



# ServiceAssure™ Release 3.1.3 Patch SA3.1.3.8.22 Installation Guide

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## *Abstract*

*This guide details application of patch SA3.1.3.8.22 to the SA3.1.3 release*

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## Document Control

### REVISION HISTORY

Date	Version	Description of changes
12 <sup>th</sup> February 2009	1.0	Initial Version
13 <sup>th</sup> February 2009	1.1	Updated 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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## Prerequisites table

Version	Type
SA3.1.3.8.04	Baseline
SA3.1.3.8.05	Patch
SA3.1.3.8.09	Patch
SA3.1.3.8.18	Patch
SA3.1.3.8.19	Patch

## 1. Introduction

### 1.1 Purpose

The ServiceAssure™ 3.1.3.8.22 Patch Installation Guide provides instructions on how to apply patch SA3.1.3.8.22 to a ServiceAssure™3.1.3 system.

### 1.2 Audience

The target audience of this document are IBM 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

This document 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 entered after these prompts.*

## 2. ServiceAssure™ Patch 3.1.3.8.22

### 2.1 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*

#### 2.1.1 Preinstall

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

**\$ sap stop**

Use sap to ensure that the patch level is at SA3.1.3.8.19 before installing SA3.1.3.8.22:

**\$ sap version**

## 2.1.2 Install

Place the SA3.1.3.8.22 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 SA3.1.3.8.22 -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*



### 2.1.3 Database Schema Update

As user **saserver**, execute the following commands on the ServiceAssure™ database server in a distributed install or on the ServiceAssure™ consolidated server in a non distributed install:

```
$ export ORACLE_SID=sadb
```

```
$ sqlplus saserver/[saserver_password]
```

```
SQL> @/appl/sa/admin/oracle/script/add_global_tmp_tab.sql
```

```
SQL> @/appl/sa/admin/oracle/script/disable_job_update_hst_kqi_ctrl.sql
```

```
SQL> quit;
```

### 2.1.4 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
```

## 2.2 ServiceAssure™ Patch Removal

Before removing an applied patch, stop all ServiceAssure™ processes if they are running by executing the following commands as user **saserver** on the ServiceAssure™ Server:

```
$ sap stop
```

#### 1) Reverse Database Schema Upgrade

As user **saserver**, execute the following commands on the ServiceAssure™ database server in a distributed install or on the ServiceAssure™ consolidated server in a non distributed install:

```

$ export ORACLE_SID=sadb
$ sqlplus saserver/[saserver_password]

SQL> drop TABLE KQI_VALUE_TMP ;
SQL> @/appl/sa/admin/oracle/script/enable_job_update_hst_kqi_ctrl.sql

SQL> quit ;

```

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

2) Execute the deploy patch script

```

# cd <target directory>/sa/admin/common/install/scripts
# ./deploy-patch -wmcr <target directory>/sa -version SA3.1.3.8.22 -mode remove

```

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

*Removing patch-SA3.1.3.8.22-patch*

*.....*

*Successfully removed patch-SA3.1.3.8.22-patch*

3) Adjust the installed patch history

Edit the file: <target directory>/sa/applied\_patches

and ensure it contains only the following TNSQM patch reference lines:

**SA3.1.3.8.05**

**SA3.1.3.8.09**

**SA3.1.3.8.18**

**SA3.1.3.8.19**

If any of the above lines are missing or incorrect, add and/or correct them.

Edit the file: <target directory>/sa/prev\_version

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

**SA3.1.3.8.18**

If the above line is missing or incorrect, add and/or correct it.

After removing an applied patch, execute Section 2.1.4.