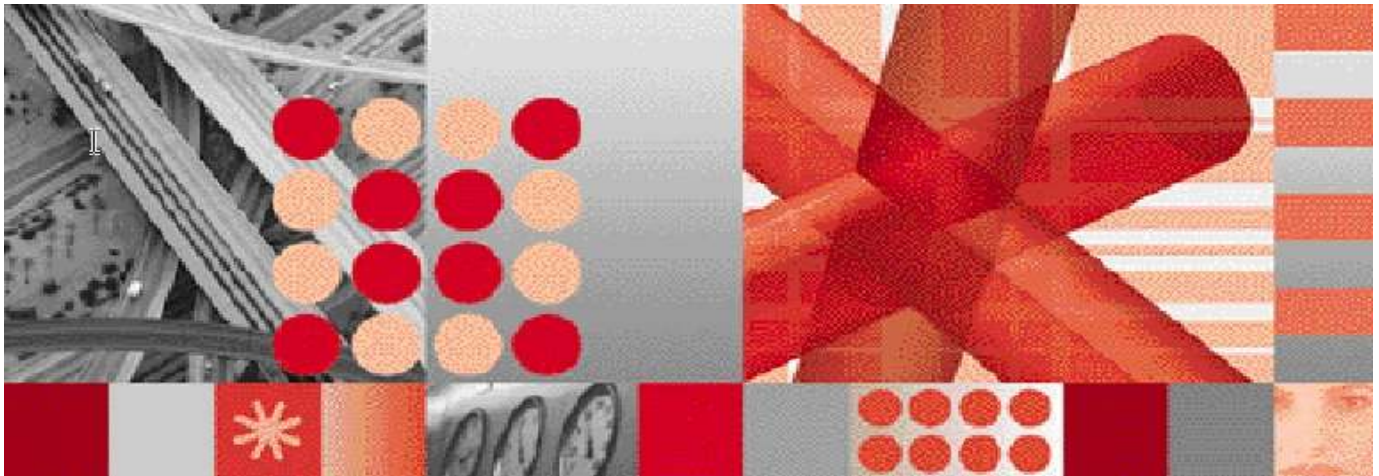




Netcool Customer Experience Manager Module for SMS Service

Version 1.3

IBM



CEM SMS BusinessObjects Reports Upgrade Guide

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| Note: Before using this information and the product it supports, read the information in Notices on page 8. |
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This edition applies to version 1, release 3 of IBM Tivoli Netcool Customer Experience Manager Module for SMS 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 documentation

The *IBM® Tivoli® Netcool® Customer Experience Manager Module for SMS Service BusinessObjects Reports Installation Guide* details the steps required to install BusinessObjects Reports for IBM® Tivoli® Netcool® Customer Experience Manager Module for SMS version 1.3 Service running on Tivoli Netcool Service Quality Manager version 4.1.4.

1.1 Intended audience

This publication is for customers who need to install BusinessObjects Reports for IBM® Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3.

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.

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>

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.

Ordering publications

You can order many Tivoli publications online at:

You can also order by telephone by calling one of these numbers:

<http://www.elink.ibm.com/publications/servlet/pbi.wss>

- In the United States: 800-879-2755
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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.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

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 SMS 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 SMS Service includes pre-defined reports for the BusinessObjects reporting tools.

Note: The procedures in this section should be only performed for SMS Probe reports.

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 SMS Service 1.3 must be installed and configured.

BusinessObjects XI 3.1 SP3 server with Oracle client software must be installed and configured.

Delete the previous version of the CEM SMS Reports from Infoview

Copy the SMS **report.zip** file as user saserver to the BusinessObjects server instance using ftp or other methods available.

2.2 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.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.zip** file is unzipped:

- **/logos**
- **/lovs**
- **/reports**

- /universes

2.3 Export the universe to the BusinessObjects server

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

Note: To complete the connection definition, see the *Setting universe parameters* subsection in the *Designer's Guide* for BusinessObjects XI, available at the following link:

http://help.sap.com/businessobject/product_guides/

1. Open universe file (.unv) from the **bo/universes** directory.
2. Change universe connection parameters and use the new BusinessObjects connection created during step 1.
3. Save the universe with the new parameters.
4. Export the universe to the BusinessObjects repository.
5. Overwrite the previous version of the universe

Note: See the Exporting a universe to the repository sections in the Designer's Guide for BusinessObjects XI, at http://help.sap.com/businessobject/product_guides/.

2.4 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 SMS 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 *Windows BusinessObjects Enterprise XI Installation Guide* for BusinessObjects XI, available at http://help.sap.com/businessobject/product_guides/.

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

- Select **BusinessObjects Enterprise** under **all products**.
- Select **BusinessObjects XI 3.1** 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**.

2.5 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.

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

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