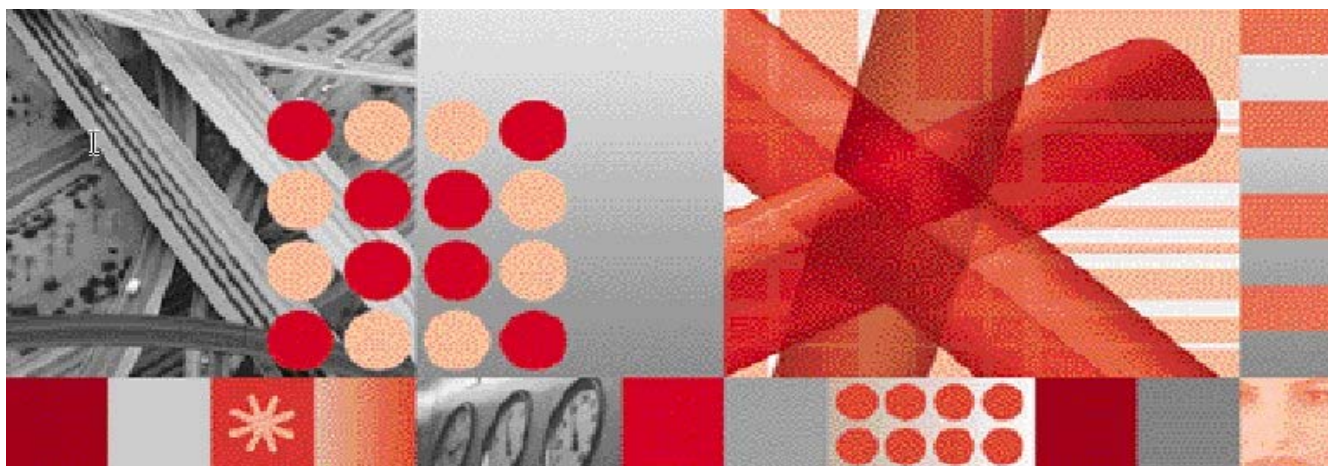




**Netcool Service Quality Manager Service Solutions**

**IBM**



**IBM TNSQM BlackBerry Service Solution v5.2 Patch 5.2.0-TIV-TNSQM\_Blackbry-IF0001  
Installation Guide**

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY V5.2 SERVICE SOLUTION  
PATCH 5.2.0-TIV-TNSQM\_BLACKBRY-IF0001 INSTALLATION GUIDE**

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**Note:** Before using this information and the product it supports, read the information in Notices on page 29.

This edition applies to 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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# 1 About this Documentation

The *IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Version 5.2 Service Solution Patch 5.2.0-TIV-TNSQM\_Blackbry-IF0001 Installation Guide* details the steps required to patch the Service Quality Manager BlackBerry Service Solution Version 5.2 running on Service Quality Manager 4.1.1

## 1.1 Audience

This guide is intended for users of Service Quality Manager Service Solutions.

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**IMPORTANT:** Before attempting to patch the Tivoli Netcool Service Quality Manager BlackBerry Service Solution you are strongly advised to read the release notes distributed with Tivoli Netcool Service Quality Manager BlackBerry Version 5.2 software. Release notes may contain information specific to your installation not contained in this guide. Failure to consult release notes may result in a corrupt, incomplete or failed installation.

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## 1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- IP Networking
- Unix® Operating Systems
- Service Quality Manager Service Solutions

## 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.

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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**

<b><i>Format</i></b>	<b><i>Examples</i></b>	<b><i>Description</i></b>
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.sun.com">www.sun.com</a>	For links within a document or to the Internet.
<b>Bold</b>	<b>Note:</b> 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>	<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> <code>Type OK to continue.</code>	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> <code>system Perl5 On-Line Manual Pages</code> <code>system Perl 5.005_03 (POD Documentation)</code> <code>system Perl 5.005_03</code>	For contrast in a code example to show lines the user is expected to enter.

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<i>&lt;Monospace italics&gt;</i>	# cd <i>&lt;oracle_setup&gt;</i>	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]	log-archiver.sh [-i][-w][-t]	Used in code examples: indicates options.

## 1.4 Document Structure

This guide is organized into the following chapters:

**Table 2: Document Structure**

<b>Chapter</b>	<b>Description</b>
<a href="#">About this Documentation</a>	Provides a description of the document
<a href="#">Software Requirements</a>	A list of software requirements for the patch
<a href="#">Installing the Patch</a>	Details the steps required to install the patch
<a href="#">Uninstalling the patch</a>	Details the steps required to rollback the patch once installed

## 1.5 User Publications

The following user publications are provided with each Service Quality Manager Service Solution:

**Table 3: Service Solution Documentation**

<b><i>Document</i></b>	<b><i>Description</i></b>
<i>Tivoli Netcool Service Quality Manager Service Solutions Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution.
<i>Tivoli Netcool Service Quality Manager Service Solution Interface Control Guide</i>	A specific Interface Control Guide for each data source in each which details the Service Solutions input interface.
<i>Tivoli Netcool Service Quality Manager Service Solution Release Notes</i>	A specific Release Notes Guide which provides information on the Service Solution's release contents, platform requirements, installation and upgrade procedures, and known issues.

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

**Table 4: Service Quality Manager User Documentation**

<b><i>Document</i></b>	<b><i>Description</i></b>
<i>Release Notes</i>	Provides information on the Service Quality Manager 4.1.1 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>	<p>Provides an overview of the Service Quality Manager administrative tasks including instructions on how to complete the following tasks:</p> <ul style="list-style-type: none"><li>- Starting and stopping Service Quality Manager.</li><li>- Running batch processes such as archiving trace files and log files.</li><li>- Backing up and restoring the system.</li></ul>



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<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: <ul style="list-style-type: none"><li>- Starting and stopping Service Quality Manager.</li><li>- Running batch processes such as archiving trace files and log files.</li><li>- Backing up and restoring the system.</li></ul>
<i>Upgrade Guide</i>	Details how to upgrade from one Service Quality Manager from v3.1.3 to v 4.1.1
<i>BusinessObjects Installation &amp; 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 SQM BlackBerry.
<i>SQM BlackBerry Service Solution Interface Control Guide</i>	Details the SQM BlackBerry Service Solution input interface.
<i>SQM BlackBerry Service Solution Overview Guide</i>	Provides an overview of the SQM BlackBerry Service Solution product architecture.
<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

## 2 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

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**Note:** Refer to the *Tivoli Netcool Service Quality Manager Version 4.1.1 Release Notes* for the minimum software required to operate the Service Quality Manager product.

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- Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2 is successfully installed prior to performing this patch.
- Any installed test data for the Tivoli Netcool Service Quality Manager BlackBerry Service Solution is uninstalled prior to performing this patch.

## 3 Installing the patch

### 3.1 Pre-installation

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**Note:** Unless otherwise stated, the patch procedures should be performed for each PC where the MIB Agent has been deployed.

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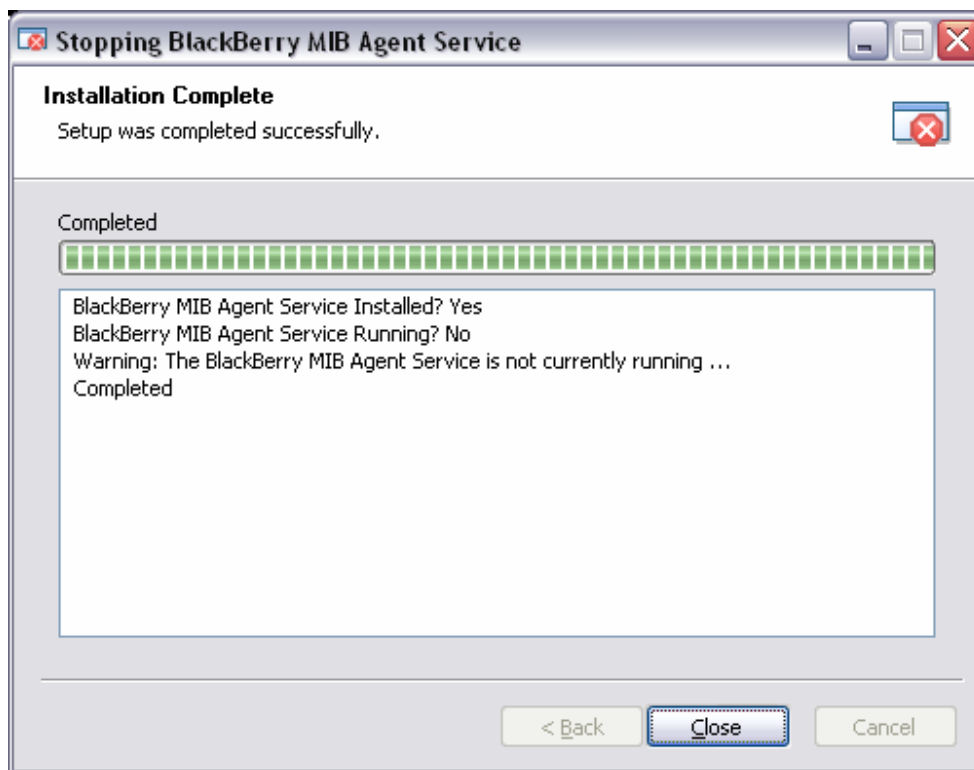
#### 3.1.1 Stop the BlackBerry MIB agent

To stop the BlackBerry MIB Agent, complete the following step:

1. Select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->STOP BLACKBERRY MIB AGENT SERVICE.

The STOPPING BLACKBERRY MIB AGENT SERVICE page displays as shown in Figure 1.

Figure 1: Stopping BlackBerry MIB Agent Service Window



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**Note:** The entries on the Start menu for the BlackBerry MIB Agent will act only on the original agent instance created as part of the BlackBerry MIB Agent installation. If additional agent instances have been configured on the same MIB Agent PC (see Section 3.5.1 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*) it will not be possible to stop these manually created MIB Agent instances from the Start menu. Such instances can only be stopped via the Windows Service Control Applet.

---

### 3.1.2 Backing up BlackBerry MIB Agent Configuration

To backup the BlackBerry MIB Agent configuration files, complete the following steps:

1. Copy all of the files contained within C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\config\ to another directory.

---

**Note:** Take note of the directory location where the BlackBerry MIB Agent configuration is backed up to - its contents may be needed at a later date if a rollback needs to be performed.

---

## 3.2 Installation

To install the Tivoli Netcool Service Quality Manager BlackBerry MIB Agent version 5.2 software, complete the following:

1. Close all applications on the BlackBerry MIB Agent PC.
2. Unzip the BlackBerry MIB 5.2 Agent software package `bb-mediation-v5.2.0.zip` to any directory. The package will contain these two files:
  - `jre.zip`
  - `setup.exe`
3. Double-click the `setup.exe` file.

The first page of the BLACKBERRY MIB AGENT INSTALLER WIZARD displays as shown in Figure 2.

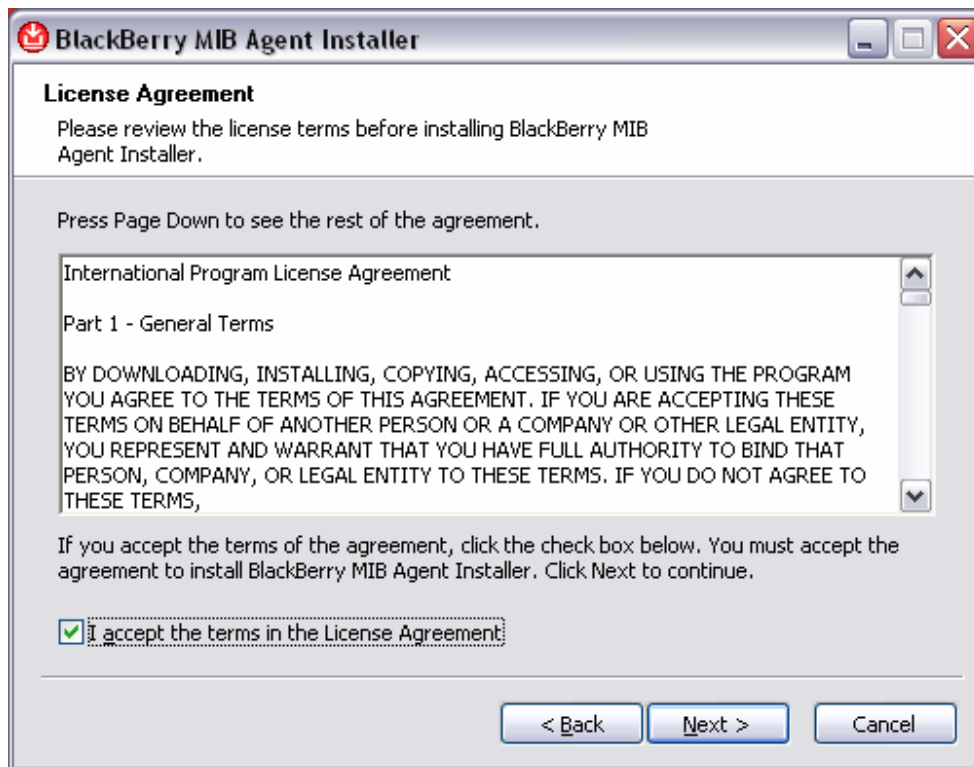
**Figure 2: BlackBerry MIB Agent Installer Window**



4. Click NEXT.

The LICENSE AGREEMENT page displays as shown in Figure 3.

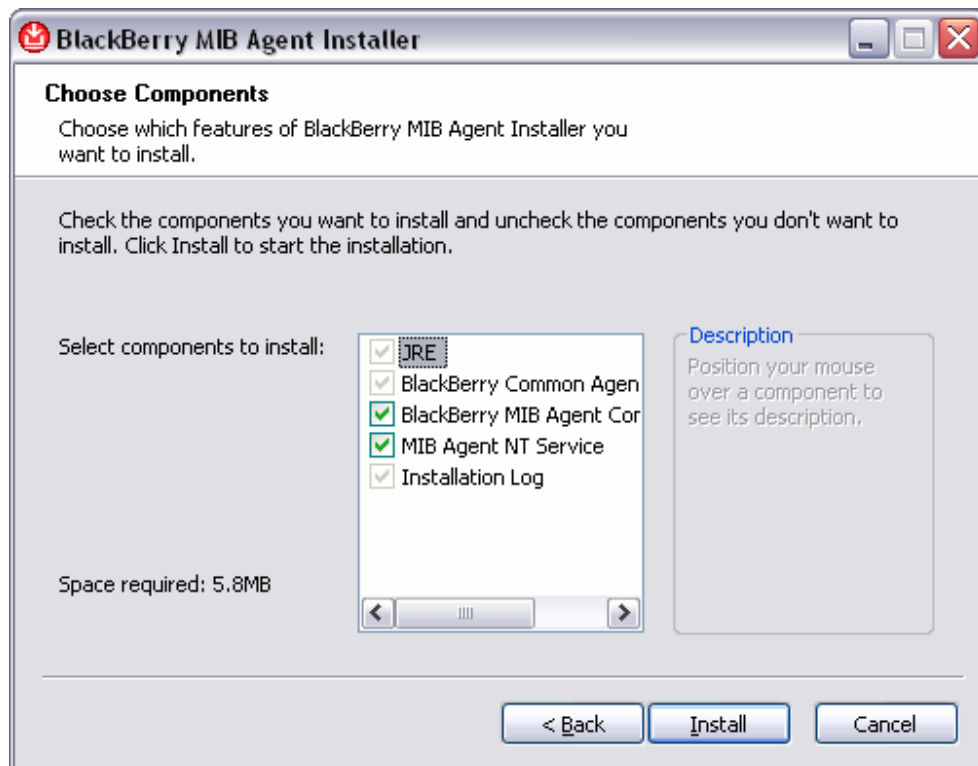
**Figure 3: License Agreement**



5. Accept the terms in the License Agreement and click NEXT.

The CHOOSE COMPONENTS page displays as shown in Figure 4.

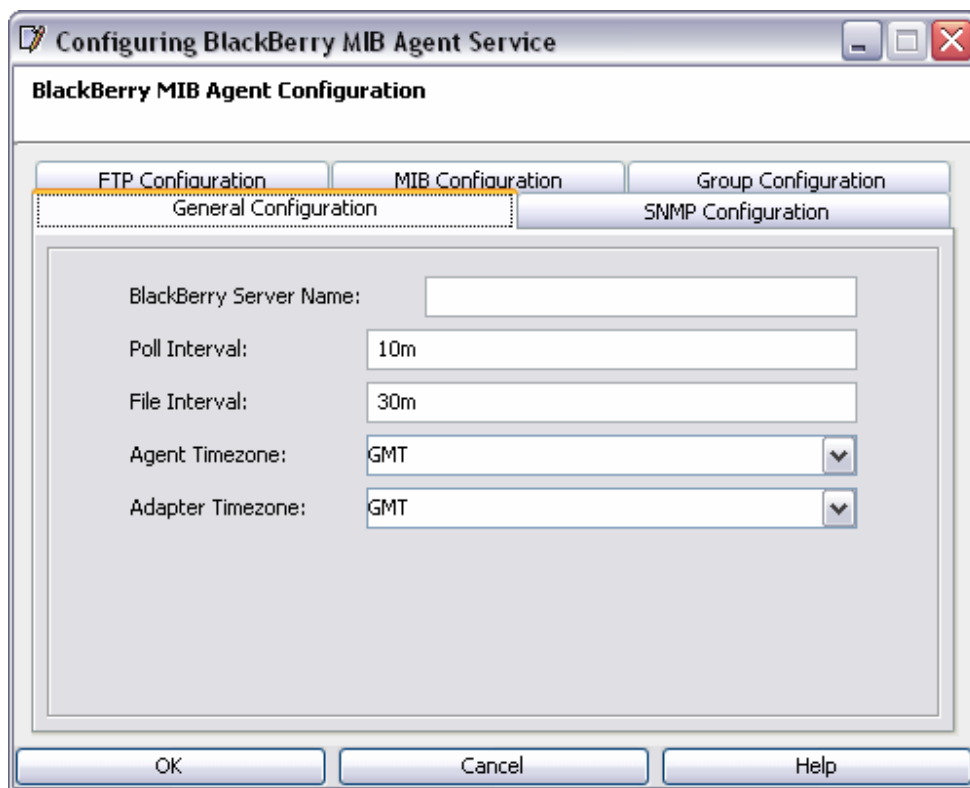
Figure 4: Choose Components Window



6. Click INSTALL.

After a few minutes, the BLACKBERRY MIB AGENT CONFIGURATION page displays as shown in Figure 5.

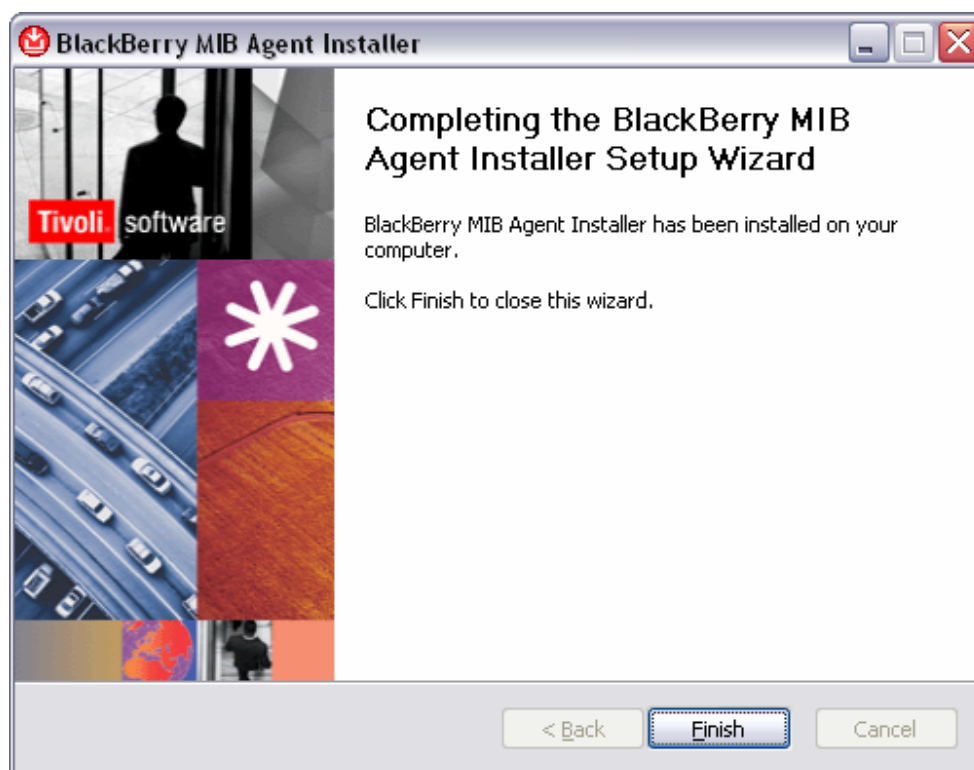
**Figure 5: BlackBerry MIB Agent Configuration Window**



7. Click CANCEL to exit the configuration.



Figure 6: BlackBerry MIB Agent Installer



8. Click FINISH on the Installation Wizard to complete the installation.

## 3.3 Post-Installation

### 3.3.1 Restoring prior BlackBerry MIB Agent Configuration

To restore the BlackBerry MIB Agent configuration files, complete the following:

1. Copy all of the files (choosing to overwrite any existing files when prompted) from the backup directory chosen in Section 3.1.2 to C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\config\

### 3.3.2 Verifying BES Agent Name

Prior releases to version 5.2 Interim Fix 1, the agent imposed no restrictions on the 'BlackBerry Server Name' parameter specified during installation of the Tivoli Netcool Service Quality Manager BlackBerry MIB Agent application (see Chapter 2 of the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution MIB Agent Installation and MIB Interface Control Guide*). Version 5.2 Interim Fix 1 imposes the following constraints on the parameter value

- it must be alphanumeric only, no whitespace
- it can have a maximum length of 64 characters

The current value of the parameter can be checked by examining the `besname` property stored in the following file :

`C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\config\besmibagent.properties`

If the existing value does not satisfy the constraints above then it has to be modified prior to the software patch by editing this file. In addition any change here must be reflected in Tivoli Netcool Service Quality Manager by executing the following procedure

1. Open the “SQM PROVISIONING” tab on the Tivoli Netcool Service Quality Manager Client User Interface.
2. Click on the “SERVICE RESOURCES” application.
3. Within the “SERVICE RESOURCES” application expand the RESOURCE TYPES hierarchy and select the “BLACKBERRY” technology category.
4. Right-click on the “BlackBerry” resource type and select “CREATE RESOURCE ...” to invoke the “CREATE RESOURCE” wizard.
5. Use this wizard to create a “BlackBerry” resource instance. The name of the resource needs to match the new value chosen for the `besname` property.
6. Identify any existing “BlackBerry” resource groups that contain the “BlackBerry” resource instance whose name matches the previous value of the `besname` property. For each of these resource groups, do the following
  - a. Right-click on the resource group and select “MODIFY RESOURCE GROUP...”.
  - b. On the “RESOURCES” page of the wizard add the newly created “BlackBerry” resource instance to the resource group.

---

**Note:** If additional agent instances have been configured on the same MIB Agent PC (see Section 3.5.1 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*) then the above procedure must be executed for each agent instance.

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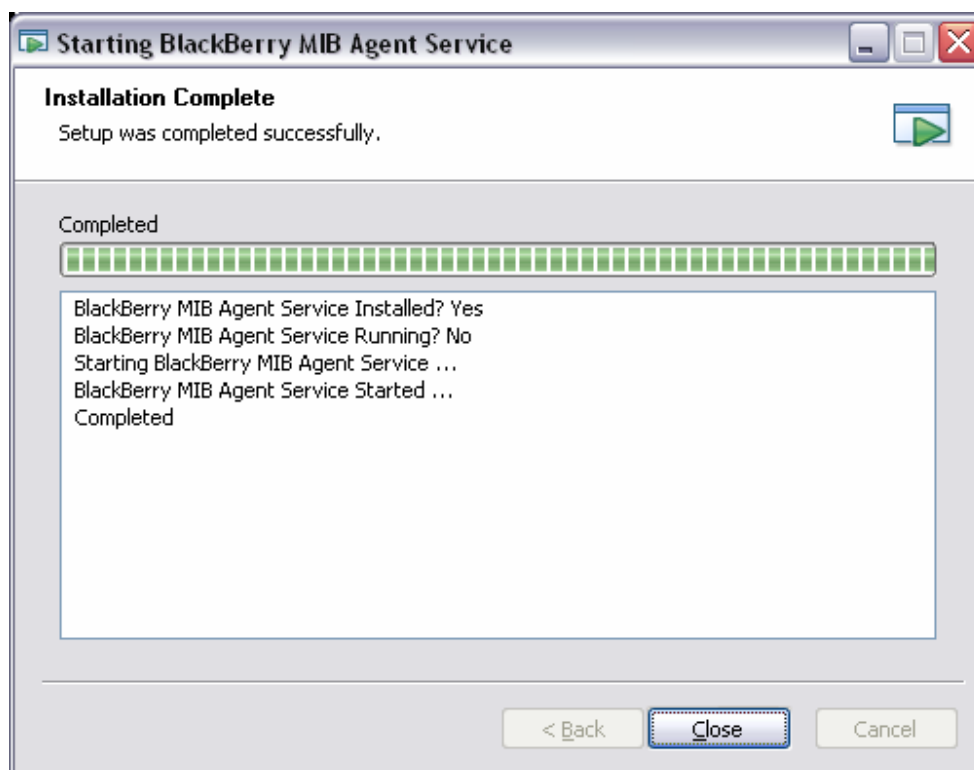
### 3.3.3 Restarting the BlackBerry MIB Agent

To restart the BlackBerry MIB Agent, complete the following:

- Select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->START BLACKBERRY MIB AGENT SERVICE.

The STARTING BLACKBERRY MIB AGENT SERVICE page displays as shown in Figure 7.

**Figure 7: Starting BlackBerry MIB Agent Service**



---

**Note:** The entries on the Start menu for the BlackBerry MIB Agent will act only on the original agent instance created as part of the BlackBerry MIB Agent installation. If additional agent instances have been configured on the same MIB Agent PC (see Section 3.5.1 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*) it will not be possible to restart these manually created MIB Agent instances from the Start menu. Such instances can only be restarted via the Windows Service Control Applet.

---

If you are using a firewall, complete the following to verify that the firewall has allowed the Agent Service(s) to restart:

9. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
10. Select SERVICES.
11. Verify the state of the BlackBerry MIB Agent service(s).
12. Verify with the local IT Administrator that each BlackBerry MIB Agent can connect to the BlackBerry Enterprise Server SNMP MIB.

### **3.3.4** Updating the Configuration after the Patch

To update the client configuration as required, complete the following:

- Select START->ALL PROGRAMS->IBM TIVOLI NETCOOL->BLACKBERRY MIB AGENT->UTILITIES->MIB AGENT CONFIGURATION.

Refer to Section 2.3 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide* for more details on how to modify the agent configuration.

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**Note:** The MIB Agent will need to be restarted to pick up any configuration changes.

---

## 4 Uninstalling the patch

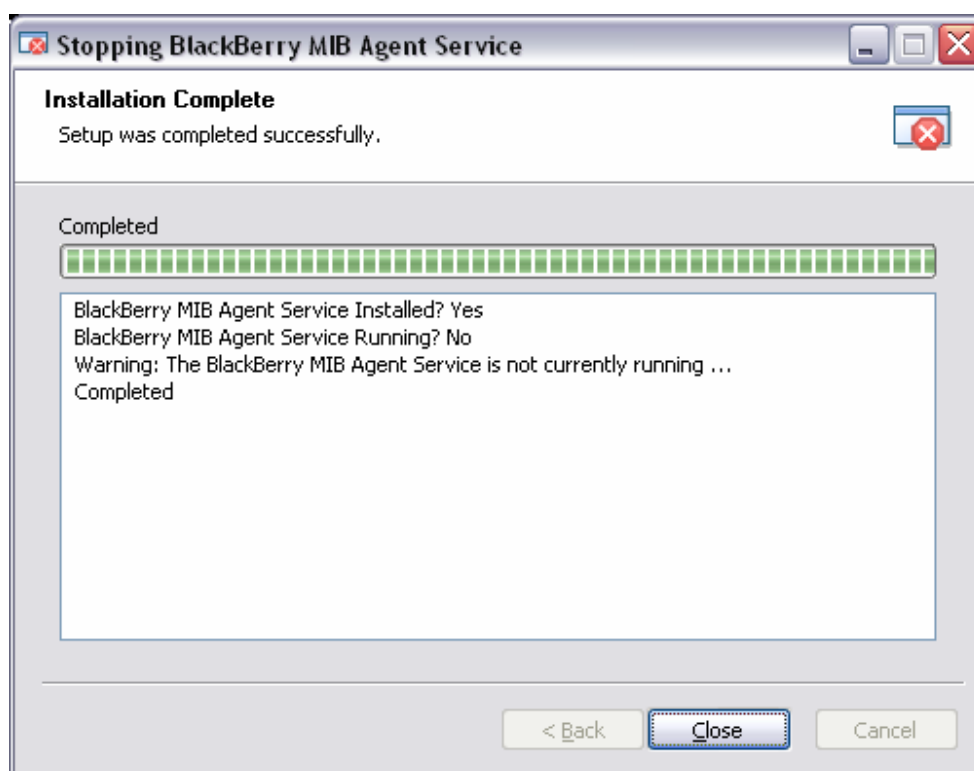
### 4.1 Pre-rollback

To stop the BlackBerry MIB Agent, complete the following step:

- Select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->STOP BLACKBERRY MIB AGENT SERVICE.

The STOPPING BLACKBERRY MIB AGENT SERVICE page displays as shown in Figure 8.

**Figure 8: Stopping BlackBerry MIB Agent Service Window**



**Note:** The entries on the Start menu for the BlackBerry MIB Agent will act only on the original agent instance created as part of the BlackBerry MIB Agent installation. If additional agent instances have been configured on the same MIB Agent PC (see Section 3.5.1 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*) it will not be possible to stop these

manually created MIB Agent instances from the Start menu. Such instances can only be stopped via the Windows Service Control Applet.

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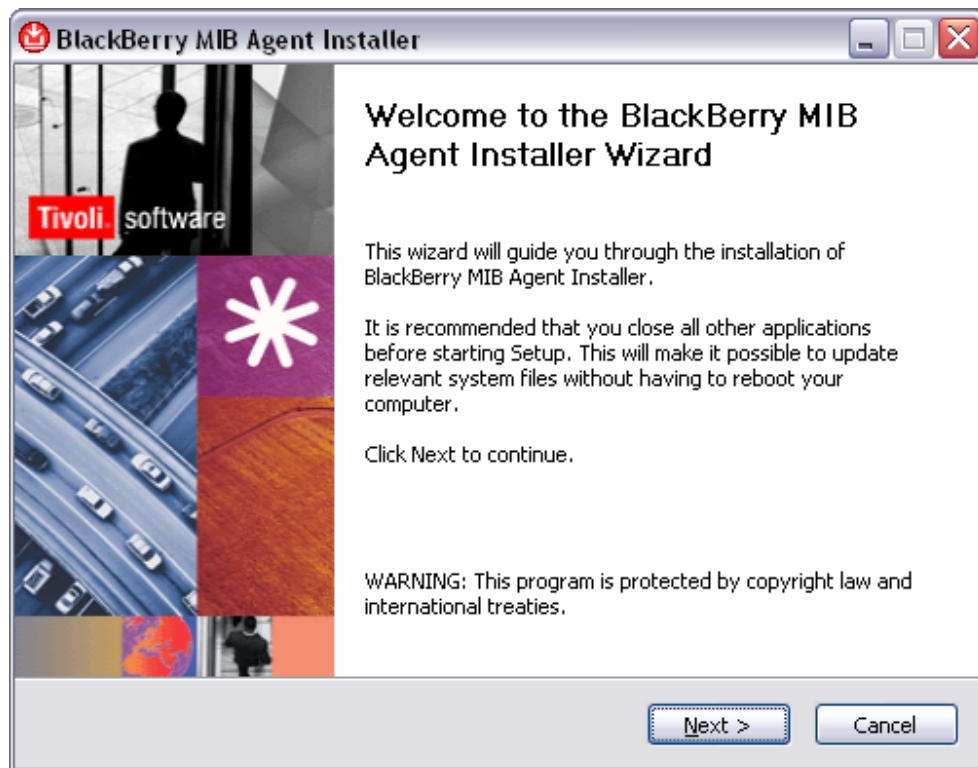
## **4.2 Rollback**

To reinstall Tivoli Netcool Service Quality Manager BlackBerry MIB Agent version 5.2 software, complete the following:

1. Close all applications on the BlackBerry MIB Agent PC.
2. Extract the original MIB Agent software from the C1JC3EN.tar archive. Un-tar and retrieve the MIB Agent software package:
  - `bb-mediation-5.2.zip`
3. Unzip the BlackBerry MIB 5.2 Agent software package `bb-mediation-v5.2.zip` to any directory. The package will contain these two files:
  - `jre.zip`
  - `setup.exe`
4. Double-click the `setup.exe` file.

The first page of the BLACKBERRY MIB AGENT INSTALLER WIZARD displays as shown in Figure 9.

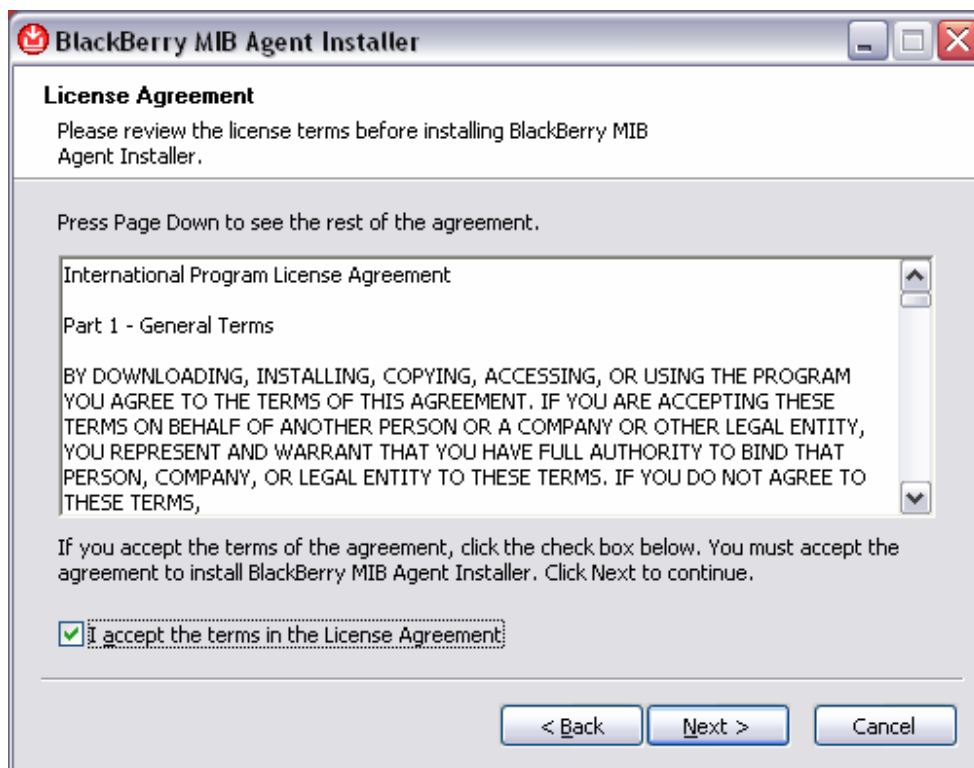
Figure 9: BlackBerry MIB Agent Installer Window



5. Click NEXT.

The LICENSE AGREEMENT page displays as shown in Figure 10.

**Figure 10: License Agreement**



6. Accept the terms in the License Agreement and click NEXT.  
The CHOOSE COMPONENTS page displays as shown in Figure 11.



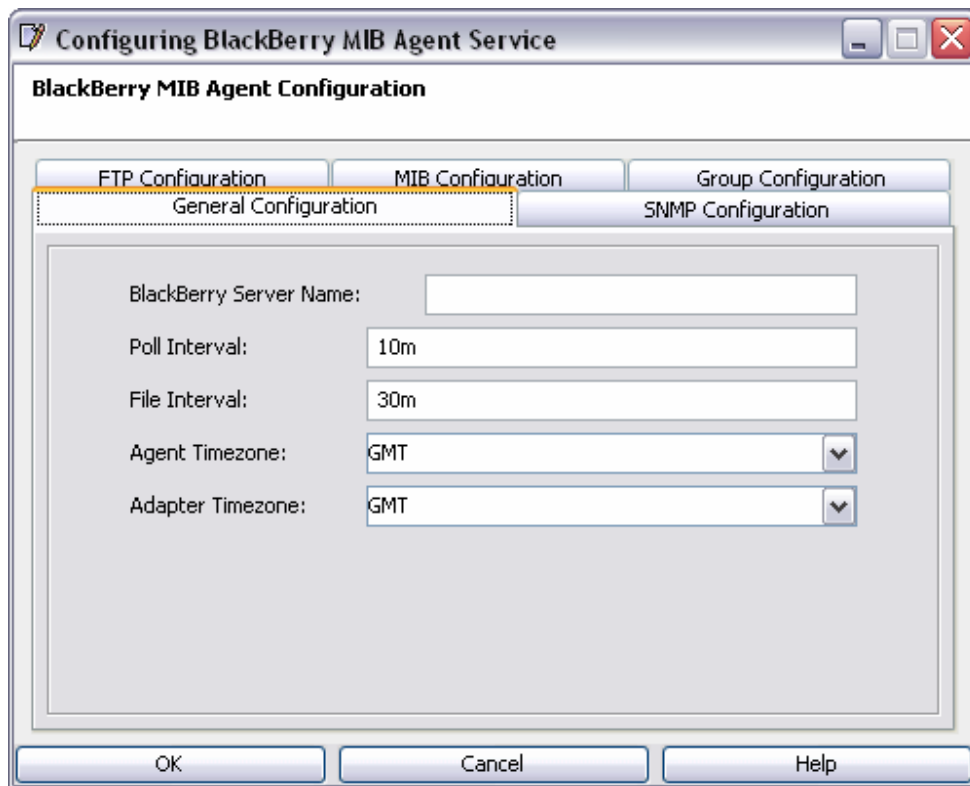
Figure 11: Choose Components Window



7. Click INSTALL.

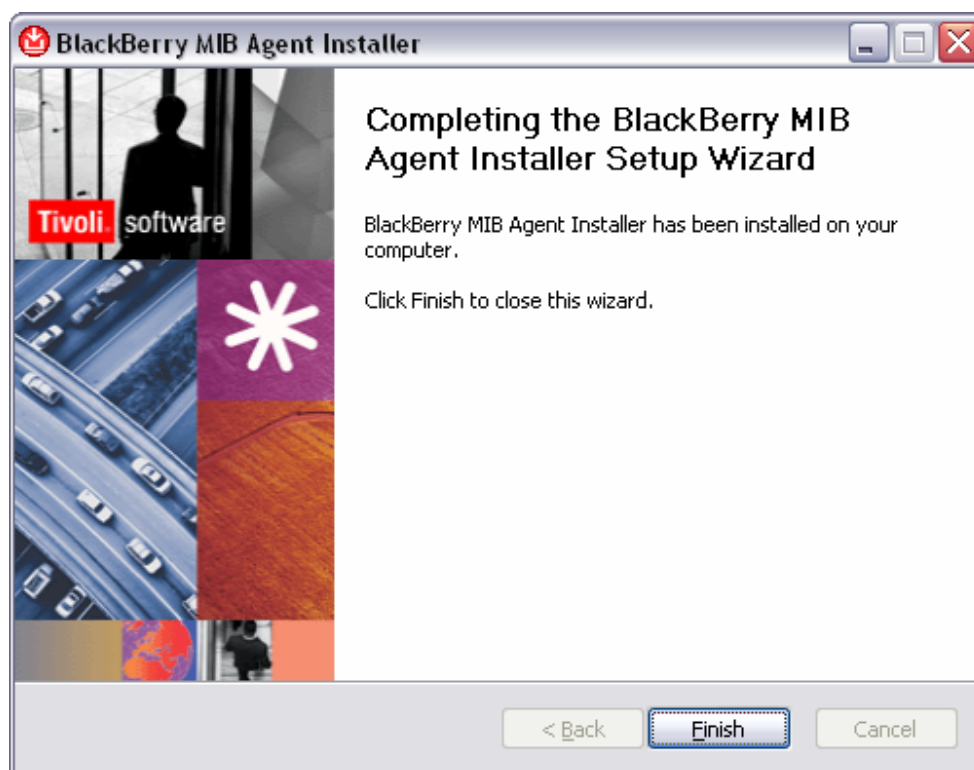
After a few minutes, the BLACKBERRY MIB AGENT CONFIGURATION page displays as shown in Figure 12.

**Figure 12: BlackBerry MIB Agent Configuration Window**



8. Click CANCEL to exit the configuration.

**Figure 13: BlackBerry MIB Agent Installer**



9. Click FINISH on the Installation Wizard to complete the installation.

## **4.3 Post-rollback**

### **4.3.1 Restoring prior BlackBerry MIB Agent Configuration**

To restore the BlackBerry MIB Agent configuration files, complete the following:

- Copy all of the files (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 3.1.2 to C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\config\

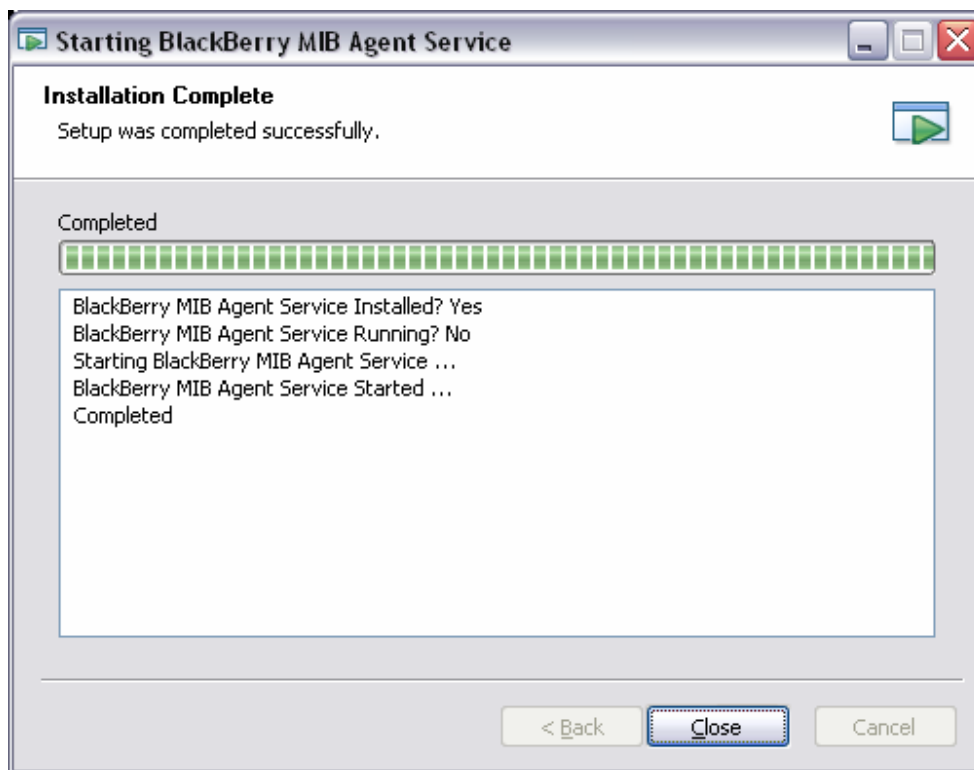
### **4.3.2 Restarting the BlackBerry MIB Agent**

To restart the BlackBerry MIB Agent, complete the following:

- Select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->START BLACKBERRY MIB AGENT SERVICE.

The STARTING BLACKBERRY MIB AGENT SERVICE page displays as shown in Figure 14

**Figure 14: Starting BlackBerry MIB Agent Service**



---

**Note:** The entries on the Start menu for the BlackBerry MIB Agent will act only on the original agent instance created as part of the BlackBerry MIB Agent installation. If additional agent instances have been configured on the same MIB Agent PC (see Section 3.5.1 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*) it will not be possible to restart these manually created MIB Agent instances from the Start menu. Such instances can only be restarted via the Windows Service Control Applet.

---

If you are using a firewall, complete the following to verify that the firewall has allowed the Agent Service(s) to restart:

1. Select START, CONTROL PANEL, ADMINISTRATIVE TOOLS.
2. Select SERVICES.
3. Verify the state of each BlackBerry MIB Agent service.
4. Verify with the local IT Administrator that each BlackBerry MIB Agent can connect to the BlackBerry Enterprise Server SNMP MIB.

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