

HP OpenView Self-Healing Services

Installation Guide

Software Version: 2.60

For the Following Operating Systems:

HP-UX 11.x

Solaris 7, 8, 9, and 10

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



Manufacturing Part Number : None

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C. Troubleshooting Your Self-Healing Services Installation

Support

You can visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

HP OpenView online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Download software patches
- Submit and track progress on support cases
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

In This Guide

This guide describes the preinstallation requirements and provides the installation instructions for HP OpenView Self-Healing Services.

Audience

The audience for this guide is IT administrators. To understand and use the information in this guide, the reader must have the following background:

- Understands and has a solid working knowledge of UNIX[®] commands
- Understands and has a solid working knowledge of Windows[®] operating systems
- Understands networking concepts and language
- Understands the function and operation of one or more of the HP OpenView applications supported by Self-Healing Services.
- Understands the HP OpenView support process and has a valid system handle or service agreement identifier (SAID)
- Is familiar with HP Instant Support Enterprise Edition (ISEE)
- Understands network security issues

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 Terms

The following terms are used throughout the Self-Healing Services documentation. The definitions shown here apply *only* in the context of Self-Healing Services and do not apply to other HP OpenView software applications.

System Role	Software Hosted	Function
configuration center	Self-Healing Services client	<p>A configuration center provides the interface that you use to specify the configuration settings for the Self-Healing Services client software. These configuration settings are then automatically retrieved from the configuration center by the individual managed clients and communication gateways assigned to it.</p> <p>Multiple managed clients and communication gateways can be assigned to a single configuration center.</p>
communication gateway	Self-Healing Services client and Instant Support Enterprise Edition (ISEE) client	<p>A communication gateway receives collected data from one or more managed clients and sends that data to HP through a secure ISEE connection.</p> <p>This system must have internet access (or internet access by web proxy).</p> <p>A communication gateway is assigned to one and only one configuration center. Multiple managed clients can be associated with a single communication gateway.</p>
managed client	One or more HP OpenView software applications supported by Self-Healing Services—such as Network Node Manager (NNM), OpenView Operations (OVO), or Service Desk—and a Self-Healing Services client	<p>A managed client detects faults in supported applications (and the Self-Healing Services client), collects data, provides fault notification, and generates incident summary reports.</p> <p>A managed client is assigned to one and only one configuration center. A managed client can be associated with more than one communication gateway.</p>

NOTE

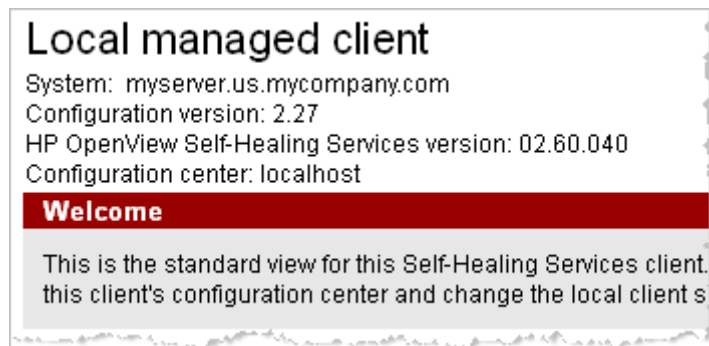
Individual systems can play multiple roles in the Self-Healing Services environment. Because communication gateways and configuration centers host the Self-Healing Services client, for example, they also serve as managed clients. If a configuration center hosts the ISEE client, it can also serve as a communication gateway. A single system can, in fact, play all three roles.

Installation Directories

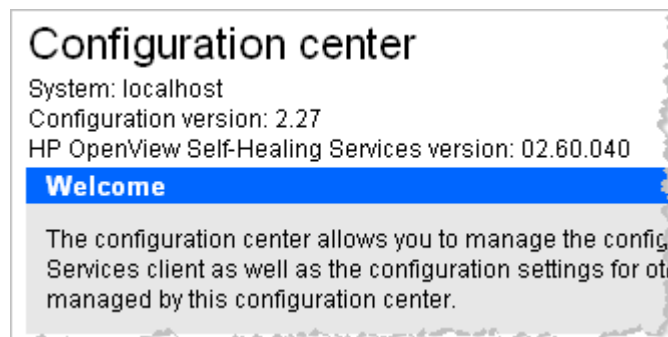
Variable Used	Description and Default Locations
<code><installDir></code>	Application directory chosen during installation. Windows default: C:\Program Files\HP OpenView UNIX default: /opt/OV
<code><dataDir></code>	Data directory chosen during installation Windows default: C:\Program Files\HP OpenView\data UNIX default: /var/opt/OV

What's New in Version 2.60

- The Self-Healing Services version 2.60 client uses the Jetty 6.0.1 web container instead of Tomcat. This results in several advantages over earlier clients:
 - Only a Java runtime engine (JRE) is required for version 2.60. Earlier versions required the much larger Java development kit (JDK).
 - Installation complexity is reduced.
 - The version 2.60 client uses less memory.
 - The probability of port conflicts with other applications is reduced.
 - Other unwanted interactions with HP OpenView applications are also reduced.
- Integration with HP OpenView products is also improved and expanded, and problems associated with earlier versions have been corrected.
- Each of the two user interface views for the Self-Healing Services client, the Local Managed Client view and the Configuration Center view, now has its own accent color. The Local Managed client pages use red accents:



The Configuration Center pages use blue accents:



This makes it easier to determine which view you are using at any given time.

1 Getting Started

This chapter describes the three basic parts of the Self-Healing Services managed environment: the configuration center, the communication gateway, and the managed client. It discusses where and when to install the HP OpenView Self-Healing Services client software and the HP Instant Support Enterprise Edition (ISEE) client software. It also includes an overview of the prerequisite hardware and software requirements for Self-Healing Services and provides a procedure for verifying internet connectivity for communication gateways.

In This Chapter

This chapter contains the following topics:

- “Single-System and Distributed Installations” on page 17
- “Self-Healing Services Roles” on page 18
- “Where and When to Install Self-Healing Services and ISEE” on page 22
- “Hardware Requirements” on page 24
- “Software Requirements” on page 26
- “Verify Internet Connectivity for Communication Gateways” on page 30

Single-System and Distributed Installations

Self-Healing Services is both flexible and scalable. You can, for example, create a complete Self-Healing Services managed environment with a single Self-Healing Services client on a single computer. This is the most basic type of installation, but it is flexible enough to be configured to play any or all of the possible roles within a typical Self-Healing Services managed environment. It is particularly useful for testing, prototyping, or monitoring one or more HP OpenView applications running on a particular system. It is also usually the easiest way to start using Self-Healing Services

You can also create a distributed Self-Healing Services managed environment, where different computers play different roles. This is useful in an environment with multiple managed systems—or where the managed systems do not have direct Internet connectivity. In a distributed installation, all Self-Healing Services configuration settings are centrally maintained.

Whether you have a single-system installation or a distributed installation, you can choose to operate in either connected mode or disconnected mode:

- In **connected** mode, the Self-Healing Services client can detect faults, collect data, notify you by e-mail when a fault occurs, and submit incidents to HP for analysis.
- In **disconnected** mode, the Self-Healing Services client can detect faults, collect data, and notify you by e-mail when a fault occurs, but it cannot submit incidents to HP for analysis.

TIP

This guide is a comprehensive resource that provides detailed information that you will need if you want to create a distributed Self-Healing Services managed environment. If you want to create a single-system installation, you may prefer to use one of the following *Quick Install* guides instead:

http://support.openview.hp.com/pdf/selfheal_quickinstall_hpux_ver2-6.pdf

http://support.openview.hp.com/pdf/selfheal_quickinstall_solaris_ver2-6.pdf

http://support.openview.hp.com/pdf/selfheal_quickinstall_windows_ver2-6.pdf

Self-Healing Services Roles

A Self-Healing Services managed environment includes three roles:

- Managed client
- Configuration center
- Communication gateway (optional)

Each role maps to a specific function in the environment, as shown in Figure 1-1.

A **managed client** detects faults in supported applications (and the Self-Healing Services client itself), collects data, provides fault notification, and generates incident summary reports. A managed client can only be associated with one configuration center at any given time. A managed client can, however, be associated with more than one communication gateway.

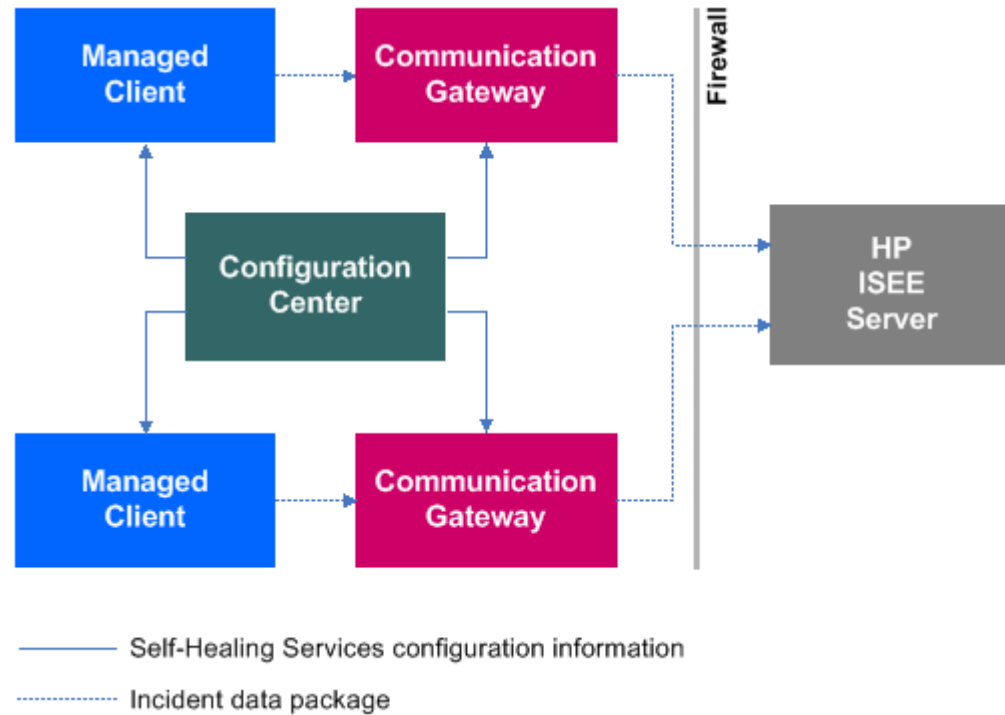
A **configuration center** provides the interface that you use to specify the configuration settings for the Self-Healing Services client software. These configuration settings are then automatically retrieved by the individual managed clients and communication gateways assigned to this configuration center. Multiple managed clients and communication gateways can be assigned to one configuration center.

The optional **communication gateway** receives data collected from one or more managed clients and sends that data to HP through a secure Instant Support Enterprise Edition (ISEE) connection. The system hosting the communication gateway must have Internet access, either directly or by web proxy. Multiple managed clients can be associated with a single communication gateway. A communication gateway can only be assigned to one configuration center at any given time. However, a Self-Healing Services managed environment can have multiple communication gateways, all assigned to a single configuration center. In fact, this is recommended for fail-over purposes. It can also have no communication gateway—in this disconnected mode, however, incidents cannot be submitted to HP for analysis.

A Self-Healing Services managed environment consists of a single configuration center with at least one managed client assigned to it. It may or may not have a communication gateway. A managed client or communication gateway can only be assigned to one configuration center.

The following diagram above is an example of a valid Self-Healing Services managed environment with one configuration center, two communication gateways, and two managed clients. The managed clients download configuration information from the configuration center at specific intervals and whenever they are restarted. Because it has a communication gateway, this environment is operating in fully connected mode.

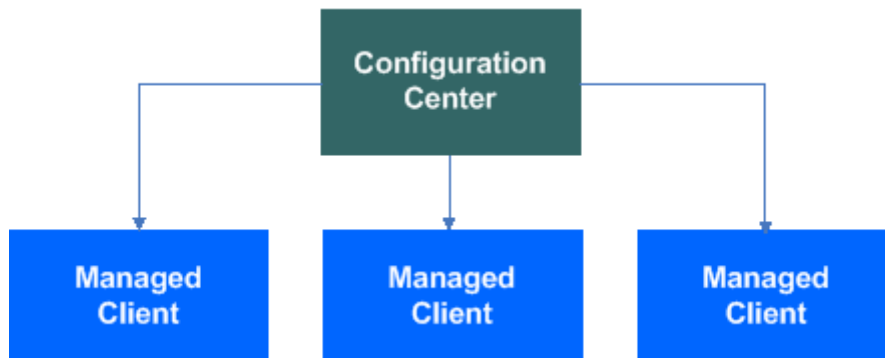
Figure 1-1 Example of a Distributed Self-Healing Services Managed Environment



NOTE You can have more than one configuration center in your network environment. In this case, you would be operating multiple Self-Healing Services managed environments. Each individual managed client and communication gateway, however, can only be assigned to one configuration center. In other words, a managed client or communication gateway can only belong to one Self-Healing Services managed environment at a time.

The following diagram is an example of a valid Self-Healing Services managed environment without a communication gateway. This environment is operating in disconnected mode. The managed clients download configuration information from the configuration center at specific intervals and whenever they are restarted.

Figure 1-2 **Distributed Environment in Disconnected Mode**



The next diagram shows three Self-Healing Services managed clients that are not connected to either a configuration center or a communication gateway. These managed clients are operating in silent mode. They can detect faults, collect data, and notify you by e-mail when a fault occurs, but they cannot submit incidents to HP for analysis. Managed clients operating in silent mode cannot retrieve configuration information from a configuration center. If you want to receive fault notifications from clients that are operating in silent mode, you must configure the e-mail server settings for those clients.

Figure 1-3 **Silent Mode**



Individual systems within the Self-Healing Services managed environment often play multiple roles. Because the Self-Healing Services client software is installed on them, for example, communication gateways and configuration centers also act as managed clients. Communication gateways and configuration centers perform their specific functions as well as the functions of a managed client.

Any machine that has the Self-Healing Services client installed on it becomes a managed client. The only choices you must make are whether it is also to become a configuration center, a communication gateway, or both. The following combinations are possible:

- Configuration center, communication gateway, and managed client
- Configuration center and managed client
- Communication gateway and managed client
- Managed client only

For a system to be used as a communication gateway, it must host the ISEE client and have Internet access (or Internet access by web proxy).

IMPORTANT

A Self-Healing Services managed client must be installed on a machine that serves as either a management server (in NNM or Service Desk, for example) or an agent (in OVO, for example) in order to detect faults. The Self-Healing Services client will not detect faults if it is installed on a remote console.

For a list of applications currently supported by Self-Healing Services, refer to the following web page:

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

Where and When to Install Self-Healing Services and ISEE

The role that a particular system will play in the Self-Healing Services managed environment is specified after installation, during the initial setup process. The installation process for the Self-Healing Services client software is the same for all roles.

Figure 1-4 shows the software that each role in the Self-Healing Services managed environment requires. Systems that will serve as communication gateways must host the HP Instant Support Enterprise Edition (ISEE) client software as well as the Self-Healing Services client software.

Figure 1-4 Software Required by Role

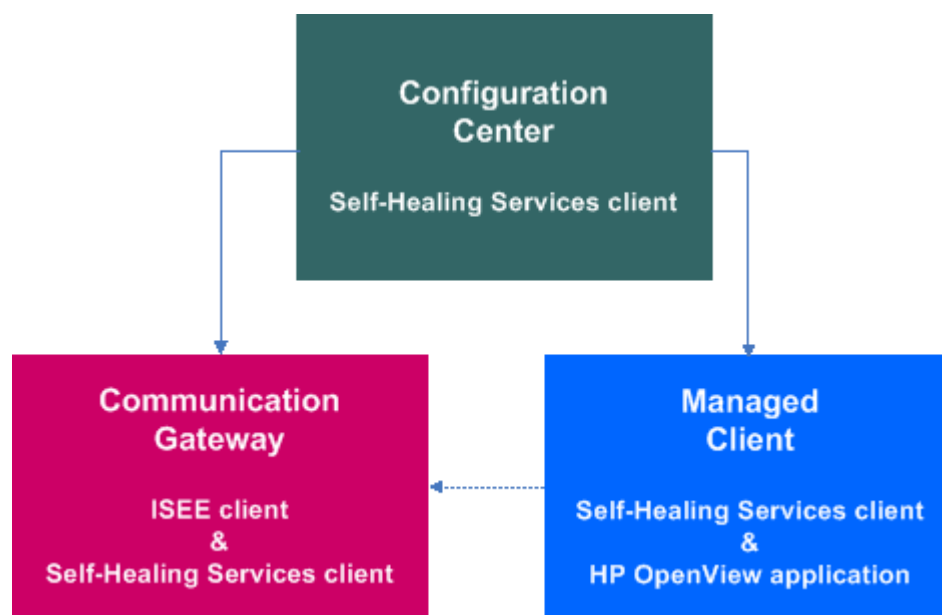


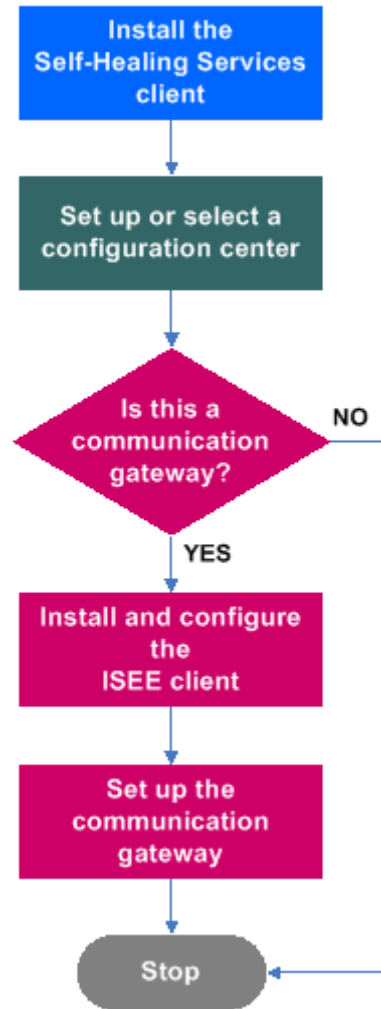
Figure 1-5 on page 23 shows a simplified version of the process of installing the Self-Healing Services client software and setting up the various roles in the Self-Healing Services managed environment. In most cases, the ISEE client is installed on a communication gateway system *after* the Self-Healing Services client is installed and initially configured on that system. After the ISEE client is installed and configured, the Self-Healing Services client must be set up to serve as a communication gateway.

NOTE If you are already using ISEE, and the ISEE client is installed and configured on each system in your environment that will serve as a communication gateway, you do not need to reinstall or reconfigure it for Self-Healing Services.

NOTE The Self-Healing Services installer will upgrade the NNM 7.5 HPOvNmDep package from version 7.50.000 to 7.50.001.

Figure 1-5

Self-Healing Services Installation and Set Up Process



Detailed instructions for installing the Self-Healing Services client software and setting up the various roles in your Self-Healing Services managed environment are provided in Chapters 8 and 9, beginning on page 53.

Additional Resources

For additional information about the ISEE client, see the documentation available at the following address:

http://www.hp.com/hps/hardware/hw_enterprise.html

For additional information about the Self-Healing Services managed environment, see the *HP OpenView Self-Healing Services User's Guide*, available at the following address:

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

Hardware Requirements

Any management server or agent that will host the Self-Healing Services client must meet the minimum hardware requirements summarized in the following tables. In addition, all communication gateway systems must have Internet access, either directly or by web proxy.

NOTE The hardware requirements listed here are specifically for Self-Healing Services. In addition to these requirements, be sure that you have sufficient memory and free disk space for your other HP OpenView Applications.

Table 1-1 HP-UX Requirements

Hardware	HP server or workstation, Itanium, or PA-RISC 2.0 PA-RISC 1.1 is also supported
OS Versions	11.x
Disk Space ^{a,b}	260 MByte for managed clients 360 MByte for configuration centers 435 MByte for communication gateways 256 MByte virtual memory required
Memory required	512 MByte

- a. Includes the amount of disk space needed for storing operational data after the Self-Healing Services client is installed. Actual requirements will vary based upon your configuration and usage.
- b. If a particular system has multiple functions, the amount of disk space required is the maximum needed for its various functions. For example, 435 MByte would be required for a system serving as both a configuration center and a communication gateway.

Table 1-2 Solaris Requirements

Hardware	Sun server or desktop system
OS Versions	Solaris versions 7, 8, 9, and 10
Disk Space ^{a,b}	260 MByte for managed clients 360 MByte for configuration centers 435 MByte for communication gateways 256 MByte virtual memory required
Memory required	512 MByte

- a. See Table 1-1, note (a).
- b. See Table 1-1, note (b).

Table 1-3 Windows Requirements

Hardware	Windows server or workstation
OS Versions	Windows 2000 SP-4, Windows 2003 Server, Windows XP Professional
Disk Space ^{a,b}	260 MByte for managed clients 360 MByte for configuration centers 435 MByte for communication gateways 256 MByte virtual memory required
Memory required	256 MByte

- a. See Table 1-1, note (a).
- b. See Table 1-1, note (b).

NOTE

On Windows systems, the application and data directories are specified separately on Windows at install time. By default, the data directory is a subdirectory (C:\Program Files\HP OpenView\data) of the application directory (C:\Program Files\HP OpenView).

The data directory contains files that the Self-Healing Services client creates during the course of its operation. Therefore, the drive where the Self-Healing Services client is installed must have sufficient disk space to accommodate these files.

Software Requirements

Make sure the following software is installed and configured on your management servers and/or agents before installing the ISEE client or Self-Healing Services client:

Table 1-4 Operating System

Operating System	Supported Versions	Notes
HP-UX	11.0, 11.11, 11iv2 (PA-RISC), 11iv2 (Itanium)	<p>Install all available patches recommended by HP.</p> <p>Configure at least 256 MByte of swap space.</p> <p>For proper operation of Self Healing Services on HP-UX, the kernel parameter <code>maxfiles</code> must be set to at least 200. The total number of threads that can be running at any given time from all processes on the system is determined by <code>nkthread</code>. The number of threads that a single process can create is limited to <code>max_thread_proc</code>. This value should be set to at least 256. You can query the values of these parameter by running the following command (all on one line):</p> <pre>%kmtune -q maxfiles and %kmtune -q nkthread or %kmtune -q max_thread_proc</pre> <p>NOTE: For systems containing the “Montecito” version of the Itanium processor, the only supported operating system ISEE client version A.03.95.500 is HP-UX 11.23 with JRE 1.4.2-09.</p>
Solaris	7, 8, 9 and 10	<p>Install all available patches recommended by Sun. Ensure that the March 19, 2003 patch cluster has been installed.</p> <p>Configure at least 256 MByte of swap space.</p> <p>The operating system must support 32-bit applications. To confirm this, run the following command:</p> <pre>isainfo -v</pre> <p>Be sure that the string “32-bit” appears in the output.</p> <p>On Solaris systems, a user named “nobody” or “install” must be present on the system for a successful installation. See documentation available at www.sun.com for additional information.</p> <p>NOTE: A Solaris 10 system cannot serve as a communication gateway. It can, however, serve as a configuration center or managed client. By design, any system that serves as a configuration center also serves as a managed client.</p>

Table 1-4 Operating System (Continued)

Operating System	Supported Versions	Notes
Windows	2000 Professional SP-4, 2000 Advanced Server, 2003 Server (32-bit only), XP Professional (32-bit only)	<p>Install all available patches recommended by Microsoft.</p> <p>Configure at least 256MByte of virtual memory.</p> <p>Windows Script Host (WSH) version 5.6 (or later) must be installed. Windows XP and 2003 Server include WSH 5.6 by default. To check the version of WSH on Windows 2000 Professional systems, follow these steps:</p> <ol style="list-style-type: none"> 1. Open Windows Explorer. 2. Navigate to C:\Windows\System32 (or SystemRoot%\system32). 3. Right-click the <code>cscript.exe</code> file, and click Properties. 4. Select the Version tab. The version number is located in the File Version field. <p>To upgrade the version of WSH to version 5.6 or greater go to the Microsoft Download Center, and follow the instructions provided.</p>

Applications:

One or more of the Self-Healing Services supported software applications listed on the following web page:

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

If you will be installing another HP OpenView application on this system for the first time, you must install that application *before* installing Self-Healing Services.

Browser:

A web browser must be installed on any machine from which you will access your Self-Healing Services client. The minimum requirements are Microsoft® Internet Explorer 6.0 (or later) or Netscape 7.0 (or later).

The web browser does not need to be installed on all systems that host the Self-Healing Services client. It can be installed anywhere there is connectivity to the Self-Healing Services managed environment.

NOTE

Windows 2000 systems MUST have Internet Explorer 6.0 or later installed.

Java Run-Time Environment (JRE):

Self-Healing Services requires JRE (or JDK) version 1.4.1_02 or later. If you are installing on an HP-UX or Solaris system, be sure to add the location of your JRE to the PATH environment variable:

```
export PATH=$PATH:<JRELocation>
```

where <JRELocation> is the path that contains the java.exe file. For example:

```
export PATH=$PATH:/opt/java1.4/bin
```

NOTE

For Windows operating systems, the JRE is included in and installed with the Self-Healing Services client software package.

Network Configuration:

- Host Name Resolution

Configuration center and communication gateway names must be resolvable by both forward and reverse IP lookups. Self-Healing Services obtains the system's IP address and performs a reverse IP lookup to get the fully qualified host name.

- Windows XP Firewall Configuration

Beginning with Windows XP SP2, the Windows firewall is enabled by default. Configuration center and communication gateway nodes will not be reachable by managed clients unless the firewall functionality is either configured to allow traffic on TCP port 5814, or the firewall feature is disabled. You can change the firewall configuration as follows:

1. Open the Control Panel.
2. Double-click **Network and Internet Connections**.
3. Double-click **Network Connections**.

4. Right-click the **Local Area Connection** icon, and click **Properties**.
5. Select the **Advanced** tab.
6. Choose one of the following two options:
 - *Option 1:* Clear the **Enable Windows Firewall** box to disable the Windows firewall.
 - *Option 2:* Follow these steps to configure the Windows firewall to allow the Self-Healing Services client to access your network:
 - a. Select the **Enable Windows Firewall** box.
 - b. Click the **Add** button.
 - c. In the **Name** box, type Self-Healing Services.
 - d. In the **Address** box, type the IP address (or range of IP addresses) that Self-Healing Services will be able to access.
 - e. In both the **Internal Port** and **External Port** boxes, type the port number for the Self-Healing Services client. By default, this is TCP 5814.
 - f. Click **OK** to close the Windows Firewall dialog.
7. Click **OK** to close the Local Area Connection Properties dialog.

- **Firewalls and Proxies**

In order to run Self-Healing Services across firewalls, the firewalls must be configured to allow network traffic between the Self-Healing Services managed clients, communication gateways, and configuration center. If you have enabled the Windows Firewall, you may be required to modify your firewall settings.

The current release of HP OpenView Self-Healing Service client is not designed to communicate with the configuration center or the communication gateways through Internet/Intranet proxies. The ISEE client (that provides connectivity to HP from a communication gateway) has been designed to run in a proxy-enabled environment, however.

Verify Internet Connectivity for Communication Gateways

Your communication gateways must be able to connect to your regional HP Response Center either through a direct connection to the Internet or through your web proxy server.

If you are using a web proxy server, it must conform to the HTTP/1.0 Specification. At this time, proxies using proxy auto-configuration scripts or NTLM authentication (also known as Integrated Windows Authentication) are not supported.

Follow these steps to verify that each of your communication gateways can successfully connect to your regional HP Response Center:

1. If you use a web proxy server, complete the following steps:
 - a. Gather the following information:
 - Fully qualified name or IP address of your web proxy server
 - Port number for your web proxy server
 - Web proxy server login information
 - b. Configure the web browser on the communication gateway to use the proxy settings.

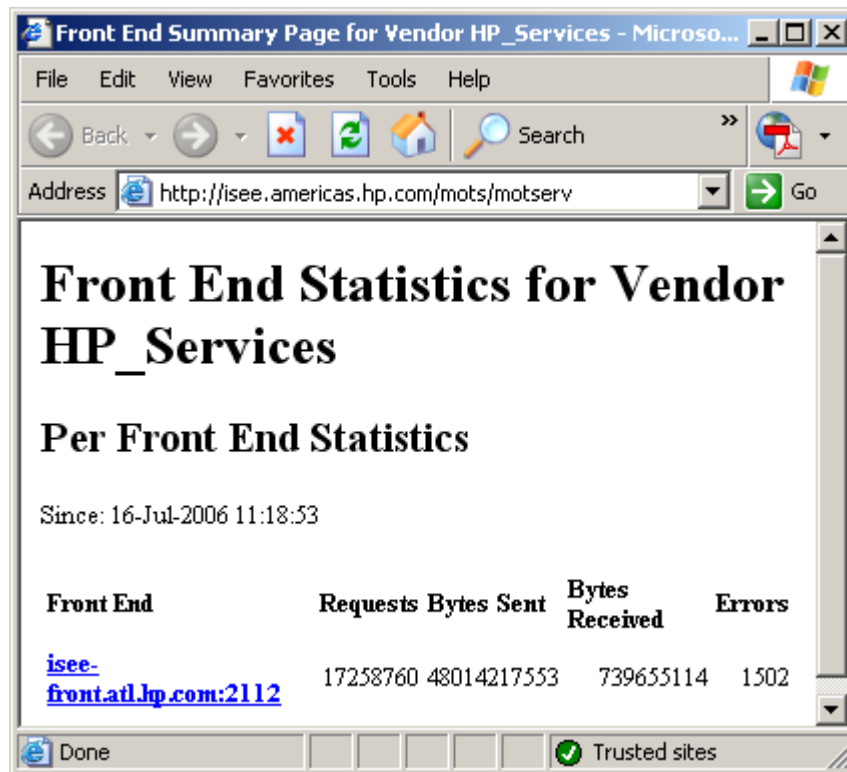
NOTE

If your web proxy server requires a username and password, you will need to enter this information as well.

2. Verify that you can reach the appropriate ISEE server for your region through your web browser on the communication gateway:
 - <http://isee.americas.hp.com/mots/motserv>
 - <http://isee.europe.hp.com/mots/motserv>
 - <http://isee.asiapac.hp.com/mots/motserv>

Your web browser should display a page similar to the example shown in Figure 1-6.

Figure 1-6 Verification of Connection to ISEE Server



CAUTION

If the connection fails, *do not* attempt to install the ISEE client until connectivity is established.

Make sure that your system can successfully resolve host names to IP addresses. Type one of the following commands to verify this:

```
nslookup isee.europe.hp.com
nslookup isee.americas.hp.com
nslookup isee.asiapac.hp.com
```

If your communication gateway does not return a valid IP address for these host names, you must resolve this problem before continuing with the installation process.

2 **Installing Self-Healing Services on Individual Systems**

This chapter contains instructions for installing the HP OpenView Self-Healing Services client software on individual systems in your Self-Healing Services managed environment.

In This Chapter

This chapter contains the following topics:

- “Installation Overview” on page 35
- “Download the Software” on page 36
- “Installation Information” on page 37
- “Install the Self-Healing Services Client” on page 38
- “Special Instructions for Service Desk 5.1” on page 48
- “Start Self-Healing Services” on page 49
- “Start the Self-Healing Services User Interface” on page 50
- “Next Steps” on page 52

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” on page 48.

Installation Overview

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” on page 48.

The process of installing the Self-Healing Services client software and setting up your Self-Healing Services managed environment has four basic steps. It is not essential that these steps be performed in the order shown here. The order in which you perform them depends on the topology of your environment. The order shown here, however, represents a straightforward and expedient approach that works for most environments.

1. Install the Self-Healing Services client software on all systems in your Self-Healing Services managed environment. Follow the procedure described on “Install the Self-Healing Services Client” on page 38.
2. Set up the **configuration center** for your Self-Healing Services managed environment.
3. Set up any systems that will serve as **communication gateways** but not configuration centers.

If you have previously installed and configured the ISEE client, and it is functioning properly, there is no need to reinstall it or change its configuration.

For Solaris installations:

For Solaris operating systems, it is easier to install and configure the ISEE client *before* perform the initial setup process for the Self-Healing Services client. Install and configure the ISEE client using the instructions provided in Appendix A, “Installing ISEE on Communication Gateways,” on page 101.

For HP-UX and Windows installations:

Unless you have already installed and configured the ISEE client on a particular system, you should do so *after* you perform the initial Self-Healing Services setup function for that communication gateway. A script is provided to simplify this process. See “Set up a Local Communication Gateway” on page 79 for additional information.

4. Set up any systems that will serve strictly as **managed clients** but not configuration centers or communication gateways.

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.

Download the Software

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” on page 48.

You must install the Self-Healing Services client software on all systems that will be included in your Self-Healing Services managed environment. You must also install the the HP Instant Support Enterprise Edition (ISEE) client software on all systems that will serve as communication gateways.

TIP

It is best to install and configure the ISEE client *after* you install and initially set up the Self-Healing Services client. It is most convenient, however, to download both client installation packages ahead of time so that you can easily access them later.

To download the Self-Healing Services client and ISEE client software:

1. In a browser, go to the following web address:
http://support.openview.hp.com/self_healing.jsp
2. Click the **Download software** link in the right navigation menu.

NOTE

You may be asked to sign in to HP Passport to access this web page. If this happens, provide your HP Passport **UserID** and **Password**, and click **Sign-in**.

To register for a new HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

3. Scroll down to the **Self-Healing downloads** box, and click the link for the operating system that you want:

Self-Healing downloads

-
- » Download v2.60 for HP-UX (.tar)
 - » Download v2.60 for Sun Solaris (.tar)
 - » Download v2.60 for Microsoft Windows (.zip)

4. The HP Software Licensing Terms screen is displayed. Read the terms, and if you accept the terms of the agreement, click **I Agree** to proceed with the download.
5. In the File Download dialog, click **Save**, and choose a directory in which to store the compressed Self-Healing Services installation file.

Installation Information

By default, the Self-Healing Services installer logs information about the installation in the following files and directories:

HP-UX and Solaris:

```
/var/tmp/HPOvShs_<versionNumber>_HPOvInstaller.txt  
/var/tmp/HPOvInstaller/HPOvShs_<versionNumber>
```

Windows:

```
C:\Documents and Settings\<userName>\  
Local Settings\Temp\HPOvShs_<versionNumber>_HPOvInstaller.txt  
  
C:\Documents and Settings\<userName>\  
Local Settings\Temp\HPOvInstaller\HPOvShs_<versionNumber>
```

In this case, *<versionNumber>* is the seven-digit version number for the Self-Healing Services client software package that you installed, and *<userName>* is your Windows user name.

NOTE

If you have previously installed a Self-Healing Services version 2.00 or later client on this system, and you don't want to use your previous installation settings, you should delete these files and directories before performing a new installation. This way, your previous installation settings are not used.

CAUTION

If any HP OpenView applications are running on the system where you want to install Self-Healing Services, HP strongly recommends that you stop these applications before you install the Self-Healing Services client.

To stop all HP OpenView applications, use the **ovc -kill** command.

You may need to restart your applications after the Self-Healing Services client is installed.

Install the Self-Healing Services Client

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” on page 48.

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

1. If a Self-Healing Services client earlier than version 2.50 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:

- For Windows operating systems:

- 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_02.60.250_WinNT4.0.zip
```

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

```
HPOvShs_<versionNum>_setup.exe
```

- For HP-UX and Solaris operating systems:

- a. Locate and uncompress the depot file that you downloaded:

```
gunzip HPOvShs-<versionNum>-<OS>.tar.gz  
tar -xf HPOvShs-<versionNum>-<OS>.tar
```

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

```
gunzip HPOvShs-02.60.250-HPUX11.0.tar.gz  
tar -xf HPOvShs-02.60.250-HPUX11.0.tar
```

- b. Choose one of the following two options:

- For a GUI-based installation, navigate to and execute the following file:

```
HPOvShs_<versionNum>_setup.bin
```

where *<versionNum>* represents the seven-digit version number for the client. For example,

```
HPOvShs_02.60.250_setup.bin
```

- For a console-based installation, type the following command:

```
HPOvShs_<versionNum>_setup.bin -i console
```

where *<versionNum>* represents the seven-digit version number for the client.

NOTE

If the location of your Java runtime environment (JRE) is not specified in your PATH variable, you must specify its location on the command line:

```
HPOvShs_<versionNum>_setup.bin LAX_VM <javaHome>
```

where *<javaHome>* is the location of your JRE. For example:

```
HPOvShs_02.60.260_setup.bin LAX_VM /apps/bin/jdk14206
```

This applies to both GUI-based and console-based installations.

After the installer initializes, the following splash screen appears:

Figure 2-1 **Splash Screen**

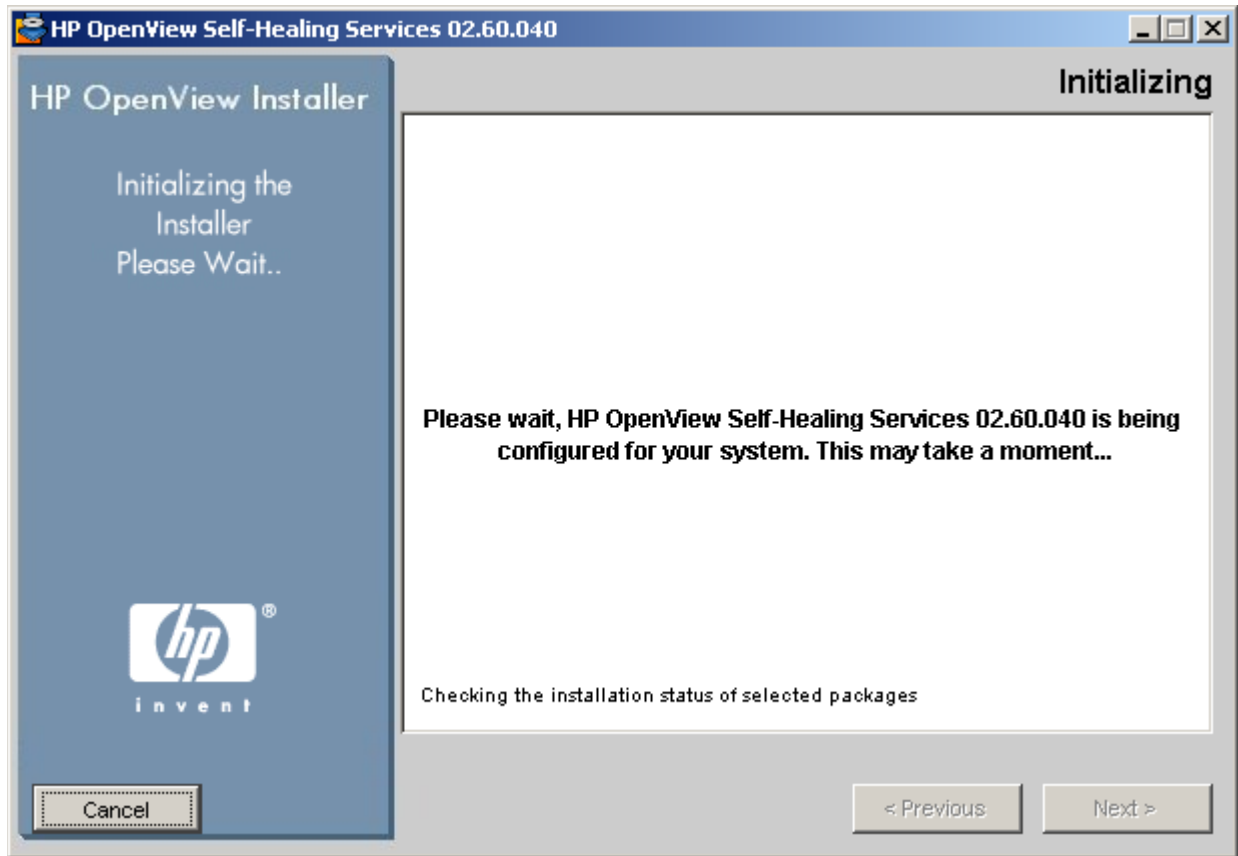


NOTE

If you are performing a console-based installation, you will not see the images presented in this section. These pertain only to the GUI-based installation.

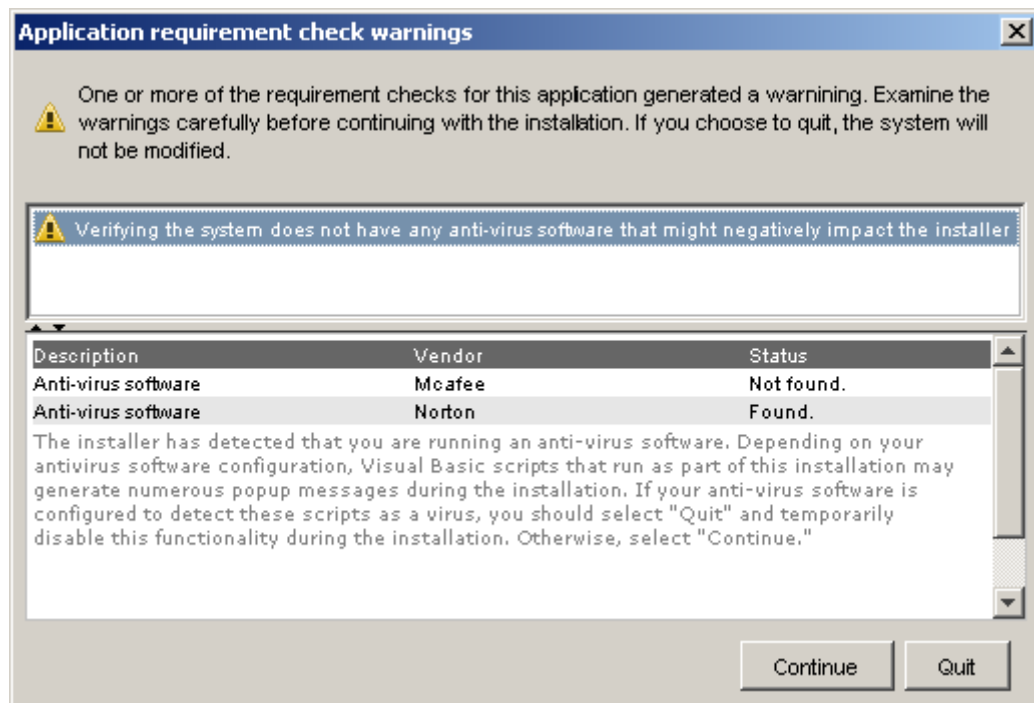
Shortly thereafter, the installer window opens:

Figure 2-2 Initial Installer Page



If you are running anti-virus software, a dialog similar to this one may also appear:

Figure 2-3 **Anti-Virus Warning**



To get more information about what the installer is checking (as is shown here), click the pertinent line in the upper text box.

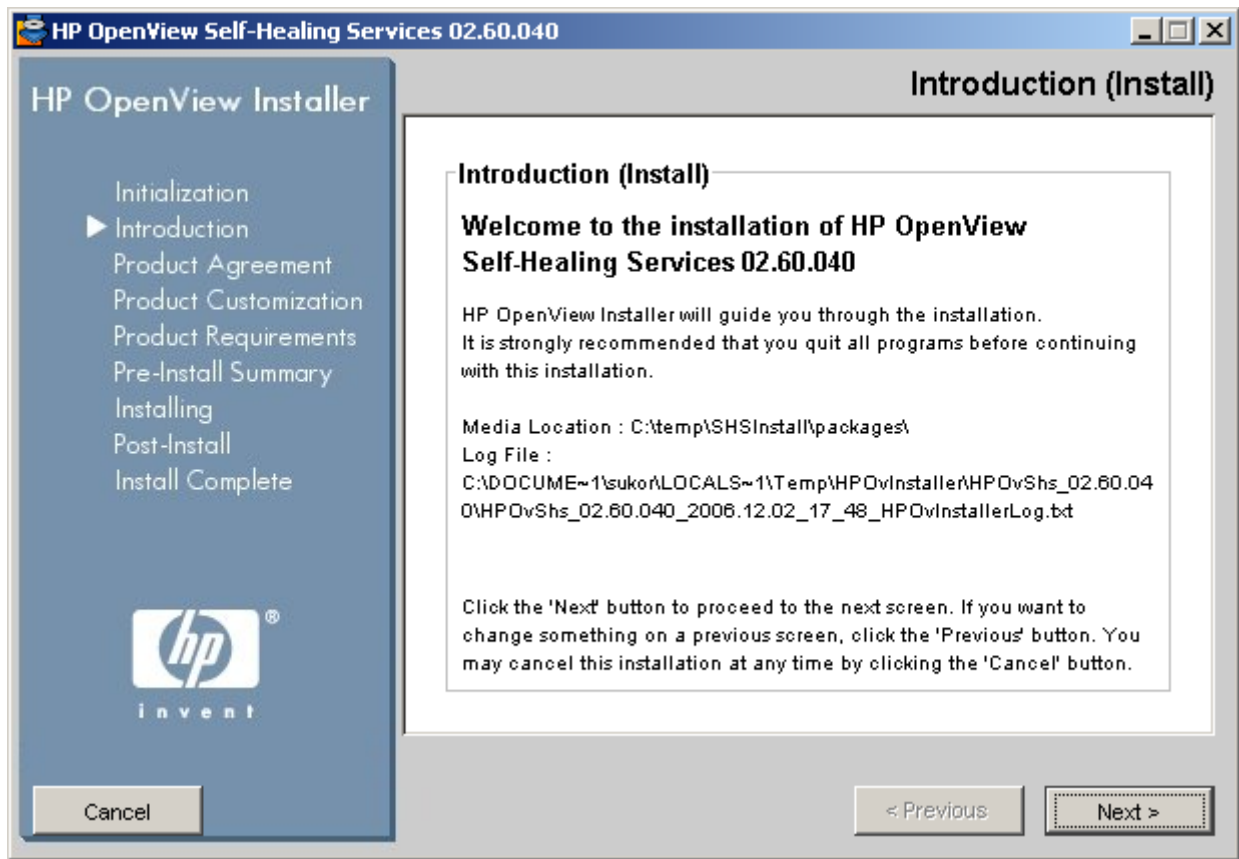
NOTE

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.

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

The following page appears:

Figure 2-4 **Installer Introduction Page**



4. 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**.

NOTE

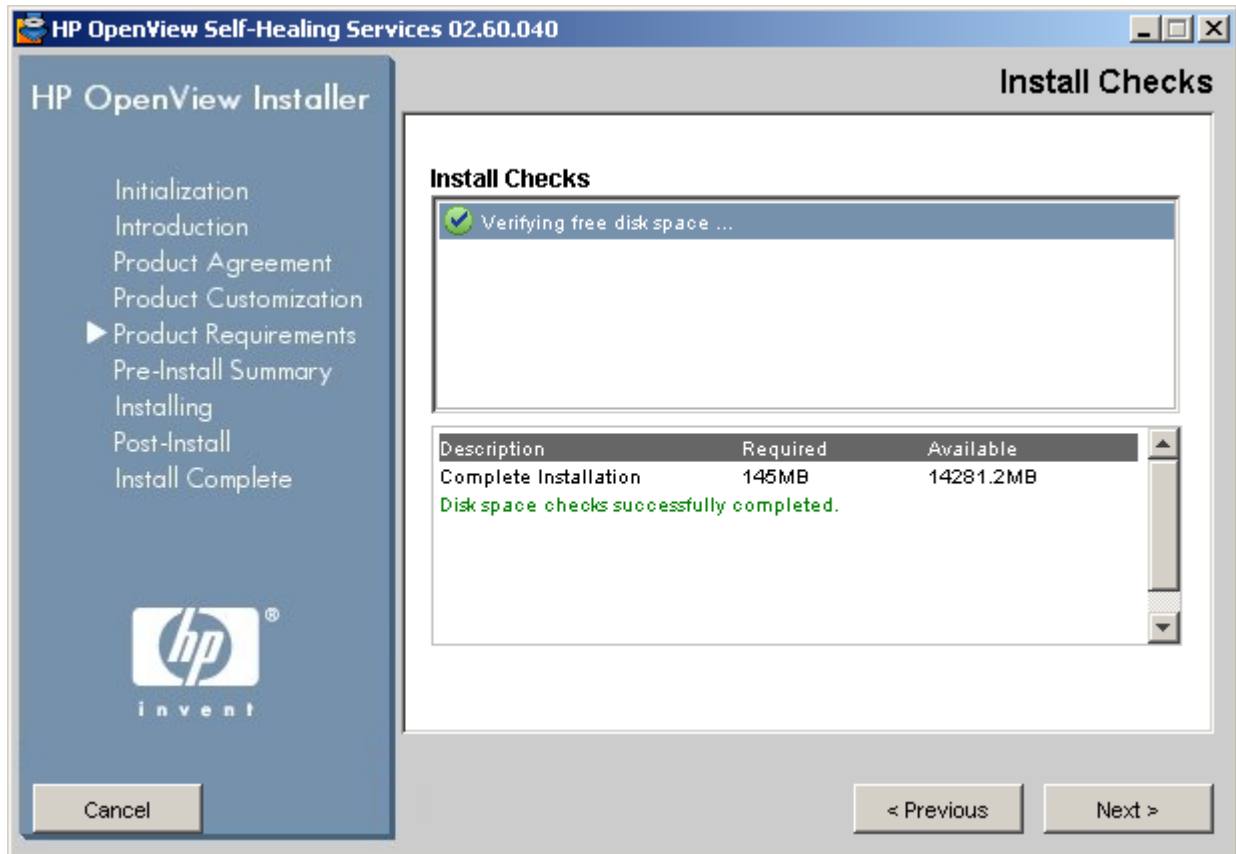
If you do not select the **I accept...** option, the installer will not permit you to proceed.

6. On the Choose the Application and Data Folders page, 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), 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, as shown here:

Figure 2-5 Install Checks Page



NOTE

Be sure that you will have at least 200 MByte of free disk space after you install Self-Healing Services. If the amount of free disk space beyond what Self-Healing Services requires is less than 200 MByte, cancel this installation, and create additional free disk space before trying the installation again.

You may notice that the Self-Healing Services installer reports the results of its free disk space checks differently for different systems running the same OS. This is because it checks three separate directories to see if there is enough free disk space to complete the installation:

- Installation directory (the Application directory you specified)
- Data directory (the Data directory you specified)
- Temporary directory (by default, /var/tmp on HP-UX or Solaris and C:\temp on Windows)

If each of these directories has a different (unique) mount point, the free disk space for each directory is checked and reported separately. You should see an Install, Data, and Temp directory check.

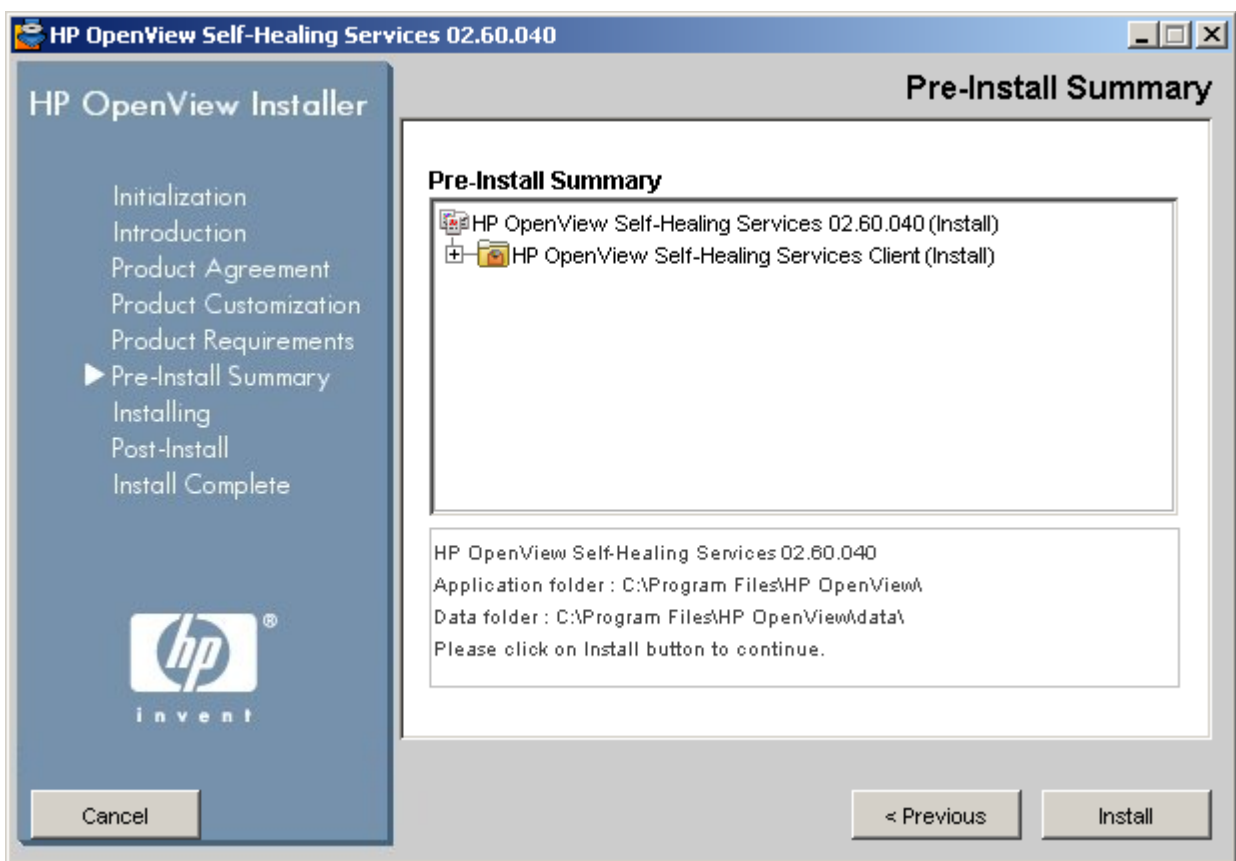
If two of these directories have a common mount point, the free disk space required for those two directories is summed, and a single check is performed for the common mount point of these directories.

If all three directories share the same mount point, the disk space required for all of these directories is summed, and a single check is done on the common mount point and this is reported as a “Complete Installation.”

7. Provided that you have at least 200 MByte of free disk space in addition to what Self-Healing Services requires, click **Next**.

The Pre-Install Summary page appears:

Figure 2-6 Installation Summary



The Self-Healing Services client includes many 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.

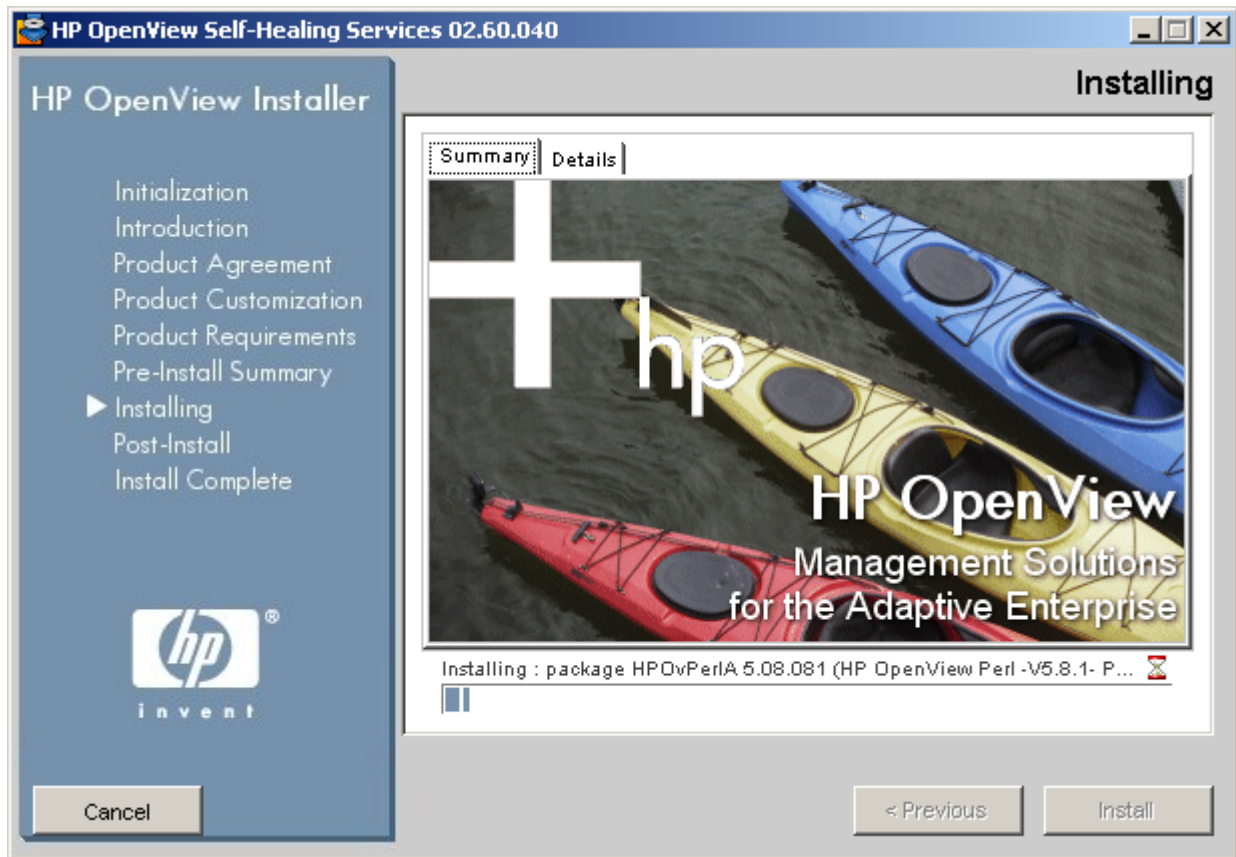
NOTE

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.

Click **Install** when you are ready to install the program.

The Installing page appears:

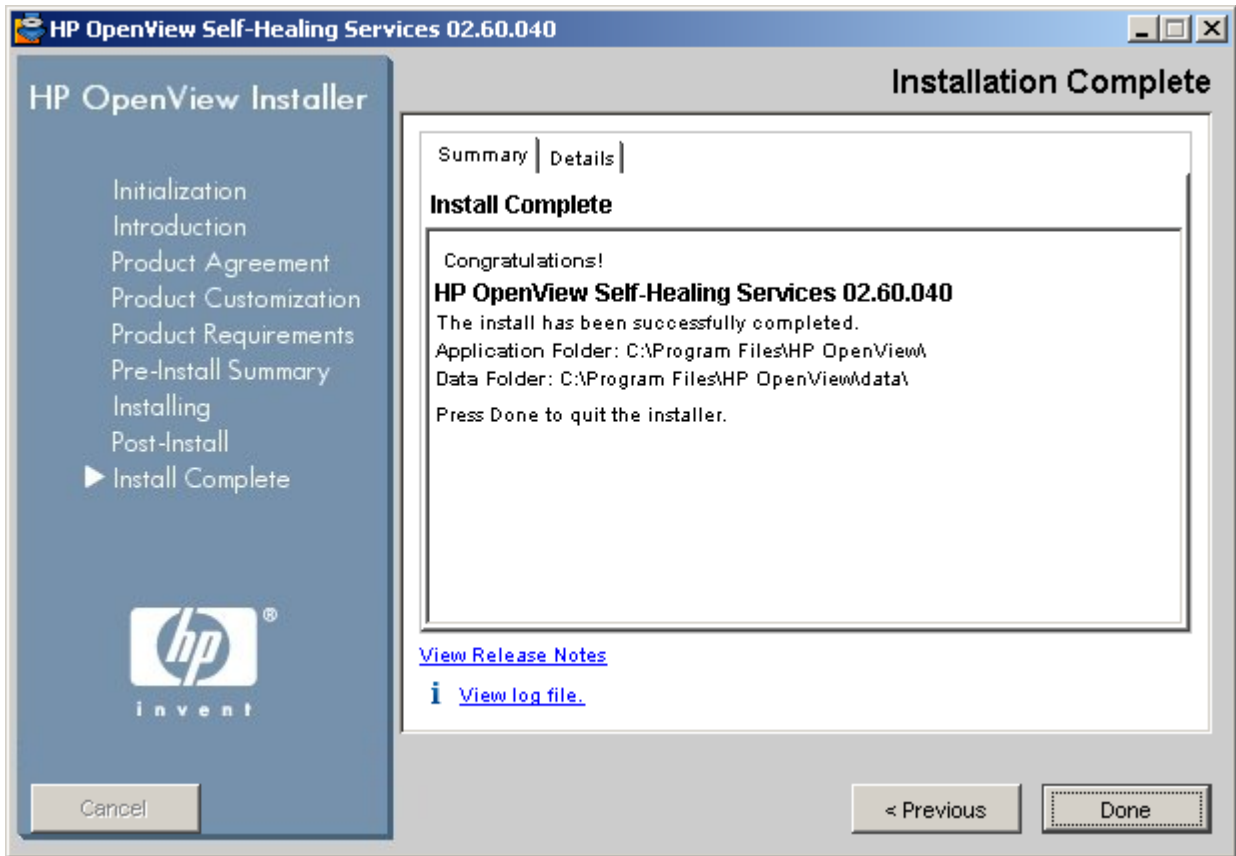
Figure 2-7 Installation Progress Page



The name of the package that the installer is currently processing is shown just above the progress bar.

When the installation is complete, the following page appears:

Figure 2-8 Installation Complete Page



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.

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

When the client installation is complete, Self-Healing Services starts up automatically. Its user interface, however does not open automatically. See “Start the Self-Healing Services User Interface” on page 50 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.

Special Instructions for Service Desk 5.1

Self-Healing Services is automatically installed with Service Desk 5.1. Before you can use Self-Healing Services, however, you must enable Hyper Text Transfer Protocol over Secure Socket Layer (HTTPS) on any system that will host the Self-Healing Services client. HTTPS is a Web protocol that encrypts and decrypts your page requests as well as the pages that are returned by the Web server.

NOTE

The first set of instructions apply *only* to Self-Healing Services client version 2.50, which is automatically installed with Service Desk 5.1. For Self-Healing Services version 2.60 (or later), use the second set of instructions.

To enable HTTPS for Self-Healing Services version 2.50:

From the command line, issue the following commands:

- For HP-UX or Solaris operating systems:

```
/opt/OV/bin/ovtomcatctl -enablehttps
```

```
/opt/OV/bin/ovc -restart ovtomcatA
```

- For Windows operating systems:

```
cscript <installDir>\bin\ovtomcatctl.vbs -enablehttps
```

```
<installDir>\bin\ovc -restart ovtomcatA
```

In this case, *<installDir>* is the folder where Service Desk 5.1 is installed. By default, this is C:\Program Files\HP OpenView.

Start Self-Healing Services

After it is installed, the Self-Healing Services client starts automatically. If this does not happen, follow the instructions under “Start or Stop the Self-Healing Services Client” on page 97 to start the client manually.

NOTE

Self-Healing Services requires a longer initialization period during its first startup after installation. This is mainly because it must determine information about all HP OpenView products installed on the system.

Start the Self-Healing Services User Interface

To access a configuration center, communication gateway, or managed client using the Self-Healing Services client user interface (UI), follow these steps:

1. Make sure the Self-Healing Services client is running on that node. See “Start or Stop the Self-Healing Services Client” on page 97 for additional information.
2. Open your web browser.

NOTE

The web browser does not need to be located on the same system where the Self-Healing Services client is installed. It can be installed anywhere there is connectivity to the Self-Healing Services managed environment. See “Software Requirements” on page 26 for a list of supported web browsers.

3. In the **Address** box of your web browser, type the following URL:

`https://<hostName>:<portNumber>/SAM`

where *<hostName>* is the host name of the system where this Self-Healing Services client resides, and *<portNumber>* is the port number that the client uses for https communication. The default port number is 5814.

TIP

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

4. Click **Go**, or press **Enter**. The HP OpenView Self-Healing Services Sign-In page is displayed.

If you are using Internet Explorer 7.0, you may receive a warning at this point. This is because the Self-Healing Services version 2.60 client does not include a third-party certificate. Other browsers may issue a warning at this point as well. You can ignore this warning.

5. On the Sign-In page, type your **User name** and **Password**.

Your initial user name and password are both set to **admin** when you install the Self-Healing Services client.

If at any point you forget your user name or password, follow these steps to retrieve your sign-in information:

- a. Click the **Forgot user name and/or password?** link.
- b. On the next page displayed, click **Send Info**.

Self-Healing Services will then e-mail your user name and password to the e-mail address you specified on the User Name & Password page. If you have not specified an e-mail address on the User Name & Password page, the e-mail address on your Contact Information page is used.

6. Click **Sign-In**.

Figure 2-9 Sign-In Page

HP OpenView Self-Healing Services
Version 02.60.040

Sign-in information

User name

Password

i [Forgot user name and/or password?](#)

Sign-In »

TIP If the Sign-In page does not appear, it may be that the Self-Healing Services client is not running. See “Start or Stop the Self-Healing Services Client” on page 97 for information about starting, stopping, or checking the status of the client.

IMPORTANT If you are signed in to the Self-Healing Services client user interface (UI), and the UI is idle longer than the number of minutes specified in the idle time-out setting, your session will time out, and you will need to sign in again. This time-out setting is configurable. See “Change Your User Name or Password” in the *HP OpenView Self-Healing Services User’s Guide* for additional information.

Next Steps

After you successfully install the Self-Healing Services client software, the next step is to configure your Self-Healing Services managed environment. See “Setting Up Self-Healing Services” on page 53.

For information about troubleshooting your Self-Healing Services client software installation—or uninstalling the client—see Appendix B, “Troubleshooting the Self-Healing Services Installation,” on page 105.

Additional Resources

For additional information, see the following documents:

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

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

HP OpenView Self-Healing Services Quick Install Guides, available at the following web addresses:

http://support.openview.hp.com/pdf/selfheal_quickinstall_hpux_ver2-6.pdf

http://support.openview.hp.com/pdf/selfheal_quickinstall_solaris_ver2-6.pdf

http://support.openview.hp.com/pdf/selfheal_quickinstall_windows_ver2-6.pdf

3 Setting Up Self-Healing Services

This chapter contains instructions for setting up the HP OpenView Self-Healing Services client software on all supported operating systems. You must set up the Self-Healing Services client on every system where it is installed, regardless of the role that system will play in the environment: configuration center, communication gateway, or managed client. After you complete the initial setup process, communication gateways and managed clients will automatically retrieve configuration updates from the configuration center with which they are associated.

In This Chapter

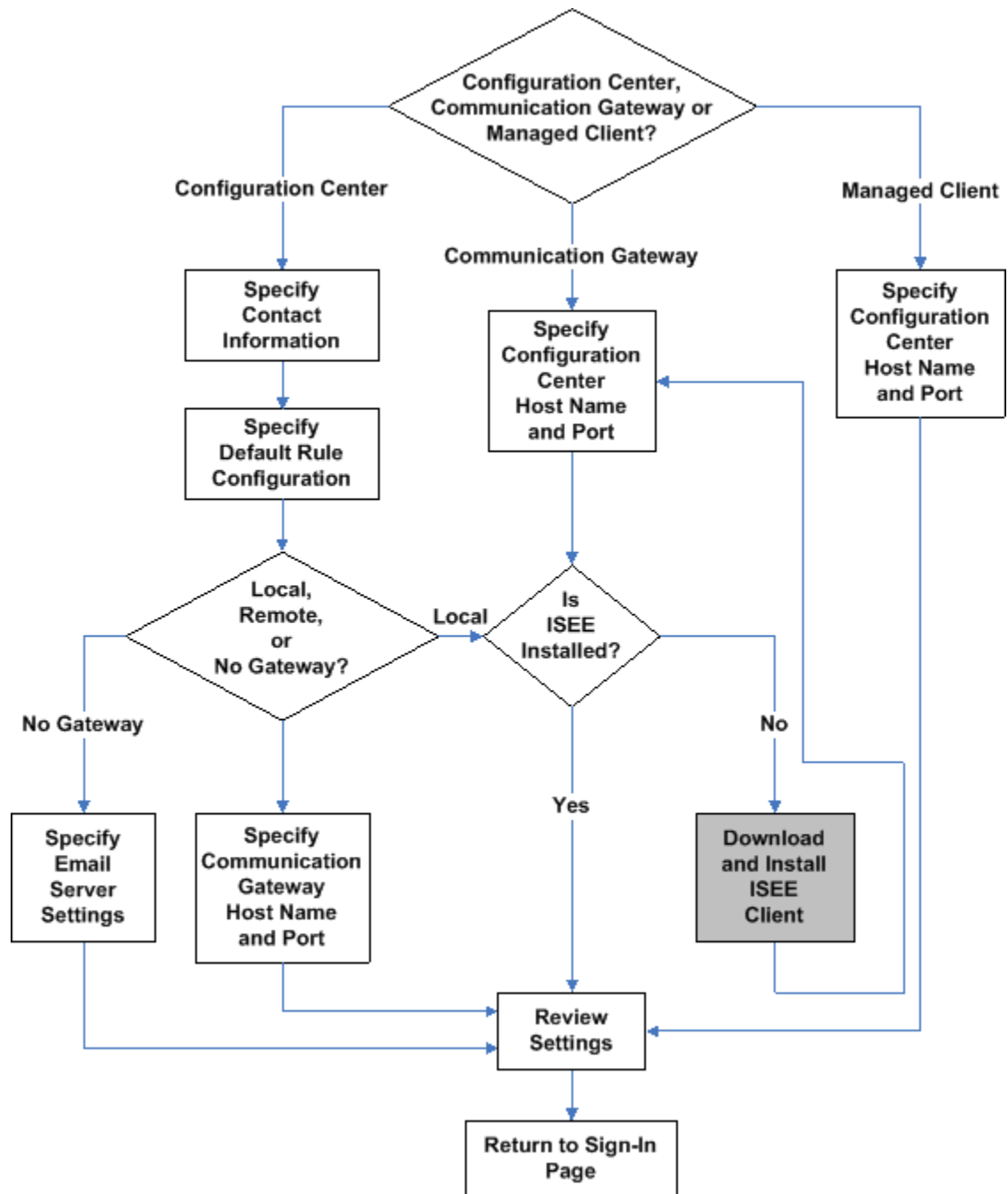
The following topics are included in this chapter:

- “Process Overview” on page 55
- “Before You Begin” on page 57
- “Start the Self-Healing Services User Interface” on page 58
- “Set Up Your Self-Healing Services Managed Environment” on page 63
 - “About the Setup Process” on page 63
 - “Start the Setup Process” on page 64
 - “Use an Existing Configuration Center” on page 66
 - “Specify the Name of the Existing Configuration Center” on page 67
 - “Specify the Communication Gateway Setting Source” on page 68
 - “Set Up a New Configuration Center” on page 71
 - “Specify Your Contact Information” on page 72
 - “Specify the Default Rule Settings” on page 74
 - “Select or Establish a Communication Gateway” on page 76
 - “View Additional Information” on page 84
 - “Review Setup Information” on page 85

Process Overview

The diagram in Figure 3-1 is a conceptual overview of the process that you will use to set up each system in your Self-Healing Services managed environment. The unshaded boxes in the diagram represent process steps that take place within the Self-Healing Services UI. The shaded box is a step that must be initiated from the command line.

Figure 3-1 Self-Healing Services Setup Process



NOTE

After you complete the setup process for a managed client in your Self-Healing Services environment, that managed client will automatically retrieve configuration information from the configuration center to which it is assigned. This happens at the following times:

- Whenever Self-Healing Services starts on that managed client.
- Once every update cycle. The update interval is configurable; by default it is 24 hours. To change the update interval for a particular managed client, click the **Configuration center** link on the Local Managed Client page for that client.

A managed client cannot retrieve configuration updates, however, until it is assigned to a configuration center.

Before You Begin

Before you set up your configuration center on an HP-UX or Solaris system, complete the following steps:

1. If you are running OVO 7.10 on the configuration center node or any of the managed clients that will connect to it, modify the `/opt/OV/contrib/OpC/itochecker` script as follows:
 - a. Locate the following instructions, beginning approximately at line 5398:

```
#  
# Check that we are running as root. That's necessary to access all  
# needed  
# files and directories  
#  
if [ "$(id root)" != "$(id)" ]
```
 - b. Change the last line to read as follows:

```
if [ "$(id -u root)" != "$(id -u)" ]
```
 - c. Save the file.
2. Allow the Self-Healing Services client a few moments to start after installation.
3. Make sure that Self-Healing Services is running. See “Start or Stop the Self-Healing Services Client” on page 97 for additional information.

Start the Self-Healing Services User Interface

In the **Address** box of your web browser, type the following URL:

https://<hostName>:<portNumber>/SAM

where *<hostName>* is the host name of the system where this Self-Healing Services client resides, and *<portNumber>* is the port number that the client uses for https communication. The default port number is 5814.

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

The web browser does not need to be on the Self-Healing Services system that you are accessing. It can be installed anywhere there is connectivity to the Self-Healing Services managed environment.

Figure 3-2 Sign-In Page

The screenshot shows the sign-in page for HP OpenView Self-Healing Services. At the top, it displays the product name and version (02.60.040). Below this is a red banner with the text 'Sign-in information'. Underneath the banner are two input fields: 'User name' and 'Password'. To the right of the password field is a link that says 'Forgot user name and/or password?'. At the bottom right of the form area is a 'Sign-In' button with a right-pointing arrow.

Type **admin** for both your initial username and password. Then, click **Sign-In**. The Local Managed Client page opens, as shown in Figure 3-3 on page 60.

NOTE 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 set up your configuration center.

Only one person can be signed into the Self-Healing Services UI for a particular managed client at any given time.

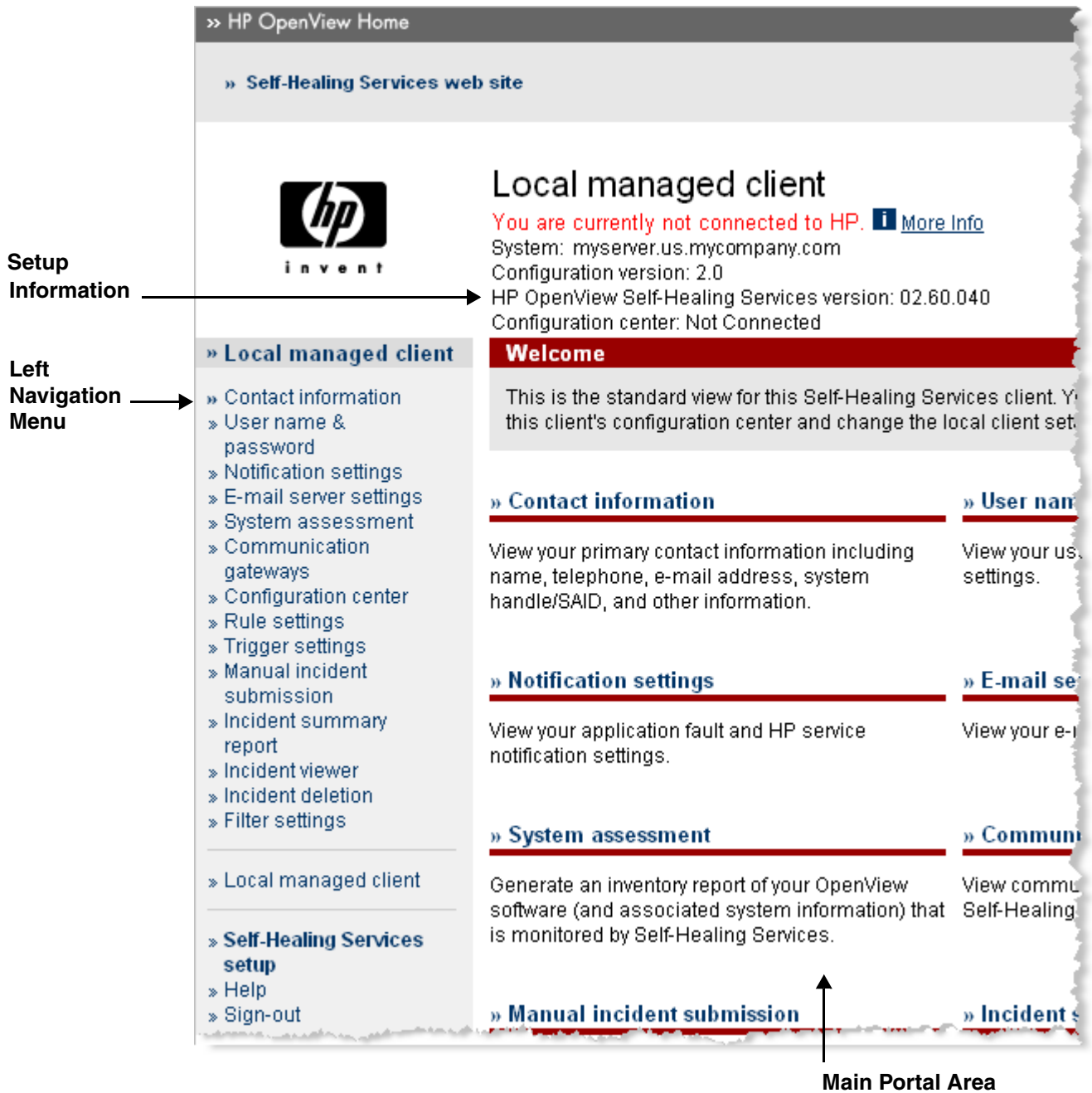
IMPORTANT

If you are signed in to the Self-Healing Services client user interface (UI), and the UI is idle longer than the number of minutes specified in the idle time-out setting, your session will time out, and you will need to sign in again.

Always click the **Sign-out** link to sign out of the Self-Healing Services client UI before you close the web browser window. If you do not, you will have to wait for the existing session to time out before you can sign in again.

After you set up the configuration center, you can change the idle time-out setting at any time. See “Change Your User Name or Password” in the *HP OpenView Self-Healing Services User’s Guide* for additional information.

Figure 3-3 Local Managed Client Page Immediately After Installation



The Local Managed Client page includes 3 primary parts:

- The main portal area
- The left navigation menu
- The setup information

TIP

Click the **i** buttons in the Self-Healing Services UI to display further instructions.
Click the **Help** link in the left navigation menu to display online help.

Main Portal Area

The main portal is the portion of the Local Managed Client page that lies to the right of the left navigation menu and below the setup information. The main portal contains links to and brief descriptions of each of the functions you can perform when you access a managed client.

Left Navigation Menu

The left navigation menu contains links to all the functions listed on the main portal. It also contains links to the following items:

- The online help system for the Self-Healing Services UI.
- The Sign-Out page.
- The Analysis Reports page on the secure HP server.
- The software Downloads page for Self-Healing Services.
- A link to the Configuration Center page if this managed client also serves as a configuration center; if it doesn't, this link opens the Edit Configuration Center page.

Setup Information

The setup information tells you five things:

- Whether or not this client is connected to HP through a communication gateway.
If the following message appears, this client is operating in disconnected mode:

You are currently not connected to HP.

If no message appears, this client is connected to a communication gateway.

Immediately after installation, every client is in disconnected mode because it is not yet connected to a communication gateway. When you run the Self-Healing Services setup function, you can either make this client a communication gateway—in which case the ISEE client must be installed, configured, and running on this system—or you can connect this client to a remote communication center. You can also choose to continue operating this client in disconnected mode.

- The host name of the system where this managed client resides.

This host name matches the host name you specified in the URL when you started the Self-Healing Services UI (see page 58).

- The current configuration version.

The configuration version for every client is initially 2.0. Each time the configuration settings are modified at the configuration center, the number to the right of the decimal point is incremented by 1. The first time the configuration settings change, the configuration version becomes 2.1; the twelfth time, it becomes 2.12.

Once every update cycle, each managed client checks its own configuration version number against that of the configuration center. If the configuration version of the managed client is less than that of the configuration center, the managed client retrieves updated settings from the configuration center. The update interval is configurable; by default it is 24 hours. To change the update interval for a particular managed client, click the **Configuration center** link in the left navigation menu on the Local Managed Client page.

If you reset the configuration center from the Local Managed Client page, the configuration version for that managed client becomes 2.0 again. If you reset the configuration center for a managed client, that client will not receive configuration updates.

- The version number for the client software.
In this example, the version number is 02.60.040.
- The name of the configuration center, if any, that this managed client is connected to.

Immediately after installation, the client is not connected to a configuration center. When you run the setup function, you can either make this client a configuration center, or you can connect it to an existing configuration center.

Set Up Your Self-Healing Services Managed Environment

By default, all Self-Healing Services clients in your Self-Healing Services managed environment serve as managed clients. Some clients can also serve as communication gateways, and one client can serve as the configuration center. The Self-Healing Services setup function enables you to assign a role to each client in your environment and specify the connections, if any, between clients.

The first step in setting up your Self-Healing Services managed environment is to set up a configuration center. After you set up the configuration center, you can set up the communication gateways and managed clients. All Self-Healing Services clients that will be included in the environment, regardless of their role, need to be set up immediately after installation.

About the Setup Process

At any point in the setup process, you can click the **Cancel** button and return to the beginning of the process. This is useful if you discover that you have made an error, or if you determine that the settings that you have specified will not work.

When you click the **Cancel** button, you have three choices:

- Save and Quit** Save the settings that you have specified up to this point, and then return to the beginning of the setup process.
- Quit Without Saving** Return immediately to the beginning of the setup process, but do not save any information.
- Cancel (Do Not Quit)** Disregard the cancel request, and return to the setup process.

If you choose to save your settings, these settings will be applied the next time you run the setup process for this client.

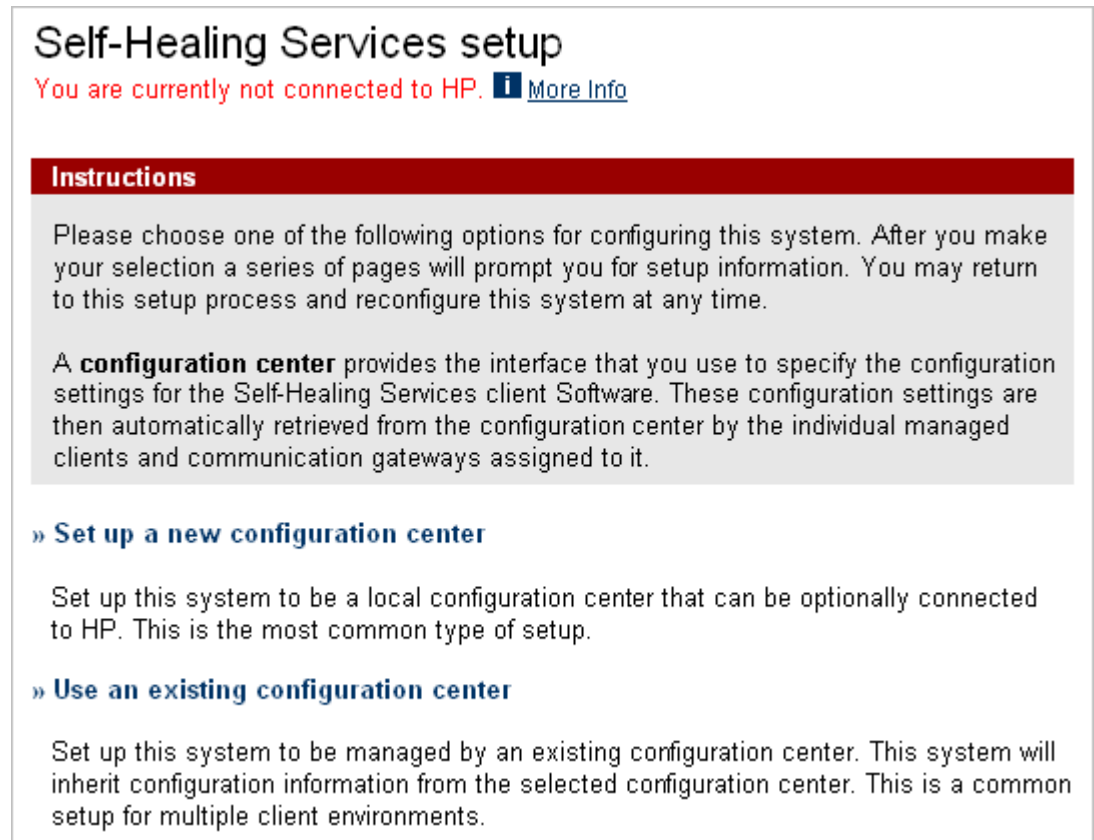
If you cancel the setup process and want to leave it entirely, you must sign out of the Self-Healing Services user interface (UI) and sign back in again before you can access the main functions.

Start the Setup Process

Click the **Self-Healing Services setup** link in the left navigation menu to start the setup process. The Instructions page opens (see Figure 3-4).

At this point, you have two options. You can set up a new configuration center, or you can associate this client with an existing configuration center.

Figure 3-4 Instructions Page



The screenshot shows the 'Self-Healing Services setup' page. At the top, it says 'You are currently not connected to HP.' with a blue information icon and a link to 'More Info'. Below this is a red header with the word 'Instructions' in white. The main content area has a light gray background and contains the following text: 'Please choose one of the following options for configuring this system. After you make your selection a series of pages will prompt you for setup information. You may return to this setup process and reconfigure this system at any time.' This is followed by a paragraph explaining that a 'configuration center' provides the interface for specifying settings, which are then retrieved from the center. Two options are listed with blue arrowheads: '» Set up a new configuration center' and '» Use an existing configuration center'. Each option has a short paragraph of description below it.

NOTE

If you are upgrading from an earlier version of Self-Healing Services, and this system previously served as a configuration center, you may not have the option to use an existing configuration center. If this is the case, first set this system up as a new configuration center, and then deactivate the configuration center functionality. See “Deactivate a Configuration Center” in the *HP OpenView Self-Healing Services User’s Guide* for additional information.

To specify the configuration center for this client:

Choose one of the following two options:

- Click **Set up a new configuration center** if *any* of the following conditions are true:
 - You are setting up a single-system Self-Healing Services managed environment.
 - This is the first system in a multi-system environment that you are setting up.
 - The system that you are setting up will replace an existing configuration center in your environment.

Next Step: If you want to set this client up as a new configuration center, proceed to “Set Up a New Configuration Center” on page 71.

- Click **Use an existing configuration center** if *both* of the following conditions are true:
 - You have already set up a configuration center for a multi-system environment.
 - This managed client will connect to that configuration center.

Next Step: If you want to associate this client with an existing configuration center, proceed to “Use an Existing Configuration Center” on page 66.

Use an Existing Configuration Center

The process of setting a client up to use an existing configuration center has three steps:

Step	Description
1	Specify the Name of the Existing Configuration Center
2	Specify the Communication Gateway Setting Source
3	Review Setup Information

Each of these steps is described in detail in this section.

Specify the Name of the Existing Configuration Center

NOTE This step is only relevant if you are setting up this client to use an existing configuration center. If you are setting up a new configuration center, proceed to “Set Up a New Configuration Center” on page 71.

Figure 3-5 Existing Configuration Center

Existing configuration center setup
Step 1 of 3: Specify a configuration center
You are currently not connected to HP. [More Info](#)

Instructions

Enter the fully qualified host name and Self-Healing Services port for the configuration center that will manage this system. Click "Next" to move to the next step in the setup process.

If a client is already configured to use a configuration center, setup will reset the client to use a new configuration center.

* = required fields

Enter a configuration center

Hostname*

Port*

To connect a client to an existing configuration center:

1. In the **Hostname** box, type the host name of the existing configuration center.
2. In the **Port** box, type the port number that this client will use to communicate with the existing configuration center.
3. Click **Next**.

NOTE If the host name that you specify is not set up to function as a configuration center, an error message will appear. If this happens, either specify a different host name, or click **Cancel** to leave the setup function.

Specify the Communication Gateway Setting Source

NOTE

This step is only relevant if you are setting up this client to use an existing configuration center. If you are setting up a new configuration center, proceed to “Set Up a New Configuration Center” on page 71.

If you are using an existing configuration center, you have two choices with respect to the communication gateway:

- Set up a local communication gateway
- Inherit the communication gateway setting from the configuration center

If you choose to set up a local communication gateway, you must install and configure the HP Instant Support Enterprise Edition (ISEE) client software on this system.

The setup page that you see at this point depends on whether the ISEE client is installed on this system (see Figure 3-6 on page 69 and Figure 3-7 on page 70).

Figure 3-6 Communication Gateway Page—with ISEE

Existing configuration center setup

Step 2 of 3: Communication gateway
You are currently not connected to HP. [More Info](#)

Instructions

Selected configuration center:
Hostname: myconfigctr.us.mycompany.com
Port: 5814

A **communication gateway** receives data collected by the managed clients that are assigned to a particular configuration center and sends that data to HP through a secure Instant Support Enterprise Edition (ISEE) connection for analysis.

ISEE software is installed on this system at C:\PROGRA-1\HEWLET-1\ISEE.

If you want to set up this system (localhost) as a communication gateway, select the box below. If you want to inherit the communication gateway settings from the configuration center (myconfigctr.us.mycompany.com , clear the box below. Click "Next" to move to the next step in the setup process.

Communication gateway information

Set up this system as a communication gateway [More info](#)

ISEE software required to be installed locally and running.

Hostname myserver.us.mycompany.com

Port

[« Previous](#) [Cancel »](#) [Help »](#) [Next »](#)

Figure 3-7 Communication Gateway Page—No ISEE

Existing configuration center setup
Step 2 of 3: Communication gateway
You are currently not connected to HP. [More Info](#)

Instructions

Selected configuration center:
Hostname: myconfigctr.us.mycompany.com
Port: 5814

A **communication gateway** receives data collected by the managed clients that are assigned to a particular configuration center and sends that data to HP through a secure Instant Support Enterprise Edition (ISEE) connection for analysis.

ISEE software is not installed on this system (myserver.us.mycompany.com). You cannot set up a local communication gateway until ISEE is installed, running, and properly configured. Download ISEE software. If you select "Next", this system will inherit communication gateway settings from the configuration center (myconfigctr.us.mycompany.com).

If you want to inherit the communication gateway settings from the configuration center (myconfigctr.us.mycompany.com), click "Next". If you want to set up this system (myserver.us.mycompany.com) as a local communication gateway, click the "Cancel" button to exit the setup process. Then, install ISEE on this system, restart the Self-Healing Services user interface, and start the setup process again.

Communication gateway information

Set up this system as a communication gateway [More info](#)

ISEE software required to be installed locally and running.

Hostname myserver.us.mycompany.com

Port

[« Previous](#) [Cancel »](#) [Help »](#) [Next »](#)

Next Step

If you want to set up a local communication gateway, proceed to “Set up a Local Communication Gateway” on page 79. The process of setting up a local communication gateway is the same whether you are using an existing configuration center or creating a new configuration center.

If you want to inherit the communication gateway settings from the configuration center, no action is required at this point. Click **Next** to continue the setup process, and proceed to “Review Setup Information” on page 85.

Set Up a New Configuration Center

The process of setting up a new configuration center has five steps:

Step	Description
1	Specify Your Contact Information
2	Specify the Default Rule Settings
3	Select or Establish a Communication Gateway
4	View Additional Information
5	Review Setup Information

Each of these steps is described in detail in this section.

Specify Your Contact Information

NOTE

This step is only relevant if you are setting this client up as a new configuration center. If you want to use an existing configuration center, go back to “Use an Existing Configuration Center” on page 66.

The first step in setting up a new configuration center is to provide your contact information. Your contact information is used to send you fault and service notifications. If you choose to open a support case from a Self-Healing Services incident analysis report, your HP support engineer will use this information to contact you.

You can change or add to your contact information for that configuration center at any time thereafter. After you update your contact information on a configuration center, the information is shared with all managed clients and communication gateways associated with that configuration center.

To enter your contact information:

Type or paste the information in the boxes provided. Boxes marked with an asterisk (*) are required.

1. *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.
2. In the **First name** box, enter your first name.
3. In the **Last name** box, enter your last name.
4. *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.
5. In the **To E-mail address** box, enter your e-mail address.
6. 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.
7. In the **Telephone** box, enter your telephone number, including country code and area code.
8. In the **Company/Organization** box, enter the name of your company.
9. *Optional:* From the **Country/Region** list, select the country or region where you are physically located.
10. 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.
11. To save your contact information and continue the setup process, click **Next**.

Figure 3-8 Contact Information Page

New configuration center setup

Step 1 of 5: Contact information
You are currently not connected to HP. [More Info](#)

Instructions

Contact information is used for incident notification and client communication. Please enter your contact information below. Contact information needs to be provided before a communication gateway can be configured. Select the "Next" button to move to the next step.

* = required fields

Primary contact information

Prefix	<input type="text"/>
First name*	<input type="text" value="John"/>
Last name*	<input type="text" value="Smith"/>
Suffix	<input type="text"/>
To e-mail address*	<input type="text" value="jsmith@mycompany.com"/>
	<input checked="" type="checkbox"/> My e-mail client accepts UTF-8 More info
Telephone*	<input type="text" value="800-555-1234"/>
Company/Organization*	<input type="text" value="My Widget Company"/>
Country/Region	<input type="text" value="United States"/>
System Handle/SAID*	<input type="text" value="MYCOMPANY2007"/> More info
	System handle/SAID is case sensitive.

NOTE

The Contact Information page is read-only for managed clients and communication gateways. You can only change your contact information on a configuration center.

You can, however, perform a connectivity test from the Contact Information page on a managed client or a communication gateway. Click Send Connectivity Test to perform this test.

Specify the Default Rule Settings

NOTE This step is only relevant if you are setting this client up as a new configuration center. If you want to use an existing configuration center, go back to “Use an Existing Configuration Center” on page 66.

When it detects a fault on a managed client, Self-Healing Services consults the rule for that particular fault to determine whether to submit, suppress, hold, or ignore the fault. It then performs the action specified in the rule.

There are two types of rules: specific fault rules and default rules. The default rule is used the first time a particular fault occurs on a managed client. From that point forward, the specific fault rule is used whenever that fault occurs. The default rule setting is configured on the configuration center (see Figure 3-9 on page 75). Specific fault rule settings are configured on a managed client.

The default rule setting for a configuration center is automatically shared with the managed clients assigned to that configuration center. You can change the default rule setting on a managed client, but that setting will be overwritten the next time that client retrieves configuration information from the configuration center.

Table 3-1 Rule Settings

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.

To configure the default rule setting:

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

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, not already removed from each incident package by your filter policy, is not submitted to HP.

2. 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.
3. Click **Next**.

Figure 3-9 Rule Configuration Page

New configuration center setup
Step 2 of 5: Rule configuration
You are currently not connected to HP. [More Info](#)

The contact information was updated successfully.

Instructions

Define a default rule for processing incidents that occur associated with this system. Select the "Previous" button to go back one step. Select the "Next" button to move to the next step.

Default rule configuration settings

Action

Suppression Time Hours Minutes

Select or Establish a Communication Gateway

At this point in the Self-Healing Services setup process for a new configuration center, you have three choices:

- Set up a local communication gateway
- Use a remote communication gateway
- Do not set up a communication gateway at all

If you choose to set up a local communication gateway, you must install and configure the HP Instant Support Enterprise Edition (ISEE) client software on this system.

NOTE

The setup page that you see at this point depends on whether the ISEE client is installed on this system (see Figure 3-11 on page 78 and Figure 3-10 on page 77).

If you choose to use a remote communication gateway, you must first install and configure the HP ISEE client software and the Self-Healing Services client software on the remote system before you can specify that system as a remote gateway.

If you choose not to set up a communication gateway, Self-Healing Services will still detect faults, collect data, and create incident packages. It will not, however, be able to submit those packages to HP for analysis. If you choose this option, you will be prompted to provide your e-mail server information. This enables your Self-Healing Services clients to send you fault notifications by e-mail.

Figure 3-10 Communication Gateway Page—With ISEE

New configuration center setup

Step 3 of 5: Communication gateway

1. The default settings for new rules were updated successfully.

Instructions

ISEE software is installed on this system at C:\PROGRA~1\HEWLET~1\ISEE.

ISEE software from HP helps establish a communication gateway. Choose the type of communication gateway that you want to set up associated with this system. Depending on your selection you may be prompted for additional information.

Communication gateway information

Local communication gateway:
ISEE software required to be installed locally and running. [More info](#)

Hostname

Port

Remote communication gateway:
Enter another system that is set up as a communication gateway.

Hostname

Port

No communication gateway:
Allows you to run disconnected from HP. You will not receive notification from HP about incidents. You can always add a communication gateway at a later time.

Figure 3-11 Communication Gateway Page—No ISEE

New configuration center setup

Step 3 of 5: Communication gateway

1. The default settings for new rules were updated successfully.

Instructions

ISEE software is NOT installed on this system. Setting up a local communication gateway is not possible until it is installed and running. If you would like to setup a local communication gateway, please download and install the ISEE software on this system first. If this is a Solaris system, please refer to your HP OpenView Self-Healing Services Installation Guide for installation details. Otherwise, please download the ISEE software, run the contrib/shs/install-isee script located in your Self-Healing Services installation directory, and then return to this setup wizard to finish configuring this communication gateway. [Download ISEE software.](#)

ISEE software from HP helps establish a communication gateway. Choose the type of communication gateway that you want to set up associated with this system. Depending on your selection you may be prompted for additional information.

Communication gateway information

Local communication gateway:
ISEE software required to be installed locally and running. [More info](#)

Hostname

Port

Remote communication gateway:
Enter another system that is set up as a communication gateway.

Hostname

Port

No communication gateway:
Allows you to run disconnected from HP. You will not receive notification from HP about incidents.
You can always add a communication gateway at a later time.

Set up a Local Communication Gateway

NOTE

This step pertains both to setting up a new configuration center and using an existing configuration center.

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

- Install and configure the ISEE client
- Set up the 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, run the Self-Healing Services setup function again to establish the local communication gateway.

NOTE

The preconfigured script is currently available for Windows and HP-UX only.

If you are using an existing configuration center, you have not entered contact information thus far during the setup process. The script will prompt you for this information.

To set up a local communication gateway:

1. If the ISEE client is installed and configured on this system, skip to Step 2. If the ISEE client is *not* yet installed and configured on this system, follow these steps.
 - a. Click **Download ISEE Software**. Follow the on-screen instructions to download the appropriate ISEE client software package for your operating system.
 - b. Install and configure ISEE:
 - For Windows operating systems, 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 your HP support engineer instructs you to do so.

- For HP-UX operating systems, follow these steps:
 - i. 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, *<installDir>* is */opt/OV*.

ii. Type the following command:

```
isee-install.sh
```

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

NOTE

Do NOT choose the Advanced Configuration option unless your HP support engineer instructs you to do so.

- For Solaris operating systems, follow the installation and configuration instructions provided in Appendix A, “Installing ISEE on Communication Gateways,” on page 101.

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. Click **Next**.

2. Select **Local communication gateway**.

3. In the **Port** box, specify the Self-Healing Services port that managed clients will use to communicate with this communication gateway.

4. Click **Next**.

Next Step

Proceed to “View Additional Information” on page 84.

NOTE

If a local communication gateway exists on a particular system, Self-Healing Services will always use that local gateway to submit incidents from this system, even when there are additional gateways available in the gateway list. If the ISEE client is not running on this system, incidents cannot be successfully submitted to HP. In addition, you cannot remove a local gateway from the gateway list. These are known limitations of Self-Healing Services version 2.60.

Use a Remote Communication Gateway

NOTE

You can only use a remote communication gateway if you are setting up a new configuration center. If you are using an existing configuration center, you must either create a local gateway or accept the gateway settings from the configuration center.

1. If the remote system is already set up as a communication gateway, skip to Step 2. If the remote system is *not* already set up as a communication gateway, follow the steps outlined in “Set up a Local Communication Gateway” on page 79 to establish the remote system as a communication gateway.
2. On the Self-Healing Services Communicate Gateway page on *this* system, select **Remote communication gateway**.
3. In the **Port** box, specify the port that the managed client will use to communicate with the remote communication gateway.
4. Click **Next**.

Next Step

Proceed to “View Additional Information” on page 84.

Do Not Set Up a Communication Gateway

You can operate a managed client in disconnected mode. If you select this option, this client will still be able to detect faults, collect data, create incident packages, and notify you by e-mail when a fault occurs. It will not, however, be able to submit incidents to HP.

To operate a managed client in disconnected mode:

1. Select **No communication gateway**.
2. Click **Next**. The E-mail Server Settings page opens.
3. Follow the instructions under Specify Your E-mail Server Settings to establish your settings for fault notification.

Specify Your E-mail Server Settings

NOTE

This step is only required if you specified **No communication gateway** during the Self-Healing Services setup process.

There are two types of notifications that Self-Healing Services provides: fault notifications and service notifications. A **fault notification** occurs when a fault is submitted to HP or placed on either hold or offline status. The Self-Healing Services client will e-mail fault notifications to you and anyone else that you specify.

A **service notification** occurs when one of the following things happens:

- You perform a connectivity test
- An incident is submitted to HP through Self-Healing Services
- A fault is submitted to HP with an invalid system handle/SAID
- You upload additional data for an open support case and submit it to HP through Self-Healing Services

Fault notifications and service notifications originate from different places. Fault notifications are sent by the Self-Healing Services client software running on the local system. Service notifications are sent by HP after an incident has been submitted and analyzed and a report has been generated. Fault notifications tell you about an incident when it occurs on the system.

If this Self-Healing Services managed environment is not connected to HP through a communication gateway, you must configure your e-mail server settings so you can receive Self-Healing Services fault notifications. You are not allowed to complete the setup process until you either connect to a communication gateway or specify your e-mail server settings.

To establish or modify your e-mail server settings:

1. In the **IP Address** boxes, type the IP address of the SMTP mail server that will be used to send fault notification messages from Self-Healing Services to the recipients you specify (see “Notification Settings” in the *HP OpenView Self-Healing Services User’s Guide*).
2. Choose one of the following two options:

- In the **From E-mail Address** box, type the e-mail address that fault notifications will appear to come from.
For example, if the **From e-mail address** is `janesmith@xyz.com`, your fault notifications will appear to come from `janesmith@xyz.com`.
 - In the **E-Mail domain** box, type the domain that fault notifications will appear to come from.
For example, if the **E-mail domain** is `xyz.com`, your fault notifications will appear to come from `HP_Self_Healing_Agent@xyz.com`.
If you type both a **From e-mail address** and an **E-mail domain**, the **From e-mail address** will override the **E-mail domain**.
3. In the **SMTP Port** box, type the port number on which the SMTP mail server is listening; the default is port 25.
 4. In the **Retry Frequency** box, type the number of times that Self-Healing Services will attempt to connect to the SMTP mail server; the default is 3 attempts.
 5. In the **Socket Timeout** box, type the length of time in minutes in which a time-out will occur on the socket connection to the SMTP mail server; the default is 5 minutes.
 6. In the **Sleep Time** box, type the length of time in minutes that Self-Healing Services waits between retries; the default is 3 minutes.
 7. In the **Server Admin IP Address**, type an administration IP address for the SMTP server. This information is normally not required.
 8. When you are finished making changes, click **Save**.

View Additional Information

This step allows you to review your communication gateway settings before you finalize the setup. You will see a page similar to one of the following depending on whether you specified a local or remote communication gateway in Step 3. If you chose not to use a communication gateway, you will not see this page.

Figure 3-12 Local Communication Gateway

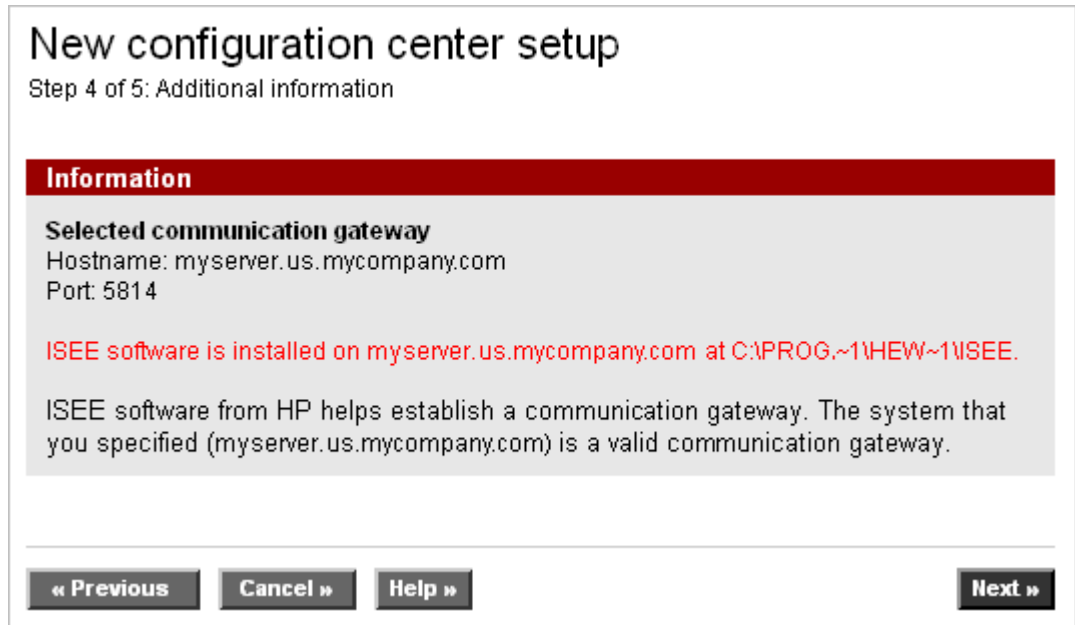
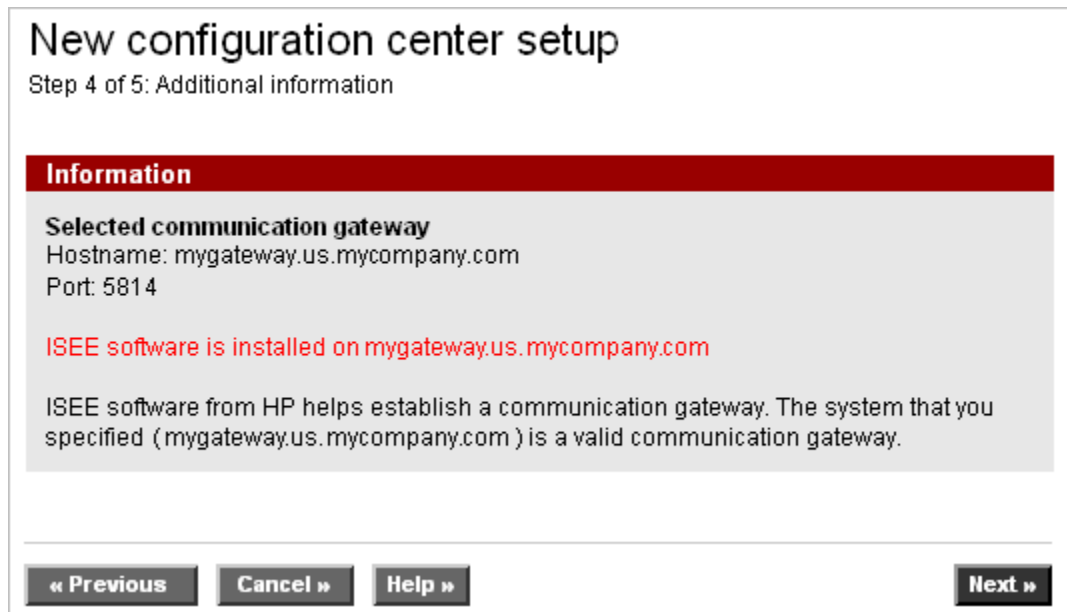


Figure 3-13 Remote Communication Gateway



Review Setup Information

This page gives you one last opportunity to review the setup information that you specified and make any changes before you finalize the setup. If you want to change any of your settings, click the **Previous** button until the appropriate page appears, make your changes, and click **Next** until you return to the review page. When you are happy with your settings, click **Finish**.

Figure 3-14 Setup Review for a New Configuration Center

New configuration center setup

Step 5 of 5: Review setup

Instructions

Review the setup information and options you have specified. If you want to make a change, click the "Previous" button to return to the appropriate setup page, and make the change. Click "Finish" to complete the setup process.

Contact information

Prefix	
First name	John
Last name	Smith
Suffix	
E-mail address	jsmith@mycompany.com
My e-mail client accepts UTF-8	Selected
Telephone	800-555-1234
Company/Organization	My Widget Company
Country/Region	United States
System handle/SAID	MYCOMPANY2007

Rule configuration

Action	Submit
--------	--------

Selected communication gateway

Hostname	myserver.us.mycompany.com
Port	5814

« Previous Help » Finish »

Figure 3-15 Setup Review for a Managed Client Using an Existing Configuration Center

Existing configuration center setup

Step 3 of 3: Review setup

Instructions

Review the setup information and options you have specified. If you want to make a change, click the "Previous" button to return to the appropriate setup page, and make the change. Click "Finish" to complete the setup process.

Selected configuration center

Hostname	myserver.us.mycompany.com
Port	5814

Selected communication gateway

No gateway specified (settings will be inherited from the configuration center on myconfigtr.us.mycompany.com).

[« Previous](#) [Help »](#) [Finish »](#)

After you successfully finish the Self-Healing Services setup process, you can perform a connectivity test. If the connectivity test is successful, you will receive a service notification similar to this one:

Figure 3-16 Welcome Notification

```
From: HP OpenView Software Support  
[mailto:openview-self-healing@hp.com]  
Sent: Sunday, December 03, 2006 10:26 AM  
To: Smith, John  
Subject: Welcome to HP OpenView Self-Healing Services!  
  
This message has been automatically generated. Please do not reply  
to this message.  
  
Welcome to HP OpenView Self-Healing Services! You have  
successfully configured your software and are now connected. These  
services will provide you with customized assistance to help you  
solve your software difficulties and keep your systems running  
smoothly.  
  
Date/Time:      Dec 3, 2006 5:24:54 PM GMT  
System name:    myserver.us.mycompany.com  
  
Thank you,  
HP OpenView Self-Healing Services Team
```

To perform a connectivity test for a new configuration center:

1. In the left navigation menu, click **Configuration center**.
2. Click **Contact information**.
3. Click **Save and Send Connectivity Test**.

To perform a connectivity test for a managed client using an existing configuration center:

1. In the left navigation menu, click **Local managed client**.
2. Click **Contact information**.
3. Click **Send Connectivity Test**.

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.

4 Performing Post-Installation Steps

This chapter provides detailed instructions for testing your Self-Healing Services and ISEE installations. It also describes how to add or update supported applications to nodes after Self-Healing Services is installed, stop or start the Self-Healing Services client, and turn off the Self-Healing Services client auto start upon reboot.

In This Chapter

This chapter contains the following topics:

- “Test Your Installation” on page 91
- “Change the Name of Your Self-Healing Services Certificate” on page 94
- “Change the Self-Healing Services Client Port” on page 96
- “Start or Stop the Self-Healing Services Client” on page 97
- “Uninstall the Self-Healing Services Client” on page 98

Test Your Installation

The best way to verify that the Self-Healing Services and HP Instant Support Enterprise Edition (ISEE) client software is properly installed and configured is to submit an incident manually. This will trigger the Self-Healing Services process to generate an incident package and submit it to HP for analysis (see “Manually Submitting an Incident” in the *HP OpenView Self-Healing Services User’s Guide* for additional information).

To submit an incident manually:

1. Open the Self-Healing Services user interface (see “Start the Self-Healing Services User Interface” on page 50).
2. Click the **Manual submission** link. The Manual Submission page appears.

NOTE

If you are accessing a configuration center, you must first choose the managed client that you want to use to submit the incident. All the gateway and managed clients assigned to this configuration center are listed (Figure 4-1 on page 92).

Click the name of the managed client that you want to use to manually submit the incident.

If you chose a managed client other than the configuration center, the Sign-In page for that managed client is displayed. Sign in to that node to complete the manual submission process.

If the system with which you are working has a dynamic IP address, both `localhost` and the fully qualified host name may appear in the list. If this is the case, click `localhost` to submit an incident from this system.

3. Select the appropriate application for the fault from the **Product/Application** list. This list contains all the applications supported by the Self-Healing Services client that are installed on this system (see Figure 4-2 on page 92).
4. In the **Problem title** field, type **Test-Ignore**.
5. In the **Problem description** field, type **Post-installation test**.
6. Click **Submit**.

NOTE

If you selected Hold as the default rule setting, any incident that you attempt to submit will be placed on Hold and will not be submitted. Even if the default rule is not currently set to Hold, a specific fault rule may be in effect that places manually submitted incidents for a particular product on Hold. You can change specific fault rules by using the Rule Settings page in the Local Managed Client menu.

To submit an incident that is on Hold, open the Incident Report, and click **Submit This Incident**. See “Submit Incidents on Hold” on page 91 in the *HP OpenView Self-Healing Services User’s Guide* for additional information.

Figure 4-1 Configuration Center—Manual Submission Client Selection Page

Manual incident submission

Click the link for the Self-Healing Services managed client from which you would like to submit an incident.

Host name	Port
myserver.us.mycompany.com	5814
myconfigctr.us.mycompany.com	5814

» Cancel

Figure 4-2 Managed Client—Manual Submission Page

Manual incident submission

Manual submission information

Client: myserver.us.mycompany.com

* = required field

Product Refresh »

Problem title (maximum of 80 characters)*

Problem description (maximum of 4000 characters)*

Cancel » Submit »

If you have configured e-mail server settings for this client, you should receive a fault notification from Self-Healing Services shortly after you manually submit the incident.

If you are not connected to a communication gateway, you should receive a similar fault notification provided that your e-mail servers settings are valid; this notification will not contain a link to an incident analysis report, however, because the incident was not submitted to HP.

If you are connected to a communication gateway, you should also receive a service notification from Self-Healing Services later indicating that an incident analysis report is available. If the incident package fails the entitlement check, however, you will not receive this service notification.

If the incident package fails the entitlement check, you will receive a service notification from Self-Healing Services indicating that the system handle/SAID submitted with the incident package is invalid.

You will receive fault and service notifications from HP in the manner you specify on the Notification Settings page of the Self-Healing Services managed client user interface.

If you do not receive either service notification, perform an ISEE connectivity test by running the following script:

HP-UX and Solaris:

```
<ISEE_install_dir>/remotesupport/bin/ISEEconnectivitytest.sh
```

Windows:

```
<ISEE_install_dir>\remotesupport\config\ISEEconnectivitytest.bat
```

where *<ISEE_install_dir>* is the installed location of the ISEE client software. You should receive an e-mail from the ISEE server at HP. If you do not receive this message, ISEE is not correctly configured on your system.

Change the Name of Your Self-Healing Services Certificate

When you access the Self-Healing browser-based user interface, the URL contains a machine name that should match the common name specified in the Self-Healing Services certificate. If the names do not match, your browser may display a security warning. To prevent this warning, you can change the common name (hostname) of the Self-Healing Services certificate. The `shscertgen` command-line utility is provided to do this.

NOTE

See “Start or Stop the Self-Healing Services Client” on page 97 for additional information about starting and stopping Self-Healing Services.

To change the name of the Self-Healing Services certificate on a Windows system:

1. On the machine that you are trying to access using a browser, stop Self-Healing Services
2. In a command line window, type the following commands:

```
cd <installDir>\sbin\shs
shscertgen.bat -hostname <desiredHostName>
```

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

`<desiredHostName>` is the host name that you want to specify in the URL. For example, it might be `localhost` or `myserver.us.mycompany.com`.

TIP

You can get help for the `shscertgen` utility by typing this command:

```
shscertgen.bat -?
```

3. After the certificate generation utility runs, verify that it completed successfully by looking at the certificate generation log:

```
<installDir>\data\log\shs\shscertgen.log
```

Verify that there are no log entries at a severity level higher than INFO. Near the bottom of the log file, you should see a string representation of the generated certificate, and it should contain the host name that you specified.

4. Start Self-Healing Services again.

To change the name of the Self-Healing Services certificate on an HP-UX or Solaris system:

1. Log on to the machine that you are trying to access using a browser as a user with root privileges.
2. Stop Self-Healing Services.
3. Type the following commands:

```
cd /opt/OV/sbin/shs
```

```
./shscrtgen.sh -hostname <desiredHostName>
```

In this case, *<desiredHostName>* is the host name that you want to specify in the URL. For example, it might be `localhost` or `myserver.us.mycompany.com`.

TIP

You can get help for the `shscrtgen` utility by typing this command:

```
./shscrtgen.sh -?
```

4. After the certificate generation utility runs, verify that it completed successfully by looking at the certificate generation log:

```
/var/opt/OV/log/shs/shscrtgen.log
```

Verify that there are no log entries at a severity level higher than INFO. Near the bottom of the log file, you should see a string representation of the generated certificate, and it should contain the host name that you specified.

5. Start Self-Healing Services again.

Change the Self-Healing Services Client Port

The Self-Healing Services port number is used for communication between Self-Healing Services clients. If you have a port conflict with the Self-Healing Services client, you can change the default port number on which the Self-Healing Services client listens—port 5814—to another port that is not being used.

NOTE

If port 5814 is in use when you install Self-Healing Services, the HP OpenView installer will advise you that you have a port conflict.

To change the port number, use the following commands:

HP-UX and Solaris:

1. `/opt/OV/bin/shsctrl -sethttpsport <new-port>`
2. `/opt/OV/bin/shsctrl -restart`

Windows:

1. `<installDir>\bin\cscript shsctrl.vbs -sethttpsport <new-port>`
2. `<installDir>\bin\cscript shsctrl.vbs -restart`

Start or Stop the Self-Healing Services Client

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

For HP-UX or Solaris operating systems:

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

In this case, `<installDir>` is the directory where Self-Healing Services is installed on HP-UX and Solaris operating systems. By default, this is `/opt/OV`.

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.

Uninstall the Self-Healing Services Client

If any of the following conditions occurs, you will need to uninstall the Self-Healing Services client software:

- You want to install a newer version of the Self-Healing Services client.
- Your client installation fails.
- You want to remove the Self-Healing Services client from a particular system.

Before uninstalling the client, make sure the it is stopped (see “Start or Stop the Self-Healing Services Client” on page 97). Then, follow these steps to uninstall it.

HP-UX and Solaris:

- Versions prior to 2.50.000:

HP-UX:

```
swremove SHSrvcs
```

Solaris:

```
pkgrm SHSClient SACore
```

- Version 2.50.000 or later:

Uninstall the existing client by using the following command:

```
/opt/OV/Uninstall/HPOvShs/HPOvShs_<versionNum>_setup.bin
```

where *<versionNum>* is the version number for the Self-Healing Services client that is installed.

NOTE

If your PATH variable does not include the path to your Java Virtual Machine (JVM), you must specify it on the command line as follows:

```
HPOvShs_<versionNum>_setup.bin LAX_VM <javaHome> [-i console]
```

where *<javaHome>* is the location of your JVM. For example:

```
HPOvShs_02.60.050_setup.bin LAX_VM /apps/bin/jdk14206 -i console
```

Windows:

1. If the **Services** control panel window is open, close it.
2. Click **Start**→**Settings**→**Control Panel** →**Add or Remove Software**
3. Select **HP OpenView Self Healing Services**.
4. Click **Remove**
5. Click **Yes**

NOTE

If other HP OpenView applications are installed that use some of the same component packages that Self-Healing Services uses, these packages will not be uninstalled. If this happens, warning messages will appear in the Errors tab of the uninstaller. This is not a problem; you can ignore these messages.

Uninstalling the Self-Healing Services client does not delete the Self-Healing Services client data and configuration files from your system. This preserves your configuration settings and fault data, so they are automatically used by the client if it is re-installed.

To completely remove the data and configuration files, delete the following files and directories. In this case, *<dataDir>* is the data directory you specified at install time. By default, *<dataDir>* is as follows:

HP-UX and Solaris: /var/opt/OV

Windows: c:\Program Files\HP OpenView\data

CAUTION

DO NOT remove the entire *<dataDir>* directory. Other HP OpenView applications also use this directory. Only remove the files and subdirectories explicitly listed here.

- Remove these individual files:
 - ❑ *<dataDir>/log/shs/shs.log*
 - ❑ *<dataDir>/log/shs/collector-registration.log*
 - ❑ *<dataDir>/log/shs/shscertgen.log*
 - ❑ *<dataDir>/Conf/.gatewayNode*
 - ❑ *<dataDir>/Conf/applicationEvent.xml*
 - ❑ *<dataDir>/Conf/applicationMap.xml*
 - ❑ *<dataDir>/Conf/configuration-version.xml*
 - ❑ *<dataDir>/Conf/contact.xml*
 - ❑ *<dataDir>/Conf/erconfiguration.xml*
 - ❑ *<dataDir>/Conf/gateway-nodes.xml*
 - ❑ *<dataDir>/Conf/global-recon-policy.xml*
 - ❑ *<dataDir>/Conf/incident-transport.xml*
 - ❑ *<dataDir>/Conf/logger.xml*
 - ❑ *<dataDir>/Conf/login.ser*
 - ❑ *<dataDir>/Conf/managed-nodes.xml*
 - ❑ *<dataDir>/Conf/notification.xml*
 - ❑ *<dataDir>/Conf/recon_logger.xml*
 - ❑ *<dataDir>/Conf/rules.xml*
 - ❑ *<dataDir>/Conf/secondary-contacts.xml*

Uninstall the Self-Healing Services Client

- ❑ `<dataDir>/Conf/self-healing-info.xml`
- ❑ `<dataDir>/Conf/smtp-settings.xml`
- Remove these directories and their contents:
 - ❑ `<dataDir>/Conf/deployment`
 - ❑ `<dataDir>/Conf/am`
 - ❑ `<dataDir>/data`
 - ❑ `<dataDir>/datafiles/shs`

A **Installing ISEE on Communication Gateways**

This chapter contains instructions for manually installing and configuring the HP Instant Support Enterprise Edition (ISEE) client software on systems that will serve as communication gateways in your Self-Healing Services managed environment.

In This Chapter

This chapter contains the following topics:

- “Download the ISEE Client from the HP Web Portal” on page 104
- “Install the ISEE Client on Windows” on page 106
- “Install the ISEE Client on HP-UX” on page 109
- “Install the ISEE Client on Solaris” on page 105
- “Configure the ISEE Client” on page 110
- “Change Your ISEE Client Password” on page 116
- “Additional Resources” on page 116

When to Use These Instructions

For HP-UX and Windows installations, Self-Healing Services provides a preconfigured script that enables you to install and configure the ISEE client in one largely automated step. See “Set up a Local Communication Gateway” on page 79 for more information about this script.

For Solaris installations—or in situations where you do not want to use the preconfigured script—use the instructions in this appendix to manually install and configure the ISEE client.

Download the ISEE Client from the HP Web Portal

Follow these steps to download the appropriate ISEE client software depot file for your operating system:

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

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

NOTE

You may be asked to sign in to HP Passport to access this web page. If this happens, provide your HP Passport **UserID** and **Password**, and click **Sign-in**.

To register for a new HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

2. Scroll down to the **ISEE downloads** box at the bottom of the page:

ISEE downloads

- 
- » Download for HP-UX 
 - » Download for HP-UX Itanium Server 
 - » Download for Sun Solaris 
 - » Download for Microsoft Windows 

3. Click the link corresponding to your operating system.
4. Read the HP software license terms. If you agree to the terms, click **I Agree**.
5. Instruct your browser to save the depot file in the location of your choice.

NOTE

Versions of ISEE prior to the versions listed below are not supported and will not work with Self-Healing Services:

- HP-UX: version A.03.95
- Solaris: version A.03.50.760
- Windows: version A.03.95

Systems containing the “Montecito” version of the Itanium processor must use ISEE client version A.03.95.500 on HP-UX 11.23 with JRE 1.4.2-09.

Install the ISEE Client on Solaris

NOTE

A Solaris 10 system cannot serve as a communication gateway. It can, however, serve as a configuration center or managed client. By design, any system that serves as a configuration center also serves as a managed client.

Follow these steps to install ISEE version A.03.50.760 (or later) on your Solaris 7, 8, or 9 system:

1. Log in to a communication gateway as root.
2. Make sure that you have installed the March 19, 2003 patch cluster.
3. Perform the following steps to install the ISEE client software:
 - a. Type the following command to extract the files from the downloaded tar file:

```
tar -xvf ISEEPlatform.tar
```
 - b. Type the following command to execute the install script:

```
./install.sh
```
4. Proceed to “Configure the ISEE Client” on page 110.

NOTE

After it is installed, the ISEE client will start automatically. It will also start automatically whenever you reboot the communication gateway. You can also stop, start, or get the status of the ISEE client at any time.

To stop the ISEE client, type this command: `/etc/init.d/hpservices stop`

To start the ISEE client, type this command: `/etc/init.d/hpservices start`

To see whether the ISEE client is running, type: `/etc/init.d/hpservices status`

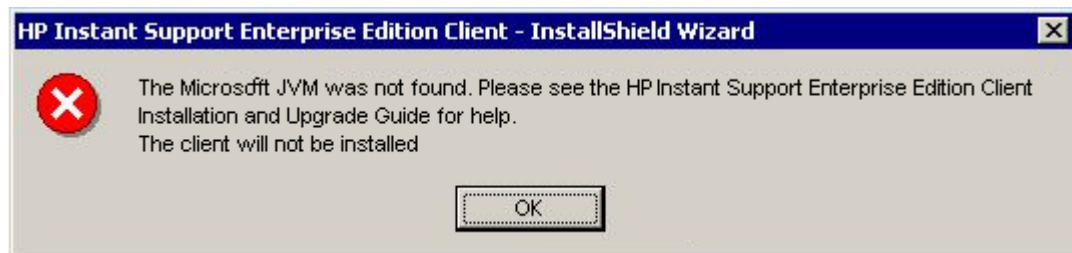
Install the ISEE Client on Windows

This chapter provides detailed instructions for installing and configuring the HP Instant Support Enterprise Edition (ISEE) client software on a supported version of the Windows operating system.

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.

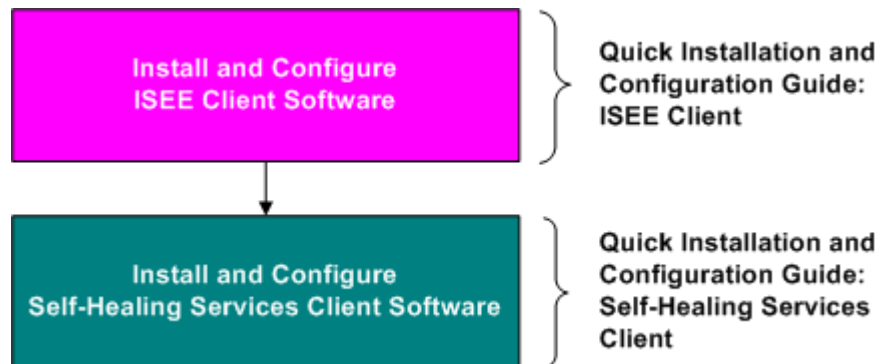
If the following error message appears when you attempt to install the ISEE client, see “Verify the MSJVM Version for Windows ISEE Installations” on page 118:



To install ISEE version A.03.95 (or later) on your Windows system:

1. Log in to the system as an Administrator user.
2. Make sure you have installed all the required operating system patches:
 - a. In a web browser, go to the following web page:
http://isee.americas.hp.com/ISEE_Support
 - b. Click the **A.03.90 and A.03.95 Windows Patches** link.
 - c. At a minimum, install the patches listed under “Conservative/Restrictive Patching Methodology” for the version of the Windows operating system that you are running. You can also install the patches listed under “Innovative Patching Methodology” if you prefer.
3. In the directory containing your ISEE installation files, double-click the `setup.exe` file. The ISEE client installation wizard starts:

Figure A-1 ISEE Client Installer



NOTE

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

4. If you are upgrading your ISEE client software, you will be prompted to accept the new version of the software. Click **Yes** to continue.
5. Click **Next** to start the installation.
6. Read the HP ISEE license agreement and, if you accept all terms, click **Yes** to continue with the installation.

7. 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.

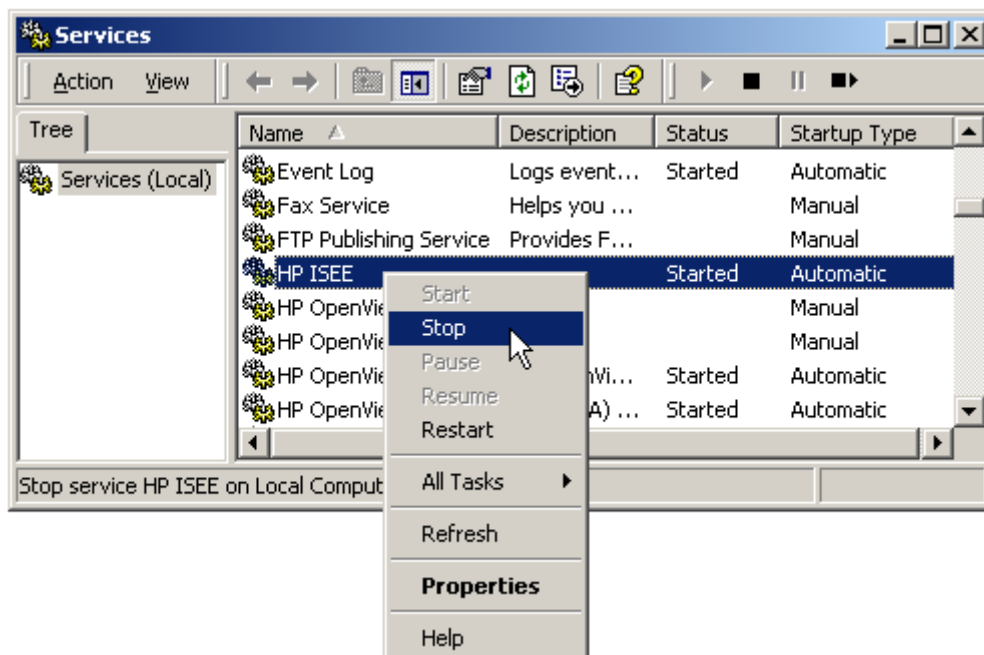
8. Click **Finish** to exit the ISEE client installation wizard.
9. Proceed to “Configure the ISEE Client” on page 110.

NOTE

Once it is installed, the ISEE client will start automatically. It will also start automatically whenever you reboot this system. You can also stop, start, or get the status of the ISEE client at any time by following these steps:

1. Click **Start**→**Settings**→**Control Panel**→**Administrative Tools**→**Services**
2. 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.
3. 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 A-2 Services Window with ISEE Running



Install the ISEE Client on HP-UX

Follow these steps to install ISEE version A.03.95 (or later) on your HP-UX 11.i system:

1. Log in to a communication gateway as root.
2. Make sure you have installed all the required operating system patches:
 - a. In a web browser, go to the following web page:
`http://isee.americas.hp.com/ISEE_Support`
 - b. Click the **A.03.90 and A.03.95 HP-UX Patches** link.
 - c. At a minimum, install the patches listed under “Conservative/Restrictive Patching Methodology” for the HP-UX 11i version that you are running. You can also install the patches listed under “Innovative Patching Methodology” if you prefer.

NOTE

For comprehensive information about HP-UX patches, see the HP IT Resource Center (ITRC) located at the following URL: `http://itrc.hp.com`

3. Type the following command (all on one line) to install the ISEE client software:

```
swinstall -x enforce_dependencies=false -s <ISEE_Depot_File_Path>  
ISEE ISEE-Chorus ISEE-Java
```

where `<ISEE_Depot_File_Path>` is the full path and file name of the downloaded depot file.

NOTE

If you do not use the `-x enforce_dependencies=false` attribute, the `swinstall` command may report an error stating that it did not successfully install due to a dependency on `CORE-SHLIBS`.

WARNING

For Predictive Support Users:

Predictive Support will be disabled if you install the entire ISEE platform depot. Only a subset of the ISEE platform is required, however, to run Self-Healing Services; this subset does not utilize the features that interfere with predictive support. To avoid any interference with Predictive Support, be sure to install the ISEE client using the `swinstall` command specified above while logged in as root.

4. Proceed to “Configure the ISEE Client” on page 110.

NOTE

After it is installed, the ISEE client will start automatically. It will also start automatically whenever you reboot the communication gateway. You can also stop, start, or get the status of the ISEE client at any time.

To stop the ISEE client, type this command: `/sbin/init.d/hpservices stop`

To start the ISEE client, type this command: `/sbin/init.d/hpservices start`

To see whether the ISEE client is running, type: `/sbin/init.d/hpservices status`

Configure the ISEE Client

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.

On each of your communication gateways, 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 A-3

Initialize Message



3. Click **OK**.

The ISEE Contact Options page is displayed, as shown in Figure A-4.

Figure A-4 ISEE Contact Options Page

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

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

IMPORTANT

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.

TIP

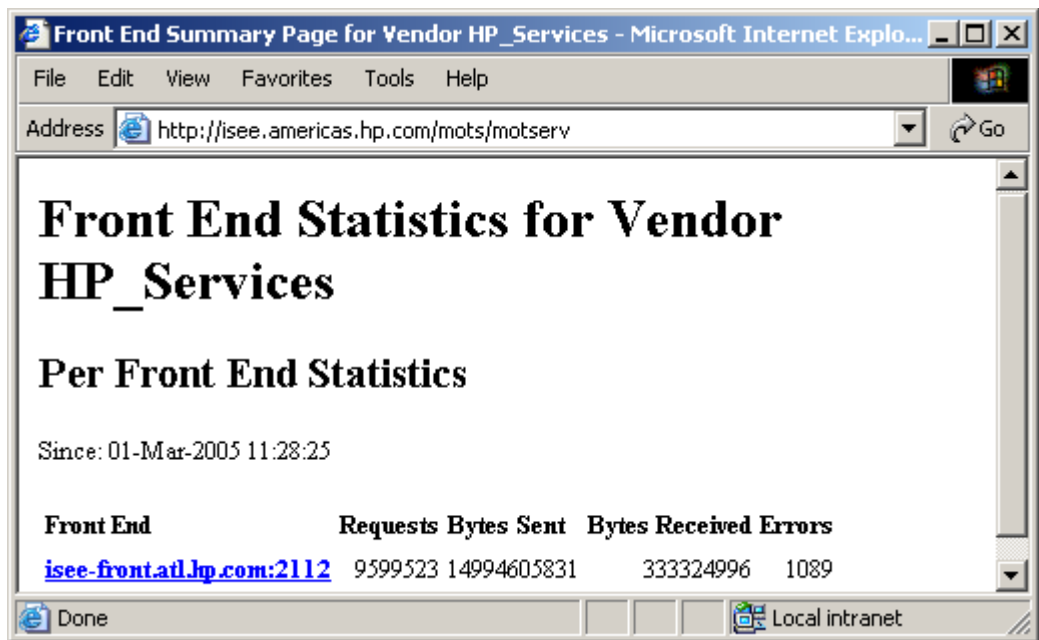
Before submitting your information, it is useful to verify access through your proxy server. To do this, follow these steps:

- 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:

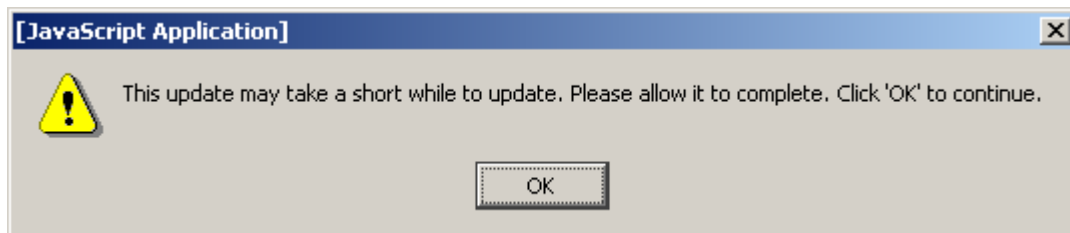
Figure A-5 Page that Appears if Access is Available through Your Proxy Server



- c. Close this web browser window before proceeding.

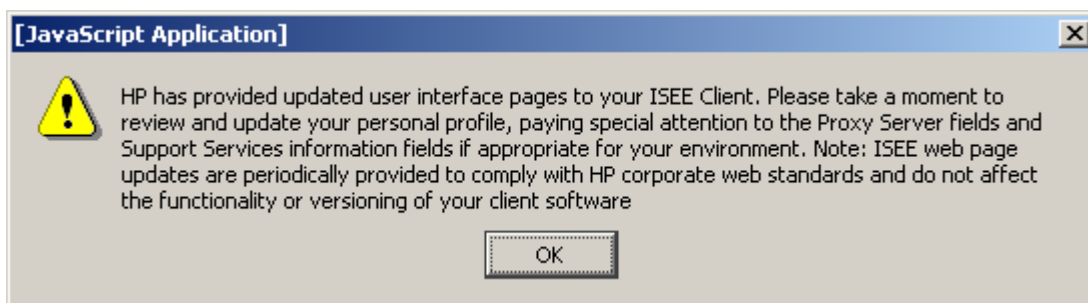
7. In the ISEE Contact Options window, click **submit >>** to save your changes. The following message appears:

Figure A-6 ISEE Contact Information Submit Message



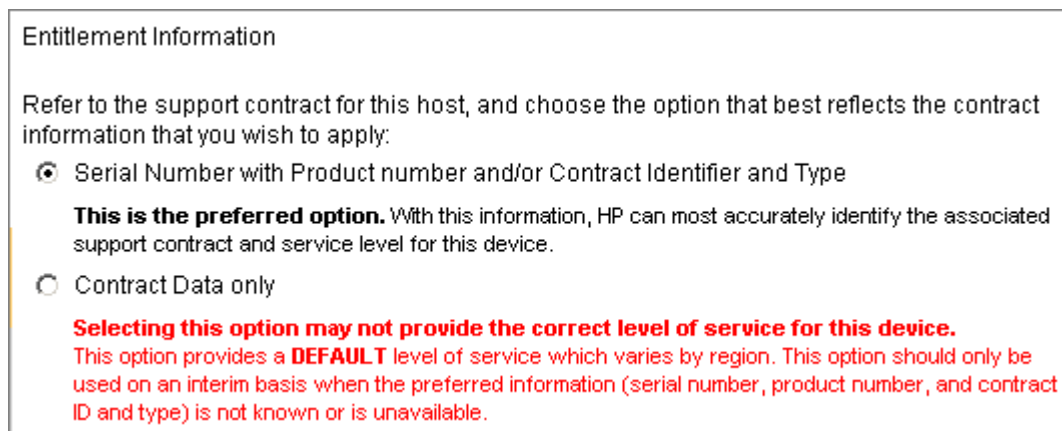
8. Click **OK**. ISEE proceeds to process the information you have entered, which may take several minutes. When it is finished, the following message may appear:

Figure A-7 Updated Pages Message



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

Figure A-8 ISEE Contact Options Page—Entitlement Information Section



11. Select **Serial Number with Product number and/or Contract Identifier and Type**, as shown in Figure A-8.

12. From the Contract Type list, select **System Handle**.

NOTE HP Support Account Documentation may reference a system handle/SAID as a “Support Account Reference.”

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

Figure A-9 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.

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:

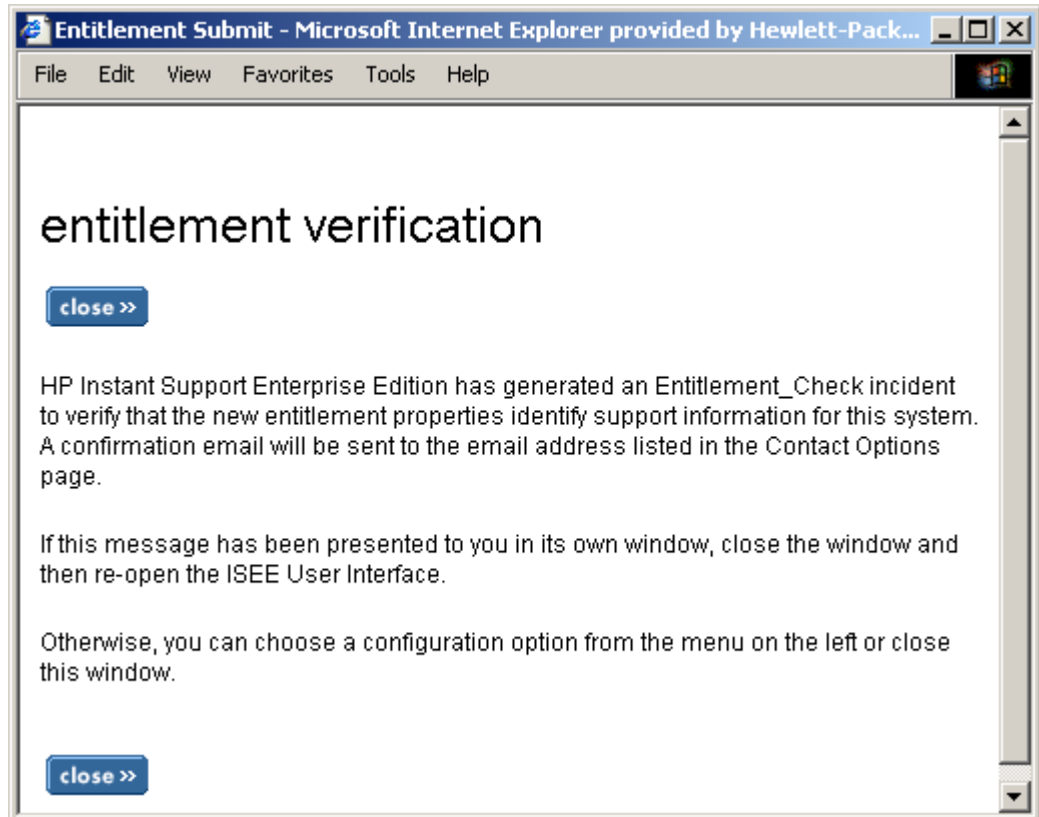
- Your contract type: System Handle
- Your OVSUPPORT contract identifier (system handle)

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

14. Click **submit >>**. The message shown in Figure A-6 appears once again.

15. Click **OK**. After your entitlement information is successfully updated, a message such as that shown in Figure A-7 may appear. If it does, click **OK**. The following message appears:

Figure A-10 Entitlement Verification Message



16. Click **close >>** to close the web browser window.

NOTE

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

Comments

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

You may receive an e-mail from ISEE—or see a case created in the ISEE GUI—regarding an authorization issue with the OVSUPPORT system handle. Verify that OVSUPPORT was entered correctly. If it was, you can ignore this e-mail or ISEE case.

Change Your ISEE Client Password

It is strongly recommended that you change your password for your ISEE client installations as follows:

1. In your 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 monitored system. This will start the ISEE user interface.

2. Enter your initial username and password:

username: **admin**
password: **isee**

3. Click the *configuration options* link in the left navigation menu. A second window is displayed.
4. Click the *communication* link.
5. Change your password, and confirm your new password on the *Communications Options* page.
6. Click *submit* to save your new password.
7. Log on again, when prompted, using your new password.

Additional Resources

For information about troubleshooting your ISEE client software installation, see Appendix B, “Troubleshooting Your ISEE Installation,” on page 117.

For additional information, see the following documents:

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

HP Self-Healing Services Quick Install Guide for Solaris, available at the following web address:

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

B Troubleshooting Your ISEE Installation

This appendix contains instructions for troubleshooting and uninstalling the ISEE client software. The first section provides instructions for verifying the Microsoft Java Virtual Machine (MSJVM) version number; this pertains only to installations on Windows operating systems. The second section contains a collection of troubleshooting tips. The last section contains instructions for uninstalling the ISEE client.

Verify the MSJVM Version for Windows ISEE Installations

NOTE

This section applies only to Windows systems that will serve as communication gateways in your Self-Healing Services managed environment.

Prior to installing the ISEE client on a Windows system that will serve as a Self-Healing Services communication gateway, you must verify that a compatible version of the Microsoft Java Virtual Machine (MSJVM) is installed on that system. This verification process requires three steps:

- “Determine Whether the MSJVM is Installed” on page 118
- “Install the MSJVM” on page 119
- “Check the MSJVM Version” on page 120

Determine Whether the MSJVM is Installed

The MSJVM includes a file called `jview.exe` (Jview), which is a tool used to execute Java applications and applets. If `jview.exe` exists on the system, you know that the MSJVM is installed. You can use the built-in Search function on your Windows system to locate `jview.exe`.

To find `jview.exe`:

1. Click **Start**→**Search**→**For Files or Folders**.
2. Make sure that the following boxes (if available) are selected:
 - **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**.
5. If the Search function finds `jview.exe`, proceed to “Check the MSJVM Version” on page 120.

NOTE

If the Search function does not find `jview.exe`, look for it in one of the following directories:

- On 32-bit systems running Windows 2000 and 2003, 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`

If `jview.exe` is *not* found on the system, proceed to “Install the MSJVM” on page 119.

Install the MSJVM

If `jview.exe` *is* found, proceed to “Check the MSJVM Version” on page 120.

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

1. Locate copies of the following two files:

`msjavz86.exe`
`MSJava_WindowsUpdate.exe`

These files are included in the ISEE client software package that you can download from the Self-Healing Services web page at the following address:

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

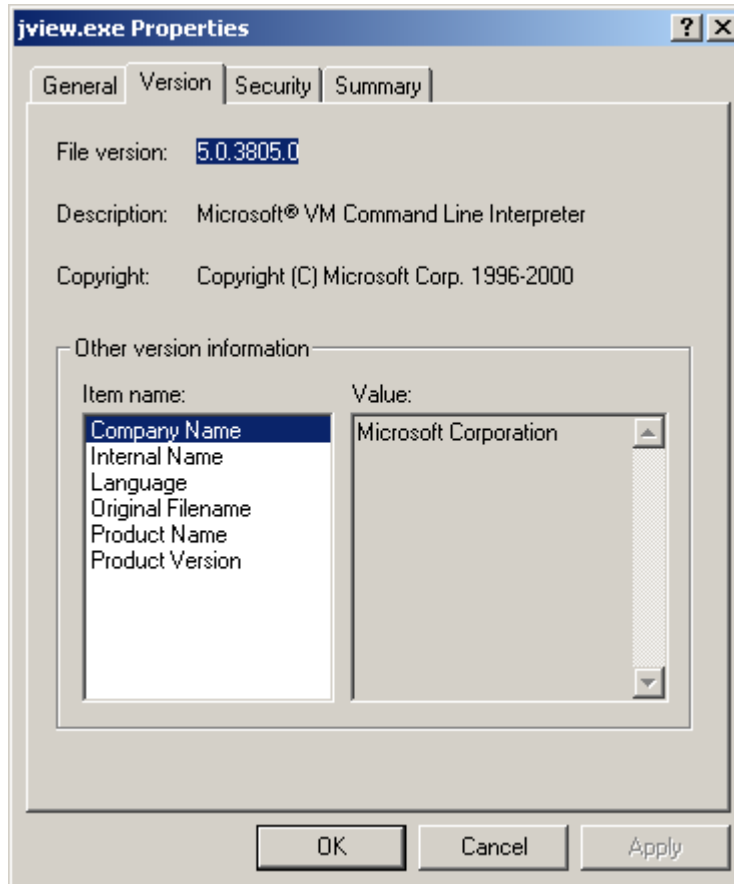
2. Double-click `msjavx86.exe`. After running this file, you will be prompted to reboot the system. Do not reboot at this time.
3. Double-click `MSJava_WindowsUpdate.exe`. After running this file, you will be prompted to reboot the system. Reboot the system now.
4. Proceed to install the ISEE client:
 - “Install the ISEE Client on Solaris” on page 105.
 - “Install the ISEE Client on Windows” on page 106.
 - “Install the ISEE Client on HP-UX” on page 109.

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 B-1 Version Information for `jview.exe`



3. If the `jview.exe` version is 5.00.3805 or later, skip to step 5.
4. If the `jview.exe` file is older than version 5.00.3805, install an updated version using the procedure described in "Install the MSJVM" on page 119.
5. Proceed to install the ISEE client:
 - "Install the ISEE Client on Solaris" on page 105.
 - "Install the ISEE Client on Windows" on page 106.
 - "Install the ISEE Client on HP-UX" on page 109.

Troubleshoot the ISEE Installation

The following tables list potential installation questions, useful for troubleshooting your ISEE installation.

Table B-1 All Operating Systems

Problem	Resolution
You cannot verify connectivity to the ISEE server in your region.	<p>You may need to add the ISEE server to the <code>/etc/hosts</code> file on your communication gateway.</p> <p>As an alternative, you can use the IP address of your local ISEE server instead of the host name in the following URL:</p> <p><code>http://isee.<region>.hp.com/mots/motserv</code></p> <p>where <code><region></code> is one of the following:</p> <p>europa americas asiapac</p>
You receive an e-mail from ISEE—or see a case created in the ISEE GUI—regarding an authorization issue with the OVSUPPORT system handle.	Verify that OVSUPPORT was entered correctly. If it was, you can ignore the e-mail or ISEE case.
The ISEE client does not appear to be running.	<p>Confirm that the following service or process is running:</p> <p><i>Windows:</i> HP ISEE service</p> <p><i>HP-UX or Solaris:</i> <code>hpservices</code> process</p> <p>Follow these steps to restart the ISEE client if necessary:</p> <p><i>Windows:</i> In the Services window, right-click the HP ISEE service, and click Restart.</p> <p><i>HP-UX:</i> Type <code>/sbin/init.d/hpservices start</code></p> <p><i>Solaris:</i> Type <code>/etc/init.d/hpservices start</code></p>

Table B-2 HP-UX and Solaris Installation Errors

Problem	Resolution
You experience problems with the ISEE client interface.	Review the ISEE client log files. These are located in the <code>/var/opt/hpservices/log</code> directory. Entries associated with <code>chmod</code> and <code>swizzler</code> in the file <code>mad.log</code> are normal and can be ignored.

Table B-3 **Windows Installation Errors**

Problem	Resolution
<p>The Windows upgrade/installation failed with an error message stating that one or more of the following processes must be stopped:</p> <ul style="list-style-type: none">• mad.exe• MotiveDirectory.exe• Motive~1.exe• mpbtn.exe <p>NOTE: MotiveDirectory.exe only applies to 64-bit machines.</p>	<p>Complete the following steps:</p> <ol style="list-style-type: none">1. Right-click an empty space on the Windows taskbar, and then click Task Manager.2. In the Task Manager window, if the Show processes from all users check box is present, make sure it is selected.3. If any of the following processes are running, stop them:<ul style="list-style-type: none">• mad.exe• MotiveDirectory.exe• Motive~1.exe• mpbtn.exe <p>If the any of the processes cannot be stopped, reboot the machine, and repeat this process.</p>

Uninstall the ISEE Client

If your ISEE client installation fails, or you decide to remove the ISEE client from a communication gateway, complete the following steps:

HP-UX:

1. Log in as root.
2. Type the following command:

```
swremove ISEEPlatform
```

If the `swremove` process is successful, a message appears confirming the removal of the software. Check your log files to verify that there are no errors. If the `swremove` process does not complete successfully, consult the resulting log file.

Solaris:

1. Log in as root.
2. Type the following command:

```
pkgrm ISEEPlatform
```

If the `pkgrm` process is successful, a message appears confirming the removal of the software. Check your log files to verify that there are no errors. If the `pkgrm` process does not complete successfully, consult the resulting log file.

Windows:

1. Log in as an Administrator user.
2. Click **Start**→**Settings**→**Control Panel**→**Add/Remove Programs**
3. Select HP Instant Support Enterprise Edition Client from the list of installed programs.
4. Click **Change/Remove**.

C Troubleshooting Your Self-Healing Services Installation

This appendix contains tips for troubleshooting the Self-Healing Services client software. It also contains a list of log files created by the client.

The following instructions reference `<installDir>`. This is the directory where Self-Healing Services is installed. By default, `<installDir>` is:

- HP-UX and Solaris systems: `/opt/OV`
- Windows systems: `C:\Program Files\HP OpenView`

Table C-1 All Operating Systems

Problem	Resolution
<p>The following error occurs when Self-Healing Services attempts to start:</p> <p>Error occurred during initialization of VM</p> <p>Could not reserve enough space for object heap</p>	<p>Be sure that the system has at least 512 MByte RAM installed. For HP-UX and Solaris systems, a 900 MByte swap space is required; for Windows systems, 256 MByte virtual memory is required.</p>
<p>The Self-Healing Services UI won't open.</p> <p>A network error occurs, or you see strange characters in the browser window.</p>	<p>Be sure that you specify "https" in the URL.</p> <p>For example, <code>https://localhost:5814/SAM</code></p>
<p>You get one of the following errors when you attempt to open the Self-Healing Services UI:</p> <p>Unable to connect</p> <p>The page cannot be displayed</p>	<p>Make sure that Self-Healing Services web server is running. Type the following command:</p> <p><i>HP-UX or Solaris systems:</i></p> <p><code>/opt/OV/bin/shsctrl -status</code></p> <p><i>Windows systems:</i></p> <p><code>cscript <installDir>/bin/shsctrl.vbs -status</code></p> <p>If the web server is not running, type this command:</p> <p><i>HP-UX or Solaris systems:</i></p> <p><code>/opt/OV/bin/shsctrl -start</code></p> <p><i>Windows systems:</i></p> <p><code>cscript <installDir>/bin/shsctrl.vbs -start</code></p> <p>The Self-Healing Services client process may take a minute or more to initiate, during which time you cannot access the Self-Healing Services user interface. Once it is fully initialized, the UI will be available.</p>

Table C-1 All Operating Systems (Continued)

Problem	Resolution
<p>The Self-Healing Services UI won't allow you to sign in, because another UI session is active.</p>	<p>This happens if you close your browser window without first signing out of the Self-Healing Services UI. The UI will not allow you to sign in again until the idle time-out period has expired.</p> <p>You can gain access to the Self-Healing Services UI by stopping and then restarting the Self-Healing Services client. This may result in a loss of data, however, if Self-Healing Services is processing an incident when you stop the client.</p> <p>See "Start or Stop the Self-Healing Services Client" on page 97 for additional information.</p>
<p>Self-Healing Services does not start.</p>	<p>Open the following log file:</p> <pre><installdir>/java/shs/jetty/logs/stderr.log</pre> <p>If this file contains the following error message:</p> <pre>Error occurred during initialization of VM Could not reserve enough space for object heap</pre> <p>First, determine whether enough swap space exists. At least 900 MByte is required for HP-UX and Solaris systems.</p> <p>Then, restart the Self-Healing Services web server using the following command:</p> <p><i>HP-UX or Solaris systems:</i></p> <pre>/opt/OV/bin/shsctrl -restart</pre> <p><i>Windows systems:</i></p> <pre>cscript <installDir>/bin/shsctrl.vbs -restart</pre>

Table C-1 All Operating Systems (Continued)

Problem	Resolution
<p>You forgot your user name or password.</p>	<p>Your initial user name and password are both set to admin when you install the Self-Healing Services client.</p> <p>If at any point you forget your user name or password, follow these steps to retrieve your sign-in information:</p> <ol style="list-style-type: none"> 1. Click the Forgot user name and/or password? link. 2. On the next page displayed, click Send Info. <p>Self-Healing Services will then e-mail your user name and password to the e-mail address you specified on the User Name & Password page. If you have specified an e-mail address on the User Name & Password page, the e-mail address on your Contact Information page is used.</p> <p>NOTE: This process only works if you have configured the e-mail server settings. See “Configure the E-mail Server Settings” on page 64.</p> <p>To reset your user name and password to their initial state, follow these steps:</p> <ol style="list-style-type: none"> 1. First, copy the <code>login.xml</code> file from the <code>newconfig</code> directory to the <code>conf</code> directory: <p><i>HP-UX and Solaris:</i></p> <pre>from /opt/OV/newconfig/shs to /var/opt/OV/conf</pre> <p><i>Windows:</i></p> <pre>from <installDir>\newconfig\shs to <installDir>\data\Conf</pre> <p>For Windows, <code><installDir></code> is <code>C:\Program Files\HP OpenView</code> by default.</p> 2. Stop and restart the Self-Healing Services client following the instructions in “Start or Stop the Self-Healing Services Client” on page 97 of the HP OpenView Self-Healing Services Installation Guide.
<p>If the HP OpenView Support Automation service is restarted, and you simply continue from the point at which you stopped, the audit summary and audit report throws an exception.</p>	<p>Sign out of the Self-Healing Services user interface, and then sign back in.</p>

Table C-1 All Operating Systems (Continued)

Problem	Resolution
<p>Managed clients cannot communicate with the configuration center.</p>	<p>Determine the version numbers of all instances of the Java JDK or JRE that are installed on this system. If any of these version numbers are less than 1.4.* (for example, 1.3.*), restart Self-Healing Services by using the following command:</p> <p><i>HP-UX or Solaris systems:</i></p> <pre>/opt/OV/bin/shsctrl -restart</pre> <p><i>Windows systems:</i></p> <pre>cscript <installDir>/bin/shsctrl.vbs -restart</pre>
<p>When the Self-Healing Services port is changed on a particular managed client, it does not update the communication gateway Self-Healing Services client port. This problem could have an impact in two scenarios.</p> <p><i>Scenario 1:</i> When the Self-Healing Services client is configured as both a configuration center and a communication gateway.</p> <p><i>Scenario 2:</i> When the Self-Healing Services client is configured as a communication gateway and pointing to a configuration center.</p>	<p><i>Scenario 1:</i> Using the Self-Healing Services setup function, remove the communication gateway and then add it again. Restart Self-Healing Services on the configuration center.</p> <p><i>Scenario 2:</i> Using the Communication Gateways page on the configuration center, change the port number of the communication gateway to the new port number. Restart Self-Healing Services on the configuration center.</p> <p>To restart Self-Healing Services, use the following command:</p> <p><i>HP-UX or Solaris systems:</i></p> <pre>/opt/OV/bin/shsctrl -restart</pre> <p><i>Windows systems:</i></p> <pre>cscript <installDir>/bin/shsctrl.vbs -restart</pre>

Table C-1 All Operating Systems (Continued)

Problem	Resolution
<p>NNM 7.5 cannot be installed.</p> <p>The following error messages are present in the log files:</p> <pre> /***** From console.txt *****/ Installing HPOvPerl Package. Look in /var/adm/sw/swagent.log for details Unable to install HPOvPerl package ----- /***** From swagent.log *****/ ERROR: A later revision (one with a higher revision number) of fileset "HPOvAcc.HPOVPERLA,r=2.00.000" has already been installed. Either remove this fileset or change the "allow_downdate" option to "true". * Reading source for file information. * Running any "checkinstall" scripts. * Checking product and fileset dependencies. * Executing preDSA command. * Checking disk space requirements. * Summary of Analysis Phase: ERROR: Exclude HPOvAcc.HPOVPERLA,r=2.00.000 ----- </pre>	<p>NNM 7.5 cannot be installed if Self-Healing Services 2.60 is already installed. This is because NNM 7.5 uses an older version of the HPOvPerl component than Self-Healing Services 2.60 uses.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Uninstall the Self-Healing Services 2.60 client. 2. Install NNM 7.5 3. Re-install the Self-Healing Services 2.60 client. <p>DO NOT select the Force repair of already installed components box</p>
<p>After NNM 7.50 is uninstalled, Self-Healing Services doesn't work.</p>	<p>The uninstall process for NNM 7.50 removes the following directories:</p> <pre> <installDir>/data/reg/dc <installDir>/data/reg </pre> <p>These directories are necessary for Self-Healing Services to function correctly.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1. Uninstall the Self-Healing Services version 2.60 client. 2. Re-install the Self-Healing Services version 2.60 client.

Table C-1 All Operating Systems (Continued)

Problem	Resolution
<p>The Jetty application server appears to start, but the HTTPS listener is not accepting requests. The Jetty logs contain an unsupported encoding exception.</p>	<p>Workaround:</p> <ol style="list-style-type: none"> 1. Download and install the most recent version of JRE 1.4 or JRE 1.5 for the platform you are working on. 2. Configure Self-Healing to use this JRE: <ul style="list-style-type: none"> • <i>Windows operating systems:</i> <pre>cscript <installDir>\bin\shsctrl.vbs -setvm <newJVM></pre> • <i>HP or Solaris operating systems:</i> <pre>/opt/OV/shsctrl -setvm <newJVM></pre> <p>where <newJVM> is the location of the new Java virtual machine included in the JRE that you installed in step 1.</p>
<p>Self-Healing is actively processing incidents and is stopped during incident processing. When Self-Healing is restarted, incidents that were being processed are no longer visible in the user interface.</p>	<p>Data collection will fail for any incident that is being processed—and is, therefore, in the Received state—when Self-Healing Services is stopped. This is a nonrecoverable error, and Self-Healing Services will not be able to retrieve or reprocess this incident.</p>

Table C-2 Windows Installations

Problem	Resolution
Installation is very slow.	Windows Script Host (WSH) version 5.6 (or later) is required for Self-Healing Services. See “Software Requirements” on page 26 for additional information.
You experience memory errors or performance issues.	<p>Increase the available swap space.</p> <p>To allocate more swap space, follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Control Panel. 2. In the Control Panel window, double-click System. 3. In the System Properties dialog, click the Advanced tab. 4. In the Performance box, click Settings. 5. In the Performance Options dialog, click the Advanced tab. 6. In the Virtual Memory box, click Change. 7. Specify the virtual memory settings that you want to use. See the Windows operating system online help for detailed instructions and reference information. 8. Click OK to save your changes and close the Virtual Memory dialog. 9. Click OK to close the Performance Options dialog. 10. Click OK to close the System Properties dialog. 11. Close the Control Panel window.

Table C-3 HP-UX Installations

Problem	Resolution
You experience memory errors or performance issues.	<p>Increase the available swap space.</p> <p>To allocate more swap space, follow these steps:</p> <ol style="list-style-type: none"> 1. Log on as root. 2. Run the System Administration Manager (SAM) program. 3. Select Disks and File Systems. 4. Select Swap. 5. Use the Actions menu to create more swap space.

Table C-4 Solaris Installations

Problem	Resolution
<p>On the Manual Submissions page, the Product list is empty.</p> <p><i>or</i></p> <p>You experience memory errors or performance issues.</p>	<p>Increase the available swap space.</p> <p>To determine how much swap space is available, use the following command:</p> <pre data-bbox="738 457 993 485">/usr/sbin/swap -l</pre> <p>To increase the amount of swap space available, follow these steps:</p> <ol style="list-style-type: none"> 1. Use <code>mkfile</code> to create a file suitable for a local swap area. For example, to create a 900MB swap file: <pre data-bbox="787 674 1289 701">/usr/sbin/mkfile 900m /<swapFile></pre> <p>where <code><swapFile></code> is the name of the file to be used as swap space. Units for the size can be kilobytes (k), blocks (b), or megabytes (m).</p> 2. Tell the system to start using the file as swap space: <pre data-bbox="787 877 1230 905">/usr/sbin/swap -a /<swapFile></pre> 3. Verify that the swap file has been activated: <pre data-bbox="787 976 1040 1003">/usr/sbin/swap -l</pre> 4. Restart Self-Healing Services: <pre data-bbox="787 1075 1203 1102">/opt/OV/bin/shsctrl -restart</pre> <p>To remove a swap space, use the following command:</p> <pre data-bbox="738 1165 1182 1192">/usr/sbin/swap -d /<swapFile></pre>

Table C-5 Log and Configuration Files

File Name	Purpose
<p><installDir>/java/shs/jetty/logs/stdout.log <installDir>/java/shs/jetty/logs/stderr.log <installDir>/java/shs/jetty/logs/shutdownout.log (jetty shutdown logs) <installDir>/java/shs/jetty/logs/shutdownerr.log (jetty error shutdown logs)</p>	<p>What is it: Jetty web server log files on Windows installations Usage: Can be used to see if Self-Healing Services is properly deployed or not</p>
<p><installDir>/java/shs/jetty/logs/jetty.out</p>	<p>What is it: Jetty web server log files on HP-UX or Solaris installations Usage: Can be used to see if Self-Healing Services is properly deployed or not</p>
<p><dataDir>/log/shs/shs.log</p>	<p>What is it: Self-Healing Services log file Usage: Has log information about communications between communication gateways, managed clients, and the configuration center.</p>
<p><installDir>/newconfig/inventory/HPOvShSae.xml <installDir>/newconfig/inventory/HPOvShSam.xml</p>	<p>What is it: Uninstall information</p>