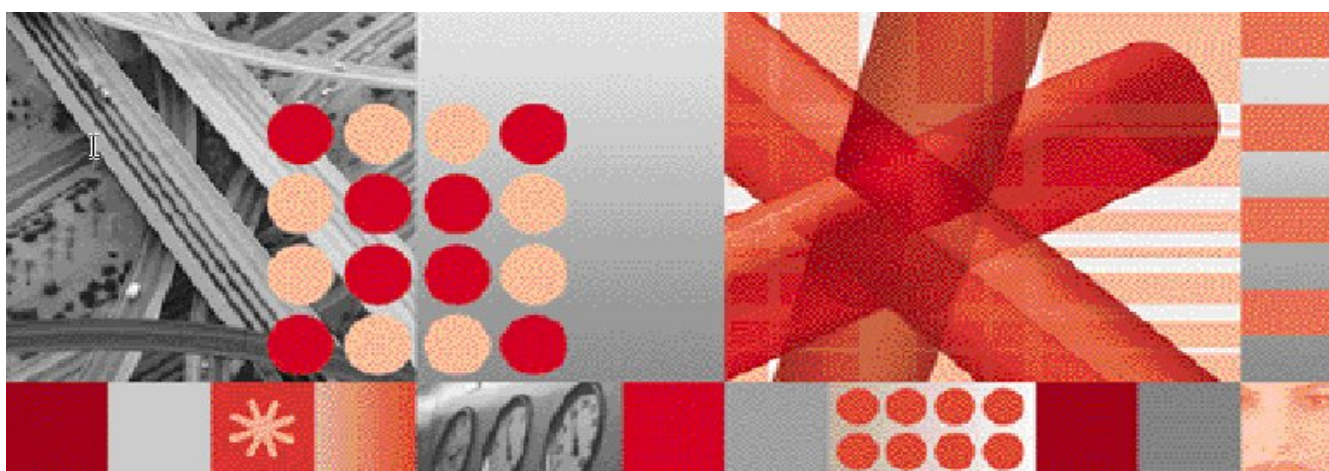


Version 4.1.2



Interim Fix Installation Guide

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

Note: Before using this information and the product it supports, read the information in Appendix A Notices on page12.

This edition applies to version 4, release 1, modification 2 of the IBM Tivoli Netcool Service Quality Manager Service Solutions and to all subsequent releases and modifications until otherwise indicated in new editions.

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Table of Contents

<i>Table of Contents</i>	3
1 Document Outline	4
1.1 Audience	4
1.2 Required Skills and Knowledge	4
1.3 Document Conventions	4
1.4 Document Structure	6
1.5 User Publications	7
1.5.1 Viewing the Online Help.....	8
1.5.2 Accessing Publications Online.....	8
2 Installing Service Quality Manager Patch 4.1.2.10.01 (interim fix IF01)	9
2.1 Service Quality Manager Patch Pre-requisites	9
<i>Prerequisites table</i>	9
2.2 Service Quality Manager Patch Installation - Core Patch	10
2.2.1 Core Installation Procedure.....	10
2.2.2 Installation.....	10
<i>Appendix A Notices</i>	12

1 Document Outline

The *IBM® Tivoli® Netcool® Service Quality Manager Patch Installation Guide* details the steps required to apply interim fix 4.1.2.10.01 (IF 0001) to a Service Quality Manager 4.1.2 system.

1.1 Audience

This guide is intended for Service Quality Manager customers.

IMPORTANT: Before attempting to patch an installation of Service Quality Manager you are strongly advised to read any release notes and readme files distributed with your Service Quality Manager software. Readme files and release notes when provided may contain information specific to your installation not contained in this guide. Failure to consult readme files and release notes when provided may result in a corrupt, incomplete or failed installation.

1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- IP Networking
- Unix® Operating Systems
- Solaris 10
- AIX® 5L

1.3 Document Conventions

The following command prompts can be seen throughout this document where the user has to enter commands at the command line:

- # (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.

This document uses the typographical conventions shown in the following table:

Table 1: General Document Conventions

Format	Examples	Description
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Underscore</u>	See Docu <u>ment Conventions</u>	For links within a document or to the Internet. Note that TOC and index links are not underscored. Color of text is determined by browser settings.
Bold	Note: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	A <i>busy hour</i> is... A web server <i>must</i> be installed... See the <i>User Guide</i>	New terms, emphasis, and book titles.
Monospace	<code>./wminstall</code> <code>\$ cd /cdrom/cdrom0</code> <code>/xml/dict</code> <code>addmsc.sh</code> <code>core.spec</code> Type OK to continue.	Code text, command line text, paths, scripts, and file names. Text written in the body of a paragraph that the user is expected to enter.
Monospace Bold	[root] # pkginfo grep -i perl system Perl5 On-Line Manual Pages system Perl 5.005_03 (POD Documentation) system Perl 5.005_03	For contrast in a code example to show lines the user is expected to enter.
<Monospace italics>	<code># cd <oracle_setup></code>	Used in code examples: command-line variables that you replace with a real name or value. These are always marked with arrow brackets.
[square bracket]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

1.4 Document Structure

This guide is organized into the following chapters:

Table 2: Document Structure

<i>Chapter</i>	<i>Description</i>
<u>Service Quality Manager Patch 4.1.2.10.01</u>	Provides the steps required to install the Service Quality Manager 4.1.2.10.01 (interim fix IF0001) patch.

1.5 User Publications

The following user publications are provided with the Service Quality Manager software in Adobe® Portable Document Format (PDF) and HTML formats.

Table 3: Service Quality Manager User Documentation

Document	Description
<i>Release Notes</i>	Provides information on the Service Quality Manager 4.1.2 release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Configuration Guide</i>	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI Models and Service Models applications) in Service Quality Manager.
<i>Monitoring Guide</i>	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in Service Quality Manager.
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Service Quality Manager.
<i>CEM Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Management system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Service Quality Manager server system on Solaris 10g
<i>Client Installation Guide</i>	Describes how to install the Service Quality Manager Client.
<i>AIX Installation Guide</i>	Describes how to install the <i>Tivoli Netcool</i> Service Quality Manager server system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none">- Starting and stopping Service Quality Manager.- Running batch processes such as archiving trace files and log files.- Backing up and restoring the system.

<i>AIX System Administration Guide</i>	Provides an overview of the AIX Service Quality Manager administrative tasks including instructions on how to complete the following tasks: - Starting and stopping Service Quality Manager. - Running batch processes such as archiving trace files and log files. - Backing up and restoring the system.
<i>Upgrade Guide</i>	Details how to upgrade Service Quality Manager from v4.1.1 to v 4.1.2
<i>BusinessObjects Installation & Configuration Guide</i>	Provides information on the steps required to install and configure the BusinessObjects (v 6.5 or XI) server and Client for use with Service Quality Manager.
<i>Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including CEM GPRS.
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Service Quality Manager client applications
<i>Customer Experience Management Online Help</i>	Describes how to use and monitor the Customer Experience Management feature in the Service Quality Manager
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Service Quality Manager

1.5.1 Viewing the Online Help

You can view Service Quality Manager online help by clicking the ONLINE HELP tab on the Service Quality Manager Client. This tab is accessible from all Service Quality Manager applications on the Service Quality Manager Client. You can also access links for context-sensitive help.

1.5.2 Accessing Publications Online

You can view the IBM Tivoli Network Management documentation on the Web by accessing the Tivoli Software Information Center at:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp>.

To view the books of the Service Quality Manager library, click [IBM Tivoli Netcool Service Quality Management Products](#).

2 Installing Service Quality Manager Patch 4.1.2.10.01 (interim fix IF01)

2.1 Service Quality Manager Patch Pre-requisites

The Tivoli Netcool Service Quality Manager 4.1.2.10.01 (interim fix IF0001) patch must be deployed on a Service Quality Manager server that is to have version 4.1.2.10 installed before the TNSQM core packages are installed.

Prerequisites table

Version	Type
SQM4.1.2.10	Baseline

Patch 4.1.2.10.01 (interim fix IF01) consists of a replacement for one of the TNSQM 4.1.2.10 core application server packages on AIX systems, and a replacement for the Platform package. The core package that is replaced is `tds-aix64-ppc-SQM4.1.2.10.tar.gz`. This is done before the installation of the TNSQM system begins.

2.2 Service Quality Manager Patch Installation - Core Patch

Note (Distributed Installation): In a distributed system, this section should be performed on the Application and Consolidated servers.

2.2.1 Core Installation Procedure

Complete the following as user `saserver` on the Service Quality Manager Application Server or Consolidated Server:

2.2.1.1 *Verify that the system under consideration is running AIX*

Verify that the current system is an AIX system by executing the following command as user `saserver`:

```
$ uname
```

```
AIX
```

```
$
```

2.2.1.2 *Replace the Platform package*

Place the TNSQM4.1.2.10.01 (interim fix IF0001) patch package in the *<target directory>* directory, for example, `/appl` on the server. Unpack the interim fix such that the new Platform package (`ibm-tn-plat-install-PLAT1.0.0.42.tar.gz`) is present in the *<target directory>* directory.

When performing Chapter 4 of the TNSQM AIX Server Installation Guide, use the Platform package provided with this interim fix. If the older Platform package has already been installed, remove the contents of the `/etc/software` directory and re-run Chapter 4 of the TNSQM AIX Server Installation Guide.

2.2.1.3 *Proceed with the first sections of the TNSQM Server installation*

Proceed with the TNSQM Server configuration and installation up to and including Section 7.4 of the TNSQM AIX Server Installation Guide.

2.2.2 Installation

Complete the following as user `saserver` on the Service Quality Manager Application Server or Consolidated Server:

NOTE: This procedure must be performed PRIOR to performing Section 7.5 of the TNSQM AIX Server Installation Guide.

2.2.2.1 Place the interim fix in the <target directory> directory

Place the TNSQM4.1.2.10.01 (interim fix IF0001) patch package in the <target directory>, for example, /appl on the server. Unpack the interim fix such that the new TNSQM core package tds-aix64-ppc-SQM4.1.2.10.01.tar.gz is present in the <target directory> directory.

Once completed, execute the following commands:

```
$ rm tds-aix64-ppc-SQM4.1.2.10.tar.gz
```

2.2.2.2 Proceed with the remainder of the TNSQM Server installation

Resume the TNSQM Server installation at Section 7.5 of the TNSQM AIX Server Installation Guide.

NOTE: You MUST ensure that the TNSQM core package tds-aix64-ppc-SQM4.1.2.10.01.tar.gz is present in the <target directory> directory on the server before proceeding.

2.2.2.3 Check version of installed patch

Check the version of installed package after the TNSQM install has completed as user saserver:

```
$ cat $WMCROOT/admin/software/core/tds-aix64-ppc.version
```

```
IBM Tivoli Netcool Service Quality Management  
SQM4.1.2.10.01
```

```
401021001
```

```
$
```

Appendix A Notices

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