager Module for SMS Service Installation Guide* is not to be used when installing this service module.

Note: Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 IF0001 cannot be installed if version 1.2 has already been installed. To install version 1.2 IF0001, version 1.2 must first be uninstalled, then the *Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.2 IF0001 Installation Guide* must be followed.

Uninstalling version 1.2 will result in loss of any data that has been loaded while Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 has been installed.

2.2 CEM SMS Software distributions required

The installation procedure requires 2 software distributions of the Tivoli Netcool Customer Experience Manager for SMS Service module :

- Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2, available to download from Xtreme Leverage
- Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 IF0001

3 Rollback

3.1 Rollback procedure

If it is necessary to rollback the changes delivered in Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 IF0001 and revert to the original version, the rollback procedure is as follows :

1. Uninstall Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 IF0001 by following the instructions in Chapter 5 of the *Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.2 IF0001 Installation Guide*.
2. Install Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 using the *Tivoli Netcool Customer Experience Manager Module for SMS Service Installation Guide* (the version contained in the Xtreme Leverage distribution)

Note: The rollback procedure will result in loss of any data that has been loaded while Tivoli Netcool Customer Experience Manager for SMS Service module version 1.2 IF0001 has been running.

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