

hp reporter

installation & special
configurations guide



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Overview and Installation

HP Reporter creates Web-based reports using the data of targeted systems it discovers, because of HP agent software running on the systems. The Agent software includes the following products:

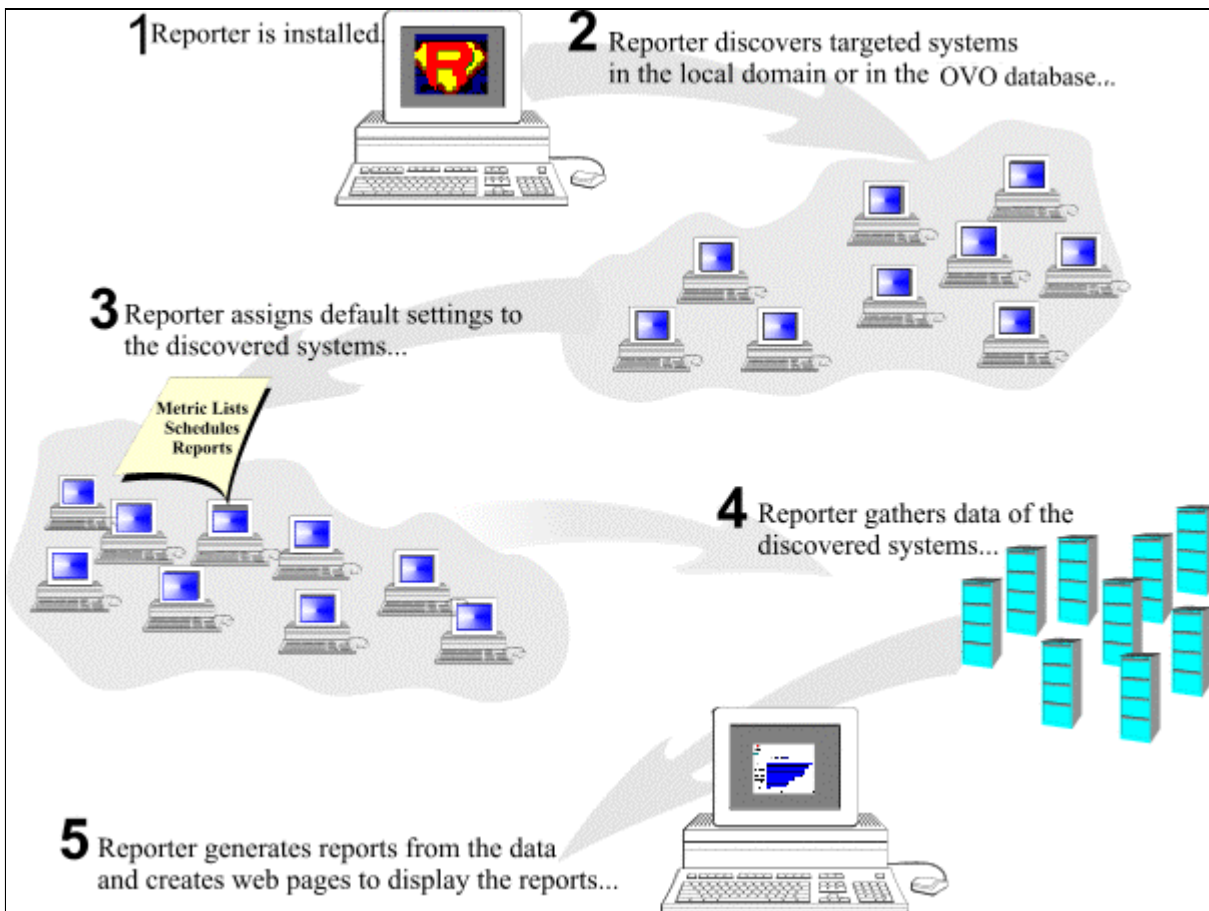
- HP Performance Agent.
- HP Operations subagent (version 7.00 and later).

Note: HP-UX, Solaris and Linux are the only platforms on which Oracle is supported. Microsoft Access is not supported for upgrading customers only (from Reporter 3.00). Clean install do not support Microsoft Access. Some features such as "Long host name" and "composite indexes" will not be supported in Microsoft Access.

When Reporter is first installed, it begins operation automatically using the pre-configured settings which come with the product. These initial settings are sufficient for Reporter to discover systems in the local domain, running HP agent software. Reporter can also discover systems in [a configured Operations database](#). After installation, Reporter completes a number of steps as illustrated in the following sections. After Reporter has run through its discovery, it gathers data based on the pre-defined and user-specified lists of metrics. It then uses this data to generate reports.

Note: In order to generate additional reports for other HP Software products, you must add the Reporter package for the HP Software product you are using. Please refer to the online Help "Working with Reports" topics for instructions.

What happens after [installation?](#)



As shown in the preceding illustration, After installation, Reporter begins a cycle of its actions immediately. This immediate start, which is different from the schedule that Reporter follows by default, occurs so that you can see reports right away without having to wait until the next day. After the above actions are completed, Reporter follows the default schedule, which begins at 12:30 AM every night unless you change those default settings. For information on Reporter's default schedule, see the **How Reporter Works** section of the Reporter Concepts Guide.

Caution: Do not run multiple copies of Reporter with the same Reporter database, as unexpected results occur when more than one copy of Reporter attempts to write data to the Reporter database.

The Performance Agent and Operations Manager for UNIX are sold separately from Reporter. No changes are required to the Performance Agent in order to support Reporter. However, for Operations Manager for HP-UX or Sun Solaris, see the appropriate sections in this document to configure a connection to the Operations Manager database.

In addition, to generate reports from other Reporter-enabled products, you must select the report package from Reporter's **File > Configure Report Packages** menu.

Note: Reporter stores data in a default database (SQL Express SP2 with Reporter A.03.80). If you want to use a different database, please see the configuration instructions pertaining to your database software.* ([Installation and Special Configurations Guide](#)).

Due to Oracle requirements, Reporter does not support connections to more than one version of Oracle Server at a time. See the Oracle9i/10g Online Generic Documentation or contact Oracle support for further details.

Reporter's Daily Routine

After you install Reporter, it goes through the discovery process and starts collecting data based on the metric lists. Metric lists for Performance Agent and HP Operations agent can be modified. Metric lists for service and event data gathered from Operations Manager server cannot be modified. The default metric lists provided for the respective agents are grouped as follows:

For HP Performance Agent systems:

- Global
- Application
- Transaction
- Uptime
- Sysdowntime

For HP Operations systems:

- ITO Messages
- ITO Operator

The data collected by Reporter is stored in a database from which reports can be generated. Reporter also performs routine database maintenance and builds a web page that can display all reports generated by Reporter. This web page is viewable from your browser.

Reporter performs the following actions to discover new systems and to continue to track systems already in the database.

- Searches systems selected for inclusion in the Discovery Area (or initially, by default, systems in the local domain) and adds entries into the schedule to gather data when it finds new sources of data added.
- Gathers a default set of metric data based on the metrics available through Performance Agents and stores this data in the Reporter database.
- Updates the database with any new information.
- Creates a series of pre-defined reports based on the data available in the Reporter database.
- Creates a web page that links into all the HTML reports created by Reporter.

From the data it collects, Reporter automatically generates a number of different reports, providing you with critical information about the systems in your computing environment.

After you begin using Reporter, you will likely want to customize Reporter by organizing your systems into different system groups (see the **Customizing Reporter** section in *Reporter Concepts Guide*). With these

changes you can assign reports to these new system groups and generate sets of reports that are immediately organized in a way that is relevant to the way your organization functions. Lastly, you might also decide to create custom reports (see the **Generated and Custom Reports** section in the *Reporter Concepts Guide*), for which you can purchase Crystal Reports and define new reports with data that you select (by creating metric lists).

Installing Reporter

To install Reporter - New Installation:

1. At the Windows system, insert the CD in the CD-ROM drive.
2. In the window that appears, select, print, and review the two documents:
 - read before installing
 - release notes
3. Click **install reporter**.
4. Follow the instructions as they appear on screen.

Note: More detailed instructions [covering upgrades and other situations] are available in the Release Notes.

Upgrading Reporter

If you are upgrading Reporter and if you want to change your database type to the current default, which is SQL Express SP2, see the **Reporter Release Notes**.

1. Create a backup copy of your Reporter database if you are updating over a previous version, in case you decide to roll back to a prior version.
2. *To save configuration data* (this does NOT save the gathered data) from the database in a file, enter the following from a Command Prompt window: `replod -save <filename>`
3. Complete the steps above for a new installation. Your existing database configuration is detected during installation and is left intact.
4. Make a note of your License key. From the **Reporter** window, select **File > Configure > License**, The **Configure License** window opens. This window displays the License key information.

Note: To restore configuration data (if you removed the old database) in a new database, after you complete the installation, open a Command Prompt window and enter: `replod -load <filename>`

What happens during the upgrade:

- The Reporter binaries are overwritten.
- New versions of the default report templates are added or updated over existing versions in `<installation_directory>\data\reports`. Your custom templates are not disturbed, if have saved those with

file names different from the Reporter default templates.

- Customizations that you made to report templates through the Reporter GUI will be preserved. Customizations made through Crystal Reports Professional will not be preserved.
- Reporter Web pages are not disturbed (<installation_directory>\data\Webpages).
- The Reporter database is updated by adding new columns or tables to the Reporter database; this change does not disturb your data.

Uninstalling Reporter

1. From the Start menu select **Settings>Control Panel**.
2. In the Control Panel Window double-click **Add/Remove Programs**.
3. In The Add/Remove Programs window select **HP Reporter** and click the Remove button.
 - Two options **Remove Standard** and **Remove Clean** are available. Use the **Remove Clean** option to remove the data files and HTML reports that are created by the product. **Remove Standard** will not remove the data files and HTML reports that are created by the product.

Note: Select the Remove Clean option only if no other HP Software products are installed on your system.

What happens during the uninstallation?

- Reporter binaries and product files are removed.
- The following Reporter directories remain intact:
 - <installation_directory> \data\datafiles\ (the Reporter database is not removed).
 - <installation_directory> \data\Webpages\ (Webpages are not removed).

Note: For Reporter A.03 or later, the database connection is not removed during uninstallation and no re-configuration is necessary when reinstalling Reporter.

- An uninstallation has no effect on the virtual directory settings in IIS. These settings remain available to other HP Software products, such as HP OpenView Internet Services. If you no longer have any HP Software products using IIS, you can manually remove any remaining "HPOV_" entries from the Web server.

UNIX Settings

This chapter shows settings for the default installation, where you use the Reporter database and settings for a custom database configuration. The topics covered in this chapter are as follows:

- [Setting Kernel Parameter Minimum Values](#)
- [For Oracle Database Setup on UNIX / Setting UNIX Environment Variables](#)

Setting Kernel Parameter Minimum Values

Kernel parameters setting for HP-UX and Solaris systems are outlined below.

HP-UX Systems

For your system to run more efficiently, modify (as necessary) the HP-UX kernel parameters to meet or exceed the minimum values listed below. To modify the kernel values, run SAM and use the Kernel Parameters area to change the specific parameters within the Action menu.

maxdsiz	32 MB
maxfiles	120
maxssiz	2 MB
maxuprc	100
nfile	3000
nproc	700
semgni	20
semnms	128
shmmax	64 MB
shmmni	100
shmseg	12

Caution: For the changes to take affect, you must reboot your system.

Solaris Systems

For your system to run more efficiently, modify (as necessary) the Solaris shared memory parameters to meet or exceed the minimum values listed below. To modify shared memory values, edit the /etc/system file and change the specific parameters as listed below:

set shmsys:shminfo_shmmax	67108864
set shmsys:shminfo_shmmin	1
set shmsys:shminfo_shmmni	100
set shmsys:shminfo_shmseg	40

set semsys:seminfo_semmns	200
set semsys:seminfo_semmni	100
set semsys:seminfo_semmsl	30

Caution: For the changes to take affect, you must reboot your system.

For Oracle Database Setup on UNIX / Setting UNIX Environment Variables

► New Oracle Installations

1. Log on as root or su.
2. Set UNIX environment variables as follows:
 - ORACLE_BASE – set to admin pathname default (/opt/oracle)
 - ORACLE_SID - set to the database name you want to create (reporter)
 - ORACLE_HOME - set to full pathname of the Oracle system home directory
 - \$ORACLE_TERM – set to the appropriate value (hpterm, etc...)
 - PATH - needs to include \$ORACLE_HOME/bin
 - UMASK = 022

► Existing Oracle Installations

Verify that the following HP-UX environment variables are set:

ORACLE_BASE – set to admin pathname default (/opt/oracle)
ORACLE_SID - set to the database name you want to create (reporter)
ORACLE_HOME - set to full pathname of the Oracle system home directory
ORACLE_TERM – set to the appropriate value (hpterm, etc...)
PATH - needs to include \$ORACLE_HOME/bin

Configuring Microsoft SQL Server as the Reporter Database

Reporter now uses the SQL Express 2005 as its database. The SQL Express 2005 version that Reporter currently uses is a subset of SQL Server 2005, which means that much of the SQL Server 2005 functionality is present in the SQL Express 2005 database, even though no dialogs are available to assist in the configuration. SQL Express 2005 has a 4GB size limit per database instance. Knowing this, you may at some point choose to migrate your data to SQL Server 2005 database.

Caution: Do not run multiple copies of Reporter, as unexpected results occur when more than one copy of Reporter attempts to write data to the configured Reporter database.

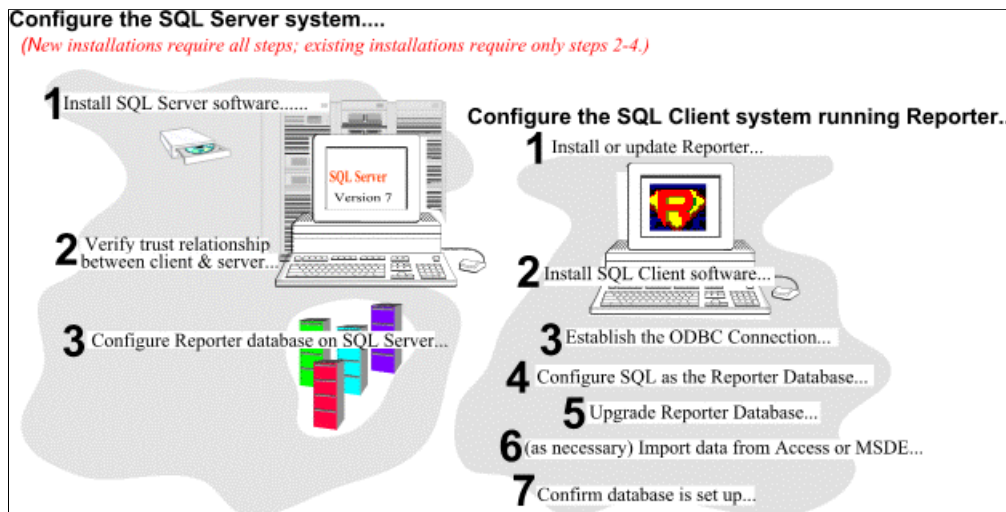
[Configure Microsoft SQL Server 2000 as the Reporter database](#) provides instructions to set up SQL Server 2000 as the database for Reporter.

[Configure Microsoft SQL Server 2005 as the Reporter database](#) provides instructions to set up SQL Server 2005 as the database for Reporter.

Configure Microsoft SQL Server 2000 as the Reporter Database

To use Microsoft SQL Server as the Reporter database requires both server and client software. The first section of this procedure covers the SQL Server installation and configuration. The second section covers the SQL Server client installation as well as Reporter configuration as a SQL Server account.

Reporter 3.80 uses the SQL Express 2005 as its database. The previous version of Reporter used MSDE (Microsoft Database Engine). The SQL Express 2005 version that Reporter currently uses is a subset of SQL Server 2005, which means that much of the SQL Server 2005 functionality is present in the SQL Express 2005 database, even though no dialogs are available to assist in the configuration. SQL Express 2005 has a 4GB size limit per database instance. Knowing this, you may at some point choose to migrate your data to SQL Server 2005 database.



Install and Configure MS SQL Server Software

If you have already installed MS SQL Server, you can skip Task #1. If your Reporter and the MS SQL Server system are in the same domain, you can skip Task #2 and go directly to Task #3.

System Requirements

include: (1) Windows 2000 Server and (2) Internet Explorer 5.01, Service Pack 2 or higher.

Note: Service Pack 3a is mandatory for SQL Server 2000.

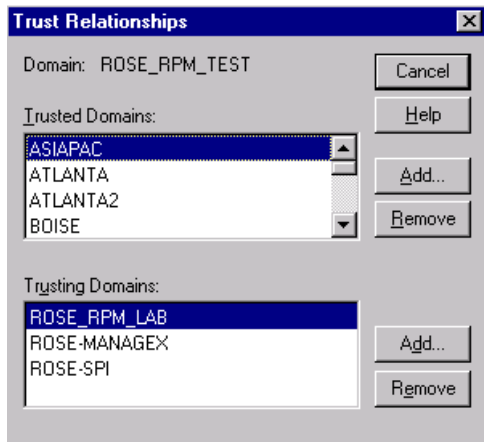
Task 1 ➔ Install MS SQL 2000 Server Software

1. Insert the MS SQL Server 2000 CD into the CD-ROM drive.
2. Select **Install MS SQL 2000 Components**.
3. Select **Database Server – Standard Edition**.
4. Select **Local Computer** and respond to prompts as they appear.
5. Be sure to use **Mixed Mode** for authentication.
6. Restart the system.
7. Upgrade to SQL Server 2000 Service Pack 3.
8. Restart the system.

Task 2 ➔ Verify Trust Relationship Between Client and Server

Note: A trust relationship should be set up if the Reporter client and SQL Server are in separate domains in NT4 or if the client and server run on mixed systems (Windows NT4 or Windows NT4 and Windows 2000). If the Reporter client and SQL Server are running on Windows 2000, skip this task.

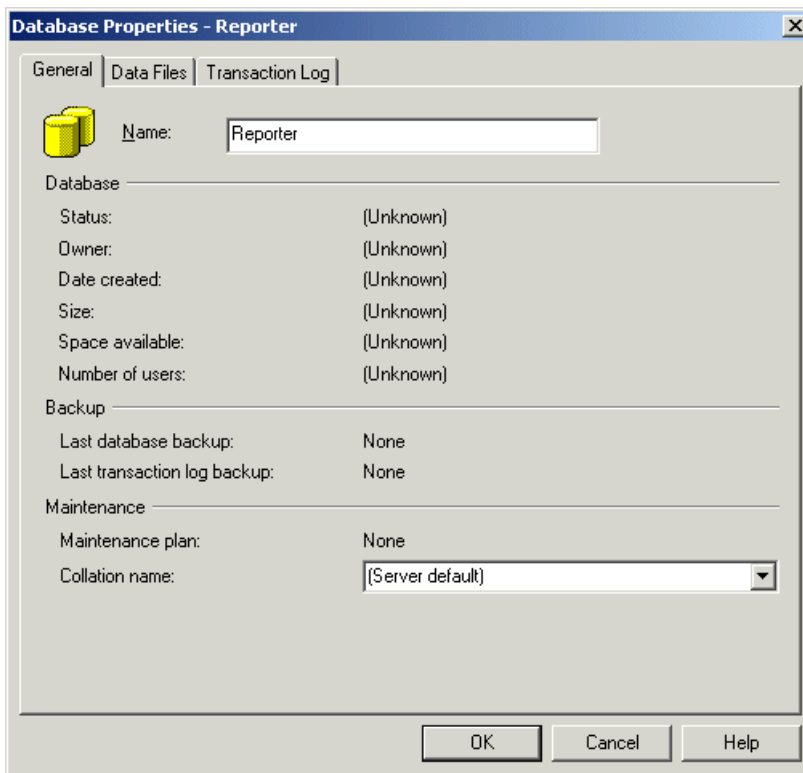
1. Log on to the MS SQL Server-installed system with Administrator privileges.
2. From the Start menu select **Programs > Administrative Tools > User Manager for Domains**.
3. From the Policies menu select **Trust Relationships**. The following pop up appears.



4. In the Trusting Domains dialog box, look for the Domain where Reporter is located. If the appropriate domain is displayed, continue with the next task. If not, add the trusting domains as needed. If you have questions about trusting domains, click the Help button (if Reporter and SQL Server systems are in separate domains, you must configure a trust relationship between the systems).

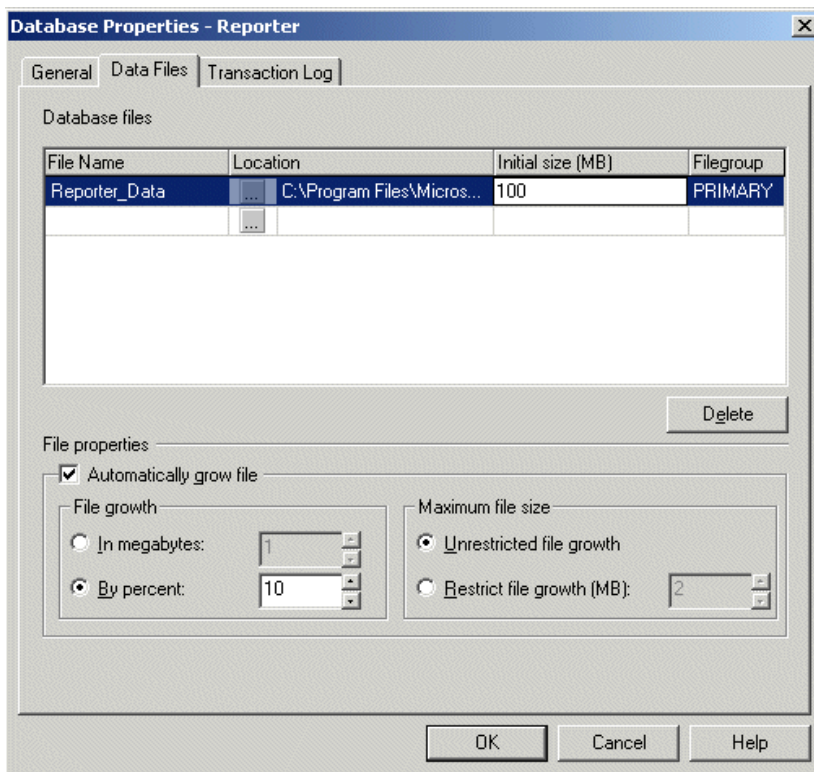
Task 3 ➔ **Configure the Reporter Database on SQL Server 2000**

1. From the Start menu select **Programs > Microsoft SQL 2000 > Enterprise Manager**.
2. In the Microsoft Console Root window, select your SQL Server Group.
3. If your SQL Server system is not listed under the SQL Server Group, right-click SQL Server Group, select **New SQL Server Registration** from the drop-down menu and follow the wizard online steps to register.
4. Right-click **Databases – New Database**.
5. In the **General** tab for the Name box, enter a name for the database (in the following screen, **Reporter** is used as the name).



Note: The SQL Server database no longer needs to be named Reporter.

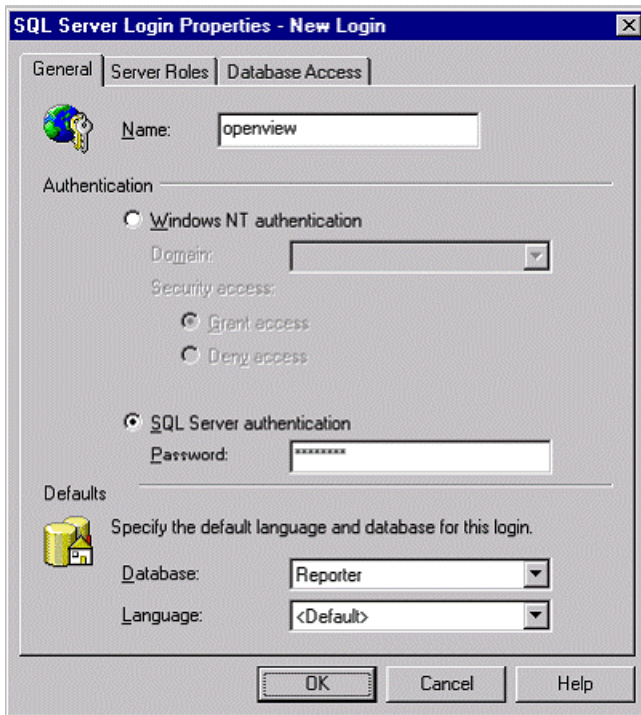
6. Select the Data Files tab and in the Database files segment, in the Initial size (MB) column, enter **100**.



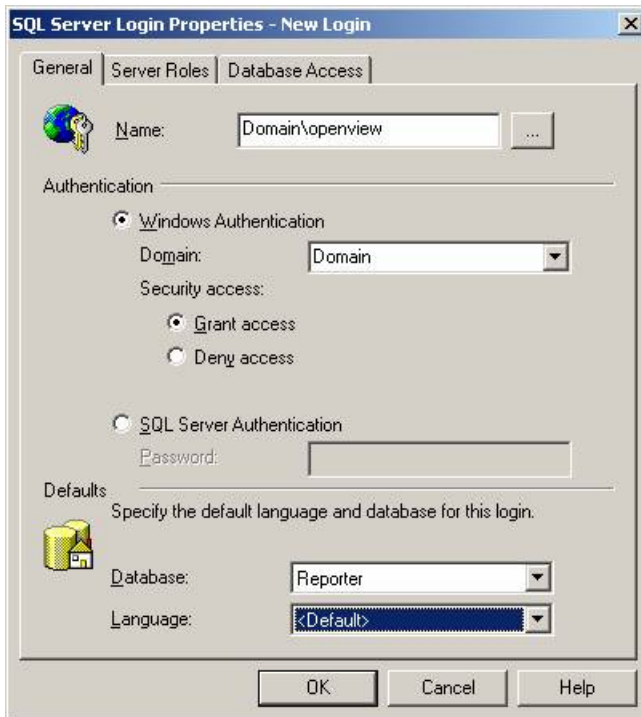
7. Click **OK** to close the window.
8. After the database is created, expand Security.

9. Right-click **Logins – new login**. You can create two types of Login authentication.

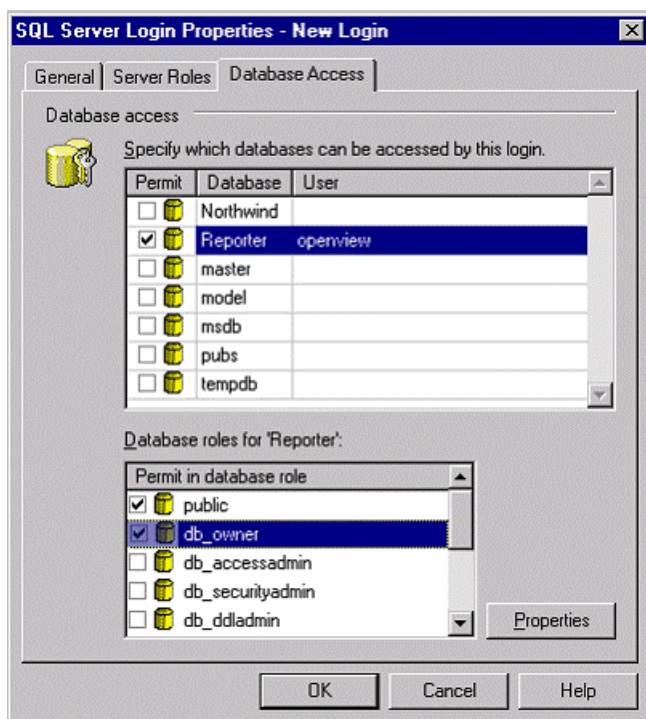
- **SQL Server authentication** - To Create SQL Server Authentication, click the **General** tab and in the **Name** box, enter the user name. Under **Authentication**, select the **SQL Server authentication** and enter your password. Under Defaults, select **Reporter** from the Database list box as shown in the following screen.



- **Windows Authentication - Windows Authentication** - Click the **General** tab. In the **Name** box, enter the Windows user name. Under Authentication, select the **Windows Authentication** and select the Domain depending on availability. Under Defaults, select **Reporter** from the Database list box as shown in the following figure.



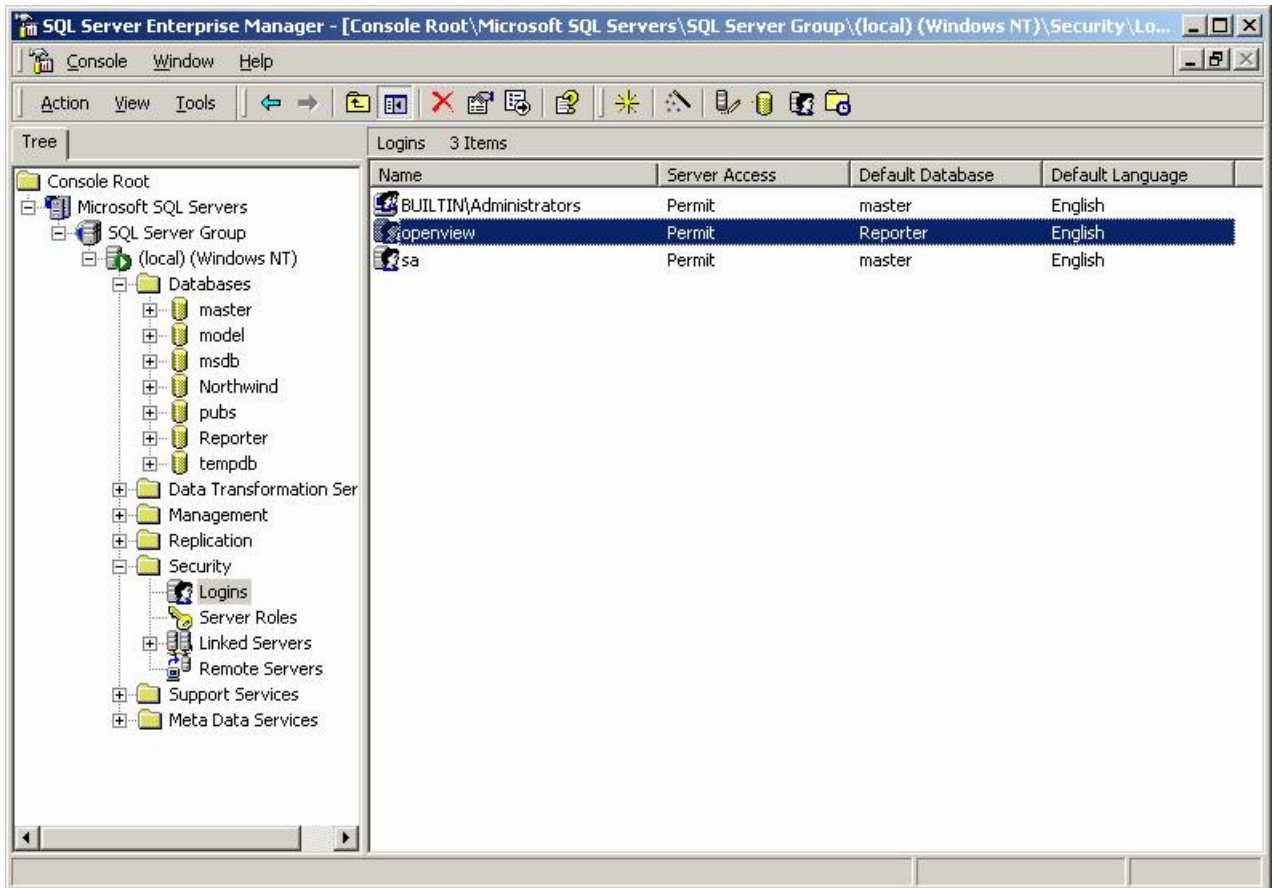
10. Click the Database Access tab and under Database access, select the Permit box that corresponds to Reporter.



11. Under Database roles for Reporter, check **public** and **db_owner** and click **OK** to exit.
12. Confirm the new password.



13. To verify User has Database Access, on the left pane expand the security folder, or click the plus sign next to each item: **Security>Logins** and you should see **Windows user name** on the right pane.



14. Exit Enterprise Manager and go to the client system (where Reporter is installed).

Install and Configure SQL Client Software

Installing SQL 2000 Client includes three general areas:

- [Install SQL 2000 software](#)
- [Configure Reporter ODBC connection](#)
- [Upgrade newer versions of Reporter or the SQL database, or install Reporter](#)

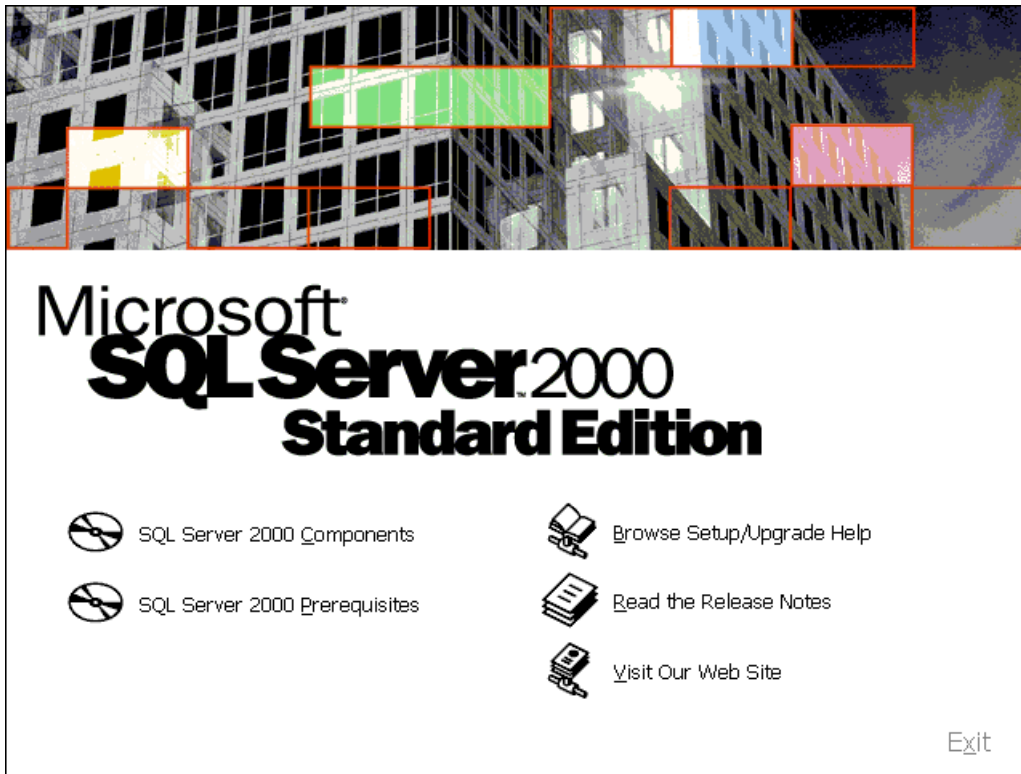
SQL 2000 Client Installation Prerequisites

- Internet Explorer 5.01 SP 2
- 500 MB Free Disk Space
- SQL Server 2000 CD
- Product License – 10 digit code

Task 1 ➡ Install SQL Client Software

Note: You need not perform this task if Reporter and SQL Server are installed on the same system.

1. Insert the SQL Server 2000 CD to install the SQL Client 2000 software.
2. Click **autorun.exe**. The following screen appears.



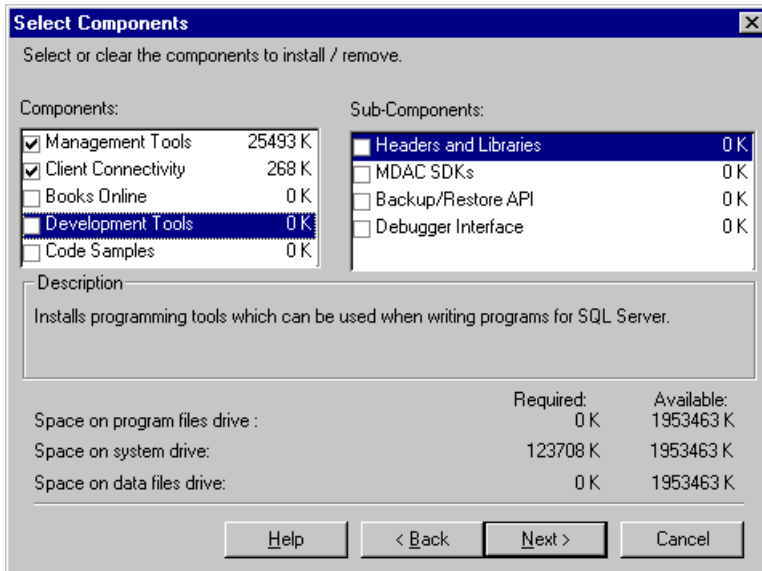
3. Click **SQL Server 2000 Components**. The following screen appears.



4. Select **Install Database Server**. Click **Next** to go to Select Install Method screen and click **OK** when the following message appears.



5. Follow the instructions as they appear.
6. Select Management Tools and Client Connectivity as the components to install as shown in the following figure; you can choose whether or not to install documentation.



7. Reboot the system after installation is complete.

Task 2 ➤ Establish the ODBC Connection

Note: Before continuing, if you are migrating data from the default database to SQL Server, stop the Reporter Service using the Reporter toolbar button; then close the Reporter main window.

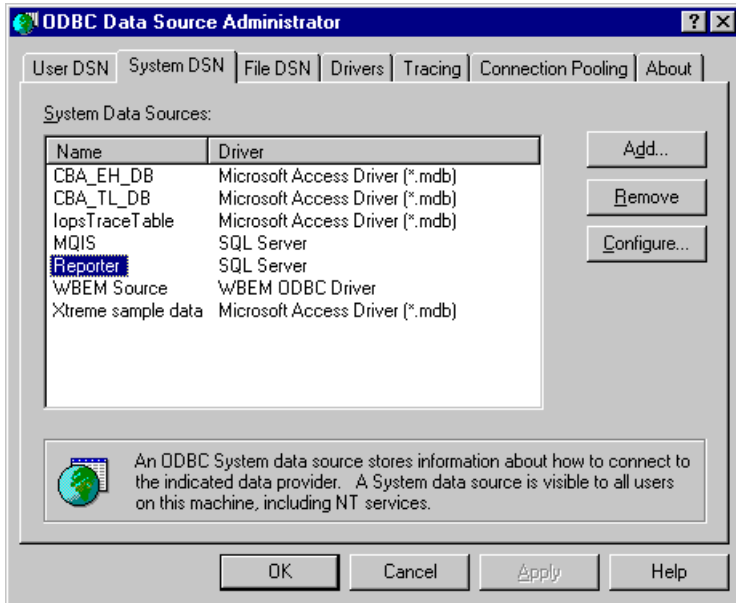
Windows 2000

1. From the Start menu, select Settings>**Control Panel**.
2. Double-click **Administrative Tools**.
3. Double-click **Data Sources (ODBC)**.
4. Highlight Reporter and select the **Remove** button.

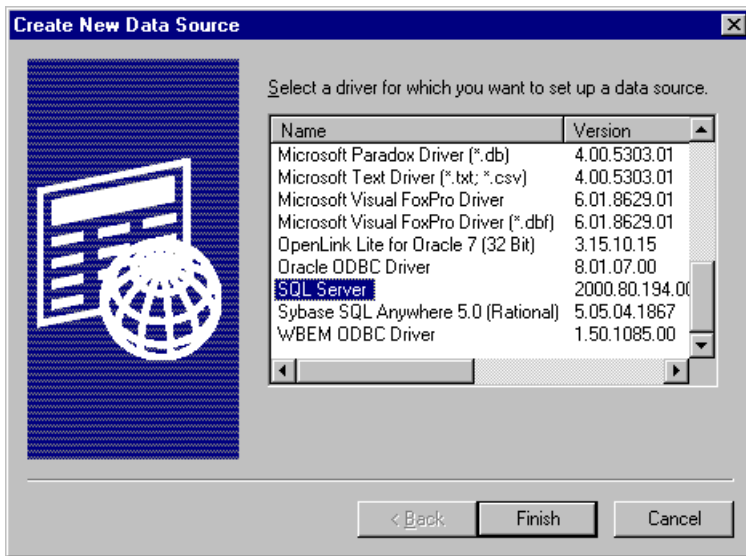
The Windows 2000 ODBC connection steps hereafter are the same as the process described for Windows NT4. See step 2 of the following section and continue with establishing the ODBC Connection.

Windows NT4

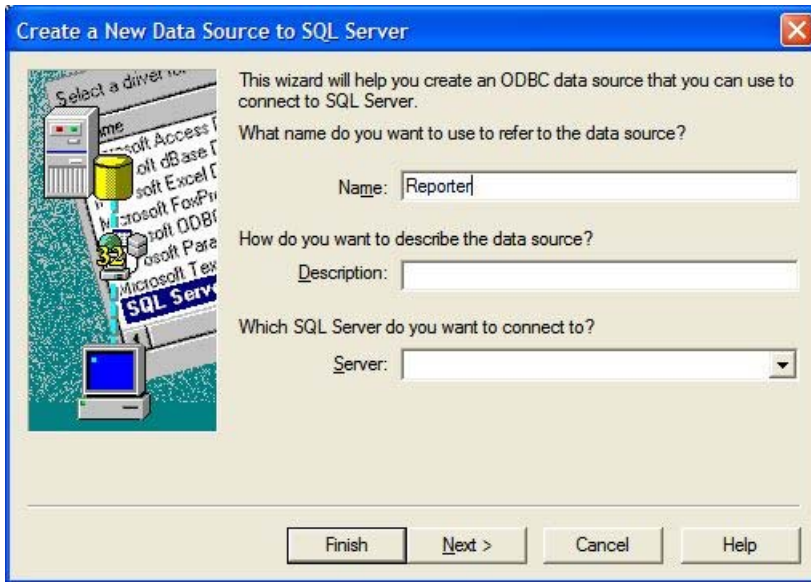
1. From the Start menu select Settings>Control Panel and double-click **ODBC**.
2. In the ODBC Data Source Administrator window, click the **System DSN** tab.
3. Highlight Reporter and click the **Remove** button.



- Click the **Add...** button to create a new Reporter data source.
- In the Create New Data Source dialog box, select the **SQL Server** driver and click the **Finish** button.

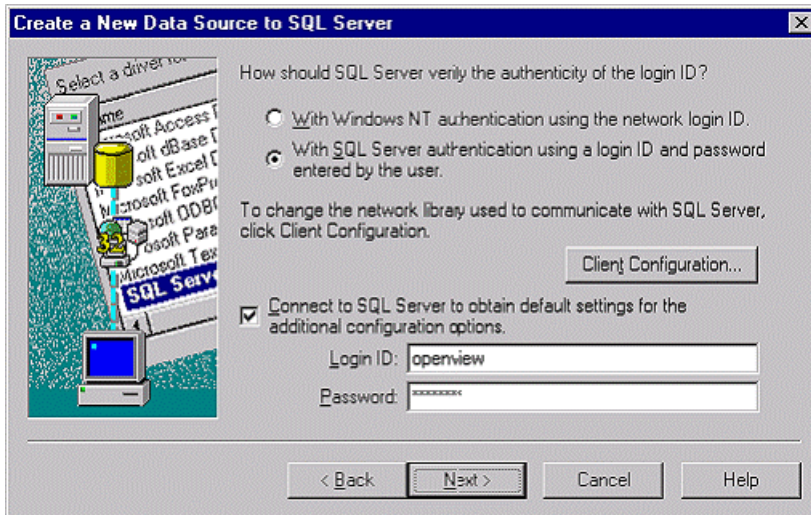


- In the Create a New Data Source to SQL Server dialog, make sure that the server name appears in the Server: text box.

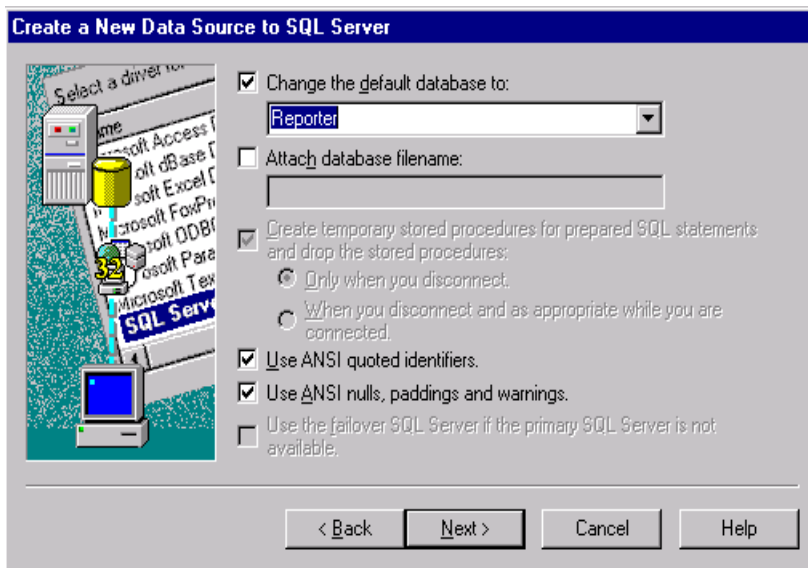


7. Click **Next**.
8. Select either the **With Windows NT authentication using the network login ID** option or **SQL Server authentication using a login ID and password entered by the user**. If you select Windows authentication, you need not specify the login ID and password, as the system considers your network login ID and password.

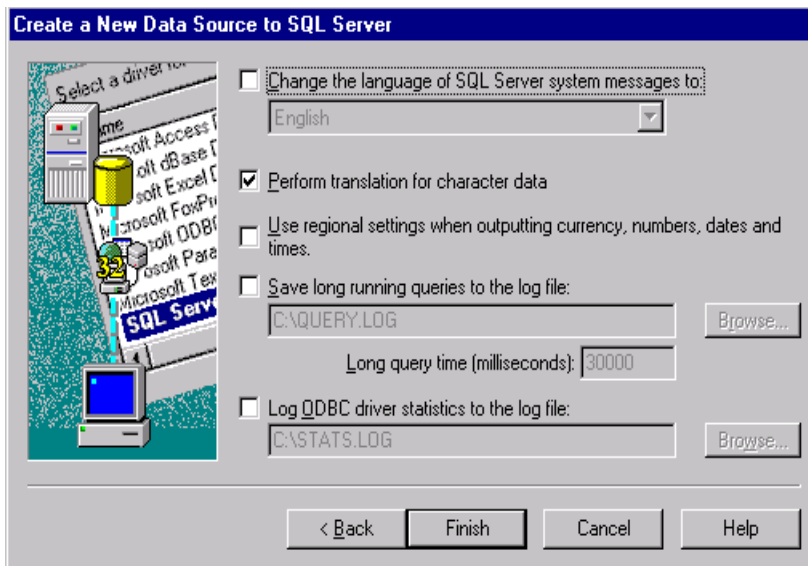
For SQL server authentication, select the **Connect to SQL Server to obtain default settings** and enter the login ID and type the password that you used while [configuring SQL Server 2000](#) as shown in the following figure:



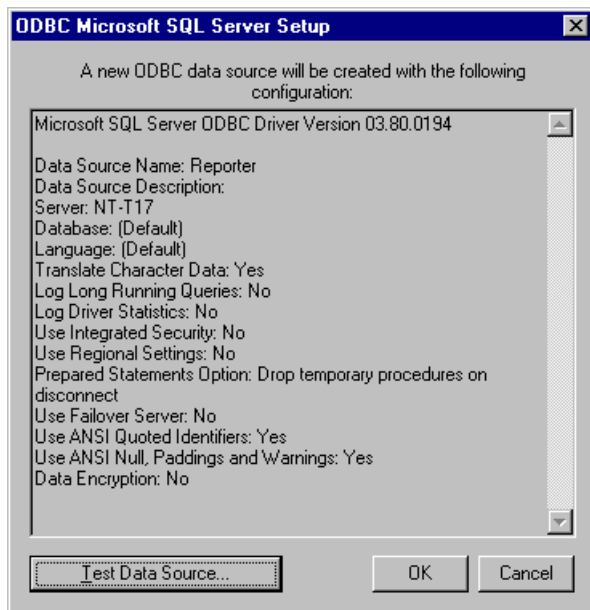
9. Select **Change the default database to**, select **Reporter**, and click **Next**.



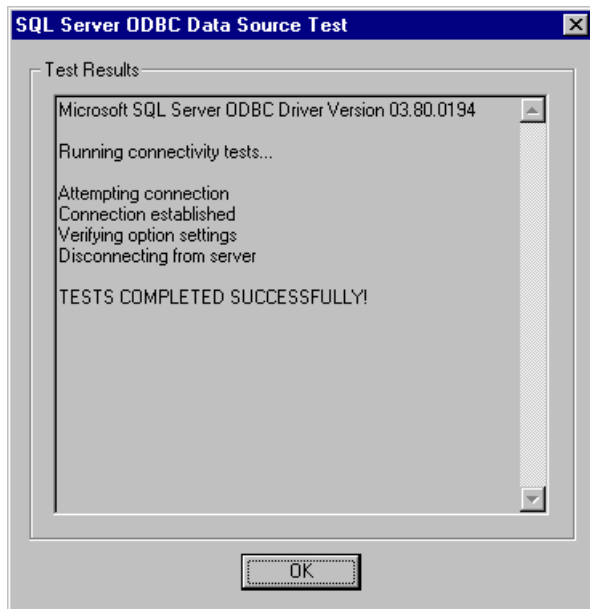
10. Select **Perform translation for character data** and click **Finish**.



11. In the ODBC Microsoft SQL Server Setup dialog, click the **Test Data Source...** button.



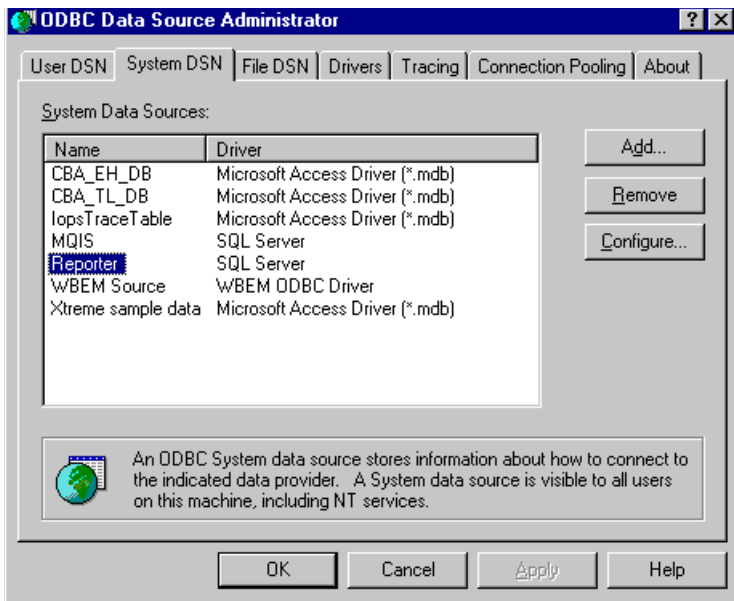
12. Exit the SQL Server ODBC Data Source Test by clicking **OK**.



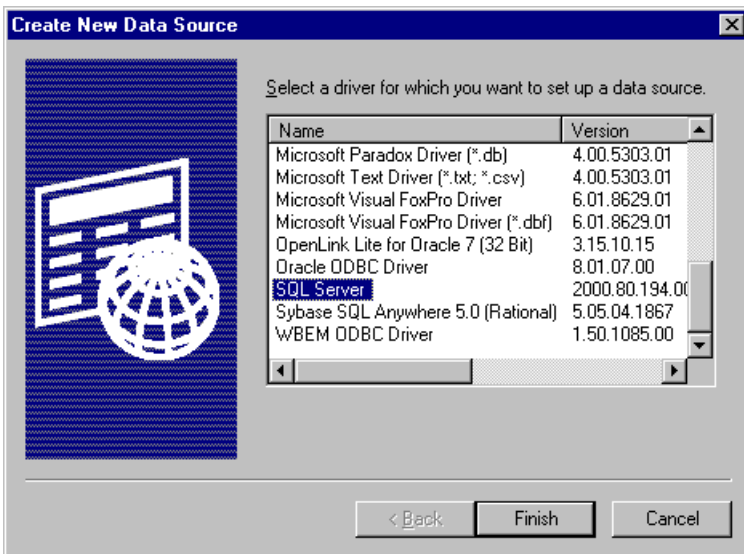
Windows 2003 Enterprise / Windows 2000 / Server / Professional / Windows XP

Task 3 ➔ Upgrade or Install Reporter

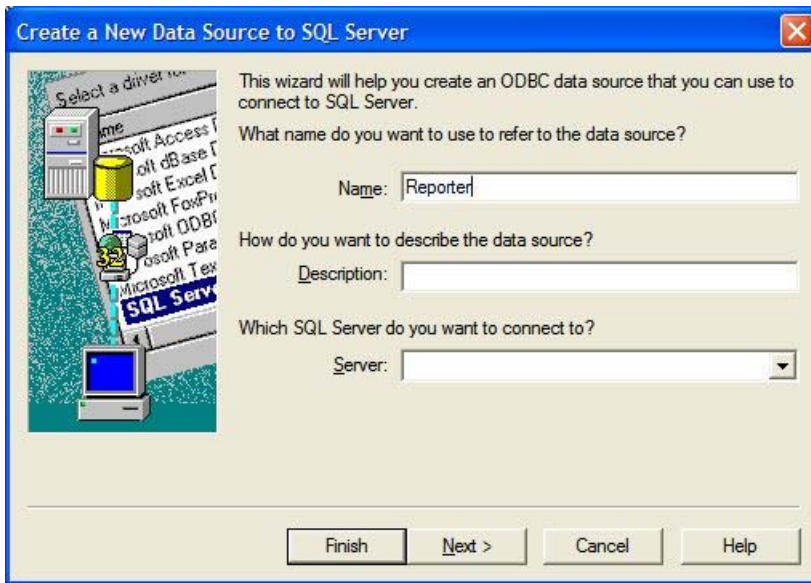
1. Install Reporter.
2. During the installation, select **No** in response to choosing Automatic Service startup.
3. From the Start menu, select Settings>**Control Panel**.
4. Double-click **Administrative Tools**.
5. Double-click **Data Sources (ODBC)**.
6. Highlight Reporter and click the **Remove** button.



7. Click the **Add...** button to create a new Reporter data source.
8. In the Create New Data Source dialog box select the **SQL Server** driver and click the **Finish** button.

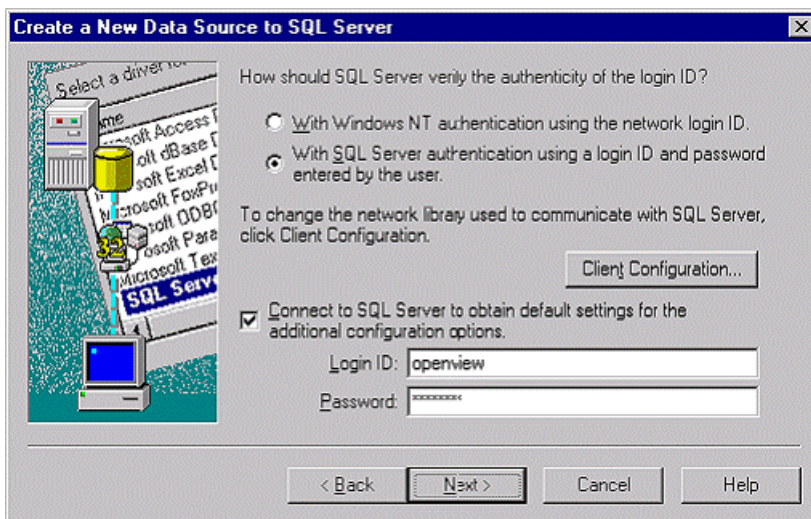


9. In the Create a New Data Source to SQL Server dialog, make sure that the server name appears in the Server: text box.

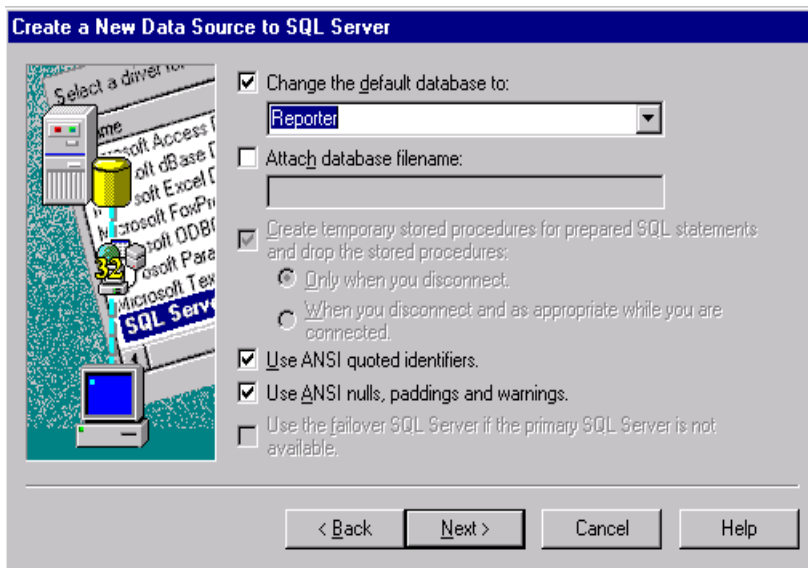


10. Click **Next**. In the following screen, select either the **With Windows NT authentication using the network login ID** option or **SQL Server authentication using a login ID and password entered by the user**. If you select Windows authentication, you need not specify the login ID and password, as the system considers your network login ID and password.

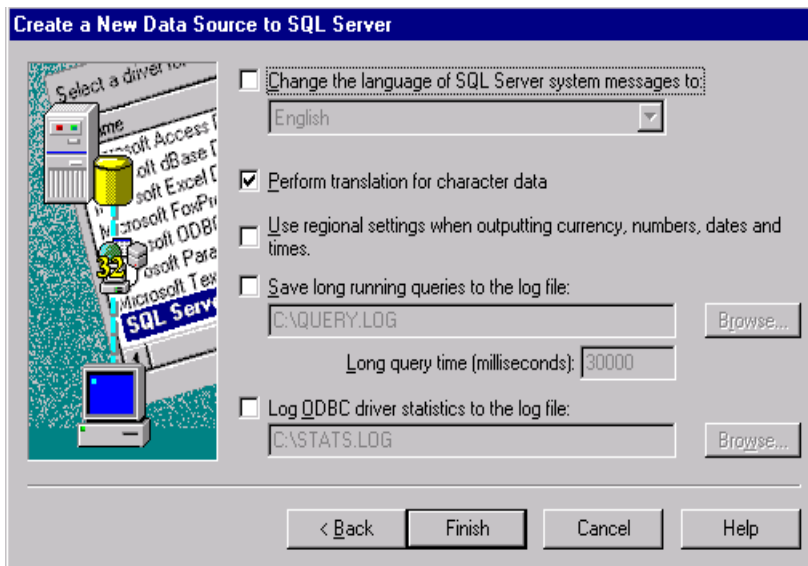
For SQL server authentication, select the **Connect to SQL Server to obtain default settings** and enter the login ID and type the password that you used while [configuring SQL Server 2000](#) as shown in the following figure:



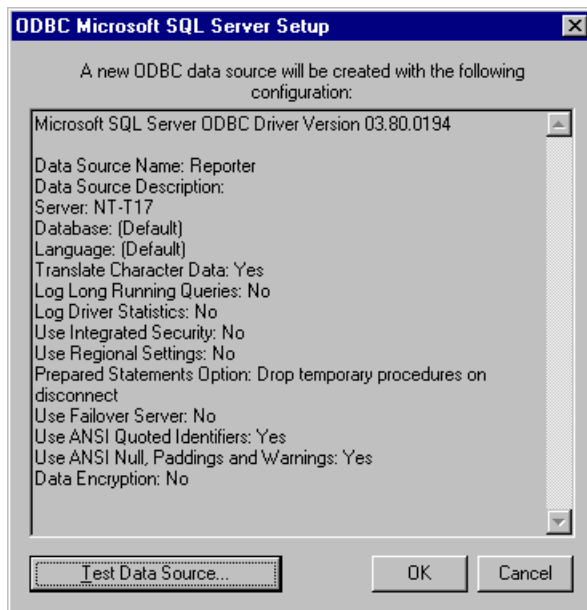
11. Click **Next**. Select **Change the default database to**, select **Reporter**, and click **Next**.



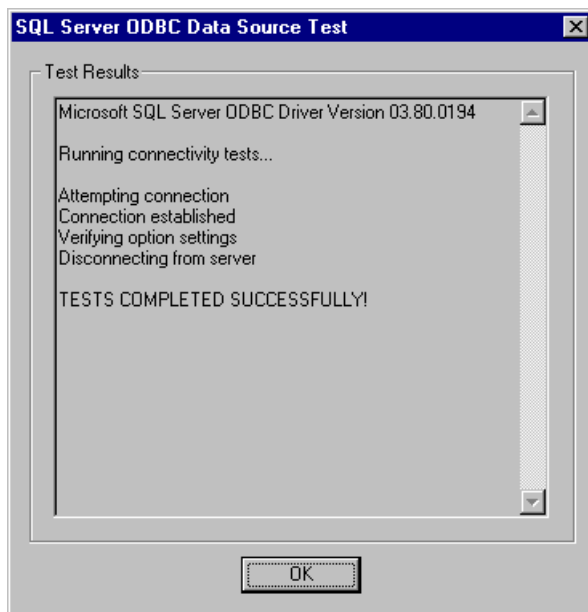
12. Select **Perform translation for character data** and click **Finish**.



13. In the ODBC Microsoft SQL Server Setup dialog select the **Test Data Source...** button.



- Exit the SQL Server ODBC Data Source Test by clicking **OK**.



Task 4 ➡ Configure SQL as the Reporter Database

- From the Start menu select **Programs > HP > HP Reporter>Reporter**. An error message appears. Click **Yes** to proceed.
- In the Reporter main window select **File > Configure > Databases**.
(Another error message appears; click **Yes** to proceed.)
- In the Configure Databases in the uppermost section (Reporter Database), enter the login ID and password that you used in the first section Install & Configure SQL Server 2000: Task 3 - Configure the Database on SQL Server 2000, and click **OK**.
(No entries required for remaining text boxes.)
- Verify if the Reporter Service and Reporter UI are stopped.

Task 5 ➡ Upgrade Reporter SQL Sever Database Tables

- Run `<install_directory>\bin\NewDB.exe`
- Start Reporter by double-clicking `<install_directory>\bin\Reporter.exe`, and in the Status Pane, look for the message: Completed

creation/modification of required Reporter database tables.

Task 6 **Confirm that the Database is Set Up**

1. From the Start menu, select **Programs > Microsoft SQL 2000 > Query Analyzer**.
2. Connect to your SQL Server using SQL Server authentication using the user name and password you created.
3. In the SQL Server Query Analyzer dialog, select DB: **reporter**.
4. Enter a query to verify the database connection.

Configure Microsoft SQL Server 2005 as the Database for Reporter

This chapter contains instructions to use Microsoft SQL Server 2005 as the database for Reporter, you should install both Microsoft SQL server and client software. This section provides instructions to performs the following tasks:

- [Install Microsoft SQL 2005 Server Software](#)
- [Configure Microsoft SQL Server 2005 as the Database for Reporter](#)
- [Install Microsoft SQL Client Software](#)
- [Upgrade the Database Tables for Microsoft SQL Server](#)
- [Establish and Test the ODBC Connection](#)

Note: If you have not installed Reporter 3.80, install the Microsoft SQL Server and client software and then install Reporter. For information on installing Reporter, see [Overview and Installation](#).

Before installing Microsoft SQL Sever, consult a Database Administrator (DBA). A database administrator can help you design and set up the database, including the creation of the tablespaces for optimal use by Reporter.

Before installing Microsoft SQL Server, see Microsoft documentation for recommended settings.

Installation Requirements

Before installing Microsoft SQL Server Software for system requirements and other information, see the product documentation available online at <http://www.microsoft.com/sql/default.mspix>

Installing Microsoft SQL 2005 Server Software

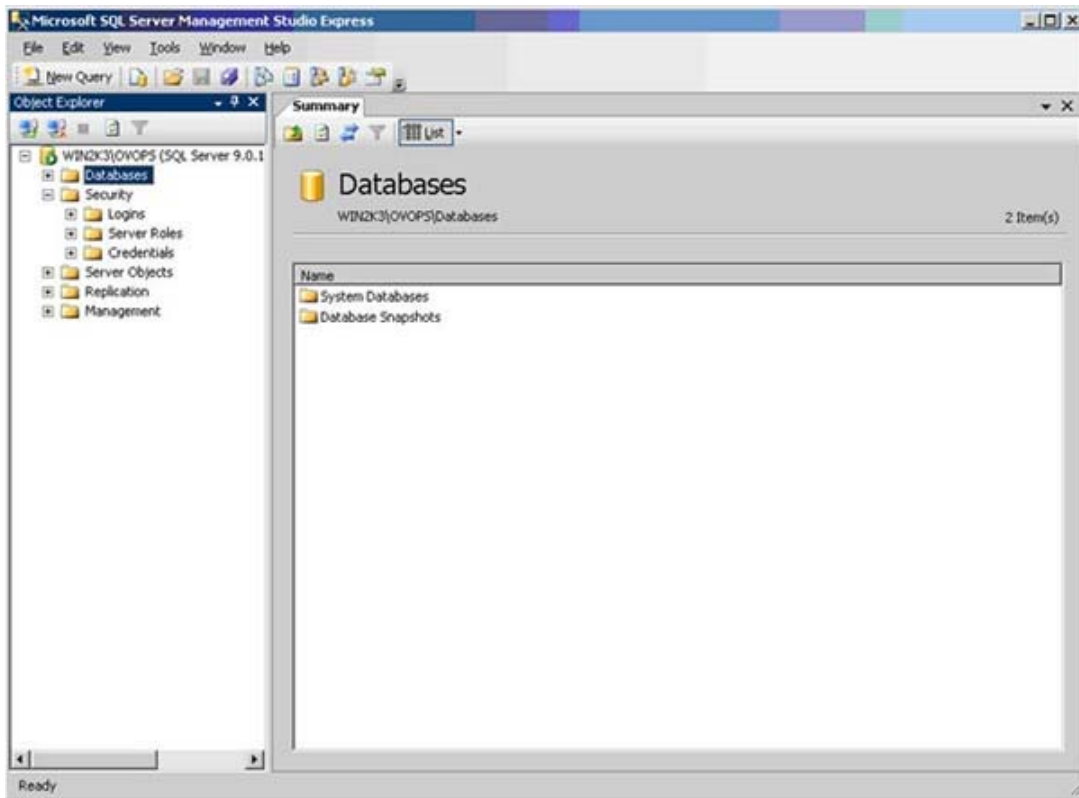
To Install Microsoft SQL 2005 Server Software:

1. Insert the Microsoft SQL Server 2005 CD into your CD-ROM drive.
2. Select **Install MS SQL 2005 Services**. The installation wizard appears.
3. Select **Local Computer** as the built-in system account and all the default options as they appear.
4. Select **Mixed Mode** for authentication.
5. In the **Instance Name** dialog box, select **Named Instance** and enter OVOPS.
6. Restart your system after the installation is complete.

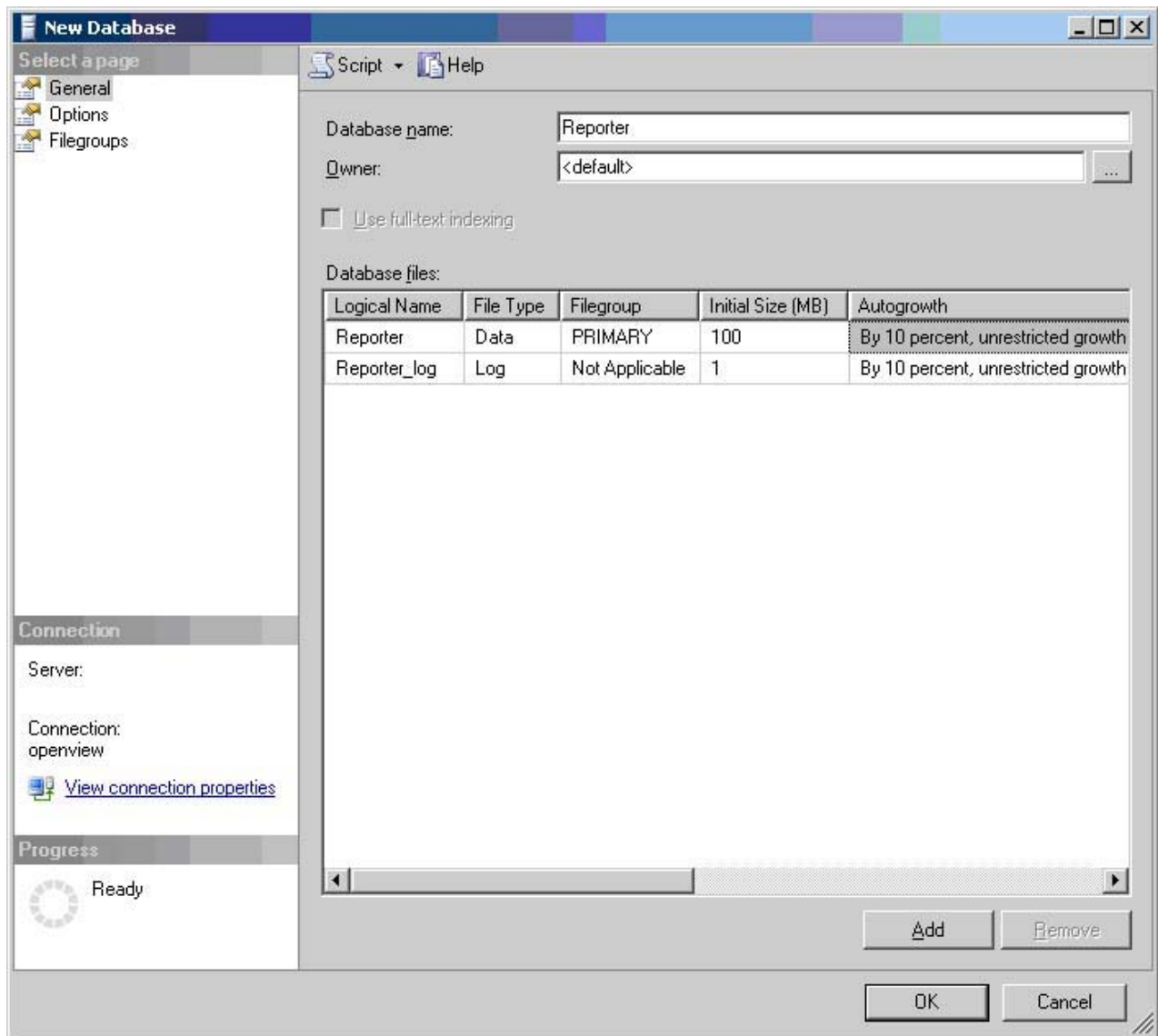
Configure Microsoft SQL Server 2005 as the Database for Reporter

To configure Microsoft SQL Server 2005 as the database for Reporter, do the following:

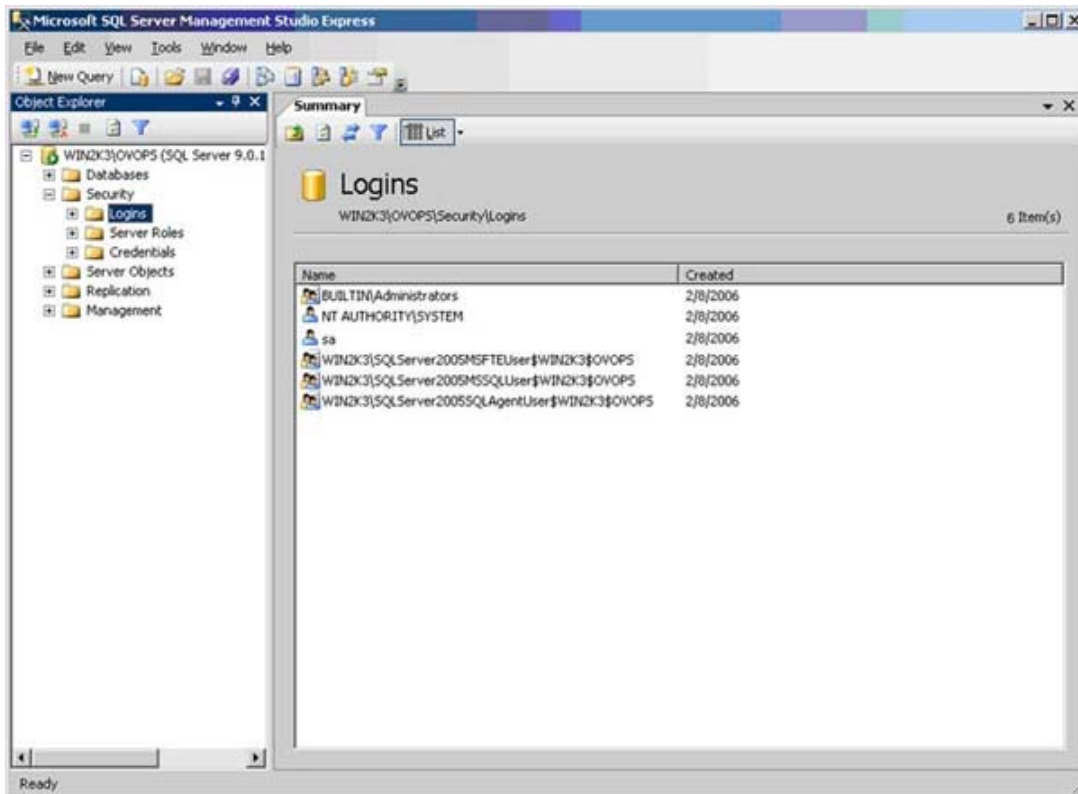
1. From the Start menu select **Start -> Programs -> Microsoft SQL Server 2005 -> SQL Server Management Studio**.
2. Enter your **Login** name and **Password** and click **Connect**. The **Microsoft SQL Server Management Studio Express** window appears.



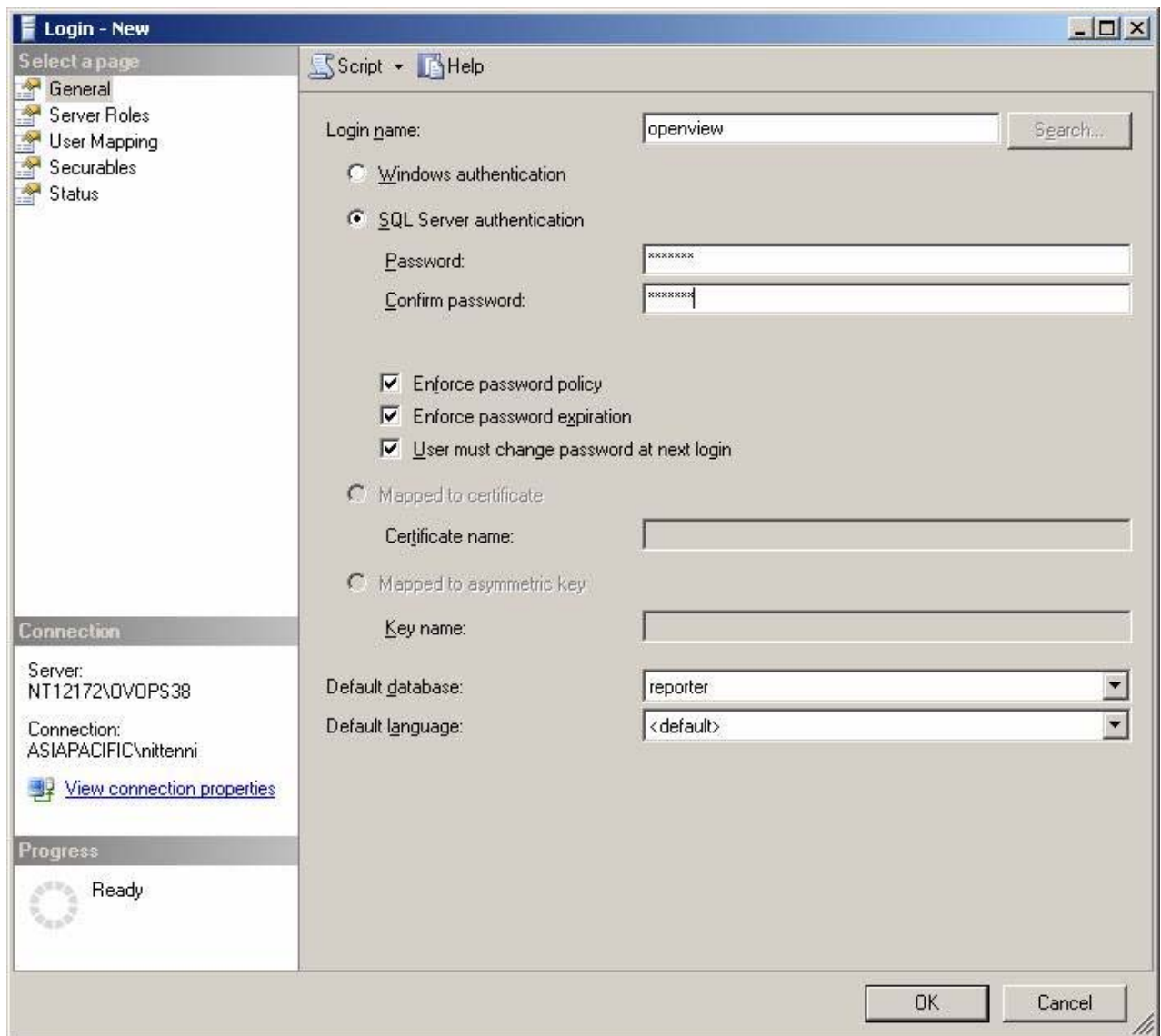
3. On the left pane of **Microsoft SQL Server Management Studio Express** window, right-click on **Databases** and select **New Database**. The **New Database** window appears.



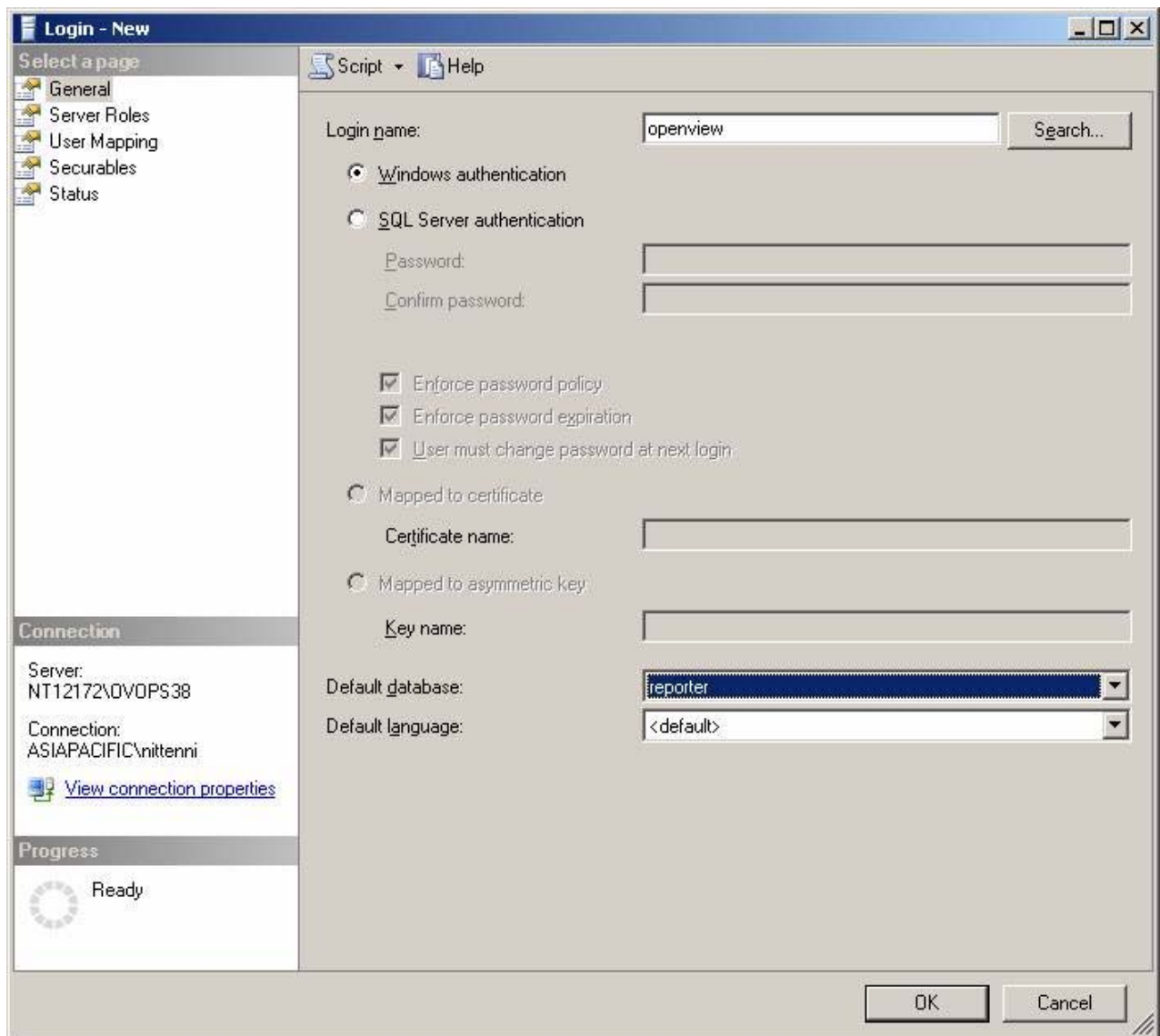
4. If your SQL Server system is not listed under the SQL Server Group, right-click **SQL Server Group**, select **Register** from the drop-down menu. A registration wizard appears. Select the default options provided by the registration wizard to register your SQL Server.
5. Enter a name for the database in the **Database name** text box (Example: Reporter as shown in the screen shot). When you create a new database, the following files will be automatically created:
 - a data file with the logical name same as the database name you specified (Example: Reporter as shown in the screen shot).
 - a log file with the logical name same as the database name followed by **_log** (Example: Reporter_log as shown in the screen shot).
6. The database files are displayed in the **Database files** section, specify the value of the **Initial Size (MB)** of database file as 100 MB and log file as the default value which appears. Click **OK** to close the **New Database** window.
7. On the left pane, click **Security**.



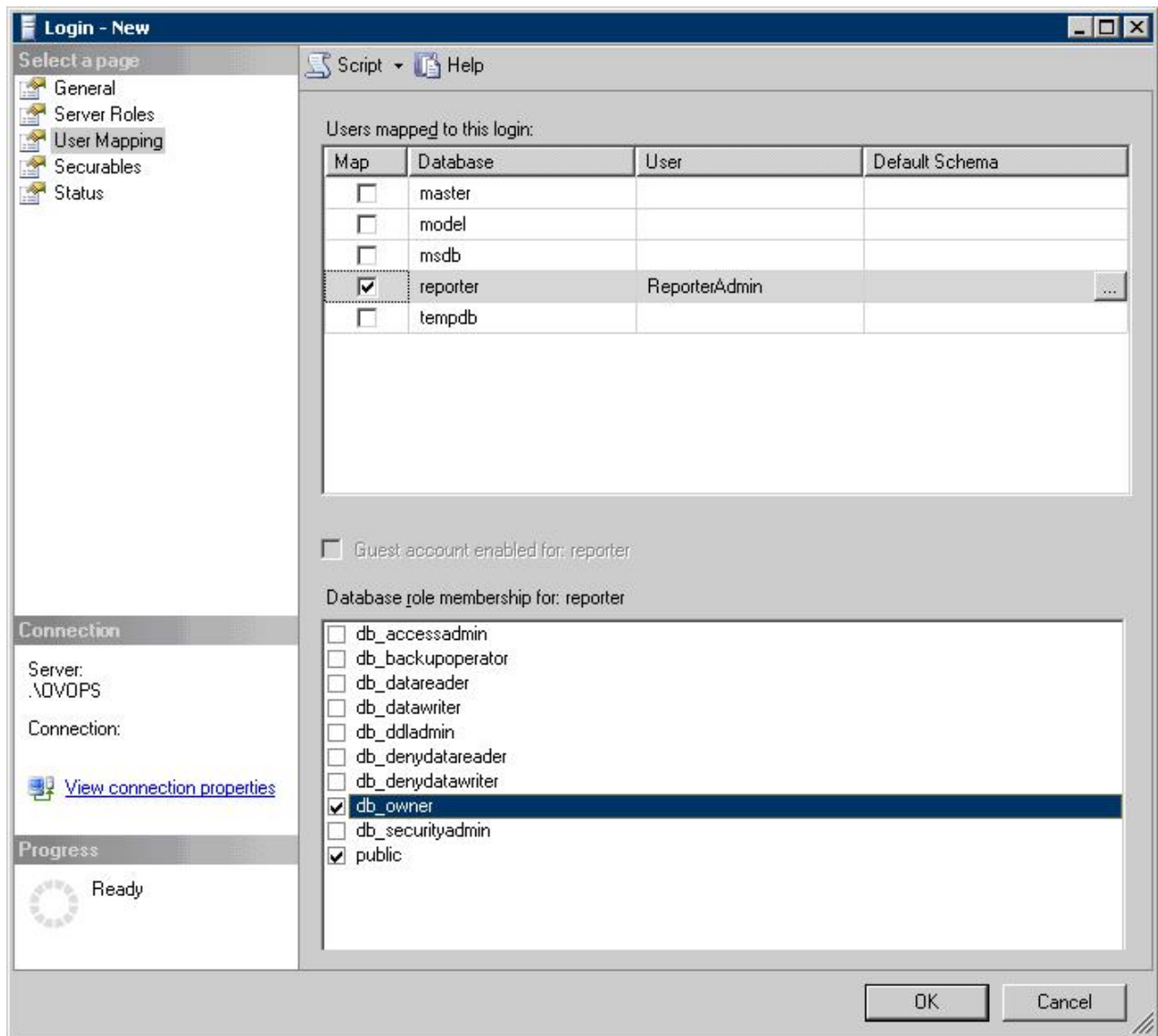
8. From the left pane of Microsoft SQL Server Management Studio Express window, right-click **Security** and select **New Login**. The **Login - New** window appears. You can create two types of Login authentication.
- **SQL Server authentication** - To Create SQL Server Authentication, click the **General** tab and in the **Name** box, enter the user name. Under **Authentication**, select the **SQL Server authentication** as shown in the following figure.



- **Windows Authentication** - Click the **General** tab and in the **Name** box, enter the user name. Under Login name, select the **Windows Authentication**.



9. From the **Default database** drop-down list, select **Reporter**. Retain all the default values, as they appear for all the remaining fields.
10. From the **Select a Page** options, click **User Mapping**.

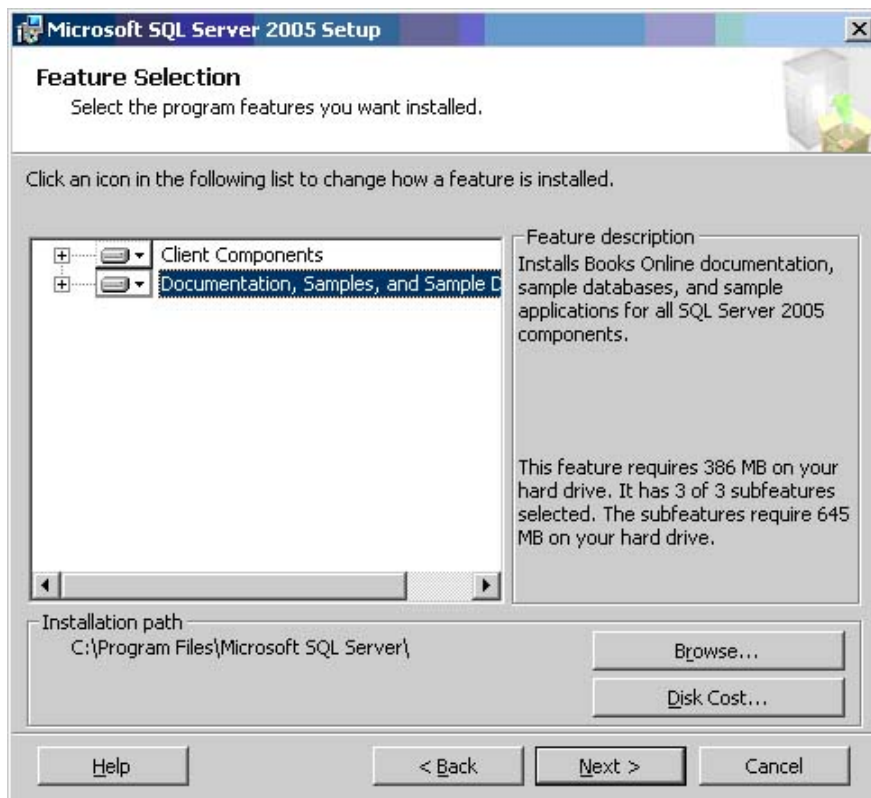


- From the **Users mapped to this login** section, select the **Map** corresponding to your database **Reporter**.
- Under **Database roles membership for: Reporter**, select **db_owner** and **public**. Click **OK**. The Microsoft SQL server 2005 database is now configured as the database for Reporter.

Install Microsoft SQL Client Software

Note: If Reporter and Microsoft SQL Server are installed on the same system, you need not install SQL client software.

- Insert the Microsoft SQL Server 2005 CD into your CD-ROM drive.
- Double click the file SQL Server 2005 setup.exe and select **Client Component**. A windows-based installation wizard appears.



3. The wizard takes you through the installation. Select all the default options to complete the installation.

Upgrade the Database Tables for Microsoft SQL Server

To upgrade the Microsoft SQL server database tables, do the following:

1. Run the command:
`<install_directory>\bin\NewDB.exe`
2. Double-click `<install_directory>\bin\Reporter.exe` to start Reporter. The following message appears in the Status Pane:
Completed creation/modification of required Reporter database tables.

Next Steps after Setting up Microsoft SQL Server as the database for Reporter

After installation, you must do the following:

- [Establish and Test the ODBC Connection](#)
- [Verify Database Connection](#)
- [Verify Trust Relationship between Client and Server](#)

Establish and Test the ODBC Connection

Note: If you are migrating data from the default database to Microsoft SQL Server, stop the Reporter Service using the Reporter toolbar button and close the Reporter main window.

You must establish and test the ODBC connection. For steps to establish and test ODBC connection refer to the section, 'Establish the ODBC connection' in the [Configure SQL Server 2000 as the Reporter Database](#) chapter.

Verify Database Connection

To verify the database connection, do the following:

1. From the Start menu select **Start -> Programs -> Microsoft SQL Server 2005 -> SQL Server Management Studio**.
2. Enter User name and Password you created.
3. In the **SQL Server Management Studio** window, right click **DB: reporter** and select **New Query**.
4. Enter a query to verify the database connection.

Verify Trust Relationship between Client and Server

Note: A trust relationship should be set up if the Reporter client and Microsoft SQL Server are in separate domains in network or if the client and server run on different systems with Windows NT4 or Windows NT4 and Windows 2000.

1. Log on to the Microsoft SQL Server-installed system with Administrator privileges.
2. Click **Start -> Settings -> Control Panel**. In Control Panel, double-click **Administrative Tools**, and then double-click **Active Directory Domains and Trusts**. Select **Trusts**. The **Trusting Domains** dialog box appears.
3. Look for the Domain where Reporter is located. If the appropriate domain is displayed, continue with the next task. If not, add the trusting domains as needed. If you have questions about trusting domains, click the Help button (if Reporter and Microsoft SQL Server systems are in separate domains, you must configure a trust relationship between the systems).

Oracle Setup/Connections

Reporter can be configured to work with Oracle as its database. This topic covers information about various versions of Oracle and configuring the connection to the Oracle listener.

Note: The screens and steps provided in the following sections vary with the operating systems or versions.

Before installing Oracle, you can consult an Oracle Database Administrator (DBA) to optimize the database usage by Reporter. Optimization of the database usage can include tasks such as setting up the database and creation of tablespaces for configuration issues such as database sizing and AUTOEXTEND of data files.

Caution: Do not run multiple copies of Reporter, as unexpected results occur when more than one copy of Reporter attempts to write data to the configured Reporter database.

- [Configure/edit the Oracle listener and tsnames files](#)
- [Connect the Oracle 9i/10g Operations Manager database to Reporter](#) (to generate reports on Operations-managed systems)
- [Oracle 9i \(HP-UX or Solaris\)](#)
- [Configure Oracle 10g \(HP-UX, Solaris or Linux\) as the Reporter database](#)

Edit templates to configure Oracle listener.ora and tnsnames files

[Template 1](#) (listener.001) is for situations where no listener has been configured for Oracle. This template allows you to insert text pertaining to the host system and directory where Oracle resides, and use the file to replace the existing listener file.

[Template 1/A](#) (tnsnames.001) is for configuring one Oracle database instance (for Reporter data). You can use this template to insert text pertaining to the database instance you will use for the Reporter database.

[Template 2](#) (listener.002) is for situations where a listener is already configured. This template allows you to copy and paste settings relating to Reporter into your existing template.

[Template 2/A](#) (tnsnames.002) is for adding the configuration of an Oracle database instance for Reporter data to the existing tnsnames.ora file that already is configured to recognize other Oracle database instances.

Template 1: Configuring the listener.ora file

The sample file below helps you edit the template included with Reporter (listener.001) for setting up a listener for the Oracle database instance connection to Reporter. Before using the template, follow these steps:

1. Replace the host name in two places.
2. If necessary, change the ORACLE_HOME path (where Oracle resides).
3. Rename the template to listener.ora. and copy it to the **/etc** directory for HP-UX or the **\$ORACLE_HOME/network/admin** directory for Solaris.

```
#####
# FILENAME: listener.ora
# DATE...: Jun 4 2007
# NETWORK.: openview
# NODE...: Server
# SERVICE.: LISTENER
# COMMENT.: For use with Reporter
#####

LISTENER =
  (ADDRESS_LIST =
    (ADDRESS=
      (PROTOCOL=IPC)
      (KEY= REPORTER)
    )

    (ADDRESS =
      (PROTOCOL = TCP)
      (HOST = host_name) ##### Insert your host name for <host_name>
      (PORT = 1521)
      (QUEUE_SIZE = 50) ##### Increased queue size for REPORTER
    )
  )
```

```

        (ADDRESS =
          (PROTOCOL = TCP)
          (HOST = host_name) ##### Insert your host name for <host_name>
          (PORT = 1526)
          (QUEUESIZE = 50) ##### Increased queue size for REPORTER
        )
      )
)

SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = REPORTER)
      (ORACLE_HOME= /opt/oracle/product/9.2.0)
      (ENVS='EPC_DISABLED=TRUE')
    )
  )
)

STARTUP_WAIT_TIME_LISTENER = 0
CONNECT_TIMEOUT_LISTENER = 30 ##### Increased timeout for REPORTER
LOG_DIRECTORY_LISTENER = /opt/oracle/product/9.2.0/network/log
LOG_FILE_LISTENER = listener
TRACE_LEVEL_LISTENER = OFF

```

Template 1A: Configuring the tnsnames.ora file using the template

The sample file below helps you edit the template included as tnsnames.001 for configuring one Oracle database instance connection to Reporter. Before you use the file, follow these steps:

1. Replace the host name.
2. Rename the file to tnsnames.ora and copy into the **/etc** directory for HP-UX or the **\$ORACLE_HOME/network/admin** directory for Solaris.

```

#####
# FILENAME: tnsnames.ora
# DATE....: Jun 4 2007
# NETWORK.: openview
# NODE....: Server
# SERVICE.: LISTENER
# COMMENT.: For use with Reporter.
#####

```

```

RPT.world =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL= TCP)(Host= <host_name>)(Port= 1521))
    (CONNECT_DATA = (SID = REPORTER))
  )

```

Template 2: Editing the Existing listener.ora file, copying from the template

The sample file below helps you edit the template included with Reporter (listener.002) to set up a listener for the database instance connection to Reporter. Before using the template, follow these steps:

1. Replace the host name in two places.
2. If necessary, modify the path where Oracle is located in two places.
3. Paste the REPORTER blocks and the "Increased queue size" line into the appropriate places in your existing listener.ora file.
4. Paste in or change the CONNECT_TIMEOUT_LISTENER line so that the timeout value is at least 30.

```
#####
# FILENAME: listener.ora
# DATE....: Jun 4 2007
# NETWORK.: openview
# NODE....: Server
# SERVICE.: LISTENER
# COMMENT: For use with Reporter
#####

LISTENER =

(ADDRESS_LIST =
  (ADDRESS=
    (PROTOCOL=IPC)
    (KEY= openview)
  )

##### Begin REPORTER block number 1 #####
  (ADDRESS=          #
    (PROTOCOL=IPC)   #
    (KEY= REPORTER)  #
  )                  #
##### End REPORTER block number 1 #####

  (ADDRESS =
    (PROTOCOL = TCP)
    (HOST = <host_name>)
    (PORT = 1521)
    (QUEUESIZE = 50) ##### Increased queue size for REPORTER
  )

##### Begin REPORTER block number 2 #####
  (ADDRESS =          #
    (PROTOCOL = TCP)   #
    (HOST = <host_name>) #
    (PORT = 1526)      #
    (QUEUESIZE = 50)   #
  )                  #
##### End REPORTER block number 2 #####
```

```

)

SID_LIST_LISTENER =
(SID_LIST =
(SID_DESC =
(SID_NAME = openview)
(ORACLE_HOME= /opt/oracle/product/9.2.0)
)
)
##### Begin REPORTER block number 3 #####
(SID_DESC = #
(SID_NAME = REPORTER) #
(ORACLE_HOME= /opt/oracle/product/9.2.0) #
(ENVS='EPC_DISABLED=TRUE') #
) #
) #
##### End REPORTER block number 3 #####

)
STARTUP_WAIT_TIME_LISTENER = 0
CONNECT_TIMEOUT_LISTENER = 30 ##### Increased timeout for REPORTER
LOG_DIRECTORY_LISTENER = /opt/oracle/product/9.2.0.1/network/log
LOG_FILE_LISTENER = listener
TRACE_LEVEL_LISTENER = OFF

```

Template 2A: Editing the existing tnsnames.ora file copying from the template

The sample file below helps you edit the template included as tnsnames.002 for use in changing your existing tnsnames.ora file to recognize an Oracle database instance connection to Reporter. To use the template, follow these steps:

1. Replace the host name in two places.
2. Paste the REPORTER blocks into the appropriate places in your existing tnsnames.ora file.

```

#####
# FILENAME: tnsnames.ora
# DATE....: Jun 4 2007
# NETWORK.: openview
# NODE....: Server
# SERVICE.: LISTENER
# COMMENT.: For use with Reporter.
#####

ov_net =
(DESCRIPTION =
(ADDRESS = (PROTOCOL= TCP)(Host= <host_name>)(Port= 1521))
(CONNECT_DATA = (SID = openview))
)

```

```
##### Begin REPORTER block#####  
RPT.world = #  
(DESCRIPTION = #  
(ADDRESS = (PROTOCOL= TCP)(Host= <host_name>)(Port= 1521)) #  
(CONNECT_DATA = (SID = REPORTER)) #  
) #  
##### End REPORTER block #####
```

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Connect the HP Operations Manager 7 or 8 (Oracle 9i / 10g) Database to Reporter

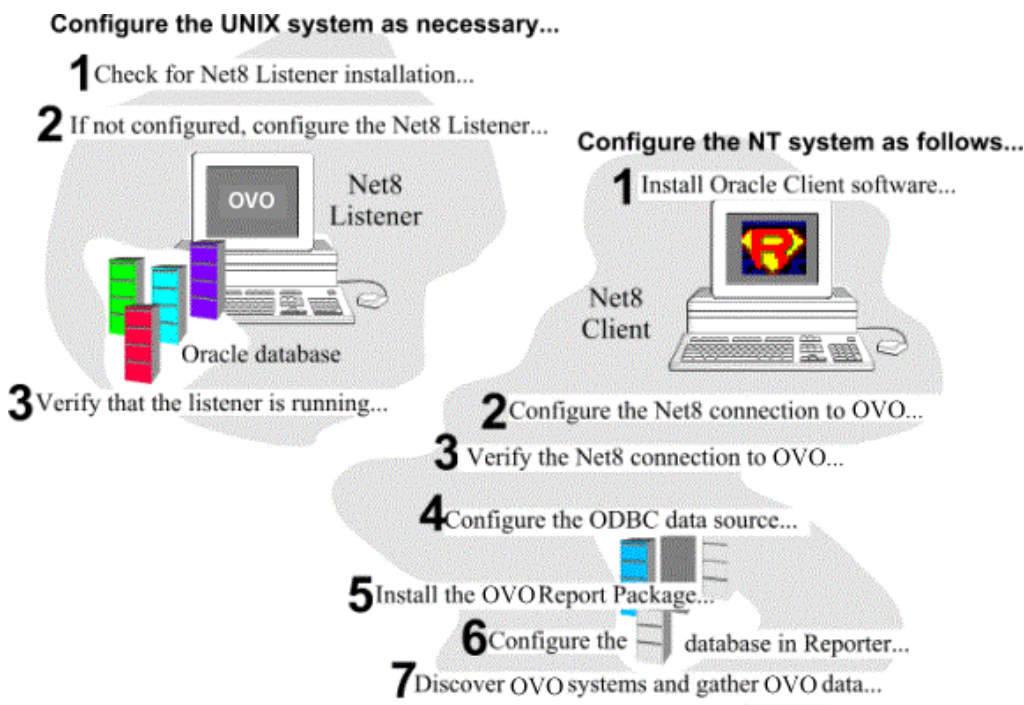
Set Up Oracle 9i/10g on HP-UX and Windows System

Prerequisites: Check your settings as compared with those in HP-UX system kernel parameters. If you need to modify them, you must reboot your system. In addition, please do not attempt to run multiple copies of Reporter as unexpected results occur.

For other system, memory and disk requirements, please check the "System Requirements" section of the *Oracle9i Installation Guide Release 2 (9.2.0.1.0) for HP 9000 Server and Workstations* that is published by Oracle and included with the software distribution.

Oracle has specific recommendations regarding optimal database installation and architecture. This document does not discuss all aspects of database installation and administration. We suggest that you consult Oracle technical literature and qualified Oracle professionals to achieve optimum database performance in your particular environment.

Before Reporter can create reports containing Operations Manager for UNIX, formerly known as ITO, data, you must configure the connection between the Operations Manager for UNIX database (Oracle on the UNIX system) and Reporter (on the Windows system). The following illustration gives you an overview of the steps you complete on the two systems.



Prerequisites and Preparations

- **Software on the Operations Manager for UNIX management server:** Operations Manager for UNIX 7 or 8 using Oracle 9i/10g must be installed and running.
- **Software on the Reporter system:** Oracle Client Software, version 9i/10g a software package from Oracle.
- **Information:** Know the fully qualified Operations Manager for UNIX Oracle database server name, the ORACLE_HOME directory, and the user name and password for logging into the Operations database.
- **Case Sensitivity:** Some required entries in Windows are case-sensitive; so we recommend you match instruction text exactly.

- **UNIX Shells:** Since HP-UX users typically use the Korn shell and Solaris users typically use the Bourne shell, the syntax for exporting variables differs.

For the Korn shell, the format is:

```
export VARIABLE_NAME=<value>
```

For the Bourne shell, the format is:

```
VARIABLE_NAME=<value>
```

```
export VARIABLE_NAME
```

In the discussion below the Korn shell format is used; if you are running a Bourne shell, substitute the correct format.

Configure the UNIX Server System

This section covers checking for installation of the Net listener on the UNIX system which is the Oracle database server for Operations Manager, and if necessary, installing it.

Task 1 ➡ Check for Net listener installation

On the Oracle database server for systems running Operations Manager 7, or 8, the Net listener should already be installed and running. Check to see if the Net listener is already installed and running as follows. It is assumed you are logged on to the Oracle database server system for Operations Manager as root.

- To see if the listener is configured, enter the command:
grep listener /etc/services
- If the output includes a line beginning with "listener," such as
listener 1521/tcp #Oracle listener
the listener is already configured and you can proceed to **Task 3**.

If the port number in the output is different from **1521/tcp**, consult with your Oracle database or Operations Manager administrator to see if the port number can be changed to 1521 and the listener restarted. If not, you can change the port number on the client side in two ways (whichever you prefer) as follows:

- Select a different port in the Windows configuration in Task 2, step #7 to match the port specified on the UNIX Oracle server.
OR
- Modify the `\Oracle\Ora92\network\admin\tnsnames.ora` file to enter the port number you specified in Task 2, step #7 (below) on system.

If no output appears, the listener is not configured, and you must proceed to the next task.



Task 2 ➡ If necessary, configure the Net listener

To configure the Net listener on the HP-UX Oracle database server system, run the **opcsqlnetconf** script. For Operations Manager 7 installations, this script is located on the Operations Manager server system in directory `/opt/OV/bin/OpC`.

Note: If you run the the script and receive the WARNING: "Above Net files already exist. Do you want to replace them?," respond "No" to end the script execution. Call your Operations Manager or database administrator for assistance.

The script assumes the Operations Manager Oracle database instance "openview" is on the same system where Operations Manager is installed, and prompts you with the system name where the script is running as the default "listener" system. The script must be run on the system where the Operations Manager Oracle database instance "openview" resides.

To configure the Operations Manager 7 UNIX server, follow these steps:

1. At the UNIX server on which Operations Manager is installed, log on as root
2. Run the `/opt/OV/bin/OpC/opcsqlnetconf` script.

(Most responses require only that you press **Enter**.)

The script prompts and output are as follows:

```
Operations Manager Net configuration script opcsqlnetconf.
Verify/Set Variables:
Please enter ORACLE_SID [openview]: [Enter]
Please enter ORACLE_HOME [/opt/oracle/product/9.2.0.1.0]: [Enter]
Please enter the name of the database server node
(normally management server) [voyager]: [Enter]
Do you want to enable automatic startup of the Net listener at system boot (y/n) [y] ? [Enter]
Do you want to start the Net listener now (y/n) [y] ? [Enter]
```

```
LSNRCTL for HPUX: Version 2.3.4.0.0 - Production on 18-NOV-05 14:39:39
Copyright (c) Oracle Corporation 2002. All rights reserved.
Starting /opt/oracle/product/9.2x/bin/tnslsnr: please wait...
TNSLSNR for HPUX: Version 2.3.4.0.0 - Production
System parameter file is /etc/listener.ora
Log messages written to /opt/oracle/product/9.2.0.1.0/network/log/listener.log
Listening on: (ADDRESS=(PROTOCOL=ipc)(DEV=10)(KEY=openview))
Listening on: (ADDRESS=(PROTOCOL=tcp)(DEV=14)(HOST=15.8.153.173)(PORT=1521))
Connecting to (ADDRESS=(PROTOCOL=IPC)(KEY=openview))
STATUS of the LISTENER
-----
Alias LISTENER
Version TNSLSNR for HPUX: Version 2.3.4.0.0 - Production
Start Date 18-NOV-05 14:39:46
Uptime 0 days 0 hr. 0 min. 1 sec
Trace Level off
Security OFF
SNMP OFF
Listener Parameter File /etc/listener.ora
Listener Log File /opt/oracle/product/9.2.0.1.0/network/log/listener.log
Services Summary...
openview has 1 service handler(s)
The command completed successfully
Operations Manager Net configuration script opcsqlnetconf finished.
#
```



Task 3 Verify that the Listener is Running

Enter the commands:

```
export ORACLE_HOME=<pathname>
(pathname is typically /opt/oracle/product/9.2.0.1.0)
$ORACLE_HOME/bin/lsnrctl status
```

Look in the resulting status summary for a **Services Summary** indicating that **openview** has **<number> service handler (s)** (showing one or more for the number). If an error message appears, indicating "no listener," ask your Oracle database or Operations Manager administrator to start the listener.

Configure the Windows Client System (Running Reporter)

This section covers the Windows client configuration. This configuration allows Reporter to connect to the UNIX system, from which the Operations Manager database is accessed.

Task 1 Install Oracle 9.2.0.1.0 Client software

To begin, you need the following Oracle product: Oracle 9i/10g Client, Release 2 (9.2.0.1.0). You also need administrator privileges on the Windows client where Reporter is installed.

Note : If you have the Reporter main window open, you must close it before you begin the installation of Oracle 9.2.0.1.0 Client software.

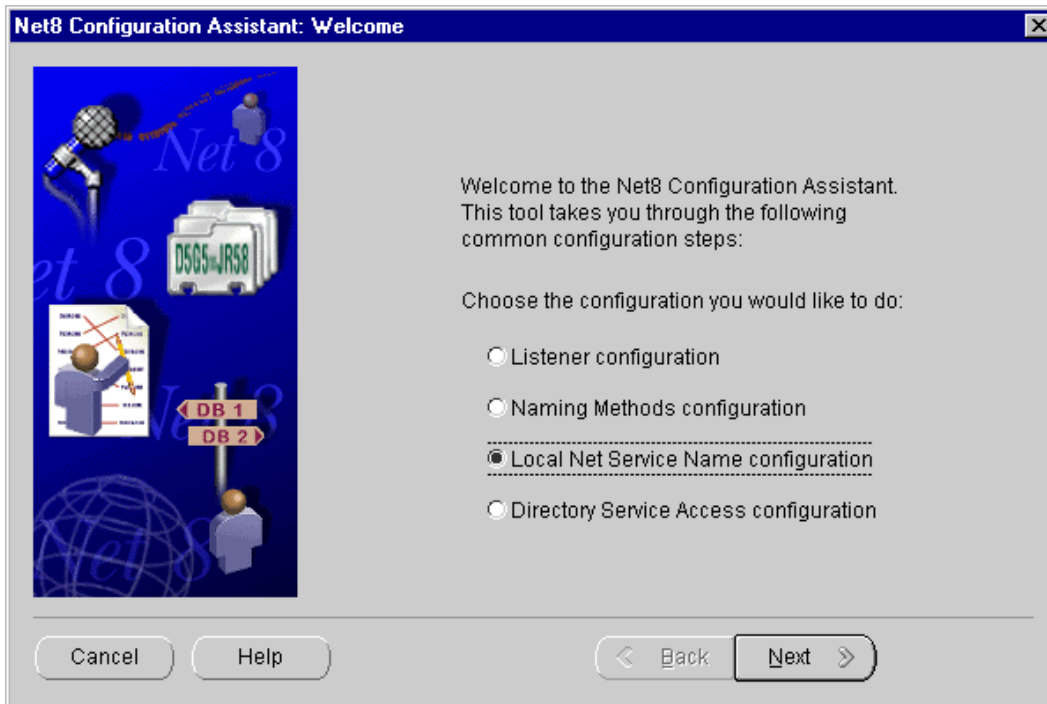
1. If you have Oracle installed on your system, at your Windows system insert the Oracle9i/10g Client CD and in the dialog box that appears select **Install/Deinstall Products**.
If you have no Oracle Products on your system skip this step.
2. In the Oracle Universal Installer **Welcome** dialog click **Next**.
3. In File Locations enter the **Source** and **Destination** file locations for this product; click **Next**.
4. In the Installation Types select **Administrator** as the installation type and click **Next**.
5. Verify information in the **Summary** dialog that appears. Click **Install**.

The install process automatically starts the **Configuration Tools** dialog where you can choose to run the **Net Configuration Assistant**.

Task 2 Configure the Net connection to the Operations Manager database

After you complete the installation of the Oracle client software (the Net Configuration is optionally part of the client install and dialog steps may differ slightly) on the Windows system running Reporter, on that same system complete the following steps:

1. From the Start>Programs menu, select **Oracle - <Oracle Home>**, and **Network Administration**, and **Net Configuration Assistant**.
At the Welcome dialog select **Local Net Service Name Configuration**, click **Next**.



2. In the Net Service Name Configuration dialog select **Add** and click **Next**.
3. In the Database Version dialog, select **Oracle9i/10g database or service** (select the other option if connecting to a previous Oracle version), click **Next**.
4. At the Service Name dialog supply the global database name specified during database creation. Click **Next**.

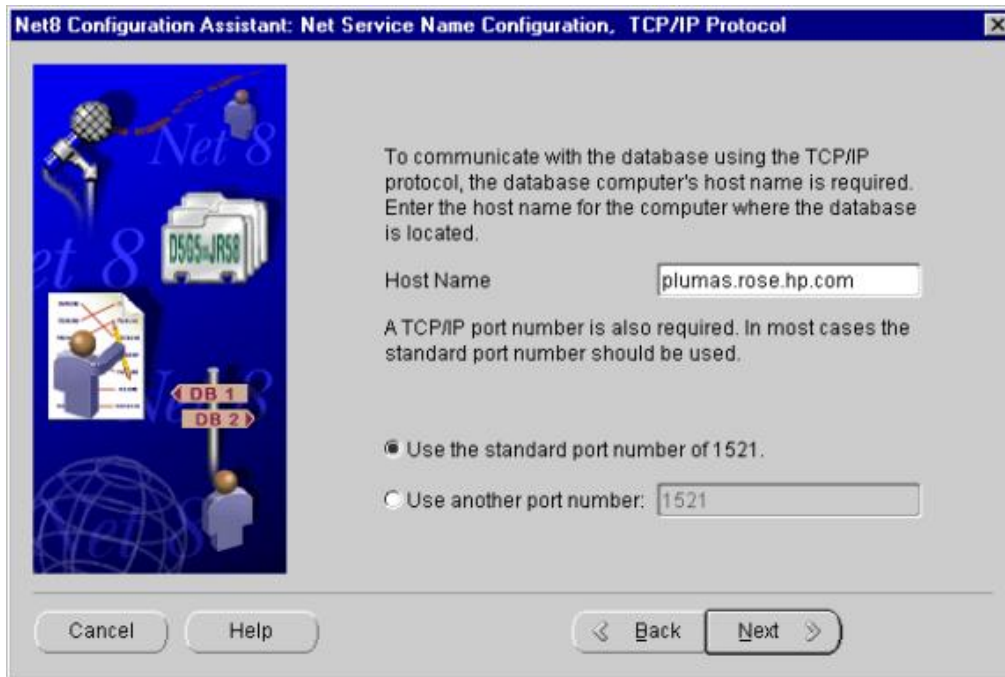


Rerun the Net assistant and select test to verify the actual, full Net Service Name.

Note: The Net Service Name (i.e., **openview**) may have the network domain appended to its name. (For example, **openview.rose.hp.com**, where "rose.hp.com" is the domain name. Domain name may or may not be

necessary, depending on how your system is set up.)

5. At the Select Protocols dialog, select **TCP**, click **Next**.
6. At the TCP/IP Protocol dialog, supply the **Host Name** and **port number** (typically 1521), click **Next**.



7. At the Test dialog, select **Yes, perform a test**, and click **Next**.
8. At the Connecting dialog, verify that the connection was successful (you may have to change the login credentials for the test to succeed; the login/password should match those set up for Operations Manager connecting to the database). Click **Next**.
9. At the Net Service Name dialog, supply a **Net Service Name**, (suggested: **openview**) click **Next**.



- At the **Another Net Service Name?** Dialog, select **No**, click **Next**.
- At the **Done** dialog, click **Next**, then click **Finish**.

Note: The Net Service Name (i.e., **openview**) may have the network domain appended to its name. (For example, **openview.rose.hp.com**, where "rose.hp.com" is the domain name. Domain name may or may not be necessary, depending on how your system is set up.)
Rerun the Net assistant and select test to verify the actual, full Net Service Name.



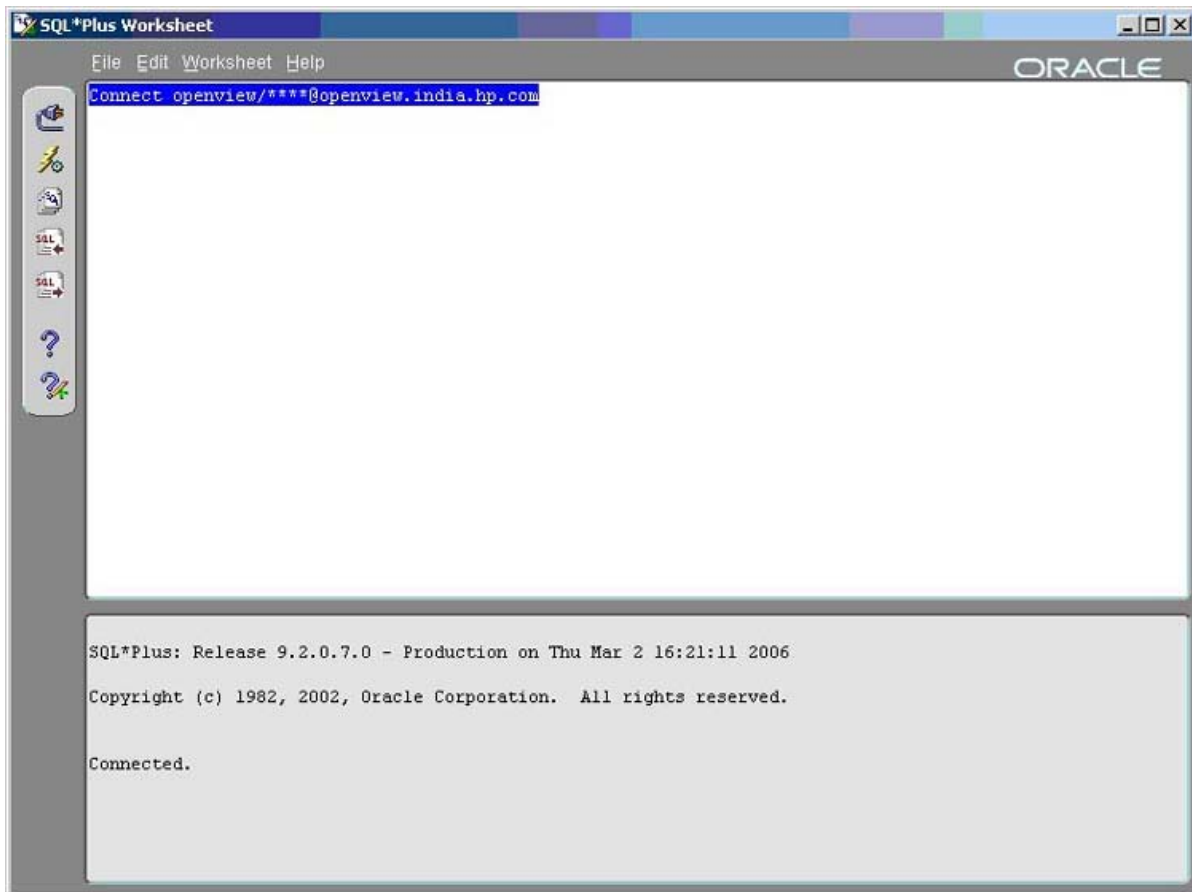
Task 3 ➔ Verify the Net connection to the Operations Manager database

After you complete the Net configuration, verify that you can contact the Operations Manager database from your system as follows:

- From the **Start/Programs** menu, select **Oracle <Oracle Home>, Database Administration, and SQLPlus Worksheet**.
- In the **Oracle Enterprise Manager Login** dialog, enter the database **User Name** (the recommend user name is **opc_report**) and **Password**. Enter the **Service** name (**openview<.DOMAIN.NAME>**).



- Click the **OK** button. The SQL*PLUS Worksheet should appear. If error messages appear, you have an error in the connection from the system to the Oracle Operations Manager database. Review previous tasks in this section.



4. In the SQL*Plus Worksheet, enter the command to retrieve data from one of the Oracle database tables:

```
select node_group_name from opc_node_groups;
```

A response like the following indicates successful access to the Operations Manager database. If you receive errors, you need to correct them before proceeding. Contact your Oracle database administrator for assistance.

```
NODE_GROUP_NAME
-----
hp_ux
net_devices
NT40
```

5. From the **File** menu select **Exit**.



Task 4 ➔ **Configure the ODBC data source in the Control Panel**

After you have configured Net on the Windows system running Reporter, you must configure the ODBC data source.

On the Windows system where Reporter is (or will be) installed, complete the following steps:

1. Select **Control Panel** from the Windows Start>Settings menu.
2. Double-click **ODBC** in the Control Panel window .
3. Select the **System DSN** tabbed page.

- Choose the **Add...** button and highlight **Oracle ODBC** driver and select **Finish**.
- In the dialog box that appears, enter the following:
 Data Source Name: **ov_net**
 Description: *<your_description>*
 Service Name: **openview<.domain.name>**
 User ID: (no entry necessary)

Note: You must provide the Data Source Name as **ov_net8** in case of ovo 8 database to configure Operations Manager for UNIX 8.

- Click **OK**.
- Close the **ODBC Data Source Administrator** window.
- Close the **Control Panel** window.



Task 5 ➤ Install the Operations Manager Report Package

To add report definitions and configuration information, you need to add the Operations Manager for UNIX 7 and 8 package.

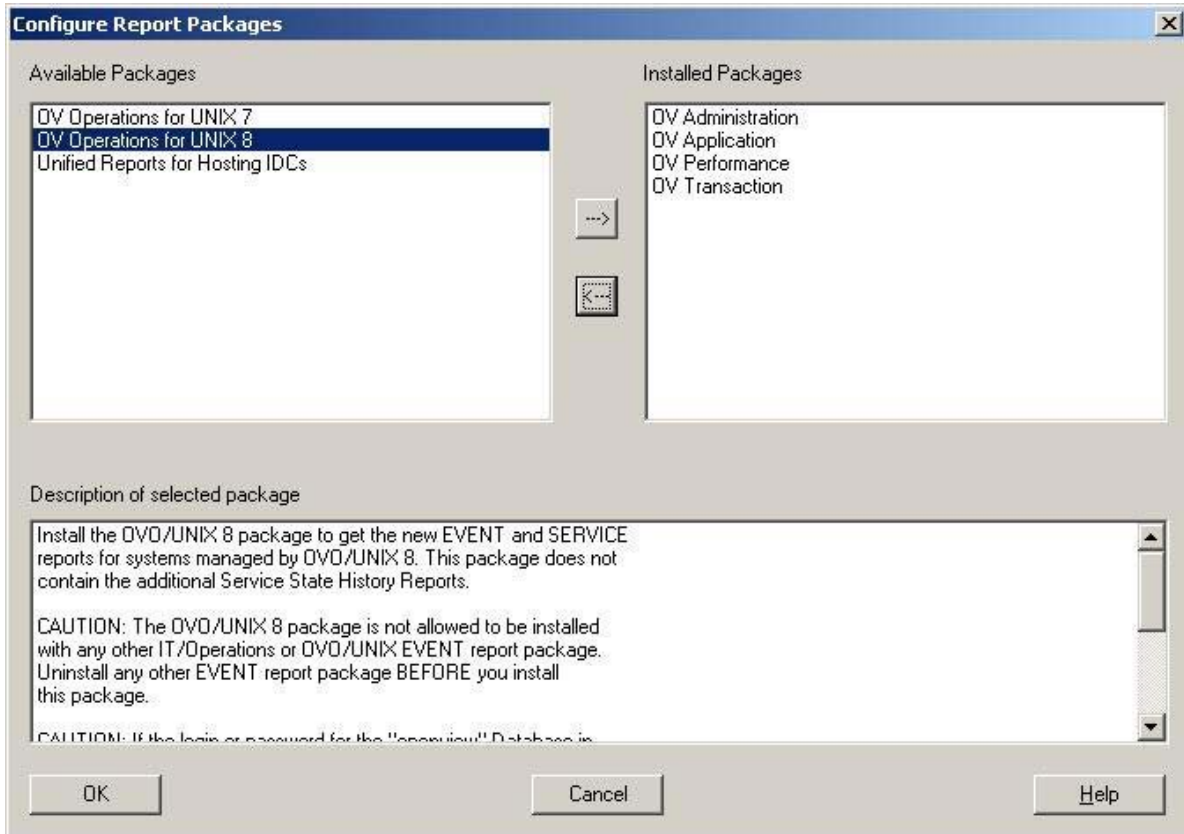
Caution: If you have installed an earlier version of Operations Manager for UNIX [ITO] reports, you must remove that package from the Installed Packages area of the Configure Report Packages dialog (as shown below)

- Select the package in the Installed Packages area and click the left-arrow.
(The report package then no longer appears in the Installed Packages area.)
- Click **OK** to close the dialog; then proceed as instructed below.

Note: Any modifications you made to the reports you just removed, you must re-configure in the newly installed package.

To add the package:

1. Start **Reporter** from the Start/Programs/HP Openview/Reporter menu.
2. In the Reporter main window from the **File** menu select **Configure>Report Packages**.



3. Select the appropriate Operations Manager for UNIX version from the Available Packages box; click the right-arrow to move to the Installed Packages box, and click **OK**.

If you currently use report packages for ITO 5 or VPO 6, new packages are available:

- Operations Manager for UNIX 7
- Operations Manager for UNIX 8

Make sure to remove your current package before installing the new one (see **Important** preliminary information/instructions above).

1. Verify that the Reporter service is running (the service is not running if the 3rd through 6th toolbar buttons are disabled); if not, start it by clicking the 2nd button.
2. In the Status pane, check for the messages:
RepLoad:Loading package for 'HP Operations Manager for UNIX 7 & 8'
RepLoad:Completed loading template file
(to indicate successful package installation)

Task 6 Configure Operations Manager Database in Reporter

Now that you have configured the database connection to the Windows 2000 system and installed the Operations Manager for UNIX Report Package, you can configure Reporter to recognize the Operations database as the source for its data. With Reporter installed on the Windows system, follow the steps below:

1. In the Reporter main window, from the **File** menu select **Configure**, then **Databases** from the submenu.
2. In the Other Databases section (lower area) of the Configure Databases dialog box select the down-arrow in the Database text box, and choose **openview**.
(If **openview** does not appear, you will need to review the steps of the previous sections to configure the ODBC setup.)

Note: You must choose **openview8** to configure Operations Manager for UNIX 8.

3. Complete the remaining text boxes as follows:
Server: ov_net
User ID: < your_Operations Manager_ database_user_name >
Password: < your_Operations Manage_ database_password >

Note: You must choose **ov_net8** as the Server to configure Operations Manager for UNIX 8.

Note: Though asterisks appear for the password, you must enter the correct password for the Operations Manager user ID.

4. Click **OK**.
5. Reboot the system.

Task 7 Discover Operations Manager Systems and Gather Operations Manager Data

Note: Reporter's Discover_ITO.exe program targets the Operations Manager database.

1. Select **Schedule** in the left pane to display a list of all scheduled actions in the right pane.

Note: If configured with Operations Manager for UNIX 8, add a new schedule entry for DISCOVER_ITO.exe and Gather_ITO.exe with openview8 as a parameter.

2. In the right pane, right-click **Discover_ITO.exe** and select **Run Now**.
3. In the Status pane, check for messages such as:

```
2007/06/04 11:12:07 Discover_ITO: Begin Discovery of ITO database openview
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on abc.xyz.domain.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on zephram.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on ros59102raw.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on highbeam.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Examined 4 systems, found 4 new ITO Agents for a total of 30 known
2007/06/04 11:12:07 Discover_ITO: Examined systems in groups for 3 systems, found 3 new
```

2007/06/04 11:12:07 Scheduler: Next scheduled action at 05/06/2007 00:15:00

If you see errors, return to Task 6 and make sure the password and other fields have been correctly filled in.

4. In the right pane, right-click **Gather_ITO.exe** and select **Run Now**.
5. In the Status pane, check for messages such as:
2007/06/04 11:12:07 Scheduler: Starting program "Gather_ITO.exe"
2007/06/04 11:12:07 Gather_ITO: Begin synchronizing with ITO database openview
2007/06/04 11:12:07 Gather_ITO: Processing Historical messages
2007/06/04 11:12:07 Gather_ITO: Processed 2775 Historical messages, Added 860 Summaries, 854 Operator Sums
2007/06/04 11:12:07 Gather_ITO: Processing Active messages
2007/06/04 11:12:07 Gather_ITO: Processed 755 Active messages, Added 9 Summaries, 6 Operator Sums
2007/06/04 11:12:07 Scheduler: Next scheduled action at 05/06/2007 00:15:00
6. If you want to see reports immediately, in right pane right-click **RepCrys.exe** and select **Run Now**.

Your configuration of the Operations Manager database with Reporter is now complete. Operations Manager for UNIX reporting will now run in the normal nightly reporting cycle.

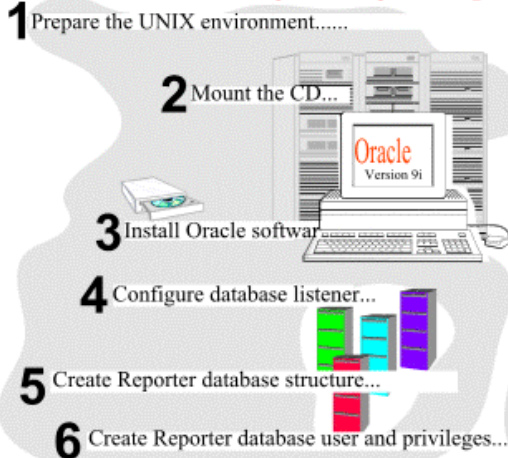
Set Up Oracle 9i on HP-UX or Solaris as the Database

Note: If OpenView Internet Services 4.00 and Reporter are installed on the same system, migration of your OVIS/Reporter data from your existing database to Oracle 9i is not supported.

The following figure illustrates the tasks you must complete to set up Oracle as the Reporter database. To the left are the steps on the HP-UX and Solaris system which differ for the new and existing installations of Oracle. To the right is the procedure for configuring the Oracle Reporter database on the Windows system.

Configure Oracle on the HP-UX system....

(New Oracle 9i installations require all steps; existing installations require steps 5-6.)

- 1 Prepare the UNIX environment.....
 - 2 Mount the CD...
 - 3 Install Oracle software...
 - 4 Configure database listener...
 - 5 Create Reporter database structure...
 - 6 Create Reporter database user and privileges...
- 
- A diagram illustrating the six steps for configuring Oracle on HP-UX or Solaris. It features a central computer monitor displaying the Oracle logo and 'Version 9i'. To the left of the monitor are icons for a CD-ROM, a server rack, and a keyboard. To the right are icons for a server rack and a database structure diagram. The steps are numbered 1 through 6, corresponding to the list on the left.

Configure the NT system...

- 1 Install Oracle 9i Client software...
 - 2 Configure Oracle Net connection...
 - 3 Verify the Oracle Net connection...
 - 4 Configure the ODBC data source...
 - 5 Configure the database in Reporter...
- 
- A diagram illustrating the five steps for configuring Oracle on an NT system. It features a central computer monitor displaying a colorful abstract graphic. To the left of the monitor is a keyboard. The steps are numbered 1 through 5, corresponding to the list on the left.

Prerequisites: Because a successful Oracle configuration is dependent upon correct the kernel parameter settings, check your HP-UX and Solaris system kernel parameters (see the Oracle 9i Release Notes for these parameters). Make sure your system meets the following requirements:

- Memory: 256 MB RAM minimum
- Swap space: disk space equivalent to greater of 2*RAM, or 400 MB
- CD-ROM: capable of reading ISO 9660 format with RockRidge extensions
- Disk space: 2.5 GB for database software; 1 GB for database
- Temp disk space: 400MB in /tmp directory
- HP-UX 11.0 (64-bit) or HP-UX 11i (64-bit)
or
Solaris 7 (5.7) or Solaris 8 (5.8) or Solaris 9.
- Operating system patches (detail in the Oracle9i Release Notes) \
- JAVA components (detailed in the Oracle9i Release Notes)
- HP-UX note: an important pre-installation step is required relating to X library symbolic links

Oracle Documentation: The documents can be found on the Oracle9i Database CD-ROMs. To access them, mount Disk 1 of the Oracle9i Database CD-ROM and open the index.html. Oracle also provides online resources for documentation at the Oracle Documentation Center (docs.oracle.com) and the Oracle Technology Network (otn.oracle.com/docs/). For Oracle-specific information, check the following:

- Oracle9i Installation Guide
- Oracle9i Quick Installation Procedure

- Oracle9i Release Notes

Configuration steps are divided into two sets of tasks as follows:

Server setup for Oracle9i on HP-UX and Solaris system

- Prepare the UNIX environment
- Mount the installation CD
- Install Oracle9i Database Server software
- Configure a database listener
- Create the Reporter database structure
- Create the Reporter database user and privileges

Client setup for Oracle9i on Windows Reporter system

- Install Oracle9i client software
- Configure the Oracle Net connection
- Verify the Oracle Net connection
- Configure the ODBC data source
- Configure the database in Reporter

Task 1 → Prepare the UNIX Environment

1. Create the Oracle UNIX groups:
HP-UX: use the System Administrator's Manager (SAM) to create groups
Solaris: use the admin tool or groupadd utility to create groups
 - a. Log in as the root user.
 - b. Create UNIX group "dba" (The OSDBA group)
 - c. Create UNIX group "oper" (The OSOPER group)
 - d. Create UNIX group "oinstall" (The ORAINVENTORY group)
 - e. **HP-UX note:** See the Oracle9i Quick Installation Procedure for the special privileges that should be assigned to the OSDBA group.
2. Create the UNIX user "oracle":
HP-UX: use the System Administrator's Manager (SAM) to create accounts
Solaris: use the admintool or useradd utility to create accounts.
Create UNIX user "oracle" (This account is for Oracle software installation and upgrading only)
 - Primary group: oinstall (The ORAINVENTORY group)
 - Secondary group: dba (The OSDBA group)Create UNIX user "apache"
 - Primary group: oinstall (The ORAINVENTORY group)
 - Secondary group: group in which apache is only member.The Apache account should have minimum privileges.
3. Create mount points for Oracle database software
 - a. Create Oracle Home mount point:
mkdir -p /opt/oracle/product/9.0.1
 - b. Enter: cd /opt
 - c. Enter: chown -R oracle:oinstall oracle

- d. Make sure a local bin directory such as /usr/local/bin or /opt/bin exists.
- e. Set UNIX system and Oracle environment variables
(add to .profile or set manually)
 - DISPLAY=<workstation_name>:0.0 (where output from Oracle installer displays)
 - ORACLE_BASE=/opt/oracle
 - ORACLE_HOME=/opt/oracle/product/9.0.1
 - ORACLE_SID=reporter
 - PATH includes \$ORACLE_HOME/bin, /usr/ccs/bin, /usr/bin, /etc, (/usr/bin/X11 for HP-UX), (/usr/openwin/bin for Solaris), and /usr/local/bin (if it exists)

Example of .profile for HP-UX:

```
# Oracle Environment
ORACLE_BASE=/opt/oracle; export ORACLE_BASE
ORACLE_HOME=/opt/oracle/product/9.0.1; export ORACLE_HOME
ORACLE_SID=reporter; export ORACLE_SID
ORACLE_TERM=xterm; export ORACLE_TERM
TNS_ADMIN=/export/home/oracle/config/9.0.1; export TNS_ADMIN
NLS_LANG=AMERICAN_AMERICA.UTF8; export NLS_LANG
ORA_NLS33=$ORACLE_HOME/ocommon/nls/admin/data; export ORA_NLS33
LD_LIBRARY_PATH=$ORACLE_HOME/lib:/lib:/usr/lib:$ORACLE_HOME/rdbms/lib
SHLIB_PATH=$ORACLE_HOME/lib32:$ORACLE_HOME/rdbms/lib32
export LD_LIBRARY_PATH
export SHLIB_PATH

#set shell search paths
PATH=/bin:/usr/bin:/usr/sbin:/etc:/opt/bin:/usr/ccs/bin:/usr/local/bin:$ORACLE_HOME/bin
export PATH

#CLASSPATH must include the following JRE locations:
CLASSPATH=$ORACLE_HOME/JRE:$ORACLE_HOME/jlib:$ORACLE_HOME/rdbms/jlib
CLASSPATH=$CLASSPATH:$ORACLE_HOME/network/jli
```



Task 2 ➔ Mount the Installation CD

1. Edit the /etc/pfs_fstab file to add the following:
<device_file> <mount_point> <filesystem_type> <translation_method>

Definitions of the above syntax:

<device_file> = CD-ROM device file (discover with ioscan -nFC disk)
 <mount_point> = path name of the mount point
 <filesystem_type> = CD-ROM is in ISO9660 format, Rockridge extension
 <translation_method> = unix

For example:

```
/dev/dsk/c1t2d0 /SD_CDROM pfs-rrip xlat=unix 0 0
```

Perform the following steps as the root user:

2. Enter: /usr/sbin/pfs_mountd &

Note: pfs creates the correct format to read the CD.

Enter: /usr/sbin/pfsd &

3. Insert the CD into the CD-ROM and mount the device as follows:
/usr/sbin/pfs_mount /SD_CDROM

4. Change directories to /SD_CDROM where you can see a lower-case listing of the directories and files on the CD-ROM. (The mounted CD should appear as another read-only file system.)

Leave the root user window available for executing a script during installation .

For Solaris:

If you are using Volume Management software (available by default on Solaris) the CD-ROM is mounted automatically to /cdrom/orci901_1 when you put it into the disk drive. If you are not using the Volume Management software, you must mount the CD-ROM manually.

1. Place the Oracle 9i CD-ROM in the CD-ROM drive.
2. Log in as the root or su user and create a CD-ROM mount point directory:

```
$ su root  
# mkdir cdrom_mount_point_directory
```
3. Mount the CD-ROM drive on the mount point directory and exit:

```
# mount option device_name cdrom_mount_point_directory  
# exit
```



Task 3 → Install Oracle 9i Database Server Software

1. Log in to the Oracle account.
2. Launch the Oracle Universal Installer by typing the full path to the installer executable.
Caution: Do not launch the installer from within the CDROM directory or you will not be able to mount multiple CDs.
Example:

```
/cdrom/oracle9i/runInstaller
```

 or

```
/SD_CDROM/runInstaller
```

.
3. For first-time Oracle9i installations the Welcome window appears, where you click **Next**.
4. In the Inventory Location window specify a base directory and click OK.
5. In the UNIX Group Name window enter oinstall (the ORAINVENTORY Group) and click **Next**. You may have to run a script if pre-installation tasks are not completed.
6. In the File Locations window, do not change the text in the source field and click **Next**.
7. In the Available Products window, select **Oracle9i Database** and click **Next**.
8. In the Installation Types window select **Enterprise Edition**.
(Alternatively you can select the Standard Edition; see Oracle documentation for differences between these installation types.) Click **Next**.
9. In the Database Configuration Window, select **Software Only** and click **Next**.
10. In the Choose JDK Home Directory, enter the appropriate location and click **Next**.
11. Review the Summary Window and click **Install**.
(When the Install window appears, wait as the products is installed.)
12. When the Setup Privileges window appears, run the script as instructed.
13. In the End of Installation window, select Exit.



Task 4 → Configure a database listener

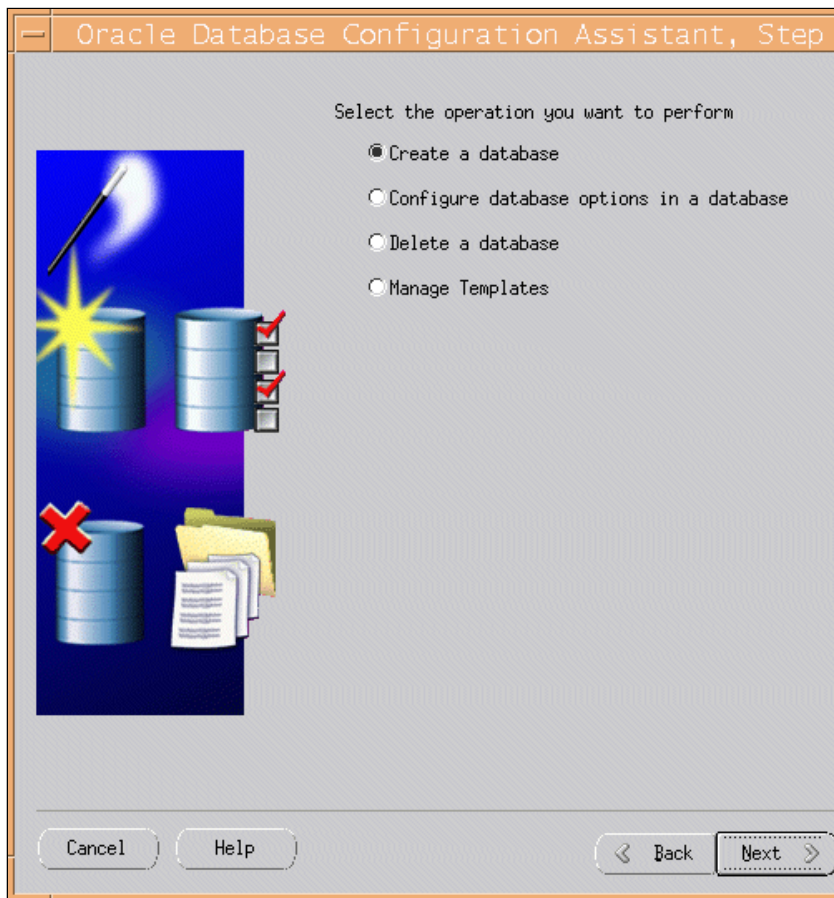
1. At a UNIX console window, logged in as the Oracle user, enter netca to start the Oracle Net Configuration Assistant.
2. In the Welcome window, select **Listener configuration** and click **Next**.

3. Select **Add** and click **Next**.
4. Enter a listener name (LISTENER is suggested) and click **Next**.
5. For the connection protocol select **TCP** and click **Next**.
6. Select the standard port number **1521** and click **Next**.
7. For configuring another listener, select **No**.
8. At the configuration complete message, click **Next**.
9. In the final window, click **Finish**.

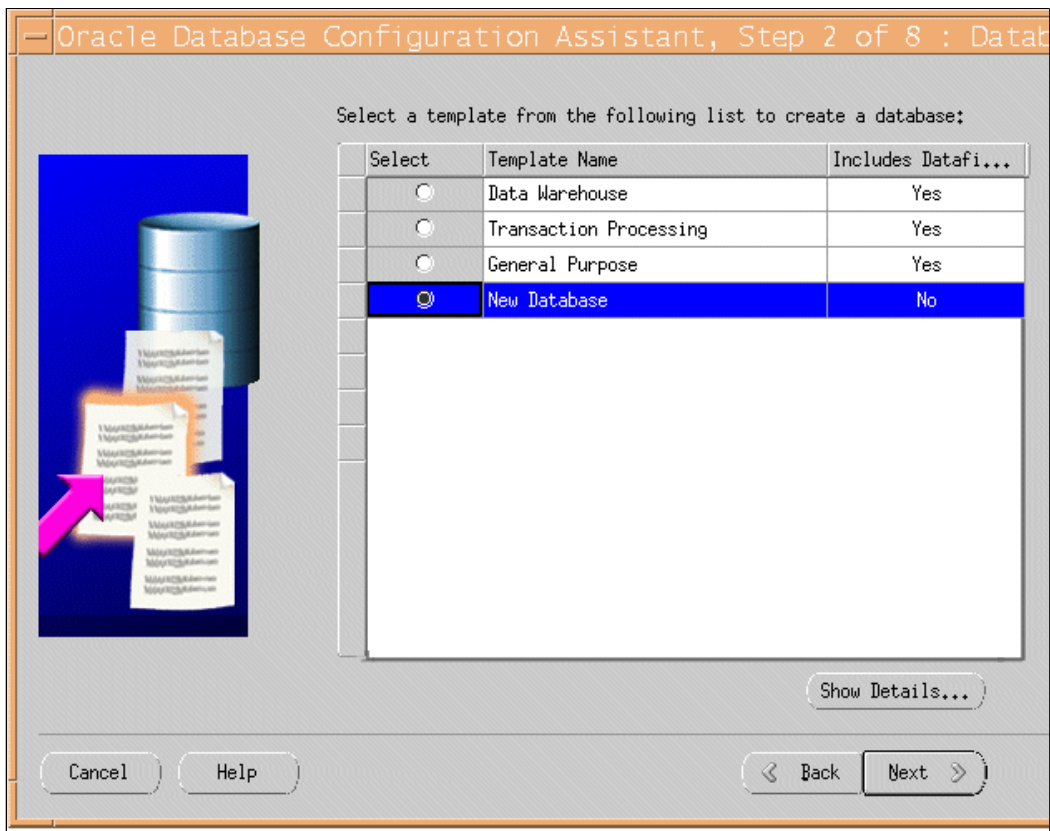


Task 5 ➔ **Create the Reporter database structure**

1. At a UNIX console window, logged in as the Oracle user, enter **dbca** to Start the Oracle Database Configuration Assistant.
2. Select the **Create a Database** option and click **Next**.



3. Select the **New Database** template and click **Next**.



4. Supply Global Database Name and the SID and click **Next**.

Specify the following database information.

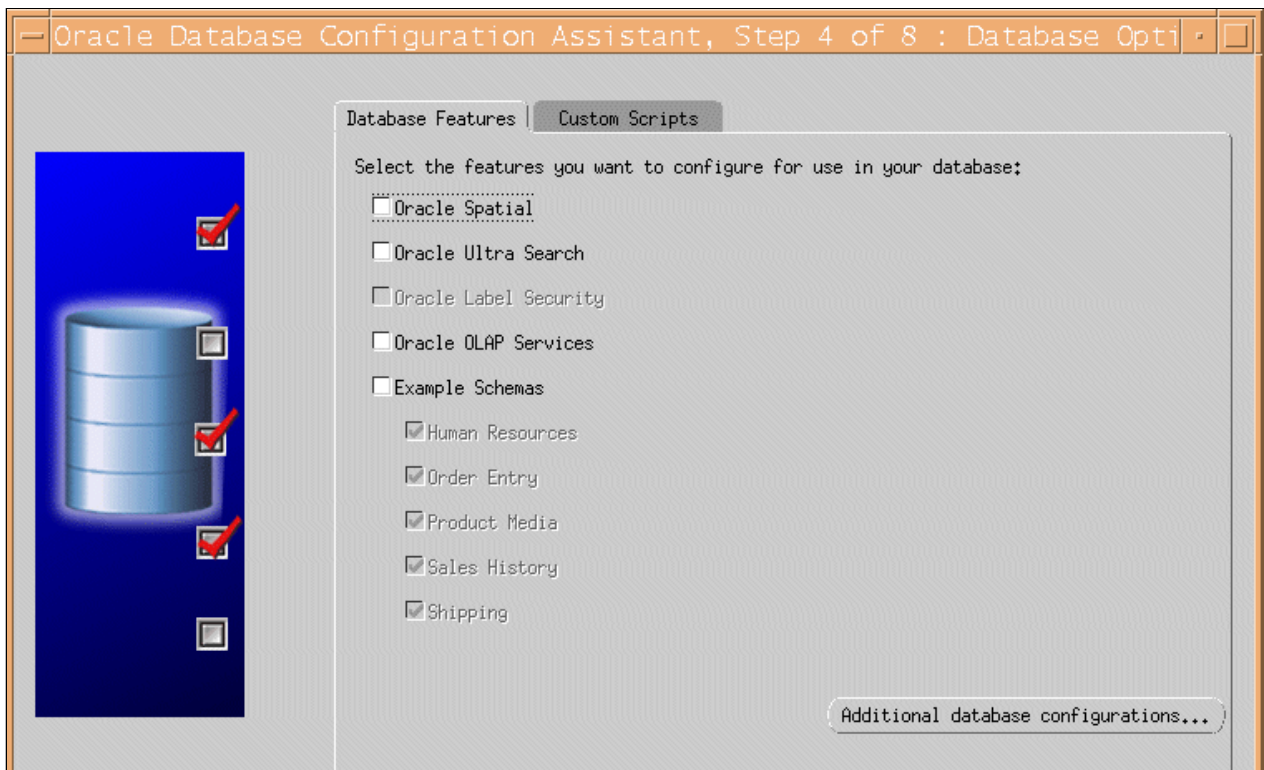
An Oracle9i database is uniquely identified by a Global Database Name, typically of the form "name.domain".

Global Database Name:

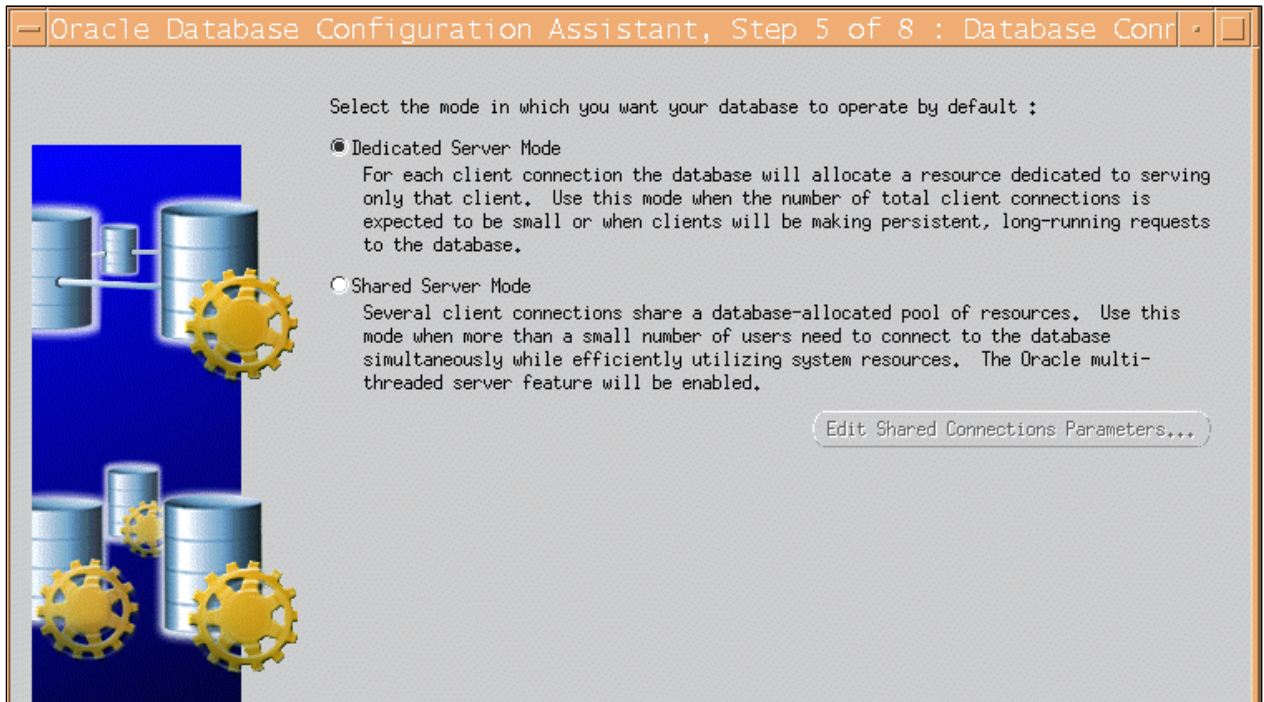
A database is referenced by at least one Oracle9i instance which is uniquely identified from any other instance on this computer by an Oracle System Identifier (SID).

SID:

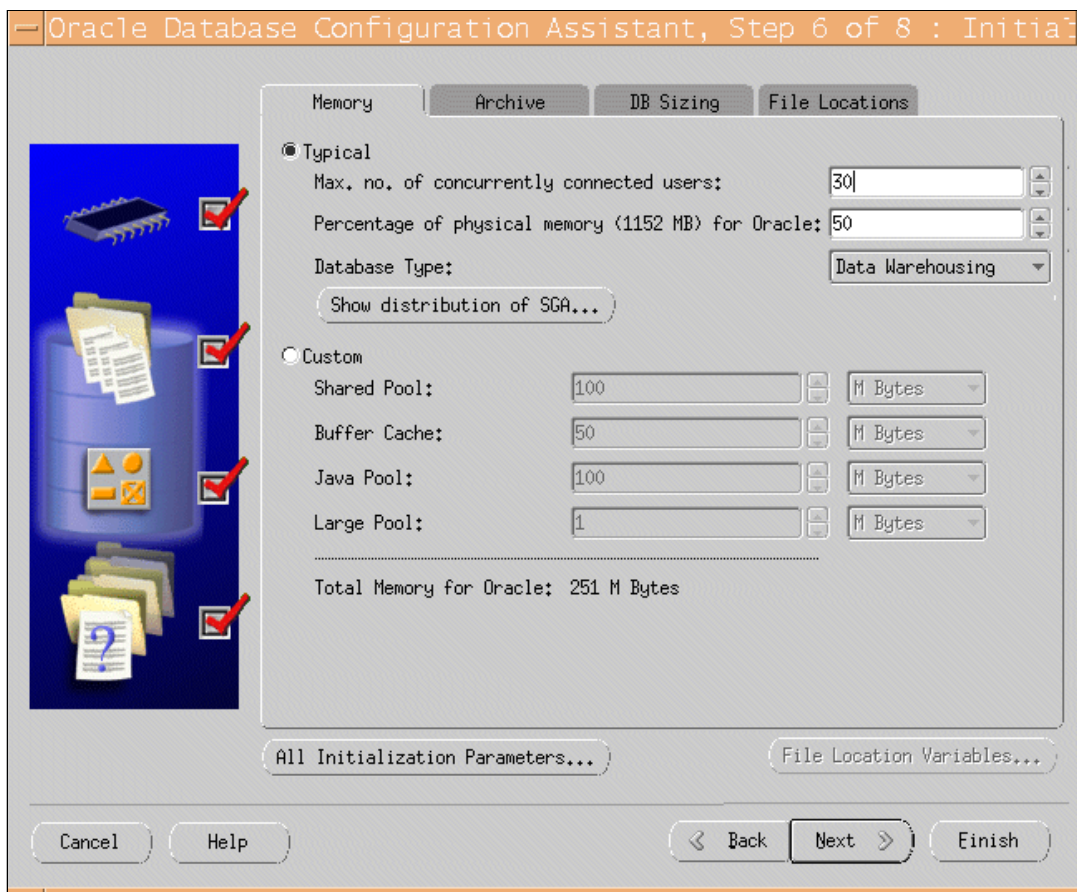
5. You can optionally de-select the listed features, which are not required for Reporter, and click **Next**.



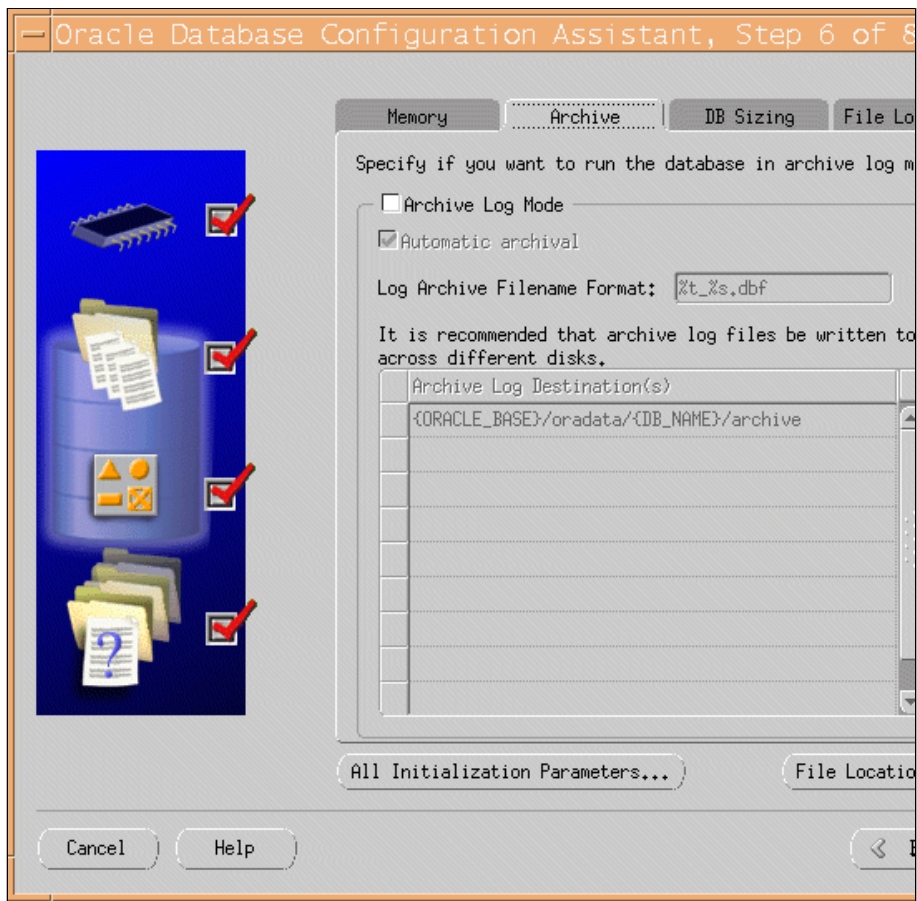
6. Select the **Dedicated Server Mode**. Click **Next**.



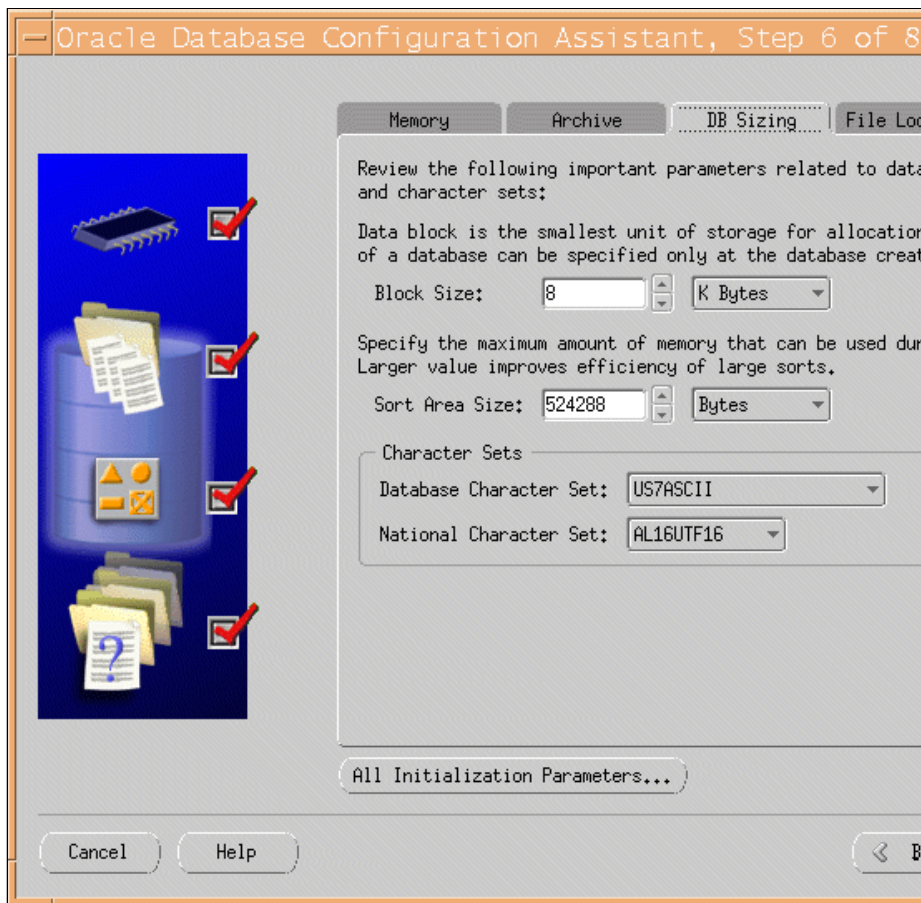
7. For Memory Parameters, the user concurrency may be as high as **40**, depending upon the options selected in reporter; use **200 - 300 MB** of RAM (or as directed by your DBA) and click **Next**.



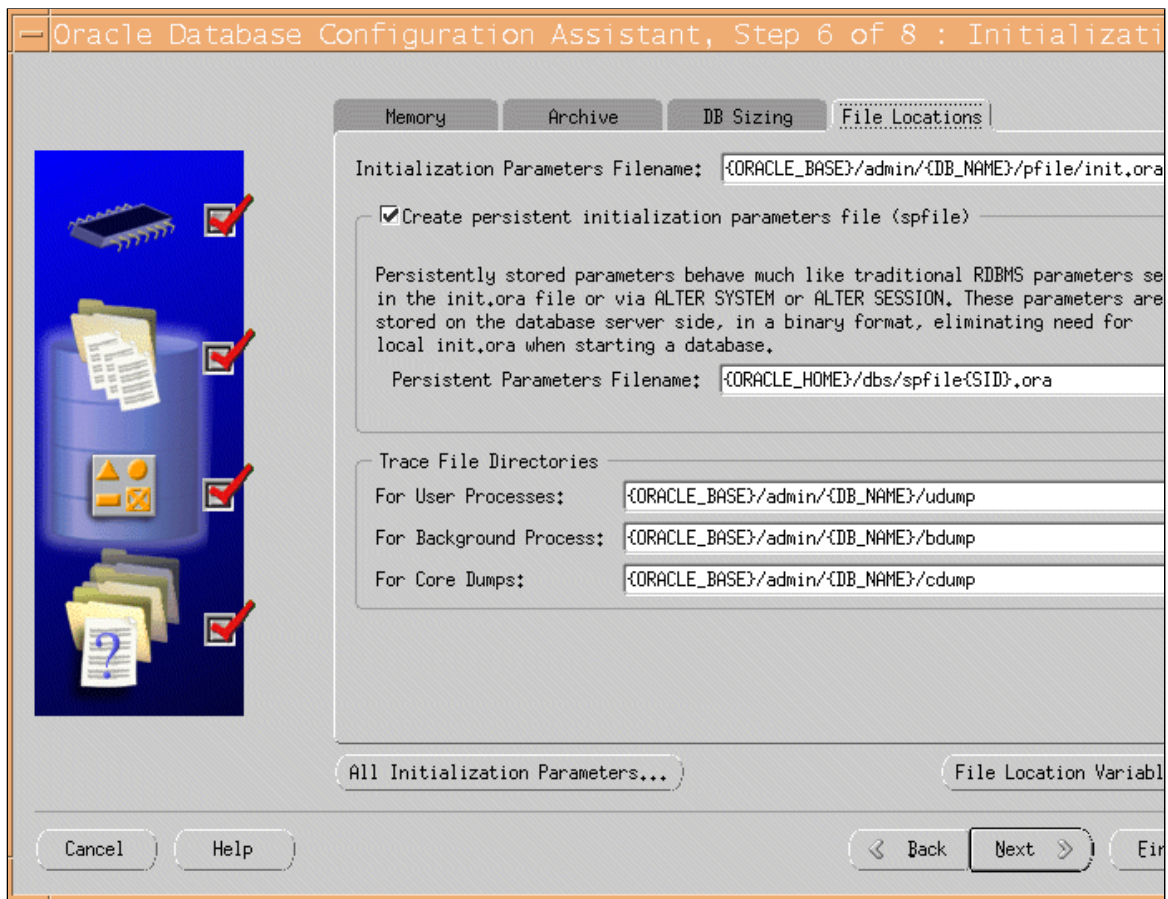
8. Click the **Archive** tab and the Archive Log Mode if you want a back up strategy that ensures data recoverability that goes beyond the most recent backup. This step is optional.



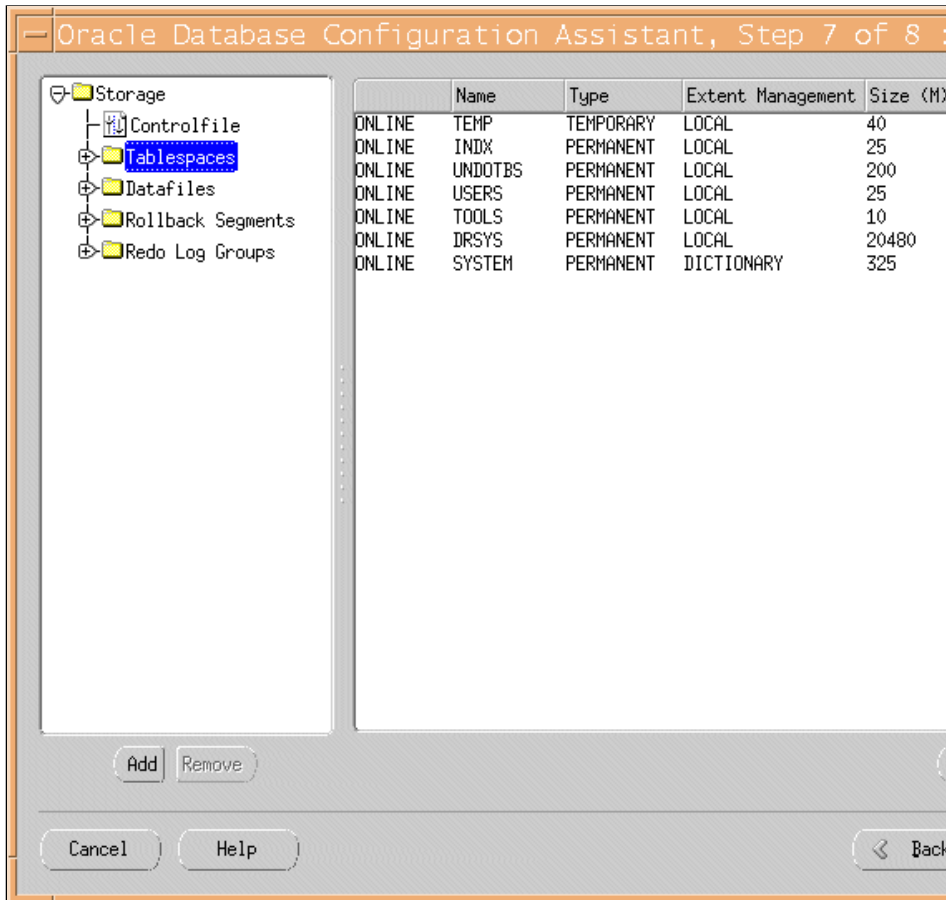
9. Click **Next**.
10. Select the **DB Sizing** tab and set the Block Size to **8K**.



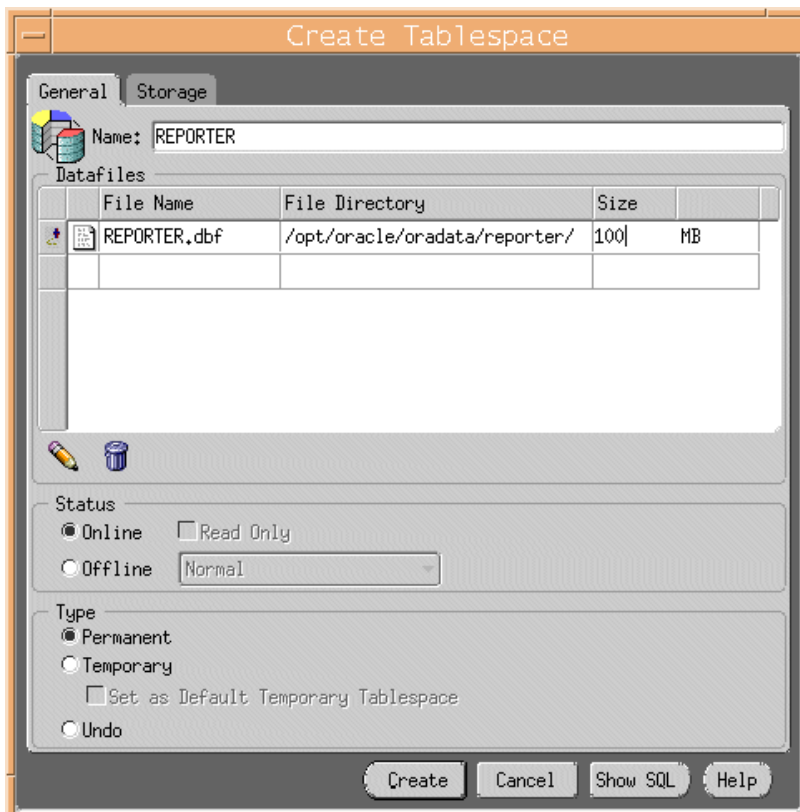
11. Select the **File Locations** tab, where you can review the location settings, and click **Next**.



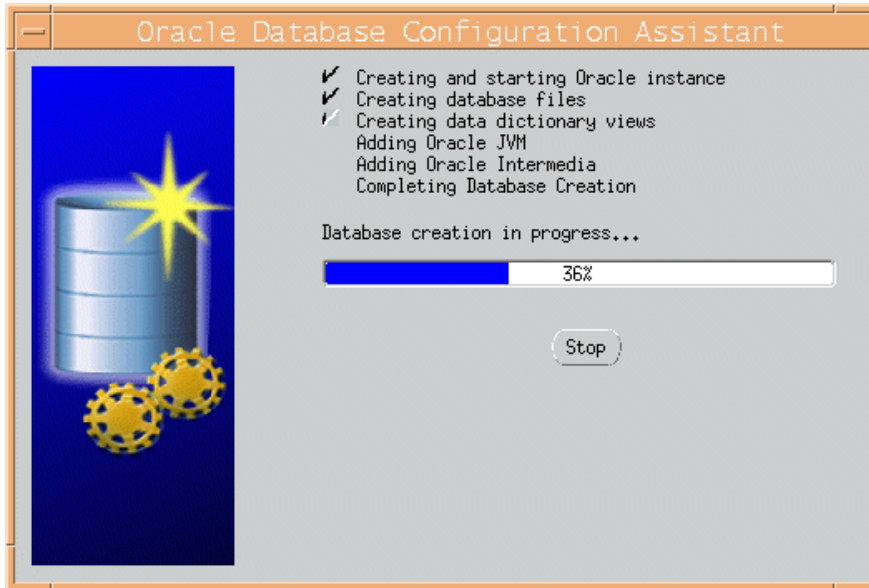
12. In the Database Storage window, click the **Tablespaces** entry in the tree to view current tablespace configuration.



- Click the **Add** button to add the **REPORTER** tablespace. Size the tablespace to **100MB**.



14. Select the **Storage** tab, verify Locally Managed extents with **Automatic Allocation**, and click **Create**.
15. Click the **Add** button to add the **RPT_INDEXES** tablespace, size the tablespace to **100MB**.
16. Select the **Storage** tab, verify Locally Managed extents with **Automatic Allocation**, and click **Create**.
17. Click the **Tablespaces** entry in the tree to verify that the **REPORTER** and **RPT_INDEXES** tablespaces have been added to the configuration, and click **Next**.
18. Select the **Create Database** option. (Optionally, you can save scripts for this DB creation process and execute them later.) Click **Finish**.
19. When the Database Creation progress window appears, several hours may be required to create the database depending upon the options that are selected. Respond to the database creation completion messages and close the Database Configuration Assistant.



20. (Optional) Verify the availability of the REPORTER database.
 - A. At a UNIX console window, log in as the Oracle user, and start the SQL *Plus environment by entering: **sqlplus**
 - B. Supply the user-name and password (for example, **system / manager** should be available as a user-name and password on this newly created database).
 - C. At the SQL prompt enter **column tablespace_name format a40;**
 - D. Enter **select tablespace_name, status from user_tablespaces;**
 - E. Verify that the expected tablespaces are available and enter **exit** to leave SQL *Plus.

```
dtterm
Window Edit Options Help
$ sqlplus
SQL*Plus: Release 9.0.1.0.0 - Production on Wed Apr 10 12:01:11 2002
(c) Copyright 2001 Oracle Corporation. All rights reserved.
Enter user-name: system
Enter password:
Connected to:
Oracle9i Enterprise Edition Release 9.0.1.0.0 - 64bit Production
With the Partitioning option
JServer Release 9.0.1.0.0 - Production
SQL> column tablespace_name format a40;
SQL> select tablespace_name, status from user_tablespaces;
TABLESPACE_NAME                                STATUS
-----
SYSTEM                                           ONLINE
UNDOTBS                                           ONLINE
DRSYS                                             ONLINE
INDX                                              ONLINE
REPORTER                                          ONLINE
RPT_INDEXES                                       ONLINE
TEMP                                              ONLINE
TOOLS                                             ONLINE
USERS                                             ONLINE
9 rows selected.
SQL>
```

[Top](#)

Task 6 Create the Reporter database user and privileges

1. Start the SQL *Plus environment as described above.
2. Execute the following SQL statements to create the user for the REPORTER database:
 - a. Create user openview profile default, identified by openview, default tablespace reporter, temporary tablespace temp, quota unlimited on reporter, quota unlimited on rpt_indexes, account unlock;
 - b. grant, create any index, create procedure, create sequence, create session, create table, create trigger, create view, select any table, connect to openview;
 - c. grant SELECT ANY DICTIONARY to openview;

[Top](#)

Configure Reporter on the Windows System

This section covers the installation of the software that allows the Windows system, on which Reporter runs, to connect to the HP-UX and Solaris system, from which the Oracle database is accessed.

Task 1 Install Oracle 9i Client software

1. At the Windows NT/2000 system that hosts reporter, insert the Oracle9i installation CD. In the window that appears, select **Install/Deinstall Products**.
2. In the Oracle Universal Installer Welcome window, click **Next**.
3. Enter or select an Oracle 9 home location for this installation and click **Next**.
4. In the Available Products window select **Oracle9i Client** and click **Next**.
5. In the Installation Types window select **Administrator** and click **Next**.
6. Verify the information in the Summary window and click **Install**.

A window showing installation progress appears. The installation process also starts the Oracle Net Configuration Assistant tool. Proceed to Task 2 for completion of this activity.



Task 2 Configure the Oracle Net connection

The Oracle Net Configuration Assistant tool can be started independently (without re-installing client software) by selecting **Start > Programs > Oracle-OraHome9 > Configuration and Migration Tools > Net Configuration Assistant**. The first few dialogs differ when an installation-initiated Assistant is compared with an independently started Assistant. The following steps use the dialogs encountered when the Assistant is started as part of the client installation.

1. In the Welcome window, Select No, I will create net service names myself and click Next.
2. In the Database Version window select Oracle8i or later and click Next.
3. In the Service Name window, supply the service name for the database (typically reporter or reporter.<domain>, the global database name), and click Next.
4. In the Select Protocols window, choose the appropriate network protocol (typically TCP), and click Next.
5. In the TCP/IP Protocol window, supply the Host name and port number (typically 1521), click Next.
6. In the Test window, select Yes, and click Next.
7. In the Connecting window, verify that the connection was successful; you may have to change the login credentials (openview/openview) for the test to succeed.
8. Click Next.
9. In the Net Service Name window, supply a service name (suggested: RPT) and click Next.
10. In the Another Net Service Name window, select No and click Next.
11. In the Done window, click Next and then Finish.

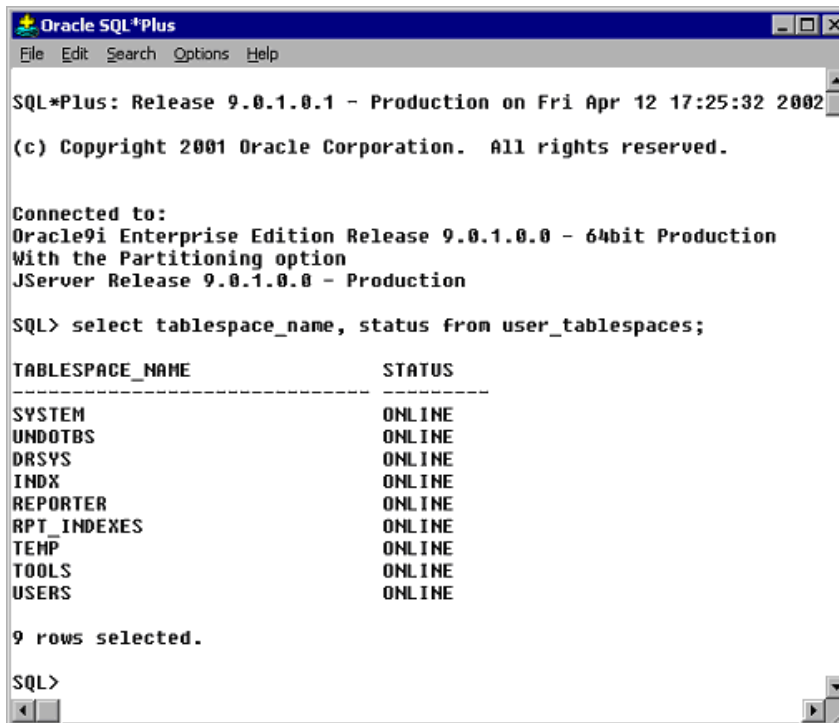


Task 3 Verify the Oracle Net connection

After completing the Oracle Net Configuration, perform the following steps to verify that you can connect to the Reporter database from your Windows system.

1. Start the SQL *Plus tool by selecting **Start > Programs > Oracle-OraHome9 > Application Development > SQL Plus**.
2. At the Log On dialog supply the User Name (system), Password (manager), and Host String (**RPT**), [the Net Service Name supplied in Task 2, step 9].

3. Enter the following SQL statement: select tablespace_name, status from user_tablespaces;



```
Oracle SQL*Plus
File Edit Search Options Help
SQL*Plus: Release 9.0.1.0.1 - Production on Fri Apr 12 17:25:32 2002
(c) Copyright 2001 Oracle Corporation. All rights reserved.

Connected to:
Oracle9i Enterprise Edition Release 9.0.1.0.0 - 64bit Production
With the Partitioning option
JServer Release 9.0.1.0.0 - Production

SQL> select tablespace_name, status from user_tablespaces;

TABLESPACE_NAME          STATUS
-----
SYSTEM                   ONLINE
UNDOTBS                  ONLINE
DRSYS                    ONLINE
INDX                     ONLINE
REPORTER                 ONLINE
RPT_INDEXES              ONLINE
TEMP                     ONLINE
TOOLS                    ONLINE
USERS                    ONLINE

9 rows selected.

SQL>
```

If you cannot connect to the database or do not see these tablespaces, check with the Oracle database administrator for the UNIX host system.

4. To leave the SQL *Plus environment, type **Exit**.



Task 4 ➔ Configure the ODBC data source

1. To launch the Windows Control Panel, select **Start -> Settings -> Control Panel**.
2. For Windows 2000, double-click **Administrative Tools**, then double-click **Data Sources (ODBC)**.
For Windows NT4, double-click **ODBC Data Sources**.
3. In the ODBC Data Source Administrator, select the **System DSN** tab.
4. If it exists, select the **Reporter** DSN and remove it.
5. Select the **Add...** button and highlight the **Oracle in OraHome9** driver and click **Finish**.
6. In the Oracle ODBC Driver Configuration window, enter **Reporter** as the Data Source name.
For the TNS Service Name, from the drop-down menu, select the name configured in [Task 2, step 9 \(RPT\)](#).
7. Select the Oracle tab and set Prefetch Count to **25** and disable LOBs.

The screenshot shows the 'Oracle ODBC Driver Configuration' dialog box. It has a title bar with the text 'Oracle ODBC Driver Configuration'. Below the title bar, there are four input fields: 'Data Source Name' (containing 'Reporter'), 'Description' (empty), 'TNS Service Name' (containing 'RPT'), and 'User ID' (empty). To the right of these fields are four buttons: 'OK', 'Cancel', 'Help', and 'Test Connection'. Below the input fields, there are five tabs: 'Application', 'Oracle', 'Workarounds', 'SQLServer Migration', and 'Translation Options'. The 'Oracle' tab is selected. Under the 'Oracle' tab, there are two sections. The first section has 'Prefetch Count' (a spin box set to 25) and 'Enable LOBs' (an unchecked checkbox). The second section is titled 'Failover' and contains three items: 'Enable Failover' (a checked checkbox), 'Retry' (a spin box set to 10), and 'Delay' (a spin box set to 10).

8. To test the connection (if desired), click **Test Connection** and supply the username and password (openview/openview).
9. To add this data source to the System DSNs, click **OK**.



Task 5 → Configure the Database in Reporter

1. To start Reporter, select **Start -> Programs -> HP Reporter -> Reporter**. (An error message about the table or view not existing is expected). Click **OK** to proceed.
2. In the Reporter main window, from the File menu select **Configure -> Databases** and click **OK** to proceed past another similar error message.
3. In the Configure Databases dialog box in the Reporter Database segment, enter the database User ID and Password as determined in the UNIX setup, Task 6 (openview / openview). If you intend to migrate data from the Reporter default database to Oracle, use a dba account such as system / manager.
4. Click **OK**, and then close and re-open the Reporter main window to allow the new username and password to be applied to the database connection.
5. **If you are migrating data** from the default database to Oracle, you do not need to run **newdb.exe** as directed below since the migration tools create the required database schema objects.
If you are not migrating data, create the required database schema objects in the Reporter Oracle database by running the C:\Program Files\hp OpenView\bin\newdb.exe program.

Configure Oracle 10g on HP-UX or Solaris or Linux as the Database

This chapter provides instructions to configure Oracle as the database for Reporter and set up Oracle 10g on HP-UX, Solaris and Linux platforms. It also includes information about configuring the Oracle client on Microsoft Windows platform.

Note: If OpenView Internet Services and Reporter are installed on the same system, you cannot migrate Reporter data from the existing database to Oracle.

Prerequisites

A successful Oracle configuration depends on the correct kernel parameter settings specified on the HP-UX and Solaris platforms. See the latest versions Oracle documentation for more information about the kernel parameters.

Before installation, make sure your system meets the following requirements:

- Memory: Minimum of 512 MB RAM
- Swap space: Disk space of minimum 1 GB
- CD-ROM: capable of reading ISO 9660 format with RockRidge extensions
- Disk space: 3.69 GB for database software; 1 GB for database
- Temp disk space: 400MB space in **/tmp** directory
- Solaris (Sun SPARC) and HP-UX (PARISC) - see the current Oracle documentation for Oracle 10g server support on specific operating system versions
- Operating System patches (For more information, see the Oracle10g Release Notes)
- JAVA components (detailed in the Oracle10g Release Notes)

Note: For HP-UX, an important pre-installation step is required relating to the X library symbolic links.

Oracle Documentation: The documents are available on the Oracle10g Database CD-ROMs. To access the documents, mount disk 1 of the Oracle10g Database CD-ROM and open the **index.html** file. Oracle also provides online resources for documentation at the Oracle Documentation Center and the Oracle Technology Network (<http://www.oracle.com/technology/documentation/index.html>). For the required information, see the following documents:

- Oracle10g Installation Guide
- Oracle10g Quick Installation Procedure
- Oracle10g Release Notes

Note: Before installing Oracle 10g, see the Oracle documentation for current recommended settings.

Configure Oracle 10g as the Database for Reporter

The configuration is divided into two sets of tasks as follows:

- [Server setup for Oracle10g on HP-UX, Solaris and Linux system](#)
- [Configure Oracle Client Software on the Windows System](#)

Server Set Up for Oracle 10g on HP-UX, Solaris and Linux Platforms

To set up Oracle 10g on HP-UX, Solaris and Linux platforms, perform the following tasks:

1. [Prepare the UNIX environment](#)

2. [Mount the installation CD](#)
3. [Install Oracle10g Database Server software](#)
4. [Configure a database listener](#)
5. [Create the Reporter database structure](#)
6. [Create the Reporter database user and privileges](#)

Note: If your operating system is HP-UX, use the System Administrator's Manager (SAM) to create user groups. If your operating system is Solaris, use the admintool or groupadd utility to create UNIX user groups.

Task 1 Prepare the UNIX Environment

1. Create the Oracle UNIX groups:
 - a. Log in as the root user.
 - b. Create UNIX group "dba" (The OSDBA group).
 - c. Create UNIX group "oper" (The OSOPER group).
 - d. Create UNIX group "oinstall" (The ORAINVENTORY group).

Note for HP-UX: See the Oracle10g Quick Installation Procedure for the special privileges that must be assigned to the OSDBA group.

2. Create the UNIX user "oracle"
 - a. Create UNIX user "oracle" (You can use this account only for Oracle software installation and upgrading)
 - Primary group: oinstall (The ORAINVENTORY group)
 - Secondary group: dba (The OSDBA group)

3. Create UNIX user "apache"
 - Primary group: oinstall (The ORAINVENTORY group)
 - Secondary group: group in which Apache is the only member.
 - a. Create mount points for Oracle database software (Example: cd /opt)
 - b. Enter the command:

chown -R oracle:oinstall oracle
 - c. Set the right permissions for the Oracle user:

chmod -R 755 for the installation directory (Example: **/opt/oracle**).
 - d. Make sure a local bin directory such as **/usr/local/bin** or **/opt/bin** exists.
 - e. Set UNIX system and Oracle environment variables
(you can either add the variable to the .profile file or set manually)

```
DISPLAY=<workstation_name>:0.0 (where you want output from Oracle installer displayed)
ORACLE_BASE=/opt/oracle
ORACLE_HOME=/opt/oracle/product
ORACLE_SID=reporter
PATH includes $<ORACLE_HOME>/bin, /usr/ccs/bin, /usr/bin, /etc, (/usr/bin/X11
for HP-UX), (/usr/openwin/bin for Solaris), and /usr/local/bin (if it exists)
```

Example of *.profile* for HP-UX:

```
# Oracle Environment
ORACLE_BASE=/opt/oracle; export ORACLE_BASE
ORACLE_HOME=/opt/oracle/product; export ORACLE_HOME
ORACLE_SID=reporter; export ORACLE_SID
ORACLE_TERM=xterm; export ORACLE_TERM
NLS_LANG=AMERICAN_AMERICA.UTF8; export NLS_LANG
ORA_NLS33=$ORACLE_HOME/ocommon/nls/admin/data; export ORA_NLS33
LD_LIBRARY_PATH=$ORACLE_HOME/lib:/lib:/usr/lib:$ORACLE_HOME/rdbms/lib
SHLIB_PATH=$ORACLE_HOME/lib32:$ORACLE_HOME/rdbms/lib32
export LD_LIBRARY_PATH
export SHLIB_PATH
#set shell search paths
PATH=/bin:/usr/bin:/usr/sbin:/etc:/opt/bin:/usr/ccs/bin:/usr/local/bin:$ORACLE_HOME/bin
export PATH
#CLASSPATH must include the following JRE locations:
CLASSPATH=$ORACLE_HOME/JRE:$ORACLE_HOME/jlib:$ORACLE_HOME/rdbms/jlib
CLASSPATH=$CLASSPATH:$ORACLE_HOME/network/jlib
```

Task 2 Mount the Installation CD

For HP-UX:

1. Edit the file **/etc/pfs_fstab** to add the following:

```
<device_file> <mount_point> <filesystem_type> <translation_method>
```

Definitions of the above syntax:

- *<device_file>* = CD-ROM device file (discover with `ioscan -nFC disk`)
- *<mount_point>* = path name of the mount point
- *<filesystem_type>* = CD-ROM is in ISO9660 format, Rockridge extension
- *<translation_method>* = unix

Example: **/dev/dsk/c1t2d0 /CDROM pfs-rrip xlat=unix 0 0**

2. If you are a root user, you must do the following:
 - a. Enter the command:
/usr/sbin/pfs_mountd
Note: **pfs** creates the correct format to read the CD.
 - b. Enter the command:
/usr/sbin/pfsd
 - c. Insert the CD into the CD-ROM and mount the device by entering the following command:
/usr/sbin/pfs_mount /CDROM
3. Keep the root user window available for executing a script during installation.

For Solaris:

If you are using Volume Management software (available by default on Solaris) the CD-ROM is mounted automatically when you put it into the disk drive. If you are not using the Volume Management software, you must mount the CD-ROM manually.

1. Insert the Oracle CD-ROM in the CD-ROM drive.

2. Log in as the **root** or **su** user and create a CD-ROM mount point directory as follows:

```
$ su root
# mkdir cdrom_mount_point_directory
```

3. Mount the CD-ROM drive on the mount point directory and exit as follows:

```
# mount option device_name cdrom_mount_point_directory
# exit
```

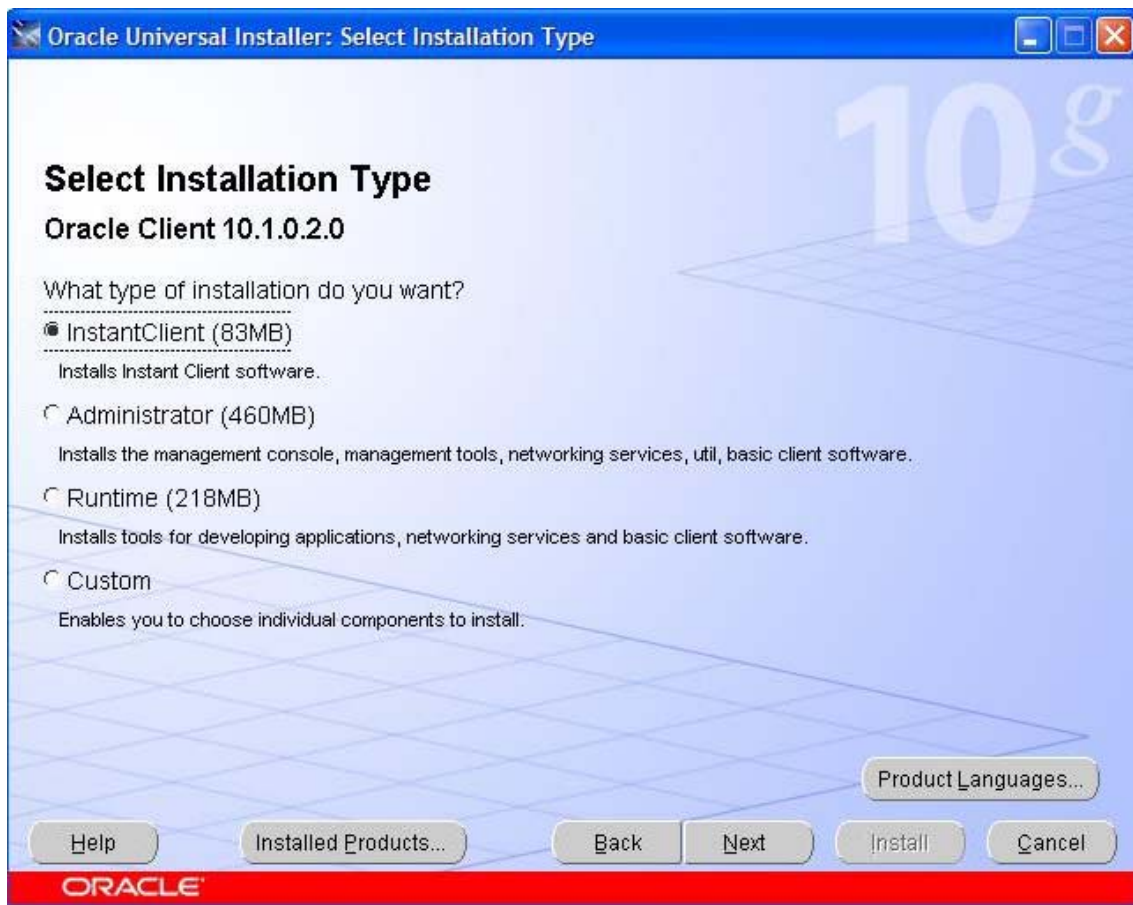
Task 3 ➡ Install Oracle 10g Database Server Software

1. Log in to the Oracle account.
2. Enter the full path to the installer executable to launch the **Oracle Universal Installer**.

Caution: Do not launch the installer from the CD-ROM directory because you will not be able to mount multiple CDs (Example: */ <CD-Drive>/oracle10g/runInstaller* or */ <CD-Drive>/runInstaller*.)

You must run a script if pre-installation tasks were not completed before installation.

3. If you are installing the Oracle10g for the first-time, the **Welcome** window appears.
4. Click **Next**. The **File Locations** window appears. Do not change the text displayed in the source fields.
5. Click **Next**. The **Inventory Location** window appears.
6. Enter the directory name and path for ORACLE HOME. Click **Next**. The **Available Products** window appears.
7. Select **Oracle10g** Database and click **Next**.
8. Select the type of installation you are doing. You can select from the following options:
 - Enterprise or Standard Edition
 - Custom



Note: If you select a Custom Installation, you must select the following items: Oracle, Oracle Net Services, and all the sub products on Oracle Net Services. For more information about the differences between installation types, see the current versions of Oracle documentation.

9. Click **Next**. Check product specific prerequisites and click **Next**. The **Database Configuration** Window appears.
10. Select **Do not create a starter database** and click **Next**. The **Summary Window** appears.
11. Review the information displayed and click **Install**. The **Install window** appears. Wait for the product installation to be completed.
12. When the Setup Privileges window appears, run the script if instructed.
13. In the End of Installation window, select **Exit**.

Task 4 ➤ Configure a Database Listener

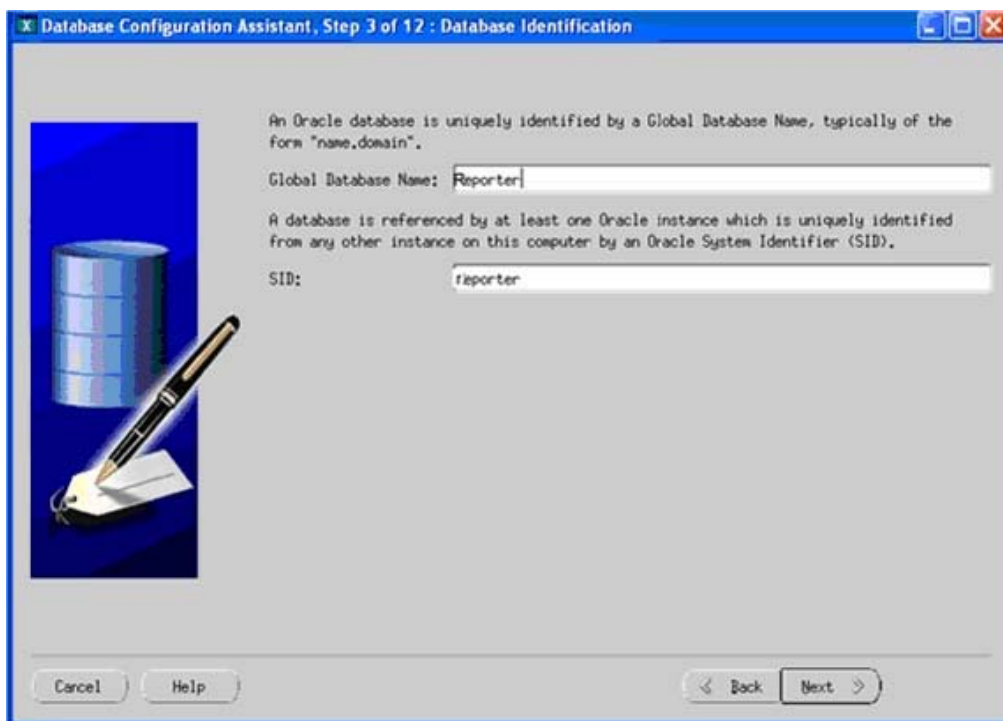
1. From the **UNIX console** window, log in as an *Oracle* user.
2. To start the Oracle Net Configuration Assistant, type the command **netca**. The **Welcome** window of the Configuration wizard opens.
3. Select **Listener configuration** and click **Next**.
4. Click **Add**.
5. Click **Next**.
6. Enter any name **Listener name (HP recommends LISTENER)** and click **Next**.
7. For the connection protocol select **TCP** and click **Next**.

8. Select the standard port number **1521** and click **Next**.
9. For configuring another listener, select **No**. The configuration complete message appears. Click **Next**.
10. In the final window, click **Finish**.

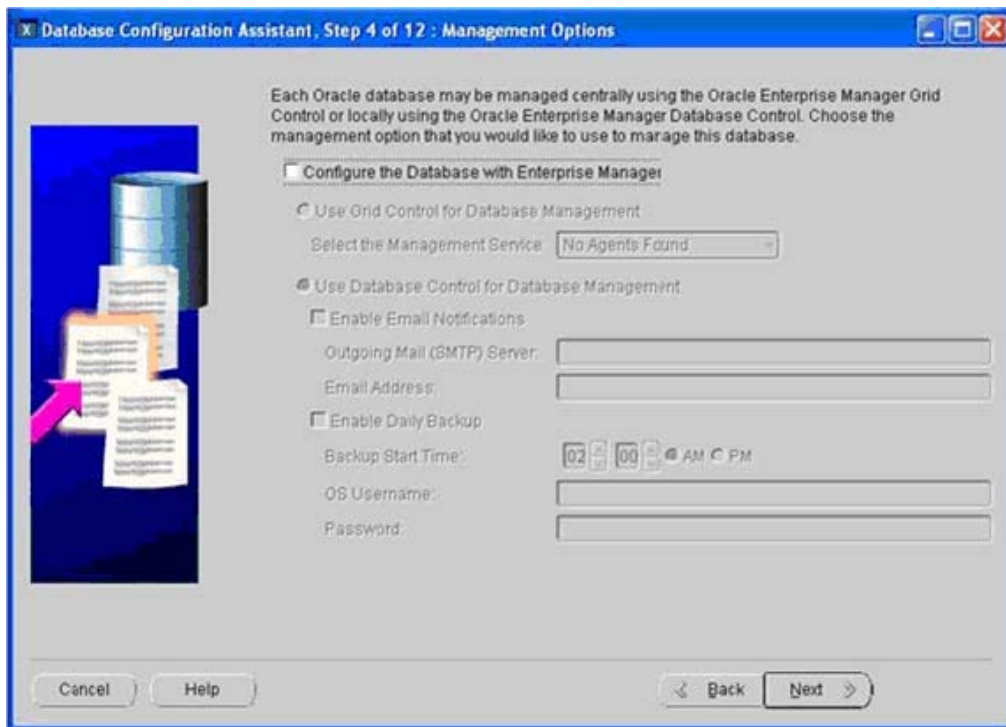
Note: Before creating the database, make sure that your system is upgraded to Oracle version 10.1.0.4 or later.

Task 5 Create the Reporter Database Structure

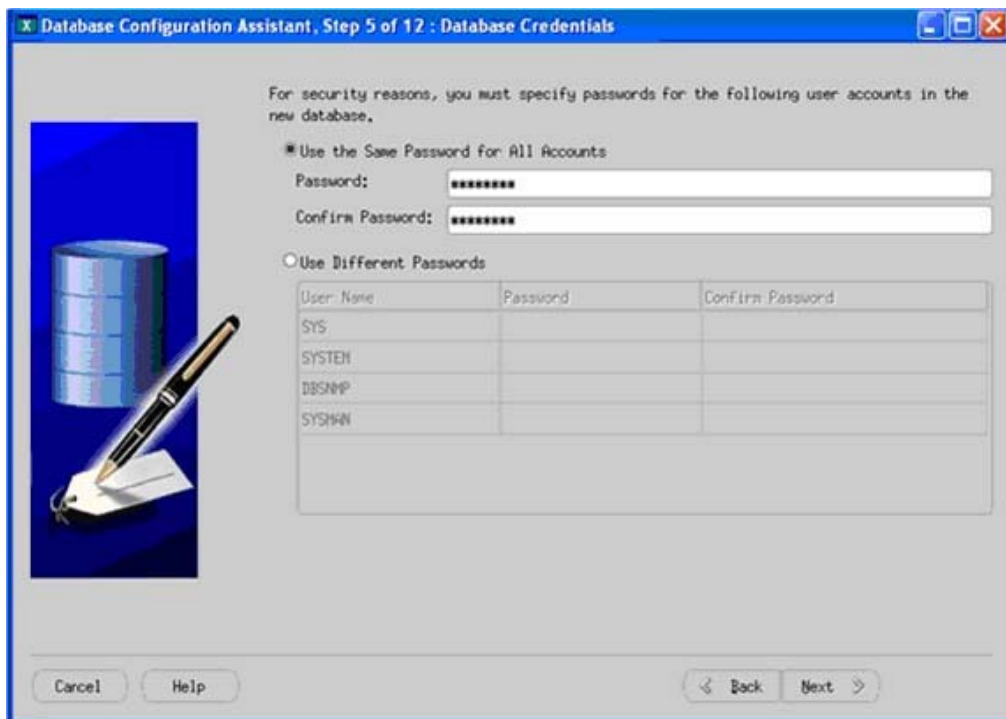
1. From the **UNIX console** window, log on as an Oracle user.
2. Enter the command **dbca**. The **Oracle Database Configuration Assistant Welcome** window appears.
3. Click **Next**. The **Database Configurations Assistant, Step 1 of 12: Operations** window appears.
4. Select **Create a Database** and click **Next**. The **Database Configurations Assistant, Step 2 of 12: Database Templates** window appears.
5. Select the **Custom Database template** and click **Next**. The **Database Configurations Assistant, Step 3 of 12: Database Identifications** window appears.



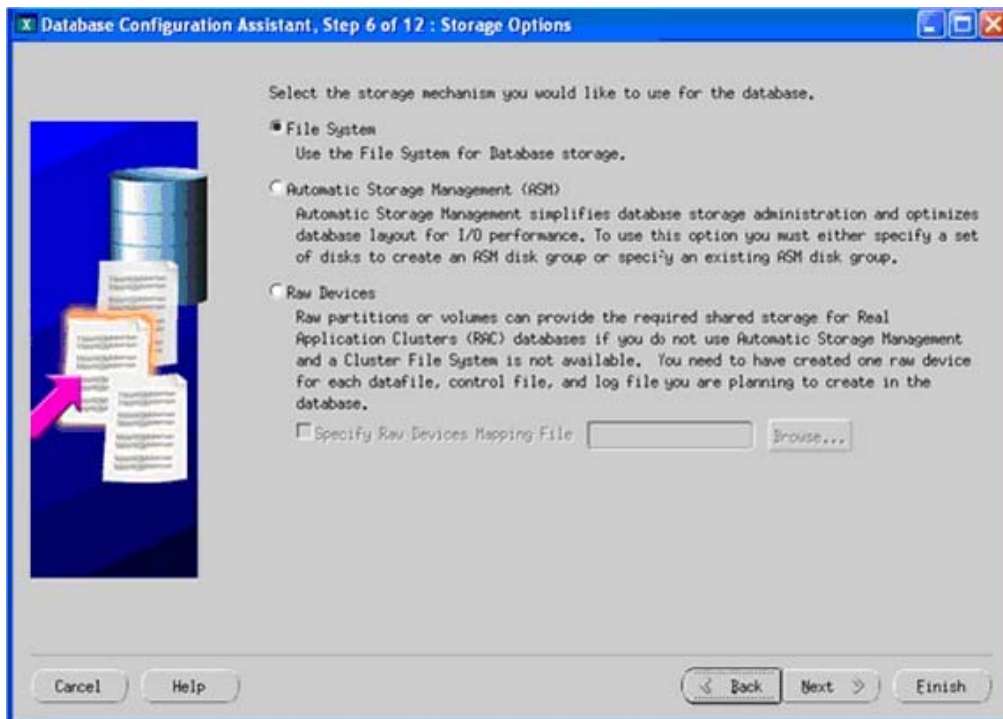
6. Enter **Global Database Name** as *Reporter* and **SID** as *reporter*. Click **Next**. The **Database Configurations Assistant, Step 4 of 12: Management Options** window appears.



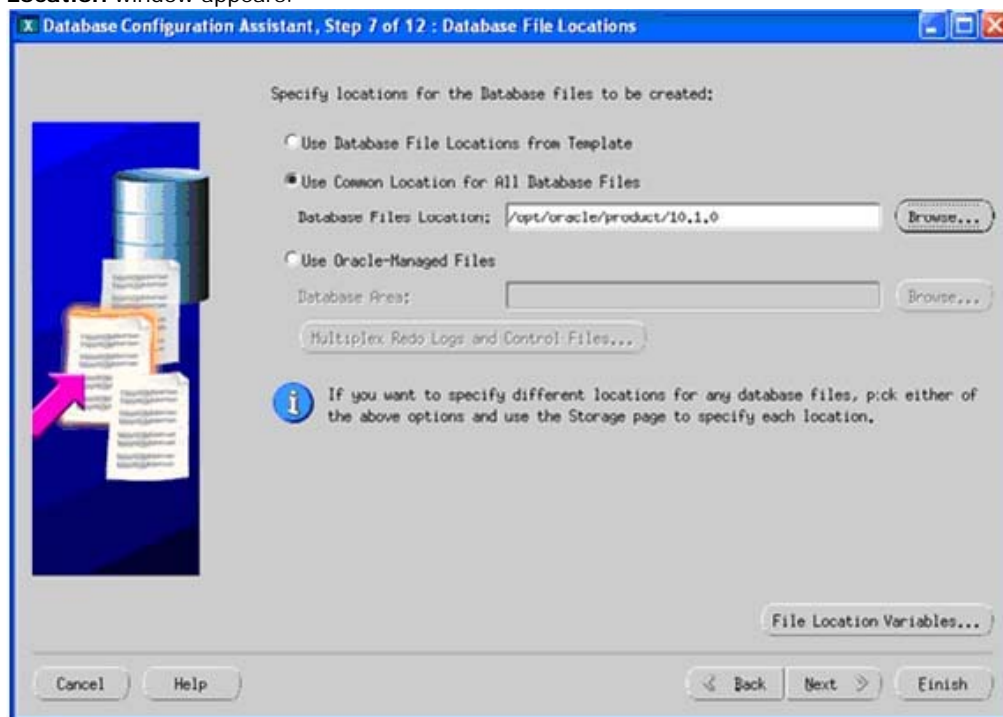
7. You can select the required options you want or default. Click **Next**. The **Database Configurations Assistant, Step 5 of 12: Database Credentials** window appears.



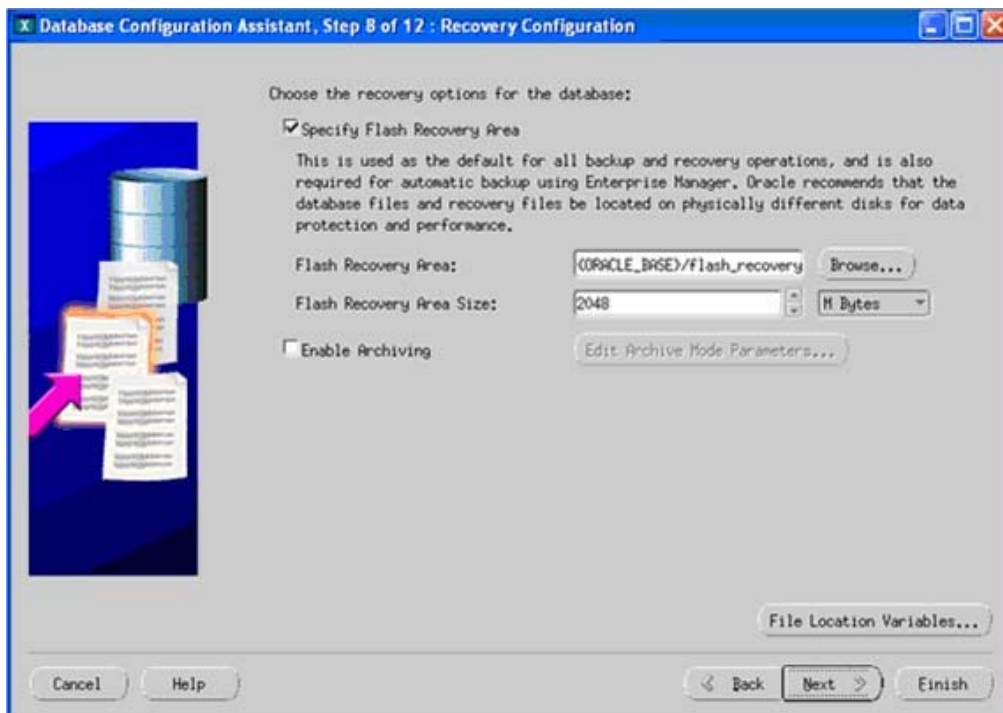
8. Select **Use the Same Password for All Accounts**. Enter your **Password**, you must re-enter your password in the **Confirm Password** text box for confirmation. Click **Next**. The **Database Configurations Assistant, Step 6 of 12: Storage Options** window appears.



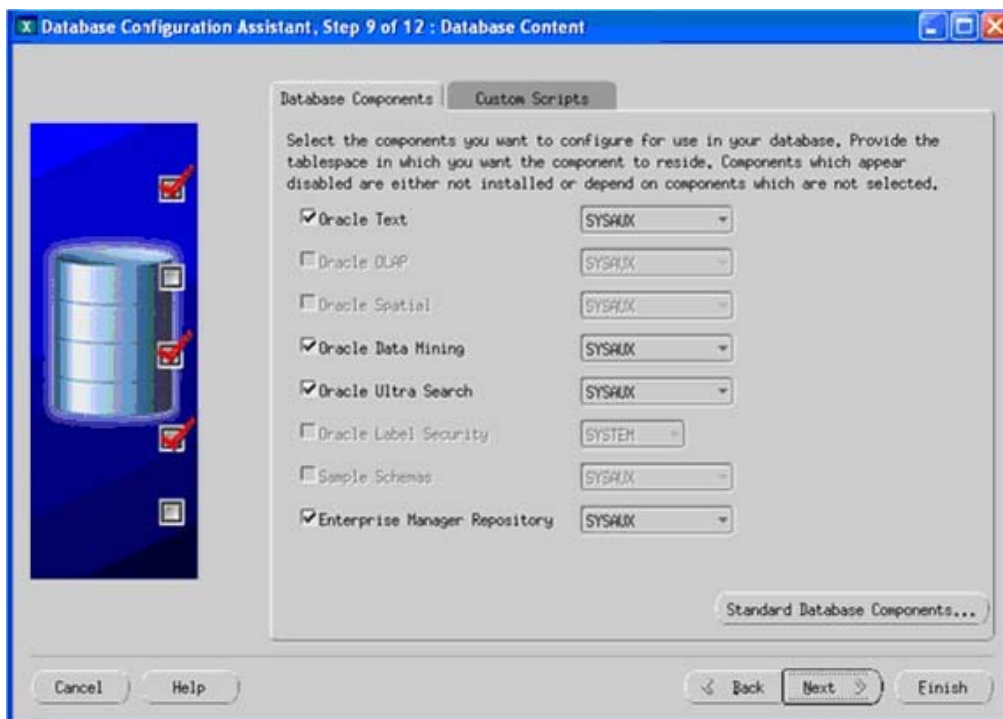
9. Select **File System** and click **Next**. The **Database Configurations Assistant, Step 7 of 12: Database File Location** window appears.



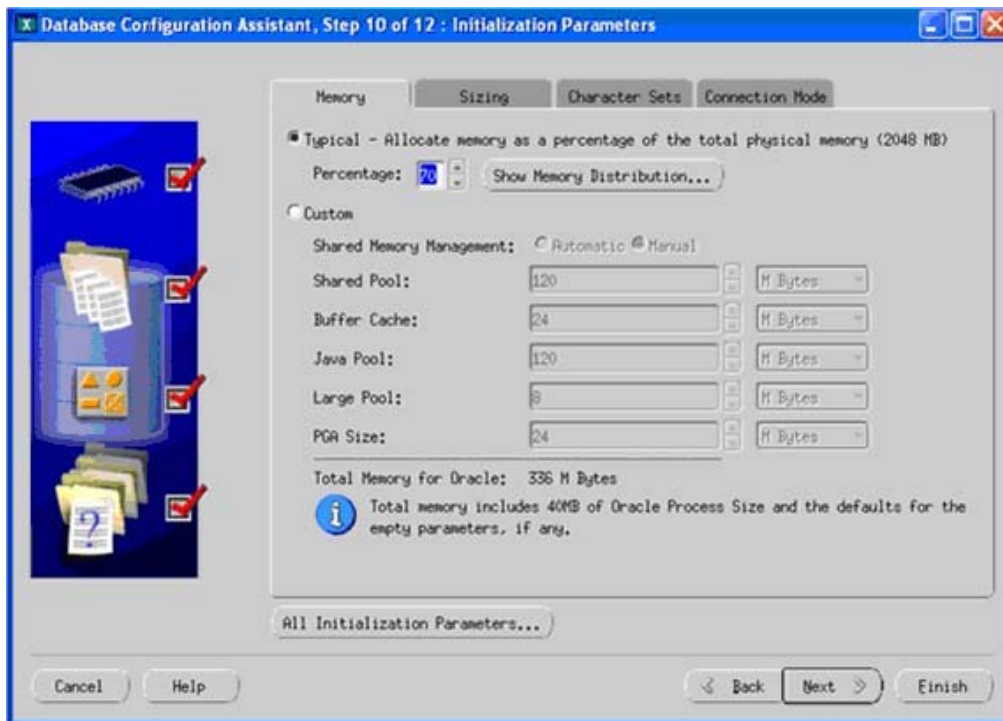
10. Select **Use Common Location for All Database Files**. Enter the path for database files to be created or click **Browse** to locate the directory on your system. Click **Next**. The **Database Configurations Assistant, Step 8 of 12: Recovery Configuration** window appears.



11. Select **Specify Flash Recovery Area**. Enter the following information:
 - Flash Recovery Area: Path where you want the backup and recovery files to be stored
 - Flash Recovery Area Size: Memory you want to allocate for the back up files
12. Click **Next**. The **Database Configurations Assistant, Step 9 of 12: Database Content** window appears.

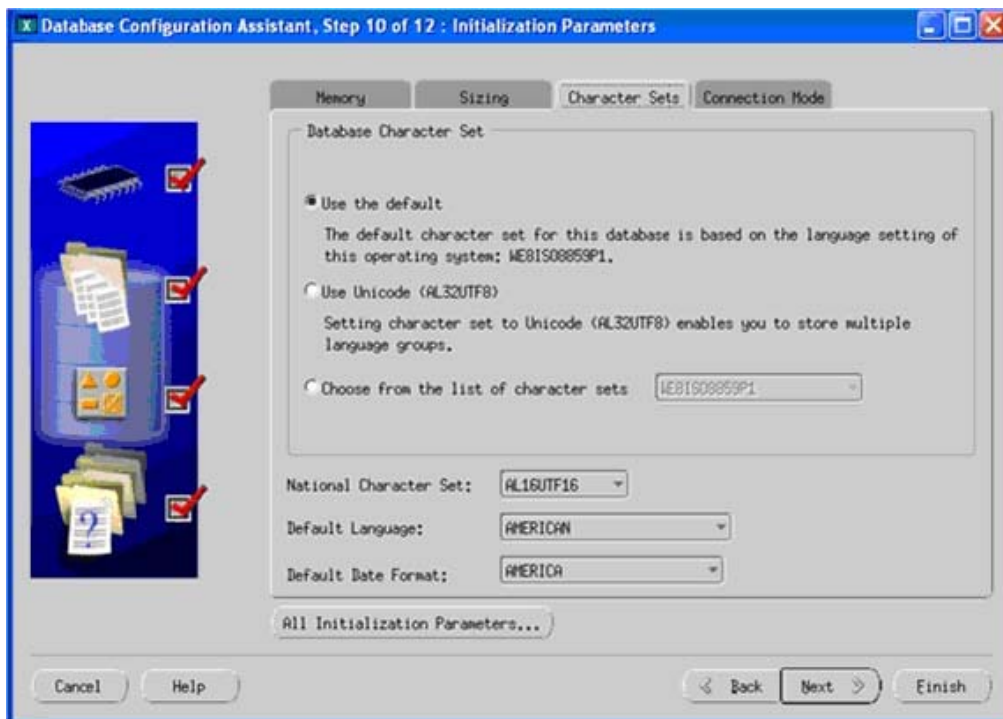


13. Select the components you want to configure in your database. Click **Next**. The **Database Configurations Assistant, Step 10 of 12: Initialization Parameters** window appears.

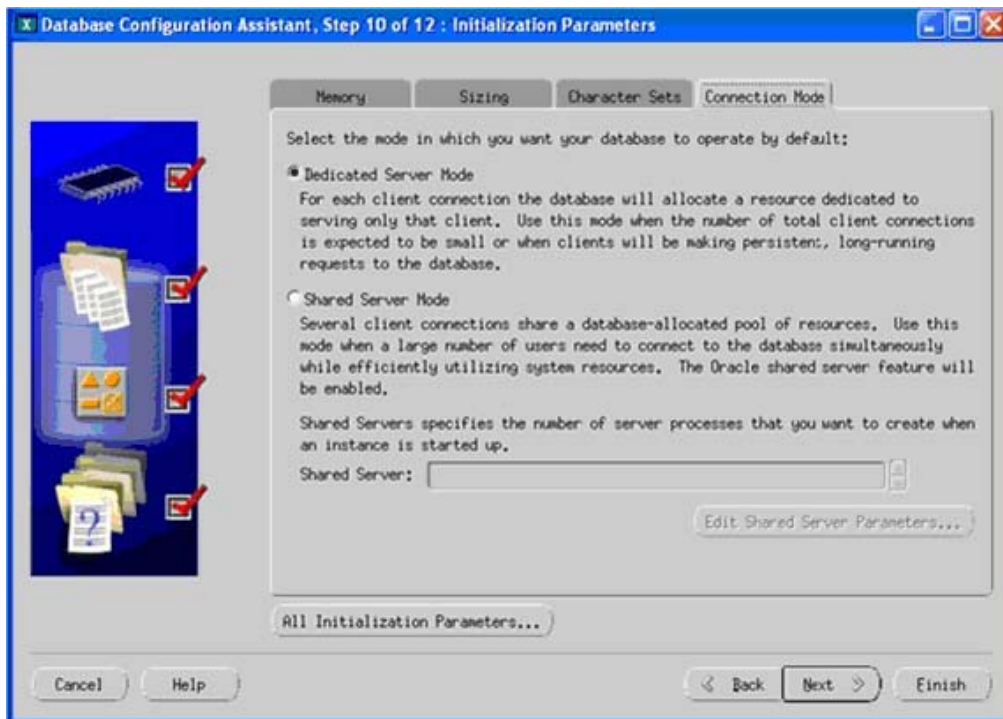


14. Click the **Memory** tab. Select **Typical**.

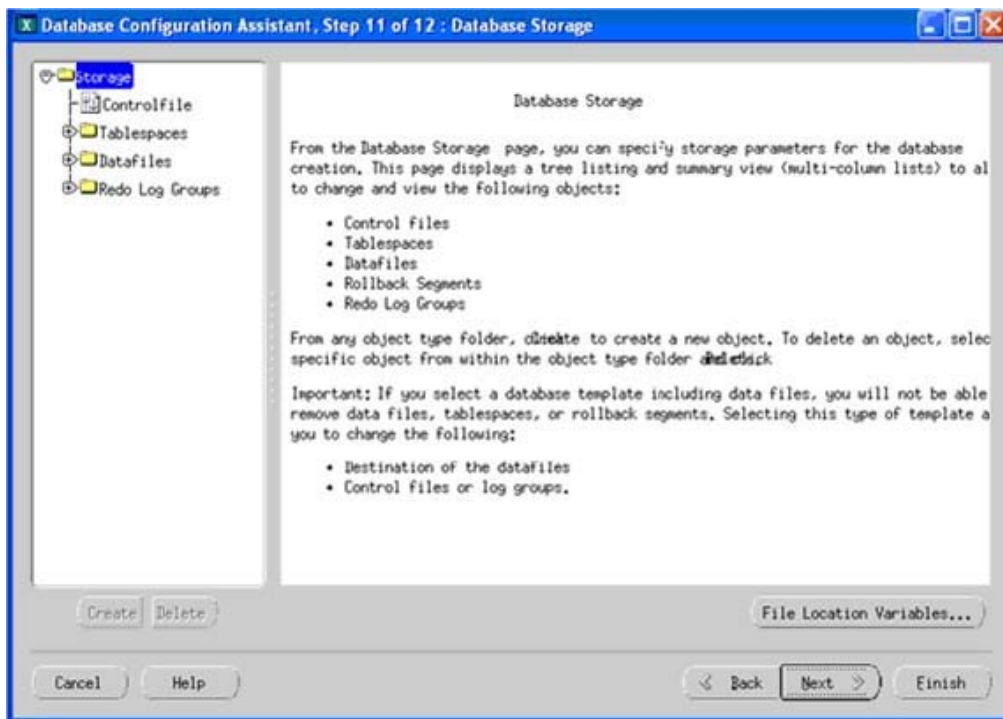
15. Select the **Character Sets** tab.



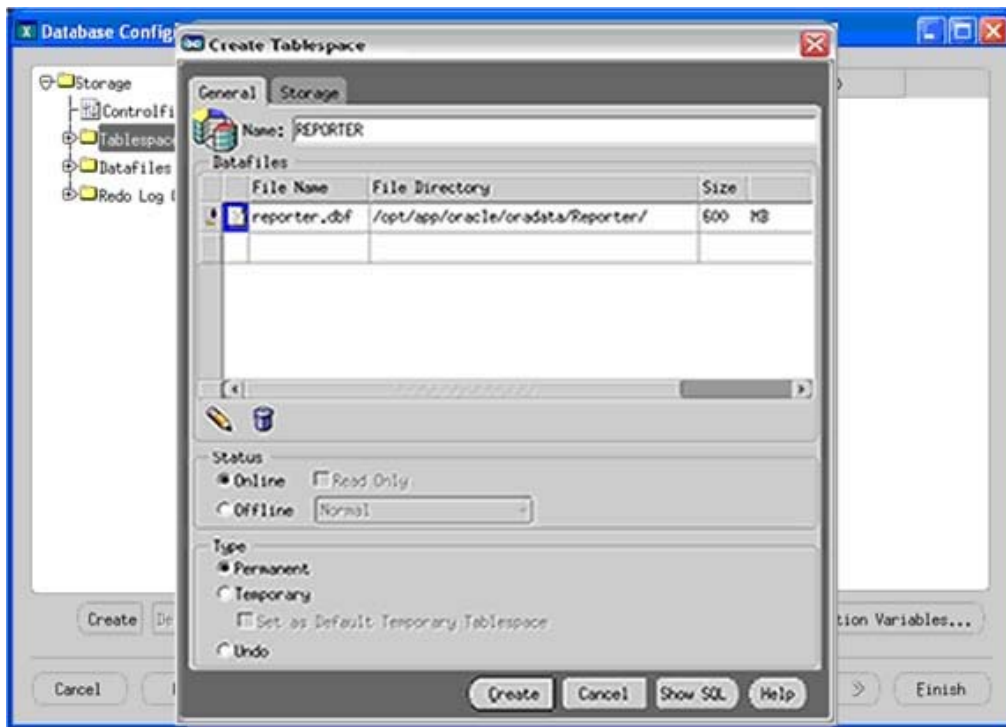
16. Select **Use the default**. Select the **Connection Mode** tab.



17. Select **Dedicated Server Mode**, Click **Next**. The **Step 11 of 12: Database Storage** window appears.



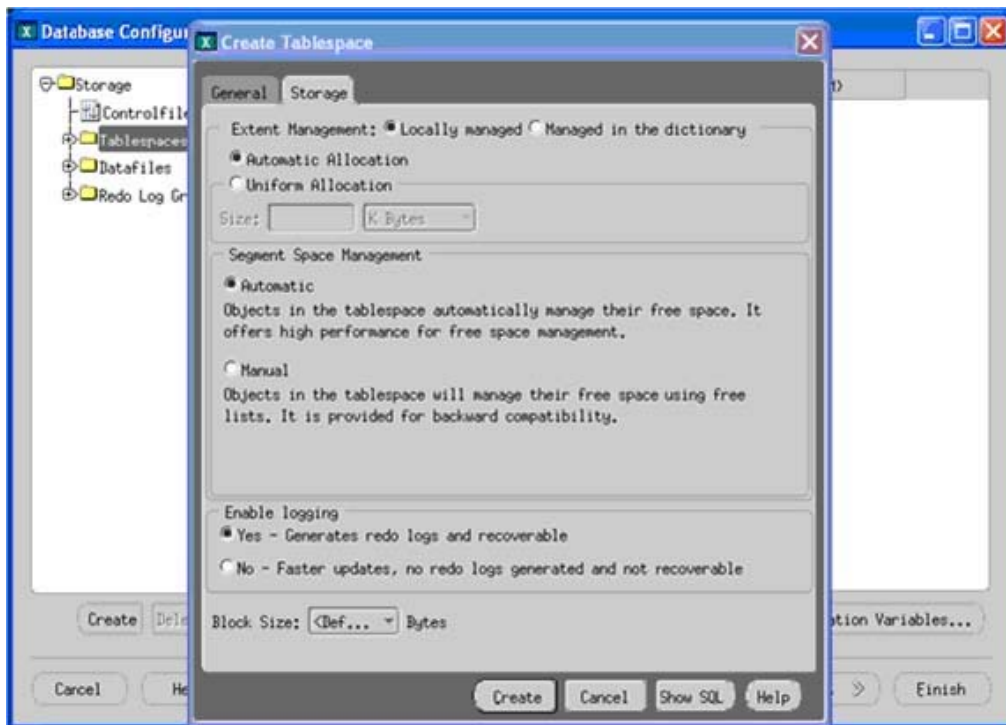
18. Select **Tablespaces** in the left pane. Click **Create**. The **Create TableSpace** dialog box opens.



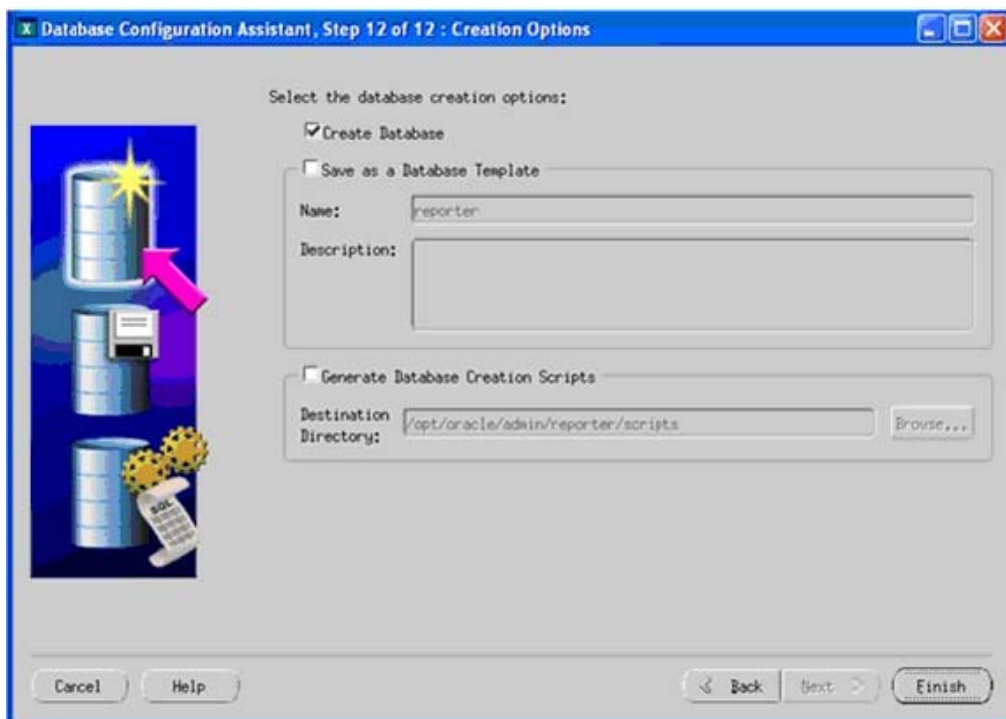
19. Enter the tablespace **Name** as REPORTER. Select the file name reporter.dbf and enter the size as 600 MB.
20. Similarly, enter the tablespace **Name** as RPT_INDEXES. Select the file name RPT_INDEXES.dbf and enter the size as 300 MB.

Note: If the actual storage size of 600 MB for REPORTER tablespace and 300 MB for the RPT_INDEXES tablespace is not large enough, consult your Oracle database administrator for the appropriate size for your environment or how to setup the AUTOEXTEND data file feature in Oracle.

21. Click the **Storage** tab.



22. Select **Automatic Allocation**. In the **Segment Space Management** section, select **Automatic**. Click **Create** to create a data file.
23. In the next screen, select **Create Database**. Click **Finish**. A confirmation window appears.



24. Click **OK**. The **Database Configuration Assistant** window appears.
25. After you create the database, the Database creation complete message appears.
26. Respond to the database creation completion messages and close the Database Configuration Assistant.

Task 6 ➡ Create the Reporter Database User and Privileges

1. To start the **SQL *Plus** environment, do the following:
 - a. From the UNIX console window, log in as the **Oracle** user.
 - b. Enter the following command to start the **SQL *Plus** environment:
sqlplus
 - c. Enter the user name and password.

Note: You must have the system or administrator login permissions for the databases which you created.

2. To create a user for the Reporter database, run the following SQL commands:

```
create user openview profile default
identified by openview
default tablespace reporter
temporary tablespace temp
quota unlimited on reporter
quota unlimited on rpt_indexes
account unlock;
```

A message which indicates that the user is created appears.

3. To assign permissions. Run the following commands:

```
grant
create any index,
create procedure,
create sequence,
create session,
create table,
create trigger,
create view,
connect to openview;
```

Configure Oracle Client Software on the Windows System

If Reporter is installed on a Microsoft Windows system and the Oracle database is installed on a HP-UX or a Solaris system, you must install Oracle 10g client software for the Reporter to access data. To configure install and configure Oracle client software on the windows system, perform the following tasks:

1. [Install Oacle10g client software](#)
2. [Configure the Oracle Net connection](#)
3. [Verify the Oracle Net connection](#)
4. [Configure the ODBC data source](#)
5. [Configure the database in Reporter](#)

Task 1 ➡ Install Oracle 10g Client Software

1. From a Windows NT or 2000 system, insert the Oracle10g client installation CD. Select **Install/Deinstall Products**. The **Oracle Universal Installer Welcome** window appears.
2. Click **Next**.
3. Enter or select an **Oracle home** location where you want to install Oracle 10g client software and click **Next**. The

Available Products window appears.

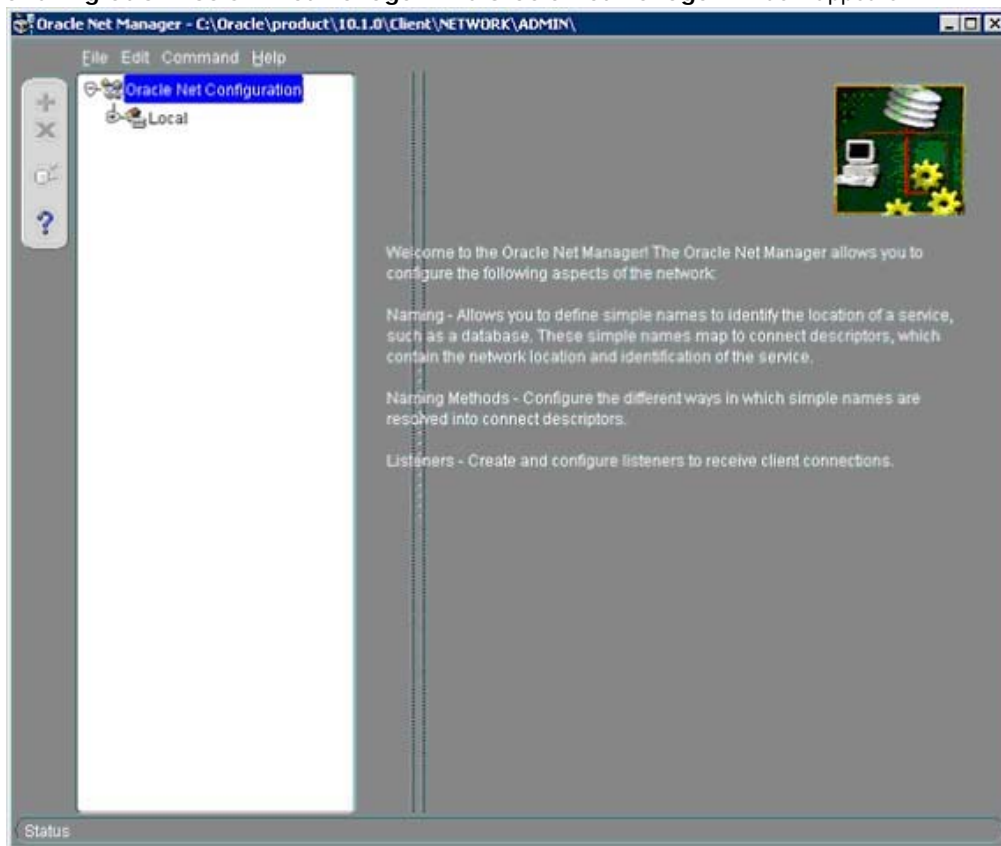
4. Select **Oracle10g Client** and click **Next**. The **Installation Types** window appears.
5. Select **Administrator** and click **Next**.
6. Verify the information in the **Summary** window and click **Install**. A window displaying the status of installation appears.

After the installation process is complete, the Oracle Net Manager tool starts by default. For instructions to configure the Oracle net connection, refer to [Task 2: Configure the Oracle Net connection](#).

Task 2 ➡ Configure Oracle Net Connection

After installing Oracle 10g client software you must configure the Oracle client. This section provides instructions for configuring Oracle 10g client software using the **Oracle Net Manager** tool. You can also configure the client using **Oracle Net Configuration Assistant**.

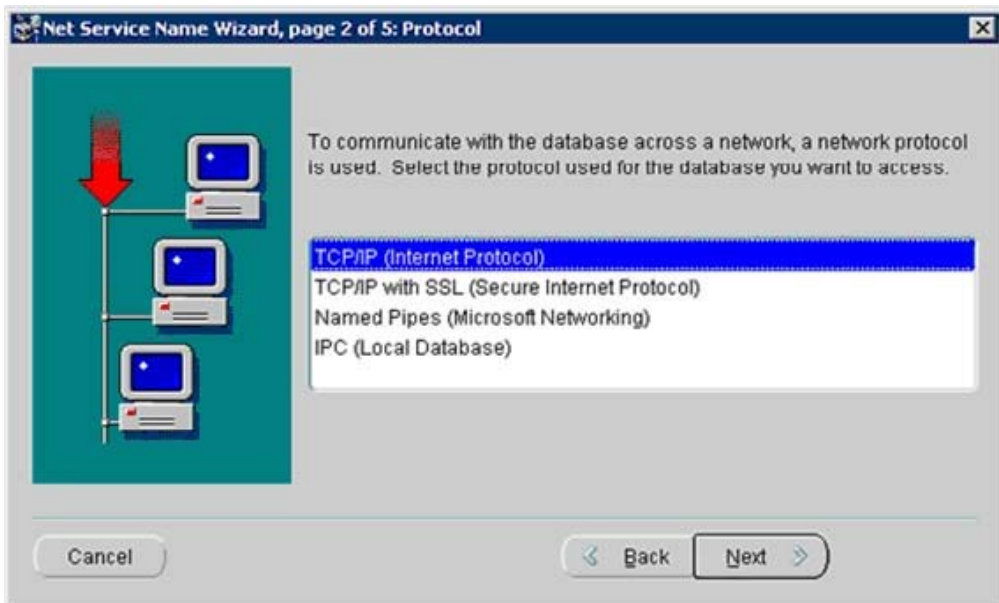
1. If you are continuing from the previous [Task 1: Install Oracle 10g Client Software](#), the **Oracle Net Manager** tool will be displayed. Proceed to [step 3](#)
2. To start the **Oracle Net Manager** tool, click **Start > Programs > Oracle-OraClient10g_home > Configuration and Migration Tools > Net Manager**. The **Oracle Net Manager** window appears.



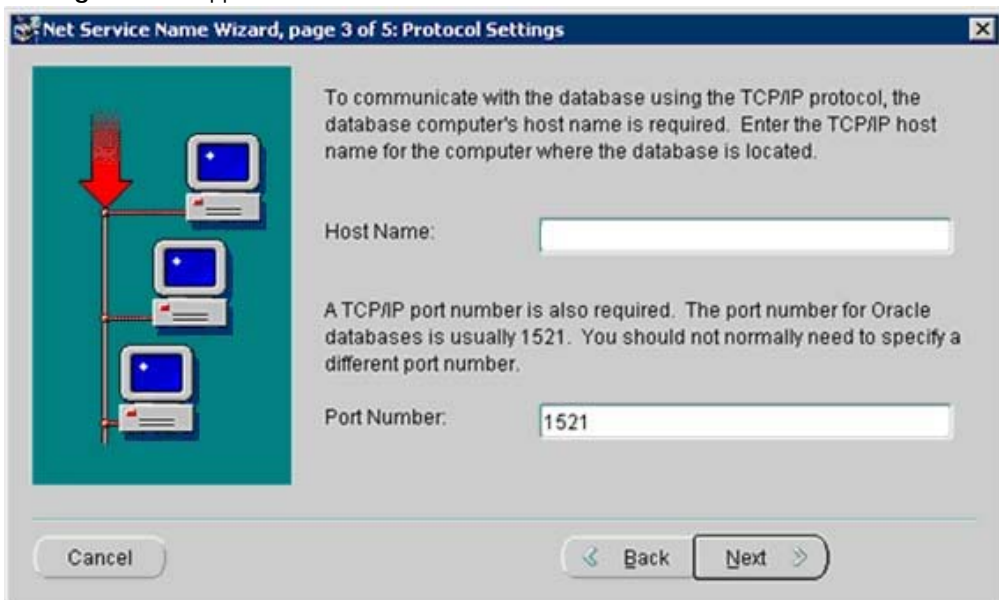
3. On the **Oracle Net Manager** window, click **+**. The **Net Service Name Wizard** appears.



4. Enter **Net Service Name** as **REPORTER** (the service name specified during the Reporter database configuration). Click **Next**. The **Net Service Name Wizard, page 2 of 5: Protocol** window appears.

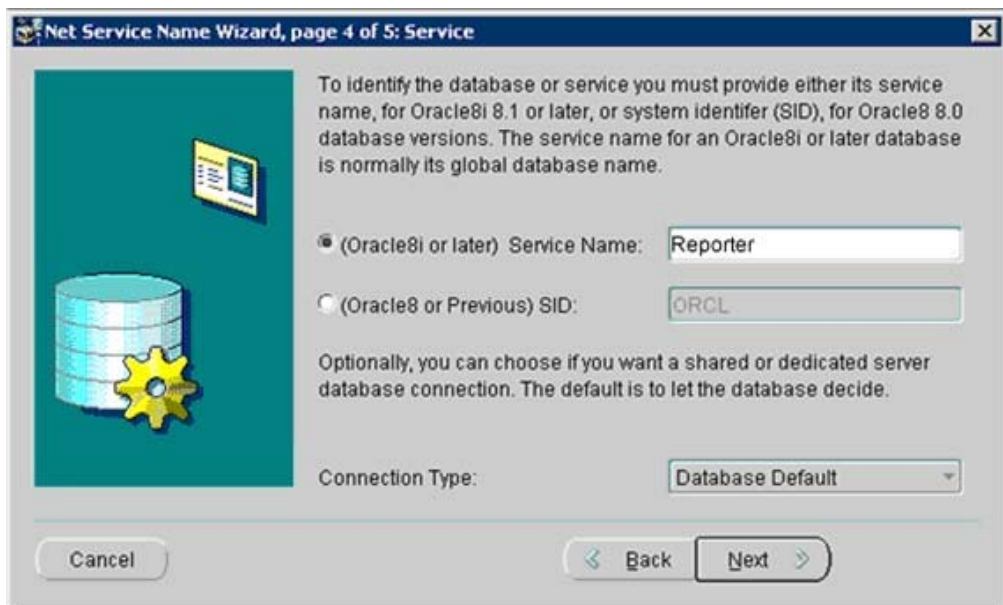


5. Select **TCP/IP (Internet Protocol)** and click **Next**. The **Net Service Name Wizard, page 3 of 5: Protocol Settings** window appears.

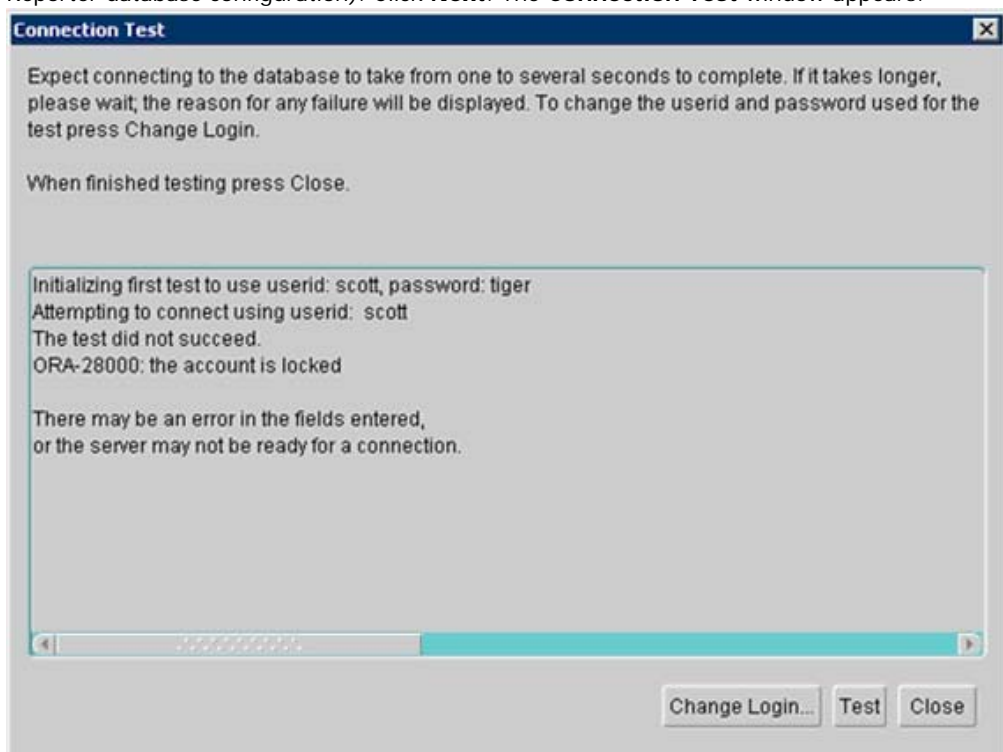


6. Enter **Host Name**. Host name is the fully qualified domain name of the machine where the Oracle server is installed.

Enter the **Port Number** of the Oracle database. The default port for Oracle databases is **1521**. click **Next**. The **Net Service Name Wizard, page 4 of 5: Service** window appears.



7. Select **(Oracle 8i or later)** and enter the **Service Name** as **REPORTER** (the service name specified during the Reporter database configuration). Click **Next**. The **Connection Test** window appears.

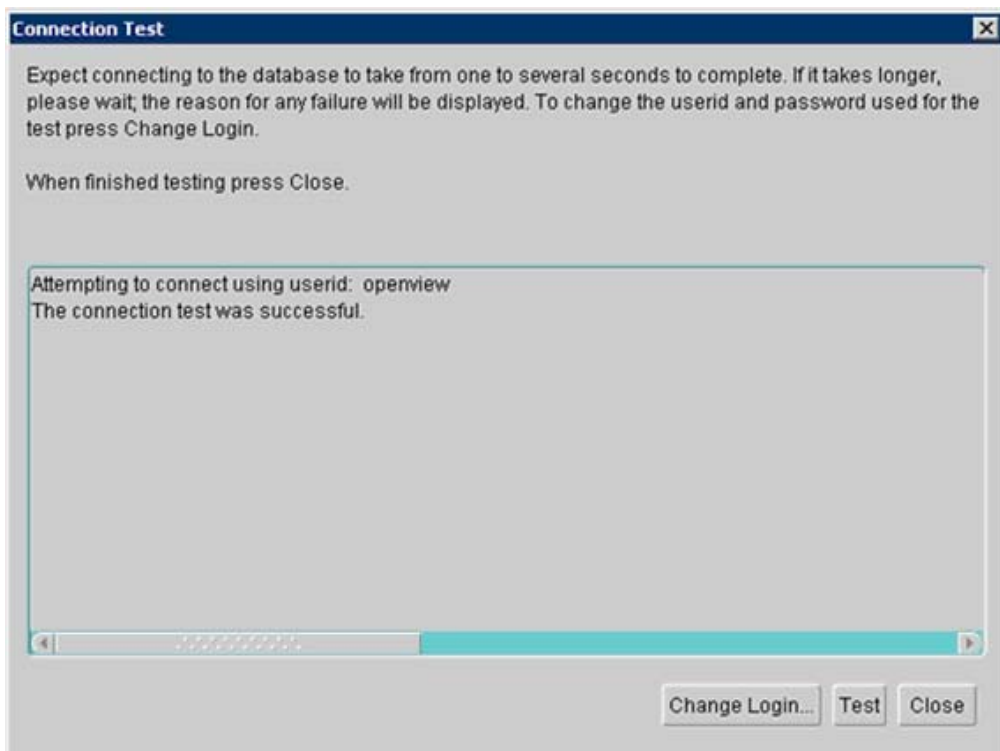


8. Click **Test**. The connection test begins, the **Connection Test** window displays the results of the connection test:
 - If the connection test is a failure, click **Change Login** button and enter / as User name as *openview* and Password as *openview* (or the username and password which you specified during the database server installation). Click **OK**.

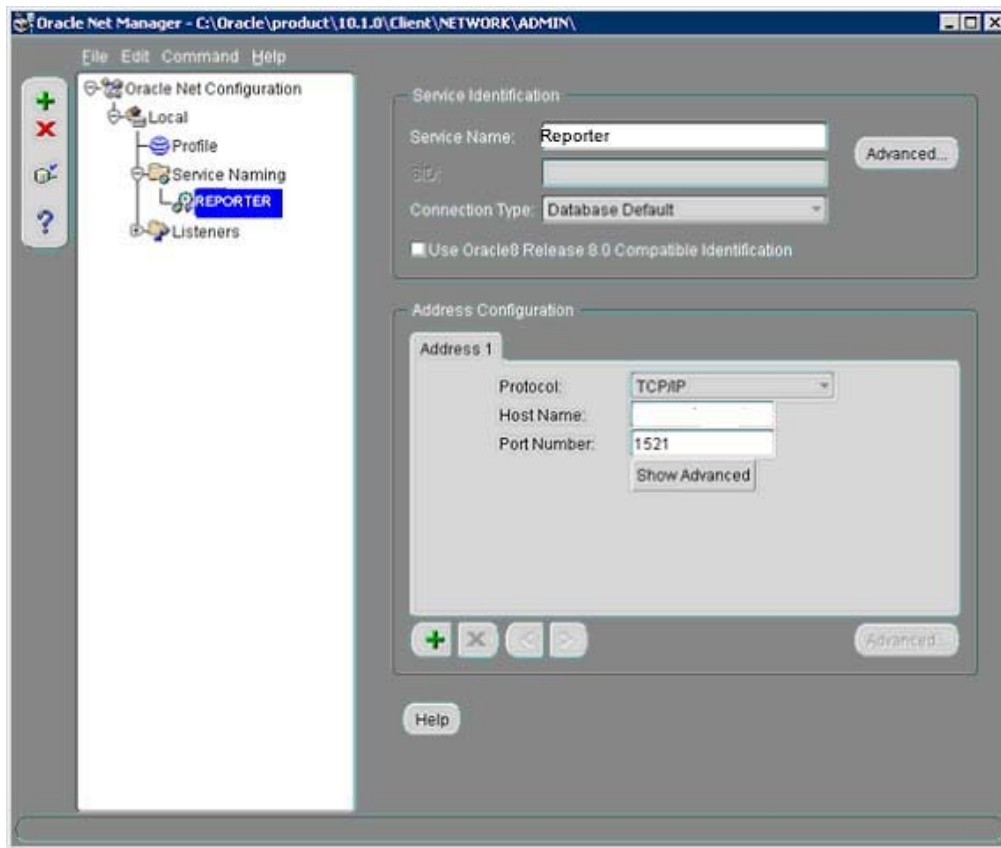
Note: The connection test fails because the user name and password is set to the default Oracle settings, hence does not match with the user name and password assigned to the database for Reporter. To test the connection again, click **Test**.



- If the connection test is successful, a message which indicates that the installation is successful appears. This is the indication that the Oracle client is successfully connecting to the Oracle Server.



9. Click **Close**. The **Oracle Net Manager** window appears.



10. To save the configuration settings, click **File -> Save Network Configuration**.
11. Select **File > Exit** to exit the Oracle Net Manager wizard.

Task 3 ▶ Verify the Oracle Net Connection

After configuring Oracle Net, you can perform the following steps to verify connection to the Reporter database from the Microsoft Windows system:

1. To start the **SQL *Plus** tool by selecting **Start -> Programs -> Oracle-OraClient10g_Home -> Application Development -> SQL Plus**.
2. Enter the User Name and Password, and Host String (REPORTER), (the Net Service Name supplied earlier).
3. Enter the following SQL statement: `select tablespace_name, status from user_tablespaces;`
4. If you cannot connect to the database or do not see these tablespaces, check with the Oracle database administrator for the UNIX host system.
5. To leave the SQL *Plus environment, type Exit.

Task 4 ▶ Configure the ODBC Data Source

1. To launch the Windows Control Panel, click **Start -> Settings -> Control Panel**.
2. Double-click **Administrative Tools** and then double-click **Data Sources (ODBC)**.
3. From the **ODBC Data Source Administrator** window, select the tab **System DSN**. This screen displays a list of data sources.
4. If Reporter DSN is displayed, select **Reporter DSN** and click **Remove**.
5. Click **Add**, select **Oracle driver** and click **Finish**. The **Oracle ODBC Driver Configuration** window appears.

6. In the **Oracle ODBC Driver Configuration** window, enter the Data Source name as **Reporter**.

Note: Data source name is case sensitive. You must enter **Reporter** in title case (only "R" uppercase) to match references to Reporter in Internet Services executables.

7. From the **TNS Service Name** drop-down list, select the name configured.
8. Select the **Oracle** tab and set **Prefetch Count** to **25** and clear the checkbox **Enable LOBs**.
9. If you want to test the connection, click **Test Connection**.
10. Enter your username and password (which you had specified in the while setting up the database) and click **OK**.
11. To add this data source to the **System DSN**, click **OK** on the **Oracle ODBC Driver Configuration** window.

Task 5 ➔ **Configure the Database in Reporter**

1. To start Reporter, select **Start -> Programs -> HP Reporter -> Reporter**.
2. An error message appears, this message indicates that the table or view does not exist. Ignore this error message and click **OK**.
3. From the Reporter main window, from the **File -> Configure -> Databases** and click **OK** to proceed past another similar error message.
4. From the **Configure Databases** dialog box in the Reporter Database segment, enter the database User ID and Password (**assigned in the UNIX setup, Task 6 (openview / openview)**).

Note: If you want to migrate data from the default Reporter database to Oracle, you must use a database administrator account such as **System** or **Manager**.

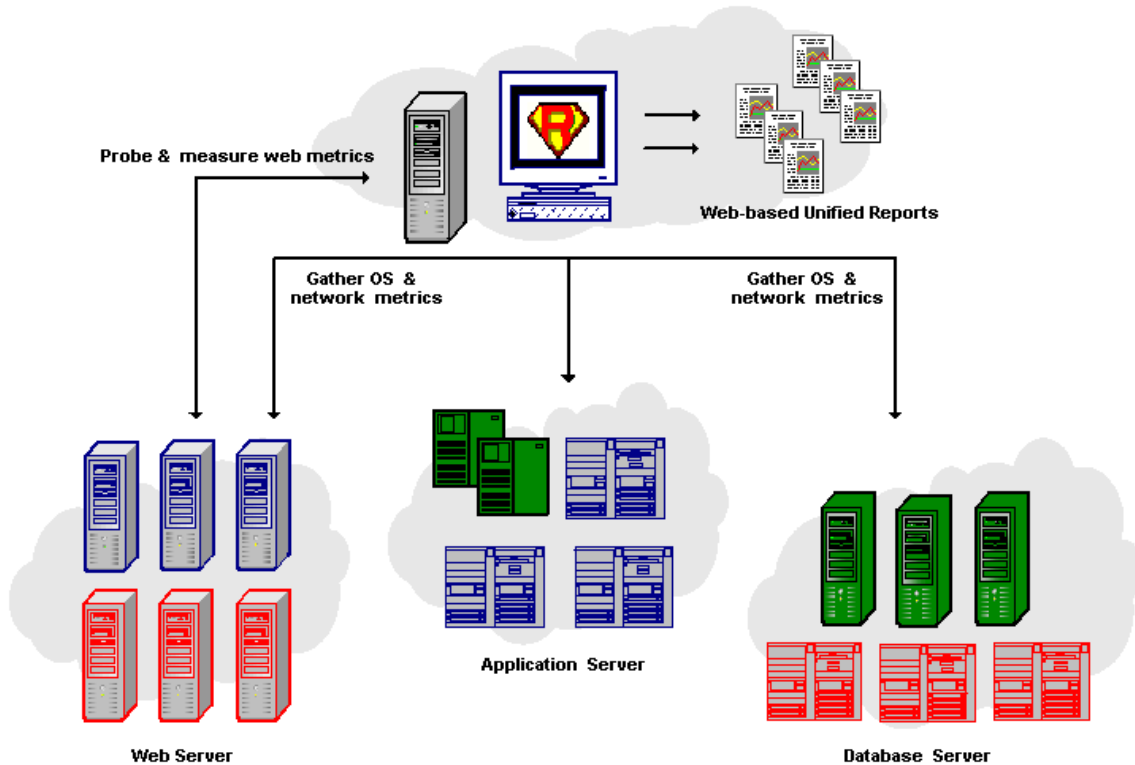
5. Click **OK**. You must restart Reporter to apply the new user name and password for the database connection.

Note: If you are not migrating data from the default database, you must create the required database schema objects in the Reporter Oracle database. To create database schema objects, run the program C:\Program Files\hp OpenView\bin\newdb.exe. If you are migrating data from the default database to Oracle, the migration tools create the required database schema objects.

Setting up Unified Reports

Unified Reports is an additional Reporter component that further expands its Web-based reporting system. Working in conjunction with specific HP Software products/agents—**Internet Services**, the **Smart Plug-ins for Databases**, and the **Network Diagnosis Add-On**—Unified Reports captures and summarizes the data into a unique overview. With this new, consolidated view of the data, you can generate reports on *Web servers*, *application servers*, and *database servers*, provided those systems are accessible to the HP Software data collectors/agents. The following areas of your distributed environment are accessed as shown in the following diagram:

Note: Do not attempt to run multiple copies of Reporter as unexpected results occur.



Unified Reports Configuration

Prerequisite: To successfully generate reports using Unified Reports, Reporter requires the following HP products/components to be installed and running:

Required Products/Components	Description/Function	Minimum Version	Installation Location			
			Reporter system	Web Server System	Application Server system	Database Server System
HP Reporter	HP data gathering/report generating	A.03.6	X	-	-	-
HP OpenView Internet Services	Probe deployment for Web performance monitoring	A.04.00 or A.03.50	X	X	-	-

Database SPI: SPI for Oracle or SPI for MS SQL Server	Monitors Oracle or SQL Server databases.	A.03.51 or higher	-	-	-	X
Network Diagnosis Add-On Module (NDAOM) ¹	Monitors the performance of the network path between specified nodes. An add-on module to the Problem Diagnosis product that allows integration into Operations Manager for UNIX	A.01.50	-	X	X	X
Problem Diagnosis	Prerequisite for NDAOM	A.01.00	-	-	-	-
HP Operations performance subagent (Coda) or Performance Agent (MeasureWare Agent)	Monitors operating system performance metrics and collects/logs data from the Database SPIs and NDAOM metrics.	All	-	X	X	X
Operations Manager for UNIX	Used for configuring some of the above required components.	Version 7, or 8	-	-	-	-

Problem Diagnosis must be installed prior to NDAOM installation.

Note: The following databases are supported by Unified Reports:

- SQL Server
- MSDE
- Oracle

Access databases are *not* supported by Unified Reports. To use Unified Reports, you must migrate data from Access to a supported database and then configure Unified Reports.

Unified Reports Configuration: Step-by-step

Complete the tasks below to configure and use Unified Reporting. Click the following links to jump to the specific instructions.

- **Task 1** [Configure Service Targets in Internet Services](#)
- **Task 2** [Install the Unified Reports Package in Reporter](#)
- **Task 3** [Add Web server systems to Reporter discovered systems](#)
- **Task 4** [Confirm a successful configuration](#)
- **Task 5** [Assign reports to systems](#)

- **Task 6** [Set up NDAOM configuration](#)
- **Task 7** [Verify DB-SPI configuration](#)
- **Task 8** [Review types and descriptions of Unified Reports](#)
 - [Group Reports](#)
 - [System Reports](#)
 - [Report Descriptions](#)
- **Task 9** [View Unified Reports](#)

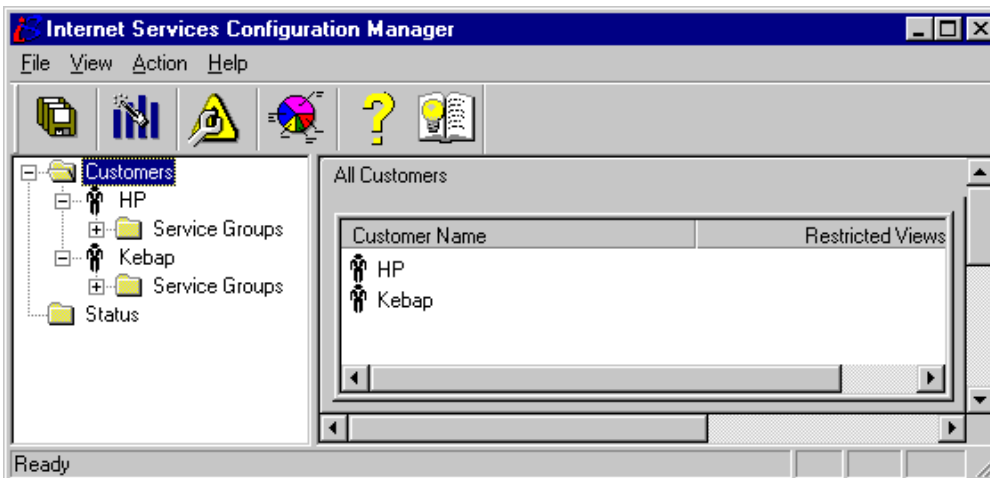
Task 1 ➔ **Configure Service Targets in Internet Services**

Prerequisites:

- Reporter A.03 installed/configured
- Internet Services installed/configured

Complete the following tasks to set up Unified Reports for Internet Services.

1. Open the Internet Services main window by selecting: **Start>Programs>HP OpenView>OpenView Internet Services>Configuration Manager**.
(The Internet Services Configuration Manager window appears as illustrated below.)



2. In the left pane under a customer you have defined, highlight the **Service Groups** folder. and select **File>New>Service Group**
or
Right-click the Service Groups folder and select **New>Service Group**.
(The Create Service Group dialog box appears as illustrated below.)



3. In the Create Service Type dialog, enter the name of the service group in the Service Group Name box.

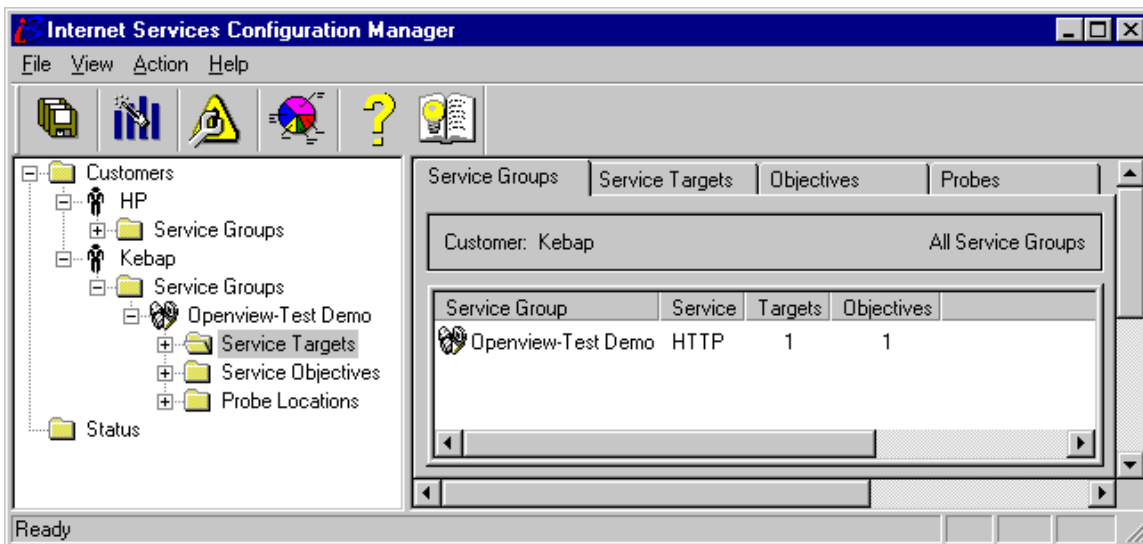
4. In the Create Service Group dialog box, click the down-arrow in the Monitored Service box and select the type of service you want to monitor from the drop-down list and click **OK**.

On the left pane of the OVIS Configuration Manager window, the following folders appear under the Service Group you just created.

- Service Targets
- Service Objectives
- Probe Locations

And in the right pane of the OVIS Configuration Manager window, the following tabs appear:

- Service Groups
- Service Targets
- Objectives
- Probes



Editing the Service Targets Folder

1. Right-click **Service Targets** and select **New Service Targets**.
2. Complete the field information.
3. Click **OK** when you are finished.

Editing the Service Objectives Folder (Optional)

1. Right-click Service Objectives and select **New Objective**.
2. Complete the field information.
3. Click **OK** when you are finished.

Editing the Probe Locations Folder

1. Right-click Probe Locations and select **New Probe Location**.
2. Complete the field information (use the default settings for Local Probe field).

3. Click **OK** when you are finished.

Note: The information you provide is displayed in tabs located in the right pane of the Internet Services Configuration Manager window.

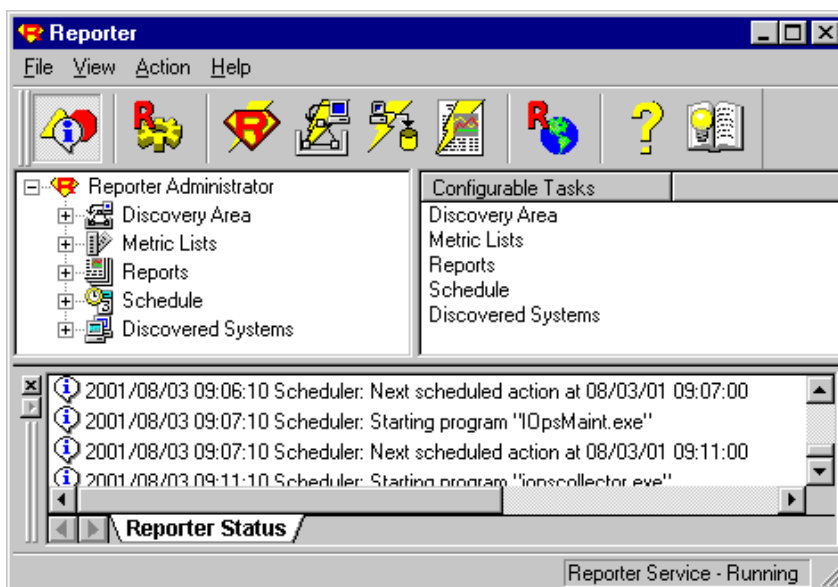
For more information on Internet Services, see the *Internet Services Active Monitoring Concepts Guide*.

Task 2 ➔ Install the Unified Reports Package in Reporter

Configure Reporter

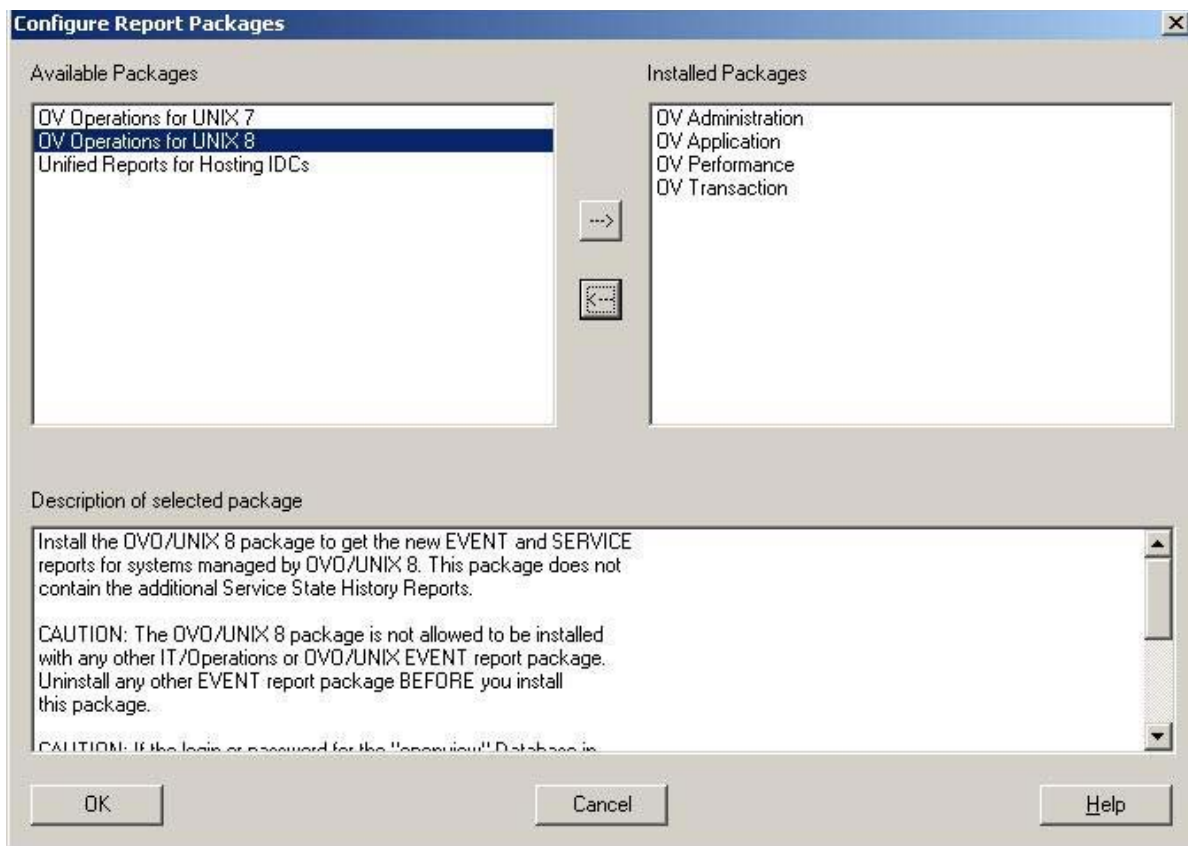
1. Open the Reporter main window by selecting **Start>Programs>HP>HP Reporter>Reporter**.

(The Reporter window appears as illustrated below.)



Note: If you require additional information on using Reporter, see the *Reporter Concepts Guide*.

2. From the **File** menu, select **Configure>Report Packages**. The Reporter Packages window appears as illustrated in the figure below.



3. On the left pane of the Available Packages window, select **Unified Reporter for Hosting IDCs** and click the right arrow.
4. Click **OK**.

Task 3 ➡ Add Web server systems to Reporter (AppServer, DBServer, or WebServer groups)

In the Web Services monitoring task, you are asked to provide information on the Website(s) you want to monitor. Before Reporter can access a system and gather metrics, the system must be discovered. In this task, if necessary, you set up system to be discovered. Once discovered, the system can be added to the appropriate Unified Reports node group.

In the procedures below, you need to identify those physical systems responsible for Web service and add the system to the appropriate node group. You must have each physical system available as a discovered system in order for Reporter to generate reports on it.

Discover/Assign Systems to Appropriate Server Groups

When you added the Unified Reports package to Reporter, you not only added reports but the system groups to which you want to assign those reports. They are: **AppServer, DBServer, and WebServer**. In the procedure below, as appropriate, add application server, database server, and Web server systems to those groups. But first, the systems must be discovered by Reporter. If a system is among those discovered by Reporter, you can skip step #1 and go to steps #2-4, where you add the discovered system(s) to the system group:

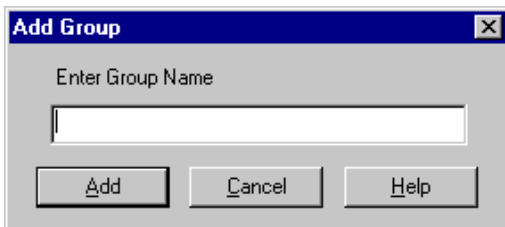
1. In the Reporter main window in the Discovery Area identify each system (providing Web services) that you want to monitor and add it to the Discovered Area (please see the Reporter online Help if you need instructions for how to discover systems both inside and outside the Reporter system local domain).
2. After all Web service systems have been discovered, expand the All group under the Discovered Systems area (Reporter shows the current discovered systems in the left pane and the groups in the right pane).
3. On the left pane, click the group you want to assign a system to.

4. In the All group of systems on the left pane, select system(s) you want to assign to the group on the right pane and drag and drop each system from left to right. (Use the Shift or Ctrl keys to select multiple systems.)
5. Using drag and drop from left to right, add *application server systems* to the **AppServer** group.
6. Repeat the steps for all database servers; discovering systems as necessary and adding them to the **DBServer** group.
7. Repeat the steps for the all Web servers; discovering systems as necessary and adding them to the **WebServer** group.

Add the Service Group (created in Internet Services)

Now you must add an additional group to match the name you typed in Task 1, Step 3:

1. Highlight Discovered Systems and right-click it.
2. From the submenu, Select Add Group. The Add Group Name dialog box appears as illustrated below.



3. Type the name of your group in the box. The group name you typed appears in the Groups pane.
4. Add all Application, Database, and Web Server nodes you previously created in [Adding Systems to Appropriate Server Groups](#) to the newly created group.

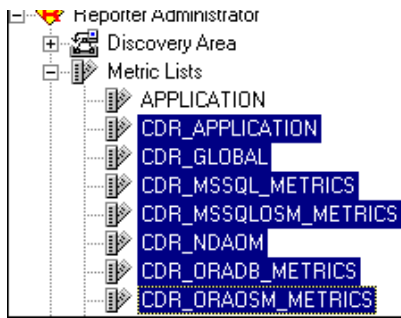
How to Delete a Group

1. Select Discovered Systems and right-click it.
2. On the right-pane of the window, select the group you want to Delete.
3. Right-click and select Delete.

Task 4 ➡ Confirm a Successful Configuration

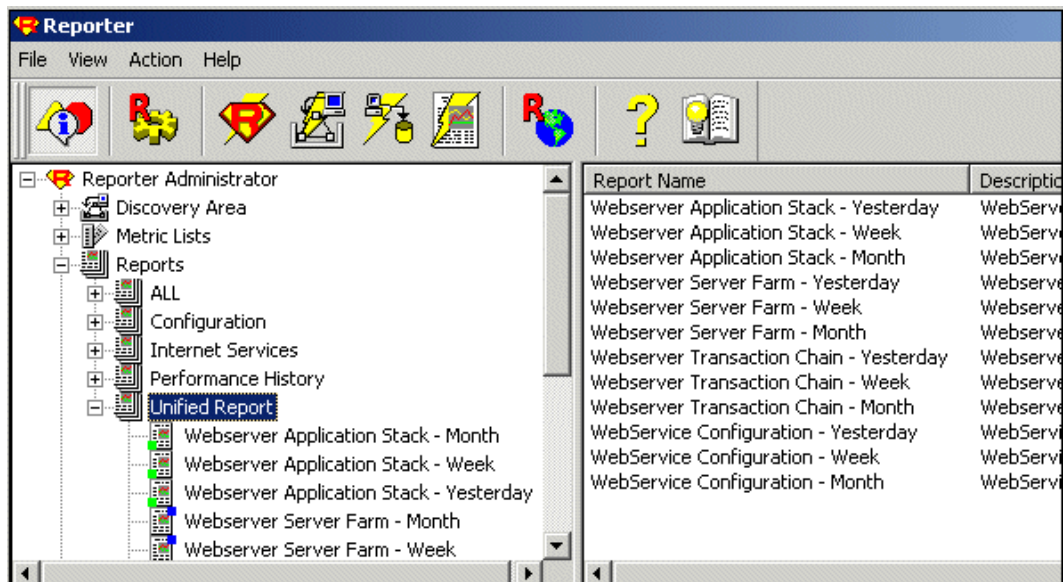
To confirm that the configuration was successful, verify that you can view the information below:

1. From the Reporter window, select Metric Lists. The following metric lists should be displayed as illustrated in the graphic below:
 - CDR_GLOBAL
 - CDR_MSSQL_METRICS
 - CDR_MSSQLOSM
 - CDR_NDAOM
 - CDR_ORADB_METRICS
 - CDR_ORAOSM_METRICS



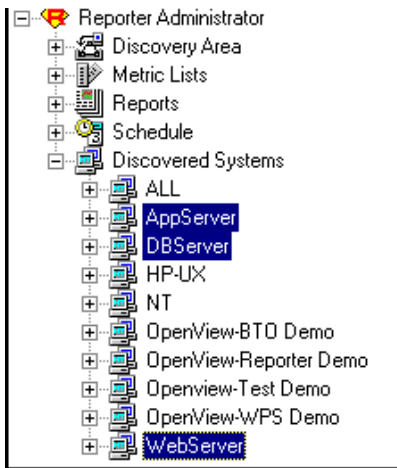
2. From the Reporter window tree hierarchy, select Reports>Unified Report. The following reports should appear on the right pane of the Reporter window:

- Webserver Application Stack - Month, Week, and Day
- Webserver Farm - Month, Week, and Day
- Webserver Transaction Chain - Month, Week, and Day
- Web Service Configuration - Month, Week, and Day



3. From the Reporter window, select Discovered Systems. The following node groups will be created and appear on the right pane of the Reporter window:

- AppServer (for all application servers)
- DBServer (for all database servers)
- WebServer (for all HTTP servers)




4. Highlight **AppServer** and expand it by clicking the App Server icon. On the right pane beneath Systems, all AppServer nodes you added should appear.
5. Add additional nodes by selecting the node on the left pane and dragging it to the right pane.
6. Highlight **DBServer** and repeat Step 5 to add Database Server nodes.
7. Highlight **WebServer** and repeat Step 5 to add Web Servers nodes.

Note: All identified physical systems must be added to Discovery Systems prior to creating node groups and after a successful installation.

Task 5 ➡ Assign Reports to System Groups or Single Systems


Group reports provide information for the system group you want to monitor. Complete the following steps to add Group reports to Unified Reports.

1. Select the Group reports you want to add to the newly created node. Use the drag and drop functionality to add the desired group reports of the Unified Reports to the AppServer, DBServer, or WebServer group.
2. Press **F5** to refresh the screen.

Note: The group reports are identified with a blue icon. 

System reports provide information on the single system you have chosen to monitor. The system can include a Web server, application server, or database server you have chosen to monitor. Complete the following steps to add System Reports to Unified Reports.

1. Select the System reports you want to add to the newly created AppServer, DBServer, or WebServer group. Use drag and drop to add the System reports of the Unified Reports to the single system in the WebServer group.
2. Click **F5** to refresh the screen.
3. Repeat Step 1-2 for all systems in the node group.

Note: The system reports are identified with a green icon. 

Report Template Descriptions

The following table provides information on each report template:

--	--	--	--

Report Template	Timeframe	Group/System Template	Description
s_webappstack_d.rpt	Yesterday	System	Correlation of top metrics for a single system, represented in multiple graphs.
s_webappstack_w.rpt	Week	System	
s_webappstack_m.rpt	Last 31 days	System	
g_webtrans_d.rpt	Yesterday	Group	Correlation of metrics across servers along one transaction chain.
g_webtrans_w.rpt	Week	Group	
g_webtrans_m.rpt	Last 31 days	Group	
g_websvrfarm_d.rpt	Yesterday	Group	Correlation of the same metric across several of the same classification of servers.
g_websvrfarm_w.rpt	Week	Group	
g_websvrfarm_m.rpt	Last 31 days	Group	
g_config_d.rpt	Yesterday	Group	Displays the used available and hardware platforms running the applications and the utilization of the CPUs on separate hardware platforms.
g_config_w.rpt	Week	Group	
g_config_m.rpt	Last 31 days	Group	

Task 6 ➔ Configure NDAOM

The section provides a description of the NDAOM commands that must be run in order to integrate with Unified Reports. See the *HP Network Diagnosis Add-On Module Administrator's Guide*, included with NDAOM, for more details on installing/configuring NDAOM. Upon completion of these instructions, you will be able to monitor the performance of the path between a Web server, application server, and a database server on the managed node.

Configuring NDAOM information into the database

1. From the OpenView Operation Server directory `/opt/OV/ndaom/bin` enter the full command below:

```
./ovnlinkmon -add
  root=america
  parent=Application_Server
  interval=10m
  source=parsley.london.mycom.com
  target=sundev1.london.mycom.com
  label=parsley_to_sundev1
```

Note: The [NDAOM Field Descriptions](#) below offer additional information.

To monitor the path, deploy it by entering the command line below:

ovnlinkmon -deploy -NoGUI

(The path *will not* be monitored until it is deployed.)

2. Configure all available network connections between source servers and target servers in monitored environments.

NDAOM Field Descriptions

Field	Description
<RootServiceID>	The Service Object ID where infrastructure information is inserted. The infrastructure information is inserted as sub-service. If the NoNewObject field is

	selected, the RootServiceID is used to determine which service object the network connection belongs to. The information in this field is used for delete operations.
<ParentServiceID>	The Service ID of the service object (which is the parent of all new service objects). If the NoNewObject field is selected, this field receives messages for monitored network connections. The Parent Service ID is located either in root service or the sub-tree of the root service.
<Label>	Service label of the newly created service object parameter. If not specified, the label is the same as the Service ID. Use this parameter when NoNewObject is not specified. This field entry is optional.
<PollingInterval>	Defines the unit of measures for how often the network connections are polled. The default is minutes.
<SourceNode>	The IP address or node name at the beginning of a path (for example, AppServer).
<TargetNode>	The IP address or node name at the end of a path (for example, DBServer).

Task 7 Configure the Database SPI (as necessary)

To monitor database performance/availability in a Web service environment, you can use your currently installed/configured HP Smart Plug-in for Databases (specifically Oracle or Microsoft SQL Server). As part of the Database SPI configuration, you should have **reporting and graphing enabled** for each managed node. For more details on installing and configuring the Database SPI, see the **HP Smart Plug-in for Databases User's Guide** (for A.04.x or earlier) or the **HP Smart Plug-in for Databases Configuration Guide** (for A.05 or later). In both earlier and later releases of the product the manuals covering installation/configuration and reports are the same. See *Chapter 2* for installation and configuration, including enabling reports; see *Chapter 5* for details on Database SPI reports. The guide covers four database types, but for Unified Reports only those areas referencing Oracle and/or Microsoft SQL Server are relevant.

Task 8 Review Unified Reports content

Unified Reports offer the following three group report packages. Each report package includes various graphs that display metrics, system availability, etc.

Group Reports

- Server Farm
- Transaction Chain
- Configuration

(1) Server Farm Reports Package (Group)Application Server graphs display the following:

- [Operating System](#) - CPU utilization for all applications servers.
- Network Response Time - Network response time for all application servers.
- [Availability](#) - System availability.

Web Server graphs display the following:

- [Operating System](#) - CPU utilization for all applications servers.
- [Network Response Time](#) - Network response time for all web servers by source.
- Network Response Time for Group - Network response time of web servers (i.e., application, database).
- [Application Performance](#) - Response time for the web servers.

- [Availability](#) - Web server availability.

Database Server graphs display the following:

- [Operating System](#) - CPU utilization for all database servers.
- Network Response Time by Source - Network response time for all database servers.
- Network Response Time for Group - Network response time from database server to other servers (i.e., application, webserver).
- [Application Performance Graph](#) - Commit rate for the database servers.
- [Availability](#) - Database server availability.

(2) Transaction Chain Reports Package. The Transaction Chain group consists of the following graphs: [The Operating System](#) CPU Utilization graphs display the following:

- CPU utilization for the transaction servers, (that is; database, application, and web servers). The down time for the systems are displayed in the graph.

[The Network Response Time](#) (ms) by Source graph displays the following:

- The Network time of the transaction servers of the database and web servers.

[The Application Performance](#) graph displays the following:

- Web server response time
- Web server throughput in KB
- Database transaction commit rate
- Downtime

[The Availability Graph](#) displays the following:

- Availability of the database server, web server, and the entire system of the transaction displayed as a percentage.

(3) Configuration Reports Package. The Configuration group consists of the following graphs: [The Operating System](#) graph displays the following:

- Quantity of running operating systems

[The Server Type](#) graph displays the following:

- Quantity of server types

[The CPU Utilization](#) per Operating System graph displays the following:

- CPU utilization on various operating systems

Unified reporting also includes the following single system report package. This report package contains, like the group packages, various graphs that display metrics, system availability, etc.

System Reports

- Application Stack

Application Stack Reports Package. The Application Group consists of the following graphs: The [Overview for Systems](#) graph displays the following averages:

- Cache hit ratio

- Commit rate
- CPU utilization

The [Database](#) for system graph displays the following averages:

- Commit rate
- Cache hit ratio
- Number of users

The [Web Server Performance for System](#) graph displays the following averages:

- Throughput (Kb)
- Server time
- Transfer time
- DNS_time
- Connect time

The [Operating System for Systems](#) graph displays the following averages:

- Run queue
- CPU utilization
- Memory utilization
- Normal average net packet rate
- Normal average disk physical IO rate

The [Availability](#) graph displays the following:

- Database
- Web server
- System

Unified Reports table names and report Descriptions

The following table lists the components, fields, and descriptions identified with the Unified Reporting reports.

Report	Used Views	Description
g_websvrfarm_d.rpt g_websvrfarm_w.rpt g_websvrfarm_m.rpt	VUR_GLOBAL, VUR_GROUPS, VUR_DOWNTIME, VUR_NDAOM_AVG_UPTIME, VUR_APPL_WEBFARM, VUR_AVAIL_WEBFARM	Correlating the same metrics across several servers of the same type (for example, CPU utilization across several web servers) and determining which server is underutilized/overloaded.
g_webtrans_d.rpt g_webtrans_w.rpt g_webtrans_m.rpt	VUR_GLOBAL, VUR_GROUPS, VUR_NDAOM_AVG_UPTIME, VUR_APPL_WEBFARM, VUR_AVAIL_WEBFARM	Correlating metrics across servers along one transaction chain, potentially displaying a bottleneck and providing additional information for transaction breakdown.
g_webappstack_d.rpt	VUR_GROUPS, VUR_APPLSTACK_WEBFARM,	Correlating top metrics for a single system represented in several graphs (e.g. OS metrics for a system are correlated into a

g_webappstack_w.rpt g_webappstack_m.rpt	VUR_GLOBAL, VUR_AVAIL_WEBFARM, VUR_DOWNTIME	single graph, database performance metrics for the system are correlated into a single graph).
g_config_d.rpt g_config_w.rpt g_config_m.rpt	VUR_SYSCONFIG	displays the used and available hardware platforms running the applications CPU utilization on the separate hardware platforms.

Unified Reports View Designs

The following table lists the components, fields, and descriptions identified with the Unified Reporting views.

Table Name	Reports (used by)	Views (used by)	Referenced Tables/Views	Fields
VUR_APPL_WEBFARM	Websvr farm, Webtrans		VUR_DBMetrics, VUR_VP_IS	System name, Date/Time, Service name, Response time, VPIS availability, VPIS group count, IS transfer throughput, Probe name, Commit rate, Buffer cache hit ratio, User logon count
VUR_APPLSTACK_WEBFARM	Webappstack		VUR_DBMetrics, VUR_VP_IS_DETAIL, VUR_GLOBAL	System name, Date/Time, Service name, Response time, VPIS availability, VPIS group count, VPIS transfer throughput, Probe name, -DNS Tim, Connect Time, Server Time, Transfer Time, Commit rate, Buffer cache hit ratio, User logon count, CPU Utilization
VUR_AVAIL_WEBFARM	Websvrfarm, Webtrans, Webappstack		VUR_GROUPS, VUR_VP_IS, DOWNTIME, VUR_DB_UPTIME	Group name, Subgroups, System name, Time bucket, Sysdowntime, SysShifttime, DbUpMin, Servicename, ISDBServer, OVIS (VPIS) availability, OVIS (VPIS) group count
VUR_DB_UPTIME		VUR_AVAIL_WEBFARM	CDR_ORAOSM_METRICS, CDR_MSSQL_METRICS	Time bucket, DbUpMin, Systemname
VUR_DBMetrics		VUR_APPLSTACK_WEBFARM, VUR_APPLWEBFARM	CDR_ORAB_METRICS, CDR_MSSQL_METRICS	System name, Date/time, Commit rate, Buffer cache hit ratio, User logon count
VUR_DOWNTIME	Websvrfarm, Webappstack	V_AVAIL_WEBFARM	DOWNTIME	System name, Date/time, Shift name, Shift time, Downtime
	Websvrfarm,	VUR_APPLSTACK		System name, Time bucket, Run queue, CPU total util, System CPU utili ratio, User CPU utili ratio,

VUR_GLOBAL	Webtrans, Webappstack	_WEBFARM	CDR_GLOBAL	FS Space Util Peak, Disk Phys IO rate, Memory util, Net packet rate Interval, Swap space util, empty
VUR_GROUPS	Websvrfarm, Webtrans, Webappstack	VUR_AVAIL_WEBFARM	SYSTEMS GROUPS, SUBGROUPS, IOPS_SERVICES, IOPS_SERVICE-TARGETS	Group name, Subgroup, Systemname, System ID
VUR_NDAOM_AVG_UPTIME	Websvrfarm, Webtrans		CDR_NDAOM, GROUPS	Systemname, Time bucket, ndaom destination, NDAOM Path ID, NDAOM Hop Num, NDAOM mean, MM Systemname, Num, Dest group
VUR_SYSCONFIG	Config		SYSTEMS	System ID, Systemname, OSname, OSrelease, OSversion, Machine type, Exclude
VUR_VP_IS		VUR_AVAIL_WEBFARM, VUR_APPL_WEBFARM	IOPS_PROBE_DATA, IOPS_SERVICES, IOPS_SERVICE_TARGETS	Systemname, Time bucket, Service name, Response time availability, Group count, Transfer, hroughput, Host, Probe name, System ID
VUR_VP_IS_DETAIL		VUR_APPLSTACK _WEBFARM	IOPS_PROBE_DATA, IOPS_SERVICES, IOPS_SERVICE_TARGETS	Systemname, Time bucket, Service name, Response time availability, Group count, Transfer throughput, Probe name, DNS time, Connect time, Server time, Transfer time

Task 9 View Unified Reports

Reports should be ready the next day as Reporter generates new reports with new data every 24 hours. When you are ready, you can view reports by following these instructions. The Unified Reports should also appear on Reporter's cover Web page with all other reports.

Viewing Group Reports

1. Select the group for the reports you want to view.
2. From the Action menu select **Show>Reports**
or
Click the Show Reports toolbar button.

Note: To switch from the Group to System reports view press Refresh (F5) to access the appropriate report group.

Viewing System Reports

1. Select the system for the reports you want to view.
2. From the Action menu select Show > Reports
or
Click the Show Reports toolbar button.

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Running Reporter and Operations Manager for Windows 8.00 on Separate Systems

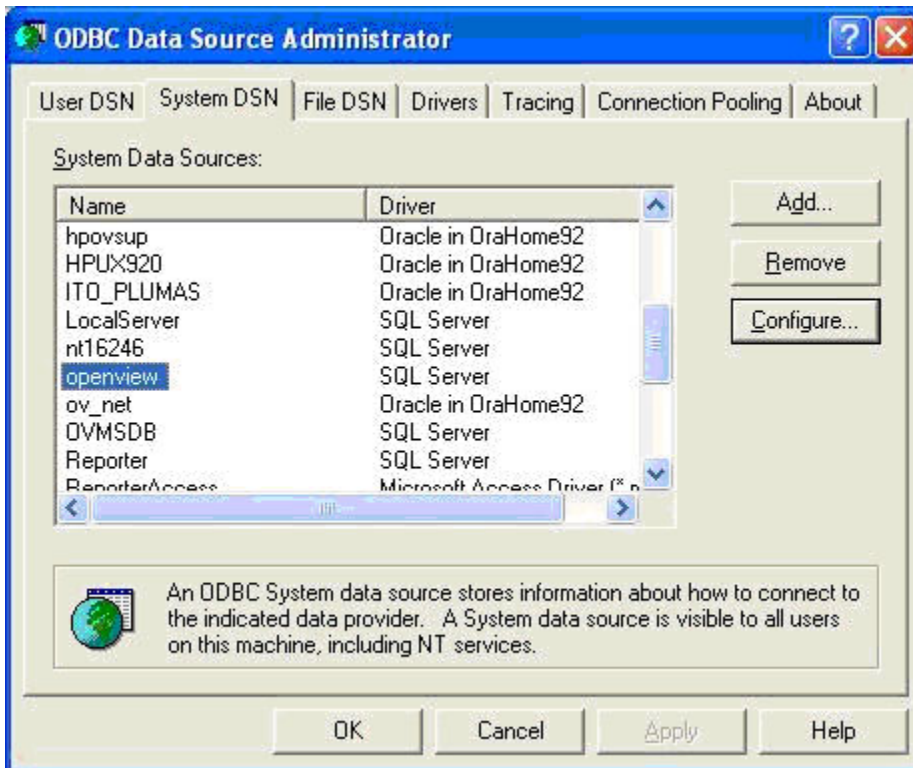
You can integrate Reporter with remote Operations Manager for Windows 8.00 and collect managed node information to generate Operations Manager for Windows reports.

Note: This configuration is not supported with Operations Manager for Windows 7.5 or older versions of the Operations Manager for Windows.

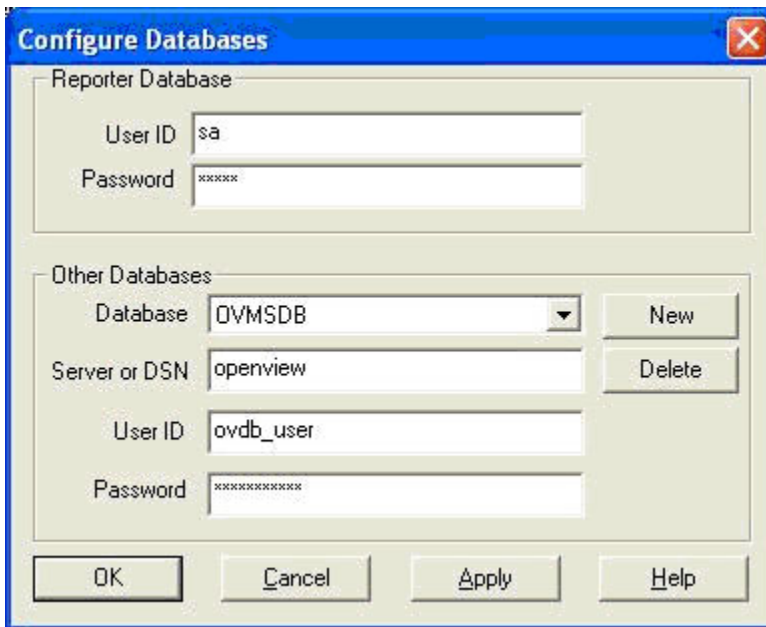
Perform the tasks mentioned in the following section to configure the Operations Manager for Windows on the Reporter system.

Configuring the Reporter System

1. Install Operations Manager for Windows package from the Operations Manager for Windows CD.
2. From the Start menu, select **Settings > Control Panel > Administrative Tools > Data sources (ODBC)**.
3. Click **Add** in the **ODBC Data Source Administrator** dialog box to add **Openview DSN** pointing to Operations Manager for Windows database.



4. Select **Reporter GUI > File > Configure > Databases** and create a new database OVMSDB using openview DSN added in step 2.



5. Select **Reporter GUI** > **File** > **Configure** > **Options** and specify the Operations Manager for Windows Settings parameters.
6. Enter the Operations Manager for Windows system name as **Operations Manager for Windows Management Server**, a user name as **Domain \User Name** (with or without domain) and the password as **Password** in the Operations Manager for Windows Settings.



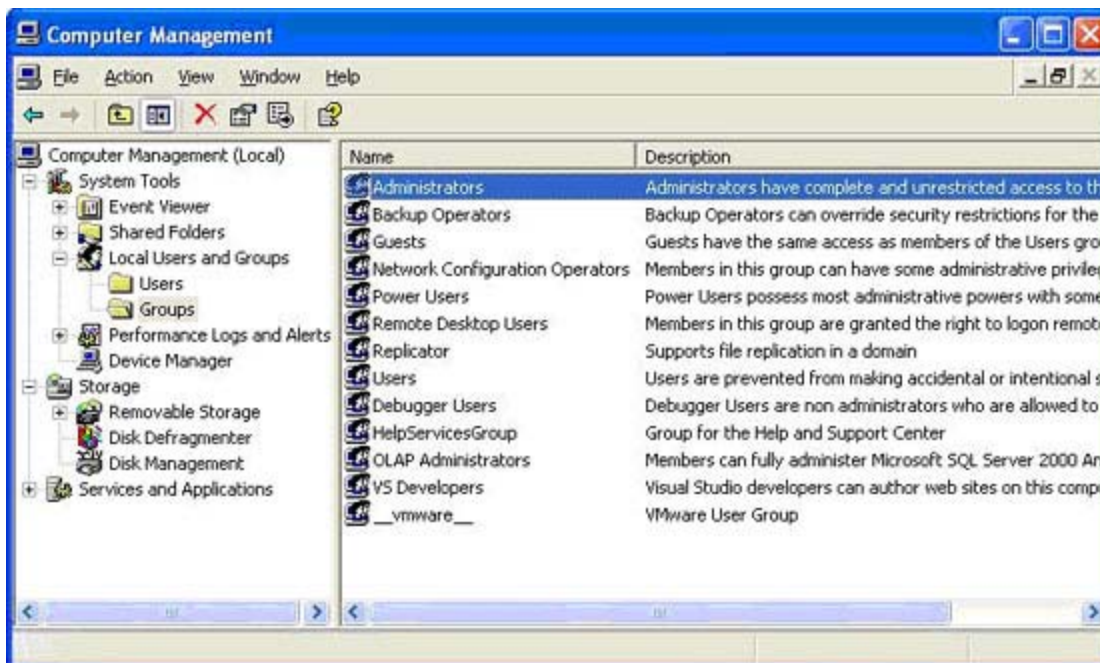
7. Select **Reporter GUI** > **Left Pane** > **Schedule** and then right-click and select **Add Schedule** to add *Discovery_Neutron* to reporter scheduler.

Caution: The User Name entered in the Operations Manager for Windows Settings panel must be part of the Administrators, HP-OVE-ADMINS, or HP-OVE-OPERATORS user group on the Operations Manager for Windows management server System.

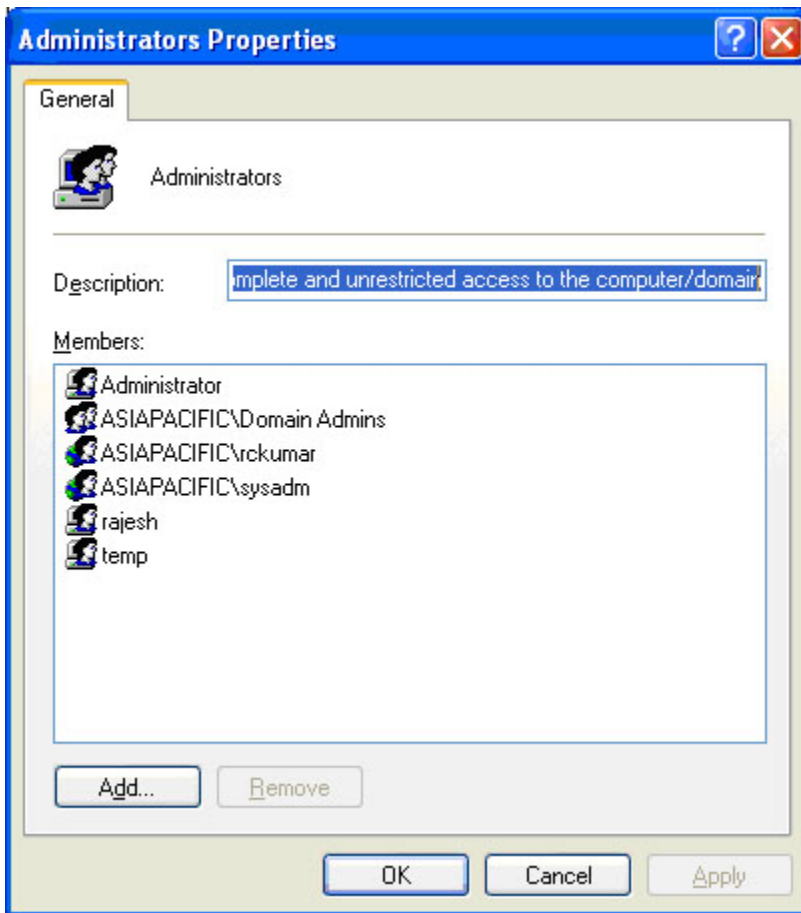
8. Run repcrs from the command line on the Reporter machine or wait for the one Reporter cycle to be finished to view the reports on the Operations Manager for windows console.

Adding a user to a user group on Operations Manager for Windows system

1. From the Start menu, select **Settings > Control Panel > Administrative tools > Computer Management**.
2. Select **System Tools > Local Users and Groups > Groups** from the left pane.



3. Right-click on a group in the right pane, in which you want to add a user and follow the procedure to add a user.



Installing Reporter on Microsoft Cluster Server (MSCS)

Prerequisites

The following are the prerequisites for installing Reporter in MSCS:

- Windows Server 2003 Enterprise Edition or Datacenter Edition.
- The Microsoft cluster server must be installed and configured before installing Reporter (For information on creating cluster server, visit the Website <http://www.microsoft.com/downloads/details.aspx?familyid=96F76ED7-9634-4300-9159-89638F4B4EF7&displaylang=en>).
- The cluster SQL Server 2000 Enterprise Edition with Service Pack 3a or later on cluster nodes must be installed.
- Configure the Reporter ODBC DSN before installing Reporter. An MSCS cluster resource group containing a Physical Disk, IP, and Network Name (Virtual Server) resource must be running.
- Logged in user must have administrative permissions to access or modify the cluster.

Installing and configuring Reporter

Follow the procedures in the following sections to install Reporter in MSCS.

Installing SQL Server 2000 SP 3a

Visit the Website http://msdn.microsoft.com/library/default.asp?url=/library/en-us/adminsql/ad_clustering_2icn.asp for information on Installing and Administering SQL Server in Microsoft cluster.

Creating the Reporter Database

Follow the steps mentioned in Task 3 [Configure the Reporter Database on SQL Server 2000](#) of the Install and Configure MS SQL Server Software section to create a reporter database.

Note: The Data files and Transaction log must be stored to the shared disk for high availability.

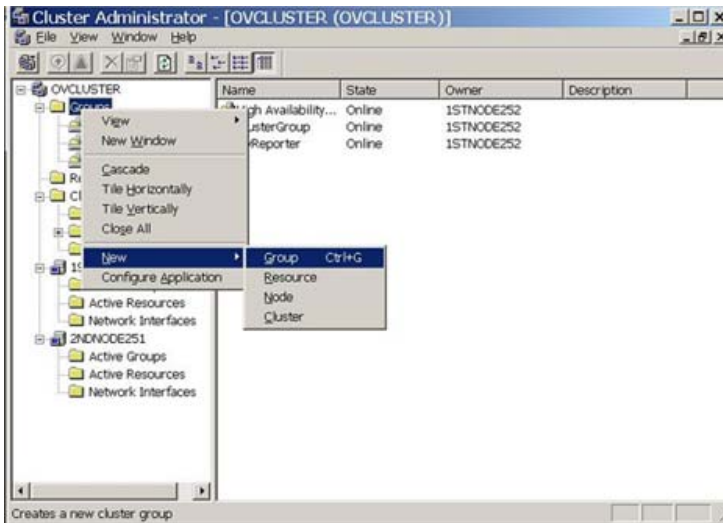
Establishing an ODBC Connection to the Database

Follow the steps mentioned in Task 3 [Establish the ODBC Connection](#) of the Install and Configure SQL Client Software section to create an ODBC connection to the Reporter database.

Note: Create and Configure Reporter ODBC DSN on each node you will be installing Reporter.

Adding a Group, Physical Disk, IP Address and Network Name

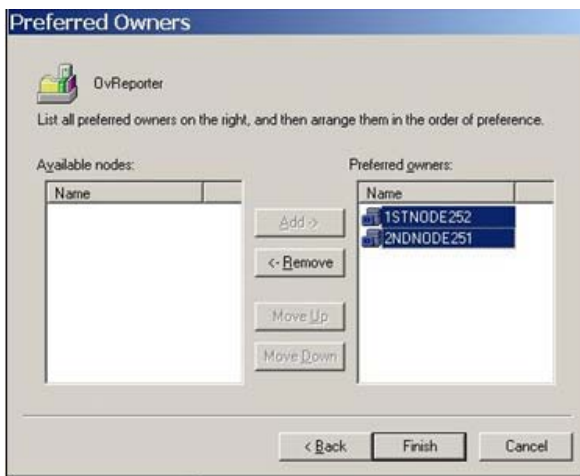
1. From the Start menu, select **Programs > Administrative Tools > Cluster administrator** (Microsoft Cluster Administrator Tool) to create a resource group or IP Address and a Virtual Server(Network Name).
2. Right-click on **Groups** in the left pane, point to **New**, and click **Group**.



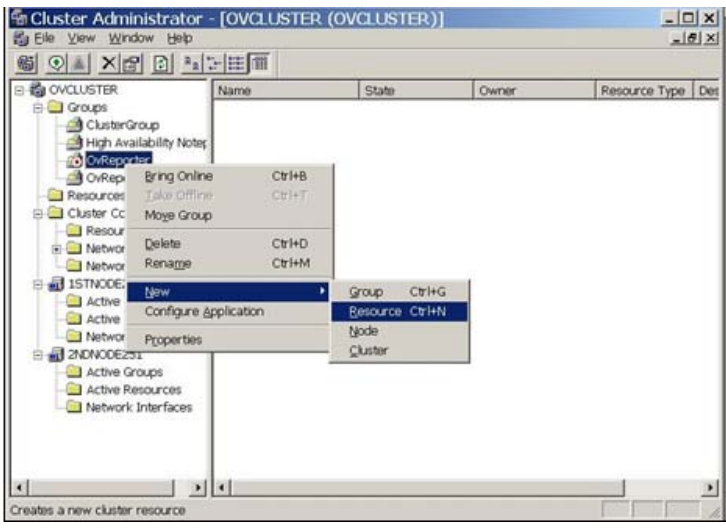
3. Add a new group, for example, **Reporter** and press the **Next** button. You can choose any name for group.



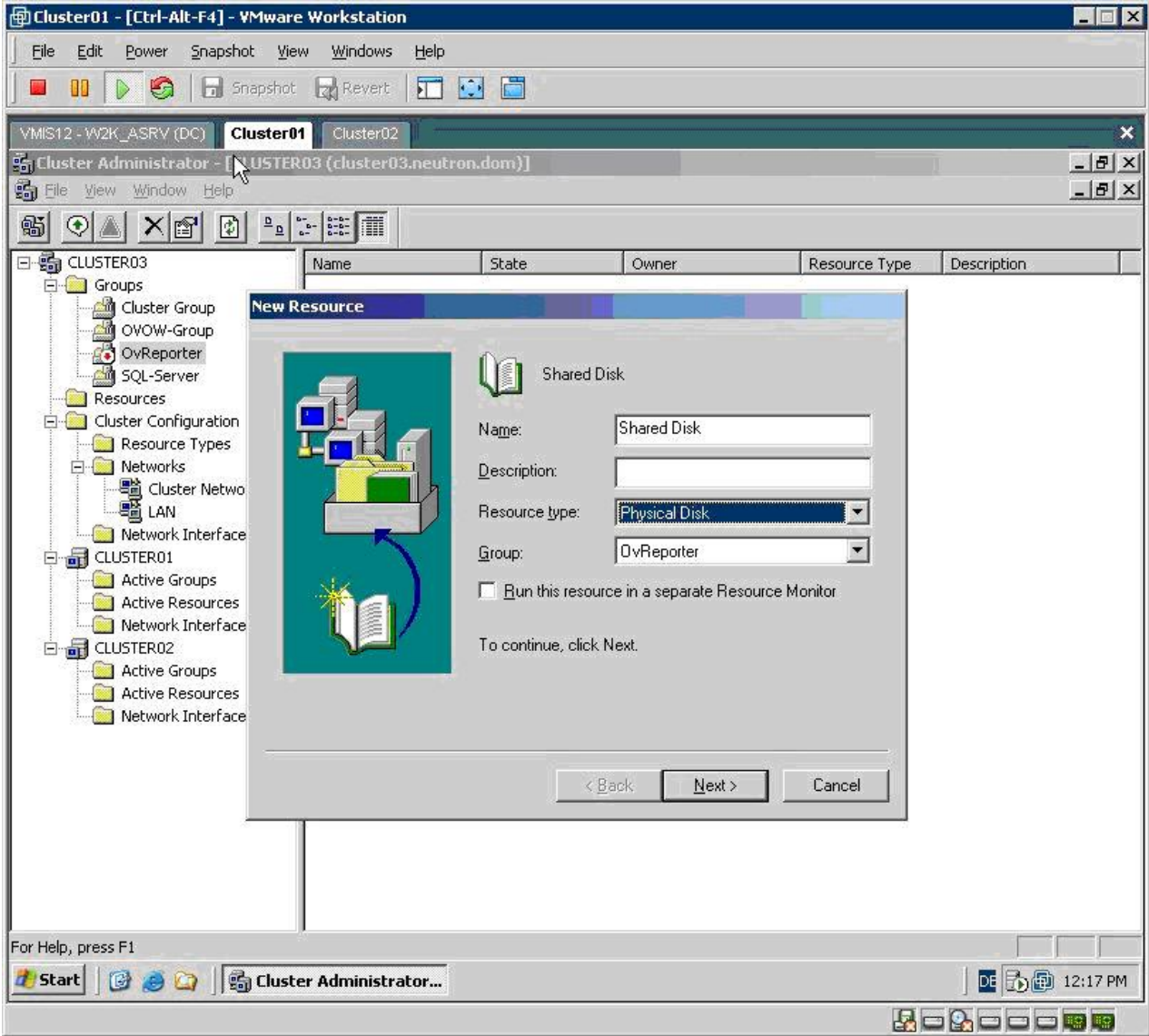
4. Add **Preferred owners** from the list of **Available nodes**.



5. Click **Finish** to add Reporter group to the cluster.
6. Right-click on **Reporter**, point to **New**, and then click **Resource** as shown in the following figure:

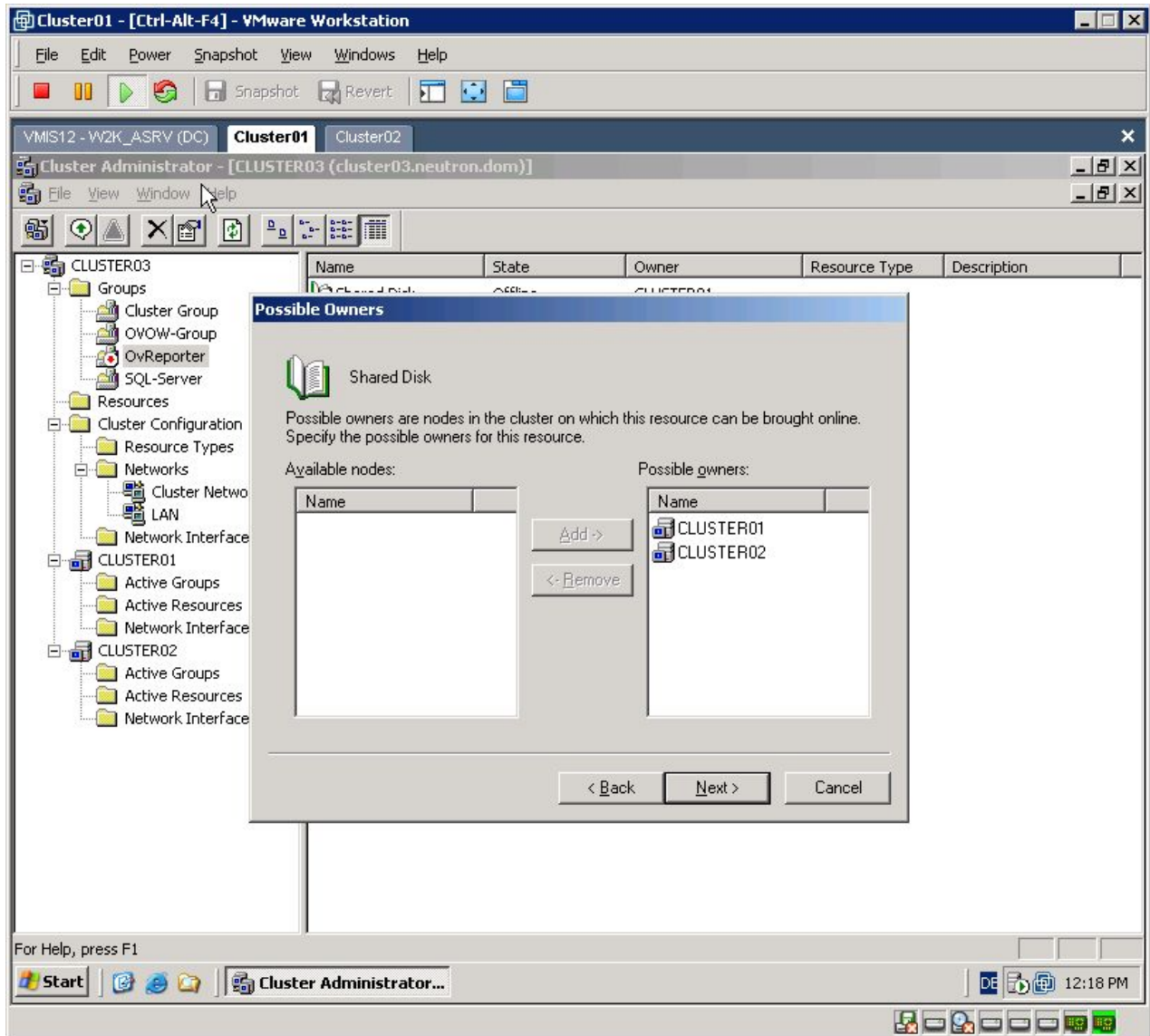


7. Select **Resource Type** as Physical Disk and **Group** as Reporter.



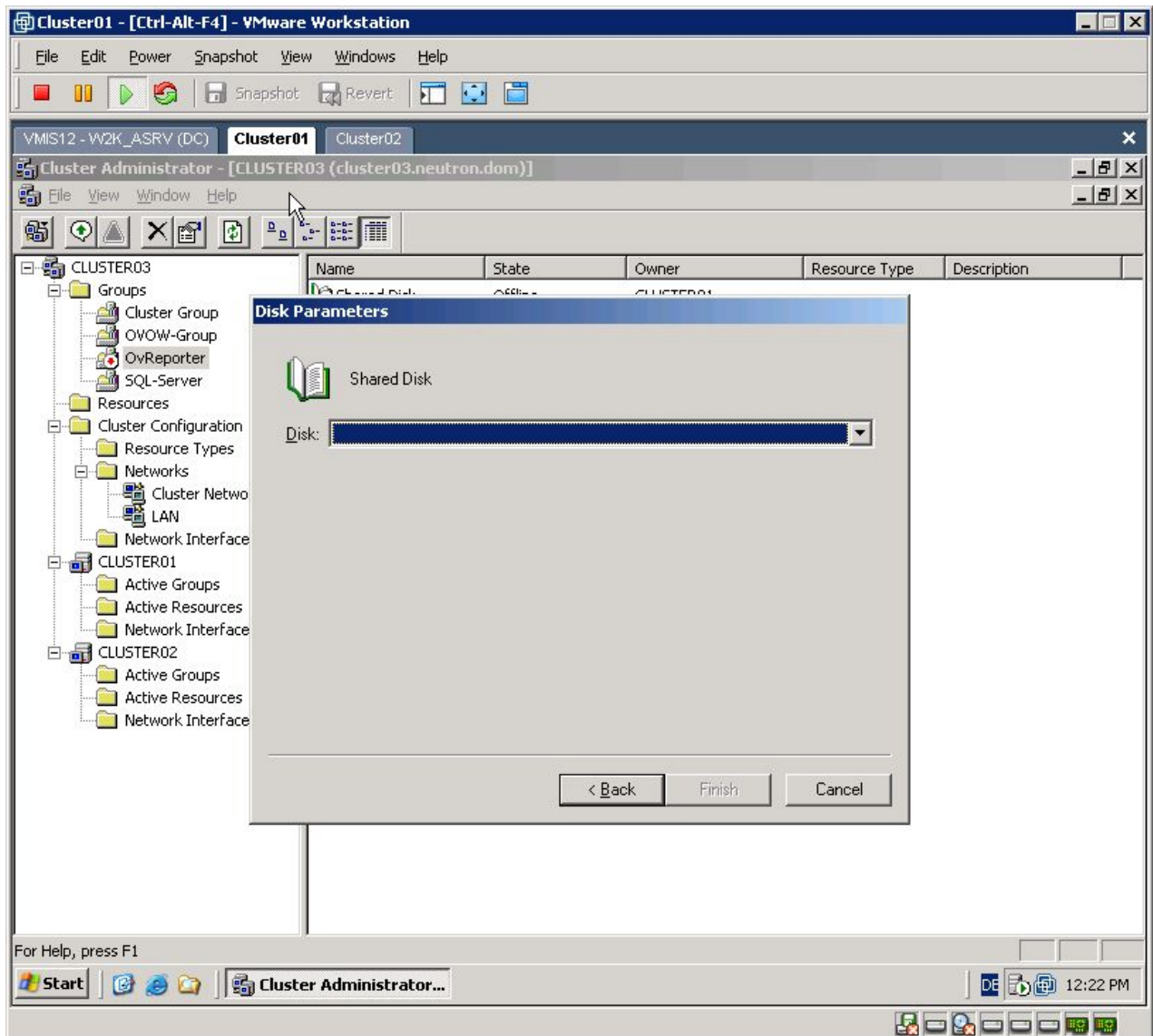
8. Enter a name for the Disk.

9. Click **Next**. The following screen appears.



10. Add preferred owners from the list of Available Nodes. Do not add any dependencies.

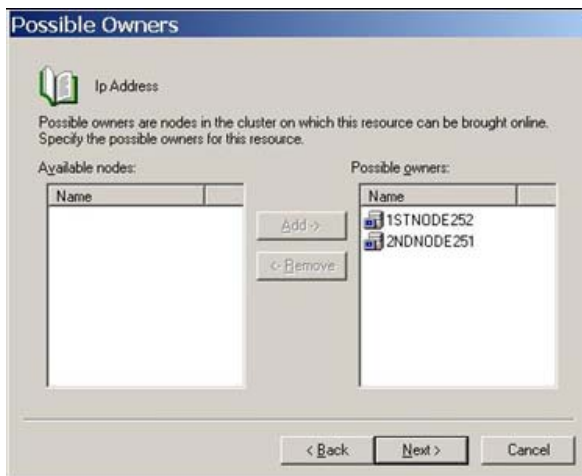
11. Click **Next**. The following screen appears.



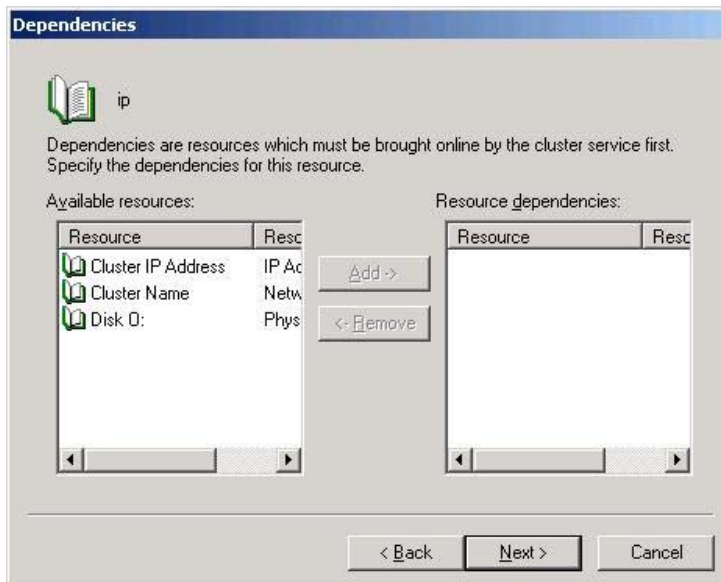
12. Select the shared disk from the drop down menu.
13. Click **Finish**.
14. Select **Resource Type** as IP Address and **Group** as Reporter.
15. Enter **Name** as IP Address. You can choose any name for IP Address.



- Click **Next** and add preferred owners from the list of Available nodes.



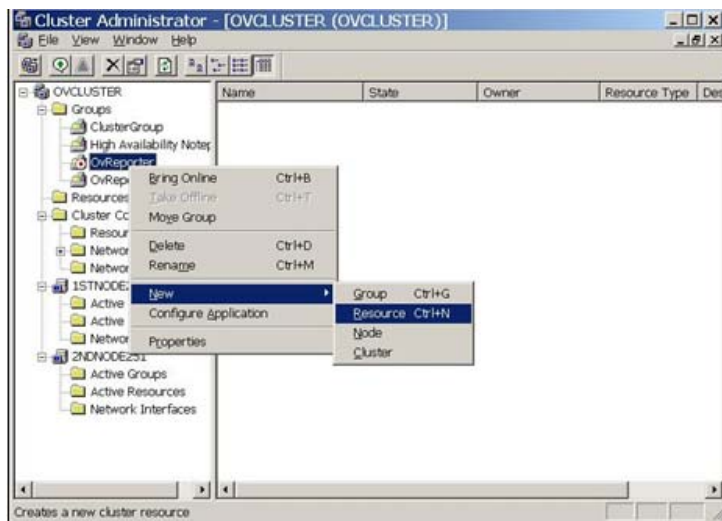
- Do not add any dependencies and click **Next**.



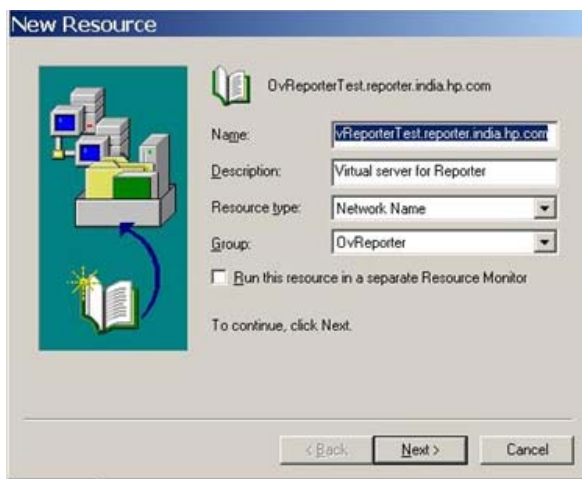
18. Enter **Address** and **Subnet mask**. Click **Finish** to add the IP Address resource to the Reporter group.



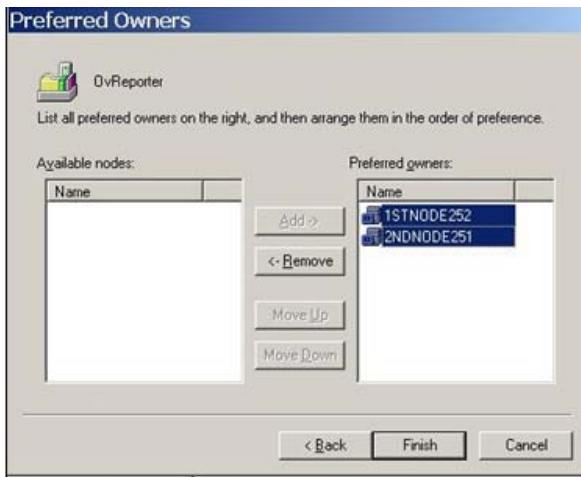
19. Right-click on Reporter group, point to **New**, and click on **Resource**.



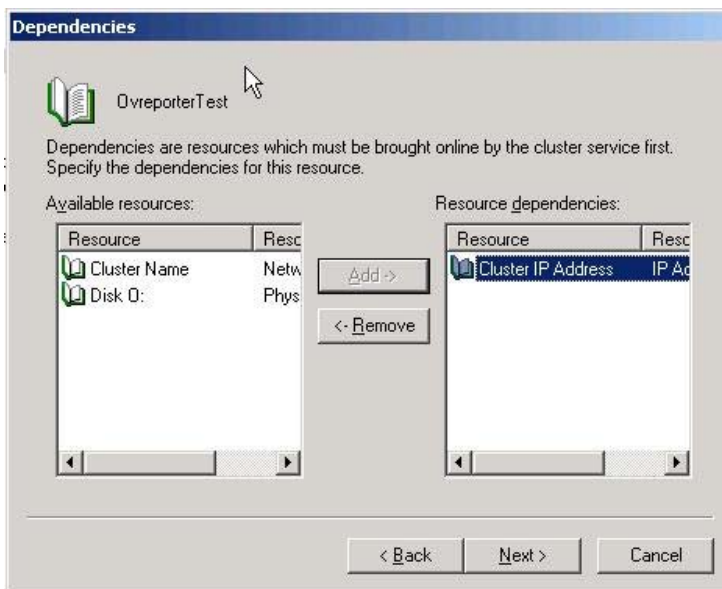
20. Select Resource Type as **Network Name** and Group as **Reporter**. Enter the name for the network name and click **Next**. The User can choose any name for Network Name.



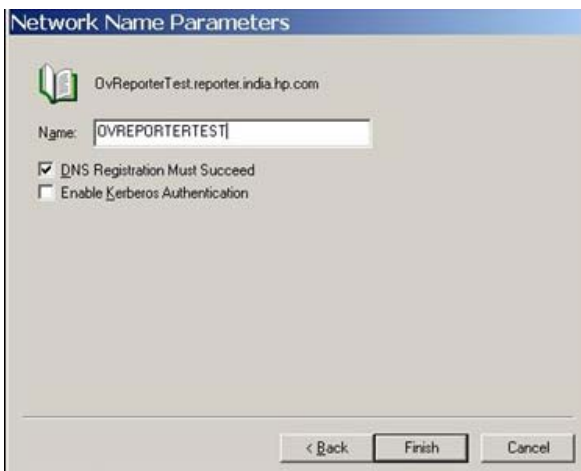
21. Add **Preferred owners** from the list of **Available nodes** and click **Next**.



22. Select **IP Address** as the Resource Dependencies and click **Next**.



23. Enter your choice as the Virtual Server name. Click **Finish** to add the network name to the Reporter group.



Installing Reporter on an active node

1. From the Start menu, select **Programs > Administrative Tools > Cluster administrator** (Microsoft Cluster Administrator Tool) to

create a resource group containing Virtual server, IP address, and shared disk cluster resources.

Note: The user can skip the creation of a resource group containing the Virtual server, IP address, and the shared disk cluster resources if these have already been configured in MSCS. See the section [How to add resource group / IP Address and Virtual Server to create resource group](#), Virtual server, IP address and shared disk cluster resources.

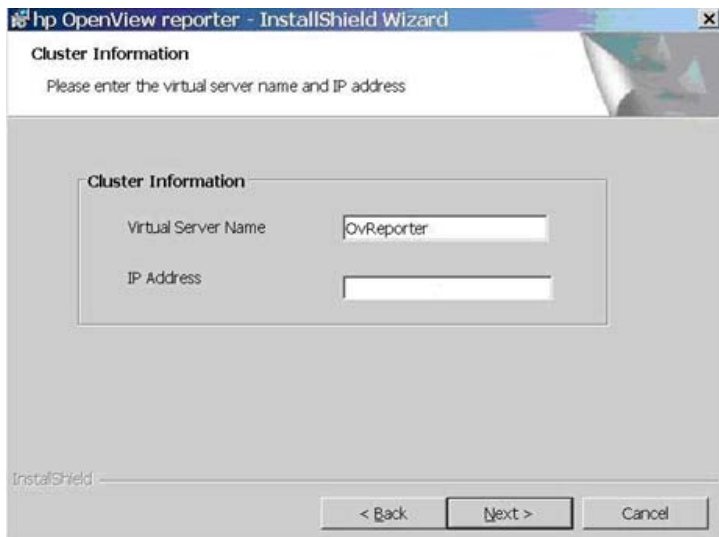
Caution: The resource group containing Physical Disk, IP and Network Name resource must be running on the current node.

2. Insert the Reporter Installation CD into the CD-ROM drive on the node that has active ownership of the virtual server.
3. Select **Install Reporter** and follow the instructions to install the Reporter.

Note: The Installation Selection dialog box shown below is not displayed if the current user does not have administrative rights or if the system is not clustered.



4. Select **Cluster** for the Cluster installation of Reporter.
5. Click **Next** to display the dialog box showing the cluster details.



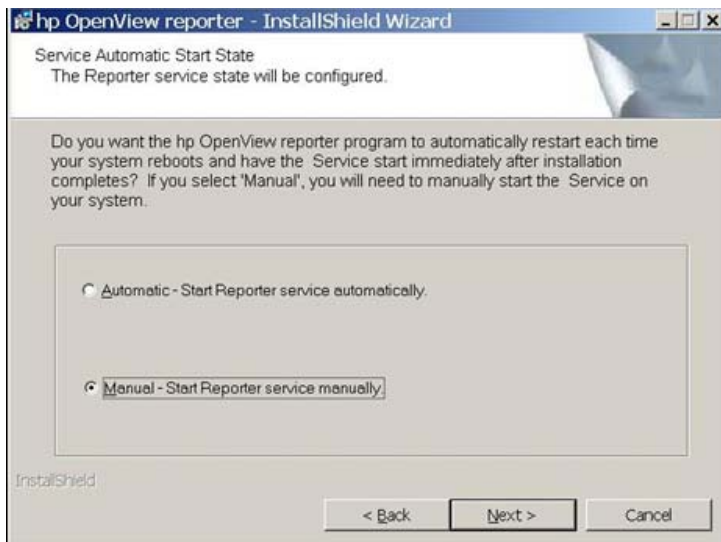
6. Enter the existing Virtual Server name and IP address as you specified in step 1.

7. Select a valid shared folder and make sure to select a local drive for the program files and a shared drive for the shared data files.
For example, if S is your shared drive you must select:
Install Reporter to: C:\Program Files\HP OpenView\
Install Reporter local Data to: C:\Program Files\HP OpenView\Data
Install Reporter Shared Data to: S:\MyShare\



Caution: Make sure you select the same Program files, Shared Data and Data directory when you install Reporter on other nodes in the cluster.

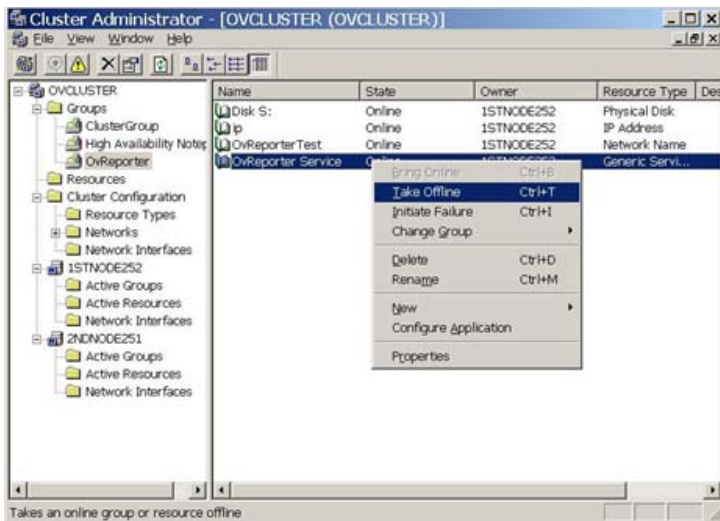
8. Select the **Manual- Start Reporter service manually** check box.



9. Click **Next** and follow the instructions to install the Reporter

Installing Reporter on Additional Node

1. Use Microsoft Cluster Administrator Tool and select **Reporter Service**. Right-click and select **Take Offline** option to move the resource status to offline.
2. Do not move the Reporter Group (containing the Reporter Service) to the subsequent node.



Installing Reporter on Current Node

1. Follow the instructions from the previous section [Installing Reporter on an active node](#) to install Reporter on the current node.
2. Repeat steps 1 and 2 to install Reporter on the remaining nodes within the cluster.

Uninstalling Reporter

1. Last installed node should be the first node during uninstallation. Make sure that the Reporter Service is offline before uninstalling Reporter. (Refer Step 1 of the previous section Installing Reporter on additional nodes to turn the Reporter service offline)
2. Uninstall Reporter from the active node that manages the **Reporter Service** resource.

Note: The data on the shared drive is removed only if the current node is the last node.

3. Move the resource group (containing the resource, Reporter Service) to the next Reporter node in MSCS using the Microsoft Cluster Administrator tool.
4. Repeat steps 2 and 3 till Reporter is uninstalled from all nodes.

Constraints

1. The Clustered Reporter is not supported with other non-Clustered HP Software products.
2. No HP Software products (for example, HP Operations Manager or Internet Services) must be installed on the same system as long as they do not support running with a clustered Reporter installation.
3. Only an active/passive configuration is supported. This means that the Reporter can be installed on all cluster nodes, but can run only once at a time. No load balancing is possible and supported. Only one running Reporter service per cluster is allowed.
4. The upgrades from Reporter 3.1 or 3.5 to Clustered Reporter are not possible and are also not supported.

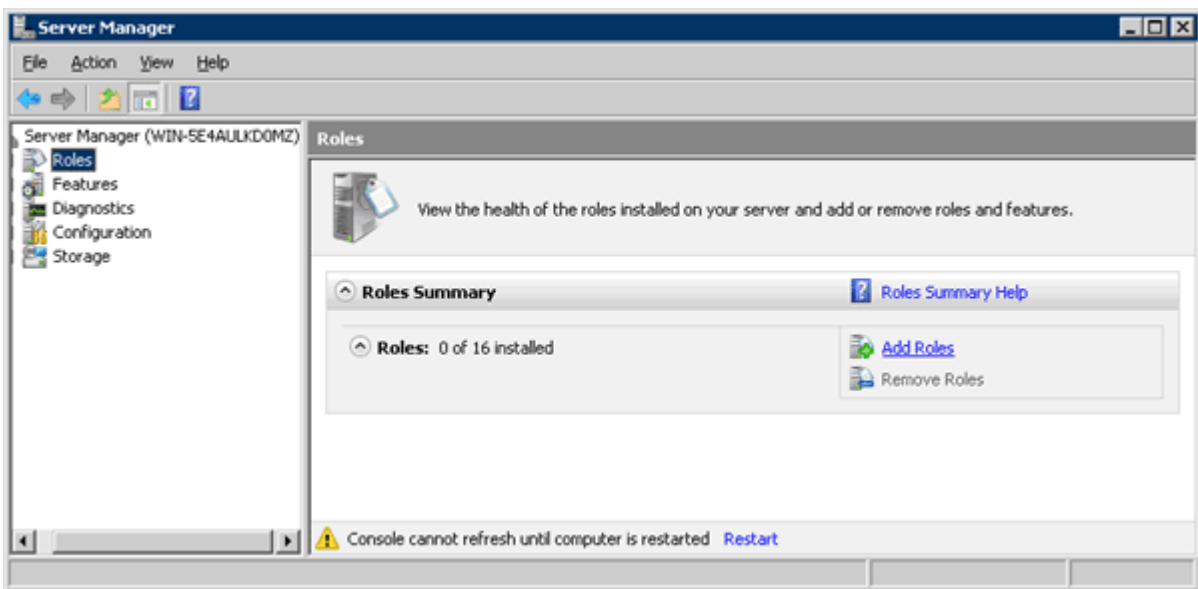
Installing Reporter 3.8 on Windows Server 2008

The Web Server (IIS) and .NET Framework must be installed before installing Reporter 3.8 on Windows Server 2008.

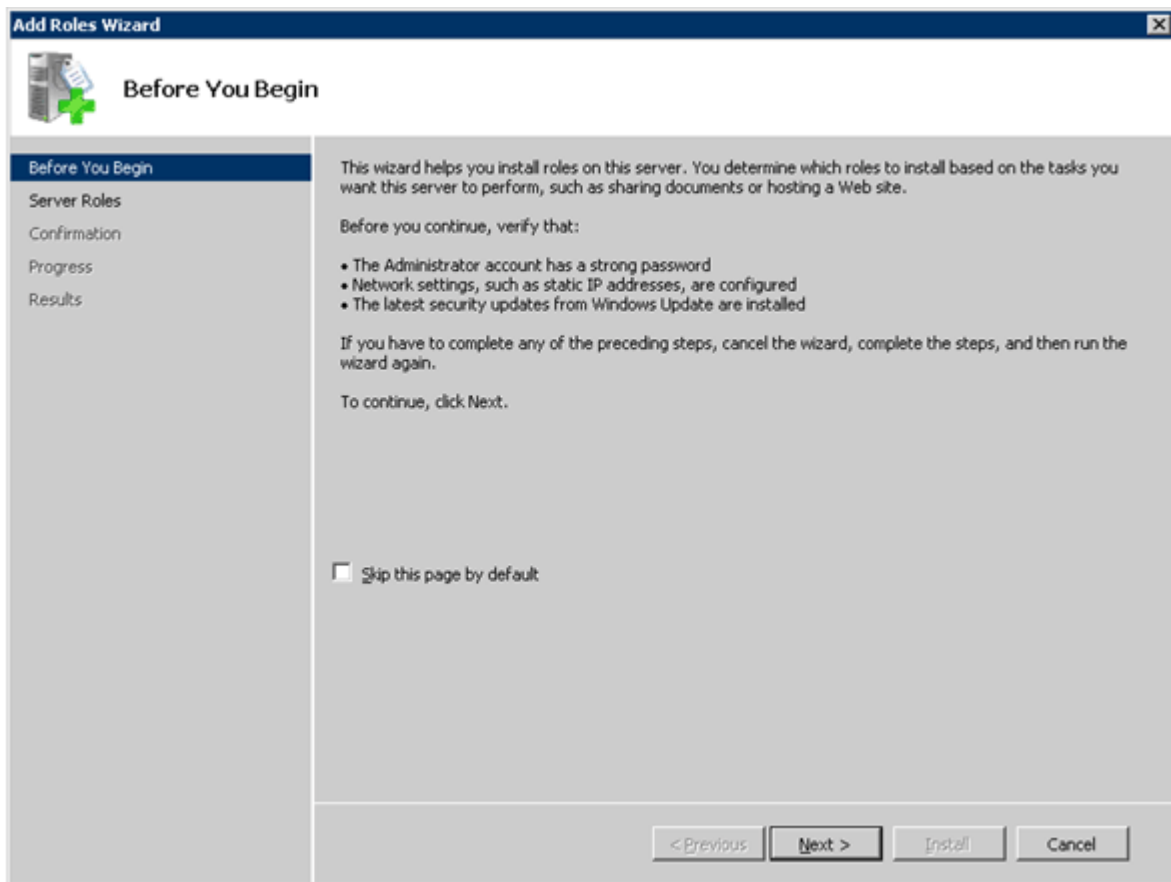
Installing Web Server (IIS):

Follow the steps below to install the Web Server (IIS) from Server Manager:

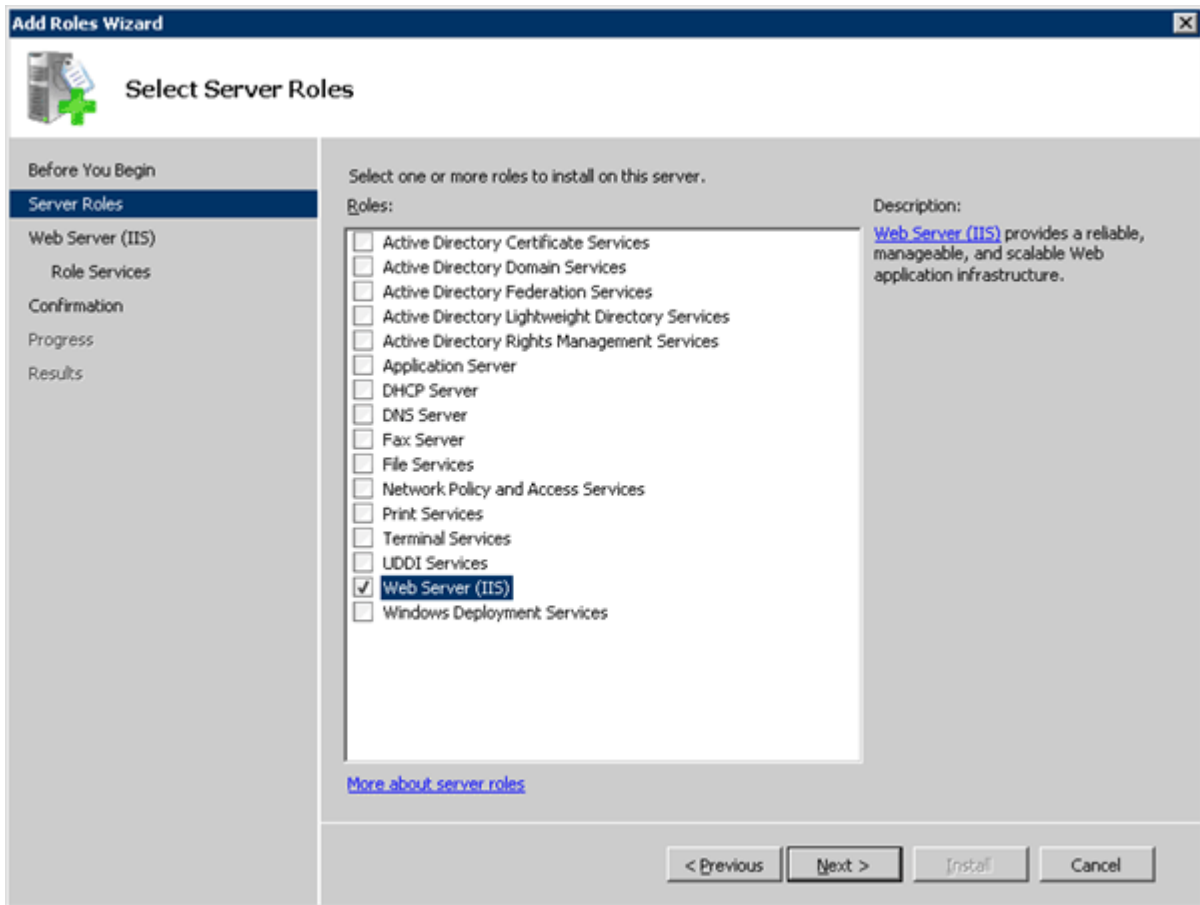
1. From the Start menu, select **All Programs > Administrative Tools > Server Manager**. The Server Manager window opens.
2. In the Server Manager, select **Roles**. The Roles Summary view appears in the right pane.



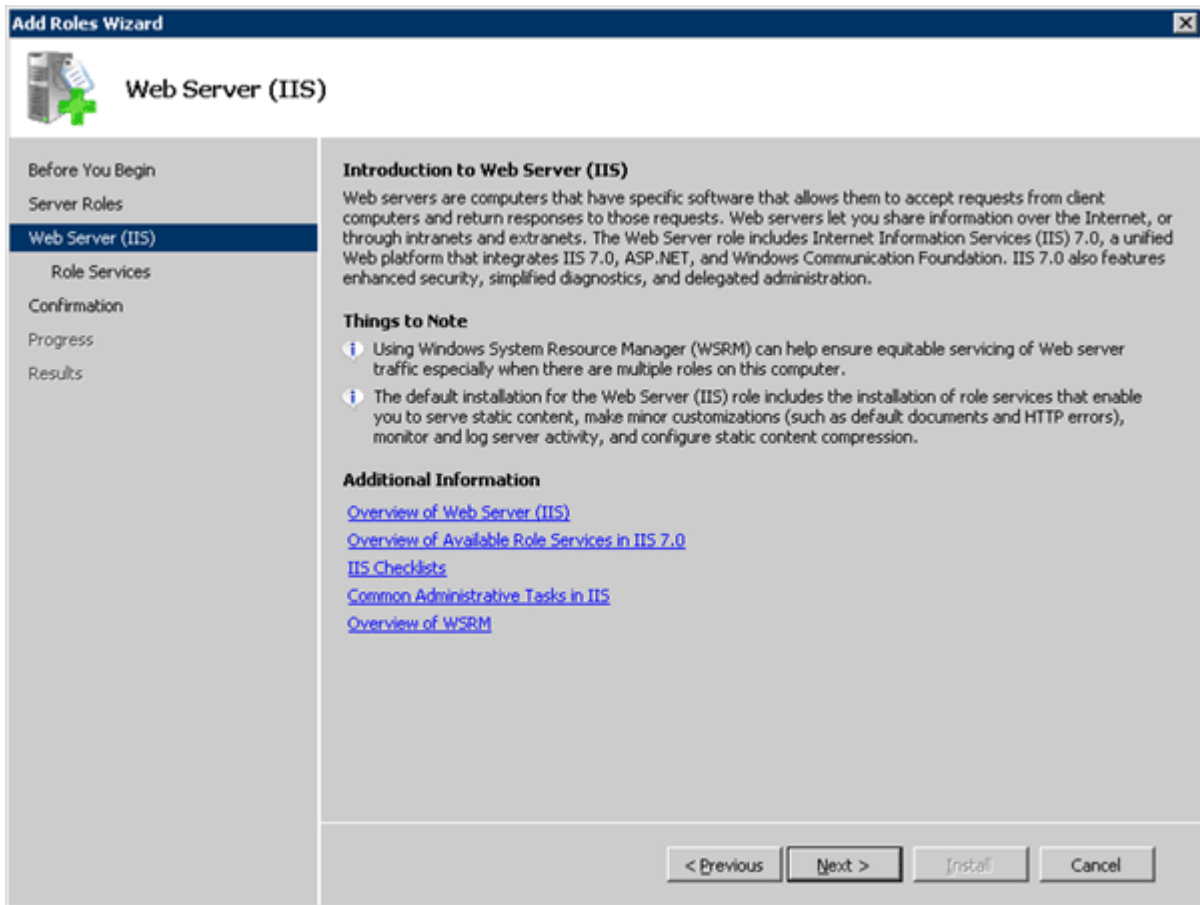
3. Click **Add Roles**. The Add Roles Wizard opens.



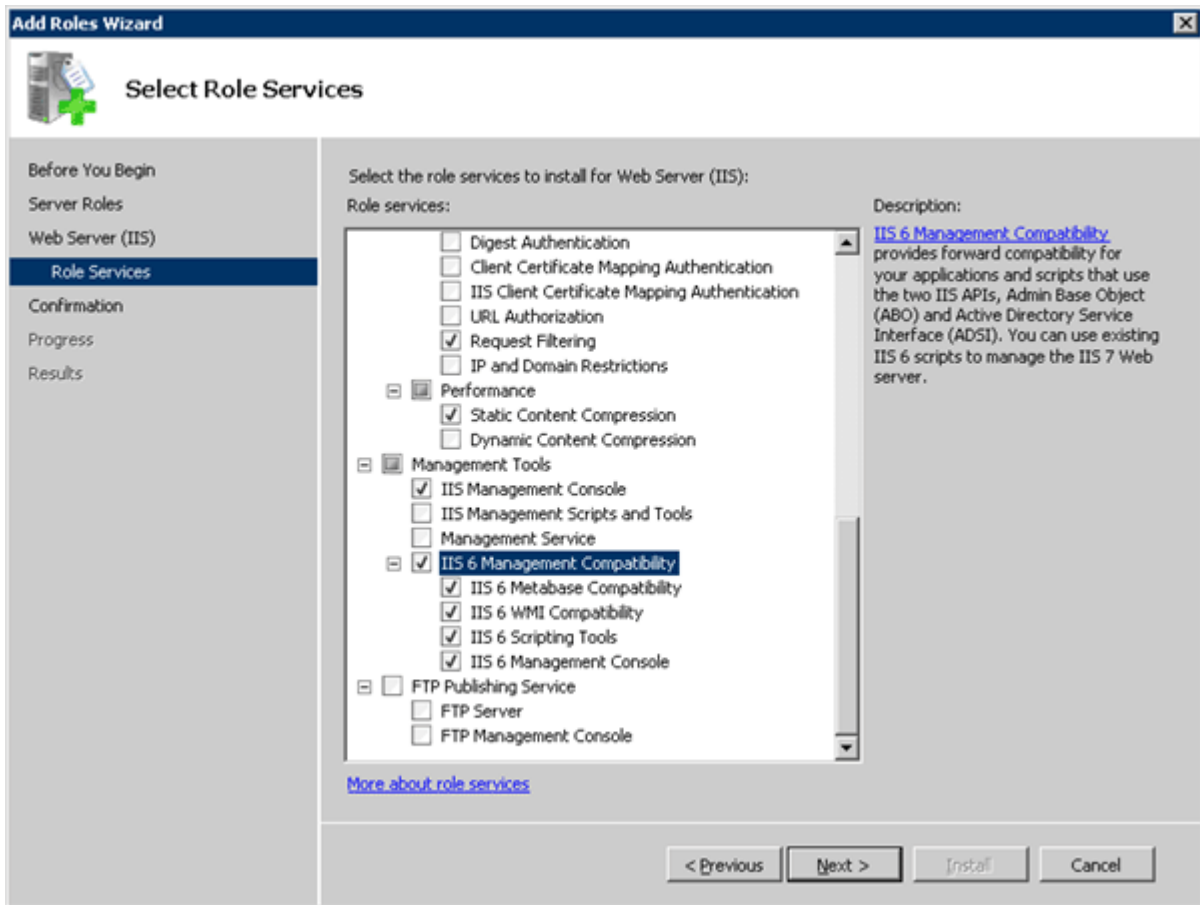
4. Click **Next** to install Roles on the server.
5. In Select Server Roles, select Web Server (IIS).



6. Click **Next**. The Web Server (IIS) dialog box opens.



- Click **Next**. The Select Role Services dialog box opens. Now, select IIS 6 Management compatibility and other default options required for installation.



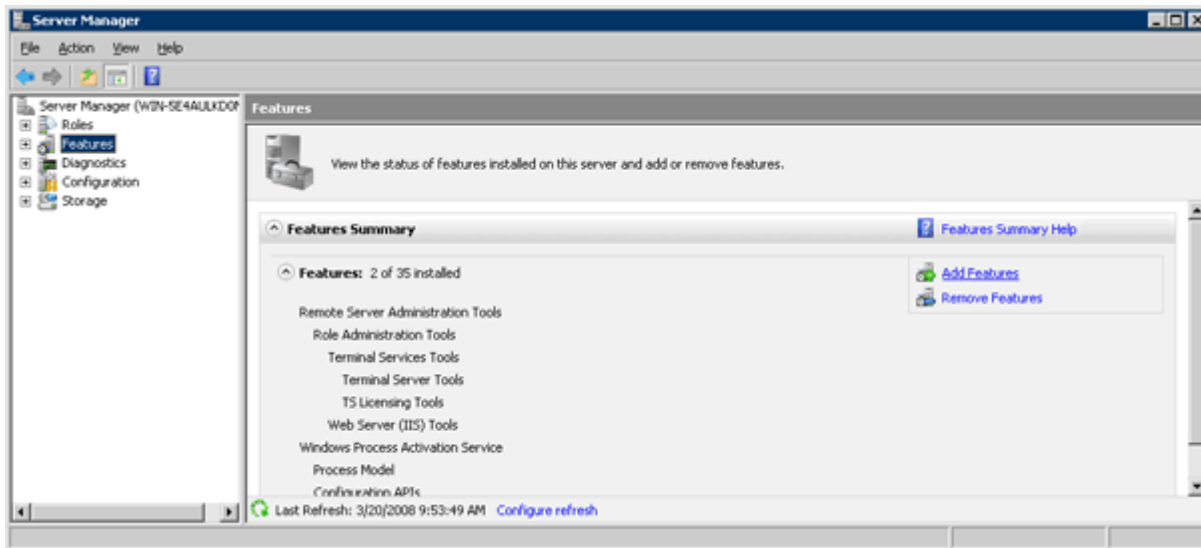
8. Click **Next** and continue till the installation is completed.

Installing .NET Framework

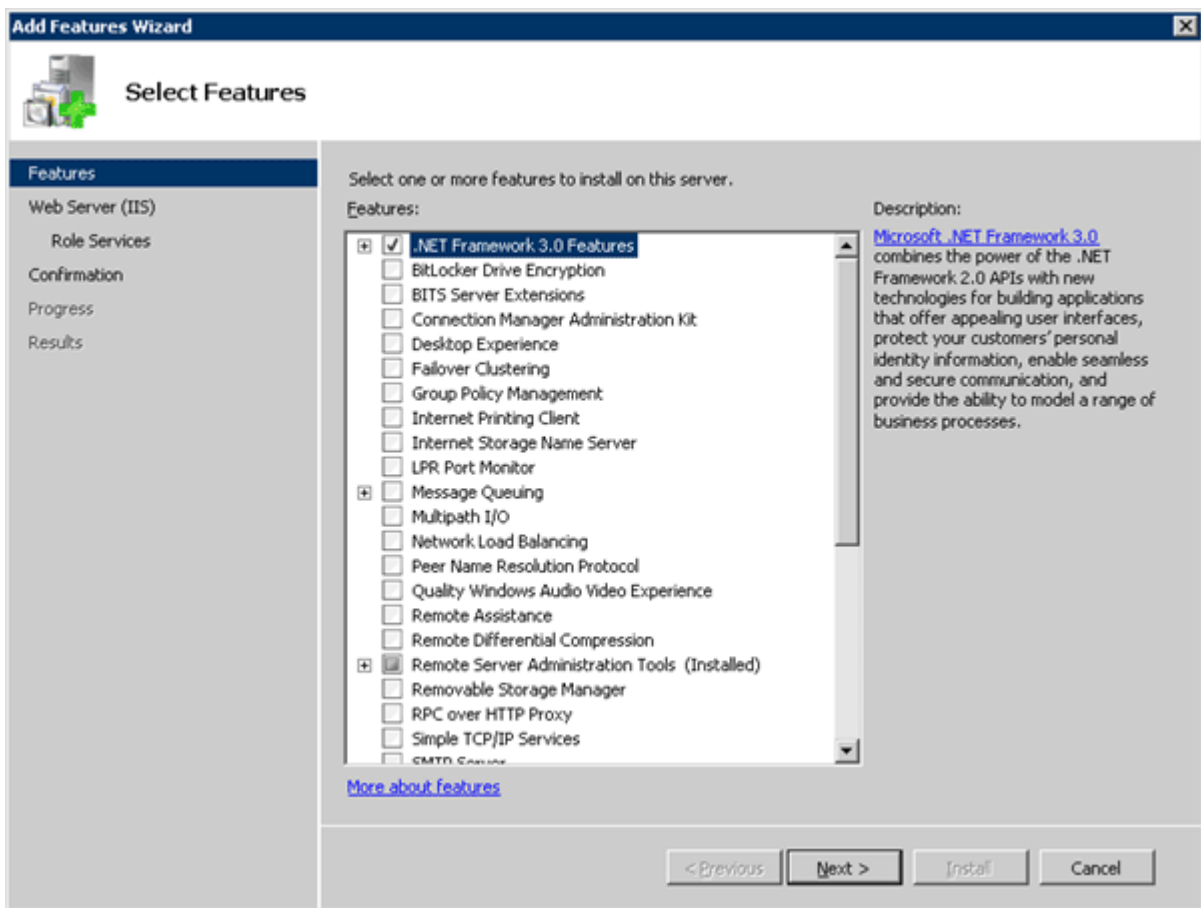
Follow the steps below to install .NET Framework from Server Manager:

Note: Kindly ignore this step, if OMW 8.1 is already installed.

1. From the Start menu, select **All Programs > Administrative Tools > Server Manager**. The Server Manager window opens.
2. In the Server Manager, select **Features**. The Features Summary view appears in the right pane.



3. Click **Add Features**. The Add Features Wizard opens.
4. In Features, select **.NET Framework 3.0 Features** and click **Next**.



5. Continue till the .NET Framework installation is completed.

You can install Reporter 3.8 after Web Server (IIS) and .NET Framework is installed.

Configuring Multiple Operations Manager for UNIX Management Servers to Reporter

This chapter provides instructions to configure Reporter to generate reports on multiple Operations Managers for UNIX Server. This feature enables you to generate reports for the systems that do not use the database connected to Reporter.

Removing Operations Manager Configurations from Reporter

Before you configure Reporter to generate reports on multiple Operations Managers UNIX Server, you can remove Operations Manager from the Reporter window. This is optional. To remove Operations Manager configurations, follow these steps:

1. Remove the currently installed "Operations Manager for UNIX 7.00 or 8.00" package. You can do this either from the Reporter window or from the command prompt:
 - To remove the currently installed Operations Manager for UNIX 7.00 or 8.00 package from Reporter window:
 - i. Select **File -> Configure -> Report Packages**, from the Reporter window. The **Configure Report Packages** window appears.
 - ii. Select **Operations Manager for UNIX 7.00** or **Operations Manager for UNIX 8.00** packages from **Installed Packages** pane and click <--. The selected packages will be displayed on the **Available Packages** pane.
 - iii. Click **OK**. The Reporter main window will be displayed.
 - To remove the currently installed Operations Manager for UNIX package from the command prompt, run the following commands based on the version of Operations Manager for UNIX installed on your system:
 - If you have Operations Manager for UNIX 7.00 package installed on your system:

```
Repload -remove "<InstallDIR>\newconfig\packages\repload_ovoux71.srp"
```
 - If you have Operations Manager for UNIX 8.00 package installed on your system:

```
Repload -remove "<InstallDIR>\newconfig\packages\repload_ovoux8.srp"
```
2. Remove the existing database configurations in the Reporter GUI.
3. Remove the Data Source Names (DSN) configured for Operations Manager for UNIX from your system by following these steps:
 - a. Click **Start -> Run**.
 - b. Type `odbcad32` and click **OK**. The **ODBC Data Source Administrator** Window appears.
 - c. Click the **System DSN** tab.
 - d. Select the **DSN configured to** Operations Manager for UNIX database from the list and click **Remove**.

Configure Reporter to Generate Reports on Multiple Operations Manager for UNIX Servers Database

To configure Reporter to generate reports for multiple Operations Manager for UNIX Servers, perform the following tasks:

1. [Configure Oracle client](#)
2. [Configure ODBC](#)
3. [Configure Reporter databases](#)
4. [Create the SRP file](#)
5. [Load created SRP file to Reporter DB](#)

Configure Oracle Client

Configure the Oracle client for Operations Manager for UNIX server. For instructions, see the **Reporting From Other Databases** section under 'Customizing Reporter' in the *HP Reporter Concepts Guide*.

Configure ODBC

Create Data Source Names (DSN) for all the Operations Manager for UNIX management servers. Every server should have a corresponding DSN. For instructions, see [Connect the Operations Manager for UNIX 7.00 or 8.00 \(Oracle 9i / 10g\), Database to Reporter](#).

Configure Database for Reporter

To configure databases, follow these steps:

1. Select **File** -> **Configure** -> **Databases**, from the **Reporter** window. The **Configure Databases** window opens.
2. Click **New**. Enter the Database name. For example: OVO_DB1
3. From the drop-down list, select the database that you created.
4. Enter the **DSN** name that you created.
5. Enter the database User ID and password.
6. Click **OK**. The database is now configured.
7. Repeat these steps for each Operations Manager for Unix server that is being configured.

Note: The above DSN and database names can be replaced by any name of your choice. Database name should not be more than 15 characters.

Create the Service Reporter Package (SRP) file.

1. Insert the Reporter CD into the CD-Rom drive. From the CD drive, open the folder **support\Multiple_Operations Manager** folder. Open one of the following files from a text editor, based on the management server installed on your system:
 - multiple_management_server_template_7.srp (if you are using Operations Manager for UNIX 7.x database)
 - multiple_management_server_template_8.srp (if you are using Operations Manager for UNIX 8.x database)
2. Find and replace all instances of [DATABASENAME] (including the square brackets) with the database name configured in Reporter.
For example: If the database name that you configured was **OVO_DB1**, replace [DATABASENAME] with **OVO_DB1**
3. Click **File** -> **Save As** and save the file to the directory <*INSTALLDIR*>\newconfig\packages as:

- multiple_management_server_template_7_OVO_DB1.SRP (if you are using Operations Manager for UNIX 7.x database)
- multiple_management_server_template_8_OVO_DB1.SRP (if you are using Operations Manager for UNIX 7.x database)

4. Repeat these steps for each Operations Manager for Unix server that is being configured.

Note: While saving the file, make sure you always include **.srp** as the file extension. By default text editors such as Notepad includes **.txt** as the extension.

Load the SRP file to Reporter Database

You can load the SRP file either from the Reporter window or from the command prompt:

- To load SRP file from the Reporter window, follow these steps:
 - a. Start the Reporter service either using Reporter window or Control panel.
 - b. Select **File -> Configure -> Report Packages** in Reporter window.
 - c. Select the packages you created from the **Available Packages**. Click -->, the Report Packages which you select will now be displayed in the **Installed Packages** pane.
 - d. Click **OK**. The **Repload** program starts.
 - e. Wait till the **Repload** program completes.

OR

- To load SRP file from the command prompt, run the following command:
 - Repload -load
<INSTALLDIR>\newconfig\packages\multiple_management_server_template_7_OVO_DB1.SRP if you are using Operations Manager for UNIX 7.x database.
 - Repload -load
<INSTALLDIR>\newconfig\packages\multiple_management_server_template_8_OVO_DB1.SRP if you are using Operations Manager for UNIX 8.x database.
- After loading the SRP files, the Reporter window displays the following information:
 - List of Report families which are newly created with the database name as the prefix.
 - List of Reports under each family with database name as the prefix.
- Repeat these steps for each Operations Manager for Unix server that is being configured.

Generating Reports

From the command prompt, run the following command:

```
repcrys
```

Note: You can also generate specific reports with the report name as a command line parameter.

After generating reports, the Reporter web page displays separate links created for each of the Report families.

Uninstalling Report Packages

You can uninstall Reporter packages either from the Reporter window or from the command prompt. To uninstall, follow these steps:

- To uninstall Reporter packages from Reporter window:
 - a. Click **File** -> **Configuration** -> **Report packages**, the **Configure Report Packages** window appears.
 - b. Select the packages you want to remove from the **Install Packages** pane, Click <--. The packages, which you select will be displayed in the **Available Packages** pane.
 - c. Click **OK**.
 - d. Click **File** -> **Configuration** -> **Databases** dialog. Delete **Databases** defined in Reporter window.
 - e. Remove the DSN created using ODBC configuration.
- To uninstall Reporter packages from the command prompt:

Run the following commands:

- Repload -Remove
<**INSTALLDIR**>\newconfig\packages\multiple_management_server_template_8_OVO_DB2.SRP
if you are using Operations Manager for UNIX 8.x database
 - Repload -Remove
<**INSTALLDIR**>\newconfig\packages\multiple_management_server_template_7_OVO_DB1.SRP
if you are using Operations Manager for UNIX 7.x database
- Repeat these steps for each Operations Manager for Unix server.

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