Dell OpenManage
Connection Version 3.4
for CA NSM

Installation Guide

Notes

✎ **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

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Contents

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Introduction

Overview

This guide describes how to install the Dell OpenManage Connection for Computer Associates (CA) Network and Systems Management (NSM) r11.1 SP2, CA NSM r11.2 CUM1, CA NSM r11.2 SP1, and CA NSM r11.2 SP2 (hereafter referred to as the OpenManage Connection.)

The OpenManage Connection is a systems management integration tool that extends the management of Dell devices to the users of CA NSM. It allows users to:

- Integrate the management of Dell devices to make them easier to manage.

- Monitor Dell devices with Dell agents to provide system health status information, which can be collected from a widely-dispersed enterprise network and made available in real-time to a single CA NSM console.

- Launch and use systems management software applications such as Dell OpenManage Server Administrator (OMSA), Dell OpenManage Server Administrator Storage Management (OMSS), and Dell Remote Access Controllers (DRAC).

The OpenManage Connection also allows systems management professionals to take corrective action on Dell systems when a Dell-specific alert is received at the Enterprise Management Console. These alerts include temperature, fan speed, and chassis intrusion.

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System Requirements

This chapter provides information on the minimum, and recommended requirements required to install the OpenManage Connection.

Before You Begin

- Refer the Prerequisites section to ensure that your system meets or exceeds the minimum requirements.
- Read the OpenManage Connection readme file, packaged with the installer which contains the latest information about software, firmware, and driver versions, in addition to information about known issues. The file is also available at **support.dell.com/manuals**.

OpenManage Connection Components

The OpenManage Connection consists of the following three components; Distributed State Machine (DSM), WorldView (WV), and Enterprise Management (EM). The OpenManage Connection components performs the following tasks:

- DSM: Classifies and monitor agents; formats traps for agents.
- WV: Provides launch points for systems management applications and displays subsystem status.
- EM: Contains message records for Remote Access Controllers (RACs).

Prerequisites

Following are the management station and managed system prerequistes for installing the Dell OpenManage Connection for CA.

Management Station Prerequisites

Following are the management station prerequisites for installing the OpenManage Connection:

- Microsoft Windows operating system versions supported by CA NSM r11.2 SP1 or CA NSM r11.2 CUM1 or CA NSM r11.1 SP2 or CA NSM r11.2 SP2. These include:
  - Windows 2008 (x86 / x64) for NSM Managers
  - Windows 2008 R2 (x64) for NSM Managers
  - Windows Vista (x86 / x64) for NSM Remote Admin Clients
  - Windows 7 (x86 / x64) for NSM Remote Admin Clients
  - Microsoft Windows XP Professional (32-bit version only), with any later maintenance for NSM Remote Admin Clients
  - Microsoft Windows 2003 Standard, Enterprise, Datacenter, and Small Business Server (32-bit version only including Microsoft Windows 2003 R2) for NSM Managers

NOTE: Operating Systems are added to NSM on a regular basis. Check with the CA NSM customer support for the latest information on supported operating systems.

- A minimum of 10 MB of free hard-drive space.
- Administrative rights to the system on which the OpenManage Connection is installed.
- CA NSM r11.2 SP1 or CA NSM r11.2 CUM1 or CA NSM r11.1 SP2, or CA NSM r11.2 SP2.
- Make sure that MDB and awservices are running before you install the DSM or EM component of the OpenManage Connection.

- Make sure that you install WV component of OpenManage Connection first and then install DSM and EM.
- Make sure SQL server is up and running before installing the DellOpenManage Connection WV component.
- Close all CA NSM applications before installing or uninstalling the OpenManage Connection.

Managed System Prerequisites

Following are the managed system prerequisites for installing the OpenManage Connection:

- Make sure that Dell OpenManage Server Administrator is installed on managed systems. For more information on installing Server Administrator, see the *Dell OpenManage Software Installation Guide* or the *Dell OpenManage Installation and Security User's Guide* at **support.dell.com/manuals.**
- Make sure that SNMP service is configured and running so that it gets classified as a Dell managed system.

Web Browser Support to Launch Web-Based Managed System Applications

Supported Web browsers are the same as that for Dell OpenManage Server Administrator, RAC, and Chassis Management Controller (CMC) products. For information about supported browsers, see the *Dell Systems Software Support Matrix* available at **support.dell.com/manuals**.

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Installing and Uninstalling the OpenManage Connection

This chapter describes how to install, upgrade, and uninstall the OpenManage Connection.

Installing the OpenManage Connection

To install the OpenManage Connection 3.4 on CA NSM r11.2 SP1, CA NSM r11.1 SP2, CA NSMr11.2 SP2, or CA NSM r11.2 CUM1, perform the following steps:

1   Go to the Dell Support site (**support.dell.com**).

2   Download and extract the **Dell OpenManage Connection for CA NSM** installation software.

3   Close all application windows before installing the OpenManage Connection.

> **NOTE:** Make sure that MDB and all the CA NSM (awservices) are running fine and the connectivity exists between different components.

4   Run the installer from the directory that you specified for downloading and extracting the installation software.

The **Dell OpenManage Connection for CA NSM** wizard is displayed.

5   Read the Dell Software License Agreement and click **I accept the terms of the license agreement.**

6   Click **Next** to continue.

The **Select Features** screen is displayed.

7   Select the components that you want to install and click **Next**.

When you select a component, a short description about that component is displayed.

> 📝 **NOTE:** If you have not installed the component during the NSM installation, the component will not be displayed in the **Select features** screen.

If you are using the OpenManage Connection in a distributed environment, see Installing the OpenManage Connection in a Distributed Environment.

8 If you select **DSM Components** or **WorldView Components**, the **Select MDB** screen is displayed when you click **Next**.

    a   Select the repository in which you want the WV classes and objects to be installed from the **Select MDB** drop-down list. The default repository is pre-selected in the drop-down list.

    b   If you select to install the WV component, ensure that you install the WV component in the system where the MDB is installed.

9 Click **Install**.

If you installed the Distributed State Machine (DSM) component, the **InstallShield Wizard Complete** screen is displayed where you have the option of running the **resetdsm** and **awservices start** commands immediately. Select the **Yes, I want to run "resetdsm" and "awservices start" now** check box to run the commands immediately.

10 Click **Finish** to complete the installation process.

> 📝 **NOTE:** As recommended in the CA NSM Migration Guide, if you are upgrading CA NSM, make sure that OpenManage Connection is uninstalled before the upgrade and installed back after the upgrade.

Post-Installation Tasks

After you install the OpenManage Connection version 3.4 on CA NSM r11.2 SP1, CA NSM r11.1 SP2, CA NSMr11.2 SP2, or CA NSM r11.2 CUM1, perform the following:

- If **Common Discovery** component of CA NSM is installed, then update the rule; classification file "CmnDscvrClassification.xml" in the <Common Discovery Installation Directory>\Config directory manually as given below, and format it similar to the CA NSM rules file.

    <Device Class="DellOOB" ClassScheme="Hardware Type">

      <Method Name="SNMPGeneric">

      <Filter>(SysOID LIKE "1.3.6.1.4.1.674.10892.2")</Filter>

>
> </Method>
>
> </Device>

- In non-English operating system (in Management Station), create a localization folder in the directory — "<CA Install Directory>\SC\CCS\AT\SERVICES\CONFIG\LOCAL\" where EM component of CA NSM is installed. Then, copy the contents from the **English** folder to the respective localized folder. Table 3-1 lists the naming convention for the localization folder with respect to the Operating System.

Table 3-1. Naming Convention for Localization Folder

Operating Sysytem	Localization Folder Name
Japanese	Japanese
German	German
French	French
Traditional Chinese	Chinese
Simplified Chinese	Chinese
Spanish	Spanish
Korean	Korean

- If you installed the DSM component and did not select the **Yes, I want to run "resetdsm" and "awservices start" now** check box, open command prompt and run the following commands:
  - `resetdsm`
  - `awservices start`

Installing the OpenManage Connection Components

To install the OpenManage Connection Components perform the following:

Installing WorldView (WV)

Install the WV component on systems where the WV component or Remote Administrative Client of CA NSM is installed. When you install WV, the following components are installed:

- Bitmap and icon files
- All device classes
- MIB files

Installing Distributed State Machine (DSM)

Install the DSM component on systems where the DSM component of CA NSM is installed. When you install DSM, the following components are installed:

- DSM policy files
- WV agent classes
- MIB files

Installing Enterprise Management (EM)

Install the EM component on systems where the EM component of CA NSM is installed. When you install EM, Message Record Actions file is installed.

✍ **NOTE:** When you select the components for installation, OpenManage Connection installs the relevant files in the default directories.

Installing the OpenManage Connection in a Distributed Environment

To install the OpenManage Connection in a distributed environment, perform the following steps:

1 Install the WV component on a system where the WorldView or Remote Administrative Client is installed. When you install the WV component, the OpenManage Connection creates Dell device classes and copies the icons and images to the respective locations.

2 Install the DSM component on a system where the CA NSM DSM component is installed. When you install the DSM component, the OpenManage Connection creates Dell agent classes and menus.

3 Install the EM component on a system where the Enterpise Management component of CA NSM is installed. When you install the EM component, the OpenManage Connection creates the Message Record Actions (MRAs) and action for Dell DRAC SNMP traps.

Upgrading From OpenManage Connection Version 3.3

You can upgrade OpenManage Connection version 3.3 to OpenManage Connection version 3.4. To upgrade to the current version:

1 Go to the Dell Support site (**support.dell.com**).

2 Download and extract the **Dell OpenManage Connection for CA NSM** installation software.

3 Close all application windows before installing the OpenManage Connection.

> **NOTE:** Make sure that MDB and all the CA NSM (awservices) are running fine, and the connectivity exists between different components.

4 Run the installer from the directory that you specified for downloading and extracting the installation software.

The **Dell OpenManage Connection for CA NSM - InstallShield Wizard** is displayed.

5 Click **Update**.

OpenManage Connection is upgraded from version 3.3 to version 3.4.

6 Click **Finish**.

💽 **NOTE:** Only the features installed in OpenManage Connection version 3.3 will be updated in OpenManage Connection version 3.4.

💽 **NOTE:** You can upgrade only CA NSM r11.1 SP2 and CA NSM r11.2 CUM1 with OpenManage Connection Version 3.3 to OpenManage Connection version 3.4.

💽 **NOTE:** After upgradation, the Dell devices are available under TCP/IP network, but the Dell Managed Systems Business Process Views are not available. To see the **Business Process Views**, run the commands; `resetdsm` and `awservices start`.

Uninstalling the OpenManage Connection

💽 **NOTE:** Dell recommends that you exit CA NSM applications before uninstalling the OpenManage Connection.

💽 **NOTE:** OpenManage Connection can be uninstalled either from **Add or Remove Programs** or using the Installer.

💽 **NOTE:** Uninstallation of the WorldView component may take longer time.

To uninstall the OpenManage Connection from a management station, perform the following steps:

1 Go to **Add or Remove Programs**.

2 In the **Add or Remove Programs** dialog box, select **Dell OpenManage for CA NSM** and click **Remove**.

The **Uninstall Dell OpenManage Connection** window is displayed.

The uninstallation procedure deletes the OpenManage Connection and the associated components that were installed with the OpenManage Connection.

If you want to uninstall a specific component, select that component and click **Modify**. For more information, see Uninstalling the OpenManage Connection in a Distributed Environment.

If you want to restore your installation, click **Repair**. For more information, see Repair.

3 If you have installed the WV component, the **Select MDB** screen is displayed.

Select the repository in which the DSM classes and objects have been installed from the **Select MDB** drop-down list. The installer removes the DSM classes and objects and deletes all data from the repository. If you want to remove the WV classes and objects, select the **Remove WV classes and objects** check box.

If you are uninstalling the DSM component, an information message prompts you to run the **resetdsm** and **awservices start** commands.

4 Click **Finish** to complete the uninstallation process.

✍ **NOTE:** If you uninstalled the DSM component and did not select **Yes, I want to run "resetdsm" and "awservices start" now** check box, open command prompt and run the commands; `resetdsm` and `awservices start`.

✍ **NOTE:** If you have created a localization folder in non-English operating system (in Management Station) as mentioned in Post-Installation Tasks then, you have to manually remove the localization folder created after uninstalling the EM component.

Modify

The **Modify** option in the OpenManage Connection for CA NSM installer modifies the components that are installed. If you want to install a specific component, select that component and click **Modify**. If you want to uninstall a specific component, clear that component and click **Modify**. Install the components in the following order only:

1 WV

2 DSM

3 EM

Uninstall the components in the following order only:

1 EM

2 DSM

3 WV

Repair

If you want to repair any of the corrupted or missing files or missing registry entries, run the **Repair** option to restore your application.

> **NOTE:** If Dell agents' configurations are modified or the OpenManage Connection is repaired, the OpenManage Connection component will create duplicate records with default values. Make sure duplicate Dell records are deleted after repair.

Uninstalling the OpenManage Connection in a Distributed Environment

While uninstalling the OpenManage Connection in a distributed environment, perform the following steps:

1   Uninstall the EM component. This removes all the MRAs created during the installation of the EM component.

2   Uninstall the DSM component. This removes the policy files and **.wvc** files. However, Dell agent classes and objects are not removed from the MDB during the uninstallation of the DSM component.

3   Uninstall the WV component. The selected **MDB** screen displays an option to remove the WV classes and objects. If you select the **Remove WV classes and objects** check box, the OpenManage Connection removes all Dell agent classes and objects from the selected MDB.

> **NOTE:** If you uninstalled the DSM component and did not select **Yes, I want to run "resetdsm" and "awservices start" now** check box, open command prompt and run the commands; `resetdsm` and `awservices start`.