HP Reporter

For the Windows ® operating system

Software Version: 4.00

Installation and Configuration Guide

Document Release Date: September 2012

Software Release Date: September 2012

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Chapter 1

Introduction

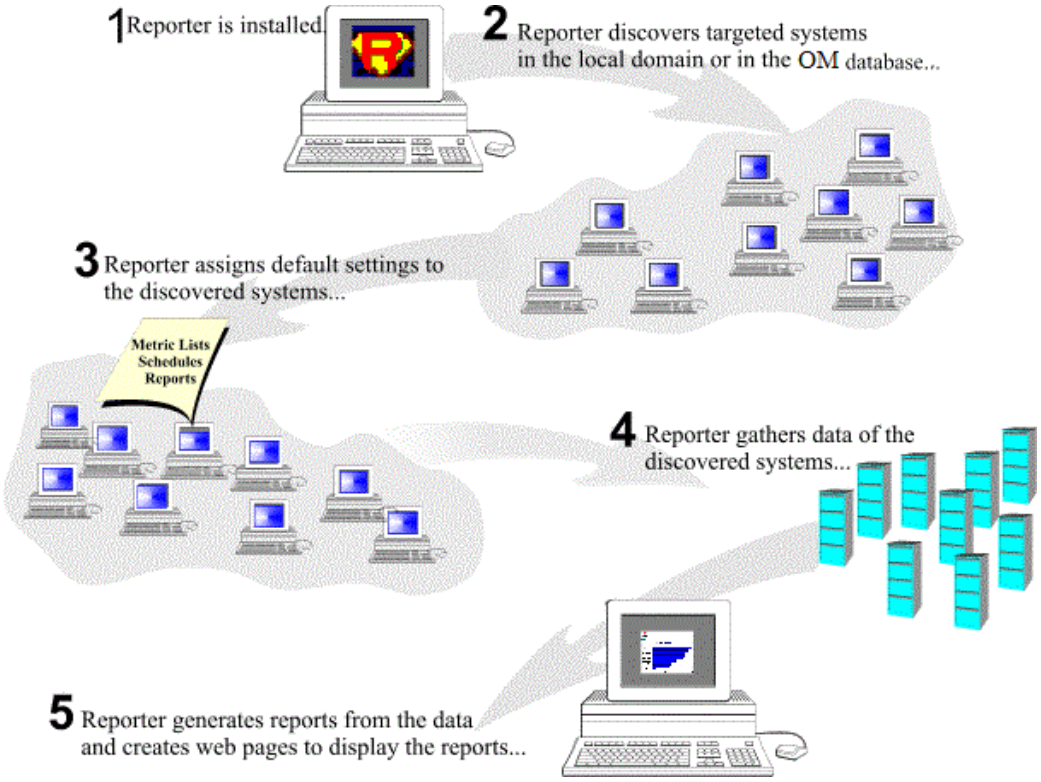
HP Reporter (Reporter) is a web-based tool, which helps you to generate performance and availability reports of your distributed IT environment. It generates reports using the data collected by HP Operations agent, Smart plug-ins, and Sitescope (through Operation agent integration) installed on the systems. This data is based on the pre-defined and user specified lists of metrics. Reporter generates reports from all systems, system groups, and individual systems in the network. Reporter displays the generated reports in different template-driven output formats, such as graphs, tables, forms, and gauges.

Installation Overview

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

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

Post Installation Process



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

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

No changes are required to the Operations agent in order to support Reporter. However, for HP Operations Manager (HPOM) for HP-UX , Sun Solaris, and Linux, see the appropriate sections in this document to configure a connection to the HPOM database.

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

Note: Reporter 4.0 uses Microsoft SQL Server 2008 R2 Express as its default database. You can also use a different database for Reporter. For more information, see Installing and Configuring Microsoft SQL Server 2008 R2 for Reporter and Installing and Configuring Oracle 11g R2 for Reporter sections.

Reporter Workflow

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

For HP Operations agent systems:

- Global
- Application
- Transaction
- Sysdowntime
- VM_CONFIG
- VM_GLOBAL
- VM_LOGICAL

For HP Operations Manager UNIX Server:

- ITO Messages
- ITO Operator

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

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

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

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

After you start using Reporter, you might want to customize Reporter by organizing your systems into different system groups (see the **Customizing Reporter** section in *Reporter Concepts Guide*). With these changes you can assign reports to these new system groups and generate sets of reports that are immediately organized in a way that is relevant to your organization functions. You can also create custom reports (see the **Generated and Custom Reports** section in the *Reporter*

Concepts Guide), for which you need to purchase SAP Crystal Reports® and define new reports with data that you select (by creating metric lists).

Chapter 2

Installing HP Reporter 4.00

This chapter provides information about the hardware and software requirements and the steps to install HP Reporter.

Hardware Prerequisites

The following table lists the minimum hardware requirements.

Components	Minimum Required
Processor Type	2GHz or higher with 2–4 GB memory
Free Disk Space	10 GB

Note: More space may be required during product installation, depending on the installation method. For more information on scalability and disk space requirements, see the Scalability section in the *HP Reporter Concepts Guide*.

Software Prerequisites

The following table lists the minimum software requirements.

Components	Minimum Required
Operating System	Windows 2008 R2 SP1 -Enterprise/Data center Editions (64–bit).
Software	• Microsoft .NET Framework 3.5.1 • IIS 7.0 (Optional)
Optional Software Integrations	• HP Operations Manager for Windows • HP Operations Manager for UNIX on an HP-UX, Linux and Sun Solaris systems.
Databases	• Oracle 11g R2 for HP-UX, Sun Solaris, and Linux • Microsoft SQL server 2008 R2

Installing Reporter

To install Reporter, follow these steps:

1. At the Windows system, insert the Reporter DVD.
2. Select **Print and Review the Two Documents**:
   - Read before installing
   - Release Notes
3. Click **install reporter.**
4. Follow the instructions appearing on the Installer wizard and complete the installation.

Note: Reporter 4.00 is a 64-bit application and does not support upgrade from any previous versions. However, you can migrate data from the Reporter 3.8 and 3.9 versions to Reporter 4.00. For more information on migrating data, see Migrating to Reporter 4.0 section

Reporter Licensing

The Reporter DVD includes an Instant-on license, which is valid for 60 days. Within this time period, you must get a valid license to ensure continued and uninterrupted use of Reporter.

Types of Licenses

The following three types of licenses available for Reporter:

- **Instant-on** - The Instant-on license is valid for 60 days. This is the default license type available with Reporter installation.
- **Evaluation** - You have the option to extend your license for an additional period of 30 days. For instructions to extend license, see Getting Reporter 4.00 License from the Web.
- **Perpetual** - There is no expiration date for Reporter with perpetual license.

Getting Reporter 4.00 License from the Web

Prerequisite: The License Entitlement Certificate, included with the purchased Reporter (the License Entitlement Certificate contains the unique *Product Order Number*).

To get Reporter 4.00 license from the web, refer the Software License Activation Quick Start Guide available on the HP Licensing portal home page at www.hp.com/software/licensing. You can use your HP Passport credentials to log on to the HP Licensing portal.

Installing Reporter License

To install a license for Reporter, follow these steps:

1. From the Reporter console, click **File** → **Configure** → **License**. The Configure License window opens.
2. Click  to select the license file. The Select File window opens.
3. Select the license file and click **Open.**

4. Click **Apply**. The Configure License window displays one of the following messages:
   - **Invalid Product License** - The selected license file does not grant access to Reporter.
   - **Perpetual License** - There is no expiration date for the selected license file.
   - **Instant-on License** - Reporter is currently running on a temporary trial license, which is valid for 60 days.
   - **Evaluation License** - Reporter is currently running on a 30 days extended temporary trial license.
5. Click **OK**, to use the selected license file.

Using Reporter on Microsoft Cluster Server (MSCS)

This section describes how to install and configure Reporter on Microsoft Cluster Server.

Installing and Configuring Reporter on MSCS

Prerequisites for Installing Reporter in MSCS

The following are the prerequisites for installing Reporter in MSCS:

- Windows Server 2008 R2 Enterprise Edition or Datacenter Edition.
- Install and configure Microsoft cluster server 2008, before installing Reporter 4.00. For installing and configuring MSCS, see Microsoft web site http://support.microsoft.com/kb/980459.
- Microsoft Cluster SQL Server 2008 R2 Enterprise Edition must be installed on cluster nodes. For Installing Microsoft SQL Server 2008 R2, see Installing Microsoft SQL Server 2008 R2 section.
- Configure the Reporter ODBC DSN. A services and application must be created for Reporter application containing a physical disk, IP, and network name.
- You must have administrative permissions to access or modify the cluster.

Installing Microsoft SQL Server 2008 R2

For installing and administering Microsoft SQL Server 2008 R2, see Microsoft web site http://msdn.microsoft.com/en-us/library/ms179530(v=sql.105)

Creating the Reporter Database

For creating Reporter database on MSCS, follow the steps mentioned in Configuring Microsoft SQL Server 2008 R2 for Reporter section.

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

Establishing an ODBC Connection to the Database

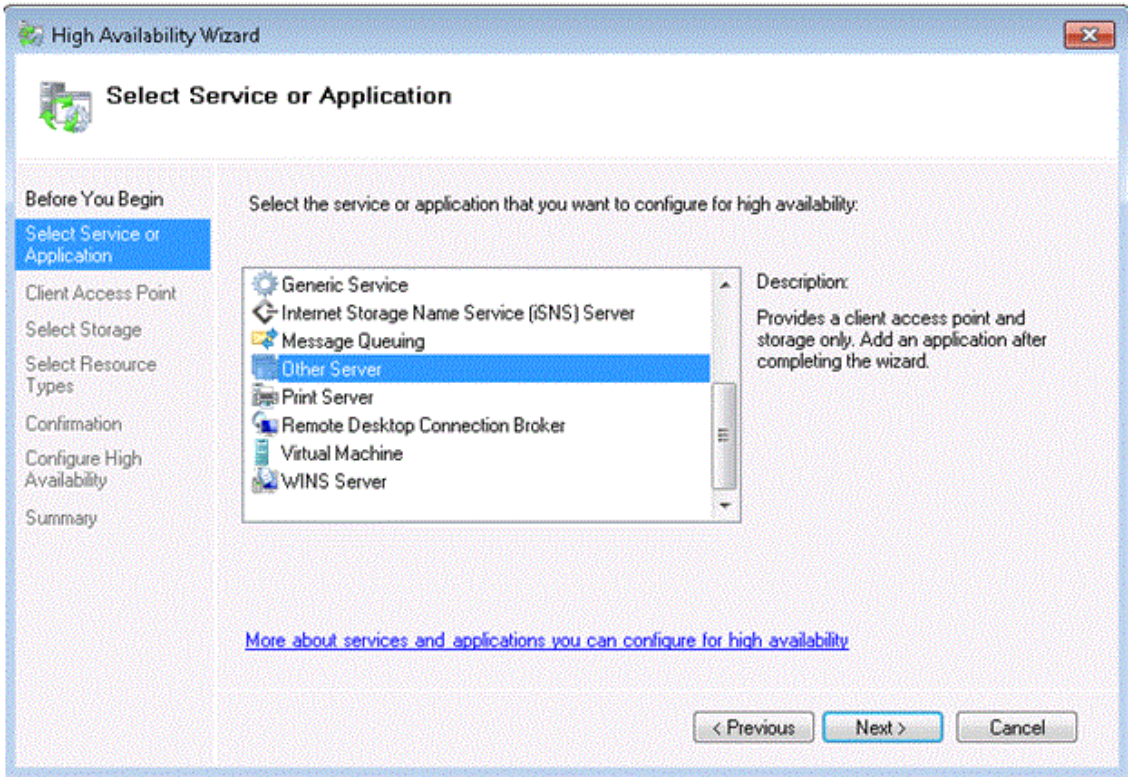
Follow the steps mentioned in Establish the ODBC Connection of the Installing and Configuring Microsoft SQL Server 2008 R2 for Reporter section to create an ODBC connection to the Reporter database.

Note: Create and Configure Reporter ODBC DSN on each node you install Reporter.

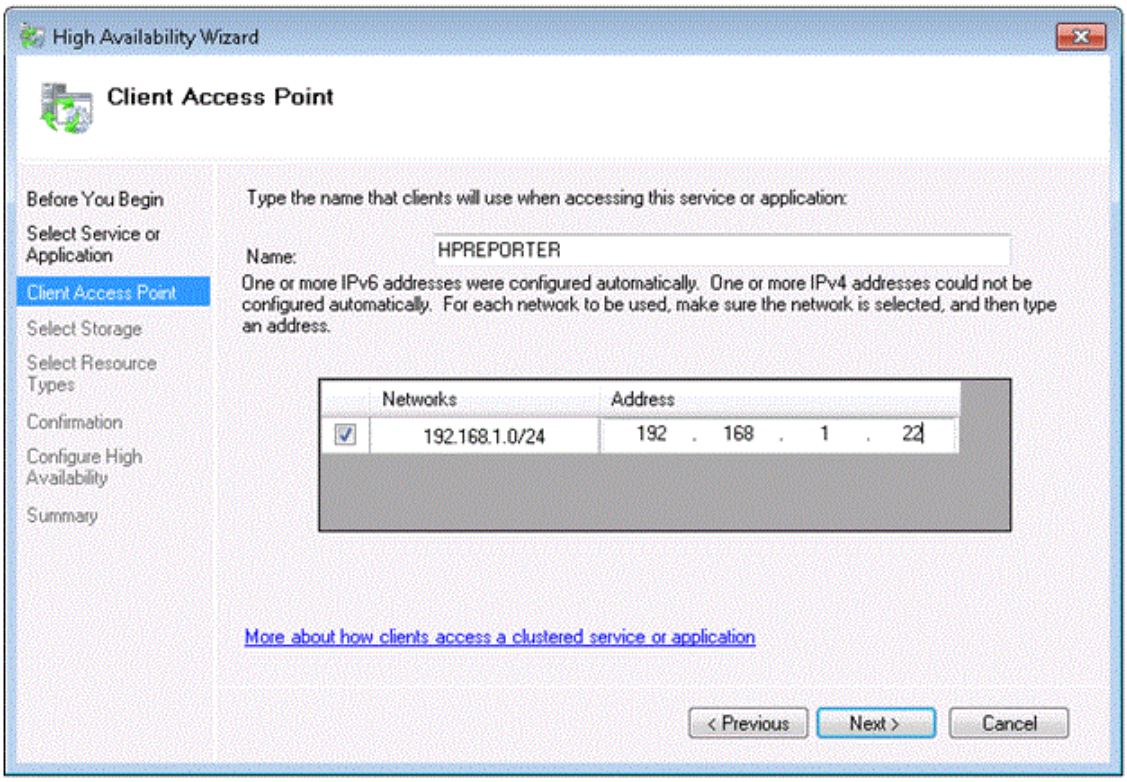
Creating a Generic Service Resource using High Availability Wizard

To create a generic service resource using high availability wizard, follow these steps:

1. From the **Start** menu, select **Programs** → **Administrative Tools** → **Failover Cluster Manager**. Connect to the Cluster.
2. Right click **Services and Applications**, and click **Configure a Service** or **Application.** The High Availability Wizard opens.

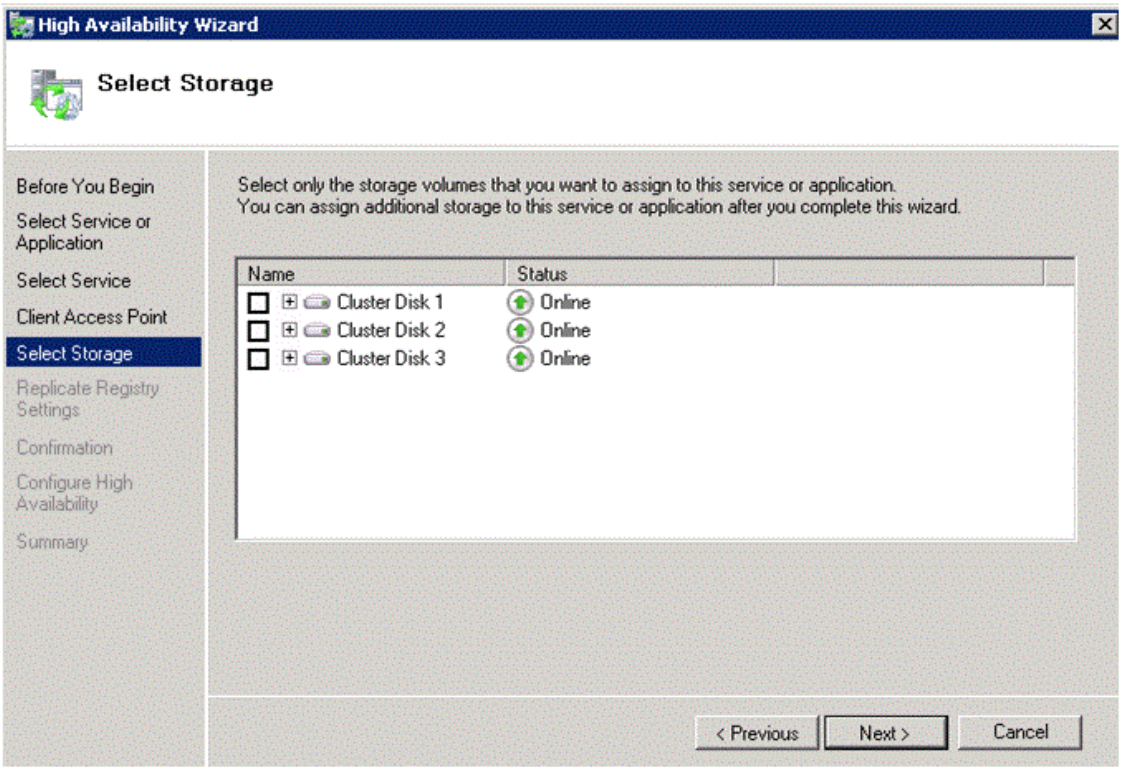


3. On Select Service or Application page, select **Other Server** and Click **Next**. The Client Access Point page opens.

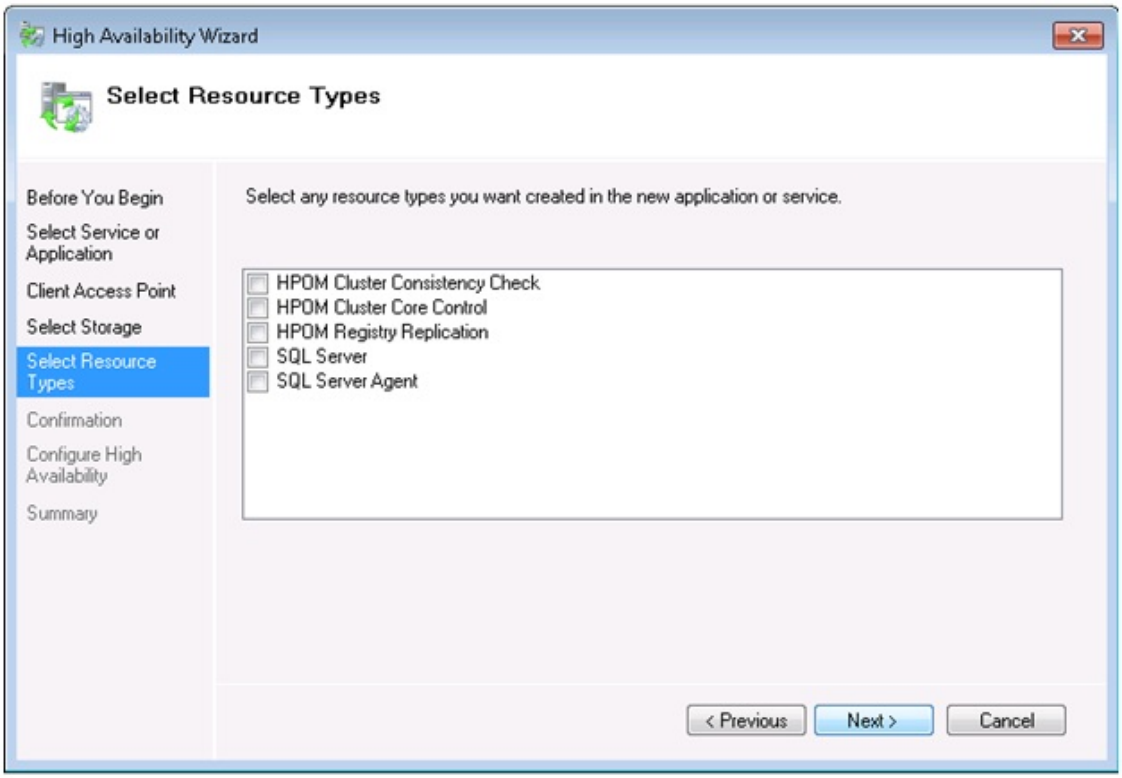


4. Type the network name and IP address and click **Next**. The Select Storage page opens.

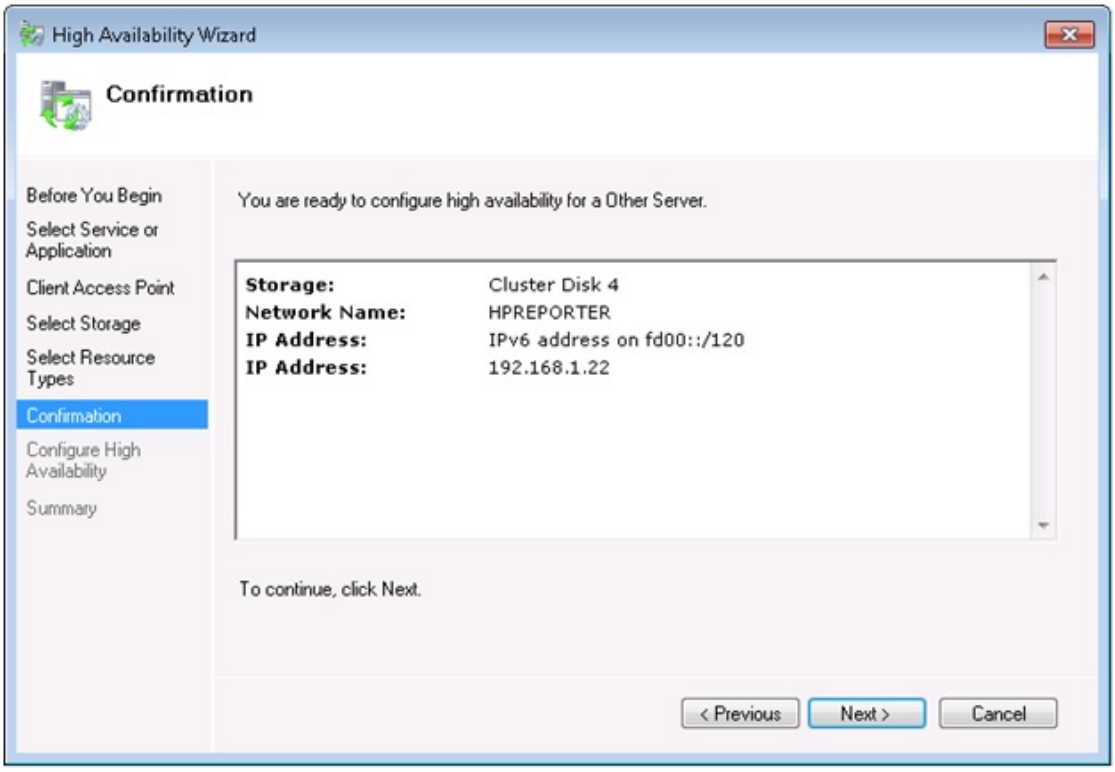
> **Note:** Always select a network name and a static IP address suitable for your network configuration.



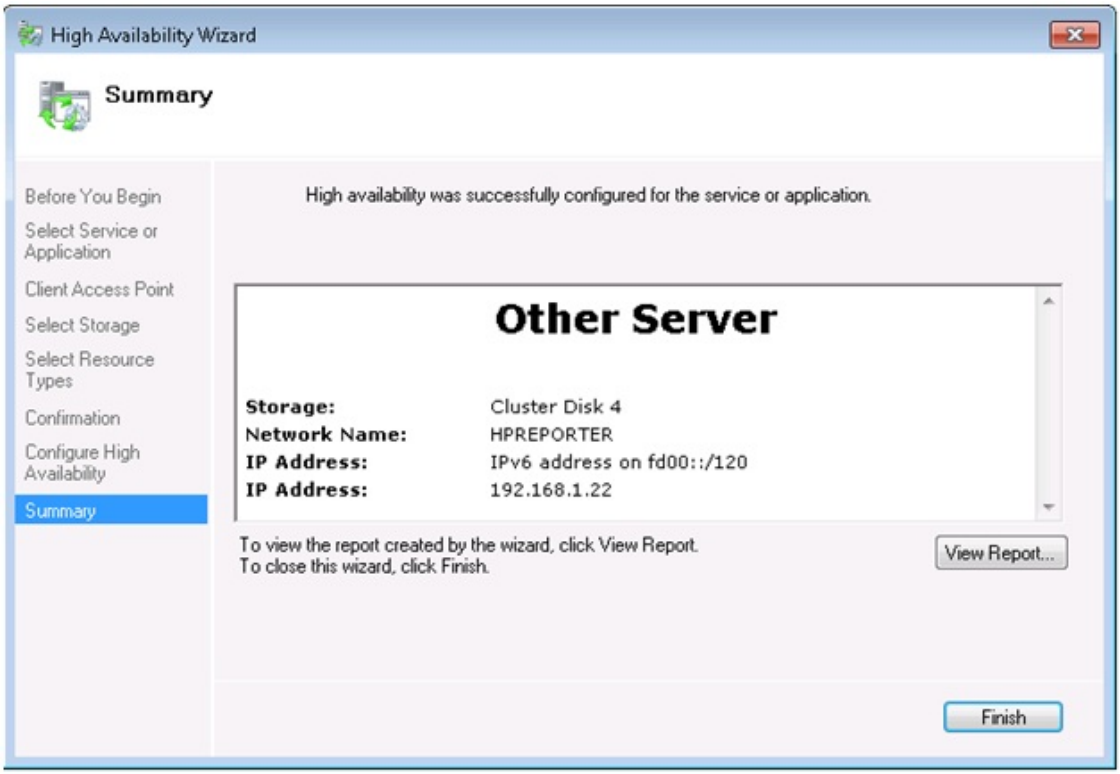
5. Select the storage disk for Reporter group and click **Next**. The Select Resources Type page opens.



6. Skip this step and click **Next**. The Confirmation page opens.



7. Verify that the information displayed is correct, you can use the **Previous** button to make any modifications is required in the previous pages of the wizard. Click **Next**.
   The Wizard completes the creation of a generic service resource, and the Summary page opens.



8. Click **View Report** to view the detailed report of actions taken to create the generic service resource. You can also view the report from the following location %SystemRoot%\Cluster\Reports.
9. Click **Finish** to close the wizard. You can view the newly created item under **Services and Application**.

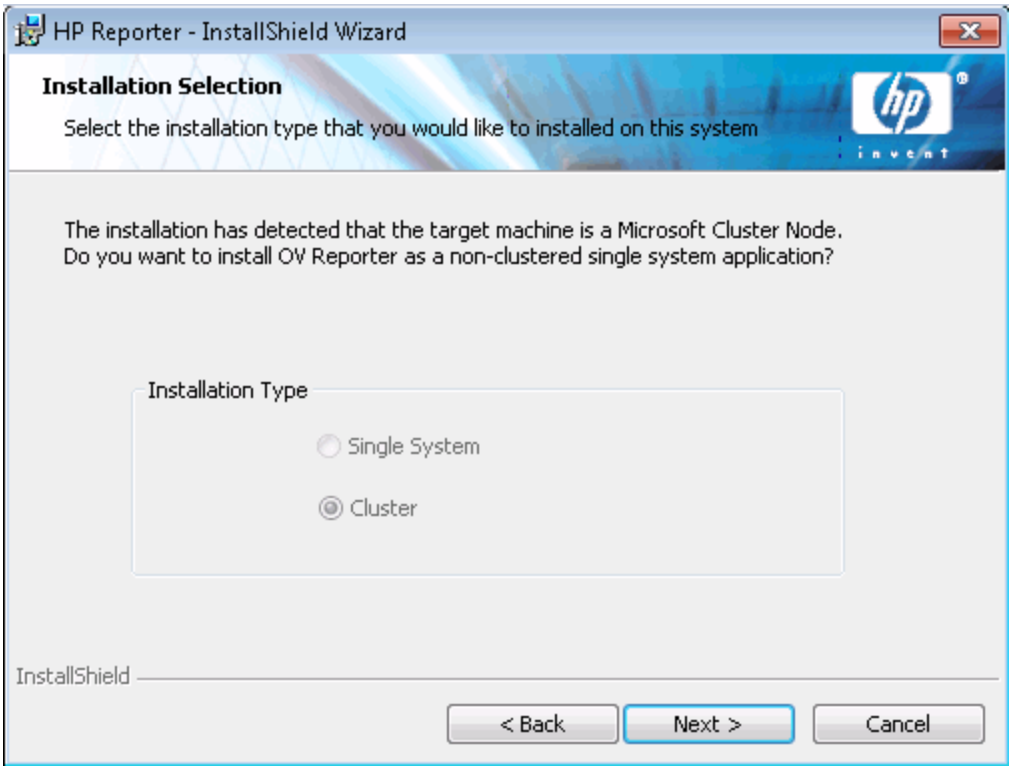
Installing Reporter on an Active Node

You can skip the creation of a resource group containing the Virtual server, IP address, and the shared disk cluster resources if these have already been configured in MSCS. For more information, see Creating a Generic Service Resource using High Availability Wizard section.

Caution: Before installing Reporter, make sure that the resource group containing Physical Disk, IP and Network Name resource is running on the current node.

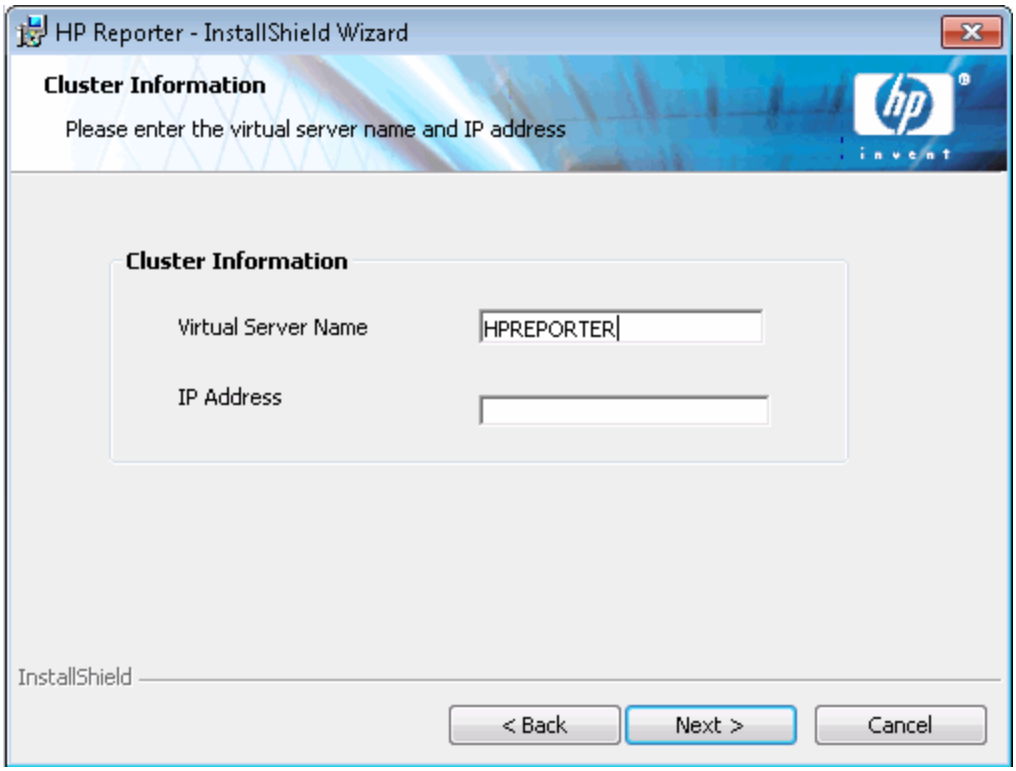
1. Insert the **HP Reporter DVD** into the DVD drive on the node that has active ownership of the virtual server.
2. Select **Install Reporter** and follow the instructions to install Reporter. The HP Reporter Install Wizard window opens.

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

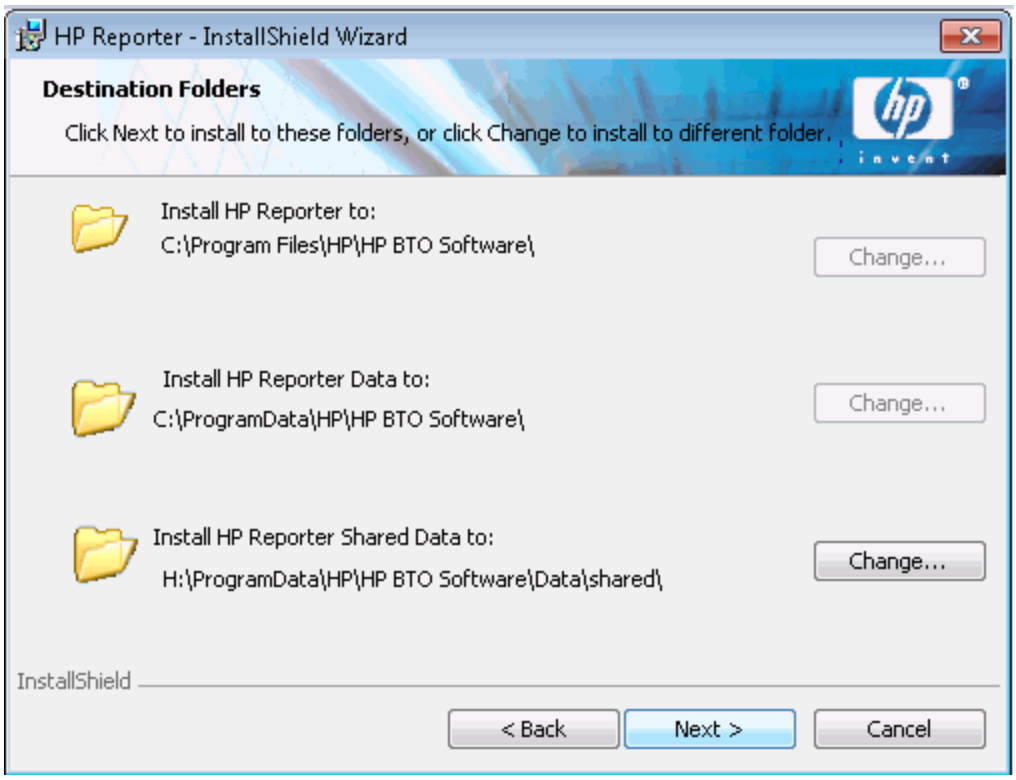


3. Select **Cluster** for the Cluster installation of Reporter.

4. Click **Next** to display the dialog box showing the cluster details.

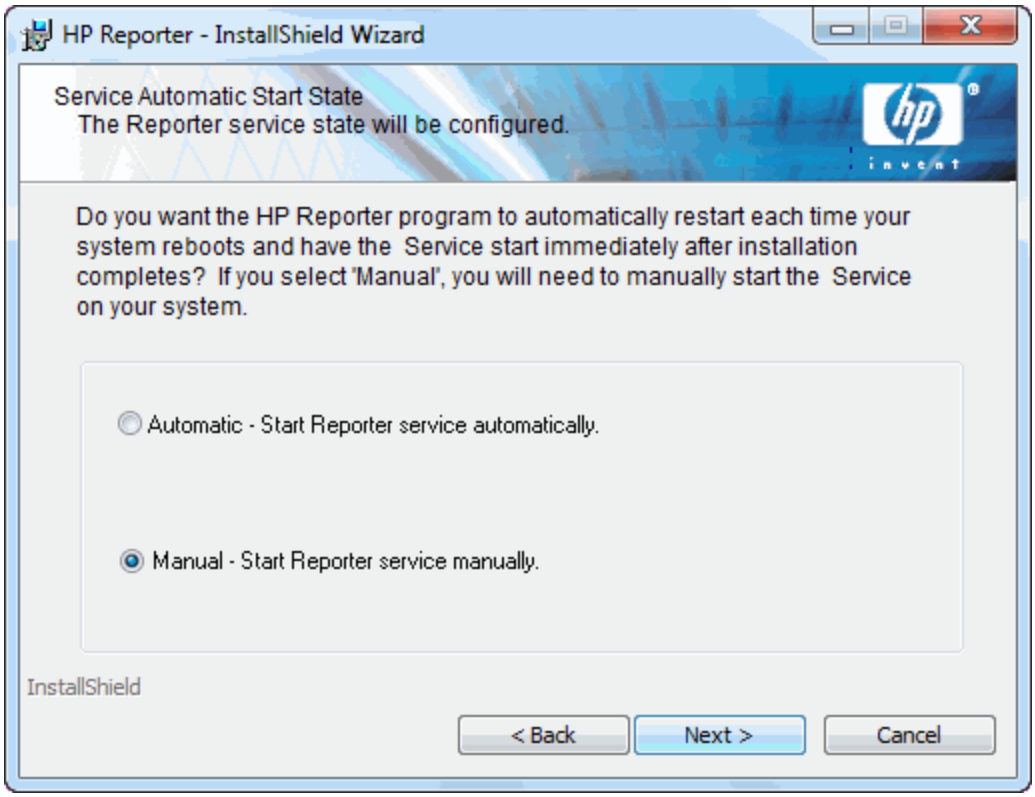


5. Enter the existing Virtual Server name and IP address. For more information on creating a virtual server name and IP address, see Creating a Generic Service Resource using High Availability Wizard section.



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

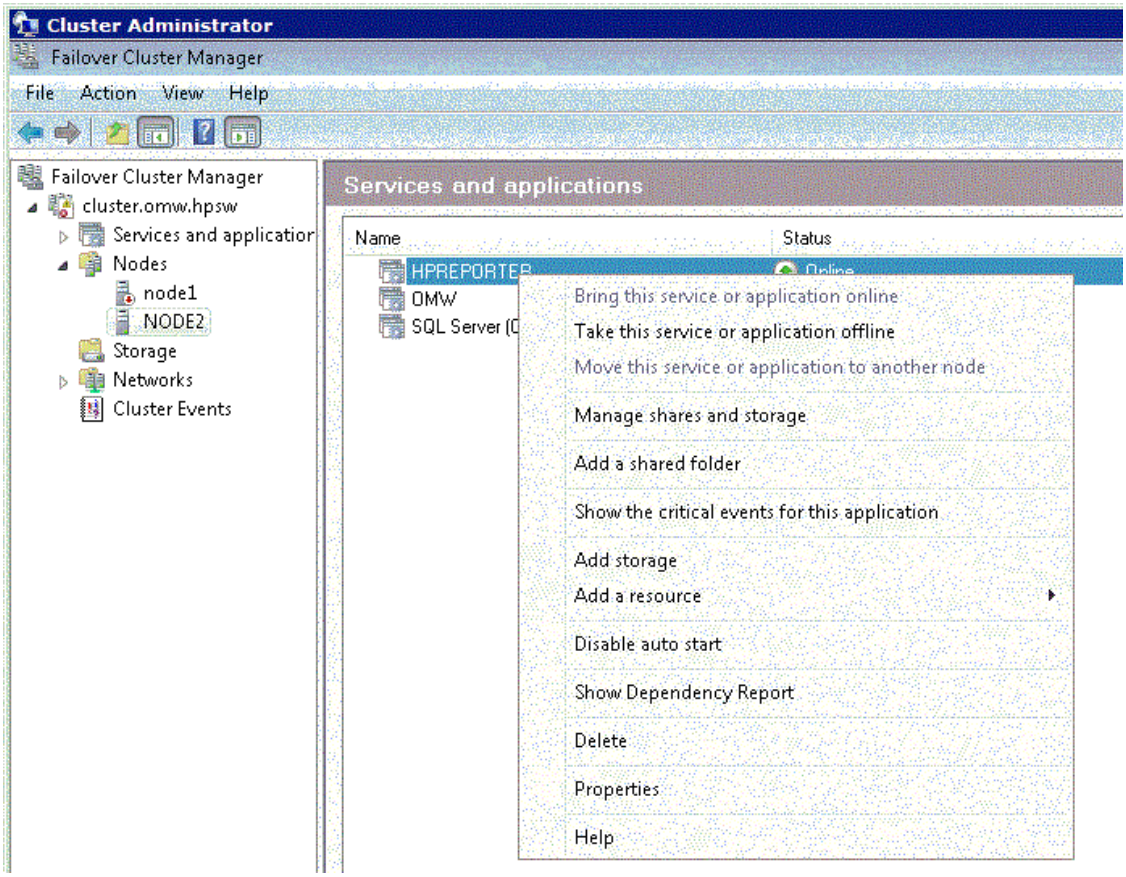
Caution: Make sure you select the same Program files, Shared Data and Data directory when you install Reporter on other nodes in the cluster.



7. Select the **Manual- Start Reporter service manually** check box.
8. Click **Next** and follow the instructions in the wizard to complete the installation of Reporter.

Installing Reporter on Additional Node

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



Installing Reporter on Current Node

1. To install Reporter on the current node, follow the instructions for installing Reporter on an active node from Installing Reporter on an Active Node section.
2. Repeat steps 1 and 2 to install Reporter on the remaining nodes within the cluster.

Uninstalling Reporter

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

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

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

Constraints

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

Creating Virtual Directories

You can create virtual directories after installing Reporter.

Starting Microsoft Internet Information Services (IIS) Manager from the Run Dialog Box

To start IIS Manager from the Windows system running Reporter, follow these steps:

1. From the Start menu, click **Run.** The Run dialog box opens.
2. Type **inetmgr** and click **OK**.

Note: If IIS is already installed on the Windows system, the virtual directory is automatically created by the installer.

Starting IIS Manager from the Computer Management Console

To start IIS manager from the Computer Management console, follow these steps:

1. From the Start menu, click **Control Panel.** The Control Panel window opens.
2. Select **Classic View**, and click **Administrative Tools** → **Computer Management**. The Computer Management window opens.
3. Click **Services and Applications** → **Internet Information Services.** The IIS Management Console opens.
4. Expand the console tree to see the list of directories.

Creating a Virtual Directory using IIS Manager

To create a virtual directory using IIS manager, follow these steps:

1. From the IIS Manager window left side tree, expand the local computer name and expand the **Sites** folder.

2. Right-click web site or folder where you want to create the virtual directory, and click **Add Virtual Directory**.
3. For Windows Server 2008, right-click the site or folder where you want to create the virtual directory, and click **Manage Web Site** → **Add Virtual Directory**. The Add Virtual Directory window opens.
4. In the Add Virtual Directory dialog box, type the following information:
   Alias - Name for the virtual directory.
   Physical Path - *%OVDATADIR% /webpages.*
5. Click **OK**, to add a new virtual directory.

Creating Virtual Directory in Tomcat after Installing Reporter

To create a virtual directory in Tomcat after installing Reporter, follow these steps:

1. Go to *CATALINA_HOME/CONF/Catalina/localhost*.

   where, *CATALINA_HOME* is the Tomcat installation directory.
2. Create an xml file and name it as *HPOV_reports.xml*.
3. Open *HPOV_reports.xml* and type the following:

   <Context path="/HPOV_reports" docBase="%OVDATADIR%/webpages" debug="0" privileged="true"> </Context>
   You can view the reports from the URL *http:// <hostname>:80/HPOV_reports/reports.htm*.

Migrating to HP Reporter 4.00

When you migrate from the previous versions of Reporter (3.8 or 3.9) to Reporter 4.00, you can retain the data and configuration settings of the previous versions. Reporter 4.00 supports only on a 64-bit Windows operating system, and the database migration from Microsoft SQL Express 2005 to Microsoft SQL Express 2008. This section lists the common migration scenarios and the tasks to migrate a previous version to Reporter 4.00.

Note: You cannot upgrade from the previous versions to Reporter 4.00. Migrating from Reporter 3.8 or 3.9 English versions to Reporter 4.00 Japanese version is not supported.

Migrate to Reporter 4.00 with Microsoft SQL Server 2008 R2 Express

The following table lists the operating system, database, and tasks to migrate Reporter 3.8 or 3.9 with the existing operating system and database.

Existing Operating System and Database	New Operating System and Database	Migration Tasks
Windows 32-bit system and Microsoft SQL Express 2005 database	Windows 64-bit system Microsoft SQL Server 2008 R2 Express	• Task 1: Back up the existing data • Task 2: Remove Reporter 3.8 or 3.9 from the Windows system(Optional) • Task 3: Install Reporter 4.00 • Task 4: Restore the migrated data

Migrate to Reporter 4.00 with Microsoft SQL Server 2008 Database

The following table lists the operating system, database, and tasks to migrate Reporter 3.8 or 3.9 with Microsoft SQL Server 2005/2008 or Oracle 10g /11g on a local or a remote database.

Existing Operating System and Database	New Operating System and Database	Migration Tasks
Windows 32-bit system Microsoft SQL Server 2005 / 2008 or Oracle 10g /11g	Windows 64-bit system Microsoft SQL Server 2008	**Note:** No migration script is available for database backup; you can use Microsoft or Oracle tools to backup and restore data.

The following table lists the operating system, database, and tasks to migrate Reporter 3.8 or 3.9 running on a 64-bit system with Microsoft SQL Server 2008 database.

Note: Use the path *C:\Windows\SYSWOW64\cmd* to run the command to backup and restore the data.

Existing Operating System and Database	New Operating System and Database	Migration Tasks
Windows 64-bit system and Microsoft SQL Server 2008	Windows 64-bit system Microsoft SQL Server 2008	• Task 1: Back up the existing data • Task 2: Remove Reporter 3.8 or 3.9 from the Windows system • Task 3: Install Reporter 4.00 • Task 4: Restore the migrated data

Migrate to Reporter 4.00 with Remote Microsoft SQL Server 2008 or Oracle 11g R2 Database

The following table lists the operating system, database, and tasks to migrate Reporter 3.8 or 3.9 with remote Microsoft SQL Server 2005 or 2008 or Oracle 10g or 11g database.

Note: No migration script is available for database backup; use Microsoft or Oracle tools to back up and restore data.

Existing Operating System and Database	New Operating System and Database	Migration Tasks
Windows 32-bit system and Microsoft SQL Server 2008 or Oracle 11g (Remote)	Windows 64-bit system Microsoft SQL Server 2008 or Oracle 11g R2 (Remote)	• Task 1: Back up the existing data • Task 2: Remove Reporter 3.8 or 3.9 from the Windows system (Optional) • Task 3: Install Reporter 4.00 • Task 4: Restore the migrated data

Migrate to Reporter 4.00 with Remote Microsoft SQL Server 2008 or Oracle 11g R2 Database (same system)

The following table lists the operating system, database, and tasks to migrate Reporter 3.8 or 3.9 with remote Microsoft SQL Server 2008 or Oracle 11g R2 database on the same system.

Note: No migration script is available for database backup, you can use Microsoft or Oracle tools to backup and restore data.

Use the path *C:\Windows\System32\cmd* to run the command to backup and restore data.

Existing Operating System and Database	New Operating System and Database	Migration Tasks
Windows 64-bit system and Microsoft SQL Server 2008 or Oracle 11g	Windows 64-bit system Microsoft SQL Server 2008 or Oracle 11g R2	• Task 1: Back up the existing data • Task 2: Remove Reporter 3.8 or 3.9 from the Windows system • Task 3: Install Reporter 4.00 • Task 4: Restore the migrated data

Migration Tasks

This section describes the tasks to migrate Reporter 3.8 or 3.9 to Reporter 4.00.

Task 1: Back up the existing data

Before you start migrating, take the back up of the existing content for database, configuration files, trace files, registry files, and other customer specific files.

To back up the existing data, follow these steps:

1. Insert the **HP Reporter 4.00 DVD** into the DVD drive.
2. Go to **Documentation** → **Migration**.
3. Copy the script *OVR_dnl_conf_db.vbs*.
4. Stop the Reporter services running on your system.
5. From the Windows command prompt, run *cscript OVR_dnl_conf_db.vbs "< location of the file name for the back up>" -p -d - r;*
   example - *cscript OVR_dnl_conf_db.vbs "c:\databackup" -p -d - r,*
   where the data backup folder contains the migrated data.
   - -p - backup packages and report templates. (Use this option only for customized Crystal Report templates.)
   - -d - backup database (Use this option only to backup default database.)
   - -r - backup registry

Task 2: Remove Reporter 3.8 or 3.9 from the Windows system

1. Uninstall Reporter 3.8 or 3.9 from the Windows system. For uninstalling Reporter, see Uninstalling Reporter.
2. Remove the following directories - *%ovinstalldir%* and *%ovdatadir%.*

Task 3: Install Reporter 4.00

Before installing Reporter 4.00 make sure the ODBC Data Source is configured to Microsoft SQL Server 2008 or Oracle 11G database. For installing Reporter 4.00, see Installing HP Reporter 4.00.

Task 4: Restore the migrated data

Restore the migrated data for database, configuration files, trace files, registry files, and other customer specific files.

To restore the migrated data, follow these steps:

1. Insert the **HP Reporter 4.00 DVD** into the DVD drive.
2. Go to **Documentation** → **Migration.**

3. Copy the script *OVR_upl_conf_db.vbs*.
4. Copy the folder that contains the migrated data to the Windows system, where Reporter 4.00 is installed.
5. Stop the Reporter services running on your system
6. From Windows system command prompt run *cscript OVR_upl_conf_db.vbs "< location of the file name for the back up>" -p -d -r ;*
   example - *cscript OVR_upl_conf_db.vbs "c:\databackup" -p -d -r,*
   where the data backup folder contains the migrated data.
   - -p - restore packages and report templates
   - -d - restore database (Use this option only to restore default database)
   - -r - restore registry

Chapter 3

Installing and Configuring Microsoft SQL Server 2008 R2 for Reporter

You can use Microsoft SQL Server 2008 R2 as the database for Reporter 4.00. To install and configure Microsoft SQL Server 2008 R2 for Reporter, you must perform the following tasks:

- Install Microsoft SQL Server 2008 R2
- Install Microsoft SQL Client
- Establish and Test the ODBC Connection
- Configure Microsoft SQL Server 2008 R2

Installing Microsoft SQL Server 2008 R2

To use Microsoft SQL Server 2008 R2 as the database for Reporter 4.00, you should install the Microsoft SQL server and client software. This section provides instructions to install Microsoft SQL Server 2008 R2 as the database for Reporter 4.00.

For system requirements and other information, see the product documentation available online at http://msdn.microsoft.com/en-us/library/ms143506(SQL.105).aspx.

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

To Install Microsoft SQL 2008 Server Software:

1. Insert the Microsoft SQL Server 2008 CD into your CD-ROM drive.
2. Select **New Installation or Add Features to an Existing Installation**. The installation wizard appears.
3. Select **Local Computer** as the built-in system account and all the default options as they appear.
4. Select **Window Authentication Mode** for authentication.
5. In the **Instance Name** dialog box, select **Named Instance** and enter an instance name.
6. Restart your system after the installation is complete.

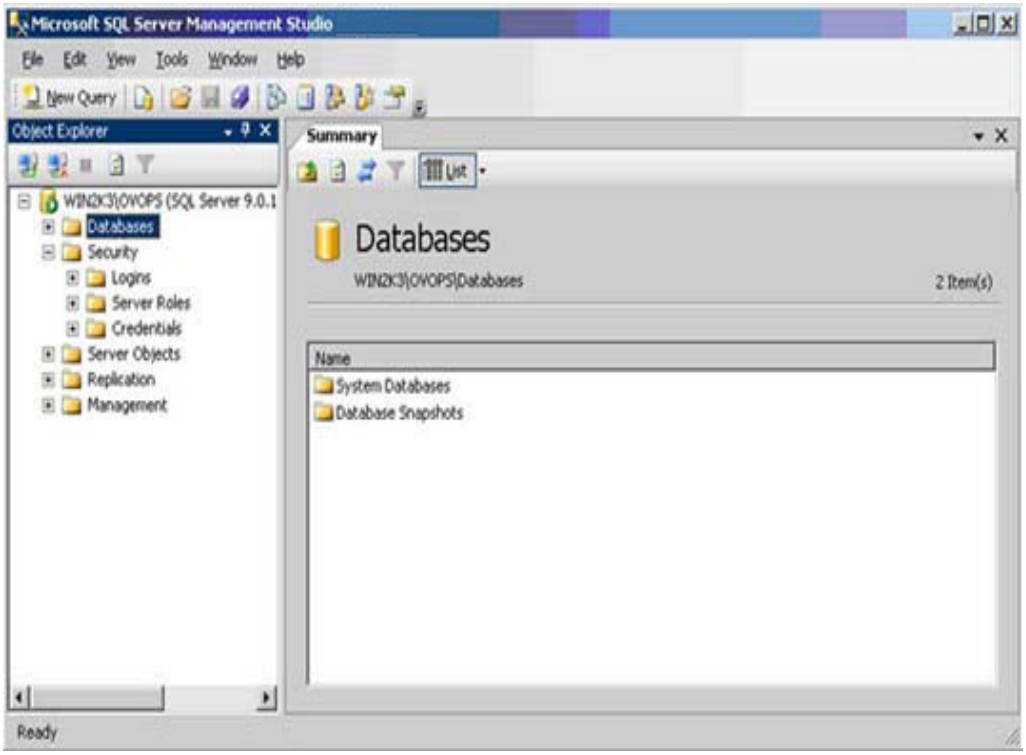
Configuring Microsoft SQL Server 2008 R2 for Reporter 4.00

Before configuring Microsoft SQL Server 2008 R2, you must install Microsoft SQL server and client software and make sure you have completed all the post installation tasks. For more information see Installing SQL Server 2008 section.

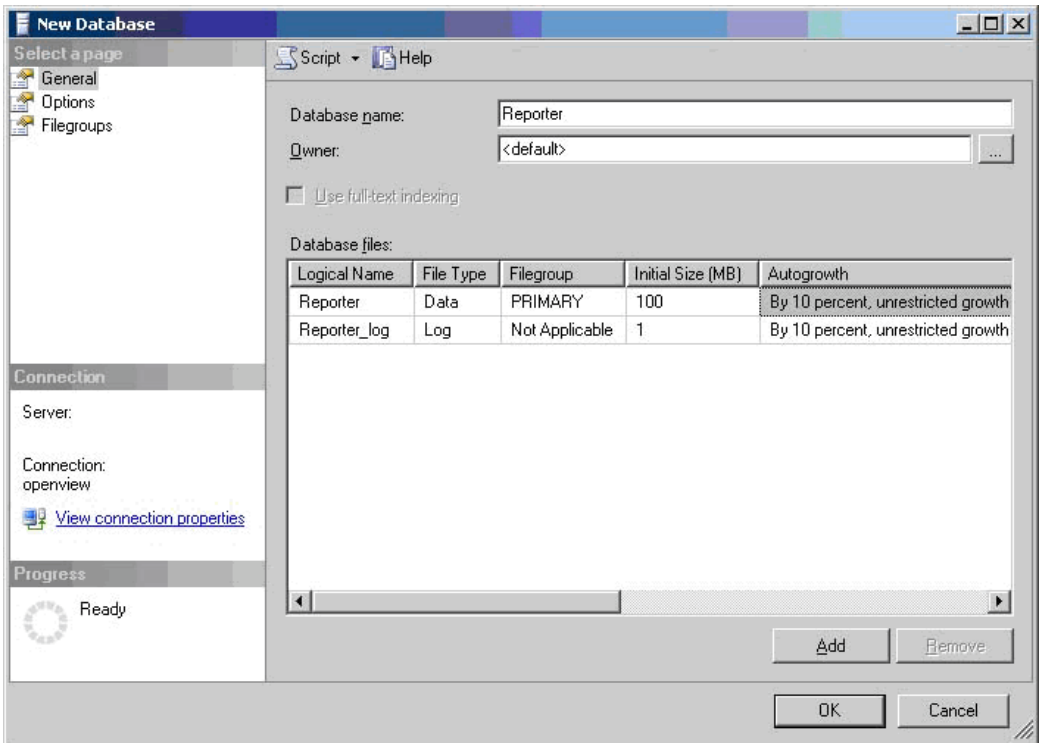
Note: Do not run multiple copies of Reporter, as unexpected results occur when more than one copy of Reporter attempts to write data to the configured Reporter database.

To configure Microsoft SQL Server 2008 as the database for Reporter, do the following:

1. From the Start menu select **Start** → **Programs** → **Microsoft SQL Server 2008** →**SQL Server Management Studio**.
2. Enter your **Login** name and **Password** and click **Connect**. The **Microsoft SQL Server Management Studio** window opens.

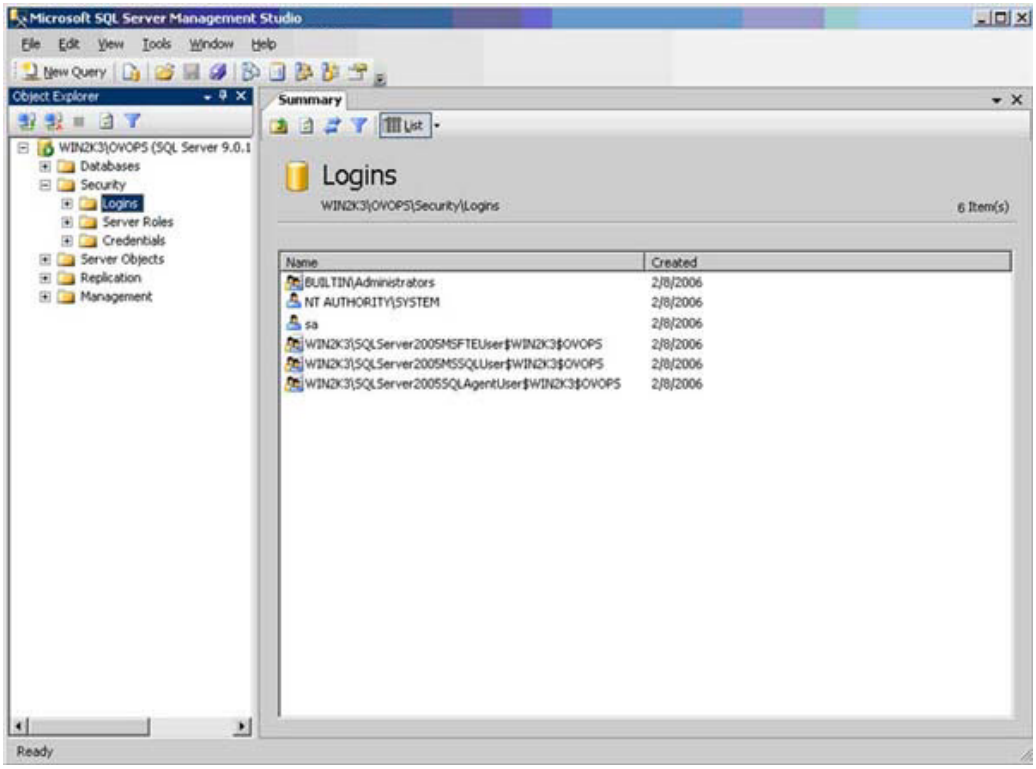


3. On the left pane of **Microsoft SQL Server Management Studio** window, right-click on **Databases** and select **New Database**. The **New Database window** opens.

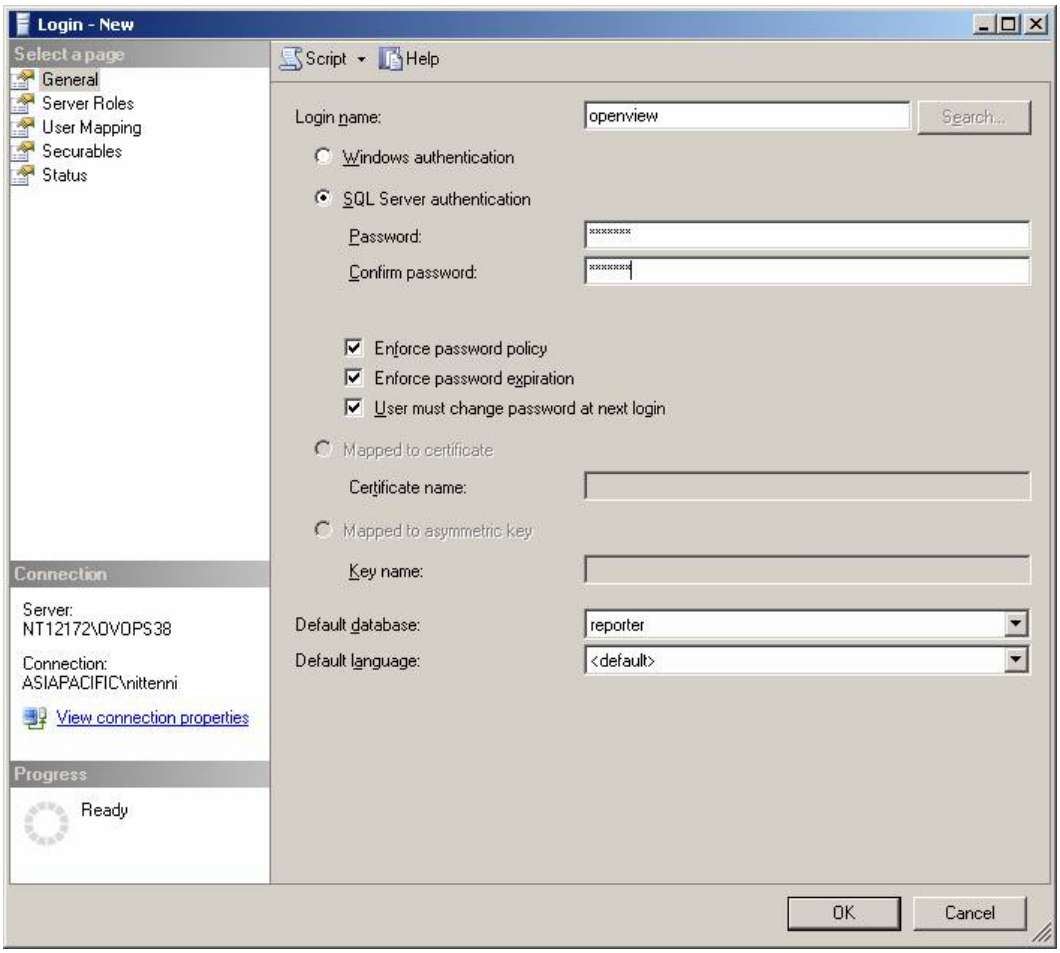


4. If your SQL Server system is not listed under the SQL Server Group, right-click **SQL Server Group**, select **Register** from the drop-down menu. A registration wizard appears. Select the default options provided by the registration wizard to register your SQL Server.
5. Enter a name for the database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

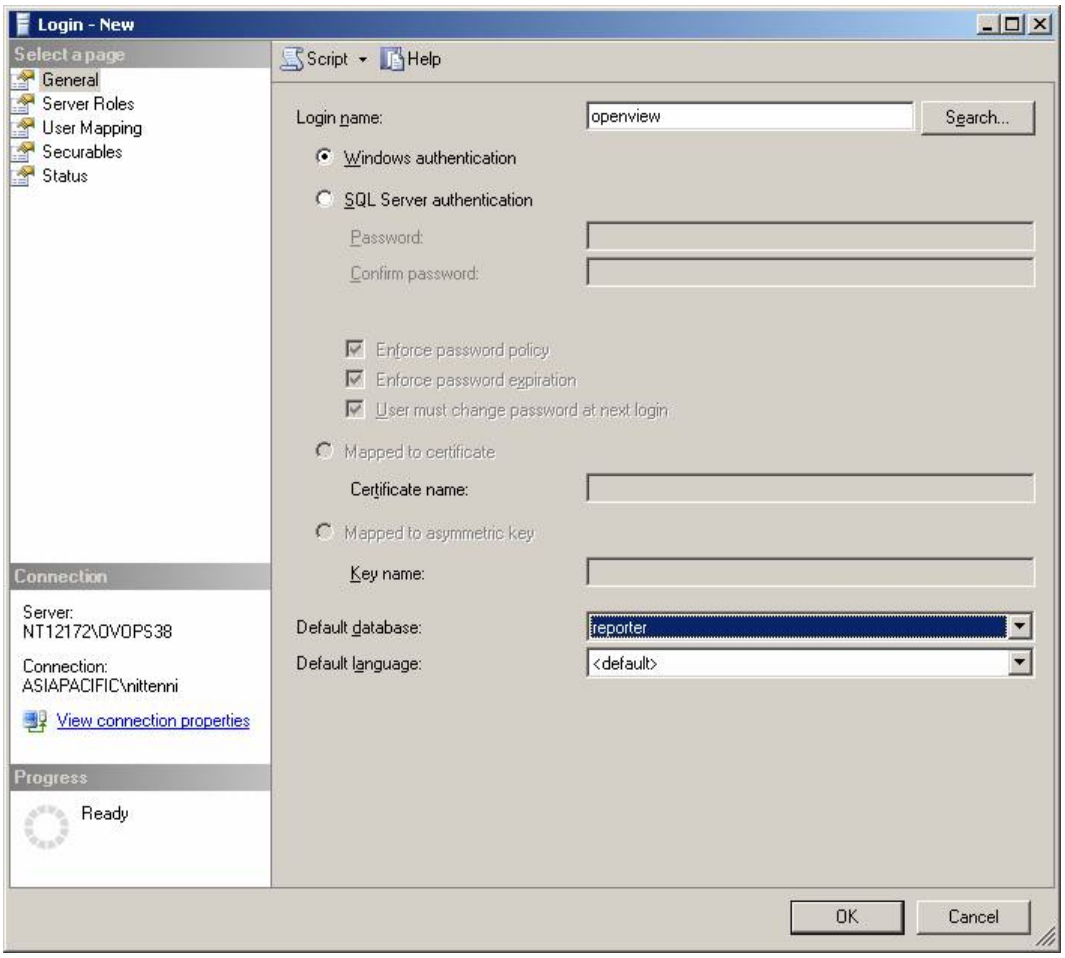
7. On the left pane, click **Security**.



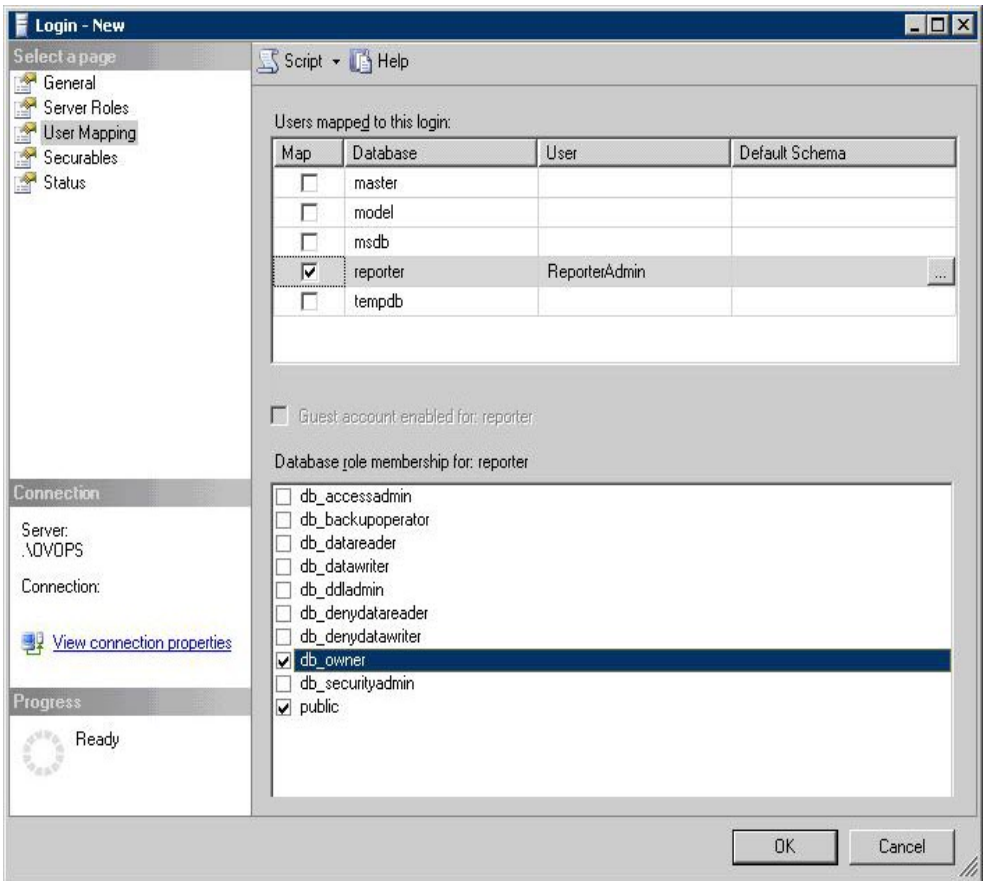
8. From the left pane of Microsoft SQL Server Management Studio window, right-click **Security** and select **New Login**. The **Login - New** window appears. You can create two types of Login authentication.
   - **SQL Server authentication -** To Create SQL Server Authentication, click the **General**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



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



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



11. From the **Users mapped to this login** section, select the **Map** corresponding to your database **Reporter.**
12. Under **Database roles membership for: Reporter**, select **db_owner** and **public**. Click **OK**. The Microsoft SQL server 2008 database is now configured as the database for Reporter.

Installing Microsoft SQL Client

This section provides instructions to install Microsoft SQL Client and its components for Reporter 4.0.

For installing Microsoft SQL Client, see the online documentation available at Microsoft web site http://msdn.microsoft.com/en-us/library/ms131321(v=sql.105).aspx.

Select the following components of SQL server during the installation. For more information, see Microsoft web site http://msdn.microsoft.com/en-us/library/bb500442(v=sql.105).

- Client Tools Connectivity
- Client Tools Backwards Compatibility
- Client Tools SDK
- SQL Server Books Online
- Management Tools – Basic (Including the sub selection of Management Tools – Complete)
- Microsoft Sync Framework

Note: Do not install SQL Client software, If Reporter and Microsoft SQL Server are installed on the same system.

Establishing ODBC Connection

To establish ODBC connection, follow these steps:

1. From **Start** menu, Click **Control Panel** → **System and Security** → **Administrative Tools** → **Data Sources (ODBC**). The ODBC Data Source Administrator window opens.
2. Select **System DSN** tab and click **ADD.** The Create New Data Source window opens.
3. Select **SQL Server Native Client 10.0** and Click **Finish**.
4. In the **Create a New Data Source to SQL Server** window, make sure that the server name appears in the **Server** text box. Click **Next**.
5. Select **With Integrated Windows authentication** and click **Next**.
6. Select **Change the default database to**, select **Reporter** from the drop-down list, and click **Next**.

Testing ODBC Connection

To test the ODBC connection, follow these steps:

1. In the **ODBC Microsoft SQL Server Setup** dialog box, Click **Test Data Source.**
2. Click **OK to** exit the **SQL Server ODBC Data Source Test**.

Verifying Trust Relationship between Client and Server

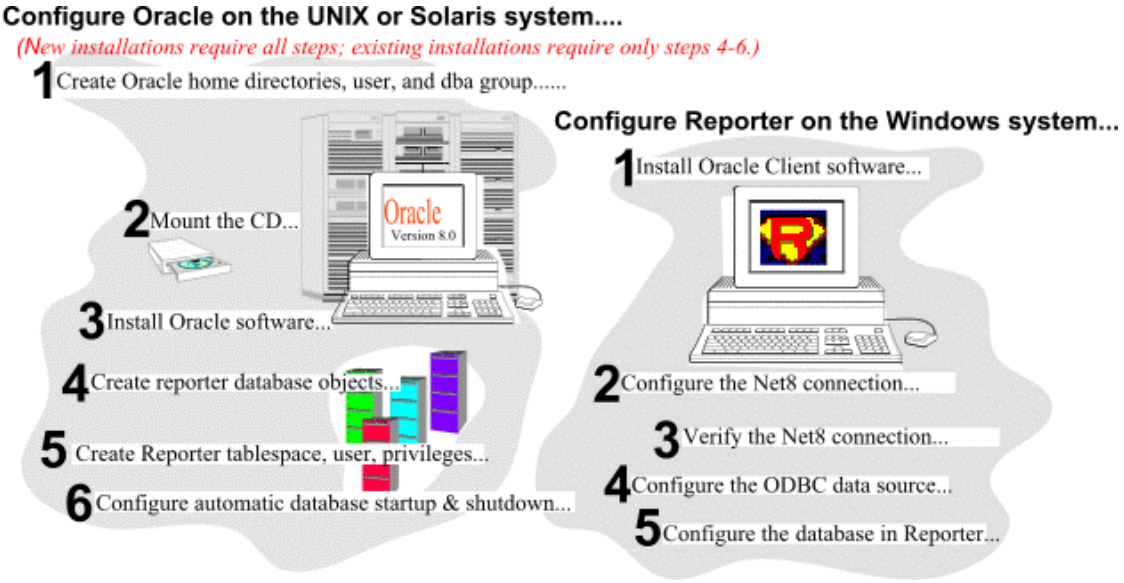
Note: A trust relationship should be set up if the Reporter client and SQL Server are in separate domains in network or if the client and server run on different systems with Windows 2008.

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

Chapter 4

Installing and Configuring Oracle 11g R2 for Reporter

This section describes the steps required to install and configure Oracle 11g R2 for Reporter. The following illustration shows the tasks you must complete to set up Oracle as the Reporter database. The left side of the illustration shows the steps for new and existing installations of Oracle on the HP-UX, Solaris, and Linux systems. The right side of the illustration shows the steps to configure Oracle Reporter database on a Windows system.



Installing Oracle 11g R2 for Reporter

Prerequisites: Check your HP-UX, Solaris and Linux system kernel parameters and modify as necessary. Reporter requires 900 MB disk space in the Oracle database.

For system, memory, and disk requirements, please check the "System Requirements" section of *Oracle 11g R2 Installation Guide*. Oracle has specific recommendations regarding optimal database installation and architecture. This document does not discuss all aspects of database installation and administration. We suggest you to refer Oracle technical literature and consult qualified Oracle professionals to achieve optimum database performance in your particular environment.

For instructions on installing Oracle 11g R2, see Oracle Documentation Library at the following URL:
http://www.oracle.com/pls/db112/homepage.

Configuring Oracle 11g R2 for Reporter

You can configure Reporter to work with Oracle 11g R2 as its database. This section provides information on configuring and editing Oracle listener and tnsnames files and describes the steps required to configure Oracle 11g R2 as the database for Reporter 4.00.

Note: The screens and steps provided in the following sections may vary with the operating systems or versions. Before installing Oracle 11g R2, consult an Oracle Database Administrator (DBA) to optimize the database usage. Optimization of the database usage includes tasks such as setting up the database and creation of tablespaces for configuration issues such as database sizing and AUTOEXTEND of data files.

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

Editing Templates to Configure Oracle listener.ora and tnsnames Files

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

Template 1/A (tnsnames.001) is for configuring one Oracle database instance (for Reporter data). This template enables you to insert text pertaining to the database instance you use for the Reporter database.

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

Template 2/A (tnsnames.002) enables you to add the configuration of an Oracle database instance for Reporter data, to the existing *tnsnames.ora* file that already is configured to recognize other Oracle database instances.

Template 1: Configuring the listener.ora file

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

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

```
############################################################
# FILENAME: listener.ora
# DATE....: Jun 4 2007
# NETWORK.: openview
# NODE....: Server
```

```
# SERVICE.: LISTENER
# COMMENT.: For use with Reporter
#####################################################

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

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

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

SID_LIST_LISTENER =
 (SID_LIST =
   (SID_DESC =
     (SID_NAME = REPORTER)
     (ORACLE_HOME= /opt/oracle/product/11.2.0)
     (ENVS='EPC_DISABLED=TRUE')
   )
 )

STARTUP_WAIT_TIME_LISTENER = 0
CONNECT_TIMEOUT_LISTENER = 30 ##### Increased timeout for REPORTER
LOG_DIRECTORY_LISTENER = /opt/oracle/product/11.2.0/network/log
LOG_FILE_LISTENER = listener
TRACE_LEVEL_LISTENER = OFF
```

Template 1A: Configuring the tnsnames.ora File Using the Template

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

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

```
####################
# FILENAME: tnsnames.ora
```

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

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

Template 2: Editing the Existing listener.ora File Copying from the Template

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

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

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

LISTENER =

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

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

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

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

 )

SID_LIST_LISTENER =
 (SID_LIST =
   (SID_DESC =
     (SID_NAME = openview)
     (ORACLE_HOME= /opt/oracle/product/11.2.0)
   )
 )
 ##### Begin REPORTER block number 3 ###################
   (SID_DESC =                          #
     (SID_NAME = REPORTER)               #
     (ORACLE_HOME= /opt/oracle/product/11.2.0)  #
     (ENVS='EPC_DISABLED=TRUE')           #
    )                                   #
 )                                      #
 ##### End REPORTER block number 3 ######################

)
 STARTUP_WAIT_TIME_LISTENER = 0
 CONNECT_TIMEOUT_LISTENER = 30 #### Increased timeout for REPORTER
 LOG_DIRECTORY_LISTENER = /opt/oracle/product/11.2.0./network/log
 LOG_FILE_LISTENER = listener
 TRACE_LEVEL_LISTENER = OFF
```

Template 2A: Editing the Existing tnsnames.ora File Copying from the Template

The following sample file helps you to edit the template included as *tnsnames.002* and change your existing *tnsnames.ora* file to recognize an Oracle database instance connection to Reporter. To use the template, follow these steps:

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

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

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

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

Configuring Oracle 11g R2 on HP-UX, Solaris, or Linux as Reporter Database

After installing Oracle 11g R2 on HP-UX, Solaris, or Linux systems, you can configure it as the database for Reporter. For configuring Oracle 11g R2 as Reporter database, you must complete the following tasks:

- Create Reporter Database Objects
- Create Reporter Tablespace, User, and Privileges
- Configure Automatic Database Startup and Shutdown (Optional)

Creating Reporter Database Objects

To create database objects, follow these steps:

1. Log in to the **oracle** account.
2. Update UNIX environment variables as follows: (add to profile, or set manually).

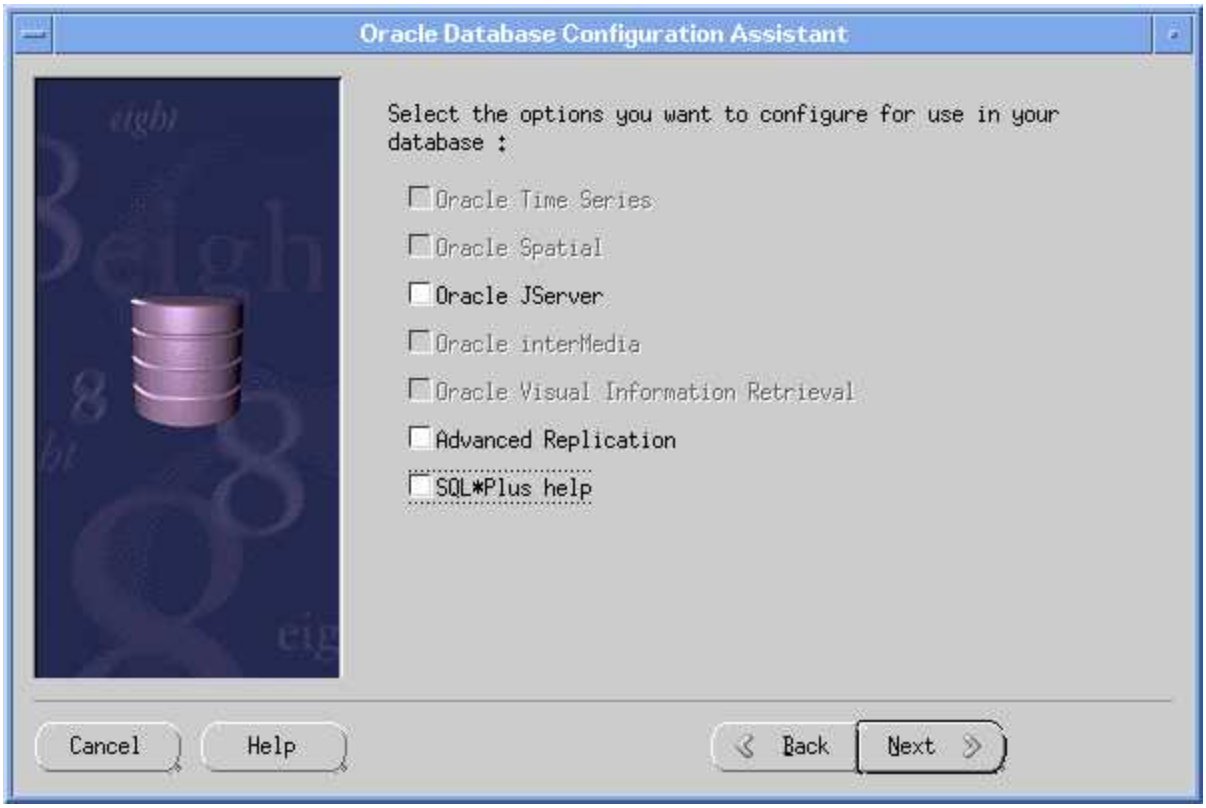
   DISPLAY=<workstation_name>:0.0
   (<*workstation_name*> is computer where output from the Oracle products should be displayed)
   ORACLE_BASE=/opt/oracle
   ORACLE_HOME=/opt/oracle/product/11.2.0
   ORACLE_SID=REPORTER
   PATH includes $ORACLE_HOME/bin, /usr/bin, /etc, /usr/ccs/bin, /usr/local/bin

   for HP-UX: SHLIB_PATH=$ORACLE_HOME/lib

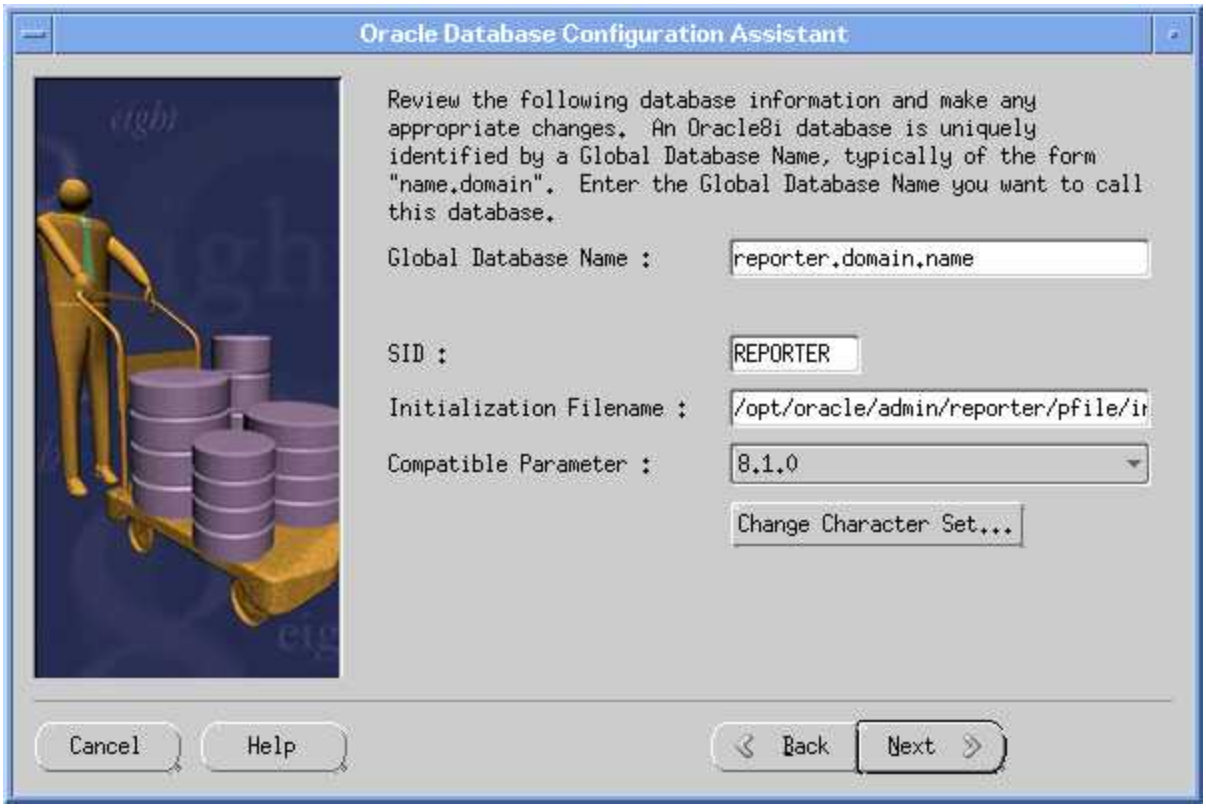
for Solaris: LD_LIBRARY_PATH=$ORACLE_HOME/lib

for Oracle 11g :
CLASSPATH=$ORACLE_HOME/JRE/lib:$ORACLE_HOME/jlib:
$ORACLE_HOME/network/jlib:$ORACLE_HOME/rdbms/jlib:$ORACLE_
HOME/assistants/jlib
TNS_ADMIN=$ORACLE_HOME/network/admin

3. Type **dbassist**, to run the Database Configuration Assistant.
4. In the startup window, select Create a database and click **Next.**
5. Select **Custom** as the database type, click **Next**.
6. Select **Multipurpose** as the type of application, click **Next**.
7. Select number of concurrently connected users (suggest **40**), click **Next**.
8. Select **Dedicated Server Mode**, click **Next**.
9. No options required for reporter; click **Next**.

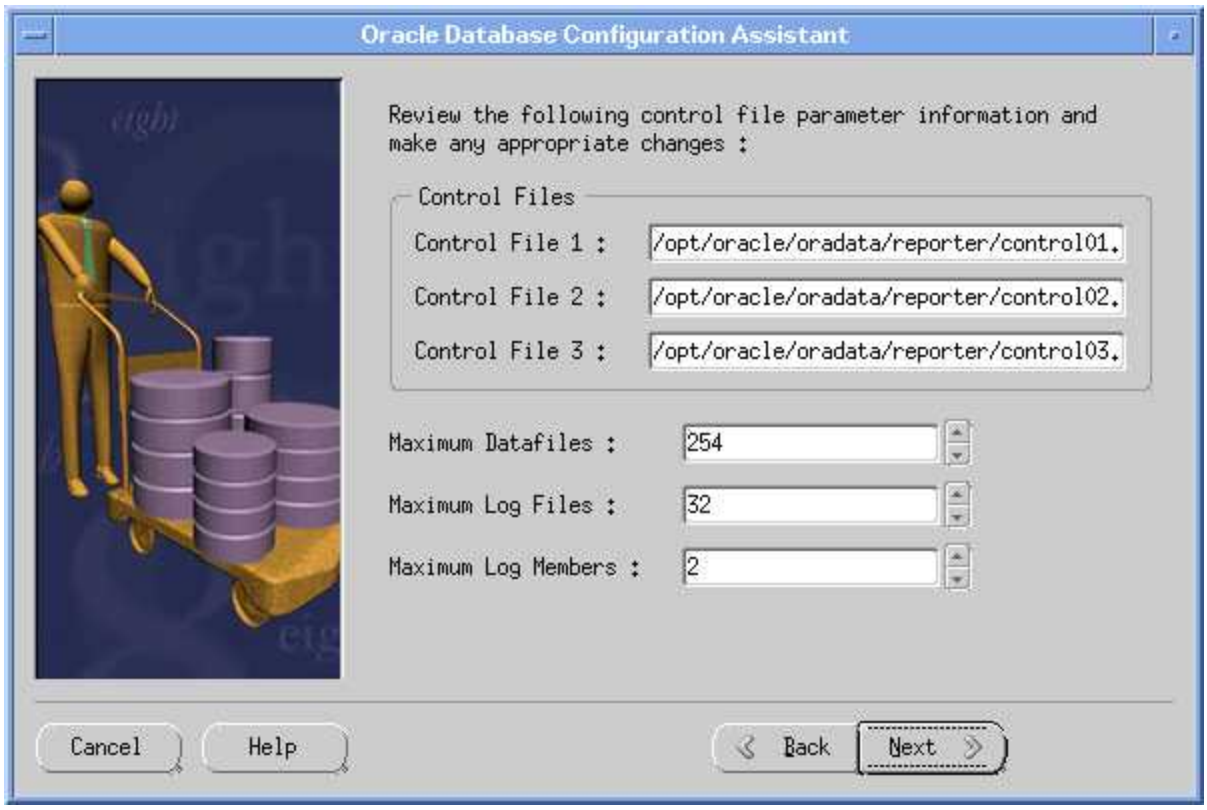


10. Enter the Global Database Name (i.e. **reporter<*.domain.name*>**) and SID (**REPORTER**). Note that **REPORTER** must be entered as all uppercase. Then click **Next**.

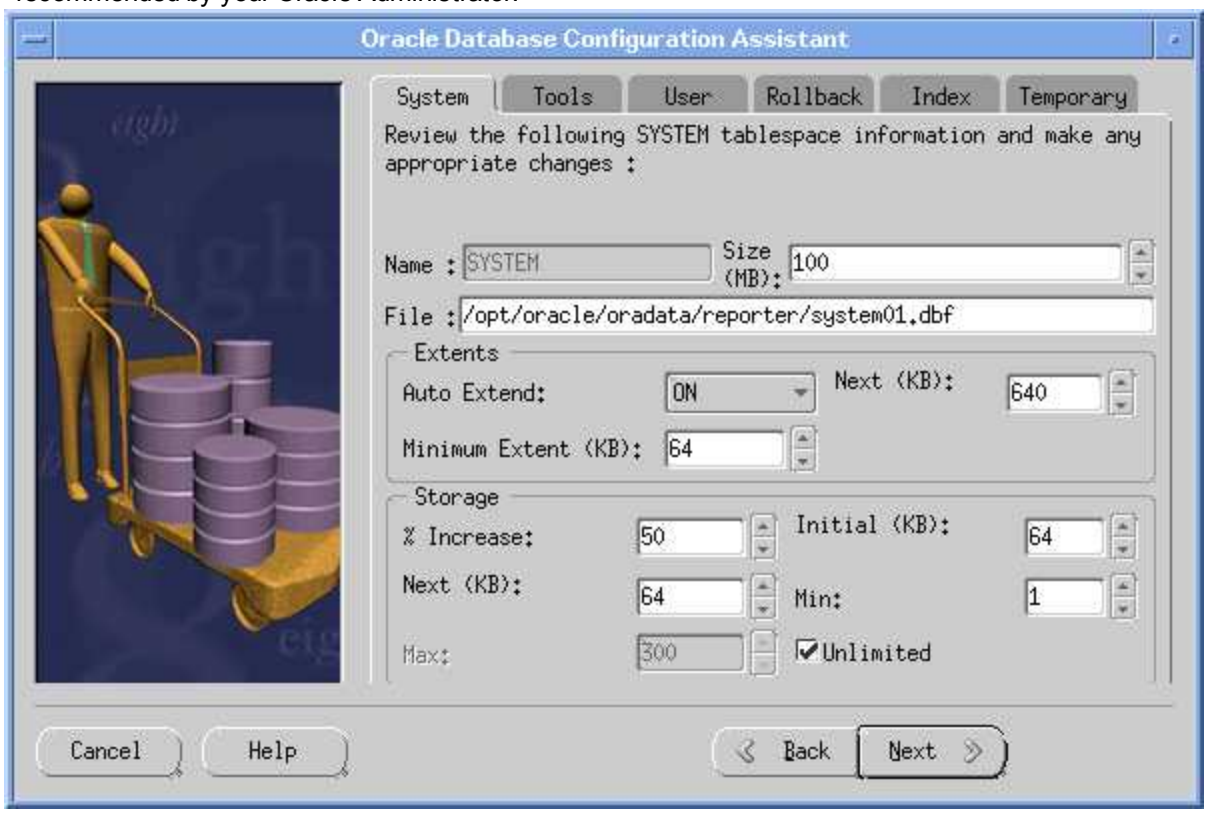


11. Review the Control File information, click **Next**.

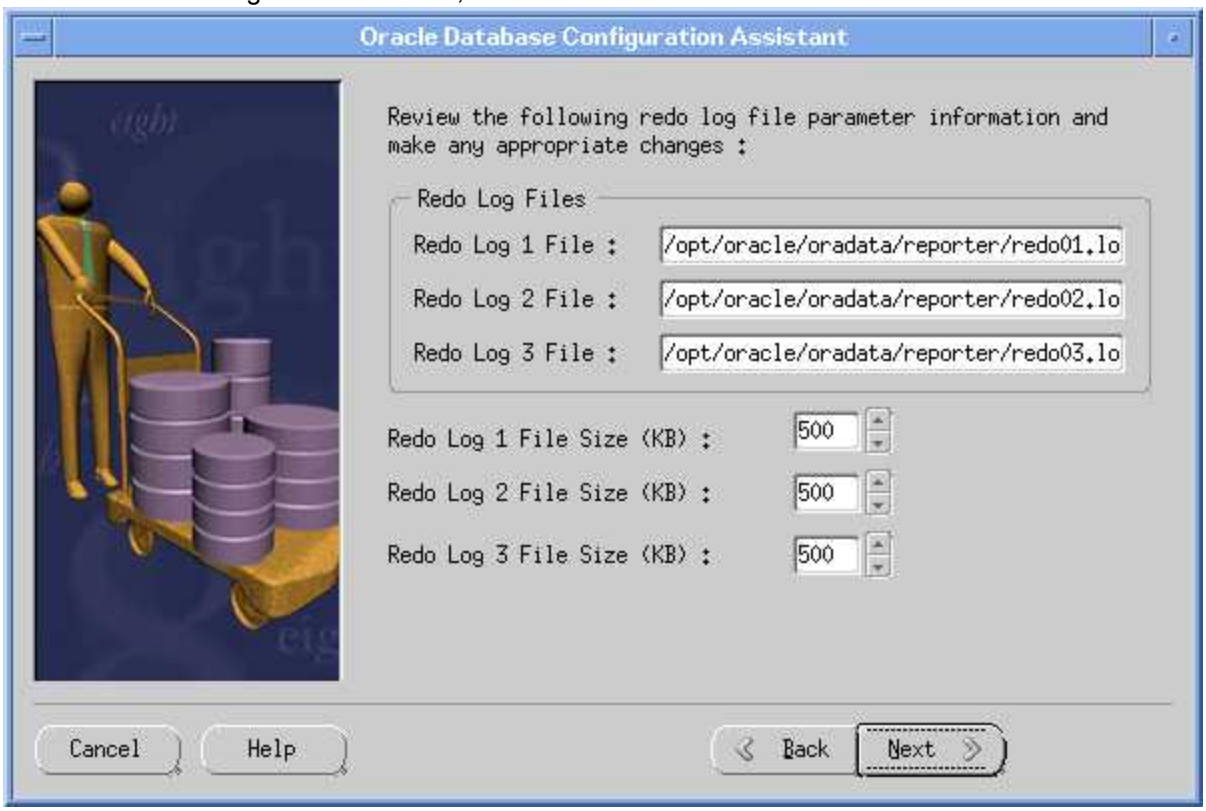
    Note: Oracle recommends multiplexing controls files on different disks to support database recoverability.



12. Accept the defaults for all the tabs (click **Next** through the tabs) unless otherwise recommended by your Oracle Administrator.



13. Review the Redo Log Files information; click **Next**.



14. Review the logging parameter information; click **Next**.
15. Review the SGA parameter information; click **Next**.
16. Review the Trace File Directory information; click **Next**.
17. Select **Create database now**; click **Finish**.

Creating Reporter Tablespace, User, and Privileges

To create Reporter tablespace, user and privileges:

1. Log on as root or su.
2. Create the file (below) and save as **repconfig.sql** in the **$ORACLE_BASE/admin/reporter/create/** directory:
   (the edits you need to make are highlighted) :

   Note: For performance considerations Oracle recommends to place data (tablespace REPORTER), index (tablespace RPT_INDEXES), and rollback segments (tablespace RBS) on different disks if available. See "Chapter 6: Scalability and System Requirements" for tablespace sizing.

   You must replace **/database/oradata** with the path you have established for your database data files. The data file names are only recommendations and can be changed to conform to the standards at your site. Also the user and password are highlighted; change as necessary.

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

```
create tablespace REPORTER datafile
 '/database/oradata/reporter/rptdb01.dbf' SIZE 600M
 extent management local autoallocate;

 create tablespace RPT_INDEXES datafile
 '/database/oradata/reporter/rptidx01.dbf' size 300M
 extent management local autoallocate;

CREATE USER "OPENVIEW" PROFILE "DEFAULT"
 IDENTIFIED BY "openview"
 DEFAULT TABLESPACE "REPORTER"
 TEMPORARY TABLESPACE "TEMP"
 QUOTA UNLIMITED ON REPORTER
 QUOTA UNLIMITED ON RPT_INDEXES
 ACCOUNT UNLOCK;

GRANT CREATE ANY INDEX TO "OPENVIEW"
 GRANT CREATE PROCEDURE TO "OPENVIEW"
 GRANT CREATE SEQUENCE TO "OPENVIEW"
 GRANT CREATE SESSION TO "OPENVIEW"
 GRANT CREATE TABLE TO "OPENVIEW"
 GRANT CREATE TRIGGER TO "OPENVIEW"
 GRANT CREATE VIEW TO "OPENVIEW"
 GRANT "CONNECT" TO "OPENVIEW";
```

3. Log on as the oracle software owner.
4. Make sure the ORACLE_SID is set to **REPORTER**; otherwise the Reporter tables will be put in the wrong SID.
5. Run the **$ORACLE_HOME/bin/svrmgrl** program and enter the following commands to start the database (the database may have already been started)
   connect internal
   startup
6. Enter the following SQL statement:
   @$ORACLE_BASE/admin/reporter/create/repconfig.sql
7. Enter the following command to exit: **Exit**
8. Enter the following commands to restart the SQL listener:
   lsnrctl stop
   lsnrctl start

Configuring Automatic Database Startup and Shutdown

You can configure the system to startup and shutdown the oracle database automatically to avoid all incorrect database shutdown, for more information see *Oracle 11g R2 Database Administrator's Reference Guide*.

Caution: Skip this step, if your Database Administrator has started this procedure.

If the HP Operations Manager (HPOM) for UNIX database is installed on the same Oracle server, you must modify the *oratab* entry to change the startup flag from *Y* to *N* as it is restarted by a different facility. For example, change *openview:$ORACLE_HOME:Y* to *openview:$ORACLE_HOME:**N***.

Configuring Reporter on Windows System

After installing Reporter 4.00 in a Windows system, you can connect it to a HP UX or Solaris system for accessing the Oracle database. To configure Reporter 4.00 on a windows system, complete the following tasks:

- Install Oracle client software
- Configure Net8 connection to Reporter database
- Configure ODBC Data Source in Windows control panel
- Configure the database in Reporter

Note: Enter the exact instruction text in the required fields to avoid case-sensitive issues.

Installing Oracle Client Software

You must install Oracle 11g R2 on your system before installing the Oracle Client software. You must have Administrator privileges on the Windows Operating System client where Reporter is installed.

To install Oracle Client software, refer Oracle Documentation library at the following URL: http://www.oracle.com/pls/db112/portal.portal_db?selected=11&frame=#microsoft_windows_installation_guides.

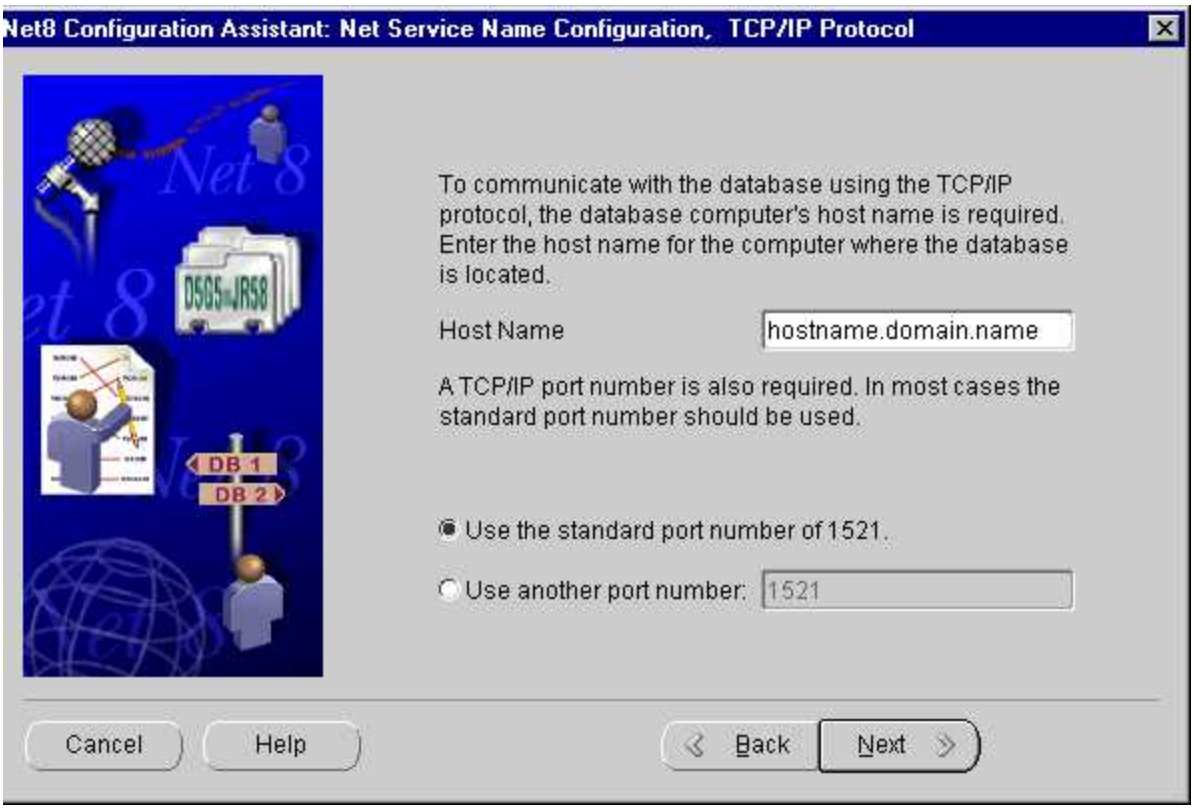
Configuring Net8 Connection to Reporter Database

After installation of the Oracle 11g client software (the Net8 Configuration is optionally part of the client install and dialog steps may differ slightly) on the Windows system running Reporter, on that same system complete the following steps.

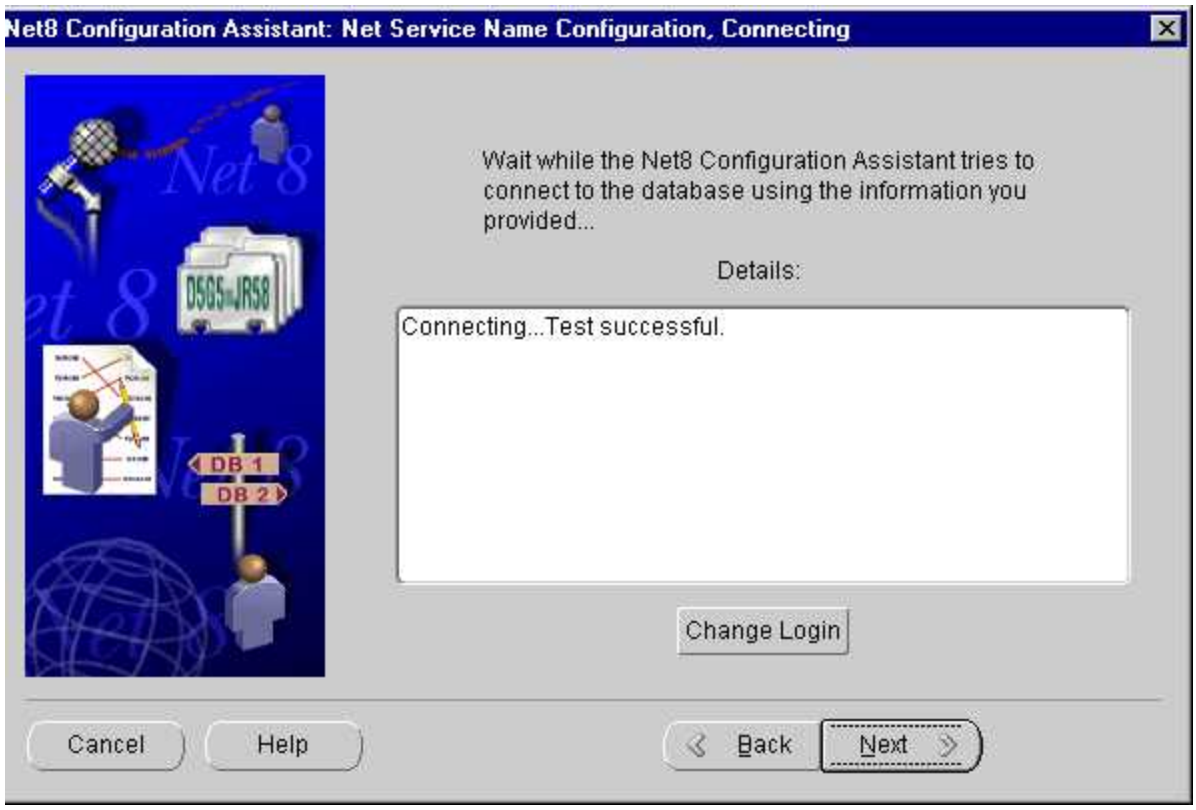
To configure the Net8 connection to Reporter database:

1. From the Start menu, select **Oracle**><***Oracle_Home***>:**Network Administration**:**Net8 Configuration Assistant**.
2. In the Welcome dialog select **Local Net Service Name configuration** and click **Next**.
3. Select the **Add** radio button; click **Next**.
4. In the Service Name dialog, enter the global database name (i.e. reporter.<*domain.name*>); click **Next**.
5. At the Select Protocols dialog, select **TCP**, click **Next**.

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

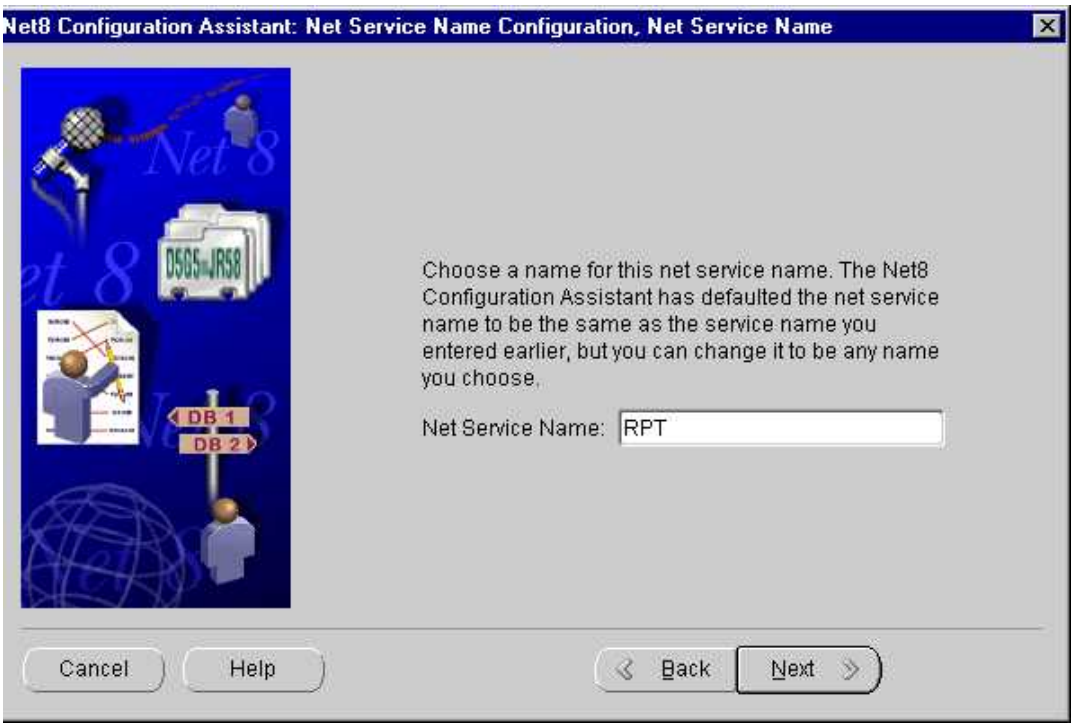


7. At the Test dialog, select **Yes**, perform a test; click **Next**.
8. At the Connecting dialog, verify that the connection was successful (you may have to change the login credentials (i.e., openview/openview) for the test to succeed); click **Next**.



9. At the Net Service Name dialog, supply a Net Service Name (suggested: **RPT**), and click **Next**.

10. In the Another Net Service Name? dialog, select **No** and click **Next**.



11. In the Done dialog, click **Next**, and then **Finish**.
    Note: The Net Service Name (i.e., RPT) may have the network domain appended to its name, for example RPT.<DOMAIN.NAME>. Rerun the Net8 assistant and select test to verify the actual, full Net Service Name.

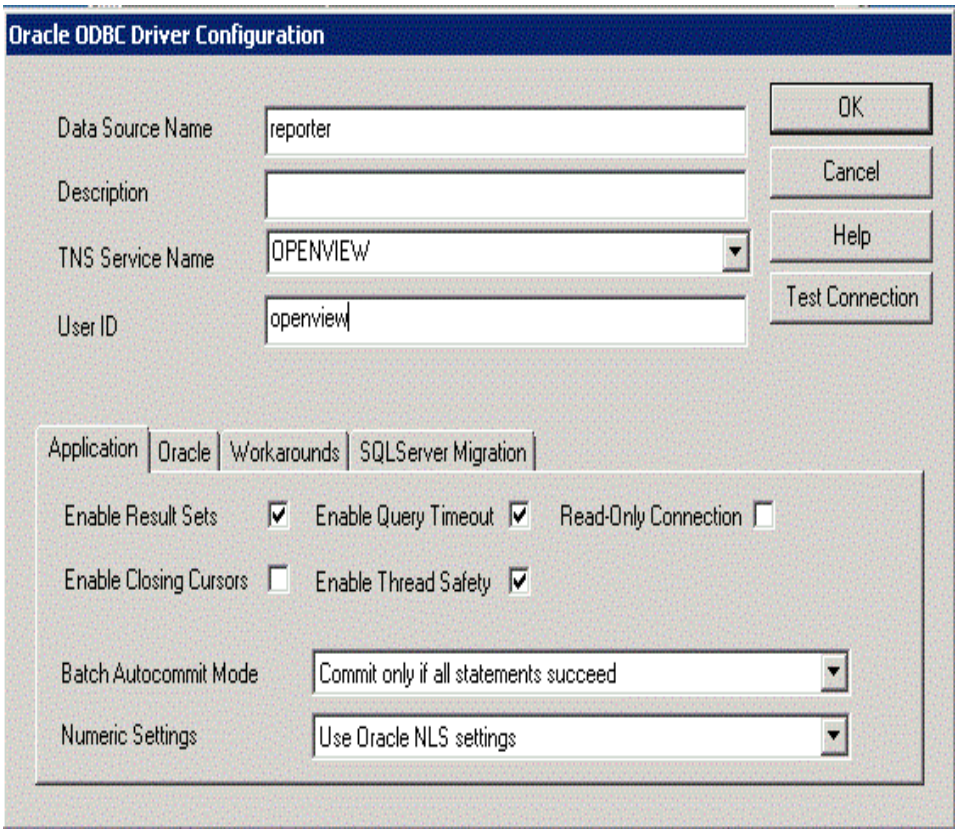
Configuring ODBC Data Source in Windows Control Panel

After configuring Net8 on the Windows system running Reporter, you must configure the ODBC data source.

To complete OBDC Data Source on a Windows system, follow these steps:

Note: Close all instances of Reporter running on your system before configuring ODBC Data Source.

1. From **Start** menu, Click **Control Panel** → **System and Security** → **Administrative Tools** → **Data Sources (ODBC**). The ODBC Data Source Administrator window opens.
2. a. Select **System DSN** tab and click **ADD.** The Create New Data Source window opens.
3. *(If migrating data from the default database to Oracle, omit this step.)*
   Choose **Reporter** with the default database driver and remove it.
4. Select **Oracle ODBC Driver** and select **Finish**.
5. In the dialog box that appears, enter the following:



Data Source Name: **Reporter**
Description: <your_description>
Service Name: **RPT**.<*domain_name*>
User ID: (no entry necessary)

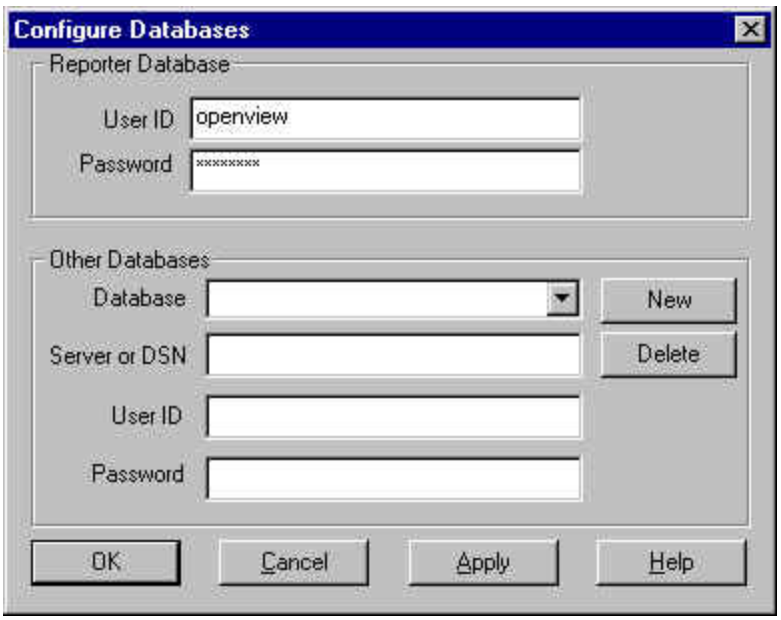
Note: You must enter Reporter as the Data Source Name in mixed case (uppercase "R") to match references to it in Reporter executables.

Configuring the Database in Reporter

1. From **Start** menu, click **All Programs** → **HP** → **HP Reporter** → **Reporter**.
2. In the error message box, click **OK** to proceed.

3. From Reporter **File** menu, select **Configure** → **Databases**.
   The same error message appears as in the previous step; ignore and click **OK** to proceed.

4. In the Configure Databases dialog box under the Reporter Database section, enter the database User Name and Password that you used for the UNIX system configuration in Task 5, step 2 (username: **openview**; password: **openview**).



5. Click **OK**
6. *(If migrating data from the default database to Oracle, OMIT this step.)*
   Run **<***install_directory***>\bin\Newdb.exe.**
7. Click **Close**, and then re-open the Reporter main window.

Configuring HPOM 9 (Oracle 11g) Database to Reporter

You can configure the Windows Operating System client which allows Reporter to connect to a UNIX system for accessing HPOM database. To configure HPOM 9 database to reporter, perform the following tasks:

Task 1 Install Oracle 11g R2 Client software

You must install Oracle 11g R2 on your system before installing the Oracle Client software. You must have Administrator privileges on the Windows Operating System client where Reporter is installed.

1. Insert the Oracle 11g R2 Client DVD.
2. Select **Install/Deinstall Products**.
   If you have no Oracle Products on your system skip this step.
3. In the Oracle Universal Installer **Welcome** dialog click **Next**.
4. In File Locations enter the **Source** and **Destination** file locations for this product; click **Next**.

5. In the Installation Types select **Administrator** as the installation type and click **Next**.
6. Verify information in the **Summary** dialog that appears. Click **Install**.

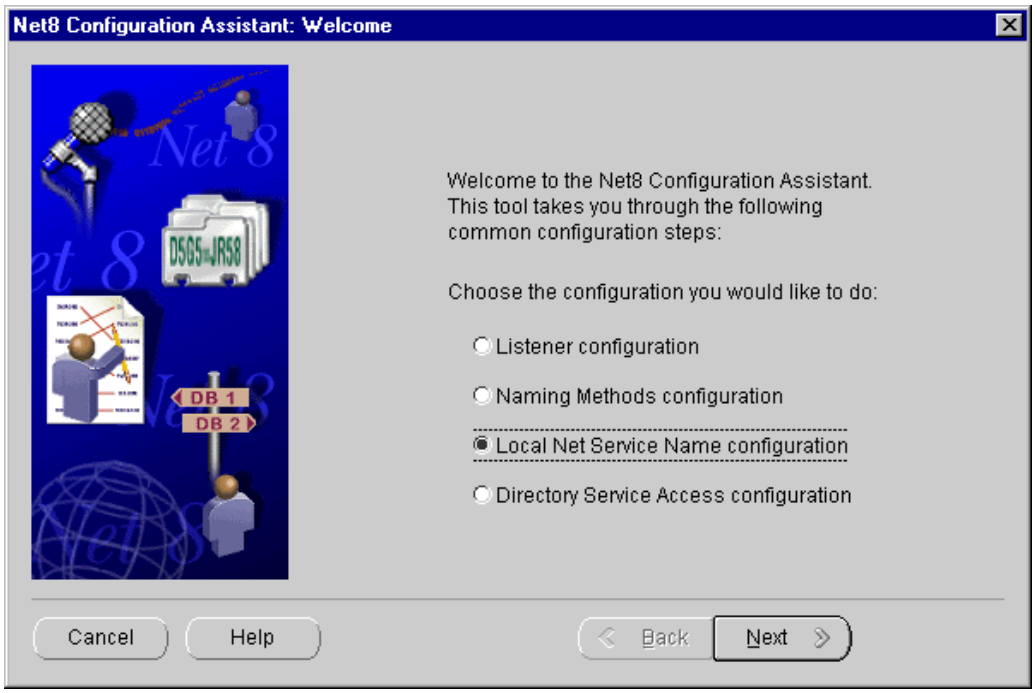
The install process automatically starts the **Configuration Tools** dialog where you can choose to run the **Net Configuration Assistant**.

Task 2 Configure the Net connection to the HPOM database

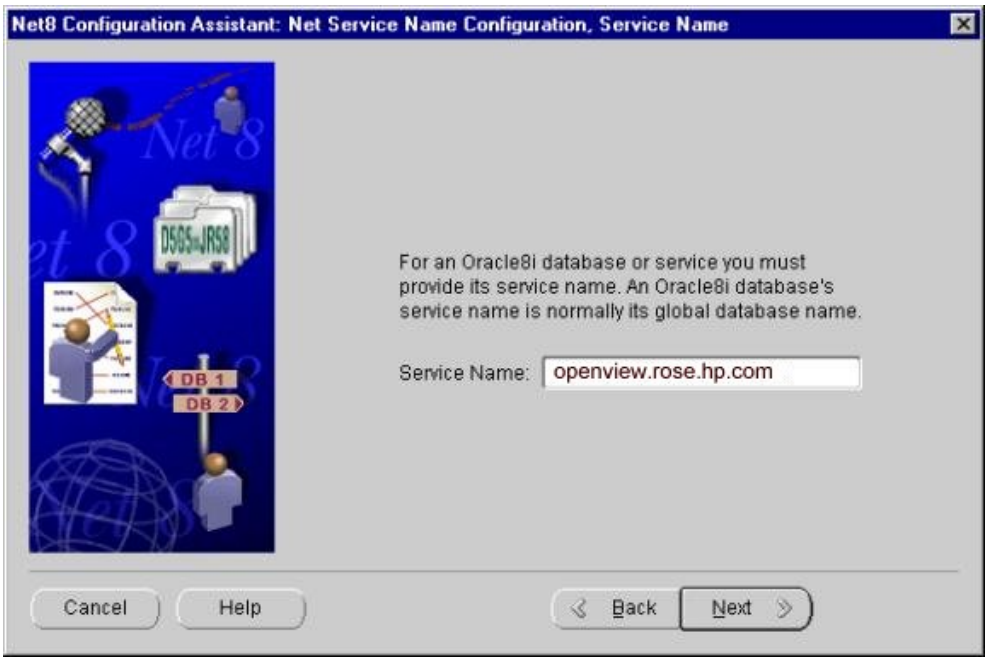
After you complete the installation of the Oracle client software (the Net Configuration is optionally part of the client install and dialog steps may differ slightly) on the Windows system running Reporter, on that same system complete the following steps:

1. From the **Start** menu, click **Programs** → **Oracle - <*Oracle Home*>** → **Network Administration** → **Net Configuration Assistant**.

   At the Welcome dialog select **Local Net Service Name Configuration**, click **Next**.



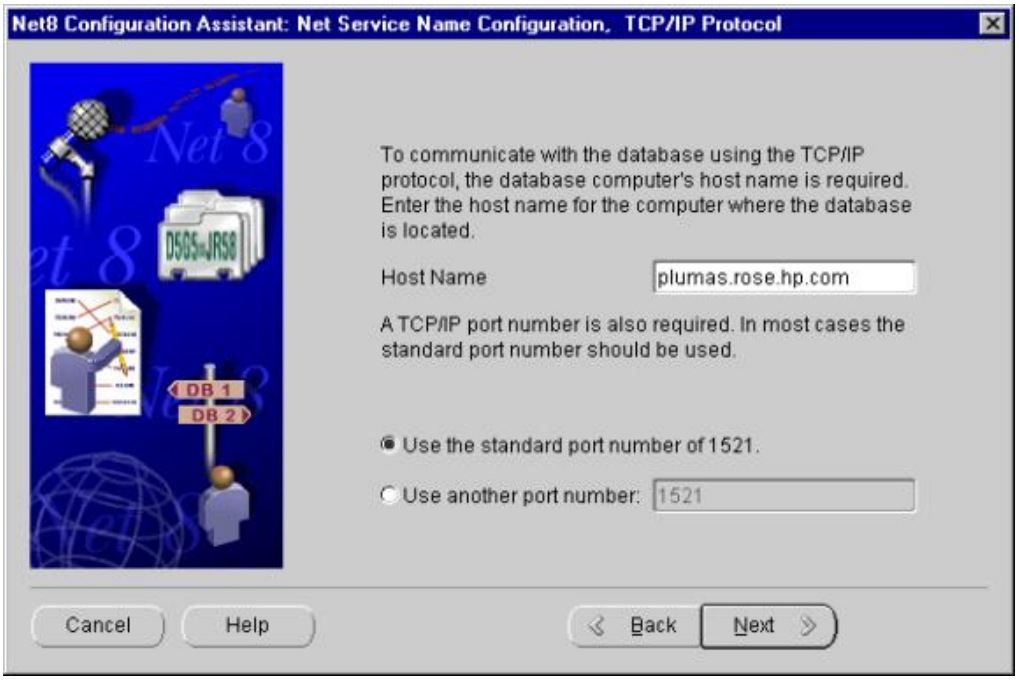
2. In the Net Service Name Configuration dialog select **Add** and click **Next**.
3. In the Database Version dialog, select **Oracle 11g R2 database or service** (select the other option if connecting to a previous Oracle version), click **Next**.
4. At the Service Name dialog enter the global database name specified during database creation. Click **Next.**



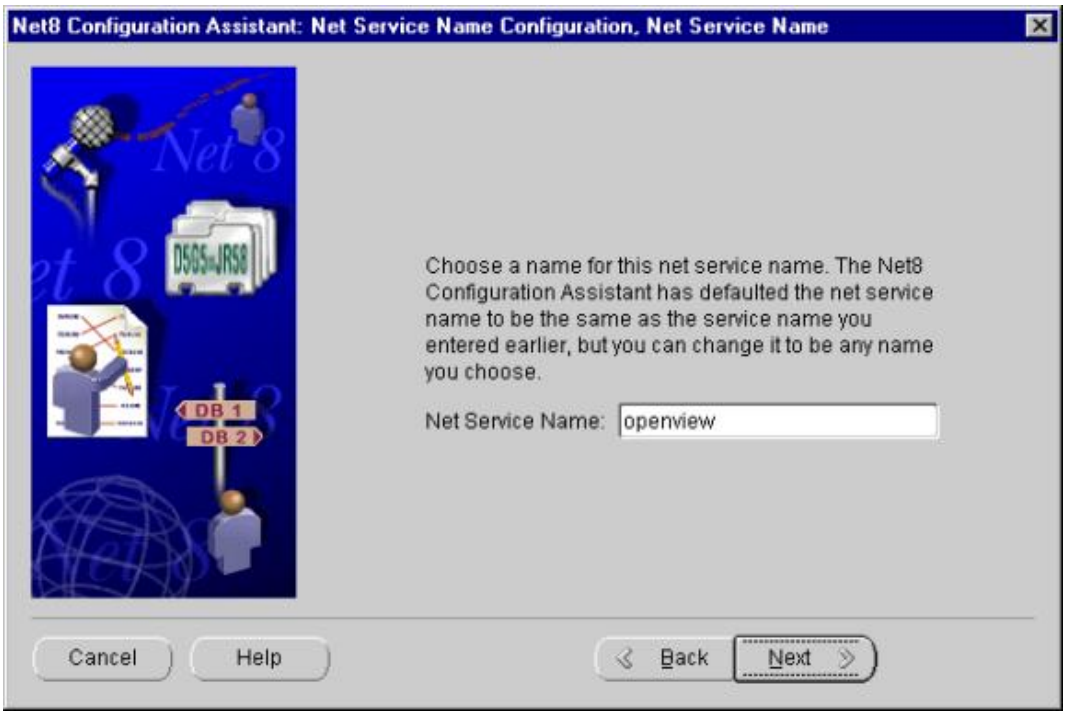
Rerun the Net assistant and select test to verify the actual, full Net Service Name.

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

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



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



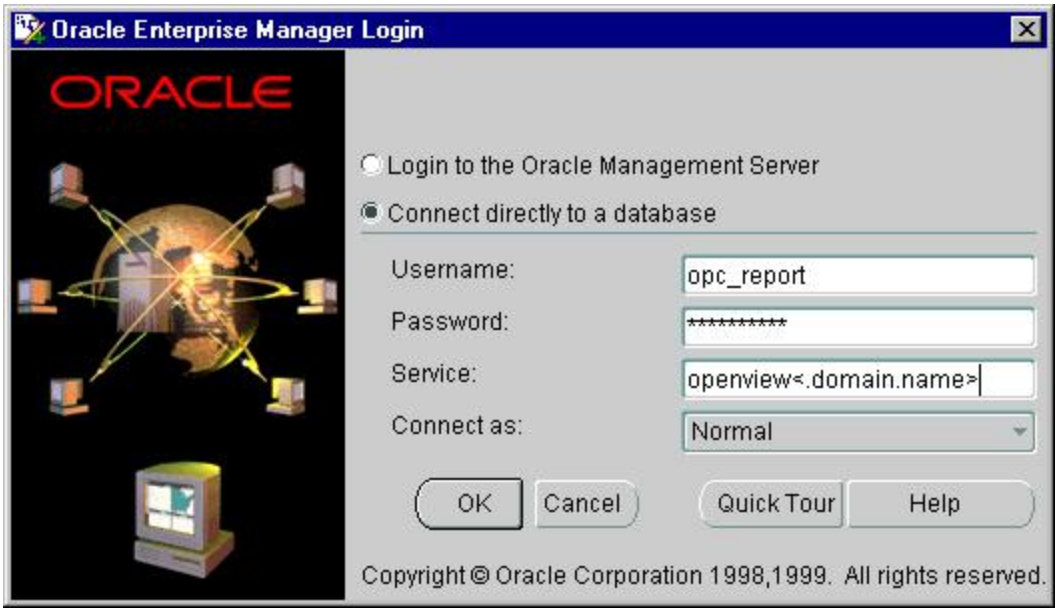
10. At the **Another Net Service Name?** Dialog, select **No**, and click **Next**.
11. At the **Done** dialog, click **Next**,and then click **Finish**.

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

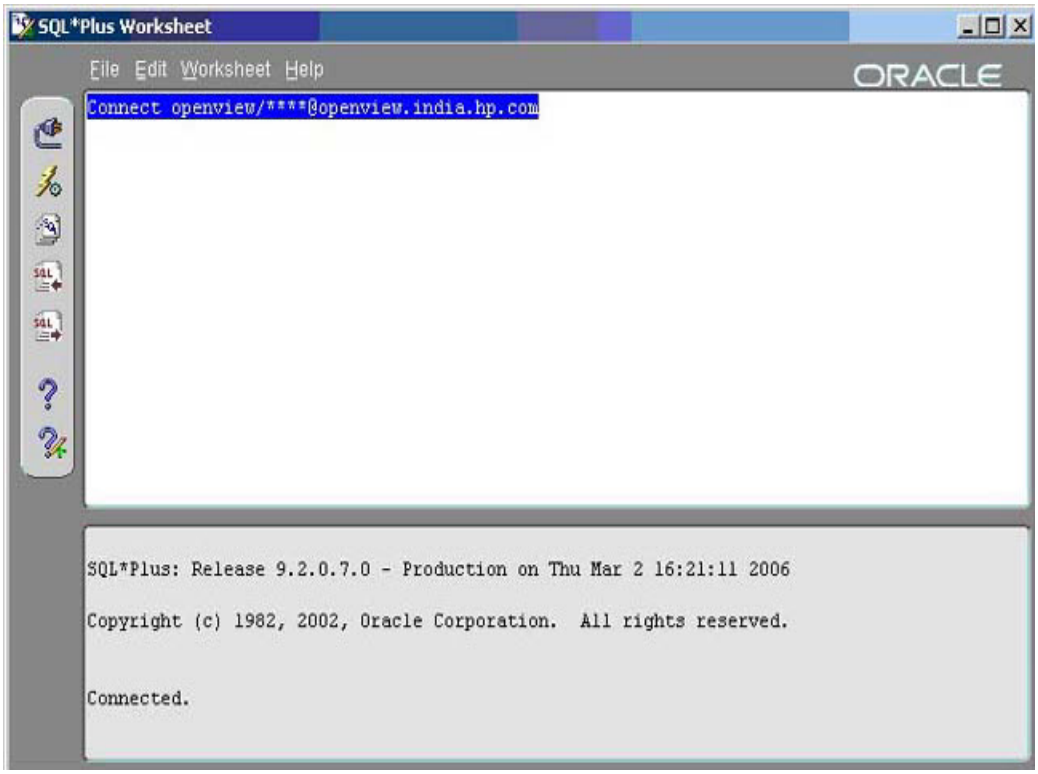
Task 3 Verify the Net connection to the HPOM database

After configuring the Net configuration, verify that you can contact the HPOM database from your system as follows:

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



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



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

   select node_group_name from opc_node_groups;

A response like the following indicates successful access to the Operations Manager database. If

you receive errors, you need to correct them before proceeding. Contact your Oracle database administrator for assistance.

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

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

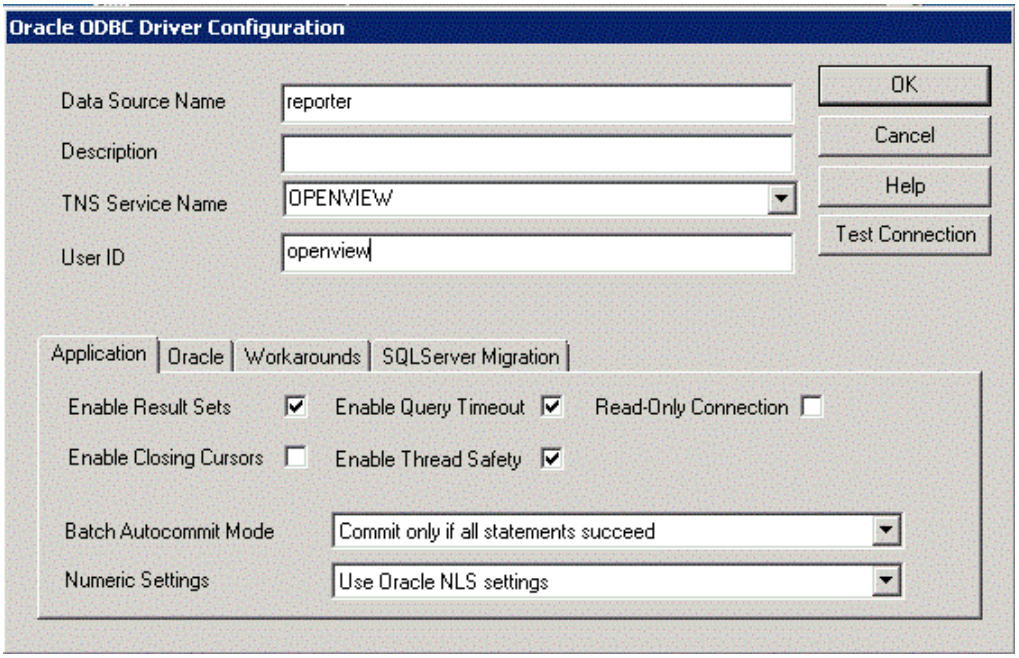
Task 4 Configure the ODBC data source in the Control Panel

After configuring Net on Windows system running Reporter, you must configure the ODBC Data Source.

To Configure ODBC Data Source, perform the following steps on the Windows system where Reporter is installed:

1. From **Start** menu, Click **Control Panel** → **System and Security** → **Administrative Tools** → **Data Sources (ODBC**). The ODBC Data Source Administrator window opens.
2. Select **System DSN** tab.
3. Click the **Add.** button and highlight **Oracle ODBC** driver and select **Finish**.
   a. In the dialog box that appears, enter the following:
      Data Source Name: **ov_net**
      Description: <*your_description*>
      Service Name: **openview<.domain.name>**
      User ID: (no entry necessary)

      Note: You must provide the Data Source Name as **ov_net8** in case of ovo 8/9 database to configure Operations Manager for UNIX 8/9.



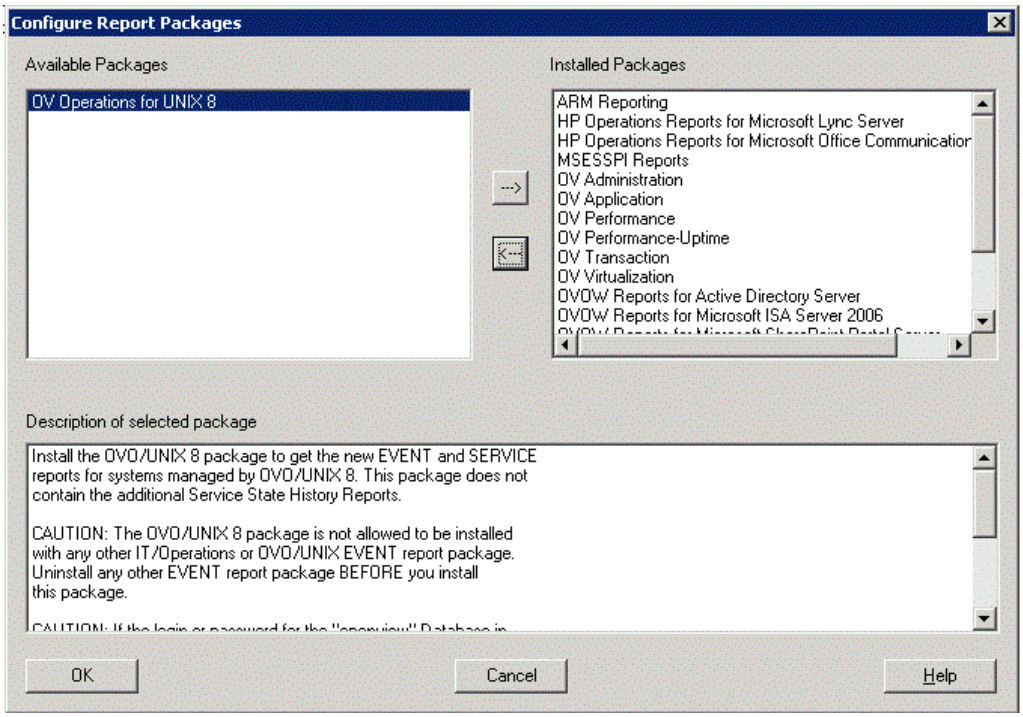
6. Click **OK**.

Task 5 Install the HPOM Report Package

To add report definitions and configuration information, you need to add the HPOM for UNIX 8 or 9 packages.

To add the package, perform the following steps:

1. From the Reporter **File** menu click **Configure** → **Report Packages**. The Configure Report Packages window opens.



2. Select the appropriate Operations Manager for UNIX 8 from the Available Packages box; click the right-arrow to move to the Installed Packages box, and click **OK**.

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

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

Task 6 Configure HPOM Database in Reporter

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

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

> **Note**: You must select **openview8** to configure Operations Manager for UNIX 8/9.

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

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

Task 7 Discover HPOM Systems and Gather Data

> **Note:** Reporter Discover_ITO.exe program targets the Operations Manager database.

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

   > **Note:** If configured with Operations Manager for UNIX 8/9, add a new schedule entry for DISCOVER_ITO.exe and Gather_ITO.exe with openview8 as a parameter.
2. In the right pane, right-click **Discover_ITO.exe** and select **Run Now**.
3. In the Status pane, check for messages such as:

2007/06/04 11:12:07 Discover_ITO: Begin Discovery of ITO database openview
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on abc.xyz.domain.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on zephram.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on ros59102raw.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Found NEW ITO Agent on highbeam.rose.hp.com
2007/06/04 11:12:07 Discover_ITO: Examined 4 systems, found 4 new ITO Agents for a total of 30 known
2007/06/04 11:12:07 Discover_ITO: Examined systems in groups for 3 systems, found 3 new
2007/06/04 11:12:07 Scheduler: Next scheduled action at 05/06/2007 00:15:00

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

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

6. If you want to see reports immediately, in right pane right-click **ManagedRepcrys.exe** and select **Run Now**.

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

Chapter 5

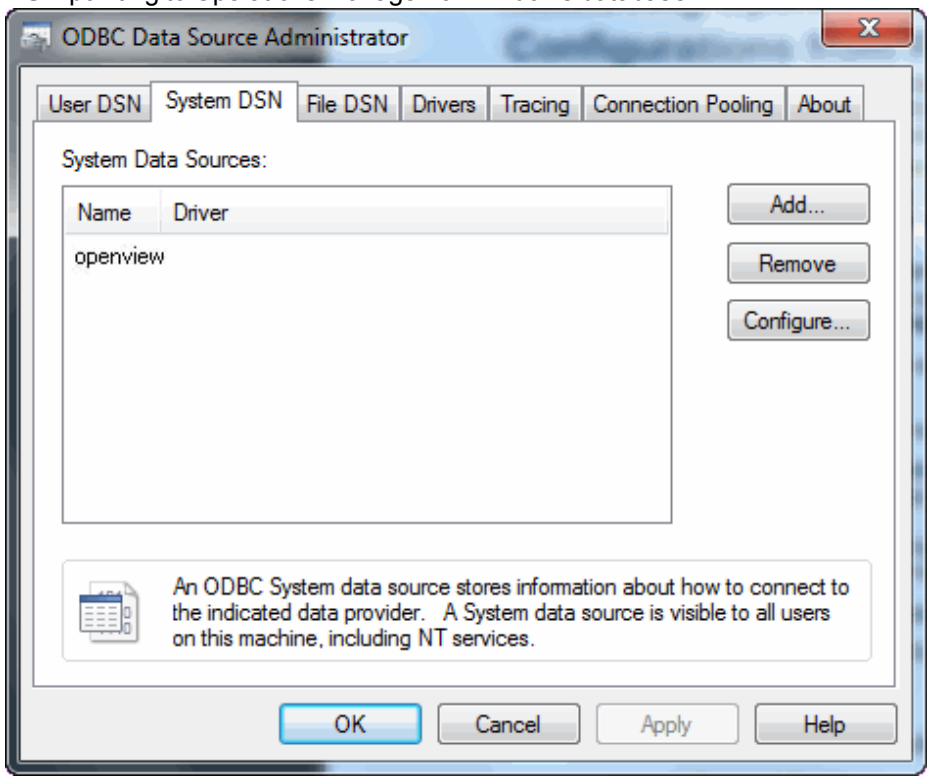
Running Reporter and Operations Manager for Windows on Separate Systems

You can integrate Reporter with remote Operations Manager for Windows 9.0 and collect managed node information to generate Operations Manager for Windows reports.

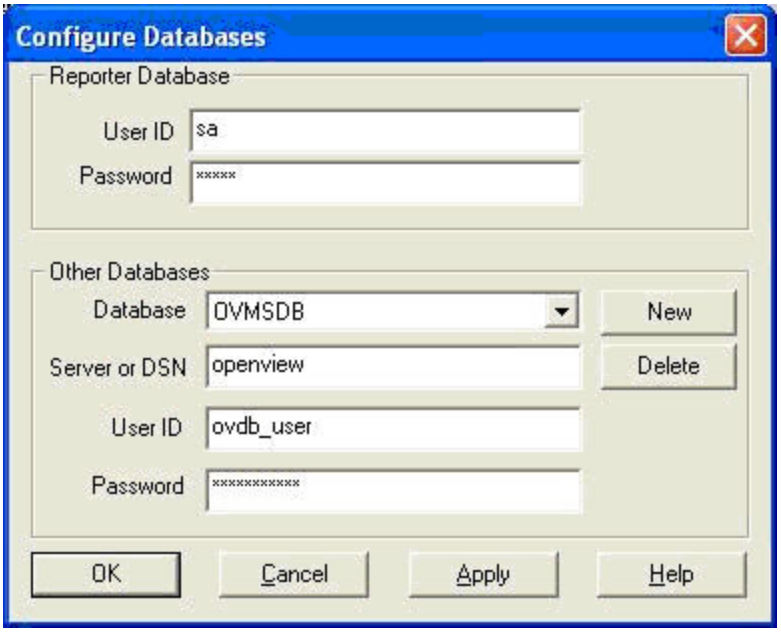
Perform the tasks mentioned in the following section to configure the Operations Manager for Windows on the Reporter system.

Configuring Reporter System

1. From Reporter 4.0 DVD (*SPI_Hotfixes/OMWReport_Package/SPI_Hotfixes/OMWReport_Package*), install *HPOvMgrRpt-09.00.000-Win5.2_64-release.msi*.
2. From **Start** menu, Click **Control Panel** → **System and Security** → **Administrative Tools** → **Data Sources (ODBC**). The ODBC Data Source Administrator window opens.
3. Click **Add** in the **ODBC Data Source Administrator** dialog box to add **Openview System DSN** pointing to Operations Manager for Windows database.

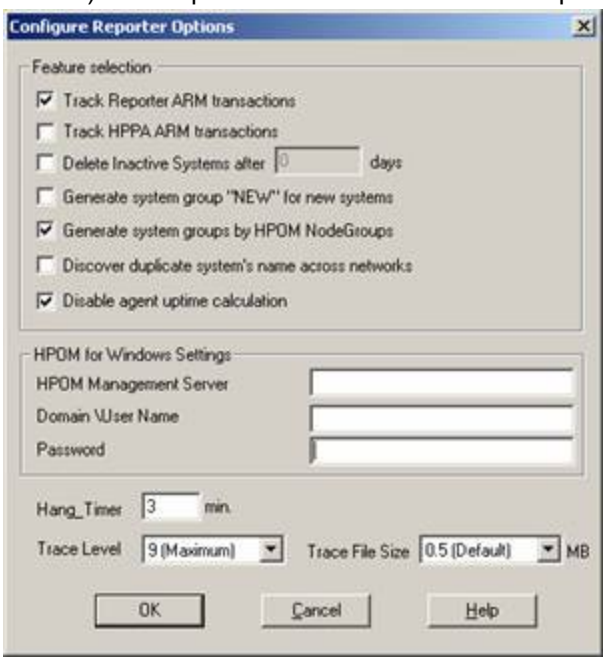


4. From Reporter menu, click **File** → **Configure** → **Databases** and create a new database OVMSDB using openview DSN added in step 2.
   Note: You must create an ovdb_user account, to use SQL authentication to connect OM database. NT authentication uses no credentials to connect to OM database.



5. From Reporter menu, click **File** → **Configure** → **Options** and specify the Operations Manager for Windows Settings parameters.

6. Enter the Operations Manager for Windows system name as **Operations Manager for Windows Management Server**, a user name as **Domain \User Name** (with or without domain) and the password as **Password** in the Operations Manager for Windows Settings.



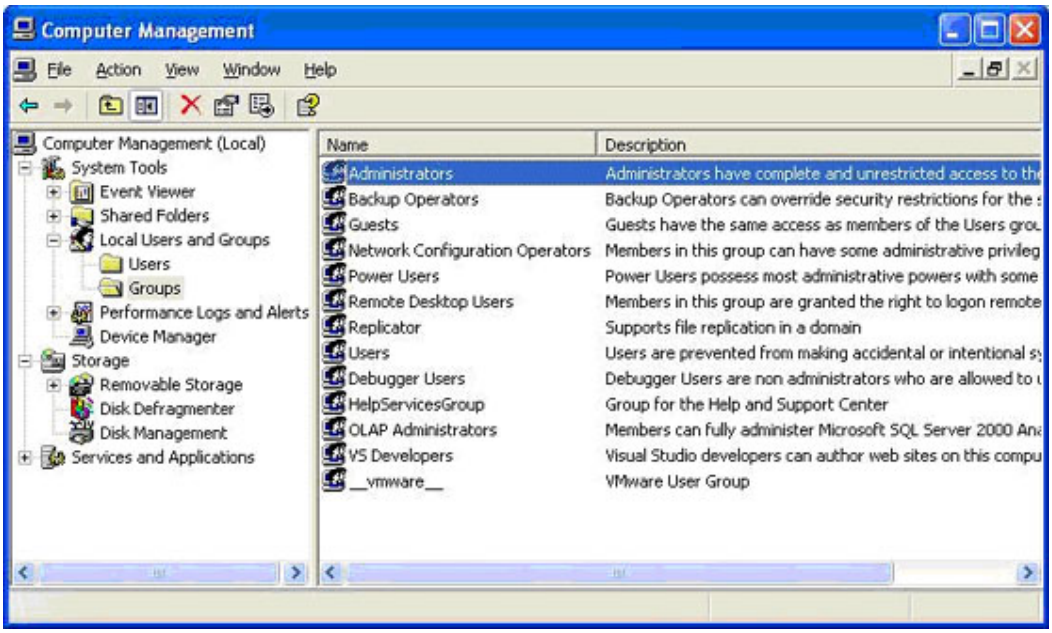
7. From **Reporter menu,** click **Left Pane** →**Schedule** and then right-click and select **Add Schedule** to add *Discovery_Neutron* to reporter scheduler.

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

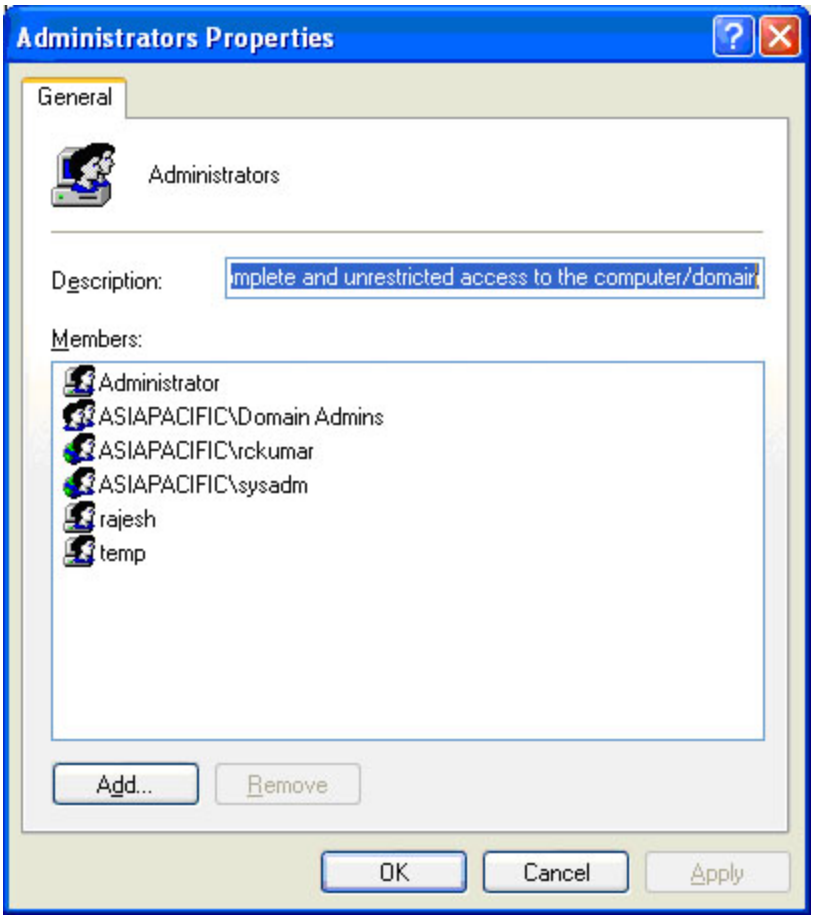
8. Run managedrepcrys from the command line on the Reporter machine or wait for the one Reporter cycle to be finished to view the reports on the Operations Manager for windows console.

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

1. From **Start** menu, Click **Control Panel** → **System and Security** → **Administrative Tools** → **Computer Management**. The Computer Management window opens.
2. Select **System Tools** → **Local Users and Groups** → **Groups** from the left pane.



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


Administrators Properties
General
Administrators
Description:
mplete and unrestricted access to the computer/domain
Members:
Administrator
ASIAPACIFIC\Domain Admins
ASIAPACIFIC\rckumar
ASIAPACIFIC\sysadm
rajesh
temp
Add...
Remove
OK
Cancel
Apply

Chapter 6

Configuring Multiple HPOM for UNIX Management Servers to Reporter

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

Removing HPOM Configurations from Reporter

Before configuring Reporter to generate reports on multiple HPOM UNIX Server, remove HPOM from the Reporter window. This is optional. To remove HPOM configurations, follow these steps:

1. Remove the currently installed HPOM for UNIX 8.00 package. You can do this either from the Reporter window or from the command prompt:
   - To remove the currently installed HPOM for UNIX 7.00 or 8.00 package from Reporter window:
     i. Select **File** → **Configure** → **Report Packages**, from the Reporter window. The **Configure Report Packages** window opens.
        i. Select **Operations Manager for UNIX 8** packages from **Installed Packages** pane and click  . The selected packages are displayed on the **Available Packages** pane.
        ii. Click **OK.** The Reporter main window is displayed.
   - To remove the currently installed Operations Manager for UNIX package from the command prompt, run the following commands based on the version of Operations Manager for UNIX installed on your system:
     - If you have Operations Manager for UNIX 8.00 package installed on your system:
       Reload –remove "<InstallDIR>\newconfig\packages\reload_ovoux8.srp"
2. Remove the existing database configurations in the Reporter GUI.
3. Remove the Data Source Names (DSN) configured for Operations Manager for UNIX from your system by following these steps:
   a. Click **Start** → **Run.**
   b. Type o*dbcad32* and click **OK**. The ODBC Data Source Administrator Window appears.
   c. Click the **System DSN** tab.
   d. Select the **DSN configured to** Operations Manager for UNIX database from the list and click **Remove.**

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

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

1. Configure Oracle client
2. Configure ODBC
3. Configure Reporter databases
4. Create Service Report Package (SRP) file
5. Load created SRP file to Reporter DB

Configuring Oracle Client

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

Configuring ODBC

Create Data Source Names (DSN) for all the Operations Manager for UNIX management servers. Every server should have a corresponding DSN.

Configuring Database for Reporter

To configure databases, follow these steps:

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

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

Creating SRP File

1. From the Reporter DVD, open the folder **Support** → **multiple_ov.**
2. Open one of the following files from a text editor, based on the management server installed on your system:
   - multiple_management_server_template_8.srp (if you are using Operations Manager for UNIX 8.x database)
3. Find and replace all instances of [DATABASENAME] (including the square brackets) with the database name configured in Reporter.
   For example: If the database name that you configured was **OVO_DB1**, replace [DATABASENAME] with **OVO_DB1**
4. Click **File** → **Save As** and save the file to the directory **<*INSTALLDIR*>\newconfig\packages** as:
   - multiple_management_server_template_8_OVO_DB1.SRP (if you are using Operations Manager for UNIX 7.x database)
5. Repeat these steps for each Operations Manager for UNIX server that is being configured.

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

Loading SRP File to Reporter Database

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

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

OR

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

Generating Reports

To generate reports:

1. From the command prompt, run *managedrepcrys* command:

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

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

Uninstalling Report Packages

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

- To uninstall Reporter packages from Reporter window:
  a. Click **File** → **Configuration** → **Report packages**, the **Configure Report Packages** window opens.
  b. Select the packages you want to remove from the **Install Packages** pane, click  . The selected packages are displayed in the **Available Packages** pane.
  c. Click **OK**.
  d. Click **File** → **Configuration** → **Databases** dialog. Delete **Databases** defined in Reporter window.
  e. Remove the DSN created using ODBC configuration.
- To uninstall Reporter packages from the command prompt:

  Run the following commands:

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

Chapter 7

Uninstalling Reporter

To uninstall Report 4.00, follow these steps:

1. From the **Start** menu, click **Control Panel** → **Programs** → **Uninstall a Programs**. The Uninstall or Change a Program window opens.
2. From the program list, select **HP Reporter** and click **Change**. The HP Reporter - Install Wizard window opens.
3. Follow the instruction provided in the HP Reporter - Install Wizard window to uninstall Hp Reporter 4.00.
   Two options **Remove Standard** and **Remove Clean** are available. Use the **Remove Clean** option to remove the data files and HTML reports that are created by the product. **Remove Standard** will not remove the data files and HTML reports that are created by the product.

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

When you uninstall HP Reporter, the system performs the following tasks:

- Reporter binaries and product files are removed.
- The following Reporter directories for Reporter database and web pages are not removed:
  - *<installation_directory>* *data**datafiles*\
  - *<installation_directory>* *data**Webpages*\
- Uninstalling HP Reporter 4.00 has no effect on the virtual directory settings in IIS. If you no longer have any HP Software products using IIS, you can manually remove any remaining "HPOV_" entries from the web server.

We appreciate your feedback!

If an email client is configured on this system, by default an email window opens when you click on the bookmark “Comments”.

In case you do not have the email client configured, copy the information below to a web mail client, and send this email to **docfeedback@hp.com**

Product name:

Document title:

Version number:

Feedback: