

Installation Guide Prospect® 8.0.5 for Ericsson GSM/GPRS/UMTS



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1 About This Documentation

The *Installation Guide* provides instructions for installing Prospect® software, which includes software for the Prospect server and the Prospect client. This guide is customized to support Prospect 8.0.5 (Release 8.0.5) for Ericsson GSM/GPRS/UMTS (Release Point 14).

Important! If you are installing the Prospect server for the first time, the computer on which the Prospect server will be installed must be set up according to the *Prospect Server Preparation Guide*.

This guide was last updated 16 September 2008.

Please refer to the current release notes on this product for a list of revision dates for all Prospect publications.

1.1 Audience

This guide is intended for experienced system administrators, database administrators, installers, or supervisors who are responsible for setting up and configuring Prospect software. In general, the reader of this guide is referred to as "*you*." By contrast, "*we*" refers to the Prospect development and technical staff who support this product.

1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- Sun Microsystems hardware
- Local area network (LAN) and wide area network (WAN) connectivity
- Sun Microsystems Solaris operating system, as a system administrator
- Oracle database software, as a database administrator
- Microsoft Windows operating systems

1.3 Document Conventions

This document uses the typographical conventions shown in the following table:

Table 1: General Document Conventions

Format	Examples	Description
ALL UPPERCASE	<ul style="list-style-type: none">• GPS• NULL• MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Underscore</u>	See Document Conventions	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.
Bold	<ul style="list-style-type: none">• Note: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	<ul style="list-style-type: none">• 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>	<ul style="list-style-type: none">• A <i>busy hour</i> is...• A web server <i>must</i> be installed...• See the <i>User Guide</i>	New terms, emphasis, and book titles.
Monospace	<ul style="list-style-type: none">• ./wminstall• \$ cd /cdrom/cdrom0• /xml/dict• http://java.sun.com/products/• 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	<pre>[root] # pkginfo grep -i perl system Perl5 On-Line Manual Pages system Perl 5.6.1 (POD Documenta- tion) system Perl 5.6.1</pre>	For contrast in a code example to show lines the user is expected to enter.
<Mono- space italics>	<pre># cd <oracle_setup></pre>	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]	<pre>log-archiver.sh [-i] [-w] [-t]</pre>	Used in code examples: indicates options.

1.4 User Publications

Prospect software provides the following user publications in HTML or Adobe Portable Document Format (PDF) formats.

Table 2: Prospect User Documentation

Document	Description
<i>Administration Guide</i>	Helps an administrator configure and support Prospect core server software to analyze network performance and perform other network or database management tasks.
<i>Administrator's Quick Reference Card</i>	Presents the principal tasks of a Prospect core server administrator in an easy-to-use format.
<i>Expressions Technical Reference</i>	Provides detailed information about expressions used in special calculations for reports.
<i>Installation Guide</i>	Instructions for installing and configuring the Prospect software.
<i>Open Interface API Guide</i>	Describes how the Open Interface tool enhances your access to information about database peg counts and scenarios.
<i>Performance Data Reference</i>	Provides detailed information including entity hierarchies, peg counts, primitive calculations, and forecast expressions specific to your organization.
<i>Release Notes</i>	Provides technology-specific and late-breaking information about a given Prospect release and important details about installation and operation.
<i>Server Preparation Guide</i>	Provides instructions for installing and setting up Solaris and Oracle software before you install Prospect software.
<i>Server Sizing Tool Guide</i>	Helps an administrator use the sizing tool to calculate the system space needed for the Prospect software and database.
<i>User Guide</i>	Provides conceptual information and procedures for using Prospect software for performance and trending analysis.

1.4.1 Viewing the Desktop Client Help Publications

To view the desktop client Help publications, select a guide from the HELP menu of the Prospect graphical user interface or press F1 for context-sensitive Help. To update the Help files, click the HELP menu on the Prospect Explorer, and select UPDATE ALL HELP FILES.

When Help files are updated, they are downloaded automatically from the Prospect server to the Prospect client. A message box notifies you when this download occurs.

1.4.2 Viewing the Publications in PDF

All of the user publications are available in Adobe Portable Document Format (PDF). To open a PDF, you need the Adobe Acrobat Reader. You can download Adobe Acrobat Reader free of charge from the Adobe Web site. For more details about the Acrobat Reader, see the Adobe Web site <http://www.adobe.com/>.

1.5 Training and Technical Support

Both training and technical support are available for Prospect software. For technical support, contact us at prospect@us.ibm.com. For training, contact us at training@vallent.com.

For more information on product training courses, contact your delivery management team at:

- Americas: tivamedu@us.ibm.com
- Asia Pacific: tivtrainingap@au1.ibm.com
- EMEA: tived@uk.ibm.com

2 Installing Prospect Software

This section explains how to install the Prospect software for the first time. You must follow each section to complete the Prospect installation.

This chapter contains the following topics:

[Before You Begin](#)

[Prospect Server Installation Process](#)

[Install the Prospect Server](#)

[Testing the Oracle Listener](#)

[Configuring the Prospect Server](#)

[Prospect Client Installation](#)

2.1 Before You Begin

Before you can install the Prospect server software, you need to set up the Solaris operating system and the Oracle database software. See the *Server Preparation Guide* for more information.

2.1.1 Prerequisites

This installation requires the following software already installed on your system:

- .NET Framework version 1.1.4322. This .NET Framework can be obtained from the Web.
- Microsoft Excel 2000
- Adobe Acrobat Reader, available from <http://www.adobe.com>.

2.1.2 Installation Privileges Required

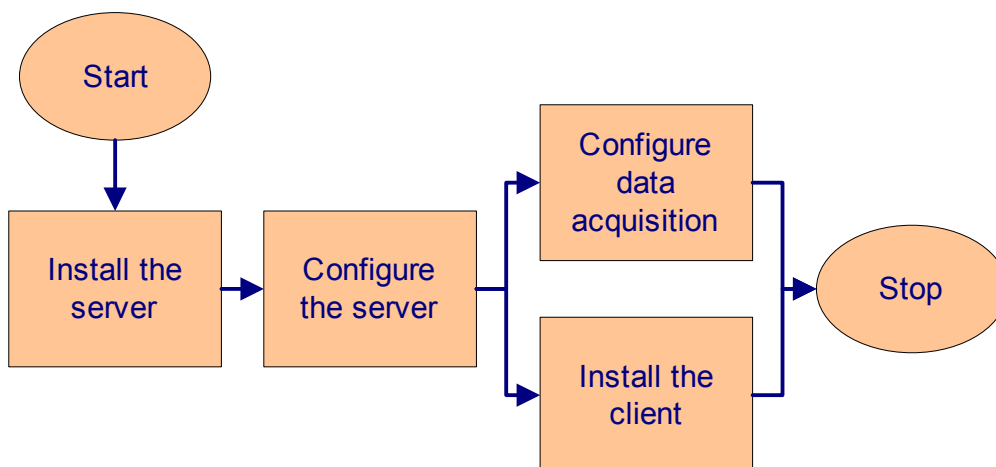
Table 3: Installation Privileges Required

<i>Privilege</i>	<i>Required</i>
UNIX user flexpm in DBA group	Yes
Root privilege required	Yes
Oracle sys user password set to default (change_on_install)	Yes

2.2 Prospect Server Installation Process

The following figure shows the procedure for installing the Prospect server for the first time.

Figure 1: Installing Prospect Server for the First Time



2.3 Install the Prospect Server

This section explains how to install the Prospect server package.

2.3.1 Preview the Server Installation Package

As a pre-installation check, you can go through the installation steps without overwriting or copying files. This step allows you to identify potential problems, such as insufficient disk space or errors, before the actual installation. Carefully observe the progress of the `-preview` command for error messages. If you have questions about how to resolve unusual errors, contact your customer support representative.

The installation script creates environment variables with certain default values. These environment variables and their default values are:

<i>Environment Variable</i>	<i>Default Value</i>
\$DB_CONNECT	flexpm/flexpm@flexpm
\$FLEXPM_HOME	/u01/apps/WatchMark/FlexPM/EricssonGGU/ProspectBase
\$PORT_GROUP	6440

You can override some of these default values by using optional additional parameters with the `wminstall` command. For information about advanced pre-installation options, see [wminstall Options](#) on page 25.

To preview the installation of the Prospect server package

1. Log on as `flexpm` to the computer on which you are installing the Prospect server.
2. Go to the drive containing the Prospect server CD:
`$ cd /cdrom/cdrom0/wminstall`
3. Register the following environment variables; for `<oracle_dir>`, substitute 10.2.0 if you are using Oracle 10g:

```
$ export ORACLE_BASE=/u01/apps/oracle
$ export ORACLE_HOME=/u01/apps/oracle/product/<oracle_dir>
$ export ORACLE_SID=flexpm
$ export LD_LIBRARY_PATH=$ORACLE_HOME/lib:$LD_LIBRARY_PATH
$ export PATH=$ORACLE_HOME/bin:$HOME:/usr/sfw/bin:/usr/local/bin:$PATH:::
```

4. Run the installation tool in preview mode by typing the following command on one line only; this command supports both Solaris versions 9 or 10:

```
$ ./wminstall -d <DB_CONNECT> -portbase <PORT_GROUP> -core_spec core.spec
-preview
```

where `<DB_CONNECT>` specifies the Oracle connection string used to connect to the Prospect database, and `<PORT_GROUP>` specifies the base port. The default values are `flexpm/flexpm@flexpm` for `<DB_CONNECT>` and `6440` for `<PORT_GROUP>`.

Note: If you see error codes, in most cases you need to resolve the issue that caused the error code before you can proceed with the installation. See [Validation Checks](#) on page 35 for details.

2.3.2 Install the Prospect Server Package

Perform the following steps to extract the Prospect software from the Prospect server installation CD-ROM. This updates the `/u01` file system.

The installation script creates environment variables with certain default values. You can override some of these default values by using optional additional parameters with the `wminstall` command. For information about advanced installation options, see [wminstall Options](#) on page 25.

To install the Prospect package

1. Go to the drive containing the Prospect server CD.

Enter, on one line only, the following command, which supports both Solaris 9 and Solaris 10:

```
$ ./wminstall -d <DB_CONNECT> -portbase <PORT_GROUP> -core_spec core.spec
```

where <DB_CONNECT> specifies the Oracle connection string used to connect to the Prospect database, and <PORT_GROUP> specifies the base port. The default values are flexpm/flexpm@flexpm for <DB_CONNECT> and 6440 for <PORT_GROUP>.

Note: If there is not enough disk space on the destination file system, the program stops and reports an error without installing any files.

2. A license agreement is displayed. Use the scroll bar to read the complete text if it does not display in the window. Enter **yes** (case insensitive) to continue with the installation. The installation aborts if you do not enter **yes**.
3. During the installation you are asked to enter a value for the start of the week. This value is used to determine the weekly boundaries for busy hours and summations. Enter the appropriate value (1-7) at the following prompt:

The StartOfWeek values are 1-7 with 1=Monday, ..., 7=Sunday.
Please enter a valid data:

The installation process might take a while to complete. The main terminal where you are running the install command may seem to hang from time to time at the **INSTALL** section for each module. If you want to see the progress of the installation, you can view the log file in /var/tmp (with a filename similar to <YYYY>_<MM>_<DD>_<HH>_<MM>_<SS>) from another console during the installation.

4. After wminstall has completed, examine the detail.log or summary.log in the directory

```
$FLEXPM_HOME/audit/<YYYY>_<MM>_<DD>_<HH>_<MM>_<SS>
```

for any error messages.

5. Check the installation on the system after installation is complete.

```
[flexpm] $ show_installed
```

6. When the file extraction has completed, eject the installation CD from the CD-ROM drive.

```
$ cd ..
```

```
$ eject cdrom
```

7. Log off as flexpm

2.4 Testing the Oracle Listener

Prospect software uses Oracle external procedure calls with the Oracle Listener to establish a connection between the user and the Oracle database.

Previous to installing Prospect software, during the phase of preparing the server, the *Server Preparation Guide* instructs the administrator to configure Oracle external procedures for the Oracle Listener. Now that you have installed the Prospect server, you need to test the Listener to ensure that the external procedures are configured correctly.

To test the listener

1. As user `oracle`, stop the `listener` process and then start it again.
2. As user `oracle`, stop the `listener_<schema>` process and start it again.
3. Log on to the UNIX account for the Prospect system (normally the `flexpm` user).

```
$ cd $FLEXPM_HOME
```
4. Edit the `.profile.custom` file. You must change the `TNS_ADMIN` variable to point to the new listener location, for example:

```
export TNS_ADMIN=${ORACLE_BASE}/network/admin/<SCHEMA>
```
5. Re-source the environment.

```
$ . .profile
```
6. Verify that you have the correct `TNS_ADMIN` setting.

```
$ echo $TNS_ADMIN
```
7. Test your connectivity to the listener. You should be able to connect to the database using the command `sqlplus`.

```
$ sqlplus $DB_CONNECT
SQL>
```
8. Test that the external procedure operation is working.

```
SQL> select wnext.getversionstring from dual;
```

```
GETVERSIONSTRING
```

```
-----
```

```
WatchMark libWmExtProc.so for Prospect ExtProc-Patch
(built SunOS 5.9, c4 Jan 16 2007 15:46:46)
```

If the listener does not work, make sure you have substituted the correct values for all italicized variables in the template, then retest.

If you are satisfied that the listener does work, then log on as *root* and adjust the `dbora` file to start and stop the `listener` and `listener_<SCHEMA>` processes.

2.5 Configuring the Prospect Server

Once you have installed the server software, you need to perform the following configuration tasks:

- [Setting the Time Zone and Daylight Saving Time Rules](#)
- [Adding Top-Level Network Elements](#)
- [Starting the Middleware](#)
- [Setting Partition Maintenance Parameters](#)

2.5.1 Setting the Time Zone and Daylight Saving Time Rules

The Prospect report scheduler offers users the option of running reports according to a different time zone than the one where the server is located—for example, if the Prospect server is located in California (Pacific time zone) and the user is running reports in Colorado (Mountain time zone). Before you begin using Prospect, you need to set the server's time zone and define daylight saving time rules. Refer to the *Administration Guide*, "Time Zone Support for Reporting," for instructions.

2.5.2 Adding Top-Level Network Elements

You must add each top-level network element, or each network element from which data is collected, before the Prospect server can load the data. For more information about adding top-level network elements, refer to the *Administration Guide*.

2.5.3 Starting the Middleware

Refer to the *Administration Guide* for instructions on starting and stopping the middleware.

2.5.4 Setting Partition Maintenance Parameters

By default, there are no storage limits set for the partition maintenance scripts. To save partition disk space, set limits for each data type. See "Maintaining Partitions" in the *Administration Guide* for more information on setting partition maintenance parameters.

2.5.5 Configuring for Link Data

In the Ericsson GSM portion of the product, you load the Link data using one of two standards: ETSI (European Standard) or ANSI (American Standard). The ETSI standard is the default format.

If you want to load Link data using the ANSI standard, you must make this change before you load any Link data into the system.

IMPORTANT! You must set the ANSI standard at install time. You cannot change it afterwards.

For the procedure for switching from ETSI to ANSI, refer to the *Administration Guide*.

2.6 *Prospect Client Installation*

After configuring the Prospect server, you can install and set up the Prospect client to connect to the Prospect server. See [Installing the Prospect Client](#) for more information about installing and configuring the Prospect client.

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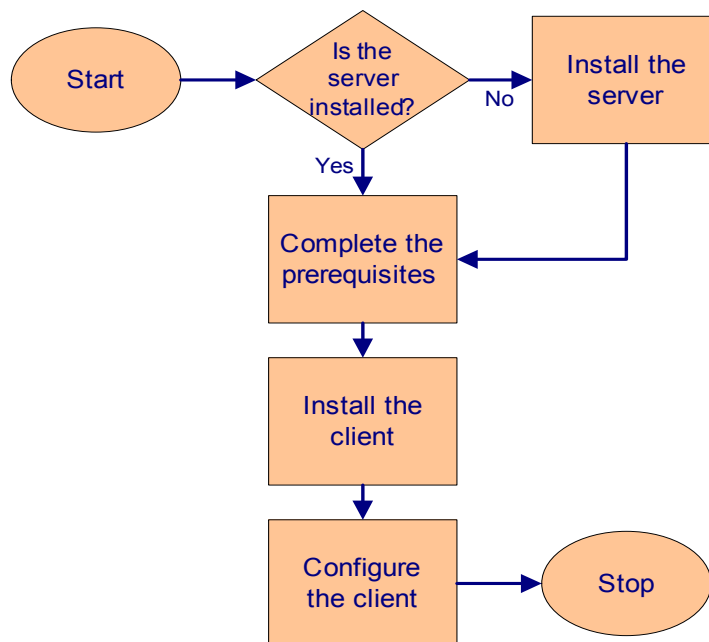
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Installing Prospect Software

3 Installing the Prospect Client

The procedure for installing the Prospect client is shown in the following figure.

Figure 2: Prospect Client Installation Process



The only supported configuration for the Prospect client application is on individual computers. Installing the Prospect client on a shared Windows server is not recommended.

3.1 Prerequisites

A Prospect server must be installed and configured before you can connect a client computer to that server.

3.1.1 Minimum Hardware Requirements

The computer on which the Prospect client is installed must contain at a minimum the following hardware:

- Pentium III, 800 megaHertz (MHz) processor
- 128 megabytes (MB) of system RAM
- 16 MB dedicated memory for video
- Video card configured to display 1024 x 768 resolution or better

Note: The Prospect client does not support lower resolution settings.

- 6 gigabytes (GB) hard disk with the following:
 - 100 MB of free disk space to install the Prospect client
 - 3.1 MB of free registry space

3.1.2 Recommended Hardware Requirements

To ensure full performance of the Prospect client, it is recommended that the computer on which the Prospect client is installed contain the following hardware:

- Pentium IV, at least 2 gigaHertz (GHz) processor
- 512 MB of system RAM (double data rate [DDR])
- At least 32 MB dedicated memory for video
- 80 GB hard disk with the following:
 - 100 MB of free disk space to install the Prospect client
 - 3.1 MB of free registry space

3.1.3 Software Requirements

The computer on which the Prospect client is installed must be set up with the following software:

- Windows 2000 w/ Service Pack 2 or Windows XP operating system (Windows XP is recommended)
- Excel 2000 or later (Excel XP is recommended) with Microsoft Query installed
- Adobe Acrobat 5.0 or later
- WinZip 7.0 or later if installing from compressed files

Note: If the Prospect client software is installed on a drive other than the one in which Windows is installed, the drive with Windows installed should have at least 35 MB of free disk space.

3.2 *Installing the Prospect Client*

To install the Prospect client, follow the below procedure.

To install the client from the CD

1. Insert the Prospect client CD-ROM disc into the CD-ROM drive.
2. Go to the client disc and run `wmsetup.exe`.

The installer creates the necessary system and application files, updates the system's registry, and adds entries to START menu.

3.3 *Configure the Prospect Client*

Configuring the Prospect client for the first time involves the following:

- [Setting Up Connection Profiles](#)
- [Adding User Names to Prospect Explorer](#)
- [Setting the Macro Security Level in Excel](#)

3.3.1 **Setting Up Connection Profiles**

A connection profile must be defined in the Connection Manager for the Prospect client to connect to the Prospect server. Refer to "Connection Manager" in the *Administration Guide* for more information about configuring profiles using the Connection Manager.

Importing Connection Profiles from a Previous Version

Connection profiles from any previous versions of the Prospect client are automatically transferred to the Prospect client. If profiles with duplicate names exist in the client, the profile from the most recent client is transferred.

3.3.2 **Adding User Names to Prospect Explorer**

In addition to defining profiles in the Connection Manager, users must also be defined in Prospect Explorer. See "User Management" in the *Prospect Administration Guide* for more information about adding user names to Prospect Explorer.

3.3.3 **Setting the Macro Security Level in Excel**

Set Excel's macro security level to avoid failures when downloading reports.

To set the macro security level in Excel 2000

1. Open Excel.
2. From the TOOLS menu, select MACROS, and then SECURITY.
3. Select the SECURITY LEVEL tab and click LOW.

To set the macro security level in Excel 97

1. Open Excel.
2. From the TOOLS menu, select OPTIONS.
3. Select the GENERAL tab. Make sure the MACRO VIRUS PROTECTION check box is cleared. This will allow macros to be automatically enabled.

3.4 Uninstalling the Prospect Client

To uninstall the Prospect client, use the ADD/REMOVE PROGRAMS component of the Control Panel.

Appendix A: wminstall Options

The `wminstall` command offers several advanced command line options that allow you to override the installation parameters specified in the `core.spec` and `modules.spec` files. The following table describes each option.

These overrides are optional and are not necessary for most applications.

Table 1: Command Line Options

<i>Command</i>	<i>Description</i>
<code>-v -verbose</code>	Increases the level of detail returned during processing. By default, only summary information is returned.
<code>-d -db_connect</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><DBCONNECT></code> element which specifies the <code>DB_CONNECT</code> string used to connect to the Prospect database. For example, <code>-d=myuser/mypassword@myselfid</code> would override the default string of <code>flexpm/flexpm@flexpm</code> .
<code>-b -basedir</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><BASEDIR></code> element which specifies the base installation directory. For example, <code>-b=/u01/apps/WatchMark/OtherDir</code> overrides the default <code>/u01/apps/WatchMark/FlexPM</code> .
<code>-i -install_dir</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><CORE_INSTALLDIR></code> element which specifies the default subdirectory of <code><BASEDIR></code> where this version will install. For example, if the core install directory is 7.2, <code>-i=8.2</code> would override the default of 7.2 with the 8.2 value.
<code>-portbase</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><PORTBASE></code> element which specifies the default port. For example, if the base port is 6440, <code>-portbase=12200</code> would override the default value of 6440 with the 12200 value.
<code>-l -licensehost</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><LICENSEHOST></code> element which specifies the server that manages licenses for this installation. For example, <code>-licensehost=MyServer</code> would override the default value of <code>localhost</code> .

Table 1: Command Line Options (Continued)

<i>Command</i>	<i>Description</i>
<code>-t -tmpdir</code>	Overrides the <code>core.spec</code> and <code>modules.spec</code> <code><TMPDIR></code> element which specifies the default temporary directory used by the installer. For example, <code>-t=/usr/tmp</code> would override the default value of <code>/var/tmp</code> .
<code>-preview</code>	Performs global pre-validation steps and lists the installation steps that <code>wminstall</code> will perform without installing the software.

Command Line Example:

To set the portbase setting to 18200, use the `portbase` command line option during installation:

```
./wminstall -portbase=18200
```

Appendix B: Sample Output for wminstall Preview

The following shows sample output when you run `wminstall` with the `-preview` option.

```
+-----+
|   Processing : ./wminstall
+-----+
|   Start Time : 12:15:42
|   Date       : 2008_07_16
International Program License Agreement

Part 1 - General Terms

BY DOWNLOADING, INSTALLING, COPYING, ACCESSING, OR USING THE PROGRAM YOU AGREE
TO THE TERMS OF THIS AGREEMENT. IF YOU ARE ACCEPTING THESE TERMS ON BEHALF OF
ANOTHER PERSON OR A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT AND WARRANT
THAT YOU HAVE FULL AUTHORITY TO BIND THAT PERSON, COMPANY, OR LEGAL ENTITY TO
THESE TERMS. IF YOU DO NOT AGREE TO THESE TERMS,

- DO NOT DOWNLOAD, INSTALL, COPY, ACCESS, OR USE THE PROGRAM; AND

- PROMPTLY RETURN THE PROGRAM AND PROOF OF ENTITLEMENT TO THE PARTY FROM WHOM
YOU ACQUIRED IT TO OBTAIN A REFUND OF THE AMOUNT YOU PAID. IF YOU DOWNLOADED
THE PROGRAM, CONTACT THE PARTY FROM WHOM YOU ACQUIRED IT.

"IBM" is International Business Machines Corporation or one of its
subsidiaries.

"License Information" ("LI") is a document that provides information specific
to a Program. The Program's LI is available at http://www.ibm.com/software/sla/ . The LI may also be found in a file in the Program's directory, by the
use of a system command, or as a booklet which accompanies the Program.

"Program" is the following, including the original and all whole or partial
copies: 1) machine-readable instructions and data, 2) components, 3) audio-
visual content (such as images, text, recordings, or pictures), 4) related
licensed materials, and 5) license use documents or keys, and documentation.
```

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A "Proof of Entitlement" ("PoE") is evidence of Your authorization to use a Program at a specified level. That level may be measured, for example, by the number of processors or users. The PoE is also evidence of Your eligibility for warranty, future upgrade prices, if any, and potential special or promotional opportunities. If IBM does not provide You with a PoE, then IBM may accept the original paid sales receipt or other sales record from the party (either IBM or its reseller) from whom You acquired the Program, provided that it specifies the name of the Program and the usage level acquired.

"You" and "Your" refer either to an individual person or to a single legal entity.

This Agreement includes Part 1 - General Terms, Part 2 - Country-unique Terms (if any), License Information, and Proof of Entitlement and is the complete agreement between You and IBM regarding the use of the Program. It replaces any prior oral or written communications between You and IBM concerning Your use of the Program. The terms of Part 2 and License Information may replace or modify those of Part 1. To the extent there is a conflict between the terms of this Agreement and those of the IBM International Passport Advantage Agreement, the terms of the latter agreement prevail.

1. Entitlement

License

The Program is owned by IBM or an IBM supplier, and is copyrighted and licensed, not sold.

IBM grants You a nonexclusive license to use the Program when You lawfully acquire it.

You may 1) use the Program up to the level of use specified in the PoE and 2) make and install copies, including a backup copy, to support such use. The terms of this license apply to each copy You make. You will reproduce all copyright notices and all other legends of ownership on each copy, or partial copy, of the Program.

If You acquire the Program as a program upgrade, after You install the upgrade You may not use the Program from which You upgraded or transfer it to another party.

You will ensure that anyone who uses the Program (accessed either locally or remotely) does so only for Your authorized use and complies with the terms of this Agreement.

You may not 1) use, copy, modify, or distribute the Program except as provided in this Agreement; 2) reverse assemble, reverse compile, or otherwise translate the Program except as specifically permitted by law without the

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possibility of contractual waiver; or 3) sublicense, rent, or lease the Program.

IBM may terminate Your license if You fail to comply with the terms of this Agreement. If IBM does so, You must destroy all copies of the Program and its PoE.

Money-back Guarantee

If for any reason You are dissatisfied with the Program and You are the original licensee, You may obtain a refund of the amount You paid for it, if within 30 days of Your invoice date You return the Program and its PoE to the party from whom You obtained it. If You downloaded the Program, You may contact the party from whom You acquired it for instructions on how to obtain the refund.

Program Transfer

You may transfer a Program and all of Your license rights and obligations to another party only if that party agrees to the terms of this Agreement. When You transfer the Program, You must also transfer a copy of this Agreement, including the Program's PoE. After the transfer, You may not use the Program.

2. Charges

The amount payable for a Program license is a one-time charge.

One-time charges are based on the level of use acquired which is specified in the PoE. IBM does not give credits or refunds for charges already due or paid, except as specified elsewhere in this Agreement.

If You wish to increase the level of use, notify IBM or the party from whom You acquired it and pay any applicable charges.

If any authority imposes a duty, tax, levy or fee, excluding those based on IBM's net income, upon the Program, then You agree to pay the amount specified or supply exemption documentation. You are responsible for any personal property taxes for the Program from the date that You acquire it.

3. Limited Warranty

IBM warrants that when the Program is used in the specified operating environment it will conform to its specifications. The warranty applies only to the unmodified portion of the Program. IBM does not warrant uninterrupted or error-free operation of the Program or that IBM will correct all Program defects. You are responsible for the results obtained from the use of the Program.

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IBM provides You with access to IBM databases containing information on known Program defects, defect corrections, restrictions, and bypasses at no additional charge. Consult the IBM Software Support Guide for further information at <http://www.ibm.com/software/support> . IBM will maintain this information for at least one year after the original licensee acquires the Program ("Warranty Period").

If the Program does not function as warranted during the Warranty Period and the problem cannot be resolved with information available in the IBM databases, You may return the Program and its PoE to the party (either IBM or its reseller) from whom You acquired it and receive a refund in the amount You paid. If You downloaded the Program, You may contact the party from whom You acquired it for instructions on how to obtain the refund.

THESE WARRANTIES ARE YOUR EXCLUSIVE WARRANTIES AND REPLACE ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF EXPRESS OR IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

4. Limitation of Liability

Circumstances may arise where, because of a default on IBM's part or other liability, You are entitled to recover damages from IBM. In each such instance, regardless of the basis on which You may be entitled to claim damages from IBM, (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), IBM is liable for no more than 1) damages for bodily injury (including death) and damage to real property and tangible personal property and 2) the amount of any other actual direct damages up to the charges for the Program that is the subject of the claim.

This limitation of liability also applies to IBM's Program developers and suppliers. It is the maximum for which they and IBM are collectively responsible.

UNDER NO CIRCUMSTANCES IS IBM, ITS PROGRAM DEVELOPERS OR SUPPLIERS LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY:

1. LOSS OF, OR DAMAGE TO, DATA;
2. SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR

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3. LOST PROFITS, BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

5. General

1. Nothing in this Agreement affects any statutory rights of consumers that cannot be waived or limited by contract.

2. In the event that any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement remain in full force and effect.

3. You agree to comply with all applicable export and import laws and regulations.

4. You agree to allow IBM to store and use Your contact information, including names, phone numbers, and e-mail addresses, anywhere they do business. Such information will be processed and used in connection with our business relationship, and may be provided to contractors, Business Partners, and assignees of IBM for uses consistent with their collective business activities, including communicating with You (for example, for processing orders, for promotions, and for market research).

5. Neither You nor IBM will bring a legal action under this Agreement more than two years after the cause of action arose unless otherwise provided by local law without the possibility of contractual waiver or limitation.

6. Neither You nor IBM is responsible for failure to fulfill any obligations due to causes beyond its control.

7. This Agreement will not create any right or cause of action for any third party, nor will IBM be responsible for any third party claims against You except, as permitted by the Limitation of Liability section above, for bodily injury (including death) or damage to real or tangible personal property for which IBM is legally liable.

6. Governing Law, Jurisdiction, and Arbitration

Governing Law

Both You and IBM consent to the application of the laws of the country in which You acquired the Program license to govern, interpret, and enforce all of Your and IBM's rights, duties, and obligations arising from, or relating in any manner to, the subject matter of this Agreement, without regard to conflict of law principles.

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The United Nations Convention on Contracts for the International Sale of Goods does not apply.

Jurisdiction

All of our rights, duties, and obligations are subject to the courts of the country in which You acquired the Program license.

Part 2 - Country-unique Terms

AMERICAS

ARGENTINA: Governing Law, Jurisdiction, and Arbitration (Section 6): The following exception is added to this section:

Any litigation arising from this Agreement will be settled exclusively by the Ordinary Commercial Court of the city of Buenos Aires.

BRAZIL: Governing Law, Jurisdiction, and Arbitration (Section 6): The following exception is added to this section:

Any litigation arising from this Agreement will be settled exclusively by the court of Rio de Janeiro, RJ.

CANADA: General (Section 5): The following replaces item 7:

7. This Agreement will not create any right or cause of action for any third party, nor will IBM be responsible for any third party claims against You except as permitted by the Limitation of Liability section above for bodily injury (including death) or physical harm to real or tangible personal property caused by IBM's negligence for which IBM is legally liable.

Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws in the Province of Ontario

PERU: Limitation of Liability (Section 4): The following is added at the end of this section:

In accordance with Article 1328 of the Peruvian Civil Code, the limitations and exclusions specified in this section will not apply to damages caused by IBM's willful misconduct ("dolo") or gross negligence ("culpa inexcusable").

UNITED STATES OF AMERICA: General (Section 5): The following is added to this section:

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U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by the GSA ADP Schedule Contract with the IBM Corporation.

Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws of the State of New York, United States of America

ASIA PACIFIC

AUSTRALIA: Limited Warranty (Section 3): The following is added:

The warranties specified in this Section are in addition to any rights You may have under the Trade Practices Act 1974 or other legislation and are only limited to the extent permitted by the applicable legislation.

Limitation of Liability (Section 4): The following is added:

Where IBM is in breach of a condition or warranty implied by the Trade Practices Act 1974, IBM's liability is limited to the repair or replacement of the goods, or the supply of equivalent goods. Where that condition or warranty relates to right to sell, quiet possession or clear title, or the goods are of a kind ordinarily acquired for personal, domestic or household use or consumption, then none of the limitations in this paragraph apply.

Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws of the State or Territory in which You acquired the Program license

CAMBODIA, LAOS, and VIETNAM: Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws of the State of New York, United States of America

The following is added to this section:

Arbitration

Disputes arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Singapore in accordance with the Arbitration Rules of Singapore International Arbitration Center ("SIAC Rules") then in effect. The arbitration award shall be final and binding for the

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parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the SIAC. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Agreement prevails over any other language version.

HONG KONG S.A.R. and MACAU S.A.R. of China: Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws of Hong Kong Special Administrative Region of China

INDIA: Limitation of Liability (Section 4): The following replaces the terms of items 1 and 2 of the first paragraph:

1) liability for bodily injury (including death) or damage to real property and tangible personal property will be limited to that caused by IBM's negligence; and 2) as to any other actual damage arising in any situation involving nonperformance by IBM pursuant to, or in any way related to the subject of this Agreement, IBM's liability will be limited to the charge paid by You for the individual Program that is the subject of the claim.

General (Section 5): The following replaces the terms of item 5:

If no suit or other legal action is brought, within three years after the cause of action arose, in respect of any claim that either party may have against the other, the rights of the concerned party in respect of such claim will be forfeited and the other party will stand released from its obligations in respect of such claim.

Governing Law, Jurisdiction, and Arbitration (Section 6): The following is added to this section:

Arbitration

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Disputes arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Bangalore, India in accordance with the laws of India then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Bar Council of India. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Agreement prevails over any other language version.

JAPAN: General (Section 5): The following is inserted after item 5:

Any doubts concerning this Agreement will be initially resolved between us in good faith and in accordance with the principle of mutual trust.

MALAYSIA: Limitation of Liability (Section 4): The word "SPECIAL" in item 2 of the third paragraph is deleted:

NEW ZEALAND: Limited Warranty (Section 3): The following is added:

The warranties specified in this Section are in addition to any rights You may have under the Consumer Guarantees Act 1993 or other legislation which cannot be excluded or limited. The Consumer Guarantees Act 1993 will not apply in respect of any goods which IBM provides, if You require the goods for the purposes of a business as defined in that Act.

Limitation of Liability (Section 4): The following is added:

Where Programs are not acquired for the purposes of a business as defined in the Consumer Guarantees Act 1993, the limitations in this Section are subject to the limitations in that Act.

PEOPLE'S REPUBLIC OF CHINA: Charges (Section 2): The following is added:

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All banking charges incurred in the People's Republic of China will be borne by You and those incurred outside the People's Republic of China will be borne by IBM.

Governing Law, Jurisdiction, and Arbitration (Section 6): The phrase "the laws of the country in which You acquired the Program license" in the Governing Law subsection is replaced by the following:

the laws of the State of New York, United States of America (except when local law requires otherwise)

PHILIPPINES: Limitation of Liability (Section 4): The following replaces the terms of item 2 of the third paragraph:

2. special (including nominal and exemplary damages), moral, incidental, or indirect damages or for any economic consequential damages; or

Governing Law, Jurisdiction, and Arbitration (Section 6): The following is added to this section:

Arbitration

Disputes arising out of or in connection with this Agreement shall be finally settled by arbitration which shall be held in Metro Manila, Philippines in accordance with the laws of the Philippines then in effect. The arbitration award shall be final and binding for the parties without appeal and shall be in writing and set forth the findings of fact and the conclusions of law.

The number of arbitrators shall be three, with each side to the dispute being entitled to appoint one arbitrator. The two arbitrators appointed by the parties shall appoint a third arbitrator who shall act as chairman of the proceedings. Vacancies in the post of chairman shall be filled by the president of the Philippine Dispute Resolution Center, Inc. Other vacancies shall be filled by the respective nominating party. Proceedings shall continue from the stage they were at when the vacancy occurred.

If one of the parties refuses or otherwise fails to appoint an arbitrator within 30 days of the date the other party appoints its, the first appointed arbitrator shall be the sole arbitrator, provided that the arbitrator was validly and properly appointed.

All proceedings shall be conducted, including all documents presented in such proceedings, in the English language. The English language version of this Agreement prevails over any other language version.

SINGAPORE: Limitation of Liability (Section 4): The words "SPECIAL" and "ECONOMIC" are deleted from item 2 of the third paragraph.

General (Section 5): The following replaces the terms of item 7:

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Subject to the rights provided to IBM's suppliers and Program developers as provided in Section 4 above (Limitation of Liability), a person who is not a party to this Agreement shall have no right under the Contracts (Right of Third Parties) Act to enforce any of its terms.

TAIWAN: Limited Warranty (Section 3): The last paragraph is deleted.

EUROPE, MIDDLE EAST, AFRICA (EMEA)

Limited Warranty (Section 3): In the European Union, the following is added:

In the European Union, consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the Limited Warranty provision set out above at section 3 of this Agreement. The territorial scope of the Limited Warranty is worldwide.

Limitation of Liability (Section 4): In Austria, Denmark, Finland, Greece, Italy, Netherlands, Norway, Portugal, Spain, Sweden and Switzerland, the following replaces the terms of this section in its entirety:

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this agreement or due to any other cause related to this agreement is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault) or of such cause, for a maximum amount equal to the charges You paid for the Program.

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. UNDER NO CIRCUMSTANCES IS IBM, OR ANY OF ITS PROGRAM DEVELOPERS, LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

3. The limitation and exclusion of liability herein agreed applies not only to the activities performed by IBM but also to the activities performed by its suppliers and Program developers, and represents the maximum amount for which IBM as well as its suppliers and Program developers, are collectively responsible.

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Limitation of Liability (Section 4): In France and Belgium, the following replaces the terms of this section in its entirety:

Except as otherwise provided by mandatory law:

1. IBM's liability for any damages and losses that may arise as a consequence of the fulfillment of its obligations under or in connection with this agreement is limited to the compensation of only those damages and losses proved and actually arising as an immediate and direct consequence of the non-fulfillment of such obligations (if IBM is at fault), for a maximum amount equal to the charges You paid for the Program that has caused the damages.

The above limitation shall not apply to damages for bodily injuries (including death) and damages to real property and tangible personal property for which IBM is legally liable.

2. UNDER NO CIRCUMSTANCES IS IBM, OR ANY OF ITS PROGRAM DEVELOPERS, LIABLE FOR ANY OF THE FOLLOWING, EVEN IF INFORMED OF THEIR POSSIBILITY: 1) LOSS OF, OR DAMAGE TO, DATA; 2) INCIDENTAL OR INDIRECT DAMAGES, OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; 3) LOST PROFITS, EVEN IF THEY ARISE AS AN IMMEDIATE CONSEQUENCE OF THE EVENT THAT GENERATED THE DAMAGES; OR 4) LOSS OF BUSINESS, REVENUE, GOODWILL, OR ANTICIPATED SAVINGS.

3. The limitation and exclusion of liability herein agreed applies not only to the activities performed by IBM but also to the activities performed by its suppliers and Program developers, and represents the maximum amount for which IBM as well as its suppliers and Program developers, are collectively responsible

Governing Law, Jurisdiction, and Arbitration (Section 6)

Governing Law

The phrase "the laws of the country in which You acquired the Program license" is replaced by:

1) "the laws of Austria" in Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldavia, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia;

2) "the laws of France" in Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna;

3) "the laws of Finland" in Estonia, Latvia, and Lithuania;

4) "the laws of England" in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone,

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Somalia, Tanzania, Uganda, United Arab Emirates, the United Kingdom, West Bank/Gaza, Yemen, Zambia, and Zimbabwe; and

5) "the laws of South Africa" in South Africa, Namibia, Lesotho and Swaziland.

Jurisdiction

The following exceptions are added to this section:

1) In Austria the choice of jurisdiction for all disputes arising out of this Agreement and relating thereto, including its existence, will be the competent court of law in Vienna, Austria (Inner-City);

2) in Angola, Bahrain, Botswana, Burundi, Egypt, Eritrea, Ethiopia, Ghana, Jordan, Kenya, Kuwait, Liberia, Malawi, Malta, Mozambique, Nigeria, Oman, Pakistan, Qatar, Rwanda, Sao Tome, Saudi Arabia, Sierra Leone, Somalia, Tanzania, Uganda, United Arab Emirates, West Bank/Gaza, Yemen, Zambia, and Zimbabwe all disputes arising out of this Agreement or related to its execution, including summary proceedings, will be submitted to the exclusive jurisdiction of the English courts;

3) in Belgium and Luxembourg, for all disputes arising out of this Agreement or related to its interpretation or its execution, only the law and the courts of the capital of the country in which Your registered office and/or commercial office is located are competent;

4) in France, Algeria, Benin, Burkina Faso, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Congo Republic, Djibouti, Democratic Republic of Congo, Equatorial Guinea, French Guiana, French Polynesia, Gabon, Gambia, Guinea, Guinea-Bissau, Ivory Coast, Lebanon, Madagascar, Mali, Mauritania, Mauritius, Mayotte, Morocco, New Caledonia, Niger, Reunion, Senegal, Seychelles, Togo, Tunisia, Vanuatu, and Wallis & Futuna all disputes arising out of this Agreement or related to its violation or execution, including summary proceedings, will be settled exclusively by the Commercial Court of Paris;

5) in Russia, all disputes arising out of or in relation to the interpretation, the violation, the termination, the nullity of the execution of this Agreement shall be settled by Arbitration Court of Moscow;

6) in South Africa, Namibia, Lesotho and Swaziland, both of us agree to submit all disputes relating to this Agreement to the jurisdiction of the High Court in Johannesburg;

7) in Turkey all disputes arising out of or in connection with this Agreement shall be resolved by the Istanbul Central (Sultanahmet) Courts and Execution Directorates of Istanbul, the Republic of Turkey;

8) in each of the following specified countries, any legal claim arising out of this Agreement will be brought before, and settled exclusively by, the competent court of a) Athens for Greece, b) Tel Aviv-Jaffa for Israel, c) Milan for Italy, d) Lisbon for Portugal, and e) Madrid for Spain; and

9) in the United Kingdom, both of us agree to submit all disputes relating to this Agreement to the jurisdiction of the English courts.

Arbitration

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In Albania, Armenia, Azerbaijan, Belarus, Bosnia-Herzegovina, Bulgaria, Croatia, Georgia, Hungary, Kazakhstan, Kyrgyzstan, FYR Macedonia, Moldavia, Poland, Romania, Russia, Slovakia, Slovenia, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, and FR Yugoslavia all disputes arising out of this Agreement or related to its violation, termination or nullity will be finally settled under the Rules of Arbitration and Conciliation of the International Arbitral Center of the Federal Economic Chamber in Vienna (Vienna Rules) by three arbitrators appointed in accordance with these rules.

The arbitration will be held in Vienna, Austria, and the official language of the proceedings will be English. The decision of the arbitrators will be final and binding upon both parties. Therefore, pursuant to paragraph 598 (2) of the Austrian Code of Civil Procedure, the parties expressly waive the application of paragraph 595 (1) figure 7 of the Code. IBM may, however, institute proceedings in a competent court in the country of installation.

In Estonia, Latvia and Lithuania all disputes arising in connection with this Agreement will be finally settled in arbitration that will be held in Helsinki, Finland in accordance with the arbitration laws of Finland then in effect. Each party will appoint one arbitrator. The arbitrators will then jointly appoint the chairman. If arbitrators cannot agree on the chairman, then the Central Chamber of Commerce in Helsinki will appoint the chairman.

AUSTRIA: Limited Warranty (Section 3): The following is inserted at the beginning of this Section:

The Warranty Period is twelve months from the date of delivery. The limitation period for consumers in action for breach of warranty is the statutory period as a minimum.

The warranty for a Program covers the functionality of the Program for its normal use and the Program's conformity to its specifications.

The final two paragraphs are replaced with the following:

This is our sole obligation to You, except as otherwise required by applicable statutory law.

General (Section 5): The following is added to item 4:

For purposes of this clause, contact information will also include information about You as a legal entity, for example revenue data and other transactional information.

GERMANY: Limited Warranty (Section 3): The same changes apply as those in Limited Warranty (Section 3) under Austria above.

Limitation of Liability (Section 4): The following paragraph is added to this Section:

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The limitations and exclusions specified in this Section will not apply to damages caused by IBM intentionally or by gross negligence.

General (Section 5): The following replace the terms of item 5:

Any claims resulting from this Agreement are subject to a statute of limitation of three years, except as stated in Section 3 (Limited Warranty) of this Agreement.

HUNGARY: Limitation of Liability (Section 4): The following is added at the end of this section:

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1. loss of, or damage to, data;
2. special, indirect, or consequential loss; or
3. loss of profits, business, revenue, goodwill, or anticipated savings.

Z125-3301-12 (06/2006)

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Program Number: 5724-T05

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- InfoZIP 5.32
- Xerces-J 2.6.2
- Axis 1.1
- Apache Struts 1.2.9
- Zlib 1.1.3
- Apache Regexp 1.3
- Jakarta Commons Lang 2.2
- Jakarta Commons-CLI 1.0
- Apache Log4j 1.2.8
- Expat 2.0.0
- IODBC 2.16
- Jython 2.1
- Perl DBD::Oracle 1.19
- Perl DBI 1.53
- Perl Convert::ASN1 1.27
- Perl URI 1.35
- Perl XML::Simple 2.16
- Perl XML::Twig 3.29
- Perl XML::Parser 2.34
- Perl XML::XPath 1.13
- Perl HTTP::Date 1.44
- SNMP++ 3.1.6c
- Jakarta POI 2.5.1
- OpenSSL 0.9.8d

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- OpenSSH 3.8.1p1
- TCL 8.3.3
- TK 8.3.3
- Scotty 2.1.11
- Expect 5.43
- cURL 7.15.4 (OSS)

Specified Operating Environment

The Program's specifications and specified operating environment information may be found in documentation accompanying the Program, if available, such as a read-me file, or other information published by IBM, such as an announcement letter. You agree that such documentation and other Program content may be supplied only in the English language.

Program-unique Terms

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The current list of Tivoli Enhanced Value-Based Pricing eligible Programs and definitions can be found on the following URL: <http://www.tivoli.com/products/licensing/>

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The Tivoli Enhanced Value-Based Pricing model is described in the definitions file located at <http://www.tivoli.com/products/licensing/> and describes IBM's charges for Your use of Programs eligible under the Tivoli Enhanced Value-Based Pricing model.

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Modules created from Tivoli Toolkits are licensed solely for use internally within a customer's enterprise. External Distribution of modules created with Tivoli Programs is prohibited.

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P/N: L-TSUN-7AYD5F

Accept licence agreement? [yes|NO] +-----

```
| .wminstallrc settings :
|      prodname           : "EricssonGGU"
|      release            : "ProspectBase"
|      install            : $prodname/$release
|      PERL5BIN            : /usr/perl5/5.6.1/bin
|      PERL5LIB            : $PWD/install/lib
|      PATH                : $PERL5BIN:$ORACLE_HOME/
bin:/usr/sfw/bin:$PATH
|      FLEXPM_BASE         : /u01/apps/WatchMark/FlexPM
|      FLEXPM_HOME         : $FLEXPM_BASE/$install
|      LD_LIBRARY_PATH     : $PERL5LIB:$LD_LIBRARY_PATH
+-----+
| Core Defaults          :
|      DBCONNECT          : flexpm/flexpm@flexpm
|      BASEDIR             : /u01/apps/WatchMark/FlexPM/
EricssonGGU
|      CORE_INSTALLDIR    : ProspectBase
|      PORTBASE           : 6440
|      LICENSEHOST        : localhost
|      TMPDIR             : /var/tmp
|      CLASSPATH          : lib/preval.jar:lib/
jdom.jar:lib/log4j.jar:lib/jython.jar:/u01/apps/oracle/product/10.2.0/jdbc/
lib/classes12.zip:.
```

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```
+-----+
|  Module Overrides  :
|      DBCONNECT           : <No Override>
|      BASEDIR             : <No Override>
|      CORE_INSTALLDIR     : <No Override>
|      PORTBASE            : <No Override>
|      LICENSEHOST         : <No Override>
|      TMPDIR              : <No Override>
|      CLASSPATH           : <No Override>
+-----+
|  Passed Params  :
|      db_connect           : ggu_b1/ggu_b1@flexpm
|      basedir              : /u01/apps/WatchMark/FlexPM/
EricssonGGU_B1
|      portbase             : 6140
|      core spec            : core.spec
|      Process Mode         : PREVIEW
+-----+
|  Core Composite Defaults  :
|      DBCONNECT           : ggu_b1/ggu_b1@flexpm
|      SYSPASSWD           : <Set>
|      BASEDIR             : /u01/apps/WatchMark/FlexPM/
EricssonGGU_B1
|      CORE_INSTALLDIR     : ProspectBase
|      PORTBASE            : 6140
|      LICENSEHOST         : localhost
|      TMPDIR              : /var/tmp
|      CLASSPATH           : lib/preval.jar:lib/
jdom.jar:lib/log4j.jar:lib/jython.jar:/u01/apps/oracle/product/10.2.0/jdbc/
lib/classes12.zip:.
+-----+
|  Check Depends  :
|      Basedir              : /u01/apps/WatchMark/FlexPM/
EricssonGGU_B1 does not exist
|      Installldir         : /u01/apps/WatchMark/FlexPM/
EricssonGGU_B1/ProspectBase does not exist
|      sqlplus              : Schema does not exist
+-----+
|  Registry Info  :
|      FlexPM-805008I.tgz   : INSTALL - CORE - 8.0.5.0.08
+-----+
|  Vendor Tarball  :
|      Module - ErcGSM, version - 6.0.14.0.0.3 : All prerequisites met
|      FlexPM-ErcGSM-601400I.tgz : INSTALL - VENDOR -
6.0.14.0.0.3
```


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```

+-----+
| Vendor Tarball      :
|       Module - ErcRANOS, version - 6.0.14.0.0.3 : All prerequisites met
|       FlexPM-ErcRANOS-601400I.tgz                : INSTALL - VENDOR -
6.0.14.0.0.3
+-----+
| Vendor Tarball      :
|       Module - ErcGPRS, version - 6.0.14.0.0.3 : All prerequisites met
|       FlexPM-ErcGPRS-601400I.tgz                : INSTALL - VENDOR -
6.0.14.0.0.3
+-----+
| Vendor Tarball      :
|       Module - ErcHLR, version - 6.0.14.0.0.3 : All prerequisites met
|       FlexPM-ErcHLR-601400I.tgz                : INSTALL - VENDOR -
6.0.14.0.0.3
+-----+
| Vendor Tarball      :
|       Module - ErcOSSRC, version - 6.0.14.0.0.3 : All prerequisites met
|       FlexPM-ErcOSSRC-601400I.tgz                : INSTALL - VENDOR -
6.0.14.0.0.3
+-----+
| Vendor Tarball      :
|       Module - ErcComExtra, version - 6.0.14.0.0.3 : All prerequisites met
|       FlexPM-ErcComExtra-601400I.tgz            : INSTALL - VENDOR -
6.0.14.0.0.3
+-----+
| Processing Steps    :
|       TARBALL - FlexPM-805008I.tgz                : INSTALL
|       PRE_INSTALL   - ProspectBase                 : query_startofweek
|       INSTALL       - ProspectBase                 : install/core_inst.sh
|       TARBALL - FlexPM-ErcGSM-601400I.tgz          : INSTALL
|       PRE_INSTALL   - ..                          : ErcGSM/install/
post_pb_inst.sh
|       INSTALL       - ..                          : ErcGSM/install/
module_inst.sh
|       TARBALL - FlexPM-ErcRANOS-601400I.tgz        : INSTALL
|       INSTALL     - ../ErcRANOS                    : install/module_inst.sh
|       TARBALL - FlexPM-ErcGPRS-601400I.tgz          : INSTALL
|       INSTALL     - ../ErcGPRS                     : install/module_inst.sh
|       TARBALL - FlexPM-ErcHLR-601400I.tgz          : INSTALL
|       INSTALL     - ../ErcHLR                      : install/module_inst.sh
|       TARBALL - FlexPM-ErcOSSRC-601400I.tgz        : INSTALL
|       INSTALL     - ../ErcOSSRC                    : install/module_inst.sh
|       TARBALL - FlexPM-ErcComExtra-601400I.tgz     : INSTALL
|       INSTALL     - ../ErcComExtra                 : install/module_inst.sh

```

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```
+-----+
|   Performing Global PRE Routines   :
+-----+
|   PRE_VALIDATE   :
|       check_os           : PASS
|                           :
|                           : System version (5.10)
matches required version(5.10)
|                           :
|                           :
|       check_perl         : PASS
|                           : CORRECT Perl version 5.6.1
found at /usr/perl5/5.6.1/bin/perl
|                           : Incorrect perl version
5.6.1 also found at /usr/local/bin/perl
|                           : Perl version 5.6.1 also
found at /usr/bin/perl
|                           : Ending: Return Code (0)
|                           :
|       check_space        : PASS
|                           : /var/tmp exists
|                           : Space available in Megabytes
is 3777
|                           : More than 110 percent of
space required is available (3777)
|                           : Ending: Return Code (0)
|                           :
|       check_accounts     : PASS
|                           :
|                           : /etc/passwd found
|                           : /etc/group found
|                           : Ending: Return Code (0)
|                           :
|       middleware_status  : PASS
|                           : Ending: Return Code (0)
|                           :
|       check_oracle_sysdba : PASS
|                           : check_oracle_sysdba
|                           : Connection succeeded for
sys/change_on_install@flexpm
|                           :
|       check_oracle_status : PASS
|                           : check_oracle_status
|                           : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
```

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```
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Getting hostname and port...
|                                     : thin JDBC datasource =
jdbc:oracle:thin:@9.127.97.22:1521:flexpm
|                                     : Connecting...
|                                     : thin JDBC connection OK!
|                                     :
|          check_oracle_patch_lvl      : PASS
|                                     : check_oracle_patch_lvl
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : ORACLE DATABASE 10G
ENTERPRISE EDITION  10.2.0.3.0
|                                     :
|          check_oracle_tablespace     : PASS
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : Tablespace:   TRAFFIC_JUMBO
|                                     : MB free:      27341.0
|                                     : Percent free:
64.85979978175263
|                                     : Space Rqd:    10.0
|                                     :
|          check_oracle_tablespace     : PASS
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : Tablespace:   TRAFFIC_LARGE
|                                     : MB free:      5688.5
|                                     : Percent free:
60.503084450116994
|                                     : Space Rqd:    10.0
|                                     :
|          check_oracle_tablespace     : PASS
```

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```
|
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : Tablespace:   TRAFFIC_MEDIUM
|                                     : MB free:      4522.0
|                                     : Percent free:
60.894155669270134
|
|                                     : Space Rqd:    10.0
|                                     :
|                                     : PASS
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : Tablespace:   TRAFFIC_SMALL
|                                     : MB free:      1760.6875
|                                     : Percent free:
58.689583333333333
|
|                                     : Space Rqd:    10.0
|                                     :
|                                     : PASS
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
|                                     : Tablespace:   WM_FLEXPM
|                                     : MB free:      1305.875
|                                     : Percent free:
38.929050529139964
|
|                                     : Space Rqd:    10.0
|                                     :
|                                     : PASS
|                                     : check_oracle_tablespace
|                                     : oci8 JDBC datasource =
jdbc:oracle:oci8:@flexpm
|
|                                     : Connecting...
|                                     : oci8 JDBC connection OK!
|                                     : Querying...
```

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```
|                                     : Tablespace:  CONFIG
|                                     : MB free:      53.0
|                                     : Percent free: 26.5
|                                     : Space Rqd:   10.0
|                                     :
+-----+
| Preview option selected :
|           Shutting down after preview           : Warning
+-----+
| Error/Warning Summary :
| Warning  Shutting down
Preview option selected
+-----+
| End Time   : 12:18:49
|           Date   : 2008_07_16
+-----+
```

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Appendix C: Pre-Installation Checks

Whenever you preview the server installation package or install the product, you run the installation program `wminstall`. Whenever `wminstall` runs, it performs a number of validation checks to verify that the target server is configured correctly.

This section discusses where you can review validation results and lists each validation check and its corrective action(s).

Note: Your software release might only support a subset of the validation checks listed here.

C.1 Results of Validation Checks

When `wminstall` runs it returns codes, which state the results of the validation checks. The return codes are displayed on the screen and written to the `wminstall.log` in the installation directory. (The installation directory is set with the `-i` option of `wminstall`. The default value is `/var/tmp`).

In most cases, the return code is either a zero (0) or a two (2):

- Return code of zero (0) — All validation checks were successful. This status indicates that the server is configured correctly for the tested condition.
- Return code of two (2) — One or more checks have failed, and you must reset or reconfigure the failed option.

C.2 Validation Checks

This section lists each validation check of the `wminstall` program, its purpose, and corrective action if the validation failed.

C.2.1 check_accounts

Purpose

Validates the user accounts `flexpm` and `oracle`. It specifically checks whether:

- `flexpm` is in the `/etc/passwd` file

- flexpm has a uid of 10020
- flexpm has a gid of 600
- oracle is in the /etc/passwd file
- oracle has a uid of 10021
- oracle has a gid of 600
- flexpm and oracle both have the same gid

Corrective Action

If the return code is 2, read the `wminstall.log` file, which identifies the failing condition. Correct the setting for the failing account(s).

C.2.2 check_oracle_opts

Purpose

Validates that the Oracle Partitioning feature is installed.

Corrective Action

If the return code is 2, the Oracle Partitioning feature is not installed. Install the Oracle Partitioning feature.

C.2.3 check_oracle_perms

Purpose

Validates that the `user/password@sid` has the permissions to perform the following actions:

ALTER SESSION	CREATE VIEW	UTL_FILE
ALTER TABLESPACE	EXECUTE ANY PROCEDURE	DBMS_LOCK
CREATE ANY INDEX	QUERY REWRITE'	DBMS_ALERT
CREATE ANY TRIGGER	UNLIMITED TABLESPACE'	AQ\$_AGENT
CREATE LIBRARY	AQ_ADMINISTRATOR_ROLE	AQ\$_DEQUEUE_HISTORY
CREATE PROCEDURE	SELECT_CATALOG_ROLE	AQ\$_SUBSCRIBERS
CREATE SEQUENCE	V_\$SESSION	AQ\$_RECIPIENTS
CREATE SESSION	V_\$PARAMETER	AQ\$_HISTORY
CREATE SYNONYM	V_\$DATABASE	AQ\$_DEQUEUE_HISTORY_T
CREATE TABLE	V_\$DATAFILE	DBMS_AQ
CREATE TRIGGER	V_\$TABLESPACE	DBMS_AQADM

CREATE TYPE	DBA_USER	
-------------	----------	--

Corrective Action

If the return code is 2, read the `wminstall.log` file, which lists all the missing permissions. Set the necessary permissions.

C.2.4 check_oracle_status

Purpose

Validates that the Oracle database is online and running.

Corrective Action

If the return code is 2, read the `wminstall.log` file, which notes the failing condition. Before an installation or upgrade, ensure that Oracle is online, running and that you can be connected to it.

C.2.5 check_oracle_tablespace

Purpose

Validates that a given tablespace has enough free space.

Corrective Action

If the return code is 2, read the `wminstall.log` file, which identifies the failing tablespace. Ensure that there is enough available free space in the specified tablespace for an installation or upgrade.

C.2.6 check_os

Purpose

Checks the version of the Solaris operating system.

Corrective Action

A return code is 2 indicates that the wrong version of Solaris is installed on the server. You must have SunOS 5.9 or SunOS 5.10 installed.

C.2.7 check_java

Purpose

Checks the version of Java and validates that it is part of the JDK (not part of the JRE).

Corrective Action

If the return code is 2, read the `wminstall.log` file and check for the correct Java version installed on the server.

C.2.8 middleware_status

Purpose

Checks to see if a DataServer is running, which indicates that the middleware is up and running.

Corrective Action

A return code is 2 indicates that the middleware is running. If the middleware is up, you must shut it down before you continue with the installation or upgrade.

C.2.9 check_oracle_patch_lvl

Purpose

Validates the version of Oracle, including the patch number.

Corrective Action

If the return code is 2, read the `wminstall.log` file, which identifies the failing condition. Correct the Oracle version or product.

C.2.10 check_perl

Purpose

Checks the version of Perl and validates that it is located in the correct directory.

Corrective Action

If the return code is 2, read the `wminstall.log` file. Ensure that the version of Perl is correct, and located in `/usr/local/bin/perl`.

C.2.11 check_space

Purpose

Checks to ensure that the installation directory has the required amount of space for temporary installation processing. (The installation directory is set with the `-i` option of `wminstall`. The default value is `/var/tmp`.)

Corrective Action

Read the `wminstall.log` file. Ensure the required space is available.

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