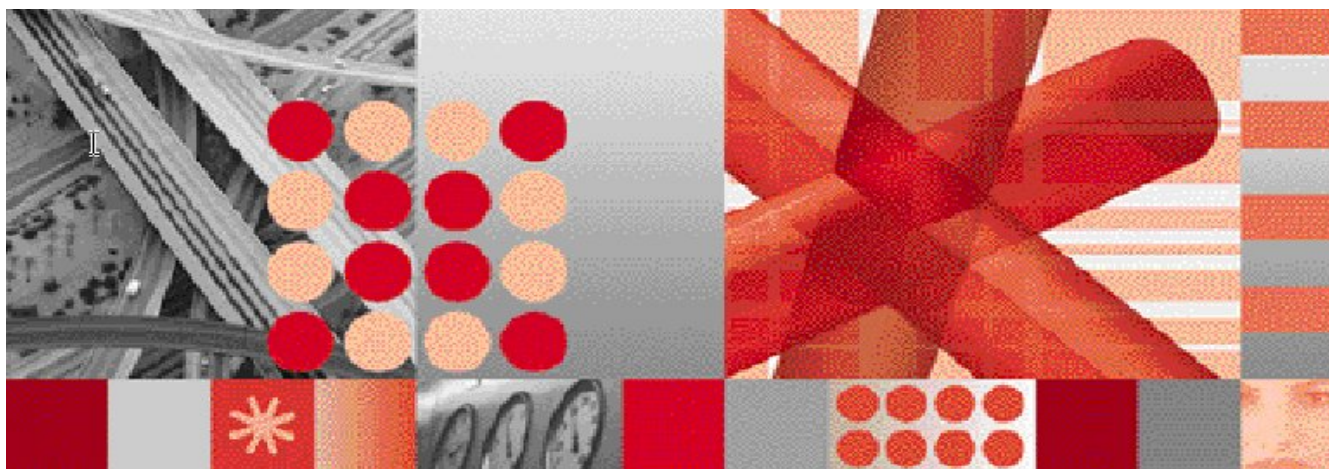




Netcool Service Quality Manager Roaming Service Solution 1.2.1 Interim Fix 0002

IBM

Version 1.2.1 Interim Fix 0002



Release Notes

Note: Before using this information and the product it supports, read the information in Notices on page 14.

This edition applies to Version 1, Release 2, Modification 1.2 of the IBM Tivoli Netcool Service Quality Manager Roaming Service Solution 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 Roaming Service Solution Interim Fix 0002 Release Notes guide is organized into the following chapters

Table 1: Document Structure

Chapter	Description
About this Documentation	An overview of the Tivoli Netcool Service Quality Manager Roaming Service Solution Interim Fix 0002 documentation, which gives details of the intended audience and the structure of the guides.
Release Details	Information on functionality provided in the release.
Hardware Requirements	Details of hardware required for the release.
Software Requirements	Details of software required for the release.
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.

1.1 Audience

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

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

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
- GSM Roaming
- Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs

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 2: 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.
Link	See www.sun.com	For links within a document or to the Internet.
Bold	Note: The busy hour determiner is...	Heading text for Notes, Tips, and Warnings.

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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>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]	<code>log-archiver.sh [-i][-w][-t]</code>	Used in code examples: indicates options.

1.4 User Publications

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

Table 3: Roaming Service Solution Documentation

Document	Description
<i>Tivoli Netcool Service Quality Manager Service Solution Installation Guide</i>	Details the generic steps required to install any Service Quality Manager Service Solution including Roaming.
<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Interface Control Guide</i>	Details the Roaming Service Solution input interface for Probe and End-to-End Active Test.

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<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Release Notes</i>	Provides information on Roaming Service Solution release contents, platform requirements, installation and upgrade procedures, and known issues.
<i>Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2.1 to 1.2.1.2 Upgrade Guide</i>	Provides information on how to upgrade the Roaming Service Solution to Version 1.2.1.2 from Version 1.2.1

The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.1 software in Adobe Portable Document Format (PDF) and HTML formats.

Table 4: Tivoli Netcool Service Quality Manager User Publications & Online help

Document	Description
<i>Release Notes</i>	Provides information on the Tivoli Netcool 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 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 <i>Tivoli Netcool Service Quality Manager</i> .
<i>CEM Monitoring Guide</i>	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool 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 Tivoli Netcool Service Quality Manager Server system on Solaris 10g.
<i>Client Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Client.
<i>AIX Server Installation Guide</i>	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.

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<i>Solaris System Administration Guide</i>	<p>Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:</p> <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool 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>	<p>Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks:</p> <ul style="list-style-type: none">- Starting and stopping Tivoli Netcool Service Quality Manager.- Running batch processes such as archiving trace files and log files.- Backing up and restoring the system.
<i>Upgrade Guide</i>	<p>Details how to upgrade Tivoli Netcool Service Quality Manager from v3.1.3 to v 4.1.1.</p>
<i>Business Objects Installation & Configuration Guide</i>	<p>Provides information on the steps required to install and configure the Business Objects (v 6.5 or Xi) Server and Client for use with Tivoli Netcool Service Quality Manager.</p>
<i>Service Quality Manager Core Online Help</i>	<p>Provides information and procedures for using Tivoli Netcool 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 Tivoli Netcool Service Quality Manager.</p>
<i>SLA Webview Online Help</i>	<p>Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager.</p>

2 Release Details

Service Quality Manager Roaming 1.2.1 Service Solution Interim Fix 0002 provides updates to the Probe (Probe) and End-to-End Active Test (AT) data sources.

3 Hardware Specification

Refer to the Release notes supplied with Tivoli Netcool Service Quality Manager Roaming Service Solution for details of the hardware requirements for the software package.

4 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

Note: Refer to *Tivoli Netcool Service Quality Manager Version 4.1.1 Release Notes* for the minimum software required to operate this product.

5 Installation

5.1 Installation

To install the Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2.1 Interim Fix 0002, refer to the *Tivoli Netcool Service Quality Manager Roaming Service Solution Version 1.2.1 to 1.2.1.2 Upgrade Guide*.

5.1.1 Service Solution Model Version

Note: The release notes may refer to the *Tivoli Netcool Service Quality Manager Service Solutions Installation Guide* for further information. The Service Solutions install guide requires the person installing

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the software to input the service solution name, data source name and model version of the Roaming Service solution.

The service solution name, data source names and model versions of the Roaming Service Solution under 1.2.1 Interim Fix 0002 are the following:

- Solution Name = `roaming`
- Data Source Name = `probe`
- Model Version = `1.2.1.2`
- Solution Name = `roaming`
- Data Source Name = `at`
- Model Version = `1.2.1.2`

6 Known Issues

6.1 CR 43049

Description

Contextual reports cannot be launched against composite resource types.

Impact

Contextual reports that run against the PLMN-PLMN composite resource type will not be available until this issue is resolved.

Workaround

Customers can use the supplied On-demand reports to obtain the equivalent metric views by using the report prompts to select a single PLMN-PLMN pair and time interval.

7 Fixed Issues

7.1 CR 92013 – Roaming Probe: Mismatch between KQI values and reports

Description

For some combinations of Transaction termination cause type and Transaction termination cause code, the *roaming_probe_loader* was unable to map the transaction data to Success or Failure correctly. The result was that the data stored in the KPI table for that row would be written without correct ID values for the termination cause code. The KQI value would be published correctly for all processed rows, but the lack of correct IDs in the KPI data meant that the Business Objects reports were unable to re-produce the same values. The underlying problem was that the cause code mappings were not defined completely enough to cater for all acceptable cases.

This problem has been resolved in Roaming Service Solution 1.2.1 Interim Fix 0002 by adding extra cause code mappings to define all acceptable cases. The new cause code mapping definitions have also been added to the updated Interface Control Guide for the Roaming Probe Service Solution included in this release.

APARs addressed

This fix addresses the following APARs:

IZ55991

Appendix A Notices

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