Opswise Controller 6.1.x

Installation, Upgrade, and Applying Maintenance

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Installation, Upgrade, and Applying Maintenance

Overview

Installation, Upgrade, and Applying Maintenance - Overview

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Overview

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The information on these pages also is located in the Opswise Controller 6.1.x Installation, Upgrade, and Applying Maintenance.pdf.

Installation, Upgrade, and Applying Maintenance - Overview

- Installation, Upgrade, and Applying Maintenance
  - Installation
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  - Applying Maintenance

Installation, Upgrade, and Applying Maintenance

There are separate procedures for installing, upgrading, and applying maintenance to Opswise Controller.

Installation

Installation refers to the installation of a Controller on a machine with any supported platform that does not already contain an installed Controller.

If you are installing Opswise Controller for the first time, see Opswise Controller Installation for instructions.

Upgrade

For Opswise Controller 6.1.x, **upgrading** refers to the increase of its currently installed 5.2.0 version to a 6.1.x version (for example, upgrading Controller 5.2.0.2 to Controller 6.1.1.0). You cannot upgrade to 6.1.x from any release earlier than 5.2.0 (for example, 5.1.1).

If you are upgrading from a previous version of Opswise Controller, see Upgrading Opswise Controller for instructions.

Exception to Upgrading for Opswise Controller 6.1.x

The following exception to Upgrading applies to Opswise Controller 6.1.x:

- You cannot upgrade to the initial release of Opswise Controller 6.1.x (6.1.0.0) from Opswise Controller 5.2.0 or any earlier release.

Applying Maintenance

For Opswise Controller 6.1.x, applying maintenance refers to the increase of a currently installed 6.1.x version to a later 6.1.x version (for example, applying maintenance to Controller 6.1.0.0 to increase it to Controller 6.1.1.0).

If you are applying maintenance to your version of Opswise Controller, see Applying Maintenance to Opswise Controller.

Opswise Controller Installation

Overview

The Opswise Controller is a Java web application running in a Tomcat web container. For this reason, the Opswise Controller software and the procedure for installing Opswise Controller on UNIX or Windows is basically the same.

However, the procedure for installing Opswise Bundled Controller on AIX, which includes installation of Apache Tomcat, is different.

Note

- If you are upgrading from a previous version of the Controller, see Upgrading Opswise Controller for instructions.
- If you are applying maintenance to the Controller, see Applying Maintenance to Opswise Controller for instructions.

Pre-Installation Procedure

Overview

Before you install Opswise Controller or Opswise Bundled Controller for AIX, you must perform the following pre-installation procedure:

Step 1	Determine the space requirements for Opswise Controller software and the Opswise Controller database.
Step 2	Install all required Opswise Controller prerequisites.
Step 3	Download the platform-specific Opswise Controller distribution file from the Stonebranch Customer Portal.

Note
You can install the Controller before, during, or after installation of Opswise Universal Agent.

Determining Space Requirements

- Overview
- Controller Space Requirements
- Database Space Requirements
  - Calculating Space Requirements
  - Output Retrieval

Overview

The following space requirements must be determined for the Controller and its database.

Controller Space Requirements

The Opswise Controller war file is approximately 60MB compressed and 200MB uncompressed, using a total of approximately 260MB of space when fully deployed.

However, the space requirements for the Controller are driven largely by logging. Logging requirements are based on the log levels selected in the Log Level and Platform Log Level Opswise Controller system properties.

A minimum 2GB of space is recommended for logging and other operations that require the Controller file system, such as bulk (and list) import/export.

The Log File Retention Period in Days Opswise Controller system property lets you specify the number of days that a Controller log file (and an Agent log file) is retained before it is purged. The default is 5 days.

Database Space Requirements

Each type of database software (MySQL, Microsoft SQL Server, Oracle) takes up different amounts of space. However, the space required for saved Controller data is the same; that is, for example, 1,000 tasks consume no more space in MySQL than they do in Oracle.

Calculating Space Requirements

Following the initialization of the Controller database, the initial table space size will be approximately 60MB.

Based on calculations using data from all task types, each Controller task instance consumes approximately 10KB of database space. You should estimate space requirements for your data based on your expected number of task executions per day and the duration for retaining history and activity data before purging.

Output Retrieval

An Agent always caches output. Output is stored in the database only if you do one or more of the following:

- Select Automatic Output Retrieval for a task.
- Create Email Notifications with output attachments for task.
- Retrieve output for a task instance.

A retrieved output file of 1K (for example) will require 2KB to 2.5KB of space in the database.

Installing Opswise Controller Prerequisites

Before installing Opswise Controller, you first must install the following prerequisites:

1. Oracle Java Runtime Environment
2. Apache Tomcat
3. Database

Note
If you will be installing the Opswise Bundled Controller on AIX, you do not need to install Apache Tomcat.

Downloading Oracle Java Runtime Environment

To download the Oracle Java Runtime Environment (JRE), access the Oracle site for Java JREs and download the appropriate package for your platform:

http://www.oracle.com/technetwork/java/javase/downloads/index.html

Note
JRE levels 7 and 8 are supported.

Installing Apache Tomcat

- Install Apache Tomcat
- Start and Validate Apache Tomcat
- Troubleshooting
  - Problem
  - Resolution

Note
Apache Tomcat version 7.0.x and 8.0.x is supported.

Install Apache Tomcat

Perform the following steps to install Apache Tomcat (download and installation procedure for Apache Tomcat may vary a bit for each platform):

Step 1

Select an appropriate method of installation:

Windows
We recommend using the GUI installer to create the Apache Tomcat Service:

1. Download the "32-bit/64-bit Windows Service Installer" from Tomcat 7.0.xx or Tomcat 8.0.xx.
2. Follow the instructions to install the package.

Windows or Linux/Unix
Download a tar.gz or zip package that you unzip into a directory:

1. Download an appropriate package from Tomcat 7.0.xx or Tomcat 8.0.xx.
2. Follow the instructions to unzip the appropriate package (tar.gz or zip) into a directory on your file system.

Linux/Unix: Redhat and Centos distributions
Instead of downloading a tar.gz or zip package, you can use the **yum** installer.

Step 2

In order to accommodate large workloads, Opswise Controller requires that you update the JVM run-time values to the following minimum values using the CATALINA_OPS= variable:

AIX	`CATALINA_OPTS="-Xms512m -Xmx1024m"`
z/Linux	`CATALINA_OPTS="-Xms512m -Xmx1024m -Xjit:optLevel=noOpt"`
All Other Platforms	`CATALINA_OPTS="-Xms512m -Xmx1024m -XX:MaxPermSize=256m"`

To update the JVM run-time values, select a method appropriate for your platform:

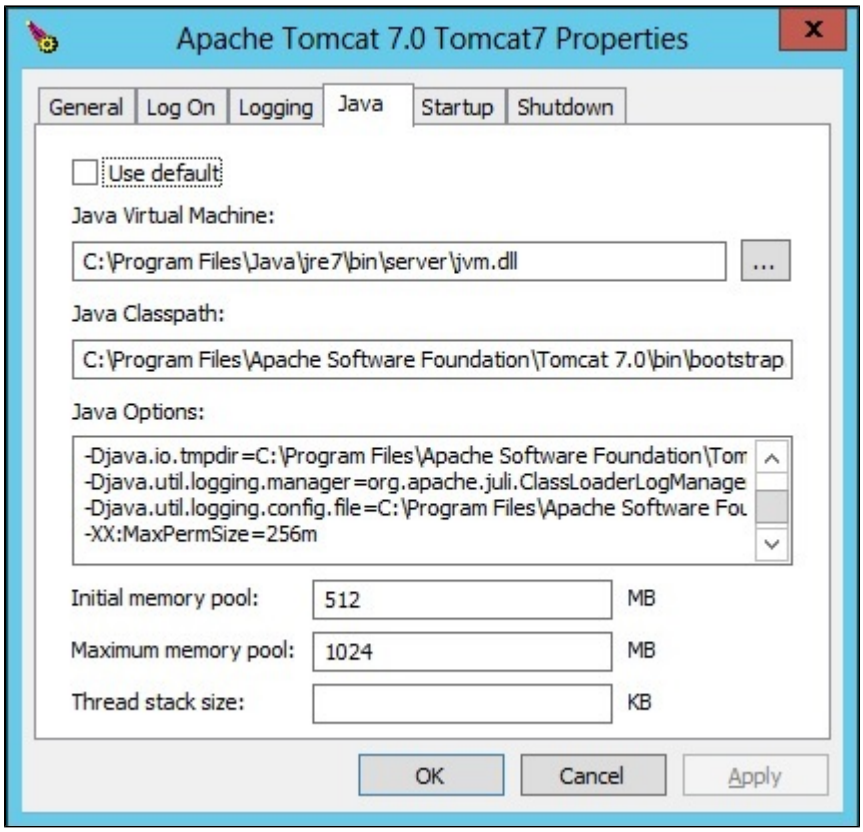
All Platforms
Either:

- Add CATALINA_OPTS= and the appropriate values to `$TOMCAT_HOME/bin/catalina.bat or $TOMCAT_HOME/bin/catalina.sh` as the first line after the comment box.
- Add CATALINA_OPTS= and the appropriate values to the environment variables.

Windows
If you installed Tomcat as a Windows service, you can set values using the `$TOMCAT_HOME\bin\tomcatw.exe` GUI tool.

Enter the parameters as follows (for Tomcat 7.0.xx or Tomcat 8.0.xx):

- Enter the MaxPermSize parameter as a Java Option
- Initial memory pool = minimum heap size (Xms)
- Maximum memory pool = Maximum heap size (Xmx)

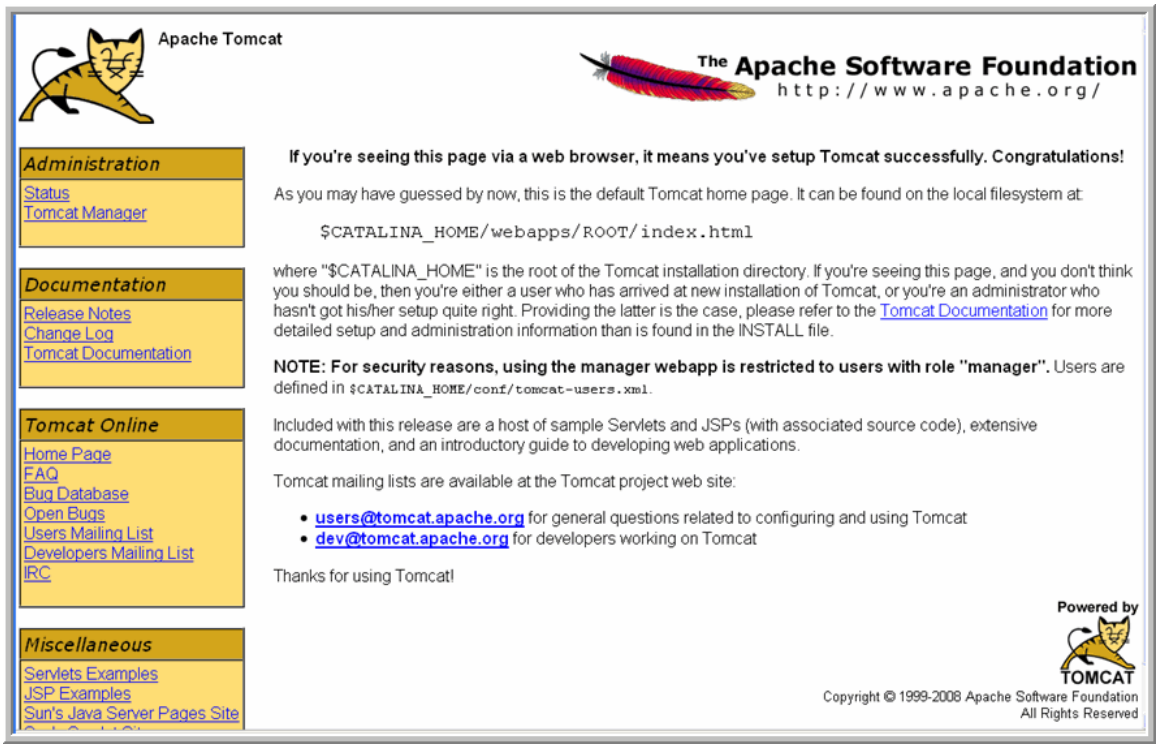


Note
Later, after you start Tomcat and log in to the Controller, you can validate these settings by running the **Memory Usage** operation, as follows:

1. From the **Administration** navigation pane, select **Configuration > Server Operations**.
2. Run the **Memory Usage** operation. The min and max numbers on the top line (Heap) should be similar to the above settings.

Start and Validate Apache Tomcat

Perform the following steps to start and validate Apache Tomcat:

Step 1	Tomcat is normally run as a system service or daemon. You can start Tomcat using the standard method for your operating system or by using a script, as follows: **Windows** Use Windows Services to start Tomcat or start Tomcat from the command line as follows: `net start <name of Tomcat service>`. **Linux** Start the Tomcat daemon using the script placed in the `/etc/init.d` directory for Tomcat: `service <name of Tomcat service> start`. **Windows or Linux** Start the service using the `$TOMCAT_HOME/bin/startup.bat` or `$TOMCAT_HOME/bin/startup.sh` scripts.
Step 2	Open a browser and go to the following URL: http://localhost:8080.
Step 3	The following screen displays, verifying that you have successfully installed and started Tomcat: 

Troubleshooting

Problem

The following error message displays:

```
The server did not receive the data that was sent to it. Please see the documentation for
isc.RPCResponse.STATUS_MAX_POST_SIZE_EXCEEDED
```

Resolution

Remove the post limit by specifying the following attribute on the **<Connector>** element in **`conf/server.xml`**:

`maxPostSize="-1"`

Installing a Database

- Overview
- Database Management Systems
  - MySQL
  - Microsoft SQL Server
  - Oracle

Overview

Opswise Controller can use a database space of an existing database or you can install a database specifically for the Controller.

We recommend an initial size of 100MB.

Note
In a High Availability environment, each cluster node connects to the same database.

Database Management Systems

The following database management systems are supported:

- MySQL
- Microsoft SQL Server
- Oracle

MySQL

Note
MySQL version 5.6.x. is supported.

Step 1	Download MySQL installation instructions.
Step 2	Download MySQL (Windows only). • For Windows, select Windows (x86, 32-bit), MSI Installer • For Unix and Linux, you can use a tar.gz download or select a systems package installer appropriate for your environment, such as Yum.
Step 3	Install MySQL as per the instructions.
Step 4	Make a note of the user ID and password to be used later when installing the Controller.
Step 5	The database will be created automatically when you select MySQL during the Controller installation process.

MySQL Options

The following enhancements can be made to your MySQL database.

Speeding Up MySQL Performance

For Windows installations, you can speed up MySQL performance by adding the following parameter to the appropriate `MySQL.ini` file:

```
innodb_flush_log_at_trx_commit=0
```

For more information about this parameter, see the MySQL documentation:

http://dev.mysql.com/doc/refman/5.6/en/innodb-parameters.html#sysvar_innodb_flush_log_at_trx_commit

Setting the MySQL max_allowed_packet Configuration Variable

A communication packet is a single SQL statement sent to the MySQL server, a single row that is sent to the client, or a binary log event sent from a master replication server to a slave.

If you want the Controller to handle big packets, you must increase the MySQL **max_allowed_packet** configuration variable on the database server.

For detailed information about this variable, refer to the MySQL reference manual.

Microsoft SQL Server

> **Note**
> Microsoft SQL Server versions 2008, 2012, and 2014 are supported.

Step 1	Download and install MS SQLServer as per the Microsoft documentation.
Step 2	Create the Controller database. You can use any legal name, but we recommend the name **opswise**. **Important** You must use a ***case-insensitive*** collation.
Step 3	Make a note of the userid and password to be used later when installing the Controller.

The Unicode translation property can be changed to specify that prepared parameters for character data are sent as ASCII or Multi-byte Character Set (MBCS) instead of Unicode:

```
jdbc:sqlserver://localhost:1433;sendStringParametersAsUnicode=false
```

(The default value is **`true`**.)

Oracle

> **Note**
> Oracle versions 10g, 11g, and 12c are supported.

Step 1	Download and install Oracle as per the Oracle documentation.
Step 2	Create the Controller database. You can use any legal name, but we recommend the name **opswise**.
Step 3	Make a note of the userid and password to be used later when installing the Controller.

If PDB (Pluggable Database) is being used for the Oracle 12c Controller database, the JDBC URL should be used in EZCONNECT format and point to the PDB service, not the database SID.

For example:

```
jdbc:oracle:thin:@//dbhost:1521/pdbopswise.userdomain
```

Oracle Options

The following enhancement can be made to your Oracle database.

Setting open_cursors Value for Large Imports

To facilitate large imports on Oracle, specify the maximum number of cursors that can be open by setting the **`open_cursors`** value to 1000.

(The cursors are used only during the import; they then are closed.)

Checking the Current Value of open_cursors

To check the current value for maximum open cursors, issue the following **sql*plus** utility command:

```
show parameter open_cursors
```

A listing similar to the following will display:

```
SQL> show parameter open_cursors;
NAME                                 TYPE        VALUE
------------------------------------ ----------- ------------------------------
open_cursors                         integer     1000
```

Setting a New Value for open_cursors

You can temporarily set the **open_cursors** value with the following SQL:

```
alter system set open_cursors=1000
```

To make a permanent change, you must set the **open_cursors** value in the initialization parameters file.

Note
If you do not set **open_cursors** to 1000, you could receive the following error message during large imports:

```
ORA-01000: maximum open cursors exceeded
```

Downloading Opswise Controller Software

- Overview
  - Versioning
- Downloading Current Products Software

Overview

This page tells you how to download the current Opswise Controller 6.1.x software from the Stonebranch Customer Portal.

Versioning

Opswise Automation Center software (Opswise Controller and Opswise Universal Agent) packages are labeled with four numeric identifiers: Version.Release.Modification.Maintenance.

For example, Opswise Controller 6.1.1.0:

- 6 = Version 6
- 1 = Release 1
- 1 = Modification Level 1
- 0 = Maintenance Level 0

Downloading Current Products Software

To download the Opswise Controller 6.1.x software:

Step 1	Log in to the Stonebranch Customer Portal. If you do not have a login, you can request one at support@stonebranch.com.
Step 2	Click the **Software Downloads** link.
Step 3	Click the **Universal Controller** link.
Step 4	Click the Universal Controller package link appropriate for your platform.
Step 5	Click **Save File** and browse to your save location. You can then use the software to install, upgrade, or apply maintenance to the Controller.

Installing Opswise Controller

- Overview
- Unpack the Opswise Controller Distribution File
- Install the Controller
  - Command Line Switches
  - Examples
- Deploy the Controller
- Update the Universal Controller Start-up Properties (opswise.properties)
- Verify the Installation
- Apply the License Key
  - License Information
- Enable LDAP Synchronization
- Configure System Notifications
  - System Notifications for License Violations and Expirations
  - System Notification for System Operations

Overview

This page tells you how to install Opswise Controller.

It assumes you already have completed the following:

1	Installed prerequisite software.
2	Downloaded an Opswise Controller distribution file.

To install Opswise Controller:

1	Unpack the Downloaded Distribution File
2	Install the Controller
3	Deploy the Controller
4	Update the Universal Controller Start-up Properties
5	Verify the Installation
6	Apply the License Key
7	Enable LDAP Synchronization
8	Configure System Notifications

Unpack the Opswise Controller Distribution File

To unpack the Opswise Controller distribution file, use the following method appropriate for your platform:

Linux/Unix	`tar -xvf opswise-controller-N.N.N.N.tar`
Windows	Use an appropriate archiving / unzipping product.

Install the Controller

To install the Controller, issue the following command that is appropriate for your platform:

Linux	`> sh install-controller.sh`
Windows	`> install-controller.bat`

The installation process writes the war file (**`opswise-controller-N.N.N.N-build.N.war`**) to the Tomcat installation directory and renames it **`opswise.war`**.

You must include command line switches that specify information the Controller needs to access the Tomcat installation directory, the war file, and the database. You can include additional command line switches, but they are not required.

If a required command line switch is missing from the command line, an error message will identify it during the installation process.

The Controller installation process writes the values for some command line switches to the Opswise Controller start-up properties file, **`opswise.properties`** (see the table, below). For any of those command line switches that are not required and, in fact, are not included on the command line, the Controller installation process writes their default value to **`opswise.properties`**.

Command Line Switches

The following table describes the command line switches for the Controller installation process and identifies which are required.

For command line switches that have their value written to the Opswise Controller start-up properties file, **`opswise.properties`**, the table also identifies the property in that file to which the value is written.

> **Note**
> All command line switches are case-sensitive.

Command Line Switch	Description	Default
`--controller-file`	Full path of the Opswise Controller war file (**`opswise-controller-N.N.N.N-build.N.war`**) from the downloaded Opswise Controller package.	none
`--dbname`	Opswise Controller database name.	opswise
`--dbpass`	Database user's password.	none
`--dburl`	JDBC connect URL. Format: **`jdbc:[database type]://localhost`** Examples (for MS SQLServer and Oracle, **`opswise`** is the database name): **MySQL** **`jdbc:mysql://localhost/`** **MS SQL Server** **`jdbc:sqlserver://localhost:1433;DatabaseName=opswise`** **Oracle** **`jdbc:oracle:thin:@//localhost:1521/opswise`**	jdbc:mysql://localhost

`--dbuser`	Database user name.	none
`--rdbms`	Database type. Valid values are: • mysql • sqlserver • oracle ***** --rdbms ***is*** required if --dburl is used in the command.	mysql
`--tomcat-dir`	Path to the Tomcat installation directory (contains the directories:`/bin`, `/conf`, `/logs`, `webapps`).	none

Examples

Shown below are sample commands for installing the Controller on Linux and Windows platforms, using defaults for the database:

Linux

```
sh install-controller.sh --tomcat-dir ~/tomcat --controller-file
./opswise-controller-N.N.N.N-build.N.war --dbuser root --dbpass userpass
```

Windows

```
install-controller.bat --tomcat-dir "c:\Program Files\Apache Software Foundation\Tomcat
7.0"
--controller-file opswise-controller-N.N.N.N-build.N.war --dbuser root --dbpass userpass
```

Deploy the Controller

In this procedure, you will start Tomcat, which starts the Controller and builds your database tables. This process takes several minutes. When it is complete, the Controller is started and ready to use.

If Tomcat already was running when you installed the Controller, you do not need to stop and restart it; this process will occur automatically after you start the installation.

Step 1

Start Tomcat as follows:

Linux
Start the Tomcat daemon using the script placed in the **`/etc/init.d`** directory for Tomcat.

```
service [name of Tomcat service] start
```

Windows
We recommend you use Windows Services to start Tomcat. Or, you can start Tomcat from the command line as follows:

```
net start [name of Tomcat service]
```

Linux or Windows
You can start the service using the **`$TOMCAT_HOME/bin/startup.bat`** or **`$TOMCAT_HOME/bin/startup.sh`** scripts.

Step 2

During this initial startup, the Controller builds the database tables, a process that takes several minutes. You can view details in the Tomcat window or monitor the Controller log, as described below:

Linux/Unix
Users can tail the `opswise.log` to monitor the deployment process, as follows:

```
tail -f $TOMCAT_DIR/opswise_logs/opswise.log
```

Windows
Users can use a third-party tailing utility or open the log file using Notepad or other editor and scroll to the bottom to view the latest activity.

```
$TOMCAT_DIR\opswise_logs\opswise.log
```

Do not continue until you see output in the log similar to the following:

```
2014-09-15-11:16:17:774 -0400   INFO [Ops.Cluster.Monitor.0] Cluster Monitor /
ClusterWatchDog started (16951472)
2014-09-15-11:16:17:778 -0400   INFO [Ops.Cluster.Monitor.0] No active node found.
sb-server:8080-ops6100 becoming Active node.
2014-09-15-11:16:17:778 -0400   INFO [Ops.Cluster.Monitor.0] Loading time zones
2014-09-15-11:16:17:810 -0400   INFO [Ops.Cluster.Monitor.0] Setting System time zone to
"America/New_York"
2014-09-15-11:16:17:810 -0400   INFO [Ops.Cluster.Monitor.0] Initialize PubSubController
2014-09-15-11:16:17:813 -0400   INFO [Ops.Cluster.Monitor.0] PubSubController Active Start
Load: 0 Subscriptions
2014-09-15-11:16:17:813 -0400   INFO [Ops.Cluster.Monitor.0] Server is now Running in Active
mode. Previous mode was Passive
2014-09-15-11:16:17:813 -0400   INFO [Ops.Cluster.Monitor.0] Setting server to ACTIVE.
2014-09-15-11:16:17:814 -0400   INFO [Ops.Cluster.Monitor.0] Releasing lock and ending
transaction
2014-09-15-11:16:18:147 -0400   INFO [Ops.Cluster.Monitor.0] 617 database statements took 0
Seconds
2014-09-15-11:16:18:149 -0400   INFO [Ops.Cluster.Monitor.0] Lock released and transaction
ended
2014-09-15-11:16:18:149 -0400   INFO [Ops.Cluster.Monitor.0] Creating OmsServerWatchDog
2014-09-15-11:16:18:150 -0400   INFO [Ops.Cluster.Monitor.0] Creating AgentWatchDog
2014-09-15-11:16:18:150 -0400   INFO [Ops.Cluster.Monitor.0] Creating ApplicationWatchDog
```

Step 3	When you see the following, the Controller is ready: • **INFO [Ops.Cluster.Monitor.0] Server is now Running in Active mode. Previous mode was Passive** • **INFO [Ops.Cluster.Monitor.0] Setting server to ACTIVE.**

You now have completed the install process and the Controller is running.

Update the Universal Controller Start-up Properties (opswise.properties)

For AIX and z/Linux only

Follow this procedure to change two default values in the Universal Controller start-up properties file, **`opswise.properties`**, which is read by the Controller.

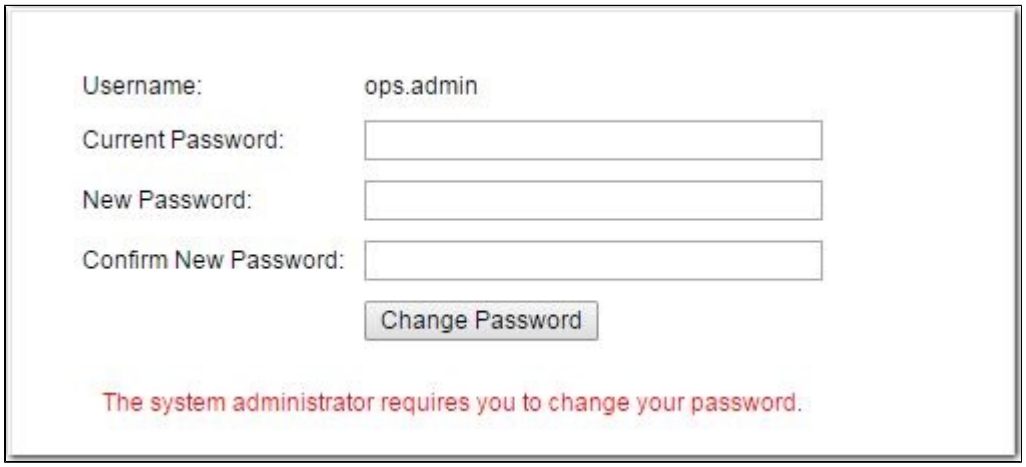
(The **`opswise.properties`** file resides in **`<tomcat directory>/conf`**).

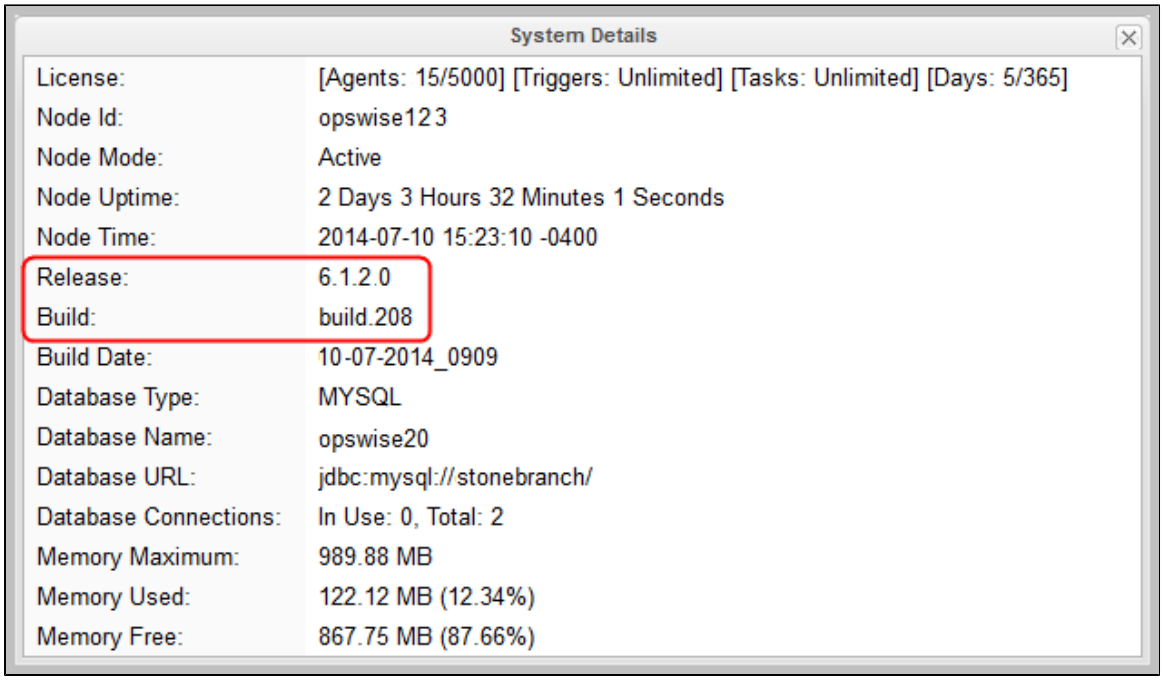
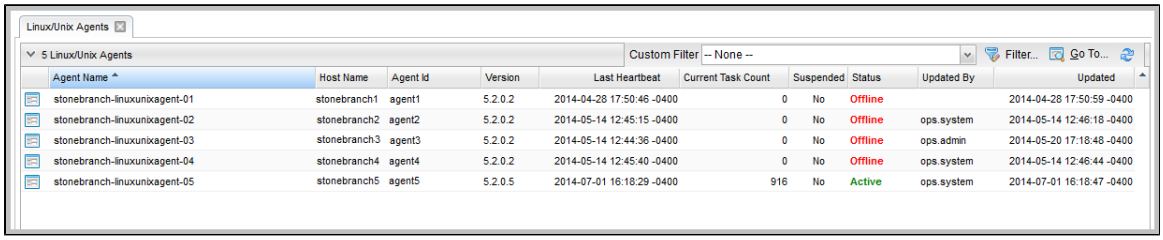
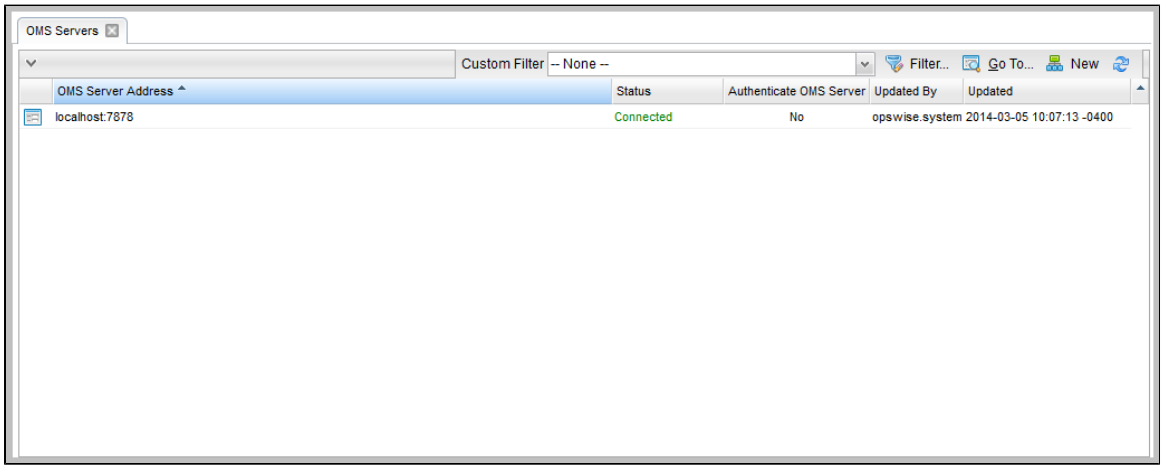
Step 1	Change the following two properties from their default value to the IBM AIX value:
	• **`opswise.trustmanager.algorithm=`** (Java trust manager algorithm)
	  • Default value = SunX509
	  • IBM AIX = IbmX509
	• **`opswise.trustmanager.provider=`** (Java trust manager provider)
	  • Default value = SunJSSE
	  • IBM AIX value = IBMJSSE2

Step 2	Restart Tomcat.

Verify the Installation

To make sure the Controller is installed, running, and communication with Opswise Universal Agent and Opswise Message Service (OMS):

Step 1	Start the Controller.
Step 2	From your browser, access the Opswise Controller user interface. `http://localhost:8080/opswise` `localhost` represents the machine name where you installed the server.
Step 3	Log in with user **`ops.admin`** and no password. A Change Password dialog displays. 

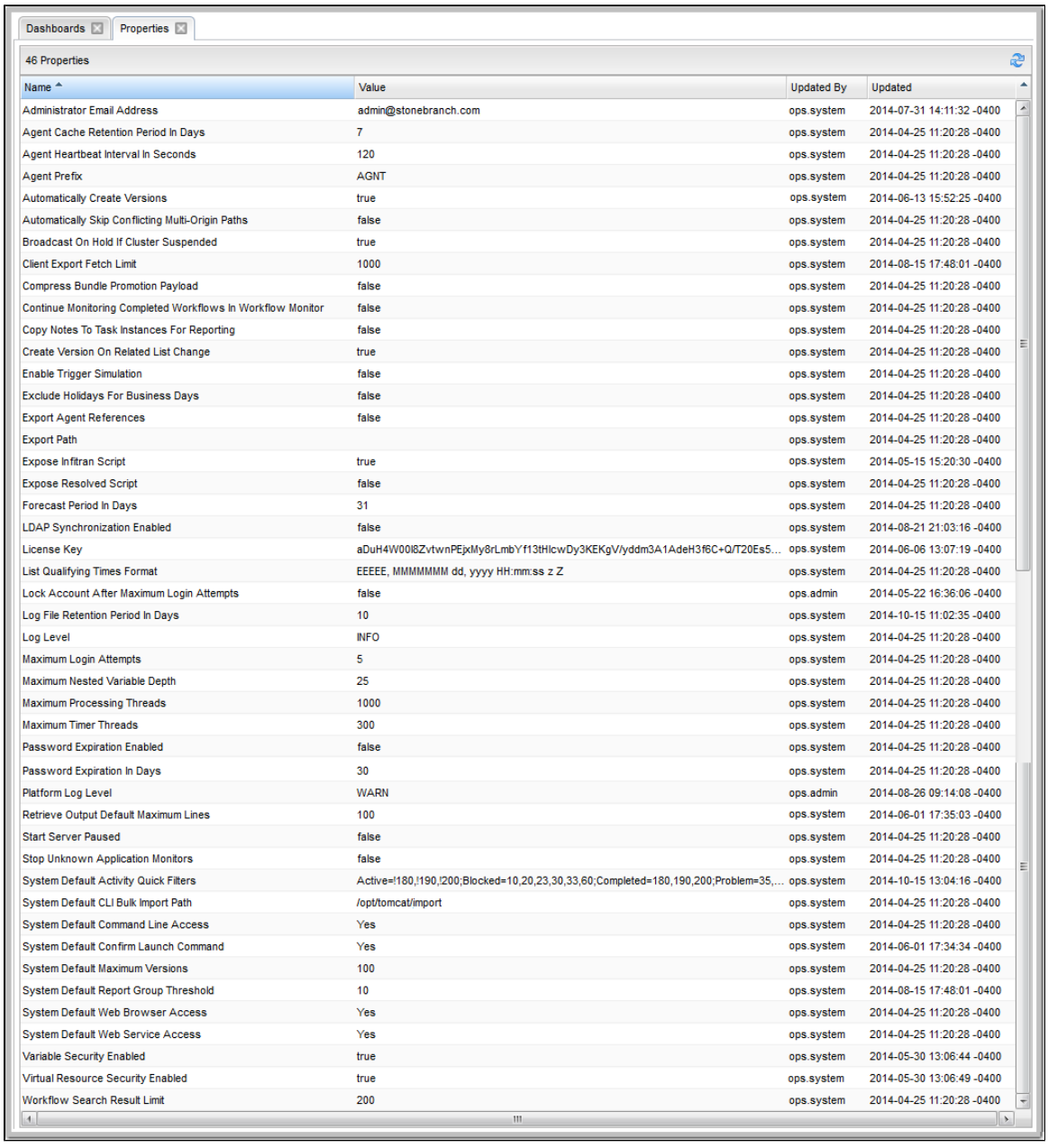
Step 4	Enter a password in the **New Password** and **Confirm New Password** fields (the **Current Password** field should remain empty) and click **Change Password**. The Opswise Controller Home Dashboard displays.
Step 5	The **System Details** Widget provides current system information. Check the Release information to verify that the latest version number is displayed, as shown in the following example. 
Step 6	From the **Agents and Connections** navigation pane, select **Agents > All Agents** or **Agents > <type of Agent>**. You will see a list similar to the following example. Make sure the **Status** of the Agent is **Active**. 
Step 7	From the **Agents and Connections** navigation pane, select **System > OMS Servers**. You will see a list similar to the following example. Make sure the **Status** of the OMS Servers are **Connected**. 

Step 8	For more information about these components in the Opswise Controller user interface, see: • Agents • OMS Servers

To get started using the Controller and become familiar with its features, we recommend you spend some time going through the Tutorials.

Apply the License Key

Although you do not normally need to enter a license key immediately after installation, at some point you will need to follow these steps to enter your key:

Step 1	From the **Administration** navigation pane, select **Configuration > Properties**. The Properties list displays. 
Step 2	Click the **License Key** property Value field and enter your encrypted license key.
Step 3	Return to the **System Details** Widget and review the License field to verify that the terms of your license are correct.

Dashboards | Properties

46 Properties

Name	Value	Updated By	Updated
Administrator Email Address	admin@stonebranch.com	ops.system	2014-07-31 14:11:32 -0400
Agent Cache Retention Period In Days	7	ops.system	2014-04-25 11:20:28 -0400
Agent Heartbeat Interval In Seconds	120	ops.system	2014-04-25 11:20:28 -0400
Agent Prefix	AGNT	ops.system	2014-04-25 11:20:28 -0400
Automatically Create Versions	true	ops.system	2014-06-13 15:52:25 -0400
Automatically Skip Conflicting Multi-Origin Paths	false	ops.system	2014-04-25 11:20:28 -0400
Broadcast On Hold If Cluster Suspended	true	ops.system	2014-04-25 11:20:28 -0400
Client Export Fetch Limit	1000	ops.system	2014-08-15 17:48:01 -0400
Compress Bundle Promotion Payload	false	ops.system	2014-04-25 11:20:28 -0400
Continue Monitoring Completed Workflows In Workflow Monitor	false	ops.system	2014-04-25 11:20:28 -0400
Copy Notes To Task Instances For Reporting	false	ops.system	2014-04-25 11:20:28 -0400
Create Version On Related List Change	true	ops.system	2014-04-25 11:20:28 -0400
Enable Trigger Simulation	false	ops.system	2014-04-25 11:20:28 -0400
Exclude Holidays For Business Days	false	ops.system	2014-04-25 11:20:28 -0400
Export Agent References	false	ops.system	2014-04-25 11:20:28 -0400
Export Path		ops.system	2014-04-25 11:20:28 -0400
Expose Infitran Script	true	ops.system	2014-05-15 15:20:30 -0400
Expose Resolved Script	false	ops.system	2014-04-25 11:20:28 -0400
Forecast Period In Days	31	ops.system	2014-04-25 11:20:28 -0400
LDAP Synchronization Enabled	false	ops.system	2014-08-21 21:03:16 -0400
License Key	aDuH4W00l8ZvtwnPEjxMy8rLmbYf13tHlcwDy3KEKgV/yddm3A1AdeH3f6C+Q/T20Es5...	ops.system	2014-06-06 13:07:19 -0400
List Qualifying Times Format	EEEEE, MMMMMMM dd, yyyy HH:mm:ss z Z	ops.system	2014-04-25 11:20:28 -0400
Lock Account After Maximum Login Attempts	false	ops.admin	2014-05-22 16:36:06 -0400
Log File Retention Period In Days	10	ops.system	2014-10-15 11:02:35 -0400
Log Level	INFO	ops.system	2014-04-25 11:20:28 -0400
Maximum Login Attempts	5	ops.system	2014-04-25 11:20:28 -0400
Maximum Nested Variable Depth	25	ops.system	2014-04-25 11:20:28 -0400
Maximum Processing Threads	1000	ops.system	2014-04-25 11:20:28 -0400
Maximum Timer Threads	300	ops.system	2014-04-25 11:20:28 -0400
Password Expiration Enabled	false	ops.system	2014-04-25 11:20:28 -0400
Password Expiration In Days	30	ops.system	2014-04-25 11:20:28 -0400
Platform Log Level	WARN	ops.admin	2014-08-26 09:14:08 -0400
Retrieve Output Default Maximum Lines	100	ops.system	2014-06-01 17:35:03 -0400
Start Server Paused	false	ops.system	2014-04-25 11:20:28 -0400
Stop Unknown Application Monitors	false	ops.system	2014-04-25 11:20:28 -0400
System Default Activity Quick Filters	Active=!180,!190,!200;Blocked=10,20,23,30,33,60;Completed=180,190,200;Problem=35,...	ops.system	2014-10-15 13:04:16 -0400
System Default CLI Bulk Import Path	/opt/tomcat/import	ops.system	2014-04-25 11:20:28 -0400
System Default Command Line Access	Yes	ops.system	2014-04-25 11:20:28 -0400
System Default Confirm Launch Command	Yes	ops.system	2014-06-01 17:34:34 -0400
System Default Maximum Versions	100	ops.system	2014-04-25 11:20:28 -0400
System Default Report Group Threshold	10	ops.system	2014-08-15 17:48:01 -0400
System Default Web Browser Access	Yes	ops.system	2014-04-25 11:20:28 -0400
System Default Web Service Access	Yes	ops.system	2014-04-25 11:20:28 -0400
Variable Security Enabled	true	ops.system	2014-05-30 13:06:44 -0400
Virtual Resource Security Enabled	true	ops.system	2014-05-30 13:06:49 -0400
Workflow Search Result Limit	200	ops.system	2014-04-25 11:20:28 -0400

Step 4	Optionally, configure the Controller so that your system administrator receives notifications regarding license violations and expirations .

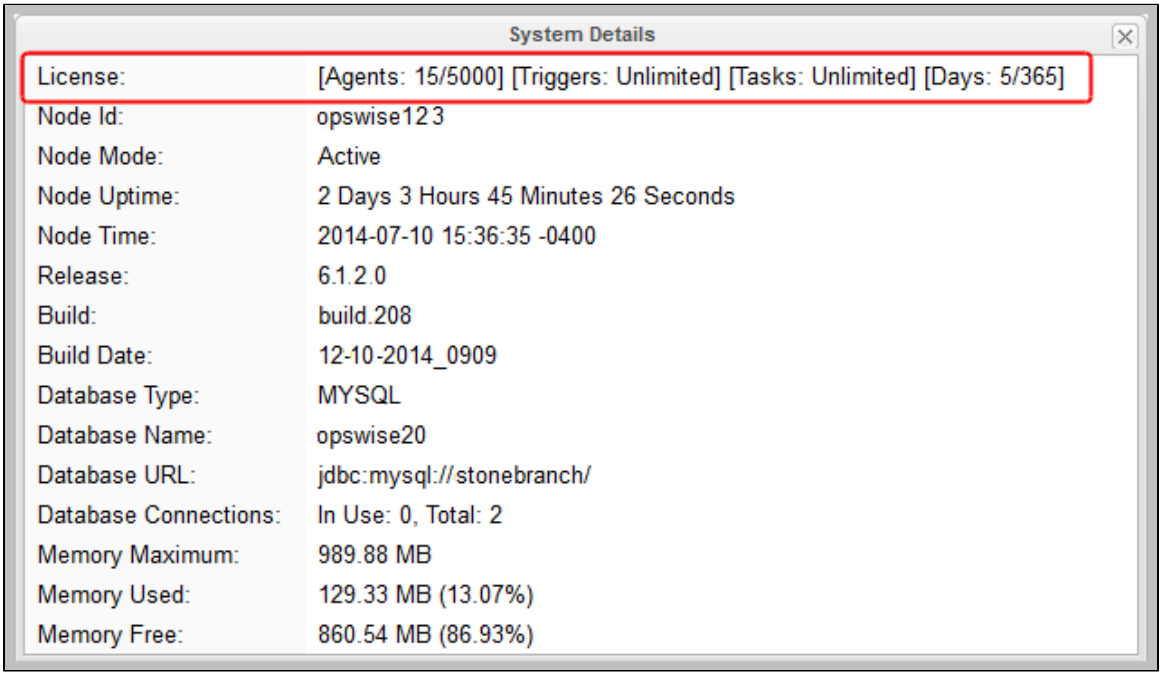
License Information

The License field in the System Details widget (view the system-defined Home Dashboard or, on the Reporting navigation pane, click **Widgets**) identifies license information for:

- Agents
- Triggers
- Tasks
- Days

The value for each field is either:

- Unlimited (unlimited number to the license)
- N/N (number remaining in license / total number in license)



Enable LDAP Synchronization

In order to log in to the Controller using LDAP credentials, you must set the LDAP Synchronization Enabled Opswise Controller System property (**Administration > Configuration > Properties** in the Controller user interface) to **true**.

Configure System Notifications

System Notifications are emails sent to one or more Opswise Controller system administrators based on either:

- Licensing issues (license violations, expired licenses, invalid licenses)
- Status of a system operation associated with a task instance.

Note
System Notifications are not the same as Email Notifications. Please refer to the following sections for explicitly defining Email Notifications.

- Email Notifications for Agents
- Email Notifications for OMS Servers
- Email Notifications for Cluster Nodes
- Email Notifications for Task Instance Events

In order for a system administrator to receive system notifications, you must configure the Controller for system notifications:

Step 1	Select an email connection on which the notifications will be sent and enable the Use for System Notifications field. **Note** Only one Email Connection can be used for system notifications. If this field is checked in an Email Connection Details, it will appear unchecked on all other Email Connection Details. If you then check this field in another Email Connection Details, it automatically will be unchecked from the Details in which it had been checked.
Step 2	Identify the Opswise Controller Administrator(s) that will receive the system notifications by entering one or more valid email addresses for those administrators in the Administrator Email Address Opswise Controller system property.

System Notifications for License Violations and Expirations

When you have configured the Controller for system notification, notifications automatically are sent to the specified system administrator(s) for the following license issues:

- License violations
- Expired licenses
- Invalid licenses

License Violations

A system notification is sent for the following license violations:

- User attempts to create a task that exceeds the licensed maximum number of task definitions.
- User attempts to enable a trigger that exceeds the licensed maximum number of enabled triggers.
- Agent registration attempt exceeds the licensed maximum number of Agents.

The License field in the System Details widget (view the system-defined Home Dashboard or, on the Reporting navigation pane, click **Widgets**) identifies these maximum numbers (see License Information, above).

License Expiration

A system notification is sent at the following times if a license will expire in 7 days or sooner:

- Warning sent daily at midnight, processed same time as midnight log rollover, starting 7 days prior to license expiration.
- Warning sent on Controller start-up (or a cluster node becoming the Active cluster node) if license is within 7 days of expiring.
- Warning sent on License Key property change (if new license is still within 7 days of expiring).

A system notification is sent at the following times if a license has expired:

- Sent daily at midnight, processed same time as midnight log rollover.
- Sent on Controller start-up (or a cluster node becoming the Active cluster node).
- Sent on License Key property change (if new license still expired).
- System paused on license expiration.

Note
A License Expiration message also displays on the Universal Automation Center Console when you log in to the Controller if the license will expire within the week and when the license already has expired.

Invalid Licenses

A system notification is sent at the following times if a license is invalid:

- Sent on Controller start-up (or a cluster node becoming the Active cluster node).
- System paused on invalid license.

An invalid license will display in the Overview as [Agents: x/0] [Triggers: y/0] [Tasks: z/0] [Days: 1/0] where x, y, and z are the current number of agents, triggers, and tasks, respectively.

System Notification for System Operations

For any Controller task, you can select a system operation to be performed when any instance of that task reaches one or more specific statuses. You also can select whether or not to send system notifications based on the success and/or failure of that system operation.

For detailed information on how to set up these system notifications, see System Operation Actions.

Installing Opswise Bundled Controller on AIX

- Introduction
- Uncompress the Opswise Bundled Controller Distribution File
- Install the Bundled Controller
  - Silent Install
  - Interactive Install
  - Command Line Switches / Configuration File Options
  - Example
- Update the Universal Controller Start-up Properties (opswise.properties)
- Verify the Installation
- Apply the License Key
  - License Information
- Enable LDAP Synchronization
- Configure System Notifications
  - System Notifications for License Violations and Expirations
  - System Notification for System Operations

Introduction

This page tells you how to install Opswise Bundled Controller, which is the Opswise Controller bundled with Apache Tomcat.

> **Note**
> Currently, the Bundled Controller is available only for the AIX operating system.

It assumes you already have completed the following:

1	Performed pre-installation procedures
2	Downloaded the Opswise Bundled Controller distribution file

To install Opswise Bundled Controller:

1	Uncompress the Downloaded Distribution File
2	Install the Bundled Controller
3	Update the Universal Controller Start-up Properties
4	Verify the Installation
5	Apply the License Key
6	Enable LDAP Synchronization
7	Configure System Notifications

Uncompress the Opswise Bundled Controller Distribution File

To uncompress the Opswise Bundled Controller distribution file:

```
tar -xvfo opswise-controller-bundle-N.N.N.N.tar
```

Among the files contained in the tar file, please note the following:

File Name	Description
install.sh	Installation script
config	Configuration file with default values

Install the Bundled Controller

You can install the Bundled Controller silently or interactively.

Silent Install

A silent install of the Bundled Controller uses the default values contained in the Bundled Controller configuration file, **config**:

```
./install.sh -s
```

Interactive Install

An interactive install of the Bundled Controller prompts you for values for all command line switches:

```
./install.sh <options>
```

Command Line Switches / Configuration File Options

The following table describes the command line switches / configuration file options for the Bundled Controller installation process.

The installation process writes some of the command line switch / configuration file option values to the Opswise Controller start-up properties, **opswise.properties**. The table identifies the properties in that file to which values are written.

> **Note**
> All command line switches are case-sensitive.

Command Line Switch	Configuration File Option	Description	Default	Controller Property
`--dbhost`	DBHOST	Database host name	localhost	n/a
`--dbname`	DBNAME	Database name	opswise	opswise.db.name=
`--dbpass`	DBPASS	Database user password	(none)	opswise.db.password=
`--dbport`	DBPORT	Database port number	3306	n/a
`--dbuser`	DBUSER	Database user name	opswise	opswise.db.user=

`--group`	OPSWISE_GROUP	User group to be used for the Controller	opscntlr	n/a
`-h`	n/a	Usage screen	(none)	n/a
`--http-port`	PORT	HTTP server port number	8080	n/a
`--install-dir`	INSTALL_DIR	Installation directory	/opt/opscntlr	n/a
`--java-home`	n/a	Path to the Java installation (JAVA_HOME)	(none)	n/a
`--rdbms`	RDBMS	Database type. Valid values are: • mysql • sqlserver • sqlserver-jtds • oracle	mysql	opswise.db.rdbms=
`-s`	n/a	Silent (unattended) install. Default is interactive install.	(none)	n/a
`--shutdown-port`	SHUTDOWN_PORT	Server shutdown port	8005	n/a
`--user`	OPSWISE_USER	System account to be used for the Controller	opscntlr	n/a

Example

Shown below is a sample command for installing the Bundled Controller (default values are used for options not specified):

```
./install.sh -s --dbuser root --dbpass userpass
```

Update the Universal Controller Start-up Properties (opswise.properties)

Follow this procedure to change two default values in the Universal Controller start-up properties file, **`opswise.properties`**, which is read by the Controller.

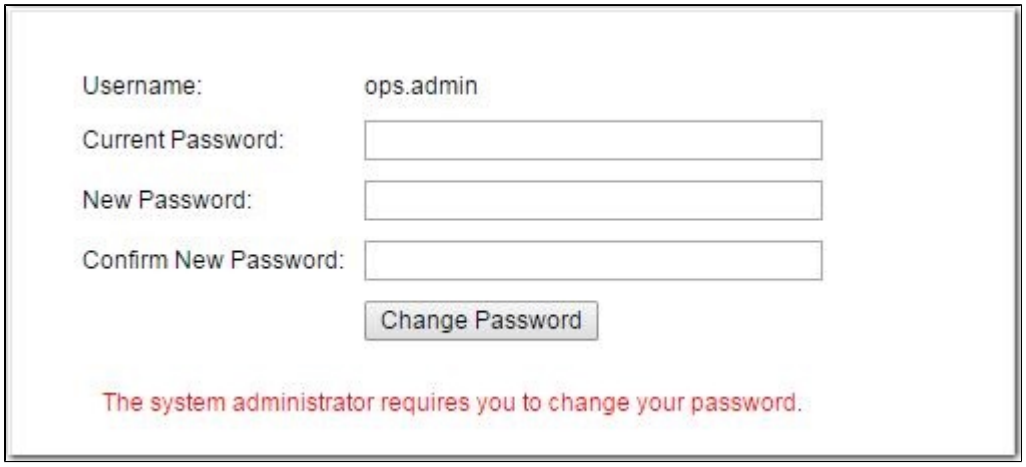
(The **`opswise.properties`** file resides in **`<tomcat directory>/conf`**).

Step 1	Change the following two properties from their default value to the IBM AIX value:
	• **`opswise.trustmanager.algorithm=`** (Java trust manager algorithm)
	  • Default value = SunX509
	  • IBM AIX = IbmX509
	• **`opswise.trustmanager.provider=`** (Java trust manager provider)
	  • Default value = SunJSSE
	  • IBM AIX value = IBMJSSE2

Step 2	Restart Tomcat.

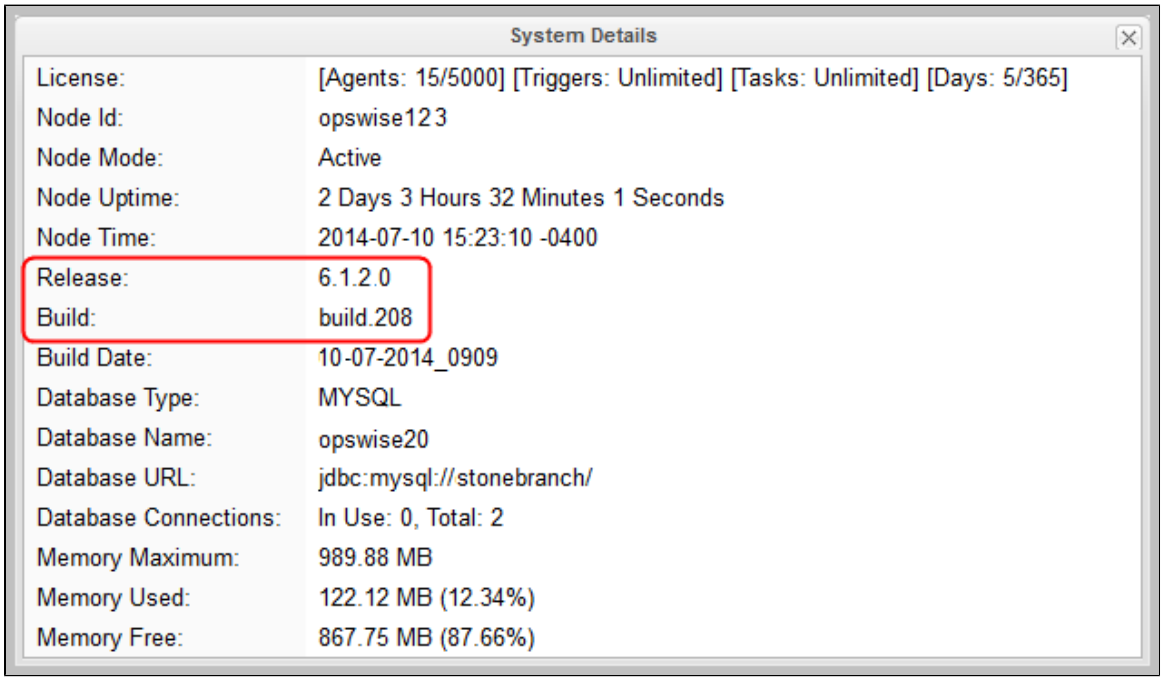
Verify the Installation

To make sure the Controller is installed, running, and communication with Opswise Universal Agent and Opswise Message Service (OMS):

Step 1	Start the Controller.
Step 2	From your browser, access the Opswise Controller user interface. `http://localhost:8080/opswise` `localhost` represents the machine name where you installed the server.
Step 3	Log in with user **`ops.admin`** and no password. A Change Password dialog displays. 
Step 4	Enter a password in the **New Password** and **Confirm New Password** fields (the **Current Password** field should remain empty) and click **Change Password**. The Opswise Controller Home Dashboard displays.

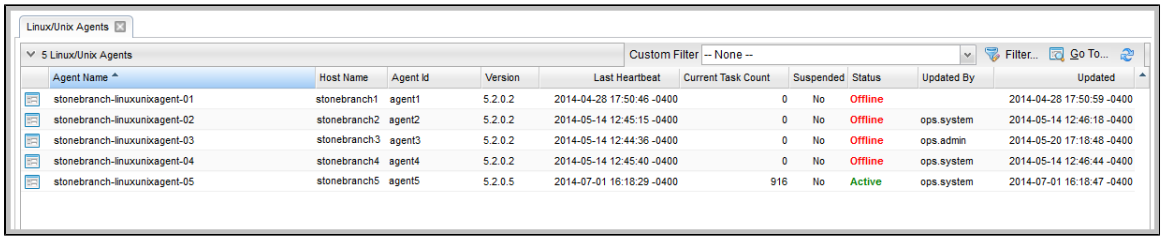
Step 5

The **System Details** Widget provides current system information. Check the Release information to verify that the latest version number is displayed, as shown in the following example.



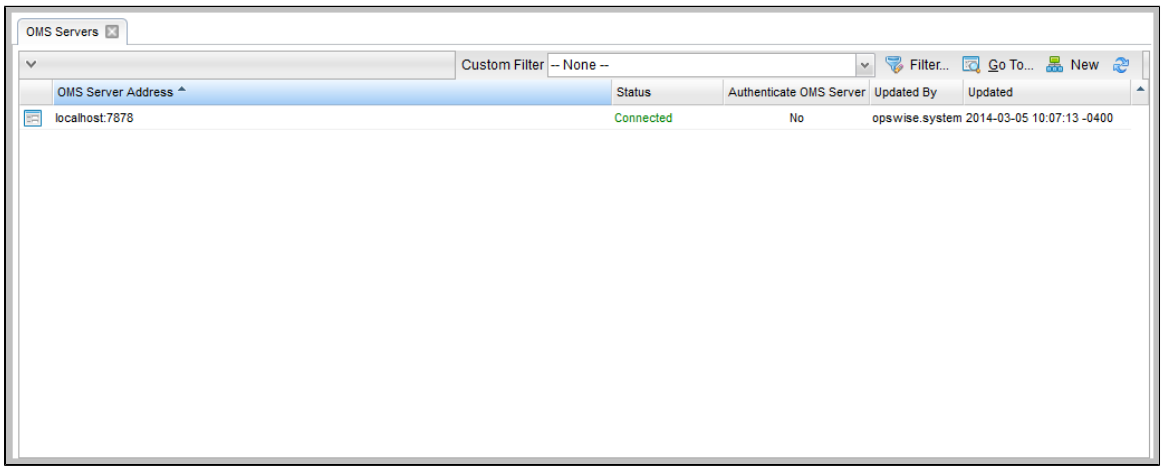
Step 6

From the **Agents and Connections** navigation pane, select **Agents > All Agents** or **Agents > <type of Agent>**. You will see a list similar to the following example. Make sure the **Status** of the Agent is **Active**.



Step 7

From the **Agents and Connections** navigation pane, select **System > OMS Servers**. You will see a list similar to the following example. Make sure the **Status** of the OMS Servers are **Connected**.



Step 8

For more information about these components in the Opswise Controller user interface, see:

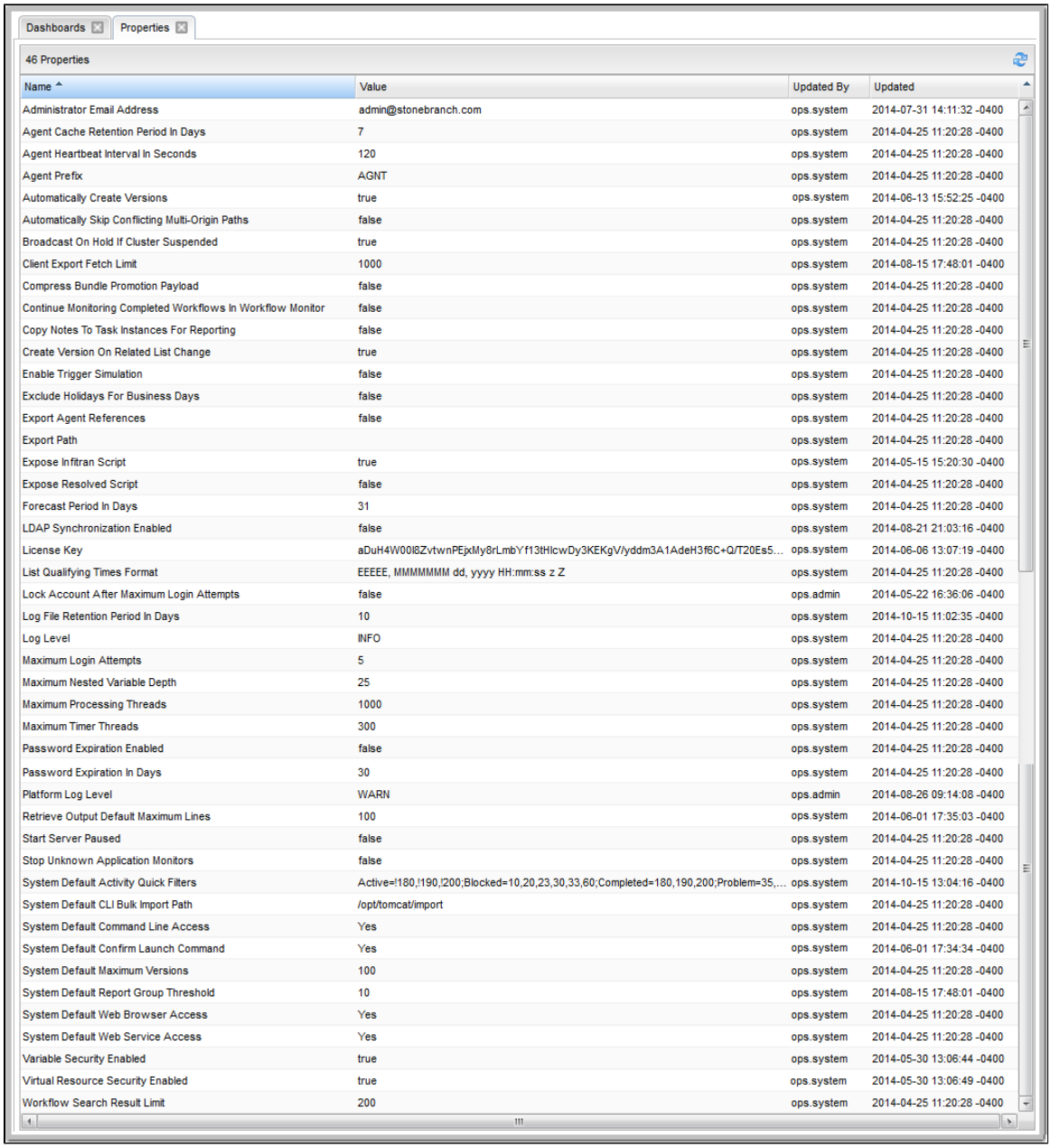
- Agents
- OMS Servers

To get started using the Controller and become familiar with its features, we recommend you spend some time going through the Tutorials.

Apply the License Key

Although you do not normally need to enter a license key immediately after installation, at some point you will need to follow these steps to enter your key:

Step 1	From the **Administration** navigation pane, select **Configuration > Properties**. The Properties list displays.
Step 2	Click the **License Key** property Value field and enter your encrypted license key.
Step 3	Return to the*System Details* Widget and review the License field to verify that the terms of your license are correct.
Step 4	Optionally, configure the Controller so that your system administrator receives notifications regarding license key violations and expirations.



Name	Value	Updated By	Updated
Administrator Email Address	admin@stonebranch.com	ops.system	2014-07-31 14:11:32 -0400
Agent Cache Retention Period In Days	7	ops.system	2014-04-25 11:20:28 -0400
Agent Heartbeat Interval In Seconds	120	ops.system	2014-04-25 11:20:28 -0400
Agent Prefix	AGNT	ops.system	2014-04-25 11:20:28 -0400
Automatically Create Versions	true	ops.system	2014-06-13 15:52:25 -0400
Automatically Skip Conflicting Multi-Origin Paths	false	ops.system	2014-04-25 11:20:28 -0400
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Client Export Fetch Limit	1000	ops.system	2014-08-15 17:48:01 -0400
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Continue Monitoring Completed Workflows In Workflow Monitor	false	ops.system	2014-04-25 11:20:28 -0400
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Create Version On Related List Change	true	ops.system	2014-04-25 11:20:28 -0400
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Exclude Holidays For Business Days	false	ops.system	2014-04-25 11:20:28 -0400
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Export Path		ops.system	2014-04-25 11:20:28 -0400
Expose Infitran Script	true	ops.system	2014-05-15 15:20:30 -0400
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License Key	aDuH4W00l8ZvtwnPEjxMy8rLmbYf13tHlcwDy3KEKgV/yddm3A1AdeH3f6C+Q/T20Es5...	ops.system	2014-06-06 13:07:19 -0400
List Qualifying Times Format	EEEEE, MMMMMMM dd, yyyy HH:mm:ss z Z	ops.system	2014-04-25 11:20:28 -0400
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Maximum Timer Threads	300	ops.system	2014-04-25 11:20:28 -0400
Password Expiration Enabled	false	ops.system	2014-04-25 11:20:28 -0400
Password Expiration In Days	30	ops.system	2014-04-25 11:20:28 -0400
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System Default Maximum Versions	100	ops.system	2014-04-25 11:20:28 -0400
System Default Report Group Threshold	10	ops.system	2014-08-15 17:48:01 -0400
System Default Web Browser Access	Yes	ops.system	2014-04-25 11:20:28 -0400
System Default Web Service Access	Yes	ops.system	2014-04-25 11:20:28 -0400
Variable Security Enabled	true	ops.system	2014-05-30 13:06:44 -0400
Virtual Resource Security Enabled	true	ops.system	2014-05-30 13:06:49 -0400
Workflow Search Result Limit	200	ops.system	2014-04-25 11:20:28 -0400

License Information

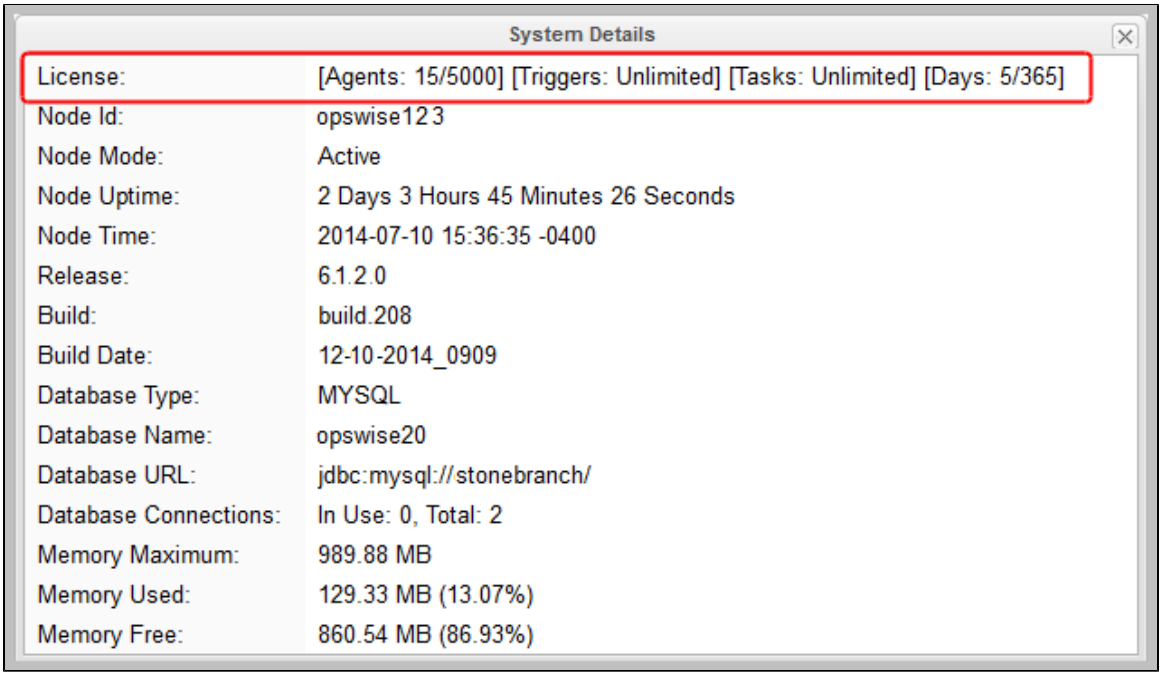
The License field in the System Details widget (view the system-defined Home Dashboard or, on the Reporting navigation pane, click **Widgets**)

identifies license information for:

- Agents
- Triggers
- Tasks
- Days

The value for each field is either:

- Unlimited (unlimited number to the license)
- N/N (number remaining in license / total number in license)



Enable LDAP Synchronization

In order to log in to the Controller using LDAP credentials, you must set the LDAP Synchronization Enabled Opswise Controller System property (**Administration > Configuration > Properties** in the Controller user interface) to **true**.

Configure System Notifications

System Notifications are emails sent to one or more Opswise Controller system administrators based on either:

- Licensing issues (license violations, expired licenses, invalid licenses)
- Status of a system operation associated with a task instance.

> **Note**
> System Notifications are not the same as Email Notifications. Please refer to the following sections for explicitly defining Email Notifications.
>
> - Email Notifications for Agents
> - Email Notifications for OMS
> - Email Notifications for Cluster Nodes
> - Email Notifications for Task Instance Events

In order for a system administrator to receive system notifications, you must configure the Controller for system notifications:

Step 1	Select an email connection on which the notifications will be sent and enable the Use for System Notifications field. **Note** You can use only one Email Connection at any one time for sending system notifications.
Step 2	Identify the Controller Administrator(s) that will receive the system notifications by entering one or more valid email addresses for those administrators in the Administrator Email Address Opswise Controller system property.

System Notifications for License Violations and Expirations

When you have configured the Controller for system notification, notifications automatically are sent to the specified system administrator(s) for the following license issues:

- License violations
- Expired licenses
- Invalid licenses

License Violations

A system notification is sent for the following license violations:

- User attempts to create a task that exceeds the licensed maximum number of task definitions.
- User attempts to enable a trigger that exceeds the licensed maximum number of enabled triggers.
- Agent registration attempt exceeds the licensed maximum number of Agents.

The License field in the System Details widget (view the system-defined Home Dashboard or, on the Reporting navigation pane, click **Widgets**) identifies these maximum numbers (see License Information, above).

License Expiration

A system notification is sent at the following times if a license will expire in 7 days or sooner:

- Warning sent daily at midnight, processed same time as midnight log rollover, starting 7 days prior to license expiration.
- Warning sent on Controller start-up (or a cluster node becoming the Active cluster node) if license is within 7 days of expiring.
- Warning sent on License Key property change (if new license is still within 7 days of expiring).

A system notification is sent at the following times if a license has expired:

- Sent daily at midnight, processed same time as midnight log rollover.
- Sent on Controller start-up (or a cluster node becoming the Active cluster node).
- Sent on License Key property change (if new license still expired).
- System paused on license expiration.

Note
A License Expiration message also displays on the Universal Automation Center Console when you log in to the Controller if the license will expire within the week and when the license already has expired.

Invalid Licenses

A system notification is sent at the following times if a license is invalid:

- Sent on Controller start-up (or a cluster node becoming the Active cluster node).
- System paused on invalid license.

An invalid license will display in the Overview as [Agents: x/0] [Triggers: y/0] [Tasks: z/0] [Days: 1/0] where x, y, and z are the current number of agents, triggers, and tasks, respectively.

System Notification for System Operations

For any Controller task, you can select a system operation to be performed when any instance of that task reaches one or more specific statuses. You also can select whether or not to send system notifications based on the success and/or failure of that system operation.

For detailed information on how to set up these system notifications, see System Operation Actions.

Adding a Cluster Node

- Overview
  - Requirements for Adding a Cluster Node
  - Procedure for Adding a Cluster Node
- Copy and Unpack the Opswise Controller Distribution File
- Install the Controller
  - Command Line Switches
  - Examples
- Deploy the Controller
- Verify the Installation
- Adding an OMS Server
  - Add OMS Server to OMS Server Record
  - OMS Server Message Database

Overview

When you install Opswise Controller, you create a single instance (cluster node) of the Controller. To operate Opswise Automation Center in a High Availability (HA) environment, you must add one or more cluster nodes. Each cluster node should be installed on a separate machine.

This page tells you how to add one or more cluster nodes.

Requirements for Adding a Cluster Node

Each cluster node in an HA environment must connect to the same Opswise Controller database. If one of the cluster nodes stops processing, another cluster node continues processing with the same data.

Each cluster node in an HA environment must be the same version and build of the Controller. To ensure this, you can either:

- Install the downloaded version of the Controller on a second machine.
- Download a new version of the Controller software, update the current version, and then install the new version on a second machine.

It is strongly recommended that an HA environment has at least two OMS Servers, although you do not need an OMS Server for every cluster node if your HA environment contains three or more cluster nodes.

Procedure for Adding a Cluster Node

This page describes the following procedure:

1	Copy and Unpack the Downloaded Distribution File
2	Install the Controller
3	Deploy the Controller
4	Verify the Installation
5	Adding an OMS Server

This procedure assumes you already have performed any required pre-installation procedure steps for the cluster node being added.

Copy and Unpack the Opswise Controller Distribution File

Copy the downloaded distribution file, which was used to install the current, single instance of Opswise Controller, from its current location to the machine on which you want to install a new instance of the Controller.

To unpack the Opswise Controller distribution file, use the following method appropriate for your platform:

Linux/Unix	`tar xvf opswise-controller-N.N.N.N.tar`
Windows	Use an appropriate archiving / unzipping product.

Install the Controller

To install the Controller, issue the following command that is appropriate for your platform:

Linux	`> sh install-controller.sh`
Windows	`> install-controller.bat`

You must include command line switches that specify information the Controller needs to access the Tomcat installation directory, the war file, and the database. You can include additional command line switches, but they are not required.

If a required command line switch is missing from the command line, an error message will identify it during the installation process.

The Controller installation process writes the values for some command line switches to the Opswise Controller start-up properties file, **`opswise.properties`** (see the table, below). For any of those command line switches that are not required and, in fact, are not included on the command line, the Controller installation process writes their default value to **`opswise.properties`**.

Command Line Switches

The following table describes the command line switches for the Controller installation process and identifies which are required.

For command line switches that have their value written to the Opswise Controller start-up properties file, **`opswise.properties`**, the table also identifies the property in that file to which the value is written.

> **Note**
> All command line switches are case-sensitive.

Command Line Switch	Description	Default
`--controller-file`	Full path of the Opswise Controller war file from the downloaded Opswise Controller package.	none
`--dbname`	Opswise Controller database name.	opswise
`--dbpass`	Database user's password.	none

`--dburl`	JDBC connect URL. Format: **`jdbc:[database type]://localhost`** Examples (for MS SQLServer and Oracle, **`opswise`** is the database name): **MySQL** **`jdbc:mysql://localhost/`** **MS SQL Server** **`jdbc:sqlserver://localhost:1433;DatabaseName=opswise`** **Oracle** **`jdbc:oracle:thin:@//localhost:1521/opswise`**	jdbc:mysql://localhost
`--dbuser`	Database user name.	none
`--rdbms`	Database type. Valid values are: • mysql • sqlserver • oracle ***** --rdbms ***is*** required if --dburl is used in the command.	mysql
`--tomcat-dir`	Path to the Tomcat installation directory (contains the directories:`/bin`, `/conf`, `/logs`, `webapps`).	none

Examples

Shown below are sample commands for installing the Controller on Linux and Windows platforms, using defaults for the database:

Linux

```
sh install-controller.sh --tomcat-dir ~/tomcat --controller-file
./opswise-controller-N.N.N.N-build.N.war --dbuser root --dbpass userpass
```

Windows

```
install-controller.bat --tomcat-dir "c:\Program Files\Apache Software Foundation\Tomcat
7.0"
--controller-file opswise-controller-N.N.N.N-build.N.war --dbuser root --dbpass userpass
```

Deploy the Controller

In this procedure, you will start Tomcat, which starts the Controller and builds your database tables. This process takes several minutes. When it is complete, the Controller is started and ready to use.

If Tomcat already was running when you installed the Controller, you do not need to stop and restart it; this process will occur automatically after you start the installation.

Step 1

Start Tomcat as follows:

Linux
Start the Tomcat daemon using the script placed in the **`/etc/init.d`** directory for Tomcat.

```
service [name of Tomcat service] start
```

Windows
We recommend you use Windows Services to start Tomcat. Or, you can start Tomcat from the command line as follows:

```
net start [name of Tomcat service]
```

Linux or Windows
You can start the service using the **`$TOMCAT_HOME/bin/startup.bat`** or **`$TOMCAT_HOME/bin/startup.sh`** scripts.

Step 2

You can view details of the start-up in the Tomcat window or monitor the Controller log, as described below:

Linux/Unix
Users can tail the `opswise.log` to monitor the deployment process, as follows:

```
tail -f $TOMCAT_DIR/opswise_logs/opswise.log
```

Windows
Users can use a third-party tailing utility or open the log file using Notepad or other editor and scroll to the bottom to view the latest activity.

```
$TOMCAT_DIR/opswise_logs/opswise.log
```

Step 3

When you see the following, the Controller is ready:

- **INFO [Ops.Cluster.Monitor.0] Server is now Running in Passive mode.**
- **INFO [Ops.Cluster.Monitor.0] Setting server to PASSIVE.**

Step 4

AIX and z/Linux only: Follow this procedure to change two default values in the Opswise Controller start-up properties file, **`opswise.properties`**, which is read by the Controller.

(The **`glide.properties`** file resides in **`<tomcat directory>/webapps/opswise/WEB-INF/properties`**).

1. Change the following two properties from their default value to the AIX - z/Linux value:
    - **`opswise.trustmanager.algorithm=`** (Java trust manager algorithm)
        - Default value = SunX509
        - AIX - z/Linux value = IbmX509
    - **`opswise.trustmanager.provider=`** (Java trust manager provider)
        - Default value = SunJSSE
        - AIX - z/Linux value = IBMJSSE2
2. Restart Tomcat.

You now have completed the install process and the Controller is running.

Verify the Installation

To make sure the new cluster node is installed and running properly:

Step 1	Log in to the originally installed Controller.
Step 2	Verify that the **Cluster Node Status** Widget illustrates an Active and a Passive cluster node.
Step 3	For detailed information on the new (and original) cluster nodes, select **Resources > System > Cluster Nodes**.

Note
The license key for the installed Opswise Controller applies to all instances (cluster nodes) of that Controller; no additional licensing is required.

System Notifications configured for the installed Opswise Controller apply to all instances (cluster nodes) of that Controller; no additional system notifications have to be configured.

Adding an OMS Server

To add a second OMS Server to an HA environment (which creates an OMS cluster), you must install Opswise Universal Agent on a machine where one of the additional cluster nodes has been added.

Add OMS Server to OMS Server Record

You must specify all members of an OMS cluster in your HA environment in the same OMS Server record.

The OMS Servers list screen will contain a single entry for all OMS cluster members defined in the record. (The OMS Servers list screen could have additional entries for an OMS Server or OMS cluster outside of your HA environment. For example, OMS Servers outside a firewall would connect to a different message database and serve different Agents, but would connect to to the same Controller.)

OMS Server Message Database

Members of an OMS cluster in an HA environment must use the same OMS Server message database.

The OMS SPOOL_DIRECTORY configuration option specifies the name of the directory where the OMS maintains its message database. For each OMS Server, you must set this option to a location shared by all of the OMS Servers in the HA environment.

Opswise Controller Upgrade and Applying Maintenance

Upgrade vs. Applying Maintenance

The procedures for upgrading Opswise Controller differ from the procedures for applying maintenance to Opswise Controller.

- For Opswise Controller 6.1.x, **upgrading** refers to the increase of its currently installed 5.2.0 version to a 6.1.x version (for example, upgrading Controller 5.2.0.2 to Controller 6.1.1.0). You cannot upgrade to 6.1.x from any release earlier than 5.2.0 (for example, 5.1.1).
- For Opswise Controller 6.1.x, **applying maintenance** refers to the increase from a currently installed 6.1.x version to a later 6.1.x version (for example, applying maintenance to Controller 6.1.0.0 to increase it to Controller 6.1.1.0).

Exception to Upgrading for Opswise Controller 6.1.x

The following exception to Upgrading applies to Opswise Controller 6.1.x:

- You cannot upgrade to the ***initial*** release of Opswise Controller 6.1.x (6.1.0.0) from Opswise Controller 5.2.0 (or any earlier release).

Upgrading Opswise Controller

- Overview
  - Exception to Upgrading for Opswise Controller 6.1.x
  - Upgrading vs. Applying Maintenance
- Upgrade Procedures
  - Supported Upgrade Paths
- Make Sure No Records Are Being Processed
- Stop OMS
- Back Up Your Database
- Run an Export on the Active Controller
  - Export Scripts
  - Running the Export
- Stop Tomcat and Remove All Controllers
- Prepare Your Database
- Download the New Controller
- Install the Controller
- Verify the Active Controller Installation
- Run an Import on the Active Controller
- Check Your Data
- LDAP Synchronization
- Verify the Passive Controller Installations
- Start OMS
- Verify the Upgrade

Overview

For Opswise Controller 6.1.x, upgrading refers to the increase of its currently installed 5.2.0 version to a 6.1.x version (for example, upgrading Controller 5.2.0.2 to Controller 6.1.1.0). You cannot upgrade to 6.1.x from any release earlier than 5.2.0 (for example, 5.1.1).

Opswise Controller 6.1.x uses Opswise Message Service (OMS) as the network communications provider between itself and Opswise Universal Agent 5.2.0. If you want to use Controller 6.1.x, you must upgrade the Agents to version 5.2.0. OMS is packaged as a component of Opswise Universal Agent 5.2.0 (for UNIX and Windows) and is installed as part of the Agent installation.

Exception to Upgrading for Opswise Controller 6.1.x

The following exception to Upgrading applies to Opswise Controller 6.1.x:

- You cannot upgrade to the ***initial release*** of Opswise Controller 6.1.x (6.1.0.0) from Opswise Controller 5.2.0 (or any earlier release).

Upgrading vs. Applying Maintenance

For Opswise Controller 6.1.x, applying maintenance refers to the increase of a currently installed 6.1.x version to a later 6.1.x version (for example, applying maintenance to Controller 6.1.0.0 to increase it to Controller 6.1.1.0).

The procedures for applying maintenance differ from the procedures for upgrading (see Applying Maintenance to Opswise Controller).

Upgrade Procedures

These instructions comprise the following procedures:

1	Make Sure No Records Are Being Processed
2	Stop OMS
3	Back Up Your Database
4	Run an Export on the Active Controller
5	Stop Tomcat and Remove All Controllers
6	Prepare Your Database
7	Download the New Controller
8	Install the Controller

9	Verify the Active Controller Installation
10	Run an Import on the Active Controller
11	Check Your Data
12	LDAP Synchronization
13	Verify the Passive Controller Installations
14	Start OMS
15	Verify the Upgrade

Note
These instructions assume that you are running a High Availability Opswise Controller system: a system configured with Active and Passive Controllers (cluster nodes). If you are running a single Controller, disregard the steps for Passive Controllers.

Supported Upgrade Paths

You can use these instructions for the supported upgrade paths shown in the following table. For any other upgrade path, consult your Stonebranch representative.

Upgrade Controller to...	1.6.0	1.7.0	5.1.0	5.2.0	6.1.1.x
From 1.5.0	✓	✓	✓	✓	
From 1.6.0		✓	✓	✓	
From 1.7.0			✓	✓	
From 5.1.0				✓	
From 5.2.0					✓

If you are upgrading the Controller to 6.1.x, you must update your Agents to 5.2.0. Controller 6.1.x uses only OMS as the network communications provider, and OMS cannot be used as the network communications provider for pre-5.2.0 Agents.

Make Sure No Records Are Being Processed

Warning
If the Controller is processing task instances when you launch an export, the results are unpredictable.

Step 1	Log in with **ops.admin** or a user with administrator privileges.
Step 2	Disable all active triggers (after making a record of each) to make sure no tasks are being processed.
Step 3	Check the Activity Monitor to verify that there are no active task instances. If there are, wait until they complete before you start the export process. If necessary, you can force finish tasks.

Stop OMS

Stop Opswise Message Service (OMS).

The start/stop procedure for Opswise Universal Agent components (such as OMS) may differ depending on your platform. For instructions, see Starting and Stopping Agent Components.

Back Up Your Database

Important
Before upgrading your Controllers, back up your database. The database backup is a fail-safe measure; you will be using the Controller 5.2.0 export and Controller 6.1.x import, as described below, to migrate your data.

Run an Export on the Active Controller

In this procedure, you are performing a bulk export of data that you will import to your upgraded system in a later procedure using the bulk import.

Export Scripts

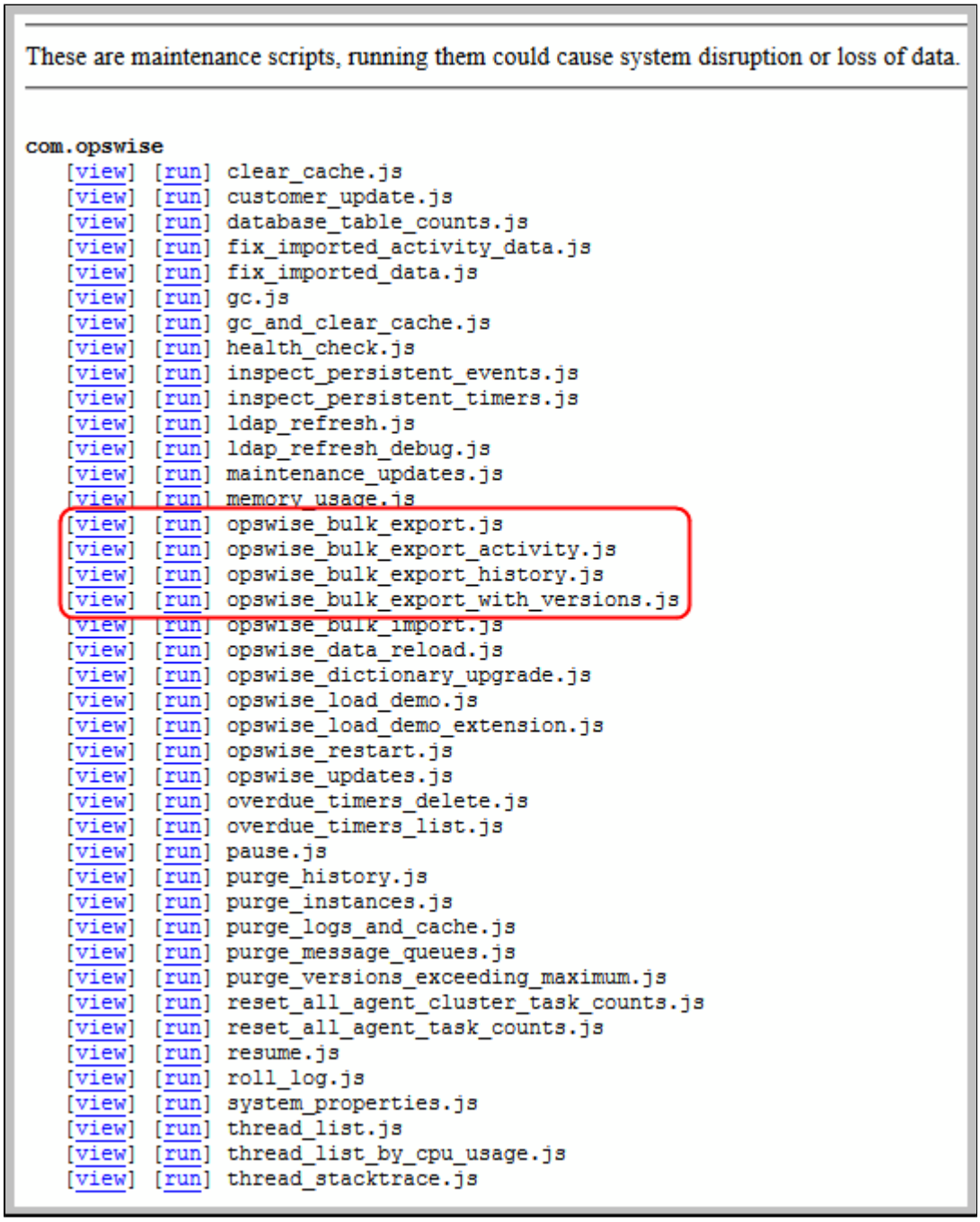
Export scripts in the Controller copy and save records to one or more XML files. The exported files then can be imported into the upgraded system.

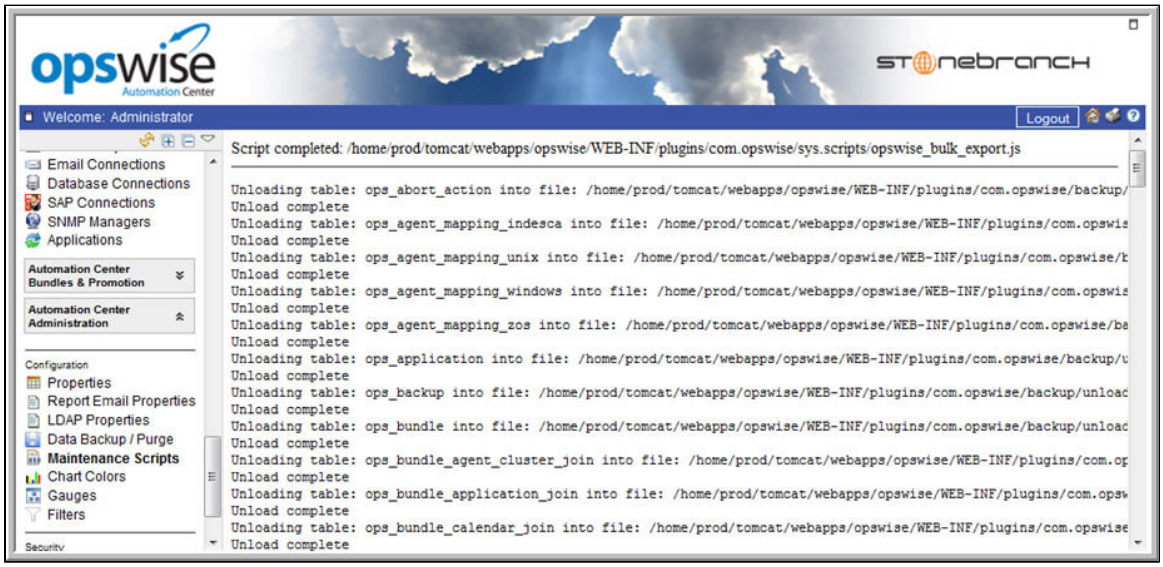
The following scripts are available for exporting different sets of records:

opswise_bulk_export.js	Exports all current record definitions, without versions.
opswise_bulk_export_with_versions.js	Exports all current record definitions and older (non-current) versions of record definitions.
opswise_bulk_export_history.js	Exports task instance history, which includes all task instances in an "end" status (cancelled, failed, skipped, finished, success).
opswise_bulk_export_activity.js	Exports all unfinished activity; that is, task instances in the Activity display. (**Not recommended for migration.**)

Running the Export

Perform the following steps to run the bulk export:

Step 1	From the navigation pane, select **Automation Center Administration > Configuration > Maintenance Scripts**. The image below shows export script options for Controller 5.2.0. 
Step 2	Select an export script and click **Run**.

Step 3	The Controller prompts for a confirmation. Click **Yes**. As your data is exported, the output from the script is written to the screen, as shown here. 
Step 4	Check the output for error messages. If there are any, copy the output to a file and email it to Customer Support.
Step 5	Zip or tar the contents of: `[tomcat directory]/webapps/opswise/WEB-INF/plugins/com.opswise/backup/unload/`
Step 6	Copy the zip/tar file to a safe place for use after the upgrade process.
Step 7	Copy your **`glide.properties`** file to a safe place. You may need to consult this file later. The file is located here: `[tomcat directory]/webapps/opswise/WEB-INF/properties`
Step 8	Copy your license key from the Properties list and store it in a safe place.
Step 9	Copy the LDAP mapping file to a safe place for use after the upgrade process. `[tomcat directory]/webapps/opswise/WEB-INF/properties/users/ldapmap.xml` You can use this file for reference when creating LDAP mappings on the LDAP Settings page of the Controller 6.1.x user interface.

Stop Tomcat and Remove All Controllers

Important
Make sure you have copied to a safe location all of the exported files from the bulk export before continuing here, where you will stop Tomcat and remove the Controller.

Step 1	Stop the Tomcat containers in which all Passive Controllers are deployed:
	
	Windows
	Use the services application to stop Tomcat. You also can issue the stop command on a command line:
	
	`net stop [name of Tomcat service]`
	
	UNIX
	Stop the daemon using the script found in the `/etc/init.d` directory for Tomcat.
	
	`service [name of Tomcat service] stop`
	
	Windows or UNIX
	Stop the service using the **`$TOMCAT_HOME\bin\shutdown.bat`** or **`$TOMCAT_HOME/bin/shutdown.sh`** scripts:
	
	Windows
	
	`cd $CATALINA_HOME\bin`
	`shutdown`
	
	Linux/Unix
	
	`cd $CATALINA_HOME/bin`
	`./shutdown`

Step 2	Confirm that the Tomcat processes where the Passive Controllers are deployed are not running. **Windows** Use the Windows Task Manager. **Linux/Unix** Use the **`ps`** command.
Step 3	Back up the Passive Controller deployment directories in any folder other than one under the Tomcat installation. The Controller installation process renamed the unpacked **war** file (**`opswise-controller-N.N.N.N-build.N.war`**) **as** **`opswise.war`**, so the following would be your deployment directory: `[tomcat-install]\webapps\opswise`
Step 4	Repeat steps 1 through 3 for the Active Controller.

Step 5	Delete the deployment directory and **`opswise.war`** for all Controllers.
	
	The following would be your deployment directory and **`opswise.war`**:
	
	`[tomcat-install]\webapps\opswise`
	`[tomcat-install]\webapps\opswise.war`
	
	Note
	If you want to rename the deployment directory and ***opswise.war*** for back-up, you must do so outside of the Tomcat folder.

Prepare Your Database

Delete or drop your database using the appropriate database admin tool. You also can create a new database, using a different database name.

Important
Before dropping your existing database, make sure you have created a backup, as mentioned earlier in these procedures.

Download the New Controller

From the Stonebranch Customer Portal, download an Opswise Controller package (for instructions, see Downloading Opswise Controller Software).

Install the Controller

The Opswise Controller is a Java application running within Apache Tomcat. For this reason, the Controller software and installation procedure is basically the same for all platforms.

If you will be running the Controller in a High Availability environment, complete the Controller installation for the targeted Active cluster node before installing the Controller for the targeted Passive node(s).

Note
If you have deployed any JDBC driver jar files (or in the case of DB2, a JDBC driver license jar file) to the `$TOMCAT_HOME/webapps/opswise/WEB-INF/lib` directory, you must recopy these files to this directory and restart tomcat after your initial validation.

Verify the Active Controller Installation

Step 1	Start Tomcat where the Active Controller is deployed.
	
	When the database initialization is complete and the Controller is running, you will see the following (for example) in the log:
	
	`2012-09-12-12:53:07:339 INFO [Ops.Cluster.Monitor.0] Server is now Running in Active mode. Previous mode was Passive.`
	`2012-09-12-12:53:07:339 INFO [Ops.Cluster.Monitor.0] Setting server to ACTIVE.`

Step 2	As a precaution, clear the browser cache.
Step 3	Log in to the Active Controller with **`ops.admin`** (password is not set). On the Opswise Controller Home Dashboard, verify that the Overview specifies the correct release.

Run an Import on the Active Controller

In this procedure, you are performing a bulk import of the data that you exported earlier using a bulk export.

Step 1	Unzip/untar the backup file that you created earlier using the export.
Step 2	Copy the XML files to any directory on the Controller that it has access to.
Step 3	From the Administration navigation pane, select **Configuration > Server Operations**.
Step 4	Locate and run the Bulk Import Server Operation.
Step 5	The utility prompts for a confirmation. Click **Yes**.
Step 6	As your data is imported, the output from the operation is written to the screen. Look over the output for any error messages. If you see any, copy the output to a file and email it to Customer Support.
Step 7	Due to technology and feature changes in 6.1.x, a number of XML files will not be imported. These include but may not be limited to: • Activity • History • Audit • Reports • Cluster nodes
Step 8	Apply your 6.1.x license key.

If you experiencing problems with the bulk import, do not continue; please contact Customer Support for guidance.

Check Your Data

At this point, your previous definitions, users and passwords have all been restored. Log out and in again, and review your records to make sure all your previous definitions, users, and passwords have been restored successfully.

LDAP Synchronization

Do not perform LDAP Synchronization until you have **successfully** bulk imported your data.

In order to log in to the Controller using LDAP credentials, you must set the LDAP Synchronization Enabled Opswise Controller System property (**Administration > Configuration > Properties** in the Controller user interface) to **true**.

Verify the Passive Controller Installations

Step 1	Start Tomcat where each Passive Controller is deployed.
Step 2	Log in to the Passive Controller with **`ops.admin`** or a user with equivalent authorization. On the Opswise Controller Home Dashboard, verify that the Overview specifies the correct release.

Start OMS

Do not start OMS until you have **successfully** bulk imported your data.

Start Opswise Message Service (OMS).

The start/stop procedure for Opswise Universal Agent components (such as OMS) may differ depending on your platform. For instructions, see Starting and Stopping Agent Components.

Verify the Upgrade

Verify that the Controller is installed and running properly (see Verifying a Controller Installation).

Verify that your Agent components are communicating with the Active Controller (see Verifying Opswise Universal Agent Installation).

Applying Maintenance to Opswise Controller

- Overview
  - Applying Maintenance vs. Upgrading
    - Exception to Upgrading for Opswise Controller 6.1.x
- Opswise Controller Maintenance
- Verify the Installation

Overview

For Opswise Controller 6.1.x, applying maintenance refers to the increase from a currently installed 6.1.x version to a later 6.1.x version (for example, applying maintenance to Controller 6.1.0.0 to increase it to Controller 6.1.1.0).

Applying Maintenance vs. Upgrading

For Opswise Controller 6.1.x, upgrading refers to the increase of its currently installed 5.2.0 version to a 6.1.x version (for example, upgrading Controller 5.2.0.2 to Controller 6.1.1.0). You cannot upgrade to 6.1.x from any release earlier than 5.2.0 (for example, 5.1.1).

The procedures for upgrading differ from the procedures for applying maintenance (see Upgrading Opswise Controller).

Exception to Upgrading for Opswise Controller 6.1.x

The following exception to Upgrading applies to Opswise Controller 6.1.x:

- You can upgrade to Opswise Controller 6.1.x only from Opswise Controller 5.2.0; you cannot upgrade to 6.1.x from any release earlier than 5.2.0 (for example, 5.1.1).
- You cannot upgrade to the ***initial*** release of Opswise Controller 6.1.x (6.1.0.0) from Opswise Controller 5.2.0 (or any earlier release).

Opswise Controller Maintenance

Note
These instructions assume that you are running a High Availability Opswise Controller system: a system configured with ***Active*** and ***Passive*** Controllers (cluster nodes). If you are running a single Controller, disregard the steps for the ***Passive*** Controllers.

To apply maintenance to the currently installed release of Opswise Controller:

Step 1	From the Stonebranch Customer Portal, download the Opswise Controller 6.1.x package (for instructions, see Downloading Opswise Controller Software).
Step 2	Unpack the Universal Controller distribution file, using the following method appropriate for your platform: **Windows** Use an appropriate archiving / unzipping product. **Linux/Unix** `tar -xvf opswise-controller-N.N.N.N.tar`

Step 3

Stop the Tomcat container in which the ***Passive*** cluster node is deployed.

Windows
Use the services application to stop Tomcat. You also can issue the stop command on a command line:

```
net stop [name of Tomcat service]
```

UNIX
Stop the daemon using the script found in the `/etc/init.d` directory for Tomcat.

```
service [name of Tomcat service] stop
```

Windows or UNIX
Stop the service using the **`$TOMCAT_HOME/bin/shutdown.bat`** or **`$TOMCAT_HOME/bin/shutdown.sh`** scripts:

- **Windows**

```
cd $CATALINA_HOME\bin
shutdown
```

- **Linux/Unix**

```
cd $CATALINA_HOME/bin
./shutdown
```

Step 4

Stop the Tomcat container in which the ***Active*** cluster node is deployed, using one of the methods shown in Step 3.

Step 5 For the ***Active*** cluster node deployment:

1. Delete the existing deployment directory and **war** file from your **webapps** directory.

   The Controller installation process renamed the unpacked **war** file (**`opswise-controller-N.N.N.N-build.N.war`**) as **opswise.war**, so the following would be your deployment directory and **war** file:

   ```
   [tomcat-install]\webapps\opswise
   [tomcat-install]\webapps\opswise.war
   ```

   Note
   If you want to rename the deployment directory and ***opswise.war*** for back-up, you must do so outside of the Tomcat folder.

2. Copy the **war** file from the new downloaded package to your **webapps** directory and rename the **war** file **`opswise.war`**.
3. Start the Tomcat container in which the ***Active*** cluster node is deployed.

   Note
   We recommend that all Universal Controller users clear their browser cache and close their browser prior to re-opening and navigating back to the Universal Controller URL to ensure that the most recent client updates are loaded.

4. Log in to the ***Active*** cluster node deployment with user **ops.admin** or a user with equivalent authorization and verify the installation (see **Verify the Installation**, below).\

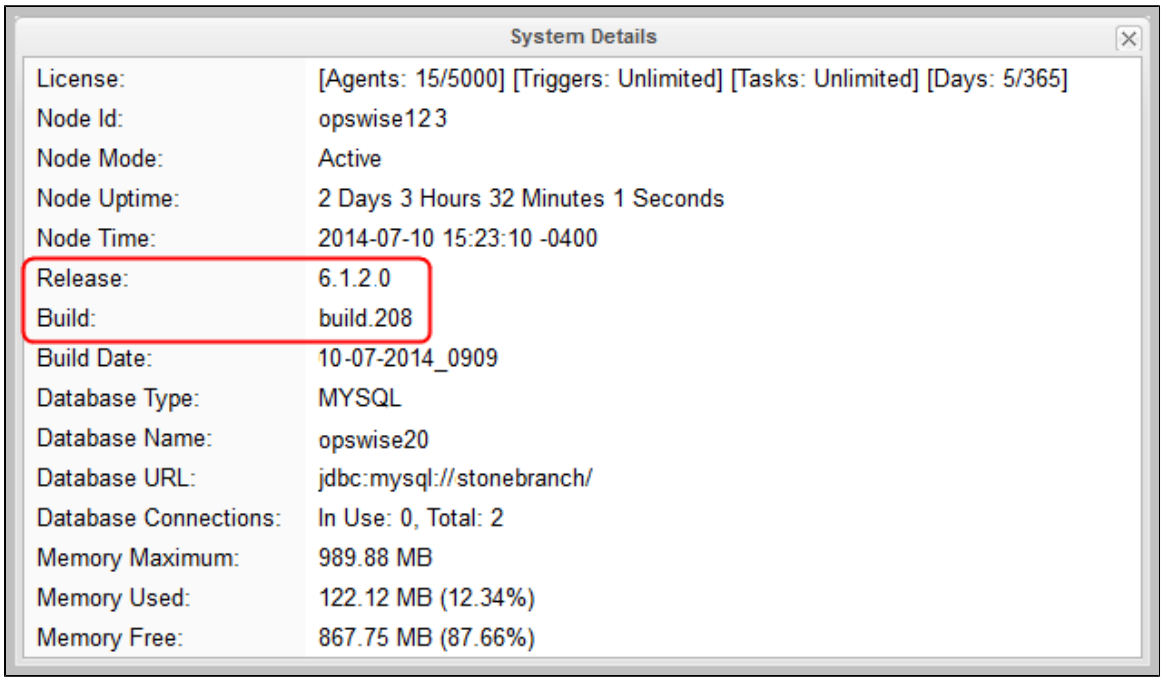
   Note
   If you have deployed any JDBC driver jar files (or in the case of DB2, a JDBC driver license jar file) to the `$TOMCAT_HOME/webapps/opswise/WEB-INF/lib` directory, you must recopy these files to this directory and restart tomcat after your initial validation.

Step 6 Repeat Step 5 for the ***Passive*** cluster node deployment.

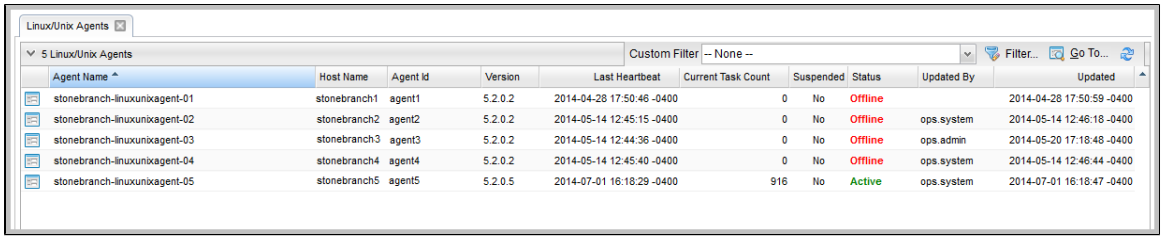
Verify the Installation

To make sure the Controller is installed, running, and communication with Opswise Universal Agent and Opswise Message Service (OMS), verify the installation after you have logged on:

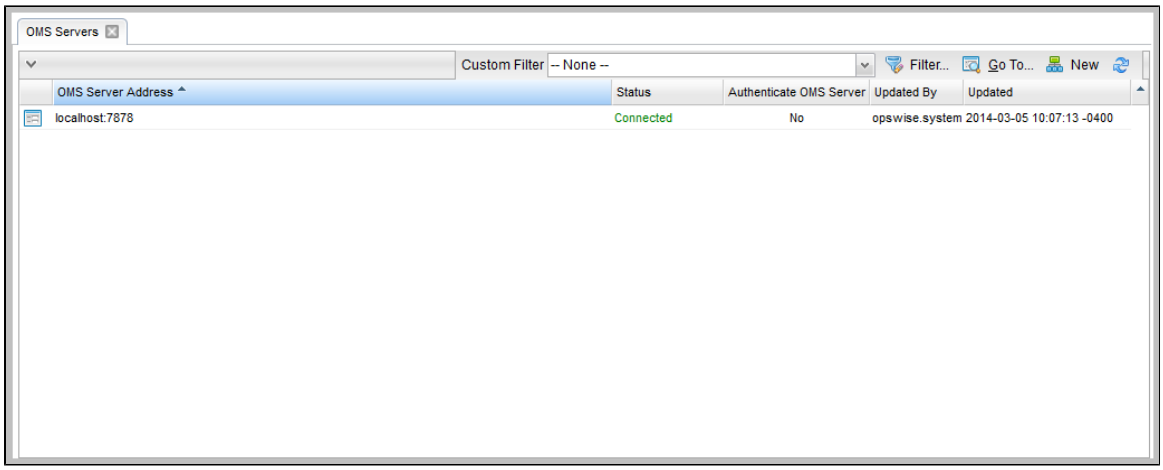
Step 1 From the Home dashboard, verify that the System Details widget displays the appropriate Opswise Controller release.



Step 2 From the **Agents and Connections** navigation pane, select **Agents > All Agents** or **Agents > <type of Agent>**. You will see a list similar to the following example. Make sure the **Status** of the Agent is **Active**.



Step 3 From the **Agents and Connections** navigation pane, select **System > OMS Servers**. You will see a list similar to the following example. Make sure the **Status** of the OMS Servers are **Connected**.



Step 4 For more information about these components in the Opswise Controller user interface, see:

- Agents
- OMS Servers

Starting and Stopping Opswise Controller

These pages provide platform-specific instructions for starting and stopping Opswise Controller 6.1.1:

- Starting and Stopping Opswise Controller - UNIX and Windows
- Starting and Stopping Opswise Bundled Controller on AIX

Starting and Stopping Opswise Controller - UNIX and Windows

- Starting and Stopping the Controller on UNIX
- Starting and Stopping the Controller on Windows

Starting and Stopping the Controller on UNIX

Note
These procedures are appropriate for all supported systems of UNIX:

Linux	To start or stop the Controller (all versions), issue the following commands:
	
	`/$TOMCAT_HOME/bin/startup.sh`
	`/$TOMCAT_HOME/bin/shutdown.sh`
	
	or
	
	`service tomcat start`
	`service tomcat stop`
	
	If you have configured your system with **init.d**, you also can use the following commands:
	
	`/etc/init.d/tomcat start`
	`/etc/init.d/tomcat stop`

AIX	The procedures for starting and stopping the Controller are dependent on how Tomcat was configured when the Controller installed.

Starting and Stopping the Controller on Windows

To start or stop the Controller (all versions) from the DOS prompt, use the following commands:

```
net stop $Tomcat_Service_Name
net start $Tomcat_Service_Name
```

Note
`$Tomcat_Service_Name` may vary based on the version of Tomcat installed on your machine.

Starting and Stopping Opswise Bundled Controller on AIX

Starting the Opswise Bundled Controller

To start the Opswise Bundled Controller, execute the following script:

```
/etc/rc.d/rc2.d/Sopswise start
```

Stopping the Opswise Bundled Controller

To stop the Opswise Bundled Controller, execute the following script:

```
/etc/rc.d/rc2.d/Kopswise stop
```