Tivoli. Netcool Service Quality Manager BlackBerry Service Solution
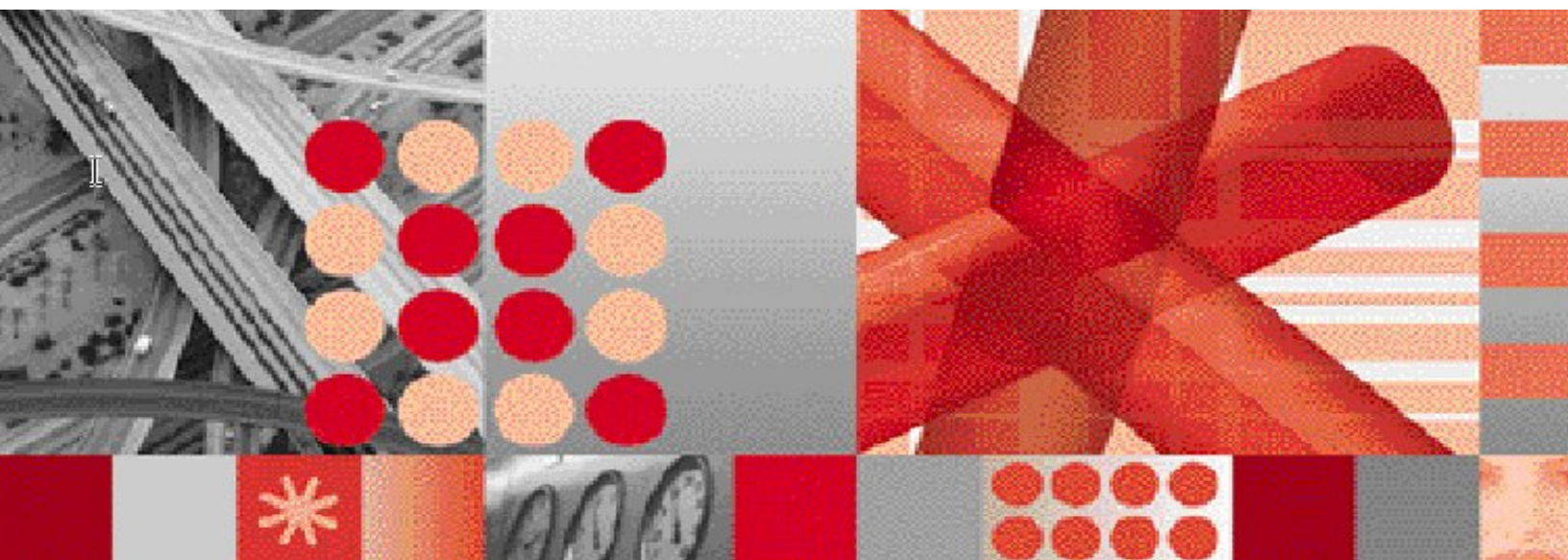
IBM

Version 5.2.1 Interim Fix 0002

Release Notes

Note: Before using this information and the product it supports, read the information in Notices on page 12.

This edition applies to Version 5, Release 2, Modification 1.4 of IBM Tivoli Netcool Service Quality Manager BlackBerry Service Solution and to all subsequent releases and modifications until otherwise indicated in new editions.

Table of Contents

1 About this Documentation

The *IBM® Tivoli® Netcool® Quality Manager BlackBerry Service Solution Version 5.2.1 Interim Fix 0002 Release Notes* provide information on the following:

- Details of Tivoli Netcool Service Quality Manager BlackBerry Service Solution Version 5.2.1 Interim Fix 0002

- Installation Information

- Known Issues

- Fixed Issues

1.1 Audience

The target audience of this guide is IBM Tivoli Netcool Service Quality Manager BlackBerry 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 Tivoli Netcool Service Quality Manager BlackBerry Service Solution you are strongly advised to read any readme or release notes distributed with your Tivoli Netcool Service Quality Manager Service Solution BlackBerry software. Release notes if provided may contain information specific to your installation not contained in this guide. Failure to consult provided release notes may result in a corrupt, incomplete or failed installation.

1.2 Required Skills and Knowledge

This guide assumes you are familiar with the following:

- General IT Principles

- Unix® Operating Systems

- IP Networking

- BlackBerry Enterprise Server

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

Format	*Examples*	*Description*
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.
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.
Italic	A *busy hour* is... A web Server *must* be installed... See the *User Guide*	New terms, emphasis, and book titles.

Monospace	`./wminstall`
	`$ cd /cdrom/cdrom0`
	`/xml/dict`
	`addmsc.sh`
	`core.spec`
	`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	**`[root] # pkginfo	grep –i perl`** 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>	# cd *<oracle_setup>*	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.

1.4 Document Structure

This guide is organized into the following chapters:

Table 2: Document Structure

Chapter	*Description*
About this Documentation	Provides details on the audience this guide is for, the required skills and knowledge required to complete the procedures in this guide, the document conventions used in this guide and an overview of the Tivoli Netcool Service Quality Manager core and Service Solution documentation.
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 BlackBerry Service Solution software in Adobe® Portable Document Format (PDF).

Table 3: BlackBerry Service Solution 5.2.1 Interim Fix 0002 Documentation

Document	*Description*
Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1 Interim Fix 0002 Release Notes	Provides information on Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1 Interim Fix 0002 release contents, platform requirements, installation and upgrade procedures, and known issues.
Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1 Interm Fix 0002	Provides information on installing BlackBerry Service Solution 5.2.1 Interim Fix 0002.

Installation Guide	

The following user publications are provided with the Tivoli Netcool Service Quality Manager V4.1.1 software in Adobe Portable Document Format (PDF). Online Help is available in HTML format.

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

Document	*Description*
Release Notes	Provides information on the Tivoli Netcool Service Quality Manager 4.1.1 release contents, platform requirements, installation and upgrade procedures, and known issues.
Configuration Guide	Describes SLA Provisioning (Parties, SLAs, and SLA Templates applications) and SQM Provisioning (Services Resources, KQI and Service Models applications) in Service Quality Manager.
Monitoring Guide	Describes Monitoring (SLA Monitor, KQI Analyzer, Alarm Monitor, Audit Manager and SLA Web Monitor applications) in Tivoli Netcool Service Quality Manager.
CEM Monitoring Guide	Describes how to use and monitor the Customer Experience Management [CEM] feature in Tivoli Netcool Service Quality Manager.
CEM Provisioning Guide	Reference Guide containing information for provisioning the Customer Experience Management system.
Solaris Server Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Server system on Solaris 10g.
Client Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Client.
AIX Server Installation Guide	Describes how to install the Tivoli Netcool Service Quality Manager Server system on AIX 5.3L.
Solaris System Administration Guide	Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: - 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.

AIX System Administration Guide	Provides an overview of the AIX Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: - 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.
Upgrade Guide	Details how to upgrade Tivoli Netcool Service Quality Manager from v3.1.3 to v 4.1.1
Business Objects Installation & Configuration Guide	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.
Service Quality Manager Core Online Help	Provides information and procedures for using Tivoli Netcool Service Quality Manager client applications
Customer Experience Management Online Help	Describes how to use and monitor the Customer Experience Management feature in the Tivoli Netcool Service Quality Manager
SLA Webview Online Help	Describes how to use and monitor the SLA Webview feature in the Tivoli Netcool Service Quality Manager

2 Installation

2.1 Installation

To install Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1 Interim Fix 0002, refer to the *Tivoli Netcool Service Quality Manager Service Solution Version 5.2.1 Interim Fix 0002 Installation Guide.*

3 Known Issues

There are no known issues for Blackberry Service Solution 5.2.1 Interim Fix 0002.

4 Fixed Issues

4.1 CR 89460

4.1.1 Description

The Business Objects XI report named "BES MIB Activity Report" which is provided with the Blackberry Service Solution 5.2.1 release is calculating an invalid value for the metrics "Number of users" and "Number of active users". These metrics have been corrected in Blackberry Service Solution 5.2.1 Interim Fix 0002.

4.1.2 APARs addressed

This fix addresses the following APARs

IZ50425

Appendix A Notices

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