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HP ISEE Documentation

HP ISEE customer documentation includes the following:

*HP Instant Support Enterprise Edition Client Installation and Upgrade Guide* (part number 5991-1219)

This installation and configuration guide, used by a customer or customer’s HP support engineer, provides instructions for acquiring the HP ISEE software from the HP software distribution portal. It is used for installing and configuring the software for the Monitored Devices. This guide is available at: http://www.hp.com/learn/isee.

*HP Instant Support Enterprise Edition SPOP Users’ Guide* (part number 5991-0762)

This SPOP guide, used by a customer or customer’s HP support engineer, provides instructions for using the Enterprise Service Console on the SPOP. This guide is available at: http://www.hp.com/learn/isee.


The HP Instant Support Enterprise Edition Remote Connectivity Implementation Guide is used by HP Support Engineers to deploy and configure the Cisco Remote Connectivity solution, including the Customer Access System, at the customer’s site. It is also used by customers to control access in their networks. This guide is available at: http://www.hp.com/learn/isee.
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Chapter 1

1 Instant Support Enterprise Edition
Overview
Introduction to Instant Support Enterprise Edition

Hewlett-Packard Instant Support Enterprise Edition (ISEE) is a secure remote support platform for your business servers and storage devices. HP ISEE is available in either the Standard or Advanced Configuration. Your configuration is determined by your HP Support Agreement. With both configurations, the HP ISEE client software is installed to support each device covered by your HP Support Agreement.

The ISEE client software monitors hardware faults and selected software faults and reports incidents either directly to the HP Support Center, in the case of the Standard Configuration, or to the ISEE SPOP in the Advanced configuration.

To determine your appropriate ISEE Configuration, please consult your HP support engineer and the support agreement information on the HP ISEE download page at: http://www.hp.com/hps/hardware/hw_downloads.html.

Understanding the Terminology

The following terms are used repeatedly throughout this document:

- **ISEE client software** refers to the HP ISEE application.
- A **supported device** is any hardware component covered by an HP support agreement and compatible with an ISEE solution.
- A **Monitored Device** is the supported device after an ISEE client software installation is successfully configured, either on the device or on a centralized management server, to monitor the device.
- The **ISEE Client User Interface** or **ISEE Client UI** is the Web-based application used to access and edit the ISEE client software for the Monitored Device.
- The **Central Management Server** or **CMS** is the host of the ISEE client software when it cannot be hosted on the Monitored Device.

**ISEE Standard Configuration**

HP ISEE Standard Configuration Customers are responsible for the installation of ISEE client software to monitor their supported devices. In the ISEE Standard Configuration the ISEE client software communicates directly with the HP Support Center through the customer's firewall and/or Web proxy server.

Standard Configuration customers, who qualify for a change in support level, can migrate to the Advanced Configuration without reinstalling their ISEE client software. For more information about this process, see “Migrating Standard Configuration Monitored Devices to the Advanced Configuration” on page 56.

**ISEE Advanced Configuration**

In the ISEE Advanced Configuration the ISEE client software communicates to the Support Point of Presence (SPOP) in the customer enterprise. The SPOP communicates with the HP Support Center through the firewall or Web proxy server and provides a centralized point of observation for all of your ISEE Monitored Devices.
The ISEE client software will not be successfully installed or upgraded in an Advanced Configuration unless the SPOP is first successfully configured. When installing new ISEE clients or updating existing ISEE clients, the SPOP must be updated with the latest version of ISEE Content. Please see the SPOP Users Guide for the process to download the latest Content Bundle from HP.

If the SPOP is operating at the A.03.90 or A.04.00 versions, then any of the supported clients available on Software Depot, will function correctly. If the SPOP is being upgraded to A.04.00, then the SPOP upgrade must be completed BEFORE updating any existing or installing any new ISEE client software.

Qualified HP ISEE customers can also take advantage of ISEE remote access solutions, and those eligible for the advanced version are also eligible to more options like a VPN solution. The VPN router and the SPOP are both provided, installed, and maintained by your HP Support Engineer. Please speak with your ISEE Account Team for more information about remote access.

Your HP Support Engineer will work with you to collect required information and schedule a time to install these components as well as the HP ISEE client software. After the SPOP is installed or upgraded, Advanced Configuration customers may choose to install additional ISEE clients using this guide.
Understanding the ISEE Solution Models

In each ISEE Solution Model, the Monitored device communicates incidents to the HP Support Center. The way that this communication is established depends on the platform and version of your supported device(s).

The ISEE client software receives hardware and software events detected and communicated by event handling software. The details of your specific ISEE solution depend on which event handling software component is required to detect events on your supported devices.

Figure 1-1 illustrates the broader concepts of the three different ISEE Solution Models. The term Central Node refers to any device that hosts components (ISEE client software, OSEM, WEBES, Insight Management Agents, etc.) required to facilitate communication of incidents, qualification of events, and communication of events back to HP. The details of these communication processes are, again, platform-specific, so please reference the broader platform sections that are applicable to your specific enterprise.

Figure 1-1 Overview of ISEE Solution Models

Model 1: Self-Hosted ISEE Client Software

In the original ISEE solution, Model 1, the event handling software and the ISEE client software are both hosted on the same supported device. Once properly installed and configured, the supported device is then an ISEE Monitored Device.

Model 1 supports configuration data collection because the MAPs required to collect this data must be run against the ISEE client software’s host device.

- ProLiant devices running Windows, which can be supported in either model 1 or model 2.
- All HP-UX supported devices (illustrated in Appendix A, “Installing ISEE on HP-UX Clients,” on page 71).
• Supported current OpenVMS and Tru64 Unix devices as described in Appendix D, “Installing ISEE on OpenVMS Clients,” on page 121 and Appendix E, “Installing ISEE on Tru64 UNIX Servers,” on page 155.

If you want to install the ISEE client software for HP-UX or NetServers, continue to Chapter 2, “Understanding ISEE Configuration Options,” on page 23.

If you have any other supported devices, including Windows ProLiant devices, continue with the following sections.

**Model 2: Centralized OSEM (or WEBES) Service**

Model 2 enables devices with an OSEM dependency, that are hosting the ISEE client software, to process hardware events through a secondary device hosting OSEM in the same customer network. In Model 2, unlike Model 1, OSEM and the ISEE client software are hosted on different devices. However, like Model 1, Model 2 supports configuration data collection because the MAPs required to collect this data are run against the ISEE client software's host device. The ISEE client software is hosted on the Monitored device.

![Model 2 Support for ProLiant Devices Running RedHat Linux and Windows](image)

**Model 3: Centralized ISEE Client Software**

Model 3 enables monitoring of devices that cannot host the ISEE client. The supported device is monitored by hardware agents and incidents are handled and submitted via a central OSEM installation and an ISEE Windows client acting as a central management server (CMS). The OSEM application and the ISEE Windows client software may be installed on the same supported Windows Proliant device or on separate supported Windows Proliant devices. Because the ISEE client software is always hosted on a Windows device, and not on the monitored client in Model 3 configuration, there are no appendices for separate client installations for those devices. Reference Appendix, “Determining OSEM and ISEE Client Software Hosts,” on page 16 and Appendix, “Clarifying ISEE/OSEM Dependencies,” on page 17 for more information about deploying a Model 3 solution.
Determining OSEM and ISEE Client Software Hosts

All instances of Model 2 or 3 require access to OSEM in the customer environment. With Model 1 the ProLiant device that will be monitored by ISEE will host both the ISEE client software and OSEM. The following sections address determining the host devices for OSEM (for Model 2) and the ISEE client software (for Model 3).

Hosting the OSEM Component (Model 2 and 3)

For both Model 2 and Model 3, OSEM is required to submit incidents to the ISEE client software. With Model 2, this is not the same device hosting the ISEE client software. With Model 3, this can be the same device hosting the ISEE client software. Check the OSEM documentation for more information about devices supported to host OSEM.

Hosting the ISEE Client Software (Model 3)

ISEE client software cannot be installed directly on the following devices.

- Brocade and Mcdata switches
- HP NonStop S-series servers running NonStop operating system G06.08 or later
- Legacy Tru64 Unix (EV5 or lower) running on HP Alpha Server
- Legacy VAX VMS servers
- Legacy versions of OpenVMS running on VAX & Alpha servers
- Microsoft Windows NT 4.0 on HP ProLiant
- Novell Netware 4.2, 5.1 & 6.0 on HP ProLiant
- Red Hat Enterprise Linux ES/AS 3.*, SuSE SLES 9 on HP Integrity Superdome
- Red Hat Enterprise Linux ES/AS 3.*, 4.* on HP Integrity
- Red Hat Enterprise Linux ES/AS 4.* on HP ProLiant
- SCO Open Unix 8 on HP ProLiant
- SCO UnixWare 7 on HP ProLiant
- SuSE Linux Enterprise Server 7, 8 or 9 on HP ProLiant
- SuSE Linux Enterprise Server 9 on HP Integrity
- United Linux 1.0 on HP ProLiant
- VMware ESX Server 2.1.x on HP ProLiant

Rather, to monitor incidents on these devices, another supported system (Central Management Server) must be present in your network to host the ISEE client software and receive qualified incidents from OSEM. The ISEE client software can be running on a qualified supported device, including:

- The ISEE SPOP for Advanced Configurations

NOTE

In the Advanced Configuration, the ISEE SPOP fulfills both the ISEE client and OSEM requirements for supported devices. However, non-ISEE client Windows ProLiants can also fulfill these requirements, check the OSEM installation guide for support requirements.
Your HP Support Engineer will complete the Central Management Server configuration on the SPOP if you choose to use the SPOP.

- A supported HP ProLiant system running Windows (see Appendix C, “Installing HP ISEE on Windows Clients,” on page 95)
- The Storage Management Appliance (SMA) host device for an Enterprise Virtual Array (see Appendix F, “Business Support Solutions for ISEE Clients,” on page 165)

Preparing the ISEE Client Software and OSEM Host Device(s)

When you determine which device(s) in your network will host the ISEE client software and OSEM for either the Model 2 or Model 3 solution, review and complete the following as directed:

- “Clarifying ISEE/OSEM Dependencies” on page 17.
- Chapter 2, “Understanding ISEE Configuration Options,” on page 23
- Appendix C, “Installing HP ISEE on Windows Clients,” on page 95
- Add the IP address range and subscribe Monitored Clients in the OSEM User Interface (see the OSEM Users Guide for more information).

You must download and install OSEM in your network and configure it to receive hardware events. To complete this requirement, access the software and documentation (including the OSEM Users Guide) required to install and configure the OSEM product; available at:

http://h18000.www1.hp.com/support/svctools/

Reference Section 2.2 of the Open Service Event Manager User Guide version available at:

http://h18000.www1.hp.com/support/svctools/

NOTE

IP configuration can be completed before or after ISEE client software is installed on additional Windows ProLiant supported devices.

Clarifying ISEE/OSEM Dependencies

A variety of Monitored Devices rely on Open Service Event Manager (OSEM) to submit qualified events from the event handling software on the Monitored Device to ISEE client software, which may or may not be hosted on the same Monitored Device. ISEE then communicates these incidents for reactive troubleshooting, as necessary. The ISEE client software requires OSEM to monitor supported devices running the following:

- ProLiant Devices Running Windows or Red Hat Linux (Model 1 or 2)
- Legacy Alphas and Vax Devices (Model 3)
- ProLiant Devices Running Novell Netware or SuSe or United Linux (Model 3)

How OSEM is implemented in different architectures depends on the solution model (1, 2, or 3). For all supported configurations, consult the appropriate appendix in this guide for additional requirements. The figures captured in this chapter are examples of possible implementations.
ProLiant Devices Running Windows or Red Hat Linux (Model 1 or 2)

For ProLiant systems running supported versions of Red Hat Linux or MS Windows, the ISEE client software is installed on each supported device. Events detected on these devices are communicated to an OSEM component in the network to qualify the incident. The incident is then reported to the ISEE client software and forwarded to HP Support Center by the ISEE client software.

You may install OSEM on each supported ISEE Monitored Device to run locally (Model 1 Support for ProLiant Devices Running Windows (Figure 1-3).

Figure 1-3  Model 1 Support for ProLiant Devices Running Windows

Additionally, you may install OSEM on one supported Windows device to support all other ISEE Windows and supported Linux Monitored Devices in your Enterprise (Figure 1-4).

Figure 1-4  Model 2 Support for ProLiant Devices Running RedHat Linux and Windows

NOTE
In the Advanced Configuration, the ISEE SPOP meets the Windows 2000 ProLiant requirements to host the OSEM components for supported devices. Your HP Support Engineer will assist you with SPOP configuration for ProLiant support, if applicable.
Legacy Alphas and Vax Devices (Model 3)

HP ISEE supports legacy Alpha and Vax devices through a combination of native platform applications, such as DECevent and ENP, Open Service Event Manager (OSEM), and the ISEE client hosted on a supported device (see “Determining OSEM and ISEE Client Software Hosts” on page 16 for more information. A single ProLiant system can host ISEE and OSEM for multiple Alpha and VAX devices.

Before configuring ISEE to support your Legacy Alpha or Vax system, verify that the system is listed on the supported products page at:


Figure 1-5 and Figure 1-6 illustrate possible architectures for supporting Legacy VAX devices with ISEE.

Figure 1-5 Model 3 Support for Legacy/VAX Devices: OSEM and ISEE Client Software Hosted on the Same Device

Figure 1-6 Model 3 Support for Legacy/VAX Devices: OSEM and ISEE Client Hosted on Separate Devices

Meeting the DECevent and ENP Requirements  DECevent analyzes hardware events on legacy Alpha or Vax systems. To fulfill the DECevent requirement for ISEE Support complete the following steps:

1. Install or upgrade DECevent 3.4, on your supported device.
For more information about obtaining DECevent and to verify that your device is supported by DECevent see the documentation and release notes at:

http://h18000.www1.hp.com/support/svctools/

2. Enable DECevent and ENP to report to your OSEM host in your network. The process for this is covered in the OSEM installation guide. See “Determining OSEM and ISEE Client Software Hosts” on page 16 for information about how to access this document.

ProLiant Devices Running Novell Netware or SuSe or United Linux (Model 3)

The ISEE client software cannot be installed on HP ProLiant running Novell Netware, SuSe Linux, or United Linux. The ISEE client software must be available in the customer enterprise to submit hardware incidents to ISEE. Additionally, Insight Management Agents are required to capture hardware events and submit them to Open Services Event Monitor (OSEM). OSEM is required in the network to submit qualified incidents to the ISEE client software, which in turn submits the incidents to HP for reactive support.

Figure 1-7 Model 3 Support for Novell Netware, SuSe, or United Linux: OSEM and ISEE Client Software Hosted on the Same Device

Figure 1-8 Model 3 Support for Novell Netware, SuSe, or United Linux: OSEM and ISEE Client Hosted on Separate Devices
Prerequisites for ISEE Support

1. Verify HP Insight Management Agents for supported Novell Netware are installed on the supported device.
   
   You can access HP Insight Management Agents at:
   

2. Verify that supported version Open Service Event Manager (OSEM) is accessible in the Enterprise and configured to support the ISEE Linux Client(s).

   See “Determining OSEM and ISEE Client Software Hosts” on page 16 for more information.
Chapter 2

Understanding ISEE Configuration Options
Understanding the ISEE Client Software Installation

HP Instant Support Enterprise Edition supports multiple operating systems and hardware configurations in a variety of customer enterprises. To support this diversity of platforms and environments, multiple installation options are required. There are three options for installing and configuring ISEE to monitor supported devices; they are:

1. “Individual Installation Option”
2. “Pre-configured Installation Option”
3. “Enterprise Installation Option”

Individual Installation Option

As implied, the Individual Installation Model supports a single monitored device. All supported operating systems have an individual installation option. Configuration of the ISEE client software is complete after the installation and requires the ISEE Client User Interface.

The steps for an individual installation are given in the appendices for each supported operating system. The steps for configuring after an individual installation are detailed in “Configuring ISEE after an Individual Installation” on page 41.

NOTE

The Central Management Server (CMS) for Model 3 support is an individual installation. For more information about the CMS, please see: “Model 3: Centralized ISEE Client Software” on page 15.

Pre-configured Installation Option

The Pre-configured Installation Model supports multiple devices. With the pre-configuration option, the data required to configure each device is collected with a pre-configuration utility before the installation is completed.

The difference between the pre-configured and enterprise installation options, is that the pre-configuration option does not support pre-populating the entitlement information. These steps are completed by following the steps outlined in “Completing the ISEE Pre-Configured Installation” on page 49. The Pre-configured option enables a single default password change for multiple HP-UX or Windows ISEE clients.

NOTE

With the OpenVMS client there are two variations of the pre-configured options, see Appendix D, “Installing ISEE on OpenVMS Clients,” on page 121, for additional information.

Enterprise Installation Option

The Enterprise Installation Model builds on a pre-configured installation. Currently, only supported Linux, Windows and HP-UX devices can be installed using the enterprise option. The Enterprise Installation Model includes the creation and implementation of an entitlement information file to pre-populate entitlement data for all clients. It also enables a single default password change for multiple ISEE clients. The benefit of using the Enterprise Installation Model, is that the ISEE clients are fully configured and no
additional configuration steps are required, making this option the fastest option for mass deployment. Additionally, the Windows client can be deployed using a Silent Installation method to distribute and install the actual ISEE software to multiple systems automatically after use of the Pre-configuration utility. For more information about that, please see “Using the Silent Installation” on page 114.

NOTE

The Entitlement Information file, that is part of the Enterprise Installation Model, is described in detail in “Understanding the Enterprise Installation Entitlement File” on page 29.
Prerequisite Information to Succeed with ISEE

The following sections are presented to help you understand ISEE and facilitate successful use of the product. Please read each of these sections before installing ISEE.

- “Understanding Entitlement” on page 26
- “Understanding the Enterprise Installation Entitlement File” on page 29
- “Understanding Scheduled Collections” on page 30

Understanding Optional Business Support Solutions for ISEE

Monitored Devices

The following support applications are available for use with supported devices. Some applications have prerequisite steps that must be completed before installing the ISEE client software. If you plan on using any of these applications, please read the corresponding section thoroughly before you install your ISEE client software.

- “Revision and Configuration Management (RCM)” on page 166
- “System Health Check (SHC)” on page 166
- “Configuring Support for Enterprise Virtual Array (EVA) Devices” on page 167
- “Configuring Support for VA Devices” on page 169

Understanding Entitlement

Entitlement information identifies customer service contract levels, helps HP meet its service obligations, and is required to configure the ISEE client software to monitor your supported device(s). HP’s customers pay for a specified service level, and Entitlement Information enables HP to deliver to the appropriate level.

During the configuration of the ISEE client software (Figure 2-1), some or all of the following entitlement information is required:

- **Country:** The country is used to match the appropriate contract to the host device. This is especially relevant when one customer has enterprises in multiple countries. The country information is collected with the contact information and entered when the client is configured. Make sure that the country entered in Table 2-2 on page 35, is the country where the client/host physically resides, not necessarily the country where the customer's business is based.

- **Serial Number:** A serial number is stamped on the chassis of every hardware host, and it is sometimes bar-coded for easy reading. For many hosts, the ISEE client software can automatically detect the serial number and will pre-populate this field. The pre-populated serial number does not require updating unless circumstances, such as a change in internal hardware, cause a conflict. It is advisable to compare a pre-populated serial number with the serial number on the customer's support contract. If the pre-populated serial number is not the one that HP will recognize from a contract record or hardware change, the serial number can be replaced by typing over the automatic entry in the ISEE Client User Interface.
• Contract Type: This menu displays multiple choices for specifying contract identification, although in most cases only one or two choices are relevant for any particular customer.

**Figure 2-1 Entitlement Information**

[Figure showing Entitlement Information]

**NOTE**

When configuring Entitlement with the ISEE Client UI, the best practice is to supply a part number, serial number, and the contract ID by clicking the first radio button and populating those 3 fields. This provides the best level of service, closest to what was actually purchased from HP.

The second radio button should only be used when you cannot identify the part number and/or serial number. This option results in the application of a regional default level of service, and that level might not match what the customer purchased from HP.

• Contract ID: The customer must enter the actual identifier for the contract or other support obligation of the type selected in the pull down menu. The following items provide some help to determine which contract type to choose and where to find the information requested in the Contract ID field.

Your contract identifier, such as a System Handle or Service Agreement IDentifier (SAID), might be found on the first page of your HP support agreement for the supported device that will be an ISEE Monitored Device. In the case of most contract identifiers the information must be entered exactly as it appears on the support agreement, as it is case sensitive. However, the SAID, a 12-digit number that begins with the digit 1, has spaces in the printed version but must be entered without spaces in the ISEE Client User Interface.
— Pre-merger Compaq customers with service contracts issued by Compaq should select the Compaq Contract ID. The contract identifier appears on the contract itself. If you have difficulty identifying which number is the contract ID, please contact your HP representative.

— Customers who were originally issued HP service contracts on products from HP prior to the Compaq merger will have a contract System Handle. This is the same system handle that has been used for requesting service through the call center. System Handles are case sensitive, so be careful to enter the system handle exactly as it appears on the contract. Most System Handles use only upper case letters. If you type lower case letters and the System Handle has upper case letters, entitlement will fail.

— Customers recently issued a new service contract or migrated from an old pre-merger company contract to a new HP contract are issued a Service Agreement ID (SAID). Documentation provided with the new contract explains how to find the SAID on the contract. This SAID is used for requesting HP service both electronically and by phone. The SAID is a 12-digit number starting with “1”. Although it might appear on the contract as a sequence of 3, 4-digit numbers, it must be typed as a single 12 digit number without spaces.

— A customer who has purchased an extended or uplifted warranty at the time the device was purchased will likely have an HP Care Pack support contract. The HP Care Pack contains a second/separate support serial number that is different than the serial number for the host itself. When selecting the HP Care Pack Serial Number contract type, enter the HP Care Pack serial number as the contract identifier.

— A customer who has a Platinum, Gold, or Silver premerger Compaq contract should provide a red access ID (also called an obligation ID or software access number), which will populate the Compaq Software Obligation ID field (see Figure 2-1 on page 27). Compaq Software Obligation IDs were only issued in North America. They will be enabled when relevant Contract Types are selected.

— Customers installing the ISEE Windows client on an SMA, which supports EVA storage solutions, should enter the product number and serial number of the EVA(s) into the Product ID and Serial Number fields. The product number and serial number are found on a tag on the upper rear interior of the EVA cabinet or on the BOM. If additional EVAs are added to the SMA subsequent to the initial WEBES installation, the customer needs to add those product number(s) and serial number(s) to the WEBES configuration via the WUI. Following these steps facilitates successful entitlement for EVA incidents.

— A customer whose host is covered only by warranty should leave the Contract ID field blank. The host’s product and serial numbers are required for warranty support. The product number is usually labeled on the device. Sometimes, the ISEE client is able to determine the product number automatically, and if it can, the product number field will be pre-populated. If you have trouble identifying the host product number, please contact your HP representative for help.

When a contract identifier changes, the information supplied to the ISEE Client User Interface must be updated to reflect that change if necessary. For example, if a contract ID is configured into the entitlement information, its value must be changed in the configuration. Failure to update can cause ISEE to reference an expired contract.
However, if entitlement has succeeded with a product number and serial number (without a contract id), then nothing will need to change when the contract ID changes. All support contracts can be referenced by product number and serial number. Regardless of what kind of HP support contract you have, in most cases ISEE will be able to find the most current one.

The Entitlement_Check incident is generated when your ISEE client software installation and configuration is complete and displayed in the ISEE Client UI. The primary contact will receive an entitlement e-mail message from the HP regional support center. If the Entitlement_Check fails or the e-mail message indicates that the system cannot be supported, see “Troubleshooting the ISEE Client Software Configuration” on page 57. If the Entitlement_Check succeeds, no further action is required.

Understanding the Enterprise Installation Entitlement File

The Enterprise Installation Entitlement file stores the required contract information for a set of ISEE Monitored Devices. This information is used to supply the unique contract information for each supported HP-UX or Windows client when used with the ISEE Enterprise Installation.

You can either export an entitlement information template from the ISEE pre-configuration utility for HP-UX or Windows, or you can create your own file. For example a CSV file can be created from a spreadsheet program (see the format in Example 2-1) and then imported with the pre-configuration utility.

Once the file is populated with customer information and imported back into the pre-configuration utility, the installation process will look up each client hostname in this file. When a match is found, the installation will populate the ISEE client entitlement information for that device with the data provided by the entitlement file.

Populating the Enterprise Installation Entitlement File

A single entitlement file can be used for both HP-UX and Windows installations. The format requires the following:

**Example 2-1 Entitlement File Formatting**

```plaintext
hostname=entitlementType:entitlementID[:serialNumber][:productNumber][:obligationID]
```

1. hostname: The host name or IP address of the supported Windows or HP-UX device. This can be either the short/simplified or the fully-qualified hostname of the device.

2. entitlementType: The type of contract identifier used.
   - CompaqID for a Compaq Contract ID
   - SAID for a Service Agreement ID
   - SystemHandle for a System Handle
   - CarePackID for an HP Care Pack Serial Number

3. entitlementID: The value of the contract identifier

4. serialNumber: Optional field. The serial number stamped on the machine
5. productNumber: Optional field. The product number stamped on the machine
6. obligationID: Optional field. The Compaq Software Obligation ID.

**Example 2-2 Entitlement Entry**

For a host named mercury, with a SystemHandle of AIBINVEST, serial number of SG00420305, and product number of A5983A:

mercury=SystemHandle:AIBINVEST:SG00420305:A5983A

**Example 2-3 Entitlement Entry**

For a host named venus with a Service Agreement ID of 1987345234789 and unknown serial number and product number:

venus=SAID:1987345234789

**Example 2-4 Entitlement Entry**

For a host named earth, with serial number SG00420309, and product number A5983A, and no Contract ID

earth=:SG00420309:A5983A

**Example 2-5 Entitlement Entry**

For a host named mars with HP Care Pack Serial Number 12345, a serial number (stamped in the back of the machine) US54231941, and unknown product number.

mars=CarePackID:12345:US54231941

**Example 2-6 Entitlement Entry**

For a host named pluto with HP Care Pack Serial Number 56789, a serial number (stamped in the back of the machine) US54231941, and unknown product number, and an obligationID of 700000007.

pluto=CarePackID:56789:US54231941::700000007

**Understanding Scheduled Collections**

Scheduled collections of configuration information enable HP to provide more robust troubleshooting and support. ISEE scheduled collections are currently supported on HP-UX, Linux, and Windows operating systems. The information provided through scheduled collections can be used by HP to proactively analyze and monitor your enterprise. For more information about the scripts used to collect information, please use the online MAP Browser at:

http://isee.<region>.hp.com/isee/MapScriptsBrowser/index.html

Regions include: europe, americas, and asiapac

Scheduled collections also enable your HP support engineer to run Contract Compare assessments for you. Contract Compare assessments offer an organized and consolidated overview of Customer contracts and simplify the contract management process. The assessments help HP deliver the appropriate support levels to HP customers.
After completing the initial ISEE configuration for an individual ISEE client, as described in Chapter 2, Standard Configuration Customers can schedule system configuration collections by completing the steps described in “Scheduling System Configuration Collections for Standard Configuration Clients” on page 67. During a pre-configured installation, scheduled collections can be set automatically. These settings are retained during an upgrade of HP-UX or Linux monitored devices, but must be reset for Windows devices.

**NOTE**

The first scheduled collection must complete before a Contract Compare assessment can be run. If your scheduled collection runs on a Monday at 10:00 PM, for instance, the assessment cannot be run until after the first collection is gathered.

**Advanced Configuration** scheduled collections are managed through the SPOP exclusively. For information about how to schedule collections in the Advanced Configuration reference *The ISEE SPOP Users Guide*, which can be downloaded from [www.hp.com/learn/isee](http://www.hp.com/learn/isee).
Establishing ISEE Monitored Devices

ISEE supports selected operating systems. Installation instructions for each supported operating system are provided in the appendices of this guide. For a complete list of ISEE-supported operating systems and hardware devices, please view the ISEE supported products web page at:


For a successful ISEE installation, complete the following steps:

1. Verify that either Microsoft Internet Explorer 5.0+ or Netscape 4.51+ is accessible in your network.
2. Verify that Adobe Acrobat Reader® (required to view ISEE documentation) is available in your environment.
3. Complete the appropriate connectivity verification, either “Verifying Internet Connectivity for the Standard Configuration” on page 32 or “Verifying Internet Connectivity for the Advanced Configuration” on page 34.
4. Collect the information outlined in the section “Collecting Information for your Supported Devices” on page 35.
5. From the Table of Contents, locate the correct operating system appendix and verify that your systems meet all operating system-specific prerequisites before installing ISEE client software.

NOTE
If you are installing the ISEE software on a host device for a storage device (VA or EVA) thoroughly read Appendix F, “Business Support Solutions for ISEE Clients,” on page 165 before installing the ISEE software on the host device.

6. Download the ISEE software as directed in “Downloading ISEE Client Software” on page 37.
7. Install the ISEE software as directed in the appropriate appendix for the operating system on your supported device.
8. Complete the corresponding configuration sections in Chapter 3, “Configuring ISEE Client Software.”

Verifying Internet Connectivity for the Standard Configuration

Each device running the ISEE client software must have access to the regional HP Support Center. This communication can be established through your Web proxy server; for more information about Web proxy use with the ISEE client, see “Supplemental Information for Proxy Server Support” on page 34.

If you are not using a Web proxy server, you must open your firewall to allow communication over port 80. The ISEE client software uses port 80 to send encrypted data to HP and to receive acknowledgements and information in response to requests from the ISEE client software.

The ISEE client software installation may fail if a customer's firewall or a security software filters network communication between the monitored client and the ISEE content server. For example, some firewall software, such as WatchGuard firewall, filters
some HTTP protocols by default. It may block http redirection, http download of compressed files, etc. In those cases, change the firewall settings so that it does not block any HTTP communication between the monitored client and the ISEE content server. Verify that it passes any HTTP 1.0 standard protocol between the monitored client and the ISEE content server, so that it meets the communication requirement (tcp 80 outbound with established back).

NOTE
If you are installing ISEE on supported OpenVMS devices, reference Appendix D, “Installing ISEE on OpenVMS Clients,” on page 121, for specific non-browser Internet connection verification steps.

1. Whether you are using a Web proxy server or not, validate that you can reach your appropriate regional URL through Netscape or Microsoft Internet Explorer on the supported device before installing the ISEE client software:

- \text{http://isee.americas.hp.com/mots/motserv}
- \text{http://isee.europe.hp.com/mots/motserv}
- \text{http://isee.asiapac.hp.com/mots/motserv}

Your browser should display a page similar to the example in Figure 2-2.

Figure 2-2 Connectivity Verification

Front End Statistics for Vendor HP_Services

Per Front End Statistics

<table>
<thead>
<tr>
<th>Front End</th>
<th>Requests</th>
<th>Bytes Sent</th>
<th>Bytes Received</th>
<th>Errors</th>
</tr>
</thead>
<tbody>
<tr>
<td>isee.front.atl.hp.com:2111</td>
<td>1193141</td>
<td>1730622951</td>
<td>68959563</td>
<td>1200</td>
</tr>
</tbody>
</table>

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

2. From each supported device, perform an nslookup of the hostname and the IP address of the appropriate ISEE Server before installing the ISEE client software (see Table 2-1 for your regional hostname and IP address).

If the nslookup fails, you may need to add the hostname and/or IP address or the appropriate regional ISEE Server for your supported device.

Table 2-1 HP Server Regional Hostnames and IP Addresses

<table>
<thead>
<tr>
<th>IP Address</th>
<th>Europe/Middle East/Africa</th>
<th>Americas</th>
<th>Asia-Pacific</th>
</tr>
</thead>
<tbody>
<tr>
<td>192.6.126.144</td>
<td>192.151.53.128</td>
<td>192.170.77.107</td>
<td></td>
</tr>
<tr>
<td>isee.europe.hp.com</td>
<td>isee.americas.hp.com</td>
<td>isee.asiapac.hp.com</td>
<td></td>
</tr>
</tbody>
</table>
Supplemental Information for Proxy Server Support

If you are using a Web proxy server, configure the web browser on the supported device to use the appropriate proxy settings to enable access to HP.

ISEE supports connecting directly to the Internet or connecting through a proxy server. ISEE supports all proxy servers conforming to the HTTP/1.0 Specification. At this time, ISEE does not support proxies using proxy auto-configuration scripts or NTLM authentication (also known as Integrated Windows Authentication). If you are not sure if your proxy server is supported, contact your HP Support Representative.

If you have a Web proxy server, gather the following information:

- Web proxy server fully qualified name or IP address and the associated port number of your Web proxy server.
- User name and password (if required).

Verifying Internet Connectivity for the Advanced Configuration

Complete this process only after the SPOP is configured. Validate that you can reach the following URL (hosted on the SPOP) from a browser on each supported device.

http://<spop_hostname or IP_address>/mots/motserv

CAUTION

If the connection fails, do NOT attempt to install ISEE software on your supported device until connectivity is established to the SPOP.

The ISEE client software installation may fail if a customer’s firewall or a security software filters network communication between the monitored client and the ISEE content server. For example, some firewall software, such as WatchGuard firewall, filters some HTTP protocols by default. It may block http redirection, http download of compressed files, etc. In those cases, change the firewall settings so that it does not block ANY HTTP communication between the monitored client and the ISEE content server. Verify that it passes any HTTP 1.0 standard protocol between the monitored client and the ISEE content server, so that it meets the communication requirement (tcp 80 outbound with established back).

NOTE

If you are installing OpenVMS clients without a web browser, reference Appendix D, “Installing ISEE on OpenVMS Clients,” on page 121, for specific non-browser Internet connection verification steps.

Generally, an Advanced Configuration client will not require a Web proxy server to communicate with the SPOP within the same network. In the unlikely event you require a Web proxy server to enable communication from the ISEE client software to the SPOP, complete the following:

- Locate Web proxy server’s fully qualified name or IP address.
- Identify the associated port number of your Web proxy server.
- Identify the Web proxy’s User name and password (if required).
- Set your supported device to use the proxy as defined by your browser.

For more information about Web proxy support see “Supplemental Information for Proxy Server Support” on page 34.
Collecting Information for your Supported Devices

The following information is used to install, configure, and support each of your ISEE Monitored Devices. By collecting this information before you proceed, you will have the necessary information available for an efficient installation. Optional items are marked with an asterisk *.

Table 2-2 Required Device Information

<table>
<thead>
<tr>
<th>Field</th>
<th>Required Device Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System(^a)</td>
<td></td>
</tr>
<tr>
<td>Hostname</td>
<td></td>
</tr>
<tr>
<td>IP Address(^b)</td>
<td></td>
</tr>
<tr>
<td>Physical Location</td>
<td></td>
</tr>
<tr>
<td>System Handle or SAID(^c)</td>
<td></td>
</tr>
<tr>
<td>Serial Number</td>
<td></td>
</tr>
<tr>
<td>Product Number</td>
<td></td>
</tr>
<tr>
<td>Contact First Name, Middle Initial (optional), and Last Name</td>
<td></td>
</tr>
<tr>
<td>Contact Phone</td>
<td></td>
</tr>
<tr>
<td>*Contact Fax Number</td>
<td></td>
</tr>
<tr>
<td>E-mail address</td>
<td></td>
</tr>
<tr>
<td>*Additional Contacts</td>
<td></td>
</tr>
<tr>
<td>*Additional Contacts</td>
<td></td>
</tr>
<tr>
<td>*Additional Contacts</td>
<td></td>
</tr>
<tr>
<td>Company Name(^d)</td>
<td></td>
</tr>
<tr>
<td>Company Address</td>
<td></td>
</tr>
<tr>
<td>SPOP Name(^e)</td>
<td></td>
</tr>
<tr>
<td>Proxy Server Name(^f)</td>
<td></td>
</tr>
<tr>
<td>Proxy Server Port</td>
<td></td>
</tr>
<tr>
<td>Proxy Server User(^g)</td>
<td></td>
</tr>
<tr>
<td>Proxy Server Password</td>
<td></td>
</tr>
</tbody>
</table>

\(^a\) Operating System: HP-UX, Linux, Windows 2000, Windows 2003, OpenVMS, or Tru64 UNIX.
\(^b\) IP Address: Monitored Device must have a static (non-DHCP) IP address.
\(^c\) System Handle or SAID: For more detailed information about this field see “Understanding Entitlement” on page 26.
d. **Company Name:** If this client is part of an Advanced Configuration, enter all company information *exactly* as it was entered when the SPOP was configured.

e. **SPOP Name:** Either the fully qualified hostname or the IP address of the SPOP; this field is required for Advanced Configuration customers only.

f. **Proxy Server Name:** The fully qualified hostname or IP address for your designated Web proxy server. This information is only required if you are using an Proxy Server for Internet access from the ISEE client software.

g. **Proxy Server User and Password:** The proxy server user and password are only required if the proxy server requires authentication.
**Downloading ISEE Client Software**

Before downloading the ISEE client software, review the following table and the appendix that corresponds to your operating system to verify that your client devices meet all prerequisites.

---

**CAUTION**

HP does **NOT** support changing the filenames of *any* ISEE component downloaded with or extracted from the ISEE client packages unless explicitly stated in this document. Changing file names may cause the installation and/or configuration of ISEE to fail.

---

**Table 2-3  HP ISEE Client Software Package Sizes and Required Disk Space**

<table>
<thead>
<tr>
<th>Component</th>
<th>Package Size</th>
<th>Minimum Required Disk Space&lt;sup&gt;a&lt;/sup&gt;</th>
<th>Size of Installed Software&lt;sup&gt;b&lt;/sup&gt;</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX 11.0/11.11 ISEE Client Software</td>
<td>55 MB</td>
<td>115 MB</td>
<td>55 MB</td>
<td>A.03.95.500</td>
</tr>
<tr>
<td>HP-UX 11.22/11.23 ISEE Client Software</td>
<td>18 MB</td>
<td>61 MB</td>
<td>43 MB</td>
<td>A.03.95.500</td>
</tr>
<tr>
<td>HP-UX 11.23 PI ISEE Client Software&lt;sup&gt;c&lt;/sup&gt;</td>
<td>260 MB</td>
<td>440 MB</td>
<td>176 MB</td>
<td>A.03.95.500</td>
</tr>
<tr>
<td>Linux ISEE Client Software</td>
<td>18 MB</td>
<td>45 MB</td>
<td>28 MB</td>
<td>A.03.95.500</td>
</tr>
<tr>
<td>Windows ISEE Client Software</td>
<td>49 MB</td>
<td>170 MB</td>
<td>120 MB</td>
<td>A.03.95.500</td>
</tr>
<tr>
<td>Tru64 UNIX ISEE Client Software</td>
<td>44 MB</td>
<td>130 MB</td>
<td>90 MB</td>
<td>A.03.95</td>
</tr>
<tr>
<td>OpenVMS Alpha ISEE Client Software</td>
<td>19 MB</td>
<td>100 MB</td>
<td>48 MB</td>
<td>A.03.95</td>
</tr>
<tr>
<td>OpenVMS Itanium ISEE Client Software</td>
<td>57 MB</td>
<td>260 MB</td>
<td>210 MB</td>
<td>A.03.95</td>
</tr>
</tbody>
</table>

<sup>a</sup> The required disk space is the amount of free space required on the Client system to install and use the ISEE software.

<sup>b</sup> The size of the installed software is the space populated by the installed directories and files only.

<sup>c</sup> The HP-UX 11.23 PI ISEE client software is only available on the HP OE Media, not on HP Software Depot.
If you are downloading the ISEE software to upgrade existing clients, it is recommended that you place it in an empty directory to avoid possible version conflicts.

Complete the following steps to download the ISEE client software:

1. From your internet browser access the following URL:
   
   \[http://www.hp.com/go/softwaredepot\]

2. Click the Instant Support Enterprise Edition (ISEE) link on the Software Depot home page.


4. Select the appropriate operating system from the list.

5. Enter your information in the trial/free product registration form and click [Next].

A product receipt is displayed. Please print the receipt.

6. Select Installation instructions to see an overview of HP ISEE. Additionally, you can review the HP ISEE documentation and training at:

   \[http://www.hp.com/learn/isee\]

7. Click [Back] on the browser.

8. Select the link in the download software column of the receipt window, and download the software to a temporary location.

   This starts a dialogue to ftp the client software package to the monitored system. Use the Save this file to disk option. If required, ftp the downloaded client software package in binary mode to the desired monitored system. The location of the client software will be the source location of the installation package used to install the ISEE client software.
3 Configuring ISEE Client Software
ISEE Configuration Overview

This chapter presents the steps required to complete individual and pre-configured ISEE client software installations, and A.03.95.500 ISEE client software upgrades. These configuration processes correspond to the installation processes in each operating system appendix. Choose the appropriate configuration process to complete your ISEE installation:

- “Configuring ISEE after an Individual Installation” on page 41
- “Completing the ISEE Pre-Configured Installation” on page 49
- “Validating a Successful Upgrade” on page 54
- “Migrating Standard Configuration Monitored Devices to the Advanced Configuration” on page 56

CAUTION

ISEE is a support platform and for HP to provide support for each device, the unique properties of that device must be communicated with hardware events. Therefore, “cloning” or imaging of a configured ISEE client is not supported.
Configuring ISEE after an Individual Installation

The ISEE client software includes a Web-based interface, the ISEE Client UI, that enables manual configuration of the client software and communication options. The following processes must be completed for each instance of ISEE client software installed on an individual ISEE Monitored Device, but they are not required for those completing Enterprise Installations using the pre-configuration utilities. When installing HP ISEE in a Tru64 Unix cluster, the following steps must be performed on each node in the cluster.

When installing HP ISEE in an OpenVMS cluster, this process is only supported for shared server and standalone server installations. It is not supported for the Multi-server installation. For the supported OpenVMS installations, the following steps must be completed on every server running ISEE processes. If configuring only the OpenVMS ISEE Active Server for the Shared Server Model, you must identify the Active Server before configuring. See “Understanding the OpenVMS Installation Options” on page 122 for more information.

NOTE
The ISEE Client User Interface may vary slightly from illustrations in this document.

1. Open the following URL:
   http://<client_hostname>:5060/start.html
   Where <client_hostname> is the fully qualified name or IP address of the monitored system.

2. Enter admin for your user name and isee for your password when prompted by the browser, and click [OK].

CAUTION
This is the default password for all ISEE users. HP STRONGLY recommends changing your password after you complete the Client configuration. For instructions see “Changing Your Default Password” on page 63.

3. Read the informational window (see Figure 3-1) and click [OK].

Figure 3-1  HP ISEE Client User Interface Informational Window

4. Using the data you collected in Table 2-2 on page 35, enter your contact information in the appropriate fields (see Figure 3-2 through Figure 3-3). Asterisks indicate required fields.
Failure to provide complete and accurate contact and company information jeopardizes HP's ability to identify, diagnose, and repair hardware problems. False information may require reinstallation of the ISEE client software.

**Figure 3-2** HP ISEE Client User Interface Contact Information Configuration Screens

![Contact Information Configuration](image)
NOTE

For Advanced Configuration users, enter the company information for your clients exactly as it was entered for the SPOP configuration.

Figure 3-3  HP ISEE Client User Interface Company Information Configuration Screens

CAUTION

STANDARD CONFIGURATION ONLY: Do NOT enter any information in the Server Name field (see Figure 3-4) for an ISEE Standard Configuration Client. The required information is predetermined, and manually submitting information through this field will require a reinstallation of the client software.
If a Web proxy server is part of your environment, verify that your Web proxy server information is entered correctly in the System Information section (for example, <web_proxy.domain>.com:80). Inaccurate Web proxy server or firewall configuration information will prevent HP ISEE from operating correctly.

**Figure 3-4  ISEE Client User Interface Server Name Field**

**CAUTION**

A web proxy server is generally not required for an Advanced Configuration client. However, if you are using a Web proxy server to access the SPOP review “Supplemental Information for Proxy Server Support” on page 34 and “Verifying Internet Connectivity for the Advanced Configuration” on page 34 for more information about Web proxy use with ISEE clients.

During the installation, your notification, security, and communication options are automatically configured to the default HP ISEE values. No additional configuration is necessary. However, you may change the default values; for more information, see “Reviewing or Changing Your Default Notification, Security, and Communication Values” on page 64.

5. Click [submit].

6. Click [OK] on the update message (see Figure 3-5).

**Figure 3-5  Update in Progress Dialog Box**

The ISEE client software automatically receives ISEE client updates when it communicates with HP and displays new configuration options when they are available.
7. Click [OK] to the update pop up (see Figure 3-6) to continue with the ISEE client software configuration.

Figure 3-6  ISEE Updates Dialog Box

8. Scroll down to the Entitlement Information section (Figure 3-7) and select a radio button either Serial Number with Product number and/or Contract Identifier and Type or Contract Identifier Only.

When configuring Entitlement with the ISEE Client UI, the best practice is to supply a serial number, product number, and the contract ID by clicking the first radio button and populating those 3 fields. This provides the best level of service, closest to what was actually purchased from HP.

The second radio button should only be used when you cannot identify the serial number and/or product number. This option results in the application of a regional default level of service, and that level might not match what the customer purchased from HP. If the second radio button is selected, certain fields are disabled, which signals that they will not be used for the entitlement process. The values are not cleared so that the user can click the first radio button and re-enable those values' use for entitlement at a later time, if necessary.
For more information about Entitlement, reference "Understanding Entitlement" on page 26.

**Figure 3-7** Entitlement Information

![Entitlement Information](image)

**Figure 3-8** Click [submit].

9. Click [OK] on the progress dialog box (see Figure 3-9).

**Figure 3-9** Update in Progress Dialog Box

![Update in Progress Dialog Box](image)

10. Read the entitlement verification screen (Figure 3-10) and click [close].

**Figure 3-10** Entitlement Verification

![Entitlement Verification](image)
11. Click [Yes] on the pop up to close the browser window.

**Figure 3-11  Close Window Dialog Box**

![Close Window Dialog Box](image)

12. Log back into the ISEE Client User Interface, as described in Step One.

The welcome to hp instant support enterprise edition screen (see Figure 3-12) displays open incidents.

**Figure 3-12  HP ISEE Client User Interface Installation Incidents**

![HP ISEE Client User Interface Installation Incidents](image)

If HP ISEE is installed correctly, multiple incidents will display. (Figure 3-12). The ISEE_Connectivity incident verifies that the ISEE client software was able to communicate properly with the HP Support Center and/or the SPOP. In some cases there may be a second connectivity incident; this is not a problem.

The New_Installation indicates that the HP Support Center acknowledged this ISEE client software installation.

The Entitlement_Check incident validates your support level. The primary contact will receive an entitlement e-mail message from the HP regional support center. If the Entitlement_Check fails or the e-mail message indicates that the system cannot be supported, see the troubleshooting section at the end of this chapter. If the Entitlement_Check succeeds, no further action is required.

There may be a delay of up to five minutes before all three incidents display; you may refresh your browser manually during this time to check for new incidents. If you do not see the New_Installation incident, the installation has failed; contact your HP Support Representative.
NOTE

With OpenVMS clients installed in a Shared Server Model, you will see only one connectivity and entitlement incident for the entire cluster but a new installation incident for each node in the cluster. For more information about the Shared Server Model in OpenVMS see “Understanding the OpenVMS Installation Options” on page 122.

If you are configuring an HP-UX, Linux, or Windows Monitored Device, proceed to “Scheduling System Configuration Collections for Standard Configuration Clients” on page 67.
Completing the ISEE Pre-Configured Installation

Supported Tru64 Unix, and OpenVMS devices require entitlement information, which is specific to each supported device. Additionally, if you performed the pre-configured installation on supported Linux, HP-UX, or Windows system but did not use the entitlement information file (see page 29), then you will need to enter the entitlement information in the ISEE Client User Interface for each device. Enter this information by completing the following steps on each client system:

NOTE
If configuring HP ISEE in a Tru64 UNIX clustered environment, the following steps must be performed on each node in the cluster.

If configuring on an OpenVMS cluster, the following steps must be performed on all nodes in a Multi-server installation or each OpenVMS server in a Stand-Alone configuration. For more information see “Understanding the OpenVMS Installation Options” on page 122.

1. Open a browser to the following URL:
   
   \[http://<client_hostname>:5060/start.html\]

   Where <client_hostname> is the fully qualified hostname of the monitored system.

2. Enter admin for your user name and isee for your password when prompted by the browser.

   CAUTION
   This is the default password for all ISEE customers. HP STRONGLY recommends changing your password after you complete the Client configuration. For instructions see “Changing Your Default Password” on page 63.

3. Click configuration options in the left navigation panel (see Figure 3-13).
Occasionally, the ISEE Client User Interface automatically loads the configuration screen (Figure 3-15). If this happens, click [OK] when prompted, and continue with step 7.

4. Click company in the left navigation panel of the new window (see Figure 3-14).

5. Click [OK] on the update pop up (see Figure 3-15) to continue with the ISEE client software configuration.
6. Click [OK] to proceed with the Entitlement Configuration.

**Figure 3-16 Entitlement Dialog Box**

7. Enter the required entitlement fields in the Company Options/Entitlement Information screen (see Figure 3-17) and click [submit].

**Figure 3-17 Company Options/Entitlement Information Window**

---

**NOTE**

For more information about Entitlement Information, reference “Understanding Entitlement” on page 26.

8. Click [OK] to the progress dialog box (see Figure 3-18).

**Figure 3-18 Update in Progress Dialog Box**
9. Read the entitlement verification screen (Figure 3-19) and click [close].

Figure 3-19  Entitlement Verification

10. Click [Yes] on the pop up message to close the browser window.

Figure 3-20  Close Window Dialog Box

11. Close all Microsoft Internet Explorer and/or Netscape Navigator browser windows.  
12. Repeat steps 1 and 2 to display and verify the incidents.

Figure 3-21  HP ISEE Client User Interface Installation Incidents

If HP ISEE is installed correctly, multiple incidents will display. (Figure 3-21). The ISEE_Connectivity incident verifies that the ISEE client software was able to communicate properly with the HP Support Center and/or the SPOP. The New_Installation indicates that the HP Support Center acknowledged this ISEE client software installation.
The Entitlement_Check incident validates your support level. The primary contact will receive an entitlement e-mail message from the HP regional support center. If the Entitlement_Check fails or the e-mail message indicates that the system cannot be supported, see the troubleshooting section at the end of this chapter. If the Entitlement_Check succeeds, no further action is required.

There may be a delay of up to five minutes before all three incidents display; you may refresh your browser manually during this time to check for new incidents. If you do not see the New_Installation incident, the installation has failed; contact your HP Support Representative.

**NOTE**

With OpenVMS clients installed in a Shared Server Model, you will see only one connectivity and entitlement incident for the entire cluster. For more information about the Shared Server Model in OpenVMS see “Understanding the OpenVMS Installation Options” on page 122.

13. Repeat steps 1–9 for each new client installed with the multi-client installation method.
Validating a Successful Upgrade

NOTE

These are optional verification steps that provide information regarding the status of the upgrade. If these steps are not performed, the function of the ISEE client is not affected.

The upgrade process enables you to update your ISEE client software while preserving your existing configuration settings. Validate that the upgrade process was successful by verifying that the entitlement and communication incidents were received.

These steps will also validate a successful installation of an OpenVMS or Tru64 Unix pre-configured installation.

To complete the ISEE upgrade, complete the following configuration steps:

1. Open a browser to the following URL:
   
   \[http://<client_hostname>:5060/start.html\]
   
   Where \(<client_hostname>\) is the fully qualified hostname of the monitored system.

2. Enter your user name and password when prompted by the browser.

   NOTE
   
   Your original password will be retained during the upgrade.

3. Click configuration options in the left navigation panel.

   Figure 3-22  HP ISEE Client User Interface Navigation Panel
4. Click company in the left navigation panel.

**Figure 3-23  Company Options/Entitlement Information Window**

5. Close all Microsoft Internet Explorer and/or Netscape Navigator browser windows.

6. Repeat steps 1 and 2 to display incidents.

**Figure 3-24  HP ISEE Client User Interface Upgrade Incidents**

If HP ISEE is installed correctly, multiple incidents will display. (Figure 3-24). The ISEE_Connectivity incident verifies that the ISEE client software was able to communicate properly with the HP Support Center and/or the SPOP.

The Entitlement_Check incident validates your support level. The primary contact will receive an entitlement e-mail message from the HP regional support center. If the Entitlement_Check fails or the e-mail message indicates that the system cannot be supported, see the troubleshooting section at the end of this chapter. If the Entitlement_Check succeeds, no further action is required.
Migrating Standard Configuration Monitored Devices to the Advanced Configuration

To migrate an ISEE Monitored Device from the Standard Configuration to the Advanced Configuration, verify that you have met all of the Advanced Configuration requirements through your HP Support Engineer and that the SPOP is successfully installed. Then, execute the appropriate command for your supported operating system. Replace `<SPOP_Server1>` with the qualified hostname or IP address of the SPOP.

**CAUTION**

Before executing any of these commands, verify that the ISEE Client User Interface is not open or running in any browsers.

- Tru64 Unix, Linux, or HP-UX:
  
  ```bash
  /opt/hpservices/RemoteSupport/bin/changeServer <SPOP_Server1>
  ```

- Windows:
  
  ```bash
  <InstallDir>\RemoteSupport\bin\changeServer <SPOP_Server1>
  ```

  Where `<InstallDir>` is by default:

  ```bash
  C:\Program Files\Hewlett-Packard\ISEE
  ```

- OpenVMS:
  
  ```bash
  $@isee$root:[remotesupport.bin]changeServer <SPOP_Server1>
  ```

If successful, this script will display the following message:

```
This script will attempt to change your server to 
<SPOP_Server1> will generate a New_Installation incident. 

CHANGE successful: <SPOP_Server1>
```

If this script fails, it will display an error message. The most typical causes for failure include:

- The client was not properly configured prior to running `changeServer`
- The client is unable to connect to the SPOP machine over port 80

Within 5 minutes of running `changeServer` an ISEE_Connectivity incident, a New_Installation incident, and an Entitlement_Check will be produced and processed. Complete “Validating a Successful Upgrade” on page 54 to validate the migration.

**NOTE**

After switching to the Advanced Configuration, no MAPs can be executed against incidents generated when the client was part of the Standard Configuration, and the client will receive no updates about incidents sent while it was part of the Standard Configuration.
Troubleshooting the ISEE Client Software Configuration

The following table suggests possible troubleshooting scenarios for the ISEE Client Software Configuration.

Table 3-1  Troubleshooting ISEE Client Software Configuration

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The entitlement check failed; what is the problem?</td>
<td>If the Entitlement_Check fails, verify that the entitlement identifier entered in the ISEE Client UI matches the entitlement identifier on the cover of your support agreement verbatim (that is case sensitivity and all spaces/punctuation were captured exactly as they appear on the support agreement, unless it is an SAID). For more information about differences between support identifiers see “Understanding Entitlement” on page 26. Also, validate that the country entered in the company information corresponds with Entitlement data. If the wrong country is entered, the entitlement check could fail. Secondly, the primary ISEE contact for the target system should verify that he/she received the Entitlement e-mail. If the contract identifier was entered correctly, but the e-mail indicates that entitlement failed, follow the instructions in the e-mail for additional support.</td>
</tr>
<tr>
<td>The ISEE Client UI may not open if an attempt is made immediately after closing the Successful Entitlement Verification page.</td>
<td>Description: The A.03.95 client has new functionality that requires additional configuration once the contact information has been submitted via the ISEE Client UI. It may take 3-5 minutes, starting immediately after the entitlement incident has been generated, for this configuration to complete. During this time span, if an attempt is made to open the Client UI, it may display Communication Error. This issue may be observed with A.03.95 ISEE Clients on all platforms. Solution: Wait 5 minutes after closing the Successful Entitlement Verification Page before opening the client UI page.</td>
</tr>
</tbody>
</table>
Table 3-1  Troubleshooting ISEE Client Software Configuration (Continued)

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| ISEE Client MAD process startup failure due to Port 5060 being used by some other application process | Description: The ISEE client software communicates to HP over port 5060 to HP. If the ISEE Client process (MAD) startup fails with error (address already in use) as mentioned below (observed in MAD.LOG) then it could be due to some other application process already using the port 5060. The the mad log file contains error messages similar to the following:

SYS$COMMON:[SRC.ASST_CLASSIC.ASST_CLIENTCOMM.CLIENTCOMM] SOCKET.CPP;1:115
(48) address already in use
ServerSocket::bind(): bind

Solution: Call ISEE support to reestablish communication with HP. |
4 Using HP ISEE with Your Monitored Devices
Using the ISEE Client User Interface

This section includes the following tasks:

- “Starting the HP ISEE Client User Interface”
- “Understanding HP ISEE Incident Status”
- “Receiving a Message from an HP Support Engineer”
- “Acknowledging MAPs for an Open HP ISEE Incident”
- “Changing Your Default Password”
- “Reviewing or Changing Your Default Notification, Security, and Communication Values”
- “Changing Your Default Configuration Options for a Multi-Client Installation”

Starting the HP ISEE Client User Interface

You can view a Monitored Device’s outstanding open and closed incidents, the status of an incident, or a Monitored Device’s configuration from the HP ISEE Client UI. You can also give an HP Support engineer permission to execute a MAP on a Monitored Device with the HP ISEE Client UI.

To start the HP ISEE Client UI and view incidents, complete the following steps:

1. Open the HP ISEE Client UI.
2. Select the desired Monitored Device from the list.
3. View the outstanding open and closed incidents.
4. Review the status of an incident.
5. Access the configuration of a Monitored Device.
6. Give permission to an HP Support engineer to execute a MAP.

To start the HP ISEE Client UI and view incidents, complete the following steps:
1. Open the HP ISEE Client UI in a browser:

   http://<client_hostname>:5060/start.html

   Where <client_hostname> is the fully qualified hostname of the Monitored Device.

2. Log in using your ISEE Client user name and password.

   CAUTION

   The default ISEE Client user name is admin and the default ISEE password is iseep. HP STRONGLY recommends customizing your password. For directions see “Changing Your Default Password” on page 63.

3. Select the incident you want to view.

Understanding HP ISEE Incident Status

There are five possible HP ISEE incident status levels:

- **SENT**—The incident has been sent but not yet received by the HP Support Center (rarely seen).
- **RECEIVED**—The incident has been received by the HP Support Center and is awaiting assignment to a Support engineer.
- **QUEUED**—The incident has been routed to the appropriate HP Support engineer.
- **ASSIGNED**—The incident was assigned to a specific HP Support engineer who is working on the incident.
- **CLOSED**—The incident was resolved and closed by the HP Support engineer.

If your HP Support engineer determines that a diagnostic MAP is required to resolve an incident, you will receive an e-mail (default configuration setting) describing the necessary action. Also, you can use the Workflow ID to request incident information from the HP Support engineer or the HP IT Resource Center (ITRC).
To view incident status, select the incident. The **incident view** screen (Figure 4-2) appears.

### Figure 4-2 Incident Status View

![Incident Status View](image)

**NOTE**

There may be a delay of up to five minutes before the URL is activated, please refresh your browser before contacting HP support.

### Acknowledging MAPs for an Open HP ISEE Incident

**NOTE**

If you have not changed the default HP ISEE **security configuration**, you do not need to acknowledge MAPs because they are executed automatically.
Complete the following steps to acknowledge a MAP:

1. Open the e-mail from your HP Support engineer.
2. Click the URL within the e-mail. This opens HP ISEE Client UI in a browser with detailed incident information.
3. Enter your user name and password.
4. Select attention.
5. Select either YES or NO to accept or decline the MAP.

**Changing Your Default Password**

HP strongly recommends that you change your password for the HP ISEE Client UI. To change these settings, complete the following steps:

1. Open the HP ISEE Client UI in your browser:
   
   ![http://<client_hostname>:5060/start.html](http://<client_hostname>:5060/start.html)
   
   Where `<client_hostname>` is the fully qualified name of the Monitored Device.
2. Log on using the current default user name and password.
3. Click configuration options from the left menu bar, and a second window appears.
4. Click communication from the new window.
5. Change your password and confirm your new password on the communication options page.
6. Click [submit] to save your new password.
7. Log in again when prompted using your new password.
Reviewing or Changing Your Default Notification, Security, and Communication Values

You can change the information provided in the contact options window (Figure 4-3). Optionally, you can configure the notification, security, and the communication default values by selecting the options in the left panel.

To review or change ISEE default values, complete the following steps:

1. Select configuration options from the Welcome to HP Instant Support Enterprise Edition window after you have configured and submitted your required contact options.

   Or, at a later time open a browser to the HP ISEE Client UI:

   http://<client_hostname>:5060/start.html

   Where <client_hostname> is the fully qualified hostname of the monitored system.

2. Select an option (that is, notification, security, or communication) from the Notification Options window (Figure 4-4).
NOTE

The option Support Analyst is assigned to the incident is not available for the Advanced Configuration Monitored Devices. If you select this option, no notification is sent when an analyst is assigned.

Figure 4-4   HP ISEE Client User Interface Configuration Options

3. Review the available options and change values, if necessary, to meet your enterprise needs.

- The notification options enable you to receive e-mail notification for selected events.
- The security options let you disable automatic execution of MAPs, require additional notification, or restrict access to files.
CAUTION

Changing ANY of the ISEE defaults in the security window will discontinue access and support for your ISEE Monitored Device(s). If you do change the security settings, the client will no longer be supported until the settings are returned to their default values.

Figure 4-5 HP ISEE Client User Interface Configuration Options

- The communication options let you change your HP ISEE connection options.

Changing Your Default Configuration Options for a Multi-Client Installation

If you have created a Customized Package to use with your existing software distribution mechanism, you must reconfigure it to change your global company contact information. For information, see the multi-client section of the appendix for your supported operating system. This information will be used in subsequent installations.
Scheduling System Configuration Collections for Standard Configuration Clients

Scheduling configuration collections enables HP to provide more robust troubleshooting and support. Scheduled collections are available for supported HP-UX, Linux, and Windows monitored devices. By default system collections are not enabled. During a multi-client installation, you can pre-configure and enable collections. For an individual Standard Configuration client installation, the following sections are applicable based on operating system.

HP recommends scheduling your configuration collections at a time that will not conflict with peak system usage, regularly scheduled business process, or other scheduled maintenance tasks.

To set or change the parameters of the system configuration collections for Standard Configuration Clients ONLY, use the directions in the following section that correspond to your Monitored Device’s operating system.

NOTE

Configuring System Collections on HP-UX or Linux Monitored Devices

To configure and enable new ISEE system collections, or to modify existing collection schedules on your HP-UX or Linux Monitored Device:

1. Set your collection schedule by entering the command:

   /opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -i

2. At the prompt choose a day of the week to schedule your collection (0=Sunday, 1=Monday, 2=Tuesday, and so on), enter the number for the appropriate day.

3. Choose a time of day to schedule your collection (use 24-hour time: 0100 = 1:00 AM, 1700 = 5:00 pm, and so on), enter the number for the appropriate time of day.

   The settings you choose can be changed later by running the script:

   /opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -i

   You can also edit the root crontab file as with any other cron-scheduled job.

   Scheduled collections can be disabled after installation by running the command:

   /opt/hpservices/contrib/SysInfo/bin/setSysInfoCronEntry.sh -d

   Repeat the Scheduling Configuration Collections section on each monitored client that will submit configuration information.

Configuring System Collections on Windows Monitored Devices

To configure ISEE system collections on your Windows Monitored Device:

1. Locate the directory to which you installed the ISEE software package.
NOTE

If you do not remember where you installed the ISEE software package, search on ScheduledCollectionsUtility.exe to find the directory.

2. Run the ScheduledCollectionsUtility.exe file.

3. Specify when you would like collections run on the Client in the Scheduled Collections window and click [Next].

Figure 4-6 Scheduled Collections Window

4. Specify the user name and password in the Scheduled Collections Password window and click [Next].

NOTE

This must be a local account on the ISEE client software’s host system with full administrator privileges.

Figure 4-7 Scheduled Collections Passwords Window
5. Confirm that the collection information is correct and click [Next].

**Figure 4-8** Scheduled Collections Window

The Scheduled Collection Utility has enough information to install the HP ISEE Client. Please confirm that the information below is correct.

- **SCHEDCOLLECT_DAY** = M
- **SCHEDCOLLECT_HOUR** = 03
- **SCHEDCOLLECT_MIN** = 15
- **SCHEDCOLLECT_USER** = administrator
- **SCHEDCOLLECT_PWD** = iseefi

6. Click [Finish] to close the Scheduled Collection Utility.

**Figure 4-9** Scheduled Collections Window

Scheduled Collection Complete

Scheduled Collection Utility is finished.

You can view your collection schedule in the Windows Task Scheduler.

---

**Disabling System Collections**

In the case that a customer wishes to discontinue system collections on a device, or if devices are moving from a standard to an advanced configuration, the scheduled collections can be disabled through the following sections.
Removing HP-UX System Collections

The ISEE-Sys Info component provides scheduled collection functionality for standard configuration HP-UX clients. This component installed with the ISEE client software.

To remove the ISEE-SysInfo component and disable scheduled collections on a supported HP-UX device, execute the following command from the shell prompt:

```
# swremove ISEE-SysInfo
```

Removing Linux System Collections

The ISEE-Sys Info component provides scheduled collection functionality for standard configuration Linux clients. This component installed with the ISEE client software.

To remove the ISEE-SysInfo component and disable scheduled collections on a supported Linux device, execute the following command from the shell prompt:

```
# rpm -e ISEE-SysInfo
```

Removing Windows System Collections

The ScheduledCollections task enables scheduled collection functionality for standard configuration Windows clients. This component installed with the ISEE client software.

To delete the ScheduledCollections task and disable scheduled collections on a supported Windows device, complete the following:

1. Click Start, select Programs > Accessories > System Tools > Scheduled Tasks

   A window will display a list of scheduled tasks.

2. Select the ScheduledCollection task icon and click Delete.

3. Click Yes when prompted with the dialog box asking Are you sure you want to send 'ScheduledCollections.job' to the Recycle bin?
A Installing ISEE on HP-UX Clients
Preparing HP-UX Clients for Installation

Before downloading or installing the HP ISEE software on your supported HP-UX device, complete the following sections:

- “Verifying HP ISEE Software Requirements”
- “Verifying Patch Requirements”

NOTE

For a complete list of supported HP-UX versions and devices, please view the ISEE supported products web page at:


Model One Solution for HP-UX

The ISEE HP-UX installation is a Model 1 Solution (See “Understanding the ISEE Solution Models” on page 14). Figure A-1, “Model 1 Support for HP-UX Devices,” illustrates this model.

Figure A-1 Model 1 Support for HP-UX Devices

Verifying HP ISEE Software Requirements

The following EMS/STM versions OR HIGHER are required:

- 11.00: OnlineDiag version B.11.00.19.00 or higher
- 11.11: OnlineDiag version B.11.11.05.00 or higher
- 11.22/11.23: OnlineDiag required, any HP-UX 11.22/11.23 compatible version.

NOTE

For ISEE Clients on HP-UX IA64 systems, Java runtime environment is a prerequisite. Verify the version of JRE is 1.2 or higher by entering:

swlist -l product | grep -i jre
WARNING

Do Not remove the Support Tools Manager OnlineDiag software after installing ISEE.

Verifying Patch Requirements

Verify patch requirements on your HP-UX Clients:
Review the patch requirements and install required patches for your operating system:
Choosing an Installation Process

After completing the pre-installation steps described in the previous section, you are ready to install HP ISEE software on your HP-UX Clients.

The ISEE HP-UX Client installation process has two variations:

- “Installing or Upgrading an Individual HP-UX Client” on page 75
- “Installing ISEE in an HP-UX Enterprise” on page 76

If you are installing a small number of Clients, you may prefer the “Installing or Upgrading an Individual HP-UX Client” instructions on page 75.

If you have an existing software distribution mechanism, you can place the ISEE HP-UX software in a Client package on a Depot Server, and use your current distribution mechanism to install and configure HP ISEE on your Monitored Devices. To create a pre-configured Depot for the enterprise installation process, proceed to “Installing ISEE in an HP-UX Enterprise” on page 76.

Beginning with the A.03.95.500 release in May, 2006, a utility is available for mass deployment of HP-UX ISEE client software. This utility is supported through the instructions in “Implementing the Mass Deployment Utility” on page 78.
Installing or Upgrading an Individual HP-UX Client

Use this process to install the ISEE software on a single supported device. Complete the following installation steps for each supported HP-UX device.

Installing or Upgrading the 11.0/11.11 or 11.22/23 HP-UX ISEE Client Software

To install HP ISEE software on your supported HP-UX device, complete the following steps:

1. Log on to the supported device as root.
2. Install the software on the supported device:

   ```bash
   /usr/sbin/swinstall -s <depot_location> ISEEPlatform
   ```

   Where `<depot_location>` is the fully qualified path to the installation package. For example:

   ```bash
   /usr/sbin/swinstall -s /var/depots/ISEEPlatform_A.03.95_HPUX11.xx - IP .depot ISEEPlatform
   ```
3. Check the Software Distributor logs for errors after installing HP ISEE. If necessary, take corrective action.
4. Complete the appropriate configuration section (“Configuring ISEE after an Individual Installation” or “Validating a Successful Upgrade”) in Chapter 2.

Enabling ISEE on the ISEE HP-UX 11.23pi Servers (OE Media Release Only)

By default, on HP-UX 11.23pi systems installed with HP OE Media, ISEE is installed in a disabled state. To enable the client complete the following steps:

1. In the file `/etc/rc.config.d/hpservices.conf` change the value of START_TUNER from 0 to 1.
2. In the file `/etc/rc.config.d/rstemsListener` change the value of RST_LISTENER from 0 to 1.
3. Execute `/sbin/init.d/hpservices start`.
5. Complete the section “Configuring ISEE after an Individual Installation” in Chapter 2.
Installing ISEE in an HP-UX Enterprise

The Pre-configuration Utility enables you to install multiple instances of the HP-UX ISEE client software more quickly. You will use the Pre-configuration Utility to create two configuration files that will provide the required settings for all of your HP-UX Monitored Devices. Every supported device has different entitlement information, and you will be prompted to export a template and then provide your entitlement information. The updated file will then be imported so that each device can be fully configured. A single entitlement file can be used for all HP-UX and Windows clients.

The HP ISEE Depot Server is a system that hosts the HP ISEE software and configuration files created by the Pre-configuration Utility for HP-UX devices. The ISEE Customized Depot is the software package that contains your configured/customized settings and resides on the Depot Server. The settings of the ISEE Customized Depot are used to configure new Monitored Devices during the installation process.

Selecting Your HP ISEE Depot Server

Verify the system you select for your HP ISEE Depot Server meets the following prerequisites:

- HP-UX 11.0 or greater.
- Software Distributor daemon (swagentd) running.
- 58 MB (for HP-UX 11.11/11.22/11.23) or 180 MB (for 11.23PI) available disk space is needed to host and set up the depot.
- An additional 64 MB (for HP-UX 11.11/11.22/11.23) or 180 MB (for 11.23PI) is needed if the Depot Server will also host an HP ISEE Monitored Device.
- Network accessible to the supported devices on which you install HP ISEE.
- Capable of working with your own software distribution mechanism (if you intend to use one).

After selecting the HP-UX Depot Server, create the Customized Depot(s). For each Customized Depot created, an HP ISEE contact person must be specified and the associated server information provided.

Creating a Customized Depot

To use the Customized Depot as your software source for subsequent HP ISEE client software installations, complete the following steps:

1. Place the serialized depot, which you downloaded from the HP Software Depot Web site, on the Depot Server in a directory (<source/directory>) with at least 21.6 MB (for HP-UX 11.11/11.22/11.23) free.
2. Create a directory depot (<depot/directory>) with at least 58 MB (for HP-UX 11.11/11.22/11.23) free to store the directory depot.
3. Execute the following command to convert the serialized depot to a directory depot:
/usr/sbin/swcopy -x enforce_dependencies=false
-s <source_directory>/<serialized depot> ISEEPlatform
@ <depot_directory>

The ISEEPlatform bundle is stored as a directory depot under the <depot_directory>.

---

**NOTE**

To create multiple customized depots, repeat this step using multiple values for <depot_directory>. Then proceed with the remaining steps for each <depot_directory>.

---

4. Delete the <source_directory>/<serialized depot>. It is no longer needed.

5. Execute the following command to access the Pre-configuration Utility:

   ```
   /usr/sbin/swask -s <depot_directory> ISEE-Chorus
   ```

   This command starts an interactive script and will prompt you for the relevant configuration information collected in Table 2-2 on page 35. Read each option carefully before submitting information.

   You will also be prompted to export an Entitlement Information file template. At this point you have the following options:

   a. Export the template, create the entitlement file, and rerun the pre-configuration utility (only if you closed it when prompted), at which point you would import the newly created entitlement file.

   b. If you already created your own entitlement information file using the information in “Understanding the Enterprise Installation Entitlement File” on page 29, you can choose not to export the template and import the file you already created.

   c. Do not export the template or import an entitlement file, just complete the pre-configuration steps as prompted.

   This is NOT the recommended action, as doing this will negate the Enterprise installation model, and you will need to complete the configuration as directed in “Completing the ISEE Pre-Configured Installation” on page 49. This will require more time to complete than using the entitlement information file template.

---

**NOTE**

Mandatory steps in the Pre-configuration Utility are denoted with an asterisk *.

---

While using the Pre-configuration Utility, you will be prompted to select a user name and password for your ISEE clients. This is **optional**, but if you choose not to do this, HP strongly recommends changing your password manually after installing your clients (see “Changing Your Default Password” on page 63).

If you choose to enter a custom password, this same user name and password will be applied to all clients configured with the pre-configuration file. The password information is stored in plain-text but is only accessible by an account with root privileges.
Implementing the Mass Deployment Utility

After executing the steps in the preceding section, complete the following steps for mass deployment of HP-UX Clients:

1. FTP (in ascii mode) the two files, installInfo and installISEE.sh from <depot_directory>/catalog/ISEE/pfiles directory, onto the target system.

2. Login to the target system.

3. Change directory to the location where installInfo and installISEE.sh were transferred.

4. Edit the installInfo file, by providing proper values for different parameters.

5. Execute installISEE.sh by providing the full path of installInfo as a parameter. For example:
   
   ```
   ./installISEE.sh `pwd`/installInfo
   (only to verify the pre-requisites are met or not)
   ```

   ```
   .installISEE.sh `pwd`/installInfo -i
   (to verify the pre-requisites check as well as install the Client)
   ```

   This script creates a log file in the same directory from which installISEE.sh is called. The following is an example of name of the log file's naming convention:

   ```
   isee_swinstall_<host-name>.out
   ```

   You can refer this log file for the status of the installation.

Verifying the Customized Depot

To verify that a Customized Depot was created correctly, complete the following steps:

1. Run swlist command against the HP ISEE Depot Server. You can run the command from any HP-UX system.

   ```
   /usr/sbin/swlist -d -s <depot_location> ISEEPlatform
   ```

   Where <depot_location> is the location of the directory depot on the depot server; for example, swlist -d -s depotServer:/var/depots ISEEPlatform.

   The following output is displayed (you may see minor differences in version numbers):

<table>
<thead>
<tr>
<th>Table A-1</th>
<th>Verifying the Customized Depot</th>
</tr>
</thead>
<tbody>
<tr>
<td># ISEEPlatform A.03.95.xxx ISEE Platform</td>
<td></td>
</tr>
<tr>
<td>ISEEPlatform.Availability 0.00.00896 HP-UX Availability Monitor</td>
<td></td>
</tr>
</tbody>
</table>
Table A-1  Verifying the Customized Depot  (Continued)

<table>
<thead>
<tr>
<th>Component Name</th>
<th>Version</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISEEPlatform.MCPS-COMMON</td>
<td>A.01.01</td>
<td>HP Service Mission Critical Common Component</td>
</tr>
<tr>
<td>ISEEPlatform.Isee_EmsListener</td>
<td>A.11.10.xx</td>
<td>ISEE TCP listener for EMS events</td>
</tr>
<tr>
<td>ISEEPlatform.ISEE-SysInfo</td>
<td>A.01.00.xx</td>
<td>ISEE SysInfo</td>
</tr>
<tr>
<td>ISEEPlatform.ISEE-Java</td>
<td>A.01.31.xx</td>
<td>RST Java Runtime13-13109</td>
</tr>
<tr>
<td>ISEEPlatform.ISEE-Chorus</td>
<td>A.A.5.1.395.xxx</td>
<td>ISEE-Chorus</td>
</tr>
<tr>
<td>ISEEPlatform.ISEE</td>
<td>A.03.95.xxx</td>
<td>ISEE</td>
</tr>
<tr>
<td>ISEEPlatform.Cpumap</td>
<td>A.00.02.xxx</td>
<td>HP-UX Cpumap</td>
</tr>
</tbody>
</table>

The following steps are optional:

2. Check for errors in `swcopy.log` and `swagent.log` found in `/var/adm/sw` and `<depot_directory>`.

3. Verify that the response file was set correctly. Open the following file:
   
   `<depot_directory>/catalog/ISEE-Chorus/pfiles/response`

Once you have verified that your Customized Depot is correctly configured, you will use it to install your HP ISEE client software.

Installing the HP-UX Client from the Software Depot

1. Log on to the Client as `root`.

2. Install the software on the server:

   `/usr/sbin/swinstall -s <depot_location> ISEEPlatform`

3. Check the Software Distributor logs for errors after installing HP ISEE. If necessary, take corrective action.

4. Proceed to “Completing the ISEE Pre-Configured Installation” on page 49 only if you did not import an Entitlement information file and/or did not select a customized password.

5. You will receive an entitlement e-mail message for each device configured using the Enterprise Installation Model. Check these messages against the devices listed in your entitlement information file to verify that all devices were entitled. The messages will be sent to the primary contact’s e-mail address entered in the pre-configuration utility.
Troubleshooting the HP-UX Client Installation

The following table is a list of potential installation questions, useful for troubleshooting your HP ISEE installation.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| I get an error message when installing the HP ISEE software on the supported device. | If you see the following error message, you need to install the OnlineDiag package. This package is available from IPR0106 and later. After installing OnlineDiag, you will be able to reinstall the HP ISEE software without any problems. ERROR: The "checkinstall" script for "Isee_EmsListener" failed (exit code "1"). The script location was 
"/var/tmp/BAAa12095/catalog/Isee_EmsListener/pfiles/checkinstall". The script had errors and the execution of this product cannot proceed until the problem is fixed. Check the above output from the script for further details. The prerequisite "Sup-Tool-Mgr.STM-SHLIBS,r>=B.11.00.14.14" for fileset "Isee_EmsListener.ISEE_EMSLISTENER-RUN,r=B.0 1.05" cannot be successfully resolved. ERROR: The dependencies for fileset "Isee_EmsListener.ISEE_EMSLISTENER-RUN,r=B.0 1.05" cannot be resolved (see previous lines). You must resolve the above dependencies before operating on this fileset or change the "enforce_dependencies" option to "false". |
| I am experiencing problems with the Client interface.                   | Review the Client log files. These are found at /var/opt/hpservices/log. Entries associated to chmod and swizzler in the mad.log are normal and can be ignored. |

Removing HP ISEE Software

If you choose to remove the HP ISEE software from your HP-UX server, complete the following steps:

1. Log on to the monitored system as root (admin privileges).
2. Run the following command on each monitored system:

   ```
   /usr/sbin/swremove ISEEPlatform
   ```

   If the swremove process is successful, a message appears confirming the removal of the software. Check your log files to verify that there are no errors.
If the `swremove` does not complete successfully, consult the resulting log file. It may indicate that there are ISEE Platform dependencies that prevented success. Components such as VAEH, Availability Measure, or CCMon are optional Business Support Software components, but they must be removed before the ISEE Platform can complete uninstallation.

For each Business Support Software component listed in the log file, run `swremove`. For more information about those components, see the Business Support Software components chapters in this guide.

**Removing the HP Runner Software**

The HP Runner Software is an application installed and activated with the HP-UX ISEE client software installation. Runner measures and reports the availability of your HP-UX system to HP. Depending on the provisions of your contracted service level, your HP account team may generate availability reports with this data. Consult your HP account team before removing Runner from your HP-UX devices.

To remove the HP Availability Collector Software from your ISEE Monitored Device:

From root, execute:

```
swremove Availability
```

and

```
swremove MCPS-COMMON
```
B  Installing ISEE on Linux Clients
Meeting ISEE Support Prerequisites for Linux

Identify the systems in your environment that will be Monitored Devices (systems covered in your HP Support Agreement). Verify each ISEE supported device has the minimum required disk space available and download the client software as described in “Downloading ISEE Client Software” on page 37. Each client system must meet the appropriate prerequisites for ISEE.

- Supported HP Servers running selected versions of Linux RedHat.

**NOTE**

For a complete list of supported Linux versions and devices, please view the ISEE supported products web page at:


You can view a complete list of the ISEE hardware and software platforms at:


- Sufficient disk space (20 MB disk space) on each server to install and operate the ISEE software.
- Sufficient memory (128 MB RAM) on each server.

Two general hardware platforms are supported for ISEE on Linux clients; these are HP ProLiant Servers and HP Netservers. Each platform uses a different event management software component to submit hardware fault incidents to HP through ISEE. Please read the prerequisite section for your supported hardware.

**NOTE**

AVC is automatically installed on supported operating systems RHEL 3.0/4.0.
Additional Prerequisites for Supported HP ProLiants

ProLiant devices running Linux Red Hat version ES/AS 3.0 are supported with the Model 2 ISEE Solution, see Figure B-1.

If your supported device is running any other supported version of Linux, you will need to use the Model 3 implementation (See “Understanding the ISEE Solution Models” on page 14).

Figure B-1  Model 2 Support ProLiant Linux Red Hat Devices

1. Verify HP Insight Management Agents for supported HP ProLiants running supported versions of Linux are installed on the supported device.

You can access HP Insight Management Agents at:


2. Verify that a supported version of Open Service Event Manager (OSEM) is accessible in the enterprise and configured to support the ISEE Linux Client(s).

Links to the OSEM installation components and documentation and steps to configure OSEM support for ISEE Monitored Devices are available in “Preparing the ISEE Client Software and OSEM Host Device(s)” on page 17.
Additional Prerequisites for Supported HP NetServers

The ISEE NetServers running supported Linux are supported with a Model 1 Solution (See “Understanding the ISEE Solution Models” on page 14). Figure B-2 illustrates this model.

Figure B-2  Model 1 Support for HP Netserver Support

TopTools Agents 5.52 or greater is required for supported HP NetServers running supported versions of Linux. Documentation for installing and configuring these agents is available from the TopTools agent download web site.

To access TopTools Agents from the TopTools web site complete the following steps:

1. In a Web browser access [http://www.hp.com](http://www.hp.com).
2. Select the Software & Driver Downloads link.
3. Select the Downloads drivers and software radio button.
4. Enter **HP Management Applications** and click the arrow button next to the text box.

**NOTE**

Enter **HP Management Applications** in step 4, to ensure that a complete list of TopTools agents is displayed. Entering a specific Netserver model number may not display a complete list of agents.

5. Choose the appropriate operating system by clicking the corresponding link. A new page will open, and you can download the appropriate version of TopTools from the **HP Server Agents** row.
Choosing an Installation Process

After completing the pre-installation steps described in the previous section, you are ready to install HP ISEE software on your Linux Clients.

The ISEE Linux Client installation process has two variations:

- “Installing or Upgrading an Individual Linux Client” on page 88
- “Installing ISEE in a Linux Enterprise” on page 89

If you are installing a small number of Clients, you may prefer the “Installing or Upgrading an Individual Linux Client” instructions on page 88.

If you have an existing software distribution mechanism, you can use your current distribution mechanism to install and configure HP ISEE client software on your Monitored Devices. To create a customized software package for the multi-client installation process, proceed to “Installing ISEE in a Linux Enterprise” on page 89.
Installing or Upgrading an Individual Linux Client

Complete the installation and configuration steps on each ISEE Linux Client.

Installing the ISEE Client Software

To install or upgrade HP ISEE on your Linux Client, complete the following steps:

1. Create a directory named ISEEInstall.
   Example:
   ```
   mkdir /usr/ISEEInstall
   ```

2. Place the file ISEEPlatform/Linux.tar in the ISEEInstall directory.

3. Change the directory to the ISEEInstall directory.
   Example:
   ```
   cd /usr/ISEEInstall
   ```

4. Unpack the .tar file in the ISEEInstall directory on the Client system:
   ```
   tar -xf ISEEPlatform/Linux.tar
   ```

5. Install the software on the Client system:
   ```
   bash install.sh
   ```

6. Proceed to the appropriate configuration section (either configuring a new client or verifying a successful upgrade) in Chapter 2.
Installing ISEE in a Linux Enterprise

The Pre-configuration Utility enables you to install multiple instances of the Linux ISEE client software more quickly. You will use the Pre-configuration Utility to create two configuration files that will provide the required settings for all of your Linux Monitored Devices. Every supported device has different entitlement information, and you will be prompted to export a template and then provide your entitlement information. The updated file will then be imported so that each device can be fully configured. A single entitlement file can be used for all HP-UX, Linux and Windows clients.

The HP ISEE Customized Server is a system that hosts the HP ISEE software and configuration files created by the Pre-configuration Utility for Linux devices. The ISEE Customized Package is the software package that contains your configured/customized settings and resides on the Customized Server. The settings of the ISEE Customized Package are used to configure new Monitored Devices during the installation process.

Selecting Your HP ISEE Customized Server

Verify the system you select for your HP ISEE Customized Server is a supported version of Linux and meets the following prerequisites:

- 20 MB available disk space to host and configure the package.
- An additional 20 MB is needed if the Customized Server will also host an HP ISEE Monitored Device.
- Network accessible to the supported devices on which you install HP ISEE.

Creating a Customized Package

To use your existing distribution system with HP ISEE, you must install the HP ISEE client software package on your system and configure the software package. This will be your software source for subsequent HP ISEE client software installations.

NOTE

You can create more than one customized HP ISEE software package on one or more servers to install your HP ISEE Monitored Devices. A hosting server can also function as a Monitored Device. A different Customized Package is required for each country containing ISEE Monitored Devices for HP ISEE support.

To configure a software package on the hosting system, complete the following steps:

1. Create a new directory and save the ISEEPlatform_Linux.tar file in it:
   Example: mkdir /tmp/ISEEDownload

2. Change the directory to the newly created directory:
   Example: cd /tmp/ISEEDownload

3. Unpack the ISEEPlatform_Linux.tar file in the /tmp/ISEEDownload directory on the Client system:
   tar -xf ISEEPlatform_Linux.tar

4. Delete the <source_directory>/ISEEPlatform_Linux.tar. It is no longer needed.
5. Execute the following command to complete the configuration file and repackage it with the tar ball upon completion:

   `bash repackage.sh`

   **NOTE**

   To create multiple customized depots, repeat this step using multiple values for `<depot_directory>`. Then proceed with the remaining steps for each `<depot_directory>`.

   This command starts an interactive script and will prompt you for the relevant configuration information collected in Table 2-2 on page 35. Read each option carefully before submitting information. Read each option carefully, verify that you have collected all of the required information as listed, and then enter your responses. This process creates the file `ISEEPlatform_Linux-custom.tar`, which automatically loads the pre-configured data when installed on other ISEE supported Linux devices.

   You will also be prompted to export an Entitlement Information file template. At this point you have the following options:

   a. Export the template, create the entitlement file, and rerun the pre-configuration utility (only if you closed it when prompted), at which point you would import the newly created entitlement file.

   b. If you already created your own entitlement information file using the information in “Understanding the Enterprise Installation Entitlement File” on page 29, you can choose not to export the template and import the file you already created.

   c. Do not export the template or import an entitlement file, just complete the pre-configuration steps as prompted.

   This is NOT the recommended action, as doing this will negate the Enterprise installation model, and you will need to complete the configuration as directed in “Completing the ISEE Pre-Configured Installation” on page 49. This will require more time to complete than using the entitlement information file template.

   **NOTE**

   Mandatory steps in the Pre-configuration Utility are denoted with an asterisk *. 

   While using the Pre-configuration Utility, you will be prompted to select a user name and password for your ISEE clients. This is **optional**, but if you choose not to do this, HP strongly recommends changing your password manually after installing your clients (see “Changing Your Default Password” on page 63).

   If you choose to enter a custom password, this same user name and password will be applied to all clients configured with the pre-configuration file. The password information is stored in plain-text but is only accessible by an account with root privileges.
Verifying the Customized Depot

Verify that the file ISEEPlatform_Linux-custom.tar exists and contains a file named response. The response file contains the data you pre-configured.

Once you have verified that your Customized Depot is correctly configured, you will use it to install your HP ISEE client software.

Installing the Linux Client Software with the Customized Software Package

Complete the following steps to install the ISEE Linux Client Software:

1. Place the file ISEEPlatform_Linux-custom.tar on the target system for installation.

2. Unpack the .tar file in the installation directory on the Client system by running the command:

```
tar -xf ISEEPlatform_Linux-custom.tar
```

3. Install the software on the Client system by running the command:

```
bash install.sh
```

4. Verify that the file ISEEPlatform_Linux-custom.tar exists and contains a file named response. The response file contains the data you preconfigured.

5. Proceed to “Completing the ISEE Pre-Configured Installation” on page 49 only if you did not import an Entitlement information file and/or did not select a customized password.

NOTE

If required by your enterprise, you can create more than one customized HP ISEE software package on one or more servers to install your HP ISEE client software. A Customized Server can also function as Monitored Device.
Troubleshooting the Linux Client Installation

The following table is a list of potential installation questions, useful for troubleshooting your HP ISEE installation.

### Table B-1 Troubleshooting the Linux Client Installation

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>I get an error message when installing the HP ISEE software on the Monitored Devices. What is the problem?</td>
<td>Review /var/opt/hpservices/installationNotes for more detailed error messages.</td>
</tr>
<tr>
<td>I am experiencing problems with the Client interface. What should I do?</td>
<td>Review the Client log files. These are found at /var/opt/hpservices/log. Entries associated to chmod and swizzler in the mad.log are normal and can be ignored. If you see anything else, contact your HP support representative.</td>
</tr>
<tr>
<td>During installation on RHEL AS or ES 3.0 I get the error: libXaw3d.so.6</td>
<td>An updated library is required for the Linux ISEE client installation. You can run the following command: up2date Xaw3d or access your Linux Operating System (OS) installation media to update the library file.</td>
</tr>
<tr>
<td>During installation on RHEL AS or ES 3.0 I get the error: compat-libstdc++</td>
<td>An updated library is required for the WCC Proxy component of the Linux ISEE client installation. You can run the following command: up2date compat-libstdc++ or access your Linux OS installation media to update the library file.</td>
</tr>
</tbody>
</table>

Removing HP ISEE Software

If you decide to remove the HP ISEE software from your Linux server, complete the following steps:

1. Log on to the monitored system as **root** (admin privileges).
2. Change to the directory (**cd**) created where you installed HP ISEE.

**NOTE**

This directory name is listed in /opt/hpservices/RemoteSupport/config/installDir

3. To remove the HP ISEE software from the monitored system run the command: `bash uninstall.sh`
Check the /var/opt/hpservices/installationNotes log file to verify successful uninstallation.

If the uninstall.sh process is successful, a message appears confirming the removal of the software. Check your log files to verify that there are no errors. If uninstall.sh does not complete successfully, view the resulting log file. It may indicate that there are ISEE Platform dependencies that prevented success.

For each optional Business Support Software component listed in the log file, run an uninstall.sh command. For more information about those components, see Appendix F, “Business Support Solutions for ISEE Clients,” on page 165.
C Installing HP ISEE on Windows Clients
Meeting ISEE Support Prerequisites for Windows

Identify the Windows supported devices in your environment that will be Monitored Devices (systems covered in your HP Support Agreement). Verify each supported device has the minimum required disk space available and download the ISEE client software as described in “Downloading ISEE Client Software” on page 37. Each client system must meet the following prerequisites for ISEE support:

NOTE

For a complete list of supported Windows versions and devices, please view the ISEE supported products web page at:


- HP NetServers or HP ProLiant running Windows 2000 Server with Service Pack 2 or greater, or Windows 2003 Advanced Server operating systems.

IMPORTANT

Three general hardware platforms are supported for ISEE on Windows clients; these are HP NetServers, HP ProLiant, and HP Integrity Servers. Each platform uses a different event management software component to submit hardware fault incident to HP through ISEE. Please read the prerequisite section for your supported hardware.

While the Storage Management Appliance (SMA) host device for an Enterprise Virtual Array (EVA) is an HP ProLiant device, it is not subject to all of the same prerequisites as a non-SMA ProLiant. Before installing ISEE on an SMA device, read “Configuring Support for Enterprise Virtual Array (EVA) Devices” on page 167.

- Sufficient memory (128 MB) on each server.
- Display adapter and monitor are 1024x768 (minimum resolution is 800x600)
- Sufficient disk space (135 MB disk space) on each server to install and operate the ISEE software.

CAUTION

Terminal Services is not supported for the installation of ISEE on Windows operating systems. Remote Desktop can be used with the ISEE client software installation, but only in conjunction with the /console switch on the Remote Desktop client. Please see Microsoft’s Remote Desktop documentation for details.

Verifying the Microsoft Client JVM Requirements

The Microsoft JVM file (5.00.3805 minimum) is required to successfully install ISEE. This file is installed by default on Windows 2000 installations. However, the JRE is no longer available from Microsoft and is not installed on some Windows platforms (such as Windows 2003).

To determine if the JVM file is on your supported device complete the following steps:
1. Click [Start], select Search, select Files or Folders.

**NOTE**
Make sure advanced options, search subfolders and search hidden files and folders (this last option is in Windows 2003 only) are all checked.

2. Enter `jview.exe` in the Search for . . . field.

3. If `jview.exe` is found, right click on the file and select properties.

**NOTE**
On 32 bit systems running Windows 2000, the jview.exe file should be under: c:\WINNT\system32.
On 32 bit systems running Windows 2003, the jview.exe file should be under: c:\Windows\system32.
On 64 bit systems running Windows 2003, the jview.exe file should be under: c:\Windows\SysWOW64.

4. Click the Version tab (see Figure C-1).

**Figure C-1** JVIEW.EXE Properties and Version

5. If the version is 5.00.3805 or higher, move on to “Additional Prerequisites for Supported HP ProLiant and Integrity Servers” on page 99. If the file is older than 5.00.3805 or if the file is missing from your supported device, you must install the Microsoft jview files:
   - `msjavx86.exe`
   - `MSJava_WindowsUpdate.exe` (only if the file is missing entirely)
a. To install the Microsoft jview files browse to the directory where you downloaded the ISEEPlatform.exe, during the ISEE client software download (see “Downloading ISEE Client Software” on page 37). Double-click ISEEPlatform.exe to extract the contents.

b. Execute the following command from the ISEEPlatform subdirectory:

   \texttt{msjavx86.exe}

   After installing this file, you will be prompted to reboot the machine.

c. Then, from the same directory, execute:

   \texttt{MSJava_WindowsUpdate.exe}

   After installing this file, you will be prompted to reboot the machine.

---

\textbf{NOTE}

ISEEPlatform is the default subdirectory created when you unzip the ISEEPlatform.exe file. If you changed the directory path, you must browse to the alternate directory to run the commands in steps a and b.
Additional Prerequisites for Supported HP ProLiant and Integrity Servers

ProLiant devices running Windows are supported with either the Model 1 or Model 2 ISEE Solution, see Figure C-2 and Figure C-3. Additionally, the Windows ProLiant ISEE installation is required to support Model 3 solutions for other devices. See “Understanding the ISEE Solution Models” on page 14 for more information about these models.

The following steps are required to support ISEE Windows clients on ProLiant and Integrity Servers.

1. Verify that HP Insight Management Agents for supported HP ProLlients or Integrity Servers running supported Windows Operating systems are installed on your supported device.
NOTE

You can access HP Insight Management Agents for HP ProLiant servers at:


2. Verify that the latest version of Open Service Event Manager (OSEM) accessible in the Enterprise or on the Monitored Device(s) and configured to support the ISEE Windows Client(s).

Links to the OSEM installation components and documentation and steps to configure OSEM support for ISEE Monitored Devices are available in “Clarifying ISEE/OSEM Dependencies” on page 17.

Additional Prerequisites for Supported HP NetServers

ISEE NetServers running Windows are supported with a Model 1 Solution (See “Understanding the ISEE Solution Models” on page 14). Figure C-4 illustrates this model.

Figure C-4  Model 1 Support for HP Netserver Support

TopTools Agents 5.52 or greater for supported HP NetServers running supported versions of Windows. Documentation for installing and configuring these agents is available from the TopTools agent download web site.

To access TopTools Agents from the TopTools web site complete the following steps:

2. Select the Software & Driver Downloads link.
3. Select the Downloads drivers and software radio button.
4. Enter HP Management Applications and click the arrow button next to the text box.
NOTE

Enter HP Management Applications in step 4, to ensure that a complete list of TopTools agents is displayed. Entering a specific Netserver model number may not display a complete list of agents, such as the agents for Windows 2000.

5. Choose the appropriate operating system by clicking the corresponding link. A new page will open, and you can download the appropriate version of TopTools from the HP Server Agents row.
Choosing an Installation Process

After completing “Downloading ISEE Client Software” on page 37, and the pre-installation steps described in the previous section, you are ready to install HP ISEE software on your Windows Clients.

The ISEE Windows Client installation process has two variations:

- If you are installing a small number of Clients, you may prefer the “Installing or Upgrading an Individual Windows Client” on page 103.

- If you have many Windows clients to install, you may prefer to use “Configuring Windows Clients in an Enterprise” on page 105.
Installing or Upgrading an Individual Windows Client

1. Browse to the directory where you downloaded the ISEEPlatform.exe, during the ISEE client software download (see “Downloading ISEE Client Software” on page 37). Double-click ISEEPlatform.exe to extract the contents.

2. Open a command prompt by clicking [Start] and selecting [Run].

3. Enter command in the Open field and click [OK].

4. Run the following command:

   \[c:\temp\ISEEPlatform\setup.exe /verbose"<path\log_name>"\]

   **Example C-1 Running the Installation Command**

   ![Command Prompt Image]

   ISEEPlatform is the default subdirectory created when you unzip the ISEEPlatform.exe file. If you changed the directory path, you must enter the alternate directory to run the command in Step 4.

   The <path> is the directory to which you will save your log file, and <log_name> is the name you give your log file. In this example, the file was named install.log and saved to the c:/temp directory.

   **IMPORTANT**

   Make sure there is no space in the command above between the quotation mark after verbose and the path.

5. **UPGRADE ONLY:** During an upgrade, you will be prompted to accept the new version of the software (see Figure C-5). Click [Yes] to continue.

   **Figure C-5 Accept Upgrade Window**

   ![Accept Upgrade Window Image]

   **NOTE**

   During an Upgrade, a window may display with a Components registering status bar. It may take up to 15 minutes before this status bar completes and a new window displays.
6. Proceed to the appropriate configuration process either, Configuring an Individual ISEE Monitored Device or Verifying a Successful Upgrade in Chapter 2.

NOTE Standard Configuration installations and upgrades both require enabling new scheduled collections, see “Scheduling System Configuration Collections for Standard Configuration Clients” on page 67. If you upgraded an existing Advanced Configuration ISEE Monitored Device, reference the ISEE SPOP User Guide to reset scheduled collections.
Configuring Windows Clients in an Enterprise

To pre-configure your Windows Clients complete the following steps:

1. Browse to the directory where you downloaded the ISEEPlatform.exe, during the ISEE client software download (see “Downloading ISEE Client Software” on page 37). Double-click ISEEPlatform.exe to extract the contents.

2. Double-click the Preconfigure.exe in the ISEEPlatform directory file to start the HP ISEE Client Pre-configuration Utility.

**NOTE**

ISEEPlatform is the default subdirectory created when you unzip the ISEEPlatform.exe file. If you changed the directory path, you must browse to the alternate directory.

3. Click [Next] when the Welcome window displays.

**Figure C-6  HP ISEE Client Pre-configuration Utility Welcome Window**

4. Click [Template] to export the entitlement information file template:

If you do not export this template and create this file when prompted, you must skip to step 8 and complete the configuration of the entitlement information for each supported device through the ISEE Client UI as directed in “Completing the ISEE Pre-Configured Installation” on page 49. This will require more time to complete than using the entitlement information file template.
5. After exporting the entitlement information file template, exit the Pre-configuration Utility, by clicking **Cancel**. If you did not export the file, skip to step 10.

6. Access the template and update it as directed using the entitlement information collected in Table 2-2 on page 35, and save the file.

7. Browse to the directory where you downloaded the `ISEEPlatform.exe`, during the ISEE client software download (see “Downloading ISEE Client Software” on page 37). Double-click `ISEEPlatform.exe` to extract the contents.

8. Double-click the `Preconfigure.exe` in the `ISEEPlatform` directory file to start the HP ISEE Client Pre-configuration Utility.
9. Click [Browse] to locate the directory where you saved the entitlement information file and click [Next] to import it.

**Figure C-8  Entitlement Information File Template Import Window**

10. Enter the requested information in the Contact Information window and click [Next].

**Figure C-9  Contact Information Window**
11. Enter any additional contacts and click [Next].

**Figure C-10  Additional Contacts Window**

![Additional Contacts Window]

12. Enter the requested information in the Company Information window and click [Next].

**Figure C-11  Company Information Window**

![Company Information Window]
13. Select either Standard Configuration or Advanced Configuration in the Configuration Selection window and click [Next].

**Figure C-12** Configuration Selection Window

![Configuration Selection Window](image)

14. If you selected Advanced Configuration, enter the fully qualified host name of the SPOP and the physical location of your client system in the System Location field and click [Next] see Figure C-13.

**Figure C-13** Server Information Window: Advanced Configuration

![Server Information Window](image)

If you selected Standard Configuration, enter the physical location of your Client system in the System Location field in the Server Information window and click [Next].

15. You may optionally configure your user name and password for the ISEE client user interface now so that it is customized on each ISEE monitored device using the pre-configuration file.
If you choose not to configure this now, the default user name and password will remain admin/isee, and you should change them on each system using the instructions found in “Changing Your Default Password” on page 63.

If you have an Advanced Configuration, skip to step 18.

**Figure C-14  Client UI Account Passwords Window**

16. Scheduling configuration collections enables HP to provide more robust troubleshooting and support. The following scheduled collection steps are only applicable if you are installing a Standard Configuration Monitored Device. They will not appear if you selected Advanced Configuration.

Specify a collections schedule for the Client (use 24-hr. time; for example 23 and 00 for 11:00 PM) as prompted in the Scheduled Collections window and click [Next]
17. Specify the user name and password in the Scheduled Collections Passwords window (this must be a local account on the ISEE Monitored Device with full administrator privileges), and click [Next].

Figure C-16  Server Information Window: Standard Configuration

18. Enter your proxy server name and authenticated user name and password in the Proxy Information window and click [Next]. Skip this step if you are not using a Web proxy server.

Figure C-17  Proxy Information Window
19. Choose the appropriate settings for your business and security needs in the Notification Options window and click [Next].

**Figure C-18  Notification Options Window**

20. Choose the appropriate settings for your business and security needs in the Security Options window and click [Next].

**CAUTION**

Changing **ANY** of the ISEE defaults in the security window will discontinue access and support for your ISEE Monitored Device(s). If you do change the security settings, the client will no longer be supported until the settings are returned to their default values.

**Figure C-19  Security Options Window**
21. Read through the information to verify your settings are correct when the Confirm Setup Information window displays. If the settings are incorrect, click [Back] to go back and change settings. If the settings are correct, click [Next].

![Figure C-20 HP ISEE Client Pre-configuration Utility Confirm Setup Window](image)

22. Click [Finish] to close the HP ISEE Client Pre-configuration Utility when the Configuration Complete window displays.

The Pre-configuration Utility saves your settings in the following file:

- On Windows 2000: C:\WINNT\TEMP\setupInfo
- On Windows 2003: C:\WINDOWS\TEMP\setupInfo

23. Copy the setupInfo file to c:\WINNT\TEMP directory on each Windows 2000 system targeted for ISEE support.

---

**NOTE**

If you have ISEE monitored Windows Clients running in more than one country/region, you must use the Pre-configuration Utility to generate multiple setupInfo files. Every time you run the Pre-configuration Utility it overwrites the setupInfo file. You can either run the Pre-configuration Utility on different systems, or store each instance of the setupInfo file in an alternate directory so it is not overwritten with the new instance.

---

**Installing the Pre-configured Client**

1. Place the setupInfo file you created on the target system under the directory:

   - On Windows 2000: C:\WINNT\TEMP\setupInfo
   - On Windows 2003: C:\WINDOWS\TEMP\setupInfo

2. Open a command prompt by clicking [Start] and selecting Run.

3. Enter **command** in the Open field and click [OK].
4. Run the following command:

```
c:\temp\ISEEPlatform\setup.exe /verbose"<path\log_name>"
```

**Example C-2 Running the Installation Command**

![Command Example](image.png)

**IMPORTANT**

ISEEPlatform is the default subdirectory created when you unzip the ISEEPlatform.exe file. If you changed the directory path, you must enter the alternate directory to run the command in Step 4.

The <path> is the directory to which you will save your log file, and <log_name> is the name you give your log file. In this example, the file was named install.log and saved to the c:/temp directory.

**IMPORTANT**

Make sure there is no space in the command above between the quotation mark after verbose and the path.

5. Complete “Completing the ISEE Pre-Configured Installation” on page 49.

### Using the Silent Installation

The typical installation of the ISEE Windows Client requires the user to respond to dialog boxes. A silent installation references saved responses from a response file instead of through manual input. To deploy the ISEE Windows client as a silent installation, the response file must be generated and stored for reference during the software installation. During a silent installation no dialog boxes or prompts require user input.

To execute a silent installation, complete the following:


   The response file is a plain text file containing information required during an installation. The response file is named setup.iss by default and will be created in the Windows directory.

   To generate a response file call the client setup.exe with the /r switch:

   ```
   setup.exe /r
   ```

   To create the response file with an alternate name and/or location, you *must* use the /f1 switch. There is no space between the f1 and the quotes:

   ```
   setup.exe /r /f1"C:\temp\clientInstall.iss"
   ```
NOTE

This process installs the ISEE Windows client so this should either be completed on a machine to be monitored or uninstalled after the client installation package has completed. If you are installing from a shared or mapped drive, you must specify the location of both the setup.iss file and the setup.log file.

2. Execute the installation with the response file

To execute the installation in silent mode with the response file call the client setup.exe with the /s switch:

```
setup.exe /s
```

By default the installation automatically searches for the response file in the Windows directory. To change the name and or location of the response file use the /f1 switch:

```
setup.exe /s /f1"c:\temp\clientInstall.iss"
```

The results of the installation are written to the setup.log file, which by default is also located in the Windows directory. To write the setup.log to an alternate name and/or location you must use the /f2 switch:

```
setup.exe /s /f1"c:\temp\clientInstall.iss" /f2"c:\temp\clientResults.log"
```

See “Troubleshooting the Windows Client Installation” on page 117 for more information about switch values and the values in the log files.

Example C-3

Sample Response File

```
[(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-DlgOrder]  
Dlg0=(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdWelcome-0  
Count=4  
Dlg1=(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdLicense-0  
Dlg2=(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdAskDestPath-0  
Dlg3=(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdFinish-0  
[(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdWelcome-0]  
Result=1  
[(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdLicense-0]  
Result=1  
[(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdAskDestPath-0]  
szDir=C:\Program Files\Hewlett-Packard\ISEE\  
Result=1  
[(E1DD7660-95E8-427A-84E6-5B30B6285CD5)-SdFinish-0]  
Result=1  
bOpt1=0
```
Example C-4  
**Sample Setup.log File**

```plaintext
bOpt2=0

[ResponseResult]

ResultCode=0
```
## Troubleshooting the Windows Client Installation

The following table is a potential installation question, useful for troubleshooting your HP ISEE installation.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Windows Upgrade/Installation failed with an error message that</td>
<td>Complete the following steps:</td>
</tr>
<tr>
<td>stated one or more of the following processes must be stopped:</td>
<td>1. Access the Windows Task Manager and stop any of the following processes:</td>
</tr>
<tr>
<td></td>
<td>• mad.exe</td>
</tr>
<tr>
<td></td>
<td>• MotiveDirectory.exe</td>
</tr>
<tr>
<td></td>
<td>• Motive~1.exe</td>
</tr>
<tr>
<td></td>
<td>• mpbtn.exe</td>
</tr>
<tr>
<td></td>
<td>(MotiveDirectory.exe on 64-bit machines)</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> In the Task Manager window, verify that the Show processes from all users box in the lower left corner of the Task Manager is selected.</td>
</tr>
<tr>
<td></td>
<td>2. If any of the processes cannot stop, reboot the supported device and begin this step again.</td>
</tr>
<tr>
<td></td>
<td>3. Proceed to “Installing or Upgrading an Individual Windows Client” on page 103</td>
</tr>
<tr>
<td>Re-Installing WEBES on Windows Itanium causes problems with ISEE.</td>
<td>Avoid removing and re-installing WEBES v4.4.1 on Windows Itanium if you also have the ISEE client (any version) installed.</td>
</tr>
<tr>
<td></td>
<td>If you must remove and re-install WEBES, you must subsequently remove and re-install ISEE version A.03.95 or later. Re-installing ISEE will cause all previous ISEE collection data to be lost, and open incidents will no longer be associated with the previous installation of the ISEE client.</td>
</tr>
<tr>
<td></td>
<td>This problem will be corrected in the next WEBES release. The Windows Pentium versions of WEBES kits do not conflict with ISEE upon removal.</td>
</tr>
</tbody>
</table>
### What are the switch options to customize a Silent installation?

Summary of switch options for silent installation of the Windows client:

/s - call the installation using a response file instead of user input
/r - record a response file for the current installation
/f1<path><ResponseFile> - provide an alternate name and or location for the response file
/f2<path><LogFile> - provide an alternate name and or location for the installation results log file.

### I ran the Silent Installation; how can I tell if it succeeded?

The results of the installation (success or failure) can be verified in the setup.log file by the ResultCode value under the [ResponseResult] header. A successful installation returns a ResultCode of 0.

Summary of return values for silent installation:

0 = Successful installation
-1 = General error
-2 = Invalid mode
-3= Required data not found in the Setup.iss file
-4 = Not enough memory available
-5 = File does not exist
-6 = Cannot write to the response file
-7 = Unable to write to the log file
-8 = Invalid path to the InstallShield Silent response file
-9 = Not a valid list type (string or number)
-10 = Data type is invalid
-11= Unknown error during setup
-12 = Dialog boxes are out of order
-51= Cannot create the specified folder
-52 = Cannot access the specified file or folder
-53 = Invalid option selected

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the switch options to customize a Silent installation?</td>
<td>Summary of switch options for silent installation of the Windows client:</td>
</tr>
<tr>
<td></td>
<td>/s - call the installation using a response file instead of user input</td>
</tr>
<tr>
<td></td>
<td>/r - record a response file for the current installation</td>
</tr>
<tr>
<td></td>
<td>/f1&lt;path&gt;&lt;ResponseFile&gt; - provide an alternate name and or location for</td>
</tr>
<tr>
<td></td>
<td>the response file</td>
</tr>
<tr>
<td></td>
<td>/f2&lt;path&gt;&lt;LogFile&gt; - provide an alternate name and or location for the</td>
</tr>
<tr>
<td></td>
<td>installation results log file.</td>
</tr>
<tr>
<td>I ran the Silent Installation; how can I tell if it succeeded?</td>
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</tr>
<tr>
<td></td>
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<tr>
<td></td>
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</tr>
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<td>Summary of return values for silent installation</td>
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<tr>
<td></td>
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<tr>
<td></td>
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</tr>
<tr>
<td></td>
<td>-51= Cannot create the specified folder</td>
</tr>
<tr>
<td></td>
<td>-52 = Cannot access the specified file or folder</td>
</tr>
<tr>
<td></td>
<td>-53 = Invalid option selected</td>
</tr>
</tbody>
</table>
Removing HP ISEE Software

If your HP ISEE installation fails or you decide to remove the HP ISEE software from your Windows server, complete the following steps:

1. Select Start > Settings > Control Panel > Add/Remove Programs.
2. Select HP Instant Support Enterprise Edition Client from the list of installed programs, then click [Change/Remove].
3. Repeat Steps 1–2 on every Monitored Device you want to remove.

Removing the HP Availability Collector Software

The HP Availability Collector Software (AVC) is an application installed and activated with the Windows ISEE client software installation. AVC measures and reports the availability of your Windows system to HP. Depending on the provisions of your contracted service level, your HP account team may generate availability reports with this data. Consult your HP account team before removing AVC from your Windows devices.

Removing AVC Only

To remove the HP Availability Collector Software from your ISEE Monitored Device, leaving ISEE intact:

1. Select Start > Settings > Control Panel > Add/Remove Programs
2. Select HP Availability Collector <Version> (Remove Only)
3. Click Remove
4. Select HP Mission Critical Common Components (MC3)
5. Click Remove

Removing AVC After Uninstalling ISEE

During an uninstallation of the Windows ISEE client software, AVC is automatically removed as well. However, the HP Mission Critical Common Components (MC3) of AVC are not removed. To remove these components separately, complete the following steps:

1. Select Start > Settings > Control Panel > Add/Remove Programs
2. Select HP Mission Critical Common Components (MC3)
3. Click Remove
Installing ISEE on OpenVMS Clients
Understanding the OpenVMS Installation Options

HP Instant Support Enterprise Edition has three specialized supported models for OpenVMS clients. Two of the models support OpenVMS clusters, and the third model supports single (Stand-Alone) OpenVMS servers.

ISEE is supported for OpenVMS Alpha 7.2-2, 7.3-1, 7.3-2, V8.2 and OpenVMS 8.2 on Integrity. The ISEE OpenVMS client is supported on ODS-5 structured file system disks. For Legacy Alpha or Vax systems, refer to “Legacy Alphas and Vax Devices (Model 3)” on page 19.

The OpenVMS ISEE client software is not supported in a heterogeneous cluster environment. If both Alpha and Integrity systems are present in a cluster environment, only one of these systems can be monitored at a time.

For a complete list of supported OpenVMS devices, please view the ISEE supported products web page at:


Table D-1 provides a summary of the advantages and disadvantages of each installation model. Subsections “Stand-Alone (non-clustered) OpenVMS Server” on page 123, “The OpenVMS Shared Server Model” on page 123, and “OpenVMS Multi-server Model” on page 125 provide more details about each option.

Table D-1

<table>
<thead>
<tr>
<th>Model</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand-Alone</td>
<td>A straight-forward installation process for single servers.</td>
<td>Does not support clustered environments.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All processes, files, and configuration steps must be executed on each server.</td>
</tr>
<tr>
<td>Shared Server</td>
<td>All processes are run centrally on one server, in a fault tolerant configuration.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All files are installed on a single shared disk.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The installation and configuration processes are only required one time.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Only servers configured to run the ISEE process must meet the minimum ISEE system parameters</td>
<td></td>
</tr>
</tbody>
</table>
Installing ISEE on OpenVMS Clients
Understanding the OpenVMS Installation Options

Table D-1  Installation Model Comparison (Continued)

<table>
<thead>
<tr>
<th>Model</th>
<th>Advantages</th>
<th>Disadvantages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi Server</td>
<td>All files are installed on a single shared disk.</td>
<td>Each node in the cluster must be configured.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Processes must be executed on all nodes in the cluster.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Each node in the cluster must meet the minimum ISEE system parameters.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ISEE client software configuration can only be done through the Pre-configuration utility and cannot be done through the ISEE Client UI.</td>
</tr>
</tbody>
</table>

Stand-Alone (non-clustered) OpenVMS Server

In the Stand-Alone model, the ISEE software is installed separately on every OpenVMS server. Configuration of the Monitored Device’s information can be done through the Pre-configuration Utility (see “Understanding the Pre-Configured Installation” on page 149) or using the ISEE Client User Interface. Each Stand-Alone server must be configured.

Figure D-1  Stand-Alone Configuration (ISEE Model 1)

To proceed with the ISEE Stand-Alone OpenVMS installation, go to “Verifying Patch Requirements” on page 127.

The OpenVMS Shared Server Model

The OpenVMS Shared Server model requires the ISEE client software to be installed on a disk shared by all nodes in the cluster. At least two systems in the cluster are enabled to run the ISEE processes, but only one system runs it at any given time.
The Shared Server Model requires only one instance of configuration of the ISEE Monitored Device's information through the ISEE Client UI for the entire cluster. It is also more fault tolerant because additional systems are enabled to run the ISEE processes for the cluster in case of a fail-over.

**Figure D-2  Shared Server Configuration**

With the Shared Server Model, the active server is the system running the ISEE processes for the cluster. The ISEE$MAD process facilitates communication to the HP Support Center or to the SPOP, in the case of the Advanced Configuration. The ISEE$QUEUE process handles event management from Web-Based Enterprise Services (WEBES) event monitoring, maintenance activities, and incident management for ISEE submission. The ISEE$QUEUE process also enables fail-over of the ISEE$MAD process for planned downtime or forced process failure. The ISEE$QUEUE process will start the ISEE$MAD process on the active server based on the configuration settings for the cluster. All servers configured to potentially run ISEE$MAD as the active server continuously run ISEE$QUEUE.

When selecting devices to configure as shared servers, choose devices that do not run critical or time sensitive processes. Choose devices with a high percentage of uptime that do not share the same downtime cycles, so that when one is down for routine maintenance, the additional device(s) is available to run the ISEE processes.

Before proceeding with the ISEE Shared Server OpenVMS installation, read “Understanding ISEE in Clustered Environments” on page 125.
OpenVMS Multi-server Model

The Multi-server Model requires running ISEE client processes on every node in the cluster. This requires more system resources and time to complete installation.

**Figure D-3** Multi-Server Configuration

With the Multi-server Model, all nodes are Active Servers, running the ISEE processes independently. The ISEE$MAD process facilitates communication to the HP Support Center or to the SPOP, in the case of the Advanced Configuration. The ISEE$QUEUE process handles event management from supported versions of Web-Based Enterprise Services (WEBES) event monitoring, maintenance activities, and incident management for ISEE submission. The ISEE$QUEUE process will start the ISEE$MAD process on the active server based on the configuration settings for the cluster.

Before proceeding with the ISEE Multi-server OpenVMS installation, read “Understanding ISEE in Clustered Environments” on page 125.

Understanding ISEE in Clustered Environments

If you have chosen the Shared or Multi Server models for your clustered environment the details in this section will help you better understand the file structures and processes used by ISEE.

When selecting the shared disk for your cluster, consider the disk's availability and use in your environment. This disk will be key to the ISEE support of your OpenVMS cluster.

The ISEE$SERVER account is added to all nodes running the ISEE processes. However, if you use an account management utility, this account must be configured to remain valid for ISEE to function properly. The ISEE installation adds the logical ISEE$HPSERVICES to the LNM$SYSCLUSTER table. This logical is used by the utilities to identify the location of the ISEE package in the cluster. Do not change or unassign this logical. If you want to remove ISEE after it is installed reference “Removing HP ISEE Software” on page 154.

The Shared Server Model only requires one ISEE active client process to run in your cluster. The Multi-server Model requires the ISEE client processes run on each monitored OpenVMS client. For more information about each of these models, please read the following sections. Choose the model that works best for your business needs.

A weekly cleanup process removes closed incidents and temporary files from the ISEE directory structure.
The ISEE client software installation creates a common directory structure for files shared between nodes (see Example D-1) on a single hard disk. After the installation completes, the configuration utility creates a directory based on the selected installation model, either Shared Server or Multi-server (see Example D-2 and Example D-3).

**Example D-1  Example of the OpenVMS Common Installation Directory Structure**

```
DISK$USER1:[HPSERVICES]
   [.COMMON]
```

**Example D-2  Example of the Shared Server Configuration Directory Structure**

```
DISK$USER1:[HPSERVICES]
   [.COMMON]
   [.SHARED]
```

**Example D-3  Example of the Multi-server Configuration Directory Structure**

```
DISK$USER1:[HPSERVICES]
   [.COMMON]
   [.NODENAME1]
   [.NODENAME2]
   [.NODENAME3]
```

As demonstrated by preceding examples, the Shared Server model requires less disk space on the shared disk for configuration data. The disk space requirements for the Multi-server model will require iterative increases of disk space based on the number of supported nodes. For more information about the system requirements for each supported model, see “Meeting ISEE Support Prerequisites for OpenVMS” on page 127.
Meeting ISEE Support Prerequisites for OpenVMS

Identify the systems in your environment that will be monitored Devices (systems covered in your HP Support Agreement). Verify each ISEE supported device has the minimum required disk space available, as indicated by your chosen support model, and download the ISEE client software as described in “Downloading ISEE Client Software” on page 37.

NOTE

For a listing of supported hardware and software see the ISEE Supported Products page at:

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

The latest WEBES software components are required for all supported models. WEBES documentation can be found at:

http://h18000.www1.hp.com/support/svctools/

CAUTION

If an older version of WEBES is installed on your OpenVMS device, you must remove it before installing WEBES.

If WEBES is installed before the ISEE client software, you must run the following command after the ISEE client software is installed to activate communication between WEBES and ISEE:

$ DESTA ISEE ON

If WEBES is installed after the ISEE software, no further action is necessary.

Verifying Patch Requirements

Verify patch requirements on your OpenVMS servers:

Review the patch requirements and install required patches for your operating system:


The ISEE configuration utility automatically checks for OpenVMS patch requirements. However, this check looks for specific patch packages. If you applied required patches through unchecked bundles, you may receive a patch warning. Reference the patch list from the URL listed above, and verify that the patches listed there are on your targeted OpenVMS systems.

Verifying Internet Connectivity for OpenVMS Clients

Each OpenVMS Server that will run ISEE processes (i.e. the Active Server and Enabled Servers in the Shared Server model, or all servers in the Stand-Alone or multi-server models) must be able to connect to either the HP Data Center for Standard Configurations or the ISEE SPOP for Advanced Configurations. You should have already
read “Verifying Internet Connectivity for the Standard Configuration” on page 32 or “Verifying Internet Connectivity for the Advanced Configuration” on page 34, based on your configuration.

If your OpenVMS system does not have a web browser, such as Mozilla or Compaq Secure Web browser (CSWB), available to verify connectivity, complete the following telnet steps to validate internet connectivity before proceeding with your installation.

1. Open a command window.
2. Run the following command:

   \$ TELNET <server_name> 80

   Where <server_name> is equal to one of the following:

   •  isee.americas.hp.com
   •  isee.europe.hp.com
   •  isee.asiapac.hp.com

   CAUTION

   Do NOT press the [Enter] key more than once after entering this command. Pressing the enter key more than once will give a false response.

   The output should resemble Example D-4.

   **Example D-4  Successful Telnet Output**

   %TELNET-I-TRYING, Trying ... 192.151.53.128
   %TELNET-I-SESSION, Session 01, host isee.americas.hp.com, port 80
   -TELNET-I-ESCAPE, Escape character is ^]

   HTTP/1.1 400 Bad Request
   Server: Microsoft-IIS/5.0
   Date: Wed, 24 Mar 2004 18:54:55 GMT
   Content-Type: text/html
   Content-Length: 87

   <html><head><title>Error</title></head><body>The parameter is incorrect. </body>
   %TELNET-S-REMCLOSED, Remote connection closed
   -TELNET-I-SESSION, Session 01, host isee.americas.hp.com, port 80

   **Stand-Alone Server Model Prerequisites**

   •  Sufficient disk space: at least 80,000 blocks disk space for the ISEE directory.
   •  Sufficient memory (128 MB).
The following system parameters settings are required for the OpenVMS server:

- minimum working set maximum (wsmax) = 65536
- minimum channel count (channelcnt) = 4096
- minimum free global pages (gblpages) = 7880
- minimum free global sections (gblsections) = 4

**NOTE**

If wsmax, channelcnt, or gblsections are changed the system requires a reboot. For more information about setting these system parameters reference the OpenVMS System Manager's Manual.

The ISEE installation process checks for these system parameters and required system patches. The installation process will exit if the prerequisites are not met.

### Shared Server Model Prerequisites

- Sufficient disk space: at least 80,000 blocks disk space for the common directory, plus 10,000 + (500*n) blocks for each node in the cluster, where n=number of nodes in the cluster.
  
  See Example D-2 on page 126 for an example of the directory structure.

- Sufficient memory (128 MB) on the Active Server and each server enabled to run the ISEE processes for fail-over.

- The following system parameters are required for the Active Server and each server enabled to run the ISEE processes for fail-over.
  
  - minimum working set maximum (wsmax) = 65536
  - minimum channel count (channelcnt) = 4096
  - minimum free global pages (gblpages) = 7880
  - minimum free global sections (gblsections) = 4

**NOTE**

If wsmax, channelcnt, or gblsections are changed the system requires a reboot. For more information about setting these system parameters reference the OpenVMS System Manager's Manual.

The ISEE configuration utility checks for these system parameters before allowing configuration of a server.

### Multi-server Model Prerequisites

- Sufficient disk space: at least 80,000 blocks disk space for the common directory, plus 20,000 blocks for each supported node on the shared disk in a cluster to install and operate the ISEE software.
  
  See Example D-3 on page 126 for an example of the directory structure.

- Sufficient memory (128 MB) on each server.
• The following system parameters are required for each server running the ISEE processes:
  
  minimum working set maximum (wsmax) = 65536  
  minimum channel count (channelcnt) = 4096  
  minimum free global pages (gblpages) = 7880  
  minimum free global sections (gblsections) = 4

---

**NOTE**

If wsmax, channelcnt, or gblsections are changed the system requires a reboot. For more information about setting these system parameters reference the *OpenVMS System Manager’s Manual*.

---

The ISEE configuration utility checks for these system parameters before allowing configuration of a server.
Installing ISEE OpenVMS Clients in the Stand-Alone Model

Complete the following sections on each server on which you want to run ISEE.

Installing the ISEE Client Software

1. Log in to a privileged account such as SYSTEM.
2. Create a directory to host the ISEE client installation components.
   example: $ CREATE/DIR SYS$SYSDEVICE:[ISEEINSTALL]
3. Set the new directory to the default directory.
   example: $ SET DEFAULT SYS$SYSDEVICE:[ISEEINSTALL]
4. Copy or download the file ISEE_OpenVMS.exe to the directory created in step 2.

   **NOTE**

   ISEE_OpenVMS.exe files are available as a separate executable for Alpha and Integrity platforms. Download the kit applicable to your platform.

5. Expand the files by running the following command:

   $ RUN ISEE_OpenVMS.EXE

   **NOTE**

   Step 5 creates the following files in the current directory:

   On Alpha:
   - HP-AXPVMS-ISEE-V0395--1.PCSI;1
   - DEC-AXPVMS-WCCPROXY-V0103-2-1.PCSI;1
   - WCCPROXY_INSTALL.COM;1

   On Integrity:
   - HP-I64VMS-ISEE-V0395--1.PCSI;1
   - HP--I64VMS-WCCPROXY-V0103-2-1.PCSI;1
   - WCCPROXY_INSTALL.COM;1

   Using and maintaining the recommended directory structures preserves the integrity of the software installation and facilitates improved support of the ISEE product.

6. To install ISEE, execute the following command:

   $ PRODUCT INSTALL ISEE/DESTINATION=DISK$USER:[000000]
If you installed ISEE client software on an ODS-5 structure file system disk, execute the following command:

```bash
$SET PROCESS/CASE_LOOKUP=SENSITIVE/PARSE_STLYE=EXTENDED
```

Installation of WCCProxy may fail with error. To install WCCProxy on to a ODS-5 structured file system disk, please refer to the WEBES release notes.

This command will install ISEE in: `DISK$USER:[HPSERVICES]`.

`DISK$USER:[HPSERVICES]` is the directory where the ISEE client software is installed. However, you can choose any other directory to substitute for `[000000]`.


8. To enable automatic start up and shutdown of the ISEE client software processes when the system reboots or shuts down, complete the following:

   - Access `SYS$MANAGER:SYSTARTUP_VMS.COM` and enter the following:
     ```bash
     @DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$STARTUP.COM
     ```
   - Access `SYS$MANAGER:SHUTDWN.COM` and enter the following:
     ```bash
     @DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$SHUTDOWN.COM
     ```

9. To install the WCCProxy kit packaged with the ISEE client software, execute the following command:

   ```bash
   @WCCPROXY_INSTALL.COM INSTALL MASTERISEE
   ```

WCCProxy is shared by ISEE and other applications, such as WEBES. If the same version of WCCProxy is already installed through another tool, the preceding command will return the following response as expected:

```bash
WCCProxy WCCPROXY V1..X-X is already on this system. This Kit will decline to install.
```
Managing ISEE on a Stand-Alone Server through the Command Line Utility

The Command Line Utility enables nodes to run the ISEE processes and is used to designate the active node.

1. From the Stand-Alone OpenVMS server run the following command:

   $ @ ISEE$HPSERVICES:ISEE$INIT.COM

   The ISEE Configuration Utility will run.

2. Enter 2 to check the configuration of this server and press [Enter]. This step verifies that patches and system parameters are met for this device.

3. Read the results of the configuration check, address any outstanding issues, and press [Enter] to continue. See “Verifying Patch Requirements” on page 127 and “Stand-Alone Server Model Prerequisites” on page 128 for more information about required patches and system parameters.

4. If you want to run the Pre-configuration Utility, enter 3 to access the Pre-configuration Utility. For more information about the Pre-configuration Utility, including how to run it, read “Understanding the Pre-Configured Installation” on page 149. After completing “Running the Pre-configuration Utility” on page 149, return to step 5 on this page.

   If you do not want to use the Pre-configuration Utility, go to the next step.

5. Enter 1 to create the Stand-Alone Server Environment and press [Enter] on your keyboard.

6. Enter Yes to continue and press [Enter]. After the configuration checks have passed, a new menu will display (see Figure D-5 on page 134). At this point the ISEE processes are started.
7. Enter 2 to display the ISEE server status, and press [Enter] on your keyboard.

Figure D-5  Stand-Alone Configuration Utility Menu

ISEE for OpenVMS Configuration Utility
Configuration: Standalone
Mode: AZOG

1 - Server<cr>
2 - Show ISEE Servers
3 - Start ISEE
4 - Stop ISEE
5 - Utilities
(F) - Exit Configuration Procedure

Enter option: _

8. Verify that the system shows enabled;running (see Figure D-6), and press [Enter] on your keyboard to continue.

Figure D-6  Stand-Alone Configuration Utility Menu: Server Status

ISEE for OpenVMS Configuration Utility
Configuration: Standalone
Mode: AZOG

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>AZOG</td>
<td>enabled;running</td>
</tr>
</tbody>
</table>

Press <Enter> to continue ...

9. Enter E to exit the Configuration Menu, and press [Enter] on your keyboard.

Configuring the ISEE Client Software in the Stand-Alone Server Model

Complete the appropriate section either “Configuring ISEE after an Individual Installation” on page 41 or “Completing the ISEE Pre-Configured Installation” on page 49 to complete the configuration.
Installing ISEE OpenVMS Clients in the Shared Server Model

After you have designated OpenVMS systems to host the ISEE processes, to install HP ISEE on a shared disk, complete the following sections.

Installing the ISEE Client Software

1. Log in to a privileged account such as SYSTEM.
2. Create a directory to host the ISEE client installation components.
   example:  $ CREATE/DIR SYS$SYSDEVICE:[ISEEINSTALL]
3. Set default to the directory containing the ISEE client software installation components.
   example:  $ SET DEFAULT SYS$SYSDEVICE:[ISEEINSTALL]
4. Copy or download the file ISEE_OpenVMS.exe to the directory created in step 2.

NOTE

ISEE_OpenVMS.exe files are available as a separate executable for Alpha and Integrity platforms. Download the kit applicable to your platform.

5. Expand the files by running the following command:
   $ RUN ISEE_OpenVMS.EXE

NOTE

Step 5 creates the following files in the current directory:
On Alpha:
- HP-AXPVMS-ISEE-V0395--1.PCSI;1
- DEC-AXPVMS-WCCPROXY-V0103-2-1.PCSI;1
- WCCPROXY_INSTALL.COM;1
On Integrity:
- HP-I64VMS-ISEE-V0395--1.PCSI;1
- HP--I64VMS-WCCPROXY-V0103-2-1.PCSI;1
- WCCPROXY_INSTALL.COM;1

Using and maintaining the recommended directory structures preserves the integrity of the software installation and facilitates improved support of the ISEE product.

6. To install ISEE, execute the following command:
   $ PRODUCT INSTALL ISEE/DESTINATION=DISK$USER1:[000000]
Installing ISEE on OpenVMS Clients

Installing ISEE OpenVMS Clients in the Shared Server Model

CAUTION

If you installed ISEE client software on an ODS-5 structure file system disk, execute the following command:

$SET PROCESS/CASE_LOOKUP=SENSITIVE/PARSE_STLYE=EXTENDED

Installation of WCCProxy may fail with error. To install WCCProxy on to a ODS-5 structured file system disk, please refer to the WEBES release notes.

NOTE

This command will install ISEE in: DISK$USER1:[HPSERVICES]

DISK$USER1:[HPSERVICES] is the shared disk on which the ISEE client software is deployed. However, you can choose any other directory to substitute for [000000].

7. Enter [Yes] or press [Enter].

8. To enable automatic start up and shutdown of the ISEE client software processes when the system reboots or shuts down, complete the following:

   - Access SYS$MANAGER:SYSTARTUP_VMS.COM and enter the following:
     
     @DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$STARTUP.COM

   - Access SYS$MANAGER:SHUTDWN.COM and enter the following:
     
     @DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$SHUTDOWN.COM

NOTE

If you do not use the SYS$MANAGER:SYSTARTUP_VMS.COM and/or SYS$MANAGER:SHUTDWN.COM files, use your appropriate OpenVMS startup and/or shutdown files to automatically start/stop ISEE upon system reboot or system shutdown.

9. To install the WCCProxy kit packaged with the ISEE client software, execute the following command:

   @WCCPROXY_INSTALL.COM INSTALL MASTERISEE

NOTE

WCCProxy is shared by ISEE and other applications, such as WEBES. If the same version of WCCProxy is already installed through another tool, the preceding command will return the following response as expected:

WCCProxy WCCPROXY VI..X-X is already on this system. This Kit will decline to install.
Managing the Shared Server Environment with the Command Line Utility

The Command Line Utility enables nodes to run the ISEE processes and is used to designate the active node. The first subsection, “Configuring the Active Server”, covers setting the Shared Server option and adding and activating the active server. The second subsection, “Configuring Additional Servers”, covers the processes required to enable fault tolerance.

Configuring the Active Server

1. From the system that you have designated to run the ISEE processes, run the following command:

   $ @ISEE$HPSERVICES:ISEE$INIT.COM

2. Enter 4 to check the configuration of this server and press [Enter].

Figure D-7 ISEE Configuration Utility Menu: Unconfigured Server

See “Verifying Patch Requirements” on page 127 and “Shared Server Model Prerequisites” on page 129 for more information about required patches and system parameters.

3. Read the results of the configuration check, address any outstanding issues, and press [Enter] to continue.

4. Enter 1 to select the Create the Shared Server Environment option and press [Enter].

NOTE

You may select option 2, in which case you can skip steps 6-9.

5. Enter Yes to continue and press [Enter].
6. Enter 1 to select the Server(s) option to configure the current node as the server, and press [Enter] on your keyboard.

Figure D-8  ISEE Configuration Utility Menu

7. Enter 1 to select Add Server to add the current node as the server, and press [Enter] on your keyboard.

Figure D-9  ISEE Configuration Utility Menu

8. Enter Yes to continue and press [Enter].


10. Enter 3 to list the servers, and press [Enter] on your keyboard.

Figure D-10  ISEE Configuration Utility Menu

11. Press [Enter] on your keyboard to continue.
12. Press [Enter].

13. Enter E to exit back to the configuration menu, and press [Enter] on your keyboard.

14. Enter 3 to start ISEE on this node, and press [Enter] on your keyboard.

15. Press [Enter] on your keyboard to continue.

16. Enter 2 to list the server, and press [Enter] on your keyboard.

17. Verify that the system you designated to run the ISEE processes shows enabled; running, and press [Enter] on your keyboard to continue and enter E to exit the configuration menu.

Configuring Additional Servers

1. From each system that will be enabled to run the ISEE processes, run the following command:

   $ @ISEE$HPSERVICES:ISEE$INIT.COM

2. Enter 1 to select the Server(s) option, and press [Enter] on your keyboard.

   Figure D-11 ISEE Configuration Utility Menu

3. Enter 1 to select Add Server to add the current node as a server, and press [Enter] on your keyboard.

   Figure D-12 ISEE Configuration Utility Menu

4. Enter Yes to continue and press [Enter].

5. Press [Enter] to continue.
6. Enter 3 to list the servers, and press [Enter] on your keyboard. The output should read enabled;stopped.

Figure D-13  ISEE Configuration Utility Menu

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>NINGO</td>
<td>enabled;stopped</td>
</tr>
</tbody>
</table>

* indicates the active shared server

Press <Enter> to continue...

7. Press [Enter] on your keyboard to continue.

8. Press [Enter].

9. Enter E to exit back to the configuration menu, and press [Enter] on your keyboard.

10. Enter 3 to start ISEE on this node, and press [Enter] on your keyboard.

11. Press [Enter] on your keyboard to continue.

12. Enter 2 to list the server, and press [Enter] on your keyboard.

13. Verify that the system you designated to run the ISEE processes shows enabled;running, and press [Enter] on your keyboard to continue and enter E to exit the configuration menu.

Configuring the ISEE Client Software in the Shared Server Model

Before you complete the ISEE configuration, determine which of your enabled servers is the active server hosting the ISEE processes. To determine which server is active, complete “Identifying the Active Server for the Shared Server Model” on page 150. Then complete the section “Configuring ISEE after an Individual Installation” on page 41 to complete the configuration.
Installing ISEE OpenVMS Clients with the Multi-server Model

After you have designated an OpenVMS system, to install HP ISEE on your OpenVMS Server, complete the following sections.

Installing the ISEE Client Software

1. Log in to a privileged account such as $SYSTEM.
2. Create a directory to host the ISEE client installation components.
   example: $ CREATE/DIR SYS$SYSDEVICE:[ISEEINSTALL]
3. Set the new directory to the default directory.
   example: $ SET DEFAULT SYS$SYSDEVICE:[ISEEINSTALL]
4. Copy or download the file $ISEE_OpenVMS.exe to the directory created in step 2.

   NOTE
   ISEE_OpenVMS.exe files are available as a separate executable for Alpha and Integrity platforms. Download the kit applicable to your platform.

5. Expand the files by running the following command:
   $ RUN ISEE_OpenVMS.EXE

   NOTE
   Step 5 creates the following files in the current directory:
   On Alpha:
   - HP-AXPVMS-ISEE-V0395--1.PCSI;1
   - DEC-AXPVMS-WCCPROXY-V0103-2-1.PCSI;1
   - WCCPROXY_INSTALL.COM;1
   On Integrity:
   - HP-I64VMS-ISEE-V0395--1.PCSI;1
   - HP--I64VMS-WCCPROXY-V0103-2-1.PCSI;1
   - WCCPROXY_INSTALL.COM;1
   Using and maintaining the recommended directory structures preserves the integrity of the software installation and facilitates improved support of the ISEE product.

6. To install ISEE, execute the following command:
   $ PRODUCT INSTALL ISEE/DESTINATION=DISK$USER1:[000000]
Installing ISEE on OpenVMS Clients

Installing ISEE OpenVMS Clients with the Multi-server Model

---

**CAUTION**

If you installed ISEE client software on an ODS-5 structure file system disk, execute the following command:

```$SET PROCESS/CASE_LOOKUP=SENSITIVE/PARSE_STLYE=EXTENDED```

Installation of WCCProxy may fail with error. To install WCCProxy on to a ODS-5 structured file system disk, please refer to the WEBES release notes.

---

**NOTE**

This command will install ISEE in: `DISK$USER1:[HPSERVICES]`

`DISK$USER1:[HPSERVICES]` is the shared disk on which the ISEE client software is deployed. However, you can choose any other directory to substitute for `[000000]`.

---

7. Enter [Yes] or press [Return].

8. To enable automatic start up and shutdown of the ISEE client software processes when the system reboots or shuts down, complete the following:

   - Access `SYS$MANAGER:SYSTARTUP_VMS.COM` and enter the following:
     ```@DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$STARTUP.COM```
   - Access `SYS$MANAGER:SHUTDWN.COM` and enter the following:
     ```@DISK$USER:[HPSERVICES._COMMON_.SYSTEM]ISEE$SHUTDOWN.COM```

---

**NOTE**

If you do not use the `SYS$MANAGER:SYSTARTUP_VMS.COM` and/or `SYS$MANAGER:SHUTDWN.COM` files, use your appropriate OpenVMS startup and/or shutdown files to automatically start/stop ISEE upon system reboot or system shutdown.

---

9. To install the WCCProxy kit packaged with the ISEE client software, execute the following command:

   ```@WCCPROXY_INSTALL.COM INSTALL MASTERISEE```

---

**NOTE**

WCCProxy is shared by ISEE and other applications, such as WEBES. If the same version of WCCProxy is already installed through another tool, the preceding command will return the following response as expected:

```
WCCProxy WCCPROXY V1..X-X is already on this system. This Kit will decline to install.
```
Managing ISEE in the Multi-Server Environment with the Command Line Utility

The Command Line Utility activates and enables the nodes running the ISEE processes.

Configuring the First Server in the Multi-Server Environment

Complete the following steps on the first ISEE Monitored Device configured in the Multi-server OpenVMS model.

1. From the OpenVMS server, run the following command:

   `$ @ISEE$HPSERVICES:ISEE$INIT.COM`

2. Enter 4 to check the configuration of this server and press [Enter].

   ![Figure D-14 ISEE Configuration Utility Menu: Unconfigured Server](image)

   See “Verifying Patch Requirements” on page 127 and “Shared Server Model Prerequisites” on page 129 for more information about required patches and system parameters.

3. Read the results of the configuration check, address any outstanding issues, and press [Enter] to continue.

4. Enter 5 to configure the create the Pre-configuration file, and press [Enter] on your keyboard. See “Understanding the Pre-Configured Installation” on page 149 for more information about the Pre-configuration Utility. After completing the pre-configuration, complete step 5.

5. Enter 3 to configure the multi-server model (see Figure D-14), and press [Enter] on your keyboard.

6. Enter Yes to continue and press [Enter].

7. Press Enter to continue.
8. Enter 1 to select the Server(s) option to configure the current node as a server, and press [Enter] on your keyboard.

**Figure D-15  ISEE Configuration Utility Menu**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Server(s)</td>
</tr>
<tr>
<td>2</td>
<td>Show PVEE Servers</td>
</tr>
<tr>
<td>3</td>
<td>Start ISEE</td>
</tr>
<tr>
<td>4</td>
<td>Stop ISEE</td>
</tr>
<tr>
<td>5</td>
<td>Utilities</td>
</tr>
<tr>
<td>(E)</td>
<td>Exit Configuration Procedure</td>
</tr>
</tbody>
</table>

9. Enter 3 to list the servers, and press [Enter] on your keyboard. The output should read enabled;running.

**Figure D-16  ISEE Configuration Utility Menu**

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>PULLER</td>
<td>enabled;running</td>
</tr>
</tbody>
</table>

10. Press [Enter] on your keyboard to continue.

11. Enter E to exit back to the configuration menu, and press [Enter] on your keyboard to exit completely.

**Configuring Additional Servers in the Multi-Server Environment**

Complete the following steps on all subsequent ISEE Monitored Device configured in the Multi-server OpenVMS model.

1. From each additional OpenVMS server you want to configure, run the following command:

   `$ @ISEE$HPSERVICES:ISEE$INIT.COM`
2. Enter 1 to select the **Server(s)** option to configure the current node as a server, and press [Enter] on your keyboard.

![Figure D-17 ISEE Configuration Utility Menu](image)

3. Enter 1 to select Add Server to add the current node as a server, and press [Enter] on your keyboard.

![Figure D-18 ISEE Configuration Utility Menu](image)

4. Enter Yes, and press [Enter].

5. Press Enter to continue.

6. Enter 3 to show the servers, and press [Enter] on your keyboard. The output should read enabled;stopped.

![Figure D-19 ISEE Configuration Utility Menu](image)

7. Press [Enter] on your keyboard to continue.
8. Enter **E** to exit back to the configuration menu, and press **[Enter]** on your keyboard.

9. Enter **3** to start the server, and press **[Enter]** on your keyboard.

**Figure D-20** ISEE Configuration Utility Menu

```
Configuration Multi Server
Node: FULLER

1 - Server...
2 - Show ISEE Servers
3 - Start ISEE
4 - Stop ISEE
5 - Utilities
(E) - Exit Configuration Procedure
```

Enter option: 3

**ISEE-1-BEGIN_STARTUP**, Beginning ISEE startup at 12-APR-2004 16:45:18.18 on node FULLER

**EON-2-PROC ID: identification of created process is 26498247**

**EON-3-ISEE-STOP_UP**, ISEE startup completed at 12-APR-2004 16:45:18.31 on node FULLER

Press <Enter> to continue ...

10. Press **[Enter]** on your keyboard to continue.

11. Enter **2** to list the server, and press **[Enter]** on your keyboard.

12. Verify that the system shows **enabled;running**, and press **[Enter]** on your keyboard to continue and enter **E** to exit the configuration menu.

**Figure D-21** ISEE Configuration Utility Menu

```
ISEE for OpenVMS Configuration Utility
Configuration: MultiServer
Node: FULLER

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>FULLER</td>
<td>enabled;running</td>
</tr>
<tr>
<td>FRESH</td>
<td>enabled;running</td>
</tr>
</tbody>
</table>
```

Press <Enter> to continue ...

**Configuring the ISEE Client Software in the Multi-Server Model**

Go to “Completing the ISEE Pre-Configured Installation” on page 49 to complete the configuration.
Upgrading the OpenVMS ISEE Client Software

This process is common to all OpenVMS configuration models (Shared Server, Multi-server, and Stand-Alone). To upgrade your OpenVMS client, complete the following steps:

1. Log in to a privileged account, such as SYSTEM
2. Create a directory to host the ISEE client installation components
   $ CREATE/DIR SYS$SDEVICE:[ISEEUPGRADE]
3. Set the new directory to the default directory
   $ SET DEFAULT SYS$SDEVICE:[ISEEUPGRADE]
4. Copy or download the file ISEE_OpenVMS.exe to the directory created in step 2.
5. Expand the files by running the following command:
   $ RUN ISEE_OpenVMS.EXE

   **NOTE**
   Step 5 creates the following files in the current directory:
   On Alpha:
   - HP-AXPVMS-ISEE-V0395--1.PCSI;1
   - DEC-AXPVMS-WCCPROXY-V0103-2-1.PCSI;1
   - WCCPROXY_INSTALL.COM;1

   Using and maintaining the recommended directory structures preserves the integrity of the software installation and facilitates improved support of the ISEE product.

6. To upgrade ISEE, execute the following command:
   $ PRODUCT INSTALL ISEE

   **NOTE**
   Do not include a destination location. The PCSI installer identifies the destination location automatically and upgrades the ISEE client software on the same device where the previous version of ISEE client software was installed. If a destination location is specified, the PCSI Installer may behave abnormally and Upgrade may not happen properly.

7. To upgrade the WCCProxy kit to the latest version packaged with ISEE, execute the following command:
   @WCCPROXY_INSTALL.COM INSTALL MASTERISEE
NOTE

WCCProxy is shared by ISEE and other applications, such as WEBES. If the same version of WCCProxy is already installed through another tool, the preceding command will return the following response as expected:

WCCProxy WCCPROXY V1..X-X is already on this system. This Kit will decline to install.

After successfully upgrading the OpenVMS client, one ISEE_Connectivity and one Entitlement_Check incident will be generated for the entire cluster if the ISEE client software is configured for the Shared Server model; there will be a five minute delay before these incidents are viewable in the ISEE Client UI.

If the ISEE client software is configured as either Stand-Alone or as a Multi-server model, one ISEE_Connectivity and one Entitlement_Check incident will be generated for each node in the cluster. See “Validating a Successful Upgrade” on page 54, for more information about viewing these incidents.
Understanding the Pre-Configured Installation

The ISEE Pre-configuration Utility is an efficient tool for an Enterprise with multiple non-clustered (Stand-Alone) OpenVMS servers and is required for the Multi-Server model. The Pre-configuration Utility enables you to supply the same general configuration information for each of your ISEE monitored devices and eliminates the need to completely configure multiple clients with the ISEE Client UI.

With both models, after using the Pre-configuration Utility you must configure entitlement information for your ISEE clients in the ISEE Client UI, but the bulk of the configuration process is already complete. If you choose to use it, run the Pre-configuration Utility before you complete either the Stand-Alone or Multi-Server installations.

NOTE

The setupinfo file created by the Pre-configuration Utility is saved by default to the other clusters when the directory structure is created. To understand these directory structures, see Example D-1, Example D-2, and Example D-3 on page 126.

Running the Pre-configuration Utility

1. You must be using the Configuration Utility to access the Pre-configuration Utility. When you are prompted to run the Pre-configuration Utility, select the appropriate option number. The option number will be different depending on whether you are installing the Stand-Alone Model, the Shared Server Model, or the Multi-Server Model.

2. Press [Enter].

3. Enter y to continue.

4. Enter your information as prompted by the utility.

NOTE

Reference Table 2-2 on page 35 for the types of information required by the Pre-configuration Utility.

5. The Pre-configuration Utility will exit back to the Configuration Utility. You should return to the configuration process at the point you chose the Pre-configuration Utility.
Maintaining the OpenVMS ISEE Clustered Environment

The following subsections enable modification and maintenance of your clustered OpenVMS ISEE installation.

Identifying the Active Server for the Shared Server Model

The name of the current active server is stored in the LNM$SYSCLUSTER logical name table in logical ISEE$ACTIVE_SERVER.

To identify the active server, enter the following command:

$ show logical ISEE$ACTIVE_SERVER

NOTE

When changing the active status of a shared server for maintenance, at least one shared server in the cluster must remain active for ISEE to remain functional.

Changing the Active Server for the Shared Server Model

After determining which of your enabled servers is the active server, you can change the active status to a second server in order to perform maintenance on the first.

1. From a system that you have designated to run the ISEE processes, run the following command:

   $ @ISEE$SYSTEM:ISEE$CONFIG.COM

2. Enter 2 to list the servers, and press [Enter].
3. Press [Enter] to continue.
4. Enter 4 to stop ISEE on this node, and press [Enter].
5. Press [Enter] to continue.
6. Enter 2 to list the server, and press [Enter].
7. Press [Enter] to continue.
8. Enter 3 to start ISEE and press [Enter].
10. Enter 2 to list the server, and press [Enter].
11. Verify that the system you designated to run the ISEE process display Enabled;Running and that the other node in your cluster has become the active server node (marked by an asterisk).
13. Enter E to exit the configuration utility.
Disabling a Server

Disabling the current Active server node will shutdown ISEE and prevent the current node from being monitored. It will also force another node running ISEE$MAD process to become the active server node.

1. From a system that you have designated to run the ISEE processes, run the following command:

   $ @ISEE$SYSTEM:ISEE$CONFIG.COM

2. Enter 1 and press [Enter].
3. Enter 2 to disable this current node and press [Enter].
4. Enter Yes to continue disabling the node and press [Enter].
5. Press [Enter] to continue.
6. Type 3 to display the ISEE Servers in this cluster and press [Enter].

   **NOTE**
   Verify the current node's status displays disabled;stopped.

7. Press [Enter] to continue.
8. Enter E to exit this menu.
9. Enter E to exit the configuration utility.

Enabling a Server

1. From the disabled node run the following command:

   $ @ISEE$SYSTEM:ISEE$CONFIG.COM.

2. Enter 1 and press [Enter].
3. Enter 2 to enable the current node and press [Enter].
4. Press [Enter] to continue.
5. Press [Enter].
6. Enter 3 to start ISEE and press [Enter].
7. Press [Enter] to continue.
8. Enter 2 to display the ISEE Servers and press [Enter].

   **NOTE**
   Verify the current node's status displays enabled;running.

10. Enter E to exit the configuration utility.
OPENVMSConfiguring OpenVMS E-Mail Notification

If mail is not configured, VMS mail messages are automatically sent to the SYSTEM account on the node running the active server. Process VMS mail messages are sent when a system fail-over occurs. A system fail-over occurs if the designated active server experiences an abnormal failure and cannot run the active server processes.

1. From a system that you have designated to run the ISEE processes, run the following command:

   $$ @ISEE$SYSTEM:ISEE$CONFIG.COM $$

2. Press [Enter].

3. Enter 5 to select utilities.

4. Enter 1 to select Maintain Messages List.

5. Enter 1 to select Add OPENVMS Accounts.
6. Enter the mail account that will be notified if the ISEE$MAD process fails, and press [Enter].

Figure D-24  ISEE Configuration Utility Menu

```
ISEE for OpenVMS Configuration Utility
Message Maintenance Utility

Account Maintenance
1 - Add VMS Account
2 - Delete VMS Account
3 - Show VMS Account
4 - Exit

Enter option: 1
Enter the VMS Account: example
```

7. Enter 3 to select View OPENVMS Accounts and verify that your account has been added

8. Enter e to exit the menu.

9. Enter e to exit the menu.

10. Enter e to exit the configuration utility.
Removing HP ISEE Software

If you decide to remove the HP ISEE software from your OpenVMS server, complete the following steps:

1. Close any browsers running the ISEE Client User Interface.
2. Log on to the monitored system.
3. To remove the HP ISEE software from the monitored system run the command:

   $ PRODUCT REMOVE ISEE

4. WCCProxy is shared by ISEE and other tools such as WEBES. To ensure that WCCProxy maintains the correct count of tools that are using it, run the following command on the monitored system after removing ISEE:

   $ @WCCPROXY_COMMON: [COMMON.WCCPROXY.BIN]WCCPROXY_INSTALL
   UNINSTALL MASTERISEE

   If any other tools are still using WEBES, then the WCCProxy will decrement its reference count of tools using it. This count is stored in the file
   WCCPROXY_COMMON: [COMMON.WCCPROXY]REF.CNT.

   It will then display the following text:
   WCCProxy is still in use by other applications on this system.
   Deinstallation of the last using application will also remove the WCCProxy.

   This Kit will decline deletion.

   This is correct operation of the WCCProxy. Even though WCCProxy will not remove itself, it is important that you execute this command to notify WCCProxy that ISEE is no longer using it. If ISEE is/was the only tool using WCCProxy, then the WCCProxy will remove itself, displaying text similar to the following:

   WCCProxy is being uninstalled.
   The following product has been selected:
   DEC AXPVMS WCCPROXY V1.x-x Layered Product
   The following product will be removed from destination:
   DEC AXPVMS WCCPROXY V1.x-x DISK$ALPHASYS:[SYS0.SYSCOMMON.]

   Portion done:
   0%...20%...30%...40%...50%...60%...70%...80%...90%...100%

   The following product has been removed:
   DEC AXPVMS WCCPROXY V1.x-x Layered Product
E Installing ISEE on Tru64 UNIX Servers
Meeting ISEE Support Prerequisites for Tru64 Unix

Tru64 UNIX may be supported with the Model 1 ISEE solution (Figure E-1). See “Understanding the ISEE Solution Models” on page 14 for more information about the ISEE Solution Models.

Figure E-1  Model 1 Support Tru64 UNIX Devices

Identify the systems in your environment that will be Monitored Devices (systems covered in your HP Support Agreement). Verify each ISEE Client system has the minimum required disk space available and download the ISEE client software as described in “Downloading ISEE Client Software” on page 37. Each client system must meet the following prerequisites for ISEE support.

- Sufficient disk space (130 MB disk space) on each server or node, if running in a clustered environment, to install and operate the ISEE software.
- Sufficient memory (128 MB RAM) on each server.
- Supported versions of Web-Based Enterprise Services (WEBES)

NOTE

The latest version of WEBES and documentation can be found at:

http://h18000.www1.hp.com/support/svctools/

Always use the most current available version of WEBES.

If WEBES is installed before the ISEE software, you must run the following command after the ISEE client software is installed to activate communication between WEBES and ISEE:

DESTA ISEE ON

If WEBES is installed after the ISEE software, no action is necessary.

- Display adapter and monitor are 1024x768 (minimum resolution is 800x600).
NOTE  For a complete list of supported devices, please view the ISEE supported products web page at:


Verifying Patch Requirements
Verify patch requirements on your Tru64 UNIX Clients:
Review the patch requirements and install required patches for your operating system:

Choosing an Installation Process

After completing the pre-installation steps described in the previous section, you are ready to install HP ISEE software on your Tru64 UNIX Clients.

The ISEE Tru64 UNIX Client installation process has two variations:

- “Installing an Individual Tru64 UNIX Client” on page 159
- “Installing Tru64 UNIX Clients using the Pre-configuration Utility” on page 160

If you are installing a small number of Clients, you may prefer the “Installing an Individual Tru64 UNIX Client” on page 159.

If you have numerous clients to install you may prefer to use “Installing Tru64 UNIX Clients using the Pre-configuration Utility” on page 160.
Installing an Individual Tru64 UNIX Client

Complete the installation and configuration steps on each supported Tru64 UNIX monitored device. When installing ISEE on a Tru64 UNIX v4.0x Cluster, the steps in the following section are required to be executed on every node of the cluster. With Tru64 UNIX v5.1A or v5.1B clusters, the steps in the following section are only required to be executed on one node to install the ISEE client software to the entire cluster.

Installing the ISEE Client Software

To install HP ISEE on your Tru64 UNIX Client, complete the following steps:

1. Log in as root and create a directory named ISEEInstall.
   
   Example:
   
   ```
   mkdir /usr/ISEEInstall
   ```

2. Place the file ISEEPlatform_Tru64.tar in the ISEEInstall directory.

3. Change the directory to the ISEEInstall directory.
   
   Example:
   
   ```
   cd /usr/ISEEInstall
   ```

4. Unpack the .tar file in the ISEEInstall directory on the Client system:
   
   ```
   tar -xf ISEEPlatform_Tru64.tar
   ```

5. Run the following command to install the software on the Client system:

   ```
   ./ISEEinstall.sh
   ```

6. Proceed to the single client configuration section in Chapter 2.
Installing Tru64 UNIX Clients using the Pre-configuration Utility

You can place a customized software package on a designated Tru64 UNIX server to host the HP ISEE software and options for HP ISEE Monitored Devices. The software package contains your configured/customized settings. These settings are then used during the Monitored Device installation.

Selecting a Host for Your HP ISEE Customized Software Package

Verify that the system you select to host your software package meets the following prerequisites:

- 84 MB available disk space to host and set up the package
- An additional 90 MB is needed if the server hosting the software package will also be used as an HP ISEE Monitored Device
- Network accessible from target Monitored Devices to the systems on which you install HP ISEE

After selecting the Tru64 UNIX server, create the customized software package(s). For each customized software package created, an HP ISEE contact person must be specified and the associated server information provided.

Creating a Customized Software Package

To use your existing distribution system with HP ISEE, you must install the HP ISEE client software package on your system and configure the software package. This will be your software source for subsequent HP ISEE client software installations.

NOTE

You can create more than one customized HP ISEE software package on one or more servers to install your HP ISEE client software. A hosting server can also function as Monitored Device.

A different customized package is required for each country containing ISEE Monitored Devices for HP ISEE support.

To configure a software package on the hosting system, complete the following steps:

1. Create a new directory and save the `ISEEPlatform_Tru64.tar` file in it:
   
   ```
   mkdir /tmp/ISEEDownload
   ```

2. Change the directory to the newly created directory:
   
   ```
   cd /tmp/ISEEDownload
   ```

3. Unpack the `ISEEPlatform_Tru64.tar` file in the `/tmp/ISEEDownload` directory on the Client system:
   
   ```
   tar -xf ISEEPlatform_Tru64.tar
   ```
4. Execute the following command to complete the configuration file and repackage it with the tar ball upon completion:

`./ISEErepackage.sh`

This command starts an interactive script that allows you to enter configuration information. Use the information you collected in Table 2-2 on page 35, and read each option carefully before submitting your information.

When complete, the `ISEEPlatform -custom.tar` software package is created and can be used to use the same configuration data on subsequent Tru64 UNIX installations.

### Installing the Client Using the Customized Depot

1. Log in as `root` on the device where the ISEE client software will be installed and create the installation directory:

   ```
   mkdir /usr/ISEEInstall
   ```

2. Log in as root to the device where `ISEEPlatform-tar` is available and execute the following command to copy `ISEEPlatform-custom.tar` to the target machine where the ISEE client software will be installed:

   ```
   rcp /tmp/ISEEDownload/ISEEPlatform-custom.tar target:/usr/ISEEInstall
   ```

   **NOTE**
   
   ftp can also be used to copy `ISEEPlatform-custom.tar` to the target machine.

3. Delete the `/tmp/ISEEDownload` directory and all its contents from the device where `ISEEPlatform-custom.tar` was copied from.

   ```
   rm /tmp/ISEEDownload
   ```

4. Navigate to the new installation directory on the target device:

   ```
   cd /usr/ISEEInstall
   ```

5. Place the file `ISEEPlatform-custom.tar` on the target system for installation.

6. Unpack the `.tar` file in the installation directory on the Client system:

   ```
   tar -xf ISEEPlatform-custom.tar
   ```

7. Install the software on the Client system by executing the following command:

   ```
   ./ISEEinstall.sh
   ```

8. Proceed to “Completing the ISEE Pre-Configured Installation” on page 49.
Upgrading the ISEE Tru64 UNIX Client

This process will upgrade ISEE Tru64 UNIX clients in both Standalone and clustered configurations. To upgrade your ISEE client software:

1. Log in as root and create a directory named ISEEInstall.
   Example:
   ```
   mkdir /usr/ISEEInstall
   ```

2. Download and place the file ISEEPlatform_Tru64.tar in the ISEEInstall directory.

3. Change the directory to the ISEEInstall directory.
   Example:
   ```
   cd /usr/ISEEInstall
   ```

4. Unpack the .tar file in the ISEEInstall directory on the Client system:
   ```
   tar -xf ISEEPlatform_Tru64.tar
   ```

5. Run the following command to install the software on the Client system:
   ```
   ./ISEEinstall.sh
   ```

6. After a successful upgrade, one ISEE Connectivity and one Entitlement Check incident will be generated for the Standalone server or for every note in a cluster. See “Validating a Successful Upgrade” on page 54 for more information about viewing these incidents.
Removing HP ISEE Software

If you decide to remove the HP ISEE software from your Tru64 UNIX server, complete the following steps:

1. Log on to the monitored system as root (admin privileges).
2. Change directory (cd) to the /usr/ISEEInstall directory created when you installed HP ISEE.
3. To remove the HP ISEE software from the monitored system run the command:

   ./ISEEuninstall.sh
Installing ISEE on Tru64 UNIX Servers

Removing HP ISEE Software
Business Support Solutions for ISEE Clients
Understanding Additional Business Support Options

HP offers additional business support applications for your Enterprise. Some of these applications can be installed on your ISEE Monitored Device. See the details for each application for more information.

Revision and Configuration Management (RCM)

Revision and Configuration Management (RCM) is a feature of HP mission critical, select network and environment support services. You can use the RCM support solution if you have purchased any of the following support levels:

- HP Proactive 24X7 Service
- HP Critical Service
- HP Mission Critical Partnership

To add RCM to your ISEE Monitored Devices see:


Contact your HP account support team to obtain more information about RCM.

System Health Check (SHC)

System Healthcheck (SHC) is a suite of tools that assesses the health of your computing environment by identifying security, performance and configuration problems before they can impact your critical operations. These tools are used to support the SHC assessment service. SHC assessments are executed against sets of best practice system management rules for HP-UX, Tru64 UNIX, OpenVMS and Windows 2000.

To add SHC to your ISEE Monitored Devices, see:

http://software.hp.com/portal/swdepot/displayProductInfo.do?productName=SHCBASE01
Configuring Support for Enterprise Virtual Array (EVA) Devices

EVA/SWMA support uses the ISEE Model 3 Solution. See Figure F-1.

**Figure F-1** Model 3 EVA/SWMA Model 3 WEBES Support

Enterprise Virtual Array (EVA) devices can submit hardware incidents to HP through the ISEE Windows Client on the Storage Management Appliance (SMA) host device. To enable ISEE support for the EVA device, complete the following steps:

1. Remove Proactive Remote Services (if installed) on the SMA device. For more information about how to check for PRS and remove it contact your HP Support Engineer.

2. Install and configure the ISEE Windows Client on the SMA host device beginning with Chapter 1 of this guide.

**NOTE**

For EVA support only, disregard the Windows Client section “Additional Prerequisites for Supported HP ProLiant and Integrity Servers” on page 99. In particular, do not add any Insight Management Agents. The SMA is already equipped with the appropriate version.

3. Install and configure the supported version of Open Service Event Manager (OSEM), on the SMA device. You can download the most current version of the OSEM software and documentation at:


**IMPORTANT**

After the OSEM software is installed, you must complete the SNMP Managed Systems chapter of the OSEM setup guide to fully enable event management on the SMA device.
4. Install or upgrade and configure the supported version of Web-Based Enterprise Services (WEBES) on the SMA device.

NOTE

While the CCAT component is mentioned in the WEBES documentation, it is not required for EVA support on the SMA.

You can download the most current version of WEBES software and documentation at:

http://h18000.www1.hp.com/support/svctools/
Configuring Support for VA Devices

VA storage devices can be monitored for reactive incidents through an ISEE Monitored Device on a VA host device.

Complete the following steps before proceeding with the VAEH installation:

- Complete “Verifying Prerequisites for VA Host Devices” on page 169
- Install and Configure the ISEE Client Software
- Complete “Downloading VAEH Components” on page 169

Verifying Prerequisites for VA Host Devices

Before installing the ISEE client software on any of your virtual array (VA) host devices, verify that CVSDM 1.07 or greater is installed on the array host. If CVSDM 1.07 or greater is not installed on the host, the VA Event Handler, required to support VA events with the ISEE product, will not be installed, and a support call may be required.

The CVSDM software CD and installation guide are packaged with your VA Storage device. If your version of CVSDM is older than 1.07, replace it with a newer version.

NOTE

Events from the JBODs DS2300 and DS2405 are also supported by the VA Event Handler, but if the JBOD is not connected to a VA array, only the JBOD event is sent to ISEE. No additional information is gathered and sent.

Downloading VAEH Components

Complete the following steps to download the VAEH software:

1. From your internet browser access the following URL:
   

2. Click the Instant Support Enterprise Edition (ISEE) link on the Software Depot home page.

   NOTE


4. Select the appropriate item from the drop-down list (the options include HP-UX 11.0/11i v1.0 VAEH Component, MS Windows VAEH Component, and Red Hat Linux 7.1 or 7.2 VAEH Component).

5. Enter your information in the trial/free product registration form and click [Next]. A product receipt is displayed. Please print the receipt.

7. Select the link in the download software column of the receipt window and download the software to a temporary location.

   This starts a dialogue to ftp the ISEE client software package to the monitored system. Use the Save this file to disk option. If required, ftp the downloaded software package in binary mode to the desired monitored system.

**Installing the VA Client Software on an ISEE HP-UX Monitored Device**

1. Download `<vaeh_component>.depot` to: 
   
   `/var/tmp`

2. Execute the following command:

   ```sh
   swinstall -s /var/tmp/<vaeh_component>.depot VAEH
   ```

   Where `<vaeh_component>` is the name of the VAEH software you want to install.

**Setting the VA Host Installation Event**

This step is only for HP-UX 11.x Clients hosting VA devices. Execute the following commands to allow the installation event (verification) to be sent to the HP support center:

   ```sh
   cd /opt/hpservices/contrib/vaeh/bin
   sh sendInstallEvent.sh
   ```

**Configuring Command View SDM 1.07 (or higher) security**

If CVSDM 1.07 or higher is installed on the array host, follow these instructions to add the root user as an Administrator in secadmin. For more details refer to the CVSDM User Guide.

The array security feature is installed automatically when the Command View SDM software is installed. After installation, security is enabled. The default username is Administrator and the default password is administrator (the password is case sensitive). Security can be configured using the Command View SDM Launcher or by the secadmin command.

1. Run the security administration utility `secadmin`.

   ```sh
   secadmin -host {host_name}
   ```

   user: Administrator

   password: administrator

   secadmin prompt appears

2. Add the root user as an Administrator in secadmin

   ```sh
   <secadmin on {host name}>
   add -user root -group Administrator -host {host name}
   ```

   password: `<root password>`

   re-enter password: `<root password>"
NOTE

This is the password for the root account

3. Verify that the root has been added to the Administrator group.
   
   <secadmin on {host name}>:list
   
   Username Group Host
   -------------------------------------------
   root Administrator {host name}

4. Exit the secadmin utility
   
   <secadmin on {host name}>:exit

5. Follow the installation instructions for the ISEE HP-UX Client beginning with Chapter 1 of this guide.

Installing the VA Client Software on an ISEE Linux Monitored Device

1. Download <VAEH-component>.rpm from:
   
   http://software.hp.com to /var/tmp

2. Execute the following command:
   
   rpm -i <VAEH-component>.rpm

Setting the VA New Installation Event

This step is only for Linux RedHat 7.2 (2.4.2) Clients hosting VA devices. Execute the following commands to allow the installation event (verification) to be sent to the HP support center:

   cd /opt/hpservices/contrib/vaeh/bin
   sh sendInstallEvent.sh

Configuring Command View SDM 1.07 (or higher) security

If CVSDM 1.07 or higher is installed on the array host, follow these instructions to add the root user as an Administrator in secadmin. For more details refer to the CVSDM User Guide.

The array security feature is installed automatically when the Command View SDM software is installed. After installation, security is enabled. The default username is Administrator and the default password is administrator (the password is case sensitive). Security can be configured using the Command View SDM Launcher or by the secadmin command.

1. Run the security administration utility secadmin.
   
   secadmin -host (host_name)
   
   user: Administrator
   
   password: administrator
secadmin prompt appears

2. Add the root user as an Administrator in secadmin
   <secadmin on {host name}>
   add -user root -group Administrator -host {host name}
   password: <root password>
   re-enter password: <root password>

   NOTE
   This is the password for the root account

3. Verify that the root has been added to the Administrator group.
   <secadmin on {host name}:list
   Username Group         Host
   -------------------------------------------
   root     Administrator {host name}

4. Exit the secadmin utility
   <secadmin on {host name}>:exit

5. Follow the installation instructions for the ISEE Linux Client beginning with
   Chapter 1 of this guide.
Installing the VA Client Software on an ISEE Windows Monitored Device

1. Download the VA executable software from:
   
   http://software.hp.com

2. Execute setup.exe from the directory to which you downloaded the VA executable.

Setting up VA Support on Your Windows Client

These steps are only for Windows 2000 Clients hosting VA devices.

1. Select Start > Settings > Control Panel.
2. Select Administrative Tools.
5. Right-click VA Event Monitor and select Properties.
6. Choose the Log On tab.
7. Select the Allow services to interact with Desktop option.
8. Click [OK] to save the settings.
9. Right-click VA Event Monitor and select Start to start the service.
10. Execute the following commands from a Windows command prompt to allow the installation event (verification) to be sent to the HP support center:

   cd c:\Program Files\Hewlett-packard\isee\vaeh\bin

   SendInstallEvent.bat

Configuring Command View SDM 1.07 (or higher) security

If CVSDM 1.07 or higher is installed on the array host, please note that the security should be disabled for VAEH/ISEE to report VA events. If security is enabled, VAEH will send the events without details on array configuration and controller log information. The array security feature is installed automatically when the Command View SDM software is installed. By default, security is enabled. To disable security perform the following tasks.

1. Edit the file:

   c:\Program Files\Hewlett-Packard\sanmgr\commandview\server\config\PanConfigParams.txt

   c:\Program Files\Hewlett-Packard\sanmgr\commandview\server\config\PanConfigParams.txt

2. Set the value SECURITY_ENABLED=false

3. Restart Command View services:

   From the command prompt restart the OpenDial and HostAgent services by entering:

   ha_dial_stop
4. Follow the installation instructions for the ISEE Windows Client beginning with Chapter 1 of this guide.
Glossary

A-B

**Advanced Configuration**  One of two HP ISEE supported customer configurations. Much of HP ISEE information and data transport is managed through the Support Point of Presence (SPOP).

**AVC**  The Availability Collector (AVC) software is an availability-monitoring tool for Windows 2000 that transmits collected data back to HP. Depending on the customer’s service level, this data provides information on system outages that may have occurred.

C

**Central Management Server**  The Central Management Server or CMS serves as the host of the ISEE client software when it cannot be hosted on the Monitored Device. CMS is used for a Model 3 configuration.

**Command View SDM (CVSDM)**  A software management application used to monitor HP storage devices in the by detecting SNMP events. These events trigger HP ISEE incidents.

D

**DECevent**  DECevent allows HP and its customers to be proactive rather than reactive concerning maintenance issues on pre-merger Compaq systems.

**Depot Server**  The Depot Server is an HP-UX Software Distributor Depot Server. Software is loaded and registered with the Software Distributor server for installation on Monitored Devices over a network. A Depot Server is required in the Advanced Configuration environment and optional in the Standard Configuration environment.

E-G

**Enterprise Installation**  An Enterprise Installation is currently supported for supported versions of HP-UX and Windows. It enables a single collection of entitlement information and the uniform customization the user name and password, bypassing the ISEE Client User Interface in the configuration process. It is the preferred method of mass deployment.

**Event Monitoring System (EMS)**  EMS is delivered with HP’s Support Utility Manager (STM). EMS detects system hardware events on HP-UX systems.

**Event Monitoring System Events (EMS Events)**  An actual or potential hardware fault results in the recording of an EMS event on the monitored system. HP ISEE detects critical EMS Events and informs the HP Support Center of an incident at your site.

H

**HP ISEE Client User Interface (UI)**  The HP ISEE Client User Interface requires Internet Explorer 5.0 or greater or Netscape 4.51 or greater. It provides a view of your open incidents and a historical view of resolved incidents for a server of storage device. MAP requests are accepted via the HP ISEE Client UI.

**HP Support engineer**  HP Support engineer is a general term that refers to any engineer providing support to a customer through the HP ISEE application, telephone, or in person onsite.

**Event Handling Software**  Event Handling Software is third party, prerequisite software that captures and communicates hardware faults to the ISEE client software. Specific event handling software depends on the operating system of the Monitored Device.

I-L

**Individual Installation Model**  The Individual Installation Model is supported on all ISEE supported operating systems. The ISEE client software is installed on each supported device and each device is configured independently of any others in the customer enterprise.

**Insight Management Agents**  Insight Management Agents collect hardware events on supported ProLiant, OpenVMS and Tru64 devices and submit them to OSEM, which qualifies and communicates them to ISEE for submission to HP.

**Instant Support Enterprise Edition (ISEE)**  is a remote support platform used to monitor hardware fault incidents and to collect system information for proactive monitoring and faster reactive support.
**Glossary**

**ISEE Client Software** *ISEE client software* refers to the HP ISEE application that receives events from the event handling software and submits incidents and configuration data to the HP Data Center.

**ISEE Client User Interface** The **ISEE Client User Interface** or **ISEE Client UI** is the Web-based application used to access and edit the ISEE client software for the Monitored Device.

**M-N**

**Motive Application Program (MAP)** Predefined scripts designed to gather basic system information and to diagnose hardware and software problems on your HP ISEE Monitored Devices. MAPs are used for incident creation, diagnostics, and telemetry collection.

**Monitored Device** A Monitored Device is any supported device covered by your HP Support Agreement that is actively monitored by HP ISEE client software either directly on the device (Model 1 or 2) or remotely through a central management server (Model 3).

**O**

**Open Services Event Management (OSEM)**
OSEM performs reactive and proactive service event analysis. Event data is captured from SNMP traps and notification provided via e-mail (SMTP).

**P**

**Pre-configured Installation** A Pre-configured Installation is available for all supported operating systems and platforms. It enables the configuration of multiple ISEE clients through the use of the Pre-Configuration utility.

**Proxy Realm** A string passed in an **http** request during basic authentication which defines a protection space. Protected server resources can be partitioned to a set of protection spaces, each with its own authentication scheme and/or authorization database.

**R**

**Runner** Runner is an availability monitoring tool for HP-UX systems; it utilizes the ISEE framework to return availability data to HP for reporting and service, depending on contract level.

**S**

**Service Agreement IDentifier (SAID)** A Service Agreement ID (SAID) is a unique contract identifier for an individual Support Services agreement with Hewlett-Packard. The SAID is printed on each agreement within the Support Access Options sections and should be used when contacting HP for technical Support. The SAID is a 12-digit number that begins with 1.

**Silent Installation** The Silent Installation is only available for ISEE Windows clients. The process entails creation of a response file that can be referenced during installation to eliminate the need to manually interact with the ISEE software installation on supported devices.

**Simple Network Management Protocol Events (SNMP Events)** SNMP events are hardware events that use CVSDM intercepts to create incidents for VA storage devices. The incidents are forwarded to the HP Support Center.

**Standard Configuration** is one of two HP ISEE supported customer configurations. The Standard Configuration is targeted at customers with HP-UX, Linux, and Windows servers, and storage devices attached to supported hosts.

**Support Plus Media** Support Plus Media is released quarterly for HP-UX and contains general release patches and diagnostics.

**Supported Device** A **supported device** is any hardware component covered by an HP support agreement and compatible with an ISEE solution.

**System Handle** The support contract information, listed on the cover sheet of your HP Support Agreement. When entering the system handle while configuring your HP ISEE Clients, you must type it exactly as it appears on your HP Support Agreement adhering to letter case.
T-V

**Telemetry** Telemetry refers to the event data of results of a diagnostic MAP (script) that is executed when an incident is created.

W-Z

**WCC Proxy** WCC Proxy is a hardware event handler that submits hardware events from Alpha devices running Tru64 Unix or OpenVMS and ProLiant devices running Windows or Linux.

**WEBased Enterprise Services (WEBES)** WEBES is used for hardware fault detection, analysis and notification on Alpha based servers and EVA storage systems. WEBES also performs crash analysis on OpenVMS and Tru64 Unix.
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