Worksheets

Database Information Worksheet

Complete the following database information worksheet by entering your configuration values in the value column. You will need the information in this worksheet when you run the Prime Service Catalog and Reporting installation wizards.

Table A-1 Database Information Worksheet

Field	Description	Value
RequestCenter Database		
Database Type	The type of RDBMS. Enter **Microsoft SQL Server** or **Oracle**.	
Host IP Address	IP address of the Database Server for the Service Catalog database.	
Port	The TCP/IP Port Number used by your Database Server. Valid port numbers are from 1 to 65535. For Microsoft SQL Server, the default value is 1433. For Oracle, the default value is 1521.	
Database Name (**Microsoft SQL Server only**)	The name of the ServiceCatalog database. By default this is ServiceCatalog.	
Database SID or Database Service Name (**Oracle only**)	The SID or Service Name of the Oracle server where the ServiceCatalog database resides. By default this is ORCL. Also, write down whether this value is an SID or a Service Name. When using Oracle RAC use the Service Name only.	
Username	The username that the Prime Service Catalog application uses to authenticate with the ServiceCatalog database at runtime. The default username is CPSCUser.	
Password	The password for the Database User.	
Oracle Advanced Options only		
Enable multiple tablespaces?	Check the check box to enable multiple tablespaces. Enter the names of the tablespaces below. This is unchecked by default.	
Default tablespace	If you checked "Enable multiple tablespaces?" above, enter the Default tablespace. The default is CCPDATA01.	
Directory tablespace	If you checked "Enable multiple tablespaces?" above, enter the Directory tablespace. The default is CCPDATA02.	

Table A-1   Database Information Worksheet (continued)

Field	Description	Value
Transaction tablespace	If you checked "Enable multiple tablespaces?" above, enter the Transaction tablespace. The default is CCPDATA03.	
Index tablespace	If you checked "Enable multiple tablespaces?" above, enter the Index tablespace. The default is CCPINDX.	

JBoss EAP Application Server Information Worksheet

Complete the following "Application Server Information Worksheet" by entering your configuration values in the "Value" column. The information in this worksheet will be needed when you run the Service Catalog or the Reporting installer.

Table A-2   Application Server Information Worksheet

Field	Description	Value
Service Catalog Host IP Address	Enter the IP address of the current machine. The installer should detect the IP address of the current machine automatically, and display that value as the default value.	
Service Link Host IP Address	The IP address of the computer where you plan to execute the installer, and choose to install the Service Link application. If you choose to install both Service Catalog and Service Link applications on the same computer, the installer will automatically set this value to the same value as the "Service Catalog Host IP Address".	
IIS Website	The name of the IIS website on your computer where you want the installer to configure the tomcat plugin. The Default value is "Default Web Site". You can use customized website. To add a customized website, you will have to add the customized website first in the Internet Information Services (IIS) Manager and bind them to appropriate port e.g. 88 ,90.	
Queue hostname	The IP address of the computer where the JBoss EAP JMS service is running. Since the JMS service is always configured in the same JBoss EAP server where the Service Link component resides, this value should be the same as the "Service Link Host IP Address" above.	
Custom content archive	If you plan to install "custom content", enter the path to the custom content archive file. **Note** The archive must be in the Zip format.	
SMTP hostname	The fully qualified domain hostname or IP address of the SMTP server. Ensure that your computer can connect to this SMTP server.	
SMTP port	The SMTP server must listen to port 25.	
System email address	The sender email address to be used for system generated notifications.	

Supported Time Zone

The Cisco Prime Service Catalog Reporting installer automatically sets the time zone of the Cognos server to match the time zone of the Service Catalog application. The following table shows the supported time zones for the Service Catalog application. The installer will automatically map the Service Catalog time zone to an equivalent Cognos time zone that has the same GMT offset.

Time Zone Name	Computer Time Zone Description (GMT)
Etc/GMT+12	(GMT-12:00) International Date Line West
Pacific/Apia	(GMT-11:00) Samoa
US/Hawaii	(GMT-10:00) Hawaii
US/Aleutian	(GMT-10:00) Hawaii Aleutian Daylight Time
US/Alaska	(GMT-09:00) Alaska
America/Tijuana	(GMT-08:00) Pacific Time (US and Canada); Tijuana
America/Chihuahua	(GMT-07:00) Chihuahua, La Paz, Mazatlan
US/Arizona	(GMT-07:00) Arizona
Canada/Mountain	(GMT-07:00) Mountain Time (US and Canada)
Canada/Saskatchewan	(GMT-06:00) Saskatchewan
US/Central	(GMT-06:00) Central America
Canada/Central	(GMT-06:00) Central Time (US and Canada)
America/Mexico_City	(GMT-06:00) Guadalajara, Mexico City, Monterrey
America/Bogota	(GMT-05:00) Bogota, Lima, Quito
Canada/Eastern	(GMT-05:00) Eastern Daylight Time (US and Canada)
America/Jamaica	(GMT-05:00) Eastern Time (US and Canada)
US/East-Indiana	(GMT-05:00) Indiana (East)
America/Antigua	(GMT-04:00) Atlantic Time (Canada)
Canada/Atlantic	(GMT-04:00) Atlantic Daylight Time (Canada)
America/Manaus	(GMT-04:00) Manaus
America/Santiago	(GMT-04:00) Santiago
America/Caracas	(GMT-04:30) Caracas
America/La_Paz	(GMT-04:00) La Paz (Bolivia)
America/Sao_Paulo	(GMT-03:00) Brasilia
America/Godthab	(GMT-03:00) Greenland
America/Argentina/Buenos_Aires	(GMT-03:00) Buenos Aires
America/Guyana	(GMT-04:00) Georgetown
America/St_Johns	(GMT-03:30) Newfoundland and Labrador
Atlantic/South_Georgia	(GMT-02:00) Mid-Atlantic
Atlantic/Azores	(GMT-01:00) Azores
Atlantic/Cape_Verde	(GMT-01:00) Cape Verde Islands
Etc/Greenwich	(GMT) Greenwich Mean Time: Dublin, Edinburgh,
Africa/Casablanca	(GMT) Casablanca, Monrovia
Europe/Sarajevo	(GMT+01:00) Sarajevo, Skopje, Warsaw, Zagreb
Europe/Brussels	(GMT+01:00) Brussels, Copenhagen, Madrid, Paris
Africa/Brazzaville	(GMT+01:00) West Central Africa
Europe/Amsterdam	(GMT+01:00) Amsterdam, Berlin, Bern, Rome,

Europe/Belgrade	(GMT+01:00) Belgrade, Bratislava, Budapest,
Africa/Cairo	(GMT+02:00) Cairo
Europe/Helsinki	(GMT+02:00) Helsinki, Kiev, Riga, Sofia, Tallinn,
Europe/Minsk	(GMT+02:00) Minsk
Europe/Athens	(GMT+02:00) Athens, Bucharest, Istanbul
Asia/Jerusalem	(GMT+02:00) Jerusalem
Africa/Windhoek	(GMT+02:00) Windhoek
Africa/Harare	(GMT+02:00) Harare, Pretoria
Asia/Baghdad	(GMT+03:00) Baghdad
Africa/Nairob	(GMT+03:00) Nairobi
Europe/Moscow	(GMT+03:00) Moscow, St. Petersburg, Volgograd
Asia/Kuwait	(GMT+03:00) Kuwait, Riyadh
Asia/Tehran	(GMT+03:30) Tehran
Asia/Baku	(GMT+04:00) Baku
Asia/Muscat	(GMT+04:00) Abu Dhabi, Muscat
Asia/Yerevan	(GMT+04:00) Yerevan
Asia/Tbilisi	(GMT+04:00) Tbilisi
Asia/Kabul	(GMT+04:30) Kabul
Asia/Karachi	(GMT+05:00) Islamabad, Karachi, Tashkent
Asia/Yekaterinburg	(GMT+05:00) Ekaterinburg
Asia/Kolkata	(GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi
Asia/Kathmandu	(GMT+05:45) Kathmandu
Asia/Dhaka	(GMT+06:00) Astana, Dhaka
Asia/Novosibirsk	(GMT+07:00) Novosibirsk
Asia/Colombo	(GMT+05:30) Sri Jayawardenepura
Asia/Rangoon	(GMT+06:30) Yangon (Rangoon)
Asia/Bangkok	(GMT+07:00) Bangkok, Hanoi, Jakarta
Asia/Krasnoyarsk	(GMT+08:00) Krasnoyarsk
Asia/Irkutsk	(GMT+09:00) Irkutsk
Asia/Kuala_Lumpur	(GMT+08:00) Kuala Lumpur, Singapore
Asia/Taipei	(GMT+08:00) Taipei
Australia/Perth	(GMT+08:00) Perth
Asia/Chongqing	(GMT+08:00) Beijing, Chongqing, Hong Kong SAR,
Asia/Seoul	(GMT+09:00) Seoul
Asia/Tokyo	(GMT+09:00) Osaka, Sapporo, Tokyo
Asia/Yakutsk	(GMT+09:00) Yakutsk
Australia/Darwin	(GMT+09:30) Darwin
Australia/Adelaide	(GMT+09:30) Adelaide
Australia/Hobart	(GMT+10:00) Hobart
Australia/Canberra	(GMT+10:00) Canberra, Melbourne, Sydney
Australia/Brisbane	(GMT+10:00) Brisbane
Asia/Vladivostok	(GMT+10:00) Vladivostok
Pacific/Guam	(GMT+10:00) Guam, Port Moresby
Pacific/Guadalcanal	(GMT+11:00) Solomon Islands, New Caledonia
Pacific/Auckland	(GMT+12:00) Auckland, Wellington

Pacific/Fiji	(GMT+12:00) Fiji Islands
Pacific/Tongatapu	(GMT+13:00) Nuku alofa

> ✎
> **Note** The Europe/Moscow, Pacific/Fiji, Pacific/Apia, Asia/Yakutsk, and Asia/Vladivostok Time Zones currently do not support Daylight Saving Time. Thus, if you have to use one of these Time Zone Names, then either use one of the other Time Zone Names that has the same GMT offset, or consult with the Cisco Technical Assistance Center (TAC).

Reference Tables for Installation Procedures

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> **Note** The installation configuration options are case-sensitive, so ensure that you enter a value, such as a database name or a JMS queue name, with case sensitivity; otherwise, your installation may fail.

Table A-3   Database Information Worksheet

Field	Definition for Oracle	Definition for SQL Server
Host IP Address	IP address of the database server.	IP address of the database server
Port	TCP/IP Port number used by the database server. The default value is 1521.	TCP/IP Port number used by the database server. The default value is 1433.
Database name	Not Applicable	The name of the database for the Prime Service Catalog application. Enter alphanumeric characters and do not include any space characters. The default value is "ServiceCatalog".
sa Password	Not Applicable	To create the database in SQL Server, the installer must connect to SQL Server as "sa" user. Enter the password for the sa user.
Username	Database username is the login ID and the schema name for the database schema. The default value is "CPSCUser".	Database username is the login ID and the db_owner of the "ServiceCatalog" database. The default value is "CPSCUser".
Password	Password for the database username.	Password for the database username.
Confirm Password	Re-enter the password for the database username.	Re-enter the password for the database username.

Field	Definition for Oracle	Definition for SQL Server
Oracle Service Name or Oracle SID	The SID or Service Name of the Oracle server where the ServiceCatalog database resides. By default this is ORCL. Also, write down whether this value is an SID or a Service Name. When using Oracle RAC use the Service Name only.	Not Applicable
SYS Password	To create the database schema in Oracle, the installer must connect to Oracle as the "sys" user. Enter the password for " sys" user.	Not Applicable
User tablespace	Enter a tablespace name if you already have a specific Oracle tablespace name. The default tablespace name will be set to this value. If you leave this value blank, then the installer will use the default user tablespace provided by the Oracle server.	Not Applicable
Temp tablespace	Enter a temp tablespace name if you already have a specific Oracle tablespace name. The default temp tablespace name will be set to this value. If you leave this value blank, then the installer will use the default temp user tablespace name provided by the Oracle server.	Not Applicable
Execute database scripts?		The option is enabled only if you have clicked **No** in the ServiceCatalog Database Creation panel. This option should always be selected, which tells the installer to execute the sql scripts to either create a brand new schema in the ServiceCatalog database in the case of a new installation. When you want to reinstall the product WAR files without overwriting the existing ServiceCatalog database, you can deselect this option. Make sure you understand its implication before deselecting this option.

Table A-4   Service Catalog Configuration Table for JBoss EAP

Field	Definition
Service Catalog Host IP Address	Enter the IP address of the current machine. The installer should detect the IP address of the current machine automatically, and display that value as the default value.
JBoss admin username	Since the installer will install the JBoss EAP 7.0 AS software automatically for you, it presets the JBoss admin username to "adminuser". This username can be used to connect to the JBoss EAP Admin Console should you need to perform any administration tasks for the JBoss EAP installation. This value is grayed out so you can't overwrite it.
JBoss admin password	Enter a password for the JBoss EAP "adminuser". Enter only alphanumeric characters with no spaces.
Confirm password	Re-enter a password for the JBoss EAP "adminuser".
Service Link URL	**Note** You will see this option if you have selected to install only the Service Catalog server on your computer. Enter the http address that includes the hostname and portnumber of Service Link server. The default port number used by Service Link on JBoss EAP in 6080.
Configure as windows service	(For Windows only) On Windows Operating System, the installer can automatically configure the JBoss EAP server as a windows service. Select this option if you would like the installer to configure the JBoss EAP server as a service named "Cisco Prime Service Catalog". This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Catalog" service for the first time after the installation. The service however will be started automatically when the Windows Operating System is rebooted. **Note** However, for cluster JBoss EAP it is recommended to start the server as an application, instead of service, by executing the start script provided by Cisco. For information on starting these services, see Postinstallation Tasks for JBoss EAP Clustered Application Servers.
Install Storefront service content	Prime Service Catalog can be installed with sample Storefront content. Select this option if you want these sample content to be imported automatically into your ServiceCatalog database during the installation. Deselect this option if you do not want to include the sample content for your installation. If you are upgrading from a previous Prime Service Catalog release, you should deselect this option. There is a chance that the sample Storefront content may clash with your existing data.

Table A-5   Service Link Configuration Table for JBoss EAP

Variable	Definition
Service Link Host IP Address	This value is preset to the same value that you entered for the Service Catalog host IP address field on the Service Catalog Configuration panel. This is because both JBoss EAP servers, one for Service Catalog application and one for Service Link application, will be running on the same machine. This value is grayed out so you can't overwrite it.
JBoss admin username	The installer has preset the JBoss admin username to "adminuser" because it will install the JBoss EAP AS software automatically for you. This username can be used to connect to the JBoss EAP Admin Console if you need to perform any administration tasks for the JBoss EAP installation. This value is grayed out so you can't overwrite it. **Note** Field "JBoss admin password" is not presented on this panel. This is because the password is preset to the same value that you entered for the JBoss admin password field on the Service Catalog Configuration panel.
Configure as windows service	(For Windows only) On Windows Operating System, the installer can automatically configure the JBoss EAP server as a windows service. Select this option if you would like the installer to configure the JBoss EAP server as a service named "Cisco Prime Service Link". This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Link" service for the first time after the installation. The service however will be started automatically when the Windows Operating System is rebooted.

Table A-6   Messaging Configuration Table

Field	JBoss EAP
Queue Host IP Address	Enter the Enter the IP address of the machine where Service Link is installed, because JMS service resides on the Service Link node.
Queue Port	Port number for communicating to the Service Link node.
Queue connection factory	Value of JMS Queue Connection Factory for JBoss EAP is preset to "jms/RemoteConnectionFactory", and is grayed out.
Queue username	Username that can have read/write access to JMS Queues. This Value for JBoss EAP is preset to "jmsuser", and is grayed out.
Queue password	For JBoss EAP, enter a password for the "jmsuser". The "jmsuser" will be created by the installer when it installs the JBoss EAP software.
Confirm password	This field is applicable for JBoss EAP only. Re-enter the password for the "jmsuser".

Table A-7   Service Catalog Administration Configuration Table

Field	Definition
SMTP hostname	Enter the fully qualified domain hostname or IP address of the SMTP server. The Service Catalog application will connect to this SMTP server to send out all email notifications. **Note** There is an optional Test SMTP button on this panel. After you enter the SMTP hostname and system email address, you can click the Test SMTP button to verify the connection to the SMTP server. The installer will display a message dialog which shows whether the Test connection to the SMTP server succeeds or fails. If the STMP server test connection fails, the installer will still let you move on to the next step. Just close the message dialog, then Click Next to continue.
SMTP Port	The SMTP server must be listening to port 25.
System email address	Enter the email address of the system administrator. This is used as the sender's email address for all system-level email notifications.
Service Catalog Site Administrator Password	Enter the password for the Site Administrator of the application. The password cannot be blank. Enter alphanumeric characters for the password. **Note** The Site Administrator's username is preset to "admin" and can not be changed.
Confirm Password	Re-enter the password for Site Administrator.

Table A-8   Database Information Table for Advanced Installation

Field	Definition for SQL Server	Definition for Oracle
Hostname	Hostname or IP address of the database server	Hostname or IP address of the database server
Port	TCP/IP Port number used by the database server. The default value is 1433.	TCP/IP Port number used by the database server. The default value is 1521.
Oracle Service Name or Oracle SID	Not Applicable	If you use Service Name to connect to your Oracle database, then select the Service Name radio button, and enter the Service Name value. If you use SID to connect to your Oracle database, then select the SID radio button, and enter the Oracle SID value.
Username	Database username is the login ID and the db_owner of the "ServiceCatalog" database. The default value is "CPSCUser".	Database username is the login ID and the schema name for the database schema. The default value is "CPSCUser".
Password	Password for the database username.	Password for the database username.

Field	Definition for SQL Server	Definition for Oracle
Execute Database Scripts?	The option is enabled only if you have clicked **No** in the ServiceCatalog Database Creation panel. This option should always be selected, which tells the installer to execute the sql scripts to either create a brand new schema in the ServiceCatalog database in the case of a new installation. When you want to reinstall the product WAR files without overwriting the existing ServiceCatalog database, you can deselect this option. Make sure you understand its implication before deselecting this option.	
Advanced Options (for Oracle only)	This button is available in the ServiceCatalog Database window for Oracle only. When you click this button, Advanced Options window with the following files is displayed. Click **Close** after you enter the required details in the Advanced Options window.	
Enable multiple tablespace? (for Oracle only)	Select this option if your existing ServiceCatalog database was created on multiple table spaces on Oracle.	
Default tablespace (for Oracle only)	The name of the tablespace where all of the definitional-data tables are created. Definitional-data tables have names that start with DEF. The default value is CCPDATA01	
Directory tablespace (for Oracle only)	The name of the tablespace where all of the directory-data tables are created. Directory-data tables have names that start with DIR. The default value is CCPDATA02	
Transaction tablespace (for Oracle only)	The name of the tablespace where all of the transactional-data tables are created. Transactional-data tables have names that start with TX. The default value is CCPDATA03. Any tables whose names are different from DEF, DIR or TX are stored in the Default tablespace	
Index tablespace (for Oracle only)	The name of the tablespace where all of the table indexes are created. The default value is CCPINDX.	

Table A-9   Advanced Options Table for Service Catalog Configuration panel

Field	Definition
Enable clustering	This option is not available for JBoss EAP and is grayed out.
Multicast address	This option is not available for JBoss EAP and is grayed out.

Field	Definition
Custom content?	Select this option if you want to insert custom contents into the RequestCenter.war during the installation. After the installation your deployed RequestCenter.war directory will contain the custom contents, such as ISF and custom stylesheets. This is an optional step. If you don't install Custom Content at installation time, then after the installation, you can always extract the Content zip file manually on top of the deployed RequestCenter.war directory.
Custom content archive	Enter the location of the zip file that contains the custom contents. The zip file must adhere to the directory structure underneath RequestCenter.war directory. For example, inside the content.zip file, there are the following contents: • isfcode* • custom\mystyle* • images* Everything will be extracted under the RequestCenter.war stage directory, keeping the same directory structure intact.

Table A-10   Service Link Configuration Table for Custom Installation using JBoss EAP Server

Variable	Definition
Service Link Hostname	This value is preset to the same value that you entered for the Service Catalog hostname field on the Service Catalog Configuration panel. This is because both JBoss EAP servers, one for Service Catalog application and one for Service Link application, will be running on the same machine. This value is grayed out so you cannot overwrite it.
JBoss admin username	The installer has preset the JBoss admin username to "adminuser" because it will install the JBoss EAP AS software automatically for you. This username can be used to connect to the JBoss EAP Admin Console if you need to perform any administration tasks for the JBoss EAP installation. This value is grayed out so you can't overwrite it.
JBoss admin password	If you chose to install only Service Link server on this computer, then the installer will prompt you to enter the password for the JBoss EAP administrator user. This field will not be shown if you chose the "Both" option instead. This is because the password is preset to the same value that you entered for the JBoss admin password field on the Service Catalog Configuration panel.

Variable	Definition
Confirm password	Re-enter the password for the JBoss EAP administrative user. This field will not be shown if you chose the "Both" option.
Configure as windows service	(For Windows only) On Windows Operating System, the installer can automatically configure the JBoss EAP server as a windows service. Select this option if you would like the installer to configure the JBoss EAP server as a service named "Cisco Prime Service Link". This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Link" service for the first time after the installation. The service however will be started automatically when the Windows Operating System is rebooted.

Table A-11   Messaging Configuration Table for Custom Installation

Field	Definition for JBoss EAP
Queue hostname	Enter the fully qualified domain hostname or IP address of the JMS server. The JMS server is same as the Service Catalog server.
Queue port	Enter the JNDI Port assigned to the Service Catalog server. The default value is 4447.
Queue connection factory	For JBoss EAP, this value is preset to "jms/RemoteConnectionFactory", and thus is grayed out
Queue Username	Username that can have read/write access to JMS Queues. This Value for JBoss EAP is preset to "jmsuser", and is grayed out.
Queue password	For JBoss EAP, enter a password for the "jmsuser". The "jmsuser" will be created by the installer when it installs the JBoss EAP software.
Confirm Password	This field is applicable for JBoss EAP only. Re-enter the password for the "jmsuser".