

**HERMES SoftLab EMC
Documentum SMART Plug-In
for HP Operations Manager
(SPI for EMC Documentum)**

Version 02.10

**Installation and Configuration
Guide**

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Notices

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Chapter 1

Document Overview

Edition History

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

Edition	Date
First Edition	March 2006
Second Edition	October 2006
Third Edition	December 2007
Fourth Edition	December 2008

Conventions

The following typographical conventions are used in this manual:

Font	Definition	Example
<i>Italic</i>	Product names, book or manual titles, man page names, and section, table, and figure titles. Emphasis. Window and dialog box names.	Refer to the <i>SPI for EMC Documentum Installation and Configuration Guide</i> for additional information. You <i>must</i> follow these steps. In the <i>Node Bank</i> window, select a node.
Bold	Commands on menus and buttons, dialog box titles and options, menu and icon names.	In the menu, first click Actions , and then Agents .
Computer	File names, syntax, directory names, or text that should be entered on screen or that is displayed on the monitor.	The following file is located on the root directory of the SPI for EMC Documentum installation CD: readme. txt.

Product Documentation

With SPI for EMC Documentum, the following documentation is provided:

- *HERMES SoftLab EMC Documentum SMART Plug-In for HP Operations Manager Installation and Configuration Guide*
Installation and Configuration Guide is available in printed and PDF format (*DMSPI_Install_GuideUNIX.pdf*).
- *HERMES SoftLab EMC Documentum SMART Plug-In for HP Operations Manager User's Guide*
User's guide is available in printed and PDF format (*DMSPI_User_GuideUNIX.pdf*).
- Release notes
Release notes are available in TXT format (*dmspi-release-notes-unix.txt*).
- Readme
Readme file is available in TXT format (*dmspi-readme-unix.txt*).
- HERMES SoftLab license terms file
License file is available in TXT format (*hsl_license_terms.txt*)

Chapters Summary

This guide describes how to install, configure, and license HERMES SoftLab EMC Documentum SMART Plug-In for HP Operations Manager to monitor and manage Documentum application resources from the HP Software environment. It also addresses and troubleshoots some of the possible installation problems.

NOTE

This document assumes that you are familiar with the HP Operations Manager administration procedures and concepts.

The guide contains the following chapters:

- [“Installing SPI for EMC Documentum” on page 7](#)
This chapter provides detailed instructions on what must be performed to successfully install, configure, and license SPI for EMC Documentum.
- [“Uninstalling SPI for EMC Documentum” on page 33](#)
This chapter describes how to uninstall SPI for EMC Documentum.
- [“Troubleshooting” on page 39](#)
This chapter provides instructions on what to do if you encounter any installation-related problems.
- Appendix A, [“Licensing Overview” on page 46](#)
This chapter provides a visual overview of the licensing process.

Chapter 2

Installing SPI for EMC Documentum

Customer Support

Use the following e-mail and Web page addresses if you need help with the licensing process or while using the product, and if you would like additional information about this or other HERMES SoftLab products.

Licensing

To obtain the license activation file you can visit HERMES SoftLab licensing portal:

<http://spi.hermes-softlab.com/licensing/>

or send an e-mail to the following address:

spi-licensing@hermes-softlab.com

For more information on licensing and licensing procedure refer to *SPI for EMC Documentum Installation and Configuration Guide*.

If you encounter any problems with the licensing process, contact the HERMES SoftLab licensing department at:

spi-licensing@hermes-softlab.com

Contacting Support

IMPORTANT

Should you require additional assistance or information while using the product, contact the vendor that shipped the software.

If you have purchased the software directly from HERMES SoftLab, send e-mail to:

support-dmspi@hermes-softlab.com

Before Contacting Support

Before you contact the support department, have the following information available so that a technical support analyst can work on your problem more efficiently:

- the support file `dmspi _supp. zip`
To create the support file `dmspi _supp. zip`, run the **Collect Support Information**

application on one or more nodes. To run the application, perform the following steps:

Go to **Application Bank/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** application group and run the **Collect Support Information** application on the managed nodes for which you would like to collect the information. The files with the support information are created in the following directory on the node(s):

%0vDataDir%\dmspi \support (Windows nodes)

\$0vAgentDir/dmspi /support (Unix nodes)

- sequence of events leading to the problem
- commands and options that you used
- messages you have received (a description with the time and date)

General Information

For marketing or business-related issues in reference to this or other HERMES SoftLab SMART Plug-Ins, send e-mail to:

spi-info@hermes-softlab.com

Product Web Sites

Visit HERMES SoftLab SMART Plug-In Web site at:

http://www.hermes-softlab.com/products/SPI/about_SPI.html

and the company Web site at:

<http://www.hermes-softlab.com/>

Guidelines for Installation and Configuration

The following table summarizes procedures to install, configure, and license SPI for EMC Documentum. Make sure to read and perform all the steps, otherwise the product may not work properly.

What you do	Refer to
1. Check the system for compliance with the supported software.	"Prepare Hardware and Software" on page 12.
2. Plan the environment you want to manage with SPI for EMC Documentum.	"Plan the Documentum Environment" on page 13.
3. Prepare the managed nodes for SPI for EMC Documentum installation.	"Set up Managed Nodes" on page 13.
4. Obtain the SPI for EMC Documentum and Reporter installation packages.	"Obtain Installation Packages" on page 15.
5. Install SPI for EMC Documentum on the management server.	"Installing on the HPOM Management Server" on page 16.
6. Verify if the installation on the management server was successful.	"Verifying Installation on the Management Server" on page 17.
7. Configure SPI for EMC Documentum on the management server.	"Configuration Steps on the HPOM Management Server" on page 20.
8. Deploy SPI Data Collector and SPI for EMC Documentum on the managed nodes you want to monitor and install SPI for EMC Documentum on the managed nodes.	"Deploying on the Managed Nodes" on page 23.
9. License the product.	"Licensing" on page 25.
10. Check if the configuration is correct.	"Verifying Requirements, Configuration, and Licensing on Managed Nodes" on page 29.
11. Install Reports.	"Installing Reports" on page 31.
12. Configure Reports.	"Configuring Reports" on page 31.

Preparing for Installation

This chapter describes what must be ensured, before you may start with installation of the SPI for EMC Documentum:

- SPI for EMC Documentum supports your Documentum and HP Operations Manager platforms
- Documentum servers are added as managed nodes to the HP Operations Manager for UNIX
- All Documentum servers and connection broker services are running
- Complete Documentum configuration data is available (names of all servers, connection brokers, ports, username, password)
- Managed nodes (Documentum servers) are configured
- Both SPI for EMC Documentum installation packages are available

Prepare Hardware and Software

Make sure that hardware and software requirements are met.

Supported Platforms

SPI for EMC Documentum is compatible with the following Documentum versions and platforms running on a managed node:

	5.3	6.0	6.5
Documentum Content Server	AIX 5L 5.2/5.3, HP-UX 11 (PA-RISC 2.0), HP-UX 11i v2 (PA-RISC 2.0, Itanium) Solaris 8, Solaris 9, Solaris 10, Windows 2000 SP4, Windows 2003 R2 (32-bit version) (x86)	AIX 5L 5.3, HP-UX 11i v2 (PA-RISC 2.0, Itanium 2)/v3 (Itanium 2), Red Hat Enterprise Linux 4.0 Update 5/5.0 (IA-32, x64), Solaris 10, SUSE Linux Enterprise Server 10 SP1 (IA-32, x64), Windows Server 2003 SP2 (32-bit version) (IA-32, x64)	AIX 5L 5.3/6.1, HP-UX 11i v2 (PA-RISC 2.0, Itanium 2)/v3 (Itanium 2), Red Hat Enterprise Linux 4.6/5.1 (IA-32, x64), Solaris 10, SUSE Linux Enterprise Server 10 SP1 (IA-32, x64), Windows Server 2003 SP2/R2 with SP2 (32-bit version) (IA-32, x64)
Documentum Index Server	AIX 5L 5.2/5.3, HP-UX 11 (PA-RISC 2.0), HP-UX 11i v2 (PA-RISC 2.0, Itanium), Solaris 8, Solaris 9, Solaris 10, Windows 2000 SP4, Windows 2003 R2 (32-bit version) (x86)	AIX 5L 5.3, HP-UX 11i v2 (PA-RISC 2.0, Itanium 2), Red Hat Enterprise Linux 4.0 Update 5 (IA-32, x64), Solaris 10, SUSE Linux Enterprise Server 10 (IA-32,x64), Windows Server 2003 SP2 (32-bit version) (IA-32, x64)	AIX 5L 5.3, HP-UX 11i v2 (PA-RISC 2.0, Itanium 2), Red Hat Enterprise Linux 4.6 (IA-32, x64), Solaris 10, SUSE Linux Enterprise Server 10 SP1 (IA-32, x64), Windows Server 2003 SP2/R2 with SP2 (32-bit version) (IA-32, x64)

Additionally, SPI for EMC Documentum is compatible with the following HP Operations Manager versions and platforms running on a management server.

HPOM version	7.18, 8.x
HPOM platform	HP-UX 11.00, HP-UX 11i, HP-UX 11i v2 (PA-RISC), HP-UX 11i v2 (IA64), HP-UX 11i v3 (IA64), Solaris 8, Solaris 9, Solaris 10

The following HP Reporter versions are supported:

HP Reporter	3.5*, 3.6, 3.7, 3.8
HP Reporter Lite	Shipped with HPOM/W 7.21, HPOM/W 7.50

*Reporter patch OVR_00008 or later must be installed.

To use the reporting functionality, you must install Data Source Integration To Dynamic Data Feed on the managed node:

DSI2DDF	A.01.30 or later
---------	------------------

Plan the Documentum Environment

The following Documentum information will be needed during the SPI for EMC Documentum configuration:

List of connection brokers	Prepare a list of all connection brokers and their port numbers that you intend to monitor with SPI for EMC Documentum.
List of repositories	Prepare a list of repositories that are associated with the connection brokers you listed.
Repository user name and password	For each repository you need Content Server installation owner user name and password.

Set up Managed Nodes

On the managed nodes, you must perform the following:

On Unix and Linux Nodes

- Add JAVA_HOME variable to Documentum user profile. Ensure that \$JAVA_HOME points to the Java version shipped by Documentum.

On Windows Nodes

- Java version shipped by Documentum must be added to the Documentum user PATH variable.

On Solaris 8, 9, and 10

- Install the following libraries on the system:
 - libgcc 4.0.1 or higherYou can obtain these packages from:
<http://www.blastwave.org/>
- For the OVAGENT user (usually root) and Documentum user (for example, dmuser), add the path to the libgcc libraries to the LD_LIBRARY_PATH variable. Usually the libraries are installed to one of the following locations:
 - /opt/csw/lib or
 - /usr/local/lib
- If you set the DOCUMENTUM environment variable in the OVAGENT user profile, you must restart the HPOM agent using the opcagt -kill and opcagt -start commands.

On AIX 5L 5.2, 5.3 and 6.1

- Install the IBM C++ Runtime Environment Components for AIX (XL C++ AIX Runtime, V9). This package can be downloaded from the following website:

<http://www-01.ibm.com/support/docview.wss?uid=swg24017393>

On HP-UX 11.00, 11.11, 11.23 and 11.31 (PA-RISC and IA64)

- Install the HP-UX patch PHSS_33033 on HP-UX 11.11 systems - ld(1) and linker tools cumulative patch.
- If you set the DOCUMENTUM environment variable in the OVAGENT user profile, you must restart the OV agent using the opcagt -kill and opcagt -start commands.

Obtain Installation Packages

To install SPI for EMC Documentum and Reports, you need the following installation packages:

- SPI_for_EMC_Documentum_02.10.eul.sa
- SPI_for_EMC_Documentum_Reports_02.00.exe

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

Installing on the HPOM Management Server

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

NOTE

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

1. Copy the following files to the /tmp directory:
 - For Sun Solaris: the files HSLSPI eul sa_sun and SPI_for_EMCDocumentum_02.10.eul sa
 - For HP-UX 11.00 and 11i: the files HSLSPI eul sa_hpux and SPI_for_EMCDocumentum_02.10.eul sa
2. Use the chmod command to set the executable permissions to the files HSLSPI eul sa_hpux or HSLSPI eul sa_sun, if necessary.
3. To obtain the product installation package, you first must agree to the end-user license agreement. In the /tmp directory, run from the command line:
 - For HP-UX:
HSLSPI eul sa_hpux -e SPI_for_EMCDocumentum_02.10.eul sa
 - For Sun Solaris:
HSLSPI eul sa_sun -e SPI_for_EMCDocumentum_02.10.eul sa
4. The standard HERMES SoftLab Software License Agreement will be displayed. Read it carefully, type I AGREE, and press [ENTER] to generate the installation package file without the .eul sa extension.
5. Install SPI for EMC Documentum with the following command:
/usr/sbin/swi nstal I -s /<depot dir>/SPI_for_EMCDocumentum_02.10.depot DMSPI

To install SPI for EMC Documentum on Solaris 10, use the following command:

```
/usr/sbin/swi nstal I swi nstal I -x mount_all_filesystems=false -s /<depot dir>/SPI_for_EMCDocumentum_02.10.depot DMSPI
```

6. Verify that the installation phase has completed without errors by checking the following log files:

```
/var/adm/sw/swagent.log
```

and

```
/var/adm/sw/swinstall.log
```

NOTE:

In HP-UX environments, you can start the swinstall GUI by typing the following command:

```
/usr/sbin/swinstall
```

Verifying Installation on the Management Server

After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server. To see these new configuration items, start the HPOM administrator GUI (management console) then open the corresponding windows (Message Group Bank, Node Group Bank, Application Bank, Message Source Templates, and User Profile Bank).

The following new configuration items are visible to the HPOM administrator:

New message groups:

- dmspi
- dmspi_int

New node group:

- DMSPI

New top level application group:

- SPI for EMC Documentum

New top level template group:

- SPI for EMC Documentum

New user profile:

- DMSPI Operator

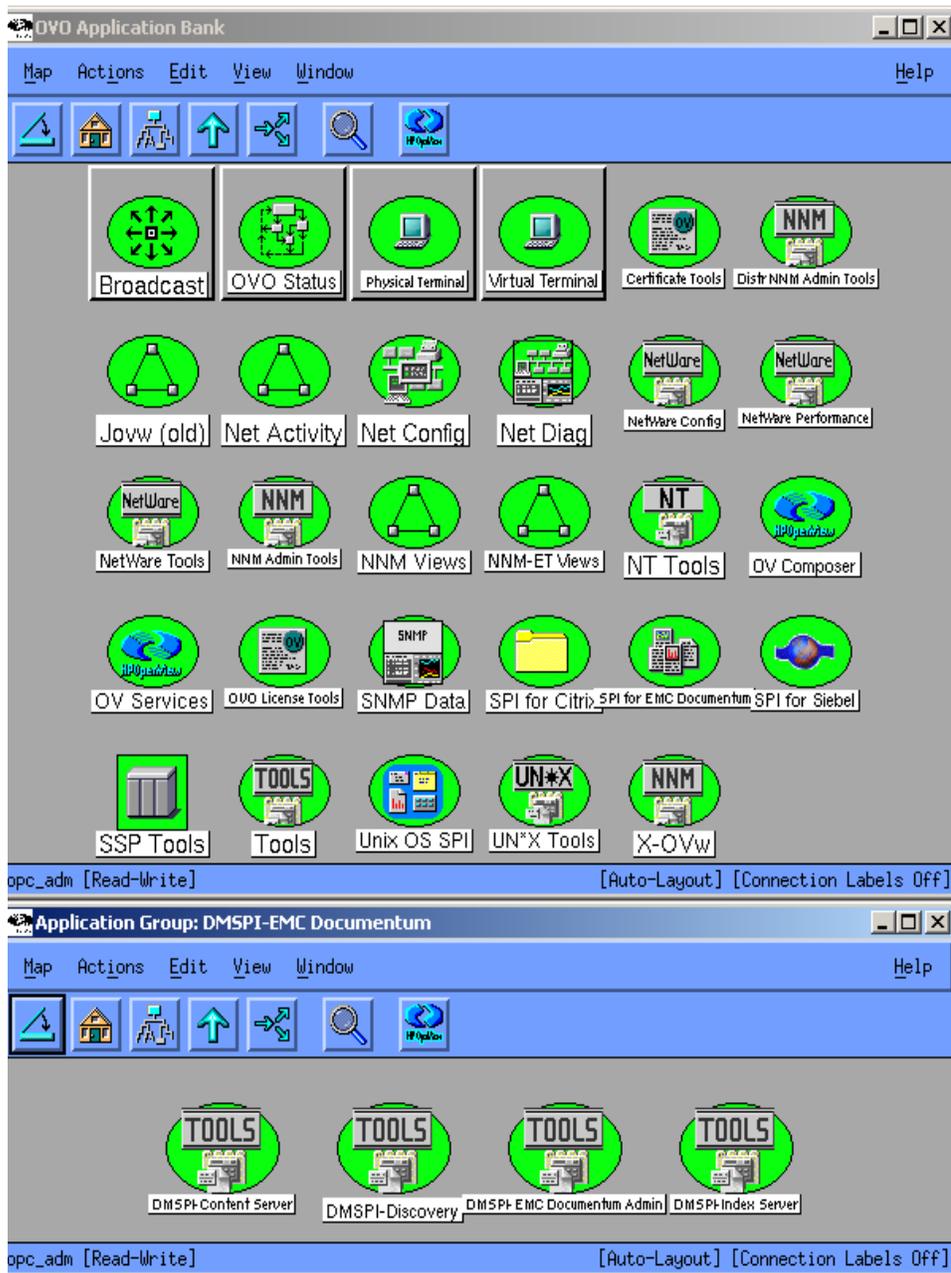


Figure 7. Application Bank

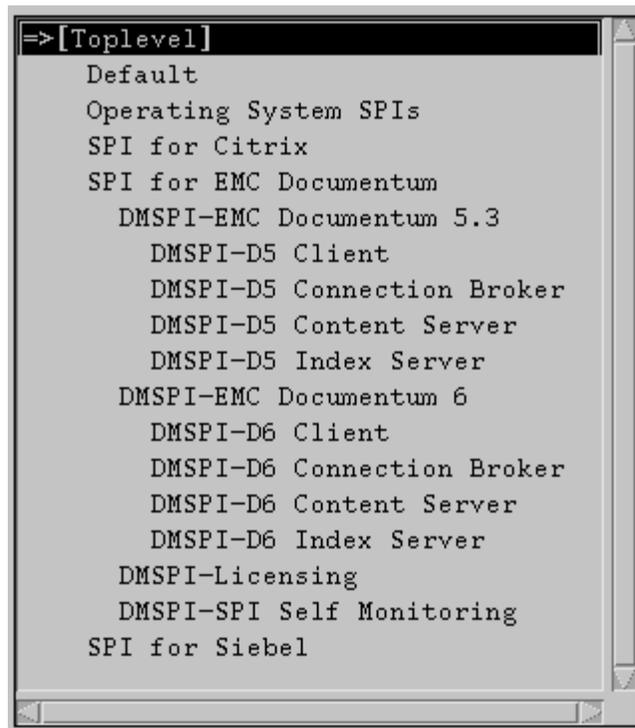


Figure 8. Message Source Templates

Configuration Steps on the HPOM Management Server

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

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

1. Run the **Documentum Configuration** application (`dmspi _conf`) located in `/opt/0V/dmspi /bi n`. The list of commands will appear:

\$. /dmspi _conf	
h	Help
l d	List connection brokers
l b	List repositories
ad	Add connection broker
ab	Add repository
dd	Delete connection broker
db	Delete repository
s	Save
x	Exit

2. To add a connection broker, use the "ad" command in the configuration application. Enter the information about the connection broker that you want to monitor with SPI for EMC Documentum.

Command: ad

Enter connection broker hostname: eagl e1

Enter connection broker port: 1489

NOTE:

Repeat this step to add all connection brokers you want to monitor with SPI for EMC Documentum.

After you add connection broker s, you can list them using the "l d" command.

Command: l d

Connection brokers:

1. raven : 1489
 2. eagl e1 : 1489
3. To add a repository, use the ab command in the configuration application. Enter the information about all repositories that are associated with the connection brokers that you added in the previous step. Username must be the Content Server installation owner.

Command: ab

Enter repository Name: eagl e1

Enter User Name: dmuser

Enter Password:

Re-Enter Password:

After you add repositories, you can list them using the "l b" command.

Command: l b

Repositories:

1. Docbase: damraven
Username: dmuser
 2. Docbase: eagl e1
Username: dmuser1
4. After all information is added, enter the "s" command to save configuration data on the Management server.

You can change the configuration information at any time by running the **Documentum Configuration** application again. After changing the configuration on the Management server, you have to repeat deployment and installation steps on the managed nodes so that configuration changes take effect.

Additional Steps on the Management Server

Make sure that the SPI for EMC Documentum applications are assigned to the HP Operations Manager user(s), operator, and/or administrator, who will be using the SPI for EMC Documentum instrumentation. To ensure that SPI for EMC

Documentum messages appear correctly in the HP Operations Manager message browser, the new message group, **dmspi**, needs to be assigned to the HPOMs user(s), operator, and/or administrator, who will be using the SPI for EMC Documentum instrumentation.

NOTE

You can use DMSPI Operator to help you organize the HPOM users.

Adding Nodes to the Management Server

When you add the managed node to the management server, carefully select your communication type by following the steps below:

1. Start the *HPOM Console* and log in as an HPOM Administrator (opc_adm).
2. In the *Node Bank* window, first click **Actions**, and then **Node**. Click **Add** to open the *Add Node* window.
3. Add the Node name and select proper Machine type and OS Name.
4. After you add all required information, click **[OK]** to exit the *Add Node* window.

NOTE

Make sure that the agent on the node is running.

Also, add the node to the DMSPI group. Refer to your "HP Operations Manager for UNIX" online documentation for more information on adding nodes.

Deploying on the Managed Nodes

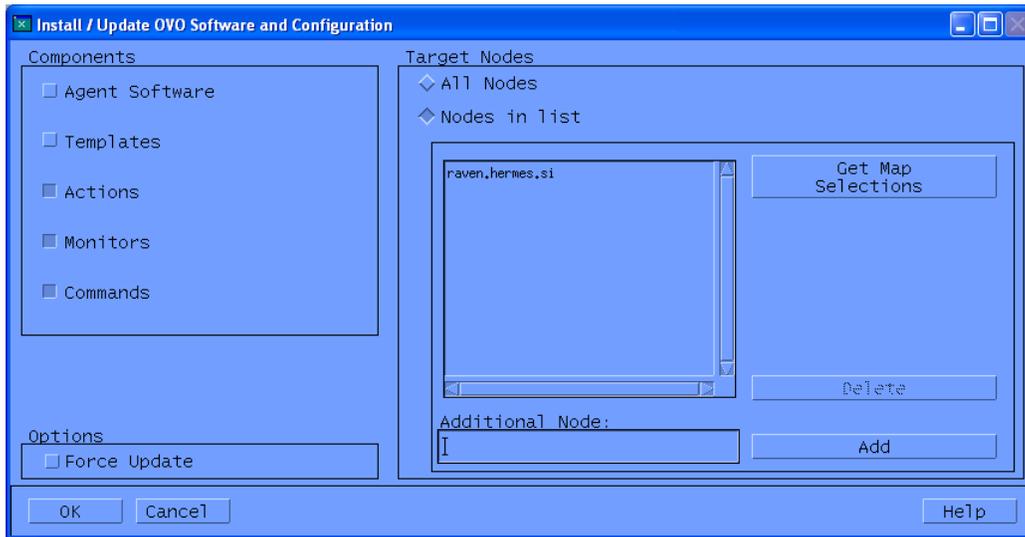
IMPORTANT

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

After the SPI for EMC Documentum is installed on the HPOM management server and the configuration is uploaded, you must distribute the software components and the configuration to the managed nodes by following the steps below. Note that the Administrator should also customize the thresholds within the templates.

1. Make sure that all prerequisites, listed in the section *Software Requirements*, are met.
2. Start the HPOM Console and log in as an HPOM Administrator (opc_adm).
3. To ensure that DMSPI messages appear correctly in the HPOM message browser, make sure that the target nodes are members of their corresponding new node group DMSPI. This node group and the new message groups, dmspi and dmspi_int, need to be assigned to the HPOM user(s), operator, and/or administrator, who will be using the instrumentation. You can manually assign the responsibilities to these users or use the DMSPI Operator user profile.
4. Select the target node in the *HP Operations Manager Node Bank* window.
5. In the menu, first click **Actions** and then **Agents**. Click **Install/Update SW & Config** to open the *Install/Update Software and Configuration* window.

6. Select the following checkboxes: **Actions**, **Monitors**, and **Commands**. Click **[OK]**.



7. Go to *SPI for EMC Documentum/DMSPI-Maintanance/DMSPI-Installation* applications group and run the **Install** application.

Licensing

Before you can start using SPI for EMC Documentum, you must obtain a valid license key for every managed node that you want to monitor with this product.

IMPORTANT

Each license key is node specific and cannot be transferred to or used on any other node.

To obtain and activate product license keys, perform the following steps:

1. [“Deploy the Licensing Template on Managed Nodes” on page 25.](#)
2. [“Generate the License Request File” on page 26.](#)
3. [“Obtain the License Activation File” on page 28.](#)
4. [“Merge and Deploy the License Files” on page 28.](#)

For a visual overview of the licensing process, refer to [“Licensing Overview” on page 46.](#)

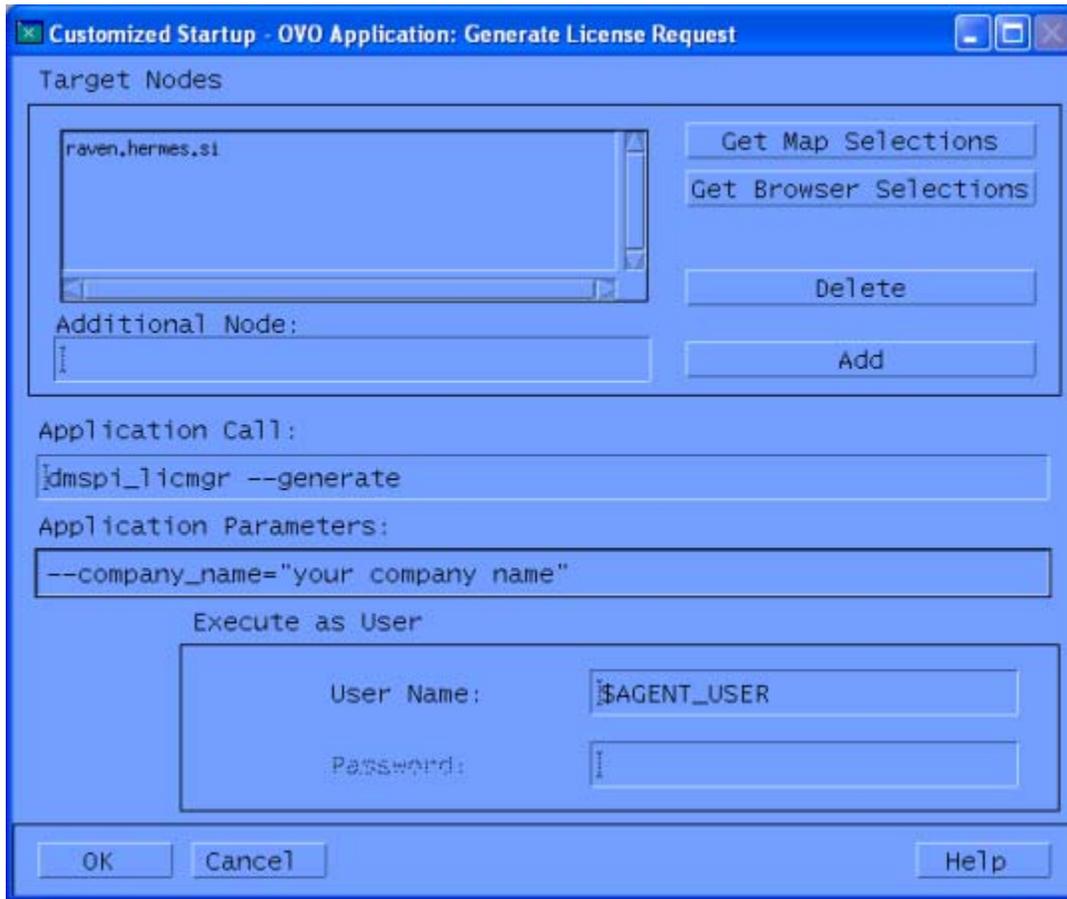
Deploy the Licensing Template on Managed Nodes

1. Start the HPOM Console and log in as an HPOM Administrator (opc_adm).
2. From the *Node Bank* window, select the node(s) to which you want to deploy the templates.
3. From the menu, first click **Actions**, and then **Agents**. Click **Assign Templates** to open the *Define Configuration* window.
4. Click **Add** to open the *Add Configuration* window.
5. Click **Open Template Window** to open the *Message Source Templates* window.
6. In the *Template Group* list, expand **SPI for EMC Documentum** and then in the right pane select the **DMSPI-Licensing** group.
7. In the *Add Configuration* window, click **Get Template Selections** and then **[OK]**. The selected template is now added to the list of templates in the *Define Configuration* window.
8. From the menu, first click **Actions**, and then **Agents**. Click **Install/Update SW & Config** to open the *Install/Update Software and Configuration* window.

9. Select the **Templates** checkbox and click **[OK]**. The template required for licensing DMSPI-Licensing is installed on the managed node.

Generate the License Request File

1. In the *Node Bank* window, first click **Window**, and then **Application Bank**. The *Application Bank* window opens.
2. Double-click the **SPI for EMC Documentum/DMSPI-Maintenance/DMSPI - Licensing** group.
3. Run the **Clear License Request File** application to clear the `dmspi_license_requests.dat` license request file on the management server.
4. Run the **Generate License Request** application on the managed nodes for which you need licenses. In the *Customized Startup-Application* window, in the **Additional Parameters** field, replace the string "Your Company Name" with the name of your company. Click **[OK]** to generate the `dmspi_license_requests.dat` license request file. The licence request file will be created in the `/opt/OV/dmspi` folder on the management server. Refer to the figure below.



Obtain the License Activation File

1. To obtain the license activation file:
 - Use the Licensing portal:
Go to <http://spi.hermes-softlab.com/licensing/>, register, and upload the license request file. The system will automatically process your request. When registering to the Permanent licenses page, have your PO information ready. You can also access the Temporary licenses page to obtain 30-day license keys for evaluation or testing purposes.

or

- Send e-mail to the Licensing Department:
Send the generated license request file by e-mail to the HERMES SoftLab Licensing Department at spi-licensing@hermes-softlab.com. You will receive the license activation file usually within 24 hours. If you have bought the product and need immediate response, contact HERMES SoftLab by telephone and e-mail (see contact information on License Entitlement Certificate).
2. You will receive a license activation file `dmspi_l i cact_new. dat` by e-mail.

Merge and Deploy the License Files

1. Copy the `dmspi_l i cact_new. dat` file to the following directory: `/opt/OV/dmspi .`
2. In the *DMSPI- Licensing* application group, run the **Merge License Activation Codes** application to merge the `dmspi_l i cact_new. dat` file with the SPI license file.
3. In the *Install/Update Software and Configuration* window, distribute monitor to all managed nodes for which you have requested the licenses.

Verify Licensing

To check if the licensing was successful, perform the steps described in the next section.

Verifying Requirements, Configuration, and Licensing on Managed Nodes

This section describes the final step that needs to be performed on a node to ensure that all requirements are met and that configuration of SPI for EMC Documentum is complete.

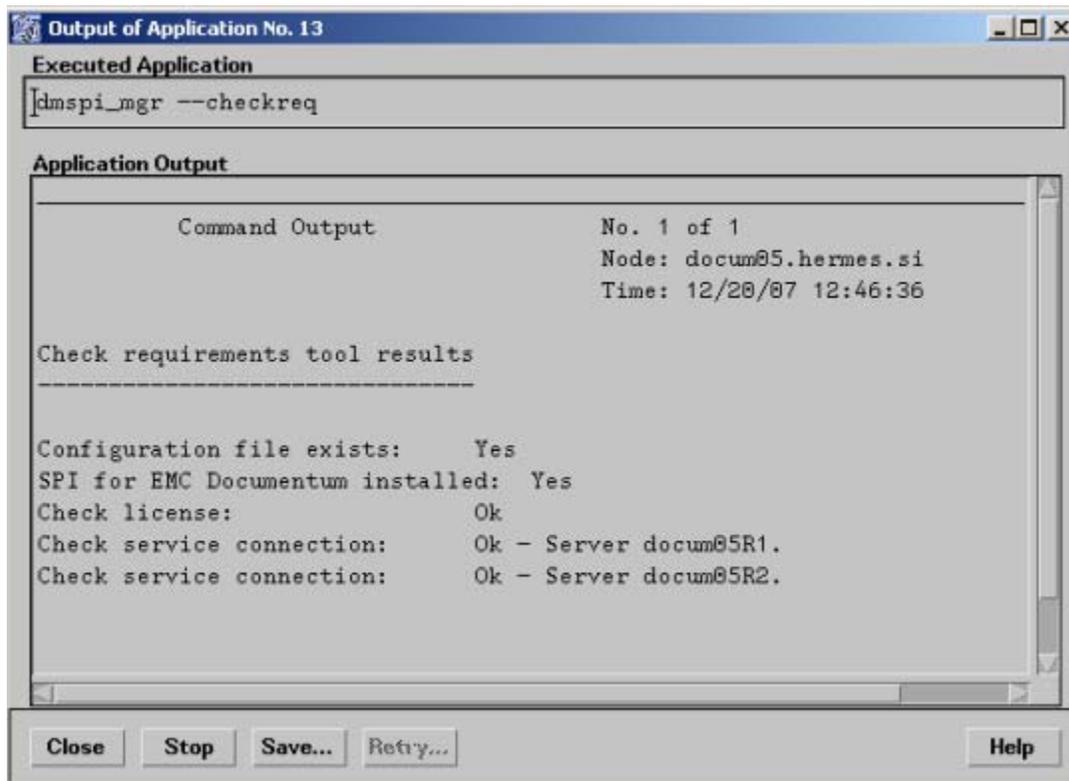
Check Requirements and Configuration Information

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

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

Go to **Application Bank/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** application group and run the **Check Requirements/Configuration**

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



Installing Reports

To install SPI for EMC Documentum on a Reporter system, perform the following steps:

1. Where HP Reporter is installed, login to your Windows machine as the user with administrator permissions.
2. Make sure that HP Reporter is correctly installed on your system.
3. Insert the SPI for EMC Documentum Installation CD into your computer.
4. From the screen displayed, select **SPI for EMC Documentum - Reports** package.

NOTE

If the autorun feature is turned-off for your CD drive unit, you can manually install the SPI for EMC Documentum reports from the root of the CD drive by typing "SPI_for_EMCCocumentum_Reports_02.00.exe".

5. Execute the program.
6. Verify the installation. To verify the installation, start HP Reporter on the Reporter system and select **Reports**. SPI for EMC Documentum must be listed under **Reports**.

Configuring Reports

To configure Reports, perform the following steps:

1. Create the **SPI for EMC Documentum** node group in the Reporter GUI.
2. Assign to this group all nodes that have SPI for EMC Documentum performance templates deployed.
3. Begin to use Reports when, after at least two days, performance data is collected on the managed nodes.

Chapter 3

Uninstalling SPI for EMC Documentum

Uninstallation Overview

To completely uninstall SPI for EMC Documentum, you must first remove it from the HP Operations Manager managed nodes and then from the HP Operations Manager management server. Although the uninstall process is automatic, some manual steps are required.

To effectively uninstall SPI for EMC Documentum, read and follow all steps described in each of the following sections:

- [“Uninstalling from the Managed Nodes” on page 35](#)
Detailed steps on how to remove SPI for EMC Documentum from the managed nodes.
- [“Uninstalling from the Management Server” on page 36](#)
Detailed steps on how to remove SPI for EMC Documentum from the management server.
- [“Uninstalling from a Reporter System” on page 37](#)
Detailed steps on how to remove SPI for EMC Documentum from a system that contains the HP Reporter product.

Uninstalling from the Managed Nodes

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

1. Start the *HPOMConsole* and log in as HPOM Administrator (opc_adm).
2. In the *Nodes Bank* window, select the managed node from which you want to remove SPI for EMC Documentum.
3. First click **Actions**, then **Agents**, and then **Assign Templates**. In the *Define Configuration* window, remove the DMSPI templates and templates group. When you removed the templates, click **[OK]**.
4. In the *Node Bank* window, first click **Actions**, then **Agents**, and then **Install/Update SW & Config**. In the *Install/Update Software and Configuration* window, select the **Templates** checkbox. Click **[OK]** to begin the distribution.
5. Go to **Application Bank/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Deinstallation** application group and run the **Remove** application.
6. Perform those steps for every managed node with SPI for EMC Documentum installed.

Uninstalling from the Management Server

To uninstall SPI for EMC Documentum from the management server, manually remove the following items:

1. **dmspi** and **dmspi_int** in the *Message Group Bank*
2. **DMSPI** in the *Node Group Bank*
3. **DMSPI Operator** in the *User Profile Bank*
4. **SPI for EMC Documentum** in the *Application Bank*
5. **SPI for EMC Documentum Template Group** and **Templates** in the *Message Source Template*

Proceed with the following steps:

1. From the command line, run as user root: `swremove DMSPI`
2. From the command line, run `swl i st` and check whether the DMSPI entries are removed from the list.
3. Check the following log files for any problems that may have occurred during the removal process:
 - `/var/adm/sw/swagent.log`
 - `/var/adm/sw/swremove.log`

Uninstalling from a Reporter System

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

1. Login to your Windows machine where the HP Reporter is installed as the user with administrator permissions.
2. Open *Control Panel* and double-click **Add/Remove Programs**.
3. Select **SPI for EMC Documentum - Reports** and click **Change/Remove** to uninstall the SPI for EMC Documentum reports.

Chapter 4

Troubleshooting

Troubleshooting Assistance

This chapter describes the possible errors that can occur during SPI for EMC Documentum installation and gives instructions on how to solve them.

Installation on a Node Fails

Installation on the managed node fails with the following error message:

Error: Can not read from cfg file. Group 'DOCBASE_%DOCBASE_NAME%' does not exist. : Configuration read exception.

To solve the problem, add all Docbases that are known to the connection brokers that were added in the configuration step on management server.

1. On the management server, run the SPI for EMC Documentum Configuration application (dmspi_conf) located in /opt/OV/dmspi/bin directory.
2. Add all missing repositories.
3. Distribute *Monitors*, *Actions*, and *Commands* to the Managed Nodes.

Install application on the HP-UX 11.11 managed node fails with the following error message:

"Memory fault(coredump)"

To solve the problem, install the PHSS_33033 patch on the node - ld(1) and linker tools cumulative patch.

Installation fails with the following error message:

Error: Can not connect to SPI for EMC Documentum service. Check if the service is running. Cannot connect pipe '/var/opt/OV/dmspi/tmp/dmspi_server'. Client Connect Exception Open ,/ /cpp/src/pipe.cpp(632),lib(pdk_base) EnumInstances,/infprv.cpp (358),lib(pdk_common)

To solve the problem:

1. Connect to the system as the Documentum installation owner (for example, dmadmin), open the console and go to the %OvDataDir%\dmspi\bin folder on Windows systems (\$OvAgentDir/dmspi/bin folder on UNIX systems).
2. In the console try to start DMSPI service in console mode by running the "dmspi_svc console" command.

3. Check for any errors.

You can also edit %OvDataDir%\dmspi\conf\wrapper.conf (\$OvAgentDir/dmspi/conf/wrapper.conf on UNIX) file and set the logging level parameter to INFO (wrapper.console.loglevel=INFO).

After that you can start the DMSPI service in console mode again to see more messages. Here is a list of most often errors:

- On UNIX system \$JAVA_HOME variable is not set in the Documentum installation owner user profile.
- On WINDOWS systems path to "j ava " binary is not set or Java version is lower than 1.4.2.
- On SOLARIS systems path to libgcc and libstdc++ libraries is not set (LD_LIBRARY_PATH variable) in the Documentum installation owner user profile.

Installation fails with the following message:

Error: Failed to read config options.

Error: Cannot find server (repository) name in '/home/dmuser/documentum/dba/config/dmspi01b/server.ini'.

The problem occurs when installation is started from OVO console and remote node (error was found on Linux) has https agent version 08.52.006.

The workaround for this issue is to change DMSPI-Maintenance/DMSPI-Installation/Install tool so it executes the following command:

- unset LC_ALL; export LC_CTYPE=en_US.UTF-8; dmspi_mgr -install
- or connect to the node and run "dmspi_mgr -install" command from the instrumentation folder.

The Automatic Actions on Management Server Cannot Be Executed when Using DCE Agents with HPOM 8

To make the execution of the automatic actions possible, add the following text to the `/etc/opt/0V/share/conf/OpC/mgmt_sv/remactconf.xml` file:

```
<rule>
  <doc>Allow actions from DCE nodes</doc>
  <if>
    <certified>false</certified>
  </if>
  <allow/>
</rule>
```

Check Requirements Tool Fails on Windows Node

If *Check Requirements/Configuration* tool fails with the following error:

Error: Cannot connect to dm01 server. No servers found in the local configuration file.

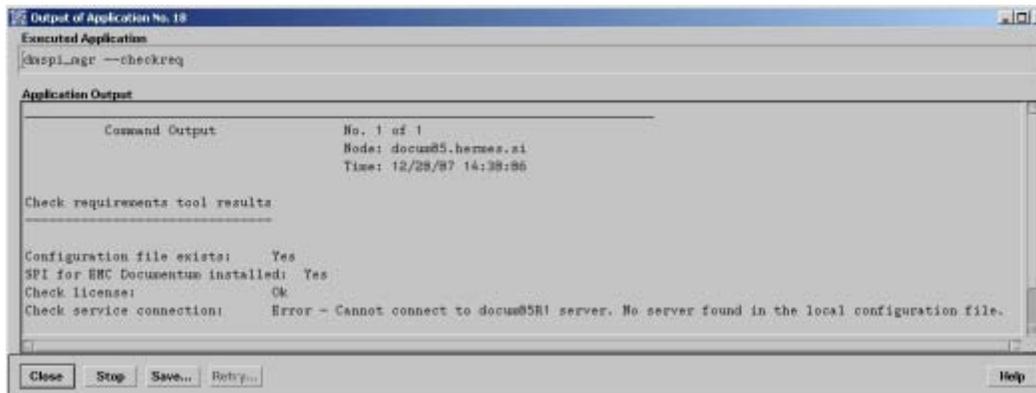


Figure 4. Check Requirements Tool Error

To solve the problem you have to change the logon user of the SPI for EMC Documentum service to the Documentum installation owner and restart the service. Refer to [Figure 5. on page 43](#).

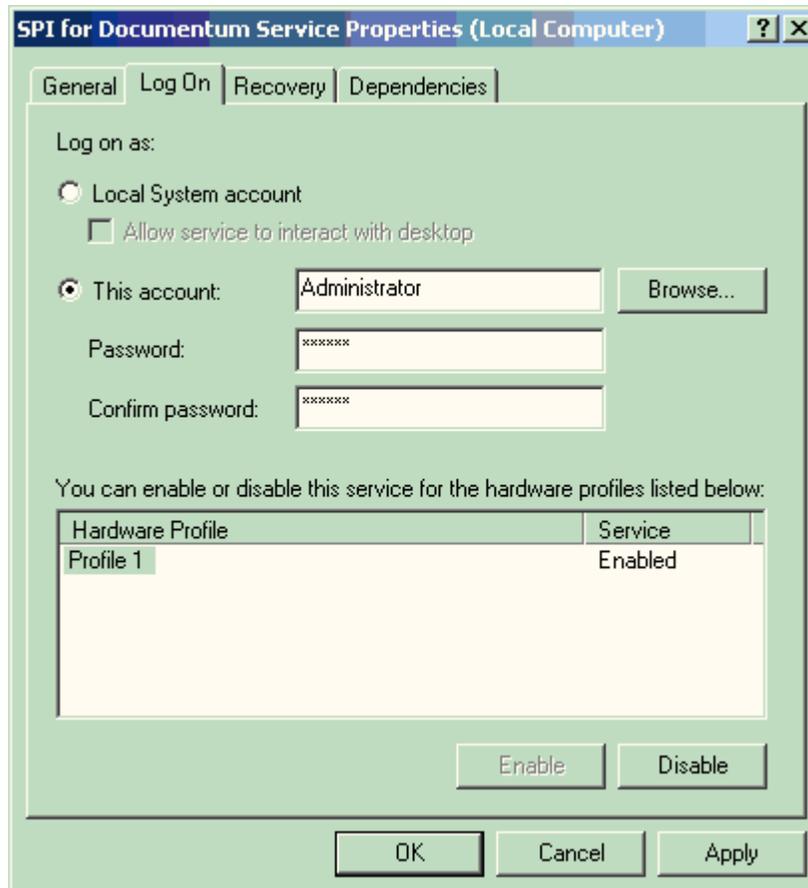


Figure 5. SPI for EMC Documentum Service Log on Options

Run *Check Requirements/Configuration* tool again - no errors should be displayed.

Check Requirements Tool Fails on Nodes with Connection Broker Only

When you run the check requirements tool on nodes with Documentum connection broker only, you may get an error stating that the service is not running. See an example output bellow. You may freely ignore this error.

Check requirements tool results

Configuration file exists: Yes

SPI for EMC Documentum installed: Yes

Check license: Ok

Check service connection: Error - Check if the service is started

No Index Agents Found on Node

Installation on the Unix managed node does not find index agents that are running under any user other than Documentum installation owner. To monitor these index agents with SPI for EMC Documentum, manually add the index agent information to the DMSPI configuration file (dmspi.cfg) on the managed node located in:

%OvDataDir%\dmspi\conf (Windows nodes)

\$OvAgentDir/dmspi/conf (Unix nodes)

The following information has to be added to the configuration file (here is an example for two index agents - IndexAgent1 and IndexAgent2 running on system eagle-n2):

[INDEXAGENTS]

Indexagents=eagle-n2_IndexAgent1, eagle-n2_IndexAgent2

[INDEXAGENT_eagle-n2_IndexAgent1]

docbase=eagle1

port=9081

logfile=/export/home/dmuser/documentum_shared/bea9.2/domains/
DctmDomain/servers/DctmServer_IndexAgent2_eagle-n2/logs/
IndexAgent1.log

[INDEXAGENT_eagle-n2_IndexAgent2]

docbase=eagle2

port=9083

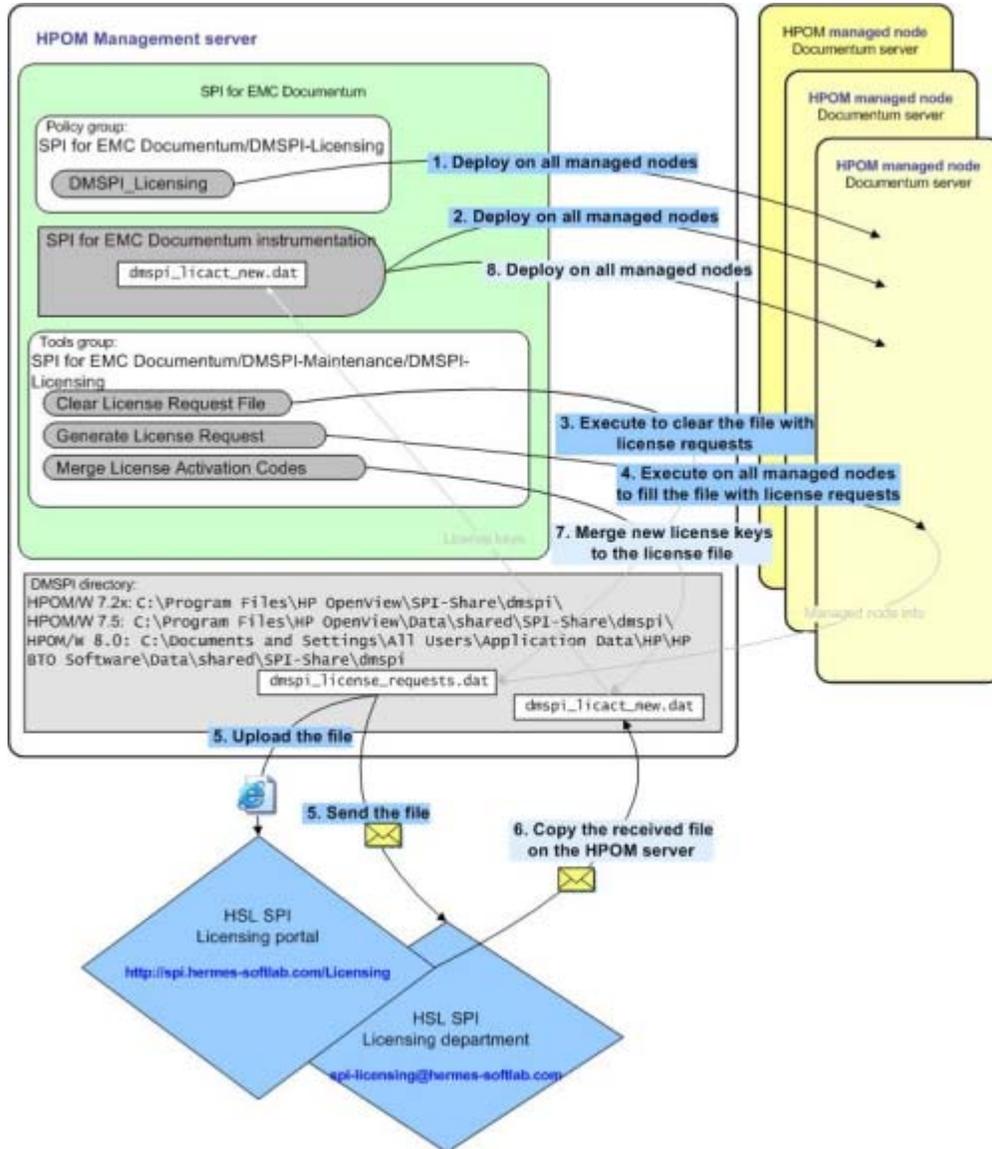
logfile=/export/home/dmuser/documentum_shared/bea9.2/domains/
DctmDomain/servers/DctmServer_IndexAgent2_eagle-n2/logs/
IndexAgent2.log

Appendix A

Licensing

Licensing Overview

This appendix provides visual overview of the licensing procedure.



For detailed instructions on how to perform the licensing procedure, see [“Licensing”](#) on page 25.

Appendix B

File Locations

File Tree on the Management Server

Below is a list of file locations for SPI for EMC Documentum located on the management server:

Directory:

```
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/i a64/hp-ux11_32/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/i pf32/hpux1122/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/pa-ri sc/hp-ux11/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/pa-ri sc/hpux1100/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/i bm/rs6000/ai x/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/i bm/rs6000/ai x5/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/i ntel /I i nux24/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/i ntel /I i nux26/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/x86/I i nux24/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/x86/I i nux26/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/ms/i ntel /nt/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/ms/x86/wi nnt/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/sun/sparc/sol ari s/cmds
/var/opt/0V/share/databases/OpC/mgd_node/customer/sun/sparc/sol ari s7/cmds
```

Files:

```
dmspi_mgr(. exe)
dmspi_tool
```

Directory:

```
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/i a64/hp-ux11_32/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/i pf32/hpux1122/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/pa-ri sc/hp-ux11/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/hp/pa-ri sc/hpux1100/
/var/opt/0V/share/databases/OpC/mgd_node/customer/i bm/rs6000/ai x/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/i bm/rs6000/ai x5/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/i ntel /I i nux24/
moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/i ntel /I i nux26/
moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/x86/I i nux24/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/I i nux/x86/I i nux26/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/ms/i ntel /nt/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/ms/x86/wi nnt/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/sun/sparc/sol ari s/moni tor
/var/opt/0V/share/databases/OpC/mgd_node/customer/sun/sparc/sol ari s7/moni tor
```

Files:

```
dmspi . zip
dmspi_autod
dmspi_cat
DMSPI_CLI ENT_AVAI LABI LI TY. spec
```

DMSPI_CLIENT_RESPONSE. spec
dmspi_conn
dmspi_db
DMSPI_DB_LOGIN. spec
DMSPI_DOCBROKER_PROCESS. spec
DMSPI_EVENT_SIZE. spec
dmspi_files. txt
dmspi_filestores
DMSPI_FILESTORES. spec
DMSPI_IDX_PERF. spec
DMSPI_IDXAGT_PROC. spec
dmspi_idxsrvr
DMSPI_IDXSRVR_DU. spec
DMSPI_IDXSRVR_PROC. spec
dmspi_idxfail. dql
dmspi_idxsize. dql
dmspi_install
dmspi_install. cfg
dmspi_job
DMSPI_JOB_PROCESS. spec
DMSPI_JOBS. spec
DMSPI_JOBS_EXECUTE. spec
DMSPI_JOBS_NO_START. spec
DMSPI_JOBS_RUNNING. spec
dmspi_logmgr
dmspi_log
dmspi_logfail. dql
dmspi_proc
dmspi_rendqueue. dql
dmspi_search. dql
dmspi_sess
DMSPI_SESS_UTIL. spec
DMSPI_SESSIONS. spec
dmspi_spi_svc
dmspi_srvr
DMSPI_SRVR_PROCESS. spec
dmspi_supp
dmspi_table
DMSPI_TABLE_SIZE. spec
dmspi_test. txt
DMSPI_UNFINISHED_WORKFLOWS. spec

Directory:

/etc/opt/0V/share/dmspi/graphs

Files:

VPI_GraphsSPI for EMC Documentum. txt
VPI_GraphsSPI for EMC Documentum-OVPA-RPC. txt

Directory:
/opt/0V/dmspi/bin

Files:
dmspi_conf
dmspi_del svc. sh
dmspi_documentum. cfg
dmspi_l i cmgr
dmspi_updsvc. sh
versi on. sh

File Tree on the Managed Node

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

Directory:
%0vDataDir%\dmspi\bin (Windows nodes)
\$0vAgentDir/dmspi/bin (Unix nodes)

Files:
dmspi_ft_test. txt
dmspi_svc (Unix nodes only)
dmspi_svc. bat (Windows nodes only)
dmspi_svc-02. 10. jar
dmspi_svctree. mof
Installdmspi_svc-NT. bat (Windows nodes only)
Uninstalldmspi_svc-NT. bat (Windows nodes only)
Wrapper(. exe)

Directory:
%0vDataDir%\dmspi\conf (Windows nodes)
\$0vAgentDir/dmspi/conf (Unix nodes)

Files:
dmspi. cfg
dmspi_discovery. cfg
dmspi_svcrule. xml
wrapper. conf

Directory:
%0vDataDir%\dmspi\lib (Windows nodes)
\$0vAgentDir/dmspi/lib (Unix nodes)

Files:
backport-util-concurrent-3. 0. jar
commons-logging-1. 1. jar
ehcache-1. 4. 0-beta2. jar

ini4.jar
 jpf.jar
 jsr107cache-1.0.jar
 libiconv.* (Unix nodes only)
 libpdk_base.* (Unix nodes only)
 libpdk_infopriv.* (Unix nodes only)
 libpdk_jbase.* (Unix nodes only)
 libpdk_jgmt.* (Unix nodes only)
 libpdk_licensing.* (Unix nodes only)
 libpdk_mgmt.* (Unix nodes only)
 libwrwrapper.* (Unix nodes only)
 libwx_baseu-2.8.* (Unix nodes only)
 libwx_baseu_net-2.8.* (Unix nodes only)
 libwx_baseu_xml-2.8.* (Unix nodes only)
 pdk_base.jar
 pdk_common.jar
 pdk_jbase.dll (Windows nodes only)
 pdk_jgmt.dll (Windows nodes only)
 pdk_mgmt.jar
 retroweaver-rt-2.0.5.jar
 wrapper.dll (Windows nodes only)
 wrapper.jar

Directory:

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

Files:

com.hsl.dmspi.service.plugin.core-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmcli perf-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmconfig-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmcore-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmcsmoncore-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmdbtest-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmiindexing-1.0.0.zip
 com.hsl.dmspi.service.plugin.dmsmon-1.0.0.zip
 com.hsl.dmspi.service.plugin.procperf-1.0.0.zip

In the following folders the temporary files are created during the SPI execution.

%OvDataDir%\dmspi\log (Windows nodes)
 %OvDataDir%\dmspi\perf (Windows nodes)
 %OvDataDir%\dmspi\support (Windows nodes)
 %OvDataDir%\dmspi\tmp (Windows nodes)
 \$OvAgentDir/dmspi/log (Unix nodes)
 \$OvAgentDir/dmspi/perf (Unix nodes)
 \$OvAgentDir/dmspi/support (Unix nodes)
 \$OvAgentDir/dmspi/tmp (Unix nodes)

