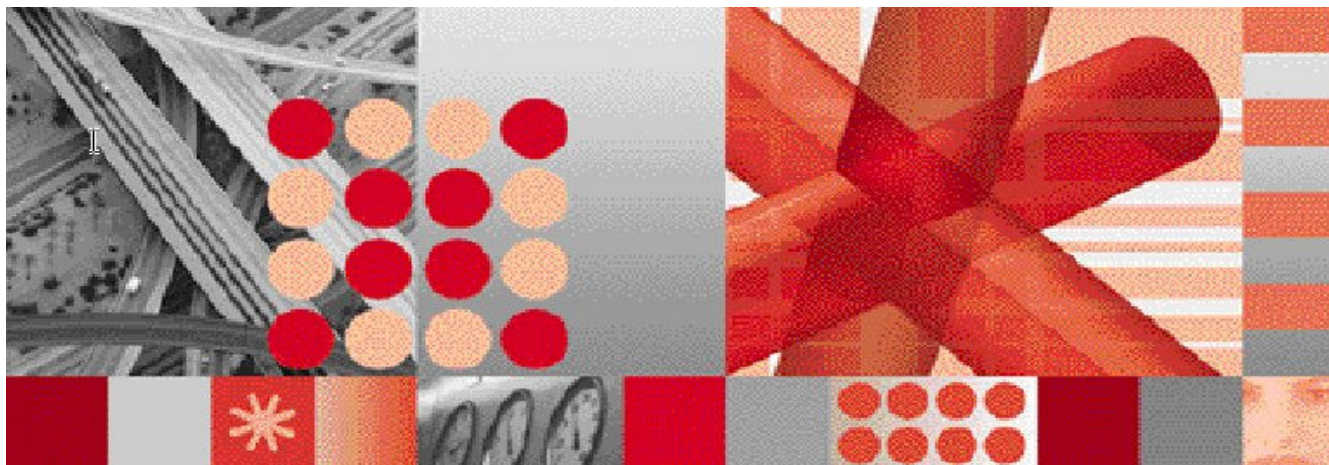




Netcool Customer Experience Manager Module for SMS Service

Version 1.3 IF0002

IBM



Installation Guide

**TIVOLI NETCOOL CUSTOMER EXPERIENCE MANAGER MODULE FOR SMS SERVICE 1.3 IF0002 INSTALLATION
GUIDE**

Note: Before using this information and the product it supports, read the information in Notices on page 24.

This edition applies to version 1 release 3 of IBM Tivoli Netcool Customer Experience Manager Module for SMS 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 publication

The *IBM Tivoli Netcool Customer Experience Manager Module for SMS Service* version 1.3 IF0002 *Installation Guide* details the steps required to install the IBM® Tivoli® Netcool® Customer Experience Manager Module for short message service (SMS) Service version v1.3 IF0002, running on Tivoli Netcool Service Quality Manager version 4.1.3.

1.1 Intended audience

This publication is for customers who need to install the Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 IF0002.

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 setup"
Provides a description of the installation parameters and possible values.
- Chapter 3 "Installing the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002"
Provides the steps required to install the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002.
- Chapter 4 "Uninstalling the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002"
Provides the steps required to uninstall the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002.

This publication contains the following appendices:

- Appendix A "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 SMS 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 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 Service Quality Manager server system on Solaris.
- *IBM Tivoli Netcool Service Quality Manager Client Installation Guide*, GC23-9850-00
Describes how to install the Service Quality Manager client.
- *IBM Tivoli Netcool Service Quality Manager Upgrade Guide*, SC23-9842-00
Details how to upgrade from one 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 Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
 - Starting and stopping 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 Service Quality Manager administrative tasks including instructions on how to complete the following tasks:
 - Starting and stopping 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 for provisioning the 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 Customer Experience Manager feature in 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 Service Quality Manager.

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

Describes SLA provisioning (parties, service level agreement (SLAs), and SLA templates applications) and Service Quality Manager provisioning (service resources, key quality indicator (KQI) models, and service module applications) in 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 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 SMS Service library

- *IBM Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 Installation Guide*

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

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

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

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

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

- *IBM Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 Release Notes*

Provides information on the Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 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 SMS Service Overview Guide*

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

- *IBM Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 Release Notes*

Provides information on the Tivoli Netcool Customer Experience Manager Module for SMS Service version 1.3 release contents, platform requirements, installation procedures, and known issues.

Related publications

The following document also provides useful information:

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

Provides details of the Tivoli Netcool Customer Experience Manager Module for SMS 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.link.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.link.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-01.ibm.com/software/sysmgmt/products/support/index.html?ibmprd=tivman>.

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

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

- Adjusting data input data retention
- Adjusting Service Module configuration parameters
- Adjusting collector pattern expressions
- Backup and restore of the adp_deploy.xml file.

For more information about solving problems, see *Appendix B Troubleshooting* in the *IBM Tivoli Netcool Customer Experience Manager Module for SMS Service Installation Guide*.

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.... 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 setup

2.1 Installation parameters

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

Table 1: Description of parameters

<i>Parameter</i>	<i>Description</i>
<code><owner_user></code>	The user ID associated with ownership rights to the IBM Tivoli Netcool Service Quality Manager database, typically saowner .
<code><owner_pwd></code>	This password is associated with the saowner user.
<code><user_pwd></code>	This password is associated with the saserver user.
<code><sadb></code>	The database SID for the IBM Tivoli Netcool Service Quality Manager installation.

2.2 Server components

The 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	The server that is installed with the Service Quality Manager software used to run a Service Quality Manager Framework.
Gateway Server	The server that is installed with Service Quality Manager software which handles the processing of Service Module data.
Database Server	The server that is installed with the Oracle database and the Service Quality Manager data store.
Report server	The server that is installed with the BusinessObjects reporting tool software

3 Installing the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002

3.1 Determining the Software Version

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

Before attempting to upgrade to Tivoli Netcool Customer Experience Manager Module for SMS Service Version 1.3 IF0002 the user must first check that the 'Build' is at "SCSMS1.3.0.5". Use the `package_mgmt -l` command as indicated below to discover the Build Version. The 'Build' Version of "SCSMS1.3.0.5" corresponds to the Tivoli Netcool Customer Experience Manager Module for SMS Service Version 1.3 Fix 00001 which is a prerequisite load for the upgrade.

Determine the previous version of the Tivoli Netcool Customer Experience Manager Module for SMS Service exists by executing the following command

```
$ package_mgmt -l
```

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

Model Name	Model Version	Build	Model State
cem_sms_gom	1.3	1.3.0.5	Success
cem_sms_cdr	1.3	1.3.0.5	Success

3.2 Upgrading the Service Module GOM from Version 1.3 to Version 1.3.1

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

3.2.1 Upgrading the Service Module GOM from Version 1.3 to Version 1.3.1

Complete the following steps as user saserver:

1. Transfer the Customer Experience Manager Module for SMS Service GOM package `ibm-tn-cem-cem_sms_gom-1.3.1.tar.gz` to the `<target directory>` directory on the 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_sms_gom-1.3.1.tar.gz
```

3. Enter `'yes'` when asked if you wish to deploy the package.

4. Enter `'yes'` when asked if you wish to continue.

The license agreement will be displayed. Press the Enter key to scroll through the license agreement. After the license agreement has been displayed, the following prompt will be displayed:

```
Do you agree with the terms of this license?
```

Enter `'yes'` if you agree and wish to continue with the product installation or `'no'` if you do not. If you enter `'yes'` output similar to the following will be displayed:

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

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

3.3.2 Provisioning the Service Module GOM

The following tasks load the Service Module GOM provisioning into the system.

Complete the following steps as user saserver:

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

```
$ sap disp -l
```

2. Stop the loader by executing the following commands:

```
$ sap stop cem_sms_cdr_loader
```

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

```
$ package_upgrade -t cem_sms_gom_1.3.1 -s cem_sms_gom_1.3
```

On successful completion the command will display the following:

```
BUILD SUCCESSFUL
```

```
Total time: n seconds
```

3.3 Upgrading the Tivoli Netcool Customer Experience Manager Module for SMS Service data sources from Version 1.3 to Version 1.3.1

Note: Ensure section 3.2 is completed prior to beginning this section.

3.3.1 Pre-installation

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

Complete the following as user saserver:

1. Transfer the Tivoli Netcool Customer Experience Manager Module for SMS Service data source package `ibm-tn-cem-cem_sms_cdr-1.3.1.tar.gz` to the `<target directory>` directory on the Service Quality Manager host computer. It is recommended to use the `/app1` 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_sms_cdr-1.3.1.tar.gz
```
3. Enter `'yes'` when asked if you wish to deploy the package.
4. Enter `'yes'` when asked if you wish to continue.

5. The license agreement will be displayed. Press the Enter key to scroll through the license agreement. After the license agreement has been displayed, the following prompt will be displayed:

```
Do you agree with the terms of this license?
```

Enter **'yes'** if you agree and wish to continue with the product installation or **'no'** if you do not. If you enter **'yes'** output similar to the following will be displayed:

```
Installation is complete.
```

```
ok
```

```
All packages installed successfully
```

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

3.3.2 Provision the Version 1.3.1 system

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

Use the following tasks to load the Customer Experience Manager Service Module provisioning within the system.

Complete the following as user saserver:

1. If any of the domain and client processes are not running, contact Service Quality Manager system administration to start these processes.
2. Provision the system by executing the commands :

```
$ package_mgmt -c cem_sms_cdr_1.3
```

```
$ package_mgmt -i cem_sms_cdr_1.3.1
```

On successful completion the command will display the following:

```
BUILD SUCCESSFUL
```

```
Total time: n seconds
```


3.3.3 Deploying the loader

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

Complete the following as user saserver:

1. Deploy the loader by executing the commands:

```
$ cp ${WMCROOT}/conf/adapter/data/cem_sms_cdr_contextdef.xml  
${WMCROOT}/conf/adapter/data/cem_sms_cdr_contextdef.xml.preIF2  
  
$ cp ${WMCROOT}/packages/cem_sms_cdr_1.3.1/conf/adapter/data/contextdef.xml  
${WMCROOT}/conf/adapter/data/cem_sms_cdr_contextdef.xml
```

3.3.5 Starting the loader

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

Enter the following command as user saserver:

```
$ sap start cem_sms_cdr_loader
```

For any error and warning messages which appear when starting the adapter, refer to *A Troubleshooting*.

4 Uninstalling the Tivoli Netcool Customer Experience Manager Module for SMS Service 1.3 IF0002

4.1 Shutdown processes

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

Complete the following as user saserver:

- Shutdown the loader by executing the following command:

```
$ sap stop cem_sms_cdr_loader
```

4.2 Rolling back the Tivoli Netcool Customer Experience Manager Module for SMS Service data sources

4.2.1 Rolling back the data source

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

Complete the following as user saserver:

- To roll back the provisioned artifacts execute the following command:

```
$ package_mgmt -c cem_sms_cdr_1.3.1  
$ package_mgmt -i cem_sms_cdr_1.3
```

On successful completion, the command will display the following:

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

4.2.2 Rolling back the 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:

1. Execute the following command:

```
$ cp ${WMCROOT}/conf/adapter/data/cem_sms_cdr_contextdef.xml.preIF2  
${WMCROOT}/conf/adapter/data/cem_sms_cdr_contextdef.xml
```

4.3 Rolling back the Service Module GOM

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

The following steps roll back the Tivoli Netcool Customer Experience Manager Module for SMS Service Global Object Model (GOM).

Complete the following as user saserver:

1. Roll back the GOM by executing the following command:

```
$ cd $WMCROOT/packages/cem_sms_gom_1.3.1/admin/provision/rollback  
  
$ wmc_ant -f rollback.xml -Dpackage.from=cem_sms_gom_1.3.1 -  
Dpackage.name=cem_sms_gom_1.3 rollback
```

On successful completion, the command will display the following:

```
BUILD SUCCESSFUL
```

```
Total time: n seconds
```

4.4 Removing the Service Module GOM packages

Note: Complete the procedures in this section on the application server only.

Complete the following steps as user saserver:

1. Remove the Service Module GOM, by executing the following commands:

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

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

2. Enter 'yes' when asked if you wish to continue.

On successful execution the command will output:

```
Cleaning up init scripts...
```

```
Removing/restoring installed files...
```

```
Checking configuration files...
```

```
Removing empty installation directories...
```

```
Running post-remove commands...
```

```
Removal is complete.
```

3.

```
$ rm -rf /appl/sa/packages/cem_sms_gom_1.3.1
```

4.5 Removing the Tivoli Netcool Customer Experience Manager Module for SMS 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 source by executing the following commands:

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

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

2. Enter 'yes' when asked if you wish to continue.

On successful execution the command will output:

```
Cleaning up init scripts...  
Removing/restoring installed files...  
Checking configuration files...  
Removing empty installation directories...  
Running post-remove commands...  
Removal is complete.
```

3. `$ rm -rf /appl/sa/packages/cem_sms_cdr_1.3.1`

4.6 Restarting the processes

Note Complete the procedures in this section on the application server only.

Complete the following steps as user saserver:

1. Enter the following commands:

```
$ sap start cem_sms_cdr_loader  
$ sapmgr start
```

Verify that the adapter instance has uninstalled successfully, by executing the command:

```
$ sap disp -l
```

A Troubleshooting

Adapter errors and warning messages

Missing customer resource mappings map file

Some Service Modules require Custom Resource Mappings (CRMs). If a Service Module requires CRM and if the corresponding CRM map file is not available when the user is starting the Service Module loader the following error can 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.
```

Appendix A: Product acronyms

Table 4: Description of product acronyms

<i>Acronym</i>	<i>Description</i>
CDR	Call Detail Record
CSV	Comma Separated Values
HTML	HyperText Markup Language
IP	Internet Protocol
IT	Information Technology
KQI	Key Quality Indicator
KPI	Key Performance Indicator
PDF	Portable Document Format
SLA	Service Level Agreement
SLO	Service-level Objectives
SMS	Short Message Service
XML	Extensible Markup Language

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