

Veritas CommandCentral™ Enterprise Reporter Installation Guide

for Microsoft Windows and Solaris

5.2

CommandCentral Enterprise Reporter Installation Guide

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Documentation version 5.2.0

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- Operating system
- Version and patch level
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Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America [supportolutions@symantec.com](mailto:supportsolutions@symantec.com)

About Symantec Connect

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www.symantec.com/connect

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Introducing CommandCentral Enterprise Reporter

This chapter includes the following topics:

- [About Veritas CommandCentral Enterprise Reporter](#)
- [About CommandCentral Enterprise Reporter components](#)
- [About CommandCentral Enterprise Reporter documentation](#)

About Veritas CommandCentral Enterprise Reporter

Veritas CommandCentral Enterprise Reporter by Symantec (Enterprise Reporter) improves storage service management by aligning IT to business objectives.

Enterprise Reporter offers business information executives and storage administrators the following:

- Global views of storage assets mapped to your organization
- Business insights into inventory utilization
- On-demand customized reporting
- Personalized dashboards for multiple users

Enterprise Reporter includes a central reporting interface for your storage infrastructure that unifies information from multiple data centers and organizes it along the lines of your business. If you are a business information executive, you can use Enterprise Reporter to view your storage environment at the enterprise level. You can then drill down into your organization's hierarchy, which could be organized by location, departments, or any other logical business unit. This

summarized information enables you to assess trends in your storage environment, which you can then analyze to assign responsibility.

If you are a storage administrator, you can use Enterprise Reporter to identify capacity trends, review storage inventory, and determine your storage costs per business unit. With this information, you can promote storage accountability and decrease costs.

Figure 1-1 Report types and scopes

	Report Type	Scope
View	<ul style="list-style-type: none"> • Unclaimed Storage • Capacity Trending • DB/FS/VM Utilization • Burn Rate • Billing Detail • Inventory Report 	<ul style="list-style-type: none"> • Enterprise • Geography • Application • Business Unit • Application Group • Storage Tier • Vendor • Array

Use Enterprise Reporter to answer questions like the following:

- Which applications are growing out of control?
- What will my tier 1 storage growth look like next year?
- How is capacity trending in North America versus Europe?
- How is storage allocated in the finance department?
- Which department uses the highest percentage of tier 1 storage in the Toronto data center?

Storage administrators and business users operate Enterprise Reporter with CommandCentral Storage. While CommandCentral Storage provides storage reporting for a single data center and is used at an operational level, Enterprise Reporter lets you aggregate storage information from multiple data centers and view storage assets by a variety of business dimensions. For example, if you are a business information executive, you could use Enterprise Reporter to identify the trend of unclaimed tier 1 storage in your New York and Zurich data centers. You could then ask the storage administrators at each site to use CommandCentral Storage to drill down to the details of which arrays or LUNs are unclaimed.

About CommandCentral Enterprise Reporter components

Enterprise Reporter consists of the following components:

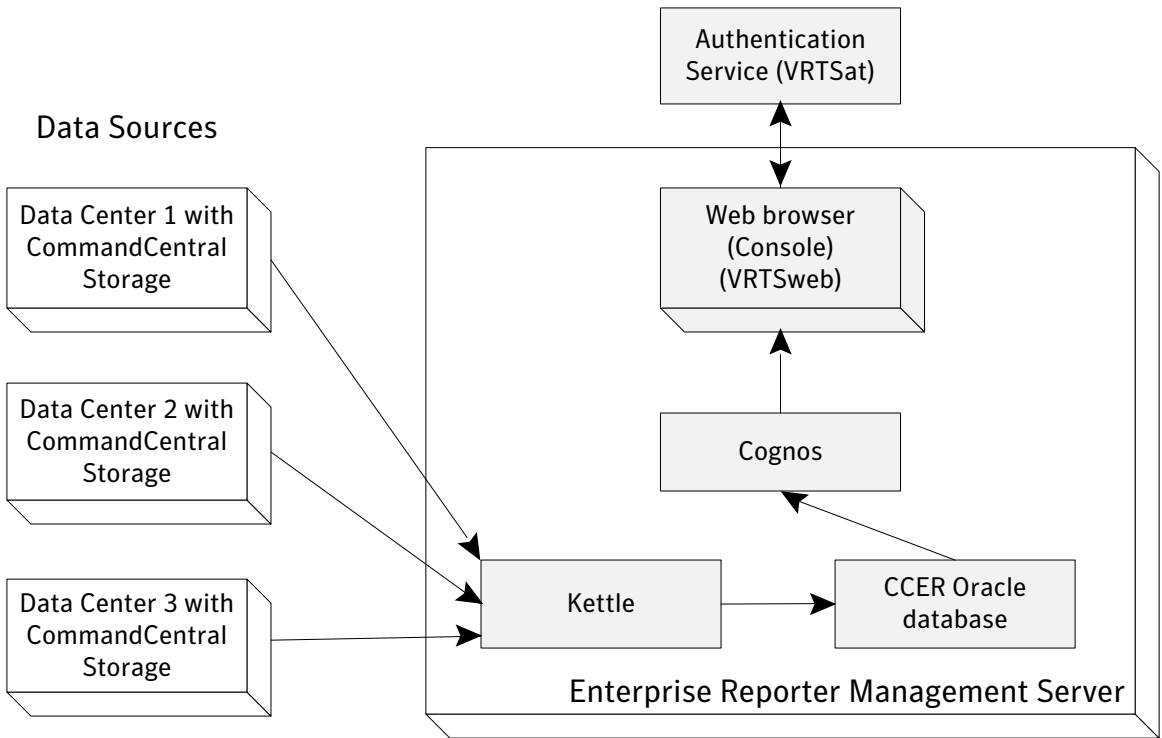
- Data sources: One or more CommandCentral Storage Management Servers.
- Kettle: A software tool that aggregates storage network information from one or more data centers by extracting, transforming, and loading the data from CommandCentral Storage databases into the Enterprise Reporter Oracle database. Enterprise Reporter uses Kettle in the data rollup process.
- Oracle database: A repository for storage data that derives from CommandCentral Storage. The Oracle database can be on the Enterprise Reporter Management Server host or another host.
- Cognos: A reporting engine that lets you create customized reports based on data that is rolled up from multiple data sources. Cognos also lets you customize your own product dashboards.

Cognos includes many options, including the following:

- Cognos Connection: Lets you manage reports that are created in Query Studio or Report Studio
- Query Studio: Lets you create ad hoc reports quickly
- Report Studio: Lets you create advanced reports
- Enterprise Reporter Console: A browser-based console that lets you do the following:
 - Access Cognos Connection.
 - Create ad hoc reports.
 - Create advanced reports.
 - Set configuration options.
 - Display reports.

The following illustration provides a high-level overview of the Enterprise Reporter architecture.

Figure 1-2 Enterprise Reporter high level architecture



About CommandCentral Enterprise Reporter documentation

You can access Enterprise Reporter documentation at the Symantec Technical Support web site:

www.symantec.com/enterprise/support/documentation.jsp?pid=54971

Table 1-1 describes the Enterprise Reporter documentation.

Table 1-1 Enterprise Reporter documentation

Guide	Description
<i>CommandCentral Enterprise Reporter Release Notes</i>	Provides information about supported operating systems, host resource requirements, software limitations, and known issues.

Table 1-1 Enterprise Reporter documentation (*continued*)

Guide	Description
<i>CommandCentral Getting Started Guide</i>	Provides a high level overview of how you can use Enterprise Reporter.
<i>CommandCentral Enterprise Reporter Installation Guide</i>	Instructs you how to install Enterprise Reporter.
<i>CommandCentral Enterprise Reporter User's Guide</i>	Describes how you can use Enterprise Reporter to create and manage reports.
<i>CommandCentral Enterprise Reporter Administrator's Guide</i>	Provides information about managing your data, including rolling up data from CommandCentral Storage and managing storage tiers, business views, and custom attributes. The guide also includes information about managing licenses and user accounts.
<i>CommandCentral Enterprise Reporter Third-Party License Agreements</i>	Provides information about third-party software that is used in Enterprise Reporter.

Planning your deployment of CommandCentral Enterprise Reporter

This chapter includes the following topics:

- [Host requirements for Enterprise Reporter](#)
- [Operating system requirements](#)
- [Network and firewall requirements](#)
- [Oracle database version requirements](#)
- [Oracle database client requirements](#)
- [Deploying the Symantec Product Authentication Service on the Enterprise Reporter Management Server](#)
- [About the install only and install and configure options](#)
- [Planning for downtime of other Symantec products](#)
- [About the Java Runtime Environment version that installs with Enterprise Reporter on Windows](#)
- [About Symantec Operations Readiness Tools](#)

Host requirements for Enterprise Reporter

To identify the kind of host that you need to run Enterprise Reporter, ensure the following:

- The host runs a supported operating system.
See “[Operating system requirements](#)” on page 18.
- The host meets or exceeds the system requirements.
For more information about system requirements, see the *CommandCentral Enterprise Reporter Release Notes*.
- The host runs the required Oracle database or has a connection to a remote host that runs the Oracle database.
See “[Oracle database version requirements](#)” on page 20.
- The host runs the required Oracle database client software (only required if you run the Oracle database on a remote host).
See “[Oracle database client requirements](#)” on page 21.
- The host has a connection to one or more hosts that run the CommandCentral Storage Management Server.
- The host does not run Symantec products that cannot co-exist with Enterprise Reporter.
For more information about co-existence with other Symantec products, see the *CommandCentral Enterprise Reporter Release Notes*

Operating system requirements

[Table 2-1](#) provides operating system requirements for Enterprise Reporter.

Table 2-1 Enterprise Reporter operating system requirements

Operating systems supported	Required patches and components
<p>Windows Server 2003 SP2 (32-bit and 64-bit) and Windows Server 2008 SP1 (32-bit) for the following editions:</p> <ul style="list-style-type: none"> ■ Standard ■ Datacenter ■ Enterprise ■ Web <p>You can install Enterprise Reporter on virtual machines that run supported versions of the Windows Server operating system.</p>	<ul style="list-style-type: none"> ■ Windows Installer version 1.1 or higher ■ Windows Management Instrumentation

Table 2-1 Enterprise Reporter operating system requirements (*continued*)

Operating systems supported	Required patches and components
Solaris 9 and 10 (SPARC only) with End User as the minimum requirement for the software group	<ul style="list-style-type: none"> ■ Sun Enterprise Authentication Mechanism (SEAM) ■ Required patches for Solaris 9: <ul style="list-style-type: none"> ■ 111711-14 ■ 111712-14 ■ 111722-04 ■ 112233-12 ■ 112874-37 ■ 112963-23 ■ 113225-07 ■ 117560-03 ■ Required patches for Solaris 10: <ul style="list-style-type: none"> ■ 117461-06 ■ 118833-36 ■ 119254-34 ■ 122032-03 ■ 125418-01

We do not support installation of Enterprise Reporter on non-English operating systems.

Network and firewall requirements

[Table 2-2](#) displays the default ports that Enterprise Reporter uses to transfer information.

Table 2-2 CommandCentral Enterprise Reporter default port assignments

Port	Protocol	Initiator - recipient	Bidirectional (Yes/No)	Purpose	Effect if blocked
2994	TCP (JDBC)	Enterprise Reporter to CommandCentral Storage 5.x database	No	Enterprise Reporter rolls up data from CommandCentral Storage using this port	Data rollups fail

Table 2-2 CommandCentral Enterprise Reporter default port assignments
(continued)

Port	Protocol	Initiator - recipient	Bidirectional (Yes/No)	Purpose	Effect if blocked
8181	HTTP over TCP	Web browser to Enterprise Reporter Management Server	Yes	View reports and manage Enterprise Reporter	You cannot access the Enterprise Reporter Console
8443	HTTP over TCP	Web browser to Enterprise Reporter Management Server	Yes	View reports and manage Enterprise Reporter	You cannot access the Enterprise Reporter Console
9400	TCP	Enterprise Reporter Management Server to Cognos or Web browser to Cognos	Yes	Viewing Cognos reports and managing Cognos	Reports do not appear in the Enterprise Reporter Console

Oracle database version requirements

[Table 2-3](#) lists the supported Oracle database versions by operating system.

Table 2-3 Oracle database version requirements

Supported operating systems	Supported Oracle versions	Supported Oracle editions
Solaris	<ul style="list-style-type: none"> ■ 10.2.0.3 (requires patch 5169247) ■ 10.2.0.4 ■ 11.1.0.6 	<ul style="list-style-type: none"> ■ Standard ■ Enterprise
Windows	<ul style="list-style-type: none"> ■ 10.2.0.4 ■ 11.1.0.7 	<ul style="list-style-type: none"> ■ Standard ■ Enterprise

You can install the Oracle database on the same host as Enterprise Reporter or on a remote host. If you install the database on a remote host, you need to install the Oracle client on the Enterprise Reporter host.

See [“Oracle database client requirements”](#) on page 21.

[Table 2-4](#) lists the supported deployment scenarios for installing the Oracle database on a host separate from Enterprise Reporter.

Table 2-4 Supported deployment scenarios for remote Oracle databases

Enterprise Reporter operating system	Oracle client bit requirement	Oracle database operating system
Windows 2003 or 2008 32-bit	32-bit	Windows 2003 or 2008 32-bit
Windows 2003 64-bit	64-bit	Windows 2003 64-bit
Solaris 9 or 10	64-bit	Solaris 9 or 10

Oracle database client requirements

If you install the Oracle database on a host separate from Enterprise Reporter, you need to install the Oracle client on the Enterprise Reporter host. The client installation must include the following:

- SQL*Plus
 - SQL*Loader
 - tnsnames.ora, listener.ora, and sqlnet.ora files containing the proper entries
 These files reside in the following location:
 - Solaris: *Oracle_HOME/network/admin*
 - Windows: *Oracle_HOME\network\admin*
- See [“Example of the tnsnames.ora file”](#) on page 33.
 See [“Example of the listener.ora file”](#) on page 33.
 See [“Example of the sqlnet.ora file”](#) on page 34.

Deploying the Symantec Product Authentication Service on the Enterprise Reporter Management Server

The Symantec Product Authentication Service is a common Symantec component that validates identities based on private domains or network operating system domains (like NIS and NT). The Authentication Service protects communication channels between Symantec application clients and services through message integrity and confidentiality services.

The Authentication Service includes a Root Broker (RB) and Authentication Brokers (AB). The Root Broker resides at the top level of the authentication hierarchy and implements a registration authority to validate Authentication Brokers. In a typical network that includes several Symantec products, you deploy a Root Broker and several Authentication Brokers.

The Authentication Service is required on the host on which you install the Management Server. Because you may have multiple Symantec products that use the Authentication Service, you need to determine the mode in which to run the Authentication Service on the Management Server.

When you deploy the Authentication Service on the Management Server, you typically want to use the Authentication Service in RB + AB mode or AB only mode.

The following table identifies the possible scenarios for deploying the Authentication Service on the Management Server.

Table 2-5 Scenarios for deploying the Authentication Service on the Management Server

Scenario	Action
You have not established a Root Broker in your network.	Install the Management Server. By default, the Authentication Service installs in RB + AB mode when you install the Management Server. This is the optimal configuration if you do not have a Root Broker currently installed in your network.
You have established a Root Broker in your network.	Before you install the Management Server, we recommend that you install the Authentication Service in AB only mode. This ensures the optimal configuration of only one Root Broker in the network. See “To install the Authentication Service in Authentication Broker Only mode” on page 22.

To install the Authentication Service in Authentication Broker Only mode

- 1 Open the *Symantec Product Authentication Service Installation Guide*. [Click here to access the guide.](#)
- 2 In the Basic Installation Instructions chapter, navigate to the section titled Installing and Configuring an Authentication Broker.
- 3 Perform steps 1 and 2.
- 4 When you get to step 3, to install and configure the Authentication Service, do the following:

Solaris	<p>Do one of the following:</p> <ul style="list-style-type: none"> ■ Extract the tarball VRS_CommandCentral_5.2_ICS_MULTI.tar.gz located on fileconnect. Enter the following: <pre>gunzip VRS_CommandCentral_5.2_ICS_MULTI.tar.gz tar xf VRS_CommandCentral_5.2_ICS_MULTI.tar</pre> ■ Open DVD4 and run the following command: <pre>cd dvd2/sunos run ./installics</pre>
Windows	<p>From the <i>installer_location</i>\win\authentication directory, run VxSSVRSatSetup.exe</p>

where *installer_location* is one of the following:

- The location in which you extracted or unzipped the installation files
- The location of your DVD drive

About the install only and install and configure options

When you install Enterprise Reporter, you can choose from the following installation options:

Install Only	<p>Installs Enterprise Reporter without configuration. With this option, the installer does not configure the Oracle database for use with Enterprise Reporter. For example, you might want to install Enterprise Reporter packages during an available window and then configure Enterprise Reporter at another time.</p>
Install and Configure	<p>Installs and configures Enterprise Reporter. With this option, you can use Enterprise Reporter after installation completes.</p>

Planning for downtime of other Symantec products

When you install Enterprise Reporter, the installer installs, upgrades, or configures shared components. Other Symantec products may rely on these components. To install or upgrade the shared components, the Enterprise Reporter installer needs to stop the following services:

- Symantec Product Authentication Service

- Symantec Web Server
- Storage Management Web Console by Symantec

After the install or upgrade of the shared components completes, the installer restarts these services.

Before the installer stops these services, you need to shut down any Symantec products that depend on these services. When installation completes, you can restart the products that you shut down.

Because of this requirement, you need to plan for downtime of other Symantec products.

The installer prompts you when you need to shut down the products.

Note: You do not need to stop CommandCentral Storage or CommandCentral Storage Change Manager. The installer stops and then restarts them.

About the Java Runtime Environment version that installs with Enterprise Reporter on Windows

When you install Enterprise Reporter 5.2 on Windows, Java Runtime Environment (JRE) version 1.5.0_11 installs. This version installs even if the host currently runs a later version of JRE. For example, if the host runs JRE version 1.6.0_12, the Enterprise Reporter installer downgrades the version to 1.5.0_11.

Please be aware that other applications may have a dependency on a specific version of JRE.

About Symantec Operations Readiness Tools

Symantec™ Operations Readiness Tools (SORT) is a set of Web-based tools that supports Symantec enterprise products. SORT increases operational efficiency and helps improve application availability.

Among its broad set of features, SORT evaluates the systems in your environment to determine if you are ready to install or upgrade Symantec enterprise products, eliminating the need to perform such checks manually.

To access SORT, go to:

<http://sort.symantec.com>

Setting up the Oracle database instance

This chapter includes the following topics:

- [Requirements for the Oracle database instance](#)
- [Setting up the Oracle database instance on Solaris](#)
- [Setting up the Oracle database instance on Windows](#)
- [Creating tablespaces and schema for the Oracle database instance](#)
- [Verifying that the Oracle TNS listener is running](#)
- [Example of the tnsnames.ora file](#)
- [Example of the listener.ora file](#)
- [Example of the sqlnet.ora file](#)
- [Ensuring that your Oracle database is properly configured](#)

Requirements for the Oracle database instance

You need to create an Oracle database instance specifically for Enterprise Reporter use. We recommend that you name the instance `ccer`. This instance requires the following:

- 300 processes
- AL32UTF8 or UTF8 for database character set
- AL16UTF16 or UTF8 for national character set
- Dedicated mode

- 500 M or larger SGA
 - At least 10 GB of storage space
- For information about disk space recommendations, see the *CommandCentral Enterprise Reporter Release Notes*.

Setting up the Oracle database instance on Solaris

Before you install Enterprise Reporter, you need to set up an Oracle database instance that Enterprise Reporter can use for data storage.

[Table 3-1](#) outlines the process to set up the database instance on Solaris.

Table 3-1 Setting up the database instance on Solaris

Step	Description
1	<p>If you have not yet installed the Oracle database software, do the following:</p> <ul style="list-style-type: none"> ■ Perform the recommended preinstallation tasks. See “Preparing to install the Oracle database software on Solaris” on page 27. ■ Install Oracle Database 10g Release 2 (10.2.0.1.0). We recommend that you do not create the Enterprise Reporter database instance when you install Oracle. Doing so increases the amount of time that it takes to upgrade. ■ Upgrade to one of the following versions: <ul style="list-style-type: none"> ■ 10.2.0.3 ■ 10.2.0.4 ■ 11.1.0.6 ■ If you upgrade to 10.2.0.3, install patch 5169247.
2	<p>Create the database instance with Oracle’s Database Configuration Assistant (DBCA). When you use the DBCA, we recommend that you use the General Purpose template.</p> <p>See “Requirements for the Oracle database instance” on page 25.</p>
3	<p>Ensure that the <code>tnsnames.ora</code>, <code>listener.ora</code>, and <code>sqlnet.ora</code> files include the proper entries. The files reside in the following locations:</p> <ul style="list-style-type: none"> ■ Solaris: <code>Oracle_HOME/network/admin</code> ■ Windows: <code>Oracle_HOME\network\admin</code> <p>See “Example of the tnsnames.ora file” on page 33.</p> <p>See “Example of the listener.ora file” on page 33.</p> <p>See “Example of the sqlnet.ora file” on page 34.</p>

Table 3-1 Setting up the database instance on Solaris (*continued*)

Step	Description
4	Verify that the Oracle TNS listener service is running. If it is not running, start the listener service. See “Verifying that the Oracle TNS listener is running” on page 32.
5	(Optional) Manually create the required schema and tablespaces. See “Creating tablespaces and schema for the Oracle database instance” on page 30. This step is not required because the Enterprise Reporter installer creates the required schema and tablespaces. We recommend that you let the installer create the schema and tablespaces.
6	Verify that the database instance is properly configured. See “Ensuring that your Oracle database is properly configured” on page 34.

Preparing to install the Oracle database software on Solaris

Before you install the Oracle database software on Solaris, we recommend that you do the following:

- Modify the system settings.
- Create the Oracle base directory.
- Create a group that is called `dba`.
- Add the user `oracle` to the `dba` group.
- Grant the `oracle` user permissions to the Oracle installation home directory.

To prepare to install the Oracle database software on Solaris

- 1 Open an operating system console and log in as root.
- 2 To modify the system settings, type the following commands:

```
vi /etc/system
set shmsys:shminfo_shmmni=500
set shmsys:shminfo_shmmni=1
set shmsys:shminfo_shmseg=50
set semsys:seminfo_semmns=14000
set semsys:seminfo_semmni=1024
set semsys:seminfo_semmns1=1024
set shmsys:shminfo_shmmax=4294967295
set noexec_user_stack=1
set semsys:seminfo_semvmx=32767
```

- 3 To create the Oracle base directory, type the following command:
mkdir /oracle/
- 4 To create the group `dba`, type the following command:
groupadd dba
- 5 To add the user `oracle` to the `dba` group, type the following command:
useradd -d /oracle -u 105 -g dba oracle
- 6 To grant the oracle user permissions to the Oracle installation home directory, type the following commands:
chown oracle:dba /oracle
chmod 775 /oracle/
- 7 Reboot the host.
You can now install the Oracle database software.

Setting up the Oracle database instance on Windows

Before you install Enterprise Reporter, you need to set up an Oracle database instance that Enterprise Reporter can use for data storage.

[Table 3-2](#) outlines the process to set up the Enterprise Reporter database instance on Windows.

Table 3-2 Setting up the database instance on Windows

Step	Description
1	<p>If you have not yet installed the Oracle database software, do the following:</p> <ul style="list-style-type: none"> ■ Install Oracle Database 10g Release 2 (10.2.0.1.0) We recommend that you do not create the Enterprise Reporter database instance when you install Oracle. Doing so increases the amount of time that it takes to upgrade to 10.2.0.4. ■ Upgrade to 10.2.0.4 or 11.1.0.7
2	<p>Create the database instance with Oracle’s Database Configuration Assistant (DBCA). When you use the DBCA, we recommend that you use the General Purpose template.</p> <p>See “Requirements for the Oracle database instance” on page 25.</p>
3	<p>Ensure that the <code>tnsnames.ora</code>, <code>listener.ora</code>, and <code>sqlnet.ora</code> files include the proper entries. The files reside in the following locations:</p> <ul style="list-style-type: none"> ■ Solaris: <code>Oracle_HOME/network/admin</code> ■ Windows: <code>Oracle_HOME\network\admin</code> <p>See “Example of the tnsnames.ora file” on page 33.</p> <p>See “Example of the listener.ora file” on page 33.</p> <p>See “Example of the sqlnet.ora file” on page 34.</p>
4	<p>Verify that the Oracle TNS listener service is running. If it is not running, start the listener service.</p> <p>See “Verifying that the Oracle TNS listener is running” on page 32.</p>
5	<p>(Optional) Manually create the required schema and tablespaces.</p> <p>See “Creating tablespaces and schema for the Oracle database instance” on page 30.</p> <p>This step is not required because the Enterprise Reporter installer creates the required schema and tablespaces. We recommend that you let the installer create the schema and tablespaces.</p>
6	<p>Verify that the database instance is properly configured.</p> <p>See “Ensuring that your Oracle database is properly configured” on page 34.</p>

Creating tablespaces and schema for the Oracle database instance

Enterprise Reporter requires tablespaces and schema in the Oracle database instance. When you install Enterprise Reporter, the installer automatically creates these tablespaces and schema. Optionally, you can manually create the tablespaces and schema yourself.

To create tablespaces and schema for the Enterprise Reporter database instance

- 1 Log on to the host where the Oracle database resides.
- 2 Copy the contents of the following directory to a writeable temp directory:

Solaris `installer_location/sol_sparc/command_central_enterprise_reporter/scripts/db`

Windows `installer_location\win\command_central_enterprise_reporter\scripts\db`

where *installer_location* is one of the following:

- The directory in which you extracted the installation files
- The location of your DVD-ROM drive

- 3** To run the tablespace creation script, type the following command:

Solaris **sqlplus sys/password@ccer as sysdba
 @path_to_files/saharaTablespaces.sql
 directory_location**

Windows **sqlplus sys/password@ccer as sysdba
 @path_to_files\saharaTablespaces.sql
 directory_location**

where:

sys and *password* are the database credentials.

ccer is the instance name.

path_to_files is the location where the Enterprise Reporter database schema scripts reside. These are the scripts that you copied in step 2.

directory_location is the fully qualified path to the directory that should contain the database files. This directory must already exist and it must have write permission for the Oracle user who runs the Oracle database.

- 4** To run the schema creation SQL, type the following command from a writeable location:

Solaris **sqlplus sys/password@ccer as sysdba
 @path_to_files/sahara.sql**

Windows **sqlplus sys/password@ccer as sysdba
 @path_to_files\sahara.sql**

where:

sys and *password* are the database credentials.

ccer is the instance name.

path_to_files is the location where the Enterprise Reporter database schema scripts reside. These are the scripts that you copied in step 2.

Verifying that the Oracle TNS listener is running

Before you install Enterprise Reporter, ensure that the Oracle TNS listener is running.

To verify that the Oracle TNS listener is running

- 1 Log on to the Enterprise Reporter Management Server.
- 2 In an operating system console, change to the following directory:

Solaris *Oracle_HOME/bin*

Windows *Oracle_HOME\bin*

- 3 To verify if the TNS listener is running, type the following command:

```
tnsping service_name
```

where *service_name* is the service name of the database instance—for example, *ccer*

- 4 After the command runs, do the following based on the message that returned after you ran `tnsping`:

```
TNS-03505:            The tnspring utility cannot resolve the service name.  
Failed to            Do the following:  
resolve name
```

- On the Management Server, verify that the service name entries are correct in the `SQLNET.ora` and `TNSNAMES.ora` files. These files reside in the following location:
 - Solaris: *Oracle_HOME/network/admin*
 - Windows: *Oracle_HOME\network\admin*
- Repeat step 3.

```
TNS-12541:            Indicates that the TNS listener service is not running.  
TNS: no              Do the following:  
listener
```

- Log on to the host where the Oracle database resides.
- Change to the following directory:
 - Solaris: *Oracle_HOME/bin*
 - Windows: *Oracle_HOME\bin*
- To start the listener service, type the following command:
 - Solaris: `lsnrctl START`
 - Windows: `LSNRCTL.EXE start`
- Repeat step 3 to verify that the TNS listener is running.

OK (# msec) Indicates that the TNS listener service is running. No further steps are required.

Example of the `tnsnames.ora` file

The `tnsnames.ora` file is a configuration file that defines connection parameters for your Oracle database instance. By default, `tnsnames.ora` resides in the following location:

Solaris *Oracle_HOME/network/admin*

Windows *Oracle_HOME\network\admin*

The following is an example of the `tnsnames.ora` file:

```
CCER =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP) (HOST = host.symantecexample.com)
    (PORT = 1521)
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = CCER)
    )
  )
)
```

Example of the `listener.ora` file

The `listener.ora` file is a configuration file that defines the Oracle services to which other systems can connect. By default, `listener.ora` resides in the following location:

Solaris *Oracle_HOME/network/admin*

Windows *Oracle_HOME\network\admin*

The following is an example of the `listener.ora` file:

```
LISTENER =
  (ADDRESS_LIST =
    (ADDRESS =
      (PROTOCOL = TCP)
      (Host = 127.0.0.1)
```

```
        (Port = 1521)
      )
    )
STARTUP_WAIT_TIME_LISTENER = 0
CONNECT_TIMEOUT_LISTENER = 10
TRACE_LEVEL_LISTENER = ADMIN
SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = ccer)

    )
  )

LISTENER =
  (DESCRIPTION_LIST =
    (DESCRIPTION =
      (ADDRESS = (PROTOCOL = TCP) (HOST = host.symantecexample.com)
      (PORT = 1521))
    )
  )
)
```

Example of the `sqlnet.ora` file

`sqlnet.ora` is a configuration file that contains client side network configuration parameters. By default, `sqlnet.ora` resides in the following location:

Solaris *Oracle_HOME/network/admin*

Windows *Oracle_HOME\network\admin*

The following is an example of the `sqlnet.ora` file:

```
NAMES.DIRECTORY_PATH= (TNSNAMES, EZCONNECT)
```

Ensuring that your Oracle database is properly configured

Before you install Enterprise Reporter, you need to ensure that your Oracle database is properly configured for use with Enterprise Reporter. To ensure that

- 4 Open an operating system console.
- 5 In the directory where the script resides, type the following command:

Solaris `perl oracleinstancecheck.pl --tns TNS_name --
 username username --password password --oracle_home
 Oracle_Home`

Windows `CScript "oracleinstancecheck.vbs" TNS_name username
 password "Oracle_Home"`

where:

TNS_name is the TNS name for the Oracle database instance

username is the user name to use for connecting with the Oracle database
 instance

password is the password for the provided user name

Oracle_Home is the Oracle Home directory

The script's output lists any settings that do not meet requirements. Correct any issues before you proceed with installation.

Installing and configuring CommandCentral Enterprise Reporter

This chapter includes the following topics:

- [Installation and configuration prerequisites for Enterprise Reporter](#)
- [Installing Enterprise Reporter on a Solaris host](#)
- [Installing Enterprise Reporter on a Windows host](#)
- [Configuring Enterprise Reporter on a Solaris host](#)
- [Configuring Enterprise Reporter on a Windows host](#)
- [Performing post-installation setup](#)

Installation and configuration prerequisites for Enterprise Reporter

Before you install Enterprise Reporter, review the following prerequisites:

- Ensure that the host on which you want to install Enterprise Reporter meets all requirements.
See [“Host requirements for Enterprise Reporter”](#) on page 17.
- You can install Enterprise Reporter on a local host only.

Before you configure Enterprise Reporter, review the following prerequisites:

- Ensure that the Oracle database instance is running.

- If the Oracle database instance runs on a remote host, ensure that the Oracle client software is running on the Enterprise Reporter host.
See [“Oracle database client requirements”](#) on page 21.
- On the host where the Oracle database instance resides, run the script `oracleinstancecheck` to ensure that database instance is properly configured for use with Enterprise Reporter.
See [“Ensuring that your Oracle database is properly configured”](#) on page 34.
- Have the following information available:
 - The directory in which you want Enterprise Reporter configuration files to reside. The size of the configuration directory increases with time and usage.
 - The directory in which you want tablespace files to reside. The tablespace files consume approximately 700 MB of space.
 - The user name and password for the Oracle sysdba user or an Oracle user with sysdba privileges (if the Oracle schema needs to be created via the installer).
 - The absolute path to the Oracle home directory.
 - The Oracle SID for the database instance.
 - The Oracle service name for the database instance.
 - The port number of the Oracle TNS listener for the database instance.
 - The fully qualified host name or IP address for the Oracle database server.
You can find this information in the `tnsnames.ora` file. This file resides on the host where you installed the Oracle database.
See [“Example of the tnsnames.ora file”](#) on page 33.

Installing Enterprise Reporter on a Solaris host

Use the Enterprise Reporter installer to install Enterprise Reporter on a Solaris host.

Do not install Enterprise Reporter from a mounted file system.

To install Enterprise Reporter on a Solaris host

- 1 Log on to the host on which you want to install Enterprise Reporter.
- 2 Do one of the following:

If you have the Enterprise Reporter 5.2 product disc Mount the DVD.
See [“Mounting the CommandCentral Enterprise Reporter 5.2 product disc on Solaris”](#) on page 84.

If you have not yet obtained the Enterprise Reporter 5.2 installer Do the following:

- Go to fileconnect.symantec.com and download the installer.
- Extract the install files to your local machine.

3 Open an operating system console and change to the following directory:

`installer_location/sol_sparc/command_central_enterprise_reporter/`

where *installer_location* is one of the following:

- The directory in which you extracted the tar file
- The location in which the DVD is mounted

4 Type one of the following commands:

To install and configure Enterprise Reporter `./installccer`

To install Enterprise Reporter without configuration `./installccer -installonly`

See [“About the install only and install and configure options”](#) on page 23.

5 At the welcome screen, press **Enter** to start installation.

6 At the installation directory screen, read the information about the packages that install with Enterprise Reporter. Then, press **Enter**.

7 Respond to the question about specifying an alternate directory in which to install the packages.

8 If the shared components screen appears, do the following:

- Review the list of shared components that Enterprise Reporter requires.
- Respond to the question about continuing with installation.

See [“Planning for downtime of other Symantec products”](#) on page 23.

9 Do one of the following:

If you chose to install and configure Enterprise Reporter Proceed to step **10**.

If you chose to install Enterprise Reporter without configuration Proceed to step **18**.

10 At the configuration and log files screen, do one of the following:

To accept the default location (/var) Press **Enter**.

To specify an alternate location Type the location and then press **Enter**.

11 At the fully qualified host name screen, do one of the following.

To accept the host name that was obtained by the installer Press **Enter**.

To specify an alternate host name Type the fully qualified host name and then press **Enter**.

12 At the installation prerequisites screen, read the information and then press **Enter**.

- 13** At the screen that informs you to run the `oracleinstancecheck` script, read the information about running the script. Then, do one of the following:

If you have not yet run the script To exit the installation, type **n** and press **Enter**. Then, run the script.

See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, type **y** and press **Enter**.

- 14** Respond to the prompts that ask for the following information about your Oracle database:
- The Oracle home directory where the Oracle client or the Oracle database is installed on the local system.
 - The Oracle database instance name.
 - The port number for the Oracle TNS listener.
 - The fully qualified name or IP address of the host where the Oracle database resides.
 - The service name for the Oracle database instance.
- 15** At the configuration information screen, review the information about your Oracle instance and then respond to the question about whether the information is correct.
- 16** At the configure SMTP notification screen, respond to the question about configuring SMTP notification.
- SMTP notification lets you email reports in Enterprise Reporter.

- 17** If the installer verifies that the required tablespaces and schema are not present, do one of the following:

To proceed and let the installer create the required tablespaces and schema Type **1** and press **Enter**. Then, follow the prompts so that the installer can create the tablespaces and schema.

To create the required tablespaces and schema yourself Type **2** and press **Enter**. Then, manually create the required tablespaces and schema.
See [“Creating tablespaces and schema for the Oracle database instance”](#) on page 30.

- 18** After installation completes, do one of the following:

If you chose to install and configure Enterprise Reporter Perform post-installation setup.
See [“Configuring Enterprise Reporter on a Solaris host”](#) on page 46.

If you chose to install Enterprise Reporter without configuration Configure Enterprise Reporter.
See [“Configuring Enterprise Reporter on a Solaris host”](#) on page 46.

Installing Enterprise Reporter on a Windows host

Use the Enterprise Reporter 5.2 installer to install Enterprise Reporter on a Windows host.

To install Enterprise Reporter on a Windows host

- 1** Log on to the host on which you want to install Enterprise Reporter using an account with administrative privileges.
- 2** Do one of the following:

If you have the Enterprise Reporter product disc Insert the disc into your DVD-ROM drive.
If autorun is enabled, proceed to step [4](#).

If you have not yet Do the following:

- obtained the Enterprise Reporter installer
- Go to fileconnect.symantec.com and download the installer.
 - Unzip the install files to your local machine.

3 Open the following directory and run `Setup.exe`:

`installer_location\win\command_central_enterprise_reporter\`

where *installer_location* is one of the following:

- The directory in which you unzipped the .zip file
- The location of your DVD-ROM drive

4 In the **Welcome** panel, read the instructions. Then, click **Next**.

5 In the **License Agreement** panel, read the license agreement. If you agree, click **I accept the terms of the license agreement**. Then, click **Next**.

6 At the message box, read the information about licensing. Then, click **OK**.

7 In the **Actions** panel, select one of the following:

- | | |
|------------------------------|---|
| Install Only | Installs Enterprise Reporter without configuration. With this option, the installer does not configure the Oracle database for use with Enterprise Reporter. For example, you might want to install Enterprise Reporter packages during an available window and then configure Enterprise Reporter at another time. |
| Install and Configure | Installs and configures Enterprise Reporter. With this option, you can use Enterprise Reporter after installation completes. |

8 If a message box appears, read the information about physical memory requirements. Then, do one of the following:

- | | |
|---|--------------------|
| If your host meets the requirements | Click Yes . |
| If your host does not meet the requirements | Click No . |

- 9** If you chose the **Install and Configure** option, read the information about running the `oracleinstancecheck` script. Then, do one of the following:

If you have not yet run the script To exit the installation, click **Yes**. Then, run the script.
See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, click **No**.

- 10** In the **Destination Folders** panel, do one of the following:

To keep the default location for the program files and data files Click **Next**.

To change the destination folder for the program files and data files Click **Change** and select a new folder. Then, click **Next**.
Do not select a directory that includes Unicode characters.

- 11** In the **Symantec Shared Components** panel, review the list of shared components that Enterprise Reporter requires. To confirm the installation or upgrade of the shared components, click **Next**.

- 12** If a message box appears, follow the instructions about installing, upgrading, or configuring the shared components.

See [“Planning for downtime of other Symantec products”](#) on page 23.

- 13** Do one of the following:

If you chose the **Install and Configure** option Proceed to step **14**.

If you chose the **Install Only** option Proceed to step **16**.

- 14** In the **Configuration Inputs** panel, enter information about your Oracle database as follows and click **Next**:

ER Configuration directory Enter the location where you want the Enterprise Reporter configuration files to reside.

Oracle Home (ORACLE_HOME) directory Enter the Oracle home directory where the Oracle client or the Oracle database is installed on the local system.

Oracle SID	Enter the SID for the Oracle database.
TNS listener port number	Enter the port number for the TNS listener.
Oracle database server host	Enter the fully qualified host name of the host where the Oracle database resides.
Oracle database service name	Enter the Oracle database service name.
Oracle database SYSDBA user	Enter the user name for the Oracle database's SYSDBA user.
Password for the above user	Enter the password for the SYSDBA user.
SMTP server hostname (optional)	Enter an SMTP server so that you can email reports in Enterprise Reporter.
Oracle database server Tablespace directory	<p>Enter a directory on the host where the Oracle database resides.</p> <p>Note the following requirements:</p> <ul style="list-style-type: none"> ■ The directory must already exist. ■ The drive must have sufficient space (approximately 700MB). ■ Oracle must have write permissions to the directory. <p>This option is not available until Enterprise Reporter determines that the required files are not present in the database instance.</p>

15 If the Oracle database's tablespaces and schema are not present, a message box appears. Do one of the following:

- | | |
|--|---|
| <p>To proceed and let the installer create the required tablespaces and schema</p> | <p>Do the following:</p> <ul style="list-style-type: none"> ■ Click Yes. ■ In the Oracle database server Tablespace directory field, enter the location where you want the installer to create the files. ■ Click Next. |
|--|---|

To stop the current step and create the required tablespaces and schema yourself

Do the following:

- Click **No**.
- Create the required tablespaces and schema. See [“Creating tablespaces and schema for the Oracle database instance”](#) on page 30.
- Click **Next**.

16 In the **Start Copying Files** panel, review the installation settings and do one of the following:

If the settings are correct To start the installation, click **Next**.

If the settings are not correct To return to the previous panels and make changes, click **Back**.

17 If you chose the Install and Configure option, in the **Configuration** panel, do the following:

- Read the information about configuration.
- If errors occurred, review the installation logs. See [“Enterprise Reporter installation log files”](#) on page 83.
- Click **Next**.

18 In the **Installation Complete** panel, read the information about the installation. Then, click **Finish**.

19 Do one of the following:

If you chose the install only option Configure Enterprise Reporter. See [“Configuring Enterprise Reporter on a Windows host”](#) on page 48.

If you chose the install and configure option Perform post-installation setup. See [“Performing post-installation setup”](#) on page 51.

Configuring Enterprise Reporter on a Solaris host

If you chose the install only option during installation of Enterprise Reporter, you need to configure Enterprise Reporter so that you can use the product.

To configure Enterprise Reporter on a Solaris host

1 On the host on which you want to configure Enterprise Reporter, open an operating system console and log in as root.

2 Change to the following directory:

```
/opt/VRTS/install
```

3 Type the following command:

```
./installccer -configure
```

4 At the configuration and log files screen, do one of the following:

To accept the default location (/var) Press **Enter**.

To specify an alternate location Type the location and then press **Enter**.

5 At the fully qualified host name screen, do one of the following:

To accept the host name that was obtained by the installer Press **Enter**.

To specify an alternate host name Type the fully qualified host name and then press **Enter**.

6 At the installation prerequisites screen, read the information and press **Enter**.

7 At the screen that informs you to run the `oracleinstancecheck` script, read the information about running the script. Then, do one of the following:

If you have not yet run the script To exit the installation, type **n** and press **Enter**. Then, run the script.

See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, type **y** and press **Enter**.

- 8 Respond to the prompts that ask for the following information about your Oracle database:
 - The Oracle home directory where the Oracle client or the Oracle database is installed on the local system.
 - The Oracle database instance name.
 - The port number for the Oracle TNS listener.
 - The fully qualified name or IP address of the host where the Oracle database resides.
 - The service name for the Oracle database instance.
- 9 At the configuration information screen, review the information about your Oracle instance and then respond to the question about whether the information is correct.
- 10 At the configure SMTP notification screen, respond to the question about configuring SMTP notification.

SMTP notification lets you email reports in Enterprise Reporter.
- 11 If the installer verifies that the required tablespaces and schema are not present, do one of the following:

To proceed and let the installer create the required tablespaces and schema	Type 1 and press Enter . Then, follow the prompts so that the installer can create the tablespaces and schema.
To create the required tablespaces and schema yourself	Type 2 and press Enter . Then, manually create the required tablespaces and schema. See “Creating tablespaces and schema for the Oracle database instance” on page 30.
- 12 After installation completes, perform post-installation setup.

See [“Performing post-installation setup”](#) on page 51.

Configuring Enterprise Reporter on a Windows host

If you chose the install only option during installation of Enterprise Reporter, you need to configure Enterprise Reporter so that you can use the product.

To configure Enterprise Reporter on a Windows host

- 1 Log on to the host on which you want to configure Enterprise Reporter.
- 2 Click **Start > All Programs > Symantec > Veritas CommandCentral Enterprise Reporter > Configuration Wizard**.
- 3 In the **Welcome** panel, review the information that you need to configure Enterprise Reporter. Then, click **Next**.
- 4 In the **License Agreement** panel, read the license agreement. If you agree, click **I accept the terms of the license agreement**. Then, click **Next**.
- 5 In the **Actions** panel, click **Next**.
- 6 At the message box, read the information about running the `oracleinstancecheck` script. Then, do one of the following:

If you have not yet run the script To exit the installation, click **Yes**. Then, run the script.
 See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, click **No**.

- 7 If a message box appears about configuring shared components, follow the instructions to stop the products that depend on the services.
 See [“Planning for downtime of other Symantec products”](#) on page 23.
- 8 In the **Configuration Inputs** panel, enter information about your Oracle database as follows and click **Next**:

ER Configuration directory	Enter the location where you want the Enterprise Reporter configuration files to reside.
Oracle Home (ORACLE_HOME) directory	Enter the Oracle home directory where the Oracle client or the Oracle database is installed on the local system.
Oracle SID	Enter the SID for the Oracle database.
TNS listener port number	Enter the port number for the TNS listener.
Oracle database server host	Enter the fully qualified host name of the host where the Oracle database resides.
Oracle database service name	Enter the Oracle database service name.
Oracle database SYSDBA user	Enter the user name for the Oracle database’s SYSDBA user.

- Password for the above user** Enter the password for the SYSDBA user.
- SMTP server hostname (optional)** Enter an SMTP server so that you can email reports in Enterprise Reporter.
- Oracle database server Tablespace directory** Enter a directory on the host where the Oracle database resides.
- Note the following requirements:
- The directory must already exist.
 - The drive must have sufficient space (approximately 700MB).
 - Oracle must have write permissions to the directory.
- This option is not available until Enterprise Reporter determines that the required files are not present in the database instance.

9 If the Oracle database's tablespaces and schema are not present, a message box appears. Do one of the following:

- To proceed and let the installer create the required tablespaces and schema
- Do the following:
- Click **Yes**.
 - In the **Oracle database server Tablespace directory** field, enter the location where you want the installer to create the files.
 - Click **Next**.
- To stop the current step and create the required tablespaces and schema yourself
- Do the following:
- Click **No**.
 - Create the required tablespaces and schema. See [“Creating tablespaces and schema for the Oracle database instance”](#) on page 30.
 - Click **Next**.

10 In the **Start Copying Files** panel, review the installation settings and do one of the following:

- If the settings are correct
- To start the installation, click **Next**.
- If the settings are not correct
- To return to the previous panels and make changes, click **Back**.

- 11 In the **Configuration** panel, do the following:
 - Read the information about configuration.
 - If errors occurred, review the configuration logs.
See “[Enterprise Reporter installation log files](#)” on page 83.
 - Click **Next**.
- 12 In the **Installation Complete** panel, read the information about the installation. Then, click **Finish**.
- 13 Perform post-installation setup.
See “[Performing post-installation setup](#)” on page 51.

Performing post-installation setup

After you install and configure Enterprise Reporter, we recommend that you do the following:

- Log in to the Enterprise Reporter Console.
Enterprise Reporter ships with one default user account. The user name is `admin` and the password is `password`.
See “[Logging in to CommandCentral Enterprise Reporter](#)” on page 51.
- Install a permanent license.
When you install CommandCentral Enterprise Reporter 5.2, an evaluation license installs. The evaluation license is valid for 60 days. With the evaluation license, you cannot add more than two data sources to Enterprise Reporter. To add more data sources, you need to obtain a permanent license. For information about obtaining a permanent license, go to the Symantec Licensing Portal:
www.symantec.com/business/products/licensing/activation
For information about installing licenses, see the *CommandCentral Enterprise Reporter Administrator's Guide*.
- Change the password for the default `admin` user account.
After you change the password for the `admin` user account, you need to run the `er_password.pl` script.
For information about changing passwords, see the *CommandCentral Enterprise Reporter Administrator's Guide*.

Logging in to CommandCentral Enterprise Reporter

After you install Enterprise Reporter, you can log in to the Console.

See Web browser requirements in the *CommandCentral Enterprise Reporter Release Notes*.

To log in to the Enterprise Reporter Console

- 1** On a client system that has a network connection to the Enterprise Reporter host, open a Web browser.
- 2** In the browser's address field, type the following URL and press Enter:

```
https://hostname:8443/
```

where *hostname* is the fully-qualified hostname on which Enterprise Reporter is installed.

- 3** In the Login page, type your user name and password in the respective fields.
User names are case-sensitive.
- 4** Click **Login**.
The Enterprise Reporter Console displays.

Upgrading to CommandCentral Enterprise Reporter 5.2

This chapter includes the following topics:

- [Upgrade prerequisites for Enterprise Reporter](#)
- [Upgrading Oracle database schema](#)
- [Upgrading Enterprise Reporter to 5.2 on a Solaris host](#)
- [Upgrading Enterprise Reporter to 5.2 on a Windows host](#)
- [Performing post-upgrade setup](#)

Upgrade prerequisites for Enterprise Reporter

Before you upgrade Enterprise Reporter to 5.2, you need to do the following:

- Verify that all data rollup processes are in the **Successful** state.
- Disable data rollup for all data sources.
For more information about disabling data rollup, see the *CommandCentral Enterprise Reporter Administrator's Guide*.
- If you are upgrading from Enterprise Reporter 5.0 to 5.2, export any reports that you created.
When you upgrade from Enterprise Reporter 5.0 to 5.2, any reports that you created will be lost. If you want to retain the reports that you created, export the reports before you upgrade to 5.2. This does not happen when you upgrade from Enterprise Reporter 5.0 MP1 or 5.1 to 5.2.

For more information about exporting reports, see the *CommandCentral Enterprise Reporter User's Guide*.

Upgrading Oracle database schema

When you upgrade Enterprise Reporter to 5.2, you can either let the installer upgrade the database schema or you can upgrade the database schema yourself. Use the following procedure to upgrade the database schema yourself.

To upgrade Oracle database schema

1 Do one of the following:

If the Enterprise Reporter Management Server and the Oracle database are on the same host

Do the following:

- Open a UNIX console and log in as root on the Enterprise Reporter Management Server.
- Change the OS user to the user running the database server. For example:

```
su - oracle
```

If the Enterprise Reporter Management Server and the Oracle database are on different hosts

Do the following:

- Open a UNIX console and log in as root on the host where the Oracle database instance resides.
- Provide access from the Enterprise Reporter database host to the following directory on the Management Server:

```
installer_location/sol_sparc/  
command_central_enterprise_reporter/scripts/db
```

Where *installer_location* is one of the following:

- The directory in which you extracted the tar file
- The location in which the DVD is mounted

You can either create a network share, or copy the directory contents to the database host.

- Change the OS user to the user running the database server. For example:

```
su - oracle
```

2 Change to a writable directory. For example, the following command changes to the writable directory `tmp`:

```
cd /tmp
```

The current directory should be writable as the SQL scripts create temporary files.

3 If the writeable directory includes the file `saharaScriptConfig2.tmp`, delete the file. If you do not delete the file, database upgrade fails.

4 To connect to the database as a sysdba user, type the following command:

```
sqlplus sys/password@ccer as sysdba
```

where:

`sys` and `password` are the database credentials.

`ccer` is the instance name.

5 To upgrade the database, run the following commands at the SQL*Plus prompt:

```
SQL> shutdown immediate
```

```
SQL> startup restrict
```

```
SQL> @/installer_location/enterprise_reporter/scripts/  
db/saharaUpgrade.sql
```

where `installer_location` is one of the following:

- The directory in which you extracted the tar file
- The location in which the DVD is mounted

Verify that no errors occur during the database upgrade before you proceed to the next step. At the end of a successful database upgrade, the message "Sahara schema successfully updated!" appears.

After the database upgrade, the upgrade script disconnects from the Enterprise Reporter database.

6 To connect to the Enterprise Reporter database again as a sysdba user, type the following command:

```
sqlplus sys/password@ccer as sysdba
```

where:

`sys` and `password` are the database credentials.

`ccer` is the instance name.

- 7 Run the following command at the SQL*Plus prompt:

```
SQL> alter system disable restricted session;
```

- 8 Run the following command to exit from SQL*Plus:

```
SQL> quit
```

Upgrading Enterprise Reporter to 5.2 on a Solaris host

You can upgrade Enterprise Reporter from 5.0, 5.0 MP1, 5.0 MP1-RP1, or 5.1 to 5.2.

To upgrade Enterprise Reporter to 5.2 on a Solaris host

- 1 Log on to the host on which you want to upgrade Enterprise Reporter.
- 2 Do one of the following:

If you have the Enterprise Reporter 5.2 product disc Mount the DVD.
See [“Mounting the CommandCentral Enterprise Reporter 5.2 product disc on Solaris”](#) on page 84.

If you have not yet obtained the Enterprise Reporter 5.2 installer Do the following:

- Go to fileconnect.symantec.com and download the installer.
- Extract the install files to your local machine.

- 3 Open an operating system console and change to the following directory:

```
installer_location/sol_sparc/command_central_enterprise_reporter/
```

where *installer_location* is one of the following:

- The directory in which you extracted the tar file
- The location in which the DVD is mounted

- 4 Type the following command:

```
./installccer
```

- 5 At the welcome screen, press **Enter** to start the upgrade.

- 6 If the shared components screen appears, do the following:

- Review the list of shared components that Enterprise Reporter requires.

- Respond to the question about continuing with installation.

See [“Planning for downtime of other Symantec products”](#) on page 23.

7 At the configuration and log files screen, do one of the following:

To accept the default location (/var) Press **Enter**.

To specify an alternate location Type the location and then press **Enter**.

8 At the local host fully qualified host name screen, do one of the following:

To accept the host name that was obtained by the installer Press **Enter**.

To specify an alternate host name Type the fully qualified host name and then press **Enter**.

9 At the configuration information screen, review the information about your Oracle instance and then respond to the question about whether the information is correct.

10 At the configure SMTP notification screen, respond to the question about configuring SMTP notification.

SMTP notification lets you email reports in Enterprise Reporter.

11 At the database schema upgrade screen, do one of the following:

To update the schema through the installer Type **1** and press **Enter**. Then, follow the prompts so that the installer can update the schema.

To update the schema yourself Type **2** and press **Enter**. Then, manually update the schema. See [“Upgrading Oracle database schema”](#) on page 54.

- 12 After the schema updates, to start the Enterprise Reporter upgrade, type **y** and then press **Enter**.
- 13 After the upgrade is complete, perform post-upgrade setup.
See “[Performing post-upgrade setup](#)” on page 60.

Upgrading Enterprise Reporter to 5.2 on a Windows host

You can upgrade Enterprise Reporter from 5.1 to 5.2 on Windows.

To upgrade Enterprise Reporter to 5.2 on a Windows host

- 1 Log on to the host on which you want to upgrade Enterprise Reporter.
- 2 Do one of the following:
 - If you have the Enterprise Reporter 5.2 product disc Mount the DVD.
If autorun is enabled, proceed to [4](#).
 - If you have not yet obtained the Enterprise Reporter 5.2 installer Do the following:
 - Go to fileconnect.symantec.com and download the installer.
 - Extract the install files to your local machine.
- 3 Open the following directory and run Setup.exe:
`installer_location\win\command_central_enterprise_reporter\`
where *installer_location* is one of the following:
 - The directory in which you unzipped the .zip file
 - The location of your DVD-ROM drive
- 4 Read the instructions in the **Welcome** panel and click **Next**.
- 5 Read the license agreement and click **I accept the terms of the license agreement**. Then, click **Next**.
- 6 In the Actions panel, click **Install and Configure**. Then, click **Next**.

- 7 Read the information about running the oracleinstancecheck script. Then, do one of the following:

If you have not yet run the script To exit the installation, click **Yes**. Then, run the script.

See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, click **No**.

- 8 In the Symantec Shared Components panel, review the list of shared components that Enterprise Reporter requires. To confirm the installation or upgrade of the shared components, click **Next**.
- 9 If a message appears, follow the instructions about installing, upgrading, or configuring the shared components.
See [“Planning for downtime of other Symantec products”](#) on page 23.
- 10 In the **Configuration Inputs** panel, review information about your Oracle database and click **Next**.
- 11 At the database schema upgrade screen, do one of the following:

To update the schema through the installer Click **Yes**.
In the **Configuration Inputs** panel, enter the password for the SYSDBA user. Then, click **Next**.

To update the schema yourself Click **No**.
Manually update the schema.
See [“Upgrading Oracle database schema”](#) on page 54.

- 12 After the schema update completes, in the **Start Copying Files** panel, review the installation settings and do one of the following:

If the settings are correct To start the installation, click **Next**.

If the settings are not correct To return to the previous panels and make changes, click **Back**.

- 13 If errors occur, review the installation logs.
See “[Enterprise Reporter installation log files](#)” on page 83.
- 14 After the upgrade completes, perform post-upgrade setup.
See “[Performing post-upgrade setup](#)” on page 60.

Performing post-upgrade setup

After you upgrade Enterprise Reporter, we recommend that you do the following:

- Log in to the Enterprise Reporter Console.
See “[Logging in to CommandCentral Enterprise Reporter](#)” on page 51.
- Do one of the following:

If you are upgrading from a version of CommandCentral Enterprise Reporter earlier than 5.0 MP1 Install a permanent license.

If you are upgrading from CommandCentral Enterprise Reporter 5.0 MP1 or 5.1 A permanent license is installed for you.

Because of new licensing options, you need to obtain a new license after you upgrade to CommandCentral Enterprise Reporter 5.2. When you upgrade, an evaluation license installs. The evaluation license is valid for 60 days. With the evaluation license, you cannot add more than two data sources to Enterprise Reporter. If you added more than two data sources in your previous version of Enterprise Reporter, those data sources remain. However, you cannot add any more data sources. To add more data sources, you need to obtain a permanent license. For information about obtaining a permanent license, go to the Symantec Licensing Portal:

www.symantec.com/business/products/licensing/activation

For information about installing licenses, see the *CommandCentral Enterprise Reporter Administrator’s Guide*.

- Enable all data sources for data rollup.
For more information about enabling data rollup, see the *CommandCentral Enterprise Reporter Administrator’s Guide*.
- Run data rollup for all data sources and verify that data rollup succeeds without errors.
For more information about running data rollup, see the *CommandCentral Enterprise Reporter Administrator’s Guide*.

- If you exported your reports from 5.0 before you upgraded to 5.2, import those reports into 5.2.

For more information about importing reports, see the *CommandCentral Enterprise Reporter User's Guide*.

Reconfiguring CommandCentral Enterprise Reporter 5.2

This chapter includes the following topics:

- [Reconfiguring Enterprise Reporter 5.2](#)
- [Reconfiguring Enterprise Reporter after a domain name change](#)

Reconfiguring Enterprise Reporter 5.2

You can reconfigure Enterprise Reporter. You might need to reconfigure Enterprise Reporter for any of the following reasons:

- A system name or domain name has changed.
See [“Reconfiguring Enterprise Reporter after a domain name change”](#) on page 68.
- You want to configure Enterprise Reporter to use a new database instance.
- You want to choose a new location for logs. You might do this because the current location does not have sufficient space for the temp files that generate during data rollup.
- Configuration files are corrupt.

When you reconfigure Enterprise Reporter, your current data remains unless you configure Enterprise Reporter to use a new database.

To reconfigure Enterprise Reporter 5.2 (Solaris)

- 1 Log on to the host where the Oracle database instance resides.
- 2 Type the following commands at the SQL*Plus prompt:

```
SQL> CONNECT SYS/password AS SYSDBA
```

Where *sys* and *password* are the database credentials.

```
SQL> Spool recompile.sql
```

```
SQL> SELECT 'ALTER '||OBJECT_TYPE||' '||OWNER||'.'||OBJECT_NAME||'  
COMPILE;' FROM SYS.ALL_OBJECTS WHERE STATUS <> 'VALID' AND  
OBJECT_TYPE = 'VIEW' AND OWNER IN ('SAHARA','SAHARA_APP');
```

```
SQL> Spool off
```

```
SQL> @recompile.sql
```

- 3 On the host on which you want to reconfigure Enterprise Reporter, open an operating system console and log in as root.
- 4 Change to the following directory:

```
/opt/VRTS/install
```

- 5 Type the following command:

```
./installccer -configure
```

- 6 At the configuration and log files screen, do one of the following:

To accept the default location Press **Enter**.
(/var)

To specify an alternate location Type the location and then press **Enter**.

- 7 At the local host fully qualified host name screen, do one of the following:

To accept the host name obtained by the installer Press **Enter**.

To specify an alternate host name Type the fully qualified host name and then press **Enter**.

- 8 At the installation prerequisites screen, read the information and press **Enter**.

- 9** At the screen that informs you to run the `oracleinstancecheck` script, read the information about running the script. Then, do one of the following:

If you have not yet run the script To exit the installation, type **n** and press **Enter**. Then, run the script.

See [“Ensuring that your Oracle database is properly configured”](#) on page 34.

If you have run the script To continue the installation, type **y** and press **Enter**.

- 10** At the configuration information screen, review the information about your Oracle instance and then respond to the question about whether the information is correct.

- 11** At the configure SMTP notification screen, respond to the question about configuring SMTP notification.

SMTP notification lets you email reports in Enterprise Reporter.

- 12** If the installer verifies that the required tablespaces and schema are not present, do one of the following:

To proceed and let the installer create the required tablespaces and schema Type **1** and press **Enter**. Then, follow the prompts so that the installer can create the tablespaces and schema.

To create the required tablespaces and schema yourself Type **2** and press **Enter**. Then, manually create the required tablespaces and schema. See [“Creating tablespaces and schema for the Oracle database instance”](#) on page 30.

The installer reconfigures Enterprise Reporter.

To reconfigure Enterprise Reporter 5.2 (Windows)

- 1 Log on to the host where the Oracle database instance resides.
- 2 Type the following commands at the SQL*Plus prompt:

```
SQL> CONNECT SYS/password AS SYSDBA
```

Where *sys* and *password* are the database credentials.

```
SQL> Spool recompile.sql
```

```
SQL> SELECT 'ALTER '||OBJECT_TYPE||' '||OWNER||'. '||OBJECT_NAME||'  
COMPILE;' FROM SYS.ALL_OBJECTS WHERE STATUS <> 'VALID' AND  
OBJECT_TYPE = 'VIEW' AND OWNER IN ('SAHARA', 'SAHARA_APP');
```

```
SQL> Spool off
```

```
SQL> @recompile.sql
```

- 3 Log on to the host on which you want to reconfigure Enterprise Reporter.
- 4 Click **Start > All Programs > Symantec > Veritas CommandCentral Enterprise Reporter > Configuration Wizard**.
- 5 In the **Welcome** panel, review the information that you need to reconfigure Enterprise Reporter. Then, click **Next**.
- 6 In the **License Agreement** panel, read the license agreement. If you agree, click **I accept the terms of the license agreement**. Then, click **Next**.
- 7 In the **Actions** panel, click **Next**.
- 8 At the message box, read the information about running the `oracleinstancecheck` script. Then, do one of the following:

If you have not yet run the script	To exit the installation, click Yes . Then, run the script. See “Ensuring that your Oracle database is properly configured” on page 34.
------------------------------------	---

If you have run the script	To continue the installation, click No .
----------------------------	---

- 9 If a message box appears about configuring shared components, follow the instructions to stop the products that depend on the services.
See [“Planning for downtime of other Symantec products”](#) on page 23.
- 10 In the **Configuration Inputs** panel, enter information about your Oracle database as follows and click **Next**:

ER Configuration directory	Enter the location where you want the Enterprise Reporter configuration files to reside.
Oracle Home (ORACLE_HOME) directory	Enter the Oracle home directory where the Oracle client or the Oracle database is installed on the local system.
Oracle SID	Enter the SID for the Oracle database.
TNS listener port number	Enter the port number for the TNS listener.
Oracle database server host	Enter the fully qualified host name of the host where the Oracle database resides.
Oracle database service name	Enter the Oracle database service name.
Oracle database SYSDBA user	Enter the user name for the Oracle database's SYSDBA user.
Password for the above user	Enter the password for the SYSDBA user.
SMTP server hostname (optional)	Enter an SMTP server so that you can email reports in Enterprise Reporter.
Oracle database server Tablespace directory	<p>Enter a directory on the host where the Oracle database resides.</p> <p>Note the following requirements:</p> <ul style="list-style-type: none"> ■ The directory must already exist. ■ The drive must have sufficient space (approximately 700MB). ■ Oracle must have write permissions to the directory. <p>This option is not available until Enterprise Reporter determines that the required files are not present in the database instance.</p>

11 If the Oracle database's tablespaces and schema are not present, a message box appears. Do one of the following:

- | | |
|--|---|
| <p>To proceed and let the installer create the required tablespaces and schema</p> | <p>Do the following:</p> <ul style="list-style-type: none"> ■ Click Yes. ■ In the Oracle database server Tablespace directory field, enter the location where you want the installer to create the files. ■ Click Next. |
|--|---|

To stop the current step and create the required tablespaces and schema yourself

Do the following:

- Click **No**.
- Create the required tablespaces and schema. See [“Creating tablespaces and schema for the Oracle database instance”](#) on page 30.
- Click **Next**.

12 In the **Start Copying Files** panel, review the installation settings and do one of the following:

If the settings are correct To start the installation, click **Next**.

If the settings are not correct To return to the previous panels and make changes, click **Back**.

13 In the **Configuration** panel, do the following:

- Read the information about configuration.
- If errors occurred, review the configuration logs. See [“Enterprise Reporter installation log files”](#) on page 83.
- Click **Next**.

14 In the **Installation Complete** panel, read the information about the installation. Then, click **Finish**.

Reconfiguring Enterprise Reporter after a domain name change

If you change the domain name of the domain on which Enterprise Reporter runs, you need to reconfigure Enterprise Reporter so it runs properly.

[Table 6-1](#) outlines the process to reconfigure Enterprise Reporter after a domain name change.

Table 6-1 Process to reconfigure Enterprise Reporter after a domain name change

Step	Description
1	Back up your reports. If you do not back up the reports, they will be lost. See “To back up your reports” on page 69.

Table 6-1 Process to reconfigure Enterprise Reporter after a domain name change (*continued*)

Step	Description
2	Delete the <code>UserManagement.xml</code> file. See “To delete UserManagement.xml” on page 70.
3	Edit the <code>ERUsers.ini</code> file. See “To edit ERUsers.ini” on page 70.
4	Recreate the <code>cognos</code> database user. See “To recreate the cognos database user” on page 70.
5	Edit the <code>ABAAuthSource</code> and <code>RBAAuthSource</code> files. See “To edit the ABAAuthSource and RBAAuthSource files” on page 71.
6	If the Oracle database instance is on the same host as Enterprise Reporter, do one of the following: <ul style="list-style-type: none"> ■ Modify the <code>ccer_conf</code> file (Solaris). See “To modify the ccer_conf file (Solaris)” on page 71. ■ Update the <code>ER_HOST_FQHN</code> registry entry (Windows). See “To update the ER_HOST_FQHN registry entry (Windows)” on page 72.
7	Reconfigure Enterprise Reporter. See “Reconfiguring Enterprise Reporter 5.2” on page 63.
8	If you use business views, add them to Enterprise Reporter’s metamodel. See “To add business views to Enterprise Reporter’s metamodel” on page 72.
9	If you use custom attributes, add them to Enterprise Reporter’s metamodel. See “To add custom attributes to Enterprise Reporter’s metamodel” on page 72.
10	Import the reports that you backed up in step 1. See “To import reports” on page 72.

To back up your reports

- ◆ In the Enterprise Reporter Console, do the following for each report that you want to save:
 - Open the report in Report Studio.
 - Click **Tools > Copy Report to clipboard**.
 - Copy the report from the clipboard to a text file.

- Save the text file.

To delete UserManagement.xml

- 1 On the Enterprise Reporter host, navigate to the following directory:

Solaris `/opt/VRTSsmweb/webgui/sm/config`

Windows `install_location\VRTSsmweb\webgui\sm\config`

where *install_location* is the directory in which you installed Enterprise Reporter. The default directory for Windows is `C:\Program Files\VERITAS`

- 2 Delete the file `UserManagement.xml`

To edit ERUsers.ini

- 1 On the Enterprise Reporter host, navigate to the following directory:

Solaris `configuration_directory/VRTSccer/conf`

Windows `configuration_directory\VRTSccer\conf`

where *configuration_directory* is the directory in which you chose to store Enterprise Reporter configuration files. The default directories are `/var` for Solaris and `C:\Program Files\VERITAS` for Windows.

- 2 Open the file `ERUsers.ini` in a text editor.
- 3 In the file, under the section `[function cognos_updates]` change the domain name to the new domain name.

To recreate the cognos database user

- 1 On the Enterprise Reporter host, stop Cognos as follows:

- Solaris
- Go to `/opt/VRTSccer/bin`
 - To set your environment variable, type the following command:
`. setenv.sh`
 - To stop Cognos, type the following command:
`./ccercog stop`

Windows Use Windows' Service Control Manager to stop the service Cognos8.

- 2 On the host where the Oracle database instance resides, run the following commands at the SQL*Plus prompt:

```
SQL> CONNECT SYS/password AS SYSDBA
```

where *sys* and *password* are the database credentials.

```
SQL> drop user SAHARA_COGNOS cascade;
```

```
SQL> create user SAHARA_COGNOS identified by sahara default  
tablespace SAHARA_CGNS_01 quota unlimited on SAHARA_CGNS_01;
```

```
SQL> grant create procedure,create sequence,create session,create  
table,create trigger,create view,SAHARA_READ to SAHARA_COGNOS;
```

```
SQL> COMMIT;
```

```
SQL> QUIT;
```

To edit the ABAuthSource and RBAuthSource files

- 1 On the Enterprise Reporter host, navigate to the following directory:

Solaris `configuration_directory/VRTSat`

Windows `configuration_directory\Security\Authentication\
systemprofile`

where *configuration_directory* is the directory in which you chose to store Enterprise Reporter configuration files. The default directories are `/var` for Solaris and `C:\Program Files\VERITAS` for Windows.

- 2 Open the files `ABAuthSource` and `RBAuthSource` in a text editor.
- 3 In the files, change the domain name to the new domain name.

To modify the `ccer_conf` file (Solaris)

- 1 On the Enterprise Reporter host, navigate to `/etc/vx/ccer/`
- 2 Open the file `ccer_conf` in a text editor.
- 3 Change the entry for `CCER_ORAHOST` to the new domain name.

To update the `ER_HOST_FQHN` registry entry (Windows)

- ◆ In Windows' registry editor, under `HKEY_LOCAL_MACHINE\SOFTWARE\VERITAS\VRTSccer\config`, modify the registry entry `ER_HOST_FQHN` to the new domain name.

To add business views to Enterprise Reporter's metamodel

- 1 On the Enterprise Reporter host, open an operating system console and change to the following directory:

```
Solaris      install_location/VRTSccer/bin
Windows     install_location\VRTSccer\bin
```

where *install_location* is the directory in which you installed Enterprise Reporter. The default directories are `/opt` for Solaris and `C:\Program Files\VERITAS` for Windows.

- 2 Type the following command:

```
Solaris      update_metamodel.sh
Windows     update_metamodel.bat
```

To add custom attributes to Enterprise Reporter's metamodel

- 1 On the Enterprise Reporter host, open an operating system console and change to the following directory:

```
Solaris      install_location/VRTSccer/bin
Windows     install_location\VRTSccer\bin
```

where *install_location* is the directory in which you installed Enterprise Reporter. The default directories are `/opt` for Solaris and `C:\Program Files\VERITAS` for Windows.

- 2 Type the following command:

```
Solaris      update_attributes.sh
Windows     update_attributes.bat
```

To import reports

- ◆ Do the following for each report that you backed up:

- Open the saved text file.
- Copy the contents of the file.
- In the Enterprise Reporter Console, open Report Studio.
- Click **Tools > Open Report from clipboard**.
- Save the report.

Uninstalling CommandCentral Enterprise Reporter 5.2

This chapter includes the following topics:

- [Uninstalling Enterprise Reporter 5.2 from a Solaris host](#)
- [Uninstalling Enterprise Reporter 5.2 from a Windows host](#)
- [Removing all packages and shared components from Windows hosts](#)
- [Removing Enterprise Reporter tablespaces and schema from the Oracle database](#)

Uninstalling Enterprise Reporter 5.2 from a Solaris host

Use Enterprise Reporter's uninstall script to uninstall Enterprise Reporter from a Solaris host.

Optionally, you can choose to remove all shared components when you uninstall Enterprise Reporter.

Warning: Other Symantec products may depend on these shared components. Only remove the shared components if you are certain that no other Symantec products depend on the components.

To uninstall Enterprise Reporter from a Solaris host

- 1 On the Enterprise Reporter Management Server, open an operating system console and log in as root.
- 2 (Optional) If you want to remove shared components when Enterprise Reporter uninstalls, set the following environment variable:

```
`export CCER_TOTAL_CLEANUP=1`
```

- 3 Change to the following directory:

```
/opt/VRTS/install
```

- 4 Type the following command:

```
./uninstallccer
```

- 5 To uninstall Enterprise Reporter, type **y** and then press **Enter**.

Uninstalling Enterprise Reporter 5.2 from a Windows host

Use Windows' Add/Remove Programs utility to uninstall Enterprise Reporter from a Windows host.

When you uninstall Enterprise Reporter, packages and shared components remain on the host.

See [“Removing all packages and shared components from Windows hosts”](#) on page 77.

To uninstall Enterprise Reporter from a Windows host

- 1 Log on to the Enterprise Reporter Management Server as a user with administrator-level privileges.
- 2 From the Windows Control Panel, click **Add/Remove Programs**.
- 3 Select **Veritas CommandCentral™ Enterprise Reporter from Symantec**.
- 4 Click **Remove**.
- 5 In the Uninstallation wizard, read the panels and click **Next**.
- 6 In the **Uninstallation Complete** panel, click **Finish**.

Removing all packages and shared components from Windows hosts

After you uninstall Enterprise Reporter, some packages, directories, registry entries, and shared components remain. You can remove these, if desired.

Warning: Other Symantec products may depend on these shared components. Only remove the shared components if you are certain that no other Symantec products depend on the components.

To remove all packages and shared components from Windows hosts

- 1 Log on to the host on which you want to remove all shared components as a user with administrator-level privileges.
- 2 Open the following directory:

```
installer_location\win\command_central_enterprise_reporter\  
Support\CleanUp\  

```

where *installer_location* is one of the following:

- The directory in which you unzipped the installer .zip file
- The location of your DVD-ROM drive

- 3 Run the following file:

```
ERCleanup.bat
```

Removing Enterprise Reporter tablespaces and schema from the Oracle database

You can remove Enterprise Reporter tablespaces and schema from the Oracle database instance. You should remove the tablespaces and schema only if Enterprise Reporter is not configured to use the Oracle database instance.

To remove Enterprise Reporter tablespaces and schema from the Oracle database

- 1 Copy the contents of the following directory to a writeable temp directory:

Solaris *installer_location*/sol_sparc/command_central_enterprise_reporter/
 scripts/db

Windows *installer_location*\win\command_central_enterprise_reporter\
 scripts\db

where *installer_location* is one of the following:

- The directory in which you extracted the installation files
- The location of your DVD-ROM drive

2 Type the following commands at the SQL*Plus prompt:

```
Solaris      SQL> SHUTDOWN IMMEDIATE
            SQL> STARTUP
            SQL> CONNECT SYS/password AS SYSDBA
            SQL> @path_to_files/saharaDropUsers.sql
            SQL> drop user SAHARA_COGNOS cascade;
            SQL> @path_to_files/@saharaDropTablespaces.sql;

Windows     SQL> SHUTDOWN IMMEDIATE
            SQL> STARTUP
            SQL> CONNECT SYS/password AS SYSDBA
            SQL> @path_to_files\saharaDropUsers.sql
            SQL> drop user SAHARA_COGNOS cascade;
            SQL> @path_to_files\@saharaDropTablespaces.sql;
```

where:

sys and *password* are the database credentials.

path_to_files is the location where the Enterprise Reporter database scripts reside. These are the scripts that you copied in step 1.

3 Delete the following tablespaces from the directory in which you created the tablespace files:

- sacgns01.dbf
- sadimd01.dbf
- safctd01.dbf
- saindx01.dbf
- sadata01.dbf
- sadimi01.dbf
- safcti01.dbf

- `sastge01.dbf`

Supplemental information

This appendix includes the following topics:

- [Troubleshooting your Enterprise Reporter installation](#)
- [Enterprise Reporter installation log files](#)
- [Mounting the CommandCentral Enterprise Reporter 5.2 product disc on Solaris](#)
- [Unmounting the product disc from a Solaris host](#)
- [Enterprise Reporter component packages](#)

Troubleshooting your Enterprise Reporter installation

If the Cognos server does not start, you may have to troubleshoot your Oracle database. To troubleshoot the database, do the following:

- Verify that the database is up and running.
- For Solaris hosts, source the Enterprise Reporter env script from

```
./opt/VRTSccer/bin/setenv.sh
```

to set all parameters.

- If the `sahara.sql` script fails midway, you must drop existing users before re-running the script.

To drop users and the Enterprise Reporter schema and recreate the schema

- 1 Copy the contents of the following directory to a writeable temp directory:

```
Solaris      installer_location/sol_sparc/command_central_enterprise_reporter/  
              scripts/db
```

Windows `installer_location\win\command_central_enterprise_reporter\scripts\db`

where *installer_location* is one of the following:

- The directory in which you extracted the installation files
- The location of your DVD-ROM drive

- 2 Type the following command to drop users and the Enterprise Reporter schema:

Solaris `sqlplus sys/password@ccer as sysdba @path_to_files/saharaDropUsers.sql`

Windows `sqlplus sys/password@ccer as sysdba @path_to_files\saharaDropUsers.sql`

where:

sys and *password* are the database credentials.

ccer is the instance name.

path_to_files is the location where the Enterprise Reporter database schema scripts reside. These are the scripts that you copied in step 1.

- 3 Type the following command to recreate the schema:

Solaris `sqlplus sys/password@ccer as sysdba @path_to_files/sahara.sql`

Windows `sqlplus sys/password@ccer as sysdba @path_to_files\sahara.sql`

where:

sys and *password* are the database credentials.

ccer is the instance name.

path_to_files is the location where the Enterprise Reporter database schema scripts reside. These are the scripts that you copied in step 1.

Enterprise Reporter installation log files

You can access Enterprise Reporter installation log files from the following directories:

Solaris `/opt/VRTS/install/logs/installccer-unique_identifier/`
where *unique_identifier* is a series of six alphanumeric characters

Windows `C:\Documents and Settings\All Users\Application
Data\VERITAS\VCC\51`

[Table A-1](#) describes the installation log files available on Solaris.

Table A-1 Installation log files for Solaris

File name	Description
<code>ccer_cognos.log</code>	Configuration log for Cognos.
<code>installccer-unique_identifier.install. host_name</code>	Lists the packages that install with Enterprise Reporter.
<code>installccer-unique_identifier.install. patch.128056.host_name</code>	Install log of the VRTSsmweb patch.
<code>installccer-unique_identifier.install. patch.host_name</code>	Lists the patches that install with Enterprise Reporter.
<code>installccer-unique_identifier.install. VRTSccer.host_name</code>	Install log for the VRTSccer package.
<code>installccer-unique_identifier.install. VRTSjre15.host_name</code>	Install log for the VRTSjre15 package.
<code>installccer-unique_identifier.install. VRTSperl.host_name</code>	Install log for the VRTSPerl package.
<code>installccer-unique_identifier.install. VRTSsmweb.host_name</code>	Install log for the VRTSsmweb package.
<code>installccer-unique_identifier.install. VRTSweb.host_name</code>	Install log for the VRTSweb package.
<code>installccer-unique_identifier. summary</code>	Lists the summary of operations that the installer performs.
<code>installccer-unique_identifier.log</code>	Install log for Enterprise Reporter.

[Table A-2](#) describes the installation log files available on Windows.

Table A-2 Installation log files for Windows

File name	Description
At.log	Install log for the AT package.
CCERInstall.log	Install log for Enterprise Reporter.
Configure_Cognos.log	Configuration log for Cognos.
ConfigureER.log	Configuration log for Enterprise Reporter.
VRTSccer.msi.log	Install log for the VRTSccer package.
VRTSPerl.msi.log	Install log for the VRTSPerl package.
VRTSsmweb.msi.log	Install log for the VRTSsmweb package.

See [“Enterprise Reporter component packages”](#) on page 86.

Mounting the CommandCentral Enterprise Reporter 5.2 product disc on Solaris

If you mount the DVD-ROM drive from a remote system using NFS, export the DVD-ROM file system on the remote computer with root access. You must also mount that file system with root access on the local computer.

Check if Volume Manager is available on the system at the following path:

```
/etc/init.d/volmgt
```

If Volume Manager is available, follow the steps to mount the product disc using Volume Manager.

If Volume Manager is not available, follow the steps to manually mount the product disc.

To mount the CommandCentral Enterprise Reporter 5.2 product disc on Solaris using Volume Manager

- 1 Insert the CommandCentral Enterprise Reporter 5.2 product disc into the DVD-ROM drive, open a Solaris console, and login as `root`.

If the Volume Manager (`volmgt`) is currently running, the DVD-ROM automatically mounts as `/cdrom/cd_label` if the disc has a label or `/cdrom/unnamed_cdrom` if it is unlabeled.

- 2 If the Volume Manager is not currently running, then start it by typing the following command:

```
/etc/init.d/volmgt start
```

The DVD-ROM is now mounted.

To manually mount the CommandCentral Enterprise Reporter 5.2 product disc on Solaris

- 1 Insert the CommandCentral Enterprise Reporter 5.2 product disc into the DVD-ROM drive, open a Solaris console, and login as `root`.
- 2 Determine the name of the device by entering the following command:

```
ls -al /dev/sr*
```

- 3 The command in step 2 returns the name of the DVD-ROM device. An example would be `lrwxrwxrwx 1 root root 12 Apr 3 2007 /dev/sr0 -> dsk/c2t0d0s2`
- 4 Enter the following commands to mount the DVD-ROM:

```
mkdir -p /dvd_mount  
mount -F hsfs -o ro /dev/sr0 /dvd_mount
```

where `/dev/sr0` represents the name of the device from step 2 and `/dvd_mount` represents the DVD-ROM mount directory.

- 5 Your DVD-ROM file system is now mounted. To view the contents of the DVD-ROM, place the disk in the drive and enter the `cd /dvd_mount` command where `/dvd_mount` is the DVD mount point directory.

Unmounting the product disc from a Solaris host

After you use the product disc, you can unmount it.

To unmount the product disc from a Solaris host

- 1 Use the `mount` command to list the mounted partitions or discs.

The output looks similar to the following:

```
/ on /dev/vg00/lvol3 defaults on Tue Jun 25 13:44:03 2004
...
/CDROM on /dev/dsk/c3t2d0 ro on Tue Jun 25 13:44:34 2004
```

- 2 To unmount the product disc use the following command:

```
unmount /CDROM
```

- 3 If Volume Manager (`vold`) is running on the system, to unmount the product disc, type the following command:

```
/etc/init.d/volmgt stop
```

Enterprise Reporter component packages

[Table A-3](#) lists the packages that install on Solaris and Windows hosts.

Table A-3 Packages that install on Solaris and Windows hosts

Package	Description
VRTSat	Symantec Product Authentication Service
VRTSccer	Veritas CommandCentral Enterprise Reporter
VRTSjre	Symantec Java Runtime Environment Redistribution
VRTSperl	Veritas Perl Redistribution
VRTSsmweb	Storage Management Web Console by Symantec
VRTSvlic (Solaris only)	Veritas License Utilities
VRTSweb	Symantec Web Server

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