

# Read Me First

The 6.2 InCharge software platform incorporates new products and features as described in the *InCharge Release Notes*. Customers can install one or more InCharge products or product suites using the appropriate InCharge 6.2 CD-ROM(s) on either UNIX or Windows operating systems.

For your convenience, 6.2 products and their SmartPack levels are listed in [Product Suites and Their Products](#) on page 3.

## Before You Begin

For all operating systems, before you install InCharge software based on the 6.2 platform:

- You should read the installation scenarios and related tasks that are described in the Overview chapter of the Installation Guide that accompanied your product suite.
- Your system *must* satisfy the operating system patch requirements described in the Installation Guide that accompanied your product suite. The installation program requires these patches and, if they are not applied, the program will not function or its requirements check will terminate the installation process. Unpatched HP-UX systems may not be able to read the installation CD-ROM.

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**Note:**

For HP-UX, you should also refer to the *InCharge Release Notes* for revised patch requirements.

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- To run the installation program, you must have Java Runtime Environment (JRE) version 1.4 (or later) installed on your system.

If you need to obtain the required JRE version for HP-UX platform, download it from

<http://www.hp.com/products1/unix/java/index.html> and, for all other platforms, download it from <http://java.sun.com>. Also, the required JRE version is available from SMARTS Technical Support.

- 6.2 InCharge applications now use a new version of license software, the 9.2 Flexlm License Server. As a result, you will need to obtain a new permanent license for an upgrade. If you are installing InCharge software for the first time, you need to obtain an evaluation license. To request a license, send an e-mail message to [licensing@smarts.com](mailto:licensing@smarts.com).
- You need to ensure that your license is in the proper location.

To upgrade an existing 6.0 directory, ensure that your license is in the proper location *before* you start the installation program. Save your permanent license, *smarts.lic*, to the **BASEDIR** directory. (By default, **BASEDIR** is `/opt/InCharge<n>/<productsuite>` for UNIX and `C:\InCharge<n>\<productsuite>` for Windows.)

If you are installing 6.2 InCharge for the first time or are upgrading to a different directory, you will have to save your license to the proper location *after* the installation.

- Evaluation license—Save *trial.dat* to the **BASEDIR**/*smarts/local/conf* directory. Also, you must edit the `SM_LICENSE` variable in the *runcmd\_env.sh* file so that the variable specifies the full path name of the *trial.dat* file. For example,

```
SM_LICENSE=C:/InCharge6/SAM/smarts/local/conf/trial.dat
```

- Permanent license—Save *smarts.lic* to the **BASEDIR** directory. (By default, **BASEDIR** is `/opt/InCharge<n>/<productsuite>` for UNIX and `C:\InCharge<n>\<productsuite>` for Windows.)

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**Note:**

Do not save *smarts.lic* to the **BASEDIR**/*smarts/local/conf*, **BASEDIR**/*smarts/script*, or **BASEDIR**/*smarts/conf* directory.

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## X Server Settings (UNIX Only)

One of the installation methods, the InstallShield Wizard method, uses a graphical wizard. In this case, for UNIX, the installation program is an X11 application. The host on which you install the InCharge software and the host on which you log on must be configured to run X11.

If you use either the CLI-Mode (text-only) installation method or the unattended installation method, X11 configuration is not required.

## Migration and Existing Installations

InCharge 6.2 upgrades your existing installations. Depending on the version of the existing InCharge software, you can upgrade the existing directory or will need to install InCharge 6.2 into a new directory. Installation scenarios and related tasks are described in the Overview chapter of the Installation Guide that accompanied your product suite.

After you have successfully installed the product suite(s), perform migration tasks as described in the Installation Guide that accompanied your product suite to make data and configuration information from your earlier installation available to InCharge 6.2.

If you have received custom patches for releases earlier than 6.0, please contact SMARTS Technical Support for assistance in migrating them, as necessary.

## Uninstalling InCharge Suites

Introduced with the platform version 6.0, InCharge uses standard install software to install and uninstall product suites. You must use either the **uninstaller** command or, for Windows, the Add/Remove Programs to uninstall InCharge software as described in the Installation Guide that accompanied your suite. Failure to use either method will result in an unstable system and/or inconsistent product directories. Do not manually delete the installed product directories.

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**Note:** Manually copying, moving, renaming, or deleting directories after installation is not supported.

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## Product Suites and Their Products

InCharge products and their product version numbers, including SmartPack (SP) levels if applicable, are listed in the following tables and are organized by product suite. Product versions vary and do not always match the software platform version number, 6.2.

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Service Assurance Management Suite	6.2	N/A
Service Assurance Manager (Global Manager, Business Impact Manager, Failover System)	6.2	N/A
Global Console, Web Console, Business Dashboard	6.2	N/A
Report Manager	1.2	N/A
SQL Data Interface Adapter	1.2	N/A
Service Assurance Manager Adapter Platform	6.2	N/A
Syslog Adapter	6.2	N/A
SNMP Trap Adapter	6.2	N/A
InCharge Adapter for TIBCO Rendezvous	6.2	N/A
InCharge Adapter for Remedy	6.2	N/A
XML Adapter	1.1	N/A
InCharge Adapter for Concord eHealth	1.1	N/A
InCharge Adapter for InfoVista	1.1	N/A
InCharge Adapter for NetIQ AppManager	1.0	N/A
Perl API	1.1	N/A

**Table 1: InCharge Service Assurance Management Suite**

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge IP Management Suite	6.2	N/A
InCharge IP Availability Manager	6.2	N/A
InCharge IP Performance Manager	6.2	N/A
InCharge Discovery Manager	6.2	N/A
InCharge Adapter for HP OpenView NNM	6.2	N/A
InCharge Adapter for IBM/Tivoli NetView	6.2	N/A
Perl API	1.1	N/A

**Table 2: InCharge IP Management Suite**

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Software Development Kit	6.2	N/A
InCharge Run-Time	6.2	N/A
MODEL Compiler and Programmatic APIs	6.2	N/A
Perl API	1.1	N/A

**Table 3:** InCharge Software Development Kit

**Note:** InCharge 6.2 products are compatible with Application Services Manager (ASM) 1.0 and Application Connectivity Monitor (ACM) 1.1. ASM 1.0 is available on the InCharge 5.0.1 CD-ROM. ACM 1.1 is available on the InCharge Application Management Suite 6.0 CD-ROM.

## Technical Support

SMARTS provides technical support by e-mail or phone during normal business hours (8:00 A.M.—6:00 P.M. U.S. Eastern and Greenwich Mean Time). In addition, SMARTS offers the InCharge Express self-service web tool. The web tool allows customers to access a personalized web page and view, modify, or create help/trouble/support tickets. To access the self-service web tool, point your browser to:

<https://websupport.smarts.com/SelfService/smarts/en-us>

### **U.S.A Technical Support**

E-Mail: [support@smarts.com](mailto:support@smarts.com)

Phone: +1.914.798.8600

### **EMEA Technical Support**

E-Mail: [support-emea@smarts.com](mailto:support-emea@smarts.com)

Phone: +44 (0) 1753.878140

### **Asia-Pac Technical Support**

E-Mail: [support-asiapac@smarts.com](mailto:support-asiapac@smarts.com)

You may also contact SMARTS at:

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<b>PHONE</b>	+1.914.948.6200	+44 (0)1753.878110
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For sales inquiries, contact SMARTS Sales at:  
*sales@smarts.com*

SMARTS is on the World Wide Web at:  
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