Open NerveCenter™ 3.8

Installing NerveCenter

UNIX and Windows

July 2003

Contents

Preface

This preface will help you get the best results from the Open NerveCenter[TM] documentation and help, which includes printed guides, online guides, help, and contact information for OpenService, Inc. and Open technical support.

This preface includes the following sections:

Section	Description
Overview of this book on page viii	Includes an overview of the contents of this guide and what you need to know before you use the guide.
Overview of the Open NerveCenter Documentation and Help on page ix	Lists and describes the components of the Open NerveCenter support system, including printed guides, online guides, help, and links to the Open NerveCenter Web site and the Open technical support Web site.
Conventions on page xiii	Describes the conventions that are used to help you find information quickly.

Overview of this book

Installing NerveCenter describes how to install and configure NerveCenter.

Note It is assumed you are an experienced network administrator and are familiar with the platforms on which you are installing.

Installing NerveCenter contains the following sections:

Title	Description
Chapter 1, *Installing NerveCenter on UNIX*	Describes the prerequisites and procedures for installing NerveCenter on HP-UX and Solaris and lists the tasks you do after installation and where you can find more information about them.
Chapter 2, *Running Setup on Windows*	Describes the prerequisites and procedures for installing NerveCenter on Windows and lists the tasks you do after installation and where you can find more information about them.
Chapter 3, *Setting Up the Database on Windows*	Describes how to create a new database, upgrade an existing database, and connect to an existing database.
Chapter 4, *Doing Silent and Remote Installations on Windows*	Describes how to install NerveCenter on Windows by running Setup from the command line or by using Microsoft Systems Management Server.
Chapter 5, *Removing Open NerveCenter*	Describes how to remove NerveCenter from UNIX and Windows platforms.

Overview of the Open NerveCenter Documentation and Help

Welcome to the Open NerveCenter support system—designed to give you the answers you need. This documentation explains important in-depth concepts, describes how to use NerveCenter, and provides answers to specific questions.

Refer to the following for more information:

- *Viewing the Online Documentation* on page ix
- *Printing the Online Documentation* on page xi
- *Getting Help While Working in NerveCenter* on page xii
- *Accessing the Open NerveCenter Web Site* on page xiii
- *Accessing the Open Technical Support Web Site* on page xiii

Viewing the Online Documentation

NerveCenter provides the complete set of books in HTML format. You must have a Web browser to view the HTML documents. You can use either Netscape Navigator or Microsoft Internet Explorer. Using other browsers can limit your ability to take advantage of documentation features such as full-text search. Refer to *Release Notes* for the browser versions supported with this release.

You can display the HTML documents:

- From the Start menu by selecting Programs, then OpenService NerveCenter, then Online Documentation (Windows)
- Opening the file index.html in a browser (UNIX). The index.html file is located in your *installation*\docs directory.
- By selecting Online Documentation from the Help menu in NerveCenter Client or NerveCenter Administrator.

When you have the online documentation displayed in your browser, select the document you want to view from the tree in the left pane.

To facilitate navigation within the documentation files, each topic provides the name and a hypertext link to its previous and next topic, as well as to the book, chapter, and heading in which the topic is located. This information is displayed at the top of each page.

If you are not sure what book you need, use the full-text search feature to enter one or more terms and then search for topics that contain the text you entered.

> **Tip** Instructions on using the online documentation and search feature can be accessed from the How to use this documentation link in the browser's window.

The following table lists the documents that ship with NerveCenter.

Table 3-1. The NerveCenter Library

Book Title	Description	Application	Audience	PDF for Print
Release Notes	Describes the features that are new in NerveCenter v3.8 and includes up-to-date information, software support, corrections, and instructions.	All	All	`relnotes.pdf`
Getting a Quick Start with NerveCenter	Provides a preview prior to installing and configuring NerveCenter for your network. Takes approximately one to two hours to complete.	All	New users	`qckstart.pdf`
Upgrading to NerveCenter 3.8	Explains how to upgrade your current version of NerveCenter to NerveCenter 3.6.	All	Installation team	`upgrading.pdf`
Installing NerveCenter	Helps you plan and carry out your NerveCenter installation. Use the *Release Notes* in conjunction with this book.	All	Installation team	`install.pdf`
Managing NerveCenter	Explains how to customize and tune NerveCenter after it has been installed.	NerveCenter Administrator	Administrator	`managing.pdf`
Integrating NerveCenter with a Network Management Platform	Explains how to integrate NerveCenter with one or more supported network management platforms.	NerveCenter Administrator	Administrator	`integrating.pdf`
Learning How to Create Behavior Models	Provides step-by-step instructions with examples for creating new behavior models.	NerveCenter Client	Users with administrative privileges	`learning.pdf`
Designing and Managing Behavior Models	Explains behavior models in depth, how to create new models or modify existing ones, and how to manage your models.	NerveCenter Client	Users with administrative privileges	`design.pdf`
Monitoring Your Network	Explains how NerveCenter works and how you can monitor your network most effectively.	NerveCenter Client and Web Client	Users	`monitor.pdf`
Behavior Models Cookbook	Describes each behavior model shipped with Open NerveCenter.	NerveCenter Client	Users with administrative privileges	`cookbook.pdf`
Open NerveCenter: Downstream Alarm Suppression	White paper that explains how NerveCenter handles downstream alarm suppression.	NerveCenter Client	Users with administrative privileges	`downstream.pdf`

Table 3-1. The NerveCenter Library (continued)

Book Title	Description	Application	Audience	PDF for Print
NerveCenter 3.8: An Overview	White paper that describes the components of NerveCenter and explains how these components interact with each other. You will also learn how NerveCenter interacts with external software, such as a network management platform.	NerveCenter Client and Administrator	Administrator and users with administrative privileges	`NCOverview.pdf`
NerveCenter Integration with Micromuse Netcool/OMNIbus	White paper that describes how NerveCenter works with Micromuse Netcool/OMNIbus to help enterprises monitor the status of their networks.	NerveCenter Client and Administrator	Administrator and users with administrative privileges	`netcoolIntegrate.pdf`
NerveCenter: Node Classification	White paper that describes how NerveCenter classifies the SNMP version of a node.	NerveCenter Client	Administrator and users with administrative privileges	`nodeclass.pdf`
Quick reference cards	PDF only. NerveCenter quick reference cards provide convenient reference material for some of the more common NerveCenter tasks. The following cards are provided: ◆ Reference for monitoring NerveCenter. ◆ Reference for installing NerveCenter. ◆ Reference for using behavior models.	NerveCenter Client and Administrator	All	`quickreference.pdf`

Printing the Online Documentation

The NerveCenter books, papers, and quick reference cards in the library are also available as Portable Document Format (PDF) files that you can open and print.

Note You must have Adobe Acrobat Reader installed to open or print the PDF files. You can download Reader free of charge from Adobe's Web Site at the following address: http://www.adobe.com

All PDF files are located in your *installation*\docs directory. The three quick reference cards are consolidated in one file named quickreference.pdf.

In addition to the files in the *installation*\docs directory, four PDF files are also located in the root directory of your CD so you can print them prior to installation. These four books are: *Getting a Quick Start with NerveCenter* (qckstart.pdf), *Installing NerveCenter* (install.pdf), *Release Notes* (relnotes.pdf), and *Upgrading to NerveCenter 3.8* (upgrade.pdf).

UNIX Man Pages for NerveCenter Commands

On UNIX systems, you can use NerveCenter man pages to find reference and usage information about NerveCenter commands that you view from the UNIX shell as you would any other system man page.

When you specify documentation during NerveCenter installation, the script installs nroff-tagged man pages and automatically updates your system's MANPATH environment variable to point to the NerveCenter man page directory.

Getting Help While Working in NerveCenter

On UNIX and Windows, use NerveCenter online help to get immediate answers to your questions about particular fields and windows. You can access help topics from the Help menu in any NerveCenter application. In addition, context-sensitive help is available for NerveCenter windows and dialog boxes. If you are using Windows, you can also obtain context-sensitive help for data-entry fields.

The following table describes the ways context-sensitive help can be invoked:

Table 3-2. Methods for Getting Help

Platform	Screen-level Help	Field-level Help
Windows	Select the Help button in any window to display general information about the window.	Select a data-entry field and then press F1 or Shift+F1 to display information about the field.
UNIX	Press F1 or select the Help button in any window to display general information about the window.	No context-sensitive field-level help is available. Descriptions of data-entry fields are available in the help topics.

To view NerveCenter help files on UNIX, we recommend that you set your system fonts to medium or large. If the help topics still do not display correctly, choose Large Font from the Options menu in the help window.

Accessing the Open NerveCenter Web Site

Use the Open NerveCenter Web site for current product information, downloads, and information about product support. The address for this Web site is:

◆ http://www.open.com

Accessing the Open Technical Support Web Site

Use the Open Tech Support Web site to read current white papers related to NerveCenter, search the knowledge base for answers to technical support questions, view the NerveCenter Frequently Asked Questions (FAQ) page, automatically receive notice of product updates, post questions to the Open support staff, contact Technical Support, find out about NerveCenter training, and get the latest patches, upgrades, and utilities. The address for this Web site is

◆ http://www.open.com

Conventions

The screen shots in this book were taken on Windows. Unless otherwise noted, the application is the same on Windows and UNIX. For cases where the application is different on UNIX, a UNIX screen shot has been included as well.

You should use the appropriate conventions for your platform. For example, when specifying a path, use backslashes on Windows and slashes on UNIX. Significant differences between the platforms are noted in the text.

Typographical Conventions

The typographical conventions used throughout the support system are described in the following table:

Table 4. Conventions

Convention	Description
GUIFont	Used to depict graphical user interface (GUI) objects, such as fields, list boxes, menu commands, and so on. For example: Enter your password in the Password field.
Italics	Used for placeholder text, book titles, new terms, or emphasis. Replace placeholder text with your specific text. For example, replace *filename* with the name of your file. Do *not* use file names that contain spaces.
Code	Used to show what commands you need to type, to identify pathnames where files are located, and to distinguish system or application text that is displayed to you or that is part of a code example.

Table 4. Conventions (continued)

Convention	Description
Key+Key	Used to show that you must hold down the first key while pressing the second key. For example, Ctrl+S means hold down the Ctrl key while you press S.
Toolbar buttons	If toolbar buttons are available, they are displayed in the margin next to the step in which you can use them. Other shortcuts are noted as tips. (Shortcut, or accelerator, keys are displayed next to their respective menu choices in the applications themselves.)

Tips, Notes, and Cautions

Tips, notes, and cautions are used to emphasize information. The following samples describe when each is used.

Tip   Used for nice-to-know information, like a shortcut.

Note Used for important information that you should know, but that shouldn't cause any damage to your data or your system if you choose to ignore it.

Caution   Used for information that will prevent a problem. Ignore a caution at your own risk.

Installing NerveCenter on UNIX

<div style="text-align:right">**1**</div>

Follow the instructions in this chapter to use the NerveCenter^{TM} installation script to install the NerveCenter components listed in Table 1-1:

Table 1-1. NerveCenter Components

Component	Description
NerveCenter Client	Lets you monitor your network, as well as design and manage behavior models.
NerveCenter Administrator	Lets you configure NerveCenter.
NerveCenter Server	Carries out all major tasks, including polling SNMP agents, triggering alarms, and making sure that alarm transitions occur.
Platform Adapters	Integrate NerveCenter with supported network management platforms. (See the *Release Notes* for a complete list.)
NerveCenter Web support	Integrates NerveCenter with supported Web servers. (See the *Release Notes* for a complete list.)
Online documentation	Provides the NerveCenter library in HTML with a full-text search engine. (PDF versions are also installed for printing.)

You can install the components on any machine that meets the configuration requirements. (See the *Release Notes*.) For information about upgrading from an older version of NerveCenter, see *Upgrading to NerveCenter 3.8*.

Caution Before you install NerveCenter, make sure you meet the prerequisites. See *Preparing to Install NerveCenter on UNIX* on page 3.

This chapter includes the following sections:

Section	Description
Preparing to Install NerveCenter on UNIX on page 3	Describes how to prepare the machine on which you are going to install NerveCenter.
Running the Installation Script (Interactive) on page 6	Describes how to run the installation script and respond to prompts.
Running the Installation Script (Automatic) on page 10	Describes how to create and use an input file to provide answers to the installation script prompts automatically.
Viewing the Installation Log on page 12	Describes how to open the installation log so you can troubleshoot problems or view which options were chosen during installation.
Running the Installation Script to Reconfigure NerveCenter on page 12	Describes how to rerun a portion of the installation script to reconfigure NerveCenter after the initial installation.
Where to Go from Here on page 13	Describes what to do after completing the installation.

Preparing to Install NerveCenter on UNIX

Before you install NerveCenter, you must set up the environment by backing up existing NerveCenter files, stopping processes, creating users and groups, and configuring services.

Note You cannot install multiple versions of NerveCenter on the same machine. Only one version can be installed on a machine.

Before you prepare the machine, make sure you meet the prerequisites in Table 1-2:

Table 1-2. Prerequisites for Installing NerveCenter on UNIX

If you are installing...	You must...
Over an existing 3.6 or 3.7 version of NerveCenter	See *Upgrading to NerveCenter 3.8* for more information about upgrading from version 3.6 and later to version 3.8.
	You must uninstall prior versions of NerveCenter before installing NerveCenter 3.8.
Any NerveCenter component	◆ The computers where you'll install NerveCenter must meet the system requirements for your environment, as described in the *Release Notes*.
	◆ Have X-Windows software with Motif or CDE to run the following NerveCenter components: Client, Administrator, and SerializeDB. An X server must be installed but does not have to be running to run the following NerveCenter components: Server, Command Line Interface (CLI), Importutil, and IPSweep. The DISPLAY variable must point to a valid X display for the following NerveCenter components: Client, Administrator, IPSweep, and SerializeDB
	◆ Have root privileges to run the installation script.
NerveCenter Server	◆ The process /usr/sbin/rpcbind must be running for NerveCenter Server to start.
	◆ Installing a NerveCenter Server on the same machine as IBM NetView is not supported.
The OpenView Platform Adapter	◆ Install and start the HP trap service (ovtrapd).
	◆ Have HP OpenView or IBM NetView running on this machine. If HP OpenView is running on a Windows system, you will need to install the OpenView Platform Adapter on that system.
	◆ *PlatformPath* and *PlatformBinPath* refer to the fully qualified path names of the network management platform installation directory and the directory containing all the platform executables, respectively (for example, `/opt/OV` and `/opt/OV/bin`).
The Universal Platform Adapter	Have either Micromuse Netcool/Omnibus (including the NerveCenter probe) or Tivoli TME 10 installed on this machine.
	Note You must get the NerveCenter probe, which is a Micromuse product, from Micromuse.

Table 1-2. Prerequisites for Installing NerveCenter on UNIX (continued)

If you are installing...	You must...
Web server	If you are installing Web support, you don't have to install any NerveCenter components on the Web server itself. However, you do need to be familiar with the Web server, its location, and its configuration files.
CD-ROM drive	Make sure that the workstation that will be the Open NerveCenter Client or Server host is the same type of workstation as the one connected to the CD-ROM drive you'll use during installation. For example, if you're installing Open NerveCenter on an HP workstation, make sure the CD-ROM drive is attached to an HP workstation.

❖   **To set up your machine:**

1.   On the system where you plan to install Open NerveCenter, log in as root.

2.   If NerveCenter is already installed on this machine, stop all NerveCenter and Wind/U processes. See *Upgrading to NerveCenter 3.8*.

   If any of these processes are still running when you start the installation script, the script will quit and display a list of the processes you must stop. Once you have stopped the processes, you can rerun the script.

3.   If NerveCenter is already installed on this machine, back up any files that you have customized for your business or your environment. See *Upgrading to NerveCenter 3.8*.

4.   You must uninstall NerveCenter before installing NerveCenter 3.8. See *Removing Open NerveCenter* on page 69 or *Upgrading to NerveCenter 3.8*.

5.   If the following two groups don't already exist, create them: **ncadmins** and **ncusers**.

Caution   Do not create these groups on the NIS client machine. If you do, you will not be able to log in to the NerveCenter Server on that machine.

6.   Create a new user, **nervectr**, that is a member of ncadmins.

Note   Create the nervectr user in the NIS database if the machine running the NerveCenter Server is using NIS for user authentication.

7.   If you are installing NerveCenter on HP-UX, make sure that HP Services is configured to search both /etc/services and NIS by doing the following:

    a. Run sam and choose Network and Communications.

    b. Choose Name Service Switch.

    c. Make sure the services line includes entries for `NIS` and `/etc/services`.

    d. Select the services line.

    e. Right click the services line and select Configure Name Service Switch.

    f. In the window displayed, set If Information is Not Found to Try Next Source.

8. If you are installing NerveCenter on HP-UX, make sure the kernel parameter, nfile, is set to at least 1000 to allow more open files:

    a. Run sam and choose Kernel configuration.

    b. Then choose Configuration parameters.

    c. Set nfile to at least 1000.

9. If you are installing NerveCenter on HP-UX, make sure the kernel parameter, maxfiles, is set to at least 200:

    a. Run sam and choose Kernel configuration.

    b. Then choose Configuration parameters.

    c. Set maxfiles to at least 200.

Once you have finished configuring the system, you can install NerveCenter.

Running the Installation Script (Interactive)

The installation script prompts you with a series of questions. You can:

◆ Press Return to accept the default value (displayed between brackets []).

◆ Enter y for yes, n for no, or q to quit the installation.

◆ Enter a question mark (?) to get help.

◆ Type Ctrl+c to terminate the installation immediately.

Note When you are prompted for the name of a directory, you must enter the full path name. Characters such as the tilde (~) are not recognized.

If an error occurs during the installation process, the script will tell you what to do.

❖ **To run the installation script:**

1. If you haven't done so already, shut down all NerveCenter processes.

2. Mount the NerveCenter CD-ROM.

3. **cd** to *mountpoint*/BIN.

4. Type the following, then press Enter:

   ./INSTALL.SH

Note On HP-UX, type **./INSTALL.SH\;1**.

The script begins to run.

5. At the following prompt, press Enter to accept the default installation directory or enter a new one.

```
Where do you want to install NerveCenter? [/opt/OSInc]
```

Note If you are installing over an existing /opt/OSInc directory, the install script backs the existing files up to /opt/OSInc.sav.

6. If the directory does not already exist, answer y to the following prompt:

```
Directory /opt/OSInc doesn't exist......Shall I create it ?  [y]
```

7. Type the letter for each component you want to install (separating each one with a space), then press Enter.

Table 1-3. NerveCenter Components You Can Install on UNIX

Letter	Component	Notes
c	Client	Install if you want to be able to monitor the network and create or modify behavior models from this system. No other NerveCenter components have to be installed on this system.
w	Web server integration	Install if you want to be able to use the Web Client from any system connected to the network. We recommend that you install this component on the system on which the web server is installed; however, doing that is not required.
a	Administrator	Install if you want to be able to customize NerveCenter from this system. No other NerveCenter components have to be installed on this system.
s	Server	Install if you want to have the main NerveCenter pieces, including the NerveCenter database and other primary files, located on this system.
		Note Installing the NerveCenter Server on a machine running IBM NetView is not supported.
d	Online documentation	We recommend always installing the online documentation, because all of your command line switches, procedures, and so on, are documented there.
o	OpenView or NetView integration	Do not install if you plan on using the NerveCenter IPSweep model instead of getting node information from OpenView or NetView. OpenView or NetView must be installed on this system and must be running.
n	Netcool integration	Netcool should be installed on this system.
t	Tivoli integration	Tivoli must be installed on this system.
l	All	

Note The script will quit if any of the following conditions are true: you did not create the required users and groups, there is not enough space in this directory, some NerveCenter processes are still running. Correct the condition (create the users, create some more space, or stop the processes) and rerun the installation script. See *Preparing to Install NerveCenter on UNIX* on page 3 for details.

The script lists each file as it is extracted.

If you are installing the OpenView integration, be sure to go to *Additional Step for First-time, OVPA-only Installs* on page 12 and follow the additional instructions if you are running NIS.

8. At the following prompt, press Enter to accept the default path or enter a different path.

```
Enter the path of the X motif libraries. [/usr/dt/lib]
```

9. If the installation script indicates that you need to update the services file, type **y** and then press Enter at the following prompt. Otherwise, just press Enter.

```
Do you want to update the services file ?  [n] n
```

10. At the following prompt, type your license key and press Enter.

```
Enter the license Key []
```

Note If you leave the license key empty, you can start the server and connect to it from the administrator to add the key later. If you have multiple keys, enter one here and use importutil or the administrator to add the others later.

11. If you are installing platform integration for OpenView, press Enter. If you are not, skip to the next step.

```
Do you wish to configure NerveCenter integration with OpenView on this
system ? [y]
```

12. At the following prompt, press Enter if you are not running co-resident. If you are running both NerveCenter and HP OpenView on this system, type **y** and press Enter.

```
Will you be running NerveCenter co-resident with OpenView on this
system?
Enter your choice       [n] n
```

13. At the following prompt, type the full path and executable name of your HTML browser (/usr/netscape/netscape, for example). If you don't want to use a browser, just press Enter.

```
Enter the path and the name of your browser :  [.] .
```

14. At the following prompt, press Enter to configure the server so you have to start it manually. To configure the server as a daemon so it starts automatically when you reboot the system, type **y** and press Enter.

```
You can start NerveCenter server as a daemon. If you do, NerveCenter
server will start automatically when you reboot the system.
Enter your choice [y]
```

15. At the following prompt, press Enter to configure web server integration.

```
Do you want to configure web server integration ?
Enter your choice       [y]
```

> **Note** If your Web server is on a different machine, you must configure the Web server yourself. See *Managing NerveCenter* for details.

16. At the following prompt, type the appropriate number for the web server with which you want to integrate NerveCenter. Then, press Enter.

```
Please enter the web server :   [1]
```

17. If you are installing web integration, follow the prompts to configure your web server. For example, to integrate NerveCenter with Apache, do the following when you are prompted:

a. Enter the path to the Apache web server configuration directory (the directory containing `httpd.conf` and `srm.conf`).

b. Enter the path to the Apache web server pid file location.

c. Confirm that you want the installation script to modify the Apache configuration file.

The script backs up the original file in the `/apache/conf` directory as `srm.conf.NCbak`.

d. Decide whether you want to restart the web server now. (If not, remember to do so later.)

e. Decide whether to configure NerveCenter webcollector as a daemon to start when the system reboots.

18. If you are installing the universal platform adapter for integration with Micromuse Netcool/OMNIbus or Tivoli TME, the following prompt lets you specify whether to install it as a daemon.

```
You may choose to start NerveCenter PA Server at system startup.
Choosing to do so will bring up the NerveCenter PA Server when the
system boots the next time.
Enter your choice        [n]
```

19. When the installation script finishes, source the appropriate ncenv shell script in `/opt/OSInc/userfiles` for the shell you are running.

> **Caution** You must source this file to be able to run NerveCenter. Add the lines from these files to the login scripts for all users who are going to be starting NerveCenter applications on UNIX.

You have installed NerveCenter.

Running the Installation Script (Automatic)

If you want to install NerveCenter without having to answer each prompt one at a time, you can modify the ncinput file provided with NerveCenter and run the install script so it uses that file to get your answers.

❖ **To run the installation script:**

1. If you haven't done so already, shut down all NerveCenter processes.

2. Mount the NerveCenter CD-ROM.

3. **cd** to *mountpoint*/bin.

4. Copy ncinput to your local system.

5. Open ncinput in a text editor.

6. Edit ncinput, using the examples in the file as a guide.

   You can delete sections or options that do not apply to the components you are installing or for which you want to accept the defaults; however, some options are required. If you delete those options, your installation will fail.

   Table 1-4 describes the sections in the input file. Also refer to *Running the Installation Script (Interactive)* on page 6 for more detailed explanations of the various options.

Tip You can add comments (or comment sections out) by starting the line with a hash mark (#).

Table 1-4. Sections in the Input File

Description	Options
Edit this section to change general options, such as the installation directory, the components you want to install, the path of your browser, and so on.	◆ InstallDirectory=*installation_path* (required) ◆ CreateInstallDir=*y_or_n* (if not specified, the default is y) ◆ InstallOption=*letter_for_each_option_separated_by_space* (required) ◆ Overwrite=*1_to_overwrite_or_2_not_to* (if not specified, the default is 1) ◆ LicenseKey=*32-digit_license_key* (if not specified, the license key is left blank) ◆ BrowserPath=*path_and_filename_of_browser* (if not specified, the default is "." for no browser)
Edit this section to change whether the server, platform adapter, or web collector run as daemon processes.	◆ NCServerDaemon=*y_or_n* (if not specified, the default is n) ◆ PAServerDaemon=*y_or_n* (if not specified, the default is n) ◆ WebCollectorDaemon=*y_or_n* (if not specified, the default is n)

Table 1-4. Sections in the Input File (continued)

Description	Options
Edit this section to configure web integration.	◆ ConfigureWebServer=*y_or_n* (if not specified, the default is y)
	◆ DefaultWebServer=*1 _for_apache_2 _for_fasttrack_3 _for_other* (required if configuring web support)
	◆ ApacheWebServerConfig=*path_to_apache_conf_file* (required if configuring Apache)
	◆ ApacheWebServerPID=*path_to_apache_logs_dir* (required if configuring Apache)
	◆ FTWebServerConfig=*path_to_fasttrack_config_file* (required if configuring FastTrack)
	◆ ModifyWebConfigFile=*y_or_n* (if not specified, the default is y)
	◆ RestartWebServer=*y_or_n* (if not specified, the default is n)
Edit this section to address NIS server issues.	◆ NISConfig=*y_or_n* (if not specified, the default is n)
	◆ NISMasterServer=*machine_name* (required if configuring NIS)
Edit this section to configure the OpenView Platform Adapter (OVPA).	◆ ConfigureOV=*y_or_n* (if not specified and OpenView is installed, the default is y)
	◆ NC-OV_CoRes=*y_or_n* (if not specified, the default is n)
	◆ OVWLaunchClient=*y_or_n* (if not specified, the default is y)
	◆ OVWLaunchServer=*y_or_n* (if not specified, the default is y)
	◆ Configure-LAA-OPC=*y_or_n* (if not specified and IT/Operations is installed, the default is y)
	◆ OPC-HOST=*machine_name* (required if configuring integration with IT/Operations)
Edit this section to enable NerveCenter to accept SNMP v3 traps	◆ NC-SNMPv3_Enabled=*y_or_n* (if not specified, the default is y)

7. Save ncinput.

8. From the bin directory, type the following, then press Enter:

   ./INSTALL.SH *path***/ncinput**

Note On HP-UX, type **./INSTALL.SH\;1** *path***/ncinput**

---

   path is the full path to the directory where you saved your edited ncinput file.

The script runs. NerveCenter is installed. If, for any reason, the installation fails, view the log file to see what messages were generated. For more information, see See *Viewing the Installation Log* on page 12.

Additional Step for First-time, OVPA-only Installs

For a first-time, OVPA-only install, users must add one or both of the following two lines to their local `/etc/services` file (or the `/etc/services` file on the NIS server, if running NIS):

```
nl-nc-opc-adapt 6028/tcp
nl-nc-plat-adapt 6024/tcp
```

The first line applies to Operations Center and ITO adapters. The second line applies to OpenView platform adapters. Editing the services file requires root privileges on the host platform.

If you are making these changes on an NIS server, you will need to run 'make services' from the `/var/yp` directory to push the changes out to NIS clients.

These entries tell the platform adapters which TCP port to open for communications with NerveCenter Servers. If the required entry or entries is absent, the platform adapter will exit on startup with an Accept Socket Error.

Viewing the Installation Log

If you need to troubleshoot the installation or if you just want to review what options you specified, you can view the installation log. The installation log contains the full installation script, your answers, and the list of files that were installed.

❖ **To view the log file:**

◆ Open *installation_path*/ncinst_log in a text editor or viewer.

Running the Installation Script to Reconfigure NerveCenter

If you need to reconfigure NerveCenter, you can rerun part of the installation script from the machine on which you installed NerveCenter.

❖ **To run the installation script:**

1. If you haven't already done so, shut down all NerveCenter processes.

2. **cd** to *NerveCenter_installdir*/nc/install.

3. Type the following, then press Enter:

   ./setup.sh

The script begins to run. For explanations of the prompts, see *Running the Installation Script (Interactive)* on page 6.

Where to Go from Here

After you finish the installation, you must do the following before you use NerveCenter on UNIX:

Table 1-5. Post-Installation Configuration Steps

If you...	You must...	For details, see...
Left the License Key empty	Start the server, use the administrator to connect to the server, and enter a license key.	*Managing NerveCenter*
Are ready to start and configure NerveCenter	Start the server, use the administrator to connect to the server, and configure your node source, inform hosts, email notification, and so on.	*Managing NerveCenter*
Chose to install a platform adaptor to integrate NerveCenter with a network management platform	Configure NerveCenter and your network management platform to work together.	*Integrating NerveCenter with a Network Management Platform*
Chose to integrate NerveCenter with Micromuse Netcool/Omnibus, but installed on a different machine than Netcool	Change the platform adapter's nhost setting to reflect the Netcool host machine.	*Integrating NerveCenter with a Network Management Platform*
Installed Web support, but the Web server is on another machine	Set up the URL map manually.	*Managing NerveCenter*
Installed Web support	Make sure that users have appropriate access to the Web server.	Your Web server documentation
Changed the default directory and you plan on using the IPSweep behavior model	Modify the IPSweep alarm to use the new path.	*Designing and Managing Behavior Models*

Running Setup on Windows 2

Follow the instructions in this chapter to use the NerveCenter Setup program to install the
NerveCenter components listed in Table 2-1:

Table 2-1. NerveCenter Components

Component	Description
NerveCenter Client	Lets you monitor your network, as well as design and manage behavior models.
NerveCenter Administrator	Lets you configure NerveCenter.
NerveCenter Server	Carries out all major tasks, including polling SNMP agents, triggering alarms, and making sure that alarm transitions occur.
Platform Adapters	Integrate NerveCenter with supported network management platforms. (See the *Release Notes* for a complete list.)
NerveCenter Web support	Integrates NerveCenter with supported Web servers. (See the *Release Notes* for a complete list.)
Online documentation	Provides the NerveCenter library in HTML with a full-text search engine. (PDF versions are also installed for printing. See readme.txt in the docs directory for more information.)

You can install the components on any machine that meets the configuration requirements. (See the
Release Notes.) For information about upgrading from an older version of NerveCenter, see
Upgrading to NerveCenter 3.8.

> **Caution** Before you install NerveCenter, make sure you meet the prerequisites. See *Preparing to Install NerveCenter on Windows* on page 17.

Instead of using the NerveCenter Setup GUI, you can take advantage of two other installation
options: *silent* or *remote*. You can do a silent installation by editing NerveCenter configuration
information in a text file, then running Setup from the command line. To do remote installations,
you can use Microsoft Systems Management Server (SMS) tools. See *Doing Silent and Remote
Installations on Windows* on page 53

This chapter includes the following sections:

Preparing to Install NerveCenter on Windows

Note You cannot install multiple versions of NerveCenter on the same machine. Only one version can be installed on a machine.

Before you install NerveCenter, make sure you meet these prerequisites:

Table 2-2. Prerequisites for Installing NerveCenter on Windows

If you are installing...	You must...
NerveCenter 3.8 over a previous version of NerveCenter	◆ Export any behavior models that you need to be able to use with previous versions. ◆ Back up files that you have modified (such as MIB files, or your database). ◆ You must uninstall any prior version of NerveCenter before installing NerveCenter 3.8. See *Upgrading to NerveCenter 3.8* for more information about upgrading from version 3.6 and 3.7 to version 3.8.
Any NerveCenter component	◆ Be a Windows Administrator. If you are installing on a Windows workstation or server, you must be a member of the local Administrators group (or a member of a group that is a member of the local Administrators group). View the Local Group Properties window for information about the Administrators group. If you are installing on a Windows domain controller, your user ID must be a member of the Domain Admins group. ◆ Install and start Simple Network Management Protocol (SNMP) services and SNMP trap services.
The server	Make sure that the machine on which you are installing the server has a fixed address.
SNMPv3 Trap Support	◆ Stop the OV Trap Service ◆ Stop and disable the Micorsoft Trap Service
The OpenView Platform Adapter	◆ Make sure the following services are started: SNMP EMANATE Adapter for NT and SNMP EMANATE Master Agent. ◆ Make sure that the SNMP Trap Service is not started. ◆ Install and start the HP trap service (ovtrapd). ◆ Have HP OpenView running on this machine. If HP OpenView is running on a UNIX system, you will need to install the OpenView Platform Adapter on that UNIX system.
The Universal Platform Adapter	Have either Micromuse Netcool/Omnibus (including the NerveCenter probe) or CA Unicenter TNG installed on this machine. **Note** You must get the NerveCenter probe, which is a Micromuse product, from Micromuse.

Table 2-2. Prerequisites for Installing NerveCenter on Windows (continued)

If you are installing...	You must...
A SQL Server NerveCenter database	◆ Have an account with system administrator (sa) rights on SQL Server because only sa can create devices.
	◆ Have SQL Server 6.x or 7.x installed and running.

Starting the NerveCenter Setup Program

Use the Windows Add/Remove Programs applet to install or remove applications.

❖ **To start the NerveCenter Setup program:**

1. Close all applications that are running.

2. In the Control Panel, select Add/Remove Programs.

   The Add/Remove Programs Properties dialog box displays.

3. Select Install.

   The Install Program dialog box is displayed.

4. Insert the NerveCenter CD-ROM and select Next.

The NerveCenter Setup program should start automatically. If it does not, an error message tells you that Windows was unable to locate the installation program. If this occurs, select the Browse button to locate the setup.exe file.

5. Select Finish to start the installation.

Continue to the next section.

Starting the Installation

The Welcome dialog box provides some general information, including general suggestions for using Setup and copyright warnings.
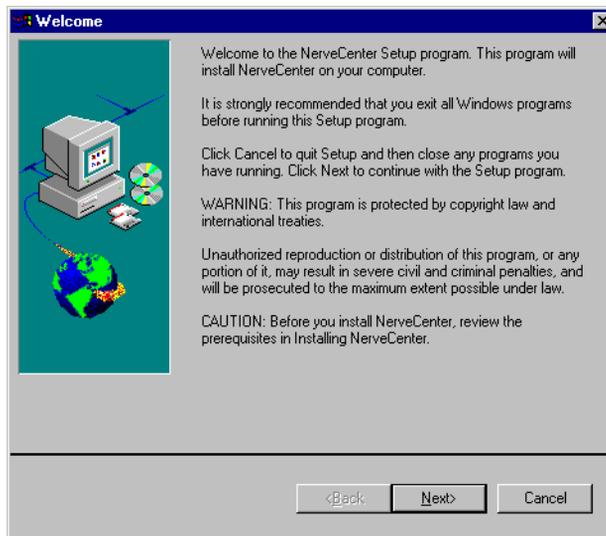
❖ **To start the installation:**

◆ Select Next.

Continue to the next section.

Accepting the License Agreement

The Software License Agreement dialog box displays the software license agreement. You must accept the agreement to install the software.
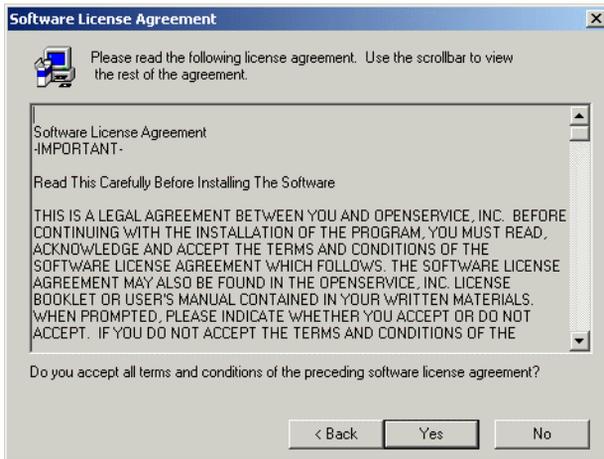
❖ **To accept the license agreement:**

◆ Select Yes.

Continue to the next section.

Selecting the Components to Install

The NerveCenter Components dialog box lets you select the NerveCenter components you want to install.

Note You can install the client on any number of machines. However, your license key limits the number of clients that can connect to the server at any one time.
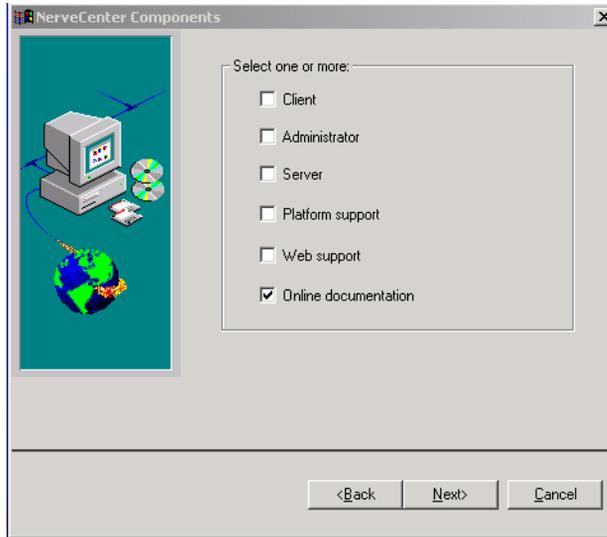
❖ **To select the components:**

1. Select one or more of the following checkboxes:

- ◆ Client—Lets you monitor your network or manage behavior models.

- ◆ Administrator—Lets you configure the server and manage NerveCenter.

- ◆ Server—Monitors managed nodes, performs actions associated with alarm transitions, and maintains NerveCenter objects.

- ◆ Platform support—Integrates NerveCenter with your network management platform.

- ◆ Web support—Lets you monitor your network from any machine that has a Web browser.

    You do not need to have a Web server installed on this machine; however, if you don't, you will have to do some manual configuration after you finish installing NerveCenter. See *Where to Go from Here* on page 31.

- ◆ Online documentation—Provides the complete NerveCenter library online.

2. Select Next.

Continue to the next section.

Configuring the Platform Adapter

This dialog box is displayed only if you are installing network management platform integration for NerveCenter. If you are not installing network management platform integration, then skip to *Changing the Destination Directory or HP OpenView Path* on page 23.

The Platform Integration dialog box lets you select which platforms to support.

Note If you are installing platform support, the network management platforms must be installed on this machine.

Figure 2-1. Platform Integration Dialog Box
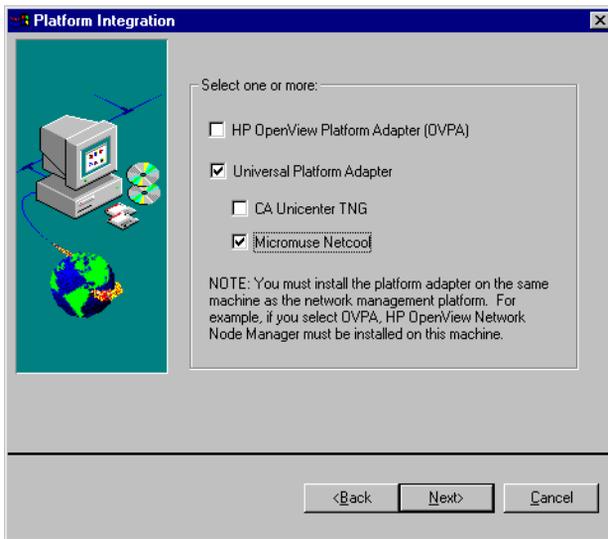
❖ **To configure the platform adapter:**

1. Select one or both checkboxes for the platform adapter you want to install.

◆ HP OpenView Platform Adapter (OVPA)—If you want to either get node information from or send messages to HP OpenView.

Caution Do not select OVPA if you are installing the NerveCenter Server on the same machine as OpenView but you plan on using NerveCenter's Discovery behavior models instead of getting node information from OpenView.

◆ Universal Platform Adapter—If you want to send messages to Micromuse Netcool or CA Unicenter TNG.

2. If you selected Universal Platform Adapter, select the network management platform you want the universal platform adapter to support:

◆ CA Unicenter TNG

◆ Micromuse Netcool

3. Select Next.

Continue to the next section.

Changing the Destination Directory or HP OpenView Path

The Destination Directory dialog box lets you change the NerveCenter installation directory. If you are installing OVPA, you can also confirm the HP OpenView path.
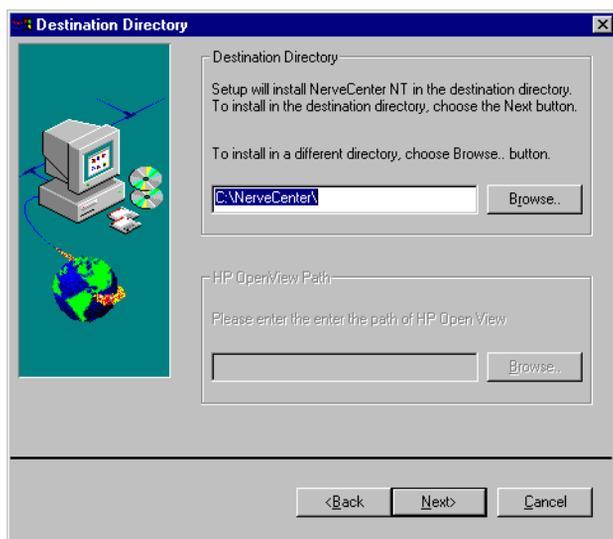
❖ **To change the destination directory or HP OpenView path:**

1. To change the destination directory, select the Browse button and choose another directory.

2. To change the HP OpenView path, select the Browse button and choose the correct directory.

3. Select Next.

Continue to the next section.

Configuring the Service to Start Automatically

The Server Configuration dialog box is only displayed if you are installing a NerveCenter Server. If you are not installing a server, then skip to *Selecting the Program Folder* on page 29.

The Server Configuration dialog box lets you specify whether the NerveCenter service starts automatically when the machine reboots. If you do not configure it to start automatically, you must start it yourself from the Start menu or the Services applet.
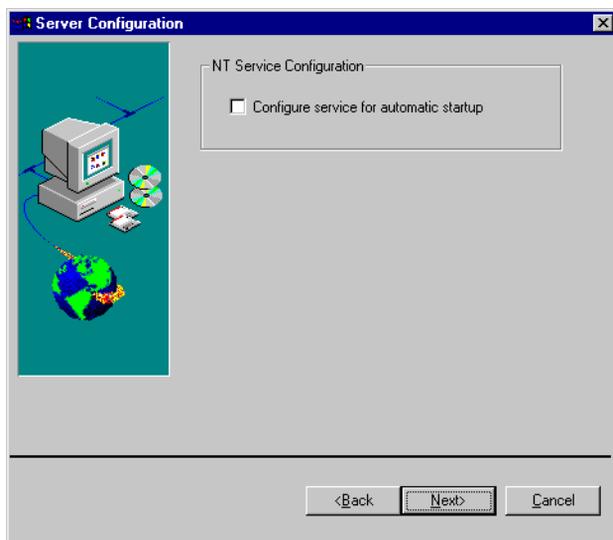
❖ **To configure the service to start automatically:**

1. Select the Configure service for automatic startup checkbox.

2. Select Next.

Continue to the next section.

Entering a License Key

The License Key dialog box is only displayed if you are installing a NerveCenter Server. If you are not installing a server, then skip to *Selecting the Program Folder* on page 29.

The License Key dialog box lets you enter your NerveCenter license key, which limits the number of clients that can connect to the server and the number of nodes that can be managed.

Note You can install Open NerveCenter without providing a license key. You must then start the server, connect using the NerveCenter Administrator, and specify a license key.
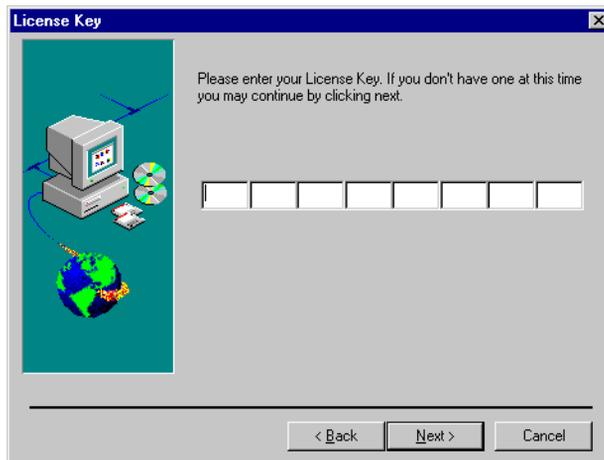
❖ **To enter a license key:**

1. Enter the license key you received with NerveCenter.

If you have more than one license key, enter the server license key here and additional keys later, using the NerveCenter Administrator, importutil, or SMS.

2. Select Next.

Continue to the next section.

Configuring Security

The Security Options dialog box is only displayed if you are installing the NerveCenter Server. If you are not installing a server, then skip to *Selecting the Program Folder* on page 29.

The Security Options dialog box lets you decide whether to set up NerveCenter security. If you decide to use NerveCenter security, NerveCenter will validate users against membership in either the NerveCenter Admins or NerveCenter Users Windows user groups, which will be created by Setup.
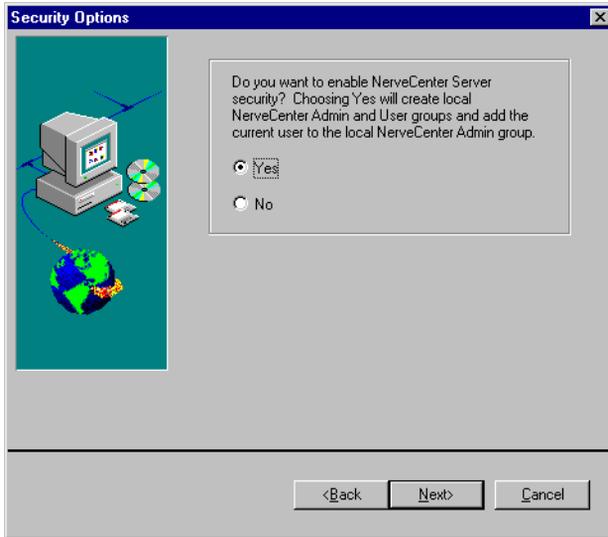
❖ **To configure security:**

1. If you want to use NerveCenter security, select Yes.

Note If you are upgrading your NerveCenter software and you select Yes, Setup will add your user ID to your existing local groups.

2. Select Next.

Continue to the next section.

Trap Configuration

The Trap Options dialog box lets you decide whether NerveCenter will process traps from SNMP v3 entities (in addition to traps from SNMP v1 and v2c agents).

If you decide to enable SNMP v3 trap support, before leaving the Trap Options dialog you must:

◆ Stop the OV Trap Service (ovtrapd) on co-resident NerveCenter Servers

Note Because HP OpenView does not yet support SNMP v3, whenever you shut down OVTrapD, OV's event list will not be updated with external traps or NerveCenter inform events. In this scenario, OV can only receive symbol updates.

◆ Stop and disable the Microsoft Trap Service (SNMP Trap Service) on both co-resident and non-co-resident NerveCenter Servers
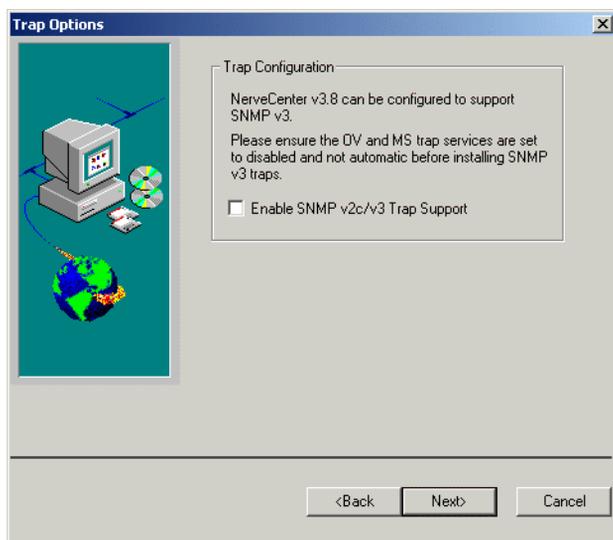
❖ **To specify SNMP v3 trap support:**

1. Check the Services applet in the Windows Control panel to make sure that the MS Trap Service or the OV Trap Service is stopped and disabled.

2. Select the Enable SNMP v3 Trap Support checkbox.

3. Select Next.

Continue to the next section.

Letting Setup Install and Configure the Database

The Database Installation dialog box is only displayed if you are installing the NerveCenter Server. If you are not installing a Server, then skip to *Selecting the Program Folder* on page 29.

The Database Installation dialog box lets you specify whether you want Setup to automatically start DBWizard after the installation is complete so you can set up the NerveCenter database. If you decide not to have Setup start DBWizard automatically, you can start it manually from the NerveCenter program group on the Start menu after the installation is complete.
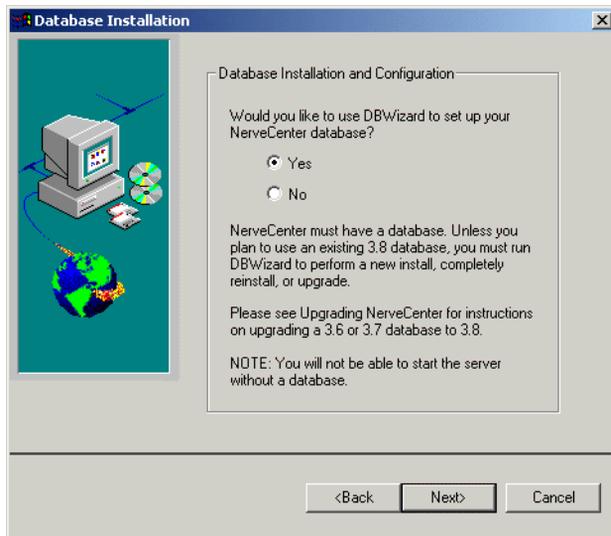
❖ **To use the wizard to set up the database:**

1. If you want DBWizard to set up the database, select Yes.

Caution You must have a database before you can start the NerveCenter Server. If you are installing NerveCenter for the first time, if you uninstalled an existing version, or if you are installing NerveCenter in a new location, select Yes.

If you are installing over an existing NerveCenter 3.5 or 3.6, your database, data source, and connection string already exist, so you can select No.

2. Select Next.

Continue to the next section.

Selecting the Program Folder

The Folder Selection dialog box lets you select a folder into which Setup adds program icons.
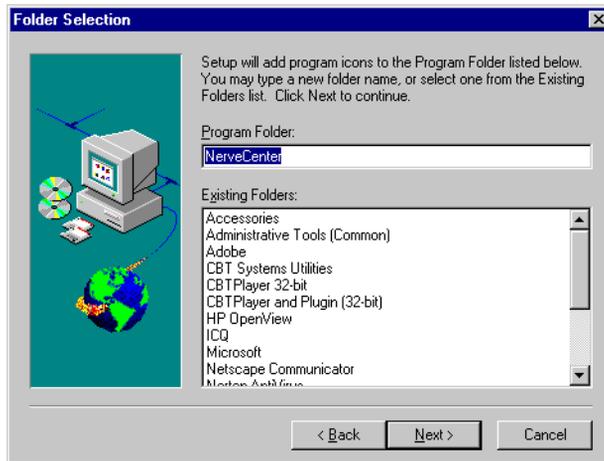
❖ **To select the program folder:**

1. Select a folder from the Existing Folders listbox or type a name into the Program Folder field.

Note If you are installing over an older version of NerveCenter, select your existing NerveCenter folder.

2. Select Next.

Continue to the next section.

Completing the Installation

Setup displays status information as it installs the files.

After Setup has finished copying and installing the files, the Setup Complete dialog box is displayed.

❖ **To complete the installation:**

◆ Select Finish.

If you installed platform integration for HP OpenView, a DOS window and the NNM Console Output Display window are displayed. The DOS window closes automatically after NerveCenter has been registered with HP OpenView.

> **Caution** Do not close the DOS window. It will be closed when OVPA has been registered with OpenView. You can close the NNM Console Output Display window.

If you installed the NerveCenter Server and chose to set up your database now, DBWizard is displayed. For instructions on installing or upgrading a database, see Chapter 3, *Setting Up the Database on Windows*.

Next, the setup complete dialog lets you restart the computer. You must restart the computer to have NerveCenter activate properly.
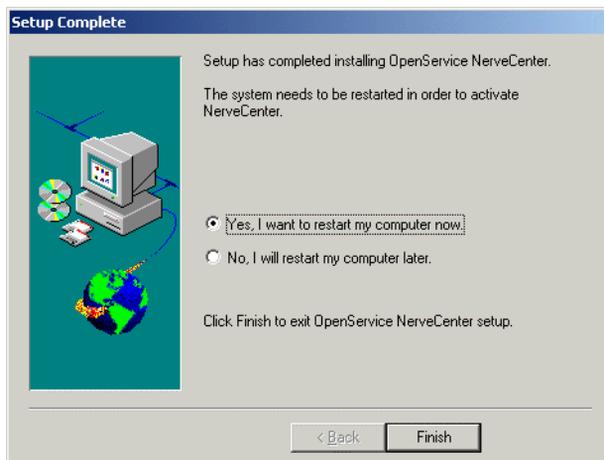
❖ **To restart your computer:**

1. Select the Yes, I want to restart my computer now. radio button.

2. Select Finish.

Where to Go from Here

After you finish the installation, you must do the following before you use NerveCenter on Windows:

Table 2-3. Post-Installation Configuration Steps

If you...	You must...	For details, see...
Want to install NerveCenter on other machines by doing silent or remote installations	Edit a configuration script and run setup from the command line or use Microsoft System Management Server (SMS).	Chapter 4, *Doing Silent and Remote Installations on Windows*
Installed the server and chose not to set up the database during installation	Install a database now.	Chapter 3, *Setting Up the Database on Windows*
Left the License Key dialog box empty	Start the server, use the administrator to connect to the server, and enter a license key.	*Managing NerveCenter*
Are ready to start and configure NerveCenter	Start the server, use the administrator to connect to the server, and configure your node source, inform hosts, email notification, and so on.	*Managing NerveCenter*
Chose to install a platform adaptor to integrate NerveCenter with a network management platform	Configure NerveCenter and your network management platform to work together.	*Integrating NerveCenter with a Network Management Platform*
Chose to integrate NerveCenter with Micromuse Netcool/Omnibus, but installed on a different machine than Netcool	Change the platform adapter's nhost setting to reflect the Netcool host machine.	*Integrating NerveCenter with a Network Management Platform*
Chose NerveCenter security	Add users to the appropriate user groups: NerveCenter Admins and NerveCenter Users on Windows.	*Managing NerveCenter*
Installed Web support, but the Web server is on another machine	Set up the URL map manually.	*Managing NerveCenter*
Installed Web support	Make sure that users have appropriate access to the server.	Your Web server documentation
Changed the default directory and you plan on using the IPSweep behavior model	Modify the IPSweep alarm to use the new path.	*Designing and Managing Behavior Models*

Setting Up the Database on Windows 3

When you install NerveCenter for the first time or move the NerveCenter database to a new location, you must either set up a new NerveCenter database or reconnect to an existing NerveCenter version 3.8 database. (If you are upgrading, refer to *Upgrading to NerveCenter 3.8*.)

Note You cannot connect to a NerveCenter 3.6 or 3.7 database without first upgrading it to version 3.8. If you installed over an existing NerveCenter 3.6 or 3.7 installation, you must still upgrade your NerveCenter database to version 3.8. Refer to *Upgrading to NerveCenter 3.8* for more information.

If you instructed NerveCenter Setup to set up your NerveCenter database, then DBWizard is automatically launched for you after NerveCenter Setup is done.

Caution You must be logged in as an administrator to set up the database.

If you create a new database, you can use either a Microsoft Access database or a Microsoft SQL Server database. As part of the creation process, a serialized database file is imported into the database. The serialized file contains the base set of NerveCenter objects, including polls, masks, alarms, and so on.

Note You do not need to have Access installed on the machine to create an Access database.

This chapter includes the following sections:

Section	Description
Creating and Installing a New Database on page 34	Describes how to create a new SQL Server database or an Access database.
Connecting to an Existing Database on page 45	Describes how to connect to an existing 3.6 or 3.7 database.

To install a database using the command line, see *Creating your Database from the Command Line* on page 63.

Creating and Installing a New Database

Open NerveCenter supplies a wizard called DBWizard and a command-line version of the wizard. You can use either one to set up your database. If you are installing NerveCenter on many computers, you may want to use the wizard to set up the first database, then save your configuration settings and use them with the command-line version of DBWizard to save time on subsequent setup routines.

> **Note** If you are creating a SQL database, you must be logged into the same domain that SQL Server is running on and you must have SQL administrator (sa) rights, including the right to create database devices.

❖ **To set up a new database for NerveCenter, follow these steps:**

1. If DBWizard was not launched automatically by Setup, select DBWizard from the NerveCenter program group on the Start menu.

The Start dialog box displays.

2. Select the Full Database Creation and Installation radio button.

3. To load predefined or default values, select the Load IDB File button.

An IDB file contains settings used during this install. If you are re-running DBWizard, you can load an existing IDB file to save time.

The Open dialog box displays.
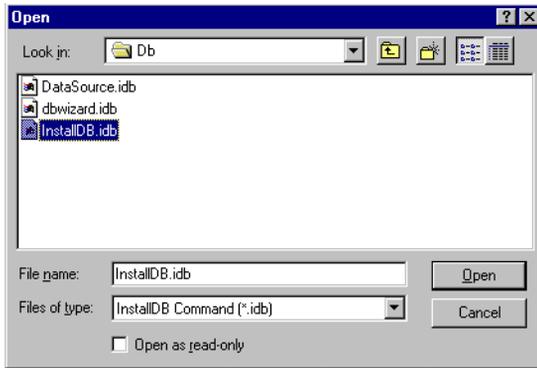
a. Select an IDB file from the NerveCenter Db folder. (If you haven't created one before, select `InstallDB.idb`. This file contains default settings.)

b. Select Open to load the file.

This returns you to the Start dialog box.

4. Select the Next button.

The Select DBMS dialog box displays.
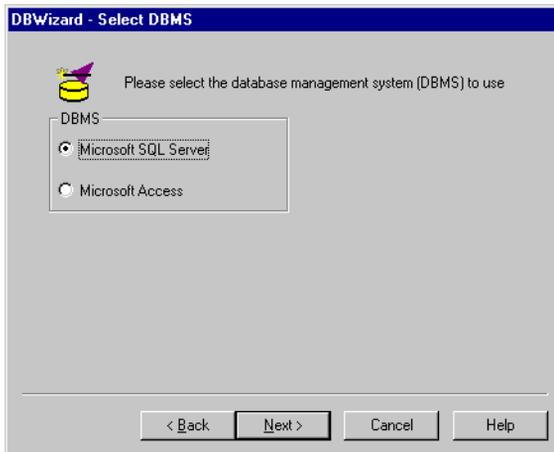
5. Select either Microsoft SQL Server or Microsoft Access to select the type of database that you want to install.

6. Select the Next button.

If you selected SQL Server, see *Creating a SQL Server Database* on page 36. If you selected Access, see *Creating an Access Database* on page 42.

Creating a SQL Server Database

If you selected SQL Server, the ODBC Data Source dialog box displays.
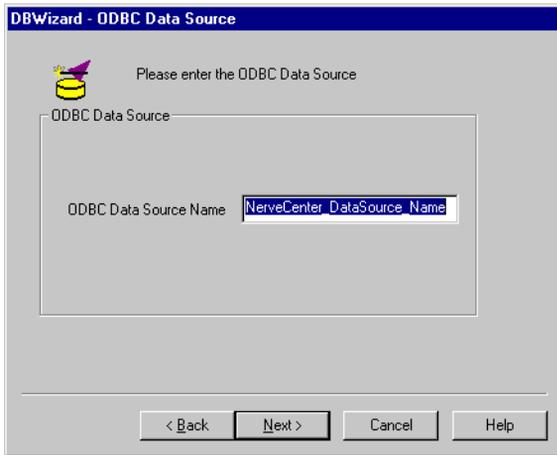
1. Specify a name for the new ODBC data source or leave the default name.

2. Select the Next button.

The SQL Server Information dialog box displays.
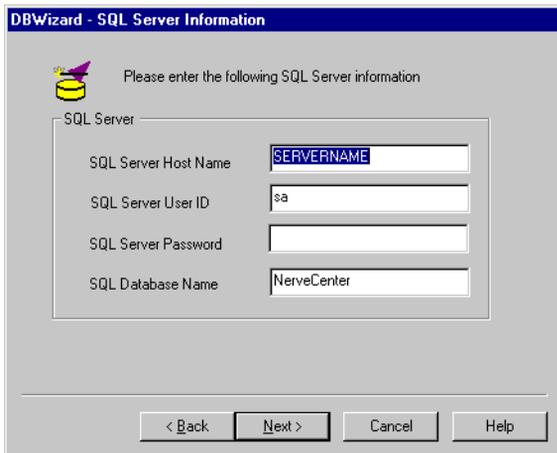
3. Supply the appropriate host name, user ID, and password. The default database name is NerveCenter. You can change it if you would like to use a different name for the database.

Note Each NerveCenter Server must have its own database. NerveCenter Servers cannot share a database.

You must supply a user ID and password for the SQL Server that has database administrator rights, including the right to create devices.

4. Select the Next button.

The SQL Server Data Device Information dialog box displays.
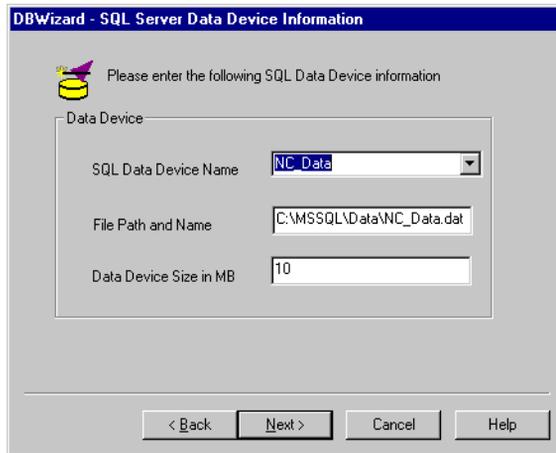
DBWizard supplies default values for each field. If you need to change these values (for example, because your naming conventions are different), you can do so.

- ◆ **SQL Data Device Name**—The name of the SQL data device to be used by the database. If the database already exists, the existing device name is used. If it does not exist, the database is created when you specify the data device name. Supply a name or select a device from the drop-down list.

- ◆ **File Path and Name**—Full path and name for the SQL data device file. (If the file is on another machine, use the UNC file name: \\machine\path.) The default path provided is the same path used by the SQL master device. You can choose a different one, but the directory you specify must exist. If the file already exists, the operation fails. If the file exists but is not used by a specified device, it is deleted and re-created.

- ◆ **Data Device Size in MB**—Size of the data device in megabytes. The suggested size is at least 10 megabytes. NerveCenter checks to make sure that the device selected has enough space. This field is required only if you specified the data device name.

5. Select the Next button.

The SQL Server Log Device Information dialog box displays.

DBWizard supplies default values for each field. If you need to change these values (for example, because your naming conventions are different), you can do so.

- ◆ **SQL Log Device Name**—Name of the SQL log device to be used by the database. This data is only required if you specified the log device name. The directory must exist. If the file specified already exists, the operation fails. If the database already exists, you do not need to specify the log device. If the device already exists, it is used.

- ◆ **File Path and Name**—Full path and name of the file to use for the SQL log device. (If the file is on another machine, use the UNC file name: \\machine\path.) This is required only if you specified the log device name. The directory must exist. If the file already exists and is used by another device, the operation fails.

- ◆ **Log Device Size in MB**—The size of the log device in megabytes. The suggested minimum is 10 megabytes. This number is required only if you specified the log device name.

6. Select the Next button.

The NerveCenter Paths and Files dialog box displays.
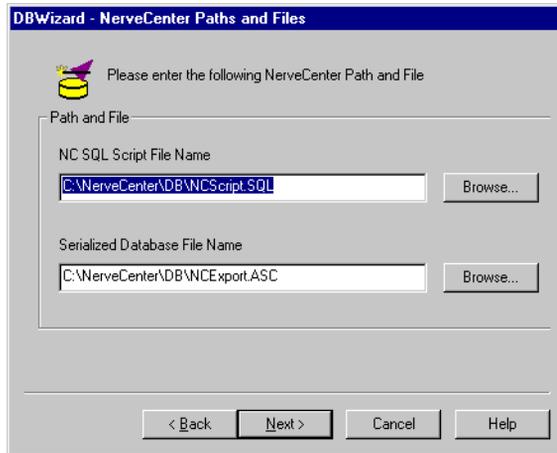
The default script, NCScript.sql, creates the SQL database that NerveCenter will use. Only use this script when creating a new database.

The default serialized database file, NCExport.asc, provides default values for your new database. Only use this serialized file when creating a new database.

7. Select the Next button.

The Finish dialog box displays.
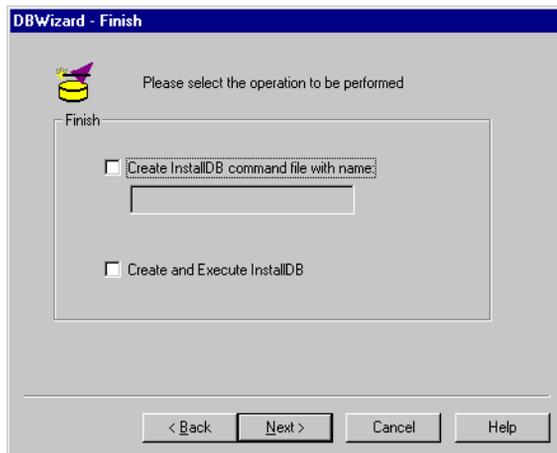
8. To create a SQL database for NerveCenter with the settings that you just specified, check the Create and Execute InstallDB checkbox.

9. If you need to create multiple SQL databases on different machines, check Create InstallDB command file with name checkbox and provide a file name in the text box. InstallDB will create another IDB file that saves the settings that you used in this install. You can then load this new IDB file into DBWizard when you run it on the other machines.

Note If you do not check the Create InstallDB command file checkbox, the settings you just specified are saved in the dbwizard.idb command file.

10. Select the Next button.

The Events Status dialog box displays. It lists the settings that you have specified for your SQL Server database.
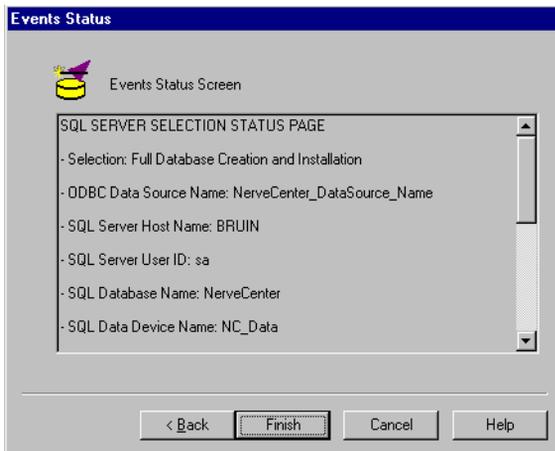
11. Verify that all the settings are correct. If necessary, you can use the Back button to return to previous dialog boxes and make corrections.

12. When everything is correct, select the Finish button.

The Status Screen dialog box displays with status information.

When the installation is complete, select the OK button to exit DBWizard. This returns you to the NerveCenter Setup program to restart your computer.

The setup complete dialog lets you restart the computer. You must restart the computer to have NerveCenter activate properly.

❖ **To restart your computer:**

1. Select the Yes, I want to restart my computer now. radio button.

2. Select Finish.

Creating an Access Database

If you selected Access, the ODBC for Access dialog box displays. The wizard creates the data source for the database with the name you specify.

Note Access does not have to be installed on the machine for you to create an Access database.
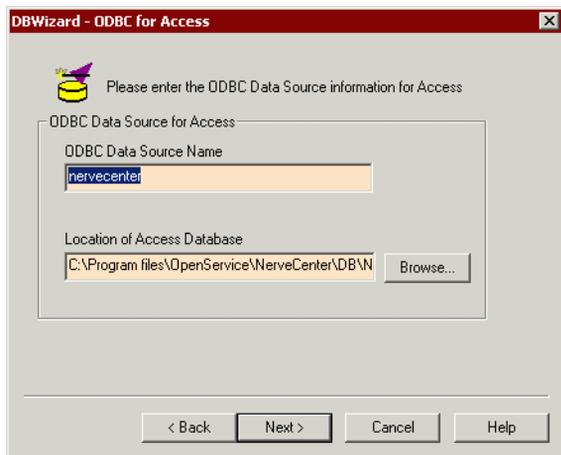
1. Supply a name for the Access ODBC data source.

2. Open NerveCenter ships with a default Access database, called NCAccess.mdb. It is located in the NerveCenter Db folder. Specify this default Access database in the Location of Access Database field.

3. Select the Next button.

The NerveCenter Paths and Files dialog box displays.
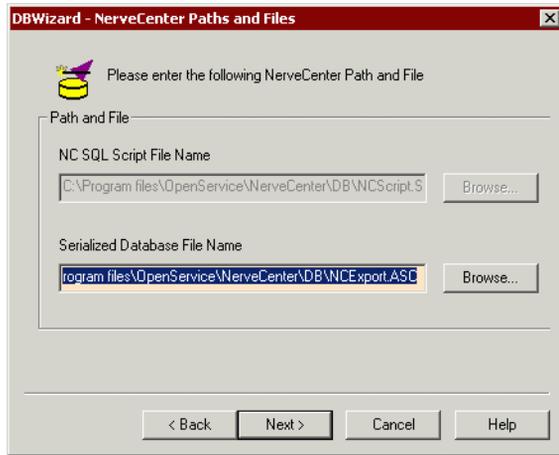
Because you are setting up an Access database, the tables are created for you. The NC SQL Script File Name field is grayed out.

4. In the Serialized Database File Name field, you must specify the default serialized database file, NCExport.asc. This will set up default values in your new database.

5. Select the Next button.

6. To create an Access database for NerveCenter with the settings that you just specified, check the Create and Execute InstallDB checkbox.

7. If you need to create multiple Access databases on different machines, check Create InstallDB command file with name checkbox and provide a file name in the text box. InstallDB will create another IDB file that saves the settings that you used in this install. You can then load this new IDB file into the InstallDB wizard when you run it on the other machines.

Note If you do not check the Create InstallDB command file checkbox, the settings you just specified are saved in the dbwizard.idb command file.

8. Select the Next button.

The Events Status dialog box displays. It lists the settings that you have specified for your Access database.
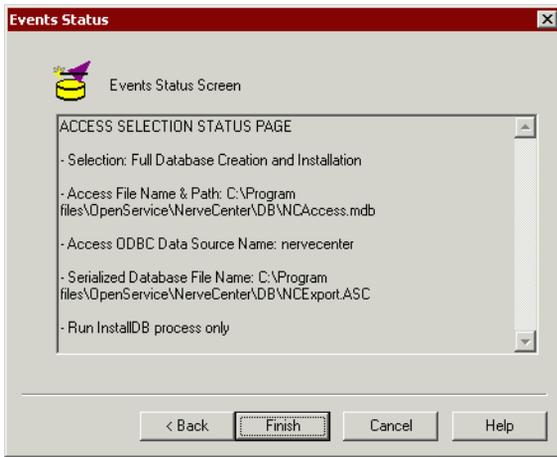
9. Verify that all the settings are correct. If necessary, you can use the Back button to return to previous dialog boxes and make corrections.

10. When everything is correct, select the Finish button.

When the installation is complete, select the OK button to exit DBWizard. This returns you to the NerveCenter Setup program to restart your computer.

The setup complete dialog lets you restart the computer. You must restart the computer to have NerveCenter activate properly.
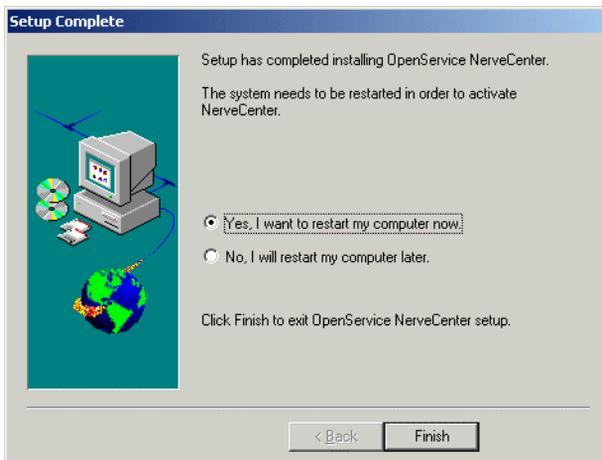
❖ **To restart your computer:**

1. Select the Yes, I want to restart my computer now. radio button.

Select Finish.

Connecting to an Existing Database

If you already have a version 3.8 NerveCenter database, or if you installed NerveCenter 3.8 in a new location, you can configure the ODBC data source and connection string to point to this database.

> **Note** You cannot connect to a NerveCenter 3.6 or 3.7 database without first upgrading the database to version 3.8. For more information, refer to *Upgrading to NerveCenter 3.8*.

The steps for a SQL database and an Access database are slightly different.

Connecting to a SQL Database

❖ **Follow these instructions to point to a SQL database:**

1. From the Start menu, select DBWizard.

The Start dialog box displays.

2. Select Create Data Source and Connection String.

3. To load predefined or default values, select the Load IDB File button.

An IDB file contains settings used during this install. If you are re-running DBWizard, you can load an existing IDB file to save time.

The Open dialog box displays.
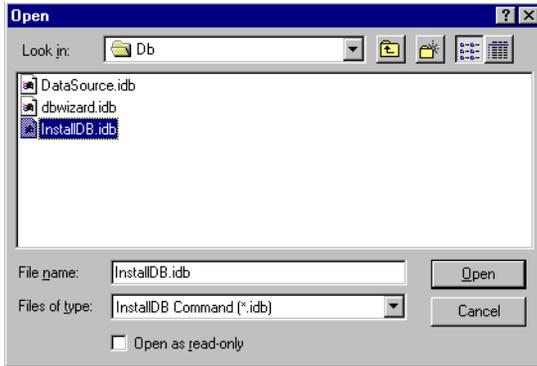
a. Select an IDB file from the NerveCenter Db folder. (If you haven't created one before, select InstallDB.idb. This file contains default settings.)

b. Select Open to load the file.

This returns you to the Start dialog box.

4. Select the Next button.

The Select Database dialog box displays.
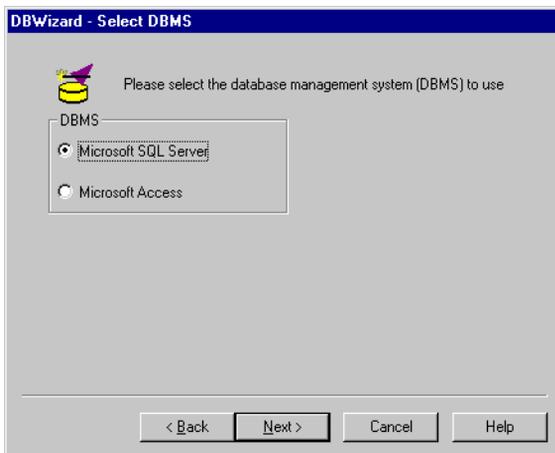
5. Select Microsoft SQL Server as the database type.

6. Select the Next button.

The ODBC Data Source dialog box displays.
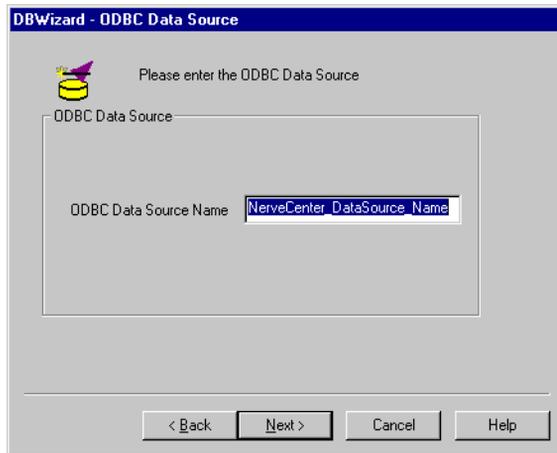
7. Type in an ODBC data source name.

8. Select the Next button.

9. The SQL Server Information dialog box displays. Provide the host name, user ID, password, and database name for the SQL database.
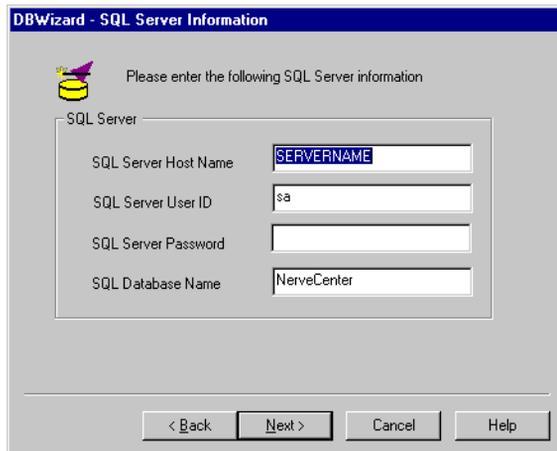
10. Select the Next button.

The Finish dialog box displays.
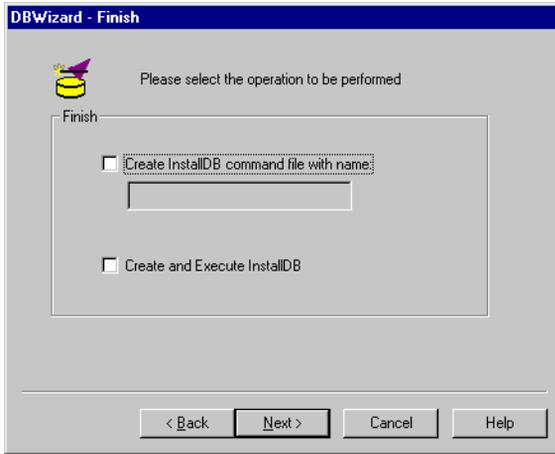
11. To create the ODBC data source and connection string for the database you just specified, check the Create and Execute InstallDB checkbox.

If you need to repeat this process on different machines, check the Create InstallDB command file with name checkbox and provide a file name in the text box. InstallDB will create another IDB file that saves the settings that you used in this install. You can then load this new IDB file into the InstallDB wizard when you run it on the other machines.

Note If you do not check the Create InstallDB command file checkbox, the settings you just specified are saved in the dbwizard.idb command file.

12. Select the Next button.

The Events Status dialog box displays. It lists the settings that you have specified.

13. Verify that all the settings are correct. If necessary, you can use the Back button to return to previous dialog boxes and make corrections.

14. When everything is correct, select the Finish button.

The Status Screen dialog box displays with status information.

When the installation is complete, select the OK button to exit DBWizard.

Connecting to an Access Database

❖ **Follow these instructions to point to an Access database:**

1. From the Start menu, select DBWizard.
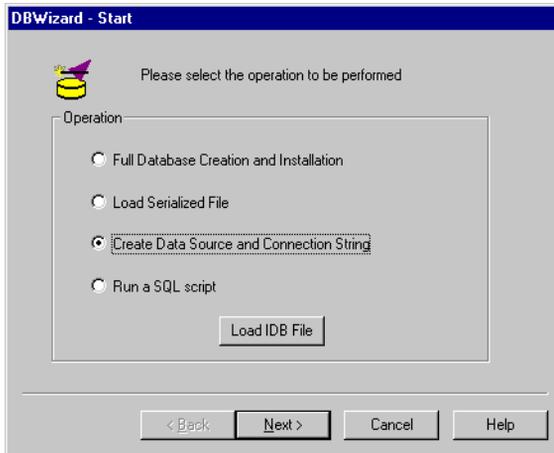
The Start dialog box displays.

2. Select Create Data Source and Connection String.

3. To load predefined or default values, select the Load IDB File button.

An IDB file contains settings used during this install. If you are re-running DBWizard, you can load an existing IDB file to save time.

The Open dialog box displays.
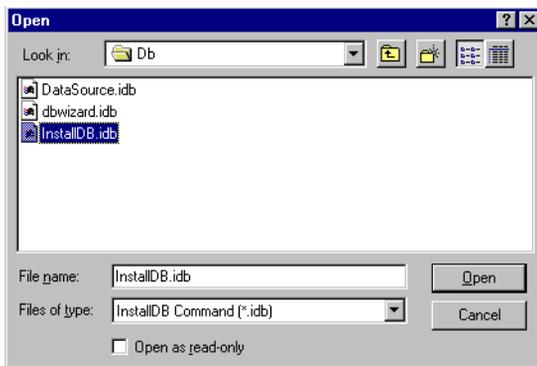
      a. Select an IDB file from the NerveCenter Db folder. (If you haven't created one before, select `InstallDB.idb`. This file contains default settings.)

      b. Select **Open** to load the file.

    This returns you to the Start dialog box.

4. Select the **Next** button.

    The Select Database dialog box displays.

5. Select **Access** as the database type.

6. Select the **Next** button.

    The ODBC Data Source dialog box displays.
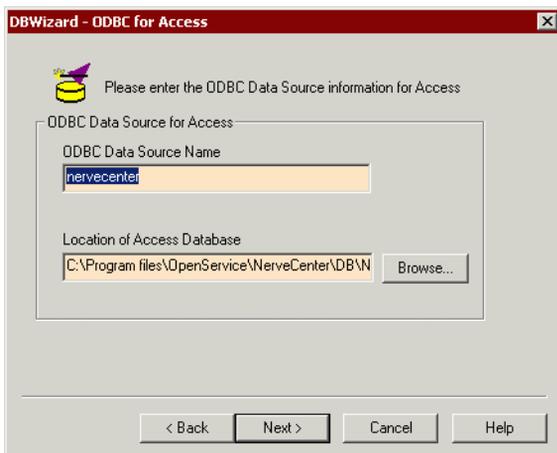
7. Type in an ODBC data source name.

8. Type in the location of the Access database.

9. Select the Next button.

    The Finish dialog box displays.
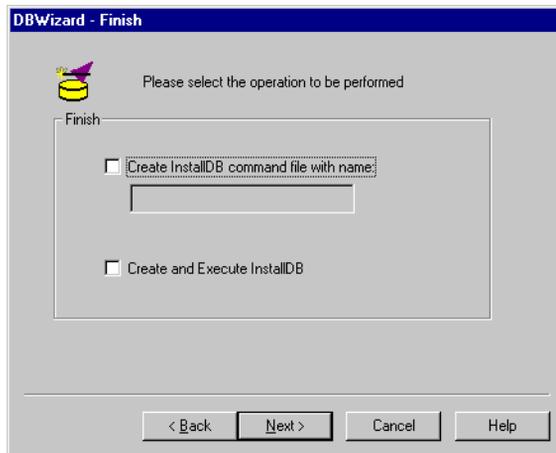
10. To create the ODBC data source and connection string for the database you just specified, check the Create and Execute InstallDB checkbox.

    If you need to repeat this process on different machines, check the Create InstallDB command file with name checkbox and provide a file name in the text box. InstallDB will create another IDB file that saves the settings that you used in this install. You can then load this new IDB file into the InstallDB wizard when you run it on the other machines.

Note If you do not check the Create InstallDB command file checkbox, the settings you just specified are saved in the `dbwizard.idb` command file.

11. Select the Next button.

    The Events Status dialog box displays. It lists the settings that you have specified.

12. Verify that all the settings are correct. If necessary, you can use the Back button to return to previous dialog boxes and make corrections.

13. When everything is correct, select the Finish button.

    The Status Screen dialog box displays with status information.

When the installation is complete, select the OK button to exit DBWizard.

Doing Silent and Remote Installations on Windows 4

A *silent installation* is an installation done from the command line. In a text file, you provide all the configuration values that you would normally enter in the Setup GUI. A *remote installation* is done using Microsoft Systems Management Server (SMS) tools.

> **Note** Remote installations can only be performed on a Windows Server. Windows Workstation is not supported by SMS 1.x for this type of installation.

The procedures for both are very similar—remote installations using SMS include one additional step. The following steps describe the procedure:

1. Create a source directory from which to install.

2. Edit the installation configuration file.

3. Run Setup from the command line.

4. If you are doing remote installations using SMS, use the SMS Administrator to create a package and install NerveCenter on remote machines.

Follow the instructions in this chapter to do a silent or remote installation of the following NerveCenter components:

Table 4-1. NerveCenter Components

Component	Description
NerveCenter Client	Lets you monitor your network, as well as design and manage behavior models.
NerveCenter Administrator	Lets you configure NerveCenter.
NerveCenter Server	Carries out all major tasks, including polling SNMP agents, triggering alarms, and making sure that alarm transitions occur.
Platform Adapters	Integrate NerveCenter with supported network management platforms. (See the *Release Notes* for a complete list.)
NerveCenter Web support	Integrates NerveCenter with supported Web servers. (See the *Release Notes* for a complete list.)

Table 4-1. NerveCenter Components

Component	Description
Online documentation	Provides the NerveCenter library in HTML with a full-text search engine. (PDF versions are also installed for printing. See readme.txt in the docs directory for more information.)

You can install the components on any machine that meets the configuration requirements. (See the *Release Notes*.) If you integrate NerveCenter with a network management platform, the platform adapter must be installed on the machine that is running the network management platform.

Caution Before you install NerveCenter, make sure you meet the prerequisites. See *Preparing to Install NerveCenter on Windows* on page 17.

This chapter includes the following sections:

Section	Description
Creating a Source Directory on page 55	Provides instructions on creating the source directory, from which you will install NerveCenter or create SMS packages.
Editing the Installation Configuration File on page 55	Describes how to edit the configuration file so NerveCenter is installed with the options you specify.
Running Setup from the Command Line on page 61	Describes how to install NerveCenter on a single machine from the command line.
Installing NerveCenter Remotely on page 62	Describes how to create an SMS package and install NerveCenter on one or more machines.
Creating your Database from the Command Line on page 63	Describes how to create an SQL Server or Access database from the command line.
Configuring the Database Remotely on page 65	Describes how to create and install the database remotely.
Configuring NerveCenter Remotely on page 67	Describes how to change the NerveCenter configuration on one or more machines.

Creating a Source Directory

Whether you are doing a single silent installation or subsequent remote installations, you must set up a source directory from which you will install NerveCenter.

❖ **To create a source directory:**

1. Create a directory to use as the source directory.

   Create the directory either on the host machine on which you are installing or on a system that is accessible to and shareable with that host. For example, create a directory called D:\ncsetup and share it as ncsetup.

   Caution If you are going to use SMS to do a remote installation, this directory must either be on the SMS host machine or on a system that is accessible to and shareable with the SMS host.

2. Copy all the files and directories from the NerveCenter CD-ROM NT directory to the directory you just created.

After you have copied the installation files to the source directory, you can edit the installation configuration file.

Editing the Installation Configuration File

Whether you are doing a silent or remote installation, you must edit the installation configuration file, setup.iss. This file lets you specify any configurable NerveCenter option.

Note If you are enabling SNMP v3 traps, check the Services applet in the Windows Control panel to make sure that the MS Trap Service or the OV Trap Service is stopped and disabled.

❖ **To edit the installation configuration file:**

1. From the source directory, open setup.iss in a text editor.

2. Edit the file, specifying your configuration options.

   Caution If you plan to use SMS to install NerveCenter onto more than one system, make sure that the settings in the setup.iss file are valid for all those installations. You may need to create separate install packages for variations of the installation procedure, such as the NerveCenter Client only on a system.

The configuration options are similar to the options you specify in the Setup GUI. See *Running Setup on Windows* on page 15 for more details.

> **Note** 0 is equivalent to False, 1 is equivalent to True.

Table 4-2 lists the sections in the file that you can and cannot edit.

Table 4-2. Sections in the Installation Configuration File

Description	Section
Do not change this section.	[InstallShield Silent] Version=v3.00.000 File=Response File
Do not change this section.	[Application] Name=Open NerveCenter Version=3.80.003 Company=OpenService
Do not change this section.	[DlgOrder] Dlg0=Welcome-0 Count=5 Dlg1=AskDestPath-0 Dlg2=SelectFolder-0 Dlg3=SdAskOptions-0 Dlg4=SdFinish-0
By default, security is not configured. To configure security, comment out this section and uncomment the next section.	;To say no to both security options [SdAskOptions-0] Component-type=string Component-count=0 Result=1
By default, security is not configured. To configure security, comment out the previous section and uncomment this section. Do not change the names of the groups.	;To say yes to both security options ;[SdAskOptions-0] ;Component-type=string ;Component-count=2 ;Component-0=NerveCenter Admins ;Component-1=NerveCenter Users
Do not change this section.	[Welcome-0] Result=1

Table 4-2. Sections in the Installation Configuration File (continued)

Description	Section
To install NerveCenter in another directory, or to specify a different HP OpenView directory, edit this section.	[AskDestPath-0] szTargetPath=c:\Program files\OpenService\NerveCenter\ szOVPAPath=c:\OpenView\ Result=1
Type your license key here. If you have more than one license key, separate them with semicolons (;).	[License-0] LicenseKey=
Select the components you want to install.	[AppSelection-0] bInstallServer=1 bInstallClient=1 bInstallAdmin=1 bInstallPlatformIntegration=0 bInstallWebServerIntegration=1 bInstallOnlineBooks=0
Do not change this section.	[ForceShutdown-0] bForceShutdown=1
Edit this section to change platform adapter configuration options.	[PlatformIntegration-0] bOVPA=1 bPAServer=1 bUnicenterSupport=1 bNetcoolSupport=1 bPAServerAsService=1 bPAServerAutoStart=1
Edit this section to change web server configuration options.	szWebServer=IIS; Possible values (case sensitive): {IIS, PWS, NETSCAPE} bRunAsService=1 bAutoStartService=1 bRestartWebServer=1 bForceInstall=1 szWebCollectorIP=* nWebCollectorPort=32550

Table 4-2. Sections in the Installation Configuration File (continued)

Description	Section
Edit this section to change server configuration options. You can edit these options later with NerveCenter Administrator	[ServerConfiguration-0] MibName=NerveCtr.mib bAutoStartService=1 nServerConnectionPort=32504 nSNMPRetries=3 nSNMPRetryInterval=10 nDefaultSNMPPort=161 bEnableDiscovery=0 Result=1 nTrapperConnPort=32506 nCLIConnPort=32507 nInformPort=32505 nDBRetryInterval=2 ; in minutes nAlarmHistoryDepth=20 bNCNoSecurity=FALSE bProcessUnknownTraps=True bApplyAllMasksForEachTrap=True bEnableSocketLogging=No
Edit this section to change log management options.	[ServerLogConfiguration-0] nMaximumLogEntryAge=120 nMaximumLogFileSize=1024 nMaximumNumberOfRecords=1800 nLogDeletionPercentage=30 nMaxQueueDepth=10000

Table 4-2. Sections in the Installation Configuration File (continued)

Description	Section
Edit this section to configure mail and pager actions. You can edit these options later with NerveCenter Administrator	[ActionsConfiguration-0] ;Sample Format ;ExchangeProfile=userjoe ;ExchangePassword=passwdjoe ;SMTPHost=smtphost ;PauseString=9, ExchangeProfile= ExchangePassword= SMTPHost= TouchPulse=Touch PagerNumber= PauseString= Result=1
Edit this section if a network management platform is going to provide node information. You can edit these options later with NerveCenter Administrator	[NodeSourceConfiguration-0] ;Sample Formats: ;Host=sunny ;nHostPort=6024 ;WantedCapabilities=capability1,capability2,capability3 ;SystemObjectIds=OID1,OID2,OID3 ;OpcHostName=norm ;OpcHostPort=6028 Host= nHostPort= Method=Manual WantedCapabilities= SystemObjectIds= OpcHostName= OpcHostPort= Result=1 AckInforms=1

Table 4-2. Sections in the Installation Configuration File (continued)

Description	Section
Edit this section to create IP filters that limit the nodes NerveCenter can detect and to enable Discovery. You can edit these options later with NerveCenter Administrator	[IPConfiguration-0] ;Sample Format ;SubnetMaskEx=Subnet1,Mask1:Subnet2,Mask2, Exclu2 ; Choices below are none, all, filter ;IPDiscoverNodes=none ; Choices are 1 for True, 0 for False ;EnableDiscovery= SubnetMaskEx= IPDiscoverNodes=filter EnableDiscovery=1
Edit this section to configure Inform hosts. You can edit these options later with NerveCenter Administrator	[NodeNotification-0] ;Sample Format ;NodeNotify1=host1 port1 EVENT_AND_SYMBOL minseverity1 prop1 ;NodeNotify2=host2 port2 EVENT minseverity2 prop2 ;ex: NodeNotify1=sunny 6024 EVENT_AND_SYMBOL 0 NodeNotify1= Result=1
Edit this section to change NerveCenter's program group.	[SelectFolder-0] szResultFolder=NerveCenter Result=1
Do not change this section.	[SdStartCopy-0] Result=1
Do not change this section.	[SdFinish-0] bOpt1=0 bOpt2=0 Result=1
Edit this section if you are installing if you do not want MSTrap as your trap service, that is, if you are installing OVPA or enabling SNMPv3 traps. Note If you enable SNMP v3 traps, you must disable MS Trap service (bMSTrap=0).	[TrapService-0] bMSTrap=1

Table 4-2. Sections in the Installation Configuration File (continued)

Description	Section
Edit this section to enable NerveCenter to receive SNMP v3 traps.	[TrapConfig-0] bNCV3Traps=0

3. Save and close the file.

After you finish editing the file, you can run Setup.

Running Setup from the Command Line

You can run Setup from the command line, using the values in the configuration file you edited.

❖ **To run Setup from the command line:**

1. If NerveCenter is already installed on this machine, stop all NerveCenter and Wind/U processes. See *Upgrading to NerveCenter 3.8*.

2. If NerveCenter is already installed on this machine, back up any files that you have customized for your business or your environment. See *Upgrading to NerveCenter 3.8*.

3. From a DOS prompt, `cd` to the installation source directory you created.

4. Type the following command; then press Enter.

```
setup -s
```

In the Task Manager, you can tell the installation is complete when the _INSO432._MP process stops running. View messages generated during the installation in the ncsetup.log file in the newly-installed NerveCenter directory.

After you run setup from the command line, you still need to set up the NerveCenter database. For more information, see Chapter 3, *Setting Up the Database on Windows*.

After you set up the database, you must restart your computer for NerveCenter to activte properly.

Installing NerveCenter Remotely

After you have create the source installation directory and edited the configuration file, you can create an SMS package and install that package on other machines remotely.

> **Note** The following procedures give the NerveCenter-specific information for using SMS with NerveCenter. You must already be familiar with SMS. Microsoft provides complete SMS documentation; see the Microsoft Systems Management Server *Administrator's Guide*.

❖ **To install NerveCenter remotely:**

1. Create a new SMS package for NerveCenter by doing the following:

   a. From the SMS Administrator toolbar, select the Open Window: Packages button.

      The Packages window appears.

   b. Select the New button to display the Packages Properties dialog box.

   c. Select Import to display the File Browser dialog box.

   d. Navigate to your package source directory and select NCSetup.pdf, then select OK.

   e. In the Package Properties dialog box, select Workstations to display the Setup Packages for Workstations dialog box.

   f. In the Source Directory box, specify the server and sharename of the package source directory, and select Close.

   g. Select OK again when prompted for confirmation.

      The new package is displayed in the Packages window.

2. Using the SMS Administrator, create a Run Command On Workstation task to install NerveCenter on a specified drive on specified SMS computers by doing the following:

   a. From the SMS Administrator toolbar, select the Open Window: Jobs button.

      The Job window appears.

   b. Select the New button to display the Job Properties dialog box.

   c. Select Details to display the Job Details dialog box.

   d. In the Job Target area, specify the SMS computer (in the Machine Path field) or machine group (in the Machine Group field) on which NerveCenter should be installed.

Note The destination machine must be part of the SMS database.

> **e.** Make sure the Run Workstation Command box is checked, and select the Install NerveCenter command.

When you close the Job Properties dialog box, the task is set to run. When the task completes, the specified NerveCenter components will be installed on the specified drive and directory on all target computers.

Creating your Database from the Command Line

Instead of using the wizard, you can create or modify your database from the command line.

Note You cannot connect to a NerveCenter 3.6 or 3.7 database without first upgrading the database to version 3.8. If you installed over an existing NerveCenter 3.6 or 3.7 installation, you must still upgrade your NerveCenter version 3.6 or 3.7 database. Refer to *Upgrading to NerveCenter 3.8* for more information.

Whether you are doing a silent or remote creation of your database, you must edit the database configuration file, InstallDB.idb. This file lets you specify the information necessary for creating a database.

❖ **To edit InstallDB.idb for an SQL Server database:**

You need to provide all required information about the destination server and your options to InstallDB.

Revise the contents of InstallDB.idb, located in the *installation*/DB directory, as follows, substituting the names for your server, user ID, database, and so on. For a review of the options, see *Creating a SQL Server Database* on page 36.

```
SQL Server Name:        ServerName
SQL User Id:            sa
SQL Password:
Database Name:          NerveCenterDB
Data Device Name:       NC_Data
Data Device File Name:C:\SQL\Data\NC_Data.dat
Data Device Size in MB: 10
Log Device Name:        NC_Log
Log Device File Name:   C:\SQL\Data\NC_Log.dat
Log Device Size in MB:10
Data Source Name:       NerveCenter_DataSource_Name
```

Note The data source can't already exist. You must choose a new name.

```
Path to SQL Files:     Path
```

Note Path to the new directory you created.

```
SQL Script File Name:   NCScript.sql
Database File Name:     NCExport.asc
```

Note The default database creation file or your exported database file.

❖ **To edit InstallDB.idb for an Access database:**

Revise the contents of InstallDB.idb, located in the *installation*\DB directory, as follows:

Delete all the lines in the InstallDB.idb file and replace with the following three lines:

```
Access File Name:Path\NCAccess.mdb
```

Note Open NerveCenter ships with a default Access database, called NCAccess.mdb. It is located in the NerveCenter Db folder.

```
Data Source Name:ODBC_data_source
Database File Name:Path\NCExport.ASC
```

Note You must specify the default serialized database file, NCExport.asc. This will set up default values in your new database.

Once you edit the InstallDB.idb file, you can run InstallDB.

❖ **To create your database from the command line:**

1. From a DOS prompt, **cd** to the *installation*\nervecenter\bin directory.

2. Type the InstallDB command with the appropriate parameters, then press Enter.

The syntax is:

```
InstallDB -F IDBfile -O {f|l|c|r} -D {s|a} [-M {v|s}] [-H]
```

Parameter	Description
-F *IDBfile*	The path and file name for the IDB file. This parameter is required.

Parameter	Description

-O {f | l | c | r}	Specifies the operation code. The choices are:
	  ◆ f—Full database creation and installation
	  ◆ l—Load serialized file
	  ◆ c—Create data source and connection string
	  ◆ r—Run SQL script
	This parameter is required.

-D {s | a}	Specifies the database type. The choices are:
	  ◆ s—SQL
	  ◆ a—Access
	This parameter is required.
	Note The SQL script can only run against a SQL database, not an Access database. If the operation parameter is r (run SQL script), then you must specify s (SQL) as the database type.

[-M {v | s}]	Specifies the mode of operation: v is verbose, and s is silent. This parameter is optional; if nothing is specified, it defaults to s (silent).
[-H]	Displays usage help in a dialog box. (You can also enter simply **installdb**.)

For example:

```
InstallDB -F c:\temp\InstallDB.idb -M v -O f -D s
```

Configuring the Database Remotely

You can use SMS with a configuration file of preference settings to install the NerveCenter database from a remote machine.

If you have not already done so, you'll need to install NerveCenter either on the SMS host machine or on a system that is accessible to and shareable with the SMS host. The files you will use in the following procedure are set up during the installation process.

❖ **To create an SMS package on the SMS host that can be used to perform remote database installations, follow these steps:**

1. If NerveCenter is running on the server that's your intended database destination, bring NerveCenter down.

2. Create a new directory in the NerveCenter directory structure on your SMS host to contain all files required for this process. The directory must be shareable on a host that the SMS server can access. For example, you could create a directory called InDB under Sms.

3. Copy the following files to your new directory:

From the NerveCenter Bin directory:

- InstallDB.exe
- SerializeDB.exe
- NCPerl*.dll

From the NerveCenter Db directory:

- NCScript.sql
- InstallDB.idb
- *Database*.asc (substitute the name of your exported database file, NCExport.asc, for example)

From the NerveCenter Sms directory:

- InstDB.bat
- InstallDB.pdf

These files are in directories set up as a result of the NerveCenter installation. They are not accessible from the NerveCenter CD-ROM.

4. Edit InstallDB.idb.

5. Edit InstDB.bat.

You need to modify the parameters for the installdb.exe command to specify the operation type, and database type. See *Creating your Database from the Command Line* on page 63 for a description of the command-line options.

6. Use the SMS Administrator to create a new package and to import the InstallDB.pdf file.

Your new database and data source are created on the destination server based on the contents of your exported database file name.

Configuring NerveCenter Remotely

You can use the utility `ImportUtil.exe` to copy Server configuration information to a NerveCenter Server.

If you have not already done so, you'll need to install NerveCenter either on the SMS host machine or on a system that is accessible to and shareable with the SMS host. The files you will use in the following procedure are set up during the installation process.

❖ **To create an SMS package on the SMS host that can be used to perform remote database installations, follow these steps:**

1. Create a new directory in the NerveCenter directory structure on your SMS host to contain all files required for this process. For example, you could create a directory called ImpUtil under Sms.

2. Copy the following files to your new directory:

   From the NerveCenter Bin directory:

   ◆ `ImportUtil.exe`

   From the NerveCenter Sms directory:

   ◆ `ImpUtil.ini`

   ◆ `ImpUtil.pdf`

   These files are in directories set up as a result of the NerveCenter installation. They are not accessible from the NerveCenter CD-ROM.

3. Edit `ImpUtil.ini`.

   `ImpUtil.ini` is the name of the file containing the Server configuration information and definitions. See *Managing NerveCenter* for more details.

4. Use the SMS Administrator to create a new package and to import the `ImpUtil.pdf` file.

Removing Open NerveCenter 5

Removing NerveCenter includes removing the NerveCenter configuration information from your network management platform (unless you are running NerveCenter as a standalone network management application) and then removing the NerveCenter applications. See *Managing NerveCenter* for details about reconfiguring your network management platform.

| Caution | You must be logged in as root (UNIX) or an administrator (Windows) to remove NerveCenter from a machine. |

This chapter includes the following sections:

Section	Description
Removing NerveCenter from a UNIX Machine on page 70	Describes how to run the UNIX shell script to remove NerveCenter applications.
Removing NerveCenter from a Windows Machine on page 72	Describes how to run the unInstallShield program to remove NerveCenter applications.

Removing NerveCenter from a UNIX Machine

You can remove one or more of the NerveCenter applications by running a simple script that deletes the appropriate NerveCenter files, executables, and directories.

> **Note** If NerveCenter was integrated with a network management platform, you must have reconfigured your network management platform before you uninstall the software. See *Integrating NerveCenter with a Network Management Platform*.

❖ **To remove NerveCenter from a UNIX machine:**

> **Note** If you are removing NerveCenter 3.5, see *To remove NerveCenter 3.5:* on page 71.

1. If you haven't done so already, shut down all NerveCenter processes.

2. **cd** to *install_directory*/nc/install.

3. Type the following and then press Enter:

   ./uninst.sh

   The script begins to run.

4. Press Enter as instructed by the script until you reach the prompt that lists the components you can remove.

5. At the following prompt, type the letter for each component you want to remove (separating each letter with a space) and then press Enter.

   ```
   Enter your choice [l]
   ```

6. If you have platform integration installed, type the letter for each platform integration component you want to remove (separating each letter with a space) and then press Enter.

   ```
   Enter your choice [l]
   ```

7. If you are removing the server but you want to keep your database, type **y** at the following prompt and press Enter.

   ```
   Do you want to retain the database? [n]
   ```

8. If you are removing the server but you want to keep your MIB, type **y** at the following prompt and press Enter.

   ```
   Do you want to retain MIB? [n]
   ```

9. If you are removing the server but you want to keep your log files, type **y** at the following prompt and press Enter.

```
Do you want to retain the log files? [n]
```

The script lists the files it deletes.

10. To delete the directory, press Enter at the following prompt.

```
Deleting directory : /opt/OSInc. Continue? [y]
```

The script completes.

11. If you manually set up any environment variables to point to the NerveCenter installation directory, change them to point somewhere else.

12. If you are removing NerveCenter from this machine completely, delete the ncusers and ncadmins users and groups, including the nervectr user.

13. If you are removing NerveCenter web support completely and the Web server is on a different machine, reconfigure the server to remove references to NerveCenter. See *Managing NerveCenter* for details.

Your Open NerveCenter applications have been removed.

❖ **To remove NerveCenter 3.5:**

1. Shut down all NerveCenter processes.

2. Mount the NerveCenter CD-ROM.

3. cd to mountpoint/BIN

4. Type the following and then press Enter:

```
./uninst35.sh
```

Note On HP-UX, type **./UNINST35.SH\;1**.

5. Continue from step 4 in the previous procedure, *To remove NerveCenter from a UNIX machine:* on page 70.

Removing NerveCenter from a Windows Machine

❖ **To remove NerveCenter from a Windows machine:**

1. Back up any files you want to keep, including your database, custom MIBs, custom reports, or log files.

2. From the NerveCenter program group on the Start menu, choose Uninstall NerveCenter.

3. Select OK when asked whether you are sure you want to remove NerveCenter.

4. If Seagate Crystal Reports is installed on this machine, it will be removed as well. Select Yes when asked whether you want to completely remove the selected application and all of its components.

Note NerveCenter 3.8 does not install Crystal Reports.

The Remove Programs From Your Computer dialog box is displayed.

5. Select OK.

6. If unInstallShield was not able to remove all of the files, open the NerveCenter directory and evaluate whether you want to keep the files.

7. If you had a SQL database, do the following on SQL Server: delete or clear the SQL database, delete the data and log devices used with the database, and delete the files used by the data and log devices.

8. You may want to manually remove current user entries that are not automatically removed from the registry. However, if you remove them and then reinstall later, users will have to reconfigure their autoconnect preferences, filter settings, and so on.

Your NerveCenter installation is removed.

Index

Installation Quick Reference for NerveCenter v3.8

Before you install Open NerveCenter, use the following checklists to make sure you meet the prerequisites:

UNIX Installation Checklist

* The machines on which I am installing meet the system requirements (see the *Release Notes*).

* If I am upgrading, I have read *Upgrading to NerveCenter 3.8*.

* I am logged in as root.

* I can access and write to the directory in which I want to install NerveCenter.

* I have created the ncadmins and ncusers groups, and the nervectr user, who is a member of ncadmins. (Do not do this if you are using NIS.)

* If I am installing on HP-UX, I have made sure that HP Services, nfile, and maxfiles are configured appropriately.

* If I am overwriting an older version of NerveCenter, I have exported any models I might need to use with this version later.

* If I am overwriting an existing version of NerveCenter, I have backed up all files I may have modified (mibcomp.txt, *.mib, *.ncdb, and so on).

* If I am overwriting an existing version of NerveCenter, I have stopped all NerveCenter and Wind/U processes.

* If I am integrating NerveCenter with HP OpenView, OpenView and `ovtrapd` are running on this machine.

* If I am integrating NerveCenter with Tivoli TME, it is installed on this machine.

* If I am integrating NerveCenter with a Web server, I am familiar with its location and configuration files.

Windows Installation Checklist

* The machines on which I am installing meet the system requirements (see the *Release Notes*).

* If I am upgrading, I have read *Upgrading to NerveCenter 3.8*.

* If I am upgrading and have an Access database, I have serialized my database before removing my old version of NerveCenter.

* I am logged in as Administrator or as a member of the Administrators group.

* I can access and write to the directory in which I want to install NerveCenter.

* The SNMP service is installed and running.

* If I am using MS Trap as my trap source, the SNMP Trap service is installed and running.

* If I am installing SNMP v2c/v3 support, the SNMP Trap service is disabled.

* If I am installing the server, the machine on which I am installing it has a fixed IP address.

* If I am going to use an SQL database, SQL 6.x or 7.x is installed and running.

* If I am going to use an SQL database, I have an account with system administrator (sa) rights.

* If I am overwriting an older version of NerveCenter, I have exported any models I might need to use with this version later.

* If I am overwriting an existing version of NerveCenter, I have backed up all files I may have modified (mibcomp.txt, *.mib, *.ncdb, and so on).

* If I am overwriting an existing version of NerveCenter, I have stopped all NerveCenter applications and services.

* If I am integrating NerveCenter with HP OpenView, HP OpenView and `ovtrapd` are running on this machine.

* If I am integrating NerveCenter with CA Unicenter TNG, it is installed on this machine.

* If I am integrating NerveCenter with a Web server, I am familiar with its location and configuration files.

Windows and UNIX Installation Flowchart

START HERE →

Have you met the prerequisites? — No → Review the checklists on the other side of this card

Yes ↓

On what OS are you installing? — Windows → **Do you want to deploy on other machines?** — Yes → Copy the installation files to a source directory, edit `setup.iss`, and use SMS to install and configure NerveCenter remotely.

UNIX ↓

(Deploy on other machines) No ↓

Do you want to do a silent install?

Yes → Edit `ncinput` and run `install.sh` /*path*/`ncinput` where *path* is the location of the edited ncinput file.

No → Run `install.sh`.

Do you want to do a silent install?

Yes → Edit `setup.iss` and run `setup -s` from the command prompt.

No → Run Setup.

Did the installation succeed?

No → Review `ncinst_log`, correct any errors, and rerun `install.sh`.

Yes ↓

Did the installation succeed?

No → Review the Event Log, correct any errors, and rerun Setup.

Yes ↓

FINISH HERE

1. If you haven't already installed a database (NT only), do so now. Use DBWizard. See *Installing NerveCenter*.
2. Add users to the appropriate user groups, unless you opted not to use security (NT only). See *Managing NerveCenter*.
3. If you are ready to configure NerveCenter, start the server, connect from the Administrator, and enter your license key (if necessary) and configure your options. See *Managing NerveCenter*.
4. If you installed platform integration, configure your network management platform appropriately. See *Integrating NerveCenter with a Network Management Platform*.
5. If you installed web support, make sure users have access to the Web server. Configure your web server to map to the NerveCenter web client files, if necessary. See *Managing NerveCenter*.

Software License Agreement

-IMPORTANT-

Read This Carefully Before Installing The Software

THIS IS A LEGAL AGREEMENT BETWEEN YOU AND OPENSERVICE, INC. BEFORE CONTINUING WITH THE INSTALLATION OF THE PROGRAM, YOU MUST READ, ACKNOWLEDGE AND ACCEPT THE TERMS AND CONDITIONS OF THE SOFTWARE LICENSE AGREEMENT WHICH FOLLOWS. THE SOFTWARE LICENSE AGREEMENT MAY ALSO BE FOUND IN THE OPENSERVICE, INC. LICENSE BOOKLET OR USER'S MANUAL CONTAINED IN YOUR WRITTEN MATERIALS. WHEN PROMPTED, PLEASE INDICATE WHETHER YOU ACCEPT OR DO NOT ACCEPT. IF YOU DO NOT ACCEPT THE TERMS AND CONDITIONS OF THE SOFTWARE LICENSE, YOU MAY RETURN THE MEDIA PACKAGE AND ALL ACCOMPANYING ITEMS (INCLUDING WRITTEN MATERIALS AND BINDERS OR OTHER CONTAINERS), TO THE PLACE YOU OBTAINED THEM FOR A FULL REFUND; OR YOU MAY WRITE, OPENSERVICE, INC., ATTN: LICENSING DEPARTMENT, 110 TURNPIKE ROAD, SUITE 308, WESTBOROUGH, MA 01581 U.S.A.

OPENSERVICE, INC. LICENSE

1. GRANT OF LICENSE. OPENSERVICE, INC. ("OPEN"), grants to you, the end user, a personal, nonexclusive license to use a single copy of this OPEN NerveCenter 3.8 software program, including any updates, additional modules, or additional software provided by OPEN in connection therewith (the "Software"), solely for your own use, and solely in accordance with the terms and conditions of this license agreement. You may copy the Software into the memory of any computer, solely as necessary to use the Software in accordance with this license agreement.

2. INSTALLATION AND USE. You may install and use only the Software for which you have received a valid license key code (serial number) from OPEN or its distributors, to manage up to the number of Nodes ("Node" includes a workstation or server Agent), specified in your purchase documentation. Your license key code (serial number) may only be installed in a single system at any one time. You may use the Software and related documentation on only as many servers as you have purchased licenses.

    The Software contains portions of Seagate Crystal Reports 6.0 and your right to use those portions shall be as described below.

    a. CRYSTAL REPORTS RUNTIME SOFTWARE. The software files listed in the software file "runtime.hlp," provided on your Software media, individually, collectively or in any combination, constitute Runtime Software. Unless this is a "Not for Resale" or "Evaluation" copy, Seagate Software grants you a Limited Runtime License to reproduce and distribute exact copies of the Runtime Software, and to modify, reproduce and distribute the sample applications made from the original Software media, if and only if all of the following conditions are satisfied: (a) you distribute copies of Runtime Software solely for the purpose of executing specific-purpose application programs written using an authorized copy of the Software (b) you remain solely responsible for support, service, upgrades, and technical or other assistance, required or requested by anyone receiving such Runtime Software copies or sample applications (c) you do not use the name, logo, or trademark of OPEN or its suppliers, or the Software, without written permission from OPEN (d) you do not alter, disassemble, decompile, translate, adapt or reverse-engineer the Runtime Software (e) OPEN and its suppliers make no warranty other than the limited warranty provided to you in this license agreement and (f) you will defend, indemnify and hold OPEN and its suppliers harmless against any claims or liabilities arising out of the use, reproduction or distribution of Runtime Software copies and/or sample applications.

        i   You may not include the Runtime Software or sample applications in any general-purpose report writing and/or database querying product, or any other product that is generally competitive with OPEN or Seagate product offerings; nor may you use the Runtime Software to create a product that is generally competitive with OPEN or Seagate product offerings. If you wish to distribute copies of the Runtime Software or sample applications on other terms, you must obtain written permission from OPEN.

        ii "Not for Resale" and "Evaluation" versions of the Software do not include a Limited Runtime License, and you may not, therefore, distribute Runtime Software or sample applications.

        iii Seagate Crystal Reports 6.0 may contain software components from OPEN's suppliers. This license agreement does not grant you any right to distribute software components from these suppliers; including but not limited to, Microsoft Corporation's "JET Files", unless you have obtained proper authorization from the appropriate supplier.

2. COPYRIGHT AND COPIES. The Software (including any copy thereof), is owned by OPEN or its suppliers and is protected by United States copyright and patent laws and international treaty provisions. The Software copy is licensed, not sold to you, and you are not an owner of any copy thereof. You may either (a) make one copy of the Software solely for backup or archival purposes, or (b) transfer the Software to a single hard disk provided you keep the original solely for backup or archival purposes. You may not otherwise copy the Software except as expressly authorized by applicable law, and you may not copy the written materials accompanying the Software. OPEN hereby reserves all rights not explicitly granted in this software license agreement.

    Unisys Corporation GIF-LZW - Licensed under U.S. Patent No. 4,558,302 and foreign counterparts.

3. OTHER RESTRICTIONS. You may not rent or lease the Software, but you may transfer the Software and accompanying written materials on a permanent basis provided you retain no copies and the recipient agrees to the terms of this Agreement. If the Software is an update, any transfer must include the update and all prior versions. You may not modify or translate the Software. You may not reverse engineer, decompile or disassemble the Software, except to the extent expressly authorized by applicable law.

4. DUAL MEDIA. If the Software package contains more than one form of media, such as a 3.5" diskette and a CD-ROM, then you may use only one of the media appropriate for your computer or computer system. You may not use the other media on another computer or loan, rent, lease, or transfer them to another except as part of the permanent transfer (as provided above), of all Software and written materials.

5. LIMITED WARRANTY AND REMEDY. OPEN warrants the physical media (e.g. diskette(s) or CD-ROM), and the physical documentation, to be free of defects in materials and workmanship for a period of 90 days from the original purchase date. If Open receives notification within this warranty period of any such defects and such notification is determined to be correct, OPEN will, at its sole option and discretion, repair or replace the media or documentation, or provide you a full refund. The foregoing is your sole and exclusive remedy and states OPEN's and its suppliers' entire liability arising out of this warranty. This limited warranty is void if the damage or defect has resulted from accident, abuse or misapplication.

6. NO OTHER WARRANTIES. THE LIMITED WARRANTY ABOVE IS EXCLUSIVE AND IN LIEU OF ALL OTHER CONDITIONS AND WARRANTIES FOR THE SOFTWARE AND DOCUMENTATION. OPENSERVICE AND ITS SUPPLIERS MAKE NO OTHER CONDITIONS OR WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND EXPRESSLY DISCLAIM ALL OTHER CONDITIONS AND WARRANTIES, INCLUDING BUT NOT LIMITED TO IMPLIED CONDITIONS OR WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NONINFRINGEMENT FOR THE SOFTWARE AND DOCUMENTATION, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW.

7. LIMITED LIABILITY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT AND UNDER NO LEGAL THEORY SHALL OPENSERVICE OR ITS SUPPLIERS BE LIABLE TO YOU FOR ANY COSTS OF SUBSTITUTE PRODUCTS, OR FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, PUNITIVE OR INDIRECT DAMAGES OF ANY KIND ARISING OUT OF THE LICENSE OF, USE OF, OR INABILITY TO USE ANY OPEN SOFTWARE OR DOCUMENTATION, EVEN IF OPEN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT SHALL OPEN'S OR ITS SUPPLIERS' LIABILITY EXCEED THE LICENSE FEE PAID BY YOU. THIS LIMITATION OF LIABILITY AND RISKS IS REFLECTED IN THE PRICE OF THE SOFTWARE LICENSE.

8. TERM. This license is effective until terminated. You may terminate it at any time by destroying the Software together with all copies, modifications and merged portions in any form. It will also terminate automatically upon your failure to comply with any term or condition of this Agreement. In the event of such termination, you agree to promptly destroy the Software together with all copies, modifications and merged portions in any form.

9. EVALUATION LICENSE. Notwithstanding any provision of this license agreement to the contrary, the following terms and conditions shall apply to any evaluation license acquired. Any evaluation license to use the Software shall terminate sixty (60) days from the date of your initial installation of the Software. Evaluation Software may be used solely for your own internal, non-commercial evaluation purposes. Evaluation Software may not be transferred, is licensed to you without fee, and is provided for all intents and purposes "as is." To the maximum extent permitted by applicable law, you agree to release, defend, indemnify and hold OPEN harmless from any claims and/or damages of any kind, by any party or entity, arising out of your use of any evaluation Software. All other terms and conditions of this license agreement shall otherwise apply to any evaluation license granted hereunder.

10. MISCELLANEOUS. This is the entire Agreement between you and OPEN, and supersedes any prior agreement, whether written or oral, relating to the subject matter of this Agreement. The parties disclaim the application of the United Nations Convention on the International Sale of Goods. This Agreement is governed by the laws of the state of Delaware, U.S.A., without reference to conflict of laws principles. All disputes arising out of this Agreement shall be litigated or otherwise resolved exclusively in the state of Delaware. You may not export or re-export the Software or documentation without the appropriate United States or foreign government licenses. If any provision of this Agreement is ruled invalid, such invalidity shall not affect the validity of the remaining portions of this Agreement.

11. U.S. GOVERNMENT RESTRICTED RIGHTS. The Software and accompanying documentation are deemed to be "commercial computer software" and "commercial computer software documentation," respectively, pursuant to DFARS Section 227.7202 and FAR Section 12.212, as applicable. Any use, modification, reproduction release, performance, display or disclosure of the software and accompanying documentation by the U.S. Government shall be governed solely by the terms of this Agreement and shall be prohibited except to the extent expressly permitted by the terms of this Agreement. You must affix the following legend to each copy of the Software:

Use, duplication, reproduction, or transfer of this commercial Software and accompanying documentation is restricted in accordance with FAR 12.212 and DFARS 227.7202 and by a license agreement. Contact OPENSERVICE, INC., ATTN: LICENSING DEPARTMENT, 110 TURNPIKE ROAD, SUITE 308, WESTBOROUGH, MA 01581 U.S.A.