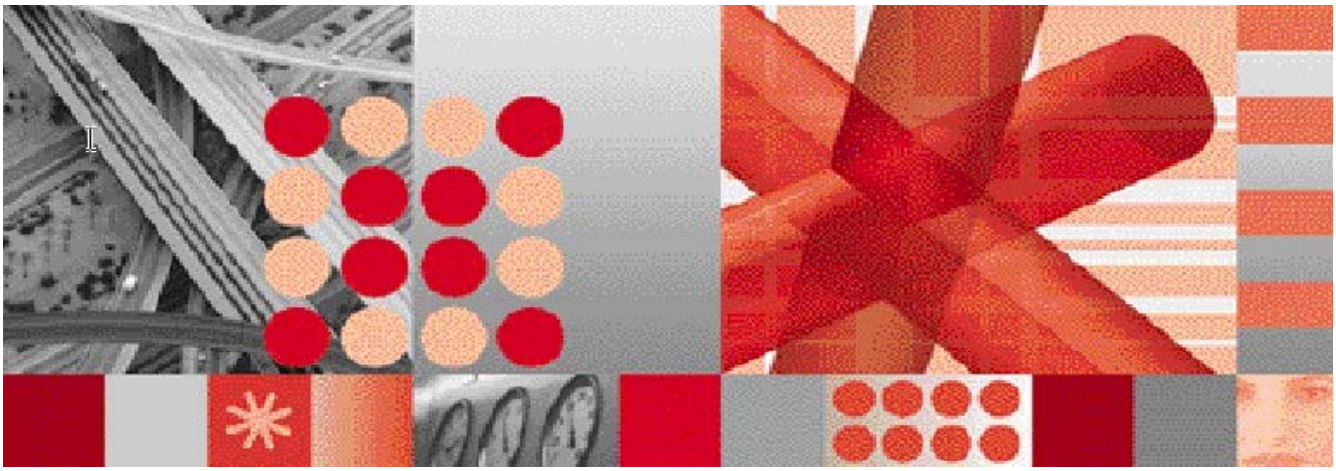
Netcool Service Quality Manager BlackBerry Service Solution

IBM

Version 5.2.1.4



Upgrade Guide

Note: Before using this information and the product it supports, read the information in Notices on page 23.

This edition applies to Version 5, Release 2, Modification 1.4 of IBM Tivoli Netcool Service Quality Manager For BlackBerry Service Solution.

© Copyright International Business Machines Corporation 2008. All rights reserved.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Table of Contents

1 About this Documentation 4
1.1 Audience 4
1.2 Required Skills and Knowledge 5
1.3 Document Conventions 5
1.4 User Publications 6
2 Software Requirements 9
3 Hardware Specification 9
4 Media Content 9
5 Upgrade Procedure 10
5.1 Stopping the BlackBerry MIB Agent 10
5.2 Backing up BlackBerry MIB Agent 5.2.1 Software components 11
5.3 Installing BlackBerry MIB Agent Version 5.2.1.4 Software 12
5.4 Stopping bb_mib_loader Process 12
5.5 Backing up bb_mib_loader Configuration 12
5.6 Installing Version 5.2.1.4 bb_gom Package 13
5.7 Installing Version 5.2.1.4 bb_mib Package 14
5.8 Upgrading the bb_gom and bb_mib Provisioning Packages to Version 5.2.1.4 14
5.9 Deploying the 5.2.1.4 bb_mib_loader 15
5.10 Restoring the bb_mib_loader Configuration 15
5.11 Restarting the bb_mib_loader Process 15
5.12 Restarting the BlackBerry MIB Agent 16
6 Rollback Procedure 18
6.1 Stopping the BlackBerry MIB Agent 18
6.2 Restoring the BlackBerry MIB Agent version 5.2.1 Software 19
6.3 Stopping the bb_mib_loader Process 20
6.4 Rolling back the bb_gom and bb_mib Provisioning Packages to Version 5.2.1 20
6.5 Deploying the Version 5.2.1 bb_mib_loader 20
6.6 Restoring the bb_mib_loader Configuration 21
6.7 Restarting the bb_mib_loader Process 21
6.8 Restarting the BlackBerry MIB Agent 21
Appendix A Notices 24

1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution version 5.2.1 to 5.2.1.4 Upgrade Guide is organized into the following chapters:

Table 1 Document Structure

Chapter	*Description*
About this Documentation	An overview of the Tivoli Netcool Service Quality Manager for BlackBerry Service Solution Upgrade Guide documentation, which gives details of the intended audience and the structure of the guide.
Media Content	Details of media provided for the release.
Hardware Specification	Details of hardware required for the release.
Software Requirements	Details of software required for the release.
Upgrade Procedure	Describes the upgrade procedure itself
Rollback Procedure	Describes the rollback procedure from version 5.2.1.4 back to version 5.2.1

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 upgrade of the Tivoli Netcool Service Quality Manager BlackBerry Service Solution to version 5.2.1.4 you are strongly advised to read the release notes distributed with Tivoli Netcool Service Quality Manager BlackBerry version 5.2.1.4 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.

Note: Tivoli Netcool Service Quality Manager Administrators should not, without prior consultation and agreement from IBM, make any changes to the database schema. Changes to the 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.

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
- Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs

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 2: General Document Conventions

Format	***Examples***	***Description***
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
Link	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.
Italic	A *busy hour* is... A web Server *must* be installed... See the *User Guide*	New terms, emphasis, and book titles.

`Monospace`	`./wminstall`
	`$ cd /cdrom/cdrom0`
	`/xml/dict`
	`addmsc.sh`
	`core.spec`
	`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.

`Monospace Bold`	**`[root] # pkginfo | grep -i perl`** 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.
`<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 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

Document	***Description***
Tivoli Netcool Service Quality Manager BlackBerry Service Solution Release Notes	Provides information on Tivoli Netcool Service Quality Manager BlackBerry Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.

Tivoli Netcool Service Quality Manager BlackBerry Service Solution Overview Guide	Provides a functional and architectural overview of the BlackBerry Service Solution product architecture.
Tivoli Netcool Service Quality Manager Service Solutions Installation Guide	Details the generic steps required to install any Service Quality Manager Service Solution including BlackBerry.
Tivoli Netcool Service Quality Manager Blackberry MIB Agent Installation and MIB Interface Control Guide	Provides information on installing the BlackBerry MIB Agent software and the format of the data extracted from a BlackBerry Enterprise Server SNMP MIB.
Tivoli Netcool Service Quality Manager Blackberry Upgrade Guide	Describes how to upgrade the Service Quality Manager BlackBerry Service Solution from version 5.2.1 to 5.2.1.4 while maintaining existing data and configuration.

The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.1 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

Document	Description
Release Notes	Provides information on the Tivoli Netcool Service Quality Manager 4.1.1 release contents, platform requirements, installation and upgrade procedures, and known issues.
Configuration Guide	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI and Service Models applications) in Service Quality Manager.
Monitoring Guide	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in *Tivoli Netcool* Service Quality Manager.
CEM Monitoring Guide	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool Service Quality Manager.
CEM Provisioning Guide	Reference Guide containing information for provisioning the Customer Experience Management system.
Solaris Server Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Server system on Solaris 10g.

Client Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Client.
AIX Server Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.
Solaris System Administration Guide	Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: - 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.
AIX System Administration Guide	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 Tivoli Netcool Service Quality Manager. - Running batch processes such as archiving trace files and log files. - Backing up and restoring the system.
Upgrade Guide	Details how to upgrade Tivoli Netcool Service Quality Manager from v3.1.3 to v 4.1.1.
Business Objects Installation & Configuration Guide	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.
Service Quality Manager Core Online Help	Provides information and procedures for using Tivoli Netcool Service Quality Manager client applications.
Customer Experience Management Online Help	Describes how to use and monitor the Customer Experience Management feature in the Tivoli Netcool Service Quality Manager.
SLA Webview Online Help	Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager.

2 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

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.

- Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2.1 is successfully installed prior to performing this upgrade.
- Any installed test data for the Tivoli Netcool Service Quality Manager BlackBerry Service Solution is uninstalled prior to performing this upgrade.

3 Hardware Specification

Refer to the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution Release Notes* for details on the hardware specification for BlackBerry version 5.2.1.4.

4 Media Content

Refer to the *Tivoli* Netcool *Service Quality Manager BlackBerry Service Solution Release Notes* for details on the media content for BlackBerry version 5.2.1.4.

5 Upgrade Procedure

The upgrade procedure is composed of the following steps in sequence:

- Stopping the BlackBerry MIB Agent.
- Backing up the BlackBerry MIB Agent software components
- Upgrading the BlackBerry MIB Agent version 5.2.1.4.
- Stopping the `bb_mib_loader` process.
- Backing up the `bb_mib_loader` configuration.
- Upgrading the `bb_mib_loader` from version 5.2.1 to 5.2.1.4.
- Restoring retained `bb_mib_loader` configuration.
- Restarting the `bb_mib_loader` process.
- Restarting the BlackBerry MIB Agent.

Refer to the sections below for details on how to complete each of the main steps identified above.

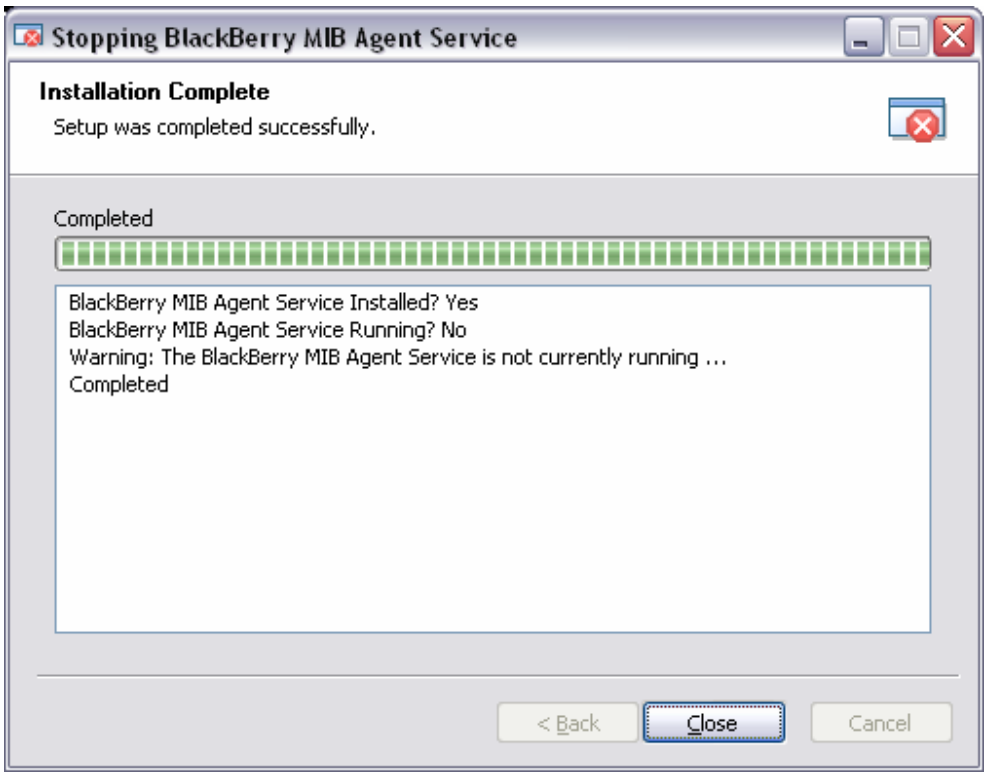
5.1 Stopping the BlackBerry MIB Agent

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



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.

5.2 Backing up BlackBerry MIB Agent 5.2.1 Software components

To backup the BlackBerry MIB Agent software components, complete the following steps:

1. Copy the following files from `C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\lib\` to another directory.
   - `bes-mib-agent.jar`

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

5.3 Installing BlackBerry MIB Agent Version 5.2.1.4 Software

To install Tivoli Netcool Service Quality Manager BlackBerry MIB Agent version 5.2.1.4 software, complete the following:

1. Close all applications on the BlackBerry MIB Agent PC.
2. Unzip the BlackBerry MIB Agent software package `bb-mib-mediation-BES5.2.1.4.zip` to any directory. The package will contain this directory and file
   - `lib\bes-mib-agent.jar`

Copy the file bb-mib-agent.jar to the directory "`C:\Program Files\IBM Tivoli Netcool\Blackberry MIB Agent\lib`.

5.4 Stopping bb_mib_loader Process

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

To stop the `bb_mib_loader` process, complete the following as user `saserver`:

1. Execute the command:

```
$ sap stop bb_mib_loader
```

5.5 Backing up bb_mib_loader Configuration

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

To backup the `bb_mib_loader` configuration, choose a directory *<BACKUP_DIR>* where the backup will be stored, and then complete the following as user `saserver`:

1. Execute the following commands:

```
$ rm $WMCROOT/conf/adapter/data/bb_mib_contextdef.xml

$ rm $WMCROOT/conf/adapter/data/bb_mib_loader_parser.bl
```

```
$ rm $WMCROOT/bin/bb_mib_loader.env
 $ cd $WMCROOT/conf/adapter/datasource
 $ cp bb_mib_loader.properties
<BACKUP_DIR>/bb_mib_loader.properties.datasource
 $ cd $WMCROOT/conf/adapter/collector
 $ cp bb_mib_loader.properties
<BACKUP_DIR>/bb_mib_loader.properties.collector
```

Note: Make a note of the location of the directory where the `bb_mib_loader` configuration is backed up to, its contents may be needed at a later date if a rollback needs to be performed.

5.6 Installing Version 5.2.1.4 bb_gom Package

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

Complete the following as user `root`:

1. Transfer the BlackBerry package `ibm-tn-sqm-bb_gom-5.2.1.4.tar.gz` to the `/appl` directory on the Service Quality Manager host machine.
2. Move to the `/appl` directory by executing the command:

   ```
   # cd /appl
   ```

3. Unzip the contents of the `bb_gom` package by executing the command:

   ```
   # gzip –d ibm-tn-sqm-bb_gom-5.2.1.4.tar.gz
   ```

4. Untar the contents on the `bb_gom` package by executing the command:

   ```
   # tar –xvf ibm-tn-sqm-bb_gom-5.2.1.4.tar
   ```

5. Verify the following files are now located in the `/appl` directory:

   ```
   ibm-tn-sqm-bb_gom.install
   ibm-tn-sqm-bb_gom.license
   ibm-tn-sqm-bb_gom.remove
   ibm-tn-sqm-bb_gom.sw
   ```

6. Execute the `bb_gom` install procedure using the command:

   ```
   # ./ibm-tn-sqm-bb_gom.install
   ```

5.7 Installing Version 5.2.1.4 bb_mib Package

Note (Distributed Installation): In a distributed system, perform the procedures in this section on both the Application server and Gateway server.

Complete the following as user `root`:

1. Transfer the BlackBerry package ibm`-tn-sqm-bb_mib-5.2.1.4.tar.gz` to the `/appl` directory on the Service Quality Manager host machine.
2. Move to the `/appl` directory by executing the command:

   ```
   # cd /appl
   ```

3. Unzip the contents of the `bb_mib` package by executing the command:

   ```
   # gzip –d ibm-tn-sqm-bb_mib-5.2.1.4.tar.gz
   ```

4. Untar the contents on the `bb_mib` package by executing the command:

   ```
   # tar –xvf ibm-tn-sqm-bb_mib-5.2.1.4.tar
   ```

5. Verify the following files are now located in the `/appl` directory:

   ```
   ibm-tn-sqm-bb_mib.install
   ibm-tn-sqm-bb_mib.license
   ibm-tn-sqm-bb_mib.remove
   ibm-tn-sqm-bb_mib.sw
   ```

6. Execute the `bb_mib` install procedure using the command:

   ```
   # ./ibm-tn-sqm-bb_mib.install
   ```

5.8 Upgrading the bb_gom and bb_mib Provisioning Packages to Version 5.2.1.4

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

Complete the following as user `saserver`:

1. Execute the command:

   ```
   $ cd $WMCROOT/packages
   ```

2. Upgrde the bb_gom package to version 5.2.1.4 by executing the command:

   ```
   $ package_upgrade -t bb_gom_5.2.1.4 –s bb_gom_5.2.1
   ```

3. Upgrade the `bb_mib` package to version 5.2.1.4 by executing the command:

```
$ package_upgrade -t bb_mib_5.2.1.4 –s bb_mib_5.2.1
```

5.9 Deploying the 5.2.1.4 bb_mib_loader

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

Complete the following as user `saserver`:

1. Execute the command:

```
$ cd $WMCROOT/packages
```

2. Deploy the `bb_mib_loader` by executing the command:

```
$ wmc_ant –f adp_deploy.xml –Dsa.package=bb_mib_5.2.1.4 do-deploy
```

5.10 Restoring the bb_mib_loader Configuration

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

To restore the `bb_mib_loader` configuration, complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMCROOT/conf/adapter/datasource
$ cp <BACKUP_DIR>/bb_mib_loader.properties.datasource
./bb_mib_loader.properties
$ cd $WMCROOT/conf/adapter/collector
$ cp <BACKUP_DIR>/bb_mib_loader.properties.collector
./bb_mib_loader.properties
```

5.11 Restarting the bb_mib_loader Process

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

To restart the `bb_mib_loader` process, complete the following as user `saserver`:

1. Execute the command:

```
$ sap start bb_mib_loader
```

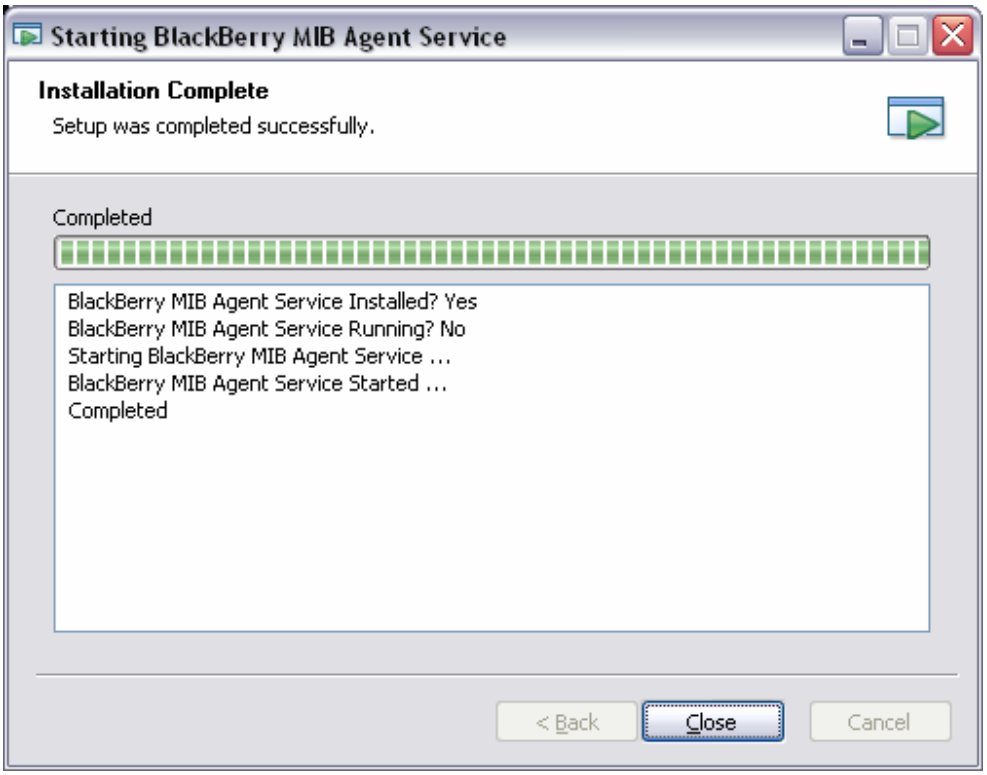
5.12 Restarting the BlackBerry MIB Agent

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 2.

Figure 2: 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 the BlackBerry MIB Agent service(s).
4. Verify with the local IT Administrator that each BlackBerry MIB Agent can connect to the BlackBerry Enterprise Server SNMP MIB.

6 Rollback Procedure

The upgrade procedure is composed of the following steps in sequence:

- Stopping the BlackBerry MIB Agent.
- Restoring retained BlackBerry MIB Agent software components
- Stopping the `bb_mib_loader` process.
- Rolling back the `bb_mib_loader` from version 5.2.1.4 to 5.2.1
- Restoring retained `bb_mib_loader` Configuration.
- Restarting the `bb_mib_loader` process.
- Restarting the BlackBerry MIB Agent.

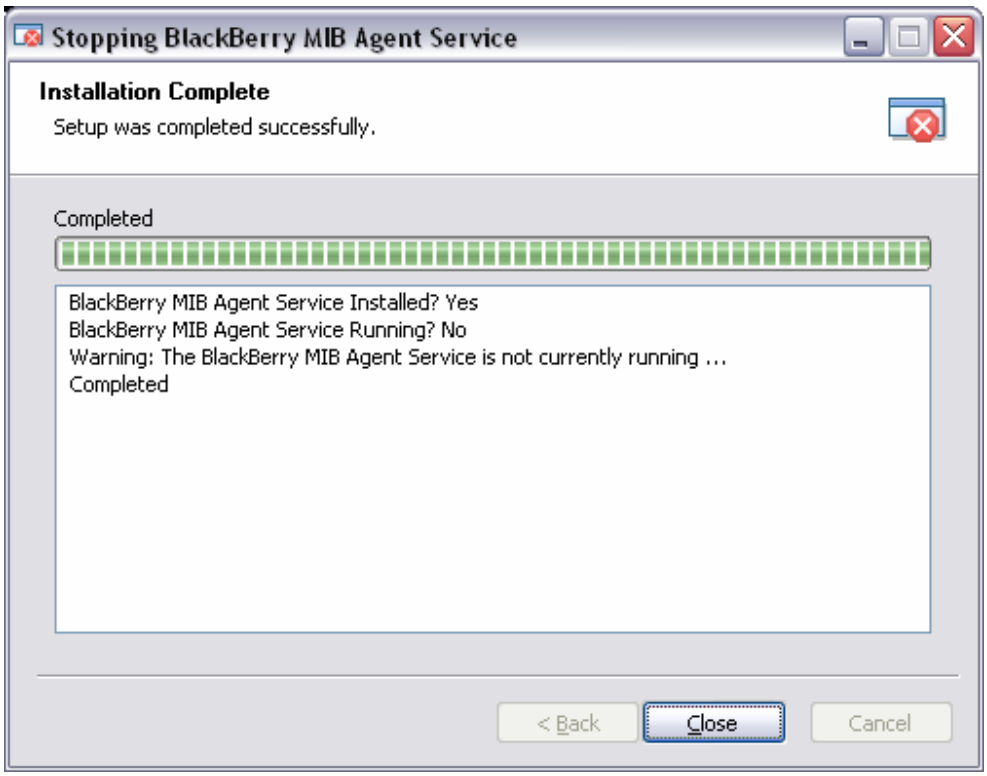
6.1 Stopping the BlackBerry MIB Agent

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 3.

Figure 3: 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.

6.2 Restoring the BlackBerry MIB Agent version 5.2.1 Software

To restore the BlackBerry MIB Agent 5.2.1 software components, complete the following:

- Copy the following files (choosing to overwrite any existing files when prompted) from the temporary location chosen in Section 5.2 to `C:\Program Files\IBM Tivoli Netcool\BlackBerry MIB Agent\lib\`
    - `bes-mib-agent.jar`

6.3 Stopping the bb_mib_loader Process

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

To stop the `bb_mib_loader` process, complete the following as user `saserver`:

- Execute the command:

```
$ sap stop bb_mib_loader
```

6.4 Rolling back the bb_gom and bb_mib Provisioning Packages to Version 5.2.1

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

Complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMCROOT/packages/bb_gom_5.2.1.4/admin/provision/rollback/
```

2. Rollback the `bb_gom` package to version 5.2.1 by executing the command:

```
$ wmc_ant –f rollback.xml –Dpackage.from=bb_gom_5.2.1.4 –
Dpackage.name=bb_gom_5.2.1 rollback
```

3. Rollback the `bb_mib` package to version 5.2.1 by executing the command:

```
$ wmc_ant –f rollback.xml –Dpackage.from=bb_mib_5.2.1.4 –
Dpackage.name=bb_mib_5.2.1 rollback
```

6.5 Deploying the Version 5.2.1 bb_mib_loader

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

Complete the following as user `saserver`:

Remove the existing loader by executing the commands:

```
$ rm $WMCROOT/bin/bb_mib_loader.env
$ rm $WMCROOT/conf/adapter/data/bb_mib_contextdef.xml
$ rm $WMCROOT/conf/adapter/data/bb_mib_loader_parser.bl
```

Deploy the `bb_mib_loader` by executing the commands:

```
$ cd $WMCROOT/packages
$ wmc_ant –f adp_deploy.xml –Dsa.package=bb_mib_5.2.1 do-deploy
```

6.6 Restoring the bb_mib_loader Configuration

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

To restore the `bb_mib_loader` configuration, complete the following as user `saserver`:

- Execute the following commands:

```
$ cd $WMCROOT/conf/adapter/datasource
$ cp <BACKUP_DIR>/bb_mib_loader.properties.datasource
./bb_mib_loader.properties
$ cd $WMCROOT/conf/adapter/collector
$ cp <BACKUP_DIR>/bb_mib_loader.properties.collector
./bb_mib_loader.properties
```

6.7 Restarting the bb_mib_loader Process

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

To restart the `bb_mib_loader` process, complete the following as user `saserver`:

- Execute the command:

```
$ sap start bb_mib_loader
```

6.8 Uninstalling Version 5.2.1.4 bb_gom Package

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

Complete the following as user `root`:

1. Move to the /appl directory by executing the command:

```
# cd /appl
```

2. Execute the bb_gom uninstall procedure using the command:

```
# ./ibm-tn-sqm-bb_gom.remove
```

3. Execute the following command to restore the 5.2.1 bb_gom package deployment files

```
# tar –xvf ibm-tn-sqm-bb_gom-5.2.1.3.tar
```

4. Verify the following files are now located in the `/appl` directory:

```
ibm-tn-sqm-bb_gom.install
ibm-tn-sqm-bb_gom.license
ibm-tn-sqm-bb_gom.remove
ibm-tn-sqm-bb_gom.sw
```

6.9 Uninstalling Version 5.2.1.4 bb_mib Package

Note (Distributed Installation): In a distributed system, perform the procedures in this section on both the Application server and Gateway server.

Complete the following as user `root`:

1. Move to the `/appl` directory by executing the command:

```
# cd /appl
```

2. Execute the `bb_mib` uninstall procedure using the command:

```
# ./ibm-tn-sqm-bb_mib.remove
```

3. Execute the following command to restore the 5.2.1 bb_mib package deployment files

```
# tar –xvf ibm-tn-sqm-bb_mib-5.2.1.3.tar
```

4. Verify the following files are now located in the `/appl` directory:

```
ibm-tn-sqm-bb_mib.install
ibm-tn-sqm-bb_mib.license
ibm-tn-sqm-bb_mib.remove
ibm-tn-sqm-bb_mib.sw
```

6.10 Restarting the BlackBerry MIB Agent

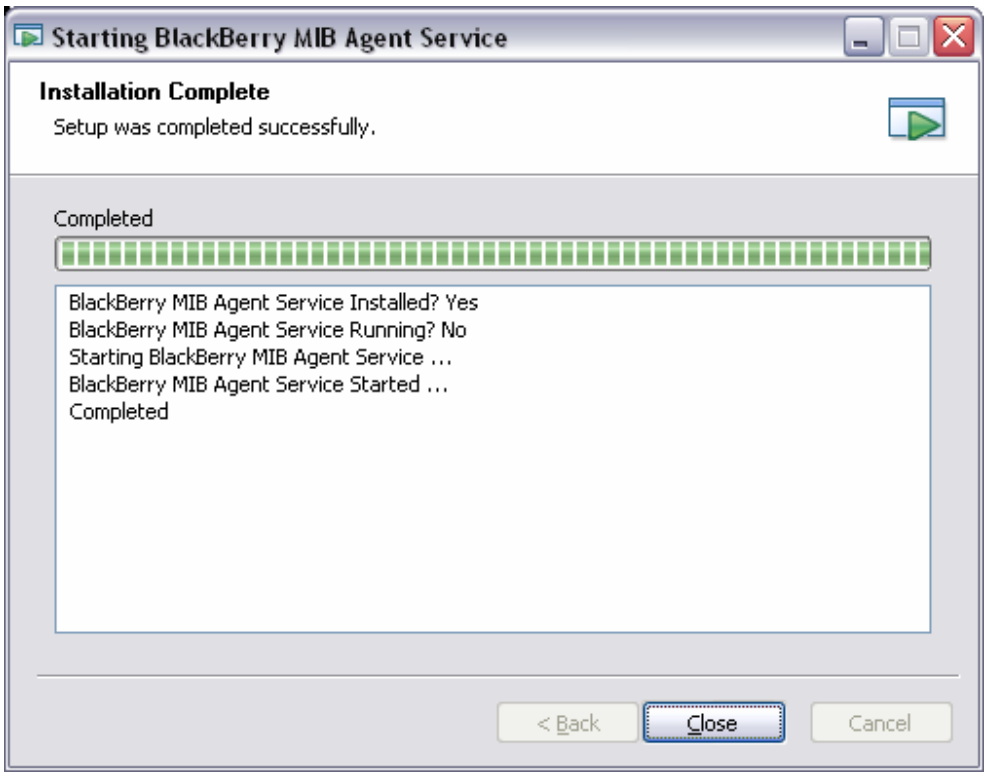
To restart the BlackBerry MIB Agent, complete the following:

- 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 4

.

Figure 4: 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.

Appendix A 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:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome
Minato-ku
Tokyo 106-0032
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, IBM logo, Tivoli, and Netcool are trademarks of International Business Machines Corporation in the United States, other countries or both.

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.

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.

IBM®

Printed in the Republic of Ireland.