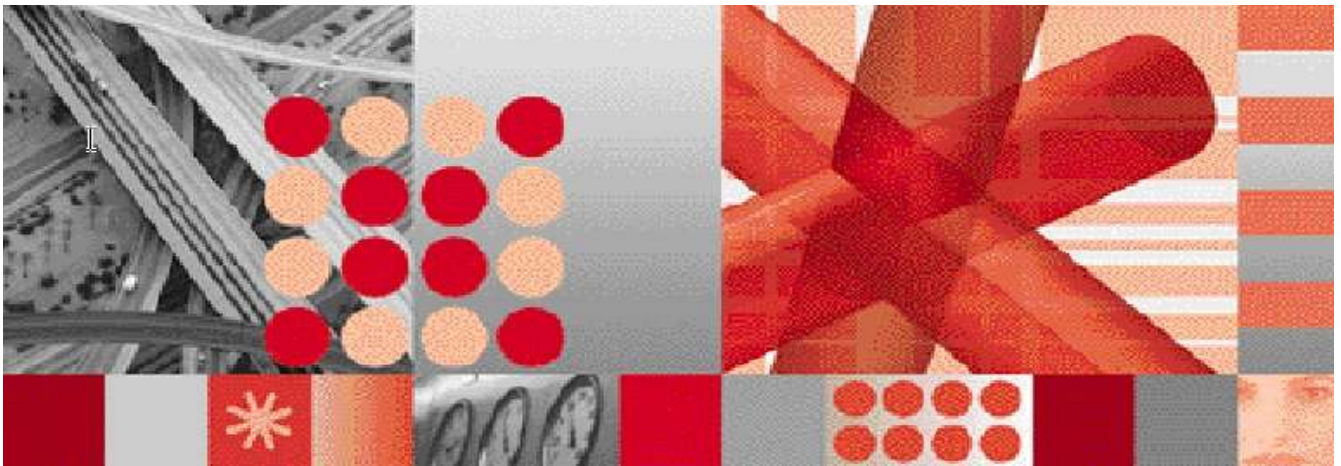


Tivoli. Netcool Customer Experience Manager
for GPRS Service Solution

IBM

Version 1.3



Technical note: Installation Notice for CEM GPRS version 1.3

Note: Before using this information and the product it supports, read the information in Appendix A Notices on page 6.

This edition applies to Version 1, release 3 of IBM Tivoli Netcool Customer Experience Manager Module for GPRS Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

© Copyright International Business Machines Corporation 2010. All rights reserved.

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

Table of Contents

1	Description	4
2	Installation	4
2.1	Installation Guide to be used	4
2.2	Software distributions required	4
3	Rollback	5
3.1	Rollback procedure	5
Appendix A Notices		6

1 Description

This note contains some important information on the installation procedure for IBM Tivoli Netcool Customer Experience Manager Module for GPRS Service version 1.3.

2 Installation

2.1 Installation Guide to be used

The *Tivoli Netcool Customer Experience Manager Module for GPRS Service version 1.3 IF0001 Installation Guide* supersedes the *Tivoli Netcool Customer Experience Manager Module for GPRS Service Installation Guide*. The *Tivoli Netcool Customer Experience Manager Module for GPRS Service Installation Guide* is not to be used when installing this service module.

Note: Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 IF0001 cannot be installed if version 1.3 has already been installed. To install version 1.3 IF0001, version 1.3 must first be uninstalled, then the *Tivoli Netcool Customer Experience Manager Module for GPRS Service version 1.3 IF0001 Installation Guide* must be followed.

Uninstalling version 1.3 will result in loss of any data that has been loaded while Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 has been installed.

2.2 CEM GPRS Software distributions required

The installation procedure requires 2 software distributions of the Tivoli Netcool Customer Experience Manager 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

3 Rollback

3.1 Rollback procedure

If it is necessary to rollback the changes delivered in Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 IF0001 and revert to the original version, the rollback procedure is as follows :

1. Uninstall Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 IF0001 by following the instructions in Chapter 5 of the *Tivoli Netcool Customer Experience Manager Module for GPRS Service version 1.3 IF0001 Installation Guide*.
2. Install Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 using the *Tivoli Netcool Customer Experience Manager Module for GPRS Service Installation Guide* (the version contained in the Xtreme Leverage distribution)

Note: The rollback procedure will result in loss of any data that has been loaded while Tivoli Netcool Customer Experience Manager for GPRS Service module version 1.3 IF0001 has been running.

Appendix A Notices

IBM may not offer the products, services, or features discussed in this document in all countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome
Minato-ku
Tokyo 106-0032
Japan.

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
5300 Cork Airport Business Park
Kinsale Road
Cork
Ireland.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide.

Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "[Copyright and trademark information](http://www.ibm.com/legal/copytrade.shtml)" at www.ibm.com/legal/copytrade.shtml.

Other company, product or service names may be trademarks or service marks of others

®

Printed in the Republic of Ireland.