

Web-Based Enterprise Services

Installation Guide

This document provides instructions and supporting information necessary to install, configure, and verify HP Web-Based Enterprise Services (WEBES) on Windows systems.

To access the latest revision of this document containing updated information, please visit the WEBES Web site:

<http://www.hp.com/services/webes>

Rev. 5/21/08

Operating Systems: Microsoft® Windows 2000, Windows Server 2003, Windows Server 2008, and Windows XP

Software Version: WEBES Version 5.2



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Change Summary

The following table summarizes the changes to this document:

Revision	Description
29-June-2007	Created initial copy for WEBES 5.1 using WEBES 5.0 Baseline copy
July 2007-Jan 2008	Updated with WEBES 5.1 new features
May 2008	Updated for WEBES 5.2

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General Information

This chapter provides an overview of the WEBES suite of tools and this document. Detailed instructions for installing WEBES on each supported operating system are provided in subsequent chapters.

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General Information

1.1 What is WEBES?

1.1 What is WEBES?

WEBES is a set of service tools that run on Hewlett-Packard customer systems of various operating systems and hardware platforms. These tools are built upon a common set of services included in WEBES, called the WEBES Common Components (WCC, see below). WEBES acts upon platform-specific data using common services to present results to users in platform-independent ways.

WEBES integrates the following components and service tools:

- System Event Analyzer (SEA)
- Computer Crash Analysis Tool (CCAT)
- Event Log Monitoring Collector (ELMC), formerly known as WEBES Common Components Proxy (WCCProxy)

1.1.1 The Tools

WEBES consists of a master installation kit that allows you to install any or all of the following components:

- System Event Analyzer ([SEA](#))—for remote system event monitoring
- Computer Crash Analysis Tool ([CCAT](#))—for remote operating system failure analysis

1.1.2 WEBES Common Components

The WEBES Common Components (WCC) is the set of core service tool functionality providing a common:

- Analysis engine
- Information repository
- Data interface to the repository
- Distributed messaging service for interprocess communication between tool services on heterogeneous platforms
- Set of notification mechanisms

The included tools of WEBES (SEA and CCAT) use the WCC to minimize the tool-specific functionality and the differences between the tools.

1.1.3 ELMC (WCCPROXY)

To install ELMC on a managed system in an enterprise support environment (see WEBES User Guide section 2.1 “WEBES Configurations”), refer to the document entitled “HP Service Essentials Remote Support Pack CMS Prerequisites and Managed Systems Configuration Guide” available at:

<http://docs.hp.com/en/netsys.html#Service%20Essentials%20Remote%20Support%20Pack>

If you downloaded ELMC as a standalone kit, rather than as part of Remote Support Pack as described in that document, the information such as prerequisites and install steps are still correct and relevant except for the following:

- The kit filenames are different
- You do not need to download the ELMC kit to a Windows CMS machine and then transfer the kit to the target machine, although you can do it this way if you prefer. You can download the ELMC kit directly onto the system on which you will be installing it.

Refer to the WEBES Release Notes for any current issues regarding ELMC, how it is shared by WEBES and the HP Instant Support Enterprise Edition (ISEE) Client or the and how WEBES and the ISEE Client should be installed or removed for proper functioning of WCCProxy.

If you choose to install the Remote Support Client (RSC) on a CMS as part of HP Service Essentials Remote Support Pack (RSP), note that the RSC does not include ELMC/WCCProxy and does not have any of these ELMC-sharing issues.

1.1.3.1 ELMC Version in WEBES and ISEE/RSP

The following table indicates the ELMC/WCCProxy versions that have been packaged in WEBES and ISEE/RSP up to this point. This is presented for information only and no user action is required here. The ELMC/WCCProxy installation program replaces the installed WCCProxy if the installing version is higher and the WCCProxy removal program removes WCCProxy if there are no more tools (such as WEBES or ISEE) using it.

Product	WCCProxy Version Included
WEBES v5.2	WCCProxy vX.X
WEBES v5.1	WCCProxy v2.1
WEBES v5.0	WCCProxy v2.0
WEBES v4.5.1	WCCProxy v1.4.1
WEBES v4.5	WCCProxy v1.4.0
WEBES v4.4.4	WCCProxy v1.3.4
WEBES v4.4.3	WCCProxy v1.3.4

General Information

1.2 New in this Release

Product	WCCProxy Version Included
WEBES v4.4.2	WCCProxy v1.3.3
WEBES v4.4.1	WCCProxy v1.3.2
WEBES v4.4	WCCProxy v1.3.1
WEBES v4.3.4	WCCProxy v1.2.3
WEBES v4.3.3	WCCProxy v1.2.2
WEBES v4.3.2	WCCProxy v1.2.1
WEBES v4.3.1	WCCProxy v1.2.0
WEBES v4.3.0	WCCProxy v1.0.0
ISEE	
ISEE A.03.50 (Linux)	WCCProxy v1.0.0
ISEE A.03.50 (OpenVMS Alpha)	WCCProxy v1.1.0
ISEE A.03.50 (Windows)	WCCProxy v1.2.0
ISEE A.03.70 (Windows)	WCCProxy v1.2.0
ISEE A.03.90 (Windows and OpenVMS Alpha)	WCCProxy v1.3.1
ISEE A.03.95 (Windows, Linux, and OpenVMS Alpha)	WCCProxy v1.3.2
ISEE for HP-UX PA-RISC and Integrity, and for Windows Integrity	WCCProxy has not been included in these ISEE kits yet

1.2 New in this Release

- WEBES log files handling enhanced to limit log file sizes.
- WEBES notification settings configuration functionality enhanced in the web-based interface.
- Email notification settings are now accessed *via* a link in the *WEBES Notification Settings* page in the web-based user interface.

Rule Updates

- Command View EVA v6.0.2, v7.0.1, v8.0
- HP StorageWorks 3000/5000 Enterprise Virtual Array, v4.1.x and v3.1.x
- HP StorageWorks 4x00/6x00/8x00 Enterprise Virtual Array Connectivity v6.1B
- HP StorageWorks 4400 Enterprise Virtual Array Controller Firmware 09000000 and 09001000 releases

1.3 Hardware Requirements

WEBES can be installed on the following hardware platforms. Do not confuse the supported hardware with the products that SEA can analyze, listed in the *WEBES Release Notes*.

- 32-bit Intel® based systems manufactured by HP, such as the ProLiant or the HP OpenView Storage Management Appliance

Note that WEBES usually will operate on any industry standard, 32-bit Intel-based system. However, because HP does not qualify WEBES on third-party products, functionality on such systems is provided on an as-is basis only.

- x64-86 based Intel and AMD systems

Note

x64-86 based should not be confused with IA-64 Itanium based systems, for example, HP Integrity systems. WEBES 5.2 should not be installed on such systems. However, WEBES 5.2 does exclude IA-64 Itanium systems from being monitored as a managed entity.

See the *WEBES Release Notes (section General WEBES Issues)* for related error messages if you install WEBES on non-supported platforms.

See the specific operating system chapters for more information about platforms.

See the next section " [1.4 Operating Systems Requirements](#)" for the operating systems that WEBES can be installed upon. Although WEBES can be installed on any of these hardware and operating system combinations, SEA only supports event bit-to-text translation and event analysis on a certain set of HP products.

See the *WEBES User Guide or WEBES Release Notes* for the list of products that SEA supports.

1.4 Operating Systems Requirements

WEBES v5.2 supports systems running the following operating systems:

- Microsoft Windows
- Microsoft Windows 2000 (any edition except Datacenter Server)
- Microsoft Windows Server 2003, with either Service Pack 1 or R2
 - 32 bit: Web Edition, Standard Edition and Enterprise Edition
 - Standard x64 Edition and Enterprise x64 Editions
- Microsoft Windows Storage Server 2003
- Microsoft Windows XP Professional
 - 32 bit Edition
 - x64 Edition on x64-86 hardware platforms
- Microsoft Windows Server 2008

See the previous section " [1.3 Hardware Requirements](#)" for the types of hardware that WEBES can be installed upon. Although WEBES can be installed on any of these hardware and operating system combinations, SEA only supports event bit-to-text translation and event analysis on a certain set of HP product.

This version of WEBES is NOT supported on the following versions of Windows:

- Windows XP Professional 64-bit Itanium Edition
Although WEBES is not yet supported on this operating system, the Itanium kit may install and operate correctly but the Pentium kit can not be installed.
- Windows Vista, any edition

See the *WEBES User Guide* or *WEBES Release Notes* for the list of products that SEA supports.

1.5 Installation Kits

The WEBES master installation program installs the WEBES common components ([WCC](#)) and any or all of the two component tools: SEA and CCAT. For proper WEBES installation, always run the master kit program as described in this manual, even if you only want to install one component tool.

Kits for WEBES are available at the HP Service Tools website:

<http://www.hp.com/services/webes>

1.6 Upgrades

Upgrades can incorporate anything from a major WEBES release down to a minor kit with only rule updates or small functional improvements. You do not need to uninstall WEBES for upgrading, if the existing WEBES version is within recent two releases. For instance, for upgrading to WEBES v5.2, if you have WEBES v5.1 or v5.0 installed, you need not uninstall it. However, you should ensure that the WEBES-related *DESTA_service* is running and functioning before you attempt to upgrade, in order to successfully migrate Managed Entity data. Be sure to check the websites for the latest upgrades to your WEBES version.

WEBES upgrades are also available in the form of patches which can be downloaded and installed on an existing WEBES installation. Upgrades/Patches for WEBES are available at the HP Service Tools website:

<http://www.hp.com/services/webes>

1.7 About This Document

The *Installation Guide* is divided into the following sections:

- [General Information](#)
- [Installing on Windows](#)
- [Glossary](#)

General Information

1.8 Further Information

1.8 Further Information

For additional information of WEBES, see the following:

The HP Service Tools website:

<http://www.hp.com/services/webes>

For additional documentation, see these related publications:

- *WEBES Release Notes*
- *WEBES User Guide*

Installing on Windows

This chapter describes how to install the WEBES suite of tools on supported Windows versions. Note that this also includes the HP OpenView Storage Management Appliance.

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Installing on Windows

2.1 Pre-Installation

2.1 Pre-Installation

Follow these pre-installation guidelines. Depending on which WEBES components you wish to install, ensure that your system meets the requirements described in the appropriate sections:

- [2.1.1 WEBES Common System Requirements](#)
- [2.1.2 SEA System Requirements](#)
- [2.1.3 CCAT System Requirements](#)

Also, see the following additional pre-installation guidelines:

- [2.1.4 RCM Transition](#)
- [2.1.5 Permissions](#)
- [2.1.6 Archiving and Cleaning the Windows Event Log](#)
- [2.1.7 Installing on Terminal Servers](#)
- [2.1.8 Installing on a Storage Management Appliance](#)
- [2.1.9 Installing on an Enterprise Virtual Array \(EVA\) System](#)
- [2.2 Installing WEBES](#)

2.1.1 WEBES Common System Requirements

The system must meet the following basic requirements before you install WEBES:

- Processor architecture—HP 32-bit Intel® systems, HP x64 Intel EM64T or AMD64 systems.

Non-HP Systems: WEBES is a proprietary service tool and is not a fully qualified off-the-shelf product such as Norton SystemWorks. As such, only platforms manufactured by HP, such as the ProLiant, are officially supported.

Engineering normally expects that WEBES will operate correctly on any industry standard system based on the Intel x86, EM64T, or an AMD architecture. However, because HP does not qualify WEBES on third-party products, functionality on such systems is provided on an as-is basis only.

- Operating system—Refer to section [1.4 Operating Systems Requirements](#).
- Service Packs—HP supports the two most recent SPs for Windows 2000, Windows Server 2003 or XP. For Windows Server 2003, Service Pack 1 and R2 are supported.
- Disk space—A total of 353MB must be available at install time, as follows:
 - 64MB in a local directory to store the kit itself
 - 64MB in the %TEMP% directory (typically %SystemDrive%\Documents and Settings\{username}\Local Settings\Temp, where %SystemDrive% is C: by default). These files are removed after installation completes.

Installing on Windows

2.1 Pre-Installation

- 125MB on the drive where the Windows operating system is installed (%SystemDrive%, typically C: by default)
- 100MB on the drive where you will install WEBES (%SystemDrive%\Program Files\HP\svctools by default)

A total of 289MB are used after installation completes, assuming all components are installed.

- Local kit copy required—Copy the WEBES kit to a local drive. The installation results in an error when mapping a drive letter to another system where the kit resides, for example:

```
Internal Error 2755. 3,  
F:\path to\WEBESV431BL322KIT2_Jan-28-2004_Windows.MSI
```

- Virtual memory—400MB of virtual memory is recommended.

During standard operation, SEA uses far less memory. For example, when the Director is idle, usage stays generally around 13MB for systems with all the WEBES tools installed.

The Director only approaches the maximum value when a high volume of events arrive or an extremely large log file is processed. Even then, the memory usage may remain significantly below the maximum value. The virtual memory requirement is intended to set a threshold for the absolute maximum amount of memory that will ever be needed. If the threshold is exceeded, the Director terminates with out-of-memory error.

Virtual memory for a process is stored in RAM and the pagefile on your disk. The space allocated must be sufficient to run WEBES and all other applications that you want to run simultaneously.

If the virtual memory requirement given here is too large or too small for your environment, you are free to make adjustments. You may want to experiment with various settings to find the optimal value. Refer to the *WEBES User Guide* for more information on adjusting the memory settings.

- Microsoft Windows Installer v3.1 must be installed. For details and download options: <http://support.microsoft.com/kb/893803>
You can check the Windows Installer version by entering **msiexec** at the command prompt. (Ignore the message about incorrect command line parameters.)
- As WEBES v5.2 installs Microsoft SQL Server 2005 Express Edition, Microsoft .NET Framework Version 2.0 is required as a prerequisite. To download .NET Framework Version 2.0 appropriate to your system, go to the following URL: <http://msdn.microsoft.com/en-us/netframework/aa731542.aspx>
- TCP/IP services must be installed and running.

Installing on Windows

2.1 Pre-Installation

- Java Virtual Machine for Internet Explorer—On 32-bit and x64 editions of Windows XP and Server 2003, Microsoft no longer supplies a Java plug-in with the Internet Explorer Web browser. If you wish to use the 32-bit Internet Explorer to connect to the SEA Web interface (the 64-bit IE on x64 will not work with SEA), then you must download and install a Sun JRE instead, which includes Web browser Java plug-ins. You can obtain it from this Web site:
<http://java.sun.com/getjava>

If the Java JRE and plug-in is already installed and IE does not appear to be using it, check the Java control panel to verify that Microsoft Internet Explorer is selected in the JAVA console.

- Select Start > Settings > Control Panel > Java
- Select the Advanced tab within the Java control panel
- Expand the Default Java for Browsers
- Select Microsoft Internet Explorer
- Save the settings
- Restart the WEBES Web interface

The 64-bit Internet Explorer on x64 editions of Windows will not work with the SEA Web interface, with any Java plug-in.

- Automated Notification—If desired, you can choose a method for sending automatic problem reports to your service provider:
 - ISEE—For HP Instant Support Enterprise Edition (ISEE) automatic reports, you must install ISEE Client A.03.95 or later on the same machine as WEBES.
- You can upgrade to this version without first uninstalling a previous version, if the previous version is within two releases of this version. This kit recognizes an existing installation, saves configuration and state data, uninstalls the existing kit, installs this version, and then restores the configuration and state data.

To install this version on a system that was running a version older than two releases ago, first, uninstall the older version using the instructions in the *WEBES Installation Guide* for that version.

2.1.2 SEA System Requirements

In addition to the common WEBES prerequisites, your system must meet the following requirements before you install the SEA component:

- Minimum 31MB free disk space
- You must enter the model and serial number of the server during an HP ISEE Client installation. This is for entitlement purposes, even though successful entitlement of the server is not necessary to enable the separately entitled storage support.
- Web browser—Table 2–1 describes the browser prerequisites for SEA according to the following categories:
 - Supported—fully tested
 - As-is—not officially tested but may work reasonably well
 - Unsupported—known not to work

Table 2–1 Windows Browser Requirements

Category	Browser
Supported	Internet Explorer 6.0 (32 bit version only) Internet Explorer 7.0 (32 bit version only) Netscape 7.x Mozilla 1.3 or later Firefox 1.0 or later
As-Is	Internet Explorer 5.5 Mozilla earlier than 1.3
Unsupported	Internet Explorer (any 64-bit edition) Internet Explorer earlier than 5.5 Netscape earlier than 7.0 Firefox earlier than 1.0

Web browsers can use different Java runtime environments, but the SEA web interface requires certain versions of Java for each web browser.

- Internet Explorer—Either the Microsoft Java VM version 1.1.4, or a Sun JRE version 1.2 or higher.
Internet Explorer on Windows 2000 includes its own Java VM 1.1.4, but no Java is included in Internet Explorer on Windows XP, and Microsoft no longer supplies a Java VM. You must download and install a Sun JRE instead.
- Netscape—Either the Netscape Java VM which is always included with Netscape, or a Sun JRE version 1.2 or higher.

Installing on Windows

2.1 Pre-Installation

- Mozilla and Firefox—Sun JRE version 1.3.1 or higher.
Mozilla and Firefox do not include any Java VM. You must download and install a Sun JRE. You can check the version by selecting Tools | Web Development | Java Console. The Java version is given on the first line of the Java Console window.

Sun Java is available at:

<http://java.sun.com/getjava>

Install any desired web browsers before installing the Sun JRE. The JRE installation then finds and updates installed web browsers so that they use the Sun JRE.

- Windows Event Log—

To ensure that the binary event log is large enough to hold all events long enough for WEBES to process them in situations where large streams of events occur over a short period of time, set the size of your Application Event Log to at least 4MB, in the Windows Event Viewer properties of this log (Event Viewer is in Control Panel under Administrative Tools).

After WEBES installation, SEA begins analyzing all events currently stored in one of the Windows event logs. On x86 (Pentium) and x64 systems, SEA analyzes only the Application event log. This initial analysis can result in high CPU usage over an extended period. To control this operation, you have two options:

- Archive and clean the event log as described in Section 2.1.6 before installing. This reduces the size of the log and, in turn, the cost of the initial scan.
 - Choose to delay the initial scan when prompted during installation. Be aware that SEA automatic analysis does not run until after (and starting with) the initial scan, however.
- On Internet Explorer, make sure that HTTP 1.1 settings are enabled. Choose **Tools | Internet Options | Advanced** from the pull-down menus. Check both of the following under *HTTP 1.1 Settings*:
 - **Use HTTP 1.1**
 - **Use HTTP 1.1 through proxy connection**

2.1.3 CCAT System Requirements

In addition to the common WEBES prerequisites, your system must meet the following requirements before you install the CCAT component:

- Minimum 3MB free disk space
- Tru64UNIX and OpenVMS may be analyzed from a Windows installation of CCAT, but only if a technician's kit is subsequently installed.

2.1.4 RCM Transition

RCM is no longer a WEBES component as of version 4.2. Be aware of the following installation considerations if you are using RCM at WEBES install time:

- RCM component of WEBES—You must uninstall all of the WEBES version that contained RCM before installing this version, and doing so removes the RCM tool.

You are free to install a standalone RCM kit at any time after removing the old version of WEBES. This version of WEBES does not contain RCM, but the latest RCM kits and documentation may be downloaded from the following location:

<http://www.software.hp.com/portal/swdepot/displayProductInfo.do?productNumber=RCMBASE01>

- Standalone RCM—Standalone versions of RCM are not affected by installing or upgrading to this version of WEBES.
- RCM in the HP Service Essentials Remote Support Pack (RSP)—The RCM tool as part of Service Essentials Remote Support Pack installed on a Central Management Server (CMS) is not affected by installing or upgrading to this version of WEBES.

2.1.5 Permissions

In order to install, remove, or update WEBES your user ID must be one of the following:

- A member of the Administrators group on the machine
- A member of a group that is a member of the Administrators group on the machine. For example, if your user ID is a Domain Admin, and you have added Domain Admins to the Administrators group on the local machine, then you have the necessary permissions.

To add Domain Administrators to the local Administrator Group, use the procedure for your operating system.

Windows 2000: From a login account with administrator privileges, locate the user management function under My Computer | Manage | Computer Management (Local) | System Tools | Local Users and Groups | Groups. Double click the Administrators Group, and press the Add button. Highlight Domain Admins and press Add.

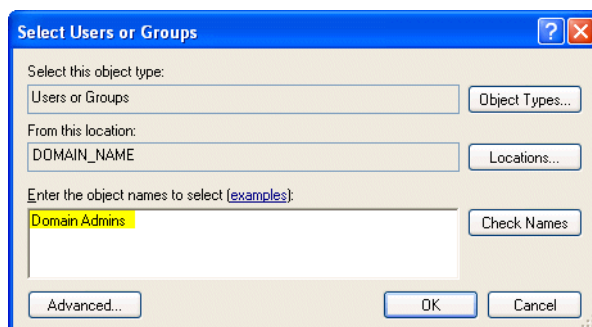
Windows Server 2003: From a login account with administrator privileges, locate the user management function under My Computer | Manage | Computer Management (Local) | System Tools | Local Users and Groups | Groups. Double click the Administrators Group, and press the Add button. Highlight Domain Admins and press Add.

Installing on Windows

2.1 Pre-Installation

Windows XP: From a login account with administrator privileges, locate the user management function under Start | Control Panel | User Accounts. Choose the Advanced tab, and press the Advanced button. Choose Local Users and Groups | Groups. Double click the Administrators Group, and press the Add button. Type “Domain Admins” and press OK (see Figure 2–1).

Figure 2–1 Adding Domain Admins



2.1.6 Archiving and Cleaning the Windows Event Log

(Required only when installing the SEA component)

Follow these steps to archive and clean the appropriate Windows event log. If WEBES is installed and running when you clean the log, stop the Director process before proceeding (see the *WEBES User Guide* for information on stopping the Director). Also, do not stop and restart any Windows system processes.

1. Open the event viewer.

Windows 2000—Start | Programs | Administrative Tools | Event Viewer

Windows Server 2003—Start | Programs | Administrative Tools | Event Viewer

Windows XP—Start | Control Panel | Performance and Maintenance | Administrative Tools | Event Viewer

2. For events analyzed by SEA, do the following if you are installing on an x86 (Pentium) or x64:
 - a. x86/x64—Clear the application event log:
Go to the Application Log. SEA does not process events from any other Windows event log.
Windows 2000—Click on Application Log in the left pane of the event viewer window.
Windows XP—Click on Application Log in the left pane of the event viewer window.

3. Clear all events. Note that you are given the option to save the existing events to another file before clearing. (Saved logs can be analyzed at a later time.)

Windows 2000—Choose Action | Clear all Events.

Windows XP—Choose Action | Clear all Events.

4. Close the event viewer.

If WEBES was installed when you cleaned the log and you stopped the Director, you can now restart it using the procedure described in the *WEBES User Guide*.

2.1.7 Installing on Terminal Servers

Terminal Server WEBES installation guidelines apply to these operating systems:

- Windows 2000 Server and Advanced Server, when Terminal Services are enabled
- Windows Server 2003 when Remote Desktop connections are enabled
- Windows XP when Remote Desktop connections are enabled

From Console—Terminal Server system installations should be performed from the Terminal Server console by an administrator (either the Administrator account or any account in the Administrators group).

For the best results, make sure that no clients are logged on to the server during WEBES installation. You can send clients a message about the time and duration of the installation and then disable all connections before starting.

Otherwise, the process for installing is the same as any other Windows WEBES installation.

From Client—Install from a Terminal Services client (renamed to Remote Desktop in Windows XP) as follows:

1. Log on to the Terminal server as an administrator and close all applications.
2. Copy the WEBES kit to a local drive on the Terminal server.
3. Install the program on a local NTFS formatted drive as with any other Windows WEBES installation.
4. On the Terminal server, open and close the system PATH environment variable. Opening and closing sets the PATH so that commands such as `desta` or `wsea` can work without specifying the full `\svctools\common\bin` path to the command.

Open Start | Settings | Control Panel | System. Click the Advanced tab. In Environment Variables, open the PATH entry (under System Variables) for editing.

Do not make any changes; just click OK several times to get out of the System utility. The PATH is now set for any command prompt windows opened after performing this workaround.

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2.1.8 Installing on a Storage Management Appliance

For purposes of WEBES, the HP OpenView Storage Management Appliance (SMA) is considered a Windows 2000 system. However, the SMA is a “headless” Integrity Server, meaning it is designed to be configured and allowed to run with minimal direct user interaction—without a physical monitor, keyboard, or mouse attached.

You can connect to the Windows 2000 desktop on the SMA using two methods:

- By directly connecting a monitor, keyboard, and mouse
- By running the Microsoft Terminal Services client (renamed to Remote Desktop in Windows XP)

Every SMA is preconfigured to accept Terminal Services client connections because the Terminal Services server is preinstalled. Users who do not already have a copy of the Terminal Services client can download it from the following URL:

```
http://www.microsoft.com/downloads/details.aspx?FamilyID=33AD53D8-9ABC-4E15-A78F-EB2AABAD74B5&displaylang=en
```

See Section 2.1.7, [Installing on Terminal Servers](#), for more information.

Desktop connections also require the account username and password for the SMA. The factory-set defaults are username **administrator** and password **admin#####**, where ##### is the last six characters of the serial number in reverse order. The password is case sensitive, and you are advised to change it (if you have not already done so) for better system security.

2.1.9 Installing on an Enterprise Virtual Array (EVA) System

WEBES v4.5.1 and later requires CommandView EVA (CV EVA) v3.2 to be installed on systems that manage HP StorageWorks Enterprise Virtual Arrays (EVAs). In addition, WEBES v4.5.1 now supports the gathering of status and error data from the fiber ports associated with EVA storage subsystems. For this feature to work correctly CV EVA v4.1 is required. If you connect to CV EVA of a version earlier than v4.1, WEBES will work but it will not collect fiber port status data. Regardless of this new feature, WEBES recommends installing the latest version of CV EVA to take advantage of the latest improvements and features in CV EVA.

2.1.9.1 Installation Prompts When File Fails to Delete

In certain cases, particularly on SMA systems, certain WEBES files can be locked by Windows, even though no more WEBES processes are running. In that case, the WEBES uninstaller will not be able to delete these WEBES files within the svctools directory tree and thus will not be able to install new files of the same names. The problem can affect any version of WEBES, because the Windows Management Instrumentation (WMI) service operates this

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way by Windows design. WEBES development feels that it is unwise to summarily stop the WMI service in order to delete these files, because the WMI service may be performing other tasks for Windows or other applications at the time. Therefore, if such a lock exists, WEBES v4.5.1 and later installers will detect the situation and prompt the user with a popup window containing text similar to the following:

```
WEBES setup failed to delete the above file. It may be open and thus
locked, by the "Windows Management Instrumentation" service or some other
process. Please follow these steps:
```

```
1. Close any applications that may have WEBES files open, including OSEM,
ISEE Client, and file editors such as Notepad.
```

```
2. Stop the Windows Management Instrumentation (WMI) service, either via
the Start...Control Panel...Administrative Tools...Services utility, or
by issuing the following command in a Command Prompt window:
net stop winmgmt
```

```
If the system prompts you about dependent services, allow it to stop
those services too.
```

```
3. Close the Services utility window that you may have opened above.
```

```
4. Delete the above file yourself manually.
```

```
5. Click the Yes button below.
```

```
After WEBES setup completes, you can restart the WMI service (if it was
running) and any dependent services that were running.
```

```
Have you performed the above steps and are you ready to continue with the
installation now?
```

```
(Answering No will abort the WEBES setup program)
```

```
[Yes] [No]
```

After you stop the service and any other applications that have the WEBES files open, and delete the offending WEBES file shown in the popup window, you can answer Yes to the popup window prompt, and the WEBES installation should continue successfully. After the install completes, you can restart the WMI service, if you stopped it earlier, by either:

- a. Go to Control Panel...Administrative Tools...Services. Start the "Windows Management Instrumentation" (WMI) service, if it is running. Or:
- b. Issue the command "net start winmgmt" from a Command Prompt window.

2.2 Installing WEBES

The procedures in this section apply when WEBES is already uninstalled or was never installed at all. If you are upgrading to this version of WEBES with a version within past two releases, see Section 2.4, [Upgrading WEBES](#). Upgrading lets you preserve your configuration and state data.

Note

If you have installed any pre-release build of any version of WEBES, and you wish to replace it with the official final kit build of the same version, you must uninstall the existing WEBES installation before installing the final kit. Do not attempt to install the later kit without first uninstalling the earlier kit. Upgrades from one WEBES version to another version within two version numbers are supported, but you cannot upgrade from one build to another build of the same WEBES version.

Do not save configuration data if you are going back to an earlier WEBES version, for example 5.2 to 4.5.1. The stored configuration data may not be compatible with an earlier version.

After all [Pre-Installation](#) requirements are met, follow these steps to install WEBES.

1. If you have not already done so, log on using an account with administrator privileges.
2. Locate and run the WEBES kit executable file, which ends in the .EXE extension.

Note:

The Windows WEBES kit identified by the words "Pentium". The Windows Pentium kit has the identifier "x86_x64" indicating that this can be installed on x86 and x64 Pentium systems, but not an Itanium edition of Windows. See section [1.4 Operating Systems Requirements](#) for the list of Windows editions supported by WEBES.

3. Follow the instructions on screen.

Note:

Do not select the root directory of any drive (such as “D:\”) as your WEBES installation directory. Doing so may cause a later WEBES upgrade to a newer version to fail. This problem will be fixed in a future release.

Certain pop-up dialog windows that prompt for user information may not appear in front of other existing windows. This may give the appearance that the WEBES installation has hung. If you encounter this, look for a new window entry in the Windows Task Bar and click on it to bring it in front of other windows so you can enter the information and continue the WEBES installation. This problem will be fixed in a future release.

If you have previously removed WEBES, but kept your configuration information, then choose the same WEBES components (SEA and/or CCAT) you had in the previous installation of WEBES, and install it to the same directory it was located in before. Otherwise, the saved configuration data will not be valid and WEBES may fail. This problem will be fixed in a future release.

Upgrading—If a WEBES version within two releases ago is present, the kit informs you that the other version was detected and prompts you about upgrading. See Section 2.4 [Upgrading WEBES](#) for details.

Tool Selection—The install kit lets you select the WEBES tools that you want to install (see Figure 2–2).

Figure 2–2 Sample WEBES Tool Selection (Destination Folder)



“Start the Director for automatic processing at Windows boot time?”

Yes: When the Windows operating system starts, the WEBES Director process will be started as a system service, even if no user(s) logs in. The process will continue to run until the system is shut down, or a user stops the Director.

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No: When the Windows operating system starts, the WEBES Director process will not be started until a user starts it, either using the Start... menu or by issuing the command “net start desta_service”. The process will continue to run until the system is shut down, or a user stops the Director.

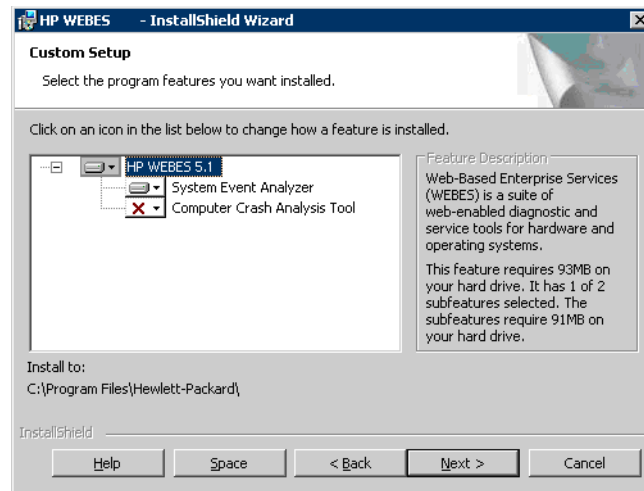
When the Director is running, it performs automatic processing upon receiving any new analyzable input data.

“Start the Director for automatic processing now?”

Yes: At the completion of the WEBES installation, the WEBES Director process will be started. The process will continue to run until the system is shut down, or a user stops the Director.

No: The WEBES Director process will not be started until the user starts it either using the Start... menu or by issuing the command “net start desta_service”. However, if the Windows system is shut down and restarted, then the Director will be started by Windows if the “Start....at boot time” option is “yes”.

Figure 2-3 Sample WEBES Tool Selection (Custom Setup)



The disk icon signifies that the component will be installed onto disk. The red X icon signifies that it will not be installed. By default, the Computer Crash Analysis Tool (CCAT) is not selected, since CCAT does not analyze Windows crashes.

Configuration Wizard—The install kit launches a series of windows that ask for data needed by WEBES. See figures 2-4, 2-5, 2-6, 2-7, 2-8, and 2-9. The windows ask some or all of the questions in Table 2-2, depending on what tools you selected.

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Figure 2-4 Configuration Wizard - User Information

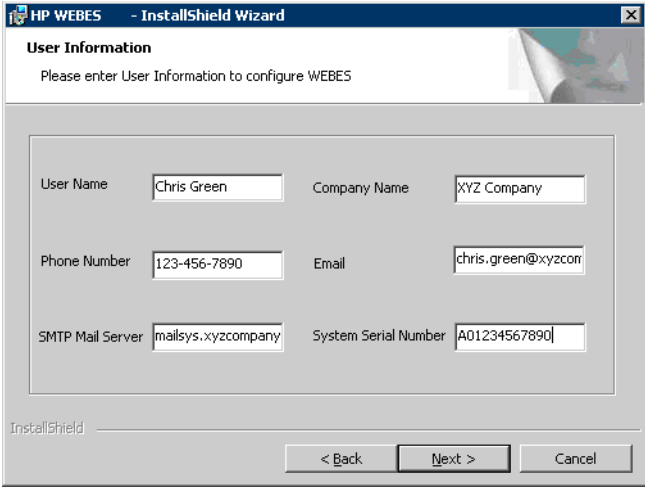
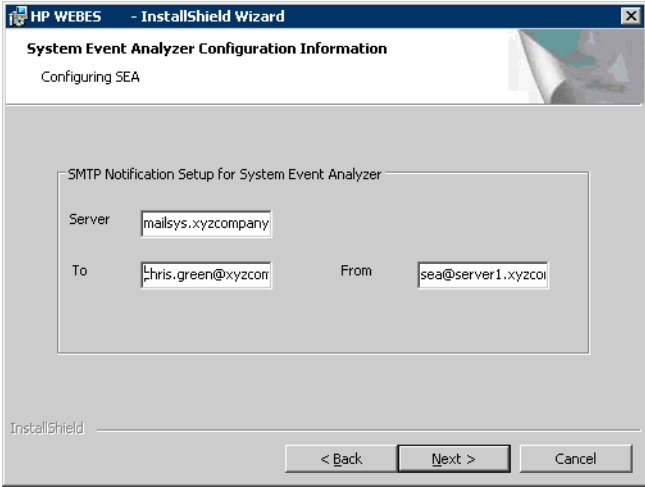


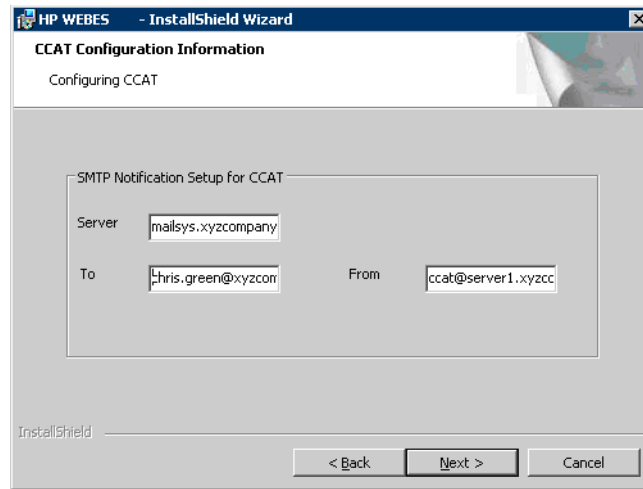
Figure 2-5 Configuration Wizard - SMTP Notification Setup for SEA



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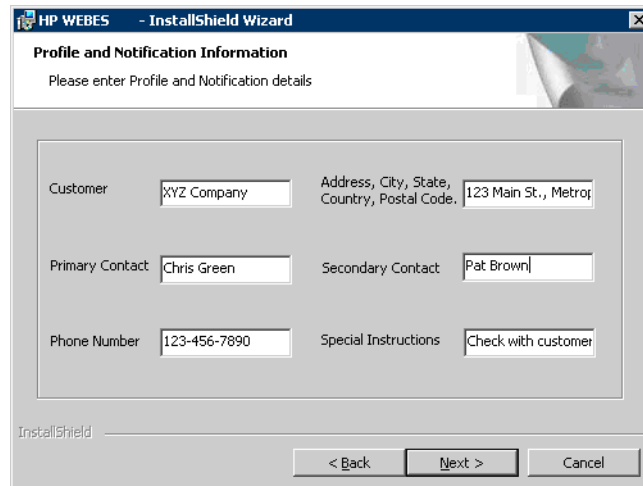
2.2 Installing WEBES

Figure 2-6 Configuration Wizard - SMTP Notification Setup for CCAT



The screenshot shows a window titled "HP WEBES - InstallShield Wizard" with the subtitle "CCAT Configuration Information" and "Configuring CCAT". The main content area is titled "SMTP Notification Setup for CCAT" and contains three text input fields: "Server" with the value "mailsys.xyzcompany", "To" with the value "chris.green@xyzcon", and "From" with the value "ccat@server1.xyzcc". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 2-7 Configuration Wizard - Profile and Notification Details



The screenshot shows a window titled "HP WEBES - InstallShield Wizard" with the subtitle "Profile and Notification Information" and "Please enter Profile and Notification details". The main content area contains several text input fields: "Customer" with "XYZ Company", "Address, City, State, Country, Postal Code." with "123 Main St., Metro", "Primary Contact" with "Chris Green", "Secondary Contact" with "Pat Brown", "Phone Number" with "123-456-7890", and "Special Instructions" with "Check with customer". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

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Figure 2–8 Configuration Wizard - Configure WEBES

The screenshot shows the 'HP WEBES - InstallShield Wizard' window. The title bar includes the HP logo and the text 'HP WEBES - InstallShield Wizard'. The main window has a header 'Configuration Information' and a subtitle 'Configuring WEBES'. Below this, there are four input fields: 'System Type' with the value 'EVA5000', 'System Serial Number' with 'A01234567890', 'System Name' with 'server1.xyzcompany', and 'System IP Address' with radio buttons for 'Fixed' (selected) and 'DHCP Served'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

Figure 2–9 Command Prompt - WEBES Service Obligation Validation

```

C:\WINDOWS\system32\cmd.exe
WEBES Service Obligation Validation
-----
Please input system/subsystem serial number [A01234567890]:
Is the Service Obligation number the same as the serial number [y]:
System/subsystem serial number: A01234567890
Service obligation number:      A01234567890
Is this information correct [y]: _
  
```

Table 2–2 WEBES Information Required During Installation

Question	Example	Notes
User Information		
User Name	Chris Green	The primary user of WEBES on this system, or the person that HP support should contact regarding issues reported by WEBES.
Company Name	XYZ Company	The company employing the primary WEBES user.

Table 2–2 WEBES Information Required During Installation (continued)

Question	Example	Notes
Phone Number	123-456-7890	The telephone voice contact number for the primary WEBES user.
E-mail	chris.green@xyzcompany.com	The e-mail address of the primary WEBES user.
SMTP Mail Server	mailsys.xyzcompany.com	The server that handles SMTP e-mail at your site.
System Serial Number	A01234567890	The serial number of the system upon which WEBES is being installed.
System Event Analyzer Configuration Information		
SMTP Notification Setup for System Event Analyzer:		
Server	mailsys.xyzcompany.com	The server that handles SMTP email at your site. By default, the SMTP Mail Server is entered in the User Information window.
To	chris.green@xyzcompany.com	SEA notification messages will be sent to this email address.
From	sea@server1.xyzcompany.com	Emails sent by WEBES SEA processes will have the From address set to this email address. Be sure your SMTP email server will accept this address and send the e-mail without rejecting it.
Computer Crash Analysis Tool (CCAT) Configuration Information		
SMTP Notification Setup for CCAT:		
Server	mailsys.xyzcompany.com	The server that handles SMTP email at your site. By default, the SMTP Mail Server is entered in the User Information window.
To	chris.green@xyzcompany.com	CCAT notification messages will be sent to this email address.
From	ccat@server1.xyzcompany.com	Emails sent by WEBES CCAT processes will have the From address set to this email address. Be sure your SMTP email server will accept this address and send the email without rejecting it.
Profile and Notification Information		
The following information will be sent in WEBES problem report notifications.		

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Table 2–2 WEBES Information Required During Installation (continued)

Question	Example	Notes
Customer	XYZ Company	The company using WEBES as a customer of HP. By default, the Company name entered is entered in the User Information window.
Address, City, ...	123, Main Street, Metropolis, VA 22222	The address of the primary WEBES user, or of the company site.
Primary Contact	Chris Green	The primary contact person at the customer company's site for the system running WEBES. By default, the User Name is entered in the User Information window.
Secondary Contact	Pat Brown	The person to contact at the customer company's site, if the Primary Contact person is unavailable.
Phone Number	123-456-7890	The telephone voice contact number for the primary contact. By default, the Phone Number is entered in the User Information window.
Special Instructions	"Check with customer prior to dispatching services. Prior notification to security is necessary for service access to site."	Add details that will be useful to your service provider.
Configuration Information:		
The following information will be sent in WEBES problem report notifications.		
System Type	EVA5000	The product description, product number, or model number of the system hardware unit on which WEBES will be installed.
System Serial Number	A01234567890	The serial number of the system hardware unit.
System name	server1.xyzcompany.com	The TCP/IP hostname and fully qualified domain name of the system on which WEBES will be installed. If the system has no hostname, the dotted decimal IP address may be entered.
System IP Address	Fixed or DHCP Server	Select Fixed for static IP addresses, or DHCP Served if the IP address of the system is assigned when the system connects to a DHCP server, usually on startup.

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2.2 Installing WEBES

Table 2–2 WEBES Information Required During Installation (continued)

Question	Example	Notes
Service Obligation Validation:		
The following information will be sent in WEBES problem report notifications.		
System/Subsystem Serial Number	A01234567890	The serial number of the system hardware unit. By default, the System Serial Number is entered in the Configuration window.
Service Obligation Number	A01234567890	Normally, the same as the serial number. Contact your HP customer support representative to obtain your service obligation number as defined by your service contract.

For more details about the following information window presented during the install of the SEA component (if selected to be installed), see section [2.1.6 Archiving and Cleaning the Windows Event Log](#).

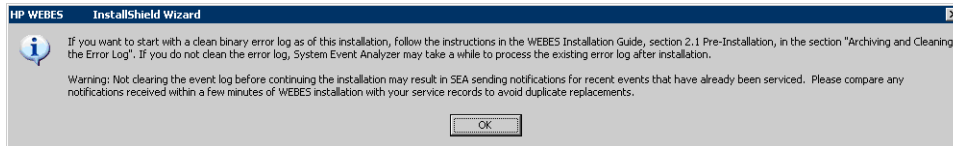
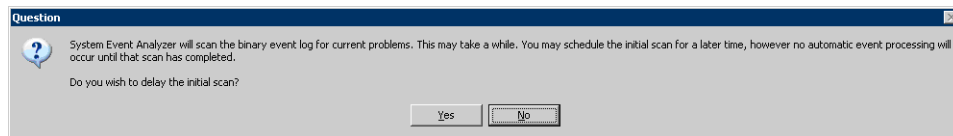


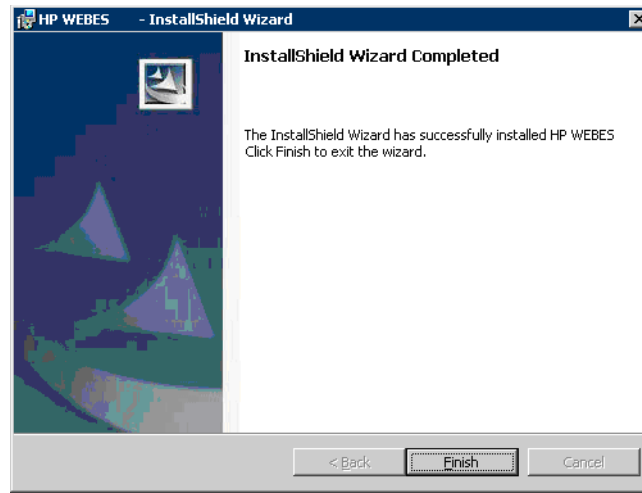
Figure 2–10 Delaying the Initial SEA Scan



Delaying the Initial SEA Scan—Immediately after installation, SEA normally scans all events currently stored in the error log. For a very full log, this initial scan can result in high CPU usage over an extended period. You can choose to delay the initial scan when prompted, but SEA automatic analysis does not run until after (and starting with) the initial scan. Note that events that happen during the delay are saved in the log for analysis at initial scan time.

You will know that the WEBES installation is completed when you see the following window:

Figure 2–11 WEBES Install Complete



When you click Finish, the window may not disappear for up to a minute (approx). WEBES is finishing installation tasks during this time and will close the window when the tasks are completed. Clicking Finish multiple times will have no further effect.

2.2.1 Installing WEBES on Incorrect Platforms

If you install the Windows Pentium/x86 kit on an Integrity (Itanium-based) system (see Section [1.4 Operating Systems Requirements](#) for a list of supported platforms), it will prompt the following error message:

“This WEBES kit supports only 32 bit platforms. Please contact HP support for WEBES kit for your processor type.”

If you install the Windows Itanium kit on a 32-bit or x64 system (see Section [1.4 Operating Systems Requirements](#) for a list of supported platforms), it will prompt the following error message:

“This installation package is not supported by this processor type. Contact your product vendor.” Therefore, please ensure that you obtain the right kit before installing WEBES.

2.3 Post-Installation

Be aware of the following post-installation procedures.

- [2.3.1 Adding a Tool](#)
- [2.3.2 Determining Which Tools are Installed](#)
- [2.3.3 Determining Which Versions are Installed](#)

Installing on Windows

2.3 Post-Installation

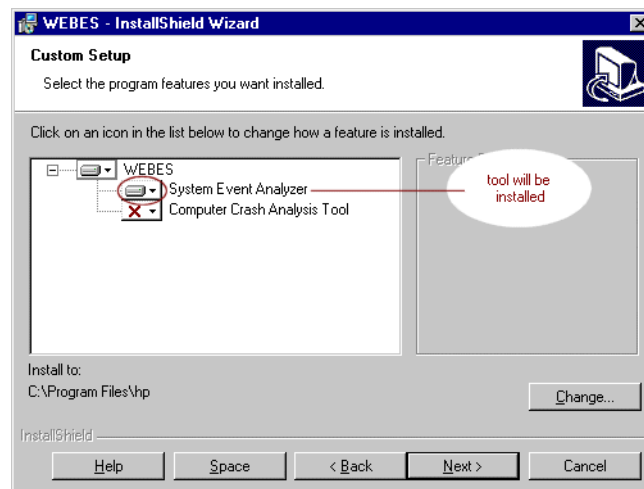
- [2.3.4 Storing User Files](#)
- [2.3.6 Adding an EVA After Installing WEBES](#)
- [2.3.7 Installing or Upgrading ISEE Client After Installing or Upgrading WEBES](#)
- [2.3.8 Configuring SNMP Traps to Send Notifications to HP-SIM](#)

2.3.1 Adding a Tool

Follow these steps to add a WEBES tool after initial installation:

1. If you have not already done so, log on using an account with administrator privileges.
2. Locate and run the WEBES v5.2 kit file, for example:
`WEBESV52BL106KIT1_Jun-3-2008_Windows_x86_x64.exe`
3. When prompted, choose the Modify option.
4. Change the selection button next to the tools that you want to add as shown in [Figure 2–12](#).

Figure 2–12 Adding a WEBES Tool



5. Follow the prompts to proceed with installation. See [Table 2–2](#) if you need help with installation questions.

2.3.2 Determining Which Tools are Installed

On any system that you are unsure about, you can determine what parts of WEBES are installed using the following procedure:

1. Start the Windows utility for adding and removing programs:

2000: Start | Settings | Control Panel | Add/Remove Programs

XP: Start | Control Panel | Add or Remove Programs

2. When installed, WEBES creates two entries:

HP WEBES <version no.>

WCCProxy [you can check the WCCProxy version using the Control Panel > Add/Remove Programs window. Click WCCProxy and then “Click here for version information” link.]

WCCProxy is included with and required by WEBES. Never uninstall WCCProxy when the HP WEBES entry is present.

3. To determine which WEBES tools are installed, highlight the HP WEBES entry.
4. Press the Change/Remove button to run the setup wizard.
5. When prompted, choose the Modify option.
6. Look at the Custom Setup window to see which tools are installed.
7. Click the Cancel button to close the wizard without making any changes.

2.3.3 Determining Which Versions are Installed

To determine what versions of WEBES and its component tools are installed, open and read the text files shown in Table 2–3.

Table 2–3 Determining WEBES and Tool Versions

Tool	File for Version Information
WEBES Overall Kit	{WEBES install directory}\common\webes\release.txt
WEBES Common Components (WCC)	{WEBES install directory}\common\desta\release.txt
WCCProxy	{WEBES install directory}\common\wccproxy\release.txt
SEA	{WEBES install directory}\common\ca\release.txt
CCAT	{WEBES install directory}\common\ccat\release.txt

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2.3 Post-Installation

The default { *WEBES install directory* } is % SystemDrive%:\Program Files\Hewlett-Packard\svctools. If this is not where WEBES was installed, look for the path and file **common\webes\release.txt** on your system. The svctools directory containing this path is the { *WEBES install directory* }.

The files list the component versions for the release. Generally, they match the overall WEBES version number. The files in Table 2–3 also may reveal a “build” number, but those are not necessarily intended to match across components.

2.3.4 Storing User Files

WEBES includes “userdata” subdirectories under the WEBES svctools directory tree as follows:

```
svctools\common\ca\userdata
svctools\common\ccat\userdata
svctools\common\desta\userdata
svctools\common\webes\userdata

svctools\specific\ca\userdata
svctools\specific\ccat\userdata
svctools\specific\desta\userdata
svctools\specific\webes\userdata
```

When using WEBES, store your own files (such as binary event logs or CCAT crash dump files) under these subdirectories.

- Storing files under the userdata subdirectories makes them easily accessible in the WEBES user interfaces. For example, SEA automatically lists any binary event logs from the ca\userdata subdirectories under Other Logs.
- In WEBES v4.1 or later, files stored under the userdata subdirectories are preserved and restored during WEBES uninstallations and reinstallations. The files will be restored to right places the next time you install WEBES, even if you install it to a different location than before.

2.3.5 Completing EVA Managed Entity Data

In WEBES v4.4.4 and earlier releases, the user was prompted to enter EVA managed entity data if WEBES discovered Command View EVA (CV EVA) to be installed. WEBES v4.5 onwards features have been added that make this task more complex. To make the install process simpler, this user task of data validation and completion has been moved to be a post-install task.

2.3.5.1 Completing Data for Command View EVA Servers

If WEBES discovers during installation that CV EVA is installed, it will automatically create a WEBES Managed Entity for the system, of the type “Command View EVA Server.” It will fill in what information it can discover, but the user must complete the rest of the information.

For example, if the version of CV EVA is v6 or later, then the user must enter the username and password for CommandView EVA Authentication, which cannot be automatically discovered by WEBES. Other needed information may include the product number and serial number of the system.

Upon completion of the WEBES install, WEBES will send email similar to the example below, if it discovers CV EVA.

```
From: sea@MYCVSERVER.cxo.hp.com [mailto:sea@MYCVSERVER.cxo.hp.com]
Sent: Friday, February 09, 2007 7:33 PM
To: Schmoe, Joseph
Subject: ATTENTION NEEDED: MYCVSERVER managed entity added to System Event Analyzer
```

Dear Customer,

The System Event Analyzer has detected that the following device CommandView EVA Server: MYCVSERVER is now being managed. You must enter the new device product and serial number for proper call logging.

Please open the following link and provide the required information for the new device.

<https://MYCVSERVER:7906/managedentities?infoNeeded>

Thank you,
Hewlett-Packard Services.

Refer to *WEBES User Guide section Managed Entities* for details on completing the information for the CV EVA Server managed entity.

2.3.5.2 Completing Data for EVAs

In addition to discovering CV EVA, WEBES will also discover any EVAs currently being managed by CV EVA and create a Managed Entity for each, of type “EVA.” It will fill in what information it can discover, but the user must complete the rest of the information.

If CV EVA prior to version 6 is installed, then no username and password is required for WEBES to communicate with CV EVA. In this case, WEBES will discover any EVAs by conversing with CV EVA immediately after WEBES is installed.

If CV EVA version 6 or later is installed, then WEBES cannot communicate with CV EVA until the user enters the CV EVA user name and password as described in the above section [2.3.5.1 Completing Data for Command View EVA Servers](#). Soon after that has been completed, WEBES will discover any EVAs by conversing with CV EVA.

Installing on Windows

2.3 Post-Installation

Regardless of the version of CV EVA installed, whenever WEBES discovers EVAs and creates Managed Entities for them, it will send an email for each EVA similar to the example below.

```
From: sea@MYCVSERVER.cxo.hp.com [mailto:sea@MYCVSERVER.cxo.hp.com]
Sent: Friday, June 09, 2008 7:35 PM
To: Schmoe, Joseph
Subject: ATTENTION NEEDED: MyEVA2 managed entity added to System Event Analyzer
```

Dear Customer,

The System Event Analyzer has detected that the following device EVA: MyEVA2 is now being managed. You must enter the new device product and serial number for proper call logging. Please open the following link and provide the required information for the new device.

<https://MYCVSERVER:7906/managedentities?infoNeeded>

Thank you,
Hewlett-Packard Services

Refer to *WEBES User Guide section Managed Entities* for details on completing the information for the EVA managed entity.

2.3.6 Adding an EVA After Installing WEBES

When an EVA is added to the configuration after WEBES has been installed, take the following actions:

1. Install and Configure the EVA using the CommandView EVA software. Note: The EVA Name must be assigned so that WEBES can recognize it.
2. Stop and re-Start the Director on each node from which CommandView EVA can manage the new EVA, either with the Start menu:
 - Start...Programs...Hewlett-Packard Service Tools...Web-Based Enterprise Services...Stop Director
 - Start...Programs...Hewlett-Packard Service Tools...Web-Based Enterprise Services...Start Director

or

- Open a Command Prompt window and execute these two commands:
 - net stop desta_service
 - net start desta_service
- 3. Enter the new EVA's configuration information into the SEA Managed Entity Web interface:
 - Browse to the SEA Web Interface page <https://<nodename>:7906>
You will be presented with a new screen that allows you to enter the Managed Entity information.

Refer to Section 2.2 'Installing WEBES' for more information on Managed Entity Web Interface.

Refer to the WEBES User's Guide, chapter 7 "Web Interface", for more information on the SEA Managed Entity Web interface.

Managed Entity information must be entered for each EVA managed by CommandView EVA operating on the same node as WEBES-SEA. This new feature provides entitlement information that is passed with the notifications sent to ISEE.

Failure to enter this information will cause the notifications generated for the new EVA to be ignored by the ISEE backend.

Email notifications for the events will be sent. All nodes running CommandView EVA configured to manage the new EVA must have WEBES-SEA Managed Entity information updated.

If you configure the new EVA using CommandView, but do not configure the same EVA in the SEA Managed Entity Web interface, you will receive email from SEA within 12 hours after the CommandView configuration is complete, asking you to configure the new EVA for SEA. SEA sends an email using the settings entered for email SMTP server and email addresses during the SEA part of the WEBES installation (see WEBES User's Guide chapter "Automatic Notifications" for details on where this information is stored and how to change it after WEBES installation). The email has a link to an URL which takes you to the Web interface where you can enter the EVA's information.

2.3.7 Installing or Upgrading ISEE Client After Installing or Upgrading WEBES

If you install or upgrade your version of WEBES, and then later install or upgrade your version of the ISEE Client software on the same system, then you must follow these steps after the ISEE install or upgrade, to allow SEA to send EVA collections to HP via ISEE:

1. In a Command Prompt window, "cd" to the directory containing the script which raises the limit, that can vary depending on where you installed WEBES. For example:

```
cd C:\Program Files\Hewlett-Packard\svctools\specific\ca\config
```

2. Execute the following command:

```
cscript changeFileSizeLimit.js 3
```

This will change the file size limit to 3MB, which is sufficient for SEA's purposes (10 is the maximum).

3. A log file is created in the current directory named changeISEEFileLimit.log. Open this log file in an editor such as Notepad, to see whether the script is executed successfully or not.
4. If ISEE is installed after WEBES, then enter this command in a Command Prompt window:

`desta isee on`

This will enable WEBES to ISEE notifications. If ISEE is already installed when WEBES is installed, then WEBES will enable ISEE notification by default. If ISEE is upgraded (rather than installed) while WEBES is already installed, this step is not necessary.

2.3.8 Configuring SNMP Traps to Send Notifications to HP-SIM

To configure SNMP traps to send notifications to HP-SIM, follow these steps:

1. Start the Director
2. Execute `desta snmp on` command
3. Enter the SNMP host name (you will be prompted to enter the SNMP host name)
4. Enter the Trap Type to use (you will be prompted to enter “Which Trap Type to use”. The trap type supported are 2 and 3). WEBES displays the message “SNMP Service Trap notification is now enabled”.

To turn off the SNMP Trap Notification, execute `desta snmp off` command.

2.4 Upgrading WEBES

Note

Before upgrading WEBES, reinitialize the system error log as described in Section 2.1.6, [Archiving and Cleaning the Windows Event Log](#).

This section is applicable when you are upgrading to WEBES 5.2 from an existing version of WEBES that is within 2 releases (versions) of this version of WEBES. For example, you can upgrade to WEBES v5.2 when either WEBES v5.1 or WEBES v5.0 is installed, but not if v4.5.1 or earlier is installed. If an upgrade is attempted on a version of WEBES that is too old, you are told to uninstall the existing version, and the upgrade does not proceed.

If WEBES is already uninstalled or was never installed at all, see Section 2.2, [Installing WEBES](#).

Warning!

Ensure that the DESTA_service is running and functional, before attempting to upgrade, in order to be able to successfully migrate Managed Entity data.

Upgrading lets you preserve your configuration and state data. Be aware that upgrading uninstalls the older version of WEBES and installs the newer version—the upgrade does not simply patch or replace certain files, as was the case with WEBES Service Packs.

Whenever a version of WEBES is already installed that is capable of being upgraded, the WEBES kit informs you that the older version was detected and prompts you about upgrading.

If you answer Yes, the kit does the following:

1. Saves configuration and state data to %SystemDrive%\WebesBackup, where %SystemDrive% is the drive where Windows (not necessarily WEBES) was installed.
2. Uninstalls the existing installation.
3. Installs this version with the same components (SEA or CCAT) that were present before.
4. Restores the saved data.
5. Deletes the WebesBackup directory and all of its contents.

If you answer No, the kit exits and the existing version of WEBES is not upgraded. If desired, you can uninstall the existing WEBES copy yourself, but then not all data will be migrated upon installing the newer version as described in Section 2.2, [Installing WEBES](#).

2.5 Downgrading WEBES

Do not save configuration data if you are going back to an earlier WEBES version, for example v5.2 to v4.5.1. The stored configuration data may not be compatible with an earlier version.

2.6 Uninstalling WEBES

You can uninstall WEBES through the “Add/Remove Programs” window of the Control Panel.

2.6.1 Uninstalling Individual WEBES Tools

To uninstall an individual WEBES tool, follow these steps:

1. If you have not already done so, log on using an account with administrator privileges.

Installing on Windows

2.6 Uninstalling WEBES

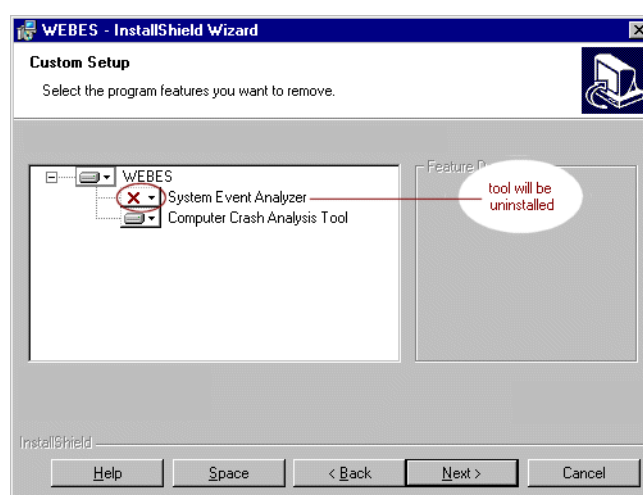
2. Completely close the tool if it is running.
3. In the Windows applet for adding and removing programs, highlight HP WEBES.

2000: Start | Settings | Control Panel | Add/Remove Programs

XP: Start | Control Panel | Add or Remove Programs

4. Press the Change/Remove button to run the setup wizard.
5. When prompted, choose the Modify option.
6. Change the selection button next to the tools that you want to remove as shown in Figure 2-12.

Figure 2-13 Removing a WEBES Tool



7. Follow the prompts to proceed with uninstallation.

2.6.2 Uninstalling All WEBES Tools

To uninstall all WEBES tools, follow these steps:

1. If you have not already done so, log on using an account with administrator privileges.
2. Completely close all tools that are running.
3. In the Windows applet for adding and removing programs, highlight HP WEBES.

2000: Start | Settings | Control Panel | Add/Remove Programs

XP: Start | Control Panel | Add or Remove Programs

4. Press the Change/Remove button to run the setup wizard.
5. When prompted, choose the Remove option.
6. Follow the prompts to proceed with uninstallation.

2.6.3 Uninstalling on Terminal Servers

Terminal Server WEBES uninstallation guidelines apply to these operating systems:

- Windows 2000 Server and Advanced Server, when Terminal Services are enabled
- Windows XP when Remote Desktop connections are enabled

From Console—Terminal Server system uninstallations should be performed from the Terminal Server console by an administrator (either the Administrator account or any account in the Administrators group).

For the best results, make sure that no clients are logged on to the server during WEBES uninstallation. You can send clients a message about the time and duration of the uninstallation and then disable all connections before starting.

Otherwise, the process for uninstalling is the same as any other Windows WEBES uninstallation.

From Client—Uninstall from a Terminal Services client as follows:

1. Log on to the Terminal server as an administrator and close all applications.
2. Uninstall the program as with any other Windows WEBES uninstallation.

2.6.4 Uninstalling on a Storage Management Appliance

For purposes of WEBES, the HP OpenView Storage Management Appliance (SMA) is considered a Windows 2000 system. However, the SMA is a “headless” Integrity Server, meaning it is designed to be configured and allowed to run with minimal direct user interaction—without a physical monitor, keyboard, or mouse attached.

You can connect to the Windows 2000 desktop on the SMA using two methods:

- By directly connecting a monitor, keyboard, and mouse
- By running the Microsoft Terminal Services client (renamed to Remote Desktop in Windows XP)

Every SMA is preconfigured to accept Terminal Services client connections because the Terminal Services server is preinstalled. Users who do not already have a copy of the Terminal Services client can download it from the following URL:

```
http://www.microsoft.com/windows2000/downloads/recommended/TSAC/  
tsmsi.asp?Lang
```

See Section 2.6.3, [Uninstalling on Terminal Servers](#), for more information.

Desktop connections also require the account username and password for the SMA. The factory-set defaults are username **administrator** and password **admin#####**, where #####

Installing on Windows

2.6 Uninstalling WEBES

is the last six characters of the serial number in reverse order. The password is case sensitive, and you are advised to change it (if you have not already done so) for better system security.

2.6.5 WCCProxy Refresh Issue

WCCProxy continues to show up in the Add/Remove Programs window even after uninstalling WCCProxy until you hit F5 or close and re-open the Add/Remove Programs window.

Note

WEBES uninstall will not remove WCCProxy if another tool such as ISEE still needs it. So, if WCCProxy remains after hitting F5, it is likely that WCCProxy is still installed which is correct. This is as per WEBES design.

2.6.6 Manual Removal of WCCProxy

If WCCProxy fails to be removed by WEBES or ISEE and remains installed after both tools have been removed, you can remove it manually from the Add/Remove Programs utility. Answer the popup prompts affirming that you wish to remove WCCProxy.

Do not remove WCCProxy using Add/Remove Programs if either WEBES or ISEE is installed, as it will leave them non-operational.

Glossary

A

access ID

An alphanumeric string that identifies a customer. Enterprise customers probably will have more than one ID. (They may be assigned one per site, for example.) Other systems may refer to this alphanumeric string as the service ID.

ACHS

Automatic Call Handling System. Within the service provider's customer service center, ACHS accepts incoming event analysis messages that were initiated by [SICL](#).

Automatic Call Handling System

See [ACHS](#).

C

CADC

Crash Analysis Data Collector. On Windows systems, CADC is required before the system can collect operating system failure information and format it into a footprint that [CCAT](#) can then analyze. The OpenVMS operating system comes with built-in utilities that create such footprints.

CCAT

Computer Crash Analysis Tool. CCAT is a remote operating system failure analysis tool and is a [WEBES](#) component.

Computer Crash Analysis Tool

See [CCAT](#).

Glossary

D

Crash Analysis Data Collector

See [CADC](#).

customer service gateway

The [PRS](#) system that connects customer managed systems with the outside world. Events from the managed systems are accumulated to a single customer service gateway platform on the customer premises for transmission to the service provider.

D

DESTA

Distributed Enterprise Service Tools Architecture. DESTA is the engineering code name for the [WEBES](#) software suite architecture. Consider any references to DESTA to be roughly synonymous with WEBES itself.

Distributed Enterprise Service Tools Architecture

See [DESTA](#).

DHCP

Dynamic Host Configuration Protocol. DHCP is a protocol for automatic TCP/IP configuration that provides dynamic and static address allocation and management.

DSNLink

A service tool that allows two-way [SICL](#) communications between a customer system and a service provider system.

Dynamic Host Configuration Protocol

See [DHCP](#).

I

Instant Support Enterprise Edition

See [ISEE](#).

ISEE

Instant Support Enterprise Edition. HP ISEE automates remote support over the Internet by using electronic notifications similar to those from [SICL](#) or [PRS](#). ISEE service providers can use remote diagnostic scripts to analyze supported systems and devices.

J

Java Development Kit

See [JDK](#).

Java Runtime Environment

See [JRE](#).

Java Virtual Machine

See [JVM](#).

JDK

Java Development Kit. The JDK is a set of development tools used for creating Java applications, such as [SEA](#).

JRE

Java Runtime Environment. JRE is runtime code that enables Java applications to be distributed freely.

JVM

Java Virtual Machine (or Java VM). The JVM is an abstract computing machine with an instruction set and various memory areas. The JVM understands the Java class file, which contains its instructions. The JVM is part of the JDK, and part of better versions of various browsers.

P

PCSI

POLYCENTER Software Installation. PCSI is a software installation and management tool for OpenVMS systems. PCSI can package, install, remove, and manage software products.

POLYCENTER Software Installation

See [PCSI](#).

Proactive Remote Service

See [PRS](#).

Glossary

Q

PRS

Proactive Remote Service. PRS lets customer systems self-monitor and securely report problems and events to a service provider. In addition, service representatives can securely connect back to a remote customer system for non-disruptive repair and maintenance. PRS uses [WorldWire](#) and is the next evolution from the original [SICL](#) service offering.

Q

QSAP

Qualified Service Access Point. QSAP is an older name for the [customer service gateway](#).

Qualified Service Access Point

See [QSAP](#).

R

RCM

Revision and Configuration Management. In versions prior to 4.2, RCM was a [WEBES](#) component that collected configuration, revision, and patch data from supported systems.

Revision and Configuration Management

See [RCM](#).

S

SEA

System Event Analyzer. SEA is a remote system event monitoring tool and is a [WEBES](#) component.

service ID

An alphanumeric string that identifies a customer. Enterprise customers probably will have more than one ID. (They may be assigned one per site, for example.) Other systems may refer to this alphanumeric string as the access ID.

SICL

System Initiated Call Logging. SICL uses [DSNLink](#) to send fault and failure messages to the service provider's customer service center. The messages are then received by [ACHS](#), analyzed, and acted upon as appropriate. The follow-up service offering to SICL is [PRS](#).

Simple Mail Transfer Protocol

See [SMTP](#).

SMTP

Simple Mail Transfer Protocol. SMTP is a TCP/IP protocol governing email transmission and reception.

System Event Analyzer

See [SEA](#).

System Initiated Call Logging

See [SICL](#).

T

TCP/IP

Transmission Control Protocol/Internet Protocol. TCP/IP provides communication between computers across interconnected networks, even when the computers have different hardware architectures and operating systems.

Transmission Control Protocol/Internet Protocol

See [TCP/IP](#).

W

WCC

WEBES Common Components. The WCC are required portions of WEBES that allow the tool suite to function as an integrated installation. The WCC are separate from the individual tools in the WEBES suite ([SEA](#) and [CCAT](#)) and are almost always transparent to the user. See also [WCCProxy](#).

WCCProxy

Like the [WCC](#), the WCCProxy is another required part of WEBES. After WEBES installation, the WCCProxy appears as a separately installed kit and represents WEBES functionality not developed in the Java environment. The WCCProxy contains functions that allow WEBES to interact properly with the operating system and with the ISEE Client.

Web-Based Enterprise Services

See [WEBES](#).

Glossary

WEBES

Web-Based Enterprise Services. WEBES is an integrated set of web-enabled service tools that includes the System Event Analyzer ([SEA](#)) and Computer Crash Analysis Tool ([CCAT](#)), as well as the required components [WCC](#) and [WCCProxy](#). See also [DESTA](#).

WEBES Common Components

See [WCC](#).

WorldWire

A service tool that allows for secure two-way [PRS](#) communication between a customer system and a service provider system.