

**VitalQIP[®] DNS/DHCP & IP Management
Software**
Release 7.1
Installation Guide

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Issue 9
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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.

Reason for reissue

The following table lists the changes to the VitalQIP installation that required the *Installation Guide* to be reissued.

Issue	Feature name	Description	Feature impact
9	Oracle tablespace	Fixes VQIP00022135. Clarified the steps and examples for creation of permanent and temporary tablespace.	“Create tablespace” (59)
8	Installation Guide	Fixes VQIP00020147. Changed “trunc.log” to “trunc. log”.	Step 9 in “UNIX: after a successful installation” (256)

Issue	Feature name	Description	Feature impact
8	Installation Guide	Fixes VQIP00020542. <ul style="list-style-type: none"> • Added another entry to “Before you begin” paragraph to remind the user to install the Oracle client and to point the ORACLE_HOME environment variable on the enterprise server to the Oracle client directory. • Added a note after the steps mentioned in the Database Home Directory screen. 	The following areas were impacted: <ul style="list-style-type: none"> • Second bullet in “Before you begin” (73). • Second bullet in “Before you begin” (97). • Note after step 9 in “UNIX: Install the VitalQIP enterprise server”, on page 73. • Note after step 8 in “Windows: Install the VitalQIP enterprise server”, on page 97.
7	Installation Guide	Enabled commenting in the PDF file. Fixes VQIP00012266.	N/A.
6	Sybase memory allocation in UNIX	The memory allocation requirements for Sybase 15.0.1 and 15.0.2 have been increased. Fixes VQIP00017716.	“UNIX: Configure the Sybase configuration file” (250)
6	TCP KeepAlive setting	Corrected TCP KeepAlive instructions for both UNIX and Windows. Fixes VQIP00017711.	<ul style="list-style-type: none"> • Step 6 in “UNIX: after a successful installation” (256) • Step 6 in “Windows: after a successful installation” (254)
6	VitalQIP pre-installation requirements	The SYBASE_SYSAM variable is no longer set by Sybase.sh and was removed from the variables list. Fixes VQIP00017656.	“UNIX: Set database environment variables” (66)
5	SSL Self Signed Certificate Parameters	Guidelines for the private key password have been added.	Table 10, “SSL Self Signed Certificate Parameters fields” (87)
5	Sybase component installation	Instructions for Sybase component installation have been revised.	Table 2, “Required Sybase options for VitalQIP” (15)
5	Sybase Uninstall for Windows	Instructions for uninstall of Sybase on Windows have been revised.	“Windows: Uninstall Sybase” (53)
4	Sybase device size	Fixes IMR 865178. Corrected the size of the qip_data device in Table 15.	Table 12, “Sybase device size fields” (93)

Issue	Feature name	Description	Feature impact
4	Install Remote Server	Fixes VQIP00017528. Added another entry to “Before you begin” paragraph to warn user that remote server cannot be installed if an enterprise server has already been installed on the same machine.	The following areas were impacted: <ul style="list-style-type: none"> • “UNIX: Install the VitalQIP enterprise server” (73) • “Windows: Install the VitalQIP enterprise server” (97) • “UNIX: Install the VitalQIP remote server” (124) • “Windows: Install the VitalQIP remote server” (134)
4	Configure database for multiple language support	Fixes VQIP00017545 and VQIP17643. Created a “Before you begin” paragraph to indicate that this configuration step is <i>mandatory</i> .	The following areas were impacted: <ul style="list-style-type: none"> • “UNIX: configure the database” (26) • “Windows: configure the database” (30)
3	Sybase pre-installation tasks	Determine database size section was amended to indicate that raw partitions are <i>not</i> recommended.	“Determine the size of the database” (8).
2	N/A	Document reissued on GA date for upload to LED site.	None
1	Release 15.0.1 of Sybase is supported.	Sybase 15.0.1 is the new supported release of Sybase.	The following areas were impacted: <ul style="list-style-type: none"> • Chapter 2, “Install Sybase database” was updated. • “UNIX: after a successful installation” (256) was updated.
1	Sort order for Sybase database	Sybase now uses Binary sort order for the ISO 10646-1, UTF-8 multibyte encoding	“UNIX: configure the database” (26)
1	Web Client interface installation directory	Alcatel-Lucent now requires that the web client interface be installed in the <i>QIPHOME</i> directory.	“Install the VitalQIP web client interface” (149)

Intended audience

This manual is intended for administrators who install VitalQIP.

Supported systems

For supported system platforms, refer to the *VitalQIP 7.1 Release Notes*.

How to use this information product

This manual is organized as follows:

Chapter 1, “Introduction”	This chapter provides an overview of the types of installations and steps for installing VitalQIP.
Chapter 2, “Install Sybase database”	This chapter provides the pre-installation requirements, installation instructions, post installation directions, and the uninstall directions for Sybase.
Chapter 3, “Oracle requirements”	This chapter outlines the pre-installation requirements for Oracle.
Chapter 4, “VitalQIP requirements”	This chapter outlines the pre-installation requirements for VitalQIP.
Chapter 5, “Install VitalQIP enterprise server”	This chapter discusses how to install the VitalQIP enterprise server.
Chapter 6, “Install VitalQIP remote server”	This chapter discusses how to install the VitalQIP remote server.
Chapter 7, “Install VitalQIP web client interface”	This chapter discusses how to install the VitalQIP web client interface.
Chapter 8, “Install VitalQIP GUI client”	This chapter discusses how to install the VitalQIP graphical user interface.
Chapter 9, “Install VitalQIP distributed services”	This chapter discusses how to install the VitalQIP distributed services.
Chapter 10, “Configure and operate VitalQIP”	This chapter describes how to start and configure VitalQIP after the installation.
Chapter 11, “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 This appendix provides possible resolutions to problems you may encounter during the VitalQIP installation.

Conventions used

The following table lists the typographical conventions used throughout this manual.

Convention	Meaning	Example
boldface	<ul style="list-style-type: none"> Names of items on screens. Names of commands and routines. Names of buttons you should click. Names of keys on the keyboard to be pressed. Uniform Resource Locators (URLs) 	<ul style="list-style-type: none"> Select the Client check box. The qip_getapplst routine returns the entire list of existing applications. Click OK. Press Enter to continue. Visit the website http://www.lucent.com
letter gothic	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.	<a href="http://<server_IP_address_or_name>">http://<server_IP_address_or_name>
italics	<ul style="list-style-type: none"> Names of manuals. Directories, paths, file names, and e-mail addresses. Indicates emphasis (used with boldface). 	<ul style="list-style-type: none"> See the <i>Reference Manual</i> for more information. E-mail your comments to the Comments Hotline (<i>comments@lucent.com</i>) Assign <i>all</i> Job Functions listed.
click	Click the left button on your mouse once.	To delete the object, click Delete .
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 7.1 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.
- *VitalQIP Web Client User's Guide* (190-409-079)
This guide describes how to use the VitalQIP web client interface.
- www.sybase.com
This is the Sybase website.
- www.redhat.com
This is the Red Hat Linux website.
- www.sun.com
- This is the website for Sun products.

Training Support

Alcatel-Lucent University offers cost-effective educational programs that support the VitalQIP product. 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 contact us at 1 888 LUCENT8, option 2, option 2.

Technical support

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

Region	Address	Contact information
North America	Alcatel-Lucent 400 Lapp Road Malvern, PA 19355 USA	Phone: 1-866-LUCENT8 (582-3688) Option 1, Option 2 Web: https://support.lucent.com
Europe, Middle East, and Africa	Alcatel-Lucent Voyager Place Shoppenhangers Road Maidenhead Berkshire SL6 2PJ UK	Phone: 00 800 00 LUCENT or +353 1 692 4579 E-mail: emeacallcenter@alcatel-lucent.com Web: https://support.lucent.com
Central and South America	Alcatel-Lucent Brasil S/A Avenida Marginal Direita Anchieta, 400 - Km 11,5 CEP: 04182-901 - Jardim Santa Cruz - Sao Paulo - SP Brazil	Phone: 0800 89 19325 or +55 11 3205 7626 For other local CALA numbers, consult the web site https://support.lucent.com or contact your local sales representative.

Region	Address	Contact information
Asia Pacific	Alcatel-Lucent Australia 280 Botany Road Alexandria NSW 2015 Australia	Phone: 1800-458-236 (toll free from within Australia) (IDD) 800-5823-6888 (toll free from Asia Pacific - China, Hong Kong, Indonesia, South Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, and Thailand) (613) 9614-8530 (toll call from any country) E-mail: <i>apactss@alcatel-lucent.com</i>

How to order

Customers can download VitalQIP documentation from the Alcatel-Lucent Online Customer Support (OLCS) web site at <https://support.lucent.com/portal/olcsHome.do>.

How to comment

To comment on this document, go to the [Online Comment Form](#) or e-mail your comments to the Comments Hotline (comments@alcatel-lucent.com).



1 Introduction

Overview

Purpose

This chapter provides information about the types of VitalQIP installations and the suggested order for installing VitalQIP components.

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This chapter covers these topics.

Installation overview	2
Available types of installations	2
Recommended order to install VitalQIP components	3



Installation overview

Available types of installations

Installation types

VitalQIP offers three ways to install VitalQIP components. You can pick the type which best suits your needs.

Standard installation

The standard installation offers a graphical user interface that takes you step by step through the VitalQIP installation. This installation offers those users who are not familiar with console and template installation a visual way to install VitalQIP.

Console installation

The console installation is a 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 platform-dependent.

Template 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, for example, when installing multiple remote servers with the same configuration options.



Recommended order to install VitalQIP components

When to use

This section provides you with information for the recommended order for installing VitalQIP. You may find this section useful if you are new to installing VitalQIP or need a refresher on the order to install VitalQIP.

Before you begin

- As required by the VitalQIP and database prerequisites, ensure your system is running the correct operating system and patched to the required operating system level. See the *VitalQIP 7.1 Release Notes*.

Procedure

Follow these steps:

- 1 Install the database and the necessary patches.
- 2 Install the VitalQIP enterprise server. If you are using Sybase, additional configuration of the database is necessary. See [“Additional Sybase configuration”](#), on page 248 for more information.
- 3 Install the VitalQIP clients.
- 4 Install the VitalQIP remote servers.
- 5 If you are installing the VitalQIP web client interface, install the VitalQIP web package. If you are planning on using a language other than English for VitalQIP, additional configuration is required. See Chapter 17, “Web client configuration” in the *VitalQIP Administrator Reference Manual* for more information.

Important! You can complete this step at anytime after you have installed the VitalQIP enterprise server.

END OF STEPS



2 Install Sybase database

Overview

Purpose

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 you are us

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This information presents the following topics.

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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. Alcatel-Lucent recommends that a “Custom” installation be performed. A Custom installation installs only those components that are necessary to create a database for VitalQIP. For this reason, only Custom installation procedures that focus on VitalQIP needs are documented.

Full and customized installations

If you choose to perform a typical or full installation of Sybase rather than a custom installation, ensure the following is installed when you select “Typical Install” or “Full Install” during the Sybase installation:

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

For information about a “Typical Install” or “Full Install”, refer to the *Installation Guide* for Sybase 15.0.1. Sybase documentation can be obtained from Sybase’s website at www.sybase.com/support/manuals.



Sybase pre-installation tasks

Introduction

To assist in a trouble free installation, ensure that operating system requirements are met before installing Sybase. Unless specified, the requirements apply to both UNIX and Windows.

Sybase may have additional issues not documented here that may require extra attention. Refer to the “Known Vendor Issues” in the *VitalQIP 7.1 Release Notes* for more information.

Important! Sybase is not included in the VitalQIP installation files. The Sybase installation files are provided separately.

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 and subsystemprocs devices, as well as by keeping user databases up-to-date at all times.
- Although the number of writes for the master and subsystemprocs devices is generally small (so that the risk of database corruption is small), the recovery from a lost master or subsystemprocs device is complicated.

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.

Obtain gtar utility to unpack Sybase files

The Sybase installation file for UNIX is compressed using GNU Tar, and must be decompressed using GNU Tar. If you use the UNIX native Tar executable, checksum errors may occur.

Visit <http://www.sunfreeware.com/> for download servers for this utility.

When running GNU Tar, use the full path name for GNU Tar as all UNIX implementations have their own native Tar utility:

<path_name for gtar utility>/gtar -zxvf EBF11441.tgz

Solaris and Linux: adjust shared memory

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

If you installing on...	Then...
Linux	<ol style="list-style-type: none">1. Log on to the system as the root user.2. Copy your existing system file to a backup file.3. Open the <i>/etc/sysctl.conf</i> file with a text editor.4. Add this line to the file: kernel.shmmax=1342177285. Save the file.6. Reboot the machine.
Solaris	<ol style="list-style-type: none">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 <i>/etc/system</i> file if it is not already present: set shmsys:shminfo_shmmax=134217728 <p>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.</p> <ol style="list-style-type: none">4. Reboot the machine.

Linux: Install Developer Kit and patches

On Linux, ensure that these items are installed:

1. Ensure the Linux Developers Kit is installed. Sybase installation on Linux requires 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.

Determine the size of the database

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

You must determine your SQL server device sizes and locations. [Table 1](#) outlines the Sybase device and database configuration that is utilized with VitalQIP.

These calculations are used in the table:

$$x = (\# \text{ of IP Addresses} * 2500) + (\# \text{ of subnets} * 500) + (\# \text{ of domains} * 1300)$$

$$y = x / (1024 * 1024) \quad (\text{to convert to MB})$$

$$\text{VitalQIP database (qip_dat) MB} = y * 5$$

$$\text{VitalQIP Transaction Log} = \text{VitalQIP database size} / 2$$

$$\text{VitalQIP Temporary Space (tempdb, in MB)} = \text{VitalQIP database size} / 2$$

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

Table 1 Device sizes

Device	Device Size (MB)	Database	Default Database Size (MB)	Notes
master	150	master	125	Holds system catalog information.
		tempdb	5	Holds temporary calculations and data sorting before returning results to client. Default minimum is 5 MB.
systemprocs	120	sybssystemprocs	120	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.
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 1/2 of VitalQIP database. Minimum is 15 MB. Performance problems usually can be attributed to having tempdb defined too small.

Device	Device Size (MB)	Database	Default Database Size (MB)	Notes
sybsysdb.dat	12	Associated with the master	12	



Install Sybase database

When to use

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

Before you begin

- After the Sybase installation, you **must** configure the database for language support. Refer to “UNIX: configure the database”, on page 26 or “Windows: configure the database”, on page 30 to specify the language configuration settings.
- VitalQIP supports multiple languages for simplified Chinese, French, English, German, Spanish, and Korean. Before installing Sybase, it is recommended that you determine if VitalQIP will be supporting one or more of these languages. Multiple language support must be installed at the database level for this feature to work.
- Alcatel-Lucent recommends that you write down the name of your Sybase server, the port number of the server, the port number of the backup server, and the IP address. This information is needed for the VitalQIP installation.

Procedure

Follow these steps:

- 1 Log into your system as:
 - For UNIX, the root user
 - For Windows, the user with administrative privileges

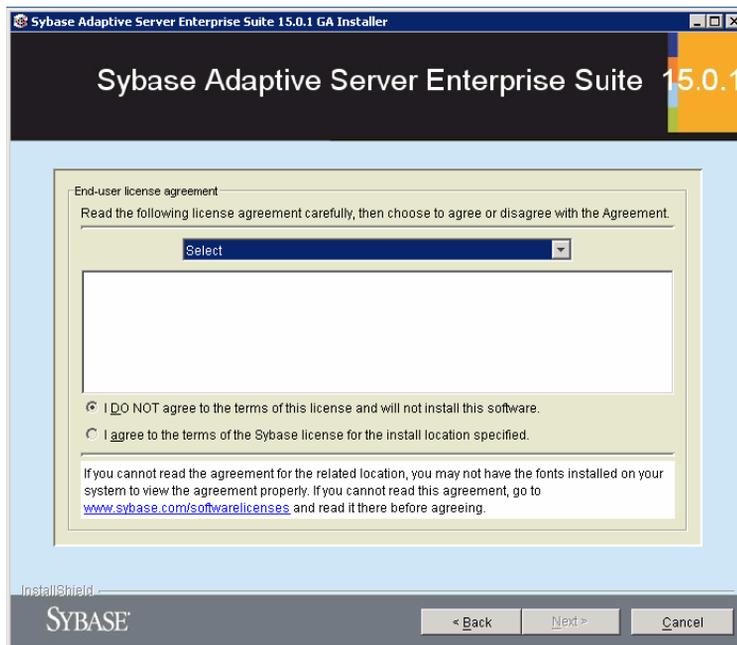
- 2 Exit all programs you are currently running.

- 3 To start the installation:

If you are...	Then...
Installing on UNIX	<ol style="list-style-type: none">1. Execute: <code>export PATH=<Sybase install storage areas>/JVM:\$PATH</code> <p>Important! If the installation is not being performed from the console, export the DISPLAY and ensure <code>xhost</code> is executed to allow displays from other servers.</p> <ol style="list-style-type: none">2. Go to the directory where the Sybase installation files are located.3. Execute: <code>./setup</code> The Welcome screen opens.

If you are...	Then...
Installing on Windows	<ol style="list-style-type: none"> 1. From your Desktop, select Run from the Start menu. 2. Open a command prompt, type: cmd 3. Go to the directory where the Sybase installation files are located: cd <drive>:\<directory> 4. Type: setup.exe The Welcome screen opens.

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



In the **Select** field, select your country to display the license agreement in your language. Read the license agreement and select one of the following:

- If you agree to the terms, click **I agree to the terms of the Sybase license for the install location specified.**
- If you do not agree to the terms, 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 **Browse** 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?”

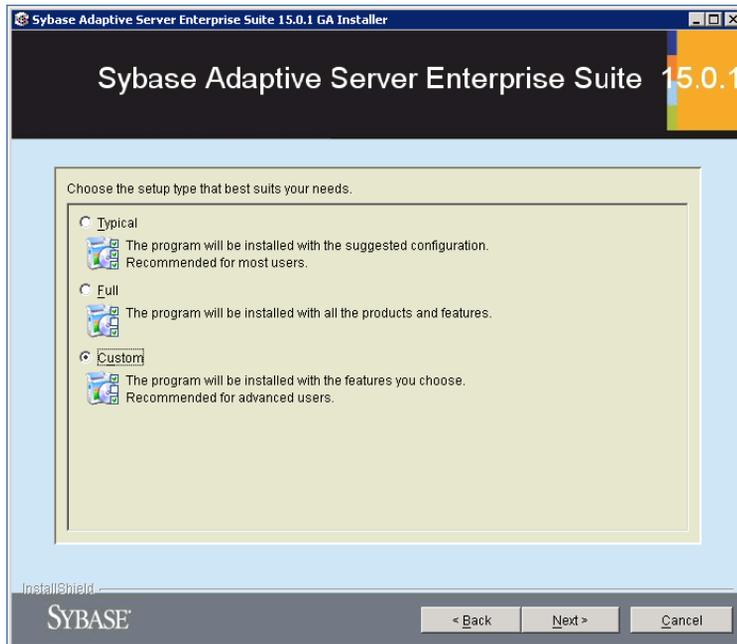
7 Click **Next**. If the directory does not exist, a message opens:

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

Click one of the following:

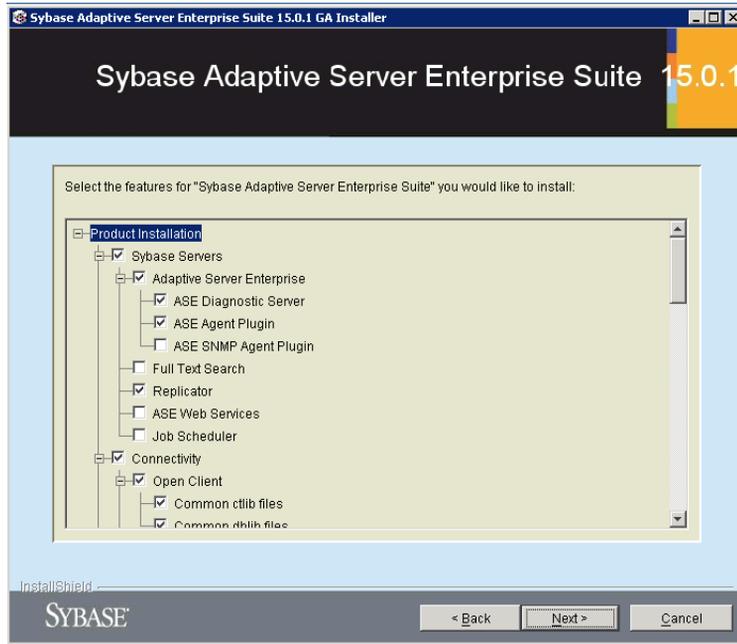
- **Yes** to create the directory. The Install Type screen opens.
- **No** to not create the directory. The installation uses the location of the default directory to store the database.

8 The Setup type screen opens.



Alcatel-Lucent recommends you install the “Custom” installation since VitalQIP requires some components but does not need others. If you wish to use the Typical or Full installation, refer to the Sybase documentation for installation instructions (refer to [“Full and customized installations”](#), on page 6).

-
- 9 Select **Custom** and click **Next**. The Select Features screen opens.



For VitalQIP to function with Sybase, you must install the components that are listed in [Table 2](#). If the options are not selected, select the options. Refer to the Sybase documentation if you want in-depth details on these options.

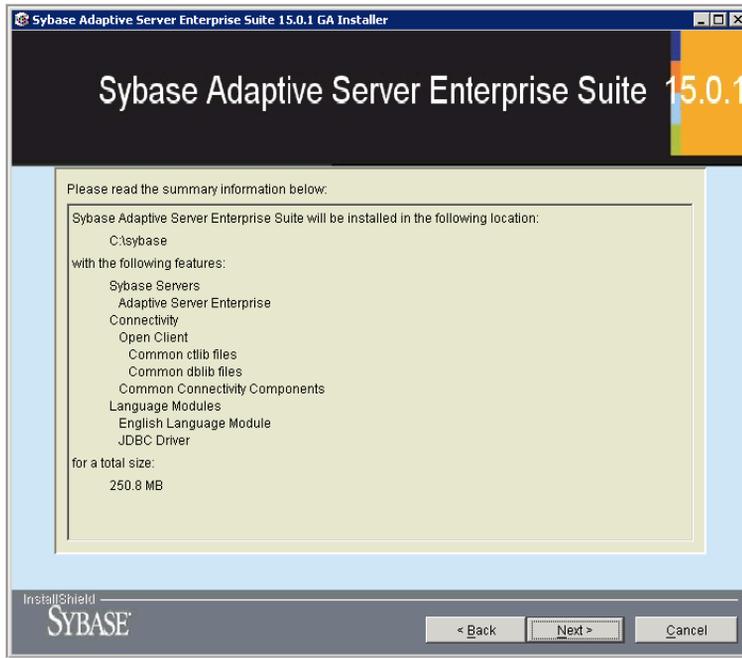
Important! The approximate total size for the options selected in [Table 2](#) is 250.8 MB.

Table 2 Required Sybase options for VitalQIP

Option	Notes
Sybase Servers	
Adaptive Server Enterprise	VitalQIP requires this option. You can deselect the ASE Diagnostic Server and ASE Agent Plugin sub-options, as well as the Replicator option because they are <i>not</i> required by VitalQIP.
Connectivity	
Open Client	
Common ctlib files	VitalQIP requires this option.
Common dblink files	
Common Connectivity Components	Defaults to being greyed out because Sybase requires that this option be installed.

Option	Notes
Language Modules	This option defaults to being selected because English Language Support is required by Sybase. VitalQIP supports additional languages, as listed below. If you wish Sybase to support one of these languages, select that language support module.
Chinese Language Support Module	Required if VitalQIP is supporting simplified Chinese.
German Language Support Module	Required if VitalQIP is supporting German.
French Language Support Module	Required if VitalQIP is supporting French.
Spanish Language Support Module	Required if VitalQIP is supporting Spanish.
Korean Language Support Module	Required if VitalQIP is supporting Korean.
English Language Support Module	Defaults to being greyed out because Sybase requires that this option be installed.
jConnect for JDBC	
JDBC Driver	Defaults to being greyed out because Sybase requires that this option be installed.
Sybase Software Asset Management	Deselect because VitalQIP does not require these features.
Sybase Unified Agent	Deselect because VitalQIP does not require these features.
ASE Administration Tools	Deselect because VitalQIP does not require these features.

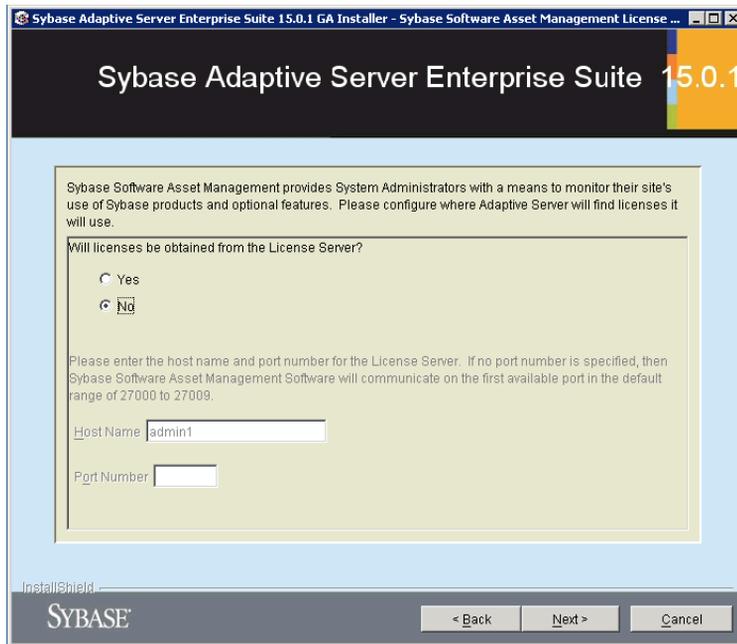
10 Click **Next**. The Summary Information screen opens.



Review the summary of information to ensure it is correct. Click **Back** if you need to change selections.

11 Click **Next**. After the installation completes, a message opens indicating whether the installation was successful.

12 Click **Next**. The Sybase Software Asset Management screen opens.



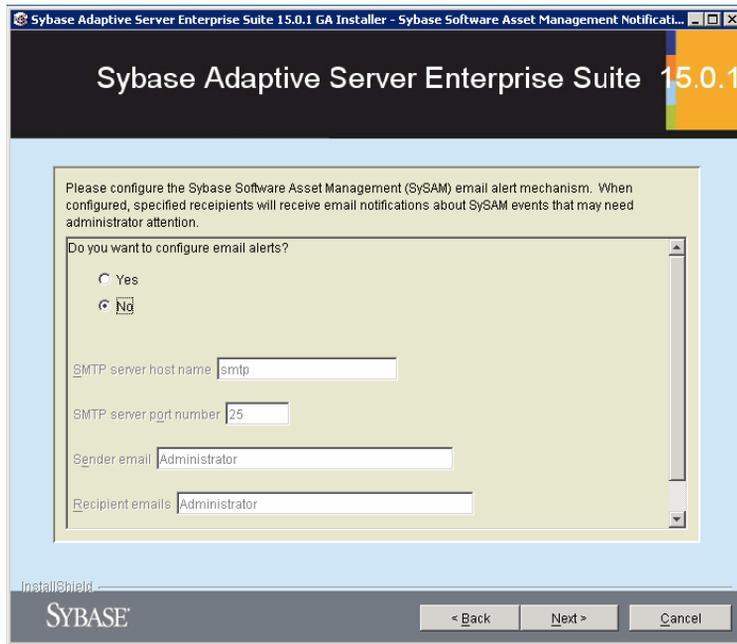
The Sybase Software Asset Management is not needed to run Sybase with VitalQIP.

-
- 13** Select **No**. All options in this screen are disabled. By default, **Yes** is selected and all options are enabled.

-
- 14** Click **Next**. A message opens:
“Please remember to download and install the file after the installation.”

The VitalQIP installation installs a license for Sybase. No action is required on your part.

-
- 15** Click **OK**. The Configure Email Alerts screen opens.



If you wish to use Sybase's e-mail alerts, you are responsible for the setup of this feature. Alcatel-Lucent does not support this feature. Select **No**. All options are disabled. By default, **Yes** is selected and all options are enabled.

-
- 16 Click **Next**. The Product Edition screen opens.



Select the following:

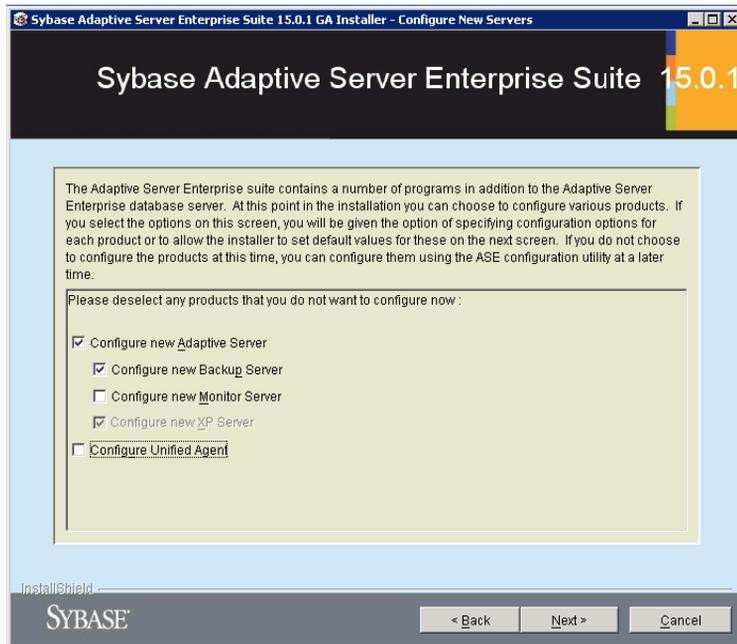
- For the **Product Edition** field, select **Enterprise Edition**. The default is **Developer Edition**.
- For the **License Type** field, select **Server**. This option is also the default.

17 Click **Next**. In some instances, the following message opens:

“Installer can’t check out a license. Do you want to continue without a license?”

The VitalQIP installation installs a license for Sybase. No action is required on your part.

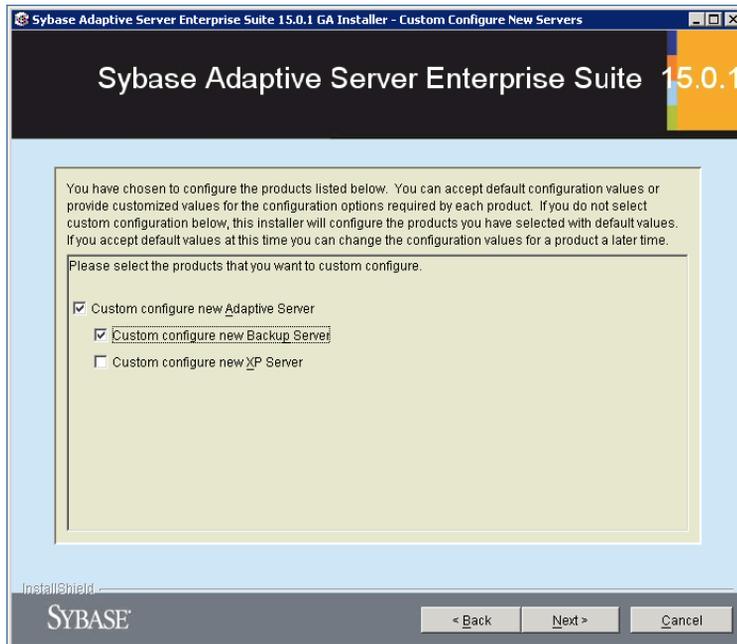
18 Click **Yes**. The Configure New Servers screen opens.



Sybase requires an Adaptive Server be configured in order to run a backup server. By default, all options are selected. Deselect 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 selected and cannot be unchecked. No additional configuration is needed for the XP Server.

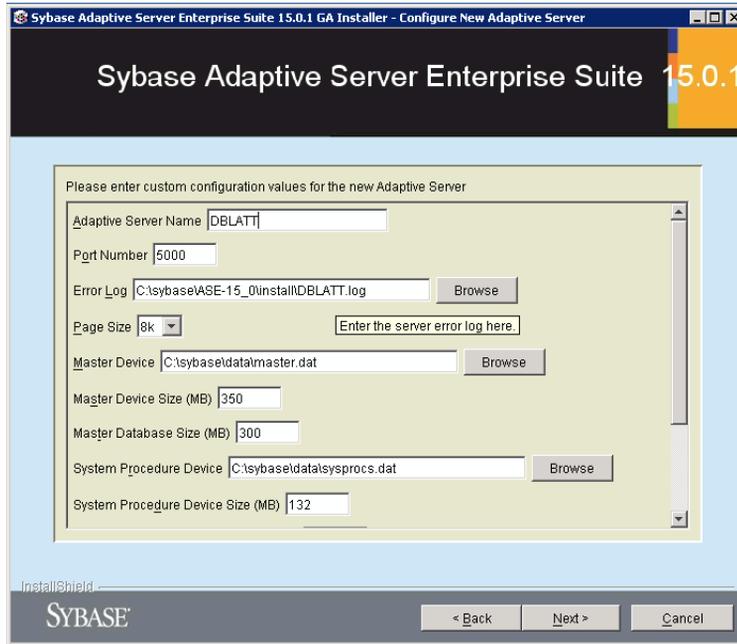
-
- 19 Click **Next**. The Configure new Servers screen opens.



You have a choice to accept the defaults 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**.

Important! When you are installing on Windows, an additional option, **Custom configure new XP server** is shown. Do not select this option. No additional configuration is needed for the XP server to run Sybase with VitalQIP.

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



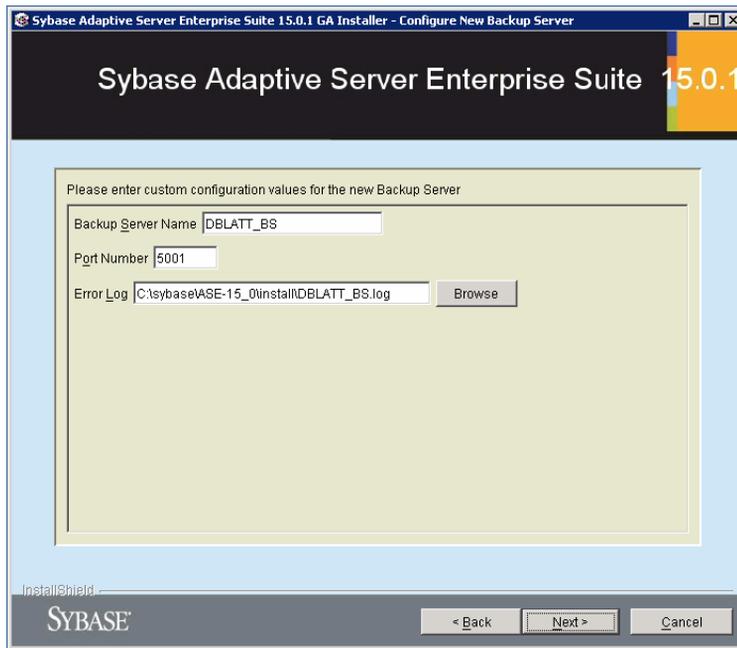
Use [Table 3](#) to change the appropriate values. Unless specified in the table, it is recommend you except the default for option if you are not familiar with the options.

Table 3 Required Configure New Adaptive Server values

Option	Change it to...
Adaptive Server Name	If needed, you can change the name for the Adaptive Server.
Port Number	The installation determines the available port and displays it as the default. Change it as needed. By default, the port is 5000.
Error log	It is not necessary to change this value.
Page Size	Change the value to a minimum of 8k .
Master Device	It is not necessary to change this value.
Master Device Size	Change the value to a minimum of 150 . The master device must be at least 37 MB more than the Master database.
Master Database Size	Change the value to a minimum of 100 .
System Procedure Device	It is not necessary to change this value.
System Procedure Device Size	It is not necessary to change this value.

Option	Change it to...
System Procedure Database Size	It is not necessary to change this value.
System Device	It is not necessary to change this value.
System Device Size	It is not necessary to change this value.
System Database Size	It is not necessary to change this value.

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



Use [Table 4](#) to change the appropriate values. Unless specified in [Table 4](#), it is recommended that you accept the default for an option if you are not familiar with the options.

Table 4 Required Configure New Backup Server values

Option	Change it to...
Backup Server Name	If needed, you can change the name for the backup server.
Port Number	The installation determines the available port and displays it as the default. Change it as needed. The default port is 5001.
Error log	It is not necessary to change the error log.

.....
22 Click **Next**. The Configure New Servers Summary screen opens. Review the information to ensure it is correct.

.....
23 Click **Next**. After a few moments, a message opens stating that the installation is complete. Do the following:

If you are...	Then...
Installing on UNIX	The installation is complete. Click Finish .
Installing on Windows	Click Next . The machine must be rebooted before installing VitalQIP. Select one of the following and click Finish : <ul style="list-style-type: none">• Yes, restart my computer.• No, I will restart my computer at a later time.

.....
24 After the installation, configure your Sybase environment.

Important! UNIX users should add `<Sybase installation directory>/SYBASE.sh` to their profile or run `SYBASE.sh` before starting or configuring the database. After this is complete, the database can be configured.

Refer to one of the following sections to configure the database:

- For UNIX, see “[UNIX: configure the database](#)” (26)
- For Windows, see “[Windows: configure the database](#)” (30)

.....
E N D O F S T E P S
.....



UNIX: configure the database

When to use

Because the VitalQIP database can convert data found in the database from one supported language to another language in the VitalQIP web client interface, the Sybase character set and sort order must be set. ***This is required even if the language selected during the Sybase installation was English.***

Before you begin

- You ***must*** configure UNICODE and UTF-8 support, as well as the languages selected during the database installation. ***This procedure is mandatory.***
- Ensure your Sybase environment variables are set.

Procedure

To configure the database on UNIX:

- 1 Start the Sybase database:

```
<Sybase_installation_directory>/ASE-15_0/install/  
RUN_<Sybase_server_name>
```

- 2 Start the sqlloc program:
 - a. Change your directory:
 - b. Start the program:

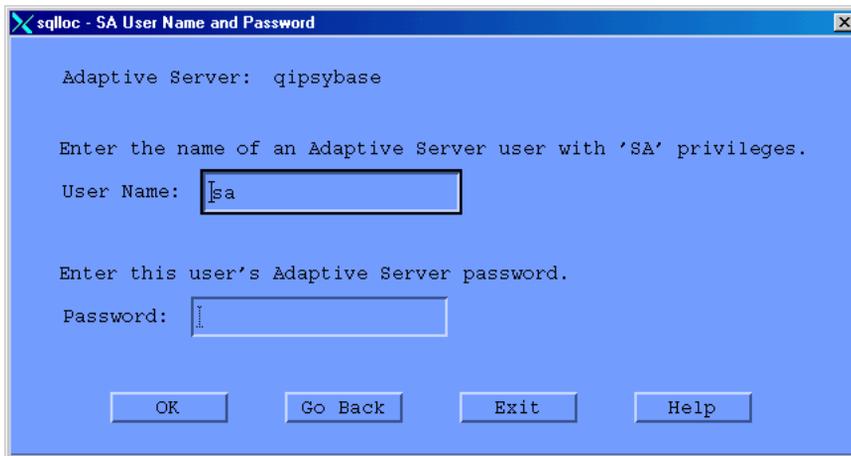
```
cd $SYBASE/ASE-15_0/bin
```

```
./sqlloc
```

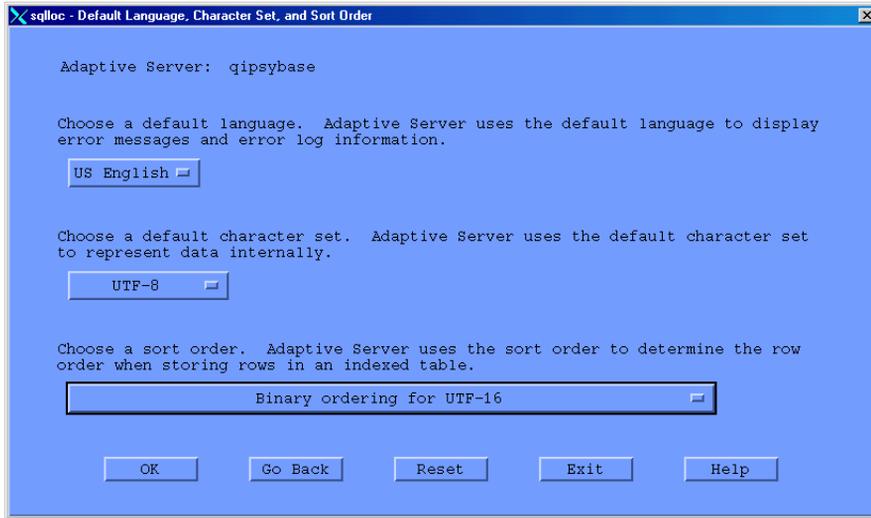
The Adaptive Server Selection screen opens.



- 3 Select your **Adaptive Server** and click **OK**. The SA User Name and Password screen opens.



- 4 There is no need to enter a password for the sa login. Click **OK**. The Default Language, Character Set, and Sort Order screen opens.



- 5 Review [Table 5](#) and make the required selections.

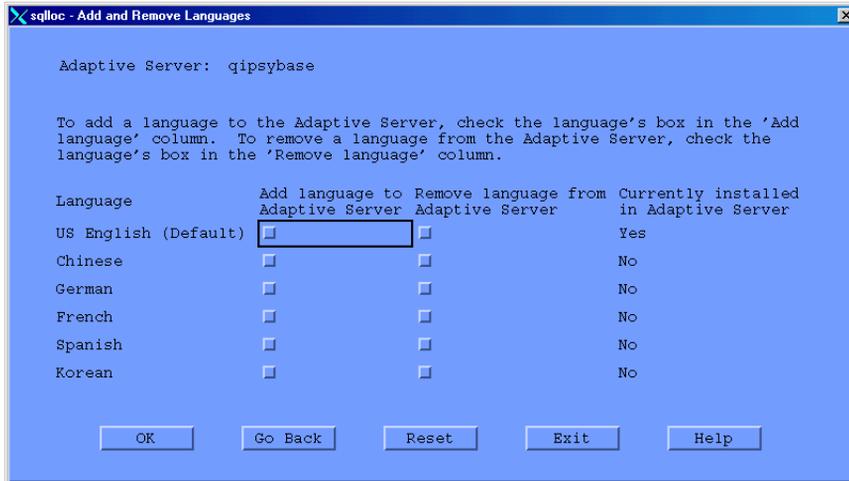
Table 5 Default Language, Character Set, and Sort Order fields

Field	Required value
Choose a default language.	There is no specific required value for this field. You set the default language in which information is stored in the database. The languages that appear in the fields list are determined by the languages installed during the Sybase installation. The default is US English.
Choose a default character set.	A universal character set must be set in order to convert one language into another language. Set the default character set to the UTF-8 .
Choose a sort order.	The default is Binary sort order for the ISO 10646-1, UTF-8 multibyte encoding . This value is required for internal use by Sybase.

- 6 Click **OK**. A message opens:

“The default character set will be changed. You may need to translate data stored in the Adaptive Server databases into a new character set.”

- 7 Click **OK**. The Add and Remove Languages screen opens.



- 8 You need to install the languages VitalQIP will be using in the Adaptive Server. Under **Add Language to the Adaptive Server**, select the languages to install.
- 9 After making your selections, click **OK**. The Localization Summary screen opens. Review the screen. If necessary, click **Go Back** to make changes.
- 10 If everything is correct, click **OK**. After a few moments, the Status Output screen opens if the installation is successful. Note that this process can take approximately 10 minutes per language before the Status Output screen opens.
- 11 Click **OK**. You are returned to the Adaptive Server Selection screen. Click **Exit** to close the program.
- 12 Click **Yes** to confirm the exit.
- 13 After configuring the database, test that the database is working correctly. See [“Test connectivity to Sybase”](#), on page 35 for instructions.

END OF STEPS



Windows: configure the database

When to use

Because the VitalQIP database can convert data found in the database from one supported language to another language in the VitalQIP web client interface, the Sybase character set and sort order must be set. *This is required even if the language selected during the Sybase installation was English.*

Before you begin

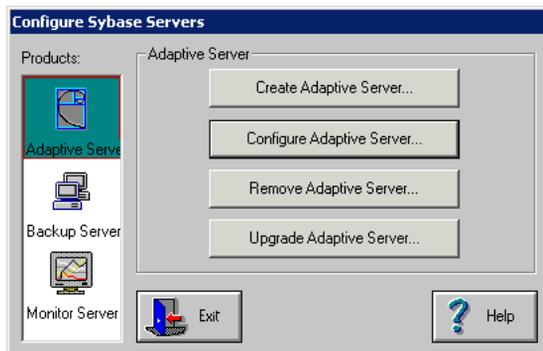
You *must* configure UNICODE and UTF-8 support, as well as the languages selected during the database installation. *This procedure is mandatory.*

Procedure

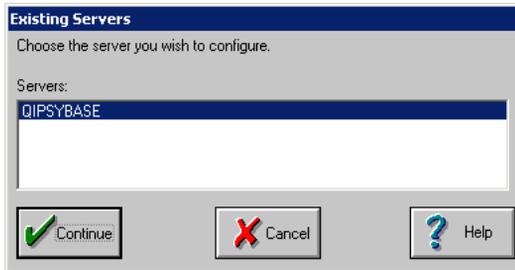
To configure the database on Windows:

- 1 Start the Sybase database, as follows:
 - a. Select **Start\Programs\Administrative Tools\Services**.
 - b. Select **SYBSQL_<servername>**.
 - c. Right-click and select **Start**.
 - d. Close the Services window.

 - 2 From the **Start** menu, select **Programs\Sybase\Adaptive Server Enterprise\Server Config**. The Configure Sybase Servers screen opens.
-



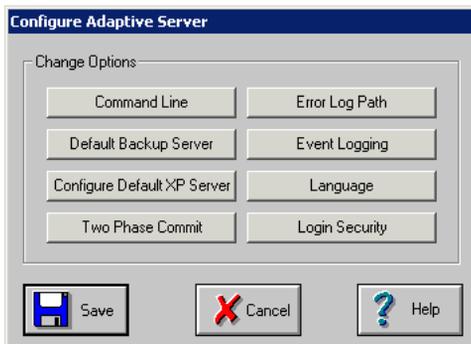
- 3 Ensure **Adaptive Server** is selected from the **Product** list, and click **Configure Adaptive Server**. The Existing Server screen opens.
-



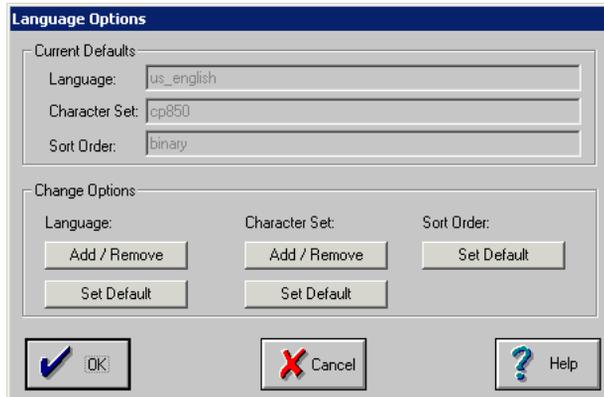
- 4 From the **Server** list, select your **Adaptive Server** and click **Continue**. The Enter the System Administrator Password screen opens.



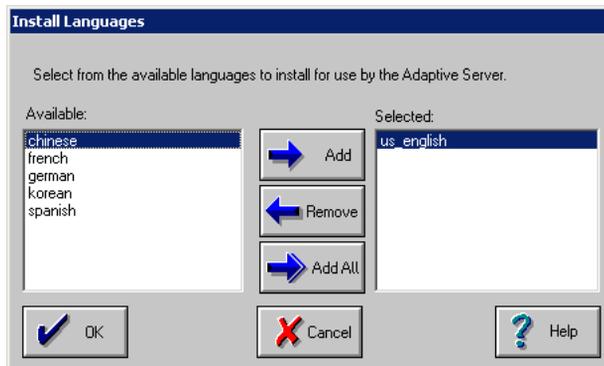
- 5 There is no need to enter a password for the sa login. Click **Continue**. The Configure the Adaptive Server screen opens.



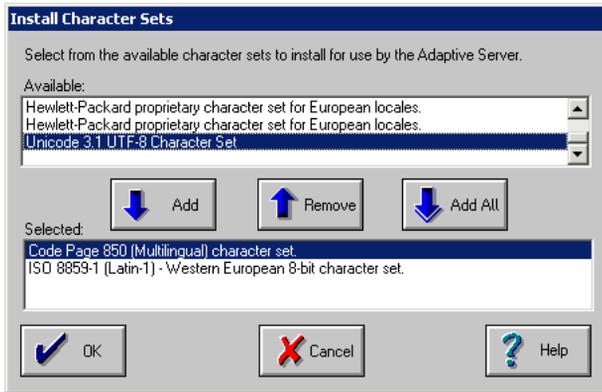
- 6 Click **Language**. The Language Option screen opens.



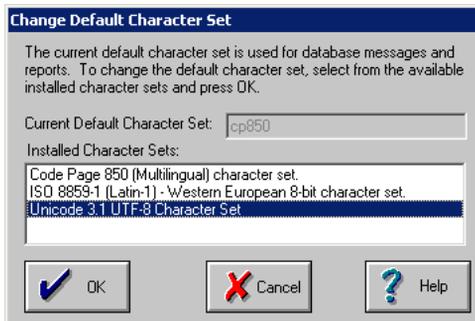
- 7 You need to install the language VitalQIP will be using in the Adaptive Server. Under **Language**, click **Add/Remove**. The Install Languages screen opens.



- 8 By default, the languages selected during the Sybase installation are displayed in the **Available** list. From the **Available** list, select the languages to install into the Adaptive Server and click **Add**. The selected language appears in the **Selected** list. Once you have made your selections, click **OK**. You are returned to the Language Option screen.
- 9 A universal character set needs to be selected in order to convert one language into another language. In the Language Option screen, click **Add/Remove** under **Character Set**. The Install Character Sets screen opens.



- 10 From the **Available** list, select **Unicode 3.1 UTF-8 Character Set** and click **Add**. The selection is added to the **Selected** list. Once you have made your selections, click **OK**. You are returned to the Language Options screen.
- 11 The default character set needs to default to the Unicode 3.1 UTF-8 character set. In the Language Option screen, click **Set Default** under **Character Set**. The Change Default Character Set screen opens.



- 12 Select **Unicode 3.1 UTF-8 Character Set** and click **OK**. You are returned to the Language Options screen.
- 13 Click **OK** and click **Save** to save the changes to the Adaptive Server.
- 14 Click **Exit** to close the Server Config application.

-
- 15** After configuring the database, reboot the system and then test that the database is working correctly. Refer to [“Test connectivity to Sybase”](#), on page 35 for instructions.

END OF STEPS



Test connectivity to Sybase

Introduction

After Sybase is installed, additional preparation is needed before installing VitalQIP. Read this section and ensure that your database is working properly before installing VitalQIP.

Verify Sybase is running

To determine if the database is running:

If you installed Sybase on...	Then...
UNIX	Execute: <code>\$SYBASE/\$SYBASE_ASE/install/showserver</code> Important! <code>showserver</code> shows all Adaptive Server-related processes that are on the system.
Windows	<ol style="list-style-type: none">1. Reboot your Windows database server.2. From the Windows task manager, select Start Settings Control Panel Administrative Tools Services.3. Scroll through the list of services until you locate Sybase SYBSQL_<database name>.4. Check the Status column to see if Sybase has been started. If the Status is blank, select the server, and right-click Start.

Verifying that you can connect to Sybase

Use `isql` to verify the connectivity to Sybase:

If you installed Sybase on...	Then...
UNIX	<ol style="list-style-type: none">1. Source the Sybase environment variables. To do so, execute the following from the Sybase directory:<ul style="list-style-type: none">– For Cshell: <code>source SYBASE.csh</code>– For Bourne shell: <code>./SYBASE.sh</code>2. Use <code>isql</code> to connect to servers. At the command prompt, enter: <code>isql -U sa -P -S<server name></code> where <code>server_name</code> is the Adaptive Server name. The command prompt is displayed if the login is successful.

If you installed Sybase on...	Then...
Windows	Open a command line prompt and use <code>isql</code> to connect to servers. Enter: <code>isql -U sa -P -S <server name></code> where <server name> is the Adaptive Server name. The command prompt is displayed if the login is successful.



Sybase client

Overview

Pre-Installation requirements

Before you begin a Sybase client installation, ensure the pre-installation requirements are met. For more information on the pre-installation requirements, see “[Sybase pre-installation tasks](#)”, on page 7.

Full and customized installations

For the Sybase client installation, you need to perform 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 since this option installs the Adaptive Server.

For information about a “Full Install” or “Customized Install”, refer to the *Installation Guide* for Sybase 15.0. 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 and Windows. 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

- These instructions are based on using the same Sybase ASE installation executable for both Windows and UNIX installations that was used for the Sybase server installation. If you use the Sybase client installation for Windows, be sure to install only the options listed in [Table 6](#). Deselect all other options.
- The Sybase server database must be installed prior to installing the Sybase client in order to check connectivity to the database.
- VitalQIP supports multiple language support for simplified Chinese, French, English, German, Spanish, and Korean. Before installing Sybase, determine if one or more of these languages are needed by VitalQIP. Multiple language support must be installed at the database level for this feature to work. If you add multiple language support after installing the Sybase client, uninstall the Sybase client and then re-install the Sybase client. When you re-install the Sybase Client, ensure **Language Modules** is selected as well as those languages VitalQIP is required to support.

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 To start the installation:

If you are...	Then...
Installing on UNIX	<ol style="list-style-type: none">1. Execute: <code>export PATH=<Sybase install storage areas>/JVM:\$PATH</code>2. Go to the directory where the Sybase installation files are located.3. Execute: <code>./setup</code> The Welcome screen opens. Important! If the installation is not being performed from the console, export the DISPLAY and ensure <code>xhost</code> is executed to allow displays from other servers.
Installing on Windows	<ol style="list-style-type: none">1. From your Desktop, select Run from the Start menu.2. Open a command prompt, and enter: <code>cmd</code>3. Go to the directory where the Sybase installation files are located: <code>cd <drive>:\<directory></code>4. Enter: <code>setup.exe</code> The Welcome screen opens.

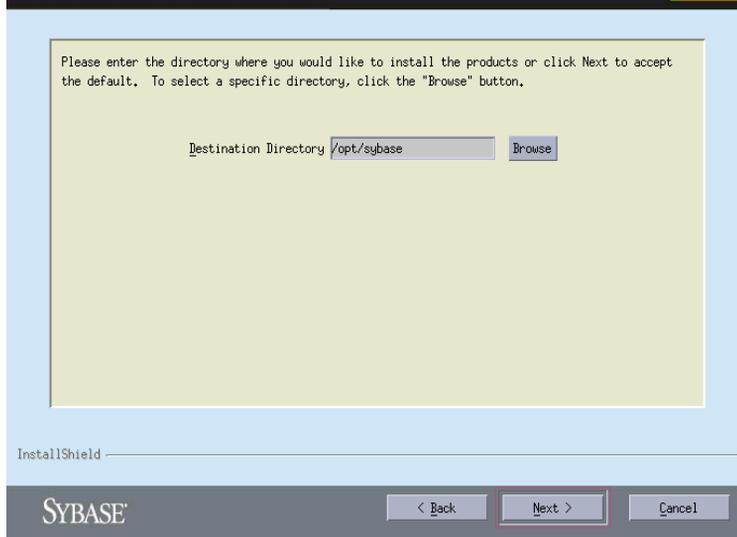
4 Click **Next**. The End-User License Agreement screen opens.



In the **Select** field, select your country to display the license agreement in your language. Read the license agreement and:

- If you agree to the terms, click **I agree to the terms of the Sybase license for the install location specified.**
- If you do not agree to the terms, 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 on UNIX systems and in the *c:\sybase* directory on Windows systems. If you want the client installed in a different directory, type the full path to the directory. Alternatively, you can use **Browse** to select an existing directory.

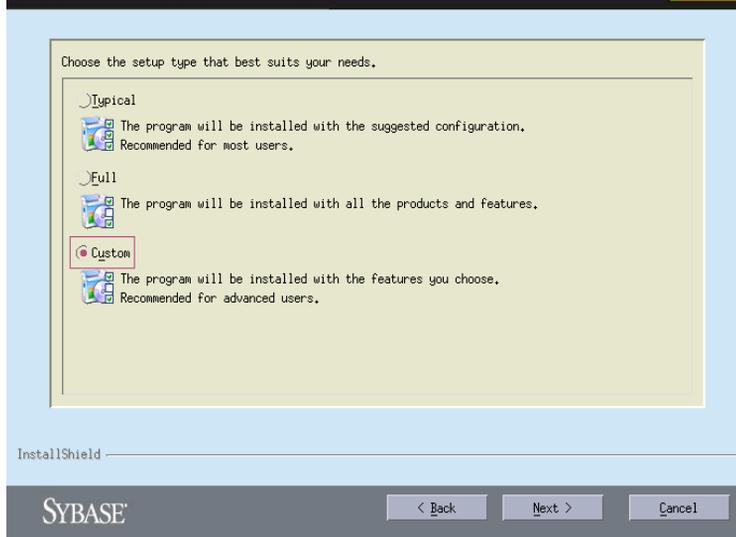
-
- 6 Click **Next**. If the directory does not exist, a message opens:

“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.

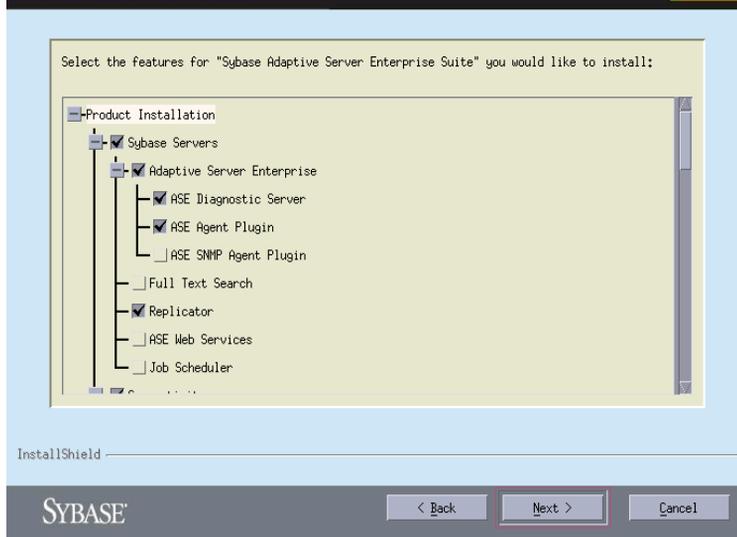
-
- 7 The Setup type screen opens.



Alcatel-Lucent recommends you install the “Custom” installation since VitalQIP requires some components but does not need others. If you wish to use the Typical or Full installation, refer to the Sybase documentation for installation instructions (see [“Full and customized installations”](#), on page 6 for the URL).

-
- 8 Select **Custom** and click **Next**. The Select Features screen opens.

Sybase Adaptive Server Enterprise Suite 15.0.1



For VitalQIP with Sybase, you need to install the components that are listed in [Table 6](#). If the options are not selected, select the options. The options are required software for Sybase to run and for connectivity with VitalQIP. Refer to the Sybase documentation if you want in-depth details on these options.

Table 6 Required Sybase client options for VitalQIP

Option	Notes
Sybase Servers	Deselect because the Sybase server is <i>not</i> required for the Sybase client.
Connectivity	
Open Client	
Common ctlib files	
Common dblink files	
Common Connectivity Components	Defaults to being greyed out because Sybase requires that this option be installed.

Option	Notes
Language Modules	This option defaults to being selected because English Language Support is required by Sybase. VitalQIP supports additional languages, as listed below. If you wish Sybase to support one of these languages, select that language support module.
Chinese Language Support Module	Required if VitalQIP is supporting simplified Chinese.
French Language Support Module	Required if VitalQIP is supporting German.
German Language Support Module	Required if VitalQIP is supporting French.
Spanish Language Support Module	Required if VitalQIP is supporting Spanish.
Korean Language Support Module	Required if VitalQIP is supporting Korean.
English Language Support Module	Defaults to being greyed out because Sybase requires that this option be installed.
iConnect for JDBC	
JDBC Driver	This option is required if a VitalQIP web server will be installed locally.
Sybase Software Asset Management	Deselect because VitalQIP does not require these features.
Sybase Unified Agent	Deselect because VitalQIP does not require these features.
ASE Administration Tools	Deselect because VitalQIP does not require these features.

.....

9 Click **Next**. The Summary screen opens. Review the summary of information to ensure it is correct.

.....

10 Click **Next**. After the installation completes, a message opens stating the installation is complete.

Important! If you are using the database server executable to install the Sybase client, an additional screen opens. Deselect the option and continue to the next step.

.....

11 Click **Next**. The Installation Complete screen opens.

.....

12 Click **Finish**.

.....

13 Check the connectivity of the database. See:

- [“UNIX: configure and check the connectivity to the database”](#), on page 46

- “Windows: configure and check connectivity to the database”, on page 48

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 Sybase home directory:
`cd /opt/<Sybase directory>`
 - 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). When you are installing VitalQIP, make sure you enter the name exactly as it appears during the installation process. The name must match the name in the [VitalQIP Login Service] section of the *qip.pcy* file. The file is located on the server running 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 Exit all DSEDIT windows:
 - a. Click **OK**.
 - b. Click **OK**.
 - c. Click **Close Session**.
 - d. Click **Exit** and **Yes** to confirm the exit.

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 <Sybase server>
```

- If VitalQIP is not installed:

```
isql -U sa -P -S <Sybase server>
```

Important! The **-S** parameter is required.

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 Enter:
`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. When you are installing VitalQIP, make sure you enter the name exactly as it appears during the installation process. The name must match the name in the [VitalQIP Login Service] section of the *qip.pcy* file. The file 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** 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 already installed locally:
`isql -U qipadmin -P <qipadmin_password>`

- If VitalQIP is not installed locally:

```
isql -U sa -P -S <Sybase server>
```

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

.....
E N D O F S T E P S



Uninstall Sybase

Overview

Introduction

If needed, Sybase can be uninstalled if a problem occurs or if an error occurred during the Sybase installation. If an existing database is installed and contains data, you should back it up before uninstalling Sybase. Instructions on backing up Sybase are located in Chapter 18 of the *Administrator Reference Manual*.



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/uninstall/ASESuite* directory.
 - b. Run:
`./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 successfully 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 section describes how to uninstall Sybase on Windows. The instructions on the Sybase website for uninstalling the Adaptive Server (on Windows) are not recommended because traces of the installation remain on the system. This has been known to cause new installations to fail.

Before you begin

- Alcatel-Lucent recommends that you back up the registry before you make any edits. For example, you can use the Export function in the Registry Editor to save current registry values.
- When you are required to delete environment variables and registry entries, be careful not to delete the environment variable or the registry entry itself if other values not related to Sybase are present. You may damage your system.

Clean the registry

Some Sybase related registry entries must be removed from the Windows registry. Follow these steps:

- 1 Stop all Sybase and VitalQIP-related services, including VitalQIP Add-On products that share the database. If any services are set up to start automatically, change them to be started manually.
- 2 Restart the system to release any DLLs that are already loaded into memory.
- 3 Open `regedit`:
 - a. From your Desktop, select **Run** from the **Start** menu.
 - b. Type:
`regedit`
 - c. Click **OK**.
- 4 Search for the following registry entries and delete all references found in the registry entry:
 - Sybase server name
 - The word “sybase”
 - The word “sysam”
 - The word “flexlm”
- 5 Close `regedit`.

Delete the SYBASE directory

- 1 Open Windows Explorer.
- 2 Navigate to the SYBASE directory.
- 3 Delete the directory and all sub-directories.

Delete environment variables

- 1 Remove all Sybase related environment variables. These variables include:
 - DSLISTEN
 - DSQUERY
 - LM_LICENSE_FILE
 - QIPHOME
 - SYBASE
 - SYBASE_ASE
 - SYBASE_JRE
 - SYBASE_OCS

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

- 2 Reboot the computer.
- 3 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



3 Oracle requirements

Overview

Purpose

This chapter describes the pre-installation requirements for Oracle. Before you begin installing your VitalQIP system, read the *VitalQIP Administrator Reference Manual*. It will assist you in setting the proper configuration for your network.

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Oracle pre-installation requirements

Overview

Introduction

This section discusses the requirements for installing Oracle on a Windows or UNIX operating system unless otherwise specified. Because Alcatel-Lucent 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

There are several Oracle parameters that need to be modified for your database and operational environment. Increasing these parameters within Oracle can result in better performance within Oracle and VitalQIP. These parameter settings represent minimum requirements for an Oracle and VitalQIP configuration:

- `cursor_sharing = exact`
- `db_file_multiblock_read_count = 16`
- `shared_pool_size = 14000000`
- `processes = 50`
- `dml_locks = 200`
- `log_buffer = 32768`

Important! It is recommended that the settings for `sga_max_size` and `sga_target` parameters be set to the maximum allowed based on available memory to Oracle. See Oracle installation documentation for more details on how to set the `sga_max_size` and `sga_target` parameters.

Important! The `compatible` parameter must be set to at least 9.2.0.0 (for example, `compatible=9.2.0.0`) 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: Requirement for Oracle

If Oracle 10gR2 is being installed on Red Hat Enterprise Linux4. Refer to Oracle's *Requirements for Installing 10gR2 RDBMS ON RHEL 4 Doc ID: Note: 339510.1* for additional information on hardware and software requirements.



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 10gR2 (10.2.0.1)
 - PL/SQL
 - SQL*NET
 - SQL*PLUS
 - A Protocol Adapter
 - Configure SQL*NET
-

2 Since VitalQIP supports a database that stores multiple languages, the Oracle database character set must be set to AL32UTF8 and the Oracle National Character to AL16UTF16. These setting can be configured in the Oracle Database Creation Assistant (DBCA) when creating an Oracle database instance.

3 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** field. 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 snapshot
- Create table
- Create trigger

- Create procedure
- Create view
- Select any table
- Select on dba_role_privs
- Select any dictionary
- Query rewrite

.....
 END OF STEPS

Create tablespace

System tablespace 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 40 MB.

You need to create the following tablespaces in Oracle:

- QIP_DATA contains the VitalQIP tables
- QIP_INDEX contains the VitalQIP indexes
- QIP_TEMP *temporary* space for VitalQIP installation

tablespace calculation formula

Use the following calculation to determine the tablespace sizes you will need:

$x = (\# \text{ of IP Addresses} * 2500) + (\# \text{ of subnets} * 500) + (\# \text{ of domains} * 1300)$
 $y = x / (1024 * 1024)$ (to convert to MB)

Take the value of 'y' and calculate tablespace requirements as follows:

qip_data tablespace (MB) = $y * 5$
 qip_index table space (MB) = $y * 5$
 qip_temp table space (MB) = qip_data table space / 2

tablespace examples

To create tablespace, an Oracle DBA needs to log into SQL*Plus as **sys** and execute the following. Substitute the values you calculated above in the size examples that follow:

QIP_DATA

```
create tablespace QIP_DATA
datafile '/opt/app/oracle/oradata/QIP/qip_data01.dbf' size 500M;
```

QIP_INDEX

```
create tablespace QIP_INDEX
datafile '/opt/app/oracle/oradata/QIP/qip_index01.dbf' size 500M;
```

QIP_TEMP

Important! Ensure that **qip_temp** is *temporary* tablespace. Otherwise, the VitalQIP installation fails.

```
create temporary tablespace QIP_TEMP
tempfile '/opt/app/oracle/oradata/QIP/qip_temp01.dbf' size 250M;
```

Calculate and customize initial/extent specifications

Depending on the size of your installation, some VitalQIP tables can 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 the table in [Table 7](#) and [Table 8](#). Also, add initial/next specifications to create table statements if necessary.

Each table’s row size is stored in *\$QIPHOME/scripts/tab_storage.conf*. Use the row sizes, along with the information in [Table 7](#), to calculate the number of rows per table, and the table size for the Data table. The row sizes in [Table 7](#) are approximate.

Table 7 Data table

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

Table	Number of 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 8](#), to calculate the number of rows per table, and the table size for the Audit table. The row sizes in [Table 8](#) are approximate.

Table 8 Audit tables

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

Oracle requirements

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.



4 VitalQIP requirements

Overview

Purpose

This chapter describes the pre-installation requirements for VitalQIP. Before you begin installing your VitalQIP system, read the *VitalQIP Administrator Reference Manual*. It will assist you in setting the proper configuration for your network.

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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 7.1 Release Notes* for this information.



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 otherwise specified.

Obtain a license key

You must obtain a license key and serial number for each system on which the VitalQIP 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.

Important! Do not add more objects to a network than your license allows. Doing so will lock you out of the VitalQIP application.

Determine if secure socket layer (SSL) is deployed

Find out if SSL will be used in the VitalQIP deployment. It is recommend your write down if SSL is deployed and choose a password that will be used in the SSL deployment. This information is needed during the installation. The encrypted password needs to be obtained also. See the *Administrator Reference Manual* for more information.

Determine if HTTPS versus HTTP messaging is deployed

Find out if HTTPS or HTTP messages will be used when communicating with the Apache Tomcat web server. You need to know the port on which HTTPS or HTTP messages are sent and received. By default, 80 is the default port for HTTP and 743 is the default port for HTTPS.

It is recommended that the you write down the type of messages you are using, the port used, and the IP address of the Apache Tomcat web server. These items are needed for other VitalQIP component installations.

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:

- For Linux:

```
./qip71setupLinuxgcc.bin -is:tempdir <temporary directory>
```
- For Solaris:

VitalQIP requirements

```
./qip71setupSolaris.bin -is:tempdir <temporary directory>
```

- For Windows:
qip71setupwin32.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: Set database environment variables

Prior to installing VitalQIP, the database environment variables need to be set for the installation to run correctly. To do so:

If you are using...	Then...
Sybase	<p>Run one of the following scripts from the <i>\$SYBASE</i> directory:</p> <ul style="list-style-type: none">• For a C shell, run: source SYBASE.csh• For a Bourne shell, run: . ./SYBASE.sh <p>The script sets these environment variables:</p> <ul style="list-style-type: none">• INCLUDE• LD_LIBRARY_PATH (Solaris and Linux only)• LIB• PATH• SYBASE• SYBASE_ASE• SYBASE_JRE• SYBASE_OCS• SYBROOT• SYBASE_UA

If you are using...	Then...
Oracle	Have your Oracle database administrator set these environment variables: <ul style="list-style-type: none"> • ORACLE_HOME - Set to the full path of the Oracle home directory • ORACLE_SID - Set to the Oracle database instance created for VitalQIP • PATH - Set to \$ORACLE_HOME/bin • LD_LIBRARY_PATH (Solaris and Linux only) - Set to \$ORACLE_HOME/lib:\$LD_LIBRARY_PATH

Windows: standard characters for Windows administrator login

Due to a technical limitation with InstallShield, the VitalQIP installation on Windows requires that the administrator login for Windows machines use standard characters. The installation fails if the Windows login contains non-standard characters.

Stop all scheduled moves and reclaims

If VitalQIP is being upgraded, ensure there are no 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. After you have completed your upgrade, you need to reschedule your moves and reclaims.



5 Install VitalQIP enterprise server

Overview

Purpose

This chapter covers installing VitalQIP enterprise server on supported Windows and UNIX platforms. The installation chapter is divided by operating system. To increase the usability of this chapter, portions of the installation steps are labeled. If a label does not apply to a particular installation situation, the label can be skipped.

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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 are installed by default in this installation. If needed, the VitalQIP enterprise server installation can also initialize the database.

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 7.1 Release Notes* for instructions on upgrading to VitalQIP 7.1.



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 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 must be met before installing VitalQIP. Read the *VitalQIP 7.1 Release Notes* to ensure your system meets the pre-installation requirements for installing VitalQIP.

Ensure the database is installed and running

The Sybase or Oracle database must be installed. If Oracle is the database, your Oracle database administrator is responsible for ensuring the Oracle database is correctly in place. Also, the installation requires that the database is running. Ensure the database is running prior to starting the installation.

Stop all VitalQIP-related processes

If VitalQIP is installed, ensure all VitalQIP-related processes (services on Windows) are stopped.

Find 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.

Install VitalQIP enterprise server

- 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.

Find the IP address of the machine

Find the IP address of the machine where the VitalQIP enterprise server is being installed.

Find 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
- VitalQIP Web Service

Gather information about the Apache Tomcat web server

Gather the following information about the Apache Tomcat web server:

- Find out if your web server is using standard HTTP or HTTPS messaging
- Find the port your web server is using
- Find the IP address of the machine where the web server is running



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.

Before you begin

- If you wish to install the VitalQIP remote server on the same machine as the VitalQIP enterprise server, you must select Remote Server at the same time as you select the Server Package. You cannot install the VitalQIP remote server after you have already installed the enterprise server.
- If the Oracle database and VitalQIP enterprise server are on different boxes, the Oracle client needs to be installed on the enterprise server and the *ORACLE_HOME* environment variable on the enterprise server needs to point to the Oracle client directory.
- Ensure you are logged into your system as the root user.
- Ensure your database is running:

```
$SYBASE/ASE-15_0/install/showserver
```

- 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
```

Procedure

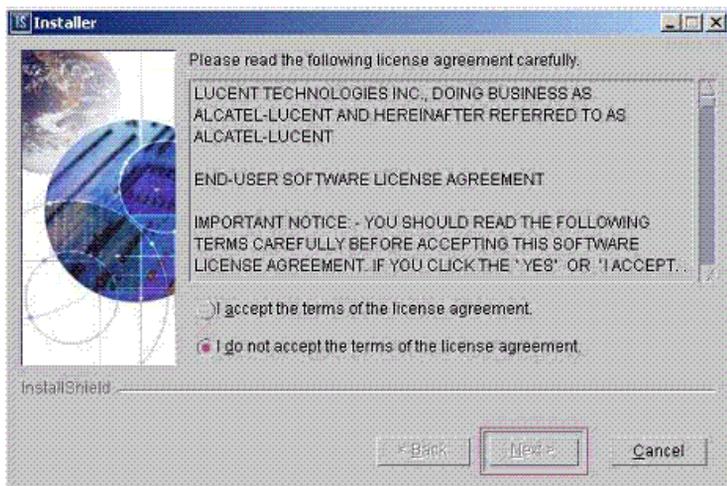
Follow these steps:

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


```
./qip71setupLinuxgcc.bin
```
 - For Solaris:


```
./qip71setupSolaris.bin
```
-

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

3 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:

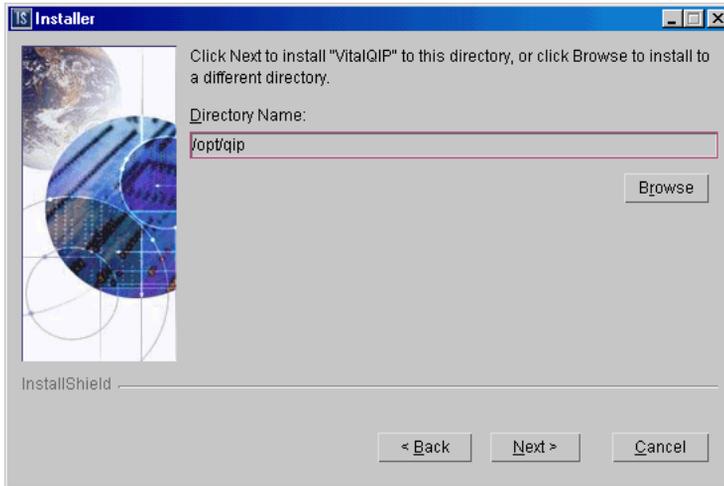
“You are running the install on an unsupported platform. Installation will not proceed.”

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

4 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
- **no, they will be killed manually** and stop the processes manually.

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

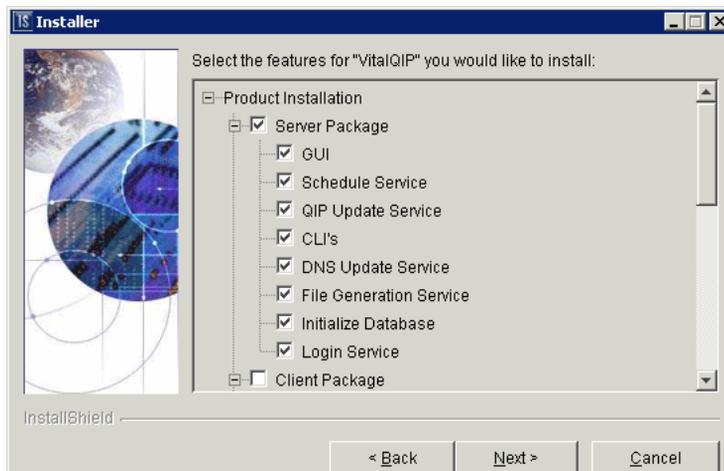


The default destination directory for the VitalQIP software is shown. By default, the directory is `/opt/qip`. If a version of VitalQIP exists on the machine, the installation reads the `QIPHOME` environment variable and displays the value.

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.

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



Uncheck all components except the **Server Package** and its sub-components. [Table 9](#) 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 not uncheck the checkbox.

Table 9 Enterprise server installation sub-components

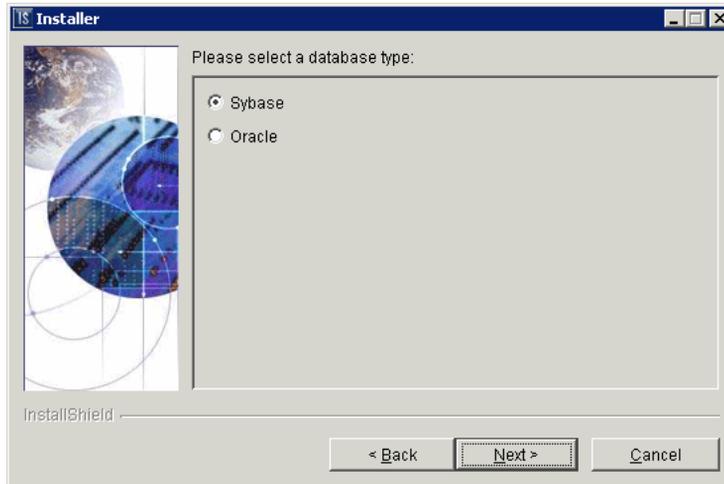
Sub-component	Description
GUI	Installs the user interface of VitalQIP.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: <ul style="list-style-type: none"> • Scheduled moves • Scheduled reclaims • Auto updates of DNS, Bootp table, and NIS/Local operating system files 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, any data in the database is deleted.
Login Service	Handles VitalQIP database logins. This service is required to connect to the VitalQIP database.

.....

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

.....

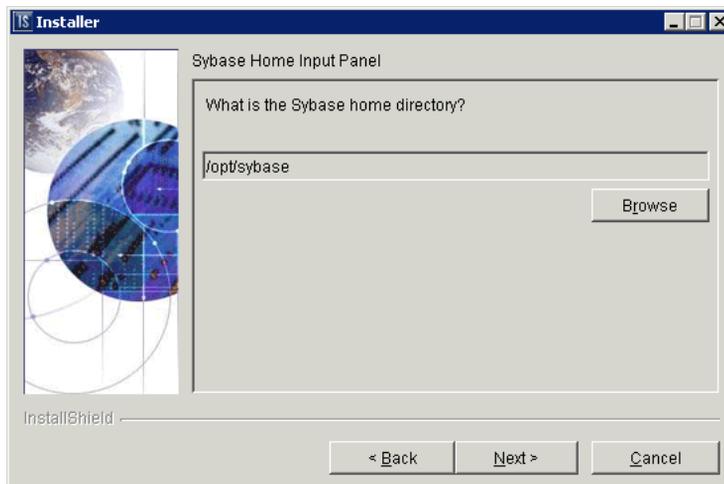
8 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

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



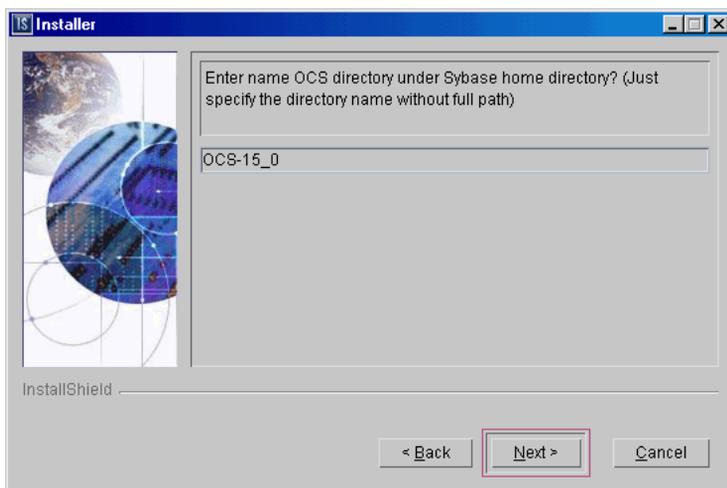
If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

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

Important! If the Oracle server database is on a different box than the VitalQIP enterprise server, the location of the Oracle client on the enterprise server should be entered in this screen.

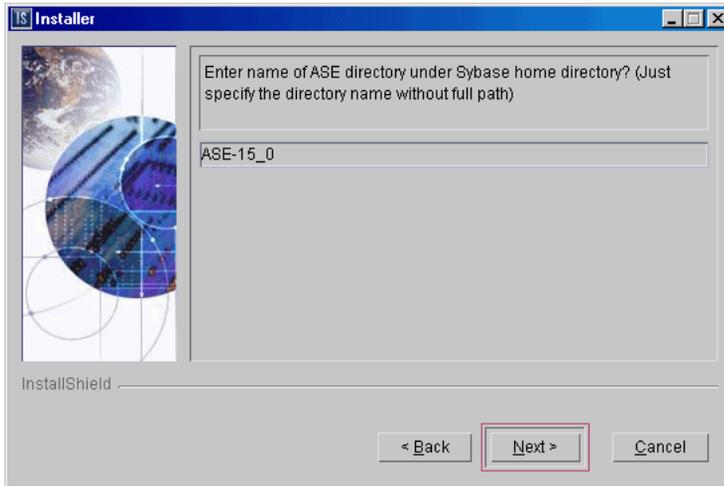
Sybase only with Initialize Database

- 10 If Sybase is selected in [Step 8](#) and items were not completed in “Before you begin” on [page 73](#) prior to starting the installation, additional screens open. Skip this step if you did not select Sybase. To continue with the installation, do the following:
- Click **Next**. The OCS Directory screen opens.



By default, the name of the directory is OCS - 15_0. If needed, change the name of the directory.

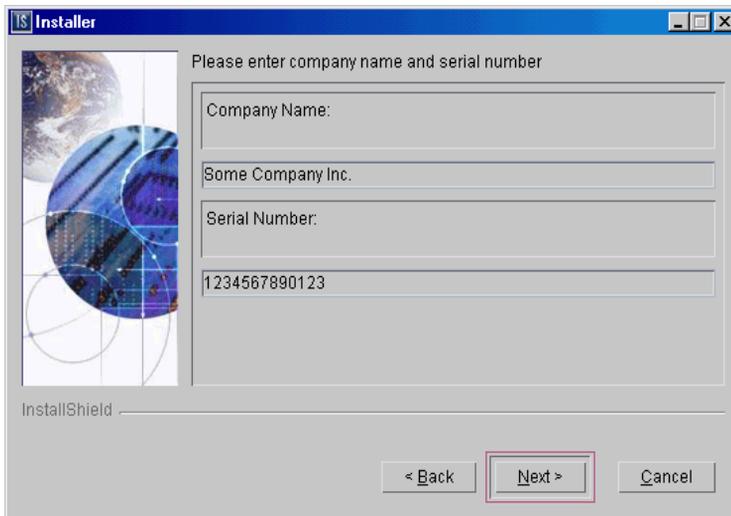
- Click **Next**. The ASE Directory screen opens.



By default, the name of the directory is ASE - 15_0. If needed, change the name of the directory.

- c. Continue to the next step.

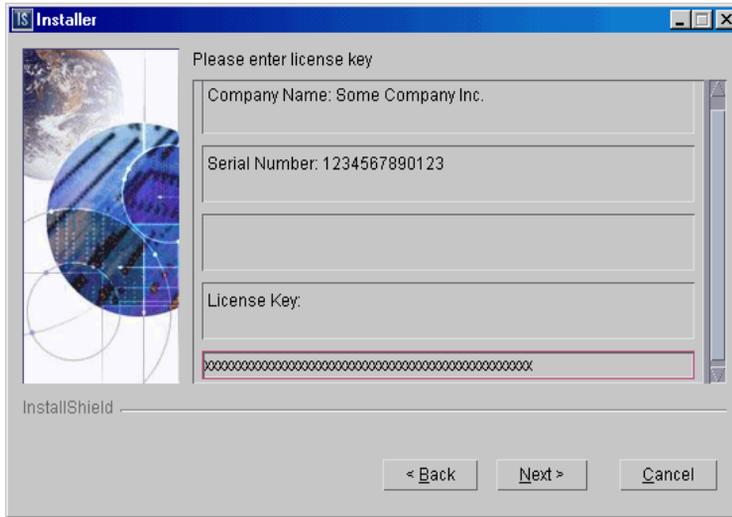
11 Click **Next**. The Company Name & Serial Number screen opens.



Do the following:

- a. In the **Company Name** field, enter the name of your company.
- b. In the **Serial Number** field, enter the serial number supplied by Alcatel-Lucent.

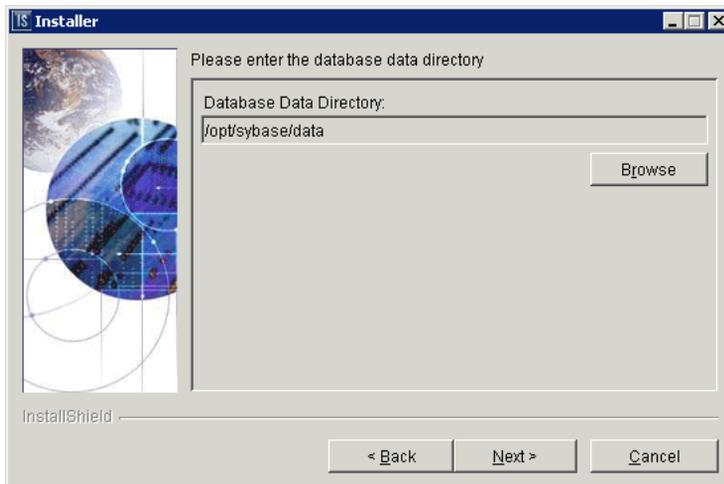
12 Click **Next**. The License Key screen opens.



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

Sybase only

- 13 Click **Next**. If you selected Sybase in [Step 8](#), the Database Data Directory screen opens. Skip this step if you selected Oracle.

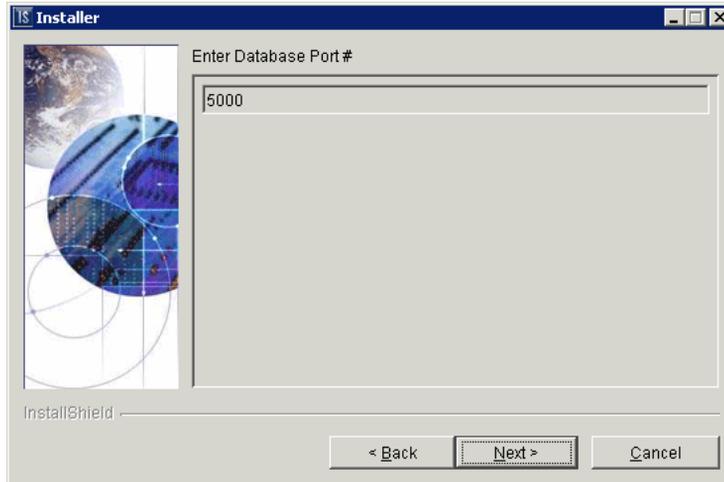


The destination directory where VitalQIP devices, `qip_dat`, `qip_log`, and `qip_tempdb`, will be installed is shown. By default, the directory is `$$SYBASE/data`.

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

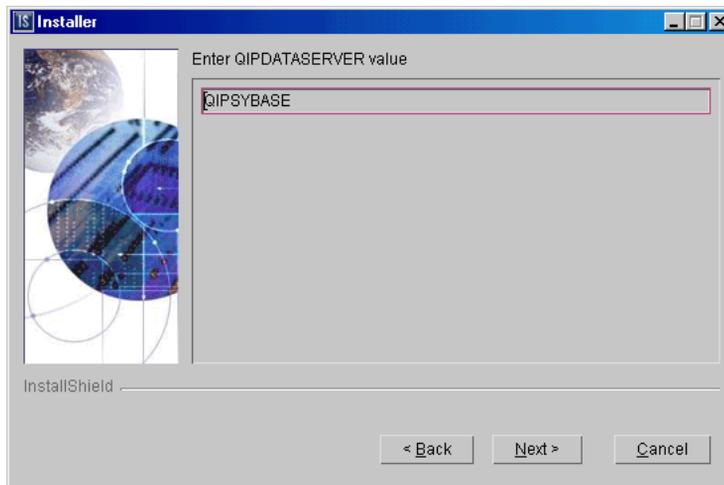
- a. Click **Browse**.
- b. Find the directory and select the directory.
- c. Click **Open**. The destination directory is shown in the field.

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



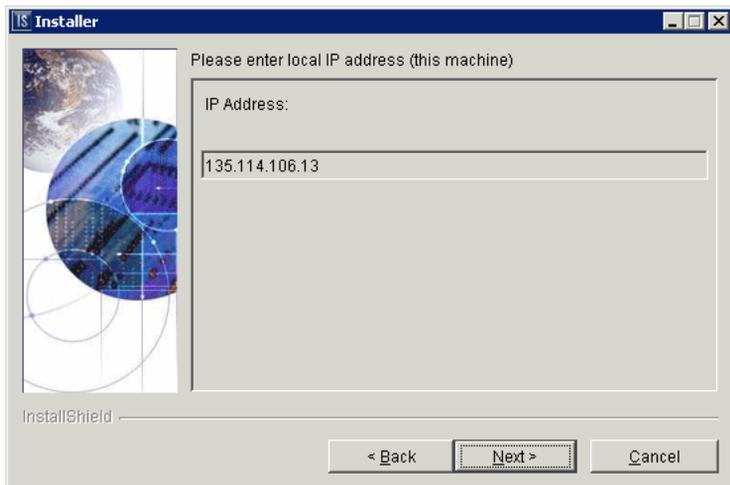
By default, the port number is 5000 for Sybase and 1521 for Oracle. In the **Enter Database Port #** field, change the port number for the database if necessary.

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.

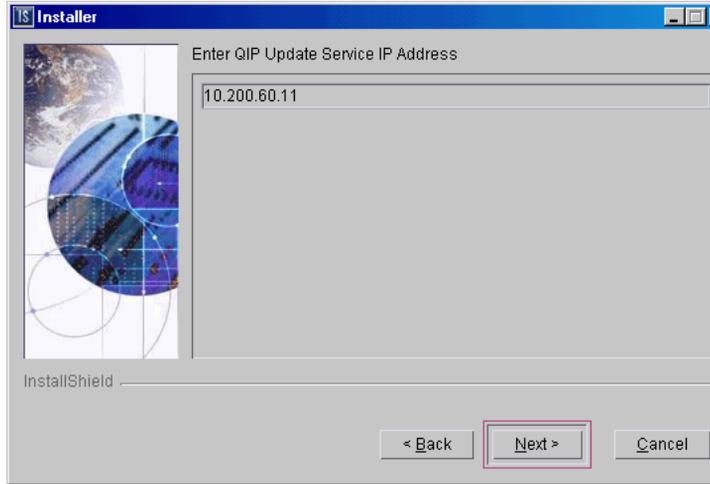
- 16 Click **Next**. The Local IP Address screen opens.



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

QIP Update Service, GUI, and CLIs only

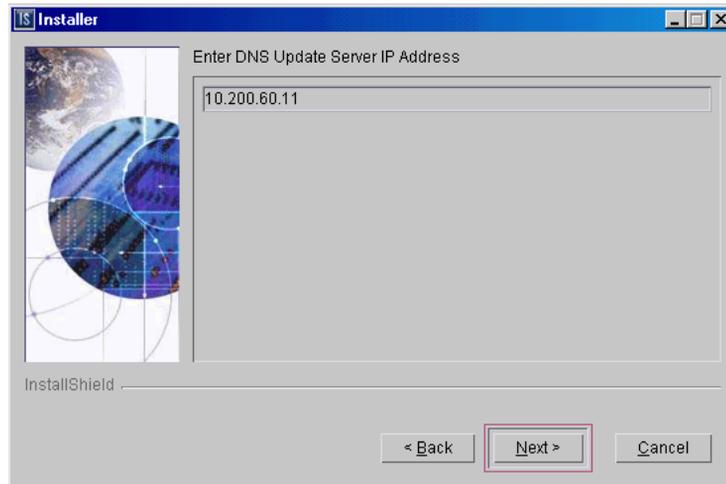
- 17 Click **Next**. If you selected QIP Update Service, GUI, or CLIs in [Step 6](#), the QIP Update Service IP Address screen opens. Skip this step if you did not select QIP Update Service, GUI, and CLIs.



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

DNS Update Service only

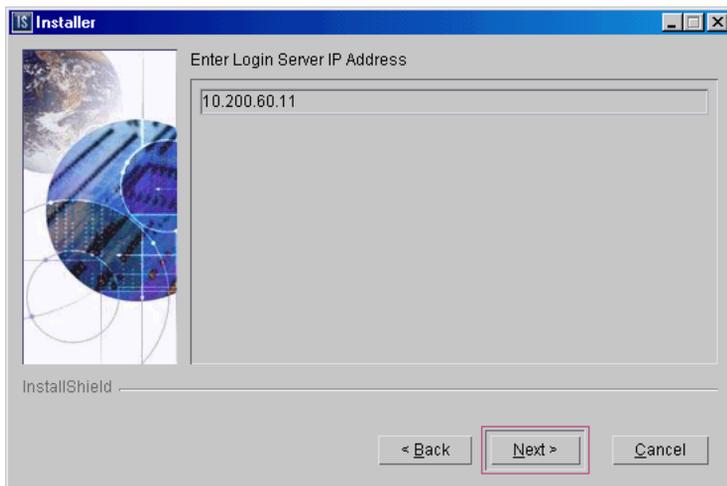
- 18 Click **Next**. If you selected DNS Update Service in [Step 6](#), the DNS Update Server IP Address screen opens. Skip this step if you did not select DNS Update Service.



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

Login Service only

- 19 Click **Next**. If you selected Login Service in [Step 6](#), 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.

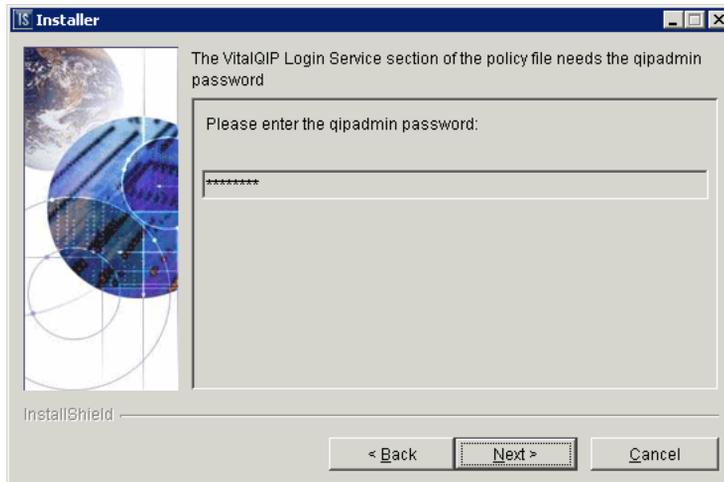
- 20 Click **Next**. The qipman Password screen opens.



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.

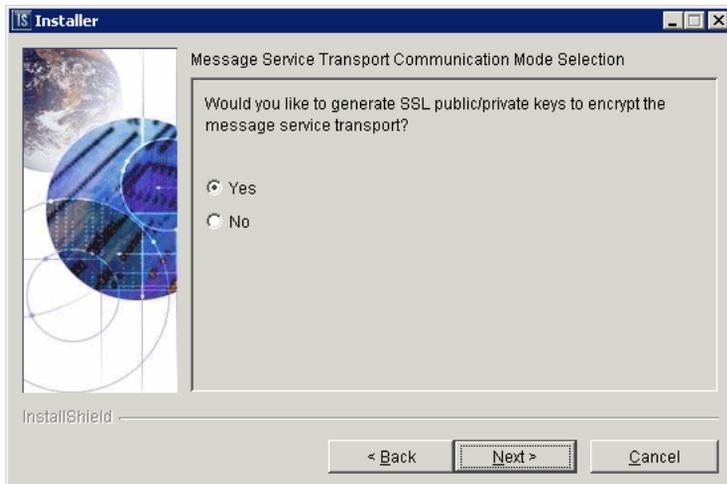
Login Service only

- 21 Click **Next**. If you selected Login Service in [Step 6](#), the qipadmin Password screen opens. Skip this 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.

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

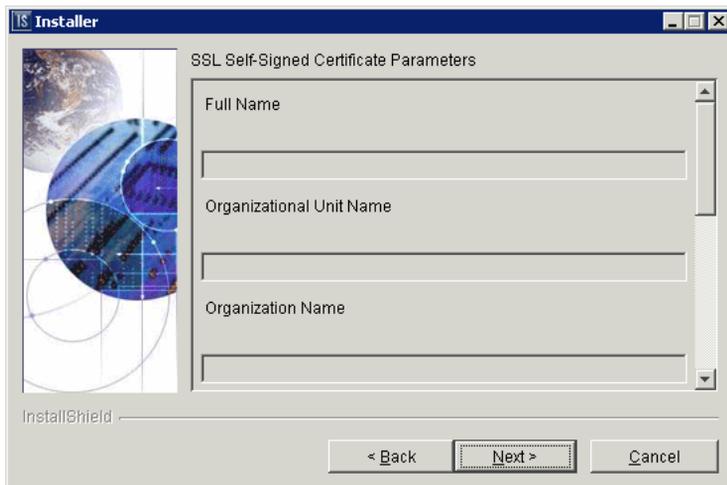


Select one of the following:

- **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

-
- 23 Click **Next**. If you selected Yes in [Step 22](#), the SSL Self Signed Certificate Parameters screen opens. Skip this step if you selected No.



Important! You need to scroll down to view the remaining fields in the screen.

Review [Table 10](#) and enter the values in the fields.

Table 10 SSL Self Signed Certificate Parameters fields

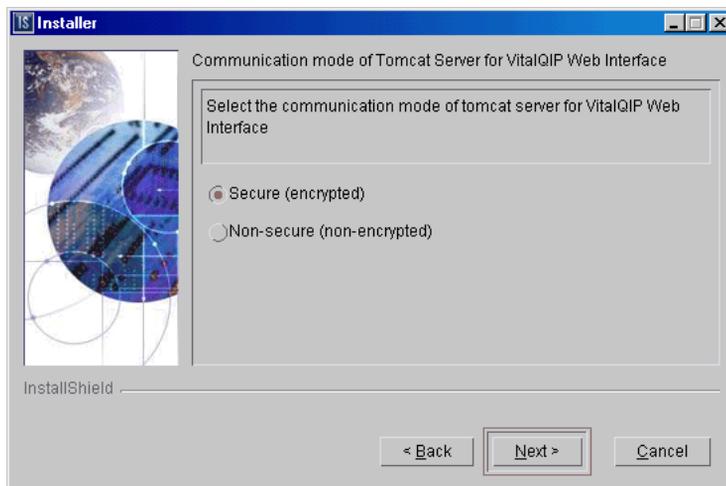
Field	Description
Full Name	Your full name.
Organizational Unit Name	The name of the organization unit.
Organization Name	The name of the organization.
City or Locality	The city or locality where your organization is located.
State or Province	The state or province where your organization is located.
Two-Letter Country Code	The two letter country code your organization is located in.
Private Key Encryption Password	<p>Required. Create a private key password. Adhere to the following guidelines:</p> <ul style="list-style-type: none"> The password may be of any length except null. All characters must match the pattern: [a - z A - Z 0 - 9 ~ ! @ # \$ % ^ & * () _ + = { } ?] Do not use the space character.

If you did not enter a password in the Private Key Encryption Password, a message opens after you click **Next**:

“SSL Private Key Encryption Password must be set.”

Click **Back** and enter a password in the **Private Key Encryption Password** field. Once a password is entered, continue with the installation.

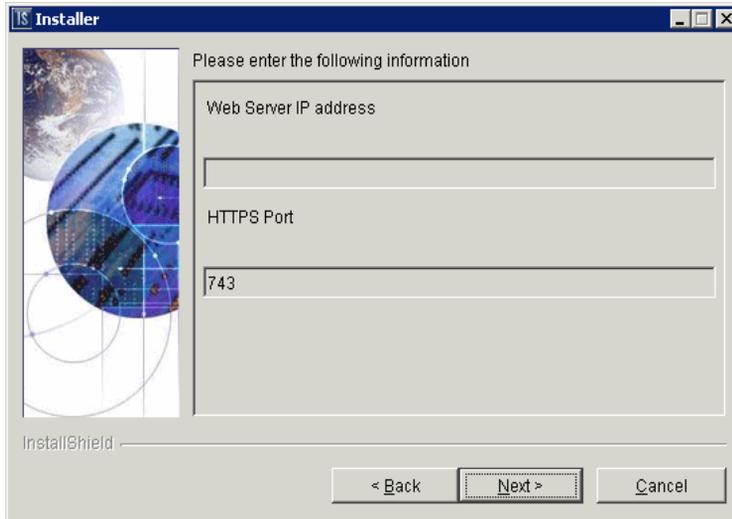
24 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the *\$QIPHOME/qip.pcy* file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

25 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 24](#).

Review [Table 11](#) and fill in the fields.

Table 11 Tomcat Server Information fields

Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 24.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 24.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

- 26 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the installation. After a few moments, the Successful Install screen opens.
- 27 Click **Next** to continue the VitalQIP Wizard.

Cannot connect to the database

- 28 If the database cannot be reached, a screen opens prompting for the sa password for Sybase or the sys password for Oracle. Skip this 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.

Oracle only. Configure the `tab_storage.conf` file

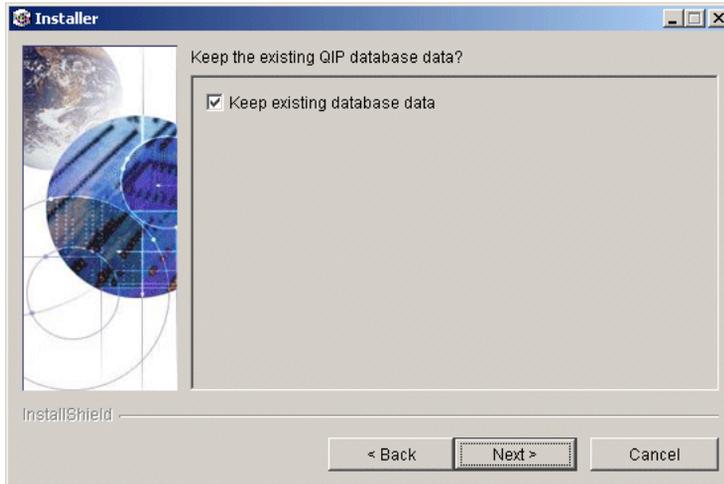
- 29 If your database is Oracle, a message opens:
- “Tab_storage.conf contains initial and next storage parameters for several large tables. If you want to modify this file, modify it now. Also uncomment the OracleUpdateStatistics lines of the qipinst.config file to have qip-import automatically analyze the QIP tables. Click Next to skip or after performing the optional steps above.”

Read the message and make your configurations as needed.

If you are using Oracle as your database, devices must be created and sized before installing VitalQIP. See “[Set up Oracle](#)”, on page 58 for more information.

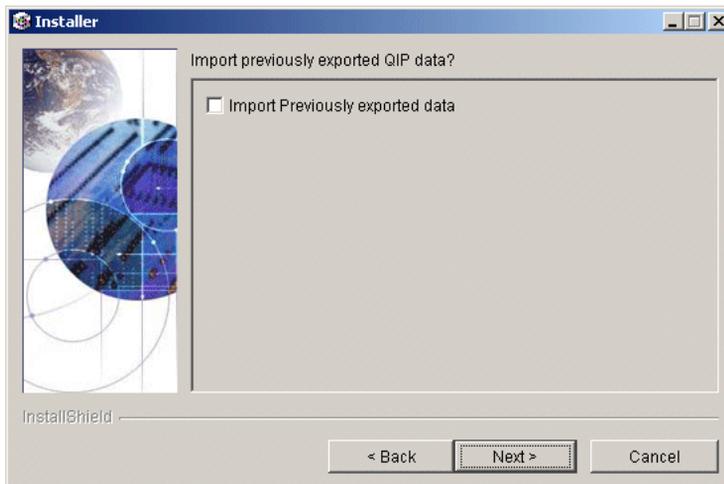
Existing database detected

- 30 If an existing VitalQIP database is detected, The Keep Existing QIP Data screen opens. Go to the next step if an existing VitalQIP database is not detected.



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

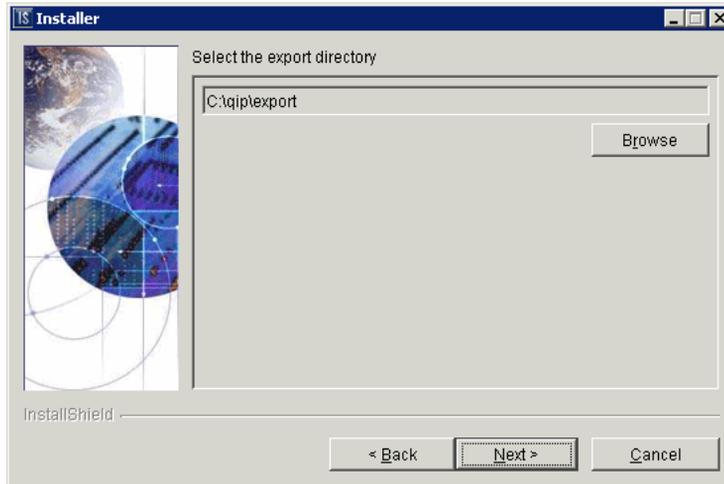
- 31 Click **Next**. The Import Exported Data screen opens if **Keep existing database data** is not selected or if no QIP Devices exist for Sybase Database..



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

Import exported data

- 32 Click **Next**. If **Import previously exported database** was selected or **Keep existing database data** was selected, the Export Data screen opens.

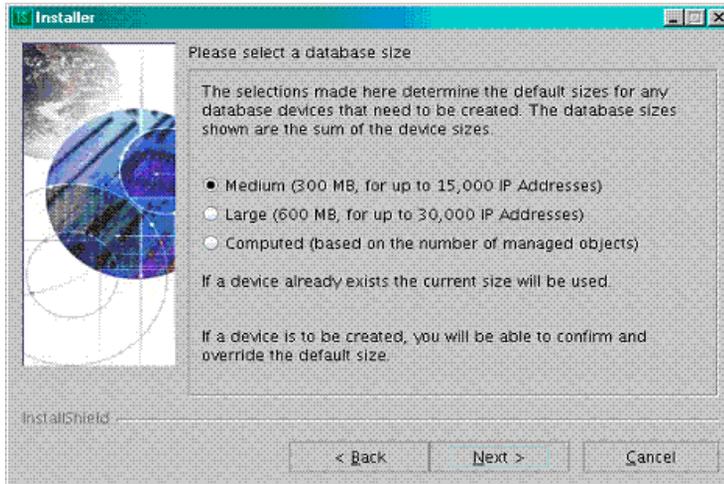


The directory where the data will be exported is shown. The default is */opt/qip/export*. If necessary, type the destination directory directly in the **Select Export Directory** field. In the case where **Import previously exported database** was selected, type the directory where the exported data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

- a. Click **Browse**, find the directory and select the directory.
- b. Click **Open**. The destination directory is shown in the field.

Sybase only. Size a new VitalQIP database

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



Choose a database size from the selections offer and click **Next**. In the next step, one of two screens opens based on your selection. Go to:

- If Medium or Large is selected, see [“For medium or large database size:”, on page 92.](#)
- If Computed is selected, see [“For Computed database size:”, on page 93.](#)

For medium or large database size:

If Medium or Large was selected in the previous screen, the Device Size screen opens.

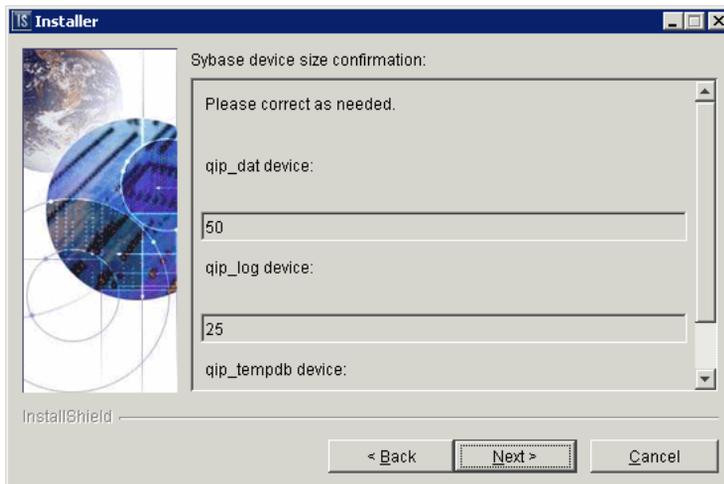


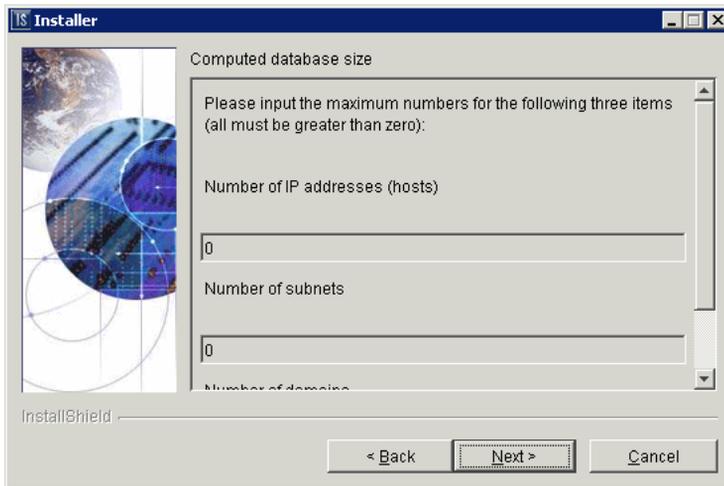
Table 12 shows the default for the fields based on the database size selected. Review the table and change the values as needed. Once you have entered the information, go to the next step.

Table 12 Sybase device size fields

Database size	qip_data device	qip_log device	qip_tempdb device
Medium (300 MB)	150	75	75
Large (600 MB)	300	150	150

For Computed database size:

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.



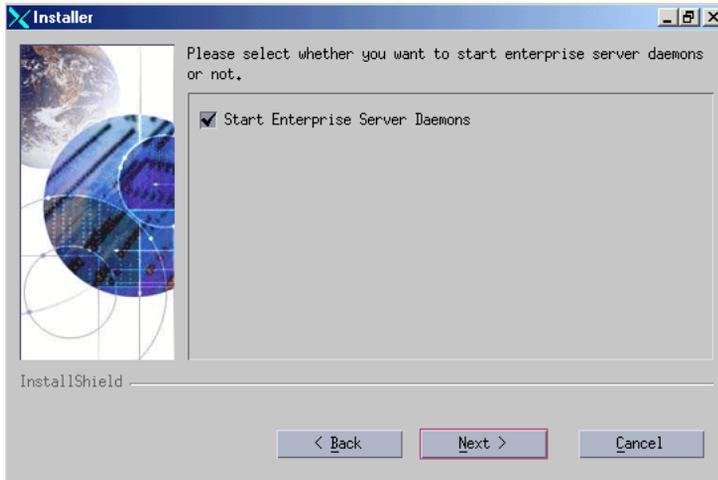
Review [Table 13](#) and fill in the fields. Once you have entered the information, go to the next step.

Table 13 Computed Database Size fields

Fields	Description
Number of IP addresses	Enter the number of hosts VitalQIP will manage.
Number of subnets	Enter the number of subnets VitalQIP will manage.
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.

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

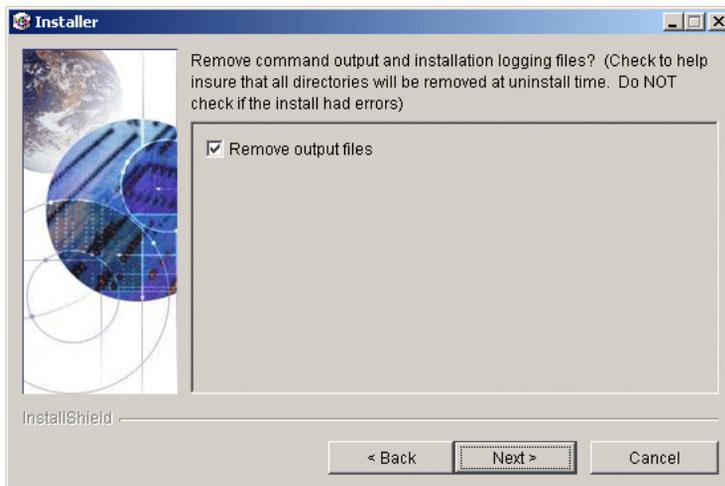


The installation gives you the option to start the enterprise server daemons, follow these steps if you want to start the enterprise server daemon:

- a. Select the **Start Enterprise Server Daemons**. A screen opens showing the daemons that are to be started.
- b. Go to the next step.

Important! Depending on how many other VitalQIP components are installed on your system, additional Start Daemon screens can open. Follow the directions on the screen to complete the installation.

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 After the installation, Sybase needs additional configuration. See [“Additional Sybase configuration”, on page 248](#) for more information. For abbreviated instructions on starting the VitalQIP System, refer to [“UNIX: after a successful installation”, on page 256](#).

.....

END OF STEPS

.....

Oracle only: set the NLS_LANG environment variable

After the installation of the VitalQIP enterprise server, set the NLS_LANG environment variable if you are configuring your VitalQIP Oracle database server to use a language other than American English. NLS_LANG ensures that data is stored in Oracle using the correct language. The NLS_LANG also ensures that the `qip-import` and `qip-export` commands import and export VitalQIP data in the correct language to and from the database.

The NLS_LANG environment variable sets the language, territory, and the database character set for Oracle. The NLS_LANG is set in the `$QIPHOME/shrc` or `$QIPHOME/cshrc` environment file. By default, this environment variable is set to `AMERICAN_AMERICA.AL32UTF8`. The format for this variable is:

```
NLS_LANG=<LANGUAGE_TERRITORY>.<CHARACTERSET>
```

Where:

- LANGUAGE specifies the language used for Oracle messages and day names and month names.
- TERRITORY specifies monetary and numeric formats.
- CHARACTERSET controls the character set used by the client application. Set this to UTF8 or **AL32UTF8** for a unicode application.

Refer to the Oracle documentation *NLS Considerations in Import/Export* (DOC ID 227332.1) and *NLS_LANG Explained* (DOC ID 158577.1) for more information.

The following are examples of non-English language settings:

- Korean:
NLS_LANG=KOREAN_KOREA.AL32UTF8
- French:
NLS_LANG=FRENCH_FRANCE.AL32UTF8

Install VitalQIP enterprise server

For more examples, refer to Oracle documentation *The correct NLS_LANG in a Windows Environment* (DOC ID 179133.1) and *The correct NLS_LANG setting in UNIX Environments* (DOC ID 264157.1).



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.

Before you begin

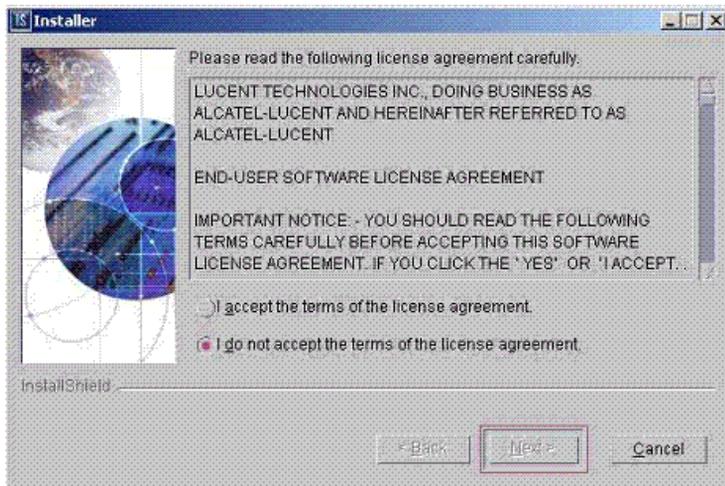
- If you wish to install the VitalQIP remote server on the same machine as the VitalQIP enterprise server, you must select Remote Server at the same time as you select the Server Package. You cannot install the VitalQIP remote server after you have already installed the enterprise server.
- If the Oracle database and VitalQIP enterprise server are on different boxes, the Oracle client needs to be installed on the enterprise server and the *ORACLE_HOME* environment variable on the enterprise server needs to point to the Oracle client directory.
- Ensure you are logged into your system as a user with administrative privileges.
- Ensure you exit all programs you are currently running.

Procedure

Follow these steps:

- 1 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:
qip71setupwin32.exe

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

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

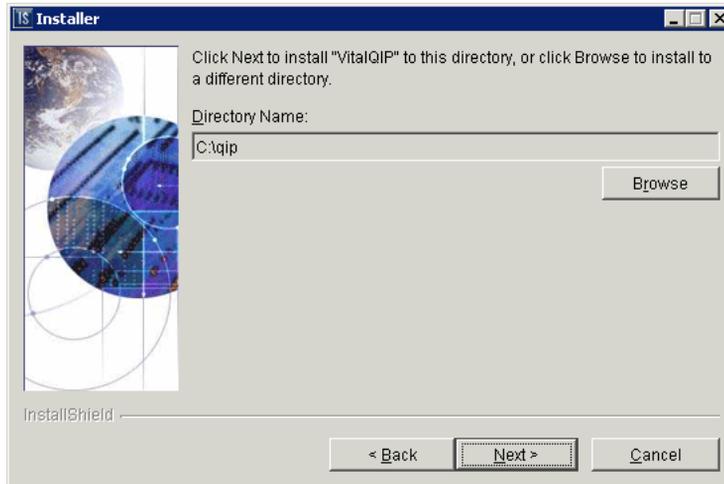
If it is not, a screen opens with the following message:

“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.

-
- 4 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.

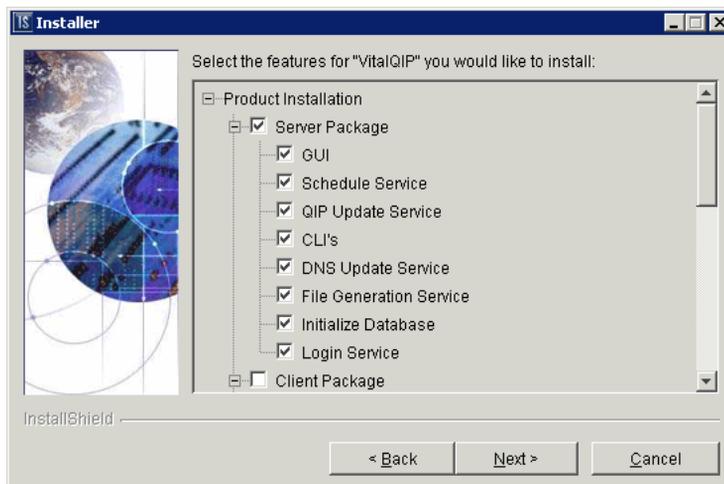


The default destination directory for the VitalQIP software is shown. By default, the directory is %QIPHOME%. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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.

5 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 that 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 not uncheck the checkbox.

Table 14 Enterprise server installation sub-components

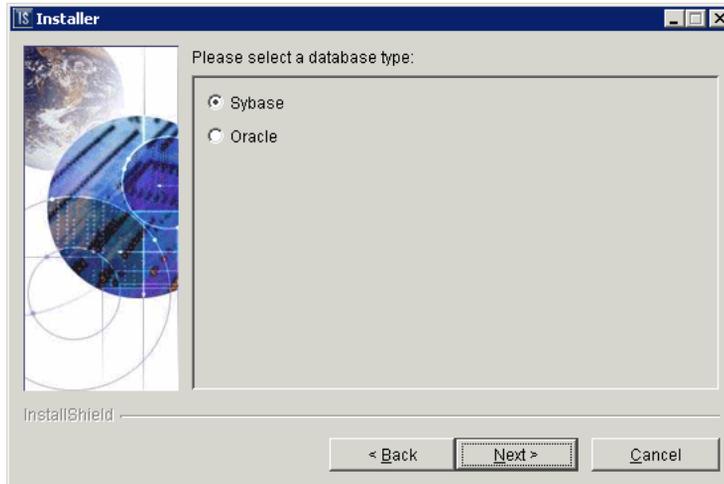
Sub-component	Description
GUI	Installs the user interface of VitalQIP.
Schedule Service	Required. Handles all scheduled events managed by VitalQIP enterprise server: <ul style="list-style-type: none"> • Scheduled moves • Scheduled reclaims • Auto updates of DNS, Bootp table, and NIS/Local operating system 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, 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.

.....

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

.....

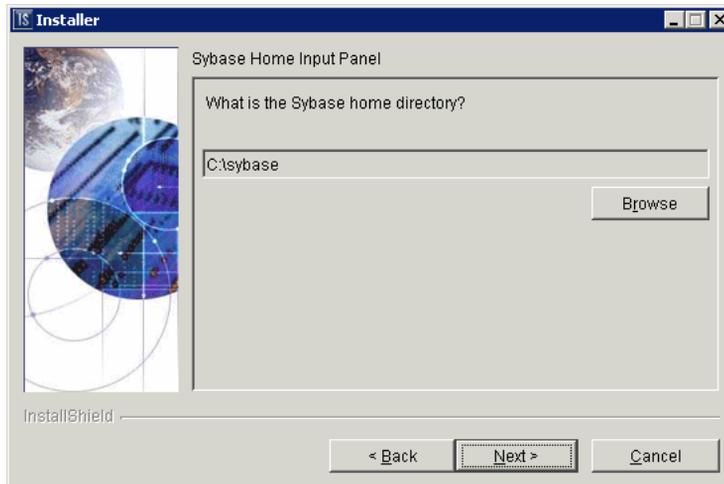
7 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

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

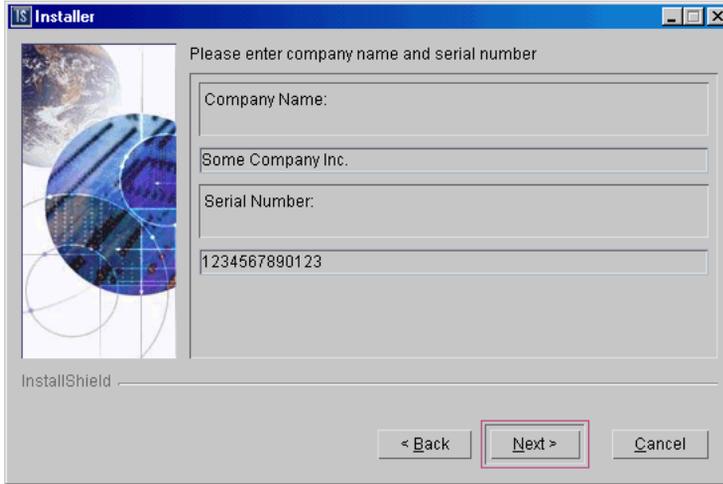


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

- 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.

Important! If the Oracle server database is on a different box than the VitalQIP enterprise server, the location of the Oracle client on the enterprise server should be entered in this screen.

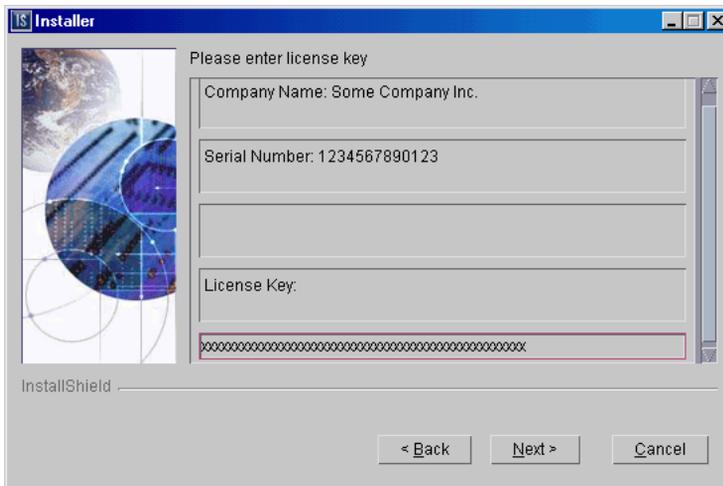
- 9 Click **Next**. The Company Name & Serial Number screen opens.



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 Alcatel-Lucent.

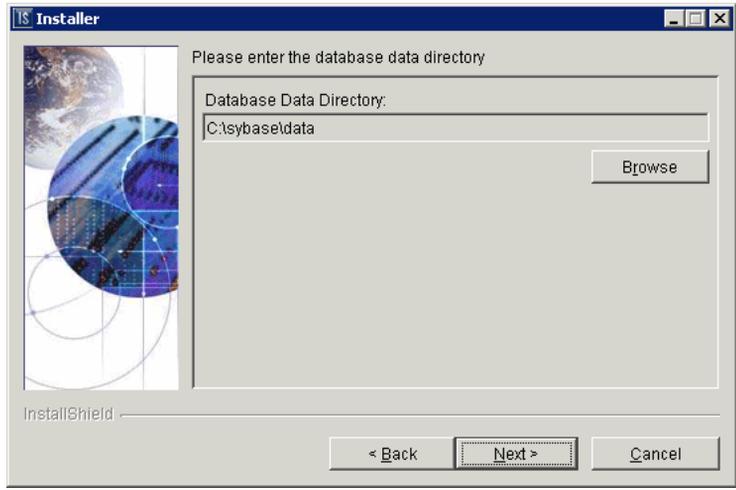
- 10 Click **Next**. The License Key screen opens.



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

Sybase only with Initialized Database

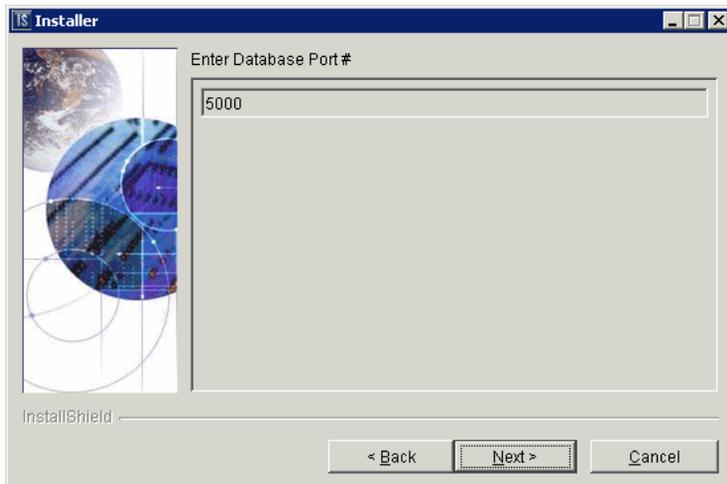
- 11 Click **Next**. If you selected Sybase in [Step 6](#), the Database Data Directory screen opens. Skip this step if you selected Oracle.



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

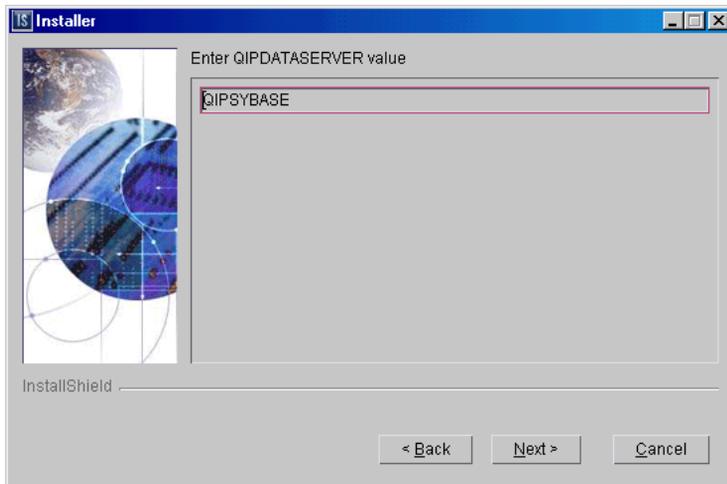
If necessary, type the destination directory directly in the **Database Data Directory** field. Alternatively, click **Browse**, navigate to where the directory is located and select the directory, click **Open**. The destination directory is shown in the field.

- 12 Click **Next**. The Database Port Number screen opens.



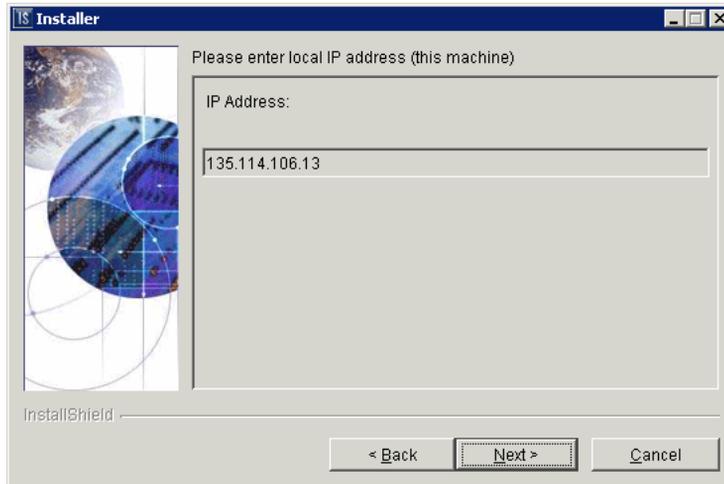
By default, the port number is 5000 for Sybase and 1521 for Oracle. In the **Enter Database Port #** field, change the port number for the database if necessary.

-
- 13 Click **Next**. The QIPDATASERVER Value screen opens.



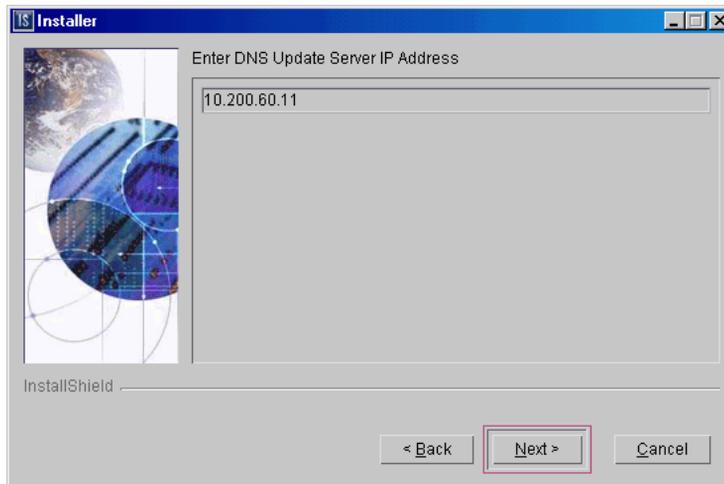
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server.

-
- 14 Click **Next**. The Local IP Address screen opens.



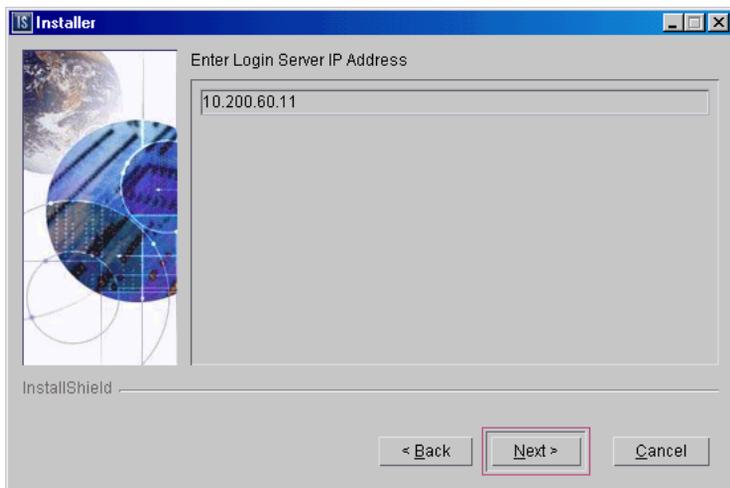
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

-
- 15** 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.

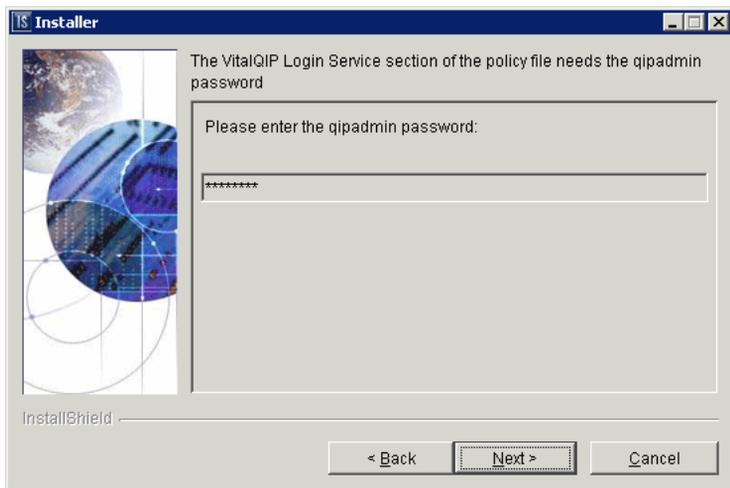
-
- 16** Click **Next**. The Login Server IP Address screen opens.



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.

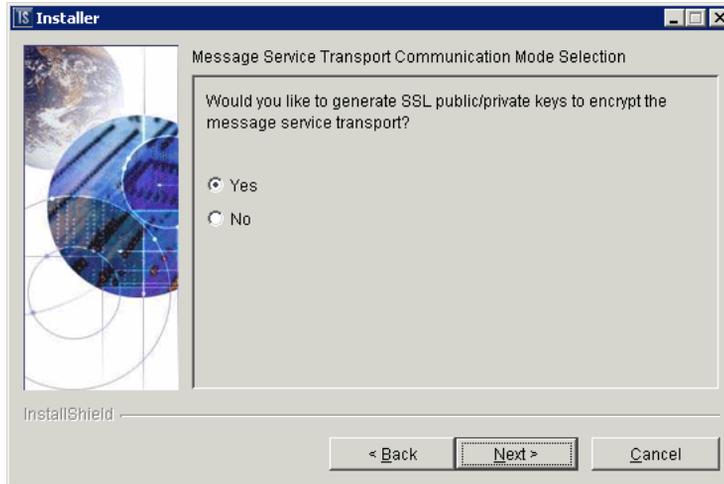
Login Service only

- 17 Click **Next**. If you selected Login Service in [Step 6](#), 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.

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

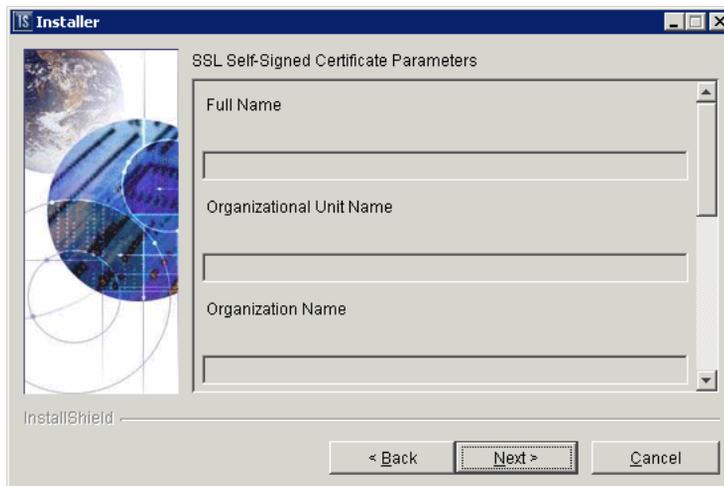


Select one of the following:

- **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

- 19 Click **Next**. If you selected Yes in [Step 18](#), the SSL Self Signed Certificate Parameters screen opens. Skip this step if you selected No.



Important! You need to scroll down to view the remaining fields in the screen.‘

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.

If you did not enter a password in the Private Key Encryption Password, a message opens after you click **Next**:

“SSL Private Key Encryption Password must be set.”

Click **Back** and enter a password in the **Private Key Encryption Password** field. Once a password is entered, continue with the installation.

.....
20 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 22](#).

Review [Table 16](#) and fill in the fields.

Table 16 Tomcat Server Information fields

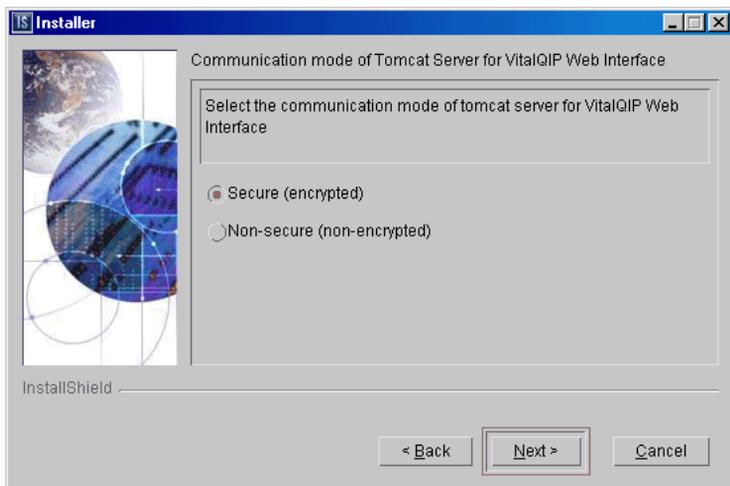
Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 22.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 22.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

21 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.

22 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the *\$QIPHOME/qip.pcy* file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

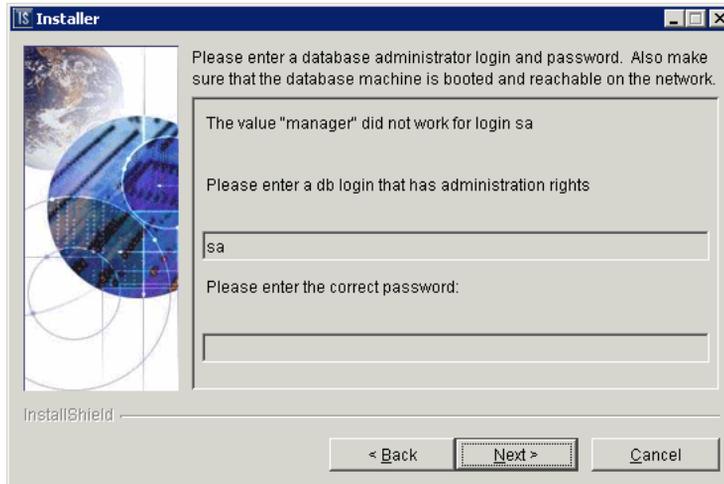
23 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

The Install In Progress screen opens, followed by the Information screen. A message may open, asking if you want to overwrite *mfc42.dll*. Click **No** to continue. After a few moments, the Successful Install screen opens.

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

Cannot connect to the database

25 If the database cannot be reached, a screen opens prompting for the sa password for Sybase or sys for Oracle. Skip this 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 previous screen. Once the database is started, proceed with the installation.

Oracle only. Configure the `tab_storage.conf` file

- 26 If your database is Oracle, a message opens:

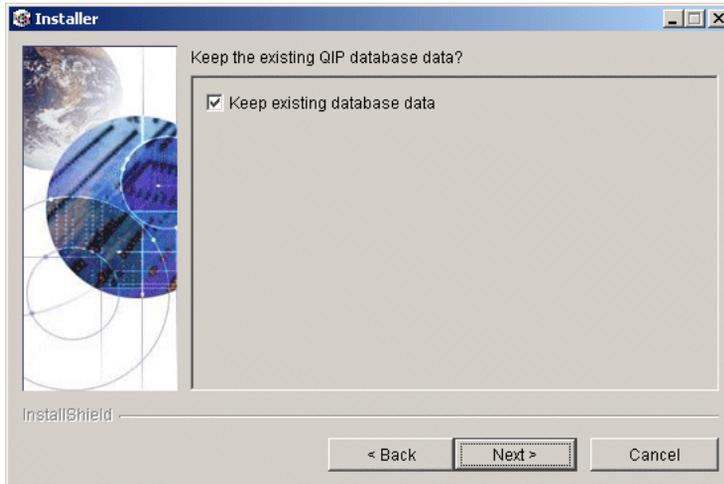
“Tab_storage.conf contains initial and next storage parameters for several large tables. If you want to modify this file, modify it now. Also uncomment the OracleUpdateStatistics lines of the qipinst.config file to have qip-import automatically analyze the QIP tables. Click Next to skip or after performing the optional steps above.”

Read the message and make your configurations as needed.

If you are using Oracle as your database, devices must be created and sized before installing VitalQIP. See “[Set up Oracle](#)”, on page 58 for more information.

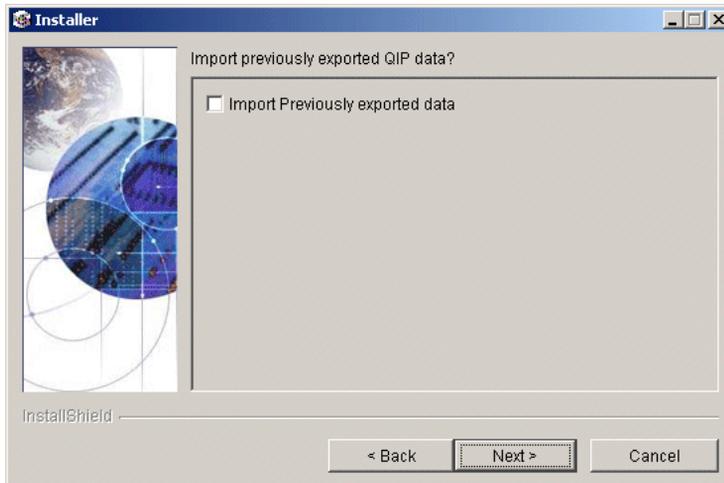
Existing database detected

- 27 If an existing VitalQIP database is detected, The Keep Existing QIP Data screen opens. Skip this step if this screen does not appear. Do the following:



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

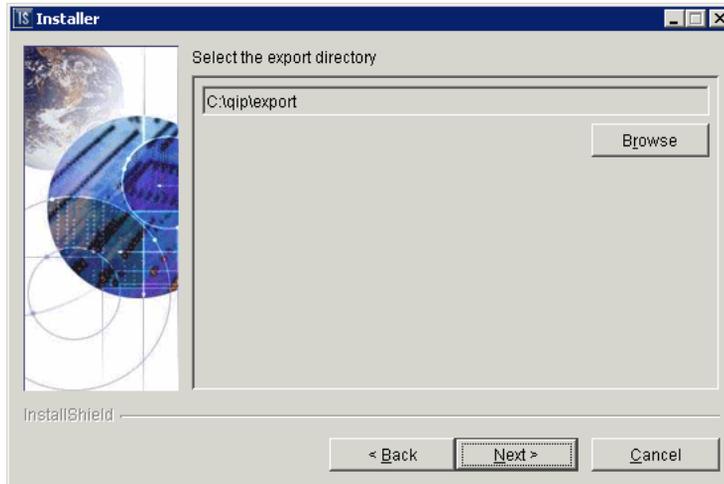
-
- 28** Click **Next**. The Import Exported Data screen opens if **Keep existing database data** is not selected.



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

Import exported data

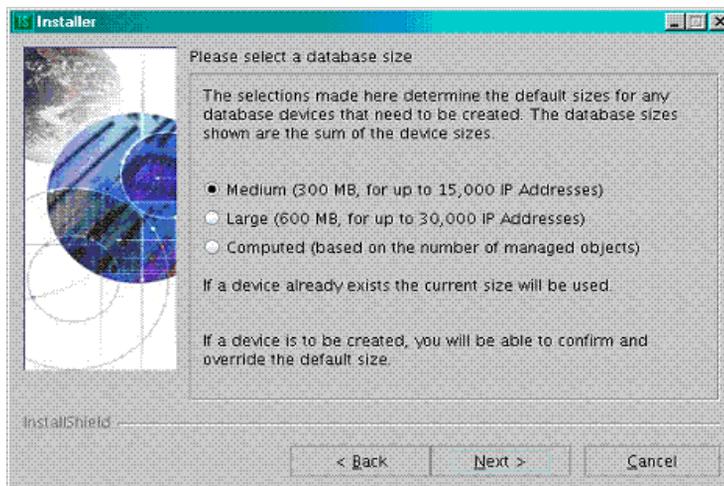
-
- 29** Click **Next**. If **Import previously exported data** was selected or **Keep existing database data** was selected, the Export Data screen opens.



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 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

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



Choose a database size from the selections offered and click **Next**. In the next step, one of two screens opens based on your selection. Go to:

- If Small, Medium, or Large is selected, see “[For small, medium, or large database size:](#)”, on page 114.
- If Computed is selected, see “[For Computed database size:](#)”, on page 114.

For small, medium, or large database size:

If Small, Medium, or Large was selected in the previous screen, the Device Size screen opens.

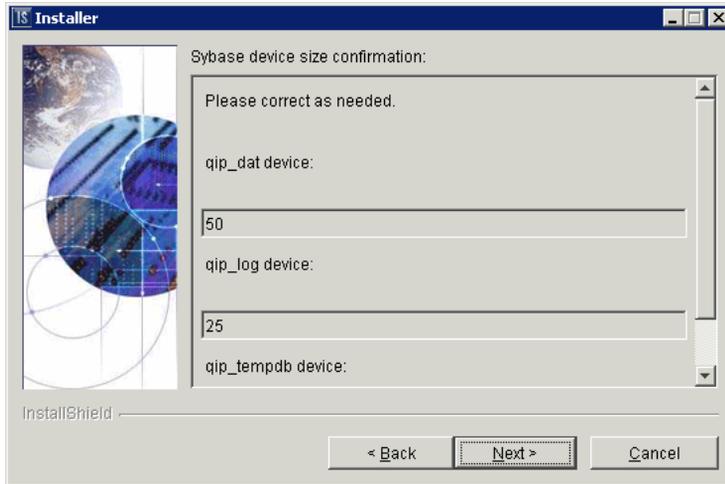


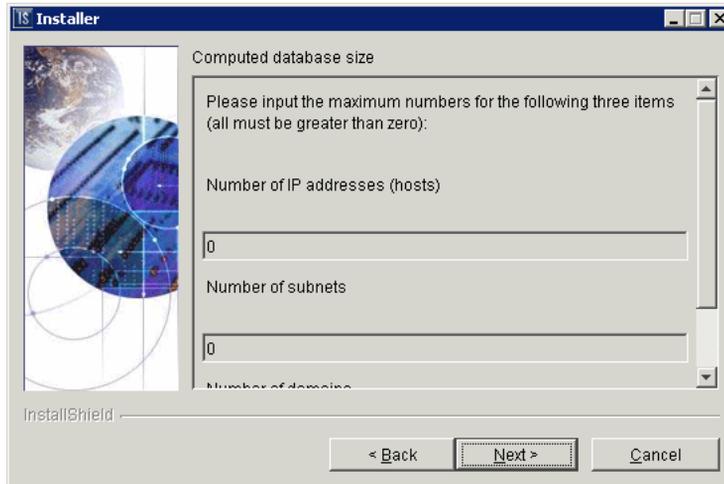
Table 17 shows the default for the fields based on the database size selected. Review the table and change the values as needed. Once you have entered the information, go to the next step.

Table 17 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

For Computed database size:

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.



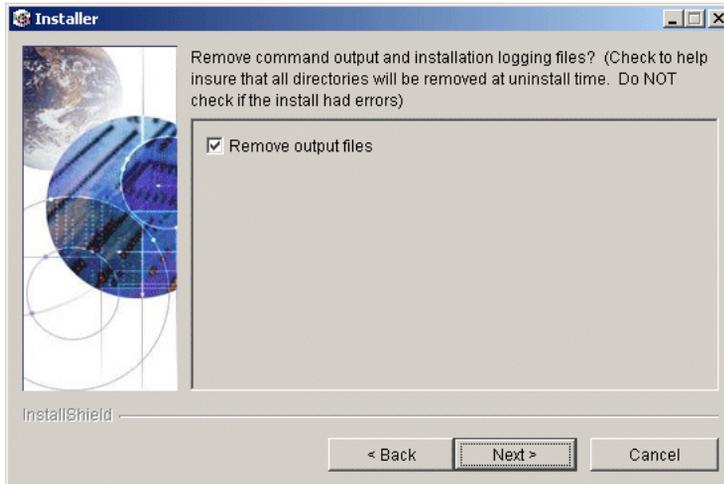
Review [Table 18](#) and fill in the fields. Once you have entered the information, go to the next step.

Table 18 Computed Database Size fields

Fields	Description
Number of IP addresses	Enter the number of hosts VitalQIP will manage.
Number of subnets	Enter the number of subnets VitalQIP will manage.
Number of domains	Enter the number of domains VitalQIP will manage.

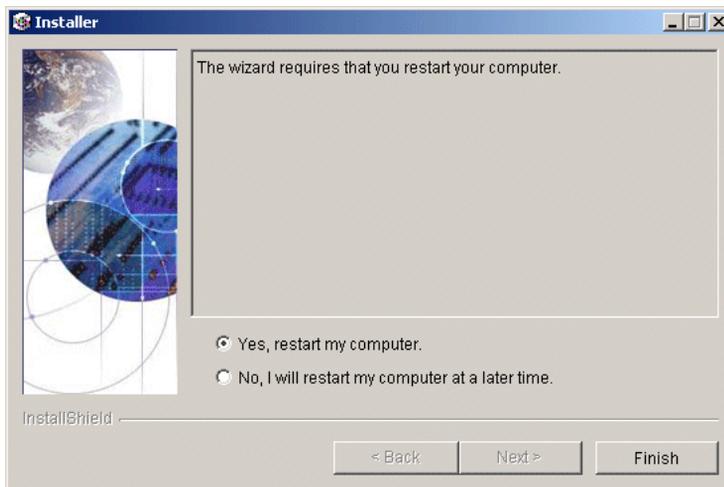
Important! If the numbers are not large enough, the small database size settings are used to create the devices.

-
- 31** 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**.

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



Before you can begin using VitalQIP, you must reboot your computer. Select one of the following and then click **Finish**:

- **Yes** to restart your computer
- **No** to restart your computer later

-
- 33** After the installation, Sybase needs additional configuration. See [“Additional Sybase configuration”](#), on page 248 for more information. For abbreviated instructions on starting the VitalQIP System, refer to or [“Windows: after a successful installation”](#), on page 254.

Oracle only: set the NLS_LANG environment variable

After the installation of the VitalQIP enterprise server, set the NLS_LANG environment variable if you are configuring your VitalQIP Oracle database server to use a language other than American English. NLS_LANG ensures that data is stored in Oracle using the correct language. NLS_LANG also ensures that the `qip-import` and `qip-export` commands import and export VitalQIP data in the correct language to and from the database.

The NLS_LANG environment variable sets the language, territory, and the database character set for Oracle. By default, this environment variable is set to `AMERICAN_AMERICA.AL32UTF8`. The format for this variable is:

```
NLS_LANG=<LANGUAGE_TERRITORY>.<CHARACTERSET>
```

Where:

- LANGUAGE specifies the language used for Oracle messages and day names and month names.
- TERRITORY specifies monetary and numeric formats.
- CHARACTERSET controls the character set used by the client application. Set this to **UTF8** or **AL32UTF8** for a unicode application.

Refer to the Oracle documentation *NLS Considerations in Import/Export* (DOC ID 227332.1) and *NLS_LANG Explained* (DOC ID 158577.1) for more information.

To set your environment variable:

1. From your desktop, right-click on the **My Computer** icon. The System Properties screen is displayed.
2. Click the **Advanced** tab.
3. Click **Environment Variables**. The Environment Variable screen opens.
4. From the **System variable** list, select **NLS_LANG** and click **Edit**. The Edit System Variable screen opens.
5. In the **Variable value** field, enter your value for the default language configured for your VitalQIP system.
6. Click **OK** to save your changes.

The following are examples of non-English language settings:

- **Korean:**
NLS_LANG=KOREAN_KOREA.AL32UTF8
- **French:**
NLS_LANG=FRENCH_FRANCE.AL32UTF8

Install VitalQIP enterprise server

For more examples, refer to Oracle documentation *The correct NLS_LANG in a Windows Environment* (DOC ID 179133.1) and *The correct NLS_LANG setting in UNIX Environments* (DOC ID 264157.1).

For additional required configuration procedures, see [“Configure and operate VitalQIP”](#), on [page 247](#)



6 Install VitalQIP remote server

Overview

Purpose

This chapter covers installing VitalQIP remote server on supported UNIX and Windows platforms. The installation chapter is divided by operating system. To increase the usability of this chapter, portions of the installation 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 remote server installation	120
Overview	120
Install the VitalQIP remote server	122
Pre-installation checklist	122
UNIX: Install the VitalQIP remote server	124
Windows: Install the VitalQIP remote server	134
Install the VitalQIP remote server as a secondary server to a non-managed DNS server	145



About the VitalQIP 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
- VitalQIP Active Lease Service
- VitalQIP Message 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.

Important! On Windows only, Alcatel-Lucent 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 installed as a remote server. Instructions are included on how to set up the VitalQIP remote server as a secondary server to non-managed DNS server.

Failover configuration

In a failover configuration where the secondary is currently active, the primary DHCP server should not be started until after a push has been performed.

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 7.1 Release Notes* for instructions on the upgrading to VitalQIP 7.1.



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

Determine how and where the components are to be installed. Also, consider if this is an upgrade or are additional components 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.

Meet pre-installation requirements

The pre-installation requirements must be met before installing VitalQIP. Read the *VitalQIP 7.1 Release Notes* to ensure your system meets the pre-installation requirements for installing VitalQIP.

MS DHCP or MS DNS only: Install and configure Perl

If are a using MS DHCP or MS DNS, Perl must be installed before beginning the VitalQIP installation. It is recommended that you install a full version on Perl 5.6 or higher, including supporting libraries.

Stop all VitalQIP-related processes

If VitalQIP is installed, ensure all VitalQIP-related processes (services on Windows) are stopped.

Find 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.

Find IP address of machine

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

Find 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.

Before you begin

- 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
```

- Ensure your database is running.
- If you wish to install the VitalQIP remote server on a platform that already has the VitalQIP enterprise server installed, you must uninstall the enterprise server first. After the enterprise uninstall is complete, run the VitalQIP installer again and check both the enterprise and remote server packages and components in step 6 following.

Procedure

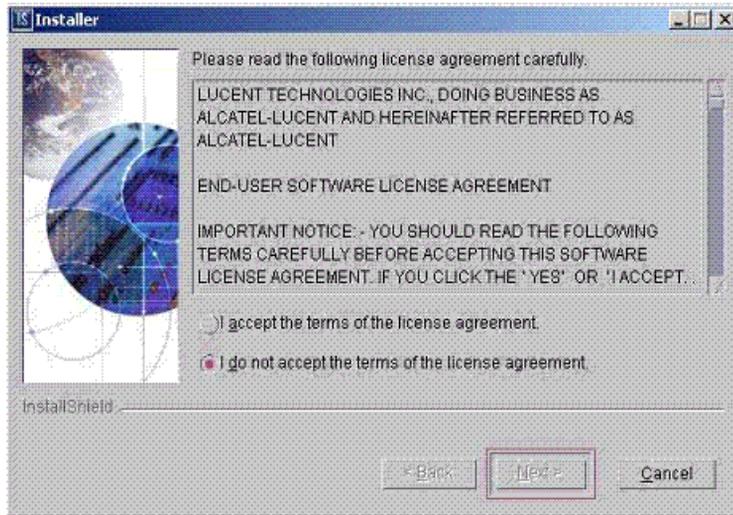
Follow these steps:

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

```
./qip71setupLinuxgcc.bin
```
 - For Solaris:

```
./qip71setupSolaris.bin
```
-

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

-
- 3 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:

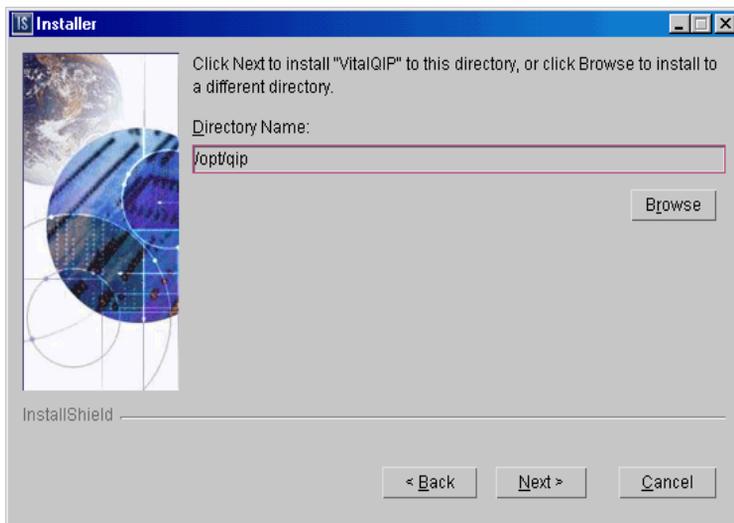
“You are running the install on an unsupported platform. Installation will not proceed.”

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

-
- 4 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** to have the installation stop the processes
- **no, they will be killed manually** to stop the processes manually

-
- 5 Click **Next**. The VitalQIP Home Directory screen opens.

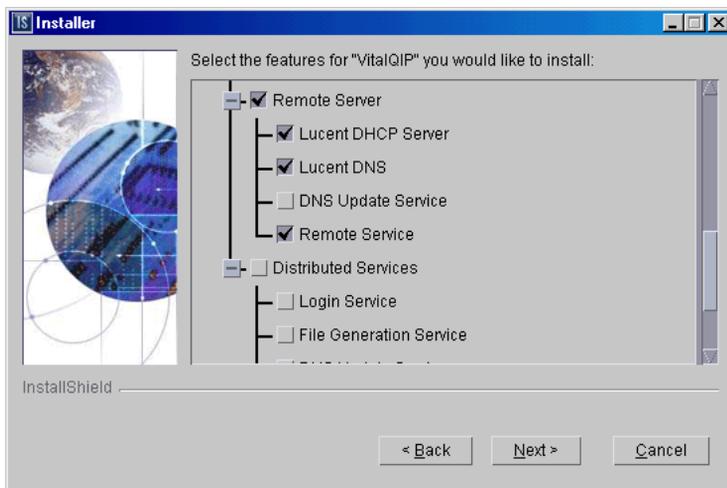


The default destination directory for the VitalQIP software is shown. By default, the directory is `/opt/qip`. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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.

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



Uncheck all components except the **Remote Server** and its sub-components, unless other services were previously installed.

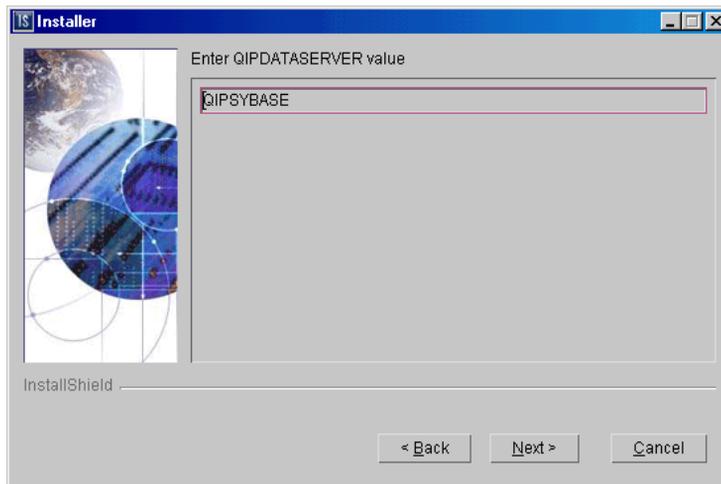
[Table 19](#) describes the sub-components of the package feature. After reading the table, ensure **Remote Server** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

Table 19 Remote Server installation sub-components

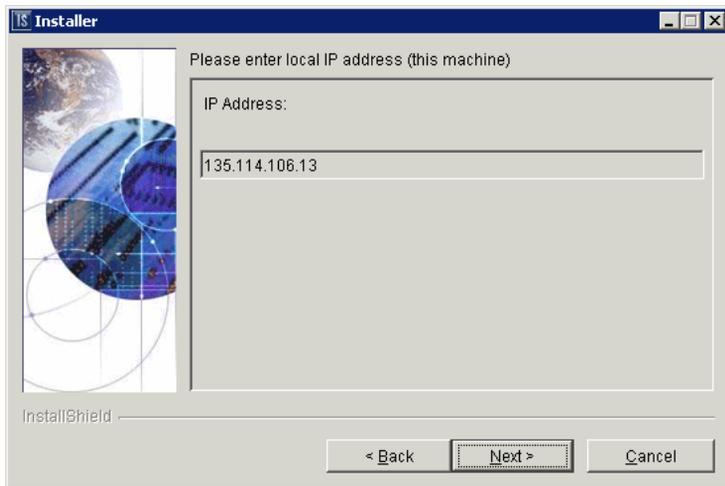
Sub-component	Description
Lucent DHCP Server	Select if you want to install Lucent’s DHCP services. This is the default setting.
Lucent DNS	Select if you want to install Lucent’s DNS services. This is the default setting.
DNS Update Service	Installs the DNS Update Service.
Remote Service	Required. Installs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

-
- 7 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.
-
- 8 Click **Next**. The QIPDATASERVER Value screen opens.



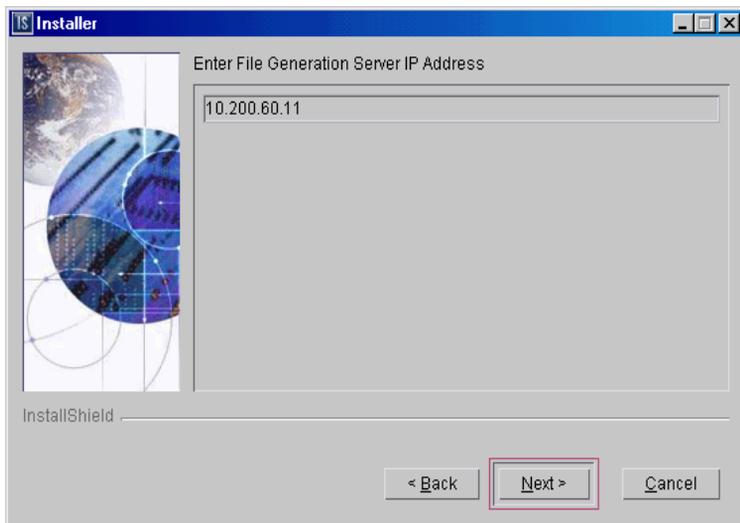
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server.

-
- 9 Click **Next**. The Local IP Address screen opens.



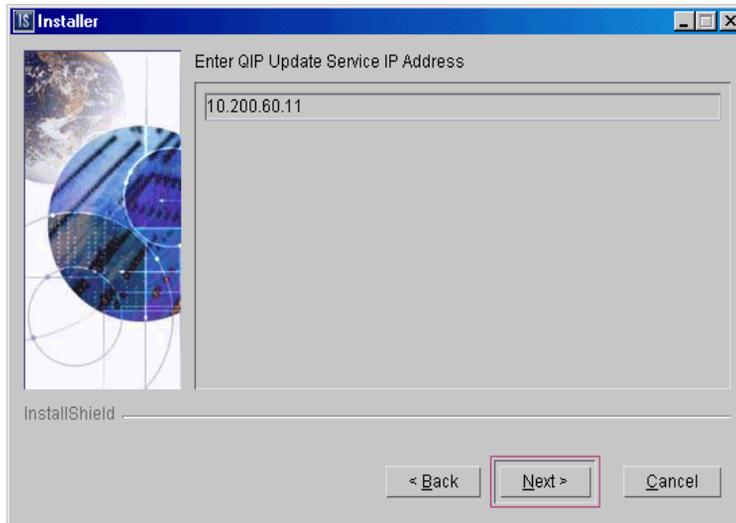
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the local machine on which VitalQIP is being installed if needed.

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



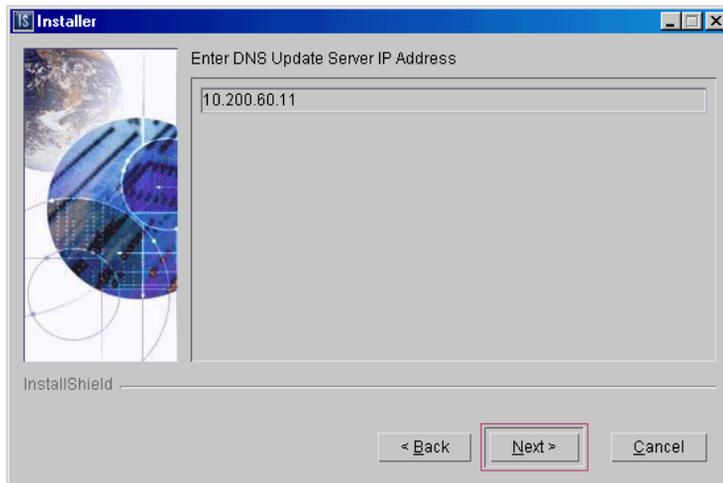
The IP address of the local machine is displayed. In the **Enter File Generation Server IP Address** field, change the IP address to the machine on which the File Generation Service is installed.

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



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

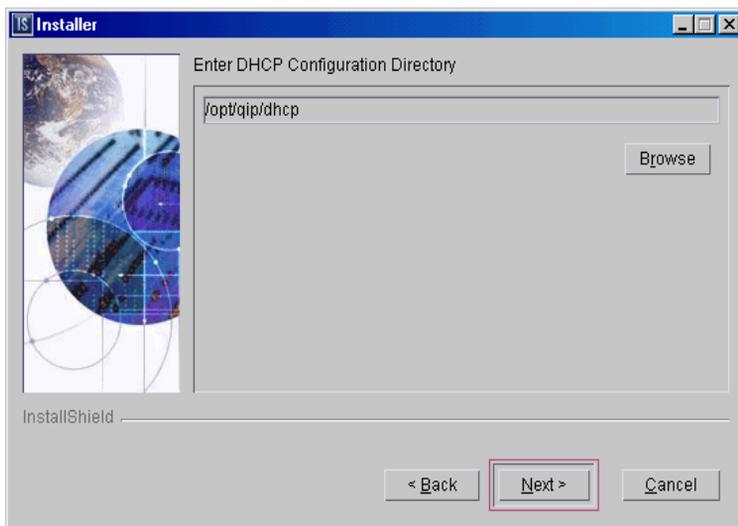
-
- 12 Click **Next**. The DNS Update Server IP Address screen opens.



In the **Enter DNS Update Server IP Address** field, change the IP address of the DNS Update Service if needed. 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 6](#). Otherwise, the value is used to connect to the machine where the DNS Update Service is running.

Lucent DHCP Server

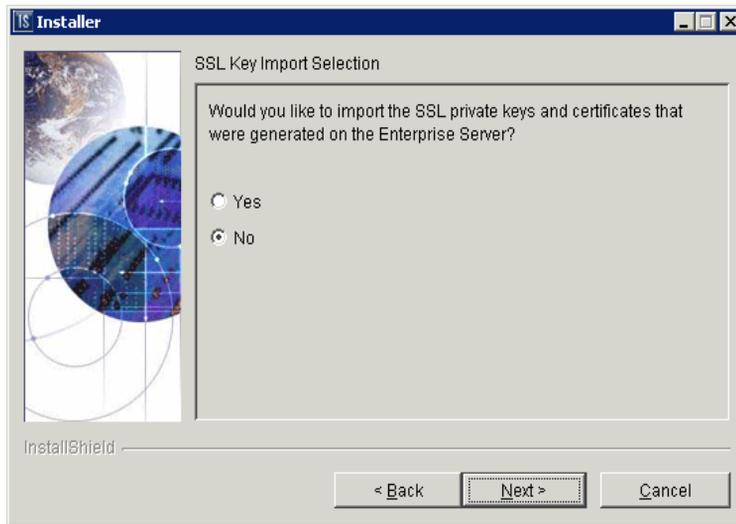
- 13 Click **Next**. If Lucent DHCP was selected in [Step 6](#), the DHCP Configuration Directory screen opens. If you did not select Lucent DHCP, skip this step.



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.

- 14 Click **Next**. The Import SSL Public/Private Keys screen opens.

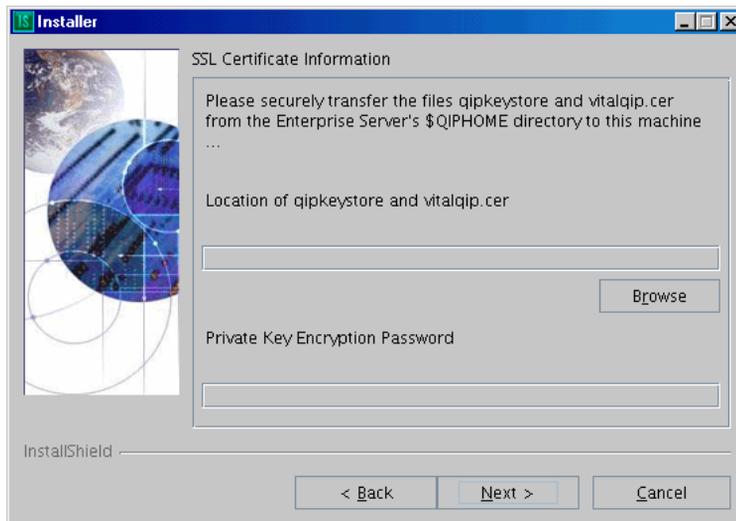


Select one of the following:

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

SSL security

- 15 Click **Next**. If you selected Yes in the previous screen, the SSL Certificate Information screen opens. Skip this step if you selected No.

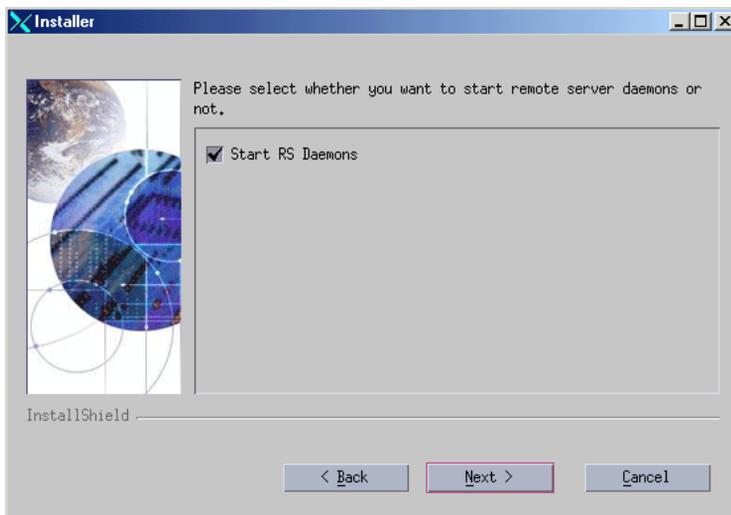


Do the following:

- 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 that was used during the VitalQIP enterprise server installation.

16 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the installation. After a few moments, the Successful Install screen opens.

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



The installation gives you the option to start the remote server daemons, follow these steps if you want to start the remote server daemon:

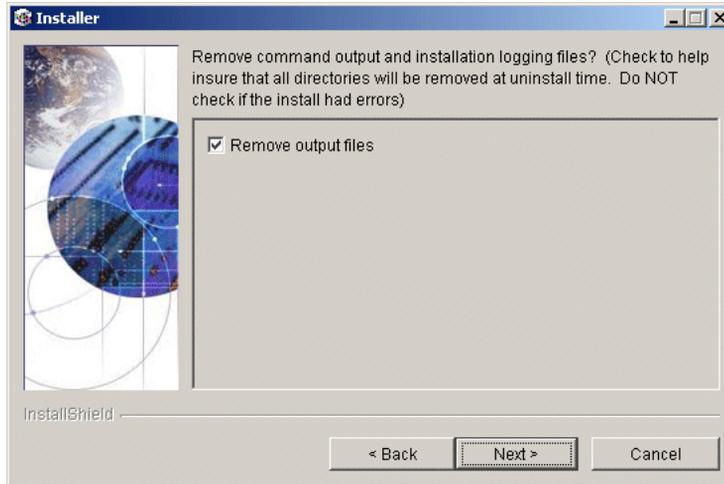
- a. Select the **Start RS Servers Daemons**. A screen opens showing the daemons that are to be started.

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

- b. Go to the next step.

Important! Depending on how many other VitalQIP components are installed on your system, additional Start Daemon screens can open. Follow the directions on the screen to complete the installation.

-
- 18 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**.

-
- 19 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.

Before you begin

- Ensure you are logged into your system as a user with administrative privileges.
- Ensure you exit all programs you are currently running.
- If you wish to install the VitalQIP remote server on a platform that already has the VitalQIP enterprise server installed, you must uninstall the enterprise server first. After the enterprise uninstall is complete, run the VitalQIP installer again and check both the enterprise and remote server packages and components in step 5 following.

Procedure

Follow these steps:

1 Start the installation:

- a. From your Desktop, select **Run** from the **Start** menu.
- b. In the Run screen, type:

cmd

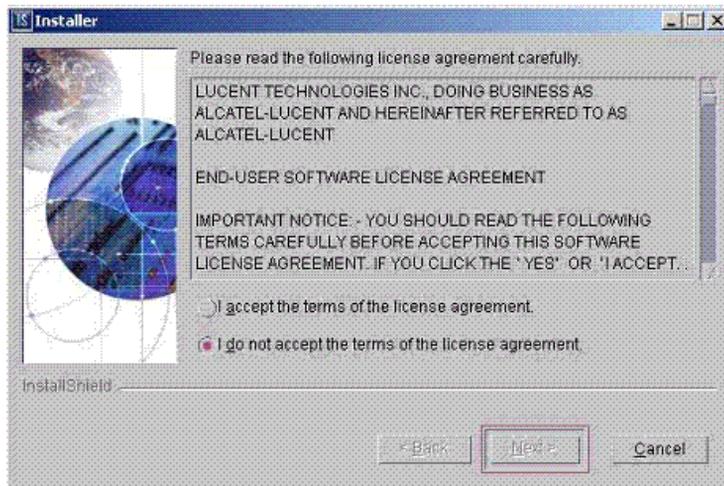
- c. Click **OK**.
- d. In the prompt screen, go to the directory where the installation file is located:

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

- e. Type:

```
qip71setupwin32.exe
```

2 The Software License Agreement screen opens.



Read the software license agreement and:

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

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

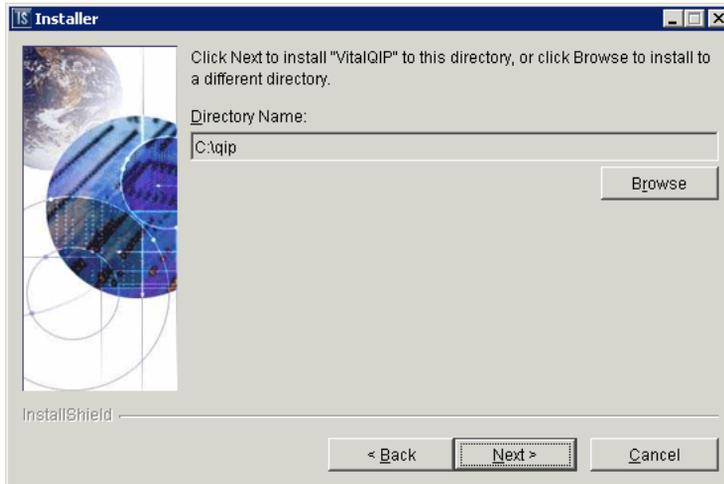
If it is not, a screen opens with the following message:

“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.

-
- 4** 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.

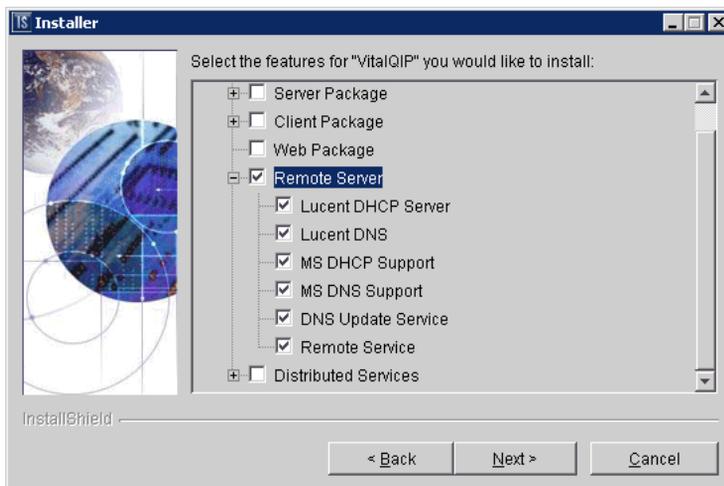


The default destination directory for the VitalQIP software is shown. By default, the directory is %QIPHOME%. If a version of VitalQIP is exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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.

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



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

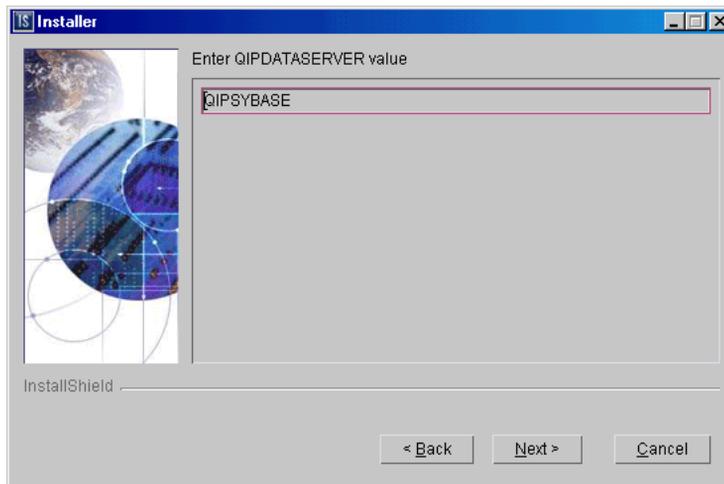
Table 20 describes the sub-components of the package feature. After reading the table, ensure **Remote Server** is checked. Check or uncheck the sub-components that you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

Table 20 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.

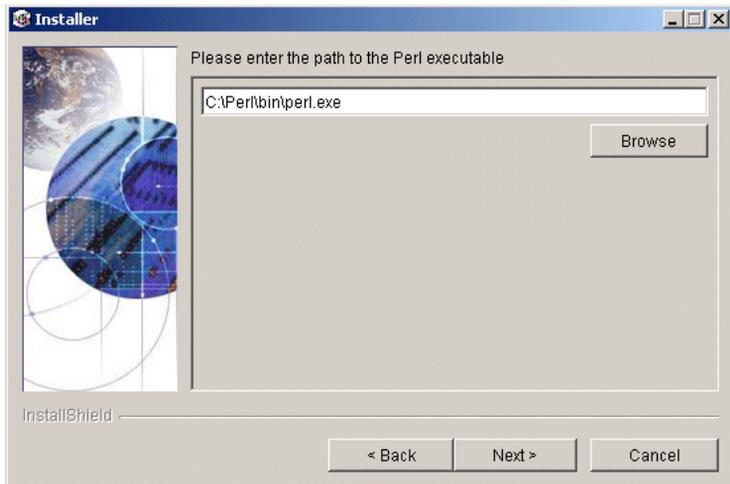
- 6 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.
- 7 Click **Next**. The QIPDATASERVER Value screen opens.



This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server.

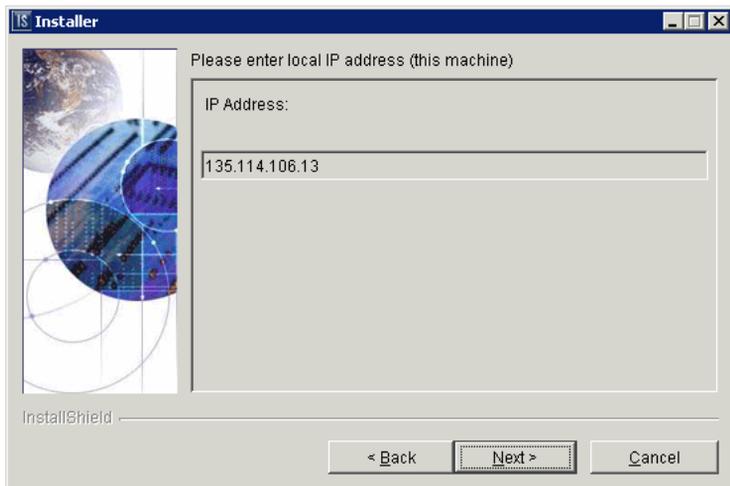
MS DHCP and MS DNS only

Click **Next**. If MS DHCP Support or MS DNS Support was selected in [Step 5](#), the Perl Executable screen opens. Skip this step if the screen does not open.



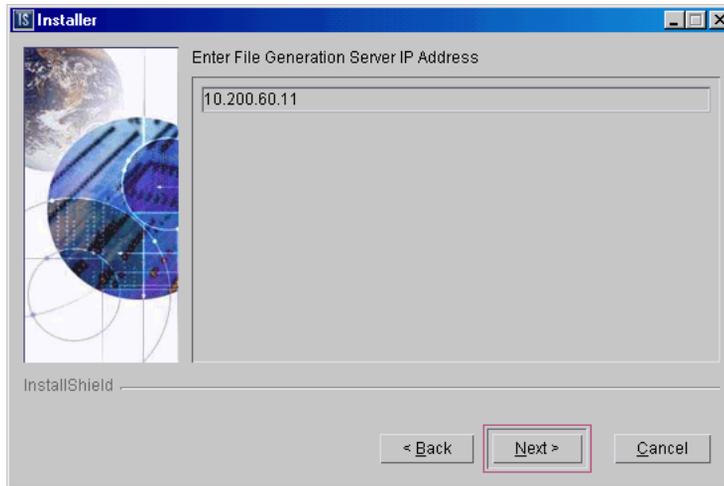
By default, the location of the executable is *c:\Perl\bin\perl.exe*. If necessary, click **Browse** to change the path to the executable or type the path to the location in the field.

-
- 8 Click **Next**. The Local IP Address screen opens.



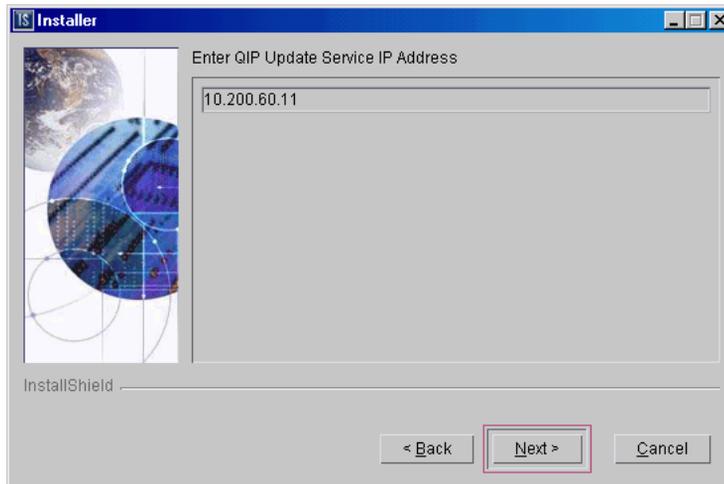
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

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



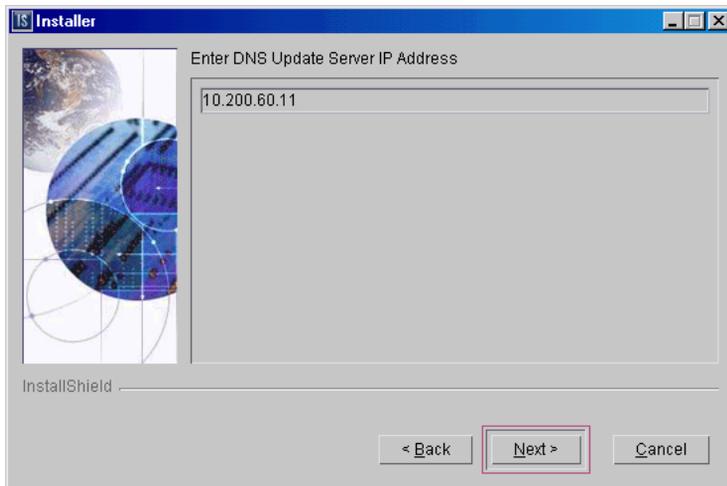
The IP address of the local machine is displayed. In the **Enter File Generation Server IP Address** field, change the IP address of the machine on which the File Generation Service is installed.

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



The IP address of the local machine is displayed. In the **Enter QIP Update Server IP Address** field, change the IP address of the machine on which QIP Update Service is installed.

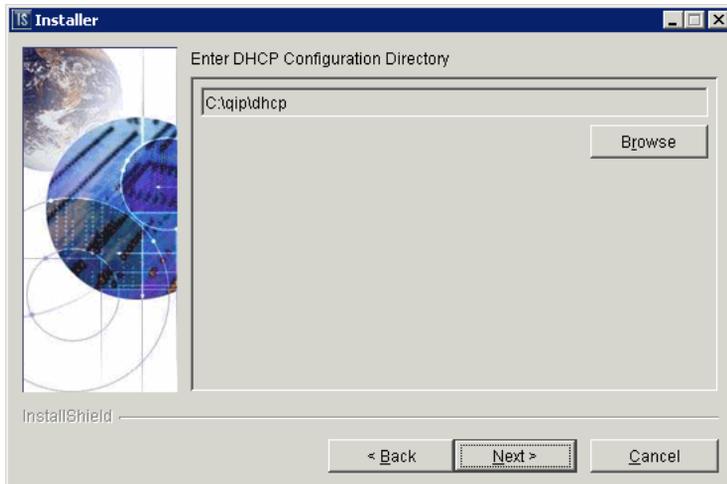
-
- 11 Click **Next**. The DNS Update Server IP Address screen opens.



The IP address of the local machine 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 6](#). Otherwise, the value is used to connect to the machine where the DNS Update Service is running.

Lucent DHCP Server only

-
- 12 Click **Next**. If the Lucent DHCP Server was selected in [Step 5](#), the DHCP Configuration Directory screen opens.

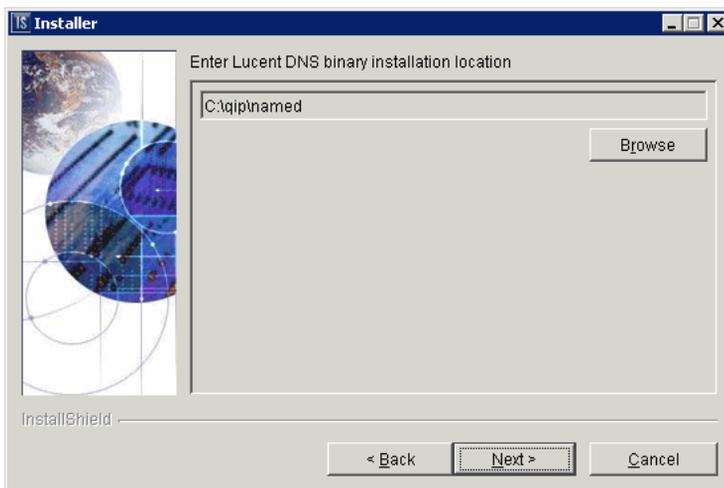


By default, the *%QIPHOME%\dhcp* directory is shown. If necessary, type the destination directory directly in the **Enter DHCP Configuration Directory** field. Alternatively:

- 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

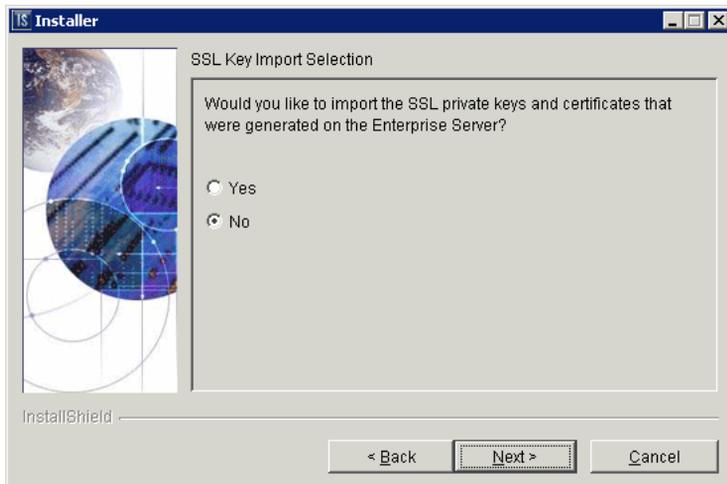
-
- 13 Click **Next**. If you selected Lucent DNS in [Step 5](#), the DNS Binary Directory screen opens.



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 in the field.

-
- 14 Click **Next**. The Import SSL Public/Private Keys screen opens.

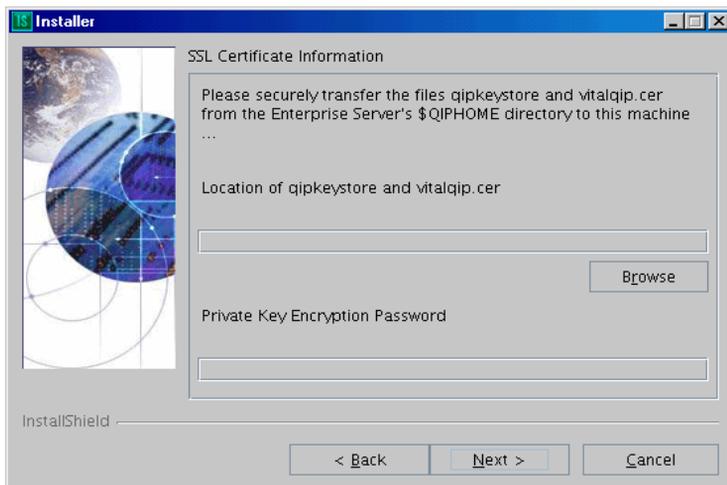


Select one of the following:

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

SSL security

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



Do the following:

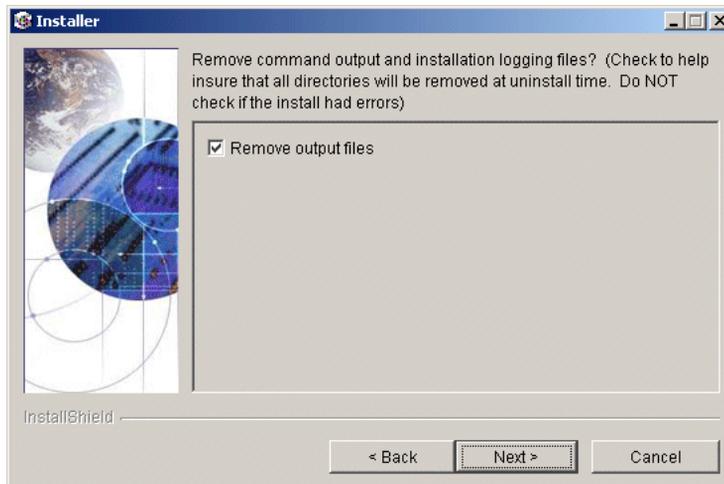
- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. Alternatively:

- a. Click **Browse**.
 - b. Navigate to 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.

-
- 16** Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

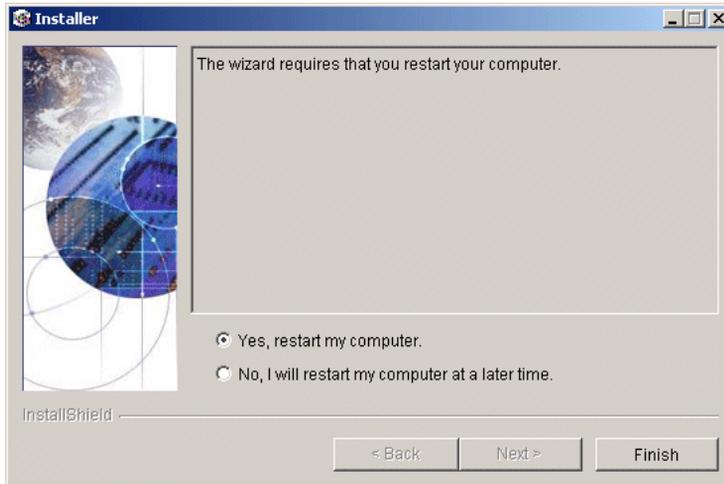
The Install In Progress screen opens, followed by the Information screen. A message may open, asking if you want to overwrite *mfc42.dll*. Click **No** to continue. If there are no errors, the information screen opens that states VitalQIP was successfully installed.

-
- 17** 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**.

-
- 18** Click **Next**. The Installation complete screen opens.



Before you can begin using VitalQIP, you must reboot your computer. Select one of the following and then click **Finish**:

- **Yes** to restart your computer
- **No** to restart your computer later

.....
E N D O F S T E P S



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 that 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](#)” (124) or “[Windows: Install the VitalQIP remote server](#)” (134).
- 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



Install VitalQIP remote server

7 Install VitalQIP web client interface

Overview

Purpose

This chapter covers installing VitalQIP web client on supported UNIX and Windows platforms. The installation chapter is divided by operating system. To increase the usability of this chapter, portions of the installation 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 web client interface installation	148
Overview	148
Install the VitalQIP web client interface	149
Pre-installation checklist	149
UNIX: Install the VitalQIP web client interface	151
Windows: Install the VitalQIP web client interface	167



About the VitalQIP web client interface installation

Overview

What is installed

The VitalQIP web client interface installation installs the following:

- VitalQIP web client interface files
- Apache Tomcat web server
- VitalQIP Message Service
- VitalQIP SSL Tunnel Service
- Command Line Interface

Upgrade from previous versions

If VitalQIP is being upgraded from a previous version, see *VitalQIP 7.1 Release Notes* for instructions on the upgrading to VitalQIP 7.1.



Install the VitalQIP web client interface

Pre-installation checklist

Why use the checklist?

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

Determine the configuration

Determine how and where the components are to 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.

Determine if HTTPS versus HTTP messaging is deployed

Find out if HTTPS or HTTP messages will be used when communicating with the Apache Tomcat web server. You need to know the port on which HTTPS or HTTP messages are sent and received. By default, 80 is the default port for HTTP and 743 is the default port for HTTPS.

It is recommended that the you write down the type of messages you are using, the port used, and the IP address of the Apache Tomcat web server. These items are needed for other VitalQIP component installations.

Back up prior version Apache web server

The installation installs a new version of the Apache web server, the Apache Tomcat web server. It is recommended that the existing version of the Apache web server not be used. Unpredictable results will occur when using the VitalQIP web client interface.

However, it is recommended that you back up and rename the directory where the prior version of the Apache files are stored. (Apache web server files are stored in the */opt/apache* directory.) It can be useful if you need to revert to the previous version of VitalQIP that uses an earlier version of the Apache web server. Alternatively, the Apache directory can be deleted.

Meet pre-installation

The pre-installation requirements must be met before installing VitalQIP. Read the *VitalQIP 7.1 Release Notes* to ensure your system meets the pre-installation requirements for installing VitalQIP.

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 database administrator is responsible for ensuring the Oracle client is correctly in place.

UNIX only: create www user and sys group

The web client interface can be installed using a non-root user, such as 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 (services on Windows) 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.
- Password for qipadmin.

UNIX only: Find 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.

Before you begin

- 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
```

- Ensure your database is running.
- 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
```

Procedure

Follow these steps:

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

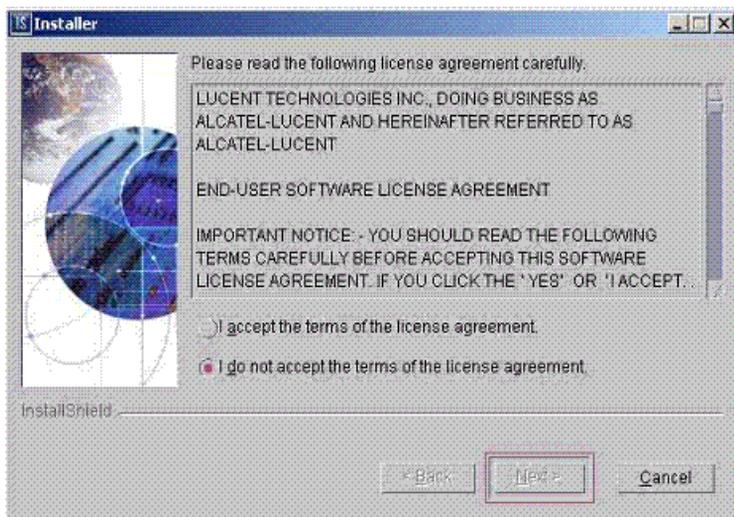
- For Linux:

```
./qip71setupLinuxgcc.bin
```

- For Solaris:

```
./qip71setupSolaris.bin
```

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

3 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.”

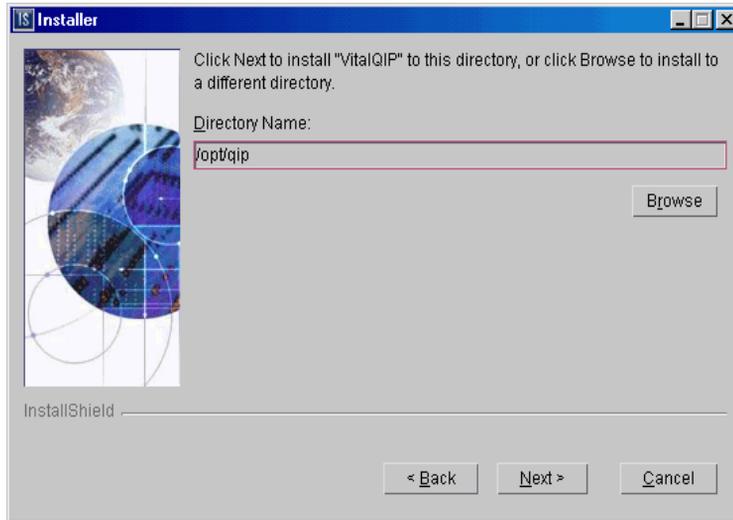
Click **Cancel**. The installation exits. Upgrade the operating system to a supported platform version and install VitalQIP.

4 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
- **no, they will be killed manually** and stop the processes manually

Important! If an Apache Tomcat web server is running, the daemon is not stopped. The web server needs to be stopped manually.

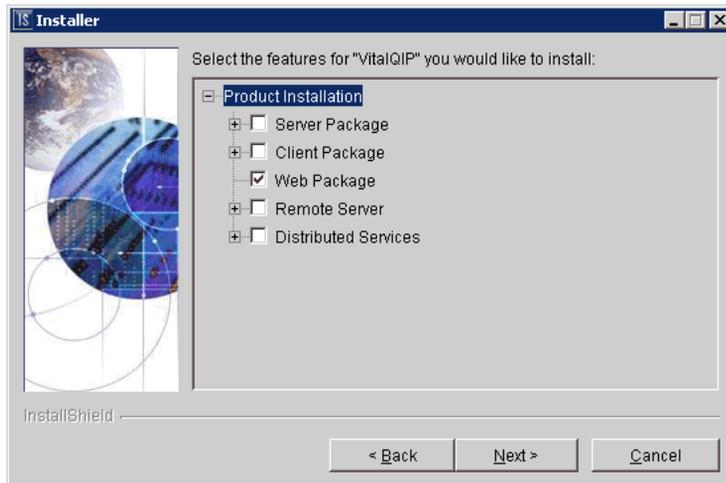
5 Click **Next**. The VitalQIP Home Directory screen opens.



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.

Do not install the web client in a directory other than the *QIPHOME* directory.

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

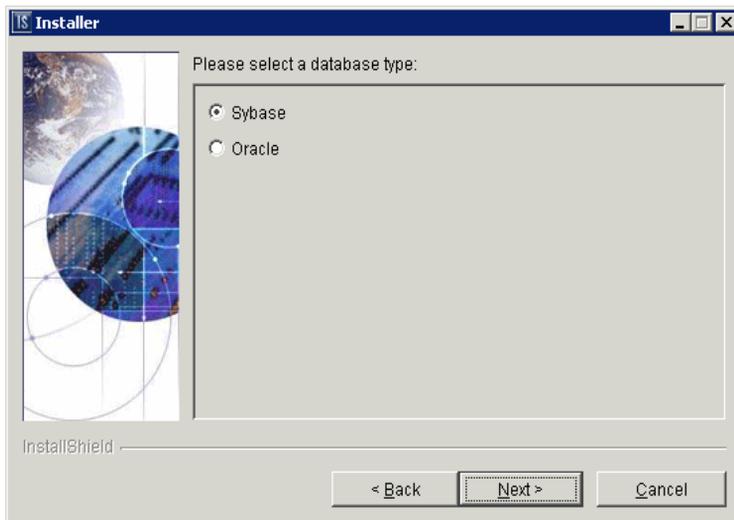


Uncheck all components except the **Web Package**.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

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

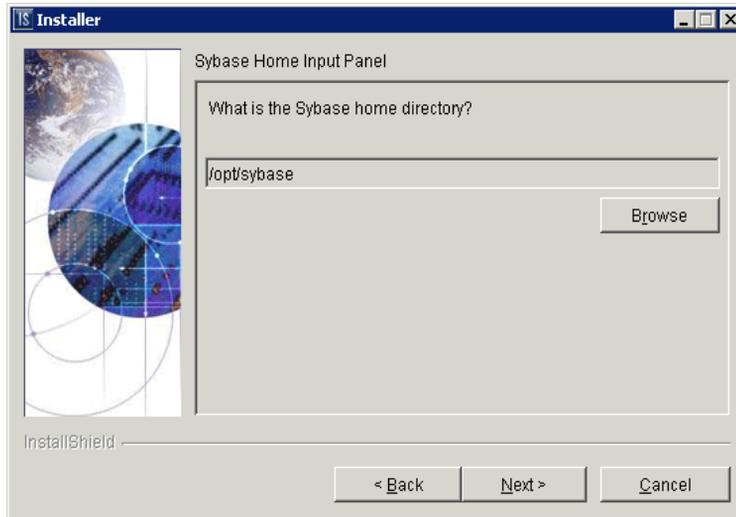
.....
8 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

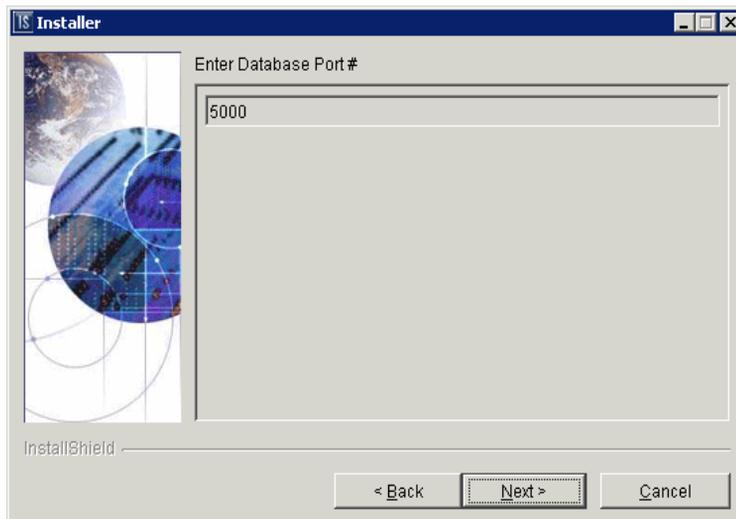
.....
9 Click **Next**. The Database Home Directory screen opens.



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

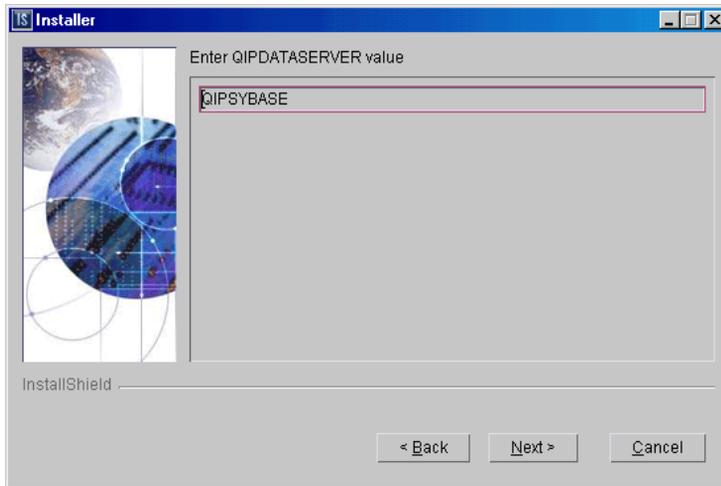
- a. Click **Browse**.
- b. Navigate to the where the directory is located and select the directory.
- c. Click **Open**. The destination directory is shown in the field.

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



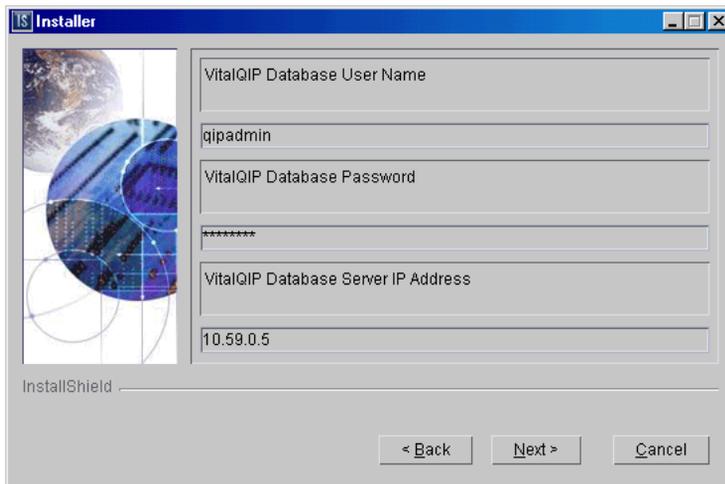
By default, the port number is 5000 for Sybase or 1521 for Oracle. In the **Enter Database Port #** field, change the port number for the database if necessary.

-
- 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 **Enter QIPDATASERVER value** field, enter the name of your database.

-
- 12 Click **Next**. The Database Information screen opens.

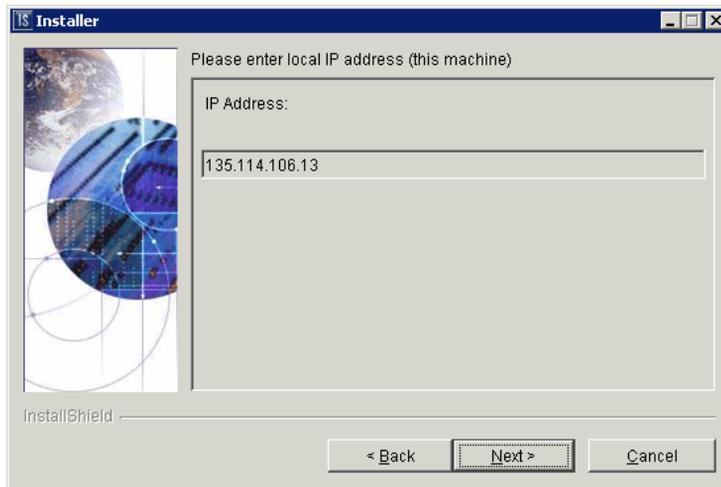


Review [Table 21](#) and fill in the fields.

Table 21 Database Information fields

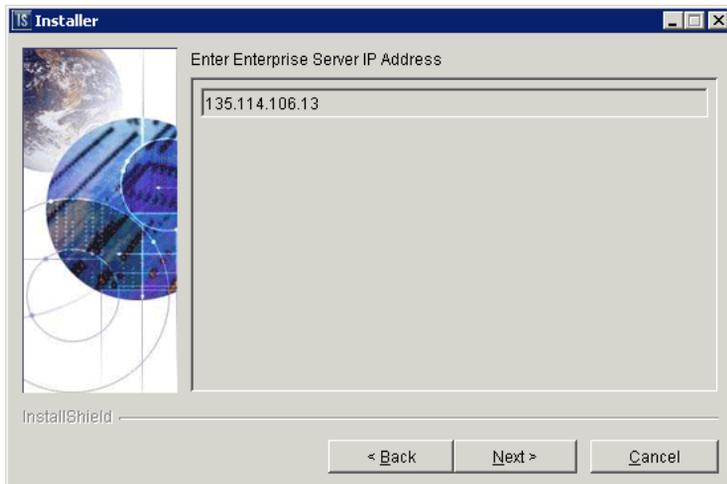
Field	Description
VitalQIP Database User Name	By default, the name of the qipadmin user is shown. If the VitalQIP database user name is different than the one displayed, change the database user name.
VitalQIP Database Password	By default, the password for the qipadmin user is qipadmin . If the database password is different, change the password.
VitalQIP Database Server IP Address	IP address of the database server. Change the IP address of the database server if needed.

- 13 Click **Next**. The Local IP Address screen opens.



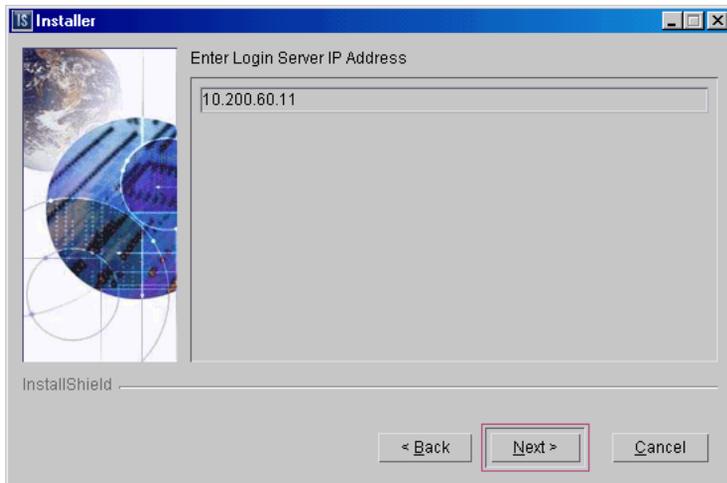
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the local machine on which VitalQIP is being installed if needed.

- 14 Click **Next**. The Enterprise Server IP Address screen opens.



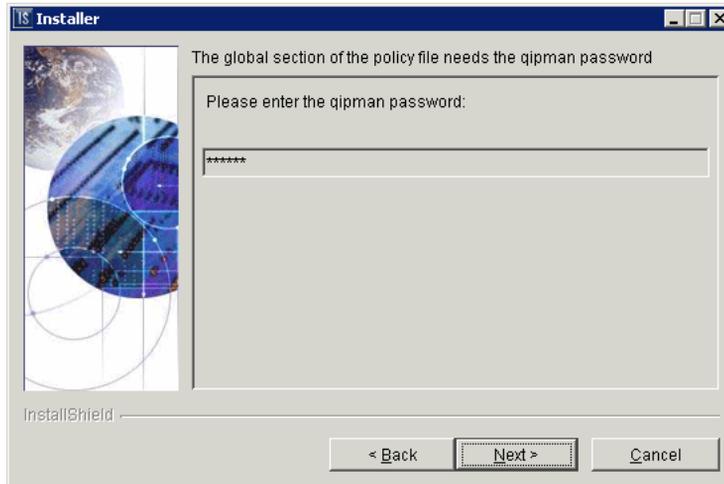
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address to the machine where the VitalQIP enterprise server was installed.

-
- 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.



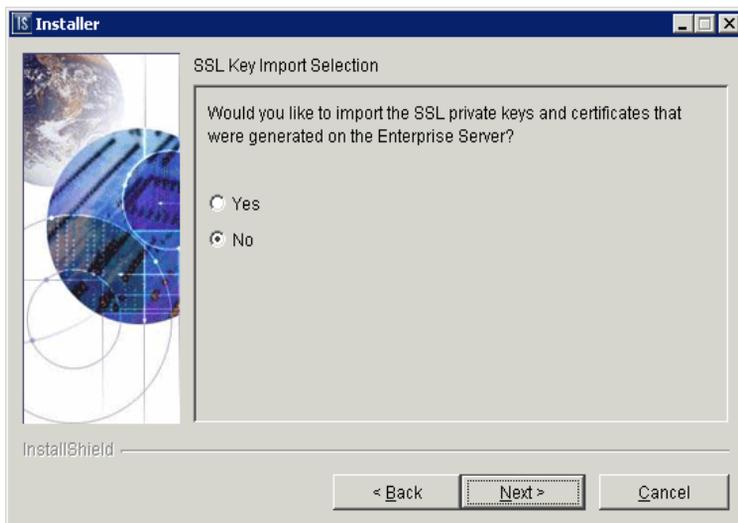
By default, the qipman password is q i p m a n . You should use the default; it can be changed later. The qipman password is stored in the Global policy section of the *\$QIPHOME/qip.pcy* file.

-
- 17 Click **Next**. The qipadmin Password screen opens.



By default, the qipadmin password is q i p a d m i n . 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.

-
- 18 Click **Next**. The Import SSL Public/Private Keys screen opens.

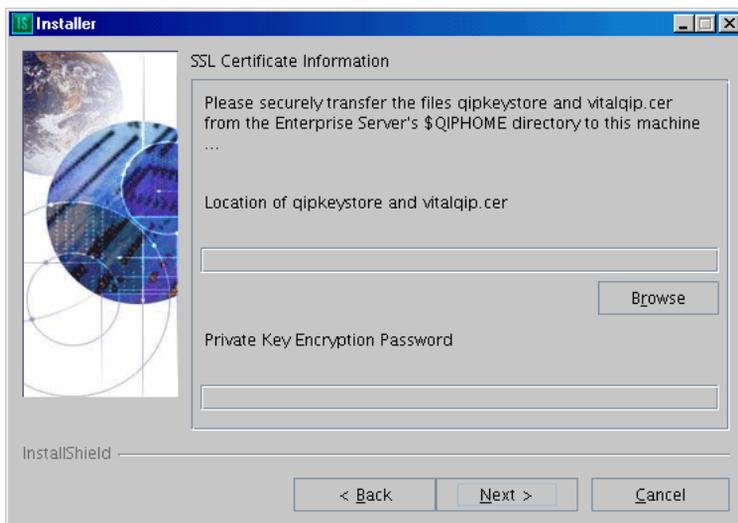


Select one of the following:

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

SSL security

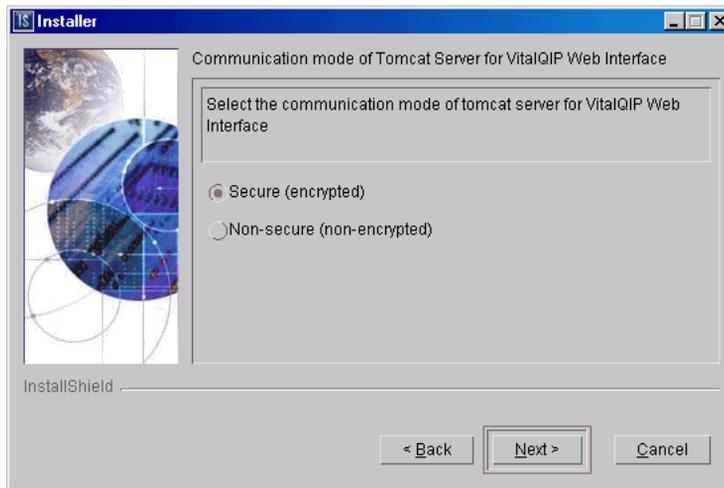
-
- 19 Click **Next**. If you selected Yes in the previous screen, the SSL Certificate Information screen opens. Skip this step if you selected No.



Do the following:

- In the **Location of qipkeystore and vitalqip.cert files** field type the location of the *qipkeystore* and *vitalqip.cert* files. The files are located in the directory where VitalQIP is installed on the Enterprise server. 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.

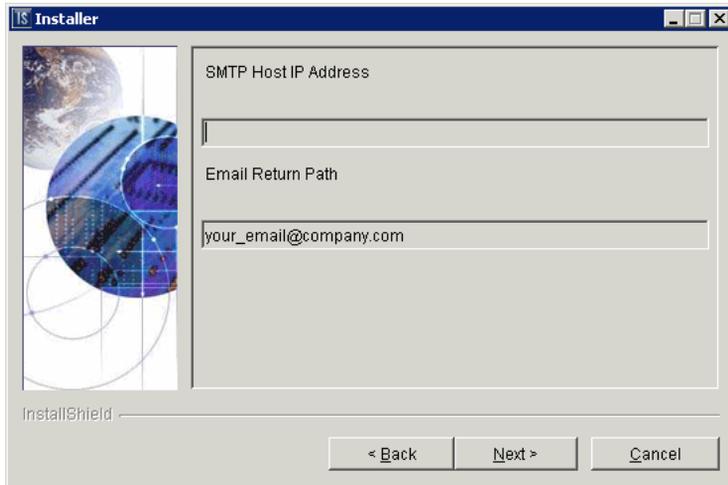
20 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the *\$QIPHOME/qip.pcy* file. Select:

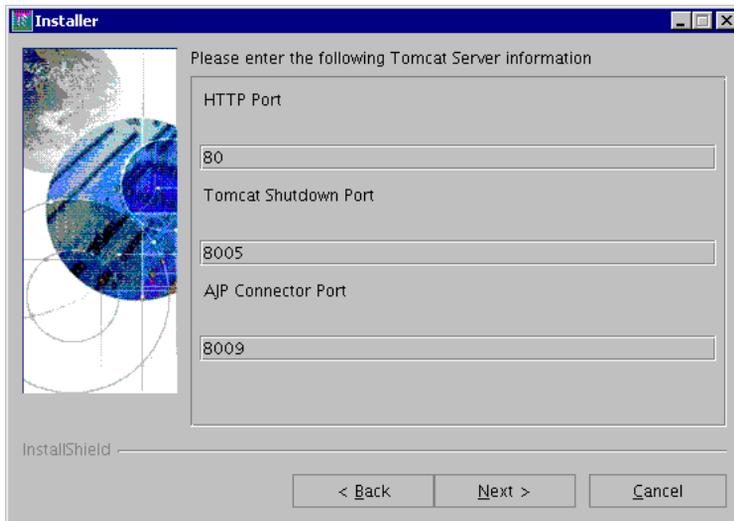
- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

21 Click **Next**. The SMTP IP Address screen opens.



Enter the IP address of the SMTP server.

.....
22 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 20](#).

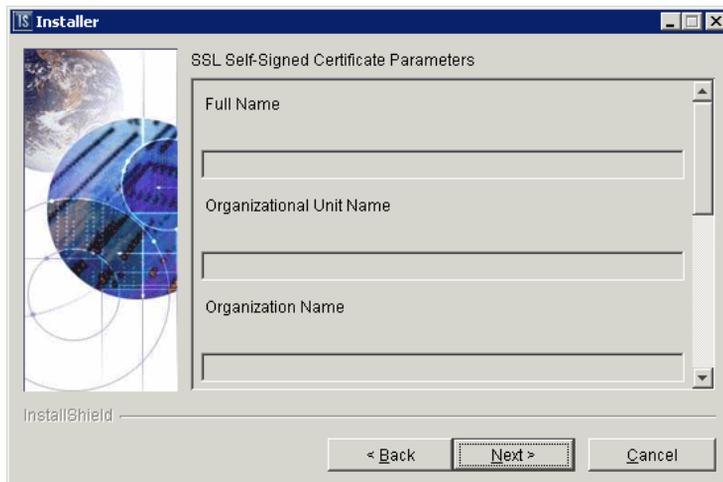
Review [Table 22](#) and fill in the fields.

Table 22 Tomcat Server Information fields

Field	Description
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 20.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 20.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.
Tomcat Shutdown Port	A local administrative port used to shutdown the Apache Tomcat web server. By default, the port is 8005.
AJP Connect Port	The port used to connect the Apache Tomcat web server. By default, the port is 8009.

Secure (encrypted) communication for the Tomcat server

-
- 23 If secure (encrypted) communication was selected in , the SSL Self Signed Certificate Parameters screen opens. Skip this step if you selected non-secure (not encrypted).



Important! You need to scroll down to view the remaining fields in the screen.

Review [Table 23](#) and enter the values in the fields.

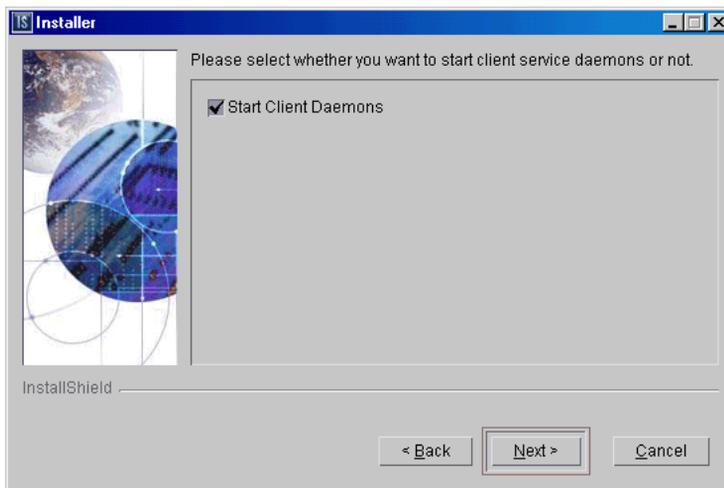
Table 23 SSL Self Signed Certificate Parameters fields

Field	Description
Full Name	Your full name.

Field	Description
Organizational Unit Name	The name of the organization unit.
Organization Name	The name of the organization.
City or Locality	The city or locality where your organization is located.
State or Province	The state or province where 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.

24 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the installation. After a few moments, the Installation success screen opens.

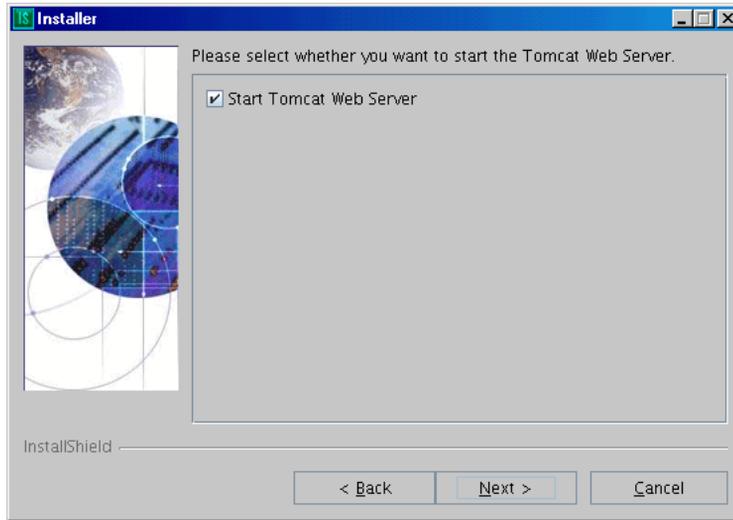
25 Click **Next**. The Start Client Daemons screen opens.



Follow these steps if you want to start the daemons:

- a. Select the **Start Client Daemons**. A screen opens showing the daemons that are to be started.
- b. Go to the next step.

26 Click **Next**. The Start Tomcat Web Server screen opens.

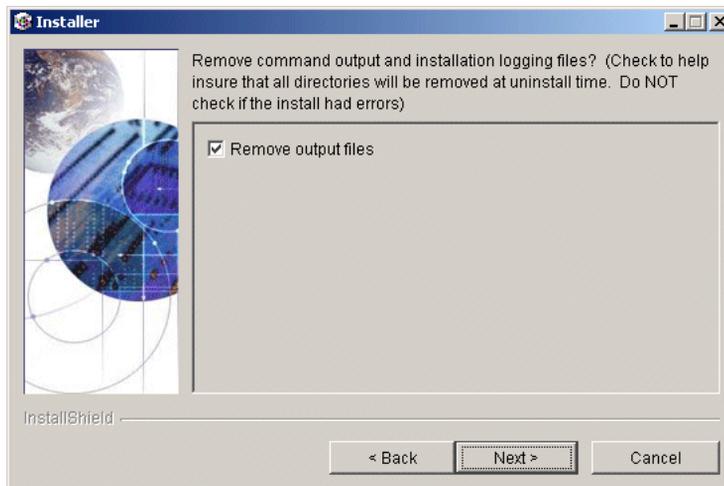


Follow these steps if you want to start the daemons:

- a. Select the **Start Tomcat Web Server**. A screen opens showing the daemons that are to be started.
- b. Go to the next step.

Important! Depending on how many other VitalQIP components are installed on your system, additional Start Daemon screens can open. Follow the directions on the screen to continue complete the installation.

27 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**.

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

29 If your VitalQIP system is supporting multiple languages and characters other than English, additional configuration is needed to ensure your language and characters are supported properly by VitalQIP. See the Chapter 3, “Web client configuration” of the *VitalQIP Administrator Reference Manual* for more information on how to set up your system for multiple language and character support.

.....
E N D O F S T E P S
.....



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.

Before you begin

- Ensure you are logged into your system as a user with administrative privileges.
- Ensure you exit all programs you are currently running.

Procedure

Follow these steps:

1 Start the installation:

- a. From your Desktop, select **Run** from the **Start** menu.
- b. In the Run screen, type:

cmd

- c. Click **OK**.

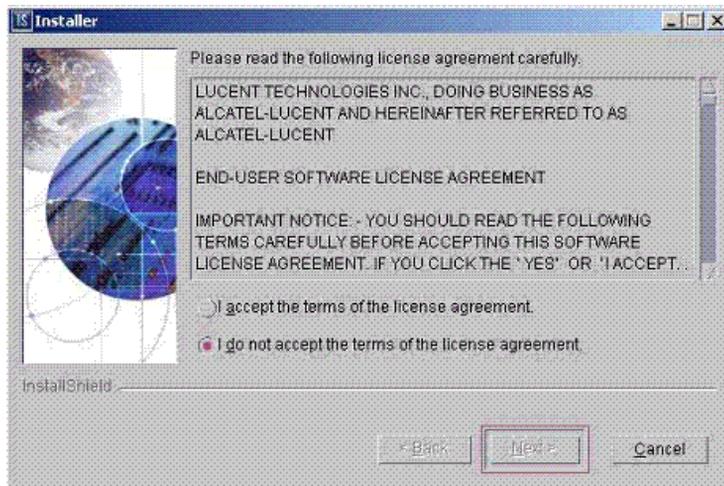
- d. In the prompt screen, go to the directory where the installation file is located:

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

- e. Type:

```
qip71setupwin32.exe
```

2 The Software License Agreement screen opens.



Read the software license agreement and:

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

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

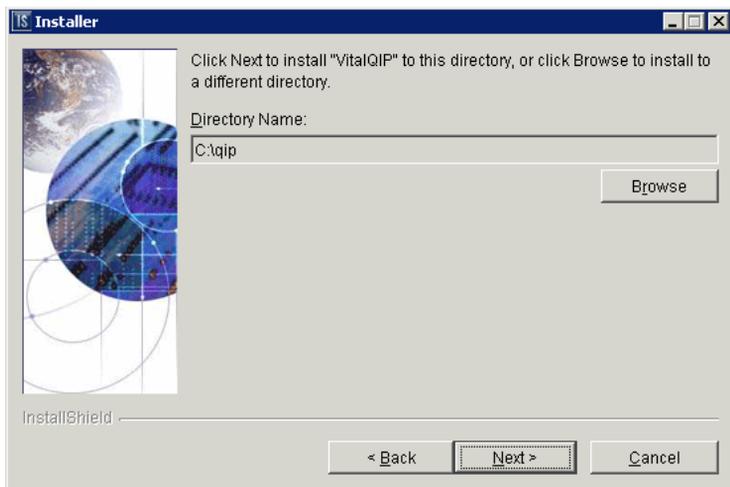
If it is not, a screen opens with the following message:

“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.

-
- 4 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.

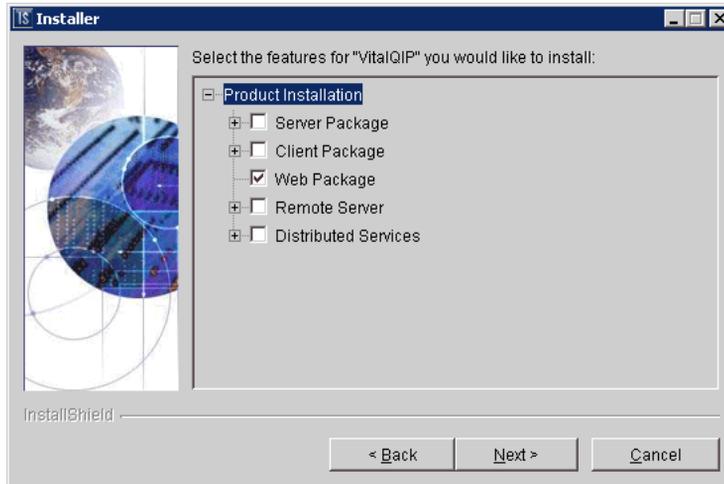
The VitalQIP Home Directory screen opens.



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.

Do not install the web client in a directory other than the *QIPHOME* directory.

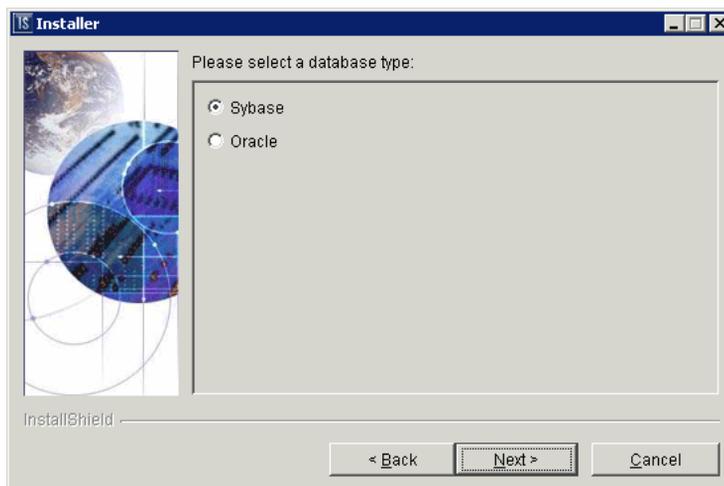
-
- 5 Click **Next**. After a few moments, the Features screen opens.



Uncheck all components except the **Web Package**.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

-
- 6 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.
-
- 7 Click **Next**. The Database Type screen opens.

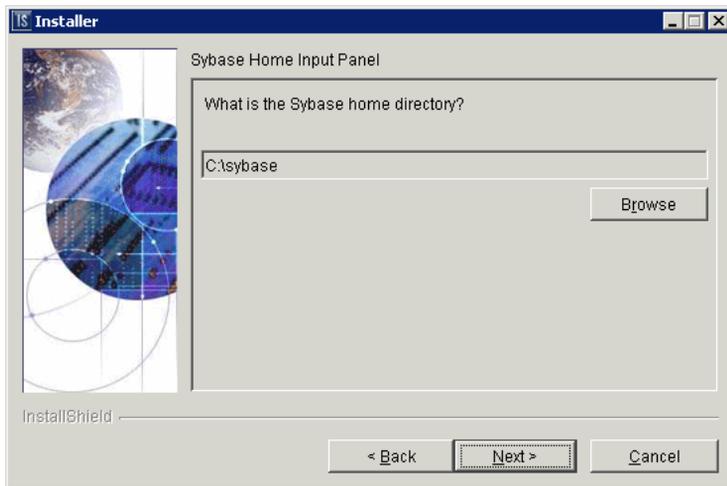


Select the database type that VitalQIP will be using:

- **Sybase**

- **Oracle**

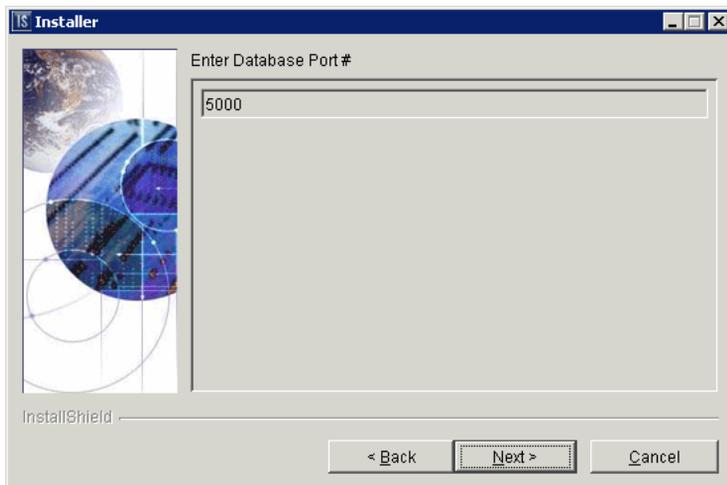
8 Click **Next**. The Database Home Directory screen opens.



If necessary, type the path to the database home directory. Alternatively:

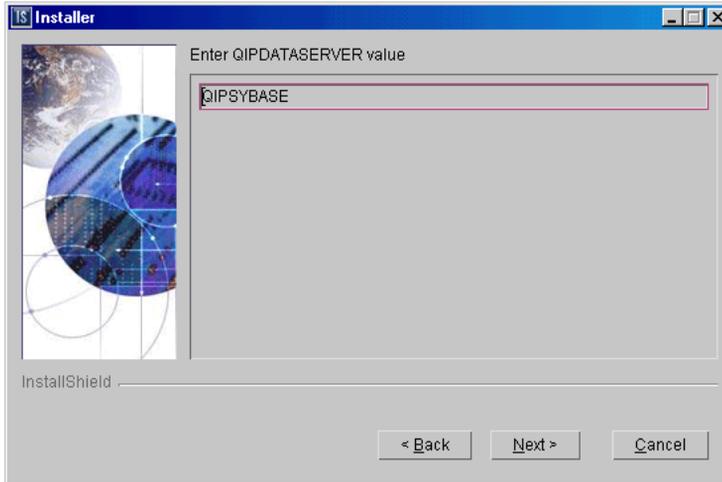
- a. Click **Browse**.
- b. Navigate to the where the directory is located and select the directory.
- c. Click **Open**. The destination directory is shown in the field.

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



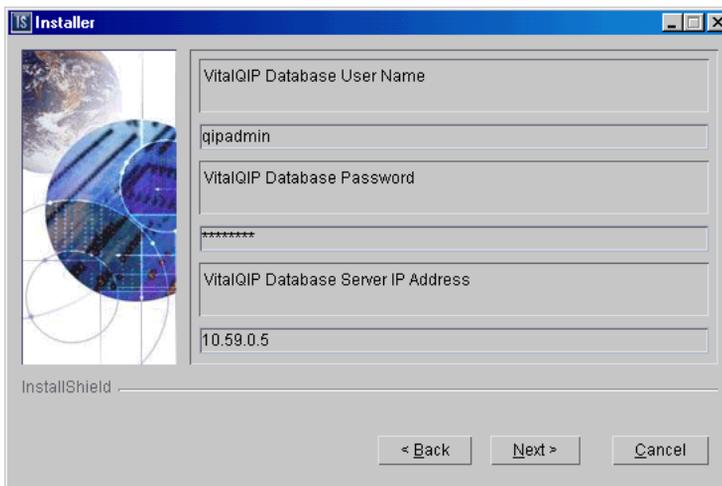
By default, the port number is 5000 for Sybase and 1521 for Oracle. In the **Enter Database Port #** field, change the port number for the database if necessary.

- 10 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.

- 11 Click **Next**. The Database Information screen opens.

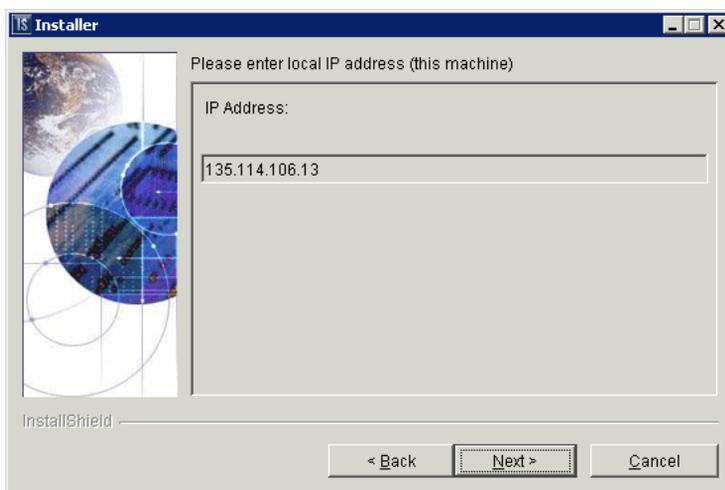


Review [Table 24](#) and fill in the fields.

Table 24 Database Information fields

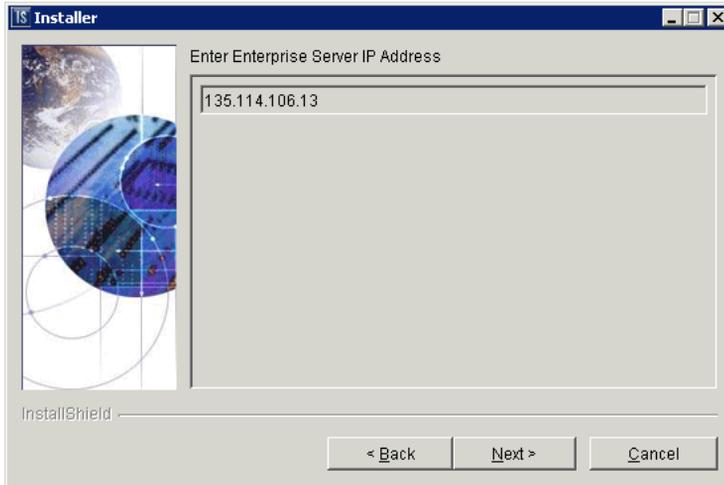
Field	Description
VitalQIP Database User Name	By default, the name of the qipadmin user is shown. If the VitalQIP database user name is different than the one displayed, change the database user name.
VitalQIP Database Password	By default, the password for the qipadmin user is qipadmin . If the database password is different, change the password.
VitalQIP Database Server IP Address	If the IP address of the VitalQIP database server is different than the one displayed, change the IP address to the VitalQIP database server.

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



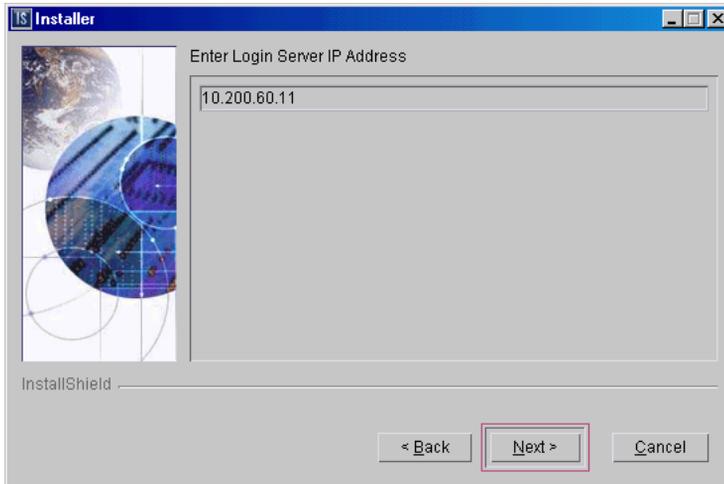
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

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



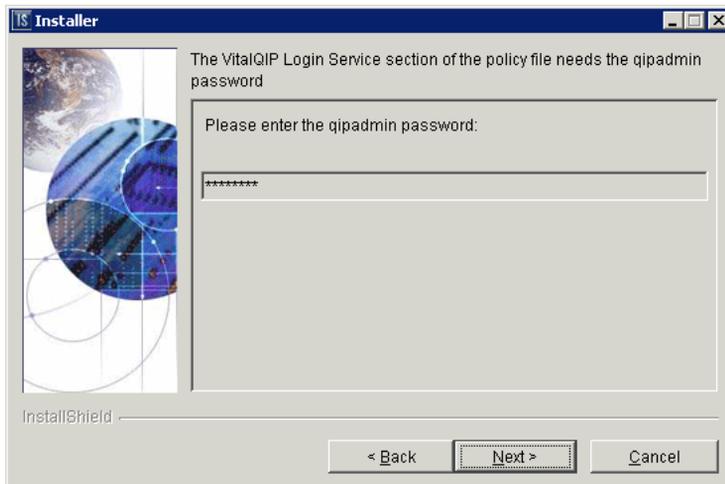
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which VitalQIP enterprise server was installed.

-
- 14 Click **Next**. The Login Server IP Address screen opens.



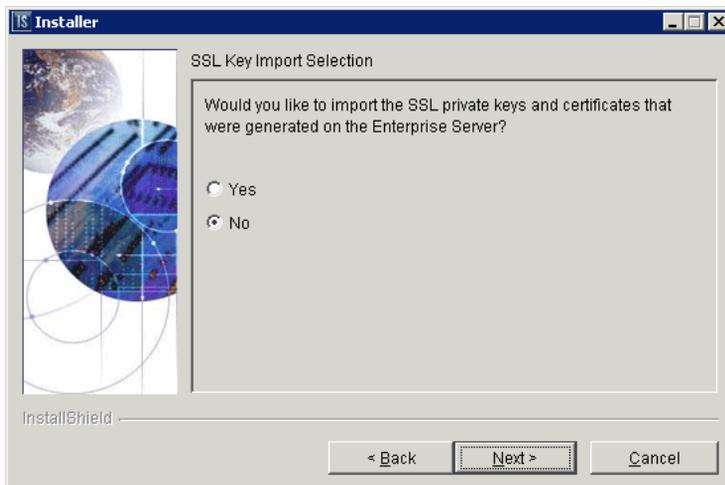
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

-
- 15 Click **Next**. The qipadmin 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.

-
- 16 Click **Next**. The Import SSL Public/Private Keys screen opens.

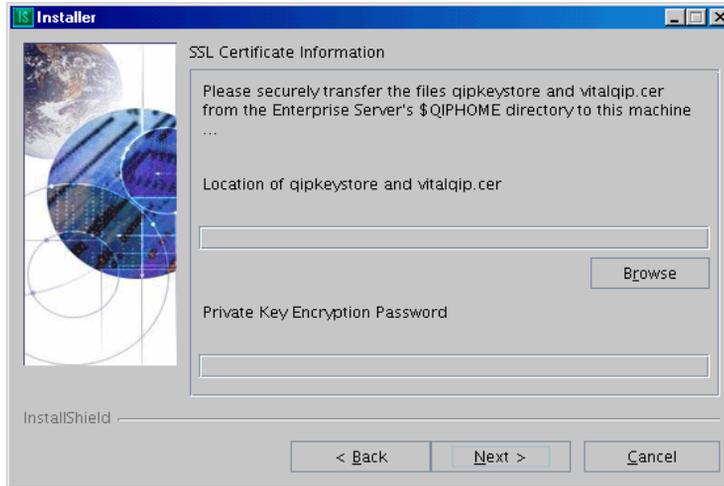


Select one of the following:

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

SSL Security

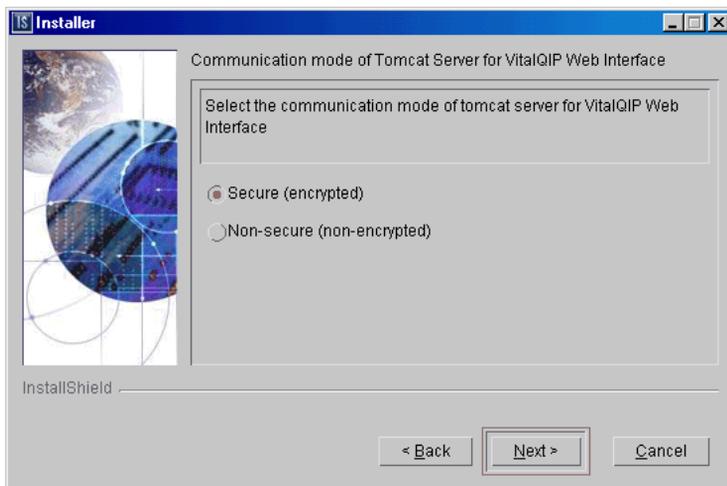
- 17 Click **Next**. If you selected Yes in Step 16, the SSL Certificate Information screen opens. Skip this step if you did not select Yes.



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 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.

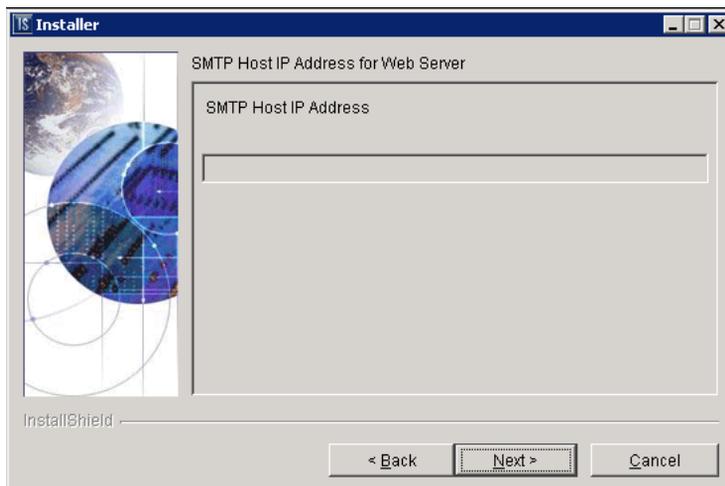
- 18 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Tomcat server will use. Select:

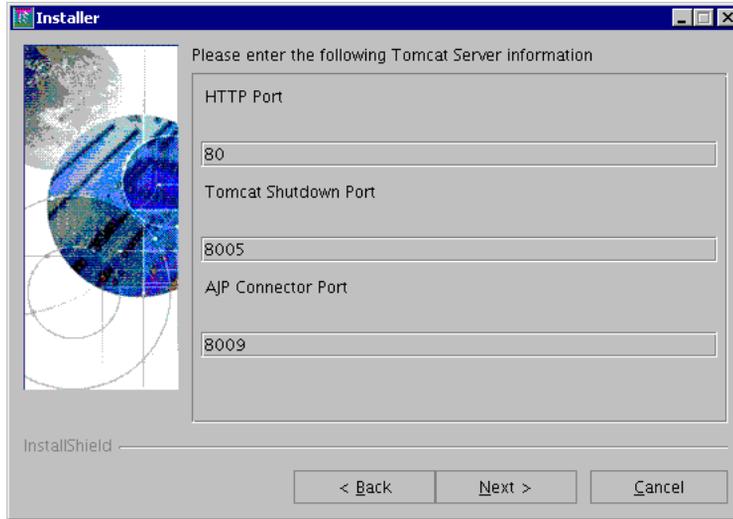
- **Secure (encrypted)** - messages to and from the server are encrypted
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

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



Enter the IP address of the SMTP server.

20 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 18](#).

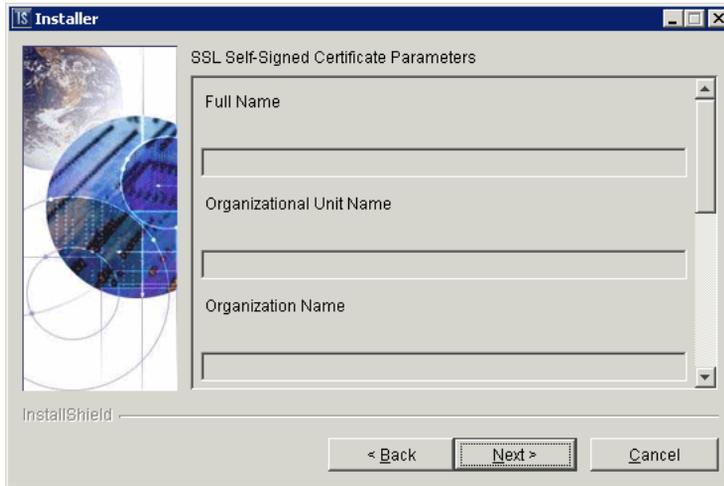
Review [Table 25](#) and fill in the fields.

Table 25 Tomcat Server Information fields

Field	Description
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 18.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 18.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.
Tomcat Shutdown Port	A local administrative port used to shutdown the Apache Tomcat web server. By default, the port is 8005.
AJP Connect Port	The port used to connect the Apache Tomcat web server. By default, the port is 8009.

Secure (encrypted) communication for the Tomcat server

-
- 21 Click **Next**. If secure (encrypted) communication was selected in [Step 18](#), the SSL Self Signed Certificate Parameters screen opens. Skip the next step if you selected non-secure (not encrypted).



Important! You need to scroll down to view the remaining fields in the screen.

Review [Table 26](#) and enter the values in the fields.

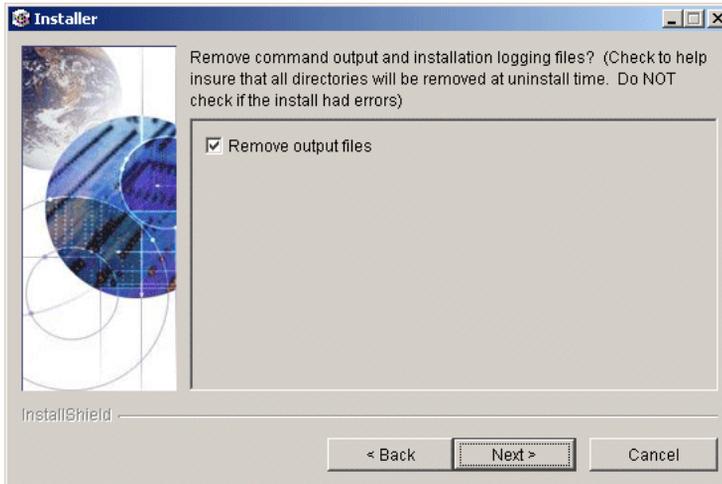
Table 26 SSL Self Signed Certificate Parameters fields

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**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

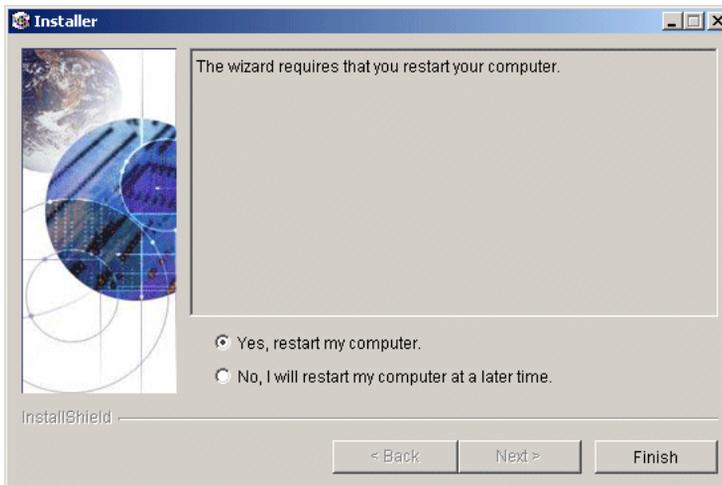
After a few moments, a message may open, asking if you want to overwrite *mfc42.dll*. Click **No** to continue. If there are no errors, the information screen opens that states VitalQIP was successfully installed.

-
- 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.



Before you can begin using VitalQIP, you must reboot your computer. Select one of the following and then click **Finish**:

- **Yes** to restart your computer
- **No** to restart your computer later

-
- 25** If your VitalQIP system is supporting multiple languages and characters other than English, additional configuration is needed to ensure your language and characters are supported properly by VitalQIP. See the Chapter 3, “Web client configuration” of the *VitalQIP Administrator Reference Manual* for information on how to set up your system for multiple language and character support

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E N D O F S T E P S
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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, click the **System** icon.
-
- 3** In the System Properties screen, click the **Advanced** tab.
-
- 4** In the **Advanced** tab, click the **Environment Variables** button.
-
- 5** Ensure the variables and values in [Table 27](#) are set correctly.

Table 27 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 <i>QIP</i> directory.

.....
E N D O F S T E P S
.....



8 Install VitalQIP GUI client

Overview

Purpose

This chapter covers installing VitalQIP GUI on supported UNIX and Windows platforms. The installation chapter is divided by operating system. To increase the usability of this chapter, portions of the installation 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 GUI client installation	182
Overview	182
Install the VitalQIP GUI client	183
Pre-installation checklist	183
UNIX: Install the VitalQIP GUI client	185
Windows: Install the VitalQIP GUI client	199



About the VitalQIP 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

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 7.1 Release Notes* for instructions on upgrading to VitalQIP 7.1.



Install the VitalQIP GUI client

Pre-installation checklist

Why use the checklist?

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

Determine the configuration

Determine how and where the components are to be installed. Also, consider if this is an upgrade or if there are additional components being installed. Refer to 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. Refer to the *Administrator Reference Manual* for more information.

Meet pre-installation requirements

The pre-installation requirements must be met before installing VitalQIP. Read the *VitalQIP 7.1 Release Notes* to ensure your system meets the pre-installation requirements for installing VitalQIP.

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 database administrator 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 (services on Windows) 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.

Install VitalQIP GUI client

- For Sybase, find the names of the *OCS* directory. These directories are sub-directories of the Sybase home directory.

Find 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.

Find 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

Gather information about the Apache Tomcat web server

Gather the following information about the Apache Tomcat web server:

- Find out if your web server is using standard HTTP or HTTPS messaging
- Find the port your web server is using
- Find the IP address of the machine where the web server is running



UNIX: Install the VitalQIP GUI client

When to use

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

Before you begin

- 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
```

- Ensure your database is running.
- 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
```

Procedure

Follow these steps:

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

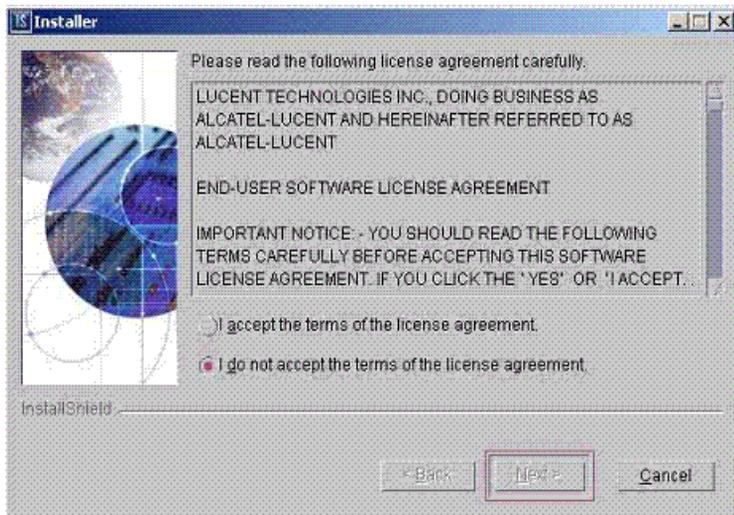
- For Linux:

```
./qip71SetupLinuxgcc.bin
```

- For Solaris:

```
./qip71SetupSolaris.bin
```

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

-
- 3 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:

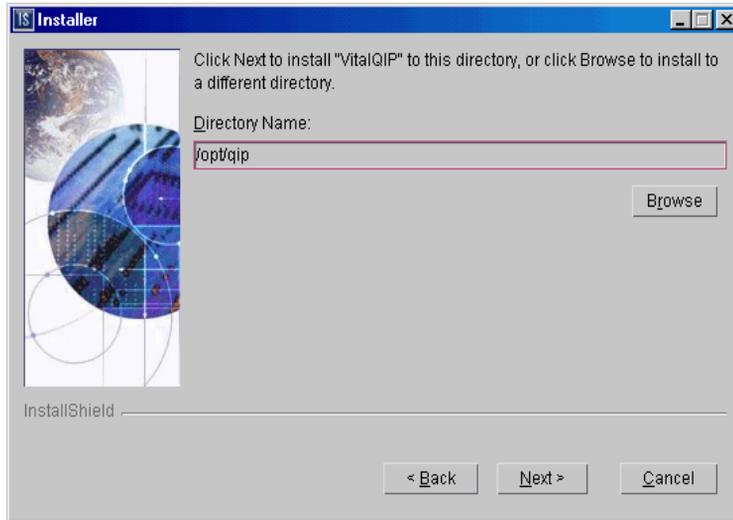
“You are running the install on an unsupported platform. Installation will not proceed.”

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

-
- 4 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
- **no, they will be killed manually** and stop the processes manually

-
- 5 Click **Next**. The VitalQIP Home Directory screen opens.

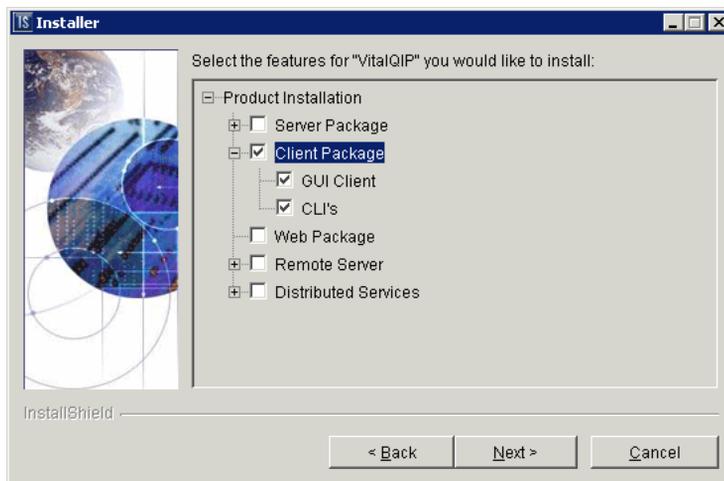


The default destination directory for the VitalQIP software is shown. By default, the directory is `/opt/qip`. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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

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

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



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

Table 28 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.

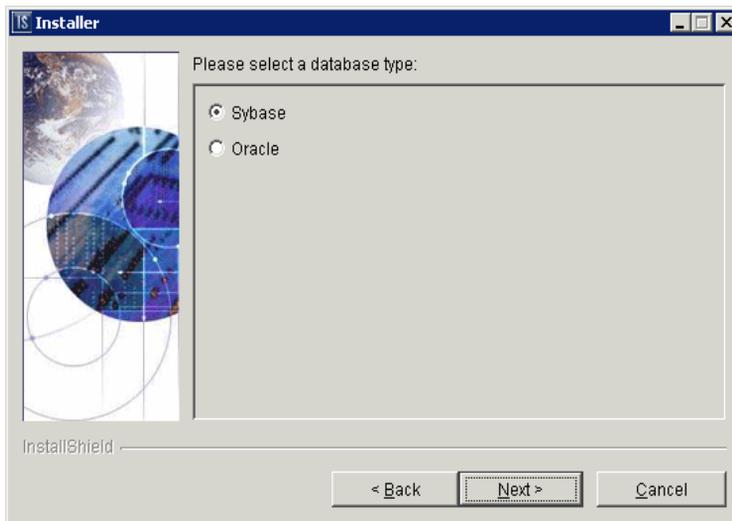
Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

Table 28 Client installation sub-components

Sub-component	Description
GUI Client	Installs the user interface of VitalQIP.
CLI	Installs the Command Line Interface.

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

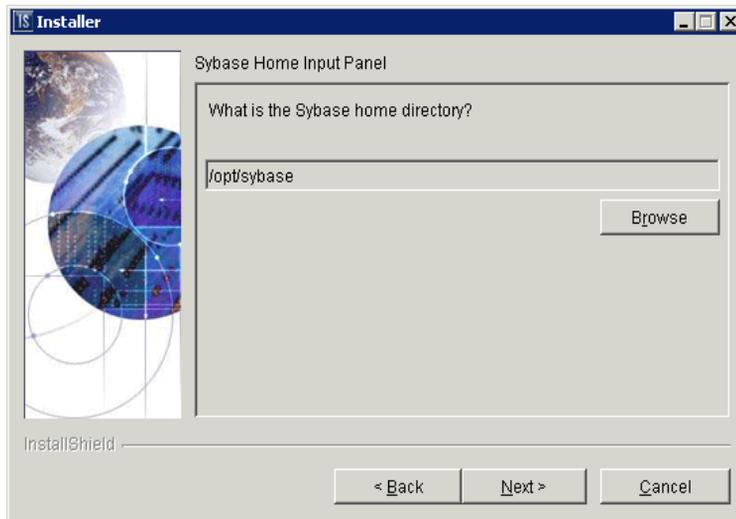
8 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

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

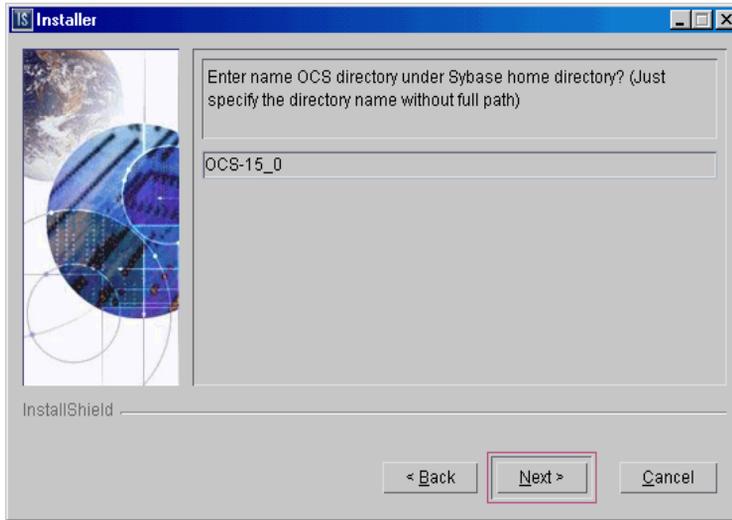


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

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

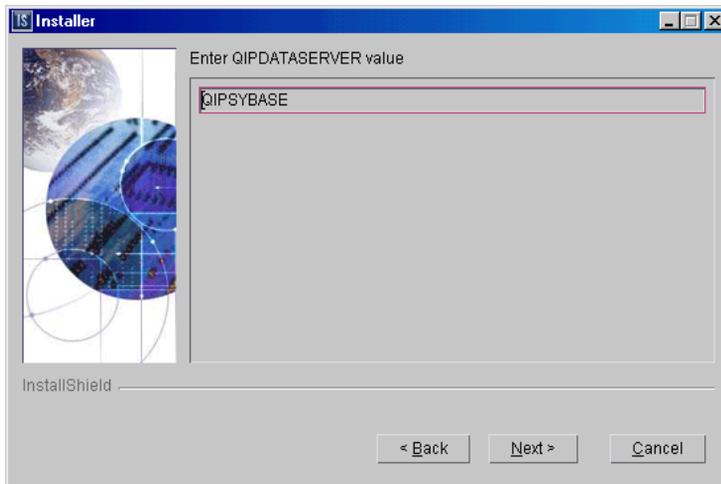
Sybase only

-
- 10 Click **Next**. If Sybase is selected in [Step 8](#), the OCS Directory screen opens. Skip this step if you did not select Sybase. Or, if Sybase environment parameters are set, this screen does not display



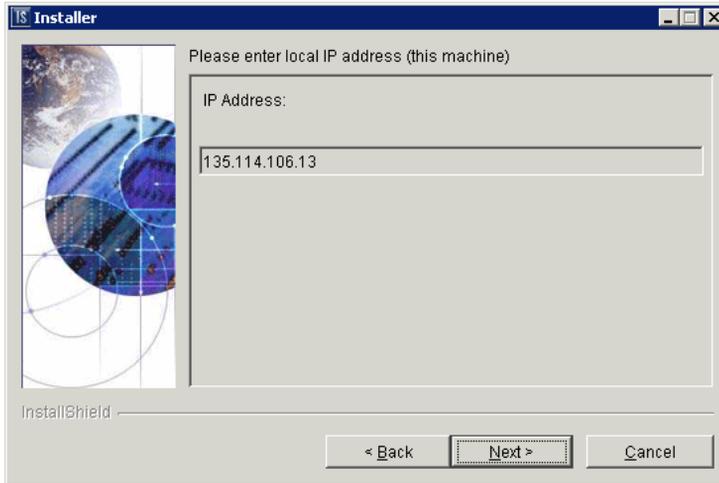
By default, the name of the directory is OCS - 15_0. If needed, change the name of the directory.

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



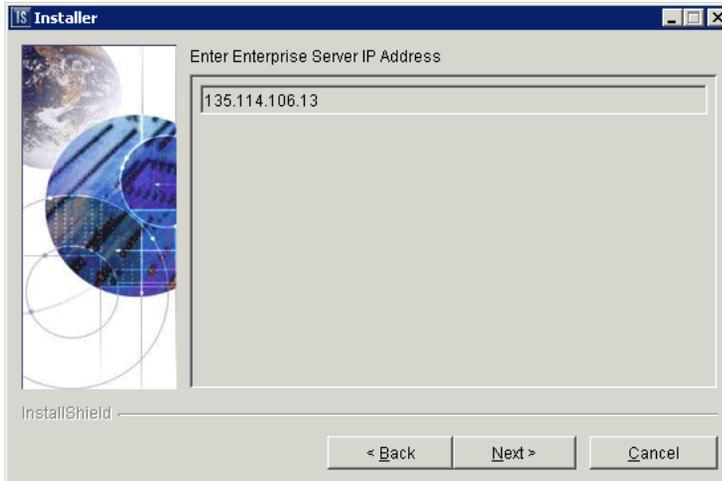
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server.

-
- 12 Click **Next**. The Local IP Address screen opens.



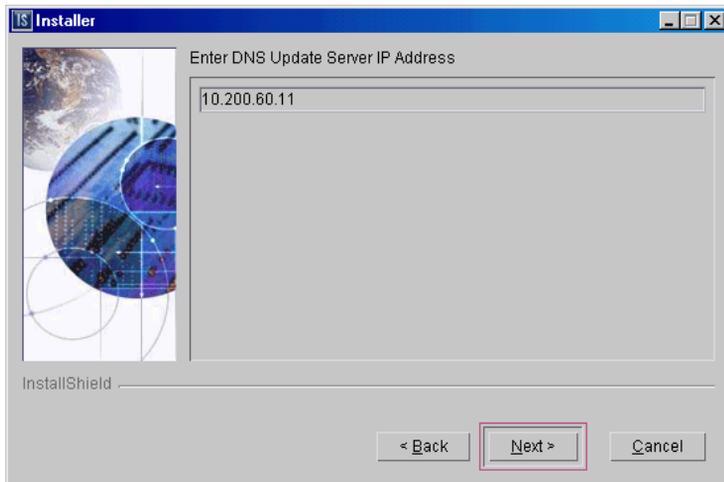
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which VitalQIP is being installed if needed.

-
- 13** Click **Next**. The Enterprise Server IP Address screen opens.



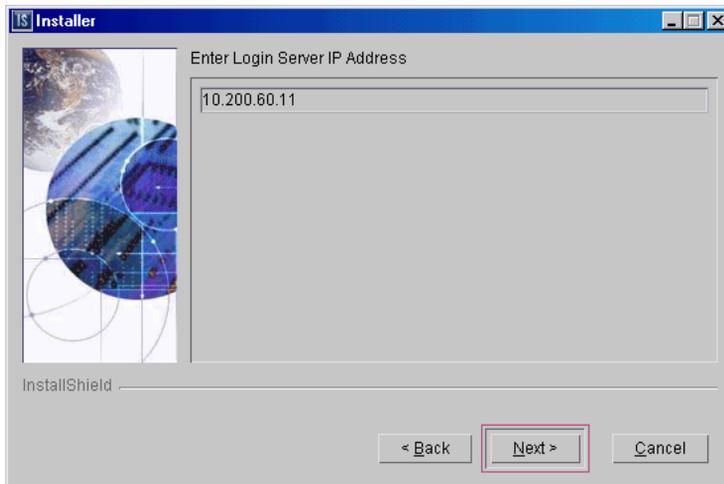
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which the Enterprise Server is installed.

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



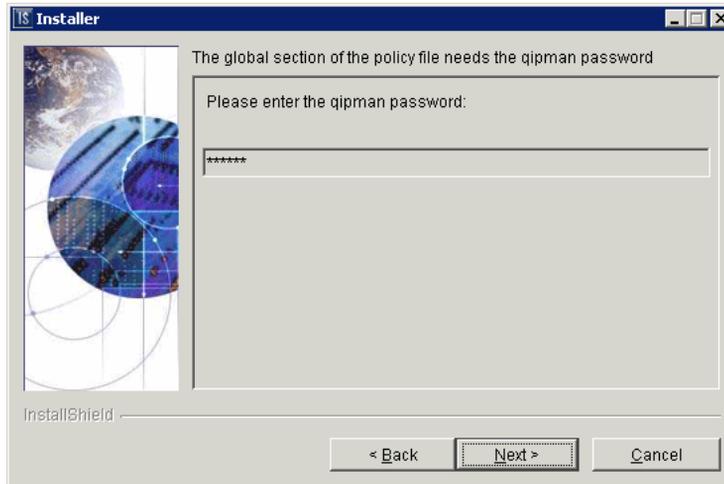
In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Service. The value is stored in the *\$QIPHOME/qip.pcy* file.

-
- 15 Click **Next**. The Login Server IP Address screen opens.



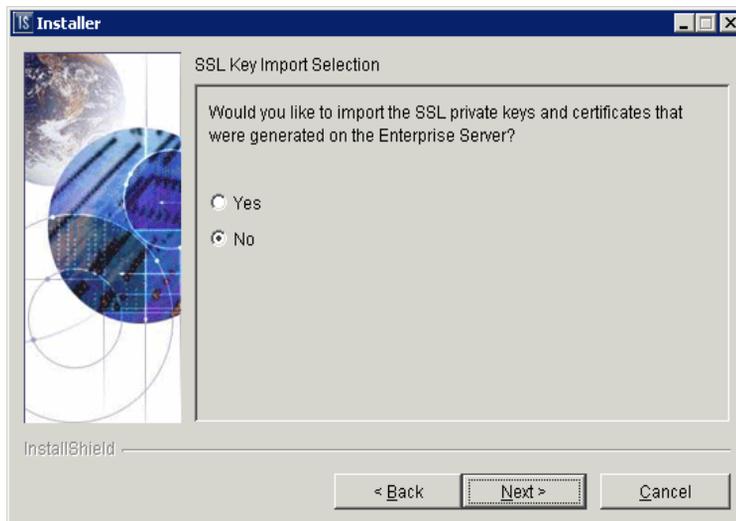
In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *\$QIPHOME/qip.pcy* file.

-
- 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 Import SSL Public/Private Keys screen opens.

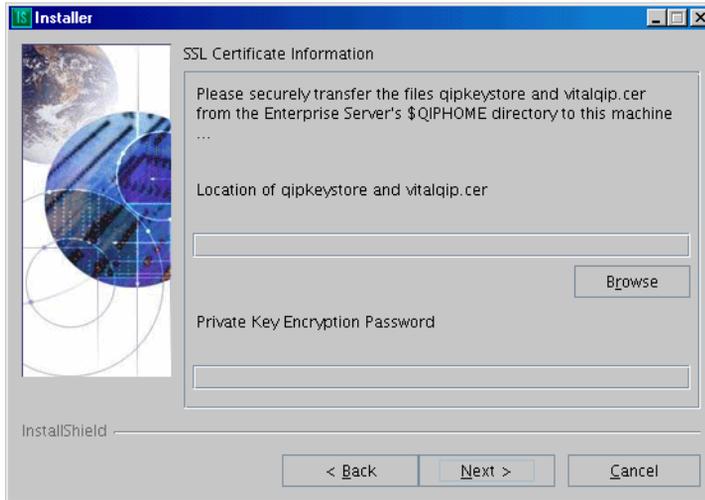


Select one of the following:

- **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 you selected Yes in the previous screen, the SSL Certificate Information screen opens.

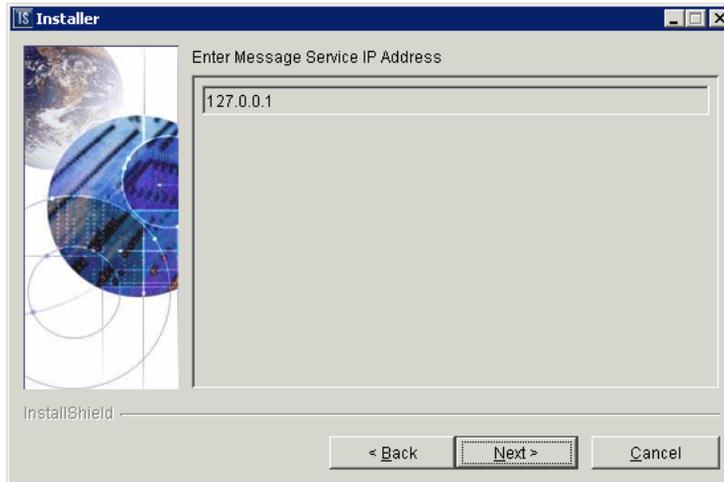


Do the following:

- 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 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 that was created during the enterprise server installation. For information on the password, refer to [Table 10, “SSL Self Signed Certificate Parameters fields”, on page 87](#).

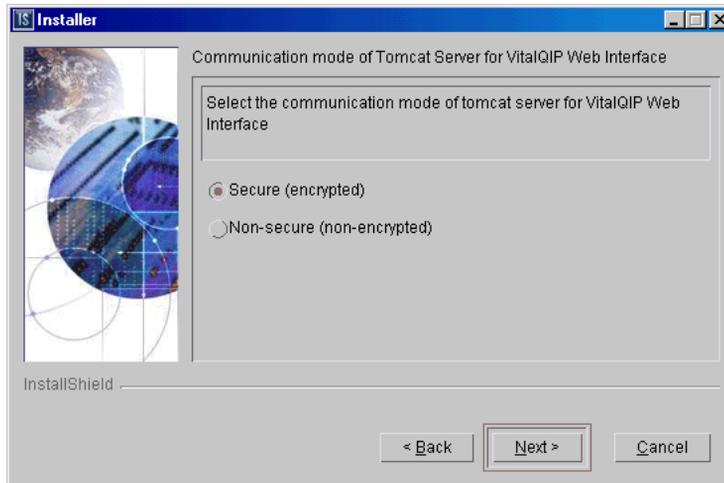
Without SSL security

- 19 Click **Next**. If SSL is set to No, the installation prompts for the IP address of the VitalQIP Message Service.



The default is 127.0.0.1. Change the IP address if the VitalQIP Message Service is not installed on a local machine.

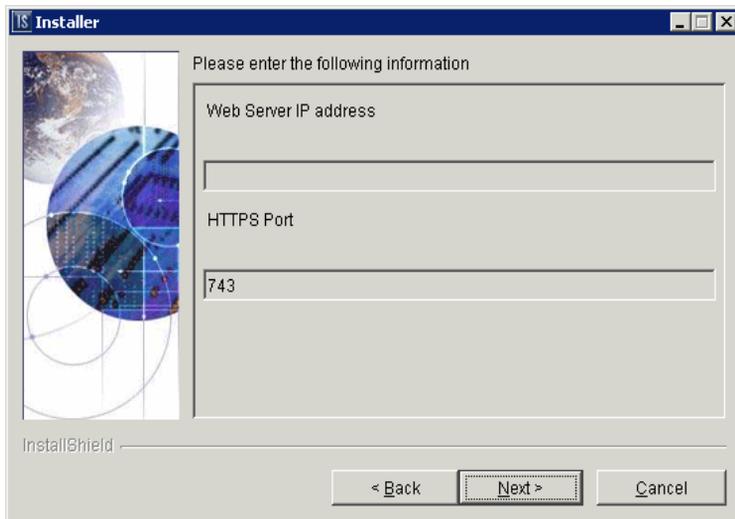
-
- 20 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the `$QIPHOME/qip.pcy` file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

- 21 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 20](#).

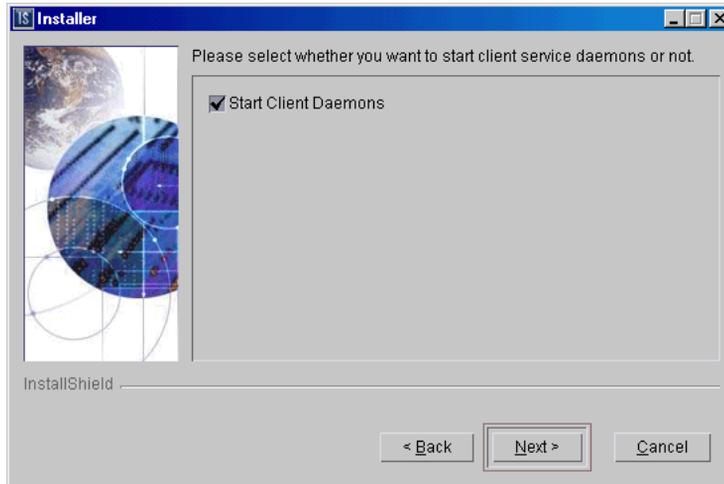
Review [Table 29](#) and fill in the fields.

Table 29 Tomcat Server Information fields

Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 20.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 20.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

- 22 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the installation. After a few moments, the Successful Install screen opens.

- 23 Click **Next**. The Start VitalQIP Client Daemons screen opens.

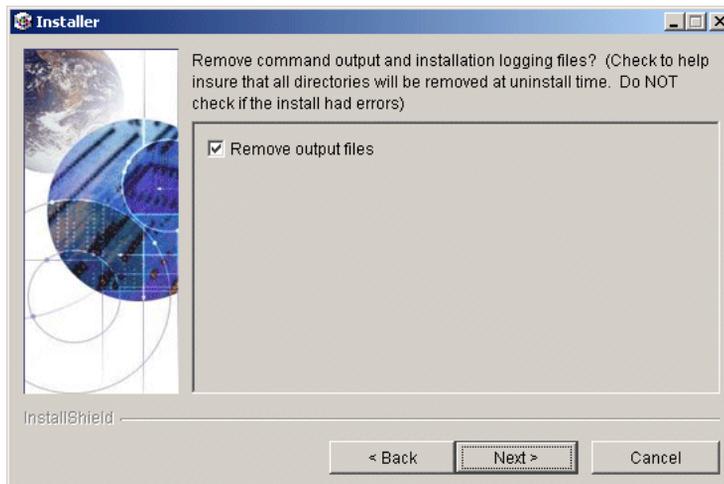


Follow these steps if you want to start the daemons:

- a. Select the **Start Client Daemons**. A screen opens showing the daemons that are to be started.
- b. Go to the next step.

Important! Depending on how many other VitalQIP components are installed on your system, additional Start Daemon screens can open. Follow the directions on the screen to complete the installation.

24 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**.

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

.....
E N D O F S T E P S
.....



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.

Before you begin

- Ensure you are logged into your system as a user with administrative privileges.
- Ensure you exit all programs you are currently running.

Procedure

Follow these steps:

1 Start the installation:

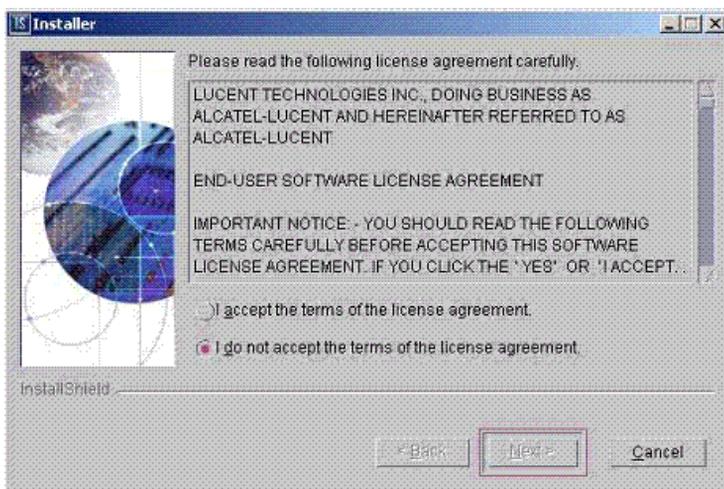
- From your Desktop, select **Run** from the **Start** menu.
- In the Run screen, type:

cmd

- Click **OK**.
- In the prompt screen, go to the directory where the installation file is located:
cd <drive>:\<directory where installation file is located>
- Executable:

qip71setupwin32.exe

2 The Software License Agreement screen opens.



Read the software license agreement and:

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

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

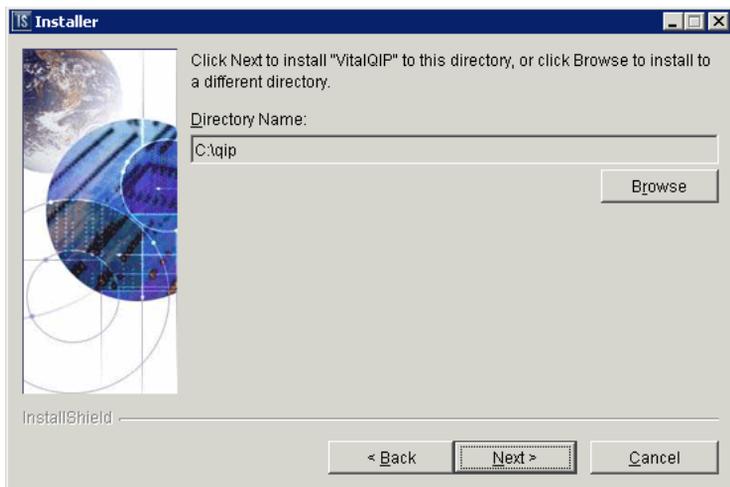
If it is not, a screen opens with the following message:

“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.

-
- 4 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.

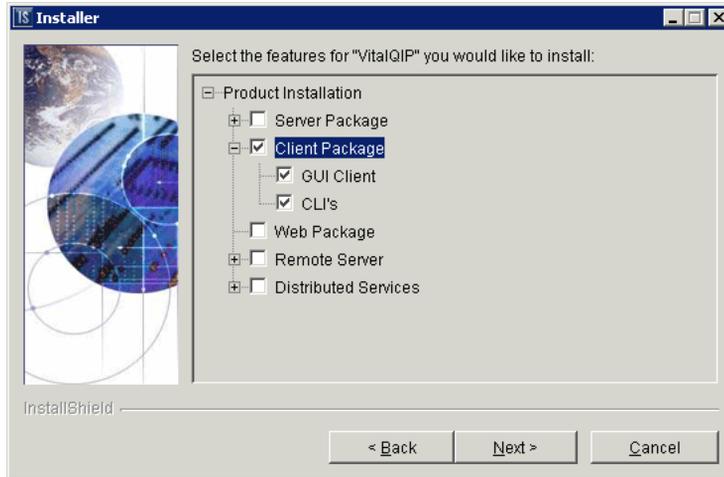


The default destination directory for the VitalQIP software is shown. By default, the directory is `%QIPHOME%`. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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

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

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



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

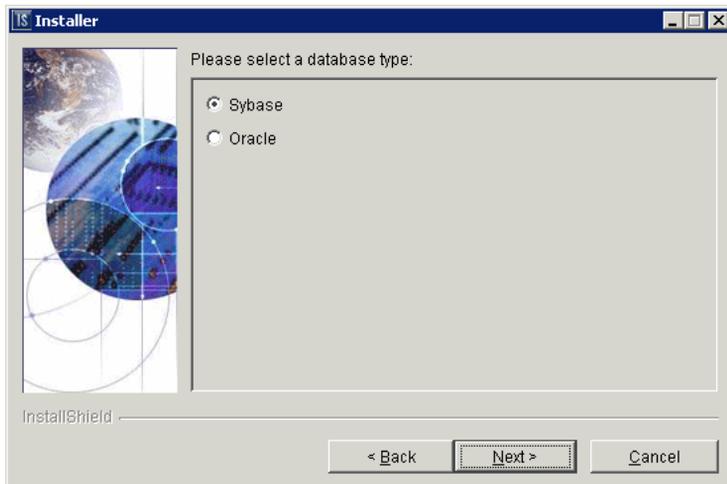
Table 30 describes the sub-components of the package feature. After reading the table, ensure **Client Package** is checked. Check or uncheck the sub-components you want to install.

Important! If the component is already installed, “installed” is shown next to the component. If you want to keep the component, do not uncheck the checkbox.

Table 30 Client installation sub-components

Sub-component	Description
GUI Client	Installs the user interface of VitalQIP.
CLI	Installs the Command Line Interface.

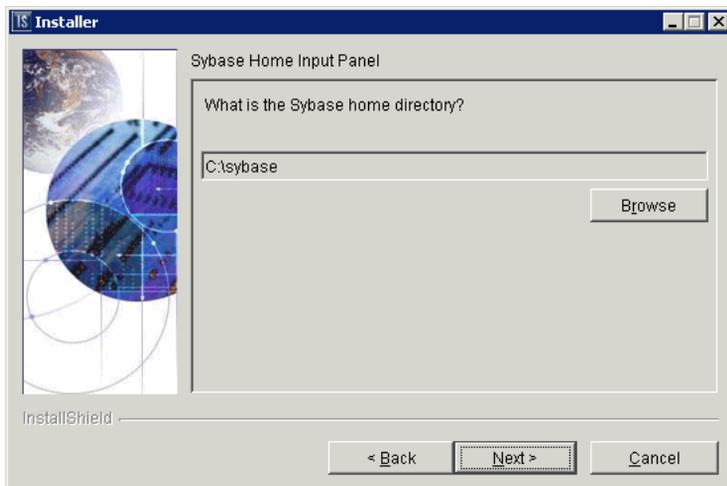
- 6 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.
- 7 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

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

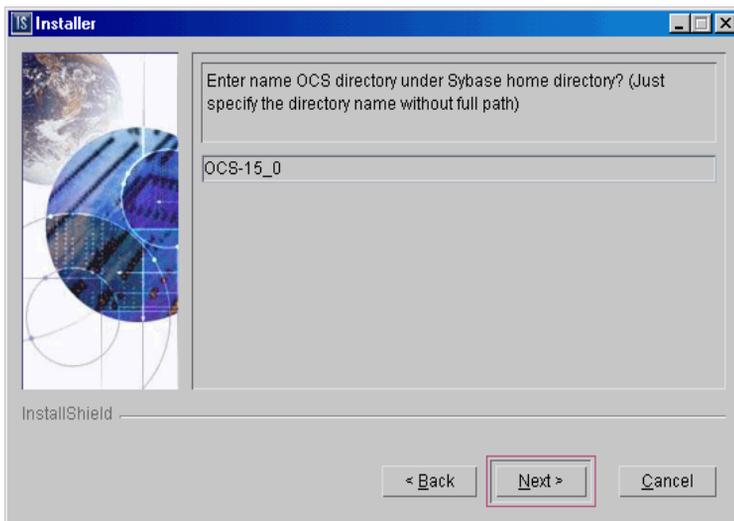


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

- 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.

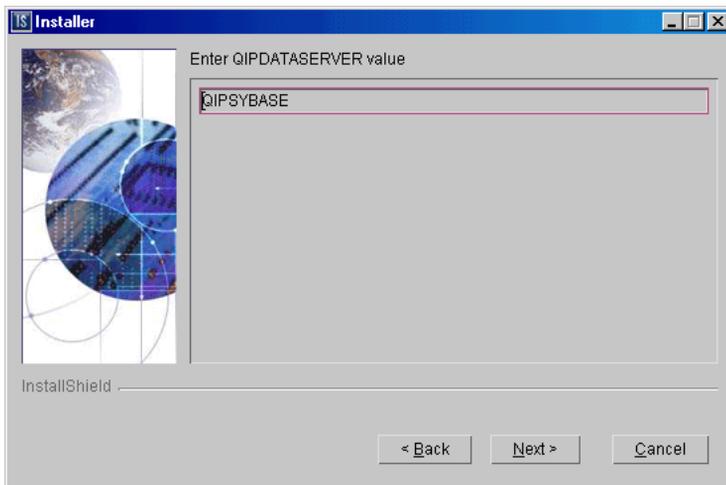
Sybase only

- 9 Click **Next**. If Sybase is selected in [Step 7](#), the OCS Directory screen opens. Skip this step if you did not select Sybase.



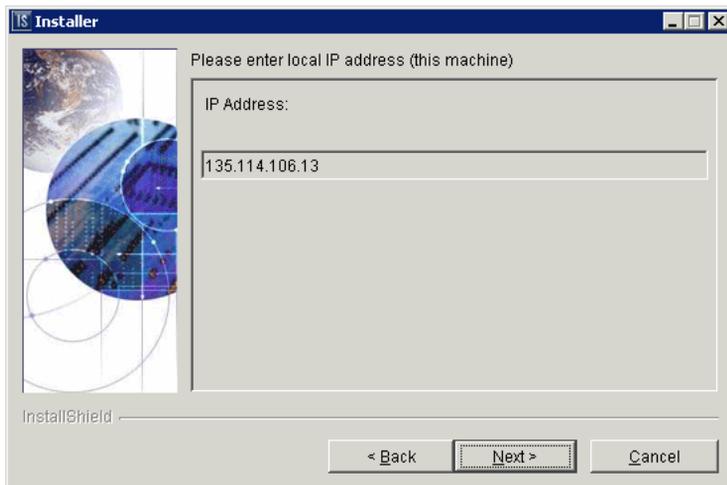
By default, the name of the directory is OCS - 15_0. If needed, change the name of the directory.

- 10 Click **Next**. The QIPDATASERVER Value screen opens.



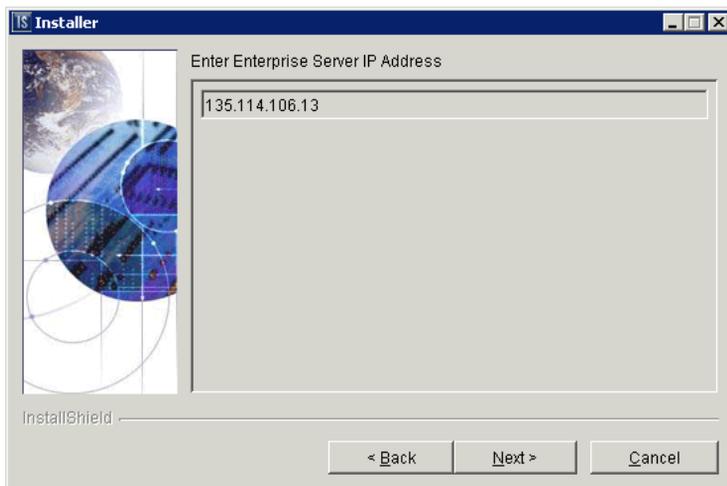
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server.

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



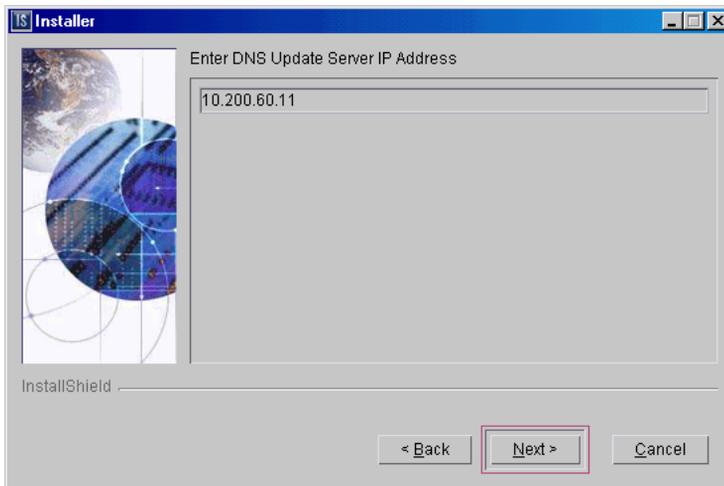
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address to the machine on which VitalQIP is being installed if needed.

- 12 Click **Next**. The Enterprise Server IP Address screen opens.



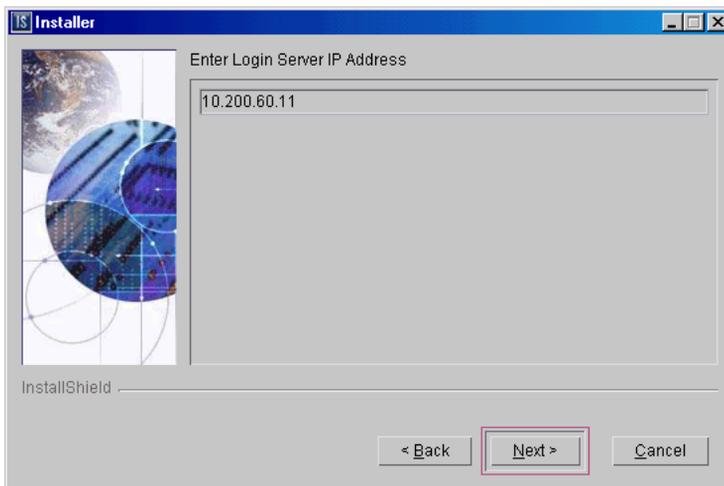
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address to the machine where the Enterprise Server is installed.

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



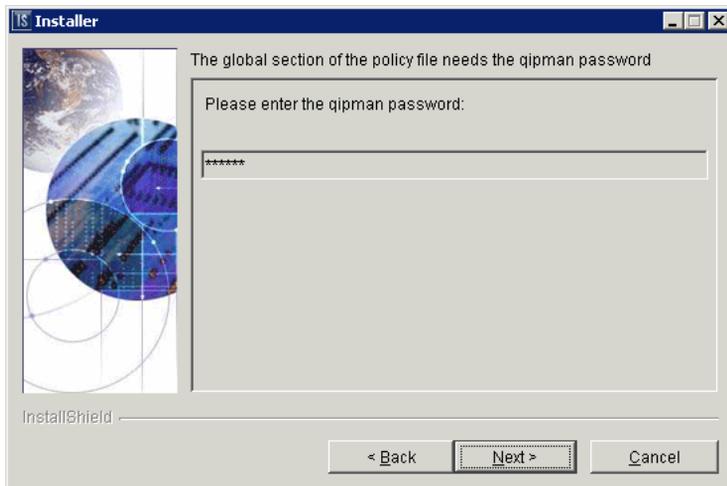
The IP address of the local machine is displayed. In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *%QIPHOME%\qip.pcy* file.

- 14 Click **Next**. The Login Server IP Address screen opens.



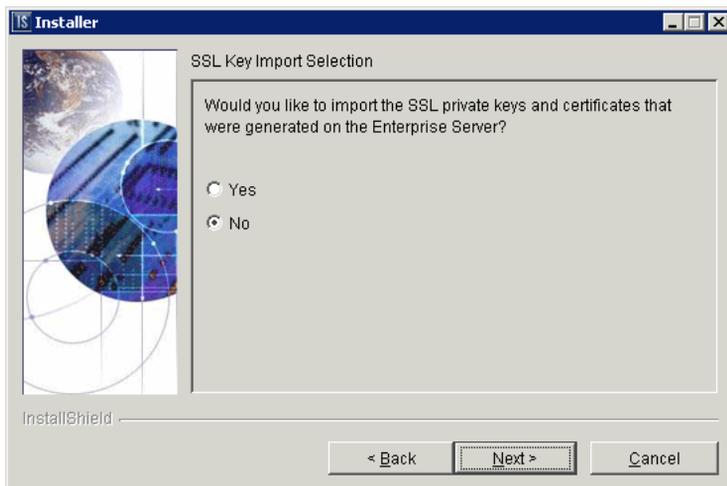
The IP address of the local machine is displayed. In the **Enter Login Server IP Address** field, change the IP address for the Login Server if needed. The value is stored in the *%QIPHOME%\qip.pcy* file.

15 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.

16 Click **Next**. The Import SSL Public/Private Keys screen opens.

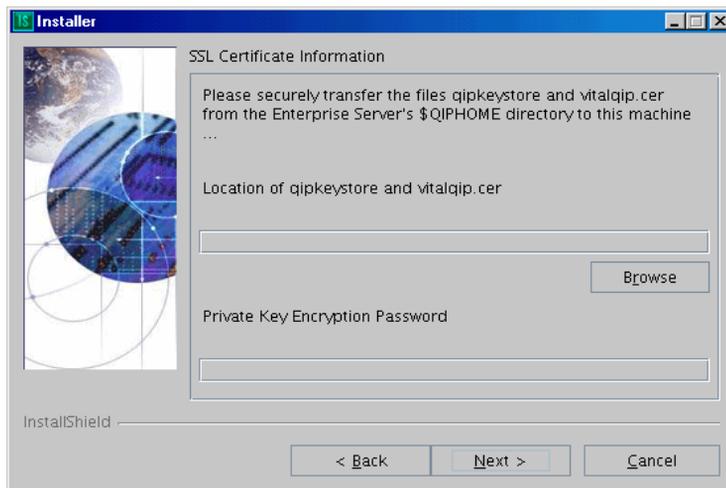


Select one of the following:

- **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 you selected Yes in the previous screen, the SSL Certificate Information screen opens.

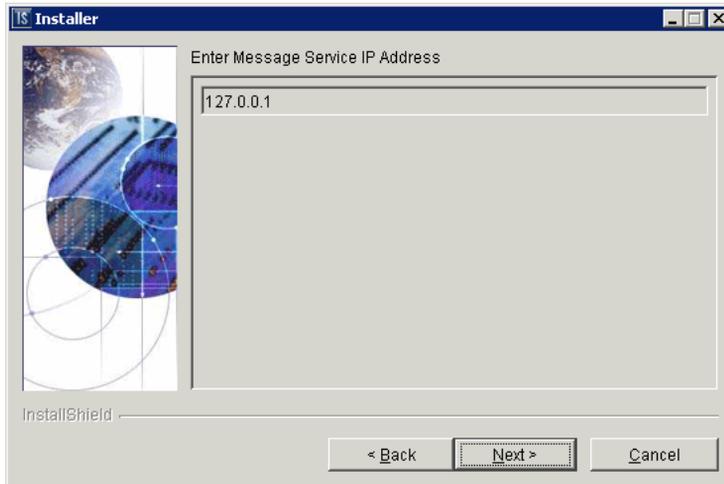


Do the following:

- 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 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.

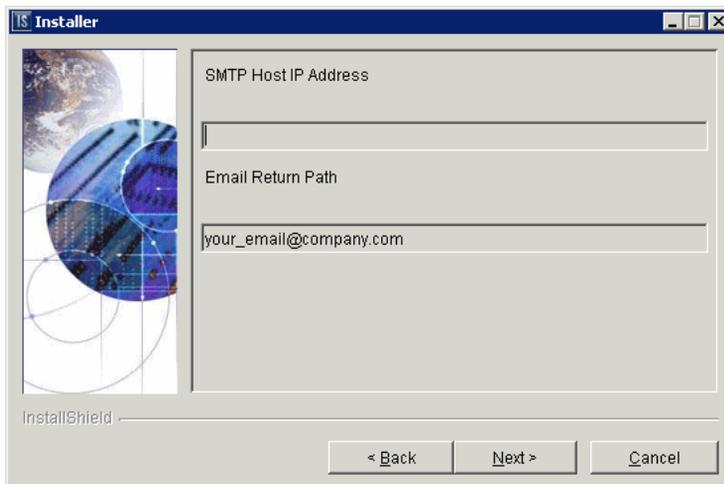
Without SSL security

- 18 Click **Next**. If SSL is set to No, the installation prompts for the IP address of the VitalQIP Message Service.



The default is 127.0.0.1. Change the IP address of the VitalQIP Message Service if needed.

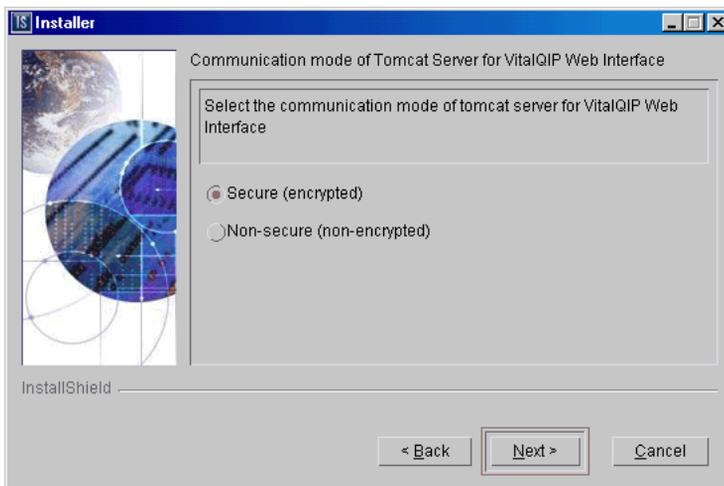
-
- 19 Click **Next**. The SMTP Host Information screen opens.



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.

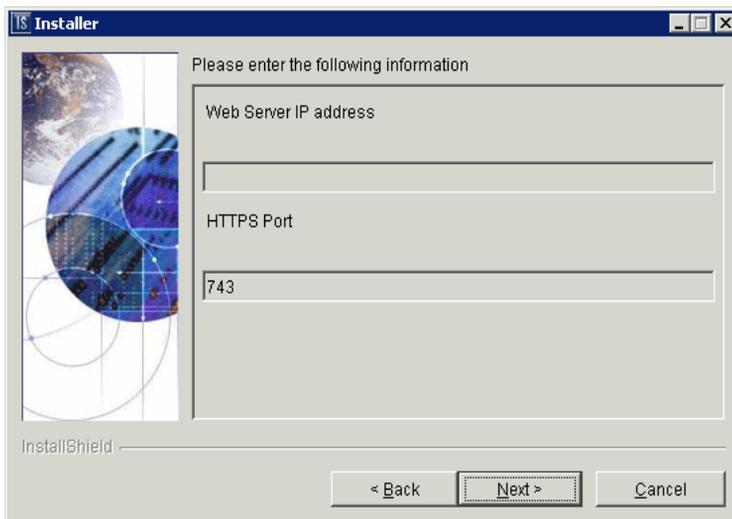
-
- 20 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the *\$QIPHOME/qip.pcy* file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

21 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 20](#).

Review [Table 31](#) and fill in the fields.

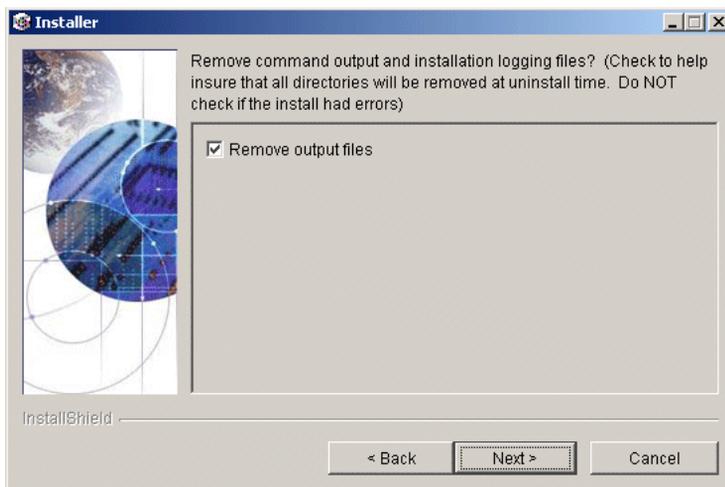
Table 31 Tomcat Server Information fields

Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 20.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 20.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

-
- 22** Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

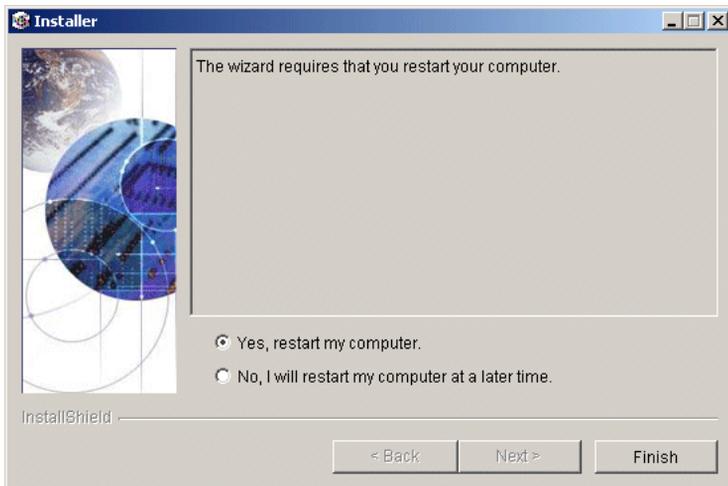
After a few moments, a message may open, asking if you want to overwrite *mfc42.dll*. Click **No** to continue. If there are no errors, the information screen opens that states VitalQIP was successfully installed.

-
- 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.



Before you can begin using VitalQIP, you must reboot your computer. Select one of the following and then click **Finish**:

- **Yes** to restart your computer
- **No** to restart your computer later

END OF STEPS



Install VitalQIP GUI client

9 Install VitalQIP distributed services

Overview

Purpose

This chapter covers installing VitalQIP distributed services on a supported UNIX and Windows platforms. The installation chapter is divided by operating system. To increase the usability of this chapter, portions of the installation 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 distributed services installation	214
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Install the VitalQIP distributed services	215
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UNIX: Install the VitalQIP distributed services	217
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About the VitalQIP 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
- VitalQIP SSL Tunnel Service

Upgrade from previous versions

If VitalQIP is being upgrading from a previous version, see *VitalQIP 7.1 Release Notes* for instructions on the upgrading to VitalQIP 7.1.



Install the VitalQIP distributed services

Pre-installation checklist

Why use the checklist?

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

Determine the configuration

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.

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.

Meet pre-installation requirements

The pre-installation requirements must be met before installing VitalQIP. Read the *VitalQIP 7.1 Release Notes* to ensure your system meets the pre-installation requirements for installing VitalQIP.

Install the database client

If the distributed services are 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 database administrator 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 (services on Windows) 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 the full path to the directory where the database is running.

Install VitalQIP distributed services

- For Sybase, find the names of the *OCS* directory. These directories are sub-directories of the Sybase home directory.

Gather the IP address of the machine

Gather the IP addresses of the machines where the component is being installed and of the VitalQIP enterprise server.

Gather the IP address of services

Gather 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

Gather information about the Apache Tomcat web server

Gather the following information about the Apache Tomcat web server:

- Find out if your web server is using standard HTTP or HTTPS messaging
- Find the port your web server is using
- Find the IP address of the machine where the web server is running



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.

Before you begin

- 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
```

- Ensure your database is running.
- 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
```

Procedure

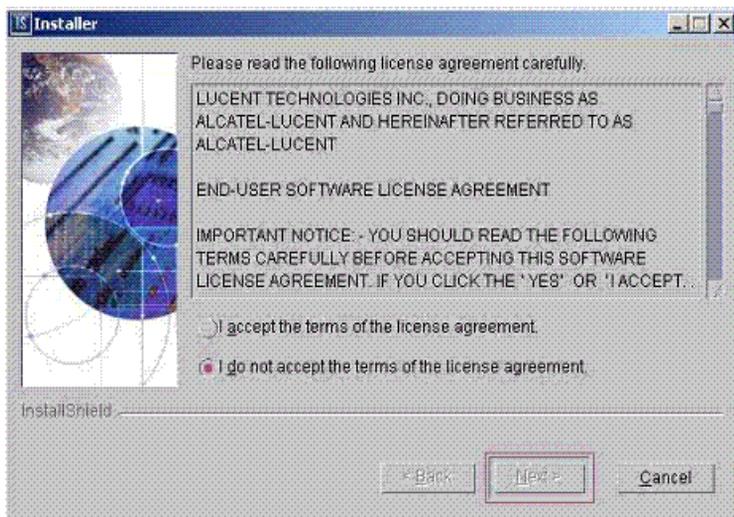
Follow these steps:

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


```
./qip71setupLinuxgcc.bin
```
 - For Solaris:


```
./qip71setupSolaris.bin
```
-

- 2 The Software License Agreement screen opens.



Read the software license agreement and:

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

-
- 3 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:

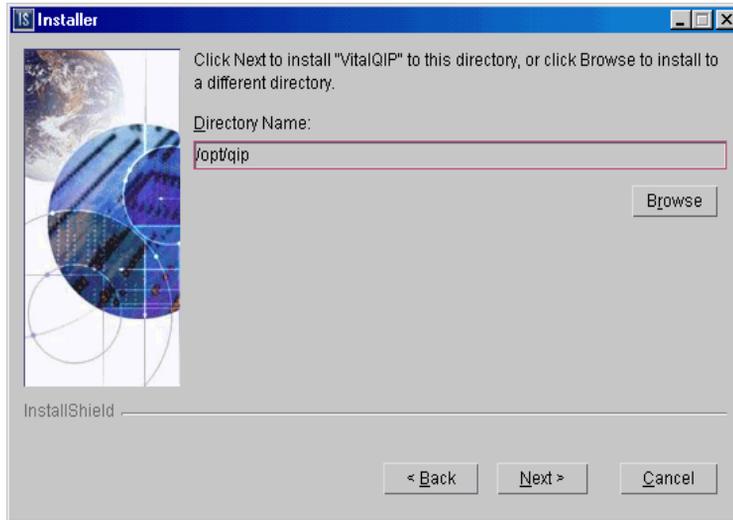
“You are running the install on an unsupported platform. Installation will not proceed.”

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

-
- 4 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
- **no, they will be killed manually** to stop the processes manually

-
- 5 Click **Next**. The VitalQIP Home Directory screen opens.

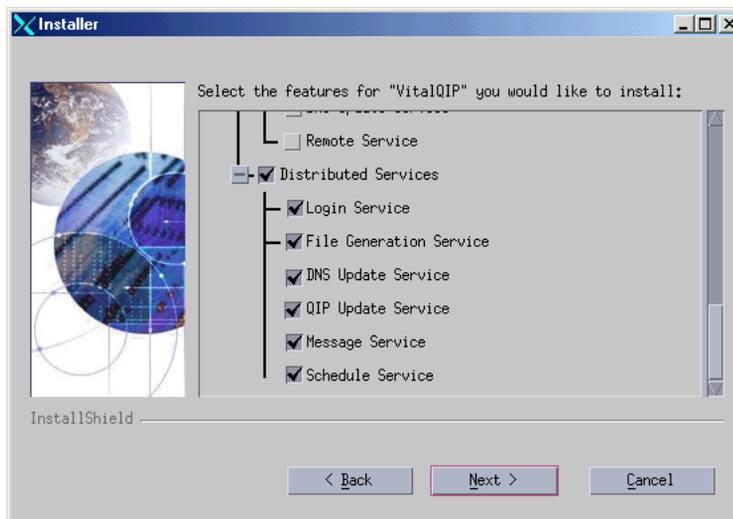


The default destination directory for the VitalQIP software is shown. By default, the directory is `/opt/qip`. If a version of VitalQIP exists on the machine, the installation reads the `QIPHOME` environment variable and displays the value.

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

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

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



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

[Table 32](#) 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 not 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.

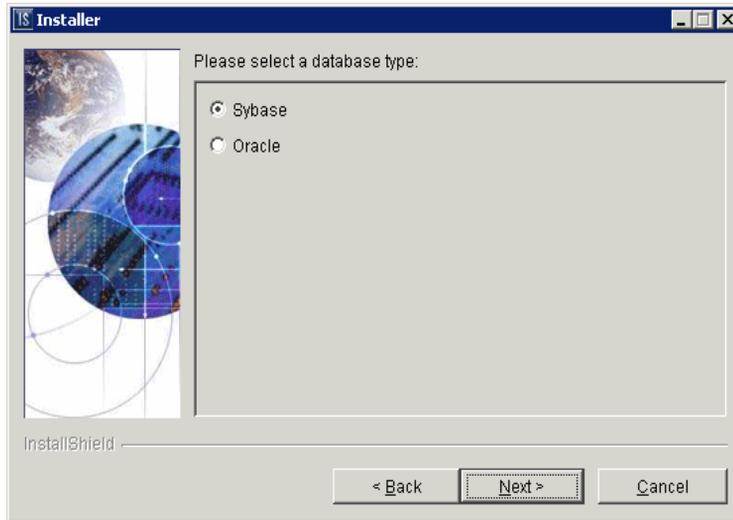
Important! If only the Login Service and Message Service is being installed, you are not prompted for the database information.

Table 32 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	Handles message routing from VitalQIP clients, DHCP, DNS, and VitalQIP services.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: <ul style="list-style-type: none"> • Scheduled moves • Scheduled reclaims • Auto updates of DNS, Bootp table, and NIS/Local operating system files

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

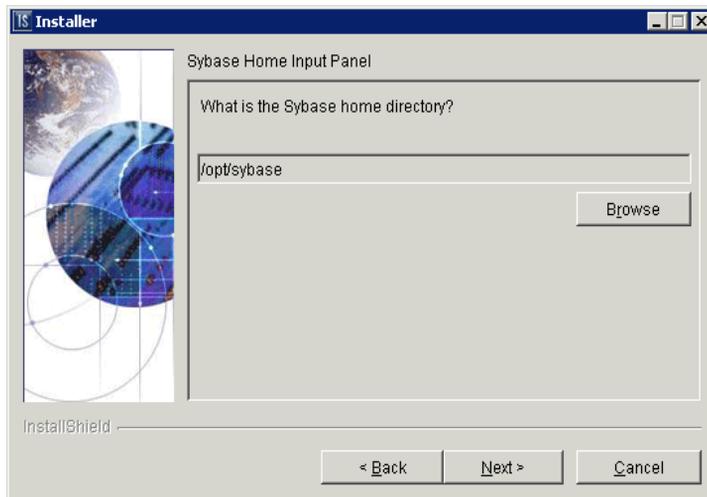
8 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

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



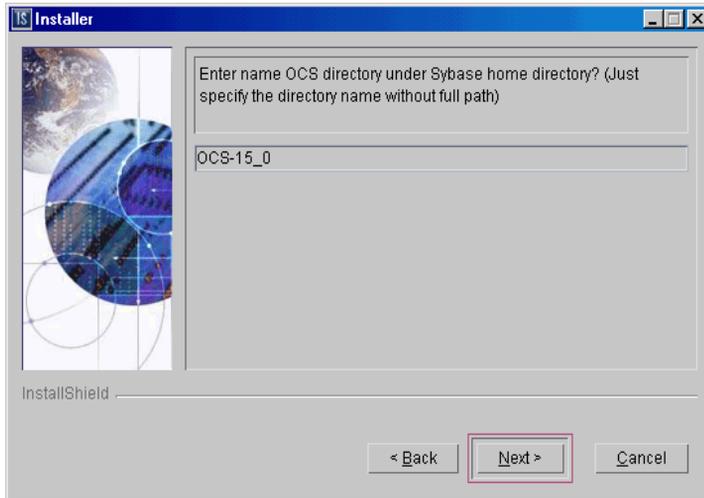
If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

- a. Click **Browse**.
- b. Navigate to where the directory is located and select the directory.

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

Sybase only

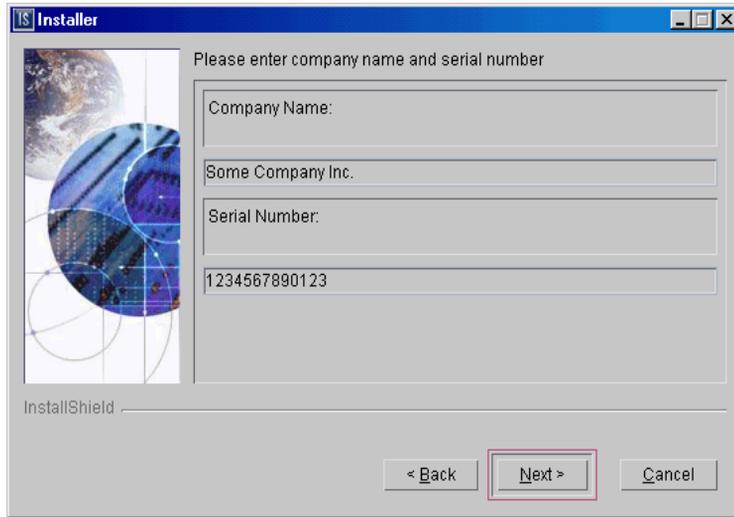
- 10 Click **Next**. If Sybase is selected in [Step 6](#), The OCS Directory screen opens. Skip this step if you did not select Sybase.



By default, the name of the directory is OCS - 15_0. If needed, change the name of the directory.

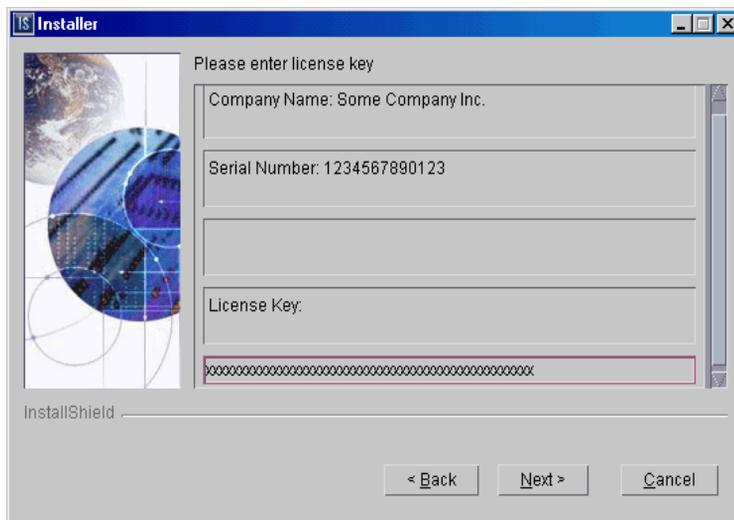
Schedule Service

- 11 If the Schedule Service is selected in [Step 6](#), two additional screens are displayed. To continue with the installation, follow these steps:
 - a. Click **Next**. The Company Name & Serial Number screen opens.



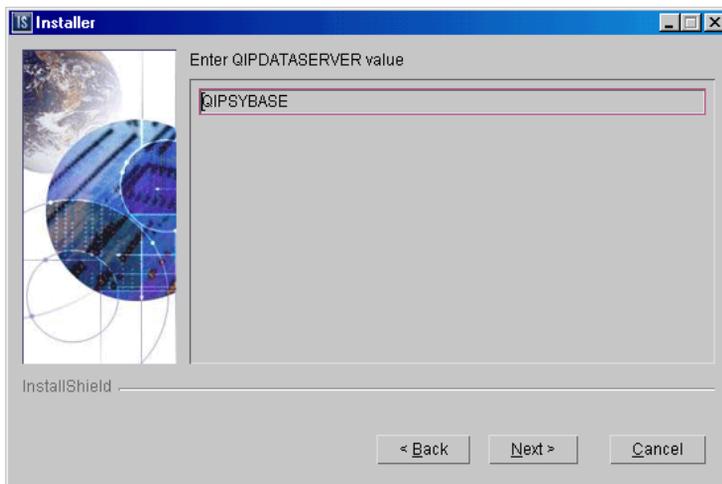
Do the following:

- In the **Company Name** field, enter the name of your company name.
 - In the **Serial Number** field, enter the serial number supplied by Alcatel-Lucent.
- b. Click **Next**. The License Key screen opens.



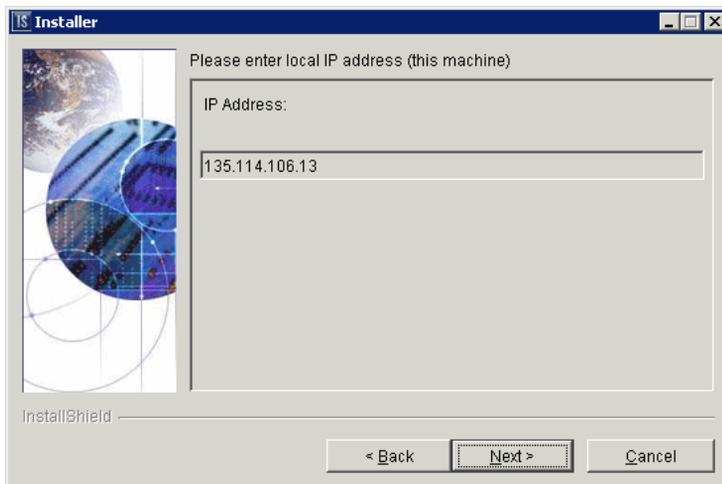
In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

-
- 12 Click **Next**. The QIPDATASERVER Value screen opens.



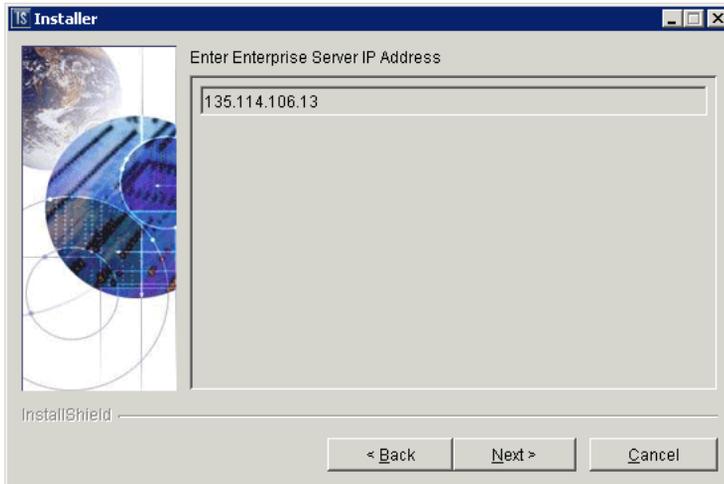
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the **Enter QIPDATASERVER value** field, enter the name of your database.

-
- 13 Click **Next**. The Local IP Address screen opens.



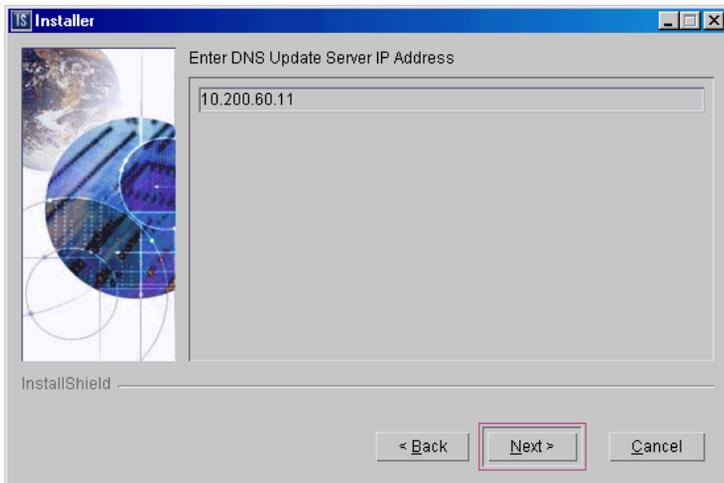
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which the service is being installed if needed.

-
- 14 Click **Next**. The Enterprise Server IP Address screen opens.



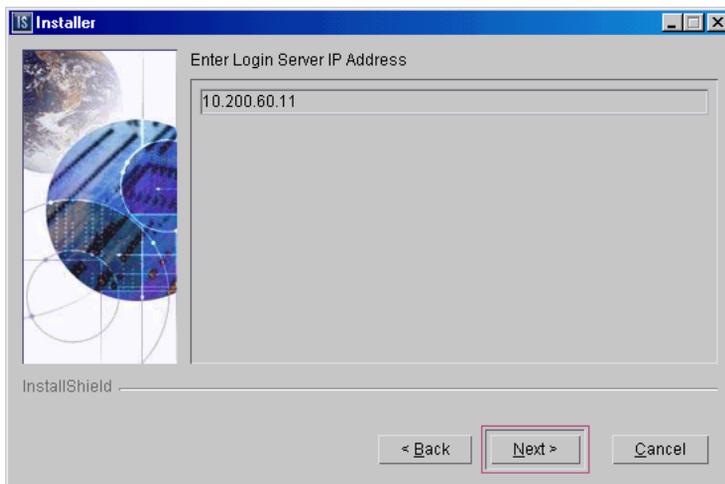
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address of the machine on which the Enterprise Server was installed.

-
- 15 Click **Next**. The DNS Update Server IP Address for the QIP Update Service screen opens.



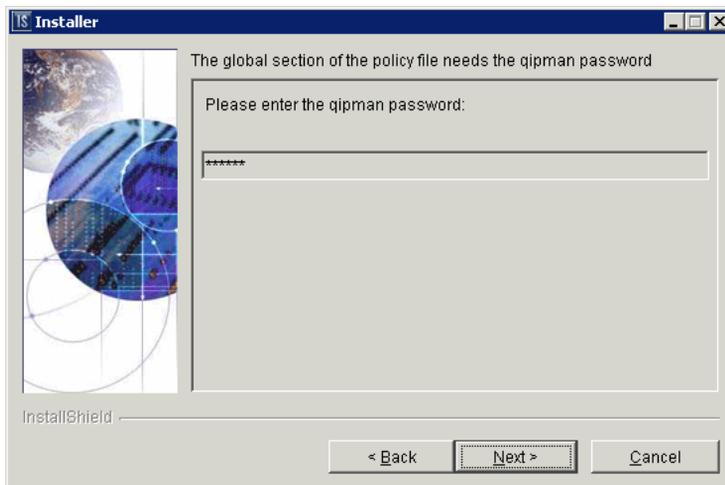
In the **Enter DNS Update Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *\$QIPHOME/qip.pcy* file.

-
- 16 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.

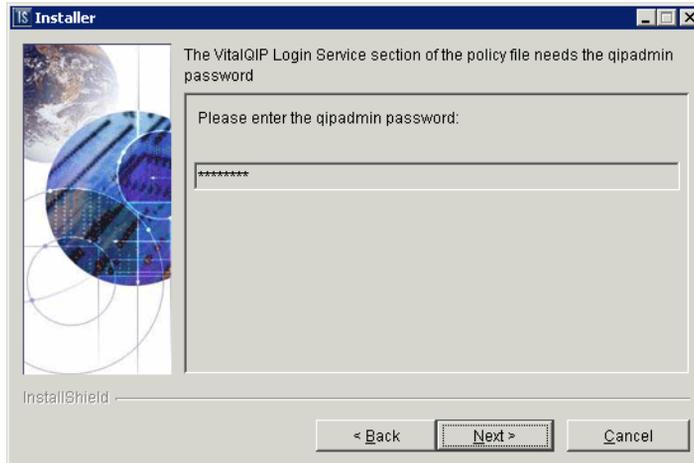
-
- 17 Click **Next**. The qipman Password screen opens.



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.

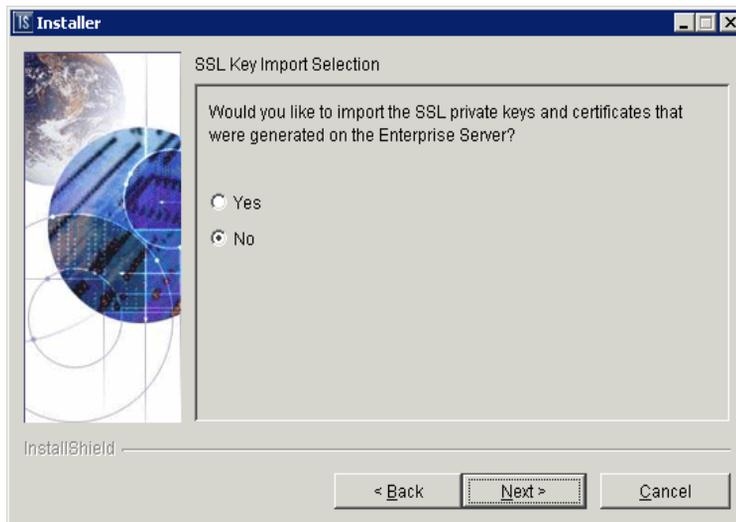
Login Service only

- 18 Click **Next**. If you selected Login Service in [Step 6](#), the qipadmin Password screen opens. Skip this 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.

- 19 Click **Next**. The Import SSL Public/Private Keys screen opens.

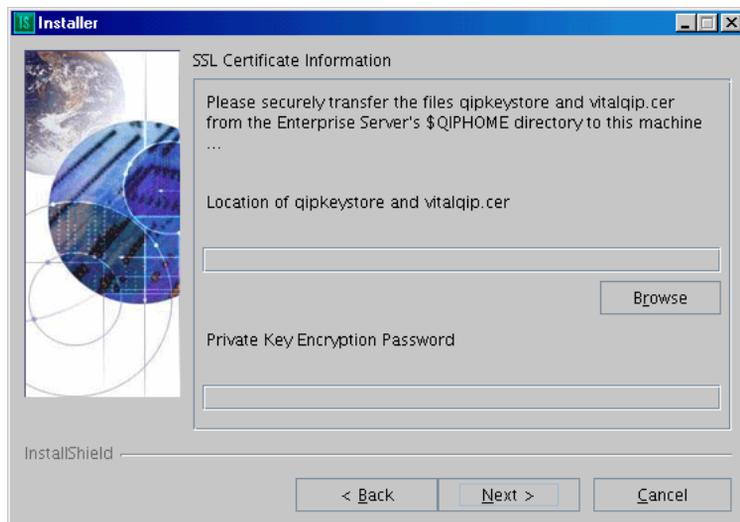


Select one of the following:

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

SSL security

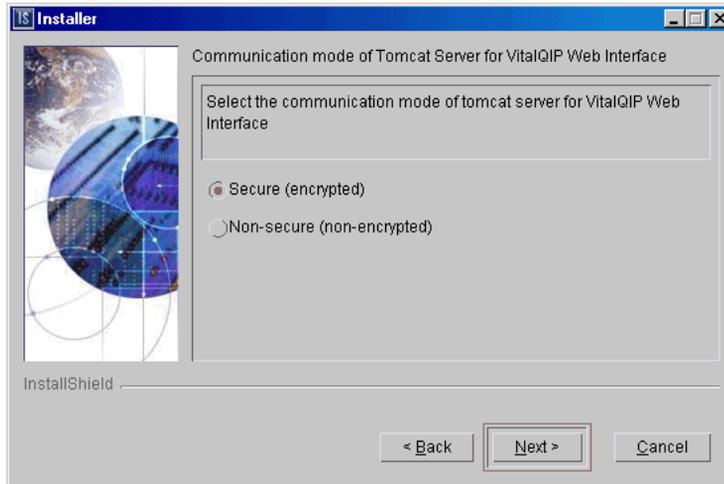
- 20 Click **Next**. If selected Yes in the previous screen, the SSL Certificate Information screen opens. Skip this step if you selected No.



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 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.

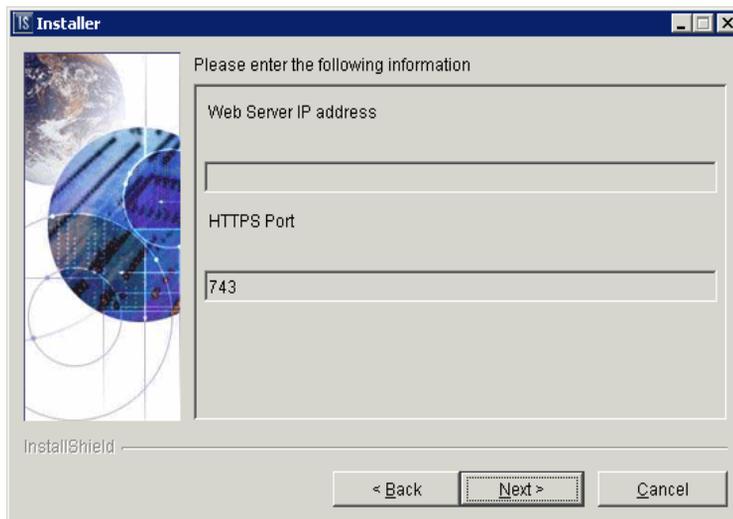
- 21 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the `$QIPHOME/qip.pcy` file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

22 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 21](#).

Review [Table 33](#) and fill in the fields.

Table 33 Tomcat Server Information fields

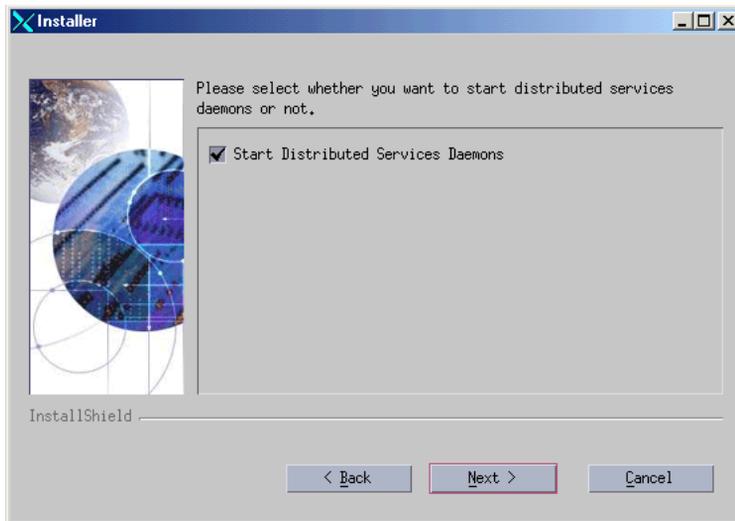
Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 21.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 21.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

.....

23 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the installation. After a few moments, the Successful Install screen opens.

.....

24 Click **Next**. The Start Distributed Services Daemons screen opens.

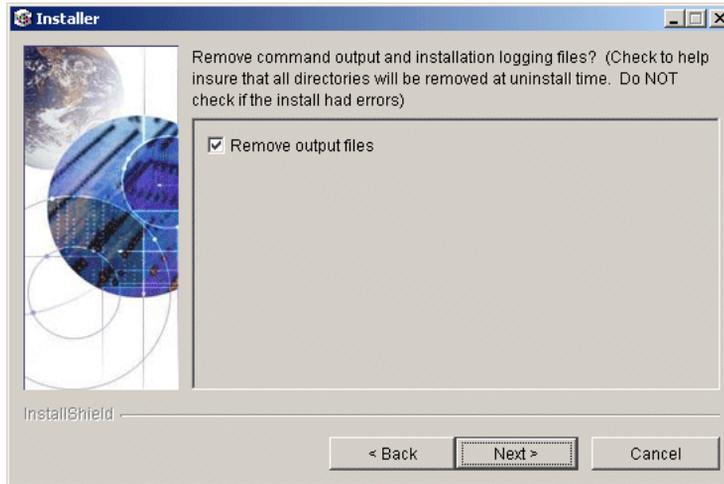


The installation gives you the option to start the distributed services daemons. Follow these steps if you want to start the distributed services daemons:

- a. Select the **Start Distributed Services Daemons**. A screen opens showing the daemons that are to be started.
- b. Go to the next step.

Important! Depending on how many other VitalQIP components are installed on your system, additional Start Daemon screens can open. Follow the directions on the screen to complete the installation.

- 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 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.

Before you begin

- Ensure you are logged into your system as a user with administrative privileges.
- Ensure you exit all programs you are currently running.

Procedure

Follow these steps:

1 Start the installation:

- a. From your Desktop, select **Run** from the **Start** menu.
- b. In the Run screen, type:

cmd

- c. Click **OK**.

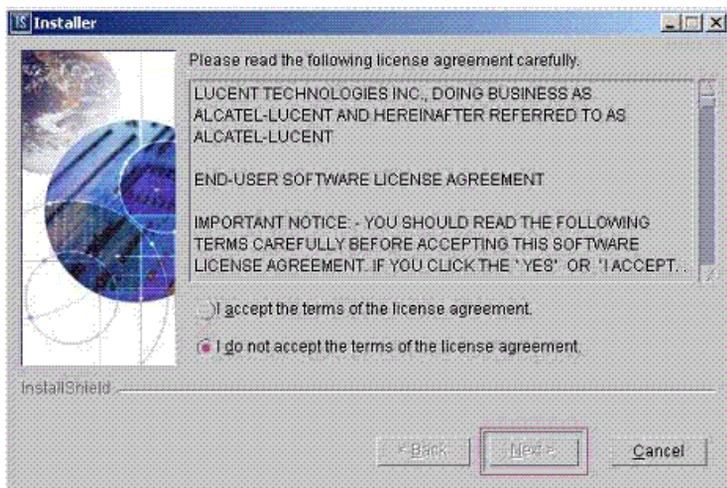
- d. In the prompt screen, go to the directory where the installation file is located:

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

- e. Type:

```
qip71setupwin32.exe
```

2 The Software License Agreement screen opens.



Read the software license agreement and:

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

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

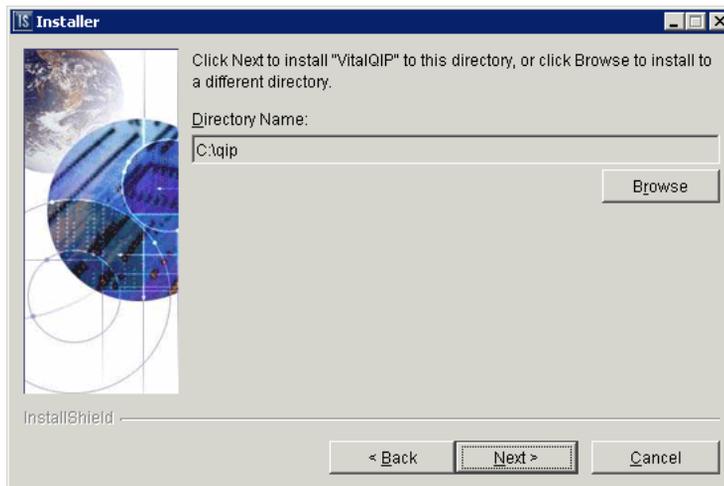
If it is not, a screen opens with the following message:

“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.

-
- 4 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.

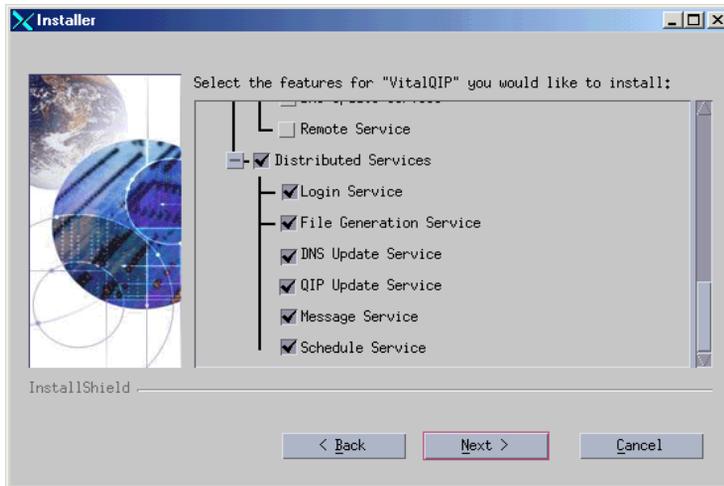


The default destination directory for the VitalQIP software is shown. By default, the directory is `%QIPHOME%`. If a version of VitalQIP exists on the machine, the installation reads the QIPHOME environment variable and displays the value.

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

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

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



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

Table 34 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 not 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.

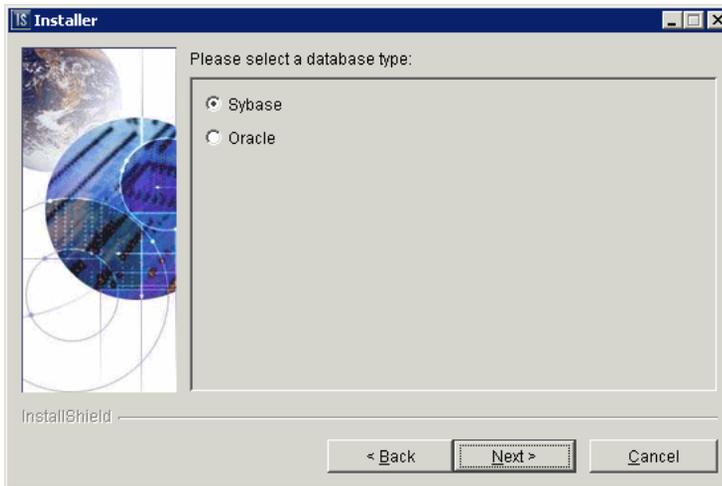
Important! If only the Login Service and Message Service is being installed, you are not prompted for the database information.

Table 34 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	Required. Handles message routing from VitalQIP clients, DHCP, DNS, and VitalQIP services.
Schedule Service	Handles all scheduled events managed by VitalQIP enterprise server: <ul style="list-style-type: none"> • Scheduled moves • Scheduled reclaims • Auto updates of DNS, Bootp table, and NIS/Local operating system files

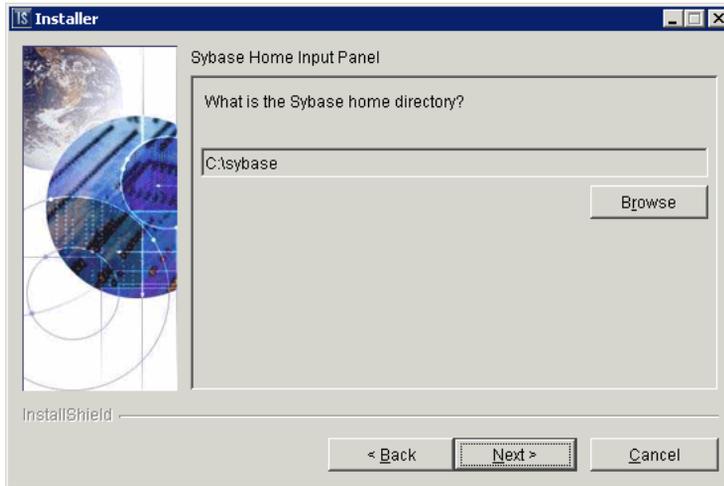
- 6 Click **Next**. The installation shows an information message. Read the message and follow any instructions that are shown in the message.
- 7 Click **Next**. The Database Type screen opens.



Select the database type that VitalQIP will be using:

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

- 8 Click **Next**. The Database Home Directory screen opens.

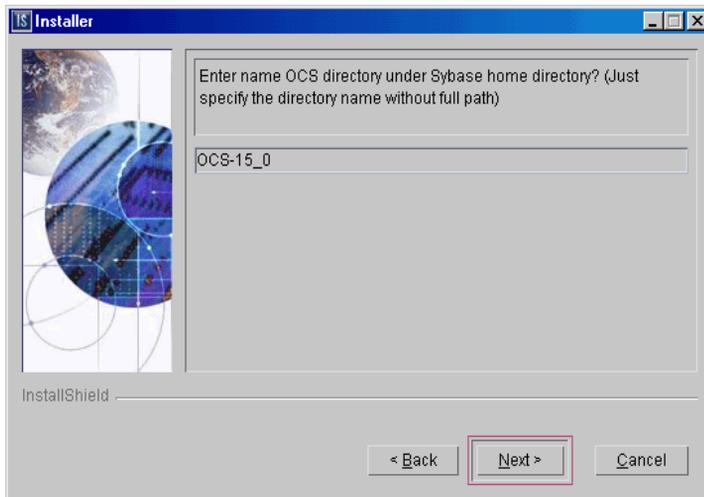


If necessary, type the destination directory directly in the **What is the <database> home directory?** field. Alternatively:

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

Sybase only

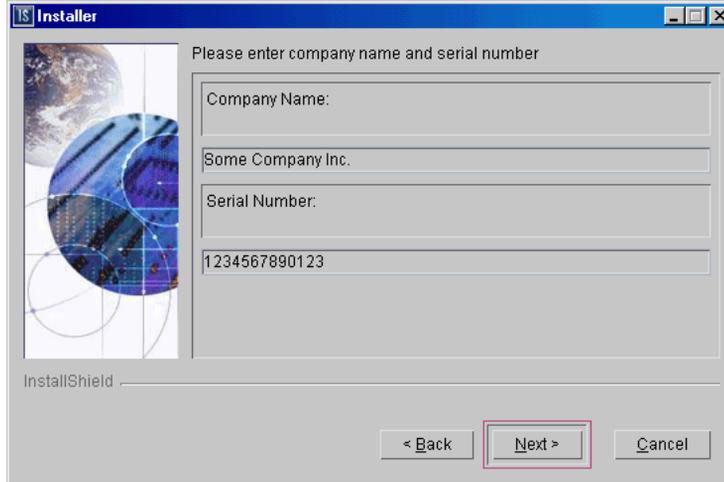
-
- 9 Click **Next**. If Sybase is selected in [Step 6](#), The OCS Directory screen opens. Skip this step if you did not select Sybase.



By default, the name of the directory is OCS-15_0. If needed, change the name of the directory.

Schedule Service

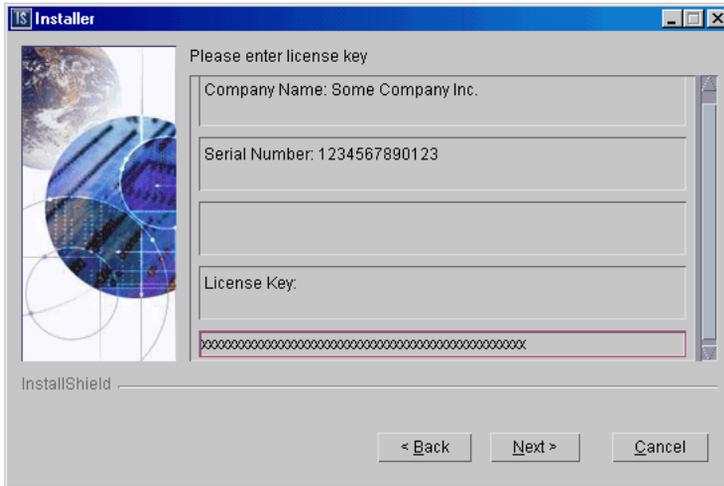
- 10 If the Schedule Service is selected in [Step 5](#), two additional screens are displayed. Skip this step if this screen does not open. To continue with the installation, follow these steps:
- Click **Next**. The Company Name & Serial Number screen opens.



The screenshot shows a Windows installer window titled "Installer". The main content area has a header "Please enter company name and serial number". Below this, there are two input fields. The first is labeled "Company Name:" and contains the text "Some Company Inc.". The second is labeled "Serial Number:" and contains the text "1234567890123". At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a red rectangular box. On the left side of the window, there is a vertical image strip showing a globe and server racks. The bottom left corner of the window displays "InstallShield".

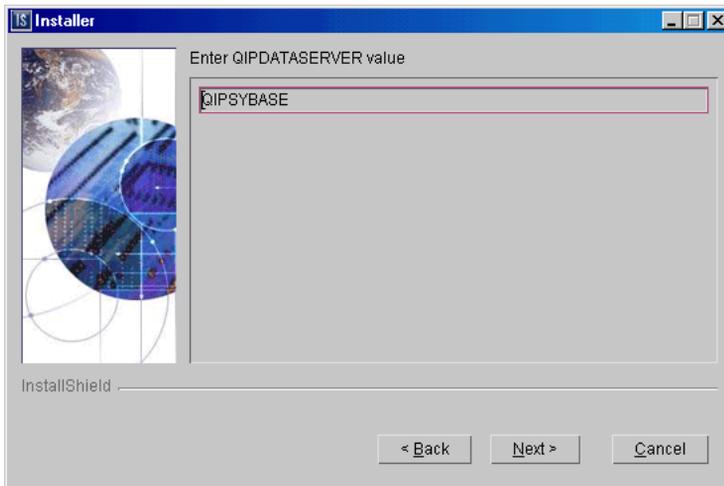
Do the following:

- In the **Company Name** field, enter the name of your company name.
 - In the **Serial Number** field, enter the serial number supplied by Alcatel-Lucent.
- Click **Next**. The License Key screen opens.



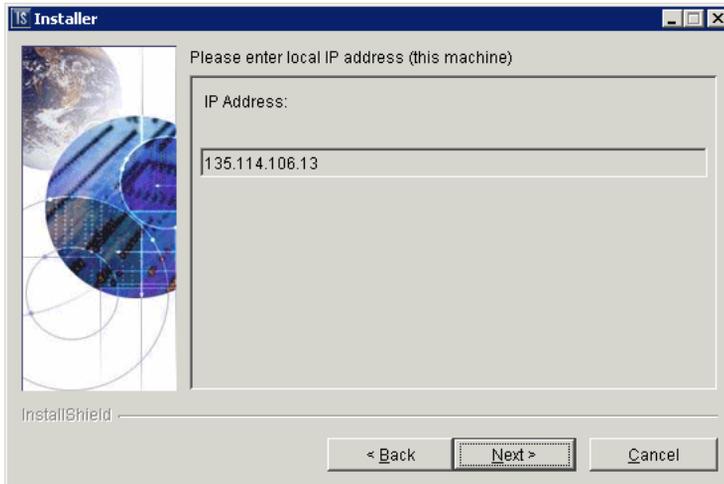
In the **License Key** field, enter the Lucent-supplied license key for VitalQIP.

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



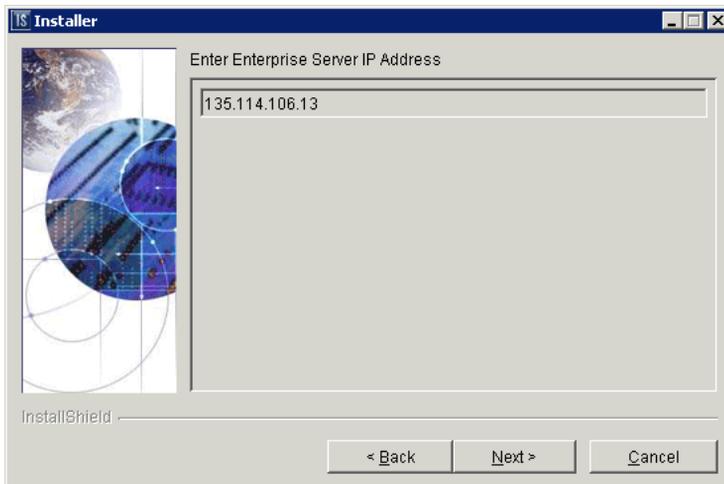
This defines the value of the QIPDATASERVER environment variable. The QIPDATASERVER value is the name of the database server. In the **Enter QIPDATASERVER value** field, enter the the name of your database.

-
- 12 Click **Next**. The Local IP Address screen opens.



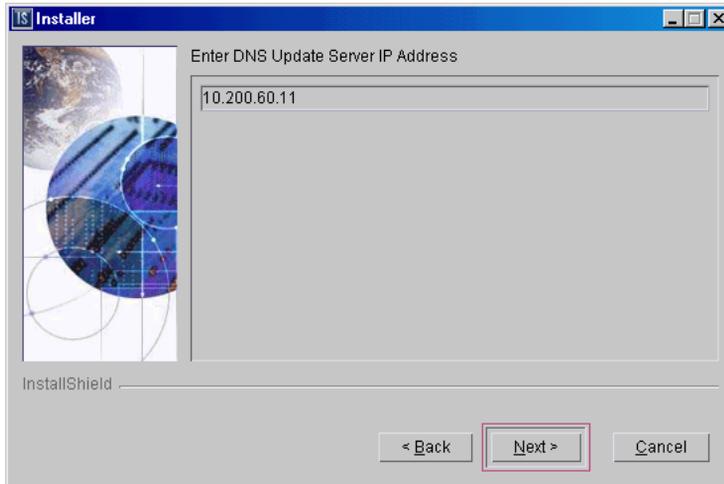
The IP address of the local machine is displayed. In the **IP Address** field, change the IP address of the machine on which the service is being installed if needed.

-
- 13** Click **Next**. The Enterprise Server IP Address screen opens.



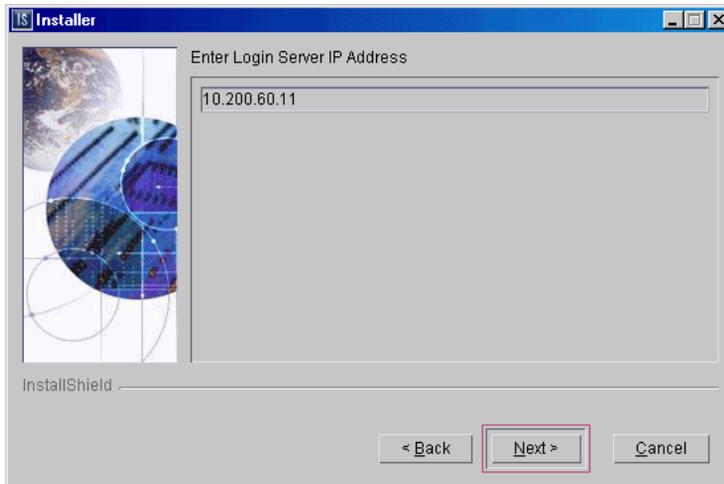
The IP address of the local machine is displayed. In the **Enter Enterprise Server IP Address** field, change the IP address to the machine on which the VitalQIP enterprise server is installed.

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



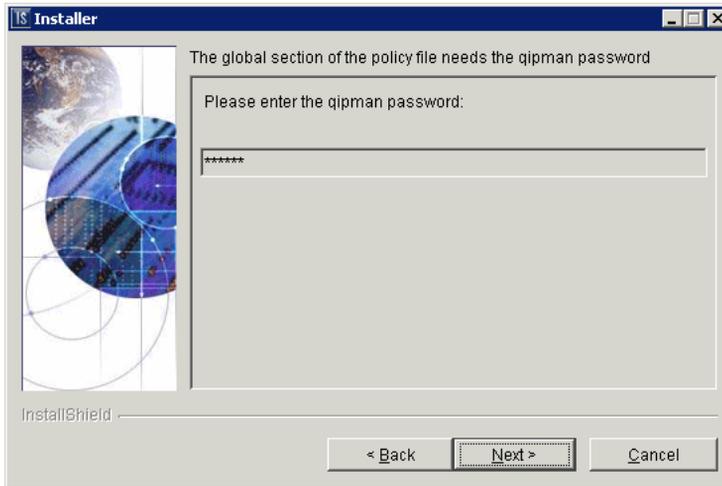
The IP address of the local machine is displayed. In the **Enter DNS Server IP Address** field, change the IP address of the DNS Update Server. The value is stored in the *%QIPHOME%\qip.pcy* file.

-
- 15 Click **Next**. The Login Server IP Address screen opens.



The IP address of the local machine is displayed. 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.

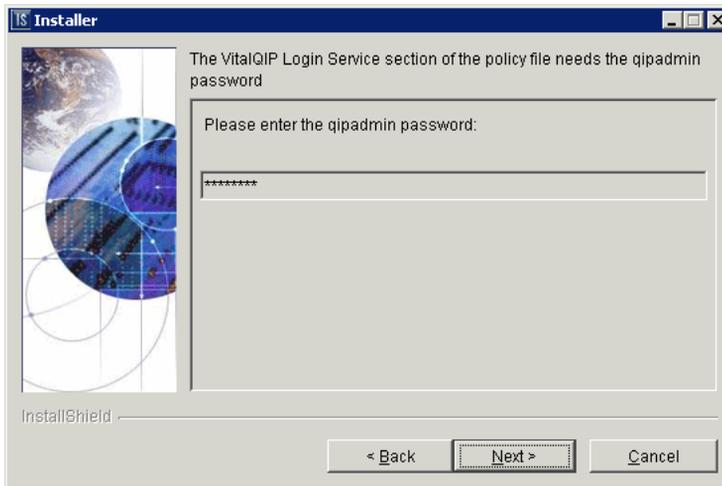
-
- 16 Click **Next**. The qipman Password screen opens.



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 section of the *%QIPHOME%\qip.pcy* file.

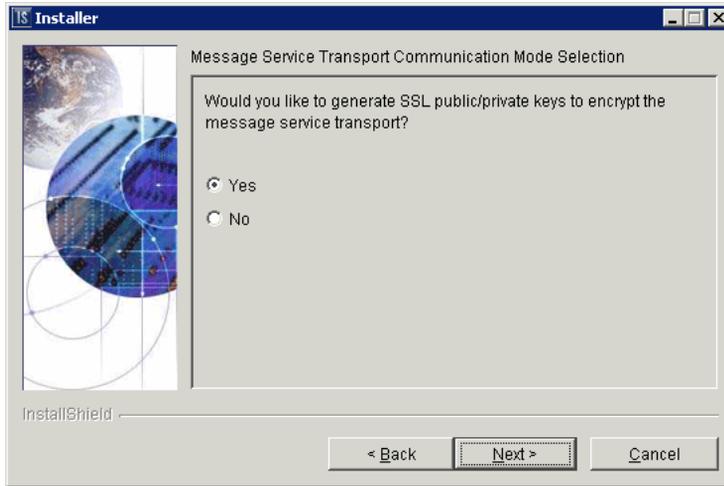
Login Service only

-
- 17 Click **Next**. If you selected Login Service in [Step 5](#), the qipadmin Password screen opens. Skip this 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.

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

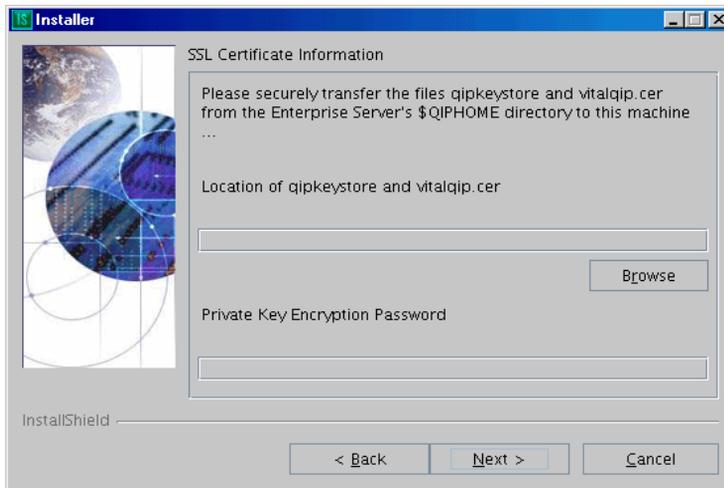


Select one of the following:

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

SSL security

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

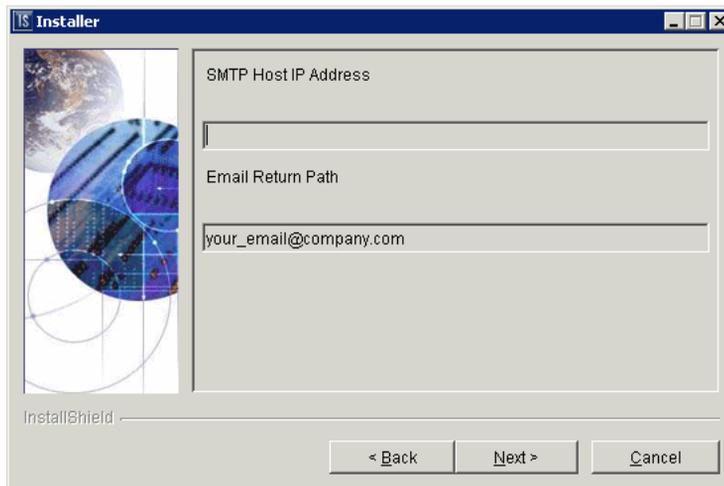


Do the following:

- 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 where the directory is located and select the director .
 - c. Click **Open**. The destination directory is shown in the field.
- In the **Private Key Encryption Password** field, enter the SSL private key password.

Schedule Service only

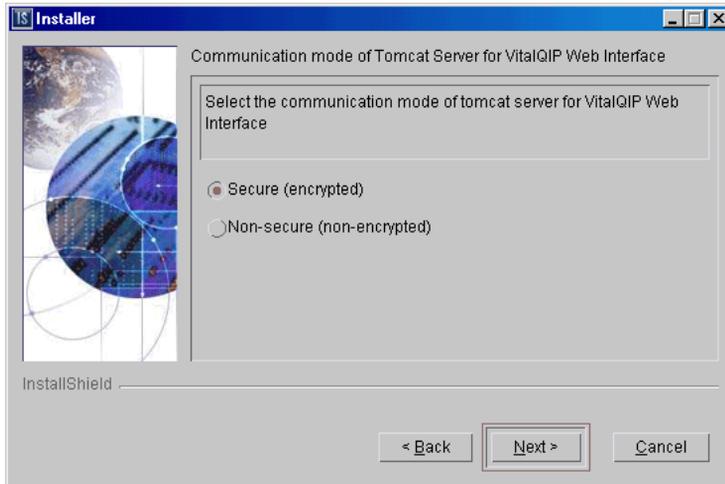
- 20 Click **Next**. The SMTP Host Information screen opens.



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.

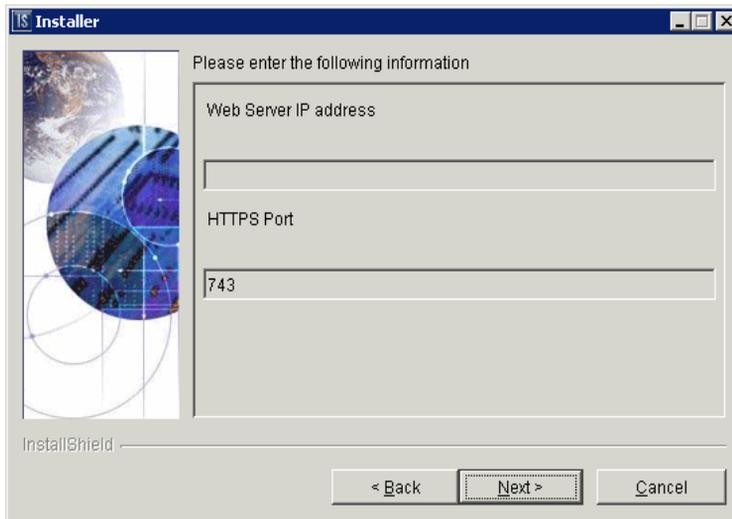
- 21 Click **Next**. The Tomcat Server Communication Mode opens.



The installation needs to know what mode of communication the Apache Tomcat web server will use. This information is written to the VitalQIP Service Layer section of the *\$QIPHOME/qip.pcy* file. Select:

- **Secure (encrypted)** - uses HTTPS to send encrypted messages to and from the server
- **Non-secure (not-encrypted)** - messages to and from the server are not encrypted

22 Click **Next**. The Tomcat Server Information screen opens.



Important! Either **HTTP Port** or **HTTPS Port** field is displayed in this screen. The field that is displayed is determined by your selection in [Step 21](#).

Review [Table 35](#) and fill in the fields.

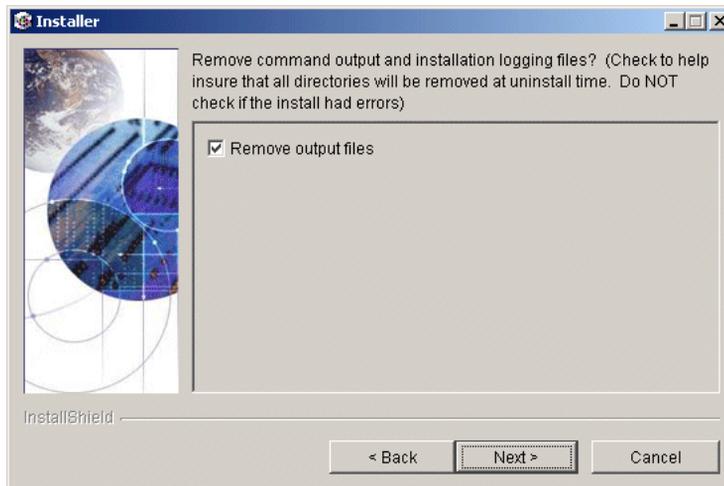
Table 35 Tomcat Server Information fields

Field	Description
Web Server IP address	The IP address where the Apache Tomcat web server resides.
HTTP Port	<i>Displayed when Non-secure (not-encrypted) is selected in Step 21.</i> The port used by the web client to connect to the Apache Tomcat web server. By default, the port is 80.
HTTPS Port	<i>Displayed when Secure (encrypted) is selected in Step 21.</i> The SSL port used by the web client to connect to the Apache Tomcat web server. By default, the port is 743.

- 23 Click **Next**. After a few moments, the Summary screen opens. Examine the features to be installed. If everything looks correct, click **Next**. If changes are necessary, click **Back** to make changes to the install.

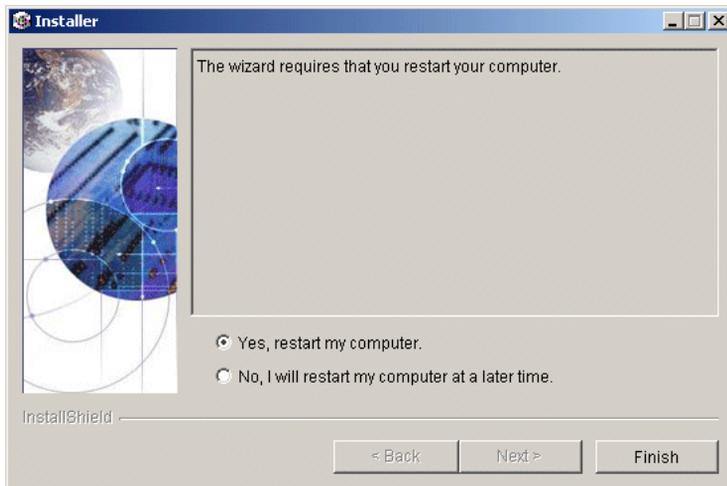
After a few moments, a message may open, asking if you want to overwrite *mfc42.dll*. Click **No** to continue. If there are no errors, the information screen opens that states VitalQIP was successfully installed.

- 24 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**.

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



Before you can begin using VitalQIP, you must reboot your computer. Select one of the following and then click **Finish**:

- **Yes** to restart your computer
- **No** to restart your computer later

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 254](#).

END OF STEPS



10 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.

Additional Sybase configuration	248
What to do	248
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UNIX: after a successful installation	256
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Additional Sybase configuration

What to do

Introduction

The VitalQIP installation makes changes to the Sybase database. Because of these changes, you need to perform additional configuration tasks after Sybase and the VitalQIP enterprise server has been installed. This section provides details on how Sybase can be configured and the order in which the configuration should occur.

Order for Sybase configuration

For your convenience, this section has been laid out in the order in which the configuration tasks should occur. The configuration tasks occur in this order:

1. Set the LANG environment variable ([page 248](#)).
2. UNIX only. Modify *<name of Sybase server>.cfg* in *Sybase/ASE-15_0* directory ([page 249](#)).
3. UNIX only. Configure the Sybase directory configuration file ([page 250](#)).
4. Linux and Solaris: Configure the server properties file ([page 252](#)).
5. Afterwards, configure your VitaQIP system. See “[Windows: after a successful installation](#)”, on [page 254](#) or “[UNIX: after a successful installation](#)”, on [page 256](#) for more information.

Set the LANG environment variable

The VitalQIP enterprise server installation for Sybase sets the LANG environment variable. This is to enable the `qip-import` and `qip-export` command to import and export international and unicode data correctly.

The LANG environment variable is used by Sybase to determine the locale category for native language, local customs, and the coded character set environment on the machine. Appropriate values can be obtained from the `$SYBASE/locales` directory in the `locales.dat` file. The `locales.dat` file is used by Sybase for converting vendor-specific international locale information to a proprietary format that Sybase understands. The appropriate values are broken down by a machine’s operating system and language. For example, locale values for french, english, spanish and korean (just to name a few) on Solaris, can be obtained under the `[sun_srr4]` section of the file. Section of the `locales.dat` file:

```
[sun_svr4]
Locale=fr_FR.UTF-8, french, utf8
Locale=de_DE.UTF-8, german, utf8
Locale=es_ES.UTF-8, spanish, utf8
Locale=ko_KR.UTF-8, korean, utf8
Locale=en_US.UTF-8, us_english, utf8
```

The VitalQIP enterprise server installation sets the LANG environment variable by default to the following value:

- For Windows:
LANG=en_english.utf8
- Linux and Solaris:
LANG=en_US.UTF-8

If your Sybase and VitalQIP enterprise server is not localized to English, you must set the LANG environment variable to the proper localized value as specified in the Sybase *locales.dat* file. For example: if your Sybase and VitalQIP enterprise server machine is localized to use Korean language, set the LANG environment variable to ko_KR.UTF-8. This must be done prior to using the **qip-import** and **qip-export** commands.

If you are installing VitalQIP 7.1 and do not have English as the locale within Sybase and the machine, we recommend not importing the data into the VitalQIP database via the VitalQIP 7.1 install. Rather, install VitalQIP 7.1 with an initial 7.1 database, set your LANG environment variable in the VitalQIP *shrc* file, and run `qip-import`.

UNIX: Modify the Sybase/ASE-15_0 directory configuration file

There is a configuration file, *<name of Sybase server>.cfg*, located in the `$$SYBASE/ASE-15_0` directory. This configuration file is not modified during the VitalQIP installation and contains all default values for the configuration parameters. The Sybase startup script located in `$$SYBASE/ASE-15_0/install` directory uses the Sybase configuration file located in the `$$SYBASE/ASE-15_0` directory which does not contain the VitalQIP modifications. The following are the available workarounds:

1. Modify the `$$SYBASE/ASE-15_0/install/RUN_<sybase server name>` script to use the Sybase configuration file in the `$$SYBASE` home directory and **not** the configuration file located in the `$$SYBASE/ASE-15_0` 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:

```
/opt/sybase/ASE-15_0/bin/dataserver \
-sQIPSYBASE \
-d/opt/sybase/data/master.dat \
-e/opt/sybase/ASE-15_0/install/QIPSYBASE.log \
-c/opt/sybase/QIPSYBASE.cfg \
-M/opt/sybase/ASE-15_0 \
```

Important! `/opt/sybase` is an example of the `$$SYBASE` variable value. The script will contain the value `$$SYBASE` is set to.

2. Create a symbolic link from the `$$SYBASE/ASE-15_0` configuration file to the `$$SYBASE` home configuration file. It is recommended to do this prior to the VitalQIP installation. If the name of the database server is QIPSYBASE, the UNIX command would be the following:

```
ln -f -s $$SYBASE/QIPSYBASE.cfg $$SYBASE/ASE-15_0/QIPSYBASE.cfg
```

UNIX: Configure the Sybase configuration file

The Sybase configuration file located in the *Sybase* home directory needs to be modified to establish the following parameters. These settings allocate roughly 250MB of memory to Sybase.

```
max memory = 125000
procedure cache size = 50000
number of locks = 100000
lock scheme = datarows
number of open objects = 1000
number of open indexes = 1000
number of open partitions = 1000
```

```
enable java = 1
```

These are minimal settings for VitalQIP, so you may need to modify values to suit your specific configuration, data size requirements, and machine resources. [Table 36](#) describes the parameters.

Table 36 Description of Sybase parameters

Parameter	Description
max memory	<p>Specifies the maximum amount of total physical memory that you can configure the Adaptive Server to allocate.</p> <p>The default value is platform-dependent. The VitalQIP enterprise server installation sets it to 125000, which is roughly 250MB for a minimum setting.</p> <p>Tune this value to obtain maximum performance within Sybase and the VitalQIP application.</p>
procedure cache size	<p>Specifies the size of the procedure cache in 2K pages. The Adaptive Server uses the procedure cache while running stored procedures. If the Adaptive Server finds a copy of a procedure already in the cache, it does not need to read it from the disk. The Adaptive server also uses space in the procedure cache to compile queries while creating stored procedures.</p> <p>The default value is 3271. The VitalQIP enterprise server installation sets it to 500000 which is roughly 25MB for minimum setting.</p> <p>Tune this value to obtain maximum performance within Sybase and the VitalQIP application. The procedure cache size cannot exceed the setting of max memory.</p>
number of locks	<p>Sets the total number of available locks for all users on the Adaptive Server. The total number of locks needed by the Adaptive Server depends on the number and nature of the queries that are running. The number of locks required by a query can vary widely, depending on the number of concurrent and parallel processes and the types of actions performed by the transactions.</p> <p>The default value is 5000. The VitalQIP enterprise server sets this to 100000 due to possible large transactions within VitalQIP. This can be increased based on the amount of data that is being operated on in the VitalQIP database.</p>

Parameter	Description
lock scheme	Sets the default locking scheme to be used by create table and select into commands when a lock scheme is not specified in the command. The default value is <code>allpages</code> . VitalQIP requires this to be set to <code>datarows</code> to avoid contention and deadlocks.
number of open objects	Sets the maximum number of objects that can be open simultaneously on the Adaptive Server. The default setting is 500, but the VitalQIP enterprise server installation increases it to 1000.
number of open indexes	Sets the maximum number of indexes that can be used simultaneously on the Adaptive Server. The default setting is 500, but the VitalQIP enterprise installation increases it to 1000.
number of open partitions	Specifies the number of open partitions that the Adaptive Server can access at one time. The default setting is 500, but the VitalQIP enterprise installation increases it to 1000.
enable java	Enables the Java JVM within the database.

During the VitalQIP enterprise server installation and operation within VitalQIP, the following Sybase errors and/or warnings may occur. These errors and warnings are written to the Sybase error log:

“Error 8424 level 17 state 0: Cannot find an available index descriptor for an index. Increase the value of 'number of open indexes'. If `sp_configure` fails due to lack of index descriptors, edit the configuration file and restart the server.”

“Server Increase the config parameter 'number of open indexes' to avoid descriptor reuse. Reuse may result in performance degradation.”

“Server Increase the config parameter 'number of open partitions' to avoid descriptor reuse. Reuse may result in performance degradation.”

The VitalQIP enterprise server installation changes the following parameters to avoid these messages:

- number of open objects
- number of open indexes
- number of open partitions

These parameters should be monitored in Sybase to ensure proper settings. These settings do impact Sybase memory use, so be careful when setting these parameters. Sybase recommends using the `sp_countmetadata` and `sp_monitorconfig` commands to monitor the values.

[Table 37](#) describes how to reset them.

Table 37 Monitor error message parameters

Parameter	How to reset and monitor
number of open objects	<p>If this number is insufficient, the Adaptive server displays a message after trying to reuse active object descriptors. This value must be adjusted.</p> <p>To set the number of open objects parameter, use <code>sp_countmetadata</code> within <code>isql</code> to find the total number of object metadata cache descriptors. For example: <code>sp_countmetadata "open objects"</code></p> <p>If Adaptive Server reports that there are 1500 user objects in all database(s), set the number of open objects to that value plus 10%. For example: <code>sp_configure "number of open objects", 1650</code></p>
number of open partitions	<p>If this number is insufficient, the Adaptive server displays a message after trying to reuse active partition descriptors. This value must be adjusted.</p> <p>To set the number of open partitions parameter, use <code>sp_countmetadata</code> within <code>isql</code> to find the total number of open partitions. For example: <code>sp_countmetadata "open partitions"</code></p> <p>If the Adaptive server reports that the <code>open partitions</code> configuration parameter is currently set to 1000, set the number of open partitions to that value plus 10%. For example: <code>sp_configure "number of open partitions", 1100</code></p> <p>Use <code>sp_monitorconfig</code> within <code>isql</code> to monitor the number of open partitions. For example: <code>sp_monitorconfig "open partitions"</code></p> <p>If the Adaptive server reports the maximum number used partition descriptors is 1000, configure the number of open partitions to 1000 plus 10% for a total of 1100. For example: <code>sp_configure "number of open partitions", 1100</code></p>
number of open indexes	<p>If this number is insufficient, the Adaptive server displays a message after trying to reuse active index descriptors. This value must be adjusted.</p> <p>To set the number of open indexes parameter, use <code>sp_countmetadata</code> within <code>isql</code> to find the total number of open indexes. For example: <code>sp_countmetadata "open indexes"</code></p> <p>If the Adaptive server reports that there are 700 user indexes in all database(s), set the number of open indexes to that value plus 10%. For example: <code>sp_configure "number of open indexes", 770</code></p> <p>Use <code>sp_monitorconfig</code> within <code>isql</code> to monitor the number of open indexes. For example: <code>sp_monitorconfig "open indexes"</code></p> <p>If the Adaptive server reports the maximum number used index descriptors is 700, configure the number of open indexes to 700 plus 10% for a total of 770. For example: <code>sp_configure "number of open indexes", 770</code></p>

Linux and Solaris only: Configure the server.properties file

For Linux and Solaris platforms, you must edit the `<server>.properties` file so Sybase finds the permanent license file installed by VitalQIP. To edit the file, perform the following steps:

.....
1 Edit the file */SYBASEHOME/ASE-15_0/sysam/<Server Name>.properties*.
.....

2 Change the line that reads

LT

to

LT=AR



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.

Before you begin

- Ensure Sybase is properly configured after installing the VitalQIP enterprise server. For more information, see [“Additional Sybase configuration”](#), on page 248.

Process

To begin using VitalQIP, follow these general steps:

-
- 3 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 get back to the Configure Services screen.
 - e. Click **OK** to exit.
 - 4 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. 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 Configure and start all services. For information about configuring and starting services, refer to the *VitalQIP Administrator Reference Manual*.
 - 6 On most systems, TCP KeepAlive is set to a default of two hours. If network hardware or software (including firewalls) has an idle limit of less than two hours, the KeepAlive time must be lowered to less than this to fit inside the firewall limits.

To lower the KeepAlive timeout setting on Windows systems, adjust the TCP KeepAlive setting at the operating system level, as follows:

- a. Open your registry and find the HKEY_LOCAL_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters key.
- b. Create a new DWORD value named “KeepAliveTime” and set it to equal the number of milliseconds to wait before sending keep alive packets (the default is 7,200,000 milliseconds).
- c. Additionally, create a new DWORD value called “KeepAliveInterval” and set it to equal the time in milliseconds between retransmissions of keep alive packets, once the KeepAliveTime has expired (the default is 1000 milliseconds).
- d. Restart Windows for the change to take effect.

-
- 7 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*.

.....
E N D O F S T E P S
.....



UNIX: 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 UNIX platforms.

Before you begin

- Ensure Sybase is properly configured after installing the VitalQIP enterprise server. For more information, see [“Additional Sybase configuration”](#), on page 248.

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 [Step 1](#) through [Step 3](#). Daemons can only be started by a root user.

- 1 Ensure you are logged in as the root user.
- 2 Ensure the environmental variables described in [Table 38](#) are set correctly 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 38 Set environment variables

Environment variable	Description
These environment variables only appear if Sybase was installed:	
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.
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.

Environment variable	Description
These environment variables appear only if Oracle was installed:	
ORACLE_HOME	Full path to the Oracle home directory.
ORACLE_SID	Oracle database instance created for VitalQIP.
These environment variables appear regardless of the database:	
QIPHOME	The full path to the QIPHOME directory.
PATH	Include <code>:/usr/bin/X11</code> or the directory where your Motif/x-window binaries are installed (for example, “x-term”). For Oracle, the path should include <code>\$ORACLE_HOME/bin</code> .
QIPDBASE	The type of database, Sybase or Oracle, VitalQIP is using. When setting the QIPDBASE variable, SYBASE and ORACLE must be entered in all uppercase letters.
QIPDATASERVER	<p>The name of the database server.</p> <p>For Sybase, 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.</p> <p>For Oracle, the QIPDATASERVER variable must be the same name as the service name in the Oracle SQL*Net configuration file. (This is the <i>tnsnames.ora</i> 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, <i>tnsnames.ora</i>. The SQL*NET configuration files are read, and the services name are listed after the QIPDATASERVER value.</p>
QIPMESSAGESERVICE	The IP address of the machine where the VitalQIP Message Service is running.
QIPDEFAULTORG	Optional. It is used if no <code>-o</code> 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	<p>Solaris and Linux only. Set the library path to:</p> <ul style="list-style-type: none"> • For Sybase: <code>\$QIPHOME/usr/lib:\$SYBASE/lib:\$LD_LIBRARY_PATH</code> • For Oracle: <code>\$QIPHOME/usr/lib:\$ORACLE_HOME/lib:\$LD_LIBRARY_PATH</code>

-
- 3 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
```

-
- 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
```

- To start distributed services:

```
./qip-ds-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 On most systems, TCP KeepAlive is set to a default of two hours. If network hardware or software (including firewalls) has an idle limit of less than two hours, the KeepAlive time must be lowered to less than this to fit inside the firewall limits. To lower the KeepAlive timeout setting on Solaris systems, adjust the TCP KeepAlive setting at the operating system level, as follows:

```
ndd -set /dev/tcp tcp_keepalive_interval <value>
```

where *value* is the number of milliseconds to keep the connection alive.

-
- 7 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.

-
- 8** Start the web client. Refer to the *VitalQIP Web Client User's Guide* for information starting the web client.
-

- 9** 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
```

- 10** After you import your IP data, backup the database by running `backup_qip_dat` if you are using a Sybase database (refer to the *VitalQIP Administrator Reference Manual*). Without a complete backup now, there is no way you can recover your system with the log device.

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.

- 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 *VitalQIP 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



11 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 is a 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.



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 [Table 39](#) shows the commands to run to start a console installation.

Table 39 Start the installation

If you are installing on...	Then...
Windows	<ol style="list-style-type: none"> 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 to the directory where the VitalQIP installation file is located: cd <drive>:\<path to directory> 5. Type: x:\qip71setupwin32.exe -console Where x: is the letter of your CD-ROM drive, or the location of the copied installation binary.
Linux or Solaris	<ol style="list-style-type: none"> 1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP. 2. Change to the directory where the VitalQIP installation file is located: cd <path to directory> 3. Execute: <ul style="list-style-type: none"> - For Linux: ./qip71setupLinuxgcc.bin -console - For Solaris: ./qip71setupSolaris.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.

.....
E N D O F S T E P S
.....



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 to use a template installation.

Record and create the template

Table 40 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 for Windows. No reboot is required for UNIX.

Table 40 Start the installation

If you are installing on...	Then...
Windows	<ol style="list-style-type: none"> 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 to the directory where the VitalQIP installation file is located: cd <drive>:\<path to directory> 5. Type: x:\qip71setupwin32.exe -options-record <template_file> <p>Where x: is the letter of your CD-ROM drive, or the location of the copied installation binary.</p> <p>Important! If you do not specify the path for <template_file>, the template file is created in the local directory.</p>
Linux or Solaris	<ol style="list-style-type: none"> 1. If VitalQIP daemons are running from an already installed version, stop all VitalQIP . 2. Change to the directory where the VitalQIP installation file is located: cd <path to directory> 3. Execute: <ul style="list-style-type: none"> - For Linux: ./qip71setupLinuxgcc.bin -options-record <template_file> - For Solaris: ./qip71setupSolaris.bin -options-record <template_file>

Use the template to install VitalQIP

If you want to use this template to install VitalQIP on 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:

- Windows:
qip71setupwin32.exe -options <template_file>
- Linux:
./qip71setupLinuxgcc.bin -options <template_file>
- Solaris:
./qip71setupSolaris.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:

- Windows:
qip71setupwin32.exe -options <template_file> -silent
- Linux:
./qip71setupLinuxgcc.bin -options <template_file> -silent
- Solaris:
./qip71setupSolaris.bin -options <template_file> -silent

Important! You must reboot the machine after running an installation in Silent Mode. The installation program will not reboot the machine automatically.

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: assembly.dat
# Created on: Fri Jun 23 10:06:10 EDT 2006
# 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:
```

Console and template installations

```
#
# -options "tempsamp" -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

#####
#
# 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="/opt/qip7"

#####
#
# "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:

```

Console and template installations

```
#
# 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

```

Console and template installations

```
#####  
#  
# "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

```
#####  
#  
# "Schedule Service Package" Feature  
#  
# The selection state of the "Schedule Service 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 "Schedule Service Package" for installation, use  
#  
# -P bean10346.active=true  
#
```

-P bean10346.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

#####
#
# "Client Script" Feature
#
# The selection state of the "Client Script" 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 Script" for installation, use
#

```

Console and template installations

```
# -P bean9651.active=true  
#
```

```
-P bean9651.active=false
```

```
#####  
#
```

```
# "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
```

```
#####
```

```

#
# "Tomcat Server" Feature
#
# The selection state of the "Tomcat 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 "Tomcat Server" for installation, use
#
#   -P tomcatBean.active=true
#

-P tomcatBean.active=true

#####
#
# "QIP Entire CLI Package" Feature
#
# The selection state of the "QIP Entire CLI 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 "QIP Entire CLI Package" for installation, use
#
#   -P qipCLIsBean.active=true
#

-P qipCLIsBean.active=false

#####
#
# "Java Based CLIs Package" Feature
#
# The selection state of the "Java Based CLIs 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 Based CLIs Package" for installation, use
#
#   -P javaBasedCLIsPackageBean.active=true
#

-P javaBasedCLIsPackageBean.active=false

#####
#
# "Remote Server" Feature
#
# The selection state of the "Remote Server" feature. Legal values are:
#

```

Console and template installations

```
# 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

#####
#
# "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

#####
#
# "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

#####

```

Console and template installations

```
#
# "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 distMessageServiceBean.active=true
#

```

Console and template installations

```
##  
  
-P distMessageServiceBean.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 distScheduleServiceBean.active=true  
##  
  
-P distScheduleServiceBean.active=false  
  
#####  
##  
## "SSLTunnelServicePackage" Feature  
##  
## The selection state of the "SSLTunnelServicePackage" 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 "SSLTunnelServicePackage" for installation, use  
##  
## -P ssltServicepackageBean.active=true  
##  
  
-P ssltServicepackageBean.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:

```

Console and template installations

```
#
# 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 jrePackageBean.active=true
#
-P jrePackageBean.active=false

#####
#
# "JNI Lib Package" Feature
#
# The selection state of the "JNI Lib 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 "JNI Lib 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

#####
#
# "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

#####
#
# "ANT Based Install Package" Feature
#
# The selection state of the "ANT Based Install 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 "ANT Based Install Package" for installation, use
#
# -P AntInstallPackageBean.active=true
#

-P AntInstallPackageBean.active=true

```

Console and template installations

```
#####  
#  
# User Input Field - DBSelection  
#  
#  
  
-W DBInputBean.DBSelection="OracleSelected"  
  
#####  
#  
# User Input Field - OracleHome  
#  
#  
  
-W OracleHomeBean.OracleHome="/opt/app/oracle/product/10.2.0/db_1"  
  
#####  
#  
# 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="ora642"  
  
#####  
#  
# User Input Field - dbUserName  
#  
# Port number must be integer between 0 - 65535, amd must not be in use  
#  
  
-W hibernateDbBean.dbUserName="qipadmin"  
  
#####  
#  
# User Input Field - dbPassword  
#  
#  
  
-W hibernateDbBean.dbPassword="qipadmin"  
  
#####  
#  
# User Input Field - dbServerIP  
#
```

```

#
-W hibernateDbBean.dbServerIP="$W(localIPBean.LocalIP)"

#####
#
# User Input Field - LocalIP
#
#

-W localIPBean.LocalIP="$W(customLocalHost.IPAddress)"

#####
#
# User Input Field - EnterpriseServerIP
#
#

-W EnterpriseServerIPbean.EnterpriseServerIP="$W(localIPBean.LocalIP)"

#####
#
# User Input Field - FGServerIP
#
#

-W FGServerIPbean.FGServerIP="$W(EnterpriseServerIPbean.EnterpriseServerIP)"

#####
#
# User Input Field - UpdateServerIP
#
#

-W UpdateServerIPbean.UpdateServerIP="$W(FGServerIPbean.FGServerIP)"

#####
#
# User Input Field - DNSUpdateServerIP
#
#

-W DNSUpdateServerIPbean.DNSUpdateServerIP="$W(UpdateServerIPbean.UpdateServerIP)"

#####
#
# User Input Field - LoginServerIP
#
#

-W LoginServerIPbean.LoginServerIP="$W(DNSUpdateServerIPbean.DNSUpdateServerIP)"

#####
#

```

Console and template installations

```
# User Input Field - DHCPConfigurationDirectory
#
#

-W
  DHCPConfigurationDirectorybean.DHCPConfigurationDirectory="$N($P(installLocation)/dhcp)"

#####
#
# User Input Field - qipmanPassword
#
#

-W qipmanPasswordBean.qipmanPassword="qipman"

#####
#
# User Input Field - qipadminPassword
#
#

-W qipadminPasswordBean.qipadminPassword="qipadmin"

#####
#
# User Input Field - yn
#
#

-W importSSL.yn="No"

#####
#
# User Input Field - yn
#
#

-W generateTomcatSSL.yn="No"

#####
#
# User Input Field - ApachePort
#
# Port number must be integer between 0 - 65535, and must not be in use
#

-W ApacheTomcatBean.ApachePort="$P(mainBean.defaultTomcatPort)"

#####
#
# User Input Field - TSPort
#
# Port number must be integer between 0 - 65535 and must not be in use
```

```

#

-W ApacheTomcatBean.TSPort="8005"

#####
#
# User Input Field - JK2Port
#
# Port number must be integer between 0 - 65535 and must not be in use
#

-W ApacheTomcatBean.JK2Port="8009"

#####
#
# User Input Field - startCDDaemons
#
#

-W startCDDaemonsBean.startCDDaemons="true"

#####
#
# User Input Field - startRSDaemons
#
#

-W startRSDaemonsBean.startRSDaemons="true"

#####
#
# User Input Field - startApache
#
#

-W startApacheWebServer.startApache="true"

#####
#
# User Input Field - removeOutputFiles
#
#

-W removeOutputFilesBean.removeOutputFiles="true"

#####

```



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 7.1 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.

Before you begin

- The Apache web server is not detected or killed.
- The uninstall program may not remove the `cgi-bin` folder in the `Inetpub\wwwroot` directory. To avoid complications caused by files left over from previous installations, Lucent recommends that you check if this directory was removed and to delete it if necessary.

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.
- 7 Enter the following commands to clean up the files before re-installing VitalQIP:


```
rm -rf <installation 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 Windows desktop, select **Programs | VitalQIP | Uninstall VitalQIP** from the **Start** menu.
- 4 The InstallShield Uninstaller starts; follow the prompts to uninstall VitalQIP.

Important! You may be prompted that the *mfc42.dll* file exists on this system, and asked if you want to delete it. Select **Yes to All**.

The uninstall program may not remove the *cgi-bin* folder in the *Inetpub\wwwroot* directory. To avoid complications caused by files left over from previous installations, Lucent recommends that you check if this directory was removed and to delete it if necessary.
- 5 Delete the QIPHOME directory.
- 6 Search for and delete all files beginning with “qip_”.

END OF STEPS



Uninstall VitalQIP

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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This chapter discusses these topics.

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Login Service not automatically starting	299



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 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 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.



C Third party software license statements

Overview

Purpose

This appendix contains third-party license agreements statements.

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Activation

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Apache Jakarta Commons (BeanUtils, Codec, Collections, Digester, Discovery, FileUpload, IO, HTTPClient, Lang, Logging, and Validator)

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Dom4j

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