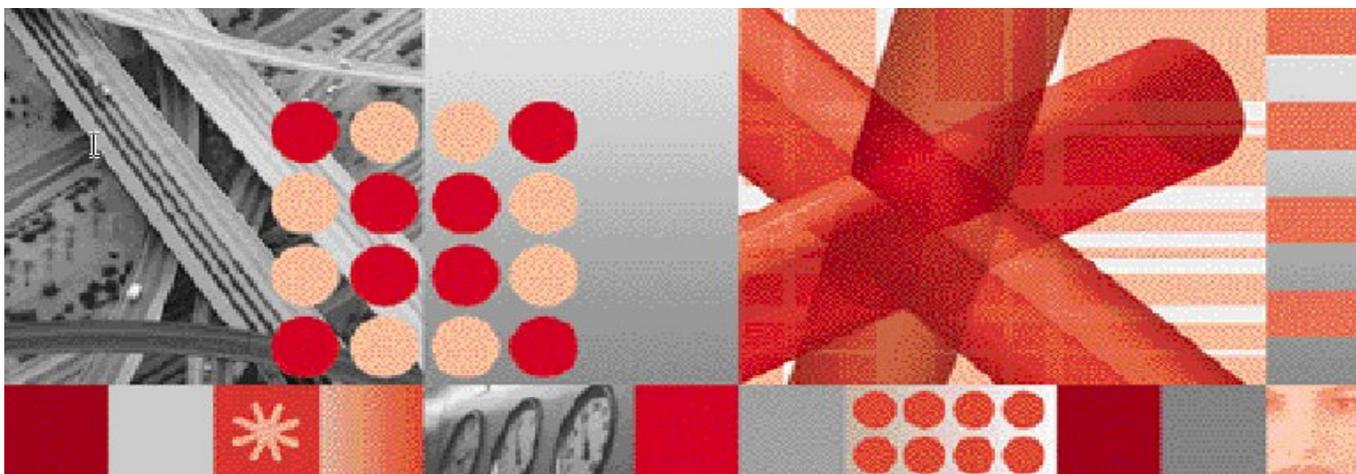




**Netcool® Service Quality Manager 4.1.1.13.84  
(Fix Pack 0004)**

**IBM**



**4.1.1-TIV-TNSQM-FP0004 (Service Quality Manager Patch 4.1.1.13.84) Release Notes**

**TIVOLI® NETCOOL® SERVICE QUALITY MANAGER PATCH 4.1.1.13.84  
4.1.1-TIV-TNSQM-FP0004 RELEASE NOTES**

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**Note:** Before using this information and the product it supports, read the information in Notices on page 18.

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This edition applies to Version 1 Release 1, modification 1 of IBM® Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.84 (FP0004) 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 Patch 4.1.1.13.84 4.1.1-TIV-TNSQM\_FP0004 Release Notes* provide information on the following:

- Details of Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.84
- 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.

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**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.

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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

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.

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## 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**

<i>Format</i>	<i>Examples</i>	<i>Description</i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Underscore</u>	See <a href="#">Document Conventions</a>	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.
<b>Bold</b>	<b>Note:</b> 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.
<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>http://java.sun.com/products/</code> <code>addmsc.sh</code> <code>core.spec</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.

	Type OK to continue.	
<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.
<i>&lt;Monospace italics&gt;</i>	<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 Document Structure

This guide is organized into the following chapters:

**Table 2: Document Structure**

<i>Chapter</i>	<i>Description</i>
About this Documentation	An overview of the Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.84 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 4.1.1.13.84 software in Adobe® Portable Document Format (PDF).

**TIVOLI® NETCOOL® SERVICE QUALITY MANAGER PATCH 4.1.1.13.84  
4.1.1-TIV-TNSQM-FP0004 RELEASE NOTES**

**Table 3: Service Quality Manager Patch Documentation**

<b>Document</b>	<b>Description</b>
<i>Tivoli® Netcool® Service Quality Manager 4.1.1 FP0004 Patch Installation Guide</i>	Describes how to install Service Quality Manager Patch 4.1.1.13.84 (FP0004)
<i>Tivoli® Netcool® Service Quality Manager Patch 4.1.1(FP0004) Release Notes</i>	Provides information on Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.84 (FP0004) release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Tivoli® Netcool® Service Quality Manager Patch 4.1.1(FP0004) Technical Note on the procedure for changing saserver database and WebSphere Administrator passwords</i>	Provides information on Tivoli® Netcool® Service Quality Manager technical note document delivered with FP0004, which details the correct procedure for changing the saserver database password and WebSphere administrator i.e. swvadm password

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**

<b>Document</b>	<b>Description</b>
<i>Release Notes</i>	Provides information on the 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 Models 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 Service Quality Manager.
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in 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 Service Quality Manager server system on Solaris 10g
<i>Client Installation Guide</i>	Describes how to install the Service Quality Manager Client.
<i>AIX Installation Guide</i>	Describes how to install the <i>Tivoli Netcool</i> Service Quality Manager server

**TIVOLI® NETCOOL® SERVICE QUALITY MANAGER PATCH 4.1.1.13.84**  
**4.1.1-TIV-TNSQM-FP0004 RELEASE NOTES**

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	system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	Provides an overview of the Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"><li>- Starting and stopping 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>	Details how to upgrade from one Service Quality Manager from v3.1.3 to v 4.1.1
<i>BusinessObjects Installation &amp; Configuration Guide</i>	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.
<i>Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including CEM GPRS.
<i>CEM GPRS Service Solution Interface Control Guide</i>	Details the CEM GPRS Service Solution input interface.
<i>CEM GPRS Service Solution Overview Guide</i>	Provides an overview of the CEM GPRS Service Solution product architecture.
<i>Service Quality Manager Core Online Help</i>	Provides information and procedures for using Service Quality Manager client applications
<i>Customer Experience Management Online Help</i>	Describes how to use and monitor the Customer Experience Management feature in the Service Quality Manager
<i>SLA Webview Online Help</i>	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-FP0004 patch for Tivoli® Netcool® Service Quality Manager, refer to the *Tivoli® Netcool® Service Quality Manager Patch 4.1.1 FP0004 Installation Guide*.

### 2.2 4.1.1 FP0003 and WAS .23

If the migration path of FP0003 (SQM4.1.1.13.63) to 4.1.1 FP0004 (SQM4.1.1.13.84) is followed then it should be noted that when uninstalling 4.1.1 FP0004 back to 4.1.1 FP0003, the WebSphere Security Patch .23 is also removed. Rolling back in this situation can sometimes cause an internal error in WebSphere to occur resulting in the Service Quality Manager Web Portal being unable to launch its portlets. This error will manifest itself with the Welcome and Service Quality Manager – SLA Web view Portlet being completely blank. As a result of this error, the WebSphere Security Patch .23 (WAS .23) needs to be re-installed back on 4.1.1 FP0003 – where the customer is instructed to follow the procedure outlined in Section 4.2 of the installation guide delivered with this release.

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**NOTE:** It should be noted that if for any reason 4.1.1 FP0004 rollback and subsequent re-installation is required, then sections 3.2.5 to section 3.2.10 of the Tivoli Netcool Service Quality Manager Patch 4.1.1 FP0004 Installation Guide should be skipped during re-installation.

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## 3 Known Issues

### 3.1 Shutdown request dialog not being displayed in front of TNSQM UI with two clients on same machine

This known issue relates to the fixed issue recorded under FITs request number - MR0224093152 (see section on fixed issues for more information on the detail of this enhancement request). In order to reproduce this issue you need to have the TNSQM client open. You then need to open another instance of the TNSQM client on the same machine. At this stage, the system will detect that you already have an open session and you will be presented with a dialog indicating options you may choose, as shown in Figure 1.

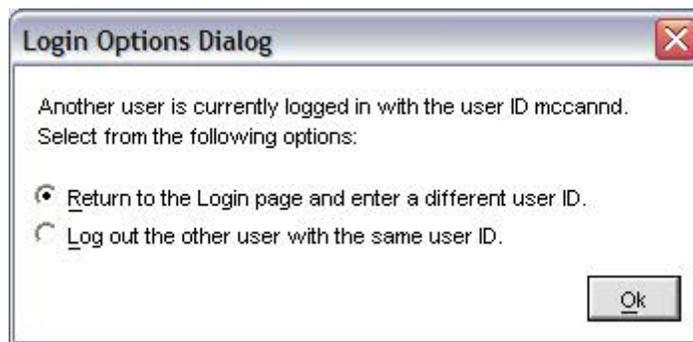


Figure 1 Request Dialog

You need to select the option “Log out the other user with the same user ID” at which point a warning dialog will be displayed to the first TNSQM client as shown in Figure 3. This dialog, in Figure 3 however will not be presented in front of the now active (second) TNSQM client, but rather is hidden behind it. In order to see this dialog when reproducing this problem on the same desktop you need to minimize the second TNSQM client.

### 3.2 Max Password Length

When creating or updating the password on TNSQM business users or TNSQM administrators (swvadm or useradm) the maximum length that the textbox field in the ‘Users and Passwords’ Web Application can support is 12 characters. When changing the password for TNSQM database administrators (sys and system) and TNSQM database users (saserver) the max password length is 30 characters.

### 3.3 Dollar Symbols in UNIX Scripts

In order to facilitate the user to change passwords for TNSQM database user – saserver, TNSQM LDAP user – saserver, and WebSphere Administrator user – swvadm, UNIX scripts which automate the process have been delivered as part of this release. The usage and location of these are described in the technical note delivered with this Fix Pack entitled - TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.

However it is important to note that when using the special character the dollar symbol '\$' this has a special meaning in UNIX and needs to be escaped by placing a backslash character before it i.e. '\'. Failure to do this will result in unexpected behavior when changing passwords.

### 3.4 TNSQM Administrator – Saserver LDAP

With regards to the password restriction requirements implemented for the Saserver LDAP user, please note the following:

- Maximum identical consecutive characters is set to 3
- Non numeric characters forbidden in first and last position is not implemented
- Password reuse is possible due to a limitation of LDAP and how the Saserver LDAP user password must be updated.

In addition when using the script referenced in Section 3.3.6 of the technical note delivered with 4.1.1 FP0004 entitled “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”, the usage of the special characters: '%' and the space character is prohibited.

### 3.5 SWVADM login to SLA Web view for first time

When logging into Service Quality Manager Web Portal for the first time as the user 'swvadm' after the 4.1.1 FP004 installation you may see a portlet error when attempting to launch the SLA Web view application. This error is related to WebSphere startup delays and will no longer manifest if the user logs out of the Service Quality Manager Web Portal and then waits a short period of time (approx 15 minutes) before logging in again. This issue does not occur for normal Web client business users.

### 3.6 Service Quality Manager Console Application and Client Session Management

Sometimes it may be necessary to login to the TNSQM client with the debug console application enabled in the background. This console application is provided for debugging purposes only. It is not recommended for general use by regular TNSQM business application users unless recommended by the TNSQM support team. When this console application is running, it is possible when exiting the TNSQM client that the debugging console may continue running in the background. This can result in the user session details not being properly cleaned out of the client session registry. This causes a problem when the TNSQM business user is attempting a subsequent login into the TNSQM client. The user will be informed they already have a session open and will be

presented with the dialog shown below in Figure 1. When presented with this dialog the user must select the option “Log out the other user with the same user ID”.

### 3.7 UI Crash on Exit if user password is changed while client is running

When a TNSQM business user password is changed while that user has a TNSQM client open, the client will exit with a “Failure Reason” message at shutdown which will be displayed as shown in Figure 2.

---

#### Failure Reason

- com.comnitel.config.ConfigurationException: Server returned HTTP response code: 401 for URL: https://noretz2:8094/conf/data/connector/businessobjects.properties

---

**Figure 2 Client Error Log**

This problem occurs because the client caches the current password at login and attempts to use that password value for some application cleanup operations at shutdown. This problem will only occur in the scenario depicted above. No data is lost and the user will not encounter any issues launching a new client instance.

In order to prevent this issue it is recommended that a user should exit any running client instances before their password is modified.

### 3.8 SLA Monitor UI may display cached data after 4.1.1 FP0004 rollback

When 4.1.1 FP0004 is rolled back, the database is restored from a database snapshot taken exactly prior to 4.1.1 FP0004 installation. When this snapshot is restored the TNSQM monitoring system data is returned to the exact state it was in at that time. Once the system is re-started after 4.1.1 FP0004 rollback is completed, the SLA Monitor UI may display KQI data values for intervals which correspond to times which no longer exist in the system data due to the restoration procedure described above.

This problem occurs if any monitoring data was received and processed by TNSQM while 4.1.1 FP0004 was installed and is caused by the fact that the slaom process caches the last received KQI values in its runtime cache files.

The effect will manifest until another set of KQI data values are received and processed at which point the SLA Monitor UI will correct itself to present the latest data.

## 4 Fixed Issues

### 4.1 MR0224093152 – TNSQM application to restrict concurrent multiple sessions using same user ID

Allowing an application to open multiple sessions with the same user ID on different application client instance/browsers is not a recommended practice and may lead to authorization bypass. MR0224093152 addresses this issue by restricting multiple sessions to be opened with the same User ID. This feature was applied to: Service Quality Manager Web Portal; User and Passwords Web Application; and the Service Quality Manager Client application. When another client attempts to login to TNSQM the dialog as shown in Figure 3 will be presented to the user:

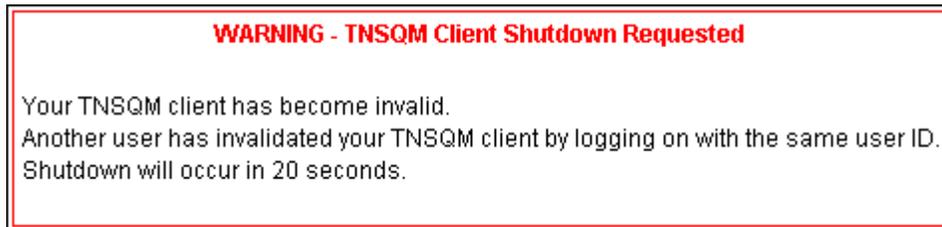


Figure 3 Concurrent Multiple Session Dialog

### 4.2 MR0224096810 – Implement Password Policy

The purpose of this enhancement request is to deliver a password policy the follows the guidelines described in Table 5.

Table 5: Implemented Password Policy

Password Policy Detail	Value set
Password minimum length	8
Non-numeric in first and last position	False
Maximum consecutive identical character from any position in the previous password	2
Maximum identical consecutive characters	2
Contain the UserID as part of the password	False
Maximum change interval (Password expiry)	45 days
Number of password changes for which the password cannot be reused (history)	4
Password grace time	5
The maximum number of days between reuses of password	180 days

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### 4.2.1 Password Policy Configuration

Section 7.4 in the AIX/Solaris System Administration Guide provides instructions on how to modify the existing password policy in the:

1. Service Quality Manager Server (section 7.4.1)
2. Tivoli Directory Server / Sun Directory Server (section 7.4.2)

In order to implement the above stated password policy as described in Table 5, changes were made to the relevant property files discussed in Section 7.4.1 and 7.4.2 of the AIX/Solaris System Administration Guide. However it was a requirement of the enhancement request (MR0224096810) that the same password policy be applied to the Oracle Database.

As a result of this the user will no longer be able to follow the instructions provided in Section 7.4 to configure their own tailored password policy configuration as making these changes will result in incompatibilities between the password policy adopted in the Tivoli Directory Server/Sun Directory Server and in Oracle. As a result before any manual changes are made to the password policy as per the instructions provided in Section 7.4 of the AIX/Solaris System Administration Guide, the administrator should contact TNSQM support for further assistance.

---

**NOTE:** Policy files contained in the following locations should not be modified without contacting TNSQM support for further assistance:

- `$WMCROOT/conf/auth/policy.properties`
  - `$WMCROOT/admin/sunds/schema/userpolicy.ldif` for Sun Directory Server (Solaris)
  - `$WMCROOT/admin/tds/schema/userpolicy.ldif` for Tivoli Directory Server (AIX)
- 

### 4.2.2 Procedure for changing passwords

When changing the password for the following users:

- TNSQM users – normal business users operating the TNSQM client
- TNSQM administrators – useradm

the user/administrator should change their password using the application “Users and Passwords” accessible via the “Application Discover” in TNSQM.

This fix pack also provides instructions on how to change the following user’s passwords:

- TNSQM administrators – swvadm
  - TNSQM database user – saserver
  - TNSQM Server LDAP User – saserver
- 
-

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in a technical note delivered with this Fix Pack entitled:

TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords

Please refer to this document for further instructions to change these users' passwords.

---

**NOTE:** Failure to comply with the procedure with regards to changing a particular user password will result in system failure.

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### 4.2.3 Unlocking Saserver database account

In FP0003 (SQM 4.1.1.13.63) the SQM database profile was modified such that if a user/entity attempted to login to the database with an incorrect password using three consecutive unsuccessful attempts then the Oracle database will lock the saserver db account. In the event that this occurs the procedure for unlocking this account is detailed in the technical note delivered with this fix pack entitled:

- TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords

### 4.2.4 Differences between Tivoli Directory Server (TDS)/Sun Directory Server and Oracle Password Policy

It should be noted that both the Tivoli Directory Server (TDS)/ Sun Directory Server and Oracle password policies implement the password policy described in Table 5.

However, there are slight differences between the password policy implemented when changing a password via "Users and Passwords" application and the method for changing the TNSQM database user and administrators described in the technical note delivered with this release. These differences are further detailed in Table 6.

**Table 6 Differences in implementation of Password Policy**

<b>Difference</b>	<b>Description of implication</b>
<b>Ascending/descending characters</b>	When changing the password for TNSQM database users and database administrators the procedure does not check for ascending/descending characters whereas the "Users and Password" application does.
<b>User ID</b>	When changing the password for TNSQM database users and database administrators the procedure does not allow the entire User ID to be part of the password but does allow: the first four characters in forward/reverse to be used. The "Users and Password" application and the procedure for changing the saserver LDAP user password does not allow any of the above.
<b>Case sensitivity</b>	When changing the password for TNSQM database users and database administrators the passwords created are case insensitive whereas when changing the passwords via the "User and Passwords" application the passwords are case sensitive.

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<b>Additional restrictions</b>	The “Users and Passwords” application has the following additional restrictions that the password must cover at least 3 character categories amongst (uppercase letter, lowercase letter, digit, other). This restriction does not exist when changing the password for TNSQM database users and database administrators.
<b>Maximum Password length</b>	When changing the password via the “Users and Password” application, the max length of the password supported is 12 characters, while Oracle password max length is 30 characters.

#### 4.2.5 Special Characters

When changing the passwords for TNSQM business users and administrators, Oracle database users and the LDAP saserver user, the password can contain special characters. The special character list that is supported in TNSQM for these users is based on the US ASCII Character set (excluding the character “”) which includes the following characters:

` ' ( ) \* + - , . / \ : ; < > = ! \_ & ~ { } | ^ ? \$ # @ [ ]

The only control character that is accepted is the space character.

---

**NOTE:** Inclusion of characters from outside the above list will result in unexpected behavior when changing the password in both the application “Users and Passwords” and the method for changing TNSQM database users and database administrators described in the technical note delivered with this release

**NOTE:** The US ASCII special character set includes also the special character ‘%’. However it should be noted that this special character cannot be supported in TNSQM as it is used as a delimiter character in various scripting applications, resulting in a “garbled command” error when running the scripts provided to change passwords in this release.

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#### 4.2.6 Grace Logins (AIX feature only)

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**NOTE:** The grace login feature described below is only available when the Operating System of the application or consolidated server is AIX.

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By default the grace login attempt count is set to 5. This means that when a user's password has expired, the warning dialog in Figure 4 will be displayed. The user will not be able to launch a TNSQM client instance and must login to the "Users and Passwords" application in order to change their password. The grace logins are provided to allow the user to change their password via the "Users and Passwords" application in this scenario. If the 5 grace logins have been used the user's account will be automatically locked out. Once locked out the TNSQM User and Password administrator will have to unlock the user account.



Figure 4 Grace Login Warning Dialog

#### 4.2.7 Adp\_deploy.xml script - Installing/Removing an adapter

When installing or removing an adapter after applying 4.1.1 FP0004, the user will be prompted for the Saserver db password whenever the adp\_deploy.xml script is executed as described in Section 4.2.6, 4.2.7 and 5.2 as described in the Generic Service Solution Install Guide which is delivered as part of any Service Solution. The following prompt will be displayed:

```
Please enter the password for the db user 'saserver' :
```

at which point the user should enter the current 'saserver' database user password.

## Appendix A Notices and Trademarks

This appendix contains the following:

- Notices
- Trademarks

### **Notices**

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