

SVA NMP Monitor for Unicenter TNG on Windows NT/2000

Installation Guide

Version 3.1.1

First Edition

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This edition applies to SVA NMP Monitor software Release 3.1.1. Information in this publication is subject to change. Comments concerning the contents of this manual should be directed to:

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Chapter 1. Overview

What Is the SVA NMP Monitor for Unicenter TNG?

The StorageTek SVA NMP Monitor for Unicenter TNG is a software monitor that reports on the status of StorageTek Shared Virtual Array (SVA) servers and subsystems, based on data provided by the StorageTek SVA NMP Agent software via SNMP (Simple Network Management Protocol).

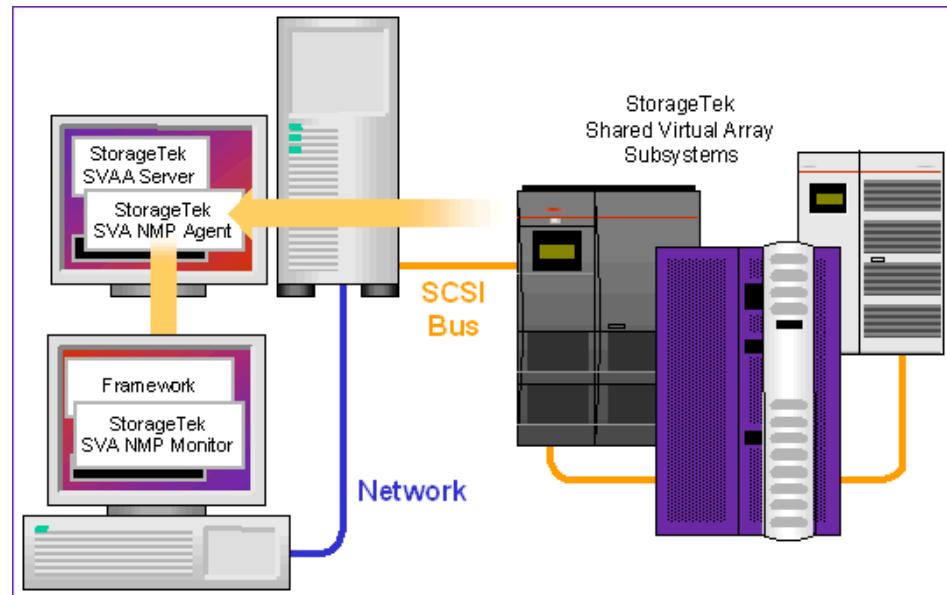
Who Will the SVA NMP Monitor Work For?

The role of the SVA NMP Monitor is to provide system or network administrators with the means to monitor a Shared Virtual Array via the StorageTek SVA NMP Agent.

Where Will It Work?

The StorageTek SVA NMP Monitor operates in a client/server architecture using SNMP on the Windows NT/2000 platform.

In the configuration illustrated below, one workstation hosts the StorageTek SVA NMP Monitor with Unicenter TNG, and a remote machine runs the StorageTek SVA NMP Agent software.



Who Will Use the SVA NMP Monitor?

The SVA NMP Monitor is designed for system or network administrators who wish to monitor their Shared Virtual Arrays and view their status.

To access the SVA NMP Monitor you need to use Unicenter TNG within which a module will have to be integrated to monitor your storage hardware architecture. You should therefore already be familiar with Unicenter TNG features.

About Unicenter TNG

Unicenter TNG manages your heterogeneous networks, systems, desktops, databases and applications. Unicenter TNG delivers a tightly integrated set of common services across multiple platforms and an intuitive user interface that can be used by any management application.

For more information about Unicenter TNG, visit their web site at:

<http://www.cai.com>

Chapter 2. Installation

To install and run the StorageTek SVA NMP Monitor for Unicenter TNG, you will need the following hardware and software configuration or better:

- Windows NT 4.0 (Server or Workstation) and Service Pack 5 (or higher) or Windows 2000 Workstation and Service Pack 1 (or higher) for the Intel architecture.
- A Pentium processor with at least 32 Mb of RAM. Computer Associates recommends at least 64 Mb of RAM for Unicenter TNG.
- 10 MB of hard disk space.
- Unicenter TNG 2.1 or later for Windows NT 4.0 and Unicenter TNG 2.4 or later for Windows 2000.



Note: For details on Unicenter TNG installation, please call **1-888-Unicenter** or visit their web site at <http://www.cai.com>

For optimal Unicenter TNG management and operation (specifically 3D performance and graphics), refer to the applicable Computer Associates requirements or your Unicenter TNG for Windows NT/2000 documentation

Before You Install the Monitor

1. **De-install any previous version installed.**
2. **Make sure Unicenter TNG is installed and you have a valid login to use it.**
3. **Make sure you have Windows NT/2000 administration privileges on the host machine.**
4. **Make sure the Microsoft SNMP service is installed on the host machine.**
5. **Close all open Unicenter TNG windows as well as any applications that might conflict with the installation software.**



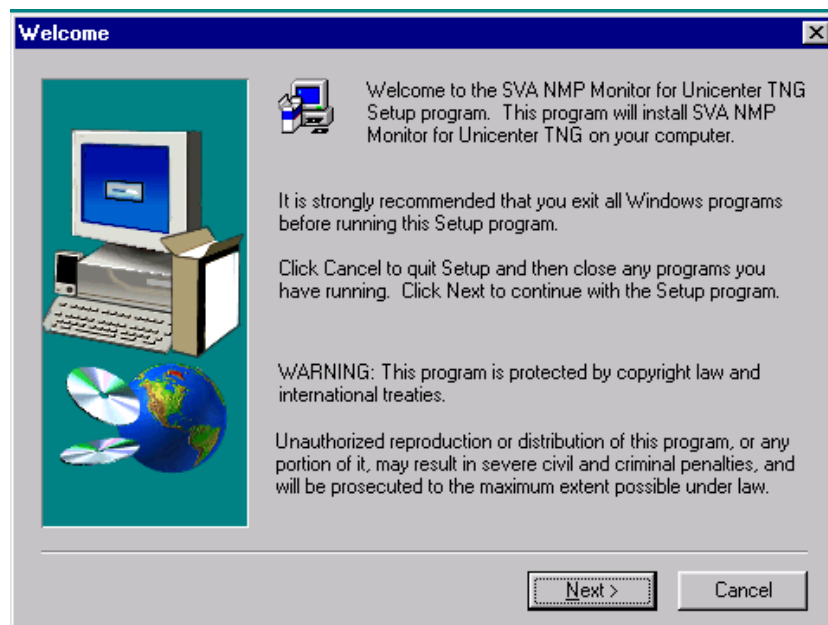
Note: For information on Microsoft SNMP service installation and Administrator privileges, refer to your Windows NT/2000 documentation. For instructions on StorageTek SVA NMP Agent installation, refer to your StorageTek SVA NMP Agent Installation Guide.

To Install the Monitor

1. **Insert the CD-ROM. If the CD auto-run function is enabled on the machine, the setup program will start automatically. If not, open the CD-ROM and double-click on the Setup. exe icon located at the root directory.**



The Setup program guides you through the installation process step-by-step, beginning with the following dialog box.

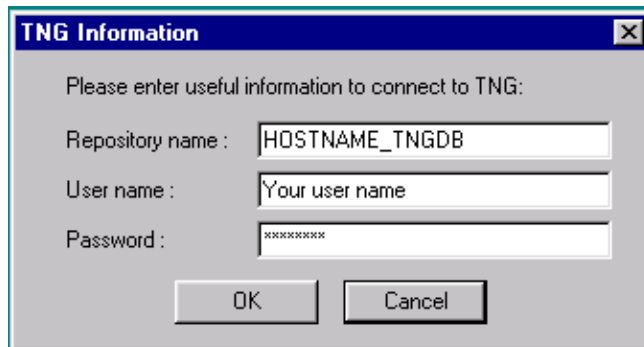


2. **Follow the on-screen instructions provided by the Install Shield application.**



Note: If the SVA NMP Monitor for Unicenter TNG is already installed on the current machine, you are notified and installation is aborted. You must first uninstall the application before re-installing it.

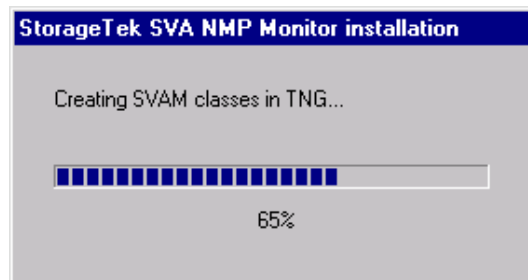
3. When the following TNG Information box is displayed, enter the name of the Unicenter TNG repository you will be working with as well as your user name and password.



Note: The default repository name and user name values will be those last used by Unicenter TNG. If you enter an invalid repository, user name or password, you are prompted to retry until valid information is entered or to cancel. If you choose Cancel, the installation will be aborted.

4. Click OK.

A progress box is displayed indicating file installation.



Setup then displays the closure dialog box shown below.



5. Click Finish to close the Setup program.

You will be prompted to restart your computer.



Note: Should you decide not to restart your computer now, remember to do so before using the SVA NMP Monitor for Unicenter TNG.

After restarting, if you select the Unicenter TNG 2D Map, you should now see the StorageTek and the Shared Virtual Array icons. For more information, detailed startup instructions, and a description of the features of the SVA NMP Monitor for Unicenter TNG, please refer to [“SVA NMP Monitor for Unicenter TNG on Windows NT/2000 - Getting Started”](#).

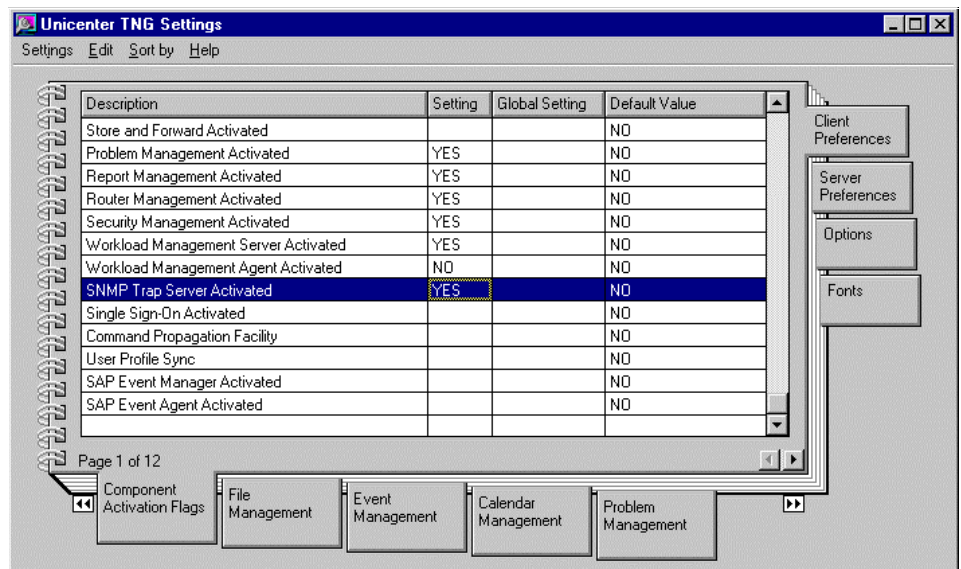
Chapter 3. Configuring Unicenter TNG

Configuring Unicenter TNG consists of:

- Activating the SNMP Trap Server;
- Setting Uni center Services to **Automatic Startup**; and
- Restarting the machine.

Activating the SNMP Trap Server

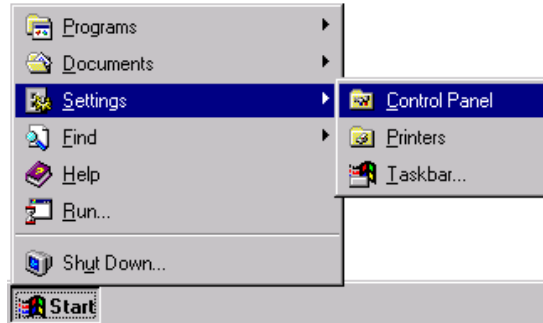
1. **Open a DOS window and issue the following command:**
caugui settings
2. **Press Enter. The Uni center TNG Settings window will open.**
3. **Scroll down and select the row containing the following description:**
SNMP Trap Server Activated.
4. **The Setting value (second column) for SNMP Trap Server Activated must be set to YES. If this is not the case, double-click NO to change it to YES.**



5. **Select the Settings > Exit menu entry to validate your changes and close the Uni center TNG Settings window.**

Setting Unicenter Services to Automatic Startup

1. From the Windows NT/2000 Start menu, select Settings, then Control Panel.



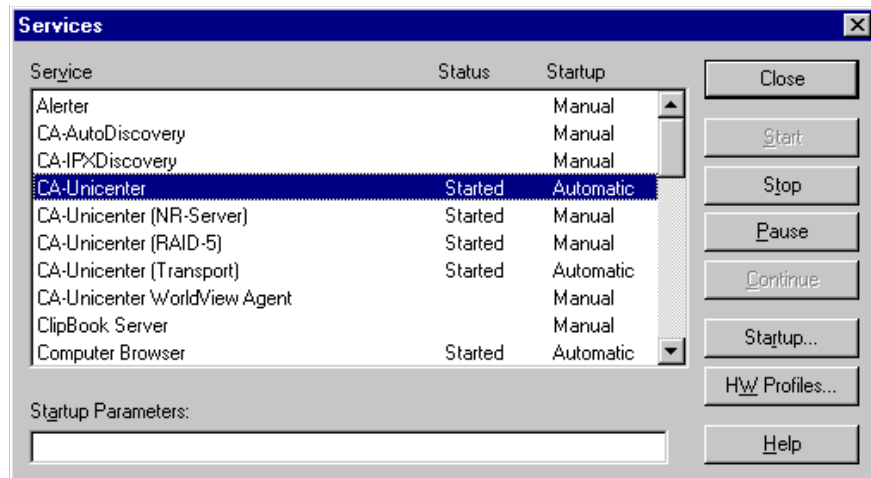
This opens the Control Panel window.

2. Double-click on the Services icon.



This opens the Services dialog box.

3. Scroll down and select the row containing the following description: CA-Unicenter
4. The Startup setting (third column) must be set to Automatic. If necessary, double-click on Manual to change it to Automatic.



5. Click Close to save your changes and close the Services dialog.

Restarting Windows NT/2000

Now that the changes have been made, you must restart Windows NT/2000 before running Unicenter TNG and the SVA NMP Monitor.



Warning: StorageTek SVA NMP Monitor for Unicenter TNG may not operate properly if you do not restart Windows NT/2000 before running Unicenter TNG.

Chapter 4. Troubleshooting

We have tried to make sure that the installation of the StorageTek SVA NMP Monitor for Unicenter TNG is trouble-free. However, problems may occur during installation.

The sections below present some of the possible errors along with what can be done to resolve the underlying problems.

Damaged Program CD or Setup File

Explanation: If read errors occur during the installation process, the Setup file may be damaged or the program CD may be defective.

Action Required: If after restarting your computer the problem persists, please contact your product vendor for assistance.

Not Enough Disk Space for Installation

Explanation: At this writing, the StorageTek SVA NMP Monitor for Unicenter TNG requires about 10 MB of available disk space.

Action Required: You can either add more disk capacity to your system, or delete extraneous files to make room for the StorageTek SVA NMP Monitor for Unicenter TNG files.

Error Messages During Installation

Any of the following error messages may be displayed due to Unicenter TNG installation problems:

**SVA NMP Monitor
requires VGA or
better resolution**

Explanation: Your graphics card is insufficient for this application. StorageTek SVA NMP Monitor for Unicenter TNG requires at least VGA display.

Action Required: You must replace your graphics card with an adequate one before installing the StorageTek SVA NMP Monitor for Unicenter TNG.

An error occurred during the execution of Unicenter TNG utilities

Explanation: The install program was unable to find the Unicenter TNG utilities directory path. This could mean that Unicenter TNG was not fully installed or that the path environment variable is not correctly set.

Action Required:

1. **Check that your environment variables indicate the correct path to the Unicenter TNG utilities directory.**
2. **Make sure that Unicenter TNG was fully installed on the host, and reinstall if necessary.**
3. **Re-install the StorageTek SVA NMP Monitor.**

Unicenter TNG is not installed on the machine

Explanation: The SVA NMP Monitor installs itself above the existing Unicenter TNG, therefore Unicenter TNG must be installed beforehand.

Action Required:

1. **Check the installation of Unicenter TNG.**
2. **Follow the Unicenter TNG instructions for installation or correction of installation.**
3. **Attempt to re-install the SVA NMP Monitor as described in [Chapter 2 "Installation"](#).**

The SNMP Service is not installed on the machine

Explanation: The SVA NMP Monitor requires that the SNMP Service be installed on the machine first.

Action Required:

1. **Check the installation of the Microsoft SNMP service.**
2. **Follow Microsoft's instructions to install that service.**
3. **Attempt to re-install the SVA NMP Monitor as described in [Chapter 2 "Installation"](#).**

SVA NMP Monitor runs on Windows NT 4.0 or Windows 2000 platforms only

Explanation: The SVA NMP Monitor for Unicenter TNG requires Windows NT 4.0 Service Pack 5 (or higher) or Windows 2000 Service Pack 1 (or higher) for the Intel architecture. An attempt was made to install it on another platform.

Action Required: Install the SVA NMP Monitor on a platform running Windows NT 4.0 (Workstation or Server) with Service Pack 5 (or higher) or Windows 2000 Workstation and Service Pack 1 (or higher) for the Intel architecture.

An error occurred during the preparation of the SvamUninstall.bat file

Explanation: The setup application was unable to write the **SvamUninstall.bat** file to the installation directory. The SVA NMP Monitor should still function normally, but you may not be able to the uninstall the application easily.

Action Required:

1. Check that read/write permission is correctly set on the corresponding directories and that there is sufficient disk space to write the `Sva\Uni-install.bat` file.
2. Attempt to re-install the SVA NMP Monitor as described in [Chapter 2 “Installation”](#).

An error occurred during the installation of SVA NMP Monitor objects in the Unicenter TNG application

Explanation: An unknown problem occurred during the installation of the SVA NMP Monitor.

Action Required:

1. Locate and print the `install.log` file in the SVA NMP Monitor installation directory.
2. Contact StorageTek technical support for help.

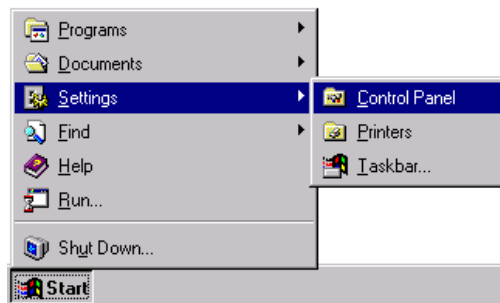
Appendix A. Uninstallation

To Remove StorageTek SVA NMP Monitor for Unicenter TNG

Standard Windows Procedure

To remove the StorageTek SVA NMP Monitor for Unicenter TNG from your computer, use the standard Windows NT/2000 procedure for removing applications:

1. **From the Windows NT/2000 Start menu, select Settings, then Control Panel.**



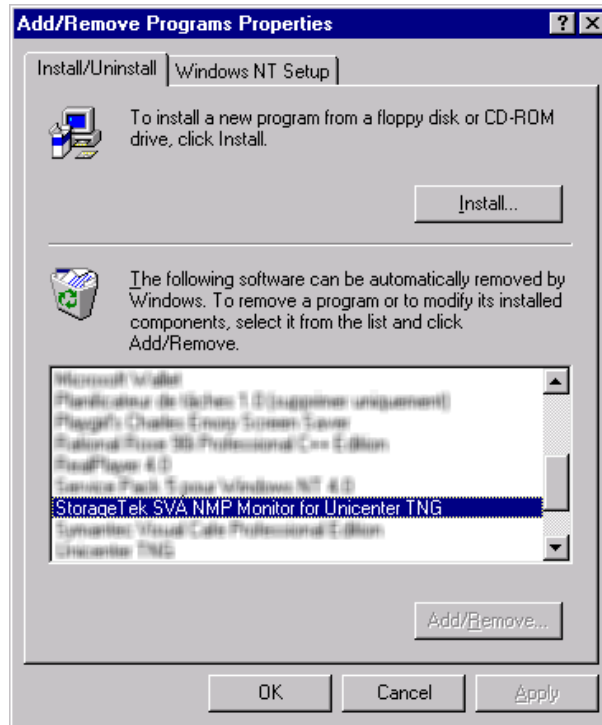
This opens the Control Panel window.

2. **Double-click on the Add/Remove Programs icon.**

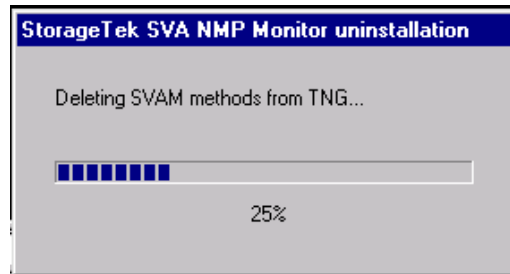


This will open the Add/Remove Programs dialog.

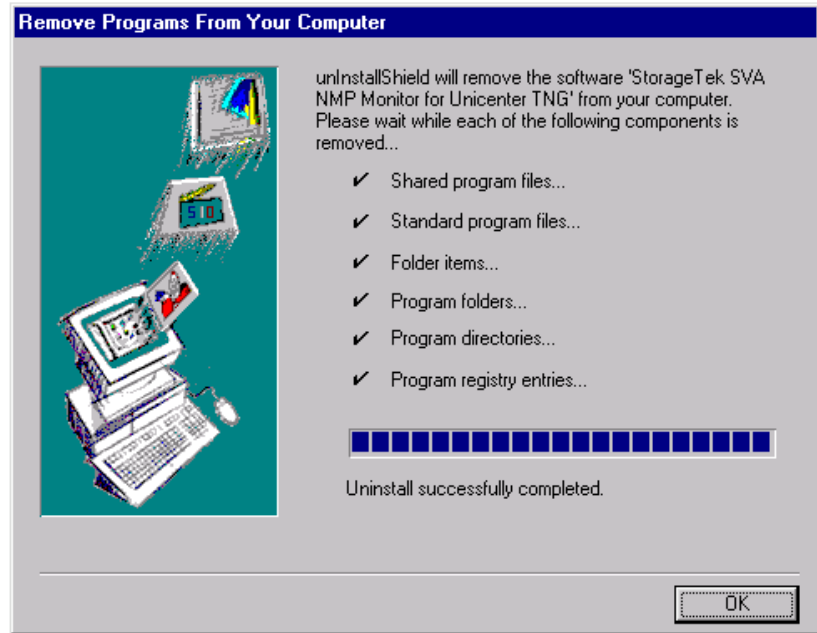
3. **Scroll down the installed applications list to select StorageTek SVA NMP Monitor for Unicenter TNG and click the Add/Remove button.**



After confirmation, several progress boxes will indicate that the program files are being removed.



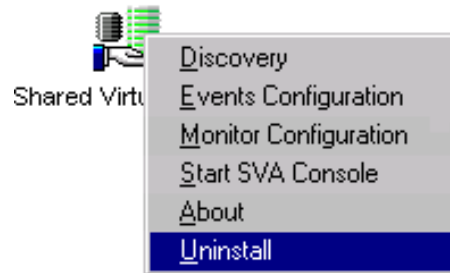
1. **When removal is complete, click OK to close the dialog box Remove Programs From Your Computer.**



Alternative Uninstall Procedure

Alternatively, it is possible to uninstall StorageTek SVA NMP Monitor from the Unicenter TNG environment.

2. **In the StorageTek folder, point the mouse cursor to the Shared Virtual Array icon.**
3. **Click the right mouse button.**
4. **Select the Uninstall command in the popup menu.**



After confirmation, several progress boxes will indicate that the program files are being removed.

5. **When removal is complete, click OK to close the dialog box Remove Programs From Your Computer.**

