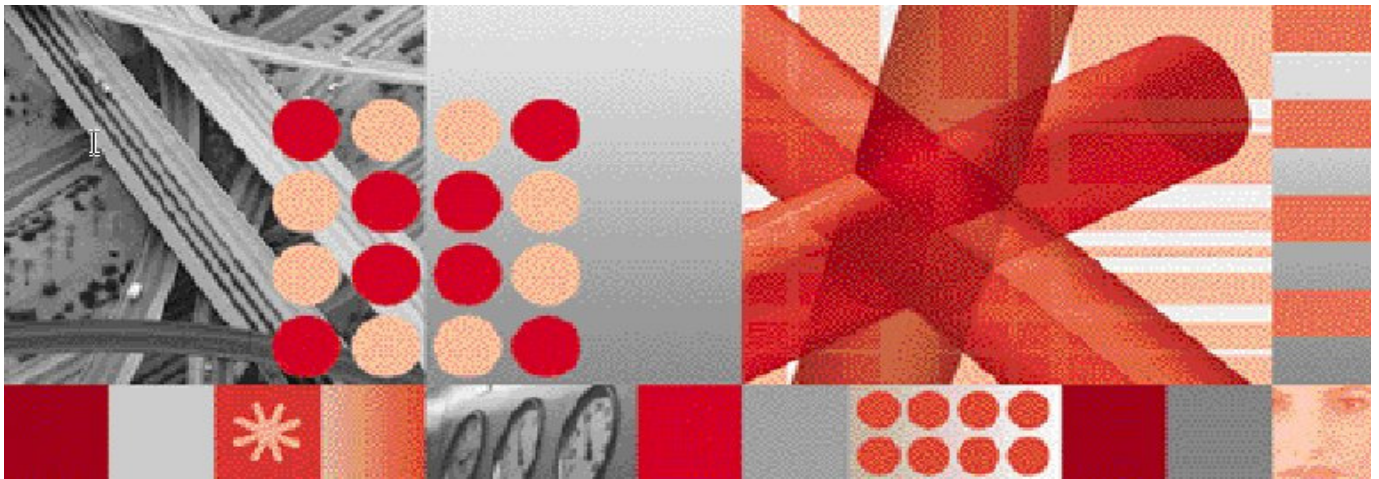


Tivoli Netcool Service Quality Manager 4.1.1.13.84 (Fix Pack 0004)

IBM



Technical note Detailing the procedure for changing the saserver database password, WebSphere Administrator Password (swvadm) & LDAP saserver password

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

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.

© Copyright International Business Machines Corporation 2009. All rights reserved.

US Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Table of Contents

1	Problem description	4
2	Customer impact	4
3	Resolution	4
3.1	Procedure for changing saserver database (db) password	5
3.1.1	Exit all TNSQM Client UIs.....	5
3.1.2	Stop TNSQM Processes.....	5
3.1.3	Stop the Service Quality Manager Process Monitor	5
3.1.4	Stop the Service Quality Manager Process Manager	5
3.1.5	Execute Script.....	5
3.1.5.1	Extra Step for distributed installation only	6
3.1.6	Change Business Objects (BO) saserver passwords.....	6
3.1.7	Start the Service Quality Process Monitor.....	8
3.1.8	Start the Service Quality Process Manager.....	8
3.1.9	Start TNSQM Processes	8
3.2	Procedure for changing WebSphere Administrator Password.....	9
3.2.1	Update new password on TNSQM client	9
3.2.2	Execute script	9
3.2.3	Stop TNSQM Processes.....	9
3.2.4	Stop Service Quality Manager Web Portal	10
3.2.5	Stop WebSphere Message Broker (AIX Only)	10
3.2.6	Start WebSphere Message Broker (AIX Only).....	10
3.2.7	Start Service Quality Manager Web Portal.....	10
3.2.8	Start TNSQM Processes	10
3.3	Procedure for changing Saserver LDAP Password.....	11
3.3.1	Stop TNSQM Processes.....	11
3.3.2	Stop Service Quality Manager Web Portal	11
3.3.3	Stop WebSphere Message Broker (AIX Only)	11
3.3.4	Stop the Service Quality Manager Process Monitor	12
3.3.5	Stop the Service Quality Manager Process Manager	12
3.3.6	Execute Script.....	12
3.3.6.1	Extra Step for distributed installation only	12
3.3.7	Start the Service Quality Manager Process Manager	13
3.3.8	Start the Service Quality Process Monitor.....	13
3.3.9	Start WebSphere Message Broker (AIX Only).....	13
3.3.10	Start Service Quality Manager Web Portal.....	13
3.3.11	Start TNSQM Processes	13
3.4	Procedure for unlocking Saserver db account.....	14
3.5	Procedure for changing Useradm password.....	15
3.5.1	Create another TNSQM User and Password Administrator	15
3.5.2	Modify original 'useradm' account	15
	Appendix A Notices.....	16

1 Problem description

Upon the installation of 4.1.1 FP0004 the saserver database password and WebSphere system administrator and Saserver LDAP password can be changed possibly every 45 days. If proper procedures are not followed when changing their user passwords then this may result in TNSQM not functioning properly.

2 Customer impact

If the TNSQM user: Saserver database user; Swvadm; and Saserver LDAP passwords are not changed in accordance to the procedures outlined in this document then the TNSQM processes may no longer be able to connect to the database/WebSphere/LDAP resulting in complete process failure.

3 Resolution

The purpose of this tech note is to detail the procedures for changing the saserver database, WebSphere Administrator password i.e. swvadm and saserver LDAP password, so that system failures and/or upgrade problems do not occur.

3.1 Procedure for changing saserver database (db) password

3.1.1 Exit all TNSQM Client UIs

In order to change the saserver database password it is necessary that all TNSQM client UIs be closed before the changes are made.

3.1.2 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
```

3.1.3 Stop the Service Quality Manager Process Monitor

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.6.3 on instructions on how to stop the Service Quality Process Monitor.

3.1.4 Stop the Service Quality Manager Process Manager

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.7.3 on instructions on how to stop the Service Quality Manager Process Manager.

3.1.5 Execute Script

A script to automate this procedure is provided and available upon the successful installation of FP004. This script is located in /<target directory>/sa/bin and its usage is shown below:

```
Usage: update_db_password -sp|-sadbpassword <new password> -rp|-  
repospassword <new password> [ -wmcr <WMC root> ]
```

In order to run this script, perform the following as user **root** on the database or consolidated server:

```
# cd /<target directory>/sa/bin  
  
# ./update_db_password -sp '<New Password>' -rp '<New Password>' -wmcr  
/<target directory>/sa
```

The execution of this command changes the saserver database and Business Objects (BO) repository (repos) password to the new value <New Password>. The <New Password> must be sur-

rounded by single quotes i.e. '<New Password>' when running the script to update the password. The script also modifies all the necessary properties files and encrypts the new password in these files.

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

NOTE: Both the `-sp` and `-rp` parameters options must be specified when running the script detailed above. In addition the password specified for both must be identical.

NOTE: If an error occurs the detail of the error reported will be located in the following directory:

`$WMCROOT/admin/logs/`

NOTE: As stated in the release notes the special character the US Dollar sign '\$' has to be escaped by placing a backspace before it i.e. '\'. Failure to do this will result in unexpected behavior when changing passwords. For a full list of the support special characters in this release, please see Section 4.2.5 in the Release Notes accompanying 4.1.1 FP0004.

NOTE: As stated in the release notes the special character '%' cannot be used due to the fact that it is used as a delimiter character in scripting operations in TNSQM. For a full list of the support special characters in this release, please see Section 4.2.5 in the Release Notes accompanying 4.1.1 FP0004.

3.1.5.1 Extra Step for distributed installation only

If the above command as described in Section 3.1.5 is completed without errors, then the command procedure described above in Section 3.1.5 needs to be repeated on the gateway and application servers on a distributed installation. Running this command on the gateway and application servers will update the relevant properties files and encrypt them.

3.1.6 Change Business Objects (BO) saserver passwords

The BO designer application, which can be installed on a PC or the windows machine where BO is installed enables the BO administrator to see the universes associated with a report. How this universe connects to the database is controlled through a connection that uses the saserver database (db) password. As a result these connections need to be modified to include the new saserver db password to allow reports to be run with TNSQM. There are two ways in which the administrator manages these connections:

- They can have one connection per universe
- They can have one connection used between a set or all universes

The advantage of sharing a connection between multiple universes and models is that the password change procedure outlined below needs only be performed once. If a separate connection is used per universe per model then each of these individual connections need to be modified as per the procedure outlined below:

1. Open Business Objects Designer (Note: this software can be installed and run in the Business Objects server or in a PC)
2. Go to Tools -> Connections
3. Select the connection you need to modify and click "Edit", as shown in Figure 1.

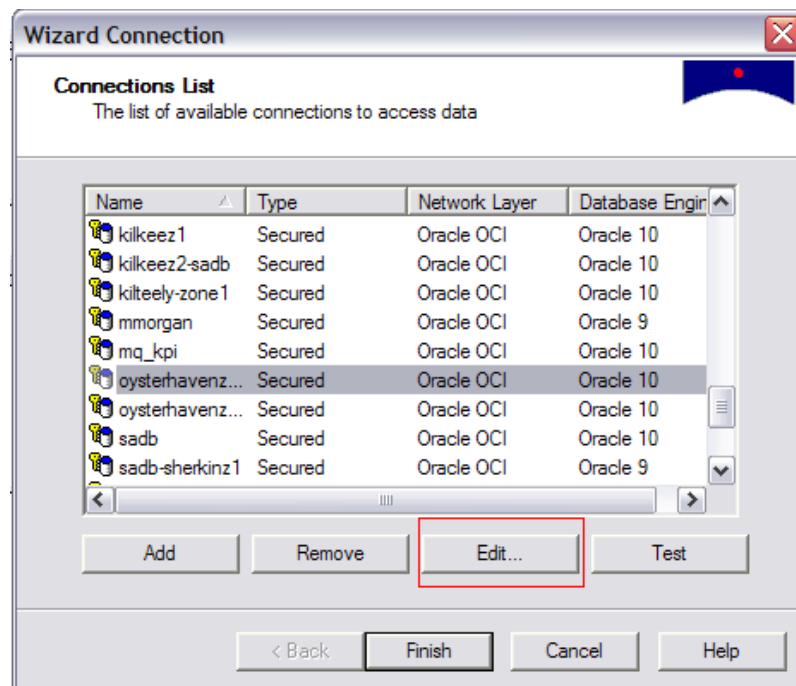


Figure 1: Editing the model universe connection

4. In the Login Parameters, change the password inserting the new password of saserver and click "Next", as shown below in Figure 2.

NOTE: The password entered in this textbox must match exactly the database password specified in Section 3.1.5.

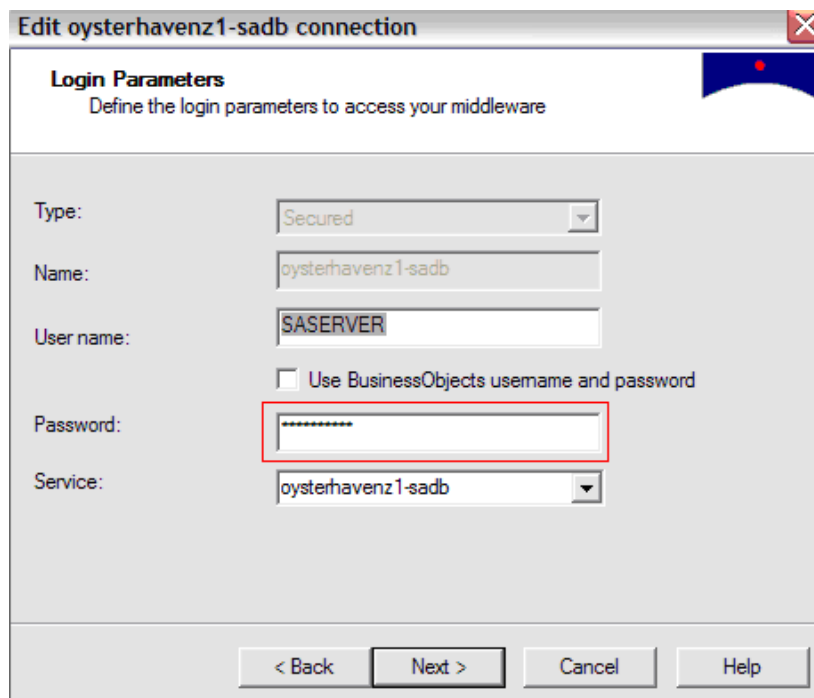


Figure 2 Change the password for the login parameters

5. Click in "Test connection" to check. If the test is successful, then click "Next". If not click in "Back" and fill the fields with the correct parameters.
6. Click "Next"
7. Click "Finish"
8. Repeat this procedure for any other connections that connect to your TNSQM server.
9. Click "Finish"

3.1.7 Start the Service Quality Process Monitor

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.6.1 on instructions on how to start the Service Quality Process Monitor.

3.1.8 Start the Service Quality Process Manager

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.7.1 on instructions on how to start the Service Quality Manager Process Manager.

3.1.9 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 Procedure for changing WebSphere Administrator Password

3.2.1 Update new password on TNSQM client

You may also need to update the WebSphere administrator password i.e. swvadm for the TNSQM client. In order to do this the administrator responsible for managing TNSQM username and password accounts need to launch the 'Application Discoverer' application, and select the 'Users and Passwords' account. Upon successful login, the administrator needs to:

1. Select the option 'Manage Users'
2. Select the user account 'SWV Administrator' as shown below.



3. Once selected the user must insert a username for the profile "SWV Administrator", and also insert the newly selected password in the text field 'Password' and 'Confirm Password'.
4. Select the option 'Update'

3.2.2 Execute script

A script to automate this procedure is provided and available upon the successful installation of 4.1.1 FP0004. In order to run this script, perform the following as user **root** on the application or consolidated servers:

```
# cd /<target directory>/sa/bin
```

```
# ./update_isc_password
```

```
Please, enter the WAS admin password for the swvadm LDAP user:
```

```
Please, enter the WAS admin password for the swvadm LDAP user a second time:
```

The execution of this command changes the WebSphere Administrator Password to the new value as specified by the user and that is set in Section 3.2.1. The script also modifies all the necessary properties files and encrypts the new password in these files.

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

NOTE: As stated in the release notes the special character '%' cannot be used due to the fact that it is used as a delimiter character in scripting operations in TNSQM. For a full list of the support special characters in this release, please see Section 4.2.5 in the Release Notes accompanying 4.1.1 FP0004.

3.2.3 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
```

3.2.4 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.

3.2.5 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.

3.2.6 Start WebSphere Message Broker (AIX Only)

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

You now 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.

3.2.7 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.

3.2.8 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)
```

3.3 Procedure for changing Saserver LDAP Password

A script to automate the procedure for changing the Saserver LDAP password is provided in 4.1.1 FP0004.

3.3.1 Stop TNSQM Processes

Execute the following as user **saserver** on the Application or Consolidated server:

```
$ sap stop -f
```

3.3.2 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.

3.3.2.1 Ensure Web Portal is shut down (AIX)

When shutting down the Service Quality Manager Web Portal – the following error may be observed during the installing of 4.1.1 FP004. This error is a result of incorrect credentials being set for the saserver LDAP password or for the SWVADM WebSphere administrator password. However during the installation of 4.1.1 FP0004 this error can be ignored when shutting down the Web Portal:

```
ADMN0022E: Access is denied for the stop operation on Server MBean because
of insufficient or empty credentials.
```

3.3.2.2 Ensure Web Portal is shutdown (SOLARIS)

When changing the Saserver LDAP password it is necessary to ensure that the Service Quality Manager Web Portal is fully shutdown before continuing. In order to check this the user must run the following command as user **saserver** on the Application or Consolidated server:

```
$ svcs wp-sa

STATE          STIME      FMRI

offline        16:11:47  svc:/application/serviceassure/wp-sa:sa
```

Please ensure that the state of the Service Quality Web Portal is offline before continuing. If at any stage the state is at 'maintenance' then the user must run the command as specified in Section 3.3.2 again before continuing.

3.3.3 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 TNSQM AIX System Administration guide - Section 5.4.3.

3.3.4 Stop the Service Quality Manager Process Monitor

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.6.3 on instructions on how to stop the Service Quality Process Monitor.

3.3.5 Stop the Service Quality Manager Process Manager

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.7.3 on instructions on how to stop the Service Quality Manager Process Manager.

3.3.6 Execute Script

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

```
# cd /<target directory>/sa/bin  
  
#./update_ldap_password
```

The script will prompt you for the new LDAP saserver password and request that it be entered a second time to confirm.

```
Please, enter the TNSQM LDAP password:
```

```
Please, enter the TNSQM LDAP password a second time:
```

The script will also prompt you for the password of the LDAP Directory Manager, by default this password is 'Dirmgr01'.

```
Please enter the LDAP Directory Manager password: [Dirmgr01]
```

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

NOTE: As stated in the release notes the special character '%' also cannot be used due to the fact that it is used as a delimiter character in scripting operations in TNSQM. For a full list of the support special characters in this release, please see Section 4.2.5 in the Release Notes accompanying 4.1.1 FP0004.

3.3.6.1 Extra Step for distributed installation only

If the above command as described in Section 3.3.6 is completed without errors, then the command procedure described above in Section 3.3.6 needs to be repeated on the gateway server(s) on a distributed installation. Running this command on the gateway server(s) will update the relevant properties files and encrypt them.

However when running the update script on the gateway server(s) you will get the following error. This error exists due to the fact that the WebSphere instance is not installed on any gateway server and can as a result be ignored.

```
./update_ldap_password[291]: --WAS_HOME--/bin/PropFilePasswordEncoder.sh: not found
update_ldap_password [195]: ERROR: failed to encrypt
java.naming.security.credentials in /tmp/195.default.properties_encode
```

3.3.7 Start the Service Quality Manager Process Manager

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.7.1 on instructions on how to start the Service Quality Manager Process Manager.

3.3.8 Start the Service Quality Process Monitor

Depending on the operating system on which the application or consolidated server is installed on please refer to the appropriate (AIX/Solaris) System Administration Guide, Section 5.6.1 on instructions on how to start the Service Quality Process Monitor.

3.3.9 Start WebSphere Message Broker (AIX Only)

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

You now 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.

3.3.10 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.

3.3.11 Start TNSQM Processes

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

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

3.4 Procedure for unlocking Saserver db 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 instructions below are provided to unlock the saserver db account.

Perform the following as user **oracle** on the database or consolidated server.

```
$ export ORACLE_SID=sadb  
  
$ sqlplus / as sysdba  
  
SQL> alter user saserver account unlock;  
  
SQL> exit
```

NOTE: It is the responsibility of the TNSQM administrator that the relevant personnel are made aware of any changes to the Saserver db password as improper management of this information may result in a user/entity across the enterprise continually locking out the saserver db account.

3.5 Procedure for changing Useradm password

There is by default one TNSQM User and Password administrator. This administrator is called 'useradm'. This user is responsible for maintaining and administrating TNSQM business user accounts in addition to the TNSQM WebSphere administrator account 'swvadm'. In order to change the TNSQM administrator 'useradm' password a second TNSQM administrator must be created in the system. To do this and to change the TNSQM 'useradm' password you must perform the steps outlined below.

3.5.1 Create another TNSQM User and Password Administrator

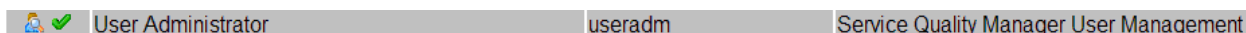
You need to create another TNSQM User and Password. This is detailed in Section 2.4.2 of the TNSQM Client administration guide. With regards to these steps you need to:

1. Login is as user 'useradm' providing the password set for this user ensuring that the role "Admin" is selected
2. Create a new user by selecting a username, role and password.
 - a. With regards to the username – you can select whatever value that is deemed appropriate e.g. useradmSecondary.
 - b. When selecting the appropriate role for this administrator user – the **only** role that should be selected is "Service Quality Manager User Management".
3. Exit out of the User and Password Web application

3.5.2 Modify original 'useradm' account

In order to modify the original 'useradm' account you need to login to the 'Users and Password' Web application as the newly created TNSQM User and Password Administrator. Once logged in do the following:

1. Select the option 'Manage Users'
2. Select the user account 'User Administrator' as shown below.



3. Once selected the user must insert a username for the profile "User Administrator", and also insert the newly selected password in the text field 'Password' and 'Confirm Password'.
4. Select the option 'Update'

Appendix A Notices

IBM may not offer the products, services, or features discussed in this document in all 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.

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

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



Printed in the Republic of Ireland.