



# HP Database and Middleware Automation

Software Version: 10.30.000.000  
Red Hat Enterprise Linux and SUSE Enterprise Linux

## Installation Guide

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Software Release Date: May 2015

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The following table indicates changes made to this document since the last released major edition.

### Document Changes

Chapter	Version	Changes
<a href="#">Pre-Installation Requirements</a>	10.01	Instructed user to check online for updated versions. Added a supported operating system.
<a href="#">How to Install HP DMA</a>	10.01	Reorganized chapter to clarify what tasks are done by the SA administrator.
<a href="#">How to Upgrade HP DMA</a>	10.01	Added instructions to upgrade from HP DMA 10.00 to 10.01.

## Document Changes, continued

Chapter	Version	Changes
<a href="#">How to Link HP DMA into HP Server Automation</a>	10.01	Replaced the "How to Deactivate Outdated Versions of HP DMA" chapter with this chapter.
<a href="#">Special Configurations</a>	10.01	Added new chapter.
<a href="#">Troubleshooting</a>	10.01	Added new chapter.
<a href="#">Title Page</a> <a href="#">Legal Notices</a>	10.10	Updated version number, software release date, document release date, and copyright date range.
<a href="#">Pre-Installation Requirements</a>	10.10	Added requirement to obtain an SSL Certificate.
<a href="#">How to Install HP DMA</a>	10.10	Modified the instructions. Updated screen shots. Added instructions to configure SSL.
<a href="#">How to Upgrade HP DMA</a>	10.10	Modified the instructions to upgrade from 10.01 (or 10.00) and to revert back to 10.01.
<a href="#">Special Configurations</a>	10.10	Added additional configurations.
<a href="#">Troubleshooting</a>	10.10	Added additional troubleshooting information.
<a href="#">APX Tool Configuration Error</a>	10.10	Added new section of troubleshooting information.
<a href="#">Title Page</a> <a href="#">Legal Notices</a>	10.20	Updated version number, software release date, document release date, and copyright date range. Added SUSE platform.
<a href="#">Other Requirements</a>	10.20	Added information that HP DMA and SA servers can be collocated.
<a href="#">Supported Products and Platforms</a>	10.20	Included support for HP Server Automation SAVA and Enterprise Edition. HP DMA can be installed on SUSE Enterprise Linux. Only supported on Oracle 11g R2.
<a href="#">Import the HP DMA APX</a> <a href="#">How to Upgrade HP DMA</a> <a href="#">Specify a Renamed Windows Administrator User</a> <a href="#">HP Software Documentation</a>	10.20	Added instructions to use the HP Live Network connector to update westAPX with the additional Update WestAPX for Windows User.

## Document Changes, continued

Chapter	Version	Changes
<a href="#">Steps to Configure the Oracle Database</a> <a href="#">Common Baseline Errors</a>	10.20	The TNS listener needs to be started after database creation. If the TNS listener is not running, an error in the Oracle Server or Oracle SID Name will occur.
<a href="#">Start HP DMA</a>	10.20	Described what happens when incorrect credentials are entered.
<a href="#">DMA Client Files Policy Error</a>	10.20	Added troubleshooting information if the <code>/DMA_Client</code> directory does not exist or is not writable.
<a href="#">Other Requirements</a>	10.20	Default SA port is 443.
<a href="#">Install the HP DMA Server</a>	10.20	Clarified that the servers cannot be <code>localhost</code> .
<a href="#">Installation Media Contents</a>	10.20	Updated contents of installation media.
<a href="#">Troubleshooting</a>	10.20	Added information about turning on debug.
<a href="#">Pre-Installation Requirements</a>	10.20	Oracle Database Enterprise or Standard Edition can be used as the backend database tool.  HP DMA and SA can use the same Oracle installation and database, but each product needs to be configured in separate schemas.
<a href="#">Troubleshooting</a>	10.20.100	Added troubleshooting information for login errors:  Oracle database password changed  The HP DMA database is not accessible
<a href="#">Special Configurations</a> <a href="#">Troubleshooting</a>	10.20.100	Reduced instructions for advanced DMA users to create and configure Custom Fields.
<a href="#">Use a Proxy Server with HP DMA</a>	10.20.100	Reorganized section.
<a href="#">Run as a Windows Domain User</a>	10.20.100	Added new capability to configure a Windows domain user using runtime parameters.
Entire guide	10.20.100	Updated HP DMA versions.
<a href="#">Title Page</a> <a href="#">Legal Notices</a> Entire guide	10.21	Updated version number, software release date, document release date, and copyright date range.  Updated document template. Updated screen shots.
<a href="#">Troubleshooting</a>	10.21	Added new section <a href="#">Run Time Errors</a> to describe Workflow Aborts Using an Internal SSL Certificate.

## Document Changes, continued

Chapter	Version	Changes
<a href="#">How to Upgrade HP DMA Troubleshooting</a>	10.21	Added instructions to copy the JAR files when the SA Core has been updated. Added a new troubleshooting section "The SA Core was Updated" under <a href="#">Login Errors</a> .
<a href="#">Troubleshooting</a>	10.21	Added new "HP DMA is Switched to Different SA Core" section to <a href="#">Login Errors</a> . Added new "Reset the HP DMA Initial Admin Password" section to <a href="#">Reset the HP DMA Initial Admin password</a> .
<a href="#">Performance Issues</a>	10.21	Added new Troubleshooting information for performance issues.
<a href="#">Title Page Legal Notices</a>	10.22	Updated version number, software release date, document release date, and copyright date range.
<a href="#">Installation Media Contents</a>	10.22	Added the new middleware code release solution pack to the installation media contents.
<a href="#">Supported Products and Platforms</a>	10.22	Updated Oracle and HP Server Automation supported versions.
<a href="#">Sizing Recommendations</a>	10.22	Included sizing requirements for the DMA Client.
<a href="#">Configure SSL on the HP DMA Server (Manual)</a> <a href="#">Use a Proxy Server with HP DMA</a>	10.22	Provided an example of how to use <code>keytool</code> to set up SAN.
<a href="#">Installation Media Contents</a> <a href="#">Simple Installation for Basic Use Cases</a> <a href="#">How to Install HP DMA</a> <a href="#">How to Uninstall HP DMA</a>	10.22	Added scripts to streamline the install and uninstall processes.
<a href="#">Change the Default Port and Security Level</a>	10.22	Added additional information about changing the security level—port and protocol.

Document Changes, continued

Chapter	Version	Changes
<a href="#">Troubleshooting</a>	10.22	Added new troubleshooting information: <a href="#">The HP DMA Login Page Does Not Work with Internet Explorer</a> <a href="#">Workflow Aborts After an HP DMA Upgrade</a> <a href="#">Workflows "Stuck" in Perpetual Running State</a> <a href="#">Deployments Are Skipped if Another Deployment of Same Workflow Is Running</a> <a href="#">Update Self-Signed SSL Certificate</a>
<a href="#">Title Page</a> <a href="#">Legal Notices</a> Entire guide	10.30	Updated version number, software release date, document release date, and copyright date range. Updated to new documentation template.
<a href="#">Installation Media Contents</a> <a href="#">Import an HP DMA Solution Pack</a>	10.30	Updated instructions for accessing patches, solution packs, and documentation on HPSoftware Support.

## Support

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<http://h20230.www2.hp.com/sc/solutions/index.jsp>

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# Introduction

This document shows you how to perform various installation tasks for HP Database and Middleware Automation (HP DMA) version 10.30:

- How to do a complete installation of HP DMA 10.30 from scratch: Install the HP DMA server, install the HP DMA Client for SA, integrate with HP Server Automation, and set up the initial HP DMA operating environment
- How to uninstall HP DMA
- How to upgrade from HP DMA version 10.2x.x, 10.10, or 10.01 to version 10.30
- How to link HP DMA version 10.30 into HP Server Automation
- How to troubleshoot problems that can arise during installation, initial configuration, and operation of HP DMA and to maintain HP DMA

This guide also provides information about various [Special Configurations](#) that may be pertinent to your environment.

# Audience

This guide is intended for system administrators who want to install or upgrade HP Database and Middleware Automation (HP DMA) version 10.30.

# Document Map

The following table shows you how to navigate this guide:

Topic	Description
<a href="#">Pre-Installation Requirements</a>	Information about the requirements to install HP DMA, including what is on the installation media, supported products and platforms, sizing requirements, how to set up the Oracle database, how to obtain a signed server certificate, and other requirements.
<a href="#">How to Install HP DMA</a>	Detailed instructions for how to install HP DMA 10.30, including: <ul style="list-style-type: none"><li>• How to install the HP DMA server</li><li>• How to configure SSL on the HP DMA server</li><li>• How to install the HP DMA Client for SA</li><li>• How to integrate with HP Server Automation</li><li>• How to start HP Database and Middleware Automation</li><li>• How to do the initial set up of HP Database and Middleware Automation</li></ul>
<a href="#">How to Uninstall HP DMA</a>	Instructions for how to uninstall HP DMA.
<a href="#">How to Upgrade HP DMA</a>	Instructions for how to upgrade from HP DMA version 10.2x.x, 10.10, or 10.01 to 10.30.
<a href="#">How to Link HP DMA into HP Server Automation</a>	Instructions for how to disable outdated versions of HP DMA that came with HP Server Automation (SA) and redirect SA to call HP DMA 10.30 instead.
<a href="#">Simple Installation for Basic Use Cases</a>	How to use automated processes—scripts—to simplify and speed up the installation and removal of HP DMA.
<a href="#">Special Configurations</a>	How to configure HP DMA for certain non-default scenarios.

Topic	Description
<a href="#">Troubleshooting</a>	Tips for solving common problems.
<a href="#">Reference Information</a>	Links to more information about HP DMA, HP Server Automation, reference information for the HP DMA baseline command, and information about the SA Client.

# Chapter 1: Pre-Installation Requirements

You must meet the following requirements before you can install HP DMA 10.30:

Topic	Description
<a href="#">Installation Media Contents</a>	A description of the contents of the HP DMA 10.30.000.000 installation media that is required for the installation.
<a href="#">Supported Products and Platforms</a>	A list of the required products, platforms, hardware, and software.
<a href="#">Sizing Recommendations</a>	Information about the minimum recommended CPU count, RAM, and disk space for the HP DMA server and the HP DMA database server.
<a href="#">Create and Configure the Oracle Database</a>	A description of how the Oracle Database needs to be configured before it can be used by HP DMA 10.30.
<a href="#">Obtain a Signed Server Certificate</a>	Information about obtaining a server certificate signed by a trusted Certificate Authority.
<a href="#">Other Requirements</a>	A list of all other pre-installation requirements for HP DMA 10.30.

## Installation Media Contents

This topic describes the contents of the purchased HP DMA 10.30.000.000 installation media—zipped folder. When you download the zipped folder, unzip the folder, and extract the contents, you will see the following folders and files:

### Top level folder

readme.txt Last minute corrections to instructions and information about files on the media

DMA\_10.30.000.000\_Open\_Source\_Licenses.zip This file contains the license agreements for the Open Source software used by HP DMA.

### DMA\_10.30.000.000\_Server\_and\_Client folder

dma-server-10.30.000.000-0.x86\_64.rpm The rpm file that will install the HP DMA 10.30 server.

dma-sa-client-10.30.000.000-0.x86\_64.rpm The rpm file that will install the HP DMA 10.30 client that enables HP DMA to integrate with HP Server Automation (SA).

Discovery.zip Solution pack containing workflows that you can use to discover:

- Oracle, SQL Server, Sybase, and DB2 databases on target servers.
- IBM WebSphere, Oracle Weblogic, and JBoss middleware applications on target servers.

Promote.zip Solution pack containing workflows that you can use to promote HP DMA workflows (and related automation items) from a source HP DMA server to a destination HP DMA server.

### DMA\_10.30.000.000\_Documentation folder

buildinfo.txt Information about how the installation media was constructed

DMA\_10.30.000.000\_Installation\_Guide.pdf *HP DMA Installation Guide*—this document

DMA\_10.30.000.000\_Documentation folder , continued

DMA_10.30.000.000_Administrator_Guide.pdf	<i>HP DMA Administrator Guide</i>
DMA_10.30.000.000_User_Guide.pdf	<i>HP DMA User Guide</i>
DMA_10.30.000.000_Release_Notes.pdf	<i>HP DMA Release Notes</i>
DMA_10.30.000.000_Open_Source_Third_Party_Licenses.pdf	<i>HP DMA Open Source and Third-Party Software License Agreements</i>

DMA\_10.30.000.000\_Database\_Solution\_Packs folder

AdvancedDBPatching.zip	Tools that you can use to automate Oracle Database patching CRS or Grid Home, RAC Home, CRS Patchset, Grid Standalone Patch, and Standalone Grid.
AdvancedDBProvisioning.zip	Tools that you can use to automate Oracle Database provisioning, including CRS, ASM, RAC, and Dataguard.
DBCompliance.zip	Tools that you can use to audit your database environment for compliance with a specific security benchmark—for Oracle, MS SQL, Sybase, and DB2 databases.
DBPatching.zip	Tools that you can use to patch database components in an efficient, automated way—for Oracle, SQL Server, Sybase, and DB2 databases.
DBProvisioning.zip	Tools that you can use to create and install new databases—for Oracle, SQL Server, Sybase, and DB2 databases.
DBRefresh.zip	Tools that you can use to move the contents of a database. For Oracle databases you can use RMAN or Data Pump. For SQL Server databases you can backup and restore. For Sybase Databases you can dump and load.
DBReleaseManagement.zip	Tools that you can use to update any schema, data, server configuration, or security settings—for Oracle, SQL Server, and Sybase databases.

#### DMA\_10.30.000.000\_Middleware\_Solution\_Packs folder

ASConfigManagement.zip	Tools that you can use to manage the configuration of application servers, including clusters, data sources, and web servers—for IBM WebSphere—and to configure data sources—for JBoss.
AS Patching.zip	Tools that you can use to automate the process of applying fixes and updates to application servers—for IBM WebSphere and Oracle WebLogic.
ASProvisioning.zip	Tools that you can use to automate the process of installing application servers—for IBM WebSphere, Oracle WebLogic, and JBoss.
ASReleaseManagement.zip	Tools that you can use to automate the process of deploying an application file or a web archive file (.war or .ear) within the application server—for IBM WebSphere and JBoss.

#### DMA\_10.30.000.000\_Install folder

dma_install.sh	Tools that automate the installation of HP DMA.
install-options.txt	
installhelperscript.sh	
readme.txt	
	Last minute corrections to instructions and information about files on the media
dma_remove.sh	Tools that automate the removal of HP DMA.
remove-options.txt	
removehelperscript.sh	

**Tip:** Always check to see if there are more recent HP DMA patches available online. Due to frequent releases, it is possible that the files provided on the HP DMA 10.30.000.000 installation media have since been updated.

#### To get the most recent HP DMA patch:

1. Go to the following web site: <https://softwaresupport.hp.com/>
2. Sign in using your HP Passport credentials (see [Support](#) on page 6 for more information).
3. Your dashboard experience is based on your SAID. Under **My Products**, select database and middleware automation.
4. Look under **Software Patch** to determine whether a more recent patch is available.

5. If there is a more recent patch, do the following:
  - a. Click the link for the desired patch.
  - b. Under **Download Information**, click the link to download the patch installation media.

**Tip:** Look for documentation online. The HP DMA documentation delivered on the installation media may have been updated. Also, many HP DMA documents are only available online.

**To get the most recent HP DMA documentation:**

1. Go to the following web site: <https://softwaresupport.hp.com/>
2. Sign in using your HP Passport credentials (see [Support](#) on page 6 for more information).
3. Your dashboard experience is based on your SAID. Under **My Products**, select database and middleware automation.
4. Look under **Manual Library** to locate the most recent HP DMA documentation.
5. You can also click **Search** to locate specific documents. On the Self-Solve Knowledge Search page, specify the following search criteria:

Product:	Database and Middleware Automation
Version:	Your desired version (or do not specify to view all versions)
Document Type:	Manuals

6. HP recommends these documents for your convenience:

*Documentation Library* Provides links to all HP DMA documents available for the release

*All Manuals Download* A ZIP file containing all HP DMA documents available for the release

# Supported Products and Platforms

## Operating System Requirements

HP DMA 10.30 can be installed on the following platforms:

- Red Hat Enterprise Linux versions 5.8 and 6.1 (or later) 64-bit
- SUSE Enterprise Linux version 11 (or later) 64-bit

**Note:** Although HP DMA will work on other Linux operating systems, HP will only support these certified versions.

## Hardware Requirements

See the [Sizing Recommendations](#) on the next page.

**Note:** HP DMA is fully supported to be installed and run on VMware versions 5 and 5.1 virtual machines.

## Software Requirements

- HP Server Automation, any of the following versions:
  - Ultimate Edition 10.20 (SA 10.20) - must be run in IPv4 compatibility mode
  - Ultimate Edition 10.10 (SA 10.10)
  - Standard Edition 10.10 (SAVA 10.10)
  - Enterprise Edition 10.0 (SA 10.0)
  - Enterprise Edition 9.1x (SA 9.1x)

**Note:** You must purchase this license separately.

- Oracle Database Enterprise or Standard Edition version 11g R2 or 12c

**Note:** HP does not provide the Oracle Database license to run HP DMA.

**Tip:** If you plan to co-locate HP DMA with SA 10.10 (or later)—which uses Oracle 12c—set up HP DMA to also use Oracle 12c (to only require a single version of Oracle).

# Sizing Recommendations

This topic provides sizing recommendations for the HP DMA hardware and infrastructure and also for the HP DMA Client.

## Hardware and Infrastructure Sizing

This section suggests deployment sizing guidelines to help you decide the hardware and infrastructure that you need to deploy HP DMA in your environment. This section suggests the minimum recommended CPU count, RAM, and disk space for the HP DMA server and the HP DMA database server—the server that houses your Oracle database.

**Tip:** This topic does not give sizing recommendations for HP Server Automation (SA). The assumption is that SA is already up and running in your environment.

### HP DMA Deployment Modes

HP DMA supports the following deployment options:

- Single Server: Install both the HP DMA server and the HP DMA database on a single server
- Dual Server: Install HP DMA on one server and create the HP DMA database on a separate server

Deployment sizing categories

Category	Number of HP DMA Clients
Small	<100
Medium	<500
Large	1,500+

**Note:** The number of clients is not an exact measure for sizing. Sizing depends greatly on what you do with the operational system.

### Recommended Sizing for HP DMA Components

Sizing recommendations for deploying the HP DMA server

Category	Number of CPUs (2.66 GHz )	RAM	Disk Space
Small	1	4 GB	25 GB

### Sizing recommendations for deploying the HP DMA server, continued

Category	Number of CPUs (2.66 GHz )	RAM	Disk Space
Medium	2	8 GB	50 GB
Large	4	16 GB	100 GB

**Note:** The recommendations are minimum requirements for what will be installed. These recommendations are based on dual core installation.

If you install HP DMA on a virtual machine you must ensure that the actual available CPUs and RAM for the HP DMA server virtual machine meets the same requirements.

### Sizing recommendations for deploying the HP DMA database server

Category	Number of CPUs (2.66 GHz )	RAM	Disk Space
Small	4	4 GB	50 GB
Medium	4	8 GB	100 GB
Large	4	16 GB	250 GB

**Note:** When considering sizing for these types of deployments, each sizing recommendation should be considered independently of whether or not the components are installed on the same server or on different servers. In other words, these sizing recommendations are additive.

If you install the HP DMA database on a virtual machine you must ensure that the actual available CPUs and RAM for the HP DMA database virtual machine meets the same requirements.

## HP DMA Client Sizing

This section suggests sizing guidelines for the HP DMA Client. The HP DMA Client is installed on each HP DMA Managed Server. The HP DMA Client consists of the software modules used by HP DMA to initiate and control workflow executions on the managed server, as well as the runtime software required for the HP DMA workflows.

The disk space required for the HP DMA Client depends on the number of workflow executions that are planned and whether the managed server will be used as an HP DMA development target. Thus, the required disk space is not fixed.

The following table outlines what you should consider to size the HP DMA Client's disk space correctly:

Directory	Description	Size
/opt/hp/dma	Contains the software modules used to initiate and run HP DMA workflows. This directory only contains static content.	For the current release, the required disk space is about 0.4 GB. The actual size varies slightly depending on the operating system of the managed server.
/var/opt/hp/dma	Not used in the current release. Will be used in future releases.	
/var/tmp/dma	Contains temporary files needed during workflow execution, such as step and function code.	<p>The disk space required for a workflow's execution depends on the workflow and the debug level that is used. Typically, a workflow's execution requires less than 15 MB of disk space, even with the maximum debug level. Unless specifically configured to keep the temporary files, HP DMA will delete the temporary files upon workflow completion.</p> <p>The disk space for this directory can be calculated as the number of workflows running in parallel multiplied by 15 MB.</p> <p>Development systems—where files may be kept for debugging—require additional disk space. The additional disk space depends on the number of workflows that run in parallel and number of workflow artifacts saved for debugging.</p>

Directory	Description	Size
Temporary directories	<p>User-specified directories on the managed server that hold temporary files. Some directories may contain installation binaries or patches that are either stored on the managed server or downloaded from HP Server Automation. Other directories may contain extracted ZIP files.</p> <p>Common parameter names are: Staging Directory, Download Location, Extract Location, Archive Location, and Download Target Destination.</p>	<p>Adequate disk space must be available in the temporary directories to avoid workflow failures. The size depends upon which workflows will be executed on a target and whether or not temporary files are deleted upon workflow completion.</p> <p>Refer to the workflow documentation for disk space requirements.</p>

## Create and Configure the Oracle Database

This section describes how to create and configure the Oracle database that will be used by HP DMA.

You need a username and password for this Oracle database.

Have your database administrator (DBA) create an Oracle Database Enterprise or Standard Edition version 11g R2 or 12c database to be used by HP DMA. Make sure the Oracle Listener and database are up and running.

Depending on how your company manages Oracle Database, do one of the following things:

- Have your DBA create the Oracle Instance and the two tablespaces.
- Perform the [Steps to Configure the Oracle Database](#) below.

Your Oracle Database database must be up and running before installing HP DMA.

## Steps to Configure the Oracle Database

This topic shows you how to configure an Oracle database that will be used by HP DMA 10.30.

**Note:** If you use the automated installation process (see [Automated HP DMA Installation](#)), you do not need to follow the instructions in this section.

In the commands that follow, replace the variables (found within <>'s) with values appropriate for your environment:

Variable	Example	Description
<database_username>	dma	Oracle database username
<database_password>	myOraclePassword	Oracle database password
<Oracle_SID>	dma	Oracle Database Instance
<DMA_data_file>	/u01/app/oracle/oradata/ dma/dma_data1.ora	Fully qualified path to the hpdma_data file
<file_size>	100	File size in MB, a number from 1 to 10000
<DMA_indx_file>	/u01/app/oracle/oradata/ dma/dma_indx.ora	Fully qualified path to the hpdma_indx file

On your Oracle Database system do the following:

1. Connect to the Oracle database and create the hpdma\_data and hpdma\_indx tablespaces.

**Tip:** Consult your DBA on the autoextends options.

- In most cases run this command: `sqlplus / as sysdba`
- If you have multiple databases set up with remote authentication configured, run the following command instead: `sqlplus /@<Oracle_SID> as sysdba`

```
create tablespace hpdma_data datafile '<DMA_data_file>' size
<file_size>M autoextend on;
create tablespace hpdma_indx datafile '<DMA_indx_file>' size
<file_size>M autoextend on;
exit;
```

2. If you do not already have an existing user, create the user, and give the user permissions. For example:

```
create user <database_username> identified by <database_password> default
tablespace hpdma_data;
grant connect,resource to <database_username>;
grant create public synonym to <database_username>;
```

**Tip:** If the database password changes in the future, see [Oracle Database Password Changed](#).

3. If you are using Oracle 12c, execute the following commands:

```
alter user <database_username> quota <file_size>M on hpdma_data;
alter user <database_username> quota <file_size>M on hpdma_indx;
```

4. Start the TNS listener after creating the database.

## Obtain a Signed Server Certificate

In a production environment, you should always use a server certificate signed by a trusted Certificate Authority (CA) in accordance with your company's security policy.

**Tip:** Make sure you check your company's security policy for the correct procedure.

To obtain a signed certificate, you must generate a certificate signing request for your HP DMA server and submit it to your CA. The CA will send you a digitally signed certificate via email. You can then import the signed certificate into the keystore. (See [Configure SSL on the HP DMA Server \(Manual\)](#) on page 33 for more information.)

# Other Requirements

## HP Server Automation (SA)

HP Server Automation needs to be up and running.

The person who integrates HP DMA with SA—probably your SA administrator—needs the following:

- Root access to the SA server
- Ability to create users, groups, and permissions
- OGS (SA Global Shell) access

This person should have the highest possible administrative rights. Although these rights may not be needed for all steps, they will help the process go smoothly.

## Servers

HP DMA and SA can run on the same server (OS instance).

HP DMA and SA can use the same Oracle installation and database, but each product needs to be configured in separate schemas.

## Ports

The following ports need to be available:

- HP DMA: 8443 is the default port, but HP DMA can be configured to use a different port if necessary.
- Oracle Database: The Oracle port needs to match how the database is configured—1521 is the default.
- SA: The SA port is 443.

## Firewalls

The firewalls need to have the following ports open:

- Incoming on the port configured for HP DMA
- Outgoing on the ports configured for Oracle Database and SA

The firewalls need to allow SA managed servers running HP DMA workflows to access the HP DMA server on port 8443—or a proxy server can be used.

**Tip:** See [Use a Proxy Server with HP DMA](#) on page 87 for more information about how to set up a proxy server with HP DMA.

## Privileges

To install packages on all UNIX®-type machines you must log on as a user that has root access.

# Chapter 2: How to Install HP DMA

This chapter contains the following topics and should be performed in order:

Topic	Description
<a href="#">Install the HP DMA Server</a>	Step-by-step instructions about how to install the HP DMA 10.30 server.
<a href="#">Configure SSL on the HP DMA Server (Manual)</a>	Step-by-step instructions about how to configure SSL on the HP DMA 10.30 server.
<a href="#">Install the HP DMA Client for SA</a>	Step-by-step instructions about how to install the HP DMA 10.30 client.
<a href="#">Integrate HP DMA with HP Server Automation</a>	Step-by-step instructions about how to integrate HP DMA 10.30 with HP Server Automation. These steps should be performed by the SA administrator.
<a href="#">Start HP DMA</a>	Directions to start HP DMA 10.30.
<a href="#">Set Up HP DMA</a>	General information about how to use HP DMA 10.30 to set up the connector, roles, capabilities, and targets, and to import a solution pack.

**Note:** An automated script is available that can speed up the installation process. For information about this script, see [Automated HP DMA Installation](#).

# Install the HP DMA Server

This stage shows you how to install the HP DMA server.

**Note:** If you use the automated installation process (see [Automated HP DMA Installation](#)), you do not need to follow the instructions in this section.

In the commands that follow, replace the variables (found within <>'s) with values appropriate for your environment:

Variable	Example	Description
<database_username>	dma	Oracle Database username—must be the same username that you used when you created your Oracle database in <a href="#">Steps to Configure the Oracle Database</a>
<database_password>	myOraclePassword	Oracle Database password—must be the same password that you used when you created your Oracle database in <a href="#">Steps to Configure the Oracle Database</a>
<DMA_server>	dma.mycompany.com	Fully qualified host name of the HP DMA server <b>Note:</b> This cannot be localhost.
<Oracle_SID>	dma	Oracle Database Instance—must be the same instance that you used when you created your Oracle database in <a href="#">Steps to Configure the Oracle Database</a>
<Oracle_Server>	oracle.mycompany.com	Fully qualified host name of the Oracle Database server—must be the same server that you used when you created your Oracle database in <a href="#">Steps to Configure the Oracle Database</a> <b>Note:</b> This cannot be localhost.

<jdbc_string>	jdbc:oracle:thin:@oracle.mycompany.com:1521:dma	Java Database Connectivity (JDBC) connection string in the following format:  jdbc:oracle:thin:@<Oracle_Server>:1521:<Oracle_SID>  <b>Note:</b> Other connection string syntax is possible. Consult your Oracle DBA for the company standard.
<SA_Server>	saserver.mycompany.com	Fully qualified host name of the HP Server Automation server

On your Red Hat Enterprise Linux HP DMA server (<DMA\_server>) do the following:

1. Get the dma-server-10.30.000.000-0.x86\_64.rpm file from the HP DMA 10.30.000.000 installation media under the DMA\_10.30.000.000\_Server\_and\_Client folder.
2. Run the following commands as root to install the HP DMA server:

```
$ cd DMA_10.30.000.000_Server_and_Client
$ rpm -ivh dma-server-10.30.000.000-0.x86_64.rpm
```

**Note:** Only run the installation command one time.

3. Baseline your database. This will create your schema and put the database into the default state. Run the following commands as root. For example:

```
$ cd /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF
```

**Note:** Replace the arguments in the following command with values appropriate for your environment. For readability, the options are listed on separate lines—you must build the command in a single line. If you cut and paste from this PDF, make sure that the dashes (--) copy correctly.

For a full description of all the baseline options, see [HP DMA Baseline Options](#) on page 160.

This command does not baseline the connector. You will configure the connector later (see [Configure the Connector](#) on page 56).

```
$ sh ./dmaBaselineData.sh --create-tables
--create-context
--database-username <database_username>
--database-password <database_password>
--jdbc-connection-string <jdbc_string>
--dma-hostname <DMA_server>
```

**Note:** If you receive an error, see [Troubleshooting](#) on page 104.

4. On your HP DMA server, run the following script command to copy the required JAR files from the

SA server to the HP DMA server. For example (enter as a single line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/copyJars.sh  
<SA_Server>
```

**Note:** Whenever the SA Core is upgraded you need to rerun this command.

**Note:** You have completed installing the initial stage—the command line setup—of the HP DMA server.

In the next stage you will configure SSL on the HP DMA server.

## Configure SSL on the HP DMA Server (Manual)

To configure SSL on the HP DMA server, you must complete the following steps:

1. [Generate a Private Key for the Server](#) on the next page
2. [Generate the Certificate Signing Request to Obtain Signed Server Certificates](#) on page 35
3. [Import the SSL Server Certificates](#) on page 36
4. [Configure the HP DMA Server to Use Your Certificate](#) on page 38
5. [Verify the SSL Connection](#) on page 40

For a production environment, you should have the server certificate signed by a trusted Certificate Authority (CA).

**Caution:** If you are using an SA gateway infrastructure as a proxy network, you must have a subject alternate name (SAN) as part of your signed certificate:

- The SAN must be type IP.
- The SAN value must be the IP address—not the domain name—of the HP DMA server.

For detailed instructions and an example of the `keytool` command that sets up the SAN, see [Use a Proxy Server with HP DMA](#).

**Tip:** The process of producing a PDF file inserts line breaks in long lines of text, including commands that should be entered on a single line. When you execute the commands shown in this document, be sure to first remove any line breaks that might be present.

## About keytool

Many procedures in this section use the `keytool` utility, which is located in the following directory on the HP DMA server:

```
/opt/hp/dma/server/jre/bin
```

**Caution:** To follow the procedures in this document as written, add `/opt/hp/dma/server/jre/bin` to your path before executing the `keytool` command.

Run the following command to verify which `keytool` will be used:

```
which keytool
```

## Generate a Private Key for the Server

The first step in configuring SSL on the HP DMA server is to generate a private key for that server. You can do this by using the `keytool` utility that is part of the Java Runtime Environment (JRE).

If the keystore already exists on the server, you can add the key to it. If the keystore does not yet exist, `keytool` will create it.

### To generate a private key for the server:

1. Log in to the HP DMA server as the root user.
2. Execute the following command (all on one line):

```
/opt/hp/dma/server/jre/bin/keytool -genkeypair -alias <keyalias> -keyalg RSA -keysize 2048 -  
dname "CN=<DMAserver>,OU=<orgunit>,O=<org>,L=<location>,S=<state>,C=<country>" -  
keypass <password> -keystore <storefile> -storepass <password> -validity <numberdays>
```

**Caution:** If you are using an SA gateway infrastructure as a proxy network, append `-ext SAN=ip:xx.xx.xxx.xxx` to the `keytool` command, replacing `xx.xx.xxx.xxx` with the desired IP address. For additional information, see [Use a Proxy Server with HP DMA](#).

The variables used here refer to the following information:

Variable	Description
<keyalias>	Unique alias for the server's private key. This will be used to associate the server certificate with its private key. For HP DMA, set to <code>tomcat</code> .
<DMAserver>	Fully qualified host name of the server hosting the HP DMA server.
<orgunit>	The organizational unit (business unit) that owns this server.
<org>	The organization (company) that owns this server.
<Location>	The city in which this server physically resides.
<state>	The state or province in which this server physically resides.
<country>	The country in which this server physically resides.
<password>	The password for both the keystore and this private key.
<storefile>	Keystore file name. For example: <code>/opt/hp/dma/server/.mykeystore</code>
<numberdays>	The number of days that the key will be valid.

For example:

```
/opt/hp/dma/server/jre/bin/keytool -genkeypair -alias tomcat -keyalg RSA  
-keysize 1024 -dname "CN=myserver.mycompany.com,OU=IT,O=mycompany,  
L=Fort Collins,S=Colorado,C=US" -keypass mypassword  
-keystore /opt/hp/dma/server/.mykeystore -storepass mypassword -validity 365
```

**Note:** You must use the same password for the `-keypass` and `-storepass` settings.

3. To verify that the private key was created, execute the following command (all on one line):

```
/opt/hp/dma/server/jre/bin/keytool -list -v -keystore <storeFile>  
-storepass <password>
```

## Generate the Certificate Signing Request to Obtain Signed Server Certificates

In a production environment, you should always use a server certificate signed by a trusted Certificate Authority (CA) in accordance with your company's security policy.

**Tip:** Make sure you check your company's security policy for the correct procedure.

If you have not already obtained signed certificates, generate a certificate signing request for your HP DMA server and submit it to your CA. The CA will send you digitally signed certificates via email. You can then import the signed certificates into the keystore.

**To generate the certificate signing request for the private-public key pair:**

1. Log in to the HP DMA server as the root user.
2. Execute the following command (all on one line):

```
/opt/hp/dma/server/jre/bin/keytool -certreq -v -alias <keyAlias>  
-keypass <password> -keystore <storefile> -storepass <password>
```

For example:

```
/opt/hp/dma/server/jre/bin/keytool -certreq -v -alias tomcat  
-keypass mypassword -keystore /opt/hp/dma/server/.mykeystore  
-storepass mypassword
```

Your certificate request will appear on stdout.

3. Submit the certificate signing request (the output of the `keytool -certreq` command) to your CA. The CA will provide instructions for submitting this request.

### To receive the certificates from your CA:

In response to your request, the CA will send you a signed server certificate. Your CA may also send you the root certificate and any intermediate certificates required.

**Note:** The root and intermediate certificates may be bundled in a single file, or they may be delivered as separate files. Your CA will provide instructions for importing the root and any intermediate certificates into the keystore.

If your certificates are delivered in the body of an email message (versus a file), copy the certificates into a file. For example: `myserver.mycompany.com.cer`

**Caution:** Before you proceed, make a copy of your keystore.

**Note:** Next, you will import the contents of this file into the keystore.

## Import the SSL Server Certificates

**Note:** The order of operations is important—you must import the root certificate and any intermediate certificates before you import your signed server certificate. This will enable you to properly chain your server certificate to the root certificate.

Follow the instructions that your CA provided for importing the root and any intermediate certificates into the keystore.

To import the signed server certificate into your keystore, do the following:

1. To import the root and intermediate certificates, execute the following command (all on one line) for each of the certificates that your CA provided:

**Note:** Your CA may provide any or all of these certificates:

- Root certificate
- Primary intermediate certificate
- Secondary intermediate certificate

```
/opt/hp/dma/server/jre/bin/keytool -import -v -noprompt -trustcacerts  
-alias <keyalias> -file <CAcert> -keystore <storefile> -storepass <password>
```

The variables used here refer to the following information:

Variable	Description	Examples
<i>&lt;keyAlias&gt;</i>	Unique alias for the server's private key. This will be used to associate the server certificate with its private key.	For root certificate: my-root-cert For primary intermediate certificate: my-cert-pri For secondary intermediate certificate: my-cert-sec
<i>&lt;CAcert&gt;</i>	File that contains the contents of the certificate.	For root certificate: CA-root-cert.cer For primary intermediate certificate: CA-cert-pri.cer For secondary intermediate certificate: CA-cert-sec.cer
<i>&lt;storefile&gt;</i>	Fully qualified keystore file name.	/opt/hp/dma/server/.mykeystore
<i>&lt;password&gt;</i>	The password for both the keystore and the private key.	mypassword

- To import your signed server certificate, execute the following command (all on one line):

```
/opt/hp/dma/server/jre/bin/keytool -import -v -noprompt -alias <keyAlias>
-file <my-cert> -keystore <storefile> -storepass <password> -trustcacerts
```

Here, *<my-cert>* is the file that contains your signed certificate and *<keyAlias>* is the same alias as for the private key. For example:

```
/opt/hp/dma/server/jre/bin/keytool -import -v -noprompt -alias my-root-cert
-file myserver.mycompany.com.cer -keypass mypassword
-keystore /opt/hp/dma/server/.mykeystore -storepass mypassword -trustcacerts
```

- Run the following command to verify the contents of your keystore (all on one line):

```
/opt/hp/dma/server/jre/bin/keytool -list -keystore <storeFile>
-storepass <password>
```

For example:

```
/opt/hp/dma/server/jre/bin/keytool -list
-keystore /opt/hp/dma/server/.mykeystore -storepass mypassword
```

You should see the following type of output:

```
Keystore type: JKS
Keystore provider: SUN
Your keystore contains 2 entries
myrootcert, Aug 15, 2011, trustedCertEntry,
Certificate fingerprint (MD5):
B5:95:C3:7C:61:A2:60:48:43:84:D5:70:29:F1:AC:E9
myserver, Aug 15, 2011, PrivateKeyEntry,
Certificate fingerprint (MD5):
A4:E5:D7:3D:10:12:11:C2:F8:8B:29:E4:9B:97:21:07
```

In this example, only the root certificate was used—there was no intermediate certificate. If a single intermediate certificate is used, your keystore will contain three entries.

**Tip:** To view more detailed information, you can use the `-v` option with this command:

```
/opt/hp/dma/server/jre/bin/keytool -list -v -keystore <storeFile>
-storepass <password>
```

## Configure the HP DMA Server to Use Your Certificate

After you add your server certificate to the keystore, this section directs you to do the following:

- Edit the `<Connector>` element in the `server.xml` file for the HP DMA Web Server
- Change the `trustAllCertificates` value in the `dma.xml` file to `false`

### To configure the HP DMA server to use your certificate:

1. As root, stop the HP DMA Server using the following command:

```
service dma stop
```

2. Open the following file in a text editor:

```
/opt/hp/dma/server/tomcat/conf/server.xml
```

3. Identify the default SSL Connector element:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
maxThreads="150" scheme="https" secure="true" clientAuth="false"
sslProtocol="TLS" keystoreFile="/opt/hp/dma/server/.mykeystore"/
```

4. If commented out, remove the comment delimiters (`<!--` and `-->`) around the SSL Connector element.
5. Specify the following attributes:

```
<Connector port="<SSLport>" protocol="HTTP/1.1" SSLEnabled="true"  
scheme="https" secure="true" sslProtocol="TLS" keystoreFile="<storefile>"  
keyAlias="<keyAlias>" keystorePass="<password>" />
```

The variables used here represent the following information:

Variable	Description
<code>&lt;keyAlias&gt;</code>	Unique alias for the server's private key (see <a href="#">Generate a Private Key for the Server</a> on page 34).
<code>&lt;SSLport&gt;</code>	Port that will be used for: <ul style="list-style-type: none"><li>• SSL communication between the HP DMA Server and the HP DMA clients</li><li>• Accessing the HP DMA user interface</li></ul>
<code>&lt;storefile&gt;</code>	Keystore file name. For example: <code>/opt/hp/dma/server/.mykeystore</code>
<code>&lt;password&gt;</code>	The password for both the keystore and this private key.

For example:

```
<Connector port="443" protocol="HTTP/1.1" SSLEnabled="true"  
scheme="https" secure="true" sslProtocol="TLS"  
keystoreFile="/opt/hp/dma/server/.mykeystore"  
keyAlias="myserver" keystorePass="mypassword" />
```

6. Save the `server.xml` file.
7. Open the following file in a text editor:  
`/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml`

8. Identify the following line:

```
<Parameter name="com.hp.dma.conn.trustAllCertificates" value="true" />
```

9. Set the value to false.

```
<Parameter name="com.hp.dma.conn.trustAllCertificates" value="false" />
```

If the line does not exist, add it.

10. Locate the following line:

```
<Parameter name="com.hp.dma.core.webServiceUrl"  
value="https://<DMAServer>:8443/dma"/>
```

For example:

```
<Parameter name="com.hp.dma.core.webServiceUrl"  
value="https://dmaserver.mycompany.com:8443/dma"/>
```

11. Ensure that the `<DMAServer>` specified in the `webServiceUrl` value matches the `<DMAServer>` configured in the public certificate. They must both be IP addresses or both be host names.
12. If you changed the `<SSLport>` in the `server.xml` file, also change the `<SSLport>` specified in the `webServiceUrl` value:

```
<Parameter name="com.hp.dma.core.webServiceUrl"  
value="https://<DMAServer>:<SSLport>/dma"/>
```

Here, `<SSLport>` must match the `<SSLport>` configured in the `server.xml` file. For example:

```
<Parameter name="com.hp.dma.core.webServiceUrl"  
value="https://dmaserver.mycompany.com:443/dma"/>
```

13. Save the `dma.xml` file.
14. As root, start the HP DMA Server by using the following command:  

```
service dma start
```

## Verify the SSL Connection

To verify your SSL connection, do the following:

1. Log in to your HP DMA server.
2. HTTPS protocol indicates that the HP DMA Server is communicating with the HP DMA Client using SSL.
3. The lock icon () in the address bar indicates that the HP DMA Server is communicating with the HP DMA Client using SSL.

If there is a problem with the website security certificate, you will see a shield icon () with a warning message.

4. For a test, execute an HP DMA deployment.
5. When it finishes, navigate to the Automation > History page.
6. Select your deployment and then choose the Step Output tab in the bottom pane.

7. Verify that the deployment ended in SUCCESS—or at least did not have any errors indicating client-server communication issues.
8. Choose the Connector Output tab in the bottom pane.
9. Check that the following line is not in the output:

```
Warning: DMA Client is trusting all HTTPS Certificates
```

If it is in the output, go back to [Configure the HP DMA Server to Use Your Certificate](#) on page 38, make the change in the `dma.xml` file, and then execute the deployment again.

If the above tests all pass, your SSL certificate is properly configured.

**Note:** You have completed configuring SSL on the HP DMA server.

In the next stage you will install the HP DMA client for SA.

## Configure Self-Signed Certificate on managed server (Automated)

To configure SSL on the HP DMA Server, you must complete the following step

1. Create a folder into which the DMA self-signed certificate will be created.

**Note:** This step has to be performed on Server Automation (SA).

Example: Folder name: DMA Self-Signed Certificate.

2. As root, stop the DMA server using the following command:

```
service dma stop
```

3. Open the following file in a text editor:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

4. Identify the following line:

```
<Parameter name="com.hp.dma.conn.trustAllCertificates" value="true"/>
```

5. Set the value to false.

```
<Parameter name="com.hp.dma.conn.trustAllCertificates" value="false"/>
```

6. Save the `dma.xml` file.

7. Run the command:

```
cd /opt/hp/dma/server/client_bits
```

```
sh dma_upload_self_signed_certificate.sh -host <host-name/IP> -user <username> -  
password <password> -folderName /DMA Self-Signed Certificate -alias-name <alias_  
name_of_certificate>
```

The default keystore name for the server is "keystore" and the default password is "changeit". Optional parameters to provide the keystore name and the password:

```
-server-keystore-name <server keystore name>  
-server-keystore-pass <server keystore password>
```

The default keystore name for the client is "cacerts" and the default password is "changeit". Optional parameters to provide the keystore name and password:

```
-client-keystore-name <client keystore name>  
-client-keystore-pass <client keystore password>
```

**Note:** If you omit the password option, you will be prompted for the password.

8. As root, start the DMA server using the following command:

```
service dma start
```

Verify that the policy has been properly uploaded, perform the following steps in the SA Client:

Go to **Library > By Folder > DMA Self-Signed Certificate**

The DMA Self-Signed Certificate should be populated. Verify that the DMA Self Signed Certificate Files is included.

9. For each server that will be used as an HP DMA target, attach and remediate the DMA Self Signed Certificate Files policy.

## Install the HP DMA Client for SA

This stage shows you how to install the HP DMA Client for SA on the HP DMA server.

**Note:** If you use the automated installation process (see [Automated HP DMA Installation](#)), you do not need to follow the instructions in this section.

**Note:** The HP DMA Client for SA is used to create an HP DMA software policy in HP Server Automation (SA). This needs to be done once per SA mesh.

On the HP DMA server, get the `dma-sa-client-10.30.000.000-0.x86_64.rpm` file from the HP DMA 10.30.000.000 installation media under the `DMA_10.30.000.000_Server_and_Client` folder, and then run the following commands as root:

```
$ cd DMA_10.30.000.000_Server_and_Client
$ rpm -ivh dma-sa-client-10.30.000.000-0.x86_64.rpm
```

**Note:** You have completed installing the HP DMA Client for SA.

In the next stage you will integrate HP DMA with HP Server Automation.

# Integrate HP DMA with HP Server Automation

**Caution:** This stage of the installation process integrates HP DMA with HP Server Automation (SA) and should be performed by an SA administrator—someone with SA administrator privileges and access.

HP DMA uses HP Server Automation (SA) as an agent infrastructure. HP DMA integrates with SA to authenticate users, associate users with groups, and determine user privileges. HP DMA uses SA to acquire knowledge of servers and to send requests to execute workflows on servers. Before HP DMA can actually work, you have to perform a series of integration steps on your SA system as well as on your new HP DMA server.

You should work closely with your SA administrator to perform the tasks listed below. Your SA administrator may have guidelines or policies for specific aspects of the integration—for example, setting up SA users with HP DMA access privileges. Furthermore, your SA administrator may have implemented a fine-grained security model requiring different users to perform different tasks in the list below. It is a good idea to delegate the actual SA integration to your SA administrator.

**Note:** Any server that will be used as an HP DMA target needs to be managed by SA. It must also have the DMA Client Files software policy.

This section contains the following topics and should be performed in order:

Topic	Description
<a href="#">SA Integration Requirements</a>	Information about the requirements that must be satisfied before integrating HP DMA with SA.
<a href="#">Overview of the HP DMA and HP Server Automation Integration Process</a>	Overview of the steps to integrate with SA—to be performed by the SA administrator.
<a href="#">Import the HP DMA APX</a>	Detailed instructions for the SA administrator to configure the SA Automation Platform Extension (APX) to be used by HP DMA.
<a href="#">Install the DMA Client Files Policy</a>	Detailed instructions for the SA administrator to install and remediate the DMA Client Files policy.
<a href="#">Set Up the SA Groups and Users</a>	Detailed instructions about the SA groups and SA users that need to be set up by the SA administrator along with their required permissions.

## SA Integration Requirements

You must meet the following requirements before you can integrate HP DMA 10.30 with HP Server Automation (SA):

- Make sure that you have met all the general HP DMA installation requirements in [Pre-Installation Requirements](#) on page 15.
- You have already installed and configured the HP DMA server software. If you have not done so, see [Install the HP DMA Server](#) on page 30.
- You have already installed and configured the HP DMA Client for SA. If you have not done so, see [Install the HP DMA Client for SA](#) on page 43.
- The HP DMA server software and the HP DMA Client for SA software must be installed on the same system. This system will be referred to as the HP DMA server in the following instructions.

## Overview of the HP DMA and HP Server Automation Integration Process

The SA administrator needs to perform the following general steps:

1. Install the HP DMA Automation Platform Extension (APX) on the SA server.
2. Install the DMA Client Files policy on the SA server.
3. Attach and remediate the DMA Client Files policy on all SA managed servers that will be used as HP DMA targets.
4. Set up the SA groups that will have HP DMA access privileges.
5. Set up the SA user that HP DMA will use to connect to SA. This user must be permitted to access SA APIs.

In the commands that follow, replace the variables (found within <>'s) with values appropriate for your environment:

Variable	Example	Description
<SA_Server>	saserver.mycompany.com	Fully qualified host name of the HP Server Automation server
<DMA_server>	dma.mycompany.com	Fully qualified host name of the HP DMA server

## Import the HP DMA APX

This topic shows you how to configure the SA Automation Platform Extension (APX) for HP DMA.

The HP DMA APX can be imported into HP Server Automation Virtual Appliance 10 (SAVA) or HP Server Automation Enterprise Edition (Enterprise SA):

- For SAVA: The HP Live Network connector (LNC) must be used.
- For Enterprise SA: LNC can be used or the APX can be imported manually.

## HP Live Network Connector Overview

Follow the SAVA or Enterprise SA instructions for configuring the HP Live Network connector. The APX is contained in the `content.sa_dma` HP LN Stream. SAVA uses the "Command-line Web Utilities Launcher" to configure LNC. Enterprise SA uses an installation of HP Live Network connector (LNC) as described in the LNC documentation (see [HP Software Documentation](#)).

After the stream is loaded, the following APXs will be visible in the `/DMA_APX` folder:

- Update West Apx user on Windows
- westApx

**Note:** This user who will run the Update West APX must have read, write, and execute permission on the objects within the `/DMA_APX` folder.

## SAVA Installation of the HP DMA APX

**Note:** This method can only be used for SAVA.

From the SA client, as a user with list and execute permission on the objects in the `/Opware/Tools/Administrative Extensions` folder, do the following:

1. Go to the Library > By Type tab, and then select Extensions > Web.
2. From Web, select the Command-line Web Utilities Launcher.
3. Select HP Live Network Connect (the default).
4. To write the configuration to SAVA, execute the following command:

```
/opt/opsware/hpln/lnc/bin/live-network-connector write-config  
--username=<username> --password=<password> --stream=content.sa_dma
```

Here `<username>` and `<password>` are your HP Passport user name and password. (See [Support](#) on page 6 for more information about obtaining an HP Passport account.)

**Note:** Additional configuration can be added to the configuration using the `--add` option in the `live-network-connector` command. See *HP Live Network connector User Guide* for more information.

5. To download and import using the saved configuration, execute the following command:

```
/opt/opsware/hpln/lnc/bin/live-network-connector download-import
```

The default is `download-import`, so after the configuration is set up `download-import` is not required for this HP Live Network connector command.

## Enterprise SA Manual Import of the HP DMA APX

**Tip:** The following steps must be performed by an SA administrator.

The SA user (`<SA_APX_User>`) who imports the HP DMA APX must belong to a group with the following privileges:

- SA Global Shell (OGSH) permission to Launch Global Shell.
- Manage Extensions (Read & Write) permission under Automation Platform Extension.
- List, Read, and Write permission on the `/DMA_APX` folder.

If the `/DMA_APX` folder does not yet exist, this user must have List, Read, and Write permission on the `/` (root) folder, where the `/DMA_APX` folder will be created.

**Note:** This method can only be used for Enterprise SA.

If HP Live Network connector is configured for `content.sa_dma`, then you do not need to manually import the HP DMA APX.

1. Work with the HP DMA user with root-level access to the HP DMA server (or the user that installed the RPMs on the HP DMA server) to do the following:

On the HP DMA server, copy the HP DMA APX to the SA server Global Shell. For example:

```
$ scp -P 2222 /opt/hp/dma/server/client_bits/westapx.zip  
<SA_APX_user>@<SA_Server>:westapx.zip  
$ scp -P 2222 /opt/hp/dma/server/client_bits/updateWinAdmin.zip  
<SA_APX_user>@<SA_Server>:updateWinAdmin.zip
```

2. Log in to the SA server Global Shell, and install the HP DMA APX using the defaults, for example:

```
$ ssh -p 2222 <SA_APX_user>@<SA_Server>  
$ apxtool import westapx.zip  
$ apxtool import updateWinAdmin.zip
```

By default this places the APX in `/DMA_APX`. If you want to place it somewhere else use the `-f <folder>` option.

To skip the prompts, add -F to the end of the command or else respond Y to all Y/N prompts.

**Note:** This creates the /DMA\_APX (or <folder>) folder.

## Install the DMA Client Files Policy

This topic shows you how to install the DMA Client Files policy on the SA server and then to attach and remediate the DMA Client Files policy on all SA managed servers that will be used as HP DMA targets.

**Tip:** The following steps must be performed by an SA administrator.

The SA user (<SA\_Policy\_User>) who installs the policy must belong to a group with the following privileges:

- Manage Software Policy—Read & Write under Policy Management.
- Manage Package—Read & Write under Package Management.
- List, Read, Write, and Execute permissions on the folder (/DMA\_Client) that will contain the HP DMA packages and policy.

**Note:** The following instructions assume that the HP DMA Client for SA is installed on the HP DMA server.

Follow these steps to install the DMA Client Files policy on your SA server, <SA\_Server>:

1. In the SA Client (see [About the SA Client](#) for more information), create a /DMA\_Client folder.
2. As root on the HP DMA server, go to the client\_bits folder and then run the dma\_upload script using your <SA\_Policy\_User> account. For example:

```
$ cd /opt/hp/dma/server/client_bits
$ sh ./dma_upload.sh -host <SA_Server> -user <SA_Policy_User>
  -password <SA_Policy_Password>
  -keyFile /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/publicKey
  -folderName /DMA_Client
```

**Note:** If you omit the password option (-password), you will be prompted for the password.

3. *Optional:* To verify that the policy has been properly uploaded, perform the following steps in the SA Client:  
Go to **Library > By Folder > DMA\_Client**  
The DMA\_Client folder should be populated. Verify that the DMA Client Files policy is included.
4. For each server that will be used as an HP DMA target, attach and remediate the DMA Client Files policy.

## Set Up the SA Groups and Users

This topic shows you how to set up the necessary SA groups and users for HP DMA.

**Tip:** The following steps must be performed by an SA administrator.

Your SA administrator may have a security model that is more finely grained. Follow your SA policies for naming and granting permissions to groups.

### HP DMA User Groups

The following table provides examples of the types of user groups that you will need to use and manage HP DMA in your environment.

Group Type	Example Name	Capability Required	Description
HP DMA administrators	DMA Admins	Administrator	Users in this group will perform HP DMA administrative duties.
Users who will create HP DMA workflows	DMA Workflow Creators	Workflow Creator	Users in this group will have the ability to create HP DMA workflows.  <b>Note:</b> Once a workflow is created, it can be modified using Role Based Access (RBAC) as needed.
Users who will run HP DMA workflows	DMA Workflow Runners	Login Access	Users in this group will have the ability to run HP DMA workflows.

#### To set up your HP DMA user groups:

1. On the SA server to which HP DMA will connect, create each of the groups listed in the table and any additional groups that you need.
2. Grant the following permissions to each group:
  - List, Read, and Execute permission for the /DMA\_APX folder
  - Managed Servers and Groups
  - READ access to all managed servers that will be added to HP DMA

In order to add servers to HP DMA organizations, a user must also have permission to see those servers in SA. This requires either Read permission on the pertinent customer or facility or Read permission on the device group (or groups) where the servers reside, depending on how your SA administrator manages permissions.

**Note:** Use the SA Client to grant these permissions. (See [About the SA Client](#) for more information.)

3. Add at least one user to each group.

Later, you will register these groups as HP DMA roles (see [Register HP DMA Roles](#)) and assign each role the appropriate HP DMA capability (see [Assign HP DMA Capabilities](#)).

## The HP DMA Connector User

An additional SA user, `<dma_connector_user>`, is required to configure the HP DMA connector to SA (see [Configure the Connector](#)).

**Note:** This user does not need to be a member of any of the SA groups that you just created.

This user will be used by HP DMA to connect to SA whenever a specific, personalized SA account cannot be used—for example, to verify whether a login is allowed.

### To create the HP DMA connector user:

1. On the SA server to which HP DMA will connect, create a new SA user (for example: `dma_connector_user`).
2. Grant this new user the following permissions:
  - List, Read, and Execute permission for the `/DMA_Client` folder
  - List permission for all parent folders of the `/DMA_Client` folder
  - Managed Servers and Groups
  - Manage Software Policy (READ)
  - READ access to all managed servers that will be added to HP DMA  
This requires either Read permission on the pertinent customer or facility or Read permission on the device group (or groups) where the servers reside, depending on how your SA administrator manages permissions.

**Note:** This completes the SA installation and integration steps that must be done by the SA administrator.

Next you should start HP DMA.

# Start HP DMA

The first time you start HP DMA you must log in as the default initial HP DMA administrator (`dma_initial_admin`) to configure the operating environment.

1. As root, start the HP DMA 10.30 server. For example:

```
$ service dma start
```

2. Use a web browser to connect to the HP DMA server:

```
https://<DMA_Server>:8443/dma
```

Here, `<DMA_Server>` is the fully qualified host name of your HP DMA server.

**Note:** If you use the Internet Explorer browser and cannot log in, see [The HP DMA Login Page Does Not Work with Internet Explorer](#).

3. Accept the certificates.

You will see the following page:



4. Enter an initial password for the `dma_initial_admin` user, retype the password, and then click **Submit**.
5. To log in, enter `dma_initial_admin` for the username, enter the new password for the password, and then click **Login**.

If you enter incorrect credentials 1-4 times You will receive the message: Credentials are incorrect or do not allow login.

If you enter incorrect credentials 5 times	You will receive the message: Max Number of logins attempted. Locking account.
If you enter incorrect credentials more than 5 times	The account will be locked for one hour and you will receive the message: Account is locked.

**Note:** Next you will perform the initial HP DMA setup using the HP DMA user interface.

## Set Up HP DMA

This section shows you how to initially set up HP DMA.

Two different HP DMA administrators must configure the HP DMA operating environment.

1. The initial default administrator, `dma_initial_admin`, must perform the following steps:

Topic	Description
<a href="#">Configure the Connector</a>	Step-by-step instructions about how to configure the HP DMA connector.
<a href="#">Register HP DMA Roles</a>	Step-by-step instructions about how to register the HP DMA roles.
<a href="#">Assign HP DMA Capabilities</a>	Step-by-step instructions about how to assign HP DMA capabilities.

2. Next, an HP DMA user whose role has Administrator capability—for example, the DMA Admins role—must perform the following steps:

Topic	Description
<a href="#">Add Available Targets</a>	Step-by-step instructions about how to add targets to HP DMA.
<a href="#">Import an HP DMA Solution Pack</a>	Step-by-step instructions about how to import an HP DMA solution pack.

## Configure the Connector

This topic shows you how to configure the connector that enables HP DMA and SA to communicate.

**Note:** You only do this once.

While you are logged in as `dma_initial_admin`, do the following:

1. On the **Setup > Connector** page, click the **Add Connector** button in the lower right corner.
2. Specify a name for your connector, and then click **Enter**.
3. Specify the Server Automation Host, Server Automation Username, and Server Automation Password for your connector:

The Server Automation Username is the SA user that you created in [Set Up the SA Groups and Users](#)—for example, `dma_connector_user`.

hp Database & Middleware Automation

Home Automation Reports Environment Solutions **Setup**

Configuration Permissions Capabilities Roles **Connector**

Connector

MySAconnector

Server Automation Host: saserver.mycompany.com

Server Automation Username: dma\_connector\_user

Server Automation Password: ●●●●●●

Save or CANCEL

4. Click **Save**.

You will receive the following message:

✓ Successfully configured connector. Please restart DMA Server by entering 'service dma restart' at command-line.

**Note:** If you receive an error, see [Troubleshooting](#) on page 104.

5. As root, restart the HP DMA 10.30 server. For example:  

```
$ service dma restart
```
6. Use a web browser to connect to the HP DMA server:  

```
https://<DMA_Server>:8443/dma
```

Here, `<DMA_Server>` is the fully qualified host name of your HP DMA server.
7. To log in, enter `dma_initial_admin` for the username, enter your password, and then click **Login**.

## Register HP DMA Roles

This topic shows you how to register HP DMA roles.

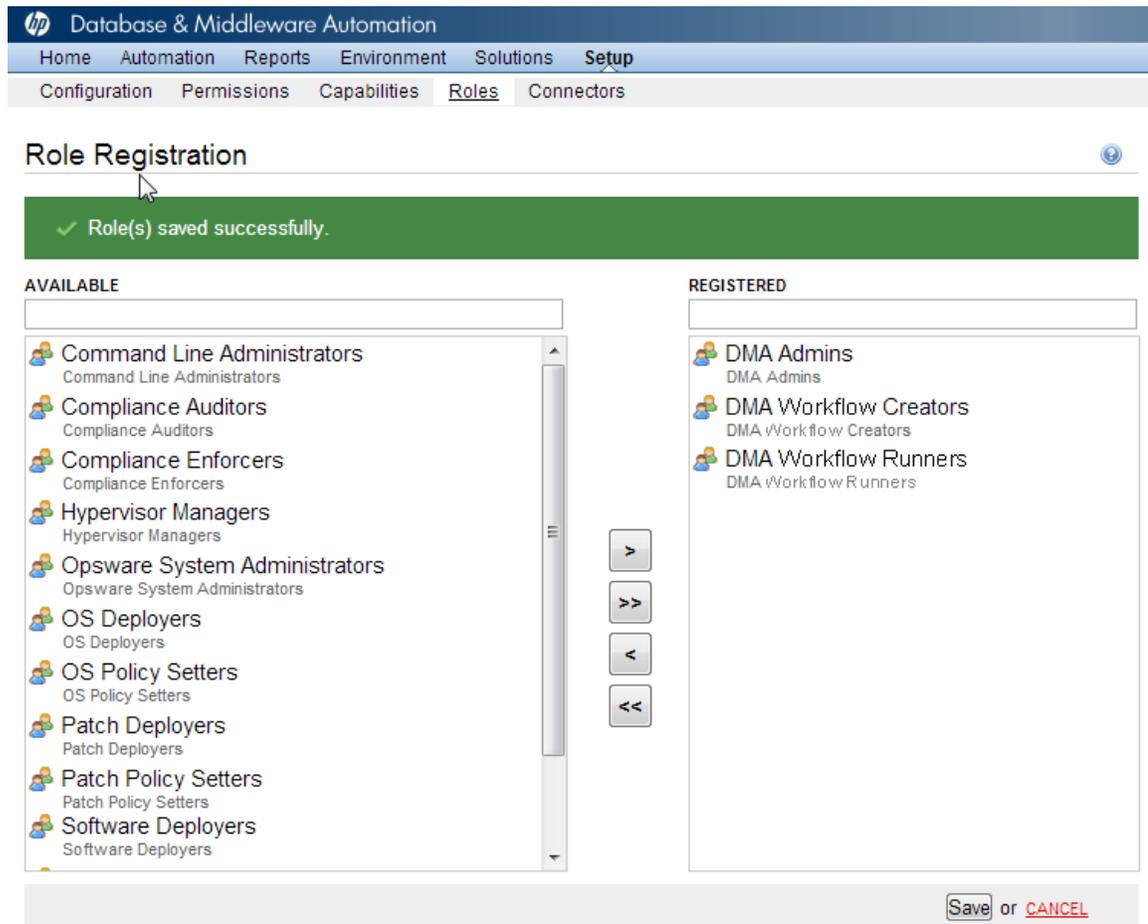
HP DMA obtains the complete set of available roles from HP Server Automation—including the groups that your SA administrator configured in [Set Up the SA Groups and Users](#).

While you are logged in as `dma_initial_admin`, do the following to register the roles that you want to use:

1. Go to **Setup > Roles**.

The roles that are available to be registered are listed on the left. The roles that are already registered are listed on the right.

2. Select an AVAILABLE user-group on the left and then click the  button. The selected role moves to the REGISTERED list on the right.



hp Database & Middleware Automation

Home Automation Reports Environment Solutions **Setup**

Configuration Permissions Capabilities **Roles** Connectors

### Role Registration

✓ Role(s) saved successfully.

**AVAILABLE**

- Command Line Administrators  
Command Line Administrators
- Compliance Auditors  
Compliance Auditors
- Compliance Enforcers  
Compliance Enforcers
- Hypervisor Managers  
Hypervisor Managers
- Opware System Administrators  
Opware System Administrators
- OS Deployers  
OS Deployers
- OS Policy Setters  
OS Policy Setters
- Patch Deployers  
Patch Deployers
- Patch Policy Setters  
Patch Policy Setters
- Software Deployers  
Software Deployers

**REGISTERED**

- DMA Admins  
DMA Admins
- DMA Workflow Creators  
DMA Workflow Creators
- DMA Workflow Runners  
DMA Workflow Runners

Save or CANCEL

3. Click the **Save** button to save your changes.

## Assign HP DMA Capabilities

This topic shows you how to assign HP DMA capabilities.

Capabilities are collections of related privileges. You must assign capabilities to each role that you registered in the previous step.

While you are logged in as `dma_initial_admin`, do the following to assign capabilities to roles:

1. Go to **Setup > Capabilities**.
2. Select a role on the left.
3. To assign a capability to a role, select the desired capabilities.

### Capabilities

Role	Login Access	Workflow Creator	Administrator
DMA Admins	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
DMA Workflow Creators	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
DMA Workflow Runners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[LOGIN ALL](#) [CREATOR ALL](#) [ADMINISTRATOR ALL](#)

**Note:** Only users whose roles have Administrator capability can import solution packs.

4. Click **Save** in the lower right corner.
5. Log out of HP DMA.

**Note:** This will log you out as the default initial administrator, `dma_initial_admin`.

## Add Available Targets

This topic shows you how to make target servers available to HP DMA users.

Log in to HP DMA as a user with Administrator capability—for example, a user with the DMA Admins role.

**Note:** If you receive an error, see [Troubleshooting](#) on page 104.

### To add servers:

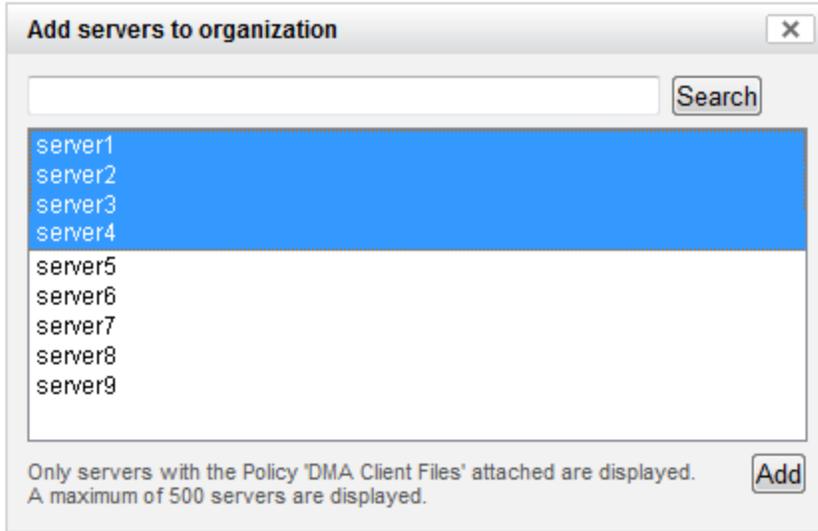
1. Go to the **Environment** page.
2. In the top Environment box, click **Default**.

**Note:** If you want to create and use other organizations, refer to the *HP DMA Administrator Guide*.

The screenshot displays the HP Database & Middleware Automation interface. The top navigation bar includes 'Home', 'Automation', 'Reports', 'Environment', 'Solutions', and 'Setup'. Below this, there are sub-navigation options: 'Dashboard', 'Smart Groups', and 'Custom Fields'. The main content area is titled 'Environment' and features a table with one row labeled 'Default'. To the right of the table is a 'NEW ORGANIZATION' link. Below the table, there is a 'Default' section with tabs for 'Properties', 'Custom Fields', and 'Roles'. The 'General' tab is active, showing a 'Name' field with the value 'Default'. At the bottom of the page, there is a 'DELETE' button with a red 'X' icon, and three buttons: 'Add servers', 'Save', and 'CANCEL'.

3. Click **Add servers** in the lower right corner. A new page will appear.

4. Select any servers that you want to use as HP DMA targets.

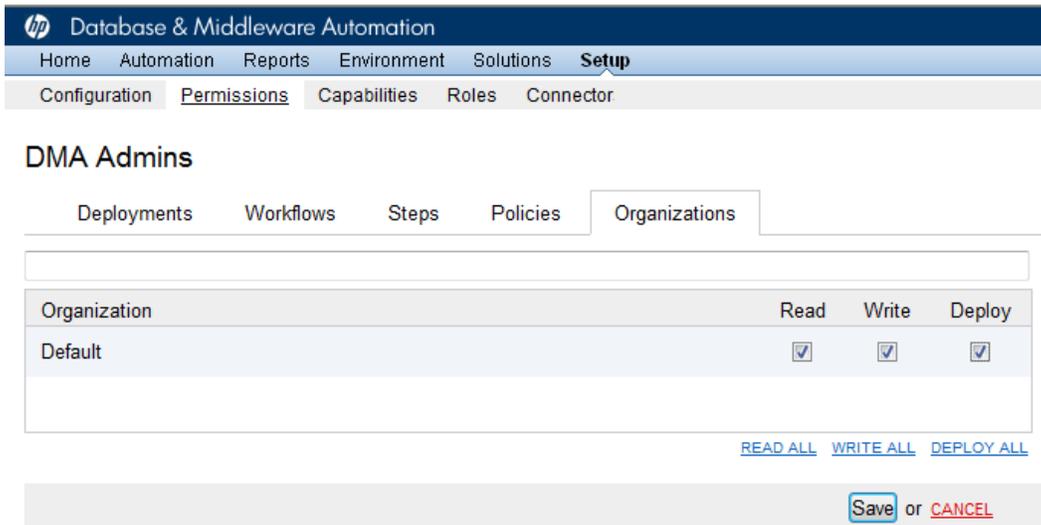


**Note:** If no servers are available to add to the organization, see [Troubleshooting](#) on page 104.

5. Click **Add** and then click **Save** in the lower right corner.

**To grant user roles permission to access the servers:**

1. Go to **Setup > Permissions**.
2. Select the name of the role to which you want to grant server permissions, for example: DMA Admins.
3. Click **Organizations**.
4. Select the appropriate permissions for this role, for example: Read, Write, and Deploy.



5. Click **Save** in the lower right corner.

## Import an HP DMA Solution Pack

This topic shows you how to import solution packs. These instructions apply to any solution pack.

The following instructions assume that you have purchased a license for HP DMA.

**Note:** Always check to see if there are more recent HP DMA patches available online. Due to frequent releases, it is possible that the solution packs provided on the installation media have since been updated.

**Tip:** You should import the Discovery solution pack first. It is not automatically installed in HP DMA. You must import it if you want to use the discovery workflows.

### To get the most recent HP DMA patch:

1. Go to the following web site: <https://softwaresupport.hp.com/>
2. Sign in using your HP Passport credentials (see [Support](#) on page 6 for more information).
3. Your dashboard experience is based on your SAID. Under **My Products**, select database and middleware automation.
4. Look under **Software Patch** to determine whether a more recent patch is available.
5. If there is a more recent patch, do the following:
  - a. Click the link for the desired patch.
  - b. Under **Download Information**, click the link to download the patch installation media.

### To access the HP DMA solution packs:

To access the HP DMA solution packs, download the zipped folder, unzip the folder, and extract the content: HP DMA10.30.000.000 (or patch) installation media.

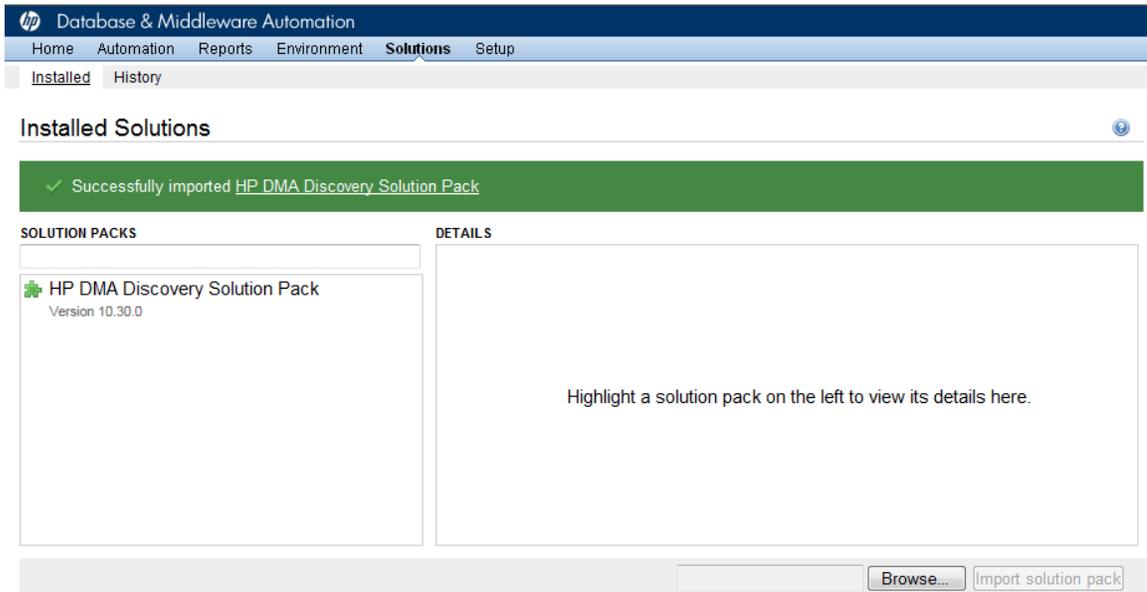
The solution packs are located in the following folders:

- The `DMA_10.30.000.000_Server_and_Client` folder contains the Discovery and Promote solution packs.  
The Discovery solution pack is not automatically installed with HP DMA. You must import it if you want to use the discovery workflows.
- The `DMA_10.30.000.000_Database_Solution_Packs` folder contains all of the database solution packs (provisioning, advanced provisioning, patching, advanced patching, compliance, refresh, and release management).
- The `DMA_10.30.000.000_Middleware_Solution_Packs` folder contains all of the application server solution packs (provisioning, patching, configuration management, and release management).

### To import the solution pack:

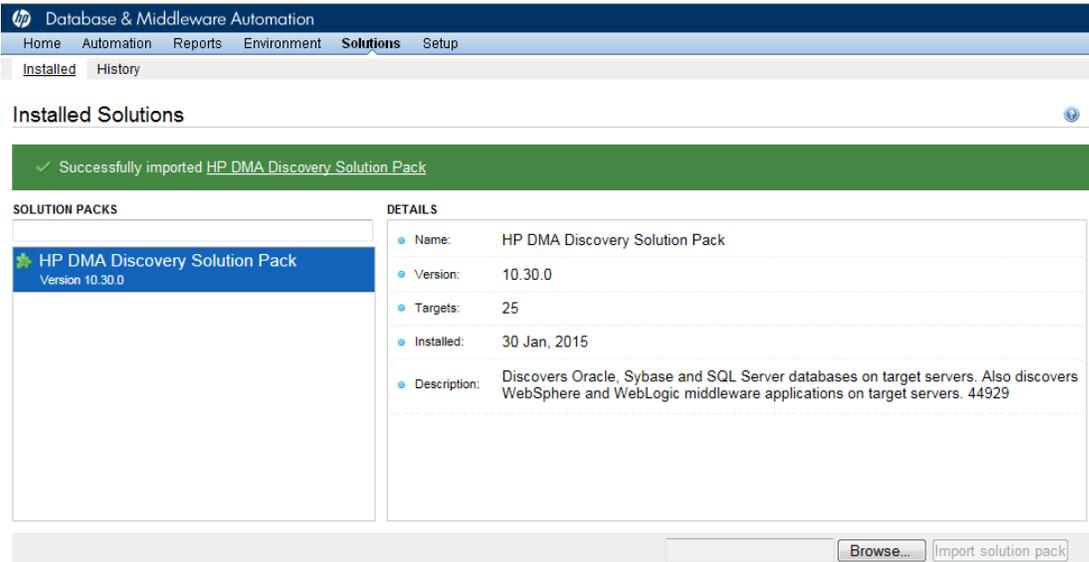
1. On the system where you mounted the installation media, open a web browser, and go to the following URL:  
`http://<HP DMA server>/dma/login`
2. Log in to the HP DMA server using an account with Administrator capability.
3. On the Solutions > Installed tab, click the **Browse** button in the lower right corner. The Choose File dialog opens.

**Note:** This button and the dialog that subsequently opens may have different names depending on the browser that you are using.

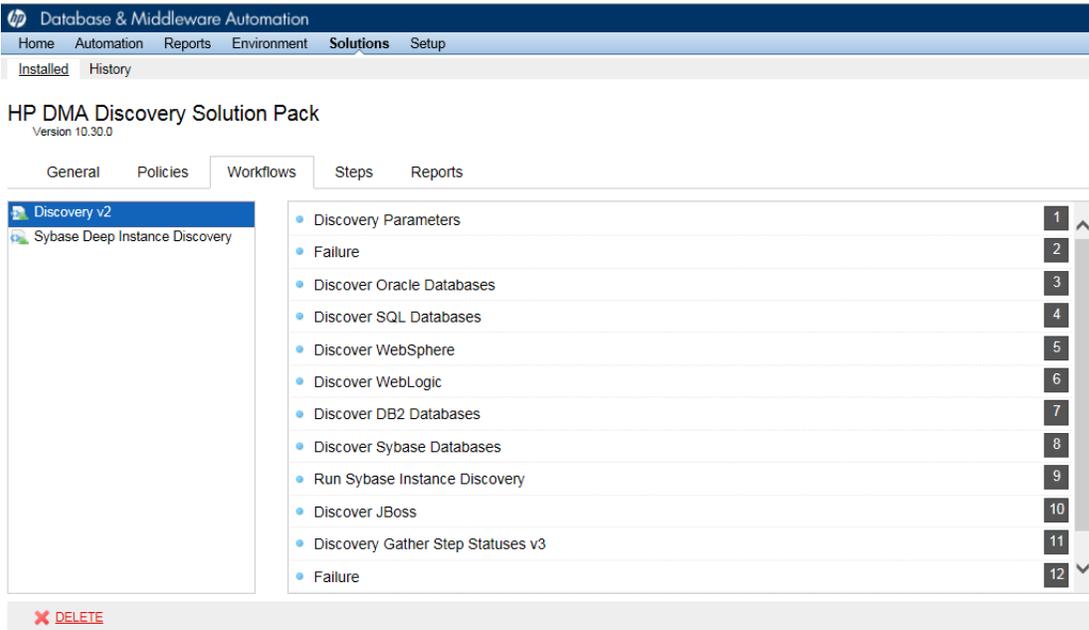


4. Locate and select the ZIP file for the desired solution pack, and click **Open**.
5. Click **Import solution pack**.

To view basic information about the solution pack, hover your mouse over its name in the left pane:



To view detailed information about the solution pack, click its name in the left pane. To view a list of the workflows that the solution pack contains, go to the Workflows tab.



**Note:** This completes the initial set up process.

Your HP DMA is now ready to use. Refer to the *HP DMA Administrator Guide* and the *HP DMA User Guide* for additional information on using HP DMA.

# Chapter 3: How to Uninstall HP DMA

This chapter shows you how to uninstall HP DMA 10.30 from the HP DMA Server and the HP DMA managed servers.

**Note:** An automated script is available that can speed up the removal process if HP DMA was installed with the automated install process. For information about this script, see [Automated HP DMA Removal](#).

## Uninstall HP DMA from the HP DMA Server and SA Client

To uninstall HP DMA from the HP DMA Server, do the following:

1. As root, stop the HP DMA service, for example:

```
$ service dma stop
```

2. Run the following query to verify the HP DMA RPM installation:

```
$ rpm -qa | grep dma
```

You can locate the current version of HP DMA in the results:

```
dma-server-<DMA_Version>-0.x86_64  
dma-sa-client-<DMA_Version>-0.x86_64
```

For example: If your current version of HP DMA is 10.30, your results will look like this:

```
dma-server-10.30.000.000-0.x86_64.rpm  
dma-sa-client-10.30.000.000-0.x86_64.rpm
```

3. Run the following commands as root to uninstall HP DMA:

```
$ rpm -e dma-server-<DMA_Version>-0.x86_64  
$ rpm -e dma-sa-client-<DMA_Version>-0.x86_64
```

In these lines, replace `<DMA_Version>` with the HP DMA version from your query.

4. To finish cleaning up after you uninstall HP DMA, you can remove the following folders:

```
/opt/hp/dma/server  
/var/opt/hp/dma/work/dma  
/var/log/hp/dma
```

## Uninstall HP DMA from the Managed Servers

To uninstall HP DMA from the managed servers (the HP DMA Client):

1. In SA, detach the managed server from the DMA Client Files policy and then remediate the target.
2. To completely remove HP DMA from the target execute the appropriate command:
  - For Linux: `rm -rf /opt/hp/dma/client/`
  - For Windows: `rmdir /S /Q %SYSTEMDRIVE%\Program~1\HP\DMA\Client`

**Note:** To completely uninstall HP DMA, work with your Oracle DBA to uninstall the HP DMA schema and tablespaces from Oracle Database and work with your SA administrator to remove the HP DMA integrations with SA.

# Chapter 4: How to Upgrade HP DMA

This chapter shows you how to upgrade from HP DMA version 10.2x.x, 10.10, or 10.01 to 10.30.

## Security Note

As part of the upgrade from HP DMA from 10.21 (or earlier) to HP DMA 10.22 (or later), HP DMA changes the `server.xml` file to increase HP DMA security settings. HP recommends that you keep the settings as implemented by the upgrade process.

If you want to revert the `server.xml` file, you can find a backup in `/opt/hp/dma/server/save`.

**Note:** Refer to the *HP DMA Release Notes* for information about backward compatibility.

**Tip:** To take advantage of the features and enhancements of the new HP DMA 10.30 workflows, after you have upgraded the HP DMA server you must import the HP DMA 10.30 solution pack, make a copy of the pertinent HP DMA 10.30 workflow, and then merge your customizations into it.

## To upgrade to HP DMA 10.30

The following steps must be performed as root:

1. Create a backup of the database before starting this process.

**Caution:** You **MUST** create a backup of the database to be able to revert back to HP DMA 10.22.

2. Stop HP DMA:

```
$ service dma stop
```

**Tip:** If there are multiple HP DMA servers configured to connect to a single database, you must stop all of them.

3. Go to the HP DMA 10.30.000.000 installation media under the `DMA_10.30.000.000_Server_` and `_Client` folder.
4. On each HP DMA server to be upgraded do the following to upgrade the HP DMA server:

**Note:** If you cut and paste from this PDF, make sure that the dashes (–) copy correctly.

```
$ rpm --upgrade dma-server-10.30.000.000-0.x86_64.rpm
```

**Note:** The new upload classes are in the server RPM file.

5. On one HP DMA server per SA server, use the baseline command to upgrade your database. Run the following commands as root. For example:

```
$ cd /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF
```

**Note:** When you upgrade HP DMA you only need to use the `baseline -context` option because the following information is in the context file: `<database_username>`, `<database_password>`, and the JDBC connection string.

For readability, the option is listed on a separate line—you must build the command in a single line.

For a full description of all the baseline options, see [HP DMA Baseline Options](#) on page 160.

**Caution:** When you run the baseline command exactly as given you will maintain your HP DMA database. If you use the `--erase` option you will lose your customized HP DMA data.

```
$ sh ./dmaBaselineData.sh  
-context /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

**Note:** If you run this command on more than one server or run it more than once, it will not harm anything.

**Note:** If you receive an error, see [Troubleshooting](#) on page 104.

6. Go to the HP DMA 10.30.000.000 installation media under the `DMA_10.30_Server_and_Client` folder.
7. On one HP DMA server per SA server, do the following to upgrade the HP DMA Client for SA:

**Note:** If you cut and paste from this PDF, make sure that the dashes (`--`) copy correctly.

```
$ rpm --upgrade dma-sa-client-10.30.000.000-0.x86_64.rpm
```

8. Have your SA administrator reinstall the HP DMA APX on the SA core.

To do this, follow the instructions in [Import the HP DMA APX](#) on page 46. Note: The `/DMA_APX` folder will not be created since it already exists.

9. If you are also updating the SA core, rerun the script command to copy the required JAR files from the SA server to the HP DMA server. On your HP DMA server, run the following example command (enter as a single line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/copyJars.sh  
<SA_Server>
```

10. Have your SA administrator reinstall the DMA Client Files policy on the SA core.

To do this, follow the instructions in [Install the DMA Client Files Policy](#) on page 49:

- a. Use the same folder (/DMA\_Client) as in step 1.
- b. Do steps 2 and 3.

11. Have your SA administrator remediate the DMA Client Files policy on all managed servers that use that policy:

**Note:** All servers attached to the policy that has changed must be remediated.

Make sure that you have the following:

- All of the managed servers are visible to you.
- You have write permission.

- a. Open the policy.
- b. Go to **Server Usage** and select all of the servers that have the policy attached to them.
- c. Right-click and choose **Remediate**.

**Tip:** If you have hundreds of servers, it will be easier to do this using groups.

- d. Click **Start Job**.

**Tip:** If you do not remediate the policy for a server you will receive an error "Policy must be remediated" when you run a workflow that uses that server as a target.

12. Restart all HP DMA servers using the following command:

```
$ service dma start
```

### To revert an upgrade from the HP DMA Server

**Caution:** You can only revert an upgrade if you created a backup of your database **BEFORE** you upgraded to version 10.30.

If you wish to revert the HP DMA 10.30 upgrade back to a previous version (for example, 10.22), do the following:

1. Stop the HP DMA server, as root:  

```
$ service dma stop
```
2. Restore the database from the backup.
3. Run the following command to revert back to HP DMA 10.22.

**Note:** If you cut and paste from this PDF, make sure that the dashes (--) copy correctly.

- ```
$ rpm --upgrade --oldpackage dma-server-10.22-0.x86_64.rpm
```
4. Upload and reinstall the HP DMA 10.22 APX.
  5. Detach the DMA Client Files policy from all managed servers and then remediate.
  6. Delete the DMA Client Files policy and all packages in the `/DMA_Client` folder and then reinstall the policy using the policy install process from HP DMA 10.22.
  7. Attach the DMA Client Files policy to all desired managed servers and then remediate again.
  8. Restart the HP DMA server:  

```
$ service dma start
```

# Chapter 5: How to Link HP DMA into HP Server Automation

This chapter shows you how to disable outdated versions of HP DMA that came with HP Server Automation (SA) and redirect SA to call HP DMA 10.30 instead.

**Note:** When SA 9.1x was installed, HP DMA 9.1x was automatically installed with it. HP DMA 10.30 supersedes HP DMA 9.1x. To avoid confusion you may want to deactivate HP DMA 9.1x in your SA installation and link SA to the most recent version of HP DMA.

If you are using HP DMA 9.1x, it is possible to run HP DMA 9.1x and HP DMA 10.30 in parallel. Make sure to update your HP DMA 10.30 before deactivating HP DMA 9.1x.

You must perform these steps on the SA server.

## To disable HP DMA 9.1x:

1. Disable HP DMA 9.1x by renaming the `dma.xml` file and the `META-INF` directory. For example:

```
$ mv /opt/opsware/da/conf/Catalina/localhost/dma.xml
/opt/opsware/da/conf/Catalina/localhost/dma.xml.disabled
$ mv /opt/opsware/da/webapps/dma/META-INF /opt/opsware/da/webapps/dma/META-
INF.disabled
```

2. Restart the Application Deployment Manager (ADM)—without restarting HP DMA:

```
$ /etc/init.d/opsware-sas restart da
```

## To link SA to the most recent HP DMA—version 10.30:

1. Edit this file :

```
/etc/opt/opsware/httpsProxy/httpd.conf
```

2. Locate the following two lines in the `<VirtualHost *:4433>` grouping:

```
RewriteRule ^/dma/(.*)$ http://localhost:7080/dma/$1 [P,L]
ProxyPassReverse /dma/ http://localhost:7080/dma/
```

3. Change the two lines using the following example:

```
RewriteRule ^/dma/(.*)$ https://<DMA_Server>:8443/dma/$1 [P,L]
ProxyPassReverse /dma/ https://<DMA_Server>:8443/dma/
```

In these lines `<DMA_Server>` is the fully qualified host name of the HP DMA server, for example `dma.mycompany.com`.

4. Save the file.

5. Restart the httpsProxy as root:

```
% /etc/init.d/opsware-sas restart httpsProxy
```

6. You can now access your HP DMA server using the following URL:

```
https://<DMA_Server>:8443/dma
```

**Tip:** To reactivate HP DMA 9.1x, reverse the steps above. Rename `dma.xml.disabled` back to `dma.xml`, rename `META-INF.disabled` back to `META-INF`, and change the two lines in `httpd.conf` back to their original state.

## Chapter 6: Simple Installation for Basic Use Cases

HP DMA provides an automated installation process to simplify and speed up the initial installation of HP DMA for basic configurations, plus an automated removal process to uninstall HP DMA that was installed using the automated installation:

| Automated HP DMA process                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Automated HP DMA Installation</a> | <p>Installs HP DMA on a single server when Oracle Database is already installed and the SA installation already exists:</p> <ul style="list-style-type: none"><li>• Configures the Oracle database for HP DMA</li><li>• Installs the HP DMA Server</li><li>• Installs the HP DMA Client for SA</li></ul> <p><b>Note:</b> If you want a more complex HP DMA configuration (for example, high available or disaster recovery), you need to install HP DMA by following the instructions in <a href="#">How to Install HP DMA</a>.</p> |
| <a href="#">Automated HP DMA Removal</a>      | <p>Uninstalls HP DMA that was installed using the automated installation:</p> <ul style="list-style-type: none"><li>• <i>Optional:</i> Removes the Oracle database that was configured for HP DMA</li><li>• Runs the RPM commands to uninstall the HP DMA Server and SA Client</li><li>• Deletes the HP DMA folders</li></ul> <p><b>Note:</b> If HP DMA was installed manually, you need to uninstall HP DMA by following the instructions in <a href="#">How to Uninstall HP DMA</a>.</p>                                          |

## Automated HP DMA Installation

The automated HP DMA installation allows you to install HP DMA on a single server in a basic configuration. Oracle Database must already be installed and the SA installation must already exist.

The benefits of using this automated installation are to simplify and speed up the installation—so that you do not need to key in many lengthy commands (for example, configuring the HP DMA database and running the RPMs). It provides a simple install for a simple environment.

On the other hand, manual installation provides full control of the HP DMA configuration. If you want a more complex HP DMA configuration (for example, high available or disaster recovery), you need to install HP DMA by following the instructions in [How to Install HP DMA](#).

The automated installation works for the following configuration:

- A single HP DMA Server.
- The SA Server host address is different than the HP DMA Server host address.
- The Oracle database that HP DMA uses can be located on either the HP DMA Server or the SA Server.

**Note:** Please read [Requirements](#) and [What the process does before](#) starting this automation—to ensure that it is appropriate for your environment.

## Requirements

Before you can use the automated HP DMA installation process, ensure that you meet the following requirements:

- These requirements in the [Pre-Installation Requirements](#) chapter:
  - [Supported Products and Platforms](#)—operating system, HP Server Automation, Oracle Database
  - [Sizing Recommendations](#)
  - [Other Requirements](#)
- Your DBA has created an Oracle database to be used by HP DMA. The Oracle Listener and database are up and running.

**Note:** The automated process will configure the Oracle database for HP DMA.

- The HP DMA 10.30.000.000 installation media is available and mounted.
- You have credentials to log in as root on the server where you run the script.
- If the HP DMA database is not on the HP DMA Server, then you need the password for the Oracle root user.

## What the process does

The automated HP DMA installation process (`dma_install.sh`) does the following:

| Automation step                                                                                                                                                                                                                                                                                                                                                                                                                                           | Replaces manual installation section                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| <p>Adds the Oracle listener to <code>listener.ora</code>—if that entry does not already exist. Adds the HP DMA tablespaces, creates the HP DMA user credentials, grants the user the requisite permissions, and then sets the quota to unlimited for the data and index tablespace files.</p>                                                                                                                                                             | <p><a href="#">Steps to Configure the Oracle Database</a></p> |
| <p>Unpacks and installs the HP DMA Server RPM file from the HP DMA 10.30.000.000 installation media. For example:</p> <pre data-bbox="240 1276 1243 1339">/&lt;mnt_dir&gt;/DMA_10.30.000.000_Server_and_Client/dma-server-10.30.000.000-0.x86_64.rpm</pre> <p>Creates the baseline using the <code>dmaBaselineData.sh</code> script. Copies the required JAR files from the SA Server to the HP DMA Server using the <code>copyJars.sh</code> script.</p> | <p><a href="#">Install the HP DMA Server</a></p>              |
| <p>Unpacks and installs the HP DMA client for SA RPM file from the HP DMA 10.30.000.000 installation media. For example:</p> <pre data-bbox="240 1570 1089 1633">/&lt;mnt_dir&gt;/DMA_10.30.000.000_Server_and_Client/dma-sa-client-10.30.000.000-0.x86_64.rpm</pre>                                                                                                                                                                                      | <p><a href="#">Install the HP DMA Client for SA</a></p>       |

## How to use the automated process

Perform the following when logged in as root:

1. If you have not done so already, mount the HP DMA 10.30.000.000 installation media.
2. Set up the installation parameters:
  - a. Copy the `install-options.txt` file from the HP DMA 10.30.000.000 installation media to a local directory. For example:

```
$ cp /<mnt_dir>/DMA_10.30.000.000_Install/install-options.txt <Local_dir>/.
```

- b. Open the `install-options.txt` file in a text editor. For example:

```
$ vi <Local_dir>/install-options.txt
```

- c. Specify values for the parameters:

| Parameter   | Example                                                                                                              | Description                                                                                                                               |
|-------------|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| sa          | saserver.mycompany.com                                                                                               | HP Server Automation host address.                                                                                                        |
| sid         | orcl                                                                                                                 | Oracle SID of the HP DMA database. If SA and HP DMA share the same database, specify the SA SID.                                          |
| dma_db_host | dmaserver.mycompany.com                                                                                              | The host address where the HP DMA Oracle database is located. May be either the HP DMA Server host address or the SA Server host address. |
| datafile    | /u01/app/oracle/oradata/<sid>/dma_data1.ora<br><br>If the SID is orcl:<br>/u01/app/oracle/oradata/orcl/dma_data1.ora | The fully-qualified Oracle data file. Replace <sid> with the SID value.                                                                   |
| indxfile    | /u01/app/oracle/oradata/<sid>/dma_indx.ora<br><br>If the SID is orcl:<br>/u01/app/oracle/oradata/orcl/dma_indx.ora   | The fully-qualified Oracle index tablespace file. Replace <sid> with the SID value.                                                       |
| dbuser      | dma                                                                                                                  | HP DMA database username to be used after the database is created.                                                                        |

| Parameter | Example        | Description                                                        |
|-----------|----------------|--------------------------------------------------------------------|
| dbpass    | <dma_password> | HP DMA database password to be used after the database is created. |
| filesize  | 100M           | Maximum file size of datafile, in MB.                              |

- d. Save your changes to the `install-options.txt` file.

**Tip:** Since this options file contains sensitive information, after you run the script you may want to either delete the file or change the values for `dbuser` and `dbpass`.

- 3. Run the script that automates the process to install HP DMA:
  - a. Start the script in the mount directory:

```
$ cd /<mnt_dir>/DMA_10.30.000.000_Install
$ ./dma_install.sh <local_dir>/install-options.txt
```

The script displays log information while running.

If the HP DMA database is not on the HP DMA Server, you will be prompted for the password for the Oracle root user.

- b. Example execution:

```
STARTING DMA INSTALLATION
#####
<<<< Loading the options file.. >>>>
<<<< DMA installation starting >>>>
#####
Launching DMA Installation..
+DMA Host           = dmaserver.mycompany.com
+DMA Pack           = ../DMA_10.30.000.000_Server_and_Client/dma-
server-10.30.000.000-0.x86_64.rpm
+SA Host            = saserver.mycompany.com
+SID                 = orcl
+DB User            = dma
+Data Tablespace Name = HPDMA_DATA
+Idx Tablespace Name = HPDMA_INDX
+Data File           = /u01/app/oracle/oradata/orcl/dma_data1.ora
+Index File          = /u01/app/oracle/oradata/orcl/dma_indx.ora
+File Size           = 100M
#####
<<<< Making an entry in listener.ora >>>>
Making listener entry in oracle home :
/u01/app/oracle/product/11.2.0/db_1
SID name already exists!
<<<< User will be created now. >>>>
Tablespaces has been created sucessfully
```

```
<<<< Oracle Listener starting now..>>>>
LSNRCTL for Linux: Version 11.2.0.1.0 - Production on 10-NOV-2014
09:28:13
Copyright (c) 1991, 2009, Oracle. All rights reserved.
TNS-01106: Listener using listener name LISTENER has already been
started
<<<< Unpack dma distribution and install >>>>
Preparing...
#####
Performing an installation
dma-server
#####
HP DMA 10.30.000.000.0 Installation completed.
Please read the install documentation at /opt/hp/dma/server/readme.txt
to complete the installation.
<<<< Creating baseline >>>>
10 Nov 2014 09:28:20,843 INFO  DMABaselineData - Saved context file:
opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
10 Nov 2014 09:28:20,846 INFO  DMABaselineData - Context file has been
created.
10 Nov 2014 09:28:21,675 INFO  DMABaselineData - Using specified context
for settings (command line overrides ignored) file:
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
10 Nov 2014 09:28:36,195 INFO  DMABaselineFile - DMA baseline file is
'/opt/hp/dma/server/db_sql/dma-oracle/dma_baseline.sql'
10 Nov 2014 09:28:36,289 INFO  DMABaselineFile - DMA Download Software
file is '/opt/hp/dma/server/db_sql/dma-oracle/dma_download_software.xml'
10 Nov 2014 09:28:36,565 INFO  DMADownloadSoftwareUpgrader - Download
Software successfully saved during baseline
10 Nov 2014 09:28:36,565 INFO  DMADownloadSoftwareUpgrader - Updated
Download Software step
10 Nov 2014 09:28:36,795 INFO  DMABaselineData - Keys have been
initialized.
10 Nov 2014 09:28:36,819 INFO  DMABaselineData - DMA baselining has
completed.
Downloading wlclient_rmi_addon.jar from saserver.mycompany.com
% Total    % Received % Xferd  Average Speed   Time    Time       Time
Current
Dload  Upload  Total  Spent    Left  Speed
^M  0      0  0    0    0    0    0    0  0  --:--:--  --:--:--  --:--
--:--    0^M100 75282 100 75282    0    0 1498k    0  --:--:--  --:--
--:-- 1598k
Placing wlclient_rmi_addon.jar in
/opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/lib/
Downloading wlclient.jar from saserver.mycompany.com
% Total    % Received % Xferd  Average Speed   Time    Time       Time
Current
Dload  Upload  Total  Spent    Left  Speed
```



## What to do after the automated installation

Perform the following after the automated installation has completed:

1. Verify that you received a "DMA install is complete" message. If you received a "DMA install was unsuccessful" message, review the installation script log file that is found at `/var/log/dma_install_logs`.
2. Open `https://<dma_server>:8443/dma` in a web browser—to verify that the HP DMA web interface is available—and then close.
3. Follow the instructions to integrate HP DMA with HP Server Automation:
  - [Integrate HP DMA with HP Server Automation](#)
  - [SA Integration Requirements](#)
  - [Import the HP DMA APX](#)
  - [Install the DMA Client Files Policy](#)
  - [Set Up the SA Groups and Users](#)
4. Follow the instructions to configure SSL:
  - [Configure SSL on the HP DMA Server \(Manual\)](#)
  - [Configure SSL on the HP DMA Server \(Manual\)](#)
  - [Generate a Private Key for the Server](#)
  - [Generate the Certificate Signing Request to Obtain Signed Server Certificates](#)
  - [Import the SSL Server Certificates- Configure the HP DMA Server to Use Your Certificate](#)
  - [Verify the SSL Connection](#)
5. Follow the instructions to start HP DMA:
  - [Start HP DMA](#)
6. Follow the instructions to set up HP DMA:
  - [Set Up HP DMA](#)
  - [Configure the Connector](#)
  - [Register HP DMA Roles](#)
  - [Assign HP DMA Capabilities](#)
  - [Add Available Targets](#)
  - [Import an HP DMA Solution Pack](#)

**Congratulations!** You now have HP DMA up and running!

# Automated HP DMA Removal

The automated HP DMA removal allows you to remove (uninstall) HP DMA that was installed using the automated installation. If HP DMA was installed manually, you need to uninstall HP DMA by following the instructions in [How to Uninstall HP DMA](#).

You choose whether or not to remove HP DMA's Oracle database based on an input parameter.

**Note:** Please read [Requirements](#) and [What the process does](#) before starting this automation—to ensure that it is appropriate for your environment.

## Requirements

Before you can use the automated HP DMA removal process, ensure that you meet the following requirements:

- The HP DMA 10.30.000.000 installation media is available and mounted.
- You have credentials to log in as root on the server where you run the script.
- You need the Oracle user and password for the HP DMA database.
- If the HP DMA database is not on the HP DMA Server, then you need the password for the Oracle root user.

## What the process does

The automated HP DMA removal process (`dma_remove.sh`) does the following:

| Automation step                                                                                                                                                                                                                                                                                                                                                                                                                                     | Replaces manual installation section           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <p>Optionally removes the Oracle tablespaces and datafiles that HP DMA created. Runs the RPM commands to uninstall the HP DMA Server and the SA Client. Deletes the HP DMA folders.</p> <p><b>Note:</b> The script does NOT remove the user because Oracle is still active—if you want, your Oracle DBA can remove the user after the script has completed. The script does NOT restart the database so it will not interfere with other users.</p> | <p><a href="#">How to Uninstall HP DMA</a></p> |

## How to use the automated process

Perform the following when logged in as root:

1. If you have not done so already, mount the HP DMA 10.30.000.000 installation media.
2. Set up the removal parameters:
  - a. Copy the `remove-options.txt` file from the HP DMA 10.30.000.000 installation media to a local directory. For example:

```
$ cp /<mnt_dir>/DMA_10.30.000.000_Install/remove-options.txt <Local_dir>/.
```

- b. Execute this query to determine which RPM packages are installed—you will need this information when you set the removal parameters:

```
$ rpm -qa | grep dma
```

- c. Open the `remove-options.txt` file in a text editor. For example:

```
$ vi <Local_dir>/remove-options.txt
```

- d. Specify values for the parameters:

| Parameter            | Example                                               | Description                                                                                              |
|----------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <code>dmapack</code> | <code>dma-server-10.30.000.000-0.x86_64.rpm</code>    | The HP DMA Server RPM filename for the current version of HP DMA (do not include <code>.rpm</code> ).    |
| <code>sacient</code> | <code>dma-sa-client-10.30.000.000-0.x86_64.rpm</code> | The HP DMA SA Client RPM filename for the current version of HP DMA (do not include <code>.rpm</code> ). |
| <code>sa</code>      | <code>saserver.mycompany.com</code>                   | HP Server Automation host address.                                                                       |
| <code>sid</code>     | <code>orcl</code>                                     | Oracle SID of the HP DMA database. If SA and HP DMA share the same database, specify the SA SID.         |

| Parameter     | Example                 | Description                                                                                                                                                                                                         |
|---------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| dma_db_host   | dmaserver.mycompany.com | The host address where the HP DMA Oracle database is located. May be either the HP DMA Server host address or the SA Server host address.                                                                           |
| dbuser        | dma                     | HP DMA database username. Only needed if remove_dma_db is set to true.                                                                                                                                              |
| dbpass        | <dma_password>          | HP DMA database password. Only needed if remove_dma_db is set to true.                                                                                                                                              |
| remove_dma_db | false                   | Determines whether the HP DMA tables and data will be completely removed. Valid values are true and false.<br><br><b>Tip:</b> Leaving the HP DMA tables and data intact can be useful in a development environment. |

- e. Save your changes to the remove-options.txt file.

**Tip:** Since this options file contains sensitive information, after you run the script you may want to either delete the file or change the values for dbuser and dbpass.

- 3. Run the script that automates the process to remove HP DMA:
  - a. Start the script in the mount directory:

```
$ cd /<mnt_dir>/DMA_10.30.000.000_Install
$ ./dma_remove.sh <local_dir>/remove-options.txt
```

The script displays log information while running.

When prompted whether you want to continue the removal script, respond *yes*.

If the HP DMA Oracle database is not on the HP DMA Server, you will be prompted for the password for the Oracle root user.

b. Example execution:

```
#####
NOTE : THIS WILL UNINSTALL DMA
#####
Do you still want to continue with the uninstallation?(yes/no) <<<<
Loading the options file.. >>>>
#####
Launching DMA UNInstallation..
+DMA Host          = IWFVM02090.hpswlab.adapps.hp.com
+DMA Pack          = dma-server-10.30.000.000-0.x86_64
+SA Host           = IWFVM00597.hpswlab.adapps.hp.com
+SID               = orcl
+DB User           = dma
+Data Tablespace Name = HPDMA_DATA
+Indx Tablespace Name = HPDMA_INDX
#####
<<<< The DMA DB will be removed now. >>>>
Dropping user
Dropping Tablespace
User and Tablespaces removed sucessfully
<<<< Stopping DMA and removing it now.. >>>>
Stopping HP DMA Server
Using CATALINA_BASE: /opt/hp/dma/server/tomcat
Using CATALINA_HOME: /opt/hp/dma/server/tomcat
Using CATALINA_TMPDIR: /opt/hp/dma/server/tomcat/temp
Using JRE_HOME: /opt/hp/dma/server/jre
Using CLASSPATH:
/opt/hp/dma/server/tomcat/bin/bootstrap.jar:/opt/hp/dma/server/tomcat/bin/tomcat-juli.jar
waiting for processes to exit
waiting for processes to exitShutting down DMA service before
uninstalling DMA.
HP DMA Server is not running
The Uninstall of this product does not remove files and directories
created by DMA.
To clean your system of DMA please remove the following folders
/opt/hp/dma/server,
/var/opt/hp/dma/work/dma, and /var/log/hp/dma.
-----
DMA server has been removed successfully..
DMA logs are at: /var/log/dma_install_logs
-----
```

## What to do after the automated removal

Perform the following after the automated removal has completed:

1. Verify that you received the "DMA server has been removed successfully.." message. If the removal was not successful, review the removal script log file that is found at `/var/log/dma_install_logs`.
2. Verify that you **cannot** open `https://<dma_server>:8443/dma` in a web browser.
3. Follow the instructions to remove HP DMA from the managed servers:  
[How to Uninstall HP DMA](#)  
[- Uninstall HP DMA from the Managed Servers](#)
4. If the script removed the HP DMA database, your Oracle DBA can now delete the HP DMA user.
5. Your SA administrator can now clean up the HP DMA integrations with SA.

You have successfully uninstalled HP DMA!

# Chapter 7: Special Configurations

This chapter contains information about non-default HP DMA configurations:

[Change the Default Port and Security Level](#) on the next page

[Use a Proxy Server with HP DMA](#) on page 87

[Specify a Renamed Windows Administrator User](#) on page 96

[Run as a Windows Domain User](#) on page 99

[Change the Number of Active Connections](#) on page 103

## Change the Default Port and Security Level

HP DMA uses port 8443 and HTTPS protocol by default. If you prefer, you can change this to another port (for example, 8080) and the protocol from secure to non-secure (for example, HTTP).

### To change the HP DMA port:

1. Stop HP DMA:

```
# service dma stop
```

2. Open the `server.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/server.xml
```

3. On line 84, set the desired port and security protocol:

- a. For a secure port (default), set the line as follows:

```
<Connector port="8443" protocol="HTTP/1.1" SSLEnabled="true"
  maxThreads="150" scheme="https" secure="true"
  clientAuth="false" sslProtocol="TLS"
  keystoreFile="/opt/hp/dma/server/.keystore"/>
```

- b. For a non-secured port, set the line as follows:

```
<Connector port="8080" protocol="HTTP/1.1" SSLEnabled="false"
  maxThreads="150" scheme="http" secure="false"
  clientAuth="false" sslProtocol="TLS"
  keystoreFile="/opt/hp/dma/server/.keystore"/>
```

4. Save your changes to the `server.xml` file.

5. Open the `dma.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

6. Change the port number specified in the value of the `webServiceUrl` parameter to the same port that you specified in step 3.

```
<Parameter name="com.hp.dma.core.webServiceUrl"
  value="https://dma01.mycompany.com:8443/dma"/>
```

7. Save your changes to the `dma.xml` file.

8. Start HP DMA:

```
# service dma start
```

## Use a Proxy Server with HP DMA

A proxy server can be used to provide additional security for HP DMA communications. This topic shows you how to use an HP Server Automation (SA) Satellite as a proxy server.

**Caution:** If the `trustAllCertificates` value in the `dma.xml` file is set to `false`, you must have a subject alternate name (SAN) as part of your signed certificate:

- The SAN must be type IP.
- The SAN value must be the IP address—not the domain name—of the HP DMA server.

To set up the SAN, append `-ext SAN=ip:xx.xx.xxx.xxx` to the end of the `keytool` command, replacing `xx.xx.xxx.xxx` with the desired IP address.

The format of the `keytool` command that sets up SAN is:

```
/opt/hp/dma/server/jre/bin/keytool -genkeypair -alias <keyalias> -keyalg RSA -keysize 2048  
-dname "CN=<DMAserver>,OU=<orgunit>,O=<org>,L=<location>,S=<state>,  
C=<country>" -keypass <password> -keystore <storefile> -storepass <password>  
-validity <numberdays> -ext SAN=ip:xx.xx.xxx.xxx
```

For additional information, see [Configure SSL on the HP DMA Server \(Manual\)](#).

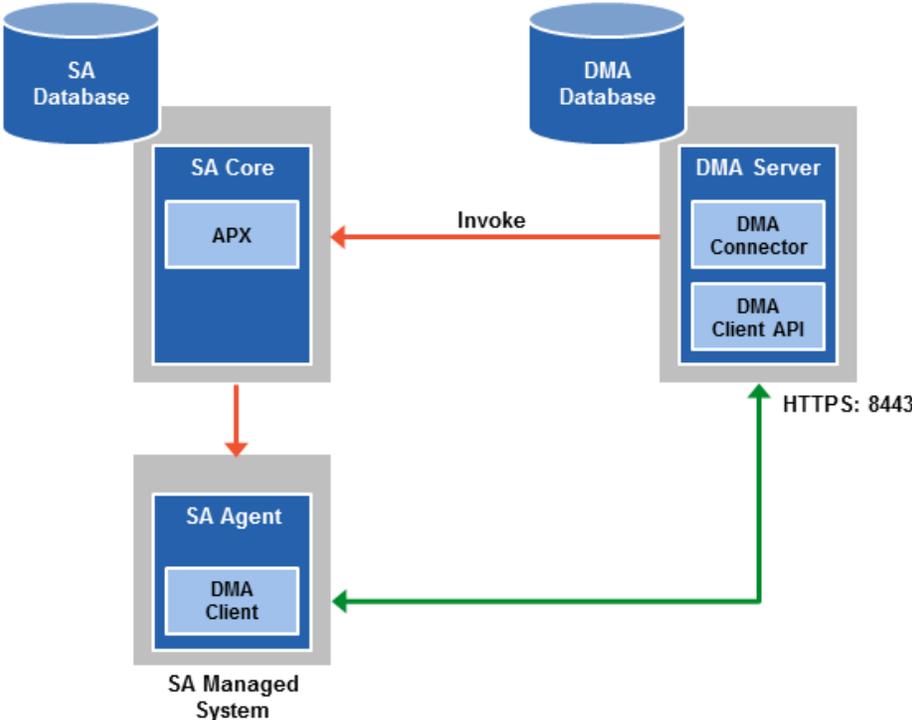
**Note:** The diagrams in this topic show simplified configurations of servers and communication paths. Real-world situations are much more complex with multiple SA Cores mapped to multiple SA Managed Servers. Multiple SA Satellites may also be configured.

For more information, see the technical white paper: *Configure HP DMA and SA to Use the SA Gateway Network as a Proxy Network*. This document is available on the HP Software Support web site: <https://softwaresupport.hp.com/>

# Default HP DMA Communications

The following diagram shows how HP DMA communications work by default (without a proxy server):

- 1. HP DMA invokes SA to run the DMA Client on the target SA managed server.
- 2. SA communicates with the SA agent on the target server.
- 3. The SA agent invokes the DMA Client.
- 4. The DMA Client communicates with the DMA Server using HTTPS on port 8443.

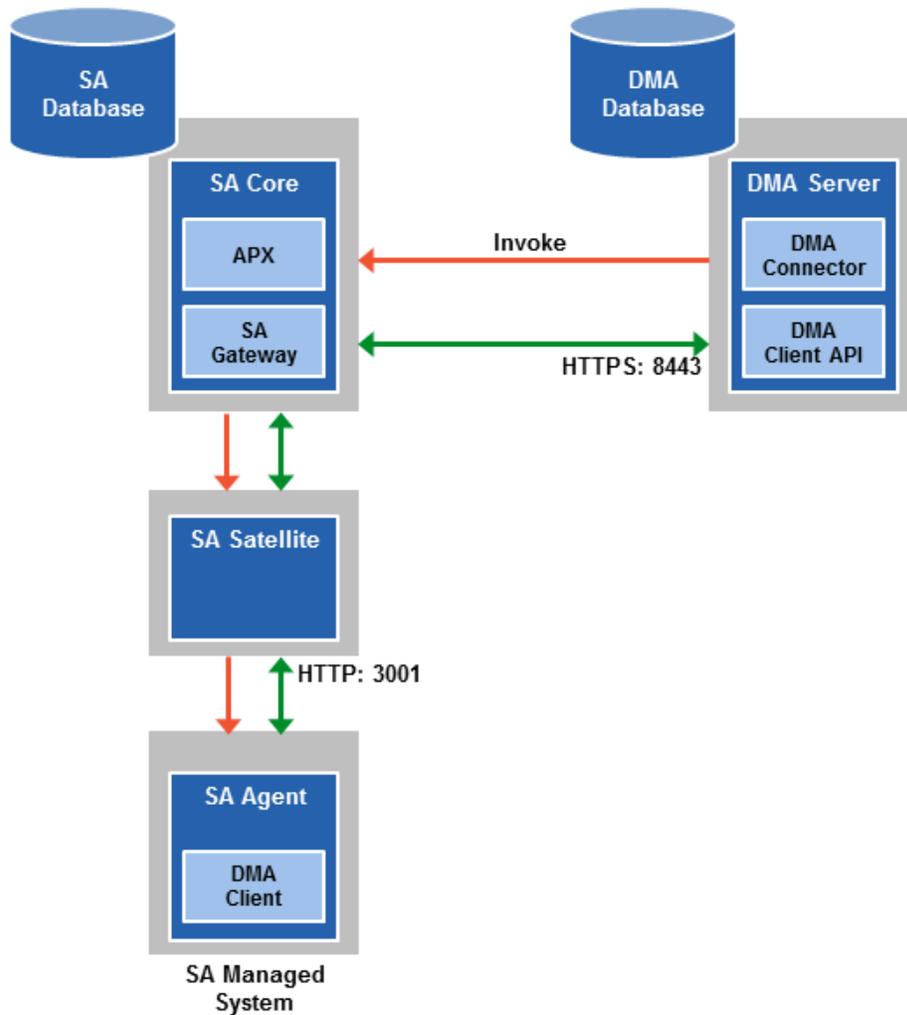


## Using an SA Satellite as a Proxy Server

The following diagram shows how HP DMA communications work with an SA Satellite serving as a proxy:

1. HP DMA invokes SA to run the DMA Client on the target SA managed server.
2. SA communicates across the SA Satellite to the SA agent on the target server.
3. The SA agent invokes the DMA Client.
4. The DMA Client communicates using HTTPS via the SA Satellite proxy.

In this case, the DMA Client uses the same port used by SA on the SA Satellite to forward information to the SA Gateway. The SA Gateway then forwards the information to the DMA Server.



## How HP DMA Manages Proxy Communication

HP DMA uses two Custom Fields to control proxy communication:

- `west_proxy_address` contains the full URL of the proxy including the proxy port (or the keyword `SA_auto_select`).

**Note:** Set the `west_proxy_address` to `SA_auto_select` if you want the target server to determine which SA Satellite to use as a proxy.

- `west_proxy_in_use` tells HP DMA whether a proxy server will be used. Valid values are:

- TRUE            Use the proxy specified in the `west_proxy_address`
- FALSE           Do not use a proxy
- not set           Do not use a proxy, or defer to the organization or server level
- anything else    Implies true

**Tip:** It is best practice to only use values of TRUE, FALSE, and field not set. Note that `west_proxy_in_use` is not case-sensitive.

These Custom Fields can be defined at both the organization level and the server level. This enables you to use a proxy server for communication with some targets but not others—or use different proxy servers to communicate with different targets.

If the proxy Custom Fields are defined at both the organization level and the server level, the server level proxy information takes precedence over the organization level proxy information.

The following table shows how HP DMA will communicate if `west_proxy_in_use` has values at both the organization level and the server level.

| Proxy Precedence              | Server value is TRUE                   | Server value is FALSE              | Server value is not set                      |
|-------------------------------|----------------------------------------|------------------------------------|----------------------------------------------|
| Organization value is TRUE    | Use the proxy specified for the server | Do not use a proxy for this server | Use the proxy specified for the organization |
| Organization value is FALSE   | Use the proxy specified for the server | Do not use a proxy for this server | Do not use a proxy for this server           |
| Organization value is not set | Use the proxy specified for the server | Do not use a proxy for this server | Do not use a proxy for this server           |

## How to Set Up a Proxy Server

To set up a proxy server for HP DMA, you must make two changes to the HP DMA infrastructure:

1. Add a new EgressFilter rule to the SA Gateway configuration to allow forwarding to port 8443 on the DMA Server. This involves updating a configuration file that resides on the SA Core and restarting the SA Gateway.
2. If your SA Satellite environment uses SA realms, specify the `saRealm` connector parameter in the `dma.xml` configuration file.
3. Create and configure the two Custom Fields that instruct HP DMA to route traffic through the proxy server. This procedure is performed in the HP DMA UI.

Instructions for making each of these changes are provided here. For more information about the SA Satellite and SA Gateway, see the HP Server Automation documentation library, which is available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

## Configure the SA Core Gateway Properties

On the SA Core, add a new EgressFilter rule to the SA Gateway configuration of each slice within the SA Core to allow forwarding to port 8443 on the DMA Server. This procedure must be performed by an SA administrator.

**Note:** An egress filter rule is only necessary on each slice within the same realm within the SA Core that the HP DMA Server is connected to. It is not required for any other SA Core, Satellite, or slices belonging to a different realm.

### To add the new EgressFilter rule:

1. For every facility that is not a Satellite facility, perform the following steps to add a new EgressFilter entry to the gateway configuration file:
  - a. Create or edit the gateway configuration file:

```
/etc/opt/opsware/opswgw-cgws1-<REALM_NAME>/opswgw.custom
```

**Note:** SA customizations for the SA Core configurations must go in the `opswgw.custom` file. `<REALM_NAME>` is the name of the realm for the SA Core, and can be found in the `opswgw.properties` file (look for `opswgw.Realm=<REALM_NAME>`).

- b. Add the egress filter in the following form to the `opswgw.custom` file:

```
opswgw.EgressFilter=tcp:<DMAServer>:<DMAPort>:*:*
```

Here `<DMA Server>` is the resolvable host name of your DMA Server and `<DMA Port>` is the port configured for DMA (default is 8443).

c. Save the file.

- Restart the SA Gateway by using the following command:

```
/etc/init.d/opsware-sas restart opswgw-cgws
```

**Caution:** Restarting the SA Gateway will disrupt traffic—be sure to restart it at a safe time.

- If all slice Core Gateways have been restarted and if a load balancer gateway is used, then restart the load balancer gateway.

```
service opsware-sas restart opswgw-lgws
```

**Caution:** The load balancer gateway must be restarted *after* all other gateways.

## Specify the Server Automation Realm

When installed in a Satellite configuration, SA can manage servers with overlapping IP addresses. This situation can occur when servers are behind NAT devices or firewalls. Servers with overlapping IP addresses must reside in different SA realms.

If your environment uses SA realms, you must specify the `saRealm` connector parameter to enable HP DMA to correctly route traffic through the SA Gateway network.

**Caution:** If you specify the `saRealm` parameter, you must specify the IP address (not the host name) of your HP DMA server in the `webServiceUrl` parameter.

**Note:** To specify the SA realm while the HP DMA Server is being installed, perform these directions after baselining is completed.

### To specify the SA realm:

- Stop the DMA service: `service dma stop`
- Open the `/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file in a text editor.
- Set the `saRealm` parameter:

```
<Parameter name="com.hp.dma.conn.sa.SAConnector.saRealm" value="<REALM_NAME>"/>
```

Here, `<REALM_NAME>` is the name of the realm of the SA core that the HP DMA server is connected to.

4. Specify the IP address of your HP DMA server in the `webServiceUrl` parameter:

```
<Parameter name="com.hp.dma.core.webServiceUrl"
value="https://<dmaIPAddress>:8443/dma"/>
```

The `dma.xml` file should now look similar to this:

```
<?xml version="1.0" encoding="UTF-8"?>
<Context allowLinking="true" disableURLRewriting="true"
  path="/dma" privileged="true" swallowOutput="true"
  workDir="/var/opt/hp/dma/work/dma">
  <Valve className="org.apache.catalina.valves.AccessLogValve"
    directory="/var/log/hp/dma/" pattern="%h %l %u %t '%r' %s %b
    %S" prefix="localhost_access." suffix=".log"/>
  <Parameter name="com.hp.dma.core.webServiceUrl"
    value="https://192.0.2.0:8443/dma"/>
  <Parameter name="com.hp.dma.conn.trustAllCertificates" value="false" />
  <Parameter name="com.hp.dma.conn.sa.SAConnector.saRealm" value="REALM_NAME" />
  <Resource auth="container"
    driverClassName="oracle.jdbc.OracleDriver"
    factory="com.hp.dma.util.DmaTomcatContextHandler"
    maxActive="20" maxIdle="5" maxWait="2000" name="jdbc/dma"
    password="{AES}54dd1d97a915c4c3c8d0db986a1218db62008816fb924"
    type="javax.sql.DataSource"
    url="jdbc:oracle:thin:@dma1.mycompany.com:1521:DMA"
    username="dma"/>
</Context>
```

5. Save the `dma.xml` file.
6. Start the DMA service:

```
$ service dma start
```

## Create and Configure the HP DMA Custom Fields

In the HP DMA web UI, create (if necessary) and configure the proxy communication Custom Fields.

You can specify proxy information for both organizations and individual servers. If both are specified, the server level proxy information takes precedence over the organization level proxy information (see [Proxy Precedence](#)).

To create and configure the Custom Fields to use proxy communication:

1. Decide whether your proxy is at the organization level or the server level.

**Note:** You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or

Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):

- west\_proxy\_in\_use with type List and options TRUE or FALSE
- west\_proxy\_address with type Text

3. Specify the Custom Field values at the organization level, the server level, or both (see [Proxy Precedence](#)):

- Go to Environment > Dashboard > <organization\_name> (Optional: > <server\_name>)

**Note:** This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

**Tip:** If you do not see this Custom Field, be sure that **Show empty values** is selected.

- Set west\_proxy\_address to the full URL of the proxy, including the port, in this format:  
http://<proxy\_hostname>:<proxy\_port>

**Tip:** If you have multiple SA Satellites, and you want the target server to determine which SA Satellite to use as a proxy, set west\_proxy\_address to SA\_auto\_select.

- Set west\_proxy\_in\_use to TRUE, FALSE, or blank.

**Example 1:** Use a specific proxy server for all servers in an organization

## My Organization

Properties	Custom Fields	Roles
------------	---------------	-------

---

Custom fields [NEW CUSTOM FIELD](#)

west\_proxy\_address:

west\_proxy\_in\_use:

**Example 2:** Have the target server determine which SA Satellite to use as a proxy

## My Organization

Properties

Custom Fields

Roles

Custom fields

[NEW CUSTOM FIELD](#)

west\_proxy\_address: SA\_auto\_select

west\_proxy\_in\_use: TRUE

**Note:** You can easily adjust how the proxy server will be used. To stop using the proxy, simply set the value of `west_proxy_in_use` to `FALSE`. You do not need to delete the `west_proxy_address` value, because the `west_proxy_in_use` value controls whether or not the proxy is used.

# Specify a Renamed Windows Administrator User

This topic shows you how to make changes necessary to accommodate Windows targets where the Windows Administrator user has been renamed.

There are two configuration changes required to accommodate these targets. These changes must be performed in the order shown.

Change Required	Where Performed	Number of Times Performed
Update the HP DMA Automation Platform Extension (APX) to allow non-default Windows Administrator user names.  See <a href="#">Update the HP DMA APX</a> .	On one SA Slice server	Only once
Create and configure a new HP DMA Custom Field that will be used to specify the Windows Administrator user name at either the organization or server level.  See <a href="#">Create and Configure the HP DMA Custom Field</a> .	In HP DMA	Once per relevant organization or server

Instructions for making each of these changes are provided here.

If you do not make these changes, any workflow executed against a Windows target where the Windows Administrator user has been renamed will be aborted, and the following connector error will be reported on the History page:

Step Output	Step Errors	Step Header	Connector Output	Connector Errors *				
		<table border="1"> <thead> <tr> <th>Status</th> <th>Output</th> </tr> </thead> <tbody> <tr> <td> <b>Server:</b>                      target1.mycompany.com  <b>Created Time:</b>                      16:50:45  <b>Client Exit Code:</b>                      1                 </td> <td>                     Error from remote (3054): Handler pre-check failed                      Agent/Client system target1.mycompany.com is not responding                      The West APX execute was not successful                 </td> </tr> </tbody> </table>			Status	Output	<b>Server:</b> target1.mycompany.com <b>Created Time:</b> 16:50:45 <b>Client Exit Code:</b> 1	Error from remote (3054): Handler pre-check failed Agent/Client system target1.mycompany.com is not responding The West APX execute was not successful
Status	Output							
<b>Server:</b> target1.mycompany.com <b>Created Time:</b> 16:50:45 <b>Client Exit Code:</b> 1	Error from remote (3054): Handler pre-check failed Agent/Client system target1.mycompany.com is not responding The West APX execute was not successful							

## Update the HP DMA APX

Perform the following procedure only once on one SA Slice server.

**Note:** The following steps must be performed by an SA user (<SA\_APX\_User>) who belongs to a group with the following SA privileges:

- List, read, write, and execute permissions on the objects in the /DMA\_APX folder.
- OGSH permission to Launch Global Shell.
- Manage Extensions (Read & Write) permission under Automation Platform Extension.
- List, Read, and Write permission on the /DMA\_APX folder.

For more information about the SA permissions, see the HP Server Automation documentation library, which is available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

### To update the HP DMA APX:

1. Open the /DMA\_APX folder in the SA Library.
2. Double click Program Extension and select Update West Apx user on Windows.
3. On the Actions menu, select Run Program Extension.
4. Go to Run Program Extension > Program > Next.
5. Follow the instructions to List, Add, or Remove Windows Administrator users.
6. Select Start Job. The users will be listed, added, or removed according to the options that you selected.

## Create and Configure the HP DMA Custom Field

The final change required is to create and configure an HP DMA Custom Field called agent\_username\_win that will contain the Windows Administrator user name for each Windows target server.

### To create and configure the Custom Field:

1. Decide whether you want the Windows Administrator user name at the organization level or the server level.

**Note:** You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level

information.

2. Go to Environment > Custom Fields to create the new Custom Field at either the Organization or Server level (alternatively, you can add a Custom Field when the organization or server is open in the Environment page):

agent\_username\_win with type Text

**Tip:** If each Windows server has a different Windows Administrator user name, you will need to specify this user name for each server.

If many Windows servers in the same organization have the same Windows Administrator user name, it will be more convenient to specify the user name at the organization level.

You can create both organization and server level Custom Fields for this purpose. If you specify a value for both the organization and the server Custom Field, HP DMA will use the server value.

3. For each organization or server where you want to specify the Windows Administrator user name: Go to Environment > Dashboard > <organization\_name> (Optional: > <server\_name>) to specify the Windows Administrator user name in the agent\_username\_win Custom Field.

**Note:** This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

**Tip:** If you do not see this Custom Field, be sure that **Show empty values** is selected.

**Note:** If you want HP DMA to run workflows on Windows targets as a specific Windows domain user, also see [Run as a Windows Domain User](#) on the next page.

## Run as a Windows Domain User

This topic shows you how to make the necessary changes to run workflows on Windows targets as a specific Windows domain user.

**Note:** If you have a Windows 2012 server as a managed client, that system needs .Net 3.5 installed when you are running with a domain user configuration.

**Note:** The specified domain user must:

- Be a member of the Administrators group on the target server.
- Have User Account Control (UAC) disabled on the target server.
- Have login access to the pertinent database or middleware application (for example: SQL Server or IBM WebSphere Application Server) on the target server. This enables HP DMA to discover information about the target environment.

There are two methods to provide the Windows domain user and password:

- [Configure Windows Domain User Using Custom Fields](#)
- [Configure Windows Domain User Using Runtime Parameters](#)

## Configure Windows Domain User Using Custom Fields

If you create and specify valid values for the following Custom Fields, all workflows executed against the pertinent targets will run as the Windows domain user that you specify:

- domain\_username\_win
- domain\_password\_win

**Note:** The value of domain\_password\_win is encrypted before it is stored.

To use this method, you must create and configure the new Custom Fields:

1. Decide whether you want the Windows domain user at the organization level or the server level.

**Note:** You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or

Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):

- domain\_username\_win with type Text
- domain\_password\_win with type Password

**Tip:** If each Windows server requires a different Windows domain user, you will need to specify this user name for each server.

If many Windows servers in the same organization will use the same Windows domain user, it will be more convenient to specify the user name at the organization level.

You can create both organization and server level Custom Fields for this purpose. If you specify a value for both the organization and the server, HP DMA will use the server value.

3. For each organization or server where you want to run workflows on Windows targets as a specific Windows domain user:

Go to Environment > Dashboard > <organization\_name> (Optional: > <server\_name>) to specify values for the new Custom Fields.

**Note:** This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

**Tip:** If you do not see this Custom Field, be sure that **Show empty values** is selected.

**Note:** If you have renamed the Windows Administrator account on your Windows target servers, you must also perform the procedures required to [Specify a Renamed Windows Administrator User](#) on page 96.

## Configure Windows Domain User Using Runtime Parameters

You can specify the Windows domain user at the time you execute a deployment with runtime parameters.

**Note:** When you use this method, the Windows domain user and password are not stored within HP DMA.

**Tip:** This method is only available for SQL Server workflows.

To use this method, you must do the following for the pertinent workflow:

1. Find the workflow in the following table to identify the step where the Windows domain user runtime parameters are located (usually the step that gathers the advanced parameters):

Workflow	Step
MS SQL - Install Standalone SQL Instance	MS SQL - Advanced Parameters - Install Standalone
MS SQL - Install Clustered SQL Instance	MS SQL - Gather Advanced Parameters For Install Clustered SQL Instance
MS SQL - Add Node to Cluster	MS SQL - Advanced Parameters - Add Node to Cluster
MS SQL - Upgrade Standalone SQL Instance	MS SQL - Advanced Parameters - Upgrade Standalone
MS SQL Create Database	MS SQL Advanced Parameters Create Database
MS SQL Drop Database	MS SQL Parameters Drop Database
MS SQL - Install Patch	MS SQL - Advanced Parameters - Install Patch
MS SQL Rollback Patch	MS SQL Gather Advanced Parameters for Rollback Patch
Backup and Restore MS SQL Database	Gather Advanced Parameters for MS SQL Database Backup and Restore
Backup MS SQL Database	Gather Advanced Parameters for MS SQL Database Backup
Restore MS SQL Database	Gather Advanced Parameters for MS SQL Database Restore
MS SQL - Compliance Audit	Gather Advanced Parameters for MS SQL Compliance
DB Release for SQL Server	MS SQL - Parameters - DB Release for SQL Server
Discovery	Discover SQL Databases

2. When you make a copy of the workflow, expand the step, and then set the Windows domain user parameters to - **User selected** -.

**Note:** The pertinent parameters are based on the solution type:

Provisioning	Installer Account Installer Password
Patching, refresh, compliance, and release management	Instance Account Instance Password
Discovery	SQL Instance Account SQL Instance Password

3. When you create a deployment from the copy of the workflow, set the parameter types to **Runtime Value**.
4. When you execute the deployment, specify the Windows domain user name and password for the parameters.

**Note:** If you have renamed the Windows Administrator account on your Windows target servers, you must also perform the procedures required to [Specify a Renamed Windows Administrator User](#) on page 96.

## Change the Number of Active Connections

This topic shows you how to change the number of active database connections that HP DMA uses. This may improve workflow execution speed, depending on how many workflows are running at the same time and the complexity of those workflows.

### To change the number of active connections:

1. As root, stop the HP DMA server:

```
$ service dma stop
```

2. Open the following file in a text editor:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

3. Modify the following parameters:

Parameter Name	Default Value	Suggested New Value
maxActive	20	50
maxWait	2000	3000

The parameter values that will work best are highly dependent on your environment. Several iterations may be required to optimally tune these parameters.

4. Start the HP DMA server again:

```
$ service dma start
```

# Chapter 8: Troubleshooting

This chapter provides information that will help you troubleshoot problems that can arise during the installation and initial configuration of HP Database and Middleware Automation (HP DMA) version 10.30.

## Debugging Tools

HP DMA provides Custom Fields that can assist you in the debug process by providing additional output information:

- `DEBUG_LEVEL`: Controls the level of workflow output to the HP DMA Console Page. The following describes the values:

0	No debug
1	Error debug
2	Warning debug
3	Success, information, and notice debug
4	Debug debug
5	Verbose debug
99	Maximum debug
- `west_verbose`: Determines whether additional debug logging is written to the HP DMA Client log. Valid values are TRUE and FALSE.

This output can be valuable if you need assistance from HP Support.

**Tip:** See the "Custom Field" section in the *HP DMA Administrator Guide* for additional information on how to create and customize Custom Fields.

### To create and configure the debug Custom Fields:

1. Decide whether you want debug at the organization level or the server level.

**Note:** You can specify Custom Fields for both organizations and individual servers. If both are specified, the server level information takes precedence over the organization level information.

**Note:** To debug what happens on a specific target when a specific workflow runs, create the Custom Fields at the server level.

2. Go to Environment > Custom Fields to create the new Custom Fields at either the Organization or Server level (alternatively, you can add Custom Fields when the organization or server is open in the Environment page):
  - DEBUG\_LEVEL with type Text
  - west\_verbose with type List and options TRUE or FALSE
3. Specify the Custom Field values at the organization level, the server level, or both:
  - Go to Environment > Dashboard > <organization\_name> (Optional: > <server\_name>).
  - Set DEBUG\_LEVEL to 99—the highest level of debug.
  - Set west\_verbose to TRUE.

**Note:** This must be performed by an HP DMA user who has a role with Write permission for the pertinent organizations (or Administrator capability).

**Tip:** If you do not see this Custom Field, be sure that **Show empty values** is selected.

**To obtain debug information:**

1. Run the pertinent workflow on the server that has the debug Custom Fields turned on.
2. After the workflow completes, the debug information will be available on the Console and History tabs for the workflow.
3. *Optional:* To save the history output as a CSV file, click  at the upper-right corner of the history page.

You can relay this information to HP Support for further troubleshooting.

**To turn off debug:**

When you are done debugging, you can modify the values of the Custom Fields to turn the debug off:

- Go to Environment > Dashboard > <organization\_name> (Optional: > <server\_name>)
- Set DEBUG\_LEVEL to 0—no debug.
- Set west\_verbose to FALSE.

**Tip:** If you do not see this Custom Field, be sure that **Show empty values** is selected.

*Optional:* You can also delete the DEBUG\_LEVEL and west\_verbose Custom Fields since the default values turn off the debug.

# Troubleshooting Issues

Each troubleshooting topic shows you how to diagnose and resolve a particular problem. The topics are grouped according to where in the HP DMA installation process each problem can occur. Pertinent log file snippets are included.

In the following table, the Installation Step column indicates where in the HP DMA installation process each type of problem becomes apparent. The Probable Cause column contains links to topics that show you how to diagnose and resolve a particular problem.

Problem	Installation Step	Probable Cause
Common Baseline Errors	Install the HP DMA Server	<a href="#">Oracle Database User Was Not Created</a>
		<a href="#">Oracle Listener Is Not Running</a>
		<a href="#">Oracle Database Is Not Running</a>
		<a href="#">Error in the Oracle Server or Oracle SID Name</a>
		<a href="#">HP DMA Client Fails to Contact HP DMA Server</a>
		<a href="#">Did Not Run the Baseline Command as Root User</a>
APX Tool Configuration Error	Import the HP DMA APX	<a href="#">Not Pointing to Correct APX Tool Directory</a>
DMA Client Files Policy Error	Install the DMA Client Files Policy	<a href="#">DMA_Client Directory Does Not Exist or Is Not Writable</a>
		<a href="#">Microsoft Patch Database Is Out of Date</a>
Connector Errors	Configure the Connector	<a href="#">The SA Core Server Is Down</a>
		<a href="#">The JAR Files Are Not at the Required Locations</a>
		<a href="#">Connector Errors</a>

Problem	Installation Step	Probable Cause
Login Errors	Start HP DMA	The SA Core Server Is Down
		The SA Group Does Not have Login Access
		HP DMA Started Before SA was Running
		Oracle Database Password Changed
		The HP DMA Database is Not Accessible
		The SA Core was Updated
		HP DMA is Switched to Different SA Core
		The HP DMA Login Page Does Not Work with Internet Explorer
No Servers Available to Add to HP DMA	Add Available Targets	The HP DMA Connector User Does Not Have Required Permissions
		The HP DMA Connector User Cannot Find Any Servers
		The Servers Are Already in Another HP DMA Organization
		The HP DMA User Does Not Have Correct Permissions
		The DMA Client Files Policy Is Not Attached and Remediated
Run Time Errors	These errors may show up when you run an HP DMA workflow.	Workflow Aborts Using an Internal SSL Certificate
		Workflow Aborts After an HP DMA Upgrade
		Workflows "Stuck" in Perpetual Running State
		Deployments Are Skipped if Another Deployment of Same Workflow Is Running
Performance Issues	Performance issues may show up when you run HP DMA workflows.	Intermittently Unable to Log In and System Freezes

Problem	Installation Step	Probable Cause
<a href="#">Customization</a>	Use these instructions to customize the HP DMA.	<a href="#">Add New Logo to the HP DMA UI</a>
<a href="#">Maintenance</a>	Use these instructions for normal HP DMA maintenance.	<a href="#">Reset the HP DMA Initial Admin password</a>
		<a href="#">Update Self-Signed SSL Certificate</a>

## Common Baseline Errors

Most errors that occur when running the `dmaBaselineData` command can be attributed to:

- Not setting up Oracle Database as specified in [Create and Configure the Oracle Database](#) on page 25.
- The TNS listener is not running.
- Not specifying the correct values in the `dmaBaselineData` command.
- Not specifying the correct HP DMA server host name in the `dmaBaselineData` command.
- Not running the `dmaBaselineData` command with the correct permissions (root).

The following topics will help you identify and resolve baseline errors.

For additional information, see [Install the HP DMA Server](#) on page 30.

## Oracle Database User Was Not Created

To verify that your HP DMA Oracle Database user was created:

1. Log in to Oracle Database:

```
sqlplus / as sysdba
```

2. Run the following query:

```
select username from dba_users where username like '%DMA%'
```

This command will list any usernames where DMA is part of the name.

If your HP DMA Oracle Database user name is not in the list, have your Oracle Database administrator (DBA) follow the instructions in [Create and Configure the Oracle Database](#) on page 25 to add the HP DMA Oracle Database user.

## Oracle Listener Is Not Running

To verify that the Oracle Listener is running:

1. On the Oracle Database system, run the following commands:

```
su - oracle
```

```
ps -ef | grep tns
```

2. If the Oracle Listener is running, the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef|grep tns
oracle   3924      1  0 10:51 ?          00:00:00
/u01/app/oracle/product/11.2.0/db1/bin/tnslsnr DMALIST -inherit
oracle   3921  3632  0 10:50 pts/1    00:00:00 grep tns
```

If the Oracle Listener is not running , the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef|grep tns
oracle   3921  3632  0 10:50 pts/1    00:00:00 grep tns
```

If the Oracle Listener is not running, have your Oracle DBA start it.

## Oracle Database Is Not Running

To verify that Oracle Database is running:

1. On the Oracle Database system, run the following commands:  

```
su - oracle
ps -ef | grep pmon
```
2. If Oracle Database is running, the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef | grep pmon
oracle   4018      1  0 10:55 ?          00:00:00 ora_pmon_dmademo
oracle   4109  3956  0 10:55 pts/1    00:00:00 grep pmon
```

If Oracle Database is not running, the output of the `ps` command will be similar to this:

```
[oracle@oraserver ~]$ ps -ef | grep pmon
oracle   3982  3956  0 10:54 pts/1    00:00:00 grep pmon
```

If Oracle Database is not running, have your Oracle DBA start it.

## Error in the Oracle Server or Oracle SID Name

If you specify an incorrect host name for the Oracle Database system, an incorrect Oracle SID name, or any other incorrect database connection parameters in the `dmaBaselineData` command, the command will fail.

For example:

```
$ sh ./dmaBaselineData.sh --create-tables  
--create-context --database-username dma --database-password dma  
--jdbc-connection-string jdbc:oracle:thin:@badorcl.mycompany.com:1521:badsid  
--dma-hostname dma.mycompany.com
```

This incorrect `dmaBaselineData` command will produce error messages similar to the following:

```
30 Jan 2005 11:28:45,901 INFO  DMABaselineData - Saved context file:  
/opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/./WEB-  
INF/././././conf/Catalina/localhost/dma.xml  
30 Jan 2005 11:28:45,903 INFO  DMABaselineData - Context file has been created.  
30 Jan 2005 11:28:48,016 INFO  DMABaselineData - Using specified context for  
settings (command line overrides ignored) file:  
/opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/./WEB-  
INF/././././conf/Catalina/localhost/dma.xml  
30 Jan 2005 11:28:48,834 ERROR DMABaselineData - Initial SessionFactory creation  
failed.  
30 Jan 2005 11:28:48,834 ERROR DMABaselineData - Unable to establish connection  
with database using provided connection info.  
java.lang.RuntimeException: Connection cannot be null when 'hibernate.dialect'  
not set  
at com.hp.dma.cmdline.DMABaselineData.init(DMABaselineData.java:171)  
at com.hp.dma.cmdline.DMABaselineData.main(DMABaselineData.java:848)  
...
```

To solve this problem:

- Verify that the TNS listener is running.
- Specify the correct names for the `dmaBaselineData` command.

## HP DMA Client Fails to Contact HP DMA Server

If the target server cannot communicate with the HP DMA server, a workflow will appear to be running when it really is not. There are several possible causes of this problem:

- The HP DMA server name is not resolvable on the target server.
- The HP DMA server is running a different port than the one specified in the `dma.xml` configuration file.

If the HP DMA server host name was not specified correctly when the `dmaBaselineData.sh` command was executed,

### Symptoms

If this happens, the Console page looks like this—note that there are no messages in the step output box when you select the first step, and its status never changes from Initiated to Running.

The screenshot shows the HP Database & Middleware Automation console interface. At the top, there is a navigation bar with the following tabs: Home, Automation, Reports, Environment, Solutions, Setup, Workflows, Steps, Functions, Policies, Deployments, Run, Console, and History. The 'Console' tab is selected. Below the navigation bar, the 'Console' section displays a table with the following data:

Status	Workflow	Started	Run by	Server
RUNNING	Discovery	28 Mar 13:20	admin	target1.mycompany.com

Below the table, there is an 'Output' section. On the left, a blue box represents a step named 'Discovery Parameters' with a status of 'Initiated'. A red arrow points to this box with the text 'Never changes to Running'. On the right, there is an empty output area with a red arrow pointing to it and the text 'Nothing here'.

The HP DMA log file on the target server will show that the target server cannot communicate with the HP DMA server:

```
2013-03-28 17:39:01,121 - INFO: Logging initiated for execution
'ff8080813db35c1e013db35e30e60000'
2013-03-28 17:39:01,312 - ERROR: Error with HTTP POST: "Failed to reach server:
error(111, 'Connection refused')"
2013-03-28 17:40:01,328 - ERROR: Error with HTTP POST: "Failed to reach server:
error(111, 'Connection refused')"
2013-03-28 17:41:01,345 - ERROR: Error with HTTP POST: "Failed to reach server:
error(111, 'Connection refused')"
```

This log file is located here on the target server:

- UNIX targets: `/var/tmp/DMA/<execution-id>/<execution-id>.log`
- Windows targets: `%TMPDIR%\dma\<execution-id>\<execution-id>.log`

Note that that `%TMPDIR%` is evaluated based on the user running the workflow. If you log in as a different user, you may not see this file in your `%TMPDIR%`.

**Note:** You will see Connection Refused error messages (as shown above) if the specified `dma-hostname` is a valid and resolvable host name. If it is not a resolvable host name, you will see error messages like this one:

```
2013-03-28 17:48:07,026 - ERROR: Error with HTTP POST: "Failed to reach server:
gaierror(20001, 'getaddrinfo failed')"
```

**Tip:** This information is also displayed on the Connector Errors tab on the History page.

## Solution

You can solve this problem by modifying the `webServiceUrl` parameter in the following file:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

Perform these steps on the HP DMA server:

1. Stop the DMA service.  

```
$ service dma stop
```
2. In the `/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file, check the highlighted value of `webServiceUrl` for the following:
  - The host name is correct
  - The host name is not `localhost`

- The host name is fully qualified
- The host name is spelled correctly

```
<?xml version="1.0" encoding="UTF-8"?>
<Context allowLinking="true" disableURLRewriting="true"
  path="/dma" privileged="true" swallowOutput="true"
  workDir="/var/opt/hp/dma/work/dma">
  <Valve className="org.apache.catalina.valves.AccessLogValve"
    directory="/var/log/hp/dma/" pattern="%h %l %u %t '%r' %s %b
    %S" prefix="localhost_access." suffix=".log"/>
  <Parameter name="com.hp.dma.core.webServiceUrl"
    value="https://dma1.mycompany.com:8443/dma"/>
  <Parameter name="com.hp.dma.conn.trustAllCertificates"
    value="false" />
  <Resource auth="container"
    driverClassName="oracle.jdbc.OracleDriver"
    factory="com.hp.dma.util.DmaTomcatContextHandler"
    maxActive="20" maxIdle="5" maxWait="2000" name="jdbc/dma"
    password="{AES}54dd1d97a915c4c3c8d0db986a1218db62008816fb924"
    type="javax.sql.DataSource"
    url="jdbc:oracle:thin:@dma1.mycompany.com:1521:DMA"
    username="dma"/>
</Context>
```

### 3. Start the DMA service.

```
$ service dma start
```

**Note:** You must also terminate the HP DMA Client process on the target server (see [Workflow Execution Script](#) on page 165).

## Did Not Run the Baseline Command as Root User

You must run the `dmaBaselineData` command as root. If you run `dmaBaselineData` as another user, it will fail.

For example:

```
$ sh ./dmaBaselineData.sh --create-tables --create-context
--database-username dma --database-password dma
--jdbc-connection-string jdbc:oracle:thin:@oraserver.mycompany.com:1521:dmdemo
--dma-hostname dmaserver.mycompany.com
```

If you run this correct `dmaBaselineData` command as a user other than root, you will see error messages similar to the following:

```
log4j:ERROR setFile(null,true) call failed.
java.io.FileNotFoundException: /var/log/hp/dma/dma.log (Permission denied)
    at java.io.FileOutputStream.openAppend(Native Method)
    at java.io.FileOutputStream.<init>(Unknown Source)
    at java.io.FileOutputStream.<init>(Unknown Source)
    at org.apache.log4j.FileAppender.setFile(FileAppender.java:294)
    at org.apache.log4j.RollingFileAppender.setFile
(RollingFileAppender.java:207)
    at org.apache.log4j.FileAppender.activateOptions(FileAppender.java:165)
...

java.io.FileNotFoundException: /opt/hp/dma/server/tomcat/webapps/dma/WEB-
INF/./WEB-INF/././././conf/Catalina/localhost/dma.xml (Permission denied)
    at java.io.FileOutputStream.open(Native Method)
    at java.io.FileOutputStream.<init>(Unknown Source)
    at java.io.FileOutputStream.<init>(Unknown Source)
    at com.hp.dma.cmdline.DMABaselineData.saveXMLFile
(DMABaselineData.java:713)
    at com.hp.dma.cmdline.DMABaselineData.main(DMABaselineData.java:837)
30 Jan 2005 10:43:43,463 ERROR CmdlineExceptionHandler - Exception
java.lang.Throwable: java.io.FileNotFoundException:
/opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/./WEB-
INF/././././conf/Catalina/localhost/dma.xml (Permission denied
...

```

To solve this problem, run the `dmaBaselineData` command again as root.

## APX Tool Configuration Error

You may receive an error that you do not have a valid APX file or directory when you perform the [Import the HP DMA APX](#) step.

### Not Pointing to Correct APX Tool Directory

If you receive an error message similar to the following at the root command prompt, you are not pointing to the correct directory for the APX tool:

```
...  
[root@dmaserver ~](4) $ apxtool import westapx.zip  
Error: westapx.zip is not a valid APX file or directory.  
...
```

If you have this problem, verify the location of the APX tool and rerun the `apxtool` command (see [Import the HP DMA APX](#)).

## DMA Client Files Policy Error

Possible errors that can occur when you install, attach, or remediate the DMA Client Files policy on the SA server are the following:

- The `/DMA_Client` directory does not exist or is not writable
- The Microsoft Patch Database is out of date

The following topics will help you identify and resolve DMA Client Files policy issues.

For additional information, see [Install the DMA Client Files Policy](#) on page 49.

## DMA\_Client Directory Does Not Exist or Is Not Writable

### Symptoms

If the `/DMA_Client` directory does not exist or is not writable you will receive error messages similar to the following when you run `dma_upload.sh`:

```
...  
# sh ./dma_upload.sh -host sa2.mycompany.com -user myusername -password  
mypassword -keyFile /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/publicKey -  
folderName /DMA_Client  
% Total      % Received % Xferd  Average Speed   Time    Time       Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 2780k  100 2780k    0     0  120M      0 --:--:-- --:--:-- --:--:-- 142M  
% Total      % Received % Xferd  Average Speed   Time    Time       Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 1712k  100 1712k    0     0  127M      0 --:--:-- --:--:-- --:--:-- 151M  
CORBA BAD_PARAM 0 No; nested exception is:  
org.omg.CORBA.BAD_PARAM:  vmcid: 0x0  minor code: 0  completed: No  
...
```

### Solution

Make sure that the `/DMA_Client` directory exists and you can write to it.

If the upload is successful, you will receive messages similar to the following:

```
...  
  
# sh ./dma_upload.sh -host sa2.mycompany.com -user myusername -password  
mypassword -keyFile /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/publicKey -  
folderName /DMA_Client  
% Total      % Received % Xferd  Average Speed   Time    Time       Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 2780k  100 2780k    0     0   137M    0 --:--:-- --:--:-- --:--:-- 150M  
% Total      % Received % Xferd  Average Speed   Time    Time       Time  Current  
Dload Upload  Total   Spent    Left  Speed  
100 1712k  100 1712k    0     0   121M    0 --:--:-- --:--:-- --:--:-- 139M  
Policy associations for DMA completed.  
  
...
```

## Microsoft Patch Database Is Out of Date

It is important to have the latest Windows Patch Utilities on SA Core to support Windows 2012.

### Symptoms

If your Windows 2012 servers are successfully managed by SA but failed to have the DMA Client Files policy installed, examine the contents of the Job Status log for Overall Server Status. If they are similar to the following, your Microsoft patch database is out of date.

```
The request to retrieve information from the Agent failed for an  
unknown reason, please contact your HP Server Automation  
Administrator.Execution error: Traceback (most recent call last):  
File ".\base\wayfuncs.py",line 136, in evaluator  
File "", line 3058, in ?  
  
...  
  
File ".\nt_hotfix_handler.py", line 539, in installedList  
File ".\nt\nt_hotfix_handler.py", line 521, in  
filterMbsa20ResultByInstalledOrRecommended  
OpwareError:  
  
...  
  
params: {'handler': 'nt_hotfix_handler', 'results': 'AGENT_ERROR_PATCH_DATABASE_  
CERTIFICATE_ERROR'}  
request: UNKNOWN  
tb_change: []  
  
...
```

## Solution

**Tip:** The following steps must be performed by an SA administrator.

You should verify that you are using the current Microsoft links and files. The ones listed here were correct as of the publication of this guide.

Perform the following steps to update the Microsoft Products and install the DMA Client Files policy on Windows 2012 servers:

1. Using the SA Client, navigate to the Administration > Patch Settings > Patch Products page.
2. Update the Windows Update Redistribution Catalog (`wuredist.cab`) with one of the following methods:
  - a. Update Products from Vendor:  
Click the Update Products from Vendor button, set the URL to <http://update.microsoft.com/redist/wuredist.cab>, and then update.
  - b. Update Product List from File:  
Download the `wuredist.cab` file manually at <http://update.microsoft.com/redist/wuredist.cab> and then click the Update Product List from File button to update the `wuredist.cab` file that you just downloaded.
3. Update the Security Update Catalog (`wsusscn2.cab`) with one of the following methods:
  - a. Update Products from Vendor:  
Click the Update Products from Vendor button to update the available products list directly from Microsoft's web site (the default URL).
  - b. Update Product List from File:  
Download the `wsusscn2.cab` file manually at <http://go.microsoft.com/fwlink/?LinkId=76054> and then click the Update Product List from File button to update the `wsusscn2.cab` file that you just downloaded.

This updates the catalog of available patches.
4. Navigate to the Administration > Patch Settings > Patch Database page.
5. Update the Windows Update Agent standalone installers with one of the following methods:
  - a. Import from Vendor:  
From the Windows Patch Utilities pane—auto-populated from the Security Update Catalog—select `WindowsUpdateAgent30-x86.exe`, `WindowsUpdateAgent30-x64`, and `WindowsUpdateAgent30-ia64.exe`, and then click Import from Vendor.
  - b. Import from File:  
Download the installer files manually from:

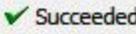
<http://download.windowsupdate.com/windowsupdate/redirect/standalone/7.4.7600.226/WindowsUpdateAgent30-x86.exe>

<http://download.windowsupdate.com/windowsupdate/redirect/standalone/7.4.7600.226/WindowsUpdateAgent30-x64.exe>

<http://download.windowsupdate.com/windowsupdate/redirect/standalone/7.4.7600.226/WindowsUpdateAgent30-ia64.exe>

Click the Import from File button to update the installer files that you just downloaded.

6. Clean up any Windows 2012 servers that indicate that the DMA Client Files policy is installed but are actually in a corrupt state.
7. Install the DMA Client Files policy on the Windows 2012 servers and remediate. For more information, see [Install the DMA Client Files Policy](#).

Examine the contents of the Job Status log for the  Succeeded status.

8. To update your repository with the same patching tools, copy the files that were downloaded in steps 3 and 5 to the Windows patching utilities directory on your SA Core (for example: /root/wintools or /root/winutils).

For more information see the *White Paper: SA 9.14: SA Server Patching Update* and the *SA 9.10 User Guide: Server Patching* that are available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

## Connector Errors

The HP DMA connector enables HP DMA and SA to communicate. Possible errors that can occur when you configure the connector are:

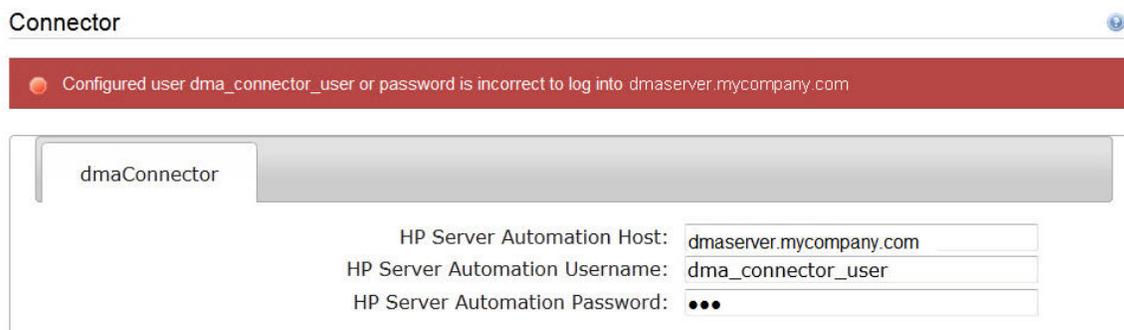
- The SA Core server is down.
- The JAR files are not at the required locations.

The following topics will help you identify and resolve connector errors.

For additional information, see [Configure the Connector](#) on page 56.

## The SA Core Server Is Down

You may see the following error when you try to add the connector:



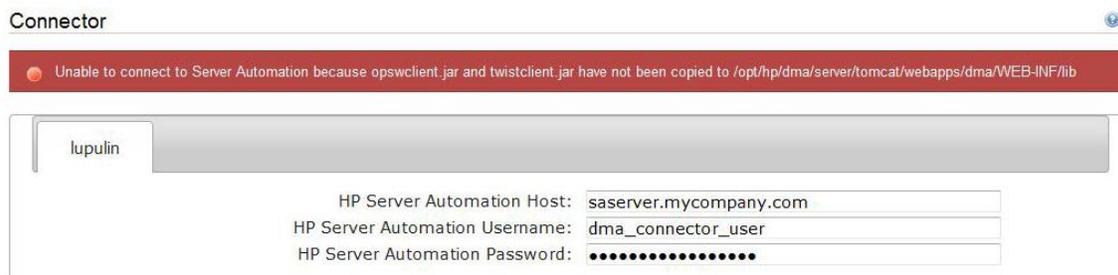
If you experience this error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, your SA server is down:

```
...  
2013-03-14 08:46:47,720 INFO [main] SAConnector$StartExceptionHandler.handle:962  
Can't connect to Host saserver.mycompany.com on port 443  
2013-03-14 08:46:47,723 INFO [main]  
BaseExceptionHandler.makeConnectorExceptionException:174  
Can't connect to Host 'saserver.mycompany.com' on port 443. Ensure HP Server  
Automation is currently running on 'saserver.mycompany.com' and firewall does  
not block access to port 443.  
org.omg.CORBA.COMM_FAILURE: vmcid: SUN minor code: 201 completed: No  
at com.sun.corba.se.impl.logging.ORBUtilSystemException.connectFailure  
(ORBUtilSystemException.java:2200)  
...
```

If your SA server is down, have your SA administrator fix the problem.

## The JAR Files Are Not at the Required Locations

You may receive the following message when you try to add the connector:



If you receive this error message, examine the contents of the `/var/log/hp/dma/dma.log` file. If the file contents are similar to the following, the `opswclient.jar` and `twistclient.jar` files are not at the required locations:

```
2005-01-30 16:37:54,626 INFO [main] PersistenceService:137 - Setting
oracle.net.tns.admin
2005-01-30 16:37:57,037 INFO [main] WorkflowStarter:107 - abortIfNotStarted =
true
2005-01-30 16:37:57,489 ERROR [main] StartupListener:114 - Unable to connect to
Server Automation because opswclient.jar and twistclient.jar have not been
copied to /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/lib
2005-01-30 16:37:57,489 INFO [main] StartupListener:115 - Failure:
java.lang.NoClassDefFoundError: com/opsware/client/TokenFinder
...
2005-01-30 16:37:57,491 ERROR [main] StartupListener:49 - Exception on startup
java.lang.RuntimeException: Unable to start DMA due to Connector failure
```

To fix this problem, run the script command to copy the required JAR files to the correct locations as described in [Install the HP DMA Server](#) on page 30.

## Login Errors

If you are unable to log in to HP DMA, you may receive the following messages on the login screen:

- Credentials are incorrect or do not allow login.
- **Error:** Failed to connect with the configured database.  
This can be caused by an invalid or locked out user, an incorrect password, or an unavailable database. Fix the problem with your database connection, restart DMA and try again.

Assuming that you have a valid username and password, the following cases may cause this problem:

- The SA server is down.
- Your role (SA group) does not have Login Access capability.
- HP DMA started before SA was running.
- The database password changed (or expired).
- The HP DMA database is not accessible.
- The SA core was updated.
- Your HP DMA server has been switched to a different SA core.
- The HP DMA login page does not work with the Internet Explorer.

Use the following information to help you identify and resolve the problem.

## The SA Core Server Is Down

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the SA server is probably down:

```
2005-01-30 17:25:19,182 INFO [http-8443-1] SAConnector:176 - SA Exception
transformed into
com.hp.dma.conn.ConnectorException: Error calling HP Server Automation Twister
API on dmaserver.mycompany.com. HP Server Automation may be down or core
unreachable.

...

2005-01-30 17:25:19,186 INFO [http-8443-1] LoginAction:158 - User dmausername
failed to log in
```

If your SA server is down, have your SA administrator start it.

## The SA Group Does Not have Login Access

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, none of the user's roles (SA groups) have Login Access capability:

```
...

2013-03-21 15:58:48,145 INFO [http-8443-6] LoginAction:136 - User joe_user is
valid in connector ff8080813d69ac23013d69ac475a0000 but has no role allowing
login
2013-03-21 15:58:48,146 INFO [http-8443-6] LoginAction:158 - User joe_user
failed to log in

...
```

If an HP DMA user's role (SA Group) does not have Login Access capability, add that user to a role (SA group) that does have Login Access capability – or register a different role, and grant that role Login Access capability.

See [Set Up the SA Groups and Users](#) on page 50 for more information.

## HP DMA Started Before SA was Running

If all of the following conditions are true, and you still see the "Credentials are incorrect or do not allow login" error message, it is possible that HP DMA started running before SA was running:

- You are certain that your credentials are correct.
- You are certain that at least one of your HP DMA roles (SA groups) has Login Access capability.
- SA is now running.

The solution to this problem is to simply stop and restart HP DMA:

1. Stop the DMA service.

```
$ service dma stop
```

2. Start the DMA service.

```
$ service dma start
```

## Oracle Database Password Changed

Periodically the password for the Oracle database may change (or expire). HP DMA provides a script to change the password that is stored in the `dma.xml` file.

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the Oracle database password changed:

```
2014-03-03 12:18:14,436 INFO [localhost-startStop-1] PersistenceService:143 -
Setting oracle.net.tns.admin
2014-03-03 12:18:15,412 ERROR [localhost-startStop-1] StartupListener:63 -
Exception on startup
org.hibernate.HibernateException: Connection cannot be null when
'hibernate.dialect' not set
at
org.hibernate.service.jdbc.dialect.internal.DialectFactoryImpl.determineDialect
(DialectFactoryImpl.java:97)
at org.hibernate.service.jdbc.dialect.internal.DialectFactoryImpl.buildDialect
(DialectFactoryImpl.java:67)
at org.hibernate.engine.jdbc.internal.JdbcServicesImpl.configure
(JdbcServicesImpl.java:170)
...
at java.util.concurrent.Executors$RunnableAdapter.call(Unknown Source)
at java.util.concurrent.FutureTask.run(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor.runWorker(Unknown Source)
at java.util.concurrent.ThreadPoolExecutor$Worker.run(Unknown Source)
at java.lang.Thread.run(Unknown Source)
```

If your Oracle password changed, perform the following:

1. Run the following commands to execute the `changeDbPassword` script:

```
$ cd /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/
```

Use either the short command:

```
$ sh ./changeDbPassword.sh -dbpw <dbpw>
```

Or the long command:

```
$ sh ./changeDbPassword.sh --database-password <dbpw>
```

Here, `<dbpw>` is the new password.

2. Restart the DMA service:

```
$ service dma restart
```

## The HP DMA Database is Not Accessible

If the previous troubleshooting cases do not solve your login issue, it is possible that the Oracle database is not accessible. To determine whether this is the case, perform the following:

1. Examine the contents of the  
`/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml` file.
2. Locate the Resource entry. It looks similar to the following:

```
<Resource name="jdbc/dma" auth="container" type="javax.sql.DataSource"
maxActive="20" maxIdle="20" maxWait="20000" username="dma" password="{AES}
9bd10ee0695c84daccec11d5dbbaaccd2045240810732fc005ad3c57f6d6bfee"
driverClassName="oracle.jdbc.OracleDriver"
url="jdbc:oracle:thin:@mydma.example.com:1521:dma"
factory="com.hp.dma.util.DmaTomcatContextHandler" />
```

3. Verify the following:
  - You are pointing to the correct system—this might be incorrect in `/etc/hosts` or DNS.
  - You have the correct database user.
  - You have the correct Oracle SID.
  - You have the correct port number.

If you find any incorrect values continue with steps 4 to 6.

4. Stop the DMA service:  
`$ service dma stop`
5. Edit the incorrect values in the `dma.xml` file and save.
6. Restart the DMA service:  
`$ service dma restart`

## The SA Core was Updated

If you cannot log in to HP DMA (or can only log in as `dma_initial_admin`), it is possible that the SA core was updated but the JAR files were not updated. This is most likely to occur if you have different individuals administering SA and HP DMA.

To solve this problem perform the following steps:

1. On your HP DMA server, run the following script command to copy the required JAR files from the SA server to the HP DMA server. For example (enter as a single line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/copyJars.sh  
<SA_Server>
```

**Note:** Whenever the SA Core is upgraded you need to rerun this command.

2. Restart the DMA service:

```
$ service dma restart
```

## HP DMA is Switched to Different SA Core

If you switch to a different SA core, you may not be able to log in to HP DMA.

**Caution:** It is NOT recommended to switch the HP DMA Server to an SA Core that is NOT part of the same SA mesh. The recommended solution is to install a new HP DMA Server. Follow the instructions in [How to Install HP DMA](#). To move your workflows from the old HP DMA Server to the new server, use the Promote workflows that are described in the *HP DMA Promote User Guide*.

If your login fails, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, the HP DMA server has been switched to a different SA core:

```
2014-04-03 15:12:25,887 INFO [http-bio-8443-exec-3] LoginAction:187 - User fred
is valid in connector 90cefcae43bffe650143c00c2b140001 but has no role allowing
login
2014-04-03 15:12:25,888 INFO [http-bio-8443-exec-3] LoginAction:209 - User fred
failed to log in
```

The problem is that HP DMA is remembering the SA IDs from the original SA core—which do not apply to the new SA core.

To solve this problem perform the following steps while logged in to the HP DMA server as the default initial HP DMA administrator (`dma_initial_admin`):

1. Go to the **Setup** tab.
2. To update HP DMA to recognize the new SA roles:
  - a. Go to the **Roles** tab.
  - b. Use the  or  button to remove the all of the currently registered roles.
  - c. Click **Save**.
  - d. Then use the  or  button to replace the same SA roles (that now contain the updated SA IDs).
  - e. Click **Save**.
3. To force the HP DMA capabilities to associate with the new roles:
  - a. Go to the **Capabilites** tab.
  - b. Open the window to view assigned roles by clicking any of the Capabilities (Administrator, Login Access, Workflow Create).

- c. Remove any of the capabilities and then click **Save**.
- d. Add the capability that you removed and then click **Save** again.

## The HP DMA Login Page Does Not Work with Internet Explorer

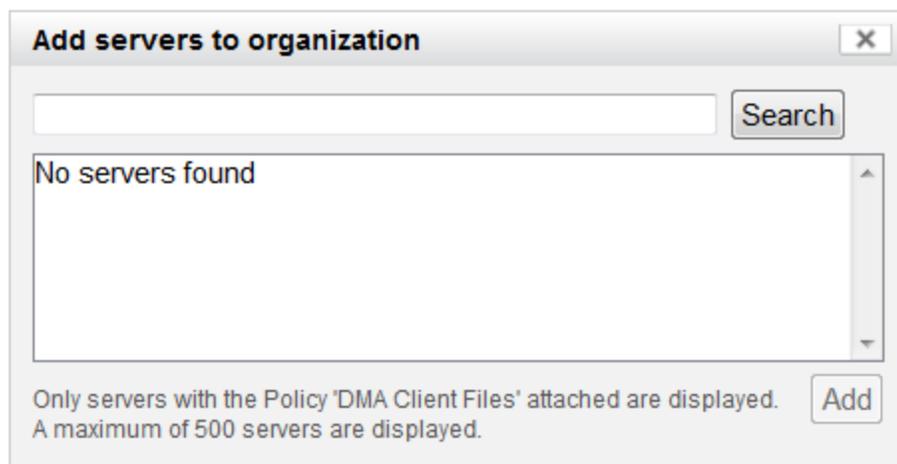
If you cannot log in to HP DMA with the Internet Explorer (IE) browser but can log in with other browsers, you will need to configure IE's security settings to work with the HP DMA Server.

To solve this problem, each person who wants to use HP DMA with IE needs to perform the following steps:

1. Open the IE browser
2. Go to **Tools** () > **Internet options** > **Advanced** (tab)
3. Scroll down to  **Security**
4. Enable **Use TLS 1.1** and **Use TLS 1.2**:  
 Use TLS 1.1  
 Use TLS 1.2
5. Click **OK**
6. Close and reopen IE

## No Servers Available to Add to HP DMA

If no servers are available in the [Add Available Targets](#) step, you will see the following error when you try to add servers to an organization:



There are several situations that may cause this problem:

- The HP DMA connector user does not have the proper permissions.
- The HP DMA connector user cannot find any servers.
- The servers are already included in another HP DMA organization.
- The HP DMA user who is logged in does not have the correct permissions.
- The DMA Client Files policy is not attached and remediated on any managed servers.

Use the following information to help you identify and resolve the problem.

## The HP DMA Connector User Does Not Have Required Permissions

If you experience a "No servers found" error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, your HP DMA connector user (`dma_connector_user`) does not have the required permissions:

```
...  
2013-03-15 14:43:43,301 ERROR [http-8080-1] DmaPolicyCacher.update:183  
DMA Client Files does not exist  
2013-03-15 14:43:43,301 INFO [http-8080-1] DmaPolicyCacher.findServers:94  
No DMA Client Files  
...
```

If you have this problem, have your SA administrator grant the `dma_connector_user` the following permissions:

- Manage Software Policy (Read)
- List, Read, and Execute permission on the folder containing the DMA Client Files policy (for example: `/DMA_Client`)

For more information, see [Set Up the SA Groups and Users](#).

## The HP DMA Connector User Cannot Find Any Servers

If you experience a "No servers found" error when the HP DMA connector user (`dma_connector_user`) has the required permissions on the folder containing the DMA Client Files policy (for example: `/DMA_Client`), examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, either there are no servers with the DMA Client Files policy attached, or the HP DMA connector user does not have Read permission for the servers:

```
...  
2013-03-15 14:59:57,377 INFO [http-8080-1]  
DmaPolicyCacher.getDMASoftwarePolicyRef:306  
DMA Software Policy ref is DMA Client Files (SoftwarePolicyRef:1230001)  
...
```

```
2013-03-15 14:59:57,634 INFO [http-8080-1] DmaPolicyCacher.findServers:107  
User can't read any servers or no servers have policy DMA Client Files
```

If you have this problem, have your SA administrator check two possible solutions:

- Attach and remediate the DMA Client Files policy to the servers.
- Grant the `dma_connector_user` Read permission for the servers.

For more information, see [Install the DMA Client Files Policy](#) and [Set Up the SA Groups and Users](#).

## The Servers Are Already in Another HP DMA Organization

Servers can only be in one HP DMA organization. If they are already included in another organization, they will not be available for you to add.

If you experience a "No servers found" error, examine the contents of the `/var/log/hp/dma/dma.log` file. If they are similar to the following, all servers that you are able to add are already included in another organization:

```
...  
2013-03-15 15:08:13,655 INFO [http-8080-1] DmaPolicyCacher.findServers:126  
Returning 2  
...
```

If you have this problem, contact your HP DMA administrator to determine which organization the servers should belong to.

## The HP DMA User Does Not Have Correct Permissions

Another possible cause of a "No servers found" error is that the HP DMA user who is currently logged in does not have the correct permissions.

To determine whether this is the case:

1. Log in to HP DMA as a different user, preferably one with Administrator capability.
2. Have this user try to add targets (see [Add Available Targets](#)).

If the HP DMA administrator can see the servers in the Add Servers to Organization dialog, have your SA administrator grant the following permissions to the SA group to which your HP DMA user belongs:

- List, Read, and Execute permission for the /DMA\_APX folder
- Managed Servers and Groups
- Read access to all managed servers that will be added to HP DMA

For more information, see [Set Up the SA Groups and Users](#).

## The DMA Client Files Policy Is Not Attached and Remediated

Another possible cause of a "No servers found" error is that the DMA Client Files policy has not been attached and remediated on the servers.

To determine whether this is the case, have your SA administrator check that the DMA Client Files policy is attached and remediated on all servers that need to be available to HP DMA, as described in [Install the DMA Client Files Policy](#).

## Run Time Errors

Possible errors that may occur when you run HP DMA workflows are the following:

- HP DMA workflows may abort because you are using an internal SSL certificate.
- HP DMA workflows may abort shortly after doing an HP DMA upgrade.
- HP DMA workflows may appear to be "stuck" in a perpetual running state.
- HP DMA deployments may be skipped if another deployment of the same workflow is already running.

Use the following information to help you identify and resolve the problem.

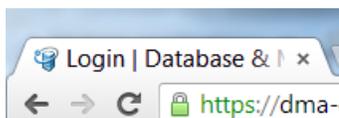
## Workflow Aborts Using an Internal SSL Certificate

If you obtained an internal SSL certificate from your company's internal certification authority, your HP DMA workflows may abort.

### Symptoms

If you have this problem you will observe the following:

1. When you log in to the HP DMA server you correctly observe the lock icon:



2. Go to Automation > History. You see that your workflow status is **ABORTED**.
3. Select your workflow.
4. Go to the Connector Output tab. Verify that the HP DMA connector output does NOT contain the following:

```
Warning: DMA Client is trusting all HTTPS Certificates
```

If you do not have this message, HP DMA is using an SSL certificate—such as an internal SSL certificate—for the connection.

5. Go to the Connector Errors tab. See whether the stacktrace contains messages similar to the following:

```
...  
WestHttpClientException: com.hp.dma.client.WestHttpClientException: Invalid  
SSL Certificate returned from https://dma-  
mycompany.com:8443/dma/api/execute/workflow/90cefce442b538650142b53912b60000  
/server/90cefce4429544990142954a915c000b : peer not authenticated  
The West APX execution was not successful  
...
```

If so, the problem is that the target server's JRE could not authenticate the SSL certificate from your company's internal certification organization. Only certificates which are traceable back to a trusted Certification Authority (CA) can be authenticated.

### Solution

The solution is to add your company's Certification Authority certificate to all target JREs.

Consult with your company's security team to determine the proper procedure for adding your company's Certification Authority to the list of trusted certificates.

## Workflow Aborts After an HP DMA Upgrade

After upgrading HP DMA to version 10.22 (or later), HP DMA may stop working. This may be caused if the HP DMA clients do not have the increased security settings specified in the upgraded `server.xml` file.

### Symptoms

If you have this problem you will observe the following:

1. Go to Automation > History. You see that your workflow status is **ABORTED**.
2. Select your workflow.
3. Go to the Connector Errors tab. See whether the stacktrace contains messages similar to the following:

```
*sys-package-mgr*: processing modified jar,  
'/opt/hp/dma/client/lib/westhttpclient.jar'  
Invalid SSL Certificate returned from  
https://dmaserver.mycompany.com:8443/dma/api/execute/workflow/ff8080813cfda9  
fa013cfdaa7aa9113f  
2014-11-21 11:48:42 - Error occurred during WEST execution
```

```
Traceback (most recent call last):
  File "/opt/hp/dma/client/bin/west.py", line 59, in main
    encoded, headers, count = run_workflow(options, encoded, headers,
storage_dir)
  File "/opt/hp/dma/client/bin/west.py", line 126, in run_workflow
    code, response = wh.get_http_post_response(options, headers)
  File "/opt/hp/dma/client/jython/Lib/westhttp.py", line 400, in _execute_
post
    return _try_to_execute_post(options, url, headers)
  File "/opt/hp/dma/client/jython/Lib/westhttp.py", line 412, in _try_to_
execute_post
    raise rsp_exc
WestHttpClientException: com.hp.dma.client.WestHttpClientException: Invalid
SSL Certificate returned from https://dmaserver.mycompany.com

The West APX execution was not successful
```

If so, the HP DMA RPMs have been upgraded but the DMA Client Files policy was not remediated, so that HP DMA refuses to communicate with the managed servers.

### **Solution**

You can solve this problem by reinstalling the DMA Client Files policy on the SA core and remediating the policy on all managed servers that use that policy. Follow the instructions in [How to Upgrade HP DMA](#).

## Workflows "Stuck" in Perpetual Running State

If you have workflow deployments that seem to be "stuck" in a perpetual running state, HP DMA provides a script to cancel the deployments.

### **Symptoms**

Workflow deployments may become "stuck" in a perpetual running state when deployments started at the same time that the HP DMA Server restarted. The deployments remain in the "Initiated" state but never proceed to the "Finished" state.

### **Solution**

You can solve this problem by running the `cancelWorkflow` script. It will cancel ALL workflows that are in the "Initiated" and "Running" states.

1. Stop the DMA service:  

```
$ service dma stop
```

2. Run the following commands to execute the `cancelWorkflow.sh` script:

```
$ cd /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/
```

```
$ sh ./cancelWorkflow.sh
```

3. After the script completes, restart the DMA service:

```
$ service dma restart
```

## Deployments Are Skipped if Another Deployment of Same Workflow Is Running

By default, HP DMA only allows a single deployment of a workflow to run at the same time. This is true for either manual or scheduled deployment executions. If you desire to run multiple deployments of the same workflow at the same time, HP DMA provides a parameter in the `dma.xml` file that allows you to do so.

### Symptoms

You may observe these symptoms if HP DMA is limited to only a single deployment of a workflow at a time:

- If multiple deployments of the same workflow are scheduled at the same time, the History page shows that the deployment is "skipped" and gives the message "This workflow was scheduled but did not run":

HP Database & Middleware Automation

Home Automation Reports Environment Solutions Setup

Workflows Steps Functions Policies Deployments Run Console History

### History

History (loaded: 30 Jun 20:00)

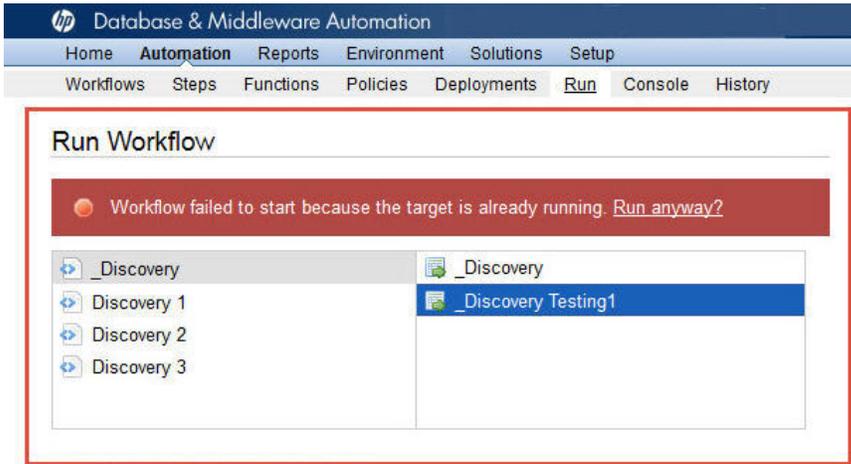
	Status	Workflow	Deployment	Started	Run by	Server
	All	Discovery				
1	SKIPPED	_Discovery	_Discovery Deployment A	30 Jun 20:00	test	dma.company.com
2	SKIPPED	_Discovery	_Discovery Deployment B	30 Jun 20:00	test	dma.company.com
3	RUNNING	_Discovery	_Discovery Deployment C	30 Jun 20:00	test	dma.company.com

Page 1 of 1

Step Output Step Errors Step Header Connector Output Connector Errors

This workflow was scheduled but did not run.

- If you attempt to manually execute such a deployment, you receive this warning:



### Solution

You can solve this problem by adding the `Schedulerskipchecklevel` parameter to the `dma.xml` file:

1. Stop the DMA service:

```
$ service dma stop
```

2. Open the `dma.xml` file in a text editor. For example:

```
$ vi /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

3. Key in the following line to add the `Schedulerskipchecklevel` parameter to the file:

```
<Parameter name="com.hp.dma.core.action.Schedulerskipchecklevel" value="1" />
```

**Note:** To revert to the default functionality (only one deployment of the same workflow can run at a time), change the value to "2".

4. Save your changes to the `dma.xml` file.

5. Restart the DMA service:

```
$ service dma restart
```

## Sybase 15.7 Patch Workflow Error

In case you get the following error:

Copy of <Sybase Source Install folder> to <Sybase backup folder> failed: cp: cannot create regular file <sybase file name> : Permission denied, perform the steps below to resolve the error.

1. Take a copy of all the files and folders in the Sybase backup location.

Example: `cp /opt/app/syb_backup/* <user-sybase-home>/syb_backup`

2. Delete all files and folders in the Sybase backup location.

Example: `rm -rf /opt/app/syb_backup/*`

3. Run the Sybase 15.7 patch workflow.

## Customization

This section describes how to customize your HP DMA environment. As part of the customization, you can add your company logo to the HP DMA homepage as well as the landing page.

### Add New Logo to the HP DMA UI

The steps below describe how to add your logo to HP DMA.

1. Create a `login-photo.png` image file customized for your company with 395 x 300 pixel dimension, for example:



2. Create a `logo.png` image file customized for your company with 17 x 17 pixel dimension, for example:



3. Log on to the DMA server.
4. Download the files to a desired location.
5. Stop the HP DMA server.  

```
service dma stop
```
6. Go to the directory where the images are located:  

```
cd /opt/hp/dma/server/tomcat/webapps/dma/images
```
7. Backup the existing image files `login-photo.png` and `logo.png`.
8. Copy the new files from <desired-location> to  

```
/opt/hp/dma/server/tomcat/webapps/dma/images
```

9. Change the owner of the `login-photo.png` and `logo.png` files:

```
chown -hR hpdma:hpdma login-photo.png
```

```
chown -hR hpdma:hpdma logo.png
```

10. Restart the HP DMA server and then log in.

```
service dma start
```

The `login-photo.png` logo will be displayed on the homepage as shown below:



The `logo.png` logo will be displayed on the landing page as shown below:



## Performance Issues

Use the following information to help you identify and resolve performance issues that occur when running HP DMA.

### Intermittently Unable to Log In and System Freezes

When you run many (more than 10) HP DMA workflows at the same time, you may experience intermittent performance issues:

- HP DMA becomes slow for users who are logged in
- New users are unable to log in
- HP DMA freezes

**You can resolve this by changing the HP DMA configuration:**

1. Stop HP DMA:

```
# service dma stop
```

2. Open the `dma.xml` file in a text editor. For example:

```
# vi /opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

3. Add the following lines to the file:

```
<Parameter name="com.hp.dma.core.action.WorkflowStarter.poolSize" value="40" />  
<Parameter name="com.hp.dma.core.action.WorkflowStarter.maxPoolSize" value="40"  
>
```

4. Save your changes to the `dma.xml` file.

5. Start HP DMA:

```
# service dma start
```

## Maintenance

This section provides information about HP DMA maintenance capabilities:

- Reset the password for the HP DMA Initial Admin (dma\_initial\_admin) account.
- Update the Self-Signed SSL Certificate—generate a new Self-Signed SSL Certificate and distribute your certificate to your managed servers.

Use the following information to help you properly maintain your HP DMA system.

## Reset the HP DMA Initial Admin password

For security reasons you may want to reset the password for the HP DMA Initial Admin (dma\_initial\_admin) account.

HP DMA provides a script to change the password for the HP DMA Initial Admin (dma\_initial\_admin) account.

### To obtain online help:

Run the following command on the HP DMA server (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh [-help]
```

Here, -help is optional.

### Method 1: To reset the password interactively

Perform these steps on the HP DMA server:

1. Run the following command (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh -prompt
```

2. Enter the new password at the prompt.
3. Reconfirm the password at the prompt.

### Method 2: To reset the password on the command line

**Note:** Use the command line procedure only to integrate the password change into an automated process since the new password may be observed when entered in the command line.

Run the following command on the HP DMA server (on one line):

```
$ sh /opt/hp/dma/server/tomcat/webapps/dma/WEB-INF/changeInitialAdminPassword.sh -  
password <password>
```

Here, <password> is the new password.

### Results

If the password is successfully reset you will receive the message:

```
Successfully updated the dma_initial_admin password.
```

If the password is not successfully reset you will receive the message:

```
Failed to update the dma_initial_admin password.
```

## Update Self-Signed SSL Certificate

This section provides information on how to generate a new Self-Signed SSL Certificate and to automate the distribution of your certificate to your managed servers. This information is particularly helpful when you need to update your certificate when it expires. This section includes:

- [Update Self-Signed SSL Certificate on the HP DMA Server](#)
- [Update Self-Signed SSL Certificate on the HP DMA Client](#)

## Update Self-Signed SSL Certificate on the HP DMA Server

Perform these steps to update the Self-Signed SSL Certificate on the HP DMA Server:

1. Stop HP DMA:

```
# service dma stop
```

2. To list the certificates, execute the following command (all on one line—key in to avoid unwanted cut-and-paste characters):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore <keystore location>
```

For example (with the default HP DMA keystore location):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore  
/opt/hp/dma/server/.keystore
```

Specify the keystore password (the default is `changeit`).

The results will be similar to this:

```
[root@IWFVM01939 bin]# keytool -list -keystore /opt/hp/dma/server/.keystore  
Enter keystore password:  
  
Keystore type: JKS  
Keystore provider: SUN  
  
Your keystore contains 1 entry  
  
tomcat, Oct 31, 2014, PrivateKeyEntry,  
Certificate fingerprint (MD5):  
99:35:B5:68:08:18:85:DB:51:96:FA:A4:41:A2:F3:AB  
[root@IWFVM01939 bin]#
```

3. To delete the existing certificate, execute the following command (all on one line):

```
# /opt/hp/dma/server/jre/bin/keytool -delete -keystore <keystore location>  
-alias tomcat
```

For example (with the default HP DMA keystore location):

```
# /opt/hp/dma/server/jre/bin/keytool -delete -keystore  
/opt/hp/dma/server/.keystore -alias tomcat
```

Specify the keystore password (the default is changeit).

The results will be similar to this:

```
[root@IWFVM01939 bin]# keytool -list -delete -keystore  
/opt/hp/dma/server/.keystore -alias tomcat  
Enter keystore password:  
  
[root@IWFVM01939 bin:]#
```

4. To verify that there are now no certificates, execute the following command (all on one line):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore <keystore location>
```

For example (with the default HP DMA keystore location):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore  
/opt/hp/dma/server/.keystore
```

Specify the keystore password (the default is changeit).

The results will be similar to this:

```
[root@IWFVM01939 bin]# keytool -list -keystore /opt/hp/dma/server/.keystore  
Enter keystore password:  
  
Keystore type: JKS  
Keystore provider: SUN  
  
Your keystore contains 0 entries  
  
[root@IWFVM01939 bin:]#
```

5. To generate the new Self-Signed SSL Certificate, execute the following command (all on one line):

```
# /opt/hp/dma/server/jre/bin/keytool -genkeypair -validity <numberdays>  
-keyalg RSA -dname "CN=<DMAserver>,OU=<orgunit>,O=<org>,L=<location>,  
S=<state>,C=<country>" -alias <keyalias> -storepass <password>  
-keypass <password> -keystore <storefile>
```

**Caution:** If you are using an SA gateway infrastructure as a proxy network, append `-ext SAN=ip:xx.xx.xxx.xxx` to the `keytool` command, replacing `xx.xx.xxx.xxx` with the desired IP address. For additional information, see [Use a Proxy Server with HP DMA](#).

The variables used here refer to the following information:

Variable	Description
<numberdays>	The number of days that the key will be valid.
<DMAserver>	Fully qualified host name of the server hosting the HP DMA server.
<orgunit>	The organizational unit (business unit) that owns this server.
<org>	The organization (company) that owns this server.
<Location>	The city in which this server physically resides.
<state>	The state or province in which this server physically resides.
<country>	The country in which this server physically resides.
<keyalias>	Unique alias for the server's private key. This will be used to associate the server certificate with its private key. The default is tomcat.
<password>	The password for both the keystore and this private key.
<storefile>	Keystore file name. For example: /opt/hp/dma/server/.mykeystore

For example:

```
# /opt/hp/dma/server/jre/bin/keytool -genkeypair -validity 365 -keyalg RSA  
-dname "CN=someserver.domain.com, OU=DMA, O=My Company Name,  
L=Fort Collins, ST=CO, C=US" -alias tomcat -storepass changeit -keypass  
changeit -keystore /opt/hp/dma/server/.keystore
```

**Note:** You must use the same password for the `-keypass` and `-storepass` settings.

- To list the keystore contents to verify that the new certificate is available, execute the following command (all on one line):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore <keystore Location>
```

For example (with the default HP DMA keystore location):

```
# /opt/hp/dma/server/jre/bin/keytool -list -keystore  
/opt/hp/dma/server/.keystore
```

Specify the keystore password (the default is changeit).

The results will be similar to this:

```
[root@IWFVM05191 bin]# keytool -list -keystore /opt/hp/dma/server/.keystore  
Enter keystore password:
```

```
Keystore type: JKS
Keystore provider: SUN

Your keystore contains 1 entry

tomcat, Nov 3, 2014, PrivateKeyEntry,
Certificate fingerprint (SHA1):
0A:B5:E8:21:DC:38:A1:C4:6A:15:BD:09:3D:BC:90:50:7F:D0:86:32
[root@IWFVM05191 bin:#
```

7. Start HP DMA:  

```
# service dma start
```
8. Using the browser, log in to HP DMA, as usual.

## Update Self-Signed SSL Certificate on the HP DMA Client

The steps to update the Self-Signed SSL Certificate on the HP DMA Client differ depending on whether or not HP DMA is set up to trust all certificates.

To determine whether your HP DMA Server trusts all certificates:

1. Open the `dma.xml` file—located here on the HP DMA server:

```
/opt/hp/dma/server/tomcat/conf/Catalina/localhost/dma.xml
```

**Note:** You do not need to stop and restart the HP DMA Server unless you change the value of `trustAllCertificates` in the file.

2. Search for `trustAllCertificates`:

```
<Parameter name="com.hp.dma.conn.trustAllCertificates" value="<value>" />
```

3. Follow the appropriate instructions based on `<value>`:

Value of <code>trustAllCertificates</code>	Instructions
true	<a href="#">When trusting all certificates</a>
false	<a href="#">When not trusting all certificates</a>

### When trusting all certificates

The HP DMA Clients can be set to trust any certificate coming from the HP DMA Server. This is the default setting.

When trusting all SSL Certificates, there is no need to import the certificates to the HP DMA Client. Updating the SSL Certificate on the HP DMA Server is enough for the Clients to work. No changes are required on the HP DMA Clients.

## When not trusting all certificates

The HP DMA Clients can be set NOT to trust all certificates coming from the HP DMA Server. When this is the case, the certificate sent from the HP DMA Server to the HP DMA Client needs to be validated against the certificates that are trusted.

To enable HP DMA to use a Self-Signed SSL Certificate for WEST to communicate with the HP DMA Server, the certificate needs to be added to the client as a trusted certificate. To do this for all clients, create an SA policy following the instructions in [Add the certificate to Unix targets](#) and [Add the certificate to Windows targets](#).

### Add the certificate to Unix targets

Add the certificate to the Unix targets **after** the new certificate is applied to the HP DMA Server (see [Update Self-Signed SSL Certificate on the HP DMA Server](#)).

1. Open a browser and export this certificate to *<download location>*. The steps required depends on your browser.

#### Example for the Firefox browser:

- Go to **Open menu** (  ) → **Options** → **Certificates** (tab) → **View Certificates** → **Servers** (tab)
- Scroll down to *<company\_name>* and *<dma\_server\_name>*
- Click **Export**
- Save the certificate to *<download location>* with file extension CRT.

2. Zip up the certificate file into a file named `cert_file_unix.zip`.
3. Launch the HP SA Client from the Windows Start Menu.

By default, the HP SA Client is located in Start → All Programs → HP Business Service Automation → HP Server Automation Client

**Note:** For additional information, see [About the SA Client](#). If the HP SA Client is not installed locally, follow the instructions under “Installing the SA Client Launcher” in the *User Guide: Server Automation*, available on the HP Software Support web site:  
<https://softwaresupport.hp.com/>

4. Upload the ZIP file as a package to SA:
  - a. In the navigation pane in the HP SA Client, select **Library** → **By Folder**.
  - b. Select (or create) the folder where you want to store the file.
  - c. From the Actions menu, select **Import Software** and then browse to the certificate ZIP file.
  - d. Click **Import**.
  - e. Click **Close** after the import is completed.
5. Create a new software policy that is applicable to Unix:
  - a. Right-click on the certificate that you just uploaded, and then select **New** → **Software Policy**.
  - b. Add `cert_file_unix.zip` as the package.
  - c. Select Unix as the applicable OS for the ZIP file.
  - d. Specify `/opt/hp/dma/client/java_certs` as the default install path.
  - e. Under Install Scripts for the package, add the following lines as Post-Install Scripts (all on single lines):

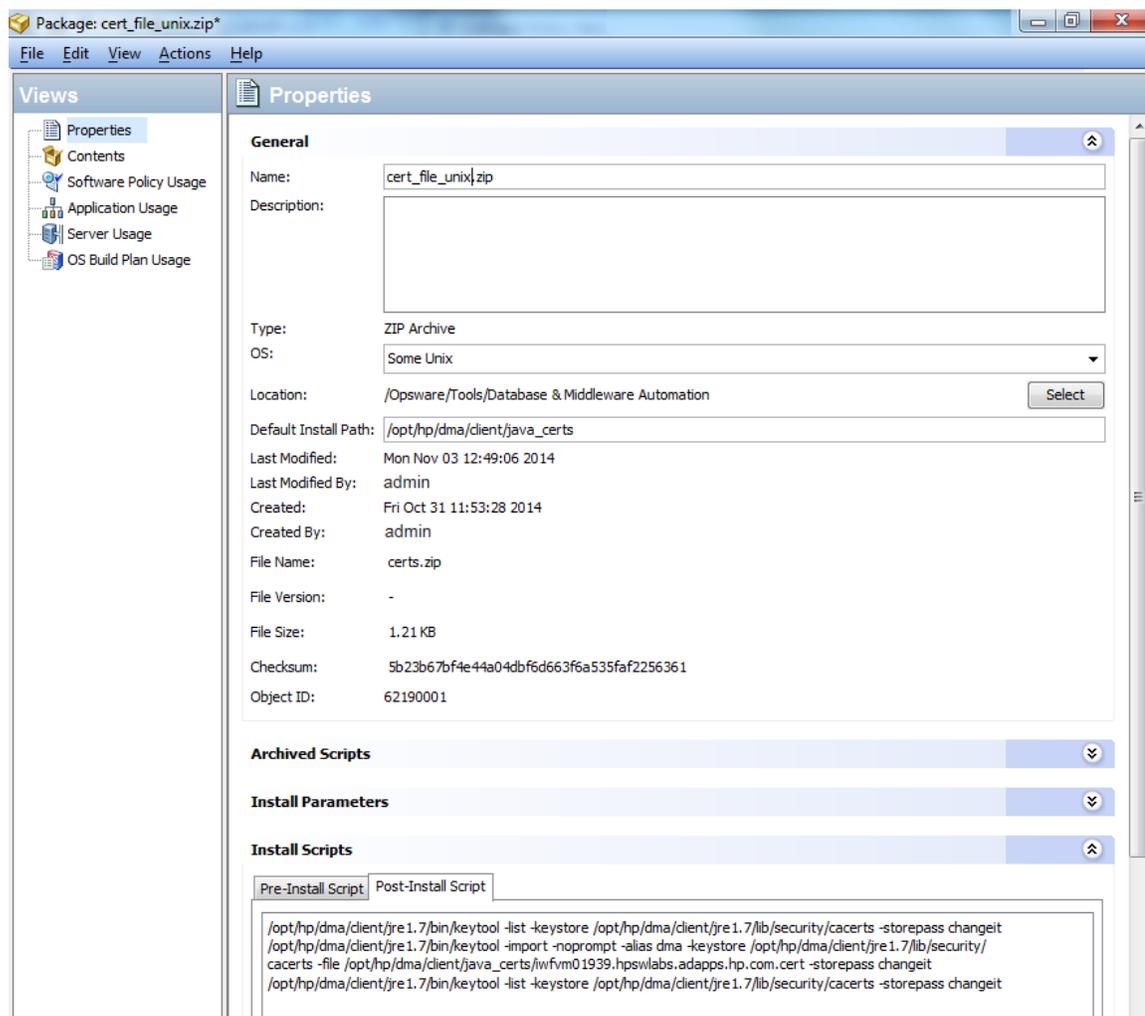
```
/opt/hp/dma/client/jre1.7/bin/keytool -list -keystore /opt/hp/dma/client/  
jre1.7/lib/security/cacerts -storepass <password>
```

```
/opt/hp/dma/client/jre1.7/bin/keytool -import -noprompt -alias dma  
-keystore /opt/hp/dma/client/jre1.7/lib/security/cacerts -file /opt/hp/  
dma/client/java_certs/<certificate file name> -storepass <password>
```

```
/opt/hp/dma/client/jre1.7/bin/keytool -list -keystore /opt/hp/dma/client/  
jre1.7/lib/security/cacerts -storepass <password>
```

**Note:** Here, `<certificate file name>` is the name of the certificate file inside the ZIP file and not the ZIP file itself and `<password>` is the appropriate password (the default is `changeit`).

For example:



6. Apply this software policy on the Unix devices.
7. Verify that this job has no failures. The post install message should say: Certificate was added to keystore.
8. Run the HP DMA workflows as usual.

### Add the certificate to Windows targets

Add the certificate to the Windows targets **after** the new certificate is applied to the HP DMA Server (see [Update Self-Signed SSL Certificate on the HP DMA Server](#)).

1. Open a browser and export this certificate to <download location>. The steps required depends on your browser.

**Example for the Firefox browser:**

- Go to **Open menu** () → **Options** → **Certificates** (tab) → **View Certificates** → **Servers** (tab)
- Scroll down to *<company\_name>* and *<dma\_server\_name>*
- Click **Export**
- Save the certificate to *<download location>* with file extension CRT.

2. Zip up the certificate file into a file named `cert_file_win.zip`.
3. Launch the HP SA Client from the Windows Start Menu.

By default, the HP SA Client is located in Start → All Programs → HP Business Service Automation → HP Server Automation Client

**Note:** For additional information, see [About the SA Client](#). If the HP SA Client is not installed locally, follow the instructions under “Installing the SA Client Launcher” in the *User Guide: Server Automation*, available on the HP Software Support web site:  
<https://softwaresupport.hp.com/>

4. Upload the ZIP file as a package to SA:
  - a. In the navigation pane in the HP SA Client, select **Library** → **By Folder**.
  - b. Select (or create) the folder where you want to store the file.
  - c. From the Actions menu, select **Import Software** and then browse to the certificate ZIP file.
  - d. Click **Import**.
  - e. Click **Close** after the import is completed.
5. Create a new software policy that is applicable to Windows:
  - a. Right-click on the certificate that you just uploaded, and then select **New** → **Software Policy**.
  - b. Add `cert_file_win.zip` as the package.
  - c. Select Windows as the applicable OS for the ZIP file.
  - d. Specify `%SystemDrive%\Program Files\HP\DMA\Client\java_certs` as the default install path.
  - e. Under Install Scripts for the package, add the following lines as Post-Install Scripts (all on single lines):

```
cd "%SystemDrive%\Program Files\HP\DMA\Client\jre1_7\bin"
```

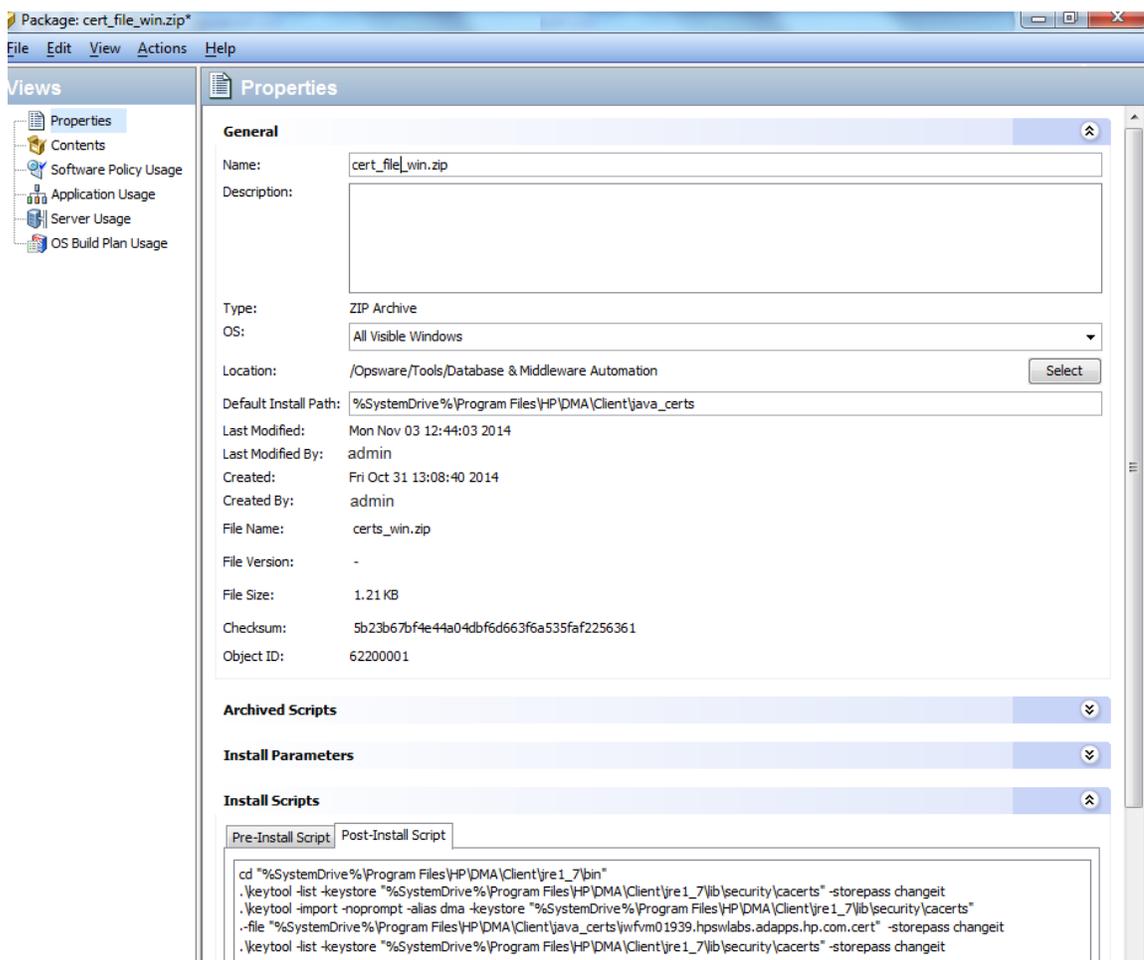
```
.\keytool -list -keystore "%SystemDrive%\Program Files\HP\DMA\Client\jre1_7\lib\security\cacerts" -storepass <password>
```

```
.\keytool -import -noprompt -alias tomcat -keystore "%SystemDrive%\Program Files\HP\DMA\Client\jre1_7\lib\security\cacerts" -file "%SystemDrive%\Program Files\HP\DMA\Client\java_certs\<certificate file name>" -storepass <password>
```

```
.\keytool -list -keystore "%SystemDrive%\Program Files\HP\DMA\Client\jre1_7\lib\security\cacerts" -storepass <password>
```

**Note:** Here, <certificate file name> is the name of the certificate file inside the ZIP file and not the ZIP file itself and <password> is the appropriate password (the default is changeit).

For example:



6. Apply this software policy on the Windows devices.
7. Verify that this job has no failures. The post install message should say: Certificate was added to keystore.

8. Run the HP DMA workflows as usual.

# Chapter 9: Reference Information

This chapter contains the following information:

Topic	Description
<a href="#">HP Software Documentation</a>	Links to additional HP DMA documentation.
<a href="#">HP DMA Baseline Options</a>	The complete list of all the <code>dmaBaselineData.sh</code> options.
<a href="#">About the SA Client</a>	What the SA Client looks like and how to download it from the SA server.
<a href="#">Workflow Execution Script</a>	Information about the WEST program and how to terminate it, if necessary.

# HP Software Documentation

## HP Database and Middleware Automation Documentation

The following documents are included in the HP DMA documentation library:

- *HP DMA Installation Guide* (this document)
- *HP DMA Troubleshooting Guide*
- *HP DMA Administrator Guide*
- *HP DMA User Guide*
- *HP DMA Quick Start Tutorial*
- *HP DMA Concepts Guide*
- *HP DMA Release Notes*
- *HP DMA Support Matrix*
- *HP DMA Solution Pack User Guides*

The latest versions of these documents are available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

*HP DMA API Reference WebHelp* is available on all HP DMA Servers at:

[https://<DMA\\_SERVER>:8443/dma/api](https://<DMA_SERVER>:8443/dma/api)

Here, <DMA\_SERVER> is the fully qualified host name of your HP DMA server.

## HP Server Automation Documentation

The latest versions of SA documents are available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

## HP Live Network connector Documentation

The following documents are included in the HP Live Network connector documentation library:

- *HP Live Network connector User Guide*
- *LNc Release Notes*

The latest versions of these documents are available on the HP Live Network web site:

1. Go to the following HP Live Network connector page:

<https://hpln.hp.com/group/hp-live-network-connector>

2. Click the RESOURCES link.
3. Open Resources.
4. Open the Documentation folder.
5. Download the latest version of the documents.

**Note:** You must sign in to HP Live Network using your HP Passport credentials. (See [Support](#) on page 6 for more information about obtaining an HP Passport account.)

## HP DMA Baseline Options

The following table gives a complete list of all the `dmaBaselineData.sh` options:

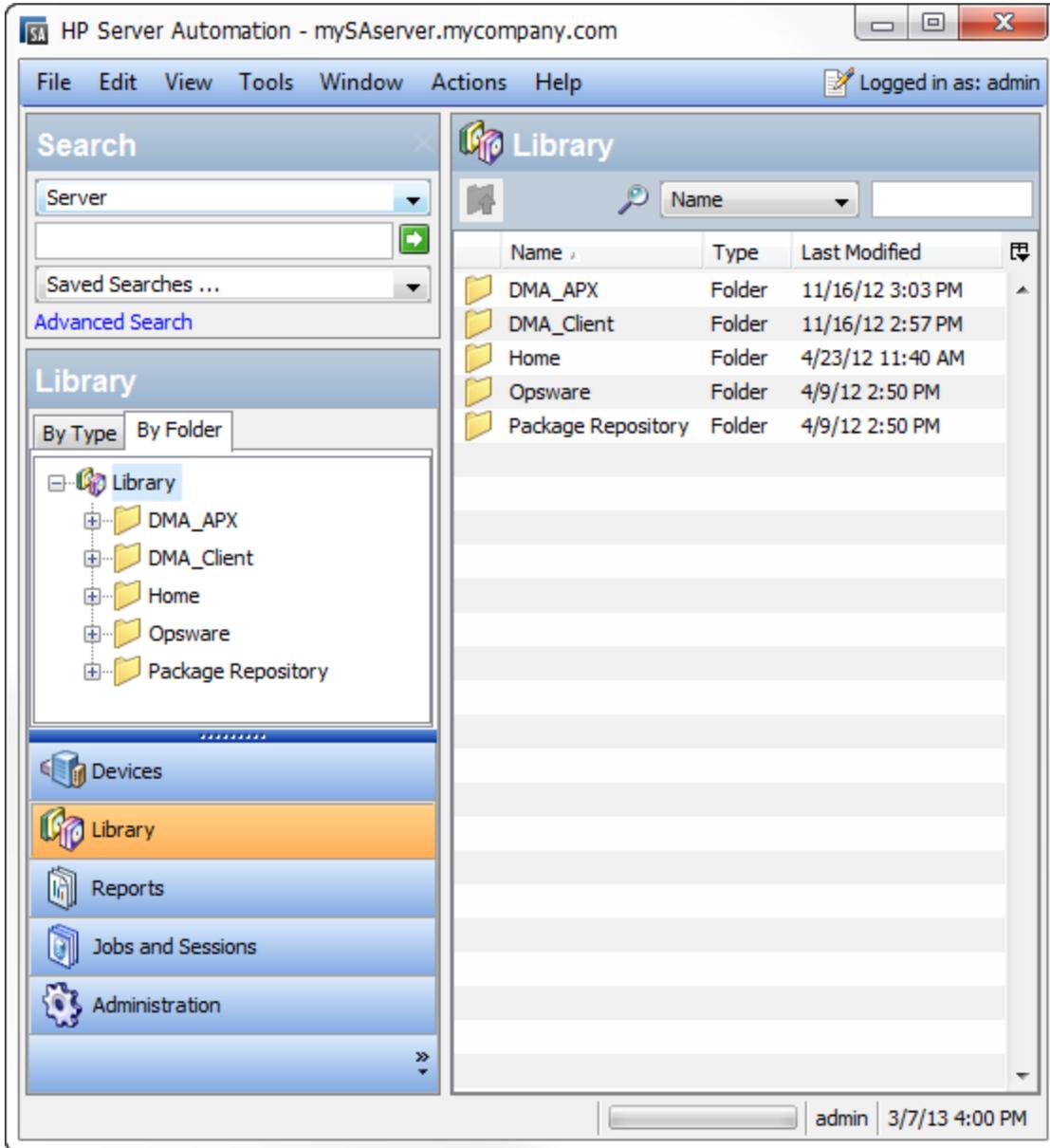
Option	Example Argument Value	Description
<code>-?,--help</code>		Print this usage message.
<code>-c,--create-tables</code>		Create tables for database.
<code>-cc,--create-context</code>		Create a context file with the specified settings.
<code>-context,--deployed-context-file &lt;dma.xml&gt;</code>	<code>dma.xml</code>	Fully qualified path to the deployed context file to get database connection settings.
<code>-dbh,--database-hostname &lt;arg&gt;</code>	<code>oracle.mycompany.com</code>	The database host name for the Java Database Connectivity (JDBC) connection.
<code>-dbp,--database-port &lt;arg&gt;</code>	<code>1521</code>	The database port for the Java Database Connectivity (JDBC) connection.
<code>-dbpw,--database-password &lt;dbpasswordValue&gt;</code>	<code>dbpassword</code>	The password used to connect to the database.
<code>-dbs,--database-sid &lt;arg&gt;</code>	<code>dma</code>	The database SID for the Java Database Connectivity (JDBC) connection.
<code>-dbts,--database-tablespace &lt;arg&gt;</code>	<code>/u01/app/oracle/oradata/dma</code>	The base directory for the database tablespace creation.
<code>-dbtype,--database-type &lt;arg&gt;</code>	<code>oracle</code>	(optional) The underlying database type. The default is oracle.
<code>-dbu,--database-username &lt;dbusernameValue&gt;</code>		The username used to connect to the database.

Option	Example Argument Value	Description
-dmah,--dma-hostname <dmahostnameValue>	dma.mycompany.com	Set the fully qualified host name of the HP DMA server.  <b>Note:</b> If this value is not specified, the default is the server where the script is running.
-e,--erase		Erase existing data and add baseline data.  <b>Caution:</b> Do not do this unless instructed to by HP Support.
-jdbccs,--jdbc-connection-string <connectionString>	jdbc:<DBTYPE>:thin:@<HOST>:<TNS_PORT>:<SID>  or  jdbc:<DBTYPE>:thin:@//<HOST>:<TNS_PORT>/<ORACLE_SERVICE_NAME>	The Java Database Connectivity (JDBC) Connection String used to connect to the database. The default <TNS_PORT> is 1521.  <b>Note:</b> Other connection string syntax is possible. Consult your Oracle DBA for the company standard.
-okeys,--overwrite-keys		Overwrite public and private key in the database if they exist  <b>Caution:</b> Do not do this unless instructed to by HP Support.
-privkey,--private-key-file <privateKeyFilename>		File containing the private key.
-pubkey,--public-key-file <publicKeyFilename>		File containing the public key.
-sahostname,--server-automation-hostname <sahostnameValue>	saserver.mycompany.com	The fully qualified host name of the SA server.

Option	Example Argument Value	Description
<code>-sapassword,--server-automation-password</code> <i>&lt;sapasswordValue&gt;</i>		The password used to connect to SA.
<code>-sausername,--server-automation-username</code> <i>&lt;sausernameValue&gt;</i>		The username used to connect to the SA.
<code>-sqlfile,--baseline-sqlfile</code> <i>&lt;baselineSQLfile&gt;</i>		The baseline file containing SQL insert statements
<code>-t,--test</code>		Test the underlying database connection.

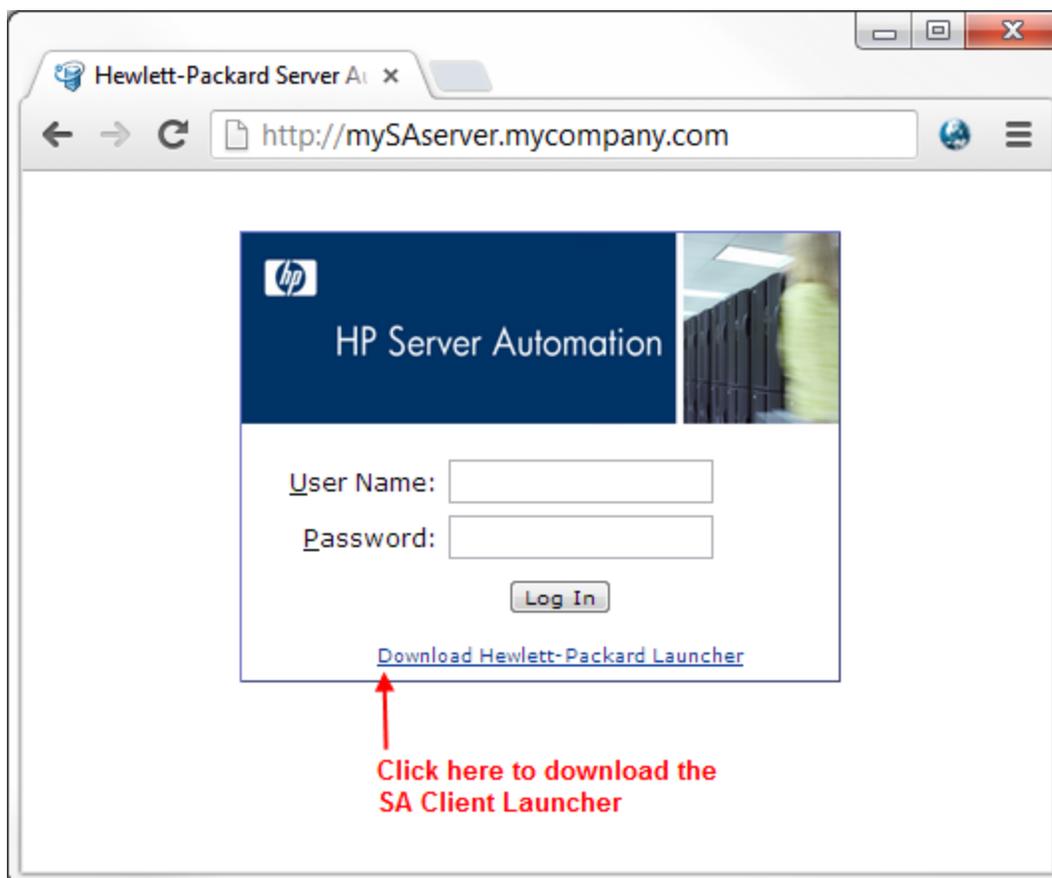
## About the SA Client

The SA Client is a powerful Java client for the HP Server Automation System. It provides the look-and-feel of a Microsoft Windows desktop application with the cross-platform flexibility of Java.



If you installed your SA Core on multiple servers, you can access the SA Client from any Core Server hosting a Component Slice bundle.

To access the SA Client for the first time, you must invoke the SA Client Launcher from the SA Web Client Main Page:



Clicking on this link will install the SA Client and the required Java Runtime Environment (JRE) on your local machine. Once it is installed, you can invoke the SA Client from the local machine rather than from the SA Web Client.

**Note:** The SA Client is a Java application that installs and runs with its own Java Runtime Environment (JRE). The SA Client will not interfere with any other versions of JRE you may have installed on your system. The JDK will not be used (and is not usable) by any other Java application on the target computer, and it will not set itself as the default JDK on the target computer.

For more information about the SA Client, see the HP Server Automation documentation library available on the HP Software Support web site:

<https://softwaresupport.hp.com/>

## Workflow Execution Script

Each HP DMA target uses a program called Workflow Execution Script (WEST) to communicate with the HP DMA server. WEST does the following things:

- Executes workflow steps
- Provides the output (stdout, stderr, return code, and end time) for a specific step's execution

WEST is installed on each target server when you attach and remediate the DMA Client Files software policy on that target (see [Install the DMA Client Files Policy](#) on page 49).

Under certain circumstances, you may need to manually terminate WEST on a target server. This would be necessary, for example, if the HP DMA server name was specified incorrectly when the `dmaBaselineData` command was executed, and a workflow execution was subsequently attempted (see [HP DMA Client Fails to Contact HP DMA Server](#) on page 112).

### To terminate WEST on UNIX targets:

1. Find the process ID for the HP DMA client:

```
ps - ef | grep west
```

2. Kill that process.

### To terminate WEST on Windows targets:

1. In the Windows Task Manager, go to the Processes tab.
2. Sort the processes by Image Name.
3. Find the `java.exe` process whose Location is as follows:

```
<install_dir>\HP\DMA\Client\jre1_7\bin
```

By default on Windows Server 2008 R2, for example, this is:

```
C:\Program Files\HP\DMA\Client\jre1_7\bin
```

To determine the Location of a process, right-click the process Image Name, and select **Properties**.

4. Right-click the pertinent `java.exe` process, and select **End Process**.