HP Universal SLA Manager

Version 4.0



Installation and Configuration Guide

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for Linux and Microsoft Windows Operating Systems March 2014

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Preface

This guide is designed to be used as an installation and configuration manual for the HP Universal SLA Manager that is used to manage Service Level Agreements.

This document also contains information about installing and configuring USLAM Services, Web UI, MyUSLAM portal, Reporting and ETL modules.

This document explains the procedures related to installation, configuration and un-installation of the USLAM solution.

Intended Audience

This document is intended for the following user:

- HP USLAM Administrator.
- Oracle Database Administrator

Abbreviations and Acronyms

The following table describes the abbreviations and acronyms used in this document.

Abbrevi ation	Description
BO	SAP Business Objects
BO-DS	SAP Business Objects Data Services
BOE	SAP Business Objects Enterprise
BIAR	Business Intelligence Archive
CMS	Central Management Server
CI	Configuration Item
ID	Identifier
ETL	Extract, Transform, and Load
KPI	Key Performance Indicator
LTU	License To Use
SLI	Service Level Indicator
SLA	Service Level Agreement
SLO	Service Level Objective
SLM	Service Level Management

SD	Service Definition
SI	Service Instance
SNMP	Simple Network Management Protocol
SM	Service Manager
TTR	Time To Repair
USLAM	Universal Service Level Agreement Manager

Software Versions

The software versions referred to in this document are as follows:

Software	Version
HP Universal SLA Manager	V4.0
Red Hat Linux 6.5 64-bit	6.5 (*)
Oracle client for Linux 64-bit	11g Release 2 (11.2.0.4) ([*])
Oracle client for Windows 32- bit	11g Release 2 (11.2.0.4) ([*])
Windows	Windows Server 2008
Internet Explorer	9.0 or upper
Firefox	27.0 or upper
Google Chrome	32.0 or upper
SAP Business Objects Enterprise	BO XI 3.1 SP5 (12.5.0.1190)
SAP Business Objects Data Service	BO DS 4.1 SP1 Patch 3 (14.1.1.354)
Liferay Portal	6.1.1 CE GA2

(*) Specified servers versions have been successfully tested by Hewlett-Packard. Incremental releases of the specified versions defined by the last number in the server name will be supported as they are made available, but may not have been tested by Hewlett-Packard. Exceptions in support will be documented.

Associated Documents

A list of existing HP Universal SLA Manager documents is given below for your reference:

- HP Universal SLA Manager Release Notes
- HP Universal SLA Manager Support Matrix
- HP Universal SLA Manager User Guide

Reference Documents

A list of reference documents is given below for your reference:

Document Title	URL
SAP BusinessObjects Enterprise [™] XI	http://help.sap.com/boe
3.1 SP5 Installation Guide for Windows	31sp5/
SAP BusinessObjects Enterprise™	http://help.sap.com/boe
Administrator's Guide	31sp5/
SAP BusinessObjects Enterprise XI 3.1 SP5 for Windows – Supported Platforms	http://scn.sap.com/docs /DOC-20551
SAP BusinessObjects Enterprise™	http://help.sap.com/boe
InfoView User's Guide	31sp3
SAP BO Building reports using Web Intelligence	http://help.sap.com/bus inessobject/product_gui des/boexir3/en/xi3_web _intelligence_html_repo rt_panel_en.pdf
SAP BusinessObjects Data Services™	https://help.sap.com/bo
XI 4.1 SP1 Installation Guide for Unix	ds41/
SAP BusinessObjects Data Services™ 4.1 SP1 Management Console: Administrator Guide	https://help.sap.com/bo ds41/

Typographic Conventions

This document uses the following conventions to identify special information:

Convention	Information Type/Example
[] (square brackets)	Interface components requiring user actions e.g. Buttons. Ex: Click [Finish] to complete the Import wizard.
() [round brackets]	Supplementary information <i>Ex</i> : Configuration Item (CI).
Bold type	Fields names, menus, window pane names Ex of menus: Admin \rightarrow Service Level Management \rightarrow Repository.
<i>Italic</i> type	Important information and/or concepts. Ex: The output is an <i>.XML</i> file.

Symbols used in this Guide

Symbols	Information
	Note Draws your attention to additional information about a software function/feature.
Ø	Important Draws your attention to important information regarding the proper usage of a software function/feature.
V	Caution Draws your attention to an important warning.

Support

Please visit our HP Software Support Online Web site at: <u>www.hp.com/go/hpsoftwaresupport</u> for contact information, and details about HP Software products, services, and support.

The Software support area of the Software Web site includes the following:

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

Chapter 1 USLAM License

After installation, USLAM Product will activate a trial license for 90 days (InstantOnLicense). After expiration of this date, you definitively need a commercial license to continue to use the product.

1.1 Obtaining a USLAM License

A license key password is required to use HP Universal Service Level Agreement Manager (USLAM). Licensing is managed with AutoPassJ (automatically installed with the USLAM installation. You must obtain a license key to be able to start using the product).

The standard process for a released product is the following:

The system administrator of the product must go to the **Webware** site and download the perpetual license to use the product. To request perpetual license passwords, you need the following items:

- Entitlement Certificate, which contains the HP product number and order number.
- Your company or organization information.

The best way to obtain product licenses is through the web site: www.webware.hp.com

You can also contact the HP Password Center by using fax, email, or phone. This information is available on the Password Request Form and the License Entitlement Certificate. In order to obtain product licenses, you need the License Entitlement Certificate.

1.2 Using the web site

Requesting your license key(s)

Step one: Go to the Licensing Portal at www.webware.hp.com

- If you have ordered E-Delivery software products, the Electronic Delivery Receipt includes a direct link to the Licensing Portal with the Entitlement Order Number (EON) already pre-populated.



- If not, access the HP Licensing for Software Portal using the following link www.hp.com/software/licensing.

Step two: Sign-In

- Sign into the HP Licensing for Software Portal with HP Passport
- Enter the Entitlement Order Number (EON) in the field provided.

The EON is located on the Entitlement Certificate(s) you received with your order.

If ordered electronically, the Electronic Delivery Receipt includes a direct link to the Licensing Portal with the EON already pre-populated.

Step three: Product Selection

- Select the product(s) for which to activate licenses.
- You can do this selection by either product family or individual product.

Search Entitlement	ts to Activate 0		
Resources	O Return		
» Home » Assets	Use this page to search for and select entitlements to activate. After providing the search oriteria, click Search Entitlements. Check the box to activate, then click Activate. Click here for additional Search Tips	next to ea	ach entitlemen
» Activation » Activate » Certificates » Target Dashboard	Search Entitiements		
» Rehost	Showing: 1-2 of 2 Activate Select All Clear All		
» Reports » Administration	EON: DG_SS_T1	Avail Qty	Туре
» Help » Migrate Licenses » Contact Licensing Support	StipScope failwert IHP Site Scope Failover 1 Point license included with Site Scope base points HP Admin Group points Product # SIS-H4: Version:Alt, US English; License entitlement	49	 Target
» Overall Tutorial » How-to Demos	EON: DG_SS_T1 Entitlement	Avail Qty	Type
» Quick Start Guide	SiteScope HP SiteScope Monitors 1-50 Points Software E-LTU HP Admin Group Product #TS714A4E; Version:AII; US English; License entitlement	50	, Target
Related Links	Showing: 1-2 of 2 Activate Select All Clear All		

Step four: Activation information

- Enter Target Name.
- Target Name is a customer-defined identifier, for either a real or virtual machine where licenses will be installed. A Target can be defined as the system, machine, host, server, cluster, or device on which an entitlement is activated. A license is linked to a specific Target Name.
- A Target is not a locking parameter; it is a way to organize licenses. There can be several licenses associated with one Target, each with its own unique locking parameter.
- Enter Quantity to activate and version.

Step five: Confirmation information

- Complete the "Email to" field for where email and license keys should be sent to.
- Enter any notes for this transaction.

Step six: Complete Screen

- The Activation process is complete. The license certificates and license keys are delivered to requestor.
- From this screen, you can email certificates or view certificates.

Activate Entitlemer	nts 0				
Resources	3 Return to	search Ass	et Dashboard Target Dashb	poard	
» Home » Assets		(1) Search		 Activate 	3 Complete
» Activation » Activate	The activation process is completed. From this page, you can view or email the certificate, or select a link from the page toolbar.				
» Certificates » Target Dashboard » Upgrade	B Email cer	tificate View	certificate	lered user.	
» Reports	Target Name		Activation Informatio	ก	
» Administration » Help » Migrate Licenses	HPAC-Test2-Fall2012 Activation date: Sep 24, 2012 [View summary] Certificates sent to: stage.stage@hp.com				
» Contact Licensing Support		Annotation	Installation Instructions	Key	
» Overall Tutonal » How-to Demos » Quick Start Guide	Save to File	License key	Please see your license certificate for complete installation instructions. This information has also been emailed to you upon	How to install the SiteScope 11x lic	ense.pdf
Related Links			completion of the license generation process.		
» Software Updates » Business Support Center	Save to File	License key	Please see your license certificate for complete installation instructions. This information has also been emailed to you upon	# HP SiteScope Failover Points ACLC A9MA H9PY CHVY V2A4 HWS 4AG2 CRYP DXEN KZK2 39ZQ GGU FZNG 4FPL V3C [TRUNCATED] Vie	SN Y9JL KMPL B89H MZVU GUJV J6 D2RJ N6KJ 2KGG NYT9 38XL W key
HP Passport			completion of the license generation process.		

More in depth instructions of Licensing Portal functionality are provided in the "How-to Demos" available from the portal home page.

The license key received will be installed or updated following the process described in 3.1.8: Installing a USLAM License.

Chapter 2 USLAM Introduction

The USLAM installer is designed to aid the user in installing and configuring USLAM product with utmost ease and precision. The following section lists the various components of the USLAM solution, and explains how to install and configure these components, providing examples throughout the procedure.

2.1 Overview

The USLAM solution consists of several integrated modules, each having a different set of functionality. These modules are listed below.

The USLAM product is delivered as several software kits:

Figure 1: USLAM Software Kits



2.1.1 USLAM Services

The USLAM Services package contains 5 different modules:

- 1. Repository Manager
- 2. Web UI
- 3. Calculation Engines
- 4. Collectors
- 5. Model examples

Repository Manager and the Web UI have to be installed on the same host. Calculation Engines and Collectors can be installed on different hosts.

2.1.1.1 Data collection framework

A framework allows you to build and run any number of data collectors. The supported types of data are: data records, performance metrics and tickets.

2.1.1.2 Calculation Engines

This is the heart of the solution where all compliance calculations take place.

2.1.1.3 Repository Manager

The Repository Manager also includes Dataload tools used to populate database. It is the starting point from which artifacts can be loaded into the system.

2.1.1.4 Web User Interface

It contains the USLAM Web User interface used by administrator or operators to monitor, manage and create SLA.

2.1.2 USLAM ETL

The USLAM ETL package is used to build the Datamart that will store and organize the historical data of your SLA in order to optimize the production of reports.

It is powered by SAP Business Objects Data Services.

2.1.3 USLAM Reporting

The USLAM Reporting package offers a complete Reporting solution. There are 3 kits available:

- 1. HP USLAM Reporting with BO Enterprise (HP USLAM Reporting with BOE)
- 2. HP USLAM Report Publisher (Ideal for installation that has already a BO Server running).
- 3. HP USLAM Biar File (contains Universe, Predefined Standard reports and Predefined end-user SLA Intelligence dashboard).

It is powered by SAP Business Objects Enterprise XI.

2.1.4 MyUSLAM Portal

As an option, USLAM delivers a new end user community portal called 'MyUSLAM'.

This highly customizable portal embeds several USLAM portlets that can be used to build private or public business dashboards, extending business metrics visibility to business managers, end customers and partners.

Portlets bundled by MyUSLAM are:

- 1. SLA Status Snapshot
- 2. SLA Status
- 3. SLA Item Status
- 4. Clause Status
- 5. User Import

2.2 Installation Package

The following list identifies the installer kits for each of the modules described in the earlier section:

Package	OS	Installer
USLAM Services	Linux	HP_USLAM_Services-4.0.0.bin
USLAM ETL	Linux	HP_USLAM_ETL-4.0.0.bin
USLAM BOE	Windows	HP_USLAM_BOE-4.0.0.tar (not needed if you have Business Objects Enterprise installed)
USLAM Reports	Windows	HP_USLAM_Reporting-4.0.0.biar
USLAM Report Publisher	Windows	HP_USLAM_Report_Publisher-4.0.0.exe
MyUSLAM portal	Linux	HP_USLAM_MyUSLAMPortal.bin
	Windows	HP_USLAM_MyUSLAMPortal.exe

To install USLAM solution, you will have to install several components, it is recommended to install and configure the following components in order:

- 1. USLAM Services (see Error! Reference source not found.)
- 2. USLAM ETL (see Error! Reference source not found.)
- 3. USLAM Reporting (see Error! Reference source not found.)
- 4. MyUSLAM Portal (optional) (see Chapter 7)

2.3 Code Signing

Below mentioned procedure* allows you to assess the integrity of the delivered Product before installing it, by verifying the signature of the software packages.

Pick the signature (.sig) file shipped along with the product and use following GPG command

gpg --verify product.sig> oduct> Example: gpg --verify VPNSVP-X51-3A.zip.sig VPNSVP-X51-3A.zip

Note: Look for the comments shown below in the command output Good signature from "Hewlett-Packard Company (HP Code signing Service)"

Note: If you are not familiar with signature verification using GPG and intended to verify HP Product signature, follow the steps given below.

1. Check whether gnupg gpg is installed on the system. If no, install gnupg gpg

- 2. Configure GPG for accepting HP signature. The steps are the following:
 - a. Log as root on your system
 - b. Get the hpPublicKey from following location:

<u>https://h20392.www2.hp.com/portal/swdepot/displayProductInfo.do?productNum</u> <u>ber=HPLinuxCodeSigning</u> and save it as hpPublicKey.pub

Note that the hpPublicKey file will be located in the root's home directory.

c. Follow the instruction found at above URL in the "Verification using GPG" section.

*HP strongly recommends using signature verification on its products, but there is no obligation. Customers will have the choice of running this verification or not as per their IT Policies.

2.4 Prerequisite

Before the installation begins, the following primary system checks are made. If your operating system fails to meet any one of these checks, the installation will abort.

- Is the operating system 64-bit Red Hat Linux?
- Do you install with root?
- Is X window service installed on Linux system?
- Is there sufficient disk space?

Please refer to the **HP USLAM Support Matrix** for hardware and software requirement.

Chapter 3 Installing and Configuring USLAM Services

3.1 Installing USLAM Services

3.1.1 Installation Kit

The installation kit for the USLAM solution is provided as *.bin* file: **HP_USLAM_Services-4.0.0.bin**

3.1.2 Installation Wizard

To install the USLAM solution, you will be required to run the USLAM Installation Wizard and perform the following steps:

- 1. Log on to the Linux server with appropriate write access for the installation directory.
- 2. Locate and browse the USLAM installation kit and then run the installation wizard by running command line: ./HP_USLAM_Services.bin



Please make sure that the HP_USLAM_Services.bin file has 'execute' permission and that a X-Window service is installed on the Linux system

- 3. The installer displays a progress indicator and deploys the installation files on your Linux system
- 4. Once the installation files are deployed, the HP Universal SLA Manager installation wizard displays



Figure 2: USLAM Services Installation - Introduction

- 5. Make sure you follow the instructions displayed on this window and then click [Next]
- 6. The License Agreement window displays

Figure 3: USLAM Services Installation – License Agreement

😼 HP Universal SLA Manager 👘	
	License Agreement
Introduction Icense Agreement	Installation and Use of USLAM Requires Acceptance of Oracle License Agreement:
 Choose Install Folder Choose Install Folder Choose Install Node Choose Install Package Modify Install Package Pre-Installation Summary Installing Install Complete 	License Rights We grant you a nonexclusive, nontransferable limited license to use the programs: (a) for purposes of developing, testing, prototyping and running applications you have developed for your own internal data processing operations; (b) to distribute the programs with applications you have developed to your customers provided that each such licensee agrees to license terms consistent with the terms of this Agreement, you do not charge your end users any additional fees for the use of the programs, and your end users may only
	I do NOT accept the terms of the License Agreement
InstallAnywhere Cancel	Previous

- 7. Select I accept the terms of the License Agreement and then click [Next].
- 8. The next screen asks you to choose an Installation Folder

📲 HP Universal SLA Manager		
	Choose In	stall Folder
 Introduction Choose Install Folder Choose Install mode Choose Install package Modify install package Pre-Installation Summers Installing Install Complete 	Please choose the install folder /opt/USLAM Restore Default Folder	Ch <u>o</u> ose
Cancel	Previous	Next

Figure 4: USLAM Services Installation – Choose Install Folder

- 9. Browse and select the location on your system where you would like to install USLAM Services. Click [Choose...] to browse or click [Restore Default Folder] to auto-enter the default installation path
- 10. Click [Next]. The next screen asks you to choose the Installation Mode

Figure 5: USLAM Services Installation – Choose Install mode

📲 HP Universal SLA Manager	
	Choose install mode
 Introduction Choose Install Folder Choose Install mode Choose Install package Modify Install package Pre-Installation Summary Install Complete 	Please choose install mode. Choose Typical mode to install whole USLAM service. Choose Custom mode to customize install package(s). • Typical • Custom
InstallAnywhere	
Cancel	<u>Previous</u> <u>N</u> ext

11. Select either **Typical** to install complete USLAM Services or **Custom** to choose the package(s) you want to install. If you select **Typical**, skip to step 14.

12. If you select **Custom**, the next screen asks you to select the package(s) you want to install



Figure 6: USLAM Services Installation – Choose Install Package

- 13. Select the software package(s) to install. At least one software package must be selected
- 14. Click [Next]. The Pre-Installation Summary window displays



Figure 7: USLAM Services Installation – Pre-installation Summary

15. Review the summary information and then click [Install] to begin installation.

16. The installer displays a progress indicator



Figure 8: USLAM Services Installation – installing USLAM

17. Once the installation is complete, the 'Install Complete' window appears



Figure 9: USLAM Services Installation – Installation Complete

18. Click [Done] to complete the installation and follow instructions in next chapters to configure USLAM Services



The install log is located at <INSTALL_DIR>/install.log.

3.1.3 Creating USLAM Services Database User

Before the installation, you must create a new user for the USLAM Services in Oracle Database (user name taken as example in this document: USLAM_SERVICE).

Please contact your system Oracle DBA to create the user performing the following steps:

- 1. Log in to the oracle database server as sysdba
- 2. To create a user, use the following command (user name is "USLAM_SERVICE" and password is "USLAM_SERVICE"):

SQL> create user USLAM_SERVICE identified by USLAM_SERVICE;

3. To grant proper privileges:

```
SQL> grant create session,create procedure,create
sequence,create table,create trigger,create view to
USLAM_SERVICE;
SQL> grant unlimited tablespace to USLAM SERVICE
```

3.1.4 Creating USLAM Services Database Schemas

You need to create database schema for USLAM Services manually before performing any other configuration. You will also require **SQLPLUS** to execute the scripts mentioned in the following steps.

The following database scripts will be automatically installed to *<INSTALL_DIR*>/scripts by the USLAM Services installer.

- uslam_core.sql
- uslam_raw_data.sql

To create the schema, you will be required to perform the following steps:

- Log in to the Oracle with sqlplus tool using the USLAM_SERVICE username and password, by entering: sqlplus <USLAM_SERVICE _User >/< USLAM_SERVICE _Password>@ < ORACLE_SID>
- 2. To create the Universal SLA Manager Engines schema and the Web User Interfaces/Repository schema, you will be required to execute the uslam_core.sql script.

```
@/<USLAM_INSTALL_DIR>/scripts/uslam_core.sql
```

3. To create the Raw Data schema (output tables of the USLAM collectors: tickets, data records), you will be required to execute the uslam_raw_data.sql script.

@/<USLAM_INSTALL_DIR>/scripts/uslam_raw_data.sql

The following figure provides a depiction of the previous steps:

Figure 10: USLAM Services Database Schema



3.1.5 Configuring USLAM Services Database

To run USLAM Services Configuration tool, you need to create a schema for USLAM Services (as described in 3.1.4 Creating USLAM Services Database Schemas) and then run the tool, performing the following steps:

- 1. Log in to Linux server with appropriate write access for the installation directory.
- Locate and browse to <*INSTALL_DIR*>/bin and then run the configuration tool for USLAM Services by running the command line: ./configuration_tool.sh



Please make sure that the **configuration_tool.sh** file has 'execute' permission and that a X-Window service is installed on the Linux system

- 3. The installer displays a progress indicator and deploys the installation files on your Linux system
- 4. Once the installation files are deployed, the HP USLAM Services Configuration Tool wizard displays.



Figure 11: USLAM Services Configuration Tool - Introduction

5. Click [Next]. The Get Database Information window displays



🗺 HP USLAM Service Configuration	Tool 🗖 🗖 💌
	Get Database Information
 Introduction Get Database Information 	Please Input Oracle information for USLAM service. Click "Next" to test database connection
Configuration Summary	Oracle Host:
🔘 Installing	urgmostur(1)4 atabs eds.com
🙆 Configuration Complete	Oracle Port:
	1521
	Oracle SID:
	dubign
	User Name:
	uslam_service
	Password
	••••••
	10. top
InstallAnywhere	
Cancel	Previous Next

- 6. Enter the required information in the relevant text fields i.e. **Oracle Host**, **Oracle Port, Oracle SID, User Name** and **Password** (this is the DB user created in 3.1.3 "Creating USLAM Services Database User")
- 7. Click [Next]. The configuration tool will check the information you entered, and display warning message if the check fails.

8. If the information is not correct, the installer displays the following warning. Click [OK] to enter again

Figure 13: USLAM Services Configuration Tool – Incorrect Database Information



9. If USLAM schema cannot be found, the installer displays the following warning. Click [OK] to enter the information again

Figure 14: USLAM Services Configuration Tool – Unavailable USLAM Schema



10. If the information check is successfully, the installer displays the following message.

Figure 15: USLAM Services Configuration Tool – Successfully Check



11. Click [OK]. The Configuration Summary window displays.

Figure 16: USLAM Services Configuration Tool – Configuration Summary



- 12. Review the Configuration information before beginning to configure USLAM Services. Click [Install] to begin the configuration.
- 13. The configuration progress indicator displays





14. Once the configuration is complete, the Configuration Complete window displays.

Figure 18: USLAM Services Configuration Tool – Configuration Complete



15. Click [Done] to finish the configuration.

3.1.6 Specific Settings for Oracle Database Connection (Oracle RAC, ...)

The JBOSS data source files generated by the USLAM installer work only for a simple DB server host configuration. In case specific Oracle connection requirement is needed, such as connecting to an Oracle RAC data base configuration.

 $The \glue{USLAM_HOME}/jboss/server/default/deploy/uslam-ds.xml need to be manually patched before USLAM start.$

If the entry for your database connection in your \${ORACLE_HOME}/NETWORK/ADMIN/tnsnames.ora file is:

```
USLAM_prod=(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=<myDbHost>)(
PORT = 1530)) (CONNECT_DATA = (SERVER = DEDICATED)
(SERVICE_NAME=<myDbServiceName>)))
```

Then the content of the file:

\${USLAM_HOME}/jboss/server/default/deploy/uslam-ds.xml should be manually patched as follows (where slam_user, slam_password will be set with the correct values):

```
<datasources>
```

```
<local-tx-datasource>
    <jndi-name>uslamDatasource</jndi-name>
    <connection-
url>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP
)(HOST=<myDbHost>)(PORT=1530))(CONNECT DATA=(SERVER=DEDIC
ATED) (SERVICE NAME=<myDbServiceName>))) </ connection-url>
    <driver-class>oracle.jdbc.OracleDriver</driver-class>
    <user-name>slam user</user-name>
```

<password>slam password</password>

<min-pool-size>3</min-pool-size>

<max-pool-size>32</max-pool-size>

<check-valid-connection-sql>select 1 from dual</check-valid-connection-sql>

<exception-sorter-class-

name>org.jboss.resource.adapter.jdbc.vendor.OracleExcepti onSorter</exception-sorter-class-name>

<valid-connection-checker-class-name>...</validconnection-checker-class-name>

<metadata>

<type-mapping>Oracle10g</type-mapping>

</metadata>

</local-tx-datasource>

</datasources>

3.1.7 Configuring USLAM Services properties

Please check the "USLAM Platform Configuration" chapter from the HP USLAM Administration Guide where you can find the mandatory USLAM parameters.

3.1.8 Installing a USLAM License

The USLAM service will verify the license at startup and the status will be recorded in console and in a log file. You can view the license status message from the log file located at: <INSTALL DIR>/jboss/server/default/ slam licensecheck.log.

If the USLAM license expires, it will not be possible to restart the USLAM services after a stop.

Please refer to chapter 1 of this Guide in order to request a valid USLAM license.

3.1.9 Starting USLAM Services

Once you have installed and configured the USLAM Services you can start these services by performing the following steps:

- 1. After the installation and configuration of USLAM Services, go to <INSTALL_DIR>/bin and enter uslam_start.sh to start USLAM services
- 2. It can take few minutes to be completely started. You can check if the USLAM services are running by executing the following command:

```
export JAVA_HOME=<INSTALL_DIR>/jre
<INSTALL_DIR>/jboss/bin/twiddle.sh get "jboss.system:type=Server" Started
```

- 3. If the response from this command is: Started=true, then the USLAM services are running
- 4. Going forward from this point, you can start the USLAM Web User Interface or start to data load the USLAM database.
 - Launch the USLAM Web UI (see 6.1 Logging in to the USLAM UI)
 - Run the USLAM dataload tool located at <INSTALL_DIR>/bin/uslam_load.sh

At this stage, the USLAM Services are installed and configured.



Uslam_start script will also execute the license tool before starting to validate you get an valid license. It will warm you in case you have an expired license.

3.2 Stopping USLAM Services

To stop USLAM Services you will be required to perform the following steps:

- 1. Browse to the directory where USLAM Services are installed, and browse to: <*INSTALL_DIR*>/bin
- 2. Enter uslam_stop.sh with the correct parameters to stop USLAM services (uslam_stop -h to get the complete usage)
- 3. You can check if the *jboss* has stopped by executing the following command:

ps -ef | grep jboss

4. If there are no active processes for jboss, it implies USLAM Services is not running.

3.3 Modifying USLAM Services Installation

To modify an existing installation (i.e. either install a new module or remove a previously installed module) of the software package(s), you will be required to run the USLAM Installation Wizard performing the following steps:



Make sure you stop completely the USLAM Services before modifying the installation (see 3.2 Stopping USLAM Services)

1. Locate and browse to the USLAM installation kit and then run the installation wizard by running command line ./HP USLAM Services.bin

- 2. The installer displays a progress indicator and deploys the installation files on your Linux system
- 3. Once the installation files are deployed, the HP Universal SLA Manager installation wizard displays



Figure 19: USLAM Services Installation - Introduction

- 4. Make sure you follow the instructions displayed on this window and then click [Next]
- 5. Click [Next]. The Choose Install Folder window displays

Figure 20: USLAM Services Installation – Choose Install Folder



- 6. Choose the folder that USLAM has been installed in. If the folder chosen is not USLAM installed folder, installer will run with the new install mode
- 7. Click [Next]. The Modify Install Package window displays. The software package(s) which has been installed will be shown in the previously selected state. Select the packages you want to install or un-install. Selected package(s) will be installed if not installed already. Un-selected package(s) will be un-installed if installed already

🖳 HP Universal SLA Manager Modify install package Introduction Below is the list of the software packages that can be installed or removed independently. Please select the packages you want to install or un-install. ✓ Choose install mode. 🕢 Choose install package Selected package(s) will be installed if not installed already. Un-selected package(s) will be un-installed if installed already. Modify install package 🕗 Pre-Installatio Installing 🗹 Universal SLA Manager Engines Install Complet Web User Interfaces + Repository Service Manager Data Collector InstallAnywhere Cancel Previous Next

Figure 21: USLAM Services Installation – Choose Install Package

8. Click [Next]. The Pre-Installation Summary window displays

Figure 22: USLAM Services Installation – Pre-installation Summary



- 9. Review the summary information before beginning to install/uninstall USLAM. Click [Install] to begin installation
- 10. Once the Install/Uninstall completes, the Install Complete window displays

Figure 23: USLAM Services Installation – Installation Complete



11. Click [Done] to finish software package installation or un-installation.

Please refer to *HP USLAM User Guide*, "Logging in to the USLAM UI" in order to start the USLAM web UI.

3.4 Uninstalling USLAM Services

To uninstall the USLAM services, you will be required to run the USLAM Installation Wizard performing the following steps:



Make sure you stop completely the USLAM Services before uninstalling the kit

(see 3.2 Stopping USLAM Services)

1. Go to <INSTALL_DIR>/Uninstall and run command ./Uninstall to uninstall USLAM services



Please make sure that the Uninstall file has 'execute' permission and that a X-Window service is installed on the Linux system

2. Once the progress indicator completes, the Uninstall HP Universal SLA Manager wizard displays



Figure 24: USLAM Services Uninstallation – Introduction

- 3. Review the Uninstall summary and then click [Uninstall]
- 4. The un-installation progress indicator displays


Figure 25: USLAM Services Uninstallation – Uninstalling

5. You can manually remove the files that could not be removed by the uninstaller





6. Click [Done] to exit the un-installation wizard.

Chapter 4 Installing and Configuring USLAM ETL

This chapter is designed as a guide to install and configure the HP Universal SLAM ETL software kit.

The software kit includes the following ETL components:

- USLAM ETL jobs, functions and datastores based on:
 - SAP Business Objects Information Platform Services (SBOP IPS) 4.0 SP4
 - SAP Business Objects Data Services (BODS) 4.1 SP1 Patch 3 (14.1.1.354)
- USLAM Datamart Scripts in charge of generating the schema for USLAM reporting solution. The installer extracts these scripts to the USLAM_datamart_scripts folder, and the scripts should be executed before running ETL Configuration Tool.

4.1 Installing USLAM ETL

4.1.1 Installation kit

The installation kit of USLAM ETL is provided as .bin file: **HP_USLAM_ETL-4.0.0.bin**

- Make sure that all these statements are valid in your environment before starting the USLAM ETL installation:
- the server Linux version is RHEL 5.x or RHEL 6.5 or higher
- the server has a minimum of 4 processors (or 2 dual core processors) (with a minimum of 2GHz) and 8 GB of memory
- 9 GB of disk space are available



- the Security-Enhanced Linux (SELinux) is disabled (sestatus command returns disabled)
- Oracle 11g client for Linux (64 bits) is installed (*installation type* must be '*Runtime*' or '*Administrator*' but not '*Instant Client*')
 or Oracle 11g server for Linux (64 bits) is installed
- X Window and OpenGL libraries are installed
- the Oracle server on which you will create the Datamart schema has the 'partitioning' option
- You have a high speed network connection between the ETL server and Oracle server

4.1.2 Creating Groups and Users

A specific local operating system group and user are required if you are installing HP USLAM ETL:

- a HP USLAM ETL group (for example: hpuslametl)
- a HP USLAM ETL user (for example: hpuslametl)

To determine whether this group and user already exist, and if necessary, to create them, follow these steps:

- 1. To determine whether the **hpuslametl** group exists, enter the following command: **# grep hpuslametl /etc/group**
- 2. If the output of this command shows the **hpuslametl** group name, then the group already exists.
- 3. If necessary, enter the following commands to create the hpuslametl group: #/usr/sbin/groupadd hpuslametl
- 4. To determine whether the **hpuslametl** user exists and belongs to the correct group, enter the following command: **# id hpuslametl**
- 5. If the **hpuslametl** user exists, then this command displays information about the group to which the user belongs, for example:
 - uid=12842 (hpuslametl)
 - gid=12843 (hpuslametl)
 - groups=12843 (hpuslametl)
- 6. If necessary, complete one of the following actions:
 - If the **hpuslametl** user exists, but its primary group is not **hpuslametl** or it is not a member of the **hpuslametl** group, then enter the following command:

#/usr/sbin/usermod -g hpuslametl -G hpuslametl hpuslametl

• If the **hpuslametl** user does not exist, enter the following command to create it:

#/usr/sbin/useradd -g hpuslametl -G hpuslametl hpuslametl

This command creates the **hpuslametl** user and specifies **hpuslametl** as the primary group.

7. Enter the following command to set the password of the **hpuslametl** user (**hpuslametl** user should have read/write/execute permissions to run the ETL package):

passwd hpuslametl



Before the USLAM ETL installation, the hpuslametl user must define the value of NLS_LANG environment variable in its shell environment profile. The NLS_LANG environment variable must define the correct character set.

The format of the variable is

NLS_LANG=<language>_<country>.<characters_encoding>

Those three fields must match the 'NLS_LANGUAGE', 'NLS_TERRITORY', 'NLS_CHARACTERSET' values from your Oracle server.

To determine the currently configured character set, you can use the following select statement on the Oracle server:

select * from nls_database_parameters where PARAMETER = 'NLS_LANGUAGE' OR PARAMETER = 'NLS_TERRITORY' OR PARAMETER = 'NLS_CHARACTERSET';

Example: NLS_LANG=AMERICAN_AMERICA.UTF8

4.1.3 Define TNS Name Alias for USLAM ETL internal databases

Before the installation, it is required to create two USLAM ETL <u>internal</u> databases: **IPS DB** and **BODS Repository DB**.

First, you must define the Oracle TNS Name aliases for those two databases. As *oracle* user,

vi \$ORACLE_HOME/network/admin/tnsnames.ora

The following is a sample output displayed by running this command:

SLAMDM = (DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST = myhost.mydomain.com)(PORT = 1521)) (CONNECT_DATA = (SID = SLAMDM)))

Modify it according to your hostname, service name for those two databases.

Once done, you can test the connection to the Oracle server listener with the following command (SLAMDM is the TNS entry name taken as example here):

\$ORACLE_HOME/bin/tnsping SLAMDM

In order to optimize the connectivity to the oracle server listener, <u>you must</u> <u>define the oracle server hostname and IP address in the /etc/hosts</u> <u>system configuration file</u> (this avoids DNS calls and points directly to the oracle listener server).

4.1.4 Create USLAM ETL internal database users

Before the installation, you must create two new database users for the USLAM **IPS** database and the USLAM **BODS Repository** Database. (the user names taken <u>as example</u> in this document are: *IPS* and *BODS_REPOS*)

Please contact your Oracle database administrator to create the user, performing the following steps:

Log in to the oracle database server as sysdba

Create the \mathbf{IPS} user:

SQL> create user IPS identified by IPS;

Grant privileges:

SQL> grant connect, resource to IPS;

Create the **BODS Repository** user:

SQL> create user BODS REPOS identified by BODS REPOS;

Grant privileges:

SQL> grant connect, resource, create view to BODS_REPOS;

4.1.5 Create Datamart database User

(the user name taken <u>as example</u> in this document is: *SLA_DATAMART*)

NOTE: It is strongly recommended that your Datamart user is created on a separate Oracle instance (other than USLAM Services Database).

Please contact your system Oracle DBA to create the user, performing the following steps:

- 1. Log in to the oracle database server as sysdba
- 2. Create the datamart schema:

SQL> create user SLA DATAMART identified by SLA DATAMART;

3. Grant privileges:

```
SQL> grant connect, resource to SLA_DATAMART;
SQL> grant unlimited tablespace to SLA DATAMART;
```

4.1.6 Installation Wizard

Make sure that you have a X-server running before performing this procedure. To start the installation, perform the following steps:

- 1. Log as **hpuslametl**
- 2. Use the command ./HP_USLAM_ETL-4.0.0.bin to start up the installation.

The Introduction dialog displays

Figure 27: USLAM ETL Installation - Introduction



- 3. Click [Next] to continue
- 4. The Choose Install Folder window displays. Enter the location for your HP USLAM ETL installation

Figure 28: USLAM ETL Installation – Installation Folder



 Specify the location where USLAM ETL must be installed. The default location is <hpuslametl_home_directory>/HP_Universal_SLAM_BO_ETL (Restriction: the location must not contain any multi-byte characters. You must specify the installation location with single-byte characters only).

- 6. Click [Next] to continue
- 7. Pre-Installation Summary screen displays.

Figure 29: USLAM ETL Installation – Summary



- 8. Click [Install] to complete
- 9. Once installation is done, go to the directory /home/hpuslametl/HP Universal SLAM BO ETL/bin
- 10. Use command ./ETL_Configuration_Tool.bin to start up configuration tool
- 11. ETL Configuration Tool screen displays

Figure 30: USLAM ETL Configuration Tool – Introduction



- 12. Click [Next] to continue
- 13. Then, enter the location for your Oracle client installation folder

Figure 31: USLAM ETL Configuration Tool – Oracle Client



- 14. Specify the location where the Oracle client is installed
- 15. Click [next].

Figure 32: USLAM ETL Configuration Tool – IPS Database Information

½ HP Universal SLAM ETL Configur	ation Tool
	Enter IPS CMS DB Information
 Introduction Select Oracle Home 	Please enter Oracle database information for IPS CMS. Oracle user should have Administrator rights with 'grant' option.
Enter IPS CMS DB Inform Enter BODS Repository Enter USLAM Engines D	TNS Name Alias (Specified in the \$ORACLE_HOME/network/admin/tnsnames.ora)
Enter USLAM Datamart	slamdm
 Pre-Installation Summary Installing 	Username
Configuration Complete	Password
	•••
InstallAnywhere	
Cancel	<u>P</u> revious <u>N</u> ext

- 16. Enter the connection information for the IPS Database
- 17. Click [next].

Figure 33: USLAM ETL Configuration Tool – BODS Repository Database Information

涅 HP Universal SLAM ETL Configur	ation Tool
	Enter BODS Repository DB Information
 Introduction Select Oracle Home Enter IPS CMS DB Inform Enter BODS Repository Enter USLAM Engines D. Enter USLAM Datamant Pre-Installation Summary Installing Configuration Complete 	TNS Name Alias slamdm Database server name daliv1.gre.hp.com Database port 1521
	slandm Username BODS_REPOS Password
Cancel	<u>P</u> revious <u>N</u> ext

- 18. Enter the connection information for your BODS Repository Database. Many information are needed in order to configure correctly the underlying BODS server. (When entering the Database server name, put the full name of the server)
- 19. Once done, click [next].

Figure 34: USLAM ETL Configuration Tool –USLAM Engine Database Information

🐙 HP Universal SLAM ETL Configu	ration Tool
	Enter USLAM Engines DB Information
 Introduction Select Oracle Home Enter IPS CMS DB Inform Enter BODS Repository Enter USLAM Engines D Enter USLAM Datamart Pre-Installation Summary Installing Configuration Complete 	Please enter Oracle database Information for USLAM Engines. Oracle user should have Administrator rights with 'grant' option. TNS Name Alias (Specified in the \$ORACLE_HOME/network/admin/tnsnames.ora) slam Username slam
	Password
InstallAnywhere	
Cancel	Previous <u>N</u> ext

20. Enter the connection information for the USLAM Engines Database.

Note that the TNS alias must be configured (in tnsnames.ora) in order to access the USLAM Engines database.

21. Click [next].

Figure 35: USLAM ETL Configuration Tool –USLAM Datamart Database Information

涅 HP Universal SLAM ETL Configur	ation Tool			
Enter USLAM Datamart DB Information				
 Introduction Select Oracle Home Enter IPS CMS DB Inform Enter BODS Repository Enter USLAM Engines D 	Please enter Oracle database information for USLAM Datamart. Oracle user should have Administrator rights with 'grant' option. TNS Name Alias (Specified in the \$ORACLE_HOME/network/admin/tnsnames.ora)			
Enter USLAM Datamart Pre-Installation Summery Installing Configuration Councilete	slamdm Username slamdm			
	Password			
InstallAnywhere	<u>P</u> revious <u>N</u> ext			

- 22. Enter the connection information for your USLAM Datamart Database
- 23. Click [Next] to proceed. The 'Summary' window is then displayed

Figure 36: USLAM ETL Configuration Tool –Summary



24. Click [Install] to start the configuration.

(Depending on your system, this configuration processing can take up to 50 minutes)

X 💘 HP Universal SLAM ETL Configuration Tool **Configuration Complete** Introduction Congratulations! Configuration has been successfully finished! Select Oracle Home Press "Done" to quit configuration tool. Enter BODS Repository ✓ Enter Oracle DB Informa... ✓ Enter Oracle DB Informa... ✓ Enter Oracle DB Informa... Pre-Installation Summary 🖌 Installing.. Configuration Complete InstallAnywhere Cancel Done Previous

Figure 37: USLAM ETL Configuration Tool –Installation Complete

25. Click [Done] to exit the Installer.



The installation log file is <USLAM_ETL_INSTALL_DIR>/../logs/uslam_etl_installer_log4j.log and the configuration log file is <USLAM_ETL_INSTALL_DIR>/bin/ETLConfigurationTool.log.

Once you have completed the installation/configuration procedure, you will be required to execute the Datamart scripts in the Oracle Database (see next section).

4.1.7 Executing Datamart Scripts

Please perform the following steps:

- 1. cd <USLAM_ETL_InstallDir>/USLAM_datamart_scripts
- 2. Log in to the *sqlplus* tool using the Datamart username and password:

sqlplus <Datamart user name>/<Datamart password>@<Datamart Tns
String>

3. In sqlplus, run the following script in order to create the USLAM Datamart schema

```
SQLPLUS> @uslam_datamart.sql
SQLPLUS> exit
```

Your datamart schema is now created, and is ready to be populated by the ETL.

4.1.8 Executing ETL Jobs

Before any other ETL execution, it is mandatory to execute the two following ETL jobs:



• JB_Lkp_Reps_Dictionary

JB_Dim_Time

They must be executed only once, <u>just after installation</u> (there is no need to execute them later)

In order to execute these two jobs, you need to:

1. Log to the BODS Management console

Open your web browser and enter the following URL to access the **Business** Objects Data Services Administrator Console.

http://<server address>:8180/>/DataServices/launch/logon.do

Figure 38: BODS Management Console Login

Log On to the Data Services	Management Console
Enter your user information and clic (If you are unsure of your account	k Log On. Information, contact your system administrator.)
System:	ETL_SRV
User Name:	Administrator
Password:	•••••
Authentication:	Enterprise -
	Log On

Enter the User name and Password (by default these are: *Administrator/IPSadmin*) and Log On

2. Click on the Administrator Icon

Figure 39: BODS Management Console – Administrator

DATA SERVICES MANAG	GEMENT CONSOLE
Welcome Administrator	
	Manage your production environment including batch
	job execution, real-time services, Web services,
	adapter instances, server groups, central and profiler
	repositories, and more.
Administrator	
Authinistrator	

 Click on Status / <name of your BODS repos server> Then, click on the Batch Job Configuration tab.

Administrator Batch Administrator Status Batch Job Status Batch Job Configuration Repository: BODS41_REPOSITORY Batch Job Status Batch Job Configuration Repository: Solution Repository: Schedules Project All Projects Batch Jobs Project Project Job Management Status Batch Jobs Project Project Job Additation Execute, Add Sched USLAM_ETL_V4 JB_Dim_Calendar Execute, Add Sched USLAM_ETL_V4 JB_Dim_Collector Execute, Add Sched USLAM_ETL_V4 JB_Dim_Event_Records Execute, Add Sched USLAM_ETL_V4 JB_Dim_Reference_Period Execute, Add Sched USLAM_ETL_V4 JB_Dim_Service_Definition Execute, Add Sched USLAM_ETL_V4 JB_Dim_Service_Differing Execute, Add Sched	Home About Release Notes Logou
Batch Administrator Status Batch Batch Web Services Status Batch Job Status Batch Jobs Project Job Server Groups Project JuSLAM_ETL_V4 JB_Dim_Collector Execute, Add Sched USLAM_ETL_V4 JB_Dim_Collector Execute, Add Sched USLAM_ETL_V4 JB_Dim_Collector Execute, Add Sched USLAM_ETL_V4 JB_Dim_Reterence_Period Execute, Add Sched USLAM_ETL_V4 JB_Dim_Service_Offering Execute, Add Sched <t< th=""><th></th></t<>	
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USLAM_ETL_V4 JB_Lkp_Reps_Dictionary Execute, Add Sched	ule, Export Execution Command Schedules

Figure 40: BODS Management Console – Batch Job Execution

- 4. Then, for the job *JB_Lkp_Reps_Dictionary*, click on "Execute", and then click on the "Execute" button at the bottom of the page.
- 5. Do the same for the job *JB_Dim_Time*

You can monitor the status of these two jobs looking at the tab "*Batch Job Status*".

Once these two job executions are completed, USLAM ETL can be fully executed.

- a) Login to the server with user *hpuslametl*
- b) # cd <USLAM ETL Installation Folder>
- c) # cd bin
- d) #./HP_USLAM_ETL_Jobs.sh

This ETL execution will populate the USLAM Datamart by loading and processing the current USLAM engine DB data.

6. You can monitor the execution status of the jobs using the BODS console

4.1.9 How to schedule ETL

In a production environment, the ETL must be run regularly in order to update the Datamart with the model/instance updates from USLAM Repository and calculation updates from USLAM engine.

So, we recommend scheduling USLAM ETL using Unix CRON utility:

- 1. Log in as *hpuslametl* user
- 2. Edit the crontab file: crontab -e

Add an new entry for the batch file HP_USLAM_ETL_Jobs.sh

0 0,3,6,9,12,15,18,21 * * * cd /home/hpuslametl/bin/;./HP_USLAM_ETL_Jobs.sh

In this example ETL jobs will be run each 3 hours starting at 00:00 AM

4.2 Uninstall USLAM ETL

Perform the following steps in order to uninstall the USLAM ETL kit:

- 1. Stop all IPS/BODS servers: As *hpuslametl* user,
 - \$ cd <USLAM ETL InstallDir>/dataservices/bin
 - \$./actaservices stop
 - \$ cd <USLAM ETL InstallDir>/sap_bobj/
 - \$./tomcatshutdown.sh
 - \$./stopservers
- Go to the <USLAM ETL InstallDir>/Uninstall directory and run ./Uninstall
- 3. The uninstall information displays



Figure 41: USLAM ETL Uninstallation – Introduction

- 4. Click [Uninstall] to start the uninstallation
- 5. The uninstallation process begins



Figure 42: USLAM ETL Uninstallation – Uninstallation Complete

- 6. Click [Done] when the un-installation process is complete.
- 7. If a warning message says that some files are not removed, please remove them manually.
- 8. For example:

\$ cd	<usi< th=""><th>LAM_ETL_InstallDir></th></usi<>	LAM_ETL_InstallDir>
\$ rm	-rf	dataservices
\$ rm	-rf	sap_bobj



For details about BO Data Services un-installation, please refer to *Data Services Installation Guide for UNIX*.

Chapter 5 Installing and Configuring USLAM Reporting

This chapter is designed as a guide to install and configure the HP Universal SLAM Reporting solution.

5.1 Software kits

There are 3 kits related to USLAM Reporting.

- HP USLAM Reporting Software The Business Object Enterprise XI 3.1 solution
- HP USLAM Universe and Standard Reports The USLAM Universe and USLAM standard reports relying on BOE XI 3.1
- HP USLAM Report Publisher An optional tool for the automation of report publications

5.1.1 USLAM reporting software

The installation kit of USLAM Reporting Software is provided as .tar file: HP_USLAM_ BOE-4.0.0.tar

It relies on the **Business Object Enterprise XI 3.1** platform that includes:

BO Enterprise Client components:

- The Import Wizard
- Universe Designer
- Data Access pack for Oracle.
- BO Enterprise Server component:
 - Central Management Server
 - Event Server
 - Input File Repository Server
 - Output File Repository Server
 - Report Application Server
 - Job Servers
 - Web Component Adapter
 - Web Intelligence Report Server
 - Data Access pack for Oracle
 - Embedded tomcat.



In case you already have Business Objects Enterprise XI 3.1 installed, you do not need to install this kit.

5.1.2 USLAM Universe and standard reports

Provided as a Business Objects archive file '**HP_USLAM_Reporting-4.0.0.biar'**, this kit contains the **USLAM Universe** and the **USLAM standard reports**.

5.1.3 USLAM Report Publisher

The installation kit of USLAM Reporting is provided as a .exe: **HP_USLAM_Report_Publisher-4.0.0.exe**.

This is an optional tool for the USLAM reporting solution that could allow you to automate the publication of a report at the end of each SLA reference period.

5.2 USLAM reporting installation



The variable *NLS_LANG* must be defined on the Windows Server running BOE. This will allow to have the reports displaying the language specific characters correctly.

Once the system variable is defined, the *Apache Tomcat server* and the BOE Server Intelligence Agent must be restarted (using the BOEXI Central Configuration Manager).

Example: NLS_LANG=AMERICAN_AMERICA.UTF8

5.2.1 Define TNS Name alias for USLAM Datamart Database

Before the installation, you must define the Oracle Client TNS name alias of USLAM Datamart database (USLAM datamart database was created during the USLAM ETL installation).

Edit the Oracle client *tnsnames.ora* configuration file:

C:> notepad %ORACLE_HOME%/network/admin/tnsnames.ora

For example.

SLAMDM = (DESCRIPTION = (ADDRESS = (PROTOCOL = TCP) (HOST = myhost.mydomain.com)(PORT = 1521)) (CONNECT_DATA = (SID = SLAMDM)))

Modify it according to your hostname, service name for Datamart database.

5.2.2 Creating CMS Database User

Before the installation, you must create a new database schema dedicated to BOE internal processing: the BOE CMS database schema.



In case you already installed BOE platform you already have a CMS schema created, and you can skip completely this step.

Please note the CMS information; it will be used later during the configuration steps.

Please contact your Oracle database administrator in order to create the CMS schema:

- 1. Log in to the oracle database server as **sysdba**
- 2. Create the CMS user:

SQL> create user <CMS username> identified by <CMS password>;

3. Then, grant proper privileges:

SQL> grant connect, resource to <USLAM CMS username>;

5.2.3 Installation of USLAM Reporting software



In case you already have Business Objects Enterprise XI 3.1 installed, you do not need to install this kit. You can go directly to the next section.

The installation wizard will install **Business Object Enterprise XI 3.1** platform.



Make sure that all these statements are valid in your environment before starting this installation:

- If you target a "Windows server 2008 R2" system, please install as a prerequisite the "Microsoft visual C++ 2005 Redistribuable" patch(downloadable from <u>http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=1</u> <u>4431</u>). (do not install "Microsoft visual C++ 2008 Redistribuable" windows patch)
- 2. As administrator, install the Oracle Database 11g Release 2 Client for Microsoft Windows (32-bit) (even if your Oracle server is 64-bit).
- 3. You have administrator rights on the Windows system.

Now, follow these steps in order to start the installation:

- 1. Untar the HP USLAM Reporting software kit HP_USLAM_ BOE-4.0.0.tar
- 2. Execute: Disk1\InstData\VM\HP_USLAM_BOE.exe
- 3. The Introduction dialog displays



Figure 43: USLAM Reporting Installation - Introduction

4. Click [Next] to continue.

Figure 44: USLAM Reporting Installation - Warning

You haver	't installed BusinessObject Enterprise XI 3.1	×
1	You haven't installed BusinessObject Enterprise XI 3.1	
-	The installer did not detect the BusinessObject Enterprise XI 3.1 on your system.	
	So we will the install BusinessObject Enterprise XI 3.1 Suite during the installing. Note: The installing for BusinessObject Enterprise XI 3.1 Suite will cost several hours.	
	Press "Ok" to continue.	
	OK]

- 5. Click [OK] to proceed
- 6. The "Choose Install Folder" window displays. Enter the destination path for your USLAM Reporting installation.

📲 HP Universal Service Level Agreement Manager BO Reporting		
	Choose	Install Folder
 Introduction Choose Install Folder Choose Shortcut Folder Pre-Installation Summary Installing 	Please choose a destination folder for this installation	on.
Install Complete	Where Would You Like to Install?	
LET'S	C:\Program Files (x86)\HP Universal SLAM BO Reporting <u>R</u> estore Default Folder	Ch <u>o</u> ose
InstallAnywhere Cancel	Previous	Next

Figure 45: USLAM Reporting Installation – Install Folder

- 7. Click [Next] to continue
- 8. The "Choose Shortcut Folder" window displays. Select your desired settings and then click [Next] to proceed

Figure 46: USLAM Reporting Installation – Shortcut Folder

😼 HP Universal Service Level /	Agreement Manager BO Reporti	ng	
	. A M. ANK	Choose Sh	ortcut Folder
 Introduction Choose Install Folder Choose Shortcut Folder Pre-Installation Summary Installing Install Complete 	Where would you like to create In a new Program Group: In an existing Program Group: In the Start Menu On the Desktop In the Quick Launch Bar Other: Don't create icons	product icons? HP Universal SLAM BC 360安全卫士	Choose
InstallAnywhere Cancel		Previous	<u>N</u> ext

9. The Pre-Installation Summary window displays

Figure 47: USLAM Reporting Installation – Pre-Installation Summary



- 10. Click [Install] to proceed with the installation.
- 11. Select I accept the License Agreement and then click [Next]. The User Information dialog displays

Figure 48: BO Enterprise XI - Setup User Information

🔂 BusinessObjects Ente	rprise XI 3.1 Setup	
User Information The Name field must be fille	d in prior to proceeding. The Organization field is optional.)
Full N <u>a</u> me:]
Please enter your 26 chara in the CD liner notes or the	cter Product Key. You can find this number on the sticker CD sleeve.	
Product <u>K</u> eycode:]
	< Back Next >	ancel

- 12. Enter the relevant user information and then click [Next] to proceed
- 13. The Install Type dialog displays once you complete the initial set up of the BusinessObjects Enterprise installation

When you install **BusinessObjects Enterprise**, you can choose one of the following installation types. Consider which of these types best suit your intended deployment:

- **New:** Installs all components on one machine. Select this installation type to quickly set up a complete deployment, with all server and client components on a single machine
- **Custom or Expand:** Installs the components that you select on the machine. Select this installation type to specify which components to install when performing a distributed deployment, or when adding servers to an existing deployment
- Web Tier: Installs only the used by a web application server to run web applications. Select this installation type to set up Java or .NET web application components when performing a distributed deployment.

istall Type	a
Select the desired in	istallation type.
• Ne <u>w</u>	Install a new BusinessObjects Enterprise System.
	○ Install MySQL Database Server
	Use an existing database server
	Enable servers upon installation
C Custom or Expand Install	Use this option to choose which application features you want installed and where they will be installed. Recommended for advanced users.
🔿 Web Tier	Install the Web Tier features
Destination Folder	
C:\Program Files (x8	6)\Business Objects\ Browse
,	

Figure 49: BO Enterprise XI - Installation Type

- 14. Select the following settings in the "Install Type" dialog:
 - Select **New** and then select **Use an existing database server,** if you want to use an existing database server
 - Select the Enable servers upon installation checkbox if you want to launch BusinessObjects Enterprise when the installation procedure ends
 - Do not change the default destination folder for the Business Objects Enterprise installation, in the **Destination Folder** text field.
- 15. Click [Next] to proceed. The "Server Components Configuration" dialog displays

erver Components Configuration	@
Please specify the port numbers and the pass Administrator Ports	sword for the BusinessObjects Enterprise
Administrator account	CMS port 6400
Password	
Configure the Busine	essObjects Enterprise ord at a later time

Figure 50: BO Enterprise XI – Server Components Configuration

- 16. The "Server Components Configuration" window is used to enter the port number and an administrator password for the new Central Management Server (CMS). The CMS manages BusinessObjects Enterprise servers and manages the system and audit database. Select the following settings in this dialog:
 - Specify a port number in the CMS port text field. The default CMS port number is 6400. The CMS will communicate with other BusinessObjects Enterprise servers through the specified port
 - Specify a password for the CMS administrator account in the Password text field and then re-enter the password in the Confirm password text field. You can choose to skip this step by selecting the Configure the BusinessObjects Enterprise Administrator password at a later time check box.
- 17. Click [Next] to proceed. The "Server Intelligence Agent" dialog displays

ver Intelligence Age	ent 🍳
nt of Server Intellig 1. This utility simpl servers and impro- g of those servers.	gence, the service ifies the deployment and ves fault-tolerance by
e any name that ic ust not be part of	lentifies this node of your the chosen Node Name.
6410	
	nt of Server Intellig 1. This utility simply servers and improvi- of those servers. e any name that ic ust not be part of 6410

- 18. A Server Intelligence Agent (SIA) node is automatically created during installation of BusinessObjects Enterprise. The Server Intelligence Agent dialog is used to provide a name and designate a port address for the SIA. Select the following settings in this dialog:
 - Provide a unique name to identify the SIA node in the Node Name text field. Do not use spaces or non-alphanumeric characters in a SIA node name
 - Specify a port number for the SIA in the **Port** text field (default is 6410). This port will be used by the SIA to communicate with the Central Management Server (CMS).
- 19. Click [Next] to proceed. Once the SIA information is entered, the port number will be validated before you can proceed to configure the CMS database for your installation. A warning message displays if the port you specified is not available
- 20. The "CMS Database Information" dialog displays

🔂 BusinessObjects Enterprise XI 3.1 Setu	p X
CMS Database Information CMS Database Information)
CMS Database Select existing CMS database:	Auditing Database Select existing Auditing database:
Oracle	MySQL
Server doblpn	Database
Username USLAM_CMS	Server
Password ••••••	Port
	Username
	Password
Reset existing database	
	< Back Next > Cancel

Figure 52: BO Enterprise XI - CMS Database Information

- 21. Use this dialog to enter connection and authentication details for the database. Select the following settings in this dialog:
 - Select Oracle from the Select existing CMS database drop-down list in the CMS Database pane. Depending on your database server selection, corresponding input fields are displayed in the CMS Database pane
 - Provide all the required information for the database in the fields provided in the CMS Database pane(note: 'Server:' field value must be set to the CMS database TNS alias from tnsnames.ora)
 - Select the Auditing Database check-box to set up an existing auditing database. The input fields in the Auditing Database pane are activated. If you do not want to specify an auditing database for your new installation, skip to step 20. If you do not install an auditing database, you can use the "Add/Remove Programs" applet in the Windows Control Panel to add an auditing database later. Adding an auditing database from the "Add/Remove Programs" applet requires you to configure the auditing database using the Central Configuration Manager (CCM)
 - Select a database type from the **Select existing Auditing database** drop-down list in the **Auditing Database** pane. Depending on your database server selection, corresponding input fields are displayed
 - Provide all the required information for the database in the fields provided in the Auditing Database pane.



Using MySQL database server is possible. In this case you do not need to create CMS user in Oracle.

- 22. Select the Reset existing database check box if you want to delete all current tables and entries in existing database CMS and auditing databases, otherwise clear the checkbox
- 23. Click [Next] to proceed. The "Select Web Application Server" dialog displays. This dialog only displays if a connection is established with the database configuration you provided

Figure 53: BO Enterprise XI - Web Application Server

BusinessObjects Enterprise XI 3.1 Setup	
Select Web Application Server Select the application server you want to deploy BusinessObjects applications to:	e
Java Web Application Server:	
Install Tomcat application server and deploy to it.	
C Automatically deploy to a pre-installed Web Application Server. Please choose or from the following list.	ne
Tomcat 5.5	
\bigcirc I will deploy the web components after installation.	
IIS Web Application Server:	
Deploy to the following website:	
Default Web Site	
< Back	ncel

- 24. Select "Java Web Application Server" and choose the option "Install Tomcat application server and deploy to it". This will automatically install and configure Tomcat
- 25. Click [Next] to proceed. The "Configure Tomcat" dialog displays

Configure Tomcat Configure Tomcat and the Java SDK	setup	 @
Connection port	8080	
<u>S</u> hutdown port	8005	
<u>R</u> edirect port	8443	
	() <i>[</i>	
	< Back Next >	<u>C</u> ancel

Figure 54: BO Enterprise XI - Tomcat Configuration

- 26. Accept the default values or specify new port numbers for **Connection port**, **Shutdown port**, and **Redirect port**
- 27. Click [Next] to continue with the installation procedure. Ignore any *Windows Script Host* pop-up messages that may appear during the installation
- 28. To continue to installation, please refer to the steps described in 5.2.5 Installing USLAM Report.

5.2.4 Installing USLAM universe and USLAM standard reports

5.2.4.1 Import the BusinessObjects XI archive resource file (BIAR)

After the installation of the USLAM Reporting software, you need to import the USLAM BO XI Archive Resource file **HP_USLAM_Reporting-4.0.0.biar** to the BO system.

This archive file contains the USLAM Reporting definition files, universe, web intelligence standard reports.

- Launch the Import Wizard Tool using the Windows Menu Start → All Programs → Business Objects XI 3.1 → Business Objects Enterprise → Import Wizard
- 2. The 'Welcome' dialog displays

Figure 55: BO Import Wizard - Welcome

🙀 Import Wizard	X
	Language: English
	Select a source environment
	Select a destination environment
	 Select users and objects to import Throughout this wizard, you can move to the next page by clicking Next, or return to a previous page by clicking Back.
	To begin importing content, click Next.
	< Back Next > Cancel Help

- 3. Select the desired language and then click [Next] to proceed
- 4. The Source environment dialog displays
- 5. Select "Business Intelligence Archive Resource (BIAR) file" within the Source drop-down list

Figure 56: BO Import Wizard - Source Environment

_		
Source:	Business Intelligence Archive Resource (BIAR) File	
Select the f	Business Intelligence Archive Resource file you want to import	
<u>U</u> ser Name:		
<u>P</u> assword:		
BIAR file:	C:\boeresources.biar	

- 6. In the "Biar file" text field, select the location of the BIAR file, and then click [Next]
- 7. The 'Destination environment' dialog displays

	Select the destination (environment to which the Wizard will export content.	
	Enter the nam also need to s	e of the BusinessObjects Enterprise XI 3.1 destination CMS. You pecify your user name and password.	
	CM <u>S</u> Name:	CSLAMMO	
	<u>U</u> ser Name:	Administrator	
	Password:		
	Authentication:	Enterprise	
L			
		< <u>B</u> ack <u>N</u> ext > Cancel	Help

Figure 57: BO Import Wizard - Destination Environment

- 8. Enter the **CMS Name**, **User Name** and **Password** for target BOE platform, then click the [Next]
- 9. The 'Select objects' to import dialog displays

Figure 58: BO Import Wizard – Objects to Import

🙀 Import Wizard	×
Select objects to import Select the objects to import.	
The Import Wizard enables you to select objects from the source environment to import to the destination environment. Select one or more categories below to import.	
Import corporate categories	
✓ Import folders and objects	
Import discussions associated with the selected reports	
Import application folders and objects	
Import repository objects	
Import calendars	
Import universes	
Import profiles	
Select All	
< <u>B</u> ack <u>N</u> ext > Cancel	Help

- 10. Click the "Clear All" button then select "Import application folders and objects" and "Import universes".
- 11. Click [Next]
- 12. The 'Import scenario' dialog displays

Figure 59: BO Import Wizard – Import Scenario

Import Wizard 🛛 🔀
Import scenario
 Please select the appropriate import scenario: Use the object's unique identifier to determine whether it already exists in the destination system. If it already exists: Update the destination object. In case of name conflict, gename it. Update the destination object. In case of name conflict, do not import it. Do not import the object. Use the object's name and path to determine whether it already exists in the destination system. If it already exists: Keep the destination object and import a genamed copy of the object. Update the destination object. Do not import the object. Do not import the object.
< <u>B</u> ack <u>N</u> ext > Cancel Help

- 13. Keep the default options for import, and then click [Next]
- 14. The Incremental import dialog displays

Figure 60: BO Import Wizard – Incremental Import

🗱 Import Wizard	×
Incremental import	
Select the objects whose source contents will overwrite the corresponding objects in the destination environment if the objects already exist in the destination.	
Verwrite object contents	
Overwrite universe contents	
✓ Overwrite connection contents	
Security rights associated to the object from the source environment can be used to overwrite the rights of its corresponding object in the destination.	
< <u>B</u> ack Next > Cancel	lelp

- 15. Keep the default options for incremental import, and then click [Next]
- 16. On the next dialog box 'A note on importing object right', click [Next]
- 17. The 'Folders and objects' dialog displays

🚰 Import Wizard	×
Folders and objects Select the folders and objects you want to import by clicking the box beside the item.	
PIXELV1.emea.hpqcorp.net:6400 (Business0bjects Enterprise XI 3.1) Image: State of the state of t	
< Back Next > Cancel	Help

Figure 61: BO Import Wizard – Folders and Objects

- 18. Click [Select All], expand the top folders to ensure that the sub folders and reports are selected and then click [Next]
- 19. The 'Select application folders and objects' dialog displays

Figure 62: BO Import Wizard – Applications

🙀 Import Wizard	×
Select application folders and objects Select the application folders and objects you objects exist on destination system, they will t reference.	u want to import. If the selected folders and be updated using the source system as a
CSLAMMO, asiapacific, hpqcorp. net.6	3400 (BusinessObjects Enterprise XI 3.1)
< <u>B</u> ack	Next > Cancel Help

- 20. Keep the defaults and click [Next]
- 21. The 'Import options for universe and connections' dialog displays

Figure	63: BO) Import	Wizard –	Import	Universes
	001 2				• • • • • • • • • •

🚰 Import Wizard	×
Import options for universes and connections	
Select an importing option for universe objects:	
Import all universes and all connection objects.	
$\mathbb C$. Import all universe and only connection objects used by these universes.	
Import the universes and connections that the selected Web Intelligence and Desktop Intelligence documents use directly. In the next dialog box, you can select additional universes that are not used by any imported document.	
Select the following option if you want universe overloads to be migrated with the universes.	
✓ Keep universe overloads for imported users and groups	
< <u>B</u> ack <u>N</u> ext > Cancel	Help

22. Keep the default options and click [Next]

23. The 'Import options for publications' dialog displays

Figure 64: BO Import Wizard – publication

Import wizard		<u> </u>
Import options for publications.		
Select import option for importing profiles.		
O Import <u>all profiles.</u>		
Import profiles used by selected publications.		
Select import option for importing publication recipients.		
C Import recipients used by selected publications.		
Do not import recipients		
< <u>B</u> ack <u>N</u> ext >	Cancel	Help

- 24. Keep the default options and click [Next] to proceed
- 25. A dialog box 'A note on importing reports' displays, Click [Next]
- 26. The Import Wizard now lists all the selected objects to be imported

n-n-a	
	The Import Wizard will now import all selected objects. Selected objects to import @ 0 Groups selected @ 0 Users selected @ 0 Object packages selected @ 0 Shortcuts selected @ 0 Server groups selected @ 0 Server groups selected @ 0 Calenders selected

Figure 65: BO Import Wizard – Ready to Import

- 27. Click [Finish] to complete the Import procedure.
- Finally, click the [Done] button.
 USLAM Universe and USLAM standard reports have been imported onto the BOE XI server.

5.2.4.2 Configuring the Universe Connection

After having imported the USLAM reporting archive file, the connection of the universe must be defined in order to point to your USLAM Datamart schema (created previously at ETL installation time)

So, please follow these steps:

1. Browse the Windows Start menu

→ BusinessObjects XI 3.1 → BusinessObjects Enterprise → Designer

This opens the BOE XI Universe Designer

- 2. In the logon window, enter/select
 - the '*system*' : the BOECMS server, generally this is the hostname (short name)
 - the '*user name*' and '*password*' : identifies the Administrator of the BOECMS server (if USLAM Reporting software was installed from the kit, this is Administrator/BOadmin)
 - the 'authentication' : this must be Enterprise, then click [OK]
- 3. Click *Tools* → *Connections*, select the connection *USLAM_Datamart_V4*, and click [Edit]

Name	🛆 Туре	Network Layer	Da
🛅 Conversion Audit Connectio	n Secured	Oracle OCI	Or
USLAM_BI_V4_JDBC	Secured	JDBC	Or
USLAM_Datamart_V4	Secured	Oracle OCI	Or
🛅 club	Secured	ODBC	MS
🎁 club-webi	Secured	ODBC	M2
🎁 efashion	Secured	ODBC	MS
🎁 efashion-webi	Secured	ODBC	MS
•			Þ

Figure 66: BO Import Wizard – Connection Wizard

- 4. In the Edit **USLAM_Datamart_V4** connection window, modify:
 - the Authentication mode = "Use specified username and password"
 - [user name] and [password] that must be the USLAM Datamart username/passwd
 - [service] must be filled with the TNS name alias of the USLAM Datamart.

Figure 67: BO Import Wizard – Login Parameters

Edit USLAM_Datamart_	¥4 connection	×
Login Parameters [2 Define the login pa Client	/4] rameters to access your Oracle database server using Net	
Authentication Mode	Use specified username and password	•
User name:	SLA_DATAMART	
Password:	xxxxxxxxxxxxx	
Service:	SLAMDM	•
Test Connection	< Back Next > Cancel	Help

5. Click [Test Connection] to test if the connection to the Datamart works and click [Next].

Net Client	
Connection Pool Mode	Keep the connection active for
Pool timeout:	10 Minutes:
Array fetch size:	250 -
Array bind size:	32767
.ogin timeout:	600 - Minutes:

Figure 68: BO Import Wizard - Configuration Parameters

6. Keep the default values and click [Next].

Figure 69: BO Import Wizard - Custom Parameters

ustom Parameters Define the custom	[4/4] parameters to acces	s your Oracle d	atabase server using	
Net Client				
Custom Paramete	rs			
Hint				
ConnectInit				

- 7. Click [Finish] to complete USLAM_Datamart_V4 configuration
- 8. In the '*Wizard Connection*' window, click [Finish] to complete connection configuration of the universe.
- 9. Close the Designer, the Universe Connection is now configured.

Your USLAM universe is now plugged to your USLAM Datamart, and USLAM reports are available from the BO Infoview web page, **please refer to the** *HP USLAM User Guide* in order to start using USLAM Reporting.

5.2.5 Installing USLAM Report Publisher

USLAM Report Publisher is an optional tool for the USLAM reporting solution that could allow you to automate the publication of a report at the end of each SLA reference period.

In order to start the installation, perform the following steps on the USLAM Reporting server:

1. Execute: HP_USLAM_Report_Publisher-4.0.0.exe
2. The Installation wizard begins and the Introduction window displays Figure 70: HP USLAM Report Publisher – Introduction



3. Click [Next] to continue

Figure 71: HP USLAM Report Publisher – Install Folder



4. Select the installation folder and then click [Next] to continue

🗏 HP Universal Service Level Agreement Manager Automatic Report Publisher 💦 🔲 🔀		
	Get Database Information	
 Introduction Choose Install Folder Get Database Information Get BO Server Information Get Authentication Mail Inf Please Select a Directory Pre-Installation Summary Installing Install Complete 	Please Input Oracle information for USLAM reports. Oracle Host: Dracle Port: 1521 Oracle SID: User Name: Password:	
InstallAnywhere Cancel	Previous Next	

Figure 72: HP USLAM Report Publisher – Database Information

- 5. Enter the **USLAM Datamart** database information and then click [Next] to continue
 - Figure 73: HP USLAM Report Publisher BO Server Information

😼 HP Universal Service Level Agreement Manager Automatic Report Publisher 💦 🗐 🔯		
	Get BO Server Information	
 Introduction Choose Install Folder Get Database Information Get BO Server Information Get Authentication Mail Inf Please Select a Directory Pre-Installation Summary Installing Install Complete 	Please Input Business Object Server Information. BO Server Name: hslaxxxxxx BO Port: 6400 BO Username: administrator BO Password: xxxxx	
InstallArywhere Cancel	Previous Next	

- 6. Enter the BOE XI server information.
- 7. Click [Next] to continue

Figure 74: HP USLAM Report Publisher – Authentication Mail Information



8. Enter the mail server information.

If the SMTP server you want to use does not require any authentication, please just put a fake "authentication mail address" and you will skip this step.

Click [Next] to continue



Figure 75: HP USLAM Report Publisher – Report Files Directory

9. Choose a folder where the USLAM Report Publisher will generate the report files and then click [Next] to continue

Figure 76: HP USLAM Report Publisher – Pre-Installation Summary



10. Click [Install] to install the HP USLAM Report Publisher.

Figure 77: HP USLAM Report Publisher – Installation Complete

😼 HP Universal Service Level A	greement Manager Automatic Report Publisher 🛛 🔲 🔀
	Install Complete
 Introduction Choose Install Folder Get Database Information Get BO Server Information Get Authentication Mail Inf Please Select a Directory, Pre-Installation Summary Installing Install Complete 	Congratulations! HP_Universal_SLAM_Automatic_Report_Publisher has been successfully installed to: C:\temp\HP_Universal_SLAM_Automatic_Report_Publisher
	Please run database script under C:\temp\HP_Universal_SLAM_Automatic_Report_Publisher\scripts manually after installation.
	Press "Done" to quit the installer.
InstallAnywhere Cancel	Previous

11. Click [Done] to exit the setup.

Do not forget to run the script on USLAM Datamart database, by following these steps:

- 12. Go to <USLAM_Report_Publisher_InstallDir>\scripts
- 13. Connect on the datamart database:

sqlplus <Datamart_username>/<Datamart_password>@<datamart_Tns>

14. Then, run the following script to create the tables and data required by the USLAM Report Publisher.

```
SQL> @BI_AutomaticReportPublisher_init.sql
SQL> exit
```

Concerning the configuration and the usage of the USLAM Reports Publisher, please refer to the *HP USLAM Administration Guide*.

5.3 Uninstalling USLAM Reporting

5.3.1 Uninstalling USLAM Report Publisher

If you have installed the optional tool **USLAM Report Publisher** and you want to uninstall it, please follow the below steps:

1. Locate the folder where the USLAM Report Publisher is installed (the default directory is:

C:\Program Files (x86)\HP_Universal_SLAM_Reporting\Uninstall)

2. Launch the *Uninstall**Uninstall.exe* application. The Introduction dialog displays as the setup wizard is initiated

Figure 78: Uninstalling USLAM Report Publisher – Introduction



- 3. Click [Next] to proceed
- 4. Once the uninstallation of the components is finished, the following message displays

Figure 79: Uninstalling USLAM Report Publisher – Uninstall Complete



5. Some folders may be listed as not removed.

Click [Done] to exit the installer.

5.3.2 Uninstalling USLAM universe and standard reports

Because the USLAM Universe and USLAM standard reports have only been loaded to the BOE XI server, there is nothing specific in order to uninstall them. If you want to uninstall the USLAM Reporting software please go to the next section.

5.3.3 Uninstalling USLAM Reporting software



For details about BO Enterprise un-installation, please refer to BO guide xi3-1_bip_install_win_en.pdf, Installation Guide for Windows.

It is recommended that you back up reports, documents and system information before uninstalling **BusinessObjects Enterprise**. For more information on backing up your system see **Managing and Configuring Servers** in the *BusinessObjects Enterprise Administrator's Guide*.

To uninstall BusinessObjects Enterprise from your system, you will be required to perform the following steps:

- Go to Windows Menu Start → Programs → BusinessObjects XI 3.1 → BusinessObjectsEnterprise → Central Configuration Manager. The CCM console displays
- 2. Right-click to highlight all listed servers and select [Stop]. For more information on stopping servers see **Managing and Configuring Servers** in the *BusinessObjects Enterprise Administrator's Guide*
- 3. Go to Start \rightarrow Settings \rightarrow Control Panel \rightarrow Add or Remove Programs

- 4. Select BusinessObjects Enterprise XI 3.1
- 5. Click [Remove]. The Add or Remove Programs dialog prompts to confirm if you want to remove *BusinessObjects Enterprise*
- 6. Click [Yes]. Please wait while the files are removed and your system is reconfigured. You will be prompted once the configuration process is complete
- 7. Click [Finish].



The installer removes only the files that it originally installed. Folders or files created after the installation, for example logs or report files, are not uninstalled by the un-installation process.

Chapter 6 Starting the USLAM Web User Interface

6.1 Logging in to the USLAM UI

The USLAM graphical user interface can be accessed using a web browser. You will need appropriate access credentials depending on your user role.

1. Open your web browser and enter the following URL to access the USLAM user interface.

http://<server address>:8080/sla-repository

2. The Universal SLA Manager window displays.

Figure 80: USLAM Web User interface Login



3. Enter your user access credentials in the relevant text fields and then click [Sign in] to log in to the USLAM UI. A built-in administrator user name is "admin" and its default password is "admin".

USLAM Web UI provides two user authentication modes **Built-in** or **LDAP**. Please refer to chapter "Configuring USLAM UI User Authentication" from HP USLAM Administration Guide.

Chapter 7 Installing and Configuring MyUSLAM Portal

MyUSLAM Portal is an optional package which offers a new end user community portal powered by Liferay Portal 6.1.1. This highly customizable portal embeds several USLAM portlets that can be used to build private or public business dashboards, extending business metrics visibility to business managers, end customers and partners.

7.1 Installing MyUSLAM Portal

7.1.1 Installation Kit

The installation kit for the MyUSLAM Portal is provided as *.bin* file on Linux systems or as *.exe* file on Windows systems:

HP_USLAM_MyUSLAMPortal.bin for Linux only

HP_USLAM_MyUSLAMPortal.exe for Windows only

7.1.2 Installation Wizard

To install the MyUSLAM Portal solution, you will be required to run the MyUSLAM Portal Installation Wizard and perform the following steps:

- 1. Log on to the Linux or Windows server with appropriate write access for the installation directory.
- 2. Locate and browse the USLAM installation kit and then run the installation wizard by running command line: ./HP_USLAM_MyUSLAMPortal.bin on Linux or HP_USLAM_MyUSLAMPortal.exe on Windows



On Linux, please make sure that the HP_USLAM_MyUSLAMPortal.bin file has 'execute' permission and that a X-Window service is installed on the Linux system

- 3. The installer displays a progress indicator and deploys the installation files on your Linux or Windows system
- 4. Once the installation files are deployed, the installation wizard displays



Figure 81: MyUSLAM Portal Installation - Introduction

- 5. Make sure you follow the instructions displayed on this window and then click [Next]
- 6. The License Agreement window displays

Figure 82: MyUSLAM Portal Installation – License Agreement



- 7. Select I accept the terms of the License Agreement and then click [Next].
- 8. The next screen asks you to choose an Installation Folder



Figure 83: MyUSLAM Portal Installation – Choose Install Folder

- 9. Browse and select the location on your system where you would like to install MyUSLAM Portal. Click [Choose...] to browse or click [Restore Default Folder] to auto-enter the default installation path
- 10. Click [Next]. The Pre-Installation Summary window displays

Figure 84: MyUSLAM Portal Installation – Pre-installation Summary



11. Review the summary information and then click [Install] to begin installation.

12. The installer displays a progress indicator



Figure 85: MyUSLAM Portal Installation – installing USLAM

Figure 86: MyUSLAM Portal Installation – Installation Complete



14. Click [Done] to complete the installation and follow instructions in next chapters to configure MyUSLAM Portal



The install log is located at <INSTALL_DIR>/MyUSLAM_install.log.

7.1.3 Creating MyUSLAM Portal Database User

Before the installation, you must create a new user (lportal) for MyUslam in Oracle Database

Please contact your system Oracle DBA to create the user performing the following steps:

- 1. Log in to the oracle database server as sysdba
- 2. To create a user use the following command:

SQL> create user lportal identified by lportal;

3. To grant proper privileges:

```
SQL> grant create session,create procedure,create
sequence,create table,create trigger,create view to lportal;
SQL> grant unlimited tablespace to lportal;
```

7.1.4 Creating MyUSLAM Portal Database Schemas

You need to create database schema for MyUslam manually before performing any other configuration. You will also require SQLPLUS to execute the scripts mentioned in the following steps.

The database script is available in the following path <MYUSLAM_INSTALL_DIR >/script/portal-minimal-oracle.sql.

To create the schema, it's required to perform the following steps:

- 1. Log in to the Oracle with sqlplus tool using the "lportal" username and password, by entering: sqlplus lportal/lportal@localhost:1521/USLAM
- 2. To create the MyUSLAM schema, you have to execute the portal-minimaloracle.sql script.

@/<MYUSLAM INSTALL DIR>/script/portal-minimal-oracle.sql

7.1.5 Configuring MyUSLAM Portal Database

To run MyUSLAM Portal Configuration tool, you need to create a schema for MyUSLAM Portal (as described in 7.1.4 Creating MyUSLAM Portal Database Schemas) and then run the tool, performing the following steps:

- 1. Log on to the Linux or Windows server with appropriate write access for the installation directory.
- Locate and browse <INSTALL_DIR>/bin and then run the configuration tool for MyUSLAM Portal by running the command line: ./myuslam_configuration.bin on Linux or myuslam_configuration.exe on Windows



On Linux, please make sure that the myuslam_configuration.bin file has 'execute' permission and that a X-Window service is installed on the Linux system

- 3. The installer displays a progress indicator and deploys the installation files on your Linux or Windows system
- 4. Once the installation files are deployed, the HP MyUSLAM Portal Configuration Tool wizard displays.



Figure 87: MyUSLAM Portal Configuration Tool - Introduction

5. Click [Next]. The Get Database Information window displays

Figure 88: MyUSLAM Portal Configuration Tool – Database Information

📲 HP MyUSLAM Configuration Tool	- 🗆 🗙
	Get MyUslam DB Information
 ✓ Introduction → Enter MyUslam DB Inform 	Please Input Oracle information for MyUSLAM. Click "Next" to test database connection
Enter USLAM Service DB I	Oracle Host:
Enter MyUslam Port Infor	profit i anas lapping rati
 Pre-Installation Summary Installing Configuration Complete 	Oracle Port: 1521
	User Name: Iportal
	Password:

InstallAnywhere	
Cancel	Previous

- 6. Enter the required information in the relevant text fields i.e. **Oracle Host**, **Oracle Port, Oracle SID, User Name** and **Password** (this is the DB user created in 7.1.3 "Creating MyUSLAM Portal Database User")
- 7. Click [Next]. The configuration tool will check the information you entered, and display warning message if the check fails.
- 8. If the information is not correct, the installer displays the following warning. Click [OK] to enter again

Figure 89: MyUSLAM Portal Configuration Tool – Incorrect Database Information



9. If the information check is successfully, the installer displays the following message.

Figure 90: MyUSLAM Portal Configuration Tool – Successfully Check



10. Enter the connection information for the USLAM Engines Database.

Figure 91: MyUSLAM	Portal Configuration Tool – Get USLAM
Service	DB Information

🐙 HP MyUSLAM Configuration Too	- 🗆 🗙
	Get USLAM Service DB Information
 Introduction Enter MyUslam DB Inform 	Please Input Oracle information for USLAM Service. Click "Next" to test database connection
Enter USLAM Service DB I	Oracle Host:
Enter NyUslam Port Infor	product arrest language and
Pre-Installation Summary	Oracle Port:
Installing	1521
Configuration Complete	Oracle SID:
	(math)
	User Name:
	uslam_service
	Password:

InstallAnywhere	
Cancel	Previous

- 11. Click [next]
- 12. Enter the HTTP port used by MyUslam Portal (default value is 8089)

This is the port number that you'll have to specify in your Web browser to access MyUSLAM Portal (e.g.: http://<MyUSLAMServer>:<MyUSLAMPort>)

13. Click [OK]. The Configuration Summary window displays.

Figure 92: MyUSLAM Portal Configuration Tool – Configuration Summary



- 14. Review the Configuration information before beginning to configure MyUSLAM Portal. Click [Install] to begin the configuration.
- 15. Once the configuration is complete, the Configuration Complete window displays.



Figure 93: MyUSLAM Portal Configuration Tool – Configuration Complete

16. Click [Done] to finish the configuration.

7.1.6 Specific Settings for Oracle Database Connection (Oracle RAC, ...)

The JBOSS data source files generated by the USLAM installer work only for a simple DB server host configuration. In case specific Oracle connection requirement is needed, such as connecting to an Oracle RAC database configuration,

<MYUSLAM_INSTALL_DIR>\jboss\standalone\configuration\standalone.xml needs to be manually patched before MyUSLAM Portal start.

If the entry for your database connection in your \${ORACLE HOME}/NETWORK/ADMIN/tnsnames.ora file is:

```
USLAM_prod=(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP)(HOST=<myDbHost>)(
PORT = 1530)) (CONNECT_DATA = (SERVER = DEDICATED)
(SERVICE NAME=<myDbServiceName>)))
```

Then the content of the file:

<MYUSLAM_INSTALL_DIR>\jboss\standalone\configuration\standalone.xml should be manually patched as follows (where myuslam_user, myuslam_password will be set with the correct values):

```
<datasources>
```

```
<local-tx-datasource>
```

```
<jndi-name>uslamDatasource</jndi-name>
```

```
<connection-
url>jdbc:oracle:thin:@(DESCRIPTION=(ADDRESS=(PROTOCOL=TCP))(HOST=<myDbHost>)(PORT=1530))(CONNECT_DATA=(SERVER=DEDIC
ATED)(SERVICE_NAME=<myDbServiceName>)))</connection-url>
```

<driver-class>oracle.jdbc.OracleDriver</driver-class>

<user-name>myuslam_user</user-name>

<password>myuslam_password</password>

<min-pool-size>3</min-pool-size>

<max-pool-size>32</max-pool-size>

<check-valid-connection-sql>select 1 from
dual</check-valid-connection-sql>

<exception-sorter-class-

```
name>org.jboss.resource.adapter.jdbc.vendor.OracleExcepti
onSorter</exception-sorter-class-name>
```

<valid-connection-checker-class-name>...</validconnection-checker-class-name>

<metadata>

<type-mapping>Oracle10g</type-mapping>

</metadata>

</local-tx-datasource>

</datasources>

7.1.7 Configuring MyUSLAM Portal properties

Please check the "MyUSLAM Portal Configuration" chapter from the HP USLAM Administration Guide where you can find the mandatory MyUSLAM portal parameters.

7.1.8 Installing a MyUSLAM Portlets License

MyUSLAM Portlets deployed in MyUSLAM Portal need a valid license file.

Please refer to chapter 1 of this Guide in order to request a valid MyUSLAM Portlets license.

7.1.9 Starting MyUSLAM Portal

Once you have installed and configured MyUSLAM Portal you can start it by performing the following steps:

- 1. After the installation and configuration of MyUSLAM Portal, go to <*INSTALL_DIR*>/bin and enter myuslam_start.sh on Linux or myuslam_start.bat on Windows to start MyUSLAM portal
- 2. It can take few minutes to be completely started.
- Going forward from this point, you can connect to the MyUSLAM Portal using your favorite browser at <u>http://<MyUSLAMServer>:<MyUSLAMPort</u>>

At this stage, the MyUSLAM Portal and MyUSLAM Portlets are installed and configured.

7.2 Stopping MyUSLAM Portal

To stop MyUSLAM Portal you will be required to perform the following steps:

- 1. Browse to the directory where MyUSLAM Portal is installed, and browse to: <*INSTALL_DIR*>/bin
- 2. Enter myuslam_stop.sh on Linux or myuslam_stop.bat on windows with the correct parameters to stop MyUSLAM Portal
- 3. You can check if the *jboss* has stopped by executing the following command:

ps -ef | grep jboss

4. If there are no active processes for jboss, it implies MyUSLAM Portal is not running.