HP Service Health Reporter

for the Windows® operating system

Software Version: 9.00

Installation and Configuration Guide

Document Release Date: August 2011
Software Release Date: November 2010

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The title page of this document contains the following identifying information:

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

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To find more information about access levels, go to:

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Contents

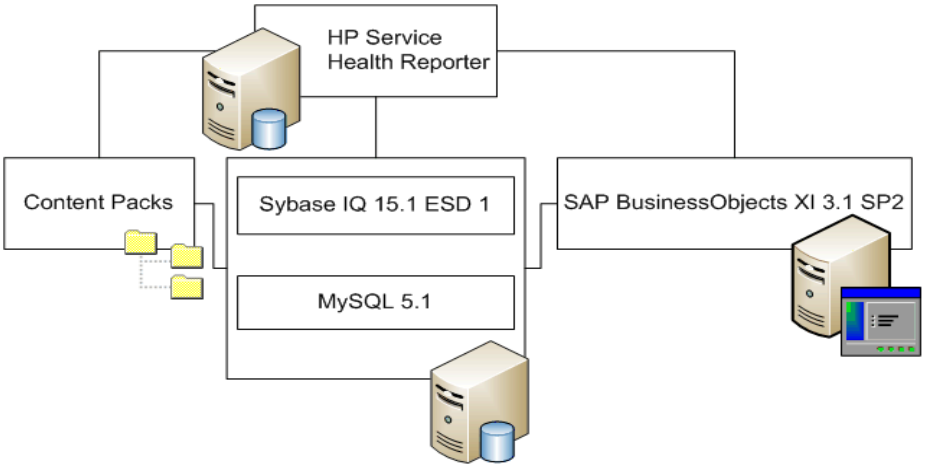
1 Introduction

HP Service Health Reporter (HP SH Reporter) is a cross-domain historical infrastructure performance reporting solution. It displays both top-down reports from business service perspective to the underlying infrastructure and bottoms-up reports from the infrastructure to the impacted business services. It leverages the topology information to show how the underlying infrastructure health, performance and availability are affecting your business services in the long term.

Using the reports created by HP SH Reporter, you can compare and analyze the usage and performance data of the different IT elements and achieve the following goals:

- Analyze the load and efficiency of your IT infrastructure.
- Forecast the performance and plan your capacity and usage.
- Identify the patterns of problems affecting your business and IT environment.

HP SH Reporter Components



HP provides product support only for the versions of Sybase IQ and SAP BusinessObjects that are shipped with HP SH Reporter. HP does not provide any support for pre-existing licenses of these products in your system.

For additional information about HP SH Reporter, its architecture, and functionality, see the *HP Service Health Reporter Concepts Guide*.

HP SH Reporter Deployment Scenarios

You can deploy HP SH Reporter in the following environments:

- With BSM Operations Bridge
- With Application Performance Management (APM)
- With HP Operations Manager (HPOM) for Windows

BSM Operations Bridge

In the deployment scenario, RtSM is the source of the topology information for HP SH Reporter. RtSM is also referred to as Operational Database (ODB).

The following products must be installed in your environment:

- RtSM
- BSM platform with one or more of its applications such as HP SiteScope, Real User Monitor (RUM), and Business Process Monitor (BPM) as the data acquisition products
- HP Operations Manager (HPOM)
- HP Performance Agent
- BSM Operations Management (OMi) as the operations bridge in the BSM solution

For more information about the BSM Operations Bridge deployment scenario, see the *HP SH Reporter Concepts Guide*.

Application Performance Management

In this deployment scenario, RtSM is the source of topology information. The following products must be installed in your environment:

- RtSM
- BSM platform with one or more of its applications such as HP SiteScope, RUM, or BPM as the data acquisition products
- HP Operations Manager (HPOM)

For more information about the Application Performance Management deployment scenario, see the *HP SH Reporter Concepts Guide*.

HPOM for Windows

In the HPOM deployment scenario, the HPOM for Windows database server is the source of the topology information for HP SH Reporter.

The following products must be installed in your environment:

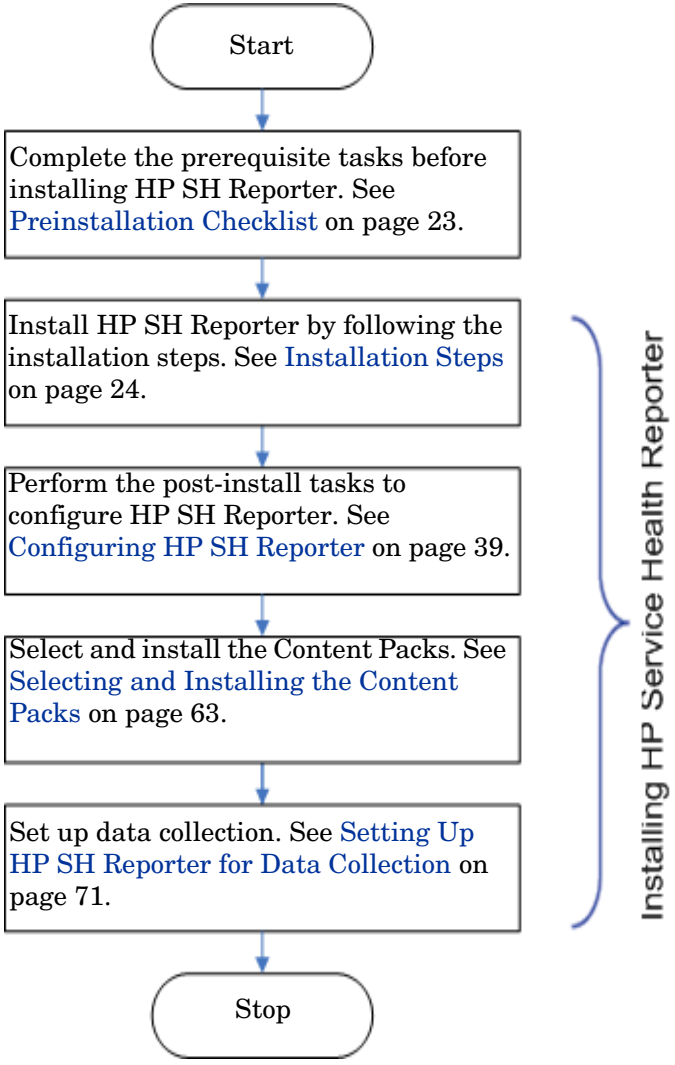
- HP Operations Manager for Windows
- HP Smart Plug-ins:
  - Oracle database Smart Plug-in
  - Microsoft SQL Server database Smart Plug-in

  - IBM WebSphere Application Server Smart Plug-in
  - Oracle WebLogic Application Server Smart Plug-in
  - Microsoft Active Directory Smart Plug-in
  - Microsoft Exchange Smart Plug-in
- HP Performance Agent

For more information about the HPOM for Windows deployment scenario, see the *HP SH Reporter Concepts Guide*.

Installation Flowchart

Click the links provided in the flowchart to see the relevant sections.



Installation Media

The installation media for HP SH Reporter includes the HP Service Health Reporter 9.00 Windows Installation files, Sybase IQ 15.1, SAP BusinessObjects XI 3.1 Service Pack 2 (SP2), MySQL 5.1, and the Content Packs. The installation media also includes the Xcelsius installation files.

2 Installation Prerequisites

Hardware Requirements

Component	Minimum Required
Processor type	2.00 GHz or higher (x64-bit) Intel Xeon or equivalent
Number of CPUs	4
Physical memory	8 GB of RAM
Swap space	8 GB
Temporary disk space	100 MB
Free disk space on the drive where HP SH Reporter is being installed: • For installing HP SH Reporter • For installing SAP BusinessObjects • For installing Sybase IQ data files	 15 GB 10 GB 16 GB
Free disk space on C drive (if HP SH Reporter is installed on a drive other than the C drive)	5 GB

If you are installing Sybase IQ on a separate drive, it would require 16 GB of free space. The other minimum hardware requirements, such as CPU and memory, for the Sybase IQ system is the same as that for the machine on which you are installing HP SH Reporter, which is given in the above table.

Software Requirements

Software	Version
Supported operating systems	• Microsoft Windows Server 2008 x64 Enterprise Edition with Service Pack 2 • Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2
Web browser	Internet Explorer 7.0 Internet Explorer 8.0
Applications	For the Xcelsius software: • Microsoft Office 2003 or 2007

Operating System Requirements

Before you can install HP SH Reporter, you must update your operating system software, establish network connectivity, and disable anti-virus software.

Task 1: Update the Operating System Software

Install all the required Windows operating system patches. Contact your HP sales representative for the most recent list of patches.

If you are installing HP SH Reporter on the Windows Server 2003 R2 operating system, you must:

- Install Microsoft .NET Framework 2.0 for x64-bit.
- Install the Window Server 2003 x64 update (KB925336).

If you are installing on a Windows Server 2008 system, you do not need to install these patches because they are bundled with the operating system.

Installing Microsoft .NET Framework 2.0

Perform the following steps:

1. Log on to the host system as administrator.
2. Click **Start** → **Programs** → **Internet Explorer**. Internet Explorer opens.
3. Type the following URL in the Address bar to open the Microsoft Download Center web site:

   `http://www.microsoft.com/downloads/details.aspx?FamilyID=B44A0000-ACF8-4FA1-AFFB-40E78D788B00&displaylang=en`

   The URL must be typed out as a single line without any spaces.

4. Click **Download** to download the .NET Framework version 2.0 (x64) redistributable package.
5. After the download completes, browse to the location where the file was downloaded, and then double-click the `NetFx64.exe` setup file. The Microsoft .NET Framework 2.0 (x64) Setup wizard opens.
6. On the Welcome to Microsoft .NET Framework 2.0 (x64) Setup page, click **Next** to continue. The End-User License Agreement page opens.
7. After reviewing the license agreement, select the **I accept the terms of the License Agreement** check box and click **Install**. The Installing components page opens.
8. After the installation completes, the Setup Complete page opens. Click **Finish** to complete the installation.

Installing the Windows Server 2003 x64 update

Perform the following steps:

1. Log on to the host system as administrator.
2. Click **Start** → **Programs** → **Internet Explorer**. Internet Explorer opens.
3. Type the following URL in the Address bar to open the Microsoft Download Center web site:

   http://www.microsoft.com/downloads/details.aspx?FamilyId=4BBC5917-C1AC-402C-86D9-0A8E3B9921FF&displaylang=en

   The URL must be typed out as a single line without any spaces.

4. Click **Download** to download the update.
5. After the download completes, browse to the location where the file was downloaded, and then double-click the `WindowsServer2003.WindowsXP-KB925336-x64-ENU.exe` setup file to install an operating system update. The Hotfix for Windows x64 (KB925336) wizard opens.
6. Click **Next** to continue. The License Agreement page opens.
7. Review the license agreement, select **I Agree**, and then click **Next** to continue. The Updating Your System page opens.
8. Click **Finish** to complete the installation.
9. Restart your system.

Task 2: Identify Ports for Network Connectivity

The HP SH Reporter database, which is used to store all the performance-related data of the IT elements in your environment, uses a number of default ports for its different services.

Service	Default Port Number
HP SH Reporter Message Broker	21401
HP SH Reporter DB Logger Service	21408
HP SH Reporter Collection Service	21409
HP SH Reporter IM Service	21410
HP SH Reporter Timer	No port
HP SH Reporter	21411
HP SH Reporter Sybase Service	21424
Sybase IQ Agent 15.1	21423
MySQL	3306
Apache Tomcat 5.5.20 (SAP BOBJ Application Service)	8080
Server Intelligence Agent (HOML01GEATON)	6400

If you are using a firewall software, you must open the HP SH Reporter ports in the firewall. For instructions, see your firewall documentation.

Task 3: Disable Anti-Virus

Anti-virus applications can hinder the installation of HP SH Reporter. During the installation process, the anti-virus software might detect the Visual Basic scripts running as a part of the installation as viruses and halt the installation process.

Therefore, temporarily disable any antivirus software that might be running.

To temporarily disable the anti-virus application:

1. On the system tray, right-click the icon for the respective anti-virus installed on your system.
2. From the pop-up menu, either select the option to disable the anti-virus, if available, or select **Properties**. The Properties window opens.
3. Click the option to disable the anti-virus.

After you finish installing HP SH Reporter, re-enable the anti-virus software.

Task 4: Verify the Fully Qualified Domain Name (FQDN) of the System

Before performing the HP SH Reporter installation, you must verify that DNS lookup returns the accurate FQDN of the host system. If the entry for the DNS lookup is different from the host name of the system, this can result in login failure on the Administration Console. This can occur because during the SAP BOBJ installation, the host name of the system is used for creating the servers/services and registering them.

To verify the FQDN of the host system, follow these steps:

1. Click **Start** → **Run**. The Run dialog box opens.
2. Type **`cmd`** in the **Open** field, and then press **ENTER**. The Command Prompt window opens.
3. Type the following command to check the host name of the system:

   `hostname`

   Note the host name of the system.
4. Type the following command to view the IP address of the system:

   `ipconfig`
5. Type the following command to verify the FQDN for the displayed IP address:

   `nslookup` **`<`***IP address*`>`**

   where <*IP address*> is the IP address of the host system.

Ensure that the name displayed after running the DNS Lookup command matches the name displayed after running the HOSTNAME command. If the names do not match, you must change the host name of the system.

Web Browser Requirements

To view the HP SH Reporter Administration Console in Internet Explorer 7.x and 8.x, you must enable the ActiveX and the JavaScript controls.

Task 1: Enable ActiveX Controls

Perform the following steps to enable ActiveX controls in Internet Explorer 7.x/8.x:

1. Open Internet Explorer.
2. Click **Tools** → **Internet Options**. The Internet Options dialog box opens.
3. On the **Security** tab, click the **Custom level** button.
4. Scroll down to the **ActiveX controls and plug-ins** section.
5. Select the **Enable** option for all the available options under **ActiveX controls and plug-ins**.
6. Click **OK**.
7. Click **Yes** in the Warning message box.
8. Click **Apply** and then click **OK**.

Task 2: Enable JavaScript Controls

Perform the following steps to enable JavaScript controls in Internet Explorer 7.x/8.x:

1. Open Internet Explorer.
2. Click **Tools** → **Internet Options**. The Internet Options dialog box opens.
3. On the **Security** tab, click the **Custom level** button.
4. Scroll down to the **Scripting** section.

5 Select the **Enable** option for all the available options under **Scripting**.

6 Click **OK**.

7 Click **Yes** in the Warning message box.

8 Click **Apply** and then click **OK**.

3 Installing HP SH Reporter

Preinstallation Checklist

Before you proceed with the installation of HP SH Reporter, make sure that the following tasks were completed.

☐ You have the required installation media.	See Installation Media on page 14.
☐ Your hardware meets the requirements for HP SH Reporter.	See Hardware Requirements on page 15.
☐ You are using the operating system and web browser that supports HP SH Reporter.	See Software Requirements on page 16.
☐ You installed the required patches for your operating system.	See Task 1: Update the Operating System Software on page 16.
☐ You identified port numbers for network and client connectivity.	See Task 2: Identify Ports for Network Connectivity on page 19.
☐ You disabled all anti-virus applications that might hinder the installation of HP SH Reporter.	See Task 3: Disable Anti-Virus on page 19.
☐ You verified the FQDN of the host system where you want to install HP SH Reporter.	See Task 4: Verify the Fully Qualified Domain Name (FQDN) of the System on page 20.
☐ You enabled the necessary controls for your web browser.	See Web Browser Requirements on page 21.

☐ You made sure that the system date is the current date.	If you change the system date after installing HP SH Reporter, make sure that you restart all the HP SH Reporter services.
☐ You made sure that HP SH Reporter is not already installed in the system.	If HP SH Reporter exists on the system, uninstall it first before proceeding with the installation. For the uninstallation steps, see Uninstalling HP SH Reporter on page 117.
☐ If you planned for a remote Sybase IQ installation, you made sure that Sybase IQ is not already installed on the remote system.	If Sybase IQ exists on the remote system, uninstall it first before proceeding with the installation. For the uninstallation steps, see Uninstalling Remote Sybase IQ on page 119.

Installation Steps

To install HP SH Reporter:

1. Log on to the host system. You must have Administrator privileges.
2. Open the HP Service Health Reporter installation media and browse to the location of the HP SH Reporter installation files.
3. Double-click the `HP-SHR_9.00_setup.exe` file.

   Installation of HP SH Reporter over the network is not supported. This is because of the large size of the installation files, which would require a very high network bandwidth to perform the installation.

   HP Software Installer checks the system for any applications or services that might hinder the installation of HP SH Reporter. If HP Software Installer detects a hindrance, the Application requirements check warnings window opens.
4. View the details and resolve or ignore the error or warning:

a Click the specific warning or error to view the details.

b Resolve or ignore the error or warning as described in the details:

- Click **Quit** to quit the installation and resolve the error.
- Click **Continue** to ignore the warning and continue the installation

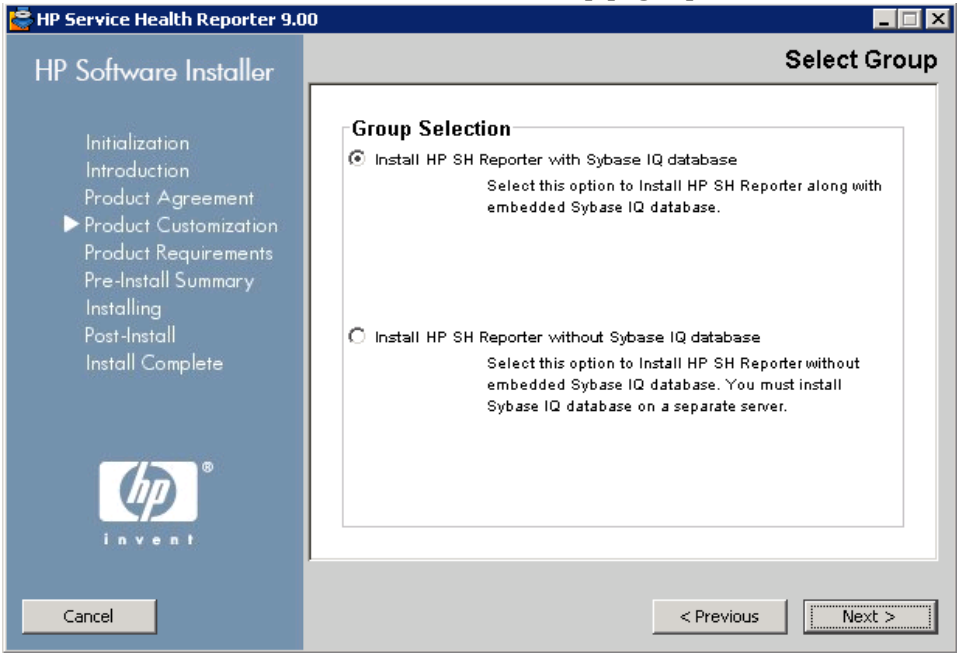
If this is not your first installation of HP SH Reporter, HP Software Installer will prompt you to use the installation configuration file, which was created during the initial installation. Click **Yes** in the Installer Configuration message box if you want to use the values from the file. Click **No** to continue without using the installation configuration file.

The Introduction (Install) page opens.

The Introduction (Install) page displays the media location—the location of the installation files—and the location of the installation log file.

5 Review the introduction and click **Next** to continue. The License Agreement page opens.

6 Review the terms, select **I accept the terms of the License Agreement**, and then click **Next** to continue. The Select Group page opens.



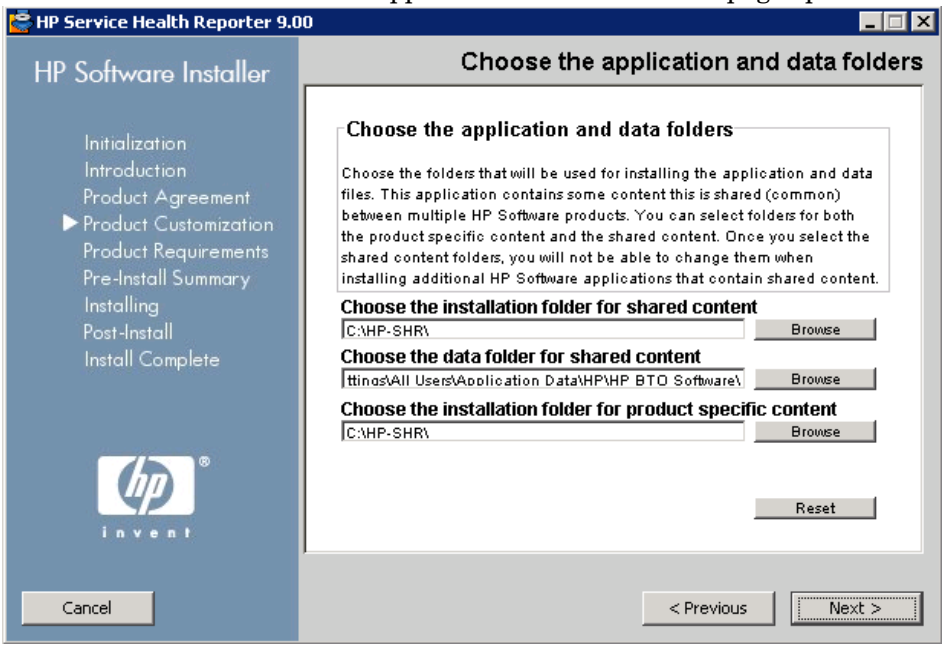
HP SH Reporter and remote Sybase IQ cannot be installed on the same system.

7 Select one of the following options based on your requirements:

— Select the **Install HP SH Reporter with Sybase IQ database** option if you want to install Sybase IQ on the same system as HP SH Reporter.

— Select the **Install HP SH Reporter without Sybase IQ database** option if you want to install Sybase IQ on the remote system. For the steps to perform remote Sybase IQ installation, see Remote Installation of Sybase IQ on page 32.

Click **Next**. The Choose the application and data folders page opens.



HP Software Installer checks the system for other installed HP products:

- If other HP products are not installed, the application files for the shared HP content are installed in the default folder, `%OvInstallDir%`.

  If any of the HP Software products are installed in the system, HP SH Reporter will not ask for install directory for shared components.

- The common HP software data files are installed in the default folder, `%OvDataDir%`.

  If HP Business Service Management is installed in the system, HP SH Reporter will not ask for the product-specific install directory.

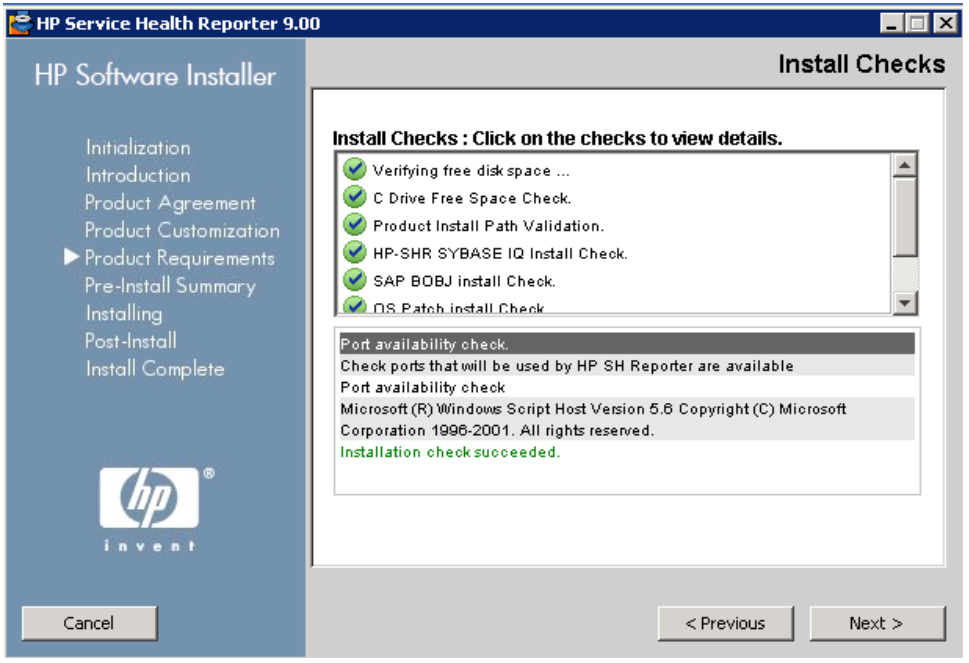
- The default install location for HP SH Reporter is `C:\HP-SHR\`.

8 Accept the default location, or specify a location to install HP SH Reporter:

- Click **Next** to accept the default location and continue the installation.

- Click **Browse** to select or specify a location, and click **Next** to continue the installation.
- Click **Reset** to reset the specified locations to the default states.

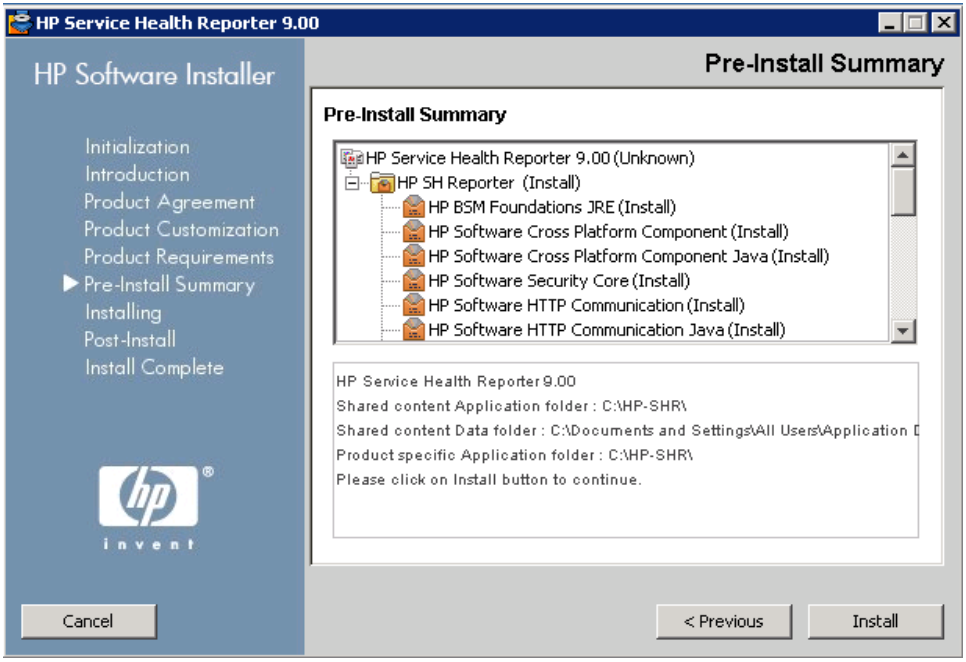
The Install Checks page opens. HP Software Installer checks the system for available disk space and if Sybase IQ, SAP BusinessObjects Enterprise, the operating system patch, and .NET Framework 2.0 are installed in the system. HP Software Installer validates the product install path and also checks for port availability.



9 Review the install check details:

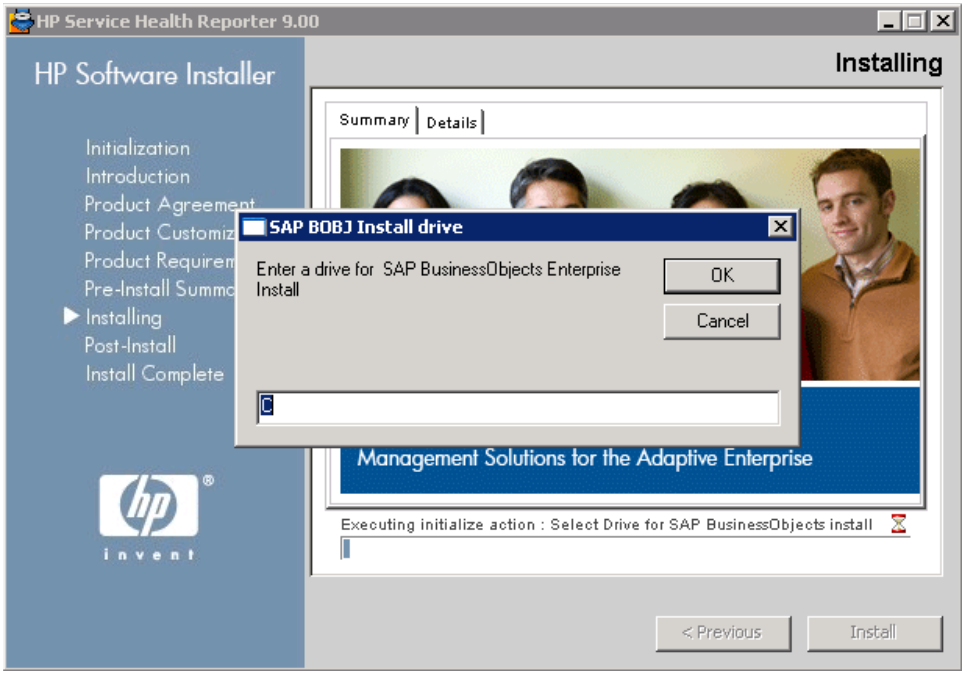
- If the install check fails, click **Cancel** to stop the installation. See Hardware Requirements on page 15 to ensure that the necessary disk space is available before proceeding with the installation of HP SH Reporter. See Task 3: Disable Anti-Virus on page 19 to resolve port-related issues.
- If the install check is successful, click **Next** to continue.

HP Software Installer summarizes the HP SH Reporter components, application, and data folder location information. The Pre-Install Summary page opens.



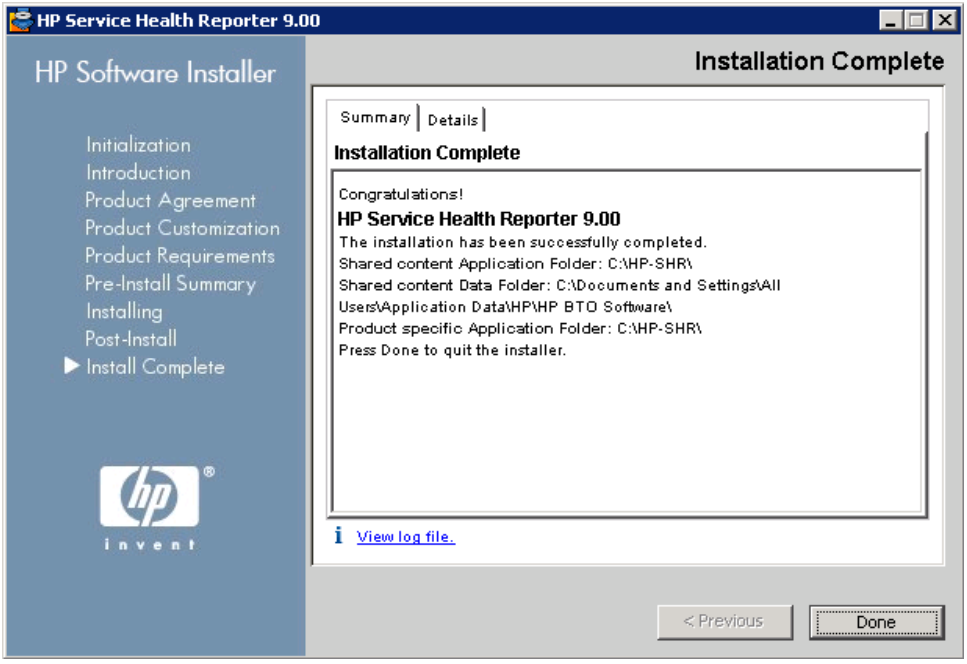
10 Review the preinstall summary and click **Install** to continue. The Installing page and the SAP BOBJ Install drive dialog box opens.

Once you click the Install button, there is no way to cancel the installation. You will have to wait for the installation to complete and then uninstall HP SH Reporter, if required.



11 Specify the drive where you want to install SAP BusinessObjects in the **SAP BOBJ Install drive** dialog box, and then click **OK**.

After the installation completes, HP Software Installer summarizes the HP SH Reporter installation details. The Installation Complete page opens.



12 Review the post-install details on the **Summary** and **Details** tabs.

13 Click **View log file** to view the installation log file.

You can use the log file to review the entire installation process and troubleshoot any specific issue.

14 Click **Done** to complete the HP SH Reporter installation.

If you have not installed Sybase IQ with HP SH Reporter, proceed to the remote installation of Sybase IQ.

Remote Installation of Sybase IQ

A typical installation of HP SH Reporter installs the Sybase IQ server and client on the same host system along with the HP SH Reporter application. However, HP SH Reporter also provides you with an option to remotely install the Sybase IQ server on a separate server. In this type of installation, only the Sybase IQ client is installed with HP SH Reporter on the host system.

The remote Sybase IQ server must be installed before performing the post-install configuration tasks on the HP SH Reporter machine.

To remotely install Sybase IQ:

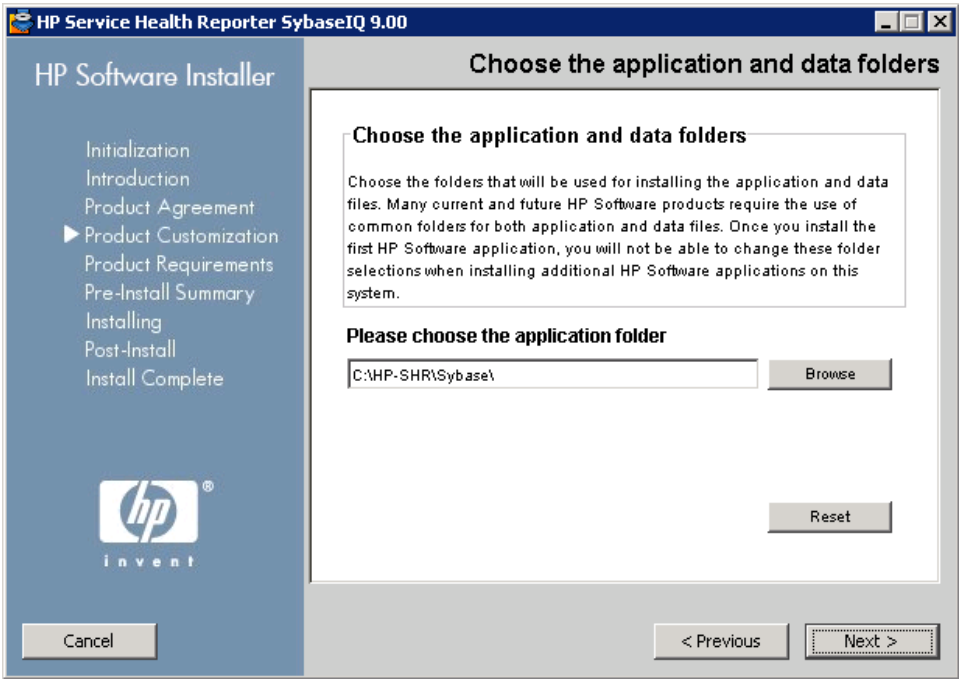
1. Log on to the remote system. You must have Administrator privileges.
2. Open the HP Service Health Reporter installation media and browse to the location of the Sybase IQ installation files.
3. Double-click the `HP-SHR-SybaseIQ_9.00_setup.exe` file. The HP Software Install Launcher runs and the HP Software Installer window opens.

   HP Software Installer checks the system for any applications or services that might hinder the installation of HP SH Reporter. If HP Software Installer detects a hindrance, the Application requirements check warnings window opens.
4. View the details and resolve or ignore the error or warning:
   a. Click the specific warning or error to view the details.
   b. Resolve or ignore the error or warning as described in the details:
      – Click **Quit** to quit the installation and resolve the error.
      – Click **Continue** to ignore the warning and continue the installation

   The Introduction (Install) page opens.

   The Introduction (Install) page displays the media location—the location of the Sybase IQ installation files—and the location of the installation log file.
5. Review the introduction and click **Next** to continue. The License Agreement page opens.

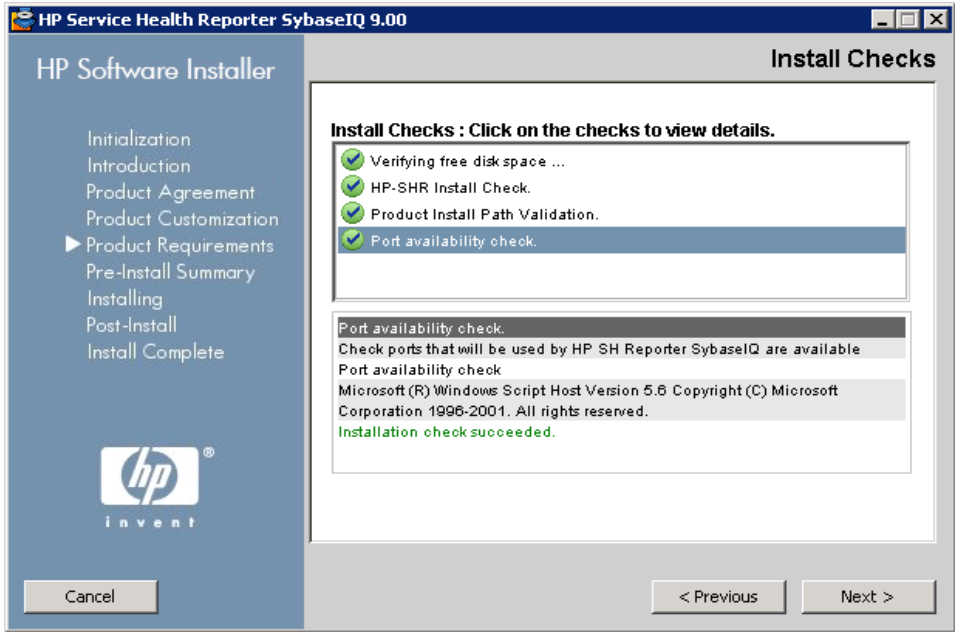
6 Review the terms, select **I accept the terms of the License Agreement**, and then click **Next** to continue. The Choose the application and data folders page opens.



7 Accept the default location, or specify a location to install Sybase IQ:

- Click **Next** to accept the default location and continue the installation.
- Click **Browse** to select or specify a location, and click **Next** to continue the installation.
- Click **Reset** to reset the specified locations to the default states.

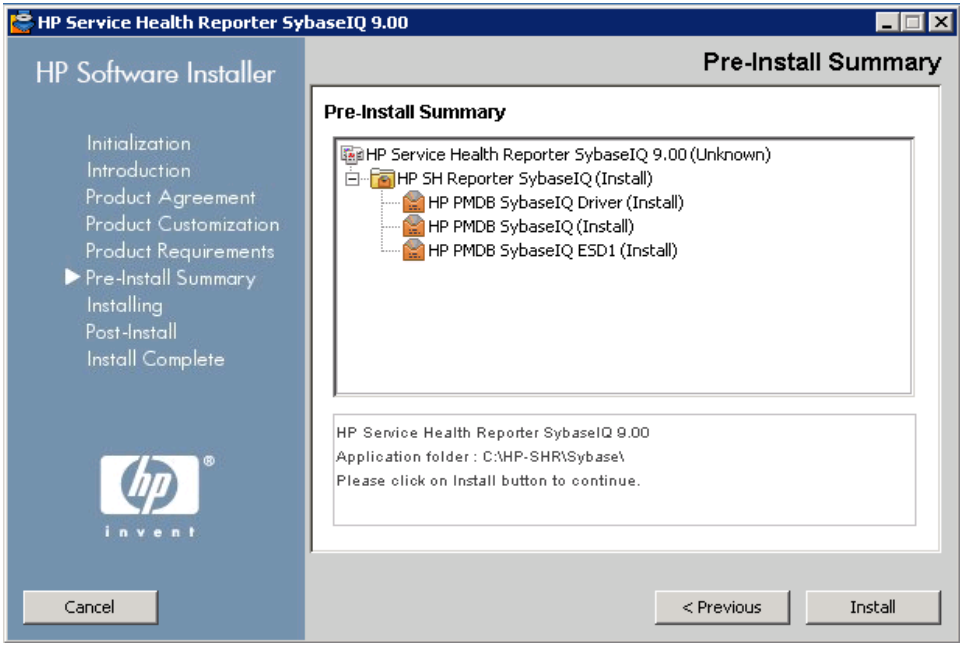
The Install Checks page opens. HP Software Installer checks the system for available disk space and if HP SH Reporter is installed on the system, It also validates the install path and check for port availability.



8 Review the install check details:

- If the install check fails, click **Cancel** to stop the installation. See Hardware Requirements on page 15 to ensure that the necessary disk space is available before proceeding with the installation of Sybase IQ. If the install check is successful, click **Next** to continue.

HP Software Installer summarizes the Sybase IQ components, application, and data folder location information. The Pre-Install Summary page opens.



9 Review the preinstall summary and click **Install** to continue. The Installing page opens.

After the installation completes, HP Software Installer summarizes the Sybase IQ installation details. The Installation Complete page opens.

10 Review the post-install details on the **Summary** and **Details** tabs.

11 Click **View log file** to view the installation log file.

You can use the log file to review the entire installation process and troubleshoot any specific issue.

12 Click **Done** to complete the Sybase IQ installation.

Installing Xcelsius

An Xcelsius report is an interactive flash report created by using the SAP BusinessObjects Xcelsius Enterprise tool. The Xcelsius reports available in HP SH Reporter are mostly short-term reports with interactivity. These reports typically display data from different domains at one place for a quick view.

For more information about Xcelsius reports, see the *HP Service Health Reporter Concepts Guide* Chapter 4, "Types of Reports."

The HP SH Reporter installation media includes the SAP BusinessObjects Xcelsius Enterprise tool, which you must install separately to generate the Xcelsius reports.

Xcelsius requires Microsoft Excel as a base for it to work. If you want to export reports from Xcelsius, then you need to install other Microsoft Office applications, such as Word, PowerPoint, and Outlook.

Perform the following steps:

1. Copy the `Excelsius_2.00.166_DVD-2.zip` file from the installation media `packages` folder to a location of your choice.
2. Extract the file.
3. Click **Start** → **Run**. The Run dialog box opens.
4. Type **cmd** and press **ENTER** to open the Command Prompt window.
5. At the command prompt, type the following command to open the directory that contains the Xcelsius command:

   cd <*extracted file path***>\IT_Analytics_2.00\DVD-2\IT_Analytics_2.00\Setup\BO Installers\xcelsius**

   In this instance, <*extracted file path*> is the location where you extracted the Xcelsius setup files.

   This command must be typed as a single line.

6. At the command prompt, type the following command to install Xcelsius:

   install-xcelsius.bat -installdir "<*installation directory***>"**

In this instance, <*installation directory*> is the location where you want to install the Xcelsius files.

7 Close the Command Prompt window.

Proceed to the post-install configuration tasks.

4 Configuring HP SH Reporter

You must perform all the configuration tasks described in this chapter immediately after installing HP SH Reporter, but before you install the Content Packs.

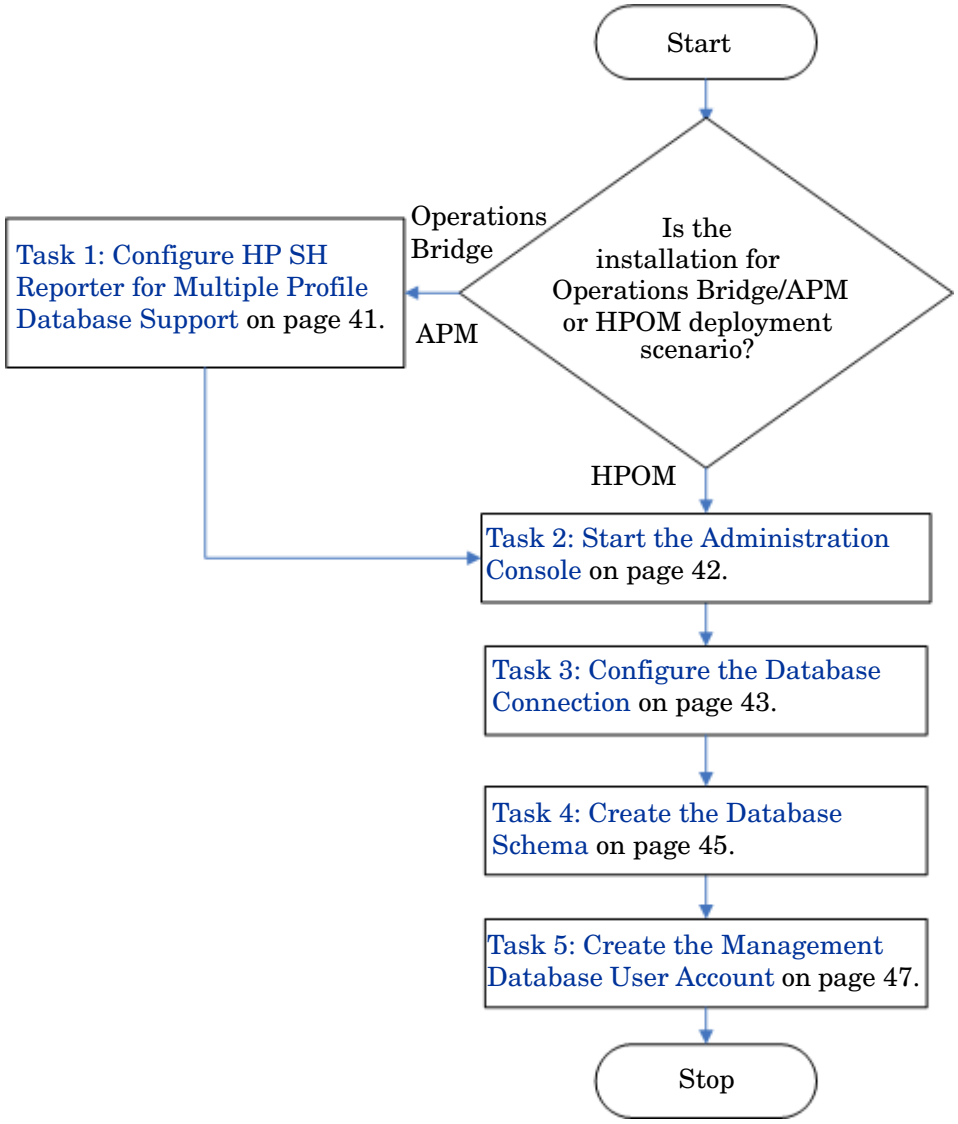
The post-install configurations tasks are organized into the following two categories:

- If you installed HP SH Reporter with Sybase IQ, proceed to Post-install Configuration Tasks in HP SH Reporter with Sybase IQ on page 39.
- If you installed HP SH Reporter with remote Sybase IQ, proceed to Post-install Configuration Tasks in HP SH Reporter with Remote Sybase IQ on page 49

Post-install Configuration Tasks in HP SH Reporter with Sybase IQ

The following flowchart gives you an overview of the post-install tasks for HP SH Reporter.

Click the links provided in the flowchart to see the relevant sections mentioned.



Task 1: Configure HP SH Reporter for Multiple Profile Database Support

You need to perform this task if HP SH Reporter is installed in the deployment scenario where RtSM is the topology source.

If HP SH Reporter is installed in an HPOM deployment scenario, proceed directly to the next task.

HP SH Reporter supports the configuration of and data collection from multiple Profile databases that are deployed in your HP Business Service Management environment.

However, to ensure that HP SH Reporter identifies and displays all the existing Profile databases in the Administration Console, perform the following steps:

1. Log on to the HP Business Service Management host system through remote access.

   If your HP Business Service Management setup is distributed where the gateway and data processing servers are separate entities, you need to access the data processing server.

2. Browse to the `%topaz_home%\Conf` folder.
3. Copy the following files from the above location to the `%PMDB_HOME%\config` folder on the HP SH Reporter system:
   - `encryption.properties`
   - `seed.properties`

After copying the files, you need to start the HP SH Reporter Service. Perform the following steps:

1. On the HP SH Reporter system, click **Start** → **Run**. The Run dialog box opens.
2. In the **Open** field, type **`services.msc`**. The Services window opens.
3. On the right pane, right-click **HP SH Reporter Service**, and then click **Start**.
4. Close the Services window.

Task 2: Start the Administration Console

Perform the following steps:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**. The HP SH Reporter Administration Console opens.

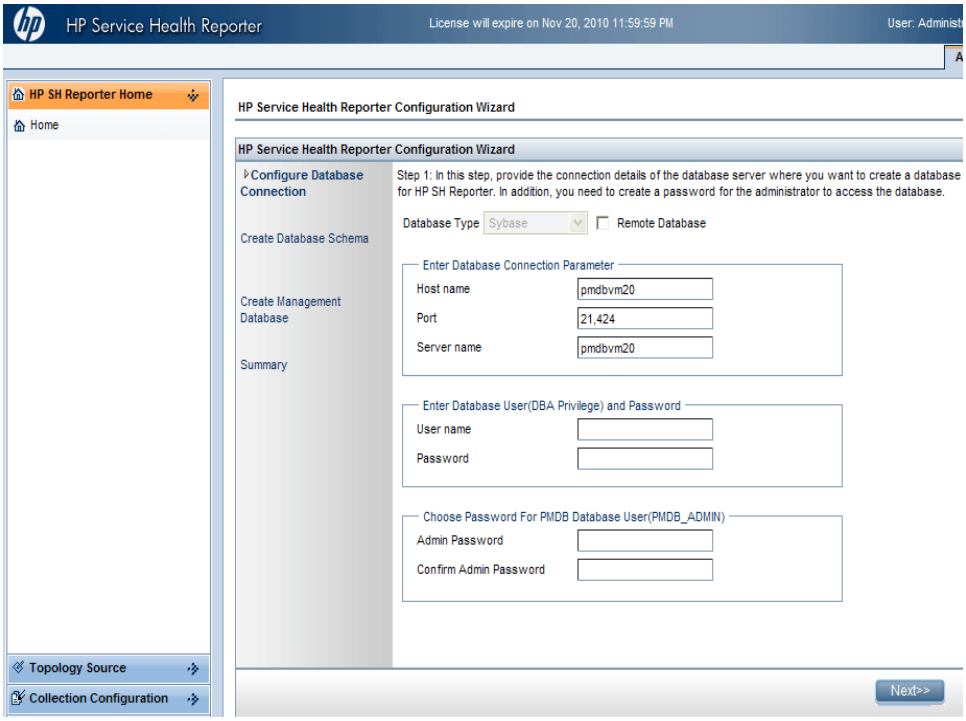
   

   You can also access the Administration Console directly by typing the HP SH Reporter address in a web browser. The default address is **http://<*server name*>.<*domain name*>:21411/BSMRApp/** where <*server name*> is the name of the host system on which you have installed HP SH Reporter and <*domain name*> is the name of your domain according to your network configuration.

2. Type **`administrator`** in the **Login Name** field and click **Log In** to continue. The HP Service Health Reporter Configuration Wizard opens.

   The post-install HP Service Health Reporter Configuration Wizard appears only if you did not complete the post-install configuration tasks. The Wizard supports session state persistence, which enables you to resume and continue a previously-interrupted configuration session.



Task 3: Configure the Database Connection

On the Configure Database Connection page, provide the details of the database server where you want to create a database for HP SH Reporter.

To configure a database connection:

1 Under **Enter Database Connection Parameter**, type the following values:

Host name - Name or IP address of the host where the Sybase IQ database server is running.

Port - Port number to query the database server. The default port is **`21424`**.

Server name - Name of the Sybase IQ server. Ensure that the Sybase IQ server name is unique across the subnet.

The server name displayed in this field is only for informational purposes. You must not change the server name at any time.

2 Under **Enter Database User (DBA Privilege) and Password**, type the following values:

User name - Name of the Sybase IQ database user. The user must have DBA privileges. The default user name is **`dba`**.

Password - Password of the database user. The default password is **`sql`**.

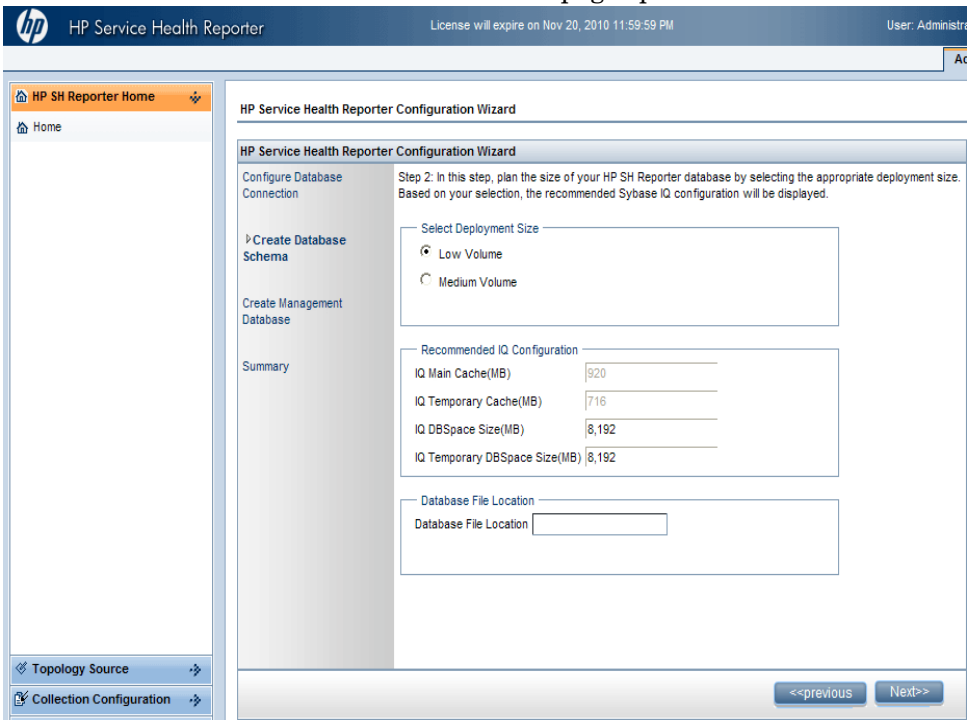
It is recommended that you change the default password before proceeding with the post-install configuration tasks. To change the password, see the Sybase IQ documentation.

3 Under **Choose Password For PMDB Database User (PMDB_ADMIN)**, type the following values:

Admin Password - Password of the database administrator.

Confirm Admin Password - Retype the same password to confirm it.

4 Click **Next**. The Create Database Schema page opens.



Task 4: Create the Database Schema

On the Create Database Schema page, specify the database deployment size, that is, the number of nodes from which HP SH Reporter will collect data. Based on your selection, HP SH Reporter calculates and displays the recommended database size.

To create the database schema:

1 Under **Select Deployment Size**, select one of the following data volumes based on your requirements.

Low Volume - This option enables HP SH Reporter to support data collection from less than 500 nodes.

Medium Volume - This option enables HP SH Reporter to support data collection from 500 to 5000 nodes.

2 Under **Recommended IQ Configuration**, type the following values:

IQ Main Cache(MB)	-	The recommended size of the main buffer cache for the Sybase IQ main store. This value is set by default.
IQ Temporary Cache(MB)	-	The recommended size of the temporary buffer size for the Sybase IQ temporary store. This value is set by default.
IQ DBSpace Size (MB)	-	The recommended size for the IQ_System_Main dbspace, which stores the main database files. This size can be modified.
IQ Temporary DBSpace Size(MB)	-	The recommended size for the IQ_System_Temp dbspace, which stores the temporary database files. This size can be modified.

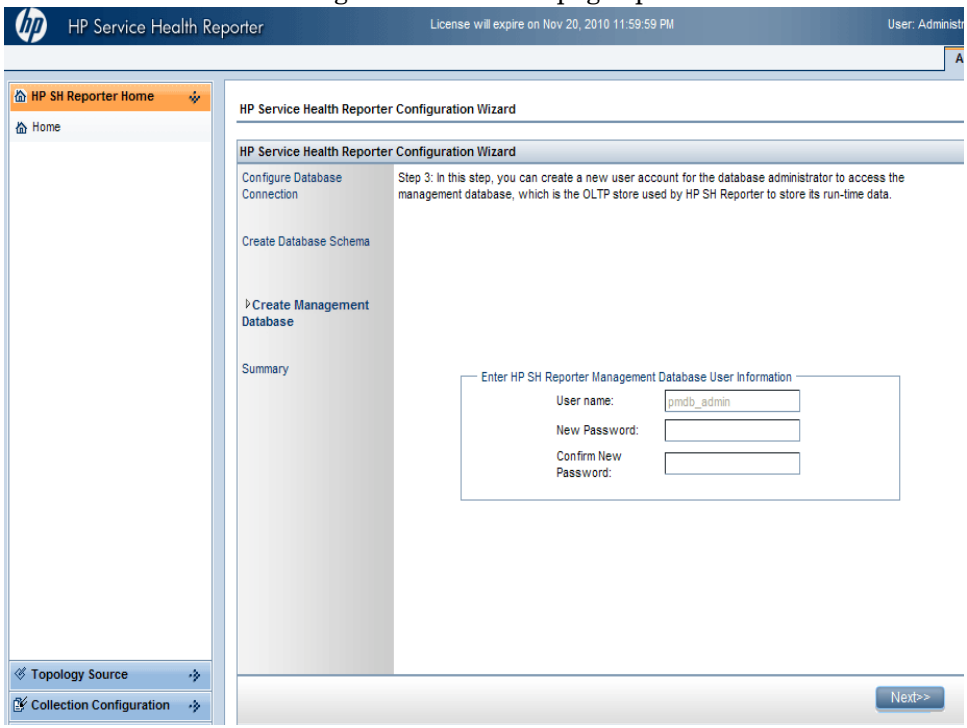
3 In the **Database File Location** field, type the location where the database files will be stored; for example, `C:\HP-SHR\Sybase\db`.

Ensure that you have sufficient system resources to support the HP SH Reporter data collection volume that you select.

4 Click **Next**. A confirmation dialog box opens.

5 Click **Yes**. If the database connection and schema creation is successful, a confirmation page opens with the schema creation status. If the database connection and schema creation fails, click the **Previous** button to check the values provided.

6 Review the database connection and schema creation details and click **Next**. The Create Management Database page opens.



Task 5: Create the Management Database User Account

The management database refers to the online transaction processing (OLTP) store used by HP SH Reporter to store its run-time data such as data process job stream status, changed tables status, and node information.

On the Create Management Database page, provide the user details for the management database.

To create the management database user account:

1 Under **HP SH Reporter Management Database User Information**, type the following values:

New Password	-	Password of the management database user.
Confirm New Password	-	Retype the same password to confirm it.

2 Click **Next**. The Summary page opens.

3 Review the database connection and management database details and then click **Finish** to complete the post-install configuration tasks.

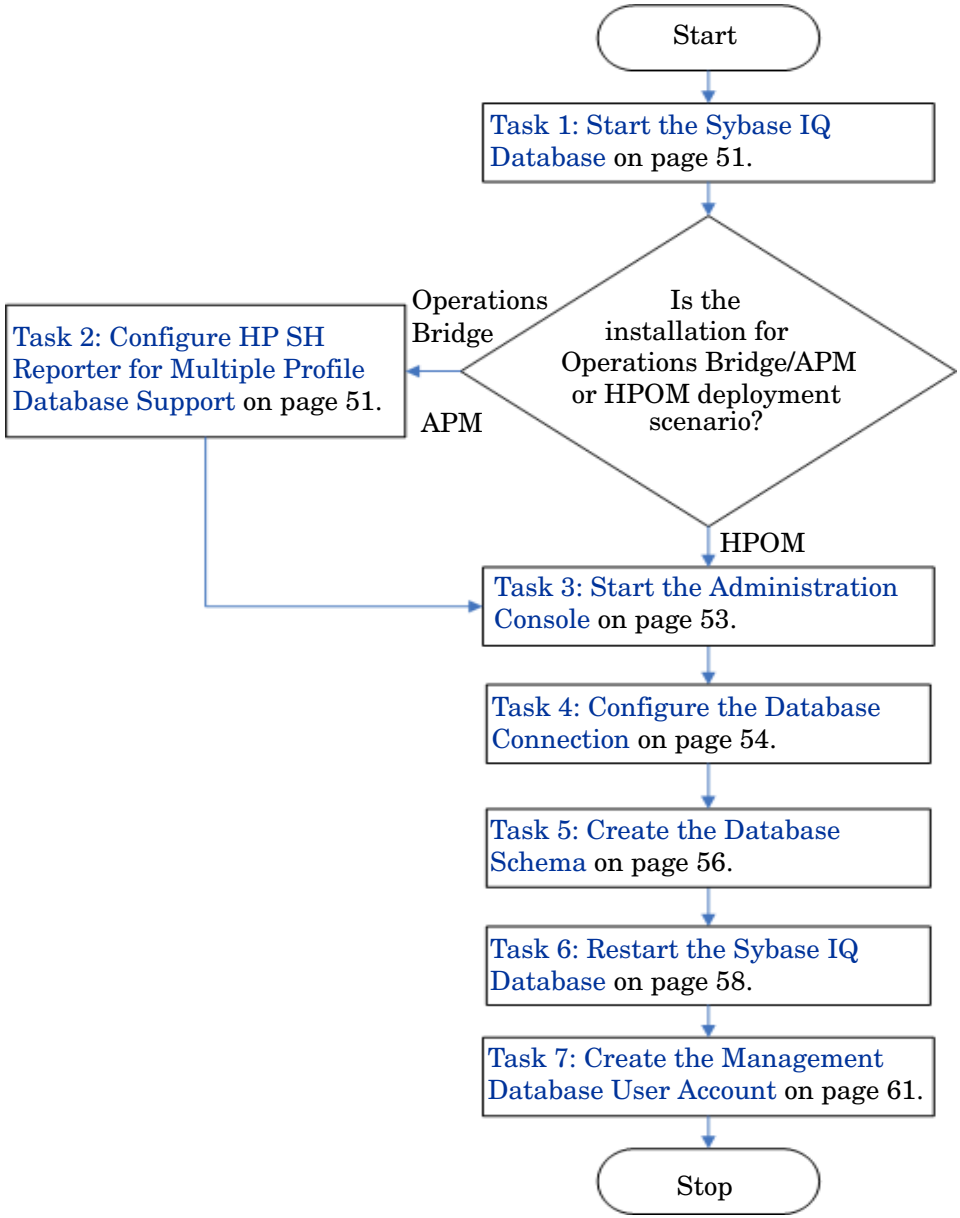
4 Reboot your system to ensure that the dependency between HP SH Reporter Collection Service and HP SH Reporter Message Broker Service takes effect.

Proceed to installing the Content Packs.

Post-install Configuration Tasks in HP SH Reporter with Remote Sybase IQ

The following flowchart gives you an overview of the post-install tasks for HP SH Reporter.

Click the links provided in the flowchart to see the relevant sections mentioned.



Task 1: Start the Sybase IQ Database

Perform the following steps:

1. Log on to the remote system. You must have Administrator privileges.
2. Click **Start** → **Run**. The Run dialog box opens.
3. Type **cmd** and press **ENTER** to open the Command Prompt window.
4. At the command prompt, type the following command to start the Sybase IQ database:

   start_iq @<*SHR_home*>\Sybase\IQ-15_1\scripts\pmdbConfig.cfg

   In this instance, <S*HR_home*> refers to the install directory of HP SH Reporter.
5. Press **ENTER**. The Starting IQ window opens.
6. Close the command prompt window.

You can stop Sybase IQ from running by right-clicking the Sybase IQ server icon in the notification bar and selecting the option from the pop-up menu.

If the Sybase IQ server icon does not appear in the notification bar of your HP SH Reporter system, use the following command to stop Sybase IQ:

dbstop -y -c uid=dba;pwd=sql;eng=<*server engine name*>;dbn=utility_db;links=tcpip{host=<*host name*>.<*domain name*>;port=21424}

In this instance, <*server engine name*> refer to the name of the Sybase server engine, <*host name*> refers to the name of the system hosting the HP SH Reporter database and <*domain name*> is the name of your domain according to your network configuration.

This command must be typed as a single line.

Task 2: Configure HP SH Reporter for Multiple Profile Database Support

You need to perform this task if HP SH Reporter is installed in the deployment scenario where RtSM is the topology source.

If HP SH Reporter is installed in an HPOM deployment scenario, proceed directly to the next task.

HP SH Reporter supports the configuration of and data collection from multiple Profile databases that are deployed in your HP Business Service Management environment.

However, to ensure that HP SH Reporter identifies and displays all the existing Profile databases in the Administration Console, perform the following steps:

1. Log on to the HP Business Service Management host system through remote access.

   If your HP Business Service Management setup is distributed where the gateway and data processing servers are separate entities, you need to access the data processing server.

2. Browse to the `%topaz_home%\Conf` folder.
3. Copy the following files from the above location to the `%PMDB_HOME%\config` folder on the HP SH Reporter system:
   - `encryption.properties`
   - `seed.properties`

After copying the files, you need to start the HP SH Reporter Service. Perform the following steps:

1. On the HP SH Reporter system, click **Start** → **Run**. The Run dialog box opens.
2. In the **Open** field, type **`services.msc`**. The Services window opens.
3. On the right pane, right-click **HP SH Reporter Service**, and then click **Start**.
4. Close the Services window.

Task 3: Start the Administration Console

Perform the following steps:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**. The HP SH Reporter Administration Console opens.

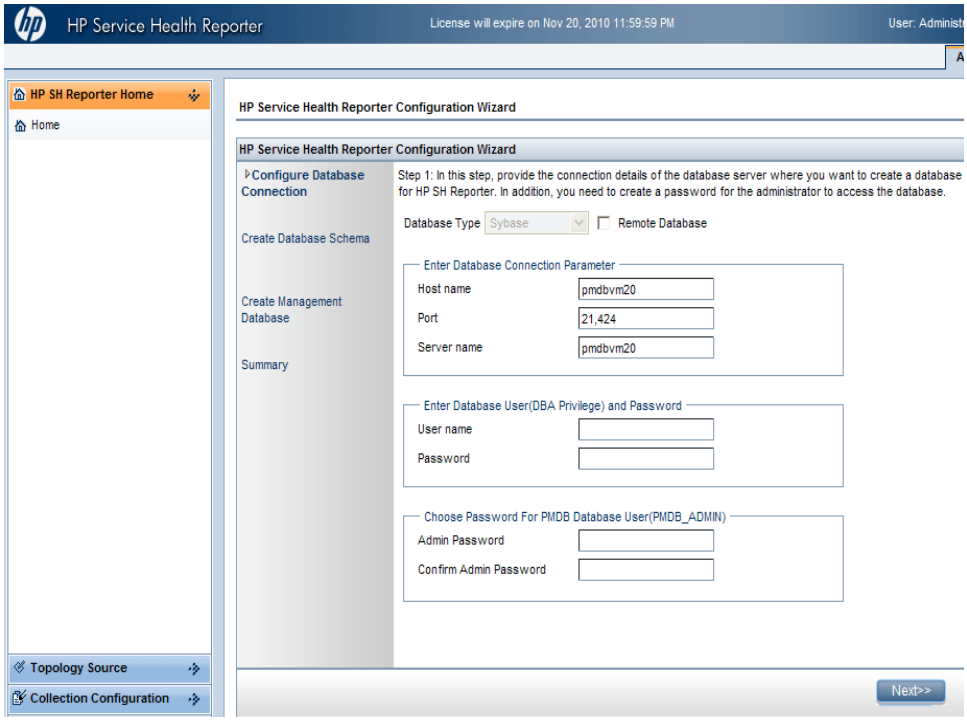
   

   You can also access the Administration Console directly by typing the HP SH Reporter address in a web browser. The default address is **http://<*server name*>.<*domain name*>:21411/BSMRApp/** where <*server name*> is the name of the host system on which you have installed HP SH Reporter and <*domain name*> is the name of your domain according to your network configuration.

2. Type **`administrator`** in the **Login Name** field and click **Log In** to continue. The HP Service Health Reporter Configuration Wizard opens.

   The post-install HP Service Health Reporter Configuration Wizard appears only if you did not complete the post-install configuration tasks. The Wizard supports session state persistence, which enables you to resume and continue a previously-interrupted configuration session.



Task 4: Configure the Database Connection

On the Configure Database Connection page, provide the details of the database server where you want to create a database for HP SH Reporter.

To configure a database connection:

1 On the Configure Database Connection page, select **Remote Database**.

2 Under **Enter Database Connection Parameter**, type the following values:

Host name - Name or IP address of the host where the Sybase IQ database server is running.

Port - Port number to query the database server. The default port is **`21424`**.

Server name - Name of the Sybase IQ server. Ensure that the Sybase IQ server name is unique across the subnet.

The server name displayed in this field is only for informational purposes. You must not change the server name at any time.

3 Under **Enter Database User (DBA Privilege) and Password**, type the following values:

User name - Name of the Sybase IQ database user. The user must have DBA privileges. The default user name is **`dba`**.

Password - Password of the database user. The default password is **`sql`**.

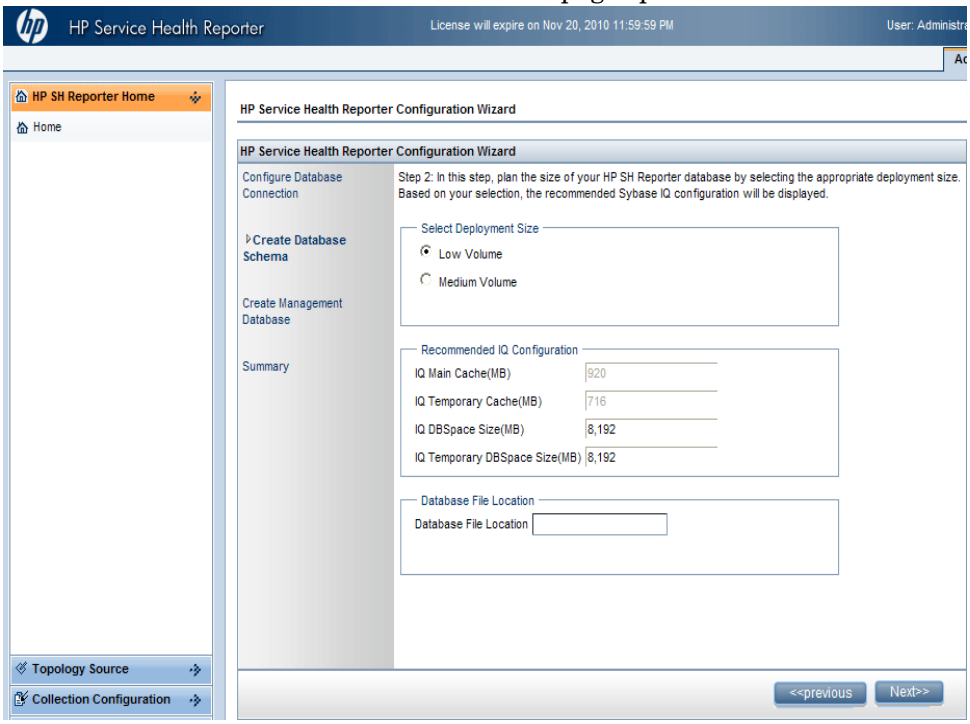
It is recommended that you change the default password before proceeding with the post-install configuration tasks. To change the password, see the Sybase IQ documentation.

4 Under **Choose Password For PMDB Database User (PMDB_ADMIN)**, type the following values:

Admin Password - Password of the database administrator.

Confirm Admin Password - Retype the same password to confirm it.

5 Click **Next**. The Create Database Schema page opens.



Task 5: Create the Database Schema

On the Create Database Schema page, specify the database deployment size, that is, the number of nodes from which HP SH Reporter will collect data. Based on your selection, HP SH Reporter calculates and displays the recommended database size.

To create the database schema:

1 Under **Select Deployment Size**, select one of the following data volumes based on your requirements.

Low Volume - This option enables HP SH Reporter to support data collection from less than 500 nodes.

Medium Volume - This option enables HP SH Reporter to support data collection from 500 to 5000 nodes.

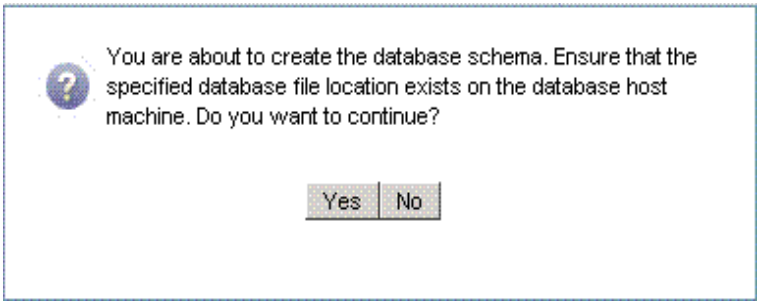
2 Under **Recommended IQ Configuration**, type the following values:

IQ Main Cache(MB)	-	The recommended size of the main buffer cache for the Sybase IQ main store. This value is set by default.
IQ Temporary Cache(MB)	-	The recommended size of the temporary buffer size for the Sybase IQ temporary store. This value is set by default.
IQ DBSpace Size (MB)	-	The recommended size for the IQ_System_Main dbspace, which stores the main database files. This size can be modified.
IQ Temporary DBSpace Size(MB)	-	The recommended size for the IQ_System_Temp dbspace, which stores the temporary database files. This size can be modified.

3 In the **Database File Location** field, type the location where the database files will be stored; for example, `C:\HP-SHR\Sybase\db`. Create the database folder before typing the path in the Database File Location field.

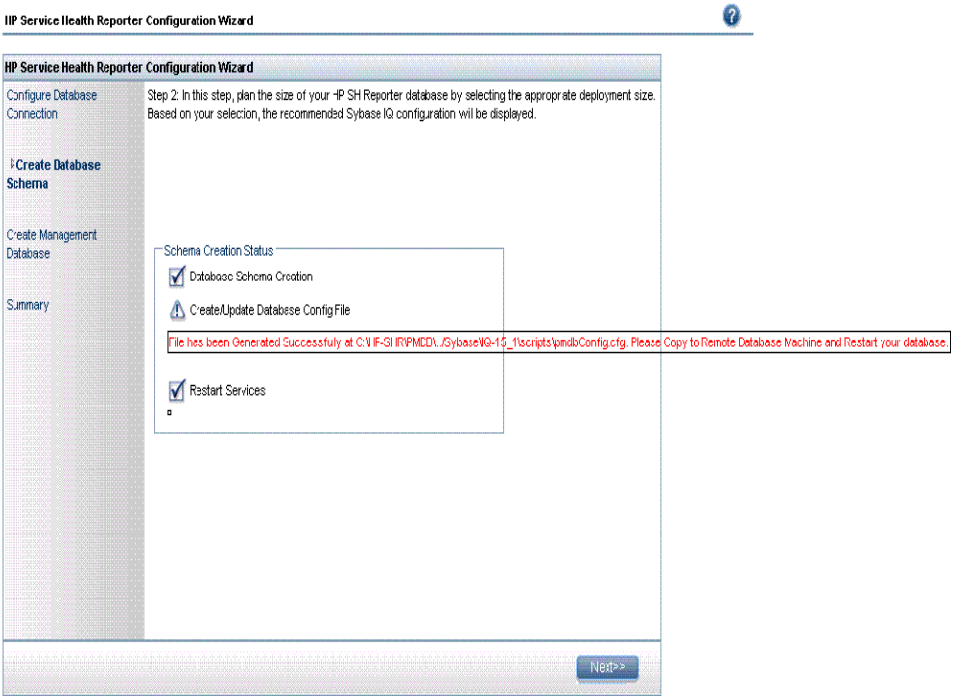
Ensure that you have sufficient system resources to support the HP SH Reporter data collection volume that you select.

4 Click **Next**. A confirmation dialog box opens.



You are prompted to validate the existence of the database folder on the remote database host machine.

5 Click **Yes**. If the database connection and schema creation is successful, a confirmation page opens with the schema creation status.



You are prompted to copy the newly created `pmdbConfig.cfg` file to the remote system and then restart the database.

If the database connection and schema creation fails, click the **Previous** button to check the values provided.

Task 6: Restart the Sybase IQ Database

For this task, you must first stop the Sybase IQ database from running. Then, using the Sybase IQ Service Manager, you must create a Sybase IQ service. Using this service, you can then restart the Sybase IQ database.

Perform the following steps:

1 Browse to the newly created database folder and copy the `pmdbConfig.cfg` file to the remote system.

2 Click **Start** → **Run**. The Run dialog box opens.

3 Type **cmd** and press **ENTER** to open the Command Prompt window.

4 At the command prompt, type the following command to stop the Sybase IQ database and then press **ENTER**:

dbstop -y -c uid=dba;pwd=sql;eng=<*server engine name***>;dbn=utility_db;links=tcpip{host=<***host name***>.<***domain name***>;port=21424}**

In this instance, <*server engine name*> refers to the name of the Sybase server engine, <*host name*> refers to the name of the system hosting the HP SH Reporter database and <*domain name*> is the name of your domain according to your network configuration.

This command must be typed as a single line.

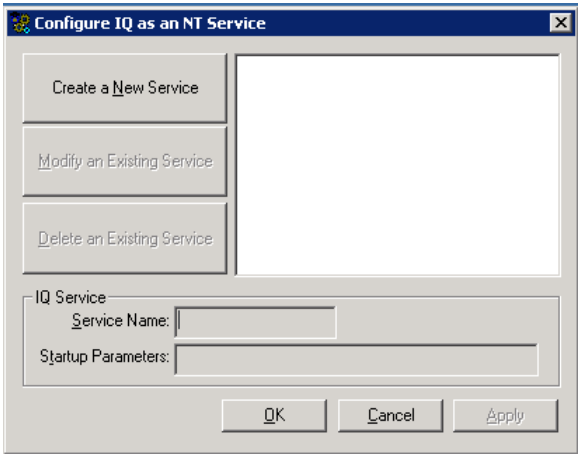
You can also right-click the Sybase IQ server icon in the notification bar and stop the database from the menu.

Create a Sybase IQ Service

Running Sybase IQ as a Windows service lets you start a server automatically whenever the machine is booted and run in the background as long as Windows is running.

To create the Sybase IQ service:

1 Click **Start** → **Programs** → **Sybase** → **Sybase 15.1** → **Sybase IQ Service Manager**. The Configure IQ as an NT Service window opens.



2 Click **Create a New Service**.

3 In the **Service Name** field, type the name of the remote Sybase IQ server.

4 In the **Startup Parameters** field, type all the parameters that are listed in the `pmdbConfig.cfg` file.

5 Browse to `%IQDIR15%\scripts` and open the `pmdbConfig.cfg` file. Copy all the listed parameters in the file to the **Startup Parameters** field:

-n <*server name***> <***parameters***> <***database file path***>**

In this instance, <*server name*> is the name of the remote Sybase IQ server, <*parameters*> are all the parameters that are present in the `pmdbConfig.cfg` file, and <*database file path*> is the location of the database files on the remote server.

For example, the startup parameters might look like this:

```
-n testserver1 -x tcpip{port=21424} -c 48m -gc 20 -gd all
-gl all -gm 100 -gp 4096 -iqmsgsz 100 -iqmsgnum 4 -iqmc
1845 -iqtc 1430 -iqmt 3500 -ti 4400 -gn 25
C:\sybaseIQ\db\pmdb.db
```

Include the full path to the database file. The server cannot start without a valid database path name.

6 Click **Apply** and then click **OK**.

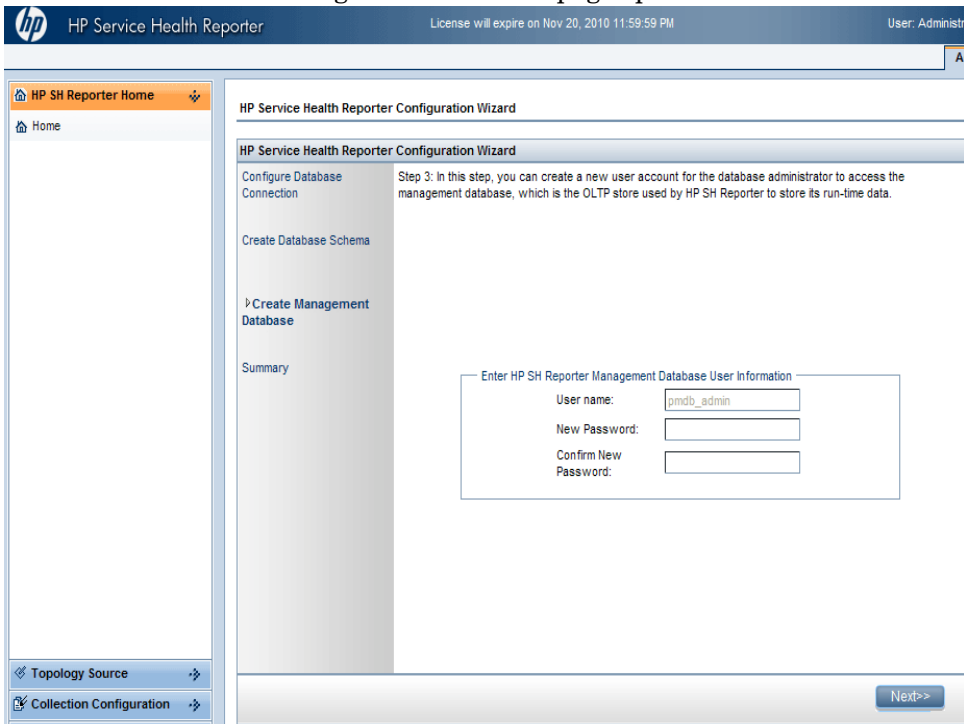
Start the Sybase IQ Service

1 Click **Start** → **Run**. The Run dialog box opens.

2 Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.

3 On the right pane, right-click the newly created Sybase IQ service, and then click **Start**.

4 On the HP SH Reporter host system, in the Administration Console, review the database connection and schema creation details and click **Next**. The Create Management Database page opens.



Task 7: Create the Management Database User Account

The management database refers to the online transaction processing (OLTP) store used by HP SH Reporter to store its run-time data such as data process job stream status, changed tables status, and node information.

On the Create Management Database page, provide the user details for the management database.

To create the management database user account:

1 Under **HP SH Reporter Management Database User Information**, type the following values:

New Password	-	Password of the management database user.
Confirm New Password	-	Retype the same password to confirm it.

2 Click **Next**. The Summary page opens.

3 Review the database connection and management database details and then click **Finish** to complete the post-install configuration tasks.

4 Reboot your system to ensure that the dependency between HP SH Reporter Collection Service and HP SH Reporter Message Broker Service takes effect.

Proceed to installing the Content Packs.

5 Selecting and Installing the Content Packs

The Content Pack installation process involves installing the Content Packs common or core files and the domain-specific Content Packs.

The core Content Packs provide a set of common features such as common schema, which can be reused or referred by other Content Packs.

The Content Packs common files include:

- **Core**—This Content Pack provides the Core schema required by other Content Packs.
- **CMDBCore**—This Content Pack provides a common logical model used by other Content Packs.
- **Core_BSM**—This Content Pack provides core features required by other Business Service Management Application Content Packs.

The following table lists the Content Packs and their respective dependencies; that is, the core files that must be installed along with the selected Content Packs.

Content Pack	Dependency
Active_Directory	CMDBCore, System_Management
Application_Server	Core, System_Management
Appserver_Weblogic	Core, System_Management, OM, Application_Server
Appserver_WebSphere	Core, System_Management, OM, Application_Server
BPM	CMDBCore, System_Management, Real_User_Monitor
CMDBCore	Core

Content Pack	Dependency
Core	No dependencies
Database_MSSQL	CMDBCore, System_Management
Database_Oracle	CMDBCore, System_Management
Exchange_Server2007	CMDBCore, System_Management
OM	CMDBCore
OMi	CMDBCore, Core_BSM
Core_BSM	Core, CMDBCore
Real_User_Monitor	CMDBCore, Virtual_Env_Management_ESX_SiS_Coda, Virtual_Env_Management_ESX_PA, BPM
System_Management	CMDBCore
System_Management_PA	CMDBCore, System_Management
Virtual_Env_Management	System_Management
Virtual_Env_Management_PA	System_Management_PA, Virtual_Env_Management
Virtual_Env_Management_ESX_PA	Virtual_Env_Management_PA
System_Management_SiS	CMDBCore, System_Management
System_Management_SiS_Coda	CMDBCore, System_Management_SiS
Virtual_Env_Management_ESX_SiS_Coda	Virtual_Env_Management, System_Management_SiS_Coda
Virtual_Env_Management_SiS	Virtual_Environment_Management

To decide as to which Content Pack to install, you have to take into account your deployment scenario. The following table lists the various Content Packs and their supported deployment scenarios.

Content Pack	HPOM for Windows	BSM Operations Bridge	Application Performance Management
Active_Directory	✔	✕	✕
Application_Server	✔	✕	✕
Appserver_Weblogic	✔	✕	✕
Appserver_WebSphere	✔	✕	✕
BPM	✕	✔	✔
CMDBCore	✔	✔	✔
Core	✔	✔	✔
Core_BSM	✕	✔	✔
Database_MSSQL	✔	✕	✕
Database_Oracle	✔	✕	✕
Exchange_Server2007	✔	✕	✕
OM	✔	✔	✔
OMi	✕	✔	✕
Real_User_Monitor	✕	✔	✔
System_Management	✔	✔	✔
System_Management_PA	✔	✔	✕
Virtual_Environment_Management	✔	✔	✔
Virtual_Environment_Management_PA	✔	✔	✕

Content Pack	HPOM for Windows	BSM Operations Bridge	Application Performance Management
Virtual_Environment_Management_ESX_PA	✔	✔	✕
System_Management_SiS	✕	✔	✔
System_Management_SiS_Coda	✕	✔	✔
Virtual_Environment_Management_ESX_SiS	✕	✔	✔
Virtual_Environment_Management_SiS	✕	✔	✔

In this version of HP SH Reporter, you can install all the Content Packs irrespective of the deployment scenario used. However, HP SH Reporter will not collect data for those Content Packs that are not supported.

The BPM and Real_User_Monitor Content Packs have dependencies on each other. Therefore, make sure that both are installed in your system even if only one of them is required.

For more information about each Content Pack and the reports provided by them, see the *HP Service Health Reporter Online Help for Users*.

Stopping the HP SH Reporter Data Processes

If you are installing the Content Packs as part of the initial installation of HP SH Reporter, proceed directly to the Content Pack installation tasks.

However, if you are installing the Content Packs while HP SH Reporter is operational, make sure that the HP SH Reporter data processes are not running at the time of the Content Pack installation. This is because it becomes very difficult to ensure the desired state for required resources with data processes running. In addition, these data processes might cause the Content Pack installation to fail.

To ensure that data processes are not running:

1. Click **Start** → **Run**. The Run dialog box opens.
2. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.
3. On the right pane, right-click **HP SH Reporter Timer**, and then click **Stop**.
4. Close the Services window.
5. Wait for all data processes that are currently running to complete. You can use the following command to monitor the progress of the processes:

   ```
   abcMonitor -stream ID=ALL -step ID=ALL,state=RUNNING
   ```

When the **abcMonitor** command does not return any records, you are ready to proceed with the installation of the Content Packs.

Installing the Content Packs

Use the Package Manager utility to install the Content Packs.

To install the Content Packs:

1. Stop the HP SH Reporter Windows services:
   a. Click **Start** → **Run**. The Run dialog box opens.
   b. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.
   c. On the right pane, right-click the following services, and then click **Stop**:
      – HP SH Reporter Timer
      – HP SH Reporter Collection Service
      – Sybase IQ Agent 15.1

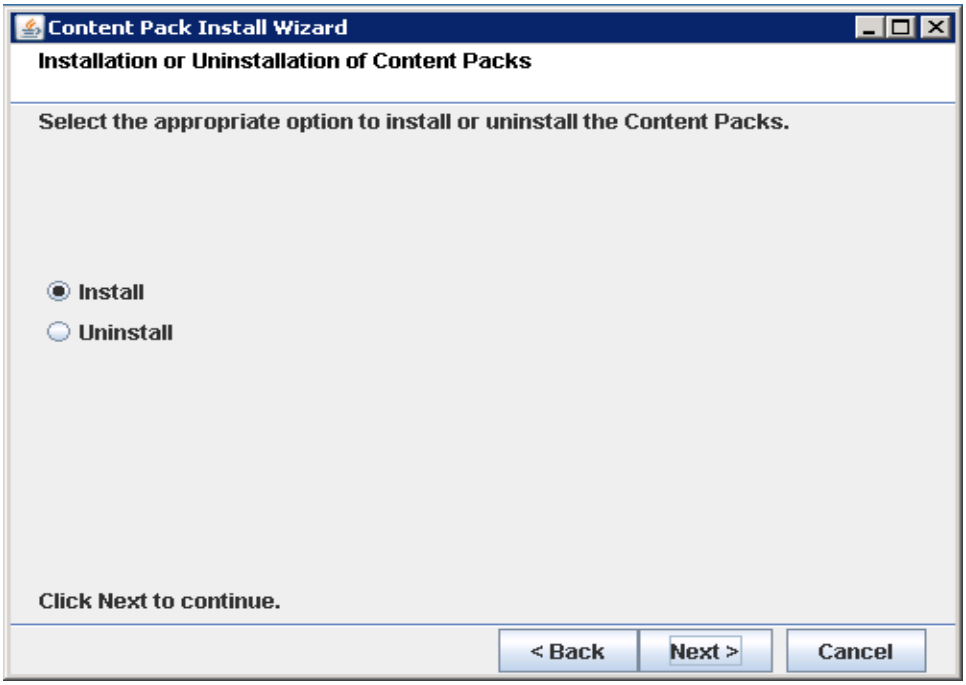
      If you have Sybase IQ installed on a remote system, you must stop the Sybase IQ Agent 15.1 service on the remote system.

   d. Close the Services window.
2. Install the Content Packs:

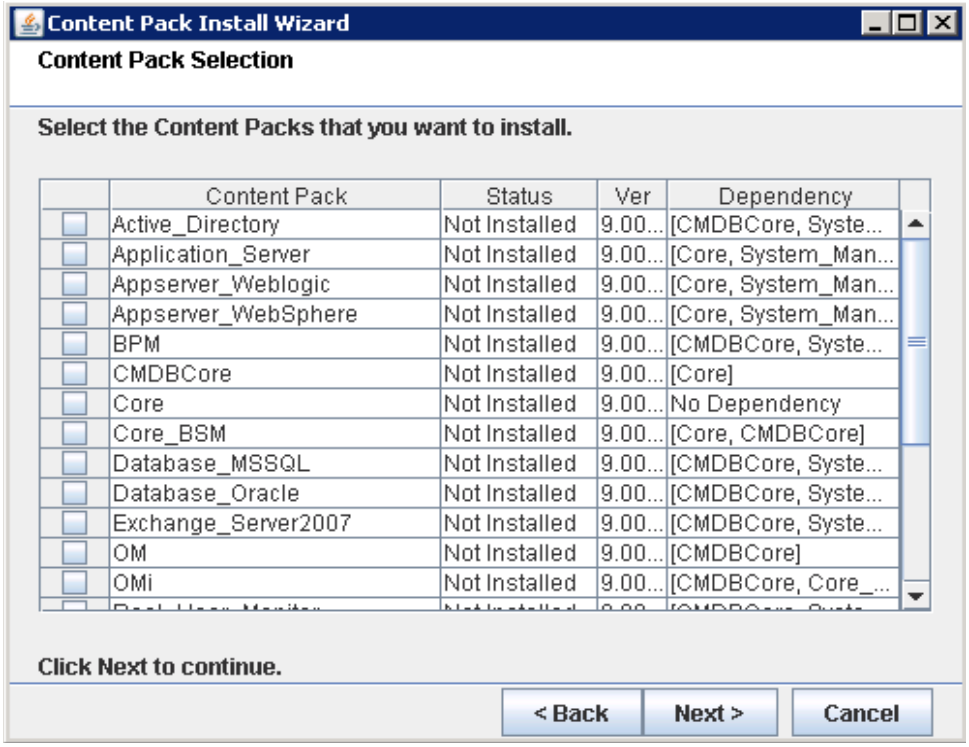
a Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Package Manager**. The Content Pack Install Wizard window opens.

Make sure that you open a single instance of the Package Manager.

b Click **Next** on the Welcome to the Installation or Uninstallation of Content Packs page to continue. The Installation or Uninstallation of Content Packs page opens.



c Select **Install** and click **Next** to continue. The Content Pack Selection page opens.



d Select the Content Packs that you want to install and click **Next** to continue. The Selection Summary page opens.

e Review the summary of the Content Pack selections you made.

- Click **Back** if you want to modify any of the selections.
- Click **Install** to continue with the installation process.

The Installation Progress page opens.

After the installation completes, Install Wizard summarizes the Content Pack installation details. The Installation Complete window opens.

f Review the installation details and click **Done** to complete the Content Pack installation.

3 Restart the HP SH Reporter Windows services:

a Click **Start** → **Run**. The Run dialog box opens.

b Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.

c On the right pane, right-click the following services, and then click **Start**:

- HP SH Reporter Timer
- HP SH Reporter Collection Service
- Sybase IQ Agent 15.1

If you have Sybase IQ installed on a remote system, you must start the Sybase IQ Agent 15.1 service on the remote system.

d Close the Services window.

6 Setting Up HP SH Reporter for Data Collection

HP SH Reporter can start collecting data once the Content Packs are installed. Configuring HP SH Reporter for data collection depends on the type of topology source you selected for installing HP SH Reporter.

The data collection configuration tasks are organized into the following categories:

- If you installed HP SH Reporter in the HPOM deployment scenario, see Configuring HP SH Reporter for the HPOM Deployment Scenario on page 72.
- If you installed HP SH Reporter in the BSM Operations Bridge deployment scenario, see Configuring HP SH Reporter for the BSM Operations Bridge Deployment Scenario on page 88.
- If you installed HP SH Reporter in the Application Performance Management deployment scenario, see Configuring HP SH Reporter for the Application Performance Management Deployment Scenario on page 110.

Configuring HP SH Reporter for the HPOM Deployment Scenario

In the HPOM deployment scenario, the HPOM database is the source of the topology information of the managed nodes. The topology relationship is limited to node groups, nodes, and node resource. The group information is obtained from the HPOM node groups. Node resource information is discovered by HP SH Reporter based on the rules defined by Content Packs.

You must configure the following data collectors in HP SH Reporter:

- HPOM data collector to retrieve topology information.
- HPOM database collector to retrieve events and messages from the HPOM database and collect data from the various nodes.
- HP Performance Agent collector to collect data of enterprise applications, database, and system resources from the various managed nodes.

Prerequisite Tasks

Before configuring the HPOM topology source connection, you need to perform certain prerequisite tasks depending on how HPOM in installed in your environment—whether within a domain or as a standalone system.

Configuring the HP SH Reporter Services for Domain Users

If HP SH Reporter is installed on a system with a domain administrator account instead of a local account, the HP SH Reporter Service and HP SH Reporter Collection Service will not start for the HPOM deployment scenario. Therefore, you must configure the services for the domain user before configuring the HPOM service definition source connection.

Configure the HP SH Reporter Service for the Domain Account

Perform the following steps:

1. Click **Start** → **Run**. The Run dialog box opens.
2. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.

3 On the right pane, right-click **HP SH Reporter**, and then click **Stop**.

4 Right-click **HP SH Reporter** and then click **Properties**. The HP SH Reporter Service Properties dialog box opens.

5 On the **Log on** tab, select **This account**.

6 Next, type the domain user name in the blank field. For example, if the user is of the domain DOMAIN and with the user name Administrator, then type **`DOMAIN\Administrator`** in the field.

7 Type the user password in the **Password** field.

8 Retype the password in the **Confirm password** field.

9 Click **Apply** and then click **OK**.

10 On the right pane, right-click **HP SH Reporter**, and then click **Start**.

Configure the HP SH Reporter Collection Service for the Domain Account

Perform the following steps:

1 Click **Start** → **Run**. The Run dialog box opens.

2 Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.

3 On the right pane, right-click **HP SH Reporter Collection Service**, and then click **Stop**.

4 Right-click **HP SH Reporter Collection Service** and then click **Properties**. The HP SH Reporter Collection Service Properties dialog box opens.

5 On the **Log on** tab, select **This account**.

6 Next, type the domain user name in the blank field.

7 Type the user password in the **Password** field.

8 Retype the password in the **Confirm password** field.

9 Click **Apply** and then click **OK**.

10 On the right pane, right-click **HP SH Reporter Collection Service**, and then click **Start**.

These steps are mandatory only if the product is being installed for a domain user. These steps are not required if the product is installed for a local user.

After the above steps are performed, proceed with the HPOM service definition connection configuration.

Creating Database User Account on an HPOM Database Server

You must perform this task only if HPOM database server is installed with mixed mode authentication. In such a case, you need to create a user name and password for a database user for database authentication purposes.

Perform the following steps:

1 Create a user name and password:

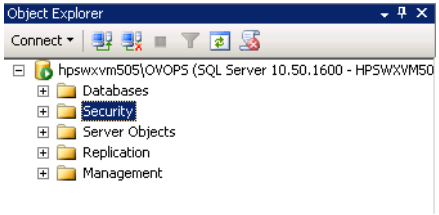
a Log on to the HPOM system with embedded Microsoft SQL Server 2005.

b Click **Start** → **Programs** → **Microsoft SQL Server 2005** → **SQL Server Management Studio**. The Microsoft SQL Server Management Studio window opens.

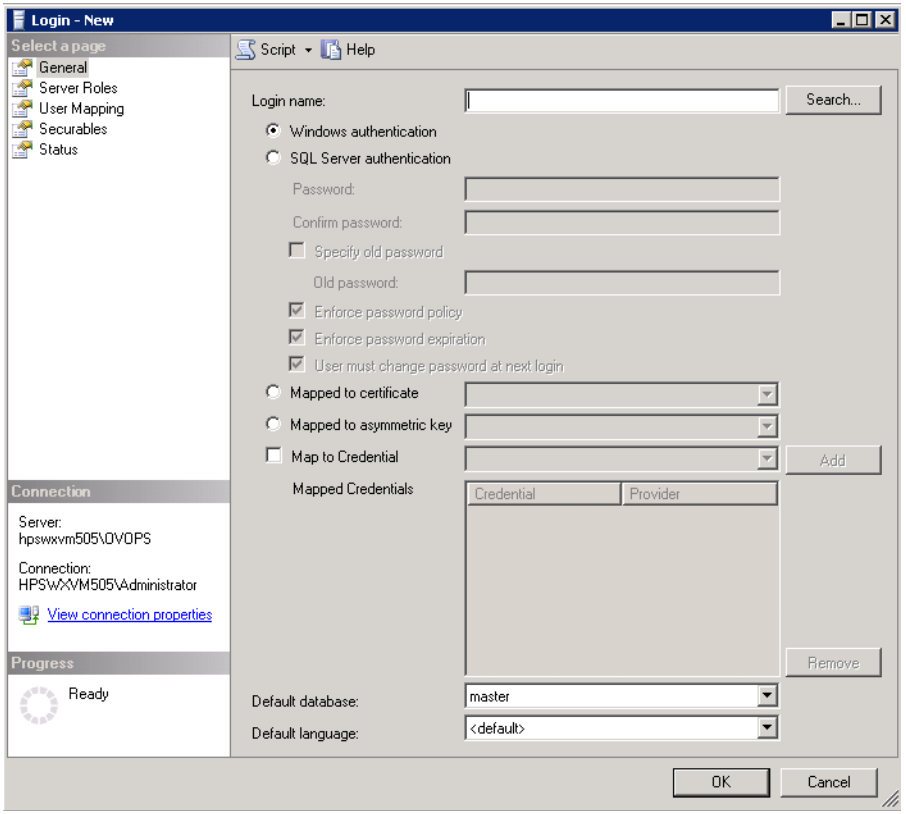
If SQL Server Management Studio is not installed on your system, you can download it from the Microsoft web site using the following URL: **http://www.microsoft.com/downloads/en/details.aspx?FamilyID=c243a5ae-4bd1-4e3d-94b8-5a0f62bf7796**.

c In the **Connect to Server** dialog box, select **NT Authentication** in the **Authentication** list, and then click **Connect**.

d In the **Object Explorer** pane, expand **Security**.



e Right-click **Logins** and click **New Login**. The Login - New dialog box opens.



f In the **Login name** field, type a user name. Specify the other necessary details.

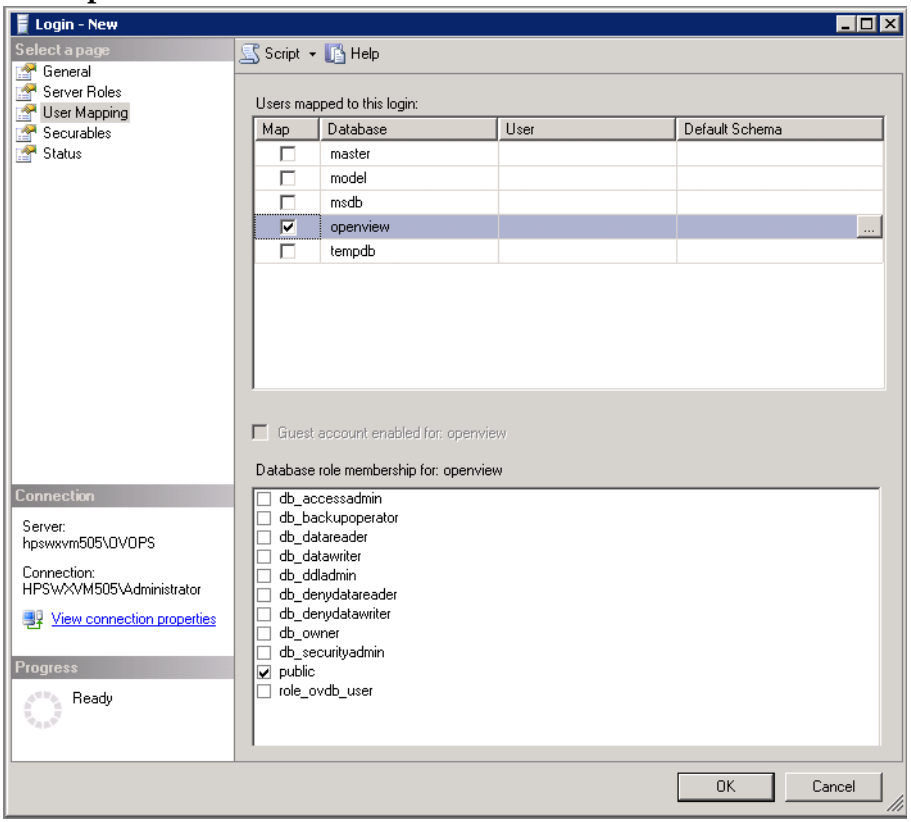
g Select the **SQL Server authentication** radio button.

h In the **Password** field, type the password.

i In the **Confirm password** field, retype the password. You might want to disable the password enforcement rules to create a simple password.

j Click **User Mapping**.

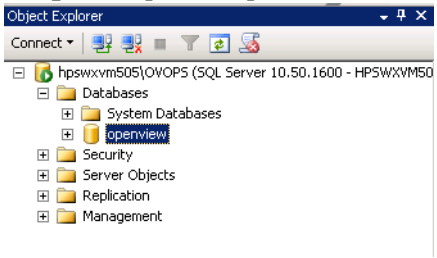
k Under **Users mapped to this login**, select the check box next **openview**.



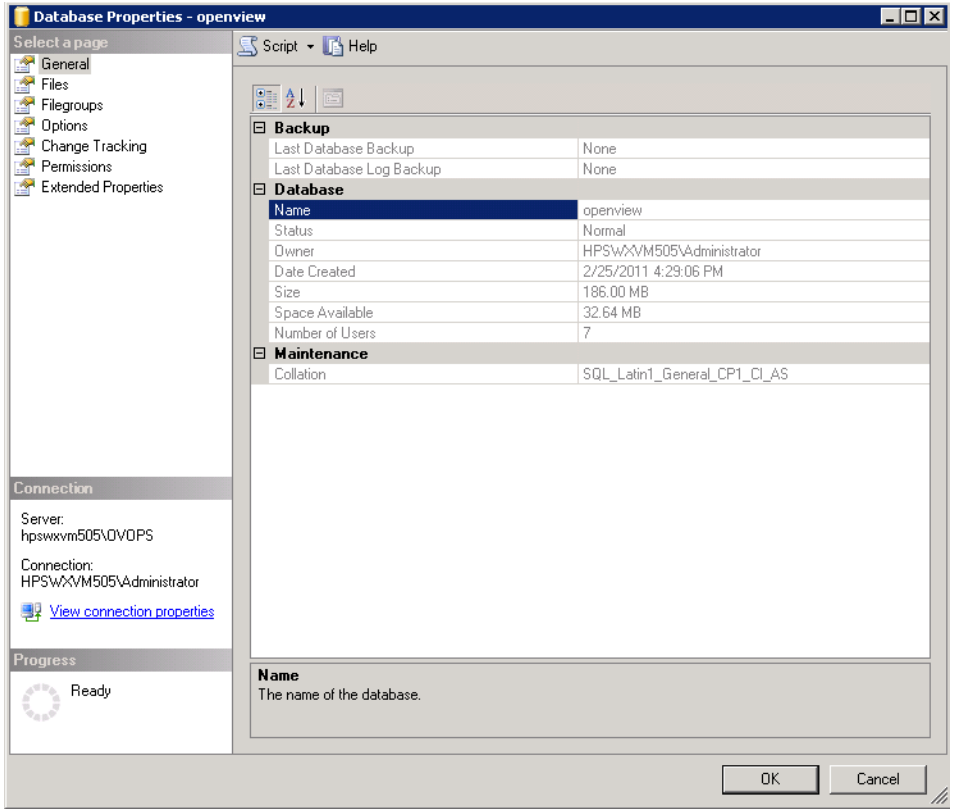
l Click **OK** to create the user name and password.

2 The database user must have at least the **Connect** and **Select** permissions. To enable **Connect** and **Select** permissions for the newly created user account, follow these steps:

a In the **Object Explorer** pane, expand **Databases**.



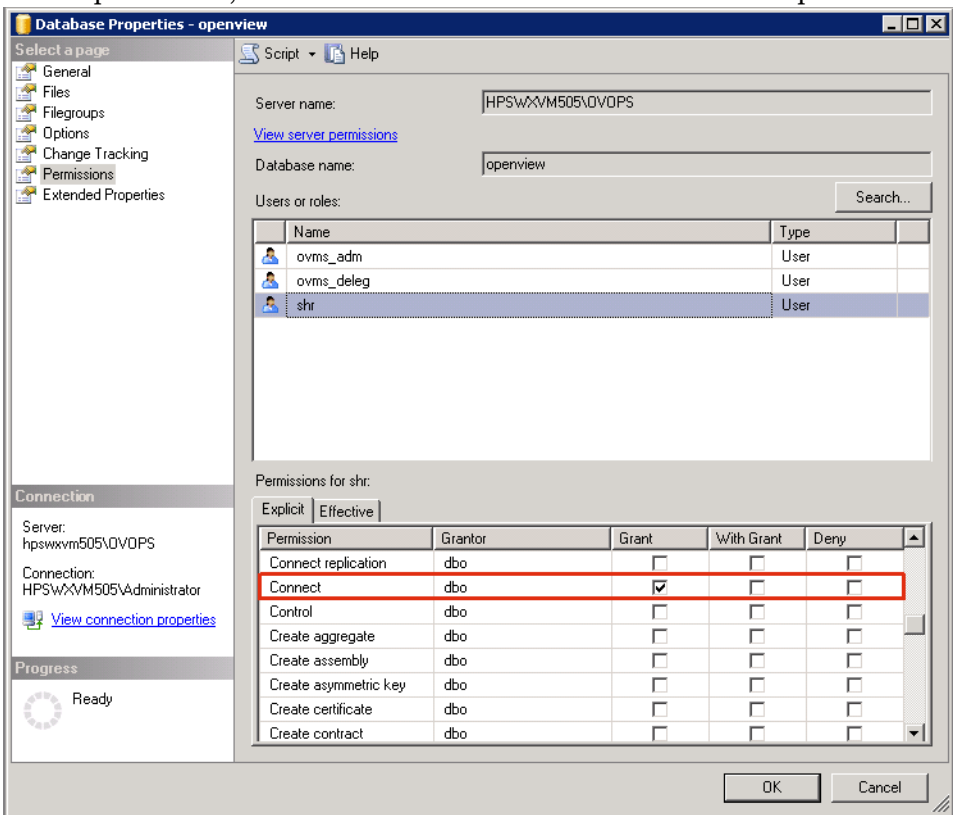
b Right-click **openview** and then click **Properties**. The Database Properties - openview dialog box opens.



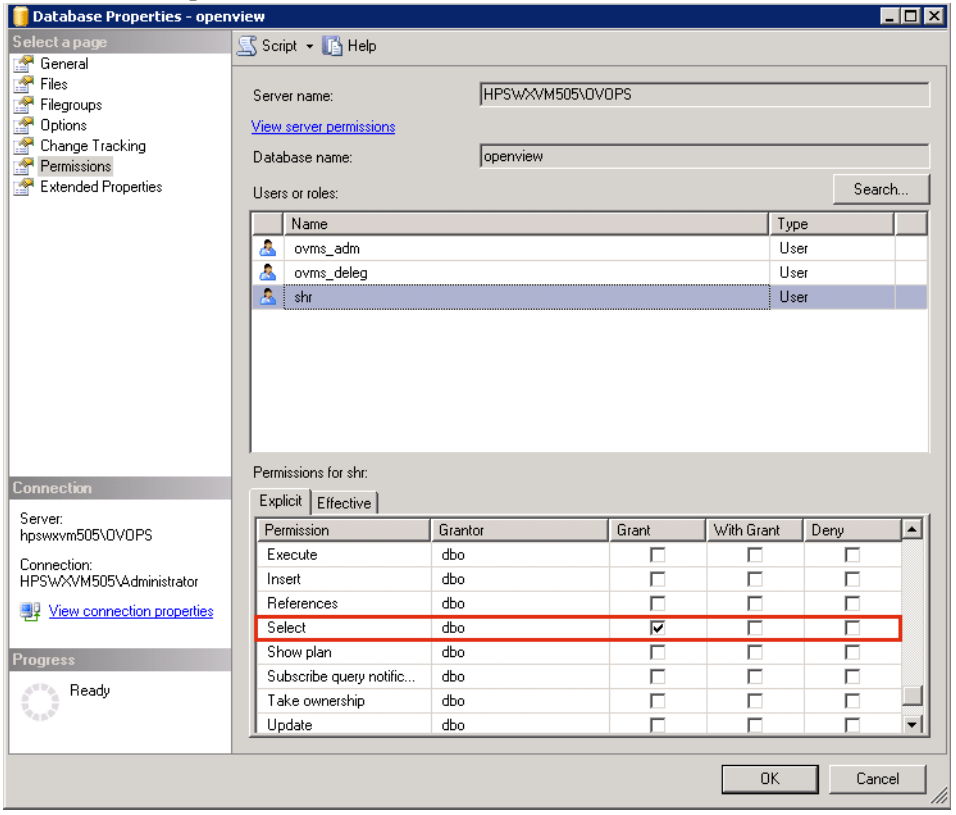
c Under the **Select a page** pane, click **Permissions**.

d Under **Users or roles**, click the newly created user account.

e Under **Explicit permissions for test**, scroll down to the **Connect** permission, and then select the **Grant** check box for this permission.



f Scroll down to the **Select** permission and select the **Grant** check box for this permission.

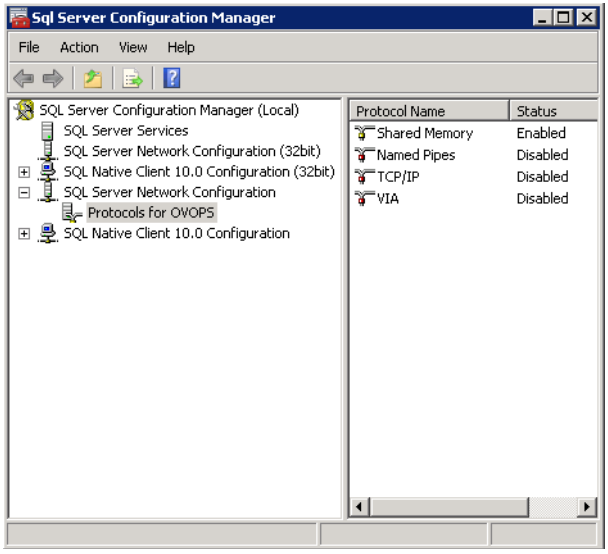


g Click **OK**.

3 Check for the HPOM server port number:

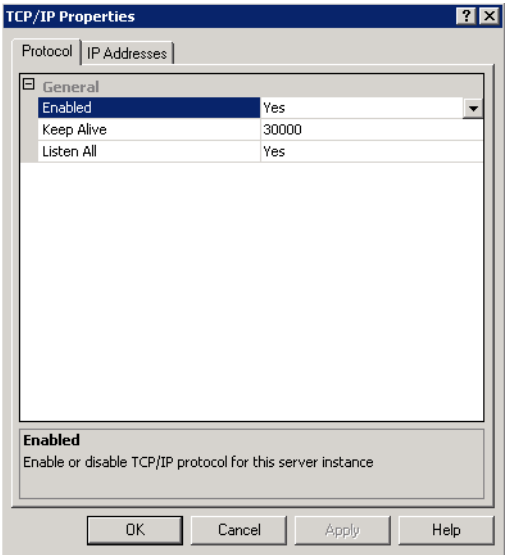
a Click **Start** → **Programs** → **Microsoft SQL Server 2005** → **Configuration Tools** → **SQL Server Configuration Manager**. The SQL Server Configuration Manager window opens.

b Expand **SQL Server Network Configuration** and select **Protocols for OVOPS**. If the instance name has been changed, select the appropriate instance name.



c On the right pane, right-click **TCP/IP**, and then click **Enable**.

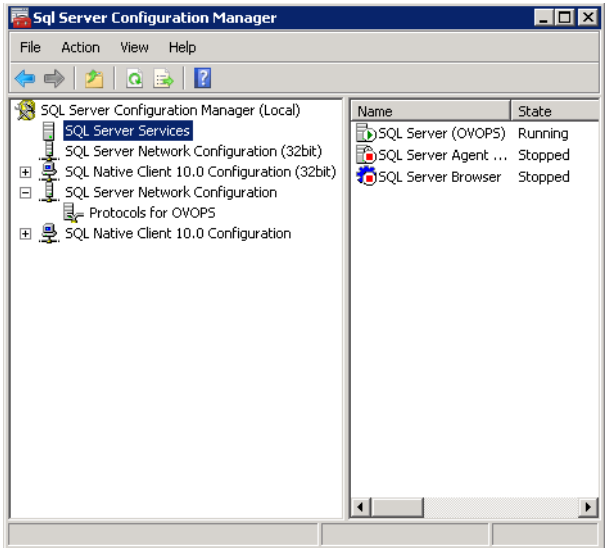
d Right-click **TCP/IP** again, and click **Properties**. The TCP/IP Properties dialog box opens.



e On the **IP Addresses** tab, under the **IPAll**, note down the port number.

4 Restart the HPOM database server:

a In the SQL Server Configuration Manager window, click **SQL Server Services**.



b On the right pane, right-click **SQL Server (OVOPS)**, and then click **Restart**.

You can use the newly created user name, password, and the observed instance name and port number when configuring the HPOM data source connection in the Administration Console.

HPOM for Windows 8.x uses Microsoft SQL Server 2005 and HPOM for Windows 9.x uses Microsoft SQL Server 2008. If you have Microsoft SQL Server 2008 installed, you can follow these steps to create the user name and password.

Proceed to configuring the HPOM topology source and the HPOM data source connections in HP SH Reporter for data collection. Perform the following tasks:

Task 1: Configure the HPOM Service Definition Source

Use the HP SH Reporter Administration Console to configure the HPOM service definition source connections to provide the topology information.

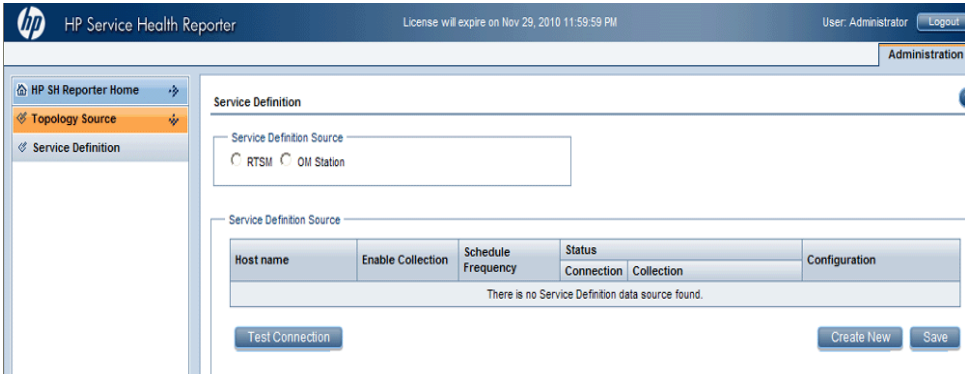
The default SQL Server Express that gets installed with HPOM for Windows does not accept remote connections.

Configure the HPOM Data Source Connections

Perform the following steps:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**. The Administration Console opens.
2. On the Login screen, in the **Login Name** field, type **`Administrator`**, and then click **Log in**.

   For the steps to create a password for this user name, see Creating a Password for the HP SH Reporter Administrator Account on page 113.
3. In the Administration Console, click **Topology Source** → **Service Definition**. The Service Definition page opens.



4. Under **Service Definition Source**, select **OM Station** to create an HPOM data source connection.

   You cannot change the topology source after it has been configured on the Service Definition page.
5. Click **Create New**. The Connection Parameters dialog box opens.

6 Specify or type the following values in the **Connection Parameters** dialog box:

If you are using the database method of authentication to connect to the HPOM database server, you must provide the user details that have the select and connect permissions for the “openview” database here.

Datasource Type - Type of HPOM data source that is configured in your environment. Select OMW as the data source type.

Host name - IP address or fully-qualified domain name (FQDN) of the HPOM database server.

Database instance - System identifier (SID) of the database instance in the data source. The default database instance is OVOPS.

Database name - Name of the HPOM database. The name is openview.

Port - Port number to query the HPOM database server. The default port number is 1433.

To check for the port number and database instance, see Checking for the HPOM Server Port Number on page 84. For information about the database host name and port number, contact your administrator.

Windows Authorization - Option to enable Windows authorization for accessing the HPOM database. The user can use the same credentials to access HPOM as that of the Windows system hosting the database.

User name - Name of the HPOM database user. If the Windows Authorization option is selected, this field is disabled.

Password - Password of the HPOM database user. If the Windows Authorization option is selected, this field is disabled.

7 Click **OK**.

8 Click **Test Connection** to test the connection.

9 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

You can configure additional HPOM data sources by performing steps 3-6.

10 To change the HPOM data collection schedule for one or more hosts, under **Schedule OM Station Synchronization**, specify a synchronization time between 1 and 24 hours in the **Hrs** box.

11 Click **Apply**.

12 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

For more information on configuring HPOM service definition sources, see the *HP Service Health Reporter Online Help for Administrators* topic, "Managing the enterprise topology."

Checking for the HPOM Server Port Number

If SQL Server is the database type used in HPOM, see step 3 in Creating Database User Account on an HPOM Database Server on page 74 to check for the HPOM server port number.

If Oracle is the database type in HPOM, perform the following steps to check for the port number:

1 Log on the Oracle server.

2 Browse to the `$ORACLE_HOME/network/admin` or `%ORACLE_HOME%\NET80\Admin` folder.

3 Open the `listener.ora` file. The port number for the HPOM server is listed in the file.

Task 2: Configure Enterprise Application Data Sources

After you configure the HPOM service definition sources, you must configure the data sources to provide data for the various Content Packs that you have installed.

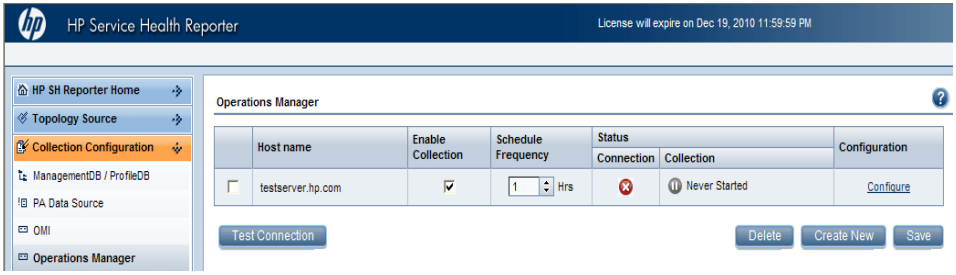
Configure the HPOM Database Connection

If you have installed the HPOM Content Pack and created the topology source connection for HPOM on the Service Definition page, the same data source connection appears on the Operation Manager page. You not do need to create a new data source connection. You can test the existing connection and save it.

However, updating the data source connection on the Service Definition page does not update the connection details on the Operation Manager page.

Perform the following steps:

1 In the Administration Console, click **Collection Configuration** → **Operations Manager**. The Operations Manager page opens.



2 Select the check box next to the host name and then click **Test Connection** to test the connection.

3 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

You can configure additional HPOM data sources by clicking the **Create New** button. You can modify a specific data source connection by clicking **Configure**.

4 To change the HPOM data collection schedule for one or more hosts, in the **Schedule Frequency** column, specify a collection time between 1 and 24 hours in the **Hrs** box.

5 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

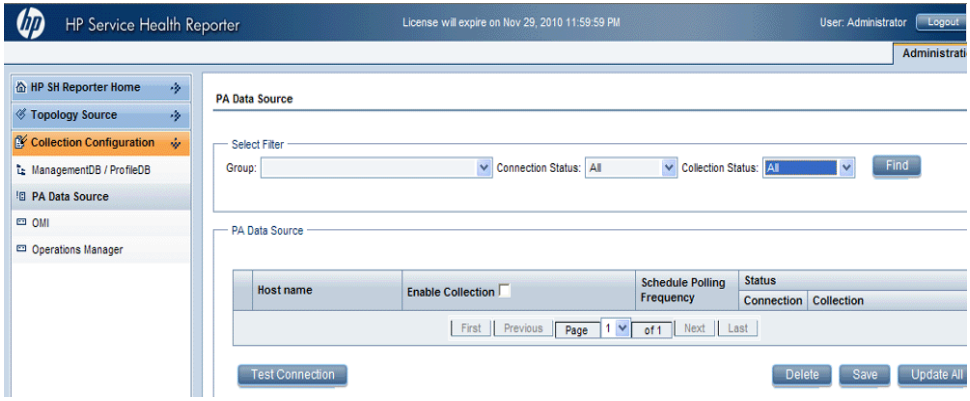
For more information on configuring HPOM data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, "Managing HPOM data collection."

Configure the HP Performance Agent Data Sources

In the HPOM deployment scenario, you do not need to create new HP Performance Agent data source connections because, by default, all the nodes on which HP Performance Agents are installed are automatically discovered when the topology information is collected. These HP Performance Agent data sources or nodes are listed in the PA Data Source page of the Administration Console.

To view the list of HP Performance Agent data sources:

1 In the Administration Console, click **Collection Configuration** → **PA Data Source**. The PA Data Source page opens.



2 To view a list of HP Performance Agents that belong to a particular Content Pack, under **Select Filter**, select a domain view in the **Group** list, select an option in the **Connection Status** list, and select an option in the **Collection Status** list.

3 Click **Find**. A list of data sources on which HP Performance Agents are installed appears in the PA Data Source table.

4 To change the data collection schedule for one or more hosts, specify a polling time between 1 and 24 hours in the **Hrs** box in the **Schedule Polling Frequency** column.

5 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

6 Close the HP SH Reporter Administration Console.

For more information on configuring HP Performance Agent data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, “Managing PA Data Source data collection.”

After installing the Content Packs and configuring HP SH Reporter to collect data, you must wait for at least three hours before you can view the data in the data store tables.

HP SH Reporter starts to collect the historical data from the various configured data sources in the HPOM managed environment and generates the required reports. For more information on how to view the reports, see the *HP Service Health Reporter Online Help for Users*.

Configuring HP SH Reporter for the BSM Operations Bridge Deployment Scenario

In the BSM Operations Bridge environment, RtSM is the source of the topology information for HP SH Reporter. The topology information includes all CI as modeled and discovered in RtSM. Group information is obtained from the RtSM views. Node resource information is obtained directly from RtSM. Collection of the information is through the web service interface exposed by RtSM.

Based on the installed Content Packs, you must configure the following data collectors in HP SH Reporter:

- The RtSM collector to collect topology information and data about the various CI types in your environment from the RtSM database. The data to be collected is defined by the RtSM view provided with each Content Pack.
- The database collector to collect historical synthetic transaction monitoring and real user monitoring data from the Profile database and the Management database. It also collects events, messages, availability, and performance Key Performance Indicators (KPIs) from the databases of the data source such as Profile database, Management database, HPOM, and HP OMi databases.
- The HP Performance Agent collector to collect system performance metrics and data related to applications, databases, and system resources. The data is collected by the HP Performance Agents that are installed on the managed nodes.

Task 1: Deploy the Topology Views

In the HP Business Service Management environment, RtSM is used to discover the CIs and generate the topology views. To configure HP SH Reporter to collect domain-specific data, you first need to deploy those topology views for each Content Pack.

These topology views contain the specific CI attributes that Contents Packs use to collect the relevant data. However, these topology views can vary from one Content Pack to another.

For example, the Exchange Server Content Pack might require a topology view that lists Exchange servers, mailbox servers, mailbox and public folder stores, and so on. A System Management Content Pack, however, might require a different topology view that lists all the business applications, business services, and system resource, such as CPU, memory, disk, within the infrastructure. Based on these views, the CI attributes for each Content Pack may vary.

To deploy the topology model views for the Content Packs in the HP Business Service Management server:

1 Log on to the HP Business Service Management host system as administrator.

2 Log on to the host system that has HP SH Reporter installed on it as administrator through remote access.

3 Browse to `%PMDB_Home%\packages` and copy the following topology views.

Content Pack	View Name	Location
BPM	`EUM_BSMR.zip`	`%PMDB_Home%\packages\BPM\BPM.ap\CMDB_View`
Real_User_Monitor	`EUM_BSMR.zip`	`%PMDB_Home%\packages\RUM\RUM.ap\CMDB_View`
System_Management	`SM_BSM9_Views.zip`	`%PMDB_Home%\packages\System_Management\System_Management.ap\CMDB_View`

For example, to copy the System Management zip files, browse to `%pmdb_home%\packages\System_Management\System_Management.ap\CMDB_View\SM_BSM9_Views.zip` and copy the `SM_BSM9_Views.zip` file to the HP Business Service Management host system.

4 On the HP Business Service Management host system, click **Start** → **Programs** → **Internet Explorer**. The web browser opens.

5 In the web browser, type the following URL:

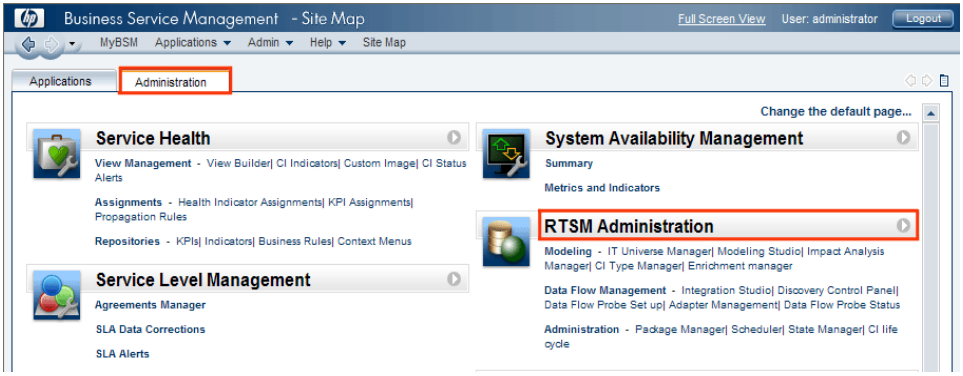
`http://<`*server_name***`>.<`***domain_name***`>/HPBSM`**

In this instance, <*server_name*> is the name of the HP Business Service Management server, and <*domain_name*> is the name of the user's domain according to the user's network configuration.

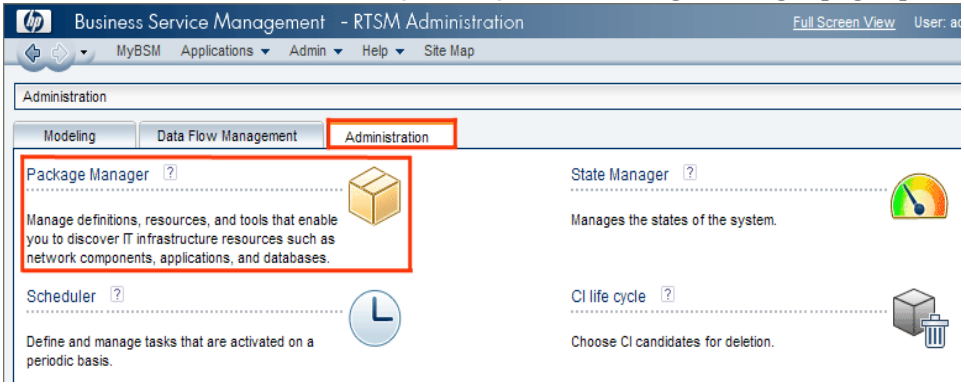
The Business Service Management Login page opens.

6 Type the login name and password and click **Log In**. The Business Service Management - Site Map opens.

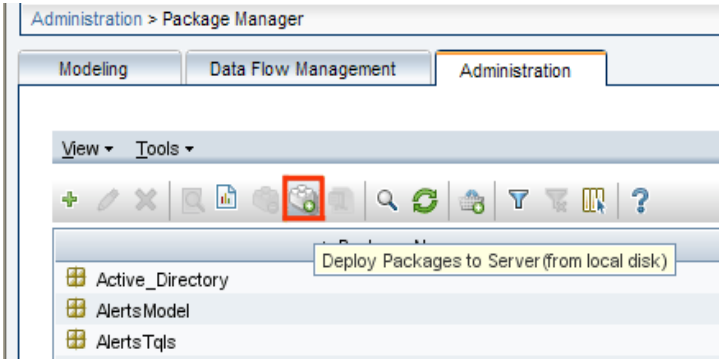
7 Click **Administration** → **RTSM Administration**. The RTSM Administration page opens.



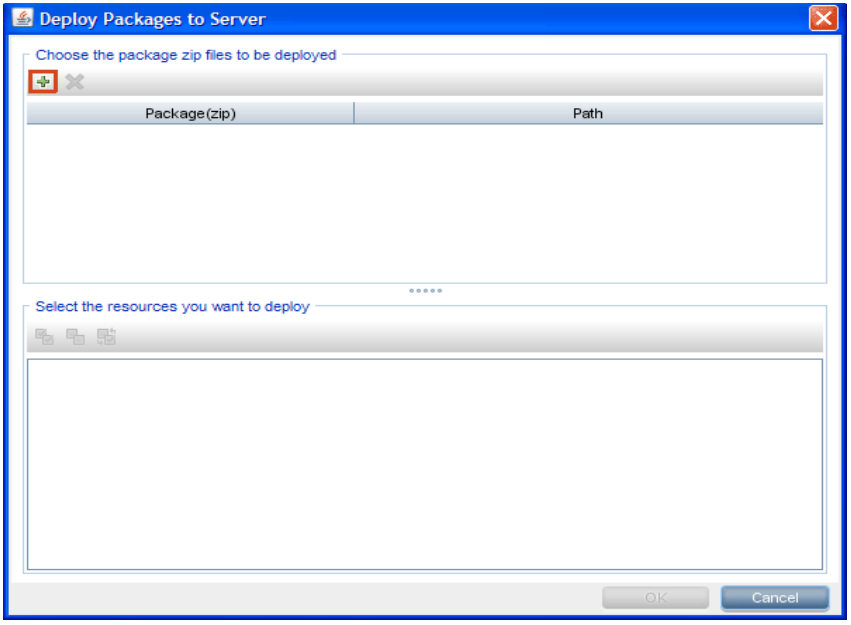
8 Click **Administration** → **Package Manager**. The Package Manager page opens.



9 Click the **Deploy Packages to Server (from local disk)** icon. The Deploy Package to Server dialog box opens.



10 Click the **Add** icon.



The Deploy Package to Server (from local disk) dialog box opens.

11 Browse to the location of the Content Pack zip files, select the required files, and then click **Open**.

You can view and select the TQL and ODB views that you want to deploy under **Select the resources you want to deploy** in the **Deploy Package to Server (from local disk)** dialog box. Ensure that all the files are selected.

12 Click **Deploy** to deploy the Content Pack views.

Enabling CI Attributes for a Content Pack

Each Content Pack view includes a list of CI attributes that are specific to that Content Pack. The CI attributes that are required for data collection are automatically enabled in each of the Content Pack views after you deploy them.

To enable additional CI attributes to collect additional information relevant to your business needs:

1 Click **Start** → **Programs** → **Internet Explorer**. The web browser opens.

2 In the web browser, type the following URL:

`http://<`*server_name*`>.<`***domain_name*`>/HPBSM`**

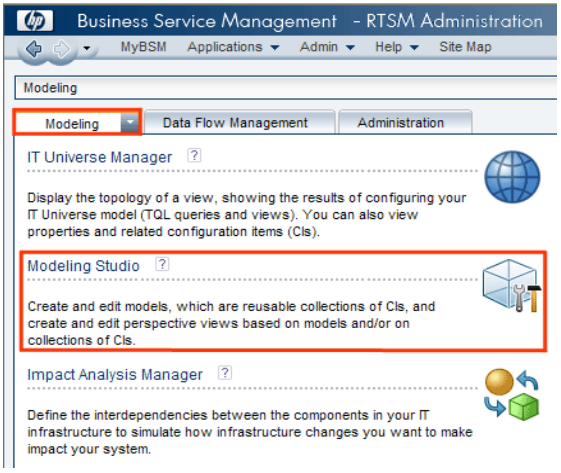
In this instance, <*server_name*> is the name of the HP Business Service Management server, and <*domain_name*> is the name of the user's domain according to user's network configuration.

The Business Service Management Login page opens.

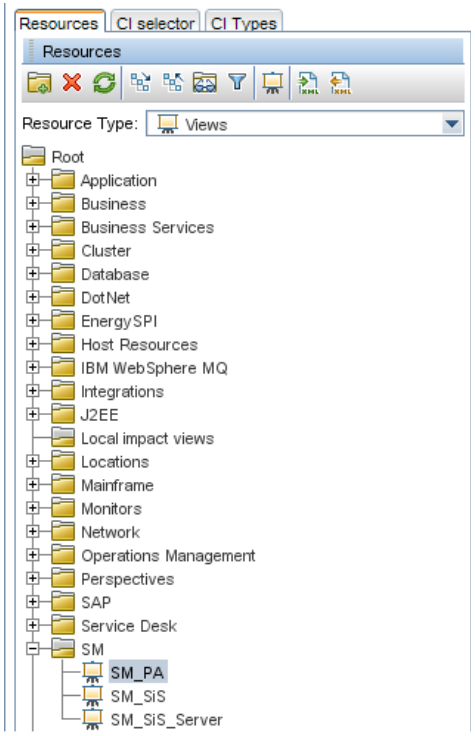
3 Type the login name and password and click **Log In**. The Business Service Management Site Map opens.

4 Click **Administration** → **RTSM Administration**. The RTSM Administration page opens.

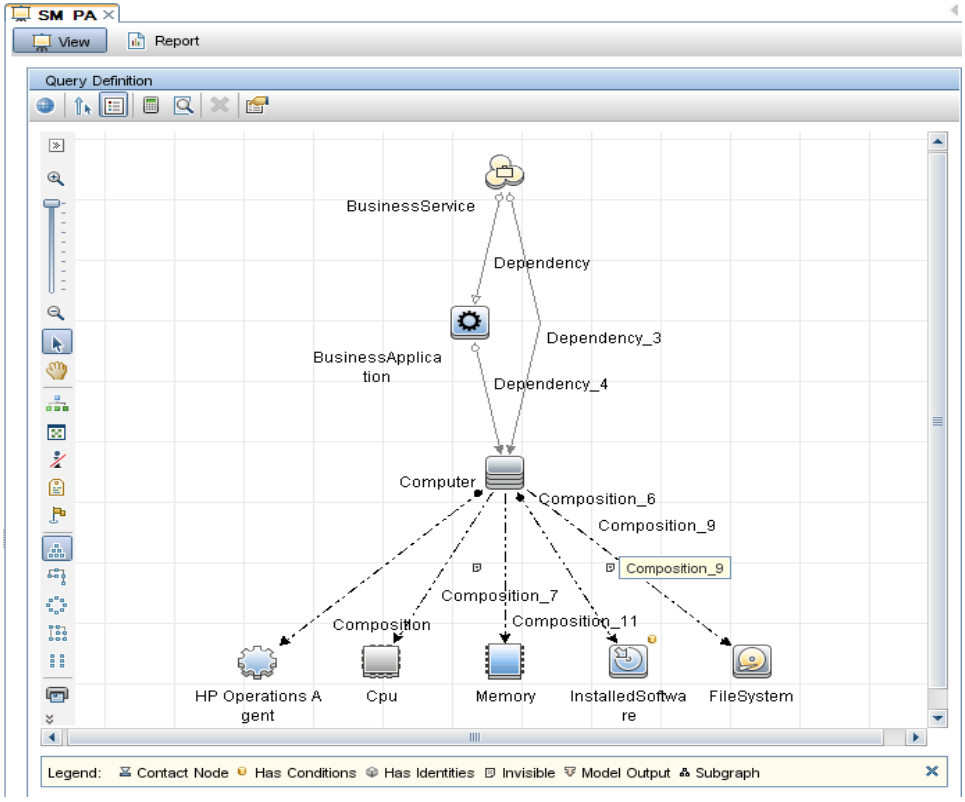
5 Click **Modeling** → **Modeling Studio**. The Modeling Studio page opens.



6 In the Resources pane, expand a Content Pack folder and double-click a topology view to open it.

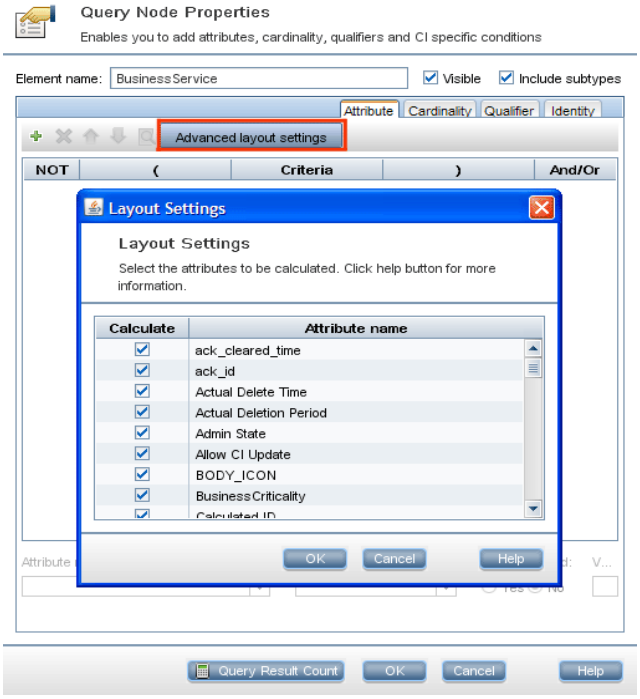


7 In the Topology pane, right-click any node in the topology diagram, and then click **Query Node Properties** to view the list of CI attributes for the selected node.



The Query Node Properties dialog box opens.

8 Click **Advanced layout settings**. The Layout Settings dialog box opens. Select the attributes that you want to enable and then click **OK**.



You have successfully deployed the Content Packs views based on the type of deployment scenario selected for HP SH Reporter.

Task 2: Configure DDM to Discover the HP Performance Agent Running Processes

If you use Discovery and Dependency Mapping (DDM) in your HP Business Service Management environment to discover the HP Performance Agent managed nodes, you must perform certain additional steps to ensure that all of these managed nodes are identified and listed in HP SH Reporter.

If you use any other discovery method, such as DMOM, you do not need to perform these steps.

To configure DDM to discover HP Performance Agents as running software CIs, perform the following steps:

1 Click **Start** → **Programs** → **Internet Explorer**. The web browser opens.

2 In the web browser, type the following URL:

`http://`<*server_name*>**`.`**<*domain_name*>**`/HPBSM`**

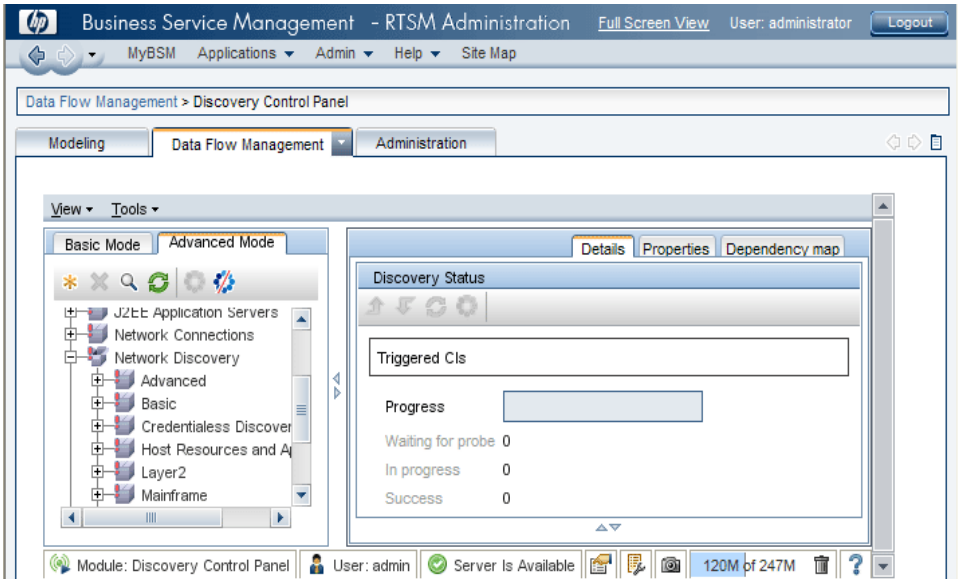
In this instance, <*server_name*> is the name of the HP Business Service Management server, and <*domain_name*> is the name of the user's domain according to the user's network configuration.

The Business Service Management Login page opens.

3 Enter the login name and password and click **Log In**. The Business Server Management Site Map opens.

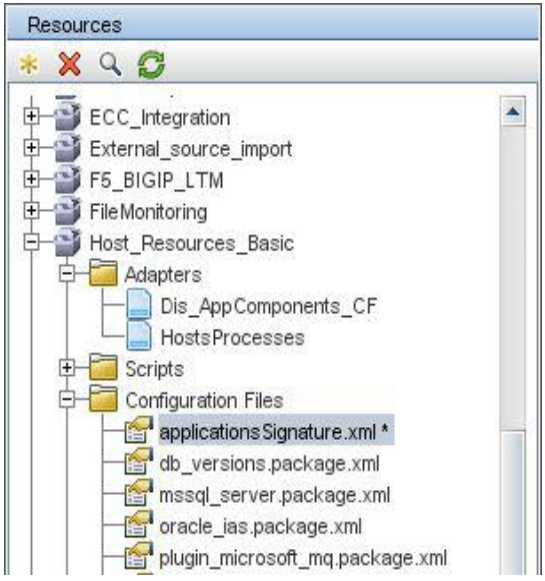
4 On the **Administration** tab, click **Discovery Control Panel**.

5 On the **Advanced Mode** tab, expand **Network Discovery**, expand **Host Resources and Applications**, and then click **Software Element CF by Shell**.



6 On the right pane, click **Edit Adapter**.

7 Under **Resources**, expand **Host_Resources_Basic**, expand **Configuration Files**, and then click the **applicationSignature.xml** file.



8 On the right pane, in the XML script, add the following lines at the end of the file just above the **</Application>** tag:

Each line of code within the <> tags given below must be typed as a single line.

```
<Application-Component app_id="HP PA Agent" name="HP PA
Agent" discover="true" category="Enterprise App"
vendor="HP">

<process name="scopeux" ports="" cmdline=""
required="false" main-process="false" />

<process name="scopent.exe" ports="" cmdline=""
required="false" main-process="false" />

<process name="coda" ports="" cmdline="" required="false"
main-process="false" />

<process name="coda.exe" ports="" cmdline=""
required="false" main-process="false" />

</Application-Component>
```

9 Click **OK**.

Task 3: Configure SiteScope to Integrate with HP SH Reporter

SiteScope is an agentless monitoring solution designed to ensure the availability and performance of distributed IT infrastructures—for example, servers, operating systems, network devices, network services, applications, and application components.

For HP SH Reporter to collect data from SiteScope, you must first create the monitors in SiteScope. Monitors are tools for automatically connecting to and querying different kinds of systems and applications used in enterprise business systems. These monitors collect data about the various IT components in your environment and are mapped to specific metrics that are used by HP SH Reporter such as CPU usage, memory usage, and so on. After you create the monitors, you must also enable SiteScope to log data in HP Operations agent so that HP SH Reporter can collect the required data from the agent. Perform this task only if you have SiteScope installed in your environment. Otherwise, proceed to the next task.

For the list of monitors (including the counters and measures) to be created in SiteScope, see SiteScope Monitors for HP SH Reporter on page 131.

For more information about creating monitors in SiteScope, see the *Using SiteScope* and the *Monitor Reference* guides. This document is available at the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

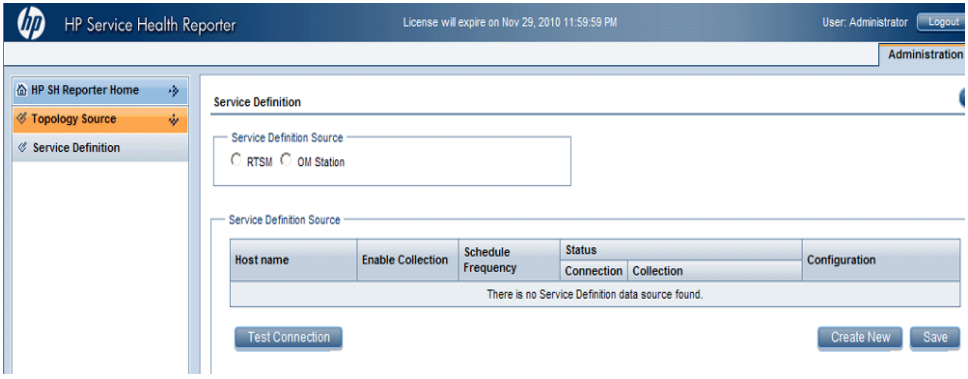
Task 4: Configure the RtSM Service Definition Source

You can use the HP SH Reporter Administration Console to configure the RtSM service definition source to provide the topology information of the managed environment.

To configure the RtSM topology data source connections:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**.
2. On the Login screen, in the **Login Name** field, type **`Administrator`**, and then click **Log in**. The Administration Console opens.

   For the steps to create a password for this user name, see Creating a Password for the HP SH Reporter Administrator Account on page 113.
3. In the Administration Console, click **Topology Source** → **Service Definition**. The Service Definition page opens.



4. Under **Service Definition Source**, select **RTSM** to create an RtSM data source connection.

   You cannot change the topology source after it has been configured on the Service Definition page.

5 Click **Create New**. The Connection Parameters dialog box opens.

6 Type the following values in the **Connection Parameters** dialog box:

Host name	-	IP address or FQDN of the Business Service Management server. If your HP Business Service Management installation is distributed, type the name of the data processing server (DPS) in the **Host name** field.
Port	-	Port number to query the RtSM web service. The default port number is 21212. If the port number has been changed, contact your database administrator for more information.
User name	-	Name of the RtSM web service user. The default user name is **`admin`**.
Password	-	Password of the RtSM web service user. The default password is **`admin`**.

7 Click **OK**.

You can create only one RtSM data source connection. After the connection is created, the Create New button is disabled by default. Since this configuration is a one-time setup, make sure that you type in the correct values.

8 Click **Test Connection** to test the connection.

9 Click **Save** to save the changes made on this page. A `Saved Successfully` message appears in the Information message panel.

10 To change the RtSM data collection schedule, in the **Schedule Frequency** column, specify a collection time between 1 and 24 hours in the **Hrs** box. The default synchronization time is 24 hours.

11 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

For more information on configuring the RtSM service definition source, see the *HP Service Health Reporter Online Help for Administrators* topic, “Managing the enterprise topology.”

Task 5: Configure Enterprise Application Data Sources

After you configure the RtSM topology source to provide HP SH Reporter with the topology information, you can proceed with the configuration of the data sources to provide data for the various Content Packs you installed.

Configure the Profile Database Data Source Connections

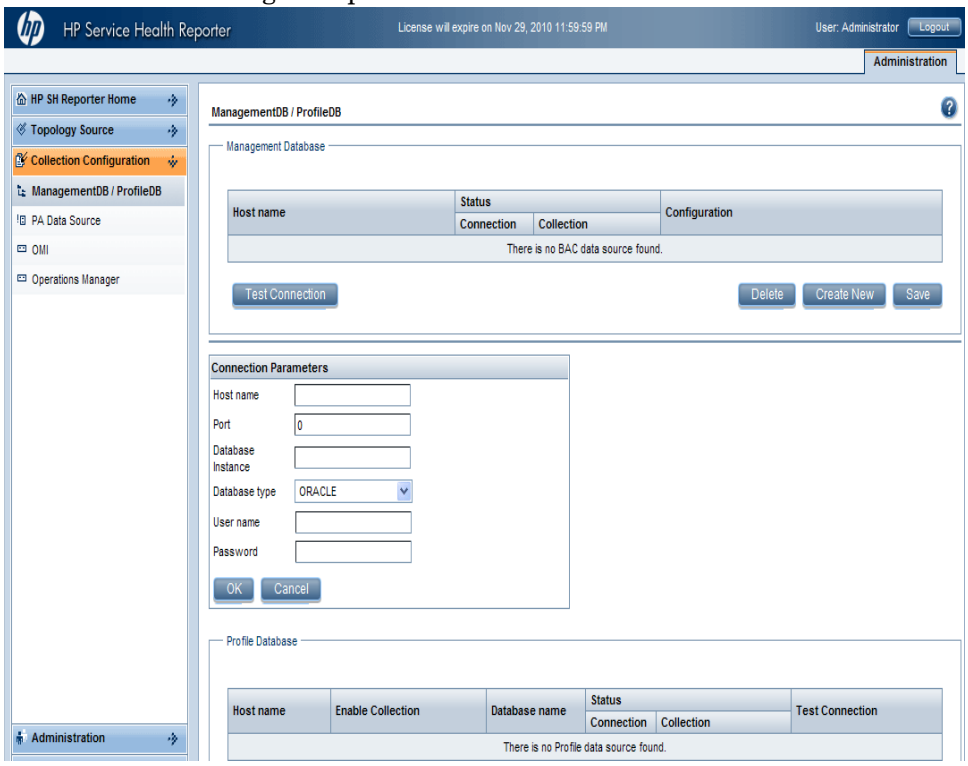
In your HP Business Service Management deployment, you might have set up multiple Profile databases for scaling purposes—one database might not be enough to store all the data—or for data separating—all critical data in one Profile database and all non-critical data in another. The information about the various Profile databases deployed in your environment is stored in the Management database.

To configure the multiple Profile database connections, you only need to configure the Management database on the ManagementDB / ProfileDB page. After the Management database data source connection is configured, HP SH Reporter discovers all the deployed Profile databases and lists them on the ManagementDB / ProfileDB page.

Perform the following steps:

1 In the Administration Console, click **Collection Configuration** → **ManagementDB / ProfileDB**. The ManagementDB / ProfileDB page opens.

2 Under **Management Database**, click **Create New**. The Connection Parameters dialog box opens.



3 Type the following values in the **Connection Parameters** dialog box:

Host name - Name of the Management database server.

Port - Port number to query the Management database server.

Database instance - System Identifier (SID) of the Management database instance.

For information about the database host name, port number, and SID, contact your database administrator.

Database type - The type of database engine that is used to create the Management database. It can either be Oracle or MSSQL.

Windows Authorization	-	If you selected MSSQL as the database type, you have the option to enable Windows authorization for MSSQL; that is, the user can use the same credentials to access SQL Server as that of the Windows system hosting the database.
Database name	-	Name of the database. This field appears only if MSSQL is selected as the database type.
User name	-	Name of the Management database user. If the Windows Authorization option is selected, this field is disabled.
Password	-	Password of the Management database user. If the Windows Authorization option is selected, this field is disabled.

4 Click **OK**.

You can only create a single Management database data source connection. After the connection is created, the Create New button is disabled by default. Since this configuration is a one-time setup, make sure that you type in the correct values.

5 Click **Test Connection** to test the connection.

6 Click **Save** to save the changes made on this page. A `Saved Successfully` message appears in the Information message pane.

After you save the newly created Management database connection, HP SH Reporter retrieves the Profile database information from the Management database data source and lists all the existing Profile database data sources under the Profile Database section of the page.

Data collection for the Profile database data source is enabled by default. In addition, the collection frequency is scheduled for every one hour.

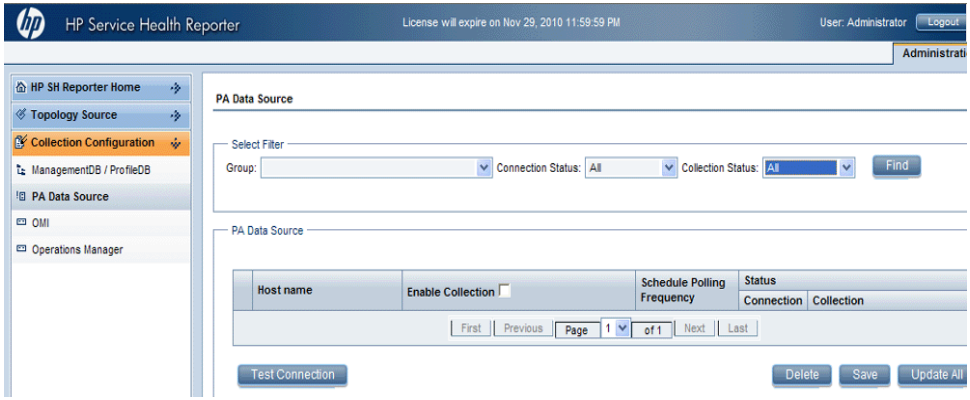
For more information on configuring Profile database data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, “Managing ManagementDB / ProfileDB data collection.”

Configure the HP Performance Agent Data Source Connections

In the RtSM deployment scenario, you do not need to create new HP Performance Agent data source connections because, by default, all the nodes on which HP Performance Agent is installed are automatically discovered when the topology information is collected. These HP Performance Agent data sources or nodes are listed in the PA Data Source page of the Administration Console.

To view the list of HP Performance Agent data sources:

1 In the Administration Console, click **Collection Configuration** → **PA Data Source**. The PA Data Source page opens.



2 To view a list of HP Performance agents that belong to a particular Content Pack, under **Select Filter**, select a domain view in the **Group** list, select **All** in the Connection Status list, and select **All** in the Collection Status list.

3 Click **Find**. A list of data sources on which HP Performance Agents are installed appears in the PA Data Source table.

4 If you want to change the data collection schedule for one or more hosts, specify a polling time between 1 and 24 hours in the **Hrs** box in the **Schedule Polling Frequency** column.

5 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

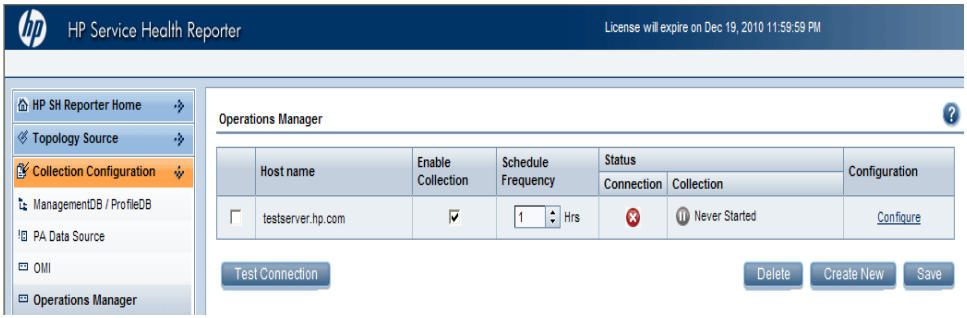
For more information on configuring HP Performance Agent data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, "Managing PA Data Source data collection."

Configure the HPOM Database Connection

If you have installed the HPOM Content Pack, perform the following steps:

1 In the Administration Console, click **Collection Configuration** → **Operations Manager**. The Operations Manager page opens.

2 Click **Create New** to create a new data source connection. The Connection Parameters dialog box opens.



3 In the **Connection Parameters** dialog box, type the following values:

> If you are using the database method of authentication to connect to the HPOM database server, you must provide the user details that have the select and connect permissions for the “openview” database here.

Host name - IP address or FQDN of the HPOM database server.

Port - Port number to query the HPOM database server.

The default port is 1433 if SQL Server is the database type and 1521 if Oracle is the database type.

To check for the port number, see Checking for the HPOM Server Port Number on page 84.

Database Instance - System identifier (SID) of the HPOM database instance. The default database instance is OVOPS.

For information about the database hostname, port number and SID, contact your HPOM database administrator.

Database type	-	The type of database engine that is used to create the HPOM database. It can either be Oracle or MSSQL. The name is openview.
Windows Authorization	-	If you selected MSSQL as the database type, you have the option to enable Windows authorization for MSSQL; that is, the user can use the same credentials to access SQL Server as that of the Windows system hosting the database.
Database name	-	Name of the database. This field appears only if MSSQL is selected as the database type.
User name	-	Name of the HPOM database user.
Password	-	Password of the HPOM database user.

4 Click **OK**.

5 Click **Test Connection** to test the connection.

6 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

You can configure additional HPOM data sources by performing steps 3-6. You can modify a specific data source connection by clicking **Configure**.

7 To change the HPOM data collection schedule for one or more hosts, in the **Schedule Frequency** column, specify a collection time between 1 and 24 hours in the **Hrs** box.

8 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

For more information on configuring HPOM data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, "Managing HPOM data collection."

Configure the HP OMi Database Connection

If you install the HP OMi Content Pack, you must configure the HP OMi database connection for data collection.

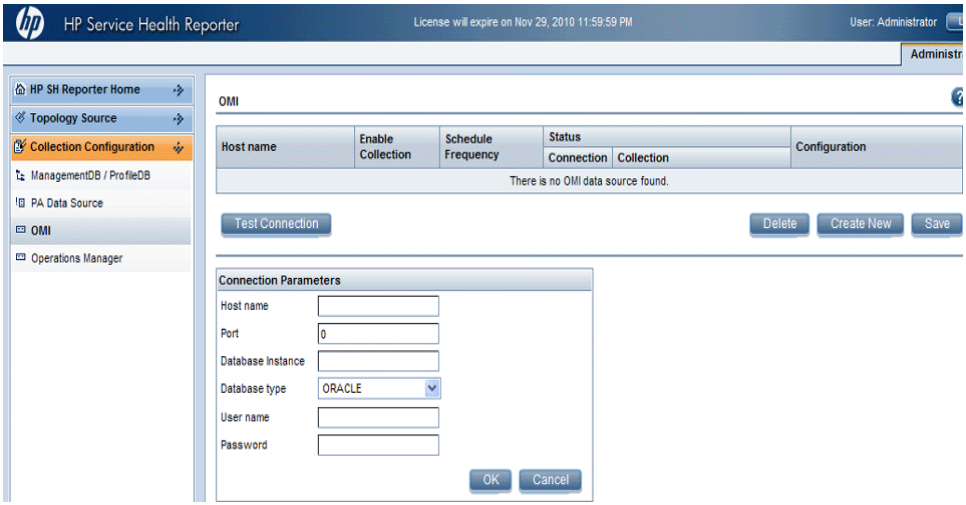
Before you create a new HP OMi data source connection, make sure that a data source connection for the Management database exists on the Management DB / Profile DB page. This data connection is required to retrieve KPI metadata for HP OMi, which is stored in the Management database.

If you have one or more OMi setups in your environment, you must configure the OMi data source that belongs to the HP Business Service Management RtSM that was configured as the topology source.

To configure the HP OMi data source connections:

1 In the Administration Console, click **Collection Configuration** → **OMI**. The OMI page opens.

2 Click **Create New** to create a new HP OMi data source connection. The Connection Parameters dialog box opens.



3 Specify or type the following values in the **Connection Parameters** dialog box:

Host name	-	Address (IP or FQDN) of the HP OMi database server.
Port	-	Port number to query the HP OMi database server.
Database instance	-	System Identifier (SID) of the HP OMi database instance. For information about the database hostname, port number and SID, contact your HP OMi database administrator.
Database type	-	The type of database engine that is used to create the HP OMi database. It can either be Oracle or MSSQL.
Windows Authorization	-	If you selected MSSQL as the database type, you have the option to enable Windows authorization for MSSQL; that is, the user can use the same credentials to access SQL Server as that of the Windows system hosting the database.
Database name	-	Name of the database. This field appears only if MSSQL is selected as the database type.
User name	-	Name of the HP OMi database user. If the Windows Authorization option is selected, this field is disabled.
Password	-	Password of the HP OMi database user. If the Windows Authorization option is selected, this field is disabled.

4 Click **OK**.

You can create only one HP OMi data source connection. After the connection is created, the **Create New** button is disabled by default. Make sure that you type in the correct values.

5 Click **Test Connection** to test the connection.

6 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

7 To change the HP OMi data collection schedule for one or more hosts, in the **Schedule Frequency** column, specify a collection time between 1 and 24 hours in the **Hrs** box.

8 Click **Save** to save the changes. A `Saved Successfully` message appears in the Information message panel.

Data collection for all the newly created data source connections is enabled by default. For more information on configuring HP OMi data source connections, see the *HP Service Health Reporter Online Help for Administrators* topic, "Managing HP OMi data collection."

After installing the Content Packs and configuring HP SH Reporter to collect data in the RtSM deployment scenario, you must wait for at least three hours before you can view the data in the data store tables.

HP SH Reporter starts to collect the historical data from the various configured data sources and generates the necessary reports. For more information on how to view the reports, see the *HP Service Health Reporter Online Help for Users*.

Enable KPI Data Collection for Service Health CIs

KPIs are high-level indicators of a CI's performance and availability. The KPI data pertaining to certain logical Service Health CIs, such as Business Service, Business Application, Business Process, and Host, are logged by default in the Profile database. HP SH Reporter collects this data from the database for reporting.

However, the KPI data for other CI types are not automatically logged in the Profile database. To enable the logging of the KPI data for these CI types, you must configure the CIs in the HP Business Service Management. For more information, see the "Persistent Data and Historical Data" section on page 363 of the *HP Business Service Management - Using Service Health* guide. This guide are available at the following URL for the product, *Application Performance Management (BAC)*:

http://h20230.www2.hp.com/selfsolve/manuals

Configuring HP SH Reporter for the Application Performance Management Deployment Scenario

In the Application Performance Management environment, RtSM is the source of the topology information for HP SH Reporter. Depending on the installed Content Packs, you need to configure the following data collectors in HP SH Reporter:

- The RtSM collector to collect topology information and data about the various CI types in your environment from the RtSM database. The data to be collected is defined by the RtSM view provided with each Content Pack.
- The database collector to collect historical synthetic transaction monitoring and real user monitoring data from the Profile database and the Management database. System-related data is collected from the CODA agent running on the SiteScope server.

The tasks for configuring HP SH Reporter in this deployment scenario is similar to that of the BSM Operations Bridge deployment scenario, with a few changes. You do not need to configure the HP Performance Agent, HPOM, and HP OMi data source connections in the Administration Console.

Perform the following tasks:

1. Deploy the topology views. For the steps to perform this task, see Task 1: Deploy the Topology Views on page 88.
2. Configure SiteScope to integrate with HP SH Reporter. For the steps to perform this task, see Task 3: Configure SiteScope to Integrate with HP SH Reporter on page 98.
3. Configure the RtSM service definition sources to provide the topology information of the managed environment. For the steps to perform this task, see Task 4: Configure the RtSM Service Definition Source on page 99.
4. Configure the multiple Profile database connections to provide RUM, SiteScope, and BPM data. For the steps to perform this task, see Configure the Profile Database Data Source Connections on page 101.

After installing the Content Packs and configuring HP SH Reporter to collect data in the RtSM deployment scenario, you must wait for at least three hours before you can view the data in the data store tables.

HP SH Reporter starts to collect the historical data from the various configured data sources and generates the necessary reports. For more information on how to view the reports, see the *HP Service Health Reporter Online Help for Users*.

Configuring HP Performance Agent Data Collection in a Firewall Environment or via a Proxy

If a network firewall exists, you must configure HP Performance Agents to communicate with HP SH Reporter through the firewall. You can also configure HP Performance Agent data collection through a proxy server.

For steps to configure communication between HP SH Reporter and the HP Performance Agent managed nodes in a firewall environment or through a proxy server, see the *Operations Manager Firewall Concepts and Configuration Guide*. This guide is available at the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

Configuring HP Performance Agent for Data Collection in Secure Mode

HP Performance Agent supports HTTP 1.1-based communications interface for data access between client and server applications. However, you can also configure data collection from HP Performance Agent managed nodes via the secure (HTTPS) mode.

For HTTPS communication, the agents must support CODA 8.xx; otherwise, HTTP or DCE method will be used. Because HTTPS communication is certificate-based, certificates must be installed on the HP SH Reporter system and on the managed nodes. The HP SH Reporter system acts as a certificate

client and the certificate server (certificate authority) is provided by the HP management server. The client certificates must be exchanged to establish HTTPS communication.

If SSL_SECURITY option is set to ALL or REMOTE in the [coda] namespace on the HP Performance Agent systems, HTTP communication fails. Only HTTPS is supported.

For the steps to install the certificate, see the *HP Operations Manager for Windows Certificate Management in Environments with Multiple HP Software Products* white paper. For additional information, see the *HP Operations Manager for Unix HTTPS Agent Concepts and Configuration Guide*. These documents are available at the following URL:

http://h20230.www2.hp.com/selfsolve/manuals

Start the HP OpenView Ctrl Service and the HP SH Reporter Collection Service

After configuring the HTTPS communication, perform the following steps:

1. On the HP SH Reporter system, click **Start** → **Run**. The Run dialog box opens.
2. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.
3. On the right pane, right-click **HP OpenView Ctrl Service**, and then click **Start**.
4. Right-click **HP SH Reporter Collection Service**, and then click **Restart**.
5. Close the Services window.

Configuring the Report Drill Feature Settings

HP SH Reporter includes the SAP BusinessObjects InfoView portal that enables you to view the generated reports. SAP BusinessObjects InfoView provides a Drill feature that you can use to view information at a daily, monthly, and yearly level. However, when drilling up or down within a report, sections of the report might not display the relevant data for the specified level. This is because the report blocks lose the synchronization between the

Drill options in the report. To ensure that the reports display the correct data, you need to re-establish the synchronization by configuring the SAP BusinessObjects InfoView Preference settings.

To configure the Drill feature settings:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**. The HP SH Reporter Administration Console opens.
2. In the Administration Console, click **Administration** → **SAP BOBJ**. The SAP BOBJ page opens.
3. Click **Launch InfoView** to open SAP BusinessObjects InfoView. The BusinessObjects InfoView Login page opens.
4. Type the SAP BusinessObject InfoView user name and password in the **User Name** and **Password** field, respectively.
5. Click **Log On**. The SAP BusinessObjects InfoView portal opens.
6. Under **Personalize**, click **Preferences**. The Preferences page opens.
7. Click **Web Intelligence**.
8. Under **Drill options**, select the **Synchronize drill on report blocks** option.
9. Click **OK**.
10. Close the web browser.

Creating a Password for the HP SH Reporter Administrator Account

If you want to create a password for the default Administrator user name, perform the following steps:

1. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Administration**. The HP SH Reporter Administration Console opens.
2. Log in to the Administrator Console.
3. In the Administrator Console, click **Administration** → **SAP BOBJ**. The SAP BOBJ page opens.

4 Access the SAP BOBJ Central Management Console from the SAP BOBJ page.

5 On the Central Management Console login screen, in the **User Name** field, type **`Administrator`**.

6 Click **Log On**. The CMC Home screen opens.

7 Click **Users and Groups**. The Users and Groups screen opens.

8 On the right pane, double-click **Administrators**.

9 Right-click **Administrator** and then click **Properties**. The Properties:Administrator dialog box opens.

10 Under **Enterprise Password Settings**, in the **Password** field, type a new password.

11 In the **Confirm** field, retype the password to confirm it. You can change the Administrator user name, if required, and specify other necessary details on this screen.

12 Click **Save & Close** to accept the changes.

13 Click **Log Out** to exit the Central Management Console.

7 Uninstalling HP SH Reporter

In HP SH Reporter, you can remove individual Content Packs without removing the entire application. You can also remove the HP SH Reporter application by using the HP Software Installer. This process removes all installed components including the Content Packs.

Uninstalling the Content Packs

Uninstalling a Content Pack consists of stopping the HP SH Reporter Windows services, uninstalling the Content Pack, and then restarting the HP SH Reporter Windows services.

To remove the Content Packs:

1. Stop HP SH Reporter Windows services:
   a. Log on to the host system as administrator.
   b. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window appears.
   c. On the right pane, right-click the following services and select **Stop** to stop the service:
      – HP SH Reporter Timer
      – HP SH Reporter Collection Service
      – Sybase IQ Agent 15.1

      
      If you have Sybase IQ installed on a remote system, you need to stop the Sybase IQ Agent 15.1 service on the remote system.

   d. Close the Services window.
2. Remove the Content Packs by using the Package Manager:

a. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Package Manager**. The Content Pack Install Wizard window opens.

b. Click **Next** on the Welcome to the Installation or Uninstallation of Content Packs page to continue. The Installation or Uninstallation of Content Packs page opens.

c. Select **Uninstall** and click **Next** to continue. The Content Pack Selection page opens.

d. Select the Content Packs that you want to remove and click **Next** to continue. The Selection Summary page opens.

e. Review the summary of the Content Pack selections that you have made.

   – Click **Back** to modify any of the selections.

   – Click **Install** to continue with the installation process.

   The Uninstallation Progress page opens.

   After the uninstallation completes, the Install Wizard summarizes the Content Pack installation details. The Uninstallation Complete window opens.

f. Review the details and click **Done** to complete the Content Pack uninstallation.

3. Restart the HP SH Reporter Windows services:

   a. Click **Start** → **Run**. The Run dialog box opens.

   b. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.

   c. On the right pane, right-click the following services, and then click **Start**:

      – HP SH Reporter Timer

      – HP SH Reporter Collection Service

      – Sybase IQ Agent 15.1

      If you have Sybase IQ installed on a remote system, you must start the Sybase IQ Agent 15.1 service on the remote system.

   d. Close the Services window.

You successfully uninstalled the Content Packs.

Uninstalling HP SH Reporter

To remove the entire HP SH Reporter application along with all the Content Packs, you can directly uninstall the application.

Perform the following steps:

1. Stop HP SH Reporter Windows services:
   a. Log on to the host system as administrator.
   b. Click **Start** → **Run**. The Run dialog box opens.
   c. Type **`services.msc`** in the **Open** field, and then press **ENTER**. The Services window opens.
   d. Right-click the following services and select **Stop** to stop the service:
      - HP SH Reporter Message Broker
      - HP SH Reporter
      - HP SH Reporter IM Service
      - HP SH Reporter DB Logger Service
      - HP SH Reporter Collection Service
      - HP SH Reporter Timer
      - HP SH Reporter Sybase Service
      - Sybase IQ Agent 15.1

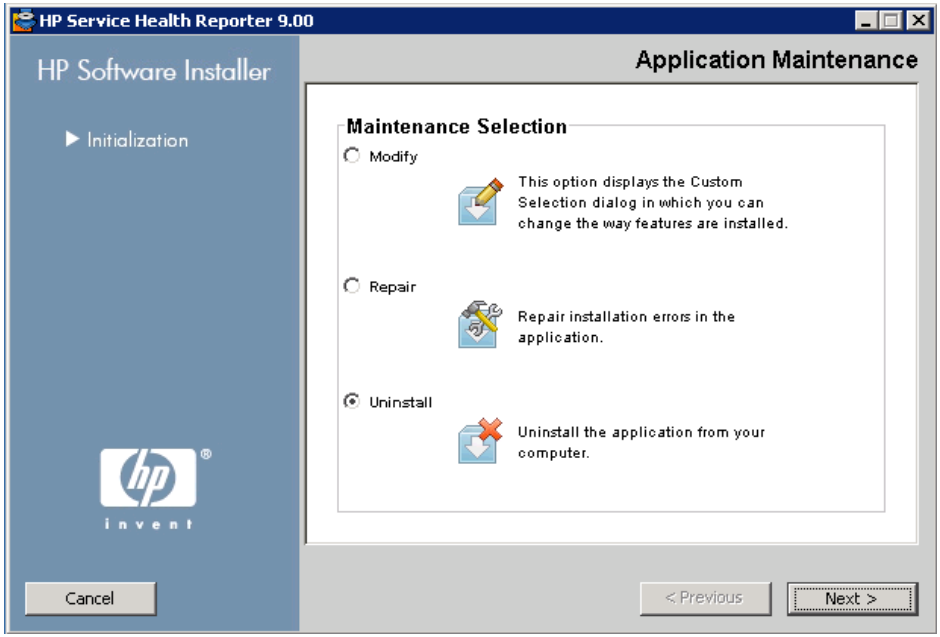
      

      If you have Sybase IQ installed on a remote system, you must stop the Sybase IQ Agent 15.1 service on the remote system.

   e. Close the Services window.
2. Remove HP SH Reporter:
   a. Click **Start** → **Programs** → **HP Software** → **SH Reporter** → **Uninstall**. The HP Software Installer opens.

      HP Software Installer checks the system for any applications or services that might hinder the uninstallation process such as anti-virus software. If HP Software Installer detects a hindrance, a warning or error is generated, and an Application requirements check warnings window opens.

b Click **Continue**. The Application Maintenance page opens.



c Under **Maintenance Selection**, make sure that **Uninstall** is selected and then click **Next**. The Pre-Uninstall Summary page opens.

d Click **Uninstall**. The Uninstalling page opens.

e After the uninstallation is completed, the Delete dialog box appears.

f Click **Yes** to delete the HP SH Reporter directory. The Uninstall Complete page opens.

g Click **Done** to complete the uninstallation.

h Browse to HP SH Reporter directory and check if the `HP-SHR` and `Program File (x86)\Business Objects` folders have been deleted. If the folders exist, manually delete them.

i Click **Yes** in the **System Restart** dialog box to reboot your system.

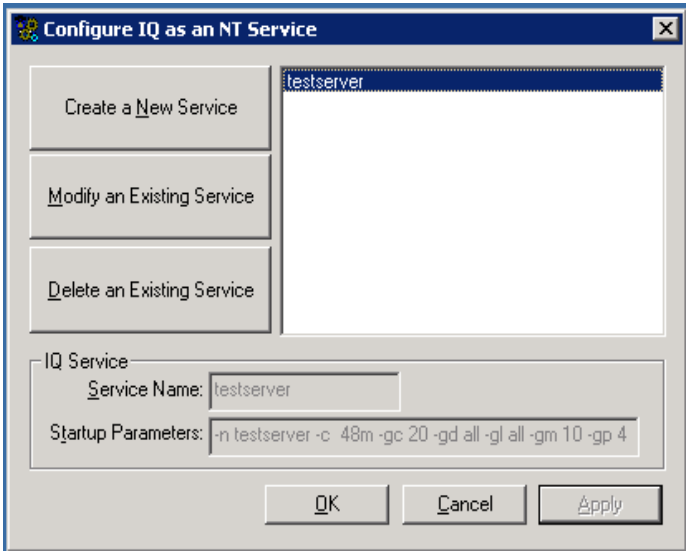
You successfully uninstalled HP SH Reporter from your system.

Uninstalling Remote Sybase IQ

Perform the following steps if you have installed the Sybase IQ server on a remote system:

Before performing the remote Sybase IQ uninstallation steps, you must first remove HP SH Reporter from the host machine. This ensures that the remotes database schema is removed after the Sybase IQ uninstallation.

1. Log on to the remote Sybase IQ machine.
2. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window opens.
3. Right-click **Sybase IQ Agent 15.1** and then click **Stop**.
4. Right-click the Sybase IQ service that you created and then click **Stop**.
5. Click **Start** → **Programs** → **Sybase** → **Sybase 15.1** → **Sybase IQ Service Manager**. The Configure IQ as an NT Service window opens.



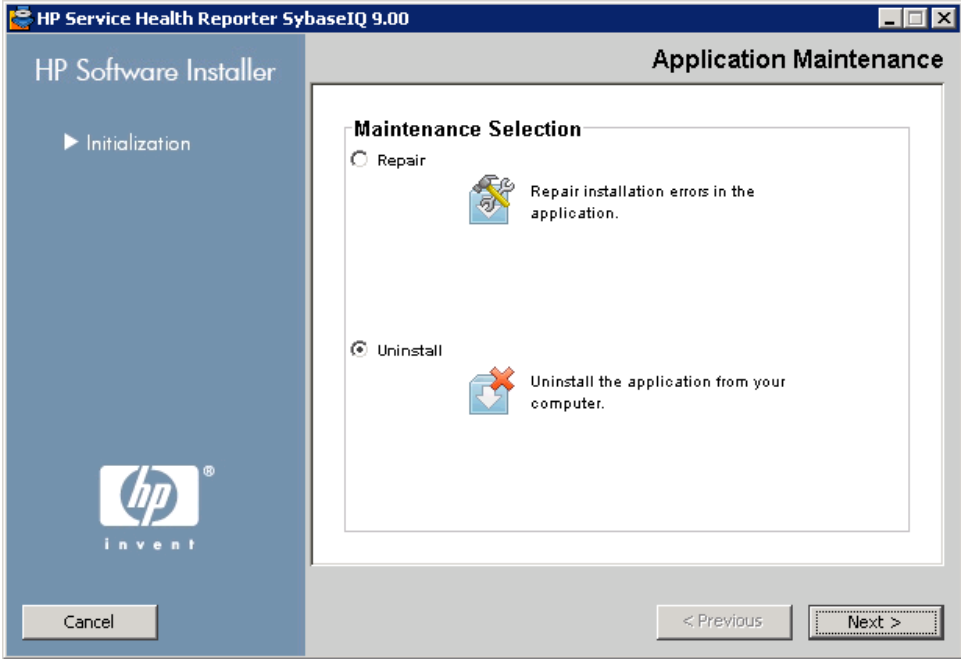
6. On the right pane, select the service that you want to delete.
7. Click **Delete an Existing Service**.
8. Click **OK**.
9. Click **Start** → **Settings** → **Control Panel**.

10 Click **Add or Remove Programs** in the Control Panel window.

11 In the **Add or Remove Programs** dialog box, click **HP Service Health Reporter SybaseIQ**, and then click **Change/Remove**. The HP Software Installer opens.

HP Software Installer checks the system for any applications or services that might hinder the uninstallation process such as anti-virus software. If HP Software Installer detects a hindrance, a warning or error is generated, and an Application requirements check warnings window opens.

12 Click **Continue**. The Application Maintenance page opens.



13 Under **Maintenance Selection**, make sure that **Uninstall** is selected and then click **Next**. The Pre-Uninstall Summary page opens.

14 Click **Uninstall**. The Uninstalling page opens.

After the uninstallation is completed, the Delete dialog box appears.

15 Click **Yes** to delete the HP SH Reporter directory. The Uninstall Complete page opens.

16 Click **Done** to complete the uninstallation.

17 Browse to Sybase IQ directory and check if the `HP-SHR` folder has been deleted. If the folder exists, manually delete it.

18 Click **Yes** in the **System Restart** dialog box to reboot your system.

You successfully uninstalled the Sybase IQ server from your remote system.

Cleaning Up an HP SH Reporter Installation

If your HP SH Reporter installation fails because of unexpected circumstances such as power outage or hardware failure, you can perform the following steps to manually clean up the existing HP SH Reporter installation before proceeding with a new installation:

1 On the Windows desktop, click **Start** → **Settings** → **Control Panel**.

2 Click **Add or Remove Programs** in the Control Panel window.

3 In the **Add or Remove Programs** dialog box, click **BusinessObjects Enterprise XI 3.1 SP2**, and then click **Change/Remove** to uninstall SAP BOBJ Enterprise.

4 After SAP BOBJ Enterprise is successfully uninstalled, in the **Add or Remove Programs** dialog box, click **MySQL Server 5.1**, and then click **Change/Remove**.

5 After MySQL is successfully uninstalled, click **Sybase IQ 15.1 (32-bit)** in the Add or Remove Programs window and then click **Change/Remove** to remove the 32-bit Sybase IQ driver.

6 Follow the instructions in the uninstallation wizard to complete the uninstallation.

7 Click **OK** in the InstallShield Wizard message box.

8 Click **OK** in the next InstallShield Wizard message box that appears.

9 In the **Open** dialog box, browse to `%PMDB_HOME%\..\SybaseDriver\_jvmIQ\bin` folder, select `java.exe`, and then click **Open**.

10 In the Sybase IQ uninstallation wizard, click **Next** on the Welcome page.

11 Ensure that the features that you want to remove are selected and then click **Next**.

12 Click **Uninstall**.

13 In the Restore Environment Variable message box, click **Yes to All**.

14 Click **Finish** to complete the uninstallation process.

15 Select the **Yes, restart my computer** option and then click **Finish** to restart your system.

16 On the Windows desktop, click **Start** → **Settings** → **Control Panel**.

17 Click **Add or Remove Programs** in the Control Panel window.

18 Click **Sybase IQ 15.1 (64-bit)** in the Add or Remove Programs window and then click **Change/Remove** to remove the Sybase IQ application.

19 Click **OK** in the InstallShield Wizard message box.

20 Click **OK** in the next InstallShield Wizard message box that appears.

21 In the **Open** dialog box, browse to `%PMDB_HOME%\..\Sybase\_jvmIQ\bin` folder, select `java.exe`, and then click **Open**.

22 In the Sybase IQ uninstallation wizard, click **Next** on the Welcome page.

23 Ensure that the features that you want to remove are selected and then click **Next**.

24 Click **Next** and then click **Uninstall**.

25 In the Remove Existing File message box, click **Yes to All**.

26 In the Restore Environment Variable message box, click **Yes to All**.

27 Click **Finish** to complete the uninstallation process.

28 Select the **Yes, restart my computer** option and then click **Finish** to restart your system.

29 On the Windows desktop, click **Start** → **Run**.

30 In the **Run** dialog box, type **regedit** and press **ENTER**. The Registry Editor window opens.

31 Expand **HKEY_LOCAL_MACHINE**, expand **Software**, and then expand **Hewlett-Packard**.

32 Expand **BSM** and **HP OpenView**. You need to manually remove each of the components that are listed under these folders.

33 Click a folder and note the package name and the product code.

34 To uninstall the components, on the Windows desktop, click **Start** → **Run**.

35 In the **Run** dialog box, type **cmd** and press **ENTER**. The Command Prompt window opens.

36 At the command prompt, type the following command to uninstall a component:

msiexec \x <*product code value***>**

In this instance, <*product code value*> is the value that is listed in the right pane of the Registry Editor window for a particular components. For example, to uninstall the HPPmdbMsgBus component, type:

msiexec \x {F44672D8-C8A9-45F6-A215-C9CF138E6ED1}

Perform this step for all the components listed under BSM and HP OpenView.

37 Browse to the HP SH Reporter install directory and delete all the folders.

38 Restart your system.

8 Troubleshooting HP SH Reporter Installation

Installation Log Files

When you encounter issues during the installation of HP SH Reporter or the Content Packs, the HP Software Installer generates error messages that notify you about the installation failure. However, the error messages might not provide all the information required to help you resolve the issues. Alternatively, you can use the installation log files as one of your troubleshooting tools.

HP SH Reporter Log Files

The installation log files for HP SH Reporter are available at the following location:

```
%temp%\..\HPOvInstaller\HP-SHR_9.00\
```

The log file will have a time stamp attached to it.

For example:

- HP-SHR_9.00_2010.02.12_17_26_HPOvInstallerLog.html
- HP-SHR_9.00_2010.02.12_17_26_HPOvInstallerLog.txt

To view the log file that is specific to the Content Packs, browse to the `%PMDB_HOME%\log\` folder and open the `packagemanager.log` file.

SAP BusinessObjects Enterprise Log Files

The installation log file for SAP BusinessObjects can be accessed from the following locations:

- `<BOE_INSTALL_DIR>\BusinessObjects Enterprise 12.0\Logging\BOEInstall_0.log`

- `<BOE_INSTALL_DIR>\BusinessObjects Enterprise 12.0\Logging\BOE_SP2_Install_0.log`

Sybase IQ Log Files

View the error log file in the Sybase IQ installation directory to find out the cause of an installation failure. Sybase IQ writes messages to this file each time the system is booted and each time a Sybase error occurs. The error log file is available in the following location in Windows Server 2003 systems:

```
C:\Documents and Settings\Administrator\IQ15Console.log
```

If you have installed Sybase IQ remotely, the log file is available in the following location:

```
%temp%\..\HPOvInstaller\HP-SHR-SybaseIQ_9.00\
```

The log file will have a time stamp attached to it.

For example:

- HP-SHR-SybaseIQ_9.00_2010.09.16_08_45_HPOvInstallerLog.html
- HP-SHR-SybaseIQ_9.00_2010.09.16_08_45_HPOvInstallerLog.txt

After identifying the cause of the problem, see the Sybase IQ documentation to rectify it.

MySQL Log File

The installation log file for MySQL can be accessed from:

```
%temp%\Mysql-install.log
```

Post-install Configuration Log Files

The following log files provide details on operations performed during the post-install configuration phase.

Post-install Log File

```
%PMDB_HOME%\log\postinstallconfig.log
```

This log file contains:

- Details on database schema creation on Sybase IQ.
- Details on HP SH Reporter Management database schema creation on MySQL.

HP SH Reporter Services Log Files

These are the console logs for the HP SH Reporter services.

- `BSMRCollectionService.log`—Log file for the HP SH Reporter Collection Service.
- `BSMRDBLoggerService.log`—Log file for the HP SH Reporter DB Logger Service.
- `BSMRIMService.log`—Log file for the HP SH Reporter IM Service.
- `Trend.log`—Log file for the HP SH Reporter Timer Service.

HP SH Reporter Log File

`%PMDB_HOME%\log\BSMRApp.log`

This is a consolidated log file that contains all the error and fatal messages generated by the HP SH Reporter components.

Troubleshooting Installation Issues

Problem: Environment variables not set

If HP SH Reporter is installed on a virtual machine that is not restarted after the installation, the environment variables set by the installer will not be available to the user.

Solution: After installing HP SH Reporter, restart the virtual machine.

Problem: Database schema creation takes a long time

During the post-install configuration stage, on the Create Database Schema page of the Administration Console, clicking the Next button after typing the required values produces no activity and the users have to wait for a long time for the process to complete.

Solution: Clear the web browser cache, reload the page, and perform the steps again.

Problem: Content Pack uninstallation fails

When removing the Content Packs, the uninstallation process fails and the following error message is displayed:

```
SQL Anywhere Error -210: User 'pmdb_admin' has the row in
'<table_name>' locked
```

This failure occurs when one or more database connections have a shared lock on a database stage table.

Solution: Perform the following steps:

1. Log on to the host system as administrator.
2. Click **Start** → **Programs** → **Administrative Tools** → **Services**. The Services window appears.
3. On the right pane, right-click the following services and click **Stop** to stop the service:
   - HP SH Reporter Collection Service
   - HP SH Reporter Timer
   - Sybase IQ Agent 15.1

   If you have Sybase IQ installed on a remote system, you need to stop the Sybase IQ Agent 15.1 service on the remote system.
4. On the desktop, in the notification bar, right-click the Sybase IQ server icon, and then click **Shut down <*host name*>**.

   If the Sybase IQ server icon does not appear in the notification bar, type the following command in the Command Prompt window to shut down Sybase IQ:

dbstop -y -c uid=dba;pwd=sql;eng=<*server engine name*>;dbn=utility_db;links=tcpip{host=<*host name*>.<*domain name*>;port=21424}

In this instance, <*server engine name*> refers to the name of the Sybase server engine, <*host name*> refers to the name of the system hosting the HP SH Reporter database and <*domain name*> is the name of your domain according to your network configuration.

5 To restart the Sybase IQ service, in the Services window, right-click the **HP SH Reporter Sybase Service**, and then click **Start**.

If you installed Sybase IQ remotely, then you must start the Sybase service that you created on the remote system.

To verify if the tables are locked, perform the following steps:

1 Click **Start** → **Programs** → **Sybase** → **Sybase IQ 15.1** → **Interactive SQL Java**. The Interactive SQL Java console opens.

2 In the **Connect** dialog box, on the **Identification** tab, select **Supply user ID and password**.

3 Type the user name and password and then press **OK**.

4 Under **SQL Statements**, type **sp_iqlocks**, and then click the **Execute all SQL statement(s)** button to run the command.

If there are locked tables, wait for a few minutes and run the command again. If there are no locked tables, you can proceed with the removal of the Content Packs.

Problem: Sybase IQ uninstallation fails

Uninstalling HP SH Reporter does not remove Sybase IQ 15.1 (32-bit) and Sybase IQ 15.1 (64-bit) ESD 1.

Solution: Perform the following steps:

1 On the Windows desktop, click **Start** → **Settings** → **Control Panel**.

2 Click **Add or Remove Programs** in the Control Panel window.

3 Click **Sybase IQ 15.1 (32-bit)** in the Add or Remove Programs window and then click **Change/Remove** to remove the 32-bit Sybase IQ driver.

4 Click **OK** in the InstallShield Wizard message box.

5 Click **OK** in the next InstallShield Wizard message box that appears.

6 In the **Open** dialog box, browse to `%PMDB_HOME%\..\SybaseDriver\_jvmIQ\bin` folder, select `java.exe`, and then click **Open**.

7 In the Sybase IQ uninstallation wizard, click **Next** on the Welcome page.

8 Ensure that the features that you want to remove are selected and then click **Next**.

9 Click **Uninstall**.

10 In the Restore Environment Variable message box, click **Yes to All**.

11 Click **Finish** to complete the uninstallation process.

12 Select the **Yes, restart my computer** option and then click **Finish** to restart your system.

13 On the Windows desktop, click **Start** → **Settings** → **Control Panel**.

14 Click **Add or Remove Programs** in the Control Panel window.

15 Click **Sybase IQ 15.1 (64-bit)** in the Add or Remove Programs window and then click **Change/Remove** to remove the Sybase IQ application.

16 Click **OK** in the InstallShield Wizard message box.

17 Click **OK** in the next InstallShield Wizard message box that appears.

18 In the **Open** dialog box, browse to `%PMDB_HOME%\..\Sybase\_jvmIQ\bin` folder, select `java.exe`, and then click **Open**.

19 In the Sybase IQ uninstallation wizard, click **Next** on the Welcome page.

20 Ensure that the features that you want to remove are selected and then click **Next**.

21 Click **Next** and then click **Uninstall**.

22 In the Remove Existing File message box, click **Yes to All**.

23 In the Restore Environment Variable message box, click **Yes to All**.

24 Click **Finish** to complete the uninstallation process.

25 Select the **Yes, restart my computer** option and then click **Finish** to restart your system.

A Appendix

This appendix provides you with additional information relevant to HP SH Reporter.

SiteScope Monitors for HP SH Reporter

The following table lists the monitors that are used to collect data about the physical nodes in your environment.

Monitor Name	Counter	Measure Name
Global		
CPU	NA	utilization
Disk Space	NA	percent full
Memory	NA	MB free
Memory	NA	Committed Bytes / Commit Limit
Memory	NA	percent used
Microsoft Windows		
Microsoft Windows Resource	Memory	Pages Output/sec
Microsoft Windows Resource	Memory	Available KBytes
Microsoft Windows Resource	Memory	Pages Input/sec

Monitor Name	Counter	Measure Name
Microsoft Windows Resource	System	Processor Queue Length
Microsoft Windows Resource	System	System Up Time
Microsoft Windows Resource	PhysicalDisk	Avg. Disk Bytes/Read
Microsoft Windows Resource	PhysicalDisk	Disk Read Bytes/sec
Microsoft Windows Resource	PhysicalDisk	Avg. Disk Bytes/Write
Microsoft Windows Resource	PhysicalDisk	Disk Bytes/sec
Microsoft Windows Resource	PhysicalDisk	Disk Write Bytes/sec
Microsoft Windows Resource	PhysicalDisk	From Measure Name
Microsoft Windows Resource	Network Interface	From Measure Name
Microsoft Windows Resource	Network Interface	Packets Received/sec
Microsoft Windows Resource	Network Interface	Packets Sent/sec
Microsoft Windows Resource	Network Interface	Bytes Received/sec
Microsoft Windows Resource	Network Interface	Bytes Sent/sec
Microsoft Windows Resource	Network Interface	Packets/sec
Microsoft Windows Resource	Process	From Measure Name

Monitor Name	Counter	Measure Name
Microsoft Windows Resource	Process	% Processor Time
Microsoft Windows Resource	Process	% User Time
Microsoft Windows Resource	Process	Thread Count
Microsoft Windows Resource	Process	IO Data Bytes/sec
Linux		
UNIX Resources	Uptime	Uptime
UNIX Resources	FileSystems	From Measure Name
UNIX Resources	Network Interface	TransmitBytes
UNIX Resources	Network Interface	ReceiveBytes
UNIX Resources	Process	From Measure Name
UNIX Resources	Process	CPU%
Solaris		
UNIX Resources	Page-out memory and memory freeing activities	ppgout/s
UNIX Resources	Queue length	runq-sz
UNIX Resources	PhysicalDisk	From Measure Name
UNIX Resources	PhysicalDisk	nread
UNIX Resources	PhysicalDisk	nwritten
UNIX Resources	Network Interface	ipackets
UNIX Resources	Network Interface	opackets
UNIX Resources	Network Interface	obytes (> Solaris 2.6)

Monitor Name	Counter	Measure Name
UNIX Resources	Network Interface	rbytes （> Solaris 2.6）
UNIX Resources	Process	From Measure Name
UNIX Resources	Process	CPU%
UNIX Resources	Process	THREADS
HP-UX		
UNIX Resources	Block device activity	r+w/s
UNIX Resources	Queue Statistics	runq-sz
UNIX Resources	FileSystems	From Measure Name
UNIX Resources	Network Stats	Ipkts
UNIX Resources	Network Stats	Opkts
UNIX Resources	Process	From Measure Name
UNIX Resources	Process	CPU

The following table lists the monitors that are used to collect data about the virtual nodes in your environment.

Monitor Name	Counter	Measure Name
VMware Performance	Sys	Uptime
VMware Performance	mem	usage
VMware Performance	mem	overhead
VMware Performance	mem	swapused
VMware Performance	mem	usage
VMware Performance	mem	consumed
VMware Performance	mem	unreserved
VMware Performance	mem	state

Monitor Name	Counter	Measure Name
VMware Performance	mem	swapin
VMware Performance	mem	swapout
VMware Performance	cpu	Usage
VMware Performance	cpu	usagemhz
VMware Performance	cpu	reservedCapacity
VMware Performance	net	usage
VMware Performance	net	received
VMware Performance	net	transmitted
VMware Performance	disk	numberread/collection Interval
VMware Performance	disk	numberread
VMware Performance	disk	numberwrite/collection interval
VMware Performance	disk	numberwrite
VMware Performance	disk	usage/collection interval

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