HP OpenView
Service Information Portal

Installation Guide

Version: 3.2

Windows®, HP-UX, and Solaris

Manufacturing Part Number: J4800-90013
September 2004

Legal Notices

Warranty.

Hewlett-Packard makes no warranty of any kind with regard to this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be held liable for errors contained herein or direct, indirect, special, incidental or consequential damages in connection with the furnishing, performance, or use of this material.

A copy of the specific warranty terms applicable to your Hewlett-Packard product can be obtained from your local Sales and Service Office.

Restricted Rights Legend.

Use, duplication or disclosure by the U.S. Government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause in DFARS 252.227-7013.

Hewlett-Packard Company
United States of America

Rights for non-DOD U.S. Government Departments and Agencies are as set forth in FAR 52.227-19(c)(1,2).

Copyright Notices.

Trademark Notices.

Adobe® is a trademark of Adobe Systems Incorporated.

HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Intel486 is a U.S. trademark of Intel Corporation.

Java™ is a U.S. trademark of Sun Microsystems, Inc.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Contents

Contents

Support

Please visit the HP OpenView web site at:

`http://www.managementsoftware.hp.com/`

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

You can also go directly to the support web site at:

`http://support.openview.hp.com/`

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Throughout the site, access levels are indicated by the following icons:


HP Passport


Active contract


Premium contract

To find more information about access levels, go to the following URL:

`http://support.openview.hp.com/access_level.jsp`

To register for an HP Passport ID, go to the following URL:

`https://passport.hp.com/hpp2/newuser.do`

1 Introduction

What This Manual Covers

This manual covers the installation of HP OpenView Service Information Portal (SIP) on a computer using any of the following: Windows, HP-UX, or Solaris.

There are three main tasks to complete during the installation process:

1. Pre-Installation tasks
   - Check that your system meets the minimum requirements for HP OpenView Service Information Portal.
   - Complete important pre-installation steps.
2. Installation of the SIP software
3. Post-Installation tasks

Getting Additional Documentation

Both printable and online documentation are available. The table below lists printable documents available to you on the installation CD as well as the installed file system. All document files are stored in product directories under the following directory:

Windows: `%SIP_HOME%\htdocs\C\manuals\`
UNIX: `/opt/OV/SIP/htdocs/C/manuals/`

Online help is available if you need instruction on the SIP user interface. The list of help topics available from the [`Help`] button on the main portal page differs depending upon the level of editing permissions granted to a user.

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
SIP Installation Guide `SIP/SIP_Install_Guide.pdf`	System Requirements Installation
SIP Deployment and Integration Guide `SIP/SIP_Deployment_Integration.pdf`	Planning Roadmap for Using SIP Connecting SIP to Management Products Configuring Users and Roles Customizing the Portal Look and Feel Developing Portal Content Segmenting Data By Customer Organization Configuring an Authentication Provider Integrating SIP Into Your Environment Maintenance and Performance
Network Node Manager Integration with SIP `NNM/NNM_Integration.pdf`	How NNM Works with SIP Communication Between NNM and SIP Required Configuration Steps The NNM Modules: • Alarms Module • Network Device Health Module • Topology Module How to use, control, and customize the modules Troubleshooting the modules

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
OpenView Operations and Service Navigator Integration with SIP `OVO-OVSN/OVO_OVSN_Integration.pdf`	How OVO and OVSN Work with SIP Communication Between OVO, OVSN, and SIP Required Configuration Steps The Modules: • OVO Messages • Service Browser Module • Service Health Module • Service Cards Module • Service Graph Module • Custom Service Views Module How to use, control, and customize the modules
OpenView Internet Services Integration with SIP `VPIS/OVIS_Integration.pdf`	How OVIS Works with SIP Communication Between OVIS and SIP Required Configuration Steps The OVIS Module: • Internet Services Module How to use and customize the module
OpenView Service Desk Integration with SIP `OVSD/OVSD_Integration.pdf`	How OVSD Works with SIP Communication Between OVSD and SIP Required Configuration Steps

Table 1-1 HP OpenView Service Information Portal Documentation

Document Title and Filename	Main Topics
OpenView Performance Insight Integration with SIP `OVPI/OVPI_Integration.pdf`	How OVPI Works with SIP Communication Between OVPI and SIP Required Configuration Steps The OVPI Modules: • Performance Insight Module • Performance Insight Browser Module
OpenView Reporter Integration with SIP `OVR/OVR_Integration.pdf`	How OVR Works with SIP Communication Between OVR and SIP Required Configuration Steps
OpenView Performance Manager Integration with SIP `OVPM/OVPM_Integration.pdf`	How OVPM Works with SIP Communication Between OVPM and SIP Required Configuration Steps The OVPM Module: • Performance Manager Module How to Use and Customize The Module

Features and Benefits of HP OpenView Service Information Portal

SIP enables you to give each of your customers a personalized view of the managed environment through the following benefits and features:

- Gives your customers a personalized view:
  - — Highly customizable interface using Java Server Pages, XSL, and XML.
  - — Per-customer filtering of management data, meaning that your customers see only their own network and service management data, while you, the administrator or operator, can see the data of one, many, or all of your customers.
- Provides information from many sources:
  - — Out-of-the-box OpenView Operations (OVO for UNIX and OVO for Windows) and Service Navigator (OVSN) integration, with OVO Reports module for showing customer-segmented data, and drill-down to OVO messages from the Service Browser module.
  - — Out-of-the-box OpenView Service Desk (OVSD) integration.
  - — Out-of-the-box Network Node Manager (NNM) integration, including an NNM Reports module for displaying customer-segmented report data.
  - — Out-of-the-box OpenView Internet Services (OVIS) integration that supports restricted mode.
  - — Out-of-the-box OpenView Performance Manager (OVPM) integration that supports restricted mode.
  - — Out-of-the-box OpenView Performance Insight (OVPI) integration for displaying reports that are configured and deployed to your Performance Insight Web Access Server.
  - — Out-of-the-box OpenView Reporter integration, including modules that display customer-segmented report data.

  - — Tools for developing modules that integrate your own applications and data, such as extensions to the Generic module to support parameter editing and proxy web content from a management server and contributed integration modules.

- Provides a secure environment:
  - — Security through authentication and authorization.
  - — Flexible and extensible authentication.
  - — Proxy support that allows management systems to be protected behind firewalls.
  - — Provides for the use of Secure Socket Layer (SSL) Protocol for communication.
- Gives you a connection to your customers through the portal:
  - — A message board that provides a way to communicate important information to your customers.
- Easy configuration and administration:
  - — SIP Configuration Editor for (1) configuring connections between SIP and management products, and (2) Configuring users, roles, and management data filters.
  - — SIP Administration Pages for (1) configuring and viewing the customer model, (2) configuring the message board, (3) configuring bookmarks, (4) logging in as another user, and (5) troubleshooting portal problems that may arise.
  - — Portal view editing, including reordering of tabs and modules, and customizing the modules.
  - — Support for distributed and shared configuration files.
  - — Ability to conveniently add new modules through a drop-down list box at the bottom of the portal page.
  - — A variety of portal skins based on cascading style sheets.
  - — An online help system that explains the tasks that you can perform through the user interface. The help system changes content depending upon the edit permissions granted to the user.
  - — Module-specific help that is fully customizable.
  - — Sample XML configuration files that ease portal development.

- Integrates into your own environment:
  - — Multiple SIP servers can share portal configuration.
  - — Supports mobile devices, such as PDAs and cell phones.
  - — Runs in non-English language environments.

2 Pre-Installation Tasks

Checking System Requirements

Before starting, check that your system meets the minimum hardware and software requirements listed below. Refer, also, to the list of optional software packages that run with SIP.

Three sections follow: Windows, HP-UX, and Solaris.

Windows

Hardware Minimum Requirements

- Intel Pentium (or AMD) 1 GHz processor-based computer (This is sufficient for a limited demonstration of SIP. For a full deployment, you will likely need to deploy SIP on a faster processor with more disk space and memory.)
- CD-ROM drive (for installation)
- 512 MB RAM (preferably 1 GB RAM)
- 250 MB free disk space on one drive (either FAT or NTFS)
- 512 MB free paging file space

Software Minimum Requirements

- OS version 2000 or 2003.
- TCP/IP Services installed and configured.
- Microsoft Internet Information Server (IIS) 5.0 or 6.0. On Windows 2000 Server, IIS should have been pre-installed. On Windows 2000 Professional, IIS/PWS is installable as an option from the Windows 2000 Professional CD. (Make sure you have the latest Service Packs and hot fixes installed.) On Windows 2003, IIS is called Application Server and is installed as an option from the 2003 CD.
- Microsoft Windows Scripting Host. Installed by default on Windows 2000 (Server and Professional). You can verify installation of the Windows scripting host by executing the command `wscript.exe`. If your system can find this file, the Windows Scripting Host has been installed.

- Java 1.4.2 Software Developers Kit (SDK), which includes the Java 1.4.2 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:

  — `http://java.sun.com`
  Java 2 SDK, Standard Edition v1.4.2
  (You MUST install all required patches for the JDK.)

  The Java 1.4.2 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.4.2, including the patches or services packs that are required by the SDK.

NOTE Ensure that the JDK is not installed in a path that contains spaces. Installing the JDK in a path that contains spaces will prevent the installation from working properly.

- Netscape Navigator web browser (version 7.x and later) with JavaScript and cookies enabled, or Microsoft Internet Explorer web browser (version 5.5 and later) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does not need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP runs only on UNIX systems.

- Secure web server (such as IIS under SSL mode).
- HP OpenView Network Node Manager versions 6.4, 6.31, 6.2, 7.01, and 7.5. (each version requires the latest consolidated patch).
- HP OpenView Customer Views for NNM versions 6.2, 6.31, and 6.4.
- HP OpenView Internet Services versions A.04.00, A.04.50, 5.0, and 5.2.
- HP OpenView Operations for UNIX versions A.07.x, and A.08.0.
- HP OpenView Service Navigator versions 7.x and 8.0.
- HP OpenView Operations for Windows version 7.1 and 7.21.
- HP OpenView Service Desk 4.0 or 4.5.
- HP OpenView Performance Insight version 4.6 and 5.0.

- HP OpenView Reporter 3.0 and 3.5.
- HP OpenView Performance Manager 4.04 or 4.05.

HP-UX

Hardware Minimum Requirements

- HP 9000 workstation, Series 700 or 800
- CD-ROM drive (for installation)
- 512 MB RAM (preferably 1 GB RAM)
- 250 MB free disk space on one drive
- 512 MB swap

Software Minimum Requirements

- HP-UX (versions 11.0 and 11.11), which includes:
  - The Common Desktop Environment (CDE)
  - X Windows and OSF/Motif
  - HP-UX patch PHSS_24303
- Java 1.4.2 Software Developers Kit (SDK), which includes the Java 1.4.2 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:
  - `http://www.hp.com/java` (**Important**: You must install all required patches for the JDK, or SIP will not work.)

    The Java 1.4.2 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.4.2. You must install the patches or services packs that are required by the SDK.
- Netscape Navigator web browser (version 6.2 or later) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does NOT need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP does not run on HP-UX systems.

- Virtual windowing system software installed on SIP machine, in order to run on a console system that does not have a display. (Navigate to the whitepaper at `http://www.openview.hp.com`)
- HP OpenView Network Node Manager versions 6.4, 6.31, 6.2, 7.01, and 7.5 (each version requires the latest consolidated patch).
- HP OpenView Customer Views for NNM, version 1.2 (for NNM versions 6.2, NNM 6.31 and 6.4).
- HP OpenView Internet Services A.04.00, A.04.50, A.05.0, and A.05.2.
- HP OpenView Operations versions 7.x and 8.0.

  Patches are available at `http://ovweb.external.hp.com/cpe/patches/`
- HP OpenView Service Navigator versions 7.x and 8.0.
- HP OpenView Operations for Windows version 7.1 and 7.21.
- HP OpenView Service Desk 4.0 and 4.5.
- HP OpenView Performance Insight version 4.6 and 5.0.
- HP OpenView Reporter 3.0 and 3.5.
- HP OpenView PM 4.04, and 4.05.

Solaris

Hardware Minimum Requirements

- Sun SPARCstation
- CD-ROM drive (for installation)
- 256 MB RAM (preferably 512 MB RAM)
- 250 MB free disk space on one drive
- 256 MB swap

Software Minimum Requirements

- Solaris (versions 2.7 and 2.8) with semaphores enabled, and which includes:
  - The Common Desktop Environment (CDE)

  - X Windows and OSF/Motif

- Java 1.4.2 Software Developers Kit (SDK), which includes the Java 1.42 Runtime Environment (RTE). You can obtain versions of the SDK Release Notes from the following location:

  - `http://java.sun.com`
    Java 2 SDK, Standard Edition v1.4.2

    The Java 1.4.2 RTE by itself is not sufficient. It does not contain all of the libraries and executables required by SIP. The SIP installation process requires Java SDK 1.4.2. Install the patches or services packs that are required by the SDK.

- Netscape Navigator web browser (version 6.2 or later) with JavaScript and cookies enabled.

Optional Software

SIP integrates with optional HP OpenView software. This software does NOT need to be installed on the same machine as SIP; in fact, some of the software that integrates with SIP does not run on Solaris systems.

- Virtual windowing system software installed on SIP machine, in order to run on a console system that does not have a display. (Navigate to the whitepaper at `http://www.openview.hp.com`)
- HP OpenView Network Node Manager versions 6.2, 6.31, 6.4, 7.01, and 7.5 (each version requires the latest consolidated patch).
- HP OpenView Customer Views for NNM, Customer Views version 1.2 (for NNM versions 6.2, NNM 6.31 and 6.4).
- HP OpenView Internet Services versions A.04.00, A.04.5, A.05.0, and A.05.2.
- HP OpenView Operations versions A.07.x and A.08.0 (HP-UX and Solaris).
- HP OpenView Service Navigator versions A.07.x and A.08.0 (HP-UX and Solaris).
- HP OpenView Operations for Windows version 7.1 and 7.21.
- HP OpenView Service Desk 4.0 and 4.5.
- HP OpenView Performance Insight version 4.6 and 5.0.
- HP OpenView Reporter 3.0 and 3.5.

- HP OpenView Performance Manager 4.04 and 4.05.

Setting Environment Variables

You must set two environment variables prior to installing Service Information Portal.

Setting JAVA_HOME Environment Variable

Before you install SIP on Windows, you must set JAVA_HOME to the location where you installed the JDK 1.4.2 In addition to being needed for proper installation and runtime behavior, JAVA_HOME needs to be set to run various SIP commands.

On Windows

If the JAVA_HOME environment variable does not currently exist, set it to point to your Java SDK 1.4.2 directory.

The JAVA_HOME environment variable is set through the Control Panel:System Properties->Advanced tab->Environment Variables.

Setting the PATH Environment Variable

Before you install SIP, you must set the PATH environment variable to include a path to the bin directory of the JDK 1.4.2. If you run the installer without a proper path to your JVM, the installer will fail and give the message that it cannot find a Java Virtual Machine.

On Windows

- Through the Control Panel:System Properties->Advanced tab->Environment Variables (click [OK]), set your PATH to the bin directory of your JDK. For example, **%JAVA_HOME%\bin**

On HP-UX

- You can set the PATH by typing:
  export PATH="/opt/java1.4/bin:$PATH"

On Solaris

- If JDK is installed under
  `/usr/j2sdk1.4.2_04`
  you can set the `PATH` by typing:
  `export PATH="/usr/j2sdk1.4.2_04/bin:$PATH"`

Setting SIP X Windows Server DISPLAY (UNIX only)

For the SIP installation to succeed, the `DISPLAY` variable must be set to point to an active X server, preferably one running on the SIP system itself.

NOTE If an X server is not available on the system, follow the instructions in the whitepaper on virtual windowing system software, which you can navigate to from the following website: `http://www.openview.hp.com`

For installation to succeed, the following must be true:

1. The `DISPLAY` environment variable must be set to point to an active X server, preferably on the same system running SIP. For example: `export DISPLAY=localhost:0`
2. The SIP system must have access permission to the X server referenced by the `DISPLAY` environment variable. In particular, the SIP process must have access to the display. SIP will run as the user "www" on HP-UX and "nobody" on Solaris. To test X display access for SIP, as the SIP user run an X program such as xclock or Netscape, using the desired `DISPLAY` setting. If necessary, use the `xhost` command to grant X display permissions.
3. The X display referenced by SIP must be open the entire time that SIP is running. That is, a user must be logged in on the display. Furthermore, if the display is ever locked or goes into a modal state, or if the user logs out, the display will not be accessible to SIP. For this reason, it may be advisable to use a dedicated virtual windowing system. For details on the use of virtual windowing systems with SIP, refer to the whitepaper available at `http://www.openview.hp.com`.

NOTE

During the use of SIP, there are two cases in which the `DISPLAY` variable must be configured:

- When you start the servlet engine at reboot time.
- When you restart the servlet engine in a shell window.

The `DISPLAY` variable needs to be set in `/etc/rc.config.d/ovsip`.

Ensuring that Sufficient Disk Space is Available in the Temp (Tmp) Directory

The SIP installation process unpacks in the temporary directory (`\temp` on Windows, `/tmp` on UNIX). You need approximately 100 MB of disk space available in this directory for SIP to successfully install. You do not need this space to be available permanently, just for the installation process.

3 Installation

Installing HP OpenView Service Information Portal

This section describes how to install HP OpenView Service Information Portal on Microsoft Windows, HP-UX, and Solaris.

NOTE

SIP 2.0 Users: You can choose one of the following options.

- Uninstall SIP 2.0 (Appendix B), and install SIP 3.2 as a clean SIP installation (explained in the current chapter).

  On UNIX, you get a warning and then all files, including customized configuration files, are deleted from the system.

  On NT, if you answer "yes" to a prompt, then all files, including customized configuration files, are deleted from the system.
- Install SIP 3.0 over SIP 2.0. (Refer to SIP 3.0 documentation for installation instructions.). This approach saves most of your customized configuration files in place. For detailed information on what gets preserved and what gets backed up, see "Preserving Customized Files During Reinstallation of SIP" on page 32.
- Install SIP 3.1 over SIP 3.0 before installing SIP 3.2.

On Windows

This procedure explains how to install Service Information Portal on a local system.

NOTE

Make sure you installed the Java 1.4.2 SDK, including the Java 1.4.2 Runtime Environment, and set the `JAVA_HOME` environment variable before you install SIP. See Chapter 2, "Pre-Installation Tasks," on page 17.

1. Using an account that has Administrator privileges, go to the `Windows/NoVM` folder on the Service Information Portal CD-ROM product disk and run **`sipsetup.exe`**.
2. When InstallAnywhere appears, follow the steps in the wizard to complete the installation:

   a. Choose the Java Virtual Machine:

      The installation process will detect the JVMs installed on your machine and select the first one that is set in `$JAVA_HOME`.

      - From the list, choose a JVM that meets the following criteria: (1) JDK version 1.4.2, which provides a JVM with a JAVA executable that can run Tomcat and Apache; (2) Preferably, a JVM that you have downloaded from Sun. (Try to avoid choosing the Microsoft JVM.)
      - To choose a JVM that is not on the list, click `[Choose Another]`.
      - To have the installation program take a second pass at searching for JVMs, click `[Search For Others]`.

   b. Choose the Installation Directory:
      When prompted to select the installation path, select a location that has sufficient disk space.

      - If an older version of SIP is installed on the system, the installation will prompt you to reboot the computer. The installation prompts you to reboot because the `JAVA_HOME` envoronment takes effect for the Tomcat service only after a reboot.

   c. When the installation is complete, go to the next chapter of this manual to perform post-installation tasks and verify that the installation was successful.

NOTE FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8080. The IIS Admin Service web server will be running on the port on which your administrator configured it. (By default, port 80.) Tomcat also uses port 8009 to communicate with the IIS web server.

On HP-UX and Solaris

This procedure explains how to install Service Information Portal on a local system.

NOTE Make sure you installed the Java 1.4.2 SDK, including the Java 1.4.2 Runtime Environment, and set the `JAVA_HOME` environment variable before you install SIP. See Chapter 2, "Pre-Installation Tasks," on page 17. Also, make sure the DISPLAY is set, as described on "Setting SIP X Windows Server DISPLAY (UNIX only)" on page 25.

NOTE Do not run **`sipsetup.bin`** without specifying either the absolute path or starting the installation from the current path.

1. Log in as `root` to the system where you will install the SIP software.
2. Insert your Service Information Portal CD-ROM product disk.
3. If you need to mount the CD-ROM, do so by typing:

   `/etc/mount /dev/dsk/`*`device_name`* **`/cdrom`**
   where *`device_name`* is the specific name of your CD drive.
4. Use the `cd` command to change to the `/cdrom` directory.
5. Go to the `GenericUnix folder` on the CD and start the installation program by typing:
   `./sipsetup.bin`
6. When InstallAnywhere appears, follow the steps in the wizard to complete the installation:
   - Choose the Java Virtual Machine:

     The installation process will detect the JVMs installed on your machine and select the first one that is set in `$JAVA_HOME`.

     — From the list, choose a JVM that meets the following criteria: (1) JDK version 1.4.2, (2) A JVM with a JAVA executable that can run Tomcat and Apache; (3) Preferably, a JVM that you have downloaded from Sun.

— To choose a JVM that is not on the list, click `[Choose Another]`.

— To have the installation program take a second pass at searching for JVMs, click `[Search For Others]`.

7. Configure the `user/group` that will be used to run Tomcat and Apache. (By default, `nobody/nogroup` on Solaris and `www/www` on HPUX.) Configure the port for Apache. (By default, port 80.)
8. Configure the display server. (By default, `localhost`.)

- When the installation is complete, go to the next chapter of this manual to perform post-installation tasks and verify that the installation was successful.

NOTE FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8080 and the Apache web server to run on port 80. (Tomcat also uses port 8009 to communicate with the Apache web server.)

Preserving Customized Files During Reinstallation of SIP

For the purposes of reinstallation, there are three types of files:

- Customizable files that were installed with a previous SIP installation.
- New files that you have created since the SIP installation.
- Files not likely to have been customized and that the SIP installation must override so that SIP 3.2 will work as documented.

Customizable Files

Of the files installed previously, the following types of configuration files will NOT be overwritten during reinstallation of SIP. The SIP 3.2 versions of these files will be available to you in the `/newconfig` directory.

- User logins and password (`/etc/passwd`)
- GIF images for Skins (`htdocs/Skins`)
- JSPs (`webapps/ovportal/jsp/core`) with the exception of the following:
  - `admin_html.jsp`
  - `adminedit_html.jsp`
  - `adminsubpage_html.jsp`
  - `drilldown_html.jsp`
  - `edit_html.jsp`
  - `editcolumn_html.jsp`
  - `errorpage_html.jsp`
  - `logs_html.jsp`
  - `personalize_html.jsp`
  - `portalhelp_html.jsp`
  - `portalpage_html.jsp`

  - refresh_html.jsp
  - refresh_pda.jsp
  - report_html.jsp

- JSPs (webapps/ovportal/jsp/security) with the exception of the following:
  - login_wml.jsp
  - refresh_html.jsp
  - refresh_pda.jsp
  - refresh_wml.jsp
  - userName_wml.jsp
- OVPortalConfig.xml (conf/framework)
- LDAP configuration file (conf/share/authentication)
- XML for the default modules (registration/defaults) with the exception of OVDefaultOVORep.xml.
- XML configuration files (in directories under the /conf/share directory) with the exception of the following:
  - views/cannedDemo.xml
  - modules/ovis/Graphs.xml
  - modules/ovpm/OVPMModuleConfig.xml
  - proxy/OVProxyConfig.xml

The location of the /newconfig directory is:

Windows: %SIP_HOME%\newconfig
UNIX: /opt/OV/SIP/newconfig

Files Not Likely to Have Been Customized

Of the files installed previously, the following types of configuration files will be overwritten during reinstallation of SIP. However, they will be preserved for you in the /oldconfig directory.

- DTDs (conf/share)
- XSL (conf/styles)

- Java classes (`webapps/ovportal/WEB-INF/classes`)
- Module registration files (`/registration`)
- Contributed integrations (`/integrations`)
- SIP logos and Module icons (`htdocs/C/images`)
- Files that make up the SIP Demo (`htdocs/C/demo`)
- HTML help files (`htdocs/C/help`)
- Whitepapers (`htdocs/WhitePapers`)

The location of the `/oldconfig` directory is:

Windows: `%SIP_HOME%\oldconfig`
UNIX: `/opt/OV/SIP/oldconfig`

To Preserve Your Customized Files

1. Merge new SIP 3.2 files or parts of files located in the /newconfig directory into the files that were not overwritten.
2. Copy back or merge the files that were overwritten and stored in `/oldconfig` into the new SIP 3.2 files that were installed.

4 Post-Installation Tasks

Changing the Port for the Apache Web Server Used By SIP (UNIX only)

You can configure which port Apache Web Server runs under during installation. By default this is 80. If you have a web server running on this port, please configure a different port during SIP installation. If you need to change the port after installing SIP, follow the instructions below.

1. Edit the following file:

   `/opt/OV/SIP/apache/conf/httpd.conf`

2. Search for `Port`, and change `80` to whatever port you want to use for Apache.
3. Save and close the file.
4. As root, stop and restart the web server and servlet engine by typing the following.

   Stop on HP-UX: **`/sbin/init.d/ovsip stop`**
   Start on HP-UX: **`/sbin/init.d/ovsip start`**

   Stop on Solaris: **`/etc/init.d/ovsip stop`**
   Start on Solaris: **`/etc/init.d/ovsip start`**

NOTE

Now when you access the Service Information Portal, use the following URL, where port is the configured web server port for SIP:

`http://<yourhostname:port>/ovportal`

If you are going to run SIP with a secure web server, the URL for accessing SIP is:

`https://<yourhostname:port>/ovportal`, where *`port`* is the one chosen in step 2 above.

Increasing Kernel Parameters (HP-UX only)

On HP-UX 11.x, the kernel configuration parameter *max_thread_proc* defaults to 64. This sets the limit on the number of current web interface sessions (that is, customers who can simultaneously access HP OpenView Service Information Portal). (Similarly configured Sun machines allow up to 2048 threads per process.) A basic recommended change is to increase the kernel parameter *max_thread_proc* to 2048. The maximum value allowed might be constrained by *nproc* being too low. This value can be increased by modifying the parameter *maxusers* to approximately 200.

Setting the SIP_HOME Environment Variable (Windows Only)

SIP_HOME is set by the installation process on Windows. If you are installing SIP on UNIX, this environment variable is not needed and there is nothing you need to do.

However, right after installation on Windows, SIP_HOME will not be set in your shell or DOS command window. There are two ways to ensure that SIP_HOME is set:

- Log out and back in to your Windows system.
- Verify the environment variables through the GUI:

  Windows: Bring up the System Properties dialog, select the Advanced tab, select Environment Variables, and then click [OK].

  After this step, SIP_HOME will be set in any new shell or DOS command window you bring up.

NOTE After you log in to SIP for the first time, SIP_HOME will be appropriately set.

Setting the PATH Environment Variable

After you install SIP, you can optionally set the `PATH` environment variable to include a path to the SIP `bin` directory. This lets you easily run SIP commands without typing the full path name.

On Windows

- Add the following to your `PATH` variable:
  `%SIP_HOME%\bin`

On HP-UX and Solaris

- Add the following to your `PATH` variable:
  `/opt/OV/SIP/bin`

Configuring the DISPLAY Variable (UNIX only)

SIP relies on Java's Abstract Windows Toolkit (AWT) to generate graphical images. On UNIX, the AWT requires the presence of a running X windows server.

You can configure a display server during installation. By default this is set to `localhost`. If after installation you need to change the DISPLAY server, please edit the file `/etc/re.config.d/ovsip`.

After installing SIP, if you haven't already done so, set the `DISPLAY` variable in `/etc/rc.config.d/ovsip`.

- When you start the servlet engine at reboot time.
- When you restart the servlet engine in a shell window.

For instructions, see "Setting SIP X Windows Server DISPLAY (UNIX only)" on page 25.

Verifying the Installation

1. To verify that the installation was successful, open a browser window and enter the URL that starts SIP:

   `http://<yourhostname>/ovportal`

NOTE

Windows only: You can also start SIP by selecting:
`Start->Programs->HP OpenView->Service Information Portal->Service Information Portal`

NOTE

UNIX only: If you configured the SIP web server to a port other than 80, use the following URL instead, where port is the configured web server port for SIP:

`http://<yourhostname:port>/ovportal`

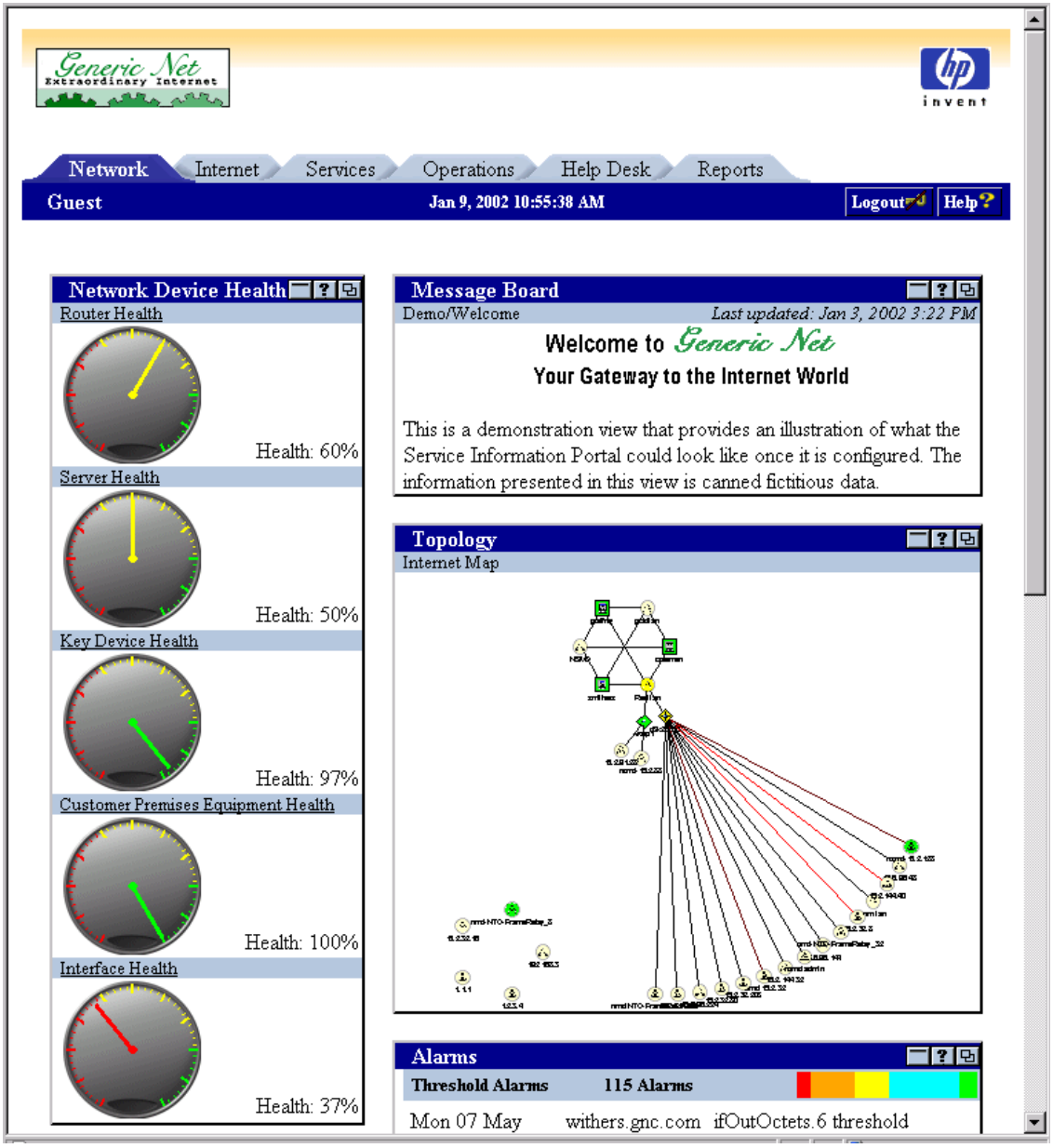
If you are going to run SIP with a secure web server, you must use `https` instead of `http`:

`https://<yourhostname:port>/ovportal`

2. At the SIP login page, type **`guest`** and click [`Login`]. The canned demo portal shown in Figure 4-1 on page 43 should appear.

   If you do not get the SIP login page or if the demo portal does not appear, see Appendix A, “Troubleshooting the Installation of Service Information Portal,” on page 45.

Figure 4-1 Demo Portal with "guest" Login



A Troubleshooting the Installation of Service Information Portal

Troubleshooting Problems That Occur During Installation

If SIP does not run as expected after installation, begin your troubleshooting by following the steps in this section.

NOTE FYI: Upon installation, SIP configures the Tomcat servlet engine to run on port 8080 and the Apache web server (on UNIX) to run on port 80.

NOTE **Windows Only**: If the installation was successful but SIP doesn't launch, confirm that `cscript.exe` and `wscript.exe` are installed in the `\WINNT\System32` folder.

1. Look for errors in the following logs:
   - *Windows:*
     `%SIP_HOME%\install\postinst.log`
   - *UNIX:*
     `/opt/OV/SIP/install/postinst.log`
     `/tmp/postinstall.out`
2. Make sure the servlet engine is running.
   - *Windows:*
     In the `Control Panel`, select `Administrative Tools`, then `Services`, and check the status of `Tomcat`. If the process is not running, select `Tomcat` and click [`Start`]. Alternatively, you can use the command line: **`net stop tomcat`** and **`net start tomcat`**.

     If this fails, you can attempt to start it from a `.bat` file and observe the output:
     From the command line, go to the following directory:
     %SIP_HOME%`\tomcat\bin`
     Type: **`startup.bat`**

If Tomcat does not start, record any error messages that are output, and call support.

- *UNIX:* To make sure the servlet engine is running:

  Check if the file `tomcat/logs/catalina.pid` exists. If this file exists, check whether a process with the process id mentioned in this file is running.

  From the command line type
  `kill -0 'cat/opt/ov/SIP/tomcat/catalina.pid'`
  to determine whether Tomcat is running.

  If Tomcat is not running, ensure that `JAVA_HOME` is set and type the following from the command line
  `export CATALINA_PID`

  From the command line, type
  `/opt/OV/SIP/tomcat/bin/startup.sh`
  to run the Tomcat startup script.

  Make sure that Tomcat is running. To do so, go to the URL
  `http://<yourhostname>:8080/ovportal`
  If a page is displayed, then Tomcat is functioning properly.

3. If Tomcat is running but you get an error when you request the SIP URL (**`http://<yourhostname>/ovportal`**), review the following:

   - Make sure that web server (IIS Admin Service on Windows and Apache on UNIX) is running correctly. To do so, go to the URL
     `http://<yourhostname>:80`
   - On Windows, verify that the Tomcat filtering DLL is properly loaded in IIS:

     a. Go to `Control Panel` ->`Administrative Tools` -> `Internet Services Manager` (IIS Manager on Windows 2003).

     b. Right-click on your `Internet Information Server`. Then right-click on `machine name` and choose `Properties`. In `Master Properties`, with `WWW Service` selected, click [`Edit`].

c. Select the `ISAPI Filters` tab, check the `Status` of the `Filter Name: Tomcat`.

- Verify that you installed SIP according to the installation instructions, and if you did, then call support.

4. When starting SIP, if you get a login page but cannot log in as "guest" try the following:

   - Check the `roles.log` file for any errors.

     Windows: `%SIP_HOME%\log\roles.log`
     UNIX: `/opt/OV/SIP/log/roles.log`

   - Run `create_role_db` to make sure the roles database is created. (On UNIX, make sure you have sufficient file permissions to write to the `/opt/OV/SIP/conf/share/roles` directory.)

NOTE

For the command to work from outside the `bin` directory, add the following to your `PATH` variable:

Windows: `%SIP_HOME%\bin`
UNIX: `/opt/OV/SIP/bin`

   - Correct any errors that are detected, and run the command repeatedly until the `roles` directory is created.

HP-UX Only: Apache Server Not Running After Install

Symptom:

When you try to start SIP after installation, you get an error message indicating that the server is not responding and that it may be down.

Problem:

The SIP installation process did not start the Apache web server.

Solution 1:

Start the web server and SIP by typing `/sbin/init.d/ovsip start`.

If you get the following message, everything is okay:

Message:

```
Attempting to start Web Server...
/opt/OV/SIP/apache/bin/apachectl start: httpd started
Web Server has been started.
Starting Servlet Engine.
Using classpath:
.:/opt/OV/SIP/tomcat/../webapps/ovportal/WEB-INF/lib/xerces.jar:/opt/OV/SIP/tomc
at/../webapps/ovportal/WEB-INF/lib/pja.jar:/opt/OV/SIP/tomcat/lib/ant.jar:/opt/O
V/SIP/tomcat/lib/jasper.jar:/opt/OV/SIP/tomcat/lib/jaxp.jar:/opt/OV/SIP/tomcat/l
ib/parser.jar:/opt/OV/SIP/tomcat/lib/servlet.jar:/opt/OV/SIP/tomcat/lib/test:/op
t/OV/SIP/tomcat/lib/webserver.jar:/opt/java1.3/lib/tools.jar

#

Starting tomcat. Check logs/tomcat.log for error messages
No apps in webapps/
2001-11-28 14:52:50 - ContextManager: Adding context Ctx( /ovportal )

2001-11-28 14:52:51 - PoolTcpConnector: Starting HttpConnectionHandler on 8080

2001-11-28 14:52:51 - PoolTcpConnector: Starting Ajp12ConnectionHandler on 8007
```

Solution 2:

Start the web server and SIP by typing `/sbin/init.d/ovsip start`.

If you get the following error message, SIP cannot start Apache because an older loader library is installed on your HP-UX machine.

Error Message:

```
Attempting to start Web Server...
/usr/lib/dld.sl: Unresolved symbol: dlclose (code)  from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlopen (code)  from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlerror (code)  from
/opt/OV/SIP/apache/modules/mod_jk.so
/usr/lib/dld.sl: Unresolved symbol: dlsym (code)  from
/opt/OV/SIP/apache/modules/mod_jk.so
Syntax error on line 10 of /opt/OV/SIP/apache/conf/jk.conf:
Cannot load /opt/OV/SIP/apache/modules/mod_jk.so into server: Unresolved
external
/opt/OV/SIP/apache/bin/apachectl start: httpd could not be started
EXIT CODE: 3

Web Server failed to start.
Examine /opt/OV/SIP/apache/logs/error_log


Starting Servlet Engine.
Tomcat already started
```

Fix the problem by installing HP-UX patch PHSS_24303.

To download the patch:

1. Go to `http://www.hp.com/java`
2. Follow the `Patches` link.
3. Follow the link to get to the Patches Database at the IT Resource Center website.

Solution 3:

The problem may be that another web server is running on port 80 when you install on UNIX. Make sure this is not the case.

Tomcat Not Running After Install

Symptom:

After installation, SIP does not run and you receive a `Page not found` error message (on Windows) or an `Internal Server Error` message (on UNIX) as well as errors in the Tomcat log file.

Problem:

The configured Tomcat ports might be in use by other applicaitons such as Oracle.

Solution:

Reconfigure the Tomcat ports by editing `@SIP_HOME%/tomcat/conf/server.xml` or alternatively reconfigure the ports used by the conflicting application.

Restart Tomcat after making the changes

Tomcat Not Running After Install

B Uninstalling SIP

Uninstalling HP OpenView Service Information Portal

NOTE After uninstalling SIP, you may find that some installation logs remain on the file system. If you prefer to remove them, go to the SIP home directory and delete them.

On Windows

The state of your IIS Admin Service after uninstall will be the same as before uninstall.

1. `Start: Settings->Control Panel->Add/Remove Programs`.
2. Scroll down and select the version of SIP that you want to uninstall, and click [`Add/Remove`].
3. A prompt indicates that all files will be removed. Answer “yes” to continue uninstalling SIP.

On HP-UX and Solaris

1. As root, uninstall the software by running the command: **`/opt/OV/SIP/install/removesip`**
2. When prompted to continue with the removal, type “y” and press **Enter**.

Index

W