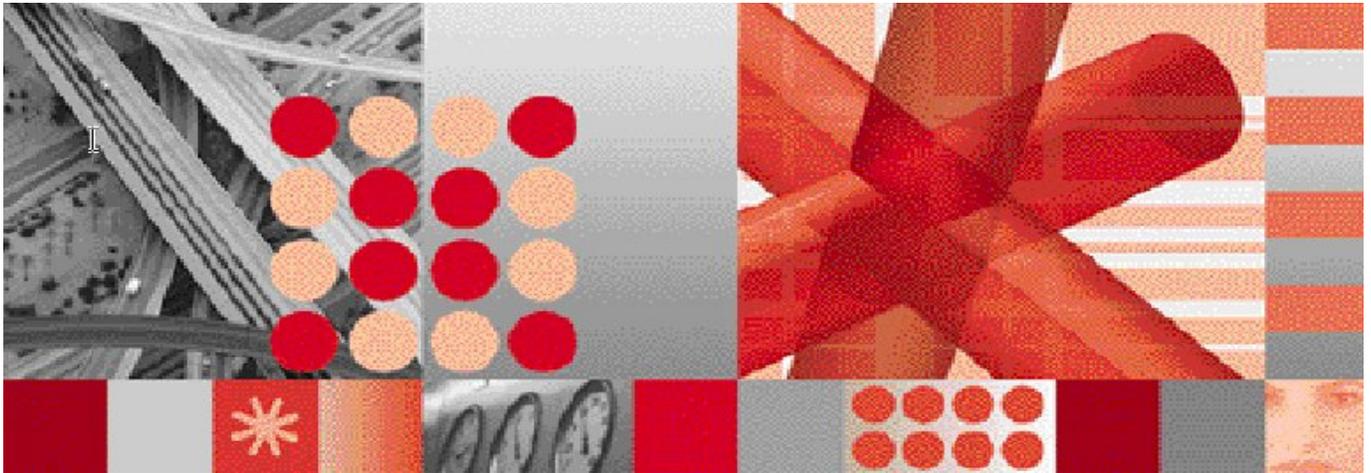




Version 5.2.1 Interim Fix 0002



## Installation Guide

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION INTERIM FIX 0002  
INSTALLATION GUIDE**

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**Note:** Before using this information and the product it supports, read the information in Notices on page 23.

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This edition applies to Version 5, Release 2, Modification 1.4 of IBM Tivoli Netcool Service Quality Manager For BlackBerry Service Solution.

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# 1 About this Documentation

The IBM® Tivoli® Netcool® Service Quality Manager BlackBerry Service Solution version 5.2.1 Interim Fix 0002 Installation Guide is organized into the following chapters:

**Table 1 Document Structure**

<i>Chapter</i>	<i>Description</i>
<a href="#">About this Documentation</a>	An overview of the Tivoli Netcool Service Quality Manager for BlackBerry Service Solution Upgrade Guide documentation, which gives details of the intended audience and the structure of the guide.
<a href="#">Media Content</a>	Details of media provided for the release.
<a href="#">Hardware Specification</a>	Details of hardware required for the release.
<a href="#">Software Requirements</a>	Details of software required for the release.
<a href="#">Installation Procedure</a>	Describes the installation procedure
<a href="#">Rollback Procedure</a>	Describes the rollback procedure

## 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®.

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**IMPORTANT:** Before attempting installation of the Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2.1 Interim Fix 0002 you are strongly advised to read the release notes. The Release notes contain information specific to your installation not contained in this guide. Failure to consult 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 database schema. Changes to the database schema may

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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.

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## 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
- Service Quality Manager modeling concepts i.e. service resources, KPIs, KQIs and SLAs
- Business Objects XI

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.
<a href="#">Link</a>	See <a href="http://www.sun.com">www.sun.com</a>	For links within a document or to the Internet.

<b>Bold</b>	<b>Note:</b> 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 is...</i> <i>A web Server must be installed...</i> 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.
<b>Monospace Bold</b>	<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 &lt;oracle_setup&gt;</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 BlackBerry Service Solution software in Adobe® Portable Document Format (PDF).

**Table 3: BlackBerry Service Solution Documentation**

<b>Document</b>	<b>Description</b>
<i>Tivoli Netcool Service Quality Manager BlackBerry Service Solution 5.2.1 Interim Fix 0002 Release Notes</i>	Provides information on Tivoli Netcool Service Quality Manager BlackBerry Service Solution release contents, platform requirements, installation procedures and known issues.

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION INTERIM FIX 0002 INSTALLATION GUIDE**

<i>Tivoli Netcool Service Quality Manager Blackberry 5.2.1 Interim Fix 0002 Installation Guide</i>	Describes how to install the Service Quality Manager BlackBerry Service Solution 5.2.1 Interim Fix 0002.
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The following user publications are provided with the Tivoli Netcool Service Quality Manager Version 4.1.1 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**

<b>Document</b>	<b>Description</b>
<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.
<i>Solaris System Administration Guide</i>	Provides an overview of the Tivoli Netcool Service Quality Manager administrative tasks including instructions on how to complete the following tasks: <ul style="list-style-type: none"> <li>- Starting and stopping Tivoli Netcool Service Quality Manager.</li> <li>- Running batch processes such as archiving trace files and log files.</li> <li>- Backing up and restoring the system.</li> </ul>

**TIVOLI NETCOOL SERVICE QUALITY MANAGER BLACKBERRY SERVICE SOLUTION INTERIM FIX 0002 INSTALLATION GUIDE**

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

## 2 Software Requirements

The minimum pre-requisite software requirements are:

- Tivoli Netcool Service Quality Manager Version 4.1.1.

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

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- Tivoli Netcool Service Quality Manager BlackBerry Service Solution version 5.2.1 Interim Fix 0001 is successfully installed prior to performing this installation.
- Any installed test data for the Tivoli Netcool Service Quality Manager BlackBerry Service Solution is uninstalled prior to performing this upgrade.

## 3 Hardware Specification

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Refer to the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution Release Notes* for details on the hardware specification for BlackBerry version 5.2.1.

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## 4 Media Content

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Refer to the *Tivoli Netcool Service Quality Manager BlackBerry Service Solution Release Notes* for details on the media content for BlackBerry version 5.2.1.

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## 5 Upgrade Procedure

The upgrade procedure is composed of the following steps in sequence:

- Backing up the existing Business Objects XI components.
- Deploying the new Business Objects XI components.

Refer to the sections below for details on how to complete each of the main steps identified above.

### 5.1 Backing up existing BusinessObjects XI components

Export the Universe to a local folder using the BusinessObjects Designer. Refer to the BusinessObjects XI Release 2 - Designer's Guide, Exporting a universe for more information on Exporting Universes.

BusinessObjects documentation can be found at:

[http://support.businessobjects.com/documentation/product\\_guides/](http://support.businessobjects.com/documentation/product_guides/)

#### 5.1.1 Backing up reports on local PC

Locate the Webintelligence files from Infoview Portal and export these reports to the local PC using the Business Objects Import Wizard tool.

Source System: Business Objects Server

Destination System: Folder in the local PC (example: C:/Backup/BES\_MIB\_Backup.biar)

### 5.2 Deploying the new BusinessObjects XI components

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**Note:** Unless otherwise specified, the procedures in this section must be performed on the designated Business Objects server only.

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Extract the content of the Interim Fix package and transfer the file **report.zip** file to the Business Objects server.

## 5.2.1 Changing Universes to Local Time Format Settings

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**Note:** All Universes delivered in the report.zip file are pre-defined to use European date formats.

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If deploying on a non-European Business Objects system, the following is recommended:

### 5.2.1.1 Change the sample objects to localized time format settings

Where applicable, change the Week/Day/Month-Day/Hour/Sample objects in the universes to our localized time format settings. These objects are normally found under the 'Calendar' class. The 'Calendar' class is located within the Universe Window which is located on the left hand side of the Universe Schema.

Refer to the Tivoli Netcool Service Quality Manager Business Objects Installation and Configuration Guide for the procedures on Opening/Saving/Exporting a Universe.

Complete the following steps to change from European to localized time formats, please note the following example details changing the objects for American format.

### 5.2.1.2 Change the object format

To change the object format right click on the different time objects and each time select OBJECT FORMAT. Update the format with the recommendations below.

Objects Name = Week  
ObjectFormat = mm/dd/yyyy

Object Name = Day (or Month-Day)  
ObjectFormat = mm/dd/yyyy

Object Name = Hour  
ObjectFormat = mm/dd/yyyy hh:mm AM/PM

Object Name = Sample  
ObjectFormat = mm/dd/yyyy hh:mm AM/PM

### 5.2.1.3 Save and export the universe

Save and export the universe when your changes are complete.

## 5.2.2 Extracting BusinessObjects Deliverables

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**NOTE:** The prerequisites for this task include the following:

- The administrator PC needs to have access to the BusinessObjects server
  - BIAR Files, Universes, Logos and LOV files can all be delivered as part of a Service Quality Manager BusinessObjects deliverable. They must be copied to the administrator's local PC before they can be added to the BusinessObjects repository.
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To copy the Business Objects deliverable to the local Administrator's PC, complete the following:

- Create a new destination directory for the contents of the BusinessObjects deliverables.  
Unzip the report.zip file to this destination directory.

Depending on the contents of the BusinessObjects deliverable, some or all of the following directories may be created when the **report.zip** file is unzipped:

- report/bo/reports/bb\_mib/logos/Tivoli.jpg
- report/bo/reports/ bb\_mib /lovs
- report/bo/reports/ bb\_mib /reports/
- report/bo/reports/ bb\_mib /universes/ Vrt\_Bbry.unv

Based on the contents of the extraction the following steps now need to be followed:

#### **5.2.2.1 Defining and Testing the Service Name using Oracle Net Manager**

Refer to the Oracle 10g Client Installation and Configuration section in the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for details on using the Oracle Net Manager.

#### **5.2.2.2 Applying LOV Files**

Refer to the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for procedures on Applying LOV Files. Use the LOVs which were extracted in step 2 of the Extracting BusinessObjects Deliverables section above i.e. report/bo/reports/bb\_mib/lovs

#### **5.2.2.3 Adding a Universe**

Refer to the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for procedures on Adding a Universe. Use the universes which were extracted in step 2 of Extracting BusinessObjects Deliverables section above i.e. report/bo/reports/bb\_mib/universes/ Vrt\_Bbry.unv.

#### **5.2.2.4 Exporting Universe**

Refer to the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for procedures on Exporting a Universe.

#### **5.2.2.5 Adding BIAR Files to the Repository Database**

Refer to the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for procedures on deploying BIAR files to the Repository Database. Use the BIAR files which were extracted in step 2 of the Extracting BusinessObjects Deliverables section above.

#### **5.2.2.6 Applying Logo Files**

Refer to the Tivoli Netcool Service Quality Manager BusinessObjects Installation and Configuration Guide for procedures on Applying Logo Files. Use the logo files that were extracted in step 2 of the Extracting BusinessObjects Deliverables section above i.e. report/bo/reports/bb\_mib/logos/Tivoli.jpg

## 6 Rollback Procedure

The upgrade procedure is composed of the following steps in sequence:

- Removing new Business Objects XI components.
- Restoring retained Business Objects XI components

### 6.1 Removing new Business Objects XI components

Import the backup Universe created during step 5.1.1 to the Business Objects server (overwrite the existing version created during step 5.2.1) using the BusinessObjects Designer.

Refer to the BusinessObjects XI Release 2 - Designer's Guide, Importing a universe for more information on Exporting Universes. BusinessObjects documentation can be found at:  
[http://support.businessobjects.com/documentation/product\\_guides/](http://support.businessobjects.com/documentation/product_guides/)

### 6.2 Restoring retained Business Objects XI components

Locate the Backup BIAR file created during step 5.1.1 and export the contents of the Business Intelligence Application Resource (BIAR) file to the repository using the Business Objects Import Wizard tool (by default Import Wizard will overwrite the existing reports deployed during step 5.2.1).

Source System: Folder in the local PC (example: C:/Backup/BES\_MIB\_Backup.biar)

Destination System: Business Objects Server

## Appendix A Notices

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