

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

*Version 02.10*

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**Installation and Configuration  
Guide**



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## Chapter 1

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### **Document Overview**

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## **Edition History**

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

<b>Edition</b>	<b>Date</b>
First Edition	October 2005
Second Edition	October 2006
Third Edition	December 2007
Fourth Edition	December 2008

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## 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.  From the <i>Deploy policies on...</i> window, select a node.
<b>Bold</b>	Commands on menus and buttons, dialog box titles and options, menu and icon names.	Select <b>SPI for EMC Documentum</b> and <b>SPI Data Collector</b> and click <b>OK</b> .
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.

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## 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\_GuideWIN.pdf*).
- *HERMES SoftLab EMC Documentum SMART Plug-In for HP Operations Manager User's Guide*  
This guide is available in printed and PDF format (*DMSPI\_User\_GuideWIN.pdf*).
- Release notes  
Release notes are available in TXT format (*dmspi-release-notes-win.txt*).
- Readme  
Readme file is available in TXT format (*dmspi-readme-win.txt*).
- License file  
License file is available in TXT format (*hsl\_license\_terms.txt*)

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## 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.

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## 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](mailto: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](mailto:spi-licensing@hermes-softlab.com)

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## Contacting Support

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### 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](mailto: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** tool on one or more nodes. To run the tool, perform the following steps:

1. Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** tools group and run the **Collect Support Information** tool. The *Select where to launch this tool* window opens.

2. Select the node(s) and click **Launch** to run the tool. The files with the support information are created in the following directory on the node(s):

%OvDataDir%\dmspi\support (Windows nodes)

\$OvAgentDir/dmspi/support (Unix nodes)

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

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## General Information

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

[spi-info@hermes-softlab.com](mailto:spi-info@hermes-softlab.com)

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## Product Web Sites

Visit HERMES SoftLab SMART Plug-In Web site at:

[http://www.hermes-softlab.com/products/SPI/about\\_SPI.html](http://www.hermes-softlab.com/products/SPI/about_SPI.html)

and the company Web site at:

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

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## 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.

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### 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 9](#)  
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 31](#)  
This chapter describes how to uninstall SPI for EMC Documentum.
- [“Troubleshooting” on page 37](#)  
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.
- Appendix B, [“File Locations” on page 49](#)  
This chapter provides information about files locations on the management server and managed nodes.





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## Chapter 2

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# **Installing SPI for EMC Documentum**

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## 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.	<a href="#">"Prepare Hardware and Software" on page 11.</a>
2. Plan the environment you want to manage with SPI for EMC Documentum.	<a href="#">"Plan the Documentum Environment" on page 13.</a>
3. Prepare the managed nodes for SPI for EMC Documentum installation.	<a href="#">"Set up Managed Nodes" on page 13.</a>
4. Obtain the SPI for EMC Documentum and Reporter installation packages.	<a href="#">"Obtain Installation Packages" on page 14.</a>
5. Install SPI for EMC Documentum on the management server.	<a href="#">"Installing on the HPOM Management Server" on page 15.</a>
6. Verify if the installation on the management server was successful.	<a href="#">"Verifying Installation on the Management Server" on page 16.</a>
7. Configure SPI for EMC Documentum on the management server.	<a href="#">"Configuration Steps on the HPOM Management Server" on page 18.</a>
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.	<a href="#">"Deploying on the Managed Nodes" on page 22.</a>
9. License the product.	<a href="#">"Licensing" on page 24.</a>
10. Check if the configuration is correct.	<a href="#">"Verifying Requirements, Configuration, and Licensing on Managed Nodes" on page 27.</a>
11. Install Reports.	<a href="#">"Installing Reports" on page 29.</a>
12. Configure Reports.	<a href="#">"Configuring Reports" on page 29.</a>

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## 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 Windows
- 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

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## 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:

Documentum Content Server	5.3	6.0	6.5
<b>Documentum Content Server</b>	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)
<b>Documentum Index Server</b>	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	7.21, 7.50, 8.x
HPOM platform	Windows 2000, Windows 2003 server family

The following 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
---------	---------

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## Plan the Documentum Environment

The following Documentum information will be needed during the SPI 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 located in:
  - /opt/csw/lib or
  - /usr/local/lib
- 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.

### 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>

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## Obtain Installation Packages

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

- SPI\_for\_EMCCocumentum\_02.10.exe
- SPI\_for\_EMCCocumentum\_Reports\_02.00.exe

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

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## Installing on the HPOM Management Server

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

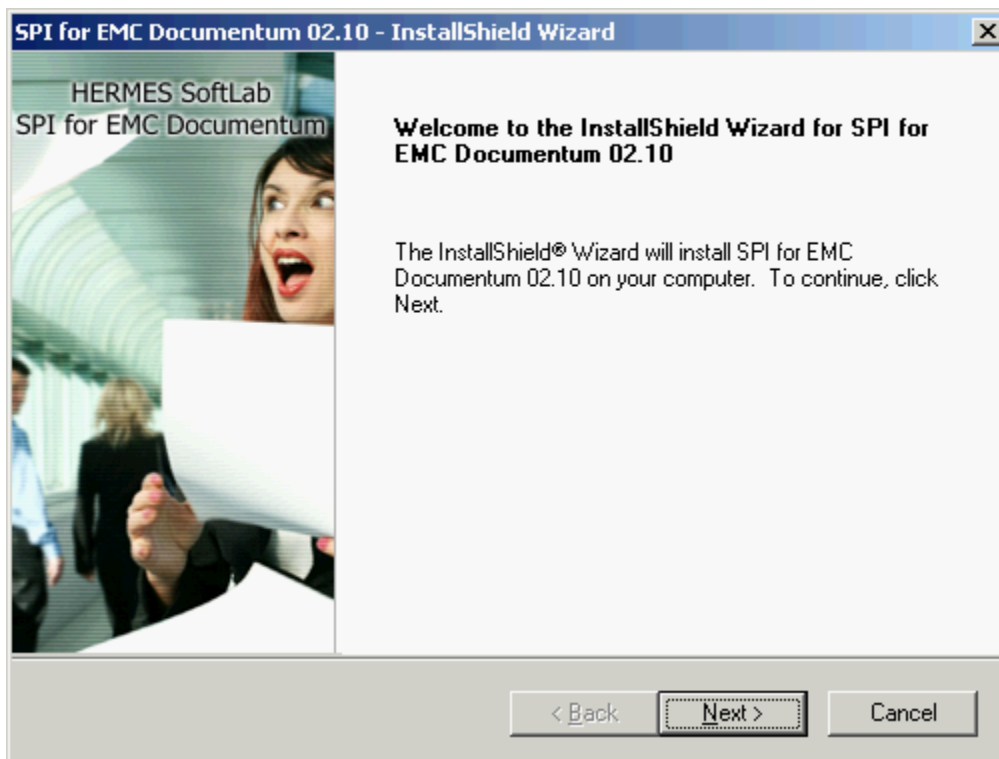
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### NOTE

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

1. Login to your Windows computer where the HP Operations Manager for Windows management server is installed as the user with administrator permissions.
2. Run the `SPI_for_EMV_Documentum_02.10.exe` installation package. The SPI for EMC Documentum InstallShield Wizard opens.



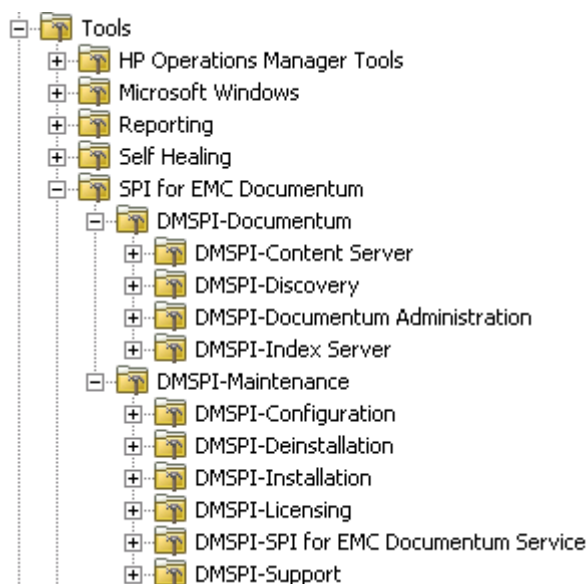
3. Follow the wizard to install SPI for EMC Documentum.
4. At the end of installation procedure, verify the installation on the management server as described in the next section.

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## Verifying Installation on the Management Server

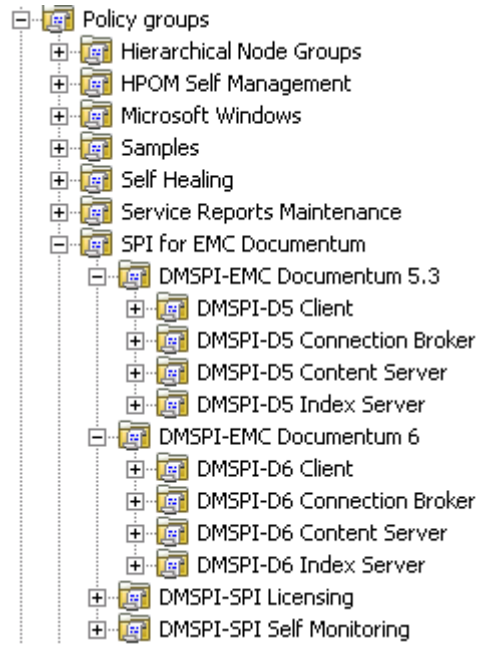
After the installation has completed successfully, many new HP Operations Manager configuration items are uploaded to the HP Operations Manager database on the management server. To see these new configuration items, start the HPOM administrator GUI (management console) and check if SPI for EMC Documentum group was added to tools and policy groups:

- Tools





- Policy groups



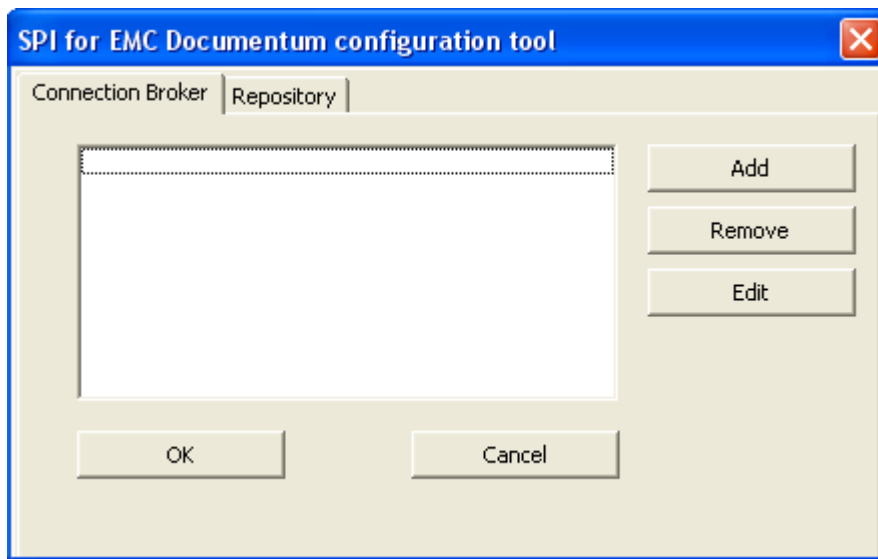
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## Configuration Steps on the HPOM Management Server

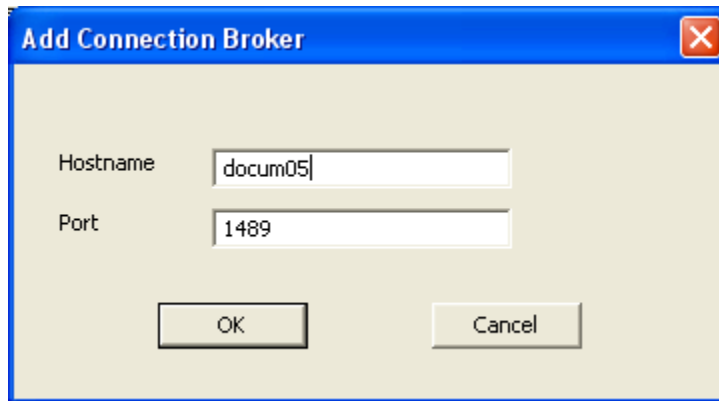
You must configure management server to provide information for SPI for EMC Documentum. Configuration data is stored in the instrumentation folder on the management server and is copied to the node when deployment on the node is performed. SPI for EMC Documentum uses this configuration information at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

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

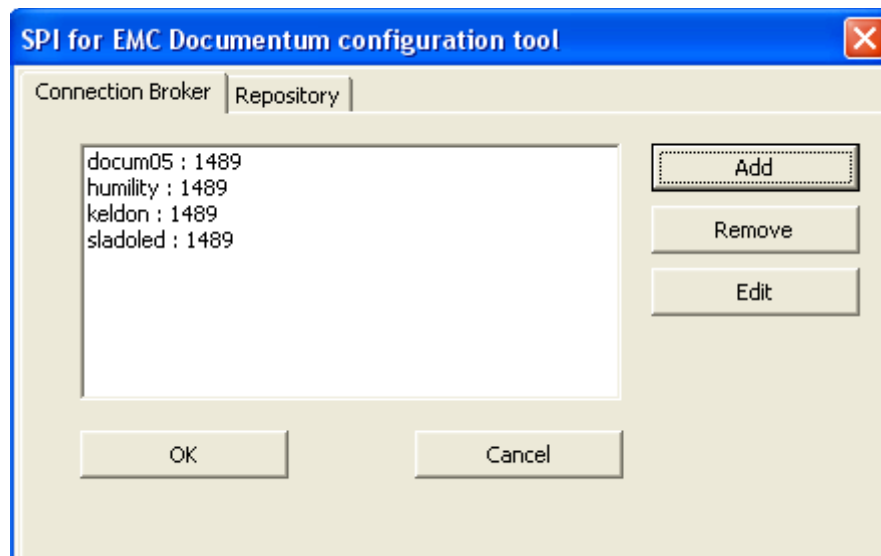
1. Open the Management server Console (not the remote console) and go to **Tools/ SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Configuration** tools group and run the **Documentum Configuration** tool. The *Configuration tool* window opens.



2. To add a connection broker, click **Add** to open the *Add Connection Broker* window. Add information about all connection brokers that you want to monitor with SPI for EMC Documentum.

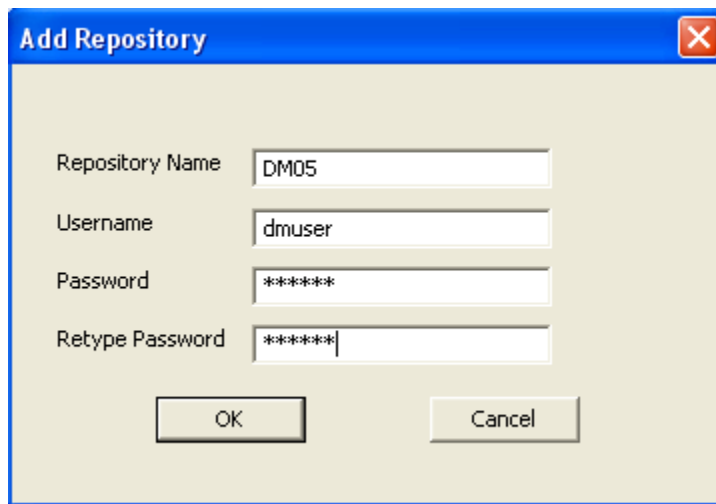


After you add connection brokers, they are listed in the *Configuration tool* window under the **Connection Broker** tab.



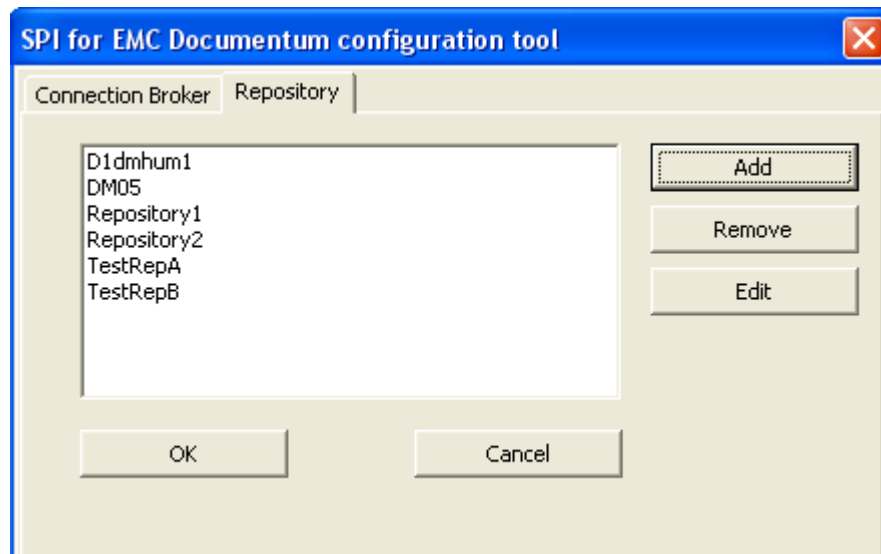
3. To add a repository, click the **Repository** tab and then **Add** to open the *Add Repository* window. Enter the information about all repositories that are associated

with the connection brokers that you added in the previous step. Username must be the Content Server installation owner.



The screenshot shows a dialog box titled "Add Repository". It has a blue title bar with a close button. The dialog contains four text input fields: "Repository Name" with the value "DM05", "Username" with the value "dmuser", "Password" with the value "\*\*\*\*\*", and "Retype Password" with the value "\*\*\*\*\*". At the bottom of the dialog are two buttons: "OK" and "Cancel".

After you add repositories, they are listed in the *Configuration tool* window under the **Repository** tab.



The screenshot shows a window titled "SPI for EMC Documentum configuration tool". It has a blue title bar with a close button. The window has two tabs: "Connection Broker" and "Repository". The "Repository" tab is selected, showing a list of repositories: "D1dmhum1", "DM05", "Repository1", "Repository2", "TestRepA", and "TestRepB". To the right of the list are three buttons: "Add", "Remove", and "Edit". At the bottom of the window are two buttons: "OK" and "Cancel".

4. After all information is added, click **OK** to save configuration data on the Management server.

You can change the configuration information at any time by running the **Documentum Configuration** tool 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.

---

## Deploying on the Managed Nodes

To deploy instrumentation on the managed nodes, perform the following steps:

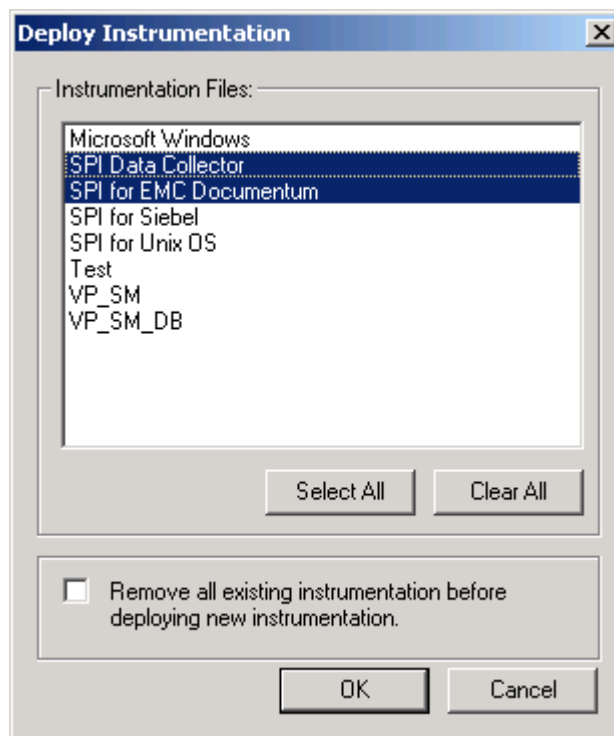
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### NOTE

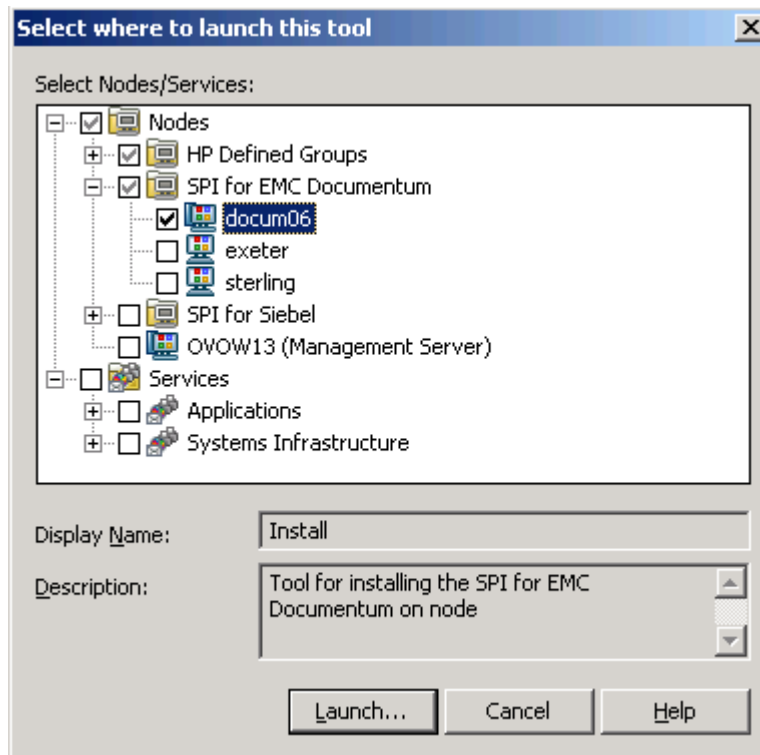
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**During the SPI for EMC Documentum installation on the node(s), the entire Documentum infrastructure must be “up and running”.**

1. From the HPOM GUI, choose **Nodes**, and then right- click a node or node group.
2. From the menu displayed, choose **All Tasks**, and then **Deploy instrumentation**. The *Deploy Instrumentation* window opens.
3. In the *Deploy Instrumentation* window, select the **SPI for EMC Documentum** and **SPI Data Collector** options and click **OK**. The instrumentation begins to deploy.



- Note that you can view deployment by selecting **Deployment jobs**. Additionally, if you do not receive an error message while the job is deploying, the instrumentation has been deployed successfully.
- Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Installation** tools group and run the *Install* tool. The *Select where to launch this tool* window opens.



- Select the node(s) and click **Launch** to install SPI for EMC Documentum on the node(s).

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## 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

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**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 Policy on Managed Nodes” on page 24.](#)
2. [“Generate the License Request File” on page 24.](#)
3. [“Obtain the License Activation File” on page 26.](#)
4. [“Merge and Deploy the License Files” on page 26.](#)

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

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## Deploy the Licensing Policy on Managed Nodes

1. Start the HPOM Console and log in as an HPOM Administrator.
2. From the **Policy groups**, expand **SPI for EMC Documentum/DMSPI-Licensing** group, and then deploy the `DMSPI_Licensing` policy on all SPI for EMC Documentum nodes.
3. Deploy instrumentation SPI for EMC Documentum on all Documentum nodes. Note that this step might already be performed as part of the installation.

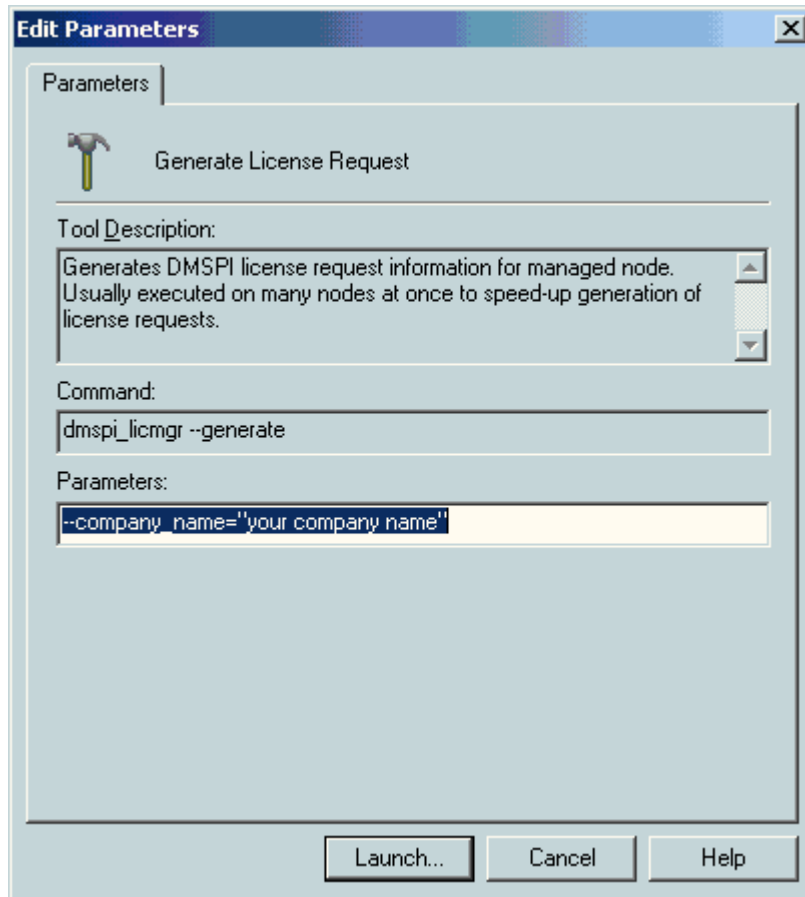
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## Generate the License Request File

1. In the Operations Console, go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Licensing** tools group.
2. Run the **Clear License Request File** tool to clear the `dmspi_license_requests.dat` license request file on the management server.



3. Run the **Generate License Request** tool on the managed nodes for which you need licenses. In the **Edit Parameters** dialog box, replace the string “Your Company Name” with the name of your company.



4. Click **Launch** to generate the `dmspi_license_requests.dat` license request file. The licence request file will be created in the HPOM Management Server SPI-Share folder (usually `C:\Program Files\HP OpenView\SPI-Share\dmspi\` or `C:\Program Files\HP OpenView\Data\shared\SPI-Share\dmspi\` if you are using HPOM/W 7.50 or `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\shared\SPI-Share\dmspi` if you are using HPOM/W 8.0) on the management server.

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## 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](mailto: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: `C:\Program Files\HP OpenView\SPI -Share\dmspi` or `C:\Program Files\HP OpenView\Data\shared\SPI -Share\dmspi` if you are using HPOM/W 7.50 or `C:\Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\shared\SPI -Share\dmspi` if you are using HPOM/W 8.0.
2. In the Operations Console, go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI- Licensing** tools group and run the **Merge License Activation Codes** tool to merge the `dmspi_l i cact_new. dat` file with the SPI license file.
3. Deploy the SPI for EMC Documentum instrumentation on 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.

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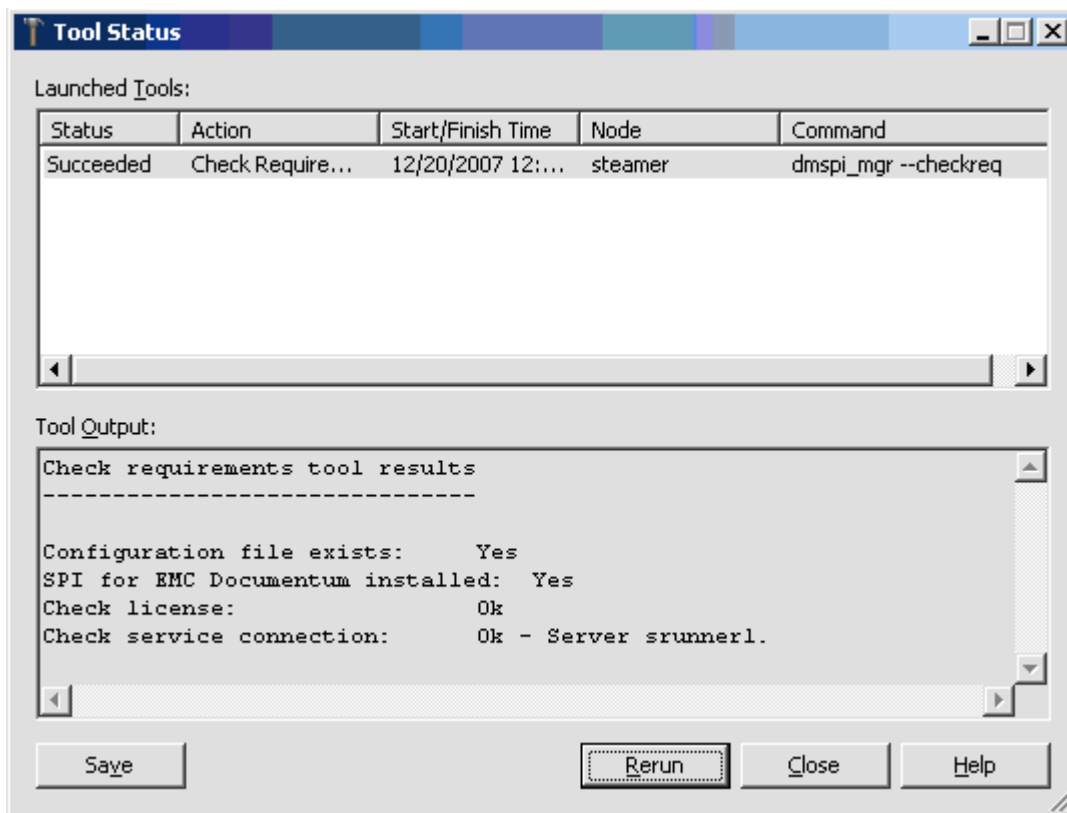
### Check Requirements and Configuration Information

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

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

- Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Support** tools group and run the **Check Requirements/Configuration** tool. This tool

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 or ReporterLite (part of HPOM/W) system, perform the following steps:

1. Where HP Reporter or HPOM/W Management server 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\_EMCDocumentum\_Reports\_02.00.exe".**

5. Execute the program.
6. Verify the installation (Reporter only). 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 if you will use HP Reporter
  - In the HPOM/W GUI if you will use ReporterLite
2. Assign to this group all nodes that have SPI for EMC Documentum performance policies deployed.
3. Begin to use Reports when, after at least two days, performance data is collected on the managed nodes.



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## Chapter 3

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# **Uninstalling SPI for EMC Documentum**

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## 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 33](#)  
Detailed steps on how to remove SPI for EMC Documentum from the Managed Nodes.
- [“Uninstalling from the Management Server” on page 34](#)  
Detailed steps on how to remove SPI for EMC Documentum from the Management Server.
- [“Uninstalling from a Reporter/ReporterLite System” on page 36](#)  
Detailed steps on how to remove SPI for EMC Documentum from a system that contains the HP Reporter/Reporter Lite product.



---

## Uninstalling from the Managed Nodes

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

1. Login to your Windows machine where the HPOM for Windows console is installed as the user with administrator permissions.
2. In the **Nodes** folder, select the managed node from which you want to remove SPI for EMC Documentum.
3. Right-click the selected node and from the menu displayed choose **View**, and then **Policy Inventory**.
4. In the details pane, select all SPI for EMC Documentum policies, right-click, and then choose **All tasks -> Remove from node**.
5. Go to **Tools/SPI for EMC Documentum/DMSPI-Maintenance/DMSPI-Deinstallation** tools group and run the **Remove** tool. The *Select where to launch this tool* window opens.
6. Select the node and click **Launch** to remove SPI for EMC Documentum from that node.
7. 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, perform the following procedures:

1. [“Manually Remove the SPI for EMC Documentum Tools Group” on page 34](#)
2. [“Manually Remove the SPI for EMC Documentum Policy Group” on page 34](#)
3. [“Manually Remove the SPI for EMC Documentum Service Map” on page 35](#)

---

### Manually Remove the SPI for EMC Documentum Tools Group

To remove the SPI for EMC Documentum tools group, perform the following steps:

1. Select the **Tools** folder.
2. From the **Action** menu, choose **Configure**, and then **Tools**. The *Configure Tools* window opens.
3. In the *Configure Tools* window, right-click SPI for EMC Documentum and choose **Delete**.
4. The *Confirm Delete* dialog box opens. Click **Yes**.

---

### Manually Remove the SPI for EMC Documentum Policy Group

To remove the SPI for EMC Documentum policy group, perform the following steps:

1. Select the **Policy management** folder, and then **Policy groups**.
2. Right-click the SPI for EMC Documentum policy group and choose **Delete**.
3. The *Confirm policy group delete* window opens. Click **Yes**.

To permanently delete SPI for EMC Documentum policies, you will have to manually remove them from the following folders:

- Policies grouped by type /Logfile Entry
- Policies grouped by type /Measurement Threshold
- Policies grouped by type/Open Message Interface
- Policies grouped by type/Scheduled Task

Select `dmspi_*` policies, right-click the policies, and select **All Tasks->Delete from Server**. Note that this menu item will only be available if the policy is not deployed on any managed node.

---

## Manually Remove the SPI for EMC Documentum Service Map

To remove the SPI for EMC Documentum service map (if one was created), perform the following steps:

1. Select the **Services** folder.
2. From the **Action** menu, choose **Configure**, and then **Services**. The *Configure Services* window opens.
3. In the *Configure Services* window, right-click SPI for EMC Documentum and choose **Delete**.
4. The *OvServiceEditor* dialog box opens. Click **Yes**.

---

## Uninstall SPI for EMC Documentum

After you have removed the items listed, uninstall SPI for EMC Documentum.

1. Open Control Panel and double-click **Add/Remove Programs**.
2. Select SPI for EMC Documentum and click **Change/Remove** to uninstall SPI for EMC Documentum.
3. Check if the directory ... \HERMES Softlab\SPI for EMC Documentum was deleted. If the directory exists, remove it manually.
4. Go to the HPOM Management Server SPI-Share folder (usually C: \Program Files\HP OpenView\SPI -Share\ or C: \Program Files\HP OpenView\Data\shared\SPI -Share\ if you are using HPOM/W 7.50 or C: \Documents and Settings\All Users\Application Data\HP\HP BTO Software\Data\shared\SPI -Share if you are using HPOM/W 8.0) and manually remove the **dmspi** directory.
5. Manually remove the SPI for EMC Documentum Instrumentation directories.

---

## Uninstalling from a Reporter/ReporterLite System

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

1. Login to your Windows machine where the HP Reporter/ReporterLite 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.

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## Chapter 4

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### **Troubleshooting**

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## 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 repositories that are known to connection brokers that were added in the configuration step on management server.

1. On the management server, run the SPI for EMC Documentum Configuration wizard from the following location to open the *Configuration tool* window:  
`%OvShareDir%\SPI -Share\dmspi \bin\dmspi _conf. exe`
2. Click the **Repository** tab and add all missing repositories.
3. Deploy instrumentation on the managed nodes. See [“Deploying on the Managed Nodes” on page 22](#).

#### Install tool 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,/infpriv. 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 %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 "java" 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.

---

## **Policies and Tools were not Uploaded to the HPOM Management Server**

SPI for EMC Documentum policies and tools should be automatically uploaded during the installation. If the policies and tools were not uploaded successfully, perform the following steps:

1. Check if the policy files exist in the following folder on the Management server:

```
%OvI nstal l Di r%\i nstal l \1033\SPI for EMC Documentum
```

2. Check if the following tool file exists on the Management server:

```
%OvI nstal l Di r%\NLS\1033\MofFi les\documentummodel . mof
```

3. Upload policies with the following command:

```
%OvI nstal l Di r%\bi n\ovpmuti l . exe CFG POL UPL
```

```
%OvI nstal l Di r%\i nstal l \1033\SPI for EMC Documentum\confi g. mm
```

4. Upload tools with the following command:

```
%OvI nstal l Di r%\bi n\ovpmuti l . exe CFG TLS UPL
```

```
%OvI nstal l Di r%\NLS\1033\MofFi les\documentummodel . mof
```

---

## The Configuration Tool Window does not Open

DMSPI configuration tool window will not pop up if you are using a remote terminal (console). You must use the Management server Console.

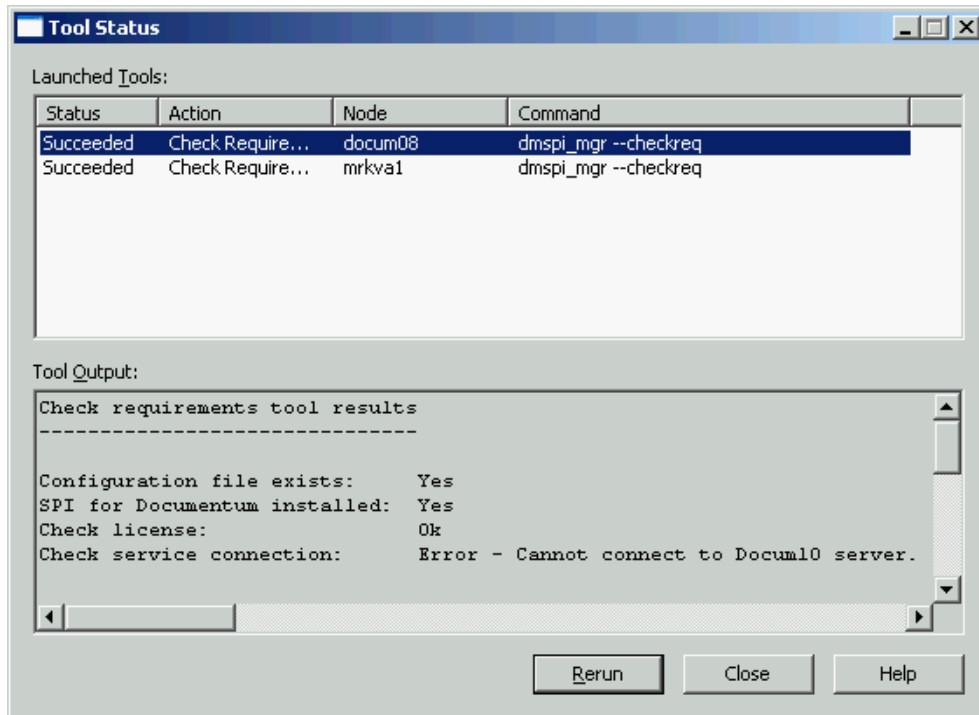
---

## Check Requirements Tool Fails on Windows Node

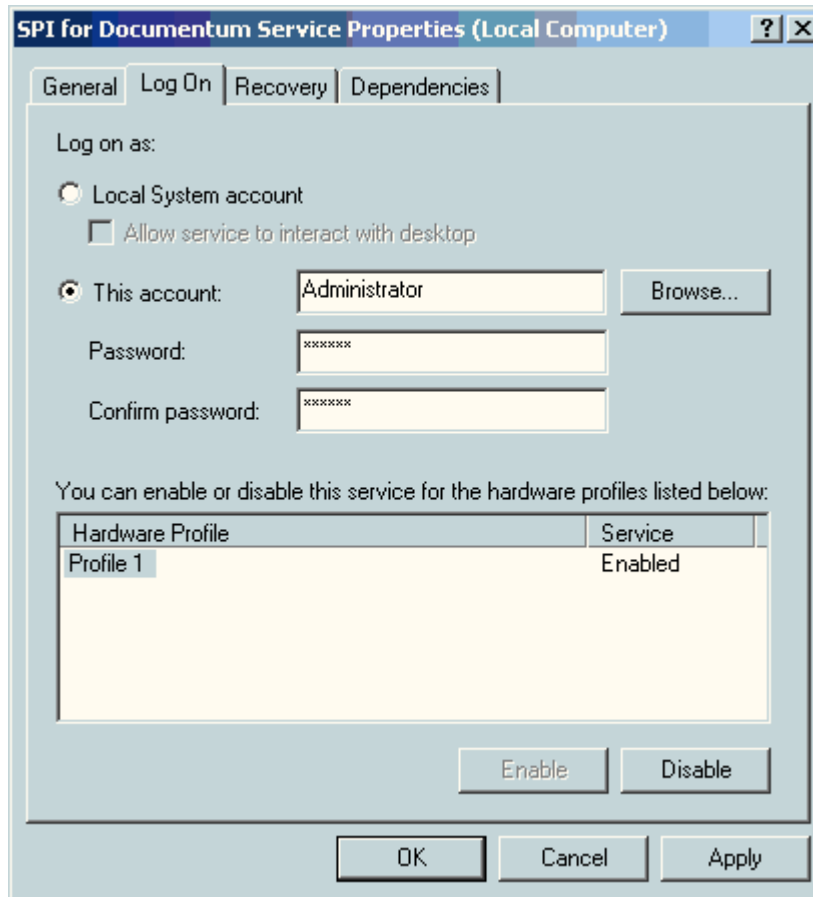
The *Check Requirements/Configuration* tool may fail with the following error:

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





To solve the problem, change the logon user of the SPI for EMC Documentum service to the Documentum installation owner and restart the service.



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. You may 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 Agent 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/beam9.2/domains/
```

```
DctmDomain/servers/DctmServer_IndexAgent2_eagle-n2/logs/
```

```
IndexAgent1.log
```

```
[INDEXAGENT_eagle-n2_IndexAgent2]
```

```
docbase=eagle2
```

```
port=9083
```

```
logfile=/export/home/dmuser/documentum_shared/beam9.2/domains/
```

```
DctmDomain/servers/DctmServer_IndexAgent2_eagle-n2/logs/
```

```
IndexAgent2.log
```



---

## Appendix A

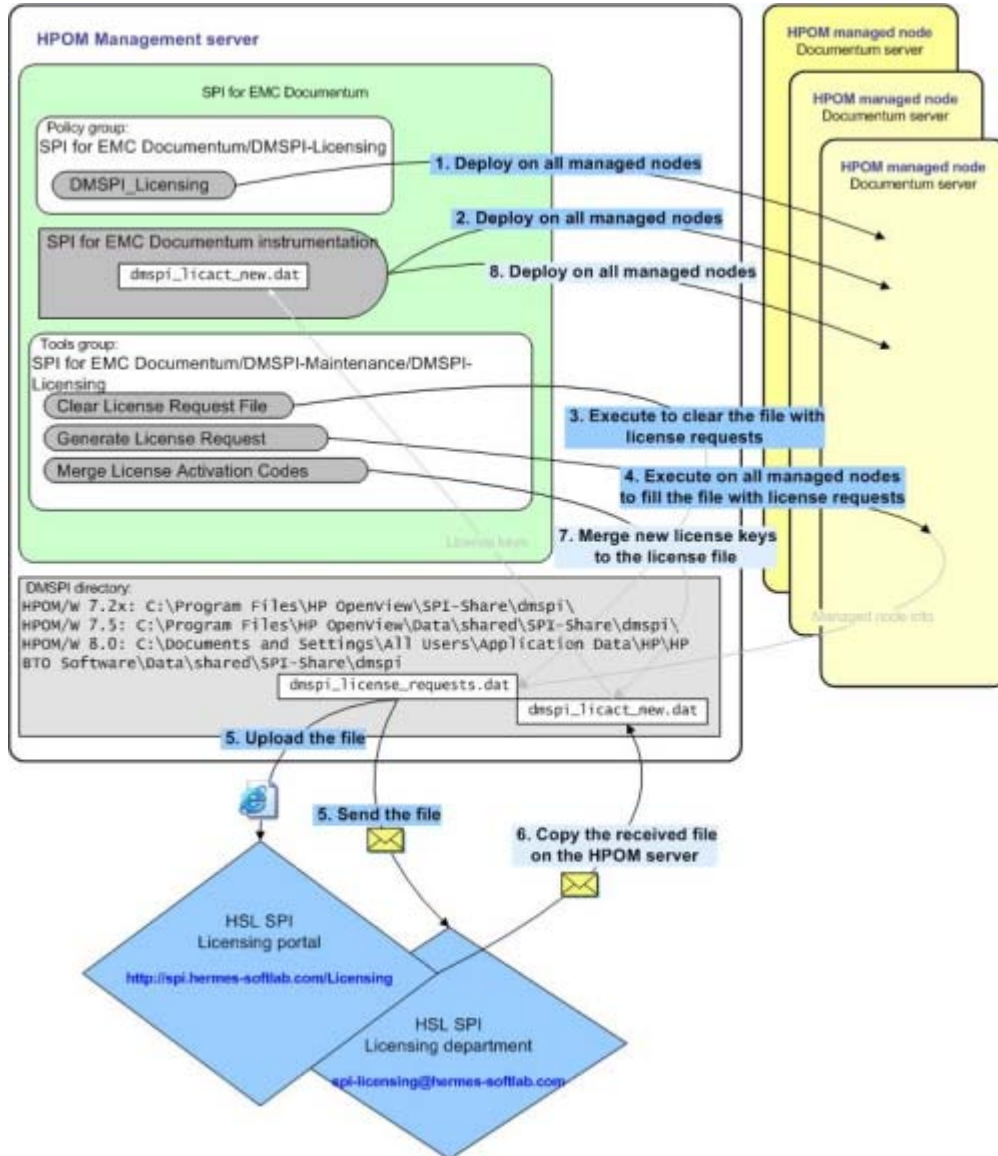
---

## Licensing

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## 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 24.





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## Appendix B

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### **File Locations**

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---

## File Tree on the Management Server

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

Directory:

### HP OM 8.x

```
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\AI X
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\HP-UX
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\Linux
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Unix\Solaris
%0vShareDir%\Instrumentation\Categories\SPI for EMC Documentum\Windows
```

### HP OM 7.x

```
%0vShareDir%\Instrumentation\AI X\5L 5.1\SPI for EMC Documentum
%0vShareDir%\Instrumentation\AI X\5L 5.2\SPI for EMC Documentum
%0vShareDir%\Instrumentation\AI X\5L 5.3\SPI for EMC Documentum
%0vShareDir%\Instrumentation\HPUX\B.11.00\SPI for EMC Documentum
%0vShareDir%\Instrumentation\HPUX\B.11.11\SPI for EMC Documentum
%0vShareDir%\Instrumentation\HPUX\B.11.23\SPI for EMC Documentum
%0vShareDir%\Instrumentation\HPUX\B.11.23 PI\SPI for EMC Documentum
%0vShareDir%\Instrumentation\HPUX\B.11.31 PI\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Linux\Red Hat EL 4.0\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Linux\Red Hat EL 5.0\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Linux\SUSE Server 10\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Solaris\8\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Solaris\9\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Solaris\10\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Windows 2000\5.0\SPI for EMC Documentum
%0vShareDir%\Instrumentation\Windows Server 2003\5.2\SPI for EMC Documentum
```

Files:

```
dmspi.zip
dmspi_autod
DMSPI_CLIENT_AVAI LABI LI TY.spec
DMSPI_CLIENT_RESPONSE.spec
dmspi_conn
dmspi_db
DMSPI_DB_LOGI N.spec
DMSPI_DOCBROKER_PROCESS.spec
DMSPI_EVENT_SI ZE.spec
dmspi_files.txt
dmspi_fi l estores
DMSPI_FI L ESTORES.spec
DMSPI_I DX_PERF.spec
DMSPI_I DXAGT_PROC.spec
dmspi_i dxsrvr
```

DMSPI\_I DXSRVR\_DU. spec  
DMSPI\_I DXSRVR\_PROC. spec  
dmspi\_i ndfai l . dql  
dmspi\_i ndsi ze. dql  
dmspi\_i nstal l . cfg  
dmspi \_j ob  
DMSPI \_JOB\_PROCESS. spec  
DMSPI \_JOBS. spec  
DMSPI \_JOBS\_EXECTI ME. spec  
DMSPI \_JOBS\_NO\_START. spec  
DMSPI \_JOBS\_RUNN I NG. spec  
dmspi \_l i cmgr  
dmspi \_l og  
dmspi \_l ogfai l . dql  
dmspi \_mgr  
dmspi \_proc  
dmspi \_rendqueue. dql  
dmspi \_search. dql  
dmspi \_sess  
DMSPI \_SESS\_UTI L. spec  
DMSPI \_SESSI ONS. spec  
dmspi \_spi svc  
dmspi \_srvr  
DMSPI \_SRVR\_PROCESS. spec  
dmspi \_supp  
dmspi \_tabl e  
DMSPI \_TABLE\_SI ZE. spec  
dmspi \_test. txt  
dmspi \_tool  
DMSPI \_UNFI NI SHED\_WORKFLOWS. spec

Directory:

%0vlnstal l Di r%\newconfi g  
%0vlnstal l Di r%\newconfi g\OVPM

Files:

VPI\_GraphsSPI for EMC Documentum. txt  
VPI\_GraphsSPI for EMC Documentum-OVPA-RPC. txt

Directory:

%0vShareDi r%\SPI -Share\dmspi \bi n

Files:

dmspi . l og  
dmspi \_conf. exe  
dmspi \_del svc. vbs  
dmspi \_documentum. cfg  
dmspi \_l i cmgr. exe  
dmspi \_svctree. mof

dmspi\_updsvc.cmd  
DMSPI -Check.vbs  
DMSPI -GetMsgNodeI d.vbs

---

## File Tree on the Managed Node

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

### Directory:

%OvDataDir%\dmspi\bin (Windows nodes)  
\$OvAgentDir/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:

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

### Files:

dmspi.cfg  
dmspi\_discovery.cfg  
dmspi\_svcrule.xml  
wrapper.conf

### Directory:

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

### Files:

backport-util-concurrent-3.0.jar  
commons-logging-1.1.jar  
ehcache-1.4.0-beta2.jar  
ini4j.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\_jmgmt.\* (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\_jmgmt.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)

