

HP OpenView Dashboard

For the Windows®,¹ HP-UX, and Solaris Operating Systems

Software Version: 2.0

1. For this release, RealTime Health View runs on the Windows operating system only.

Installation Guide

Manufacturing Part Number: BB141-90000

Document Release Date: July, 2006

Software Release Date: July, 2006



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Documentation Roadmap

Figure 1 on page 8 shows the documentation roadmap for HP OpenView Dashboard. This roadmap presents a suggested order for reading the manuals available with HP OpenView Dashboard:

- 1 Use the *Installation Guide* to install the product.
- 2 Follow the path for the HP OpenView Dashboard component that you are using.

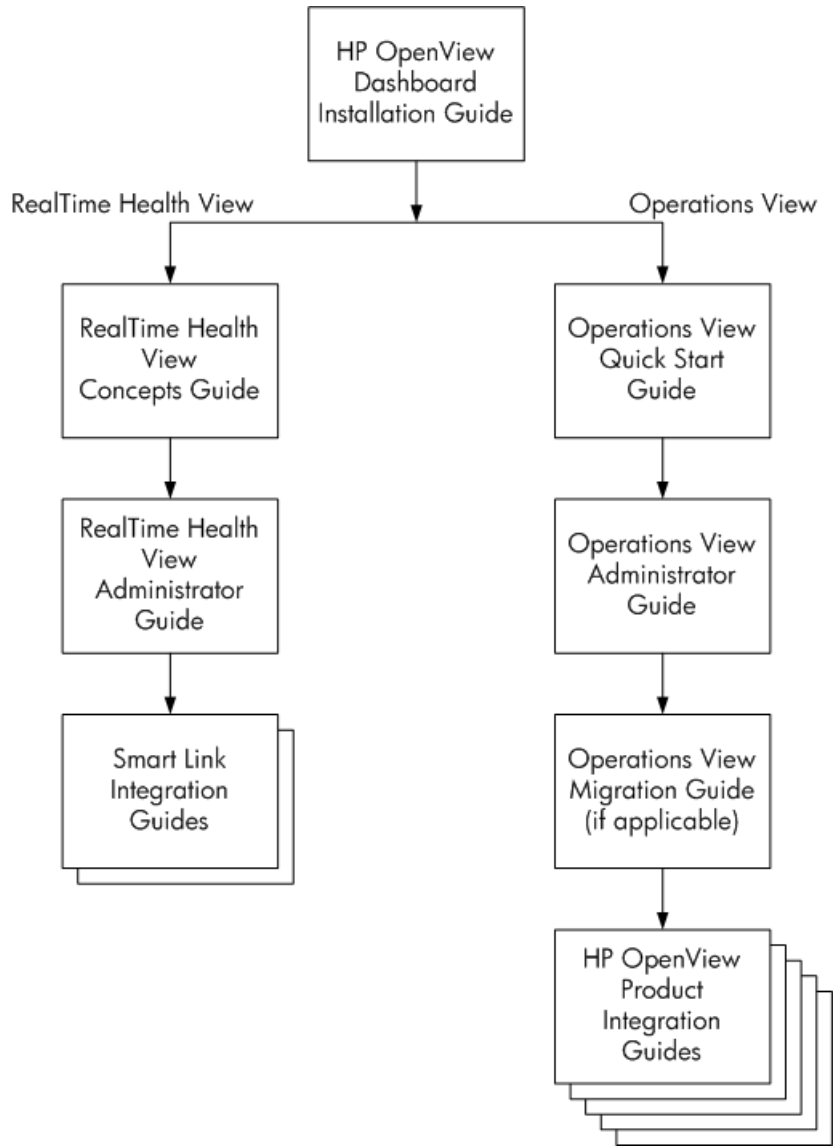
HP OpenView Dashboard RealTime Health View

- a Read the *RealTime Health View Concepts Guide* to understand the concepts of working with dashboards.
- b Use the *RealTime Health View Administrator Guide* to configure and maintain the product.
- c Reference the Smart Link integration guides as needed for specific details on the supported management product integrations.

HP OpenView Dashboard Operations View

- a Use the *Operations View Quick Start Guide* to carry out the tutorial.
- b Read the “Essential Concepts” chapter of the *Operations View Administrator Guide* to understand the concepts of working with portlets and portal servers.
- c Use the *Operations View Administrator Guide* to configure and maintain the product. This guide provides high-level instructions for the common tasks when working with the supplied Operations View portlets
- d If you are migrating from HP OpenView Service Information Portal to Operations View, use the *Operations View Migration Guide* to complete this task. The *Operations View Administrator Guide* refers you to the *Operations View Migration Guide* at the appropriate point in the portal view implementation process.
- e Reference the integration guides as needed for specific details on each supported HP OpenView management product. The *Operations View Administrator Guide* refers you to the integration guides at the appropriate points in the portal view implementation process.

Figure 1 HP OpenView Dashboard Documentation Roadmap



HP OpenView Dashboard Manuals

Table 1 describes the HP OpenView Dashboard manual set. These documents are provided in Adobe Acrobat (.pdf) format and can be found in the following directories:

- After HP OpenView Dashboard installation, in the following directory on the HP OpenView Dashboard management station:
 - *Windows*: <install_dir>\paperdocs\dashboard\
 - *UNIX*: /opt/OV/paperdocs/dashboard/
- On the product DVD-ROM in the following directory:
 - *Windows*: \Docs\
 - *UNIX*: /Docs/

For information on how to obtain the most recent documents, see [Documentation Updates](#) on page 13.

Table 1 HP OpenView Dashboard Documentation

Document Title and Filename	Main Topics
<i>Installation Guide</i> Installation.pdf	Installing and uninstalling HP OpenView Dashboard
<i>RealTime Health View Concepts Guide</i> rhview/ RealTime_Health_View_Concept.pdf	<ul style="list-style-type: none">• Introduction to the terms and concepts of RealTime Health View
<i>RealTime Health View Administrator Guide</i> rhview/RealTime_Health_View_Admin.pdf	<ul style="list-style-type: none">• Configuring RealTime Health View• Maintaining RealTime Health View
<i>Smart Link Integration for Mercury Business Availability Center Installation Guide</i> MBACovSLI/Mercury_SLI_Install.pdf	Installing Smart Link Integration (SLI) for Mercury Business Availability Center
<i>Smart Link Integration for BMC Remedy Help Desk Installation Guide</i> RemedyOvSLI/Remedy_SLI_Install.pdf	Installing Smart Link Integration (SLI) for Remedy Help Desk

Table 1 HP OpenView Dashboard Documentation (cont'd)

Document Title and Filename	Main Topics
<i>Operations View Quick Start Guide</i> opview/Quick_Start.pdf	<ul style="list-style-type: none">• Running the Operations View demonstration portal view• Operations View tutorial
<i>Operations View Administrator Guide</i> opview/Administration.pdf	<ul style="list-style-type: none">• Essential concepts• Planning roadmap for using Operations View• Connecting Operations View to management products• Configuring Operations View portlets• Configuring Operations View data filters• Deploying a portlet application• Troubleshooting
<i>Operations View Migration Guide</i> opview/Migration.pdf	<ul style="list-style-type: none">• Overview of migrating from HP OpenView Service Information Portal (SIP) version 3.2 to Operations View• SIP and Operations View comparison• Migration use models• Using the Operations View Migration Wizard• Manual steps for migration• Troubleshooting
<i>Operations View Integration Guide: NNM</i> opview/NNM_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Network Node Manager (NNM)• Configuring the NNM portlets• Customizing the NNM portlets• Filtering NNM data• Troubleshooting

Table 1 HP OpenView Dashboard Documentation (cont'd)

Document Title and Filename	Main Topics
<i>Operations View Integration Guide: OVO and OVSN</i> opview/OVO_OVSN_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Operations (OVO) and HP OpenView Service Navigator (OVSN)• Configuring the OVO and OVSN portlets• Customizing the OVO and OVSN portlets• Filtering OVO and OVSN data• Troubleshooting
<i>Operations View Integration Guide: OVIS</i> opview/OVIS_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Internet Services (OVIS)• Configuring the OVIS portlets• Customizing the OVIS portlets• Troubleshooting
<i>Operations View Integration Guide: OVPM</i> opview/OVPM_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Performance Manager (OVPM)• Configuring the OVPM portlets• Customizing the OVPM portlets• Filtering OVPM data• Troubleshooting
<i>Operations View Integration Guide: OVSD, OVPI, and OVR</i> opview/OVSD_OVPI_OVR_Integration.pdf	<ul style="list-style-type: none">• Connecting Operations View to HP OpenView Service Desk (OVSD), HP OpenView Performance Insight (OVPI), and HP OpenView Reporter (OVR)• Configuring the OVSD, OVPI, and OVR portlets• Customizing the OVSD, OVPI, and OVR portlets• Troubleshooting

HP OpenView Dashboard Online Help

HP OpenView Dashboard supplies the following graphical interfaces for portal and portlet configuration:

RealTime Health View

- HP OpenView Dashboard Service Composer

Operations View

- Operations View Administrator Tool
- Operations View Migration Wizard (available from the Administrator Tool)

Each of the HP OpenView Dashboard graphical interfaces includes online help files that explain that interface.

- To access the top level of the help content for each interface, use the commands on the **Help** menu.
- To access context-specific help information in the Operations View interfaces, click **Help** within the window for which you want more information.

Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

http://ovweb.external.hp.com/lpe/doc_serv/

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Documentation Conventions

The HP OpenView Dashboard documentation uses the following conventions:

Table 2 HP OpenView Dashboard Documentation Conventions

Symbol	Meaning
<code><install_dir></code>	(Windows only.) The HP OpenView application directory. This directory contains all of the HP OpenView Dashboard files. The default location is: C:\Program Files\HP OpenView\
<code><data_dir></code>	(Windows only.) The HP OpenView data directory. This directory contains product configuration and data files. The default location is: C:\Program Files\HP OpenView\data
<code><portlet_app_dir></code>	(Operations View only.) The top-level directory for a deployed portlet application. This directory has the same name as the portlet application. The location of this directory depends on the installation platform and the portal server. <ul style="list-style-type: none"> • Jetspeed on Windows: <code><install_dir>\nonOV\dashboard\jetspeed\1.6\jakarta-tomcat-5.5.9\webapps</code> • Jetspeed on UNIX: <code>/opt/OV/nonOV/dashboard/jetspeed/1.6/jakarta-tomcat-5.5.9/webapps</code> • BEA WebLogic on Windows (default): <code><bea_install_dir>\user_projects\applications</code> • BEA WebLogic on UNIX (default): <code><bea_install_dir>/user_projects/applications</code> <code><bea_install_dir></code> is the BEA WebLogic directory.
	A note that describes special information pertaining to the current topic.
	A tip that provides an alternate way to address the current topic.
	A caution that indicates a potential problem to avoid.

1 Introduction

HP OpenView Dashboard integrates with a portal server product to provide a single point of entry for viewing data from management products.

- HP OpenView Dashboard RealTime Health View is a tool for quickly building dashboard views of business services.
- HP OpenView Dashboard Operations View provides the portlets for collecting and presenting management data and tools for configuring these portlets.

HP OpenView Dashboard is JSR168-compliant.¹ This release of HP OpenView Dashboard supports the Apache Jetspeed and BEA WebLogic portal servers. Jetspeed is an open-source portal server and is supplied with HP OpenView Dashboard. If you want to deploy to the BEA WebLogic portal server, you can purchase the BEA WebLogic Platform separately from your BEA reseller.² For specific version requirements, see [Supported Portal Servers](#) on page 21.

This manual contains the following chapter:

- [Installation](#) lists the requirements for installation and details the installation and uninstallation processes.

1. For information regarding JSR168 compliance, refer to: **<http://www.jcp.org/en/jsr/detail?id=168>**
2. For information on the BEA WebLogic Platform, refer to **<http://www.bea.com/framework.jsp?CNT=index.htm&FP=/content/products/weblogic>**

2 Installation

This chapter describes the process for installing HP OpenView Dashboard. The tasks to complete during the installation process are as follows:

- 1 Prepare for installation. See [Preparing for Installation](#) on page 18.
Check that your system meets the minimum hardware and software requirements for the HP OpenView Dashboard components that you plan to install.
- 2 Install the HP OpenView Dashboard software. See [Installing HP OpenView Dashboard](#) on page 24.
- 3 Complete post-installation tasks. See [Completing the Installation](#) on page 30.

This chapter also includes the section [Uninstalling HP OpenView Dashboard](#) on page 31.

Preparing for Installation

Before installing HP OpenView Dashboard, verify that your computer meets the hardware and software requirements and that the prerequisite software has been set up properly.

Required Hardware

Table 3 lists the minimum hardware requirements for running HP OpenView Dashboard.

Table 3 HP OpenView Dashboard Minimum Hardware Requirements

Specification	Windows	HP-UX	Solaris
Computer Type	Intel Pentium (or AMD) 1 GHz processor-based computer ^a	<i>Operations View</i> only: HP 9000 workstation, Series 700 or 800	<i>Operations View</i> only: Sun SPARCstation
Drive	DVD-ROM drive (for installation)		
RAM	<i>RealTime Health View</i> : 1 GB recommended	Not applicable	Not applicable
	<i>Operations View</i> : 1 GB recommended	1 GB recommended	1 GB recommended
Disk space ^b	<i>RealTime Health View</i> : 500 MB on one drive (either FAT or NTFS)	Not applicable	Not applicable
	<i>Operations View</i> : 1 GB on one drive (either FAT or NTFS)	1 GB combined for /opt and /var	1 GB combined for /opt and /var

Table 3 HP OpenView Dashboard Minimum Hardware Requirements (cont'd)

Specification	Windows	HP-UX	Solaris
Swap space	512 MB	512 MB	512 MB
Temporary space ^c	<i>RealTime Health View:</i> 70 MB in %TEMP%	Not applicable	Not applicable
	<i>Operations View:</i> 70 MB in %TEMP%	300 MB in /tmp	300 MB in /tmp

- a. This specification is sufficient for a limited demonstration of HP OpenView Dashboard. A full deployment requires a faster processor with more disk space and memory.
- b. This specification includes space for the HP OpenView JDK and JRE. If another HP OpenView product has already installed the HP OpenView JDK and JRE on this computer, subtract 512 MB from the stated requirement.
- c. The HP OpenView Dashboard installation process unpacks in the temporary directory. This disk space is needed for the installation process only and will be made available again after successful installation of HP OpenView Dashboard.

Required Software

Supported Operating Systems

Table 4 lists the supported operating systems for HP OpenView Dashboard.

Table 4 Supported Operating Systems

Windows	HP-UX	Solaris
<p><i>RealTime Health View:</i></p> <ul style="list-style-type: none"> • Microsoft Windows 2003 Server with service pack 1 • Microsoft Windows XP Server with service pack 2 <p>Microsoft Windows requires the following configuration:</p> <ul style="list-style-type: none"> • Microsoft .NET 2.0 • Microsoft MSI 3.1 	<p>Not applicable</p>	<p>Not applicable</p>
<p><i>Operations View:</i></p> <ul style="list-style-type: none"> • Microsoft Windows 2000 Server • Microsoft Windows 2003 Server with service pack 1 • Microsoft Windows XP 	<ul style="list-style-type: none"> • HP-UX 11.00 • HP-UX 11.11 • HP-UX 11.2x <p>HP-UX requires the following configuration:</p> <ul style="list-style-type: none"> • Common Desktop Environment (CDE) • X Windows and OSF/Motif • HP-UX patch PHSS_24303 	<ul style="list-style-type: none"> • Solaris 8 • Solaris 9 • Solaris 10 <p>Solaris requires the following configuration:</p> <ul style="list-style-type: none"> • Common Desktop Environment (CDE) • X Windows and OSF/Motif • Semaphores enabled

Supported Portal Servers

Table 5 lists the supported portal server software products.

- The correct version of Jetspeed is installed with each HP OpenView Dashboard component. (If you install both RealTime Health View and Operations View on the same computer, both required instances of Jetspeed are installed.)
- To use BEA WebLogic, purchase this product separately.

Table 5 Supported Portal Server Software Products

HP OpenView Dashboard Product	Jetspeed	BEA WebLogic
RealTime Health View	Jetspeed version 1.6 plus Fusion with Tomcat version 5.0.30	BEA WebLogic Portal Server version 8.1 with service pack 4
Operations View	Jetspeed version 1.6 plus Fusion with a custom patch and Tomcat version 5.5.9	BEA WebLogic Portal Server version 8.1 with service pack 4

Additional Required Software

HP OpenView Dashboard requires the following additional software:

- A web browser that meets the requirements of the portal server product.
 - The HP OpenView Dashboard server must have a web browser for viewing HP OpenView Dashboard online help content and testing the dashboards and portal views.
 - Each HP OpenView Dashboard user must have a web browser to view the RealTime Health View dashboards and the Operations View portlets.

Optional Software

HP OpenView Dashboard integrates with the optional software listed in [Table 6](#). This software does not need to be installed on the same computer as HP OpenView Dashboard. Ensure that any optional software has the latest available patches installed.

Table 6 Supported Optional Software


Management Product	RealTime Health View Versions Supported	Operations View Versions Supported
HP OpenView Network Node Manager	Not supported	<ul style="list-style-type: none"> • 6.2 • 6.41 • 7.5
HP OpenView Customer Views	Not supported	<ul style="list-style-type: none"> • 1.2 for NNM versions 6.2 or 6.4
HP OpenView Operations for UNIX	<ul style="list-style-type: none"> • 7.x • 8.x 	<ul style="list-style-type: none"> • 8.0 • 8.1 • 8.11 • 8.20
HP OpenView Service Navigator	<ul style="list-style-type: none"> • 7.x • 8.x 	<ul style="list-style-type: none"> • 8.0 • 8.1 • 8.11 value pack
HP OpenView Operations for Windows	<ul style="list-style-type: none"> • 7.21 • 7.5 	<ul style="list-style-type: none"> • 7.21 • 7.5
HP OpenView Interconnect	Not supported	<ul style="list-style-type: none"> • 3.1
HP OpenView Internet Services	<ul style="list-style-type: none"> • 5.2 • 6.1 	<ul style="list-style-type: none"> • 5.2 • 6.0 • 6.1
HP OpenView Performance Manager	Not supported	<ul style="list-style-type: none"> • 4.04 (Windows only) • 4.05 (UNIX only) • 5.0 • 6.0

Table 6 Supported Optional Software (cont'd)

Management Product	RealTime Health View Versions Supported	Operations View Versions Supported
HP OpenView Performance Insight	Not supported	<ul style="list-style-type: none"> • 4.6 • 5.0 • 5.1
HP OpenView Service Desk	<ul style="list-style-type: none"> • 4.5 	<ul style="list-style-type: none"> • 4.0 • 4.5
HP OpenView Reporter	Not supported	<ul style="list-style-type: none"> • 3.0 • 3.5 • 3.6
Mercury Business Availability Center	<ul style="list-style-type: none"> • 5.0 	Not supported
Remedy ARS Help Desk	<ul style="list-style-type: none"> • Help Desk 5.6 with ARS 6.0 	Not supported


Installing HP OpenView Dashboard

This section describes how to install HP OpenView Dashboard on a local system running one of the supported operating systems.

-  For information on migrating the Operations View configuration from SIP version 3.2, follow the instructions in this manual for installing Operations View and running the tutorial. For information, refer to the *Operations View Migration Guide*.

Installing HP OpenView Dashboard on a Windows Operating System

To install HP OpenView Dashboard on a Windows operating system, follow these steps:

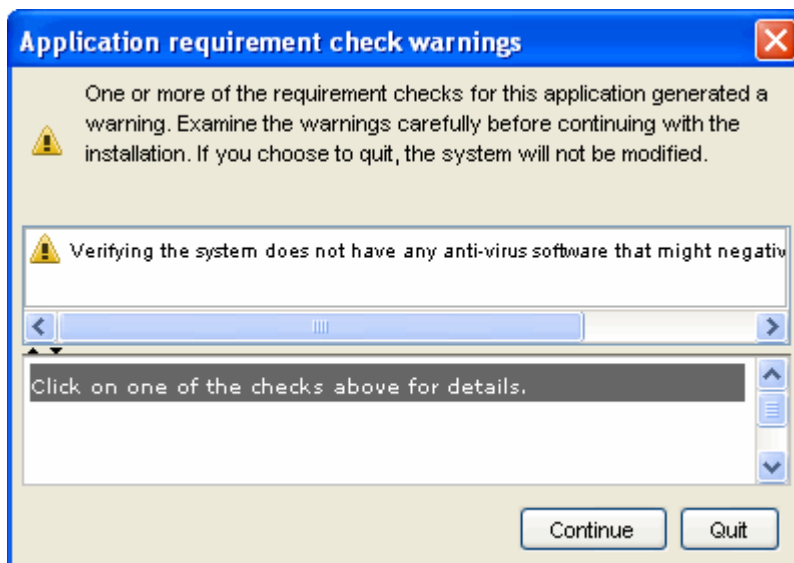
-  Do *not* cancel the HP OpenView Dashboard install process. To correct your selections, allow the installer to complete, delete the product as described in [Uninstalling HP OpenView Dashboard](#) on page 31, and then reinstall the product with the desired selections.

- 1 Log on to the HP OpenView Dashboard server as a user with administrator privileges.
- 2 Disable any anti-virus software (including script blocking) running on this computer.
- 3 Insert the HP OpenView Dashboard DVD-ROM into the DVD drive.

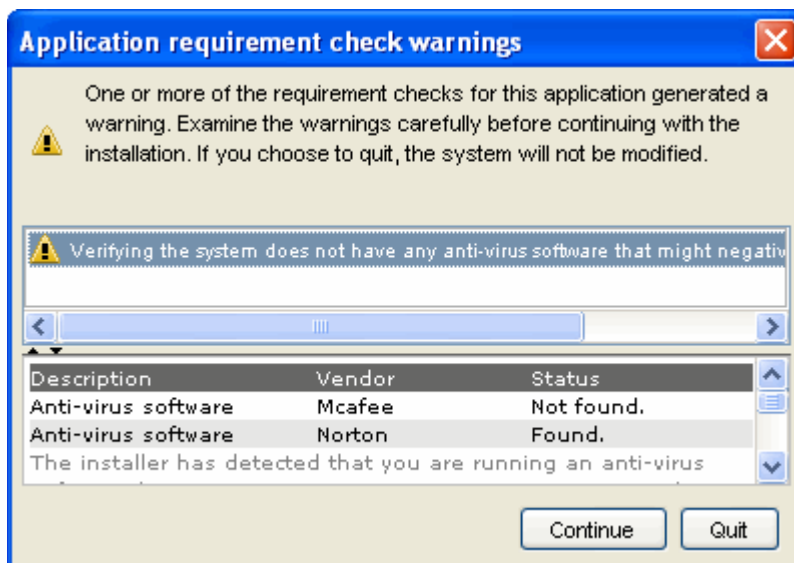
The HP OpenView Installer should start automatically and display the Introduction screen.

If you do not see the Introduction screen, in the Windows Explorer, navigate to the top-level directory on the DVD drive, open the Windows folder, and then double-click **dashboard_n.nn.nnn_setup.exe**, where *n.nn.nnn* is the extended version number.


You might see the Application Requirement Check Warnings window with contents similar to those shown here.




In that case, for each message, click the message text, and then read the message details below. You can choose to Quit without installing the product or to Continue the product installation.



- 4 Follow the instructions on the screen to install HP OpenView Dashboard. [Table 7](#) lists the decisions you will be asked to make during the installation process.

 Allow any currently running software installation or uninstallation processes to complete before beginning to install HP OpenView Dashboard.

 You might see the Force Repair of Already Installed Component Packages check box. This option has the following impact:

- Select the Force Repair of Already Installed Component Packages check box to cause the installer to reinstall the selected components, as applicable.
- Clear the Force Repair of Already Installed Component Packages check box to prevent reinstallation of the selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

The installer log files are located in the %TEMP%\HPOvInstaller\dashboard_n.nn.nnn directory, where n.nn.nnn is the extended version number.

Table 7 Installation Settings on a Windows Operating System

Option	Description	
Components to install	RealTime Health View	Operations View
	Selecting to <i>install RealTime Health View</i> places the following software on the computer: <ul style="list-style-type: none"> • RealTime Health View • HP OpenView Java Runtime Environment version 1.4.2 • HP OpenView Java Development Kit version 1.4.2 • Microsoft SQL Server 2005 Express • Jetspeed portal server version 1.6 plus Fusion with Tomcat version 5.0.30 	Selecting to <i>install Operations View</i> places the following software on the computer: <ul style="list-style-type: none"> • Operations View • HP OpenView Java Runtime Environment version 1.4.2 • HP OpenView Java Development Kit version 1.4.2 • Jetspeed portal server version 1.6 plus Fusion with a custom patch and Tomcat version 5.5.9

Table 7 Installation Settings on a Windows Operating System (cont'd)

Option	Description
Installation directories	<p>If there is no HP OpenView software already on this computer, choose the location of the application and data directories. All HP OpenView software installed on this computer will use these directories. The default directories are recommended:</p> <ul style="list-style-type: none"> • Application directory: C:\Program Files\HP OpenView • Data directory: C:\Program Files\HP OpenView\data
Operations View Jetspeed settings	<p>If other processes on this computer (including RealTime Health View) use the standard web server ports, Operations View Jetspeed will not run. You can choose the ports for Jetspeed and the HSQL database. The default ports are as follows.</p> <ul style="list-style-type: none"> • Jetspeed non-SSL port: 8080 • Jetspeed shutdown server port: 8005 • HSQL database port: 9001 <p>For information on how to change the Operations View portal server port settings after the product is installed, refer to the “Troubleshooting” chapter in the <i>Operations View Administrator Guide</i>.</p> <p>If your network configuration requires a proxy to access the Internet, identify the proxy server address and port number.</p>

Installing HP OpenView Dashboard on a UNIX Operating System



RealTime Health View is currently not supported on the UNIX operating system.

Installing HP OpenView Dashboard on a UNIX operating system places the following software on the computer:

- Operations View
- HP OpenView Java Runtime Environment version 1.4.2
- HP OpenView Java Development Kit version 1.4.2
- Jetspeed portal server version 1.6 plus Fusion with a custom patch and Tomcat version 5.5.9

To install HP OpenView Dashboard Operations View on a UNIX operating system, follow these steps:



Do *not* cancel the HP OpenView Dashboard install process. To correct your selections, allow the installer to complete, delete the product as described in [Uninstalling HP OpenView Dashboard](#) on page 31, and then reinstall the product with the desired selections.

- 1 Log on to the HP OpenView Dashboard server as user `root`.
- 2 Insert the HP OpenView Dashboard DVD-ROM into the DVD drive.
- 3 If necessary, mount the DVD-ROM.

An example command follows:

```
/etc/mount /dev/dsk/device_name/dvdrom
```

where *device_name* is the specific name of your DVD drive.

- 4 In a terminal window, type the following command to set the `DISPLAY` variable: **export DISPLAY=hostname:0.0**
- 5 Use the `cd` command to change to the `dvdrom` directory, change to the directory for your operating system, and then type the following command to start the installation program: **dashboard_n.nn.nnn_setup.bin**, where *n.nn.nnn* is the extended version number.

The Introduction screen of the HP OpenView Installer appears.

- 6 Follow the instructions on the screen to install HP OpenView Dashboard. [Table 8](#) lists the decisions you will be asked to make during the installation process.



Allow any currently running software installation or uninstallation processes to complete before beginning to install HP OpenView Dashboard.



You might see the Force Repair of Already Installed Component Packages check box. This option has the following impact:

- Select the Force Repair of Already Installed Component Packages check box to cause the installer to reinstall the selected components, as applicable.
- Clear the Force Repair of Already Installed Component Packages check box to prevent reinstallation of the selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

The installer log files are located in the `/var/tmp/HPOvInstaller/dashboard_n.nn.nnn` directory, where `n.nn.nnn` is the extended version number.

Table 8 Installation Settings on a UNIX Operating System

Option	Description
Operations View Jetspeed settings	<p>If other processes on this computer use the standard web server ports, Operations View Jetspeed will not run. You can choose the ports for Jetspeed and the HSQL database. The default ports are as follows.</p> <ul style="list-style-type: none"> • Jetspeed non-SSL port: 8080 • Jetspeed shutdown server port: 8005 • HSQL database port: 9001 <p>For information on how to change the Operations View portal server port settings after the product is installed, refer to the “Troubleshooting” chapter in the <i>Operations View Administrator Guide</i>.</p> <p>If your network configuration requires a proxy to access the Internet, identify the proxy server address and port number.</p>

Completing the Installation

Licensing the Software: RealTime Health View

After installation, RealTime Health View has a 90-day instant-on license. To continue using the RealTime Health View after that time, you must obtain and install a permanent license. In order to obtain a permanent license key, you need the HP order number that was used to purchase HP OpenView Dashboard.

To obtain and install a permanent license key for RealTime Health View, follow these steps:

- 1 Open the AutoPass license manager.
In the RealTime Health View Configuration Panel, click **Help**→**License Manager**.
- 2 Use the AutoPass wizard to obtain and install the permanent license key.
If you need more information, in the AutoPass: License Management window, click **Help**→**Help Topics** to access the AutoPass documentation.

Licensing the Software: Operations View

After installation, Operations View has a 90-day instant-on license. To continue using the Operations View after that time, you must obtain and install a permanent license. In order to obtain a permanent license key, you need the HP order number that was used to purchase HP OpenView Dashboard.

To obtain and install a permanent license key for Operations View, follow these steps:

- 1 Open the AutoPass license manager.
In the Operations View Administrator Tool, click **Help**→**Obtain License**.
- 2 Use the AutoPass wizard to obtain and install the permanent license key.
If you need more information, in the AutoPass: License Management window, click **Help**→**Help Topics** to access the AutoPass documentation.

Uninstalling HP OpenView Dashboard

This section describes how to modify, repair, or uninstall HP OpenView Dashboard on a local system running one of the supported operating systems.



Before uninstalling any component of HP OpenView Dashboard, back up any Jetspeed data that you want to retain. HP recommends backing up the entire contents of the following directory:

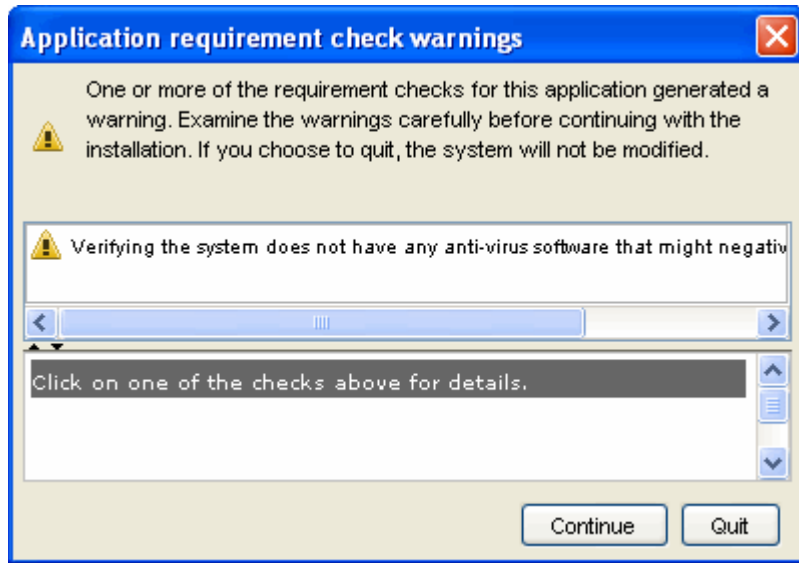
- **RealTime Health View:**
`<install_dir>\nonOV\dashboard\rhview\jetspeed`
- **Operations View on Windows:**
`<install_dir>\nonOV\dashboard\jetspeed\1.6`
- **Operations View on UNIX:** `/opt/OV/nonOV/dashboard/jetspeed/1.6`

Uninstalling HP OpenView Dashboard on a Windows Operating System

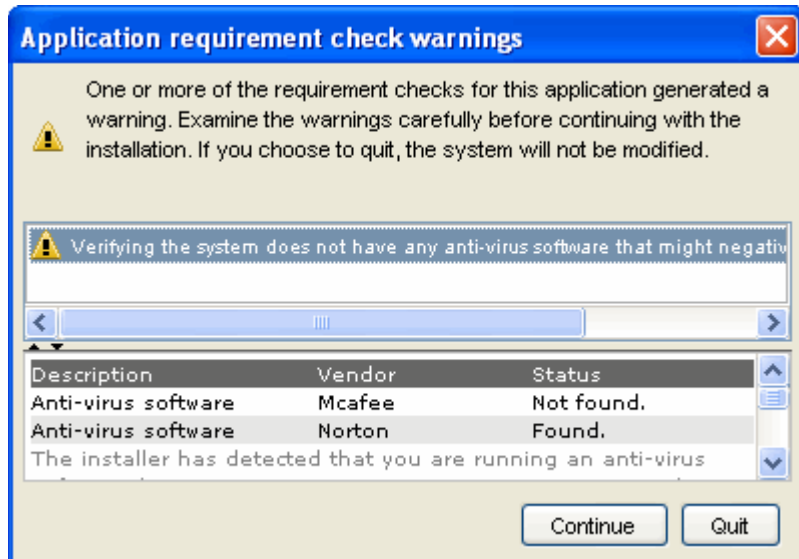
To modify, repair, or uninstall HP OpenView Dashboard on a Windows operating system, follow these steps:

- 1 Log on to the HP OpenView Dashboard server as a user with administrator privileges.
- 2 Disable any anti-virus software (including script blocking) running on this computer.
- 3 Ensure that the RealTime Health View Composer and/or the Operations View Administrator Tool are not running.
- 4 Click **Start**→ **Control Panel**.
- 5 In the Control Panel window, click **Add or Remove Programs**.
- 6 Move through the list of programs to locate HP OpenView Dashboard, and then click **Change/Remove**.

You might see the Application Requirement Check Warnings window with contents similar to those shown here.



In that case, for each message, click the message text, and then read the message details below. You can choose to Quit without changing the product or to Continue the product modification.



- 7 Follow the instructions on the screen to change the HP OpenView Dashboard installation. [Table 9](#) lists the options you will be asked to make during the uninstallation process.

The installer log files are located in the
 %TEMP%\HPOvInstaller\dashboard_n.nn.nnn directory, where *n.nn.nnn*
 is the extended version number.

Table 9 Uninstallation Options on a Windows Operating System

Option	Description
Modify	This option allows you to change the list of HP OpenView Dashboard components that are installed on the computer. If you choose to install only one component, the other component is removed from the computer (if applicable). This option requires the HP OpenView Dashboard DVD-ROM.
Repair	This option searches for corrupted libraries, typically JAR and WAR files, in the current HP OpenView Dashboard installation and replaces any corrupted files with new copies from the installation media. This option requires the HP OpenView Dashboard DVD-ROM.
Uninstall	This option removes all HP OpenView Dashboard application files from the computer but leaves the configuration and data files in place.

Uninstalling HP OpenView Dashboard on a UNIX Operating System



RealTime Health View is currently not supported on the UNIX operating system.

To modify, repair, or uninstall HP OpenView Dashboard on a UNIX operating system, follow these steps:

- 1 Log on to the HP OpenView Dashboard server as user `root`.
- 2 Ensure that the Operations View Administrator Tool is not running.
- 3 In a terminal window, type the following command to set the `DISPLAY` variable: **`export DISPLAY=hostname:0.0`**
- 4 In a terminal window, start the installation program by typing:
`/opt/OV/Uninstall/dashboard/setup.bin`
- 5 Follow the instructions on the screen to change the HP OpenView Dashboard installation. [Table 10](#) lists the options you will be asked to make during the uninstallation process.

The installer log files are located in the `/var/tmp/HPOvInstaller/dashboard_n.nn.nnn` directory, where `n.nn.nnn` is the extended version number.

Table 10 Uninstallation Options on a UNIX Operating System

Option	Description
Reinstall from media	This option reinstalls the application. It requires the HP OpenView Dashboard DVD-ROM.
Uninstall	This option removes all HP OpenView Dashboard application files from the computer but leaves the configuration and data files in place.

