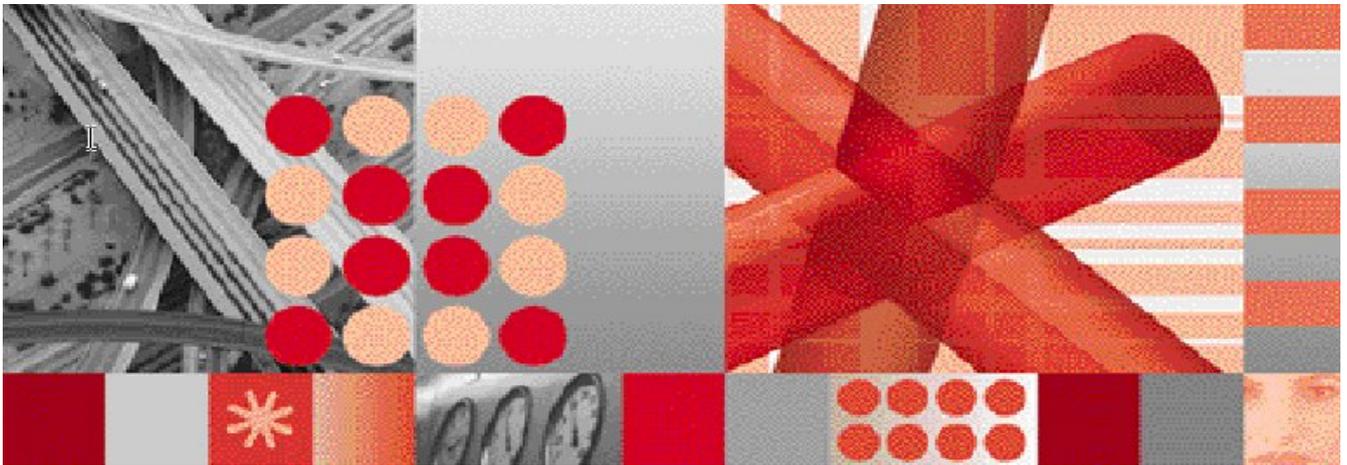




Version 4.1.1



Patch Installation Guide

TIVOLI NETCOOL SERVICE QUALITY MANAGER PATCH INSTALLATION GUIDE

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

This edition applies to version 1, release 1, modification 1 of the IBM Tivoli Netcool Service Quality Manager Patch 4.1.1.13.49 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 4.1.1.13.49 (Interim Fix IF0006) 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 any release notes and readme files distributed with your 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.

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

| Format | Examples | Description |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| ALL UPPERCASE | GPS NULL MYWEBSERVER | Acronyms, device names, logical operators, registry keys, and some data structures. |
| <u>Underscore</u> | See Docu <u>ment Conventions</u> | For links within a document or to the Internet. Note that TOC and index links are not underscored. Color of text is determined by browser settings. |
| Bold | Note: The busy hour determiner is... | Heading text for Notes, Tips, and Warnings. |
| SMALL CAPS | The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE. | Any text that appears on the GUI. |
| <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. |
| Monospace Bold | <code>[root] # pkginfo grep -i perl</code> system Perl5 On-Line Manual Pages system Perl 5.005_03 (POD Documentation) system Perl 5.005_03 | For contrast in a code example to show lines the user is expected to enter. |
| <Monospace italics> | <code># cd <oracle_setup></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] | log-archiver.sh [-i][-w][-t] | Used in code examples: indicates options. |
|------------------|------------------------------|-------------------------------------------|

2.4 Document Structure

This guide is organized into the following chapters:

Table 2: Document Structure

| Chapter | Description |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Service Quality Manager Patch 4.1.1.13.49 | Provides the steps required to install the Service Quality Manager 4.1.1.13.49 (Interim Fix IF0006) patch. |
| Removing Service Quality Manager Patch 4.1.1.13.49 | Provides the steps required to remove the 4.1.1.13.49 (Interim Fix IF0006) 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

| Document | Description |
|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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> | 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"> - Starting and stopping Service Quality Manager. - Running batch processes such as archiving trace files and log files. - Backing up and restoring the system. |

| | |
|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>AIX System Administration Guide</i> | Provides an overview of the AIX Service Quality Manager administrative tasks including instructions on how to complete the following tasks: - Starting and stopping Service Quality Manager. - Running batch processes such as archiving trace files and log files. - Backing up and restoring the system. |
| <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 & 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 |

2.5.1 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 4.1.1.13.49 (Interim Fix IF0006)

3.1 Service Quality Manager Patch Pre-requisites

The Tivoli Netcool Service Quality Manager 4.1.1.13.49 (Interim Fix IF0006) patch can only be applied on a Service Quality Manager server on version 4.1.1.13.01 with Fix Pack 2 (FP0002) installed.

Prerequisites table

| Version | Type |
|-------------------------|----------|
| SQM4.1.1.13.01 | Baseline |
| SQM4.1.1.13.46 (FP0002) | 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:

```
Baseline Version:
IBM SQM4.1.1.13.01
Current Version:
SQM4.1.1.13.46
Patch History:
.
.
SQM4.1.1.13.46
```

Note: If the patch history reports intermediate patches which were installed before SQM4.1.1.13.46 (FP0002) make a note of them in case a rollback is required later.

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 servers.

3.2.1 Core Installation Procedure

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

3.2.1.1 Stop all Processes

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

```
$ sap stop -f
```

3.2.2 Installation

Complete the following as user **root** on the Service Quality Manager Application Server, Gateway Server or Consolidated Server:

NOTE: The patch consists of two packages. One, `patch-SQM4.1.1.13.49-patch.tar.gz`, should be installed **ONLY** on systems running SQM core without CEM. The other, `patch-CEM4.1.1.13.49-patch.tar.gz`, should be installed **ONLY** on systems running SQM with CEM core. If the system is ***not*** running CEM, the `sap disp cem` command as user **saserver** will return an error message – `ERROR - The process is not registered: cem.`

If the system is running CEM, the `sap disp cem` command as user `saserver` will return a list of CEM core processes.

3.2.2.1 Place Interim Fix in <target directory>

Place the TNSQM4.1.1.13.49 (Interim Fix IF0006) patch package in the `<target directory>`, for example, `/app1` on the server.

Once completed, execute the following commands:

```
#cd <target directory>/sa/admin/common/install/scripts
#./deploy-patch -wmc <target directory>/sa -version <core type>4.1.1.13.49 -mode
install
```

Where `<target directory>` denotes the directory where the SQM software is installed and `<core type>` is SQM or CEM, as appropriate.

The Service Quality Manager patch installation can be broken down into the following sections.

3.2.2.2 User Checks

The installation will ensure that the relevant users exist before commencing the Service Quality Manager software installation.

```
Checking user saserver exists prior to install
.... Done
```

3.2.2.3 Service Quality Manager Software Installation

The installation will automatically backup files to be patched and install the patched files:

```
Creating Backup directory for Patch Files
.... Done
```

```
Backing up patched files to /appl/<XXX.X.X.XX.XX> directory
.... backed up
```

3.2.2.4 Check version of installed patch

Check the version of installed patches after SAP manger restart by executing the following commands as user **saserver** on the Application or Consolidated server:

```
$ sapmgr stop
$ sapmgr start
$ sap version
```

Output should be similar to the following

```
Baseline Version:
IBM SQM4.1.1.13.01
Current Version:
SQM4.1.1.13.49
Patch History:
.
.
SQM4.1.1.13.46
SQM4.1.1.13.49
```

3.2.3 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 cem (if cem is installed)
```

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```
$ sap start client
```

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

4 Removing Service Quality Manager Patch 4.1.1.13.49 (Interim Fix IF0006)

Note (Distributed Installation): Perform the procedures in this section on the Application, Database and Gateway server only

4.1 Patch removal

Complete the following on the Service Quality Manager Application Server or Consolidated Server:

4.1.1 Stop TNSQM Processes

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

```
$ sap stop -f
```

4.1.2 Execute Script

Complete the following on the Service Quality Manager Consolidated Server or Application Server, and Gateway Server:

To remove the Service Quality Manager patch package, execute the following command as user **root**:

```
# cd <target directory>/sa/admin/common/install/scripts
# ./deploy-patch -wmc <target directory>/sa -version <core type>4.1.1.13.49 -mode
remove
Please enter the location of the Service Quality Manager patch [/appl]:
Removing patch-<core type>4.1.1.13.49-patch
.....
Successfully removed patch-<core type>4.1.1.13.49-patch
```

Where <target directory> denotes the directory where the SQM software is installed and <core type> is SQM or CEM, as appropriate.

4.1.3 Check Patch history

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

```
$ sapmgr stop
$ sapmgr start
$ sap version
```

Output should be similar to the following

```
Baseline Version:
IBM SQM4.1.1.13.01
Current Version:
SQM4.1.1.13.46
Patch History:
.
.
SQM4.1.1.13.46
```

If the patch history still reports SQM4.1.1.13.49 as the latest installed revision complete the following as user **root** on Service Quality Manager Consolidated Server or Application server and Gateway server *otherwise* proceed to section **4.1.4**:

Adjust the installed patch history

Edit the following file (where <target directory> denotes the directory where the SQM software is installed)

```
<target directory>/sa/.applied_patches
```

Ensure that it does not contain the following Service Quality Manager patch reference line:

```
SQM4.1.1.13.49
```

If the above line is present, remove it and save the file.

Edit the following file (where <target directory> denotes the directory where the SQM software is installed)

```
<target directory>/sa/.prev_version
```

Ensure it contains the following line only:

```
SQM4.1.1.13.46
```

If the above line is missing or incorrect, add and/or correct it.

4.1.4 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 cem (if CEM is installed)
$ sap start client
```

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

Appendix A: Notices

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