

HP OpenView Self-Healing Services

Quick Installation & Configuration Guide

Self-Healing Services 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

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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.
Bold	New terms	The distinguishing attribute 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...
Computer Bold	Text that you must type	At the prompt, type: ls -l
Keycap	Keyboard keys	Press Return .
Button	Buttons on the user interface.	Click Delete .
Menu Items	A menu name followed by an arrow (→) means that you select the menu and then the item.	Select Locate→Objects→by Comment

Self-Healing Services Client Quick Install

This guide is a quick reference for installing and configuring the HP OpenView Self-Healing Services 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 document 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

Getting Started

Prerequisites

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 Self-Healing Services client.
- You have an HP Passport account.
- You have a valid HP OpenView system handle or support agreement identifier (SAID).
- You have obtained the Self-Healing Services client installation package from the Self-Healing Services download web site:

http://support.openview.hp.com/self_healing_downloads.jsp

Install the Self-Healing Services Client on a Single System

NOTE

If Service Desk 5.1 is installed on this system, Self-Healing Services is also installed. Proceed directly to “Special Instructions for Service Desk 5.1” in the *HP OpenView Self-Healing Services Installation Guide*.

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

Follow these instructions to install the Self-Healing Services client software:

1. If an earlier version of the Self-Healing Services client is installed on this system, uninstall it before you install the version 2.60 client.

If you want to save your configuration files or data from version 1.40, follow the process described in the *HP OpenView Self-Healing Services Version 2.60 Migration Guide*.

2. Follow these steps to launch the installer:

- a. Unzip the following file to a directory of your choice:

HPOvShs-*<versionNum>*-WinNT4.0.zip

In this case, *<versionNum>* represents the seven-digit version number for the client. For example:

HPOvShs-02.60.080-WinNT4.0.zip

- b. In the directory where you unzipped the files in step (a), execute the following file:

HPOvShs_*<versionNum>*_setup.exe

After the installer initializes, the following splash screen appears:

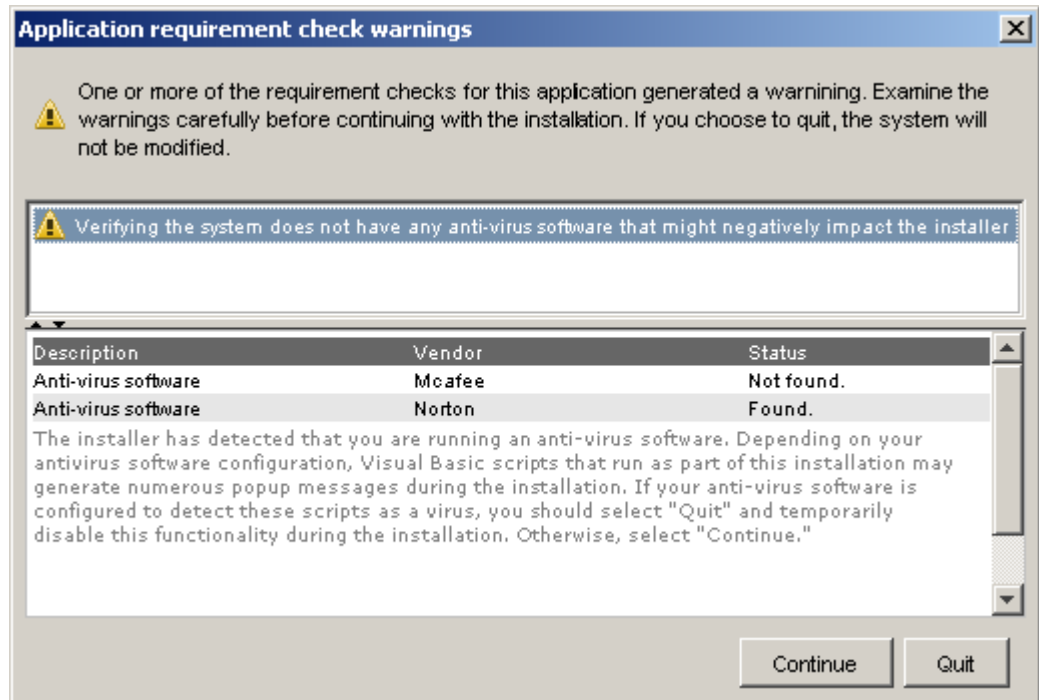
Figure 1 **Splash Screen**



Shortly thereafter, the installer window opens. The Self-Healing Services installer has nine steps:



If you are running anti-virus software, the following warning may also appear:



3. Click **Continue** to proceed with the installation.

NOTE

Anti-virus software does not typically interfere with the installation of Self-Healing Services. If the installation does not proceed smoothly, disable your anti-virus software before attempting the installation again.

4. On the Introduction page, click **Next**. The License Agreement page appears.
5. Read the terms of the license agreement, and select **I accept the terms of the License Agreement**, and click **Next**. The Choose the Application and Data Folders page appears.

NOTE

If you do not select the **I accept...** option, the installer will not permit you to proceed.

6. Choose the directories where you want to install the application and store your data, and click **Next**.

If other HP OpenView applications that use the HP Common Management Environment are installed on this system (for example, Service Desk 5.0 or 5.1, or NNM 8.0), you will not be able to change the application and data folders for Self-Healing Services.

The Install Checks page appears. If you have sufficient disk space to complete the installation, a green text message appears in the lower box

7. Click **Next**. The Pre-Install Summary page appears.

The Self-Healing Services client includes a number of smaller components. If you click the plus (+) sign to the left of each branch of the tree, you can see the list of components that will be installed, including the specific version number for each. This may be important if you have other HP OpenView products installed that depend on these components.

NOTE

If a check box is present for any one of the listed components, this indicates that this component has already been installed by another HP OpenView application. This component will only be re-installed by Self-Healing Services if you select the **Force repair of already installed component packages** check box. This is not recommended.

8. Click **Install** when you are ready to install the program. The Installing page appears.

The name of the package that the installer is currently processing is shown just above the progress bar. When all components are installed, the Installation Complete page appears.

9. *Optional:* To view the results of the installation, click the **Details** tab.

Components that were successfully installed have green check marks.

If a problem arises during the installation of a component, the installer asks you to choose between the following two options:

Roll back	All component packages that have thus far been installed are uninstalled in the reverse order that they were installed.
Quit	The component packages that have already been installed remain installed.

If you click the **Cancel** button at any time during the installation, the installer also gives you these options. The safest option in this situation is to roll back the installation. If you quit without rolling back, the system may become unstable.

10. When you are ready to proceed, click **Done**.


When the client installation is complete, Self-Healing Services starts automatically. Its user interface, however does not open automatically. See page 12 for additional information.

NOTE

If you install Self-Healing Services on a machine where ports that Self-Healing Services typically uses are already in use, the installer will display a message indicating that alternate ports were used.

Install Available Patches for the Self-Healing Services Client

Be sure to download and install any patches that are available for the Self-Healing Services client:

1. In a browser, go to the following web address:
<http://support.openview.hp.com/patches>
2. Provide your HP Passport User ID and Password, if necessary.
3. In the **Please Select a Product** box, select Self-Healing Services.
 - a. Click the  (double arrows) button.
 - b. Click the link for the appropriate operating system.
4. For each version 2.60 patch that you want to download, follow these steps:
 - a. Click **» view patch full text** for technical details and installation instructions.
 - b. Click **» download patch now** to download the patch to your system.
 - c. Save the file in a convenient location on your system.
 - d. Follow the instructions provided on the patch web page to install the patch.

Configure the Self-Healing Services Client

After you install the Self-Healing Services client software, you must configure it for your environment. You must sign in to the client user interface (UI) and run the setup process before you can use Self-Healing Services.

The Self-Healing Services client starts automatically when you install it and whenever you reboot the system where it is installed. See “Start or Stop the Self-Healing Services Client” on page 17 for additional information.

To configure Self-Healing Services:

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

`https://<hostname>:5814/SAM`

where *<hostname>* is the name of the system where you just installed Self-Healing Services, and 5814 is the default Self-Healing Services client port number. If you changed the port number during installation, use the new port number instead.

The HP OpenView Self-Healing Services - Sign-In page opens.

TIP

Make sure to use `https`. If you use `http`, the UI will not open.

2. Type **admin** for both your initial user name and password.

Your initial user name and password are established when you install the Self-Healing Services client. You can change your user name and password after you sign in.

3. Click **Sign-In**. The Local Managed Client page opens.

TIP

Click the **i** buttons in the wizard to display further instructions.

Click the **Help** link in the left navigation menu to display online help.

The Self-Healing Services client user interface (UI) allows only one user to log on at a time. If you are logged on to the UI, and it is idle for more than 10 minutes, your user session times out, and you must log on again.

Always click the **Sign-out** link to log out of the Self-Healing Services client user interface before you close the web browser window. If you do not, you will have to wait 10 minutes for the existing session to time out before you can log on again. You can configure the time-out interval to be something other than 10 minutes.

4. In the left navigation menu, click the **Self-Healing Services setup** link to start the setup process. The Instructions page opens.

5. Click **Set up a new configuration center**. The Contact Information page opens.

NOTE

In a single node Self-Healing Services installation, one system serves as a configuration center, communication gateway, and managed client. In a larger installation, these roles can reside on separate systems. For more information about multisystem installations, see the *HP Self-Healing Services Installation Guide*:

http://support.openview.hp.com/pdf/selfhealing-installguide_ver2-6.pdf

6. Enter your contact information. Type or paste the information in the boxes provided. Boxes marked with an asterisk (*) are required.
 - a. *Optional*: In the **Prefix** box, enter the prefix by which you prefer to be addressed. This prefix is used in e-mail messages addressed to you. Examples include Mr., Ms., Dr., Señor, or Señora.
 - b. In the **First name** box, enter your first name.
 - c. In the **Last name** box, enter your last name.
 - d. *Optional*: In the **Suffix** box, enter any suffix that should follow your last name. This suffix is used in e-mail messages addressed to you. Examples include Jr., Sr., III, or Ph.D.
 - e. In the **To E-mail address** box, enter your e-mail address.
 - f. If your e-mail client does *not* accept UTF-8 encoding, clear the **My e-mail client accepts UTF-8** box.

Most mail readers do support UTF-8. If this box is not selected, e-mail will be sent from HP using US-ASCII encoding, which only supports United States (US) based characters.
 - g. In the **Telephone** box, enter your telephone number, including country code and area code.
 - h. In the **Company/Organization** box, enter the name of your company.
 - i. *Optional*: From the **Country/Region** list, select the country or region where this system is physically located.
 - j. In the **System handle/SAID** box, enter a valid system handle or service agreement identifier (SAID).

Your system handle/SAID is case-sensitive. Be sure to type your system handle/SAID in the box exactly as it appears in your support contract with HP. If you type it incorrectly, all your faults submitted to HP will fail the entitlement check, and you will have to manually re-associate each incident submitted with a valid system handle/SAID to resolve the entitlement check failure.
 - k. To save your contact information and continue the setup process, click **Next**. The Rule Configuration page opens.

7. Specify the default rule settings:

- a. From the **Action** list, select the default rule action that you want to use: Hold, Suppress, Submit, or Ignore.

Setting	Action
Submit	Self-Healing Services collects context-specific troubleshooting and system data at the time that the fault occurs and places the data in an incident package. The incident package is then immediately processed based on the filtration settings for that managed client and sent to the communication gateway. The gateway submits the incident to HP via ISEE. If no communication gateways are present and the rule is set to Submit, the incident is placed in the Offline state. If you later connect a gateway to this client, you can then submit the incident to HP.
Suppress	Self-Healing Services determines whether the same fault was already submitted to HP within the selected suppression time period. If it was, the fault is ignored (see Ignore). If it was not, the fault is submitted (see Submit). Only one instance of the fault is submitted for each increment of the suppression time period. The default suppression time period is 8 hours.
Hold	Self-Healing Services collects context-specific troubleshooting and system data at the time the fault occurs and places the data in an incident package. The incident package is then held until you explicitly release it to be submitted to HP (see Submit).
Ignore	No action is taken.

If you set the default rule action to Hold, you can manually remove (filter out) specific data from every incident package before it is submitted to HP. This ensures that sensitive data that is not already removed from each incident package by your filter policy is not submitted to HP.

- b. If you selected Suppress as the default action, specify the **Suppression Time** in hours and minutes. The minimum suppression time is 1 minute; the maximum is 23 hours and 59 minutes.
- c. Click **Next**. The Communication Gateway page opens.

8. There are two steps required to set up a local communication gateway:

- Install and configure the ISEE client
- Set up this Self-Healing Services client to be a local communication gateway

The easiest way to accomplish these two things is to have the Self-Healing Services setup function prepare a script to install and configure the ISEE client using the contact information you have already provided. After you run that script, continue to run the Self-Healing Services setup function to establish the local communication gateway.

NOTE

The preconfigured script is currently available for Windows and HP-UX only. If you are installing on a Solaris system, you must install the ISEE client manually. See the *HP OpenView Self-Healing Services Quick Installation & Configuration Guide—ISEE Client* for instructions:

http://support.openview.hp.com/pdf/selfheal_quickinstall_isee_solaris_ver2-6.pdf

If the ISEE client is already installed and configured on this system, skip to step (b). If the ISEE client is *not* yet installed and configured on this system, follow steps (a), (b), and (c):

- a. Click **Download ISEE Software**. Follow the on-screen instructions to download the appropriate ISEE client software package for your operating system.
- b. Follow these steps:

- i. Extract the files from the ISEEplatform.zip file that you downloaded.
- ii. On the command line, change to the following directory:

```
cd <installDir>\contrib\shs
```

where <installDir> is the application directory where Self-Healing Services is installed. By default this is C:\Program Files\HP OpenView.

- iii. Type the following command:

```
isee-install.bat
```

- iv. Follow the on-screen prompts and instructions to install and configure the ISEE client.

NOTE

Do NOT choose the Advanced Configuration Option unless instructed to do so by an HP support engineer.

- c. In the Self-Healing Services setup process:
 - i. Sign in to the Self-Healing Services UI again, if necessary.
 - ii. On the Communication Gateway page, click **Previous**.
 - iii. On the Rule Configuration page, click **Next**.
 - iv. Select **Local communication gateway**.
 - v. In the **Port** box, specify the Self-Healing Services port that managed clients will use to communicate with this communication gateway.
 - vi. Click **Next**.
 - vii. On the Additional Information page, click **Next**.
 - viii. On the Review Setup page, click **Next**.

Test Your Installation

After you successfully complete the configuration process, Self-Healing Services performs a connectivity test. If the connectivity test is successful, you will receive a service notification welcoming you to Self-Healing Services.

If the connectivity test fails due to an entitlement issue, you will receive a service notification from Self-Healing Services indicating that the system handle or SAID submitted with the fault is invalid. See “Entitlement Action Required Notification” in the *HP OpenView Self-Healing Services User’s Guide* for further information and instructions.

If you do not receive either notification, refer to “Diagnosing a Problem Using E-Mail Messages” in the *HP OpenView Self-Healing Services User’s Guide* for further instructions.

Next Steps

If you want to further test or customize your installation, see “Performing Post-Installation Steps” in the *HP OpenView Self-Healing Services Installation Guide* for additional information and detailed instructions.

Additional Resources

For additional information, 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

HP Self-Healing Services User’s Guide, available at the following web address:

http://support.openview.hp.com/pdf/selfhealing-userguide_ver2-6.pdf

Start or Stop the Self-Healing Services Client

You can start or stop the Self-Healing Services client at any time as follows.

For Windows operating systems:

- To start Self-Healing Services, type this command:
`cscript <installDir>/bin/shsctrl.vbs -start`
- To stop Self-Healing Services, type this command:
`cscript <installDir>/bin/shsctrl.vbs -stop`
- To stop and restart Self-Healing Services, type this command:
`cscript <installDir>/bin/shsctrl.vbs -restart`
- To determine whether Self-Healing Services is running, type this command:
`cscript <installDir>/bin/shsctrl.vbs -status`
- To view the list of possible options for the `shsctrl.vbs` script, type:
`cscript <installDir>/bin/shsctrl.vbs -h.`

In this case, *<installDir>* is the directory where Self-Healing Services is installed on Windows operating systems. By default, this is C:\Program Files\HP OpenView.

TIP

If you start Self-Healing Services by using the `shsctrl` script, wait a moment before proceeding to allow all Self-Healing Services component processes to initialize.
