Vallent

an IBM Company

ServiceAssure™ Release 3.1.3 Patch SA3.1.3.8.10 Installation Guide

System Release: 3.1.3

11th April 2008

Abstract

This guide details application of patch SA3.1.3.8.10 to the 3.1.3 release

Document Control

REVISION HISTORY

Date	Version	Description of changes
11th April 2008	1.0	Release Version

TRADEMARKS

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RELATED DOCUMENTATION

CUST-130-668 ServiceAssure™ Release Notes
CUST-130-669 ServiceAssure™ Overview Guide
CUST-130-670 ServiceAssure™ Monitoring Guide
CUST-130-671 ServiceAssure™ Configuration Guide
CUST-130-672 ServiceAssure™ Server Install Guide
CUST-130-673 ServiceAssure™ Client Install Guide
CUST-130-674 ServiceAssure™ System Administration Guide
CUST-130-665 Business Objects Server Install Guide
CUST-130-667 Business Objects Administrator Guide
CUST-130-666 Business Objects Client Install Guide
CUST-130-676 Business Objects Client Upgrade Guide

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1. Introduction

1.1 Purpose

The ServiceAssure™ 3.1.3.8.10 Patch Installation Guide provides instructions on how to apply patch SA3.1.3.8.10 to a ServiceAssure™3.1.3 system.

1.2 Audience

The target audience of this document are Vallent, An IBM Company, ServiceAssure™ customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Solaris.

IMPORTANT: Before attempting to patch an installation of ServiceAssure you are strongly advised to read the release notes and any readme files distributed with your ServiceAssure™ software. Readme files and release notes may contain information specific to your installation not contained in this guide. Failure to consult readme files and release notes may result in a corrupt, incomplete or failed installation.

1.3 Document Structure

The ServiceAssure™ Upgrade Guide is organized as follows:

- Patch installation procedures.
- Rollback procedures are provided.

1.4 General Information about the Document

The note below is applicable to all procedures in the document where the user has to enter commands at the command line.

> COMMAND PROMPT NOTE : *The following command prompts can be seen throughout this document:*
>
> *# (hash): This prompt will be displayed if the user is logged in as user "root".*
> *$ (dollar): This prompt will be displayed if the user is logged in as either the "saserver" or "oracle" user.*
>
> *Please note the above prompts are not part of commands. All commands must be enter after these prompts.*

2. ServiceAssure™ Patch 3.1.3.8.10

> **IMPORTANT NOTE**: Do NOT place these patch packages in the same location (e.g. /appl) when performing a clean install of the pre-patch release of ServiceAssure

2.1 ServiceAssure™ Patch Prerequisites

The SA3.1.3.8.10 patch can only be applied on a ServiceAssure™ server on version SA3.1.3.8.09.

2.2 ServiceAssure™ Patch Installation – Core Patch

> **DISTRIBUTED INSTALL NOTE:** *In a distributed system, this section should be performed on the following distributed server(s):*
> - *Application Server*

Place the SA3.1.3.8.10 patch package in the <target directory> on the ServiceAssure™ server.

<target directory> is the directory in which you are installing the ServiceAssure™ software.

As user **root,** execute the following commands on the ServiceAssure server(s):

```
# cd <target directory>/sa/admin/common/install/scripts
# ./deploy-patch –wmcr <target directory>/sa –version SA3.1.3.8.10 -mode install
```

The installation will ask for the location of the Service Assure patch.
Please enter the location of the ServiceAssure patch [/appl]:

Output and user interaction are as follows:

2.2.1   User Checks

The install will ensure that the relevant users exist before commencing the ServiceAssure| Software install.

Checking user saserver exists prior to patching
.… Done

2.2.2   ServiceAssure™ Software Install

The install will automatically backup files to be patched and install the patched files:

Checking if patch SA3.1.3.8.10 has already been applied
Creating Backup directory for Patch Files
....done
Backing up patched files to /appl/SA3.1.3.8.09 directory

2.3   ServiceAssure™ Patch Removal

To remove the ServiceAssure| patch package, do the following:
Execute the following commands as user **root** on the ServiceAssure| server(s):
 # cd <target directory>/sa/admin/common/install/scripts
 # ./deploy-patch –wmcr <target directory>/sa –version SA3.1.3.8.10 -mode remove

Please enter the location of the ServiceAssure patch [/appl]:
Removing patch-SA3.1.3.8.10-patch
......
Successfully removed patch-SA3.1.3.8.10-patch

NOTE: After installing patch SA3.1.3.8.10, all the ServiceAssure processes must be restarted. See the ServiceAssure server install guide for details.