HP OpenView Customer Views for NNM

Quick Start Installation Guide

Windows® Operating Systems

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1   Installation Overview

This guide will help you install HP OpenView Customer Views for Network Node Manager on a computer using a Windows® operating system.

If you purchased HP OpenView Customer Views for NNM, you received two CD-ROMs, one for NNM and one for Customer Views. They are installed separately. This document is for Customer Views *only*.

There are several tasks to complete during the installation process:

- If you have not already done so, use the *HP OpenView Network Node Manager Quick Start Installation Guide* to install the NNM software from the NNM CD-ROM.

- Before installing HP OpenView Customer Views, make sure that Network Node Manager is not running. If necessary, shut it down.

- Install the HP OpenView Customer Views for Network Node Manager software.

- Run the Customer Views software.

- Obtain a permanent password for your Customer Views software.

Once you have successfully installed Customer Views, refer to the last section in this guide, for "where-to-go-next" information on configuring and using this product.

Task 1: Installing Customer Views for NNM

When you purchased HP OpenView Customer Views for NNM, you received two CDs. Each CD is installed separately; make sure you have already installed NNM before you attempt to install Customer Views. Then follow the procedures below.

Windows 2000 operating system:

1. In the `Start` menu on the Windows 2000 operating system task bar, select `Settings:Control Panel`.

2. In the `Control Panel`, double-click on the `Add/Remove Programs` applet.

3. In the `Add/Remove Programs` dialog box, select the `Add New Programs` button.

4. Insert the Customer Views product disk into the CD-ROM drive. Click on `CD` or `Floppy` button.

5. The Install Program from floppy disk or CD dialog box appears. Click `Next`.

6. Verify that the correct path is showing, and click `Next`.

Windows XP operating system:

1. In the `Start` menu on the Windows XP operating system task bar, select `Control Panel`.

2. In the `Control Panel`, double-click on the `Add/Remove Programs` applet.

3. In the `Add/Remove Programs` dialog box, select the `Add New Programs` button.

4. Insert the Customer Views product disk into the CD-ROM drive. Click on `CD` or `Floppy` button.

5. The Install Program from floppy disk or CD dialog box appears. Click `Next`.

6. Verify that the correct path is showing, and click `Next`.

Task 2: Running Customer Views

Launch NNM as follows.

1. First, start the background processes that support the NNM native graphical user interface (GUI), HP OpenView Windows. From the `Start` menu on the Windows® operating system task bar, select `Programs:HP OpenView:Network Node Manager Admin:NNM Services-Start`.

2. Next, start HP OpenView Windows. Select `Programs:HP OpenView:Network Node Manager`.

   You will see the HP OpenView welcome banner, followed by an NNM `Root` submap window with the default map in it.

3. Each time you start the NNM with Customer Views, it will encourage you to register NNM and/or Customer Views if you have not already done so. You have 60 days from the date of installation to complete this registration process (described in Task 3).

NOTE
When running Customer Views for NNM, you should modify the IP Map configuration of NNM to set the persistence level to ALL LEVELS (`Map Properties` menu, `Configure IP Map` dialog box, `OnDemand:All Levels`). When these configuration items are not set as recommended, you may see irregularities in the status presentation of network resources with the Customer View submaps. This is characterized by symbols that are presented with a status of "Unknown" while, within the submap hierarchy, the node has some other, known status value.

Task 3: Registering Your Customer Views for NNM Product

Your Customer Views for NNM product was shipped with a license that includes a temporary, "Instant-On" password. This password allows you to use the product for 60 days after you install it. Once you have installed HP OpenView Customer Views for NNM, you should register it with Hewlett-Packard as soon as possible in order to obtain a permanent password.

One permanent password is required for NNM and a second one is required for HP OpenView Customer Views for NNM.

To request a permanent password and license, you need the following:

- The Entitlement Certificate, which contains the HP product number and order number.

- The IP address of the server.

- Your company information.

To obtain a password and permanent license for Customer Views, select `Options: License Password` from the menu bar of either the Root submap or any other submap. The HP Auto Pass installation program leads you through the licensing process.

Uninstalling Customer Views for NNM

If you need to remove HP OpenView Customer Views for NNM from your computer, follow these steps.

1. From the `Start` menu, select `Programs:HP OpenView:Network Node Manager Admin:NNM Processes-Stop`.

2. Once the dialog box confirms that the processes have stopped, from the `Start` menu select `Programs:HP OpenView:Network Node Manager Admin:Uninstall HP OpenView Customer Views`.

Where to go Next...

For more information about how to configure and use Customer Views
for NNM, refer to the following resources:

• *Configuring Customer-specific Network Management*, which is
  available from the NNM online help menu.

• Online Help System: In the NNM menu bar, select the `Help:Online
  Help` item.

• - Release Notes: These are accessible from the `Start` menu on the
  Windows operating system task bar. Select `Programs:HP
  OpenView:HP OpenView Online Documentation:NNM Release
  Notes`.