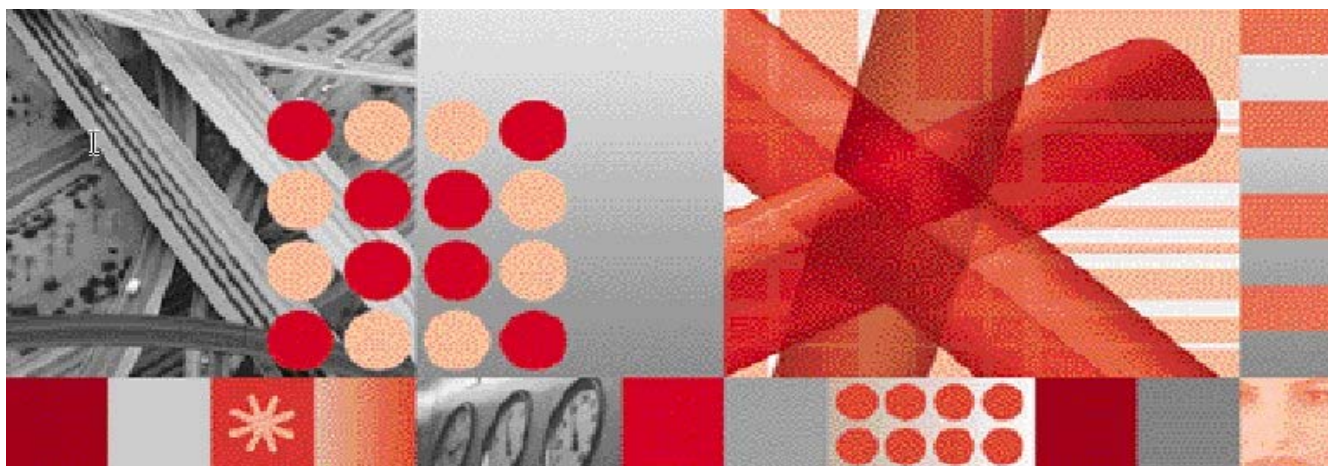




**Netcool Service Quality Manager Service Solutions**

**IBM**



**Generic Object Model v1.3 Patch 130201 Installation Guide**

**Note:** Before using this information and the product it supports, read the information in Notices on page 13.

This edition applies to IBM Tivoli Netcool Service Quality Manager Service Solutions and to all subsequent releases and modifications until otherwise indicated in new editions.

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# 1 About this Documentation

The *IBM® Tivoli® Netcool® Service Quality Manager Generic Object Model Version 1.3 Patch 130201 Installation Guide* details the steps required to install patch 130201 for the Service Quality Manager Generic Object Model version 1.3 running on Service Quality Manager 4.1.1.

## 1.1 Audience

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

## 1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

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

## 1.3 Document Conventions

The following command prompts can be seen throughout this document where the user has to enter commands at the command line:

- # (hash): This prompt will be displayed if the user is logged in as user `root`.
- \$ (dollar): This prompt will be displayed if the user is logged in as either the `saserver` or `oracle` user.

Please note the above prompts are not part of commands. All commands must be entered after these prompts.

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

Table 1: General Document Conventions

<i>Format</i>	<i>Examples</i>	<i>Description</i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<a href="#">Link</a>	See <a href="http://www.sun.com">www.sun.com</a>	For links within a document or to the Internet.
<b>Bold</b>	<b>Note:</b> The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	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	<code>./wminstall</code> <code>\$ cd /cdrom/cdrom0</code> <code>/xml/dict</code> <code>addmsc.sh</code> <code>core.spec</code> Type OK to continue.	Code text, command line text, paths, scripts, and file names. Text written in the body of a paragraph that the user is expected to enter.
<b>Monospace Bold</b>	<code>[root] # pkginfo   grep -i perl</code> system Perl5 On-Line Manual Pages system Perl 5.005_03 (POD Documentation) system Perl 5.005_03	For contrast in a code example to show lines the user is expected to enter.
<i>&lt;Monospace italics&gt;</i>	<code># cd &lt;oracle_setup&gt;</code>	Used in code examples: command-line variables that you replace with a real name or value. These are always marked with arrow brackets.
[square bracket]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

## 1.4 Document Structure

This guide is organized into the following chapters:

**Table 2: Document Structure**

<b>Chapter</b>	<b>Description</b>
<a href="#">About this Documentation</a>	Provides a description of the document
Install <a href="#">ing the patch</a>	Details the steps required to install the patch
<a href="#">Uninstalling the patch</a>	Details the steps required to rollback the patch once installed

## 1.5 User Publications

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

**Table 3: Service Solution Documentation**

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

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

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

<b><i>Document</i></b>	<b><i>Description</i></b>
<i>Release Notes</i>	Provides information on the Service Quality Manager 4.1.1 release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Configuration Guide</i>	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI Models and Service Models applications) in Service Quality Manager.
<i>Monitoring Guide</i>	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in Service Quality Manager.
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Service Quality Manager.
<i>CEM Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Management system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Service Quality Manager server system on Solaris 10g
<i>Client Installation Guide</i>	Describes how to install the Service Quality Manager Client.
<i>AIX Installation Guide</i>	Describes how to install the <i>Tivoli Netcool</i> Service Quality Manager server system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"><li>- Starting and stopping Service Quality Manager.</li><li>- Running batch processes such as archiving trace files and log files.</li><li>- Backing up and restoring the system.</li></ul>

<i>AIX System Administration Guide</i>	Provides an overview of the AIX Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"><li>- Starting and stopping Service Quality Manager.</li><li>- Running batch processes such as archiving trace files and log files.</li><li>- Backing up and restoring the system.</li></ul>
<i>Upgrade Guide</i>	Details how to upgrade from one Service Quality Manager from v3.1.3 to v 4.1.1
<i>BusinessObjects Installation &amp; Configuration Guide</i>	Provides information on the steps required to install and configure the BusinessObjects (v 6.5 or XI) server and Client for use with Service Quality Manager.
<i>Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including SQM IPVPN.
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Service Quality Manager client applications
<i>Customer Experience Management Online Help</i>	Describes how to use and monitor the Customer Experience Management feature in the Service Quality Manager
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Service Quality Manager



## 2 Installing the patch

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**Note:** The Tivoli Netcool Service Quality Manager Generic Object Model patch 130201 can only be applied to version 1.3 of the Generic Object Model running on Tivoli Netcool Service Quality Manager 4.1.1.

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

---

### 2.1 Pre-installation

Complete the following as user `saserver`:

1. Transfer the patch package `gom130201.tar` to the `$WMCROOT` directory on the Service Quality Manager host machine.
2. Untar the package contents by executing the command:

```
$ tar -xvf gom130201.tar
```

3. Verify the following files are now located in the `$WMCROOT/patch/gom/1.3.0.2.01/` directory:

```
install_gom_patch130201_request.xml
```

```
rollback_gom_patch130201_request.xml
```

4. Stop the Service Quality Manager combiner and adapter processes if they are already running by executing the following commands:

```
$ sap stop combiner
```

```
$ sap stop adapters
```

If the following message is reported it can be ignored as it means no adapters were installed

```
ERROR: The process is not registered: adapters
```

5. Ensure that the processes stop successfully by executing the command:

```
$ sap disp -l
```

## 2.2 Installation

Complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMCROOT/admin/provision
```

```
$ cp $WMCROOT/patch/gom/1.3.0.2.01/install_gom_patch130201_request.xml adhoc
```

```
$ wmc_ant adhoc
```

## 2.3 Post-Installation

Complete the following as user `saserver`:

1. To restart the Service Quality Manager combiner and adapter processes execute the following commands:

```
$ sap start combiner
```

```
$ sap start adapters
```

If the following message is reported it can be ignored as it means no adapters were installed

```
ERROR: The process is not registered: adapters
```

2. Ensure that the processes restart successfully by executing the command:

```
$ sap disp -l
```

## 3 Uninstalling the patch

---

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

---

### 3.1 Pre-rollback

Complete the following as user `saserver`:

1. Stop the Service Quality Manager combiner and adapter processes if they are running by executing the following commands:

```
$ sap stop combiner
```

```
$ sap stop adapters
```

If the following message is reported it can be ignored as it means no adapters were installed

```
ERROR: The process is not registered: adapters
```

2. Ensure that the monitoring and adapter processes are now stopped by executing the command:

```
$ sap disp -l
```

### 3.2 Rollback

Complete the following as user `saserver`:

1. Execute the following commands:

```
$ cd $WMCROOT/admin/provision
```

```
$ rm -f adhoc/install_gom_patch130201_request.xml
```

```
$ cp $WMCROOT/patch/gom/1.3.0.2.01/rollback_gom_patch130201_request.xml adhoc
```

```
$ wmc_ant adhoc
```

### 3.3 Post-rollback

Complete the following as user saserver:

1. To restart the Service Quality Manager combiner and adapter processes execute the following commands:

```
$ sap start combiner
```

```
$ sap start adapters
```

If the following message is reported it can be ignored as it means no adapters were installed

```
ERROR: The process is not registered: adapters
```

2. Ensure that the processes restart successfully by executing the command:

```
$ sap disp -l
```

## **Appendix A Notices**

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