

HP OpenView Service Navigator Value Pack

Service Configuration for Service Navigator Installation Checklists

Software Version: 8.0

for the HP-UX, Microsoft Windows, and Sun Solaris operating systems



Manufacturing Part Number: None

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1 Installation Checklists

Before You Begin

This document includes checklist that will help you find your way through the installation of Service Configuration. Checklists are available for each major installation scenario (installation without and with Service Desk) and for each major platform (Windows, HP-UX, and Sun Solaris).

It is recommended that you print a hard copy of the checklist you want to use and tick off the steps you have completed. If you are installing a scenario that is not covered by the checklists, simply create your own checklist based on the information provided in this document.

NOTE

The checklists supplement the Installation Guide, they do not replace it. The Installation Guide contains additional important information such as a detailed overview over each installation scenario, a list of system requirements, detailed installation instructions, and so on, that are not covered in this document. It is strongly recommended that you familiarize yourself with the Installation Guide before you begin the installation.

The page numbers in the following checklists refer to the page numbers in the Installation Guide.

❑ **Installation without Service Desk installed**

- *Windows (installation checklist on page 10)*
OVO management server on HP-UX or Sun Solaris
Application server on Windows
Client on Windows
- *HP-UX (installation checklist on page 11)*
OVO management server on HP-UX
Application server on HP-UX
Client on Windows
- *Sun Solaris (installation checklist on page 12)*
OVO management server on Sun Solaris
Application server on Sun Solaris
Client on Windows

❑ **Installation with Service Desk installed**

- *Windows (installation checklist on page 13)*
OVO management server on HP-UX or Sun Solaris
Application server on Windows
Client on Windows
- *HP-UX (installation checklist on page 14)*
OVO management server on HP-UX
Application server on HP-UX
Client on Windows
- *Windows (installation checklist on page 15)*
OVO management server on Sun Solaris
Application server on Sun Solaris
Client on Windows

Windows Installation Checklist (Without Service Desk Installed)

Step	Instruction	Page	✓
1.	Database server system — install Oracle.	page 36	
2.	Database server system — create a database instance.	page 36	
3.	OVO 7.1 management server system — install OVO patches.	page 46	
4.	OVO management server system — install connector for OVO.	page 49	
5.	Application server system — install JRE.	page 41	
6.	Application server system — install application server.	page 56	
7.	Application server system — install the Service Desk service pack.	page 70	
8.	Application server system — install Service Configuration modules.	page 72	
9.	Application server system — configure the database (create).	page 99	
10.	Application server system — configure the application server.	page 143	
11.	Application server system — check the server status (running).	page 159	
12.	Optional — install a Windows service for the application server.	page 159	
13.	Service Configuration client system — install JRE.	page 41	
14.	Service Configuration client system — install the client software.	page 168	
15.	Service Configuration client system — start the console.	page 180	
16.	Service Configuration console — configure OVO management servers.	page 186	
17.	Service Configuration console — configure a default service hierarchy.	page 189	
18.	OVO management server — configure the connector.	page 191	
19.	OVO management server — activate Service Configuration.	page 196	
20.	Optional — migrate Service Navigator service configurations.	page 198	
21.	Security — change Service Configuration passwords.	page 204	

HP-UX Installation Checklist (Without Service Desk Installed)

Step	Instruction	Page	✓
1.	Database server system — install Oracle.	page 36	
2.	Database server system — create a database instance.	page 36	
3.	OVO 7.1 management server system — install OVO patches.	page 46	
4.	OVO management server system — install connector for OVO.	page 49	
5.	Application server system — install JRE.	page 41	
6.	Application server system — optimize the kernel parameters.	page 76	
7.	Application server system — install application server.	page 77	
8.	Application server system — install the Service Desk service pack.	page 78	
9.	Application server system — install Service Configuration modules.	page 79	
10.	Application server system — configure the database (create).	page 99	
11.	Application server system — configure the application server.	page 143	
12.	Application server system — check the server status (running).	page 161	
13.	Service Configuration client system — install JRE.	page 41	
14.	Service Configuration client system — install the client software.	page 168	
15.	Service Configuration client system — start the console.	page 180	
16.	Service Configuration console — configure OVO management servers.	page 186	
17.	Service Configuration console — configure a default service hierarchy.	page 189	
18.	OVO management server — configure the connector.	page 191	
19.	OVO management server — activate Service Configuration.	page 196	
20.	Optional — migrate Service Navigator service configurations.	page 198	
21.	Security — change Service Configuration passwords.	page 204	

Sun Solaris Installation Checklist (Without Service Desk Installed)

Step	Instruction	Page	✓
1.	Database server system — install Oracle.	page 36	
2.	Database server system — create a database instance.	page 36	
3.	OVO 7.1 management server system — install OVO patches.	page 46	
4.	OVO management server system — install connector for OVO.	page 49	
5.	Application server system — install JRE.	page 41	
6.	Application server system — install application server.	page 81	
7.	Application server system — install the Service Desk service pack.	page 82	
8.	Application server system — install Service Configuration modules.	page 82	
9.	Application server system — configure the database (create).	page 99	
10.	Application server system — configure the application server.	page 143	
11.	Application server system — check the server status (running).	page 162	
12.	Service Configuration client system — install JRE.	page 41	
13.	Service Configuration client system — install the client software.	page 168	
14.	Service Configuration client system — start the console.	page 180	
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16.	Service Configuration console — configure a default service hierarchy.	page 189	
17.	OVO management server — configure the connector.	page 191	
18.	OVO management server — activate Service Configuration.	page 196	
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20.	Security — change Service Configuration passwords.	page 204	

Windows Installation Checklist (With Service Desk Installed)

Step	Instruction	Page	✓
1.	OVO 7.1 management server system — install OVO patches.	page 46	
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3.	Application server system — install the Service Desk service pack.	page 85	
4.	Application server system — install the Service Configuration modules.	page 89	
5.	Application server system — update the database (first upgrade the Service Desk database, then load the Service Configuration modules).	page 99	
6.	Service Configuration client system — install JRE.	page 41	
7.	Service Configuration client system — install the client software.	page 168	
8.	Service Configuration client system — start the console.	page 180	
9.	Service Configuration console — configure OVO management servers.	page 186	
10.	Service Configuration console — configure a default service hierarchy.	page 189	
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12.	OVO management server — activate Service Configuration.	page 196	
13.	Service Desk client system — install the Service Desk service pack.	page 182	
14.	Service Pages server system — install the Service Desk service pack.	page 209	
15.	Service Pages server system — install Service Configuration integration.	page 209	
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HP-UX Installation Checklist (With Service Desk Installed)

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2.	OVO management server system — install connector for OVO.	page 49	
3.	Application server system — install the Service Desk service pack.	page 93	
4.	Application server system — install the Service Configuration modules.	page 94	
5.	Application server system — update the database (first upgrade the Service Desk database, then load the Service Configuration modules).	page 99	
6.	Service Configuration client system — install JRE.	page 41	
7.	Service Configuration client system — install the client software.	page 168	
8.	Service Configuration client system — start the console.	page 180	
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11.	OVO management server — configure the connector.	page 191	
12.	OVO management server — activate Service Configuration.	page 196	
13.	Service Desk client system — install the Service Desk service pack.	page 182	
14.	Service Pages server system — install the Service Desk service pack.	page 217	
15.	Service Pages server system — install Service Configuration integration.	page 218	
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17.	Security — change user role in Service Desk.	page 205	

Sun Solaris Installation Checklist (With Service Desk Installed)

Step	Instruction	Page	✓
1.	OVO 7.1 management server system — install OVO patches.	page 46	
2.	OVO management server system — install connector for OVO.	page 49	
3.	Application server system — install the Service Desk service pack.	page 97	
4.	Application server system — install the Service Configuration modules.	page 97	
5.	Application server system — update the database (first upgrade the Service Desk database, then load the Service Configuration modules).	page 99	
6.	Service Configuration client system — install JRE.	page 41	
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15.	Service Pages server system — install Service Configuration integration.	page 220	
16.	Optional — migrate Service Navigator service configurations.	page 198	
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