

HP OpenView Service Delivery

Getting Started Guide

Software Version: 2.2

Microsoft Windows Server 2003



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There you will find contact information and details about the products, services, and support that HP OpenView offers.

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The support site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

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Introduction

This document provides an overview of HP OpenView Service Delivery, discusses its basic functions, and provides instruction on how to install the product, set up a basic configuration, and verify the installation.

Because certain features of HP OpenView Service Delivery depend on Microsoft's Automated Deployment Services (ADS), aspects of ADS installation are also discussed.

The rest of this document will guide you through the following:

- HP OpenView Service Delivery Overview
- Installation Requirements, including:
 - Server Hardware Requirements
 - HP OpenView Service Delivery Controller Restrictions
 - Server Software Requirements
 - Preparing for Installation
 - ADS Software Installation
 - HP OpenView Service Delivery Controller Software Installation
 - Configuring HP OpenView Service Delivery Controller
 - Verifying Installation

Service Delivery Overview

Installing HP OpenView Service Delivery is the first step to a new world of system administration. HP OpenView Service Delivery delivers innovative Lifecycle Management capabilities for Windows Servers that optimize an organization's server resource environment for a business advantage.

Utilizing a unique Intelligent Automation Engine, the HP OpenView Service Delivery software automates common workflows, incorporates best practices, and adapts infrastructure management operations to the specific environment. Whether discovering, deploying, moving, migrating, or consolidating server resources, HP OpenView Service Delivery activates IT, delivering business agility.

HP OpenView Service Delivery's powerful workflows standardize repetitive, ad hoc, and error-prone operations, improving the success of change and delivering reliable results. Pertinent settings and configurations are captured and adapted to the new environment for error-free, repeatable results.

Additionally, HP OpenView Service Delivery encapsulates best practices into the operations it performs—actually improving the quality of the infrastructure over time and creating an evolutionary effect that optimizes for change and flexibility in the future. HP OpenView Service Delivery gets to work fast, installing right into your up-and-running environment, and actually detecting the existing infrastructure.

Through its intuitive graphical user interface (GUI), HP OpenView Service Delivery organizes the complexity of server lifecycle management tasks giving you instant access to system resources, workflows, and status.

Whether the task is to utilize server capacity more efficiently, simplify server migration, navigate business expansion or consolidation, or repurpose old servers gracefully, HP OpenView Service Delivery extends the lifecycle of the physical and software infrastructure.

Service Delivery Features

HP OpenView Service Delivery can manage the full breadth of your Server Lifecycle Management tasks through Discovery, Deployment, Migration, and Consolidation.

HP OpenView Service Delivery automatically determines servers of interest without the need for manual intervention. It establishes server properties and a simple view of IT infrastructure without time-consuming manual exploration of all the servers.

HP OpenView Service Delivery deploys servers to participate in the IT environment, which includes adding and configuring a new file sharing service with custom configurations based on templates, provisioning bare metal servers by leveraging Microsoft's ADS, migrating and consolidating servers and a plethora of additional operations.

HP OpenView Service Delivery enables the movement of a server's key components from one machine to another. During migration, all of the server data and relevant configuration—including permissions and security, are moved from an existing system to a new system running the same or a newer OS version. Consolidation allows HP OpenView Service Delivery to move multiple source servers to a single new or existing server. The consolidation includes optional server name emulation to support existing users.

HP OpenView Service Delivery has flexible administrative tools that work in your unique IT environment, including conflict management, and support for both graphical and command line interfaces. Through employment of user role classifications and privileges, HP OpenView Service Delivery fine tunes access to its features and capabilities to meet your organization's needs. Recording changes in operations is an important feature, and HP OpenView Service Delivery uses logging for job analysis and reporting.

Robustness is achieved in many ways, including the capability for operations to rollback to their initial state when unanticipated errors occur. Scheduling provides flexible managing of operation timing.

HP OpenView Service Delivery integrates seamlessly with Microsoft's Automated Deployment Services (ADS).

All of this is in a scalable, agent-less architecture that is built upon the .Net Framework.

Service Delivery Components

The two basic HP OpenView Service Delivery components are:

- The HP OpenView Service Delivery Server

The computer on which the software is installed becomes the HP OpenView Service Delivery Server.

All HP OpenView Service Delivery system management goes through the HP OpenView Service Delivery Server. It is also the only machine in the managed network on which software needs to be added or modified.

The Server maintains a database of system information, provides both web-based and command line interfaces for administrative control, and runs all HP OpenView Service Delivery Services.

- HP OpenView Service Delivery Managed Servers

The HP OpenView Service Delivery Managed Servers constitute the set of computer systems managed by the HP OpenView Service Delivery Server.

By default, all servers in the domain containing the Server are automatically made members of HP OpenView Service Delivery Managed Servers.

For additional information, see HP OpenView Service Delivery Server and HP OpenView Service Delivery Managed Servers in the Basic Concepts section online.

Service Delivery Access Control

HP OpenView Service Delivery functions and tools are accessed by membership in one of the three HP OpenView Service Delivery domain groups: ServiceDeliveryAdministrators, ServiceDeliveryArchitects, and ServiceDeliveryOperators.

The most privileged group is the ServiceDeliveryAdministrators group. Members of this group have full access to all HP OpenView Service Delivery commands — for instance, not only can they issue commands to move resources from one server to another in the Managed Servers, but they may also define Configuration Templates, and manage Discovery.

Members of the ServiceDeliveryArchitects group have some privileges in the areas of job design, but they cannot create Configuration Templates or manage Discovery.

Members of the ServiceDeliveryOperators group can Monitor the system, and access the day-to-day Management functions such as creating jobs to manage servers.

Installation Requirements

Administrators installing HP OpenView Service Delivery must first verify the following:

- **Server Requirements:** the basic supporting hardware
- **Server Software Requirements:** the correct configuration of Windows and supporting software (IIS, ASP.net, Microsoft SQL Server 2000)
- **ADS Installation Requirements:** Although installation is optional, it is recommended that Microsoft Automated Deployment Service (ADS) be installed beforehand to enable all of HP OpenView Service Delivery's features, and to handle provisioning within the Managed Servers.

HP OpenView Service Delivery Footprint

HP OpenView Service Delivery's installation and functionality are designed to make no modifications or demands on an existing system of servers.

HP OpenView Service Delivery software will be added only to the HP OpenView Service Delivery Server itself.

The only modifications the installation will make across the set of HP OpenView Service Delivery Managed Servers are:

- Creation of three domain groups — ServiceDeliveryAdministrators, ServiceDeliveryArchitects, and ServiceDeliveryOperators
- Creation of the HP OpenView Service Delivery System Service Account, out of which certain HP OpenView Service Delivery services are run (see Preparing for Installation in this document).

Before installing HP OpenView Service Delivery, it is required that:

- An instance of the IIS Web Service be present and running on the HP OpenView Service Delivery Server
- An unnamed instance of Microsoft SQL Server 2000 is running on the HP OpenView Service Delivery Server.

Server Hardware Requirements

- Dedicated server having a 1 GHz or higher, Pentium IV compatible CPU
- Minimum of 20 GB of disk space required, at least 40 GB recommended
- 256 MB or more of memory
- Network connectivity (100 Mbit Ethernet NIC)

Service Delivery Server Restrictions

The machine on which HP OpenView Service Delivery is to be installed:

- Must be a server (not a workstation)
- Must be a member of the domain (not stand-alone)
- Must be in the same Windows domain as the systems to be managed
- Must not be the Primary Domain Controller (PDC)
- Must not be a Backup Domain Controller (BDC)
- Must not be an Automated Deployment Services® (ADS) Controller
- Should not itself provide file shares to other systems
- Should have Pre-Boot eXecution Environment (PXE) disabled (see Automated Deployment Service (ADS) in the Using HP OpenView Service Delivery section online)

Server Software Requirements

To support system provisioning, HP OpenView Service Delivery requires Automated Deployment Service (ADS) be installed on the Managed Servers. It is recommended that ADS be installed prior to HP OpenView Service Delivery.

Note that Microsoft ADS must reside on a system different from the one hosting the HP OpenView Service Delivery Server. Further information can be found in the ADS Requirements section.

Installation Procedures

Preparing for Installation

Prior to installing HP OpenView Service Delivery software, make sure these tasks are completed:

- Clean Up

Remove any previous instances of HP OpenView Service Delivery on the system, if necessary. A previous instance that is not removed will cause the HP OpenView Service Delivery installer to abort.

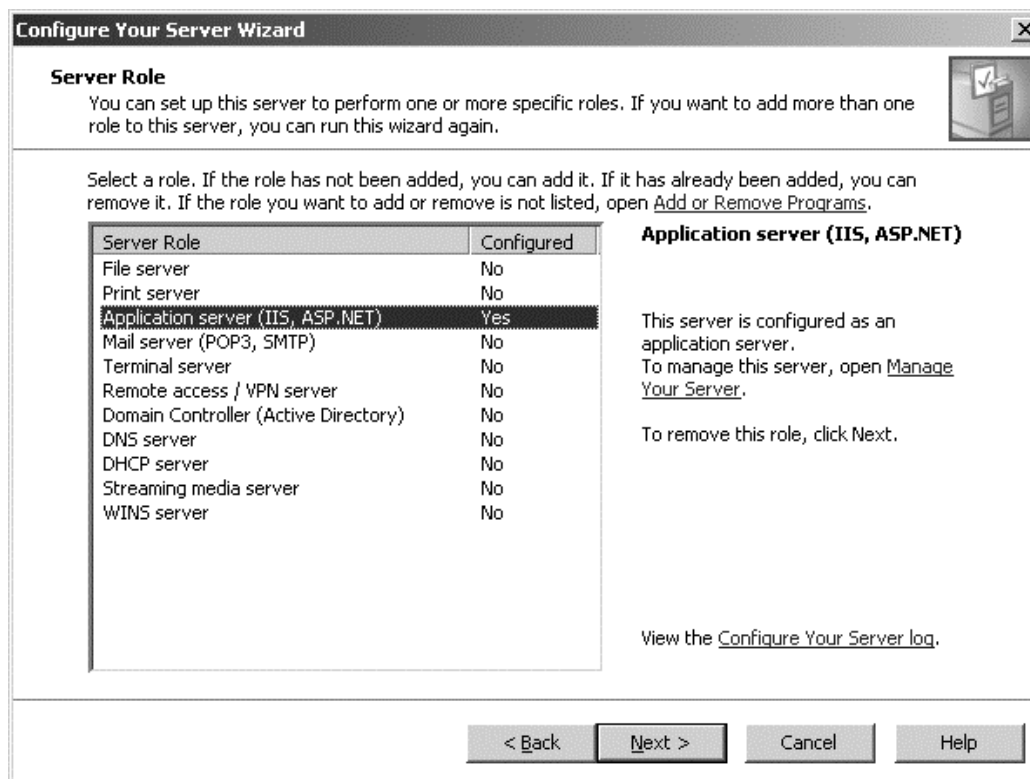
Removal can be done through the Windows Add or Remove Programs.

- Enable IIS, ASP.Net Server Role

Prior to installing HP OpenView Service Delivery, it is necessary to verify that the candidate Server is capable of running the HP OpenView Service Delivery software. You must enable the candidate Server system as an Application Server (IIS, ASP.NET).

The candidate Server's current settings can be checked using the Configure Your Server Wizard dialog box in the Windows Manage Your Server Wizard.

The candidate Server must be configured so that the server role for Application Server (IIS, ASP.NET) is set to **Yes**. For instance:



These settings can be configured during the installation of a supported edition of the Windows operating system on the candidate Server, or modified through the Configure Your Server Wizard.

- Set Up Microsoft SQL Server™ 2000

HP OpenView Service Delivery uses Microsoft SQL Server 2000 to maintain and track the state of its operations and the Managed Servers.

Before installing HP OpenView Service Delivery you must:

- Have Microsoft SQL Server 2000 software (SP3 or later) installed on the Service Delivery Controller
- Run an Unnamed Local Instance of the SQL Server

The SQL server must be configured so that:

- It supports integrated Windows authentication
- SQL Server authentication is turned off
- Only the HP OpenView Service Delivery Server can access it

For more details, consult the SQL Server 2000 installation manuals.

- Isolate from any Pre-Boot eXecution Environment (PXE)

The candidate HP OpenView Service Delivery Server should not boot using PXE.

Support for this feature is controlled by the candidate Server's BIOS. Consult the server documentation as to how to disable use of PXE.

The HP OpenView Service Delivery installation cannot detect the level or PXE support on a given candidate Server. However, the behavior of HP OpenView Service Delivery on a system with PXE enabled is undefined.

Service Delivery Installation Networking Requirement

Regardless of whether ADS is installed or not, the following must be true about the network on which HP OpenView Service Delivery is to be installed:

- HP OpenView Service Delivery Managed Servers must be running one of the following versions of the Microsoft Windows Server operating system:
 - Windows NT 4.0 Server (with Service Pack 6) in any Standard or Enterprise Edition
 - Windows 2000 Server (with Service Pack 1) in any Server, Advanced, or Datacenter edition
 - Windows Server 2003 in any Standard, Enterprise, Datacenter, or Web edition
- Domain to be managed by the Server should not contain more than 1000 servers (including the HP OpenView Service Delivery Server)

Automated Deployment Services (ADS) Software Installation

Automated Deployment Service (ADS) is not required for HP OpenView Service Delivery, but certain features, such as Server Lifecycle Management Deploy, require ADS support.



A full description of Automated Deployment Service (ADS) is found on the ADS installation media, and users can install the ADS documentation prior to installing the ADS system itself by running the ADS setup.

ADS Software Requirements

It is recommended that ADS should be installed prior to HP OpenView Service Delivery.

Installation of ADS in support of HP OpenView Service Delivery requires that:

- ADS software should either be that provided as part of the HP OpenView Service Delivery installation kit, or an explicitly approved version
- ADS must be installed within the set of HP OpenView Service Delivery Managed Servers

The full set of ADS installation requirements can be found in the ADS installation documentation.

ADS Installation Networking Requirement

For ADS to be installed, then:

- All ADS-managed devices in the network must reside in the same multicast domain as the ADS Controller(s)
- All ADS-managed services and devices must be connected to the same network.
- A Dynamic Host Configuration Protocol (DHCP) must be accessible to the ADS Controller. The server can be an existing DHCP server, and can be collocated on the same computer running the ADS Controller service.
- ADS-managed systems must have Pre-Boot eXecution Environment (PXE) enabled (see Using Automated Deployment Services in the Using HP OpenView Service Delivery section online).

ADS Controller Requirements

ADS is made up of three basic components (Controller, Image Distribution Service, and Network Boot Services), which can either be installed on one system, or be distributed across up to three computers.

To support HP OpenView Service Delivery, none of the ADS components must be installed on the system hosting the HP OpenView Service Delivery Server.

The candidate ADS Controllers must have:

- One or more processors from the Intel Pentium/Celeron family, AMD K6/Athlon/Duron family, or compatible processors.
- Processor speed should be at least 1 GHz
- Windows Server 2003, Enterprise Edition installed
- Recommended minimum of 256 megabytes (MB) of RAM
- 4 gigabytes (GB) free disk space
- Network connectivity (100 Mbit Ethernet NIC)
- A hard disk partition or volume with enough free space (at least 800 MB) to accommodate the setup process
- Enough additional disk space to hold all the software images to be managed by ADS
- Volume licensing (with a single product ID) for the software in the images to be managed by ADS
- Have a static IP address
- Should have Pre-Boot eXecution Environment (PXE) disabled

See Using Automated Deployment Services in the Using HP OpenView Service Delivery section online, and the ADS documentation for more information.

ADS Remote Management Software Requirements

By default, ADS management tools are installed only on ADS Controllers.

However, any system hosting ADS remote management tools (ADS volume imaging tools, administration tools, and documentation) must be an x86-based computer running one of the following operating systems:

- Windows 2000 Professional with service pack 3 or later

- Windows 2000 Server with service pack 3 or later
- Windows 2000 Advanced Server with service pack 3 or later
- Windows XP Professional with service pack 1 or later
- Windows Server 2003, Standard Edition
- Windows Server 2003, Enterprise Edition

Installing ADS

The following ADS installation settings are needed to ensure ADS compatibility with HP OpenView Service Delivery.

When installing ADS, it is necessary that the:

- Host system is only running Windows Server 2003 Enterprise Edition.
- Host system is configured with static IP address.
- Managed servers must be members of the same Windows domain as the Server and the HP OpenView Service Delivery Managed Servers.
- All volumes used by Automated Deployment Services (ADS) components should be formatted with the NTFS file system.

When working with HP OpenView Service Delivery it is recommended that:

- ADS should be installed prior to HP OpenView Service Delivery.
- The Pre-Boot eXecution Environment (PXE) should be disabled on all systems hosting ADS components (see Using Automated Deployment Services in the Using HP OpenView Service Delivery section online).
- Sufficient disk space to hold system images (that run between 1 GB and multiple GBs) stored by the ADS Image Distribution Services host should be available.

In general, when using ADS and HP OpenView Service Delivery together, it is recommended that all ADS operations — particularly system image captures — be conducted through HP OpenView Service Delivery interfaces.

This guarantees that ADS operations will be compatible with HP OpenView Service Delivery. For more information see the HP OpenView Service Delivery online documentation.

Performing an ADS Installation

To perform an ADS installation consistent with HP OpenView Service Delivery software:

- 1 Use either the version of the ADS provided as part of the HP OpenView Service Delivery package, or another explicitly supported version. Run the `ads.exe` from the ADS media to start the ADS installation.
- 2 Accept the default path of `c:\ADS` to extract the files to.
- 3 From the `c:\ADS` directory run `ADSSetup.exe`. The ADS installation program will prompt for a choice of SQL database to use as the repository, and will launch it.

You can choose to install either Microsoft SQL Server Desktop Engine (MSDE), which is supplied with ADS, or use an existing copy of SQL Server 2000, which you need to install separately before the ADS installation can proceed.

- 4 Proceed with ADS installation. It is recommended that defaults be accepted during installation.
- 5 When prompted to select the directory where system images will be stored, be sure that the volume containing that directory:
 - Is an NTFS volume.
 - Contains enough disk space to hold all the system images to be managed (note that system images range in size from 1 GB to multiple GBs).
- 6 After the setup program is finished, open the ADS management console and expand the Services folder. Verify that the three ADS services are connected:
 - Controller service
 - Image Distribution service
 - PXE service
- 7 If ADS has been installed **after** HP OpenView Service Delivery software has been installed, it may be necessary to explicitly run a HP OpenView Service Delivery Discovery operation (see Discovery in the Using HP OpenView Service Delivery section online).

Service Delivery Software Installation

HP OpenView Service Delivery installation can begin as soon a candidate Server and set of Managed Servers have been verified as meeting basic requirements (see the discussion of Installation Requirements in this document).

The installation involves three stages:

- Preparing for Installation
- Running HP OpenView Service Delivery Setup
- Enabling HP OpenView Service Delivery Administrative Tools

Preparing for Installation

Service Delivery Installation and Service Account

To install HP OpenView Service Delivery, access is required to an Installation Service Account (user) that:

- Must be a member of the local Administrator group on the candidate HP OpenView Service Delivery Server.
- Must be a member of the Domain Admins group.

The HP OpenView Service Delivery Service Account can be the same account as that used to install HP OpenView Service Delivery.

Installing HP OpenView Service Delivery

To install HP OpenView Service Delivery:

- 1 Log into the candidate HP OpenView Service Delivery Server.
- 2 Run `setup.exe` from the install media. The Windows Installer will now be upgraded and configured.
 - Do not to click on **Cancel** during this process.
- 3 At this point, the Setup Wizard will verify that:
 - The machine is running the correct version of Windows.
 - The machine is a domain member server (stand-alone machines are not supported, nor may you install on a workstation machine, or a domain controller machine).
 - The user running the `setup.exe` is a member of the Domain Admins group.
 - SQL Server 2000 Service Pack 3 is properly installed.
 - The machine has at least 256 MB of RAM.
 - The server role is set to Application Server (IIS, ASP.NET).

In the event any of these requirements are not met, an appropriate error will be displayed and setup will be aborted.

- 4 After verification is completed, the Setup Wizard will run, prompting the user to:
 - Approve **License Agreement**.
 - Enter the **CD Key**. This is the unique CD key supplied with the HP OpenView Service Delivery Controller.
 - Select an existing account for HP OpenView Service Delivery Services to run under (the HP OpenView Service Delivery service user account) through the Install Services As dialog box:

HP OpenView Service Delivery Controller

Install Services As
Please enter the credentials for the service user

Domain: PMDOM

Username: DomainAdmin

Password: xxxxxxxx

Confirm: xxxxxxxx

InstallShield < Back Next > Cancel

In the example here, HP OpenView Service Delivery services will be run out of the account `DomainAdmin` in the `PMDOM` (this domain must be the domain containing the HP OpenView Service Delivery Server).

The account `DomainAdmin` must already be a member of the `DomainAdmins` group in the domain `PMDOM` and will automatically be added to the `ServiceDeliveryAdministrators` domain group.

- 5 The installation will now proceed to copy files to and configure the HP OpenView Service Delivery Server. This will take several minutes.
- 6 At the end of this phase of installation, a dialog box appears indicating that a reboot is required to complete the HP OpenView Service Delivery installation.

The installation will continue, following the reboot, and the host Server may not be fully available during this final phase of installation.

- 7 The Setup Wizard Complete dialog box will appear. Click on **Finish** to complete setup, and then reboot.
- 8 As noted above, after rebooting, the HP OpenView Service Delivery installation will continue.

This phase includes the Server identifying manageable resources by running a HP OpenView Service Delivery Discovery operation.

This process can last from a few minutes to several hours, depending on the number of resources within the set of Managed Servers. However, use of HP OpenView Service Delivery can start immediately after reboot, but only Discovered resources will be available for management (see Discovery in the Basic Concepts section online).

During this time:

- Remote Desktop access to the HP OpenView Service Delivery Server may not be available.
- Progress can be monitored by logging into the Server's console and running the Task Manager.
- The installation has finished when Resource Manager and Microsoft SQL Server 2000 Server services are no longer consuming CPU resources for an extended period of time.

Configuring Service Delivery

Following the installation of HP OpenView Service Delivery, its supporting software, and the initial HP OpenView Service Delivery Discovery operation, the Server and the Administrative Tools need to be configured to begin managing the HP OpenView Service Delivery Managed Servers.

This configuration involves:

- Enabling HP OpenView Service Delivery Administrative Tools
- Setting Up HP OpenView Service Delivery Access Control
- Configuring Supporting Software: (ADS)
- Initializing HP OpenView Service Delivery Features

Enabling Service Delivery Administrative Tools

There are two sets of HP OpenView Service Delivery Administrative Tools:

- A web-based graphical interface: HP OpenView Service Delivery Console
- A console-based scriptable interface: HP OpenView Service Delivery Command Line Interface

Both of these tools enforce the HP OpenView Service Delivery Access Control and security models and therefore must be properly configured to begin managing HP OpenView Service Delivery.

Once properly configured, these tools will control user access to HP OpenView Service Delivery functionality on the basis of membership in the three HP OpenView Service Delivery domain level groups: ServiceDeliveryAdministrators, ServiceDeliveryArchitects, and ServiceDeliveryOperators.

(See Access Control Model in the Using HP OpenView Service Delivery section online.)

Setting Up Service Delivery Access Control

HP OpenView Service Delivery manages access to its commands through the three HP OpenView Service Delivery Domain groups: ServiceDeliveryAdministrators, ServiceDeliveryArchitects, and ServiceDeliveryOperators.

Access to the resources hosted on the HP OpenView Service Delivery Managed Servers is managed through the standard Windows security mechanisms.

While, full information about HP OpenView Service Delivery Access Control and security can be found under Access Control Model in the Using HP OpenView Service Delivery section online, a brief discussion of some issues is necessary to enable initial system verification tests.

Initial Service Delivery Domain Group Configuration

The HP OpenView Service Delivery installation creates the domain groups ServiceDeliveryAdministrators, ServiceDeliveryArchitects, and ServiceDeliveryOperators, but does not populate them.



In this release of HP OpenView Service Delivery the features and functions of the ServiceDeliveryArchitects group is not exposed (reserved for future use).

After HP OpenView Service Delivery installation, only the HP OpenView Service Delivery Service Account has been added to the domain level account, ServiceDeliveryAdministrators. (See Installing HP OpenView Service Delivery in the HP OpenView Service Delivery Installation section)

For a domain account to issue HP OpenView Service Delivery operations, the account must have been added to the appropriate HP OpenView Service Delivery group(s).

Access to Service Delivery Managed Servers Resources

Membership in a HP OpenView Service Delivery group does not confer access to the resources on the Managed Servers.

Regardless to which HP OpenView Service Delivery domain group they belong, users will require (at least) read permissions, writer permissions, and enough privileges to create a Windows share in order to move file shares between two members within the Managed Servers.

These permissions are set locally on each Managed Server, through its "Group Policy" for "Local Security Policy".

Local security settings are needed to run verification tests and can be found in Security Settings of the Using HP OpenView Service Delivery section online.

Configuring Supporting Software: (ADS)

ADS configuration is mostly handled through the HP OpenView Service Delivery Installation and user interfaces.

However, basic steps must be followed after ADS and HP OpenView Service Delivery installation.

- 1 The HP OpenView Service Delivery Service Account must have an account on the ADS Controller, and be a member of the local Administrators Group.
- 2 To make use of the Server-Lifecycle Management Solution, a HP OpenView Service Delivery user (member in at least one of ServiceDeliveryAdministrators, ServiceDeliveryArchitects, or ServiceDeliveryOperators) must also have an account on the ADS Controller and be a member of the local Administrators Group.

Initializing Service Delivery Features

Some HP OpenView Service Delivery features will be fully usable following installation, and others may require more configuration.

Service Delivery File Sharing Services Management Solution

With membership in the correct HP OpenView Service Delivery domain group, a user may Deploy, Migrate, or Consolidate file resources (shares) throughout the system managed by the Server.

File Sharing Services Management Solution makes use of a File Sharing Services Management Configuration Template, which defines the setting to be applied to any newly added file resources.

The HP OpenView Service Delivery installation provides a default Configuration Template for a quick start up.

See Configuration Templates and File Sharing -Services Management Solution in the Using HP OpenView Service Delivery section online.

Service Delivery Server-Lifecycle Management Solution

The Server-Lifecycle Management Solution uses the Server-Lifecycle Management Solution Configuration Template to define settings that will be applied to any newly created server.

The HP OpenView Service Delivery installation provides a default Configuration Template for a quick start up.

Information on configuring the Server-Lifecycle Management Solution Configuration Template is found in Server-Lifecycle Management Solution and Configuration Templates section of the Using HP OpenView Service Delivery section online.

Verifying Installation

The accuracy of the HP OpenView Service Delivery installation should be verified as the first step in configuring the system for use.

Verifying Installation: Service Delivery Services

Following a successful installation of HP OpenView Service Delivery and prior to exercising its software, verify proper installation of:

- HP OpenView Service Delivery Resource Manager
 - HP OpenView Service Delivery System Discovery
 - HP OpenView Service Delivery Repository Service
- 1 Verify and confirm that the HP OpenView Service Delivery System Discovery Service and HP OpenView Service Delivery Repository Service are:
 - Configured to start automatically.
 - Already running.
 - 2 Verify and confirm that the HP OpenView Service Delivery Resource Manager Service is:
 - Configured to start manually.
 - Already running.

Verifying the status of services running on a HP OpenView Service Delivery Server can be done by using the Windows Services snap-in.

To start the Resource Manager service, the System Discovery service must be present and running.

If it is necessary to manually restart the services, the System Discovery service must be restarted first.

Verifying Installation: File Sharing Services Management Solution Deploy

Once it has been confirmed that the HP OpenView Service Delivery Services are properly running, performing a HP OpenView Service Delivery File Sharing Services Management Solution Deploy operation will further verify the installation.

The File Sharing Services Deploy creates a file share on a target machine — a server managed by the HP OpenView Service Delivery Server — and brings it under HP OpenView Service Delivery management.

This newly created file resource can have properties (such as access permissions) defined by one of the File Resource Prototypes contained in the File Sharing Services Management Solution Configuration Template.

HP OpenView Service Delivery provides a specific default Configuration Template. This can be used with the HP OpenView Service Delivery Console (graphical interface) or the HP OpenView Service Delivery Command Line Interface. This default Configuration Template can be changed by a member of the ServiceDeliveryAdministrators group using the HP OpenView Service Delivery Command Line Interface (see the HP OpenView Service Delivery Command Line Interface reference online for more information).



Only one prototype is available in this release and the user will not be prompted for a choice.

Deploy File Service with the Command Line Interface

Once the HP OpenView Service Delivery Command Line Interface has been enabled, a file service resource is deployed through the `cao fileshare deploy`. (see Enabling HP OpenView Service Delivery Administrative Tools documentation online for more information)

A full description of how to use the HP OpenView Service Delivery Console interface and manage the File Sharing Services can be found in File Sharing Services Management Solution in the Using HP OpenView Service Delivery section, and Command Line Interface Reference Guide section online.

Deploy File Service with the Service Delivery Console

Once the HP OpenView Service Delivery graphical administrative tool has been enabled, a file service resource can be accessed by using the Manage interface on the HP OpenView Service Delivery Console. (see Enabling HP OpenView Service Delivery Administrative Tools online for more information)

The File Sharing Services Management Solution in the Using HP OpenView Service Delivery section, and HP OpenView Service Delivery Console Reference Guide in the online documentation give more details on how to use HP OpenView Service Delivery Console Interface and manage the File Sharing.

- Launch the HP OpenView Service Delivery Console by clicking on the WebConsole menu under Start\All Programs\OpenView Service Delivery in Windows.
- Log in using an appropriate account.
- When the HP OpenView Service Delivery Console opens, it presents the HP OpenView Service Delivery "Monitor" interface.
- To begin a File Services Deploy operation, select the **Manage** tab, and then click on **Deploy** under the "File Sharing Services" section. Or click on the **New** button in the HP OpenView Service Delivery Toolbar.
- The Console then presents the "Select Destination Server" page, where users can select for which server they wish to create a new file share.

Initially, all servers managed by HP OpenView Service Delivery appear in the "Choose Destination Server" listing.

Clicking on the server name's plus feature "+" will expand the list of file shares currently on that machine.

Users can reduce the number of potential target machines by using the "Filter Destination Servers by:" feature to filter on:

- Disk Space
- Operating System (OS)
- Server Name

- A target server is selected by clicking on its name, and then clicking on **Next**.
- Once a target machine has been selected, the "Share" window appears, which allows users to set:
 - The name of the new file share to be created.
 - The path — on the target machine — of the file share.
- After completing the "Share" window, the "Job Info" window is displayed. This window allows a user to:
 - Name a job.
 - Add a description of the job.
 - Set the option to delete the target directory if it already exists.
- The "Preview" window is next displayed. This window allows users to:
 - Run the File Sharing Services Deploy job immediately.
 - Schedule the File Services Deploy Job.
 - Cancel the File Services Deploy Job.
- Run the Job immediately.
- The Console returns to the "Monitor" interface, with the newly constructed File Services Deploy job displayed and shown as "Running".
- Click on **Refresh** to obtain updated status information about the progress of the File Services Deploy operation.

For more information about the job, click on the **Summary** icon, or double click on the job, which will produce the "Summary Information" and "Log" window.

If the HP OpenView Service Delivery installation was successful, the share will have been created, and be available for use. This can be verified either through Windows Explorer, or by returning to the "Resource Page" under the File Service Deploy operation.

Removing a created share must be done through Windows Explorer on the machine hosting the share.