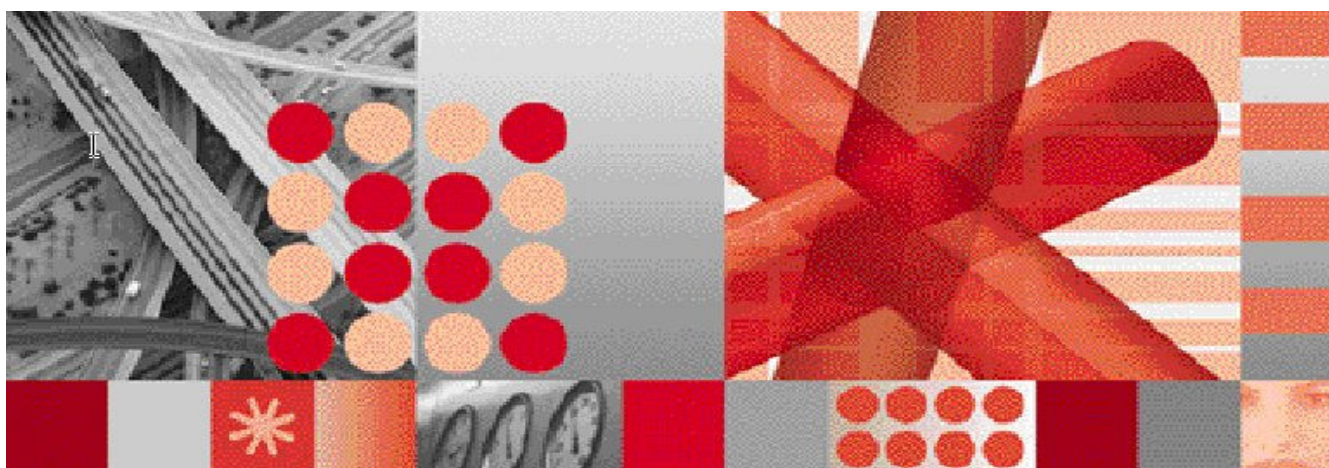


*Version 4.1.3 Fix Pack 2*



## ***Release Notes***

GI11-9221-00

## IBM TIVOLI NETCOOL SERVICE QUALITY MANAGER RELEASE NOTES

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**Note:** Before using this information and the product it supports, read the information in “Notices” on page 10.

This edition applies to version 4, release 1, modification 3, Fix Pack 2 of IBM Tivoli Netcool Service Quality Manager (Product Number PA5724-V48) and to all subsequent releases and modifications until otherwise indicated in new editions.

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# 1 About this documentation

The *IBM Tivoli Netcool Service Quality Manager Release Notes* provide the following information:

- Details of the IBM® Tivoli® Netcool® Service Quality Manager v4.1.3 Fix Pack 2
- Hardware specification
- Software specification
- Installation information
- Known issues

## 1.1 Audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager customers. They must be familiar with telecommunications and IT (Information Technology) principles and must also have a good understanding of Solaris and IBM AIX®.

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**IMPORTANT:** Before attempting an installation of Tivoli Netcool Service Quality Manager you are strongly advised to read the release notes distributed with your Tivoli Netcool Service Quality Manager software. Release notes may contain information specific to your installation not contained in this guide. Failure to consult release notes can result in a corrupt, incomplete or failed installation.

**Note:** Tivoli Netcool Service Quality Manager administrators must not, without prior consultation and agreement from IBM, make any changes to the index organized tables or database schema. Changes to the index organized tables or database schema can result in corruption of data and failure of the Tivoli Netcool Service Quality Manager system. This applies to all releases of Tivoli Netcool Service Quality Manager using all versions of interfaces.

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## 1.2 Required skills and knowledge

This guide assumes you are familiar with the following topics:

- General IT principles
- Sun Solaris 10 operating system
- AIX 5.3L operating system
- Oracle® 10g R2 Database Server Enterprise Edition
- BusinessObjects XI

This guide also assumes that you are familiar with your company's network and with procedures for configuring, monitoring, and solving problems on your network.

### 1.3 Guide conventions

These command prompts can be seen throughout this guide where the user has to enter commands at the command line:

- # (hash): This prompt is displayed if the user is logged in as user root.
- \$ (dollar): This prompt is displayed if the user is logged in as either the saserver or oracle user.

Note that these prompts are not part of commands. All commands must be entered after these prompts.

This guide uses the typographical conventions shown in this table:

**Table 1: General guide conventions**

<i><b>Format</b></i>	<i><b>Examples</b></i>	<i><b>Description</b></i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<a href="#">Link</a>	See <a href="http://www.ibm.com">www.ibm.com</a>	For links within a document or to the Internet.
<b>Bold</b>	<b>Note:</b> The busy hour determiner is... The STORED SQL dialog box... ...click VIEW...  In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Heading text for Notes, Tips, and Warnings. GUI Interface Controls – Text that appears on the UI,
<i>Italic</i>	<i>A busy hour is...</i> <i>A web server must be installed...</i> <i>See the 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.

<b>Monospace Bold</b>	<code>[root] # pkginfo   grep -i perl</code> 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.
<i>&lt;Monospace italics&gt;</i>	<code># cd &lt;oracle_setup&gt;</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.

### 1.3 User publications

These user publications are provided with the Service Quality Manager software as Adobe® PDFs (Portable Document Format). Online Help is available in HTML format.

**Table 2: Service Quality Manager user documentation**

<b>Document</b>	<b>Description</b>
<i>Release Notes</i>	Provides information on the Service Quality Manager release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Installation Guide</i>	Provides information on the Service Quality Manager Fix Pack installation procedure
<i>Tech Note</i>	Provides feature descriptions of the updates being provided with this Fix Pack.

#### 1.3.1 Accessing publications online

You can view the 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>.

Please review the IBM Tivoli support website for all TNSQM tech notes.

To view the books of the Service Quality Manager library, click NETCOOL SERVICE QUALITY MANAGER PRODUCTS.

## 2 Supported Platform details

The TNSQM Resource Viewer component contained in the Tivoli Netcool Service Quality Manager v4.1.3 Fix Pack 2 cannot be deployed in on a Windows based TBSM Dashboard server environment. The following are the only supported deployment scenarios:

- Solaris (Sparc)
- AIX

## 3 Release details

The Tivoli Netcool Service Quality Manager v4.1.3 Fix Pack 2 release contains fixes for the following PMRs/APARs:

**PMR Number:** 39466,999,778

**Description:** TNSQM SLO Events not outputting complete Composite Resource Names

**APAR Number:** IZ92718

**Resolution:** Provisioning updates have been made for TNSQM SLOs. See section 3.1 of the TNSQM v4.1.3 Fix Pack 2 Tech Note for details

**PMR Number:** 39555,999,778

**Description:** N/A in certain columns in the TNSQM Resource Viewer

**APAR Number:** IZ92740

**Resolution:** The accuracy, warning and violation columns are now populated in the updates to the TNSQM Resource Viewer delivered with TNSQM v4.1.3 Fix Pack 2.

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**PMR Number:** 39599,999,778

**Description:** TNSQM resource view is unable to launch kqi historycharts

**APAR Number:** IZ92717

**Resolution:** TNSQM Resource Viewer has been updated to allow correct launching of the KQI History Charts. See section 5 of the TNSQM v4.1.3 Fix Pack 2 Tech Note for more details

**PMR Number:** 39600,999,778

**Description:** TNSQM Resource Viewer sort functionality doesn't work

**APAR Number:** IZ92746

**Resolution:** Sorting of rows in the TNSQM Resource Viewer has been addressed in TNSQM v4.1.3 Fix Pack 2. See section 6 of the TNSQM v4.1.3 Fix Pack 2 Tech Note for details.

**PMR Number:** 39556,999,778

**Description:** KQI History Charts & TNSQM Resource Viewer parameters are expecting conflicting req. for DUMMY\_PARAM field

**APAR Number:** IZ92744

**Resolution:** The TNSQM Resource Viewer now recognizes fields with value DUMMY\_PARAM and handles them accordingly.

**PMR Number:** 39533,999,778

**Description:** SLO clear events were loaded into OMNibus as indeterminate severity

**APAR Number:** IZ92792

**Resolution:** Addressed in TNSQM v4.1.3 Fix Pack 2. Clear events are now loaded with the correct severity.

**PMR Number:** 39538,999,778

**Description:** When trying to Launch in Context to BO Report from TBSM. The resource does not get passed to the parameter if the Report prompt is not resource\_name

**APAR Number:** N/A

**Resolution:** As of TNSQM v4.1.3 Fix Pack 2 the only supported Resource prompt name is "resource\_name". Customers are advised to follow this prompt name when using Business Objects LIC from TNSQM.

**PMR Number:** 39790,999,778

**Description:** TNSQM Resource Viewer not loaded intermittently when launched



**APAR Number:** IZ96504

**Resolution:** TNSQM Resource Viewer launch procedure has been altered to ensure it will always be displayed when the user requests it.

**PMR Number:** 39642,999,778

**Description:** TBSM Dashboard Server generates Java core files when the TNSQM Resource Viewer is launched

**APAR Number:** IZ96502

**Resolution:** The performance of the TNSQM Resource Viewer has been improved in TNSQM v4.1.3 Fix Pack 2 both from a memory and response time point of view.

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