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Bell Labs Innovations

VitalQIP®

Release 6.2

Installation Guide

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About this document

Purpose

The purpose of this document is to:

- Describe the pre-installation requirements for installing VitalQIP
- Provide step-by-step procedures required to install and configure VitalQIP
- Describe the post installation setup
- Describe how to uninstall VitalQIP
- Provide troubleshooting assistance with problem installations.

Intended audience

This manual is intended for administrators who install VitalQIP.

Supported systems

For supported system platforms, see the *VitalQIP 6.2 Release Notes*.

How to use this information product

This manual is organized as follows:

Chapter 1, “Install Sybase database”	This chapter provides the pre-installation requirements, installation instructions, post installation directions, and the uninstall directions for Sybase.
Chapter 2, “Oracle and VitalQIP pre-installation requirements”	This chapter outlines the pre-installation requirements for Oracle and VitalQIP.
Chapter 2, “Install VitalQIP Enterprise Server”	This chapter discusses how to install the VitalQIP Enterprise Server.
Chapter 4, “Install VitalQIP Remote Server”	This chapter discusses how to install the VitalQIP Remote Server.
Chapter 5, “Install VitalQIP Web Client Interface”	This chapter discusses how to install the VitalQIP Web Client Interface.
Chapter 6, “Install VitalQIP GUI Client”	This chapter discusses how to install the VitalQIP Graphical User Interface.

Chapter 7, “Install VitalQIP Distributed Services”	This chapter discusses how to install the VitalQIP Distributed Services.
Chapter 8, “Configure and operate VitalQIP”	This chapter describes how to start and configure VitalQIP after the installation.
Chapter 9, “Console and template installations”	This chapter discusses the console and template installations.
Appendix A, “Uninstall VitalQIP”	This appendix describes how to uninstall VitalQIP.
Appendix B, “Troubleshooting”	This appendix provides possible resolutions to problems you may encounter during the VitalQIP installation.

Conventions used

Table 1 lists the typographical conventions used throughout this manual.

Table 1 Typographical Conventions

Convention	Meaning	Example
boldface	Names of items on screens. Names of commands and routines. Names of buttons you should click.	Select the **Client** check box. The **qip_getappllst** routine returns the entire list of existing applications. Click **OK**.
Helvetica bold	Names of keys on the keyboard to be pressed.	Press **Enter** to continue.
Letter Gothic	Output from commands, code listings, and log files	`# Name: Share` `shared-network _200_200_200_0 {`
Letter Gothic bold	Input that you should enter from your keyboard.	Run the following command: `c:\setup.exe`
<angle brackets>	Variables that you must substitute another value for.	*<debugfile>.bak.log*
italics	Manual and book titles.	See the *VitalQIP User’s Guide* for more information.
Helvetica italic	Directories, paths, file names, and e-mail addresses.	A symbolic link must be created from */etc/named.conf* that points to *named.conf*.
bold italic	Uniform Resource Locators (URLs) and emphasis	The VitalQIP Web site is ***http://qip.lucent.com***.
click	Click the left button on your mouse once.	To delete the object, click **Delete**.

Convention	Meaning	Example
right-click	Click the right button on your mouse.	Right-click on a service.
double-click	Double-click the left button on your mouse.	Double-click the book icon.

Related information

You will find the following documentation useful:

- *VitalQIP 6.2 Release Notes*

  This document contains product features, known defects, resolved defects, upgrade instructions, and documentation updates.
- *VitalQIP Administrator Reference Guide* (part number: 190-409-042)

  This guide discusses planning and configuration of VitalQIP.
- *VitalQIP User's Guide* (part number: 190-409-068)

  This guide describes how to set up and use the VitalQIP user interface on Windows and UNIX platforms.
- *VitalQIP Command Line Interface User's Guide* (part number: 190-409-044)

  This guide discusses and describes how to use the VitalQIP Command Line Interface.
- ***www.sybase.com***

  This website is the website for Sybase.
- ***www.redhat.com***

  This website is the website for Red Hat Linux.
- ***www.sun.com***
- This website is the website for Sun products.

Information product support

The Information Products & Training Group within Lucent offers cost-effective educational programs that cover the VitalQIP products and add-ons. Our offerings also include courses on the underlying technology for the VitalQIP products (for example, DNS and DHCP). Our classes blend presentation, discussion, and hands-on exercises to reinforce learning. Students acquire in-depth knowledge and gain expertise by practicing with our products in a controlled, instructor-facilitated setting. If you have any questions, please email us at *vitaleducation@lucent.com*.

Technical support

If you need assistance with VitalQIP, you can contact the Technical Assistance Center for your region. Contact information is provided in Table 2.

Table 2 Technical support information

Region	Address	Contact information
North, Central, and South America	Lucent Technologies 400 Lapp Road Malvern, PA 19355 USA	Phone: 1-866-LUCENT8 (582-3688) Option 5 Web: ***www.lucent.com/support***
Europe, Middle East, Africa, and China	Lucent Technologies Chiltern House Sterling Court Broad Lane Bracknell, RG12 9GU UK	Phone: 00 800 00 LUCENT or +353 1 692 4579 E-mail: *emeacallcenter@lucent.com* Web: ***www.lucent.com/support***
Asia Pacific	Lucent Technologies Australia 68 Waterloo Rd North Ryde NSW 2113 Australia	Phone: 1800-458-236 (toll free from within Australia) (IDD) 800-5823-6888 (toll free from Asia Pacific - Hong Kong, Indonesia, South Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, and Thailand) (613) 9614-8530 (toll call from any country) E-mail: *apactss@lucent.com*

How to order

VitalQIP customers can order additional VitalQIP manuals online at ***http://www.cic.lucent.com/documents.html***.

How to comment

To comment on this information product, go to the Online Comment Form or email your comments to the Comments Hotline (*comments@lucent.com*).

1 Install Sybase database

Overview

Purpose

Since Lucent Technologies supports and supplies Sybase, this chapter is provided as an aid for installing the Sybase database and Sybase Client. This chapter contains the pre-installation requirements, installation instructions, and uninstall instructions for the Sybase database and Sybase Client. Sybase must be installed before installing VitalQIP.

If Oracle is the database that is used with VitalQIP, see “Oracle pre-installation requirements”, on page 43 for Oracle pre-installation requirements and setup.

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Sybase database

Overview

Install Sybase before VitalQIP

For the VitalQIP enterprise server to be installed on a Windows or UNIX server, the full Sybase database must be installed. Lucent Technologies recommends that a “Typical” installation be done. A Typical installation adds the necessary components to create a database for VitalQIP. For this reason, only Typical installation procedures are covered.

Full and customized installations

If you choose to do full or customized installation of Sybase rather than a standard installation, ensure the following is installed when you select “Full Install” or “Customized Install" during the Sybase installation:

- Adaptive Server
- Connectivity (Open Client)
- Language Modules

For information about a “Full Install” or “Customized Install”, refer to the *Installation Guide* for Sybase 12. Sybase documentation can be obtained at Sybase’s website ***www.sybase.com/support/manuals***.

Sybase pre-installation requirements

Introduction

To assist in a trouble free installation. Ensure the installation requirements are met before installing Sybase. Unless specified, the pre-installation requirements apply to both UNIX and Windows.

Sybase may have additional issues not documented here that may require extra attention. See the “Vendor Known Issues” in the *VitalQIP 6.2 Release Notes* for more information.

> **Important!** Sybase is not included in with installation of this product. The Sybase installation files are provided separately from the product installation files.

AIX: shared Memory

For the relational database to start correctly on AIX, the operating system kernel must have enough shared memory. You must modify your operating system kernel to adjust the system shared memory parameter as follows. Note that you must be the root user to execute these procedures. Before modifying your kernel file, follow these steps:

1. Copy your existing kernel file to a backup file, for example

```
cp /usr/lib/boot/unix_up /usr/lib/boot/unix_up.old
```

2. Through SMIT, access **System Management |Devices | Asynchronous I/O|Asynchronous I/O (Legacy)Parameters | Change/Show Characteristics of Asynchronous I/O**.

3. Verify the window displays values shown in Table 3.

Table 3 Asynchronous I/O Parameters

Parameter	Values	If Running SQL Server on a Very Large Installation
Min. No. of Servers	10	Increase the number by 1 for every active device.
Max. No. of Servers	10	Increase number by 1 for every active device.
Max. No. REQUESTS	4096	None.
Server Priority	39	None.
ASYNC I/O state	Available	State to be configured at System restart.

3. Reboot the system.

Solaris: shared memory

For the relational database to start correctly on Solaris, the operating system kernel must be modified to adjust the system shared memory parameter. This only needs to done on systems where the database has never been installed. To do so:

1. Log on to the system as the root user.
2. Copy your existing system file to a backup file. For example:

```
cd /
mkdir oldkernel
cp -R /kernel/* /oldkernel/.
```

3. Add the following line into the */etc/system* file if it is not already present:

```
set shmsys:shminfo_shmmax=134217728
```

   Important! 134217728 (128 MB) is a minimal value. You can enter a larger value if needed, but it cannot be more than the computer's physical memory.

4. Reboot the machine.

END OF STEPS

Linux: Install Developer Kit and patches

On Linux, ensure that these are installed:

1. Ensure the Linux Developers Kit is installed. Sybase installation on Linux need the Developers Kit to run the installation or the installation fails.
2. Install the Red Hat Linux patch, *compat-libstdch-7.3.296.128.i386.rpm*. Visit ***www.redhat.com*** to download the patch.
3. Install jre-1_4_2. Visit ***www.sun.com*** to download the patch.

Linux: shared memory

For the relational database to start correctly on Linux, the operating system kernel must be modified to adjust the system shared memory parameter. This only needs to done on systems where the database has never been installed. To do so:

1. Log on to the system as the root user.
2. Copy your existing system file to a backup file.
3. Open the */etc/sysctl.conf* file with a text editor.
4. Add this line to the file:

```
kernel.shmmax=134217728
```

5. Save the file.
6. Reboot the machine.

END OF STEPS

HP-UX: shared memory

For the relational database to start correctly on HP-UX, the operating system kernel must be modified to adjust the system shared memory parameter. This only needs to done on systems where the database has never been installed. To do so:

1. Log on to the system as the root user.
2. Go to */usr/sbin/sam* to access the Kernel Configuration.
3. Use Configurable Parameters to change the parameter **shmmax**.
4. In **sam**, change the parameter shmmax to 134217728.

   Important! 134217728 (128 MB) is a minimal value. You can enter a larger value if needed, but it cannot be more than the computer's physical memory.

Reboot the system.\

END OF STEPS

HP-UX: improve I/O performance

To improve I/O performance on character or raw block devices for HP-UX, enable asynchronous I/O by installing the HP asynchronous driver from SAM. Contact your system administrator for assistance in installing this driver.

To install the HP asynchronous driver, follow these steps:

1. Shut down your adaptive server (or SQL server).
2. From the SAM kernel configuration menu, choose **Drivers**.
3. Set the Pending State for asyncdisk to **IN**.
4. From the **Action** menu, rebuild the kernel.
5. Reboot your system.
6. From a UNIX prompt, execute the following commands as the root user:

```
/etc/mknod /dev/async c 101 4
chmod 0660 /dev/async
```

   Important! The user ID of the user who is booting the adaptive server and backup server must be the owner of the */dev/async* directory.

END OF STEPS

Determine the size of the database

You must determine your SQL server device sizes and locations. Table 4 outlines the Sybase device and database configuration that is utilized with VitalQIP.

These calculations are used in the table:

```
x = (# of IP Addresses * 2500) + (# of subnets * 500) + (# of domains *
 1300)
y = x/(1024*1024)    (to convert to MB)
VitalQIP database (qip_dat) MB = y * 4
VitalQIP Transaction Log = VitalQIP database size/3
VitalQIP Temporary Space (tempdb, in MB) = VitalQIP database size / 4
```

Important! The space needed for the backup server is not included in these calculations.

Table 4 Device sizes

Device	Device Size (MB)	Database	Default Database Size (MB)	Notes
master	125	master	100	Holds system catalog information
		tempdb	2	Holds temporary calculations and data sorting before returning results to client Default minimum is 5 MB
systemprocs	112	sybsystemprocs	112	Holds Sybase system stored procedures that start with sp_
qip_dat	50	VitalQIP	50	Holds VitalQIP database Calculated based on #objects, #domains, and #subnets Minimum is 45 MB
qip_log	25	VitalQIP Transaction Log	25	Holds the VitalQIP Transaction Log Calculated based on #objects, #domains, and #subnets Minimum is 15 MB

Device	Device Size (MB)	Database	Default Database Size (MB)	Notes
qip_tempdb	25	VitalQIP Temporary Space	25	Holds temporary calculations and data sorting prior to returning results to client Calculated based on #objects, #domains, and #subnets Calculation is 1/4 of qip database Minimum is 15 MB Performance problems usually can be attributed to having tempdb defined too small.

Determine database device type

Determine the type of database device you are using (raw partition versus operating system files). If you are using raw partitions, you must prepare your partitions before starting the installation. See “Set up raw partitions”, on page 9 for instructions.

Regular operating system files or raw partitions provide the same functionality. However, operating system files are easier to configure and maintain.

> **Important!** Lucent Technologies does not recommend using raw partitions. It is the responsibility of the customer to install and configure the Sybase database on raw partitions.

The VitalQIP installation program supports both raw partitions and operating system files. To determine which is best for your system, read the following guidelines.

Guidelines for choosing operating system files

If you decide to use operating system files for the database devices, be aware of the following:

- You can eliminate the risk of losing data by keeping database dumps of the master, sybsystemprocs, and by keeping user databases up-to-date at all times.
- Although the number of writes for the master and sybsystemprocs devices is generally small (so that the risk of database corruption is small), the recovery from a lost master or sybsystemprocs device is complicated.

Guidelines for choosing raw partitions

When choosing raw partitions, consider the following guidelines:

- Do not choose a partition containing the partition map, which is usually in the first sector of the first cylinder. To avoid any possibility of using a partition that contains the partition map, do not use cylinder 0.

- A raw partition specified for Sybase installation should not be mounted for use by the operating system. A partition designated for Sybase use cannot be used for any other purpose, such as for file systems or swap space.
- A user with the system administrator role should own (have read and write permissions on) the raw partition.
- Place your device on a character device (sometimes called the “raw device”), because the SQL server recovery system needs unbuffered system I/O. The character devices are in the */dev* directory of your operating system.
- Once a Sybase configuration utility (or disk init, a SQL server command) has initialized a portion of the partition as a database device, that partition cannot be used for any other purpose, including other Sybase uses. Any space left on the partition (beyond the size specified for the device) becomes inaccessible. For example, if you initialize a 10 MB database device on a 50 MB partition, you cannot use the remaining 40 MB, unless you drop and re-create the device.
- Place the Sybase software and all disk devices, including the master device, on the same machine. Placing the software and devices in remote locations degrades performance.
- There are additional step the need to be performed in order to use raw partitions. See “Set up raw partitions”, on page 9 for instructions.

Use of network-mounted files as database devices

Sybase strongly recommends against running the SQL server on network-mounted files (for example, NFS- or RFS-mounted files), for the following reasons:

- Network problems can cause serious data integrity problems because the network lies between the SQL server and the devices on which it writes.
- Certain combinations of NFS or RFS file servers and clients may cause unpredictable operating system behavior and adversely affect other processes in the system.
- To run the SQL server by using network-mounted files as database devices, you must use operating system files for your database devices. Devices installed on operating system files cannot guarantee recovery in case of media failure, power failure, or system failure.
- If the remote machine is down when you reboot the SQL server, and the database devices cannot be activated, automatic recovery will fail.
- The SQL server is suspended when the remote machine or network is down.

Set up raw partitions

When to use

This section discusses the necessary steps to set up raw partitions if raw partitions are to be used.

Procedure

Follow these steps:

Create VitalQIP Devices

1 Create the qip_dat:

Important! The vdevno and size numbers are examples and must be changed to match your requirements and configuration. When you view the list of vdevno numbers, be sure to choose an unused vdevno.

a. Log in Sybase:

```
isql -U sa -P <sa_password>
```

2. Check the vdevno number used.

```
1>sp_helpdevice
2>go
```

b. Create a device for VitalQIP data:

```
1>disk init
2>name="qip_dat", physname="<full_path_to_physical_location>"
3>vdevno=9, size=4096
4>go
```

Important! Assume 9 is the next unused device number and 4096 2-KB blocks=8MB (for example, 20MB=10240, 1MB=512, and so on).

2 Create qip_log:

a. Log in Sybase:

```
isql -U sa -P <sa_password>
```

b. Check the vdevno number used:

```
1>sp_helpdevice
2>go
```

c. Create a device for VitalQIP log:

```
1>disk init
2>name="qip_log", physname="<full_path_to_physical_location>"
3>vdevno=10, size=4096
4>go
```

Important! Assume 10 is the next unused device number and 4096 2-KB blocks=8MB (for example, 20MB=10240, 1MB=512, and so on).

3 Create qip_tempdb:

a. Log in Sybase:

```
isql -U sa -P <sa_password>
```

b. Check the vdevno number used:

```
1>sp_helpdevice
2>go
```

c. Create a device for VitalQIP qip_tempdb:

```
1>disk init
2>name="qip_tempdb", physname="<full_path_to_physical_location>"
3>vdevno=7, size=4096
4>go
```

Important! Assume 7 is the next unused device number and 4096 2-KB blocks=8MB (for example, 20MB=10240, 1MB=512, and so on).

Create the QIP database

4 Create QIP database:

a. Create the QIP database by executing the following commands:

```
1>create database QIP
2>on qip_dat = <size in MB>
3>log on qip_log = <size_in_MB>
4>go
```

Use the size used in the above step for <size_in_MB>

b. Move the transaction log of a database using the following commands:

```
1>sp_logdevice QIP , qip_log
2>go
```

Install the VitalQIP

5 Install VitalQIP as documented, with the exception of unchecking “Initialize Database.”

Create qipadmin

6 After VitalQIP is installed, you must manually create qipadmin access by entering the following command:

```
isql -U sa -P <sa_password> -i $QIPHOME/script/create_access.sql
```

7 If you are starting with a clean database, run **qip-dbinit**. Otherwise, run **qip-import** to import the previously saved VitalQIP data.

END OF STEPS

□

Install Sybase database

When to use

This section describes how to install Sybase on a system that has never had Sybase installed on in it. The instructions apply to both UNIX and Windows. If values differ for options between UNIX and Windows, the different values are noted.

Procedure

Follow these steps:

1. Log into your system as:
   - For UNIX, the root user
   - For Windows, the user with administrative privileges
2. Exit all programs you are currently running.
3. For UNIX, start the installation:
   a. Go to the directory where Java Virtual Machine is installed.
   b. Execute:

```
export PATH=<Sybase install storage areas>/JVM:$PATH
```

   Important! If the installation is not being performed from the console, export the DISPLAY and ensuring xhost is running to allow displays from other servers.

   c. Go to the directory where the Sybase installation files are located.
   d. Execute:

```
./setup
```

   For Windows, start the installation:
   a. From your Desktop, select **Run** from the **Start** menu.
   b. Open a command prompt, type:

```
cmd
```

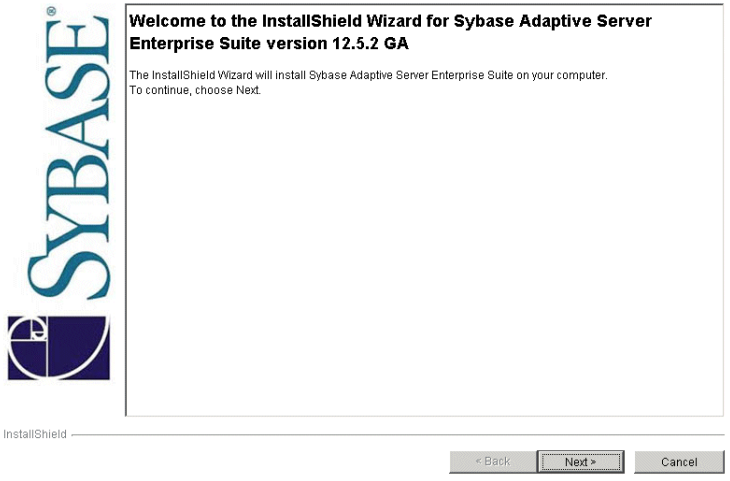
   c. Go to the directory where the Sybase installation files are located:

```
cd <drive>:\<directory>
```

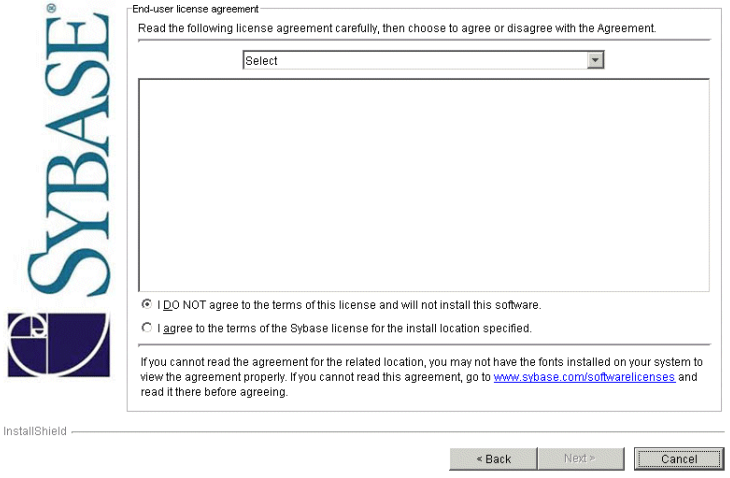
   d. Type

```
setup.exe
```

The Welcome screen opens.

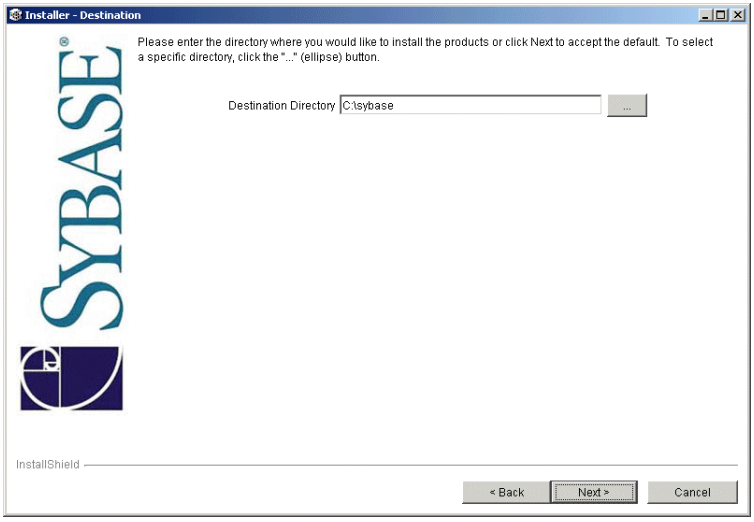


4 Click **Next**. The End-User License Agreement screen opens.



In the **Select** field, select the country to display the license agreement. Read the license agreement. If you agree to the terms, click **I agree to the term of the Sybase license for the install location specified.** Otherwise, click **I DO NOT agree to the terms and will not install this software.** to exit the installation.

5 Click **Next**. The Destination screen opens.



By default, the database is installed in the */opt/Sybase* directory UNIX and *c:\sybase* directory for Windows. If you want the database installed in a different directory, type the full path to the directory. Alternatively, you can use **...** to select an existing directory.

6 If an older version is detected, a message opens:

> "You have chosen to install into an existing directory. Any older version of the product you choose to install that are detected in this directory will be replaced. Do you want to continue?"

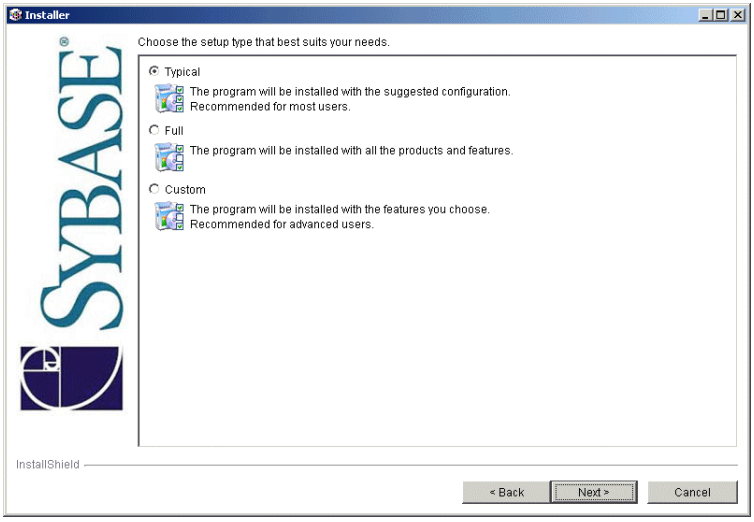
7 Click **Next**. If the directory does not exist, a message opens:

> "The Directory does not exist. Do you want to create the directory?"

Click one of the following:

- **Yes** to create the directory. The Install Type screen opens.
- **No** to not create the directory. The installation uses the location of the default directory to store the database.

8 Click **Next**. The Feature screen opens.



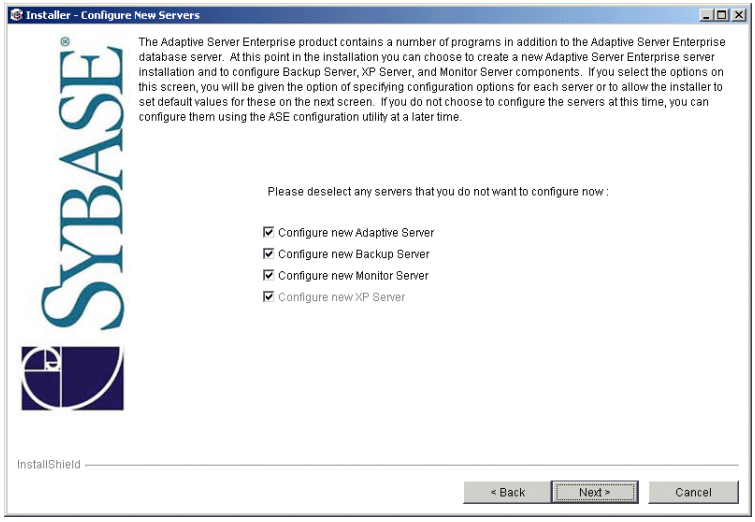
Lucent Technologies recommends installing the "Typical" installation. The Typical installation has the basic components needed to install Sybase. Select **Typical**. The Summary screen opens.

> **Important!** If you wish to use the Full or Custom installation, see the Sybase documentation for installation instructions.

9 Review the summary of information to ensure it is correct.

10 Click **Next**. After a few moments, a message opens stating if the installation is successful.

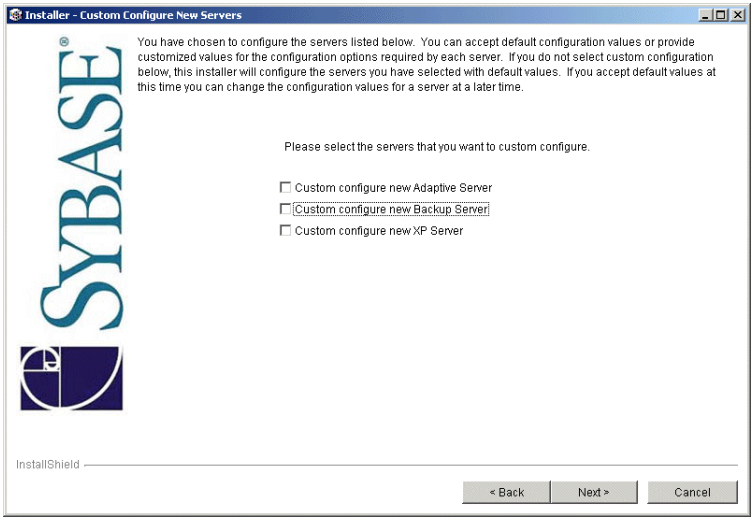
11 Click **Next**. The Configure New Servers screen opens.



Sybase requires an Adaptive Server be configured in order to run a backup server. By default, all options are selected. Unselect all options except **Configure new Adaptive Server** and **Configure new Backup Server**.

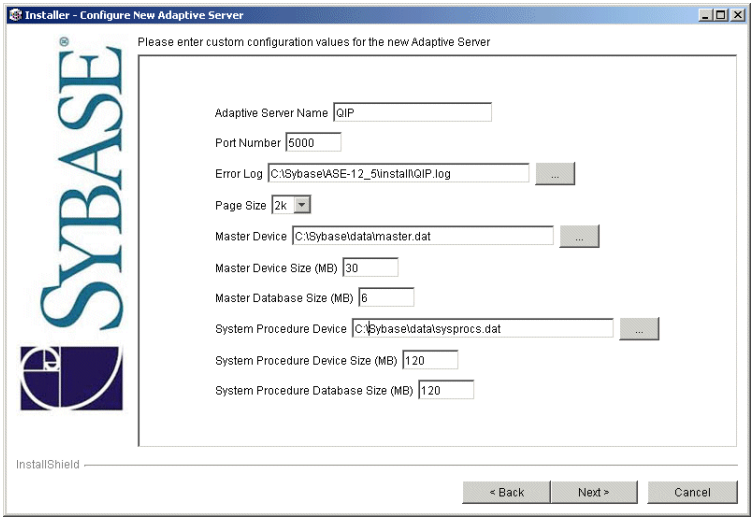
> **Important!** For Windows, Sybase requires that the XP Server be installed. Thus, the **Configure new XP Server** option is disable. It cannot be unchecked. No additional configuration is needed for the XP Server.

12 Click **Next**. The Configure new Servers screen opens.



You have a choice to accept the default or to change the defaults. Do not accept the defaults; VitalQIP requires greater default values than the default values offered by the installation. Click **Custom Configure new Adaptive Server** and **Configure new Backup Server**.

13 Click **Next**. The Configure New Adaptive Server screen opens.



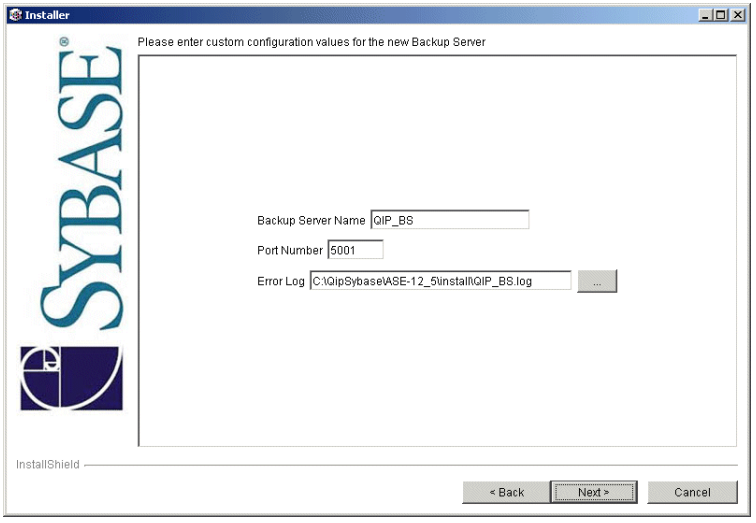
Use Table 5 to change the appropriate values. Unless specified in table, it is recommend you except the default for option if you are not familiar with the options.

Table 5 Required Configure New Adaptive Server values

Option	Should you change it...	Change it to...
Adaptive Server Name	Optional	If needed, you can change the name for the adaptive server.
Port Number	No	The installation determines the available port and displays it as the default. Change is as needed.
Error log	No	
Page Size	Yes	Change the value to a minimum of 8k.
Master Device	No	
Master Device Size	Yes	Change the value to a minimum of 125. The master device must be at least 25 MB more than the Master database.

Option	Should you change it...	Change it to...
Master Database Size	Yes	Change the value to a minimum of 100.
System Procedure Device	No	
System Procedure Device Size	No	
System Procedure Database Size	No	

14 Click **Next**. The Configure Backup Server screen opens.



Use Table 6 to change the appropriate values. Unless specified in Table 6, it is recommended you accept the default for an option if you are not familiar with the options.

Table 6 Required Configure New Backup Server values

Option	Should you change it...	Change it to...
Backup Server Name	Optional	If needed, you can change the name for the backup server.
Port Number	Optional	The installation determines the available port and displays it as the default. Change is as needed.
Error log	No	

15 Click **Next**. The Configure New Servers Summary screen opens.

16 Review the information to ensure it is correct.

17 Click **Next**. After a few moments, the Installation Complete screen opens.

18 Click Next. A message opens stating that the installation is complete. For UNIX, the installation is complete. Click **Finish**.

For Windows, continue to the next step.

19 For Windows, the machine must be rebooted before installing VitalQIP. Select one of the following and click **Finish**.

- **Yes, I will want to restart my computer.**
- **No, I will restart my computer at a later time.**

20 Sybase has addition patches the need be applied. See“Install Sybase patches”, on page 31 for more information.

END OF STEPS

□

Post installation requirements

Introduction

After Sybase is installed, additional preparation is needed before installing VitalQIP. Read this section and ensure that these requirements are met before installing VitalQIP.

Verify Sybase is running

To determine if the database is running on UNIX, execute:

```
$SYBASE/$SYBASE_ASE/install/showserver
```

Important! showserver shows all Adaptive Server-related processes that are on the system.

To determine if the database is running on Windows:

1. From the Windows task manager, select **Start | Settings | Control Panel | Services**.
2. Scroll through the list of services until you locate **Sybase SQLServer_<database name>**.
3. Check the Status column to see if it indicates Sybase started. If it is not, select the server, and click **Start**.

END OF STEPS

Verifying that you can connect to Sybase

Use isql to verify the Sybase can be connected to:

1. UNIX only. Source the Sybase environment variables. To do so, execute the following from the Sybase directory:

- For Cshell:

```
source SYBASE.csh
```

- For Bourne shell:

```
. ./SYBASE.sh
```

2. Use isql to connect to servers. At the command prompt, enter:

```
isql -Usa -P -S<server name>
```

where server_name is the Adaptive Server name. The command prompt is displayed if the login is successful.

END OF STEPS

Sybase Client

Overview

Pre-Installation requirements

Before the installation of the Sybase Client begins, ensure the pre-installation requirements are met. For more information on the pre-installation requirements, see “Sybase pre-installation requirements”, on page 3.

Full and customized installations

For the Sybase Client installation, you need to do a customized installation of Sybase rather than a standard installation. Ensure that at a minimum Connectivity (Open Client) component is selected. Do not select Sybase Servers; this option installs the Adaptive Server.

For information about a “Full Install” or “Customized Install”, refer to the *Installation Guide* for Sybase 12. Sybase documentation can be obtained at Sybase’s website ***www.sybase.com/support/manuals***.

Install the Sybase Client

When to use

This section describes the steps to install the Sybase Client on UNIX. The Sybase Client is needed if you are installing VitalQIP Client on a machine other than where the Sybase database is installed.

Before you begin

The Sybase database must be installed prior to installing the Sybase Client in order to check connectivity to the database.

Procedure

Follow these steps:

1. Log into your system as:
   - For UNIX, the root user
   - For Windows, the user with administrative privileges
2. Exit all programs you are currently running.
3. For UNIX, start the installation:
   a. Go to the directory where Java Virtual Machine is installed.
   b. Execute:

```
export PATH=<Sybase install storage areas>/JVM:$PATH
```

   c. Go to the directory where the Sybase installation files are located.
   d. Execute:

```
./setup
```

   Important! If the installation is not being performed from the console, export the DISPLAY and ensuring xhost is run to allow displays from other servers.

   For Windows, start the installation:
   a. From your Desktop, select **Run** from the **Start** menu.
   b. Open a command prompt, type:

```
cmd
```

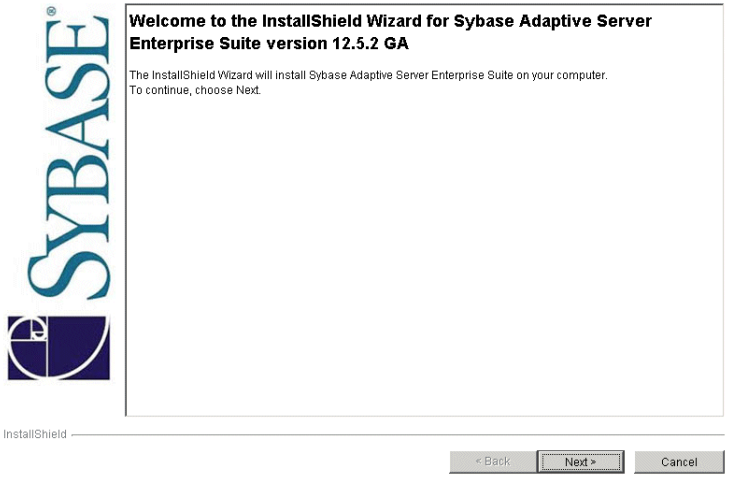
   c. Go to the directory where the Sybase installation files are located:

```
cd <drive>:\<directory>
```

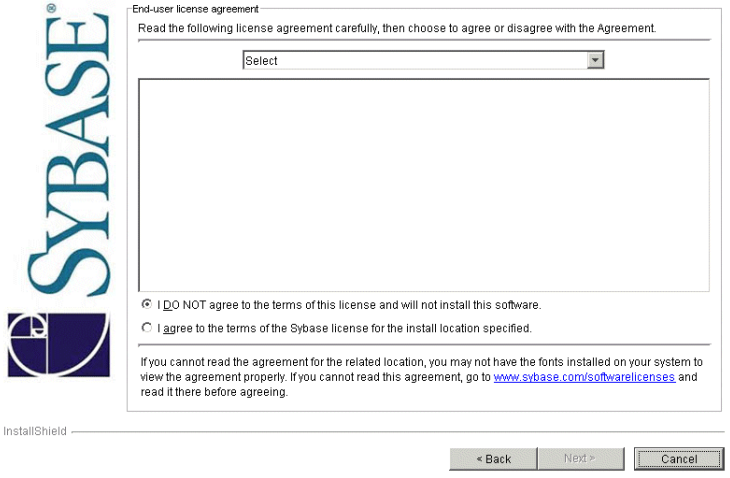
   d. Type

```
setup.exe
```

The Welcome screen opens.

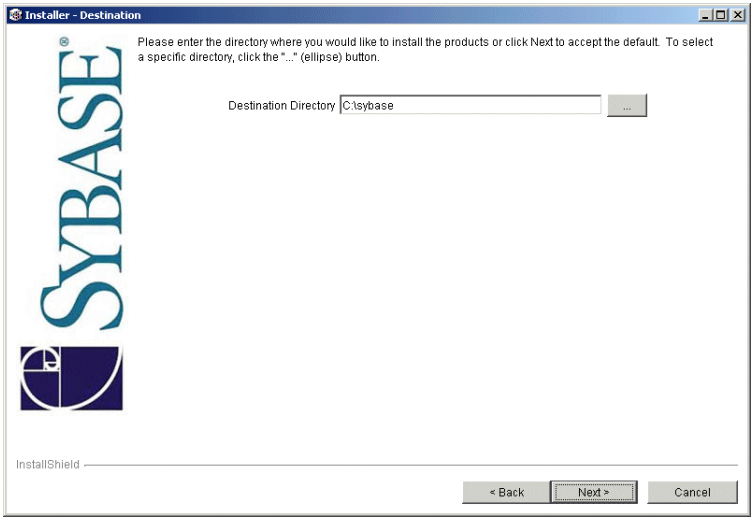


4 Click **Next**. The End-User License Agreement screen opens.



In the **Select** field, select the country to display the license agreement. Read the license agreement. If you agree to the terms, click **I agree to the terms of the Sybase license for the install location specified.** Otherwise, click **I DO NOT agree to the terms of this license and will not install this software.** to exit the installation.

5 Click **Next**. The Destination screen opens.



By default, the database is installed in the */opt/Sybase* directory UNIX and *c:\sybase* directory for Windows. If you want the client installed in a different directory, type the full path to the directory. Alternatively, you can use **...** to select an existing directory.

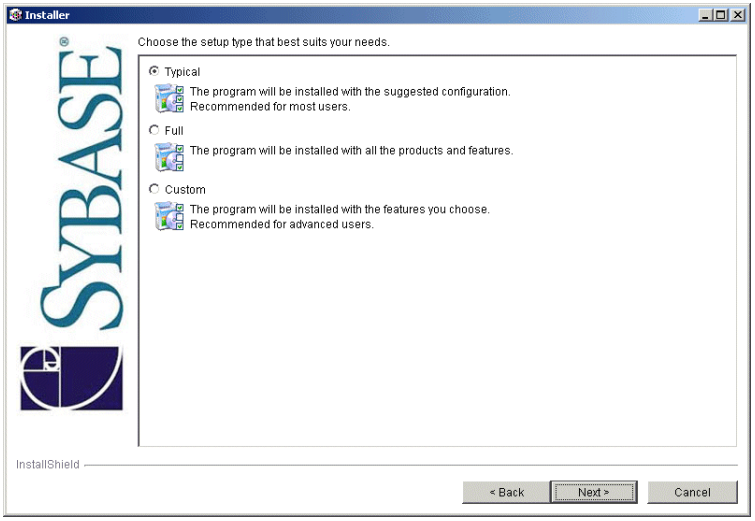
6 Click **Next**. If the directory does not exist, a message opens:

"The Directory does not exist. Do you want to create the directory?"

Click one of the following:

- **Yes** to create the directory. The Install Type screen opens.
- **No** to not create the directory. The installation uses the location of the default directory to store the database.

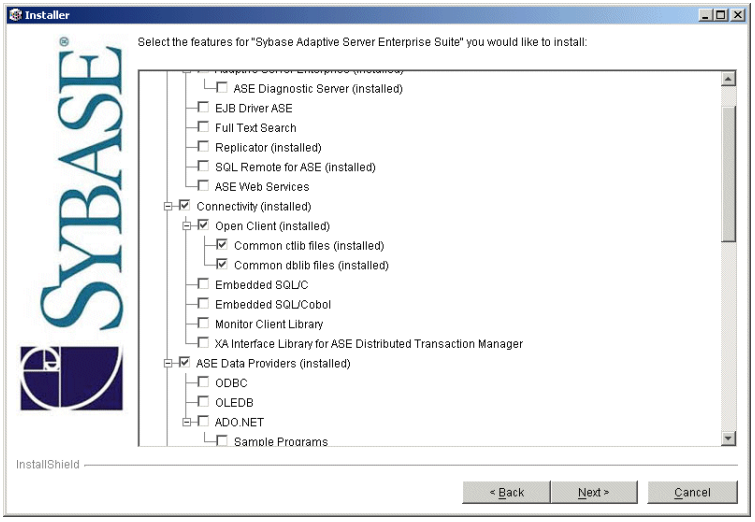
7 Click **Next**. The Feature screen opens.



For the Sybase Client, installation, you must select **Custom**.

The Summary screen opens.

8 Click **Next**. The Feature screen opens.



Deselect **Sybase Servers** and all its sub-options. Ensure **Connectivity** is selected. You can install other options at your own discretion. If you are not familiar with the options, it is recommended you keep them selected. Consult the Sybase documentation for more information.

9 Click **Next**. The Summary screen opens.

10 Click **Next**. Review the summary of information to ensure it is correct.

11 A progress screen opens, followed by a message stating if the installation is successful.

12 Click **Next**. After a few moments, the Installation Complete screen opens.

13 Click **Next**. A message opens stating that the installation is complete. For UNIX, the installation is complete. Click **Finish**.

For Windows, continue to the next step.

14 For Windows, the machine must be rebooted before installing VitalQIP. Select one of the following and click **Finish**.

- **Yes, I will want to restart my computer.**
- **No, I will restart my computer at a later time.**

15 Check the connectivity of the database. See:

- “UNIX: configure and check the connectivity to the database”, on page 27
- “Windows: configure and check connectivity to the database”, on page 29

16 Sybase has addition patches the need be applied. See“Install Sybase patches”, on page 31 for more information.

END OF STEPS

UNIX: configure and check the connectivity to the database

When to use

Connectivity to the database must be configured to point to the database after installing the Sybase Client. The procedures in this section apply to a Sybase Client installed on UNIX.

Procedure

Follow these steps:

1. Source your Sybase environment variables:
   a. If needed, change the directory to the OCS-12_5 directory:

```
cd <Sybase directory>/OCS-12_5
```

   b. Source the Sybase environment variables:

- For Cshell:

```
source SYBASE.csh
```

- For Bourne shell:

```
. ./SYBASE.sh
```

2. Run **dsedit** by typing `dsedit`.
3. In “Select a directory service to open”, highlight the Sybase interfaces file and click **OK**.
4. In the Directory Service Session screen, click **Add new server entry**.
5. In the Server Entry Editor screen, enter the QIP dataserver name (this is case sensitive) exactly as it appears in the [VitalQIP Login Service] section of the *qip.pcy* file. This is located on the server running the **QIP loginservice** in the server name field.
6. Click **Add new network transport**, and enter the hostname or IP address of VitalQIP Enterprise server, and the server’s port number.
7. Click **OK** and exit all DSEDIT windows.

8 Test with the following command to verify connectivity to the Sybase server :

- If VitalQIP is installed:

```
isql -U qipadmin -P <qipadmin's Password> -S <dataserver>
```

- If VitalQIP is not installed:

```
isql -Usa -P -S<Sybase server>
```

Important! The **-S** parameter is required, because there are no environment variable for DS Query.

END OF STEPS

Windows: configure and check connectivity to the database

When to use

Connectivity to the database must be configured to point to the database and tested after installing the Sybase Client. The procedures in this section apply to a Sybase Client installed on Windows.

Procedure

Follow these steps:

1. From your desktop, select **Run** from the **Start** menu.
2. Type `dsedit`.
3. In the Select Directory Service screen, click **OK**. The Interfaces Driver screen opens.
4. Select **Add** from the **Server Object** menu and enter the VitalQIP enterprise server name (this is case sensitive) in the **Server Name** field. Enter the name exactly as it appears in the [VitalQIP Login Service] section of the *qip.pcy* file. This is located on the server running **QIP loginservice** in the server name field.
5. Click **OK** and double-click **Server Address** in the Attributes list. The Network Address Attribute screen opens.
6. Click **Add**. The Input Network Address For Protocol screen opens.
7. Leave **TCP** in the **Protocol** drop-down field and enter the VitalQIP enterprise server IP address and port number in the **Network Address** field (for example, 111.114.105.121,5000).
8. Click **OK** and click **OK** in the Network Address Attribute screen.
9. Validate the values for the TCP entry in the **Server Address** attribute and exit dsedit.

10 Test with the following command to verify connectivity to the Sybase server:

- If VitalQIP is installed:

```
isql -U qipadmin -P <qipadmin's Password>
```

- If VitalQIP is not installed:

```
isql -Usa -P -S<Sybase server>
```

END OF STEPS

Install Sybase patches

Sybase 12.5.1 ESD#8 OpenClient patch

When to use

Sybase 12.5.1 has a known issue on the Sybase Client that causes slower performance than the previous Sybase 12.5.0.x Clients. This patch must be applied to any Sybase 12.5.2 Client, including the Sybase Server package, which includes the Sybase Client. You can download these patches from the Lucent LED Site. More information can be found from Sybase, under this issue number, “371229 CTLIB: ct_cancel() performance in 12.5.1 on a single engine PC is much slower and has much greater CPU usage than earlier release.”

AIX: procedure

1 Create a directory where the *aix_EBF12509.tgz* file will be downloaded:

```
mkdir /tmp/download
```

2 Open an xterm screen and change the directory:

```
cd /tmp/download
```

3 Uncompress and extract the *tar* file:

```
gunzip aix_EBF12509.tgz
tar xvf aix_EBF12509.tar
```

4 Change the directory:

```
cd ebf12509
```

5 Start the installation. Set the DISPLAY environment variable if necessary. Run:

```
./setup
```

The Sybase InstallShield screen opens. Follow the instructions on the screen to complete the installation.

END OF STEPS

HPUX: procedure

Follow these steps:

1. Create a directory where the *hpux_EBF12515.tgz* file will be downloaded:
   ```
   mkdir /tmp/download
   ```

2. Open an xterm screen and change the directory:
   ```
   cd /tmp/download
   ```

3. Uncompress and extract the *tar* file:
   ```
   gunzip hpux_EBF12515.tgz
   tar xvf hpux_EBF12515.tar
   ```

4. Change the directory:
   ```
   cd ebf12515
   ```

5. Start the installation. Set the DISPLAY environment variable if necessary. Run:
   ```
   ./setup
   ```
   The Sybase InstallShield screen opens. Follow the instructions on the screen to complete the installation.

END OF STEPS

Linux: procedure

Follow these steps:

1. Create a directory where the *SDK1251Linux321.tgz* file will be downloaded:
   ```
   mkdir /tmp/download
   ```

2. Open an xterm screen and change the directory:
   ```
   cd /tmp/download
   ```

3. Uncompress and extract the *tar* file:
   ```
   gunzip sdk1251Linux321.tgz
   tar xvf sdk1251Linux321.tar
   ```

4. Change the directory:
   ```
   cd sdk1251Linux321
   ```

5 Start the installation. Set the DISPLAY environment variable if necessary. Run:

```
./setup
```

The Sybase InstallShield screen opens. Follow the instructions on the screen to complete the installation.

END OF STEPS

Solaris: procedure

Follow these steps:

1 Create a directory where the *solaris_EBF12505.tgz* file will be downloaded:

```
mkdir /tmp/download
```

2 Open an xterm screen and change the directory:

```
cd /tmp/download
```

3 Uncompress and extract the *tar* file:

```
gunzip solaris_EBF12505.tgz
tar xvf solaris_EBF12505.tar
```

4 Change the directory:

```
cd ebf12505
```

5 Start the installation. Set the DISPLAY environment variable if necessary. Run:

```
./setup
```

The Sybase InstallShield screen opens. Follow the instructions on the screen to complete the installation.

END OF STEPS

Windows: procedure

Follow these steps:

1 Create a directory that the *win_EBF12531.zip* file will be downloaded:

```
mkdir C:\download
```

2 Open a command line screen window and change the directory to:

```
cd C:\download
```

3 Add the winzip32 tool to your Path:

```
set Path=C:\Program Files\WinZip;%Path%
```

4 Unzip the *win_EBF12531.zip* file and extract the files:

```
winzip32 win_EBF12531.zip
```

5 Change the directory to:

```
cd ebf12531
```

6 Start the installation, run:

```
setup.exe
```

The Sybase InstallShield screen opens. Follow the instructions on the screen to complete the installation.

END OF STEPS

□

Uninstall Sybase

Overview

Introduction

If needed, Sybase can be uninstalled if a problem occurs or an error occurred while installing Sybase. If an existing database is installed and has data in it, the database should be backed up before uninstalling Sybase.

UNIX: Uninstall Sybase

When to use

This section describes how to uninstall Sybase on UNIX.

Procedure

Follow these steps:

1. Stop the Monitor and the Backup Servers before stopping the Adaptive Server.

2. If the SYBASE script has not been sourced, source the script from the *$SYBASE* directory:
   - For a C shell, run:

```
source SYBASE.csh
```

   - For a Bourne shell, run:

```
. SYBASE.sh
```

3. Start the Studio Installer:
   a. Go to the *$SYBASE* directory.
   b. Run:

```
Installer/bin/uninstall
```

   Important! If a period (.) is in the PATH, `./` must be added before the script at the command line.

   The Studio Install starts and the Uninstall screen opens.

4. At the “Uninstall components now” prompt, click **Yes**.

5. A component selection screen opens. Select the components to uninstall, click the check box next to the components or click **Select All** to remove all components.

6. Click **Next**. The Uninstall summary screen opens and displays the components to be removed. Review the screen.

7. Click **Next**. The Studio Installer begins to remove the components.

8. After a few moments, a screen opens stating the uninstall has successful removed the components. Click **OK**. The Studio installer removes all files installed by the Sybase installation and all directories the installation created, unless the directory was not empty.

9 After the uninstall is complete, a message opens stating that any remaining directories and files should be removed. Remove any remaining directories and files.

END OF STEPS

□

Windows: Uninstall Sybase

When to use

This sections describes how to uninstall Sybase on Windows. If you had previously installed and uninstalled Sybase, and a new installation fails there may be remnants of older Sybase installations still residing on the computer. Use this section to uninstall Sybase.

Clean the registry

Follow these steps:

1. Stop Sybase and all Services Manager and VitalQIP related daemons.
2. Open regedit:
   a. From your Desktop, select **Run** from the **Start** menu.
   b. Type:

```
regedit
```

   c. Click **OK**.
3. Search the registry for the Sybase server name and delete all occurrences found.
4. Search the registry for the word “sybase” and delete all occurrences found.
5. Search the registry for the word “sysam” and delete all occurrences found.
6. Search the registry for the word “flexlm” and delete all occurrences found.
7. Close regedit.

Delete the SYBASE directory

8. Open Windows Explorer.
9. Navigate the SYBASE directory.
10. Delete the directory and all sub-directories.

Delete environment variables

11 Remove all Sybase related environment variables. These variables include:

- DSLISTEN
- DSQUERY
- LM_LICENSE_FILE
- QIPHOME
- SYBASE
- SYBASE_ASE
- SYBASE_JRE
- SYBASE_OCS
- SYBASE_SYSAM

Also remove references to Sybase from the ClassPath, INCLUDE, LIB, Path and TEMP environment variables.

12 Reboot the computer.

13 Once you have completed these steps, you can start the Sybase installation over again. If there are still problems, Sybase Support recommends running **regclean**, which can be downloaded from ***www.download.com***.

END OF STEPS

□

2 Oracle and VitalQIP pre-installation requirements

Overview

Purpose

This chapter describes the pre-installation requirements for Oracle and VitalQIP. Before you begin installing your VitalQIP system, read the *VitalQIP Administrator Reference Manual*, which is available in .pdf format or in hard copy. It will assist you in setting the proper configuration for your network.

Contents

This chapter discusses these topics.

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Overview	42
Oracle pre-installation requirements	43
Overview	43
Recommendations for Oracle	44
Set up Oracle	46
VitalQIP pre-installation requirements	50
Overview	50

Background

Overview

List of VitalQIP components

All VitalQIP components are described in Chapter 1 of the *VitalQIP Administrator Reference Manual*. The following is a list of components included in the VitalQIP installation software:

- VitalQIP enterprise server
- VitalQIP remote server
- VitalQIP web client interface
- VitalQIP GUI client
- VitalQIP distributed services

Installing the VitalQIP Management Software

The VitalQIP installation must be performed using the provided installation software. You should not attempt to install from a network drive – installation problems may occur. However, if installing from the CD-ROM is not possible, contact technical support for assistance.

VitalQIP supported platforms and system requirements

Refer to the "System Requirements" section of the *VitalQIP 6.2 Release Notes* for this information.

Oracle pre-installation requirements

Overview

Introduction

This section discusses the requirements for installing Oracle on a Windows or UNIX operating system unless specified. Because Lucent Technologies does not supply the Oracle database or runtime, it is the responsibility of the customer to obtain, install, and configure the Oracle database. Lucent Technologies is not responsible for your Oracle database or runtime installation.

Recommendations for Oracle

Oracle installation recommendations for VitalQIP

It is recommended that you set the *init<SID>.ora* file parameters *no smaller* than the following:

- db_file_multiblock_read_count = 16
- db_block_buffers = 550
- shared_pool_size = 14000000
- processes = 50
- dml_locks = 200
- log_buffer = 32768

Important! The compatible parameter must be set to at least 8.1.0 in your *init<SID>.ora* file (compatible = 8.1.0) to support the MAXEXTENTS UNLIMITED parameter. This storage parameter is used when creating temporary tables, and the indexes are used to move the database design. These tables and indexes are dropped at the end of the migration. Following the upgrade, export and import data into the Oracle database to defragment the disk space that was fragmented by temporary tables and indexes.

Linux: Requirements for Oracle

If Oracle is being installed on Red Hat Enterprise Linux 3, ensure Linux kernel version is 2.4.21-4.EL, and the Glibc version is glibc 2.3.2-95.3.

Ensure the operating system patches are up to date:

- compat-db-4.0.14.5
- compat-gcc-7.3-2.96.122
- compat-gcc-c++-7.3-2.96.122
- compat-libstdc++-7.3-2.96.122
- compat-libstdc++-devel-7.3-2.96.122
- openmotif21-2.1.30-8.i386.rpm
- setarch-1.3-1

Ensure patch 3006854 is applied to resolve the libcwait symbol issue before starting Oracle Installer.

UNIX: Define environment variables

For the installation of VitalQIP to operate correctly, define the environmental variables in Table 7 before starting the VitalQIP installation routine or running VitalQIP. Ensure that the environment variables are set in your *.profile* or *.cshrc* file.

Important! If the environment variables are not set, the installation temporarily sets them, based on your menu entries, then removes them after the installation.

Table 7 Oracle environment variables

Environment variable	Value
ORACLE_HOME	Full path to the Oracle home directory.
ORACLE_SID	Oracle database instance created for VitalQIP.
QIPHOME	Full path to the QIPHOME directory.
PATH	The path should include $ORACLE_HOME/bin.
QIPDBASE	Set to Oracle or Sybase. The variable tells VitalQIP what database is installed.
QIPDATASERVER	The name of the VitalQIP database. The QIPDATSERVER variable must be the same name as the service name in the Oracle SQL*Net configuration file. (This is the *tnsnames.ora* file if the local name is used in Oracle.) For VitalQIP, the value of the QIPDATASERVER environment variable is the first entry displayed in the login screen. The QIPDATASERVER value is displayed even if the value is not contained in the SQL*NET configuration file, *tnsnames.ora*. The SQL*NET configuration files are read, and the services name are listed after the QIPDATASERVER value.
QIPMESSAGESERVICE	The IP address of the machine where the VitalQIP Message Service is running.
QIPDEFAULTORG (optional)	Optional. It is used if no -o is used on the command line, you are logging in as “qipman” and there are multiple organizations. Or, you want the default organization to be something other than the default organization supplied at install time - VitalQIP Organization.
LD_LIBRARY_PATH	Solaris and Linux only. Set the library path to: `$QIPHOME/usr/lib:$SYBASE/lib:$LD_LIBRARY_PATH`
SHLIB_PATH	HP-UX only. Set the library path to: `$QIPHOME/usr/lib:$SYBASE/lib:$SHLIB_PATH`
LIBPATH	AIX only. Set the library to: `$QIPHOME/usr/lib:$SYBASE/lib:$LIBPATH`

Set up Oracle

When to use

This section outlines the Oracle software components and minimum configuration settings required by VitalQIP to run on Windows and UNIX operating systems. An Oracle database administrator should perform the steps in this section.

Install Oracle

VitalQIP requires these Oracle modules to be installed:

1 At a minimum, install the following modules:

- Oracle server (RDBMS) 9.2.x
- PL/SQL
- SQL*NET
- SQL*PLUS
- A Protocol Adapter
- Configure SQL*NET

2 VitalQIP displays the value of **$QIPDATASERVER** and the service names from the *tnsnames.ora* file in the Login screen. VitalQIP searches for the *tnsnames.ora* file in the following order:

- *ORACLE_HOME/network/admin*
- The directory specified by the environment variable, **TNS_ADMIN**, if set.

Important! In addition, the fully qualified service name (**DB_NAME.DB_DOMAIN**) is displayed in the **Login Server** drop-down list. The **names.default_domain** parameter in the *sqlnet.ora* file does not need to be set to the DB_DOMAIN of the Oracle database supporting VitalQIP.

During the install, a database owner account named “qipadmin” is created. The qipadmin account is granted the following VitalQIP privileges:

- Create sessions
- Create table
- Create trigger
- Create procedure
- Select any table
- Select on dba_role_privs

END OF STEPS

Create table spaces

Follow these steps to create table spaces:

1. Create table spaces in Oracle by using the given table space names. Use the following calculation to determine the table space sizes:

```
x=(# of IP Addresses * 2500) + (# of subnets * 500) + (# of domains * 1300)
y = x/(1024*1024)(to convert to mb)
```

2. System table space contains VitalQIP stored procedures and VitalQIP triggers. The Oracle structures (system catalog, system stored procedures, and so on), VitalQIP stored procedures, and VitalQIP triggers use approximately 40MB.

3. **qip_data** table space contains the VitalQIP tables. Use the following calculation to determine the **qip_data** table space:

```
qip_data table space (mb) = y * 4
```

4. **qip_index** table space contains the VitalQIP indexes. Use the following calculation to determine the **qip_index** table space:

```
qip_index table space (mb) = qip_data table space/3
```

5. **qip_temp** table space is used as the temporary table space for VitalQIP. Use the following calculation to determine the **qip_temp** table space:

```
qip_temp table space (mb) = qip_data table space/4
```

END OF STEPS

Calculate and customize initial/extent specifications

Depending on the size of your installation, some VitalQIP tables could be extremely large. The script used to create tables does not specify initial or extents due to varying customer database sizes. Lucent Technologies recommends you calculate the potential size of Table 8 and Table 9. Also, add initial/next specifications to create table statements if necessary.

Each table's row size is stored in *$QIPHOME/script/oracle_tab_size.txt*. Use the row sizes, along with the information in Table 8, to calculate the number of rows per table, and the table size for the Data table. The row sizes inTable 8 are approximate.

Table 8 Data table

Table	Number of rows
obj_prof:	1 row per IP address
subnet:	1 row per subnet

Table	Number of rows
dhcp_ext:	1 row per IP address
obj_alias	1 row per DNS alias
obj_name_prof:	1 row per IP address
obj_servers	1 row per object * the number of routers per object 1 row per template * the number of routers per template 1 row per subnet * the number of routers per subnet 1 row per manual Bootp object * the number of DNS servers per manual Bootp object 1 row per template * the number of DNS servers per template 1 row per subnet * the number of DNS servers per subnet 1 row per manual Bootp object * the number of time servers per manual Bootp object 1 row per template * the number of time servers per template 1 row per subnet * the number of time servers per subnet
mx_host:	1 row per DNS MX record
subnet_domns	1 row per domain associated with each Subnet. For example, if subnet 199.10.15.0 is associated with a.com and b.com, and subnet 197.10.15.0 is associated with b.com and c.com, this would be counted as 4 rows.)
thresholds	1 row per network 1 row per OSPF area 1 row per subnet group 1 row per subnet
person_prof	1 row per contact. For example, if person A is associated with user group 1, person B is associated with subnet 199.10.15.0, and person B is associated with object 199.10.15.0, this would be counted as 2 rows.
admin_access	1 row per administrator per type of data the administrator manages. If Administrator Test 1 manages domain a.com, subnet 199.10.15.0, and object 197.10.15.5, this would be counted as 3 rows.
users	1 row per user
user_addrs	1 row per user per IP address and/or MAC address, and/or hostname
location	1 row per location
subnet_orgs	1 row per subnet organization

Use the row sizes, along with the information in Table 9, to calculate the number of rows per table, and the table size for the Audit table. The row sizes in Table 10 are approximate.

Table 9 Audit tables

Table	Number of rows
obj_prof_aud	1 row per dml performed to an IP address via VitalQIP

Table	Number of rows
subnet_aud	1 row per dml performed to a subnet
obj_alias_aud	1 row per dml performed to a a DNS alias
obj_name_prof_aud	1 row per dml performed to an IP address' hostname
obj_servers_aud	1 row per dml performed to an object/router combination 1 row per dml performed to a template/router combination 1 row per dml performed to a subnet/router combination 1 row per dml performed to a manual Bootp object/DNS server combination 1 row per dml performed to a template/DNS server combination 1 row per dml performed to a subnet/DNS server combination 1 row per dml performed to a manual Bootp object/time server combination 1 row per dml performed to a template/time server combination 1 row per dml performed to a subnet/time server combination
mx_host_aud	1 row per dml performed to a DNS MX record
subnet_domns_aud	1 row per dml performed to a subnet/domain combination
person_prof_aud	1 row per dml performed to a contact
admin_access_aud	1 row per dml performed to an administrator/managed data combination
location_aud	1 row per dml performed to a location
subnet_orgs_aud	1 row per dml performed to a subnet organization

Since one row is written to the appropriate audit table during a dml statement to its data table, these audit tables can grow very large if left unattended. VitalQIP provides a command line interface (CLI), **qip-clear**, that clears entries inserted into the audit table before a specified date. Refer to the *VitalQIP Command Line Interface User's Guide* for **qip-clear** instructions.

The file, *$QIPHOME/script/tab_storage.conf*, used to specify the storage parameters, is contained in a compressed tar file on the CD. During the VitalQIP enterprise server installation, you are informed when it is appropriate to modify this file. You can modify the *$QIPHOME/script/tab_storage.conf* script to alter the necessary extent specifications.

During the VitalQIP installation, you are prompted for the Oracle sys password. Obtain this password from your Oracle database administrator.

VitalQIP pre-installation requirements

Overview

Introduction

This section discusses the requirements for installing VitalQIP with both Sybase and Oracle databases. This section pertains to installations on Windows and UNIX operating systems unless specified.

Obtain a license key

You must obtain a license key and serial number for each system on which the Services Manager is installed. The installation program requests that you provide a license key and serial number during the installation. Contact technical support to obtain a license key.

UNIX: minimum disk space

You must have a minimum of 160 MB of disk space allocated for VitalQIP under */opt* or within the file system you choose to use.

> **Important!** If there is not enough temporary disk space available, an error message will appear stating there is not enough disk space. Try executing:

```
./qip62Setup<operating system>/bin -is:tempdir <temporary directory>
```

Access to xterm or telnet

Ensure that you have access to xterm or telnet. Check this by running the following:

- For xterm:

```
xterm
```

- For telnet:

```
telnet
```

Linux: Install the jre1.4.2_05

On Linux, ensure the jre1.4.2_05 or higher is installed before installing VitalQIP. The jre1.4.2_05 can be downloaded from Sun's website:

www.sun.com

UNIX: Define environment variables

For the installation of VitalQIP to operate correctly, define the following environmental variables described in Table 10 before starting the installation routine or running VitalQIP. Ensure that the environment variables are set in your *.profile* or *.cshrc* file.

> **Important!** If the environment variables are not set, the installation temporarily sets them, based on your menu entries, then removes them after the installation.

Table 10 Set environment variables for Sybase

Environment variable	Description
SYBASE	The full directory path to where Sybase is installed.
SYBASE_ASE	The full path to the ASE directory.
SYBASE_OCS	The full path to the OCS directory.
QIPHOME	The full path to the QIPHOME directory.
DSQUERY	The name of the Sybase server. The DSQUERY variable is a name that references the Sybase database server instance that contains and manages the VitalQIP database. By default, QIPSYBASE is used, commonly referred to as the SQL server name.
PATH	Include *:/usr/bin/X11* or the directory where your Motif/x-window binaries are installed (for example, "x-term").
QIPDBASE	The type of database, Sybase or Oracle, VitalQIP is using.
QIPDATASERVER	The name of the Sybase server. The QIPDATASERVER variable must be the same value as DSQUERY. For VitalQIP, the value of the QIPDATASERVER environmental variable is the first entry displayed in the Login screen. The QIPDATASERVER value is displayed, even if the value is not contained in the Sybase Interfaces file. The Sybase Interfaces file is read and the values are displayed after the QIPDATASERVER value. The QIPDATASERVER value is removed from the list obtained from the database specific files, so that the name is not displayed twice.
QIPMESSAGESERVICE	The IP address of the machine where the VitalQIP Message Service is running.
QIPDEFAULTORG	Optional. It is used if no -o is used on the command line, you are logging in as “qipman” and there are multiple organizations. Or, you want the default organization to be something other than the default organization supplied at install time - VitalQIP Organization.
LD_LIBRARY_PATH	Solaris and Linux only. Set the library path to: `$QIPHOME/usr/lib:$SYBASE/lib:$LD_LIBRARY_PATH`
SHLIB_PATH	HP-UX only. Set the library path to: `$QIPHOME/usr/lib:$SYBASE/lib:$SHLIB_PATH`
LIBPATH	AIX only. Set the library to: `$QIPHOME/usr/lib:$SYBASE/lib:$LIBPATH`

Stop all scheduled moves and reclaims

If VitalQIP is being upgraded, ensure there are be scheduled moves or reclaims waiting to occur. If any moves or reclaims are scheduled, the applicable data is removed from the database, and the move or reclaim does not occur.

3 Install VitalQIP Enterprise Server

Overview

Purpose

This chapter covers installing VitalQIP Enterprise Server on a supported Windows and UNIX platforms. The installation chapter is divided by operating system. For easier use of the installation, the installation procedure steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

Contents

This chapter discusses these topics.

About the VitalQIP Enterprise Server installation	54
Overview	54
Install the VitalQIP Enterprise Server	55
Pre-installation checklist	55
UNIX: Install the VitalQIP Enterprise Server	57
Windows: Install the VitalQIP Enterprise Server	79

About the VitalQIP Enterprise Server installation

Overview

What is installed

The VitalQIP Enterprise Server installation installs the following:

- VitalQIP GUI
- VitalQIP Schedule Service
- VitalQIP QIP Update Service
- VitalQIP Command Line Interface
- VitalQIP DNS Update Service
- VitalQIP File Generation Service
- VitalQIP Login Service

The VitalQIP Message Service and VitalQIP SSL Tunnel Service is installed by default in this installation. The VitalQIP Enterprise Server installation also initializes the database.

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 6.2 Release Notes for* instructions on the upgrading to VitalQIP 6.2.

Install over existing VitalQIP 6.2 components

If VitalQIP 6.2 is already installed and additional components are being installed on the existing VitalQIP 6.2 components, ensure to select the components that are already installed and the new component(s) that are being installed from the Features screen. For example, if the VitalQIP 6.2 Remote Server is installed and the VitalQIP 6.2 GUI is being installed, reinstall the VitalQIP 6.2 Remote Server with the VitalQIP 6.2 GUI client at the same time.

When installing over existing components, configuration files are changed and need to be reset. Contact technical support if there are any questions before installing over a component.

VitalQIP Enterprise Server Checklist

Install the VitalQIP Enterprise Server

Pre-installation checklist

Why use the checklist?

Use the checklist to determine what needs to be done before beginning the installation:

Determine the configuration

You need to be determine how and where the components are to be installed. Also consider if this is an upgrade or if additional components are being installed. See the *Administrator Reference Manual* for more information about configurations.

Determine if secure socket layer (SSL) is deployed

Find out if SSL will be used in the VitalQIP deployment. If it is, the *qipkeystore* and *vitalqip.cer* files are required to be located on the machine. These files are created during the VitalQIP Enterprise Server installation. The files are located in the directory where VitalQIP is installed. The encrypted password needs to be obtained also. See the *Administrator Reference Manual* for more information.

Meet pre-installation requirements

The pre-installation requirements need to be met.

Ensure the database is installed

The Sybase or Oracle database must be installed. If Oracle is the database, your Oracle DBA is responsible for ensuring the Oracle database is correctly in place.

Stop all VitalQIP related processes

If VitalQIP is installed, ensure all VitalQIP related processes are stopped.

Get information about the database server

The following information needs to be gathered about the database server:

- The name of the database. For Sybase, the name of the database is of the Adaptive Server. If VitalQIP is already installed, the name of the database is the value set in the QIPDATASERVER environment variable
- The IP address of server where the database is running.
- The full path to the directory where the database is running.
- For Sybase, find the names of the OCS and ASE directories. These directories are sub-directories of the Sybase home directory.

Get the IP address of the machine

Find the IP address of the machine where the VitalQIP Enterprise Service is being installed.

Get the IP address of the services

Find the address of the machines where these services are to be installed:

- VitalQIP Schedule Service
- VitalQIP QIP Update Service
- VitalQIP DNS Update Service
- VitalQIP File Generation Service
- VitalQIP Login Service

□

UNIX: Install the VitalQIP Enterprise Server

When to use

This section explains how to install the VitalQIP enterprise server on supported UNIX platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1. Log into your system as the root user.

2. Start your database if it is not running.

Source Sybase environment variables

3. For Sybase, it is recommended that Sybase environment variables are sourced. This eliminates the need to enter Sybase related values in during the installation. To do so, execute the following from the Sybase directory:
   - For Cshell:

```
source SYBASE.csh
```

   - For Bourne shell:

```
. ./SYBASE.sh
```

4. Start the installation:
   a. Change your directory to the directory where the VitalQIP installation files are located.
   b. Execute one of the following:
   - For AIX:

```
./qip62SetupAix.bin
```

   - For HP-UX from a directory:

```
./qip62SetupHPux.bin
```

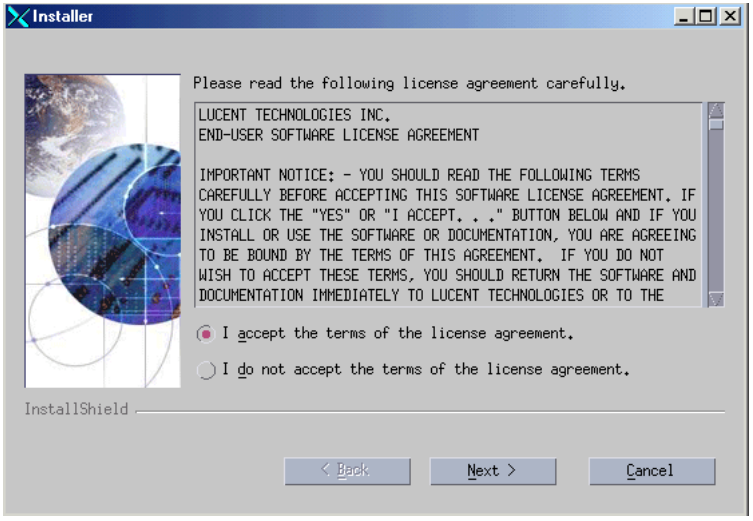
   - For Linux:

```
./qip62SetupLinuxgcc.bin
```

   - For Solaris:

```
./qip62SetupSolaris.bin
```

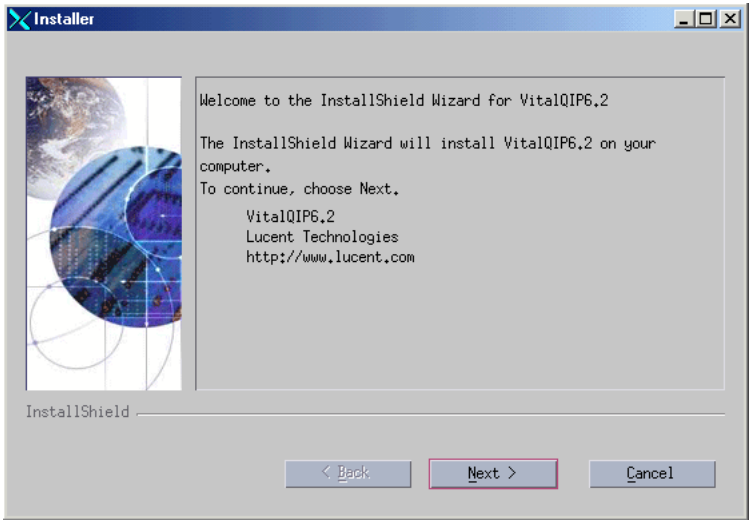
5 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

6 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



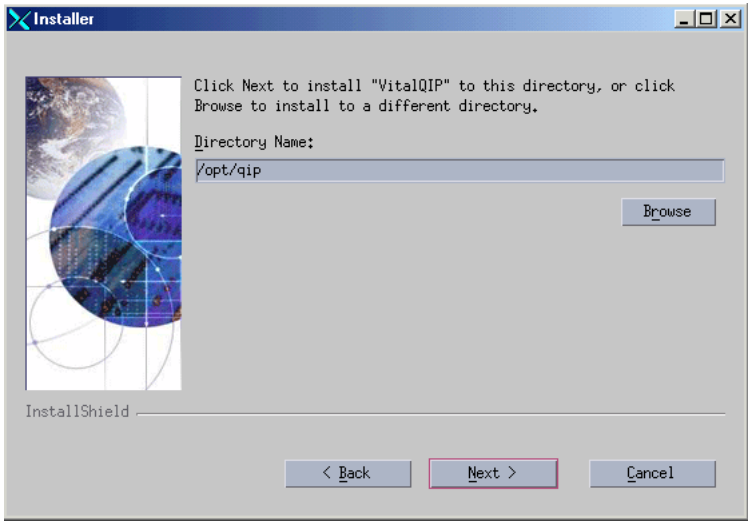
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

7 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, a screen opens showing the VitalQIP related daemons that are running. Either click **yes, kill processes automatically** and have the installation stop the processes or click **no, they will be killed manually** and stop the processes manually.

8 Click **Next**. The VitalQIP Home Directory screen opens.

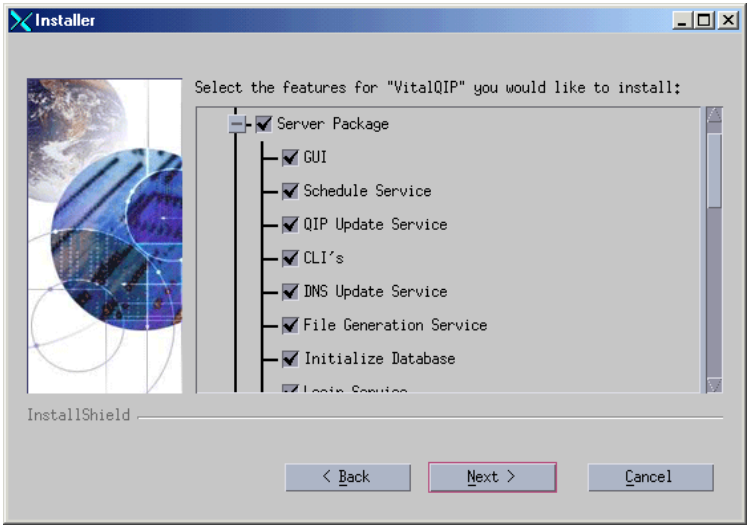


The default destination directory for the VitalQIP software is shown. By default, the directory is */opt/qip*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Find the directory and select the directory.
c. Click **Open**. The destination directory is shown in the field.

9 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Server Package** and its sub-components. Table 11 describes the sub-components of the package feature. After reading the table, ensure **Server Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, "installed" is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

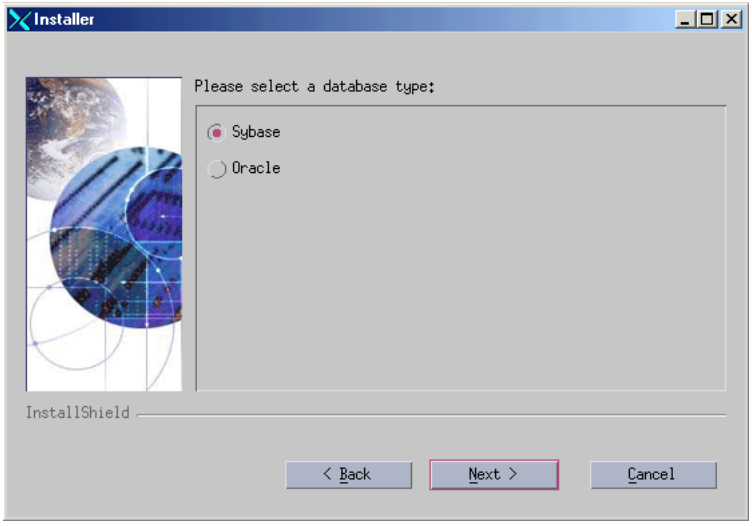
Table 11 Enterprise server installation sub-components

Sub-component	Description
GUI	Installs the user interface of VitalQIP.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: scheduled moves, scheduled reclaims, and auto updates of DNS, Bootp table, and NIS/Local operating system files. This service is required if you are installing the enterprise server.
QIP Update Service	Handles updates of DHCP addresses to the VitalQIP enterprise server. This service is required if you are installing the enterprise server.
CLI's	Installs the Command Line Interface.
DNS Update Service	Handles updates to DNS from DHCP servers, manages dynamic updates between DNS servers, and optionally sends DNS updates from VitalQIP clients.

Sub-component	Description
File Generation Service	Generates, optionally encrypts, and compresses remote service configuration files in order to transfer configuration files to remote servers.
Initialize Database	Initializes the VitalQIP database. If you are re-installing the Enterprise Server, do not select this option. If the database is re-initialized, any data in the database is deleted from the database.
Login Service	Handles VitalQIP database logins. This service is required to connect to the VitalQIP database.

10 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

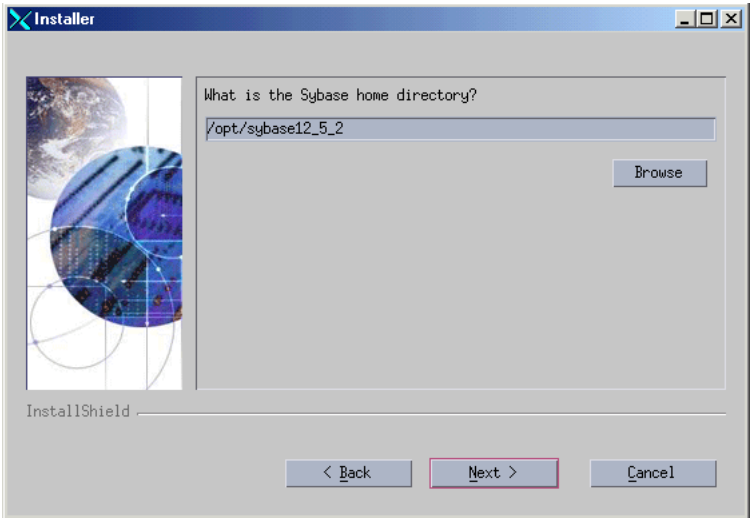
11 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

12 Click **Next**. The Database Home Directory screen opens.



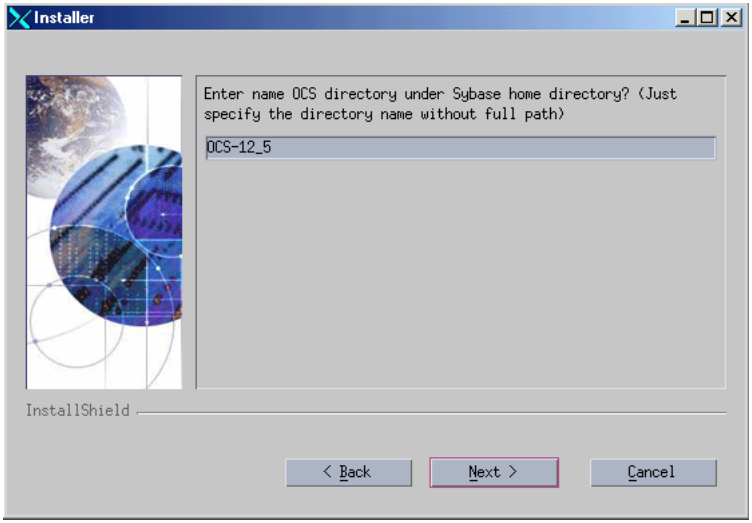
If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

Sybase only with Initialize Database

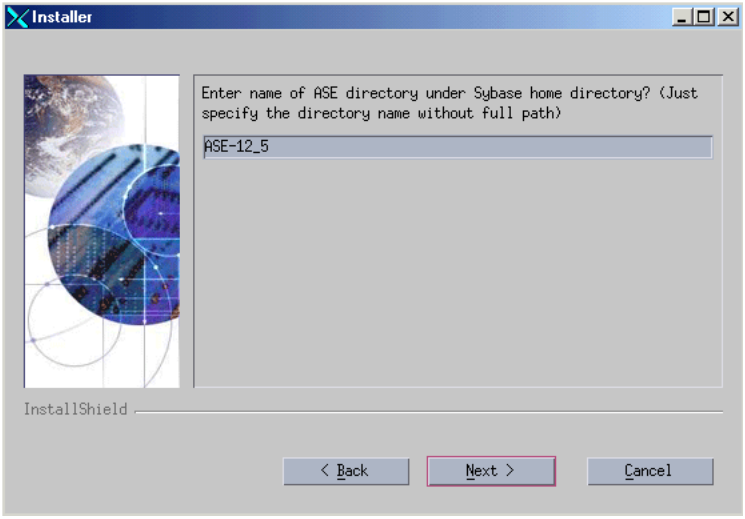
13 If Sybase is selected in Step 9 and the environment variable is unknown, two additional screens open. To continue with the installation, do the following:

a. Click **Next**. The OCS Directory screen opens.



By default, the name of the directory is OCS-12_5. If needed, change the name of the directory.

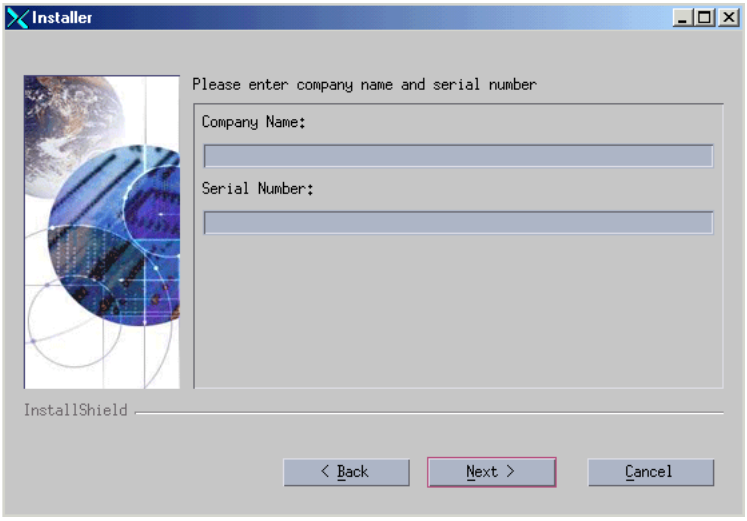
b. Click **Next**. The ASE Directory screen opens.



By default, the name of the directory is ASE-12_5. If needed, change the name of the directory.

c. Continue to the next step.

14 Click **Next**. The Company Name & Serial Number screen opens.

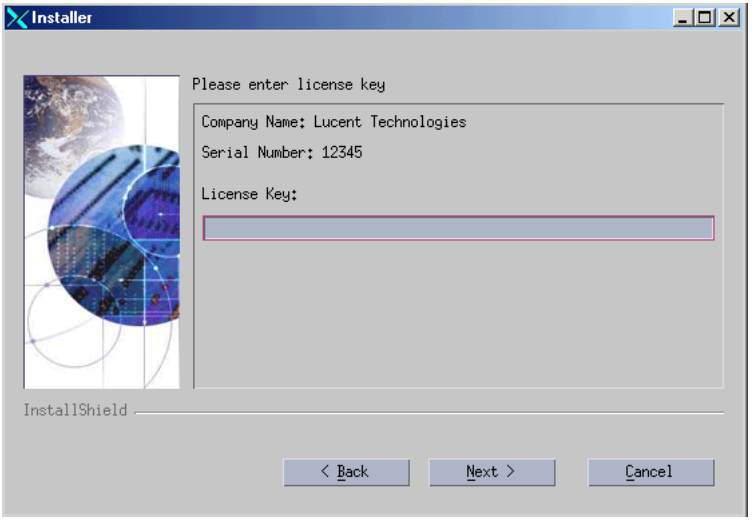


Do the following:

a. In the **Company Name** field, enter the name of your company.

b. In the **Serial Number** field, enter the serial number supplied by Lucent Technologies.

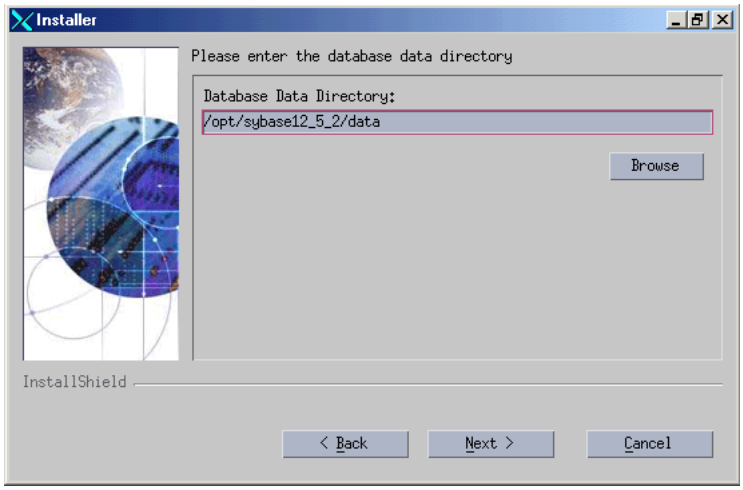
15 Click **Next**. The License Key screen opens.



In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

Sybase only

16 Click **Next**. If you selected Sybase in Step 11, the Database Data Directory screen opens. Skip this step if you selected Oracle.



The destination directory where VitalQIP devices, qip_dat, qip_log, and qip_tempdb, will be installed in shown. By default, the directory is *$SYBASE/data*.

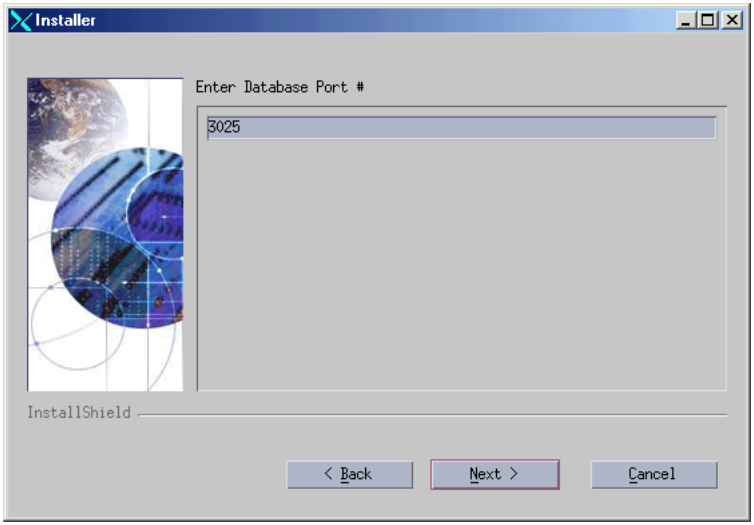
If necessary, type the destination directory directly in the **Database Data Directory** field. Alternatively:

a. Click **Browse**.

b. Find the directory and select the directory.

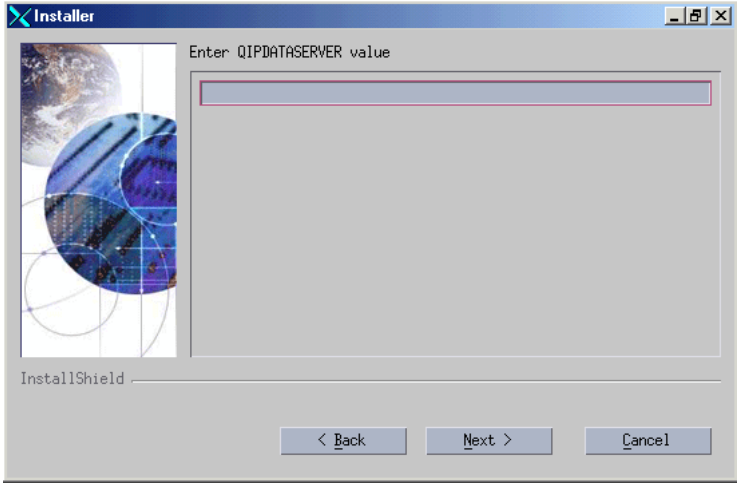
c. Click **Open**. The destination directory is shown in the field.

17 Click **Next**. The Database Port Number screen opens.



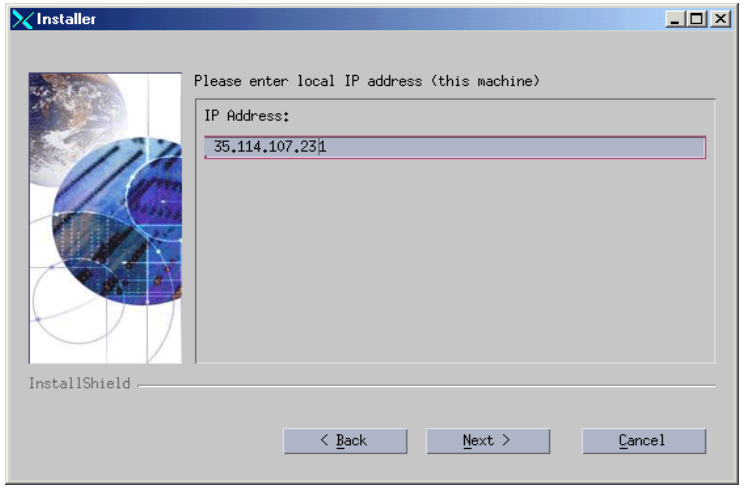
By default, the port number is 3025 for Sybase and 1521 for Oracle. In the **Enter Database Port #** field, change the port number for the database if necessary.

18 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of the adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the the name of your database.

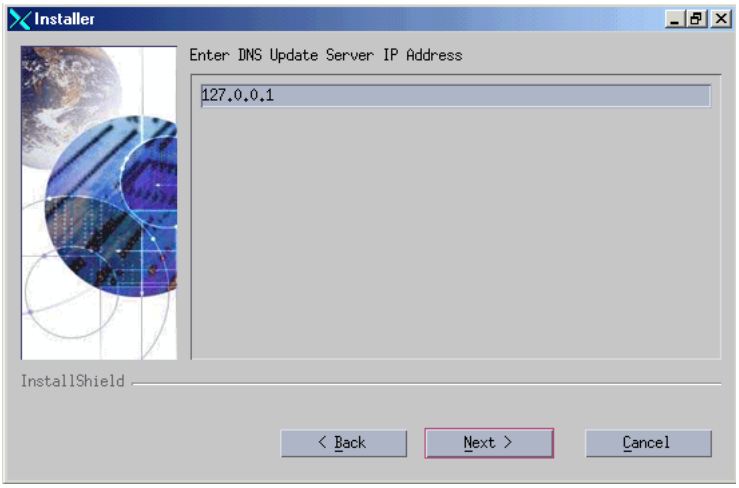
19 Click **Next**. The Local IP Address screen opens.



The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

QIP Update Service, GUI, and CLIs only

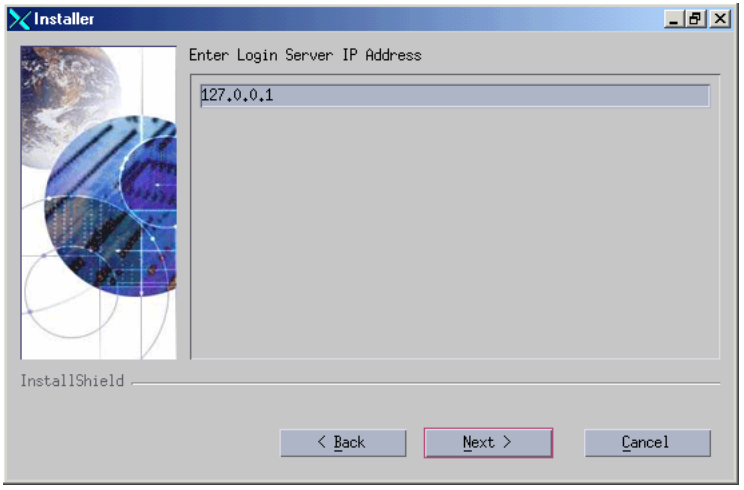
20 Click **Next**. If you selected QIP Update Service, GUI, or CLIs in Step 9, the DNS Update Server IP Address screen opens. Skip this next step if you did not select QIP Update Service, GUI, and CLIs.



In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *$QIPHOME/qip.pcy* file.

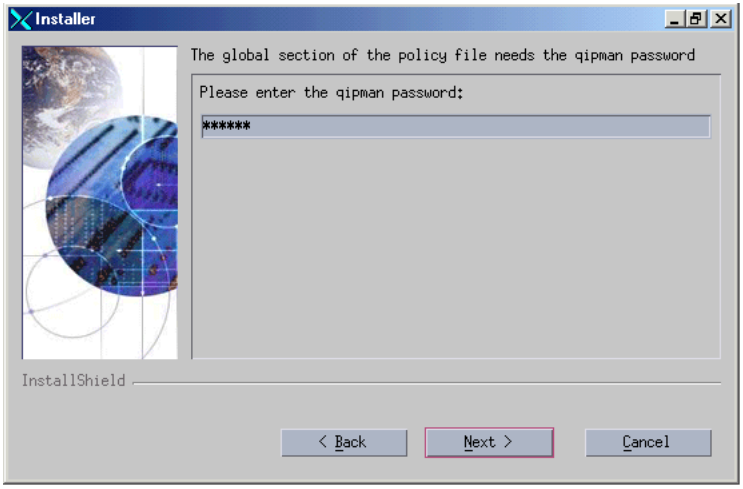
Login Service only

21 Click **Next**. If you selected Login Service in Step 9, the Login Server IP Address screen opens. Skip this step if you did not select Login Service.



In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *$QIPHOME/qip.pcy* file.

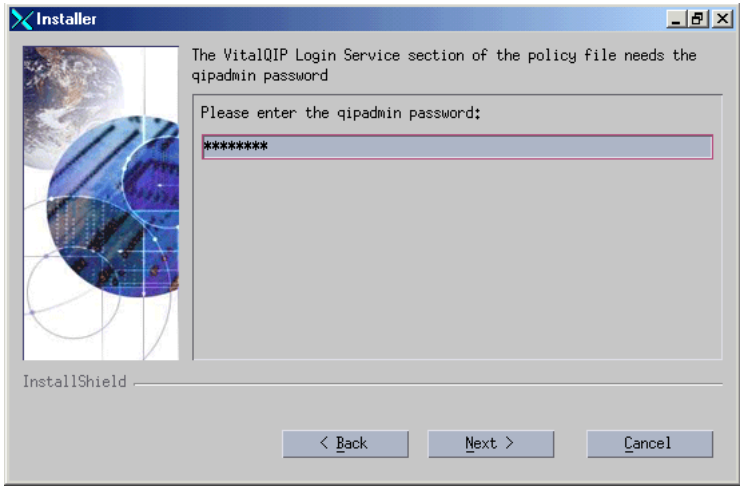
22 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *$QIPHOME/qip.pcy* file.

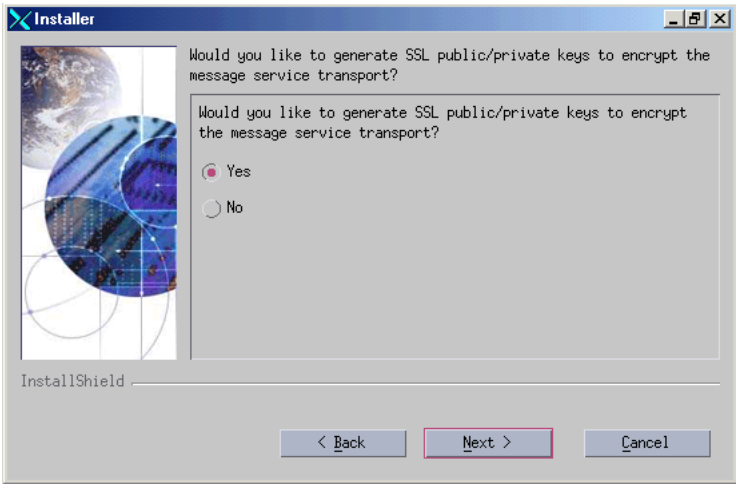
Login Service only

23 Click **Next**. If you selected Login Service in Step 9, the qipadmin Password screen opens. Skip the next step if you did not select Login Service.



By default, the qipadmin password is **qipadmin**. You should use the default; it can be changed later. The qipman password is stored in the VitalQIP Login Service section of the *$QIPHOME/qip.pcy* file.

24 Click **Next**. The Generate SSL Public/Private Keys screen opens.

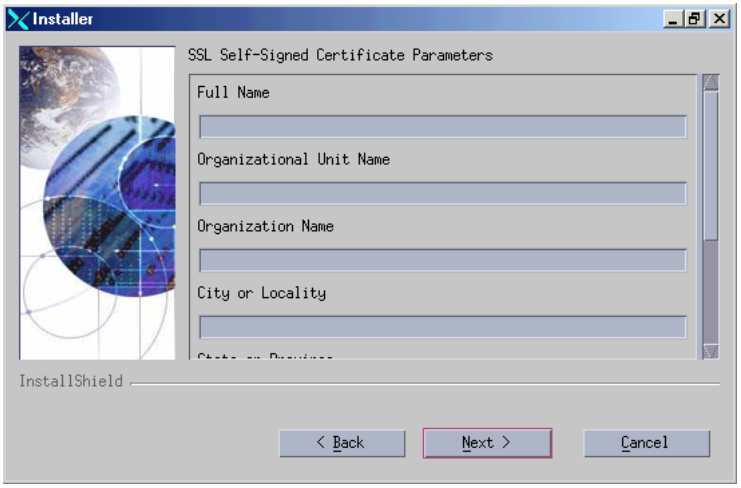


Select one of the following:

- **Yes** if you are planning on using the secure socket layer
- **No** if you are not using the secure socket layer

Use secure socket layer

25 Click **Next**. If you selected Yes in Step 24, the SSL Self Signed Certificate Parameters screen opens. Skip the next step if you selected No.



Review Table 12 and enter the values in the fields.

Table 12 SSL Self Signed Certificate Parameters fields

Field	Description
Full Name	Your full name.
Organizational Unit Name	The name of the organization unit.
Organization Name	The name of the organization.
City or Locality	The city or locality your organization is located.
State or Province	The state or province your organization is located.
Two-Letter Country Code	The two letter country code your organization is located in.
Private Key Encryption Password	Required. The private key password. The password must be at least six letters long.

26 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

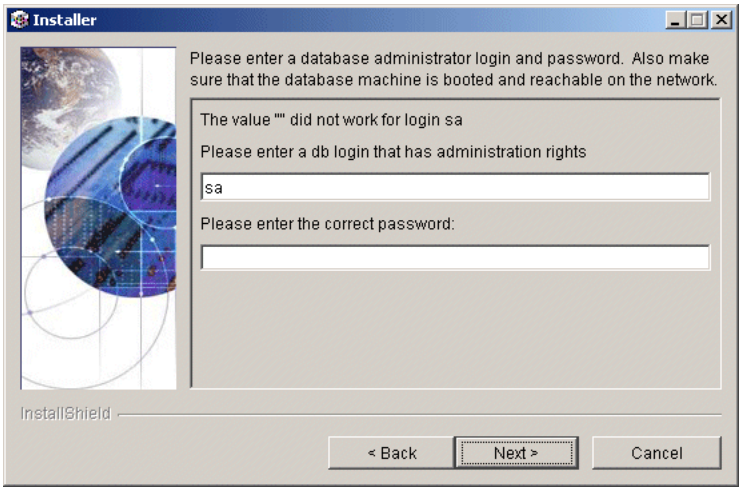
27 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen.

28 Click **Next**. The Successful Install screen opens.

29 Click **Next** to continue the VitalQIP Wizard.

Cannot connect to the database

30 If the database cannot be reached, a screen opens prompting for the sa password for Sybase or the sys password for Oracle. Skip the next step if this screen does not open.

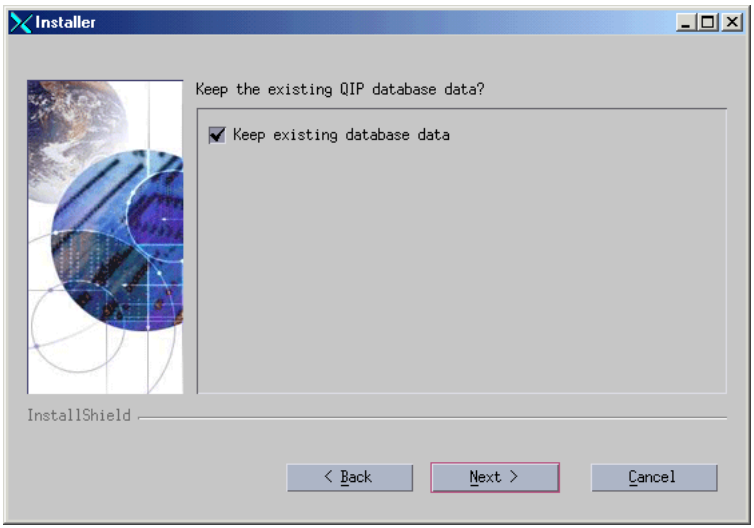


Ensure the database is started or enter the correct database administrator ID or password. If the database is not running, click **Back** to the previous screen. Once the database is started, proceed with the installation.

Existing database detected

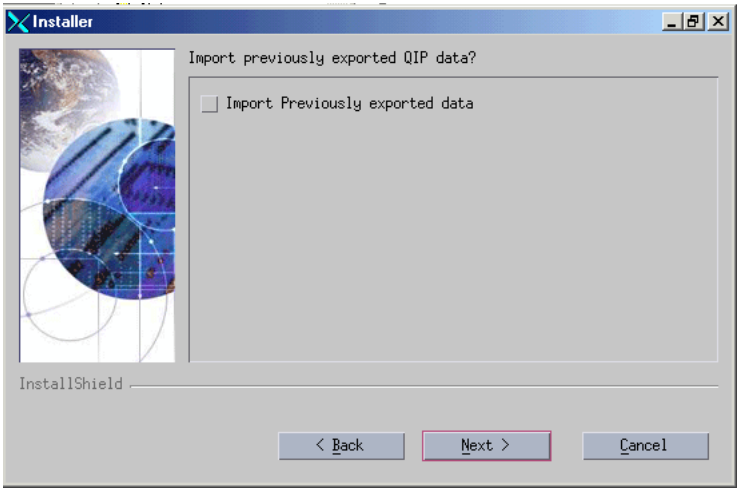
31 If an existing VitalQIP database is detected, an additional screen opens. Go to the next step if an existing VitalQIP database is not detected. If you want to keep the data, do the following:

a. Click **Next**. The Keep Existing QIP Data screen opens.



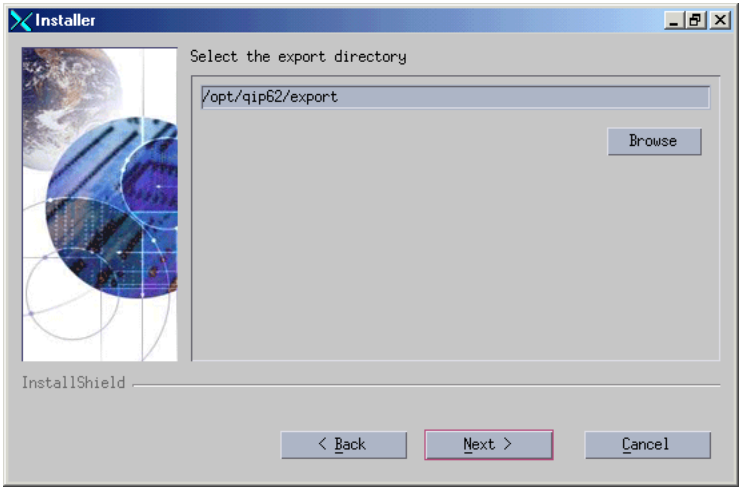
If you want to keep existing VitalQIP data, select **Keep existing database data**.

b. Click **Next**. The Import Exported Data screen opens if **Keep existing database data** is not selected.



If you want to import exported data, check **Import Previously exported data**.

c. Click **Next**. If **Import previously exported database** was selected or **Keep existing database data** was not selected, the Export Data screen opens.



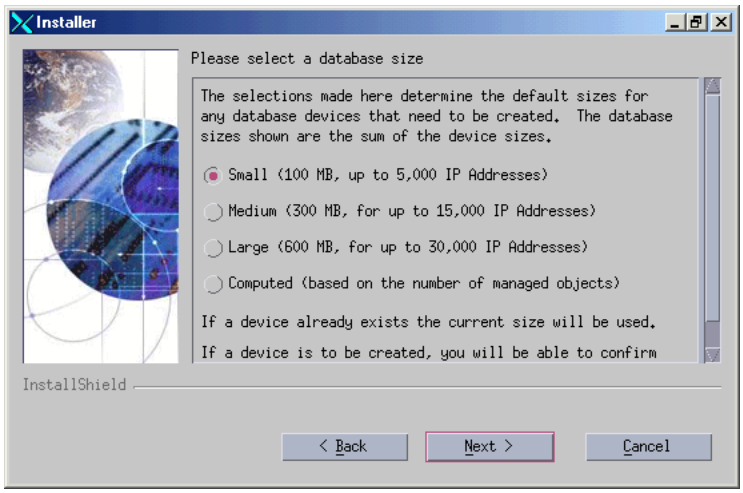
The directory where the data will be exported is shown. The default is */opt/qip/export*. If necessary, type the destination directory directly in the **Select Export Directory** field. In the case where **Import previously exported database** was selected, type the directory where the exported data resides. Alternatively, click **Browse**, find the directory and select the directory, and click **Open**. The destination directory is shown in the field.

d. Go to the next step.

Sybase only. Size a new VitalQIP database

Important! In the case of Oracle, the database should be sized before installing VitalQIP. See “Set up Oracle”, on page 46 for more information.

32 Click **Next**. If the database has never been sized, the Select a Database Size screen opens.



Do the following:

a. Choose a database size from the selections offered. In the next step, one of three screens opens based on your selection. Read the directions that apply to you.

Sybase database size

b. Click **Next**. If Sybase is the VitalQIP database, the Device Size screen opens.

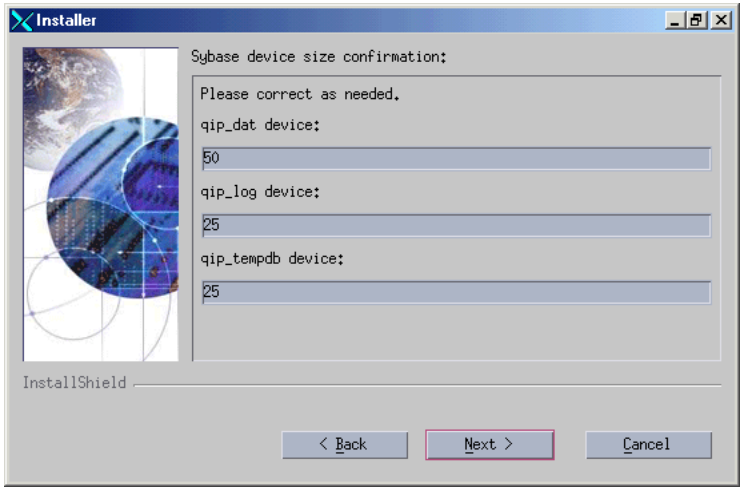


Table 13 shows the default for the fields based on the database size selected. Review the table and change the values as needed.

Table 13 Sybase device size fields

Database size	qip_data device	qip_log device	qip_tempdb device
Small (100 MB)	50	25	25
Medium (300 MB)	150	75	75
Large (600 MB)	300	150	150

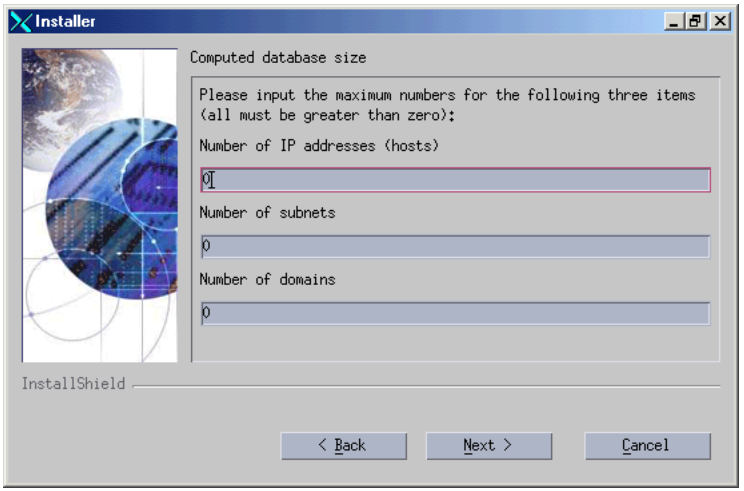
Oracle database size

b. Click **Next**. If Oracle is your VitalQIP database, the *tab_storage.conf* screen opens. Modify the extent specifications, as necessary.

Important! If you are using Oracle as your database, devices must be created by the user.

Computed database size

b. If you selected **Computed** in the previous screen, the Computed Database Size screen opens. Skip to the next step if you did not selected computed.

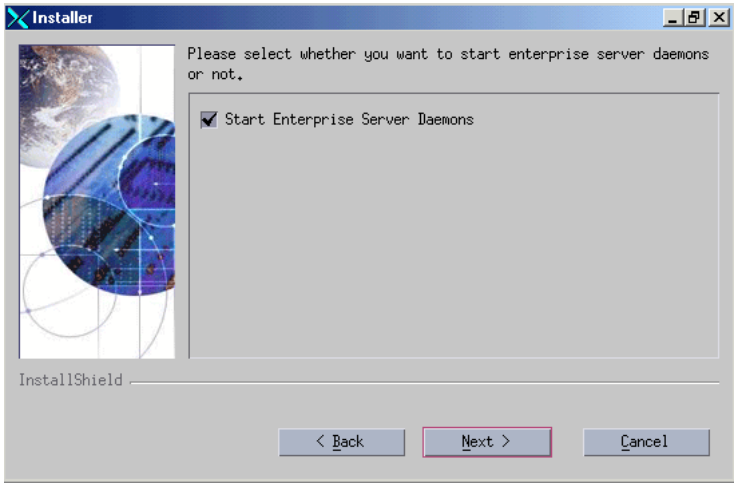


Do the following:

- In the **Number of IP addresses** field, enter the number of hosts VitalQIP will manage.
- In the **Number of subnets** field, enter the number of subnets VitalQIP will manage.
- In the **Number of domains**, enter the number of domains VitalQIP will manage.

Important! If the numbers are not large enough, the small database size settings are used to create the devices.

33 Click **Next**. The Start Enterprise Daemons screen opens.

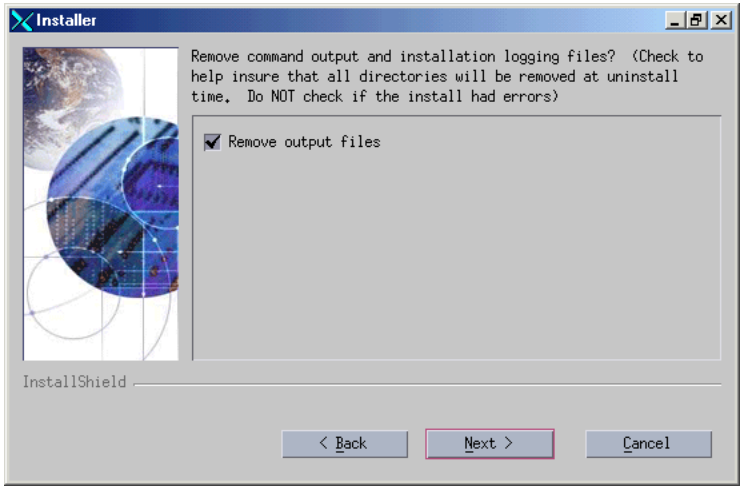


If you want to start the daemons for the enterprise server, check the **Start Enterprise Server Daemons** and go to the next step. Otherwise, skip to the next step.

Start the Enterprise Daemons

34 Click **Next**. A screen opens showing which daemons are starting. Verify that these are daemons you want to start and go to the next step.

35 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

36 Click **Next**. The Installation complete screen opens. Click **Finish**.

37 For abbreviated instructions on starting the VitalQIP System, refer to “UNIX: after a successful installation”, on page 239.

END OF STEPS

□

Windows: Install the VitalQIP Enterprise Server

When to use

This section explains how to install the VitalQIP enterprise server on supported Windows platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1. Log into your system as the user with administrative privileges

2. Exit all programs you are currently running.

3. Start the installation:

   a. From your Desktop, select **Run** from the **Start** menu.

   b. In the Run screen, type:

```
cmd
```

   c. Click OK.

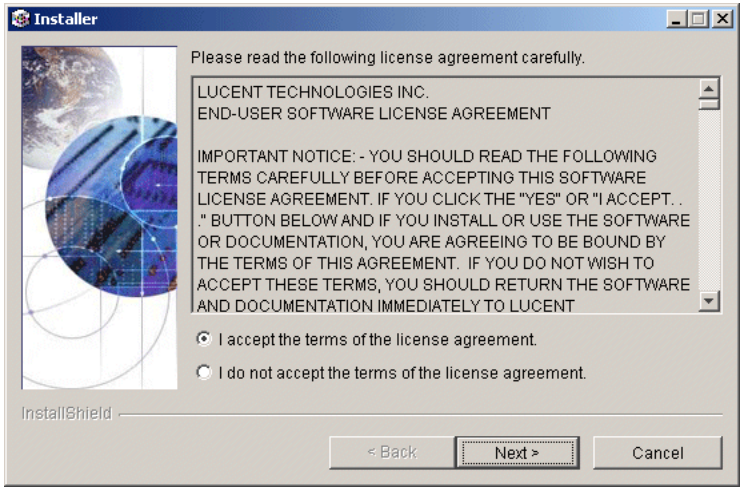
   d. In the prompt screen, go to the directory where the installation file is located:

```
cd <drive>:\<directory where installation file is located>
```

   e. Type:

```
qip62setupwin32.exe
```

4. The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

5 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.

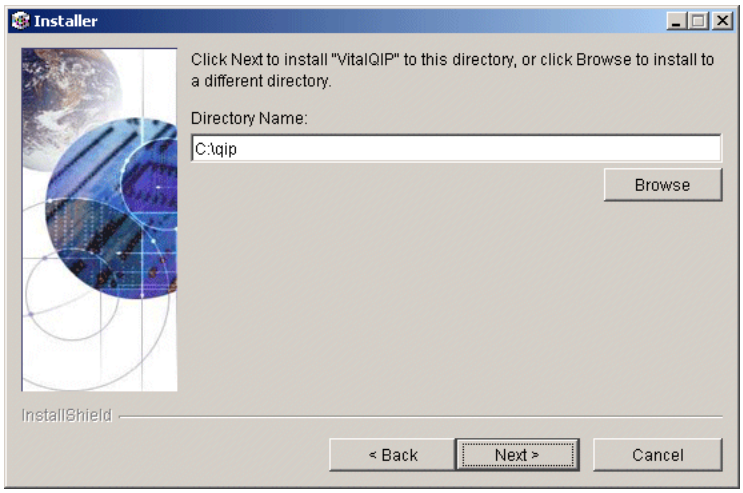
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

6 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, the processes are stopped by the installation.

The VitalQIP Home Directory screen opens.



The default destination directory for the VitalQIP software is shown. By default, the directory is *%QIPHOME%*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

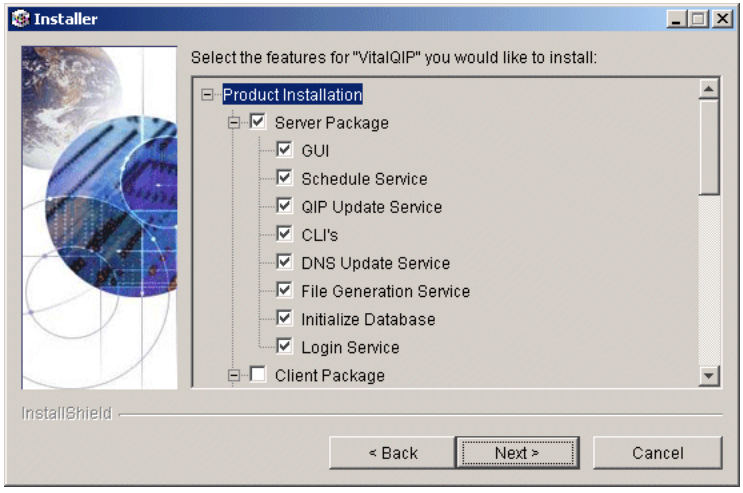
If necessary, type the destination directory into the **Directory Name** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the director .

c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Server Package** and its sub-components. Table 14 describes the sub-components of the package feature. After reading the table, ensure **Server Package** is checked. Check or uncheck the sub-components you want to install.

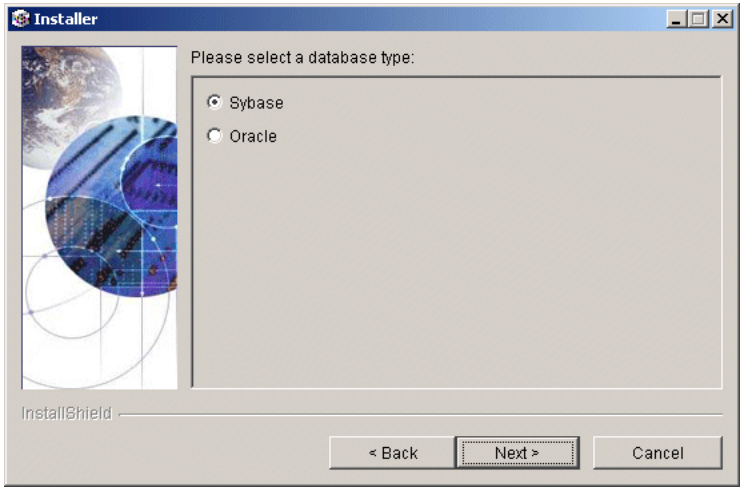
Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Table 14 Enterprise server installation sub-components

Sub-component	Description
GUI	Installs the user interface of VitalQIP.
Schedule Service	Required. Handles all scheduled events managed by VitalQIP enterprise server: scheduled moves, scheduled reclaims, and auto updates of DNS, Bootp table, and NIS/Local operating system files. This service is required if you are installing the enterprise server.
QIP Update Service	Handles updates of DHCP addresses to the VitalQIP enterprise server. This service is required if you are installing the enterprise server.
CLI’s	Installs the Command Line Interface.
DNS Update Service	Handles updates to DNS from DHCP servers, manages dynamic updates between DNS servers, and optionally sends DNS updates from VitalQIP clients.
File Generation Service	Generates, optionally encrypts, and compresses remote service configuration files in order to transfer configuration files to remote servers.
Initialize Database	Initializes the VitalQIP database. If you are re-installing the Enterprise Server, do not select this option. If the database is re-initialized, the any data in the database is deleted from the database.
Login Service	Handles VitalQIP database logins. This service is required to connect to the VitalQIP database.

8 Click **Next**. The installation may show an information message. Read the message and follow any instructions that are shown in the message.

9 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

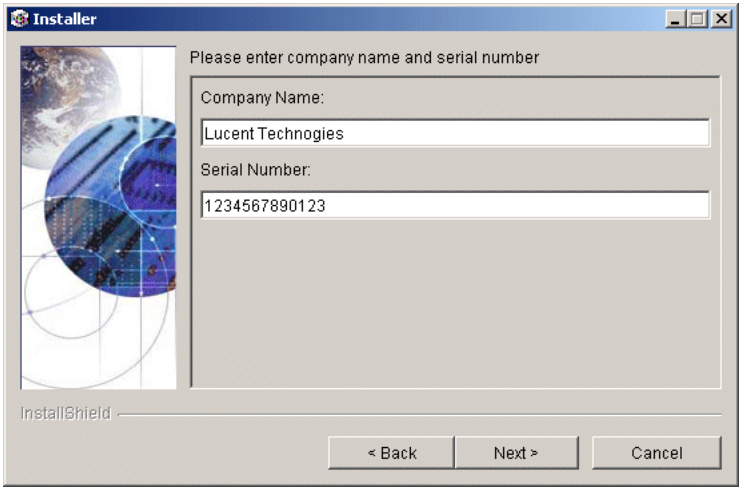
10 Click **Next**. The Database Home Directory screen opens. If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

c. Click **Open**. The destination directory is shown in the field.

11 Click **Next**. The Company Name & Serial Number screen opens.

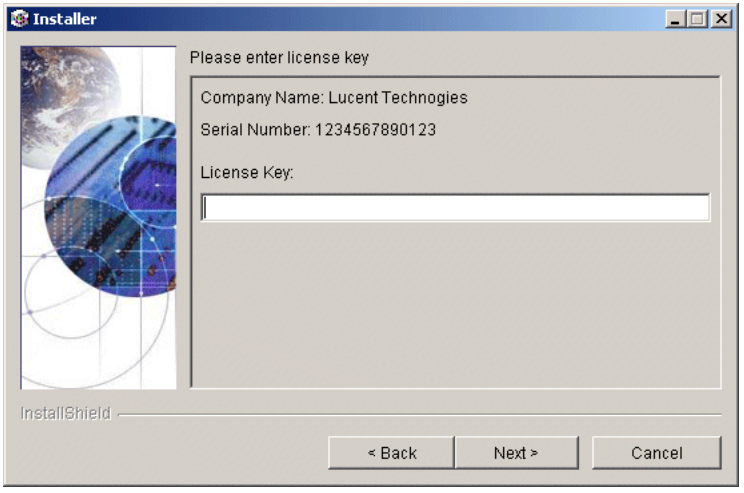


Do the following:

a. In the **Company Name** field, enter the name of your company name.

b. In the **Serial Number** field, enter the serial number supplied by Lucent Technologies.

12 Click **Next**. The License Key screen opens.

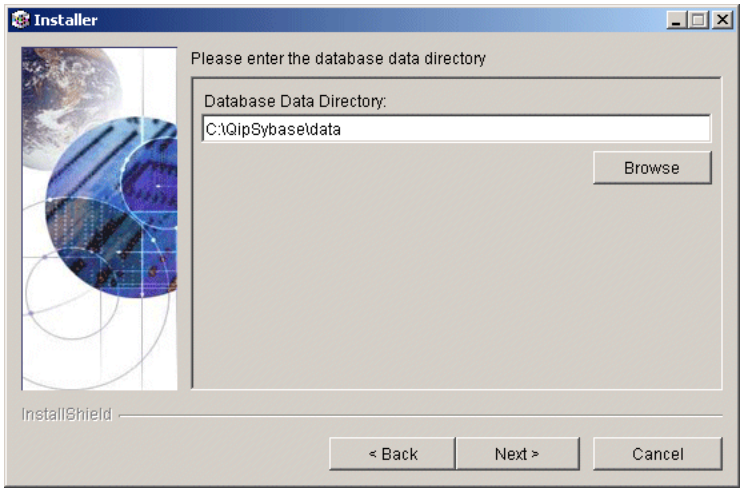


In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

Sybase only with Initialized Database

13 Click **Next**. If you selected Sybase in Step 7, two addition screens open. To continue with the installation, do the following:

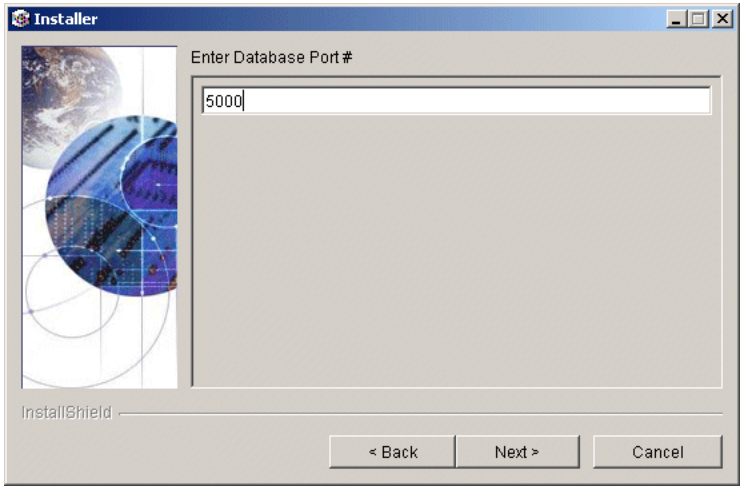
a. Click **Next**. The Database Data Directory screen opens. Skip the next steps if you selected Oracle.



The destination directory where VitalQIP devices, qip_dat, qip_log, and qip_tempdb, will be installed in shown. By default, the directory is *%Sybase%\data*.

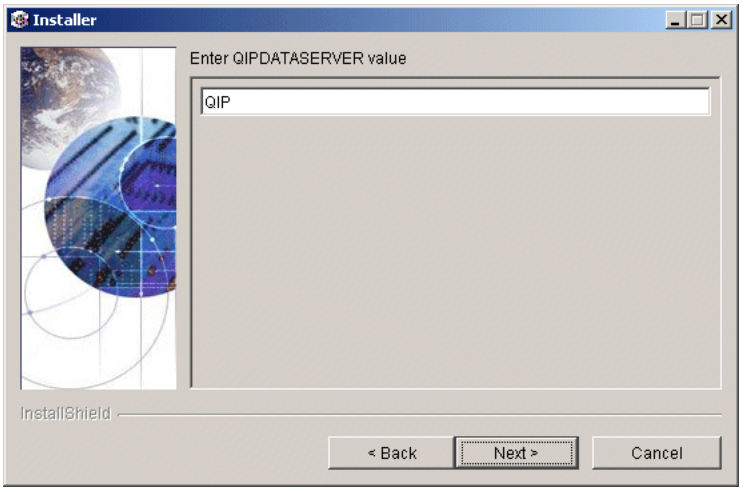
If necessary, type the destination directory directly in the **Database Data Directory** field. Alternatively, click **Browse**, navigate to the where the directory is located and select the directory, click **Open**. The destination directory is shown in the field.

b. Click **Next**. The Database Port Number screen opens.



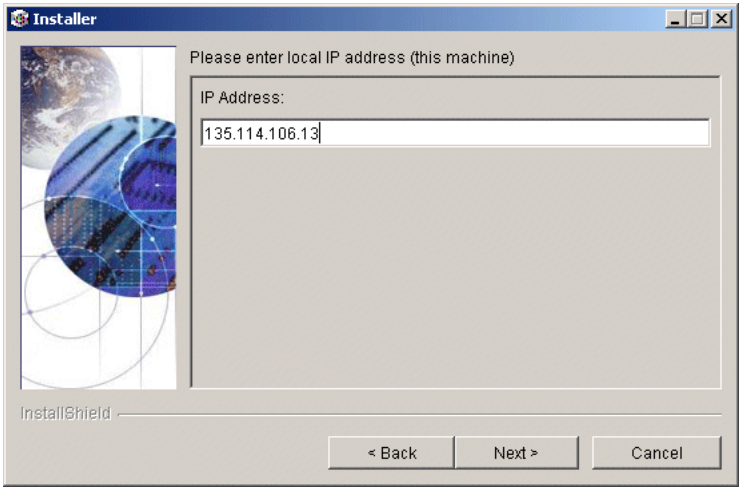
c. By default, the port number is 5000. In the **Enter Database Port #** field, change the port number for the database if necessary.

14 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the the name of your database.

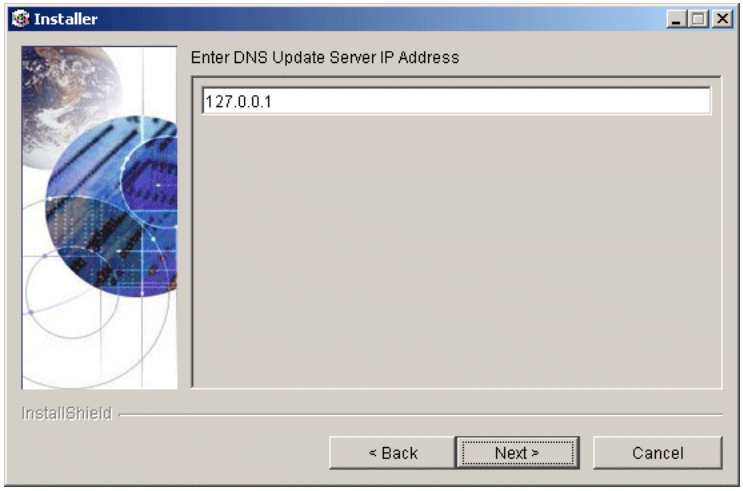
15 Click **Next**. The Local IP Address screen opens.



The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

QIP Update Service, GUI, or CLI's only

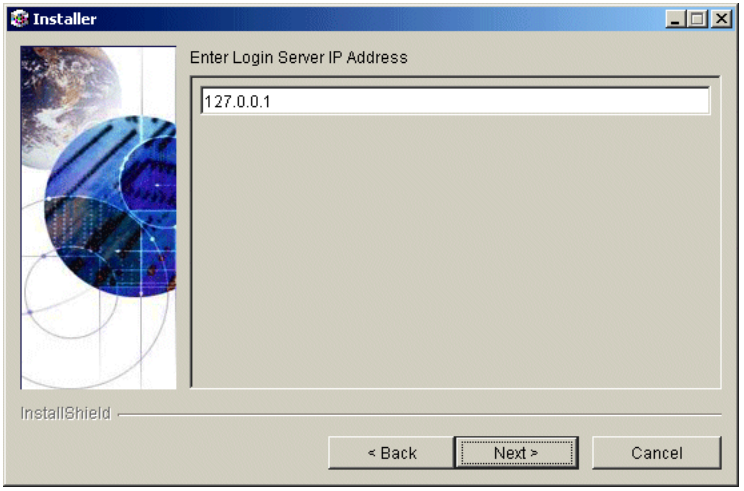
16 Click **Next**. If you selected QIP Update Service, GUI, or CLI's in Step 7, the DNS Update Server IP Address screen opens. Skip the next step if you did not select QIP Update Service, GUI, or CLI's.



In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *%QIPHOME%\qip.pcy* file.

Login Service only

17 Click **Next**. The Login Server IP Address screen opens. Skip this step if you did not select Login Service.



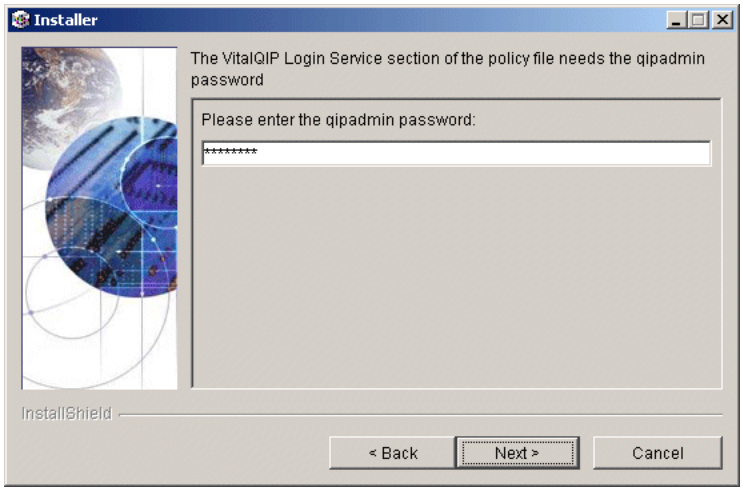
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

18 Click **Next**. The qipman Password screen opens.

By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *%QIPHOME%\qip.pcy* file.

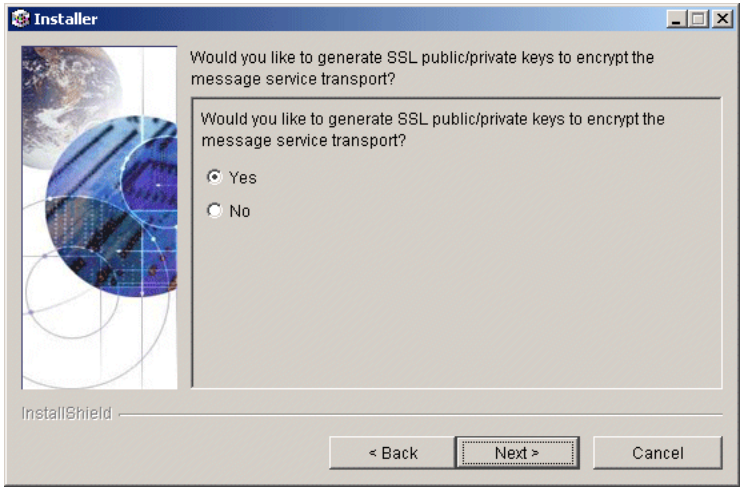
Login Service only

19 Click **Next**. If you selected Login Service in Step 7, the qipadmin Password screen opens. Skip the next step if you did not select Login Service.



By default, the qipadmin password is **qipadmin**. You should use the default; it can be changed later. The qipman password is stored in the VitalQIP Login Service section of the *%QIPHOME%\qip.pcy* file.

20 Click **Next**. The Generate SSL Public/Private Keys screen opens.

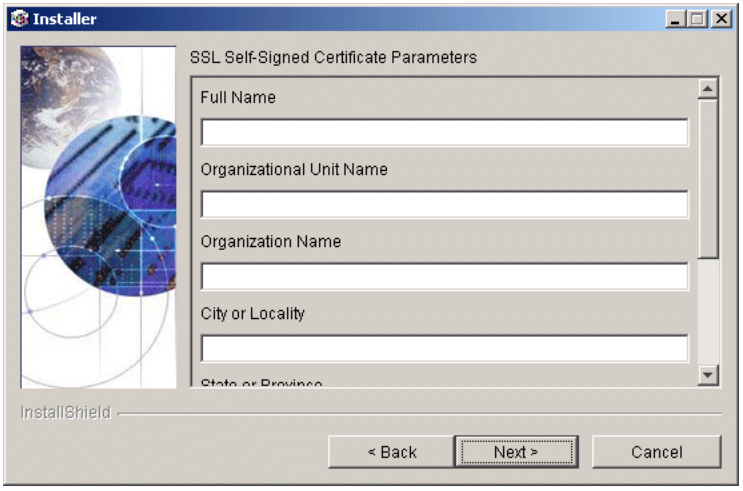


Select one of the following:

- **Yes** if you are planning on using the secure socket layer
- **No** if you are not using the secure socket layer

.Use secure socket layer

21 Click **Next**. If the you selected Yes in Step 20, the SSL Self Signed Certificate Parameters screen opens. Skip the next step if you selected No.

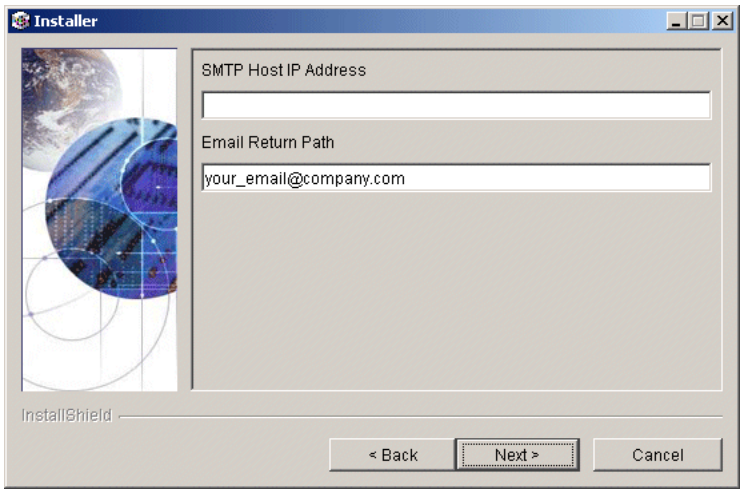


Review Table 15 and enter the values in the fields.

Table 15 SSL Self Signed Certificate Parameters fields

Field	Description
Full Name	Your full name.
Organizational Unit Name	The name of the organization unit.
Organization Name	The name of the organization.
City or Locality	The city or locality your organization is located.
State or Province	The state or province your organization is located.
Two-Letter Country Code	The two letter country code your organization is located in.
Private Key Encryption Password	The private key password. The password must be at least six letters long.

22 Click **Next**. The SMTP Host Information screen opens.



VitalQIP requires information about the email server. This information is used to email alerts to defined administrators. Do the following:

- In the **SMTP Host IP Address** field, enter the IP address of the SMTP (email) server.
- In the **Email Return Path** field, enter the email address for the administrator who receives alerts via email.

23 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

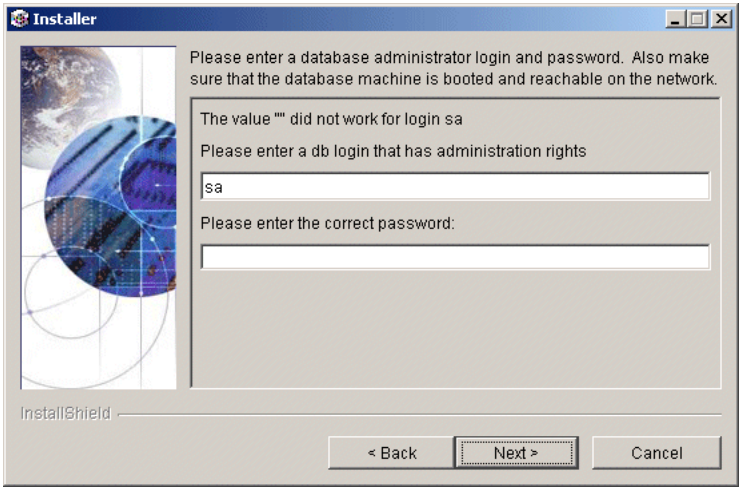
24 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen. A message may open, asking if you want to overwrite *mfc42.dll*. Click **Yes** to continue.

If there are no errors, the information screen opens that states VitalQIP was successfully installed.

25 Read the summary information. Click **Next** to continue the VitalQIP Wizard.

Cannot connect to the database

26 If the database cannot be reached, a screen opens promptly for the sa password for Sybase or sys for Oracle. Skip the next step if this screen does not open.

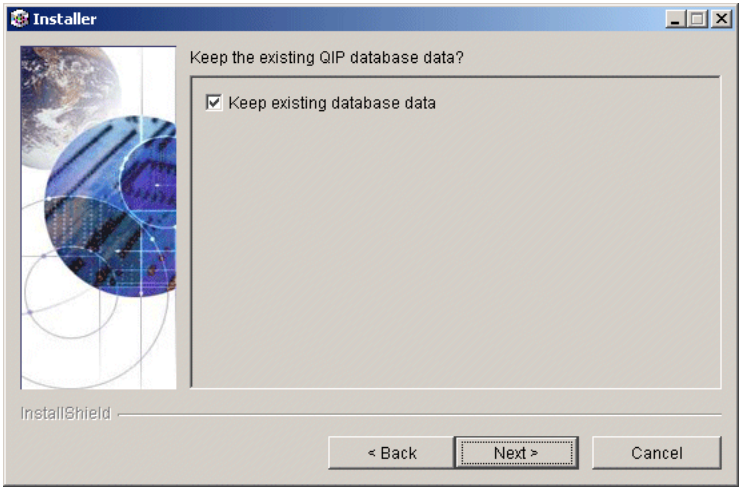


Ensure the database is started or enter the correct database administrator ID or password. If the database is not running, click **Back** to to previous screen. Once the database is started, proceed with the installation.

Existing database detected

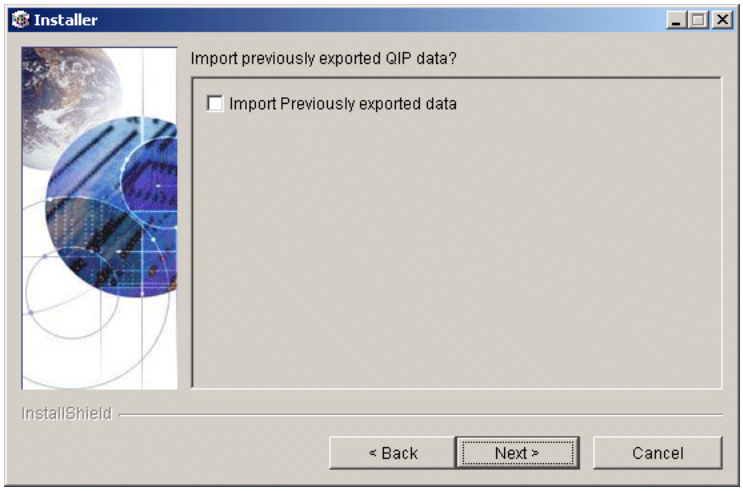
27 Click **Next**. If an existing VitalQIP database is detected, an additional screen opens. Go to the next step if an existing VitalQIP database is not detected. If you want to keep keep you data, do the following:

a. Click **Next**. The Keep Existing QIP Data screen opens.



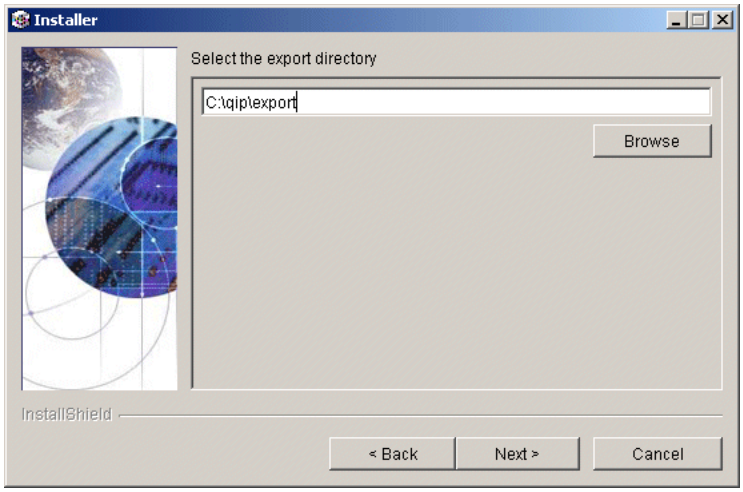
If you want to keep existing VitalQIP data, check **Keep existing database data**.

b. Click **Next**. If **Keep existing database data is unselected**, the Import Exported Data screen opens.



If you want to import exported data, click **Import Previously exported data**.

c. Click **Next**. If **Import previously exported data** was selected or **Keep existing database data** was not selected, the Export Data screen opens.

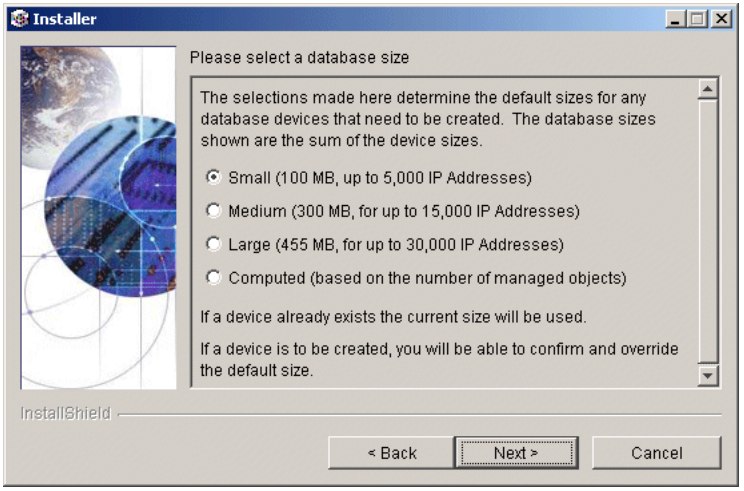


The directory where the data will be exported is shown. The default is *%QIPHOME%\export*. If necessary, type the destination directory directly in the **Select Export Directory** field. In the case where **Import previously exported data** was selected, type the directory where the imported database resides. Alternatively, click **Browse**, navigate to the where the directory is located and select the directory, and click **Open**. The destination directory is shown in the field.

Sybase only. Size a new VitalQIP database

Important! In the case of Oracle, the database should be sized before installing VitalQIP. See “Set up Oracle”, on page 46 for more information.

28 Click **Next**. If the database has never been sized, the Select a Database Size screen opens.



Do the following:

a. Choose a database size from the selections offered. In the next step, one of three screens opens based on your selection. Read the directions that applies to you.

Sybase database size

b. Click **Next**. If Sybase is the VitalQIP database, Device Size screen opens.

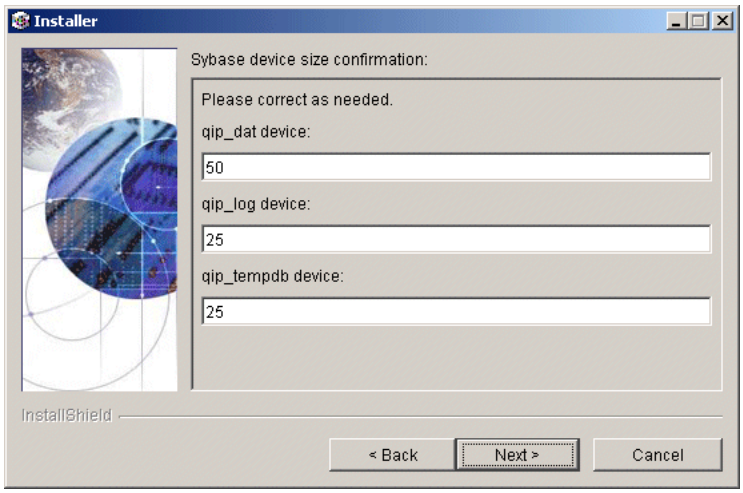


Table 16 shows the default for the fields based on the database size selected. Review the table and change the values as needed.

Table 16 Sybase device size fields

Database size	qip_data device	qip_log device	qip_tempdb device
Small (100 MB)	50	25	25
Medium (300 MB)	150	75	75
Large (600 MB)	300	150	150

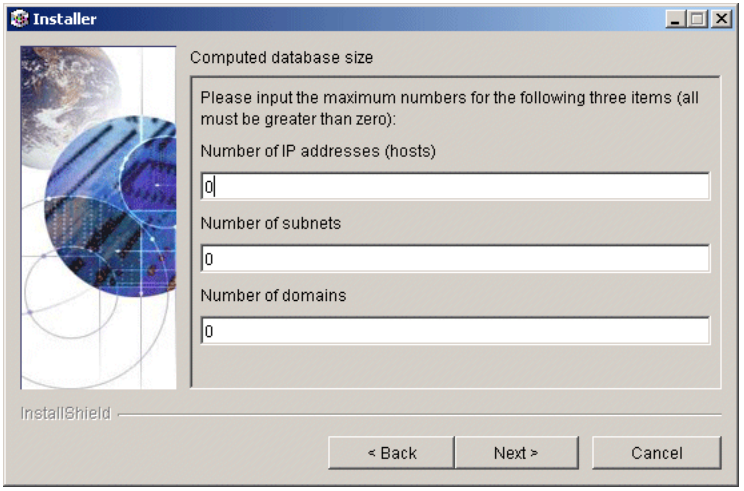
Oracle database size

b. Click **Next**. If Oracle is your VitalQIP database, the *tab_storage.conf* screen opens. Modify the extent specifications, as necessary.

Important! If you are using Oracle as your database, devices must be created by the user.

Computed database size

b. If you selected **Computed** in the previous screen, the Computed Database Size screen opens. Skip to the next step if you did not selected computed.

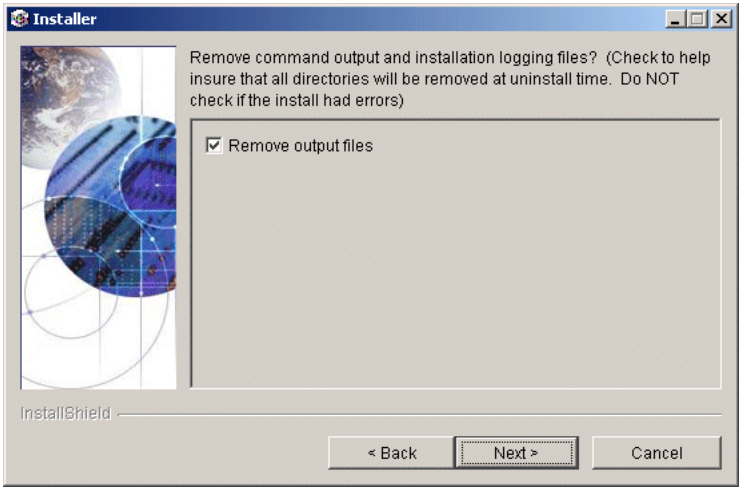


Do the following:

- In the **Number of IP addresses** field, enter the number of hosts VitalQIP will manage.
- In the **Number of subnets** field, enter the number of subnets VitalQIP will manage.
- In the **Number of domains**, enter the number of domains VitalQIP will manage.

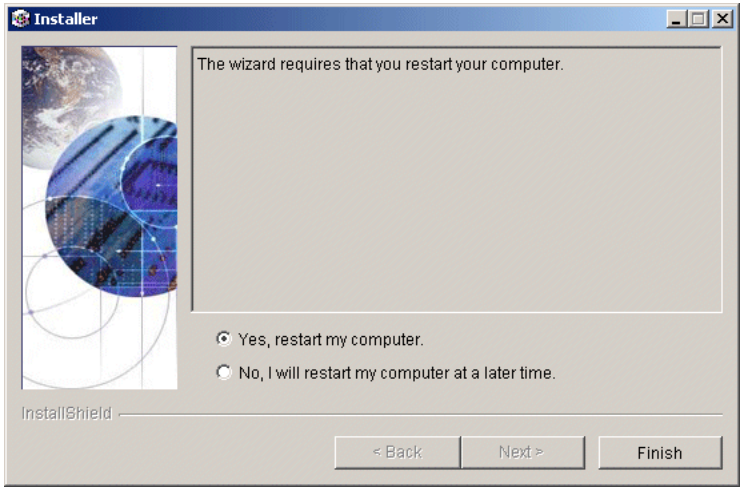
Important! If the numbers are not large enough, the small database size settings are used to create the devices.

29 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

30 Click **Next**. The Installation complete screen opens.



- Select **Yes** to restart your computer, or **No** to restart it later. Click **Finish**.

31 After your computer has rebooted, you can access the Lucent VitalQIP Program Group to begin using the VitalQIP Management system. For abbreviated instructions on starting the VitalQIP System, refer to or “Windows: after a successful installation” on page 228.

END OF STEPS

□

4 Install VitalQIP Remote Server

Overview

Purpose

This chapter covers installing VitalQIP Remote Server on a supported UNIX and Windows platforms. The installation chapter divided by operating system. For easier use of the installation, the installation procedure steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

Contents

This chapter discusses these topics.

About the Remote Server installation	100
Overview	100
Install the VitalQIP Remote Server	102
Pre-installation checklist	102
UNIX: Install the VitalQIP Remote Server	104
Windows: Install the VitalQIP Remote Server	116

About the Remote Server installation

Overview

What is installed

The VitalQIP Remote Server installation installs the following:

- Lucent DHCP Server
- Lucent DNS
- Microsoft DHCP Support (Windows only)
- Microsoft DNS Support (Windows only)
- DNS Update Service
- VitalQIP Remote Service

Install the Remote Server on separate machines

If your network includes DHCP, DNS, and/or Bootp servers that are physically separate from the VitalQIP enterprise server, the VitalQIP remote service package must be installed on these servers. If these network services are running exclusively on the VitalQIP enterprise server, the VitalQIP remote service package must also be installed.

As a rule, Lucent Technologies recommends that you define all servers in *\winnt\system32\drivers\etc\hosts*. If the servers are not defined in this file, you may receive a "connect" or "gethostbyname" error when you attempt to generate your configuration files.

Secondary server to non-managed DNS server

The VitalQIP Remote Server can be installed as secondary server to a non-managed DNS Server. That is, a DNS Server that is not managed by VitalQIP can be use the VitalQIP Remote Server as server. Instructions are included on how to set up the VitalQIP Remote Server as a secondary server to non-managed DNS server.

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 6.2 Release Notes for* instructions on the upgrading to VitalQIP 6.2.

Install over existing VitalQIP 6.2 components

If VitalQIP 6.2 is already installed and additional components are being installed on the existing VitalQIP 6.2 components, ensure to select the components that are already installed and the new component(s) that are being installed from the Features screen. For example, if the VitalQIP 6.2 Remote Server is installed and the VitalQIP 6.2 GUI is being installed, reinstall the VitalQIP 6.2 Remote Server with the VitalQIP 6.2 GUI client at the same time.

When installing over existing components, configuration files are changed and need to be reset. Contact technical support if there are any questions before installing over a component.

Install the VitalQIP Remote Server

Pre-installation checklist

Why use the checklist?

Use the checklist to determine what needs to be done before beginning the installation:

Determine the configuration

It needs to be determined how and where the components are be installed. Also consider if this is an upgrade or are additional components are being installed. See the *Administrator Reference Manual* for more information about configurations.

Determine if secure socket layer is deployed

Find out if secure socket layer will be used in the VitalQIP deployment. If it is, the *qipkeystore* and *vitalqip.cer* files are required to be located on the machine. These files are created during the VitalQIP Enterprise Server installation. The files are located in the directory where VitalQIP is installed. The password needs to be obtained also. See the *Administrator Reference Manual* for more information.

Install and configure Perl

Perl must be installed before beginning the installation. Also, find the path to the Perl.exe; it is needed for the installation. Lucent Technologies recommends that you install a full version Perl 5.6 or higher, including support libraries.

Stop all VitalQIP related processes

If VitalQIP is installed, ensure all VitalQIP related processes are stopped.

Get database information

The name of the database. For Sybase, the name of the database is of the Adaptive Server. If VitalQIP is already installed, the value set in the QIPDATASERVER environment variable

Get IP address of machine

Find the IP address of the machine where the component is being installed.

Get IP addresses of services

Find the address of the machine or machines where these services are to be installed:

- VitalQIP QIP Update Service
- VitalQIP DNS Update Service

- VitalQIP File Generation Service

☐

UNIX: Install the VitalQIP Remote Server

When to use

This section explains how to install the VitalQIP Remote Server on supported UNIX platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1 Log into your system the root user. If the installation is not done as the root user the **qping** utility does not work. The utility must have root permission with the SUID bit set for the administrator. This is an operating system limitation.

To work around this limitation:

a. Log into the system as the root user:

b. Change the mode and permissions on the **qping** utility to be:

```
root:sys & 4755
```

2 Start the installation:

a. Change your directory to the directory where the VitalQIP installation files are located.

b. Execute one of the following:

- For AIX:

```
./qip62SetupAix.bin
```

- For HP-UX:

```
./qip62SetupHPux.bin
```

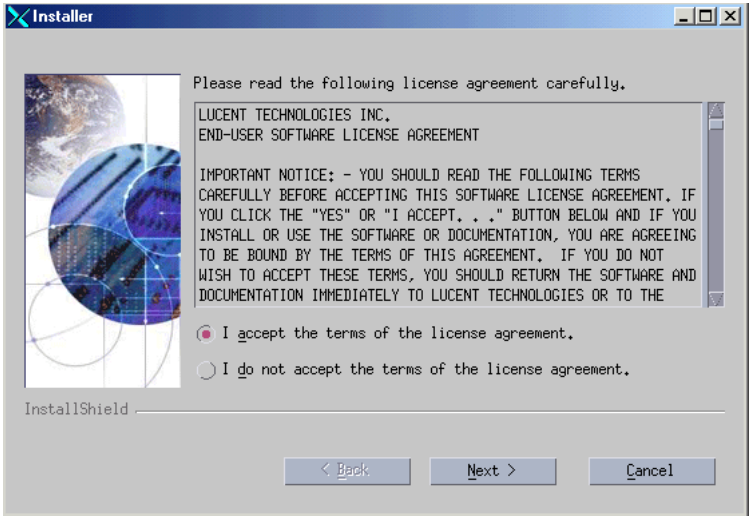
- For Linux:

```
./qip62SetupLinuxgcc.bin
```

- For Solaris:

```
./qip62SetupSolaris.bin
```

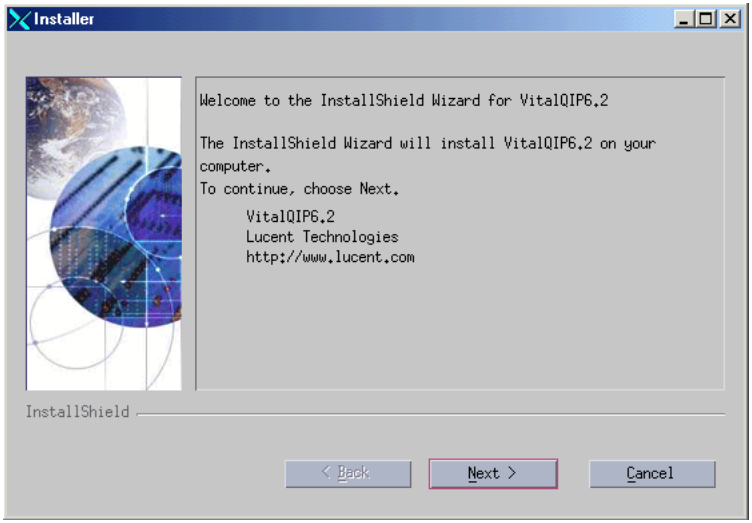
3 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

4 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



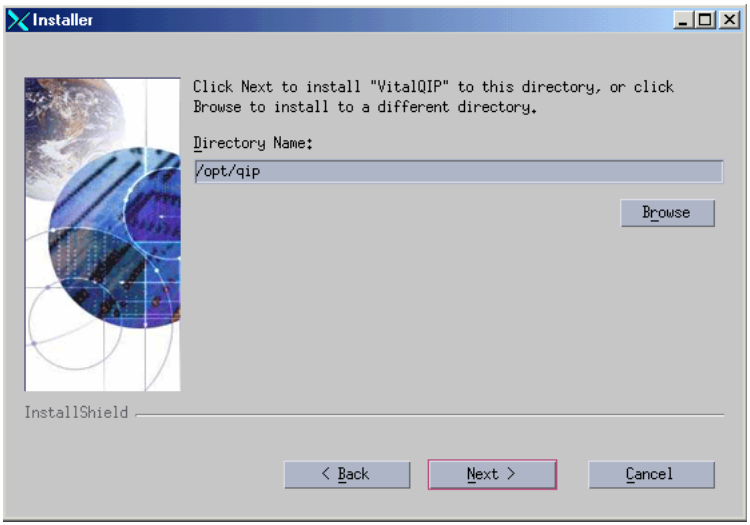
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

5 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, a screen opens showing the VitalQIP related daemons are running. Either click **yes, kill processes automatically** to have the installation stop the processes or click **no, they will be killed manually** to stop the processes manually

6 Click **Next**. The VitalQIP Home Directory screen opens.

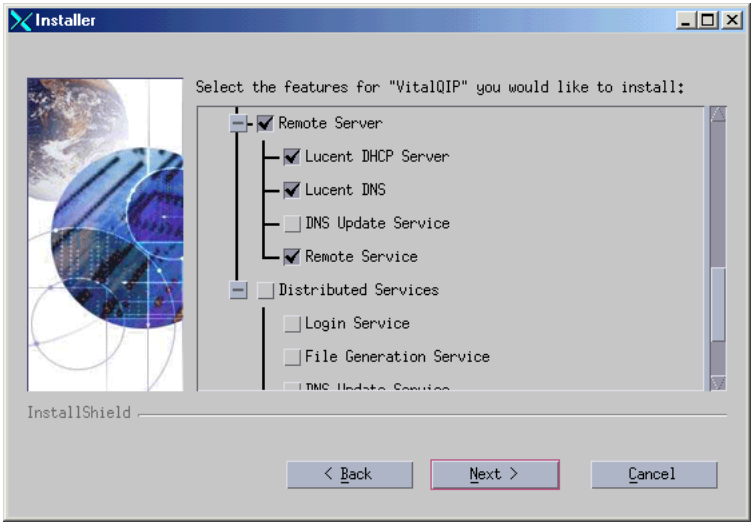


The default destination directory for the VitalQIP software is shown. By default, the directory is */opt/qip*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory into the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Remote Server** and its sub-components.

Table 17 describes the sub-components of the package feature. After reading the table, ensure **Remote Server** is checked. Check or uncheck the sub-components you want to install.

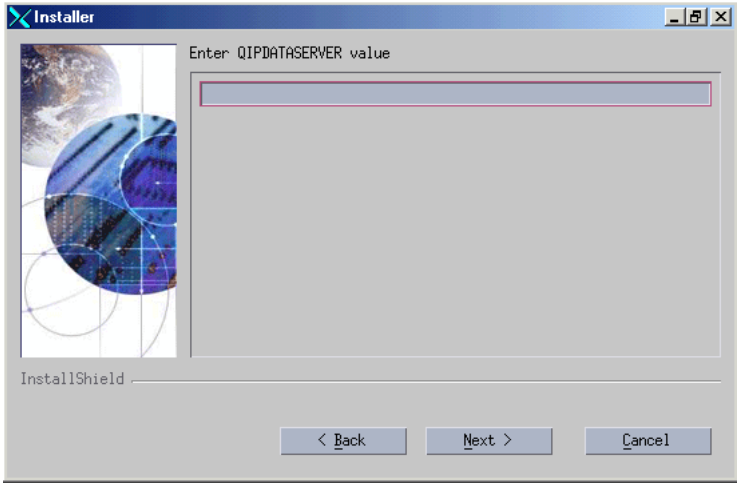
> **Important!** If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Table 17 Remote Server installation sub-components

Sub-component	Description
Lucent DHCP Server	Select if you want to install Lucent’s DHCP services. This is the default setting.
Lucent DNS	Select if you want to install Lucent’s DNS services. This is the default setting.
DNS Update Service	Installs the DNS Update Service.
Remote Service	Required. Installs the Remote Service. This is the default setting.

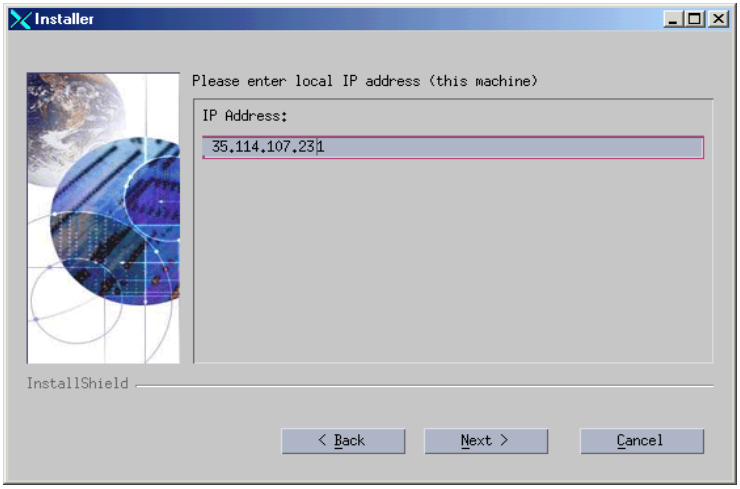
8 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

9 Click **Next**. The QIPDATASERVER Value screen opens.



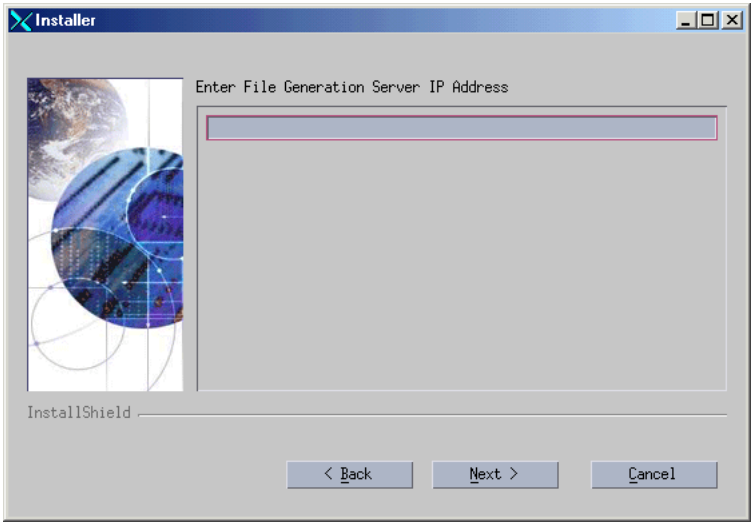
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

10 Click **Next**. The Local IP Address screen opens.



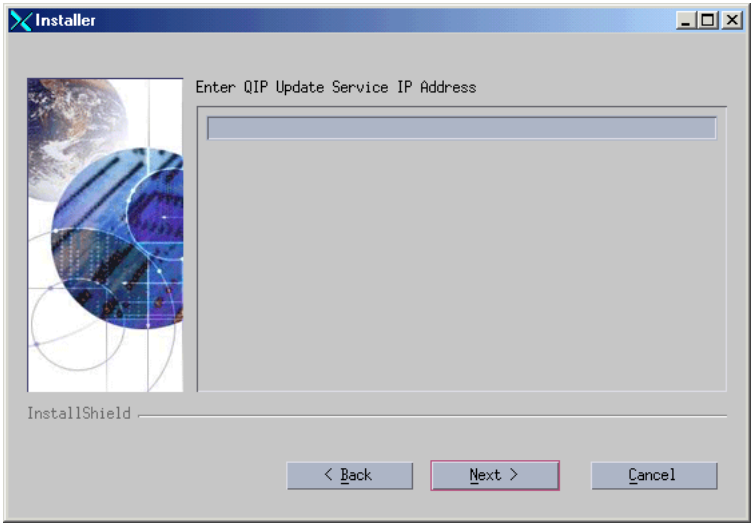
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which the File Generation Service is being installed if needed.

11 Click **Next**. The File Generation Service IP Address screen opens.



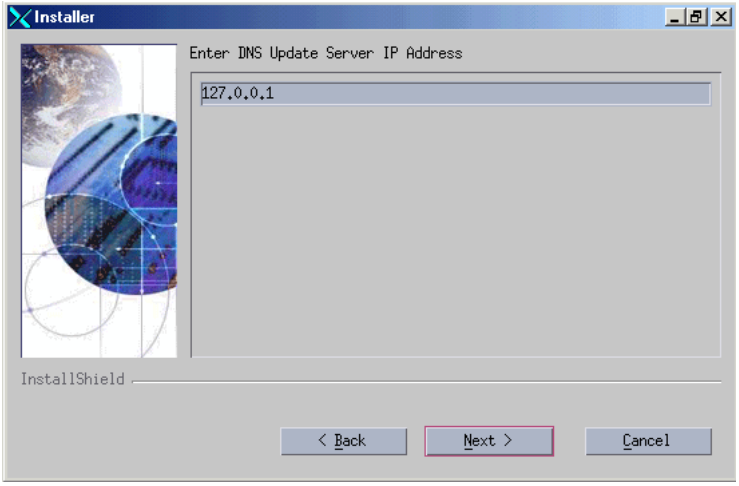
The IP address of the File Generation Service is displayed. In the **Enter File Generation Server IP Address** field, change the IP address of the machine on which the File Generation Service is being installed if needed.

12 Click **Next**. The QIP Update Service IP Address screen opens.



The IP address of the File Generation Service is displayed. In the **Enter QIP Update Server IP Address** field, change the IP address to the machine on which QIP Update Service is being installed if needed.

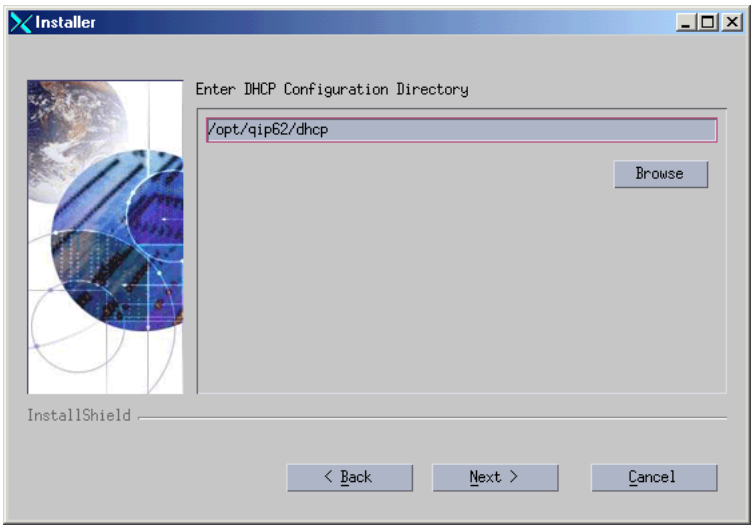
13 Click **Next**. The DNS Update Server IP Address screen opens.



In the **Enter DNS Update Server IP Address** field, change the IP address of the DNS Update Server. The value collected in this screen is used to set the value in the $*QIPHOME/qip.pcy* file if the DNS Update Service is selected in Step 7. Otherwise, the value is used to connect to machine where the DNS Update Service is running.

Lucent DHCP Server

14 Click **Next**. If Lucent DHCP Server was selected in Step 7, the DHCP Configuration Directory screen opens.



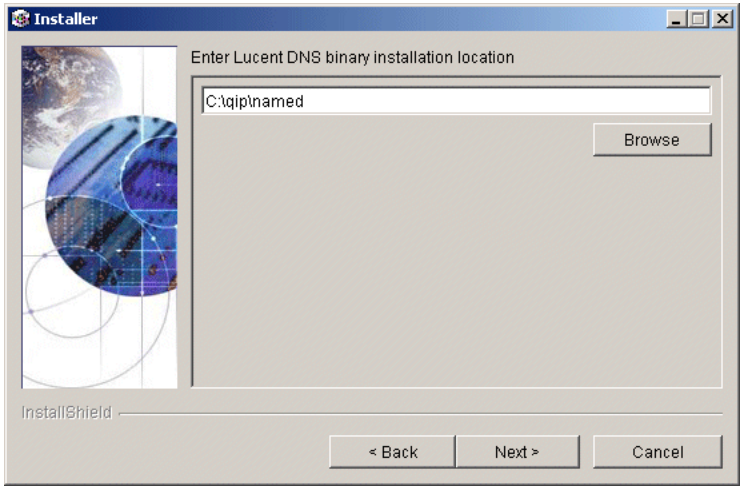
By default, *$QIPHOME/dhcp* directory is shown.

If necessary, type the destination directory into the **Enter DHCP Configuration Directory** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

Lucent DNS only

15 Click **Next**. If you selected Lucent DNS in Step 7, the DNS Binary Directory screen opens.



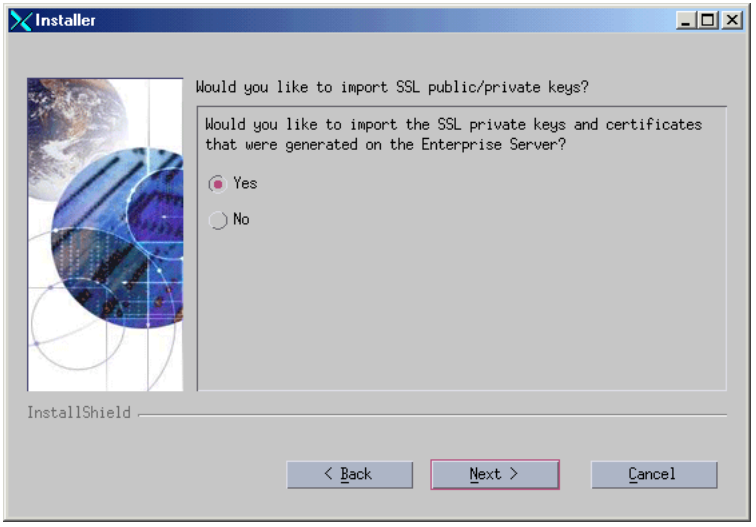
By default, the *$QIPHOME/named* directory is shown.

If necessary, type the destination directory directly in the **Enter Lucent DNS Binary installation location** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

16 Click **Open**. The destination directory is shown inthe field.Click **Next**. The Generate SSL Public/Private Keys screen opens.

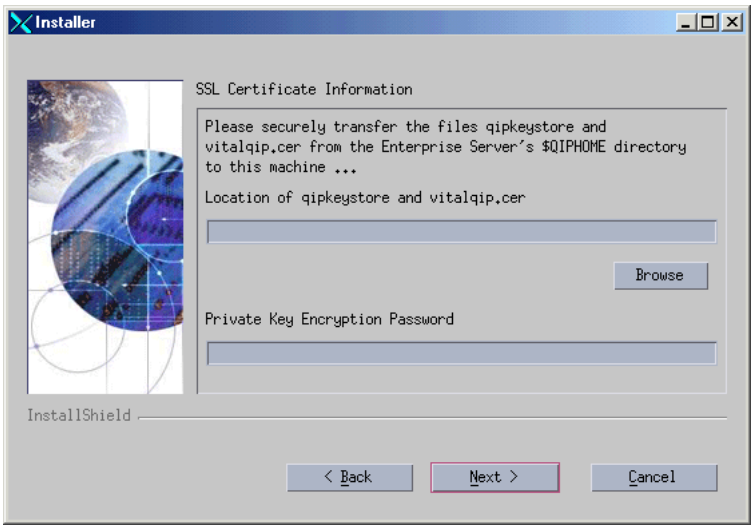


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

17 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.



Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **Private Key Encryption Password** field, enter the SSL private key password that is used during the VitalQIP Enterprise Server installation.

18 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

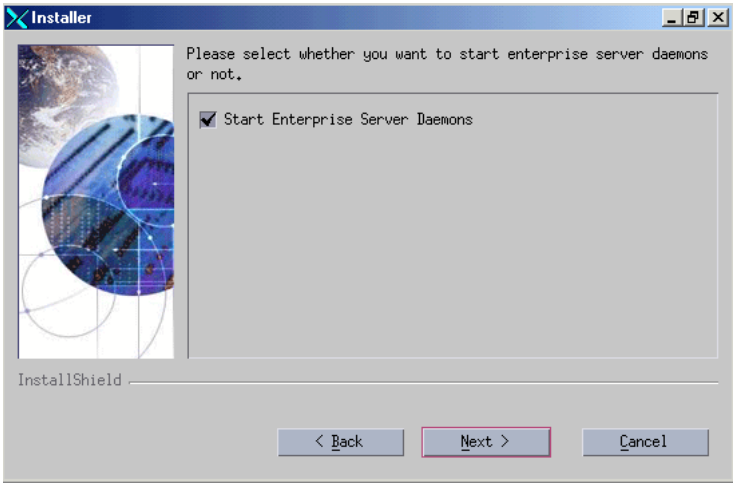
19 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen. If there are no errors, the "Files have been installed" message appears.

20 Click **Next**. The Successful Install screen opens.

21 Click **Next** to continue the VitalQIP Wizard.

Start Enterprise daemons

22 Click **Next**. If the VitalQIP Remote Server is installed on a machine where the VitalQIP Enterprise Server is installed, the Start Enterprise Daemons screen opens. Skip this step if the Enterprise Server daemons are not detected.



Follow these steps if you want to start the Enterprise Server daemon:

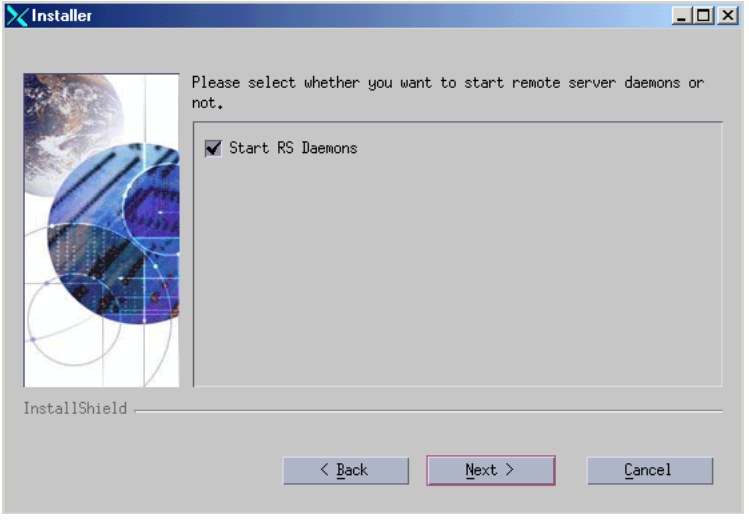
a. Select the **Start Enterprise Server Daemons**. A screen opens showing the daemons that are to be started.

b. Verify the information that is being displayed.

c. Go to the next step.

Start the Remote Daemons

23 Click **Next**. The Start Remote Daemons screen opens.



The installation give you the option to start the Remote Server daemons, follow these steps if you want to start the Remote Server daemon:

a. Select the **Start RS Servers Daemons**. A screen opens showing the daemons that are to be started.

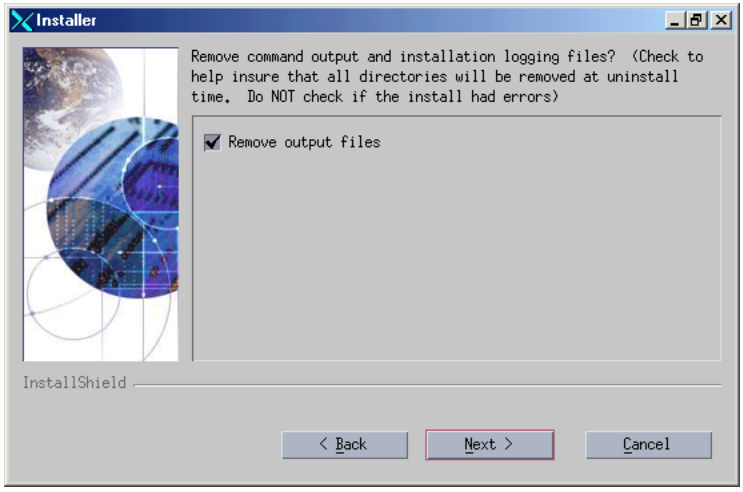
b. Verify that these are the daemons to be started.

c. Go to the next step.

24 Click **Next**. A screen opens showing what daemons are started. Verify these daemons are you want to start and go to the next step.

Important! If no *named.conf* file is configured found on the machine, a message opens that states no **named** configuration files are found.

25 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

26 Click **Next**. The Installation complete screen opens. Click **Finish**.

END OF STEPS

Windows: Install the VitalQIP Remote Server

When to use

This section explains how to install the VitalQIP Remote Server on supported Windows platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1 Log into your system as the user with administrative privileges

2 Exit all programs you are currently running.

3 Start the installation:

a. From your Desktop, select **Run** from the **Start** menu.

b. In the Run screen, type:

```
cmd
```

c. Click **OK**.

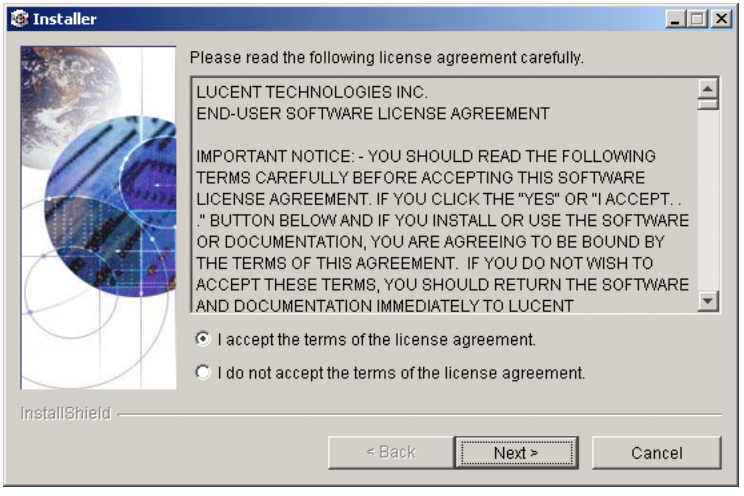
d. In the prompt screen, go to the directory where the installation file is located:

```
cd <drive>:\<directory where installation file is located>
```

e. Type:

```
qip62setupwin32.exe
```

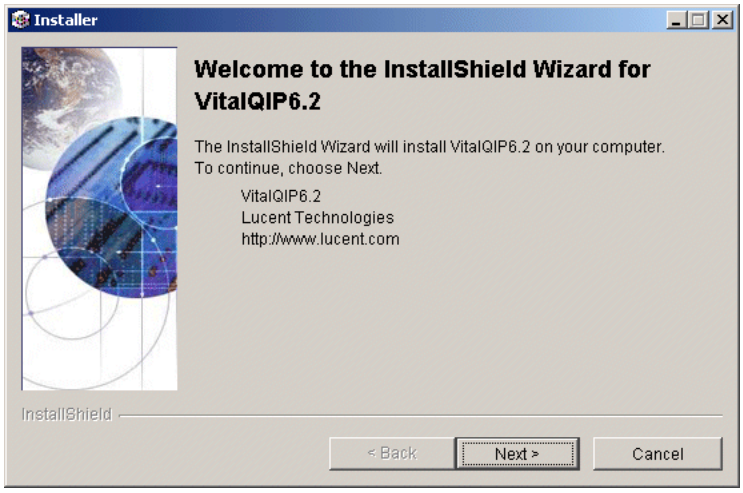
4 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

5 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.

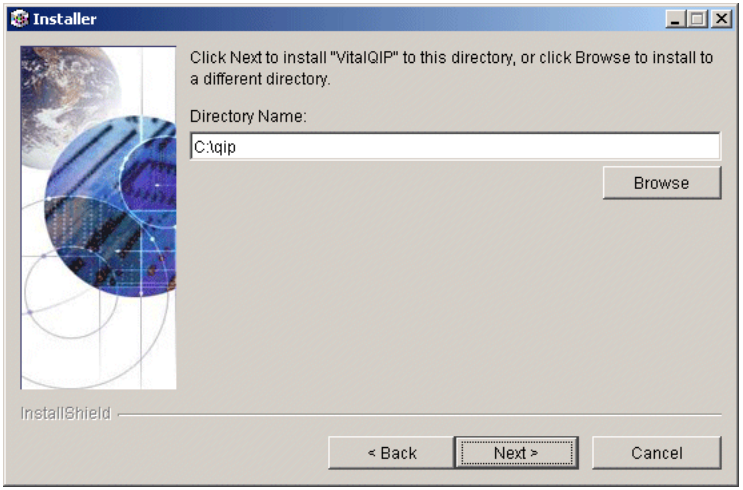


If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

6 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, the processes are stopped by the installation. The VitalQIP Home Directory screen opens.

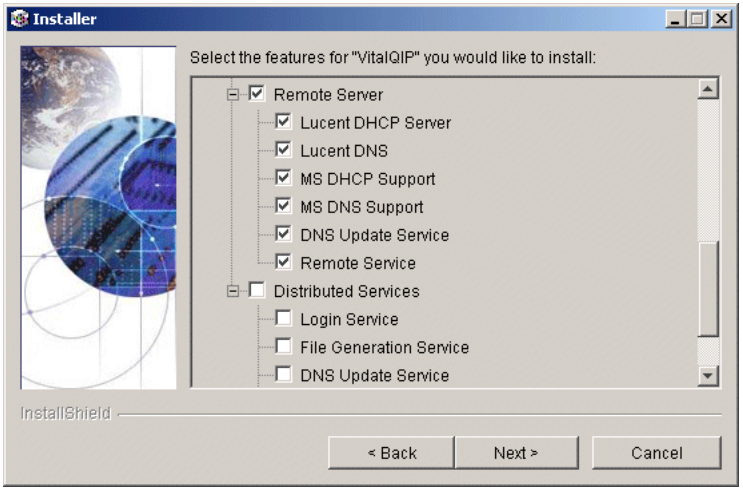


The default destination directory for the VitalQIP software is shown. By default, the directory is *c:\qip*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory into in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Remote Server** and its sub-components.

Table 18 describes the sub-components of the package feature. After reading the table, ensure **Remote Server** is checked. Check or uncheck the sub-components you want to install.

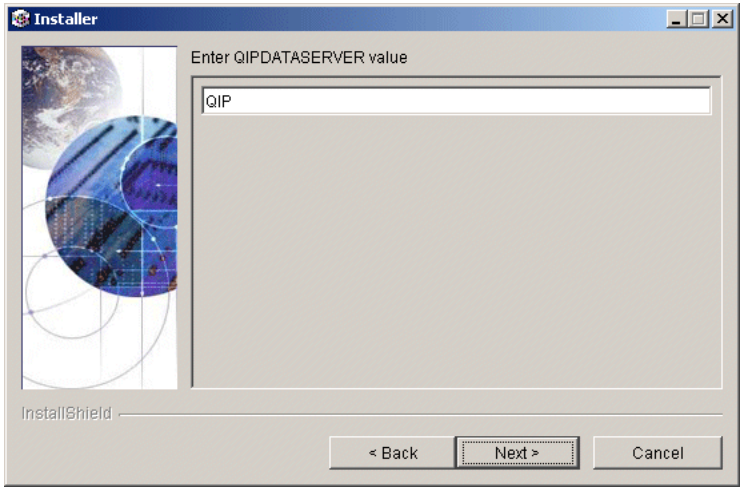
Important! If the component is already installed, "installed" is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Table 18 Remote Server installation sub-components

Sub-component	Description
Lucent DHCP Server	Select if you want to install Lucent's DHCP services.
Lucent DNS	Select if you want to install Lucent's DNS services.
MS DHCP Support	Only available when installing on Windows. Select if you want to install the Microsoft DHCP Support.
MS DNS Support	Only available when installing on Windows. Select if you want to install the MS DNS Support.
DNS Update Service	Installs the DNS Update Service.
Remote Service	Required. Installs the Remote Service.

8 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

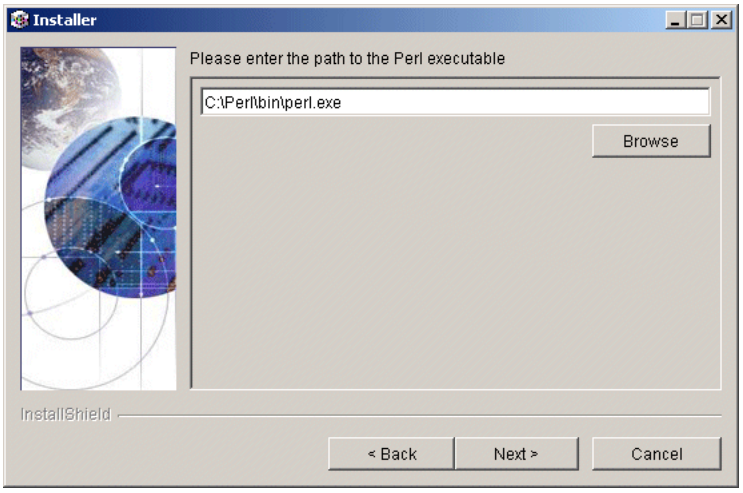
9 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

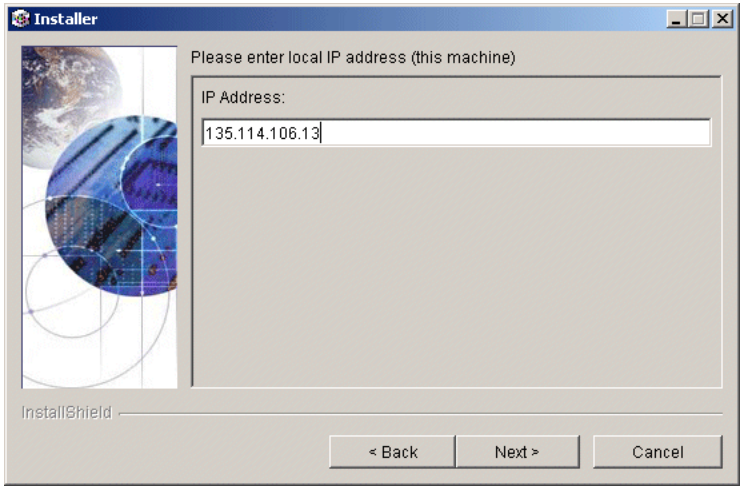
MS DHCP and MS DNS only

10 Click **Next**. If MS DHCP Support is selected in Step 7, the Perl Executable screen opens. Skip this step if MS DHCP Support is not selected.



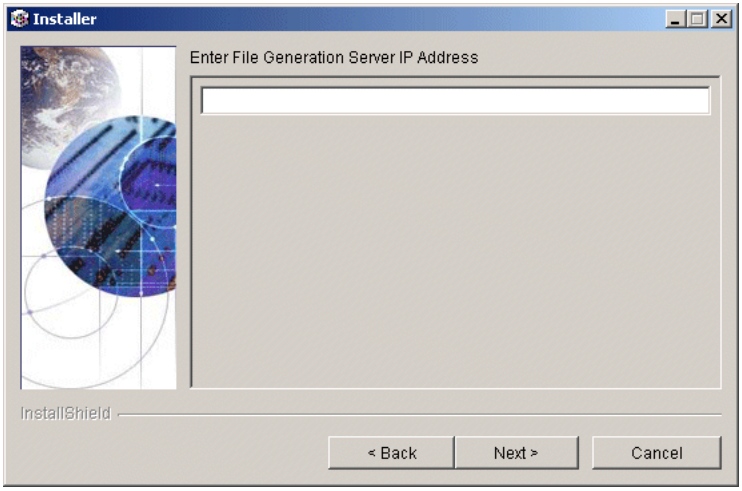
By default, the location of the executable is *c:\Perl\bin\perl.exe*. If necessary, click **Browse** to change the location path to the executable or type the path in the field.

11 Click **Next**. The Local IP Address screen opens.



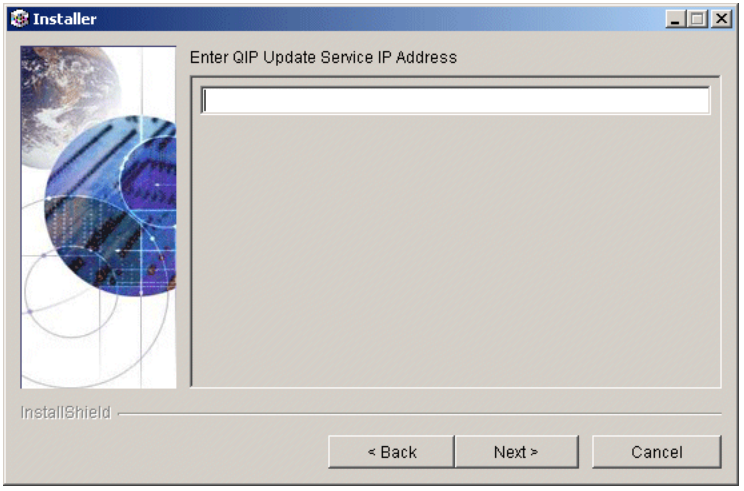
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

12 Click **Next**. The File Generation Service IP Address screen opens.



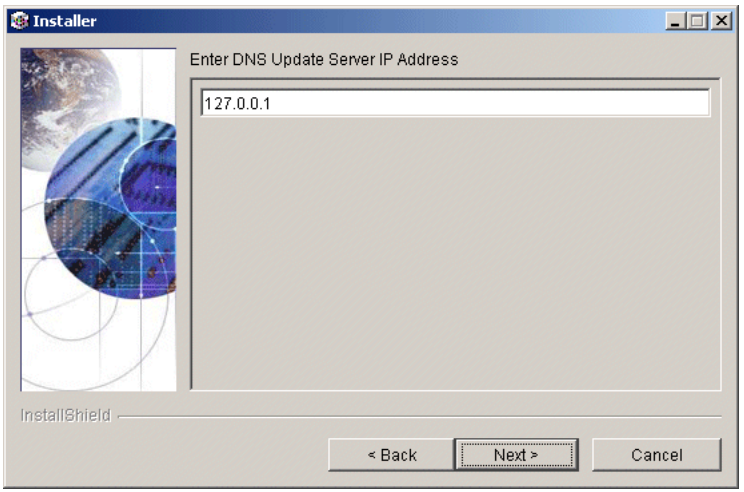
The IP address of the local machine is displayed. In the **Enter File Generation Server IP Address** field, change the IP address of the machine on which the File Generation Service is being installed if needed.

13 Click **Next**. The QIP Update Service IP Address screen opens.



The IP address of the File Generation Service is displayed. In the **Enter QIP Update Server IP Address** field, change the IP address of the machine on which QIP Update Service is being installed if needed.

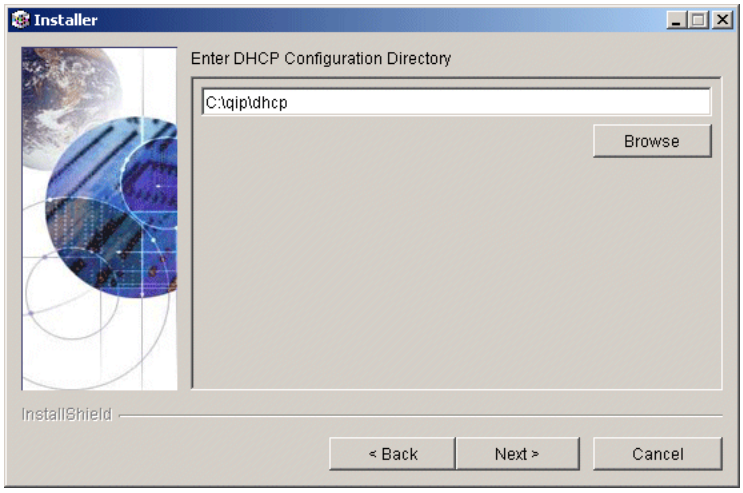
14 Click **Next**. The DNS Update Server IP Address screen opens.



The IP address of the File Generation Service is displayed. In the **Enter DNS Update Server IP Address** field, change the IP address of the DNS Update Server. The value collected in this screen is used to set the value in the *%QIPHOME%\qip.pcy* file if the DNS Update Service is selected in Step 7. Otherwise, the value is used to connect to machine where the DNS Update Service is running.

Lucent DHCP Server only

15 Click **Next**. If the Lucent DHCP Server was selected in Step 7, the DHCP Configuration Directory screen opens.



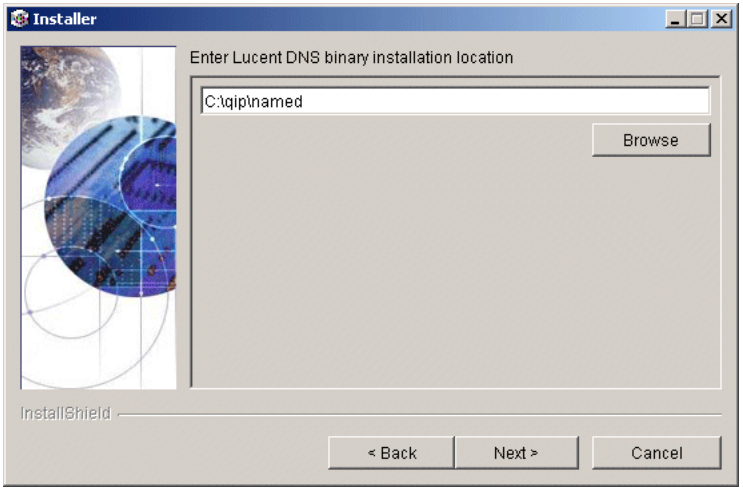
By default, the *%QIPHOME%\dhcp* directory is shown.

If necessary, type the destination directory directly in the **Enter DHCP Configuration Directory** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

Lucent DNS only

16 Click **Next**. If you selected Lucent DNS in Step 7, the DNS Binary Directory screen opens.

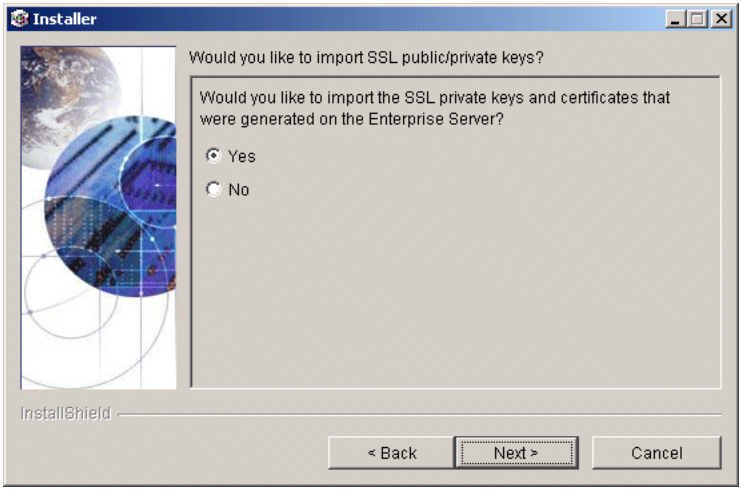


By default, the *%QIPHOME%\named* directory is shown.

If necessary, type the destination directory directly in the **Enter Lucent DNS Binary installation location** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown inthe field.

17 Click **Next**. The Generate SSL Public/Private Keys screen opens.

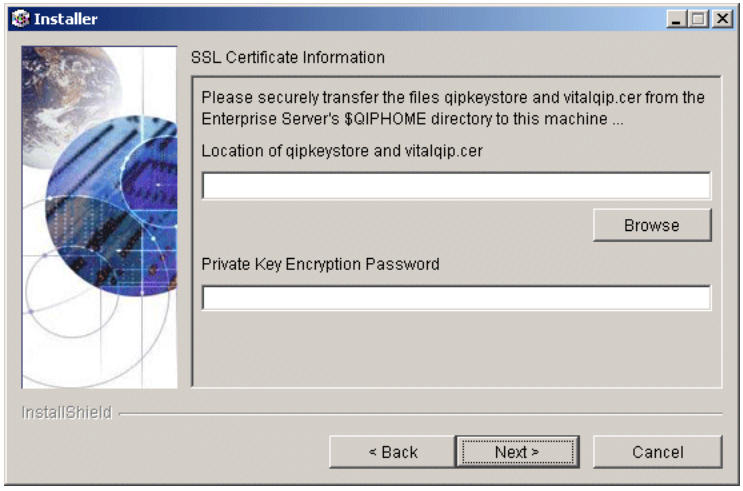


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

18 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.



Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

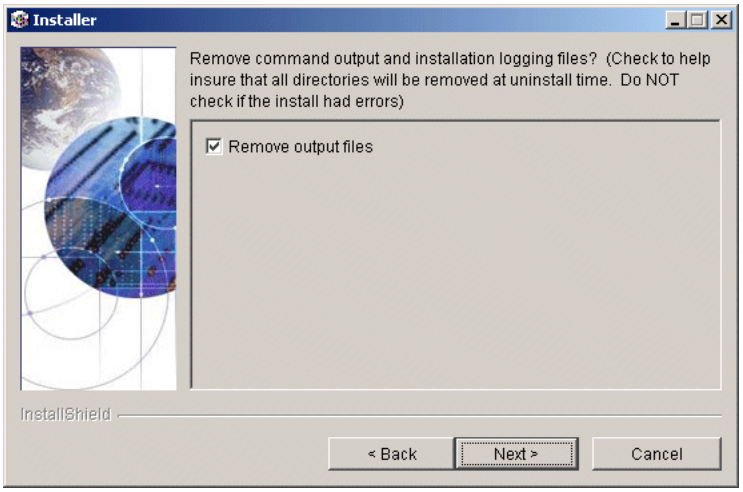
19 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

20 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen. A message may open, asking if you want to overwrite *mfc42.dll.* Click **Yes** to continue.

If there are no errors, the information screen opens that states VitalQIP was successfully installed.

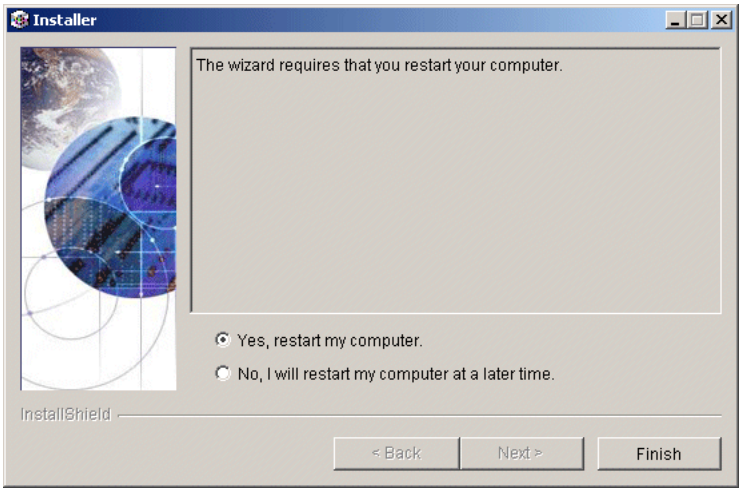
21 After VitalQIP is successfully installed, click **Next** to continue the installation.

22 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

23 Click **Next**. The Installation complete screen opens.



Select **Yes** to restart your computer, or **No** to restart it later. Click **Finish**.

END OF STEPS

Install the VitalQIP Remote Server as a secondary server to a non-managed DNS server

When to use

You can use VitalQIP to manage a secondary server for a domain that is not managed by VitalQIP (for example, the primary DNS server is not managed by VitalQIP, but the secondary server is managed by VitalQIP). For details, refer to the *VitalQIP Administrator Reference Manual.*

Important! It is recommended the VitalQIP Reference Manual be available while setting up the VitalQIP Remote Server as a secondary server.

Procedure

Follow these steps:

1. Install the VitalQIP remote server package on the secondary server. For instructions, refer to "UNIX: Install the VitalQIP Remote Server", on page 104" or "Windows: Install the VitalQIP Remote Server", on page 116.

2. Run the remote service on the secondary server, and any other services necessary (for example, DNS, DHCP, and/or BOOTP). For instructions, refer to the *VitalQIP User's Guide* for instructions.

3. If you want to execute the remote service(s) automatically when your system boots, set them to Automatic in the Windows Services panel. For instructions, refer to of the *VitalQIP User's Guide*.

4. Define the secondary DNS server via the **Infrastructure|Non-Managed DNS Server** function in VitalQIP.

END OF STEPS

□

5 Install VitalQIP Web Client Interface

Overview

Purpose

This chapter covers installing VitalQIP Web Client on a supported UNIX and Windows platforms. The installation chapter is divided by operating system. For easier use of the installation, the installation procedure steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

Contents

This chapter discusses these topics.

About the Web Client Interface installation	130
Overview	130
Install the VitalQIP Web Client installation	131
Pre-installation checklist	131
UNIX: Install the VitalQIP Web Client Interface	134
Windows: Install the VitalQIP Web Client Interface	150

About the Web Client Interface installation

Overview

What is installed

The VitalQIP Web Client Interface installation installs the following:

- VitalQIP Web Client Interface files
- Apache Web Server
- VitalQIP Message Service
- VitalQIP SSL Tunnel Service

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 6.2 Release Notes for* instructions on the upgrading to VitalQIP 6.2.

Install over existing VitalQIP 6.2 components

If VitalQIP 6.2 is already installed and additional components are being installed on the existing VitalQIP 6.2 components, ensure to select the components that are already installed and the new component(s) that are being installed from the Features screen. For example, if the VitalQIP 6.2 Remote Server is installed and the VitalQIP 6.2 GUI is being installed, reinstall the VitalQIP 6.2 Remote Server with the VitalQIP 6.2 GUI client at the same time.

When installing over existing components, configuration files are changed and need to be reset. Contact technical support if there are any questions before installing over a component.

VitalQIP Enterprise Server Checklist

Install the VitalQIP Web Client installation

Pre-installation checklist

Why use the checklist?

Use the checklist to determine what needs to be done before beginning the installation:

Determine the configuration

It needs to be determined how and where the components are be installed. Also consider if this is an upgrade or are additional components are being installed. See the *Administrator Reference Manual* for more information about configurations.

Determine if secure socket layer is deployed

Find out if secure socket layer will be used in the VitalQIP deployment. If it is, the *qipkeystore* and *vitalqip.cer* files are required to be located on the machine. These files are created during the VitalQIP Enterprise Server installation. The files are located in the directory where VitalQIP is installed. The encyrpted password needs to be obtained also. See the *Administrator Reference Manual* for more information.

Determine what HTTP server is used

Determine the type of HTTP server, Microsoft Internet Information Server or Apache Web Server that is being used.

Back up prior version Apache Server

If a prior version of the Apache Web Server is installed, back up and rename the directory where the Apache files are stored. (Apache web server files are stored in the */opt/apache* directory.) Alternatively, the Apache directory can be deleted.

If a decision is made to maintain the existing version of the Apache Web Server, unpredictable results can occur when using the VitalQIP Web Client Interface.

Meet pre-installation

The pre-installation requirements need to be met.

Install the database client

If the Web Client Interface is being installed on a separate machine from the Enterprise Server, a Sybase or Oracle Client must be installed. If Oracle is the database, your Oracle DBA is responsible for ensuring the Oracle Client is correctly in place.

Install and configure Perl

Perl must be installed before beginning the installation. Also, find the path to the Perl.exe; it is needed for the installation. Lucent Technologies recommends that you install a full version Perl 5.6 or higher, including support libraries.

Windows only:

Although everyone has their own way of configuring a web server, the VitalQIP web interface files are written for the following configuration. If you modify this configuration, you must modify the standard Perl scripts and HTML files that are included with the VitalQIP web interface:

- Default directory for HTML documents: your document root, *%wwwroot%*
- Default directory for .GIF files: *%wwwroot%\images*
- Default directory for Perl: *c:\Perl\bin*
- Default directory for Perl scripts and API routines: *%wwwroot%\cgi-bin*

If your directories are different, you may need to modify all the VitalQIP Perl scripts and HTML files to reflect your environment. For example, if you had .GIF files located under the *\gifs* directory instead of the *\image* directory, you would need to replace every instance of "\image" with "\gifs" in all the *.pl* files and *.html* files provided in the VitalQIP web interface software. For more information, refer to "Windows: configure your web servers for VitalQIP", on page 230.

UNIX only: create www user and sys group

The web client interface requires a "www" user and a "sys" group name. If a "www" user does not exist, the user must be created before beginning the installation. Refer to your system administrator for assistance with creating a "www" user.

Stop all VitalQIP related processes

If VitalQIP is installed, ensure all VitalQIP related processes are stopped.

Gather information about the database

The following information needs to be gathered about the database server:

- The name of the database. For Sybase, the name of the database is of the Adaptive Server. If VitalQIP is already installed, the value set in the QIPDATASERVER environment variable
- The IP address of the server where the database is running.
- The full path to the directory where the database is running.
- For Sybase, find the names of the OCS directory. These directories are sub-directories of the Sybase home directory.

UNIX only: get the path to the document home directory

Before installing the VitalQIP web client, find the path to the document home directory. By default, it is */usr/local/etc/httpd* for the Apache HTTP server.

Get the IP address of the machine

Find the IP addresses of the machines where the component is being installed and of the VitalQIP Enterprise Server.

☐

UNIX: Install the VitalQIP Web Client Interface

When to use

This section explains how to install the VitalQIP Web Client Interface on supported UNIX platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1 Log into your system as the root user. If the installation is not done as the root user the **qping** utility does not work. The utility must have root permission with the SUID bit set for the administrator. This is an operating system limitation.

To work around this limitation:

a. Log into the system as the root user:

b. Change the mode and permissions on the **qping** utility to be:

```
root:sys & 4755
```

2 Start your database.

Source Sybase environment variables

3 For Sybase, it is recommended that Sybase environment variables are sourced. This eliminates the need to enter Sybase related values in during the installation. To do so, execute the following from the Sybase directory:

- For Cshell:

```
source SYBASE.csh
```

- For Bourne shell:

```
. ./SYBASE.sh
```

4 Start the installation:

a. Change your directory to the directory where the VitalQIP installation files are located.

b. Execute one of the following:

- For AIX:

```
./qip62SetupAix.bin
```

- For HP-UX from a directory:

```
./qip62SetupHPux.bin
```

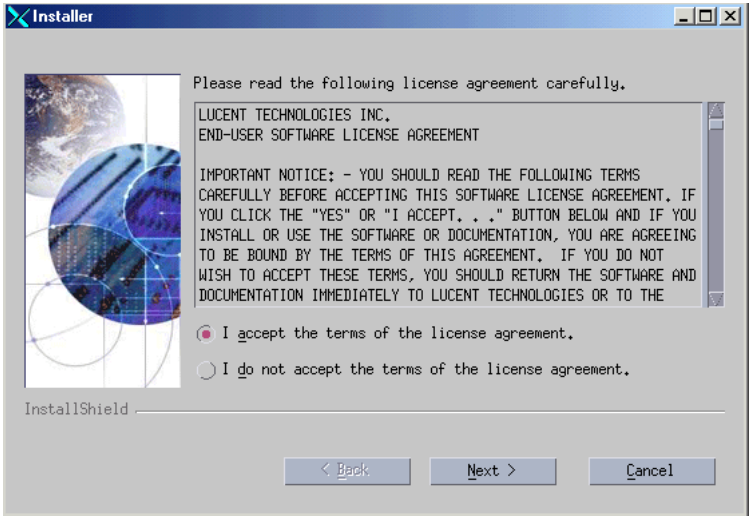
- For Linux:

```
./qip62SetupLinuxgcc.bin
```

- For Solaris:

```
./qip62SetupSolaris.bin
```

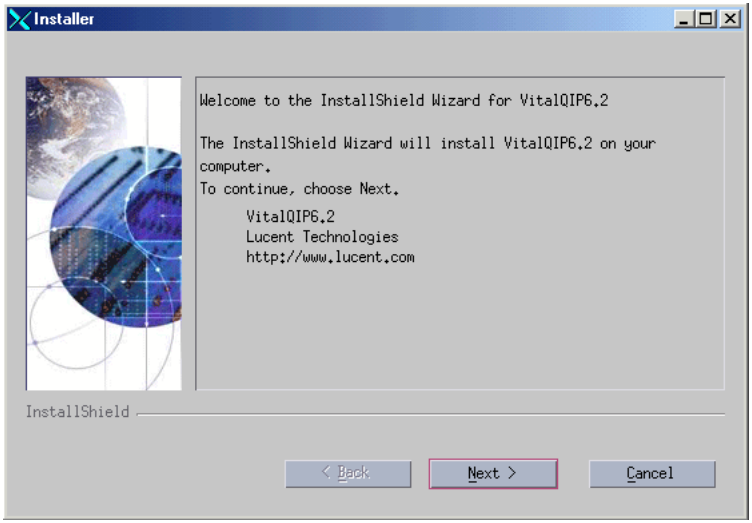
5 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

6 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



If it is not, a screen opens with the following message:

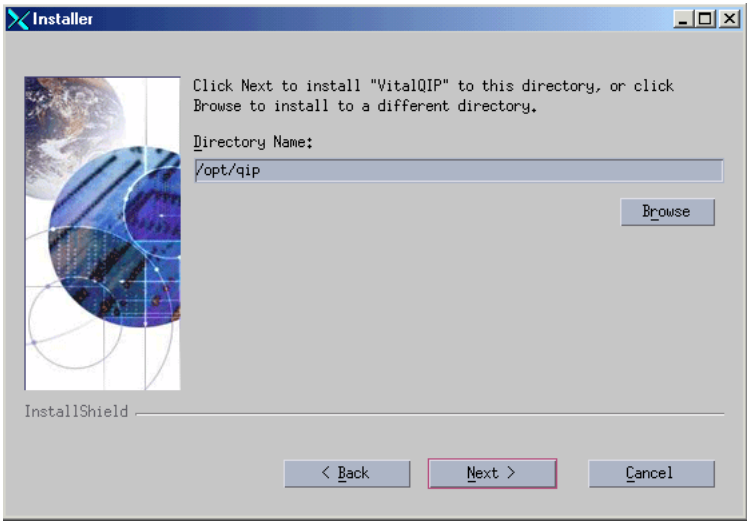
> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

7 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, a screen opens showing the VitalQIP related daemons are running. Either click **yes, kill processes automatically** to have the installation stop the processes or click **no, they will be killed manually** and stop the processes manually

> **Important!** If an Apache Web Server is running, the daemons is not stopped. The Apache Web Server needs to be stopped manually, especially if you want to use the same port as the previous Apache Web Server.

8 Click **Next**. The VitalQIP Home Directory screen opens.

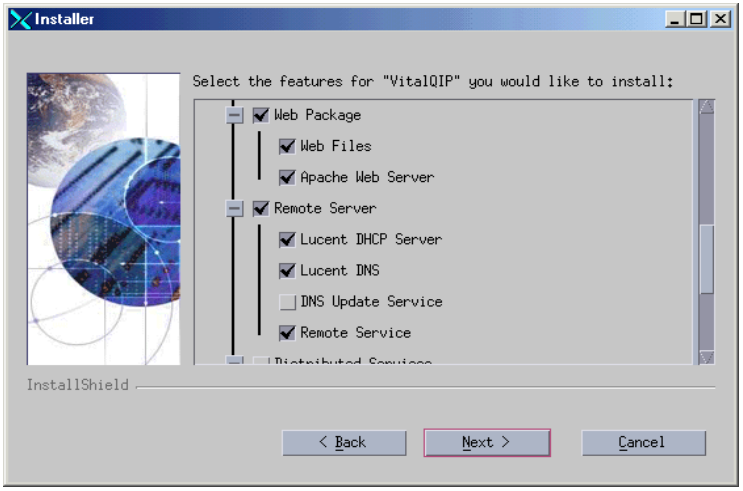


The default destination directory for the VitalQIP software is shown. By default, the directory is */opt/qip*. If a version of VitalQIP is exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

9 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Web Package** and its sub-components.

Table 19 describes the sub-components of the package feature. After reading the table, ensure **Web Package** is checked. Check or uncheck the sub-components you want to install.

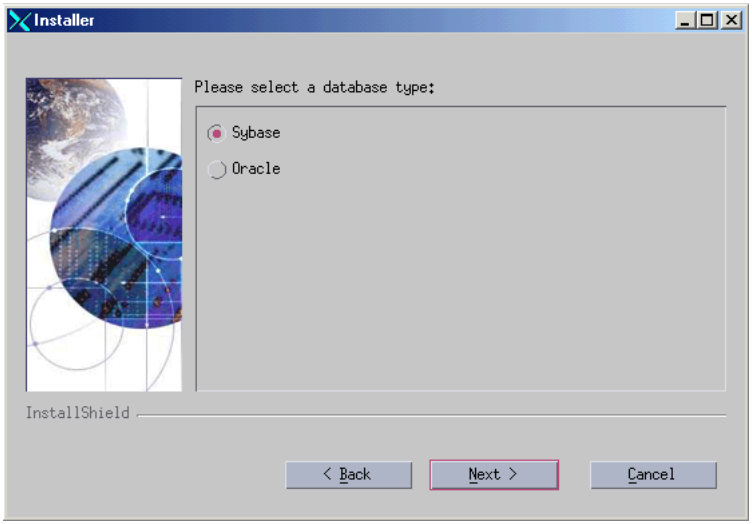
> **Important!** If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Table 19 Web Client installation sub-components

Sub-Component	Description
Web Files	Installs the VitalQIP web interface. Required.
Apache Web Server	Installs the Apache web server as the default web server. **Note:** Do not select this if you have an Apache or Microsoft Internet Information web server already in place on this system.

10 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

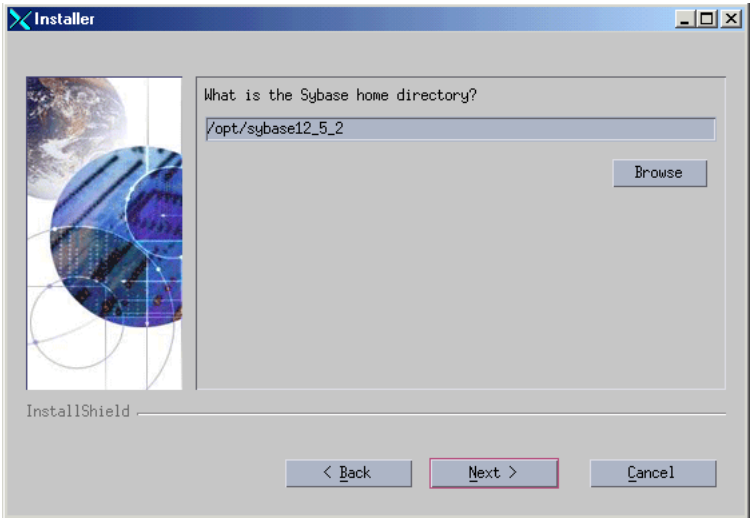
11 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

12 Click **Next**. The Database Home Directory screen opens.

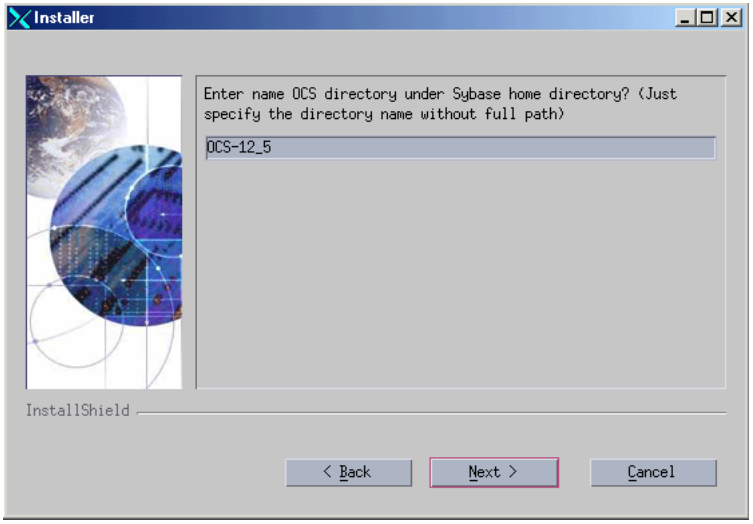


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

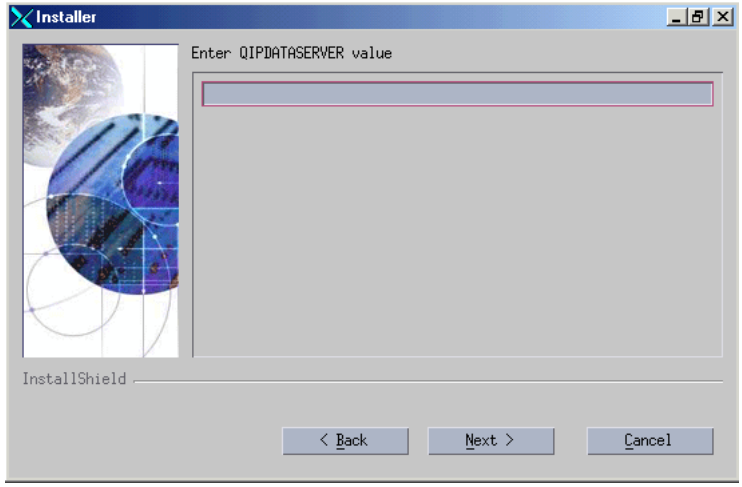
Sybase only

13 Click **Next**. If Sybase is selected in 11 and an environment variable is not set the OCS Directory screen opens. Skip this step if you did not select Sybase.



By default, the name of the directory is OCS-12_5. If needed, change the name of the directory.

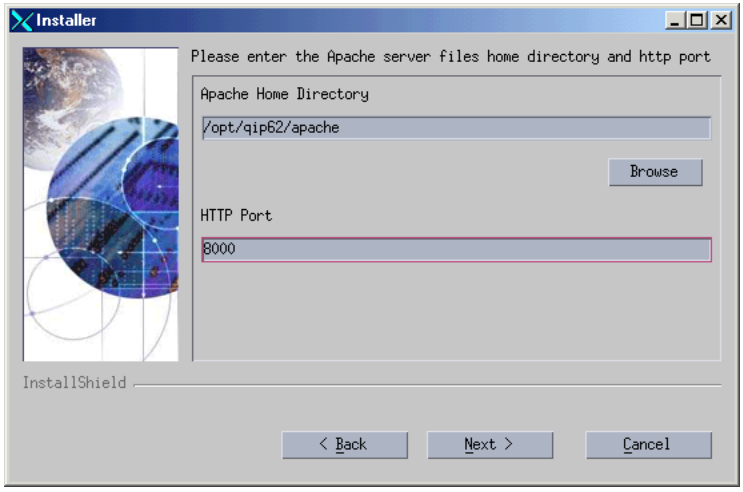
14 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

Apache only

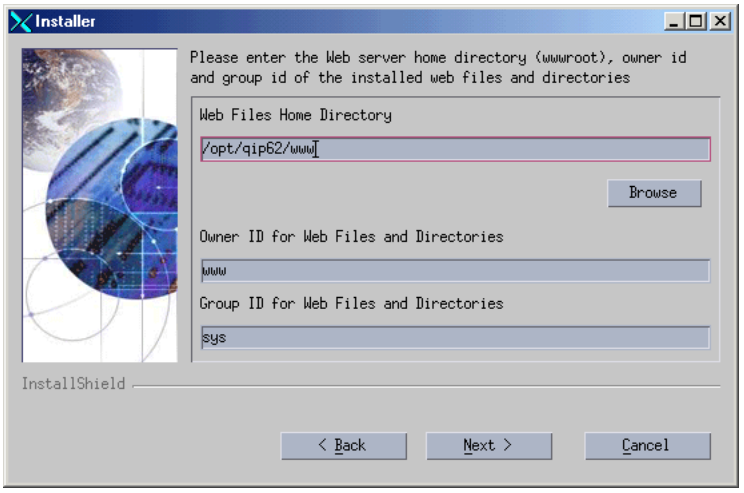
15 Click **Next**. If Apache is selected in Step 7, the Apache Information screen opens. Skip this step if you did not select Apache.



Do the following:

- In the **Apache Home Directory** field, type the directory. By default, the Apache Server is installed in*$QIPHOME/apache*. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **HTTP Port** field, type the port the Apache web server will use. The default port is 8000.

16 Click **Next**. The Web Server Information screen opens.

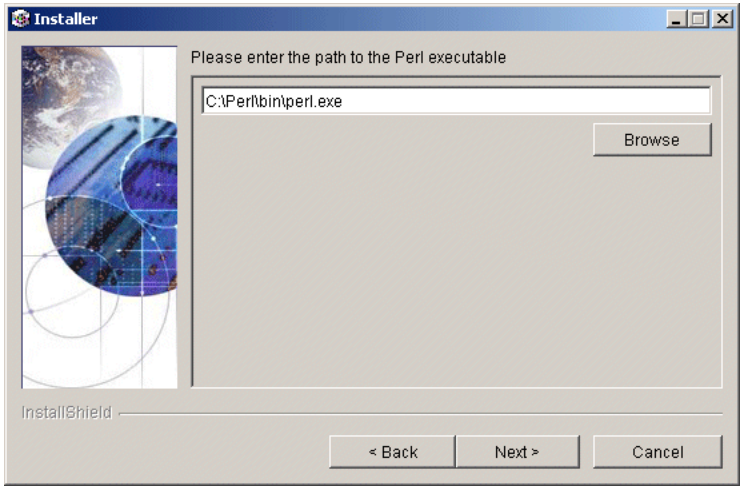


Review Table 20 and fill in the screens.

Table 20 Web Server Information fields

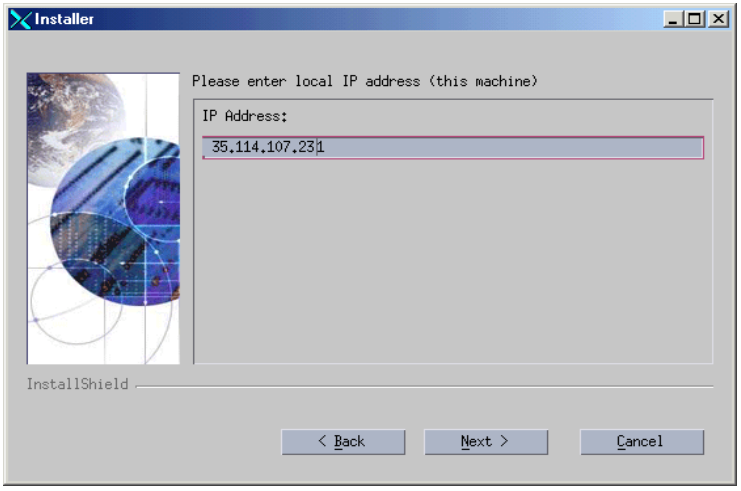
Field	Description
Web Files Home Directory	By default, the directory is *$QIPHOME/www*. If needed, change the path to the directory where the web files are located.
Owner ID for Web Files and Directories	By default, the owner ID is www. If needed, change the owner ID.
Group ID for Web Files and Directories	By default, the group ID is sys. If needed, change the group ID.

17 Click **Next**. The Perl Executable screen opens.



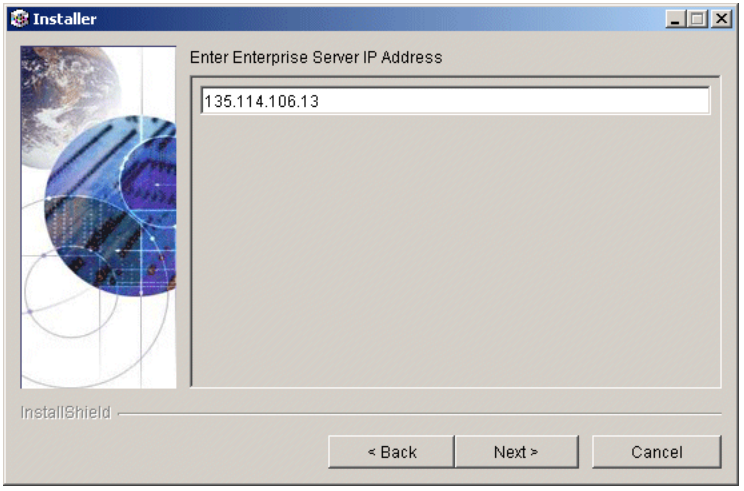
By default, the location of the executable is */usr/bin/perl*. If necessary, click **Browse** to change the location path to the executable or type the path in the field.

18 Click **Next**. The Local IP Address screen opens.



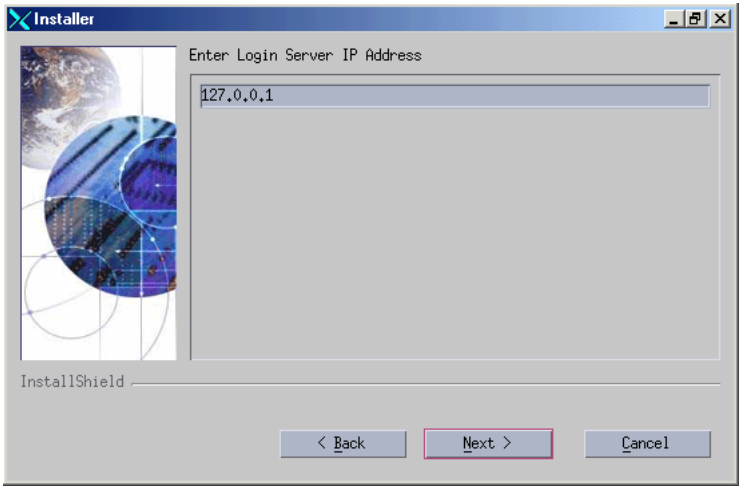
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

19 Click **Next**. The Enterprise Server IP Address screen opens.



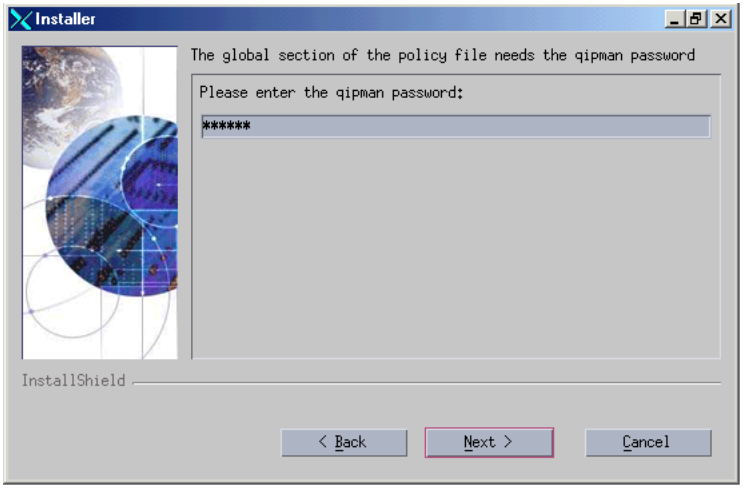
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which the VitalQIP Enterprise Server is being installed if needed.

20 Click **Next**. The Login Server IP Address screen opens.



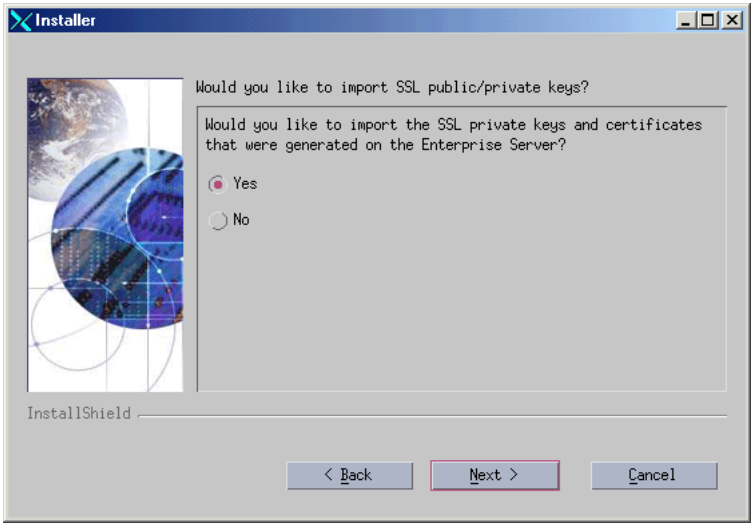
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *$QIPHOME/qip.pcy* file.

21 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *$QIPHOME/qip.pcy* file.

22 Click **Next**. The Generate SSL Public/Private Keys screen opens.

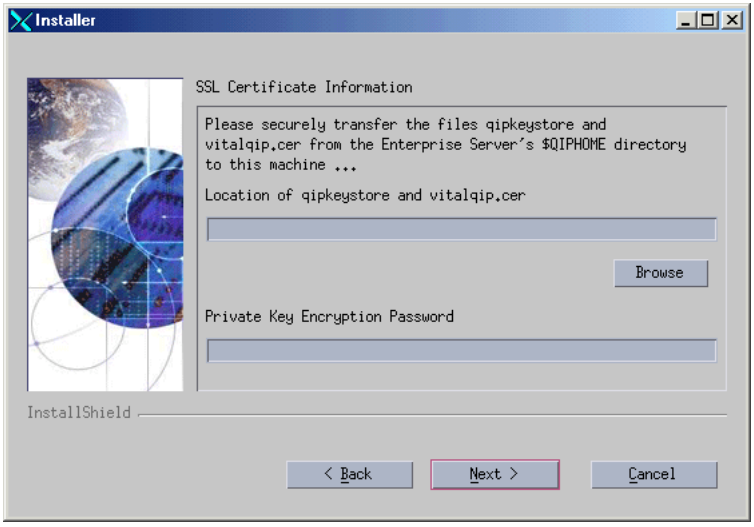


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

23 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.



Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

24 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

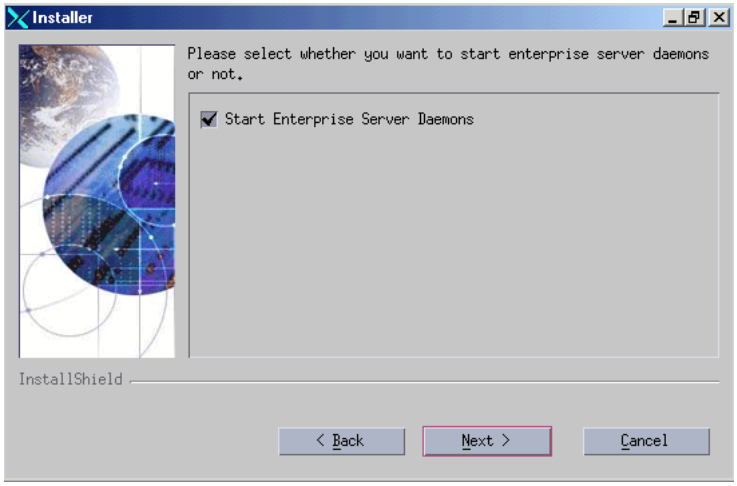
25 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen.

If there are no errors, the “Files have been installed” message appears.

26 Click **Next** to continue the VitalQIP Wizard.

Start Enterprise daemons

27 Click **Next**. If the VitalQIP Web Client Interface is being installed on a machine where the VitalQIP Enterprise Server is installed, the Start Enterprise Daemons screen opens. Skip this step if the Enterprise Server daemons are not detected.



Follow these steps if you want to start the Enterprise Server daemons:

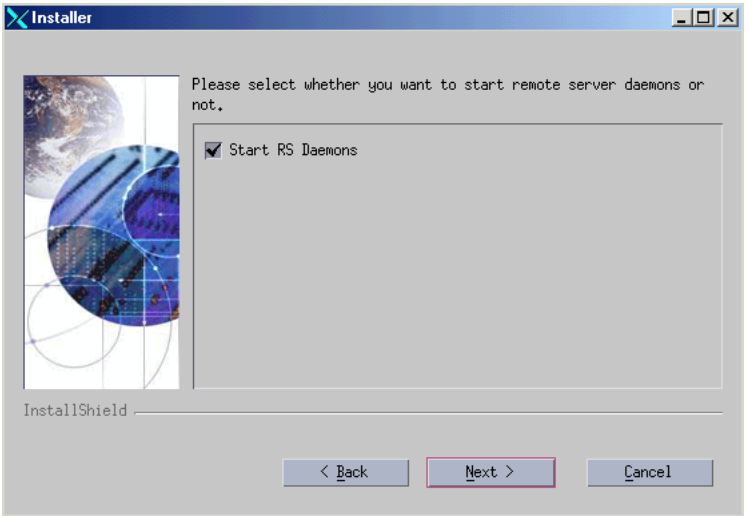
a. Select the **Start Enterprise Server Daemons**. A screen opens showing the daemons that are to be started.

b. Verify that these are the daemons to be started.

c. Go to the next step.

Start the Remote Daemons

28 Click **Next**. If the VitalQIP Web Client Interface is being installed on a machine where the VitalQIP Remote Server is installed, the Start Remote Daemons screen opens. Skip this step if you do not want to start the Remote Server daemons.



The installation give you the option to start the Remote Server daemons. Follow these steps if you want to start the Remote Server daemons:

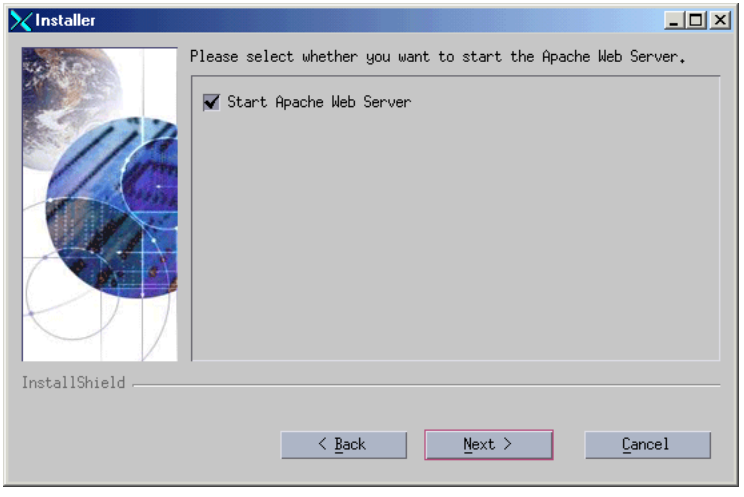
a. Select the **Start RS Servers Daemons**. A screen opens showing the daemons that are to be started.

b. Verify that these are the daemons to be started.

c. Go to the next step.

Start the Apache Server

29 Click **Next**. If the Apache Server is being installed, the Start Apache Server screen opens. Skip this step if you do not want to start or did not install the Apache Web Server.



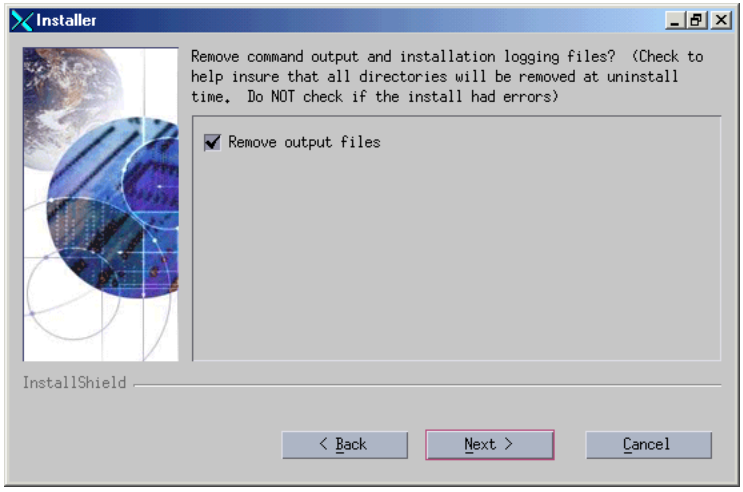
The installation give you the option to start the Apache Web Server. Follow these steps if you want to start the Apache Web Server:

a. Select the **Start Apache Web Servers** A screen opens showing the daemons that are to be started.

b. Verify that these are the daemons to be started.

c. Go to the next step.

30 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

31 Click **Next**. The Installation complete screen opens. Click **Finish**.

END OF STEPS

Windows: Install the VitalQIP Web Client Interface

When to use

This section explains how to install the VitalQIP Web Client Interface on supported Windows platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1 Log into your system as the user with administrative privileges.

2 Exit all programs you are currently running.

3 Start the installation:

a. From your Desktop, select **Run** from the **Start** menu.

b. In the Run screen, type:

```
cmd
```

c. Click **OK**.

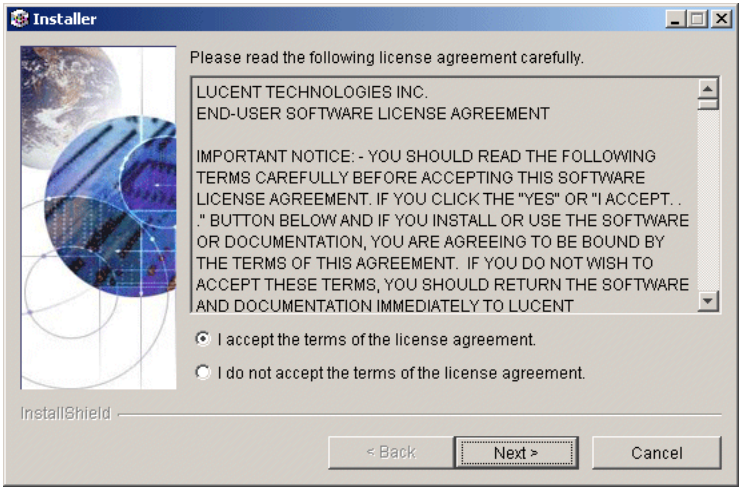
d. In the prompt screen, go to the directory where the installation file is located:

```
cd <drive>:\<directory where installation file is located>
```

e. Type:

```
qip62setupwin32.exe
```

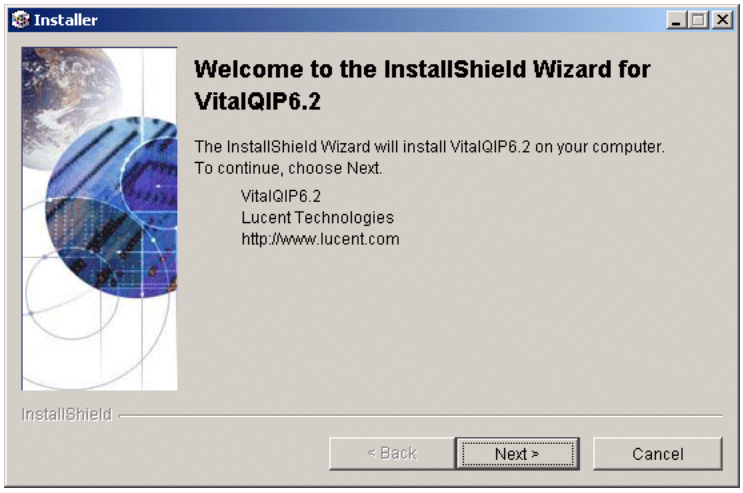
4 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

5 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



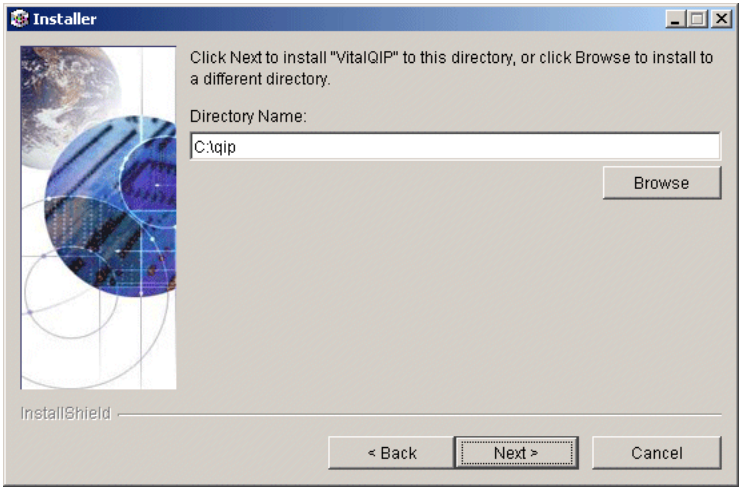
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

6 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, the processes are stopped by the installation.

The VitalQIP Home Directory screen opens.

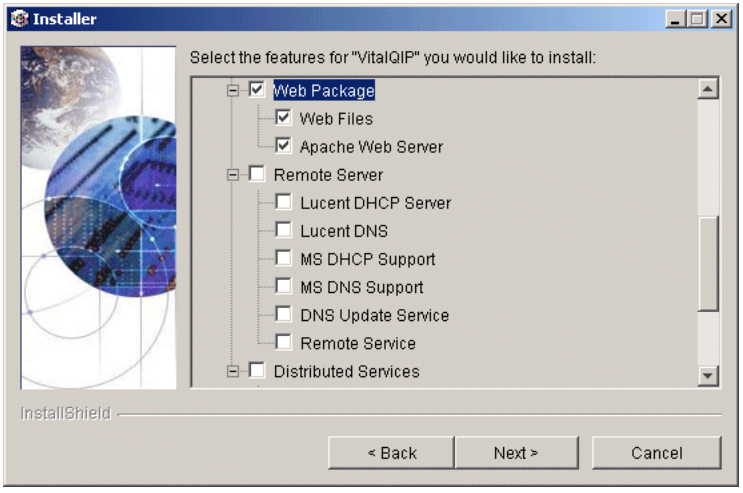


The default destination directory for the VitalQIP software is shown. By default, the directory is *%QIPHOME%*. If a version of VitalQIP is exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Web Package** and its sub-components.

Table 21 describes the sub-components of the package feature. After reading the table, ensure **Web Package** is checked. Check or uncheck the sub-components you want to install.

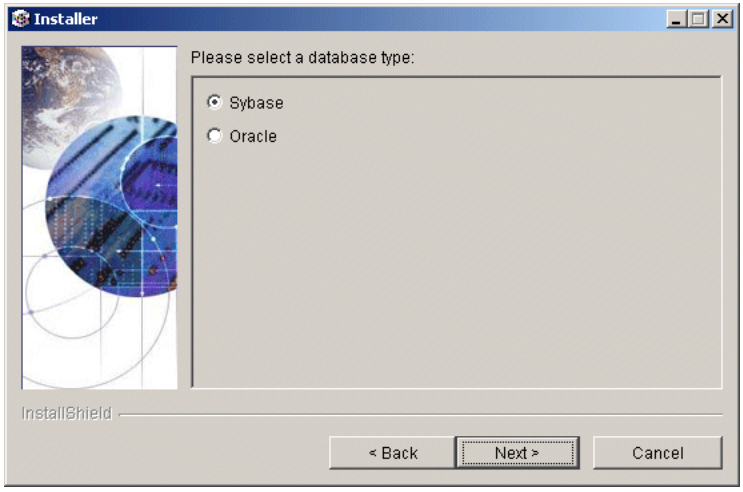
> **Important!** If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Table 21 Web Client installation sub-components

Sub-Component	Description
Web Files	Installs the VitalQIP web interface. Required.
Apache Web Server	Installs the Apache web server as the default web server. **Note:** Do not select this if you have an Apache or Microsoft Internet Information web server already in place on this system.

8 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

9 Click **Next**. The Database Type screen opens.



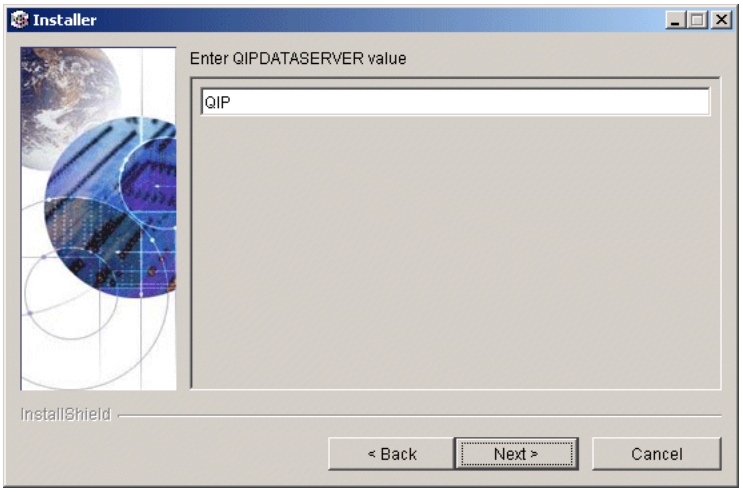
Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

10 Click **Next**. The Database Home Directory screen opens. If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

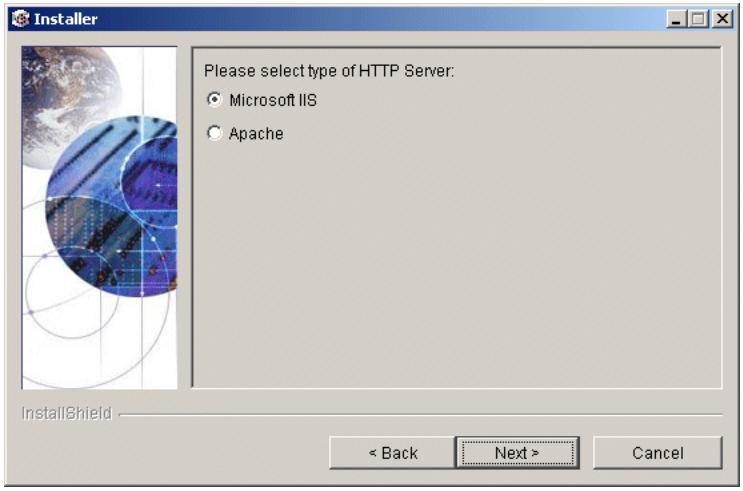
11 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

Other HTTP Servers

12 Click **Next**. If no HTTP server is selected in Step 7, the Type of HTTP Server screen opens. Skip this step if Apache is selected.

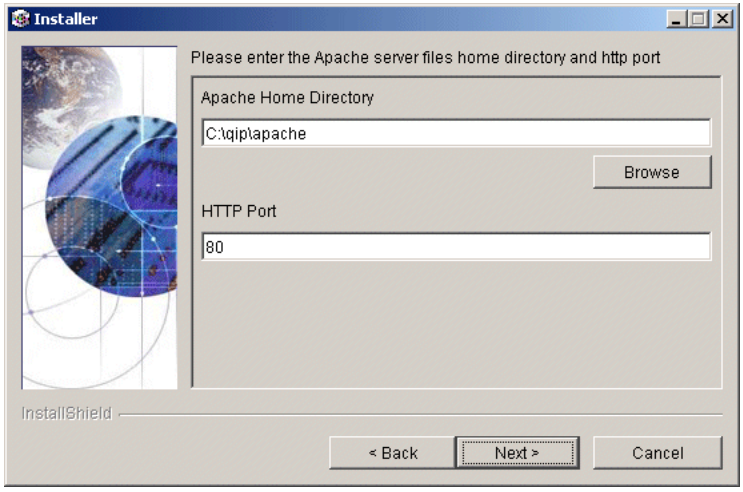


Select the type of HTTP server you are using:

- **Microsoft IIS**
- **Apache**

Apache only

13 Click **Next**. If Apache is selected in Step 7, the Apache Information screen opens. Skip this step if you did not select Apache.

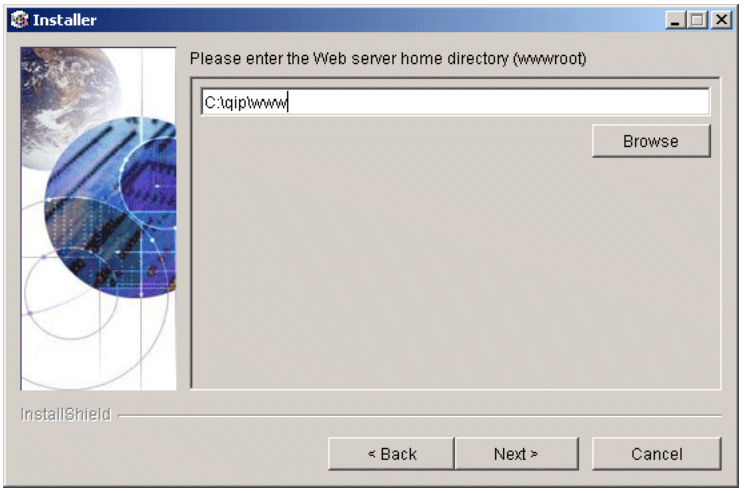


Important! If the port is being used, a message opens, “The port is being used. Please enter an unused port number (1 - 6555)!” Enter a new port number and continue with the installation.

Do the following:

- In the **Apache Home Directory** field, type the directory. By default, the Apache Server is installed in *%QIPHOME%\apache*. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **HTTP Port** field, type the port the Apache web server will use. The default port is 80.

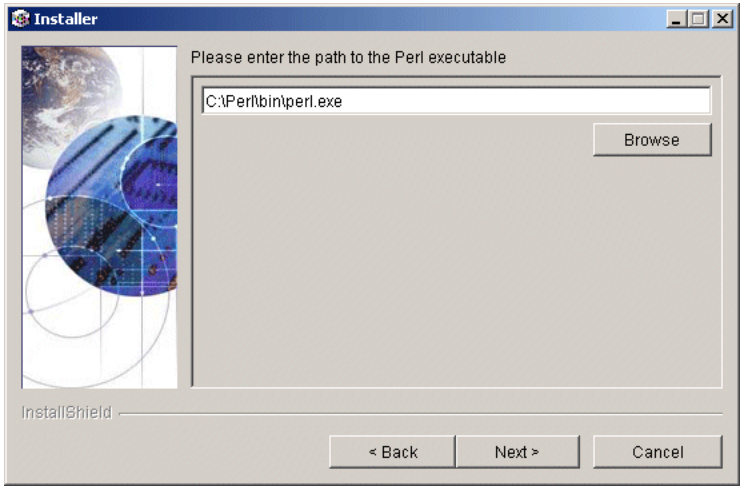
14 Click **Next**. The Web Server Home Directory screen opens.



The default is *%QIPHOME%\www*. If necessary, type the destination directory directly in the **Please enter the Web server home directory (wwwroot)** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown inthe field.

15 Click **Next**. The Perl Executable Location screen opens.



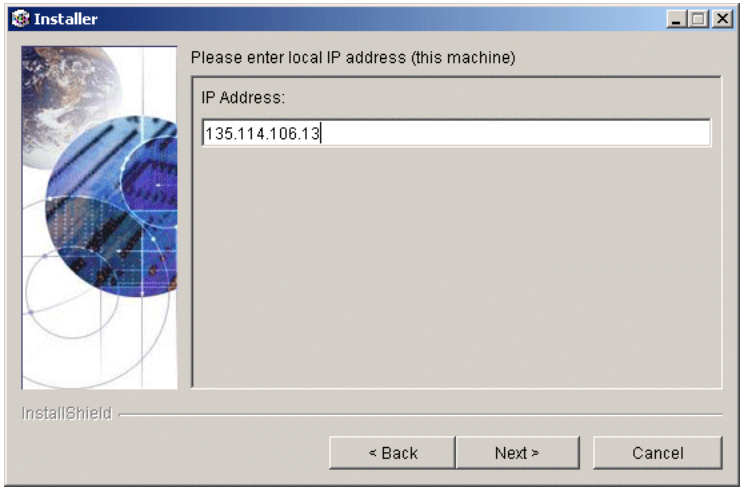
By default, the location shown in *c:\Perl\bin\perl.exe*. If necessary, type the destination directory directly in the **Please enter the path to the Perl executable** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

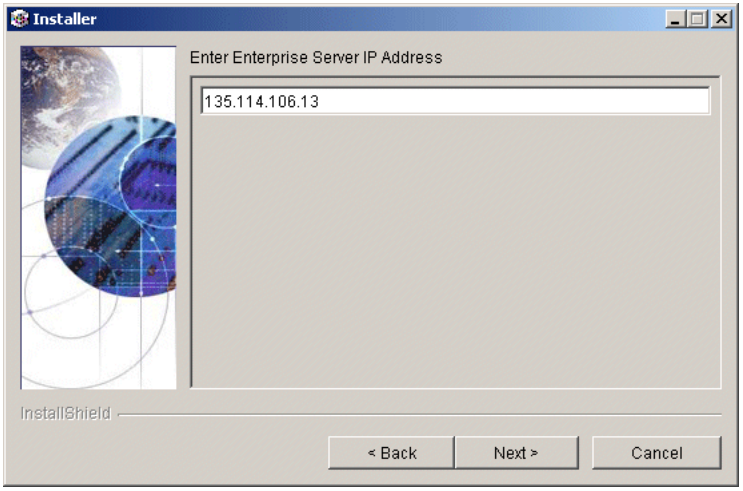
c. Click **Open**. The destination directory is shown inthe field.

16 Click **Next**. The Local IP Address screen opens.



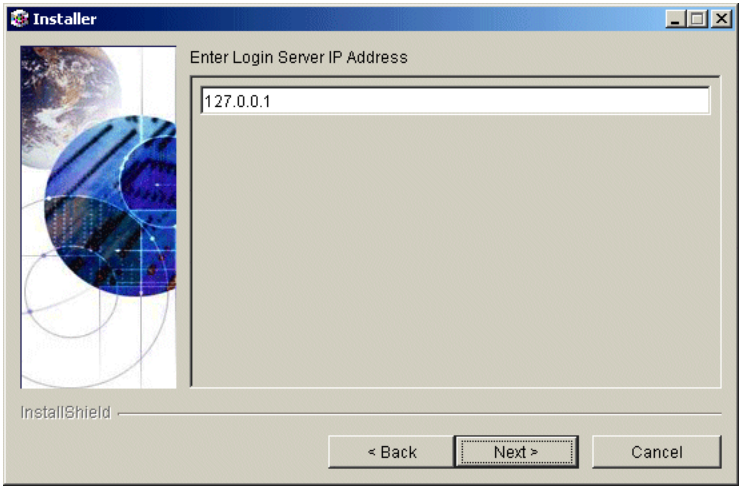
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

17 Click **Next**. The Enterprise Server IP Address screen opens.



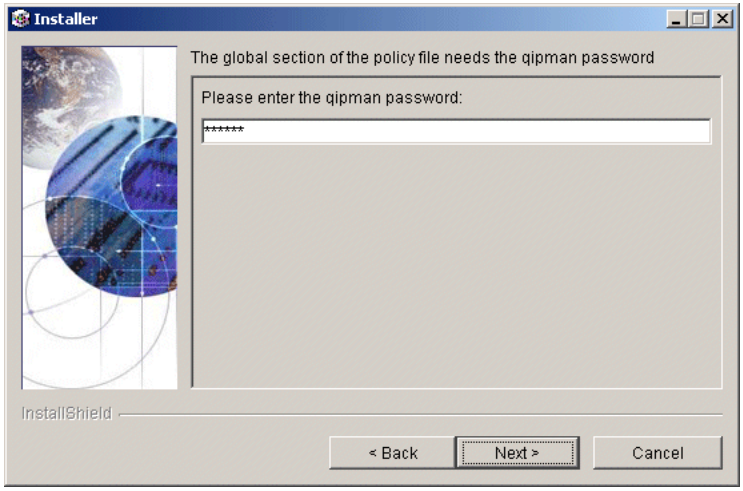
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which VitalQIP Enterprise Server is being installed if needed.

18 Click **Next**. The Login Server IP Address screen opens.



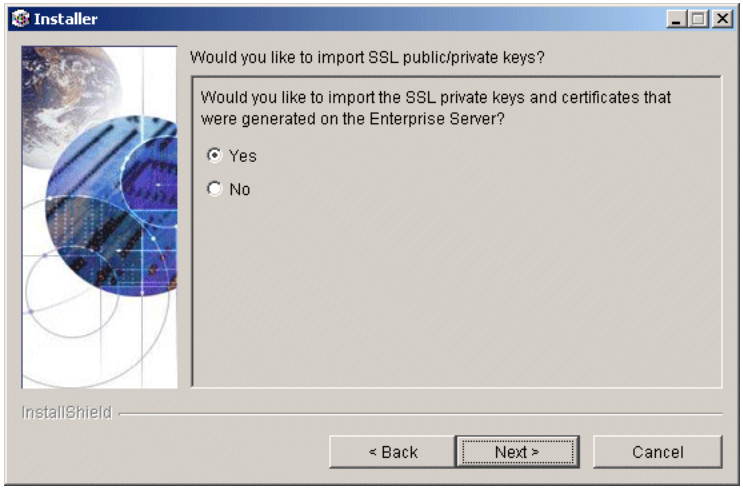
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

19 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *%QIPHOME%\qip.pcy* file.

20 Click **Next**. The Generate SSL Public/Private Keys screen opens.

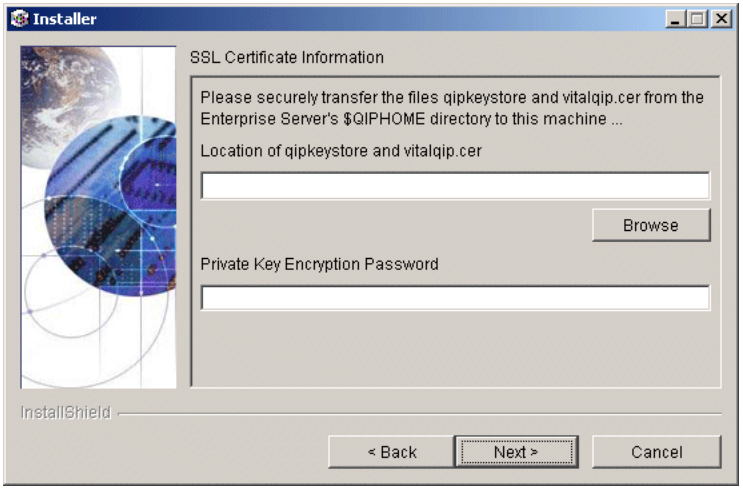


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL Security

21 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens. Skip this step if you did not select Yes.



Do the following:

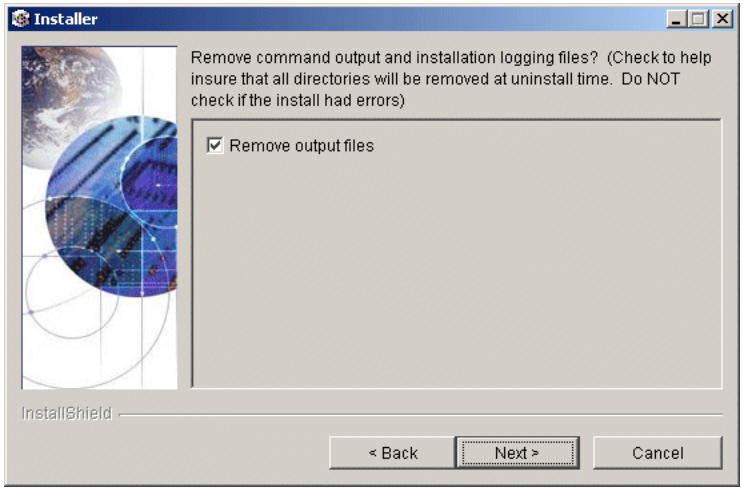
- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown inthe field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

22 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

23 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen. A message may open, asking if you want to overwrite *mfc42.dll.* Click **Yes** to continue.

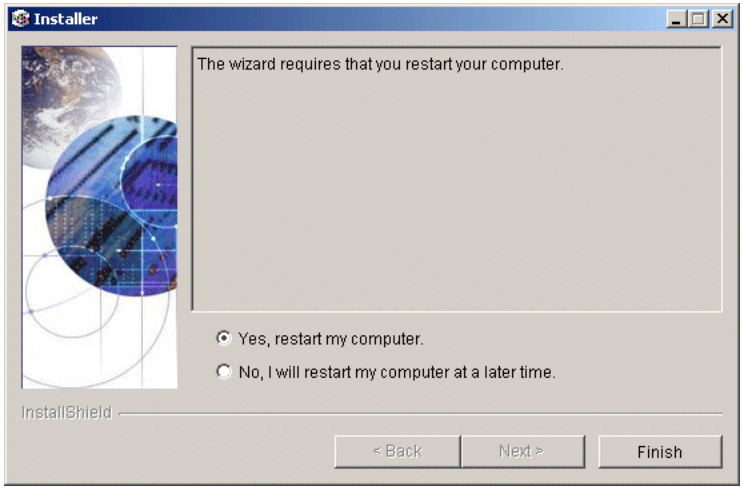
If there are no errors, the information screen opens that states VitalQIP was successfully installed.

24 After a successful installation, click **Next** to continue the installation. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

25 Click **Next**. The Installation complete screen opens.



Select **Yes** to restart your computer, or **No** to restart it later. Click **Finish**.

26 After your computer has rebooted, you can access the Lucent VitalQIP Program Group to begin using the VitalQIP Management system. For abbreviated instructions on starting the VitalQIP System, refer to “Windows: after a successful installation” on page 228.

END OF STEPS

Windows only: set environment variables after installing web interface

After installation of the VitalQIP web interface, ensure these environment variables are set. To ensure environment variables are set, follow these steps:

1 From your desktop, select **Settings | Control Panel** from the **Start** menu.

2 In the Control Panel screen**,** double-click on the **System** icon.

3 In the System Properties screen, click the **Environment** tab.

4 Ensure the variables and values in Table 22 are set correctly.

Table 22 Web Client Environment Variables and Values

Variable	Value
PATH	%PATH%;C:\SYBASE\BIN;C:\SYBASE\DLL
SYBASE	Path to Sybase directory (C:\SYBASE is the default).
DSQUERY	The name of your VitalQIP Sybase server (QIPSYBASE is the default).
QIPDBASE	SYBASE
QIPDATASERVER	The name of your VitalQIP Sybase server (QIPSYBASE is the default.).
QIPHOME	The path to the *QIP* directory.
QIPPERL	The path to the Perl executable.

END OF STEPS

6 Install VitalQIP GUI Client

Overview

Purpose

This chapter covers installing VitalQIP GUI on a supported UNIX and Windows platforms. The installation chapter divided by operating system. For easier use of the installation, the installation procedure steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

Contents

This chapter discusses these topics.

About the GUI Client installation	164
Overview	164
Install the VitalQIP GUI Client Installation	165
Pre-installation checklist	165
UNIX: Install the VitalQIP GUI Client Interface	167
Windows: Install the VitalQIP GUI Client	181

About the GUI Client installation

Overview

What is installed

The VitalQIP GUI Client installation installs the following:

- VitalQIP GUI Client
- VitalQIP Command Line Interface
- VitalQIP Message Service
- VitalQIP SSL Tunnel Service

Installation file

The VitalQIP Client can be installed with either the standard VitalQIP installation file *qip62Setup<os>.bin*, or a special installation file, *qip62Setup<os>-client.bin*, which only has options to install the VitalQIP GUI Client.

The directions in this chapter cover only the *qip62Setup<os>-client.bin* file. You can use the standard installation file, select the same options, the same set of instructions to install the VitalQIP GUI Client as with the *qip62Setup<os>-client.bin* file.

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 6.2 Release Notes for* instructions on the upgrading to VitalQIP 6.2.

Install over existing VitalQIP 6.2 components

If VitalQIP 6.2 is already installed and additional components are being installed on the existing VitalQIP 6.2 components, ensure to select the components that are already installed and the new component(s) that are being installed from the Features screen. For example, if the VitalQIP 6.2 Remote Server is installed and the VitalQIP 6.2 GUI is being installed, reinstall the VitalQIP 6.2 Remote Server with the VitalQIP 6.2 GUI client at the same time.

When installing over existing components, configuration files are changed and need to be reset. Contact technical support if there are any questions before installing over a component.

VitalQIP Enterprise Server Checklist

Install the VitalQIP GUI Client Installation

Pre-installation checklist

Why use the checklist?

Use the checklist to determine what needs to be done before beginning the installation:

Determine the configuration

It needs to be determined how and where the components are be installed. Also consider if this is an upgrade or are additional components are being installed. See the *Administrator Reference Manual* for more information about configurations.

Determine if secure socket layer is deployed

Find out if secure socket layer will be used in the VitalQIP deployment. If it is, the *qipkeystore* and *vitalqip.cer* files are required to be located on the machine. These files are created during the VitalQIP Enterprise Server installation. The files are located in the directory where VitalQIP is installed. The encrypted password needs to be obtained also. See the *Administrator Reference Manual* for more information.

Meet pre-installation

The pre-installation requirements need to be met.

Install the database client

If the GUI Client is being installed on a separate machine from the Enterprise Server, a Sybase or Oracle Client must be installed. If Oracle is the database, your Oracle DBA is responsible for ensuring the Oracle Client is correctly in place.

Stop all VitalQIP related processes

If VitalQIP is installed, ensure all VitalQIP related processes are stopped.

Gather information about the database

The following information needs to be gathered about the database server:

- The name of the database. For Sybase, the name of the database is of the Adaptive Server. If VitalQIP is already installed, the value set in the QIPDATASERVER environment variable
- The IP address of server where the database is running.
- The full path to the directory where the database is running.
- For Sybase, find the names of the OCS directory. These directories are sub-directories of the Sybase home directory.

Get the IP address of the machine

Find the IP addresses of the machines where the component is being installed and of the VitalQIP Enterprise Server.

Get IP address of services

Find the address of the machine or machines where these services are to be installed:

- VitalQIP QIP Update Service
- VitalQIP Login Service

□

UNIX: Install the VitalQIP GUI Client Interface

When to use

This section explains how to install the VitalQIP Web Client Interface on supported UNIX platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1 Log into your system as the root user. If the installation is not done as the root user the **qping** utility does not work. The utility must have root permission with the SUID bit set for the administrator. This is an operating system limitation.

To work around this limitation:

a. Log into the system as the root user:

b. Change the mode and permissions on the **qping** utility to be:

```
root:sys & 4755
```

2 Start your database.

Source Sybase environment variables

3 For Sybase, it is recommended that Sybase environment variables are sourced. This eliminates the need to enter Sybase related values in during the installation. To do so, execute the following from the Sybase directory:

- For Cshell:

```
source SYBASE.csh
```

- For Bourne shell:

```
. ./SYBASE.sh
```

4 Start the installation:

a. Change your directory to the directory where the VitalQIP installation files are located.

b. Execute one of the following:

- For AIX:

```
./qip62SetupAix-client.bin
```

- For HP-UX from a directory:

```
./qip62SetupHPux-client.bin
```

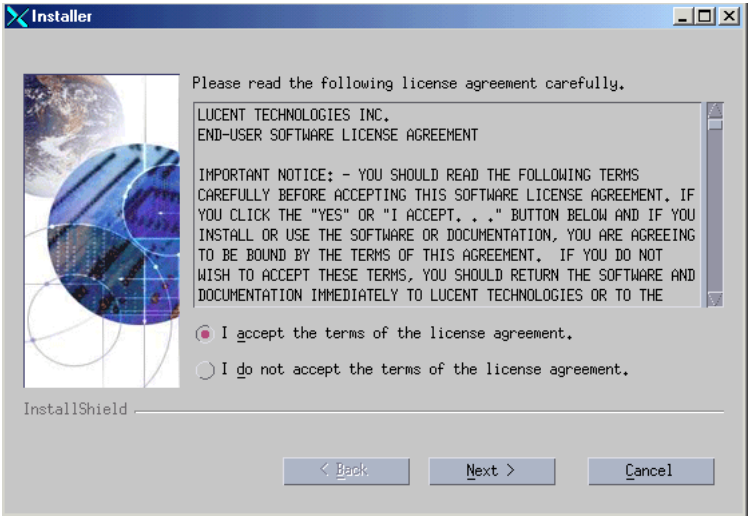
- For Linux:

```
./qip62SetupLinuxgcc-client.bin
```

- For Solaris:

```
./qip62SetupSolaris-client.bin
```

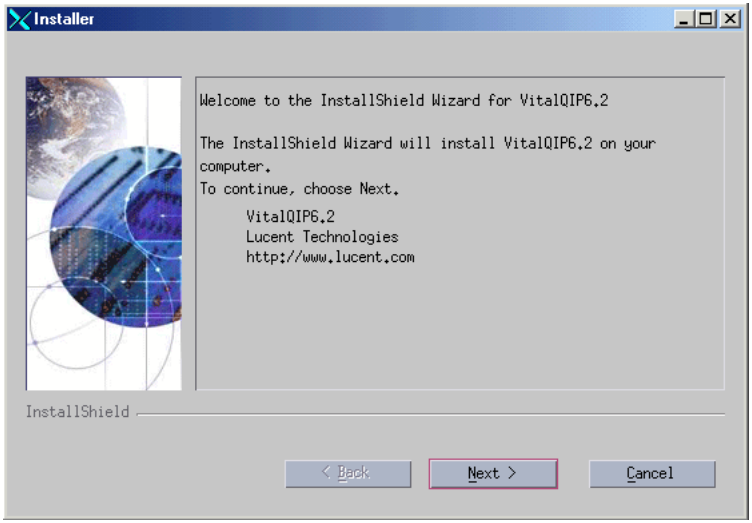
5 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

6 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



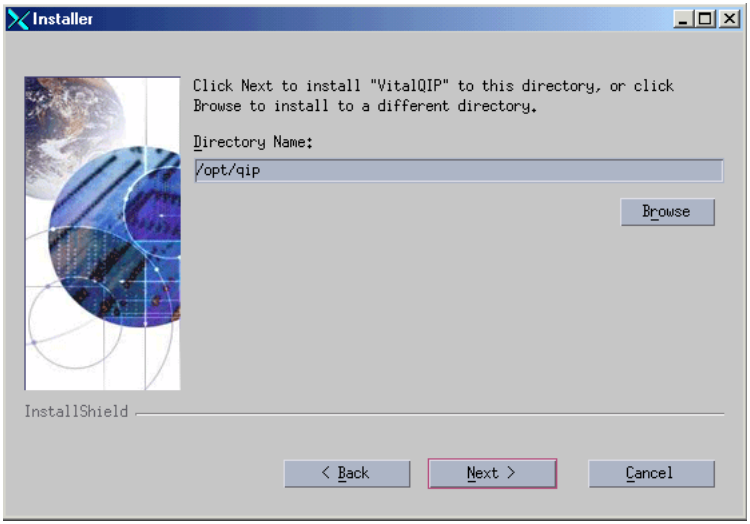
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

7 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, a screen opens showing the VitalQIP related daemons are running. Either click **yes, kill processes automatically** to have the installation stop the processes or click **no, they will be killed manually** to stop the processes manually

8 Click **Next**. The VitalQIP Home Directory screen opens.

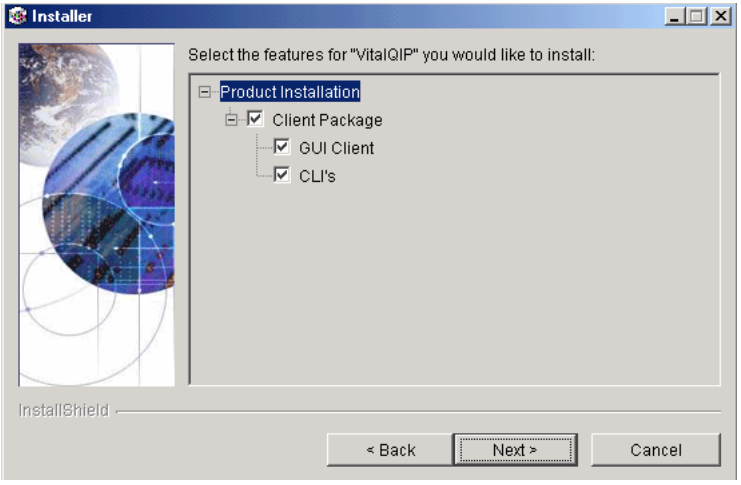


The default destination directory for the VitalQIP software is shown. By default, the directory is */opt/qip*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

9 Click **Next**. After a few moments, the Features screen opens.



Uncheck all component except the **Client Package** and its sub-components.

Table 23 describes the sub-components of the package feature. After reading the table, ensure **Client Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

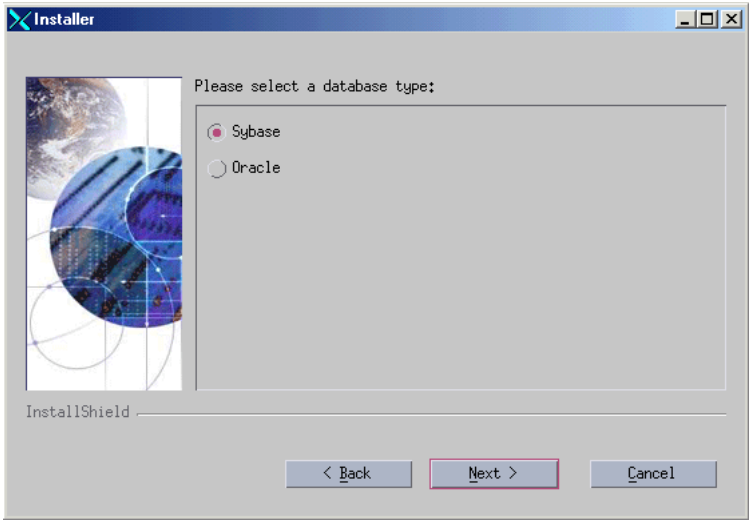
Important! These options are also available using the standard VitalQIP installation file, *qip62Setup<os>.bin*.

Table 23 Client installation sub-components

Sub-component	Description
GUI Client	Installs the user interface of VitalQIP.
CLI	Installs the Command Line Interface.

10 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

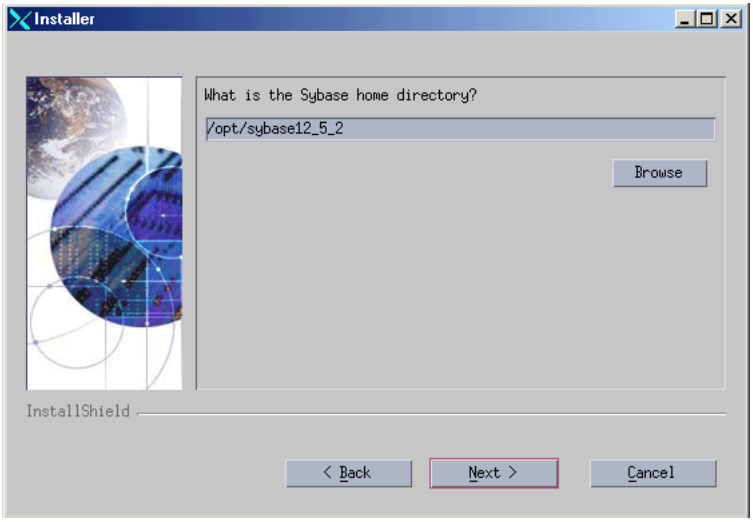
11 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

12 Click **Next**. The Database Home Directory screen opens.

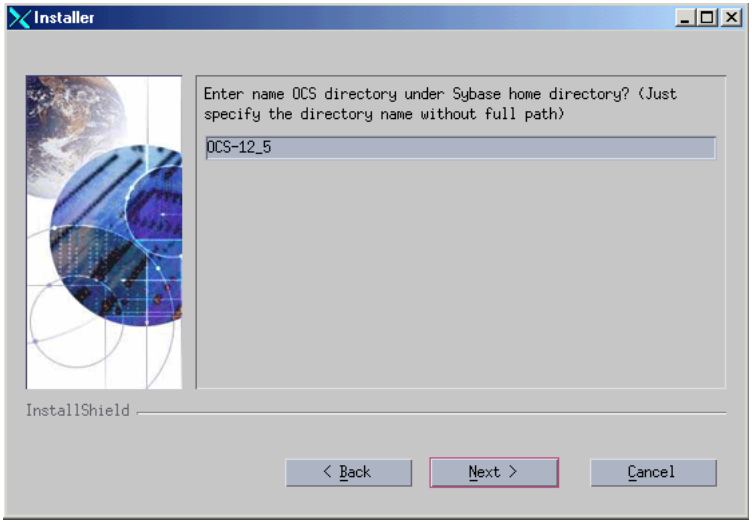


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

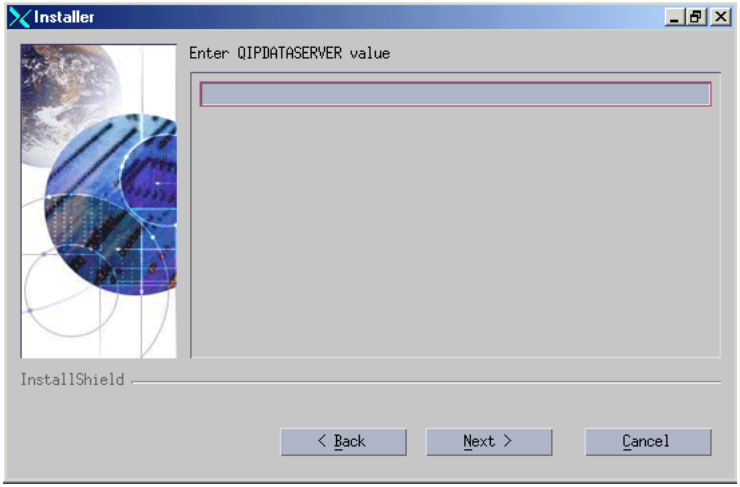
Sybase only

13 Click **Next**. If Sybase is selected in Step 11, the OCS Directory screen opens. Skip this step if you did not select Sybase.



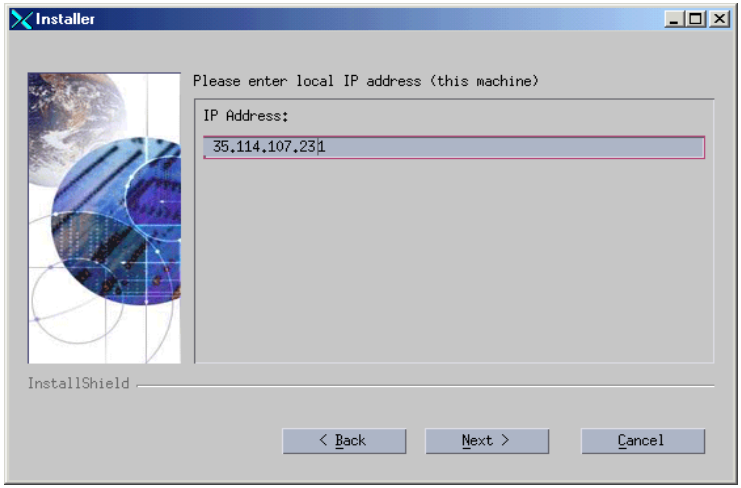
By default, the name of the directory is OCS-12_5. If needed, change the name of the directory.

14 Click **Next**. The QIPDATASERVER Value screen opens.



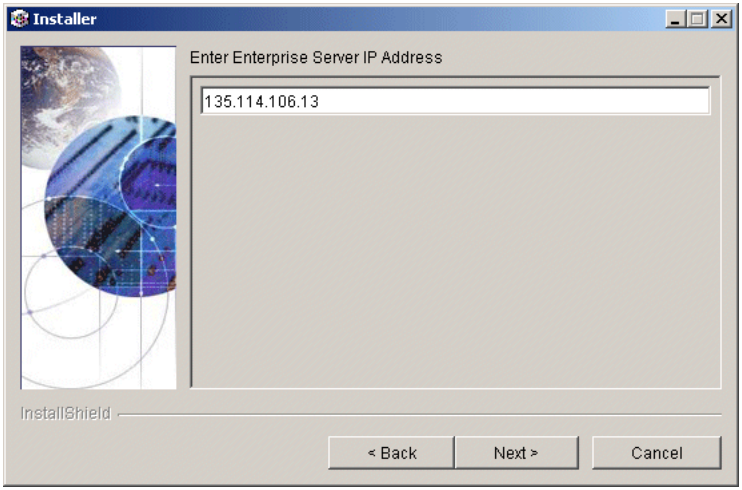
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

15 Click **Next**. The Local IP Address screen opens.



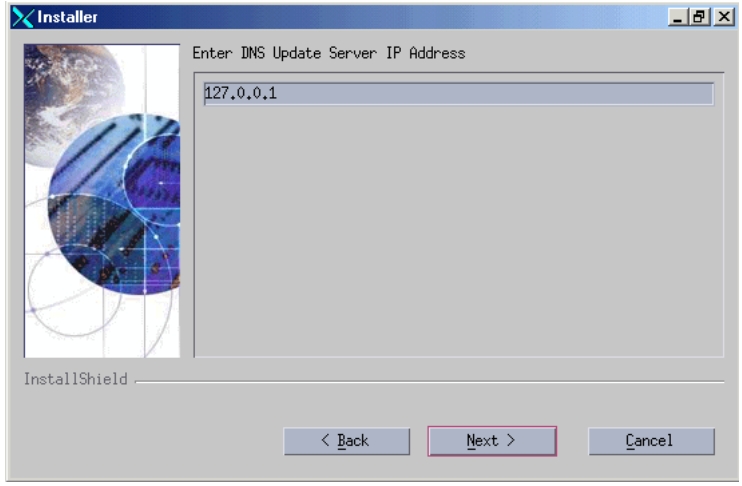
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

16 Click **Next**. The Enterprise Server IP Address screen opens.



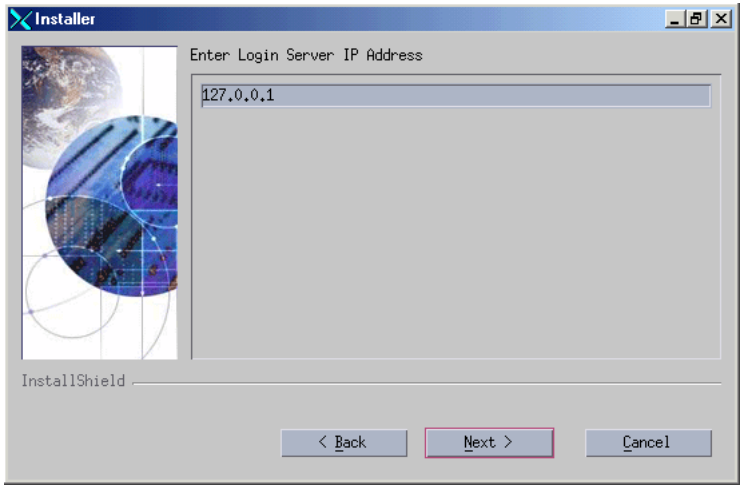
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

17 Click **Next**. The DNS Update Service IP Address screen opens.



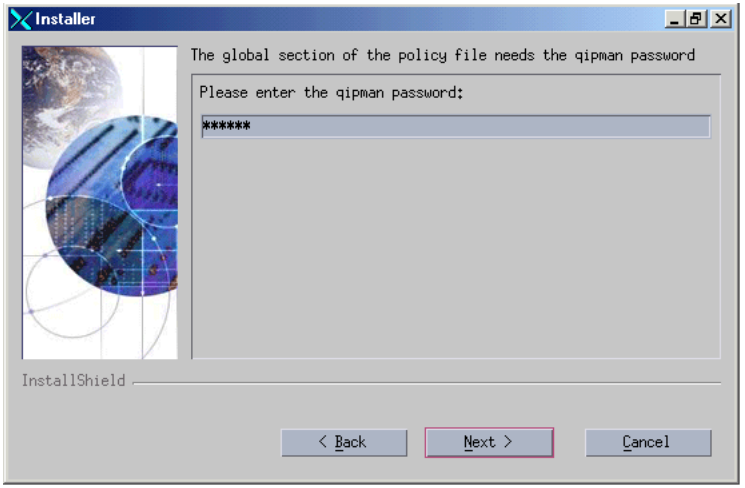
In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the $*QIPHOME/qip.pcy* file.

18 Click **Next**. The Login Server IP Address screen opens.



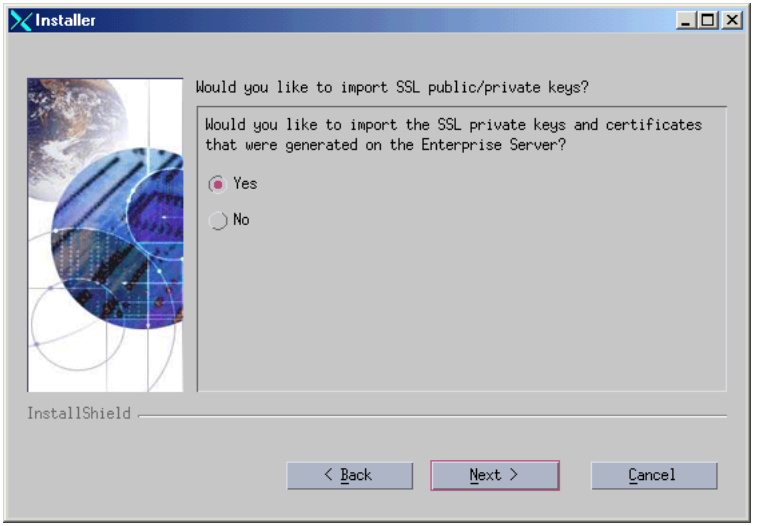
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the $*QIPHOME/qip.pcy* file.

19 Click **Next**. The qipman Password screen opens.



20 By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *$QIPHOME/qip.pcy* file.

21 Click **Next**. The Generate SSL Public/Private Keys screen opens.

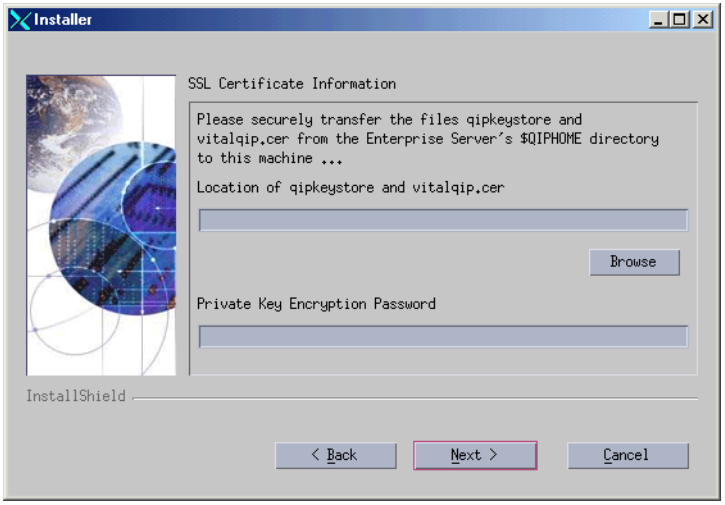


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

22 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.

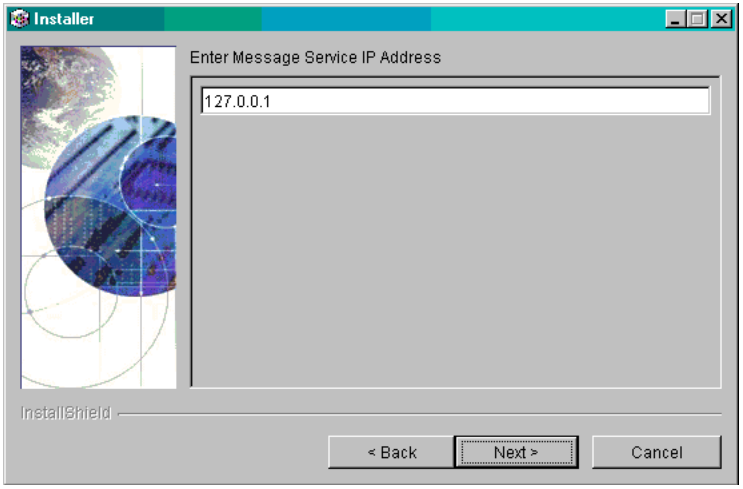


Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown in the field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

Without SSL security

23 Click **Next**. If SSL is set to No, the installation prompts for the IP address of the VitalQIP Message Service is prompt.



The default is 127.0.0.1. Change the IP address of the VitalQIP Message Service.

24 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

25 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen.

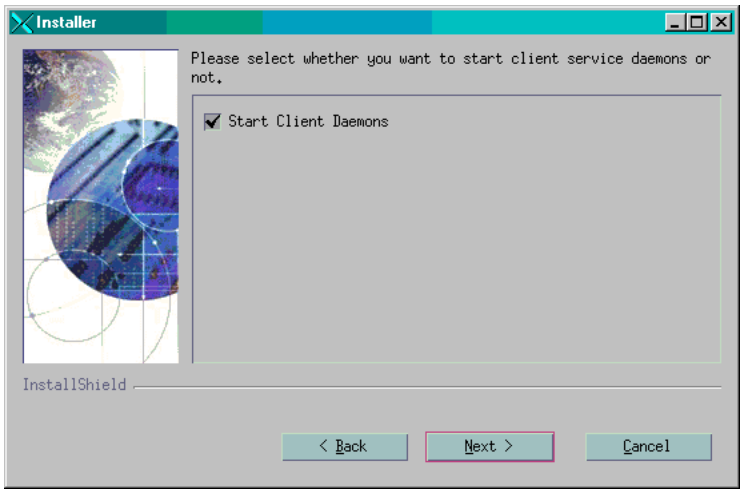
If there are no errors, the “Files have been installed” message appears.

26 Click **Next**. The Successful Install screen opens.

27 Click **Next** to continue the VitalQIP Wizard.

28 Click **Next**. After a few moments a Summary screen opens. Examine the feature to be installed.

29 Click **Next**. The Start VitalQIP Client Daemons screen opens.

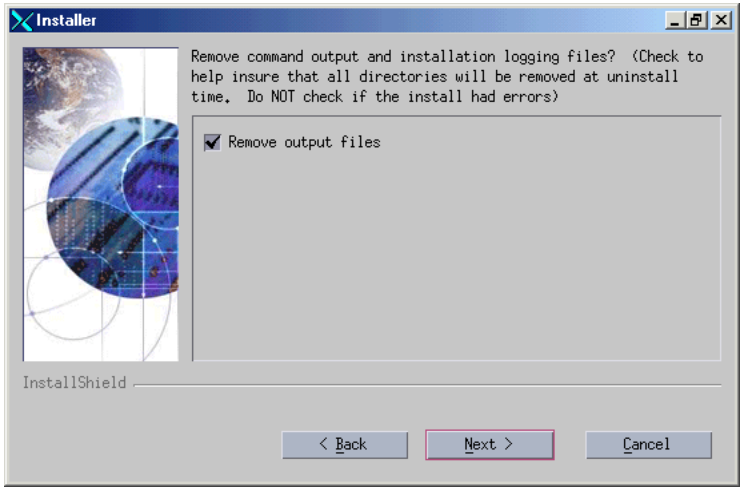


The installation give you the option to start the VitalQIP Client daemons. Select the **Start Client Daemon** A screen opens showing the daemons that are to be started.

a. Verify that these are the daemons to be started.

b. Go to the next step.

30 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

31 Click **Next**. The Installation complete screen opens. Click **Finish**.

END OF STEPS

Windows: Install the VitalQIP GUI Client

When to use

This section explains how to install the VitalQIP GUI Client on supported Windows platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1. Log into your system as the user with administrative privileges

2. Exit all programs you are currently running.

3. Start the installation:
   a. From your Desktop, select **Run** from the **Start** menu.
   b. In the Run screen, type:

```
cmd
```

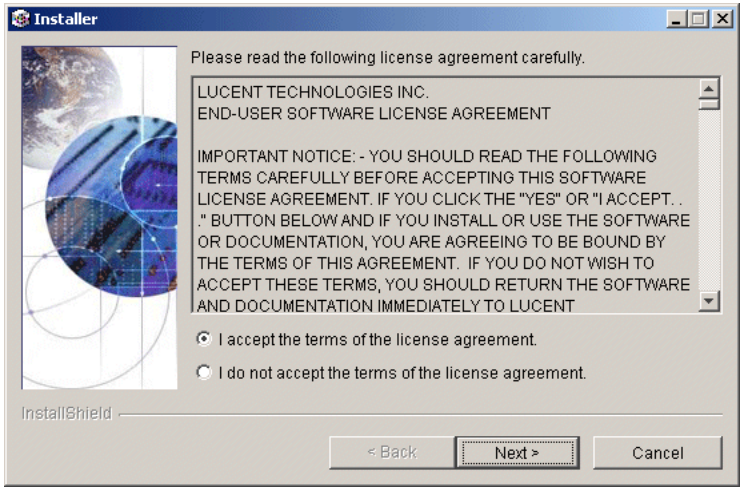
   c. Click **OK**.
   d. In the prompt screen, go to the directory where the installation file is located:

```
cd <drive>:\<directory where installation file is located>
```

   e. Type:

```
qip62setupwin32.exe or qip62setupwin32-client.exe
```

4. The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

5 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.

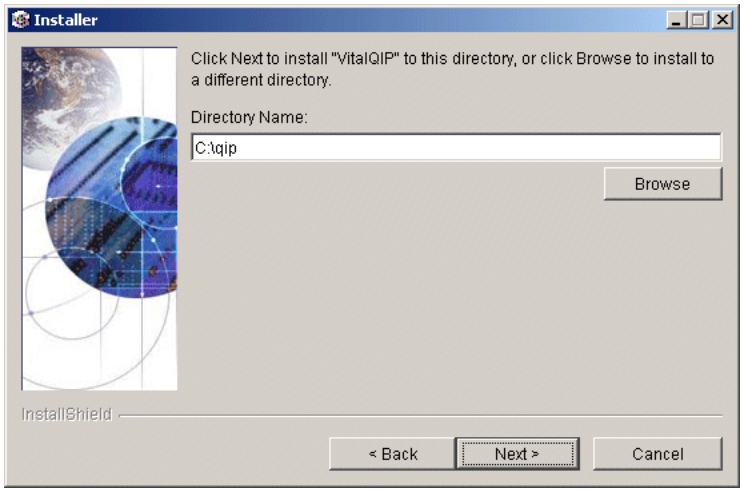
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

6 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, the processes are stopped by the installation.

The VitalQIP Home Directory screen opens.

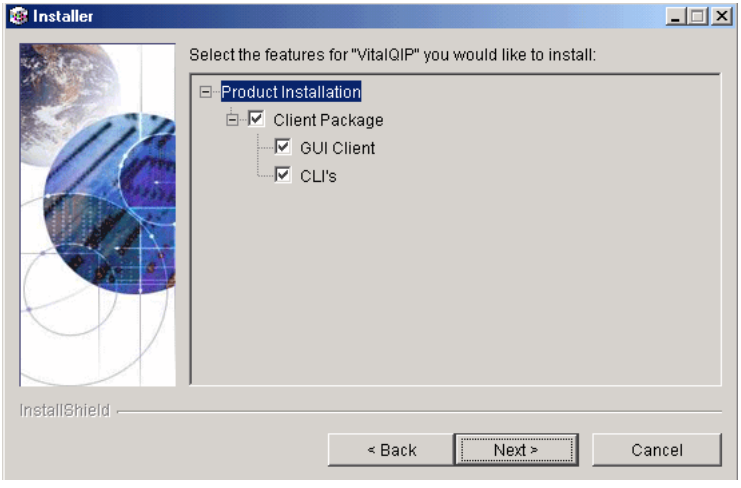


The default destination directory for the VitalQIP software is shown. By default, the directory is %QIPHOME%. If a version of VitalQIP is exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Client Package** and its sub-components. If the **qip62setupwin32-client.exe** is used, only the **Client Package** is available.

Table 24 describes the sub-components of the package feature. After reading the table, ensure **Client Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

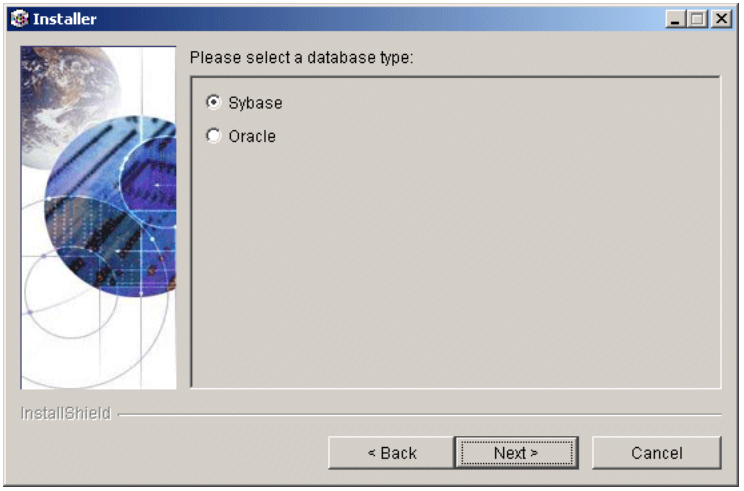
Important! These options are also available using the standard VitalQIP installation file, *qip62win32Setup.exe*.

Table 24 Client installation sub-components

Sub-component	Description
GUI Client	Installs the user interface of VitalQIP.
CLI	Installs the Command Line Interface.

8 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

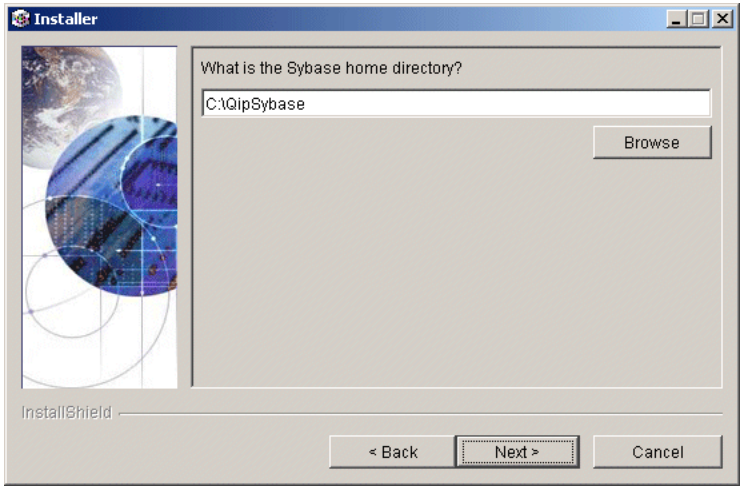
9 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

10 Click **Next**. The Database Home Directory screen opens.



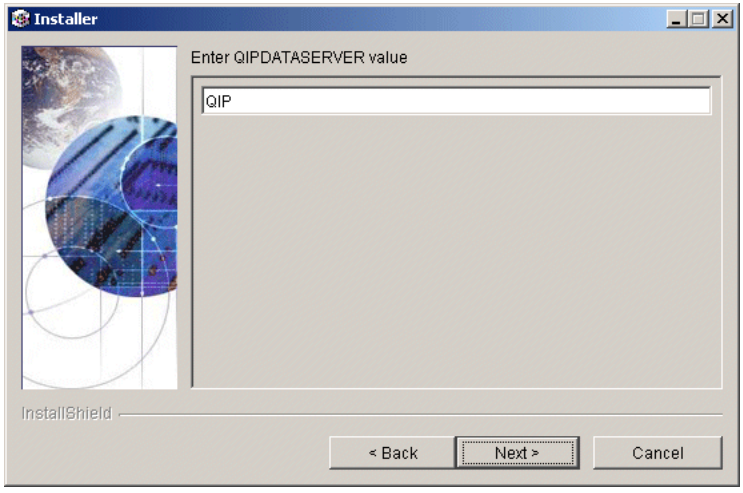
If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

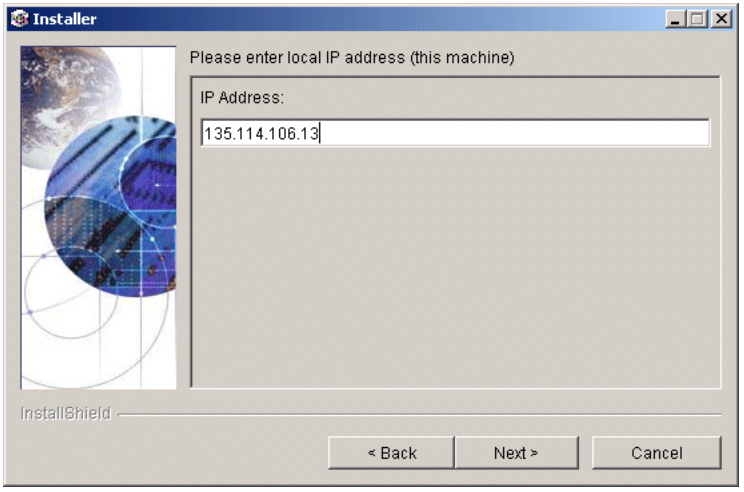
c. Click **Open**. The destination directory is shown in the field.

11 Click **Next**. The QIPDATASERVER Value screen opens.



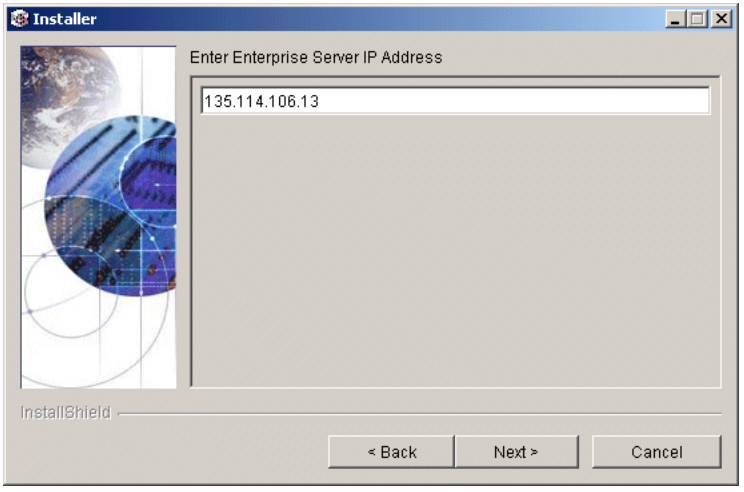
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the name of your database.

12 lick **Next**. The Local IP Address screen opens.



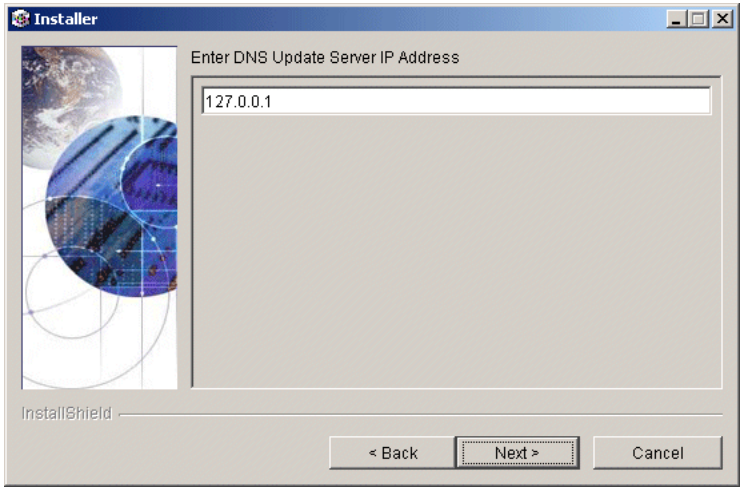
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

13 Click **Next**. The Enterprise Server IP Address screen opens.



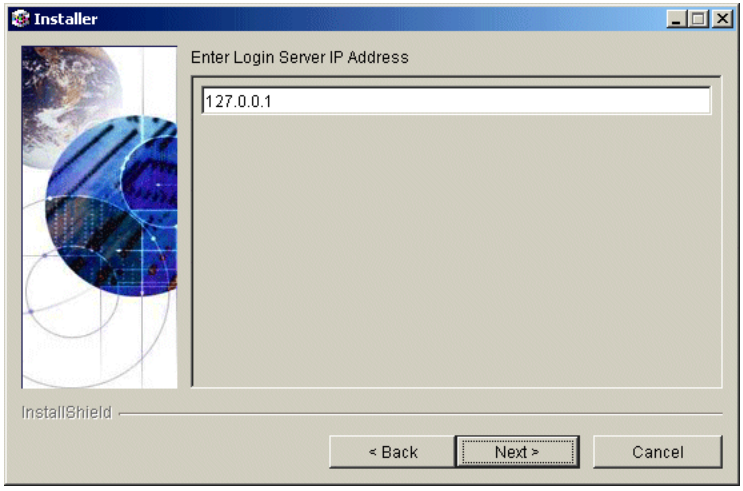
In the **Enter Enterprise Server IP Address** field, change the IP address of the Enterprise Server if needed.

14 Click **Next**. The DNS Update Server IP Address screen opens.



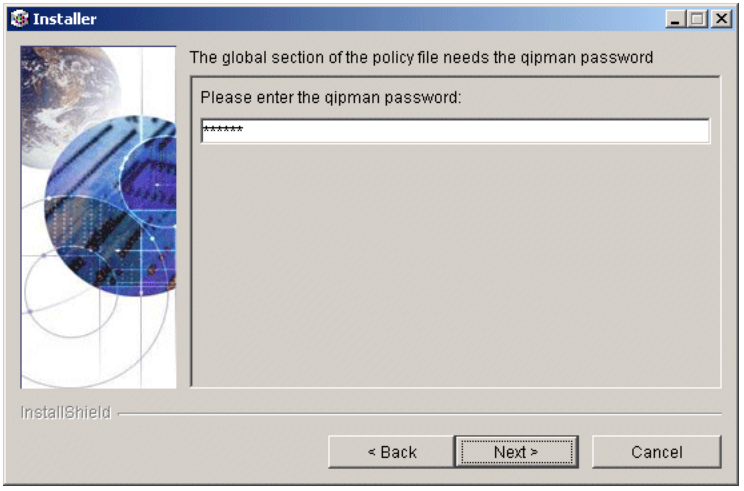
In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *%QIPHOME%\qip.pcy* file.

15 Click **Next**. The Login Server IP Address screen opens.



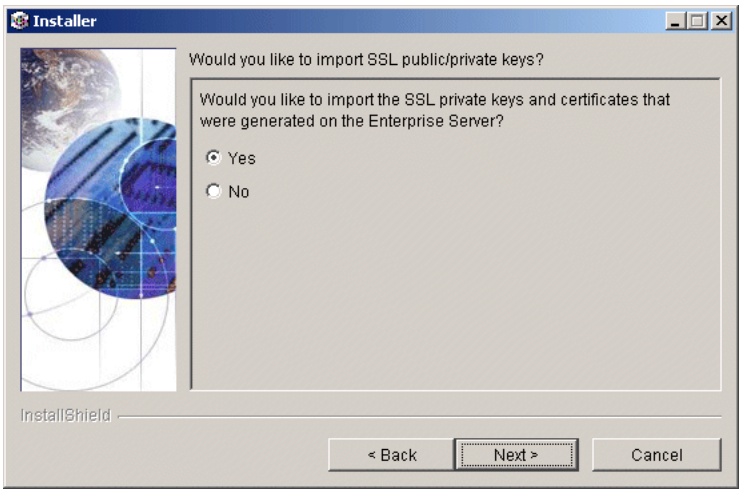
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

16 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *%QIPHOME%\qip.pcy* file.

17 Click **Next**. The Generate SSL Public/Private Keys screen opens.

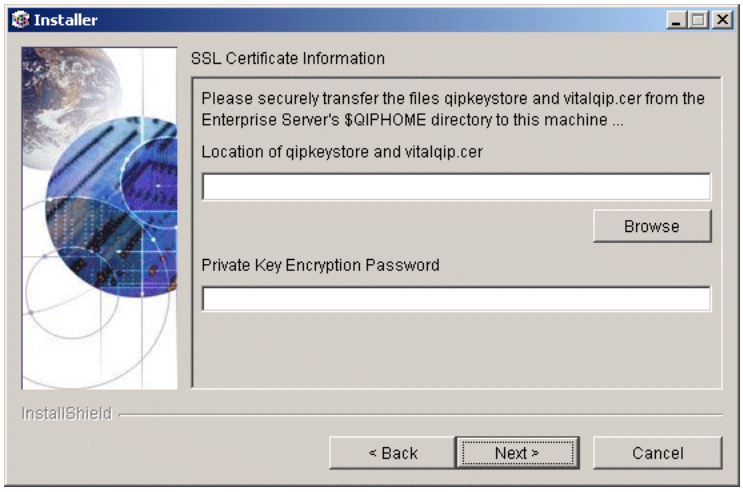


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

18 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.

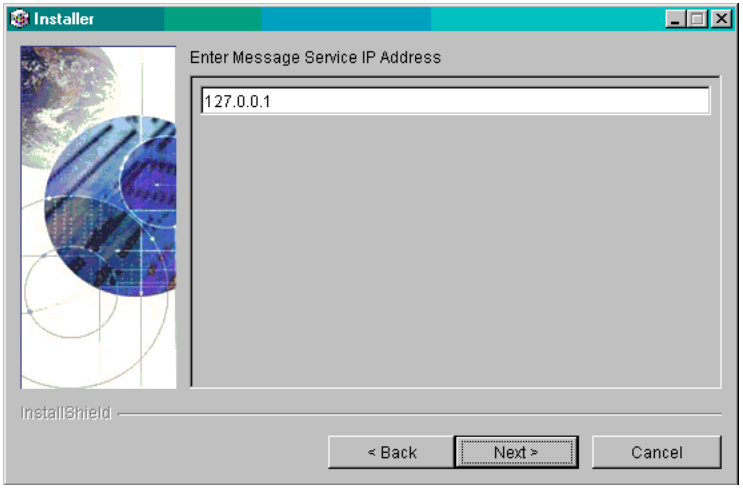


Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown in the field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

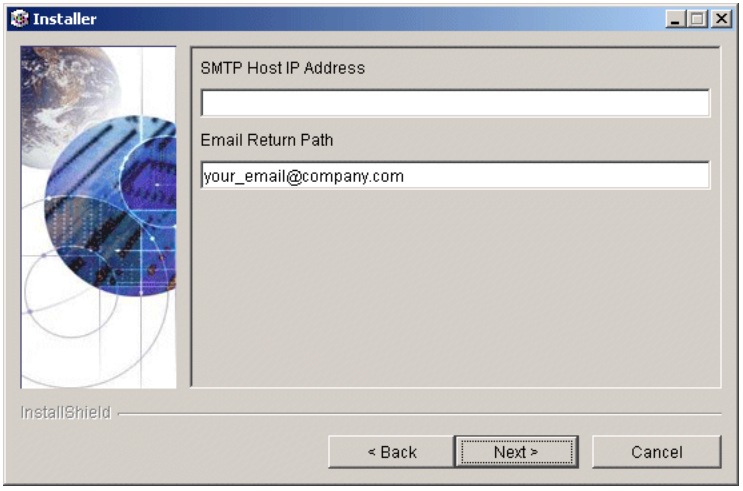
Without SSL security

19 Click **Next**. If SSL is set to No, the installation prompts for the IP address of the VitalQIP Message Service is prompt.



The default is 127.0.0.1. Enter the IP address of the VitalQIP Message Service.

20 Click **Next**. The SMTP Host Information screen opens.



VitalQIP requires information about the email server. This information is used to email alerts to defined administrators. Do the following:

- In the **SMTP Host IP Address** field, enter the IP address of the SMTP (email) server.
- In the **Email Return Path** field, enter the email address for the administrator who receives alerts via email.

21 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

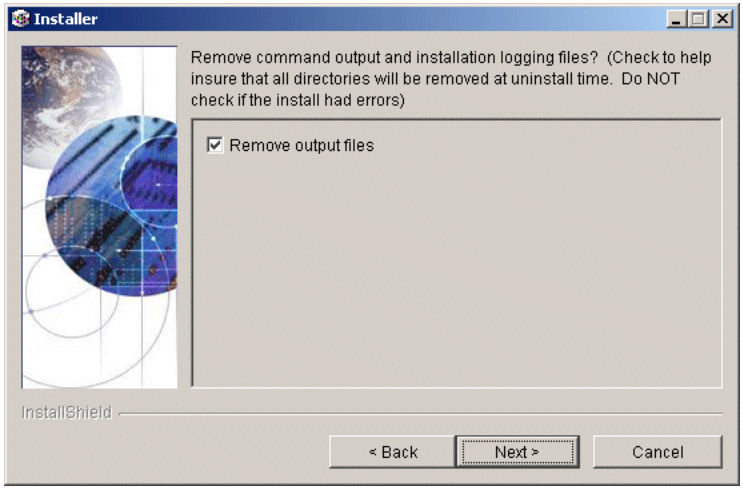
22 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

The Install In Progress screen opens, followed by the Information screen. If there are no errors, the “Files have been installed” message opens.

23 Click **Next**. The Successful Install screen opens.

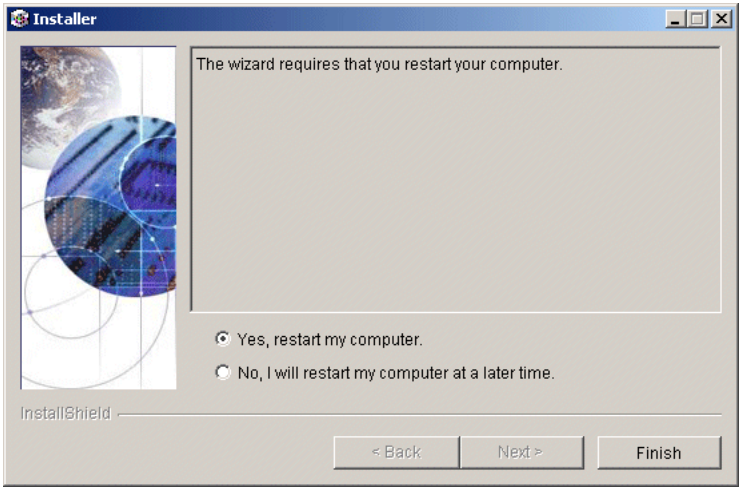
24 Click **Next** to continue the VitalQIP Wizard.

25 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

26 Click **Next**. The Installation complete screen opens.



Select **Yes** to restart your computer, or **No** to restart it later. Click **Finish**.

END OF STEPS

7 Install VitalQIP Distributed Services

Overview

Purpose

This chapter covers installing VitalQIP Distributed Services on a supported UNIX and Windows platforms. The installation chapter divided by operating system. For easier use of the installation, the installation procedure steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

Contents

This chapter discusses these topics.

About the Distributed Services installation	194
Overview	194
Install the VitalQIP Distributed Services installation	195
Pre-installation checklist	195
UNIX: Install the VitalQIP Distributed Services	197
Windows: Install the VitalQIP Distributed Services	213

About the Distributed Services installation

Overview

What is installed

The VitalQIP Distributed Services installation installs the following:

- VitalQIP Login Service
- VitalQIP File Generation Service
- VitalQIP DNS Update Service
- VitalQIP QIP Update Service
- VitalQIP Message Service
- VitalQIP Schedule Service

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 6.2 Release Notes for* instructions on the upgrading to VitalQIP 6.2.

Install over existing VitalQIP 6.2 components

If VitalQIP 6.2 is already installed and additional components are being installed on the existing VitalQIP 6.2 components, ensure to select the components that are already installed and the new component(s) that are being installed from the Features screen. For example, if the VitalQIP 6.2 Remote Server is installed and the VitalQIP 6.2 GUI is being installed, reinstall the VitalQIP 6.2 Remote Server with the VitalQIP 6.2 GUI client at the same time.

When installing over existing components, configuration files are changed and need to be reset. Contact technical support if there are any questions before installing over a component.

VitalQIP Enterprise Server Checklist

Install the VitalQIP Distributed Services installation

Pre-installation checklist

Why use the checklist?

Use the checklist to determine what needs to be done before beginning the installation:

Determine the configuration

It needs to be determined how and where the components are be installed. Also consider if this is an upgrade or are additional components are being installed. See the *Administrator Reference Manual* for more information about configurations. See the *Administrator Reference Manual* for more information.

Determine if secure socket layer is deployed

Find out if secure socket layer will be used in the VitalQIP deployment. If it is, the *qipkeystore* and *vitalqip.cer* files are required to be located on the machine. These files are created during the VitalQIP Enterprise Server installation. The files are located in the directory where VitalQIP is installed. The encyrpted password needs to be obtained also.

Meet pre-installation

The pre-installation requirements need to be met.

Install the database client

If the Distributed Services is being installed on a separate machine from the Enterprise Server, a Sybase or Oracle Client must be installed. If Oracle is the database, your Oracle DBA is responsible for ensuring the Oracle Client is correctly in place.

Stop all VitalQIP related processes

If VitalQIP is installed, ensure all VitalQIP related processes are stopped.

Gather information about the database

The following information needs to be gathered about the database server:

- The name of the database. For Sybase, the name of the database is of the Adaptive Server. If VitalQIP is already installed, the value set in the QIPDATASERVER environment variable
- The IP address of server where the database is running.
- The the full path to the directory where the database is running.
- For Sybase, find the names of the OCS directory. These directories are sub-directories of the Sybase home directory.

Get the IP address of the machine

Find the IP addresses of the machines where the component is being installed and of the VitalQIP Enterprise Server.

Get IP address of services

Find the address of the machine or machines where these services are to be installed:

- VitalQIP Login Service
- VitalQIP File Generation Service
- VitalQIP DNS Update Service
- VitalQIP QIP Update Service
- VitalQIP Message Service
- VitalQIP Schedule Service

UNIX: Install the VitalQIP Distributed Services

When to use

This section explains how to install the VitalQIP Distributed Services on supported UNIX platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1. Log into your system as the root user. If the installation is not done as the root user the **qping** utility does not work. The utility must have root permission with the SUID bit set for the administrator. This is an operating system limitation.

   To work around this limitation:

   a. Log into the system as the root user:

   b. Change the mode and permissions on the **qping** utility to be:

```
root:sys & 4755
```

2. Start your database.

Source Sybase environment variables

3. For Sybase, it is recommended that Sybase environment variables are sourced. This eliminates the need to enter Sybase related values in during the installation. To do so, execute the following from the Sybase directory:

   • For Cshell:

```
source SYBASE.csh
```

   • For Bourne shell:

```
. ./SYBASE.sh
```

4. Start the installation:

   a. Change your directory to the directory where the VitalQIP installation files are located.

   b. Execute one of the following:

   • For AIX:

```
./qip62SetupAix.bin
```

   • For HP-UX from a directory:

```
./qip62SetupHPux.bin
```

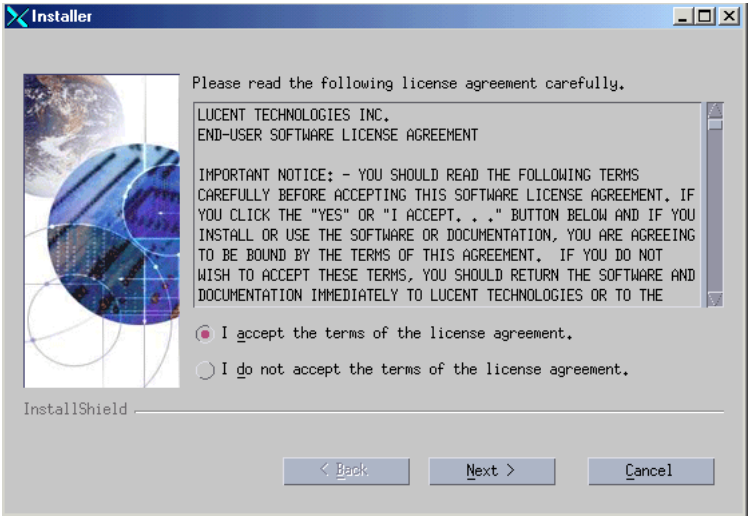
   • For Linux:

```
./qip62SetupLinuxgcc.bin
```

- For Solaris:

```
./qip62SetupSolaris.bin
```

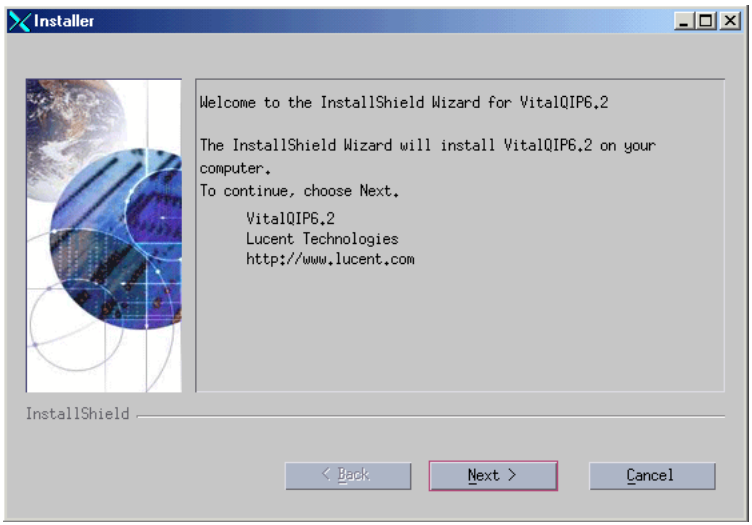
5 The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

6 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.



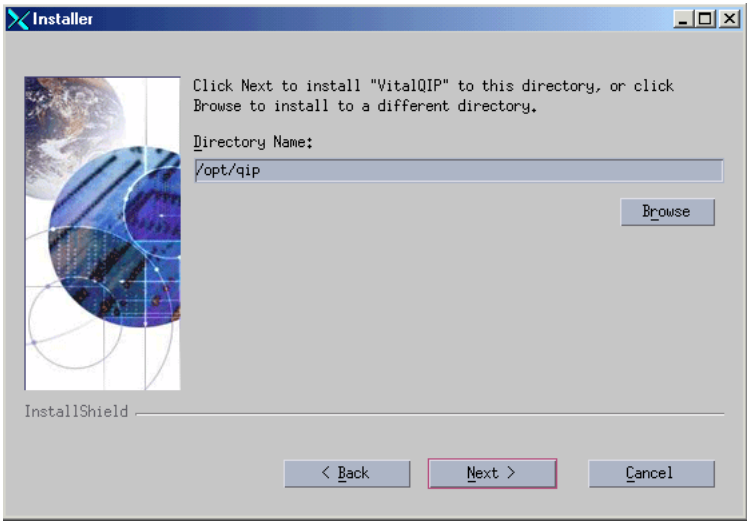
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

7 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, a screen opens showing the VitalQIP related daemons are running. Either click **yes, kill processes automatically** to have the installation stop the processes or click **no, they will be killed manually** to stop the processes manually.

8 Click **Next**. The VitalQIP Home Directory screen opens.

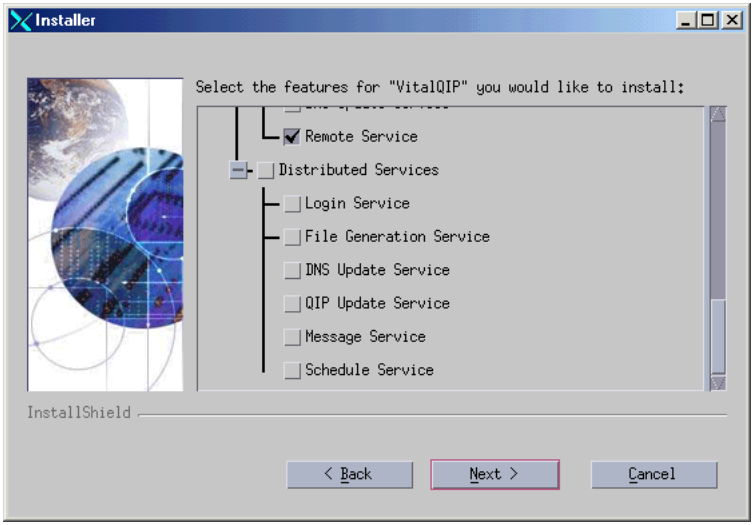


The default destination directory for the VitalQIP software is shown. By default, the directory is */opt/qip*. If a version of VitalQIP is exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.
b. Navigate to the where the directory is located and select the directory.
c. Click **Open**. The destination directory is shown in the field.

9 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Distributed Services Package** and its sub-components.

Table 25 describes the sub-components of the package feature. After reading the table, ensure **Distributed Services Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Important! If you select at least one service, the Message Service option is automatically checked. The Message Service is required to communicate with VitalQIP.

Important! If only the Login Service and Message Service is being installed, you are not prompted for the database information.

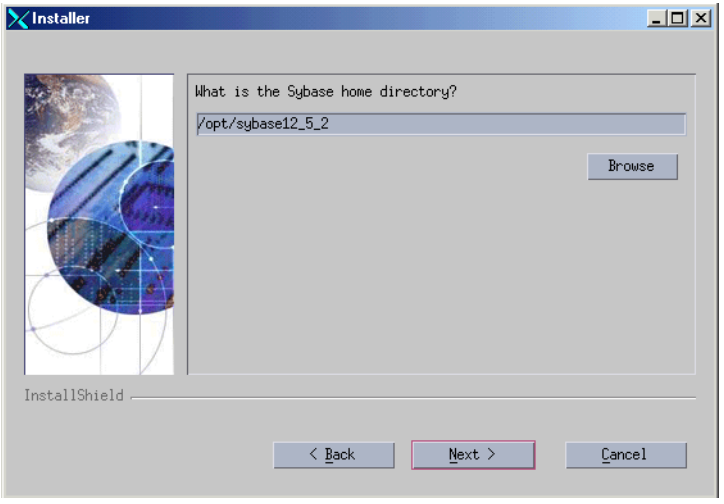
Table 25 Distributed Services installation sub-components

Sub-components	Description
Login Service	Handles VitalQIP database logins. This service is required to connect to the VitalQIP database.
File Generation Service	Generates, optionally encrypts, and compresses remote service configuration files in order to transfer configuration files to remote servers.
DNS Update Service	Handles updates to DNS from DHCP servers, manages dynamic updates between DNS servers, and optionally sends DNS updates from administrative clients.

Sub-components	Description
QIP Update Service	Handles updates to the VitalQIP enterprise server.
Message Service	Handles message routing from VitalQIP clients, DHCP, DNS, and VitalQIP services.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: scheduled moves, scheduled reclaims, and auto updates of DNS, Bootp table, and NIS/Local operating system files.

10 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

11 Click **Next**. The Database Home Directory screen opens.



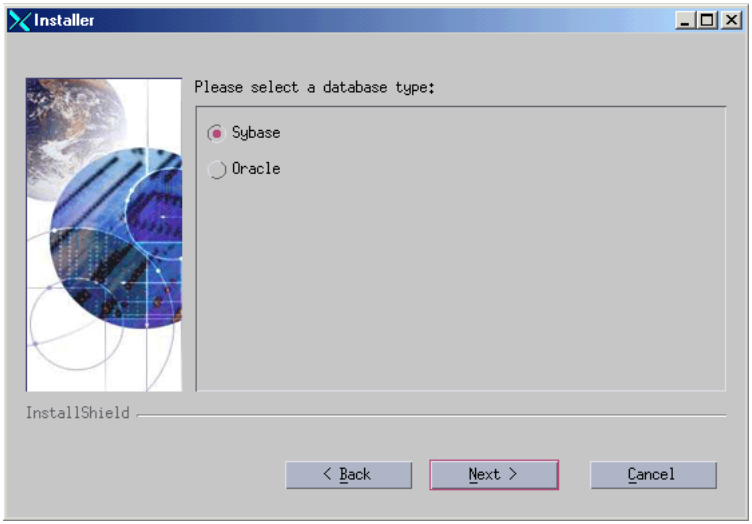
If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

c. Click **Open**. The destination directory is shown in the field.

12 Click **Next**. The Database Type screen opens.

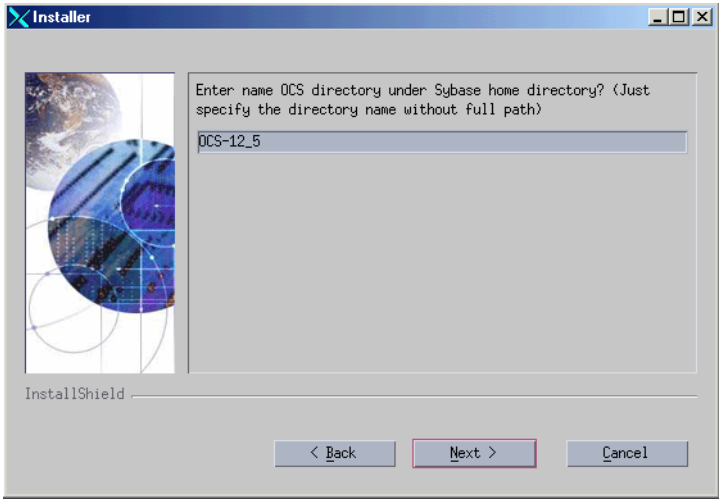


Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

Sybase only

13 Click **Next**. If Sybase is selected in Step 9, The OCS Directory screen opens. Skip this step if you did not select Sybase.

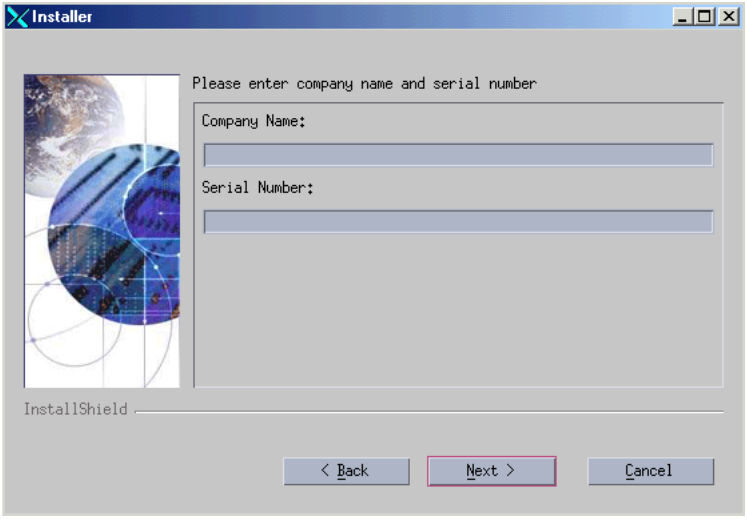


By default, the name of the directory is OCS-12_5. If needed, change the name of the directory.

Schedule Service

14 If the Schedule Service is selected in Step 9, two additional screens. To continue with the installation, follow these steps:

a. Click **Next**. The Company Name & Serial Number screen opens.

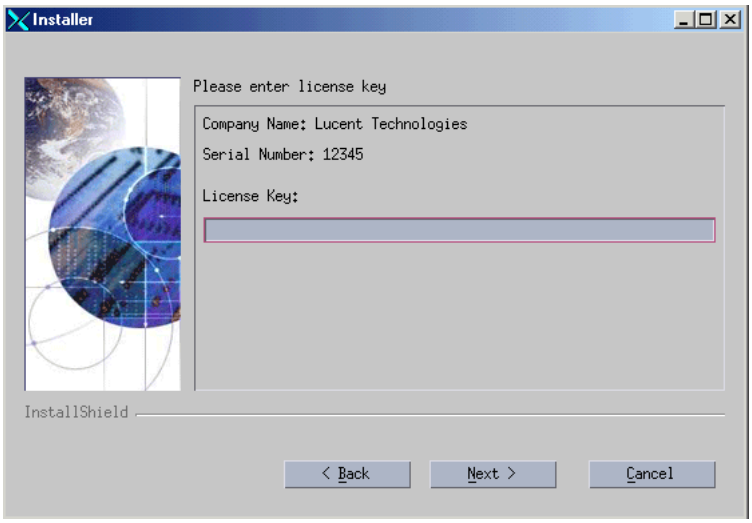


Do the following:

– In the **Company Name** field, enter the name of your company name.

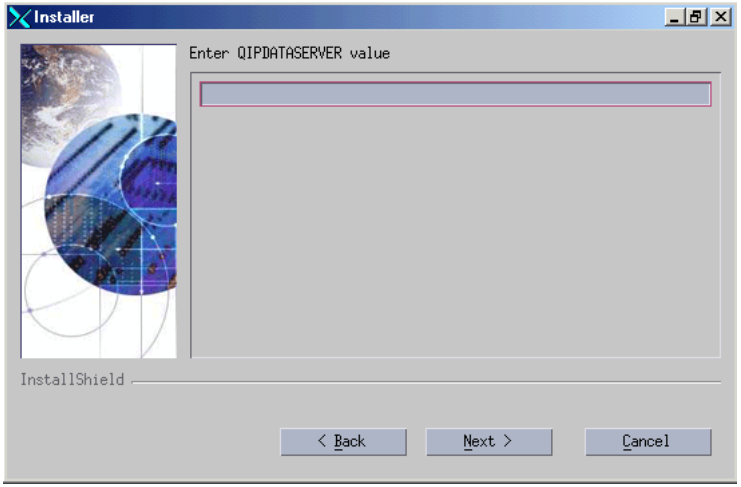
– In the **Serial Number** field, enter the serial number supplied by Lucent Technologies.

b. Click **Next**. The License Key screen opens.



In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

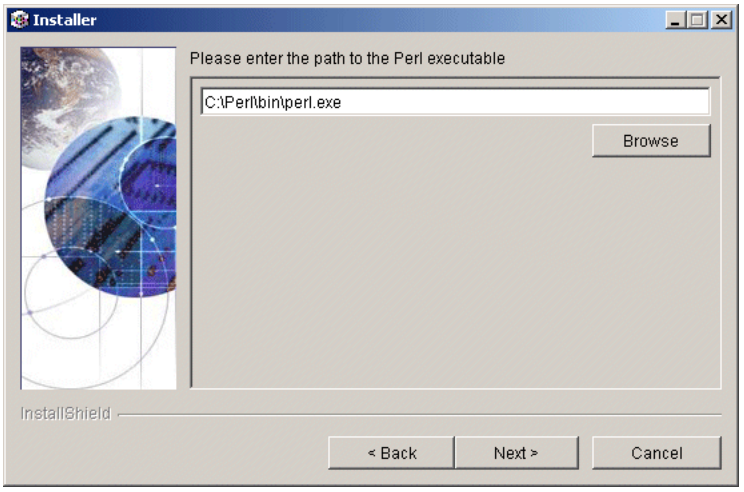
15 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the the name of your database.

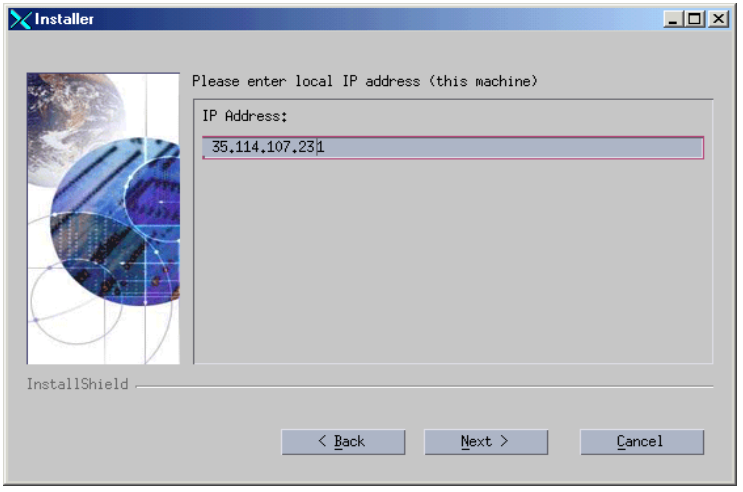
File Generation Service

16 Click **Next**. If File Generation Service is selected in Step 9, the Perl Executable screen opens. Skip this step if File Generation Service is not selected.



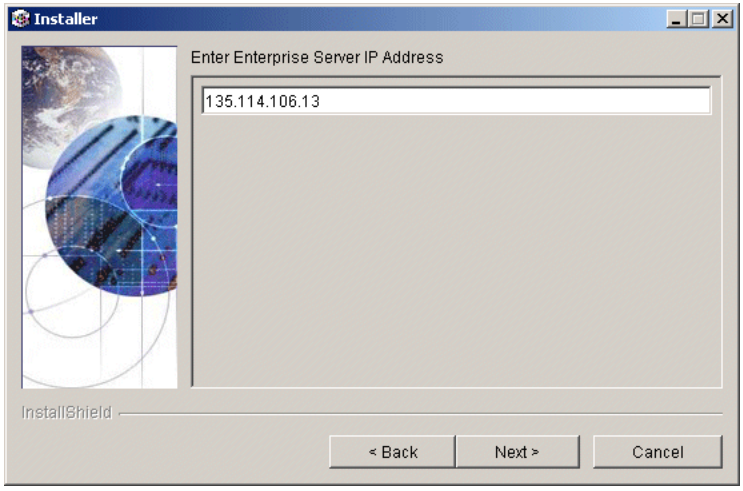
By default, the location of the executable is *Perl/bin/perl*. If necessary, click **Browse** to change the location path to the executable or type the path in the field.

17 Click **Next**. The Local IP Address screen opens.



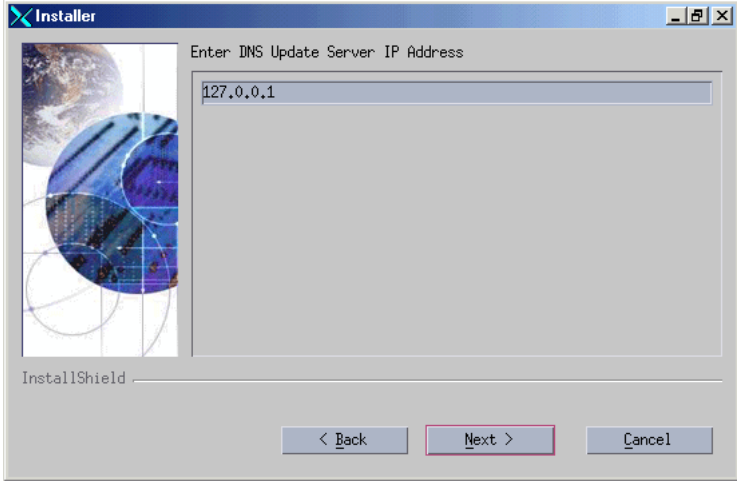
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which the service is being installed if needed.

18 Click **Next**. The Enterprise Server IP Address screen opens.



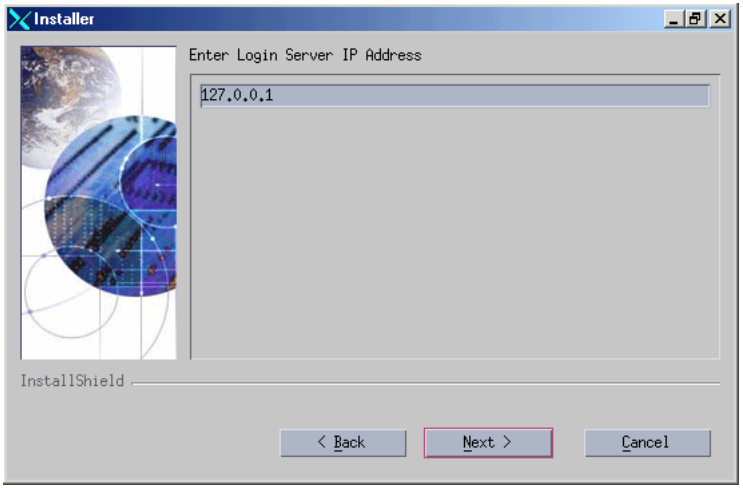
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

19 Click **Next**. The DNS Update Server IP Address screen opens.



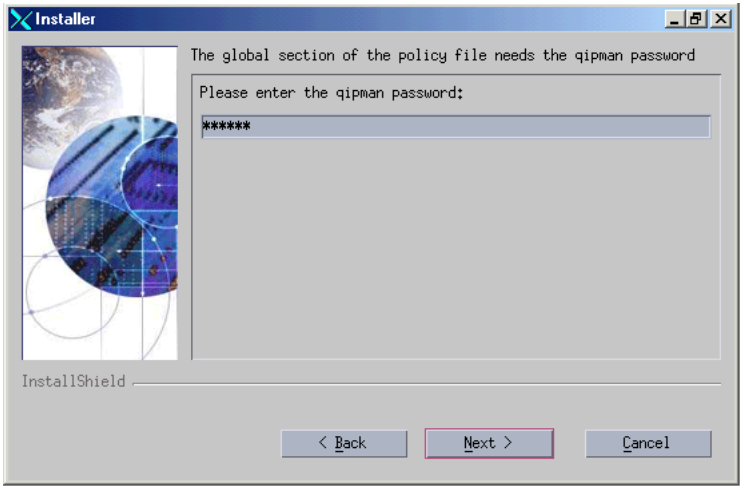
In the **Enter DNS Update Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *$QIPHOME/qip.pcy* file.

20 Click **Next**. The Login Server IP Address screen opens.



In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *$QIPHOME/qip.pcy* file.

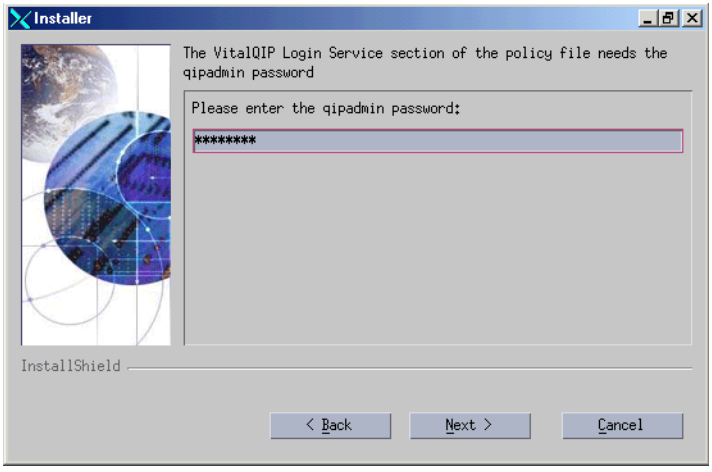
21 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *$QIPHOME/qip.pcy* file as an encrypted password.

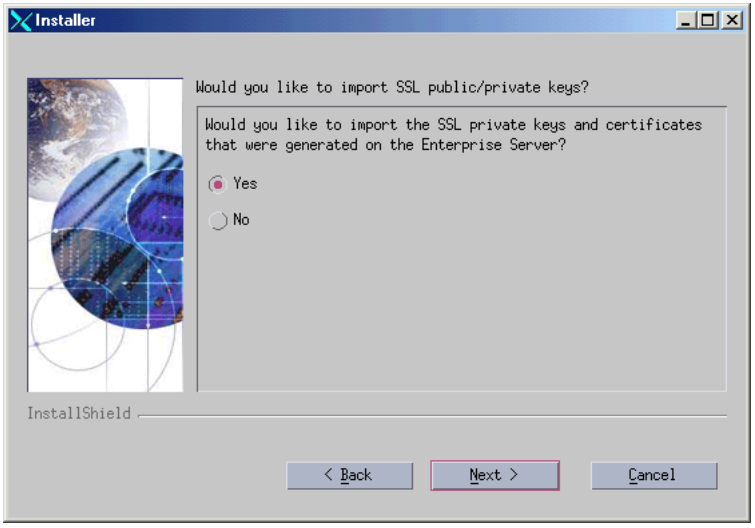
Login Service only

22 Click **Next**. If you selected Login Service in Step 9, the qipadmin Password screen opens. Skip the next step if you did not select Login Service.



By default, the qipadmin password is **qipadmin**. You should use the default; it can be changed later. The qipman password is stored in the VitalQIP Login Service section of the *$QIPHOME/qip.pcy* file.

23 Click **Next**. The Generate SSL Public/Private Keys screen opens.

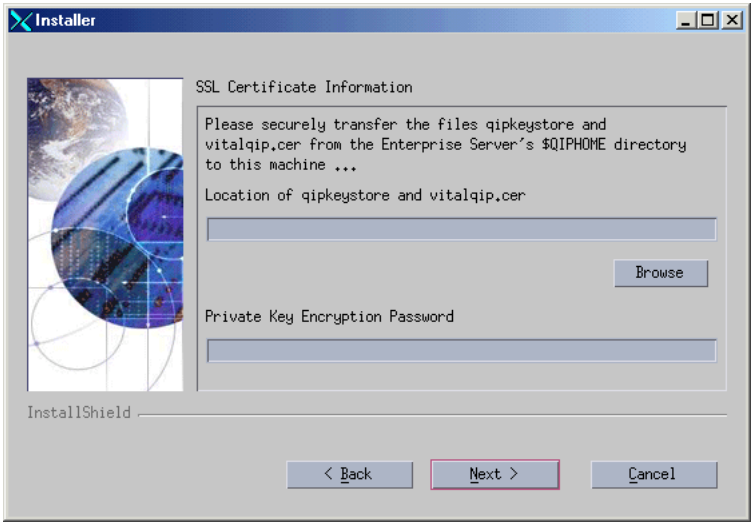


Select one of the following:

- **Yes** if you are planning on using the SSL Tunnel Service
- **No** if you are not using the SSL Tunnel Service

SSL security

24 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.



Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the directory.
  c. Click **Open**. The destination directory is shown in the field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

25 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed.

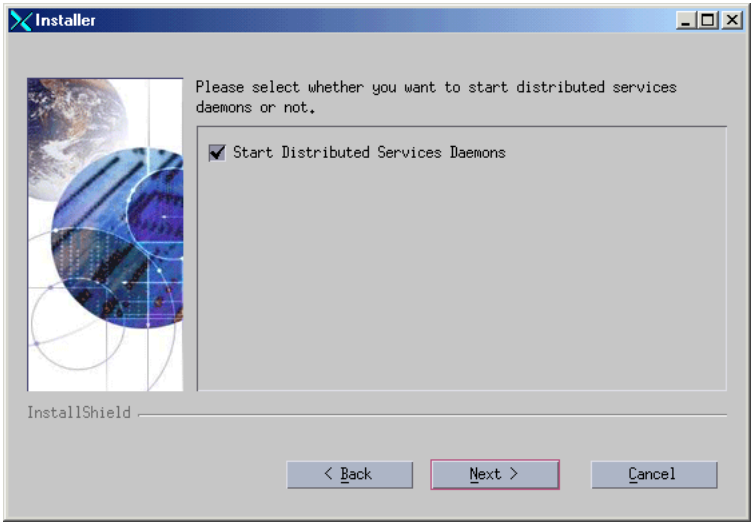
26 If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install. The Install In Progress screen opens, followed by the Information screen.

27 Click **Next**. The Successful Install screen opens.

28 Click **Next** to continue the VitalQIP Wizard.

Start the Distributed Services

29 Click **Next**. The Start Distributed Services Daemons screen opens.



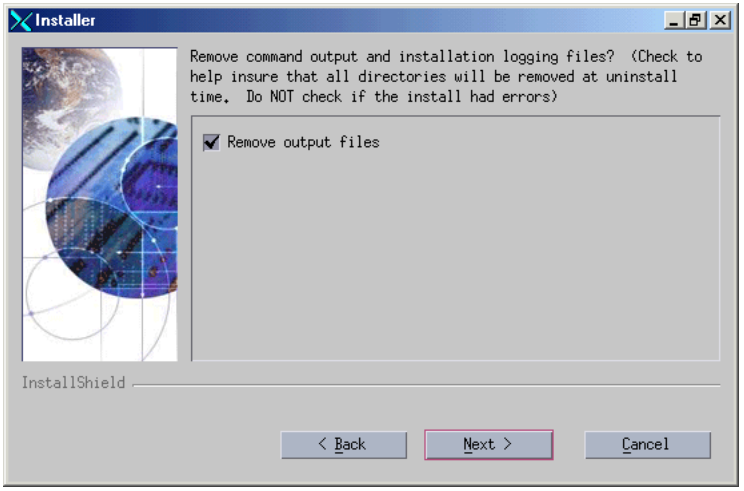
The installation give you the option to start the Distributed Services daemons. Follow these steps if you want to start the Distributed Services daemons:

a. Select the **Start Distributed Services Daemons**. A screen opens showing the daemons that are to be started.

b. Verify that these are the daemons to be started.

c. Go to the next step.

30 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

31 Click **Next**. The Installation complete screen opens. Click **Finish**.

END OF STEPS

Windows: Install the VitalQIP Distributed Services

When to use

This section explains how to install the VitalQIP Distributed Services on supported Windows platforms. If you have problems installing the software, contact technical support.

Procedure

Follow these steps:

1. Log into your system as the user with administrative privileges

2. Exit all programs you are currently running.

3. Start the installation:

   a. From your Desktop, select **Run** from the **Start** menu.

   b. In the Run screen, type:

```
cmd
```

   c. Click **OK**.

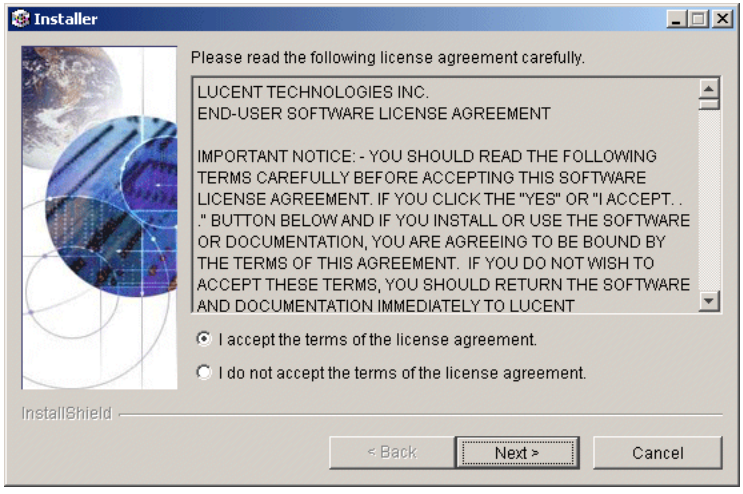
   d. In the prompt screen, go to the directory where the installation file is located:

```
cd <drive>:\<directory where installation file is located>
```

   e. Type:

```
qip62setupwin32.exe
```

4. The Software License Agreement screen opens.



Read the software license agreement and:

- Select **I accept the terms...** to accept the license agreement.
- Select **I do not accept...** if you do not accept the license agreement. The installation is canceled.

5 Click **Next**. The installation checks that the operating system is a supported version. If the operating system is supported, the Welcome screen opens.

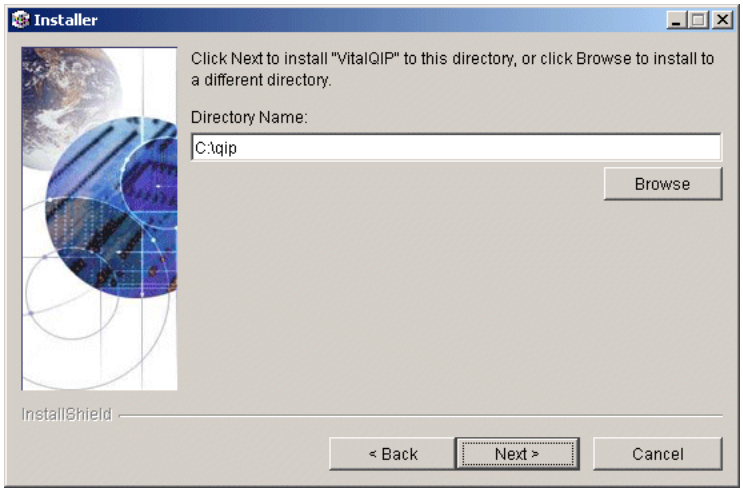
If it is not, a screen opens with the following message:

> "You are running the install on an unsupported platform. Installation will not proceed."

Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

6 Click **Next**. The installation checks to see if any VitalQIP related processes are running. If VitalQIP related processes are running, the processes are stopped by the installation.

The VitalQIP Home Directory screen opens.



The default destination directory for the VitalQIP software is shown. By default, the directory is *%QIPHOME%*. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

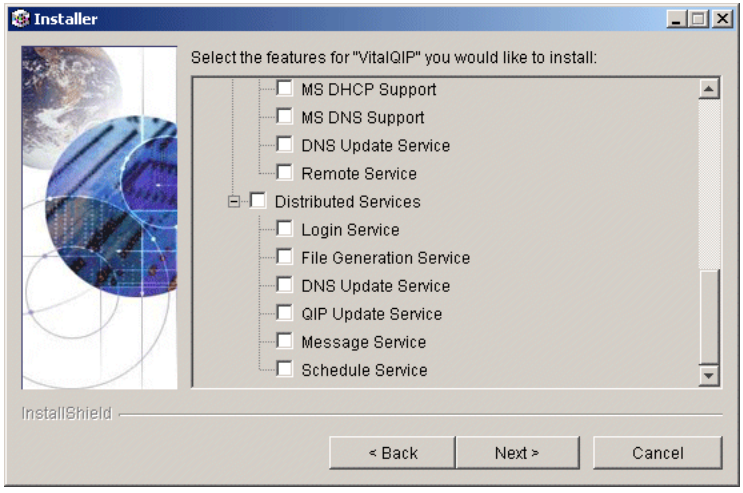
If necessary, type the destination directory directly in the **Directory Name** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

c. Click **Open**. The destination directory is shown in the field.

7 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Distributed Services Package** and its sub-components.

Table 26 describes the sub-components of the package feature. After reading the table, ensure **Distributed Services Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do no uncheck the checkbox.

Important! If you select at least one service, the Message Service option is automatically checked. The Message Service is required to communicate with VitalQIP.

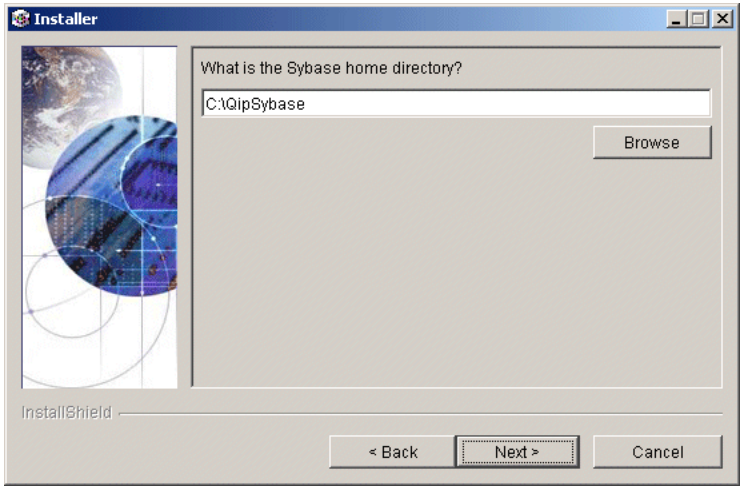
Important! If only the Login Service and Message Service is being installed, you are not prompted for the database information.

Table 26 Distributed Services installation sub-components

Sub-components	Description
Login Service	Handles VitalQIP database logins. This service is required to connect to the VitalQIP database.
File Generation Service	Generates, optionally encrypts, and compresses remote service configuration files in order to transfer configuration files to remote servers.
DNS Update Service	Handles updates to DNS from DHCP servers, manages dynamic updates between DNS servers, and optionally sends DNS updates from administrative clients.
QIP Update Service	Handles updates to the VitalQIP enterprise server.
Message Service	Required. Handles message routing from VitalQIP clients, DHCP, DNS, and VitalQIP services.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: scheduled moves, scheduled reclaims, and auto updates of DNS, Bootp table, and NIS/Local operating system files.

8 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.

9 Click **Next**. The Database Home Directory screen opens.

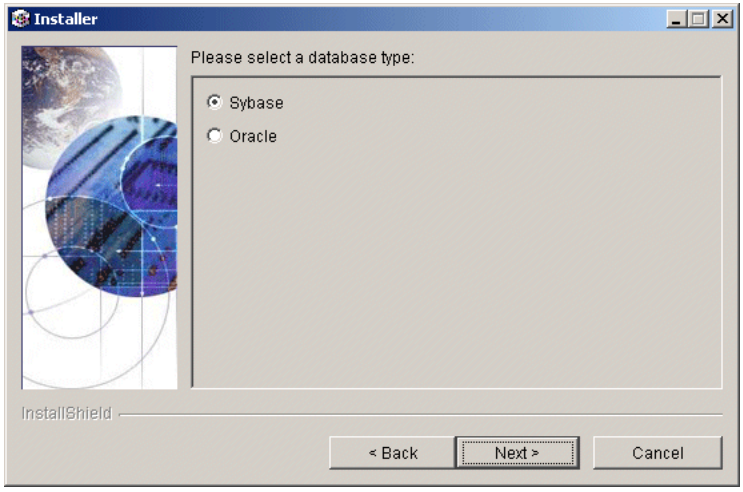


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

a. Click **Browse**.

b. Navigate to the where the directory is located and select the directory.

10 Click **Open**. The destination directory is shown in the field.Click **Next**. The Database Type screen opens.



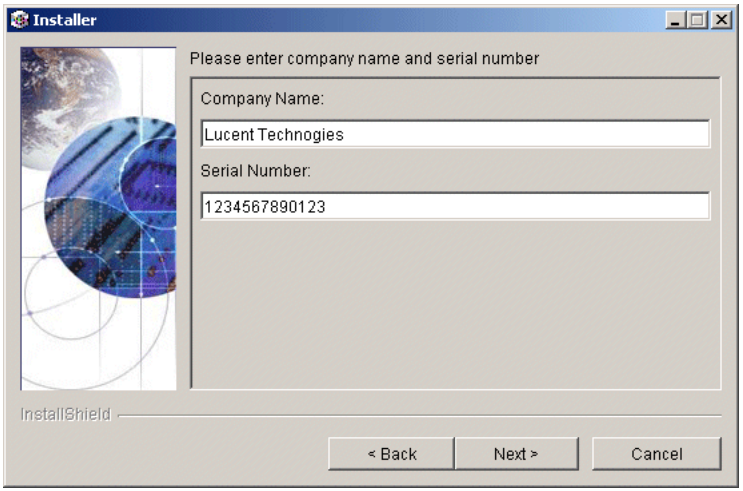
Select the database type that VitalQIP will be using:

- **Sybase**
- **Oracle**

Schedule Service

11 If the Schedule Service is selected in Step 7, two additional screens. To continue with the installation, follow these steps:

a. Click **Next**. The Company Name & Serial Number screen opens.

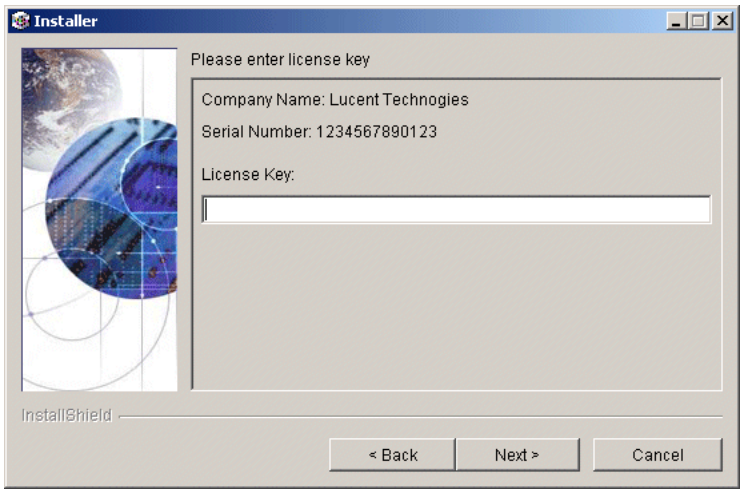


Do the following:

– In the **Company Name** field, enter the name of your company name.

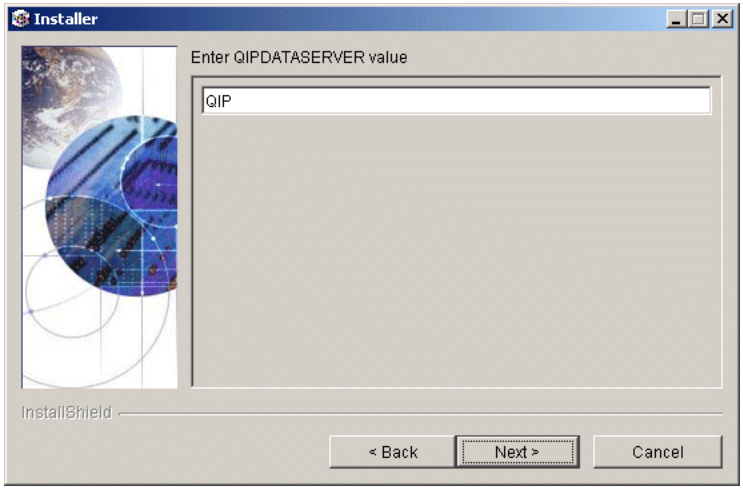
– In the **Serial Number** field, enter the serial number supplied by Lucent Technologies.

b. Click **Next**. The License Key screen opens.



In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

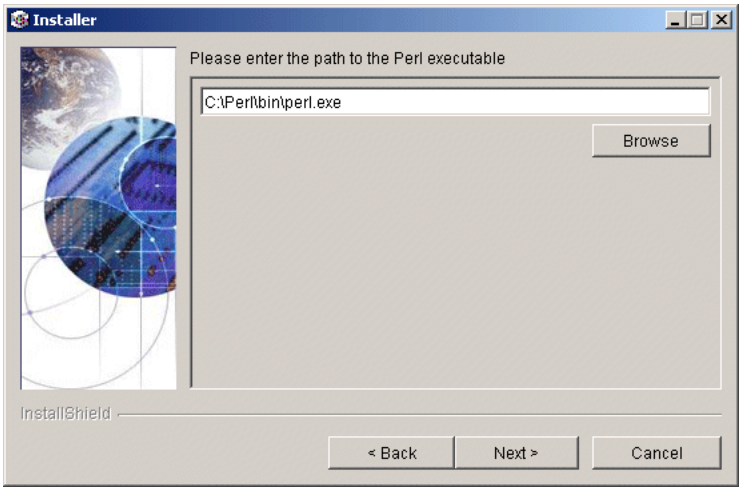
12 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the case of Sybase, this is the name of adaptive server that was configured during the Sybase installation. See “Install Sybase database”, on page 12 for information on installing Sybase. In the **Enter QIPDATASERVER value** field, enter the the name of your database.

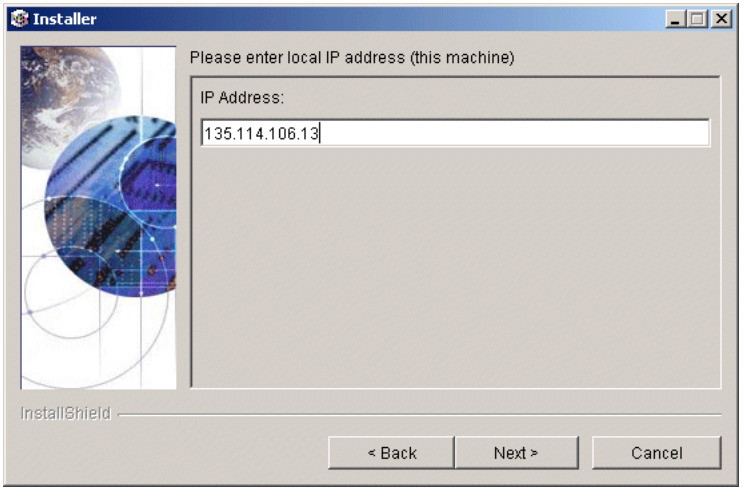
File Generation Service

13 Click **Next**. If File Generation Service is selected in Step 7, the Perl Executable screen opens. Skip this step if File Generation Service is not selected.



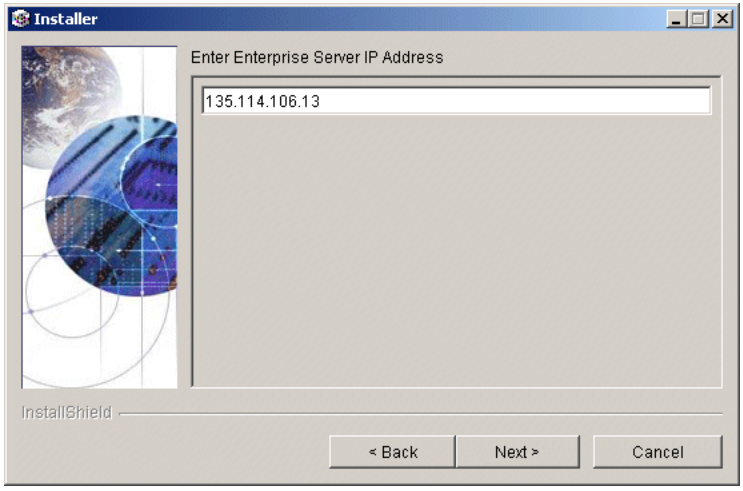
By default, the location of the executable is *c:\Perl\bin\perl.exe*. If necessary, click **Browse** to change the location path to the executable or type the path in the field.

14 Click **Next**. The Local IP Address screen opens.



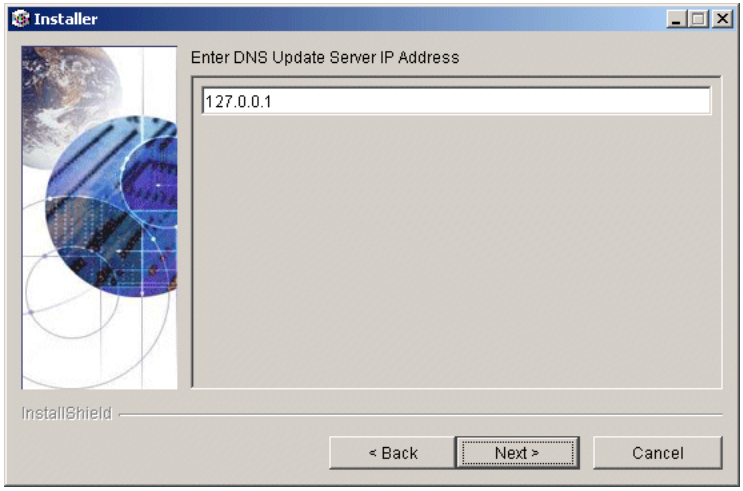
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which the service is being installed if needed.

15 Click **Next**. The Enterprise Server IP Address screen opens.



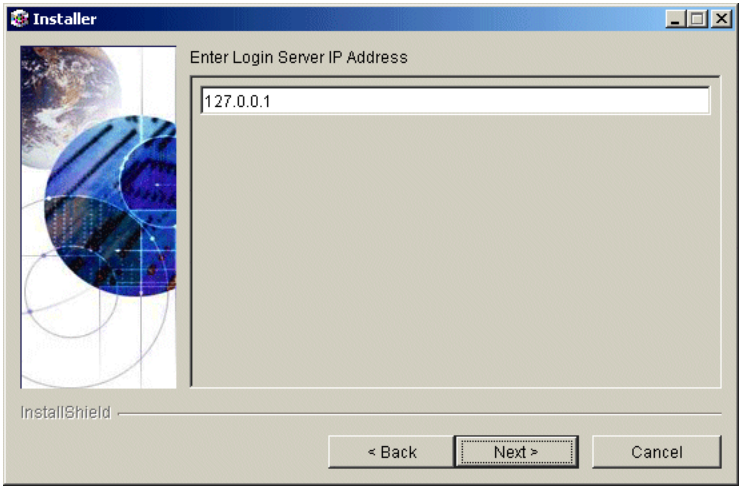
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which the VitalQIP Enterprise Server is being installed if needed.

16 Click **Next**. The DNS Update Server IP Address screen opens.



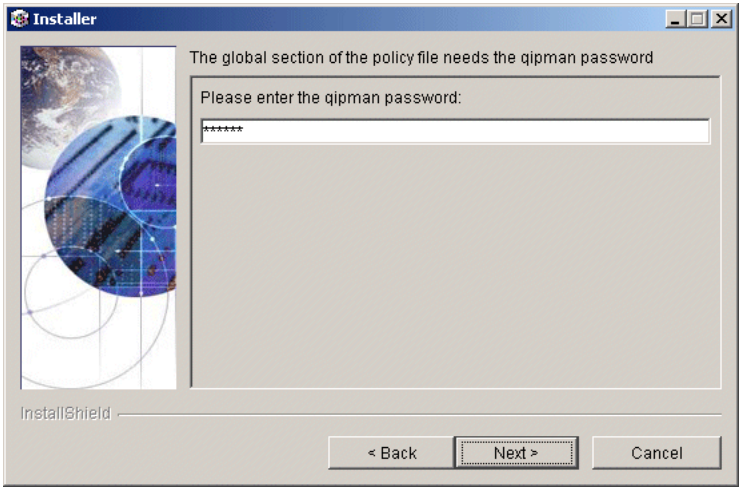
In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *%QIPHOME%\qip.pcy* file.

17 Click **Next**. The Login Server IP Address screen opens.



In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

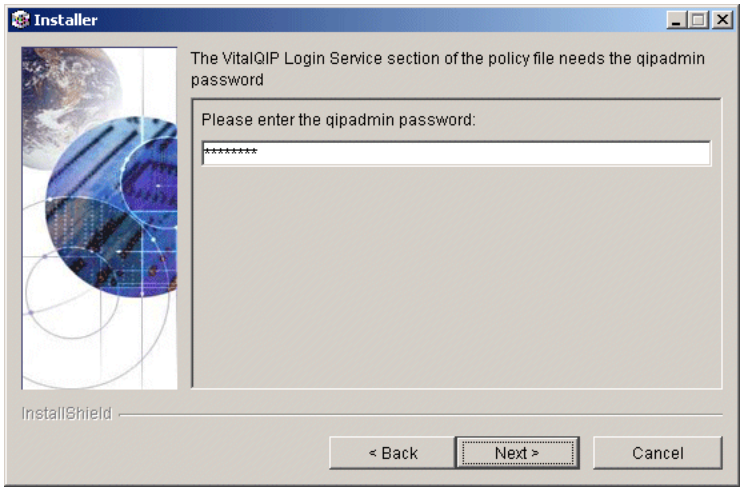
18 Click **Next**. The qipman Password screen opens.



By default, the qipman password is **qipman**. You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *%QIPHOME%\qip.pcy* file as an encrypted password.

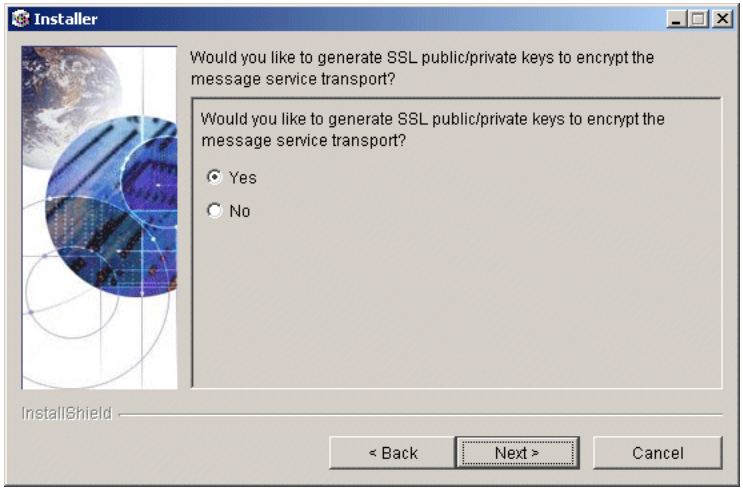
Login Service only

19 Click **Next**. If you selected Login Service in Step 7, the qipadmin Password screen opens. Skip the next step if you did not select Login Service.



By default, the qipadmin password is **qipadmin**. You should use the default; it can be changed later. The qipadmin password is stored in the VitalQIP Login Service section of the *%QIPHOME%\qip.pcy* file.

20 Click **Next**. The Generate SSL Public/Private Keys screen opens.

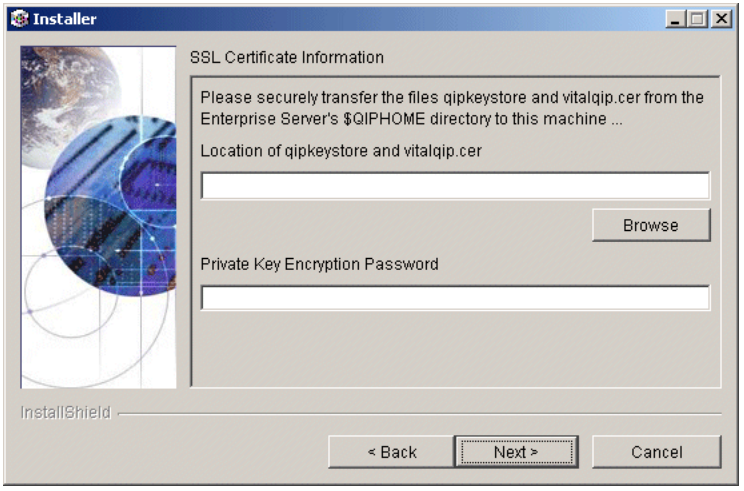


Select one of the following:

- **Yes** if you are planning on using the SSL security
- **No** if you are not using the SSL security

SSL security

21 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens.

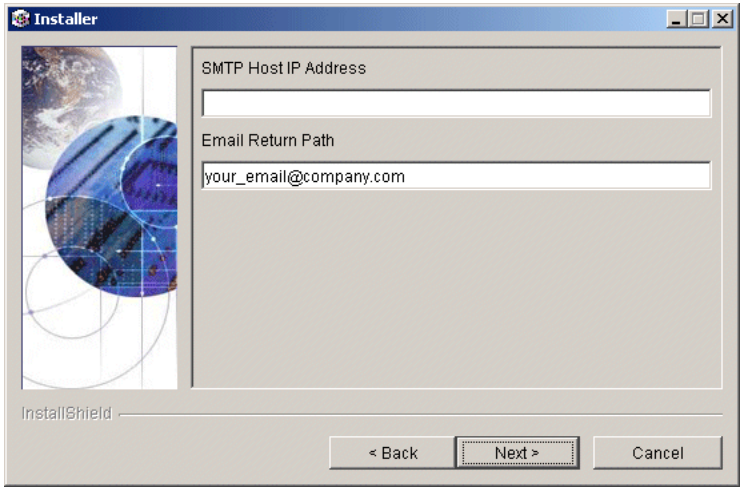


Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:
  a. Click **Browse**.
  b. Navigate to the where the directory is located and select the director .
  c. Click **Open**. The destination directory is shown inthe field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

Schedule Service only

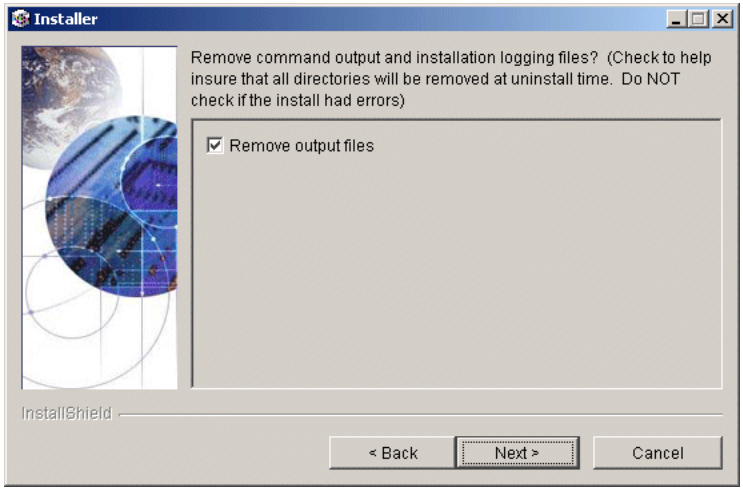
22 Click **Next**. The SMTP Host Information screen opens.



VitalQIP requires information about the email server. This information is used to email alerts to defined administrators. Do the following:

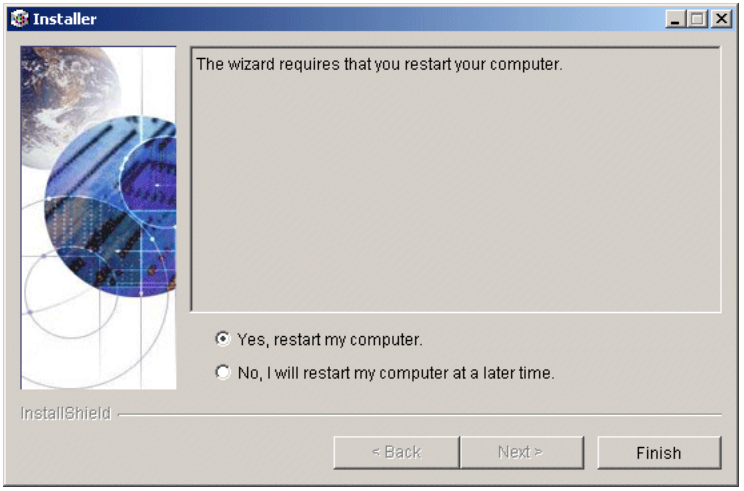
- In the **SMTP Host IP Address** field, enter the IP address of the SMTP (email) server.
- In the **Email Return Path** field, enter the email address for the administrator who receives alerts via email.

23 Click **Next**. After a few moments, the Remove Output Files screen opens.



During the installation, VitalQIP produces output files that are no longer needed for the installation. The installation files can be kept or removed from your system. It is recommended that you keep the files if the install had errors. If you want to keep the files, uncheck **Remove output files**.

24 Click **Next**. The Installation complete screen opens.



Select **Yes** to restart your computer, or **No** to restart it later. Click **Finish**.

25 After your computer has rebooted, you can access the Lucent VitalQIP Program Group to begin using the VitalQIP Management system. For abbreviated instructions on starting the VitalQIP System, refer to “Windows: after a successful installation” on page 228.

END OF STEPS

8 Configure and operate VitalQIP

Overview

Purpose

Prior to using the VitalQIP Management System, your system must be configured and services started. This chapter provides general instructions for getting your VitalQIP management system running. Instructions are also included for configuring web servers.

> **Important!** For Oracle users, ensure that your Oracle database is started on the machine on which it is located. The VitalQIP Schedule Service must be manually started. A dependency for the VitalQIP Schedule Service pointing to the Oracle database cannot be used.

Contents

This chapter discusses these topics.

Windows: after a successful installation	228
What to do	228
Windows: set up Perl interpreter file associations	231
Windows: set up shell CGI directories	233
UNIX: after a successful installation	239
What to do	239

Windows: after a successful installation

What to do

Introduction

After installing VitalQIP, the VitalQIP Management software products should be set up. This section discusses what to do after VitalQIP is successfully installed on supported Windows platforms.

Process

To begin using VitalQIP, follow these general steps:

1. Add your database service (Sybase or Oracle) to the Lucent Service Controller. It is not added to the Lucent Service Controller during installation. To add the dataserver service manually, follow these steps:
   a. Go to **Start | Programs | VitalQIP | Service Controller** to open the Lucent Service Controller.
   b. Click **Configure**. The Configure Services screen opens.
   c. Click **Select Services**, then Click **Search**.
   d. Select your dataserver from the list on the left, and click **Add**. Then click **OK** to to get back to the Configure Services screen.
   e. Click **OK** to exit.
2. Configure and start your web server. You do not need to configure the Apache web server but do need to start it after the installation. For instructions on starting the Apache web server, refer to the VitalQIP Web Client Interface help screens. For information about configuring the Microsoft Internet Information server (MIIS), refer to "Windows: configure your web servers for VitalQIP", on page 230. Refer to Microsoft's IIS documentation for instructions on starting the server.
3. Start your database. For Oracle users, see your Oracle database administrator to start the database. For Sybase users, refer to the *VitalQIP Administrator Reference Manual*.
4. Configure and start all services. For information about configuring and starting services, refer to the *VitalQIP Administrator Reference Manual*.

5 Log into VitalQIP with the VitalQIP client or the VitalQIP web client. For information about logging in with the VitalQIP client or web client, and about setting up VitalQIP, refer to the *VitalQIP User's Guide*.

END OF STEPS

□

Windows: configure your web servers for VitalQIP

Microsoft IIS web server

If you are using the Microsoft Internet Information server (IIS), you must configure your web server for the VitalQIP web client to work properly. The web server is configured in two parts: set up of the Perl interpreter file associations, and configuration of the Shell CGI directory. Complete each part before using the VitalQIP Web Client Interface.

Windows: set up Perl interpreter file associations

When to use

The Perl interpreter file associations are established prior to configuring your web server. Once you have completed this section, configure the Microsoft IIS.

Setup Perl interpreter file associations for Windows 2003

To associate the *.pl* file extension with the Perl interpreter for Windows 2003, follow these steps:

1. Open Windows Explorer.
2. Click the **Tools** menu and select **Folder Options**.
3. Click the **File Types** tab.
4. Click **New**.
5. Type `.pl` for the File Extension.
6. Click **Advanced**.
7. From the **Associated File Type** list, select **New** and click **OK**.
8. In the **Registered File Types** list, select the **PL** extension.
9. Click **Advanced**.
10. Click **New** to open the New Action screen.
11. Type `Open` in the **Action** field.

12 Type the location of the Perl interpreter in the **Application used to perform action** field (for example, *c:\QIP\perl\Perl.exe*), or click **Browse** to locate the executable.

END OF STEPS

□

Windows: set up shell CGI directories

When to use

This section describes how to configure Microsoft Internet Information Server to support Shell CGI.

Configure the Microsoft Internet Information Server 5.0

To configure the Shell CGI directories, follow these steps:

1. Access **Start | Settings | Control Panel | Administrator Tools | Internet Services Manager**.
2. Highlight **Default Web Site** under **Tree | Internet Information Services |** *<Server_Name>*.
3. Right-click and select **Properties**.
4. Select the **Home Directory** tab.
5. Verify that **Scripts and Executables** appears in the **Execute Permissions** field.
6. Click **Configuration**.
7. Under the **App Mappings** tab, check to see that extensions exist for *.pl* and *.cgi*. If the extensions do not exist, click **Add** to open the Add/Edit Application Extension Mapping screen. To add the extension, follow these steps:
    a. In the **Executable** field, type the location of the Perl executable. Click **Browse** if needed. After the directory string, add `%s %s` command line parameters in lower case.
    b. Type `.cgi` in the **Extension** field.
    c. Click **OK**.
    d. Verify that the Application Mappings screen now displays a *.cgi* extension, with an executable entry similar to the following (your Perl executable may be in a different directory):

```
.cgi C:\QIP\perl\Perl.exe %s %s
```

    e. Click **Add.**
    f. Type the Perl executable directory once more in the **Executable** field. Add the same `%s %s` command line parameters in lower case.
    g. Type `.pl` in the **Extension** field.
    h. Click **OK**.

i. Verify that the *.pl* extension appears in the Application Mappings screen.

j. Click **Apply**.

8 Click **OK** twice to close the Application Configuration and Default Web Site Properties windows.

9 In the Inheritance Overrides screen, click **Select All**.

10 Click **OK** to close the screen.

11 In the Internet Information Services screen, highlight the *cgi-bin* folder under the Default Web Site. If this directory appears with a world emerging icon, you can continue with setting the Directory Security (step 12).

12 Otherwise, right-click and select **Properties**. When the **Directory** tab appears, click **Create**. Verify that *cgi-bin* appears in the **Application Name** field. Ensure you have only the following parameters set:

- **The designated directory** option is selected.
- The **Read**, **Log visits**, and **Index this resource** check boxes are checked.
- The **Execute Permissions** field is set to *Scripts and Executables*.
- Click **OK** and *cgi-bin* should appear with the correct icon.

13 Determine the account defined for anonymous access to IIS, as follows:

a. Click **Start | Programs | Administrative Tools | Computer Management|Local Users and Groups** and open the Users folder.

b. Identify the user with the Description “Built-in account for anonymous access to Internet Information Services”. This is in **IUSR_**{*Windows2000_server*} format. Make a note of this name, so you remember it.

c. Open Windows Explorer and expand the **Inetpub** directory.

d. Expand the *wwwroot* directory and right-click the *cgi-bin* directory.

e. Select **Properties** and access the **Security** tab.

f. Click **Add**.

g. In the Select Users or Groups screen, select the Windows 2000 server in the **Look in** list.

h. Scroll down the **Name** list and highlight the **IUSR_**<*Windows2000_server*> entry.

i. Click **Add** and the anonymous user login appears in the selection list.

j. Click **OK**.

k. Verify that IIS anonymous user account appears highlighted.

l. In the Permissions list, click the **Allow** check box for the **Modify** setting.

m. Click **OK**.

14 In Windows Explorer, right-click the *qipdata* folder in the *cgi-bin* directory and select **Properties**. Access the **Security** tab and ensure that the **Allow inheritable permissions from parent to propogate to this object** check box is checked. Click **OK**.

15 Start the VitalQIP web client, as described in the VitalQIP Web Client Interface online help.

END OF STEPS

Configure the Microsoft Internet Information Server 6.0

To configure the Shell CGI directories, follow these steps:

1 Access **Start | Programs | Administration Tools | Internet Services Manager**.

2 Highlight **Default Web Site** under **Tree | Internet Information Services |** *<Server_Name>*.

3 Right-click and select **Properties**.

4 Select the **Home Directory** tab.

5 Verify that **for Scripts and Executables** appears in the **Execute Permissions** field.

6 Click **Configuration**.

7 Under the **App Mapping** tab, check to see that extensions exist for *.pl* and *.cgi*. If the extensions do not exist, click **Add** to open the Add/Edit Application Extension Mapping screen. To add the extension, follow these steps:

a. In the **Executable** field, type the location of the Perl executable. Click **Browse** if needed. After the directory string, add `%s %s` command line parameters in lower case.

b. Type `.cgi` in the **Extension** field.

c. Click **OK**.

d. Verify that the Application Mappings screen now displays a *.cgi* extension, with an executable entry similar to the following (your Perl executable may be in a different directory):

```
.cgi C:\QIP\perl\Perl.exe %s %s
```

e. Click **Add**.

f. Type the Perl executable directory once more in the **Executable** field. Add the same `%s %s` command line parameters in lower case.

g. Type `.pl` in the **Extension** field.
h. Click **OK**.
i. Verify that the *.pl* extension appears in the Application Mappings screen.
j. Click **Apply**.

8 Click **OK** twice to close the Application Configuration and Default Web Site Properties windows.

9 In the Inheritance Overrides screen, click **Select All**.

10 Click **OK** to close the screen.

11 In the Internet Information Services screen, highlight the *cgi-bin* folder under the Default Web Site. If this directory appears with a world emerging icon, you can continue with setting the Directory Security (step 12).

12 Otherwise, right-click and select **Properties**. When the **Directory** tab appears, click **Create**. Verify that *cgi-bin* appears in the **Application Name** field. Ensure you have only the following parameters set:

- The **designated directory** option is selected.
- The **Read**, **Log visits**, and **Index this resource** check boxes are checked.
- The **Execute Permissions** field is set to *Scripts and Executables*.

13 In IIS Manager, select Web Service Extensions and change "All unknown CGI Extensions" to **Allowed**.

14 Give the Anonymous User that was defined for the Default Website **read** and **execute** permissions to *cmd.exe*. To do this, select the *cmd.exe* (c:\windows\system32), right click and select properties. Go to the security tab and add the Anonymous User.

15 Start the VitalQIP web client, as described in the VitalQIP Web Client Interface online help.

END OF STEPS

Locate the cgi-bin directory

If your browser fails to locate the *cgi-bin* directory, it is because of a problem in Microsoft IIS 5.0 in which the default path for *cgi-bin* is *sometimes* set to be a read-only local path rather than an absolute path. The solution for this problem is as follows:

1. Open the Windows Explorer.
2. Rename *C:\Inetpub\wwwroot\cgi-bin* to *C:\Inetpub\wwwroot\cgi-bin2*.
3. Create the directory *C:\Inetpub\wwwroot\cgi-bin*.
4. Access **Start | Programs | Administration Tools | Internet Services Manager**.
5. Highlight **Default Web Site** under **Tree|Internet Information Services|***<server_name>*.
6. Right-click and select **New | Virtual Directory**. The Virtual Directory Creation Wizard opens.
7. Click **Next**.
8. Type `cgi-bin` in the **Alias** field.
9. Click **Next**.
10. Enter `C:\Inetpub\wwwroot\cgi-bin` in the **Directory** field (or click **Browse** and select the *cgi-bin* folder).
11. Click **Next**.
12. Verify that Access Permissions are set for **Read**, **Run scripts (such as ASP)**, and **Execute (such as ISAPI applications or CGI)**.
13. Click **Next**.
14. Click **Finish** to close the wizard.
15. Exit the Internet Services Manager.
16. Open Windows Explorer.
17. Delete the *C:\Inetpub\wwwroot\cgi-bin* directory.

18 Rename *C:\Inetpub\wwwroot\cgi-bin2* to *C:\Inetpub\wwwroot\cgi-bin*.

19 Access the Internet Services Manager, locate and right-click on the *cgi-bin* directory.

20 Select **Properties** and verify that the **Local Path** field reads *C:\Inetpub\wwwroot\cgi-bin*.

21 Ensure that the **Execute Permissions** field is set to **Scripts and Executables**.

22 Click **OK**.

23 Exit the Internet Services Manager and run the web client, as described in VitalQIP Web Client online help.

END OF STEPS

□

UNIX: after a successful installation

What to do

Introduction

After installing VitalQIP, the the VitalQIP Management software products should be set up. ‘This section discusses what to do after VitalQIP is successfully installed on supported UNIX platforms.

Process

Follow these instructions to begin using the IP Management software. If you have any questions, call technical support.

> **Important!** If the **qipd** server daemon is started after the installation, there is no need to perform steps 1 through 3. Daemons can only be started by a root user.

1 Ensure you are logged in as the root user.

2 VitalQIP is installed using the Bourne shell. When you perform the install, environment variables and their values are automatically stored in *$QIPHOME/etc/shrc* or *cshrc*. Reference this file under *$QIPHOME/etc* after you complete the installation. To set your environmental variables, issue the following commands:

```
#cd <VitalQIP_directory>/etc
#. ./shrc OR  source cshrc
```

3 Modify the Sybase configuration file. If you are installing Sybase 12.5 on supported UNIX platforms, the VitalQIP installation modifies the Sybase 12.5 configuration file located in the *SYBASE* home directory, in order to change and/or increase certain Sybase configuration parameters. VitalQIP requires these modifications. The parameters to be modified by VitalQIP are the following:

```
max memory = 50000
procedure cache size = 12500
number of locks = 100000
lock scheme = datarows
```

There is a configuration file located in the *$SYBASE/ASE-12_5* directory as well. This configuration file is not modified during the VitalQIP installation and contains all default values for the configuration parameters. The Sybase startup script located in *$SYBASE/ASE-12_5/install* directory uses the Sybase configuration file located in the *$SYBASE/ASE-12_5* directory which does not contain the VitalQIP modifications. The following are the available workarounds:

a. Modify the **$SYBASE/ASE-12_5/install/RUN_<sybase server name>** script to use the Sybase configuration file in the *$SYBASE* home directory and ***not*** the configuration file located in the *$SYBASE/ASE-12_5* directory. It is recommended to do this prior to the VitalQIP install. If the name of the database server is QIPSYBASE, then the RUN script name is **RUN_QIPSYBASE**. The contents of the script would be similar to this example:

```
/opt1/sybase125/ASE-12_5/bin/dataserver \
-sQIPSYBASE \
-d/opt1/sybase125/data/master.dat \
-e/opt1/sybase125/ASE-12_5/install/QIPSYBASE.log \
-c/opt1/sybase125/QIPSYBASE.cfg \
-M/opt1/sybase125/ASE-12_5 \
```

Important! */opt1/sybase125* is an example of the $SYBASE variable value. The script will contain the value $SYBASE is set to.

b. Create a symbolic link from the *$SYBASE/ASE-12_5* configuration file to the *$SYBASE* home configuration file. It is recommended to do this prior to the VitalQIP installation. If the name of the database server is QIPSYBASE, then the UNIX command would be the following:

```
ln -f -s $SYBASE/QIPSYBASE.cfg  $SYBASE/ASE-12_5/QIPSYBASE.cfg
```

4 Start your database. For Oracle users, see your Oracle database administrator to start the database. For Sybase users, refer to the *VitalQIP Administrator Reference Manual*.

5 If daemons have not been started, follow these steps:

a. Change the directory to *$QIPHOME/etc*.

b. Ensure your environment variables are set up, execute:

```
# . ./shrc OR  source cshrc
```

c. Execute the following to start the daemons:

- To start the VitalQIP Enterprise Server:

```
./qip-es-startup
```

- To start the VitalQIP Remote Server:

```
./qip-rs-startup
```

Refer to the *VitalQIP Administrator Reference Manual* for information on the usage of the VitalQIP daemons.

d. Execute **ip-manage** and press **Enter**. Log into the system with the username “qipman” and password “qipman”.

Important! Lucent recommends you change the default qipman password for security reasons.

6 Configure and start your web server if you installed the web client interface. Refer to the VitalQIP Web Client Interface online help for information on starting the Apache server.

7 Start the web client. Refer to the VitalQIP Web Client Interface online help for information starting the web client.

8 Import your current IP data (Refer to the *VitalQIP Administrator Reference Manual*).

Important! Sybase user only. The system has been set up to truncate the log file automatically to avoid any log device full situation during the initial data import. Now you can turn off this function to support up-to-the-minute recovery. To do this, run the following commands:

```
# isql -U sa -P <your_sa_password>
1> sp_dboption QIP,'trunc.log on chkpt.',false
2> go
1> use QIP
2> go
1> checkpoint
2> go
1> quit
```

9 After you import your IP data, backup the database by running **backup_qip_dat** if you are using a Sybase database (refer to the the *VitalQIP Administrator Reference Manual*). Without a complete backup now, there is no way you can recover your system with the log device.

Whether you are a Sybase or Oracle user, it is also a good idea to have a current export of your VitalQIP data as a secondary precaution. Refer to the *VitalQIP Command Line Interface User's Guide* for information on how to execute the **qip-export** command.

10 If your VitalQIP system uses IBM DHCP, you need to configure it for DHCP, as discussed in *VitalQIP User's Guide.*

11 If your VitalQIP system uses remote Bootp and/or DHCP servers, you must install and run the VitalQIP Remote Server software on them.

12 If your VitalQIP system is managing secondary servers in non-VitalQIP-managed domains, you must deploy the **qip-rmtd** (Remote Service) daemon on the secondary servers. Refer to the *VitalQIP Administrator Reference Manual* for details.

Important! It is your responsibility to back up the transaction log daily using **backup_qip_log**, and to back up the entire data device weekly using **backup_qip_dat**. (Refer to the V*italQIP Administrator Reference Manual* for instructions on backing up the

data device.) It is critical to perform this complete Sybase backup of the VitalQIP transaction log and database. A file system backup is not sufficient.

END OF STEPS

9 Console and template installations

Purpose

This chapter covers the VitalQIP console and template installation.

Contents

This chapter discusses these topics.

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Console installation

Overview

How a console installation differs from the standard installation

The console installation text based installation. Since the console installation is not GUI based, it is much faster. All the information that is collected in the regular VitalQIP installation appears as prompts in the console installation. The console installation is not dependent upon platforms. It can be run on support UNIX and Windows.

Install VitalQIP with console installation

When to use

You can also install VitalQIP by using InstallShield's console option. The console opens a separate screen, and displays the text mode of the install package, and thus is much faster.

The console installation can be used when you are unable to use the GUI installation. For instances, the console installation can be used when an x display cannot be exported or when you are installing over a slow WAN.

Start the installation

Follow these steps:

1 Type Table 27 shows the commands to run to start a console installation.

Table 27 Start the installation

If you are installing on...	Then...

Windows	1. Exit all Windows programs that you are currently running.
	2. From your desktop, click **Start** and select **Run**. The Run screen opens.
	3. Type:
	`cmd`
	4. From the command prompt, change directory where the VitalQIP installation file is located:
	`cd <drive>:\<path to directory>`
	5. Type:
	`x:\qip62setupwin32.exe -console`
	Where x: is the letter of your CD-ROM drive, or the location of the copied installation binary.

AIX	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP daemons.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupAix.bin -console`

If you are installing on...	Then...

HP-UX	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	• From a directory:
	`./qip62SetupHpux.bin -console`

Linux	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupLinux.bin -console`

Solaris	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupSolaris.bin -console`

2 You will follow the same steps, and answer at the same prompts as you do for the standard installation of VitalQIP.

Important! ***Windows Users:*** The Enterprise Server package may not display with the other installation choices, but it is selected as a default. You must scroll up to Enterprise Server and de-select it, if you do not wish to install that component.

END OF STEPS

Template installation

Overview

How template installation differs from the standard installation

The template installation runs the standard installation and creates a template. The template can be transported to another machine and used to install VitalQIP on separate machine This can come in handy in situations where VitalQIP is being installed on more than one machine.

Template installation steps

The template installation is performed in two steps:

1. The template is recorded and then created during an installation.
2. The template is used to install on additional servers.

Install VitalQIP using a template

When to use

This section provides instructions on how use a template installation.

Record and create the template

Type Table 28 shows the commands used to create a template file for an installation.

Important! If you do not give a full path to the template file, the template file will be created in the current directory.

Important! There is no space between **-options** and **-record**. Once an installation has been successfully completed using the install package, the template file will be created upon the reboot of the machine (Windows only; no reboot is required for UNIX).

Table 28 Start the installation

If you are installing on...	Then...

Windows	1. Exit all Windows programs that you are currently running.
	2. From your desktop, click **Start** and select **Run**. The Run screen opens.
	3. Type:
	`cmd`
	4. From the command prompt, change directory where the VitalQIP installation file is located:
	`cd <drive>:\<path to directory>`
	5. Type:
	`x:\qip62setupwin32.exe -options-record <template_file>`
	Where x: is the letter of your CD-ROM drive, or the location of the copied installation binary.
	Important! If you do not specify the path for <template_file>, the template file is created in the local directory.

AIX	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupAix.bin -options-record <template_file>`

If you are installing on...	Then...

HP-UX	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	4. From a directory:
	`./qip62SetupHpux.bin\;1 -options-record <template_file>`

Linux	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP .
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupLinux.bin -options-record <template_file>`

Solaris	1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP.
	2. Change the directory where the VitalQIP installation file is located:
	`cd <path to directory>`
	3. Execute:
	`./qip62SetupSolaris.bin -options-record <template_file>`

Use the template to install VitalQIP

If you want to use this template to install VitalQIP another machine, you will need to modify some data. Depending upon the type of install, change the appropriate information for the computer using the template. Then type the following command:

- Windows:

`qip62setupwin32.exe -options <template_file>`

- UNIX:

`qip62Setup<OS>.bin -options <template_file>`

This command will start the installer with the data already populated, according to the template file being used.

Silent mode

If you need to use the silent mode (no user input is required for the installer's prompts; installation is run based on the template entries), type the following command:

- Windows:

```
qip62setupwin32.exe -options <template_file> -silent
```

- UNIX:

```
qip62Setup<OS>.bin -options <template_file> -silent
```

Example template

Refer to the following for an example containing the Remote Server, Client Package and Web Client features.

```
##############################################################################################
# InstallShield Options File
# Wizard name: Install
# Wizard source: setup.jar
# Created on: Mon Dec 22 15:59:07 EST 2003
# Created by: InstallShield Options File Generator
#
# This file contains values that were specified during a recent execution of
# Install. It can be used to configure Install with the options specified below
# when the wizard is run with the "-options" command line option. Read each
# setting's documentation for information on how to change its value.
#
# A common use of an options file is to run the wizard in silent mode. This lets
# the options file author specify wizard settings without having to run the
# wizard in graphical or console mode. To use this options file for silent mode
# execution, use the following command line arguments when running the wizard:
#
#    -options "template.txt" -silent
#
##############################################################################################
##############################################################################################
# License Agreement State
# The initial state of the License Agreement panel. Legal values are:
# 0 - Nothing will be selected
#    1 - "I &accept the terms of the license agreement." will be selected
#    2 - "I &do not accept the terms of the license agreement." will be
#        selected
# For example, to configure the panel to initially display "I &do not accept the
# terms of the license agreement.", use
# -W bean.selection=2
#

-W bean.selection=1

##############################################################################################
#
# User Input Field - killProcs
#
#

-W killQIPProcs.killProcs="yes"

##############################################################################################
```

```
#
# VitalQIP Install Location
#
# The install location of the product. Specify a valid directory into which the
# product should be installed. If the directory contains spaces, enclose it in
# double-quotes. For example, to install the product to C:\Program Files\My
# Product, use
#
#    -P installLocation="C:\Program Files\My Product"
#

-P installLocation="C:\qip"


##############################################################################################
#
# "Initialization for Install" Feature
#
# The selection state of the "Initialization for Install" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Initialization for Install" for installation, use
#
#    -P InitializationBean.active=true
#


-P InitializationBean.active=true


##############################################################################################
#
# "Path Package" Feature
#
# The selection state of the "Path Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Path Package" for installation, use
#
#    -P bean7515.active=true
#


-P bean7515.active=false

##############################################################################################
#
# "General Package" Feature
#
# The selection state of the "General Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "General Package" for installation, use
```

```
#
#    -P generalPackageBean.active=true
#

-P generalPackageBean.active=false

################################################################################################
#
# "ServerLib Package" Feature
#
# The selection state of the "ServerLib Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "ServerLib Package" for installation, use
#
#    -P bean73serverlibpackage.active=true
#


-P bean73serverlibpackage.active=false


################################################################################################
#
# "Server Package" Feature
#
# The selection state of the "Server Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Server Package" for installation, use
#
#    -P serverPackageBean.active=true
#


-P serverPackageBean.active=false


################################################################################################
#
# "GUI" Feature
#
# The selection state of the "GUI" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "GUI" for installation, use
#
#    -P serverGUIBean.active=true
#


-P serverGUIBean.active=false
```

```
#############################################################################################
#
# "Schedule Service" Feature
#
# The selection state of the "Schedule Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Schedule Service" for installation, use
#
#    -P scheduleServiceBean.active=true
#


-P scheduleServiceBean.active=false


#############################################################################################
#
# "QIP Update Service" Feature
#
# The selection state of the "QIP Update Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "QIP Update Service" for installation, use
#
#    -P qipUpdateServiceBean.active=true
#


-P qipUpdateServiceBean.active=false


#############################################################################################
#
# "CLI's" Feature
#
# The selection state of the "CLI's" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "CLI's" for installation, use
#
#    -P serverCLIBean.active=true
#


-P serverCLIBean.active=false


#############################################################################################
#
# "DNS Update Service" Feature
#
# The selection state of the "DNS Update Service" feature. Legal values are:
#
```

```
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "DNS Update Service" for installation, use
#
#    -P dnsUpdateServiceBean.active=true
#


-P dnsUpdateServiceBean.active=false


################################################################################
#
# "File Generation Service" Feature
#
# The selection state of the "File Generation Service" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "File Generation Service" for installation, use
#
#    -P fgServiceBean.active=true
#


-P fgServiceBean.active=false


################################################################################
#
# "Initialize Database" Feature
#
# The selection state of the "Initialize Database" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Initialize Database" for installation, use
#
#    -P initializeDatabaseBean.active=true
#


-P initializeDatabaseBean.active=false


################################################################################
#
# "Login Service" Feature
#
# The selection state of the "Login Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Login Service" for installation, use
#
```

```
#    -P serverLoginServiceBean.active=true
#


-P serverLoginServiceBean.active=false


################################################################################################
#
# "Client Package" Feature
#
# The selection state of the "Client Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Client Package" for installation, use
#
#    -P clientPackageBean.active=true
#


-P clientPackageBean.active=true


################################################################################################
#
# "GUI Client" Feature
#
# The selection state of the "GUI Client" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "GUI Client" for installation, use
#
#    -P clientGUIBean.active=true
#


-P clientGUIBean.active=true


################################################################################################
#
# "CLI's" Feature
#
# The selection state of the "CLI's" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "CLI's" for installation, use
#
#    -P clientCLIBean.active=true
#


-P clientCLIBean.active=true
```

```
#############################################################################################
#
# "Help Files" Feature
#
# The selection state of the "Help Files" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Help Files" for installation, use
#
#    -P serverHelpFilesBean.active=true
#


-P serverHelpFilesBean.active=false


#############################################################################################
#
# "Web Package" Feature
#
# The selection state of the "Web Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Web Package" for installation, use
#
#    -P webPackageBean.active=true
#


-P webPackageBean.active=true


#############################################################################################
#
# "Web Files" Feature
#
# The selection state of the "Web Files" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Web Files" for installation, use
#
#    -P webFilesBean.active=true
#

-P webFilesBean.active=true

#############################################################################################
#
# "Perl Files" Feature
#
# The selection state of the "Perl Files" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
```

```
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Perl Files" for installation, use
#
#    -P perlFilesBean.active=true
#

-P perlFilesBean.active=true

###############################################################################
#
# "Apache Web Server" Feature
#
# The selection state of the "Apache Web Server" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Apache Web Server" for installation, use
#
#    -P ApacheBean.active=true
#


-P ApacheBean.active=true


###############################################################################
#
# "Remote Server" Feature
#
# The selection state of the "Remote Server" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Remote Server" for installation, use
#
#    -P remoteServerBean.active=true
#


-P remoteServerBean.active=true


###############################################################################
#
# "Lucent DHCP Server" Feature
#
# The selection state of the "Lucent DHCP Server" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Lucent DHCP Server" for installation, use
#
#    -P lucentDHCPServerBean.active=true
#
```

```
-P lucentDHCPServerBean.active=true


###############################################################################################
#
# "Lucent DNS" Feature
#
# The selection state of the "Lucent DNS" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Lucent DNS" for installation, use
#
#    -P lucentDNSServerBean.active=true
#


-P lucentDNSServerBean.active=true


###############################################################################################
#
# "MS DHCP Support" Feature
#
# The selection state of the "MS DHCP Support" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "MS DHCP Support" for installation, use
#
#    -P msDHCPServerBean.active=true
#


-P msDHCPServerBean.active=false


###############################################################################################
#
# "MS DNS Support" Feature
#
# The selection state of the "MS DNS Support" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "MS DNS Support" for installation, use
#
#    -P msDNSServiceBean.active=true
#

-P msDNSServiceBean.active=false

###############################################################################################
#
# "DNS Update Service" Feature
#
# The selection state of the "DNS Update Service" feature. Legal values are:
```

```
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "DNS Update Service" for installation, use
#
#    -P bean4717.active=true
#


-P bean4717.active=false


##############################################################################################
#
# "Remote Service" Feature
#
# The selection state of the "Remote Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Remote Service" for installation, use
#
#    -P remoteServiceBean.active=true
#


-P remoteServiceBean.active=true


##############################################################################################
#
# "Database Scripts package" Feature
#
# The selection state of the "Database Scripts package" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Database Scripts package" for installation, use
#
#    -P bean61830.active=true
#


-P bean61830.active=false


##############################################################################################
#
# "SybaseScripts Package" Feature
#
# The selection state of the "SybaseScripts Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "SybaseScripts Package" for installation, use
```

```
#
#    -P sybaseScriptsBean.active=true
#


-P sybaseScriptsBean.active=true


################################################################################
#
# "OracleScripts Package" Feature
#
# The selection state of the "OracleScripts Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "OracleScripts Package" for installation, use
#
#    -P oracleScriptsBean.active=true
#


-P oracleScriptsBean.active=true


################################################################################
#
# "QIPErrors Package" Feature
#
# The selection state of the "QIPErrors Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "QIPErrors Package" for installation, use
#
#    -P bean80.active=true
#


-P bean80.active=false


################################################################################
#
# "Distributed Services" Feature
#
# The selection state of the "Distributed Services" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Distributed Services" for installation, use
#
#    -P distributedServicesBean.active=true
#


-P distributedServicesBean.active=false
```

```
################################################################################################
#
# "Login Service" Feature
#
# The selection state of the "Login Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Login Service" for installation, use
#
#    -P distributedLoginServiceBean.active=true
#


-P distributedLoginServiceBean.active=false


################################################################################################
#
# "File Generation Service" Feature
#
# The selection state of the "File Generation Service" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "File Generation Service" for installation, use
#
#    -P distFileGenerationServiceBean.active=true
#


-P distFileGenerationServiceBean.active=false


################################################################################################
#
# "DNS Update Service" Feature
#
# The selection state of the "DNS Update Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "DNS Update Service" for installation, use
#
#    -P distDNSUpdateServiceBean.active=true
#


-P distDNSUpdateServiceBean.active=false


################################################################################################
#
# "QIP Update Service" Feature
```

```
#
# The selection state of the "QIP Update Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "QIP Update Service" for installation, use
#
#    -P distQipUpdateServiceBean.active=true
#


-P distQipUpdateServiceBean.active=false


##############################################################################################
#
# "Message Service" Feature
#
# The selection state of the "Message Service" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Message Service" for installation, use
#
#    -P bean8388.active=true
#


-P bean8388.active=false


##############################################################################################
#
# "MessageServicePackage" Feature
#
# The selection state of the "MessageServicePackage" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "MessageServicePackage" for installation, use
#
#    -P messageServicepackageBean.active=true
#


-P messageServicepackageBean.active=false


##############################################################################################
#
# "QIPUpdateServicePackage" Feature
#
# The selection state of the "QIPUpdateServicePackage" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
```

```
#
# For example, to select "QIPUpdateServicePackage" for installation, use
#
#    -P bean2422.active=true
#


-P bean2422.active=false


###############################################################################################
#
# "DNSUpdateServicepackage" Feature
#
# The selection state of the "DNSUpdateServicepackage" feature. Legal values
# are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "DNSUpdateServicepackage" for installation, use
#
#    -P bean15830.active=true
#


-P bean15830.active=false


###############################################################################################
#
# "FGSPackage" Feature
#
# The selection state of the "FGSPackage" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "FGSPackage" for installation, use
#
#    -P bean15908.active=true
#

-P bean15908.active=false

###############################################################################################
#
# "LoginServicePackage" Feature
#
# The selection state of the "LoginServicePackage" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "LoginServicePackage" for installation, use
#
#    -P loginServiceBean.active=true
#

-P loginServiceBean.active=false
```

```
################################################################################
#
# "JRE Package" Feature
#
# The selection state of the "JRE Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "JRE Package" for installation, use
#
#    -P bean463.active=true
#

-P bean463.active=false


################################################################################
#
# "JNILib Package" Feature
#
# The selection state of the "JNILib Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "JNILib Package" for installation, use
#
#    -P bean553.active=true
#

-P bean553.active=false


################################################################################
#
# "Java Package" Feature
#
# The selection state of the "Java Package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Java Package" for installation, use
#
#    -P bean510.active=true
#

-P bean510.active=false


################################################################################
#
# "Controller" Feature
#
# The selection state of the "Controller" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
```

```
#
# For example, to select "Controller" for installation, use
#
#    -P bean230.active=true
#

-P bean230.active=false


###############################################################################################
#
# "wMFC42" Feature
#
# The selection state of the "wMFC42" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "wMFC42" for installation, use
#
#    -P bean3313.active=true
#


-P bean3313.active=false


###############################################################################################
#
# "Perl package" Feature
#
# The selection state of the "Perl package" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "Perl package" for installation, use
#
#    -P perlPackageBean.active=true
#


-P perlPackageBean.active=false


###############################################################################################
#
# "QIPUserExits" Feature
#
# The selection state of the "QIPUserExits" feature. Legal values are:
#
#    true  - Indicates that the feature is selected for installation
#    false - Indicates that the feature is not selected for installation
#
# For example, to select "QIPUserExits" for installation, use
#
#    -P bean91.active=true
#
```

```
-P bean91.active=false


##############################################################################################
#
# User Input Field - DBSelection
#
#


-W DBInputBean.DBSelection="SybaseSelected"


##############################################################################################
#
# User Input Field - SybaseHome
#
#


-W SybaseHomeBean.SybaseHome="C:\sybase"


##############################################################################################
#
# User Input Field - SybaseOCSHome
#
#


-W SybaseOCSHomeBean.SybaseOCSHome="$P(mainBean.sybaseOCS)"


##############################################################################################
#
# User Input Field - SybaseASEHome
#
#


-W SybaseASEHomeBean.SybaseASEHome="$P(mainBean.sybaseASE)"


##############################################################################################
#
# User Input Field - OracleHome
#
#


-W OracleHomeBean.OracleHome="$P(mainBean.OracleDefault)"


##############################################################################################
#
# User Input Field - CompanyName
#
#
```

```
-W serverDataBean.CompanyName="$W(licenseFileBean.companyName)"


##############################################################################################
#
# User Input Field - SerialNo
#
#


-W serverDataBean.SerialNo="$W(licenseFileBean.serialNumber)"


##############################################################################################
#
# User Input Field - LicenseKey
#
#


-W licenseDataBean.LicenseKey="$W(licenseFileBean.licenseNumber)"


##############################################################################################
#
# User Input Field - DBDataDir
#
#


-W sybaseDataDirBean.DBDataDir="$PATH($P(mainBean.SybaseDefault)\data)"


##############################################################################################
#
# User Input Field - DatabasePort
#
# This is the database port number, usually 5000 for Sybase or 1521 for Oracle
#


-W DatabasePortbean.DatabasePort="$P(mainBean.DBPortDefault)"


##############################################################################################
#
# User Input Field - QIPDATASERVER
#
#


-W QIPDATASERVERbean.QIPDATASERVER="VQAW2KA04"


##############################################################################################
#
# User Input Field - webServerType
#
#
```

```
-W WebServerTypeBean.webServerType="WEB_TYPE_MICROSOFT"

##############################################################################################
#
# User Input Field - ApacheHome
#
#

-W wApacheHomeBean.ApacheHome="$PATH($P(installLocation)\apache)"

##############################################################################################
#
# User Input Field - ApachePort
#
# Port number must be integer between 0 - 65535, and the port must not be in
# use.
#

-W wApacheHomeBean.ApachePort="8000"

##############################################################################################
#
# User Input Field - ApacheHome
#
#

-W ApacheHomeBean.ApacheHome="$PATH($P(installLocation)\apache)"

##############################################################################################
#
# User Input Field - ApachePort
#
# Port number must be integer between 0 - 65535, amd must not be in use
#

-W ApacheHomeBean.ApachePort="8000"

##############################################################################################
#
# User Input Field - PerlFilesHome
#
#

-W PerlFilesHomeBean.PerlFilesHome="$PATH($P(installLocation)\perl)"

##############################################################################################
#
# User Input Field - WebFilesHome
```

```
#
#


-W WinWebFilesHomeBean.WebFilesHome="$PATH($P(installLocation)\www)"


##############################################################################################
#
# User Input Field - WebFilesHome
#
#


-W WebFilesHomeBean.WebFilesHome="$PATH($P(installLocation)\www)"


##############################################################################################
#
# User Input Field - WebFilesOwner
#
#


-W WebFilesHomeBean.WebFilesOwner="www"


##############################################################################################
#
# User Input Field - WebFilesGroup
#
#


-W WebFilesHomeBean.WebFilesGroup="sys"


##############################################################################################
#
# User Input Field - LocalIP
#
#


-W localIPBean.LocalIP="135.114.106.206"


##############################################################################################
#
# User Input Field - EnterpriseServerIP
#
#


-W EnterpriseServerIPbean.EnterpriseServerIP="$W(localIPBean.LocalIP)"


##############################################################################################
#
# User Input Field - LoginServerIP
```

```
#
#


-W LoginServerIPbean.LoginServerIP="10.200.90.20"


##############################################################################################
#
# User Input Field - FGServerIP
#
#


-W FGServerIPbean.FGServerIP="$W(LoginServerIPbean.LoginServerIP)"


##############################################################################################
#
# User Input Field - UpdateServerIP
#
#


-W UpdateServerIPbean.UpdateServerIP="$W(LoginServerIPbean.LoginServerIP)"


##############################################################################################
#
# User Input Field - DNSUpdateServerIP
#
#


-W DNSUpdateServerIPbean.DNSUpdateServerIP="$W(LoginServerIPbean.LoginServerIP)"


##############################################################################################
#
# User Input Field - DHCPConfigurationDirectory
#
#


-W
 DHCPConfigurationDirectorybean.DHCPConfigurationDirectory="$N($P(installLocation)/dh
 cp)"


##############################################################################################
#
# User Input Field - DNSInstallationDirectory
#
#


-W
 DNSInstallationDirectorybean.DNSInstallationDirectory="$N($P(installLocation)/named)
 "
```

```
###############################################################################################
#
# User Input Field - qipmanPassword
#
#


-W qipmanPasswordBean.qipmanPassword="qipman"


###############################################################################################
#
# User Input Field - qipadminPassword
#
#


-W qipadminPasswordBean.qipadminPassword="qipadmin"


###############################################################################################
#
# User Input Field - dbaLogin
#
#


-W dbPasswordBean.dbaLogin="$P(mainBean.dbAdminLogin)"


###############################################################################################
#
# User Input Field - newDBPassword
#
#


-W dbPasswordBean.newDBPassword=""


###############################################################################################
#
# User Input Field - keepExistingDatabase
#
#


-W keepDataInputBean.keepExistingDatabase="true"


###############################################################################################
#
# User Input Field - newExportPassword
#
#


-W exportPasswordBean.newExportPassword=""
```

```
##############################################################################################
#
# User Input Field - exportDir
#
#


-W exportDirBean.exportDir="$P(installLocation)\export"


##############################################################################################
#
# User Input Field - importPreviousData
#
#


-W importDataInputBean.importPreviousData=""


##############################################################################################
#
# User Input Field - exportDir
#
#


-W previousExportDirBean.exportDir="$PATH($P(installLocation)/export)"


##############################################################################################
#
# User Input Field - selectedSize
#
#


-W dbSizesBean.selectedSize="small"


##############################################################################################
#
# User Input Field - numHosts
#
#
-W computedSybaseSizeInputBean.numHosts="0"


##############################################################################################
#
# User Input Field - numSubnets
#
#


-W computedSybaseSizeInputBean.numSubnets="0"


##############################################################################################
```

```
#
# User Input Field - numDomains
#
#


-W computedSybaseSizeInputBean.numDomains="0"


##############################################################################################
#
# User Input Field - qip_datSize
#
#


-W sybaseDeviceSizeBean.qip_datSize="$P(mainBean.qipDBDataSize)"


##############################################################################################
#
# User Input Field - qip_logSize
#
#


-W sybaseDeviceSizeBean.qip_logSize="$P(mainBean.qipDBLogSize)"


##############################################################################################
#
# User Input Field - qip_tempdbSize
#
#


-W sybaseDeviceSizeBean.qip_tempdbSize="$P(mainBean.qipDBTempSize)"

##############################################################################################
#
# User Input Field - dbaLogin
#
#

-W udbPasswordBean.dbaLogin="$P(mainBean.dbAdminLogin)"


##############################################################################################
#
# User Input Field - newDBPassword
#
#

-W udbPasswordBean.newDBPassword=""


##############################################################################################
#
# User Input Field - keepExistingDatabase
#
```

```
#

-W ukeepDataInputBean.keepExistingDatabase="true"

##############################################################################################
#
# User Input Field - newExportPassword
#
#

-W exportPasswordBean2.newExportPassword=""

##############################################################################################
#
# User Input Field - exportDir
#
#

-W uexportDirBean.exportDir="$PATH($P(installLocation)/export)"

##############################################################################################
#
# User Input Field - importPreviousData
#
#


-W uimportDataInputBean.importPreviousData=""


##############################################################################################
#
# User Input Field - exportDir
#
#


-W upreviousExportDirBean.exportDir="$PATH($P(installLocation)/export)"


##############################################################################################
#
# User Input Field - selectedSize
#
#


-W udbSizesBean.selectedSize="small"


##############################################################################################
#
# User Input Field - numHosts
#
#


-W UcomputedSybaseSizeInputBean.numHosts="0"
```

```
###############################################################################################
#
# User Input Field - numSubnets
#
#


-W UcomputedSybaseSizeInputBean.numSubnets="0"

###############################################################################################
#
# User Input Field - numDomains
#
#

-W UcomputedSybaseSizeInputBean.numDomains="0"


###############################################################################################
#
# User Input Field - qip_datSize
#
#

-W UsybaseDeviceSizeBean.qip_datSize="$P(mainBean.qipDBDataSize)"


###############################################################################################
#
# User Input Field - qip_logSize
#
#

-W UsybaseDeviceSizeBean.qip_logSize="$P(mainBean.qipDBLogSize)"

###############################################################################################
#
# User Input Field - qip_tempdbSize
#
#

-W UsybaseDeviceSizeBean.qip_tempdbSize="$P(mainBean.qipDBTempSize)"

###############################################################################################
#
# User Input Field - startESDaemons
#
#

-W startESDaemonsBean.startESDaemons="true"


###############################################################################################
#
# User Input Field - startRSDaemons
#
#

-W startRSDaemonsBean.startRSDaemons="true"
```

```
##############################################################################################
#
# User Input Field - startDSDaemons
#
#

-W startDSDaemonsBean.startDSDaemons="true"

##############################################################################################
#
# User Input Field - startApache
#
#

-W startApacheWebServer.startApache="true"

##############################################################################################
#
# User Input Field - removeOutputFiles
#
#

-W removeOutputFilesBean.removeOutputFiles=""

##############################################################################################
```

A Uninstall VitalQIP

Overview

Purpose

This appendix covers the uninstall procedure for VitalQIP. If you are upgrading from a previous version of VitalQIP, you must uninstall your previous version ***completely*** prior to installing VitalQIP. Refer to the Upgrade Instructions contained in the *VitalQIP 6.2 Release Notes*.

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Uninstall VitalQIP

Overview

Uninstall before reinstalling VitalQIP components

If you have already installed VitalQIP, and if for any reason you need to re-install VitalQIP, uninstall VitalQIP completely and re-install VitalQIP. This includes any additional components to VitalQIP. For example, if you have an already existing VitalQIP Remote Server, and want to add a GUI Client, first uninstall the VitalQIP Remote Server, and install the Remote Server and GUI Client at the same time.

Modification to QIPHOME after installation

The uninstall only removes components it knows about when the VitalQIP installation is installed. If changes occurred to the QIPHOME directory after the installation, the QIPHOME directory is not removed. The QIPHOME directory needs to be manually deleted after running the uninstall.

UNIX: Uninstall VitalQIP

When to use

This section describes how to uninstall VitalQIP on UNIX. VitalQIP add-ons and Sybase can be uninstalled using these instructions.

Procedure

Follow these steps:

1. Log on as the root administrator.
2. If VitalQIP is installed, ensure all VitalQIP related processes are stopped.
3. Change directory to *$QIPHOME/_uninst*.
4. Type `./uninstaller.bin`.
5. The InstallShield Uninstaller will start; follow the prompts to uninstall VitalQIP.
6. The uninstall checks for any VitalQIP related processes that are running. If processes are running you are prompted to kill the processes.

   Important! The Apache Web Server is not detected or killed.
7. Enter the following commands to clean up the files before re-installing VitalQIP:

```
rm -rf (install location)
rm -rf /tmp/qip_*
rm -rf $HOME/*.tmp.sorted
rm -rf $HOME/gulf.log
```

8. Open the *$HOME/vpd.properties* file and remove all VitalQIP related information.

END OF STEPS

□

Windows: Uninstall VitalQIP

When to use

This section describes how to uninstall VitalQIP on Windows. VitalQIP add-ons and Sybase can be uninstalled using these instructions.

Procedure

Follow these steps:

1. Log on as an administrator with administrator privileges.
2. Stop all VitalQIP related processes.
3. From the Window desktop, select **Programs | VitalQIP | Uninstall VitalQIP** from the **Start** menu.
4. The InstallShield Uninstaller will start; follow the prompts to uninstall VitalQIP.
5. Delete the QIPHOME directory.
6. Search for and delete all files beginning with “qip_”.

END OF STEPS

□

B Troubleshooting

Overview

Purpose

This chapter provides information on how to resolve problems that sometimes occur during installation of VitalQIP. Additional troubleshooting information can be found in the *VitalQIP Administrator Reference Manual*.

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Error logging in (as qipman) on a Windows server

Displayed Message

The displayed message is:

> Failed to connect to the database.
>
> Login Service is not running.
>
> Verify the Server Name, User Name, and Password. Also, make sure the database is running - Error Code=5.

Resolution

Check the following:

- Verify that the specified server name, user name, and password are correct.
- Verify that Sybase has been started.
- Verify that Schedule Service, Message Service, and Login Service in the VitalQIP Service Controller have been started.

□

Unable to start VitalQIP Service (other than DNS)

Displayed Message

If you attempted to start the service from Windows NT Control **Panel | Services**, the message is:

> Could not start the <servicename> …. Error 1067: The process terminated unexpectedly.

Resolution

Try uninstalling and reinstalling the service:

1. From the directory where the executable resides, uninstall the service:

```
<servicename> -remove
```

2. Reinstall the service:

```
<servicename> -install
```

3. Start the the service.

Example:

DNS UpdateService -remove

DNS UpdateService -install

Then try starting the service again.

□

Unable to start DNS Service

Displayed Message

If you attempted to start DNS from **Windows Control Panel | Services**, the message is:

> Could not start the Lucent DNS Service …. Error 1067: The process terminated unexpectedly.

If you attempted to start DNS from the VitalQIP Service Controller Manager, the message is:

> Can't open … named.conf

Resolution

This error occurs if the *named.conf* file does not exist:

1. Try creating the file manually or via the GUI through **Network Services | DNS Generation** to create it automatically.
2. Start the service.

If this does not work, try uninstalling and reinstalling the executable:

1. From the directory where it resides, uninstall the service:

```
named -remove
```

2. Reinstall the service:

```
named -install
```

Login Service not automatically starting

Displayed Message

You are waiting for the database to reinitialize.

Resolution

Start the Login Service manually. If you are using Oracle, the Schedule Service is set to manual startup mode. No dependency should be defined.

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