

**ComTrade EMC
Documentum Smart Plug-in
for HP Software
(SPI for EMC Documentum)**

*This version, Version 03.10, is for use with HP
Operations Manager for UNIX*

**Installation and Configuration
Guide**

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Notices

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Chapter 1

Document Overview

Edition History

New editions are complete revisions of the manual. The printing dates for each edition are listed below.

Edition	Date
First Edition	March 2006
Second Edition	October 2006
Third Edition	December 2007
Fourth Edition	December 2008
Fifth Edition	June 2010
Sixth Edition	October 2010

Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
<i>Italic</i>	Product names, book or manual titles, man page names, and section, table, and figure titles. Emphasis. Window and dialog box names.	Refer to the <i>SPI for EMC Documentum Installation and Configuration Guide</i> for additional information. You <i>must</i> follow these steps. In the <i>Node Bank</i> window, select a node.
Bold	Commands on menus and buttons, dialog box titles and options, menu and icon names.	In the menu, first click Actions , and then Agents .
Computer	File names, syntax, directory names, or text that should be entered on screen or that is displayed on the monitor.	The following file is located on the root directory of the SPI for EMC Documentum installation CD: dmspi - readme-unix.txt.

Product Documentation

With SPI for EMC Documentum, the following documentation is provided:

- *SPI for EMC Documentum Installation and Configuration Guide*
Installation and Configuration Guide is available in printed and PDF format (*DMSPI-InstallGuideUNIX.pdf*).
- *SPI for EMC Documentum User's Guide*
User's Guide is available in PDF format (*DMSPI-UserGuideUNIX.pdf*).
- *SPI for EMC Documentum - Supported EMC Documentum and HP Software Platforms*
The Supported Platforms document is available in PDF format (*DMSPI-SupportedPlatforms.pdf*).
- Release notes
Release notes are available in TXT format (*dmspi-release-notes-unix.txt*).
- Readme
Readme file is available in TXT format (*dmspi-readme-unix.txt*).
- License file
License file is available in TXT format (*comtrade_software_license_support_terms.txt*)

Customer Support

Use the following e-mail and Web page addresses if you need help with the licensing process or while using the product, and if you would like additional information about this or other ComTrade products.

Licensing

To obtain the license activation file you can visit ComTrade licensing portal:

<http://spi.comtrade.com/licensing/>

or send an e-mail to the following address:

spi-licensing@comtrade.com

For more information on licensing and licensing procedure refer to *SPI for EMC Documentum Installation and Configuration Guide*.

If you encounter any problems with the licensing process, contact the ComTrade licensing department at:

spi-licensing@comtrade.com

Contacting Support

IMPORTANT

Should you require additional assistance or information while using the product, contact the vendor that shipped the software.

If you have purchased the software directly from ComTrade, send e-mail to:

support-dmspi@comtrade.com

Before Contacting Support

Before you contact the support department, have the following information available so that a technical support analyst can work on your problem more efficiently:

- the support file `dmspi_supp.zip`
To create the support file `dmspi_supp.zip`, run the **DMSPI-Collect Support Information** tool on one or more nodes. Go to the **SPI for EMC Documentum/**

DMSPI-Maintenance/DMSPI-Support tool group and run the **DMSPI-Collect Support Information** tool on managed nodes for which you would like to collect the information. The files with the support information are created in the following directory on these nodes:

%OvDataDir%\dmspi\support (Windows nodes)

\$OvAgentDir/dmspi/support (Unix nodes)

- sequence of events leading to the problem
- commands and options that you used
- messages you have received (a description with the time and date)

General Information

For marketing or business-related issues in reference to this or other ComTrade Smart Plug-ins, send e-mail to:

spi-info@comtrade.com

Product Web Sites

Visit ComTrade Smart Plug-in Web site at:

http://managementproducts.comtrade.com/smart_plug-in/emc_documentum

and the company Web site at:

<http://www.comtrade.com/>

Chapters Summary

This guide describes how to install, configure, and license ComTrade EMC Documentum Smart Plug-in for HP Software to monitor and manage Documentum application resources from the HP Software environment. It also addresses and troubleshoots some of the possible installation problems.

NOTE

This document assumes that you are familiar with the HP Operations Manager administration procedures and concepts.

The guide contains the following chapters:

- [“Installing SPI for EMC Documentum” on page 9](#)
This chapter provides detailed instructions on what must be performed to successfully install, configure, and license SPI for EMC Documentum.
- [“Uninstalling SPI for EMC Documentum” on page 33](#)
This chapter describes how to uninstall SPI for EMC Documentum.
- [“Troubleshooting” on page 39](#)
This chapter provides instructions on what to do if you encounter any installation-related problems.
- Appendix A, [“Licensing” on page 47](#)
This chapter provides a visual overview of the licensing process.

Chapter 2

Installing SPI for EMC Documentum

Guidelines for Installation and Configuration

The following table summarizes procedures to install, configure, and license SPI for EMC Documentum. Make sure to read and perform all the steps, otherwise the product may not work properly.

What you do	Refer to
1. Check the system for compliance with the supported software.	"Prepare Hardware and Software" on page 12.
2. Plan the environment you want to manage with SPI for EMC Documentum.	"Plan the Documentum Environment" on page 12.
3. Prepare the managed nodes for SPI for EMC Documentum installation.	"Set up Managed Nodes" on page 12.
4. Obtain the SPI for EMC Documentum and Reporter installation packages.	"Obtain Installation Packages" on page 14.
5. Install SPI for EMC Documentum on the management server.	"Installing on the HPOM Management Server" on page 15.
6. Verify if the installation on the management server was successful.	"Verifying Installation on the Management Server" on page 16.
7. Configure SPI for EMC Documentum on the management server.	"Configuration Steps on the HPOM Management Server" on page 19.
8. Deploy SPI Data Collector and SPI for EMC Documentum on the managed nodes you want to monitor and install SPI for EMC Documentum on the managed nodes.	"Deploying on the Managed Nodes" on page 25.
9. License the product.	"Licensing" on page 27.
10. Check if the configuration is correct.	"Verifying Requirements, Configuration, and Licensing on Managed Nodes" on page 30.
11. Install Reports.	"Installing Reports" on page 32.
12. Configure Reports.	"Configuring Reports" on page 32.

Preparing for Installation

This chapter describes what must be ensured, before you may start with installation of the SPI for EMC Documentum:

- SPI for EMC Documentum supports your Documentum and HP Operations Manager platforms
- Documentum servers are added as managed nodes to the HP Operations Manager for UNIX
- All Documentum servers and connection broker services are running
- Complete Documentum configuration data is available (names of all servers, connection brokers, ports, application servers, username, password)
- Managed nodes (Documentum servers) are configured
- Both SPI for EMC Documentum installation packages are available

Prepare Hardware and Software

Make sure that hardware and software requirements are met.

Hardware Requirements

The HPOM management server and managed nodes hardware requirements can be found in the HP Operations Manager documentation.

The EMC Documentum hardware requirements can be found in the documentation, provided with the EMC Documentum product.

Supported Platforms

For a complete list of supported platforms and software versions for HPOM management server, managed nodes, HP Performance Manager, and HP Reporter, refer to the *SPI for EMC Documentum - Supported Platforms* document.

Plan the Documentum Environment

The following Documentum information will be needed during the SPI for EMC Documentum configuration:

List of connection brokers	Prepare a list of all connection brokers and their port numbers that you intend to monitor with SPI for EMC Documentum.
List of repositories	Prepare a list of repositories that are associated with the connection brokers you listed.
Repository user name and password	For each repository you need Content Server installation owner user name and password.
List of application servers	Prepare a list of all application servers and their application names, host names, and user names that you intend to monitor with SPI for EMC Documentum.

Set up Managed Nodes

On the managed nodes, you must perform the following:

On Unix and Linux Nodes

- Add JAVA_HOME variable to Documentum user profile. Ensure that \$JAVA_HOME points to the Java version shipped by Documentum.

On Windows Nodes

- Java version shipped by Documentum must be added to the Documentum user PATH variable.

On Solaris 8, 9, and 10

- Install the following libraries on the system:
 - libgcc 4.0.1 or higherYou can obtain these packages from:
<http://www.blastwave.org/>
- For the OVAGENT user (usually root) and Documentum user (for example, dmuser), add the path to the libgcc libraries to the LD_LIBRARY_PATH variable. Usually the libraries are installed to one of the following locations:
 - /opt/csw/lib or
 - /usr/local/lib
- If you set the DOCUMENTUM environment variable in the OVAGENT user profile, you must restart the HPOM agent using the opcagt -kill and opcagt -start commands.

On AIX 5L 5.2, 5.3 and 6.1

- Install the IBM C++ Runtime Environment Components for AIX (XL C++ AIX Runtime, V9). This package can be downloaded from the following web site:
<http://www-01.ibm.com/support/docview.wss?uid=swg24017393>

On HP-UX 11.00, 11.11, 11.23 and 11.31 (PA-RISC and IA64)

- Install the HP-UX patch PHSS_33033 on HP-UX 11.11 systems - ld(1) and linker tools cumulative patch.
- If you set the DOCUMENTUM environment variable in the OVAGENT user profile, you must restart the HPOM agent using the opcagt -kill and opcagt -start commands.

Set Up Application Server Node

To use the SPI for EMC Documentum end-user functionality on a managed node with the application server, perform the following steps:

1. Add the following lines to the `dfc.properties` file:
`dfc.tracing.enable=true`
`dfc.tracing.max_stack_depth=1`
`dfc.tracing.mode=standard`
`dfc.tracing.timing_style=date`
`dfc.tracing.include_session_id=true`
2. Set flags to true in the `Trace.properties` file:
`com.documentum.web.common.Trace.SESSI ONENABLEDBYDEFAULT=true`
`com.documentum.web.common.Trace.CLIENTNETWORKLOCATION=true`
`com.documentum.web.formext.Trace.SESSI ON=true`
`com.documentum.web.formext.Trace.CLIENTSESSI ONSTATE=true`
`com.documentum.web.contentxfer.Trace.UCF_MANAGER=true`

For Webtop 6.5, Documentum Administrator 6.5, and Documentum Asset Manager 6.5, also set the following flag to true:

```
com.documentum.web.common.Trace.SESSI ONSTATE=true
```

NOTE

Do not set the SESSI ONSTATE flag to true in Webtop 6.0, Documentum Administrator 6.0 and Documentum Asset manager 6.0.

3. Increase the `MaxFileSi ze` value in the `Log4j.properties` file to 100 or more:
`log4j.appender.file.MaxFileSi ze=100MB`
4. Restart the application server.

Obtain Installation Packages

To install SPI for EMC Documentum and Reports, you need the following installation packages:

- `dmspi_03.10_<HP-UX|SunOS|Li nux >. [patch]. <sdtape|pkg| rpm>. [bin]`
- `dmspi-reports_03.10_Wi ndows_NT.exe`

You can find them on your installation CD or download them from the SPI for EMC Documentum download pages.

Installing on the HPOM Management Server

To install SPI for EMC Documentum on the HP Operations Manager management server, perform the following steps:

NOTE

During the installation, all HP Operations Manager processes must be “up and running”.

1. Copy the following files to the /tmp directory:
 - on HP-UX:
comtrade_eul sa_HP-UX
dmspi_03.10_HP-UX.sdtape.bin
 - on Sun Solaris:
comtrade_eul sa_SunOS
dmspi_03.10_SunOS.pkg.bin
 - on Linux:
comtrade_eul sa_Linux
dmspi_03.10_Linux.rpm.bin
2. Use the chmod command to set the executable permissions to the files comtrade_eul sa_HP-UX, comtrade_eul sa_SunOS, or comtrade_eul sa_Linux if necessary.
3. To obtain the product installation package, you first must agree to the end-user license agreement. In the /tmp directory, run from the command line:
 - on HP-UX:
comtrade_eul sa_HP-UX -e dmspi_03.10_HP-UX.sdtape.bin
 - on Sun Solaris:
comtrade_eul sa_SunOS -e dmspi_03.10_SunOS.pkg.bin
 - on Linux:
comtrade_eul sa_Linux -e dmspi_03.10_Linux.rpm.bin
4. The standard ComTrade Software License Agreement will be displayed. Read it carefully, type I AGREE, and press [ENTER] to generate the installation package file without the .eul sa extension.
5. Install SPI for EMC Documentum with the following command:
 - On HP-UX:

- ```
/usr/sbin/swinstall -s /tmp/dmspi_03.10_HP-UX.sdtape DMSPI
```
- On Sun Solaris:

```
/usr/sbin/pkgadd -d /tmp/dmspi_03.10_SunOS.pkg all
```
  - On Linux:

```
rpm -i SPI_for EMC_Documentum_03.10.rpm
```
6. Verify that the installation phase has completed without errors by checking the following log files:
- On HP-UX:

```
/var/adm/sw/swagent.log
```

and

```
/var/adm/sw/swinstall.log
```
  - On Sun Solaris:

```
/var/sadm/install/logs/pkginst.log
```
  - On Linux:

All errors should be displayed during the installation phase. To check if the package is installed, run after the installation:

```
rpm -q DMSPI
```

---

**NOTE:**

---

**In HP-UX environments, you can start the swinstall GUI by typing the following command:**

```
/usr/sbin/swinstall
```

---

## Verifying Installation on the Management Server

After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server. To see these new configuration items, start the HPOM Administration UI and browse through lists of all the HPOM for UNIX elements (through object hierarchies: Node Bank, Policy Bank, Tool Bank, or through all objects by object type: All Nodes, All Node Groups, All Message Groups, All User Profiles, and so on).

The following new configuration items are visible from the HPOM Administration UI:



New message groups:

- dmspi
- dmspi\_int

New node group:

- DMSPI

New top level policy group:

- SPI for EMC Documentum

New top level tool group:

- SPI for EMC Documentum

New top level category:

- SPI\_for\_EMC\_Documentum

New user profile:

- DMSPI Operator

---

## NOTE

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For daily tasks, performed by an operator, to monitor your environment, to check messages, execute tools, and so on, you can use the HPOM Operational UI.

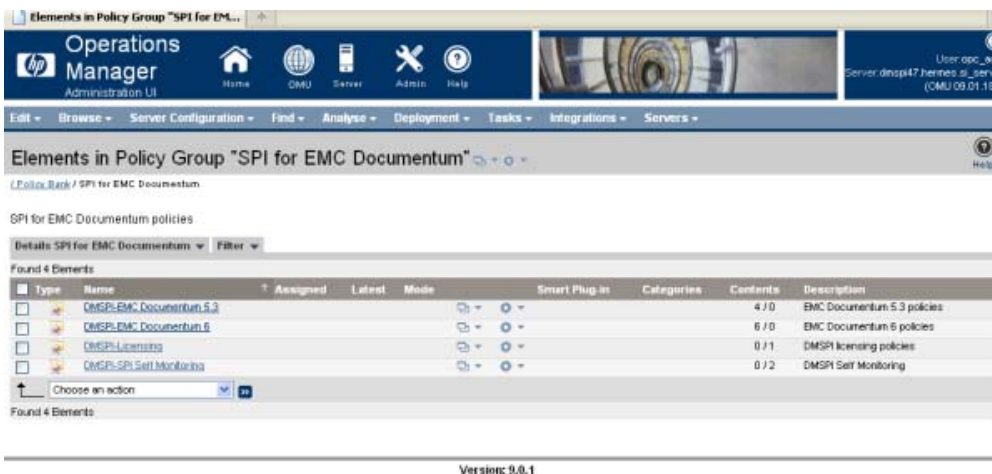


Figure 1. Policy Bank

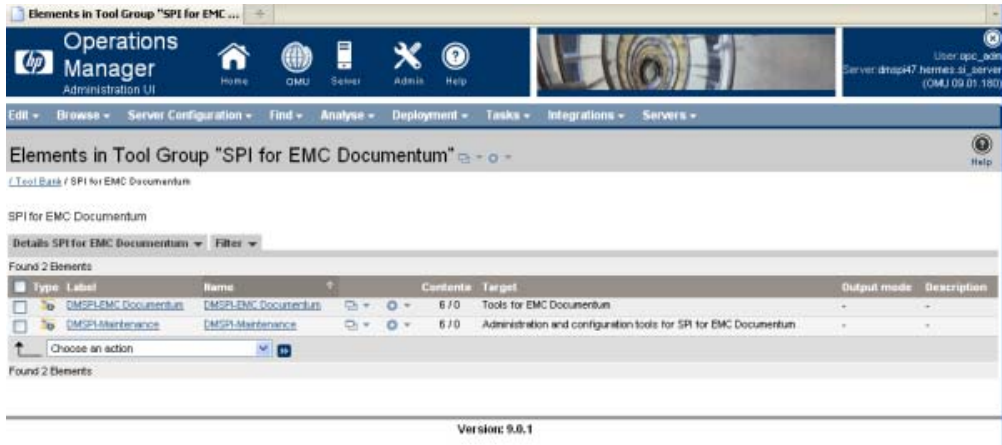


Figure 2. Tool Bank

---

## Configuration Steps on the HPOM Management Server

You must configure management server to provide information for SPI for EMC Documentum. Configuration data is stored in the instrumentation folder on the management server and is copied to the node when deployment on the node is performed. SPI for EMC Documentum uses this configuration information at installation on the node and creates a local `dmspi . cfg` file.

Perform the following steps to set up your SPI for EMC Documentum product:

1. Run the **DMSPI-Documentum Configuration** tool (`dmspi _conf`) located in `/opt/0V/dmspi /bi n`. A list of commands will appear:

|                  |                           |
|------------------|---------------------------|
| \$. /dmspi _conf |                           |
| h                | Help                      |
| l d              | List connection brokers   |
| l b              | List repositories         |
| l a              | List application servers  |
| ad               | Add connection broker     |
| ab               | Add repository            |
| a                | Add application server    |
| dd               | Delete connection broker  |
| db               | Delete repository         |
| da               | Delete application server |
| s                | Save                      |
| x                | Exit                      |

2. To add a connection broker, use the `ad` command in the configuration tool. Enter the information about the connection broker that you want to monitor with SPI for EMC Documentum.

Command: `ad`

Enter connection broker hostname: `eagle1`

Enter connection broker port: `1489`

---

**NOTE:**

---

**Repeat this step to add all connection brokers you want to monitor with SPI for EMC Documentum.**

After you add connection brokers, you can list them using the "l d" command.

Command: l d

Connection brokers:

1. raven : 1489
2. eagle1 : 1489

3. To add a repository, use the ab command in the configuration tool. Enter the information about all repositories that are associated with the connection brokers that you added in the previous step. Username must be the Content Server installation owner.

Command: ab

Enter repository Name: eagle1

Enter User Name: dmuser

Enter Password:

Re-Enter Password:

After you add repositories, you can list them using the l b command.

Command: l b

Repositories:

1. Docbase: damraven  
Username: dmuser
2. Docbase: eagle1  
Username: dmuser1

4. To add an application server, use the aa command in the configuration tool. Enter the following information:

Command: aa

Enter application name, type:

- 1 - for webtop
  - 2 - for da
  - 3 - for dam
  - 4 - for other
- : 1

Enter application version (6.0, 6.5, 6.6) or skip if unknown: 6.5

Enter application server hostname: portos

Enter application server name, type:

- 1 - for Tomcat ver. 5.5
  - 2 - for Tomcat ver. 6.0
  - 3 - for Weblogic ver. 10.0
  - 4 - for Weblogic ver. 10.3
  - 5 - for Websphere ver. 7.0
  - 6 - for other
- : 2

Enter username: tomcatuser

Enter Application Location (optional):

Enter Log file Location (optional):

Enter Dfc Trace file prefix, or leave empty to use default value (dfctrace):

Enter Log prefix, or leave empty to use default value (documentum):

After you add application servers, you can list them using the `la` command.

Command: `la`

Application Servers:

1.

Server Host: dmspi33

Application: da

2.

Server Host: portos

Application: webtop

For detailed descriptions of the parameters, refer to [“Add Application Server Parameters” on page 21](#).

5. After all information is added, enter the `s` command to save configuration data on the Management server.

You can change the configuration information at any time by running the **DMSPI-Documentum Configuration** tool again. After changing the configuration on the Management server, you have to repeat deployment and installation steps on the managed nodes so that configuration changes take effect.

## Add Application Server Parameters

Required parameters:

### **Application Name**

The name of the Webtop-based application. Type:

- 1 - if Webtop application is on application server
- 2 - if documentum administrator application is on application server
- 3 - if digital asset manager application is on application server
- 4 - for other Webtop-based application

### **Application Version**

The version of the application. Supported versions are 6.0, 6.5, and 6.6.

---

## **NOTE**

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**SPI for EMC Documentum end-user response functionality supports only one web application on a node, so it will be configured for the first application found on the node during the installation process.**

### **Application Hostname**

The name of the node, similar to the connection broker host.

### **Application Server**

Supported application servers are listed, type 6 if your application server is not here.

### **Username**

Username must be the application server installation owner. The same user will be used to start SPI for EMC Documentum processes. This is very important because if the user who started the application server is not the same as the user who started a SPI for EMC Documentum process, then SPI for EMC Documentum will not be able to read log files created by the application server.

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## **NOTE**

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**If the application server is on the same host as Content server, Index Server, or Index Agent, then the user must be set to the Content Server installation owner. The application server installation owner must be the same as the Content Server installation owner.**

Optional parameters:

### **Application Location**

This is the application (Webtop or Webtop-based) location. If the application server is Tomcat, then this field is optional.

If the application server is not Tomcat, this parameter is not optional and must be defined.

Example:

C:\apache-tomcat-5.5.27\webapps\da

#### **Log Files Location**

This is the location of log files for the Webtop or Webtop-based application. End user looks at this location for dfctracexxxxxxxxxx.log and Documentum.log files.

Example:

C:\apache-tomcat-5.5.27\bin\documentum\logs

If the application server is Tomcat, this field is optional and can be left empty unless you changed the default locations.

If the application server is not Tomcat, this field is not optional and must be defined.

---

#### **NOTE**

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**Dfc trace file and documentum log file must be at the same location.**

#### **Dfc Trace File Prefix**

This is a prefix of the dfc trace file. The default value is dfctrace, unless you changed it, and will be used if you leave this field empty.

#### **Log File Prefix**

This is for Documentum log file. The default value is documentum, unless you changed it, and will be used if you leave this field empty.

---

### **Additional Steps on the Management Server**

Make sure that the SPI for EMC Documentum applications are assigned to the HP Operations Manager user(s), operator, and/or administrator, who will be using the SPI for EMC Documentum instrumentation. To ensure that SPI for EMC Documentum messages appear correctly in the HP Operations Manager message browser, the new message group, **dmspi**, needs to be assigned to the HPOM user(s), operator, and/or administrator, who will be using the SPI for EMC Documentum instrumentation.

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#### **NOTE**

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**You can use DMSPI Operator to help you organize the HPOM users.**

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## Adding Nodes to the Management Server

When you add the managed node to the management server, carefully select your node type by performing the following steps:

1. Start the *HPOM Administrator UI* and log in as an HPOM Administrator (opc\_adm).
2. In the *Node Bank* window, select **Choose an action**, and then **Add Node**. Choose a type of node to open the *Add Node* window.
3. Add the Host name, Label, and IP Address.

---

### NOTE

**If DHCP is selected, HPOM automatically deals with managed node IP address changes without causing any problems, without losing any messages, and without creating an inconsistent or undefined state.**

4. After you add all required information, click **Save** to exit the *Add Node* window.

---

### NOTE

**Do not use the browser BACK button while editing. To quit the editor, use the CANCEL button.**

4. Make sure that the HPOM agent on the node is running. From the command line, run:  
opcagt -status
5. Also, add the node to the DMSPI group. Refer to your HP Operations Manager for UNIX online documentation for more information on adding nodes.



---

## Deploying on the Managed Nodes

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### IMPORTANT

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**During the SPI for EMC Documentum installation on the node(s), the entire Documentum infrastructure must be “up and running”.**

After the SPI for EMC Documentum is installed on the HPOM management server and the configuration is uploaded, you must distribute the software components and the configuration to the managed nodes by following the steps below. Note that the Administrator should also customize the thresholds within the policies.

1. Make sure that all prerequisites, listed in the section *Software Requirements*, are met.
2. Start the *HPOM Administrator UI* and log in as an HPOM Administrator (opc\_adm).
3. To ensure that DMSPI messages appear correctly in the *HPOM Operational UI* message browser, make sure that the target nodes are members of their corresponding new node group DMSPI . This node group and the new message groups, dmspi and dmspi\_int, must be assigned to the HPOM user(s), operator, and/or administrator, who will be using the instrumentation. You can manually assign the responsibilities to these users or use the DMSPI Operator user profile.

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### NOTE

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**You can manually assign the target nodes to the node group DMSPI. Browse to the target host and select Assign Node to Node Group from the Actions menu, filter node group to DMSPI and then select OK.**

4. Assign the **SPI for EMC Documentum** category. Browse to the targeted nodes and select **Assign Categories** from the **Actions** menu. Select **SPI for EMC Documentum** and **SPI Data Collector** and click OK.
5. After each node group is assigned, you must deploy configuration to the target node. Browse to the target node and select **Deploy Configuration** from the **Actions** menu.

---

### NOTE

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**On the HPOM Operational UI side, a significant change will be registered in the node configuration on the management server. Refresh on Nodes Tree will be**

performed to receive the correct status information.

6. Start the *HPOM Operational UI* and log in as an HPOM Administrator (*opc\_admin*).
7. Go to **SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Install** tool group, right-click **DMSPI-Install**, and select **Start Customized**. Select the node where you want to run the tool and click **Finish**.

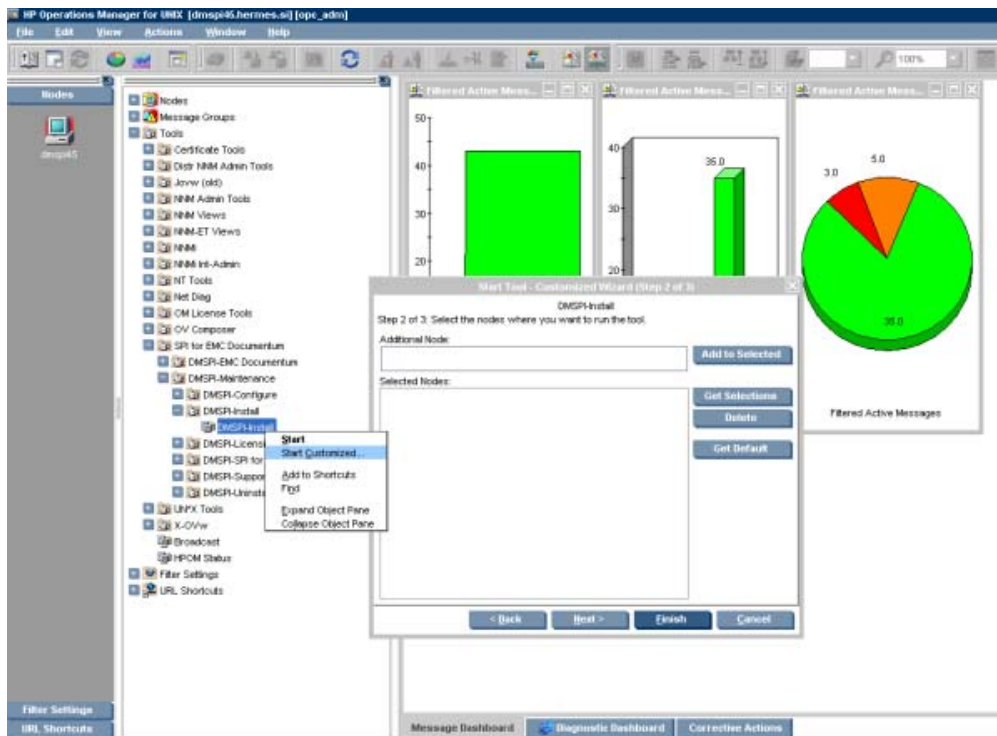


Figure 3. Starting customized installation

8. Check the installation output to see if the SPI for EMC Documentum installation on the node was successful.

---

## Licensing

Before you can start using SPI for EMC Documentum, you must obtain a valid license key for every managed node that you want to monitor with this product.

---

### IMPORTANT

---

**Each license key is node specific and cannot be transferred to or used on any other node.**

To obtain and activate product license keys, perform the following steps:

1. [“Deploy the Licensing Policy on Managed Nodes” on page 27.](#)
2. [“Generate the License Request File” on page 27.](#)
3. [“Obtain the License Activation File” on page 29.](#)
4. [“Merge and Deploy the License Files” on page 29.](#)

For a visual overview of the licensing process, refer to [“Licensing Overview” on page 48.](#)

---

## Deploy the Licensing Policy on Managed Nodes

1. Start the *HPOM Administration UI* and log in as an HPOM Administrator (opc\_adm).
2. In the *Policy Bank* window, select **SPI for EMC Documentum/DMSPI-Licensing/DMSPI-Licensing**. From the **Actions** menu, select the **Assign to Node/Node Group** action. Filter the nodes to which you want to deploy the **DMSPI-Licensing** policy and click **OK**.
3. In the *Node Bank* window, select target hosts and select **Deploy Configuration** from the **Actions** menu. Select the **Distribute Policies** check box, clear other check boxes, and click **OK**.
4. In the *HPOM Operational UI*, check if the configuration information was successfully distributed.

---

## Generate the License Request File

1. Start the *HPOM Operational UI* and log in as an HPOM Administrator (opc\_adm).

2. Double-click the **SPI for EMC Documentum/DMSPI-Maintenance/DMSPI - Licensing** tool group.
3. Run the **DMSPI-Clear License Request File** tool to clear the `dmspi_license_requests.dat` license request file on the management server.
4. Run the **DMSPI-Generate License Request** tool on the managed nodes for which you need licenses. Right-click **DMSPI-Generate License Request** and select **Start Customized**.
5. In the *Customized Wizard* window, select the nodes where you want to run the tool.
6. In the **Additional Parameters** field, replace the string "Your Company Name" with the name of your company. Click **OK** to generate the `dmspi_license_requests.dat` license request file. The license request file will be saved to the `/opt/OV/dmspi` folder on the management server.

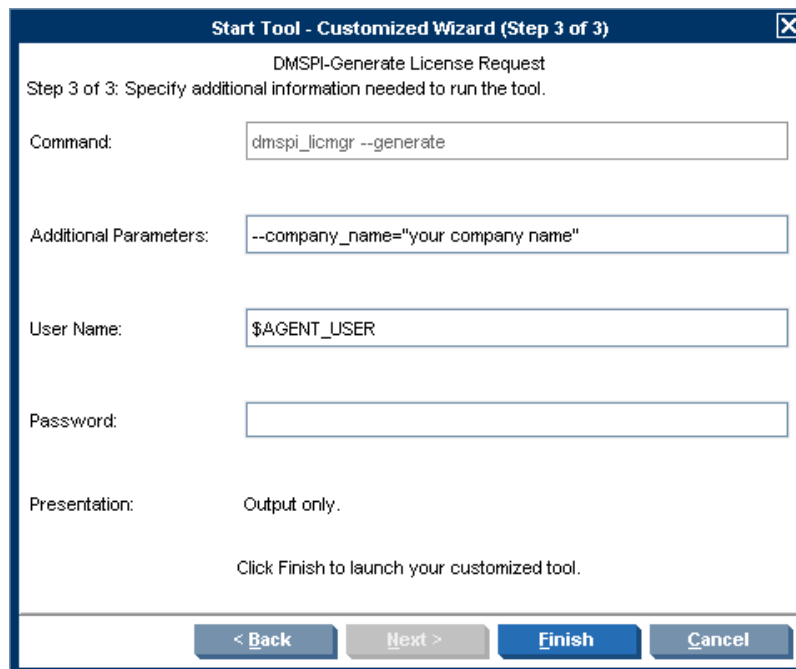


Figure 4. The Generate License Request window

---

## Obtain the License Activation File

1. To obtain the license activation file:
  - Use the Licensing portal:  
Go to <http://spi.comtrade.com/licensing/>, register, and upload the license request file. The system will automatically process your request. When registering to the Permanent licenses page, have your PO information ready. You can also access the Temporary licenses page to obtain 30-day license keys for evaluation or testing purposes.
  - or*
  - Send e-mail to the Licensing Department:  
Send the generated license request file by e-mail to the ComTrade Licensing Department at [spi-licensing@comtrade.com](mailto:spi-licensing@comtrade.com). You will receive the license activation file usually within 24 hours. If you have bought the product and need immediate response, contact ComTrade by telephone and e-mail (see contact information on License Entitlement Certificate).
2. You will receive a license activation file `dmspi_l i cact_new. dat` by e-mail.

---

## Merge and Deploy the License Files

1. Copy the `dmspi_l i cact_new. dat` file to the following directory: `/opt/OV/dmspi .`
2. In the *HPOM Operational UI*, go to the **SPI for EMC Documentum/DMSPI-Maintenance/DMSPI -Licensing** tool group.
3. Run the **DMSPI-Merge License Activation Codes** tool to merge the `dmspi_l i cact_new. dat` file with the SPI license file. Right-click **DMSPI-Merge License Activation Codes** and select **Start**. Review the tool output.
4. Deploy the SPI for EMC Documentum configuration again on all managed nodes for which you have requested the licenses.

---

## Verify Licensing

To check if the licensing was successful, perform the steps described in the next section.

---

## Verifying Requirements, Configuration, and Licensing on Managed Nodes

This section describes the final step that needs to be performed on a node to ensure that all requirements are met and that configuration of SPI for EMC Documentum is complete.

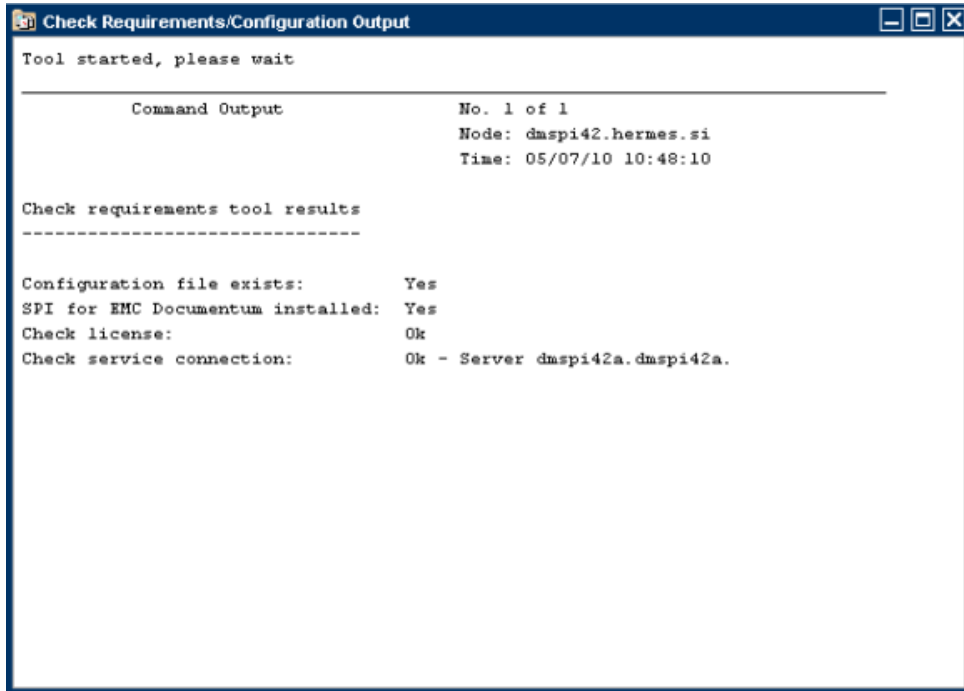
---

### Check Requirements and Configuration Information

To check SPI for EMC Documentum requirements and configuration and gather troubleshooting information, use the **DMSPI-Check Requirements/Configuration** tool. This tool checks each configuration and outputs a few cases indicating whether the check is OK or not.

1. In the *HPOM Operational UI*, go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** tool group.

2. Right-click **DMSPI-Check Requirements/Configuration** and select **Start Customized**. In the *Customized Wizard* window, select the nodes where you want to run the tool. Review the tool output.



```
Check Requirements/Configuration Output
Tool started, please wait

Command Output No. 1 of 1
Node: dmspi42.hermes.si
Time: 05/07/10 10:48:10

Check requirements tool results

Configuration file exists: Yes
SPI for EMC Documentum installed: Yes
Check license: Ok
Check service connection: Ok - Server dmspi42a.dmspi42a.
```

Figure 5. Check Requirements/Configuration tool output

---

## Installing Reports

To install SPI for EMC Documentum on a Reporter system, perform the following steps:

1. Where HP Reporter is installed, login to your Windows machine as the user with administrator permissions.
2. Make sure that HP Reporter is correctly installed on your system.
3. Insert the SPI for EMC Documentum Installation CD into your computer.
4. From the screen displayed, select **dmspi-reports\_03.10\_Windows\_NT.exe** package.

---

### NOTE

**If the autorun feature is turned-off for your CD drive unit, you can manually install the SPI for EMC Documentum reports from the root of the CD drive by typing “dmspi-reports\_03.10\_Windows\_NT.exe”.**

5. Execute the program.
6. Verify the installation. To verify the installation, start HP Reporter on the Reporter system and check if SPI for EMC Documentum is listed under **Reports**.

---

## Configuring Reports

To configure Reports, perform the following steps:

1. Create the **SPI for EMC Documentum** node group in the Reporter GUI.
2. Assign to this group all nodes that have SPI for EMC Documentum performance policies deployed.
3. Begin to use Reports when, after at least two days, performance data is collected on the managed nodes.



---

## Chapter 3

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# **Uninstalling SPI for EMC Documentum**

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## Uninstallation Overview

To completely uninstall SPI for EMC Documentum, you must first remove it from the HP Operations Manager managed nodes and then from the HP Operations Manager management server. Although the uninstall process is automatic, some manual steps are required.

To effectively uninstall SPI for EMC Documentum, read and follow all steps described in each of the following sections:

- [“Uninstalling from the Managed Nodes” on page 35](#)  
Detailed steps on how to remove SPI for EMC Documentum from the managed nodes.
- [“Uninstalling from the Management Server” on page 37](#)  
Detailed steps on how to remove SPI for EMC Documentum from the management server.
- [“Uninstalling from a Reporter System” on page 38](#)  
Detailed steps on how to remove SPI for EMC Documentum from a system that contains the HP Reporter product.

---

## Uninstalling from the Managed Nodes

To uninstall SPI for EMC Documentum from the managed nodes, perform the following steps:

1. Start the *HPOM Administration UI* and log in as HPOM Administrator (opc\_adm).
2. In the *Node Bank* window, browse to the managed node from which you want to remove SPI for EMC Documentum.
3. Browse to the **Direct Policy (group) Assignments** menu, select the **DMSPI** policy group you want to remove and choose an action **Deassign from Node**.
4. From the **Actions** menu, select the **Deploy Configuration** action. Mark the **Distribute Policies** option, unmark other options, and click **OK**.
5. Start the *HPOM Operational UI* and log in as HPOM Administrator (opc\_adm).
6. Go to **SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Uninstall** tool group, right-click **DMSPI-Remove**, and select **Start Customized**.
7. Select the node where you want to run the tool. Check the tool output if SPI for EMC Documentum uninstallation from node was successful.
8. In the *HPOM Administration UI*, browse to the targeted node in the *Node Bank* window and select the **Deinstall Agent** action from the **Actions** menu.
9. Choose the **De-Installation** install type and add the targeted node.
10. Click **Preinstall Check** to check installation user names and passwords and update if necessary.
11. Run **Install on selected Nodes** to start deinstallation.
12. Check if the HPOM Agent was successfully removed from the targeted node in the *Agent Installation Logs* window (go to **Deployment -> Installation jobs**).
13. Browse to the targeted node in the *Node Bank* window, select a node, and choose **Delete** from the **Actions** menu. Check if the removal of the node/layout group was successful.

---

### NOTE

**In the *HPOM Operational UI*, the node configuration on the management server will change. Refresh on Nodes Tree will be performed to receive the correct status information.**

14. Perform those steps for every managed node with SPI for EMC Documentum installed.

---

## Uninstalling from the Management Server

To uninstall SPI for EMC Documentum from the management server, perform the following steps:

1. From the command line, run as user root:

- on HP-UX:  
swremove DMSPI
- on Sun Solaris:  
pkgrm DMSPI
- on Linux:  
rpm -e DMSPI

2. From the command line, run:

- on HP-UX:  
swlist
- on Sun Solaris:  
pkginfo DMSPI
- on Linux:  
rpm -q DMSPI

and check whether the **DMSPI** entries were removed from the list.

3. Check the following log files for any problems that may have occurred during the removal process:

- on HP-UX:  
/var/adm/sw/swagent.log  
/var/adm/sw/swremove.log
- on Solaris:  
/var/sadm/install/logs/pkginfo.log

4. Manually remove the following items:

- **dmspi** and **dmspi\_int** in the *All Message Groups* window
- **DMSPI** in the *All Node Groups* window
- **DMSPI Operator** in the *All User Profiles* window
- **SPI for EMC Documentum** in the *Policy Bank* window
- **SPI\_for\_EMCCocumentum** in the *All Categories* window

---

## Uninstalling from a Reporter System

To uninstall SPI for EMC Documentum from a system that contains the HP Reporter product, perform the following steps:

1. Login to your Windows machine where the HP Reporter is installed as the user with administrator permissions.
2. Open *Control Panel* and double-click **Add/Remove Programs**.
3. Select **SPI for EMC Documentum - Reports** and click **Change/Remove** to uninstall the SPI for EMC Documentum reports.

---

## Chapter 4

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### **Troubleshooting**

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## Troubleshooting Assistance

This chapter describes the possible errors that can occur during SPI for EMC Documentum installation and gives instructions on how to solve them.

---

### Installation on a Node Fails

#### Installation on the managed node fails with the following error message:

Error: Can not read from cfg file. Group 'DOCBASE\_%DOCBASE\_NAME%' does not exist. : Configuration read exception.

To solve the problem, add all Docbases that are known to the connection brokers that were added in the configuration step on management server.

1. On the management server, run the **DMSPI-Documentum Configuration** tool (dmspi\_conf) located in the /opt/OV/dmspi/bin directory.
2. Add all missing repositories.
3. After the each node group assignment, you must deploy configuration to the target nodes. From the *HPOM Administration UI*, browse to the target nodes and select **Deploy Configuration** from the **Actions** menu. Select the **Distribute Policies**, **Distribute Actions**, and **Distribute Commands** check boxes, clear other check boxes, and click **OK**.

#### Installation on the managed node fails with the following error message:

ftp: connect: Connection refused

Encountered problem obtaining information from system <node\_name>.

To solve the problem, make sure that:

- FTP Server service is running on the targeted node,
- user have Read and Write access rights on the FTP site home directory and to drive C:
- there is enough free disk space on C:

#### Install application on the HP-UX 11.11 managed node fails with the following error message:

"Memory fault(coredump)"

To solve the problem, install the PHSS\_33033 patch on the node - ld(1) and linker tools cumulative patch.



### Installation fails with the following error message:

Error: Can not connect to SPI for EMC Documentum service. Check if the service is running. Cannot connect pipe '/var/opt/OV/dmspi/tmp/dmspi\_server'. Client Connect Exception Open ,/ /cpp/src/pipe.cpp(632),lib(pdk\_base) EnumInstances,/infprv.cpp (358),lib(pdk\_common)

To solve the problem:

1. Connect to the system as the Documentum installation owner (for example, dmadmin), open the console and go to the %0vDataDir%\dmspi\bin folder on Windows systems (\$0vAgentDir/dmspi/bin folder on UNIX systems).
2. In the console try to start DMSPI service in console mode by running the "dmspi\_svc console" command.
3. Check for any errors.

You can also edit %0vDataDir%\dmspi\conf\wrapper.conf (\$0vAgentDir/dmspi/conf/wrapper.conf on UNIX) file and set the logging level parameter to INFO (wrapper.console.loglevel=INFO).

After that you can start the DMSPI service in console mode again to see more messages. Here is a list of the most common errors:

- On UNIX system \$JAVA\_HOME variable is not set in the Documentum installation owner user profile.
- On WINDOWS systems path to "java" binary is not set or Java version is lower than 1.4.2.
- On SOLARIS systems path to libgcc and libstdc++ libraries is not set (LD\_LIBRARY\_PATH variable) in the Documentum installation owner user profile.

### Installation fails with the following message:

Error: Failed to read config options.

Error: Cannot find server (repository) name in '/home/dmuser/documentum/dba/config/dmspi01b/server.ini'.

The problem occurs when installation is started from OVO console and remote node (error was found on Linux) has https agent version 08.52.006.

The workaround for this issue is to change **DMSPI-Maintenance/DMSPI-Installation/Install** tool so it executes the following command:

- unset LC\_ALL; export LC\_CTYPE=en\_US.UTF-8; dmspi\_mgr -install
- or connect to the node and run "dmspi\_mgr -install" command from the instrumentation folder.

---

## Agent Installation on a Managed Node

1. Browse to the target node in the *Node Bank* window and select **Install Agent** from the **Actions** menu. Choose the install type Installation and add the targeted nodes.
2. Click **Preinstall Check**. Check installation user names and passwords and update if necessary.
3. Click **Install on selected Nodes** to initiate the installation.
4. Check the status of pending installations in the **Agent Installation Logs** window (go to **Deployment -> Installation Jobs**).

---

### NOTE

---

**Installations are running asynchronously. Initially, the linked page with installation jobs might be empty, if no log file has been written yet. Reload the page periodically to display progress.**

5. After installation packages are transferred, on UNIX targeted nodes the installation finishes automatically. On Windows targeted nodes, run the installation script to complete installation:  
<Windows targeted node>: cd <ftproot>\TEMP \cscript opc\_inst.vbs
6. Check if the targeted nodes are activated and the default configuration is applied. If not, run the opactivate command from the %OvlnstallDir%\bin\opc\install directory:  
<UNIX targeted node>: ./opactivate -srv <mgmt\_server\_name> -cert\_srv <certificate\_server\_name>  
<Windows targeted node>: cscript opactivate.vbs -srv <mgmt\_server\_name> -cert\_srv <certificate\_server\_name>
7. Check pending certification requests on the management server and grant access, if necessary (go to **Deployment -> Pending Certificate Requests**).

---

## The Automatic Actions on Management Server Cannot be Executed when Using DCE Agents with HPOM 8

To make the execution of the automatic actions possible, add the following text to the `/etc/opt/0V/share/conf/OpC/mgmt_sv/remactconf.xml` file:

```
<rule>
 <doc>Allow actions from DCE nodes</doc>
 <info>
 <certified>false</certified>
 </info>
 <allow/>
</rule>
```

---

## Check Requirements Tool Fails on Windows Node

If the `DMSPI-Check Requirements/Configuration` tool fails with the following error:

Error: Cannot connect to dm01 server. No servers found in the local configuration file.

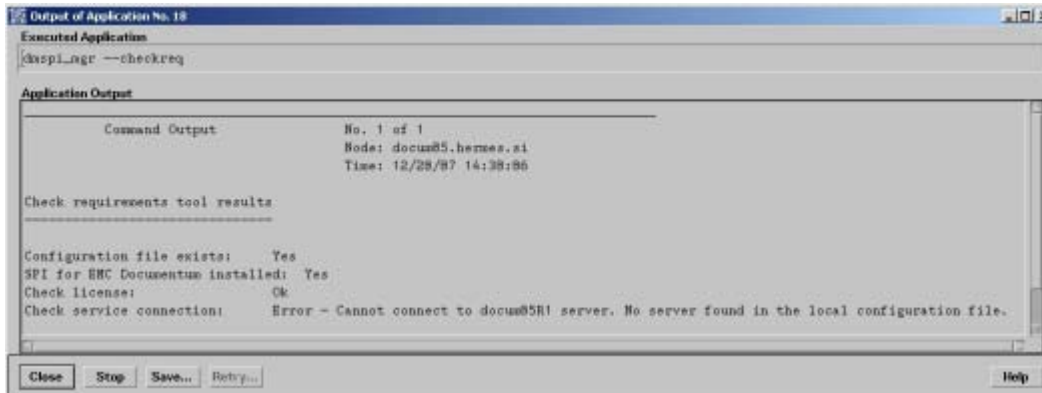


Figure 6. Check Requirements Tool Error

To solve the problem, you must change the logon user of the SPI for EMC Documentum service to the Documentum installation owner and restart the service. Refer to [Figure 7. on page 44.](#)

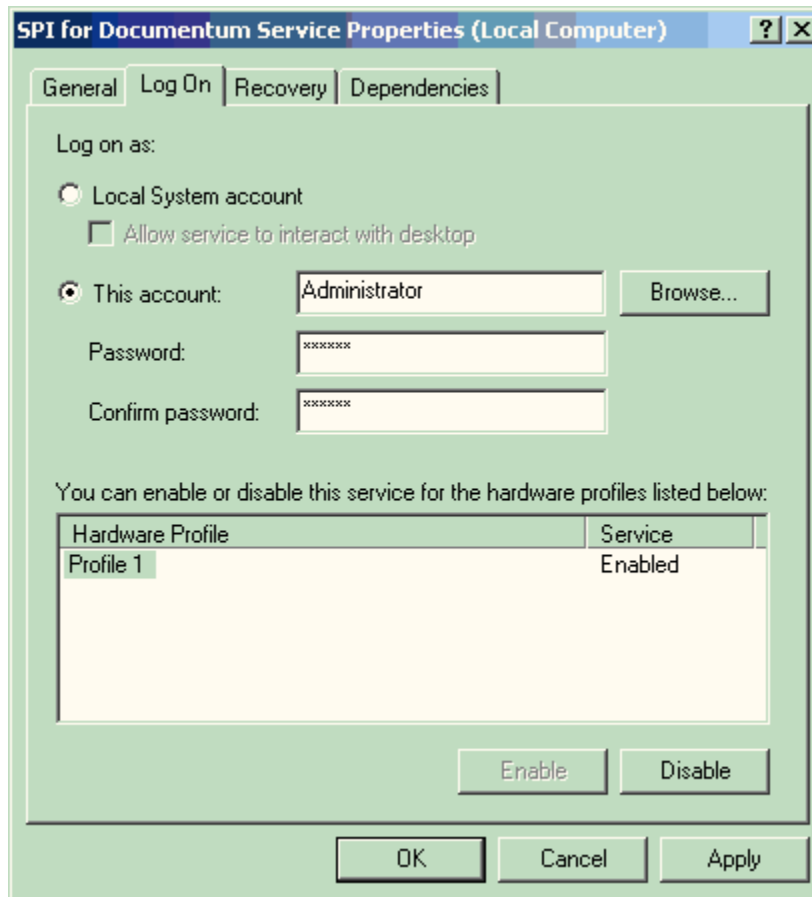


Figure 7. SPI for EMC Documentum Service Log on Options

Run the **DMSPI-Check Requirements/Configuration** tool again - no errors should be displayed.

---

## Check Requirements Tool Fails on Nodes with Connection Broker Only

When you run the check requirements tool on nodes with Documentum connection broker only, you may get an error stating that the service is not running. See an example output bellow. You may freely ignore this error.

Check requirements tool results

-----

Configuration file exists: Yes

SPI for EMC Documentum installed: Yes

Check license: OK

Check service connection: Error - Check if the service is started

---

## No Index Agents Found on Node

Installation on the Unix managed node does not find index agents that are running under any user other than Documentum installation owner. To monitor these index agents with SPI for EMC Documentum, manually add the index agent information to the DMSPI configuration file (dmspi.cfg) on the managed node located in:

%OvDataDir%\dmspi\conf (Windows nodes)

\$OvAgentDir/dmspi/conf (Unix nodes)

The following information has to be added to the configuration file (here is an example for two index agents - IndexAgent1 and IndexAgent2 running on system eagle-n2):

[INDEXAGENTS]

Indexagents=eagle-n2\_IndexAgent1, eagle-n2\_IndexAgent2

[INDEXAGENT\_eagle-n2\_IndexAgent1]

docbase=eagle1

port=9081

logfile=/export/home/dmuser/documentum\_shared/beat9.2/domains/

DctmDomain/servers/DctmServer\_IndexAgent2\_eagle-n2/logs/

IndexAgent1.log

```
[INDEXAGENT_eagle-n2_IndexAgent2]
docbase=eagle2
port=9083
logfile=/export/home/dmuser/documentum_shared/bea9.2/domains/
DctmDomain/servers/DctmServer_IndexAgent2_eagle-n2/logs/
IndexAgent2.log
```

---

## Appendix A

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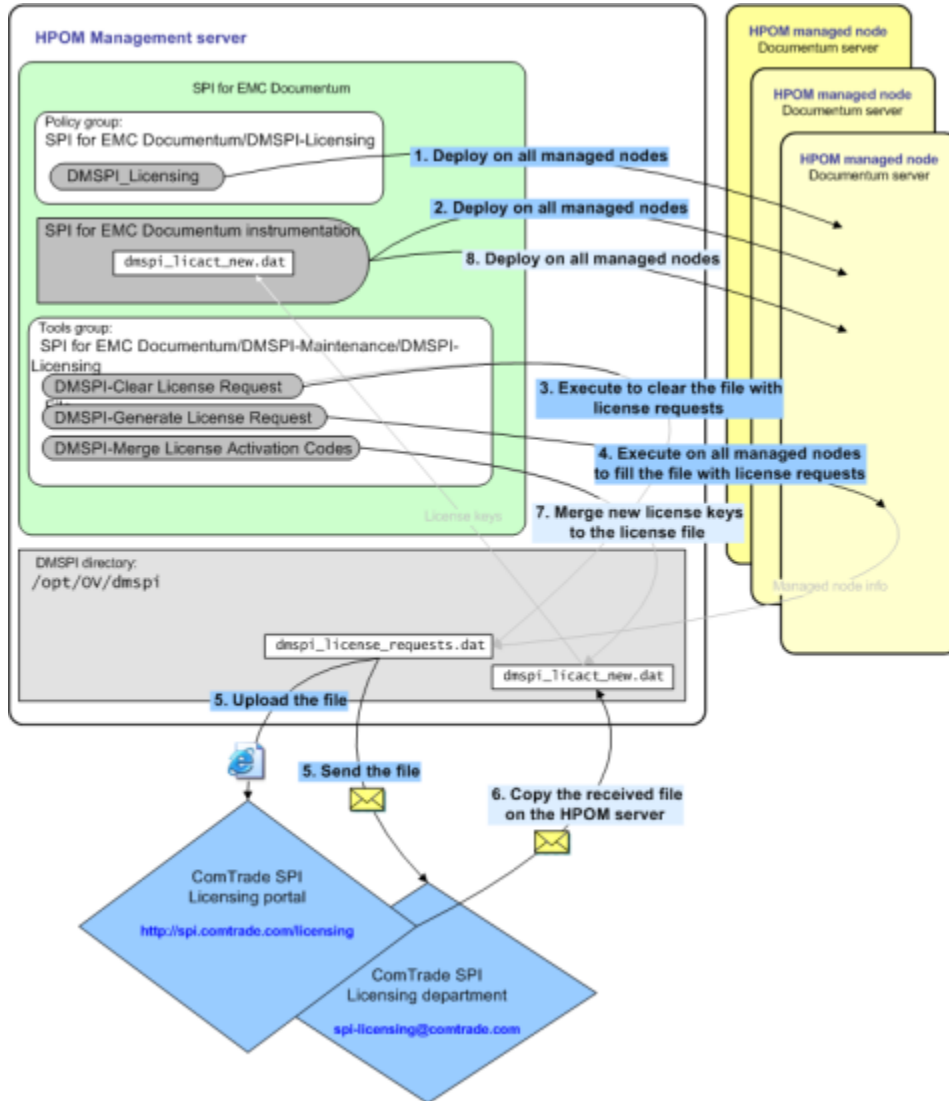
## Licensing

---

---

## Licensing Overview

This appendix provides visual overview of the licensing procedure.



For detailed instructions on how to perform the licensing procedure, see “Licensing” on page 27.







---

## Appendix B

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### **File Locations**

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---

## File Tree on the Management Server

Below is a list of file locations for SPI for EMC Documentum on the management server:

### Directory:

```
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix/AIX
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix/AIX/PowerPC
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /HP-UX
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /HP-UX/PP32
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /HP-UX/PA-RISC
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /Linux
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /Solaris
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Unix /Solaris/SPARC
/var/opt/OV/share/databases/OpC/mgd_node/instrumentation/
SPI_for EMC Documentum/Windows
```

### Files:

```
dmspi.zip
dmspi_autod
dmspi_cat.cmd
DMSPI_CLIENT_AVAILABILITY.spec
DMSPI_CLIENT_RESPONSE.spec
dmspi_conn
dmspi_cts DMSPI_CTS_EXECUTE.spec
dmspi_db
DMSPI_DB_LOGIN.spec
DMSPI_DOCBROKER_PROCESS.spec
dmspi_documentum.cfg
dmspi_enduser
DMSPI_EU_CHKIN.spec
DMSPI_EU_CHKOUT.spec
DMSPI_EU_LOGIN.spec
DMSPI_EVENT_SIZE.spec
dmspi_files.txt
dmspi_filestores
DMSPI_FILESTORES.spec
DMSPI_IDX_PERF.spec
DMSPI_IDXAGT_PROC.spec
```

dmspi\_i dxsrvr  
DMSPI\_I DXSRVR\_DU. spec  
DMSPI\_I DXSRVR\_PROC. spec  
dmspi\_i ndfai l . dql  
dmspi\_i nds ze. dql  
dmspi\_i nstal l . cfg  
dmspi\_j ob  
DMSPI\_JOB\_PROCESS. spec  
DMSPI\_JOBS. spec  
DMSPI\_JOBS\_EXECUTE. spec  
DMSPI\_JOBS\_NO\_START. spec  
DMSPI\_JOBS\_RUNNING. spec  
dmspi\_l i cact. dat  
dmspi\_l i cmgr  
dmspi\_l og  
dmspi\_l ogfai l . dql  
dmspi\_mgr  
dmspi\_proc  
dmspi\_rendqueue. dql  
dmspi\_search. dql  
dmspi\_sess  
DMSPI\_SESS\_UTIL. spec  
DMSPI\_SESSIONS. spec  
dmspi\_spi svc  
dmspi\_srvr  
DMSPI\_SRVR\_PROCESS. spec  
dmspi\_supp  
dmspi\_table  
DMSPI\_TABLE\_SIZE. spec  
dmspi\_test. txt  
dmspi\_tool  
DMSPI\_UNFINISHED\_WORKFLOWS. spec  
dmspi\_webpub  
DMSPI\_WEBPUB\_EXECUTE. spec

Directory:

/etc/opt/0V/share/dmspi /graphs

Files:

VPI\_GraphsSPI for EMC Documentum. txt  
VPI\_GraphsSPI for EMC Documentum-OVPA-RPC. txt

Directory:

/opt/0V/dmspi /bin

Files:

dmspi\_conf  
dmspi\_del svc. sh  
dmspi\_l i cmgr

dmspi\_updsvc.sh  
version.sh

---

## File Tree on the Managed Node

Below is a list of file locations for SPI for EMC Documentum located on the managed node:

### Directory:

%0vDataDir%\dmspi\bin (Windows nodes)

\$0vAgentDir/dmspi/bin (Unix nodes)

### Files:

dmspi\_ft\_test.txt

dmspi\_svc (Unix nodes only)

dmspi\_svc.bat (Windows nodes only)

dmspi\_svc-03.10.jar

dmspi\_svctree.mof

Installdmspi\_svc-NT.bat (Windows nodes only)

Uninstalldmspi\_svc-NT.bat (Windows nodes only)

Wrapper(.exe)

### Directory:

%0vDataDir%\dmspi\conf (Windows nodes)

\$0vAgentDir/dmspi/conf (Unix nodes)

### Files:

dmspi.cfg

dmspi\_discovery.cfg

dmspi\_svcrule.xml

wrapper.conf

### Directory:

%0vDataDir%\dmspi\lib (Windows nodes)

\$0vAgentDir/dmspi/lib (Unix nodes)

### Files:

backport-util-concurrent-3.0.jar

commons-logging-1.1.jar

ehcache-1.4.0-beta2.jar

ini4j.jar

jpgf.jar

jsr107cache-1.0.jar

libiconv.\* (Unix nodes only)

libpdk\_base.\* (Unix nodes only)

libpdk\_inforv.\* (Unix nodes only)

libpdk\_jbase.\* (Unix nodes only)

libpdk\_mgmt.\* (Unix nodes only)

libpdk\_licensing.\* (Unix nodes only)

libpdk\_mgmt.\* (Unix nodes only)

libwrapper.\* (Unix nodes only)

libwx\_baseu-2.8.\* (Unix nodes only)  
libwx\_baseu\_net-2.8.\* (Unix nodes only)  
libwx\_baseu\_xml-2.8.\* (Unix nodes only)  
pdk\_base.jar  
pdk\_common.jar  
pdk\_jbase.dll (Windows nodes only)  
pdk\_jmgmt.dll (Windows nodes only)  
pdk\_mgmt.jar  
retroweaver-rt-2.0.5.jar  
wrapper.dll (Windows nodes only)  
wrapper.jar

**Directory:**

%OvDataDir%\dmspi\plugins (Windows nodes)  
\$OvAgentDir/dmspi/plugins (Unix nodes)

**Files:**

com.hsl.dmspi.service.plugin.core-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmcli perf-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmconfig-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmcore-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmcsmoncore-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmcts-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmdbtest-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmenduserresp-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmi ndexi ng-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmi smon-3.1.0.zip  
com.hsl.dmspi.service.plugin.dmwebpub-3.1.0.zip  
com.hsl.dmspi.service.plugin.proccperf-3.1.0.zip

In the following folders the temporary files are created during the SPI execution.

%OvDataDir%\dmspi\log (Windows nodes)  
%OvDataDir%\dmspi\perf (Windows nodes)  
%OvDataDir%\dmspi\support (Windows nodes)  
%OvDataDir%\dmspi\tmp (Windows nodes)  
\$OvAgentDir/dmspi/log (Unix nodes)  
\$OvAgentDir/dmspi/perf (Unix nodes)  
\$OvAgentDir/dmspi/support (Unix nodes)  
\$OvAgentDir/dmspi/tmp (Unix nodes)