# HP Operations Dashboard

For the Windows®,[1] HP-UX, and Solaris Operating Systems

Software Version: 2.10

1.For this release, RealTime Health View runs on the Windows operating system only.

## Installation and Upgrade Guide

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# Contents

# Documentation Roadmap

Figure 1 on page 8 shows the documentation roadmap for HP Operations Dashboard. This roadmap presents a suggested order for reading the manuals available with HP Operations Dashboard:

1  Use the *Installation Guide* to install the product.

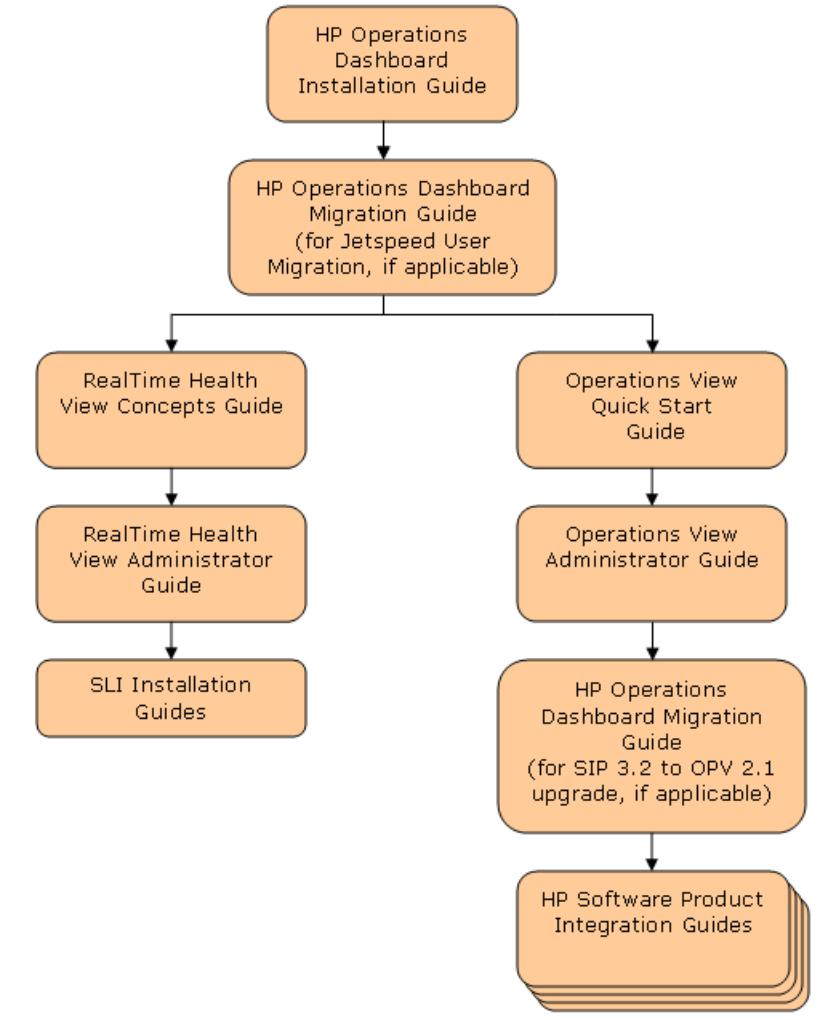2  Follow the path for the HP Operations Dashboard component that you are using.

   **HP Operations Dashboard RealTime Health View**

   a  Read the *RealTime Health View Concepts Guide* to understand the concepts of working with dashboards.

   b  Use the *RealTime Health View Administrator Guide* to configure and maintain the product.

   c  Reference the Smart Link integration guides as needed for specific details on the supported management product integrations.

   **HP Operations Dashboard Operations View**

   a  Use the *Operations View Quick Start Guide* to carry out the tutorial.

   b  Read the "Essential Concepts" chapter of the *Operations View Administrator Guide* to understand the concepts of working with portlets and portal servers.

   c  Use the *Operations View Administrator Guide* to configure and maintain the product. This guide provides high-level instructions for the common tasks when working with the supplied Operations View portlets

   d  If you are migrating from HP OpenView Service Information Portal to Operations View, use the *Operations View Migration Guide* to complete this task. The *Operations View Administrator Guide* refers you to the *Operations View Migration Guide* at the appropriate point in the portal view implementation process.

   e  Reference the integration guides as needed for specific details on each supported HP OpenView management product. The *Operations View Administrator Guide* refers you to the integration guides at the appropriate points in the portal view implementation process.

**Figure 1   HP Operations Dashboard Documentation Roadmap**

```
                    ┌─────────────────────┐
                    │   HP Operations     │
                    │    Dashboard        │
                    │ Installation Guide  │
                    └──────────┬──────────┘
                               │
                               ▼
                    ┌─────────────────────┐
                    │ HP Operations Dashboard │
                    │   Migration Guide   │
                    │  (for Jetspeed User │
                    │ Migration, if applicable)│
                    └──────────┬──────────┘
              ┌────────────────┴────────────────┐
              ▼                                  ▼
    ┌─────────────────────┐          ┌─────────────────────┐
    │  RealTime Health    │          │   Operations View   │
    │ View Concepts Guide │          │     Quick Start     │
    │                     │          │       Guide         │
    └──────────┬──────────┘          └──────────┬──────────┘
               │                                │
               ▼                                ▼
    ┌─────────────────────┐          ┌─────────────────────┐
    │  RealTime Health    │          │   Operations View   │
    │ View Administrator  │          │ Administrator Guide │
    │       Guide         │          │                     │
    └──────────┬──────────┘          └──────────┬──────────┘
               │                                │
               ▼                                ▼
    ┌─────────────────────┐          ┌─────────────────────┐
    │  SLI Installation   │          │   HP Operations     │
    │      Guides         │          │ Dashboard Migration │
    └─────────────────────┘          │       Guide         │
                                     │ (for SIP 3.2 to OPV 2.1│
                                     │ upgrade, if applicable)│
                                     └──────────┬──────────┘
                                                │
                                                ▼
                                     ┌─────────────────────┐
                                     │ HP Software Product │
                                     │ Integration Guides  │
                                     └─────────────────────┘
```

# HP Operations Dashboard Manuals

Table 1 describes the HP Operations Dashboard manual set. These documents are provided in Adobe Acrobat (.pdf) format and can be found in the following directories:

- After HP Operations Dashboard installation, in the following directory on the HP Operations Dashboard management station:

  — *Windows*: `<install_dir>\paperdocs\dashboard\`

  — *UNIX*: `/opt/OV/paperdocs/dashboard/`

- On the product DVD-ROM in the following directory:

  — *Windows*: `\Docs\`

  — *UNIX*: `/Docs/`

For information on how to obtain the most recent documents, see Documentation Updates on page 13.

**Table 1    HP Operations Dashboard Documentation**

| Document Title and Filename | Main Topics |
|---|---|
| *Installation Guide*<br>`Installation.pdf` | Installing, uninstalling, and upgrading HP Operations Dashboard |
| *Migration Guide*<br>`Migration.pdf` | • Overview of migrating from HP OpenView Service Information Portal (SIP) version 3.2 to Operations View<br>• SIP and Operations View comparison<br>• Migration use models<br>• Using the Operations View Migration Wizard<br>• Manual steps for migration<br>• Jetspeed user migration for RealTime Health View and Operations View<br>• Troubleshooting |

**Table 1     HP Operations Dashboard Documentation (cont'd)**

| Document Title and Filename | Main Topics |
|---|---|
| *RealTime Health View Concepts Guide*<br>`rhview/`<br>`RealTime_Health_View_Concept.pdf` | • Introduction to the terms and concepts of RealTime Health View |
| *RealTime Health View Administrator Guide*<br>`rhview/RealTime_Health_View_Admin.pdf` | • Configuring RealTime Health View<br>• Maintaining RealTime Health View |
| *Smart Link Integration for BMC Remedy Help Desk Installation Guide*<br>`RemedyOvSLI/Remedy_SLI_Install.pdf` | Installing Smart Link Integration (SLI) for Remedy Help Desk |
| *Operations View Quick Start Guide*<br>`opview/Quick_Start.pdf` | • Running the Operations View demonstration portal view<br>• Operations View tutorial |
| *Operations View Administrator Guide*<br>`opview/Administration.pdf` | • Essential concepts<br>• Planning roadmap for using Operations View<br>• Connecting Operations View to management products<br>• Configuring Operations View portlets<br>• Configuring Operations View data filters<br>• Deploying a portlet application<br>• Troubleshooting |
| *Operations View Integration Guide: NNM*<br>`opview/NNM_Integration.pdf` | • Connecting Operations View to HP OpenView Network Node Manager (NNM)<br>• Configuring the NNM portlets<br>• Customizing the NNM portlets<br>• Filtering NNM data<br>• Troubleshooting |

**Table 1     HP Operations Dashboard Documentation (cont'd)**

| Document Title and Filename | Main Topics |
|---|---|
| *Operations View Integration Guide: OVO and OVSN*<br><br>opview/OVO_OVSN_Integration.pdf | • Connecting Operations View to HP OpenView Operations (OVO) and HP OpenView Service Navigator (OVSN)<br>• Configuring the OVO and OVSN portlets<br>• Customizing the OVO and OVSN portlets<br>• Filtering OVO and OVSN data<br>• Troubleshooting |
| *Operations View Integration Guide: OVIS*<br><br>opview/OVIS_Integration.pdf | • Connecting Operations View to HP OpenView Internet Services (OVIS)<br>• Configuring the OVIS portlets<br>• Customizing the OVIS portlets<br>• Troubleshooting |
| *Operations View Integration Guide: OVPM*<br><br>opview/OVPM_Integration.pdf | • Connecting Operations View to HP OpenView Performance Manager (OVPM)<br>• Configuring the OVPM portlets<br>• Customizing the OVPM portlets<br>• Filtering OVPM data<br>• Troubleshooting |
| *Operations View Integration Guide: OVSD, OVPI, and OVR*<br><br>opview/OVSD_OVPI_OVR_Integration.pdf | • Connecting Operations View to HP OpenView Service Desk (OVSD), HP OpenView Performance Insight (OVPI), and HP OpenView Reporter (OVR)<br>• Configuring the OVSD, OVPI, and OVR portlets<br>• Customizing the OVSD, OVPI, and OVR portlets<br>• Troubleshooting |

# HP Operations Dashboard Online Help

HP Operations Dashboard supplies the following graphical interfaces for portal and portlet configuration:

**RealTime Health View**

- HP Operations Dashboard Service Composer

**Operations View**

- Operations View Administrator Tool

- Operations View Migration Wizard (available from the Administrator Tool)

Each of the HP Operations Dashboard graphical interfaces includes online help files that explain that interface.

- To access the top level of the help content for each interface, use the commands on the **Help** menu.

- To access context-specific help information in the Operations View interfaces, click **Help** within the window for which you want more information.

# Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

**http://ovweb.external.hp.com/lpe/doc_serv/**

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

# Documentation Conventions

The HP Operations Dashboard documentation uses the following conventions:

**Table 2**    **HP Operations Dashboard Documentation Conventions**

| Symbol | Meaning |
|---|---|
| *<install_dir>* | (Windows only.) The HP OpenView application directory. This directory contains all of the HP Operations Dashboard files. The default location is:<br>`C:\Program Files\HP OpenView\` |
| *<data_dir>* | (Windows only.) The HP OpenView data directory. This directory contains product configuration and data files. The default location is:<br>`C:\Program Files\HP OpenView\data` |
| *<portlet_app_dir>* | (Operations View only.) The top-level directory for a deployed portlet application. This directory has the same name as the portlet application. The location of this directory depends on the installation platform and the portal server.<br><br>• Jetspeed on Windows:<br>`<install_dir>\nonOV\dashboard\jetspeed\2.1\webapps`<br>• Jetspeed on UNIX:<br>`/opt/OV/nonOV/dashboard/jetspeed/2.1/webapps`<br>• BEA WebLogic on Windows (default):<br>`<bea_install_dir>\user_projects\applications`<br>• BEA WebLogic on UNIX (default):<br>`<bea_install_dir>/user_projects/applications`<br><br>`<bea_install_dir>` is the BEA WebLogic directory. |
| ➤ | A note that describes special information pertaining to the current topic. |
| ⚑ | A tip that provides an alternate way to address the current topic. |
| ⚠ | A caution that indicates a potential problem to avoid. |

# 1 Introduction

HP Operations Dashboard integrates with a portal server product to provide a single point of entry for viewing data from management products.

- HP Operations Dashboard RealTime Health View is a tool for quickly building dashboard views of business services.

- HP Operations Dashboard Operations View provides the portlets for collecting and presenting management data and tools for configuring these portlets.

HP Operations Dashboard is JSR168-compliant.[1] This release of HP Operations Dashboard supports the Apache Jetspeed and BEA WebLogic portal servers. Jetspeed is an open-source portal server and is supplied with HP Operations Dashboard. If you want to deploy to the BEA WebLogic portal server, you can purchase the BEA WebLogic Platform separately from your BEA reseller.[2] For specific version requirements, see Supported Portal Servers on page 21.

This manual contains the following chapter:

- Installing Operations Dashboard lists the requirements for installation and details the installation process.

- Uninstalling Operations Dashboard lists the requirements for uninstallation process.

- Upgrading Operations Dashboard lists the requirements for upgrade process.

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1. For information regarding JSR168 compliance, refer to:
   **http://www.jcp.org/en/jsr/detail?id=168**
2. For information on the BEA WebLogic Platform, refer to **http://www.bea.com/framework.jsp?CNT=index.htm&FP=/content/products/weblogic**

# 2 Installing Operations Dashboard

This chapter describes the process for installing HP Operations Dashboard. The tasks to complete during the installation process are as follows:

1  Prepare for installation. See Preparing for Installation on page 18.

   Check that your system meets the minimum hardware and software requirements for the HP Operations Dashboard components that you plan to install.

2  Install the HP Operations Dashboard software. See Installing HP Operations Dashboard on page 24.

3  Complete post-installation tasks. See Completing the Installation on page 30.

This chapter also includes the section Uninstalling Operations Dashboard on page 31.

# Preparing for Installation

Before installing HP Operations Dashboard, verify that your computer meets the hardware and software requirements and that the prerequisite software has been set up properly.

## Required Hardware

Table 3 lists the minimum hardware requirements for running HP Operations Dashboard.

**Table 3     HP Operations Dashboard Minimum Hardware Requirements**

| Specification | Windows | HP-UX | Solaris |
|---|---|---|---|
| Computer Type | Intel Pentium (or AMD) 1 GHz processor-based computer [a] | *Operations View* only: HP 9000 workstation, Series 700 or 800 | *Operations View* only: Sun SPARCstation |
| Drive | DVD-ROM drive (for installation) | | |
| RAM | *RealTime Health View*: 1 GB recommended | Not applicable | Not applicable |
| | *Operations View*: 1 GB recommended | 1 GB recommended | 1 GB recommended |
| Disk space[b] | *RealTime Health View*: 500 MB on one drive (either FAT or NTFS) | Not applicable | Not applicable |
| | *Operations View*: 1 GB on one drive (either FAT or NTFS) | 1 GB combined for /opt and /var | 1 GB combined for /opt and /var |

**Table 3     HP Operations Dashboard Minimum Hardware Requirements (cont'd)**

| Specification | Windows | HP-UX | Solaris |
|---|---|---|---|
| Swap space | 512 MB | 512 MB | 512 MB |
| Temporary space[c] | *RealTime Health View*:<br>70 MB in `%TEMP%` | Not applicable | Not applicable |
|  | *Operations View*:<br>70 MB in `%TEMP%` | 300 MB in `/tmp` | 300 MB in `/tmp` |

a.  This specification is sufficient for a limited demonstration of HP Operations Dashboard. A full deployment requires a faster processor with more disk space and memory.

b.  This specification includes space for the HP OpenView JDK and JRE. If another HP Operations product has already installed the HP OpenView JDK and JRE on this computer, subtract 512 MB from the stated requirement.

c.  The HP Operations Dashboard installation process unpacks in the temporary directory. This disk space is needed for the installation process only and will be made available again after successful installation of HP Operations Dashboard.

## Required Software

### Supported Operating Systems

Table 4 lists the supported operating systems for HP Operations Dashboard.

**Table 4       Supported Operating Systems**

| Windows | HP-UX | Solaris |
|---|---|---|
| *RealTime Health View*:<br>• Microsoft Windows 2003 Server with service pack 1<br>• Microsoft Windows XP Professional version 2002 with service pack 2<br><br>Microsoft Windows requires the following configuration:<br>• Microsoft .NET 2.0<br>• Microsoft MSI 3.1 | Not applicable | Not applicable |
| *Operations View*:<br>• Microsoft Windows 2000 Server<br>• Microsoft Windows 2003 Server with service pack 1<br>• Microsoft Windows XP | • HP-UX 11.00<br>• HP-UX 11.11<br>• HP-UX 11.2x<br>• HP-UX 11.23 Itanium<br>• HP-UX 11.31 Itanium<br>HP-UX requires the following configuration:<br>• Common Desktop Environment (CDE)<br>• X Windows and OSF/Motif<br>• HP-UX patch PHSS_24303 | • Solaris 8<br>• Solaris 9<br>• Solaris 10<br>Solaris requires the following configuration:<br>• Common Desktop Environment (CDE)<br>• X Windows and OSF/Motif<br>• Semaphores enabled |

## Supported Portal Servers

Table 5 lists the supported portal server software products.

- Only one instance of Jetspeed is installed for both HP Operations Dashboard components.
- To use BEA WebLogic, purchase this product separately.

**Table 5     Supported Portal Server Software Products**

| HP Operations Dashboard Product | Jetspeed | BEA WebLogic |
|---|---|---|
| RealTime Health View and Operations View | Jetspeed version 2.1.1 | BEA WebLogic Portal Server version 8.1 with service pack 4 |

## Additional Required Software

HP Operations Dashboard requires the following additional software:

- A web browser that meets the requirements of the portal server product.
  - The HP Operations Dashboard server must have a web browser for viewing HP Operations Dashboard online help content and testing the dashboards and portal views.
  - Each HP Operations Dashboard user must have a web browser to view the RealTime Health View dashboards and the Operations View portlets.

## Optional Software

HP Operations Dashboard integrates with the optional software listed in Table 6. This software does not need to be installed on the same computer as HP Operations Dashboard. Ensure that any optional software has the latest available patches installed.

**Table 6　　Supported Optional Software**

| Management Product | RealTime Health View Versions Supported | Operations View Versions Supported |
|---|---|---|
| HP OpenView Network Node Manager | Not supported | • 6.41<br>• 7.5<br>• 7.51<br>• Customer Views v1.2 (NNM Customer Views (ver 1.2) supported only for NNM versions 6.2 & 6.4)<br>• Dynamic Views (NNM Dynamic Views are supported only for NNM version 7.51) |
| HP OpenView Customer Views | Not supported | • 1.2 for NNM versions 6.2 or 6.4 |
| HP OpenView Operations for UNIX | • 8.x (Supported only on HP-UX 11.11,HP-UX 11.23 PA RISC, Solaris 8,9 Sparc) | • 7.x<br>• 8.x |
| HP OpenView Service Navigator | • 7.x<br>• 8.x<br>(Supported only on HP-UX 11.11,HP-UX 11.23 PA RISC, Solaris 8,9 Sparc) | • 7.x<br>• 8.x |
| HP OpenView Operations for Windows | • 7.21<br>• 7.5 | • 7.21<br>• 7.5 |

**Table 6      Supported Optional Software (cont'd)**

| Management Product | RealTime Health View Versions Supported | Operations View Versions Supported |
|---|---|---|
| HP OpenView Interconnect | Not supported | • 3.03<br>• 3.5 (for HP-UX 11.23 Itanium) |
| HP OpenView Internet Services | • 5.2<br>• 6.1<br>• 6.2 | • 5.2<br>• 6.0<br>• 6.1<br>• 6.2 |
| HP OpenView Performance Manager | Not supported | • 5.x<br>• 6.0 |
| HP OpenView Performance Insight | Not supported | • 4.6<br>• 5.0<br>• 5.1<br>• 5.2 |
| HP OpenView Service Desk | • 4.5<br>• 5.1<br>Supported only on Windows 2003,HP-UX 11.11,HP-UX 11.23 PA RISC, Solaris 8,9 Sparc | • 4.0<br>• 4.5 |
| HP OpenView Reporter | Not supported | • 3.0<br>• 3.5<br>• 3.6 |
| HP OpenView Business Process Insight | 2.1 | • Not supported |
| Remedy HelpDesk | 5.6 (Supported only on Windows 2003 and HP-UX 11.11 and 11.23 PA-RISC) | • Not supported |

# Installing HP Operations Dashboard

This section describes how to install HP Operations Dashboard on a local system running one of the supported operating systems.

▶ For information on migrating the Operations View configuration from SIP version 3.2, follow the instructions in this manual for installing Operations View and running the tutorial. For information, refer to the *Operations View Migration Guide*.

## Installing HP Operations Dashboard on a Windows Operating System

To install HP Operations Dashboard on a Windows operating system, follow these steps:

⚠ Do *not* cancel the HP Operations Dashboard install process. To correct your selections, allow the installer to complete, delete the product as described in Uninstalling Operations Dashboard on page 31, and then reinstall the product with the desired selections.
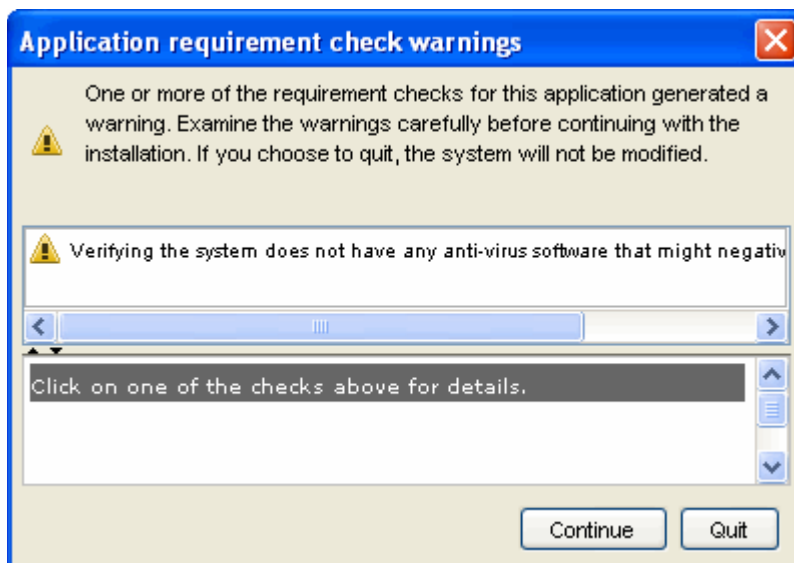
1 Log on to the HP Operations Dashboard server as a user with administrator privileges.

2 Disable any anti-virus software (including script blocking) running on this computer.

3 Insert the HP Operations Dashboard DVD-ROM into the DVD drive.

The HP OpenView Installer should start automatically and display the Introduction screen.

If you do not see the Introduction screen, in the Windows Explorer, navigate to the top-level directory on the DVD drive, open the Windows folder, and then double-click **dashboard_*n.nn.nnn*_setup.exe**, where *n.nn.nnn* is the extended version number.

You might see the Application Requirement Check Warnings window with contents similar to those shown here.



In that case, for each message, click the message text, and then read the message details below. You can choose to Quit without installing the product or to Continue the product installation.
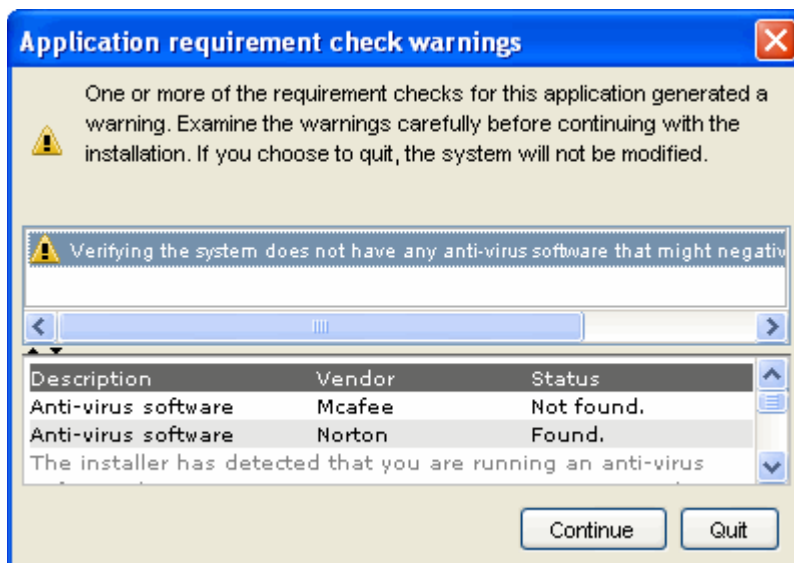
4   Follow the instructions on the screen to install HP Operations Dashboard. Table 7 lists the decisions you will be asked to make during the installation process.

> ⚠   Allow any currently running software installation or uninstallation processes to complete before beginning to install HP Operations Dashboard.

> ▶   You might see the Force Repair of Already Installed Component Packages check box. This option has the following impact:

> - Select the Force Repair of Already Installed Component Packages check box to cause the installer to reinstall the selected components, as applicable.

> - Clear the Force Repair of Already Installed Component Packages check box to prevent reinstallation of the selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

The installer log files are located in the `%TEMP%\HPOvInstaller\dashboard_n.nn.nnn` directory, where *n.nn.nnn* is the extended version number.

**Table 7    Installation Settings on a Windows Operating System**

| Option | Description | |
|---|---|---|
| Components to install | RealTime Health View | Operations View |
| | Selecting to *install RealTime Health View* places the following software on the computer: <br><br> • RealTime Health View <br> • HP OpenView Java Runtime Environment version 1.5.002 <br> • HP OpenView Java Development Kit version 1.5.002 <br> • Microsoft SQL Server 2005 Express (optional) <br> • Jetspeed portal server version 2.1.1 | Selecting to *install Operations View* places the following software on the computer: <br><br> • Operations View <br> • HP OpenView Java Runtime Environment version 1.5.002 <br> • HP OpenView Java Development Kit version 1.5.002 <br> • Jetspeed portal server version 2.1.1 |

**Table 7     Installation Settings on a Windows Operating System (cont'd)**

| Option | Description |
|---|---|
| Installation directories | If there is no HP OpenView software already on this computer, choose the location of the application and data directories. All HP OpenView software installed on this computer will use these directories. The default directories are recommended:<br><br>• Application directory:<br>  C:\Program Files\HP OpenView<br><br>• Data directory:<br>  C:\Program Files\HP OpenView\data |
| Jetspeed settings | You can choose the port for Jetspeed. The default ports are as follows.<br><br>• Jetspeed non-SSL port: 18080<br>• Jetspeed shutdown server port: 18005<br><br>For information on how to change the portal server port settings after the product is installed, refer to the "Troubleshooting" chapter in the *Operations View Administrator Guide*.<br><br>If your network configuration requires a proxy to access the Internet, identify the proxy server address and port number. |

# Installing HP Operations Dashboard on a UNIX Operating System

▶ RealTime Health View is currently not supported on the UNIX operating system.

Installing HP Operations Dashboard on a UNIX operating system places the following software on the computer:

- Operations View

- HP OpenView Java Runtime Environment version 1.5.002

- HP OpenView Java Development Kit version 1.5.002

- Jetspeed portal server version 2.1.1

To install HP Operations Dashboard Operations View on a UNIX operating system, follow these steps:

⚠ Do *not* cancel the HP Operations Dashboard install process. To correct your selections, allow the installer to complete, delete the product as described in Uninstalling Operations Dashboard on page 31, and then reinstall the product with the desired selections.

1  Log on to the HP Operations Dashboard server as user root.

2  Insert the HP Operations Dashboard DVD-ROM into the DVD drive.

3  If necessary, mount the DVD-ROM.

   An example command follows:

   **/etc/mount /dev/dsk/*device_name*/dvdrom**
   where *device_name* is the specific name of your DVD drive.

4  In a terminal window, type the following command to set the DISPLAY variable: **export DISPLAY=*hostname*:0.0**

5  Use the cd command to change to the dvdrom directory, change to the directory for your operating system, and then type the following command to start the installation program: **dashboard_*n.nn.nnn*_setup.bin**, where *n.nn.nnn* is the extended version number.

   The Introduction screen of the HP OpenView Installer appears.

6  Follow the instructions on the screen to install HP Operations Dashboard. Table 8 lists the decisions you will be asked to make during the installation process.

⚠  Allow any currently running software installation or uninstallation processes to complete before beginning to install HP Operations Dashboard.

▶  You might see the Force Repair of Already Installed Component Packages check box. This option has the following impact:

- Select the Force Repair of Already Installed Component Packages check box to cause the installer to reinstall the selected components, as applicable.

- Clear the Force Repair of Already Installed Component Packages check box to prevent reinstallation of the selected components, as applicable. Clearing the check box leaves the currently installed software unchanged.

The installer log files are located in the `/var/tmp/HPOvInstaller/ dashboard_n.nn.nnn` directory, where `n.nn.nnn` is the extended version number.

**Table 8    Installation Settings on a UNIX Operating System**

| Option | Description |
|---|---|
| Operations View Jetspeed settings | If other processes on this computer use the standard web server ports, Operations View Jetspeed will not run. You can choose the port for Jetspeed. The default ports are as follows. |
|  | • Jetspeed non-SSL port: 18080 |
|  | • Jetspeed shutdown server port: 18005 |
|  | For information on how to change the Operations View portal server port settings after the product is installed, refer to the "Troubleshooting" chapter in the *Operations View Administrator Guide*. |
|  | If your network configuration requires a proxy to access the Internet, identify the proxy server address and port number. |

# Completing the Installation

## Licensing the Software: RealTime Health View

After installation, RealTime Health View has a 90-day instant-on license. To continue using the RealTime Health View after that time, you must obtain and install a permanent license. In order to obtain a permanent license key, you need the HP order number that was used to purchase HP Operations Dashboard.

To obtain and install a permanent license key for RealTime Health View, follow these steps:

1   Open the AutoPass license manager.

    In the RealTime Health View Configuration Panel, click **Help**→ **License Manager**.

2   Use the AutoPass wizard to obtain and install the permanent license key.

    If you need more information, in the AutoPass: License Management window, click **Help**→ **Help Topics** to access the AutoPass documentation.

## Licensing the Software: Operations View

After installation, Operations View has a 90-day instant-on license. To continue using the Operations View after that time, you must obtain and install a permanent license. In order to obtain a permanent license key, you need the HP order number that was used to purchase HP Operations Dashboard.

To obtain and install a permanent license key for Operations View, follow these steps:

1   Open the AutoPass license manager.

    In the Operations View Administrator Tool, click **Help**→ **Obtain License**.

2   Use the AutoPass wizard to obtain and install the permanent license key.

    If you need more information, in the AutoPass: License Management window, click **Help**→ **Help Topics** to access the AutoPass documentation.

# 3 Uninstalling Operations Dashboard

This chapter describes how to modify, repair, or uninstall HP Operations Dashboard on a local system running one of the supported operating systems.

▶ Before uninstalling any component of HP Operations Dashboard, back up any Jetspeed data that you want to retain. HP recommends backing up the entire contents of the following directory:

- *On Windows:*

*<install_dir>*\nonOV\dashboard\jetspeed\2.1

- *On UNIX*:

/opt/OV/nonOV/dashboard/jetspeed/2.1

# Uninstalling HP Operations Dashboard on a Windows Operating System

To modify, repair, or uninstall HP Operations Dashboard on a Windows operating system, follow these steps:

1  Log on to the HP Operations Dashboard server as a user with `administrator` privileges.

2  Disable any anti-virus software (including script blocking) running on this computer.

3  Ensure that the RealTime Health View Composer and/or the Operations View Administrator Tool are not running.

4  Click **Start**→ **Control Panel**.

5  In the Control Panel window, click **Add or Remove Programs**.

6  Move through the list of programs to locate HP Operations Dashboard, and then click **Change/Remove**.

You might see the Application Requirement Check Warnings window with contents similar to those shown here.
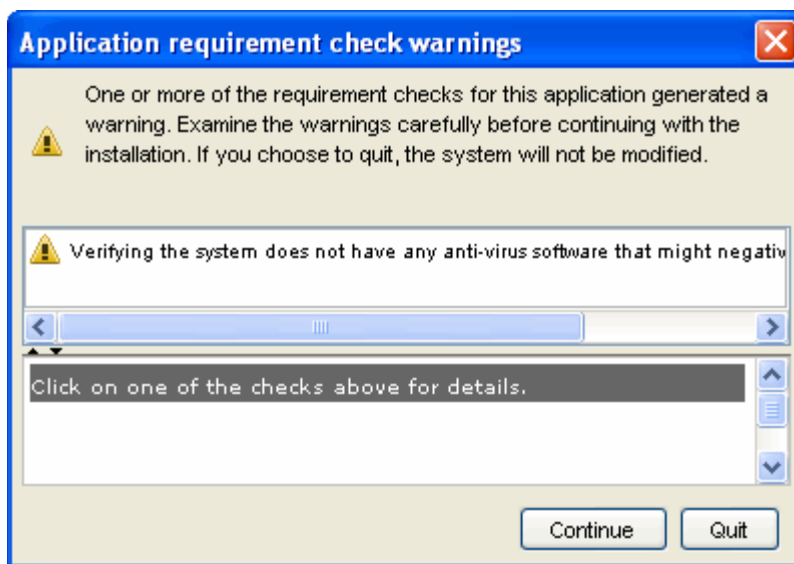
In that case, for each message, click the message text, and then read the message details below. You can choose to Quit without changing the product or to Continue the product modification.
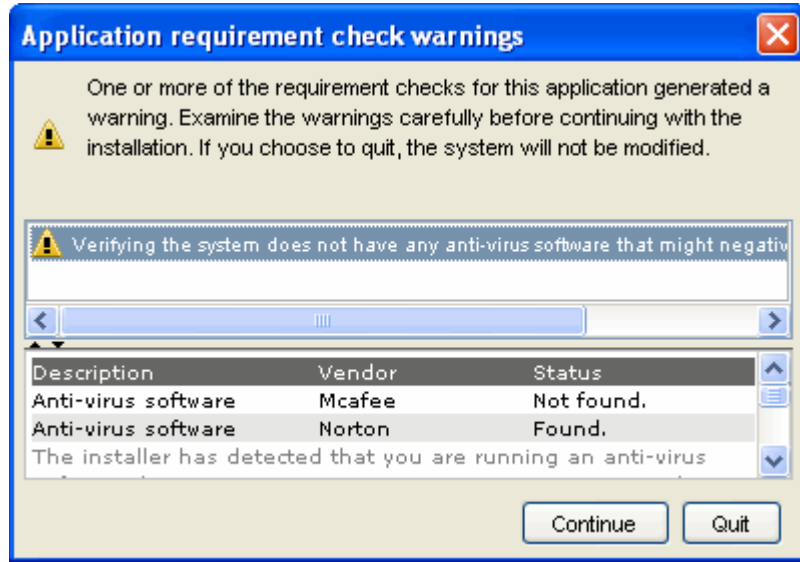


7 Follow the instructions on the screen to change the HP Operations Dashboard installation. Table 9 lists the options you will be asked to make during the uninstallation process.

The installer log files are located in the %TEMP%\HPOvInstaller\dashboard_*n.nn.nnn* directory, where *n.nn.nnn* is the extended version number.

**Table 9      Uninstallation Options on a Windows Operating System**

| Option | Description |
|--------|-------------|
| Modify | This option allows you to change the list of HP Operations Dashboard components that are installed on the computer. If you choose to install only one component, the other component is removed from the computer (if applicable). This option requires the HP Operations Dashboard DVD-ROM. |
| Repair | This option searches for corrupted libraries, typically JAR and WAR files, in the current HP Operations Dashboard installation and replaces any corrupted files with new copies from the installation media. This option requires the HP Operations Dashboard DVD-ROM. |

**Table 9      Uninstallation Options on a Windows Operating System (cont'd)**

| Option | Description |
|--------|-------------|
| Uninstall | This option removes all HP Operations Dashboard application files from the computer but leaves the configuration and data files in place. |

# Uninstalling HP Operations Dashboard on a UNIX Operating System

▶  RealTime Health View is currently not supported on the UNIX operating system.

To modify, repair, or uninstall HP Operations Dashboard on a UNIX operating system, follow these steps:

1  Log on to the HP Operations Dashboard server as user `root`.

2  Ensure that the Operations View Administrator Tool is not running.

3  In a terminal window, type the following command to set the `DISPLAY` variable: **export DISPLAY=*hostname*:0.0**

4  In a terminal window, start the installation program by typing:
   **/opt/OV/Uninstall/dashboard/setup.bin**

5  Follow the instructions on the screen to change the HP Operations Dashboard installation. Table 10 lists the options you will be asked to make during the uninstallation process.

   The installer log files are located in the `/var/tmp/HPOvInstaller/` `dashboard_n.nn.nnn` directory, where `n.nn.nnn` is the extended version number.

**Table 10   Uninstallation Options on a UNIX Operating System**

| Option | Description |
| --- | --- |
| Reinstall from media | This option reinstalls the application. It requires the HP Operations Dashboard DVD-ROM. |
| Uninstall | This option removes all HP Operations Dashboard application files from the computer but leaves the configuration and data files in place. |

# 4 Upgrading Operations Dashboard

This chapter describes how to upgrade HP Openview Dashboard 2.0 to HP Operations Dashboard 2.1 on a local system running one of the supported operating systems.

If HP OpenView Dashboard 2.0 is installed on your system, you can choose any of the following paths to upgrade to HP Operations Dashboard 2.1.

• Uninstall HP OpenView Dashboard 2.0 and install HP Operations Dashboard 2.1. The deployment data related to HP Openview 2.0 will be lost in this upgrade.

  If you want to retain existing Jetspeed users, take complete backup of your Dashboard server and refer to the *RealTime Health View User Migration* and *Operations View User Migration* chapters of the *Migration Guide*.

• Upgrade to HP Operations Dashboard 2.1

▶ For the upgrade process, it is assumed that the following patches are installed on your HP OpenView Dashboard system. If the patches are not installed, first install the patches and afterward start the upgrade process.

• OVDOPVNT_00001.EXE for Operations View
• OVDRHVNT_00002.EXE for RealTime Health View

During upgrade, HP recommends backing up the entire contents of the following directories:

• *On Windows:*

  <install_dir>

  install_dir is the HP OpenView data directory. application directory.

  <data_dir>

  data_dir is the HP OpenView data directory.

- *On UNIX*:

    `/opt/OV` and `/var/opt/OV`
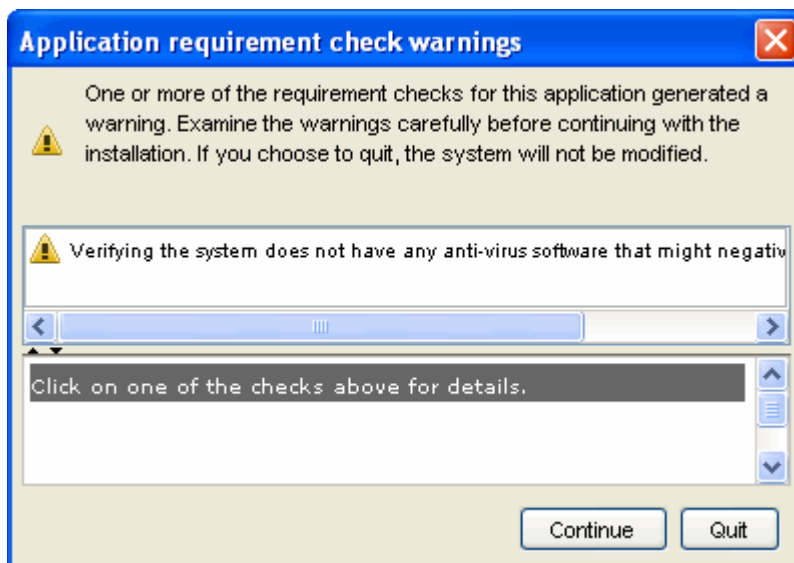
# Upgrading Operations Dashboard on Windows

To upgrade HP Operations Dashboard on a Windows operating system, follow these steps:

1  Log on to the HP Operations Dashboard system as a user with administrator privileges.

2  Stop the following services related to HP Openview Dashboard.

   - HP OpenView Dashboard OpView HSQL
   - HP OpenView Dashboard OpView Jetspeed 1.6
   - HP OpenView Dashboard RHView Jetspeed Database
   - HP OpenView Dashboard RHView Portal Server
   - HP OpenView Dashboard RHView Server

3  Stop the SQL Server (OVDASHBOARD) service from the services window.

4  Take a backup of <install_dir> and <data_dir> directories.

5  Start the SQL Server (OVDASHBOARD) service from the services window.

6  Disable any anti-virus software (including script blocking) running on this computer.

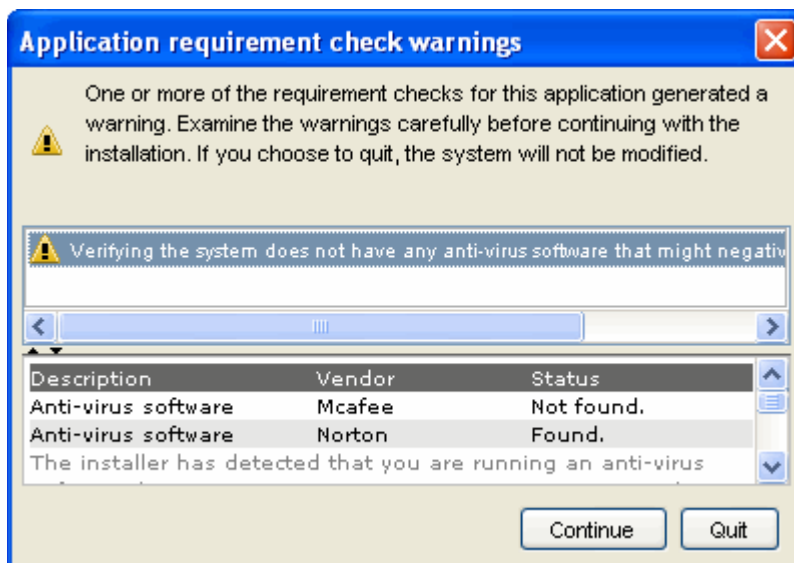7  Insert the HP Operations Dashboard DVD-ROM into the DVD drive.

   The HP OpenView Installer should start automatically and display the Introduction screen.

   If you do not see the Introduction screen, in the Windows Explorer, navigate to the top-level directory on the DVD drive, open the Windows folder, and then double-click **dashboard_*n.nn.nnn*_setup.exe**, where *n.nn.nnn* is the extended version number.

You might see the Application Requirement Check Warnings window with contents similar to those shown here.

**Application requirement check warnings**

⚠ One or more of the requirement checks for this application generated a warning. Examine the warnings carefully before continuing with the installation. If you choose to quit, the system will not be modified.

⚠ Verifying the system does not have any anti-virus software that might negativ

Click on one of the checks above for details.

[ Continue ]   [ Quit ]

In that case, for each message, click the message text, and then read the message details below. You can choose to Quit without changing the product or to Continue the product modification.

**Application requirement check warnings**

⚠ One or more of the requirement checks for this application generated a warning. Examine the warnings carefully before continuing with the installation. If you choose to quit, the system will not be modified.

⚠ Verifying the system does not have any anti-virus software that might negativ

| Description | Vendor | Status |
| --- | --- | --- |
| Anti-virus software | Mcafee | Not found. |
| Anti-virus software | Norton | Found. |

The installer has detected that you are running an anti-virus

[ Continue ]   [ Quit ]

8    Follow the instructions on the screen to change the HP Operations Dashboard installation.

9    On the Feature Selection page, you must deselect the SQL Express option.

10   Follow the instructions on the screen to change the HP Operations Dashboard installation.

11   On the Pre-Install Summary page, click **Upgrade** to start the upgrade process.

After the successful upgrade, you can start working on Operations Dashboard 2.1.

If the database used in HP OpenView Dashboard 2.0 is other than Microsoft SQL Express 2005 database, you need to manually upgrade the database. Perform the following steps to upgrade the database.

•    In case of SQL database, use your database and run the migration_script_MSSQL.sql script, located at <OV_INSTALL_DIR>\misc\dashboard\rhview\server, at SQL prompt.

•    In case of Oracle database, use your database and run the migration_script_oracle.sql script, located at <OV_INSTALL_DIR>\misc\dashboard\rhview\server, at SQL prompt.

# Upgrading Operations Dashboard on UNIX

▶ RealTime Health View is currently not supported on the UNIX operating system.

To upgrade HP Operations Dashboard on a UNIX operating system, follow these steps:

1   Log on to the HP Operations Dashboard server as user `root`.

2   Ensure that the Operations View Administrator Tool is not running.

3   Take a backup of /opt/OV and /var/opt/OV directories.

4   In a terminal window, type the following command to set the `DISPLAY` variable: **export DISPLAY=*hostname*:0.0**

5   Browse for and execute the `dashboard_2.10.000_setup.bin` file on CD.

6   Follow the instructions on the screen to change the HP Operations Dashboard installation.

The installer log files are located in the /var/tmp/HPOvInstaller/ dashboard_n.nn.nnn directory, where n.nn.nnn is the extended version number.