

# **OpenView Business Process Insight**

## **Installation Guide**

**Software Version: 02.00**



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# Overview

OpenView Business Process Insight (OVBPI) is an HP solution that enables business managers to understand the business impact of system failures, and degraded service performance, on their operations and on their customers.

For an overview of OVBPI refer to the *OpenView Business Process Insight Concepts and Modeling Flows* and for a more detailed description of each component refer to the architecture chapter of the *OpenView Business Process Insight System Administration Guide*.

There are a number of separate installation procedures provided with OVBPI. These installation procedures enable you to install all the OVBPI components that you need to make up the OVBPI system. Note that, with one exception, all of the OVBPI components are installed in a Windows environment. The exception is the OVBPI OpenView Operations Adaptor, which can be installed on Windows or HP-UX.

Full details of the system and software requirements for both HP-UX and Windows are provided in [Chapter 2, Before Starting the Installation](#).

This chapter covers the following topics:

- The different types of installation provided; see section [Options for Installing OVBPI Components](#) on page 18
- Details of the OVBPI licensing requirement; see section [Licensing](#) on page 21

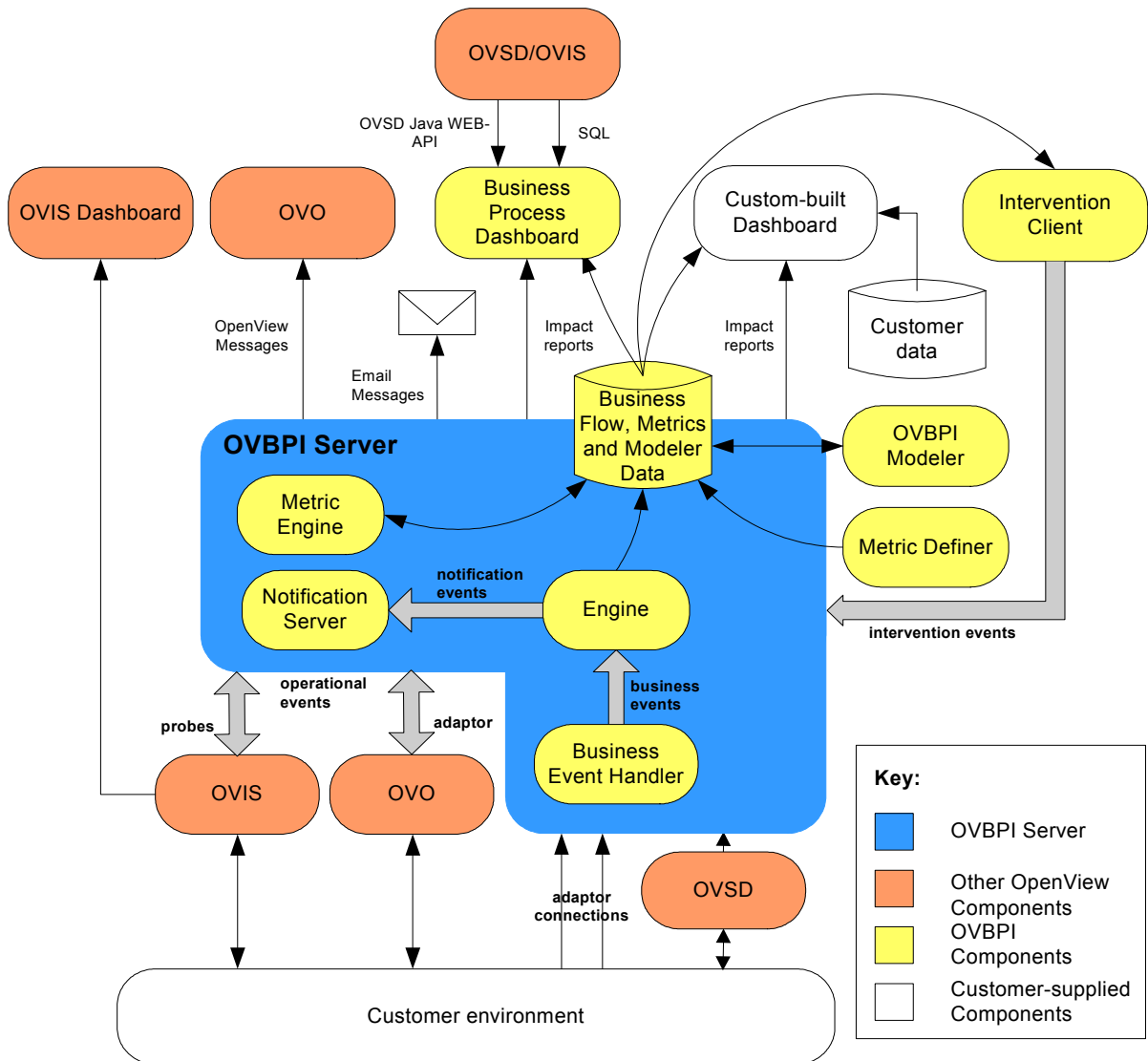
- Database requirements for OVBPI; see section [OVBPI and Database Usage](#) on page 23
- Deployment options; see section [Distributing OVBPI Installation Components](#) on page 24

If you want to skip the preliminary descriptions and see a summary of the installation steps for each of the installation options, continue at section [Summary of Installation Steps](#) on page 27.

# OVBPI Components

The following diagram is a high level diagram of the OVBPI components that you are installing.

**Figure 1 OVBPI Components**



In addition to the OVBPI components, some third-party products are installed with OVBPI, one of which is the Tomcat Servlet Engine. Tomcat is used to manage the Java Server Pages (JSPs), which provide the dynamic web content for some of the OVBPI clients.

A more detailed description of the OVBPI components and their relationships is given in the *OpenView Business Process Insight System Administration Guide*.

## OVBPI and OVO or OVIS

In order to monitor the system resources and services, OVBPI can take inputs from other OpenView products for operational event feeds. These products are OpenView Internet Services (OVIS) and OpenView Operations (OVO).

You can configure an OVBPI Server to receive service impact information from OVO either on HP-UX through the HP OpenView Service Navigator (OVSN), or on Windows using HP OpenView Operations for Windows (OVOW).

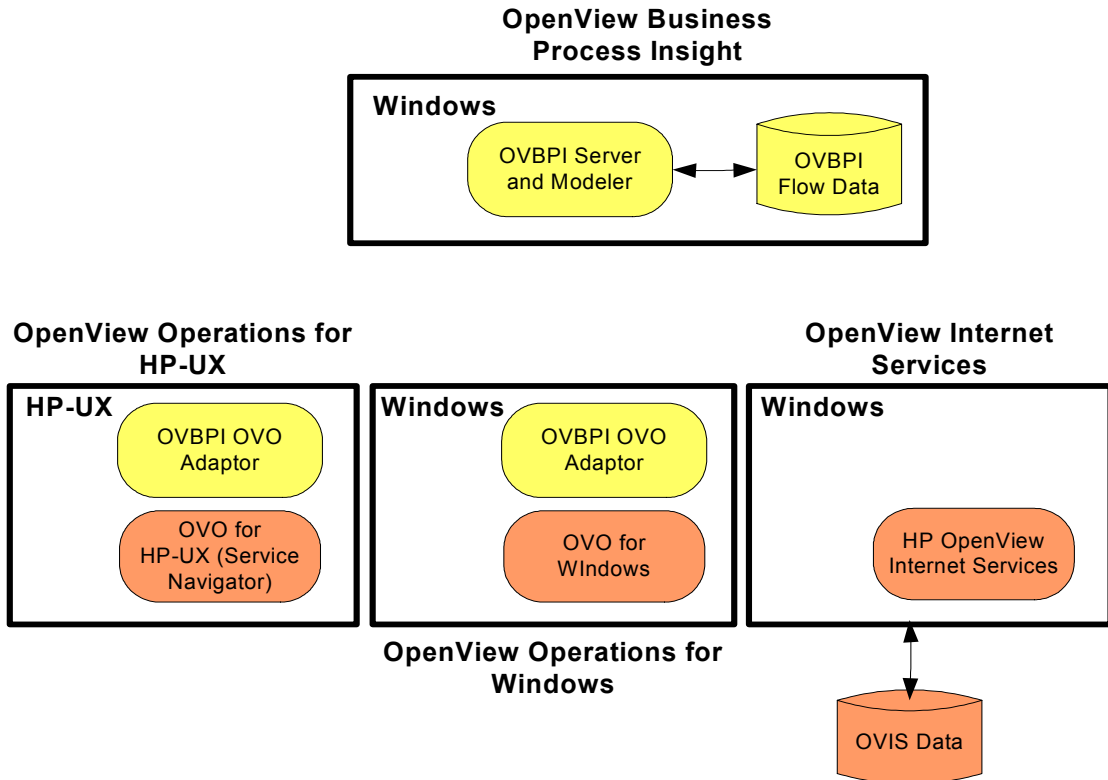


An OVBPI Server cannot connect to both OVSN and OVO for Windows at the same time.

These OpenView components are also shown in [Figure 1](#) on page 13.

The following diagram is a high level view of the installation components and how they relate to the other OpenView products.

**Figure 2 OVBPI and OVO or OVIS.**



- OVBPI needs to be installed on a separate system to any of the OpenView Operations and OpenView Internet Services products.

OVBPI is installed on a Windows system and can be configured to access either, or both, OVIS and OVO for operational event data. When using OVIS, OVBPI also needs to be able to access the OVIS data source.

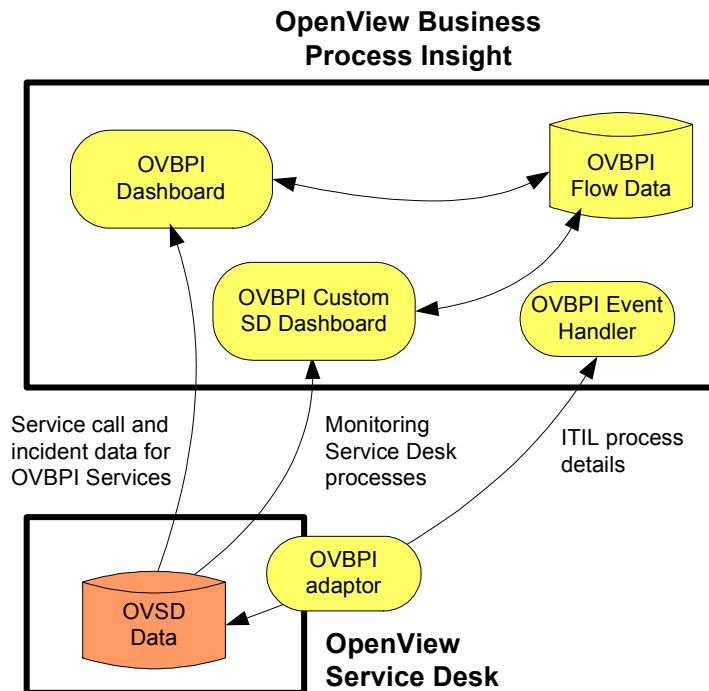
There are no specific installation requirements for OVO and OVIS integration in terms of OVBPI, with the exception that the OVO Adaptor needs to be installed on the same system as the OVO Server. Note however, that there are some post-installation configuration tasks that you need to complete for the integrations.

## OVBPI and OVSD

OVBPI can also be integrated with HP OpenView Service Desk (OVSD). OVBPI can obtain service call and incident data details for other OVO services that OVSD is monitoring and display this information through the Business Process Dashboard.

OVBPI can also be used to monitor OVSD Helpdesk Management and Change Management ITIL processes. The following is a high-level diagram of the relationship between the components.

**Figure 3 OVBPI and OVSD**





There are no additional installation considerations required when installing OVBPI to integrate with OVSD; however, there are post installation configuration tasks that need to be completed; for example, copying adaptors to the OVSD application server system. These tasks are described in the *OpenView Business Process Insight Integration Training Guide - Monitoring Service Desk*.

## OVBPI Installation Program

The OVBPI installation programs enable you to install any of the following:

- OVBPI Server

Section [Options for Installing OVBPI Components](#) on page 18 describes the installation options that are available to you when installing the OVBPI Server component.

- OVBPI Modeler

Section [Options for Installing OVBPI Components](#) on page 18 describes the installation options that are available to you when installing the OVBPI Modeler component.

- OVBPI OVO Adaptor

Section [Options for Installing OVBPI Components](#) on page 18 includes the installation options that are available when installing the OVBPI OVO Adaptor component on both Windows and HP-UX.

- OVBPI Custom Probes

The OVBPI Custom Probe installation program is separate from the remaining OVBPI components and is also described in this guide. Section [Options for Installing OVBPI Custom Probe Components](#) on page 20 describes the installation options that are available to you when installing the OVBPI Custom Probe component.

The questions asked during the installation programs are detailed in [Chapter 3, Installing OVBPI](#).

## Options for Installing OVBPI Components

The following options cover all the OVBPI components, with the exception of the Custom Probes for OVIS. Details of installing the OVBPI Custom Probes are given in section [Options for Installing OVBPI Custom Probe Components](#) on page 20.

Using the OVBPI installation program, you have a choice of installation types to select from. The different types enables you to install, upgrade, re-install, or remove specific combinations of OVBPI components. The following are the installation options available:

- `Server and Modeler`

Use this option to install all the Windows-based OVBPI components, with the exception of the OVBPI Custom Probes and the OVBPI OVO adaptor for Windows.

- `Server Only`

Use this option to install the OVBPI Server, in cases where you want to install the OVBPI Modeler on a Windows system that is remote from the OVBPI Server.

- `Modeler Only`

Use this option if you want to install the OVBPI Modeler on a Windows system that is separate from the OVBPI Server system. Use this option in conjunction with the `Server Only` option. Selecting the `Server and Modeler` option installs the Modeler on the same system as the OVBPI Server.

- `OVO Adaptor`

Use this option to install the OVBPI OVO Adaptor on HP-UX or Windows in order to access OVO services. This installation option is required only where you want to link your business flows to OpenView Operations services. Use this option to install the OVBPI OVO adaptor on the OVO system.

In addition, you can:

- Upgrade from an earlier version of OVBPI

Use this option to upgrade your OVBPI installation from version 01.01 to version 02.00, refer to [Chapter 7, Upgrading to OVBPI Version 02.00](#).

- Re-install the existing version of OVBPI

You can re-install OVBPI version 02.00 components over an existing installation of the same (or similar) type. For further information on re-installing OVBPI components, refer to [Chapter 5, Re-installing OVBPI Components](#).

- Uninstall the existing version of OVBPI

You can remove all the OVBPI components from your system. The uninstall instructions are provided in [Chapter 6, Uninstalling OVBPI Components](#).

## Options for Installing OVBPI Custom Probe Components

Install the OVBPI Custom Probes if you want to use OpenView Internet Services (OVIS) to monitor your OVBPI business flows.

You do not have to install the OVBPI Custom Probes if you want to use OVIS only as a source of operational events. You need only install the custom probes to add the additional probe capability to an existing OVIS implementation. The OVBPI Custom Probes are described in detail in the *OpenView Business Process Insight System Administration Guide*.

Using the OVBPI Custom Probe installation program, you can:

- install the probes

Use this installation procedure to install the probes on a Windows system where OVIS is running.



You cannot install the probes on a system that is remote from OVIS; the probes must be installed on the system where OVIS is also installed.

- re-install the probes

You can re-install the probes as described in [Chapter 5, Re-installing OVBPI Components](#).

- upgrade the probes

When you install OVBPI version 02.00, you must also upgrade the OVBPI Custom Probes for OVIS from being compatible with OVBPI version 01.01 to being compatible with OVBPI version 02.00. This is described in [Chapter 7, Upgrading to OVBPI Version 02.00](#).

- uninstall the probes

You can remove the probes from your system as described in [Chapter 6, Uninstalling OVBPI Components](#).

# Licensing

You must have a license key password to use OVBPI, specifically the OVBPI Server. Following your initial installation, you are automatically assigned a 60-day trial license. Within this 60 day period, you must obtain either a trial license extension, or a permanent license key password.

OVBPI uses a Nodelocked license based on the hostname of the machine where the OVBPI Server is installed.

## Trial License Extension

If you need to request an trial (or evaluation) license extension, access the HP OpenView license and password delivery web site and navigate to the page for evaluation extension licenses.

**<http://www.webware.hp.com>**

Be aware that evaluation license extensions are granted only once, after which time a permanent license must be purchased. Full details of the process can be found on the Web site.

## Permanent License Key Password

If you have purchased the OVBPI software and received your entitlement certificate, you need enter your permanent license key password into the licensing configuration software. The licensing configuration utility is installed as part of the OVBPI server as an option on the OVBPI Administration Console. Section [License Key Password Redemption](#) on page 89 explains how to access this utility following a successful OVBPI Server installation.

## Restriction when Using Autopass License Management

You must make sure that you shut down any application that is using the HP OpenView Autopass License Management software on the system where you intend to install OVBPI before you start the OVBPI version 02.00 installation. If you do not stop these applications before starting the OVBPI installation, a conflict can occur between versions of the License Management software that will prevent you from using the existing applications or OVBPI.

# OVBPI and Database Usage

OVBPI uses a database to store information relating to the active flows that it is processing. The databases that are supported for use with OVBPI are:

- Microsoft SQL Server 2000
- Oracle 8.1.7, Enterprise Edition, with the database Compatibility parameter set to 8.1.7.0.0. Note that a compatibility setting of 8.0.5 is not supported with OVBPI.
- Oracle9i Enterprise Edition Release 9.2.0.5.0
- Oracle Database 10g Enterprise Edition Release 10.2.0.1

The database can be installed on the same system as the OVBPI Server, or on a different system. A fully configured and operational database is a prerequisite for the following OVBPI installation options:

- Server and Modeler
- Server Only

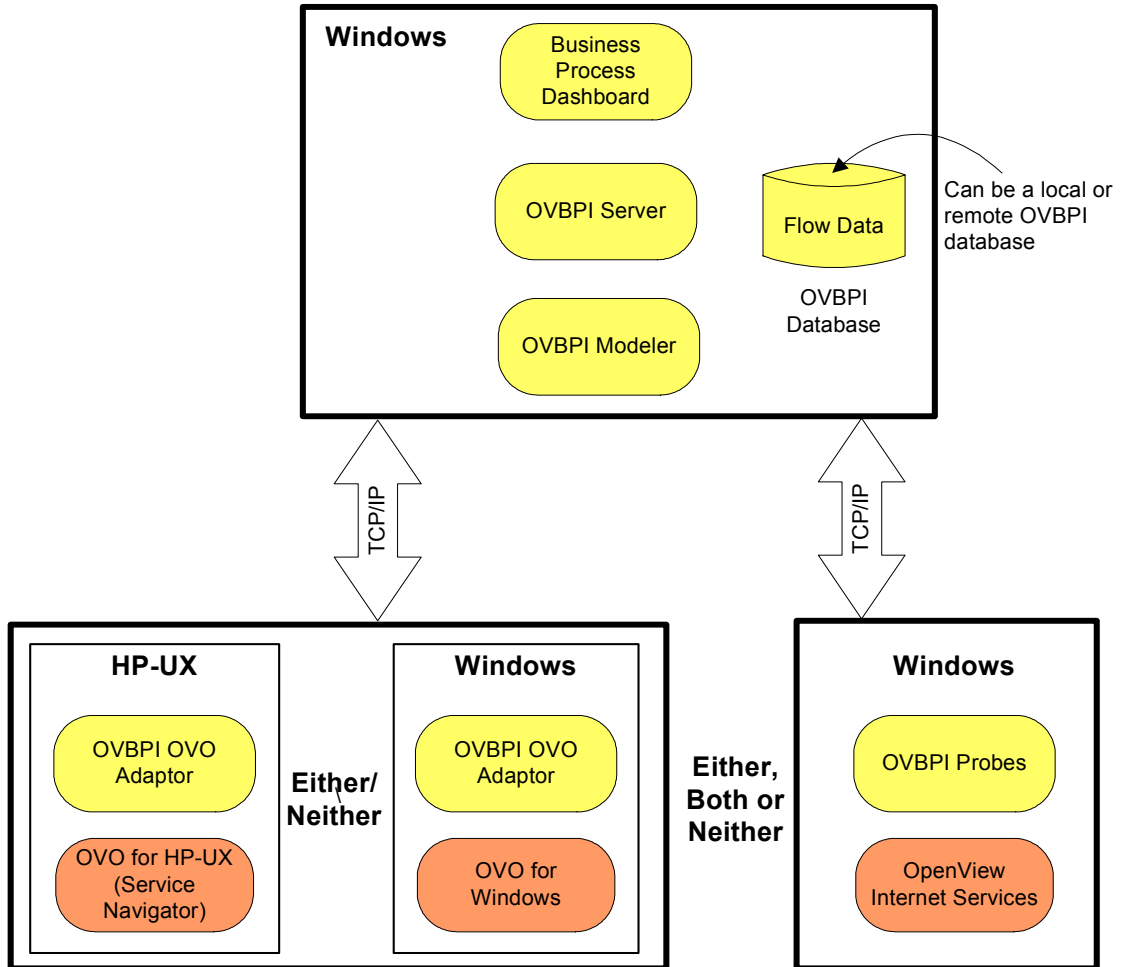
The database must be installed and running before starting an OVBPI installation in cases where you are selecting these installation options. Any database configuration requirements that are specific to OVBPI are provided in section [OVBPI Server Database Requirements](#) on page 49.

Details of specific database requirements for OVBPI are provided in [Chapter 2, Before Starting the Installation](#).

# Distributing OVBPI Installation Components

The following diagram shows the typical single Windows system installation.

**Figure 4 Typical OVBPI Distribution Scenario**



The database can be installed on the same system as the OVBPI Server or on a different system. You specify the location of the database as part of the OVBPI installation.



In addition to the Windows installation of OVBPI, you can have one, both or neither of:

- an OVBPI OVO Adaptor installation. This installation is for either of:
  - HP-UX  
The HP-UX installation of the OVBPI OVO Adaptor must be installed on the same system as OpenView Operations Service Navigator.
  - Windows  
The Windows installation of the OVBPI OVO Adaptor must be installed on the same system as OpenView Operations for Windows.
- a Windows installation for the OVBPI Custom Probes, which must be installed on that same system as the OpenView Internet Services Management Server. Note that there is no additional installation required if all you want is to monitor the status of OVIS services.

In the typical deployment scenario, the Web browser where you are running the OVBPI Business Process Dashboard can be on any Windows system.

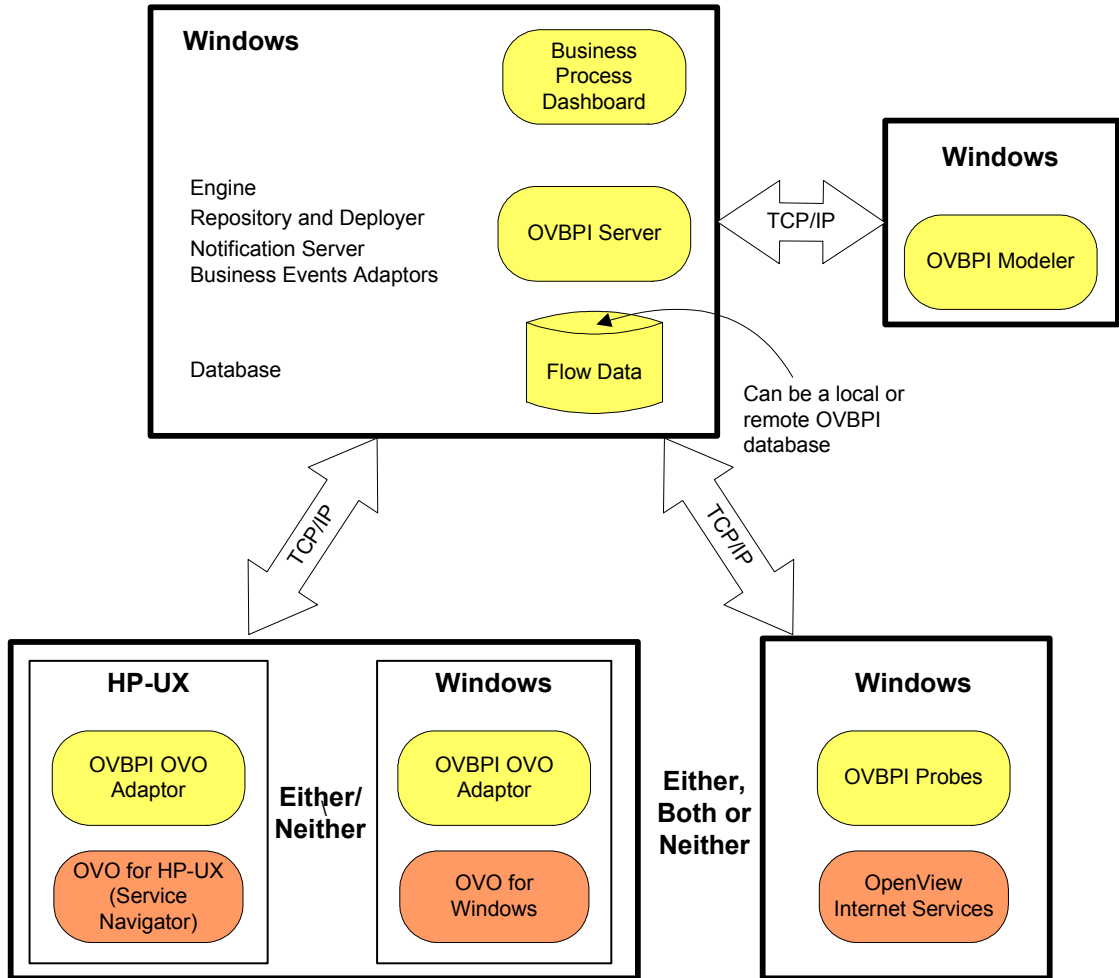
You can also run the OVBPI Modeler and the OVBPI Server on separate Windows systems.

[Figure 5](#) on page 26 shows an OVBPI Server and OVBPI Business Process Dashboard on one Windows system with the OVBPI Modeler on a separate Windows system. The same combinations of OVBPI OVO Adaptor installation and OVBPI Custom Probes installation apply, as described above.



You can have only one OVBPI Modeler connected to an OVBPI Server, or specifically, the Model Repository component.

**Figure 5 OVBPI Server and Remote OVBPI Modeler**



Again in the remote OVBPI Modeler deployment example, the Web browser where you are running the OVBPI Business Process Dashboard can be on any Windows system.

There is no need to install the OVBPI custom probes for OVIS if all you want is to monitor the status of OVIS services.

These are example distribution options. In all cases the important point to note is that the individual OVBPI Server components cannot be distributed.

# Summary of Installation Steps

The following sections provide a summary of the installation steps for the different installation options available for OVBPI. These sections are summaries of new installations, they are not appropriate for upgrade or reinstallation. If you are upgrading or reinstalling follow the instructions appropriate to these tasks; see [Chapter 7, Upgrading to OVBPI Version 02.00](#) and [Chapter 5, Re-installing OVBPI Components](#)) respectively.

This summary provides pointers to sections later in the guide where the full instructions for the specified installation type are described.

## Installation Summary - Server and Modeler or Server Only

The following list provides a summary of the steps required to install a `Server and Modeler` or the `Server Only` installation type:

1. Check the OVBPI Release Notes for any required pre-installation tasks. The Release Notes are located on the distribution media.
2. Verify all the hardware and software requirements for this installation type; see section [OVBPI Server and Modeler and Server Only Installation Requirements](#) on page 35.
3. Ensure that the database you are planning to use for OVBPI is correctly configured and is running and accessible to the machine where OVBPI is to be installed; see section [OVBPI Server Database Requirements](#) on page 49.
4. Collect the data that you need for the installation; see the section appropriate to the installation type as follows:
  - section [Information Required for a Server and Modeler Installation](#) on page 70
  - section [Information Required for a Server Only Installation](#) on page 75
5. Install the `Server and Modeler` or the `Server Only`; see the section appropriate to the installation type as follows:
  - section [Server and Modeler Installation on Windows](#) on page 80
  - section [Server Only Installation on Windows](#) on page 90

6. Start the OVBPI Server; see section [Starting OVBPI Server Components on Windows](#) on page 88.

If you have installed the Server Only option, you need to continue at section [Installation Summary - Modeler Only](#) on page 28 to install the OVBPI Modeler on another machine.

If you have installed the Server and Modeler Installation type, continue at the next step.

7. Install a valid license key for OVBPI; see section [License Key Password Redemption](#) on page 89.
8. Run the verification procedure to check the installation as described in [Chapter 4, Verifying the Installation](#).

## Installation Summary - Modeler Only

The following list provides a summary of the steps required to install a Modeler installation type:

1. Check the OVBPI Release Notes for any required pre-installation tasks. The Release Notes are located on the distribution media.
2. Verify all the hardware and software requirements for this installation type; see section [OVBPI Modeler Installation Requirements](#) on page 39.
3. Collect the data that you need for the installation; see the section [Information Required for a Modeler Only Installation](#) on page 76
4. Install the Modeler installation as described in section [Modeler Only Installation](#) on page 91.
5. Make sure that the OVBPI Server is running; see section [Starting OVBPI Server Components on Windows](#) on page 88.

## Installation Summary - Custom Probes

The OVBPI Custom Probes for Internet Services need be installed only if you want OVIS to monitor details of your OVBPI business flows.



The probes must be installed on the same system as the OVIS Management Server.

The following list provides a summary of the steps required to install the OVBPI Custom Probes for OVIS:

1. Check the OVBPI Release Notes for any required pre-installation tasks. The Release Notes are located on the distribution media.
2. Verify all the hardware and software requirements for this installation type; see section [OVBPI Custom Probes Installation](#) on page 41.
3. Collect the data that you need for the installation; see the section [Information Required for an OVIS Custom Probes Installation](#) on page 77
4. Install the OVIS Custom Probes as described in section [OVBPI Custom Probes for Internet Services Installation](#) on page 98.

## Installation Summary - OVO Adaptor for Windows

The OVBPI OVO Adaptor for Windows needs to be installed only if you intend to use OpenView Operations for Windows (OVOW) as a source of operation events. You must install the OVO Adaptor on the OVO system where the services you want to link to are defined.

The following list provides a summary of the steps required to install the OVBPI OVO Adaptor on a Windows machine:

1. Check the OVBPI Release Notes for any required pre-installation tasks. The Release Notes are located on the distribution media.
2. Verify all the hardware and software requirements for this installation type; see section [OVBPI OVO Adaptor Installation Requirements](#) on page 43.
3. Collect the data that you need for the installation; see the section [Information Required for an OVO Adaptor Installation](#) on page 76
4. Install the OVO Adaptor for windows as described in section [OVBPI OVO Adaptor Installation](#) on page 94.

## Installation Summary - OVO Adaptor for HP-UX

The OVBPI OVO Adaptor for HP-UX needs to be installed only if you intend to use OpenView Operations for HP-UX (Service Navigator) as a source of operation events.

You must install the OVO Adaptor on the OVO system where the services you want to link to are defined.

The following list provides a summary of the steps required to install the OVBPI OVO Adaptor on an HP-UX machine:

1. Check the OVBPI Release Notes for any required pre-installation tasks. The Release Notes are located on the distribution media.
2. Verify all the hardware and software requirements for this installation type; see section [OVBPI OVO Adaptor Installation Requirements](#) on page 43.
3. Collect the data that you need for the installation; see the section [Information Required for an OVO Adaptor Installation](#) on page 76.
4. Install the OVO Adaptor as described in section [OVBPI OVO Adaptor Installation](#) on page 94.

## What to do Next

Read the chapter appropriate to the task that you want to complete:

- [Chapter 2, Before Starting the Installation](#) describes the tasks that you need to complete before starting a new, or an upgrade installation.
- [Chapter 3, Installing OVBPI](#) provides details of the tasks to install OpenView Business Process Insight for the first time.
- [Chapter 4, Verifying the Installation](#) describes how to verify that the OpenView Business Process Insight components are installed correctly following a new installation.
- [Chapter 5, Re-installing OVBPI Components](#) describes the tasks that you need to complete to re-install OpenView Business Process Insight components.

- [Chapter 7, Upgrading to OVBPI Version 02.00](#) describes how to upgrade from OVBPI version 01.01 to OVBPI version 02.00.
- [Chapter 6, Uninstalling OVBPI Components](#) describes the tasks that you need to complete to remove the OpenView Business Process Insight components from your systems.
- [Chapter 8, Reporting Problems to Hewlett-Packard](#) describes how to report problems to Hewlett-Packard.

## Related Guides

The following OVBPI guides are available on the distribution media, in both PDF and HTML format:

- *OpenView Business Process Insight Concepts and Modeling Flows*
- *OpenView Business Process Insight Installation Guide*
- *OpenView Business Process Insight System Administration Guide*
- *OpenView Business Process Insight Problem Solving Guide*
- *OpenView Business Process Insight Integration Training Guide - Business Events*
- *OpenView Business Process Insight Integration Training Guide - Modeling Flows*
- *OpenView Business Process Insight Integration Training Guide - Defining Business Metrics*
- *OpenView Business Process Insight Integration Training Guide - Monitoring Service Desk*
- *OpenView Business Process Insight Integration Training Guide - Customizing Dashboards*
- *OpenView Business Process Insight Release Notes*



## Before Starting the Installation

This chapter describes the tasks that you must complete in order to install the OVBPI components. These tasks must be completed before running the appropriate OVBPI installation process:

- OVBPI Server and Modeler installation; see section [OVBPI Server and Modeler and Server Only Installation Requirements on page 35](#).
- OVBPI Server Only installation; see section [OVBPI Server and Modeler and Server Only Installation Requirements on page 35](#).
- OVBPI Modeler Only installation; see section [OVBPI Modeler Installation Requirements on page 39](#).
- OVBPI Custom Probe installation; see section [OVBPI Custom Probes Installation on page 41](#).
- OVBPI OVO Adaptor installation; see section [OVBPI OVO Adaptor Installation Requirements on page 43](#).

In addition to the information relating to these installation options, there is also information that you need about the requirements that OVBPI has on the database installation. These requirements are described in section [OVBPI Server Database Requirements on page 49](#).

Before completing any of the tasks described in this chapter, read the *OpenView Business Process Insight Release Notes* to check if there are additional requirements for your installation. The release notes are available on your distribution media.

If you are re-installing the OVBPI components, follow the instructions in [Chapter 5, Re-installing OVBPI Components](#).

If you are upgrading from OVBPI version 01.01, follow the instructions in [Chapter 7, Upgrading to OVBPI Version 02.00](#).

# OVBPI Server and Modeler and Server Only Installation Requirements

The following sections describe the system, database and software requirements for an OVBPI Server and Modeler Installation or an OVBPI Server Only installation.

- ▶ Note that the exact system requirements depend on the number of flows that you need to define, the business process metrics that you define and the load on your system. This section provides the minimum system requirements.

## System Requirements

The following table lists the minimum system requirements for the OVBPI Server and Modeler installation and OVBPI Server Only installation on Windows.

- ▶ The OVBPI Server and Modeler and Server Only installations can be installed on a Windows system only.

**Table 1 Minimum System Requirements for an OVBPI Server and Modeler and Server Only Installation on Windows**

Requirement	Value	How to Check
System Processor	Intel (at least 2Ghz)	Use: Programs > Accessories > System Tools > System Information
Windows version	Windows 2000 Server, Windows 2003 Server or Windows XP Professional	
Physical Memory	1024MB	
Service Pack	SP4 for Windows 2000 and SP1a for Windows XP	
Virtual memory	1536MB	

## Disk Space Requirements

The following table describes the disk space requirements.

**Table 2 OVBPI Server and Modeler and Server Only Installation Disk Space Requirements**

Installation Type	Free Disk Space	How to Check
Server and Modeler Installation	200MB for static data, plus an allocation for dynamic data; see the note below.	Use My Computer to check disk space. Click on the drive name where you intend to install OVBPI and check the available capacity.
Server Only Installation	200MB for static data, plus an allocation for dynamic data; see the note below.	

**Note:**

In addition to the disk space requirements for the OVBPI components, you need to take into account the disk space required for the database files and log files. 6GB (Server Only Installation) and 7GB (Server and Modeler Installation) is the initial recommendation for the dynamic data; however, you need to read section [Oracle Database Configuration on page 57](#) for details of calculating disk space for the database based on the numbers of flow instances and business process metrics.

## Software Requirements

The OVBPI Server and Modeler, and Server Only installations require the following software versions to be installed before the installation is started.

**Table 3 OVBPI Server and Modeler, and Server Only Software Requirements**

Software Component	Version
J2SDK	J2SDK version 1.4.2_05
Databases:	
<ul style="list-style-type: none"> <li>Microsoft SQL Server</li> </ul>	Microsoft SQL Server 2000 standard edition, plus SP3a
<ul style="list-style-type: none"> <li>Oracle Server</li> </ul>	Oracle 8.1.7.4, Enterprise Edition, with the compatible parameter in <code>init.ora</code> set to 8.1.7. Oracle9i Enterprise Edition Release 9.2.0.5.0 Oracle Database 10g Enterprise Edition Release 10.2.0.1
OpenView Operations for HP-UX <sup>1</sup>	OVO/Unix 7.10 for HP-UX Service Navigator Value Pack 7.10 for HP-UX OVO version 8.10 for HP-UX Service Navigator Value Pack 8.0 for HP-UX
OpenView Operations for Windows <sup>2</sup>	A.07.21
OpenView Internet Services <sup>3</sup>	A.05.20.035 or A.06.00
OpenView Service Desk	A.04.50 (using the WEB-API), plus service pack 13
Tomcat <sup>4</sup>	5.0.19
Internet Explorer	6.0, or later

1. This component is required only if you want to receive operational events from OpenView Operations on HP-UX (Service Navigator) and is installed on an HP-UX system where OVO for HP-UX is installed.

## *Before Starting the Installation*

2. This component is required only if you want to receive operational events from OpenView Operations (OVO) on Windows and is installed on an Windows system where OVOW is installed.
3. This component is required only if you want to use OVIS to monitor the flows in your OVBPI solution.
4. Tomcat is installed as part of the OVBPI Server component.

In addition to the above requirements, you need access to an SMTP Server in order to be notified of OVBPI alerts through email.

See also section [J2SDK on page 46](#) for information about setting up J2SDK.

# OVBPI Modeler Installation Requirements

The following sections describe the system, database and software requirements for an OVBPI Modeler installation.

## System Requirements

The following table lists the minimum system requirements for the OVBPI Modeler installation on Windows.



The OVBPI Modeler is available on Windows only.

**Table 4 Minimum System Requirements for an OVBPI Modeler Installation on Windows**

Requirement	Value	How to Check
System Processor	Intel (at least 2Ghz)	Use: Programs > Accessories > System Tools > System Information
Windows version	Windows 2000 Server, Windows 2003 Server or Windows XP Professional	
Physical Memory	512MB	
Service Pack	SP4 for Windows 2000 Server and SP1a for Windows XP Professional	
Virtual memory	768MB	

## Disk Space Requirements

The following table describes the disk space requirements for the Modeler.

**Table 5 OVBPI Modeler Disk Space Requirements**

Installation Type	Free Disk Space	How to Check
Modeler Installation	200MB for static data, plus 0.5GB for dynamic data. <sup>1</sup>	Use My Computer to check disk space.

1. In addition to the disk space requirements for OVBPI, you need to take into account the disk space required for log files and trace files; 0.5GB is the recommendation for this dynamic data.

## Software Requirements

The OVBPI Modeler installation requires the following software versions to be installed before the installation is started.

**Table 6 OVBPI Modeler Installation Software Requirements**

Software Component	Version
J2SDK	J2SDK version 1.4.2_05

See also section [J2SDK on page 46](#) for information about setting up J2SDK.



# OVBPI Custom Probes Installation

The following sections describe the system, database and software requirements for the OVBPI Custom Probes on Windows. The probes must be installed on the same system as the OVIS Management Server.

## System Requirements

The following table lists the minimum system requirements for the OVBPI Custom Probes installation on Windows.



OpenView Internet Services supports probes running on the same system, or remote from the OVIS Management Server. Be aware that the OVBPI Custom Probes for OVIS are Local Probes and must not be installed on a system that is remote from the OVIS Management Server.

The following table lists the system requirements for the OVBPI Custom Probes. Note that the only requirement listed is the platform version. The probes installation has few system requirements and those already required by OpenView Internet Services are also suitable for the OVBPI Custom Probes.

**Table 7 Minimum System Requirements for OVBPI Custom Probe Installation on Windows**

Requirement	Value	How to Check
System Processor	Intel	Use: Programs > Accessories > System Tools > System Information.
Windows version	Windows 2000 Server, Windows 2003 Server or Windows XP Professional	
Service Pack	SP4 for Windows 2000 Server and SP1a for Windows XP Professional	

## Disk Space Requirements

The following table describes the disk space requirements for the custom probes.

**Table 8 OVBPI Custom Probes Disk Space Requirements**

Installation Type	Free Disk Space	How to Check
OVBPI Custom Probes installation	200MB for static data, plus 0.5GB for dynamic data. <sup>1</sup>	Use My Computer to check disk space.

1. In addition to the disk space requirements for OVBPI, you need to take into account the disk space required for log files and trace files; 0.5GB is the recommendation for this dynamic data.

## Software Requirements

The OVBPI Custom Probes installation requires the following software versions to be installed before the installation is started.

**Table 9 OVBPI Custom Probes Installation Software Requirements**

Software Component	Version
J2SDK	J2SDK version 1.4.2_05
OpenView Internet Services	A.05.20.035 or A.06.00
Database	<ul style="list-style-type: none"> <li>• Microsoft SQL Server Desktop Engine (MSDE) as installed by OpenView Internet Services</li> <li>• Microsoft SQL Server 2000</li> <li>• Oracle 8.1.7.4, Enterprise Edition for HP-UX</li> <li>• Oracle9i Enterprise Edition Release 9.2.0.5.0 for HP-UX</li> </ul>

See also section [J2SDK on page 46](#) for information about setting up J2SDK and section [OVBPI Custom Probes for Internet Services Database Requirements on page 66](#) for details of the database requirements for the Custom probes.

# OVBPI OVO Adaptor Installation Requirements

The following sections describe the system, database and software requirements for the OVBPI OpenView Operations (OVO) Adaptor on HP-UX and Windows.

## System Requirements

The following table lists the system requirements for the OVBPI OVO Adaptor. Note that the only requirement listed is the platform versions. The OVBPI OVO Adaptor has few system requirements and those already required by OpenView Operations are also suitable for the adaptor.

**Table 10 Minimum System Requirements for OVBPI OVO Adaptor Installation on HP-UX**

Requirement	Value	How to Check
Hardware	HP 9000 Technical Workstation and HP 9000 Enterprise Server (not Itanium)	
HP-UX version (PA RISC)	11.0 or 11.11	<code>/usr/bin/uname -rs</code>

**Table 11 Minimum System Requirements for OVBPI OVO Adaptor Installation on Windows**

Requirement	Value	How to Check
Windows version Intel (at least 2Ghz)	Windows 2000 Server, Windows 2003 Server or Windows XP Professional	Use: Programs > Accessories > System Tools > System Information
Service Pack	SP4 for Windows 2000 and SP1a for Windows XP	

## Disk Space Requirements

The following table describes the disk space requirements for the adaptor.

**Table 12 OVBPI OVO Adaptor Disk Space Requirements**

<b>Installation Type</b>	<b>Directory</b>	<b>Free Disk Space</b>	<b>How to Check</b>
OVO Adaptor Installation for HP-UX	/opt/ov (HP-UX)	100MB for static data and 1GB for dynamic data	Verify the available disk space for your system using the following command:  /bin/df -k
OVO Adaptor Installation for Windows		100MB for static data and 1GB for dynamic data	Use My Computer to check disk space.

## Software Requirements

The OVBPI OVO Adaptor installation requires the following software versions to be installed before the installation is started.

**Table 13 OVBPI OVO Adaptor Software Requirements**

Software Component		Version
J2SDK		J2SDK version 1.4.2_03 (HP-UX) J2SDK version 1.4.2_05 (Windows)
<i>either</i>	OpenView Operations (Service Navigator) <sup>1</sup>	OVO/Unix 7.10 for HP-UX and Service Navigator Value Pack 7.10 for HP-UX OVO version 8.10 for HP-UX and Service Navigator Value Pack 8.0 for HP-UX
<i>or</i>	OpenView Operations for Windows (OVOW) <sup>2</sup>	Version 7.21
Microsoft .NET Framework	OpenView Operations for Windows (OVOW)	Version 1.1

1. This component is part of OpenView Operation and is installed on an HP-UX system remote from the OVBPI Server and Modeler or Server Only installation.
2. This component is installed on a Windows system remote from the OVBPI Server and Modeler or Server Only installation.

See also section [J2SDK on page 46](#) for information about setting up J2SDK.

## J2SDK

This component is required by OVBPI to run the java classes and to compile the business flows and by the installation procedure (InstallAnywhere) for uninstalling the product. It is also required on the HP-UX system where the OVBPI OVO Adaptor is installed.



Make sure that `%JAVA_HOME%\bin` is added to your system path before running OVBPI.

If J2SDK version 1.4.2 is already installed on your system, and you have multiple versions of the J2SDK, you must make sure that the prerequisite version of the J2SDK is the first one on your system environment variable `PATH` list. To check that this is the case, in a command window, enter the following command to check that the correct version is on your system `PATH`:

```
java -version
```

## OpenView Internet Services

OVIS is required if you want to receive operational impact information from Internet Services, in order to assess the impact of operational failures on the flows that you define.

OVIS is also required if you want OVIS to report OVIS metric information about the business flows that you define in OVBPI.

## OpenView Operations Service Impact Information

OVO is required if you want to receive operational impact information from Service Navigator or OpenView Operations for Windows. The OVBPI OVO Adaptor accepts messages from OVO and sends them on to OVBPI as Service events. OVO needs to be installed and running before the OVBPI OVO Adaptor is installed.

## SMTP Mail Server

Access to an SMTP mail server is required for the Notification Server component of OVBPI. This component is responsible for sending business alerts as email messages to the users who are configured to receive them.

## OpenView Service Desk

There are three ways that OVBPI interoperates with HP OpenView Service Desk:

- The Notification Server component of OVBPI can send OpenView messages to OpenView Operations and ultimately to OpenView Service Desk. If you want to take advantage of this feature, you need to have OpenView Operations installed and Service Desk configured to receive these OpenView messages.
- The OVBPI Business Process Dashboard enables you to associate the service information received from OpenView Operations (OVO) and OpenView Internet Services (OVIS) with OpenView Service Desk (OVSD) service calls and incidents. You configure this as a post-installation task.
- You can use OVBPI to monitor your OVSD ITIL processes for the following HP OpenView Service Desk modules:
  - OVSD Helpdesk Manager
  - OVSD Change Manager

There are different configuration tasks for each of these integrations, and all are completed as post-installation tasks.

## Email Client

An email client is required in order that the users configured to receive email notifications can access them.

## Web Browser

An Internet Explorer browser is required for:

- using the Metric definer to create and modify business process metrics.
- configuring notification request for the OVBPI Notification Server.
- viewing information through the OVBPI Dashboard.
- using the Repository Explorer to view and manipulate design-time flow data in the Model Repository database tables.
- using the Intervention Client to manage active flow instances.

There are no OVBPI specific configuration requirements for the Web browser, with the exception of the need for the Web Browser to be able to run JavaScript. The ability to run Javascript is enabled through the following menu option for Internet Explorer version 6.0:

Tools|Internet Options|Security

From the Security tab, select Local intranet and Custom Level to access the Scripting options. Make sure that all the Scripting options are enabled.

You might also need to set the Scripting options for Trusted sites in the same way, depending on your configuration.

The Web server used by OVBPI is Tomcat.



# OVBPI Server Database Requirements

OVBPI uses a database to store data for flows and for administration. This database information needs to be accessible to the OVBPI Server and can be configured to be either Microsoft SQL Server or Oracle.

The following sections describe some topics that you need to be aware of that relate to the OVBPI use of the database. You are advised to read these sections and use the information to tailor your database configuration if appropriate. Some of the tasks described must be completed before you start the OVBPI installation.

The following sections describe what you need to consider for the OVBPI use of the database and includes:

- Database compatibility; see section [Installation Type and Database Requirement on page 49](#). This compatibility setting is applicable only to Oracle version 8.1.7.
- Configuration requirements for the Microsoft SQL Server database, which are specific to OVBPI; see section [Microsoft SQL Server Database Configuration on page 51](#).
- Configuration requirements for the Oracle Server database, which are specific to OVBPI; see section [Oracle Database Configuration on page 57](#).

## Installation Type and Database Requirement

The following table shows where a database is required for each installation option.

**Table 14 Installation Type and Database Requirement**

<b>Installation Option</b>	<b>Database access required?</b>
Server and Modeler Installation on Windows	Yes
Server Only Installation on Windows	Yes
OVO Adaptor Installation (HP-UX or Windows)	No

**Table 14 Installation Type and Database Requirement**

<b>Installation Option</b>	<b>Database access required?</b>
Modeler Only Installation on Windows	No
OVBPI Custom Probe Installation	No

You must ensure that the database is installed and configured before you select the following OVBPI installation options:

- OVBPI Server and Modeler installation
- OVBPI Server Only installation

It is strongly recommended that the OVBPI database schema objects; for example, tables, stored procedures, triggers are installed such that they are owned exclusively by OVBPI. In the case of Microsoft SQL Server, there should be a Database exclusively for OVBPI. In the case of Oracle, there should be an Oracle User exclusively for OVBPI. There are a number of reasons for this:

- it removes the possibility of name clashes for tables that OVBPI needs to create in the database.
- it enables you to backup and recover the OVBPI database tables in isolation from other data in the database, if required.
- you can copy (archive) the OVBPI data independently of other data in the database.
- if there is a problem with the installation, you can clean out the Microsoft SQL Server Database or Oracle User data and restart the procedure without impacting data for other database applications.

The OVBPI installation assumes that the Microsoft SQL Server Database and Oracle User are exclusive to OVBPI, and therefore the installer can safely delete and recreate database schema objects, including tables, views, stored procedures. If this is not the case, you need to check that the database tables OVBPI uses do not clash with any tables that already exist in the database. The *OpenView Business Process Insight Administration Guide* provides details of the database schema and lists all the database tables used by OVBPI.

## Microsoft SQL Server Database Configuration

The following sections describe the OVBPI requirements on the Microsoft SQL Server database that you need to be aware of before starting the OVBPI installation. These requirements need to be addressed before installing any of the OVBPI components that use the OVBPI database.

If you plan to use Oracle as your database, refer to section [Oracle Database Configuration on page 57](#).

### OVBPI Data File Requirements

The OVBPI SQL Server data files are initially configured with the following properties:

- Initial file size of 50MB
- File growth in steps of 100MBs
- Automatic file growth with no maximum size

The 50MB initial file size is sufficient for approximately 1,000 instances of a five-node business flow with one business process metric defined. This is a business process metric where no statistics are being recorded, that is, you have set the `Collection Interval` to zero (0).

These space requirements assume that each node instance is started and completed only once. Whenever a node instance starts for the first time, or is restarted, a row is added to the `Node_Instance_StartedTimes` database table. Therefore each time a node is restarted, it requires additional space in the database.

If your implementation has flows that exceed 1,000 instances and 5 nodes, you need to analyse whether the way that OVBPI has configured the data files is appropriate and make any necessary changes. You also need to make sure that you allow space for your database transaction log files and for the files that might be created as part of your backup strategy.

There are some examples listed in the following sections that describe the space requirements for different scenarios. If you know that your implementation will require a significant amount of space for database tables, you are advised to make the appropriate changes to the data file sizes and not rely on using the automatic growth of the data files. Configuring the database correctly from the start maximizes the efficiency of the database operation.

If you need to increase the data file size for the OVBPI database, use the Microsoft SQL Server Enterprise Manager to increase the maximum file size. This can be done by right-clicking on the OVBPI database entry in the Explorer Tree, within the SQL Server Enterprise Manager, and selecting the `Data Files` tab from `Properties`.

The following are some examples of the space requirements for OVBPI-specific data.

#### **Example 1: 100,000 Instances, 5 Nodes and 1 Business Process Metric**

In this example, it is assumed that you have 100,000 instances, a five-node business flow, and one business process metric set for each flow instance. In this example, you are not collecting any metric statistics data.

The Microsoft SQL Server data file space requirements for the flow instances and the nodes in this scenario are approximately 1,100MB, with a transaction log file that can also grow to 1,100MB.

You also need to add an additional 20 percent to this figure for the business process metric that you have defined, this gives an overall total of 1,330MB, with a transaction log file that can also grow to 1,330MB.

### Example 1: 100,000 Instances, 5 Nodes and 2 Business Process Metrics

In this example, it is assumed that you have 100,000 instances, a five-node business flow, and two business process metrics set for each flow instance. In this example you are not collecting any metric statistics data.

This is basically the same as Example 1; however, additional space is required to account for the extra business process metric.

The Microsoft SQL Server data file space requirements for the flow instances are the same as Example 1 (1,100MB, with a transaction log file that can also grow to 1,100MB.).

For two business process metrics, you need to add an additional 30 percent to this figure. This gives an overall total of 1,430MB, with a transaction log file that can also grow to 1,430MB.

In general, you need to add 10 percent of the total required for the instances and nodes for each business process metric, plus a base 10 percent; for example:

- One business process metric is an additional 20 percent
- Five business process metrics is an additional 60 percent
- Eight business process metrics is an additional 90 percent

### Example 3: One Set of Metric Statistics Collected in Each Hour

In this example, the tablespace requirements for metric statistics are examined. These space requirements are not based on the number of flow instances or nodes, but on the number of sets of metrics statistics calculated and the frequency that the statistics are collected, for example, hourly, daily or by the minute and so on.

The space requirements calculated for metric statistics need to be added to the space requirements for the flow instances calculated in examples 1 and 2.

If you are collecting metric statistics for one business process metric every hour, you require 24K of additional space for each day that you want to keep a copy of the metric. Therefore, if you are keeping your statistics for a year, you require 9MB (24K x 365) of space for the data file.

Note that this figure is for one set of metric statistics. This space requirement is required for each set of statistics that you define.

#### Example 4: One Set of Metric Statistics Collected for Each Five Minutes

If you are collecting metric statistics for one business process metric every five minutes, you require 288K of additional space for each day that you want to keep a copy of the metric. Therefore, if you are keeping your statistics for a year, you require 105MB (288K x 365) of space for the data file.

Note that this figure is for one set of metric statistics. This space requirement is required for each set of statistics that you define.

#### Example 5: Using Groups for Statistics

The use of groups for your metric statistics adds another dimension to the space requirements for the Microsoft SQL Server data file.

If you have configured Groups for business process metric statistics, you need to allow additional space as follows:

A full set of statistics is calculated for each group member, plus the basic set of statistics, which is always calculated. Therefore, if you have defined a business process metric to group results into four categories, for example, four airport terminals, you need to multiply the figures calculated in Examples 3 and 4 by a factor of five (one for each group, plus one for the overall set of statistics).

Again these figures need to be added to those already calculated for the flow instances and nodes in the previous examples.

#### Restricting the Size of the Transaction Log File

In addition, you might need to limit the size of the database transaction log files as these can get very large. By default, the transaction log files are not restricted to a particular size. To modify the settings for the transaction log file, select the `Transaction Log` tab from the database `Properties` option.



The size of the transaction log files need to be large enough to accept the largest possible transaction that OVBPI can generate, in order to ensure that you can recover data following a failure. Refer to the *OpenView Business Process Insight System Administration Guide* for details of the backup and recovery considerations that you need to be aware of for OVBPI and how these impact the size of the transaction log.

## Database Authentication Mode

When using Microsoft SQL Server with OVBPI, you need to ensure that when prompted for the Authentication Mode to use within SQL Server that you select the option for `Mixed Mode`, and not `Windows Authentication Mode`. This is because the JDBC interface needs the SQL Server Authentication Mode activated.

You can modify the authentication mode from `Windows Authentication` to be `SQL Server and Windows Authentication` without affecting other applications that use the database.

Check the authentication mode for your installation of Microsoft SQL Server as follows:

**1. Select:**

`Start | Programs | Microsoft SQL Server | Enterprise Manager`

**2. Expand the Tree View and double-click SQL Server Group.**

**3. In the right-hand pane, right-click on the SQL Server Group called `(local) (Windows NT)` and select the `Properties` option.**

**4. Select the `Security` tab.**

**5. In the Security Window ensure that the following authentication option is selected:**

`SQL Server and Windows`

**6. Click `OK` if you have modified the entry, or `Cancel` if the authentication setting is correct.**

**7. If you have modified the authentication setting, you need to pause, stop and restart the database for the changes to take effect.**

## SQL Server Database User Properties

The OVBPI installation procedure creates a database user, with all the correct properties; however, if you have an existing database user that you want to use for the OVBPI database, you can do this. You are strongly advised to let the installation procedure create the database user that is specific to OVBPI.

If you allow the installation procedure to create the database User, you do not need to take any action as the database User is created with all the required roles. If you intend to specify an already defined User for OVBPI within the installation procedure, you need to ensure that the following are completed before starting the OVBPI installation:

- the existing database User has access to the database where the OVBPI tables are created.
- the database used by OVBPI should ideally be the default database for machine; this is not mandatory, but preferred.
- the following database roles are permitted for the OVBPI database User:
  - public
  - db\_ddladmin
- the following database roles are not permitted for the OVBPI database User:
  - db\_denydatareader
  - db\_denydatawriter

When you run the OVBPI installation procedure and specify the database User, the installation procedure then configures the User to be a member of the following database roles:

- public
- db\_ddladmin
- db\_datareader
- db\_datawriter



If you create your own database user, you are advised to check the following log file after the OVBPI installation is complete to make sure that the SQL Server database tables have all been created correctly:

```
OVBPI-install-dir\HP_OpenView_Business_Process_Insight_DbSetupLog.log
```

This file is created when there are errors to report after OVBPI has made a successful connection to the database. If there are errors reported in the file, you need to investigate them and make any necessary corrections. You must then uninstall and reinstall OVBPI to reconfigure the database options.

If this log file does not exist, there are no errors.

## Oracle Database Configuration

The following sections describe the OVBPI requirements on the Oracle database that you need to be aware of before starting the OVBPI installation. These requirements need to be understood before installing any of the OVBPI components that use the OVBPI database.

- [Configuring an Oracle Database Server on an HP-UX System on page 57](#)
- [Tablespace Space Requirements on page 58](#)
- [Compatible Parameter for Oracle Server 8.1.7 on page 61](#)
- [Character Set for Oracle Database on page 62](#)
- [Oracle Cursor Settings on page 62](#)
- [Oracle Server Database User Permissions on page 64](#)

If you plan to use a Microsoft SQL Server database, refer to section [Microsoft SQL Server Database Configuration on page 51](#).

### Configuring an Oracle Database Server on an HP-UX System

If you intend to use an Oracle Database Server that is installed on an HP-UX system, you must create an Oracle User for OVBPI before starting the installation. If you do not, the OVBPI installation fails.

The Oracle User that you create must be configured to have both a default and a temporary tablespace. You are strongly advised to assign a default tablespace that is specific to OVBPI and not shared by other applications.

In addition, you need to make sure that an `INDX` tablespace is assigned to the Oracle User that you create for OVBPI. Depending on the version of Oracle that you are using, you might have to create this `INDX` tablespace.

There are also permission requirements for the Oracle User that you create; these are described in section [Oracle Server Database User Permissions on page 64](#).

## Tablespace Space Requirements

At installation, the user tablespace size is set as follows:

- Initial tablespace size of 50MB
- File growth in steps of 100MBs
- Automatic file growth with no maximum size

The 50MB initial tablespace size is sufficient for approximately 1,000 instances of a five-node business flow with one business process metric defined. This is a business process metric where no statistics are being recorded, that is, you have set the `Collection Interval` to zero (0).

This section provides a number examples of other scenarios for cases where you want to estimate tablespace size for additional flows, or for collecting statistics for business process metrics.

It is likely that your implementation will have flows that exceed 1,000 instances and 5 nodes, and also have multiple business process metrics set and collect metric statistics. As a result you need to analyze whether the way that OVBPI has configured the tablespace size is appropriate for your implementation and make any necessary changes.

There are some examples listed in the following sections that describe the tablespace requirements for difference scenarios. If you know that your implementation will require a significant amount of space for database tables, you are advised to make the appropriate changes to the tablespace size

and not rely on using the automatic growth of the tablespace. Configuring the database correctly from the start maximizes the efficiency of the database operation.

The tablespace requirements in the examples that follow assume that each node instance is started and completed only once. Whenever a node instance starts for the first time, or is restarted, a row is added to the `Node_Instance_StartedTimes` database table. Therefore each time a node is restarted, it requires additional space in the database.

Use the Oracle Server Management tools to modify the size of the OVBPI tablespace.

### Example 1: 100,000 Instances, 5 Nodes and 1 Business Process Metric

In this example, it is assumed that you have 100,000 instances, a five-node business flow, and one business process metric set for each flow instance. In this example, you are not collecting any metric statistics data.

The tablespace requirements for an Oracle Server are as follows:

- `username_TS` needs to be a total of 720MB as follows:
  - 600MB for the 100,000 instances and the five nodes.
  - 120MB (an additional 20 percent) for the business process metric.
- `INDX` is 200MB (one third of `username_TS`)
- `SYSTEM` is 264 MB, which is the default for an Oracle Server installation, but will vary according to your Oracle implementation.

The OVBPI Data Dictionary information held in the `SYSTEM` tablespace is relatively static. The main influence on the requirements for the `SYSTEM` tablespace is the number of deployed data instances. You should monitor the `SYSTEM` tablespace periodically to check whether it needs more space.

### Example 2: 100,000 Instances, 5 Nodes and 2 Business Process Metrics

In this example, it is assumed that you have 100,000 instances, a five-node business flow, and two business process metrics set for each flow instance. In this example you are not collecting any metric statistics date.

This is basically the same as Example 1; however, additional space is required for *username\_TS* to account for the extra business process metric.

*username\_TS* needs to be:

- 600MB for the 100,000 instances and the five nodes.
- 180MB (an additional 30 percent) for the business process metric

This gives a total of 780MB.

In general, you need to add 10 percent of the total required for the instances and nodes for each business process metric, plus a base 10 percent; for example:

- One business process metric is an additional 20 percent
- Five business process metrics is an additional 60 percent
- Eight business process metrics is an additional 90 percent

### Example 3: One Set of Metric Statistics Collected in Each Hour

In this example, the tablespace requirements for metric statistics are examined. These space requirements are not based on the number of flow instances or nodes, but on the number of sets of metrics statistics calculated and the frequency that the statistics are collected, for example, hourly, daily or by the minute and so on.

The space requirements calculated for metric statistics need to be added to the space requirements for the flow instances calculated in examples 1 and 2.

If you are collecting metric statistics for one business process metric every hour, you require 24K of additional space for *username\_TS* for each day that you want to keep a copy of the metric. Therefore, if you are keeping your statistics for a year, you require 9MB (24K x 365) of space for *username\_TS*.

Note that this figure is for one set of metric statistics. This space requirement is required for each set of statistics that you define.

#### Example 4: One Set of Metric Statistics Collected for Each Five Minutes

If you are collecting metric statistics for one business process metric every five minutes, you require 288K of additional space for *username\_TS* for each day that you want to keep a copy of the metric. Therefore, if you are keeping your statistics for a year, you require 105MB (288K x 365) of space for *username\_TS*.

Note that this figure is for one set of metric statistics. This space requirement is required for each set of statistics that you define.

#### Example 5: Using Groups for Statistics

The use of groups for your metric statistics adds another dimension to the space requirements for *username\_TS*.

If you have configured Groups for business process metric statistics, you need to allow additional space in *username\_TS* as follows:

A full set of statistics is calculated for each group member, plus the basic set of statistics, which is always calculated. Therefore, if you have defined a business process metric to group results into four categories, for example, four airport terminals, you need to multiply the figures calculated in Examples 3 and 4 by a factor of five (one for each group, plus one for the overall set of statistics).

Again these figures need to be added to those already calculated for the flow instances and nodes.

### Compatible Parameter for Oracle Server 8.1.7

OVBPI uses features of the Oracle Server version 8.1.7, therefore the `compatible` parameter in `init.ora` needs to be set to 8.1.7. You are unable to install OVBPI when the `compatible` parameter is set to a value for an earlier version of the Oracle Server.

## Character Set for Oracle Database

OVBPI does not have any specific requirements for a database character set; however, if you want to support multiple languages simultaneously, from the same data, you are recommended to use a Unicode standard for the encoding form in the Oracle Database. UTF8 is the recommendation for OVBPI.

Using other database character sets can result in characters being lost during conversion between the user input and how the data is stored in the database; For example, using a database character set of ISO Latin1, does not enable you to store Korean language characters in the database. Using a character set such as UTF8 does enable you to store Korean characters in the database.

Other reasons for using UTF8 include:

- When using an Oracle 8 database server using UTF8 is one way of supporting unicode characters. (UTF8 supports both variable-width database character sets and supports Unicode encoding.)
- The OVBPI database clients use JDBC; therefore using UTF8 as the database character set has performance benefits as it reduces the amount of conversion between character sets.

If your database currently uses a form of encoding other than UTF8, then you need to make yourself aware of the restrictions of the encoding method and any potential loss of characters during conversion.

## Oracle Cursor Settings

Cursors are used by Oracle to identify objects that are managed through the System Global Area. In the case of OVBPI, one of the uses of cursors is to identify Prepared Statements. For this reason, you need to configure the number of cursors to be equivalent to the number of pooled connections and Prepared Statements that are configured for OVBPI.

How you set the values for cursors within Oracle varies according to the version of Oracle that you are using. If you are using Oracle 8.1.7 refer to the instructions in section [Oracle 8.1.7 on page 63](#). If you are using Oracle 9.2.0.5.0 or later, refer to the instructions in section [Oracle 9.2.0.5.0 or Later on page 63](#).

### Oracle 8.1.7

The number of Prepared Statements defined for OVBPI is shown through the Administration Console, and after installing OVBPI for the first time, it is set to 10,000 Prepared Statements. Refer to the *OpenView Business Process Insight System Administration Guide*, for details of the value for Maximum Number of active JDBC Prepared Statements.

The value for `open_cursors` is set within the Oracle database file:

```
initsid.ora
```

where `sid` is the system identifier for the OVBPI database tables.

You need to make sure that this value for `open_cursors` is set to be the same as the value for Maximum Number of active JDBC Prepared Statements.

### Oracle 9.2.0.5.0 or Later

Prior to Oracle version 9.2.0.5.0, the maximum number of cursors that could be cached for fast lookup by PL/SQL was bounded by the value of the parameter `open_cursors`; see section [Oracle 8.1.7 on page 63](#). If you currently have `open_cursors` set to a high value (for example, greater than 1000), it is likely that this is causing large numbers of PL/SQL cursors to be cached in the shared pool.

For Oracle version 9.2.0.5.0 and later the maximum number of cursors that can be cached is determined by the parameter `session_cached_cursors` and not `open_cursors`.

The number of Prepared Statements defined for OVBPI is shown through the Administration Console, and after installing OVBPI for the first time, is set to 10,000 Prepared Statements. Refer to the *OpenView Business Process Insight System Administration Guide*, for details of the value for Maximum Number of active JDBC Prepared Statements.

The value for `session_cached_cursors` is set within the Oracle database file:

```
initsid.ora
```

where `sid` is the system identifier for the OVBPI database tables.

You need to make sure that this value for `open_cursors` is set to be the same as the value for Maximum Number of active JDBC Prepared Statements.

## Oracle Server Database User Permissions

The OVBPI installation procedure creates a database user, with the correct profile, however, if you have an existing database user that you want to use for the OVBPI database, you can specify this User during the OVBPI installation. Where possible, you are advised to let the installation procedure create the database user, unless there is a strong reason for using your own defined database user.

If you allow the installation procedure to create the Oracle User, you do not need to take any action as the database User is created with all the required privileges. If you intend to specify an already defined User for OVBPI within the installation procedure, you need to ensure that the following are completed before starting the OVBPI installation:

- the User has `QUOTA UNLIMITED` defined on its default tablespace (this is the tablespace where the OVBPI data is created).
- the User has the `CREATE SESSION` privilege granted.

When you run the OVBPI installation, the installation procedure then completes the following for the User that you specify:

- defines `QUOTA UNLIMITED` for the `INDX` tablespace. OVBPI uses the `INDX` tablespace to hold indexes for some of the tables in the OVBPI User's default tablespace. This is done for reasons of performance.
- grants the following privileges to the User:

- `CREATE SESSION`
- `CREATE SEQUENCE`
- `CREATE TABLE`
- `CREATE VIEW`
- `CREATE PROCEDURE`
- `CREATE TRIGGER`
- `CREATE ANY INDEX`



If you create your own database user, you are advised to check the following log file following the OVBPI installation to make sure that the Oracle database tables have all been created correctly:

```
OVBPI-install-dir\HP_OpenView_Business_Process_Insight_DbSetupLog.log
```

This file is created when there are errors to report after OVBPI has made a successful connection to the database. If there are errors reported in the file, you need to investigate them and make any necessary corrections. You must then uninstall and reinstall OVBPI to reconfigure the database options.

If this file does not exist, there are no errors with the connection.

## OVBPI Custom Probes for Internet Services Database Requirements

The OVBPI Custom Probes must be installed on the same system as Internet Services Configuration Manager; however, they also need access to the OVBPI data.

If you are using Microsoft SQL Server to store your OVBPI data, then you do not need to complete any additional tasks in order for the custom probes to access this data. However, if you are using an Oracle Server to store your OVBPI data, you need to complete the tasks described in this section before installing the custom probes. These tasks need to be completed on the system where you intend to install the Custom Probes, which is where the OVIS Configuration Manager is also installed.

When using an Oracle Server to store the OVBPI data, you need to configure an Oracle Net Service that you then need to enter when you install the OVBPI Custom Probes. You configure an Oracle Net Service using the Oracle Server Net8 Configuration Assistant (Oracle 8.1.7), or Net Configuration Assistant (Oracle 9i and 10g).

You also need to make sure that the Oracle Client software for Windows is installed on the OVIS system. The Oracle Client software provides the Configuration Assistant, which you use to configure a Net Service Name.

Make a note of the Net Service Name that you create as you need to quote it when you install the OVBPI Custom Probes.

You also need to make a note of the Oracle ODBC driver that is configured for the OVBPI database. The ODBC drivers configured for your system are defined in Administration Tools > Data Sources (ODBC), which is accessed from the Control Panel.

## What to do Next

When you have completed all the checks and tasks listed in this chapter, continue at [Chapter 3, Installing OVBPI](#) to install the OVBPI components.

# Installing OVBPI

This chapter describes how to install OVBPI and covers the following installation options:

- Server and Modeler installation
- Server Only installation
- Modeler Only installation
- OVO Adaptor installation

In addition, this chapter describes how to install the OVBPI Custom Probes for OVIS. You need only install the probes for OVIS if you intend to use OVIS to monitor OVBPI and report on the business flows. The probes installation is a separate installation procedure and is also available on the distribution media. Receiving operational reports from OVIS does not require the probes installation.

You can install the OVBPI Custom Probes at any time, there is no relationship between the OVBPI installation and the probes installation; however, OVIS must be installed before installing the OVBPI custom probes.

The following topics are covered in this chapter:

- Tasks to complete before starting the installation; see section [Collecting Required Information for Installer on page 69](#)
- The location of the OVBPI installation log files; see section [Installation Log Files on page 79](#)
- Tasks to complete for a Server and Modeler installation; see section [Server and Modeler Installation on Windows on page 80](#)
- Tasks to complete for a Server Only installation; see section [Server Only Installation on Windows on page 90](#)
- Tasks to complete for a Modeler Only installation; see section [Modeler Only Installation on page 91](#)
- Tasks to complete for an OVIS Custom Probes installation; see section [OVBPI Custom Probes for Internet Services Installation on page 98](#).
- Tasks to complete for an OVO Adaptor installation; see section [OVBPI OVO Adaptor Installation on page 94](#)

## Collecting Required Information for Installer

Before starting the installation, make sure that you have completed the following steps:

- Checked the *OpenView Business Process Insight Release Notes* for any additional tasks that you need to complete before and after the installation. The Release Notes are located on the distribution media.
- Worked through the required pre installation checks listed in [Chapter 3, Installing OVBPI](#).
- Checked that the Database Server that you plan to use for OVBPI is configured and running (Microsoft SQL Server or Oracle Enterprise Server). The database can be on the same system as the OVBPI Server or on a different system.
- Made any database configuration changes required for OVBPI and the OVBPI custom probes, as described in section [OVBPI Server Database Requirements on page 49](#) and section [OVBPI Custom Probes for Internet Services Database Requirements on page 66](#).
- Made a note of the information that you need during the installation as follows. There is a column for you to note the relevant information in each of the following sections:
  - [Information Required for a Server and Modeler Installation on page 70](#).
  - [Information Required for a Server Only Installation on page 75](#)
  - [Information Required for a Modeler Only Installation on page 76](#)
  - [Information Required for an OVO Adaptor Installation on page 76](#)
  - [Information Required for an OVIS Custom Probes Installation on page 77](#).

## Information Required for a Server and Modeler Installation

The information in this section describes what you need to supply for the OVBPI `Server` and `Modeler` Installation option.

**Table 15** lists the general information requested by the OVBPI `Server` and `Modeler` Installation.

**Table 15** General Information Required for a Server and Modeler Installation

Information	Notes	Values
Name of OVBPI installation directory	A default is offered by the installer, which you can override. Note that some OVBPI configuration scripts are preconfigured with the default installation directory. If you change the directory, you also need to modify any scripts that you configure after the installation.	
Name of the directory where the J2SDK is installed.	The installer offers a location. You need to check that it is correct.	

Table 16 lists the information related to the Microsoft SQL Server Database Server. If you plan to configure OVBPI to use an Oracle Server, you can skip this table and continue at Table 17 on page 73.

**Table 16 Microsoft SQL Server Information Required for a Server and Modeler Installation**

Information	Notes	Values
Database type	This defines the database that you plan to use for OVBPI flow data. It is either, Oracle Server or Microsoft SQL Server.	Microsoft SQL Server
Hostname of the machine where the database is running. This can be a local or remote machine.	The default of <code>localhost</code> is offered by the installer. Accept the default if you are using a local database, or enter the fully-qualified domain name of the machine where the database is running if you are using a remote database.	
SQL Server Database Port Number	This is the port number that Microsoft SQL Server uses to communicate with applications; by default this is port 1433.	
User name and password for a database user that has permission to create schemas and users, plus assign privileges to users.	The OVBPI schema is created as part of the installation process, as is the database user. The installer needs a user with sufficient privileges to create the schema and the new database user.  Obtain the credentials for a suitable user from your database administrator.  By default the installer offers the <code>sa</code> account.	

**Table 16 Microsoft SQL Server Information Required for a Server and Modeler Installation**

Information	Notes	Values
Name for the SQL Server database	<p>This is the name of the SQL Server database created for OVBPI. By default you are offered the name <code>OvbpiSchema</code>. If you want a different name, you can replace the default offered during installation.</p> <p>You are strongly recommended to assign a database name that is specific to OVBPI.</p>	
User name and password details of the OVBPI database user.	<p>The OVBPI system needs a database account that it can use to create and modify the OVBPI database tables. This might be a user that you have already created through SQL Server, in which case you need to enter the correct credentials. Alternatively, you can provide a new user name and the installation procedure will create the user.</p> <p>If you have created a user, you need to make sure that the user has the correct permissions set; see <a href="#">SQL Server Database User Properties on page 56</a>.</p> <p>The database username must be between 1 and 128 characters and comprise letters, digits, and the underscore character (<code>_</code>); it must start with either a letter, or the underscore character.</p> <p>The database password can comprise any character, with the exception of the space (<code> </code>) and backslash (<code>\</code>) characters; it cannot start with a dollar (<code>\$</code>) or at (<code>@</code>) character.</p>	
Directory where the database data files are stored	<p>The installation needs to know where to create the database files. A default is offered by the OVBPI installation. If the location of the database files has not been changed within SQL Server, accept the default.</p>	



Table 17 lists the information related to the Oracle Database Server. If you plan to configure OVBPI to use an Microsoft SQL Server, refer to the questions listed in Table 16 on page 71.

**Table 17 Oracle Server Information Required for a Server and Modeler Installation**

Information	Notes	Values
Database type	This defines the database that you plan to use for OVBPI flow data. It is either, Oracle Server or Microsoft SQL Server.	Oracle
Hostname of the machine where the database is running. This can be a local or remote machine.	The default of <code>localhost</code> is offered by the installer. Accept the default if you are using a local database, or enter the fully-qualified domain name of the machine where the database is running if you are using a remote database.	
Oracle Server Database Port Number	This is the port number that the Oracle Server uses to communicate with applications. By default it uses port 1521.	
Oracle database instance identifier	The installation requests a value for the Oracle database instance identifier (SID), which is where the OVBPI tables are created. Check with your database administrator for the correct value of the SID for OVBPI. There might be a SID that is specific to OVBPI.	

**Table 17 Oracle Server Information Required for a Server and Modeler Installation**

Information	Notes	Values
User name and password for a database user that has permission to create the tablespace and user for OVBPI.	<p>The OVBPI tablespace is created as part of the installation process, as is the database user. The user name entered to create these needs the privileges to: create the OVBPI schema, the OVBPI user and permission to read from the System tables. Obtain the credentials for a suitable user from your database administrator.</p> <p>You are strongly recommended to assign a User that is specific to OVBPI.</p>	
User name and password details of the OVBPI database user. <sup>1</sup>	<p>The OVBPI system needs a database account that it can use to create and modify the OVBPI database tables. This might be a user that you have already created through Oracle Server, in which case you need to enter the correct credentials. Alternatively, you can provide a new user name and the installation procedure creates the user.</p> <p>If you have created a user, you need to make sure that the user has the correct permissions; see <a href="#">Oracle Server Database User Permissions on page 64</a>.</p> <p>The database username must be between 1 and 27 characters and can comprise letters, digits and the underscore ( _ ) character; it must start with either a letter or the underscore character.</p> <p>The database password must be between 1 and 30 characters and can comprise letters, digits and any punctuation characters, with the exception of the space ( ) and the brace ( {} ) characters.</p>	

**Table 17 Oracle Server Information Required for a Server and Modeler Installation**

Information	Notes	Values
Directory where the database data files are stored	The installation needs to know where to create the database files. A default is offered by the OVBPI installation, but you need to check with your database administrator for confirmation about where the database files should be created.	

1. If you intend to use an Oracle Database Server that is installed on an HP-UX system, you must create a database user for OVBPI before starting the installation; if you do not, the installation fails. Refer to section [OVBPI Server Database Requirements on page 49](#) for more details.

You enter the database details when you install OVBPI; however, once OVBPI is installed and configured with these details, none of the database details can be changed, with the exception of the password for the OVBPI Database or User. The database configuration details are shown through the OVBPI Administration console for your reference, however, you cannot modify them.

Details of how to configure your OVBPI system to integrate with email, HP OpenView Internet Services, HP OpenView Service Desk and OpenView Operations following a successful installation are provided in the *OpenView Business Process Insight System Administration Guide*.

## Information Required for a Server Only Installation

The information required for a Server Only installation is the same as that required for a Server and Modeler installation. Make sure that you have the information listed in [Table 15](#) to [Table 17](#) available before starting the installation.

## Information Required for a Modeler Only Installation

The OVBPI Modeler can be installed on the same system as the OVBPI Server, or on a system remote from the OVBPI Server.

The OVBPI Modeler needs to connect to the Model Repository, which is part of the OVBPI Server. You should therefore install the OVBPI Server before installing the OVBPI Modeler

Before starting an OVBPI Modeler installation, make sure that you have the following information available.

**Table 18 Information Required for an OVBPI Modeler Installation**

Information	Notes	Values
Name of OVBPI installation directory	A default is offered by the installer that you can override.	
Name of the directory where the J2SDK is installed.	The installer offers a location, you need to check that it is correct.	

## Information Required for an OVO Adaptor Installation

The OVBPI OVO Adaptor need only be installed if you plan to use Service Navigator or OVOW as a source for operational events. The Adaptor must be installed on the same system as OpenView Operations, that is OpenView Operations for Windows or OpenView Operations for HP-UX (Service Navigator).

Before starting an OVO Adaptor installation, make sure that you have the following information available.

**Table 19 Information Required for an OVO Adaptor Installation**

Information	Notes	Values
Name of OVBPI installation directory	A default is offered by the installer that you can override.	
Name of the directory where the J2SDK is installed.	The installer offers a location, you need to check that it is correct.	

Details of how to re-configure your OVBPI system after it is installed are provided in the *OpenView Business Process Insight System Administration Guide*.

## Information Required for an OVIS Custom Probes Installation

The OVBPI Custom Probes for Internet Services need only be installed if you want OVIS to monitor OVBPI metrics relating to your business flows. Refer to the *OpenView Business Process Insight System Administration Guide* for details of the function of the probes.

The probes must be installed on the same system as the OVIS Management Server.

There is a separate installation program on the distribution media for the custom probes installation.

**Table 20 Information Required for an OVBPI Custom Probes Installation**

Information	Notes	Values
Name of Custom Probes installation directory	A default is offered by the installer that you can override.	
Type of database that OVBPI is configured to use.	This defines the type of database that you have configured for OVBPI, for example, Oracle or Microsoft SQL Server.	
Oracle ODBC Driver Name	This is the name of the Oracle ODBC driver configured for the OVBPI database. The question is asked only where you select Oracle as the database type during the installation; see section <a href="#">OVBPI Custom Probes for Internet Services Database Requirements</a> on page 66.	

**Table 20 Information Required for an OVBPI Custom Probes Installation**

Information	Notes	Values
Oracle Net Service Name	<p>This is name that you have configured for the Oracle Net Service Name using the Net8 Configuration Assistant.</p> <p>The question is asked only where you select Oracle as the database type during the installation; see section <a href="#">OVBPI Custom Probes for Internet Services Database Requirements</a> on page 66.</p>	
Microsoft SQL Server hostname	<p>This is the name of the system where SQL Server database that OVBPI is using is installed.</p> <p>This question is asked only where you select MS SQL Server as the database type during the installation; see section <a href="#">OVBPI Custom Probes for Internet Services Database Requirements</a> on page 66.</p>	
Microsoft SQL Server database name	<p>This is the name of the database that is configured for the OVBPI data in Microsoft SQL.</p> <p>This question is asked only where you select MS SQL Server as the database type during the installation; see section <a href="#">OVBPI Custom Probes for Internet Services Database Requirements</a> on page 66.</p>	

# Installation Log Files

The following sections describe the installation log files that are created when the OVBPI components are installed.

## OVBPI Server Log Files

The installation log file for the OVBPI server is located in the OVBPI root installation directory as follows:

- `OVBPI-install-dir\HP_OpenView_Business_Process_Insight_InstallLog.log` (Windows)
- `OVBPI-install-dir/HP_OpenView_Business_Process_Insight_InstallLog.log` (HP-UX)

## Database Log Files

The installation also creates a log file created for problems encountered by the OVBPI installer when creating, or migrating, the database, database user and database tables. This file is called:

```
OVBPI-install-dir\HP_OpenView_Business_Process_Insight_DBSetupLog.log
```

This file is created when there are errors to report after OVBPI has made a successful connection to the database. This log file contains errors relating to the SQL scripts that the OVBPI installer runs, and not database connection errors.

If there are no problems encountered, this log file is not created.

## OVBPI Custom Probes Log File

The log file for the OVBPI custom probes installation is located as follows:

```
OVIS-install-dir\HP_OpenView_Business_Process_Insight_Custom_Probes_for_Internet_Services_InstallLog.log
```

## Installing the OVBPI Components

The following sections describe the installation process for each of the following installation options:

- [Server and Modeler Installation on Windows on page 80.](#)
- [Server Only Installation on Windows on page 90.](#)
- [Modeler Only Installation on page 91.](#)
- [OVBPI Custom Probes for Internet Services Installation on page 98.](#)
- [OVBPI OVO Adaptor Installation on page 94.](#)

### Server and Modeler Installation on Windows

This section describes the steps for installing the all the OVBPI components on a Windows system. Before starting the installation, make sure that you have:

- shut down all applications that use Autopass License Management on the system where you intend to install OVBPI. If you do not, you might not be able to use these applications or OVBPI following the OVBPI installation.
- read section [Information Required for a Server and Modeler Installation on page 70](#)
- the system environment variable for `JAVA_HOME` is set.

If you intend to use an Oracle Database Server that is installed on an HP-UX system, you must create a database user for OVBPI before starting the installation; if you do not, the installation fails. Refer to section [OVBPI Server Database Requirements on page 49](#) for more details.

Complete the steps described in the following sections to install all the OVBPI components for the first time. The steps are subdivided into logical areas so they are easier to follow. You need to complete the steps that are related to the choices that you make during the installation.



## Introduction

Starting the installation:

1. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an introduction to the installation. Click **Next** to start the installation.

Alternatively, you can follow the link from the `readme` file presented when you insert the CD into the CD drive.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to stop the installation and make sure that the correct version of the J2SDK is installed. You also need to make sure that the system environment is set up as described in section [J2SDK on page 46](#). If this does not resolve the problem, you need to remove all older versions of the J2SDK from your system.

When you have corrected the problem, restart the installation.

## General OVBPI Settings

Answer the following questions relating to installation directory, installation type and J2SDK location:

1. From the `Choose Install Folder` dialog, click `Next` to accept the default installation directory, or select `Choose`, to navigate to a directory of your choice. There might be a short delay before a navigation window is presented. Click `Next` to continue.
2. From the `Choose Product Features` dialog, select `Server` and `Modeler Installation` and click `Next`.

If the installer detects one or more OpenView products that use the OpenView License Manager (Autopass) are installed (including a previous version of OVBPI), it displays a `Warning` message. Select `Next` to confirm that you have shutdown all other OpenView products, or select `Cancel` to abort the installation.

3. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click `Next` to continue.

Section [OVBPI Database Settings on page 82](#) describes the questions relating the database that you intend to use to use to store the OVBPI flow data.

## OVBPI Database Settings

OVBPI uses a database to store its flow definitions and flow status information. You need to answer questions relating to the configuration of the database as part of the installation.

1. From the `OVBPI Database Type` dialog, select the database type that you intend to configure for OVBPI. This can be either `Microsoft SQL Server` or `Oracle`.

For `Microsoft SQL Server`, select `Microsoft SQL Server`, click `Next` and continue at section [Microsoft SQL Server Database on page 83](#).

For an `Oracle Server`, select `Oracle`, click `Next` and continue at section [Oracle Server Database on page 85](#).

## Microsoft SQL Server Database

The following questions relate to the Microsoft SQL Server database questions for OVBPI. These questions relate to values that you have entered when installing the Microsoft SQL Server. If you do not know the answers to these questions, talk to the person who installed Microsoft SQL Server for the information that you need.

1. From the `Microsoft SQL Server connection details` dialog, enter the details for the Microsoft SQL Server database as follows:

- MS SQL Server host

Enter the fully qualified domain name of the machine where the Microsoft SQL Server database is installed. You can use `localhost` to specify the machine name if appropriate.

- MS SQL Server port

Enter the port number for the database if the default offered is not correct. The default offered is the standard port number used by Microsoft SQL Server; you do not need to change this unless you have configured Microsoft SQL Server to use an alternative port number.

- Admin username

Enter the login username for a database user that has permission to create the OVBPI database, and where appropriate the OVBPI user; for example, the system administrator user (`sa`).

- Admin password

Enter the password for the database user specified in the previous step.

When you have entered all the required information, click `Next`.

2. From the `Microsoft SQL Server user details` dialog, enter the details to create the OVBPI database tables as follows:

- Database name

Enter the name that you want to give to the OVBPI database, or accept the default name offered.

- Username

Enter the username that OVBPI can use to log into the database to access its tables. A default name is offered for the username, which you can accept.

— Password

Enter a password for the user entered in the previous step.

— Confirm password

Reenter the password for the user as confirmation.

Make sure that you remember these user name and password details as you will need them in the future.

— Database file directory

Enter the location of the database directory files. The installer offers a directory name based on the location following a default Microsoft SQL Server installation. Check the directory details are correct and either accept the directory offered, or enter new directory details.

When you have entered all the required information, click `Next`.

If you are presented with an error dialog labeled `Database Tables Exist`, the installer has detected database tables already defined in the database with the same names as the tables it needs to create for OVBPI. This message is also displayed in the case for other database functions, such as Views, Stored Procedure, Triggers and so on.

These database functions might be left from a previous installation, where you have uninstalled OVBPI and selected not to remove the OVBPI data; they could be tables from another application that have the same name as the default OVBPI tables; or they could be user-defined.

If you click `OK` and `Next`, the installer continues with the installation and deletes and recreates all the database functions that OVBPI requires. Alternatively, you can:

— Enter an alternative database name.

Click `OK` to dismiss the error dialog and then click the `Previous` button to return to the `Microsoft SQL Server user details` dialog and enter a different name for the database.

— Cancel the installation, remove or rename the OVBPI tables that already exist and then restart the installation.

Choose the option that you want to continue with and either restart the installation, or continue at section [Pre-Installation Summary on page 87](#) as appropriate.

## Oracle Server Database

The following questions relate to the Oracle Server database that you have configured for OVBPI. These questions relate to values that you have entered when installing the Oracle Server. If you do not know the answers to these questions, talk to the person who installed the Oracle Server for the information that you need.

1. From the `Oracle connection details` dialog, enter the following database details:
  - Oracle host  
Enter the fully qualified domain name of the machine where the Oracle server is installed. You can use `localhost` to specify the machine name if appropriate.
  - Oracle port  
Enter the port number for the database if the default offered is not correct. The default offered is the standard port number used by Oracle, you do not need to change this unless you have configured Oracle to use an alternative port number.
  - Oracle SID  
Enter the SID that you want to use for the OVBPI database tables.
  - Admin username  
Enter the login username for a database user that has permission to create the OVBPI database, and where appropriate the OVBPI user; for example, the system user (`system`).
  - Admin password  
Enter the password for the database user specified in the previous step.

When you have entered all the required information, click `Next`.

2. From the Oracle user details dialog, enter the details to create the OVBPI database tables as follows:

- Username

Enter the username that OVBPI can use to log into the database to access its tables. A default name is offered for the username, which you can accept.

- Password

Enter a password for the user entered in the previous step.

- Confirm password

Reenter the password for the user as confirmation.

Make sure that you remember these user name and password details as you will need them in the future.

- Database file directory

Enter the location of the database directory files. The installer offers a directory name based on the location following a default Oracle Server installation. Check the directory details are correct and either accept the directory offered, or enter new directory details.

When you have entered all the required information, click `Next`.

If you are presented with an error dialog labeled `Database Tables Exist`, the installer has detected database tables already defined in the database with the same names as the tables it needs to create for OVBPI. This message is also displayed in the case for other database functions, such as Views, Stored Procedure, Triggers and so on.

These database functions might be left from a previous installation, where you have uninstalled OVBPI and selected not to remove the OVBPI data; they could be tables from another application that have the same name as the default OVBPI tables; or they could be user-defined.

If you click `OK` and `Next`, the installer continues with the installation and deletes and recreates the tables that OVBPI requires. Alternatively, you can:

- Enter an alternative database name.

Click `OK` to dismiss the error dialog and then click the `Previous` button to return to the `Oracle user details` dialog and enter a different name for the database.

- Cancel the installation, remove or rename the OVBPI tables that already exist and then restart the installation.

Choose the option that you want to continue with and either restart the installation, or continue at section [Pre-Installation Summary on page 87](#) as appropriate.

## Pre-Installation Summary

From the `Pre-Installation Summary` dialog, check the details on the summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click `Done` to exit the installation procedure.

## Starting OVBPI Server Components on Windows

You can start the OVBPI components in one of two ways:

- Using the OVBPI Administration console:
  - a. Start the OVBPI components using the OVBPI Administration Console by selecting:

Start|Programs|HP OpenView|Business Process Insight|OVBP Admin

- b. Click the `Start All` button to start all the OVBPI server components.

- From the Services option from the Control Panel:

- a. Select:

Start|Control Panel|Administrative Tools|Services

The OVBPI Server components are listed as the following Windows services:

- OVBPIAdminServer
- OVBPIEngine
- OVBPIEventHandler
- OVBPIMetricEngine
- OVBPIModelRepository
- OVBPINotificationServer
- OVBPIServletEngine

- b. Start all the OVBPI Services in the usual way.

You can also configure further properties for these OVBPI Services, which are specific for your implementation. As an example, you can configure the Windows Service to restart automatically following a failure. As installed, the Services do not restart following a failure.

If you are using an Oracle Server it can take a minute or so for OVBPI components to make a connection (on some systems). There is a retry mechanism for connecting to an Oracle Server when OVBPI is starting, but this retry interval eventually times out. In this case, you might need to have a second attempt at starting some of the OVBPI components that use the database.



When you have successfully completed the installation and started the OVBPI components, you need to check you license status and enter your permanent license key password as described in section [License Key Password Redemption on page 89](#).

## License Key Password Redemption

When initially installed, OVBPI is running under a 60-day `Instant On` license. You need to obtain your permanent password before the 60-day period has expired. To obtain your permanent password, you need to access the Autopass License Management utility, which is available through the OVBPI Administration Console.

OVBPI uses a `Nodelocked` license based on the hostname of the machine where the OVBPI Server is installed.

When you purchased OVBPI you received one, or more, entitlement certificates. An entitlement certificate is issued for each licensed product that you purchase, for example:

- HP OpenView BPI - 1 Business Process LTU
- HP OpenView SD BPI - Helpdesk Mgmnt LTU

Use the information on your entitlement certificates and the Autopass License Management utility to retrieve and install the software license keys for OVBPI. The following are the instructions for accessing the Autopass License Management utility for OVBPI:

1. Open the OVBPI Administration Console
2. Select the following menu option:

Admin | License Manager

The Autopass License Management `Retrieve/Install License Key` pane is displayed.

3. Follow the License Management instructions for retrieving and installing your license key. You need to make sure that you have the information from your entitlement certificates when answering the licensing questions.

For detailed information about using Autopass, refer to the License Management online help.

If you have any difficulty with Autopass, use the contact details on your License Entitlement Certificate. You can also access the HP Password delivery service at the following URL:

**<http://www.webware.hp.com>**

When you have installed your permanent license, continue and verify your OVBPI installation as described in [Chapter 4, Verifying the Installation](#). You can complete the verification using the 60-day `Instant On` license if you prefer and install the permanent license at a later date.

If you do not want to verify your installation, you have completed the installation.

## Server Only Installation on Windows

Complete the following steps to install the OVBPI Server without the OVBPI Modeler component on a Windows system. You might do this because you want to use the OVBPI Modeler from another system.

Before starting the installation, make sure that you have read section [Information Required for a Server Only Installation on page 75](#) and that the system environment variable for `JAVA_HOME` is set.

### Introduction

This section of the installation introduces the installation process for OVBPI.

1. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with the introduction for the installation. Click `Next` to start the installation.

Alternatively, you can follow the link from the `readme` file presented when you insert the CD into the CD drive.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to stop the installation and make sure that the correct version of the J2SDK is installed. You also need to

make sure that the system environment is set up as described in section [J2SDK on page 46](#). If this does not resolve the problem, you need to remove all older versions of the J2SDK from your system.

When you have corrected the problem, restart the installation.

## General OVBPI Settings

Answer the following questions relating to installation directory, installation type and J2SDK location:

1. From the `Choose Install Folder` dialog, click `Next` to accept the default installation directory, or select `Choose`, to navigate to a directory of your choice. There might be a short delay before a navigation window is presented. Click `Next` to continue.
2. From the `Choose Product Features` dialog, select `Server Only` as the installation option and click `Next`.

Continue at step 3 in section [General OVBPI Settings on page 82](#) to complete the `Server Only` installation.

When you have completed the `Server Only` installation and started OVBPI, continue at section [License Key Password Redemption on page 89](#).

## Modeler Only Installation

Complete the following steps to install the OVBPI Modeler component on a Windows system. You might do this because you want to use the OVBPI Modeler from a different system.



The OVBPI Modeler needs to connect to the Model Repository, which is part of the OVBPI Server. You should therefore make sure that the OVBPI Server is installed and started, before starting the OVBPI Modeler following its installation.

Before starting the installation, make sure that you have read section [Information Required for a Modeler Only Installation on page 76](#) and that the system environment variable for `JAVA_HOME` is set.

## Introduction

Complete the following steps to install the OVBPI Modeler for the first time.

1. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an introduction to the installation. Click **Next** to start the installation.

Alternatively, you can follow the link from the `readme` file presented when you insert the CD into the CD drive.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to stop the installation and make sure that the correct version of the J2SDK is installed. You also need to make sure that the system environment is set up as described in section [J2SDK on page 46](#). If this does not resolve the problem, you need to remove all older versions of the J2SDK from your system.

When you have corrected the problem, restart the installation.

## General OVBPI Settings

Answer the following questions relating to installation type, installation directory and J2SDK locations.

1. From the `Choose Installation Folder` dialog, click **Next** to accept the default installation directory, or select `Choose`, to navigate to a directory of your choice. There might be a short delay before a navigation window is presented.
2. From the `Choose Product Features` dialog, select `Modeler Only` as the installation option and click **Next**.

3. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click `Next` to continue.
4. From the `Pre-Installation Summary` dialog, check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI Modeler directories and files. When the installation is complete, you can exit the installation procedure.

You have now completed the `Modeler Only` installation.

## Starting the OVBPI Modeler

Start the OVBPI Modeler as follows:

1. Make sure that the Model Repository component is started on the OVBPI Server using the OVBPI Administration Console.
2. Select the following option from the Start menu:

`Start | Programs | HP OpenView | Business Process Insight | Modeler`

You are presented with an `OVBPI Modeler` dialog, where you enter details of the location of the Model Repository.

3. Enter details of the username and password to connect to the Model Repository. On a new installation, the username is `admin` and the password is `ovbpi`.

Details of changing the user name and password for the OVBPI Modeler are provided in the *OpenView Business Process Insight System Administration Guide*.

4. Click `OK`, and the OVBPI Modeler opens.

## OVBPI OVO Adaptor Installation

If you do not intend to use OpenView Operations as a source of operation events, you do not need to install the OVBPI OVO Adaptor.

If you do need to install the OVO Adaptor, make sure that you have read section [Information Required for an OVO Adaptor Installation on page 76](#) and that the system environment variable is set for `JAVA_HOME`.

You must install the OVO Adaptor on the OVO system where the services you want to link to are defined. If you are installing the Adaptor on an HP-UX system, complete the steps described in section [HP-UX on page 94](#). If you are installing the Adaptor on a Windows system, complete the steps described in section [Windows on page 96](#).

### HP-UX

Complete the following steps to install the OVBPI OVO Adaptor on HP-UX:

1. Log on to an account with system administration (root) capability.
2. Change directory to where the OVBPI install image is located and run the installation as follows:

```
sh ./hp-ux/ovbpi-ovo-adaptor-install.bin
```

When the installation image has been extracted, the installer GUI starts on the system where the `DISPLAY` environment variable is configured to display.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to exit from the installation. You then need to make sure that the correct version of Java is defined in the system `PATH` environment variable and restart from step 2, or run the installer from the command line as follows:

- a. Change directory to where the installation image is located.
- b. Type the following command:

```
sh ./hp-ux/ovbpi-ovo-adaptor-install.bin LAX_VM Java 1.4.2  
Home Directory/bin/java
```

where *Java 1.4.2 Home Directory* is the home directory for the J2SDK.

This forces the installer to use the correct J2SDK. You can now continue with the installation.

3. The installation introduction screen is presented, click `Next` to continue.
4. Accept the default OVBPI installation directory offered, or enter a directory of your choice and click `Next`.
5. Select `OVO Adaptor` and click `Next`.
6. Accept the default home directory for the Java SDK, if it is correct, and click `Next`. If the default directory offered is incorrect, enter the correct directory and click `Next`.
7. Confirm the installation details on the summary page and complete the installation.
8. Click `Install` to start the installation.
9. Click `Done` when the installation is complete.

The adaptor server is now running and ready to accept connections when you start up the OVBPI components on Windows, you can continue at section [Starting the OVBPI OVO Adaptor on page 97](#).

## Windows

Before starting the installation, make sure that the Windows .NET Framework is installed on the system where you intend to install the adaptor on Windows.

Complete the following steps to install the OVBPI OVO Adaptor on Windows:

1. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an introduction to the installation. Click **Next** to start the installation.

Alternatively, you can follow the link from the `readme` file presented when you insert the CD into the CD drive.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to stop the installation and make sure that the correct version of the J2SDK is installed. You also need to make sure that the system environment is set up as described in section [J2SDK on page 46](#). If this does not resolve the problem, you need to remove all older versions of the J2SDK from your system.

When you have corrected the problem, restart the installation.

2. From the `Choose Install Folder` dialog, click **Next** to accept the default installation directory, or select `Choose`, to navigate to a directory of your choice. There might be a short delay before a navigation window is presented. Click **Next** to continue.
3. From the `Choose Product Features` dialog, select `OVO Adaptor` and click **Next**.
4. From the `J2SDK Home` dialog, click **Next** to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click **Next** to continue.
5. From the `Pre-Installation Summary` dialog, check the details on the summary. If they are correct, click **Install**, if they are not, click **Previous** to correct them.

The installation procedure continues and installs the Adaptor directories and files. When the installation is complete, click **Done** to exit the installation procedure.



## Starting the OVBPI OVO Adaptor

If you have installed the OVBPI OVO Adaptor on a Windows system, you can start the adaptor in one of two ways:

1. Using the OVBPI Administration console:

- a. Start the OVBPI components using the OVBPI Administration Console by selecting:

```
Start|Programs|HP OpenView|Business Process Insight|OVBPi Admin
```

- b. Click the `Start All` button to start all the OVBPI components installed.

2. From the Services option from the Control Panel:

- a. Open the Windows Services dialog as follows:

```
Start|Control Panel|Administrative Tools|Services
```

The OVBPI OVO Adaptor is listed as the following Windows service:

```
- OVBPIOVOAdaptor
```

- b. Start the `OVBPIOVOAdaptor` service in the usual way.

If you have installed the OVBPI OVO Adaptor on an HP-UX system, you can start the adaptor as follows:

1. Using the OVBPI Administration Console:

- a. Add the following OVBPI directory to your system path:

```
OVBPI-install-dir/bin
```

By default *OVBPI-install-dir* is `/opt/OV/OVBPI`

- b. Start the OVBPI Administration Console as follows:

```
biaadmin.sh
```

The OVBPI Administration Console is presented.

- c. Click the `Start All` button to start all the OVBPI components installed.

2. Automatically as part of the HP-UX server startup process.

OVBPI creates the following scripts as part of the OVBPI OVO Adaptor installation:

- /sbin/init.d/ovbpi

This script is used to start and stop all OVBPI components that are installed. These are the OVBPI Administration Console and the OVBPI OVO Adaptor.

- /sbin/rc2.d/K009ovbpi

This is a symbolic link to /sbin/init.d/ovbpi

- /sbin/rc3.d/S998ovbpi

This is a symbolic link to /sbin/init.d/ovbpi

- /etc/rc.config.d/ovbpi

This is a configuration file used during startup and shutdown. As installed the OVBPI components are configured to start automatically when the HP-UX system is started. If you want to change this behavior, you need to modify the parameter settings in this configuration file.

## OVBPI Custom Probes for Internet Services Installation

This section describes how to install the OVBPI Custom Probes for Internet Services; install these probes if you want to use OVIS to report on OVBPI-specific metrics. Before starting the installation, make sure that you have read section [Information Required for an OVIS Custom Probes Installation on page 77](#).

The probes installed for OVBPI and the flow metrics that they measure are described in the *OpenView Business Process Insight System Administration Guide*.



You must install the OVBPI Custom Probes on the system where OpenView Internet Services Configuration Manager is installed.

Complete the following steps to install the probes:

1. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-ovis-probes-install.exe
```

You are presented with an introduction to the installation. Click **Next** to start the installation.

Alternatively, you can follow the link from the `readme` file presented when you insert the CD into the CD drive.

You are presented with an installation GUI that leads you through the steps to install you OVBPI custom probes. Click **Next** to start the installation.

2. From the **Choose Install Folder** dialog, accept the default installation directory, or select **Choose**, to navigate to a directory of your choice and click **Next**.
3. From the **OVBPI Database Type** dialog, select the database type that you configured for OVBPI to use to store flow data, click **Next**.

If you selected **Microsoft SQL Server**, continue at step 6, otherwise, continue at step 4 for **Oracle**.

4. From the **Oracle ODBC Driver Name** dialog, enter the name for the ODBC driver that you want OVBPI to use when making a connection to the OVIS Oracle database.

If the ODBC driver that you have specified does not exist, the installer continues and you can create the driver (with the correct name) after the installation is complete.

5. From the **Net Service Name** dialog, enter the name that you configured for the Oracle Net Service and click **Next**.

Continue at step 8.

6. From the **OVBPI Database Hostname** dialog, enter the hostname for the system where the database used by OVBPI is installed and running.

7. From the OVBPI MSSQL Database Schema Name dialog, enter the name of the OVBPI schema as defined within SQL Server, for example OvbpiSchema.
8. From the Pre-Installation Summary dialog, check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI custom probes directories and files. When the installation is complete, you can exit the installation procedure.

The OVBPI Custom Probes are now installed and you can use OVIS to configure these probes in the same way as other OVIS probes. When configuring the `Probe Location Info`, make sure that you select `Local System` as the value for the `Probe Location` parameter.

Details of the information required by these probes is given in the *OpenView Business Process Insight System Administration Guide*.

## What to do Next

If you are using an Oracle Server for your OVBPI implementation, you are advised to read the section in the *OpenView Business Process Insight Problem Solving Guide* related to Oracle Server performance. The section provides information relating to optimizing Oracle for use with OVBPI.

When you have successfully completed the OVBPI installation, continue at [Chapter 4, Verifying the Installation](#) to verify your OVBPI Server installation.

Details of managing your system, including starting and stopping components can be found in the *OpenView Business Process Insight System Administration Guide*.

## Verifying the Installation

This chapter uses an example flow to check that all the OVBPI files are installed correctly, and that your OVBPI system is operating as it should be. This chapter does not provide any information about verifying that the OVBPI Custom Probe installation is correct.

It is not possible to try all permutations for a business flow; however, this chapter uses one of the contributed flows and the Flow Simulator, which is also a contributed tool, to create a business flow and simulate its progress through the Business Impact Engine.

The chapter describes how you deploy the flow, plus the Data and Event definitions for the flow. You then go on and use the Flow Simulator to send simulated events into the Business Impact Engine and view the results through the OVBPI Business Process Dashboard. This then confirms that the Business Impact Engine is processing events and is therefore successfully installed.

The verification does not check all the aspects of creating and deploying a flow. The *OpenView Business Process Insight Integration Training Guide - Modeling Flows* provides a more detailed example of creating a flow including Data and Events.

Before using the verification flow, make sure that you have installed, and started, the required OVBPI components. These are:

- OVBPI Server on Windows
- OVBPI Modeler on Windows

## Importing an Example Flow

This section describes how to import one of the example flows into the OVBPI Modeler.

Before you start, make sure that the OVBPI Server components are started and the OVBPI Modeler is started; see section [Starting OVBPI Server Components on Windows on page 88](#) and section [Starting the OVBPI Modeler on page 93](#).

Complete the following steps to import and deploy the Cell phone Provisioning flow:

1. Locate the OVBPI distribution media.

The demonstration, or example, flows are located under the following directory:

```
CD-drive\contrib\DemoFlowLibrary
```

2. Copy the entire contents of `contrib\DemoFlowLibrary` directory to a directory with the same name under your OVBPI installation directory as follows:

```
ovbpi-install-dir\contrib\DemoFlowLibrary
```

The next step is to import the Cell phone Provisioning flow (MB\_Mobile.zip)

3. From the OVBPI Modeler select:

```
File|Import Definitions
```

You are presented with an `Import Definitions` dialog.

4. Use the Browse button to locate the example flow, which is contained in a .zip file and located under the MB\_Mobile directory as follows:

```
ovbpi-install-dir\contrib\DemoFlowLibrary\MB_Mobile
\MB_Mobile.zip
```

Make sure that you select the file with the .zip extension from this directory and click `Open` to load the file into the Modeler.

5. Click `Next`.

All the definitions relating to the MB\_Mobile flow are listed.

6. Click `Import`, to import the flow into the OVBPI Modeler.

7. When the import is complete, click `Close`.

The MB\_Mobile flow is now imported and can be viewed from within the Modeler.

8. Select the MB\_Mobile flow under `Flows` in the OVBPI Modeler Navigator pane.

9. Deploy the MB\_Mobile flow using the following menu option in the OVBPI Modeler:

```
File|Deploy
```

A dialog is presented that lists all the definitions that will be deployed.

10. Click `Deploy` to deploy the flow.

11. Click `Close` when the flow has been successfully deployed.

You can see that the status of the flow has changed in the Summary window within the Modeler and the flow is now confirmed as deployed.

## Using the Flow Simulator

The next step is to start the Flow Simulator and run the test case for the MB\_Mobile flow. The simulator injects business events into the Business Impact Engine and as a result flow instances are created and progressed. This enables you to confirm that the OVBPI installation is successful.

If you have upgraded from OVBPI version 01.01 to OVBPI version 02.00, you need to make sure that you are using the correct version of the test script with the correct version of the flow. Do not mix a version 01.01 flow with a version 02.00 test script for the Flow Simulator.

To run the Flow Simulator, complete the following steps:

1. Locate the OVBPI distribution media.

The Flow Simulator is located under the following directory:

```
CD-drive\contrib\FlowSimulator
```

2. Copy the entire contents of `contrib\FlowSimulator` directory to a directory with the same name under your OVBPI installation directory as follows:

```
ovbpi-install-dir\contrib\FlowSimulator
```

3. Open a Command Prompt window.
4. Change directory to where the Flow Simulator files are located.
5. Run `FlowSimulator.bat`.

The Flow Simulator opens and there are two tabbed windows on the left-hand pane:

```
- Test Case Editor  
- Test Suite Runner
```

There is a list of test suites already defined for the `MB_Mobile` flow, which you now need to import into the simulator.

6. From the Flow Simulator, select `File|Open Test Suite`
7. Browse to the following directory:

```
ovbpi-install-dir\contrib\DemoFlowLibrary\MB_Mobile
```

The test suites are located with the contributed flows that they relate to.

8. Select the file `MB_Mobile.test`.
9. Click `Open`

The `MB_Mobile` test suite is loaded into the Flow Simulator. There are four test cases listed within the Test Case Editor.

10. Move to the `Test Suite Runner` pane and click the `Start Suite` button.

The simulator is now injecting events for the `MB_Mobile` flow. You can see these events on the Status Bar at the bottom of the Flow Simulator Window.



## Viewing the Flow Using the OVBPI Dashboard

To check how the `MB_Mobile` flow is progressing, start the OVBPI Dashboard and view the flow summary for the flow as follows:

1. From the machine where the OVBPI Server is installed, start the OVBPI Dashboard using the following URL:

```
http://localhost:44080/ovbpidashboard2-0
```

2. From the Business Health Scorecard page, select the `MB_Mobile` flow from Business Flow Summary.

Scroll to the bottom of the page and you can see a summary of the flow instances and the numbers of flow instances in each state. If there are values other than zero against one or more of the instances, the flow is progressing and the installation is therefore successful. You can continue and navigate around the Dashboard to view the details of the flow instances. When you have completed the verification, continue at section [What to do Next on page 106](#).

If the values are zero, then the `MB_Mobile` flow is not progressing as it should, and there is a potential problem with the installation. Initially, you can try refreshing the Dashboard Web Browser Window to make sure you are viewing the latest information. If the values are still zero, check that you have completed all the instruction in this chapter. If you have, then contact your support representative for assistance; see section [Support on page 3](#).

## What to do Next

You have now completed the OVBPI verification and the OVBPI installation.

You need to shut down the test suite in the Flow Simulator and close the remaining OVBPI components as follows:

1. To stop the test suite for the `MB_Mobile` flow, click the `Stop Suite` button.
2. Close the Flow Simulator.
3. Close the browser Window where the OVBPI Dashboard is running.
4. From the OVBPI Modeler, undeploy the `MB_Mobile` flow, including all the associated Data and Event definitions. You can also delete the definitions related to the `MB_Mobile` flow if you want to.
5. When you are more familiar with OVBPI, you can use the Intervention Client to remove the data for all the active instances for the `MB_Mobile` flow from the database.

When you have finished cleaning up your system following the verification, you can continue and read the *OpenView Business Process Insight Concepts and Modeling Flows* to find out how you design and create business flows for your organization. You are also advised to change the passwords for the OVBPI clients as described in the *OpenView Business Process Insight System Administration Guide*.

## Re-installing OVBPI Components

You can use the OVBPI reinstallation procedure to re-install existing OVBPI components, to install new components and replace missing or corrupt OVBPI software files. As an example, you might have completed a Server Only installation and you now want to install the OVBPI Modeler on the same system. You can use the Installation Integrity Checker to determine if there are missing installation files.

If you want to replace OVBPI data files, you should recover these files from a backup. You cannot use the reinstallation program to change details of the database configuration for OVBPI.

If you want to upgrade from an OVBPI version 01.01 system to an OVBPI version 02.00 system, do not read this chapter, you must refer to [Chapter 7, Upgrading to OVBPI Version 02.00](#).

This chapter covers the following topics:

- [Options for Re-installing on page 109](#)
- [Before Starting the Re-installation Procedure on page 110](#)
- [Server and Modeler Re-installation on page 112](#)
- [Modeler Only Re-installation on page 115](#)

## *Re-installing OVBPI Components*

- [Server Only Re-installation on page 116](#)
- [OVBPI OVO Adaptor Re-installation on page 118](#)
- [OVBPI Custom Probe Re-Installation on page 121](#)

## Options for Re-installing

If you want to create a new database for OVBPI and remove all the data associated with the current installation, use the uninstall instructions (see [Chapter 6, Uninstalling OVBPI Components](#)) to remove the installation and then delete the database. Be aware that this removes all your OVBPI files, including the repository definitions.

Refer the section for the installation type that you have installed as follows:

- Server and Modeler Installation; see section [Server and Modeler Re-installation on page 112](#).
- Modeler Only Installation; see section [Modeler Only Re-installation on page 115](#).
- Server Only Installation; see section [Server Only Re-installation on page 116](#).
- OVO Adaptor Installation; see section [OVBPI OVO Adaptor Re-installation on page 118](#).
- OVBPI Custom Probe Installation; see section [OVBPI Custom Probe Re-Installation on page 121](#).

## Before Starting the Re-installation Procedure

Before starting the re-installation process make sure that you have taken a full backup of your system, and make sure that it includes copies of any configuration files that you have modified for your current installation. You then need to reapply the changes to the files after the reinstallation is complete.

Examples of files that you might have changed are configuration files and the SQL script for archiving Active and Deleted instances.

The reinstallation procedure either makes copies of configuration files, or preserves relevant configuration changes as follows:

- changes made to configuration parameters through the Administration Console are preserved and are used to present the OVBPI configuration parameter values during the reinstallation.
- the OVBPI Dashboard configuration files. The OVBPI Dashboard can be tailored for specific business requirements by modifying the JSP files. As a result the installation process makes a copy of the console directories to preserve these changes. Files at the following location are copied:

```
OVBPI-install-dir\nonOV\jakarta-tomcat-5.0.19\webapps\ovbpidash  
board
```

These files are copied to the following location:

```
OVBPI-install-dir\nonOV\jakarta-tomcat-5.0.19\webapps\ovbpidash  
board.bak.n
```

where *n* starts at zero (0) and is incremented by one (1) for each reinstallation until it reaches a value of 19, at which point the numbering restarts at zero (0). After the numbering restarts at zero, the installer continues to use zero and does not increment *n*.

- changes made to the following script in the `examples` directory are preserved, by renaming the file.

```
OVBPI-install-dir\examples\bia\ServiceDeskAdaptors\  
SD_Adaptor_Config.properties
```

The file is renamed to `SD_Adaptor_Config.properties.bak.n`, where *n* starts at zero (0) and is incremented by one (1) for each reinstallation until it reaches a value of 19, at which point the numbering restarts at zero (0). After the numbering restarts at zero, the installer continues to use zero and does not increment *n*.

Following the reinstallation, you must reapply any changes that you made to the file: `SD_Adaptor_Config.properties`.

For any other changes, you need to make copies of the required files before starting the re-installation process.

The instructions for re-installing are described in the following sections.

# Server and Modeler Re-installation

This section covers the tasks that you need to complete to re-install `Server` and `Modeler` components.

## Stop OVBPI Components and Backup the System

Complete the following steps before running the installation script to re-install the `Server` and `Modeler` components:

1. Make sure that all the OVBPI components on the Windows system are shut down, for example:
  - Close the OVBPI Modeler.
  - Close the OVBPI Metric definer.
  - Close the browser where you are running the OVBPI Business Process Dashboard.
  - Close the browser for the Notification Server Web Administration.
  - Close the browser for the Intervention Client.
  - Use the OVBPI Administration Console to shutdown all the OVBPI Server components.
  - Close the browser for the Repository Explorer.
  - Close the OVBPI Administration Console.

You can also stop the Windows Services for the OVBPI Server components to shut them down. If the installer detects any of the OVBPI components still running, the installation is aborted until the components are stopped.

2. Make sure that you have shut down all applications that use Autopass License Management on the system where you intend to reinstall OVBPI. If you do not, you might not be able to use these applications or OVBPI following the OVBPI installation.



3. Complete a full backup the OVBPI installation directory and all the OVBPI database files.

You can now continue and start the installation.

4. From an account with Administrator privileges, run the installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

Continue the installation at section [General OVBPI Settings on page 113](#)

## General OVBPI Settings

Answer the following questions relating to installation directory, installation type and J2SDK location:

1. From the `Choose Install Folder` dialog, check that the installation directory is correct and click `Next`.

You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine.

You are presented with a message informing you that an OVBPI component is already installed. Click `Next` if you want to continue, or click `Cancel` to finish the installation immediately without re-installing.

2. From the `Choose Product Features` dialog, select `Server` and `Modeler` and click `Next`.

If the installer detects one or more OpenView products that use the OpenView License Manager (Autopass) are installed (including a previous version of OVBPI), it displays a `Warning` message. Select `Next` to confirm that you have shutdown all other OpenView products, or select `Cancel` to abort the installation.

3. From the `J2SDK Home` dialog, accept the home directory where the Java SDK is installed. Click `Next` to continue.

4. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click `Done` to exit the installation procedure.

5. If you have made any changes to configuration files, these changes need to be reapplied to the newly installed files.

You can now continue and restart the OVBPI components that you stopped using the OVBPI Administration Console.

## Modeler Only Re-installation

Complete the following steps to re-install the OVBPI Modeler component on a Windows system:

1. If the Modeler is installed on the same system as the Model Repository, make sure that the Model Repository is stopped, on the OVBPI server system, before re-installing the Modeler.
2. Shut down the OVBPI Modeler.
3. From an account with Administrator privileges, run the installation procedure from the distribution media, for example:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components.

4. Click `Next` to start the installation.
5. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI Modeler is already installed.

You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine.

You are presented with a message informing you that an OVBPI component is already installed. Click `Next` if you want to continue, or click `Cancel` to finish the installation immediately without re-installing.

6. From the `Choose Product Features` dialog, select `Modeler Only` and click `Next`.
7. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory and click `Next` to continue.
8. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI Modeler directories and files. When the installation is complete, click `Done` to exit the installation procedure.

## Server Only Re-installation

Complete the following steps to re-install the OVBPI `Server Only` component on a Windows system:

1. Make sure that all the OVBPI server components are shut down, for example:
  - Close the OVBPI Modeler.
  - Close the OVBPI Metric definer.
  - Close the browser where you are running the OVBPI Business Process Dashboard.
  - Close the browser for the Notification Server Web Administration.
  - Close the browser for the Intervention Client.
  - Use the OVBPI Administration Console to shutdown all the OVBPI Server components.
  - Close the browser for the Repository Explorer.
  - Close the OVBPI Administration Console.

You can also stop the Windows Services for the OVBPI Server components to shut them down. If the installer detects any of the OVBPI components still running, the installation is aborted until the components are stopped.

2. Make sure that you have shut down all applications that use Autopass License Management on the system where you intend to reinstall OVBPI. If you do not, you might not be able to use these applications or OVBPI following the OVBPI installation.
3. Complete a full backup the OVBPI installation directory and all the OVBPI database files.

You can now continue and start the installation.

4. From an account with Administrator privileges, run the installation procedure from the distribution media, for example:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

5. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI server is already installed.

You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine.

You are presented with a message informing you that OVBPI is already installed. Click `Next` if you want to continue, or click `Cancel` to finish the installation immediately without re-installing.

6. From the `Choose Product Features` dialog, select `Server Only` and click `Next`.

If the installer detects one or more OpenView products that use the OpenView License Manager (Autopass) are installed (including a previous version of OVBPI), it displays a `Warning` message. Select `Next` to confirm that you have shutdown all other OpenView products, or select `Cancel` to abort the installation.

7. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory and click `Next` to continue.

8. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI Server directories and files. When the installation is complete, click `Done` to exit the installation procedure.

9. Reapply any changes that you made to the OVBPI configuration files that you saved before starting the reinstallation procedure.
10. Restart the OVBPI components that you stopped using the OVBPI Administration Console.

## OVBPI OVO Adaptor Re-installation

The steps for re-installing the OVO Adaptor vary according to the platform that you are installing on.

For HP-UX, refer to section [HP-UX on page 118](#).

For Windows, refer to section [Windows on page 120](#).

### HP-UX

Complete the following steps to re-install the OVBPI OVO Adaptor on HP-UX:

1. Stop the OVBPI OVO Adaptor using the OVBPI Administration Console.
2. Close the OVBPI Administration Console.
3. Log on with system administration (root) capability.
4. Change directory to where the OVBPI installation image is located.
5. Run the installation as follows:

```
sh ./hp-ux/ovpbi-ovo-adaptor-install.bin
```

When the installation image has been extracted, the installer GUI starts on the system where the `DISPLAY` environment variable is configured to display.

The installer informs you that the OVBPI OVO Adaptor is already installed and you are prompted to confirm that this is a re-installation.

If you see an error message indicating that you have not installed the correct version of the J2SDK, you need to exit from the installation. You then need to make sure that the correct version of Java is defined in the system `PATH` environment variable and restart from step 2, or run the installer from the command line as follows:

- a. Change directory to where the installation image is located.
- b. Type the following command:

```
sh ./hp-ux/ovbpi-ovo-adaptor-install.bin LAX_VM Java 1.4.2  
Home Directory/bin/java
```

where *Java 1.4.2 Home Directory* is the home directory for the J2SDK.

This forces the installer to use the correct J2SDK. You can now continue with the installation.

6. Click `OK` and then `Next` to continue with the re-installation. If you want to exit from the installation click `Cancel`.
7. Click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click `Next` to continue.
8. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and re-installs the OVBPI OVO Adaptor directories and files. When the installation is complete, click `Done` to exit the installation procedure.

## Windows

Complete the following steps to re-install the OVBPI OVO Adaptor on Windows:

1. Stop the OVBPI OVO Adaptor using the OVBPI Administration Console.
2. Close the OVBPI Administration Console.
3. From an account with Administration privileges, run the installation procedure, which is located on the distribution media at the following location:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

4. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVO Adaptor is already installed.

You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine.

You are presented with a message informing you that OVBPI is already installed. Click `Next` if you want to continue, or click `Cancel` to finish the installation immediately without re-installing.

5. From the `Choose Product Features` dialog, select `OVO Adaptor` and click `Next`.
6. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory and click `Next` to continue.
7. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and re-installs the OVBPI OVO Adaptor directories and files. When the installation is complete, click `Done` to exit the installation procedure.



## OVBPI Custom Probe Re-Installation

Use the OVBPI Custom Probes installation to reinstall deleted or corrupt files, or to change the configuration of the Custom Probes. The configuration information that can be modified is related to the database details for the OVBPI data. If you change the database type or hostname, you will need to reconfigure the OVBPI Custom Probes in order that they can access the new database.

Complete the following steps to reinstall the OVBPI Custom Probes for OVIS:

1. If you have modified the `Ovbpiprobe.cfg` file to configure multiple OVBPI Servers, make a copy of the file before starting the re-installation.
2. Run the installation procedure: `ovbpi-custom-probe-install.exe`

You are presented with an installation GUI that leads you through the steps to install your OVBPI components. Click `Next` to start the installation.

3. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI Custom Probes are already installed.

You are presented with a message informing you that the probes are already installed. Click `OK` to dismiss the message and continue with the installation at the `OVBPI Database Type` dialog as follows:

- a. Click `Cancel` to finish the installation without re-installing.
- b. Select the database type that you have configured for OVBPI and click `Next`.

If you selected `MS SQL Server`, continue at step 6, otherwise, continue at step 4.

4. From the `Oracle ODBC Driver Name` dialog, accept the name for the ODBC driver that you want OVBPI to use when making a connection to the OVIS Oracle database.
5. From the `Oracle Net Service Name` dialog, accept the name for the `Net Service Name` that you configured for the Oracle Client connection and click `Next`.

Continue at step 8.

6. From the OVBPI Database Hostname dialog, accept the hostname for the system where the database used by OVBPI is installed and running.
7. From the OVBPI MSSQL Database Schema Name dialog, accept the name of the OVBPI schema as defined within SQL Server, for example OvbpiSchema.
8. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI Custom Probe directories and files. When the installation is complete, click `Done` to exit the installation procedure.

9. If you made a copy of the `OvbpiProbe.cfg` file in step 1, make sure that the newly installed `OvbpiProbe.cfg` file contains the changes before continuing.

The re-installation is now complete.

## What to do Next

When you have re-installed OVBPI for any reason, and reapplied your changes, you have completed the re-installation tasks and you can continue using your OVBPI system.

# Uninstalling OVBPI Components

This chapter describes how to remove the OVBPI components from your Windows and HP-UX systems.

The chapter covers the following topics:

- Removing OVBPI Server components from a Windows system; see section [Removing OVBPI Server Components from a Windows System on page 125](#).
- Removing the OVBPI OVO Adaptor; see section [Removing the OVBPI OVO Adaptor on page 128](#).
- Removing the OVBPI Modeler from a Windows system, where it has been installed using the `Modeler Only` installation option; see section [Removing the OVBPI Modeler on page 130](#).
- Removing the OVBPI Custom Probes from the OVIS system; see section [Removing an OVBPI Custom Probes Installation on page 131](#).

You can choose to remove all the OVBPI database tables, or you can preserve them. You might want to preserve them if they contain data that you want to use for other applications.

If you select to remove all the database tables, the uninstall procedure deletes the table, but it does not delete:

- the tablespace (Oracle Server)
- Database (SQL Server)
- Database user, where the user is created as part of the installation process

If you want to keep your data for reporting purposes, ensure that `Delete Data` is not selected when you run the uninstall program. Keep the data and then move it to a suitable location when the uninstaller completes. You then need to delete the OVBPI database tables and database User using your database management tools. You also need to delete the OVBPI files under the installation directory when you have made a copy of the data that you need.

# Removing OVBPI Server Components from a Windows System

You remove the OVBPI components from your system using the `Add/Remove Programs` option from the `Control Panel`.

To remove the OVBPI components complete the following steps:

1. Make sure that all the OVBPI components on the Windows system are shut down, for example:
  - a. Close the OVBPI Modeler.
  - b. Close the OVBPI Metric definer.
  - c. Close the browser where you are running the OVBPI Business Process Dashboard, or the Web Business Console.
  - d. Close the browser for the Notification Server Web Administration.
  - e. Close the browser for the Intervention Client.
  - f. Use the OVBPI Administration Console to shutdown all the OVBPI Server components.
  - g. Close the OVBPI Administration Console.
2. Make sure that all the OVBPI Windows Services are stopped.
3. When all the OVBPI components are shut down and OVBPI Windows Services are stopped, you can continue and remove the OVBPI software as follows:

Select `Start | Settings | Control Panel | Add/Remove Programs`

4. Select `HP OpenView Business Process Insight` from the currently installed programs.
5. Click `Change/Remove` to start the uninstall program.

You are presented with an introduction screen.
6. Click `Next` to continue.
7. You are asked to confirm that all the OVBPI components are shut down. Click `Uninstall` to continue, when the OVBPI components are shut down.

8. You are presented with the `Delete Data` dialog where you are asked if you want to delete the contents of the OVBPI database.

Select the option to `Delete OVBPI data`, if you want to delete all the data from the database; otherwise, select the option to `Keep OVBPI data`.

If you choose to keep the OVBPI data, be aware that if you want to install another copy of OVBPI in the future, the new installation will not progress if it detects the existence of an existing OVBPI database. To reinstall in the future, you need to remove any existing OVBPI database tables, or copy them to another location in the database.

Select the option that you want and click `Uninstall` to continue with the uninstallation procedure.

If you have chosen to keep the OVBPI data, continue at step 10; otherwise continue at the next step.

9. If you have chosen to delete the OVBPI data, you are presented with the database user password dialog, where you are asked to enter the password for the specified OVBPI database user. Enter the password and click `Uninstall` to complete the uninstall procedure.

10. The Uninstaller continues and removes the OVBPI components.

The uninstaller reports any files that it cannot delete as part of the uninstallation process and requests that you restart your Windows system to complete the installation.

Click `Done` to complete the uninstallation procedure.

If you have chosen to keep the OVBPI data, continue at step 13.

11. Restart your Windows system.

After the system is restarted, you need to make sure that all the OVBPI files and directories have been removed.

12. Delete any remaining OVBPI files from the following directory, including the directory OVBPI:

`C:\Program Files\HP OpenView\OVBPI`

13. Delete the following personal configuration files for the OVBPI Modeler and the OVBPI Administration Console:

```
C:\Documents and Settings\profile\.hp_ovbpi\modeler.cfg  
C:\Documents and Settings\profile\.hp_ovbpi\adminconsole.cfg
```

where *profile* is the name of the user account where the installation was executed. Delete the directory `.hp_ovbpi` where the files are located.

14. Delete any unwanted entries on the Start|Programs menu.

If you are uninstalling, following an upgrade from OVBPI version 1.1, `HP Business Process Insight` and the `Dashboard` option are left on the `Start|Programs` menu. You need to delete these manually following the uninstallation.

You have now completed the tasks to remove the OVBPI components from your Windows system.

If you have chosen to keep the OVBPI data, you can make a copy of the data that you want to keep and then delete the OVBPI files and directories, OVBPI database files and the OVBPI database User.

## Removing the OVBPI OVO Adaptor

How you remove the OVO Adaptor depends on whether it is installed on HP-UX or Windows.

If it is installed on HP-UX, refer to section [HP-UX on page 128](#).

If it is installed on Windows, refer to section [Windows on page 129](#).

### HP-UX

To remove the OVBPI OVO Adaptor from your HP-UX system, complete the following steps:

1. Stop the OVBPI OVO Adaptor using the OVBPI Administration Console.
2. Close the OVBPI Administration Console.
3. Change to the directory where the OVBPI uninstall files are installed:

```
cd OVBPI-install-dir/UninstallerData/bia
```

4. Type the following command:

```
sh ./Uninstall_ovbpi
```

The installer GUI starts on the system where the `DISPLAY` environment variable is configured to display.

5. Click the `Next` button.

You are asked to confirm that all the OVBPI components are shut down. Click `Uninstall` to continue. The Uninstaller continues and removes all the OVBPI OVO Adaptor files and directories.

6. Click `Done` to complete the Uninstall procedure.
7. Check that the OVBPI files and directories have been removed. By default these files are located at:

```
/opt/OV/OVBPI
```

8. Check that the startup and shutdown scripts installed for OVBPI are also deleted. The location of these files is described in section [Starting the OVBPI OVO Adaptor on page 97](#).

You have now completed the task of removing the OVBPI OVO adaptor from your HP-UX system.



## Windows

To remove the OVBPI OVO Adaptor from your Windows system, complete the following steps:

1. Stop the OVBPI OVO Adaptor using the OVBPI Administration Console.
2. Close the OVBPI Administration Console.

Continue at step 2 in section [Removing OVBPI Server Components from a Windows System on page 125](#).

You have now completed the tasks to remove the OVBPI components from your Windows system.

## Removing the OVBPI Modeler

To remove the OVBPI Modeler from a system where it has been installed using the Modeler Only installation option, complete the following steps:

1. Make sure that the Modeler is shut down.
2. Select `Start | Settings | Control Panel | Add/Remove Programs`
3. Select `HP OpenView Business Process Insight` from the currently installed programs.
4. Click `Change/Remove` to start the uninstall program.  
You are presented with an introduction screen.
5. Click `Next` to continue.
6. You are asked to confirm that all the OVBPI components are shut down. Click `Uninstall` to continue, when the OVBPI components are shut down.
7. Check that the OVBPI files and directories have been removed. By default these files are located at:  
`C:\Program Files\HP OpenView\OVBPI`
8. Remove the following Modeler configuration file:  
`C:\Documents and Settings\profile\.hp_ovbpi\modeler.cfg`  
where *profile* is the name of the user account where the installation was executed.
9. Reboot your Windows system.

You have now completed the tasks to remove the OVBPI Modeler from your Windows system.

## Removing an OVBPI Custom Probes Installation

To remove the OpenView Business Process Insight Custom Probes For Internet Services from a system where it has been installed, complete the following steps:

1. Select `Start | Settings | Control Panel | Add/Remove Programs`
2. Select `HP OpenView Business Process Insight Custom Probes for Internet Services` from the currently installed programs.
3. Click `Change/Remove` to start the uninstall program.

You are presented with a screen that explains the uninstall process.

4. Click the `Uninstall` button to continue removing the OpenView Business Process Insight Custom Probes for Internet Services.

You are presented with an `InstallAnywhere Uninstall` dialog. that introduces the uninstall program. Click `Uninstall` to continue.

5. Click `Quit` on the `Uninstall Complete` dialog.
6. Reboot your Windows system.



Uninstalling the OVBPI Custom Probes does not remove existing probe instances, it removes the ability to create new probe instances; however, the existing probe instances can no longer be used and therefore should be manually deleted.

You have now completed the tasks to remove the Custom Probes from your Windows system.



# Upgrading to OVBPI Version 02.00

This chapter describes how to upgrade from an existing OVBPI version 01.01 system to OVBPI version 02.00. If you are installing OVBPI for the first time, you do not need to read this chapter.

This chapter covers the following topics:

- [New and Changed Features on page 134](#)
- [Upgrade Information on page 139](#)
- [Supported Upgrade Options on page 143](#)
- [Overview of Upgrade on page 144](#)
- [Upgrading a Full Installation on page 146](#)
- [Upgrading a Modeler Only Installation on page 149](#)
- [Upgrading a Server \(no Modeler\) Installation on page 148](#)
- [Upgrading an OVBPI OVO Adaptor Installation on page 150](#)
- [Upgrading an OVBPI Custom Probe Installation on page 153](#)
- [Post Upgrade Tasks on page 155](#)



*Note that you cannot upgrade from OVBPI version 1.0 directly to OVBPI version 02.00. You must upgrade from OVBPI version 1.0 to OVBPI 01.01 and then from OVBPI version 01.01 to OVBPI version 02.00.*

## New and Changed Features

OVBPI version 02.00 includes the following new features:

- Addition of license keys for OVBPI

When initially installed, OVBPI version 02.00 runs under a 60-day `Instant On` license. OVBPI version 01.01 did not have a password for a license key.

You need to obtain a permanent password before the 60-day period has expired. Section [License Key Password Redemption on page 89](#) provides more information.

- Modified names for installation options

The following installation options have modified names:

- Full installation option is now called the Server and Modeler option.
- Server (No Modeler) option is now called the Server Only option.

Be aware that when upgrading, you are presented with the new names.

- Additional database support

In addition to the versions of the Oracle supported in OVBPI version 01.01, OVBPI version 02.00 supports Oracle Database 10g Enterprise Edition Release 10.2.0.1.

You must complete the OVBPI upgrade using the version of Oracle that you already have installed and accept the existing database options. Upgrading to a new version of the database is a separate activity.

- Improved and new business process metric support.

OVBPI version 02.00 enables you to configure an enhanced set of business process metric definitions and, in addition, a set of metric threshold definitions for these business process metrics. There is a new Business Process Metric definer that you use to configure both the business process metrics and the business thresholds. You no longer use the OVBPI Modeler to define business process metrics, the Metric definer is the new interface for creating and modifying business process metrics.

In addition OVBPI version 02.00 enables you to subscribe to metric threshold notifications; these notifications are sent a metric threshold that you have defined is violated.

- Repository Explorer

The Repository Explorer is a new component for OVBPI version 02.00. It is a Web interface that provides a view on to the Model Repository.

Business flows that are created through the OVBPI Modeler are stored in the Model Repository. You can now manage these entries through the Repository Explorer; for example, the Repository Explorer enables you to:

- browse and print definitions that you have created.
- export the latest version of a specific, or all, definitions.
- export a superseded version of a definition.
- restore a definition from the Recycled folder.
- delete a definition.

- Remote database support

You can install OVBPI version 02.00 with a database that is running on the same system as OVBPI, or that is running on a different system. You enter details of the system where the database is installed as part of the OVBPI version 02.00 installation process.



Note that you cannot move from a local to a remote database as part of the OVBPI version 02.00 upgrade process, you must keep the database configuration the same during the upgrade process.

- Revised Business Process Dashboard

The Business Process Dashboard has been enhanced to display details of the business process metrics and the metric threshold definitions that you have defined. This display includes charts that show statistical data relating to the metrics and the values collected for these metrics.

The revised Dashboard for OVBPI version 02.00 has a different URL to the version 01.01 Dashboard. If you have made changes to the Business Process Dashboard version 01.01, these changes are preserved and not overwritten by the new OVBPI installation.

In addition, the Administration Console has a revised entry for the OVBPI version 02.00 Business Process Dashboard component. Be aware that these parameters apply to both version 01.01 and 02.00 of the Business Process Dashboard.

- Further integration with HP OpenView Service Desk (OVSD)  
OVBPI version 01.01 provided links into OVSD trouble ticketing information through the Business Process Dashboard. OVBPI version 01.01 also enabled you to configure OVO messages that could be received by OVSD.

OVBPI version 02.00 introduces a new Licensed Product, which includes an adaptor and some example scripts, to enable you to monitor OVSD ITIL processes. In addition there is a customized Business Process Dashboard, which is designed specifically to show the OVSD processes that OVBPI is monitoring in an OVSD-specific way.

- Ability to run scripts on receipt of a notification event within the Notification Server

The Notification Server has been enhanced to enable you to configure a file that the Notification Server runs when it receives notification of a specific event. As an example, you might want to create a script that sends a Short Message Service (SMS) message to a recipient, or add an entry to a spreadsheet.

- iWay integration

iWay is very similar to openadaptor and provides an integration platform for different business applications.

OVBPI version 02.00 includes an OVBPI iWay adaptor that you can use if you have the iWay Framework. This adaptor enables you to use iWay with OVBPI to monitor any business application that the iWay Framework can connect to.

- Database schema changes

There have been a number of significant changes to the OVBPI data held in the database. There are new tables related to the business process metrics and revisions to the existing flow definition tables. Details of these changes can be found in the *OpenView Business Process Insight System Administration Guide*. The database schema is migrated automatically as part of the upgrade procedure.

In addition, OVBPI makes extensive use of Stored Procedures, which significantly reduces the amount of network traffic between OVBPI and the database.



- New Windows Services

OVBPI version 02.00 enables you to start and stop the OVBPI Server components using the Windows services option. The following components now have Windows service definitions and are set to start automatically when you machine is rebooted:

- OVBPIAdminServer
- OVBPIEngine
- OVBPIEventHandler
- OVBPIMetricEngine
- OVBPIModelRepository
- OVBPIOVOAdaptor
- OVBPINotificationServer
- OVBPIServletEngine

You can also assign dependencies for these Services or Recovery actions, as required for your specific implementation. These are properties of the individual Windows Services and can be set in the same way as all other Windows Services. Refer to the *OpenView Business Process Insight System Administration Guide* for more details of these services.

- New and revised pages in the Administration Console:

- The way that the Database Instance Cleaner works has been modified and the new parameters are shown in the OVBPI Administration Console. The description of the Database Instance Cleaner has also been revised in the *OpenView Business Process Insight Administration Guide*.
- There is a new option in the OVBPI Administration Console for the new Metric definer. The description of these new parameters is provided in the *OpenView Business Process Insight Administration Guide*.
- The OVSD Integration configuration option has been moved and renamed. It now appears under the Business Process Dashboard as Link to OVSD service calls and incidents. The parameter settings are unchanged.

- Revisions to the Notification Server Administration console to enable you to subscribe to metric threshold alerts, resulting from threshold definitions for a business process metric.
- A new installation no longer offers the option to configure OVBPI components, other than the database.

You can configure the OVBPI Server components using the Administration Console as you could in OVBPI version 01.01.

There is also a different behavior for the upgrade process, which is described later in this chapter.

Now read section [Upgrade Information on page 139](#) for details of the what you need to consider before starting the upgrade from OVBPI version 01.01 to OVBPI version 02.00.

# Upgrade Information

This section provides information that you need to be aware of before starting the upgrade to OVBPI version 02.00.

Section [Tasks to Complete Before Starting the Upgrade on page 139](#) describes tasks that you might need to complete before starting the upgrade.

Section [Information to be Aware of Before Starting the Upgrade on page 140](#) describes information that you might find helpful to know about the behavior of your OVBPI system following an upgrade to OVBPI version 02.00.

## Tasks to Complete Before Starting the Upgrade

The following are tasks that you are advised to complete before starting the upgrade:

1. Check database table use

If you have created a Microsoft SQL Server Database Name or Oracle Server User name for use by multiple applications, you need to check the list of table names that are created for OVBPI version 02.00 before starting the upgrade process. If you have user-defined, or application, tables that have the same name as the OVBPI tables defined for version 02.00, you need to remove them from the OVBPI schema, or database, before starting the upgrade. If you do not, the upgrade process is likely to fail.

You are strongly advised to have a Database or Database User specifically for OVBPI to prevent any possibility of table name clashes.

The full list of table names created by OVBPI version 02.00 is listed in the *HP OpenView Business Process Insight Administration Guide*.

2. Import any exported definitions that include business process metrics

If you have exported one or more flow definitions that include business process metric definitions in your OVBPI version 01.01 system, you should consider importing and redeploying these flow definitions before starting the upgrade to OVBPI version 02.00. This is because the process for defining business process metrics is different for OVBPI version 02.00 and business process metric definitions are not recognized by the OVBPI Modeler after you have upgraded to OVBPI version 02.00. All business

flows are imported successfully, but any business process metrics defined for these flow are ignored by the Modeler and need to be redefined using the new Business Metric Definer.

If your exported business flow does not contain business process metrics, or if the business process metric definitions are easy to redefine using the new Metric definer, or if you do not want to import and deploy these flows before the upgrade, you do not need to do anything and you can import the flows definitions following the upgrade, but you will lose all the business process metric definitions.

## Information to be Aware of Before Starting the Upgrade

This section describes information that you need to be aware of in order to understand the OVBPI system behavior following the upgrade to OVBPI version 02.00.

- Following the upgrade to OVBPI version 02.00, any flows that were currently being monitored in the Business Impact Engine continue to be monitored. The upgrade to OVBPI version 02.00 does not impact your operational system.
- Following the upgrade to OVBPI version 02.00, all flows in the Modeler remain in the same state (deployed and undeployed) as they were before the upgrade.
- Business process metrics defined using the OVBPI Modeler in OVBPI version 01.01 are migrated to equivalent business process metrics within the new OVBPI Metric definer. As a result, the business process metric definitions are removed from the OVBPI Modeler and added into the new Metric definer. You can then view the migrated metrics within the Metric definer.

If there are metrics defined for flows that are superseded, you are not able to view or modify these flows using the Metric definer. The Metric definer shows the latest deployed version of the flow only. You can view these superseded flows and their metrics using the OVBPI Dashboard.

- Following the upgrade to OVBPI version 02.00, the Dashboard continues to operate as before, the upgrade makes no changes to the existing Dashboard.

OVBPI version 02.00 does include a number of significant changes to the Business Process Dashboard, and a new set of Dashboard files with these changes is installed with OVBPI version 02.00.

If you have not made any changes to the Business Process Dashboard for OVBPI version 01.01, you can move to the new Dashboard with no impact to your operation. If you have customized the OVBPI version 01.01 Business Process Dashboard, you need to make the equivalent changes to the OVBPI version 02.00 Dashboard files before moving to it. Section [Post Upgrade Tasks on page 155](#) describes the tasks that you need to complete, following the upgrade, including moving to the new Dashboard.

- Following the upgrade, changes made to the following script in the `examples` directory are preserved, by renaming the file.

```
OVBPI-install-dir\examples\bia\ServiceDeskAdaptors\  
SD_Adaptor_Config.properties
```

The file is renamed to `SD_Adaptor_Config.properties.bak.n`, where  $n$  starts at zero (0) and is incremented by one (1) for each reinstallation until it reaches a value of 19, at which point the numbering restarts at zero (0). After the numbering restarts at zero, the installer continues to use zero and does not increment  $n$ .

Following the upgrade, you must reapply any changes that you made to the file: `SD_Adaptor_Config.properties`.

- Performance enhancements

There have been some enhancements to OVBPI performance which have an effect on how business flows are processed. In order to take advantage of these enhancements, you need to upgrade any existing flows to run as OVBPI version 02.00 flows. To do this, you need to undeploy and redeploy any existing flow when you have completed the upgrade to OVBPI version 02.00.

- If you have deployed any of the contributed flows; for example, the `RFID_SupplyChain` flow, you can continue to use these flows with OVBPI version 02.00. However, if you are using a version 01.01 flow, you must use the correct version of the test script for the flow. You cannot use any of the

OVBPI version 02.00 test scripts with version 01.00 business flows and you cannot use version 01.01 test scripts with version 02.00 business flows.

- If you intend to use any of the contributed component programs; for example, the Flow Simulator, you must use the version 02.00 programs with OVBPI version 02.00, you cannot use the 01.01 versions of the contributes programs with OVBPI version 02.00.
- As part of the upgrade procedure, OVBPI adds a number of Windows Services for the OVBPI server components.; these Windows Services are configured to start automatically when your Windows system is started.

If you do not want OVBPI to be started automatically, you can reconfigure the Windows Services when you have completed the installation. Refer to the *OpenView Business Process Insight System Administration Guide* for more details.

- Following the upgrade to OVBPI version 02.00, you are required to enter a username and password in order to start the OVBPI Modeler; the username is `admin` and the password is `ovbpi`. Details of the OVBPI Modeler and how to log in are provided in the *OpenView Business Process Insight System Administration Guide*.

## Supported Upgrade Options

The following are the supported ways that you can upgrade from OVBPI version 01.01 to OVBPI version 02.00. In all cases, you must shut down and upgrade all OVBPI components together. OVBPI version 01.01 components do not interwork with OVBPI version 02.00 components.

- Full installation

You can upgrade from a Full installation; however, you must keep the same database, including database version.

The Full installation option has been renamed to the Server and Modeler installation option.

- Server (No Modeler) installation

You can upgrade from a Server (no Modeler) installation in the same way as a Full installation. You can also upgrade a Server (No Modeler) installation to a Full installation.

The Server (No Modeler) installation option has been renamed to the Server Only installation option.

- Modeler installation

You must upgrade a Modeler Only installation in order that it is compatible with the Server Only installation for OVBPI version 02.00.

- OVO Adaptor

You must upgrade an OVO Adaptor installation to be compatible with the OVBPI version 02.00 Server installation; either a Server and Modeler installation or a Server Only installation.

Refer to section [Information Required for an OVO Adaptor Installation on page 76](#) for details of the information required for this installation.

- OVBPI OVIS Custom Probes installation

You must upgrade an OVBPI OVIS Custom Probes installation to be compatible with the OVBPI version 02.00 Server installation; either a Server and Modeler installation or a Server Only installation.

Refer to section [Information Required for an OVIS Custom Probes Installation on page 77](#) for details of the information required for this installation.

## Overview of Upgrade

There is no specific upgrade process for OVBPI version 02.00. You complete the upgrade by over installing OVBPI version 01.01 with OVBPI version 02.00. However, there are some details that you need to consider before completing the upgrade; these are described in the following sections.

### Remote Database Support

OVBPI version 02.00 supports a configuration where the database is installed on a different system to the OVBPI Server; however, you cannot upgrade your system to use a remote database through the OVBPI upgrade process. You must upgrade OVBPI to version 02.00 using the same database configuration as you were using for OVBPI version 01.01. Changing your database configuration is completed using your database-specific tools and can be completed after the upgrade process.

If you want to create an entirely new database for OVBPI and remove all the data associated with the current installation, use the uninstall instructions (see [Chapter 6, Uninstalling OVBPI Components](#)) to remove the installation and then delete the database. Be aware that this removes all your OVBPI files, including Flow, Data and Event definitions, and any historical data that OVBPI has collected for your monitored flows.

### Business Process Dashboard

The upgrade process does not make any changes to the Business Process Dashboard files; these are left in place and are accessible using the same URL as used for OVBPI version 01.01.

There is a new Business Process Dashboard for OVBPI version 02.00. This Dashboard enables you to view and report on the business process metrics and thresholds that you define. It also lists the threshold alerts that result from business threshold violation.

Section [Moving to the OVBPI Version 02.00 Dashboard on page 156](#) describes how you can move to using the new Dashboard when you have upgraded from OVBPI version 01.01 to OVBPI version 02.00.



## Installation Question Defaults

With the exception of the default Install Directory question, all existing settings for your OVBPI configuration are offered as a default for answers to the installation questions.

For the default Install Directory question, make sure that the directory offered by the installer is correct. You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine.

## Copying Changed Component Configuration Files

Before starting the upgrade process make sure that you have taken a copy of any files that you have modified whilst using OVBPI version 01.01 before starting the procedure. You can then reapply the changes to the files after the upgrade is complete.

Examples of files that you might have changed are configuration files and the SQL script for archiving Active and Deleted instances.

The upgrade process preserves all the changes that you have made using the OVBPI Administration Console. For any other changes, you need to make copies of the files that you have changed.

The OVBPI master configuration file is updated as part of the upgrade process.

## Backing Up Your System

Before starting the upgrade, you are strongly advised to back up your system and database. Make sure that you shut down all the OVBPI components, using the Administration console, before backing up your system and starting the upgrade process.

## Upgrading a Full Installation

This section covers the steps that you need to complete to upgrade the OVBPI components using the Server and Modeler Installation option, which is the equivalent of the Full installation option for OVBPI version 01.01.

You should complete a Full Installation upgrade only if you previously installed using the OVBPI Full Installation option.

1. Make sure that all the OVBPI components are stopped on all systems where they are running. This includes any remote OVBPI Modeler installation and OVBPI OVO Adaptor installation.

If the installer detects any of the OVBPI components still running, the installation is aborted until the components are stopped.

2. From an account with Administrator privileges, run the installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install your OVBPI components. Click `Next` to start the installation.

Continue the installation at section [General OVBPI Settings on page 146](#)

## General OVBPI Settings

Answer the installation questions as follows:

1. From the `Choose Install Folder` dialog, check that the directory presented matches where OVBPI is installed and click `Next` to accept the installation directory when it is correct.

You must not choose a different folder for OVBPI, as only one copy of the OVBPI Server can be run on a single machine and your OVBPI version 01.01 system is not migrated.

A message is displayed, stating that OVBPI components are already installed and reminding you to ensure that all the OVBPI components have been stopped before continuing.

2. Click `Next` to confirm and continue.

3. From the Choose Product Features dialog, select Server and Modeler Installation and click Next.
4. From the J2SDK Home dialog, click Next to accept the home directory where the Java SDK is installed, or select Choose to navigate to the correct directory and click next to continue.

From the Pre-Installation Summary dialog, check the details on the summary. If they are correct, click Install, if they are not, click Previous to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click Done to exit the installation procedure.

Continue and upgrade any remaining OVBPI components as appropriate and then complete any relevant post upgrade tasks described in section [Post Upgrade Tasks on page 155](#).

## Upgrading a Server (no Modeler) Installation

Complete the following steps to upgrade the OVBPI Server (no Modeler) component on a Windows system. Note that the Server (no Modeler) is equivalent to a Server Only installation for OVBPI version 02.00:

1. Make sure that all the OVBPI components are stopped. Use the `Stop All` option on the OVBPI Administration Console to do this. Also stop any remote components, for example, OVBPI Modeler.
2. From an account with Administrator privileges, run the version 02.00 installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

3. From the `Choose Install Folder` dialog, check that the directory presented matches where OVBPI is installed and click `Next` to accept the installation directory when it is correct.

A message is displayed, stating that OVBPI components are already installed and reminding you to ensure that all the OVBPI components have been stopped before continuing.

4. Click `Next` to confirm and continue.
5. From the `Choose Product Features` dialog, select the `Server Only Installation` and click `Next`.
6. From the `J2SDK Home` dialog, click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory and click `next` to continue.

From the `Pre-Installation Summary` dialog, check the details on the summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click `Done` to exit the installation procedure.

Continue and upgrade any remaining OVBPI components as appropriate and then complete any relevant post upgrade tasks described in section [Post Upgrade Tasks on page 155](#).

## Upgrading a Modeler Only Installation

Complete the following steps to upgrade the OVBPI Modeler component on a Windows system:

1. Make sure that the Model Repository is stopped, on the OVBPI server system, before re-installing the Modeler.
2. Shut down the OVBPI Modeler.
3. From an account with Administrator privileges, run the installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install your OVBPI components. Click **Next** to start the installation.

4. From the **Choose Install Folder** dialog, make sure that you have selected the directory where the OVBPI Modeler is already installed.

If you do not select the directory where the Modeler is already installed, the installer continues and installs a second OVBPI Modeler on your system.

You are presented with a message informing you that OVBPI is already installed. Click **OK** and then **Next** if you want to continue, or click **OK** and **Cancel** to finish the installation immediately without upgrading.

5. Select **Modeler Only** and click **Next**.
6. Click **Next** to accept the home directory where the Java SDK is installed, or select **Choose** to navigate to the correct directory. Click **Next** to continue.
7. Check the details on the **Pre-Installation Summary** dialog. If they are correct, click **Install**, if they are not, click **Previous** to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click **Done** to exit the installation procedure.

Continue and upgrade the remaining OVBPI components as appropriate and then complete any relevant post upgrade tasks described in section [Post Upgrade Tasks on page 155](#).

# Upgrading an OVBPI OVO Adaptor Installation

The following sections describe how to update the OVBPI OVO adaptor on HP-UX and Windows.

## Windows

Complete the following steps to upgrade the OVBPI OVO Adaptor component on a Windows system:

1. Shut down any OVBPI components that are running on the system where the OVBPI OVO adaptor is running.
2. From an account with Administrator privileges, run the installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

3. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI OVO Adaptor is already installed.

If you do not select the directory where the adaptor is already installed, the installer continues and installs a second OVBPI adaptor on your system.

You are presented with a message informing you that OVBPI is already installed. Click `OK` and then `Next` if you want to continue, or click `OK` and `Cancel` to finish the installation immediately without upgrading.

4. Select `OVO Adaptor` and click `Next`.

5. Click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click `Next` to continue.
6. Check the details on the `Pre-Installation Summary` dialog. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI directories and files. When the installation is complete, click `Done` to exit the installation procedure.

Continue and upgrade the remaining OVBPI components as appropriate and then complete any relevant post upgrade tasks described in section [Post Upgrade Tasks on page 155](#).

## HP-UX

You can upgrade your OVBPI OVO Adaptor installation on HP-UX by following the instructions in this section.

1. Make sure that any OVBPI components are stopped on the system where the adaptor is installed. Use the `Stop All` option on the OVBPI Administration Console to do this and then close the OVBPI Administration Console.
2. Log on with system administration (root) capability.
3. Change directory to where the OVBPI installation image is located.
4. Run the installation program as follows:

```
.sh /hp-ux/ovpbi-ovo-adaptor-install.bin
```

When the installation image has been extracted, the installer GUI starts on the system where the `DISPLAY` environment variable is configured to display.

Click `Next` until you are presented with the `Choose Install Folder` dialog.

5. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI OVO Adaptor is already installed.

If you do not select the directory where the Adaptor is already installed, the installer continues and installs a second Adaptor on your system.

You are presented with a message informing you that OVBPI is already installed. Click `OK` and then `Next` if you want to continue, or click `OK` and `Cancel` to finish the installation immediately without upgrading.

6. Click `OK` and then `Next` to continue with the upgrade. If you want to exit from the installation click `Cancel`.
7. Click `Next` to accept the home directory where the Java SDK is installed, or select `Choose` to navigate to the correct directory. Click `Next` to continue.
8. Check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI OVO Adaptor directories and files. When the installation is complete, click `Done` to exit the installation procedure.

Continue and upgrade the remaining OVBPI components as appropriate and then complete any relevant post upgrade tasks described in section [Post Upgrade Tasks on page 155](#).



## Upgrading an OVBPI Custom Probe Installation

Complete the following steps to upgrade the OVBPI Custom Probes for OVIS:

1. If you have modified the `OvbpiProbe.cfg` file to configure multiple OVBPI Servers, make a copy of the file before starting the upgrade.

2. From an account with Administrator privileges, run the installation procedure from the distribution media as follows:

```
cd-drive\i386\ovbpi-custom-probe-install.exe
```

You are presented with an installation GUI that leads you through the steps to install you OVBPI components. Click `Next` to start the installation.

3. From the `Choose Install Folder` dialog, make sure that you have selected the directory where the OVBPI Custom Probes are already installed.

If you do not select the same directory, the installer continues and installs a second set of probes in a new directory on your system.

You are presented with a message informing you that the probes are already installed. Click `OK` to dismiss the message and continue with the installation at the `OVBPI Database Type` dialog as follows:

4. From the `OVBPI Database Type` dialog, select the database type that you configured for OVBPI to use to store flow data, click `Next`.

If you selected `Microsoft SQL Server`, continue at step 7, otherwise, continue at step 5 for `Oracle`.

5. From the `Oracle ODBC Driver Name` dialog, enter the name for the ODBC driver that you want OVBPI to use when making a connection to the OVIS Oracle database.

6. From the `Net Service Name` dialog, enter the name that you configured for the Oracle Net Service and click `Next`.

Continue at step 9.

7. From the `OVBPI Database Hostname` dialog, enter the hostname for the system where the database used by OVBPI is installed and running.

8. From the `OVBPI MSSQL Database Schema Name` dialog, enter the name of the OVBPI schema as defined within SQL Server, for example `OvbpiSchema`.

9. From the `Pre-Installation Summary` dialog, check the details on the installation summary. If they are correct, click `Install`, if they are not, click `Previous` to correct them.

The installation procedure continues and installs the OVBPI custom probes directories and files. When the installation is complete, you can exit the installation procedure.

10. If you made a copy of the `OvbpiProbe.cfg` file in step 1, make sure that the newly installed `OvbpiProbe.cfg` file contains the changes before continuing.

Continue and upgrade the remaining OVBPI components as appropriate and then complete the post upgrade tasks described in section [Post Upgrade Tasks](#) on page 155.

# Post Upgrade Tasks

The following sections describe tasks that you might need to complete following the OVBPI upgrade.

## Licensing

OVBPI version 02.00 is a fully licensed product; refer to section [License Key Password Redemption on page 89](#) for details of how to obtain and install your license key.

## Reinstating Changes to Configuration Files

If you have made any changes to configuration files not listed earlier in this chapter, these changes need to be reapplied to the newly installed files.

When you have completed these changes, and completed any other applicable post upgrade tasks described in this section, you can continue and restart the OVBPI components that you stopped; see section [Restarting Your OVBPI Systems on page 157](#).

## Redeploy Existing Business Flows

If you want to take advantage of the performance enhancements introduced in OVBPI version 02.00, you need to undeploy and then redeploy any existing business flows from within the OVBPI Modeler.

If you redeploy your flows, the existing flows are then superseded; however, any Business process metrics defined for existing flows are automatically transferred to the new versions of the flows. In this case, the statistics collected for the metric definition on the newly deployed flow are reset to zero. You therefore lose all the historical data relating to the business process metric definition. The superseded flow has the historical statistical information.

## Moving to the OVBPI Version 02.00 Dashboard

When you have completed your upgrade there are two entries for the Business Process Dashboard on the `Start` menu as follows:

- Dashboard

This is the link to the OVBPI version 01.01 Business Process Dashboard

- Dashboard 2

This is the link to the OVBPI version 02.00 Business Process Dashboard

If you have customized the version 01.01 Business Process Dashboard, it is possible that the new Dashboard does not display all your data as you expect, due to your customizations. As a result, you might want to keep using the version 01.01 Dashboard until you have made the appropriate changes to the new Dashboard.

The URL for the OVBPI version 01.01 Dashboard remains unchanged, so all existing links to the version 01.01 Dashboard continue to work and there is a new URL for the OVBPI version 02.00 Dashboard:

`http://hostname:44080/ovbpidashboard2-0`

When you have completed the updates to the new Dashboard, you can provide the new URL to your users.

## Restarting Your OVBPI Systems

When you have completed the upgrade of all the OVBPI components, you can restart the OVBPI components using the Administration Console, or you can use the newly installed Windows Services for starting the OVBPI Server components.

You can also verify the installation using the example business flow described in [Chapter 4, Verifying the Installation](#).

## What to do Next

When you have upgraded OVBPI and reapplied your changes, you have completed the upgrade tasks and you can continue using your OVBPI system.



# Reporting Problems to Hewlett-Packard

Before reporting problems to Hewlett-Packard, make sure that you have the following information available.

If the problem is with the OVBPI Server:

- The hostname and host ID of the system where the OVBPI component is running.
- The operating system, and its version, plus patches on all the systems where the OVBPI components are running, including the OVBPI OVO Adaptor and OVBPI Custom Probes, where appropriate.
- A copy of the log files for all the OVBPI components.
- A copy of any relevant trace files.
- A note of any error messages reported with the problem.
- A copy of your installation log files, which are located at:

- *OVBPI-install-dir*\HP\_OpenView\_Business\_Process\_Insight\_InstallLog.log (Windows)
- *OVBPI-install-dir*/HP\_OpenView\_Business\_Process\_Insight\_InstallLog.log (HP-UX)
- *OVBPI-install-dir*\HP\_OpenView\_Business\_Process\_Insight\_DBSetupLog.log (if present)

- A copy of the latest InstallAnywhere installation log files, which are located at the root directory of the drive where you installed OVBPI; for example C:\. The InstallAnywhere installation log files for OVBPI components all start with the string `hpovpbi...`

There are log files for the OVBPI installation procedure, the OVBPI uninstallation procedure and the OVBPI custom probes for OVIS installation and uninstallation.

- All OVBPI install and uninstall files in the root directory where you have installed OVBPI.
- A copy of the database log file.
- A copy of the OVBPI database tables at the time of the problem; see the *OpenView Business Process Insight System Administration Guide* for a complete list of the relevant database tables.
- If appropriate, a copy of log file for the OVBPI custom probes for OVIS installation, which is located at:

```
OVIS-install-dir\newconfig\HP_OpenView_Business_Process_Insight  
_Custom_Probes_for_Internet_Services_InstallLog.log
```

- Screen captures of any error dialog boxes.
- The output from the following command on the system where the OVBPI OVO Adaptor for HP-UX is running:

```
/usr/sbin/sysdef
```

This command analyses the currently running system and reports on the tunable kernel parameters.

- The output from the following command on HP-UX:

```
/usr/sbin/swapinfo
```

This command prints device and file system paging space.

- A copy of the output from running the Integrity Checker. Using the Integrity Checker is described in the *OpenView Business Process Insight System Administration Guide*.

If the problem is with the OVBPI Business Process Dashboard, use the `View|Source` option in the Web browser to view the source of the Web page where the problem is and copy the source to a file. If you were presented with an error report from the Dashboard, take a screen capture of the error report. You can then make these available to HP.



If the problem is with the OVBPI Modeler, supply the following information to HP:

- A copy of `modelclasses.cfg`, which is located in the `ovbpi-install-dir\data\conf\bia` directory.
- A copy of any Flow, Data and Event definitions from the Modeler. These can be exported from the Modeler as described in the *OpenView Business Process Insight System Administration Guide*.



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