TBSM 6.2 Upgrade to Fix Pack 1

A step by step example

Author: Gheorghe Mihaela, IBM NSA L2 Software Engineer | IBM Clouds Lab
Mihaela.Gheorghe1@ibm.com

Description

This guide has the purpose to illustrate a complete step by step example for TBSM 6.2 upgrade to Fix Pack 1 including the additional steps needed to be followed in case the base version of TBSM 6.2 that is already installed is the one from July 2018 instead of the November 2018 version.

Download link Fix Pack 1:
https://www-01.ibm.com/support/docview.wss?uid=ibm10876634

The one used in this example, for linux:
https://www-945.ibm.com/support/fixcentral/swg/selectFixes?product=ibm%2FTivoli%2FTivoli+Business+Service+Manager&fixids=6.20-TIV-BSM-LINUX-FP0001&source=SAR&function=fixId&parent=ibm/Tivoli

List of prerequisites as described within the Readme.txt file that comes with the fix pack binary:

- This Fix pack requires IBM Tivoli Business Service Manager Version 6.2.0.0 to be installed.
- Installation Manager on your machine should be 1.8.8 or higher
- JazzSM 1.1.3 Fixpack3 (DASH 3.1.3 FP3)
- Impact 7.1.0 Fix Pack 15

Steps to install TBSM Fix Pack 1

Before installing the Fix Pack 1 it is mandatory to check the build version of the TBSM 6.2.0.0 package currently on the environment. This can be done running the versioninfo script located in the <TBSM_HOME>/bin directory.

If the utility header output shows a build date of 20181106 you *only need to run steps 7 and 8* without the additional steps for the old release!!

If the utility header output shows a built date of 2018072 then follow all the steps described in this document.

Example:

1. Download the refresh TBSM 6.2.0.0 Installation package. The following are the updated TBSM 6.2.0.0 base install packages with a build date of **20181106**:

   CNXG3ML IBM Tivoli Business Service Manager V6.2 Linux 64-bit Multilingual
   TBSM_V6.2_LINUX_64_BIT_MULTI.zip

   CNXG4ML IBM Tivoli Business Service Manager V6.2 AIX 64-bit Multilingual
   TBSM_V6.2_AIX_64_BIT_MULTI.zip

   CNXG5ML IBM Tivoli Business Service Manager V6.2 Windows 64-bit Multilingual
   TBSM_V6.2_WIN_64_BIT_MULTI.zip

2. Determine location where the original installation package was placed. This is the location of the original repositories directory that were used for TBSM installation. This can be done by example by running Installation Manager imcl "command line" utility to list the installed packages.

Command: /opt/IBM/InstallationManager/eclipse/tools/imcl listInstalledPackages -verbose

Example:

```
[root@mirk1 tmp]# /Miha/opt/IBM/InstallationManager/eclipse/tools/imcl listInstalledPackages -verbose
```

Look for the "Repository" information associated with both the Dashboard and Data Server applications. For example:

```
[Package]
Name: IBM Tivoli Business Service Manager Data Server (com.ibm.tivoli.tbsm.Dataserver)
Version: 6.2.0.0 (6.2.0.20180723_1407)
Repository: /tmptbsm/data_linux/data_media_linux/disk1
Features:
```

```
[Package]
Name: IBM Tivoli Business Service Manager Dashboard Server (com.ibm.tivoli.tbsm.dashserver)
Version: 6.2.0.0 (6.2.0.20180723_1407)
Repository: /tmptbsm/dash_linux/dash_media_linux/disk1
```

3. Backup or rename the repository locations (identified at step 2) for each of the TBSM components (Data and Dashboard Server).

/tmptbsm/data_linux/data_media_linux/disk1
/tmptbsm/dash_linux/dash_media_linux/disk1

mv /tmptbsm /tmptbsm.old

4. Replace the old version (build 20180723) with the new base build version (build 20181106) by extracting the new downloaded Installation package into the same location where the initial one was present.

mkdir /tmptbsm
unzip TBSM_V6.2_LINUX_64-BIT_MULTI.zip -d /tmptbsm

5. Copy data server and dash server offerings jar files of the new Installation package of TBSM 6.2 into the Offerings directory of your Installation Manager.

Offerings directory of Installation Manager:
/var/ibm/InstallationManager/installRegistry/metadata/Offerings/

Files needed to be copied into the above directory:
com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249.jar
com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249_SE.jar
com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249.jar
com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249_SE.jar

Their current location is under the extracted location of TBSM 6.2 base package (Nov edition):

/tmptbsm/data_linux/data_media_linux/disk1/md/Offerings
/tmptbsm/dash_linux/dash_media_linux/disk1/md/Offerings

Therefore, commands to be run:

cp
/tmptbsm/data_linux/data_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249.jar /var/ibm/InstallationManager/installRegistry/metadata/Offerings/

cp
/tmptbsm/data_linux/data_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249_SE.jar /var/ibm/InstallationManager/installRegistry/metadata/Offerings/

cp
/tmptbsm/dash_linux/dash_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249_SE.jar /var/ibm/InstallationManager/installRegistry/metadata/Offerings/

cp
/tmptbsm/dash_linux/dash_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.dashserver_6.2.
0.20181106_0249.jar /var/ibm/InstallationManager/installRegistry/metadata/Offerings/

```
[root@mirk1 Offerings]# cp /tmptbsm/dash_linux/dash_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249_SE.j
ar /var/ibm/InstallationManager/installRegistry/metadata/Offerings/
[root@mirk1 Offerings]# cp /tmptbsm/dash_linux/dash_media_linux/disk1/md/Offerings/com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249.jar
/var/ibm/InstallationManager/installRegistry/metadata/Offerings/
```

6. Edit toc.xml to add the recently added Offerings jar files

vi */var/ibm/InstallationManager/installRegistry/metadata/Offerings/toc.xml*

Check the number of items you have at the beginning of the script and increase it by 2.

example:

from 14:

```
root@mirk1:/tmptbsm/data_linux/data_media_linux/disk1/md/Offerings
<?xml version='1.0' encoding='UTF-8'?>
<?toc version='0.0.1'?>
<toc fileCount='14'>
```

to 16:

```
<?xml version='1.0' encoding='UTF-8'?>
<?toc version='0.0.1'?>
<toc fileCount='16'>
```

At the end of the file add the following entry for the dataserver jar files that were added:

<file name='com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249.jar' size='8520'
md5='4a35b62d7ac8d7c4e74a96da6c97aa35' name2='
com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249_SE.jar' size='60811'
md52='c9766b8320ff8db9b92f06684806653e'/>

```
tivoli.tbsm.Dataserver_6.2.0.20180723_1407_SE.jar' size2='60775' md52='6776ge784c1212e9a039059era7a2a40'/>
    <file name='com.ibm.tivoli.tbsm.dashserver_6.2.0.20180723_1407.jar' size='15769' md5='19f4d3e6eb6e0cd3bbaf1910225cfe03' name2='com.ibm
.tivoli.tbsm.dashserver_6.2.0.20180723_1407_SE.jar' size2='38874' md52='45648001da1eeaedaef015a0936a34e9'/>
<file name='com.ibm.tivoli.tbsm.Dataserver_6.2.0.20181106_0249.jar' size='8520' md5='4a35b62d7ac8d7c4e74a96da6c97aa35' name2=' com.ibm.tiv
oli.tbsm.Dataserver_6.2.0.20181106_0249_SE.jar' size='60811' md52='c9766b8320ff8db9b92f06684806653e'/>
-- INSERT --
```

as well as the following entry for the dash jar files that were added:

<file name='com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249.jar' size='15770'
md5='f96bdf0bbd2aa60fe6887d6e5a0ce7db'
name2='com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249_SE.jar' size2='38879'
md52='ecdd458e87905efa0cb5fac7aaf6fc0d'/>

```
<file name='com.ibm.tivoli.tbsm.dashserver_6.2.0.20181106_0249.jar' size='15770' md5='f96bdf0bbd2aa60fe6887d6e5a0ce7db' name2='com.ibm.tiv
oli.tbsm.dashserver_6.2.0.20181106_0249_SE.jar' size2='38879' md52='ecdd458e87905efa0cb5fac7aaf6fc0d'/>
```

All non-vital programs should be closed prior to installation of the Fixpack. This includes the Impact Data and Dashboard servers, as well as, JazzSM (hosting the TBSM Dashboard Server).

7. Run the update script for the TBSM Data Server component

Go to the directory where you have extracted fix pack 1 and select the data_linux component. If needed, add the necessary permissions for the scripts to be executed.
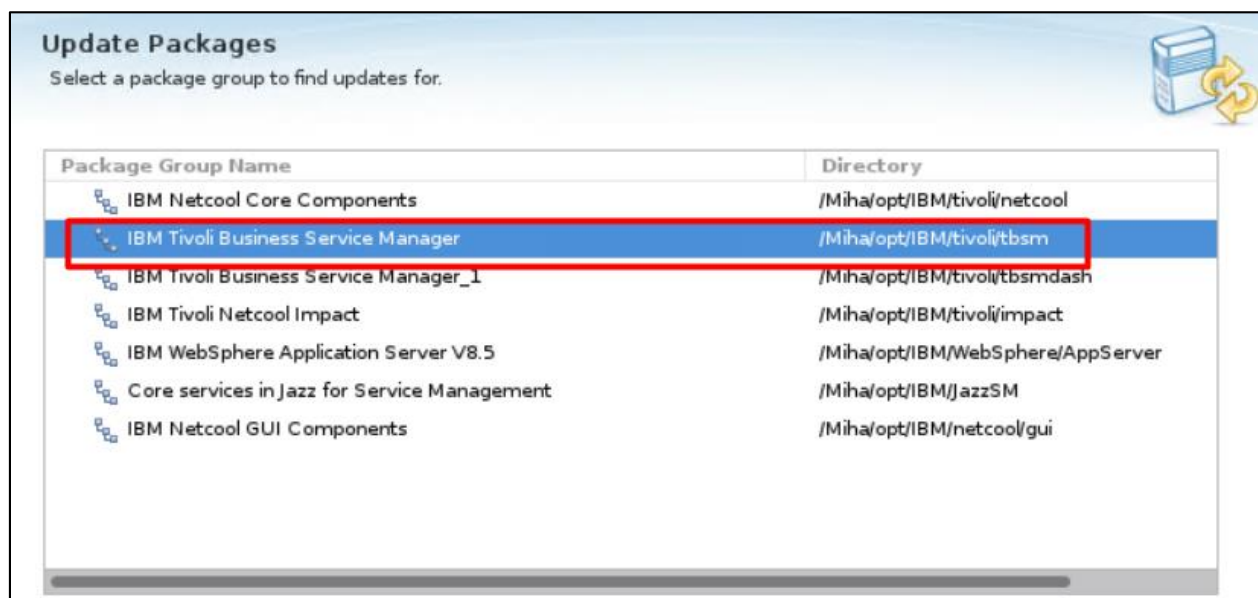
```
[root@mirk1 data_linux]# ls
linux  scripts  update_console_linux.sh  update_gui_linux.sh  update_silent.sh
[root@mirk1 data_linux]# pwd
/tmptbsmfp/6.20-TIV-BSM-LINUX-FP0001/data_linux
```

```
[root@mirk1 data_linux]# chmod 777 update_*
[root@mirk1 data_linux]#
[root@mirk1 data_linux]#
[root@mirk1 data_linux]# ls
linux  scripts  update_console_linux.sh  update_gui_linux.sh  update_silent.sh
```

For example, for installing via gui mode, run update_gui_linux.sh script:

```
[root@mirk1 data_linux]# ./update_gui_linux.sh
```

Select the TBSM Data server package:

Package Group Name	Directory
IBM Netcool Core Components	/Miha/opt/IBM/tivoli/netcool
IBM Tivoli Business Service Manager	/Miha/opt/IBM/tivoli/tbsm
IBM Tivoli Business Service Manager_1	/Miha/opt/IBM/tivoli/tbsmdash
IBM Tivoli Netcool Impact	/Miha/opt/IBM/tivoli/impact
IBM WebSphere Application Server V8.5	/Miha/opt/IBM/WebSphere/AppServer
Core services in Jazz for Service Management	/Miha/opt/IBM/JazzSM
IBM Netcool GUI Components	/Miha/opt/IBM/netcool/gui

Update	Recommended	Vendor
▼ ☑ 🔲 IBM Tivoli Business Service Manager		
▼ ☑ 📦 IBM Tivoli Business Service Manager Data Server 6.2.0.0 (Installe		
☑ 📦 **Version 6.2.0.1**	✓	**IBM**

Update Packages
Select the features to install.

Update Packages 〉 Updates 〉 Licenses 〉 Features 〉 Summary

Features
▼ ☑ 📦 IBM Tivoli Business Manager Data Server 6.2.0.1
  ☑ IBM Tivoli Business Service Manager Data Server

☐ Show dependencies   [Expand All] [Collapse All] [Restore]

✓ Selected by Installation Manager because of dependencies

Update Packages
Review the summary information.

Update Packages 〉 Updates 〉 Licenses 〉 Features 〉 Summary

Target Location

Package Group Name: IBM Tivoli Business Service Manager

Installation Directory: /Miha/opt/IBM/tivoli/tbsm

Shared Resources Directory: /Miha/opt/IBM/IBMIMShared

Updates

Features To Install	Features To Remove
▼ 📦 IBM Tivoli Business Manager Data Server 6.2.0.1	
📦 IBM Tivoli Business Service Manager Data Serv	

Disk Space Information

	Total Available Space
/	204.48 GB

Total Download Size: 198.23 MB

Total Installation Size: 210.18 MB

▸ **Repository Information**

⑦   [< Back] [Next >] [**Update**] [Cancel]

The packages are updated. View Log File

The following update was installed:

Update	In:
▼ IBM Tivoli Business Service Manager	/M
IBM Tivoli Business Manager Data Server 6.2.0.1	
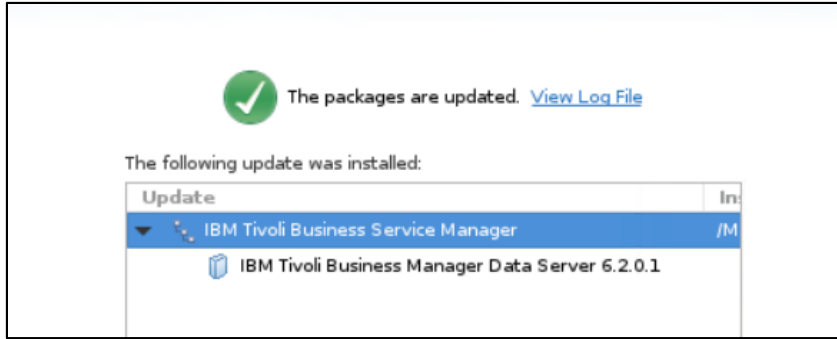
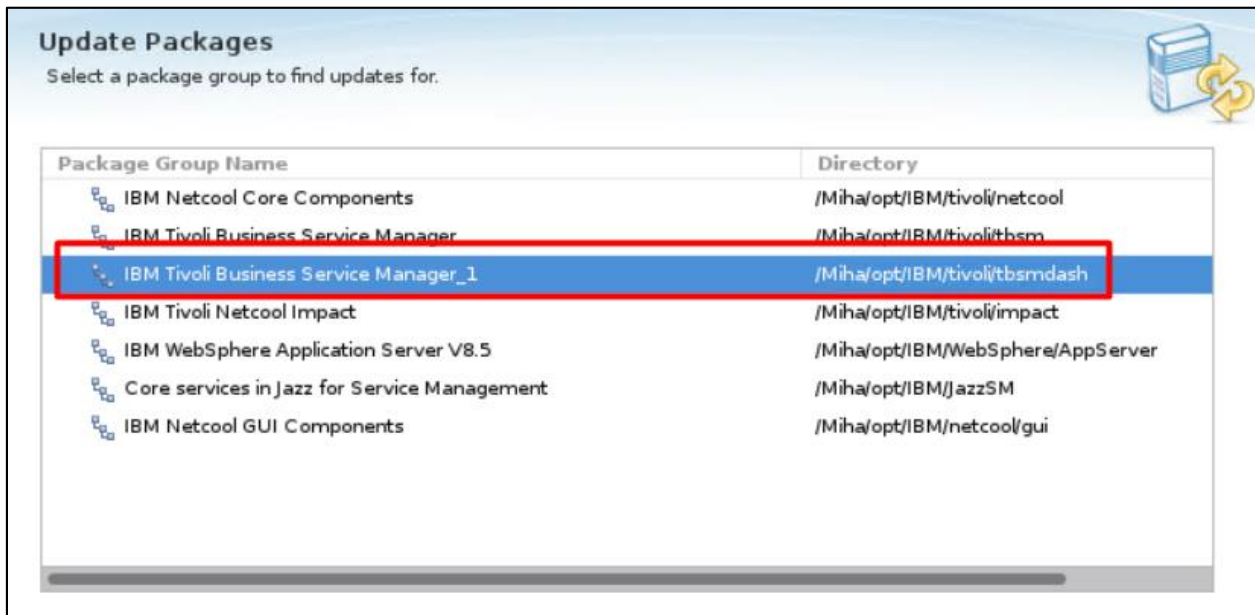8. Run the update script for the TBSM DASH Server component

Go to the directory where you have extracted fix pack 1 and select the dash_linux component. If needed, add the necessary permissions for the scripts to be executed.

```
[root@mirk1 data_linux]# cd ../dash_linux/
[root@mirk1 dash_linux]# ls
linux  scripts  update_console_linux.sh  update_gui_linux.sh  update_silent.sh
[root@mirk1 dash_linux]# chmod 777 update*
[root@mirk1 dash_linux]# ls
linux  scripts  update_console_linux.sh  update_gui_linux.sh  update_silent.sh
```

For example, for installing via gui mode, run update_gui_linux.sh script:

```
[root@mirk1 dash_linux]# ./update_gui_linux.sh
```

Select the TBSM Dash server package:

Update Packages
Select a package group to find updates for.

Package Group Name	Directory
IBM Netcool Core Components	/Miha/opt/IBM/tivoli/netcool
IBM Tivoli Business Service Manager	/Miha/opt/IBM/tivoli/tbsm
IBM Tivoli Business Service Manager_1	/Miha/opt/IBM/tivoli/tbsmdash
IBM Tivoli Netcool Impact	/Miha/opt/IBM/tivoli/impact
IBM WebSphere Application Server V8.5	/Miha/opt/IBM/WebSphere/AppServer
Core services in Jazz for Service Management	/Miha/opt/IBM/JazzSM
IBM Netcool GUI Components	/Miha/opt/IBM/netcool/gui

Update	Recommended	Vendor
▼ ☑ IBM Tivoli Business Service Manager_1		
▼ ☑ IBM Tivoli Business Service Manager Dashboard Server 6.2.0.0 (In		
☑ **Version 6.2.0.1**	✓	**IBM**

Update Packages
Select the features to install.

Update Packages	Updates	Licenses	Features	Summary

Features

▼ ☑ IBM Tivoli Business Service Manager Dashboard Server 6.2.0.1

      ☑ IBM Tivoli Business Service Manager Dashboard Server

Update Packages
Review the summary information.

Update Packages	Updates	Licenses	Features	Summary

Target Location

Package Group Name:	IBM Tivoli Business Service Manager_1
Installation Directory:	/Miha/opt/IBM/tivoli/tbsmdash
Shared Resources Directory:	/Miha/opt/IBM/IBMIMShared

Updates

Features To Install	Features To Remove
▼ 📦 IBM Tivoli Business Service Manager Dashboard Ser	
🔧 IBM Tivoli Business Service Manager Dashboard	

Disk Space Information

	Total Available Space
/	204.50 GB

Total Download Size: 459.14 MB

Total Installation Size: 707.90 MB

▶ **Repository Information**

[< Back] [Next >] [**Update**] [Cancel]

✅ The packages are updated. View Log File

The following update was installed:

Update
▼ 🔧 IBM Tivoli Business Service Manager_1
📦 IBM Tivoli Business Service Manager Dashboard Server 6.

Restart the servers, check the versions and make sure everything is running correctly.

cd /Miha/opt/IBM/InstallationManager/eclipse/tools/
./imcl listInstalledPackages -long -features

```
/Miha/opt/IBM/tivoli/tbsm : com.ibm.tivoli.tbsm.Dataserver_6.2.0.20190320_0120 : IBM Tivoli Business Manager Data Server : 6.2.0.1 : com.i
bm.tivoli.DataServer
/Miha/opt/IBM/tivoli/tbsmdash : com.ibm.tivoli.tbsm.dashserver_6.2.0.20190320_0129 : IBM Tivoli Business Service Manager Dashboard Server
: 6.2.0.1 : com.ibm.tivoli.DashServer
```