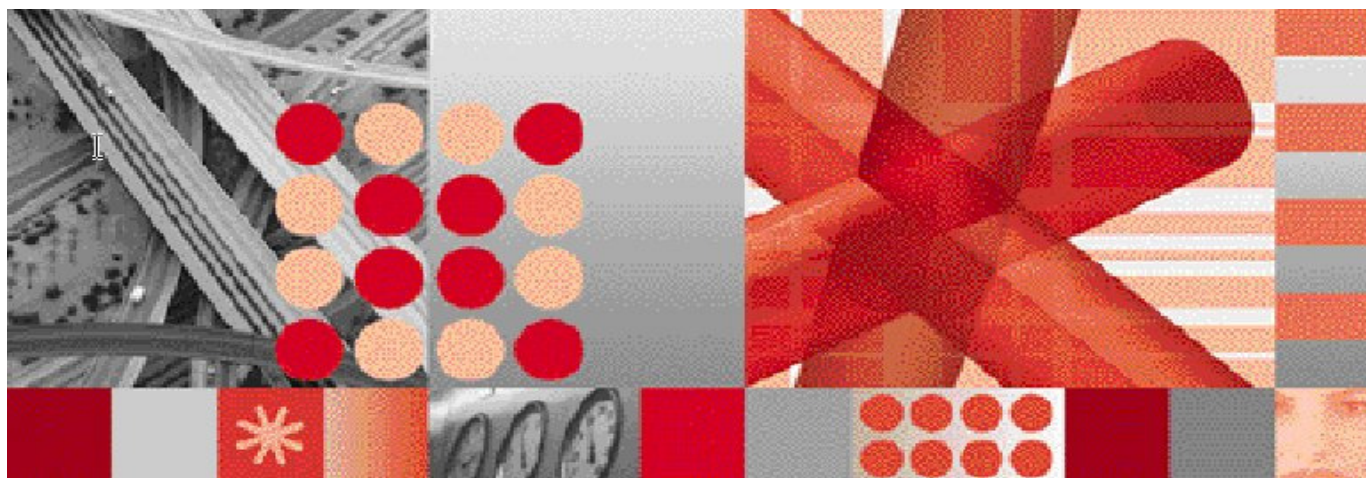**Tivoli.** Netcool® Service Quality Manager 4.1.1.13.63
(Fix Pack 0003)

IBM

4.1.1-TIV-TNSQM-FP0003 (Service Quality Manager Patch 4.1.1.13.63) Release Notes

Note: Before using this information and the product it supports, read the information in Notices on page 12.

This edition applies to Version 1 Release 1, modification 1 of IBM® Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63 (FP0003) and to all subsequent releases and modifications until otherwise indicated in new editions.

Table of Contents

1 About this Documentation

The *IBM® Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63 4.1.1-TIV-TNSQM_FP0003 Release Notes* provide information on the following:

- Details of Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63

- Installation Information

- Known Issues

- Fixed Issues

1.1 Audience

The target audience of this guide is IBM Tivoli® Netcool® Service Quality Manager customers. They should be familiar with telecommunication and IT principles and should also have a good understanding of Unix.

IMPORTANT: Before attempting an installation of Tivoli® Netcool® Service Quality Manager you are strongly advised to read any release notes and any readme files distributed with your Tivoli® Netcool® Service Quality Manager software. Readme files and release notes if provided may contain information specific to your installation not contained in this guide. Failure to consult provided 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.

1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles

- Unix® Operating Systems

- IP Networking

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 1: General Document Conventions

Format	*Examples*	*Description*
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
Underscore	See Document Conventions	For links within a document or to the Internet. Note that TOC and index links are not underscored. Color of text is determined by browser settings.
Bold	**Note**: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
Italic	A *busy hour* is... A web Server *must* be installed... See the *User Guide*	New terms, emphasis, and book titles.

Monospace	`./wminstall`
	`$ cd /cdrom/cdrom0`
	`/xml/dict`
	`http://java.sun.com/products/`
	`addmsc.sh`
	`core.spec`
		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.

	Type OK to continue.	
Monospace Bold	**[root] # pkginfo | grep –i perl** 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\>	# cd *\<oracle_setup\>*	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]	log-archiver.sh [-i][-w][-t]	Used in code examples: indicates options.

1.4   Document Structure

This guide is organized into the following chapters:

Table 2:   Document Structure

Chapter	*Description*
About this Documentation	An overview of the Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63 documentation, which gives details of the intended audience and the structure of the guides.
Installation	Details on guides to be followed during the installation of the product for the release.
Known issues	Details on known issues included in the release and workarounds, if available.
Fixed issues	Details on fixed issues included in the release.

1.5   User Publications

The following user publications are provided with the Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63 software in Adobe® Portable Document Format (PDF).

Table 3:   Service Quality Manager Patch Documentation

Document	Description
Tivoli® Netcool® Service Quality Manager 4.1.1 FP0003 Installation Guide	Describes how to install Service Quality Manager Patch 4.1.1.13.63 (FP0003)
Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63(FP0003) Release Notes	Provides information on Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.63 (FP0003) release contents, platform requirements, installation and upgrade procedures, and known issues.

The following user publications are provided with the Tivoli® Netcool® Service Quality Manager V4.1.1 software in Adobe® Portable Document Format (PDF) and HTML formats.

Table 4: Service Quality Manager User Documentation

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

Solaris System Administration Guide	Provides an overview of the 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.
Upgrade Guide	Details how to upgrade from one Service Quality Manager from v3.1.3 to v 4.1.1
BusinessObjects Installation & Configuration Guide	Provides information on the steps required to install and configure the BusinessObjects (v 6.5 or XI) server and Client for use with Service Quality Manager.
Service Quality Manager Service Solution Installation Guide	Details the generic steps required to install any Service Quality Manager Service Solution including CEM GPRS.
CEM GPRS Service Solution Interface Control Guide	Details the CEM GPRS Service Solution input interface.
CEM GPRS Service Solution Overview Guide	Provides an overview of the CEM GPRS Service Solution product architecture.
Service Quality Manager Core Online Help	Provides information and procedures for using Service Quality Manager client applications
Customer Experience Management Online Help	Describes how to use and monitor the Customer Experience Management feature in the Service Quality Manager
SLA Webview Online Help	Describes how to use and monitor the SLA Webview feature in the Service Quality Manager

2 Installation

2.1 Installation

To install the 4.1.1-TIV-TNSQM-FP0003 patch for Tivoli® Netcool® Service Quality Manager, refer to the *Tivoli® Netcool® Service Quality Manager Patch 4.1.1 FP0003 Installation Guide*.

3 Known Issues

3.1 Recommendations

The TNSQM Operation Support System (OSS) process can support multiple listeners (up to a maximum of ten). When running multiple listeners on the application server in a distributed installation or consolidated server otherwise, it is recommended, that a limitation be placed on the number of active listeners configured to two. This recommendation is due to potential performance issues.

4 Fixed Issues

4.1   MR120508473

FITs request MR120508473 addressed the upgrade of the SQM Operational Support System (OSS) process to support Simple Network Management Protocol (SNMP) v3. The OSS process now supports SNMP v1/v2/v2c and v3.

4.2   MR0121096429

FITs request MR0121096429 dealt with the issues of: revoking DBA role from the SAOWNER user; altering the SA_SERVER_ROLE; altering the default profile; and changing database configuration parameters and auditing rules. This FITs request also involved changes being made to the Business Objects repository by: altering the default profile; and changing DB configuration parameters.

Appendix A   Notices and Trademarks

This appendix contains the following:

- Notices
- Trademarks

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other 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, IBM logo, Tivoli, and Netcool are trademarks of International Business Machines Corporation in the United States, other countries or both.

Adobe, the Adobe logo, PostScript, and the PostScript logo are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States, and/or other countries.

Java and all Java-based trademarks and logos are trademarks of Sun Microsystems, Inc. in the United States, other countries, or both.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

Intel and Pentium are trademarks or registered trademarks of Intel Corporation or its subsidiaries in the United States and other countries.

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

IBM