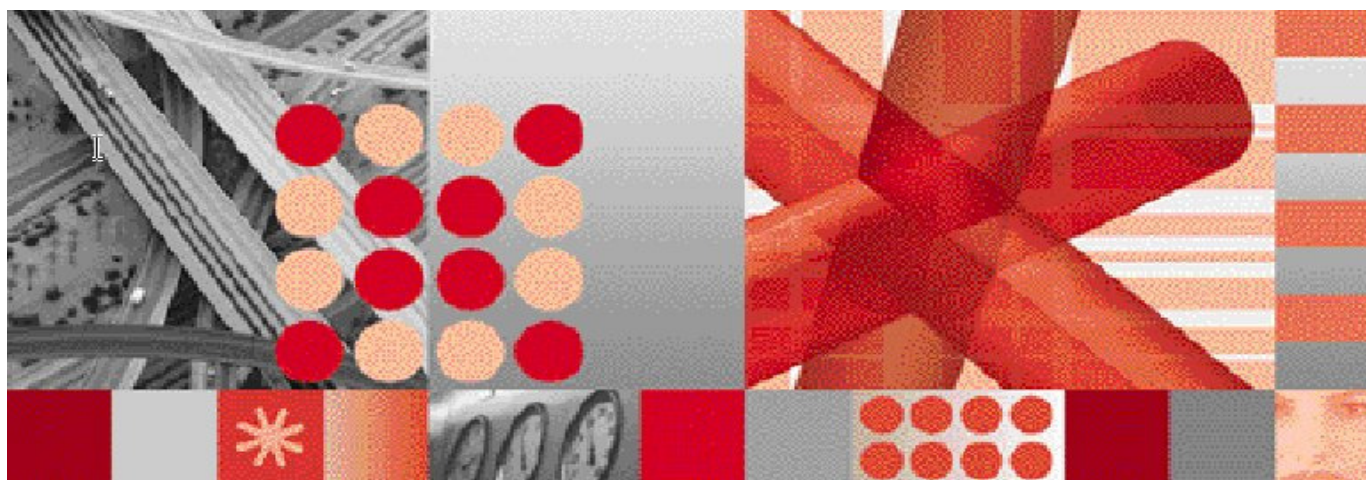


Version 4.1.1



## Patch Installation Guide

**Note:** Before using this information and the product it supports, read the information in Appendix A - Notices and Trademarks on page 36.

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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## 2 Document Outline

The *IBM® Tivoli® Netcool® Service Quality Manager Patch Installation Guide* details the steps required to apply patch 4.1.1.13.84 (FP0004) to a Service Quality Manager 4.1.1 system.

### 2.1 Audience

This guide is intended for Service Quality Manager customers.

---

**IMPORTANT:** Before attempting to patch an installation of Service Quality Manager you are strongly advised to read the release notes and any readme files distributed with your Service Quality Manager 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.

---

### 2.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- IP Networking
- Unix® Operating Systems
- Solaris 10
- AIX® 5L

### 2.3 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><b>Format</b></i>	<i><b>Examples</b></i>	<i><b>Description</b></i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Underscore</u>	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.
<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</i> is... A web server <i>must</i> be installed... See the <i>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> Type OK to continue.	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.
<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.

## 2.4 Document Structure

This guide is organized into the following chapters:

**Table 2: Document Structure**

<i>Chapter</i>	<i>Description</i>
Installing Service Quality Manager Patch	Provides the steps required to install the Service Quality Manager 4.1.1.13.84 (Fix Pack 0004) patch.
Removing Service Quality Manager Patch	Provides the steps required to remove the 4.1.1.13.84 (Fix Pack 0004) Service Quality Manager patch.

## 2.5 User Publications

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



**Table 3: 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 system on AIX 5.3L.
<i>Solaris System Administration Guide</i>	<p>Provides an overview of the 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 Service Quality Manager.</li><li>- Running batch processes such as archiving trace files and log</li></ul>

	<p>files.</p> <ul style="list-style-type: none"> <li>- Backing up and restoring the system</li> </ul>
<i>AIX System Administration Guide</i>	<p>Provides an overview of the AIX 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 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 from one Service Quality Manager from v3.1.3 to v 4.1.1</p>
<i>BusinessObjects Installation &amp; Configuration Guide</i>	<p>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.</p>
<i>Service Quality Manager Service Solution Installation Guide</i>	<p>Details the generic steps required to install any Service Quality Manager Service Solution including CEM GPRS.</p>
<i>CEM GPRS Service Solution Interface Control Guide</i>	<p>Details the CEM GPRS Service Solution input interface.</p>
<i>CEM GPRS Service Solution Overview Guide</i>	<p>Provides an overview of the CEM GPRS Service Solution product architecture.</p>
<i>Service Quality Manager Core Online Help</i>	<p>Provides information and procedures for using 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 Service Quality Manager</p>
<i>SLA Webview Online Help</i>	<p>Describes how to use and monitor the SLA Webview feature in the Service Quality Manager</p>

### 2.5.1 Viewing the Online Help

You can view Service Quality Manager online help by clicking the ONLINE HELP tab on the Service Quality Manager Client. This tab is accessible from all Service Quality Manager applications on the Service Quality Manager Client. You can also access links for context-sensitive help.

### **2.5.2 Accessing Publications Online**

You can view the IBM Tivoli Network Management documentation on the Web by accessing the Tivoli Software Information Center at:

<http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/index.jsp>.

To view the books of the Service Quality Manager library, click IBM Tivoli Netcool Service Quality Management Products.

## 3 Installing Service Quality Manager Patch 4.1.1.13.84 (Fix Pack 4)

### 3.1 Service Quality Manager Patch Pre-requisites

The Tivoli Netcool Service Quality Manager 4.1.1.13.84 Fix Pack 4 (FP0004) patch can only be applied on a Service Quality Manager server on version 4.1.1.13.01, with Fix Pack 2 (FP0002) and Fix Pack 3 (FP0003) installed. Optionally the customer may have LA IF0007 (SQM4.1.1.13.73) installed also.

#### Prerequisites table

Version	Type
SQM4.1.1.13.01	Baseline
SQM4.1.1.13.46 (FP0002)	Patch
SQM4.1.1.13.63 (FP0003)	Patch

To ascertain the baseline and patch levels currently installed, execute the following command as user **saserver** on the application or consolidated server:

```
$ sap version
```

Output should be similar to the following. **Note:** the output could display patches installed after FP3 i.e. LA IF0007 (SQM4.1.1.13.73) as well:

```
Baseline Version:
```

```
IBM SQM4.1.1.13.01
```

```
Current Version:
```

```
SQM4.1.1.13.63
```

Patch History:

SQM4.1.1.13.46

SQM4.1.1.13.63

---

## 3.2 Service Quality Manager Patch Installation - Core Patch

---

**Note (Distributed Installation):** In a distributed system, this section should be performed on the Application, Gateway, Database or Consolidated servers.

**Note (Patch version):** The patch to be installed is `patch-SQM4.1.1.13.84-patch.tar.gz`, it should be installed ONLY on systems running SQM core without CEM.

**NOTE:** `<target directory>` - denotes the directory where the SQM software is installed

**NOTE:** At any point when installing this patch it is possible that the saserver database account can get locked. In the event that this occurs please following the instructions provided in Section 3.4 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”.

---

### 3.2.1 Ensure Tivoli/Sun Directory Server is running

Before applying this patch please ensure that the Tivoli Directory Server (TDS) or your Sun Directory server is running. To perform this check- please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.3.2.

### 3.2.2 Stop TNSQM processes

Complete the following as user **saserver** on the Service Quality Manager Application Server or Consolidated Server.

Stop all Service Quality Manager processes if they are running by executing the following command:

```
$ sap stop -f
```

### 3.2.3 Create backup of database

It is required before the installation procedures are followed that a backup of the database is created. This backup would be required to restore the system in the event of a rollback. The backup should be stored at a location on the server that can be accessed in the event that a rollback of 4.1.1 FP0004 is performed. Please consult your database administrator on how to perform this step.

---

**WARNING:** Any adapters installed after the successful installation of 4.1.1 FP0004 provisioning data will be lost upon the restoration of the database backup file.

**WARNING:** Any data sent from the adapters after the installation of 4.1.1 FP0004 will also be lost

---

### 3.2.4 Create backup of WebSphere Navigation File

It is necessary to make a backup copy of the following file as user **root** on the application or consolidated server, in the event that 4.1.1 FP0004 is uninstalled. This copy of the navigation file should be stored in a same location where the backup of the oracle database is stored.

```
# cd /<target
directory>/IBM/WebSphere/AppServer/systemApps/isclite.ear/config

# cp navigation.xml <Oracle Backup Database Location>
```

---

**Note:** <Oracle Backup Database Location> is the location that was chosen to store the backup of the Oracle database snapshot.

---

### 3.2.5 Stop Service Quality Manager Web Portal

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim Fix Pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

---

You need to stop the running instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solairs System Administration guide - Section 5.5.3.

### 3.2.6 Stop WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to stop the running instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.3.

### 3.2.7 Download WebSphere Application Server V6.1 Fix Pack 23

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 shows in the patch output then this step can be ignored.

---

You need to download and install the WebSphere Application Server v6.1 Fix Pack 23 as a separate procedure as part of this patch. The components listed below can be downloaded from the IBM

---

WebSphere support page. It should be noted that the download components differ depending on the Operating System of the application or the consolidated server. For further information on the download components for AIX please see Section 3.2.7.1, while Solaris download components are detailed in Section 3.2.7.2.

1. 'Update Installer Application' to install WebSphere Maintenance Packages
2. 'Java SDK Maintenance Package' for WebSphere Security Patch
3. 'Application Server Maintenance Package' file for WebSphere Security Patch

### 3.2.7.1 WebSphere Application Server V6.1 Fix Pack 23 for AIX

If your Application or Consolidated server Operating System is AIX the components outlined above can be downloaded using the following Weblink:

- <http://www-01.ibm.com/support/docview.wss?rs=0&uid=swg24022250>

Further information on where to download these components from the WebSphere support page is detailed below in Table 4.

Download description component	Download referenced component name	Location on download page to locate download component
Update Installer Application	64-bit Power PC (for AIX)	The link for this download can be located in the prerequisites section of the download page. Please follow this link and in the download section of this Web page download the 64-bit Power PC version for AIX of the Update Installer version in zip format. Once downloaded you should have a zip package referenced as:  7.0.0.X-WS-UPDI-AixPPC64.zip  Where 'X' refers to the latest version of the Update Installer application.
Java SDK Maintenance Package	64-bit Power PC Java SDK	On the appropriate Web page referenced above go to the download section of the Web page and download the component 64-bit Power PC Java SDK. Once downloaded you should have the maintenance package referenced as:  6.1.0-WS-WASSDK-AixPPC64-FP0000023.pak
Application Server Maintenance Package	64-bit Power PC AppServer	On the appropriate Web page referenced above go to the download section of the Web page and download the component 64-bit Power PC

		AppServer. Once downloaded you should have the maintenance package referenced as:  6.1.0-WS-WAS-AixPPC64-FP0000023.pak
--	--	--

**Table 4 Information of download components for WebSphere security patch**

Follow the instructions provided by WebSphere support on how to install these components.

**NOTE:** If errors during the installation process occur please contact WebSphere's Support page for further assistance.

### 3.2.7.2 WebSphere Application Server V6.1 Fix Pack 23 for Solaris

If your Application or Consolidated server Operating System is Solaris the components outlined above can be downloaded using the following Weblink:

- <http://www-01.ibm.com/support/docview.wss?rs=0&uid=swg24022254>

Further information on where to download these components from the WebSphere support page is detailed below in Table 5.

Download description component	Download referenced component name	Location on download page to locate download component
Update Installer Application	SUN SPARC64	The link for this download can be located in the prerequisites section of the download page. Please follow this link and in the download section of this Web page download the SUN SPARC64 version for Solaris of the Update Installer version in zip format. Once downloaded you should have a zip package referenced as:  7.0.0.X-WS-UPDI-SolarisSparc64.zip Where 'X' refers to the latest version of the Update Installer application.
Java SDK Maintenance Package	Solaris SUN SPARC 64-bit Java SDK	On the appropriate Web page referenced above go to the download section of the Web page and download the component Solaris SUN SPARC 64-bit Java SDK. Once downloaded you should have the maintenance package referenced as:  6.1.0-WS-WASSDK-SolarisSparc64-



		FP0000023.pak
Application Server Maintenance Package	SUN SPARC 64-bit AppServer	On the appropriate Web page referenced above go to the download section of the Web page and download the component SUN SPARC 64-bit AppServer. Once downloaded you should have the maintenance package referenced as:  6.1.0-WS-WAS-SolarisSparc64-FP0000023.pak

**Table 5 Information of download components for WebSphere security patch**

Follow the instructions provided by WebSphere support on how to install these components.

**NOTE:** If errors during the installation process occur please contact WebSphere's Support page for further assistance.

### 3.2.8 Start WebSphere Message Broker (AIX Only)

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 shows in the patch output then this step can be ignored.

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

Once WebSphere Application Server v6.1 Fix Pack 23 for AIX has been successfully downloaded and installed you need to start the instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.1.

### 3.2.9 Start Service Quality Manager Web Portal

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 shows in the patch output then this step can be ignored.

You need to start the instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.1.

### 3.2.10 Verify WebSphere version installed

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 shows in the patch output then this step can be ignored.

---

In order for Fix Pack 0004 to be applied successfully WebSphere Fix Pack 23 **must** be installed. To verify that the fix pack has been installed successfully run the following command as user **saserver** on the application or consolidated server:

```
cd /<target directory>/IBM/WebSphere/AppServer/bin  
  
./versionInfo.sh
```

In this file, locate the Version information for the installed WebSphere product, and ensure it states the following:

```
Installed Product  
-----  
  
Name                      IBM WebSphere Application Server  
  
Version                   6.1.0.23  
  
-----
```

---

**NOTE:** If the version information is not the same as the output above, then the following steps should not be followed until such time that the WebSphere security patch can be successfully applied. Contact WebSphere support for further assistance.

---

### 3.2.11 Install Fix Pack 0004

---

**NOTE:** <target directory> - denotes the directory where the SQM software is installed

---

Place the TNSQM4.1.1.13.84 (4.1.1 FP0004) patch package in the <target directory>, for example, /appl. Once completed, execute the following command as user **root** on the application, gateway, database or consolidated servers.

```
#cd <target directory>/sa/admin/common/install/scripts  
  
# ./deploy-patch -wmcr /<target directory>/sa -version SQM4.1.1.13.84 -mode  
install  
  
Please enter the location of the Service Quality Manager patch [/appl]:  
<target directory>
```

---

### 3.2.12 Run post installation script

Once completed, execute the following command as user **root** on the application, gateway, database or consolidated servers.

```
# cd /<target directory>/sa/admin/common/install/scripts  
#./install_patch.ksh -wmcr /<target directory>/sa -mode install
```

---

**NOTE:** If the following error appears during script execution then this error can be ignored.

```
install_patch.ksh [18689]: INFO: Processing /appl/sa/admin/sunds/schema/system.ldif...  
ldap_delete: No such object  
ldap_delete: matched: ou=people,dc=comnitel,dc=com
```

---

### 3.2.13 Email Notification for saserver db password expiry

The password policy implemented in your system will require that the saserver db password is changed every 45 days. Once this period has expired the TNSQM processes will fail as the administrator has not changed his password in compliance with the password policy rules. To help the administrator of TNSQM to deal with this policy and to notify the administrator that the saserver db password is about to expire an email notification will be sent to a specified list of personnel.

---

**NOTE:** The content of the email sent will state the following:

TNSQM Administrator, WARNING: The password for database user saserver on server <machine name> will expire in <number of> days. Failure to change the saserver database password will result in TNSQM system process failure.

Where <machine name> is the IP address or hostname name where the database server is running

And <number of> represents the integer value in days in which the password will expire. If the <number of> value is equal to 0 this means that the password has expired. Failure to change the password in due course will cause TNSQM process failure upon restart.

---

In order to activate this feature the following steps must be followed:

#### 3.2.13.1 Specify list of email addresses

A list of email addresses must be specified. These email addresses represent the personnel that will be notified that the saserver db password is about to expire. To specify the list open the following file on the database or consolidated server as user **saserver**:

```
$WMCROOT/admin/common/cron/tnsqm_mail_list.dat
```

In this file locate:

```
# joebloggs@someorg.net
```

---

Uncomment the entry and replace the `joebloggs@someorg.net` with the email address of the administrator responsible for changing the password. Multiple entries can also be supported by adding additional email addresses on a new line. For example:

```
# List of email addresses for TNSQM monitoring notifications

# Standard SMTP (Internet) mail addresses are de rigeur, e.g.

#
joebloggs@someorg.net
marybloggs@someorg.net
```

### 3.2.13.2 Define application parameters for notification feature

A property file for defining parameters and values for the email notification feature is located in the following location on the database or consolidated server and can be modified as user **saserver**:

```
$WMCROOT/admin/common/cron/tnsqm_monitor_settings.dat
```

Properties in this file enables the administrator of the TNSQM system to specify the:

1. Number of days before the saserver db password is about to expire on which the user will receive notification. By default this parameter setting is set to 5 days. To modify this default value in the file `$WMCROOT/admin/common/cron/tnsqm_monitor_settings.dat` modify the property `SQM_DB_PASSWORD_DAYS_TO_EXP` to a custom defined value
2. Relay host for email notifications, which by default is set to the hostname of the local system. If in event that no mail exchange record from DNS is available for the mail exchange server on the local system, then the feature in question will automatically attempt to ascertain if there is a relay host set by examining the property value `SQM_MAIL_RELAY` in the file `$WMCROOT/admin/common/cron/tnsqm_monitor_settings.dat` and will restart the sendmail subsystem. The value set for the property `SQM_MAIL_RELAY` should either be an IP address or a valid hostname where the mail exchange can be located.

### 3.2.14 Change default values for Client Session Management (Optional task)

The client session management feature delivered in 4.1.1 FP0004 prevents multiple TNSQM client sessions to be opened by the same TNSQM business user. In order to implement this feature a session registry of active users was created – where an entry is created for a particular user when they login to the TNSQM client.

To prevent multiple sessions, a check is made when the user logs in - if an active session is found to already exist for a particular user then the user would be given the choice to invalidate the other active session or login as a different user. From an implementation perspective, the TNSQM client will send periodically keep alive messages to the client service registry, so that the registry records

---

can be maintained correctly. If no keep alive message has been received in a certain amount of time, then the TNSQM system will assume that the session is no longer active and will remove the user from the registry.

The above feature description is automatically enabled in 4.1.1 FP0004. However a number of configurable parameters are available to the administrator of TNSQM to: disable this feature; specify the keep alive interval; and max time since last keep alive message is received upon which the users session will be automatically removed from the registry.

If the administrator of TNSQM wants to modify the default operating parameters of the system then the following properties can be modified in the file specified below as user **saserver** on the application, gateway, database or consolidated server.

```
/appl/sa/conf/auth/webstart.properties
```

To disable the client session management feature, the following property can be set to false (default value is true):

```
com.comnitel.security.auth.clientsessionmgmt.enabled
```

To specify the keep alive interval the following property can be set with a custom value (default value is 120,000 milliseconds):

```
com.comnitel.security.auth.keepalive.interval
```

To specify the maximum interval between keep alive messages upon which the TNSQM user will be automatically logged out, the following property can be modified with a chosen value (default value is 5000 milliseconds)

```
maxIntervalSinceLastKeepAliveMsg
```

### 3.2.15 Change saserver LDAP password

At this stage it is necessary to change the saserver LDAP password before the system can recover from the changes made to the saserver password policy. In order to do this please refer to Section 3.3 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”.

---

**NOTE:** With regards to the instructions detailed in the above referenced technote – please **do not** follow the steps referenced in: Section 3.3.9 Start WebSphere Message Broker; Section 3.3.10 Start WebSphere Web Portal; and Section 3.3.11 Start TNSQM Processes.

---

### 3.2.16 Check version of installed patch

As user **saserver** on the application or consolidated servers check the patch history of TNSQM by executing the following command.

---

```
$ sap version
```

Output should be similar to the following. **Note:** the output could display patches installed after FP0003 i.e. LA IF0007 (SQM4.1.1.13.73) as well.

```
Baseline Version:
```

```
IBM SQM4.1.1.13.01
```

```
Current Version:
```

```
SQM4.1.1.13.84
```

```
Patch History:
```

```
SQM4.1.1.13.46
```

```
SQM4.1.1.13.63
```

```
SQM4.1.1.13.84
```

### 3.2.17 Start TNSQM Process

Start the following Service Quality Manager process by executing the following command as user **saserver** on the Service Quality Manager Application Server or Consolidated Server:

```
$ sap start coreweb
```

### 3.2.18 Change TNSQM User and Password Administrator Password

---

**NOTE:** After installing 4.1.1 FP0004 the TNSQM User and Password administrator i.e. useradm, password is set to the value: `[ [PASSWORD] ]` (where the 2 square brackets form part of the password). This password must be used when logging into the User and Password Web application when following the instruction in Section 3.5.1 of the technical note delivered with 4.1.1 FP0004.

---

At this stage it is required that the TNSQM User and Password administrator account i.e ‘useradm’ password must be changed. In order to do this please refer to Section 3.5 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”.

### 3.2.19 Change TNSQM Business User passwords

At this stage it is strongly recommended that all TNSQM business user accounts passwords are changed. Instructions on how to perform this task are provided in Section 7.3.1 and 7.3.2 of the AIX/Solaris System Administration guides. Failure to change the TNSQM business user account passwords will result in the new password policy not been enforced on that particular account.

---

### 3.2.20 Change SWVADM Password

Because of the changes made in 4.1.1 FP0004 – the SWVADM (which is the WebSphere system administrator user) password now needs to be changed. To do this please refer to Section 3.2 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”.

---

**NOTE:** With regards to the instructions detailed in the above referenced technote – please **do not** follow the steps referenced in: Section 3.2.3 Stop TNSQM Processes; Section 3.2.4 Stop WebSphere Web Portal; Section 3.2.5 Stop WebSphere Message Broker; Section 3.2.6 Start WebSphere Message Broker; Section 3.2.7 Start WebSphere Web Portal and Section 3.2.8 Start TNSQM Processes.

---

### 3.2.21 Install new version of Application Discoverer

First of all you need to uninstall the old version of IBM Tivoli Netcool SQM Application Discoverer. To do this go to the directory that the IBM TNSQM Application Discoverer application is installed i.e. C:\Program Files\IBM Tivoli Netcool\Service Quality Manager, and run the `uninstall.exe` application.

Once successfully uninstalled download the executable to install the new Application Discoverer. To do insert this link specified below into your Internet Explorer Browser replacing the <TNSQM Machine Name> with the name or IP address of the TNSQM application or consolidated server:

`http://<TNSQM Machine Name/IP Address>:8092/webstart`

Run and install the new Application Discoverer instance as per the instructions provided in the TNSQM Client Installation Guide.

### 3.2.22 Change saserver database password

At this stage it is necessary to change the TNSQM database user – saserver password. To do this please refer to Section 3.1 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc”.

---

**NOTE:** With regards to the instructions detailed in the above referenced technote – please **do not** follow the steps referenced in: 3.1.9 Start TNSQM Processes.

---

### 3.2.23 Stop TNSQM processes

Complete the following as user **saserver** on the Service Quality Manager Application Server or Consolidated Server.

Stop all Service Quality Manager processes if they are running by executing the following command:

---

```
$ sap stop -f
```

### 3.2.24 Start WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to start the instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to TNSQM AIX System Administration guide - Section 5.4.1.

### 3.2.25 Start Service Quality Manager Web Portal

You need to start the instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to TNSQM AIX/Solaris System Administration guide - Section 5.5.1.

### 3.2.26 Start TNSQM Processes

Start all Service Quality Manager processes by executing the following commands as user **saserver** on the Service Quality Manager Application Server or Consolidated Server:

```
$ sap start domain
```

```
$ sap start monitoring (if adapters are installed)
```

```
$ sap start client
```

```
$ sap start adapters (if adapters are installed)
```

### 3.2.27 Login into SLA Web monitor

To ensure that the updates are applied correctly you now need to login as a TNSQM business user to Service Quality Manager Web Portal. Once logged in launch the SLA Web Monitor application.



## 4 Removing Service Quality Manager Patch 4.1.1.13.84 (Fix Pack 0004)

### 4.1 Patch removal

---

**NOTE:** <target directory> - denotes the directory where the SQM software is installed

---

#### 4.1.1 Stop TNSQM Processes

Stop all Service Quality Manager processes if they are running by executing the following command as user **saserver** on the application or consolidated server:

```
$ sap stop -f
```

#### 4.1.2 Restore Database backup

As specified in Section 3.2.3 a backup of the database was required before the patch was installed. In order to remove the patch it is now necessary to restore the database using this backup.

To perform this task please consult your database administrator for further details on how to restore a database backup file.

---

**NOTE:** Any adapters installed after the successful installation of 4.1.1 FP0004 provisioning data will be lost upon the restoration of the database backup file.

**NOTE:** Any data sent from the adapters after the installation of 4.1.1 FP0004 will also be lost

---

#### 4.1.3 Ensure Tivoli/Sun Directory Server is running

Before removing this patch please ensure that the Tivoli Directory Server (TDS) or your Sun Directory server is running. To perform this check- please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.3.2.

---

#### 4.1.4 Stop Service Quality Manager Web Portal

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

---

You need to stop the running instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.3.

#### 4.1.5 Stop WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to stop the running instance of the WebSphere Message Broker on the application or consolidate server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.3.

#### 4.1.6 Uninstall WebSphere Security Patch

Uninstall WebSphere Application Server V6.1 Fix Pack 23 for AIX according to the instructions accompanying WebSphere Application Server V6.1 Fix Pack 23.

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

**NOTE:** If errors occur during the uninstall process please contact WebSphere's Support page for further assistance.

---

#### 4.1.7 Start WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

Once the WebSphere Application Server v6.1 Fix Pack 23 for AIX patches have been successfully uninstalled you need to start the instance of the WebSphere Message Broker on the application or

---

consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.1.

#### 4.1.8 Start Service Quality Manager Web Portal

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

---

You need to start the instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.1.

#### 4.1.9 Ensure WebSphere Security Patch is uninstalled

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

---

In order for Fix Pack 0004 to be applied uninstalled WebSphere Fix Pack 23 **must** be successfully removed. To verify that the WebSphere Application Server V6.1 Fix Pack 23 has been uninstalled successfully run the following command as user **saserver** on the application or consolidated server:

```
cd /appl/IBM/WebSphere/AppServer/bin
./versionInfo.sh
```

##### 4.1.9.1 Application or consolidated Server AIX OS version Information

In this file, locate the Version information for the installed WebSphere product, and ensure it states the following if the application or consolidated server OS is AIX.

```
Installed Product
-----
Name                IBM WebSphere Application Server
Version             6.1.0.13
-----
```

---

**NOTE:** If the version information is not the same as the output above, then the following steps should not be followed until such time that the WebSphere security patch can be successfully uninstalled. Contact WebSphere support for further assistance.

---

#### 4.1.9.2 Application or consolidated Server Solaris OS version Information

In this file, locate the Version information for the installed WebSphere product, and ensure it states the following if the application or consolidated server OS is Solaris.

```
Installed Product
```

```
-----  
Name                      IBM WebSphere Application Server  
Version                   6.1.0.9  
-----
```

---

**NOTE:** If the version information is not the same as the output above, then the following steps should not be followed until such time that the WebSphere security patch can be successfully uninstalled. Contact WebSphere support for further assistance.

---

#### 4.1.10 Remove TNSQM support for WebSphere Security Patch

To remove the Service Quality Manager patch package, execute the following command as user **root** on the Application or Consolidated servers:

```
# cd <target directory>/sa/admin/common/install/scripts  
#./install_patch.ksh -wmcr <target directory>/sa -mode remove
```

---

**NOTE:** If the error “rm: Cannot remove any directory in the path of the current working directory” is observed when running the command stated above this error can be ignored.

---

#### 4.1.11 Uninstall Fix Pack 0004

As user **root** on the Application, Database, Gateway or Consolidated server execute the following command:

```
# cd <target directory>/sa/admin/common/install/scripts  
#./deploy-patch -wmcr <target directory>/sa -version SQM4.1.1.13.84 -mode  
remove
```

Please enter the location of the Service Quality Manager patch [/appl]:

<target directory> i.e. /appl

---

This removal script will remove the IBM Tivoli Netcool Service Quality Management software version SQM4.1.1.13.84 from your system.

Do you wish to continue? yes

Removing patch-SQM4.1.1.13.84-patch

.....

Successfully removed patch-SQM4.1.1.13.84-patch

### 4.1.12 Saserver Database Password Restoration

At this stage as your snapshot of the database has been restored. The password that you had set when the snapshot was created is now the current **saserver** database password. As 4.1.1 FP0004 has now been removed the script for changing the saserver database password as described in Section 3.1 of the technical note delivered with this Fix Pack entitled – “TNSQM\_4.1.1\_FP0004\_Technical\_Note\_Changing\_Passwords.doc” is no longer applicable.

In order to update the TNSQM system it is now necessary to change the saserver database password to a new password. In order to do this the instruction outlined in the Technical Note entitled “IZ60182\_Changing\_the\_saserver\_Database\_password\_in\_TNSQM\_v0.1.pdf” available from the IBM Support Website under the APAR number IZ60182 must be followed.

---

**NOTE:** Since TNSQM 4.1.1 FP0003 (SQM 4.1.1.13.63) passwords cannot be reused so the password for the saserver database account needs to be changed to a new one that differs from the restored snapshot database password.

**NOTE:** Please do not execute the instructions detailed in section 3.1.10 Start TNSQM Processes of the Technical note referenced above.

---

### 4.1.13 Display patch history

To check the patch history of TNSQM execute the following command as user **saserver** of the application or consolidated server.

```
$ sap version
```

Output should be similar to the following. **Note:** the output could display patches installed after FP3 i.e. LA IF0007 (SQM4.1.1.13.73) as well.

Baseline Version:

IBM SQM4.1.1.13.01

---

Current Version:

SQM4.1.1.13.63

Patch History:

SQM4.1.1.13.46

SQM4.1.1.13.63

### 4.1.14 Start TNSQM Processes

Start all Service Quality Manager processes by executing the following commands as user **saserver** on the Service Quality Manager Application Server or Consolidated Server:

```
$ sap start domain
```

```
$ sap start monitoring (if adapters are installed)
```

```
$ sap start client
```

```
$ sap start adapters (if adapters are installed)
```

---

**NOTE:** As discussed in Section 4.1.2, the restoration of database backup copy will result in adapters installed after 4.1.1 FP0004 was installed in becoming unprovisioned. This problem manifests itself by the unprovisioned adapters failing to start upon the execution of the command **sap start adapters** and also the combiner will be unable to start due to the existence of unprovisioned data sources. In order to overcome this problem the adapters will have to be reinstalled.

---

### 4.1.15 Verify new LDAP Policy is successfully applied

At this stage the old LDAP policy has been re-applied to your system. In order to verify that it has been successfully applied please perform the following command as user **saserver** on the application or consolidated server.

#### 4.1.15.1 If the operating system is AIX and the LDAP server is Tivoli Directory Server run the following command:

```
$ idslldapsearch -h localhost -p 1389 -D "cn=Directory Manager" -w  
"DIRManagerPassword" -s base -b "cn=user policy,cn=ibmpolicies"  
objectclass=*
```

Where: **DIRManagerPassword** represents the value set for the LDAP Directory Manager user.

After running the command above the user should check that the following password attributes are set correctly:

```
cn=user policy

pwdAllowUserChange=true

pwdMustChange=false

pwdLockout=false

ibm-pwdpolicy=true

pwdMaxAge=0

pwdExpireWarning=0

pwdInHistory=0

pwdGraceLoginLimit=0
```

In the event that the attribute `pwdMaxAge` is not equal to zero and is still equal to 3888000 then the following additional steps need to be performed at this stage as user **saserver** on the application or consolidated server.

#### 4.1.15.2 Create temporary file to perform ldap modification

Create a temporary file on the application or consolidated server as user **saserver** in the following location by performing the command specified below:

```
vi $WMCROOT/admin/tds/schema/tmpPwdMaxAge.ldif
```

In this file insert the following content:

```
dn: cn=user policy,cn=ibmpolicies

changetype: modify

replace: pwdMaxAge

pwdMaxAge: 0
```

Once inserted please perform the following command as user **saserver** on the application or consolidated server:

```
$ idsldapmodify -h localhost -p 1389 -c -a -D "cn=Directory Manager" -w
"DIRManagerPassword" -k -i /appl/sa/admin/tds/schema/tmpPwdMaxAge.ldif
```

Where: **DIRManagerPassword** represents the value set for the LDAP Directory Manager user.

Verify the attribute has been updated by re-running the following command as user **saserver** on the application or consolidated server:

```
$ idslldapsearch -h localhost -p 1389 -D "cn=Directory Manager" -w  
"DIRManagerPassword" -s base -b "cn=user policy,cn=ibmpolicies"  
objectclass=*
```

Where: **DIRManagerPassword** represents the value set for the LDAP Directory Manager user

---

**NOTE:** If the values specified above do not match your expected output – please contact TNSQM support for further assistance before proceeding.

---

#### 4.1.16 Reinstall Un-provisioned Adapters

Adapters installed after 4.1.1 FP0004 now need to be re-installed. In order to do this you first need to remove the failed data-sources by following the instructions provided in the Generic Service Solution Guide delivered as part of the adapter. Once such adapters are removed you can reinstall them by following the install instructions in the same guide.

#### 4.1.17 Reinstall Application Discoverer

You need to uninstall the version of IBM Tivoli Netcool SQM Application Discoverer that was installed as part of 4.1.1 FP0004. To do this go to the directory that the IBM TNSQM Application Discoverer application is installed i.e. C:\Program Files\IBM Tivoli Netcool\Service Quality Manager, and run the uninstall.exe application.

Once successfully uninstalled download the executable to install the new Application Discoverer. To do insert this link specified below into your Internet Explorer Browser replacing the <TNSQM Machine Name> with the name or IP address of the TNSQM Server:

```
http://<TNSQM Machine Name>:8092/webstart
```

Run and install the new Application Discoverer instance as per the instructions provided in the TNSQM Client Installation Guide.

#### 4.1.18 Stop TNSQM Processes

Stop all Service Quality Manager processes if they are running by executing the following command as user **saserver** on the application or consolidated server:

```
$ sap stop -f
```

#### 4.1.19 Stop Service Quality Manager Web Portal

You need to stop the running instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.3.

---



#### 4.1.20 Stop WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to stop the running instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.3.

#### 4.1.21 Start WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to start the instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.1.

#### 4.1.22 Start Service Quality Manager Web Portal

You need to start the instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.1.

#### 4.1.23 Start TNSQM Processes

Start all Service Quality Manager processes by executing the following commands as user **saserver** on the Service Quality Manager Application Server or Consolidated Server:

```
$ sap start domain
```

```
$ sap start monitoring (if adapters are installed)
```

```
$ sap start client
```

```
$ sap start adapters (if adapters are installed)
```

## 4.2 Migration Path FP0003 to 4.1.1 FP0004 Extra Removal steps

---

**NOTE:** This step should only be performed if LA IF0007 is **not** installed on the system. To determine if you have this interim fix pack follow the procedure outlined in Section 3.1 and if SQM4.1.1.13.73 (LA IF0007) is shown in the patch output then this step can be ignored.

---

If the customer goes directly from the installation path of 4.1.1 FP0003 (SQM4.1.1.13.63) to 4.1.1 FP0004 (SQM4.1.1.13.84) then it should be noted that the WebSphere Patch .23 has been removed at

---

this stage. Removing this WebSphere security patch can sometimes cause an internal WebSphere error 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.

If this problem occurs the following steps must be followed to remove the error:

### 4.2.1 Install WebSphere .23 Security Patch

Reinstalling the WebSphere .23 security patch eliminates this problem. In order to do this the customer must follow the instructions provided in Section 3.2.5 to Section 3.2.10 of this document.

### 4.2.2 Update SLA Web View Portlet files

Now that the WebSphere security patch .23 has been installed the user must now perform the following as user **root** on the application or consolidated server:

```
# vi /<target
directory>/IBM/WebSphere/AppServer/systemApps/isclite.ear/sla_webview.war/WE
B-INF/classes/slaweb.properties
```

In this file for each of the following property values remove the value associated with them, so that the value assigned is blank.

```
javax.portlet.title=
javax.portlet.short-title=
javax.portlet.keywords=
```

---

**NOTE:** <target directory> - denotes the directory where the SQM software is installed

---

### 4.2.3 Update WebSphere Module File

You now need to manually update the WebSphere Module File. To do this perform the following as user **root** on the application or consolidated server.

```
# cd /<target directory>/IBM/WebSphere/AppServer/bin
# ./wsadmin.sh
```

Once the WebSphere admin tool is launched the user needs to pass the following commands to the tool.

```
wsadmin> $AdminApp update isclite modulefile {-operation delete -contenturi
sla_webview.war}
```

Once the command above has been completed successfully the user must save the changes made by running the following command:

```
wsadmin> $AdminConfig save

wsadmin> $AdminApp update isclite modulefile {-operation add -contents
../systemApps/isclite.ear/sla_webview.war -custom paavalidation=true -
contenturi sla_webview.war -usedefaultbindings -contextroot /ibm/slaweb -
MapWebModToVH {{.* .* admin_host}}}
```

Once the command above has been completed successfully the user must save the changes made by running the following command:

```
wsadmin> $AdminConfig save

wsadmin> exit
```

---

**NOTE:** <target directory> - denotes the directory where the SQM software is installed

---

#### 4.2.4 Change permissions on WebSphere folder

Go to the following directory and modify the permissions on the following WebSphere folder as user **root** on the application or consolidate server:

```
/<target directory>/IBM/WebSphere/AppServer/profiles/isc/configuration/
```

Run the following command in this location:

```
# chmod 775 org.eclipse.osgi
```

#### 4.2.5 Replace ISC Navigation Tree

Perform the following as user **root** on the application or consolidated server:

Copy the backup navigation.xml file that was made in Section 3.2.4 into the WebSphere directory:

```
# cd /<target
directory>/IBM/WebSphere/AppServer/systemApps/isclite.ear/config

# cp /<Oracle Backup Database Location>/navigation.xml /<target
directory>/IBM/WebSphere/AppServer/systemApps/isclite.ear/config
```

---

**NOTE:** <Oracle Backup Database Location> is the location that was chosen to store the backup of the Oracle database snapshot.

**NOTE:** <target directory> - denotes the directory where the SQM software is installed.

---

#### 4.2.6 Stop TNSQM Processes

Stop all Service Quality Manager processes if they are running by executing the following command as user **saserver** on the application or consolidated server:

```
$ sap stop -f
```

#### 4.2.7 Stop Service Quality Manager Web Portal

You need to stop the running instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.3.

#### 4.2.8 Stop WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to stop the running instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.3.

#### 4.2.9 Start WebSphere Message Broker (AIX Only)

---

**NOTE:** This step should be performed if the application or consolidated server Operating System is AIX

---

You need to start the instance of the WebSphere Message Broker on the application or consolidated server. To do this, please refer to the TNSQM AIX System Administration guide - Section 5.4.1.

#### 4.2.10 Start Service Quality Manager Web Portal

You need to start the instance of the Service Quality Manager Web Portal on the application or consolidated server. To do this, please refer to the TNSQM AIX/Solaris System Administration guide - Section 5.5.1.

#### 4.2.11 Start TNSQM Processes

Start all Service Quality Manager processes by executing the following commands as user **saserver** on the Service Quality Manager Application Server or Consolidated Server:

```
$ sap start domain
```

```
$ sap start monitoring (if adapters are installed)
```

---

```
$ sap start client
```

```
$ sap start adapters (if adapters are installed)
```

### **4.2.12 Login into SLA Web monitor**

To ensure that the updates are applied correctly you now need to login as a TNSQM business user to Service Quality Manager Web Portal. Once logged in launch the SLA Web Monitor application.

## Appendix A – Notices and Trademarks

This appendix contains the following:

1. Notices
2. Trademarks

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