

Visara

Master Console Center

Software Installation

P/N 707133-001

Technical Support

Contacting the Visara Intellicenter

For US domestic customers, Visara provides technical support through its Intellicenter, 8:30 - 5:00 (ET) Monday through Friday at 888-542-7282.

Calls outside these hours are handled by automatic pager, so expect a delay. You can also call through our switchboard at 919-882-0200. For support outside the US, please contact the company that has sold the product to you.

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About This Guide

Purpose of This Guide

This guide provides procedures for installing the Master Console Center (MCC) software (if required).

It is assumed that the installer is familiar with the UNIX operating system, and the platform on which the MCC software will be installed.

The MCC Documentation Set

In addition to this manual, you may need to refer to other manuals in the MCC documentation suite. These are:

- **Getting Started.** Contains an initial overview of the MCC, and its applications.
- **Operations Guide.** Contains procedures for day-to-day operation of the MCC, including selecting consoles, and managing alerts and messages.
- **Administration Guide.** Provides information on administering the MCC software and hardware.
- **Scripting Guide.** Describes how to write scripts in GCL (Global Control Language).
- **Installation Preparation Guide.** Contains information on how to install MCC hardware, and prepare mainframes and servers to communicate with the MCC.
- **Troubleshooting Guide.** Provides initial troubleshooting steps to take before contacting Technical Support.

Chapter 1 System Requirements

This chapter describes the hardware and software prerequisites for the system on which the MCC will be installed.

Hardware Requirements

Before commencing installation, ensure the system on which the MCC will be installed meets the following requirements:

Caution: Because of the critical nature of this application, especially when console traffic is high and performance requirements most critical, Visara recommends that the MCC runs on a system that is dedicated to the MCC.

- Minimum processor speed: 1 GHz
- Memory requirement: 512 Mbytes preferred
- Motif X-Windows client libraries installed.
- 2 Gbytes of free disk space available in `/usr/ics`. If this directory does not already exist, the MCC install process creates it in `/usr`. This space requirement provides 250 Mbytes for the MCC software, and allows up to 1.75 Gbytes for user data and logs.

Note: Additional disk space may be required if you have a large number of custom scripts and logs. In a typical system, user data and logs occupy between 1.5 and 2 Gbytes.

Software Requirements

- Intel-based computer system, running version RedHat ES3, ES4, or AS3. The installation program checks the version of Linux, and exits if incompatible
- The MCC requires that a license key file provided by Visara is installed on the system. Refer to the *Administration Guide* for information on licensing.

Users Account and Group Requirements

- The MCC limits the maximum number of concurrent users to 50. The number of users also depends on the MCC user license purchased.
- The installation program creates the Unix user and groups listed below.

login: ics

name: MCC Administrator

primary group: ics

other groups: icsadmin

shell: /bin/ksh

home directory: /home/ics

The installation program creates the ics and icsadmin groups first. Once these groups exist, the installation program creates user ics belonging to the two groups.

The program may exit if the ics or icsadmin groups, or the /home/ics directory already exist (except as the result of a previous MCC installation process).

Chapter 2 Software Installation

This chapter describes:

- The effects that installing the MCC software will have on your system.
- Procedures for installing from CD-ROM.
- Considerations if you are upgrading an existing installation.

The effects of installing MCC on the system

The MCC installation process makes certain additions and changes to your system, as follows:

- It adds two setuid root daemons, `icsmaster` and `gwSnmpTrapMgrd`.
- It installs the freeware `sudo` utility, and its associated configuration file `sudoers` into `/etc`, if they are not already installed. This extends certain system privileges to MCC users in a safe way. The `sudo` program runs `setuid root`.
- It adds the following entries to the `/etc/services` file:

```
objmgr          63001/tcp
SnmpTrapMgrd   63005/tcp
AlertMgrd      63006/tcp
StatMgrd       63007/tcp
EventMgrd      63008/tcp
MvsD           63009/tcp
Oed            63011/tcp
IconMgr        63012/tcp
Serd           63013/tcp
Daemon232      63014/tcp
EBusMgr        63015/tcp
GCLRund        63016/tcp
TelMgr         63017/tcp
```

Before Starting Installation

Before installing the MCC software supplied by Visara, refer to the README file supplied with the CD, or ftp file. The README file contains detailed installation procedures and last minute information that is not in the manuals. The file is located in the top-level directory of the CD, or in /usr/ics/README on the MCC host after the software is unzipped or installed.

Installing from the Distribution Media

Visara supplies the MCC software on CD-ROM. Specific installation procedures are given below.

Note: Steps marked (*Upgrade only*) apply only if installing on a server that already has a previous release of the MCC installed. These steps should be omitted if this is the first MCC installation on this server.

1. Obtain a license key file from Visara Technical Support and have it ready to install. See the *MCC Administration Guide* for more information.
2. (*Upgrade only*) Ensure that no other users are logged on to the MCC.
3. (*Upgrade only*) Shut down the MCC, using the **Administration - Shutdown...** menu option in the MCC GUI main window, or from the Unix command line, as follows:

```
/usr/ics/bin/icsmaster -x
```

4. From the Unix command shell, become the "Super User" (root), either by issuing su or by logging in as "root".
5. Install the MCC software as follows:
 - A. From the distribution CD-ROM

1. Insert the MCC CD-ROM disk into the drive on the MCC server. Choose or create a directory on which to mount the CD-ROM file system. This example uses /cdrom as the mount point. Mount the CD-ROM with the following command:

```
/sbin/mount /dev/cdrom /mnt
```

2. Run the INSTALL program from the CD-ROM with the mount point directory as the argument, as follows, noting that the command is case-sensitive:

```
/cdrom/PACKAGE/INSTALL /cdrom
```

The installation process prints status information and prompts for additional input.

3. Unmount the CD-ROM. Again, the following example assumes the mount point is /cdrom:

```
/sbin/umount /cdrom
```

B. From an ftp file

1. Put the 'MCC-PACKAGE<revision>.tar.gz' file into a home directory and unzip the file with this command:

```
/tar zxf MCC-PACKAGE<revision>.tar.gz
```

2. Run the INSTALL program from the same home directory where the tar file is located as follows, noting the space and period at the end of the command:

```
PACKAGE/INSTALL .
```

6. (*Upgrade only*) There are new keymap files in the examples directory. If the keymap files in /usr/ics/config/keymaps have not been customized, copy the new examples into the same directory:

```
cp /usr/ics/examples/config/keymaps/* /usr/ics/config/keymaps
```

If the keymap files have been customized, compare the new examples with the customized keymaps before deciding whether to use the new examples.

7. Copy the license key configuration file to /usr/ics/config directory.
8. Restart the MCC Server:

```
/sbin/shutdown -rf now
```

Starting or Restarting the MCC

After the installation program completes, log in to any MCC user's account to restart the MCC. If this is a new MCC installation, refer to the *MCC Administration Guide* for configuration procedures. If this is an upgrade from a previous release, the MCC will run with the existing configuration. Contact Visara Technical Support if any problems occur.

Chapter 3 Software De-Installation

This chapter describes how to remove the MCC software from a server. De-installation may typically be considered in the following circumstances:

- If a suspected installation problem prevents the MCC from running correctly. The software can subsequently be re-installed.
- If the MCC software is moved to another server.
- To remove an evaluation copy of the MCC that is no longer required.

The Effects of De-Installing the MCC from the System

The MCC tries to restore the system to its state before the MCC was installed, as follows:

- Removes those lines in `/etc/services` that were added during MCC installation.
- Archives customer-specific MCC data from `/usr/ics` to a temporary directory indicated by the de-install program, including configuration, script, system, and log data. This information may subsequently be retrieved by the customer, for example, if the MCC software is moved to another server.
- Restores `/etc/sudoers` to its state before MCC installation, normally deleting it. If it differs from the file installed by the MCC, it is left unchanged.

The de-installation process does NOT do the following:

- Remove only an upgrade to an existing MCC installation. The de-installation process returns the system to its state before the MCC was installed, regardless of how many upgrades were made. To restore a previous release, remove the MCC completely, then re-install from the relevant CD.
- Remove or change login users, even if they were originally created by the MCC.

De-Installing the MCC Software

1. Ensure that no other users are logged on to the MCC.
2. Shut down the MCC, using the **Administration - Shutdown...** menu option in the MCC GUI main window, or from the Unix command line, as follows:

```
/usr/ics/bin/icsmaster -X
```

3. If the de-install is being performed prior to installing a prior release of MCC back up the entire contents of the config directory and any other modified files before proceeding. It may be used to restore the configuration when the prior release is restored.
4. From the Unix command shell, become the "Super User" (root), either by issuing su or by logging in as "root".
5. Start the de-installation process by entering:

```
/user/ics/bin/mcc-deinstall
```

The MCC prints a transcript of the de-installation process, including the location of saved configuration data, the locations of backup files, the restored kernel values, and the names of MCC services that are removed.

