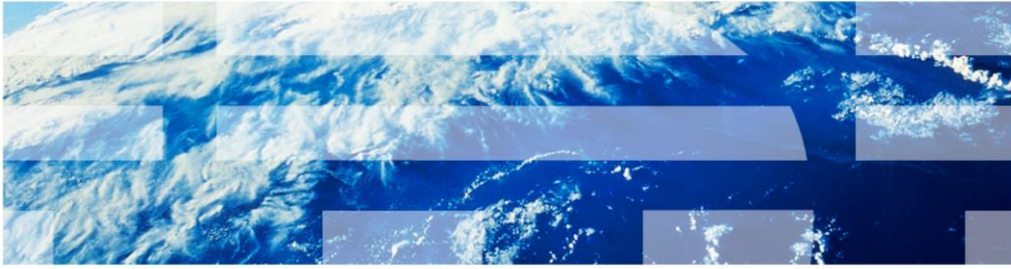


# IBM Tivoli Netcool/OMNIbus V7.3.1

## Installing the ITM Agent for Netcool/OMNIbus on Windows Server



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In this training module, you learn how to perform the installation of IBM Tivoli® Monitoring Agent for Netcool®/OMNIbus version 7.3.1 on a Windows® Server OS. You also learn how to verify a successful installation.

## Prerequisites

- A successfully installed and started Tivoli Netcool/OMNIbus Tivoli Netcool/OMNIbus version 7.3.1 ObjectServer
- The agent must be able to connect to a successfully installed and started IBM Tivoli Monitoring V6.2 server
- These support packages must be installed:
  - ITM for Tivoli Netcool/OMNIbus Agent
  - ITM for Tivoli Netcool/OMNIbus Agent for TEMS support
  - ITM for Tivoli Netcool/OMNIbus Agent for TEPS support
  - ITM for Tivoli Netcool/OMNIbus Agent for TEP Desktop Client support
  - ITM for Tivoli Netcool/OMNIbus Agent for TEP Browser Client support

When installing the IBM Tivoli Monitoring (ITM) Agent for Netcool/OMNIbus version 7.3.1 on Windows, make sure that you have access to the object that that you want to monitor. The agent must also be able connect to an IBM Tivoli Monitoring V6.2 server. Before installing the agent, make sure you first have the following prerequisite conditions, ITM software, and installation of these ITM support packages from the agent software:

- ITM for Tivoli Netcool/OMNIbus Agent
- ITM for Tivoli Netcool/OMNIbus Agent for Tivoli Enterprise Monitoring Server support
- ITM for Tivoli Netcool/OMNIbus Agent for Tivoli Enterprise Portal Server support
- ITM for Tivoli Netcool/OMNIbus Agent for Tivoli Enterprise Portal Desktop Client support
- ITM for Tivoli Netcool/OMNIbus Agent for Tivoli Enterprise Portal Browser Client support
- Installed and started Tivoli Netcool/OMNIbus Tivoli Netcool/OMNIbus version 7.3.1 ObjectServer
- Installed and started IBM Tivoli Monitoring V6.2 server

## Objectives

When you complete this training module, you can perform these tasks:

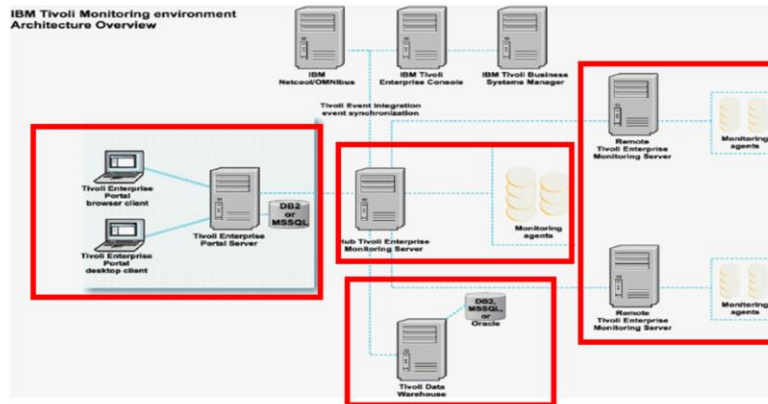
- Describe at a high level the functionality of IBM Tivoli Monitoring (ITM)
- Describe at a high level the functionality of the ITM Agent for IBM Tivoli Netcool/OMNIbus V7.3.1
- Successfully perform an installation on a Windows OS of the ITM Agent for IBM Tivoli Netcool/OMNIbus V7.3.1

Now that you have completed this training module, you can perform these tasks:

- Describe at a high level the functionality of IBM Tivoli Monitoring (ITM)
- Describe at a high level the functionality of the ITM Agent for IBM Tivoli Netcool/OMNIbus V7.3.1
- Successfully perform an installation on a Windows OS of the ITM Agent for IBM Tivoli Netcool/OMNIbus V7.3.1

## IBM Tivoli Monitoring with IBM Tivoli Netcool/OMNIBus

### Components of IBM Tivoli Monitoring



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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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The elements in the red boxes are part of IBM Tivoli Monitoring. The main components are the Tivoli Enterprise Portal (TEP) clients, TEP Server, both hub (monitoring server) and remote monitoring servers, and their monitoring agents. The Tivoli Data Warehouse server is also part of IBM Tivoli Monitoring. It controls the storage and access to historical monitoring information.

The IBM Tivoli Monitoring software application product provides a way to monitor the availability and performance of the network elements in an enterprise environment.

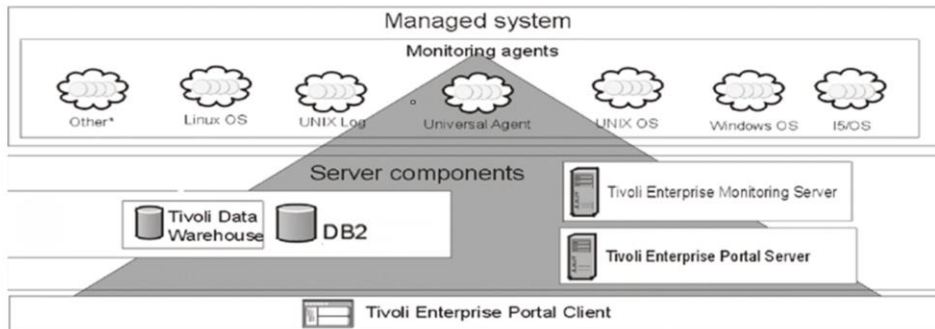
IBM Tivoli Monitoring can perform the following tasks:

- Monitor for alerts on the systems using predefined situations or custom situations
- Establish performance thresholds
- Trace the causes leading to an alert
- Gather comprehensive data about system conditions
- Use policies to perform actions, schedule work, and automate manual tasks

IBM Tivoli Monitoring is the base or prerequisite software application for ITM Agent for Netcool/OMNIBus.

## Important agent installation prerequisite

Client and server environment must be installed and configured before agent installation



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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

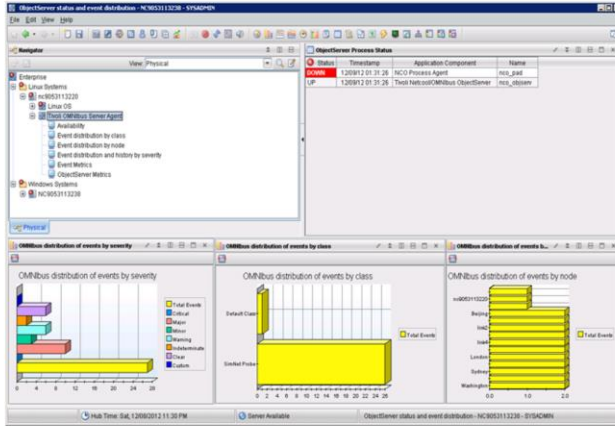
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The diagram in the slide displays the various components of an IBM Tivoli Monitoring system. These components include clients, servers, monitoring agents, and databases. In the diagram, IBM Tivoli Monitoring Agent for Netcool/OMNIBus version 7.3.1 falls under the upper-left category of **Other\*** monitoring agents. In order to install, configure, and use ITM Agent for Netcool/OMNIBus version 7.3.1, a fully operational ITM client, server, and database environment and IBM Tivoli Netcool/OMNIBus version 7.3.1 server and database environment must both be running. The agent is not a stand-alone product.

## ITM Agent for Tivoli Netcool/OMNIbus benefits

The ITM for Tivoli Netcool OMNIbus Agent provides these benefits:

- Monitoring of IBM Tivoli Netcool OMNIbus performance, automation triggers, and event activity
- Reads directly from files created by the ObjectServer



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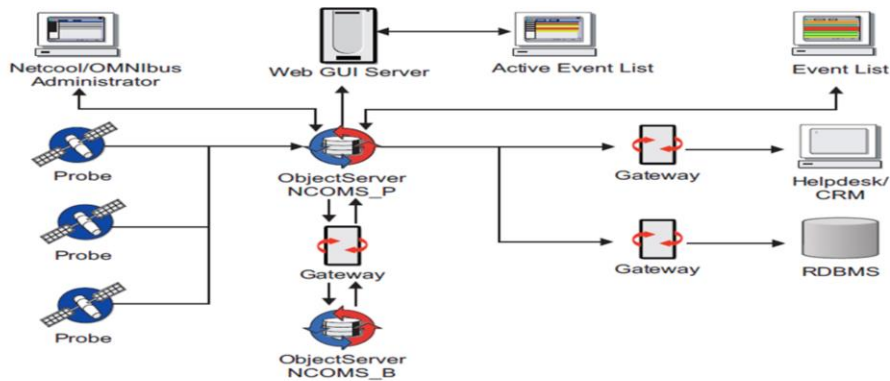
Installing the ITM Agent for Netcool/OMNIbus on Windows Server

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The IBM Tivoli Monitoring for Tivoli Netcool/OMNIbus Agent provides you with the capability to monitor IBM Tivoli Netcool/OMNIbus performance. The Agent reads from files created by the Tivoli IBM Netcool/OMNIbus ObjectServer. No special or additional privileges are required to run this agent.

## IBM Tivoli Netcool/OMNibus system architecture

### IBM Tivoli Netcool/OMNibus system component architecture



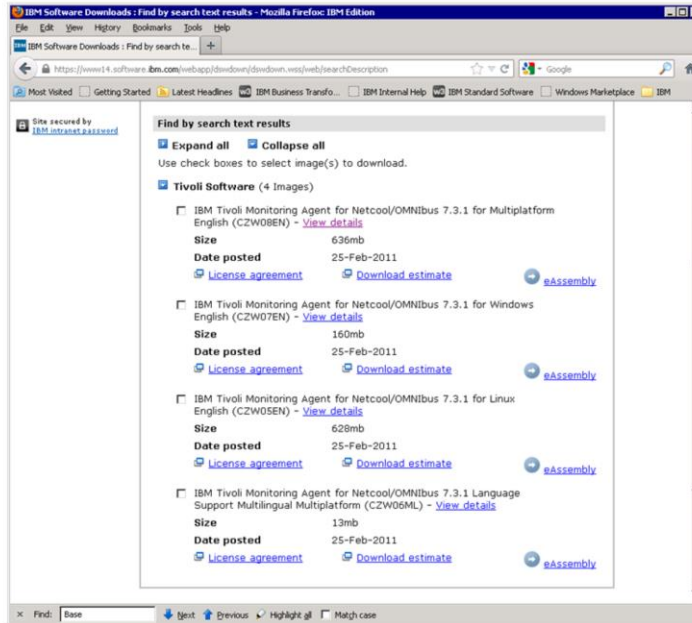
7

Installing the ITM Agent for Netcool/OMNibus on Windows Server

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The IBM Tivoli Netcool/OMNibus system collects enterprise-wide event information from a wide variety of IT network resources in real time. The Event List and WebGUI AEL components present consolidated views of this information. Note that the ITM Agent for IBM Tivoli Netcool/OMNibus only monitors the ObjectServers. It does not monitor the other IBM Tivoli Netcool/OMNibus components.

## Downloading appropriate IBM Tivoli Netcool/OMNIBus agent software



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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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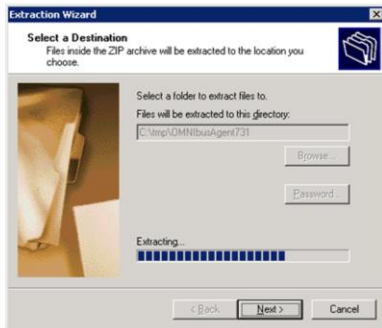
Download IBM Tivoli Monitoring Agent for Netcool/OMNIBus 7.3.1 for Windows English (for example, Part No. CZW07EN). Note that there might be multiple versions at your download site.

Make sure that you download the latest version available and developed for the right Netcool/OMNIBus version (for example, version 7.3.1). It is critical that you install the right version of the agent that goes with the ObjectServer version.



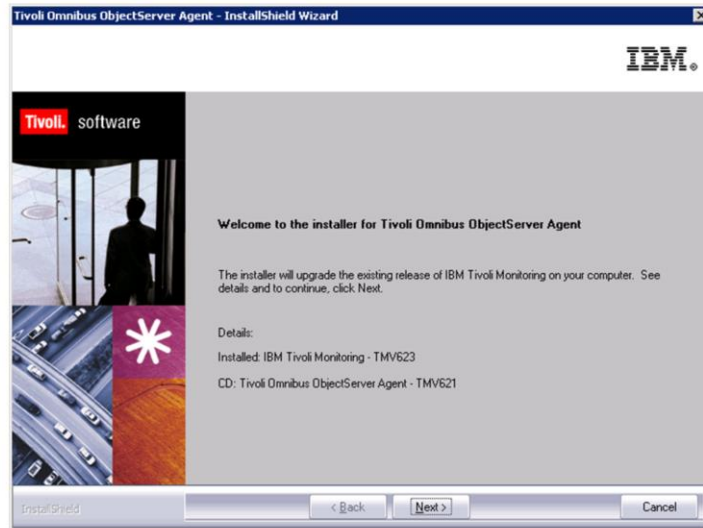
## Extracting the agent software file and starting the installation

Download and extract the software, then begin the installation



After you download the appropriate software, extract it to an installation location. Note and verify your IBM Tivoli Monitoring environment details such as TEMS/TEP server name and ports used to connect. Start the installation script.

## Welcome page



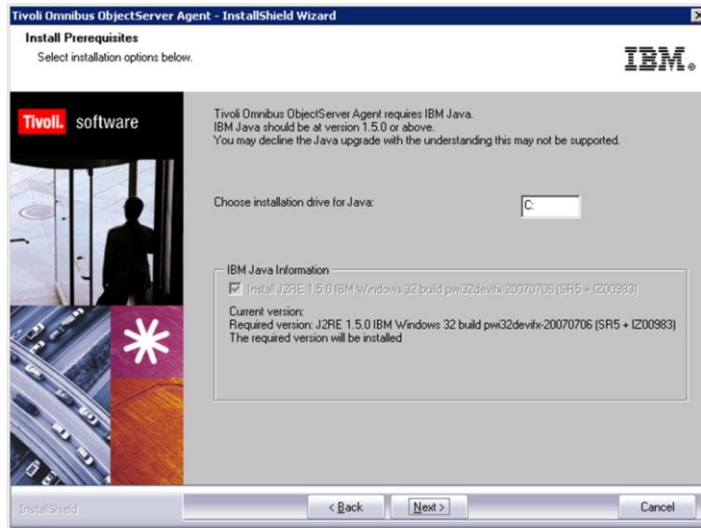
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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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Review the welcome page and click **Next**.

## Reviewing installation prerequisites



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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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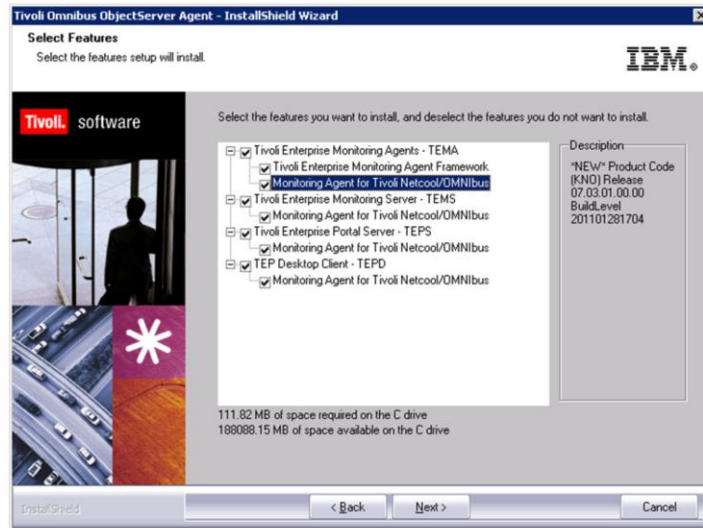
Review the installation prerequisites panel. Either enter a custom location for the installation drive or take the default location as displayed on this slide. Click **Next**.

## Accepting the license agreement



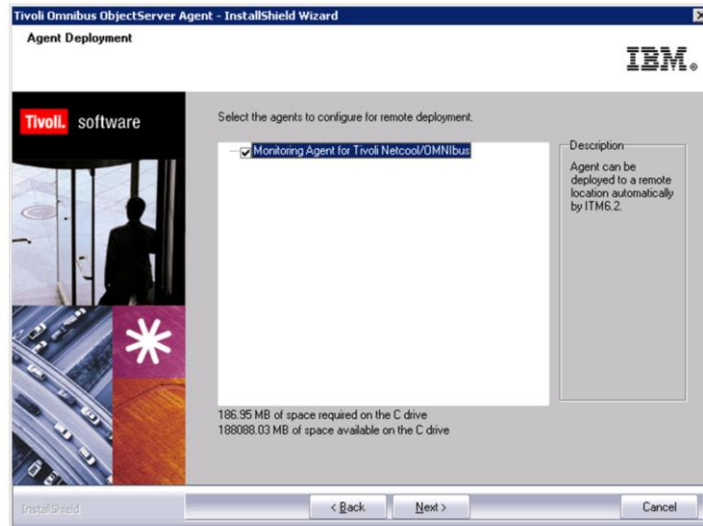
Accept the software license agreement to proceed with the installation.

## Reviewing and selecting features



Review and select the features that are appropriate for your environment and click **Next**.

## Selecting the ObjectServer monitoring agent for remote deployment



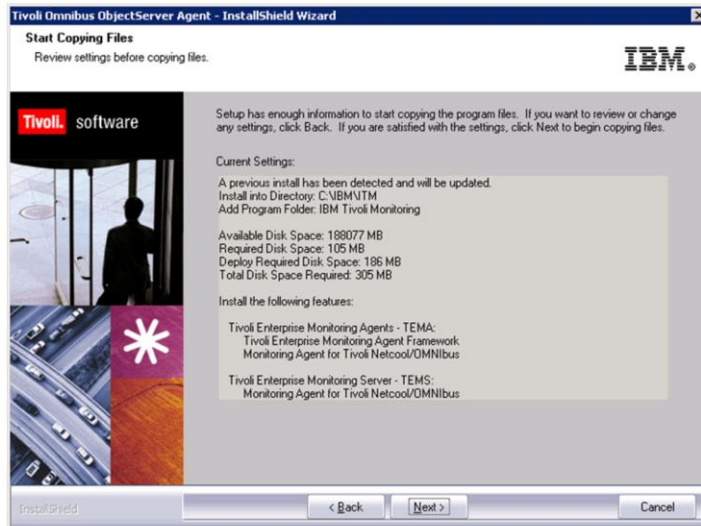
14

Installing the ITM Agent for Netcool/OMNibus on Windows Server

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Either select or clear the **Monitoring Agent for Tivoli Netcool/OMNibus** check box. If you want deployment, then select the check box and click **Next**.

## Reviewing installation options



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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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Review the installation options. If you are satisfied with them, click **Next** to proceed with the installation. Click **Yes** when the final confirmation message box is displayed.

## Installation status screen (1 of 11)



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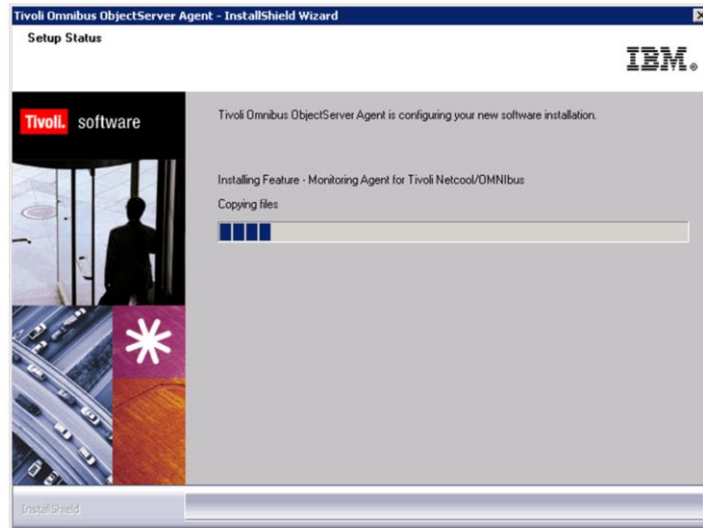
Installing the ITM Agent for Netcool/OMNibus on Windows Server

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Monitor the installation status screens that indicate the actions the installation wizard is performing. Press **Next**, **OK**, and so forth when the user interface prompts you. Make sure your Tivoli Enterprise Portal Server desktop is closed, otherwise you might be prompted to stop the **java.exe** file before pressing **Next**.



## Installation status screen (2 of 11)



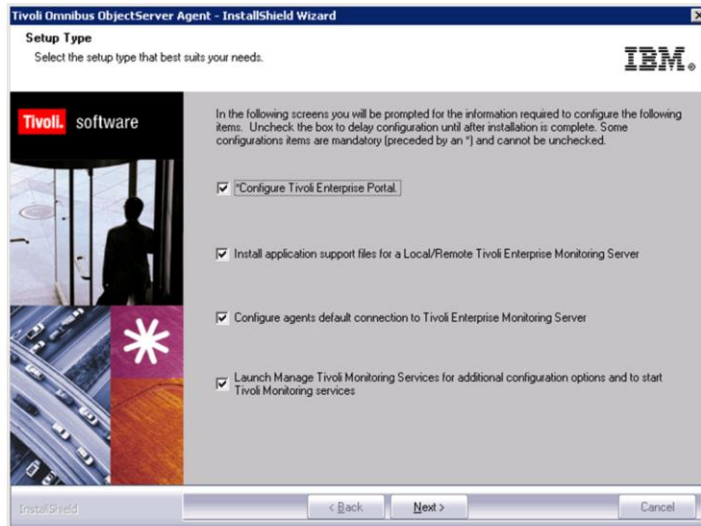
17

Installing the ITM Agent for Netcool/OMNibus on Windows Server

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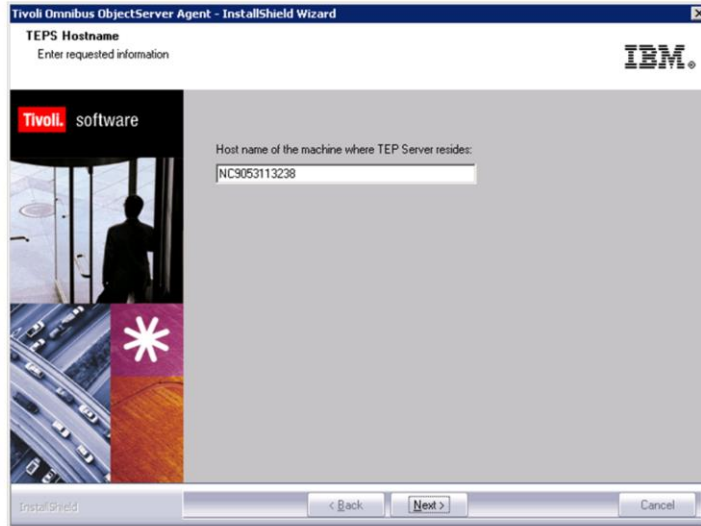
Again, monitor install status screens that indicate the actions the installation wizard is performing. Press **Next** or **OK** if prompted.

## Specify configuration options



Review the information and options presented and select or clear as appropriate or applicable to your installation. Click **Next** to proceed with the installation. Note that all screens that are presented in this module might not appear for your installation depending on the configuration options selected.

## Specify TEPS (portal server) hostname



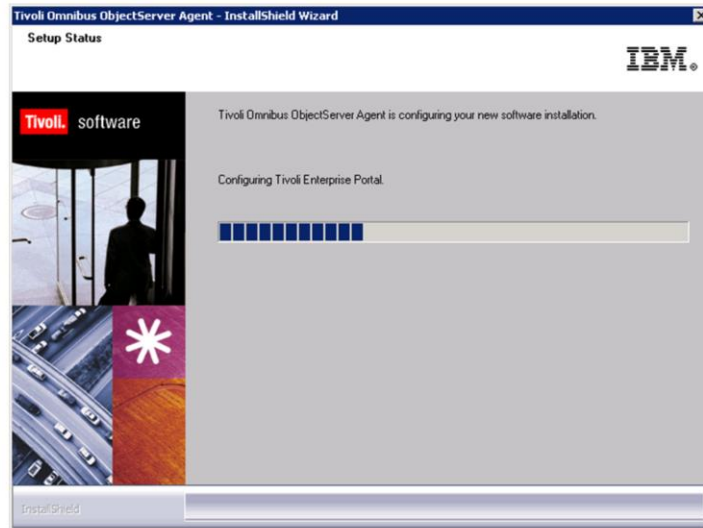
19

Installing the ITM Agent for Netcool/OMNibus on Windows Server

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When you are prompted with the window shown in the slide, specify your **TEPS Hostname** and click **Next**.

## Installation status screen (3 of 11)



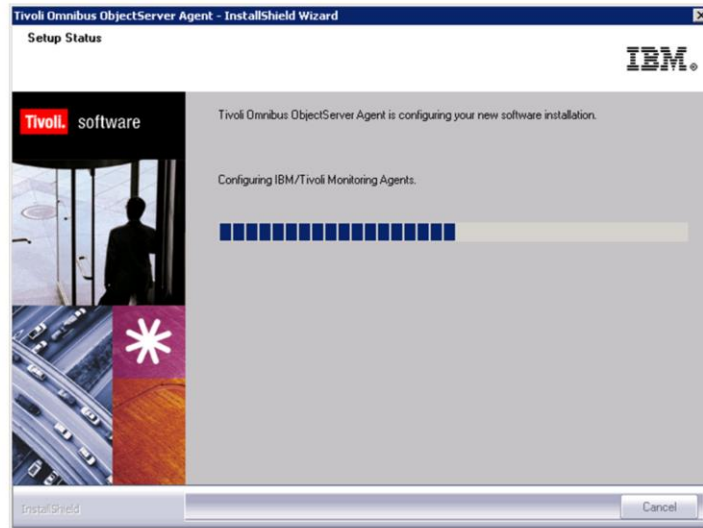
20

Installing the ITM Agent for Netcool/OMNibus on Windows Server

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The installation wizard displays the setup status window Configuring TEP and Configuring ITM Agents.

## Installation status screen (4 of 11)



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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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The installation wizard displays the setup status window Configuring TEP and Configuring ITM Agents. Monitor the screens displayed as the installation progresses.

## Specify TEMS configuration

The screenshot shows the 'Tivoli Enterprise Monitoring Server Configuration' dialog box. It has a title bar with a close button. The main area is divided into several sections:

- TEMS Type:** Radio buttons for 'Hub' (selected) and 'Remote'.
- Security and Integration:** Checkboxes for 'Configuration Auditing', 'Security: Validate User', 'LDAP Security: Validate User with LDAP?', 'Address Translation', 'Tivoli Event Integration Facility', and 'Disable Workflow Policy/Tivoli Emitter Agent Event Forwarding'.
- TEMS Name:** A text field containing 'HUB\_NC9053113238'.
- Protocol for this TEMS:** A section with three rows. The first row is checked and has a dropdown menu showing 'IP.PIPE'. The other two rows are unchecked and have empty dropdown menus.
- Hot Standby:** A checkbox for 'Configure Hot Standby TEMS' which is unchecked. Below it are three rows for 'Protocol 1', 'Protocol 2', and 'Protocol 3', each with an unchecked checkbox and an empty dropdown menu.

At the bottom, there are three buttons: 'OK', 'Cancel', and 'Help'.

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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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When the TEMS Configuration window opens, verify and specify the TEMS configuration information such as **Type**, **Protocol**, and so forth, as appropriate to your installation. Click **OK**. If the default values do not match, or if you are not sure what to use, consult IBM Tivoli Monitoring documentation or your ITM administrator for the correct information. Note that the information you provide on this panel might determine the installation window sequence that the installation wizard presents to you.

## Specify HUB TEMS configuration

Hub TEMS Configuration

IP.UDP Settings: Hub  
Hostname or IP Address: NC9053113238  
Port number and/or Port Pools: 1918

IP.PIPE Settings: Hub  
Hostname or IP Address: NC9053113238  
Port number: 1918

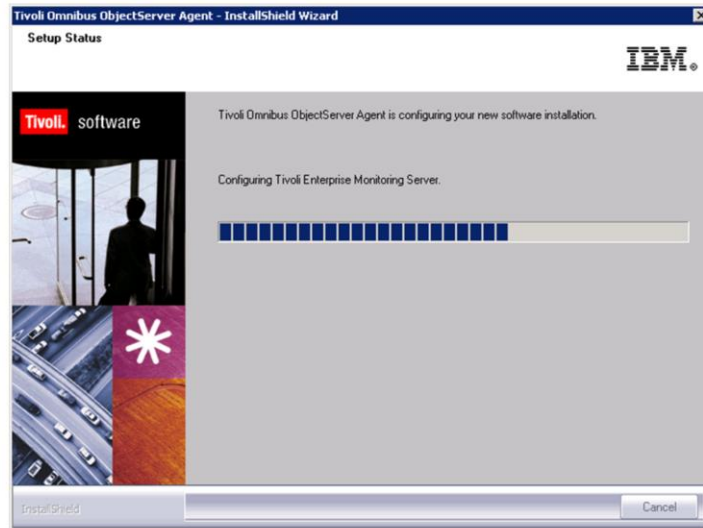
IP.SPIPE Settings: Hub  
Hostname or IP Address: NC9053113238  
Port number: 3660

SNA Settings: Hub  
Network Name:   
LU Name:   
LU6.2 LOGMODE: CANCTDCS  
TP Name:   
Entry Options  
 Use case as typed  
 Convert to upper case

NAT Settings OK Cancel Help

Verify and specify HUB TEMS configuration information, including **Hostname or IP Address** and **Port number**, as appropriate to your installation. Click **OK**. If you are not sure what values to use, consult IBM Tivoli Monitoring documentation, or your IBM Tivoli Monitoring administrator for this information.

## Installation status screen (5 of 11)



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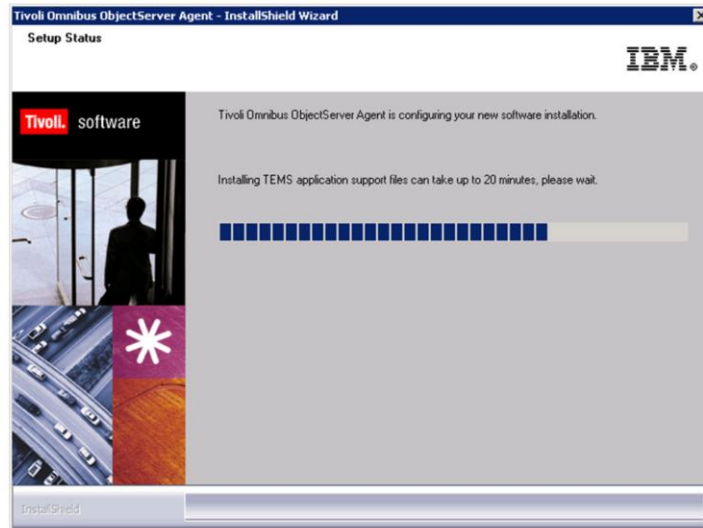
Installing the ITM Agent for Netcool/OMNibus on Windows Server

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The installation wizard displays the setup status window Configuring Tivoli Enterprise Monitoring Server.



## Installation status screen (6 of 11)



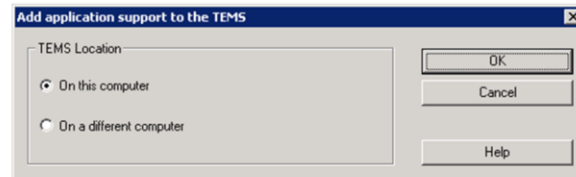
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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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The installation wizard displays the setup status window Installing TEMS application support files.

## Installation status screen (7 of 11)



When the installation wizard displays the window shown in the slide, select the TEMS location for application files, and click **OK**.

## Installation status screen (8 of 11)

Select the application support to add to the TEMS

Component	Application support file	Version	Directory
Monitoring Agent for Tivoli Netcool/OMNIBus	kno.sql	07.31.00.00	C:\IBM\ITM\CMS\sqlib\

Skip self-describing mode seeding status check and force application support seeding.

Default distribution list settings:

Choose one of the following options to add or update the situation distribution definition to include the default managed system groups:

- All - This option adds the default managed system groups to all the applicable situations. Note that not all situations have the default managed group setting. For some, you might need to manually define the distribution in the Tivoli Enterprise Portal due to the specific content of the agent support package.
- None - The default managed system group is not added to any situation.

OK    Select All    Cancel    Help

When the window in the slide is displayed, review the details, and select the default distribution list settings for your setup. If you are not sure, then consult your IBM Tivoli Monitoring administrator.

## Installation status screen (9 of 11)

Configuration Defaults for Connecting to a TEMS

Primary TEMS Connection

Protocol 1: IP.PIPE

Protocol 2:

Protocol 3:

Entry Options

Use case as typed

Convert to upper case

Optional Secondary TEMS Connection

Configure Secondary TEMS Connection

Advanced settings

IP.PIPE

Hostname or IP Address: NC9053113238

Port number: 1918

Common for IP.PIPE and IP.SPIPE

Connection must pass through firewall

Address Translation Used

NAT Settings

OK Cancel Help

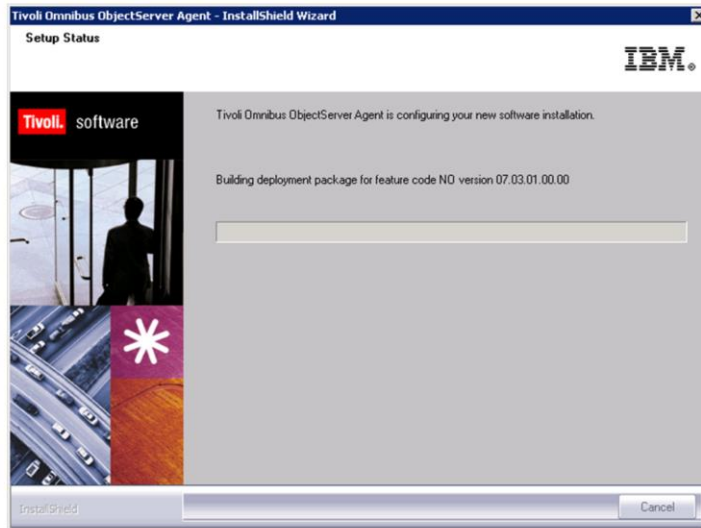
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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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Specify your primary TEMS connection configuration details such as the **Hostname or IP address** and the **Port number**. Select the secondary configuration details, if applicable. Click **OK** to proceed with the installation.

## Installation status screen (10 of 11)



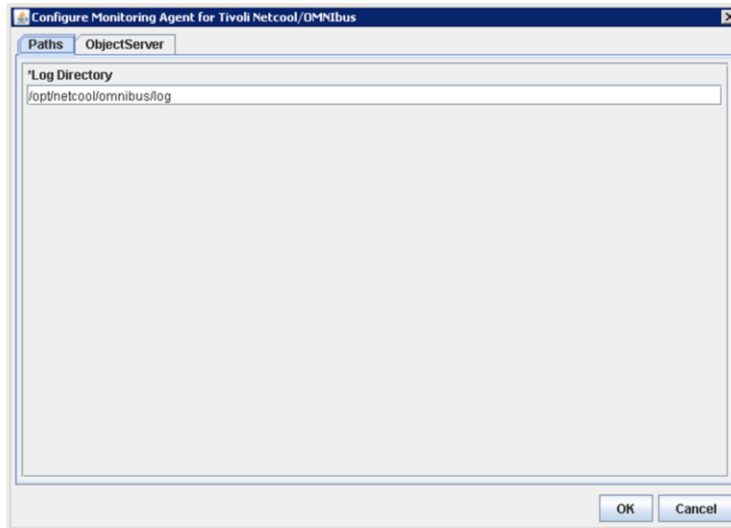
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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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The Setup Status window indicates that the building deployment package is being installed. After this window closes, the installation process displays message boxes such as Restarting TMS and Configuring/Starting Agent.

## ObjectServer log directory (%OMNIHOME\log)



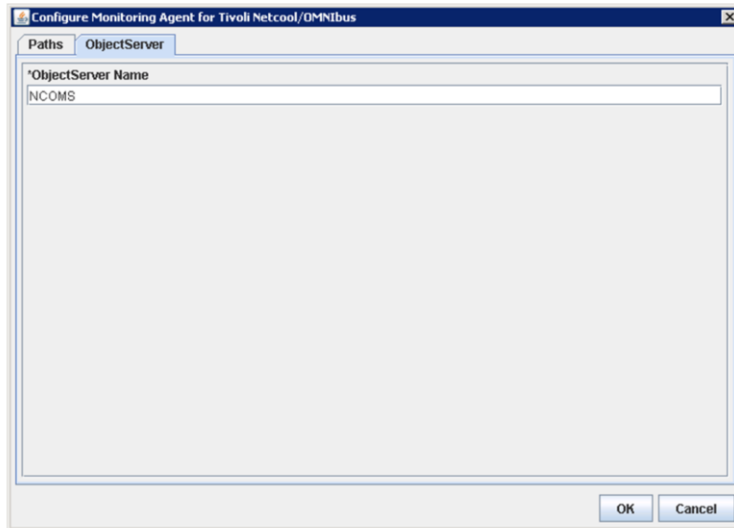
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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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After the installation process displays messages boxes Restoring TMS, Configuring/Starting Agent, the process displays the panel shown in the slide. Specify the Netcool/OMNIBus Object Server Log Directory path (%OMNIHOME\log) and click **OK**.

## OMNIbus ObjectServer name (NCOMS)



Specify your Netcool/OMNIbus Object Server Name, for example, NCOMS. Click **OK**.

## Installation status screen (11 of 11)



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Installing the ITM Agent for Netcool/OMNIBus on Windows Server

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The installation process displays more message boxes, such as Configuring/Starting Agent. Then the process displays the window shown in the slide to indicate the agent software setup is complete. Review the information, and click **Finish** to exit the installation window.



## Manage TEMS screen (OMNIbus agent started)

Service/Application	Task/SubSystem	Configured	Status	Configuration	Startup	Account	Desktop	HotStdyby	Version	Host	Port
Eclipse Help Server	HELPSVR	Yes	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Tivoli Enterprise Portal	Browser	Yes		N/A	N/A	N/A	N/A	N/A	06.23.01.00	localhost	
Tivoli Enterprise Portal	Desktop	Yes		N/A	N/A	N/A	N/A	N/A	06.23.01.00	NC9053113...	
Tivoli Enterprise Portal Server	KFWSRV	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Monitoring Agent for Windows OS	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	Yes	No	06.23.01.00		
Warehouse Proxy	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Universal Agent	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Warehouse Summarization and Pruning Agent	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Agentless Monitoring for Windows OS	Template			N/A					06.23.01.00		
Performance Analyzer	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		
Monitoring Agent for Tivoli Netcool/OMNIbus	Primary	Yes (TEMS)	Started	up-to-date	Auto	LocalSystem	No	No	07.31.00.00		
Tivoli Enterprise Monitoring Server	TEMS1	Yes	Started	up-to-date	Auto	LocalSystem	No	No	06.23.01.00		

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Installing the ITM Agent for Netcool/OMNIbus on Windows Server

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Once the installation is complete, verify that the agent is installed and started. For example, verify that the OMNIbus Agent is listed in Service/Application, and its status from Manage TEM Services utility as shown in the slide.

## Starting TEP and login



Start the Tivoli Enterprise Portal desktop and log in with a valid user logon ID and password.

## Checking TEP navigator for IBM Tivoli Netcool/OMNibus agent

The screenshot displays the Tivoli Enterprise Portal (TEP) Navigator interface. The main window is titled "ObjectServer status and event distribution - NC9053113238 - SYSADMIN". The interface is divided into several sections:

- Navigator:** A tree view on the left showing the hierarchy of systems and agents. The path is: Enterprise > Linux Systems > nc9053113230 > Linux OS > Windows Systems > NC9053113238 > Warehouse Proxy > Summarization and Pruning Agent > Performance Analyzer Warehouse Agent > Tivoli OMNibus Server Agent > Universal Agent > Windows OS.
- ObjectServer Process Status:** A table showing the status of various processes. Two entries are visible, both with a "DOWN" status:
 

Status	Timestamp	Application Component	Name
DOWN	12/08/12 21:30:42	NCO Process Agent	nco_pad.exe
DOWN	12/08/12 21:30:42	Tivoli Netcool/OMNibus ObjectServer	nco_observ.exe
- OMNibus distribution of events by severity:** A bar chart showing the distribution of events across different severity levels. The x-axis represents the percentage of events (0 to 100), and the y-axis represents the count. A legend indicates severity levels: Total Events, Critical, Major, Minor, Warning, Indeterminate, Clear, and Custom.
- OMNibus distribution of events by class:** A bar chart showing the distribution of events across different classes. The x-axis represents the percentage of events (0 to 100), and the y-axis represents the count.
- OMNibus distribution of events by node:** A bar chart showing the distribution of events across different nodes. The x-axis represents the percentage of events (0 to 100), and the y-axis represents the count.

The status bar at the bottom of the window indicates "Hub Time: Sat, 12/09/2012 09:29 PM", "Server Available", and "ObjectServer status and event distribution - NC9053113238 - SYSADMIN".

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Installing the ITM Agent for Netcool/OMNibus on Windows Server

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Once logged into the Tivoli Enterprise Portal desktop, check the Tivoli Enterprise Portal physical view navigation tree. The tree displays the OMNibus agent. Note that the Netcool/OMNibus server is not yet configured to collect data. Little or no useful data is provided at this point. Once the OMNibus is configured, you can view meaningful data.

## Summary

Now that you have completed this module, you can:

- Describe at a high level the functionality of IBM Tivoli Monitoring (ITM)
- Describe at a high level the functionality of the ITM Agent for IBM Tivoli Netcool/OMNIBus V7.3.1
- Successfully perform an installation on a Windows OS of the ITM Agent for IBM Tivoli Netcool/OMNIBus V7.3.1

Now that you have completed this training module, you can accomplish these tasks:

- Name the components of the IBM Tivoli Monitoring product and describe their individual functions
- Name the components of the IBM Tivoli Netcool/OMNIBus product and describe their individual functions
- Verify that prerequisite software applications are installed before beginning the installation and configuration of the IBM Tivoli Monitoring Agent for IBM Tivoli Netcool/OMNIBus V7.3.1
- Download ITM Agent for Netcool/OMNIBus 7.3.1

## Reference

- [http://pic.dhe.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.itm.doc\\_6.2.3/welcome.html](http://pic.dhe.ibm.com/infocenter/tivihelp/v15r1/topic/com.ibm.itm.doc_6.2.3/welcome.html)
- [http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.help.ic.doc/iehs36\\_viewinfo.html](http://publib.boulder.ibm.com/infocenter/tivihelp/v8r1/topic/com.ibm.help.ic.doc/iehs36_viewinfo.html)

For more information, see the ITM and OMNibus product documentation listed on this slide.



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