

HP OpenView Customer Views for NNM

Quick Start Installation Guide

HP-UX Operating System



i n v e n t

Manufacturing Part Number : J4518-90013

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This guide will help you install HP OpenView Customer Views for Network Node Manager on an HP-UX system.

If you purchased HP OpenView Customer Views for NNM, you received two CD-ROMs, one for NNM and one for Customer Views. They are installed separately. This document is for Customer Views *only*.

There are several tasks to complete during the installation process:

- If you have not already done so, use the *HP OpenView Network Node Manager Quick Start Installation Guide* to install the NNM software from the NNM CD-ROM.
- Before installing HP OpenView Customer Views, make sure that Network Node Manager is not running. If necessary, shut it down.
- Install the HP OpenView Customer Views for Network Node Manager software.
- Run the Customer Views software.
- Obtain a permanent password for your Customer Views software.

Once you have successfully installed Customer Views, refer to the last section in this guide, for “where-to-go-next” information on configuring and using this product.

Task 1: Installing Customer Views for NNM

When you purchased HP OpenView Customer Views for NNM, you received two CDs. Each CD is installed separately; make sure you have already installed NNM before you attempt to install Customer Views. Then follow the procedures below.

This section describes the ways you can install this product:

- On a local HP-UX system (the most common type of installation).
- From a different HP-UX machine that has a CD-ROM drive (if the target system does not).

Installing on a Local System

The following procedure will help you install Customer Views for NNM on your local system.

1. Log in as `root` to the system where you installed NNM.
2. Make sure no HP OpenView processes are running.
3. Insert your Customer Views CD into the CD-ROM drive.
4. Mount the CD-ROM disk by typing

```
/etc/mount /dev/dsk/device_name /cdrom
```

where **`device_name`** is the specific name of your CD drive.

5. Use the `cd` command to change to the `/cdrom` directory.
6. Start the installation program by typing

```
./install
```
7. An installation program will appear on screen. It will display messages about the various Customer Views components being installed.

Should an error occur, a message will appear on screen that describes the error and ways to fix it. Should a fatal error occur, the installation program will stop, terminate itself, and display a message on screen that describes the problem. At this point, you must fix the error, then re-run the installation program in order to install NNM.

8. Remove the Customer Views CD from the CD-ROM drive.

Installing from a Remote System with a CD-ROM Drive

If the target system for Customer Views does not have a CD-ROM drive attached, you can use another system (the source system) with a CD-ROM drive to install NNM on your system.

On the source system where the CD-ROM drive is located, do the following:

1. Log in as `root`.
2. Insert your Customer Views CD into the CD-ROM drive.
3. Mount the CD-ROM drive by typing

```
/etc/mount /dev/dsk/device_name /cdrom
```

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

4. Export the CD-ROM file system so that the target workstation can NFS mount it by doing steps a and b below:

(In the examples below, `marion` is the name of the source workstation where the CD-ROM drive is physically mounted, and `marvin` is the name of the target workstation.)

- a. Add the following line to the file, `/etc/exports`:

```
/cdrom -ro,root=marvin
```

- b. Export the file system with the following command:

```
/usr/sbin/exportfs -a
```

On the target system where you installed the NNM product, do the following:

1. Make sure that no HP OpenView processes are running.
2. NFS mount the CD-ROM file system (at `/cdrom`, for example). Execute the commands:

```
mkdir /cdrom
```

```
mount marion:/cdrom /cdrom
```

Task 1: Installing Customer Views for NNM

3. Change to the directory where you mounted the CD-ROM file system. Execute

```
cd /cdrom
```

4. Install your Customer Views product. Execute

```
./install
```

5. An installation program will appear on screen. It may display messages about the various Customer Views components being installed.

Should an error occur, a message will appear on screen that describes the error and ways to fix it. Should a fatal error occur, the installation program will stop, terminate itself, and display a message on screen that describes the problem. In this case, you must fix the error, then re-run the installation program in order to install NNM.

6. Remove the Customer Views CD from the CD-ROM drive.

Task 2: Running Customer Views

In this task, you will verify that Customer Views was installed and runs correctly within its native graphical user interface (GUI), HP OpenView Windows.

1. If NNM is not currently running, start it up. As `root`, type

```
/opt/OV/bin/ovstart -c
```

2. Make sure the NNM background processes have started. As `root`, type

```
/opt/OV/bin/ovstatus -c
```

You should see on the screen several lists of the processes (such as `netmon`, `ovtopmd`, and `pmd`) that are running.

3. Start the HP OpenView Windows GUI. Type

```
/opt/OV/bin/ovw
```

You will see the HP OpenView welcome banner, followed by an NNM Root submap window with the default map in it.

4. Each time you start the NNM with Customer Views, it will encourage you to register NNM and/or Customer Views if you have not already done so. You have 60 days from the date of installation to complete this registration process (described in Task 3).

NOTE

When running Customer Views for NNM, you should modify the IP Map configuration of NNM to set the persistence level to `ALL LEVELS` (Map Properties menu, Configure IP Map dialog box, OnDemand:All Levels). When these configuration items are not set as recommended, you may see irregularities in the status presentation of network resources with the Customer View submaps. This is characterized by symbols that are presented with a status of “Unknown” while, within the submap hierarchy, the node has some other, known status value.

Task 3: Registering Your Customer Views for NNM Product

Your Customer Views for NNM product was shipped with a license that includes a temporary, “Instant-On” password. This password allows you to use the product for 60 days after you install it. Once you have installed HP OpenView Customer Views for NNM, you should register it with Hewlett-Packard as soon as possible in order to obtain a permanent password.

One permanent password is required for NNM and a second one is required for HP OpenView Customer Views for NNM.

To request a permanent password and license, you need the following:

- The Entitlement Certificate, which contains the HP product number and order number.
- The IP address of the server.
- Your company information.

To obtain a password and permanent license for Customer Views, select `Options: License Password` from the menu bar of either the Root submap or any other submap. The HP Auto Pass installation program leads you through the licensing process.

Uninstalling Customer Views for NNM

If you need to remove HP OpenView Customer Views for NNM from your computer, follow these steps.

1. Stop any HP OpenView processes by executing **ovstop**.
2. Run the remove script located in `$OV_BIN`. To remove HP OpenView Customer Views for NNM, run **remove.ovcv**.

Where to go Next...

For more information about how to configure and use Customer Views for NNM, refer to the following resources:

- *Configuring Customer-specific Network Management*, which is available from the NNM online help menu.
- Online Help System: In the NNM menu bar, select the Help:Online Help item.
- - Release Notes: These are in the `/opt/OV/www/htdocs/$LANG/ReleaseNotes` directory.