



# 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
03 <sup>rd</sup> September 2008	1.0	Initial Version
05 <sup>th</sup> September 2008	2.0	After QA comments
05 <sup>th</sup> September 2008	3.0	Corrected TOC

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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. /appl) 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**