Radia OpenView Knowledge Base Manager Using Radia

Radia Knowledge Base Manager Guide

Software Version: 4.0

for the Windows operating system

Manufacturing Part Number: T3424-90056

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The support site includes:

- Downloadable documentation
- Troubleshooting information
- Patches and updates
- Problem reporting
- Training information
- Support program information

Preface

About this Guide

Note

The Radia Knowledge Base Manager is a common Radia component that, when used in conjunction with one or more Radia products, populates a database with state file data. The Radia products that supply this state file data include the Radia Packager for Windows Installer, the Radia Usage Manager, and the Radia Patch Manager.

Who this Guide is for

The Radia Knowledge Base Manager is used in conjunction with many other Radia products to populate a previously defined database. These products include the Radia Patch Manager, Radia Usage Manager, Radia Extensions for Windows Installer, and the Radia Configuration Analyzer. If you are using any of these products, you may need to install and configure the Radia Knowledge Base Manager.

What this Guide is about

The *Radia Knowledge Base Manager Guide* contains installation and configuration information for the Radia Knowledge Base Manager.

Conventions

You should be aware of the following conventions used in this book.

Table P.1 ~ Styles

Element	Style	Example
References	*Italic*	See the *Publishing Applications and Content* chapter in this book.
Dialog boxes and windows	**Bold**	The **Radia System Explorer Security Information** dialog box opens.
Code	Andale Mono	`radia_am.exe`
Selections	**Bold**	Click **Next** to continue.

Table P.2 ~ Usage

Element	Style	Example
Drives (system, mapped, CD)	Italicized placeholder	*SystemDrive*:\Program Files\Novadigm might refer to C:\Program Files\Novadigm on your computer. *CDDrive*:\client\radia_am.exe might refer to D:\client\radia_am.exe on your computer.
Files (in the Radia Database)	All uppercase	PRIMARY
Domains (in the Radia Database)	All uppercase	PRIMARY.SOFTWARE May also be referred to as the SOFTWARE domain in the PRIMARY file.
Classes (in the Radia Database)	All uppercase	PRIMARY.SOFTWARE.ZSERVICE May also be referred to as the ZSERVICE class in the SOFTWARE domain in the PRIMARY file.

The table below describes terms that may be used interchangeably throughout this book.

Table P.3 ~ Terminology*

* Depends on the context. May not always be able to substitute.

Term	May also be called
Application	software, service
Client	Radia Application Manager and/or Radia Software Manager
Computer	workstation, server
NOVADIGM domain	PRDMAINT domain **Note**: As of the 4.0 release of the database, the NOVADIGM domain is being renamed the PRDMAINT domain. Therefore, if you are using an earlier version, you will see the NOVADIGM domain in the database.
Radia Configuration Server	Manager, Active Component Server
Radia Database	Radia Configuration Server Database

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1

Introduction

At the end of this chapter, you will:

- Be familiar with the Radia Knowledge Base Manager.
- Understand how the different Radia products use the Radia Knowledge Base Manager.
- Understand the Radia Knowledge Base Manager process for populating databases.

Defining the Radia Knowledge Base Manager

The Radia Knowledge Base Manager populates the Radia Knowledge Base with data in the form of state files. State files consist of data that represent the current state of an application. This data is acquired by the Radia Knowledge Base Manager from a continuously monitored user-specified directory, or collection point. When data is detected in this collection point, it is automatically transferred to the Radia Knowledge Base.

The collection point is populated by one or more Radia products including the Radia Patch Manager, Radia Usage Manager, and Radia Packager for Windows Installer.

The endpoint for this data, the Radia Knowledge Base database, may be either a SQL Server or an Oracle database configured in your environment. From here, data analysis can take place.

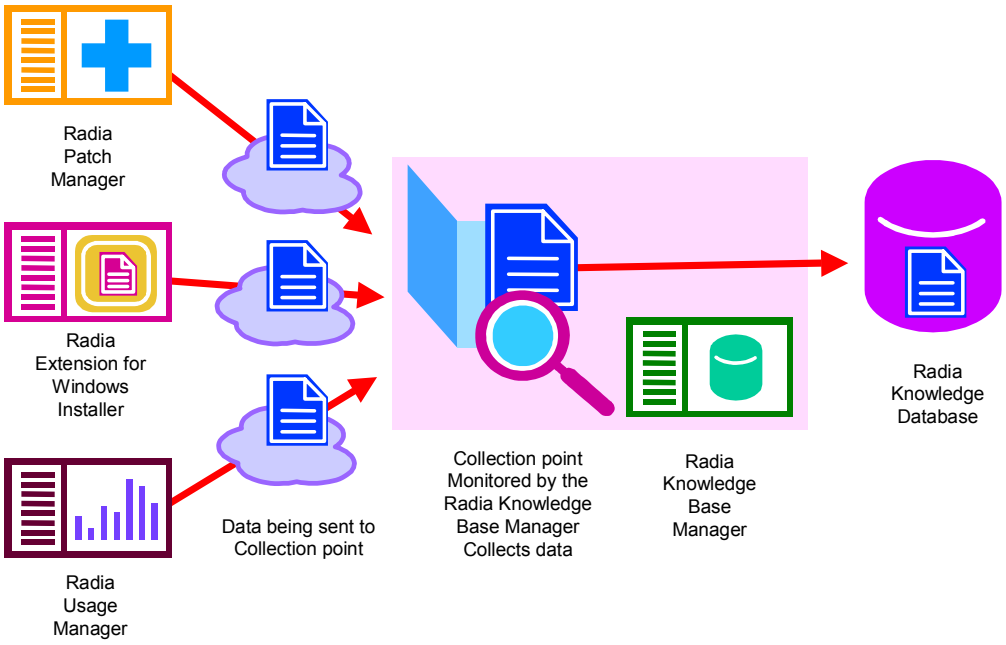

Figure 1.1 ~ Radia Knowledge Base Manager process (displays products that may be currently LA - Limited availability only).

The Radia Knowledge Base Manager runs as a Windows service on any Windows NT-based machine (preferably Windows 2000). It communicates with the database through an ODBC system DSN and is capable of importing several types of state files including:

- Radia Configuration Server Service/Package component extracts
- State files built by the Radia Extensions for Windows Installer components

- Packager for Windows Installer
- Application execution traces and profiles

■ Radia Usage Manager collection files

■ State files built by the Radia Patch Manager.

The Radia Knowledge Base Manager is configured through a Control Panel that allows the administrator to define a set of automated import directories that the Radia Knowledge Base Manager watches and manages. These are simply Windows registry settings that can be created and managed through other means if necessary.

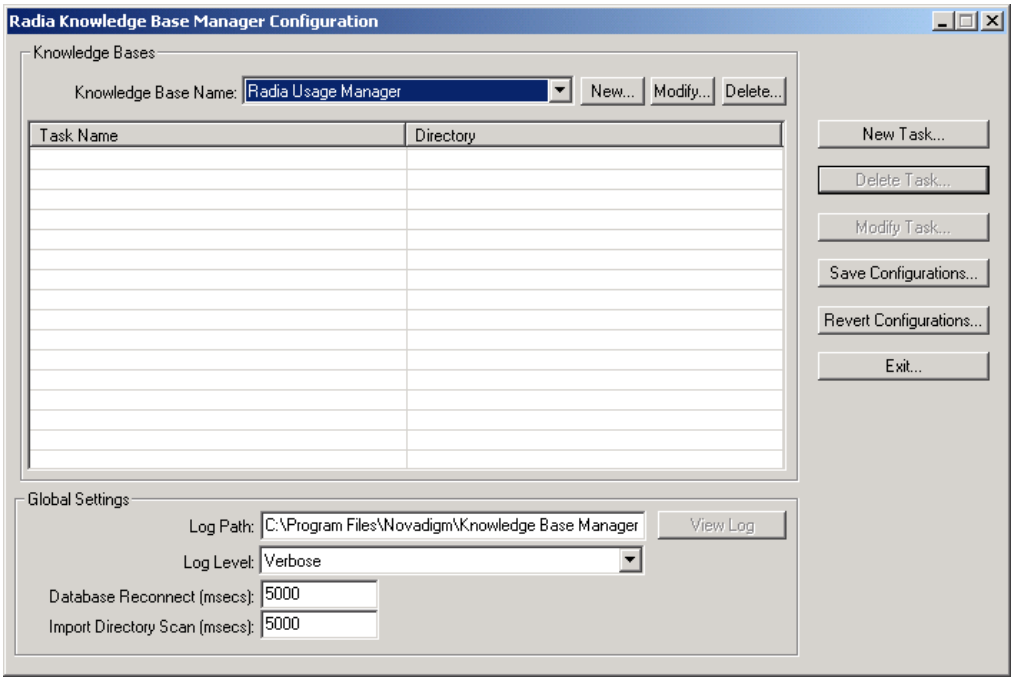

Figure 1.2 ~ Radia Knowledge Base Manager control panel.

Note

The Radia Knowledge Base Manager service must be stopped and restarted for any changes to take effect.

Summary

- The Radia Knowledge Base Manager transfers state files to an Oracle or SQL Server database.
- The Radia Knowledge Base Manager connects to a database through an ODBC system DSN.
- Data is transferred automatically based on the settings you define in the Radia Knowledge Base control panel.

2

Installing the Radia Knowledge Base Manager

At the end of this chapter, you will:

- Understand what steps are required to set up the environment for the Radia Knowledge Base Manager.
- Understand the Radia Knowledge Base Manager system requirements.
- Be able to install the Radia Knowledge Base Manager.

Overview

This chapter describes the steps you must take to set up the environment for the Radia Knowledge Base Manager. Among other topics, it includes information about how to install the Radia Knowledge Base Manager.

Before you can begin to use the Radia Knowledge Base Manager, you will need to perform the following steps:

1. Create a SQL Server or Oracle Knowledge Base database. This is usually done by the administrator of the SQL Server or Oracle database.
2. Create a SQL Server logon ID (AppLogin User ID) to define the SQL Server as the DB_OWNER.
3. Create an ODBC DSN for the Radia Knowledge Base Manager and connect it to the database hosting the Radia Knowledge Base.
4. Install the Radia Knowledge Base Manager.
5. Start the Radia Knowledge Base Manager.

Each of these steps will be discussed in the following sections.

Installing the Radia Knowledge Base Manager

Install the Radia Knowledge Base Manager anywhere in your environment that has connectivity to the database server you will be using.

We recommend installing the Radia Knowledge Base Manager to the same computer that will contain your collection point.

System Requirements

- Windows NT 4.0, 2000, XP
- 128 MB RAM minimum, 512 MB or above preferred

> **Note**
>
> We recommend installing the Radia Knowledge Base Manager on a separate machine from the Database Server because of disk contentions. If you have a dedicated publishing server, you could alternatively install the Radia Knowledge Base Manager there.

Installation Steps

To install the Radia Knowledge Base Manager

1. Navigate to the Radia Knowledge Base Manager directory within your Radia media.
2. Double-click **Package.msi**. The Radia Knowledge Base Manager installation begins.

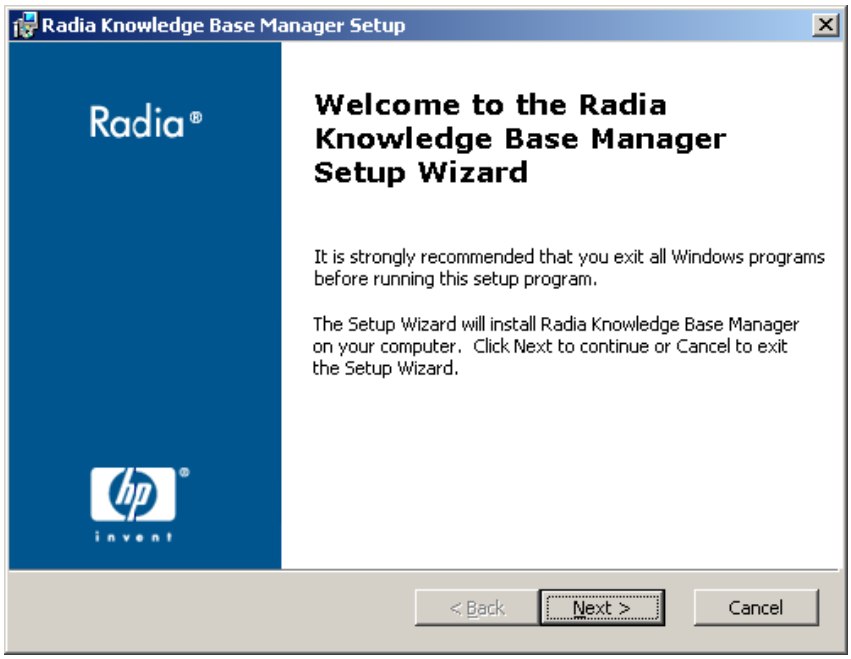

Figure 2.1 ~ Radia Knowledge Base Manager welcome window.

3. Click **Next**.

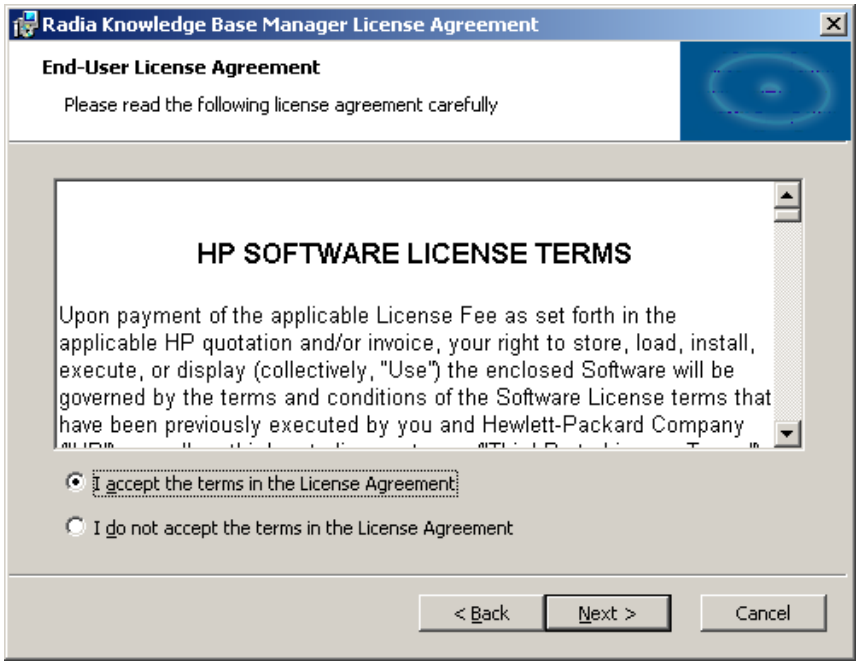

Figure 2.2 ~ HP End-user license agreement window.

4. Read and accept the HP software license terms and click **Next**.

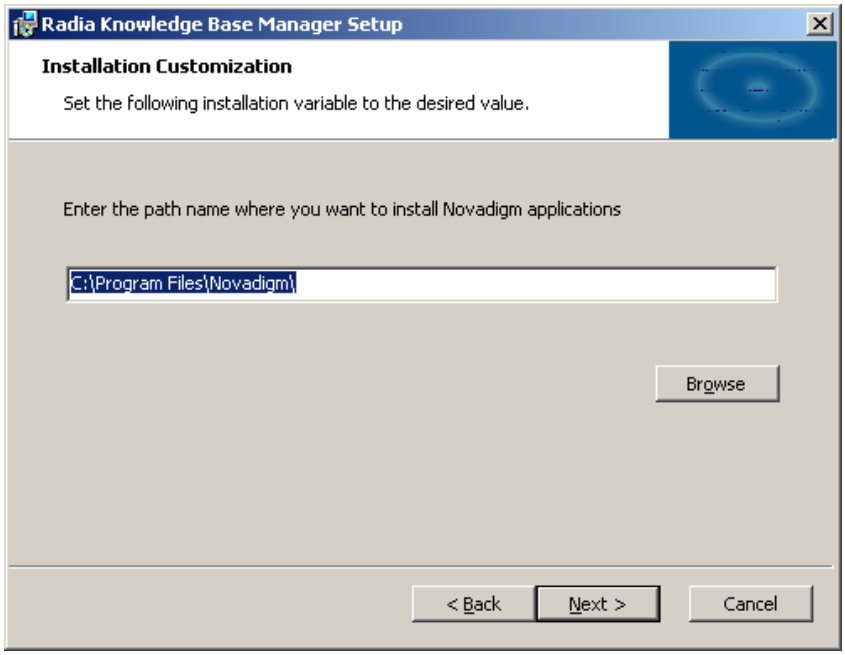

Figure 2.3 ~ Installation customization window.

5. Type a location to install the Radia Knowledge Base Manager or click **Browse** and manually select a location.
6. Click **Next**.

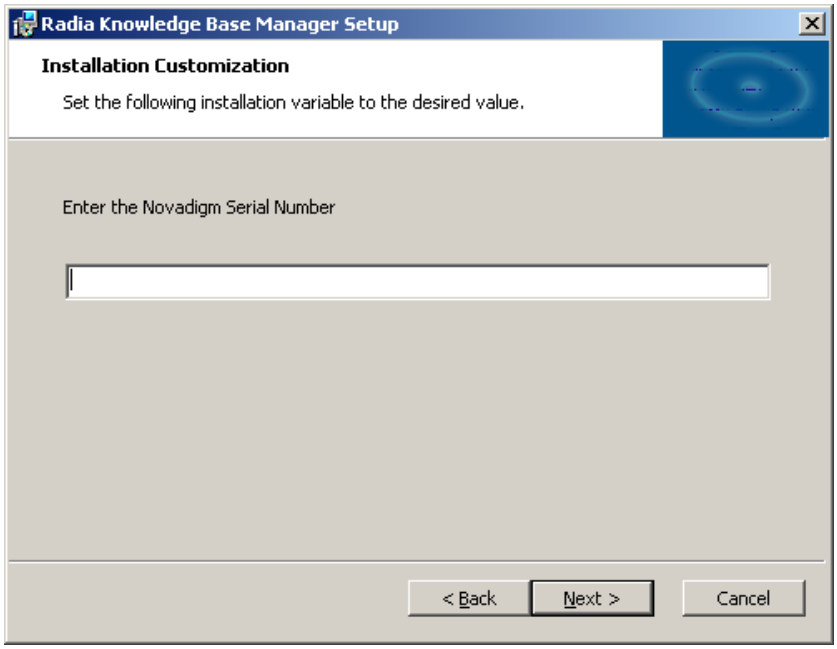

Figure 2.4 ~ Serial Number window.

7. Enter your serial number and click **Next**.

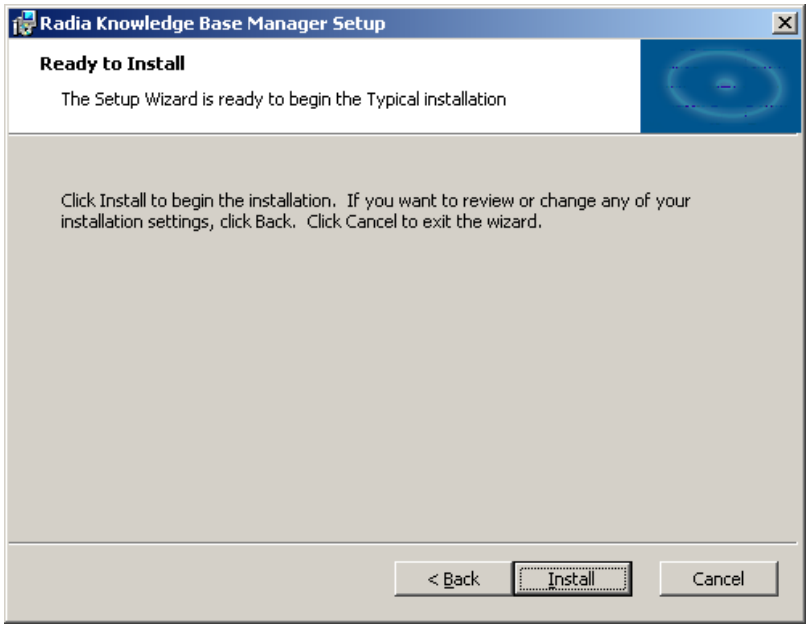

Figure 2.5 ~ Ready to install window.

8. Click **Install**.

The Radia Knowledge Base Manager is installed.

SQL Server AppLogin User ID

To process Radia Knowledge Base requests, the Radia Knowledge Base Manager requires a SQL Server logon ID. A user ID of any name can be configured. The default is **sa**, which is the default system administrator ID. This ID is used to define the SQL Server as the DB_OWNER for the Radia Knowledge Base database with full permissions for administering the database. This ID is referred to as the AppLogin User ID.

ODBC DSN for the Radia Knowledge Base Manager

The Radia Knowledge Base Manager requires an ODBC system DSN to connect to the SQL Server or Oracle database hosting the Radia Knowledge Base. The ODBC definition must be configured on the same workstation or server on which the Radia Knowledge Base Manager is executing.

Use the **ODBC Data Source Administrator** located in the Windows **Control Panel** to create these connections. See your system administrator or the HP OpenView support web site for more information.

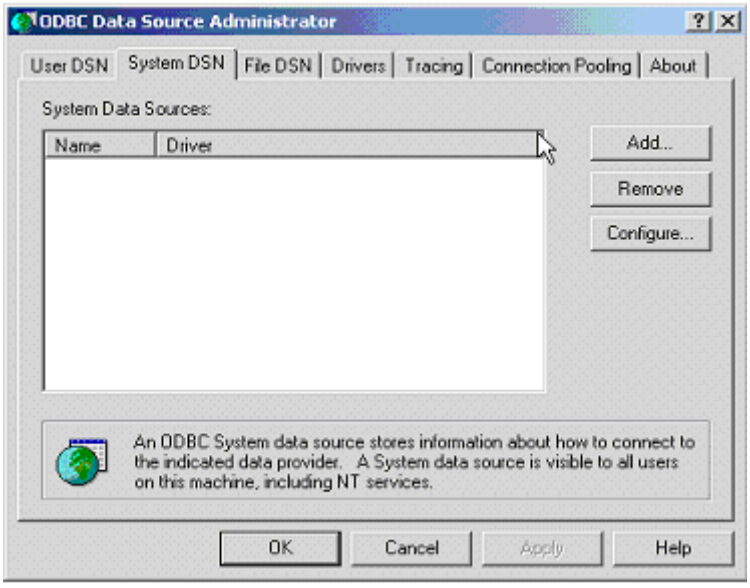

Figure 2.6 ~ ODBC Data Source Administrator.

Starting and Stopping the Radia Knowledge Base Manager

The Radia Knowledge Base Manager is installed as a Windows service called **RadKBMgr**.

Stop or start the Radia Knowledge Base service using the **Administrative Tools\Services** options in the **Control Panel**.

The Radia Knowledge Base Manager is now installed and configured. To import data into your SQL Server or Oracle database, create specific tasks using the Radia Knowledge Base Manager control panel, as described in *Chapter 3: Using the Radia Knowledge Base Manager* starting on page 27.

Summary

- Install the Radia Knowledge Base Manager anywhere in your environment that has connectivity to your Radia Knowledge Base.
- Create an ODBC connection for the Radia Knowledge Base Manager.
- The Radia Knowledge Base Manager is installed as a Windows service called **RadKBMgr**.

3

Using the Radia Knowledge Base Manager

At the end of this chapter, you will:

- Be able to define tasks using the Radia Knowledge Base Manager control panel application.

Overview

The **Radia Knowledge Base Manager** provides services to manage the Radia Knowledge Base and runs as a Windows service on a Windows 2000 or above workstation or server.

The Radia Knowledge Base Manager performs automated import processing of Radia state files into the Radia Knowledge Base. Automated importing may be defined for two types of directory structures:

- **Import Directories**
  Simple state file automated import directories containing Radia state files (.ISState extensions). These are typically created by the Radia Packager for Windows Installer.
- **Export Directories**
  Radia Configuration Server Service export directories that have required subdirectory structures that are built by the Radia Extensions for Windows Installer features which enable extraction and conversion of Radia packages contained in Radia Services to .ISState file formats.

> **Note**
>
> Any directory that will be used as an export directory must include a subdirectory named **varsets.**

The state file export process may only occur when the Radia Configuration Server is active, however the Radia Knowledge Base Manager automated import server runs independently to import state files found in the automated import directories.

Configuration for the Radia Knowledge Base Manager is controlled through the **Radia KB Manager Configuration** control panel.

Accessing the Control Panel

To access the Radia KB Manager Configuration Control Panel

1. Click **Start**, **Settings**, **Control Panel**.

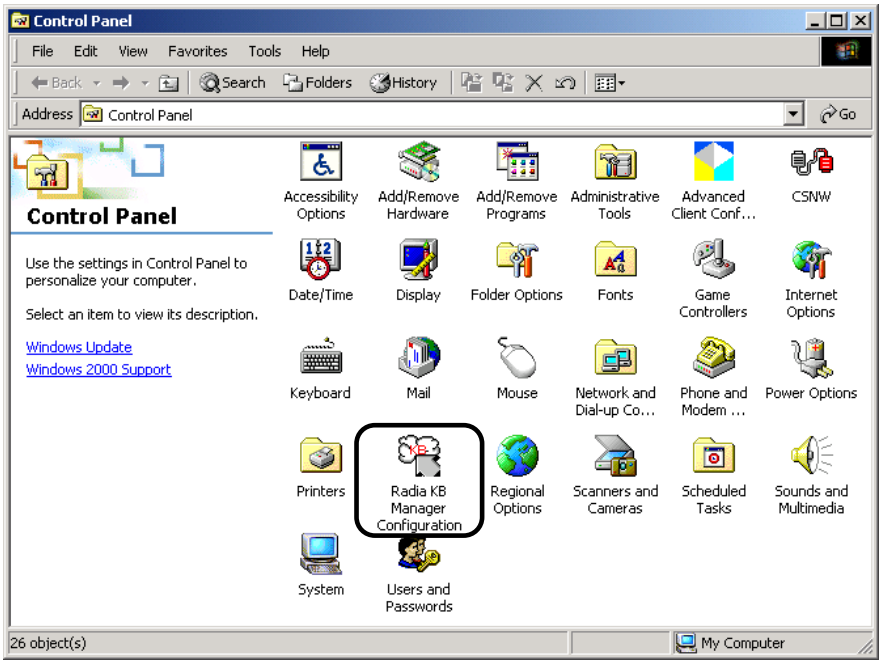

Figure 3.1 ~ Radia Knowledge Base Manager Control Panel icon.

2. Double-click the **Radia KB Manager Configuration** icon.
   The **Radia Knowledge Base Manager Configuration** window opens.

Configuring the Import Directories

Once the Configuration window is open, you can configure the Radia Knowledge Base Manager.

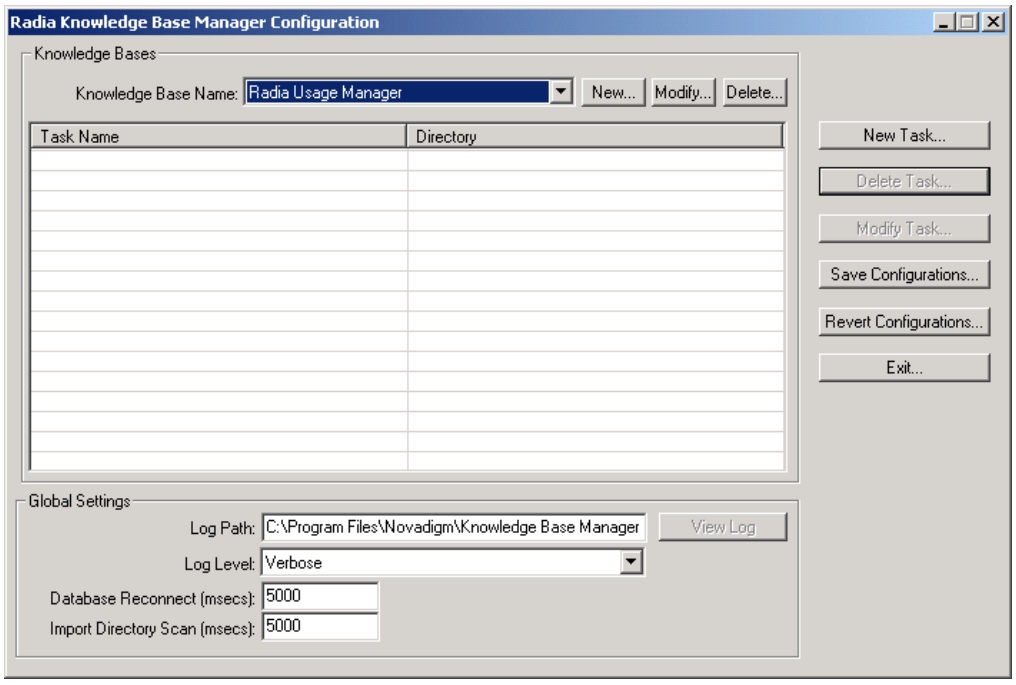

Figure 3.2 ~ Radia Knowledge Base Manager Configuration window.

To configure the Radia Knowledge Base Manager automated import directories

1. Click **New** to add a Radia Knowledge Base Manager.
   The **New Knowledge Base – Configuration** window opens.

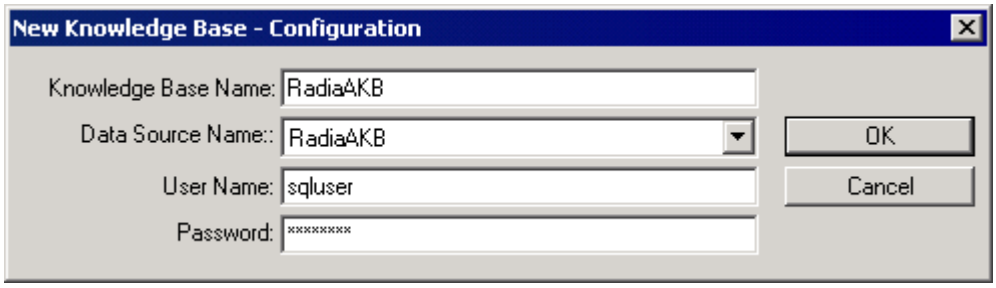

Figure 3.3 ~ New Knowledge Base – Configuration window.

2. Enter the following information:

- **Knowledge Base Name**: Enter the Radia Knowledge Base name.
- **Data Source Name**: Enter the Data Source Name (DSN).
- **User Name**: Type the user name for the DSN.
- **Password**: Enter a password if required.

> **Note**
>
> The Radia Knowledge Base will depend upon the Radia product you are using. Refer to the specific product guide or the HP OpenView support web site for information regarding the creation of that Radia Knowledge Base.

3. Click **OK**.

When you are finished adding a Knowledge Base, create a task by clicking **New Task**.

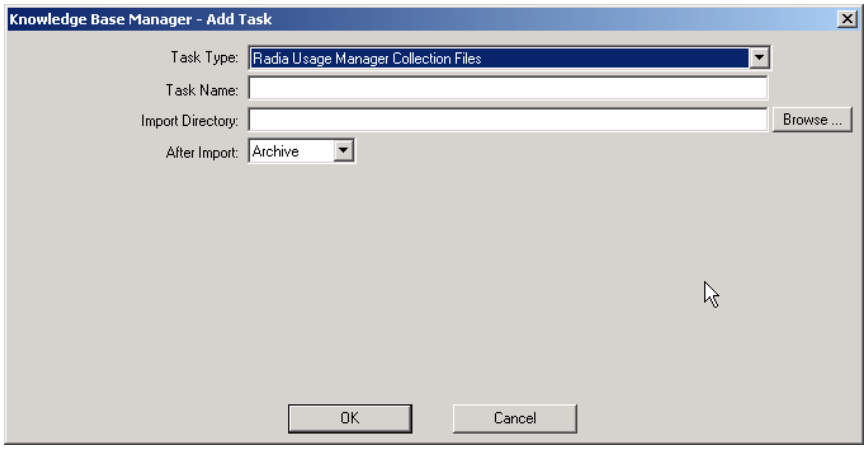

Figure 3.4 ~ Knowledge Base Manager - Add task dialog box.

4. From the **Task Type** drop-down list, select one of the following:

> **Note**
>
> The Task Type will depend upon the Radia product you are using. For product specific task information, refer to the specific product guide or the HP OpenView support web site.

- **Radia Extensions for Windows Installer State Files**
  Create a task of this type to define your automated import directory for state files that are collected. See the *Radia Extensions for Windows Installer Getting Started Guide* for more information regarding this task type.
- **Radia Configuration Server Service-to-Package Extracts**
  When state files are built with the Radia System Explorer using the **Build State File(s)** option from the context menu, a state file export directory is created based on the files in the packages associated with the services. Each service/package combination is then represented in the resulting directory structure as state files to be imported into the knowledge base. The root of the directory structure is then pointed to by this Knowledge Base Manager task. See the *Radia Extensions for Windows Installer Getting Started Guide* for more information regarding this task type.
- **Radia Usage Manager Collection Files**
  Create a task of this type to define your automated import directory for usage files that are collected. See the *Radia Usage Manager Guide* for more information.
- **Radia Configuration Server Product-to-Application Rule Extracts**
  For future use.

- **Radia Usage Manager Purge Criteria**
  Use this task to purge usage data from your database. You must define whether the purging will take place daily, monthly, or yearly. See the *Radia Usage Manager Guide* for more information.
- **Radia Patch Import**
  Create a task of this type for use with the Radia Patch Manager. See the *Radia Patch Manager Guide* for more information.

5. The type of task you select will determine what information is required in the following text boxes. Depending on the task you select, some of these text boxes may not appear.

- **Task Name**
  Type a name for the task, for example **Collection Files**.
- **Import Directory**
  Enter the path for the directory from which files will be imported. Use **Browse** to manually select the directory.
- **After Import**
  Select the action taken after import, Archive or Delete. This option allows you to remove the files from the import directory immediately after they are imported.

Note

If you are defining a collection point using a UNC shared folder name or mapped drive, you must define a null session pointer within the registry. See *Appendix A: Defining a Collection Point for a UNC Shared Folder or Mapped Drive* starting on page 39 for more information. Using HTTP to define a collection point is recommended and it does not require any further configuration.

6. Click **OK** and you are returned to the Radia Knowledge Base Manager Configuration window. It now displays the information you just entered.

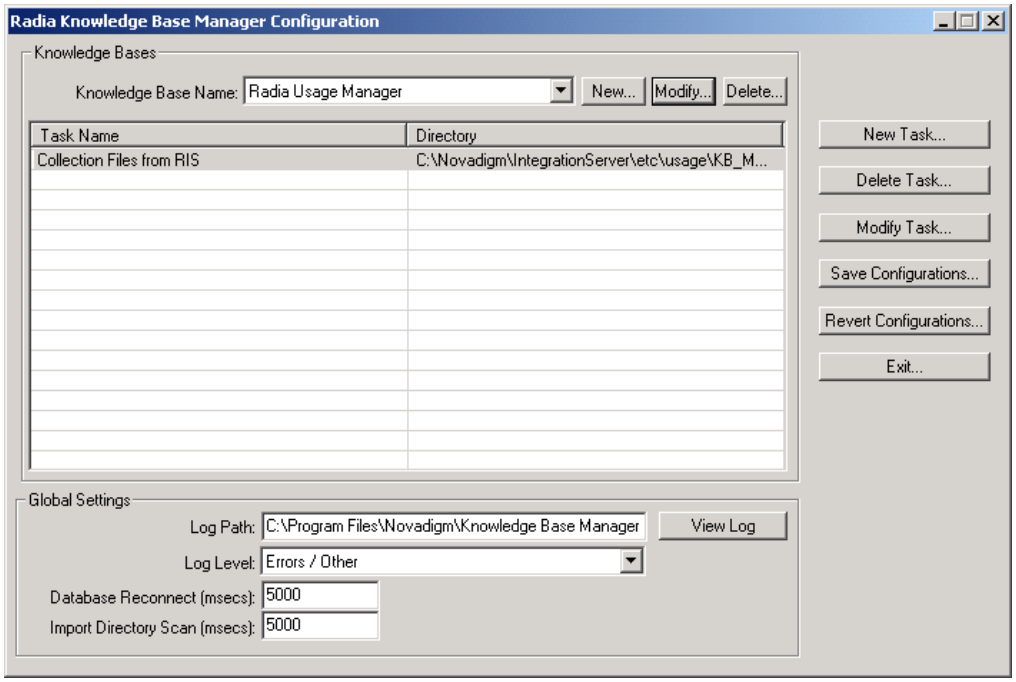

Figure 3.5 ~ New task added.

7. To complete the Radia Knowledge Base Manager configuration, edit the following text boxes, located at the bottom of the **Radia Knowledge Base Manager Configuration** window:

- **Log Path** (default is C:\)
  Default log path for AutoImport processing status information. All exceptions are logged as well as successful imports and \Notify file deletions after successful imports of Radia Service state files.
- **Log Level** (default is **Errors/Other**)
  The log level determines how much data is logged to the Radia Knowledge Base Manager's log file. There are three possible settings:
  Errors/Other – (Recommended) Records only errors. In large environments, recording more than errors to the log file can result in very large file sizes.
  Verbose – Defines additional information on successful processing into the database.
  Debug – Records far more information than Verbose – should only be used at the request of HP Support.
- **Database Reconnect (msecs)** (default is 5000)
  Number of milliseconds to wait between reconnect attempts to the SQL database server.
- **Import Directory Scan (msecs)** (default is 5000)
  Number of milliseconds to wait between each check of the import directory for new files.

- **Set Application Login**
  The Radia Knowledge Base administrator must supply a logon ID and password that is used by the Radia Knowledge Base Manager that has rights to access the SQL database. This ID must have full access rights to the database objects including table and stored procedures. Enter the ID with these rights and its password.

  You will be presented with two separate dialog boxes for entering your user name and password information. The first dialog box records the logon information for the database (*Figure 3.6 ~ Login information for your database* below).

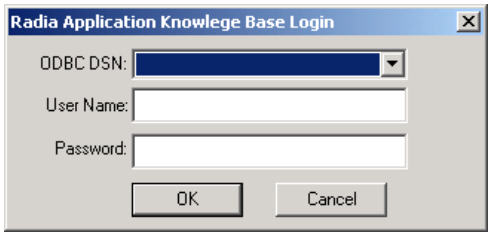

Figure 3.6 ~ Login information for your database.

The second defines the user ID and password to be used by the Radia Knowledge Base Manager to access the specific database (*Figure 3.7 ~ Login information used by the Radia Knowledge Base Manager for a specific database* below).

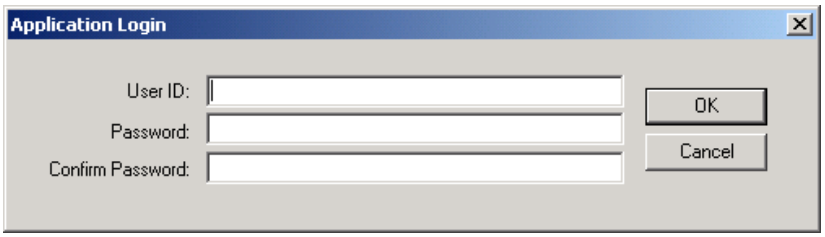

Figure 3.7 ~ Login information used by the Radia Knowledge Base Manager for a specific database.

Radia Configuration Server Service Automated Import Directory

The Radia Knowledge Base Manager and the Radia Configuration Server (RCS) Service conversion process automatically create the Radia Configuration Server subdirectory structures. The RCS Service automated import directory must be defined to the Radia System Explorer state file conversion process and the directory defined to the Radia System Explorer must match the configuration for automated importing to be successful.

Summary

- Radia Knowledge Base Manager is configured through a control panel application.
- Use the control panel application to define your automated import directories.

Defining a Collection Point for a UNC Shared Folder or Mapped Drive

The collection point is the directory where collected information is stored. The Radia Knowledge Base Manager continuously monitors this directory for new data and when data is found, the Radia Knowledge Base Manager delivers it to your SQL Server or Oracle database.

If your collection point is defined using either a UNC or a mapped drive, further configuration is required. We recommend defining your collection points using HTTP, which will require no further configuration.

To add a collection point destination that corresponds to a UNC connected shared folder connection, instead of an HTTP address, define the collection point name and edit the registry using the Registry Editor to add the collection point name to the registry key:

```
HKLM\System\CurrentControlSet\Services\lanmanserver\parameters\NullSessionShares\
```

Refer to Microsoft Knowledge Base article Q289655 for more information.

For example,

To copy the collection file to the server folder *machine_name*\KB_Mgr1_Usage\, you would configure the collection point and registry key as follows

1. Add the collection point to the server as displayed in *Figure A.1 ~ Collection point properties* below.

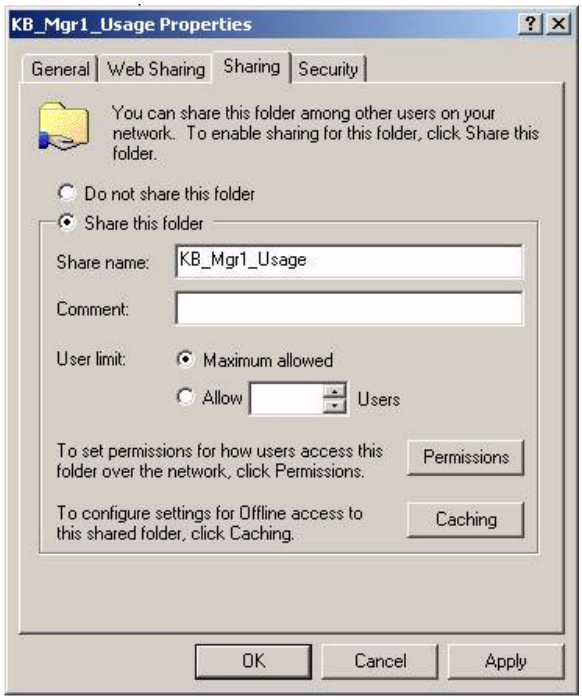

Figure A.1 ~ Collection point properties.

2. On the server, use the Registry Editor to configure the registry to accept null session pointers for the collection point, as displayed in *Figure A.2 ~ Regedit32 used to configure collection point on server* on page 41. This allows for operation when the collection point may not be available.

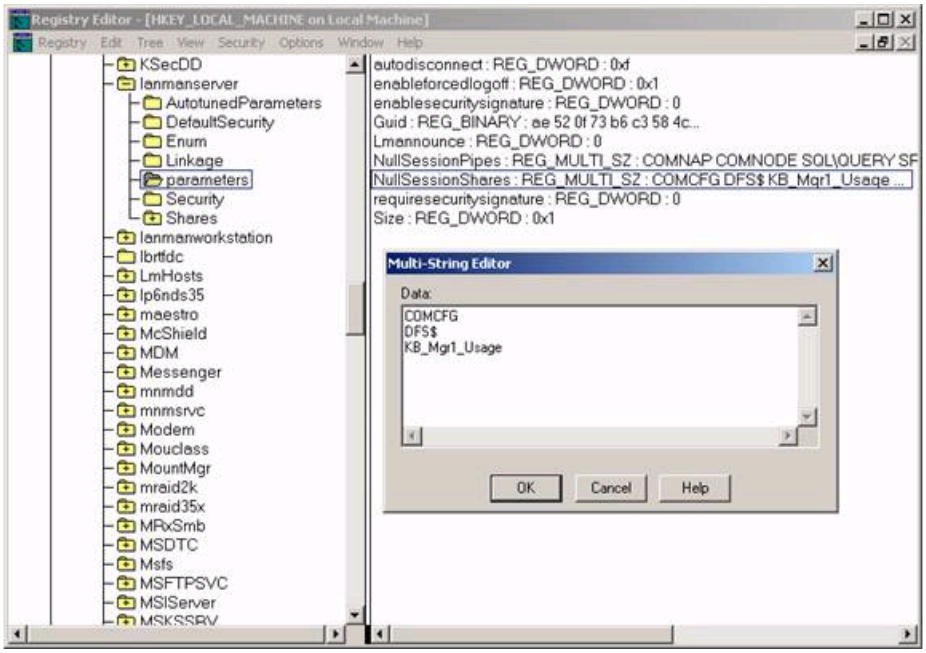

Figure A.2 ~ Regedit32 used to configure collection point on server.

3. Test this using the registry editor on the client machine. Configure the collection point destination for the database name in the registry key as:

`\HKLM\Software\Novadigm\Application Extensions\Usage Manager\Collections\`

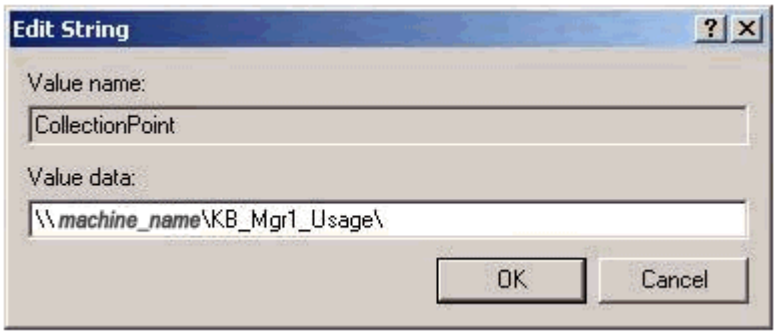

Figure A.3 ~ Edit CollectionPoint value.

Lists

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