HP Interconnect

HP Interconnect
Installation Guide
Version 3.50

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Installation Guide

This document describes how to install HP Interconnect (OVI). See the *OVI User's Guide* for information on configuring and using OVI.

Prerequisites

Before you install OVI, refer to the following sections for instructions on how to:

- Install the JRE
- Install Windows Script Host (Windows only)
- Install patches required to complete OVI install (HP-UX and Solaris only)
- Install a JMS-compliant message bus (if required)

Install the JRE

You must install a Java Runtime Environment (JRE; also known as the Java RTE) that meets the requirements below. Make this your default JRE by including it in your PATH environment variable *before* the path to any other Java executable on your system. To determine your default Java version, enter `java -version`.

> **NOTE:**
>
> Beginning with version 3.3, OVI no longer supports 1.3.x JREs. If you have a pre-3.3 version of OVI installed and are using a 1.3 JRE, you must install a 1.4.x JRE or later and then switch OVI to use it. See "Changing JREs" in the *OVI Release Notes* for instructions.
>
> OVI does not yet support 6.0 (a.k.a. 1.6) JREs.

- For HP-UX operating systems, JRE version 1.4.2.03 or later is required. This JRE is available from http://www.hp.com/products1/unix/java/java2/sdkrte14/index.html See http://www.hp.com/products1/unix/java/patches/index.html for a list of required patches (system patches are mandatory to support this JRE).
- For Solaris operating systems, JRE version 1.4 is required. See http://java.sun.com/j2se/1.4/index.jsp. Patches are available from this same location. (System patches are mandatory to support this JRE).

- For Windows operating systems, JRE version 1.4 is required. See http://java.sun.com/j2se/1.4/index.jsp.
- For Linux operating sysems, JRE version 1.4 is required. See http://java.sun.com/j2se/1.4/index.jsp.

Install Windows Script Host

If you are installing OVI on a Windows operating system, Windows Script Host (WSH) version 5.6 or later must be installed.

To find out if WSH is installed on your system, open a Command Prompt window and enter the `cscript` command. The WSH version is displayed in the first line.

WSH 5.6 is available from http://www.microsoft.com/downloads/.

Install Patches Required for OVI Installation

In order for OVI installation to complete successfully, the following patches must be installed on HP-UX and Solaris systems. They must be present so that OVI pluglet licensing will work correctly.

Platform	Patches Required for OVI Licensing
HP-UX 11.0	PHSS_26945, PHCO_27731
HP-UX 11.11	PHSS_22898 , PHCO_24400
Solaris 2.8	Patch-ID# 108434-14. See http://www.sun.com/bigadmin/patches/index.html
Solaris 2.9	Patch-ID# 111711-09. See http://www.sun.com/bigadmin/patches/index.html

Install a JMS-Compliant Message Bus

For installations utilizing JMS as the configured OVI transport, a JMS-compliant message bus must be installed and available. OVI has been verified to work with:

- SonicMQ 4.0 and 6.0
- BEA WebLogic 7.0, 8.0 and 9.2 (version 8.0 requires JRE version 1.4 or greater)
- TIBCO Enterprise for JMS 2.0 and 3.1.2
- TIBCO Enterprise Message Service Software 4.0.0

These message buses have not been fully tested, but should work correctly:

- SonicMQ 3.5
- OpenJMS 0.7 and higher

Your `CLASSPATH` environment variable, or the `CLASSPATH` variable in the `OVI.env` file (located in `/var/opt/OV/conf/OVI` on UNIX operating systems or `OVI_DATA_DIR\conf\OVI` on Windows operating systems) must include the path to your JMS-compliant message bus provider's client-appropriate `.jar` file(s); one of these files contains the `TopicConnectionFactory` class.

This table gives a list of `.jar` files that should appear in your CLASSPATH. Make sure the full path is included. For example, to add the SonicMQ 3.5 `.jar` file to your CLASSPATH, you would enter: `export CLASSPATH=/opt/sonic/lib/client.jar:$CLASSPATH`

JMS-Compliant Message Bus	`.jar` Files to Include in **CLASSPATH**
SonicMQ 3.5	`client.jar`
SonicMQ 4.0 and 6.0	`sonic_Selector.jar` `sonic_Client.jar`
BEA WebLogic 7.0, 8.0 and 9.2	`weblogic.jar`
TIBCO Enterprise for JMS 2.0/3.1.2 and TIBCO Enterprise Message Service Software 4.0.0	`tibjms.jar`
OpenJMS 0.7.5	`openjms-0.7.5.jar` `exolabcore-0.3.5.jar`

OpenJMS 0.7.6.1	`openjms-client-0.7.6.1.jar`
	`exolabcore-0.3.7.jar`
	`commons-logging-1.0.3.jar`

Installing HP Interconnect

> **NOTE:**
>
> Before installing OVI on a system, ensure that it meets the conditions specified in "Prerequisites" as well as the supported platforms listed in the *User's Guide*. Do not run the OVI installer via a terminal emulator because this is not a supported method.

An automated package guides you through the process of installing OVI. During the process, you can choose between a full or custom installation.

A custom installation lets you choose a subset of the OVI components to install:

- OVI infrastructure alone
- OVI infrastructure with the HP Software application pluglets
- OVI infrastructure with the OVI Toolkit

> **NOTE:**
>
> New users should perform a full installation.

During the installation, you are prompted to enter information about your runtime environment. If you supply this information, OVI uses it to customize example `.config` files so that they work in your environment. If you do *not* provide this data during the installation but still want to use the example `.config` files, you must manually edit them. See "Configuring OVI" and "Pluglet Configuration Files" in the *OVI User's Guide*.

Installing OVI for UNIX

To install OVI for UNIX:

1. Download the OVI installation package from the OVI website, http://www.hp.com/go/interconnecttools.
2. As user root, or otherwise working with superuser privileges, start the OVI installer by issuing the following command from the download location: `sh install.bin`
3. Follow the on-screen instructions. An automated installation package guides you through the process.

The log of installation operations is located in `/tmp/HP_OpenView_Interconnect_InstallLog.log`.

Installing OVI for Windows

To install OVI for Windows:

1. Download the OVI installation package from the OVI website, http://www.hp.com/go/interconnecttools.
2. As user Administrator, or otherwise working with Administrator privileges, start the OVI installer by double-clicking the `install.exe` icon in the download location.
3. Follow the on-screen instructions. An automated installation package guides you through the process.

The log of installation operations is located in *<Drive and directory defined by %TEMP% system environment variable>*`\HP_OpenView_Interconnect_InstallLog.log`.

Installation Problems

If you encounter problems, first ensure that the OVI installation prerequisites have been met on the host system; see the "Prerequisites" section of this document for a current list. After you are certain that the prerequisites have been satisfied, check "Known Problems, Limitations, and Workarounds" in the *Release Notes*. If problems persist, check the "OVI Support" section of the *OVI User's Guide*.

Uninstalling HP Interconnect

The topics in this section describe how to uninstall OVI for UNIX and Windows.

Uninstalling OVI for UNIX

To uninstall OVI, you must be user `root`, or otherwise working with superuser privileges:

1. Go to the root directory by entering `cd /`
2. Run uninstall by entering `/opt/OV/Uninstall/OVI/Uninstall_OVI`

The log of uninstall operations can be found at:

`/tmp/HP_OpenView_Interconnect_UninstallLog.log`

Uninstalling OVI for Windows

To uninstall OVI, you must be user `Administrator`, or otherwise working with `Administrator` privileges:

1. If you have installed OVI as one or more Windows services, stop, and then uninstall these services before continuing with the OVI uninstall.
2. Open the Control Panel by selecting **Start** > **Settings** > **Control Panel**.
3. Double-click **Add/Remove Programs**.
4. Select HP Interconnect and click **Change/Remove**.

The log of uninstall operations can be found at:

<Drive and directory defined by %TEMP% system environment variable>`\HP_OpenView_Interconnect_UninstallLog.log`

Installing OVI as a Windows Service

To install OVI as a service in Windows, you must be user `Administrator`, or otherwise working with `Administrator` privileges:

Type the following in a Command Prompt window:

```
"\Program Files\HP OpenView\bin\OVIService.wsf" -install <service-name>
     { -env <environment file> | {-d <deploy file> -o <output log>} }
     -e <error log>
```

where:

- `service-name` is the name that appears in your list of system services. Multi-word service names supplied to OVIService.wsf must be surrounded by quotes (for example, "service name"). Note that you *cannot* use `OviAgent`, `OviLogger`, and `OviService` as service names.
- `environment file` is the path and name of the environment file used to configure OVI's runtime environment.
- `deploy file` is the path and name of the deploy file that is used to start the service.
- `output log` is the path and name of the file that holds service execution output.
- `error log` is the path and name of the file that contains any service execution errors.
- specifying `-h` rather than `-install` displays command usage information.

You can examine the specified output and error files (specified with `-o` and `-e`) to verify proper functioning of OVI. Service errors and warnings are also written to the Windows Event Log. Use the Windows Event Viewer to examine the Application Log for these occurrences. Errors and warnings occurring during the startup of a Windows service have the service name in the `Source` field. When errors and warnings occur during OVI execution, the `Source` field contains `OpenView Interconnect`.

Now you must start the OVI service.

Starting the OVI Service

To start the OVI service:

1. View your installed services by selecting **Start** > **Settings** > **Control Panel**. Open **Administrative Tools and Services**.
2. Right-click the OVI service and select **Start**.

Stopping the OVI Service

To stop the OVI service:

1. View your installed services by selecting **Start** > **Settings** > **Control Panel**. Open **Administrative Tools and Services**.
2. Right-click the OVI service and select **Stop**.

Uninstalling the OVI Service

To uninstall the OVI service you must be user `Administrator`, or otherwise working with `Administrator` privileges. In a Command Prompt window, enter:

```
"\Program Files\HP OpenView\bin\OVIService.wsf" -uninstall
   <service-name>
```

where `service-name` is the name of the OVI service that appears in your list of system services.

> **NOTE:**
> Multi-word service names supplied to `OVIService.wsf` must be
> surrounded by quotes (for example, `"service name"`).

Integrating with Other HP Software Products

The following table describes installation requirements that must be met when using OVI to integrate with selected HP Software products.

Product Name	Product Legacy Name	Description
HP Operations Manager	OpenView Operations	(UNIX only) OVO and OVI must be installed on the same system. In particular, for event notification and enrichment, OVI must be installed on the OVO management server. For event creation, OVI must be installed on a machine with the OVO or OVO/W agent. See "Integrating with HP Operations Manager" in the *OVI User's Guide* for configuration details.
HP Service Navigator	OpenView Service Navigator	OVO, Service Navigator, and OVI must be installed on the same system. See "Integrating with HP Service Navigator" in the *OVI User's Guide* for configuration details.
HP Service Desk	OpenView Service Desk	You may want to enhance OVO events with information from HP Service Desk. See "Integrating with HP Service Desk" in the *OVI User's Guide* for configuration details. If so, Service Desk 5.x or Service Desk 4.5 with at least Service Pack 5 (SP 10 or greater is recommended) must be installed on a system with which OVI can communicate: For Service Desk 5.x, copy `OvObsCommon.jar`, `OvObsWebApi-Common.jar`, `OvObsWebApi-Client.jar`, `OvObsSdk.jar`, `sd-webapi.jar`, and `xpl.jar` from the Service Desk system to the OVI system. For Service Desk 4.5, copy `web-api.jar` from the Service Desk system to the OVI system. Add the path to the jar file(s) to the OVI

		system's CLASSPATH environment variable. For example: export CLASSPATH=$CLASSPATH:*<path>*/web-api.jar. Alternatively, update the OVI.env file located in /var/opt/OV/conf/OVI on UNIX operating systems or OVI_DATA_DIR\conf\OVI on Windows operating systems.
HP Network Node Manager (NNM)	OpenView Network Node Manager	OVI must be installed on the same system as NNM 6.4.1, or above. See "Integrating with HP Network Node Manager" in the *OVI User's Guide* for configuration details.

NOTE:

HP is rebranding OpenView products. This Guide uses rebranded full names of the products concerned, with old shortened names remained for your easy understanding.

Licensing HP Interconnect Pluglets

OVI infrastructure pluglets do not require a license. Application pluglets may be evaluated for 60 days but, thereafter, a license must be purchased. Unlicensed application pluglets will fail to start, and an evaluation license expiration message will be written to the OVI log. (See "OVI Components" in the *OVI User's Guide* for an explanation of the difference between infrastructure and application pluglets.)

You must obtain a permanent license (contact your HP sales representative) for these HP Interconnect pluglets:

License Type	HP Part Number	Pluglets Requiring this License
HP Interconnect Inventory Pluglets LTU	T2523AA	• HP Network Node Manager Inventory Pluglet (`NnmInventoryPluglet`) • HP Network Node Manager Inventory SNMP Event Pluglet (`NnmInventorySnmpEventPluglet`) • HP Operations Manager Inventory Pluglet (`OvoInventoryPluglet`) • HP Service Desk Service Inventory Pluglet (`SdInventoryPluglet`)
HP Interconnect Performance & Reporting Pluglets LTU	T2521AA	• HP Network Node Manager SNMP Collect Pluglet (`NnmSnmpCollectPluglet`) • HP Performance Manager Query Pluglet (`OvpmQueryPluglet`) • HP Transaction Analyzer Query Pluglet (`OvtaQueryPluglet`)
HP Interconnect Events Pluglets LTU	T2522AA	• HP Operations Manager Event Action Pluglets (`OvoEventActionPluglet` and `OvoWEventActionPluglet`) • HP Operations Manager Event Change Pluglets (`OvoEventChangePluglet` and `OvoWEventChangePluglet`)

		• HP Operations Manager Event Modify Pluglets (`OvoEventModifyPluglet` and `OvoWEventModifyPluglet`) • HP Operations Manager Event Create Pluglet (`OvoEventCreatePluglet`) • HP Operations Manager Event Enrichment Pluglet (`OvoEventEnrichmentPluglet`) • HP Operations Manager Event Pluglets (`OvoEventPluglet` and `OvoWEventPluglet`) • HP Operations Manager Event Read Pluglet (`OvoEventReadPluglet`) • HP Service Desk Service Info Enrichment Pluglet (`SdServiceInfoEnrichmentPluglet`) • HP Network Node Manager Event Read Pluglet (`NnmEventReadPluglet`)
HP Interconnect Services Pluglets LTU	T2604AA	• HP Service Navigator Query Pluglets (`SNQueryPluglet` and `SNWQueryPluglet`)

OVI licenses are installed using the OVI License Manager. For additional information about installing HP Interconnect pluglet licenses, see the *HPOV AutoPass User's Guide*.

To launch the OVI License Manager:

- Windows: Select **Start** > **Programs** > **HP** > **HP Interconnect** > **Start OVI License Manager**
- UNIX: Enter `OVI.sh -l`