

# HP OpenView Server Management Using Radia

for the Windows and UNIX operating systems

Software Version: 1.0

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## Application Management Profiles Guide

Manufacturing Part Number: T3424-90082

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# Contents

- 1 Introduction ..... 7
  - Application Management Profiles .....7
    - Terminology .....8
  - Audience .....9
  - Prerequisites .....9
    - Additional Components .....9
  - Chapters Summary .....10
  - Related Documents.....10
- 2 Installing Application Management Profiles ..... 11
  - Installation Media .....12
    - Prerequisites.....12
  - Installation Process .....12
    - Installing the Application Management Profiles Editor .....14
- 3 Packaging Server Applications ..... 19
  - Packaging Server Applications .....20
  - Packaging the Installation Media .....21
  - Application Management Profile Editor .....23
  - Creating a Custom Application Profile .....24
    - Phases .....24
    - Configuration Settings.....25
    - File Templates.....31
    - Adding Commands .....32
      - Pre-Conditions and Post-Conditions .....34
      - Building a String .....34
      - Command Modes .....35

Command Examples.....	36
Header Information .....	65
Publishing a Profile .....	67
<b>4 Preparing Server Applications .....</b>	<b>71</b>
Prepare the Package.....	72
Overriding Values in the CAP (Utility Instances).....	73
Modifying the Path Instance .....	74
Creating the Service .....	74
Naming and Connecting the Utility Instance .....	76
<b>5 Managing and Reporting.....</b>	<b>79</b>
Management .....	80
Installing the Server Management Client.....	80
Reporting.....	82

# 1 Introduction

## Application Management Profiles

The Radia Application Management Profiles includes a set of tools built on top of Application Manager to enable the deployment and management of complex software products that are typically required to be present on servers in a datacenter environment such as Microsoft SQL Server, Oracle, Apache, and Internet Information Server among others. These products often employ their own instrumentation or repositories for deployment and management of their implementation.

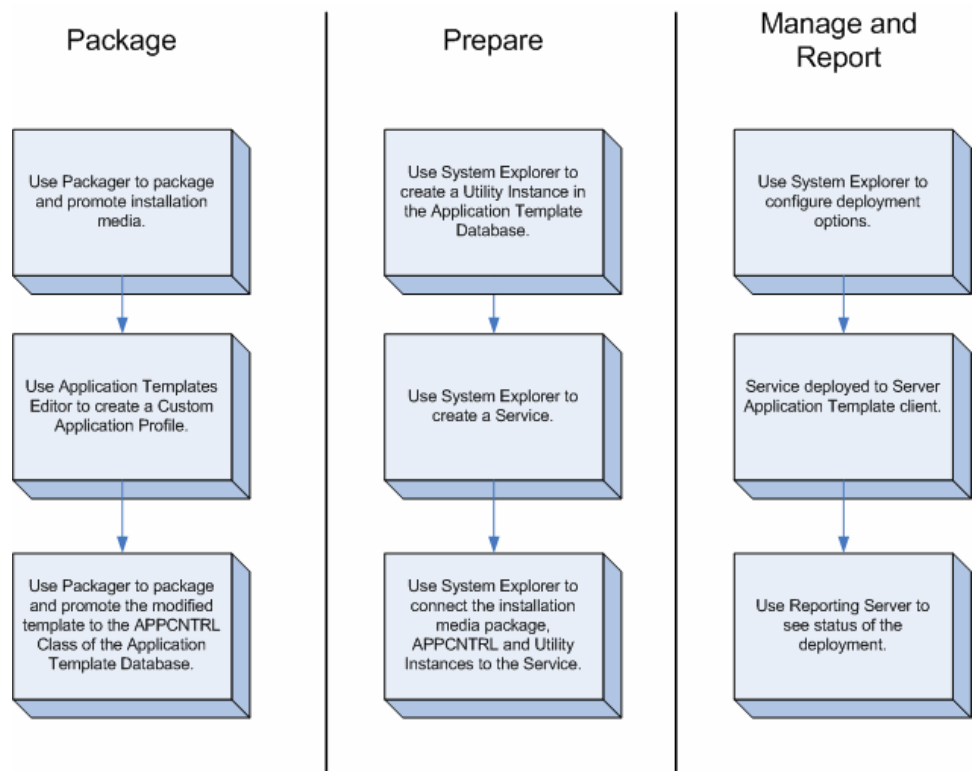
Application Management Profiles provides tools to:

- Analyze and parameterize configuration control data for targeted products
- Specify values in the form of a model to be used at deployment time
- Articulate in the model pre-requisites and constraints that qualify the ability to deploy the products
- Publish the control information and required ancillary tools such as utility programs to the HP OpenView Using Radia infrastructure for deployment
- Deploy and configure the software to targeted devices
- Interact with the target environment before and after installation to enhance management of the deployment
- Report on the success of the deployment

The intent of this book is to provide instruction on how to deploy server applications using these tools. The figure below provides a general workflow.



To use the Application Management Profiles Client Agent, you must own a Server LTU for Application Manager using Radia.



**Figure 1: Workflow.**

## Terminology

The following terms are used in this Guide and are specific to Application Management Profiles:

### Master Application Profile (MAP)

An XML-based specification of a Server application's installation parameters. A parameter in the XML might refer to the installation directory of an application.

### Custom Application Profile (CAP)

A MAP that has been customized to your environment.



## Utility Class

A class in the Configuration Server Database specifically used for a particular server application. For example, the Utility class used for Microsoft SQL Server 2000 is called MSSQL2K.

## Audience

This guide is for administrators of Application Management Profiles. You will learn how to use the tools supplied to deploy server applications.

## Prerequisites

The reader should be familiar with the following products:

HP OpenView Configuration Server Using Radia

HP OpenView Administrator Workstation Using Radia

HP OpenView Application Manager Using Radia

HP OpenView Management Portal Using Radia



To use the Application Management Profiles Client Agent, you must own a Server LTU for Application Manager using Radia.

## Additional Components

In addition to already established Radia products, Application Management Profiles use:

- New Configuration Server Database Domain and classes
- Master application profiles for supported applications
- A set of client methods specific to deploy Server Applications
- The Application Management Profiles Editor to administer the profiles

## Chapters Summary

In addition to this chapter, this book contains the following information

- Installing Application Management Profiles
- Packaging Server Applications
- Preparing Server Applications
- Appendices on the applications supported at the time of publishing

## Related Documents

HP OpenView Configuration Server Using Radia Guide

HP OpenView Administrator Workstations Using Radia Guide

HP OpenView Management Portal Using Radia Guide

HP OpenView Application Manager Using Radia Guide

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## 2 Installing Application Management Profiles

- This chapter includes instructions on how to install the components needed to use Application Management Profiles.

# Installation Media

The Application Management Profiles media contains the following directories

- *Application Management Profiles Editor* contains the installation materials for the Application Management Profiles editor.
- *Management Application Profiles* contains one subdirectory for each provided profile. Each subdirectory includes the profile, a descriptive html document, export decks for the Configuration Server Database, and a command file to import each deck.
- *Radia Configuration Server Database* contains the export deck for the APPMGMT Domain and a command file to import the deck.



To use the Application Management Profiles Client Agent, you must own a Server LTU for Application Manager using Radia.

## Prerequisites

Before installing the components on the Application Management Profiles media, you will need to complete the following tasks:

- Designate a Configuration Server to host your profiles and policy information.
- Install System Explorer and Packager on a computer designated for administration.
- Install Application Manager 4.0.1 on your target servers.
- Install Radia Reporting Server Version 4.1.1 or above.



All components of the HP OpenView Using Radia Infrastructure must be at a minimum version 4.1 unless otherwise noted.

## Installation Process

After meeting the prerequisites, you will need to do the following:

- Modify the Configuration Server Database

- Install the Application Management Profiles Editor

#### To modify the Configuration Server Database

- 1 Copy the files from the Radia Configuration Server Database directory to the Configuration Server's bin directory.
- 2 Use System Explorer to create a new domain called APPMGMT.
- 3 Stop the Configuration Server.
- 4 Import the new classes into the APPMGMT domain by running the following commands from the Radia Configuration Server's bin directory:

`import_appmgmt.cmd` on Windows systems

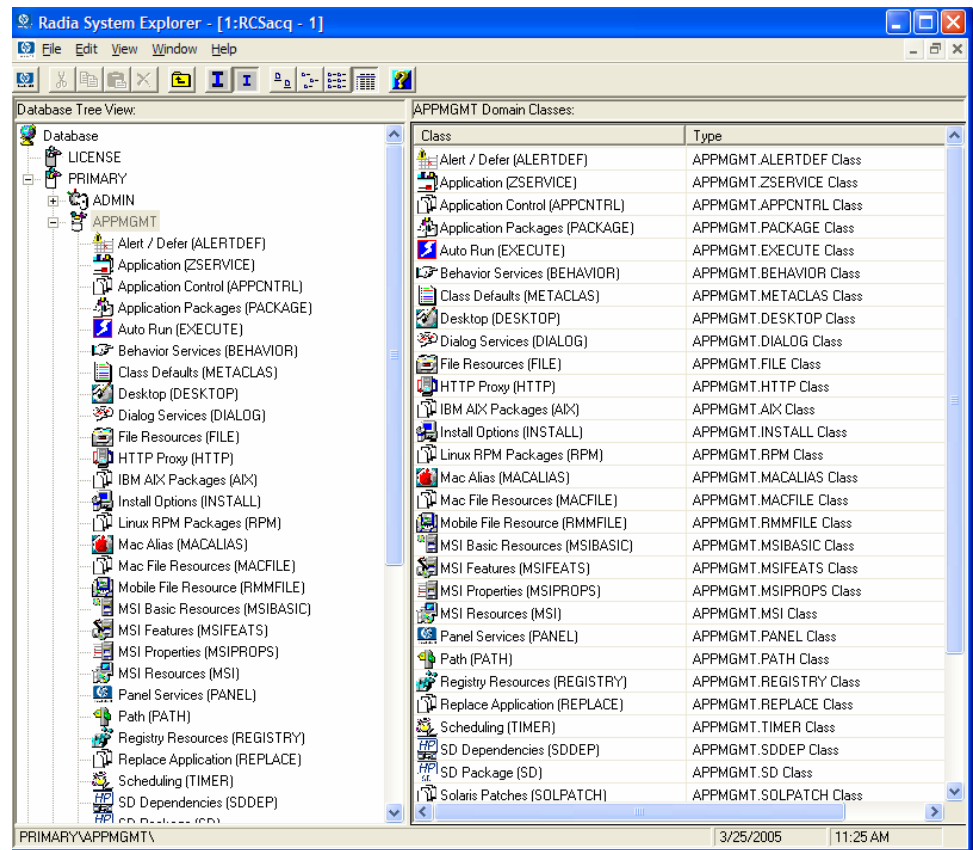
`import_appmgmt.sh` on UNIX systems

Copy the `xpc` and `cmd` or `sh` files from the appropriate subdirectory of the Management Application Profiles directory. You must import any classes for the applications you will be deploying.

Run the appropriate `import.cmd` in `import.sh` file from the Radia Configuration Server's bin directory

Repeat this step for each server application.

- 5 Restart the Configuration Server.
- 6 Use System Explorer to see the new domain's classes.



**Figure 2: View the APPMGMT domain.**

## Installing the Application Management Profiles Editor

The Application Management Profiles Editor allows you to modify the profiles provided. You will probably want to install the Application Management Profiles Editor on the same computer as the System Explorer and Packager.

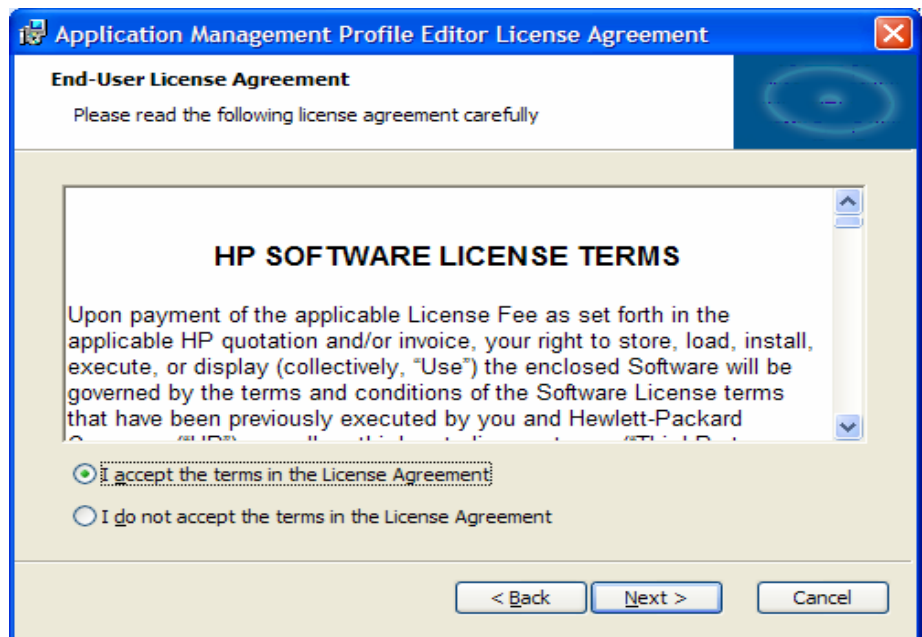
- ▶ At the time of the writing, the Application Management Profiles Editor is only available for Windows operating systems.

To install the Application Management Profiles Editor

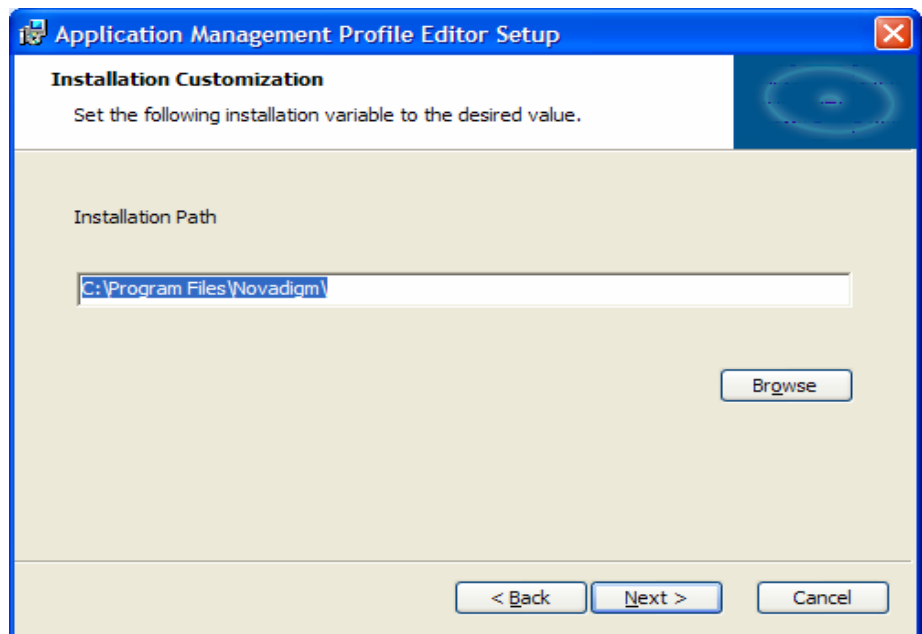
- 1 From the Application Management Profiles Editor subdirectory, on the installation media, double-click **setup.exe**.



- 2 Click **Next**.

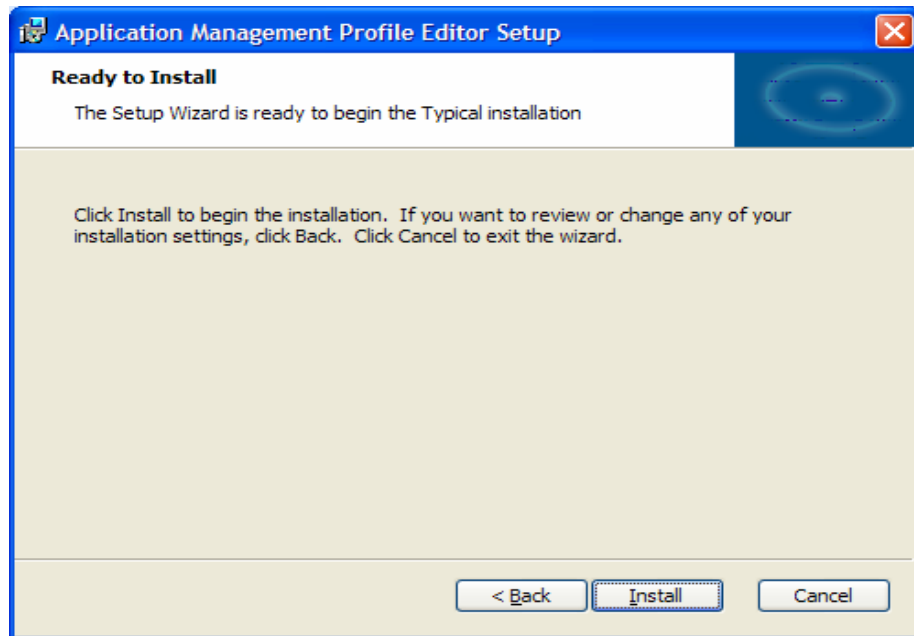


- 7 Click **I accept the terms of the license agreement**.
- 8 Click **Next**.





- 9 Click **Next** to accept the directory path.



- 10 Click **Install**.

- 11 Click **Finish**.

The Application Management Profiles Editor is installed.

To start the Application Management Profiles Editor

- From the Start Menu, select the Radia Administrator Workstation group. Click the icon for Application Management Profiles Editor.



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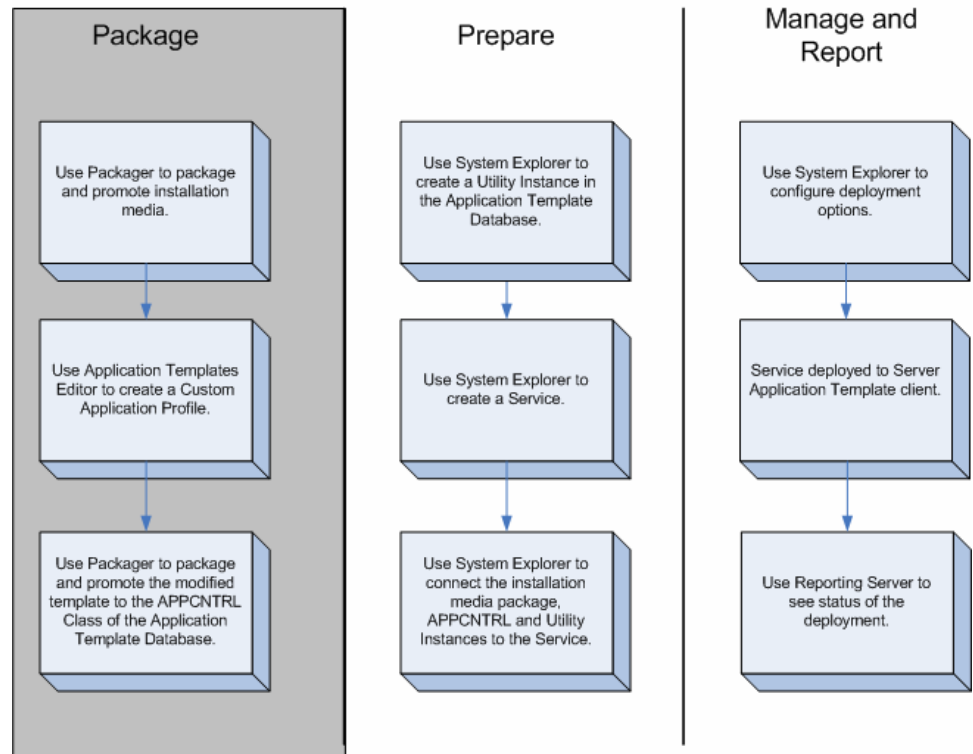
## 3 Packaging Server Applications

This chapter describes how to package the installation media, how to use the Application Management Profile Editor to create your custom application profiles (CAP), and how to publish the CAP to the Configuration Server Database.

# Packaging Server Applications

To package the Server application, you must perform the following tasks:

- 1 Package the installation media.
- 2 Modify the profile to create your Custom Application Profile (CAP).
- 3 Package the CAP.



**Figure 3: Package the Server Application**

# Packaging the Installation Media

You can use the Packager to create an installation point or access the media from a network share. Packager's component selection mode may be the simplest approach to use.

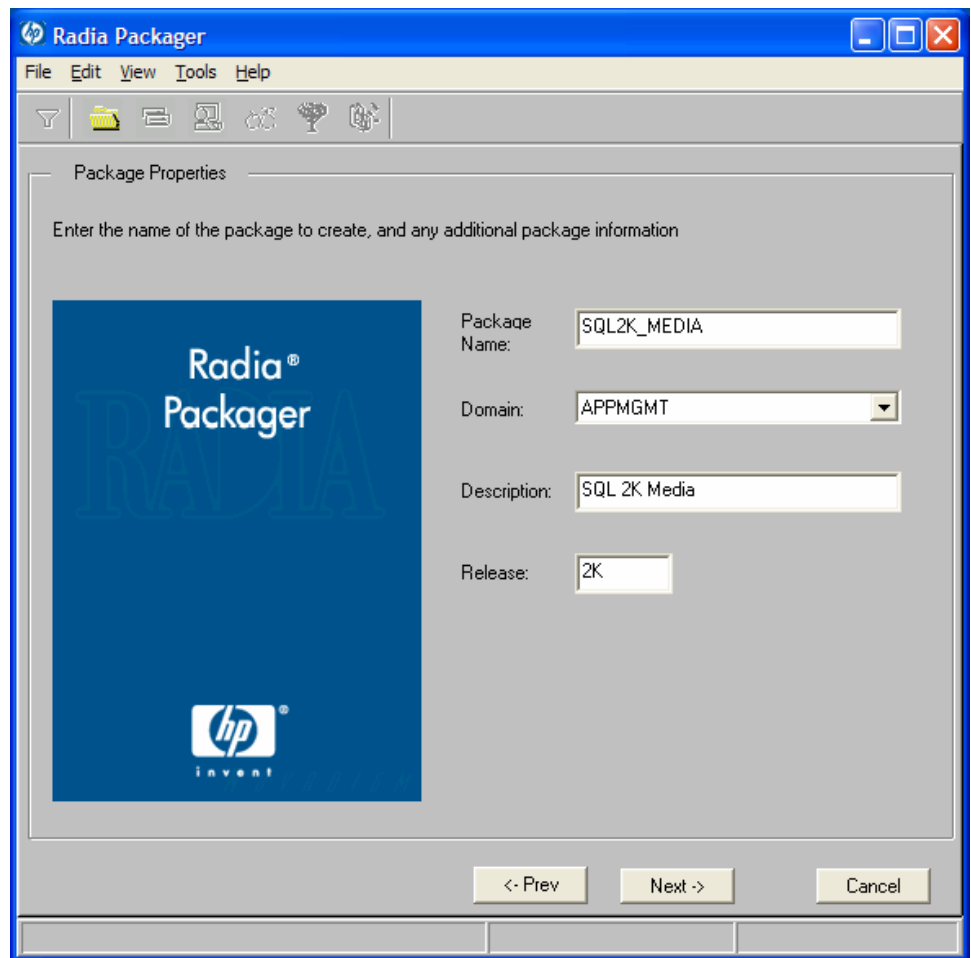
## To Package the Installation Media using Component Selection Mode

Use Packager's component selection mode to promote the server application's installation media. For complete information on Packager, see the *HP OpenView Application Manager using Radia Guide*.



Be sure that your Configuration Server has adequate space for the installation media.

- Copy the installation media to a directory path where the software will be installed from on the client computer. If you do not package from this directory, you will need to change the Path instance in the Configuration Server Database.
- Give the package a meaningful name.
- Promote the package to the APPMGMT Domain, not the SOFTWARE Domain.



**Figure 4: Promote the installation media to the APPMGMT Domain.**

# Application Management Profile Editor

This tool allows you to make an Application Management Profile available to the system for deployment. This interface allows you to:

- Construct or modify a profile for use with a specific software package
- Open a profile for customization from local file system
- Create configuration settings
- Add commands to be run before, during, and after an installation

Master Application Profiles (MAP) will be provided for each supported application. These will serve as examples that you can use to create your own company specific deployments called Customer Application Profiles (CAP).



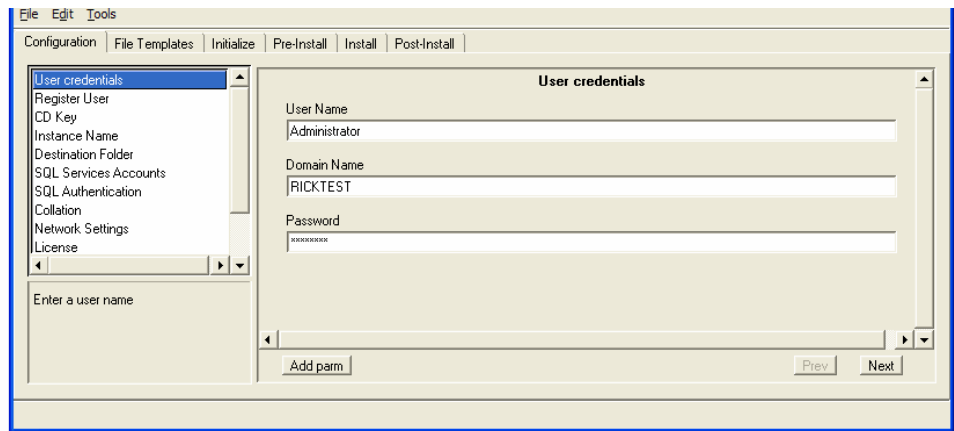
At the time of this writing, the Application Management Profiles Editor is available only on Windows operating systems.

# Creating a Custom Application Profile

Use the Application Profiles Editor to create your own Custom Application Profiles from the examples provided by HP. The Application Profiles Editor should be installed on an administrator computer with access to these files. The Application Profiles Editor is organized into tabs. Tabs may vary from one application to another. All of the files have a Configuration and File Templates tab. Depending on the server application, you may also have an Initialize, Pre-Install, Install, and Post-Install tab.

## Phases

From the File menu of the Application Profiles Editor, open a profile.



**Figure 5: Phases of Microsoft SQL Server Sample file.**

Each profile may or may not have the following tabs included.

- **Configuration**  
Use the configuration tab to edit installation parameters. These values can be referred to in commands that you create.
- **File Templates**  
Shows the files that the profile will modify on the target computer.
- **Initialize**  
During the Initialize phase, the Application Management Profile Client gets information that will be used during the Install Phase.



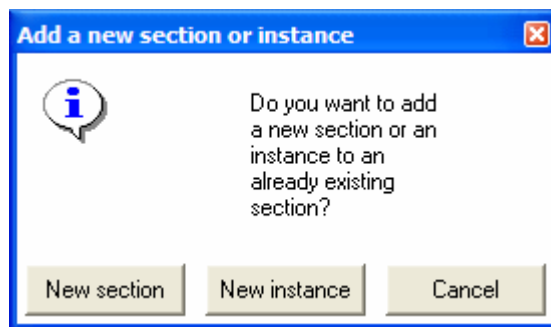
- **Pre-Install**  
Specify any commands that you want to run before the installation such as turning off anti-virus software or checking for disk space.
- **Install**  
Specify the commands to run the installation such as executing the setup file or checking if a computer restart is needed.
- **Post-Install**  
Specify any commands that you want to run after the installation such as turning on anti-virus software or restarting a service.

## Configuration Settings

Create sections of Configuration Settings to construction your Application Management Profiles. For each section, create instances with the necessary parameters. HP provides a set of sample profiles that you may use to see examples of configuration settings.

To add a section to Configuration Settings

- 1 From the **Configuration** tab, click **Add** underneath the sections box.



- 2 Click **New section**.

Section name  
License key

Display title  
License Key

Description (help text)  
Type in the license key.

Minimum number of occurrences  
1

Maximum number of occurrences  
1

Save Discard

- 4 Type a **Section name**, **Display title**, **Description**, and **Minimum and Maximum number of occurrences**. In this example, we are creating a section for the **License Key**.
- 5 Click **Save**.

**License Key**

Type in the license key.

**Add parameter**   **Prev**   **Next**

The new section is created. You will need to add parameters to the section.

[To add a parameter to a section](#)

- 1 From the Section, click **Add parameter**.

**Add a new parameter**

Parameter name  
LicesnseString

Display title  
License String

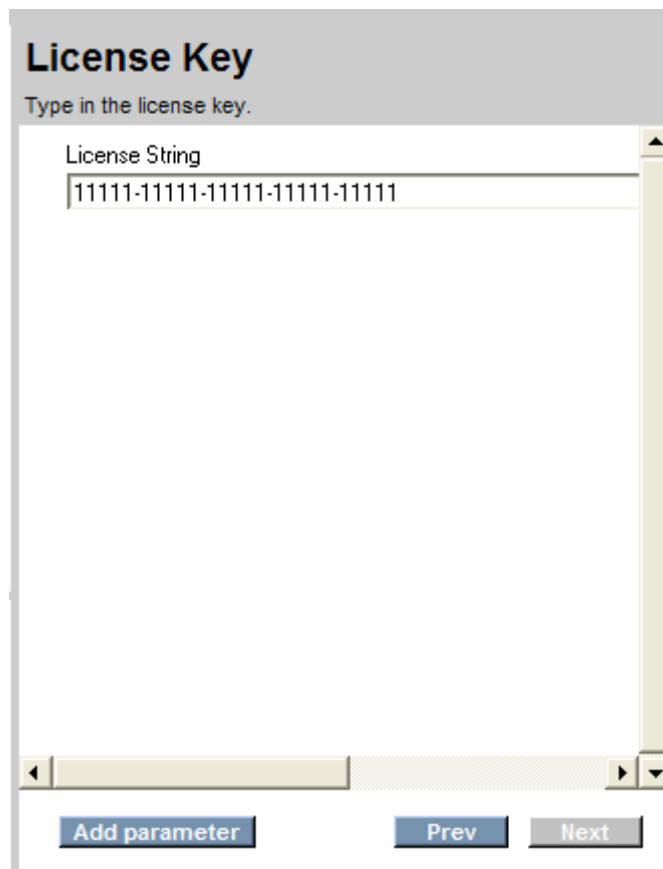
Description (help text)  
Type in the exactl license string.

Default value  
11111-11111-11111-11111-11111

Length  
32

Save Discard

- 2 Type in a **Parameter name**, **Display title**, **Description**, **Default value** (if needed), and **Length**.
- 3 Click **Save**.

A screenshot of a 'License Key' dialog box. The title bar is gray with the text 'License Key'. Below the title bar, there is a subtitle 'Type in the license key.' in a smaller font. The main area is a large text input field with a light gray border. Inside the field, the text 'License String' is at the top left, and below it, the license key '11111-11111-11111-11111-11111' is entered. The input field has a vertical scrollbar on the right and a horizontal scrollbar at the bottom. Below the input field, there are three buttons: 'Add parameter' (blue), 'Prev' (blue), and 'Next' (gray).

The parameter is created. Repeat this procedure for each parameter you need to create in this section. When you have finished, you can add instances of the section.

To add an instance of a section

- 1 From the **Configuration** tab, click **Add** underneath the sections box.
- 2 Click **New Instance**.

Section name  
License key

Display title  
License Key

Description (help text)  
Type in the license key.

Minimum number of occurrences  
1

Maximum number of occurrences  
1

Save Discard

- 3 Select a section to add an instance, and type an Instance name. In this example, we are adding a User credentials instance.
- 4 Click **Done**.
- 5 Click the new instance name under its Section in the **Section** list box.
- 6 Type in the required parameters.
- 7 Click **Next** to complete the creation of the new instance.

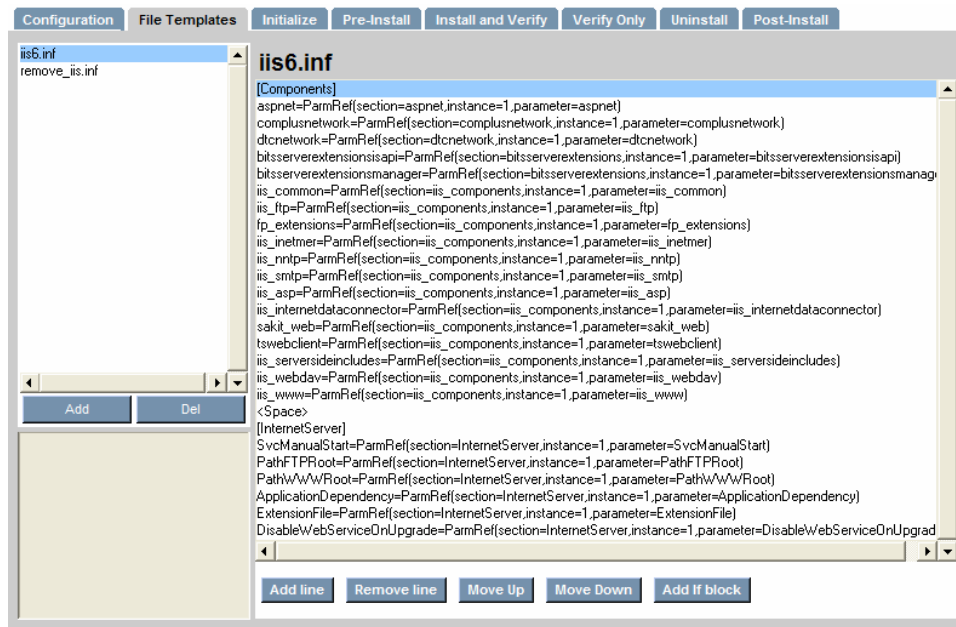
The new instance is created. You are now able to refer to this instance in your Commands.



If there is only one instance of a section, that instance will automatically display when you click on the section name. If there are multiple instances, the instance names will be nested under the Section name.

## File Templates

The Application Management Profiles Editor allows you to add and delete lines in File Templates, as well as add If statements.

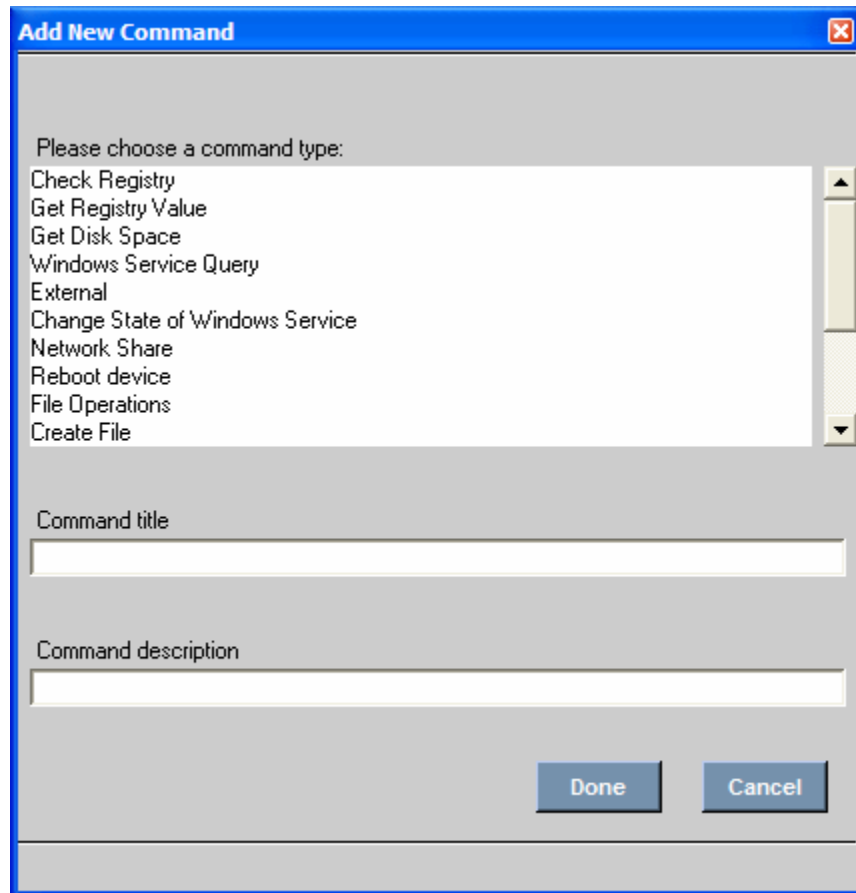


**Figure 6: View the File Templates tab**

- Click **Add line** to add a line to the file template.
- Click **Remove line** to remove a line from the file template.
- Click **Move Up** to move a line up in the file template.
- Click **Move Down** to move a line down in the file template.
- Click **Add If block** to add an If statement. You will need to include a condition, a value if the condition is true, and a value if the condition is false. If the false value is not needed, simply highlight the line with the `<ELSE>` and click **Remove line**. The whole else clause will be removed.

## Adding Commands

Create commands to further control your installation. Add a command by clicking on **Add** in the Initialize, Pre-Install, Install or Post-Install phase.



**Figure 7: Select a command.**

For each command, specify a Command title and a Command description. Each command has its own set of parameters that you will need to specify.

You can choose from the following commands,



**Table 1: Commands and Descriptions**

Command Type	Description
Check Registry	Use this to check for the existence of a given registry entry. Returns a value >0 if found. Returns 0 if no entry is found.
Get Registry Value	Use this to get the registry value for a specify key if there is a value. If not, returns an empty string. To check for the existence of a registry key, leave the value blank.
Get Disk Space	Get the amount of disk space on the target computer. You have the option of finding either total capacity or free disk space.
Windows Service Query	Use this to find if a Windows Service exists or to find if the Service is stopped, started, or disabled.
External	Select this to run an external command. You will be required to include all necessary information to run the external command.
Change State of Windows Service	Use this to change the state of a Windows Service. For example, you may need to stop a Windows Server to install the application, or need to restart a service after installation.
Network Share	Use this to connect or disconnect from a network share. If the installation media is located on your network, you will need to specify a network location and credentials before starting the installation.
Reboot device	Use this to Restart, Power Off, Logoff or Shutdown the target computer.
File Operations	Use this to normalize file names, use the appropriate characters for your operating system (native), or to delete a file.
Create File	Select a file to create during the phase.
Set Parameter	Use this to set a parameter's value for an instance from the Configuration tab.
Set Registry Value	Set a value in the Registry using this

Command Type	Description
	command.
Get an attribute value from a client object	Use this to get the value of an attribute from a Radia Object. You will need to specify the directory location of the object.
Set an attribute in a client object	Use this to set the value of an attribute of a Radia Object. You will need to specify the directory location of the object.
Sleep for seconds and milliseconds specified	Specify a period of time for the process to sleep. Use this to create a pause between command processing to allow for command clean up.
Read File Data	Use this command to read data from a file on the target device and assign the data to the command output. The output can then be used by other commands.

## Pre-Conditions and Post-Conditions

For each command, you can specify a pre-condition and a post-condition. If the pre-condition fails, the command will not run; the command will be skipped, and we will go to the next command in the chain. If the post-condition fails, the installation will stop. Be sure to specify what type of message you want returned or displayed.

## Building a String

Some of the parameters for a command may require building an argument string. To do this, use the String Builder. To start using the string builder, click on the ellipsis at the end of a parameter. Depending on the parameter, the following operands may be available in the String builder.

**Table 2: Available Operands in the String Builder**

Operand	Description
Space	Use to add a space to the string.

<b>Operand</b>	<b>Description</b>
Environment Reference	Use to create an Environment Reference.
Command Output Reference	Use to refer to the output of another command from any phase of the application profile.
Command Return Reference	Use to refer to the return code of another command from any phase of the application profile.
File Content Reference	Use to refer to an entry in the File templates section.
Credential Reference	Use this when you need a set of credentials, such as connecting to a network share.
Number	Use this to type in a numeric value.
Parameter Reference	Use to reference a parameter from the Configuration tab.
Client Object Reference	Use to reference a Client Object.
String	Use this to type in a string of text.
If block	Use this when you will need to branch the expression. You will need to provide a condition, a value if the condition is true, and a value if the condition is false. Note that you can create nested If statements.

## Command Modes

Some commands only need to be executed when the Client is running in a specific mode. The possible modes are create, delete, verify, update, and repair. These modes together form life cycle management of an application

This mode is available for the Application Management Profiles client agent to use. The mode can be used to control when commands and phases are performed. By default, the mode is blank; this means that the command or phase would be executed in all the life cycle management modes of the Client. If a phase or command has a specific mode defined, the mode would be compared with the current life cycle management mode. If the life cycle

management mode matches the command or phase mode, then the command or phase would be executed. Otherwise, the command or phase would be skipped. For example, if the command or phase should be executed only when the Client is doing a create or a verify, then you would select the create and verify modes in the **Modes for this command** section. If the life cycle management mode does not match the phase or command mode, then the phase or command would be skipped.

## Command Examples

The sections below detail some of the commands and how to use the String Builder by example.

### Get Registry Value

In the procedure below, you will check a fetch a registry value to get the installation path for Microsoft Windows.

#### To get a registry value

- 1 In the Add Command dialog box, click **Get Registry Value**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

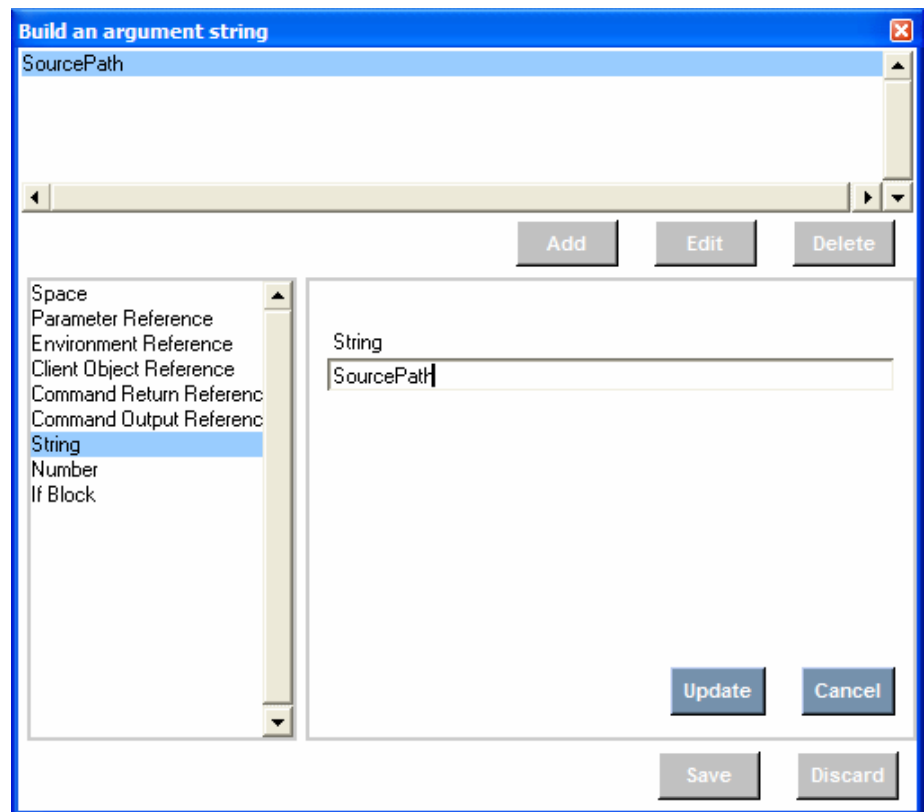
## Get Source Path from Registry

### Get Registry Value

This command is used to fetch a registry value.

Title	<input type="text" value="Get Source Path from Registry"/>
Description	<input type="text" value="Get Source path from registry"/>
Key	<input type="text" value="&lt;Space&gt;"/> <span>...</span>
Value	<input type="text" value="&lt;Space&gt;"/> <span>...</span>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <input type="text" value=""/> <span>...</span>
Error message	<input type="text" value=""/>
Modes for this command	<div>create delete verify repair update</div>

- 4 Click on the ellipsis at the end of the **Key** field to start the String Builder. This is the key you will be getting the information from.
- 5 Click **Edit**.
- 6 From the Operands, click **String**.
- 7 Type the full path to the registry key you are fetching the value from.
- 8 Click **Update**, and then **Save**.
- 9 Click on the ellipsis at the end of the **Value** field to start the String Builder. This is the registry value you will be getting.



- 10 Click **Update**, and then **Save**.
- 11 The results of your new command will be displayed.

## Get Source Path from registry

### Get Registry Value

This command is used to fetch a registry value.

Title	<input type="text" value="Get Source Path from registry"/>
Description	<input type="text"/>
Key	<input type="text" value="HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup"/> ...
Value	<input type="text" value="SourcePath"/> ...
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <input type="text" value="CmdRef(phaseID=1,actionID=210,use=ReturnCode) EQ 0"/> ...
Error message	<input type="text" value="Could not fetch Source Path from registry"/>
Modes for this command	<div>create delete verify repair update</div>

### Get Disk Space

In the procedure below, you will check a drive to see if it has adequate space for installation. The drive will be specified by creating a parameter reference to a directory path. The drive where the directory resides will be checked.

#### To get disk space information

- 1 In the Add Command dialog box, click **Get Disk Space**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

## Check if MediaDir drive has over 300 MB in free space

### Get Disk Space

Get the amount of disk space on the target computer. You have the option of finding either total capacity or free disk space. The amount of free space or disk capacity is in megabytes (MB)

Title  
Check if MediaDir drive has over 300 MB in free space

Description  
Check free space on MediaDir drive

Drive Letter  
<Space> ...

Type  
Free

Pre-condition expression  
☐ Check pre-condition

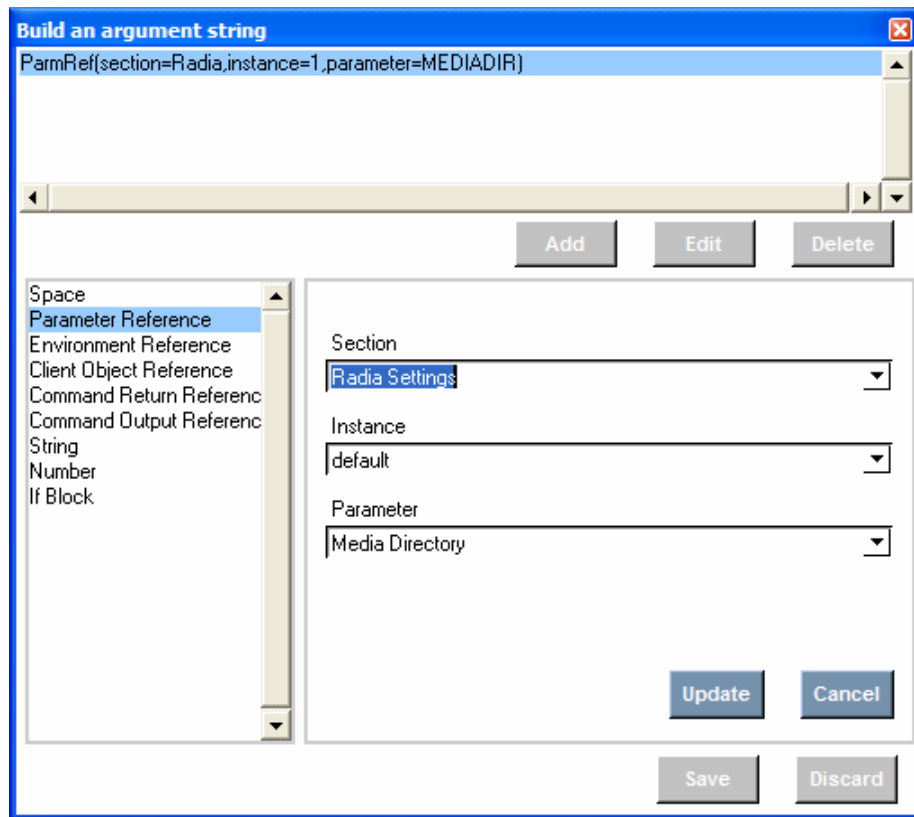
Post-condition expression  
☒ Check post-condition  
...

Error message

Modes for this command  
create  
delete  
verify  
repair  
update

- 4 Click on the ellipsis at the end of the **Drive Letter** field to start the String Builder. This is the drive or path on the drive you will be checking.
- 5 Click **Edit**.
- 6 Click **Parameter Reference**.





- 7 Click **Update**, then click **Save**.
- 8 From the Type drop-down, click **Free**.
- 9 The results of your new command will be displayed.

## Check if MediaDir drive has over 300 MB in free space

### Get Disk Space

Get the amount of disk space on the target computer. You have the option of finding either total capacity or free disk space. The amount of free space or disk capacity is in megabytes (MB)

Title

Check if MediaDir drive has over 300 MB in free space

Description

Check free space on MediaDir drive

Drive Letter

ParmRef(section=Radio,instance=1,parameter=MEDIA DIR)

Type

Free

Pre-condition expression

☐ Check pre-condition

Post-condition expression

☒ Check post-condition

CmdRef(phaseID=2,actionID=250,use=Output) GT 10

Error message

We need atleast 300 MB of free space on the MediaDir drive to install

Modes for this command

create  
delete  
verify  
repair  
update

### External

#### To use an external command

- 1 In the Add Command dialog box, click **External**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

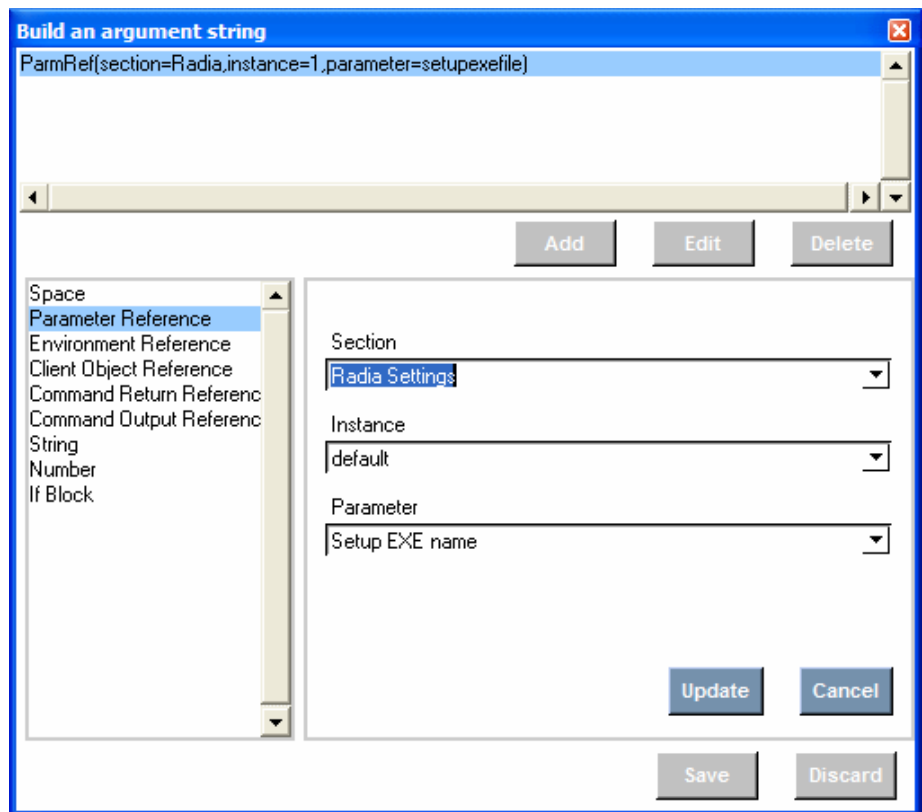
## Install IIS on Windows 2003

### External

Executes an external program or script and hands back the program's or script's return code.

Title	<input type="text" value="Install IIS on Windows 2003"/>
Description	<input type="text" value="This command will install IIS on Windows 2003"/>
Command	<input type="text" value="&lt;Space&gt;"/> ...
Arguments (optional)	<input type="text" value="&lt;Space&gt;"/> ...
<input type="checkbox"/> Wait for command to end	
Working Directory (optional)	<input type="text" value="&lt;Space&gt;"/> ...
Output File (optional)	<input type="text" value="&lt;Space&gt;"/> ...
Run As (optional)	<input type="text" value="&lt;Space&gt;"/> ...
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition

- 4 Click on the ellipsis at the end of the **Command** field to start the String Builder. This is the external command you want to run.
- 5 Click **Edit**.
- 6 From the Operands, click **Parameter Reference**.



- 7 Click **Update**, and then **Save**.
- 8 Click on the ellipsis at the end of the Arguments field to start the String Builder. Set all arguments for the external command here.
- 9 Click **Update**, and then **Save**.
- 10 Check if you want to wait for the command to end.
- 11 If needed, select a Working Directory, Output File, and user credentials.
- 12 Click **Update**, and then **Save** in the String Builder after you have edited all needed fields.
- 13 The results of your new command will be displayed.

## Install IIS on Windows 2003

### External

Executes an external program or script and hands back the program's or script's return code.

Title

Install IIS on Windows 2003

Description

This command will install IIS on Windows 2003

Command

ParmRef(section=Radia,instance=1,parameter=setupexefile)

Arguments (optional)

/i:ParmRef(section=Global,instance=1,parameter=windir)\inf\sysoc.inf /q /! /u:ContentRef(name=iis6.inf,c

☒ Wait for command to end

Working Directory (optional)

Output File (optional)

Run As (optional)

Pre-condition expression

☒ Check pre-condition

ParmRef(section=Radia,instance=1,parameter=ZDS) EQUALS 'WIN2K3

Error message

### Change State of Windows Service

In the procedure below, you will check a drive to start the Apache Service after installation. The Service to start will be specified by creating a parameter reference.




#### To change the state of a Windows Service

- 1 In the Add Command dialog box, click **Change State of Windows Service**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

## Start Apache

### Change State of Windows Service

Use this to change the state of a Windows Service. For example, you may need to stop a Windows Server to install the application, or need to restart a service after installation. Returns 0 if the action was successful, if not returns a non zero value.

Title	<input type="text" value="Start Apache"/>
Description	<input type="text" value="Start Apache"/>
Service Name	<input type="text" value="&lt;Space&gt;"/> 
Action	<input type="text" value="Stop"/>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <input type="text" value=""/> 
Error message	<input type="text"/>
Modes for this command	<input type="text" value="create"/> 

- 4 Click on the ellipsis at the end of the Service name field to start the String Builder. This is the service you will be changing the state of.
- 5 Click **Edit**.
- 6 From the Operands, click **Parameter Reference**.
- 7 From the drop-down, click the section you want to get the parameter from. In this case, we select the Service Name from Product Configuration Options.

Build an argument string

ParmRef[section=Apache,instance=1,parameter=ServiceName]

Add Edit Delete

Space  
Parameter Reference  
Environment Reference  
Client Object Reference  
Command Return Referenc  
Command Output Referenc  
String  
Number  
If Block

Section  
Product Configuration Options

Instance  
default

Parameter  
Service Name

Update Cancel

Save Discard

- 8 Click **Update**, and then click **Save**.
- 9 From the Action drop-down, click **Start**.

## Start Apache

### Change State of Windows Service

Use this to change the state of a Windows Service. For example, you may need to stop a Windows Server to install the application, or need to restart a service after installation. Returns 0 if the action was successful, if not returns a non zero value.

Title	<input type="text" value="Start Apache"/>
Description	<input type="text" value="Start Apache"/>
Service Name	<input type="text" value="ParmRef(section=Apache,instance=1,parameter=ServiceName)"/>
Action	<input type="text" value="Start"/>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input type="checkbox"/> Check post-condition
Modes for this command	<div><div>create</div><div>delete</div><div>verify</div><div>repair</div><div>update</div></div>

### Network Share

In the procedure below, we need to connect to a network share. Credentials must be supplied.

### To specify information for a network share

- 1 In the Add Command dialog box, click **Network Share**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.



## Connect to AIP

### Network Share

Use this to connect or disconnect from a network share. If the installation media is located on your network, you will need to specify a network location and credentials before starting the installation.

Title	<input type="text" value="Connect to AIP"/>
Description	<input type="text" value="User defined command"/>
Share Name	<input type="text" value="&lt;Space&gt;"/> <span>...</span>
Action	<input type="text" value="Connect"/>
Credentials (optional)	<input type="text" value="&lt;Space&gt;"/> <span>...</span>
<div>Pre-condition expression</div> <div><input type="checkbox"/> Check pre-condition</div>	
<div>Post-condition expression</div> <div><input checked="" type="checkbox"/> Check post-condition</div> <div><input type="text" value=""/> <span>...</span></div> <div>Error message</div> <div><input type="text"/></div>	

- 4 Click on the ellipsis at the end of the **Share Name** field to start the String Builder. This is the parameter you will be setting the value for.
- 5 Click **Edit**.
- 6 From the Operands, click **Parameter Reference**.
- 7 From the drop-down, click the section you want to get the share name from.
- 8 Click **Update**, and then **Save**.
- 9 From the Action drop-down, click **Connect** or **Disconnect**. In this case, we want to connect.
- 10 Click on the ellipsis at the end of the **Credentials** field to start the String Builder. These are the set of credentials you will use to connect to the network share.

11 Click **Edit**.

The screenshot shows a dialog box titled "Build an argument string". At the top, a text field contains the string "CredRef(section=Credentials,instance=1)". Below this text field are three buttons: "Add", "Edit", and "Delete". The "Edit" button is highlighted. Below the buttons is a list box on the left containing "Space" and "Credential Reference", with "Credential Reference" selected. To the right of the list box is a text field labeled "Instance" containing the text "Administrator". At the bottom right of the dialog are four buttons: "Update", "Cancel", "Save", and "Discard".

12 Click **Update**, and then **Save**.

13 The results of your new command will be displayed.

## Connect to AIP

### Network Share

Use this to connect or disconnect from a network share. If the installation media is located on your network, you will need to specify a network location and credentials before starting the installation.

Title	<input type="text" value="Connect to AIP"/>
Description	<input type="text" value="User defined command"/>
Share Name	<input type="text" value="ParmRef(section=Global,instance=1,parameter=InstallShare)"/> ...
Action	<input type="text" value="Connect"/>
Credentials (optional)	<input type="text" value="CredRef(section=Credentials,instance=1)"/> ...
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <input type="text" value="CmdRef(phaseID=2,actionID=250,use=ReturnCode) EQ 0"/> ...
Error message	<input type="text" value="Could not connect to AIP"/>

### Reboot device

In this example, we will restart the target computer. Note that this contains a pre-condition to see if a reboot is needed.

#### To reboot a device

- 1 In the Add Command dialog box, click **Reboot device**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

## Check if a reboot is needed

### Reboot device

Use this to Restart, Power Off, Logoff or Shutdown the target computer.

Title	<input type="text" value="Check if a reboot is needed"/>
Description	<input type="text" value="Check if a reboot is needed"/>
Type	<input type="text" value="Restart"/>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <div><div></div><div>...</div></div>
Error message	<input type="text"/>
Modes for this command	<div><div>create delete verify repair update</div><div><div></div><div></div><div></div><div></div><div></div></div></div>

- 4 From the Type drop-down, click the type of reboot you want. Your options are **Restart**, **Power Off**, **Logoff**, and **Shutdown**.
- 5 The results of your new command are displayed.

## Check if a reboot is needed

### Reboot device

Use this to Restart, Power Off, Logoff or Shutdown the target computer.

Title	<input type="text" value="Check if a reboot is needed"/>
Description	<input type="text" value="Check if a reboot is needed"/>
Type	<input type="text" value="Restart"/>
Pre-condition expression	<div><input checked="" type="checkbox"/> Check pre-condition</div> <div><input type="text" value="CmdRef(phaseID=3,actionID=330,use=ReturnCode) EQ 3010"/></div> <div>Error message<div><input type="text" value="Reboot required"/></div></div>
Post-condition expression	<div><input type="checkbox"/> Check post-condition</div>
Modes for this command	<div><div>create delete verify repair update</div></div>

### File Operations

In this example, we want the file name to be put into a native format.




#### To perform a file operation

- 1 In the Add Command dialog box, click **File Operations**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

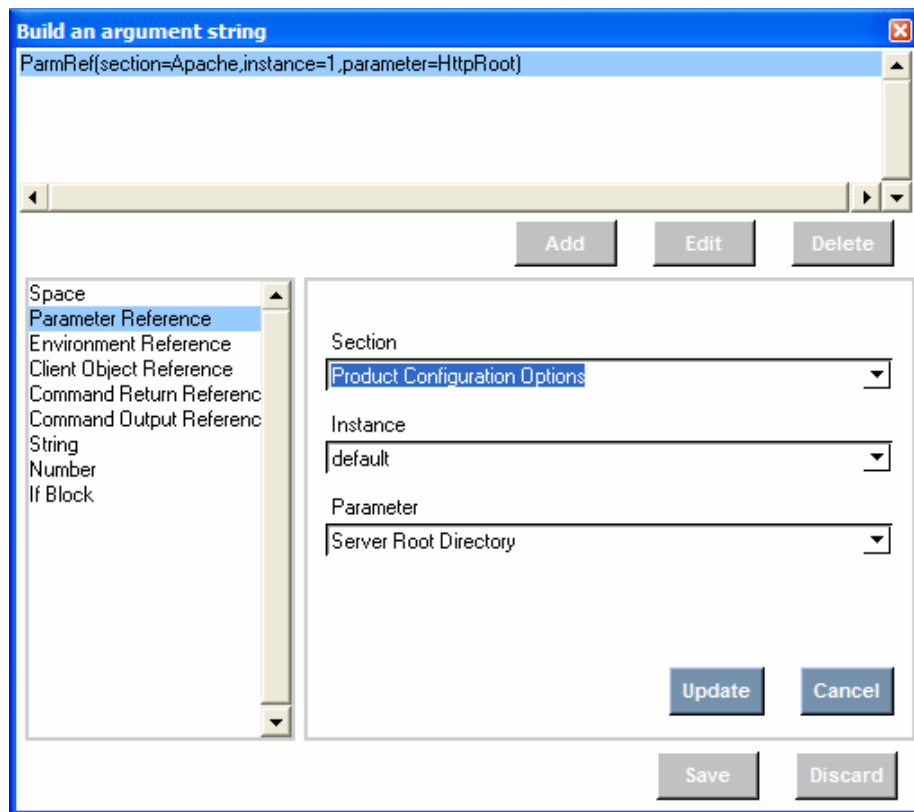
## Translate HTTPRoot

### File Operations

Use this to normalize file names, use the appropriate characters for your operating system (native), to delete a file, to get the version of the file in Windows

Title	<input type="text" value="Translate HTTPRoot"/>
Description	<input type="text"/>
Operation	<input type="text" value="Normalize"/>
File name	<input type="text" value=" &lt;Space&gt;"/> 
Pre-condition expression	
<input type="checkbox"/> Check pre-condition	
Post-condition expression	
<input checked="" type="checkbox"/> Check post-condition	
<input type="text"/>	
	
Error message	<input type="text"/>
Modes for this command	
<input type="text" value="create"/> 	
<input type="text" value="delete"/>	

- 4 From the **Operation** drop-down, select the operation you wish to perform.
- 5 Click on the ellipsis at the end of the File name field to start the String Builder. This is the file name you will be performing the operation on.
- 6 Click **Edit**.
- 7 From the Operands, click **Parameter Reference**.
- 8 From the drop-down, click the section you want to get the parameter from.






- 9 Click **Update**, and then click **Save**.
- 10 The results of your new command will be displayed.

## Translate HTTPRoot

### File Operations

Use this to normalize file names, use the appropriate characters for your operating system (native), to delete a file, to get the version of the file in Windows

Title	<input type="text" value="Translate HTTPRoot"/>
Description	<input type="text"/>
Operation	<input type="text" value="Native"/>
File name	<input type="text" value="ParmRef(section=Apache,instance=1,parameter=HttpRoot)"/> 
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input type="checkbox"/> Check post-condition
Modes for this command	<div><div>create delete verify repair update</div><div> </div></div>

### Create File

In the procedure below, you will create a configuration file. The file information will be retrieved from the File Template.

#### To create a file

- 1 In the Add Command dialog box, click **Create File**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.



## Create CONFIG File

### Create File

Create a file on the target device using the contents from the file template.

Title  
Create CONFIG File

Description

File name  
<Space> ...

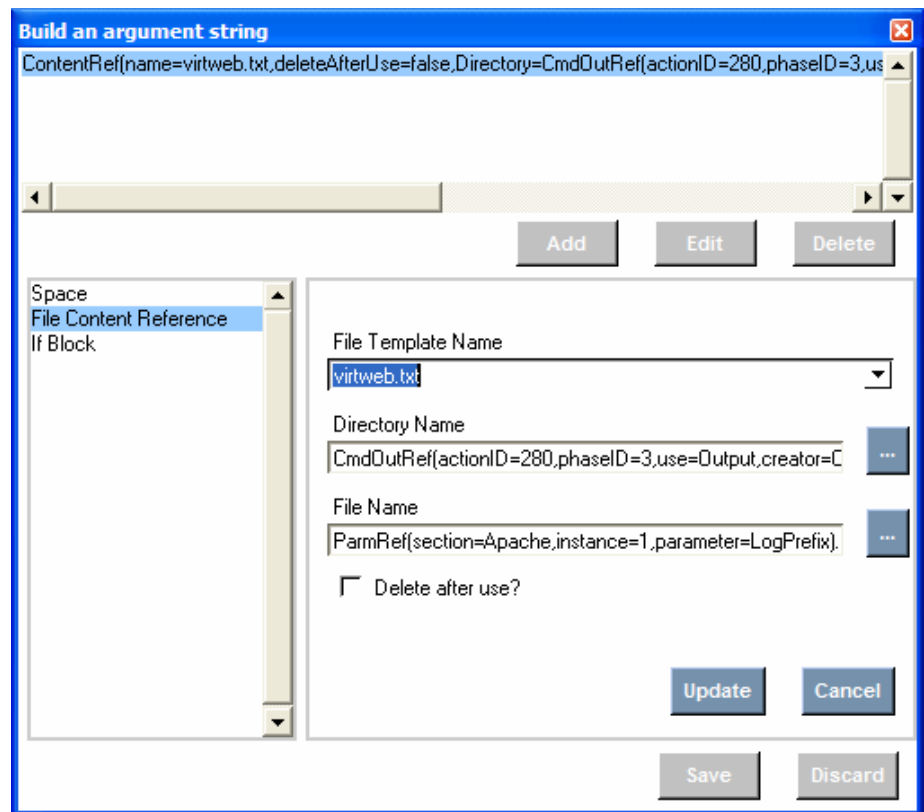
Pre-condition expression  
☐ Check pre-condition

Post-condition expression  
☒ Check post-condition  
...

Error message

Modes for this command  
create  
delete  
verify  
repair  
update

- 4 Click on the ellipsis at the end of the **File name** field to start the String Builder. This is the file you will be creating.
- 5 Click **Edit**.
- 6 From the Operands, click **File Content Reference**. Select the file to create. Type a directory and a File name. Check if you want to delete the file after use.



- 7 Click **Update**, and then **Save**.
- 8 The results of your new command will be displayed.

## Create CONFIG File

### Create File

Create a file on the target device using the contents from the file template.

Title	<input type="text" value="Create CONFIG File"/>
Description	<input type="text"/>
File name	<input type="text" value="ContentRef(name=virtweb.txt,deleteAfterUse=false,Directory=CmdRef(phaseID=3,actionID=280,use=C..."/>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input type="checkbox"/> Check post-condition
Modes for this command	<div><div>create delete verify repair update</div><div><div></div><div></div><div></div><div></div><div></div></div></div>

### Set Parameter

In the procedure below, you will set the Media Directory for installation using the Set Parameter Command. The parameter will be retrieved from a Client Object.

#### To set a parameter from a Client Object

- 1 In the Add Command dialog box, click **Set Parameter**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

## Get MediaDir from Radia

### Set Parameter

Set a parameter value in the ConfigProfile. This lets you override values at runtime from different sources, such as Client Objects, Registry values, and Command Results.

Title  
Get MediaDir from Radia

Description  
Get MediaDir from Radia object

Parameter name  
<Space> ...

Value  
<Space> ...

Pre-condition expression  
☐ Check pre-condition

Post-condition expression  
☒ Check post-condition  
...  
Error message

Modes for this command  
create ...

- 4 Click on the ellipsis at the end of the **Parameter name** field to start the String Builder. This is the parameter you will be setting the value for.
- 5 Click **Edit**.
- 6 From the Operands, click **Parameter Reference**.
- 7 From the drop-down, click the section you want to get the parameter from. In this case we select **Radia Settings**, the default instance, and Media Directory.
- 8 Click **Update**, and then **Save**.
- 9 Click on the ellipsis at the end of the Value field to start the String Builder. This is the value you will be setting the parameter to.
- 10 Click **Edit**.

- 11 Enter the required information.

**Build an argument string**

ObjRef(class=ZDSPM000,instance=,attribute=MEDIA DIR,directory=IDMLIB)

Space  
Parameter Reference  
Environment Reference  
**Client Object Reference**  
Command Return Reference  
Command Output Reference  
String  
Number  
If Block

Class  
ZDSPM000

Instance

Attribute  
MEDIA DIR

IDMLIB

Add Edit Delete

Update Cancel

Save Discard

- 12 Click **Update**, and then **Save**.
- 13 The results of your new command will be displayed.

## Get MediaDir from Radia

### Set Parameter

Set a parameter value in the ConfigProfile. This lets you override values at runtime from different sources, such as Client Objects, Registry values, and Command Results.

Title	<input type="text" value="Get MediaDir from Radia"/>
Description	<input type="text" value="Get MediaDir from Radia object"/>
Parameter name	<input type="text" value="ParmRef(section=Apache,instance=1,parameter=MediaDir)"/> ...
Value	<input type="text" value="ObjRef(class=ZDSPM000,instance=,attribute=MEDIADIR,directory=IDMLIB)"/> ...
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input type="checkbox"/> Check post-condition
Modes for this command	<div><div>create delete verify repair update</div><div></div></div>

### Set Registry Value

#### To set a registry value

- 1 In the Add Command dialog box, click **Set Registry Value**.
- 2 Type a short, descriptive Command Title, and an explanatory Command Description.
- 3 Click **OK**.

## Set Source Path in registry

### Set Registry Value

Returns 0 if the data was set in the registry, else returns the error code

Title  
Set Source Path in registry

Description  
Set Source Path in registry

Key  
<Space> ...

Value  
<Space> ...

Data  
<Space> ...

Type  
String

Pre-condition expression  
☐ Check pre-condition

Post-condition expression  
☒ Check post-condition  
...

Error message

- 4 Click on the ellipsis at the end of the **Key** field to start the String Builder. This is the key you will be getting the information from.
- 5 Click **Edit**.
- 6 From the Operands, click **String**.
- 7 Type the full path to the registry key you are going to set.
- 8 Click **Update**, and then **Save**.
- 9 Click on the ellipsis at the end of the Value field to start the String Builder. This is the registry value you will be setting.
- 10 Click **Edit**.
- 11 From the Operands, click **String**.
- 12 Type the value you are going to set.

- 13 Click **Update**, and then **Save**.
- 14 Click on the ellipsis at the end of the Data field to start the String Builder. This is the data you will set the value to.
- 15 Click **Edit**.
- 16 From the Operands, click **Parameter Reference**. In this case, we are setting the Source Directory to the Media Directory.

**Build an argument string**

ObjRef(class=ZDSPM000,instance=,attribute=MEDIA DIR,directory=DMLIB)

Add Edit Delete

Space  
Parameter Reference  
Environment Reference  
Client Object Reference  
Command Return Reference  
Command Output Reference  
String  
Number  
If Block

Class  
ZDSPM000

Instance

Attribute  
MEDIA DIR

Directory  
DMLIB

Update Cancel

Save Discard

- 17 Click **Update**, and then **Save**.
- 18 From the Type drop-down, select the data type.
- 19 The results of your new command will be displayed.



## Set Source Path in registry

### Set Registry Value

Returns 0 if the data was set in the registry, else returns the error code

Title	<input type="text" value="Set Source Path in registry"/>
Description	<input type="text"/>
Key	<input type="text" value="HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Setup"/> ...
Value	<input type="text" value="SourcePath"/> ...
Data	<input type="text" value="ParmRef(section=Radia,instance=1,parameter=MEDIA DIR)"/> ...
Type	<input type="text" value="String"/>
Pre-condition expression	<input type="checkbox"/> Check pre-condition
Post-condition expression	<input checked="" type="checkbox"/> Check post-condition <input type="text" value="CmdRef(phaseID=1,actionID=230,use=ReturnCode) EQ 0"/> ...

## Header Information

You may want to create header information to track versions, authors, and features of application management profiles.

To create header information

- 1 From the **Edit** menu, click **Edit Header Information**.
- 2 In the dialog box, type in the values you want.

**Edit header information**

DocumentVersion  
1.0

Product  
SQL Server 2000 Application Profile

ProductVersion  
8.0

Author  
HP Mahwah CCSO

Email

TargetOS

Title  
Custom Application Profile for MS SQL Server 2000

Description  
Custom Application Profile for MS SQL Server 2000

Save Discard

3 Click **Save**.

The header information has been added to the application profile's xml file.

## Publishing a Profile

After you have created your CAP, you are now ready to promote it to the Radia Database.



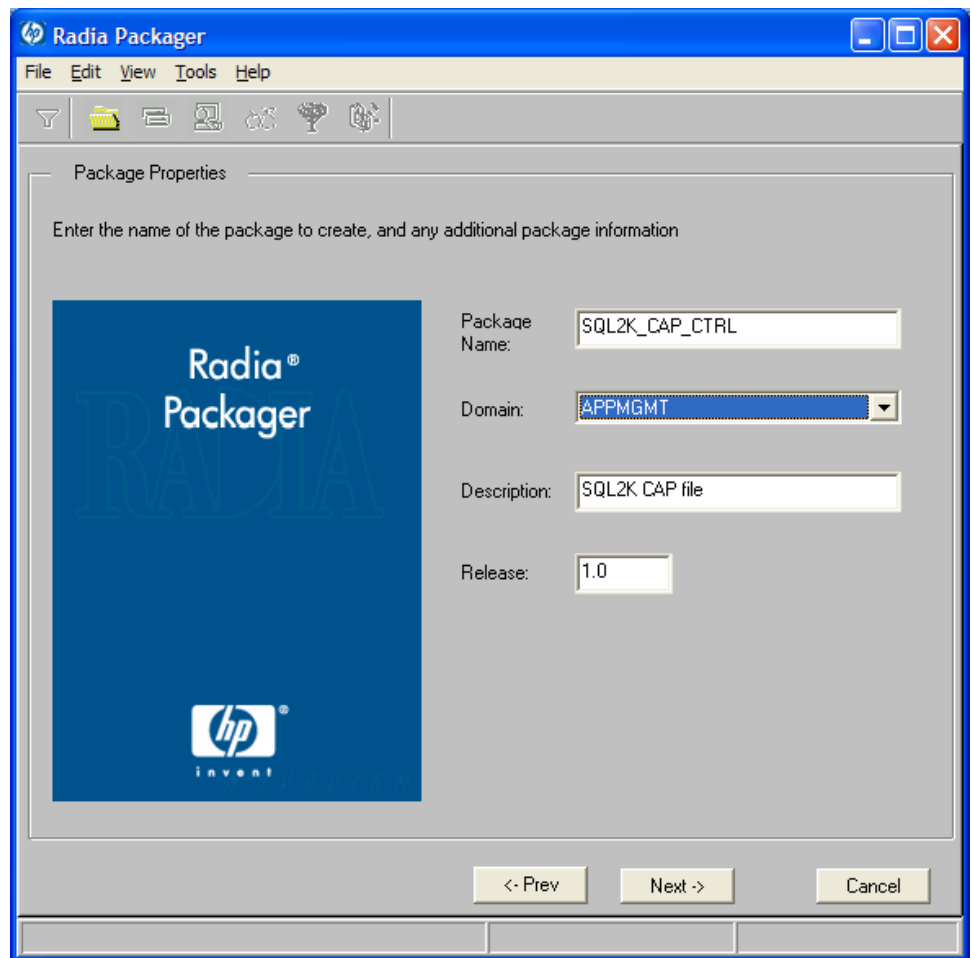
Name the file `control.xml`, to save space on the command line when calling `ZCREATE`. By default the method looks at `control.xml` in the `APPMGMT` folder under the current `IDMLIB`.

### To promote an Application Management Profile

Use the Packager's Component Selection Mode to package the CAP file to the Configuration Server.

During your packaging session, be sure to make the following changes from the default behaviors:

- Change the domain to `APPMGMT`



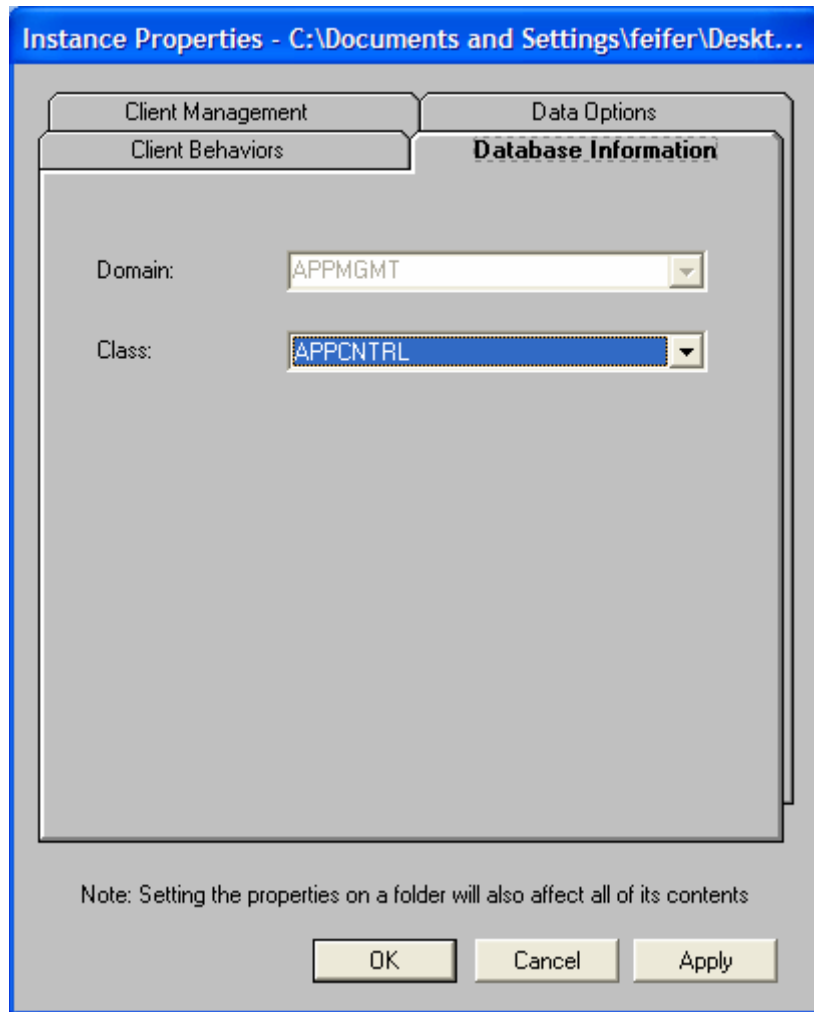
**Figure 8: Package the CAP to the APPMGMT Domain**

- Enter a meaningful package name, such as **SQL2K\_CAP\_CTRL**.
- Select your CAP, `control.xml`, for packaging.



By default, the Application Management Profiles Client Agent, looks for the CAP file in `&(ZMASTER.ZLIBDRV) &(ZMASTER.ZLIBDIR)APPMGMT\control.xml`. Set the file names to `control.xml` to conserve space on the command line.

- Use the **Database Information** tab in the file properties to set the class name to APPCNTRL.



**Figure 9: Set the properties to the APPCNTRL class.**



You can edit the path of this instance using System Explorer.



---

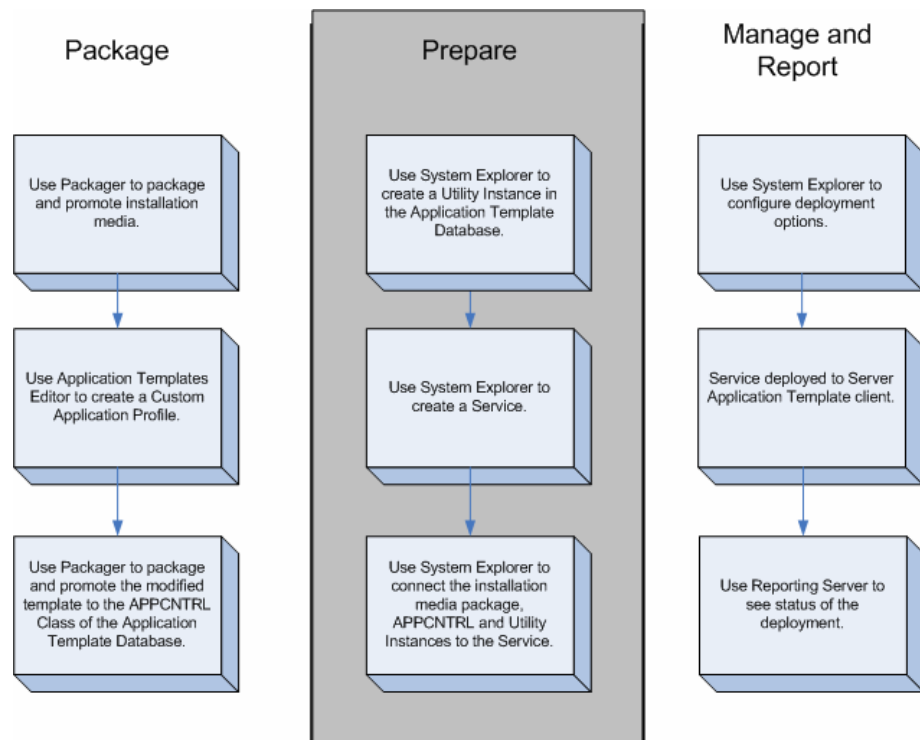
## 4 Preparing Server Applications

After packaging your custom application profile to the Radia Database, you are ready to use the System Explorer to perform further modifications.

## Prepare the Package

After creating and packaging the media and control files, you will need to make some modifications to the instances in the APPMGMT Domain using the System Explorer. To prepare the server application, you will need to perform the following tasks.

- 1 Create a Utility instance for the Server Application
- 2 Create a Service instance in the Configuration Server Database.
- 3 Connect the media package and utility instances to the Service.



**Figure 10: Workflow.**



## Overriding Values in the CAP (Utility Instances)

Utility Classes in the Configuration Server Database are used to create server specific overrides for the CAP. At the time of this writing, the following Utility Classes are available.

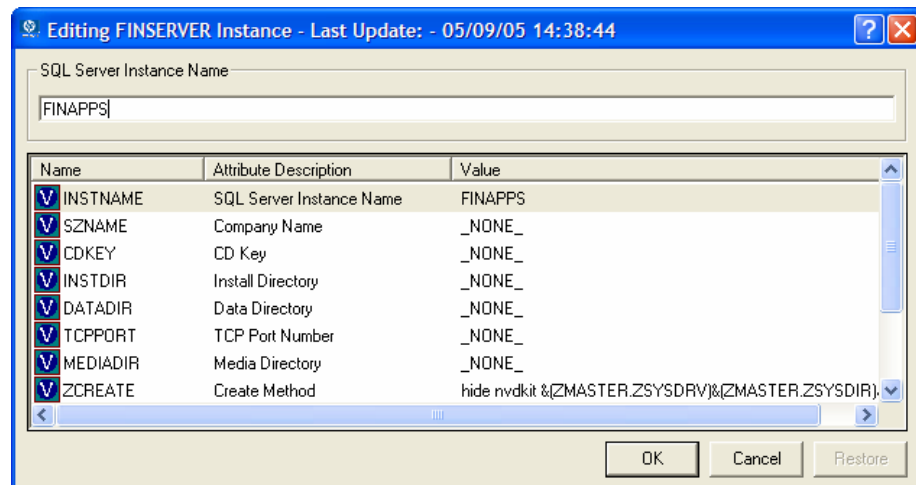
- IIS60 and IIS\_WEB for Microsoft Internet Information Server
- MSSQL2K for Microsoft SQL Server. This is available for Windows only.
- APACHE2 and VIRTWEB for Apache Server Version 2.
- WEBLOGC8 for BEA WebLogic.

Use the Utility instance for a Server Application to override values in the Custom Application Profile. This allows you to use one profile with small variations for each target computer in your enterprise. Use System Explorer to create and modify Utility instances. To do this, navigate to the relevant Utility Class, create an instance, and double-click the appropriate attribute to edit it.

In the example, below we will create a Utility instance to override the SQL Instance name.

To create a Utility instance

- 1 Create a new instance of the APPMGMT.MSSQL2K class.
- 2 Double click the attribute you want to change. In this class, we select INSTNAME.



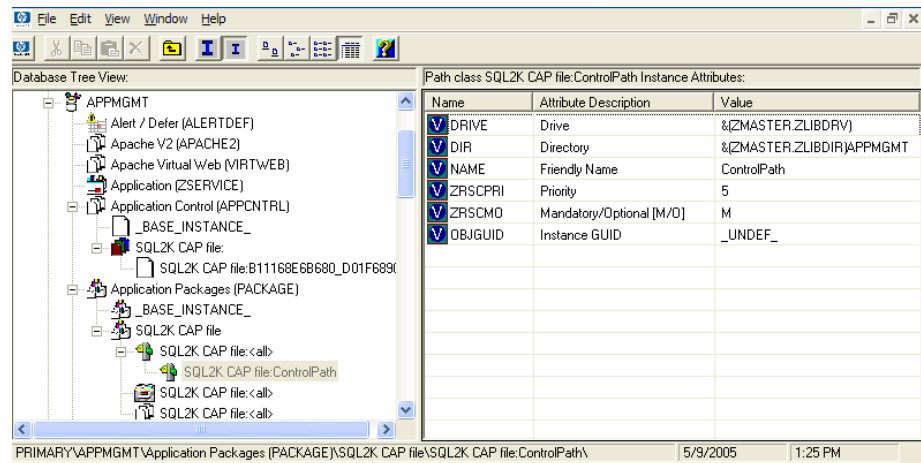
3 Click **OK**, and then **Save** to save the changes.

You will connect this Utility override instance to the ZSERVICE instance for the server application. If a value exists in the Utility Class, the value is used instead of the value in the CAP. Use `_NONE_` to tell the client that this variable has no value in the Configuration Server database and the values from the CAP should be used.

## Modifying the Path Instance

Use System Explorer to change attributes of the PATH instance for the Custom Application Profile (CAP) package you created to have the values shown below. This will ensure that the CAP goes to the APPMGMT folder under the current application on the target computer.

- DRIVE      &(ZMASTER.ZLIBDRV)
- DIR        &(ZMASTER.ZLIBDIR)APPMGMT



## Creating the Service

Once you have packaged the installation media and CAP, and created a Utility instance, you are ready to create the Service (ZSERVICE) instance for the server application.

To create the service

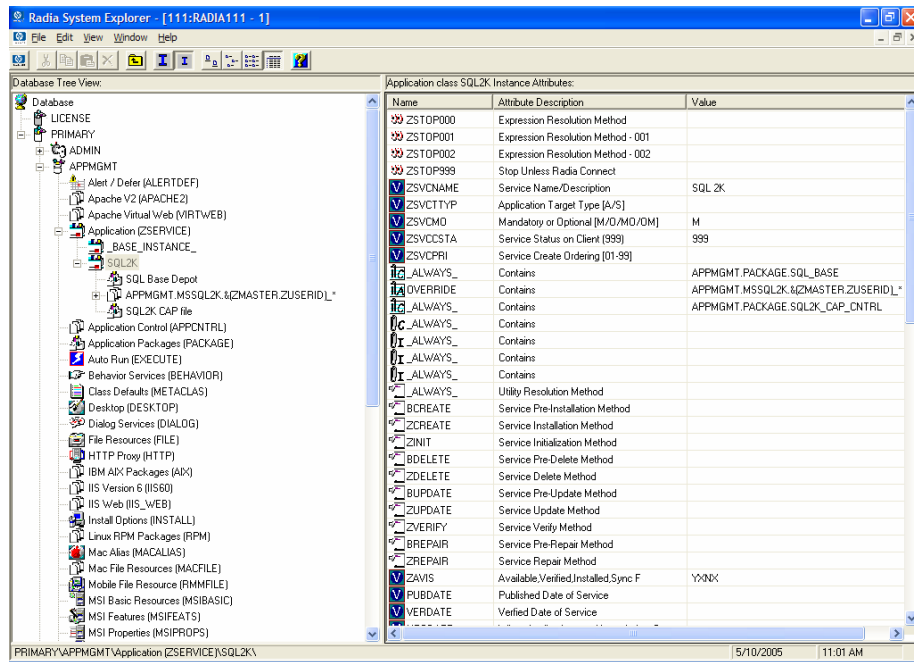
- 1 Use System Explorer to create a new instance of the ZSERVICE class in the APPMGMT domain.

► The APPMGMT domain has many of the same classes as the SOFTWARE domain. Be sure that you are performing all of these edits in the APPMGMT domain.

- 2 Connect the Installation Media package to the ZSERVICE.
- 3 Connect the Utility class instance to the ZSERVICE using the OVERRIDE Class Connection. For more information on connecting the Utility class, see Naming and Connecting the Utility Instance on page 76.

► If you do not have a valid Utility instance, the installation will fail. The client methods for executing the installation of the server applications are part of the Utility instance.

- 4 Connect the CAP Package instance to the ZSERVICE.

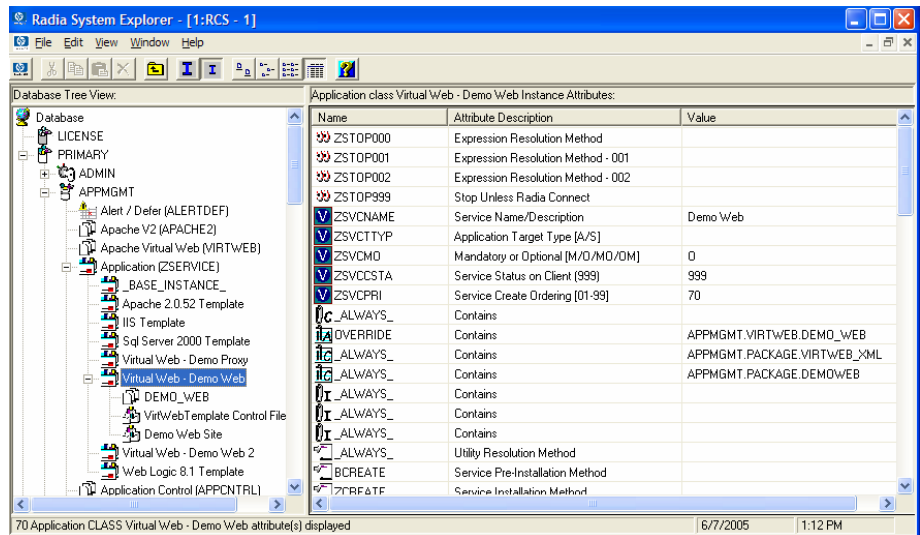


## Naming and Connecting the Utility Instance

There are multiple methods for connecting the Utility instance. Decide on the method that best suits your needs. Then, you will need to use the appropriate naming convention for the Utility instance. The most common methods are described below.

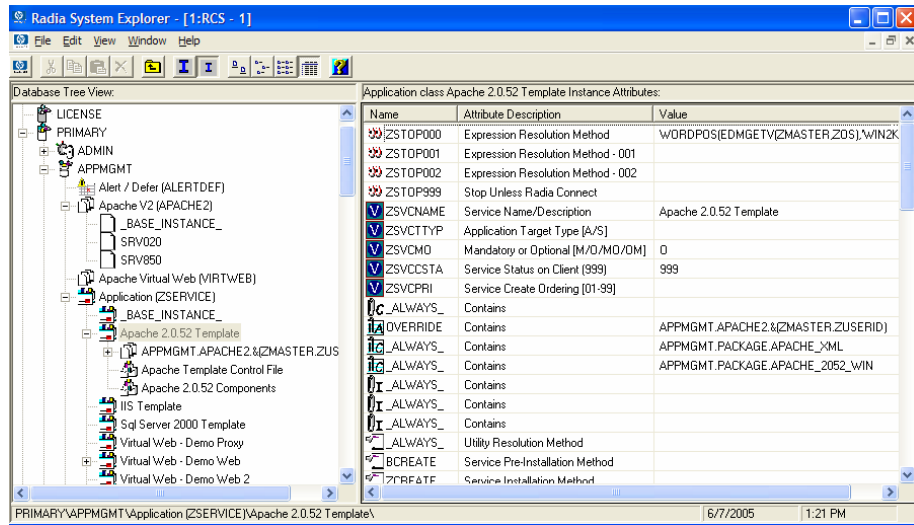
► If you do not have a valid Utility instance, the installation will fail. The client methods for executing the installation of the server applications are part of the Utility instance.

- Multiple computers with identical configurations
  - Use a descriptive name for the Utility instance. For example, create a DEMOWEB instance in the VIRTWEB class.
  - ZSERVICE.OVERRIDE Value: APPMGMT.VIRTWEB.DEMO\_WEB

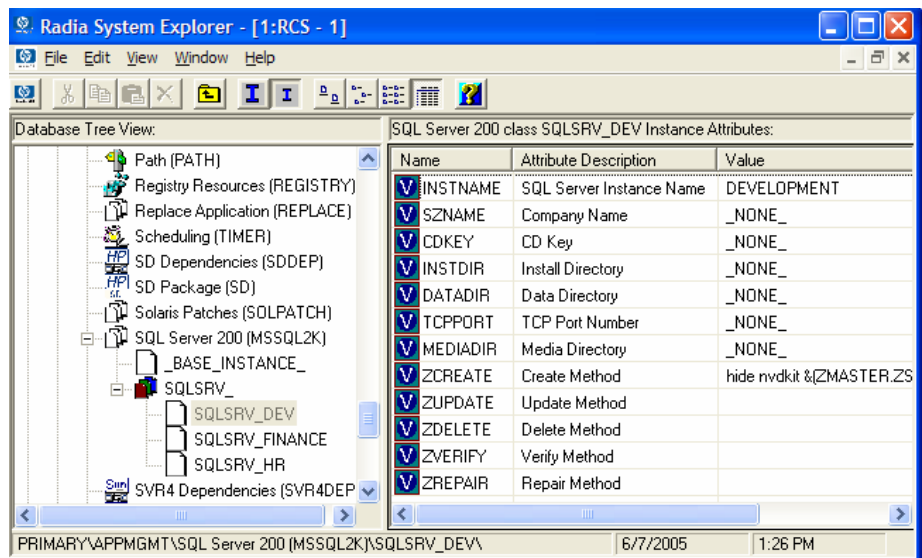


- Each computer with one configuration
  - Create one instance for each target computer in the Utility Class. For example, create two instances in the APPMGMT.APACHE2 class. One named SRV020, and the other named SRV850. When the service is deployed, SRV020 will use APACHE2.SRV020. SRV850 will use APACHE2.SRV850. The computer name is taken from the ZUSERID attribute of the ZMASTER client object.

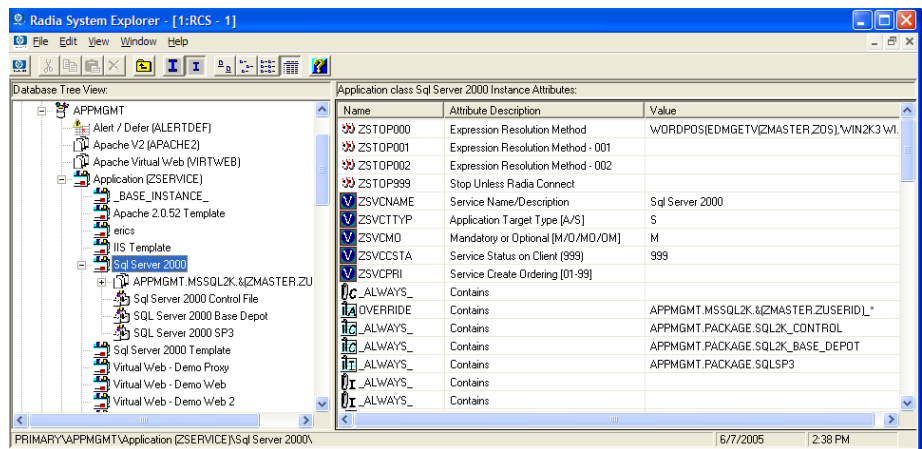
- ZSERVICE.OVERRIDE Value:  
APPMGMT.APACHE2.&(ZMASTER.ZUSERID)



- One computer with multiple instances of the same application
  - Use this naming method when an application supports multiple instances, such as Microsoft SQLServer or Oracle. These server applications allow for multiple instances of the application on one computer.
  - Name the Utility instance using the name of the computer followed by a descriptive suffix. For example, create three instances in the APPMGMT.MSSQL2K class, SQLSRV\_FINANCE, SQLSRV\_HR, SQLSRV\_DEV. In each of these instances, set the MSSQL2K.INSTNAME to a different value, such as FINANCE, HR, and DEV. Leave the other attributes at the \_NONE\_ value so the Application Management Profile's values will be used. When the service is deployed to SQLSRV, Microsoft SQL Server will be deployed with 3 named instances.



— ZSERVICE.OVERRIDE Value:  
APPMGMT.MSSQL2K.&(ZMASTER.ZUSERID)\_\*



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## 5 Managing and Reporting

This chapter describes management and reporting methods.

# Management

The Application Management Profiles Client Agent is part of the Server Management Client. It must be installed on any target computer that you want to deploy server applications to. Install it using the Management Portal or using the installation from the CD-ROM. For detailed installation instructions, refer to the *Management Portal Guide* or the *Application Manager Guide*. For minimum system requirements, refer to the *Application Manager Guide* for the appropriate operating system.



To use the Application Management Profiles Client Agent, you must own a Server LTU for Application Manager using Radia.

## Installing the Server Management Client

The directions shown below are for installation through the Management Portal version 2.0. These screens and instructions may change in future versions. See the Management Portal Guide for additional information.

To install the [Server Management Client from the Management Portal](#)

- 1 Select the option to install the “Remotely Installable Client Modules” when you install the Management Portal. You must use the client install 4.0.1 or above CD-ROM. If not, you will need to copy the files to the appropriate operating system directory.
- 2 Use the Management Portal's Install Client task to begin the installation process.
- 3 In the Product section of the Management Portal's Client-opts screen, select Server Management.

Product	
Application Manager:	<input type="checkbox"/>
Software Manager:	<input type="checkbox"/>
Inventory Manager:	<input type="checkbox"/>
OS Manager:	<input type="checkbox"/>
Patch Manager:	<input type="checkbox"/>
Server Management:	<input checked="" type="checkbox"/>

- 4 Complete the remaining information in the Client-Opts screen.



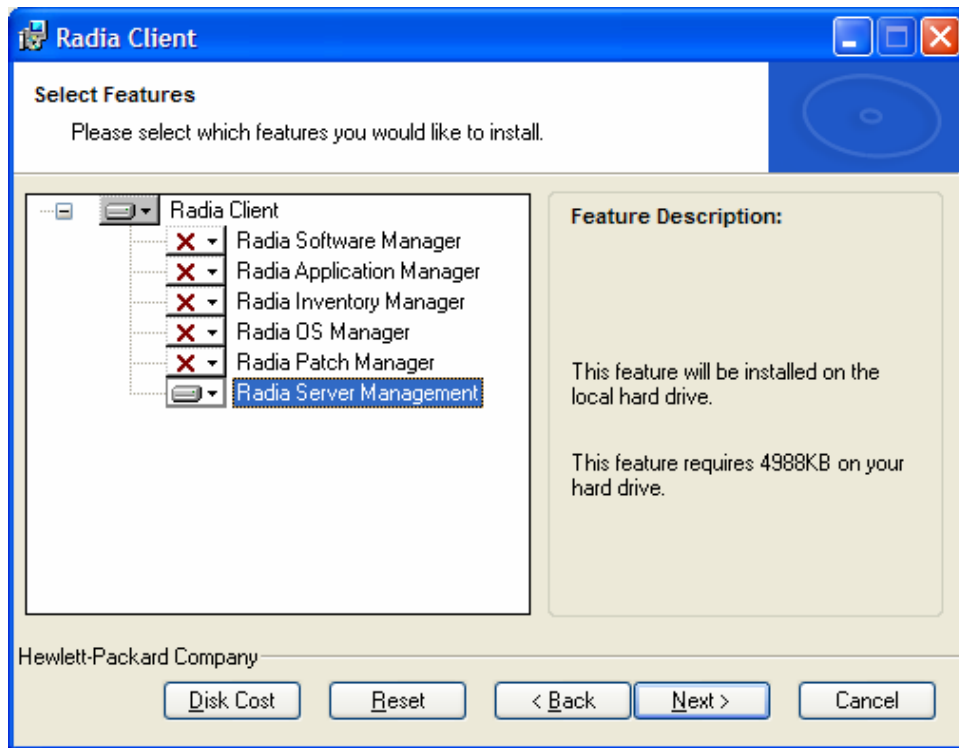
5 Schedule the installation and submit the job.



If the Radia Management Agent is not already installed on the client computer, the Agent will be installed as part of the Server Management Client installation.

To install from the CD-ROM for Windows Clients

Navigate to the appropriate subdirectory for your operating system on the Radia v41 applications CD-ROM. Double-click setup.exe. When prompted, select the **Radia Server Management** feature.



To use the install.ini file for Windows Clients

In the [PROPERTIES] section of the install.ini file, add the following line:  
ADDLOCAL=NVDINSTALLSVR

After installing the client, you will need to assign the appropriate services to the client computers.

Use standard Application Manager and Software Manager Deployment methods for your server applications.

## Reporting

Application Management Profiles uses the Reporting Server for deployment status. Reporting Server version 4.1.1is the minimum version required. To view the reports, use an internet browser to go to your Reporting Server's address. Then, click on Server Management Reports to view the list of Application Management Reports. Two reports are provided, Job Status by Device and Job Status by Service.



**Figure 11: Application Management Profile Reports.**

- Job Status by Device

Use this report to see the status of jobs by device name. The report includes information on status, reboots, and time of the last job's start and end time.

Job Status by Device								
15 items 1 - 2 of 2 items								
Device	Status	Successful	Warning	Reboot Pending	Failed	Total Jobs	Last Job Started	Last Job Ended
SRVR1	✓	4	0	0	0	4	2005-05-30 13:42:52	2005-05-30 13:42:59
SRVR43	✓	1	0	0	0	1	2005-05-30 11:32:47	2005-05-30 11:32:51

- Click **Successful** to view the successful jobs for the device.
- Click **Warning** to see warnings associated with this device
- Click **Reboot Pending** to see the jobs that require a reboot for completion.
- Click **Failed** to see the list of failed jobs for this device.
- Click **Total Jobs** to see the list of all jobs for this device. From within this report, you can drill down further to see detailed information for each job including installation parameters used.

- Job Status by Service

Use this report to see the status of jobs by Service name. The report includes service description, information on status, reboots, and time of the last job's start and end time.

Job Status by Service										
				15 items				1 - 3 of 3 items		
Service	Description	Status	Devices	Successful	Warning	Reboot Pending	Failed	Total Jobs	Last Job Started	Last Job Ended
APACHE2_WIN	Apache 2.0.52 Profile	✓	2	3	0	0	0	3	2005-05-30 13:42:52	2005-05-30 13:42:59
VIRTWEB_DEMOWEB	Demo Web	✓	1	1	0	0	0	1	2005-05-29 16:51:12	2005-05-29 16:51:22
VIRTWEB_DEMOWEB2	Demo Web 2	✓	1	1	0	0	0	1	2005-05-29 16:50:53	2005-05-29 16:51:03

- Click **Devices** to see the list of devices that received this service.
- Click **Successful** to view the successful jobs for the service.
- Click **Warning** to see warnings associated with this service.
- Click **Reboot Pending** to see the services that require a reboot for completion.
- Click **Failed** to see the list of failed jobs for this service.
- Click **Total Jobs** to see the list of all jobs for this service. From within this report, you can drill down further to see detailed information for each job.

