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ServiceAssure™ Release 3.1.3 Patch SA3.1.3.8.05 Installation Guide

System Release: 3.1.3

10th September 2007

Abstract

This guide details application of patch SA3.1.3.8.05 to the 3.1.3 release

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DOCUMENT CONTROL

REVISION HISTORY

| Date | Version | Description of changes |
|---------------------------------|-------------|------------------------|
| 10 th September 2007 | Version 0.1 | Initial version. |

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RELATED DOCUMENTATION

Patch SA3.1.3.8.05 Installation Guide

Release 3.1.3

10th September 2007

- 2 -

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|--------------|--|
| 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 |

TABLE OF CONTENTS

| | |
|---|-------------------------------------|
| 1 INTRODUCTION | 5 |
| 1.1 PURPOSE | 5 |
| 1.2 AUDIENCE | 5 |
| 1.3 DOCUMENT STRUCTURE..... | 5 |
| 1.4 GENERAL INFORMATION ABOUT THE DOCUMENT | 6 |
| INSTALLING SERVICEASSURE™ PATCH 3.1.3.8.05 | 7 |
| SERVICEASSURE™ PATCH INSTALLATION – PLATFORM PACKAGE | 7 |
| SERVICEASSURE™ PATCH INSTALLATION – CORE PATCH | 7 |
| <i>Preinstall Checks</i> | <i>Error! Bookmark not defined.</i> |
| <i>User Checks</i> | 8 |
| <i>ServiceAssure™ Software Install</i> | 8 |
| SERVICEASSURE™ PATCH INSTALLATION – COTS FRAMEWORK..... | 8 |
| SERVICEASSURE™ PATCH INSTALLATION – DANTE SOCKS PROXY | 9 |
| <i>Dante SOCKS Proxy Configuration</i> | 9 |
| SERVICEASSURE™ PATCH REMOVAL | 10 |

1 Introduction

1.1 Purpose

The ServiceAssure™ 3.1.3.8.05 Patch Installation Guide provides instructions on how to apply patch SA3.1.3.8.05 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.

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Installing ServiceAssure™ Patch 3.1.3.8.05

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.

ServiceAssure™ Patch Installation – Platform Package

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

- *Application Server*
- *Database Server*
- *Gateway Server*

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The SA3.1.3.8.05 patch contains the Platform package, which contains some useful setup scripts like third-party product installers. See Chapter 4 of the ServiceAssure Server Install Guide for full details.

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*

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FTP the SA3.1.3.8.05 patch package to the <target directory> directory on the ServiceAssure™ server.

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

```
# cd <target directory>/sa/admin/common/install/scripts
```

```
# ./deploy-patch -wmcrc <target directory>/sa -version SA3.1.3.8.05 -mode install
```

The ServiceAssure™ patch installation can be broken down into the following sections:

User Checks

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

```
Checking user saserver exists prior to install
```

```
... Done
```

ServiceAssure™ Software Install

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

```
Creating Backup directory for Patch Files
```

```
... Done
```

```
Backing up patched files to /appl/SA3.1.3.8.04 directory
```

```
... backed up
```

ServiceAssure™ Patch Installation – COTS Framework

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

- *Application Server*

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If you are using the COTS Framework package as part of the ServiceAssure system, then it needs to be updated. FTP the SA3.1.3.8.05 COTS Framework package to the <target directory> directory on the ServiceAssure™ server.

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

```
# rm /etc/software/cots*

# chown -R saserver:sa <target directory>/sa/admin/cots-fmk

# chown -R saserver:sa <target directory>/sa/admin/smp

# chown -R saserver:sa <target directory>/sa/admin/oracle/schema/cots

# cd <target directory>

# mv cots-fmk-SA<old version>.tar old_cots-fmk--SA<old version>.tar

# mv cots-fmk-SA<old version>.tar.gz old_cots-fmk--SA<old version>.tar.gz
2>/dev/null

# cd <target directory>/sa/admin/common/install/scripts

# ./deploy-pkgs -wmc <target directory>/sa -type cots
```

The installation will ask what kind of system is being installed. Enter the number of your choice:

What Type of ServiceAssure System Are you Installing ?

Please select the type of ServiceAssure System you are installing by entering the number associate with the system type :

*All Inclusive (1)
Application (2)
Database (3)
Gateway (4)*

[1 / 2 / 3 / 4] :

NOTE: An error message relating to the COTS database schema can be ignored – this just means that the schema has already been created.

ServiceAssure™ Patch Installation – Dante SOCKS Proxy

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

- *Application Server*

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FTP the SA3.1.3.8.05 Dante SOCKS Proxy package to the <target directory> directory on the ServiceAssure™ server.

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

```
# cd <target directory>
# gzip -dc socks-SA3.1.3.8.05.tar.gz | tar xf -
# rm /etc/software/socks*
# ./socks.install now
```

Dante SOCKS Proxy Configuration

You can customise some settings used by the Dante SOCKS Proxy:

The following is a list of the default ServiceAssure Variables :

- SERVER_IP_ADDRESS=192.168.1.88*
- SHORT_IP_ADDRESS=192.168.1*

*To accept these values enter 'Y' else enter 'N' to modify the values (Y/N) **Y***

Commencing configure of /appl/sa/conf files ...

...

...

....done

The following is a list of the default ServiceAssure Variables :

1. SHORT_IP_ADDRESS=192.168.1

*To accept these values enter 'Y' else enter 'N' to modify the values
(Y/N) **Y***

Commencing configure of /appl/sa/conf files ...

...

...

....done

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 SA3.1.3.8.05 -mode  
remove
```

Note that the COTS Framework and Dante SOCKS Proxy packages can be rolled back by reinstalling the appropriate version.

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| <p>NOTE: After installing patch SA3.1.3.8.05, all the ServiceAssure processes must be restarted. See the ServiceAssure server install guide for details.</p> |
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