Sun HighGround™ Storage Resource Manager Global Reporter Option

Configuration and Installation Guide

Version 1.0

Sun Microsystems, Inc.
901 San Antonio Road
Palo Alto, CA 94303-4900 U.S.A.
650-960-1300

Part No. 816-2115-10
September 2001, Revision A

Send comments about this document to: docfeedback@sun.com

Copyright 2001 Sun Microsystems, Inc., 901 San Antonio Road, Palo Alto, CA 94303-4900 U.S.A. All rights reserved.

This product or document is distributed under licenses restricting its use, copying, distribution, and decompilation. No part of this product or document may be reproduced in any form by any means without prior written authorization of Sun and its licensors, if any. Third-party software, including font technology, is copyrighted and licensed from Sun suppliers.

Parts of the product may be derived from Berkeley BSD systems, licensed from the University of California. UNIX is a registered trademark in the U.S. and other countries, exclusively licensed through X/Open Company, Ltd.

Sun, Sun Microsystems, the Sun logo, AnswerBook2, docs.sun.com, Sun HighGround and Solaris are trademarks, registered trademarks, or service marks of Sun Microsystems, Inc. in the U.S. and other countries. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. in the U.S. and other countries. Products bearing SPARC trademarks are based upon an architecture developed by Sun Microsystems, Inc.

The OPEN LOOK and Sun™ Graphical User Interface was developed by Sun Microsystems, Inc. for its users and licensees. Sun acknowledges the pioneering efforts of Xerox in researching and developing the concept of visual or graphical user interfaces for the computer industry. Sun holds a non-exclusive license from Xerox to the Xerox Graphical User Interface, which license also covers Sun's licensees who implement OPEN LOOK GUIs and otherwise comply with Sun's written license agreements.

Federal Acquisitions: Commercial Software—Government Users Subject to Standard License Terms and Conditions.

DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

Copyright 2001 Sun Microsystems, Inc., 901 San Antonio Road, Palo Alto, CA 94303-4900 Etats-Unis. Tous droits réservés.

Ce produit ou document est distribué avec des licences qui en restreignent l'utilisation, la copie, la distribution, et la décompilation. Aucune partie de ce produit ou document ne peut être reproduite sous aucune forme, par quelque moyen que ce soit, sans l'autorisation préalable et écrite de Sun et de ses bailleurs de licence, s'il y en a. Le logiciel détenu par des tiers, et qui comprend la technologie relative aux polices de caractères, est protégé par un copyright et licencié par des fournisseurs de Sun.

Des parties de ce produit pourront être dérivées des systèmes Berkeley BSD licenciés par l'Université de Californie. UNIX est une marque déposée aux Etats-Unis et dans d'autres pays et licenciée exclusivement par X/Open Company, Ltd.

Sun, Sun Microsystems, le logo Sun, AnswerBook2, docs.sun.com, Sun HighGround et Solaris sont des marques de fabrique ou des marques déposées, ou marques de service, de Sun Microsystems, Inc. aux Etats-Unis et dans d'autres pays. Toutes les marques SPARC sont utilisées sous licence et sont des marques de fabrique ou des marques déposées de SPARC International, Inc. aux Etats-Unis et dans d'autres pays. Les produits portant les marques SPARC sont basés sur une architecture développée par Sun Microsystems, Inc.

L'interface d'utilisation graphique OPEN LOOK et Sun™ a été développée par Sun Microsystems, Inc. pour ses utilisateurs et licenciés. Sun reconnaît les efforts de pionniers de Xerox pour la recherche et le développement du concept des interfaces d'utilisation visuelle ou graphique pour l'industrie de l'informatique. Sun détient une licence non exclusive de Xerox sur l'interface d'utilisation graphique Xerox, cette licence couvrant également les licenciés de Sun qui mettent en place l'interface d'utilisation graphique OPEN LOOK et qui en outre se conforment aux licences écrites de Sun.

LA DOCUMENTATION EST FOURNIE "EN L'ETAT" ET TOUTES AUTRES CONDITIONS, DECLARATIONS ET GARANTIES EXPRESSES OU TACITES SONT FORMELLEMENT EXCLUES, DANS LA MESURE AUTORISEE PAR LA LOI APPLICABLE, Y COMPRIS NOTAMMENT TOUTE GARANTIE IMPLICITE RELATIVE A LA QUALITE MARCHANDE, A L'APTITUDE A UNE UTILISATION PARTICULIERE OU A L'ABSENCE DE CONTREFAÇON.

Please
Recycle

Adobe PostScript

Contents

Preface v

How This Guide is Organized v

Related Documentation vi

Accessing Sun Documentation Online vi

Ordering Sun Documentation vi

Sun Welcomes Your Comments vii

1. Before Installing Sun HighGround SRM Global Reporter 1-1

1.1 Prerequisites 1-1

1.1.1 Global Reporter Server 1-2

1.1.1.1 Required Software 1-2

1.1.1.2 Required Hardware 1-2

1.1.1.3 Required Account Privileges 1-2

1.1.2 Registered SRM Server 1-2

1.1.2.1 Required Software 1-3

1.1.2.2 Required Account Privileges 1-3

1.2 Gathering Required Account Information 1-3

1.3 Choosing the Registered SRM Servers 1-3

1.4 Understanding Authentication Methods 1-4

2. Installing Sun HighGround SRM Global Reporter 2-5

2.1 Installation Steps 2-5

3. After Installing Sun HighGround SRM Global Reporter 3-13

3.1 Getting Started 3-13

3.2 Reinstalling Sun HighGround SRM Global Reporter 3-14

3.3 Uninstalling Sun HighGround SRM Global Reporter 3-17

Preface

This guide is a reference tool for users who install and configure the Sun HighGround™ Storage Resource Manager (Sun HighGround SRM) Global Reporter Option software.

How This Guide is Organized

This guide is organized as follows:

Chapter 1 provides information you need to know before you install Sun HighGround SRM Global Reporter.

Chapter 2 lists steps to install Sun HighGround SRM Global Reporter.

Chapter 3 lists steps to start Sun HighGround SRM Global Reporter, modify a Sun HighGround SRM Global Reporter installation, or remove a Sun HighGround SRM Global Reporter installation.

See the Sun HighGround SRM Global Reporter online Help for information about how to use Sun HighGround SRM Global Reporter.

Related Documentation

To learn about:	See this:	Located here:
Late-breaking information on installation	*Sun HighGround™ SRM Global Reporter Option Release Notes*	Sun HighGround SRM Global Reporter CD-ROM
Screen-by-screen installation Help	Sun HighGround SRM Global Reporter Installation Help	**Help** button on each dialog box in the installation
Page-specific descriptions of the product, along with product usage, security, and troubleshooting tips	Sun HighGround SRM Global Reporter Online Help	**Help** option on the user interface's banner To access overall Help, click the **Contents** button in the Help window.

Accessing Sun Documentation Online

The `docs.sun.com`SM web site enables you to access a select group of Sun technical documentation on the Web. You can browse the `docs.sun.com` archive or search for a specific book title or subject at:

`http://docs.sun.com`

Ordering Sun Documentation

Fatbrain.com, an Internet professional bookstore, stocks select product documentation from Sun Microsystems, Inc.

For a list of documents and how to order them, visit the Sun Documentation Center on Fatbrain.com at:

http://www.fatbrain.com/documentation/sun

Sun Welcomes Your Comments

Sun is interested in improving its documentation and welcomes your comments and suggestions. You can email your comments to Sun at:

docfeedback@sun.com

Please include the part number (816-2115-10) of your document in the subject line of your e-mail.

CHAPTER 1

Before Installing Sun HighGround SRM Global Reporter

Sun HighGround™ Storage Resource Manager (Sun HighGround SRM) Global Reporter Option is a Web-based application that provides a centralized view of the SRM Servers across a storage network. This software gets installed on an existing SRM Server computer, which causes the SRM Server to be designated as a **Global Reporter Server**. The Global Reporter Server can then collect data from the SRM databases of any SRM Servers that have been registered with Sun HighGround SRM Global Reporter. The Global Reporter Server stores this information in the SRM Global Reporter database, from which reports are extracted and displayed in the Sun HighGround SRM Global Reporter user interface.

Before installing Sun HighGround SRM Global Reporter, perform the following:

- Determine if all the prerequisites are met.
- Gather privileged account information to create the SRM Global Reporter database, to run the Global Reporter Server's Storage Resource Manager service, and to register the desired SRM Servers.
- Choose which SRM Server computers will be the registered servers from which Sun HighGround SRM Global Reporter will collect information.
- Become familiar with the authentication methods that Sun HighGround SRM Global Reporter supports.

1.1 Prerequisites

This section includes a complete checklist of the minimum prerequisites needed for a successful installation of Sun HighGround SRM Global Reporter.

1.1.1 Global Reporter Server

The following are the minimum software, hardware, and account privileges requirements for a successful installation on the Global Reporter Server.

1.1.1.1 Required Software

- Microsoft Windows 2000 Server or Microsoft Windows 2000 Advanced Server (in an NT domain or a Windows 2000 Active Directory setup)
- SRM Server software, version 5.0.1, with at least one valid license. For information on installing Sun HighGround SRM, see the *Sun HighGround™ Storage Resource Manager and Sun HighGround™ Storage Resource Manager for Exchange Servers Configuration and Installation Guide*.
- Microsoft Information Server (IIS) 5.0
- Internet Explorer 5.0 or later

  – or –

  Netscape Navigator 4.7
- SQL Server 2000

1.1.1.2 Required Hardware

- An Intel or compatible Pentium 266Mhz or higher processor.

1.1.1.3 Required Account Privileges

- Local administrator privileges on the computer on which Sun HighGround SRM Global Reporter will be installed.

1.1.2 Registered SRM Server

The following are the minimum software and account privileges requirements for successful registration of an SRM Server.

1.1.2.1 Required Software

- SRM Server software, version 4.0.1 or later.
- SQL Server 7.0 or SQL Server 2000

1.1.2.2 Required Account Privileges

- Read access privileges to the registered SRM Server's SRM database.

1.2 Gathering Required Account Information

The installation Setup procedure prompts for privileged account information for the creation of the SRM Global Reporter database, and for running the Sun HighGround Storage Resource Manager service on the Global Reporter Server. Gather this information beforehand to save time during installation.

- Obtain the login ID and password for the account to use for database creation. This is either the SQL Server **SA** account or a Windows 2000 account that has database creation privileges on the selected SQL Server.
- Obtain the password for the SRM Server's Storage Resource Manager Service Login Account. This is the existing account for the SRM Server on which Sun HighGround SRM Global Reporter is being installed.

Note – If Windows Authentication is used throughout the storage network, the Service Login Account used by the Global Reporter Server must be the same account used by each SRM Server that gets registered.

1.3 Choosing the Registered SRM Servers

Choose the SRM Servers from which you want to collect and report data. The registered SRM Servers must run Sun HighGround SRM Version 4.0.1 or later and their databases must run either SQL Server 7.0 or 2000.

For successful registration, the account used to register an SRM Server must have 'read' access to the SRM Server's SRM database. Sun HighGround SRM Global Reporter uses the data collected from the SRM databases to create reports. For information on registering SRM Servers, see the Sun HighGround SRM Global Reporter online Help.

1.4 Understanding Authentication Methods

Sun HighGround SRM Global Reporter uses the security features of Windows NT, IIS, and SQL Server. Sun HighGround SRM Global Reporter supports both Windows and SQL Server authentication methods. For more information on security, see the appendices in the *Sun HighGround™ Storage Resource Manager and Sun HighGround™ Storage Resource Manager for Exchange Servers Configuration and Installation Guide*.

For...	Sun HighGround SRM Global Reporter Supports...
One domain	SQL Server Authentication Windows Authentication
Trusted domains	SQL Server Authentication Windows Authentication
Global Authorization domain controlling multiple domains	SQL Server Authentication Windows Authentication
Multiple domains with no Global Authentication domain and no trusts	SQL Server Authentication
Filtering of SQL network traffic	Contact Product Support
Windows Authentication accounts other than the account used on the Global Reporter Server	Contact Product Support
Other than SQL Server Authentication	Contact Product Support

CHAPTER 2

Installing Sun HighGround SRM Global Reporter

This chapter describes how to install Sun HighGround SRM Global Reporter. It is presumed that the computer designated as the Global Reporter Server computer is running Sun HighGround SRM Server version 5.0.1 and SQL Server 2000.

2.1 Installation Steps

To install Sun HighGround SRM Global Reporter:

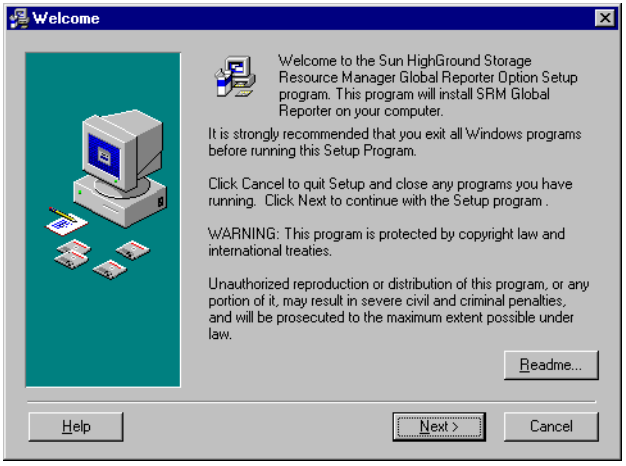
1. Exit all Windows programs and insert the Sun HighGround SRM Global Reporter CD-ROM into the CD-ROM drive.
2. If Auto Start is enabled, the Sun HighGround SRM Global Reporter installation menu launches automatically.

Click:

- **Read Me First** to view the Release Notes.
- **Check Prerequisites** to run the prerequisite check.
- **Install** to display the **Welcome** dialog box and proceed with the installation. Skip the next step and go to the step after it.
- **Exit** to quit the Sun HighGround SRM Global Reporter installation procedure.

3. If Auto Start is not enabled, run **i386\setup.exe** from the Sun HighGround SRM Global Reporter CD-ROM to start installing Sun HighGround SRM Global Reporter.

4. Review the **Welcome** dialog box:



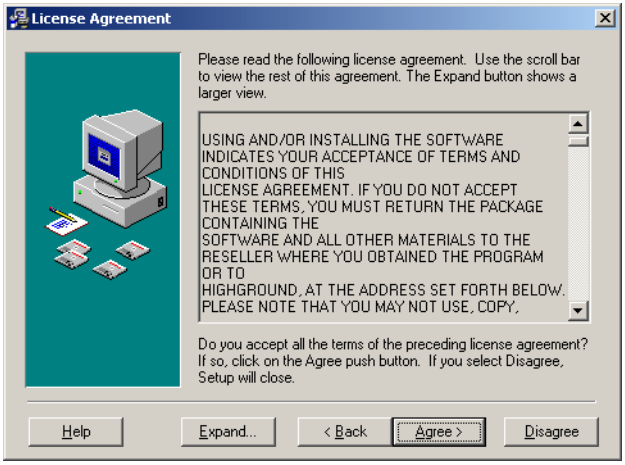
Click:

- **Readme...** to view the Release Notes in your default browser.
- **Next** to continue with the installation.
- **Cancel** to exit the installation.

Note – All Setup dialog boxes include detailed help information. Click **Help** to access this information.

---

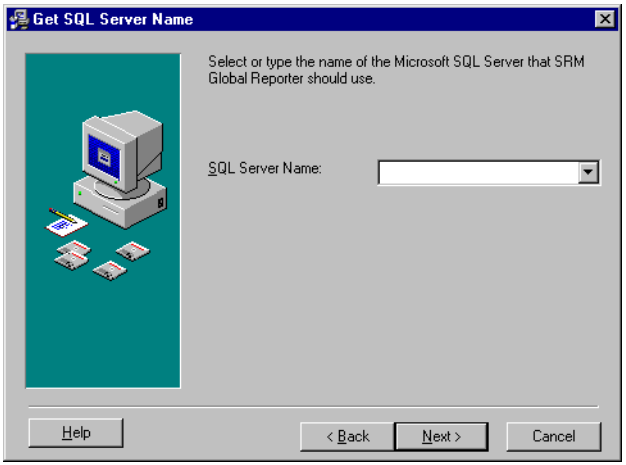
5. Review the **License Agreement** dialog box:



Click:

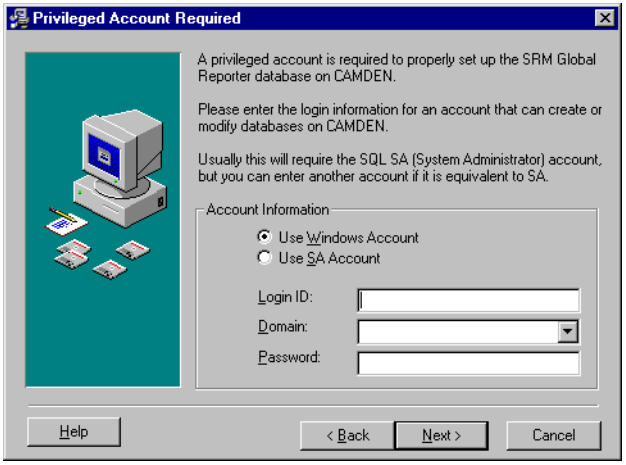
- **Expand** to view the full license agreement text.
- **Agree** to continue with the installation.
- **Disagree** to cancel the installation.

6. Review the **Get SQL Server Name** dialog box:



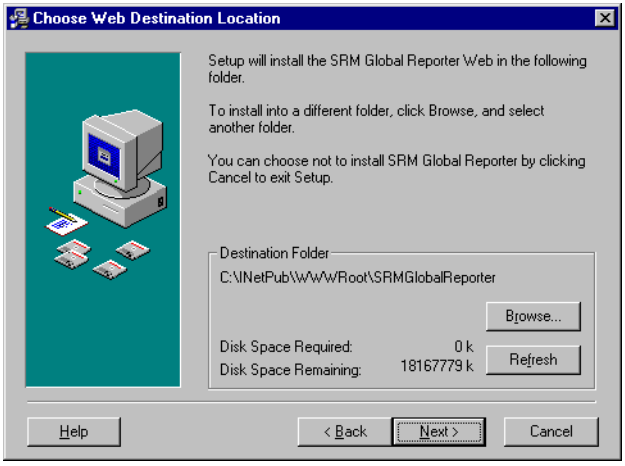
Enter the name of the SQL Server computer on which you want the SRM Global Reporter database to be created (this can be the same SQL Server that is running the SRM database, or a different SQL Server). Click **Next.**

7. If Setup determines that the account with which you are logged in does not have administrator privileges on the SQL Server, it displays the **Privileged Account Required** dialog box:



Specify an account type, and fill in the appropriate information. If you enter a Windows account, the account must have database creation privileges on the SQL Server. Click **Next** to continue.

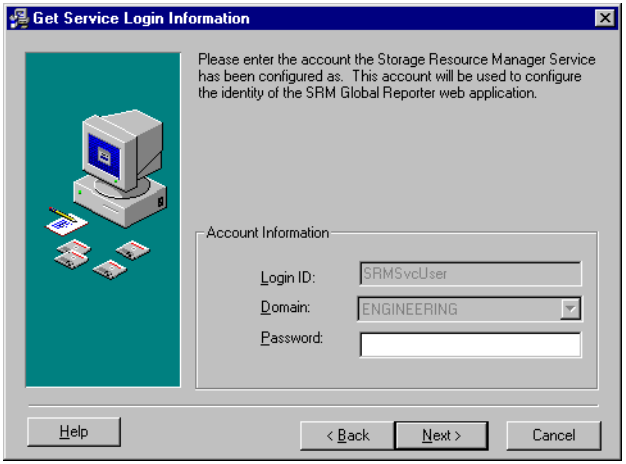
8. If Setup determines that the account with which you are logged in has administrator privileges on the SQL Server, or if you have completed the **Privileged Account Required** dialog box in the previous step, it displays the **Choose Web Destination Location** dialog box:



Click:

- **Next** to accept the default location and continue with the installation.
- **Browse** to specify a new location. If you specify an alternate directory, click **Refresh** to recalculate the remaining disk space.
- **Cancel** to exit the installation.

9. Review the **Get Service Login Information** dialog box:

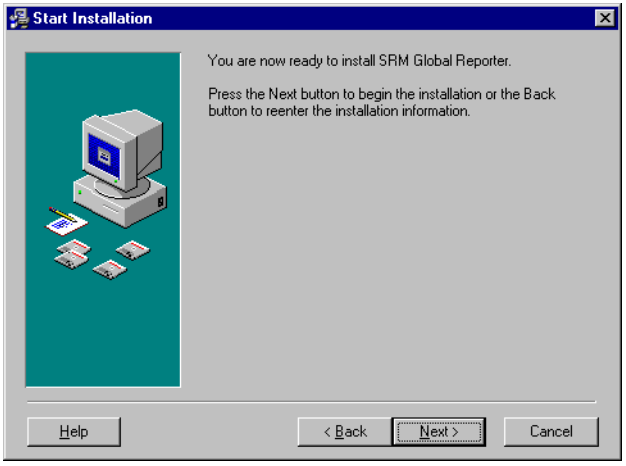


Sun HighGround SRM Global Reporter runs under the Storage Resource Manager service on the SRM Server on which Sun HighGround SRM Global Reporter is being installed. This dialog box verifies the password for this account.

Note – If Windows Authentication is used throughout the storage network, each SRM Server that needs to be registered must use this Service Login Account.

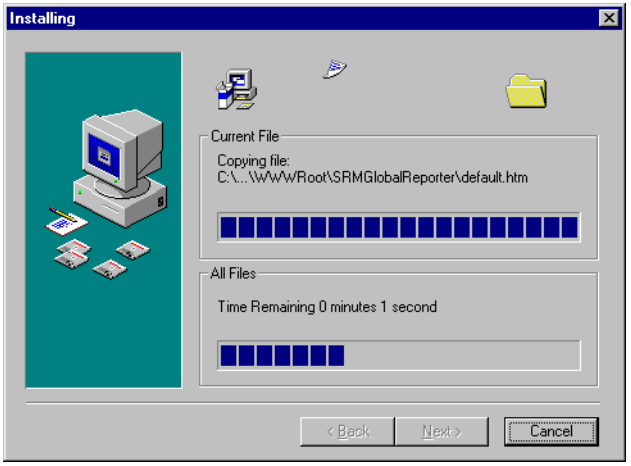
Click **Next** to continue with the installation.

10. Review the **Start Installation** dialog box:



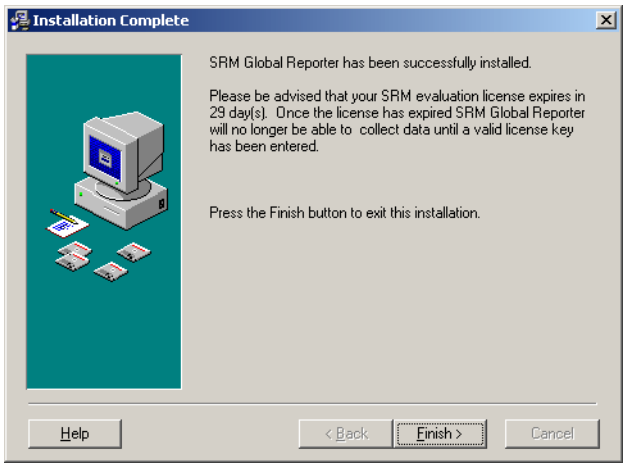
Click **Next** to continue with the installation.

11. The **Installing** dialog box displays the progress of the installation and lists all installed components, any services that must be restarted, and instructions on resolving any installation errors:



Review the information and click **Next** as necessary.

12. Setup displays the **Installation Complete** dialog box after it installs all the Sun HighGround SRM Global Reporter software:



If the SRM Server on which Sun HighGround SRM Global Reporter is installed has an Evaluation license, the number of days left before the license expiration is displayed in this dialog box. If the license is about to expire:

i. Contact a Sun HighGround SRM reseller for a valid license key.

ii. Access Sun HighGround SRM on the SRM Server on which Sun HighGround SRM Global Reporter is being installed.

iii. Enter the valid license key on the Add a License Key page.

Click **Finish** to complete the installation.

CHAPTER 3

After Installing Sun HighGround SRM Global Reporter

After Sun HighGround SRM Global Reporter is successfully installed, you can do one or more of the following:

- Start the application and prepare to collect data.
- Reinstall Sun HighGround SRM Global Reporter to restore files.
- Uninstall Sun HighGround SRM Global Reporter and remove all associated files from your computer.

3.1 Getting Started

To use Sun HighGround SRM Global Reporter:

1. Click Sun HighGround SRM Global Reporter Option from the Sun HighGround SRM Master Console
   – or –
   Open a browser and type the following:
   http://<*LocalComputerName*>/srmglobalreporter
   where *LocalComputerName* is the Global Reporter Server's name.

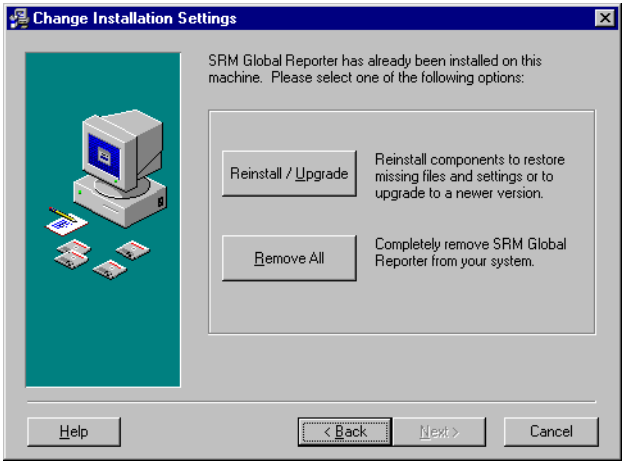
2. Configure Sun HighGround SRM Global Reporter and the SRM Servers it manages. To do this:
   - Identify the registered SRM Servers from which you want Sun HighGround SRM Global Reporter to collect data. For successful registration, the Windows or SQL Server Authentication account used to register the server must have **read** access privileges to the SRM Server's SRM database. For information on how to register databases, see the Sun HighGround SRM Global Reporter Help.
   - Set the frequency at which the Global Reporter Server scans the registered servers' databases.

3. Configure the storage resource's severity ranges.

3.2 Reinstalling Sun HighGround SRM Global Reporter

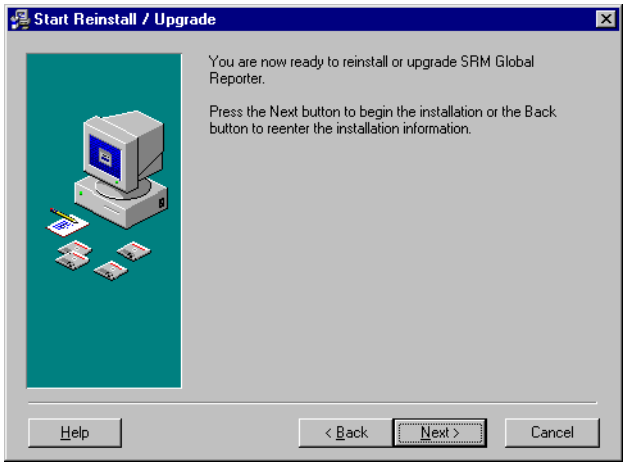
To reinstall Sun HighGround SRM Global Reporter over an existing installation:

1. Exit all Windows programs and insert the Sun HighGround SRM Global Reporter CD-ROM in the CD-ROM drive.
2. If Auto Start is enabled, the Sun HighGround SRM Global Reporter Option installation menu launches automatically. Click **Install** to display the **Change Installation Settings** dialog box. Skip the next step and go to the following step.
3. If Auto Start is not enabled, run **i386\setup.exe** from the Sun HighGround SRM Global Reporter CD-ROM.
4. Review the **Change Installation Settings** dialog box:



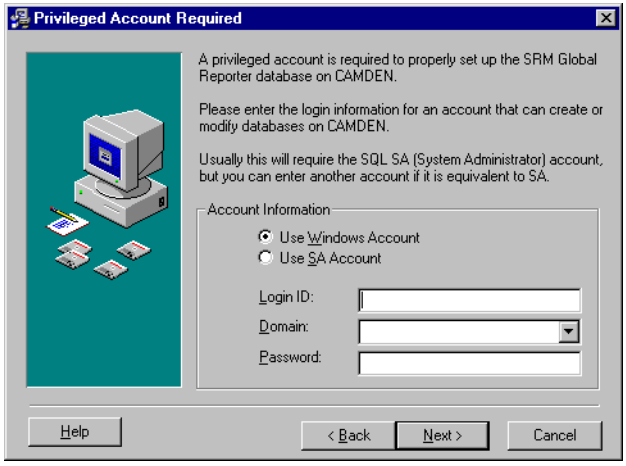
Click **Reinstall/Upgrade** to start the reinstallation process.

5. Review the **Start Reinstall/Upgrade** dialog box:



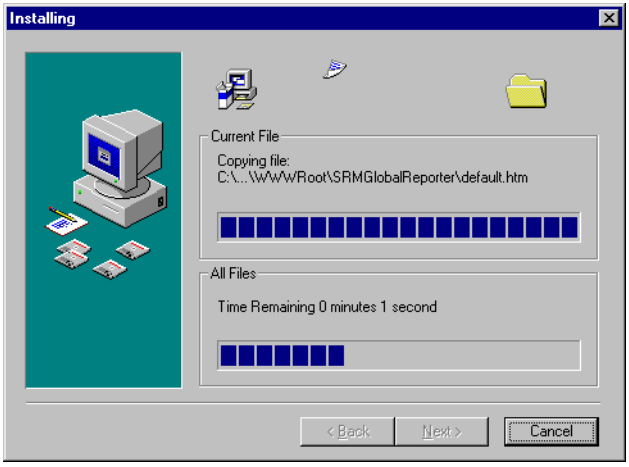
Click **Next** to begin reinstalling files.

6. If the installation process determines that the account with which you are logged in does not have the appropriate administrator privileges, it displays the **Privileged Account Required** dialog box:



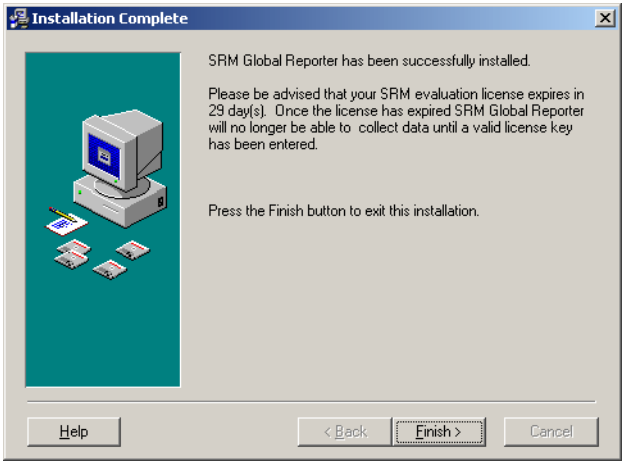
Specify the account type, and fill in the appropriate information. Click **Next** to continue.

7. The **Installing** dialog box displays the progress of the reinstallation and lists all installed components, any services that must be restarted, and instructions on resolving any installation errors:



Review the information and click **Next** as necessary.

8. Setup displays the **Installation Complete** dialog box after it reinstalls all the Sun HighGround SRM Global Reporter software:

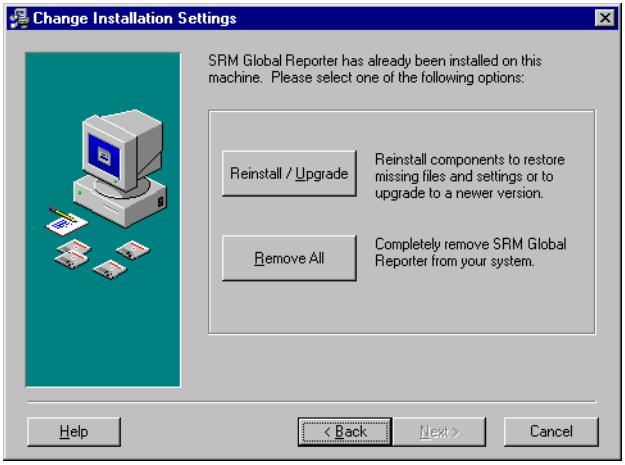


Click **Finish** to complete the installation.

3.3 Uninstalling Sun HighGround SRM Global Reporter

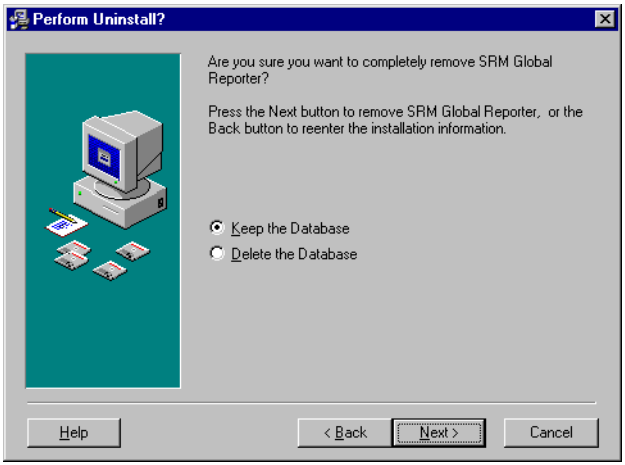
To remove Sun HighGround SRM Global Reporter from the computer:

1. Exit all Windows programs and insert the Sun HighGround SRM Global Reporter Option CD-ROM in the CD-ROM drive.
2. If Auto Start is enabled, the Sun HighGround SRM Global Reporter Option installation menu launches automatically. Click **Install** to display the **Change Installation Settings** dialog box. Skip the next step and go to the following step.
3. If Auto Start is not enabled, run **i386\setup.exe** from the Sun HighGround SRM Global Reporter CD-ROM.
4. Review the **Change Installation Settings** dialog box:



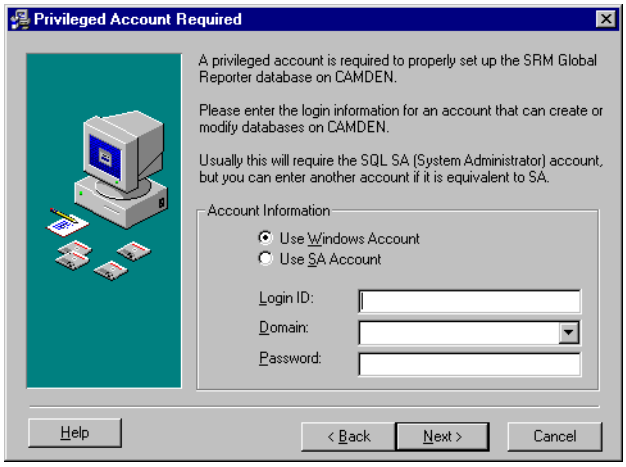
Click **Remove All** to start the uninstall process.

5. Review the **Perform Uninstall?** dialog box:



Choose whether to keep the existing SRM Global Reporter database or remove it completely from the computer and click **Next**.

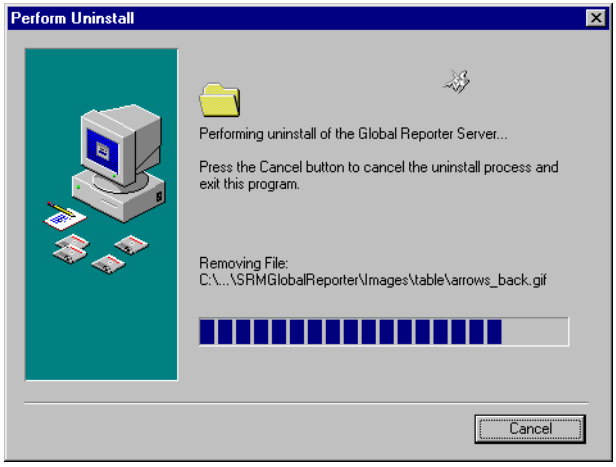
6. If deleting the SRM Global Reporter database, Setup determines whether the account with which you are logged in has the appropriate administrator privileges. If it determines that the account does not have the privileges, it displays the **Privileged Account Required** dialog box:



Specify an account type, and fill in the appropriate information. Click **Next** to continue.

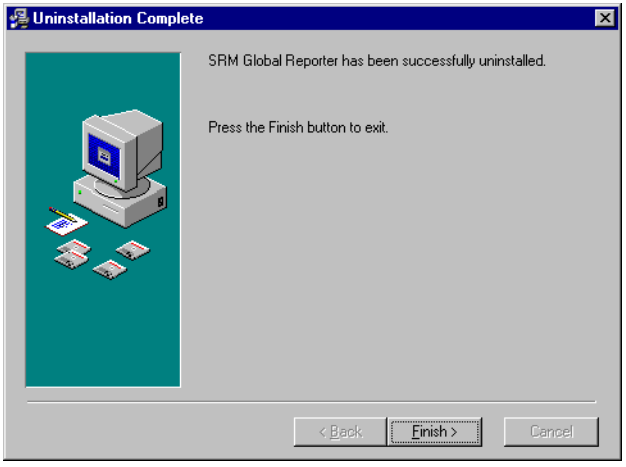
7. If the installation process determines one of the following, it displays the **Perform Uninstall** dialog box:
   - The account with which you are logged in has the appropriate administrator privileges.
   - The SRM Global Reporter database is not being deleted.
   - An account with the appropriate privileges was entered in the **Privileged Account Required** dialog box.

Sun HighGround SRM Global Reporter software is then removed from the computer. The **Perform Uninstall** dialog box displays the progress of the software removal and instructions for resolving any errors:



Review any informational messages and click **Next**.

8. Setup displays the **Uninstallation Complete** dialog box after it removes all the Sun HighGround SRM Global Reporter software:



Click **Finish** to complete the software removal.