

# **HP OpenView Self-Healing Services**

## **Quick Installation & Configuration Guide**

### **ISEE Client**

**Self-Healing Services Software Version: 2.60**

**For the Following Operating Systems:**

**Microsoft Windows 2000 Professional SP-4, 2000 Advanced Server, 2003 Server, XP Professional**



**Manufacturing Part Number : None**

**Document Release Date: January 2007**

**Software Release Date: January 2007**

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## New Integrated Installation Available!

Self-Healing Services now offers a streamlined and integrated installation process for Windows® and HP-UX operating systems. For these operating systems, there is no longer a need to install the ISEE client software before you install the Self-Healing Services client software. A script is now provided with the Self-Healing Services client that performs the following steps:

- Captures the contact information that you provide during the Self-Healing Services set-up process.
- Prompts you for any configuration information that it cannot capture.
- Installs and configures the ISEE client.

See the following documents for more information:

*HP OpenView Self-Healing Services—Quick Installation & Configuration Guide: Self-Healing Services Client*

[http://support.openview.hp.com/pdf/selfheal\\_quickinstall\\_windows\\_ver2-6.pdf](http://support.openview.hp.com/pdf/selfheal_quickinstall_windows_ver2-6.pdf)

*HP Open View Self-Healing Services Installation Guide*

[http://support.openview.hp.com/pdf/selfhealing-installguide\\_ver2-6.pdf](http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf)

If you prefer, you can still use the two-step process if that is more convenient in your environment.

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### NOTE

For Solaris operating systems, it is still necessary to install and configure the ISEE client before you install the Self-Healing Services client.

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## Conventions

The following typographical conventions are used in this guide.

Font	What the Font Represents	Example
<i>Italic</i>	Book or manual titles, and manpage names	See the <i>HP OpenView Self-Healing Services Installation guide</i> for more information.
	Provides emphasis	You <i>must</i> follow these steps.
	Specifies a variable that you must supply when entering a command	Run the command: swinstall <fileName>
	Parameters to a method	The <i>assigned_criteria</i> parameter returns an ACSE response.
<b>Bold</b>	New terms	The <b>distinguishing attribute</b> of this class...
Computer	Text and items on the computer screen	The system replies: Press Enter
	Command names	Use the grep command ...
	Method names	The get_all_replies() method does the following...
	File and directory names	Edit file /opt/hp/config/datamon.xml
	Process names	Check to see if cron is running.
	Window/dialog box names	In the Test and Track dialog...
	XML tag references	Use the <DBTable> tag to...
<b>Computer Bold</b>	Text that you must type	At the prompt, type: <b>ls -l</b>
<b>Keycap</b>	Keyboard keys	Press <b>Return</b> .
<b>Button</b>	Buttons on the user interface.	Click <b>Delete</b> .
<b>Menu Items</b>	A menu name followed by an arrow (→) means that you select the menu and then the item.	Select <b>Locate→Objects→by Comment</b>



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## **ISEE Client Quick Install**

This guide is a quick reference for installing and configuring the HP OpenView Instant Support Enterprise Edition (ISEE) client software for a single node Self-Healing Services installation. It is not a comprehensive installation and configuration manual, and it is not intended for distributed Self-Healing Services installations.

Please see the following documents for additional details and background information, including hardware and software requirements, testing procedures, instructions for distributed installations, and troubleshooting suggestions:

*HP Self-Healing Services Installation Guide*, available at the following web address:

[http://support.openview.hp.com/pdf/selfhealing-installguide\\_ver2-6.pdf](http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf)

*HP Instant Support Enterprise Edition Client Installation and Upgrade Guide*, available at the following web address:

[ftp://ftp.hp.com/pub/services/hardware/info/isee\\_client.pdf](ftp://ftp.hp.com/pub/services/hardware/info/isee_client.pdf)

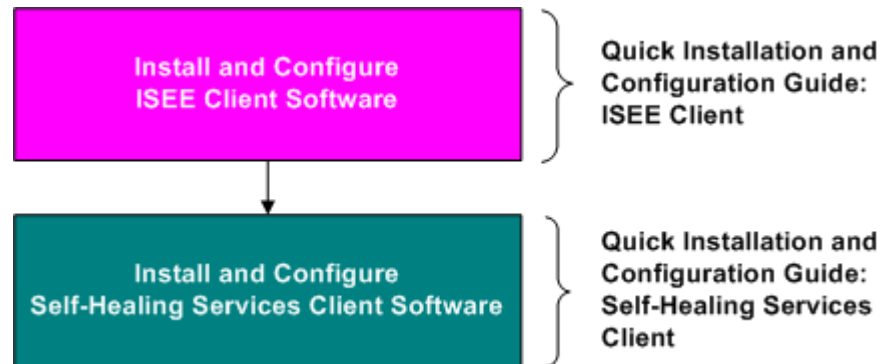
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## Process Overview

The steps required to install and configure HP OpenView Self-Healing Services on a single system are outlined in Figure 1. The first step in this process is to install and configure the ISEE client software. This guide contains the instructions you will need to do this.

Figure 1

### Self-Healing Services Installation and Configuration Process—Single System



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#### IMPORTANT

For Solaris operating systems, it is easier to install and configure the ISEE client *before* configuring the Self-Healing Services client. For HP-UX and Windows operating systems, it is easier to install and configure the Self-Healing Services client first.

The instructions provided in this guide assume that the following things are true:

- You have administrator privileges on all systems on which you will install the ISEE client.
- You have an HP Passport account.
- You have a valid HP OpenView system handle or support agreement identifier (SAID).
- You have obtained the ISEE client installation package from the Self-Healing Services download web site:

[http://support.openview.hp.com/self\\_healing\\_downloads.jsp](http://support.openview.hp.com/self_healing_downloads.jsp)

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#### NOTE

If you are already using ISEE—and you have previously configured it with a valid ISEE system handle or Service Agreement Identifier (SAID)—you do not need to reinstall or reconfigure it for the purpose of Self-Healing Services.

Skip the rest of this document, and proceed directly to the *Quick Installation & Configuration Guide—Self-Healing Services Client for Windows Operating Systems*.

## Extract the Installation Files

After you download the self-extracting executable file `ISEEPlatform.exe` from the HP web portal, double-click that file in Windows Explorer to extract the ISEE installation files.

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## Verify Dependencies

Prior to installing the ISEE client software, you must verify that a compatible version of the Microsoft® Java Virtual Machine (MSJVM) is installed. To do so, log in to the system using an account with administrative privileges, and follow these steps:

### Determine Whether the MSJVM is Installed

1. Click **Start**→**Search**→**For Files or Folders**.
2. Make sure that the following boxes (if available) are checked:
  - **Advanced Options**
  - **Search Subfolders**
  - **Search Hidden Files and Folders**
3. In the **Search for files or folders named:** box, type **jview.exe**
4. Click **Search Now**.

`jview.exe` (Jview) is a tool used to view Java applications and applets. It is packaged with the MSJVM. On 32-bit systems running Windows 2000, the `jview.exe` file should be located in the following directory:

```
c:\WINNT\system32
```

On systems running Windows XP Professional, the `jview.exe` file should be located in the following directory:

```
c:\WINDOWS\system32
```

## Install the MSJVM

If `jview.exe` is found, proceed to “Check the MSJVM Version” on page 12.

If `jview.exe` is *not* found, follow these steps to install the MSJVM:

1. Using Windows Explorer, locate the following two files:

`msjavz86.exe`  
`MSJava_WindowsUpdate.exe`

These files should be located in the directory where you stored the extracted ISEE installation files.

2. Double-click `msjavx86.exe`. After running this file, you will be prompted to reboot the system. Do not reboot at this time.
3. Double-click `MSJava_WindowsUpdate.exe`. After running this file, you will be prompted to reboot the system. Reboot the system now.
4. Proceed to Chapter , “Install the ISEE Client,” on page 13.

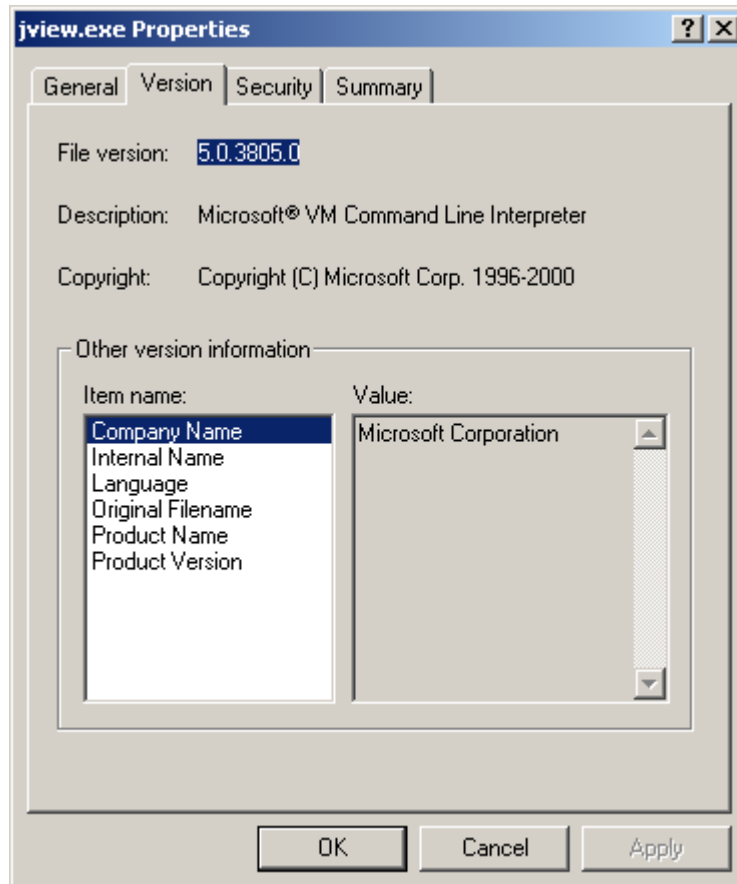
## Check the MSJVM Version

Provided that `jview.exe` was found, follow these steps to check its version number:

1. Right-click `jview.exe`, and select **Properties**.
2. Click the **Version** tab. The following information is displayed:

**Figure 2**

**Version Information for `jview.exe`**



3. If the `jview.exe` version is 5.00.3805 or later, proceed to Chapter , “Install the ISEE Client,” on page 13.
4. If the `jview.exe` file is older than version 5.00.3805, install the Microsoft Jview file `msjavx86.exe` as follows:
  - i. Using Windows Explorer, locate the `msjavx86.exe` file. See step 1 under “Install the MSJVM” on page 11 for additional information about finding this file.
  - ii. Double-click the `msjavx86.exe` file. After running this file, you will be prompted to reboot the system. Reboot the system at this time.
5. Proceed to Chapter , “Install the ISEE Client,” on page 13.

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## Install the ISEE Client

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### CAUTION

Do not use Terminal Services to install Self-Healing Services on Windows operating systems. This creates an invalid installation.

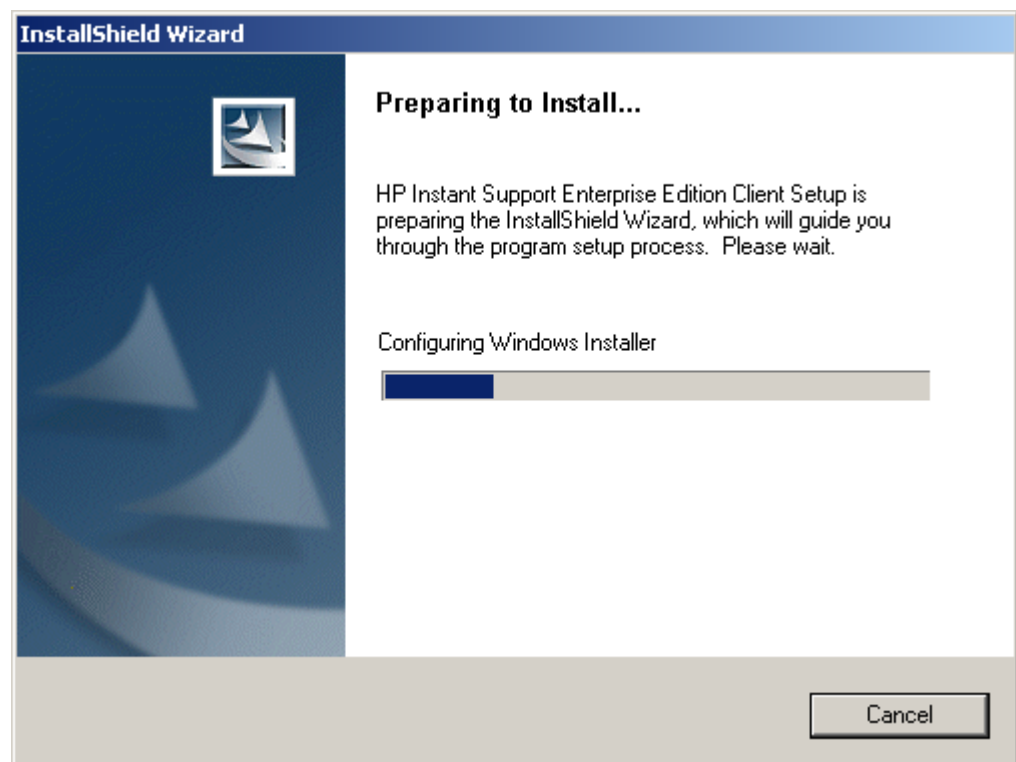
Remote Desktop can be used to install Self-Healing Services but only in conjunction with the **/console** switch on the Remote Desktop client. See the Microsoft Remote Desktop documentation for further information.

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Follow these steps to install ISEE version A.03.95 (or later) on your Windows system:

1. Log in to the system as an administrator user.
2. In the directory containing your ISEE installation files, double-click the `setup.exe` file. The ISEE client installation wizard starts:

**Figure 3** ISEE Client Installer



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### NOTE

Do NOT use the `preconfigure.exe` file to install the ISEE client.

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3. If you are upgrading your ISEE client software, you will be prompted to accept the new version of the software. Click to **Yes** continue.

4. Click **Next** to start the installation.
5. Read the HP ISEE license agreement and, if you accept all terms, click **Yes** to continue with the installation.
6. To install the ISEE client in the default destination folder, click **Next**. To select a different destination folder, click **Browse**, select the folder where you want to install the ISEE client, and then click **Next**.  
  
The installation will take several minutes to complete.
7. Click **Finish** to exit the ISEE client installation wizard.
8. Proceed to “Configure the ISEE Client” on page 15.

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**NOTE**

After the ISEE client is installed, it will start automatically. It will also start automatically whenever you reboot the system. See “Start or Stop the ISEE Client,” on page 22 for additional information.

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## Configure the ISEE Client

Follow these steps to configure the ISEE client software:

1. In a web browser, go to the following web address:

**`http://<hostname>:5060/start.html`**

where *<hostname>* is the fully qualified host name or IP address of the system on which the ISEE client is installed. This starts the ISEE user interface.

2. Enter your initial username and password:

User Name: **admin**

Password: **isee**

The following message appears:

**Figure 4**

### Initialize Message



3. Click **OK**.

The ISEE Contact Options page is displayed, as shown in Figure 5.

**Figure 5** ISEE Contact Options Page

4. Type your contact and company information. Asterisks (\*) indicate required fields.
5. In the **Server Name** field, type the name of the ISEE server for your region:

<b>Region:</b>	<b>Europe Middle East Africa</b>	<b>North/South America</b>	<b>Asia Pacific Japan</b>
<b>Server Name:</b>	isee.europe.hp.com	isee.americas.hp.com	isee.asiapac.hp.com

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**IMPORTANT**

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It is important to type the correct ISEE server name in this box. Once you enter this name, it cannot be changed without reinstalling the ISEE client.

6. If you will use a proxy server, provide your proxy server host name and port number. For example,

**<web\_proxy.domain>.com:80**

The proxy server login and password are required *only* if your proxy server requires user authentication.

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**TIP**

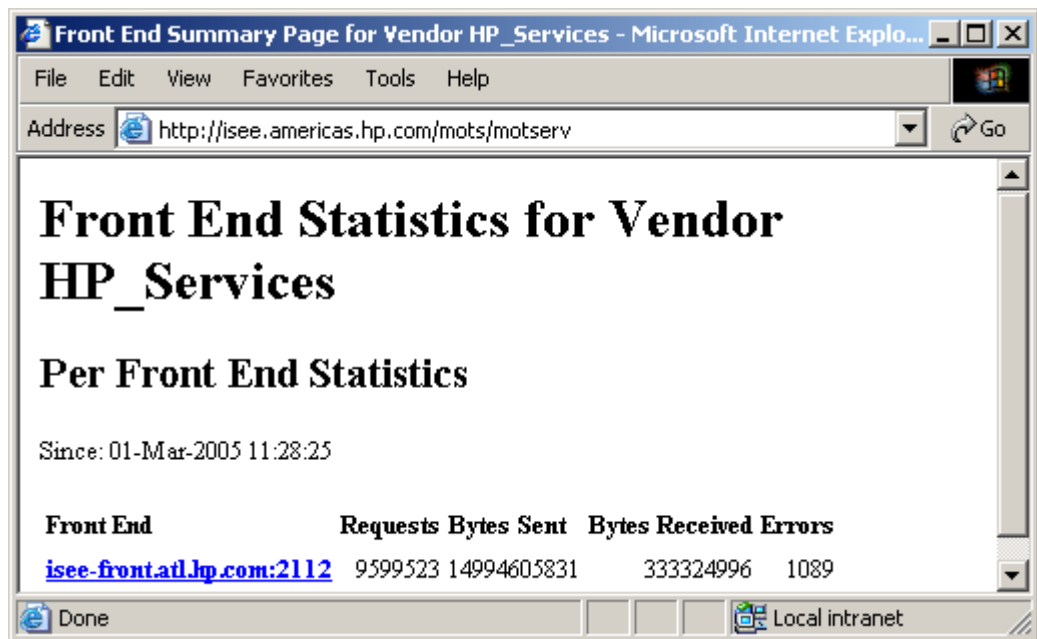
Before submitting your information, it is useful to verify access through your proxy server. To do this, follow these steps:

- a. Open a new web browser window.
- b. Go to the following web address, where *<isee-server>* is the regional server name you entered in step 5:

**http://<isee-server>/mots/motserv**

If you successfully connect to the ISEE server in your region, you will see a page that looks like this:

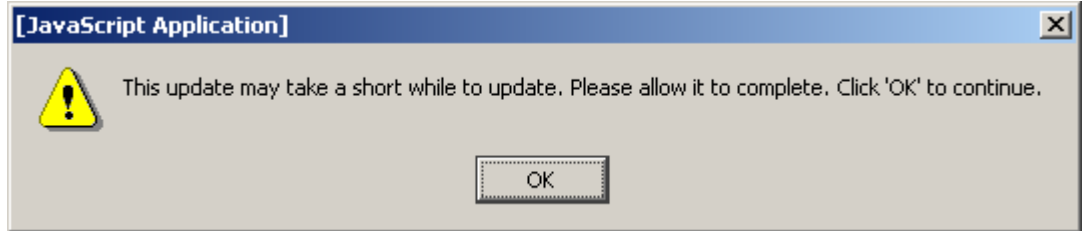
**Figure 6** Page that Appears if Access is Available through Your Proxy Server



- c. Close this web browser window before proceeding.

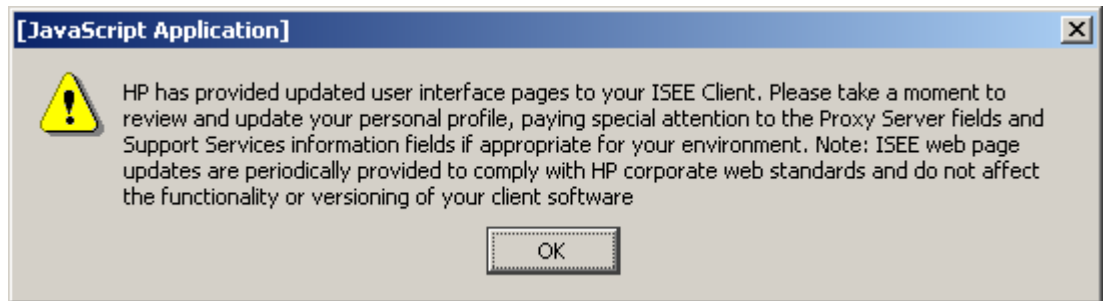
7. In the ISEE Contact Options window, click **submit >>** to save your changes. The following message appears:

**Figure 7 ISEE Contact Information Submit Message**



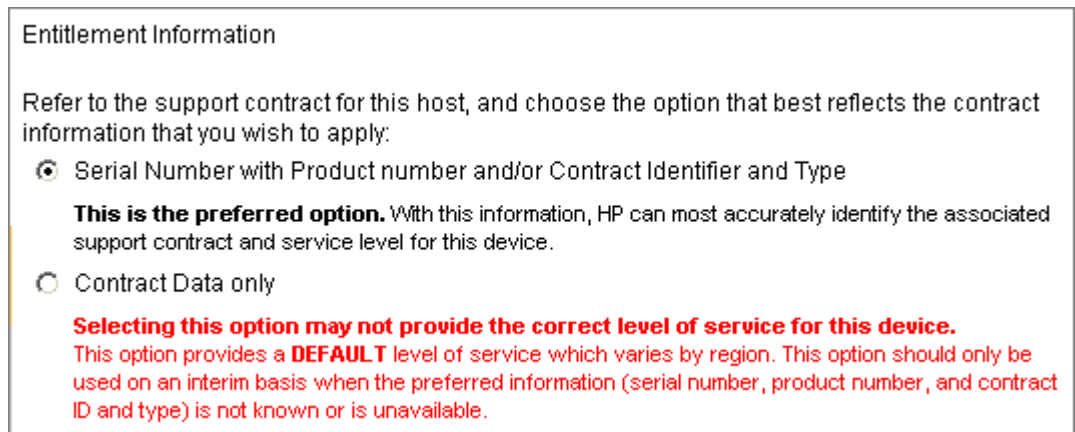
8. Click **OK**. ISEE proceeds to process the information you have entered, which may take several minutes. When it is finished, the following message may appear:

**Figure 8 Updated Pages Message**



9. If this message appears, click **OK**.
10. Scroll down to the Entitlement Information section.

**Figure 9 ISEE Contact Options Page—Entitlement Information**



11. Select **Serial Number with Product number and/or Contract Identifier and Type**, as shown in Figure 9.
12. From the Contract Type list, select **System Handle**.

13. In the Contract Identifier box, type **OVSUPPORT**.

**Figure 10 ISEE Contact Options Page—Contract Information**

After you have chosen an entitlement option, enter as much of the information below as you can. If you do not have a piece of data, please leave the field blank. (Required fields are shown with asterisks. Disabled fields are shown in *italics* and "grayed out". These will not be used for entitlement, but the data will be retained for later use.)

Serial Number *	<input type="text" value="USD1234567"/>
Product Number	<input type="text"/>
Contract Identifier (Case Sensitive)	<input type="text" value="OVSUPPORT"/>
Contract Type	<input type="text" value="System Handle"/>
Compaq Software Obligation ID	<input type="text"/>

*Customers in North and Latin America with Compaq Contract ID or HP CarePack entitlement should enter their Compaq Software Obligation ID (if any) as well:*

When this form is submitted, HP will attempt to validate this contract data. An email will be sent to the Email Address specified above containing the contract data and the results of the contract lookup. The email will also show the support level to which that data entitles this system, or that the provided data was insufficient to determine a support level.

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**NOTE**

The instructions on the Contact Options page encourage you to enter as much information as possible. For the purpose of Self-Healing Services, however, you only need to provide two pieces of information:

- Your contract type: System Handle
- Your OVSUPPORT contract identifier

Your system handle is case-sensitive. Be sure to type OVSUPPORT in upper case.

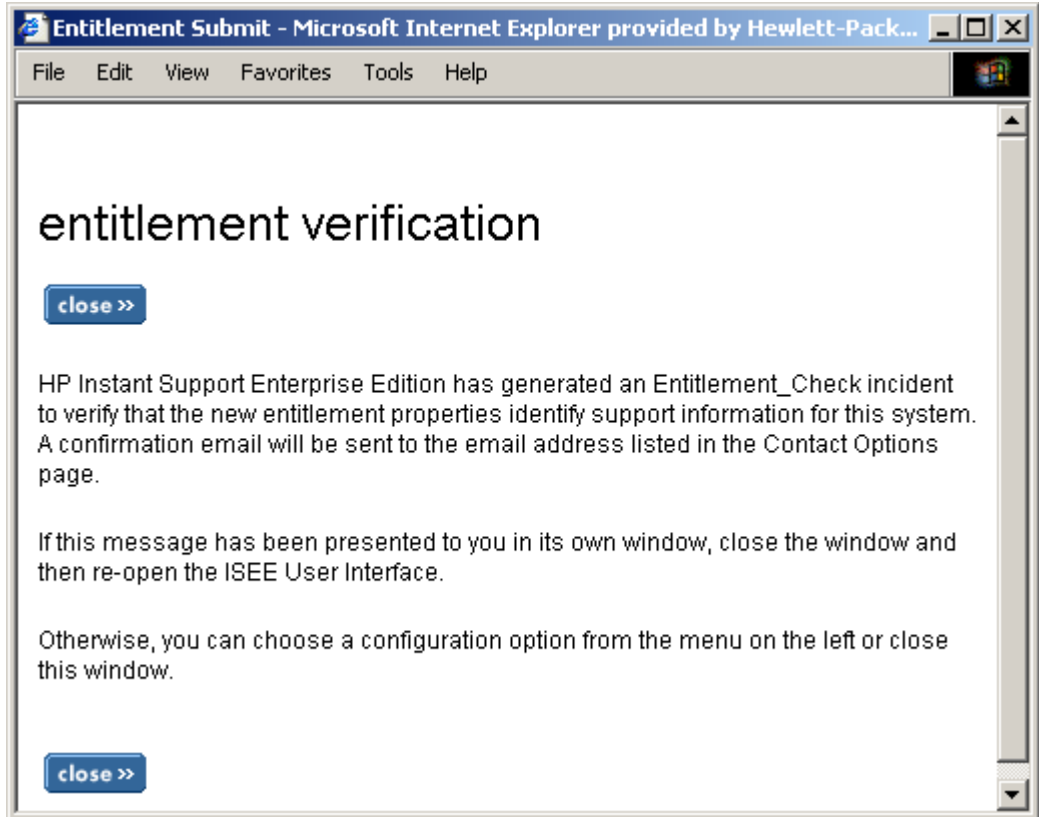
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14. Click . The message shown in Figure 7 appears once again.

15. Click **OK**. After your entitlement information is successfully updated, a message such as that shown in Figure 8 may appear. If it does, click **OK**. The following message appears:

Figure 11



### Entitlement Verification Message



16. Click  to close the web browser window.

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#### NOTE

The  button has no effect in web browsers that disable this function, such as Mozilla or Firefox. Click the  button to close these browser windows.

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#### Comments

During the installation, your notification, security, and communication options are automatically configured to the default ISEE values. No additional configuration is necessary.

**Next Steps**

After you successfully install and configure the ISEE client software, the next step is to install and configure the Self-Healing Services client software. See the following document for instructions:

[http://support.openview.hp.com/pdf/selfheal\\_quickinstall\\_windows\\_ver2-6.pdf](http://support.openview.hp.com/pdf/selfheal_quickinstall_windows_ver2-6.pdf)

**Additional Resources**

For additional information, including detailed instructions and troubleshooting tips, see the following documents:

*HP Self-Healing Services Installation Guide*, available at the following web address:

[http://support.openview.hp.com/pdf/selfhealing-installguide\\_ver2-6.pdf](http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf)

*HP Instant Support Enterprise Edition Client Installation and Upgrade Guide*, available at the following web address:

[ftp://ftp.hp.com/pub/services/hardware/info/isee\\_client.pdf](ftp://ftp.hp.com/pub/services/hardware/info/isee_client.pdf)

## Start or Stop the ISEE Client

Follow these steps to stop, start, or check the status of the ISEE client:

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

If you are using Windows 2000 or Windows XP, double-click the **Administrative Tools** icon.

2. Double-click the **Services** icon.

3. Locate the **HP ISEE** service in the list. The Status column reads “Started” if the ISEE client is currently running; if the ISEE client is not running, the Status column is blank.

4. Right-click the **HP ISEE** service in the list.

- To stop the ISEE client, click **Stop**.
- To start the ISEE client, click **Start**.
- To stop and then immediately restart the ISEE client, click **Restart**.

**Figure 12** Services Window with ISEE Running

