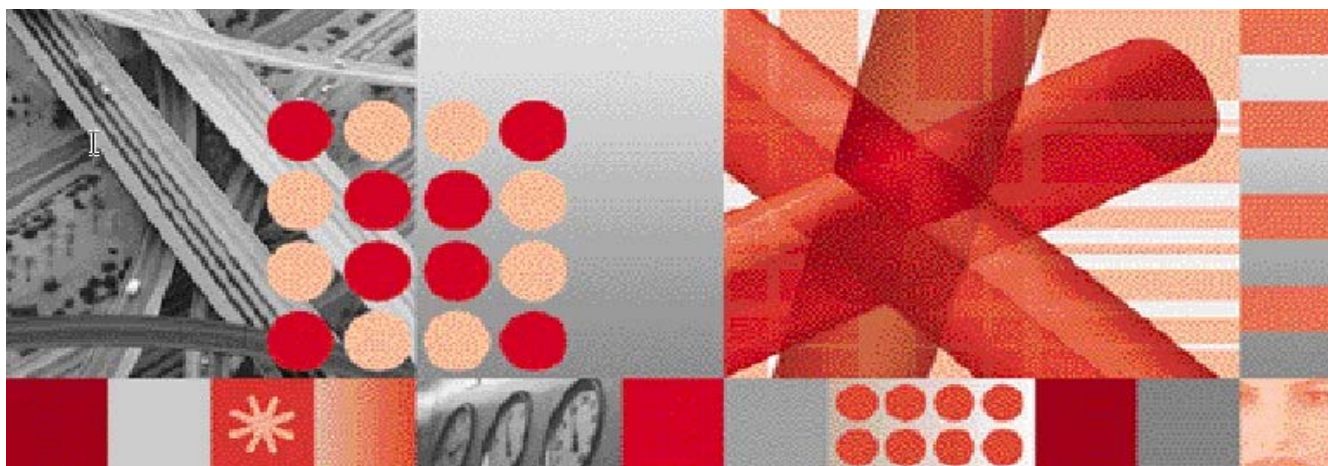




**Version 5.2**



## **5.2.0-TIV-TNSQM\_Blackbry-IF0001 Release Notes**

**TIVOLI® NETCOOL® SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION VERSION 5.2  
5.2.0-TIV-TNSQM\_BLACKBRY-IF0001 RELEASE NOTES**

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**Note:** Before using this information and the product it supports, read the information in Notices on page 17.

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This edition applies to Release 5 Version 2 of IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution 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 Service Solution 5.2.0-TIV-TNSQM\_Blackbry-IF0001 Release Notes provide information on the following:

- Details of Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution Patch
- Installation Information
- Known Issues
- Fixed Issues

## 1.1 Audience

The target audience of this guide is IBM Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Solaris.

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**IMPORTANT:** Before attempting an installation of Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution you are strongly advised to read the release notes and any readme files distributed with your Tivoli® Netcool® Service Quality Manager Service Solution BlackBerry 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.

**Note:** Tivoli® Netcool® Service Quality Manager Administrators should 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 may result in corruption of data and failure of the 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:

- General IT Principles
  - Unix® Operating Systems
  - IP Networking
  - BlackBerry Enterprise Server
-

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 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**

<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.
<u>Underscore</u>	See <a href="#">Document Conventions</a>	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.
<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>http://java.sun.com/products/</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.

## 1.4 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>	An overview of the Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution documentation, which gives details of the intended audience and the structure of the guides.
<a href="#">Installation</a>	Details on guides to be followed during the installation of the product for the release.
<a href="#">Known issues</a>	Details on known issues included in the release and workarounds, if available.
<a href="#">Fixed issues</a>	Details on fixed issues included in the release.

## 1.5 User Publications

The following user publications are provided with the Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution software in Adobe® Portable Document Format (PDF).

**Table 3: BlackBerry Service Solution Documentation**

<b>Document</b>	<b>Description</b>
<i>Tivoli® Netcool® Service Quality Manager Service Solutions Installation Guide</i>	Describes how to install the Service Quality Manager for BlackBerry Service Solution.
<i>Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution Overview Guide</i>	Provides a functional and architectural overview of the BlackBerry Service Solution product architecture.
<i>Tivoli® Netcool® Service Quality Manager BlackBerry MIB Agent Install and Interface Control Guide</i>	Details the BlackBerry Service Solution MIB Agent Installation and MIB Interface Control.
<i>Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution Release Notes</i>	Provides information on Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.

The following user publications are provided with the Tivoli® Netcool® Service Quality Manager V4.1.1 software in Adobe® Portable Document Format (PDF) and HTML formats.

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

<b>Document</b>	<b>Description</b>
<i>Release Notes</i>	Provides information on the Tivoli® Netcool® Service Quality Manager release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Architecture Overview Guide</i>	Provides a functional and architectural overview of Service Quality Manager.
<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 Webview applications) in Service Quality Manager.
<i>Server Installation Guide</i>	Describes how to install the Service Quality Manager Server system.
<i>Client Installation Guide</i>	Describes how to install the Service Quality Manager Client.

**TIVOLI® NETCOOL® SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION VERSION 5.2**  
**5.2.0-TIV-TNSQM\_BLACKBRY-IF0001 RELEASE NOTES**

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<i>System Administration Guide</i>	Provides an overview of the Service Quality 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 &amp; 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 version to another.
BusinessObjects Server Installation Guide	Describes how to install the BusinessObjects Server for use with Tivoli® Netcool® Service Quality Manager for reporting.
<i>BusinessObjects Client User Guide</i>	Describes how to install the BusinessObjects Client PC for use with Service Quality Manager for reporting.
<i>BusinessObjects Administration Guide</i>	Describes how to install or upgrade the BusinessObjects Administrator PC for use with Service Quality Manager for reporting.
<i>Online Help</i>	Provides information and procedures for using Service Quality Manager Client applications.



## 2 Installation

### 2.1 Installation

To install the BlackBerry 5.2.0-TIV-TNSQM\_Blackbry-IF0001 patch for Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution, refer to the *Tivoli® Netcool® BlackBerry Service Solution v5.2 Patch 5.2.0-TIV-TNSQM\_Blackbry-IF0001 Installation Guide*.

### 2.2 Upgrading to BlackBerry 5.2

Data files from versions 5.1 or earlier of the Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution must be purged from the system prior to upgrading to Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution Version 5.2.

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**Note (Distributed Install):** In a distributed system, perform the procedures in this section on the Application server only.

**Note:** The exact location of the data directory may vary based on the version and configuration of the BlackBerry Service Solution current installed.

For BlackBerry Version 5.1 or earlier, you can retrieve the location of the data directory from the collector properties file found at `$WMCROOT/conf/adapter/collector/besmibadapter.properties`. Open the properties file and locate the value of the following property to retrieve the directory path:

```
com.comnitel.sm.adapter.collector.upload=
```

For BlackBerry Version 5.2, you can retrieve the location of the data directory from the collector properties file found at `$WMCROOT/conf/adapter/collector/bb_mib_loader.properties`. Open the properties file and locate the value of the following property to retrieve the directory path:

```
com.comnitel.sm.adapter.collector.input.directory=
```

---

Follow the steps below to purge the data as user `saserver` on the application server:

1. Stop the BlackBerry loader

```
$ sap stop bb_mib_loader
```

---

2. Change to the data directory

```
$ cd $WMCROOT/var/adapters/bb_mib_loader/upload
```

3. Delete the files or move them to an alternative location.

To Delete:

```
$ rm $WMCROOT/var/adapters/bb_mib_loader/upload/*
```

To Move:

```
$ mv $WMCROOT/var/adapters/bb_mib_loader/upload/* <backup directory>
```

## 2.3 Loader Configuration for Multiple Agents

Tivoli Netcool Service Quality Manager BlackBerry Service Solution can be configured to collect data from multiple Blackberry Enterprise Server MIB instances. This is achieved by deploying multiple instances of the Blackberry MIB Agent, using the procedure documented in Section 3.5.1 of the *Tivoli Netcool Service Quality Manager Blackberry Service Solution MIB Agent Installation and MIB Interface Control Guide*.

If additional Blackberry MIB Agent instances are configured then it is required to align the loader configuration accordingly. The loader configuration is maintained in the file:

```
$WMCROOT/conf/adapter/collector/bb_mib_loader.properties
```

The configuration properties that may need to be updated are:

- `com.comnitel.sm.adapter.collector.composer.files` – this parameter declares the number of files expected by the loader for a collection period. Once this number of files has been collected for a particular period, the loader will process the data for that period immediately.

The correct value for this parameter is calculated by multiplying the number of configured instances of the Blackberry MIB Agent by 5 (since each agent produces a set of 5 files for each collection period.) The default configuration is 5 (i.e. collection from a single agent instance.)

- `com.comnitel.sm.adapter.collector.composer.timeout` – this parameter controls how long the loader will wait for the full dataset for a collection period to become available. The default configuration is 5m (indicating 5 minutes.) If the data files from one or more agents are taking longer to become available to the loader then this value should be increased. For example, if it is taking approximately 10 minutes for the full set of data files to become available then a value of 15m (indicating 15 minutes) could be chosen (this is allowing 5 minutes tolerance for situations when the files are delayed because of network latencies)

If either of these parameters are modified the loader must be restarted. To restart the `bb_mib_loader` process, complete the following as user `saserver`:

1. Execute the following commands:

```
$ sap stop bb_mib_loader
```

```
$ sap start bb_mib_loader
```

## 3 Known Issues

### 3.1 CR 71710

#### 3.1.1 Description

The computed results for the Acc\_BES\_BB\_MS\_UptimePendingUsers\_Sum KQI appear as negative values.

#### 3.1.2 Workaround

None available.

### 3.2 CR 71711

#### 3.2.1 Description

The adapter is publishing values greater than 100% for the Acc\_BES\_BB\_DatasourceUptime\_Mean KQI.

#### 3.2.2 Workaround

None available.

### 3.3 CR 71201

#### 3.3.1 Description

Configuration changes made to the BlackBerry Agent in the BlackBerry Agent Configuration UI are never saved to the configuration properties.

#### 3.3.2 Workaround

None available.

## **3.4 CR 71680**

### **3.4.1 Description**

The Configuration UI for the BlackBerry MIB Agent does not restrict the Group Name length. Group Names which exceed this length can prevent the MIB Agent from functioning correctly.

### **3.4.2 Workaround**

Restrict all group names on the MIB Agent configuration to a maximum of 64 characters.

## 4 Fixed Issues

### 4.1 CR 42957

#### 4.1.1 Description

The BlackBerry MIB Agent did not correctly handle incomplete data in the BlackBerry Enterprise Server MIB. Null values for certain attributes (*besUserHealthUserName* in particular) caused the agent to stop producing output data.

#### 4.1.2 APARs addressed

This fix addresses the following APARs

IZ25552

### 4.2 CR 68857

#### 4.2.1 Description

Prior releases to BlackBerry Service Solution version 5.2 imposed no restrictions on the 'BlackBerry Server Name' parameter specified during installation of the Tivoli Netcool Service Quality Manager Blackberry MIB Agent application. Defining a BlackBerry Server Name with non alphanumeric characters could lead to possible naming conflicts in the Agent output data files. Following the installation of this patch, the MIB Agent will impose the following constraints on the parameter value:

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

#### 4.2.2 APARs addressed

This fix addresses the following APARs

IZ32542

## 4.3 CR 71548

### 4.3.1 Description

When declaring the SNMP community string for the BlackBerry Agent, non alphanumerical characters must be specified as per Appendix A in the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution MIB Agent Installation and MIB Interface Control Guide*. The latest version of the Interface Control Guide corrects information for the entry of special characters “%”, “/”, “\” and “,”.

### 4.3.2 APARs addressed

This fix addresses the following APARs

IZ32407

## 4.4 CR 71715

### 4.4.1 Description

The BlackBerry MIB Agent does not correctly handle the usage of the ampersand (“&”) character or other special characters in the names of group members. The MIB Agent will not process such characters correctly.

The resolution requires substituting the literal ASCII character with a Hex equivalent in the configuration UI. Refer to Section 4.4.2 for a complete list of special characters.

1. Stop the BlackBerry Agent. From the Start Menu, select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->STOP BLACKBERRY MIB AGENT SERVICE.
2. Open the Configuration UI. Select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT -> UTILITIES -> MIB AGENT CONFIGURATION.
3. Select the Group Configuration Tab. Identify any group members which contain special characters from the Group Members column.
4. For each impacted Group Member, double-click the table cell. Replace the literal special character with its hex equivalent as per section 4.4.2.
5. After completing the changes, click OK the save the configuration.
6. Restart the BlackBerry Agent. From the Start Menu, select START->ALL PROGRAMS ->IBM TIVOLI NETCOOL-> BLACKBERRY MIB AGENT ->START BLACKBERRY MIB AGENT SERVICE.

### 4.4.2 Character Conversion Table

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<i><b>HEX</b></i>	<i><b>Character</b></i>	<i><b>Description</b></i>
\\x20		Space
\\x21	!	Exclamation Mark
\\x22	“	Quotation Mark
\\x23	#	Number Sign
\\x24	\$	Dollar Sign
\\x25	%	Percent
\\x26	&	Ampersand
\\x27	‘	Apostrophe, Right Single Quote
\\x28	(	Left Parenthesis
\\x29	)	Right Parenthesis
\\x2A	*	Asterisk
\\x2B	+	Plus Sign
\\x2C	,	Comma
\\x2D	-	Hyphen
\\x2E	.	Period
\\x2F	/	Slant
\\x3A	:	Colon
\\x3B	;	Semi Colon
\\x3C	<	Less Than
\\x3D	=	Equals Sign
\\x3E	>	Greater Than
\\x3F	?	Question Mark
\\x40	@	At Sign
\\x5B	[	Left Square Bracket
\\x5C	\	Reverse Slant
\\x5D	]	Right Square Bracket
\\x5E	^	Circumflex Accent
\\x5F	_	Underscore
\\x60	`	Left Single Quotation
\\x7B	{	Left Brace
\\x7C		Pipe
\\x7D	}	Right Brace
\\x7E	~	Tilde

#### **4.4.3 APARs addressed**

This fix addresses the following APARs

IZ39199



## Appendix A Notices and Trademarks

This appendix contains the following:

- Notices
- Trademarks

### **Notices**

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