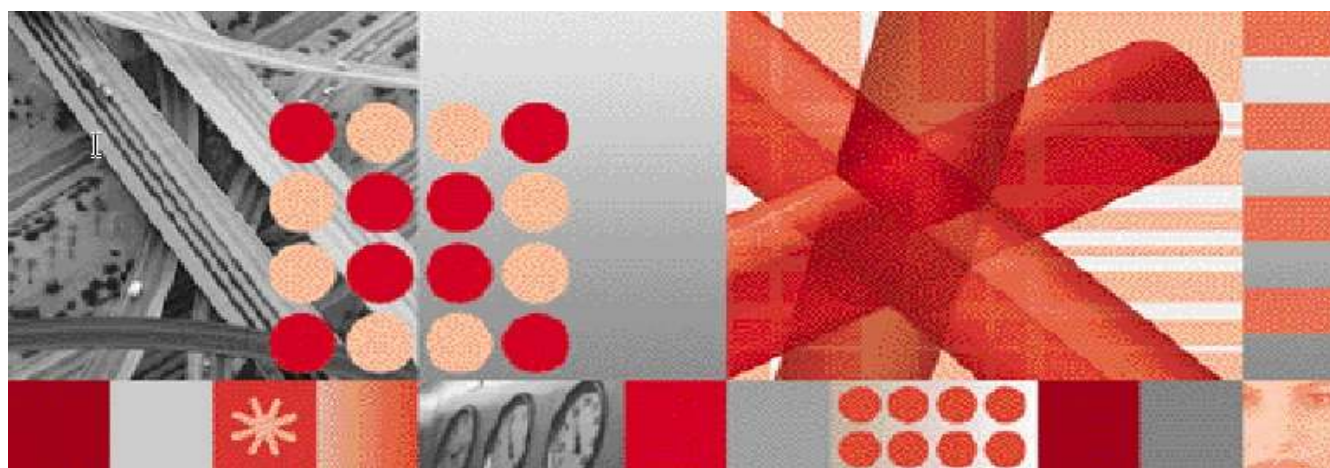




# Netcool Service Quality Manager GPRS Service Solution 1.4 Interim Fix 0001

IBM

Version 1.4 Interim Fix 0001



Release Notes

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**Note:** Before using this information and the product it supports, read the information in Notices on page 16.

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This edition applies to Version 1, Release 4, Modification 1 of the IBM Tivoli Netcool Service Quality Manager GPRS Service Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

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# 1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager GPRS Service Solution Interim Fix 0001 Release Notes guide is organized into the following chapters

**Table 1: Document Structure**

<b>Chapter</b>	<b>Description</b>
<a href="#">About this Documentation</a>	An overview of the Tivoli Netcool Service Quality Manager GPRS Service Solution Interim Fix 0001 documentation, which gives details of the intended audience and the structure of the guides.
<a href="#">Release Details</a>	Information on functionality provided in the release.
<a href="#">Hardware Requirements</a>	Details of hardware required for the release.
<a href="#">Software Requirements</a>	Details of software required for the release.
<a href="#">Installation</a>	Details on guides to be followed during the installation of the product for the release.
<a href="#">Known issues</a>	Details on known issues included in the release and workarounds, if available.

## 1.1 Audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager GPRS Service Solution customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Solaris and/or AIX.

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**IMPORTANT:** Before attempting an installation of the Tivoli Netcool Service Quality Manager GPRS Service Solution you are strongly advised to read the release notes and any readme files distributed with your Tivoli Netcool Service Quality Manager GPRS software. Readme files and release notes may contain information specific to your installation not contained in this guide. Failure to consult readme files and release notes may result in a corrupt, incomplete or failed installation.

**Note:** Tivoli Netcool Service Quality Manager Administrators should not, without prior consultation and agreement from IBM, make any changes to the Index Organized tables or database schema. Changes to the

Index Organized tables or database schema may result in corruption of data and failure of the Service Quality Manager System. This applies to all releases of Tivoli Netcool Service Quality Manager using all versions of interfaces.

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## 1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- Unix® Operating Systems
- IP Networking
- GPRS
- Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs

This guide also assumes that you are familiar with your company's network and with procedures for configuring, monitoring, and solving problems on your network.

## 1.3 Document Conventions

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

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

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

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

**Table 2: General Document Conventions**

<b><i>Format</i></b>	<b><i>Examples</i></b>	<b><i>Description</i></b>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<a href="#">Link</a>	See <a href="http://www.sun.com">www.sun.com</a>	For links within a document or to the Internet.
<b>Bold</b>	<b>Note:</b> The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.

## TIVOLI NETCOOL SERVICE QUALITY MANAGER GPRS SERVICE SOLUTION RELEASE NOTES

SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	<i>A busy hour is...</i> <i>A web Server must be installed...</i> <i>See the User Guide</i>	New terms, emphasis, and book titles.
Monospace	<code>./wminstall</code> <code>\$ cd /cdrom/cdrom0</code> <code>/xml/dict</code> <code>addmsc.sh</code> <code>core.spec</code> <code>Type OK to continue.</code>	Code text, command line text, paths, scripts, and file names. Text written in the body of a paragraph that the user is expected to enter.
<b>Monospace Bold</b>	<code>[root] # pkginfo   grep -i perl</code> system Perl5 On-Line Manual Pages system Perl 5.005_03 (POD Documentation) system Perl 5.005_03	For contrast in a code example to show lines the user is expected to enter.
<Monospace italics>	<code># cd &lt;oracle_setup&gt;</code>	Used in code examples: command-line variables that you replace with a real name or value. These are always marked with arrow brackets.
[square bracket]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

### 1.4 User Publications

The following user publications are provided with the Tivoli Netcool Service Quality Manager GPRS Service Solution software in Adobe® Portable Document Format (PDF).

**Table 3: GPRS Service Solution Documentation**

Document	Description
<i>Tivoli Netcool Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including GPRS.
<i>Tivoli Netcool Service Quality Manager GPRS Service Solution Interface Control Guides</i>	Details the GPRS Service Solution input interface for each GPRS datasource.

## TIVOLI NETCOOL SERVICE QUALITY MANAGER GPRS SERVICE SOLUTION RELEASE NOTES

<i>Tivoli Netcool Service Quality Manager GPRS Service Solution Release Notes</i>	Provides information on GPRS Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Tivoli Netcool Service Quality Manager GPRS Service Solution Version 1.4 to 14.1 Upgrade Guide</i>	Provides information on how to upgrade the GPRS Service Solution to Version 1.4.1 from Version 1.4

The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.1 software in Adobe Portable Document Format (PDF) and HTML formats.

**Table 4: Tivoli Netcool Service Quality Manager User Publications & Online help**

<b>Document</b>	<b>Description</b>
<i>Release Notes</i>	Provides information on the Tivoli Netcool Service Quality Manager 4.1.1 release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Configuration Guide</i>	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI and Service Models applications) in Service Quality Manager.
<i>Monitoring Guide</i>	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in <i>Tivoli Netcool Service Quality Manager</i> .
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool Service Quality Manager.
<i>CEM Provisioning Guide</i>	Reference Guide containing information for provisioning the Customer Experience Management system.
<i>Solaris Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on Solaris 10g.
<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.

## TIVOLI NETCOOL SERVICE QUALITY MANAGER GPRS SERVICE SOLUTION RELEASE NOTES

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



## 2 Release Details

Service Quality Manager GPRS 1.4 Service Solution Interim Fix 0001 provides updates for all data sources. The Interface Control Guide (ICG) for the GB Probe data source has been updated to address an APAR. The updated version of this document replaces the 1.4 version for this data source only. All other ICG documents provided with GPRS Service Solution 1.4 are unchanged in this release.

## 3 Hardware Specification

Refer to the Release notes supplied with Tivoli Netcool Service Quality Manager GPRS Service Solution for details of the hardware requirements for the software package.

## 4 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

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**Note:** Refer to *Tivoli Netcool Service Quality Manager Version 4.1.1 Release Notes* for the minimum software required to operate this product.

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# 5 Installation

## 5.1 Installation

To install the Tivoli Netcool Service Quality Manager GPRS Service Solution Version 1.4 Interim Fix 0001, refer to the *Tivoli Netcool Service Quality Manager GPRS Service Solution Upgrade Guide*.

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**Note:** A rollback procedure is not provided as the changes in this release are only for cosmetic correctness.

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### 5.1.1 Service Solution Model Version

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**Note:** The release notes may refer to the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* for further information. The Service Solutions install guide requires the person installing the software to input the service solution name, data source name and model version of the GPRS Service solution.

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The service solution name, data source names and model versions of the GPRS Service Solution under 1.4 Interim Fix 0001 are the following:

- Solution Name = `gprs`
- Data Source Name = `gb_pp`
- Model Version = `1.4.1`
- Solution Name = `gprs`
- Data Source Name = `core_ggsn_pm`
- Model Version = `1.4.1`
- Solution Name = `gprs`

## TIVOLI NETCOOL SERVICE QUALITY MANAGER GPRS SERVICE SOLUTION RELEASE NOTES

- Data Source Name = `core_sgsn_pm`
- Model Version = `1.4.1`
- Solution Name = `gprs`
- Data Source Name = `e2e_at`
- Model Version = `1.4.1`
- Solution Name = `gprs`
- Data Source Name = `ran_pm`
- Model Version = `1.4.1`

## 6 Known Issues

### 6.1 Unavoidable data loss on provision upgrade of GPRS ran\_pm datasource

#### Description

During the provisioning upgrade one KQI (**Availbilty\_GPRS\_RAN\_CellArea\_PM**) is deleted and re-created for the ran\_pm datasource. This is done in order to correct a typographical error in the KQI name and this action is necessary due to the design of Service Quality Manager. Data loss occurs for this KQI only. The data loss is unavoidable and covers any monitored history for that single KQI.

#### Workaround

None:

### 6.2 Service solution GGSN / GB PP – demo package shared resource collisions

#### Description

In the demonstration packages accompanying the GGSN PM and GB PP data sources for this service solution, certain common resources are provisioned. As a result, if an attempt is made to install both data source demonstration packages, the second demonstration package installation will fail at the point where the resources are provisioned.

#### Workaround

If you wish to install the GGSN PM demonstration package after the GB PP demonstration package is installed or vice-versa, please execute the instruction below immediately prior to executing step 2 in section 4.3.5 Provision the System, of the Tivoli Netcool Service Quality Manager Service Solution Installation Guide:

As user saserver, execute the following command on the Application or Consolidates server to de-provision any demonstration package resources that are also included in another demonstration package:

```
$ package_mgmt -c <service solution>_<datasource>_test_<model version>
```

## 7 Fixed Issues

### 7.1 Typographical error in KQI name and category

#### Description

One of the KQI models defined in the **gprs\_ran\_pm** datasource has a typographical error in the KQI name where the word “Availability” is misspelled as “*Availbilty*”. Also, the name of the KQI category “GPRS\_RAN\_Accessibility” is misspelled as “GPRS\_RAN\_*Accessiility*”.

These errors have been addressed in this release.

#### APARs addressed

This fix addresses the following APARs:

IZ58388

### 7.2 GPRS GB Probe Interface Control Guide contains internal comment

#### Description

The ICG shipped for GPRS GB Probe datasource with version 1.4 of GPRS Service solution contained an internal comment from the documentation development review cycle. This has been corrected in 1.4.1

#### APARs addressed

This fix addresses the following APARs:

IZ61480

## Appendix A Notices

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