

System Management Hub

Installing System Management Hub

Version 9.5 SP1

November 2013

This document applies to System Management Hub Version 9.5 SP1.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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Document ID: SMH-INSTALL-95SP1-20130929

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Preface

This document outlines the concrete steps that you perform to install, upgrade, or uninstall System Management Hub on your system.

When you install System Management Hub using Software AG Installer, Software AG recommends that you refer to the *Installation Guide* on the [Software AG Documentation Web site](#) for instructions. The *Installation Guide* provides more information about the following:

- Software and hardware support and requirements.
- Installation using the wizard and the console.
- Uninstallation of particular products or the entire product suite.

In contrast to the *Installation Guide*, the information in this document outlines the concrete configuration settings of the product that you provide during the installation procedure.

The information is organized as follows:

[Installing System Management Hub](#)

[Upgrading to the latest version of System Management Hub](#)

[Migrating System Management Hub Users](#)

[Uninstalling Software AG Products](#)

[Troubleshooting the Installation](#)

1 Installing System Management Hub

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- Verifying the Installation 2

The information is organized as follows:

Installing the Latest System Management Hub

For more information about installing the latest release of System Management Hub, see *Installing webMethods Products* on the [Software AG Documentation Web site](#).

Verifying the Installation

Software AG Installer does not create a separate System Management Hub group in the programs section of the **Start** menu on Windows operating systems. A **Start** menu entry for System Management Hub is created only if you installed other products (CentraSite or EntireX) that use System Management Hub as an administration tool.

Before you start System Management Hub and verify the installation, make sure that the System Management Hub services are started.

▶ To verify System Management Hub installation

- 1 Open a web browser.
- 2 Open `http://localhost:<port_number>/smh/login.htm` to start the System Management Hub administration tool.

`<port_number>` is the base port defined at the install of System Management Hub.

- 3 Log on using your user credentials.

Starting and logging on the administration tool, proves the successful installation.

2 Upgrading to the Latest Version of System Management Hub

For more information about upgrading from SMH 8.1 or SMH 8.2 to SMH 9.0, see *Upgrading webMethods Products* on the [Software AG Documentation Web site](#).

When you install the latest version of System Management Hub on a system that has installed a previous version of System Management Hub (prior to version 8.1) both installations co-exist independently on the system.

When you upgrade to (install) the latest version of System Management Hub, verify the installation. For more information about verifying the installation, see [Verifying the Installation](#).

3 Migrating System Management Hub Users

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System Management Hub 8.2 allows you to migrate users from System Management Hub 8.1 to the latest product installation. The *MigrationTool.bat* (or *.sh*) executable starts a tool that migrates users from products that use System Management Hub 8.1 to the corresponding products that use System Management Hub 8.2.



Note: The tool migrates users only to installed, upgraded products. If a user is available in the previous version but the same product is not upgraded by the new installation, the tool does not migrate that user. In addition, you cannot migrate users from a particular old version product and use them in new version products that differ from the original product.

The following tasks describe the usage of the tool and outline the commands that you can perform with it.

▶ To start and use the migration tool

- 1 Start the migration tool in the following directory:

```
Software AG_directory\InstanceManager\bin\MigrationTool.bat (or .sh)
```

- 2 The following commands are available with the tool:

- help

You use this command to display more information in the console window about the available commands in the migration tool. The exact syntax and brief description of the command is displayed.

- set

You use this command to specify values to the parameters required by the tool. For more information about setting the mandatory tool parameters, see [Setting Tool Parameters](#).

- migrate

You use this command to start the migration of users. For more information about the migrate command, see [Migrating Users](#).

- gui

You use this command to start the tool in graphical mode. For more information about the graphical user interface of the tool, see [Starting the Migration Tool in Graphical Mode](#).

- exit

You use this command to stop and exit the tool.

- 3 Enter a command that you want to perform and follow the instructions.

For more information about starting the tool and migrating users silently, see [Migrating Users Silently](#).

Setting Tool Parameters

The *MigrationTool.bat* (or *.sh*) executable tool has mandatory parameters that must be set prior to user migration. These parameters define the installation directories of System Management Hub version 8.1 and 8.2. The parameter that defines the installation directory of System Management Hub 8.2 is set by default during the installation of that product. However, if you need to define a different directory, the tool allows you to manually set a new installation directory for System Management Hub 8.2.

You can set the installation directory parameters as configuration properties within the *.bat* executable file when you open it for editing. Thus, the configuration remains persistent and the tool can be used without specifying any other configuration settings with each invocation.

▶ To set the parameters in the *.bat* executable

- 1 Open the following directory:

```
Software AG_directory\InstanceManager\bin\
```

- 2 Locate and open the *MigrationTool.bat* (or *.sh*) file for editing.
- 3 Enter the following parameter `-Dpath.smh81=` before the `-Dpath.smh82=` parameter as it is displayed in the sample code excerpt.

```
-Dpath.smh81="<installation_directory_of_SMH_8.1>" -Dpath.smh82="%INSTALL_HOME%"
```

- 4 Save and close the *MigrationTool.bat* file.

Alternatively, you can provide the parameters to the tool when you start it in the console window.

▶ To set the parameters when you start the tool in the console window

- 1 Start a console window.
- 2 Open the following directory:

```
Software AG_directory\InstanceManager\bin\
```

- 3 Locate and start the *MigrationTool.bat* (or *.sh*) file by specifying the corresponding configuration settings (optionally, you can add commands) in the console window as well.

For more information about specifying configuration setting and executing commands in the console window when you start the tool, see [Migrating Users Silently](#).


Example:

```
>MigrationTool.bat ↵  
path.smh81="<installation_directory_of_SMH_8.1>" path.smh82="<installation_directory_of_SMH_8.2>"
```

```
>MigrationTool.sh ↵  
path.smh81="<installation_directory_of_SMH_8.1>" path.smh82="<installation_directory_of_SMH_8.2>"
```

Another way to configure the System Management Hub installation directories in the tool is to start it and configure the parameters using the `set` command. The settings that you provide with the `set` command are applicable only for the current invocation of the tool. You must configure these settings every time you start the tool.

▶ To set the parameters using the console window

- 1 Start the *MigrationTool.bat* (or *.sh*) executable file.
- 2 Enter `set` and then press `Enter`.
- 3  **Note:** This step, in which you configure the location of the registry file, appears only on UNIX based operating systems.

On the **Specify the path for regfile of SMH 8.1 Y/N ?** enter `Y` and then press `Enter`.

- 4 Specify the registry directory and file of System Management Hub 8.1 and press `Enter`.

If the registry file that you specify does not exist or the entry is invalid, the tool allows you to re-enter the directory that hosts the registry file of SMH 8.1.

- 5 On the **Specify the path for installation of SMH 8.1 Y/N ?** enter `Y` and then press `Enter`.
- 6 Specify the installation directory of System Management Hub 8.1 and press `Enter`.

If the directory that you specify does not exist or the entry is invalid, the tool allows you to re-enter the directory that hosts the installation of version 8.1.

- 7 On the **Specify the path for installation of SMH 8.2 Y/N ?** enter `Y` and then press `Enter`.
- 8 Specify the installation directory of System Management Hub 8.2 and press `Enter`.

If the directory that you specify does not exist or the entry is invalid, the tool allows you to re-enter the directory that hosts the installation of version 8.2.

Migrating Users

The *MigrationTool.bat* (or *.sh*) executable tool allows you to migrate users from System Management Hub 8.1 to System Management Hub 8.2 flexibly using a set of predefined migration commands. Depending on the particular business case, the tool allows you to migrate all available users at one go, migrate all users of a particular product at one go, or migrate single users from products with versions 8.1 to 8.2.

The instructions below outline the usage of the different sub-commands that are available with the `migrate` command of the tool.

▶ To migrate users

- 1 Start the *MigrationTool.bat* (or *.sh*) executable file.
- 2 Enter `migrate` and then press `Enter`.



Note: If you did not specify any of the mandatory tool parameters, such as installation directories of the products which users you want to migrate, the tool allows you to specify those parameters at this stage. For more information, see [Setting Tool Parameters](#).

- 3 The tool displays the available sub-commands for the `migrate` command.

- `help`

You use this command to display more information in the console window about the available commands in the migration tool. The exact syntax and brief description of the command is displayed.

- `list`

You use this command to list all available users in both installation directories for versions 8.1 and 8.2.

- `all`

You use this command to start the migration of all available users from version 8.1 to 8.2.

- `product`

You use this command to start the migration of all users of a specific product. The names of the available products are displayed when you list all available user entries (using `list` command).

- `single`

You use this command to migrate single users from version 8.1 to 8.2. The names of the available users are displayed when you list all available user entries (using `list` command).

- `cancel`

You use this command to stop and exit the `migrate` command. The tool allows you to enter a command from the initial set of commands. For more information, see [Migrating System Management Hub Users](#).

- 4 Enter a command that you want to perform and follow the instructions.

Migrating Users Silently

The *MigrationTool.bat* (or *.sh*) executable tool allows you to migrate users from System Management Hub 8.1 to System Management Hub 8.2 silently using a set of predefined migration parameters (settings or commands). Similarly to the console based or GUI based migration and depending on the particular business case, the tool allows you to set configuration parameters, migrate all available users at one go, migrate all users of a particular product at one go, or migrate single users from products with versions 8.1 to 8.2.

The instructions below outline the silent invocation and usage of the different commands that are available with the tool.

▶ To migrate users silently

- 1 Start a console window.
- 2 Open the following directory:

```
Software AG_directory\InstanceManager\bin\
```

- 3 Locate and start the *MigrationTool.bat* (or *.sh*) file by specifying the configuration settings or commands in the console window.

The following table outlines the parameters (settings or commands) that you can use with the silent invocation of the tool:

Parameter	Description
<code>path.regfile.smh81="<SMH_8.1_registry_file_directory>"</code>	Specify the directory and the registry file of System Management Hub 8.1. This parameter can be used only on UNIX based operating systems.

Parameter	Description
path.smh81="<installation_directory_of_SMH_8.1>"	Specify the installation directory of System Management Hub 8.1.
path.smh82="<installation_directory_of_SMH_8.2>"	Specify the installation directory of System Management Hub 8.2.
migrate="all.users"	Migrate all available users from System Management Hub 8.1 to 8.2. The tool migrates only users that are created in and used by product versions which are installed on the system and use System Management Hub 8.1 and 8.2 respectively.
migrate="all.users.for.product"	<p>Migrate all available users for a particular product that uses System Management Hub. The tool migrates users only if versions of the product are installed and use System Management Hub 8.1 and 8.2 respectively.</p> <p>To start this command, you must set the <code>product="product name"</code> parameter as well.</p>
product="product name"	Specify a product which users you want to migrate. This parameter is mandatory when you migrate all users of a product or a single user.
migrate="single.user"	<p>Migrate a single users of a particular product that uses System Management Hub. The tool migrates the user only if versions of the product are installed and use System Management Hub 8.1 and 8.2 respectively.</p> <p>To start this command, you must set the <code>product="product name"</code></p>

Parameter	Description
	and user="user name" parameters as well.
user="user name"	Specify a user which you want to migrate. This parameter is mandatory when you migrate a single user only.

Example

```
MigrationTool.bat path.smh81="<installation_directory_of_SMH_8.1>" migrate="all.users"
```

```
MigrationTool.bat ↵
path.smh81="<installation_directory_of_SMH_8.1>" path.smh82="<installation_directory_of_SMH_8.2>" migrate="single.user" ↵
product="<product_name>" user="<user_name>"
```

```
MigrationTool.sh ↵
path.regfile.smh81="<SMH8.1_registry_file_directory>" path.smh81="<installation_directory_of_SMH_8.1>" path.smh82="<installation_directory_of_SMH_8.2>" migrate="single.user" ↵
product="<product_name>" user="<user_name>"
```

Starting the Migration Tool in Graphical Mode

When you start the *MigrationTool.bat* (or *.sh*) executable tool in console mode, you can switch to the graphical mode of the tool using the corresponding command. The graphical tool displays the configured installation directories of System Management Hub 8.1 and 8.2 and the corresponding users in both directories. The graphical mode allows you to perform the same commands from the console mode of the tool in a more flexible environment.

The instructions below outline the graphical mode of the tool and the commands which you can execute with it.

▶ To start the GUI mode of the tool

- 1 Start the *MigrationTool.bat* (or *.sh*) executable file.
- 2 Enter `gui` and then press `Enter`.

The tool starts in graphical mode.

- 3 Specify the installation directories of System Management Hub version 8.1 and 8.2. Click the **Browse** button on the right hand side of the corresponding field.



Note: On UNIX based operating systems, specify the location of the registry file of System Management Hub version 8.1 as well.

- 4 The tool displays the available users in both installation directories. You can filter the users by selecting the following options:
 - **Show all users**
 - **Show missing users**
- 5 Select the users you want to migrate from System Management Hub 8.1 to System Management Hub 8.2.

You cannot select for migration users that are colored in red. The tool colors in red the following entries:

- Users that are already migrated to the newer product.
 - Users that are created within products which are not available with the newer installation.
- 6 Click **Migrate**.
 - 7 When you migrate the users from System Management Hub version 8.1 to 8.2 and if you want to exit the tool, click **Close**.

4

Uninstalling Software AG Products

You can uninstall Software AG product using the uninstall wizard or silently using an uninstall script.

If you uninstall System Management Hub or Software AG Runtime from a UNIX based operating system the following restrictions apply, depending on the uninstall procedure you choose:

- If you use the uninstall wizard, you must provide your sudo credentials to the wizard.
- If you use a silent uninstall script or if you do not want to provide sudo rights to the wizard, before you start the uninstall procedure you must start the *Software AG_directory/bin/before-Uninstall.AsRoot.sh* script to provide your sudo credentials.

For more information about uninstalling the latest releases of System Management Hub or Runtime, see the *Uninstalling* chapter of *Installing webMethods Products* on the [Software AG Documentation Web site](#).

5 Troubleshooting the Installation

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System Management Hub does not provide services for handling errors during installation.

Errors or exceptions may occur at any point after installation or upgrade. Following are the possible scenarios. You can find explanations and solutions for each of the errors.

The information is organized under the following headings:

Windows

Problem	Solution
You receive the message: "Error: Bind failed (Task already started or attempt to open privileged socket)"	<p>This is a TCP registration error.</p> <p>Check to see if the specified server is already running.</p> <p>If the server is not running, then the default ports are being used by another program. Choose another port and restart the server (consult the appropriate sections of the documentation for more information).</p>
You cannot start the Runtime service	<p>This error occurs when there are Runtime registration problems.</p> <p>Enter the following from the console: <code>argmlsrv -register</code></p>
You cannot start the Client/Service Layer service	<p>This error occurs when there are Client/Server Layer server registration problems.</p> <p>Enter the following from the console: <code>argsrv -register</code></p>
You cannot use Apache as HTTP server for Runtime. or you cannot open the logon page.	<p>Check the Apache configuration.</p>
You cannot use the web interface or batch environment or you cannot get the host list.	<p>Check the configuration stored in the system registry.</p>
You cannot open the logon page after upgrading from ver. 4.1 to ver. 8.x	<p>Check the configuration stored in the system registry. You cannot access the logon screen if you have previously saved the link to it. In this case, you must change the port in your link to System Management Hub default Runtime HTTP port (default is 10010).</p>

UNIX

Problem	Solution
You get the following message: "Error: Bind failed (Task already started or attempt to open privileged socket)."	<p>This error occurs when there is a TCP registration error. Check to see whether the specified server is already running.</p> <p>If the server is not running, then the default ports are being used by another program. Choose other ports and restart the server.</p>
You cannot use Apache as HTTP server for Runtime or you cannot open the logon page.	<p>This error occurs when you cannot use Apache as HTTP server for Runtime.</p> <p>Check the Apache configuration.</p>
You cannot use the web interface or batch environment or you cannot get the host list.	<p>The \$ARGDIR system environment variable must be defined (the installation procedure sets the variables).</p> <p>\$ARGDIR must point to your installation base directory.</p>

