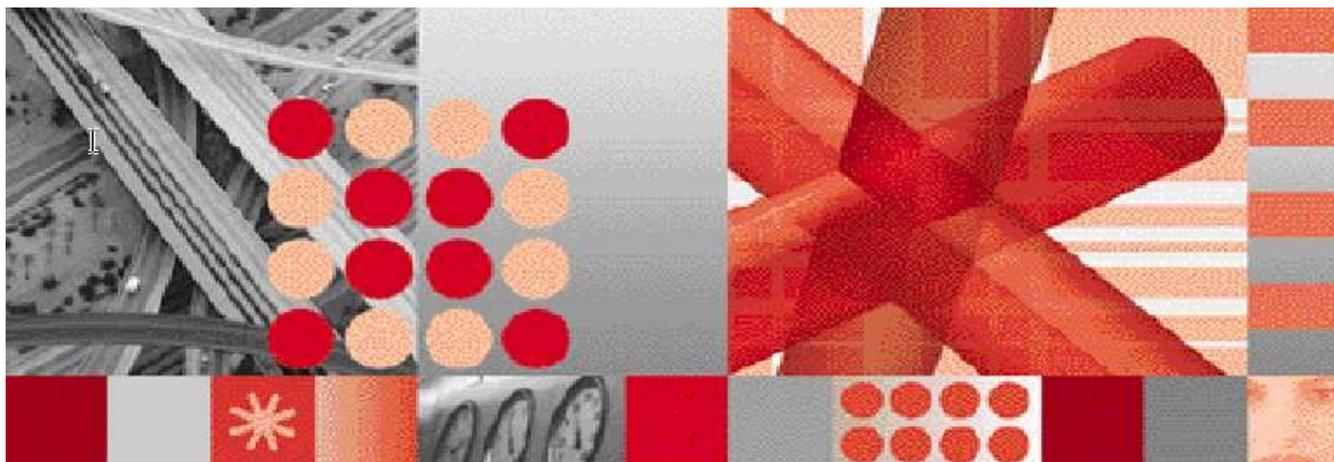




Netcool Customer Experience Manager Module for GPRS Service

The IBM logo, consisting of the letters "IBM" in white serif font on a black rectangular background.

Version 1.3 IF0001



Installation Guide

Note: Before using this information and the product it supports, read the information in Notices on page 39.

This edition applies to version 1, release 3, modification IF0001 of IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service (Product number 5724-V48) 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® Customer Experience Manager Module for GPRS Service version 1.3 IF0001 Installation Guide* details the steps required to install IBM® Tivoli® Netcool® Customer Experience Manager Module for GPRS version 1.3 IF0001 Service running on Tivoli Netcool Service Quality Manager version 4.1.2.

1.1 Intended audience

This publication is for customers who need to install the IBM® Tivoli Netcool Customer Experience Manager Module for GPRS Service version 1.3 IF0001.

Readers need to be familiar with the following topics:

- Telecommunication and information technology (IT) principles
- IP networking
- Good understanding of UNIX® operating systems

1.2 What this publication contains

This publication contains the following chapters:

- Chapter 2 "Installation parameters and server set up"
Provides a description of the installation parameters and possible values.
- Chapter 3 "Installing the Global Object Model (GOM)"
Provides the steps required to install the GOM.
- Chapter 4 "Installing the Tivoli Netcool Customer Experience Manager Module for GPRS Service"
Provides the steps required to install the Tivoli Netcool Customer Experience Manager Module for GPRS Service.
- Chapter 5 "Uninstalling the Tivoli Netcool Customer Experience Manager Module for GPRS Service"
Provides the steps required to uninstall the Tivoli Netcool Customer Experience Manager Module for GPRS Service.

This publication contains the following appendices:

- Appendix A "Optional procedures"
Provides the following optional procedures:
 - Adjusting data input data retention

- Adjusting service solution configuration parameters
- Adjusting collector pattern expressions
- Back up and restore of the adp_deploy.xml file.
- Appendix B " Troubleshooting"
Provides details on some common error and warning scenarios.
- Appendix C "Product acronyms"
Provides a description of product acronyms.

1.3 Publications

This section lists the following publications:

- IBM Tivoli Netcool Service Quality Manager core library
- IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service library

It also describes how to access Tivoli publications online and how to order Tivoli publications.

IBM Tivoli Netcool Service Quality Manager core library

- *IBM Tivoli Netcool Service Quality Manager AIX Server Installation Guide, GC23-9847-00*
Describes how to install the Tivoli Netcool Service Quality Manager Server system on IBM AIX®.
- *IBM Tivoli Netcool Service Quality Manager Solaris Server Installation Guide, GC23-9846-00*
Describes how to install the Tivoli Netcool Service Quality Manager server system on Solaris.
- *IBM Tivoli Netcool Service Quality Manager Client Installation Guide, GC23-9850-00*
Describes how to install the Tivoli Netcool Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide, SC23-9842-00*
Details how to upgrade from one Tivoli Netcool Service Quality Manager version to another.
- *IBM Tivoli Netcool Service Quality Manager AIX System Administration Guide, SC23-9845-00*
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.
- *IBM Tivoli Netcool Service Quality Manager Solaris System Administration Guide, SC23-9844-00*
Provides an overview of the Solaris 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.
- *IBM Tivoli Netcool Service Quality Manager Provisioning Service SI Guide, SC23-9852-00*

Reference guide containing information for provisioning the Tivoli Netcool Service Quality Manager system.

- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Provisioning Guide, SC23-9843-00*

Provides information on provisioning the Tivoli Netcool Customer Experience Manager system.

- *IBM Tivoli Netcool Service Quality Manager Customer Experience Manager Monitoring Guide, SC23-9482-00*

Describes how to use and monitor the Tivoli Netcool Customer Experience Manager feature in Tivoli Netcool Service Quality Manager.

- *IBM Tivoli Netcool Service Quality Manager Monitoring Guide, SC23-9103-01*

Describes monitoring (Service level agreement (SLA) monitor, Key quality indicator (KQI) analyzer, alarm monitor, audit manager and SLA Webview applications) in Tivoli Netcool Service Quality Manager.

- *IBM Tivoli Netcool Service Quality Manager Configuration Guide, SC23-9102-01*

Describes SLA provisioning (parties, SLAs, and SLA templates applications) and Tivoli Netcool Service Quality Manager provisioning (services resources, KQI models and service models applications) in Tivoli Netcool Service Quality Manager.

- *IBM Tivoli Netcool Service Quality Manager Business Objects Installation and Configuration Guide, SC23-9473-00*

Provides information on the steps required to install and configure the BusinessObjects server and client for use with Tivoli Netcool Service Quality Manager.

- *IBM Tivoli Netcool Customer Experience Manager Customer Relationship Management Development Guide, SC23-9857-00*

Provides an overview of how to write some Java™ code to connect to a customer relationship management system with the Tivoli Netcool Customer Experience Manager product.

- *IBM Tivoli Netcool Service Quality Manager Release Notes, G111-9221-00*

Provides information on the Service Quality Manager release contents, platform requirements, installation and upgrade procedures, and known issues.

IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service library

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Installation Guide*

Provides the steps required to install the Tivoli Netcool Customer Experience Manager Module for GPRS Service and its data sources.

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Overview Guide*

Provides an overview of the Tivoli Netcool Customer Experience Manager Module for GPRS Service product architecture.

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Interface Control Guide*

Provides details of the Tivoli Netcool Customer Experience Manager Module for GPRS Service input interface.

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Release Notes*
Provides information on the Tivoli Netcool Customer Experience Manager Module for GPRS Service release contents, platform requirements, installation procedures, and known issues.

Prerequisite publications

To use the information in this publication effectively, you must have some prerequisite knowledge, which you can obtain from the following publications:

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Overview Guide*
Provides an overview of the Tivoli Netcool Customer Experience Manager Module for GPRS Service product architecture.
- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Release Notes*
Provides information on the Tivoli Netcool Customer Experience Manager Module for GPRS Service release contents, platform requirements, installation procedures, and known issues.

Related publications

The following documents also provide useful information:

- *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Interface Control Guide*
Provides details of the Tivoli Netcool Customer Experience Manager Module for GPRS Service input interface.

Accessing terminology online

The IBM Terminology Web site consolidates the terminology from IBM product libraries in one convenient location. You can access the Terminology Web site at the following Web address:

<http://www.ibm.com/software/globalization/terminology>

Accessing publications online

The product CD contains the publications that are in the product library. The format of the publications is PDF.

IBM posts publications for this and all other Tivoli products, as they become available and whenever they are updated, to the Tivoli Documentation Central Web site at <http://www.ibm.com/tivoli/documentation>.

Note: If you print PDF documents on other than letter-sized paper, set the option in the **File -> Print** window that allows Adobe® Reader to print letter-sized pages on your local paper.

Ordering publications

You can order many Tivoli publications online at <http://www.elink.ibm.com/publications/servlet/pbi.wss>.

You can also order by telephone by calling one of these numbers:

- In the United States: 800-879-2755

- In Canada: 800-426-4968

In other countries, contact your software account representative to order Tivoli publications. To locate the telephone number of your local representative, perform the following steps:

1. Go to <http://www.elink.ibm.com/publications/servlet/pbi.wss>.
2. Select your country from the list and click **Go**.
3. Click **About this site** in the main panel to see an information page that includes the telephone number of your local representative.

1.4 Tivoli technical training

For Tivoli technical training information, refer to the following IBM Tivoli Education Web site at <http://www.ibm.com/software/tivoli/education>.

1.5 Tivoli user groups

Tivoli user groups are independent, user-run membership organizations that provide Tivoli users with information to assist them in the implementation of Tivoli Software solutions. Through these groups, members can share information and learn from the knowledge and experience of other Tivoli users. Tivoli user groups include the following members and groups:

- 23,000+ members
- 144+ groups

Access the link for the Tivoli Users Group at www.tivoli-ug.org.

1.6 Support information

If you have a problem with your IBM software, you want to resolve it quickly. IBM provides the following ways for you to obtain the support you need:

Online

Access the Tivoli Software Support site at <http://www.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivmanok>.

Access the IBM Software Support site at <http://www.ibm.com/software/support/probsub.html>.

IBM Support Assistant

The IBM Support Assistant is a free local software serviceability workbench that helps you resolve questions and problems with IBM software products. The Support Assistant provides quick access to support-related information and serviceability tools for problem determination. To install the Support Assistant software, go to: <http://www.ibm.com/software/support/isa>

Troubleshooting information

Refer to Appendix A "Optional procedures" in the *IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service Installation Guide*, it provides the following optional procedures:

- Adjusting data input data retention

- Adjusting service solution configuration parameters
- Adjusting collector pattern expressions
- Back up and restore of the adp_deploy.xml file.

1.7 Conventions used in this guide

This publication uses several conventions for special terms and actions, operating system-dependent commands and paths, and margin graphics.

Typeface conventions

This publication uses the following typeface conventions:

Bold

- Lowercase commands and mixed case commands that are otherwise difficult to distinguish from surrounding text.
- Interface controls (check boxes, push buttons, radio buttons, spin buttons, fields, folders, icons, list boxes, items inside list boxes, multicolumn lists, containers, menu choices, menu names, tabs, property sheets), labels (such as **Tip:** and **Operating system considerations:**)
- Keywords and parameters in text.

Italics

- Citations (examples: titles of publications, diskettes, and CDs)
- Words defined in text (example: a nonswitched line is called a *point-to-point line*)
- Emphasis of words and letters (words as words example: "Use the word *that* to introduce a restrictive clause."; letters as letters example: "The LUN address must start with the letter *L*.")
- New terms in text (except in a definition list): a *view* is a frame in a workspace that contains data.
- Variables and values you must provide (example: ...where *myname* represents...)

Monospace

- Examples and code examples.
- File names, programming keywords, and other elements that are difficult to distinguish from surrounding text.
- Message text and prompts addressed to the user.
- Text that the user must type.
- Values for arguments or command options.

Operating system-dependent variables and paths

This publication uses the UNIX convention for specifying environment variables and for directory notation. When using the Windows® command line, replace *\$variable* with *%variable%* for environment variables and replace each forward slash (/) with a backslash (\) in directory paths. The names of environment variables are not always the same in the Windows and UNIX environments. For example, *%TEMP%* in Windows environments is equivalent to *\$TMPDIR* in UNIX environments.

Note: If you are using the bash shell on a Windows system, you can use the UNIX conventions.

2 Installation parameters and server set up

2.1 Installation parameters

Where applicable in the following chapters, replace the parameters described in Table 1 with actual values.

Table 1: Description of parameters

<i>Parameter</i>	<i>Description</i>
<code><sadb></code>	This is the Oracle SID of the Tivoli Netcool Service Quality Manager database. Default is <code>sadb</code> .
<code><owner_user></code>	This is the Tivoli Netcool Service Quality Manager database <code>saowner</code> username.
<code><owner_pwd></code>	This password is associated with the <code>saowner</code> user.
<code><user></code>	This is the Tivoli Netcool Service Quality Manager database <code>saserver</code> username.
<code><user_pwd></code>	This password is associated with the <code>saserver</code> user.

2.2 Server components

The Tivoli Netcool Service Quality Manager server architecture consists of three components. The components can be installed together on a single, consolidated server, or set up across multiple servers, to form a distributed system.

Table 2: Server descriptions

<i>Parameter</i>	<i>Description</i>
Application server	Server installed with the Tivoli Netcool Service Quality Manager software used to run a Tivoli Netcool Service Quality Manager Framework.
Gateway server	Server installed with Tivoli Netcool Service Quality Manager software which handles the processing of service module data.
Database server	Server installed with the Oracle database and the Tivoli Netcool Service Quality Manager data store.

3 Installation of Global Object Model (GOM)

Note (for distributed installations): In a distributed system, complete the procedures in this chapter only on the application server.

Note (for consolidated installations): All procedures listed in this chapter apply to a consolidated, single-server installation unless otherwise stated.

Note: Some service modules might not require the GOM. See the *Tivoli Netcool Customer Experience Manager Module for GPRS Service Release Notes* to determine if the service module being installed is dependent on the GOM. If the GOM is not required, then proceed directly to chapter 4.

If the GOM is required, see the *Tivoli Netcool Customer Experience Manager Module for GPRS Service Release Notes* for the minimum GOM version to be used. If a current or later version of the GOM is already provisioned, then proceed to chapter 4. Execute the following command on the application server as user `saserver` to determine whether a GOM version is already provisioned:

```
$ package_mgmt -l
```

Note: If a previous version of the GOM is already provisioned, and is either version 1.1 or 1.2, then refer to the *Support information* section in this guide. If version 1.3 is provisioned, refer to the *Tivoli Netcool Service Quality Manager Global Object Model User Guide* to complete the migration. Execute the following command on the application server as user `saserver` to determine whether a GOM version is already provisioned:

```
$ package_mgmt -l
```

3.1 Installing the Tivoli Netcool Service Quality Manager package

Complete the following steps as user `saserver`:

1. Transfer the Tivoli Netcool Service Quality Manager GOM package to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to use the `/appl` directory as the `<target directory>` value.
2. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target directory>/ibm-tn-sqm-cots_gom-1.5.tar.gz
```

3. Enter 'yes' when asked if you want to deploy the package.
4. Enter 'yes' when asked if you want to continue.
5. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
6. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation

SA Package Installation logs can be seen in
/appl/sa/admin/logs/sa_install.log

Installation is complete.
ok
All packages installed successfully

View /appl/sa/admin/logs/sa_install.log for package installation logs
```

3.2 Provisioning the Tivoli Netcool Service Quality Manager package

Complete the following steps as user saserver:

1. Check the list of processes running by executing the following command:

```
$ sap disp -l
```

2. Stop the monitoring and adapter process groups by executing the following commands:

```
$ sap stop monitoring
```

```
$ sap stop -f adapters
```

```
$ sap stop cem
```

3. If any of the domain and client processes are not running, contact Tivoli Netcool Service Quality Manager system administration to start these processes.
4. Provision the GOM by executing the following command:

```
$ package_mgmt -i cots_gom_1.5
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

4 Installing the Tivoli Netcool Customer Experience Manager Module for GPRS Service

Note (for consolidated installations): All procedures listed in this chapter apply to a consolidated, single-server installation unless otherwise stated.

Note : The installation procedure requires 2 software distributions of the Tivoli Netcool Customer Experience Manager Module for GPRS Service module :

- Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3, available to download from Xtreme Leverage
 - Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 IF0001 (this release)
-

4.1 Determining the TNSQM Software Version

Note (distributed installation): In a distributed system, complete the procedures in this section on the application server.

Determine the TNSQM Software Version by executing the following command

```
$ sap version
```

The following is an example of the output of this command :

```
Baseline Version:
```

```
IBM SQM4.1.2.10
```

```
Current Version:
```

```
CEM4.1.2.25
```

```
Patch History:
```

CEM4.1.2.25

The TNSQM Software Version is indicated under “Current Version”.

4.2 Installing the service module Global Object Model (GOM)

Note (distributed installation): In a distributed system, perform the procedures in this section only on the application server.

4.2.1 Installing the service module GOM

Complete the following steps as user `saserver`:

1. Transfer the service module GOM package `ibm-tn-cem-cem_gprs_gom-1.3.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to use the `/appl` directory as the `<target directory>` value.

2. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target directory>/ibm-tn-cem-cem_gprs_gom-1.3.tar.gz
```

3. Enter ‘yes’ when asked if you want to deploy the package.
4. Enter ‘yes’ when asked if you want to continue.
5. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
6. Enter ‘yes’ if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

```
TNSQM Package Installation logs can be seen in  
/appl/sa/admin/logs/sa_install.log
```

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation logs
```

7. Transfer the additional service module GOM package `ibm-tn-cem-cem_gprs_gom-1.3.0.5.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to use the `/appl` directory as the `<target directory>` value.
8. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target  
directory>/ibm-tn-cem-cem_gprs_gom-1.3.0.5.tar.gz
```

9. Enter 'yes' when asked if you want to deploy the package.
10. Enter 'yes' when asked if you want to continue.
11. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
12. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

```
TNSQM Package Installation logs can be seen in  
/appl/sa/admin/logs/sa_install.log
```

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation logs
```

4.2.2 Provisioning the service module GOM

Note (distributed installation): In a distributed system, perform the procedures in this section only on the application server.

Use the following tasks to load the Tivoli Netcool Customer Experience Manager service modules within the system.

Complete the following steps as user `saserver`:

1. Check the list of processes running by executing the following command:

```
$ sap disp -l
```

2. Stop the monitoring, adapter, and Tivoli Netcool Customer Experience Manager process groups by executing the following commands:

```
$ sap stop monitoring
```

```
$ sap stop -f adapters
```

```
$ sap stop cem
```

3. If any of the domain and client processes are not running, contact Tivoli Netcool Service Quality Manager system administration to start these processes.
 4. Provision the system by executing the following command:
-

```
$ package_mgmt -i cem_gprs_gom_1.3 -f
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

4.2.3 Deploying service module Tivoli Netcool Customer Experience Manager GOM artifacts

Note (distributed installation): In a distributed system, perform the procedures in this section only on the application and gateway server.

Complete the following steps as user `saserver`:

```
$ wmc_ant -Dsa.package=cem_gprs_gom_1.3 -Dcem.adapter=true -f  
$WMCROOT/packages/adp_deploy.xml do-cem
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

4.3 Installing the Tivoli Netcool Customer Experience Manager Module for GPRS Service data sources

Note: Ensure section 4.1 is completed before beginning this section.

4.3.1 Pre-installation

Note (distributed installation): In a distributed system, perform the procedures in this section on the application, gateway, and database servers.

Complete the following steps as user `saserver`:

1. Transfer the Tivoli Netcool Customer Experience Manager Module for GPRS Service data source packages `ibm-tn-cem-cem_gprs_gb_prb-1.3.tar.gz` and `ibm-tn-cem-cem_gprs_gn_prb-1.3.tar.gz` to the `<target directory>` directory on the Tivoli Netcool Service Quality Manager host computer. It is recommended to use the `/appl` directory as the `<target directory>` value.
2. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target
directory>/ibm-tn-cem-cem_gprs_gb_prb-1.3.tar.gz
```

3. Enter 'yes' when asked if you want to deploy the package.
4. Enter 'yes' when asked if you want to continue.
5. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
6. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

```
TNSQM Package Installation logs can be seen in
/appl/sa/admin/logs/sa_install.log
```

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation
logs
```

7. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target
directory>/ibm-tn-cem-cem_gprs_gn_prb-1.3.tar.gz
```

8. Enter 'yes' when asked if you want to deploy the package.
9. Enter 'yes' when asked if you want to continue.
10. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
11. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation
```

```
TNSQM Package Installation logs can be seen in
/appl/sa/admin/logs/sa_install.log
```

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

```
Please view /appl/sa/admin/logs/sa_install.log for package installation
logs
```

12. Transfer the additional Tivoli Netcool Customer Experience Manager Module for GPRS Service data source packages `ibm-tn-cem-cem_gprs_gb_prb-1.3.0.5.tar.gz` and `ibm-tn-cem-cem_gprs_gn_prb-1.3.0.5.tar.gz` to the <target directory> directory on the Tivoli Netcool Service

Quality Manager host computer. It is recommended to use the /appl directory as the <target directory> value.

13. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target directory>/ibm-tn-cem-cem_gprs_gb_prb-1.3.0.5.tar.gz
```

14. Enter 'yes' when asked if you want to deploy the package.
15. Enter 'yes' when asked if you want to continue.
16. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
17. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation

TNSQM Package Installation logs can be seen in
/appl/sa/admin/logs/sa_install.log

Installation is complete.
ok
All packages installed successfully

Please view /appl/sa/admin/logs/sa_install.log for package installation
logs
```

18. Execute the following command:

```
$ $WMCROOT/admin/common/install/scripts/deploy-service-solution -package <target directory>/ibm-tn-cem-cem_gprs_gn_prb-1.3.0.5.tar.gz
```

19. Enter 'yes' when asked if you want to deploy the package.
20. Enter 'yes' when asked if you want to continue.
21. The license agreement is displayed. Press the Enter key to scroll through the license agreement.
22. Enter 'yes' if you agree with the terms of this license.

On successful completion output similar to the following is displayed:

```
Completed Software Installation

TNSQM Package Installation logs can be seen in
/appl/sa/admin/logs/sa_install.log

Installation is complete.
ok
All packages installed successfully

Please view /appl/sa/admin/logs/sa_install.log for package installation
logs
```

4.3.2 Provision the system

Note (distributed installation): In a distributed system, perform the procedures in this section only on the application server.

Use the following tasks to load the Tivoli Netcool Customer Experience Manager service modules within the system.

Complete the following steps as user `saserver`:

1. Check the list of processes running by executing the following command:

```
$ sap disp -l
```

Ensure that the domain is running

2. Provision the system by executing the following commands:

- `$ package_mgmt -i cem_gprs_gb_prb_1.3 -f`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

- `$ package_mgmt -i cem_gprs_gn_prb_1.3 -f`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

4.3.3 Creating tablespaces

Note (distributed installation): In a distributed system, complete the procedures in this section on the database server.

For TNSQM Current Versions up to and including 4.1.2.19 :

Complete the following steps as user `saserver`:

- Create the service module Gb tablespace by executing the following commands:

```
$ cd $WMCROOT/packages/cem_gprs_gb_prb_1.3/admin/oracle/bin
```

```
$ ./create_db_tablespace -sid <sadb> -dbowneruser <owner_user> -dbownerpwd  
'<owner_pwd>' -name cem_gprs_gb_prb_1.3
```

where <owner_user> is **saowner** and ensuring that the saowner password <owner_pwd> is enclosed in single quotes ‘’.

Note : Creation of the tablespace may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Created Successfully
```

- Create the service module Gn tablespace by executing the following commands:

```
$ cd $WMCROOT/packages/cem_gprs_gn_prb_1.3/admin/oracle/bin
```

```
$ ./create_db_tablespace -sid <sadb> -downeruser <owner_user> -downerpwd  
'<owner_pwd>' -name cem_gprs_gn_prb_1.3
```

where <owner_user> is **saowner** and ensuring that the saowner password <owner_pwd> is enclosed in single quotes ‘’.

Note : Creation of the tablespace may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Created Successfully
```

For TNSQM Current Versions greater than 4.1.2.20 :

Complete the following steps as user **saserver**:

- Create the service module tablespace by executing the following commands:

```
$ cd ${WMCROOT}/admin/oracle/bin
```

```
$ ./create_db_tablespace -sid <sadb> -downeruser <user> -downerpwd '<user_pwd>'  
-name cem_gprs_gb_prb_1.3
```

```
$ ./create_db_tablespace -sid <sadb> -downeruser <user> -downerpwd '<user_pwd>'  
-name cem_gprs_gn_prb_1.3
```

where <user> is **saserver** and the saserver password <user_pwd> is enclosed in single quotes ‘’.

Note : Creation of the tablespaces may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Created Successfully
```

4.3.4 Creating adapter database tables

Note (distributed installation): Perform the procedures in this section on the database server.

Note: Contact your Tivoli Netcool Service Quality Manager administrator for the correct passwords.

Complete the following steps as user `saserver`:

1. Create the adapter database tables by executing the following commands¹:

- `$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml -Ddb.pwd=<user_pwd> do-schema`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n minutes n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml -Ddb.pwd=<user_pwd> do-schema`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n minutes n seconds
```

2. Check log files `${WMCROOT}/admin/logs/db_createschema_cem_gprs_gb_prb_1.3.log` and `${WMCROOT}/admin/logs/db_createschema_cem_gprs_gn_prb_1.3.log` for any errors.

If any errors exist, refer to the *Support information* section of this guide.

4.3.5 Deploying the loader

Note (distributed installation): In a distributed system, perform the procedures in this section only on the gateway server.

Complete the following steps as user `saserver`:

1. Deploy the loader by executing the following commands:

- `$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-gateway-deploy`
-

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-gateway-deploy`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

Note: If you encounter any errors or warnings, refer to Appendix B: Troubleshooting on page 35.

2. Check that the loader data directory is created. View the content of the following collector configuration files:

```
${WMCROOT}/conf/adapter/collector/cem_gprs_gb_prb_loader.properties and
${WMCROOT}/conf/adapter/collector/cem_gprs_gn_prb_loader.properties
```

To find the value of the property that represents the full directory path of the adapter data directory, check the value of the following variable:

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

Verify that the defined directory path exists. If the directory path is not created it is not necessary to re-execute any of the preceding steps. Manually create the missing directories using the `mkdir` command, for example:

```
$ mkdir ${SAVARDIR}/adapter/cem_gprs_gb_prb_loader
```

```
$ mkdir ${SAVARDIR}/adapter/cem_gprs_gn_prb_loader
```

If the value of the adapter data directory property contains an environment variable name such as `${SAVARDIR}`, the correct value of such variables can be found in the following file:

```
${WMCROOT}/conf/environment/default.properties
```

4.3.6 Deploy the adapter configuration (distributed installation)

Note (distributed installation): This section should only be performed for a distributed installation. **For a consolidated system, the section can be ignored.** Complete these steps on the application server.

Complete the following steps as user `saserver`:

1. Deploy the loader by executing the following commands:

- `$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-application-deploy`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-application-deploy`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

2. Edit the files `${WMCROOT}/conf/processes/processes-cem_gprs_gb_prb_loader.properties` and `${WMCROOT}/conf/processes/processes-cem_gprs_gn_prb_loader.properties`. Replace the reference to `SAHOST` with the name of the gateway server upon which the loader will run.

4.3.7 Updating psmt configuration

Note : Only perform the procedures in this section if the TNSQM Current Version is greater than 4.1.2.20..

Note (distributed installation): In a distributed system, perform the procedures in this section only on the application server.

Complete the following steps as user `saserver`:

1. Ensure that the file `${WMCROOT}/conf/service/dom/psmt.properties` contains the following entry, adding it if necessary :

```
psmt.xml.model.directory=${WMCROOT}/conf/service/cem/adapters
```

4.3.8 Restarting the sapmgr process

Note (distributed installation): In a distributed system, perform the procedures in this section on the application server.

Complete the following steps as user `saserver`:

1. Restart the `sapmgr` process to pick up the newly instantiated loader.

```
$ sapmgr stop
$ sapmgr start
```

When the `sapmgr` process has been successfully restarted, proceed with the next steps.

2. Ensure the loader is available by executing the following command:

```
$ sap disp
```

3. Start the monitoring processes:

```
$ sap start monitoring
```

```
$ sap start cem
```

4.3.9 Starting the loader

Note (distributed installation): In a distributed system, perform the procedures in this section on either the gateway server or the application server.

Complete the following steps as user `saserver`:

1. Start the loader by using the following commands:

```
$ sap start cem_gprs_gb_prb_loader
```

```
$ sap start cem_gprs_gn_prb_loader
```

2. For any error and warning messages which appear when starting the adapter, refer to Appendix B: Troubleshooting on page 35.

5 Uninstalling the Tivoli Netcool Customer Experience Manager Module for GPRS Service

5.1 Prerequisites

Note (for distributed installations): In a distributed system, complete the procedures in this section only on the application server.

Before un-installing a service module, there is a requirement to delete dependent artifacts which might be created outside of the service module provisioning package. These artifacts are any SLAs, SLA templates and combined KQI models referencing a resource type defined within the service module, or any SLOs created using KPI metrics defined within this service module.

To find dependencies on the service module package execute the following steps as user `saserver`:

```
$ package_mgmt -d cem_gprs_gb_prb_1.3
$ package_mgmt -d cem_gprs_gn_prb_1.3

$ package_mgmt -d cem_gprs_gom_1.3
```

5.2 Shutdown processes

Note (for distributed installations): In a distributed system, complete the procedures in this section only on the application server.

Complete the following steps as user `saserver`:

- Shutdown the monitoring and adapter processes by executing the following commands:

```
$ sap stop monitoring
```

```
$ sap stop -f adapters
```

```
$ sap stop cem
```

5.3 Uninstalling the Tivoli Netcool Customer Experience Manager Module for GPRS Service data sources

5.3.1 Un-provisioning the data source

Note (for distributed installations): In a distributed system, complete the procedures in this section only on the application server.

Complete the following steps as user `saserver`:

- To un-provision the provisioned artifacts execute the following commands:

- ```
$ package_mgmt -c cem_gprs_gb_prb_1.3
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- ```
$ package_mgmt -c cem_gprs_gn_prb_1.3
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL  
Total time: n seconds
```

5.3.2 Dropping the data source schema

Note (for distributed installations): In a distributed system, complete the procedures in this section only on the database server.

Complete the following steps as user `saserver`:

Note : Contact your Tivoli Netcool Service Quality Manager administrator for the correct passwords.

1. Drop the database schema associated with the data source by executing the following commands²:

²Note: Dropping the adapter database schema may take some time.

- `$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml -Ddb.pwd=<user_pwd> do-schema-clean`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n minutes n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml -Ddb.pwd=<user_pwd> do-schema-clean`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n minutes n seconds
```

5.3.3 Dropping tablespaces

Note (for distributed installations): In a distributed system, complete the procedures in this section on the database server only.

For TNSQM Current Versions up to and including 4.1.2.19 :

Complete the following steps as user `saserver`:

- Drop the service module tablespaces by executing the following commands:

```
$ cd ${WMCROOT}/packages/cem_gprs_gb_prb_1.3/admin/oracle/bin
$ ./drop_db_tablespace -sid <sadb> -dbowneruser <owner_user> -dbownerpwd
'<owner_pwd>' -name cem_gprs_gb_prb_1.3
```

where `<owner_user>` is **saowner** and ensuring that the saowner password `<owner_pwd>` is enclosed in single quotes ‘’.

Note : Deletion of the tablespace may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Dropped Successfully
```

```
$ cd ${WMCROOT}/packages/cem_gprs_gn_prb_1.3/admin/oracle/bin
$ ./drop_db_tablespace -sid <sadb> -dbowneruser <owner_user> -dbownerpwd
'<owner_pwd>' -name cem_gprs_gn_prb_1.3
```

where `<owner_user>` is **saowner** and ensuring that the saowner password `<owner_pwd>` is enclosed in single quotes ‘’.

Note : Deletion of the tablespace may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Dropped Successfully
```

For TNSQM Current Versions greater than 4.1.2.20 :

Complete the following steps as user `saserver`:

- Drop the service module tablespaces by executing the following commands:

```
$ cd ${WMCROOT}/admin/oracle/bin
```

```
$ ./drop_db_tablespace -sid <sadb> -dbowneruser <user> -dbownerpwd '<user_pwd>' -  
name cem_gprs_gb_prb_1.3
```

```
$ ./drop_db_tablespace -sid <sadb> -dbowneruser <user> -dbownerpwd '<user_pwd>' -  
name cem_gprs_gn_prb_1.3
```

where `<user>` is **saserver** and ensuring that the `saserver` password `<user_pwd>` is enclosed in single quotes `'`.

Note : Deletion of the tablespace may take some time.

On successful completion the following output is displayed:

```
Database Tablespace Dropped Successfully
```

5.3.4 Cleaning gateway server artifacts

Note (for distributed installations): In a distributed system, complete the procedures in this section on the gateway server.

Complete the following steps as user `saserver`:

- ```
$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-
gateway-clean
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-gateway-clean`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- Remove any processed .csv files if desired by executing the following commands:

```
$ rm -f ${WMCROOT}/var/adapter/cem_gprs_gb_prb_loader/*.processed
$ rm -f ${WMCROOT}/var/adapter/cem_gprs_gn_prb_loader/*.processed
```

- If the adapter custom resource mapping (CRM) file is not shared with other service modules then it can be removed if desired by executing the following command:

```
$ rm -f ${WMCROOT}/var/adapter/mappings/resources/cem_gprs_gb_prb_loader_cellarea.map
```

### 5.3.5 Cleaning application server artifacts

---

**Note (for distributed installations):** Complete the procedures in this section only on the application server. This is only required in the case of a distributed installation

---

Complete the following steps as user `saserver`:

- `$ wmc_ant -Dsa.package=cem_gprs_gb_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-application-clean`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

- `$ wmc_ant -Dsa.package=cem_gprs_gn_prb_1.3 -f ${WMCROOT}/packages/adp_deploy.xml do-application-clean`

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

## 5.4 Removing the Tivoli Netcool Customer Experience Manager Module for GPRS Service data source packages

---

**Note (for distributed installations):** In a distributed system, complete the procedures in this section on the application, gateway and database servers.

---

Complete the following steps as user `saserver`:

---

1. Remove the service module data sources by executing the following commands:

```
$ cd ${WMCROOT}/admin/software/adapters
```

```
$./ibm-tn-cem-cem_gprs_gb_prb.remove
```

Enter 'y' when asked if you want to continue.

On successful completion the following output is displayed:

```
Cleaning up init scripts...
Removing/restoring installed files...
Checking configuration files...
Removing empty installation directories...
Removal is complete.
```

```
$./ibm-tn-cem-cem_gprs_gn_prb.remove
```

Enter 'y' when asked if you want to continue.

On successful completion the following output is displayed:

```
Cleaning up init scripts...
Removing/restoring installed files...
Checking configuration files...
Removing empty installation directories...
Removal is complete.
```

## 5.5 Uninstalling the service module Global Object Model (GOM)

### 5.5.1 Un-provisioning the data source

---

**Note (for distributed installations):** In a distributed system, complete the procedures in this chapter only on the application server.

---

The following steps remove the Tivoli Netcool Customer Experience Manager Module for GPRS Service GOM from the system.

Complete the following steps as user `saserver`:

- Un-provision the service module GOM by executing the following command:

```
$ package_mgmt -c cem_gprs_gom_1.3
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

## 5.5.2 Cleaning service module Tivoli Netcool Customer Experience Manager GOM artifacts

---

**Note (for distributed installations):** In a distributed system, complete the procedures in this section on the application and gateway servers.

---

Complete the following steps as user `saserver`:

```
$ wmc_ant -Dsa.package=cem_gprs_gom_1.3 -Dcem.adapter=true -f
 ${WMCROOT}/packages/adp_deploy.xml do-cem-clean
```

On successful completion the following output is displayed:

```
BUILD SUCCESSFUL
Total time: n seconds
```

## 5.6 Removing service module GOM packages

---

**Note (for distributed installations):** In a distributed system, complete the procedures in this section only on the application and gateway servers.

---

Complete the following steps as user `saserver`:

1. Remove the service model GOM, by executing the following commands:

```
$ cd ${WMCROOT}/admin/software/adapters
$./ibm-tn-cem-cem_gprs_gom.remove
```

Enter 'y' when asked if you want to continue.

On successful completion the following output is displayed:

```
Cleaning up init scripts...
Removing/restoring installed files...
Checking configuration files...
Removing empty installation directories...
Removal is complete.
```

## 5.7 Restarting processes

---

**Note (for distributed installations):** In a distributed system, complete the procedures in this section only on the application server.

---

Complete the following steps as user `saserver`:

1. Restart the `sapmgr` complete the following steps as user `saserver`:

```
$ sapmgr stop
```

```
$ sapmgr start
```

2. Restart the processes shutdown before uninstall:

```
$ sap start monitoring
```

```
$ sap start cem
```

```
$ sap start adapters
```

3. Verify that the adapter instance has uninstalled successfully by executing the following command:

```
$ sap disp -l
```

## Appendix A: Optional procedures

### Adjusting adapter input data retention

Adapter input data is maintained for a limited period in the adapter input directory before being purged to free space. The default retention period for all adapters is 7 days.

If the maintenance period needs to be adjusted for a particular data source, complete the following steps as user `saserver`:

- Add the following parameter to the collector configuration properties file for the adapter under the `${WMCROOT}/conf/adapter/collector/` directory:

```
com.comnitel.sm.adapter.collector.fileretention=<X>
```

---

**Note:** Because the purge command is based on the UNIX `find(1)` command, the system purges input files that are `x+1` days old. For example, if `X` is 2, then files that are three days and older are purged.

---

### Adjusting service model configuration parameters

If any configuration properties shipped with the service module need to be adjusted (`collector.properties` and `datasource.properties`) they need to follow the correct syntax.

Any correctly escaped special or punctuation character other than the dollar symbol '\$' can be used. The escape character is the back-slash character '\

Use of the '\$' character assumes that a matching environment variable exists in the `${WMCROOT}/conf/environment/default.properties` file.

For details on how to specify the keyboard accessible special characters in the property file, refer to Table 3.

Table 3: Keyboard accessible special characters

| <i>Character</i> | <i>Tivoli Netcool Customer Experience Manager compatible version</i> | <i>Comment</i>    |
|------------------|----------------------------------------------------------------------|-------------------|
| !                | !                                                                    |                   |
| “                | \”                                                                   | Requires escaping |
| £                | £                                                                    |                   |
| \$               |                                                                      | Cannot be used    |
| %                | %                                                                    |                   |
| ^                | ^                                                                    |                   |
| &                | &                                                                    |                   |
| *                | *                                                                    |                   |
| (                | (                                                                    |                   |
| )                | )                                                                    |                   |
| _                | _                                                                    |                   |
| +                | +                                                                    |                   |
| -                | -                                                                    |                   |
| =                | =                                                                    |                   |
| {                | {                                                                    |                   |
| }                | }                                                                    |                   |
| [                | [                                                                    |                   |
| ]                | ]                                                                    |                   |
| ;                | ;                                                                    |                   |
| ‘                | \`                                                                   | Requires escaping |
| #                | #                                                                    |                   |
| :                | :                                                                    |                   |
| @                | @                                                                    |                   |
| ~                | ~                                                                    |                   |
| ’                | ’                                                                    |                   |
| .                | .                                                                    |                   |
| /                | \                                                                    | Requires escaping |
| <                | <                                                                    |                   |
| >                | >                                                                    |                   |
|                  |                                                                      |                   |
| \                | \\                                                                   | Requires escaping |

## Adjusting collector pattern expressions

In its default configuration the adapter loader searches for CSV files in the data loader directory. This search criterion can be adjusted using pattern matching of input filenames by modifying the value of this property:

```
com.comnitel.sm.adapter.collector.input.pattern
```

This property is found in the following configuration file:

```
${WMCROOT}/conf/adapter/collector/<service_solution>_<datasource>_loader.properties
```

Entities specified here must conform to the Java™ regular expression (Regex) syntax. More information on this syntax can be found at <http://java.sun.com/j2se/1.5.0/docs/api/java/util/regex/Pattern.html>

The following is an example pattern for matching on a .csv file extension:

```
com.comnitel.sm.adapter.collector.input.pattern=.*\\.csv
```

## Back up and restore the adp\_deploy.xml file

1. To back up the `adp_deploy.xml` file, complete the following steps:

```
$ cd ${WMCROOT}/packages
```

```
$ cp adp_deploy.xml ${WMCROOT}
```

2. To restore the `adp_deploy.xml` file, complete the following steps:

```
$ cd ${WMCROOT}/packages
```

```
$ cp ${WMCROOT}/adp_deploy.xml ${WMCROOT}/packages
```



## Appendix B: Troubleshooting

### Adapter errors and warning messages

#### Missing customer resource mappings map file

Some service modules require custom resource mappings (CRM). If a service module requires CRMs and if the corresponding CRM map file is not available when the user is starting the service module loader the following error might be displayed in the log file:

```
18:10:36,370 [ResourceMappingController_cem_sms_cdr_loader0] WARN @.sm.rm.mappin
g - Unable to parse CSV file /appl/sa/var/adapter/mappings/resources/cem_sms_cd
r_cellarea.map for mapping cellareaMap.
18:10:36,371 [ResourceMappingController_cem_sms_cdr_loader0] WARN @.sm.rm.mappin
g - The following Resource Mapping could not be created: cem_sms_cdr_cellarea. C
heck implementation.
```

When the map file becomes available in the location specified in the Interface Control Guide for the service module, the adapter detects and processes the map file.

### Installation errors and warning messages

#### Deploying non-CRM enabled loaders

When deploying a non-CRM enabled service module, a warning message similar to the following is displayed:

```
[copy] Warning: Could not find file
/appl/sa/packages/sqm_umts_iups_prb_1.1/conf/service/resourcemt/sqm_umts_iups_prb_lo
ader.properties to copy.
```

or

```
[copy] Warning: /appl/sa/packages/sqm_umts_iups_prb_1.1/conf/service/resourcemt not
found.
```

These warnings can be ignored, because there are no properties files to be transferred.



## Appendix C: Product acronyms

**Table 4: Description of product acronyms**

| <b><i>Acronym</i></b> | <b><i>Description</i></b>      |
|-----------------------|--------------------------------|
| AIX                   | Advanced Interactive Executive |
| CR                    | Change Request                 |
| CRM                   | Custom Resource Mapping        |
| CSV                   | Comma Separated Values         |
| GB                    | Gigabyte                       |
| GOM                   | Global Object Model            |
| GUI                   | Graphical User Interface       |
| IP                    | Internet Protocol              |
| IT                    | Information Technology         |
| KQI                   | Key Quality Indicator          |
| PMR                   | Product Management Request     |
| POD                   | Plain Old Documentation        |
| SLA                   | Service-Level Agreement        |
| SQL                   | Structured Query Language      |
| XML                   | Extensible Markup Language     |



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