
HP Service Quality Management solution



Service Management Foundation V3.1 Installation and Configuration Guide

Edition: 1.0

For Windows 64bit & Linux 64bit Operating System

Sep 2012

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Preface

This guide describes how to install and configure the HP SQM Solution Service Management Foundation on Windows and Linux operating system.

Intended Audience

This guide is intended for personnel who are responsible for installing and configuring the Service Management Foundation on Windows operating systems.

It is assumed that the reader has an understanding of the HP Business Service Management.

Software Versions

The term Linux is used as a generic reference to the operating system, unless otherwise specified.

The software versions referred to in this document are as follows:

HP Business Service Management	Linux & Windows
9.12 and above	Red Hat Enterprise Linux Server release 5.3/5.4/5.5 Windows server 2003 & 2008

Typographical Conventions

Courier Font:

- Source code and examples of file contents.
- Commands that you enter on the screen.
- Pathnames
- Keyboard key names

Italic Text:

- Filenames, programs and parameters.
- The names of other documents referenced in this manual.

Bold Text:

- To introduce new terms and to emphasize important words.

Convention	Meaning
<Ctrl><Key>	Hold down the Ctrl key and press the other key
<Return>	Press the Return key.

Acronyms

Acronyms	Meaning
BSM	Business Service Management
CI	Configuration Item
DDP	Discovery & Dataload Package
DFP	Data Flow Probe
DPS	BSM Data Processing Server
KPI	Key Performance Indicator
SLA	Service Level Agreement
SLM	Service Level Management
SMF	Service Management Foundation
SQM	Service Quality Management

Associated Documents

The following documents contain useful reference information:

- *HP Business Service Management Deployment Guide*
- *HP SQM Solution Service Management Foundation Release Notes*

The HP Business *Service Management* documents and HP SQM Solution documents are available at:

<http://support.openview.hp.com/selfsolve/manuals>

Additional SQM Solution materials (like the SQM Solution product briefs) and information about SQM Solution updates are available at:

[Operations Support System Assurance Solutions](#)

Support

You can get support from SQM support mail address:
sqm_support@hp.com

You can also visit the HP Software support web site at:
<http://support.openview.hp.com/support.jsp>

This Web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solving capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Chapter 1

Introduction

1.1 Service Management Foundation Introduction

The Service Management Foundation is the core component of the HP SQM Solution. It provides a comprehensive service quality management solution that allows easily managing services from end-to-end services and monitoring real-time associated service levels.

It including the components and extended features:

Telco Universe

Providing the definition of CIT, Relationships for OSS domain, including packages:

- SQM_SMF_SID
- SQM_SMF_SQM
- SQM_SMF_TeMIP
- SQM_SMF_DigitalTV
- SQM_SMF_FixedMobileConvergence
- SQM_SMF_MobileNetwork
- SQM_SMF_MobileServiceElements

Generic Discovery & Dataload Package (DDP)

Providing the functionality to discover CIs and relationships based on information retrieved from the following sources:

- External function which return the data source(provided by user)
- External 3PP database, including Oracle, MySQL
- XML files
- External function which return the data source(provided by TeMIP)

SQM Generic Repository

Providing repository definitions of Business Rules and generic KPI in BSM

SQM TeMIP Repository

Providing repository definitions of HI, KPI, HI assignment, KPI assignment for SQM TeMIP Solution

SQM DigitalTV Repository

Providing repository definitions of HI, KPI, HI assignment, KPI assignment for SQM DigitalTV Solution

1.2 Code Signing

Below mentioned procedure* allows you to assess the integrity of the delivered Product before installing it, by verifying the signature of the software packages.

Pick the signature (.sig) file shipped along with the product and use following GPG command

```
gpg --verify <product.sig> <product>
```

Example: `gpg --verify VPNSVP-X51-3A.zip.sig VPNSVP-X51-3A.zip`

Note: Look for the comments shown below in the command output
Good signature from "Hewlett-Packard Company (HP Code signing Service)"

Note: If you are not familiar with signature verification using GPG and intended to verify HP Product signature, follow the steps given below.

1. Check whether gnupg gpg is installed on the system. If no, install gnupg gpg
2. Configure GPG for accepting HP signature. The steps are the following:
 - a. Log as root on your system
 - b. Get the hpPublicKey from following location:
<https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNumber=HPLinuxCodeSigning> and save it as hpPublicKey.pub

Note that the hpPublicKey file will be located in the root's home directory.
c. Follow the instruction found at above URL in the "Verification using GPG" section.

**HP strongly recommends using signature verification on its products, but there is no obligation. Customers will have the choice of running this verification or not as per their IT Policies.*

Chapter 2

Preparation to install Service Management Foundation

This chapter describes the prerequisites for installing the Service Management Foundation.

2.1 Pre-requisites

2.1.1 Hardware Requirements

You can install the Service Management Foundation on any PC hardware or workstation against the HP BSM minimum hardware specification on Windows or Linux Platform.

Refer to *HP Business Service Management Deployment Guide* in Associated Documents.

2.1.2 Software Requirements

To install the Service Management Foundation, you require the following software:

HP Business *Service Management* 9.1.x should also be installed and running on Windows Platform or Linux Platform.

Note: The character set for BSM Oracle Database should be 'AL32UTF8' and **only** this character set is supported.

2.1.3 Disk Space Requirements

The Service Management Foundation installer shows the amount of disk in Table 2-1. The value shown is approximate and may vary from kit to kit. This value represents the disk space required if you copy the installer file to a directory on your disk before installing it.

Table 2-2: Disk Space Requirements

Software Subset	Disk Space (in MB)
SQMSolSMFV310RevA.bin	53.1
SQMSolSMFV310RevA.exe	53.2

Error! Reference source not found. shows the disk space requirements to install the Service Management Foundation in directory **<HP_BSM_DIR>/SQM/Platform**. This value represents the disk space required for direct installation.

Note: The kit provided with JVM embedded. So you don't have to install JRE environment when performing the installation.

Table 2-3: Disk Space Requirements (Installation Directories)

Software Subset	BSM Server Type	<code>\${HP_BSM_DIR}/SQM/Platform</code>
Service Management Foundation	Standalone or Data Processing Server	17.2M

The installation procedure creates the following directories (if they do not already exist):
<HP_BSM_DIR>/SQM/Platform

Note: **<HP_BSM_DIR>** is the directory where your HP BSM is installed.

The default BSM installed folder is `/opt/HP/BSM` on Linux server.

The default BSM installed folder is `C:\HPBSM` on Windows server.

Chapter 3

Service Management Foundation Installation

This chapter explains how to install the Service Management Foundation on your local system. If you want to install Service Management Foundation on a two-box BSM server, the installation only needs to be done on DPS side.

If you have multiple DPS Servers, please execute the installer kit on each DPS Server.

3.1 Installing SMF on Windows platform

3.1.1 Installing the Service Management Foundation

- **Verification required before the installation**

- i. If you are running Windows Server 2003, IE should be higher version, at least IE 7.
- ii. If you are running Windows Server 2008, User Access Control (UAC) must be disabled.
- iii. If you are running Windows Server 2008 or 2003, please change Regional and Languages Options (include Standards and formats and Language for non-Unicode programs) to English (United States).
- iv. Check HP Business Service Management 9.1.x is in running status.

You can check to ensure that all processes started properly in the nanny

Manager by doing the following:

Click:

Start > Programs > HP Business Service Management > Administration > HP Business Service Management Status.

Open your laptop IE Browser:

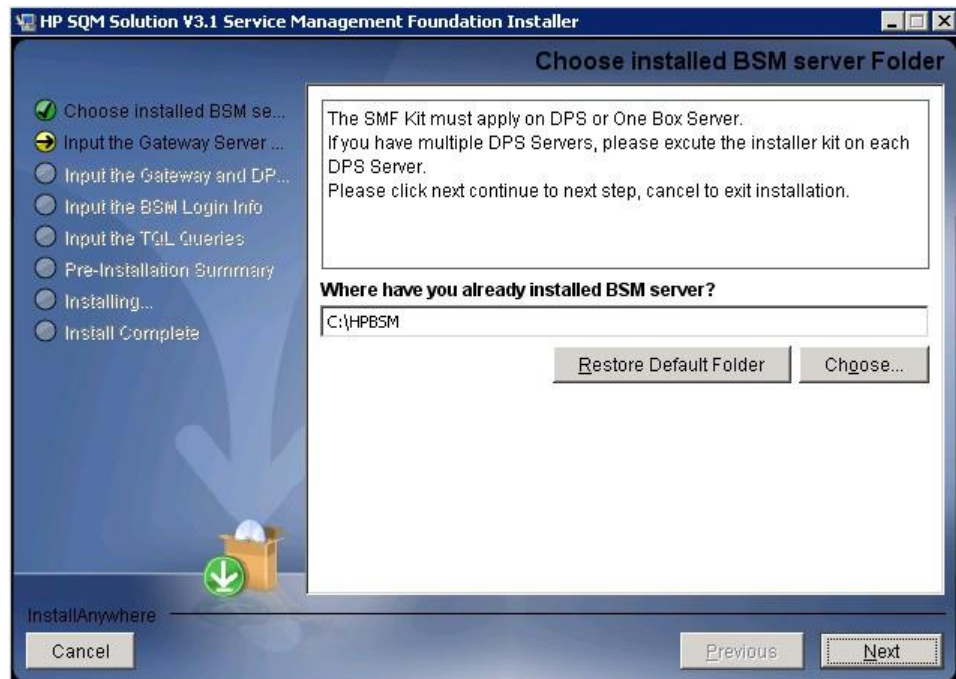
http://<BSM_SERVER_NAME>:8080/myStatus/myStatus.html

- **Starting the installation procedure**

After verification done, you can start to install the Service Management Foundation, copy the kit SQMSolSMFV310RevA.exe to one folder of your installation machine. And double click it to start installation.

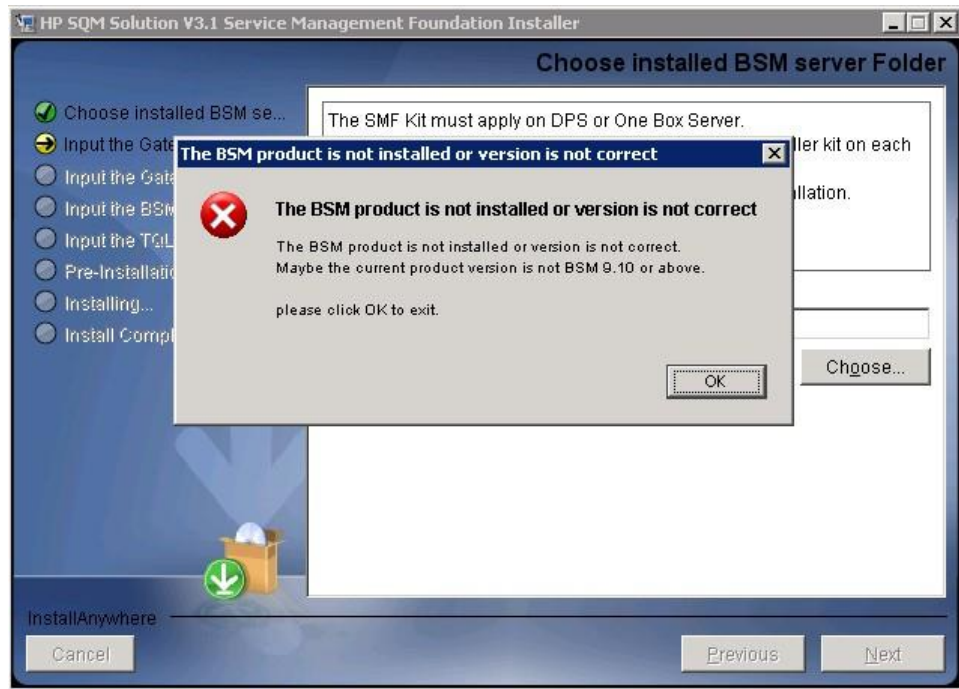
1. Choose the correct BSM Installed Folder, click **Next** button to continue.

The default BSM installed folder is: **C:\HPBSM**



2. The BSM product version must be 9.12 or above, otherwise the following error dialog box will appear, click ok to exit install application.

If the BSM product version is 9.12 or above, please ignore 2 step and excute next 3 step.



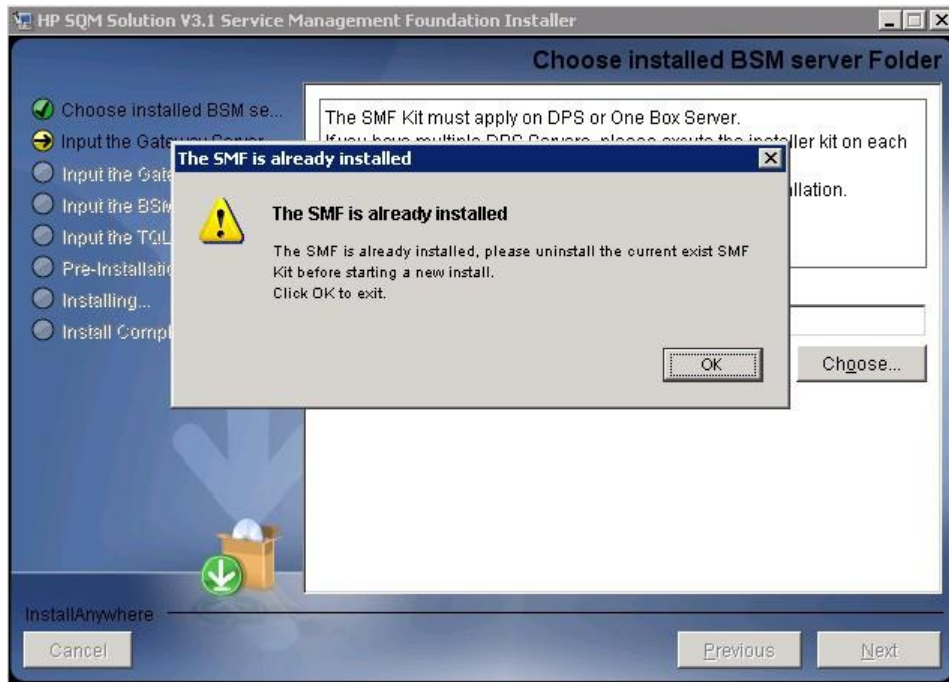
3. The SMF Kit must apply on DPS or One Box Server, if not the following error dialog box will appear, click ok to exit install application.

If the BSM is DPS or One Box Server, please ignore 3 step and execute next 4 step.

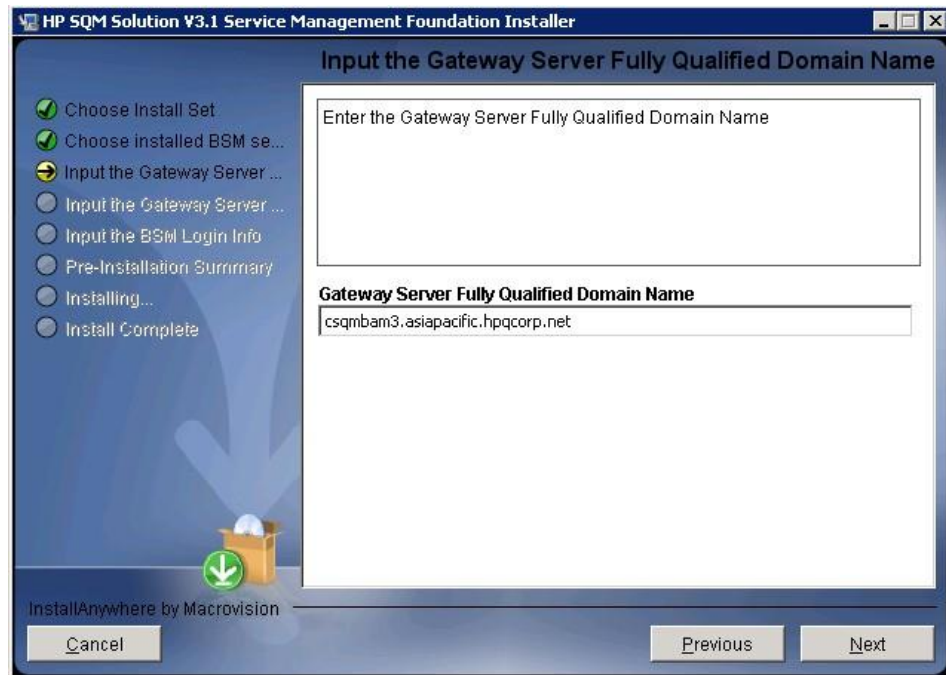


4. If the SMF 2.3 or above version is already installed, the following dialog box will appear, click ok to exit install application, and then uninstall the current exist SMF Kit before strating a new install.

If the SMF is not installed, please ignore 4 step and excute next 5 step.



5. Input the correct Gateway Server Fully Qualified Domain Name, click **Next** button to continue.

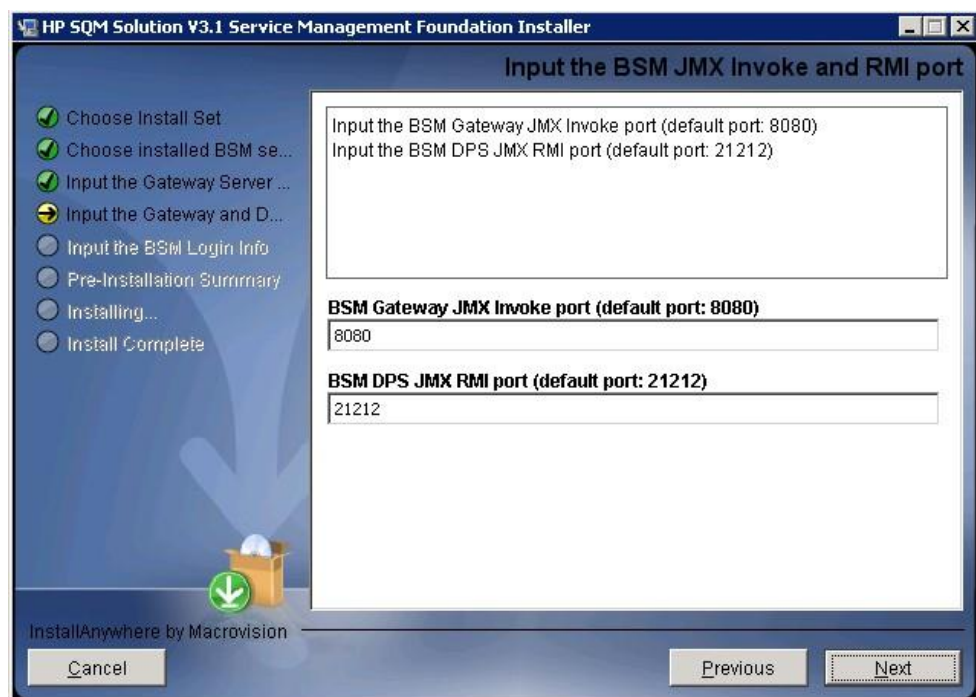


6. Input the correct JMX information, click **Next** button to continue.

The default BSM JMX information is:

BSM Gateway JMX invoke port: **8080**

BSM DPS JMX RMI port: **21212**

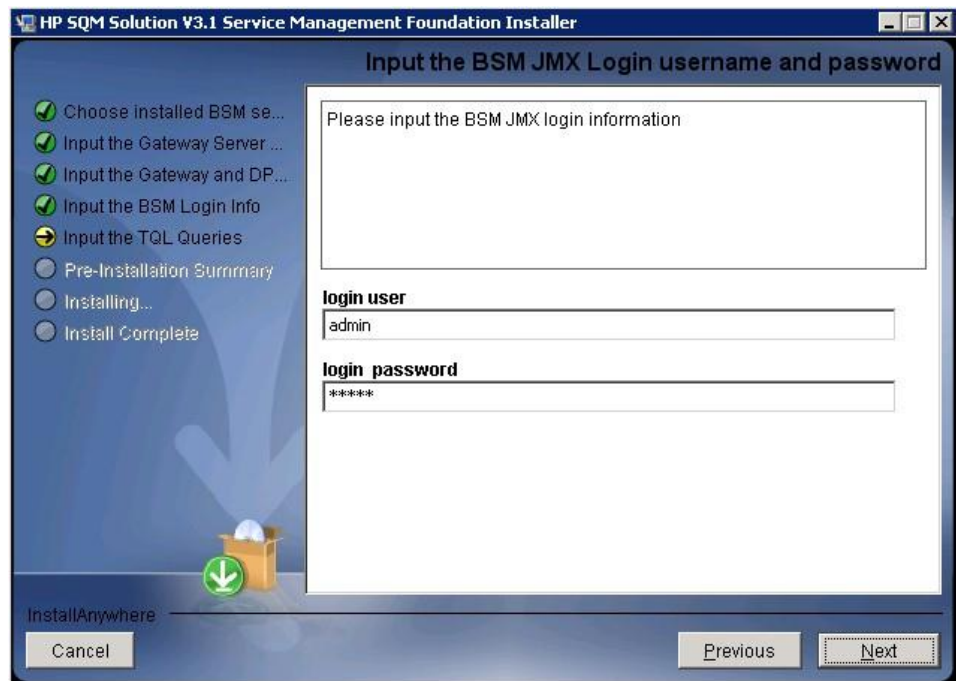


7. Input the correct JMX information, click **Next** button to continue, then it will show you a pre-installation panel.

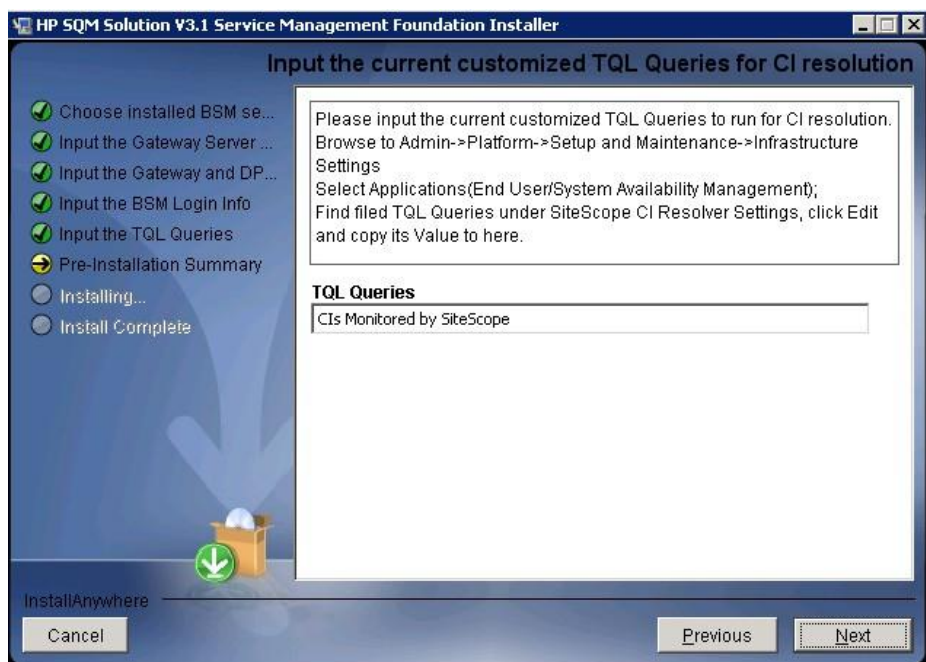
The default BSM Login information is:

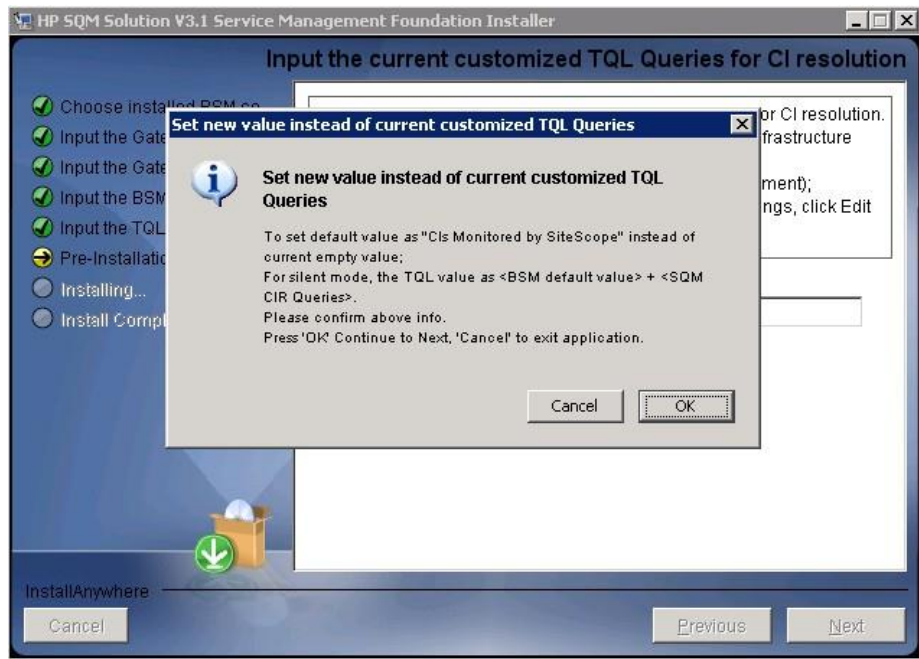
User: **admin**

Password: **admin**



8. To set new value of TQL Queries to run for CI resolution.
click **Next** button to continue. Then you will see a pop up window.

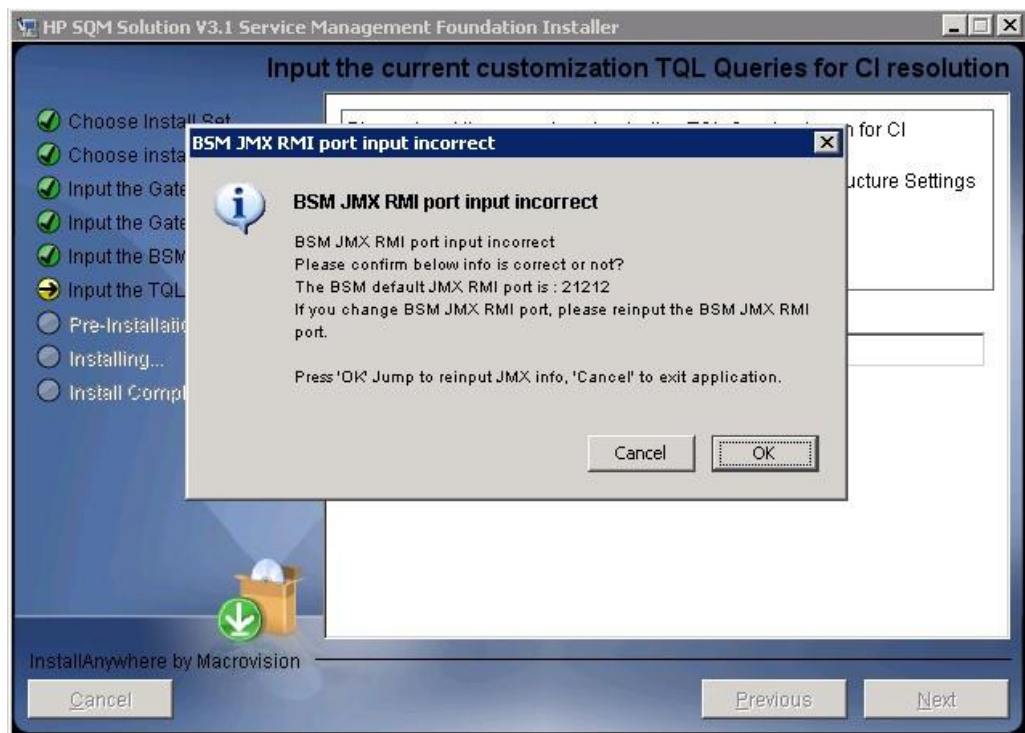


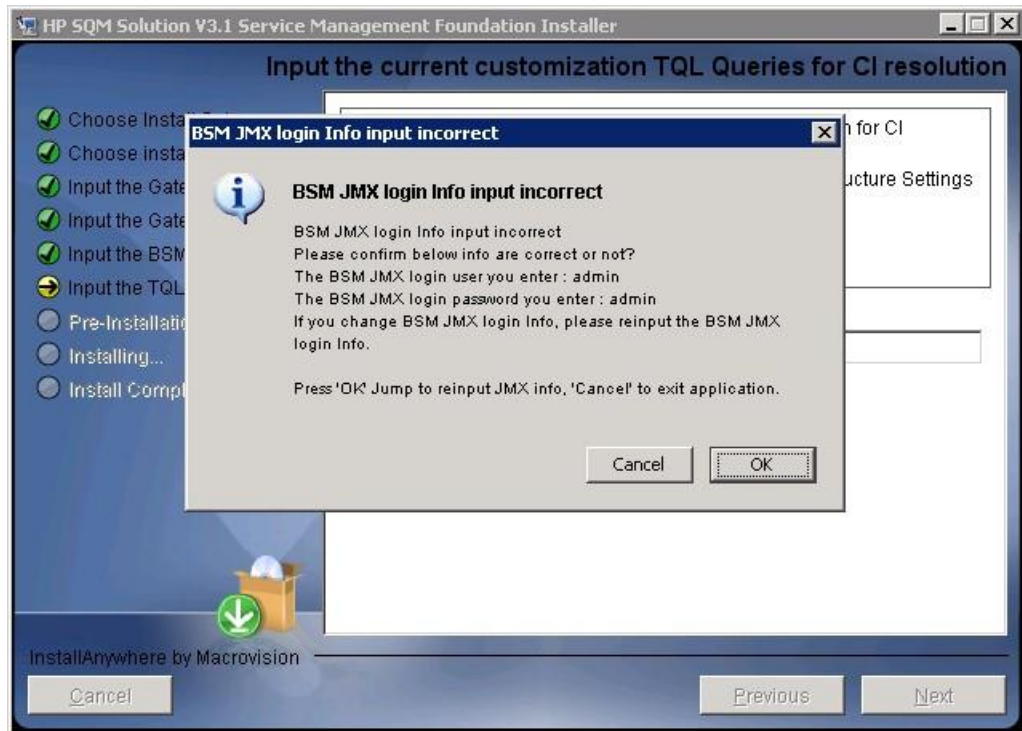


If the JMX info input correct then it will show you a pre-installation panel as step 10.

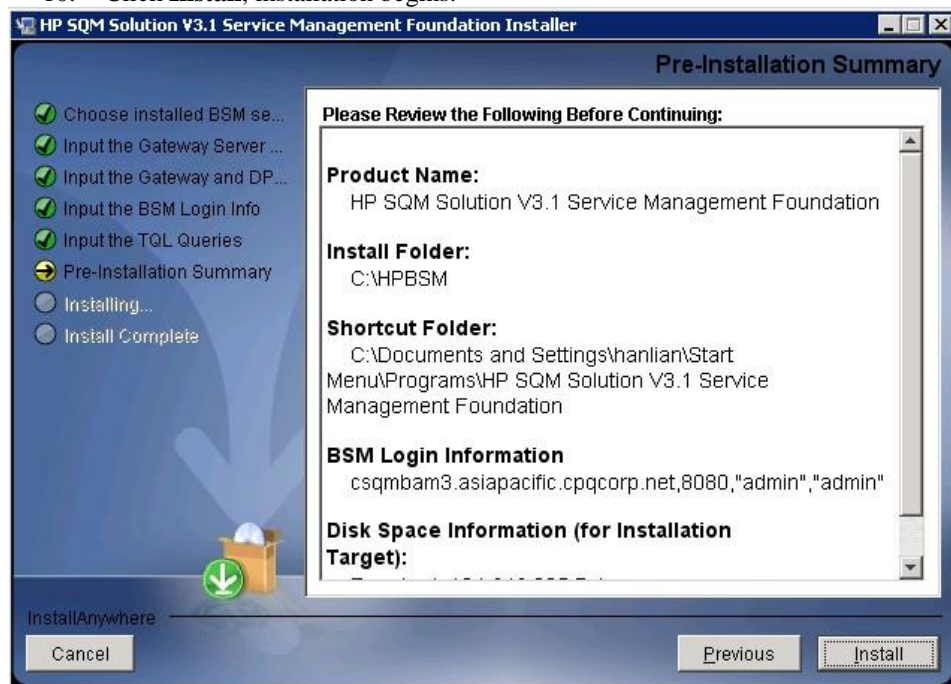
9. If the JMX Invoke port, RMI port, JMX username and password input incorrect, the following 3 dialog box will appear, click OK jump to reinput JMX info, click Cancel to exit install application.

If the JMX info input correct, please ignore 9 step and execute next 10 step.

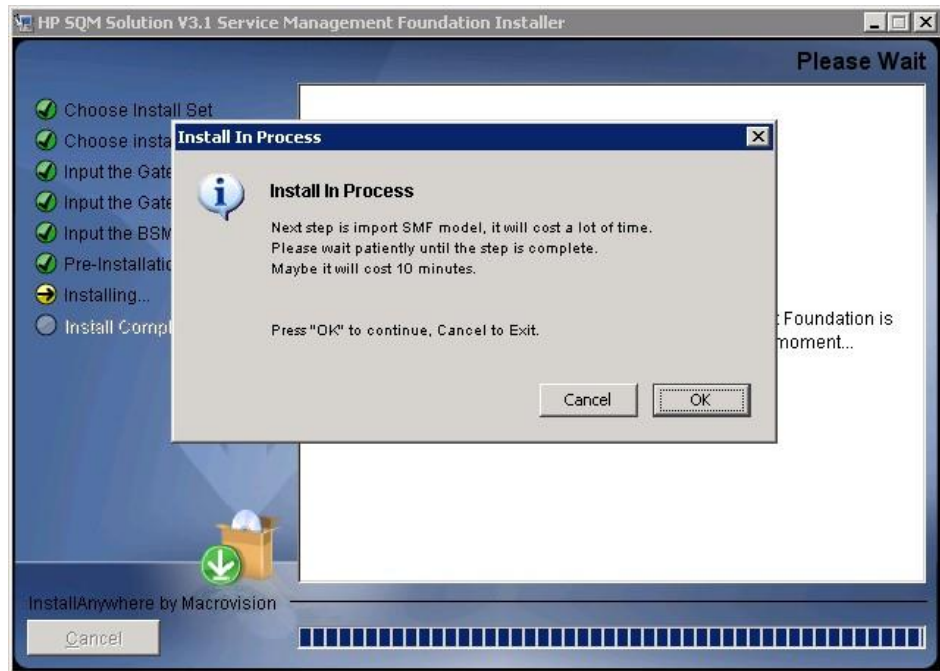




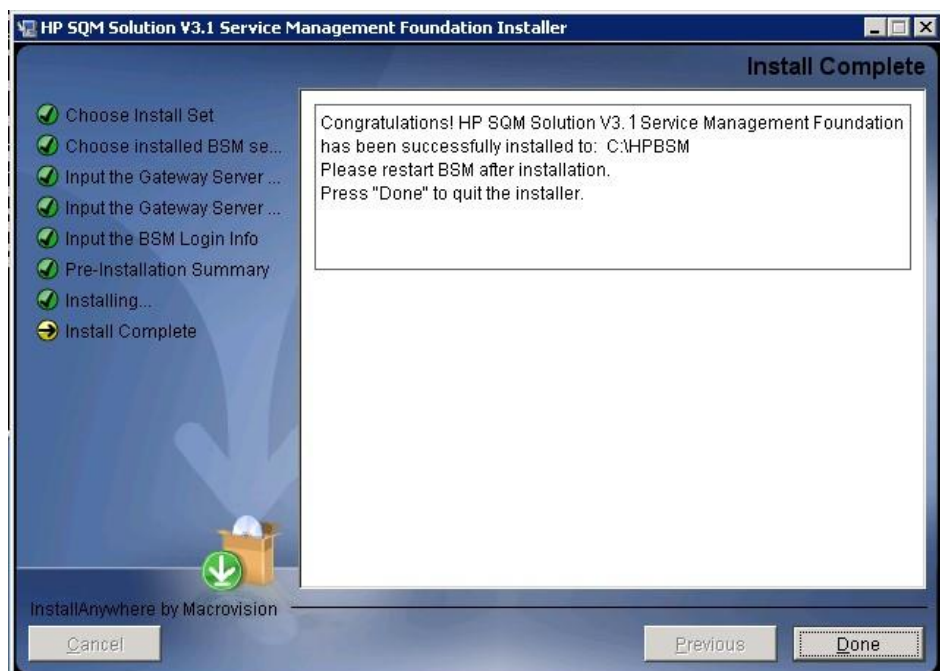
10. Click **Install**, installation begins.



11. After wait a bit time, a **Install In Process** dialog box will display to you with message 'it will cost a lot of time. Please wait patiently until the step is complete'. Click **OK** to continue.



12. After 10-15 minutes, a **Install Complete** panel will display to you with congratulations message.
If show failed panel, please check detail info in log file under folder <SMF_HOME>/log.



Note:

If you are installing on a two-box server, please just do the installation on Data processing server.

After installation, one manual operation has to be done to enable all new SQM Business Rules in BSM platform:

please open IE browser, access JMX port 29811 for marble_worker_1, within BSM DPS-Platform, select the services called *Marble Worker* and invoke the '*reloadRules*' method. This method is applied to all the customers served by this worker.

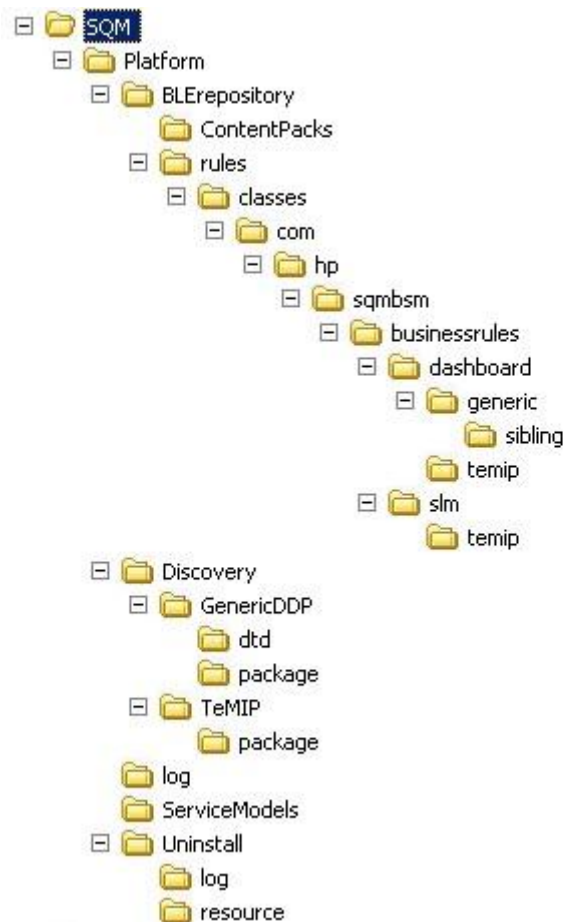
http://<BSM_DPS_SERVER_FULL_NAME>:29811/invoke?operation=reloadRules&objectname=BSM-Platform%3AService%3DMarbleWorker

3.1.2 Post-Installation

3.1.2.1 Checking Components

After installation, you can check which Service Management Foundation components are installed on a HP Business Service Management server by doing the following:

1. Open the <HP_BSM_DIR>\SQM\Platform folder.
2. Check that all the components that do exist under this directory.



3.1.2.2 Checking Installation Status and Log Files

The file named *InstallationStatus* is located in the directory
<HP_BSM_DIR>\SQM\Platform\.

If the installation is successful, the content of the file should be
'SUCCESS'.

The file named *version.txt* is located in the directory
<HP_BSM_DIR>\SQM\Platform\.

The content of the file should include sub version info, it will help you to
check sub version of SMF installation kit.

Two installation log files are located in
<HP_BSM_DIR>\SQM\Platform\log

install_anywhere.log


platform_install.log

3.1.2.3 Import external resource to Adapter management

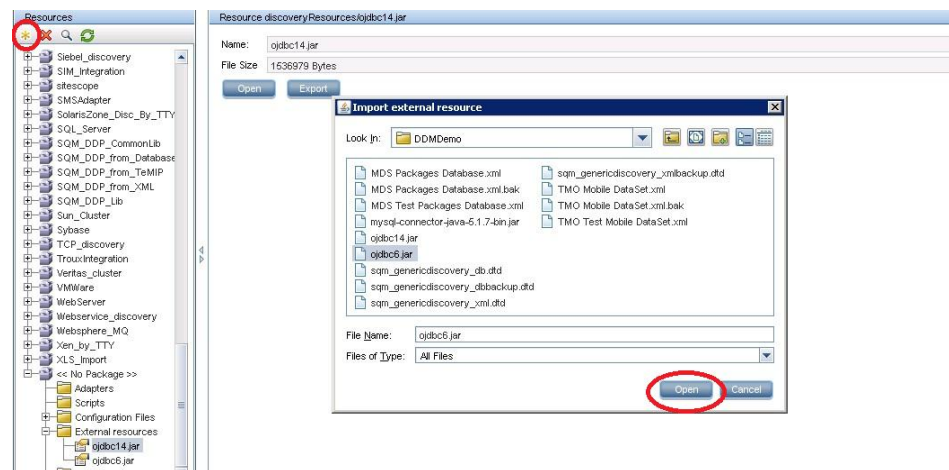
After installation if you want to run a DDP from Database job, firstly you need to
import external DB driver to BSM and Data Flow Probe.

Please use Adapter management tools to import DB driver.

Go to Admin → RTSM Administration → Adapter management

Click  import external resource.

Select your DB driver (For example: ojdbc14.jar, ojdbc6.jar, sqljdbc.jar)
jar files as below graph.



3.2 Installing SMF on Linux platform

3.2.1 Installing the Service Management Foundation

- **Verification required before the installation**

- i. If you are running on Red Hat Enterprise Linux Server release 5.5 (Tikanga), your laptop IE should be higher version, at least IE 7.
- ii. If you are running Red Hat Enterprise Linux Server release 5.5 (Tikanga), you must be a root user to install SMF on server machine.
- iii. If you are running Red Hat Enterprise Linux Server release 5.5 (Tikanga), The DISPLAY environment variable must be properly configured on the HP Business Service Management server machine. The machine from which you are installing must be running an X-Server.
- iv. Check HP Business Service Management 9.1.x is in running status.

You can check to ensure that all processes started properly in the nanny (include Gateway & DPS)

Manager by doing the following:

Open your laptop IE Browser:

http://<BSM_SERVER_NAME>:8080/myStatus/myStatus.html

- **Note: Before the installation on Linux**

Because Data Flow Probe 9.0x does not support Linux OS, if you want to run discovery job with Linux BSM, you need to connect Data Flow Probe on Windows.

- **Starting the installation procedure**

After verification done, you can start to install the Service Management Foundation, copy the kit SQMSolSMFV310RevA.bin to one folder of your installation machine.

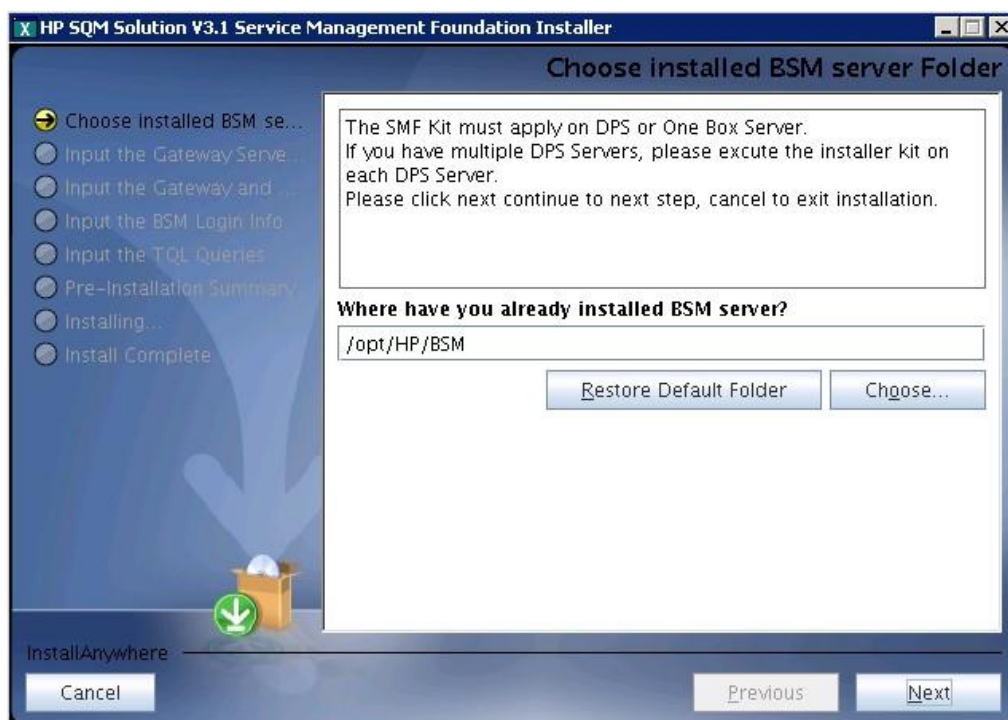
- i. Log into the server as user root.
- ii. Go to the installation root directory.

- iii. Run the following script:
`./SQMSolSMFV310RevA.bin`
- iv. Follow the on-screen instructions for server installation.



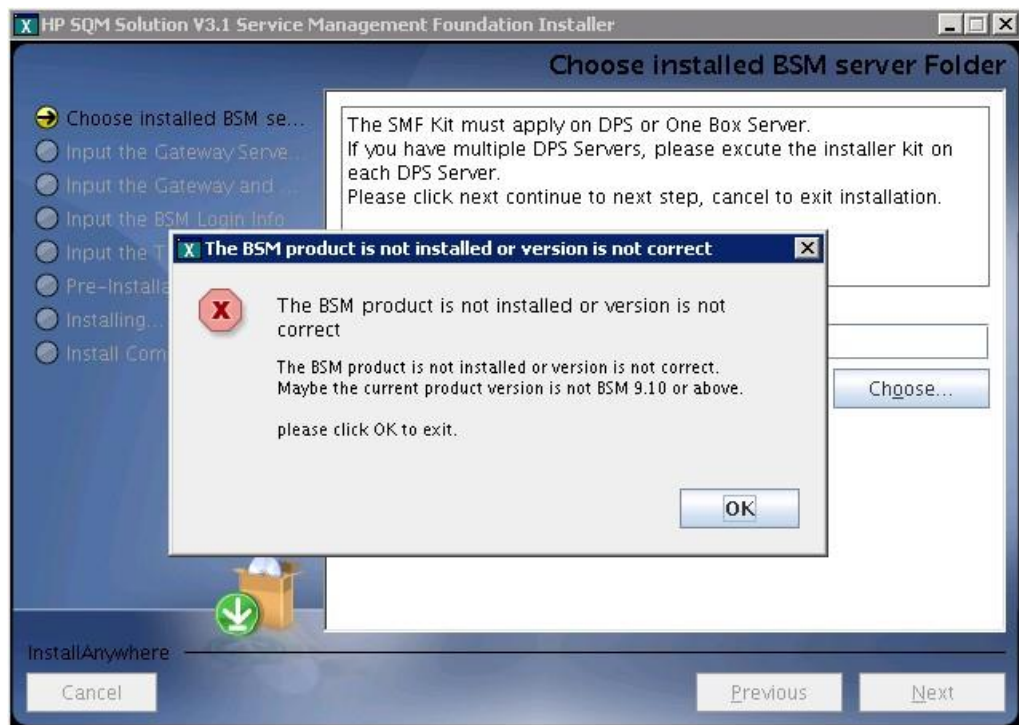
2. Choose the correct BSM Installed Folder, click **Next** button to continue.

The default BSM installed folder is: **/opt/HP/BSM**



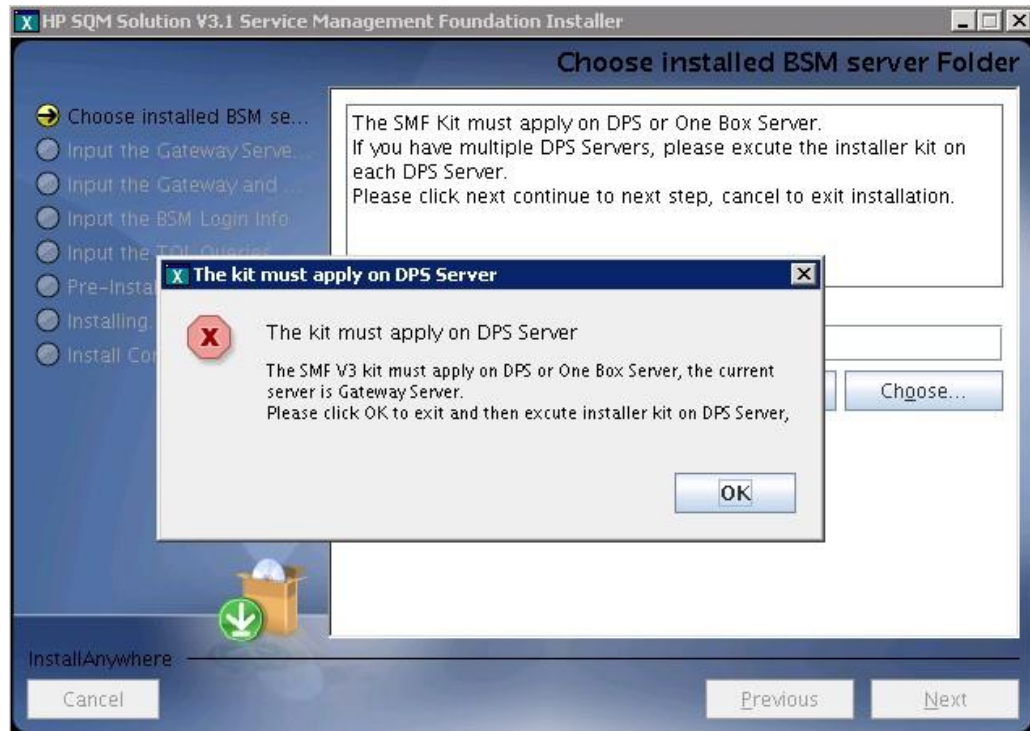
3. The BSM product version must be 9.12 or above, otherwise the following error dialog box will appear, click ok to exit install application.

If the BSM product version is 9.12 or above, please ignore 3 step and execute next 4 step.

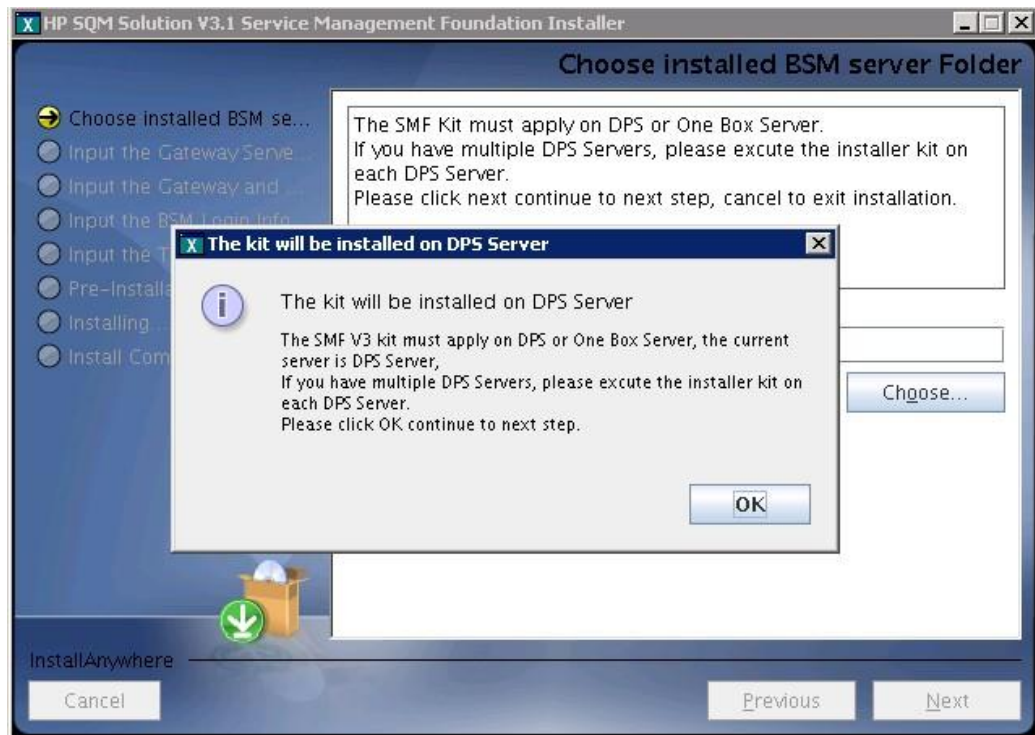


4. The SMF3.1 Kit must apply on DPS or One Box Server, if not the following error dialog box will appear, click ok to exit install application.

If the BSM is DPS or One Box Server, please ignore 4 step and execute next 5 step.

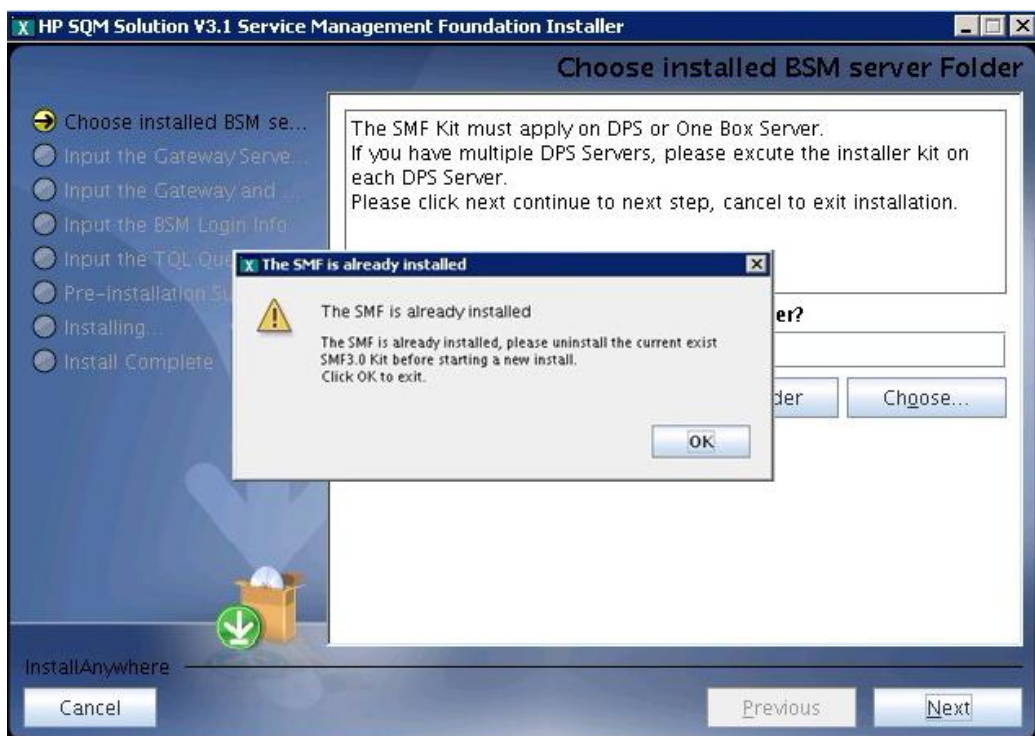


5. The SMF3.1 Kit must apply on DPS or One Box Server, if yes the following info dialog box will appear, click ok to next step.
If the BSM is DPS or One Box Server, excute next 6 step.

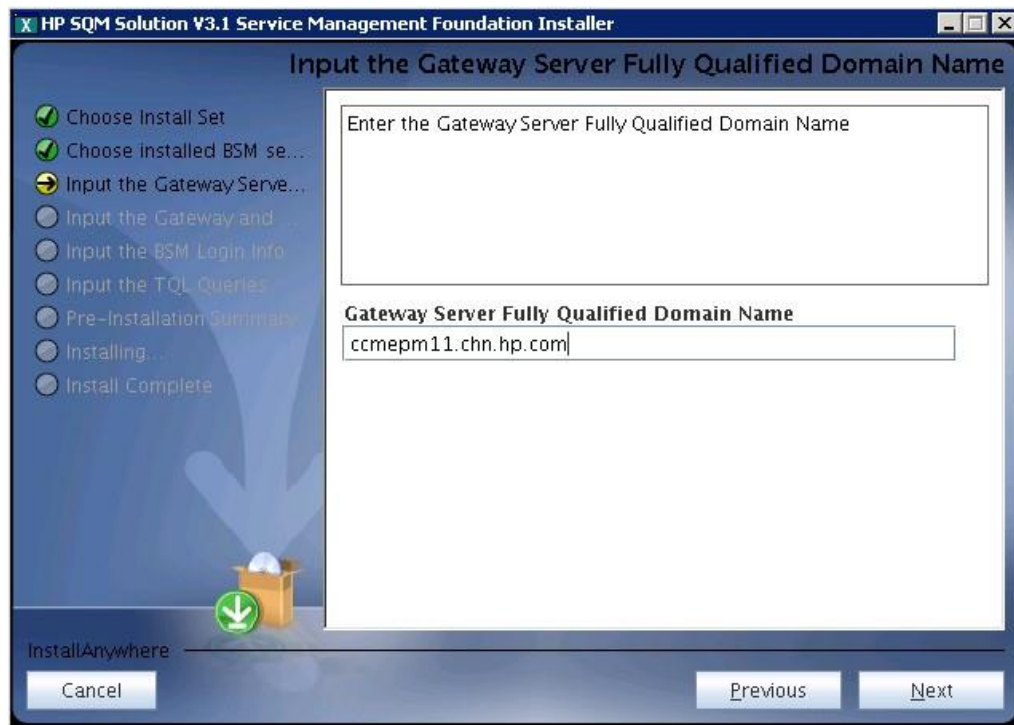


6. If the SMF 2.3 or above version kit is already installed, the following dialog box will appear, click ok to exit install application, and then uninstall the current exist SMF Kit before strating a new install.

If the SMF is not installed, please ignore 6 step and excute next 7 step.



7. Input the correct Gateway Server Fully Qualified Domain Name, click **Next** button to continue.

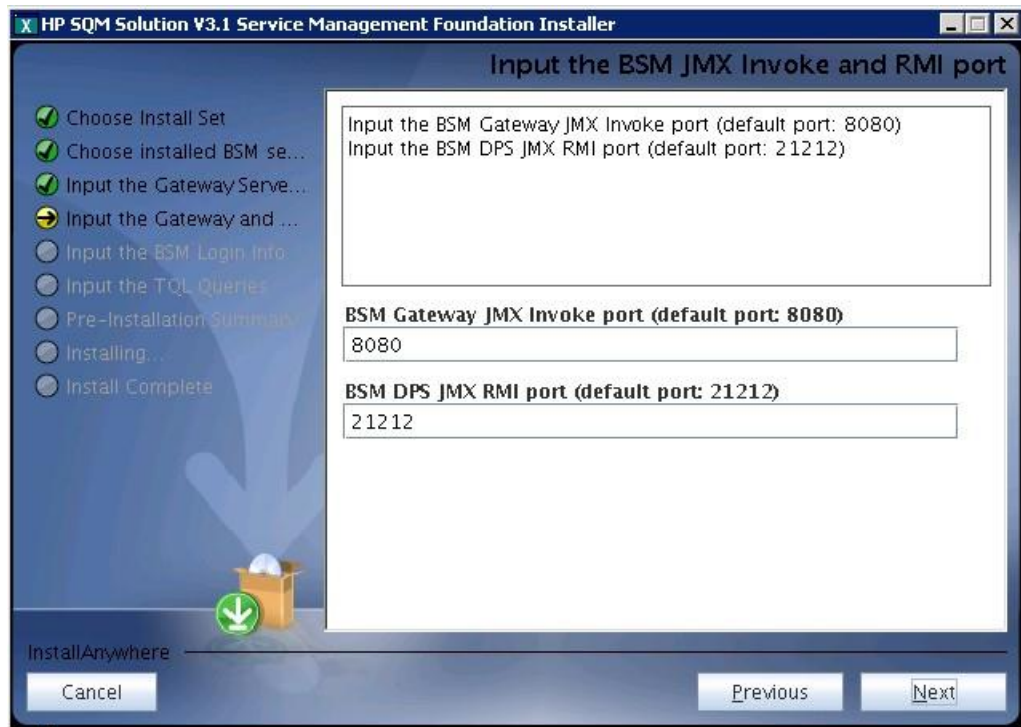


8. Input the correct JMX information, click **Next** button to continue.

The default BSM JMX information is:

BSM Gateway JMX invoke port: **8080**

BSM DPS JMX RMI port: **21212**

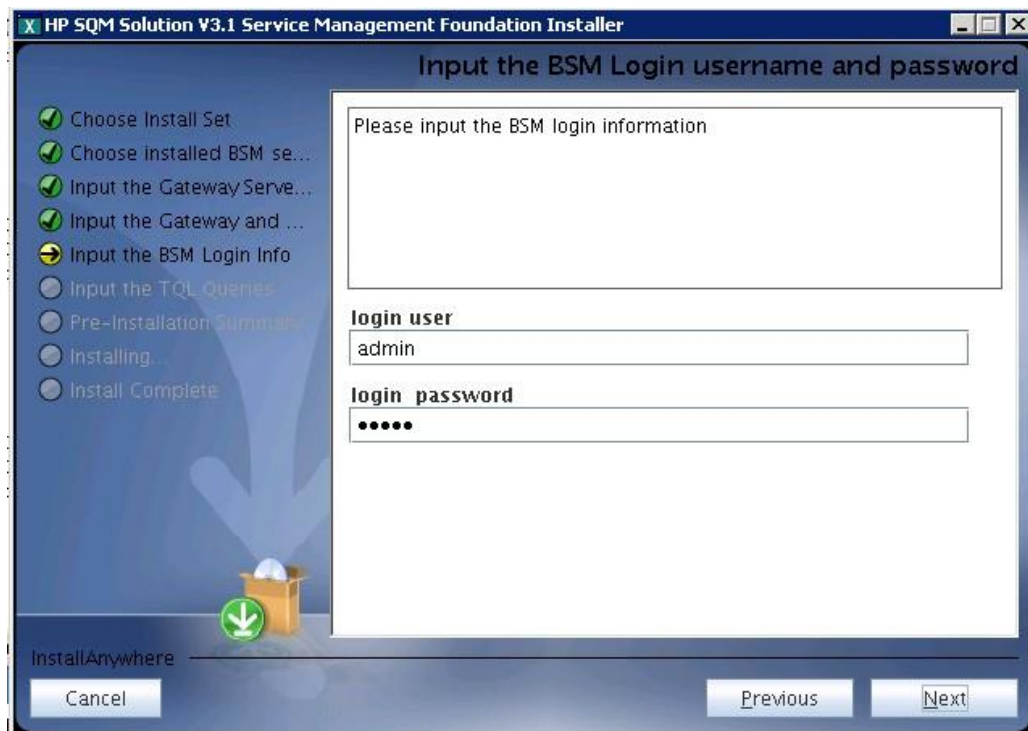


9. Input the correct JMX information, click **Next** button to continue, then it will show you a pre-installation panel.

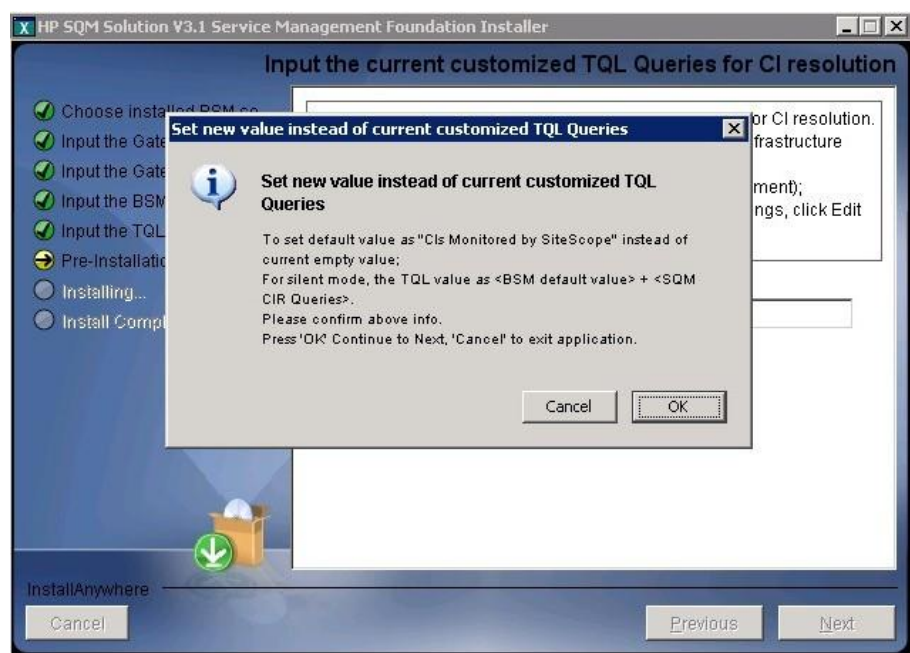
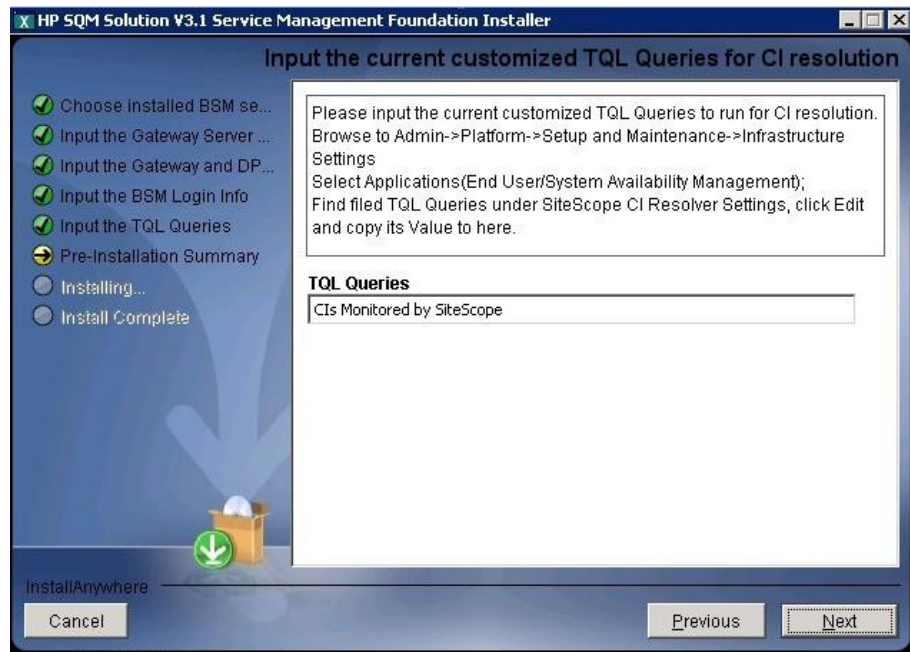
The default BSM Login information is:

User: **admin**

Password: **admin**



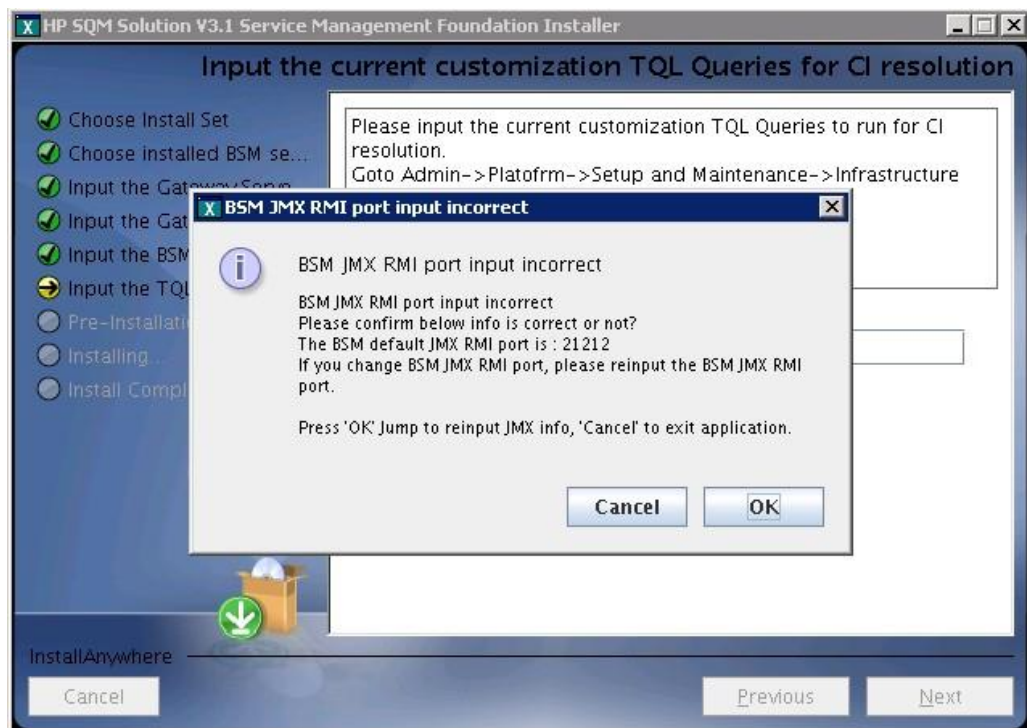
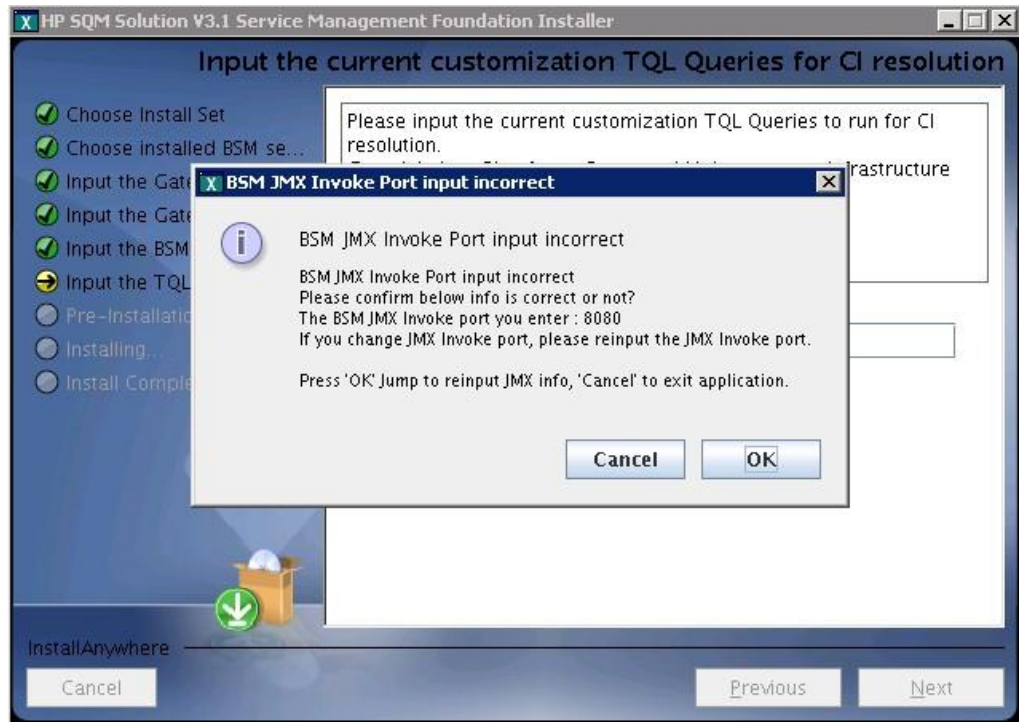
10. To set new value of TQL Queries to run for CI resolution.
click **Next** button to continue. Then you will see a pop up window.

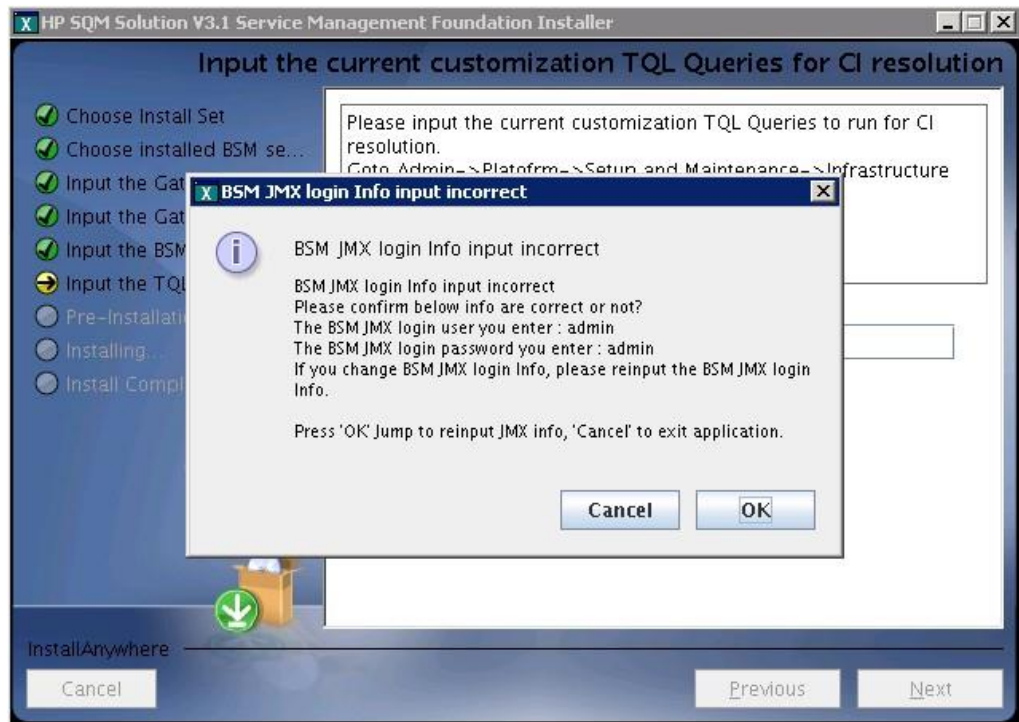


if the JMX info input correct then it will show you a pre-installation panel as step 12.

11. If the JMX Invoke port, RMI port, JMX username and password input incorrect, the following 3 dialog box will appear, click OK jump to reinput JMX info, click Cancel to exit install application.

If the JMX info input correct, please ignore 11 step and excute next 12 step.



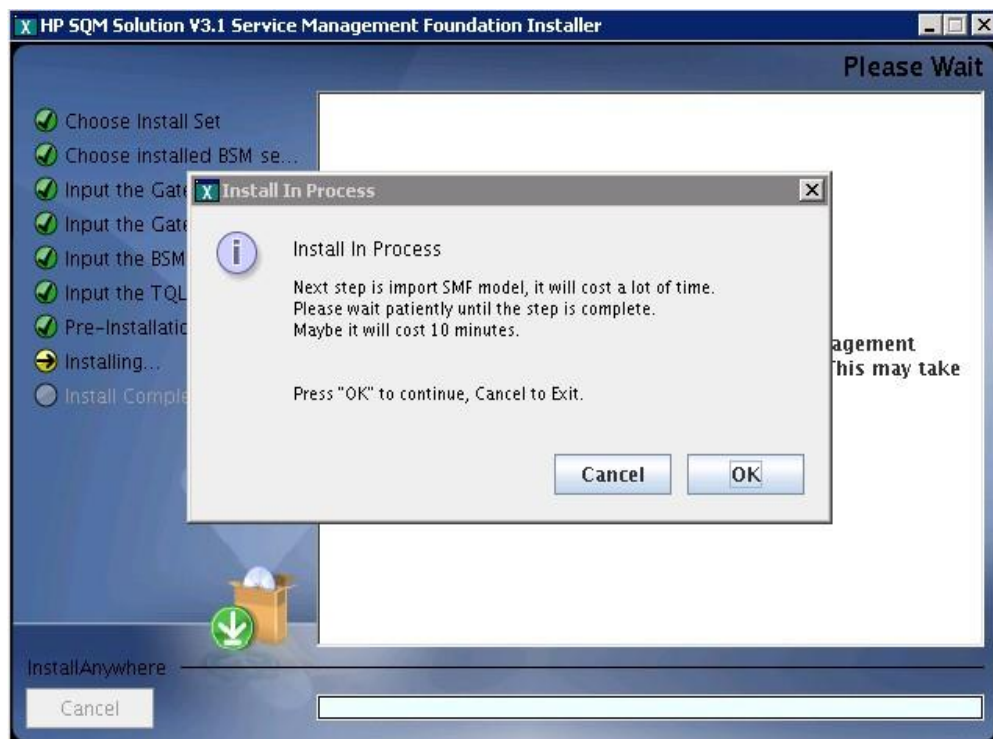


12. Click **Next** and then press **Install**, installation begins.

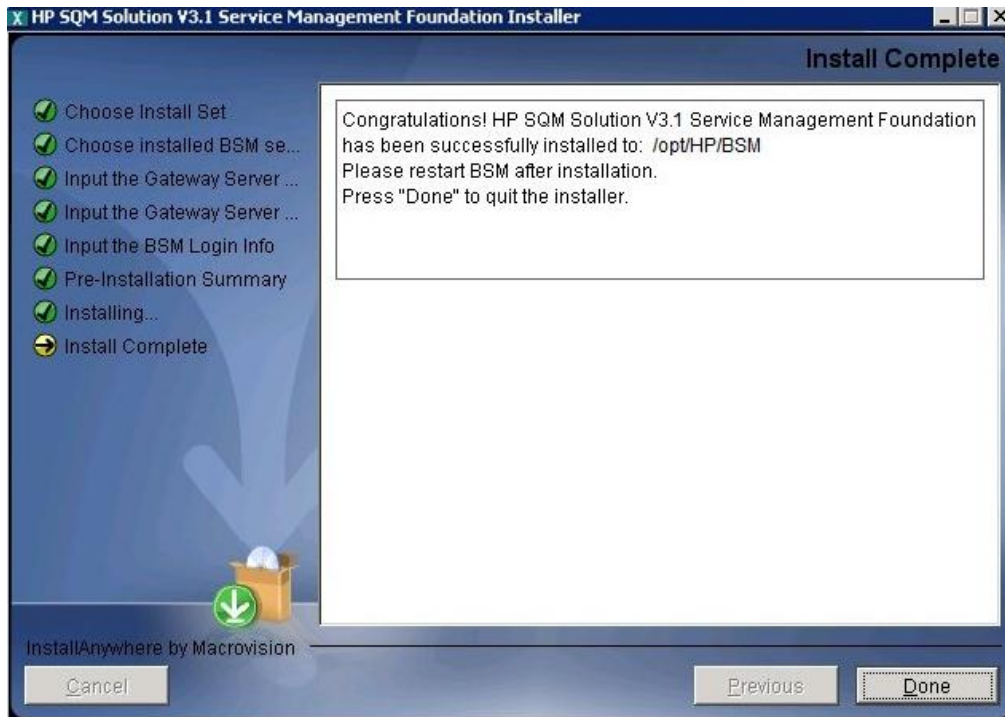




13. After wait a bit time, a **Install In Process** dialog box will display to you with message 'it will cost a lot of time. Please wait patiently until the step is complete'. Click **OK** to continue.



14. After 10-15 minutes, a **Install Complete** panel will display to you with congratulations message.
If show faild panel, please check detail info in log file under folder <SMF_HOME>/log.



Note:

If you are installing on a two-box server, please just do the installation on Data processing server.

After installation, one manual operation has to be done to enable all new SQM Business Rules in BSM platform:
please open IE browser, access JMX port 29811 for marble_worker_1, within BSM DPS-Platform, select the services called *Marble Worker* and invoke the '*reloadRules*' method. This method is applied to all the customers served by this worker.

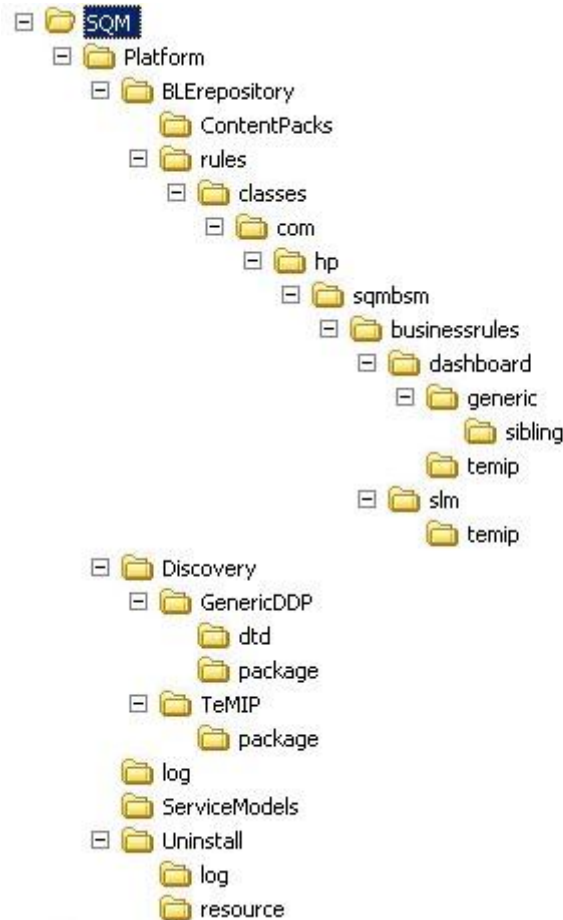
http://<BSM_DPS_SERVER_FULL_NAME>:29811/invoke?operation=reloadRules&objectname=BSM-Platform%3AService%3DMarbleWorker

3.2.2 Post-Installation

3.2.2.1 Checking Components

After installation, you can check which Service Management Foundation components are installed on a HP Business Service Management server by doing the following:

3. Open the <HP_BSM_DIR>\SQM\Platform folder.
4. Check that all the components that do exist under this directory.



3.2.2.2 Checking Installation Status and Log Files

The file named *InstallationStatus* is located in the directory <HP_BSM_DIR>\SQM\Platform\.

If the installation is successful, the content of the file should be 'SUCCESS'.

Two installation log files are located in <HP_BSM_DIR>\SQM\Platform\log

install_anywhere.log

platform_install.log


3.2.2.3

Import external resource to Adapter management

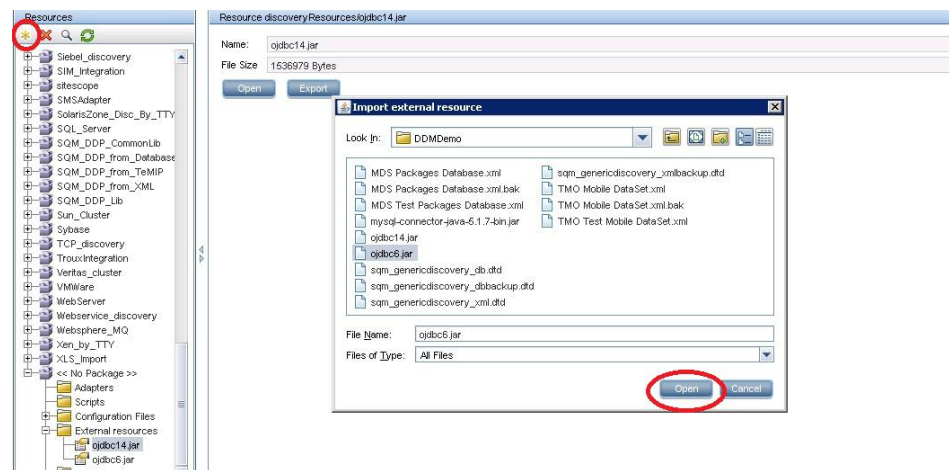
After installation if you want to run a DDP from Database job, firstly you need to import external DB driver to BSM and Data Flow Probe.

Please use Adapter management tools to import DB driver.

Go to Admin → RTSM Administration → Adapter management

Click  import external resource.

Select your DB driver (For example: ojdbc14.jar, ojdbc6.jar, sqljdbc.jar) jar files as below graph.



Chapter 4

Service Management Foundation Configuration

This chapter provides the description of the steps which need to be manually performed to finalize the configuration on the BSM Server:

- SLM Configuration
- Generic Discovery & Dataload Pack Configuration

4.1 SLM Configuration


After successfully complete automatic set up of Service Management Foundation, it remains some configurations that must be completed manually.


The SLM creation part, Service Offering is not provided with our model, so that they should be added manually.

This must be done via the Admin platform UI. Go to the Admin -> Service Level Management -> Repositories -> Service and CI Offerings

Refer below graph.

1. Create Service Offerings

Service Offerings		
		
Name	Type	Description
Default	Predefined	Applied by default to any service that does not have an alternative service offering selected in the Agreement wizard.
Gold	Predefined	Designed for business-critical applications.
Platinum	Predefined	Designed for mission-critical applications and systems that can never go down.
Silver	Predefined	Designed to meet the needs for infrastructure with less demanding availability requirements, such as test and development.
TeMIP Service Offerings	Custom	Applied by default to any service that does not have an alternative service offering selected in the Agreement wizard.

CI Offerings		
		
Name	Type	Description
Default CI Offering	Predefined	Applied by default to any non - service CIs that does not have an alternative CI offering selected in the Agreement wizard.
TeMIP CI Offerings	Custom	Applied by default to any non - service CIs that does not have an alternative CI offering selected in the Agreement wizard.

CI Offering Definition

* Name:

TeMIP CI Offerings

Description:

Applied by default to any non - service CIs that does not have an alternative CI offering selected in the Agreement wizard.
Note: The Default CI Offering cannot be deleted from the CI Offerings list.

Objectives Definition

Calendars and Tracking Periods

Name	Hour	Day	Week	Month	Quarter	Year	SLA Period
Business Hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
24x7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Objectives Definition For:Business Hours Hour;Business Hours Day;Business Hours Week;Business Hours Month;Business Hours Quarter;...

Name	Units	Operator	Exceeded	Met	Minor B...	Breached	Failed
Communication Status		>=	90.0	80.0	70.0	60.0	Otherwise
Environmental Status		>=	90.0	80.0	60.0	50.0	Otherwise
Equipment Status		>=	90.0	80.0	70.0	60.0	Otherwise
ProcessingError Status		>=	90.0	80.0	70.0	60.0	Otherwise
QualityOfService Status		>=	90.0	80.0	70.0	60.0	Otherwise

Save

Cancel

Help

4.2 Generic Discovery & Dataload Pack Configuration

After Installation, Please refer to the associated document HP SQM Solution Generic DDP Integration guide, this document describes how to perform the additional settings of Generic Discovery & Dataload Pack component on the platform.

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Chapter 5

Service Management Foundation Uninstallation

5.1 Uninstalling the Service Management Foundation on Windows platform

The Uninstall of Service Management Foundation will undeploy all the files and packages of SMF that deployed to BSM.

Note: If there are CIs existing in CMDB, it will not undeploy package zip file automatically, you need to manually delete CIs for CIT firstly and then undeploy the zip package from Package Manager.

Before starting un-installation, below manual steps have to be executed:

1. SQM CI instances deletion.

Go to Admin → RTSM Administration → CI Type Manager

Filter as 'CI Types'

Select which you want to delete of CIT

Right click button and select Show CIT Instances

Select all of them and click button "Delete from CMDB"

2. Delete Customized CITs which Derived-From SQM Predefined CIT.

Go to Admin → RTSM Administration → CI Type Manager

Filter as 'CI Types'

Select which you want to delete of CIT

Click button "Delete Selected Item(s) Ctrl+Del"

After un-installation, below manual steps should be executed via BSM UI:

1. SQM Common KPI deletion

Go to Admin → Service Health → Repositories → KPIs

Filter KPIs use Type "Custom" and Domain "Telecom"

Select all of them and click button "Delete KPI"

Repositories > KPIs			
View Builder CI Indicators Custom Image CI Status Alerts Assignments Repositories			
KPIs			
<div> </div> <div> <input type="text" value="Delete KPI"/> </div>			
Name	Domain	Type	Default Group Rule
Attempts	Telecom	Custom	Sum of Values Rule
Average Bandwidth	Telecom	Custom	SGM Average of Values
Average Throughput	Telecom	Custom	SGM Average of Values
Bandwidth	Telecom	Custom	SGM Min Value
Call Set-up Mean Time	Telecom	Custom	SGM Average of Values
Call Set-up Time	Telecom	Custom	SGM Max Value
Communication Status	Telecom	Custom	Temp Worst Child Rule
Environmental Status	Telecom	Custom	Temp Worst Child Rule
Equipment Status	Telecom	Custom	Temp Worst Child Rule
Failure Ratio	Telecom	Custom	SGM Max Value
Fault Status	Telecom	Custom	Temp Worst Child Rule
First Attempt Success Ratio	Telecom	Custom	SGM Min Value
Jitter	Telecom	Custom	SGM Max Value
MOS	Telecom	Custom	SGM Min Value
Mean Delay	Telecom	Custom	SGM Average of Values
Mean Time	Telecom	Custom	SGM Average of Values
Packet Error Ratio	Telecom	Custom	SGM Max Value
Packet Loss Ratio	Telecom	Custom	SGM Max Value
ProcessingError Status	Telecom	Custom	Temp Worst Child Rule
QualityOfService Status	Telecom	Custom	Temp Worst Child Rule
Round Trip Mean Time	Telecom	Custom	SGM Average of Values
Round Trip Time	Telecom	Custom	SGM Max Value
Second Attempt Success Ratio	Telecom	Custom	SGM Min Value

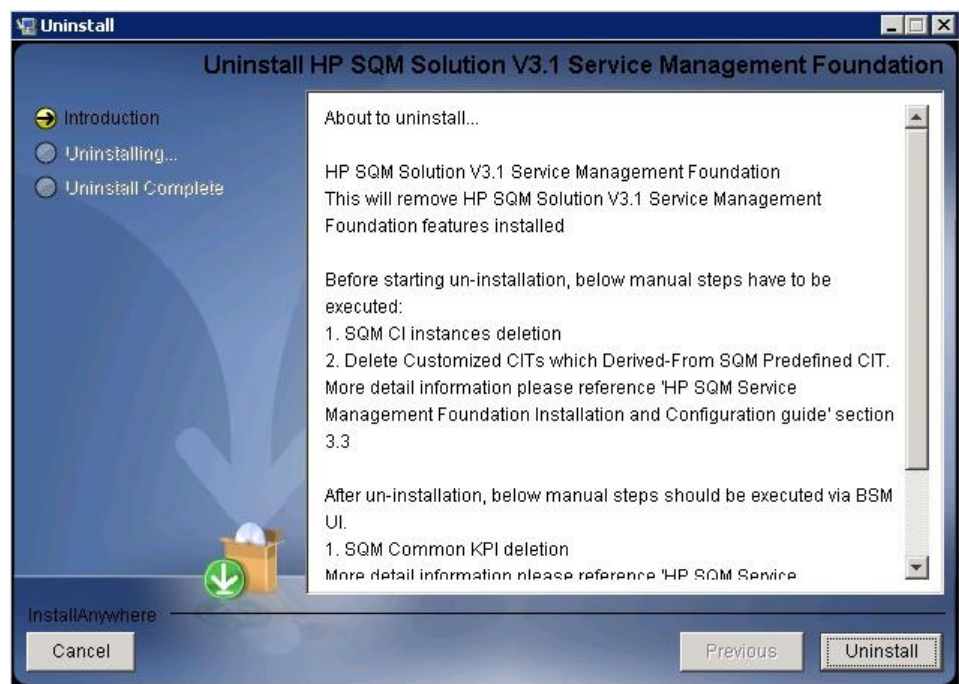
More detail information please reference 'HP SQM Solution service management foundation installation and configuration guide'

- **Starting the Uninstallation procedure**

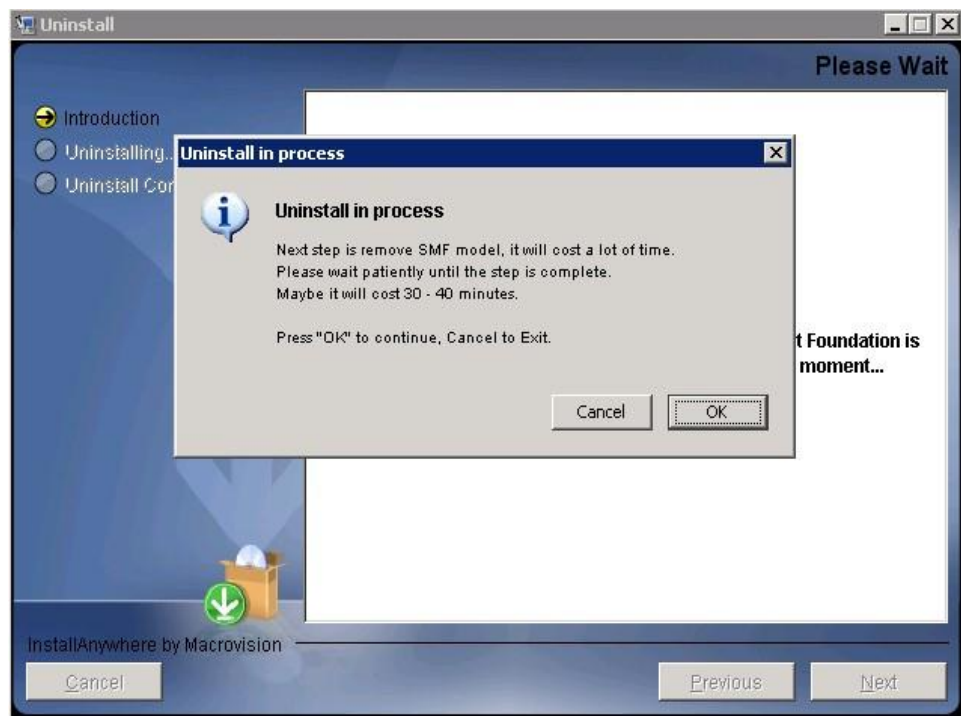
uninstall.exe file is under directory <HP_BSM_DIR>\SQM\Platform\Uninstall

And double click it to start Uninstallation.

1. Click the **Uninstall** Button.

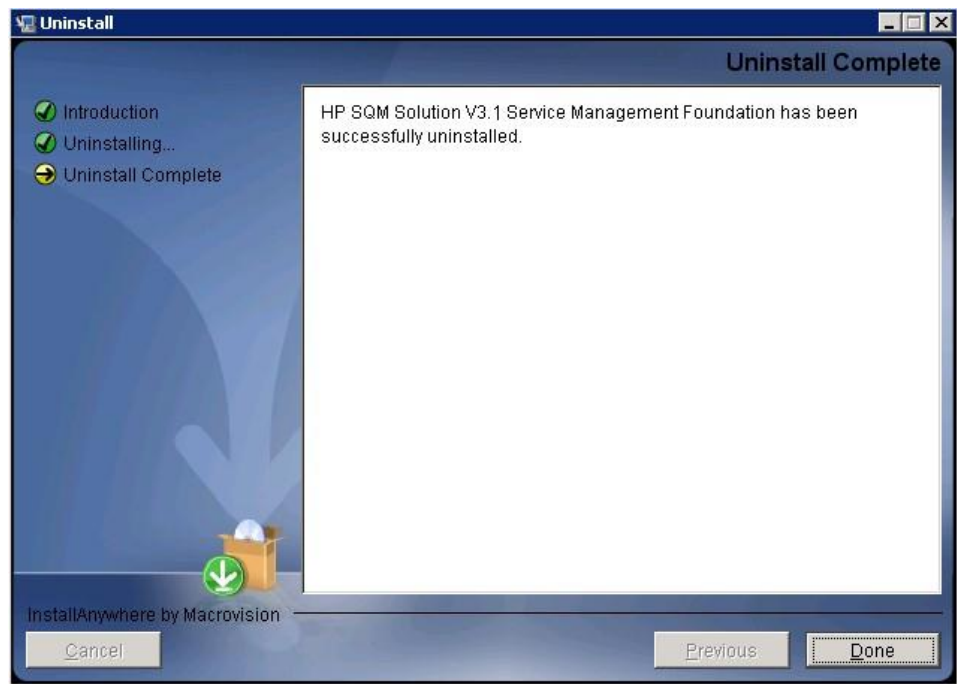


2. The dialog box will be shown and the Uninstallation action will take 30-40 minutes. Click OK to next step.



Note: If the customer does not accept the long time operation, click Cancel to exit uninstall action.

3. After 30-40 minutes, an **UnInstall Complete** panel will display to you with congratulations message, press Done to finish uninstallation.



5.2 Uninstalling the Service Management Foundation on Linux platform

The Uninstall of Service Management Foundation will undeploy all the files and packages of SMF that deployed to BSM.

Note: If there are CIs existing in CMDB, it will not undeploy package zip file automatically, you need to manually delete CIs for CIT firstly and then undeploy the zip package from Package Manager.

Before starting un-installation, below manual steps have to be executed:

2. SQM CI instances deletion.

Go to Admin → RTSM Administration → CI Type Manager

Filter as 'CI Types'

Select which you want to delete of CIT

Right click button and select Show CIT Instances

Select all of them and click button "Delete from CMDB"

2. Delete Customized CITs which Derived-From SQM Predefined CIT.

Go to Admin → RTSM Administration → CI Type Manager

Filter as 'CI Types'

Select which you want to delete of CIT

Click button "Delete Selected Item(s) Ctrl+Del"

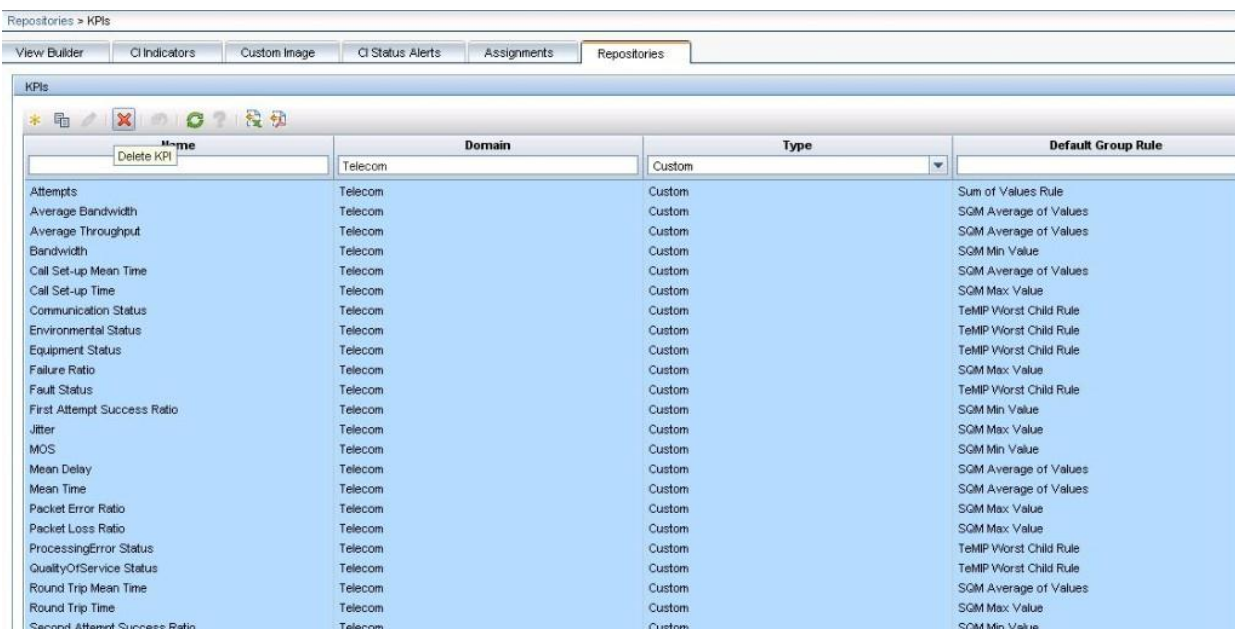
After un-installation, below manual steps should be executed via BSM UI:

2. SQM Common KPI deletion

Go to Admin → Service Health → Repositories → KPIs

Filter KPIs use Type “Custom” and Domain “Telecom”

Select all of them and click button “Delete KPI”



Name	Domain	Type	Default Group Rule
Attempts	Telecom	Custom	Sum of Values Rule
Average Bandwidth	Telecom	Custom	SGM Average of Values
Average Throughput	Telecom	Custom	SGM Average of Values
Bandwidth	Telecom	Custom	SGM Min Value
Call Set-up Mean Time	Telecom	Custom	SGM Average of Values
Call Set-up Time	Telecom	Custom	SGM Max Value
Communication Status	Telecom	Custom	TeMIP Worst Child Rule
Environmental Status	Telecom	Custom	TeMIP Worst Child Rule
Equipment Status	Telecom	Custom	TeMIP Worst Child Rule
Failure Ratio	Telecom	Custom	SGM Max Value
Fault Status	Telecom	Custom	TeMIP Worst Child Rule
First Attempt Success Ratio	Telecom	Custom	SGM Min Value
Jitter	Telecom	Custom	SGM Max Value
MOS	Telecom	Custom	SGM Min Value
Mean Delay	Telecom	Custom	SGM Average of Values
Mean Time	Telecom	Custom	SGM Average of Values
Packet Error Ratio	Telecom	Custom	SGM Max Value
Packet Loss Ratio	Telecom	Custom	SGM Max Value
ProcessingError Status	Telecom	Custom	TeMIP Worst Child Rule
QualityOfService Status	Telecom	Custom	TeMIP Worst Child Rule
Round Trip Mean Time	Telecom	Custom	SGM Average of Values
Round Trip Time	Telecom	Custom	SGM Max Value
Second Attempt Success Ratio	Telecom	Custom	SGM Min Value

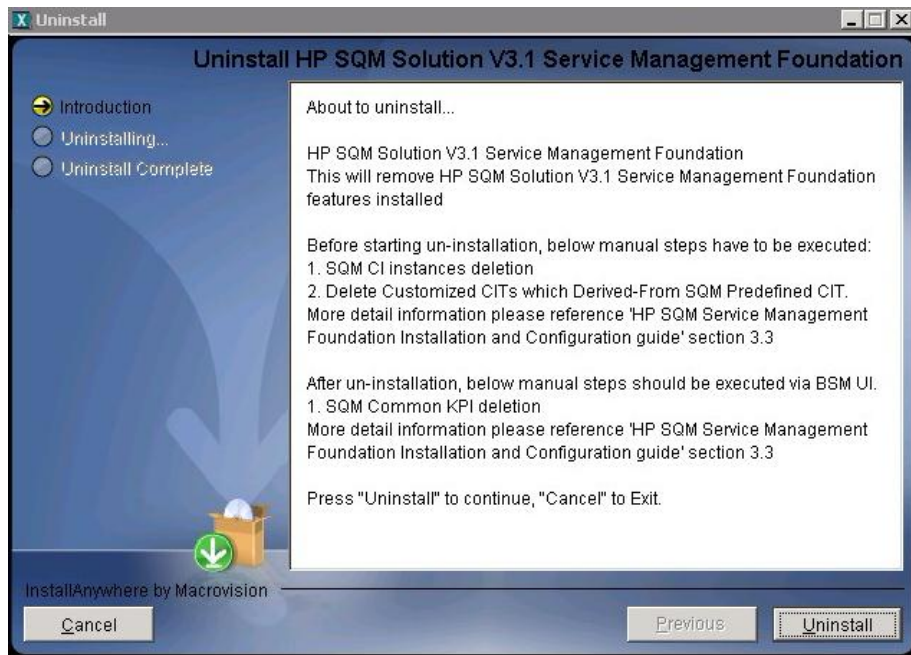
More detail information please reference 'HP SQM Solution service management foundation installation and configuration guide'

• Starting the Uninstallation procedure

uninstall.bin file is under directory <HP_BSM_DIR>\SQM\Platform\Uninstall

- i. Log in to the server as user root.
 - ii. Go to the installation root directory.
 - iii. Run the following script:

/uninstall.bin
 - iv. Follow the on-screen instructions for server installation.
4. Click the **Uninstall** Button.



5. The dialog box will show and the Uninstallation action will cost 30-40 minutes. Click OK to next step.



Note: If the customer does not accept long time, click Cancel to exit uninstall action.

3. After 30-40 minutes, an **UnInstall Complete** panel will display to you with congratulations message, press Done to finish uninstallation.

