



Installing the Webtop Component

Cisco Info Server includes two desktop components that you can use to view and manage alerts—Admin Desktops, which run on a UNIX platform, and the Webtop component, which is a Web-based version of the Admin Desktop.

The Webtop component consists of a Web server that runs on either the same host as the Cisco Info Center or on a standalone host remote from the Info Server (but which has at least one Info Center component other than the Webtop and Process Control agent components installed) and receives events from the Info Server via the Hypertext Transfer Protocol (HTTP).

When the Webtop component is installed, PC or UNIX users can view a Cisco Info Center event list from the Web browser installed on their workstation and manipulate events.

This chapter presents installation information for the Webtop component of Cisco Info Center. For a description of the Webtop interface and how to use the application, refer to the *Netcool/Webtop Administration Guide*. This document is available to registered Micromuse users at the following URL:

<http://support.micromuse.com/documentation/books/wel1ag11.pdf>

Webtop Installation Steps

To install the Cisco Info Center Webtop component, you must complete three steps:

1. Install Webtop
2. Configure Webtop Licensing
3. Configure Webtop

Installing Webtop

To run the Webtop license server, you must install the Webtop components on at least one host.

You can install Webtop on multiple hosts, and use one of the hosts to run the Webtop license server and the other host to run the actual Webtop application. Or you can install the Webtop component on a single host.

You can install the Webtop component in a single-system architecture (on the same host as the Cisco Info Server component and other Cisco Info Server components), or you can install Webtop on one host and configure it to receive events from an Info Server installed on another host (multi-system architecture).

Complete these steps to install Webtop

Step 1 Log in as user **root**.

Step 2 Insert the Cisco Info Center CD-ROM into your computer's CD-ROM drive.

Step 3 The CD-ROM should mount automatically if you are running the Solaris Volume daemon (**vold**) as **/cdrom**. If this daemon is not running, issue the following command to start it:

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

Or, mount the CD-ROM with the following command:

```
host# mount -o ro -F hfs </dev/dsk/device> /cdrom
```

where *</dev/dsk/device>* is the CD-ROM drive device entry.

Step 4 Change directory to the directory where you mounted the CD-ROM.

For example, if the CD-ROM is mounted in the **/cdrom/infocenter** directory, specify the following command:

```
host# cd /cdrom/infocenter
```

Step 5 Enter the following to start the Info Center installation script.

```
host# ./OINSTALL
```

Several prompts appear asking you to confirm the location of the Cisco Info Center installation media.

Step 6 Confirm the location of the installation media as prompted.

The following messages appear:

```
Copying files from CIC distribution in /<directory_name>...
```

```
This is the Cisco Info Center installation and upgrade utility. It will allow
you to complete a new CIC installation, add/delete components on an existing
CIC installation, or upgrade a CIC installation to the current release, 3.5.
```

```
Do you want to proceed (y or n) [default y]
```

Step 7 To proceed, press **Return**; otherwise, enter **n**.

The following messages appear:

```
A log file will be created to be able to review what the installation does.
The log file is: /tmp/cic_install.log
```

```
Press <Return> to continue....
```

Step 8 Press **Return**.

The installation utility checks whether you have an existing installation of Cisco Info Center.

If you have an existing installation, you are prompted to upgrade the existing installation.

If you do not have an existing installation, the following messages appear:

```
Your system does not have an existing CIC installation.
Proceeding with an initial installation...
```

```
Do you want to change the OMNIHOME directory /opt/Omnibus) (y or n) [default n]
```

Step 9 Do one of the following:

- To use the default installation directory (**/opt/Omnibus**) press **Return**.
- If you want to install Cisco Info Center in another directory, enter the directory path and name where you want to install Cisco Info Center.

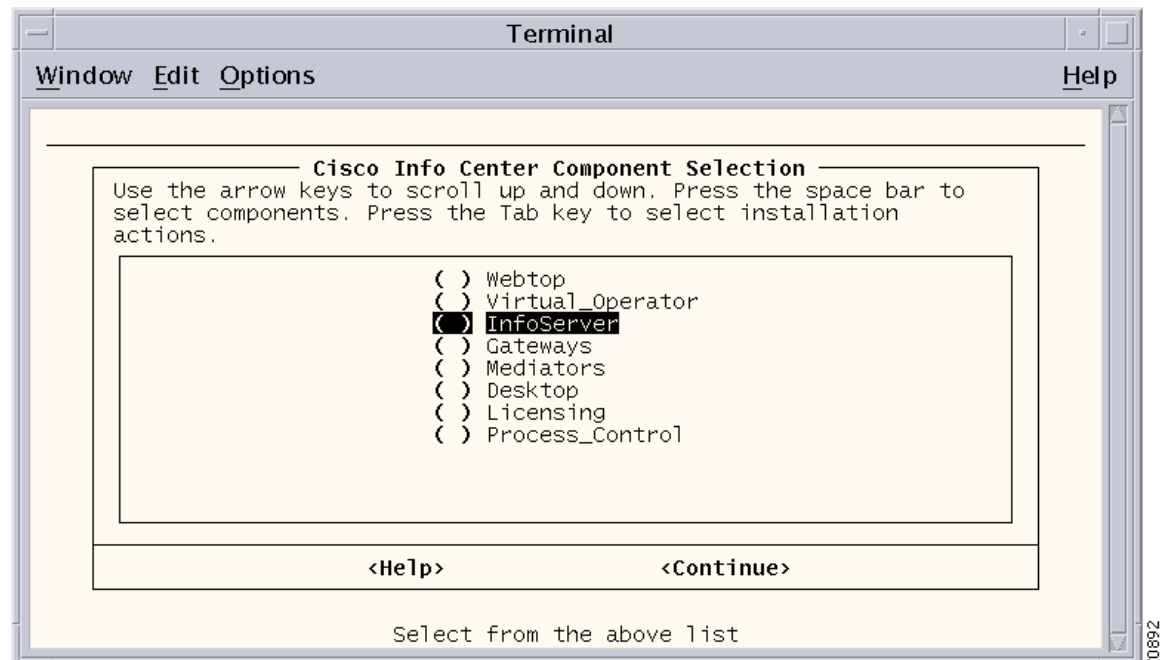
The following prompt appears:

```
Do you want to select components now (y or n) [default y]
```

Step 10 Press **Return**.

The Component Selection screen appears, shown in [Figure 5-1](#).

Figure 5-1 The Component Selection Screen



Step 11 On the Component Selection screen, select the **Webtop** and **Process Control** components.

Step 12 Also select one additional component, such as the Info Server component, the Info Mediators component, or the Desktop component. In the procedure shown here, the Desktop component is selected.

To select a component, use the up and down arrow keys to position the cursor on a component that you want to install. Then press the space bar to select the component. When the components are selected, an X appears next to the component.

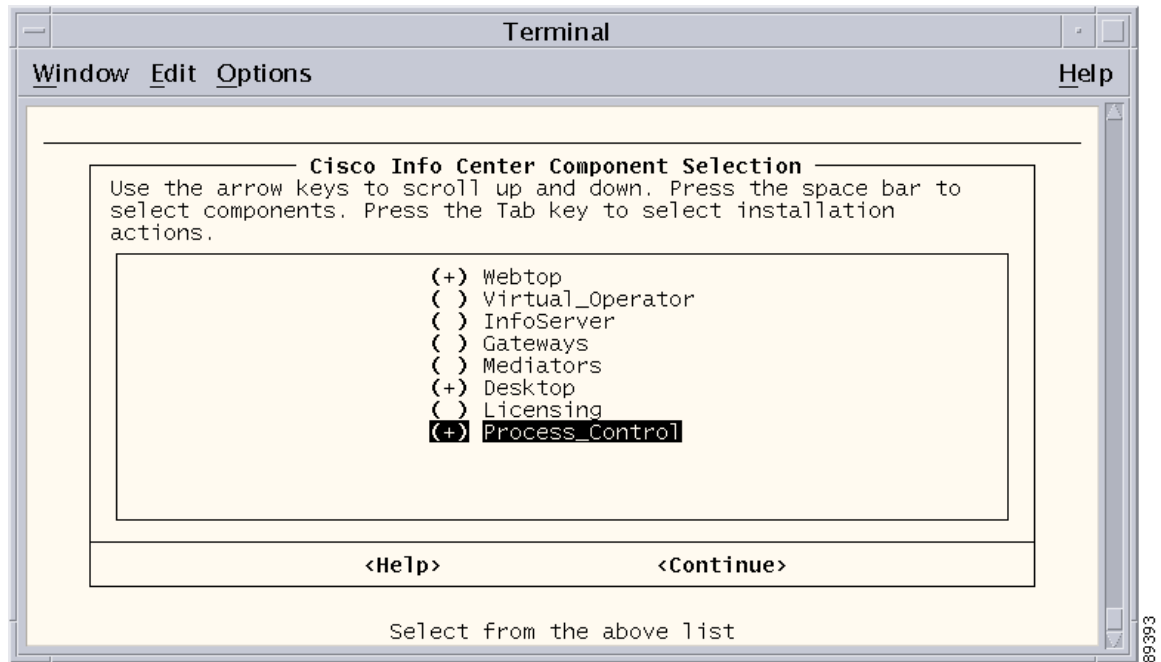
To deselect a component, press the space bar.

Step 13 If you want to install additional components on this host, select the components at this time.

You can install the Webtop application on a separate host or on a host running the Info Server component as well as other Cisco Info Center components.

[Figure 5-2](#) shows the Webtop, Desktop, and Process Control components selected.

Figure 5-2 Component Selection for Webtop Installation



Step 14 If you make a mistake in selecting components, highlight the component and press the space bar to deselect it.

Step 15 Press **Return**.

A window appears listing the selected components. You are prompted several times to confirm your selections.

Step 16 Confirm your selections when prompted.

The installation program installs the selected packages. As the selected packages are installed, messages similar to the following appear:

```
Installed pkg: CICcom
Installed pkg: CICutl
Installed pkg: CICpad
Installed pkg: CICweb
```

```
Installed CIC Packages for CIC 3.5
```

The following message appears:

```
Do you wish to configure now (y/n)? [y]
```

Step 17 Enter **n**.

The following message appears:

```
You must run the /opt/Omnibus/install/nco_config to configure your system.
```

Installation of Webtop and the Webtop license server is now complete.

The default location for the Webtop License server is the `/opt/Omnibus/license/bin/flexlm-7.2` directory. If you specified another location for the Cisco Info Server software when prompted for the installation directory, the Webtop license server will be installed in the `/license/bin/flexlm-7.2` directory under the alternate directory path.

Go to the next section the (“[Configuring Webtop Licensing](#)” section on page 5-5) for information on obtaining a Webtop license.

Configuring Webtop Licensing

The Cisco Info Center Webtop component uses the FLEXlm license server from GLOBETrotter Software Inc. as its license server. If your Cisco Info Center installation does not already have a FLEXlm license server, you must run the Cisco Info Center installation program to install the Webtop component on at least one host. The Webtop installation procedure will install a license server on the host where the installation program is run. You must then run a utility script that generates a server ID, send this to the Technical Assistance Center, and edit a license file to add the license that is assigned to you.

**Note**

In addition, you will need to obtain a license for the additional Info Center component that you installed. For information on licensing Info Center components other than the Webtop component, refer to the “[Licensing Cisco Info Center](#)” section on page 2-25 of Chapter 2, “[Overview of Installation and Configuration](#).”

Configuring a New License Server

Complete these steps to set up licensing using a new license server.

- Step 1** On the host where you installed Webtop, issue the following command to change to the license server directory:

```
cd /opt/Omnibus/license/flexlm-7.2/bin
```

**Note**

If you changed the default installation path (*/opt/Omnibus*) during installation, the directory path will be *install_path/license/flexlm-7.2/bin*, where *install_path* is the installation path that you specified during installation.

- Step 2** Enter the following command to run a script to generate a host ID:

```
./lmhostid
```

The script displays a host ID:

```
The FLEXlm host ID of this machine is "<host_ID>"
```

where **host_ID** is an alphanumeric host ID.

- Step 3** Make a note of this host ID.

- Step 4** To obtain a license, do one of the following:

- Link to the Micromuse support site and complete the license request form at the following URL:
<http://support.micromuse.com/helpdesk/licenses>

If you do not have a login to the Micromuse support site, please contact the Cisco Technical Assistance Center at 800 553-2447 or at the following email address:

tac@cisco.com

- Send an email to licensing@micromuse.com to request a license. Include the host ID output by the **lmhostid** script in the email.

Micromuse will provide you with a license file that looks similar to the following:

```
SERVER hostname host_ID
VENDOR netcool
USE_SERVER
FEATURE webtop netcool 1.1 08-dec-2003 1 ck=312 SIGN+12AB345CD67
```

This file contains the following entries:

- **SERVER** specifies the hostname of the license server host
- **VENDOR** specifies the name of the vendor daemon, which for Webtop is netcool.
- **FEATURE** specifies the name of the component that is licensed, its version number, and the license expiration date. Additional **FEATURE** lines can be added for each licensed component.

Step 5 Edit the license file and change the *hostname* value next to **SERVER** to specify either the domain name or the IP address of your license server.

Step 6 Save the license file under the filename **license.dat** in the **/opt/Omnibus/license/license.dat** directory. You will now be able to configure Webtop on the current host, start the license server, or configure any Webtop hosts in your Cisco Info Center installation to use the license server.



Note The license server should start automatically if you install an automatic startup script on the server or if you install a manual startup script and start it by issuing the by entering the command **/etc/init/d/nco start** command. You can also start the license server by issuing the following command:

```
/$OMNIHOME/license/flexlm-7.2/bin/lmgrd -c license.dat
```

For additional information on starting the license server, refer to the [“Starting the Webtop License Server” section on page 5-11](#).

Configuring Webtop to Use an Existing License Server

If you already have a FLEXlm license server set up at your Cisco Info Center installation, you can use the existing license server.

To do this, when you are prompted by **nco_config** for the location of the license server for Webtop, enter the hostname of the host where the license server is installed.

Refer to the following section, [“Starting Webtop” section on page 5-11](#) for specific instructions.

Configuring Webtop

Once you have set up a license server, you can configure Webtop. When you initially install Webtop, the `nco_config` configuration script runs automatically if you respond `y` for ‘yes’ when the following prompt appears:

```
Do you wish to configure now (y or n) [default y]
```

However, unless you have completed the steps described in the [“Configuring Webtop Licensing” section on page 5-5](#), you will not be able to completely configure Webtop.

Complete these steps to configure the Webtop component.

Step 1 Issue the following command to set the OMNIHOME environment variable:

```
setenv OMNIHOME /opt/Omnibus
```



Note If Cisco Info Center was installed in a directory other than the default (`/opt/Omnibus`) then set the OMNIHOME environment variable to the actual installation directory.

Step 2 Issue the following command to change to the installation directory:

```
cd $OMNIHOME/install
```

Step 3 Issue the following command to start the configuration utility:

```
./nco_config
```

The Cisco Info Center Configuration menu appears:

```
#####
          Cisco Info Center Configuration Menu
#####
```

```
1.Configure WebTop
2.Help
3.Quit
4.Start Configuration
```

Select one of the above options :

Step 4 Enter **1** to select Webtop configuration.

Step 5 Enter **4** to start configuration.

You are prompted to start configuration.

Step 6 Press **Return** to start Webtop configuration.

The following messages appear:

```
You will now need to configure the Process Control Agent. You will need to give it a
unique name and assign a unique port. The following questions will guide you through this
procedure
```

```
The Process Control Agent name must be a single word that is not more than
11 characters and is made up of uppercase alphanumeric letters. It must start with a
letter and end with _PA.
```

Please enter the name for the Process Agent [MED1_PA]:

Step 7 Do one of the following:

- To accept the default Process Agent name, press **Return**.
- To enter another Process Agent name, enter a new name.

The following prompt appears:

Enter the Port Number for Process Agent [4200]:

Step 8 Do one of the following:

- To accept the default port number, press **Return**.
- To enter another port number, enter the new port number.

The following messages appear:

Checking Port Number Please Wait...

Creating the ncoadmin group for CIC...

The ncoadmin group already exists in the /etc/group file.

Creating the cicpa user for CIC...

The cicpa user already exists.

Press <Return> when ready...

Step 9 Press **Return**.

The following messages appear:

Webtop Configuration

Please enter the following information

Default values shown can be used by typing <enter>

Step 10 Respond to the prompts as indicated in the following table:

Table 5-1

Prompt	Response
Please enter the host name or IP of the InfoServer host [hostname]	Enter either the hostname or the IP address of the host that is running the Cisco Info Server. To accept the default host name (the hostname of the current host) press Return .
Please enter the number of the InfoServer port [4100]	Do one of the following: <ul style="list-style-type: none"> • To accept the default Info Server port number, press Return. • To enter another port number, enter the new port number
Please enter the name of the InfoServer user [InfoAdmin]	Press Return .

Table 5-1

Prompt	Response
Please enter the ObjectServer password for InfoAdmin [InfoAdmin]	Press Return .
Please enter the host name of the License Server [hostname]	Do one of the following: <ul style="list-style-type: none"> If the Flexlm license server is installed on this host, press Return. If the Flexlm license server and Webtop licenses are installed on another host, enter the name of that host.
Please enter the number of the License Server port [27000]	Press Return to accept the default port
Please enter the port for the Webtop server [8080]	Press Return to accept the default HTTP port.

The following message appears:

```
Done! Webtop Configuration successfully updated.
```

The following prompt appears

```
Do you have your Webtop license file already ? (yes/no) [yes]
```

Step 11 Do one of the following:

- If you followed the procedure in the “[Configuring a New License Server](#)” section on page 5-5, the **license.dat** file is installed in the \$OMNIHOME/directory. If this is the case, enter **y**.
- If you do not have a license file, go to the “[Configuring a New License Server](#)” section on page 5-5 or the “[Configuring Webtop to Use an Existing License Server](#)” section on page 5-6 and follow the procedure for configuring licensing, and then re-run the **nco_config** configuration utility.

The following prompt appears:

```
Please enter the location of the file [/tmp/license.dat]
```

Step 12 Do one of the following:

- If you have installed the license file on this host, enter the path to the directory where you installed it.
- If you have not installed the license file on this host, press **Return**.

If the script process finds the license file in the specified directory, the following message appears:

```
Installed license file in /opt/Omnibus/license/license.dat
```

The following message appears:

```
Webtop can now be started via PAD, and should be accessed via your Web Browser at :
```

```
http://<hostname>:8080
```

where **hostname** is the name of the host where Webtop is installed.

The following message appears:

```
Press enter to continue
```

Step 13 Press **Return**.

The following messages appear:

```
Thanks for installing CIC/Webtop, and.. Bye...!
```

```
CIC will now install a startup script to allow for the starting and stopping of CIC. You
will have the option to have CIC startup automatically or not.
```

```
If you chose not to configure automatic startup, then you will need to start nd stop CIC
manually with the /etc/init.d/nco { start | stop } command.
```

```
Press <Return> when ready...
```

Step 14 Press **Return**.

The following prompt appears:

```
Do you wish to configure automatic startup upon system boot ? (y/n)? [y]
```

Step 15 If you want the Info Center components to start automatically when the host is booted, press **Return**; otherwise enter **n**.

If you press **Return**, then the Info Server components that you install will start automatically when the host is started up.

If you enter **n** when prompted to configure automatic startup, then a startup script is created in the **/etc/init.d/** directory. You can then start the Info Server components (including the License server) by entering the command **/etc/init.d/nco start**.

If you enter **n**, the following message appears:

```
Manual Startup Script installed
```

Step 16 If you installed additional Info Center components (such as the Info Desktop), go to [Chapter 3, “Installing and Configuring the Multi-System Architecture,”](#) for instructions on installing the components.

For example, if you installed the Info Desktop component, go to the [“Installing Cisco Info Admin Desktops” section on page 3-39](#) for installation instructions.

For information on licensing the other Cisco Info Center components, go to the [“Licensing the Info Server Components” section on page 3-47](#).

The following message appears:

```
CIC 3.5 has been installed.
```

```
Webtop configuration is now complete.
```

Starting Webtop

The following sections describe the steps for starting the Webtop component.

Starting the Webtop License Server

The license server should start automatically if you install an automatic startup script on the server or if you install a manual startup script and start it by issuing the by entering the command **/etc/init.d/nco start** command. You can also start the license server by issuing the following command:

```
/$OMNIHOME/license/flexlm-7.2/bin/lmgrd -c license.dat
```

Starting Webtop

The Webtop HTTP server should start automatically when the host is started, if you have installed an automatic startup script during Webtop configuration.

If you installed a manual startup script, then you can start the Webtop server by issuing the **/etc/init.d/nco start** command

You can also start the Webtop server by issuing the following command.

```
$OMNIHOME/Webtop/bin/server
```

Connecting to the Webtop Server

Once the Webtop server is running, you can connect to it from any Java-enabled Web browser by entering the following URL:

```
http://host_name:port_number
```

where *host_name* is the name of the host where Webtop is installed and *port_number* is the port that was specified for the Webtop server during Webtop configuration.

