



Netcool®/Proviso®

4.3.4, 4.4, 4.4.1, 4.4.2 - DST-IF003

Release Notes

Document Revision R2E2

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Release Notes

Netcool®/Proviso® Version 4.3.4, 4.4, 4.4.1, 4.4.2 - DST-IF003

These release notes (which are intended for internal and customer use) support Netcool/Proviso 4.3.4, 4.4, 4.4.1, 4.4.2 - DST-IF003, and contain the following topics:

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<i>Installing the Sun Operating System Patches</i>	2
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Overview of the Release

Starting in 2007, Daylight Savings Time (DST) will begin earlier and end later than it has in the past.

This DST interim fix release contains patches that update Netcool/Proviso DataMart and Netcool/Proviso DataView to accommodate this change in DST.

Version	Type of Release	Availability
4.3.4, 4.4, 4.4.1, 4.4.2 - DST-IF003	<p>Interim fix release containing patches for Netcool/Proviso DataMart and Netcool/Proviso DataView. With Netcool/Proviso versions 4.3.4, 4.4, and 4.4.1, both patches are required. With Netcool/Proviso version 4.4.2, only the DataView patch is required.</p> <p>In addition, Sun Operating System patches referenced in this document must be installed before the DataMart and DataView patches.</p> <p>This interim fix release supports Netcool/Proviso versions 4.3.4, 4.4, 4.4.1, and 4.4.2. With Netcool/Proviso 4.4.2, only the Solaris and DataView patches are required.</p>	February 7, 2007

Note: You must install all required patches. Install the patches in the following order: (1) Sun Operating System Patches; (2) DataMart patch (versions 4.3.4, 4.4, and 4.4.1 only); (3) DataView patch.

Installing the Sun Operating System Patches

Before you install the Netcool/Proviso DataMart and DataView patches for DST, you must install the full set of Solaris Operating System patches for your Solaris 8 or Solaris 9 operating system. These patches are needed for support of this release of Java 2 Platform, Standard Edition. The following table contains links to the patches:

Patch	URL
Required Java SDK Cluster Patches for Solaris	http://sunsolve.sun.com/pub-cgi/show.pl?target=patches/JavaSE
Required Solaris DST patches	http://sunsolve.sun.com/search/document.do?assetkey=1-26-102178-1

Patch numbers are valid only for the time of their publication on the Sun web site. If you do not install the patches immediately after downloading them, the patches may be out of date when you are ready to install them. Check the Sun web site to make sure you have the latest versions of the patches before you install them.

Note: *If you do not have OpenGL installed, the patches 113886-40 Code8 and 113887-40 Code25 in the Solaris J2SE Patch Cluster cannot be installed. However, you can ignore error messages relating to these patches. These patches are not critical to the operation of the Netcool/Proviso software.*

Installing the DST Patch for DataMart

Note: *If you have more than one DataMart server, you must install the patch on every DataMart server (that is, every server where the DataMart binaries exist).*

Note: *If you have Netcool/Proviso version 4.4.2 installed, **do not** use the DataMart patch. Netcool/Proviso version 4.4.2 requires only the DataView patch described in Installing the DST Patch for DataView on page 3.*

1. Log in to the DataMart server as `pvuser`.
2. Copy the timezone patch from the media to a working directory — for example:

```
cp TZ_Patch.tar /pvuser/TZ_Patch.tar
```

3. Extract the TAR files:

```
tar -xvf TZ_Patch.tar
```

4. Change the directory to the patch directory:

```
cd TZ_Patch
```

5. Source the datamart environment:

```
cd /opt/datamart
. ./dataMart.env
```

6. Run the patch:

```
cd /pvuser/TZ_Patch
./timezone_patch.ksh
```

7. Enter the password for the database user:

7-a. At the Main Menu, select option 1.

7-b. Enter the password for the PV_ADMIN user.

8. Re-enter the password when prompted.

9. Select option **Run timezone patch**.

After the installation, you should see the following output:

```
Menu :
  1. Input password for PV_ADMIN.
  2. Run timezone patch.
  0. Exit
Choice : 2
Performing patch install...
First step of install complete...
Correcting existing timezone offsets...
Offsets corrected...
Replacing create_modify_aggset_def...
Patch install complete...
Press Enter to continue...
```

10. Press Enter to continue. You are returned to the main menu.
11. Type 0 and press Enter. You are returned to the operating system prompt.

Installing the DST Patch for DataView

Note: *If you are running a SilverStream cluster, you must apply the DST patch separately to each machine in the cluster.*

Note: *Be sure you have at least 82Mb of free space on the disk where SilverStream is installed.*

The change in DST start and end dates requires an update to the Java Runtime Environment (JRE) located in the SilverStream installation directory.

The DST patch for DataView is installed through the DST Update Installer. The installer replaces the existing JRE with a version that supports the new DST start and end dates.

1. Log in to the DataView server.

Note: *Run the installation as the Unix user that was used to install SilverStream. In most cases, this user is pvuser, but in some cases may be root.*

2. The timezone patch is distributed as a TAR file named `dvdstfix.tar`. Copy the patch from the media to a working directory and extract the files. A recommended directory is the DataView installation directory, whose default location is `/opt/dataview`. The TAR file creates the subdirectory `dvdstfix`, which contains the DST Update Installer. For example:

```
$ cd /opt/dataview
$ tar -xvf dvdstfix.tar
```

3. Change the directory to the DST Update Installer directory:

```
$ cd dvdstfix
```

4. Run the installation using one of the following commands:

— If the configuration file `dvinstall.cfg` is in the default location (`/var/tmp/PvInstall`), use the following command:

```
./install
```

— If the configuration file `dvinstall.cfg` is in a different location, specify the location using the `-f` command-line argument. For example, if the configuration file is in `/var/tmp/DataviewInstall/install.cfg`, run the DST Update Installer script as follows:

```
$ ./install -f /var/tmp/DataviewInstall/install.cfg
```

After the installation, text such as the following is displayed:

```

$ ./install
DataView 2007 DST Fix Installer 1.0
Started DataView install at wed Nov 29 15:55:46 EST 2006
Looking for DataView configuration file (/var/tmp/PvInstall/dvinstall.cfg) ...
Current DataView Configuration:
  Install directory = /opt/dataview
  Netcool/Proviso Unix user = pvuser
  Netcool/Proviso Unix group = staff
  Home directory = /opt/silverstream
  Port number = 8080
  Administrator username = administrator
Calculating the amount of disk space available for the DataView 2007 DST Fix ... ok
Checking if there is enough disk space to install the DataView 2007 DST Fix ... ok
Installing the DataView 2007 DST Fix ...
  Stopping SilverStream ... ok
  Saving the previous jre directory ... ok
  Installing the new jre ... ok
Starting SilverStream ...
DataView 2007 DST Fix install is complete at wed Nov 29 15:55:51 EST 2006
Installation log written to /opt/silverstream/log/dvdstinstall.log.2006.11.29-15.55
Exiting install.

```

Reinstalling the DataView Patch

Reinstallation is the same as installation, except that the DST Update Installer script will recognize that the DST Update has already been applied. At this point, the script will present two options:

- (r)einstall the fix
- (q)uit

These options are shown in the last line of the following figure:

```

$ ./install
DataView 2007 DST Fix Installer 1.0
Started DataView install at wed Nov 29 16:56:07 EST 2006
Looking for DataView configuration file (/var/tmp/PvInstall/dvinstall.cfg) ...
Current DataView Configuration:
  Install directory = /opt/dataview
  Netcool/Proviso Unix user = pvuser
  Netcool/Proviso Unix group = staff
  Home directory = /opt/silverstream
  Port number = 8080
  Administrator username = administrator
The DataView 2007 DST Fix has already been applied in /opt/silverstream.
(r)einstall the fix, or (q)uit? [q] r

```

If you choose the option to quit, the update installer ends immediately. If you choose the reinstall option, reinstallation proceeds normally.

Uninstalling the DataView Patch

Perform the following steps to uninstall the update:

1. Change the directory to the update installer directory


```
$ cd dvdstfix
```
2. Start the uninstallation, using one of the commands described in Step 4 on page 4.

After the uninstallation, text such as the following is displayed:

```

$ ./uninstall
DataView 2007 DST Fix Uninstaller 1.0
Started DataView uninstall at wed Nov 29 17:04:24 EST 2006
Looking for DataView configuration file (/var/tmp/PvInstall/dvinstall.cfg) ...
Current DataView Configuration:
  Install directory = /opt/dataview
  Netcool/Proviso Unix user = pvuser
  Netcool/Proviso Unix group = staff
  Home directory = /opt/silverstream
  Port number = 8080
  Administrator username = administrator
Stopping SilverStream ...
  Stopping SilverStream .... ok
  removing the patched jre directory .... ok
  Restoring the original jre directory .... ok
Starting SilverStream ...
DataView 2007 DST Fix uninstall is complete at wed Nov 29 17:04:24 EST 2006
Installation log written to uninstall.log.2006.11.29-17.04
Exiting install.

```

Troubleshooting the Installation of the DataView Patch

The update installer needs 82Mb of free space on the disk where SilverStream is installed. If this space is not available, the DST Update Installer prints the following error message:

```
ERROR: There is not enough space to install the DataView 2007 DST Fix on
SILVERSTREAM_DIR.
```

```
ERROR: 82000 kilobytes are needed, and only AVAILABLE_SPACE are available!
```

Note: *SILVERSTREAM_DIR* is the directory where SilverStream is installed, and *AVAILABLE_SPACE* is the amount of available free space.

Netcool/Proviso Documentation

The following documents make up the Netcool/Proviso documentation suite.

Netcool/Proviso Guides

- *Netcool/Proviso Functional Overview*
Provides a brief overview of Netcool/Proviso, outlining major configuration tasks.
- *Netcool/Proviso Application Pack User Guides*
Suite of user guides that explain reporter sets, discovery and collection formulas, and how to install and configure the various application packs that Netcool/Proviso supports.
- *Netcool/Proviso CME Formula API Developer's Guide*
Describes how to plan, create, and deploy ECMAScript files that use the CME Formula API to calculate performance, event, and status metrics for a network inventory.
- *Netcool/Proviso Command Line Interface Guide*
Describes in reference format the command line tools that you can use to configure Netcool/Proviso.
- *Netcool/Proviso DataAccess Programming Guide*
Describes the DataAccess API that you can use to integrate the Netcool/Proviso DataView reporting system into an external portal. With Netcool/Proviso DataAccess, you can use other graphical packages to query the database metrics directly.

- *Netcool/Proviso DataMart Configuration Guide*
Explains how to use the DataMart GUI, as well as several command line tools, to configure Netcool/Proviso.
- *Netcool/Proviso DataMart Operation Guide*
Explains how to use the DataMart GUI to administer and monitor Netcool/Proviso.
- *Netcool/Proviso DataView User's Guide*
Explains how to create, modify, configure, and view the various reports that Netcool/Proviso supports.
- *Netcool/Proviso DataView Visual User's Guide*
Explains how to create, modify, configure, and view the search and diagnostic reports using DataView Visual.
- *Netcool/Proviso dbMgr Reference Guide*
Provides reference pages for the `dbMgr` database utility and its attendant commands.
- *Netcool/Proviso Error Messages Guide*
Lists in ordinal, reference format error messages produced by DataChannel and DataLoad. Whenever possible, explanations are offered, as well as remedial actions. Replaces an earlier Technical Note.
- *Netcool/Proviso Installation Guide*
Explains how to install and provisionally configure Netcool/Proviso and all of its attendant software (such as Oracle and SilverStream).
- *Netcool/Proviso Micromuse Netcool/Webtop Integration User's Guide*
Explains how to integrate Netcool/Proviso with Micromuse Netcool/Webtop.
- *Netcool/Proviso Service Level Agreement Configuration Guide*
Explains service level agreement reporting and how to create composite sub-elements.
- *Netcool/Proviso SNMP Inventory Management and Troubleshooting Guide*
Explains how to troubleshoot and manage the SNMP inventory.

Netcool/Proviso Technical Notes

- *Netcool/Proviso Technical Note: Backup Procedures*
Explains how to perform backups on the Netcool/Proviso DataChannel and database components.
- *Netcool/Proviso Technical Note: Changing to the New Skin*
Explains how to change from the old to the new portal skin.
- *Netcool/Proviso Technical Note: Registry and Space Management*
Explains how to manage the database registry, file space, and tablespace.
- *Netcool/Proviso Technical Note: DataChannel Secure File Transfer Installation*
Explains how to install OpenSSH for Secure File Transfer (SFTP) among Netcool/Proviso components.
- *Netcool/Proviso Technical Note: Most Loaded Hour Report*
Explains how to configure and view a Most Loaded Hour report.
- *Netcool/Proviso Technical Note: Patch Releases*
Explains when and how to apply Netcool/Proviso patches.
- *Netcool/Proviso Technical Note: Persistent Report Refresh Mechanism*

Explains how to configure the portal page to enable report refreshing that is persistent.

- *Netcool/Proviso Technical Note: Purging Metric Data*

Explains how to purge stale metric data from the database.

- *Netcool/Proviso Technical Note: SNMP DataLoad High Availability*

Explains how high availability works with the DataLoad SNMP Collector.

- *Netcool/Proviso Technical Note: Setting SNMP Traps for Log Messages*

Explains how to set SNMP traps for Netcool/Proviso log messages.

- *Netcool/Proviso Technical Note: String Translation SNMP Formulas*

Explains two new SNMP formula functions that format in a human readable way the strings and IP addresses that are part of the SNMP table indexes.

- *Netcool/Proviso Technical Note: Tools for Version Reporting*

Explains the how to use the Netcool/Proviso CLI utilities to obtain information about the Netcool/Proviso applications installed on your system.

- *Netcool/Proviso Technical Note: Understanding the RPT Report Algorithm*

Explains the algorithm used to determine the predicted upgrade date for Resource Planning Table reports.

Netcool/Proviso Online Help

Online help suites are provided for the following Netcool/Proviso components:

- *Netcool/Proviso DataMart*
- *Netcool/Proviso DataView*

