

# Read Me First

The 6.0 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 6.0 CD-ROM(s) on either UNIX or Windows operating systems.

After successful installation, customers should also apply the latest SmartPack™ available for the products or product suites they installed. See below for more information about SmartPacks. Also for your convenience, products and their SmartPack levels are listed in [Product Suites and Their Products](#) on page 9.

## Before You Begin

For all operating systems, before you install InCharge software based on the 6.0 platform, 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 and AIX, you should also refer to the *InCharge Release Notes* for revised patch requirements.

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## X Server Settings (UNIX Only)

The installation program uses a graphical, InstallShield wizard. 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.

# SmartPack

Periodically, SMARTS distributes SmartPacks which consist of InCharge software updates and newly certified devices.

A SmartPack can modify the InCharge software platform (which affects all products based upon it) and products of one or more product suites. SmartPack levels per product are provided in [Product Suites and Their Products](#) on page 9. SmartPacks are cumulative for each release, so you do not have to install earlier SmartPacks. For example, SmartPack 2 for InCharge Service Assurance Management Suite 6.0 will include SmartPack 1 for InCharge Service Assurance Management Suite 6.0.

After you have successfully installed the product suite(s), you should install a SmartPack if one is available.

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**Note:** Before you install a SmartPack, make sure that all of the desired products are installed, because, after you install a SmartPack, you cannot install additional products using the InCharge 6.0 CD-ROM(s).

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SmartPack 1 must be applied for all suites:

- InCharge Service Assurance Management Suite
- InCharge IP Management Suite
- InCharge Application Management Suite
- InCharge Security Infrastructure Management Suite
- InCharge Software Development Kit

For detailed information, SMARTS provides the following documentation:

- SmartPack Release Notes—Summarizes software issues resolved by a SmartPack.
- SmartPack Change Log file (one per product suite)—Lists the files that are changed or added by a SmartPack.
- A Certified Device List (distributed as HTML)—Is provided by SmartPack 1 for the InCharge IP Management Suite.

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**Note:** The SmartPack installation identifies and displays a list of 6.0 and later patches. If you received custom patches for earlier releases of any InCharge product, please contact SMARTS Technical Support for assistance.

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## Installing a SmartPack

In the instructions below, **BASEDIR** represents the location where InCharge software is installed.

- For UNIX, this location is: `/opt/InCharge<n>/<productsuite>`.
- For Windows, this location is: `C:\InCharge<n>\<productsuite>`.

The `<n>` represents the InCharge software platform version number. The `<productsuite>` represents the InCharge product suite that the product is part of. Table 1 defines the `<productsuite>` directory for each suite.

PRODUCT SUITE	DIRECTORY UNDER ROOT
InCharge Service Assurance Management	/SAM
InCharge IP Management	/IP
InCharge Application Management	/APP
InCharge Security Infrastructure Management	/SIM
InCharge Software Development Kit	/SDK

**Table 1:** Directories Under InCharge Root Directory

Optionally, you can specify the root of **BASEDIR** to be something other than `/opt/InCharge<n>` (on UNIX) or `C:\InCharge<n>` (on Windows), but you cannot change the `<productsuite>` location under the root directory.

### SmartPack Installation

Root or administrative privileges are required to perform a SmartPack installation. To install a SmartPack, perform the following steps:

- 1 Review the information in the SmartPack Release Notes.
- 2 On your system, stop all SMARTS services, SMARTS daemon processes, SMARTS cron jobs, and any other process that uses programs or libraries in *any* InCharge installation area.

Make a note of these services for later.

- 3 Insert the CD-ROM into the CD-ROM drive.
- 4 For UNIX operating systems, mount the CD-ROM. Follow the mounting instructions for your operating system. For device information, ask your system administrator.

### **Solaris:**

If the Volume Manager is running, it automatically mounts the CD-ROM to `/cdrom/<incharge>` where `<incharge>` is the format:

```
<suite>_<versionNumber>_<buildNumber>
```

For example, `<incharge>` can be: `SAM_6_0_0_1_5136`. The build number might vary.

If the Volume Manager is not running, use the **mount** command:

```
# mount -o ro -F hsfs DEVICE /mnt
```

Where **DEVICE** is your CD-ROM. For example,

```
# mount -o ro -F hsfs /dev/dsk/c0t6d0s0 /mnt
```

### **HP-UX:**

Use the **mount** command:

```
# mount -ocdcase -o ro -F cdfs DEVICE /mnt/cdrom
```

Where **DEVICE** is your CD-ROM. For example,

```
# mount -ocdcase -o ro -F cdfs /dev/cdrom /mnt/cdrom
```

### **AIX:**

Use the **smit** interactive utility, specify the mount point (for example, `/mnt`) and exit the utility:

```
# smit mountfs
```

### **Linux:**

If the CD-ROM does not automatically mount, use the **mount** command:

```
# mount -o ro -F hsfs DEVICE /mnt
```

Where **DEVICE** is your CD-ROM. For example,

```
# mount -o ro -F hsfs /dev/cdrom /mnt
```

## **5** Change directory to the mounted CD-ROM.

### **Solaris:**

```
# cd /cdrom/<incharge>/suite
```

where **<incharge>** might be: SAM\_6\_0\_0\_1\_5136.

If the Volume Manager is not running, use this command instead:

```
# cd /mnt/suite
```

### HP-UX:

```
# cd /mnt/cdrom/suite
```

### AIX:

```
# cd /mnt/suite
```

### Linux:

```
# cd /cdrom/incharge/suite
```

If the automount utility is not running, use this command instead:

```
# cd /mnt/cdrom/suite
```

### Windows:

Access the CD-ROM drive from Windows Explorer and locate the */suite* directory.

- 6 Execute the Setup command.

OPERATING SYSTEM	EXECUTE:
Solaris	# ./setup-solaris.bin
HP-UX	# ./setup-hpux.bin
AIX	# ./setup-aix.bin
Red Hat Linux	# ./setup-linux.bin
Windows	setup-winnt.exe

**Table 2:** The Setup Commands

- 7 Click **OK** in the Warning dialog box if you have stopped all services and click **Next** in the Welcome screen.
- 8 Accept the SMARTS end user license agreement and click **Next**.
- 9 Select the suite that is currently installed on your system and click **Next**.

- 10 If they exist, previously installed 6.0 patches are displayed in the next screen. Make a note of those patches for later evaluation (see [Evaluating Previously Installed Patches](#) on page 8). You can click on a patch for its description. Also, a list of the installed patches is saved in a file named *SmartsPatchReport.<x.y.z>.SP<n>.txt* in the **BASEDIR**/*smarts/setup/info* directory. Click **Next** to continue.
- 11 If a service is not stopped, the Services screen appears and **Next** is disabled. Stop the service(s) with the method appropriate for your platform. Then in the Services screen, click **Refresh** and make sure that stop all SMARTS services are stopped. Then click **Next** to continue.

**UNIX:**

Stop the *sm\_serviced*, a component of the *sm\_service* utility that manages programs. Stopping the *sm\_serviced* will stop all of the services that were automatically and manually started. The script is stored in a system-specific location: */etc/init.d* on Solaris and Linux; */sbin/init.d* on HP-UX; and */etc/smarts.d* on AIX. Issue the command:

```
# <system-dependent path>/ic-serviced stop
```

**Windows:**

To stop all services, use the Control Panel Administrative Tools dialog box to start and stop services. You can also issue the command:

```
▼BASEDIR\smarts\bin\sm_service stop <service_name>  
[<service_name> ...]▲
```

where *<service\_name>* is the name of the service.

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- ▼▲ Indicates the command must be typed as one line.
- 

For information about *sm\_serviced* and general information about the *sm\_service* utility, see the *InCharge System Administration Guide*.

- 12 Review the SmartPack information and the target installation directory. Click **Next** to install the SmartPack.
- 13 Upon completion, the Installation Summary displays informational messages such as successful confirmations, error messages, and warnings. Click **Finish** to exit the installation.

- 14** Restart services with the method appropriate for your platform.

### UNIX:

Start the `sm_serviced` to restart the services. Issue the command:

```
# <system-dependent path>/ic-serviced start
```

If any services are manual services, you need to manually restart them. Issue the command:

```
# sm_service start <service_name> [<service_name> ...]
```

### Windows:

To restart all of the services, reboot your system.

- 15** Verify the version number is correct for the suite product(s) by running the following script. The `ic-products.pl` script requires Perl version 5.0 or later for UNIX and Perl version 5.05 or later for Windows.

```
# BASEDIR/smarts/script/ic-products.pl
```

For AIX only, include the argument for the location of the registry file `vpd.properties`:

```
▼# BASEDIR/smarts/script/ic-products.pl  
/usr/lib/objrepos/vpd.properties ▲
```

---

▼▲ Indicates the command must be typed as one line.

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For example, this partial script output is for SmartPack 1 for the InCharge Service Assurance Management Suite:

Installed in C:/InCharge6/SAM

```
Adapter for InfoVista      1.0.SP1  
C:/InCharge6/SAM          1=INFOVISTA_ADAPTER  
-----  
PACKAGE                   6.0.SP1  
C:/InCharge6/SAM          1=ICSAM_REMEDY-pkg  
-----  
XML Adapter               1.0  
C:/InCharge6/SAM          1=XML_ADAPTER  
-----
```

You can also issue the following command:

```
# BASEDIR/smarts/bin/sm_server --version
```

```
sm_server.exe: V6.0(40421), 19-Oct-2003 16:56:06 -  
SmartPack 1, Build 5140.8 Copyright 1995-2003, System  
Management ARTS Inc.
```

SmartPack levels per product are provided in [Product Suites and Their Products](#) on page 9.

### Evaluating Previously Installed Patches

If applicable, determine if any previously installed 6.0 patches listed in Step 10 need to be deleted. Compare the previously installed patch files with the files listed in the SmartPack Change Log file, located in the **BASEDIR**/*smarts/setup/info* directory.

If the files from a previously installed patch *are not* part of the SmartPack, keep them.

If the files from a previously installed patch *are* part of the SmartPack, determine if the patch files were customized for your environment. Typically, patches are installed in the **BASEDIR**/*smarts/local* directory.

- If a local file from a previous patch was not customized, delete it.
- If a local file from a previous patch was customized, merge the custom modifications with the new version of the file provided by the SmartPack.
  - First, make a backup copy of the local patch file with the extension *\_OLD*.
  - Then, use the *sm\_edit* utility to open the new version of the file. New files provided by SmartPack are installed into nonlocal subdirectories under the **BASEDIR**/*smarts/* hierarchy.
  - Merge the custom contents from the local patch file into the new file.
  - Save the new file. The *sm\_edit* utility will save the resulting file to the appropriate */local* directory.

Library files (binaries) that might be part of the patch should be deleted from the */local* directory.

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**Note:** The SmartPack installation identifies only 6.0 and later patches. If you received custom patches for earlier releases of any InCharge product, please contact SMARTS Technical Support for assistance.

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## Migration and Existing Installations

InCharge 6.0 does not upgrade your existing installations. Rather, it installs product suites into a new root directory and separate subdirectories. After you have successfully installed the product suite(s) and any SmartPacks, 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 6.0.

If you have received custom patches for earlier releases of any InCharge product, please contact SMARTS Technical Support for assistance in migrating them, as necessary, to InCharge 6.0.

## 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.

## Product Suites and Their Products

InCharge products and their product version numbers, including SmartPack (SP) levels, 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, 6.0.

If a SmartPack is available for a suite but is not listed for a specific product, SMARTS recommends that you apply the SmartPack because the software platform is updated by the SmartPack. Refer to the SmartPack documentation for detailed information.

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Service Assurance Management Suite	6.0	SP1
Service Assurance Manager (Global Manager, Business Impact Manager, Failover System)	6.0	SP1
Global Console	6.0	SP1
Service Assurance Manager Adapter Platform	6.0	SP1
Syslog Adapter	6.0	
SNMP Trap Adapter	6.0	
InCharge Adapter for TIBCO Rendezvous	6.0	
InCharge Adapter for Remedy	6.0	SP1
XML Adapter	1.0	
InCharge Adapter for Concord eHealth	1.0	SP1
InCharge Adapter for InfoVista	1.0	SP1

**Table 3: InCharge Service Assurance Management Suite**

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge IP Management Suite	6.0	SP1
InCharge IP Availability Manager	6.0	SP1
InCharge IP Performance Manager	6.0	SP1
InCharge Discovery Manager	1.0	SP1
InCharge Adapter for HP OpenView NNM	6.0	
InCharge Adapter for IBM/Tivoli NetView	6.0	

**Table 4: InCharge IP Management Suite**

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Application Management Suite	6.0	SP1
Application Connectivity Monitor	1.1	SP1

**Table 5: InCharge Application Management Suite**

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Security Infrastructure Management Suite	1.1	SP1
InCharge Security Infrastructure Manager	1.1	SP1
InCharge Firewall Performance Manager	1.1	SP1
InCharge Adapter for Check Point/Nokia	1.1	
InCharge Adapter for Cisco Security	1.1	

**Table 6:** InCharge Security Infrastructure Management Suite

SUITE & PRODUCT NAMES	PRODUCT VERSION	LATEST SMARTPACK
InCharge Software Development Kit	6.0	SP1
InCharge Run-Time	6.0	SP1
MODEL Compiler and Programmatic APIs	6.0	SP1

**Table 7:** InCharge Software Development Kit

## 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)

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**Asia-Pac Technical Support**

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