

# **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 Windows*

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## **Installation and Configuration Guide**



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## Notices

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## Chapter 1

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### **Document Overview**

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## **Edition History**

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

<b>Edition</b>	<b>Date</b>
First Edition	October 2005
Second Edition	October 2006
Third Edition	December 2007
Fourth Edition	December 2008
Fifth Edition	June 2010
Sixth Edition	October 2010

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## 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.  From the <i>Deploy policies on...</i> window, select a node.
<b>Bold</b>	Commands on menus and buttons, dialog box titles and options, menu and icon names.	Select <b>SPI for EMC Documentum</b> and <b>SPI Data Collector</b> and click <b>OK</b> .
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: readme. txt.

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## 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 PDF format (*DMSPI-InstallGuideWIN.pdf*).
- *SPI for EMC Documentum User's Guide*  
User's Guide is available in PDF format (*DMSPI-UserGuideWIN.pdf*).
- *SPI for EMC Documentum - Supported EMC Documentum and HP Software Platforms*  
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.

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## 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](mailto: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](mailto:spi-licensing@comtrade.com)

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## Contacting Support

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### 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](mailto: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. To run the tool, 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)

- symptoms
- 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 SPIs, send e-mail to:

[spi-info@comtrade.com](mailto:spi-info@comtrade.com)

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## Product Web Sites

Visit ComTrade Smart Plug-in Web site at:

[http://managementproducts.comtrade.com/smart\\_plug-in/emc\\_documentum](http://managementproducts.comtrade.com/smart_plug-in/emc_documentum)

and the company Web site at:

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

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## Chapters Summary

This guide describes how to install, configure, and license HERMES SoftLab EMC Documentum Smart Plug-in for HP Operations Manager 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 35](#)  
This chapter describes how to remove SPI for EMC Documentum.
- [“Troubleshooting” on page 43](#)  
This chapter provides instructions on what to do if you encounter any installation-related problems.
- Appendix A, [“Licensing Overview” on page 50](#)  
This chapter provides a visual overview of the licensing process.
- Appendix B, [“File Locations” on page 51](#)  
This chapter provides information about files locations on the management server and managed nodes.





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## Chapter 2

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# **Installing SPI for EMC Documentum**

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## 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.	<a href="#">"Prepare Hardware and Software" on page 11.</a>
2. Plan the environment you want to manage with SPI for EMC Documentum.	<a href="#">"Plan the Documentum Environment" on page 12.</a>
3. Prepare the managed nodes for SPI for EMC Documentum installation.	<a href="#">"Set up Managed Nodes" on page 12.</a>
4. Obtain the SPI for EMC Documentum and Reporter installation packages.	<a href="#">"Obtain Installation Packages" on page 14.</a>
5. Install SPI for EMC Documentum on the management server.	<a href="#">"Installing on the HPOM Management Server" on page 15.</a>
6. Verify if the installation on the management server was successful.	<a href="#">"Verifying Installation on the Management Server" on page 16.</a>
7. Configure SPI for EMC Documentum on the management server.	<a href="#">"Configuration Steps on the HPOM Management Server" on page 18.</a>
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.	<a href="#">"Deploying on the Managed Nodes" on page 25.</a>
9. License the product.	<a href="#">"Licensing" on page 27.</a>
10. Check if the configuration is correct.	<a href="#">"Verifying Requirements, Configuration, and Licensing on Managed Nodes" on page 31.</a>
11. Install Reports.	<a href="#">"Installing Reports" on page 33.</a>
12. Configure Reports.	<a href="#">"Configuring Reports" on page 33.</a>

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## 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 Widows
- All Documentum servers and connection broker services are running
- Complete Documentum configuration data is available (names of all servers, connection brokers, application servers, ports, username, password)
- Managed nodes (Documentum servers) are configured
- Both SPI for EMC Documentum installation packages are available

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## 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.

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## Plan the Documentum Environment

The following Documentum information will be needed during the SPI 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.

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## 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 located in:  
`/opt/csw/lib` or

```
/usr/local/lib
```

- If you set the DOCUMENTUM environment variable in the OVAGENT user profile, you must restart the OV 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>

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## **Set Up Application Server Node**

To use the SPI for EMC Documentum end-user functionality on a managed node with the application server, you must first set up the application server node. SPI for EMC Documentum monitors WebTop's based application log files to check for the end-user actions, thus tracing options inside WebTop based application must be turned on. If these are not turned on and nothing related to monitored actions is traced, SPI for EMC Documentum end-user functionality is not working. To enable tracing, 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.CLIENTNETWORKLOCATI ON=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

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

3. Increase the MaxFileSize value in the Log4j.properties file to 100 or more:  
Log4j.appender.file.MaxFileSize=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.Windows\_NT.exe (for HP OMW 9.x and HP OMW 8.16 on Windows 2008 x64 server)
- SPI\_for EMC\_Documentum\_03.10.exe (for HP OMW8.x and below)
- dmspi-reports\_03.10.Windows\_NT.exe

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

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## Installing on the HPOM Management Server

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

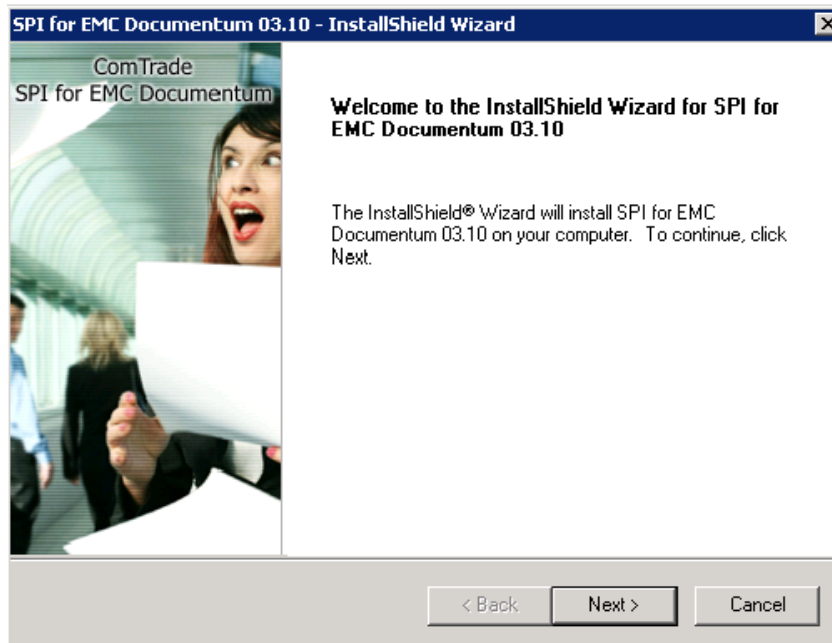
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### NOTE

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

1. Login to your Windows computer where the HP Operations Manager for Windows management server is installed as the user with administrator permissions.
2. Run the `dmspi_03.10_Windows_NT.exe` or `SPI_for_EM_Cocumentum_03.10.exe` installation package, depending on HP Operations Manager version and Windows server version you use. The SPI for EMC Documentum InstallShield Wizard opens.



3. Follow the wizard to install SPI for EMC Documentum.

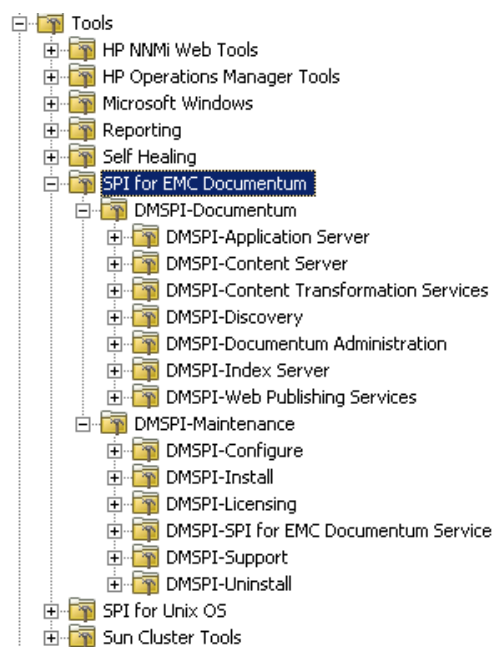
4. At the end of installation procedure, verify the installation on the management server as described in the next section.

---

## Verifying Installation on the Management Server

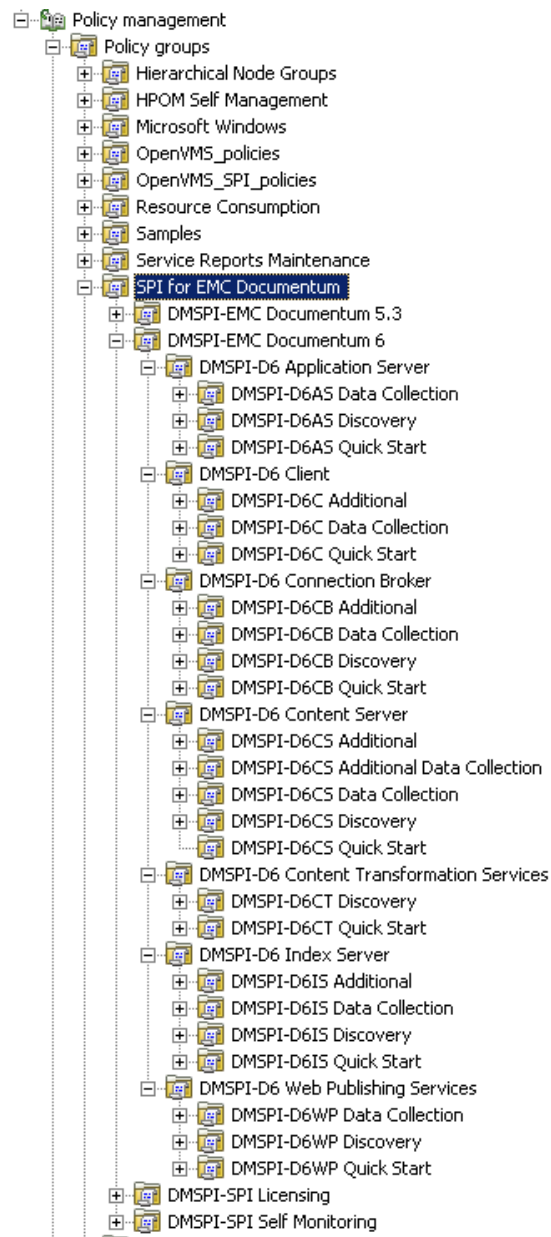
After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server. To see these new configuration items, start the HPOM administrator GUI (management console) and check if SPI for EMC Documentum group was added to tools and policy groups:

- Tools





• Policy groups



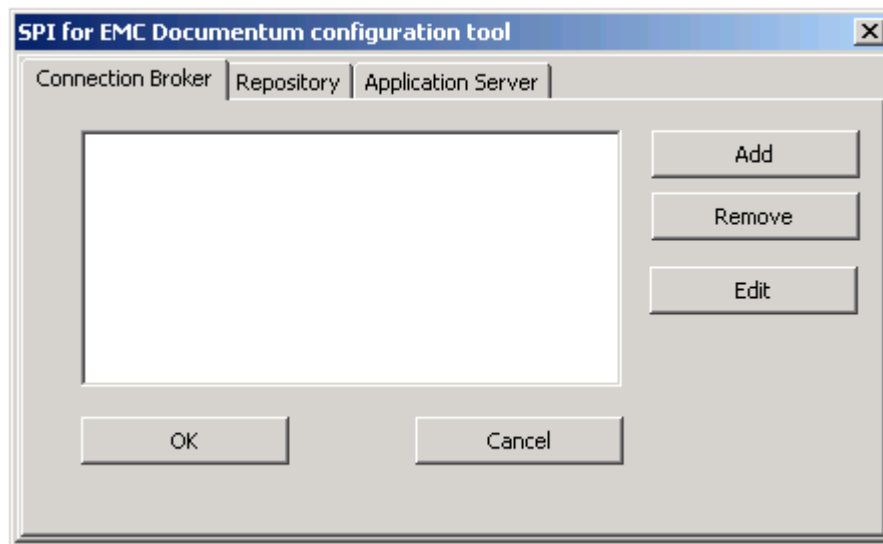
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## Configuration Steps on the HPOM Management Server

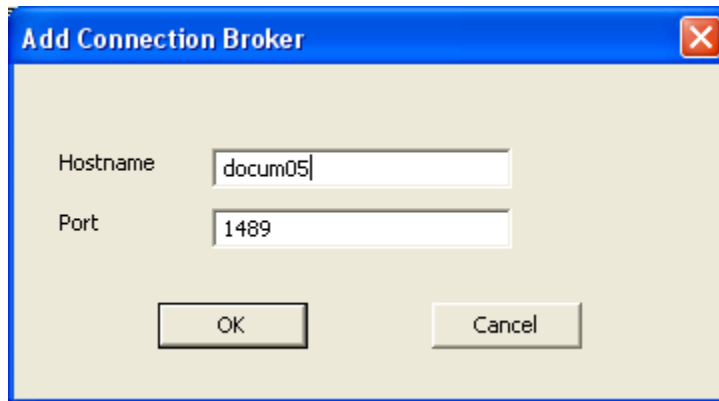
You must configure management server to provide information for SPI for EMC Documentum. Configuration data is stored in the instrumentation folder on the management server and is copied to the node when deployment on the node is performed. SPI for EMC Documentum uses this configuration information at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

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

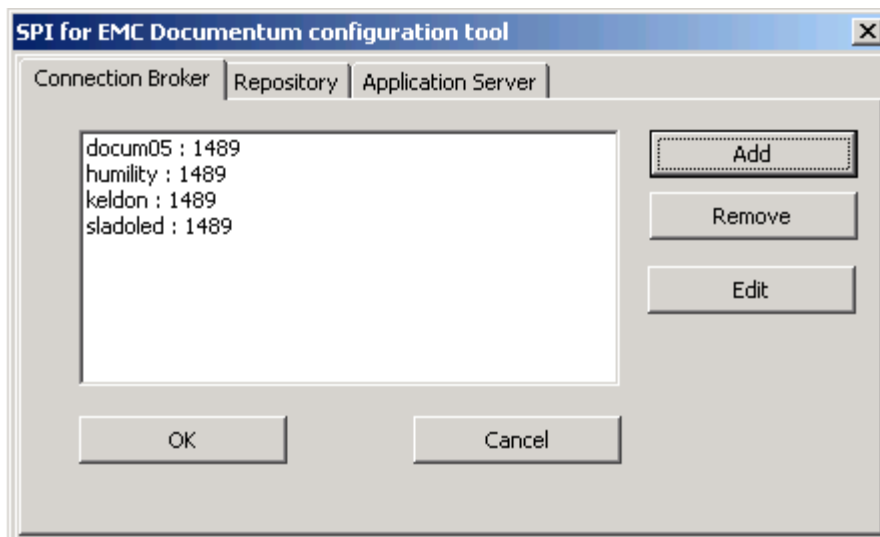
1. Open the Management server Console (not the remote console) and go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Configuration** tools group and run the **DMSPI-Documentum Configuration** tool. The *Configuration tool* window opens.



2. To add a connection broker, click **Add** to open the *Add Connection Broker* window. Add information about all connection brokers that you want to monitor with SPI for EMC Documentum.

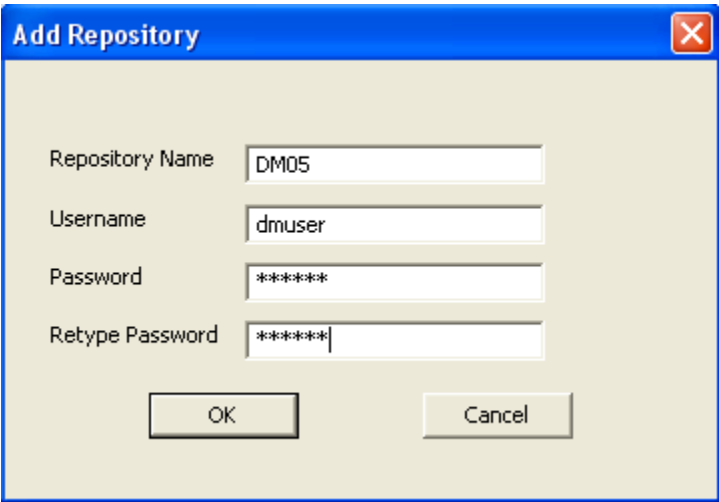


After you add connection brokers, they are listed in the *DMSPI-Documentum Configuration tool* window under the **Connection Broker** tab.

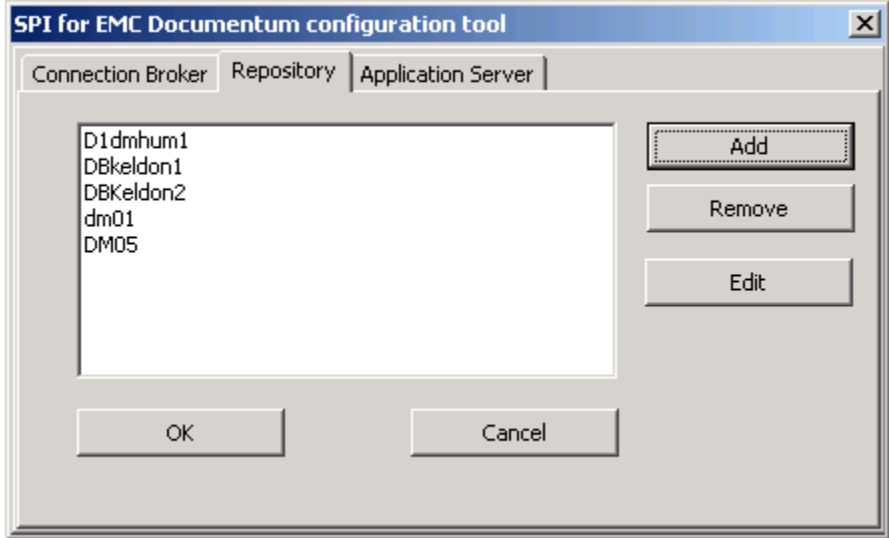


3. To add a repository, click the **Repository** tab and then **Add** to open the *Add Repository* window. Enter the information about all repositories that are associated

with the connection brokers that you added in the previous step. Username must be the Content Server installation owner.



After you add repositories, they are listed in the *Configuration tool* window under the **Repository** tab.



4. To add an application server, click the **Application Server** tab and then **Add** to open the *Add Application Server* window. Enter the information about the application server.

**Edit Application Server**

Application Name: da Other:

Application Version: 6.6

Application HostName: portos

Application Server: tomcat ver.5.5

Username: tomcatuser

Optional Parameters

Application Location:

Log Files Location:

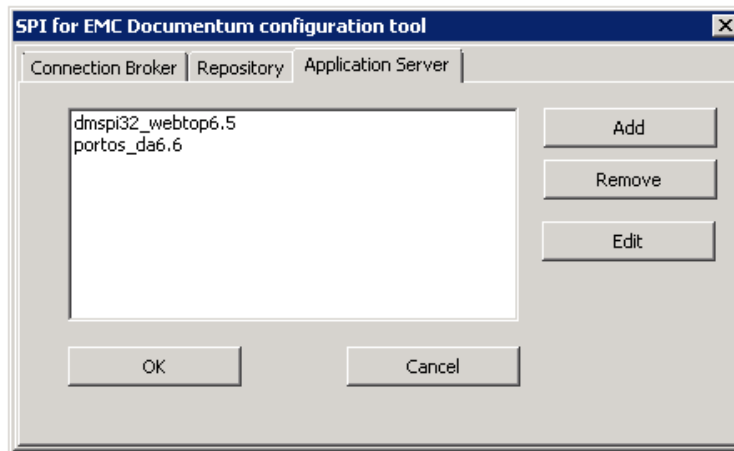
Dfc Trace File Prefix: dfctrace

Log File Prefix: documentum

OK Cancel

For detailed descriptions of the parameters, refer to [“Add Application Server Parameters”](#) on page 22.

5. After you add application servers, they are listed in the *DMSPI-Documentum Configuration tool* window under the **Application Server** tab.



6. After all information is added, click **OK** 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. Can be one of the following:

- Webtop
- Documentum Administrator (da)
- Documentum Digital Asset Manager (dam)
- other

All names are converted into lower case.

If **Other** is selected, text box on the right will be enabled and you can enter other application name, such is Web Publisher (wp).

Do not use other application unless you have the correct configuration files for that application, provided by ComTrade.

### **Application Version**

The version of the application can be:

- 6.0
- 6.5
- 6.6
- other

---

### **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.

---

## IMPORTANT

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**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.



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## Deploying on the Managed Nodes

To deploy instrumentation on the managed nodes, perform the following steps:

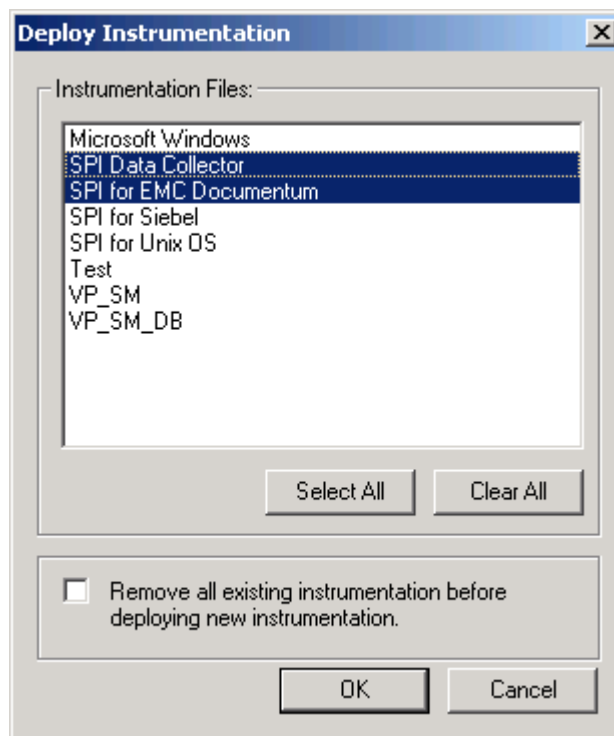
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### NOTE

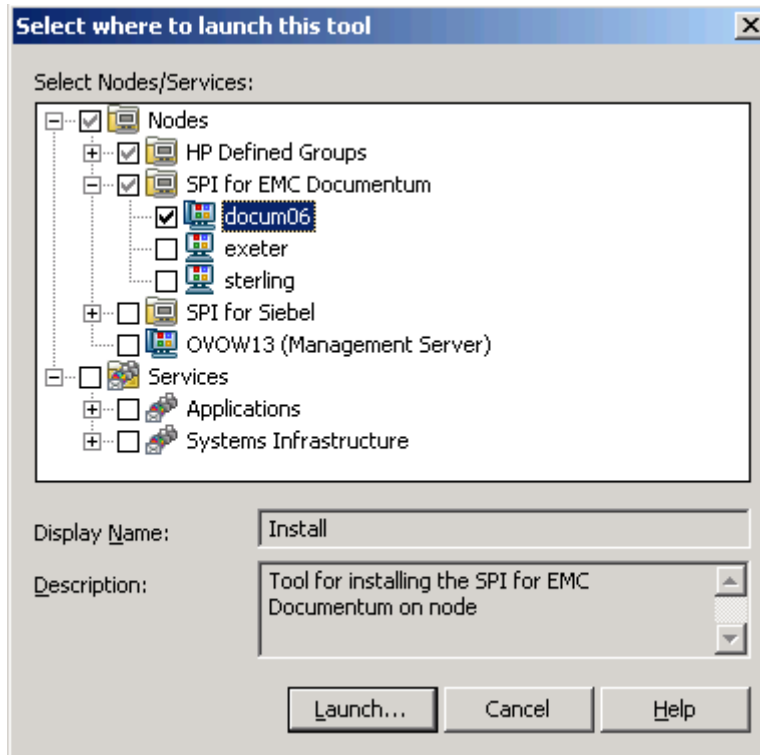
---

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

1. From the HPOM GUI, choose **Nodes**, and then right- click a node or node group.
2. From the menu displayed, choose **All Tasks**, and then **Deploy instrumentation**. The *Deploy Instrumentation* window opens.
3. In the *Deploy Instrumentation* window, select the **SPI for EMC Documentum** and **SPI Data Collector** options and click **OK**. The instrumentation begins to deploy.



- Note that you can view deployment by selecting **Deployment jobs**. Additionally, if you do not receive an error message while the job is deploying, the instrumentation has been deployed successfully.
- Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Install** tool group and run the **DMSPI-Install** tool. The *Select where to launch this tool* window opens.



- Select the node(s) and click **Launch** to install SPI for EMC Documentum on the node(s).

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## 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.

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### IMPORTANT

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**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 50.](#)

---

## Deploy the Licensing Policy on Managed Nodes

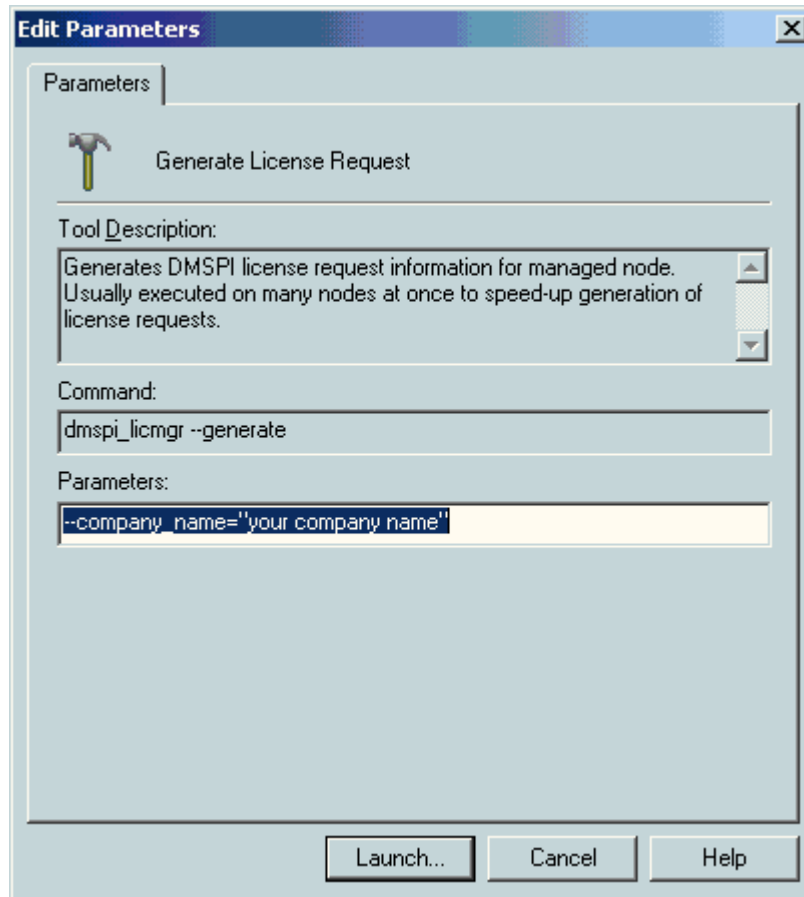
1. Start the HPOM Console and log in as an HPOM Administrator.
2. From the **Policy groups**, expand **SPI for EMC Documentum/DMSPI-Licensing** group, and then deploy the **DMSPI-Licensing** policy on all SPI for EMC Documentum nodes.
3. Deploy instrumentation SPI for EMC Documentum on all Documentum nodes. Note that this step might already be performed as part of the installation.

---

## Generate the License Request File

1. In the Operations Console, go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI- Licensing** tools group.
2. Run the **DMSPI- Clear License Request File** tool to clear the `dmspi_license_requests.dat` license request file on the management server.

3. Run the **DMSPI-Generate License Request** tool on the managed nodes for which you need licenses. In the **Edit Parameters** dialog box, replace the string “Your Company Name” with the name of your company.



4. Click **Launch** to generate the `dmspi_license_requests.dat` license request file. The licence request file will be created in the HPOM Management Server SPI-Share folder (usually `C:\Program Files\HP OpenView\SPI-Share\dmspi\` or `C:\Program Files\HP OpenView\Data\shared\SPI-Share\dmspi\` if you are using HPOM/W 7.50, `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\shared\SPI-Share\dmspi` if you are using HPOM/W 8.0, or `C:\ProgramData\HP\HP BTO Software\shared\SPI-Share\dmspi` if you are using HPOM/W 9.0) on the management server.

---

## 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: `C:\Program Files\HP OpenView\SPI -Share\dmspi \` or `C:\Program Files\HP OpenView\Data\shared\SPI -Share\dmspi \` if you are using HPOM/W 7.50, `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\shared\SPI -Share\dmspi` if you are using HPOM/W 8.0, or `C:\ProgramData\HP\HP BTO Software\shared\SPI -Share\dmspi` if you're using HPOM/W 9.0.
2. In the Operations Console, go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI- Licensing** tools group and run the **DMSPI- Merge License Activation Codes** tool to merge the `dmspi_l i cact_new. dat` file with the SPI license file.
3. Merge the licenses file for 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.

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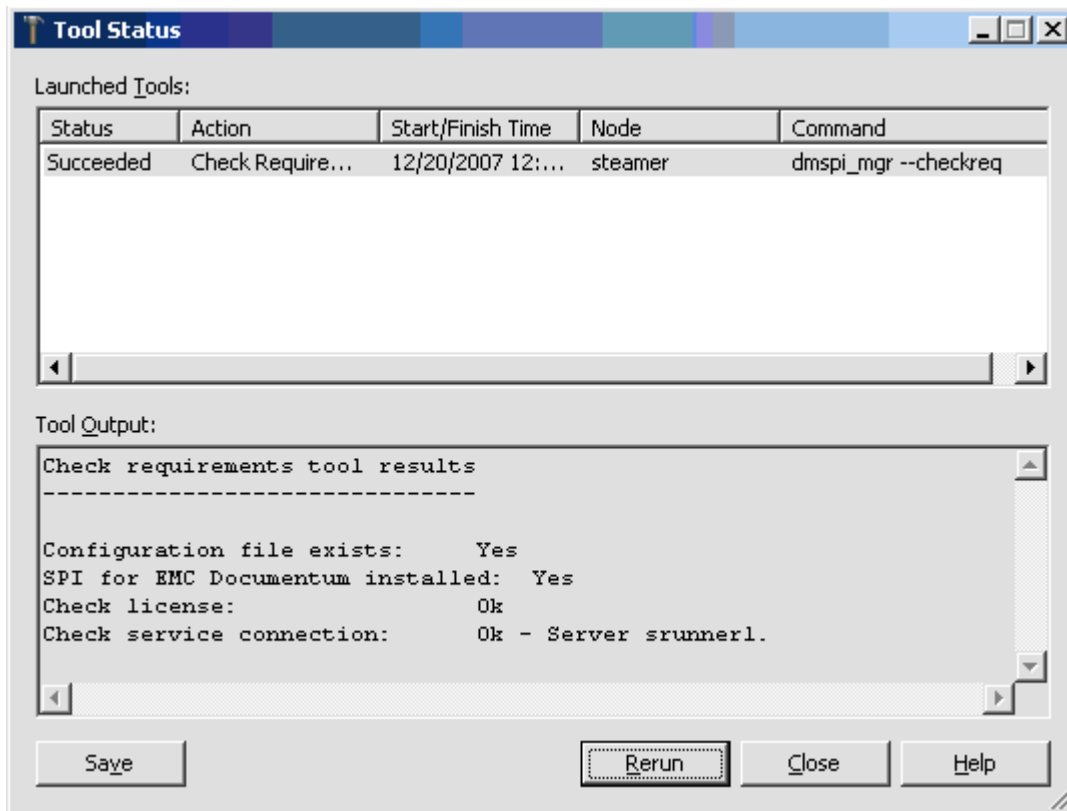
### Check Requirements and Configuration Information

To check SPI for EMC Documentum requirements and configuration and gather troubleshooting information, use the **DMSPI- Check Requirements/Configuration** tool. It is located in the SPI for EMC Documentum Support tools group.

Once you have completed licensing your product and SPI for EMC Documentum is installed and configured, perform the following steps to finalize the setup of SPI for EMC Documentum.

- Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** tools group and run the **DMSPI- Check Requirements/Configuration** tool. This

tool checks each configuration and output a few cases indicating whether the check is OK or not.





---

## Installing Reports

To install SPI for EMC Documentum on a Reporter or ReporterLite (part of HPOM/W) system, perform the following steps:

1. Where HP Reporter or HPOM/W Management server 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 **SPI for EMC Documentum - Reports** 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 (Reporter only). To verify the installation, start HP Reporter on the Reporter system and select **Reports**. SPI for EMC Documentum must be 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 if you will use HP Reporter
  - In the HPOM/W GUI if you will use ReporterLite
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 37](#)  
Detailed steps on how to remove SPI for EMC Documentum from the Managed Nodes.
- [“Uninstalling from the Management Server” on page 38](#)  
Detailed steps on how to remove SPI for EMC Documentum from the Management Server.
- [“Uninstalling from a Reporter/ReporterLite System” on page 41](#)  
Detailed steps on how to remove SPI for EMC Documentum from a system that contains the HP Reporter/Reporter Lite product.

---

## Uninstalling from the Managed Nodes

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

1. Login to your Windows machine where the HPOM for Windows console is installed as the user with administrator permissions.
2. In the **Nodes** folder, select the managed node from which you want to remove SPI for EMC Documentum.
3. Right-click the selected node and from the menu displayed choose **View**, and then **Policy Inventory**.
4. In the details pane, select all SPI for EMC Documentum policies, right-click, and then choose **All tasks -> Remove from node**.
5. Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Uninstall** tools group and run the **DMSPI- Remove** tool. The *Select where to launch this tool* window opens.
6. Select the node and click **Launch** to remove SPI for EMC Documentum from that node.
7. 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 procedures:

1. [“Manually Remove the SPI for EMC Documentum Tools Group” on page 38](#)
2. [“Manually Remove the SPI for EMC Documentum Policy Group” on page 38](#)
3. [“Manually Remove the SPI for EMC Documentum Policies” on page 38](#)
4. [“Manually Remove the SPI for EMC Documentum Service Map” on page 39](#)
5. [“Uninstall SPI for EMC Documentum” on page 39](#)

---

### Manually Remove the SPI for EMC Documentum Tools Group

To remove the SPI for EMC Documentum tools group, perform the following steps:

1. Select the **Tools** folder.
2. From the **Action** menu, choose **Configure**, and then **Tools**. The *Configure Tools* window opens.
3. In the *Configure Tools* window, right-click SPI for EMC Documentum and choose **Delete**.
4. The *Confirm Delete* dialog box opens. Click **Yes**.

---

### Manually Remove the SPI for EMC Documentum Policy Group

To remove the SPI for EMC Documentum policy group, perform the following steps:

1. Select the **Policy management** folder, and then **Policy groups**.
2. Right-click the **SPI for EMC Documentum** policy group and choose **Delete**.
3. The *Confirm policy group delete* window opens. Click **Yes**.

---

### Manually Remove the SPI for EMC Documentum Policies

To permanently delete SPI for EMC Documentum policies, you have to manually remove them from the following folders:

- Policies grouped by type / Logfile Entry

- Policies grouped by type /Measurement Threshold
- Policies grouped by type/Open Message Interface
- Policies grouped by type/Scheduled Task

Select all policies that start with dmspi , right-click the policies, and select **All Tasks->Delete from Server**.

---

## NOTE

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**This menu item will only be available if the policy is not deployed on any managed node.**

---

## Manually Remove the SPI for EMC Documentum Service Map

To remove the SPI for EMC Documentum service map (if one was created), perform the following steps:

1. Select the **Services** folder.
2. From the **Action** menu, choose **Configure**, and then **Services**. The *Configure Services* window opens.
3. In the *Configure Services* window, right-click SPI for EMC Documentum and choose **Delete**.
4. The *OvServiceEditor* dialog box opens. Click **Yes**.

---

## Uninstall SPI for EMC Documentum

After you have removed the items listed, uninstall SPI for EMC Documentum.

1. Open *Control Panel* and double-click **Add/Remove Programs**.
2. Select **SPI for EMC Documentum** and click **Change/Remove** to uninstall SPI for EMC Documentum.
3. Check if SPI -Share and Instrumentation directories exist and remove them manually. They are usually:
  - C:\Program Files\HP\_OpenView\SPI -Share\ and C:\Program Files\HP\_OpenView\Instrumentation\ or C:\Program Files\HP\_OpenView\Data\shared\SPI -Share\ and C:\Program Files\HP\_OpenView\Data\shared\Instrumentation if you are using HPOM/W 7.50
  - C:\Documents and Settings\All Users\Application Data\HP\HP BTO

Software\Data\shared\SPI -Share and C:\Documents and Settings\All  
Users\Application Data\HP\HP BTO  
Software\shared\Instrumentation\Categories\SPI for EMC Documentum if  
you are using HPOM/W 8.0

- C:\ProgramData\HP\HP BTO Software\shared\Instrumentation and  
C:\ProgramData\HP\HP BTO Software\shared\SPI -Share\dmspi if you are  
using HPOM/W 9.0



---

## Uninstalling from a Reporter/ReporterLite System

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

1. Login to your Windows machine where the HP Reporter/ReporterLite 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.



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## 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 repositories that are known to connection brokers that were added in the configuration step on management server.

1. On the management server, run the SPI for EMC Documentum Configuration wizard from the following location to open the *Configuration tool* window:  
`%OvShareDir%\SPI -Share\dmspi \bin\dmspi _conf. exe`
2. Click the **Repository** tab and add all missing repositories.
3. Deploy instrumentation on the managed nodes. See [“Deploying on the Managed Nodes” on page 25](#).

#### Install tool 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,/infpriv. 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 %OvDataDir%\dmspi \bin folder on Windows systems (\$OvAgentDir/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 %OvDataDir%\dmspi\conf\wrapper.conf (\$OvAgentDir/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 most often 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.

---

## **Policies and Tools were not Uploaded to the HPOM Management Server**

SPI for EMC Documentum policies and tools should be automatically uploaded during the installation. If the policies and tools were not uploaded successfully, perform the following steps:

1. Check if the policy files exist in the following folder on the Management server:

- ```
%OvlnstallDir%\install\1033\SPI for EMC Documentum
```
2. Check if the following tool file exists on the Management server:  

```
%OvlnstallDir%\NLS\1033\MofFiles\documentummodel.mof
```
  3. Upload policies with the following command:  

```
%OvlnstallDir%\bin\ovpmutil.exe CFG POL UPL  
%OvlnstallDir%\install\1033\SPI for EMC Documentum\config.mm
```
  4. Upload tools with the following command:  

```
%OvlnstallDir%\bin\ovpmutil.exe CFG TLS UPL  
%OvlnstallDir%\NLS\1033\MofFiles\documentummodel.mof
```

---

## The Configuration Tool Window does not Open

DMSPI configuration tool window will not pop up if you are using a remote terminal (console). You must use the Management server Console.

---

## 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. You may 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 Agent 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 eagl e-n2):

```
[INDEXAGENTS]
indexagents=eagl e-n2_IndexAgent1, eagl e-n2_IndexAgent2
```

```
[INDEXAGENT_eagl e-n2_IndexAgent1]
docbase=eagl e1
port=9081
logfile=/export/home/dmuser/documentum_shared/beam9.2/domains/
DctmDomain/servers/DctmServer_IndexAgent2_eagl e-n2/logs/
IndexAgent1.log
```

```
[INDEXAGENT_eagl e-n2_IndexAgent2]
docbase=eagl e2
port=9083
logfile=/export/home/dmuser/documentum_shared/beam9.2/domains/
DctmDomain/servers/DctmServer_IndexAgent2_eagl e-n2/logs/
IndexAgent2.log
```





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## Appendix A

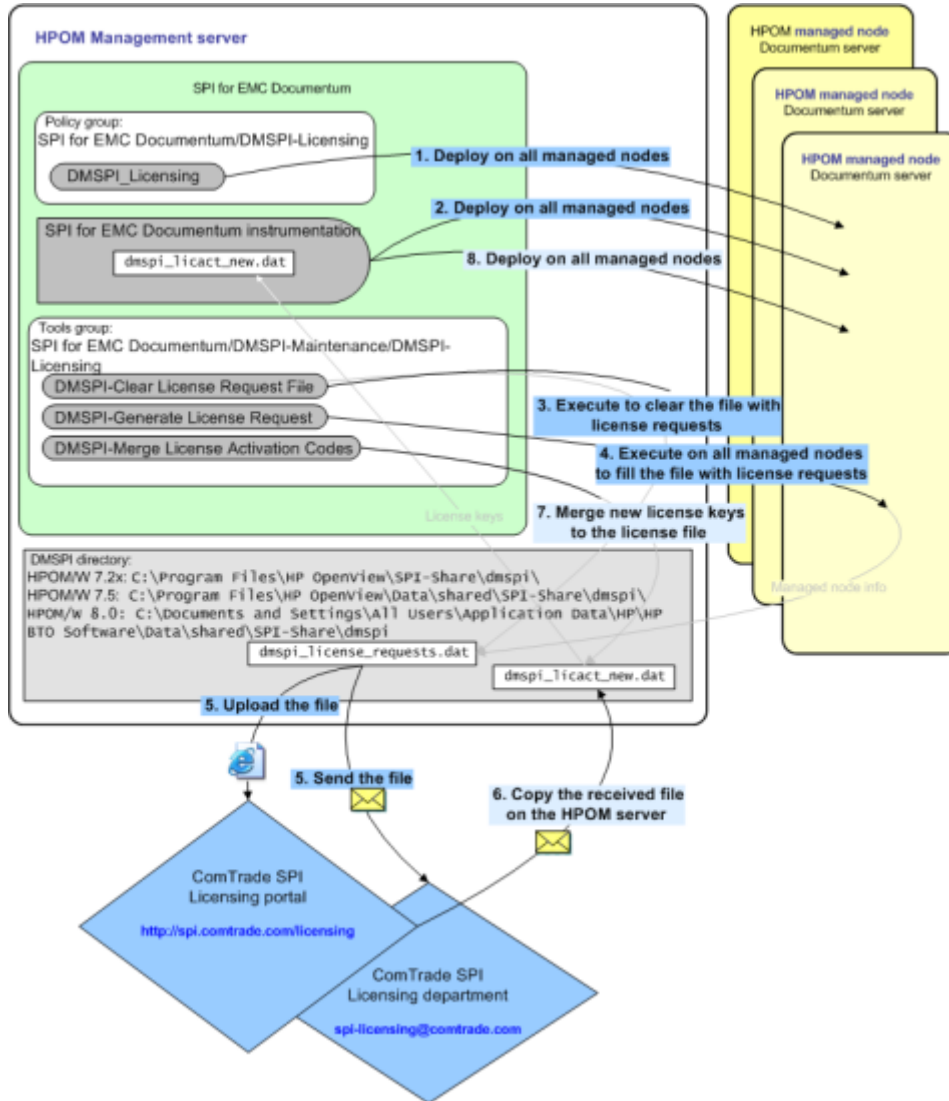
---

### Licensing

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## 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.

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## 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 located on the management server:

Directory:

**HP OM 8.x**

**HP OM 9.0**

%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\AI X  
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\HP-UX  
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\Linux  
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\Solaris  
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Windows

**HP OM 7.x**

%0vShareDir%\Instrumentation\AI X\5L 5.1\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\AI X\5L 5.2\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\AI X\5L 5.3\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\HPUX\B.11.00\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\HPUX\B.11.11\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\HPUX\B.11.23\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\HPUX\B.11.23 PI\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\HPUX\B.11.31 PI\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Linux\Red Hat EL 4.0\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Linux\Red Hat EL 5.0\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Linux\SUSE Server 10\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Solaris\8\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Solaris\9\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Solaris\10\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Windows 2000\5.0\SPI for EMC Documentum  
%0vShareDir%\Instrumentation\Windows Server 2003\5.2\SPI for EMC Documentum

Files:

dmspi.zip  
dmspi\_autod  
DMSPI\_CLIENT\_AVAI LABI LI TY.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\_idxsrvr  
 DMSPI\_IDXSRVR\_DU.spec  
 DMSPI\_IDXSRVR\_PROC.spec  
 dmspi\_indxfail.dql  
 dmspi\_indexze.dql  
 dmspi\_install.cfg  
 dmspi\_job  
 DMSPI\_JOB\_PROCESS.spec  
 DMSPI\_JOBS.spec  
 DMSPI\_JOBS\_EXECUTE.spec  
 DMSPI\_JOBS\_NO\_START.spec  
 DMSPI\_JOBS\_RUNNING.spec  
 dmspi\_licmgr  
 dmspi\_log  
 dmspi\_logfail.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:

%0\install\dir%\newconfig  
 %0\install\dir%\newconfig\OVPM

Files:

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

Directory:

%0\Share\dir%\SPI-Share\dmspi\bin

Files:

dmspi .log  
dmspi \_conf. exe  
dmspi \_del svc. vbs  
dmspi \_documentum. cfg  
dmspi \_l i cmgr. exe  
dmspi \_svctree. mof  
dmspi \_upsvc. cmd  
DMSPI -Check. vbs  
DMSPI -GetMsgNodeI d. vbs

---

## File Tree on the Managed Node

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

Directory:

%OvDataDir%\dmspi \bin (Windows nodes)  
\$OvAgentDir/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  
I nstal l dmspi \_svc-NT. bat (Windows nodes only)  
Uni nstal l dmspi \_svc-NT. bat (Windows nodes only)  
Wrapper(. exe)

Directory:

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

Files:

dmspi . cfg  
dmspi \_di scovery. cfg  
dmspi \_svcrule. xml  
wrapper. conf

Directory:

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

Files:

backport-uti l -concurrent-3. 0. jar  
commons-l oggi ng-1. 1. jar

ehcache-1.4.0-beta2.jar  
 ini4j.jar  
 jpf.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\_jgmt.\* (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\_jgmt.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.dmiindexing-3.1.0.zip  
 com.hsl.dmspi.service.plugin.dmsmon-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)