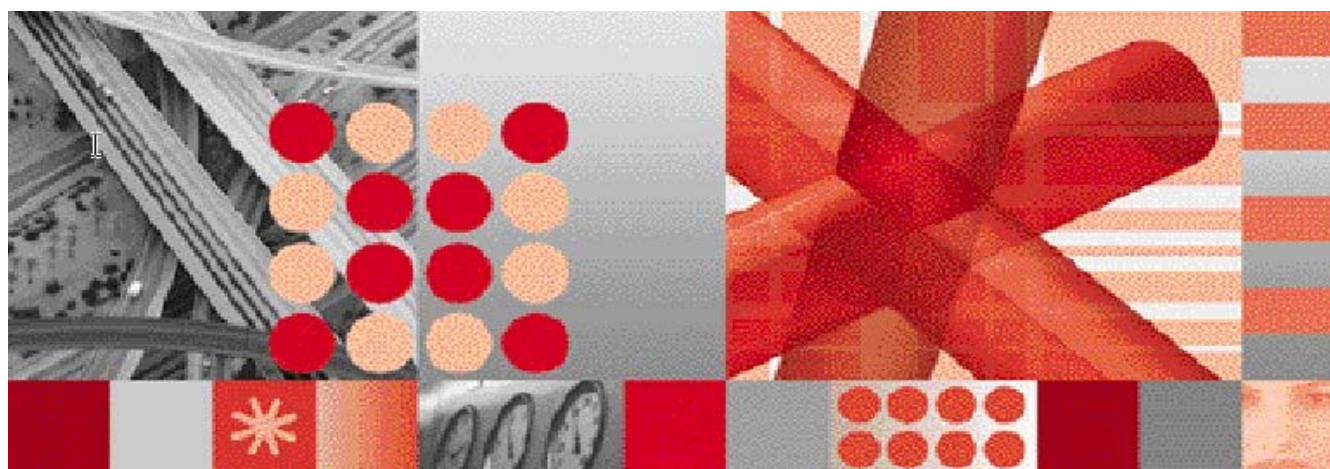




Netcool Service Quality Manager



Version 4.1.4



Interim Fix IF0012 Installation Guide

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

Note: Before using this information and the product it supports, read the information in [Notices](#).

This edition applies to version 4, release 1, Modification 4 of IBM Tivoli Service Quality Manager (Product number 5724-V48) and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright International Business Machines Corporation 2011, 2013. All rights reserved.**
US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Contents

Contents	i
About this publication	1
1.1 Intended audience	1
1.2 What this publication contains	1
1.3 Publications.....	2
1.3.1 IBM Tivoli Netcool Service Quality Manager core library.....	2
1.3.2 Prerequisite publications	3
1.3.3 Accessing terminology online	3
1.3.4 Accessing publications online	3
1.3.5 Ordering publications	4
1.4 Tivoli technical training.....	4
1.5 Tivoli user groups.....	4
1.6 Support information.....	4
1.6.1 Online	4
1.6.2 IBM Support Assistant.....	5
1.6.3 Additional information.....	5
1.7 Conventions used in this guide.....	5
1.7.1 Typeface conventions	5
1.7.2 Operating system-dependent variables and paths	6
2 Installing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)	7
2.1 Tivoli Netcool Service Quality Manager patch prerequisites	7
2.2 Tivoli Netcool Service Quality Manager patch installation - core patch.....	7
2.2.1 Install Interim Fix 0012	8
2.2.2 Check version of installed patch	8
2.3 TBSM 4.2.1 integration	9
3 Removing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)	10
3.1 Patch removal	10
3.1.1 Uninstall TBSM 4.2.1 patch	10

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

3.1.2	Uninstall Interim Fix 0012	10
3.1.3	Display patch history	11
Notices	12

About this publication

This publication provides information on the steps required to install IBM® Tivoli® Netcool® Service Quality Manager version 4.1.4 Interim Fix 0012 (4.1.4-TIV-TNSQM-IF0012).

1.1 Intended audience

This publication is for customers who need to install Interim Fix 0012 of the Tivoli Netcool Service Quality Manager product.

Readers need to be familiar with the following topics:

- IT principles
- UNIX® operating systems

1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Installing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)"
Provides detailed instructions on the deployment and installation of Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012).
- Chapter 3 "Removing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)"
Provides detailed instructions on the un-installation and removal of Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012).

1.3 Publications

This section lists the publications in the IBM Tivoli Netcool Service Quality Manager core library. It also describes how to access Tivoli publications online and how to order Tivoli publications.

1.3.1 IBM Tivoli Netcool Service Quality Manager core library

The IBM Tivoli Netcool Service Quality Manager core library contains the following publications:

- *IBM Tivoli Netcool Service Quality Manager AIX Server Installation Guide*, GC23-9847-00
Describes how to install the Tivoli Netcool Service Quality Manager server system on IBM AIX® systems.
- *IBM Tivoli Netcool Service Quality Manager Solaris Server Installation Guide*, GC23-9846-00
Describes how to install the Tivoli Netcool Service Quality Manager server system on Solaris systems.
- *IBM Tivoli Netcool Service Quality Manager Client Installation Guide*, GC23-9850-00
Describes how to install the Tivoli Netcool Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide*, SC23-9842-00
Details how to upgrade from one Tivoli Netcool Service Quality Manager version to another.
- *IBM Tivoli Netcool Service Quality Manager AIX and Solaris System Administration Guide*, SC23-9845-00
Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
 - Starting and stopping the Tivoli Netcool Service Quality Manager application.
 - Running batch processes such as archiving trace files and log files.
 - Backing up and restoring the system.
- *IBM Tivoli Netcool Service Quality Manager Provisioning Service SI Guide*, SC23-9852-00
Reference guide containing information for provisioning the Tivoli Netcool Service Quality Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Provisioning Guide*, SC23-9843-00
Provides information for provisioning the Tivoli Netcool Customer Experience Manager system.
- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Monitoring Guide*, SC23-9482-00
Describes how to use and monitor the Tivoli Netcool Customer Experience Manager feature in the Tivoli Netcool Service Quality Manager product.
- *IBM Tivoli Netcool Service Quality Manager Monitoring Guide*, SC23-9103-01

Describes monitoring (Service-level agreement (SLA) monitor, Key quality indicator (KQI) analyzer, alarm monitor, audit manager, and SLA Webview applications) in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager Configuration Guide, SC23-9102-01*

Describes SLA provisioning (parties, SLAs, and SLA templates applications) and Tivoli Netcool Service Quality Manager provisioning (service resources, KQI models, and service module applications) in the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide, SC23-9473-00*

Provides information on the steps required to install and configure the BusinessObjects server and client for use with the Tivoli Netcool Service Quality Manager product.

- *IBM Tivoli Netcool Customer Experience Manager Customer Relationship Management Development Guide, SC23-9857-00*

Provides an overview of the Customer Relationship Management (CRM) proxy server and the CRM plug-in module. The CRM plug-in modules, developed using Java™ code, mediate between the Tivoli Netcool Customer Experience Management framework and an external CRM system.

- *IBM Tivoli Netcool Service Quality Manager Release Notes, G111-9221-00*

Provides information on the Tivoli Netcool Service Quality Manager release contents, platform requirements, installation and upgrade procedures, and known issues.

1.3.2 Prerequisite publications

To use the information in this publication effectively, you must have some prerequisite knowledge, which you can obtain from the Tivoli Netcool Service Quality Manager core library documentation listed in section 1.3.1.

1.3.3 Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at

<http://www.ibm.com/software/globalization/terminology>.

1.3.4 Accessing publications online

The product CD contains the publications that are in the product library. The format of the publications is PDF.

IBM posts publications for Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central Web site at <http://www.ibm.com/tivoli/documentation>.

Note: If you print PDF documents on other than letter-sized paper, set the option in the **File -> Print** window that allows Adobe® Reader to print letter-sized pages on your local paper.

1.3.5 Ordering publications

You can order many Tivoli publications online at <http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss>.

You can also order by telephone by calling one of these numbers:

In the United States: 800-879-2755

In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.ibm.com/e-business/linkweb/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

1.4 Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site at <http://www.ibm.com/software/tivoli/education>.

1.5 Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. Tivoli user groups include the following members and groups:

- 23,000+ members
- 144+ groups

Access the link for the Tivoli Users Group at www.tivoli-ug.org.

1.6 Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

1.6.1 Online

Access the Tivoli Software Support site at

<http://www-01.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman>.

Access the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>.

1.6.2 IBM Support Assistant

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the Support Assistant software, go to <http://www.ibm.com/software/support/isa>.

1.6.3 Additional information

Consult the Release Notes for Tivoli Netcool Service Quality Manager Interim Fix 0012 for additional information pertaining to the content and functionality in this release.

1.7 Conventions used in this guide

This publication uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics.

1.7.1 Typeface conventions

This publication uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text.
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:**, and **Operating system considerations:**)
- Keywords and parameters in text.

Italics

- Citations (examples: titles of publications, diskettes, and CDs)
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide.... where *myname* represents.....

Monospace

- Examples and code examples.
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text.
- Message text and prompts addressed to the user.
- Text that the user must type.
- Values for arguments or command options.

1.7.2 Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation. When using the Windows® command line, replace *\$variable* with *%variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, %TEMP% in Windows environments is equivalent to \$TMPDIR in UNIX environments.

Note: If you are using the bash shell on a Windows system, you can use the UNIX conventions

2 Installing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)

2.1 Tivoli Netcool Service Quality Manager patch prerequisites

The Tivoli Netcool Service Quality Manager 4.1.4 Interim Fix 0012 (IF0011) patch can only be applied on a Tivoli Netcool Service Quality Manager server on version 4.1.4 IF0010 (4.1.4.73) or 4.1.4 IF0011 (4.1.4.74).

Table 1: Prerequisites

Version	Type
4.1.4.73 or 4.1.4.74	4.1.4 IF0010 or 4.1.4 IF0011

To determine the baseline and patch levels currently installed, execute the following command as user saserver on the application and gateway servers or consolidated server:

```
$ sap version
```

Output similar to the following syntax is displayed:

```
Baseline Version:
IBM SQM4.1.4.12
Current Version:
SQM4.1.4.73
Patch History:
SQM4.1.4.73
```

2.2 Tivoli Netcool Service Quality Manager patch installation - core patch

Note (distributed installation): In a distributed system, perform this section on the application and gateway servers.

Note (patch version): The patch to be installed is `patch-SQM4.1.4.75-patch.tar.gz`. This patch can only be installed on systems running Tivoli Netcool Service Quality Manager.

Note (Prerequisite): The Tivoli Netcool Service Quality Manager 4.1.4 Interim Fix 0012 (IF0012) patch should only be applied when building an integrated Tivoli Netcool Service Quality Manager Center environment linking Tivoli Business Server Manager 4.2.1 and Tivoli Netcool Service Quality Manager 4.1.4.

Note: `<target directory>` denotes the directory where the Tivoli Netcool Service Quality Manager and Tivoli Netcool Customer Experience Manager software is installed.

2.2.1 Install Interim Fix 0012

Note: `<target directory>` denotes the directory where the Tivoli Netcool Service Quality Manager software is installed.

Note : TNSQM application has to be stopped during patch install.

Execute the following commands as user `saserver` on the application and gateway servers:

```
$ cp ~/tnsqm_414_if12_upgrade/patch-SQM4.1.4.75-patch.tar.gz <target directory>
$ cd <target directory>/sa/admin/common/install/scripts
$ ./deploy-patch -wmc /<target directory>/sa -version SQM4.1.4.75 -mode install
Please enter the location of the Service Quality Manager patch [/appl]:
<target directory>
```

2.2.2 Check version of installed patch

Check the patch history of Tivoli Netcool Service Quality Manager by executing the following command as user `saserver` on the application or consolidated servers:

```
$ sap version
```

Output similar to the following syntax is displayed:

```
Baseline Version:
IBM SQM4.1.4.12
Current Version:
SQM4.1.4.75
Patch History:
```

SQM4.1.4.73

SQM4.1.4.75

2.3 TBSM 4.2.1 integration

Interim Fix 0012 contains updated integration components which support an integrated Tivoli Netcool Service Quality Manager Center environment linking Tivoli Business Server Manager 4.2.1 and Tivoli Netcool Service Quality Manager 4.1.4.¹

Please refer to the following guide for details of the integration :

IBM Tivoli Netcool Service Quality Manager Center Integration Guide for Tivoli Business Server Manager 4.2.1

Please complete the following additional steps on the TBSM dashboard server to apply this update.

Note : Execute any commands as the user that was used to install TBSM.

1. Execute the following command :

```
$ mkdir ~/tnsqm_414_if12
```

2. Copy the patch file 4.1.4-TIV-TNSQM-IF0012.tar into the newly created directory and untar it.²

3. Unpack the content of the file patch-SQM4.1.4.75-patch.tar.gz

4. Stop the TIP and TBSM servers

```
$ $TBSM_HOME/bin/tbsm_suite.sh stop
```

5. Execute the following steps to apply the update :

```
$ cd ~/tnsqm_414_if12
```

```
$ ksh install_tbsm_421_if12.sh
```

¹ There is no need to install this patch on Tivoli Business Service Manager 6.1.1. The Interim Fix 0011 should be applied instead.

² The content of this directory may be used for rollback procedure, so it should not be removed.

- Restart the TIP and TBSM servers :

```
$ $TBSM_HOME/bin/tbsm_suite.sh start
```

3 Removing Tivoli Netcool Service Quality Manager patch 4.1.4.75 (Interim Fix 0012)

3.1 Patch removal

Note: <target directory> denotes the directory where the Tivoli Netcool Service Quality Manager software is installed.

3.1.1 Uninstall TBSM 4.2.1 patch

Note : Execute any commands as the user that was used to install TBSM.

- Go to patch install directory.

```
$ cd ~/tnsqm_414_if12
```

- Stop the TIP and TBSM servers.

```
$ $TBSM_HOME/bin/tbsm_suite.sh stop
```

- Execute rollback script.

```
$ ksh rollback_tbsm_421_if12.sh
```

- Start the TIP and TBSM servers.

```
$ $TBSM_HOME/bin/tbsm_suite.sh start
```

3.1.2 Uninstall Interim Fix 0012

Note : TNSQM application has to be stopped during patch uninstall.

As user `saserver` on the application and gateway servers or consolidated server execute the following command:

```
$ cd <target directory>/sa/admin/common/install/scripts
$ ./deploy-patch -wmcr <target directory>/sa -version SQM4.1.4.75 -mode remove
Please enter the location of the Service Quality Manager patch [/appl]:
<target directory> for example: /appl
Removing patch-SQM4.1.4.75-patch
.....
Successfully removed patch-SQM4.1.4.75-patch

$ rm <target directory>/patch-SQM4.1.4.75-patch.tar
```

3.1.3 Display patch history

To check the Tivoli Netcool Service Quality Manager patch history execute the following command as user `saserver` on the Tivoli Netcool Service Quality Manager Application or Consolidated server as user `saserver`.

```
$ sap version
```

Output similar to the following syntax is displayed.

```
Baseline Version:
IBM SQM4.1.4.12
Current Version:
SQM4.1.4.73
Patch History:
SQM4.1.4.73
```

Notices

IBM may not offer the products, services, or features discussed in this document in all countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan Ltd.
1623-14, Shimotsuruma, Yamato-shi
Kanagawa 242-8502 Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
5300 Cork Airport Business Park
Kinsale Road
Cork
Ireland.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at www.ibm.com/legal/copytrade.shtml.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.



Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Other company, product or service names may be trademarks or service marks of others.



Printed in the Republic of Ireland