
HP Service Quality Management Solution



TeMIP Service Adapter Release Notes

Edition: 3.1

for Microsoft Windows and Linux Operating System

Sep 2012

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Preface

This document is the Release Notes of the HP SQM Solution TeMIP Service Adapter V3.1 software kit (**Maintenance Release**) for Windows and Linux system.

The software kit name is **HP SQM Solution TeMIP Service Adapter V3.1**, and the following installation kits are available for the current version:

- SQMSolTEMV310RevA.exe
- SQMSolTEMV310RevA.bin

Please read this document as well as *HP SQM Solution TeMIP Service Adapter Installation Configuration and User's Guide* before installing the TeMIP Service Adapter.

Intended Audience

This document is intended for Solution Architects, SQM Solution deployment team and SQM Solution administrators.

Software Versions

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

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

Software	Version
TeMIP Service Adapter	3.1
SQM Service Management Foundation	3.1
TeMIP Service Console	6.3
HP Business Service Management	9.1X
HP SiteScope	11.20
Windows	<ul style="list-style-type: none">➤ Microsoft Windows 2003 SP1, SP2 Standard/Enterprise Edition➤ Microsoft Windows Server 2003 R2 SP1, SP2 Enterprise Edition➤ Microsoft Windows Server 2008 R2 SP2 Standard/Enterprise Edition
Linux	Red Hat Enterprise Linux 5.5

Abbreviations and Acronyms

The following table defines abbreviations and acronyms used in this document.

Abbreviation or acronym	Meaning
<i>BSM</i>	Business Service Management
<i>SMF</i>	Service Management Foundation
<i>KPI</i>	Key Performance Indicator
<i>HI</i>	Health Indicator
<i>SiS</i>	SiteScope
<i>SQM</i>	Service Quality Manager
<i>TeMIP</i>	HP Telecommunication Management Platform
<i>TSC</i>	HP TeMIP Service Console

Associated Documents

- HP SiteScope 11.20 Release Notes
- HP SiteScope Deployment Guide
- HP SiteScope “Using SiteScope”
- HP SQM Solution Service Management Foundation Release Notes
- HP SQM Solution Service Management Foundation Installation and Configuration Guide
- HP SQM Solution Service Adapter TeMIP Service Adapter Installation, Configuration and User’s Guide
- HP TeMIP Service Console V6.3 Release Notes
- HP TeMIP Service Console V6.3 Installation & Configuration Guide

The HP SiteScope 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:

[HP Service Quality Management Platform](#)

Support

You can visit the HP Software support web site at:

<http://www.hp.com/go/hpsoftwaresupport>

This Web site provides contact information and details about the products, services, and supports 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

Pre-requisites

The TeMIP Service Adapter has the following software requirements that must be **installed, configured and successfully started** before installing the TeMIP Service Adapter:

Software	Version
Microsoft Windows	<ul style="list-style-type: none">➤ Microsoft Windows 2003 SP1, SP2 Standard/Enterprise Edition➤ Microsoft Windows Server 2003 R2 SP1, SP2 Enterprise Edition➤ Microsoft Windows Server 2008 R2 SP2 Standard/Enterprise Edition
Linux	Red Hat Enterprise Linux 5.5
HP SiteScope	11.20

Features

The SQM TeMIP Service Adapter is a component of TeMIP Service Console Solution for monitoring the health of network links, service platforms and the services carried over the resources.

Working with TeMIP Service Console, the TeMIP Monitoring Adapter collects data from TeMIP System into BSM system. Using the data collected and published by the TeMIP (alarms), TeMIP Service Console continuously correlates them to maintain an up-to-date consolidated view of the operational state of all circuits and services that exist in the network.

Installation and Configuration

The SQM TeMIP Service Adapter must be installed on a SiteScope server and integrated into SiteScope installation.

Firstly, please install SiteScope 11.20 according to the *HP SiteScope Deployment Guide*.

Then, Install and configure SQM TeMIP Service Adapter according to the *HP SQM Solution TeMIP Monitor Adapter Installation Configuration and User's Guide*.

The SQM TeMIP Service Adapter must be installed on a SiteScope server and integrated into SiteScope installation.

Enhancement

Enhancement:

- [Linux support](#)

Enable the TeMIP SA to install and work under Red Hat Linux operation system.

Limitations and Known Issues

1. Limitations

Defect #	Problem Description	Workaround
2150	TeMIP SA Uninstallation cannot remove the TeMIP MA contents in Sitescope, e.g. Monitors, Templates	Set the SiteScope login name and password when do uninstall. It can be set under Preferences→User Management Preferences. On the right panel, edit the SiteScope Administrator's login name and password.

2. Known Problems

Documentation Set

The manuals for SQM TeMIP Service Adapter are shipped as PDF files.

The set of documentation is made of the following manual:

- HP SQM Solution TeMIP Service Adapter Installation, Configuration and User's Guide