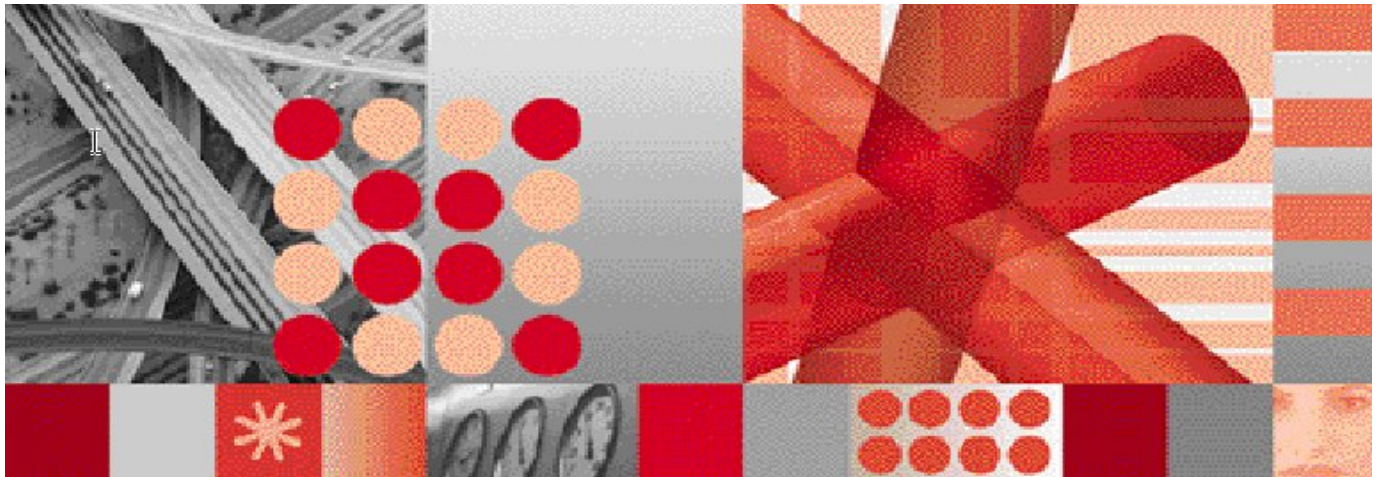IBM

ServiceAssure™ Release 3.1.3
Patch SA3.1.3.8.23
Installation Guide

Note: Before using this information and the product it supports, read the information in **Notices** on page 7.

This edition applies to version 3, release 1, modification 3 of the IBM Tivoli Netcool ServiceAssure and to all subsequent releases and modifications until otherwise indicated in new editions.

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
SA3.1.3.8.22	Patch

1. Introduction

1.1 Purpose

The ServiceAssure™ 3.1.3.8.23 Patch Installation Guide provides instructions on how to apply patch SA3.1.3.8.23 to a ServiceAssure™3.1.3 system.

1.2 Audience

The target audience of this document are IBM Corporation 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 3.1.3.8.23

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™ Application or Consolidated Server:

$ sap stop

Use sap to ensure that the patch level is at SA3.1.3.8.22 before installing SA3.1.3.8.23 by executing the following commands as user **saserver** on ServiceAssure™ Application or Consolidated Server:

$ sap version

Execute the following as user **root** on all ServiceAssure™ Servers

 # cd /etc/software

 # cp common.remove common.remove.SA3.1.3.8_22

2.1.2 Install

Place the SA3.1.3.8.23 patch package in the <target directory> (e.g. /appl) on the ServiceAssure™ Server(s).

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 SA3.1.3.8.23 -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 Post install

Restart all ServiceAssure™ processes by executing the following commands as user **saserver** on the ServiceAssure™ Application or Consolidated 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 command as user **saserver** on the ServiceAssure™ Application or Consolidated Server:

$ sap stop

To remove the ServiceAssure™ patch package, do the following:

Execute the following as user **root** on all ServiceAssure™ servers.

1) Execute the deploy patch script

 # cd <target directory>/sa/admin/common/install/scripts
 # ./deploy-patch –wmcr <target directory>/sa –version SA3.1.3.8.23 –mode remove

Please enter the location of the ServiceAssure patch [/appl] :
Removing patch-SA3.1.3.8.23-patch
......
Successfully removed patch-SA3.1.3.8.23-patch

2) Adjust the installed patch history

Edit the file: **<target directory>/sa/.applied_patches**

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

SA3.1.3.8.05

SA3.1.3.8.09

SA3.1.3.8.18

SA3.1.3.8.19

SA3.1.3.8.22

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:

SA3.1.3.8.19

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

Execute the following as user **root** on all ServiceAssure™ Servers

$ cd /etc/software

$ mv common.remove.SA3.1.3.8_22 common.remove

After removal of an applied patch, execute Section 2.1.3.

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