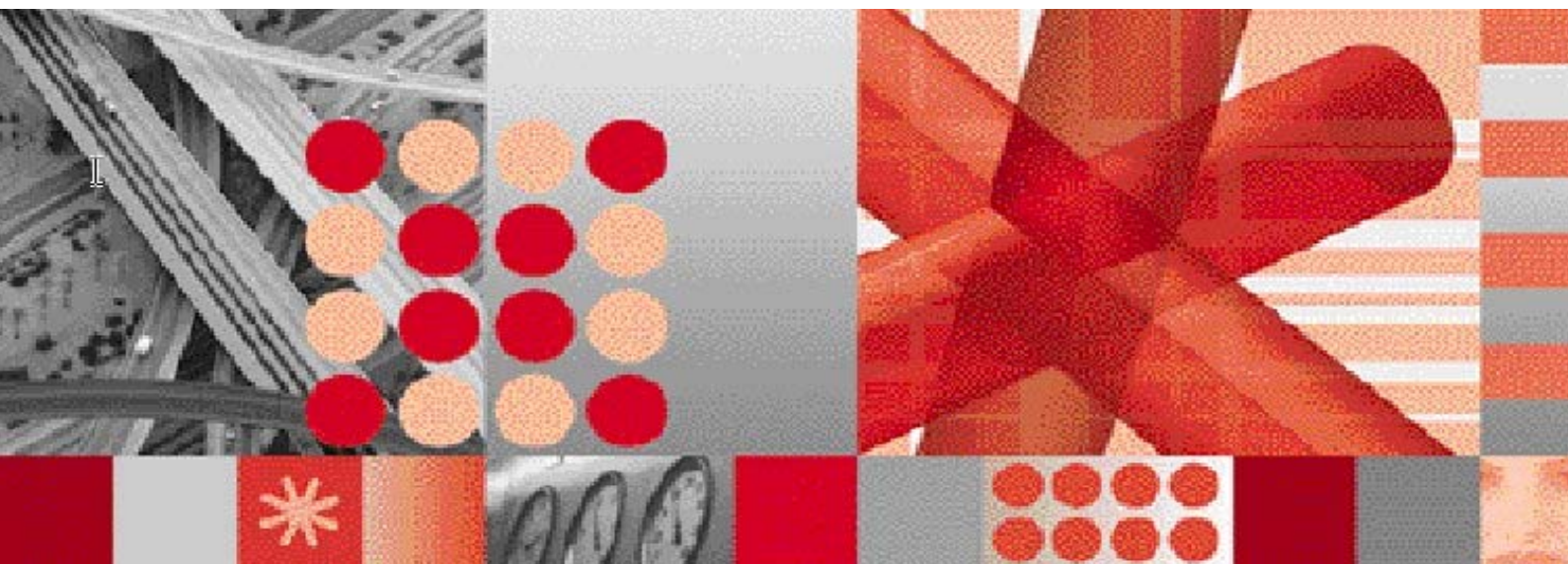




Netcool Service Quality Manager BlackBerry Service Solution

IBM

Version 5.2.1.4



Release Notes

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION VERSION 5.2.1.4
RELEASE NOTES**

Note: Before using this information and the product it supports, read the information in Notices on page 18.

This edition applies to Version 5, Release 2, Modification 1.4 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® Quality Manager BlackBerry Service Solution Version 5.2.1.4 Release Notes* provide information on the following:

- Details of Tivoli Netcool Service Quality Manager BlackBerry Service Solution Version 5.2.1.4 Upgrade
- 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 and/or AIX®.

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

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`.

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- `$` (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>Format</i>	<i>Examples</i>	<i>Description</i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Link</u>	See www.sun.com	For links within a document or to the Internet.
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>	<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.
Monospace Bold	<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.

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<Monospace italics>	# cd <oracle_setup>	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

<i>Chapter</i>	<i>Description</i>
About this Documentation	Provides details on the audience this guide is for, the required skills and knowledge required to complete the procedures in this guide, the document conventions used in this guide and an overview of the Tivoli Netcool Service Quality Manager core and Service Solution documentation.
Installation	Details on guides to be followed during the installation of the product for the release.
Known issues	Details on known issues included in the release and workarounds, if available.
Fixed issues	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

<i>Document</i>	<i>Description</i>
<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.
<i>Tivoli Netcool Service Quality Manager BlackBerry Service</i>	Provides a functional and architectural overview of the BlackBerry Service Solution product architecture.

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION VERSION 5.2.1.4
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<i>Solution Overview Guide</i>	
<i>Tivoli Netcool Service Quality Manager Service Solutions Installation Guide</i>	Details the generic steps to install any Tivoli Netcool Service Quality Manager Service Solution including BlackBerry.
<i>Tivoli Netcool Service Quality Manager BlackBerry Service Solution MIB Agent Installation and MIB Interface Control Guide</i>	Provides information on installing the BlackBerry MIB Agent software and the format of data extracted from a BlackBerry Enterprise Server SNMP MIB.
Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2 to 5.2.1 Upgrade Guide	Provides information on upgrading the BlackBerry Service Solution to version 5.2.1 from version 5.2.

The following user publications are provided with the Tivoli Netcool Service Quality Manager V4.1.1 software in Adobe Portable Document Format (PDF). Online Help is available in HTML format.

**Table 4 - Tivoli Netcool Service Quality Manager User Publications & Online help
TNSQM_BlackBerry_V5.2.1.4_ReleaseNotes_0.5.doc**

Document	Description
<i>Release Notes</i>	Provides information on the Tivoli Netcool 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 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 Tivoli Netcool Service Quality Manager.
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool 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 Tivoli Netcool Service Quality Manager Server system on Solaris 10g.

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION VERSION 5.2.1.4
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<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool 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 Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool 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 Tivoli Netcool Service Quality Manager from v3.1.3 to v 4.1.1
<i>Business Objects Installation & Configuration Guide</i>	Provides information on the steps required to install and configure the Business Objects (v 6.5 or Xi) Server and Client for use with Tivoli Netcool Service Quality Manager.
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Tivoli Netcool 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 Tivoli Netcool Service Quality Manager
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager

2 Installation

2.1 Installation

To install Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1.4 Upgrade, refer to the *Tivoli Netcool Service Quality Manager Service Solution Version 5.2.1.4 Upgrade Guide*.

2.2 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
```

2.3 Uninstalling the BlackBerry Service Solution

After the 5.2.1.4 upgrade has been installed and deployed, if it is then subsequently required to completely uninstall Tivoli Netcool Blackberry Service Solution 5.2.1, the 5.2.1.4 upgrade must be rolled back and removed first.

The 5.2.1.4 rollback and removal procedure is documented in the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2.1 to 5.2.1.4 Upgrade Guide*.

Once this has been completed the Tivoli Netcool Blackberry Service Solution 5.2.1 can be removed in accordance with section 5 of the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide*.

3 Known Issues

3.1 CR 71201

3.1.1 Description

Configuration changes prepared in the BlackBerry Agent Configuration UI may not always save the changes to the configuration properties.

3.1.2 Workaround

The configuration properties can be edited directly without the Agent Configuration UI.

1. Open the `besmibagent.properties` file which can typically be found under the directory, `C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\config\`.
2. Edit the file as required and save the changes.
3. Repeat the configuration changes for each agent as required.
4. After completing the configuration changes, restart the agents as per section 2.4 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*. For a machine where multiple agents have been deployed, refer to Section 3.5 of the *Tivoli Netcool Service Quality Manager BlackBerry MIB Agent Installation and MIB Interface Control Guide*.

3.2 CR 71179

3.2.1 Description

The BlackBerry adapter logs an exception when input files arrive earlier than expected.

3.2.2 Workaround

To ensure proper functioning of the BlackBerry Service Solution, the system time must be synchronized across the MIB Agent server and Tivoli Netcool Service Quality Manager servers. System time on each machine must be synchronized with an appropriate mechanism such as NTP.

3.3 CR 71680

3.3.1 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.

3.3.2 Workaround

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

4 Fixed Issues

4.1 CR 71716

4.1.1 Description

The BlackBerry Agent supports transfer of input data to the BlackBerry server with the SFTP transfer protocol but this support was undocumented. The BlackBerry Service Solution documentation has been updated to reflect this – refer to Section 3.4.2 of the *Tivoli Netcool Service Quality Manager Blackberry Service Solution MIB Agent Installation and MIB Interface Control Guide*.

4.1.2 APARs addressed

This fix addresses the following APARs

IZ39363

4.2 CR 71714

4.2.1 Description

In previous releases of the Tivoli Netcool Service Quality Manager BlackBerry Service Solution, the installation procedure of the BlackBerry GOM schema for a distributed system was undocumented. This release has merged the BlackBerry GOM schema into the loader installation removing the need for a separate installation of the GOM schema.

4.2.2 APARs addressed

This fix addresses the following APARs

IZ39364

4.3 CR 71711

4.3.1 Description

The adapter is publishing values greater than 100% for the Acc_BES_BB_DatasourceUptime_Mean KQI.

4.3.2 APARs addressed

This fix addresses the following APARs

IZ39455

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

<i>HEX</i>	<i>Character</i>	<i>Description</i>
------------	------------------	--------------------

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\\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

4.5 CR 71710

4.5.1 Description

The computed results for the Acc_BES_BB_MS_UptimePendingUsers_Sum KQI appear as negative values. To install the upgrade, follow the installation procedure as documented in the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1.4 Upgrade Guide*.

4.5.2 APARs addressed

This fix addresses the following APARs

IZ39454

4.6 CR 71712

4.6.1 Description

Combined KQIs are not publishing values against auto discovered BlackBerry resources. The instantiation tags which prevented publication of the Combined KQIs have been removed. To install the fix for this issue, follow the upgrade procedure as documented in the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2.1.4 Upgrade Guide*.

4.6.2 APARs addressed

This fix addresses the following APARs

IZ39365

4.7 CR 71548

4.7.1 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 “,”.

4.7.2 APARs addressed

This fix addresses the following APARs

IZ32407

Appendix A Notices

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