



## Patch Installation Guide

**Note:** Before you use this information and the product it supports, read the information in Notices.

This edition applies to version 2, release 1 IF0001 of IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM 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

This publication details the steps required to install the IBM® Tivoli® Netcool® Service Quality Manager Module for UMTS Voice PM Service Interim Fix 1 (IF0001.)

## 1.1 Intended audience

This publication is for customers who need to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service module.

Readers need to be familiar with the following topics:

- IT principles
- IP networking
- UNIX operating systems

## 1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Installing Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service 2.1 IF0001"  
Provides the steps required to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service 2.1 IF0001.
- Chapter 3 "Uninstalling Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service 2.1 IF0001"  
Provides the steps required to uninstall the Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service 2.1 IF0001.

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 version core library
- IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service library

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

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

IBM Tivoli Netcool Service Quality Manager core library contains the following publications:

- *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® systems.
- *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 systems.
- *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 the Tivoli Netcool Service Quality Manager product.
  - 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 the Tivoli Netcool Service Quality Manager product.
  - 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 the Tivoli Netcool Service Quality Manager product.
- *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 the Tivoli Netcool Service Quality Manager product.

- *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 (service resources, KQI models, and service module applications) in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager BusinessObjects 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 the Tivoli Netcool Service Quality Manager product.

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

Provides an overview of the customer relationship management (CRM) proxy server and the CRM plug-in module. The CRM plug-in module, developed using Java code, mediates between the Tivoli Netcool Customer Experience Management framework and an external CRM system.

- *IBM Tivoli Netcool Service Quality Manager Release Notes, GI11-9221-00*

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

### **1.3.2 IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service library**

The IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service library contains the following publications:

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Installation Guide*

Provides the steps required to install the Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service.

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Interface Control Guide*

Provides details of the Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service input interface.

- *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Overview Guide*

Provides an overview of the product architecture and its services.

### **1.3.3 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

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

### 1.3.4 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 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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### 1.3.5 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:



### 1.6.1 Online

Access the Tivoli Software Support site at

<http://www-01.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>.

### 1.6.2 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>.

### 1.6.3 Troubleshooting information

See **Error! Reference source not found.** in the *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Installation Guide*, it provides the following optional procedures:

- Adjusting data input data retention
- Adjusting service module configuration parameters
- Adjusting collector pattern expressions

For more information about solving problems, see **Error! Reference source not found.** in the *IBM Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Installation Guide*.

## 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.

### 1.7.1 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.... 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.

### **1.7.2 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.

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**Note:** If you are using the bash shell on a Windows system, you can use the UNIX conventions.

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## 2 Installing Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Module 2.1 IF0001

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

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### 2.1 Prerequisites

Tivoli Netcool Customer Experience Manager Module for UMTS Voice PM version 2.1 must be installed and configured.

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

Copy the `report.zip` file 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 BusinessObjects 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:

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

## 2.3 Export the universe 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. 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 with its LOV files to the BusinessObjects repository.
5. Overwrite the existing universe.

---

**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/).

---

## 2.4 Changing universes to local time format settings

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

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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`

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

1. 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**.

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

When the universe is imported to the BusinessObjects server, check that the reports are 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)

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

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- Navigate through **Public Folders > TNSQM > UMTS** in the **Folders** menu on the left. The content of the last folder should contain the following reports:
  - UMTS Voice PM CS Summary Report
  - UMTS Cell Area Voice PM CS report
  - UMTS NodeB Voice PM CS Report
  - MSC Availability and CPU Usage
  - MSC MO and MT Call Performance
  - MSC Handover Performance
  - MSC Location Update and Paging Performance
  - M3UA Link Performance
  - MTP3 Link Performance
  - Mc Interface Throughput
  - Circuit Group Performance

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**Note:** See the latest Tivoli Netcool Service Quality Manager BusinessObjects documentation for details to set up the authorization rights assigned to the report directory created in the BusinessObjects server during the installation.

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## 3 Uninstalling Tivoli Netcool Service Quality Manager Module for UMTS Voice PM Service Module 2.1 IF0001

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

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

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Copy the original `report.zip` file (`$WMCROOT/packages/sqm_umts_voice_core_2.1/report.zip`), as user `saserver`, from your Tivoli Netcool Service Quality Manager server to the BusinessObjects server instance using `ftp` or other methods available.

### 3.1 Extracting BusinessObjects deliverables

Ensure all prerequisites are met before extracting BusinessObjects deliverables. To copy the BusinessObjects deliverable to the BusinessObjects 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:

- `bo/logos`
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### 3.2 Export the universe 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. 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 with its LOV files to the BusinessObjects repository.
5. Overwrite the existing universe.

---

**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/).

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

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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**.

### 3.4 Checking the BusinessObjects reports installation

When the universe is imported to the BusinessObjects server, check that the reports are 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 > TNSQM > UMTS** in the **Folders** menu on the left. The content of the last folder should contain the following reports:
  - o UMTS Voice PM CS Summary Report
  - o UMTS Cell Area Voice PM CS report
  - o UMTS NodeB Voice PM CS Report
  - o MSC Availability and CPU Usage
  - o MSC MO and MT Call Performance
  - o MSC Handover Performance
  - o MSC Location Update and Paging Performance
  - o M3UA Link Performance
  - o MTP3 Link Performance
  - o Mc Interface Throughput
  - o Circuit Group Performance

---

**Note:** See the latest Tivoli Netcool Service Quality Manager BusinessObjects documentation for details to set up the authorization rights assigned to the report directory created in the BusinessObjects server during the installation.

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## Appendix A: Product acronyms

Table 1: Description of product acronyms

<b>Acronym</b>	<b>Description</b>
BIAR	Business Intelligence Archive Resource
CMS	Central Management Server
CSV	Comma-Separated Value
GOM	Global Object Model
IP	Internet Protocol
IT	Information Technology
KQI	Key Quality Indicator
LOV	List of Values
MSC	Mobile Switching Center
PC	Personal Computer
PDF	Portable Document Format
PM	Performance Management
PRB	Probe
SLA	Service-Level Agreement
UMTS	Universal Mobile Telecommunications System
UTRAN	UMTS Terrestrial Radio Access Network
URL	Uniform Resource Locator



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