

# CA Nimsoft® Unified Reporter™

## Installation Guide

7.0



## Document Revision History

| Document Version | Date       | Changes                               |
|------------------|------------|---------------------------------------|
| 1.2              | Sept 2013  | Minor revisions for UR 7.0.           |
| 1.0              | April 2013 | Initial version for the GA of UR 6.5. |

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# Chapter 1: Introduction

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Unified Reporter is an optional component for CA Nimsoft Monitor that provides advanced reporting for the Unified Management Portal (UMP). You can run the out-of-box (OOB) reports that are provided. You can create your own ad hoc reports or customize the OOB reports with iReport.

This section contains the following topics:

[Before Installing UR](#) (see page 7)

## Before Installing UR

Do the tasks described in this section before you install UR.

### Back up Your Databases

Before you upgrade, it is recommended that you back up the NIS database and the UR repository database. Backing up these databases ensures that your monitoring data, and any Unified Reports you have created can be restored.

**Note:** The default NIS database name is *NimsoftSLM*. The default UR repository database name is *jasperserver* in UR 1.9, and *unifiedreporter* in versions of UR 6.5 and later.

### Oracle Users Must Create a New Tablespace

#### Valid for first-time installations

When you install UR for the first time, the installer guides you through setting up a database connection. If Oracle is your database provider, the installer prompts you to enter a username and password for an Oracle tablespace. You *cannot* use the same username and password from the NM installation, or the UR installer will display a warning message, and not allow you to proceed.

To complete the UR installation, you must create a new username and password on the Oracle server, and enter this username and password in the Database Connection panel of the installer.

## JVM Requirement

To run the installer, you must have the Java Virtual Machine (JVM) 1.6.x installed on the machine. You can verify the supported JVM versions by downloading the [Nimsoft Compatibility Matrix](#).

**To verify that you have a supported JVM, follow these steps:**

1. At the command prompt, enter the following command:  
`java -version`  
If the listed version is 1.6.x, proceed to the next section. If the command fails, go to the next step.
2. If you believe your system has JVM version 1.6.x, but the previous step failed, make sure that the JVM is part of the system PATH environment variable.
3. If there is no directory on the system for Java, install it as follows:
  - a. Obtain a Java distribution from <http://www.java.com> (not affiliated with Nimsoft), and install it according to the directions at that site.
  - b. Perform step 2 to ensure that the JVM is included in the PATH environment variable.

**Important!** Ensure that you get the right package (32-bit or 64-bit) for your operating system. For example, 64-bit operating system requires a 64-bit JVM.



# Chapter 2: Installing Unified Reporter

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This section describes how to install UR.

This section contains the following topics:

[Install Unified Reporter](#) (see page 9)

[Configure Mail Server Settings](#) (see page 11)

## Install Unified Reporter

You can deploy UR to any robot where UMP is installed and running. However, the installer must be executed from the system running the primary hub.

Follow these steps:

1. Log in to the [CA Nimsoft Customer Support Center](#) site.
2. Download the installation package for your OS.
3. Run the installer from the system running the primary hub:
  - Windows: Double-click on the installUR.exe file.
  - Linux:  
`./installUR_linux.bin -i [gui | console]`
  - Solaris:  
`./installUR_solaris.bin -i [gui | console]`

The gui mode launches the installation wizard and the console mode runs the installer in command-line mode. When launching the installer from the command line, always include the **-i gui** or **console** argument.

The following instructions assume you are running the installation in gui mode, but both modes prompt you for the same information.

4. Click **Next** in the Introduction panel.
5. Browse to the location of the Nimsoft Monitor installation.

By default, NM is installed in the following locations:

- Windows 32-bit: C:\Program Files\Nimsoft
  - Windows 64-bit: C:\Program Files (x86)\Nimsoft
  - Linux: /opt/nimsoft
  - Solaris: /opt/nimsoft
6. Enter the username and password for the administrative NM user.

7. Select the Nimsoft Monitor robot from the **Robot** list where you want to install Unified Reporter.

**Note:**

- If you are upgrading, a dialog informs you of an existing instance of UR on the robot you selected. Click **Proceed**, and then go to step 10.
- If the **Invalid Upgrade/Reinstall** dialog appears, you are attempting an upgrade that is not supported. For the supported upgrade path, see the *Nimsoft Compatibility Matrix* at: [http://support.nimsoft.com/downloads/doc/NMSCompatibility\\_SupportMatrix\\_current.pdf](http://support.nimsoft.com/downloads/doc/NMSCompatibility_SupportMatrix_current.pdf).

8. Update the location of the data\_engine if the location displayed is not correct.

9. In the Database Connection panel:

- Microsoft SQL: You can select **Database Authentication** or **Windows/NT Authentication**.
- Oracle: You must enter the username and password for a *new* tablespace--*not* the user configured for the data\_engine--or the installer will not allow you to continue. After you complete the Database Connection panel, the system displays a summary of information about the installation. Proceed to step 10.
- MySQL: Click **Next**.

10. [Microsoft SQL and MySQL only:] Select the appropriate radio button in the Database Schema panel.

11. [Microsoft SQL and MySQL only:] Enter or select a database schema or catalog name.

**Note:** If you click the back arrow in your browser after creating a new schema/catalog, and then select **Create a new schema/catalog** again, the system will not allow you to use the same name a second time. In this case, you must select **Use an existing schema/catalog** to use the name you created previously.

12. In the summary panel about the installation, click **Install** if you are satisfied with the information displayed. Click **Previous** to edit information in earlier panels.

A panel with status bars displays while Unified Reporter installs.

When the installation is complete, a dialog notifies you that the installation was successful.

13. Click **Done**.

Unified Reporter is now installed and ready for use. See the *Unified Reporter Quick Start Guide*, available on [docs.nimsoft.com](http://docs.nimsoft.com), for an introduction to UR, and for information on configuring iReport.

## Configure Mail Server Settings

If you schedule reports or run them in the background, you can specify email addresses to notify when the report completes. In order to use this feature, you must configure JasperReports Server to contact an email server.

Follow these steps::

1. Locate the `js.quartz.properties` file in the following directory on the system where UR is deployed:  
<Nimsoft>/probes/service/wasp/webapps/jasperserver-pro/WEB-INF/js.quartz.properties.
2. Open the `js.quartz` file in a text editor.
3. Enter your values for the properties in the `js.quartz` file, referring to the two tables provided below.

**Note:** For mail server configuration, there is an additional property setting for authentication. This file is located on the system where UR is deployed in the following directory:

<Nimsoft>/probes/service/wasp/webapps/jasperserver-pro/WEB-INF/applicationContext-report-scheduling.xml.

4. After you have edited and saved these two files, restart the JasperReports Server.

### Email Server Configuration Properties

#### `js.quartz.properties`

| Property   | Description   |
|--|---|
| <code>report.scheduler.mail.sender.host</code>     | The name of the computer hosting the mail server  |
| <code>report.scheduler.mail.sender.username</code> | The name of the mail server user that JasperReports Server can use  |
| <code>report.scheduler.mail.sender.password</code> | The password of the mail server user  |
| <code>report.scheduler.mail.sender.from</code>     | The address that appears in the <b>From</b> field on email notifications  |
| <code>report.scheduler.mail.sender.protocol</code> | The protocol that the mail server uses. JasperReports Server only supports SMTP.<br><b>Note:</b> Your entry must be lower case--in this case, <b>smtp</b> . |
| <code>report.scheduler.mail.sender.port</code>     | The port number that the mail server uses. For SMTP, the default is typically 25 (values other than 25 may not work in earlier JasperServer versions).      |

**applicationContext-report-scheduling.xml**

| Property                                   | Bean                          | Description   |
|--|-------------------------------|---|
| javaMailProperties<br>key="mail.smtp.auth" | reportScheduler<br>MailSender | If your mail server requires authentication, change this property from false to true. |

# Chapter 3: Uninstall Unified Reporter

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Uninstall UR by executing the Uninstaller on the system running the primary hub. On Windows systems, the uninstaller can be launched from the Start menu shortcuts, or you can execute the <Nimsoft>/UnifiedReporter/Uninstall\_UnifiedReporter file.

The Uninstaller updates the wasp probe configuration so that UR is no longer available for configuration or startup. The uninstaller does not remove the database tables supporting UR. Therefore, if it is a requirement that the UR files be removed, they must be removed manually.

## To manually remove UR files:

1. Open Infrastructure Manager.
2. In the tree view, click on the robot for the hub where UMP and UR are installed.
3. Right-click the wasp probe in the top-right pane and choose **Deactivate** from the pop-up menu.
4. Remove UR from the wasp probe by following these steps:
  - a. Click the wasp probe to select it.
  - b. Press <Ctrl> and right-click the wasp probe, then choose **Raw Configure** from the pop-up menu.
  - c. Expand the webapps node.
  - d. Click the jasperserver-pro folder to select it.
  - e. Click **Delete Section**.
5. Remove the following files if present from the robot where UR was deployed:
  - <nimsoft>/probes/service/wasp/tmp
  - <nimsoft>/probes/service/wasp/bin
  - <nimsoft>/probes/service/wasp/tmp\_jasper.zip
  - <nimsoft>/probes/service/wasp/webapps/jasperserver-pro
  - <nimsoft>/probes/service/wasp/webapps/jasperserver-pro.war
6. Activate the wasp probe.