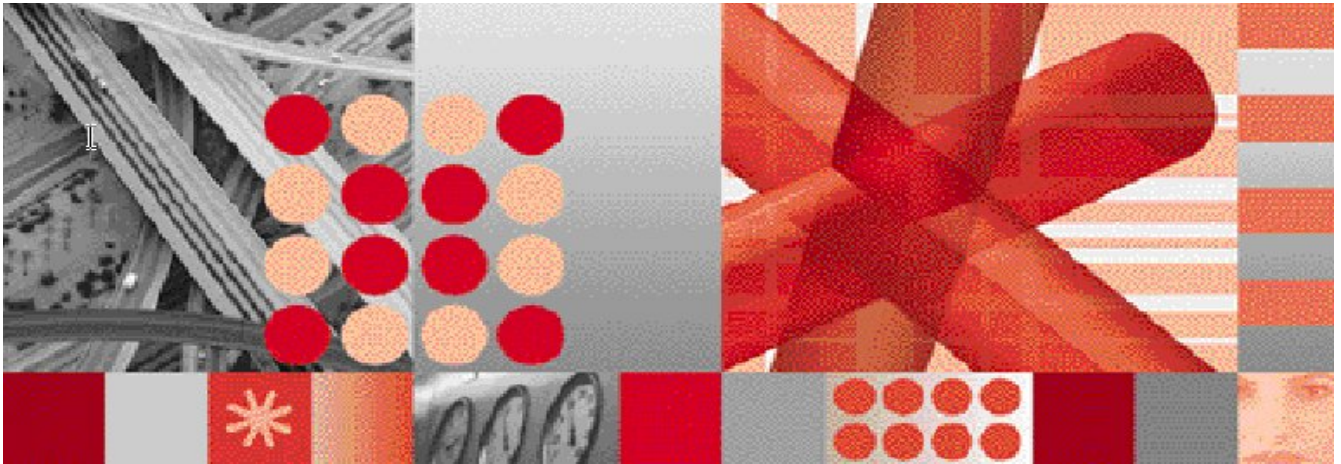




**Netcool® Service Quality Manager 4.1.1.13.49
(Interim Fix 0006)**

IBM



4.1.1-TIV-TNSQM-IF0006 (Service Quality Manager Patch 4.1.1.13.49) Release Notes

TIVOLI® NETCOOL® SERVICE QUALITY MANAGER PATCH 4.1.1.13.49
4.1.1-TIV-TNSQM-IF0006 RELEASE NOTES

Note: Before using this information and the product it supports, read the information in Notices on page 13.

This edition applies to Version 1 Release 1, modification 1 of IBM® Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49 (IF0006) and to all subsequent releases and modifications until otherwise indicated in new editions.

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1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49 4.1.1-TIV-TNSQM_IF0006 Release Notes provide information on the following:

- Details of Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49
- Installation Information
- Known Issues
- Fixed Issues

1.1 Audience

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

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

Note: Tivoli® Netcool® Service Quality Manager Administrators should not, without prior consultation and agreement from IBM, make any changes to the Index Organized tables or database schema. Changes to the Index Organized tables or database schema may result in corruption of data and failure of the Service Quality Manager System. This applies to all releases of Tivoli® Netcool® Service Quality Manager using all versions of interfaces.

1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles
- Unix® Operating Systems
- IP Networking

This guide also assumes that you are familiar with your company's network and with procedures for configuring, monitoring, and solving problems on your network.

1.3 Document Conventions

The following command prompts can be seen throughout this document where the user has to enter commands at the command line:

- # (hash): This prompt will be displayed if the user is logged in as user `root`.
- \$ (dollar): This prompt will be displayed if the user is logged in as either the `saserver` or `oracle` user.

Please note the above prompts are not part of commands. All commands must be entered after these prompts.

This document uses the typographical conventions shown in the following table:

Table 1: General Document Conventions

<i>Format</i>	<i>Examples</i>	<i>Description</i>
ALL UPPERCASE	GPS NULL MYWEBSERVER	Acronyms, device names, logical operators, registry keys, and some data structures.
<u>Underscore</u>	See Document Conventions	For links within a document or to the Internet. Note that TOC and index links are not underscored. Color of text is determined by browser settings.
Bold	Note: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.
SMALL CAPS	The STORED SQL dialog box... ...click VIEW... In the main GUI window, select the FILE menu, point to NEW, and then select TRAFFIC TEMPLATE.	Any text that appears on the GUI.
<i>Italic</i>	A <i>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>http://java.sun.com/products/</code> <code>addmsc.sh</code> <code>core.spec</code>	Code text, command line text, paths, scripts, and file names. Text written in the body of a paragraph that the user is expected to enter.

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	Type OK to continue.	
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.
<i><Monospace italics></i>	<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]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

1.4 Document Structure

This guide is organized into the following chapters:

Table 2: Document Structure

Chapter	Description
About this Documentation	An overview of the Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49 documentation, which gives details of the intended audience and the structure of the guides.
Installation	Details on guides to be followed during the installation of the product for the release.
Known issues	Details on known issues included in the release and workarounds, if available.
Fixed issues	Details on fixed issues included in the release.

1.5 User Publications

The following user publications are provided with the Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49 software in Adobe® Portable Document Format (PDF).

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Table 3: Service Quality Manager Patch Documentation

Document	Description
<i>Tivoli® Netcool® Service Quality Manager 4.1.1 IF0006 Installation Guide</i>	Describes how to install Service Quality Manager Patch 4.1.1.13.49 (IF0006)
<i>Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49(IF0006) Release Notes</i>	Provides information on Tivoli® Netcool® Service Quality Manager Patch 4.1.1.13.49 (IF0006) release contents, platform requirements, installation and upgrade procedures, and known issues.

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

Table 4: Service Quality Manager User Documentation

Document	Description
<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.

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<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>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

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<i>Customer Experience Management Online Help</i>	Describes how to use and monitor the Customer Experience Management feature in the Service Quality Manager
<i>SLA Webview Online Help</i>	Describes how to use and monitor the SLA Webview feature in the Service Quality Manager

2 Installation

2.1 Installation

To install the 4.1.1-TIV-TNSQM-IF0006 patch for Tivoli® Netcool® Service Quality Manager, refer to the *Tivoli® Netcool® Service Quality Manager Patch 4.1.1 IF006 Installation Guide*.

3 Known Issues

3.1 CR 86250

3.1.1 Description

KQI history from Drilldown fails on Resource Aggregated nodes of Rollup Combined KQI view where a 'Total resource' is included as a target resource.

3.1.2 Workaround

The same KQI history detail can be obtained by launching the required history view from the equivalent Time aggregated node for the same rollup level.

4 Fixed Issues

4.1 CR 85747

4.1.1 Description

On drilling down on Combined KQI and right clicking on simple model incorrect output for historical graph, KQI & resource menu options.

4.2 CR 84688

4.2.1 Description

Incorrect Drilldown of Combined KQI in User Interface.

4.2.2 APARs addressed

This fix addresses the following APARs

IZ48681

Appendix A Notices and Trademarks

This appendix contains the following:

- Notices
- Trademarks

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