



ServiceAssure™ Release 3.1.3 Patch SA3.1.3.8.17 Installation Guide

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Abstract

This guide details application of patch SA3.1.3.8.17 to the 3.1.3 release

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Document Control

REVISION HISTORY

Date	Version	Description of changes
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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™ 3.1.3.8.17 Patch Installation Guide provides instructions on how to apply patches SA3.1.3.8.17 to a ServiceAssure™3.1.3 system.

1.2 Audience

The target audience of this document are Vallent, An IBM Company and 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 3.1.3.8.17

2.1 ServiceAssure™ Patch Prerequisites

The SA3.1.3.8.17 patch can be applied on a ServiceAssure™ server on version SA3.1.3.8.15.

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*
- *Database Server*
- *Gateway Server*

2.2.1 Preinstall

Stop all ServiceAssure™ processes if they are running by executing the following commands as user saserver on the ServiceAssure™ Server:

```
$ sap stop
```

Ensure patch level is at SA3.1.3.8.15 before installing SA3.1.3.8.17.

2.2.2 Install

Place the SA3.1.3.8.17 patch package in the <target directory> (e.g. /apl) 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 -wmcr <target directory>/sa -version SA3.1.3.8.17 -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/<XXX.X.X.XX.XX> directory
```

```
.... backed up
```

2.2.3 Post install

Restart all ServiceAssure™ processes by executing the following commands as user saserver on the ServiceAssure™ Server:

```
$sap start domain
```

```
$sap start monitoring
```

```
$ sap start client
```

```
$ sap start adapters
```

2.3 Other Instructions

2.3.1 APAR IZ20596

There is a known issue that a `java.lang.NoClassDefFoundError: com/sun/messaging/jmq/io/Packet` error may occur in the adapters causing them to go into an error state. If this error occurs, please use the following workaround.

Locate the `imqutil.jar` in the directory to which the SUN Java Message Queue software was downloaded to. The Message Queue is downloaded as part of the TNSQM install. The directory in which the `imqutil.jar` is usually found is `/usr/share/lib/imq`.

1. Copy the `imqutil.jar` from the above directory to:

```
/appl/sa/lib/ext/desktop  
/appl/sa/lib/ext/server
```

2. Restart the framework.

2.4 ServiceAssure™ Patch Removal

To remove the ServiceAssure™ patch package, do the following:
Execute the following commands as user **root** on the ServiceAssure™ server(s):

If there has been no subsequent later SA patch removed since this one:

```
# cd <target directory>/sa/admin/common/install/scripts  
# ./deploy-patch -wmcr <target directory>/sa -version SA3.1.3.8.17 -mode remove
```

Please enter the location of the ServiceAssure patch [/appl]:

Removing patch-SA3.1.3.8.17-patch

.....

Successfully removed patch-SA3.1.3.8.17-patch

If there has been a subsequent later SA patch removed since this one:

Restore the backed up files from `<target directory><previous release>`, e.g:

```
# cd <target directory>/SA3.1.3.8.15  
# find . | cpio -dump <target directory>
```

Adjust the installed patch history. Edit the file:

<target directory>/sa/applied_patches

and ensure it contains the following lines only:

SA3.1.3.8.05

SA3.1.3.8.09

SA3.1.3.8.10

SA3.1.3.8.11

SA3.1.3.8.12

SA3.1.3.8.13

SA3.1.3.8.15

Edit the file:

<target directory>/sa/prev_version

...and ensure it contains the following line only:

SA3.1.3.8.15