

SigmaSystemCenter 3.2

Installation Guide

- First Edition -

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Preface

How to Use This Manual

SigmaSystemCenter Installation Guide is intended for system administrators who perform installation, upgrade installation, and uninstallation of SigmaSystemCenter and provides these methods.

Manual Organization

Part I Installation of SigmaSystemCenter

- 1 "SigmaSystemCenter Installation Overview": Provides how to precede installation and the information of the installer.
- 2 "Installing SigmaSystemCenter": Provides installation procedure.
- 3 "Upgrading From Earlier Version": Provides the upgrading procedure from the earlier version.
- 4 "Uninstalling SigmaSystemCenter": Provides uninstallation procedure.
- 5 "Troubleshooting": Provides solutions for problems occurred during installation, upgrade, and uninstallation.

Appendices

- | | |
|------------|--------------------------|
| Appendix A | "Networks and Protocols" |
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| Appendix C | "License Information" |

SigmaSystemCenter Manuals

The manuals of SigmaSystemCenter are configured for the various products and components as follows.

In this manual, each of the following manuals is described as "How Manuals Are Called in This Manual."

Products or Components	Manuals	How Manuals Are Called in This Manual
SigmaSystemCenter 3.2	SigmaSystemCenter 3.2 First Step Guide	SigmaSystemCenter First Step Guide
	SigmaSystemCenter 3.2 Installation Guide	SigmaSystemCenter Installation Guide
	SigmaSystemCenter 3.2 Configuration Guide	SigmaSystemCenter Configuration Guide
	SigmaSystemCenter 3.2 Reference Guide	SigmaSystemCenter Reference Guide
NEC ESMPRO Manager 5.7	NEC ESMPRO Manager Ver.5.7 Installation Guide	NEC ESMPRO Manager Installation Guide
DeploymentManager 6.2	DeploymentManager Ver6.2 First Step Guide	DeploymentManager First Step Guide
	DeploymentManager Ver6.2 Installation Guide	DeploymentManager Installation Guide
	DeploymentManager Ver6.2 Operation Guide	DeploymentManager Operation Guide
	DeploymentManager Ver6.2 Reference Guide	DeploymentManager Reference Guide
System Monitor - Performance Monitoring Services 5.3	System Monitor - Performance Monitoring Services 5.3 User's Guide	System Monitor - Performance Monitoring Services User's Guide
	SigmaSystemCenter ssc Command Reference	ssc Command Reference

Reference: All the latest SigmaSystemCenter manuals are available in the following URL.

<http://www.nec.com/sigmasytemcenter/en/support/index.html>

The information regarding product summary, installation, configuration, operation and maintenance of SigmaSystemCenter are included in the following four manuals. The purposes of the manuals are as follows.

SigmaSystemCenter First Step Guide

This manual is intended for users who use SigmaSystemCenter for the first time and explains the product summary, system design methods and operating environment.

SigmaSystemCenter Installation Guide

This manual is intended for system administrators who install, upgrade, or uninstall SigmaSystemCenter and explains how to.

SigmaSystemCenter Configuration Guide

This manual is intended for system administrators who configure the whole system after installation and who operate and maintain the system after the configuration. Actual operational flow is used to explain the process from the configuration after installation to the operating procedures. This manual also explains the maintenance process.

SigmaSystemCenter Reference Guide

This manual is intended for administrators of SigmaSystemCenter and is a supplement to *SigmaSystemCenter Installation Guide* and *SigmaSystemCenter Configuration Guide*.

SigmaSystemCenter Reference Guide consists of the following three documents:

SigmaSystemCenter Data Reference Guide

This document describes the maintenance information in SigmaSystemCenter.

SigmaSystemCenter Caution Notes and Trouble Shooting Reference Guide

This document describes cautions and the information about trouble shooting in SigmaSystemCenter.

SigmaSystemCenter Overview Reference Guide

This document describes features and functionalities of SigmaSystemCenter.

Document Conventions

In this manual, information that needs attention and references are described as follows:

Note: indicates caution notes, and supplementary explanation for functionalities, operations, and settings.

Reference: indicates why and where you should refer to.

In addition, this manual uses the following document conventions.

Convention	Used Item	Example
Bold font	Items that a user selects on a screen, short text input, screen names, short command-line commands, and command-line options	Type Exit and click Enter . User License Confirmation screen Use the -prt command. Use the /a option.
Italic font	Book or manual titles, and variable names	<i>Configuration Guide</i> <code>add <i>GroupName</i></code>
Quotation marks	Chapter titles and default values	See Chapter 9, "Add a Computer."
Monospace font (courier new)	Long text inputs, messages and command-line commands	Type the following text: <code>Confidential-Class B</code>

Part I Installation of SigmaSystemCenter

This section describes how to install, upgrade, and uninstall SigmaSystemCenter, and solutions for problems occurred during the operations.

- 1 SigmaSystemCenter Installation Overview
- 2 Installing SigmaSystemCenter
- 3 Upgrading From Earlier Version
- 4 Uninstalling SigmaSystemCenter
- 5 Troubleshooting

1. SigmaSystemCenter Overview

Installation

This chapter describes the document overview and the SigmaSystemCenter installer that installs and uninstalls component(s).

This chapter contains the following sections:

- 1.1 Document Overview4
- 1.2 SigmaSystemCenter Installer5
- 1.3 Configuration of SigmaSystemCenter 3.2 DVD-R.....6

1.1. Document Overview

This document describes how to install, upgrade, and uninstall SigmaSystemCenter.

Refer to the following sections in this chapter to know brief outline of the SigmaSystemCenter installer's functionality.

Refer to Chapter 2, "Installing SigmaSystemCenter" for the new installation of SigmaSystemCenter 3.2.

If SigmaSystemCenter 3.1 or earlier version is already installed to your environment and if you want to upgrade the product of earlier version to SigmaSystemCenter 3.2, refer to Chapter 3, "Upgrading From Earlier Version" for upgrading.

Refer to Chapter 4, "Uninstalling SigmaSystemCenter" for the uninstallation of SigmaSystemCenter 3.2.

1.2. SigmaSystemCenter Installer

The SigmaSystemCenter installer installs and uninstalls the components of SigmaSystemCenter.

The installer installs and uninstalls the management server components on a SigmaSystemCenter management server and the managed machine components on a SigmaSystemCenter managed machine.

Uninstallation can be executed from Programs and Features.

Note: The installer cannot be launched on the drive to which a UNC path or a network drive letter is assigned. Launch the installer on the DVD drive.

1.2.1. SigmaSystemCenter Installation Modes

The SigmaSystemCenter installer has two installation modes:

◆ Individual Installation / Uninstallation

The mode to install / uninstall SigmaSystemCenter by following the installer's wizard.

Installation / Uninstallation can be executed by each individual component in this mode.

◆ Collective Installation / Uninstallation

The mode to install / uninstall SigmaSystemCenter from command line.

Collective Installation installs all the components stored on the *SigmaSystemCenter 3.2 DVD-R*. Specify options to change the installation information, such as the installation location, Windows Firewall, etc.

Collective Uninstallation uninstalls all the components installed on your system.

Note: Some components are not uninstalled during the Collective Uninstallation.

During the Collective Installation or Uninstallation, the installer's wizard screens do not appear.

1.3. Configuration of SigmaSystemCenter 3.2 DVD-R

The SigmaSystemCenter installer and various software components are stored on the *SigmaSystemCenter 3.2 DVD-R*, as follows:

SigmaSystemCenter 3.2 DVD-R	
ManagerSetup.exe	The installer for management server components
ManagerSetup.ini	The configuration file for management server components
AgentSetup.exe	The installer for managed machine components
AgentSetup.ini	The configuration file for managed machine components
├ dotNet Framework40\	.NET Framework 4 Redistributable Package, Windows Installer 4.5 Redistributable
├ SQLEXPRESS\	SQL Server 2012 SP1 Express
├ DPM\	DeploymentManager
├ SMM\	NEC ESMPRO Manager
├ RMP\	System Monitor - Performance Monitoring Services
├ PVM\	SystemProvisioning
└ OpsMgrConnector\	System Center Operations Manager 2007 connector

2. Installing SigmaSystemCenter

This chapter describes installation procedure of SigmaSystemCenter to a management server and managed machine. Based on the installation modes, this chapter describes installing components individually and collectively.

This chapter contains the following sections:

• 2.1	What You Should Know Before Installation.....	8
• 2.2	Installing Management Server Components	17
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• 2.6	Installing Managed Machine Component	39
• 2.7	Installing to a Managed Machine Running Windows (x86 / x64) From the Installation Wizard.....	41
• 2.8	Installing to a Managed Machine Running Windows (x86 / x64) Without Displaying Installation Wizard	47
• 2.9	Installing to a Managed Machine Running Windows Server 2008 Server Core	50
• 2.10	Installing to a Managed Machine Running Linux.....	51

2.1. What You Should Know Before Installation

Before beginning installation of SigmaSystemCenter 3.2, read the information in this section carefully.

2.1.1. Prerequisites

You need to install the components of SigmaSystemCenter based on the configuration of a management server and managed machine. Ensure that you know enough about the configuration listed in Section 2.1, "Examining the System Configuration of SigmaSystemCenter" in *SigmaSystemCenter First Step Guide*.

Also, ensure that your management server and managed machine have met the latest hardware and software requirements. See Chapter 3, "Operational Environment" in *SigmaSystemCenter First Step Guide*.

SigmaSystemCenter 3.2 supports NEC ESMPRO Manager Ver. 5.52 or later. If you install NEC ESMPRO Manager through other installer than the SigmaSystemCenter installer and use it, ensure the version of your NEC ESMPRO Manager is NEC ESMPRO Manager Ver. 5.52 or later.

2.1.2. Port Conflict

Your environment may experience conflicts between ports used by SigmaSystemCenter and by other products. In that case, you must change those ports.

◆ How to change ports used by SigmaSystemCenter

When you intend to change the ports used by SigmaSystemCenter components, see the following information.

Reference: For more information about ports used by SigmaSystemCenter, see Appendix A, "Networks and Protocols" in this document, and Appendix A, "Network Ports and Protocols" in *SigmaSystemCenter Data Reference Guide*.

- DeploymentManager
To change the ports used by DeploymentManager components, see Subsection 9.5, "Procedure to Change the Port Used by DPM" in *DeploymentManager Reference Guide*.
- System Monitor - Performance Monitoring Services
System Monitor - Performance Monitoring Services uses port 26200 for communication from the management console or Web console to the

performance monitoring service, port 26202 for communication from the performance monitoring service to the management console.

To change the ports used by System Monitor - Performance Monitoring Services, see Subsection 2.4.1, "Port Number" in *System Monitor - Performance Monitoring Services User's Guide*.

To change those ports on the SigmaSystemCenter Web console, see Subsection 5.5.16, "Configuring Settings on the Performance Monitor Tab" and 5.6 7, "Configuring Settings on the Performance Monitor Tab" in *SigmaSystemCenter Configuration Guide*.

- NEC ESM PRO Manager
See "Management Server" in Appendix A "Networks and Protocols."

◆ If ports used by SigmaSystemCenter conflict with those used by related products

- vCenter Server
vCenter Server uses port 80 and port 443 which are default ports for TCP/IP. When it coexists with the SigmaSystemCenter management server or DPM Server, the port 80 used by Internet Information Services (IIS) may conflict between them.

In this case, change the port by using one of the following methods:

- If you intend to change the http port for vCenter Server
Install IIS and SigmaSystemCenter before installing vCenter Server. During the vCenter Server installation, change its port from port 80 to other port such as port 10080.
- If you intend to change the http port for IIS
If you intend to install vCenter Server before installing IIS and SigmaSystemCenter, perform the following procedure to change the IIS port from port 80 to other port such as port 10080:

E.g.) For IIS 7.5

1. From the **Start** menu, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager**.
2. Internet Information Services (IIS) Manager starts. On the tree view, click the target computer, click **Web Site**, and click the target Web site. Then click **Bindings...** and edit the http port.

- MasterScope Network Manager
In case of conflict with the MasterScope Network Manager port, change the port on the MasterScope Network Manager side.

For how to do it, see the documentation of the MasterScope Network Manager products.

2.1.3. Software You Need to Install on the Management Server Before Starting the Installation

There is software that you need to install before installing SigmaSystemCenter on your management server.

The management server requires the following software:

- ◆ .NET Framework 4 or .NET Framework 4.5
- ◆ Internet Information Services (IIS)
- ◆ ASP.NET v4.0 or ASP.NET v4.5

If you want to perform OS installation by disk duplication (Linux) or OS clear installation of DeploymentManager, the machine on which you intend to install DPM Server requires the following software:

- ◆ Java Runtime Environment (JRE) 32-bit 7.0

<For Windows Server 2008 R2>

Note:

- .NET Framework 4 is installed by the SigmaSystemCenter installer. So, you do not need to install it separately.
 - ASP.NET v4.0 is automatically installed in the computer that Internet Information Services (IIS) is installed on when installing .NET Framework 4. So, you do not need to install it separately.
-

Follow the procedure below to install DPM Server and SystemProvisioning:

- ◆ Installation Procedure of Internet Information Services (IIS)
 1. Launch **Server Manager**.
 2. Right-click **Roles** in the left pane, and click **Add Roles**.
 3. **Add Roles Wizard** appears.
 4. Click **Server Roles** in the left pane.
 5. Select the **Web Server (IIS)** check box, and click **Next**.
 6. On the **Introduction to Web Server (IIS)** screen, click **Next**.
 7. On the **Select Role Services** screen, select the **Static Content** check box, the **ASP.NET** check box, **IIS Management Console** check box, and **IIS 6 Metabase Compatibility** check box, and then click **Next**.

8. On the **Confirm Installation Selections** screen, click **Install**.
9. On the **Installation Results** screen, click **Close**.

Note: If Web Server (IIS) is already installed on your environment, Install these all: Static Content, ASP.NET, IIS Management Console and IIS 6 Metabase Compatibility under Role Services on the Web Server (IIS) screen.

<For Windows Server 2012>

Note: In Windows Server 2012, .NET Framework 4.5 is installed by default. So, you do not need to install it separately.

Follow the procedure below to install DPM Server and SystemProvisioning:

- ◆ Installation Procedure of Internet Information Services (IIS) and ASP.NET 4.5
 1. Launch **Server Manager**.
 2. Click **Dashboard** in the left pain, and then choose **Add roles and features**.
 3. **Add Roles and Features Wizard** appears. Click **Next**.
 4. **Select installation type** appears. Select the **Role-based or feature-based installation** check box, and then click **Next**.
 5. On the **Select destination server** screen, choose the server and click **Next**.
 6. Select the **Web Server (IIS)** check box in the **Roles** list.
 7. On the **Add features that are required for Web Server (IIS)** dialog box, click **Add Features**.
 8. On the **Select server roles** screen, click **Next**.
 9. On the **Select features** screen, click **Next**.
 10. On the **Web Server Role (IIS)** screen, click **Next**.
 11. On the **Select role services** screen, select the following check boxes. And then click **Next**.
 - Web Server - Common HTTP Features - the **Static Content** check box
 - Web Server - Application Development - the **ASP.NET 4.5** check box
 - Management Tools - the **IIS Management Console** check box
 - Management Tools - IIS6 Management Compatibility - the **IIS 6 Metabase Compatibility** check box

Note: If Web Server (IIS) is already installed, install all the following on **Add Role Services of Web Server (IIS): Static Content, ASP.NET 4.5, IIS 6 Metabase Compatibility, and IIS Management Console**.

12. Click **Close** to exit the wizard after completing the installation of the selected roles or role services.

2.1.4. Setting Up DHCP Server

To use DPM, a DHCP server is required in the same network with DPM Server. If you do not set up a DHCP server, a part of SigmaSystemCenter features are restricted. Prepare a DHCP server before installing SigmaSystemCenter.

For details and settings of a DHCP server, see Subsection 2.2.1, "Regarding the Network Environment" in *DeploymentManager First Step Guide* and 1.2.2, "Setting Up the DHCP Server" in *DeploymentManager Installation Guide*.

2.1.5. Notes About Setting of Windows Firewall

- ◆ If you set to start the *Windows Firewall / Internet Connection Sharing (ICS)* service before the installation, and specify to add programs or ports to the exception list of Windows Firewall from the installer, the installer adds the programs or ports to the exception list.
- ◆ If you change to use Windows Firewall after installing SigmaSystemCenter, add programs or ports to the exception list manually. For the details, see Appendix A, "Networks and Protocols."

2.1.6. Notes on Beginning the Installation

Before beginning the installation of SigmaSystemCenter, end all applications and Web browsers.

2.1.7. Notes on Installing to Windows Vista or Later, and to Windows Server 2008 or Later

If you run the installer on Windows Vista or later and on Windows Server 2008 or later, the User Account Control screen may appear. In that case, click Allow to continue the operation.

2.1.8. Notes on Setting NEC ESMPRO Manager User Group

For security reasons, the user accounts for using Windows GUI of NEC ESMPRO Manager must belong to the NEC ESMPRO User Group.

The NEC ESMPRO User Group should be determined during the installation. The program specifies the "Administrators" group by default, but you can specify another user group name.

If you want to specify another group name, you must create the group name before installing NEC ESMPRO Manager, and then specify the group name during the installation.

Also, to make this security feature more effective, install NEC ESMPRO Manager on a hard drive formatted with NTFS.

If you register the NEC ESMPRO User Group as a global group, ensure that the same group name is not used in Local. Also, if you install NEC ESMPRO Manager on a backup domain controller, you must create the NEC ESMPRO User Group as a global group.

2.1.9. Notes on Installing DPM Server

- ◆ If you use a DHCP server, one network segment cannot be managed with multiple instances of DPM Server.
- ◆ If you are going to install DPM Server and MasterScope Network Manager on the same machine, you need to configure the setting of the TFTP Services of DPM and MasterScope Network Manager.

If the setting is not configured, each TFTP Service conflicts and they may not work properly.

For more details and the setting, see Appendix F, "Configuring DPM Server and MasterScope Network Manager on the Same Machine" in *DeploymentManager Installation Guide* or *user's manual of MasterScope Network Manager*.

- ◆ Before installing DPM Server, ensure that the LAN for management is connected. If the network is not connected, the initial settings and the installation of DPM Server may fail. In that case, the program rolls back the actions right before the installation of DPM Server. Install DPM Server and other components that have not installed yet again from the SigmaSystemCenter Installer.
- ◆ Set a fixed IP address to the machine on which DPM Server is to be installed from Network Connections in Control Panel.
- ◆ For other caution notes, see Section 2.1, "Installing the DPM Server" in *DeploymentManager Installation Guide*.

2.1.10. If You Use a SQL Server Other Than the SQL Server 2012 Express

SigmaSystemCenter installs SQL Server 2012 Express which is included in this product by default. If you install an instance of SQL Server 2008 R2 or SQL Server 2012 in advance, SigmaSystemCenter will be able to use the instance.

Note: If the higher edition of SQL Server 2008 R2 / 2012 is installed, the recovery model of the database is set to full by default. In this model journal logs are recorded and these logs increase the database. To resolve this issue, set the database to the simple recovery model.

1. Preparing for the installation of SigmaSystemCenter

If you plan to use a SQL Server other than the SQL Server 2012 Express, install the SQL Server instance before the installation of SigmaSystemCenter.

The following table indicates the instance of each component:

Component	Instance name
SystemProvisioning and System Monitor - Performance Monitoring Services	SSCCMDB (default)
DeploymentManager	DPMDBI (default)

Note:

- When installing the instance of SystemProvisioning and System Monitor - Performance Monitoring Services, select the **Database Engine Services** on the **Select features** window.

If you install the SQL Server 2012 instance, add "*NT AUTHORITY\SYSTEM (SYSTEM)*" to **Specify SQL Server administrators** on the **Database Engine Configuration** screen.

- When installing the instance of DeploymentManager, select the **Database Engine Services** and the **SQL Server Replication** on the **Select features** window.

2. Installing SigmaSystemCenter

- For SystemProvisioning and System Monitor - Performance Monitoring Services

Specify the instance name that you want to use while installing SigmaSystemCenter by using either way of the following procedures:

- To install the management server components individually
Specify the instance name that you want to use on the **Configure the**

information of SQL Server. (Use the existing SQL Server 2008 R2 or 2012 instance.) window of the SigmaSystemCenter installation wizard. For details, see Subsection 2.3.4, "Configuring SQL Server Information."

- To install the management server components collectively
Specify the instance name that you want to use for the option "/INSTANCENAME" when executing the SigmaSystemCenter installer. For details, see Subsection 2.4.1, "Beginning the Installation."
- For DeploymentManager
Specify the DeploymentManager instance name that you want to use while installing SigmaSystemCenter by using either way of the following procedures:
 - To install the management server components individually
Specify the instance name on the Configure DPM Server screen of the SigmaSystemCenter installation wizard. For details, see Subsection 2.3.7, "Configuring DPM."
 - To install the management server components collectively
Specify the instance name that you want to use for the option "/DPMINSTANCENAME" when executing the SigmaSystemCenter installer. For details, see Subsection 2.4.1, "Beginning the Installation."

2.1.11. Notes on Installing DeploymentManager and SystemProvisioning

If IIS does not include Default Web Site in itself, the installation of DeploymentManager and SystemProvisioning will fail. Ensure that there is Default Web Site of IIS before start installation.

If Default Web Site does not exist or if you want to create virtual directories of DeploymentManager and SystemProvisioning on other Web site, execute the following command during executing the SigmaSystemCenter installer.

Set *WebSiteName* to the name of the Web site that exists in IIS.

```
Installation DVD-R:\ManagerSetup.exe /IISWEBSITE="WebSiteName"
```

2.1.12. Notes on Installing in Management Server

You cannot make a SigmaSystemCenter management server a domain controller.

SigmaSystemCenter uses SQL Server as a database.

Microsoft does not recommend installing SQL Server on a domain controller, so we do not recommend that you make a SigmaSystemCenter management server a domain controller.

For more information, click the following URLs:

- ◆ SQL Server 2008 R2
[http://msdn.microsoft.com/en-us/library/ms143506\(v=sql.105\)](http://msdn.microsoft.com/en-us/library/ms143506(v=sql.105))

- ◆ SQL Server 2012
[http://msdn.microsoft.com/en-us/library/ms143506\(v=sql.110\)](http://msdn.microsoft.com/en-us/library/ms143506(v=sql.110))

2.2. Installing Management Server Components

The following sections provide procedures to install the management server components.

For installing the management server components individually, see Section 2.3, "Installing Management Server Components Individually."

For installing the management server components collectively, see Section 2.4, "Installing Management Server Component Collectively."

You may need to configure some more settings after installing all the management server components. After completing the installation of all the components, see Section 2.5, "After Installing Management Server Components" to configure the settings as needed.

2.3. Installing Management Server Components Individually

This section provides procedures to install the management server components individually on a management server.

Starting the installer (ManagerSetup.exe) without options or parameters, the installation wizard starts.

If you want to install the necessary components individually, see the following subsections.

2.3.1. Beginning the Installation

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:
Installation DVD-R:\ManagerSetup.exe
3. The installation wizard starts.



Follow the direction of the wizard to install SigmaSystemCenter.

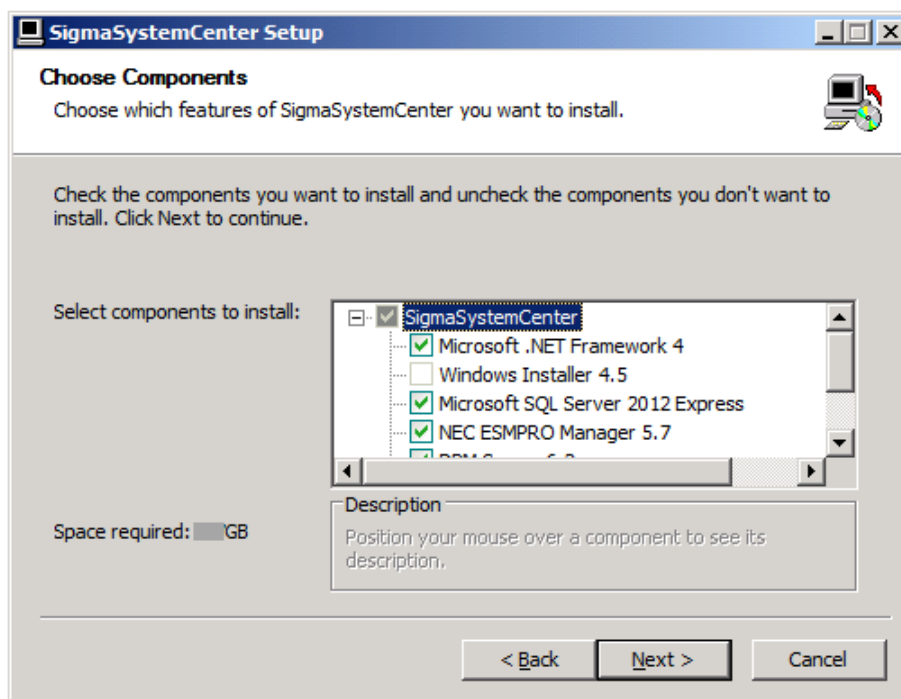
The wizard screens will appear as explained in the next subsections: from Subsection 2.3.2, "Selecting Components" to 2.3.9, "Completing the Installation."

2.3.2. Selecting Components

The screen to select components appears.

Select components to install, and click **Next**.

If the current version's component is already installed, the check box cannot be selected.



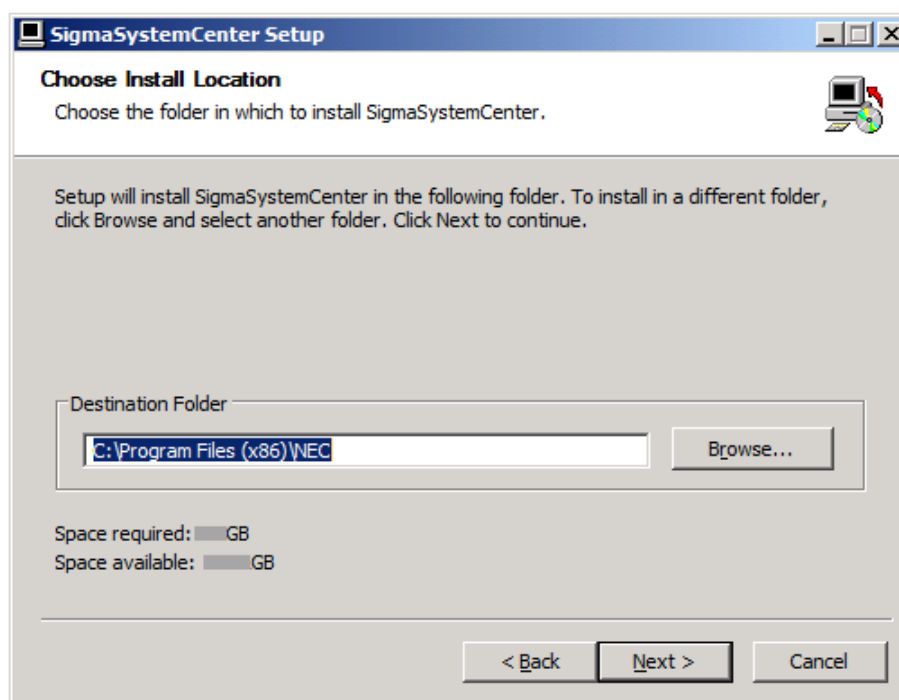
SigmaSystemCenter	If this check box is selected, the following check boxes located under this check box will be selected automatically.
.NET Framework 4	Installs .NET Framework 4.
Windows Installer 4.5	Installs Windows Installer 4.5.
SQL Server 2012 Express	Installs SQL Server 2012 Express.
NEC ESMPRO Manager	Installs NEC ESMPRO Manager. If this check box is selected, .NET Framework 4 will also be selected automatically.
DPM Server	Installs DPM Server. This check box can be selected only if IIS is installed. If this check box is selected, .NET Framework 4 and Windows Installer 4.5 will also be selected automatically.

System Monitor - Performance Monitoring Services	<p>Installs System Monitor - Performance Monitoring Services.</p> <p>If this check box is selected, .NET Framework 4, Windows Installer 4.5 and SQL Server 2012 Express will also be selected automatically.</p> <p>To use the already existing SQL Server 2008 R2 or 2012 instance, clear SQL Server 2012 Express check box manually.</p>
SystemProvisioning	<p>Installs SystemProvisioning.</p> <p>This check box can be selected only if IIS is installed.</p> <p>If this check box is selected, .NET Framework 4, Windows Installer 4.5 and SQL Server 2012 Express will also be selected automatically.</p> <p>To use the already existing SQL Server 2008 R2 or 2012 instances, clear SQL Server 2012 Express check box manually.</p>

2.3.3. Specifying the Installation Destination Folder

The screen to specify the installation destination folder appears if any of the following components has been selected on the previous screen: NEC ESM PRO Manager, DPM Server, System Monitor - Performance Monitoring Services or SystemProvisioning.

Specify the installation destination folder, and click **Next**.



Destination Folder	<p>Specify the installation destination folder path of NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services and SystemProvisioning.</p> <p>The folder path length must be 80 alphanumeric characters or less.</p> <p>The default is "%ProgramFiles(x86)%\NEC."</p> <ul style="list-style-type: none"> ▪ If NEC ESMPRO Manager is to be installed, do not specify a folder path including Unicode unique characters. ▪ If DPM Server is to be installed, specify an absolute path that consists of alphanumeric characters, spaces, and symbols except the following characters: / * ? < > " : %
---------------------------	---

Note: In x64 operating systems, you cannot specify "%ProgramFiles%" as an installation folder.

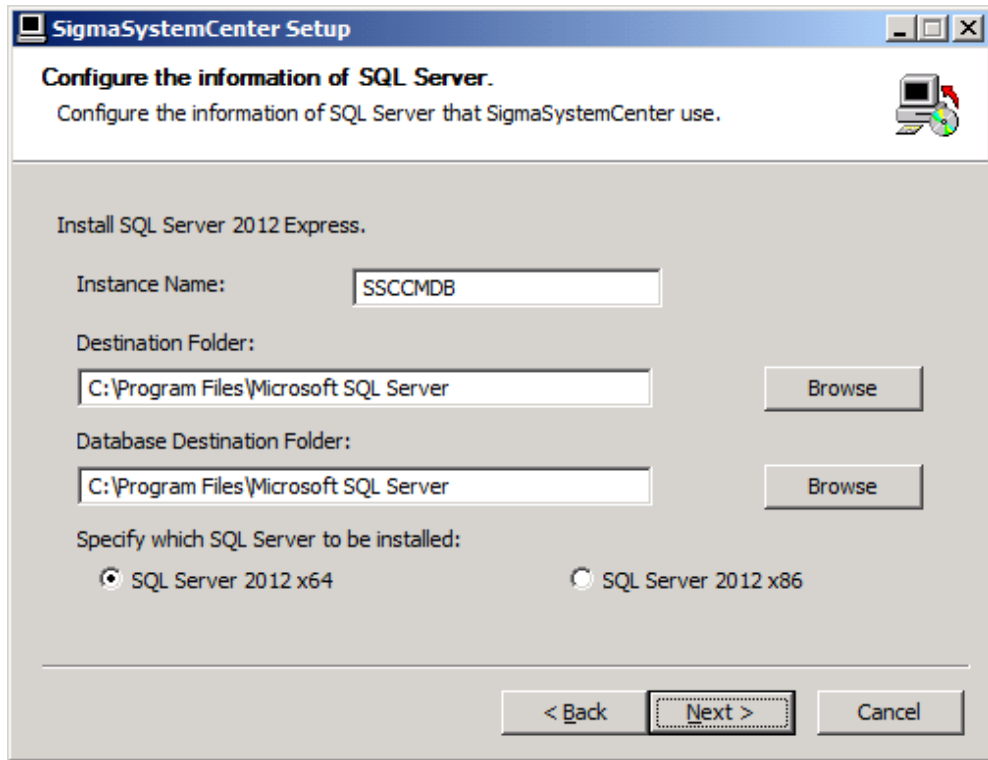
2.3.4. Configuring SQL Server Information

The screen to configure SQL Server information appears if any of the following components has been selected in Subsection 2.3.2, "Selecting Components": System Monitor - Performance Monitoring Services or SystemProvisioning. The screen displayed here will be different according to the selection of SQL Server 2012 Express in Subsection 2.3.2, "Selecting Components."

Configure the information of SQL Server to be used by System Monitor - Performance Monitoring Services and / or SystemProvisioning, and click **Next**.

Note: To switch between the **Install SQL Server 2012 Express** screen and the **Use the existing SQL Server 2008 R2 or 2012 instance** screen, return to the process of Subsection 2.3.2, "Selecting Components" and select / clear the **SQL Server 2012 Express** check box.

- ◆ If SQL Server 2012 Express has been selected

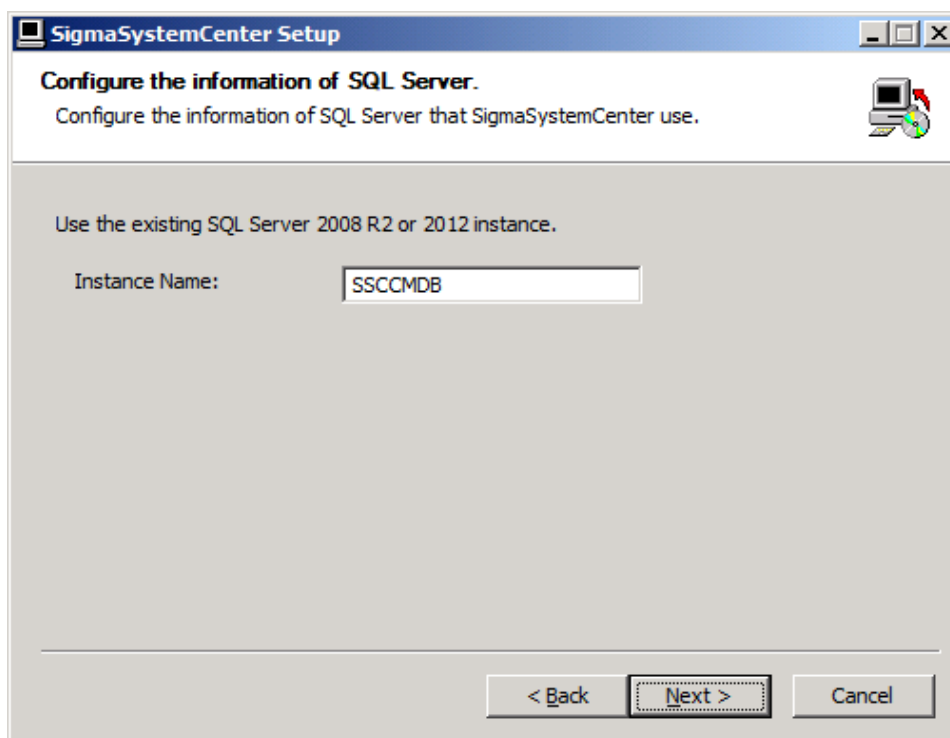


<p>Install SQL Server 2012 Express</p>	<p>Installs the new instance of SQL Server 2012 Express on a local machine. On this screen, the following items can be specified.</p> <p>Installation will be executed in Windows Authentication Mode.</p> <p>If SQL Server 2012 Express has been selected in Subsection 2.3.2, "Selecting Components", this screen appears.</p>
<p>Instance Name</p>	<p>Specify the SQL instance name.</p> <p>The instance name length must be 16 characters or less.</p> <p>The default value is "SSCCMDB."</p>
<p>Destination Folder</p>	<p>Specify the installation destination folder path of SQL Server.</p> <p>The folder path length must be 57 or less.</p> <p>The default value is "%ProgramFiles%\Microsoft SQL Server."</p> <p>If SQL Server 2012 x86 is selected on x64 OS, the default value will be "%ProgramFiles(x86)%\Microsoft SQL Server."</p>

<p>Database Destination Folder</p>	<p>Specifies the installation destination folder path of SQL database. The folder path length must be 57 or less. The default value is "%ProgramFiles%\Microsoft SQL Server." If SQL Server 2012 x86 is selected on x64 OS, the default value will be "%ProgramFiles(x86)%\Microsoft SQL Server." Actual installation path is "<i>Specified Destination Folder</i>\MSSQL11.<<i>Instance Name</i>>\MSSQL\Data."</p>
<p>Specify which SQL Server to be installed</p>	<p>Specify SQL Server to be installed.</p>
<p>SQL Server 2012 x64</p>	<p>Installs SQL Server 2012 Express for x64 architecture on the local machine. This item is selected by default.</p>
<p>SQL Server 2012 x86</p>	<p>Installs SQL Server 2012 Express for x86 architecture on the local machine.</p>

Note: If you specify an instance name that is the same as the already existing instance name in **Instance Name** box on this screen, the new SQL instance will not be installed.

- ◆ If SQL Server 2012 Express has not been selected



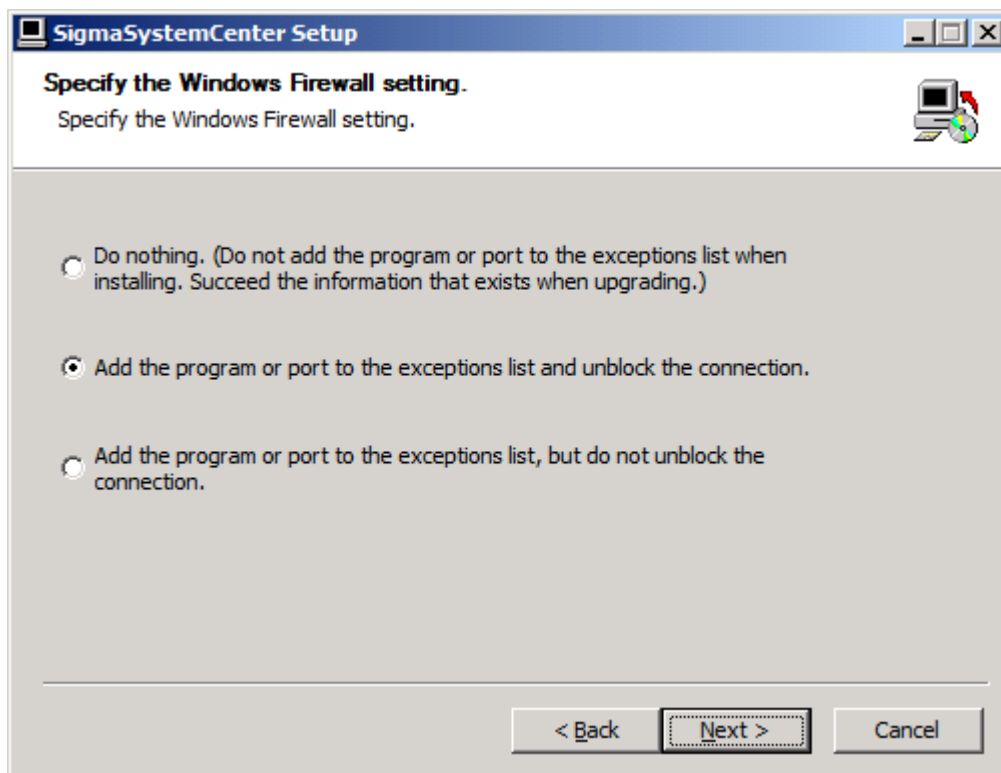
<p>Use the existing SQL Server 2008 R2 or 2012 instance</p>	<p>Creates the database on the existing instance. On this screen, the following items can be specified. If SQL Server 2012 Express has <i>not</i> been selected in Subsection 2.3.2, "Selecting Components", this screen appears.</p>
<p>Instance Name</p>	<p>Specify the SQL instance name. The instance name length must be 16 characters or less. The default value is "SSCCMDB."</p>

Note: If **Use the existing SQL Server 2008 R2 or 2012 instance** is selected and if an instance name specified on this screen does not exist, the message "The instance does not exist" will appear when **Next** is clicked. To install a new SQL instance, return to the procedure of Subsection 2.3.2, "Selecting Components" and select **SQL Server 2012 Express** check box.

2.3.5. Specifying Windows Firewall Setting

The screen to configure Windows Firewall setting appears if any of the following components has been selected in Subsection 2.3.2, "Selecting Components": NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services or SystemProvisioning.

Specify Windows Firewall setting, and click **Next**.

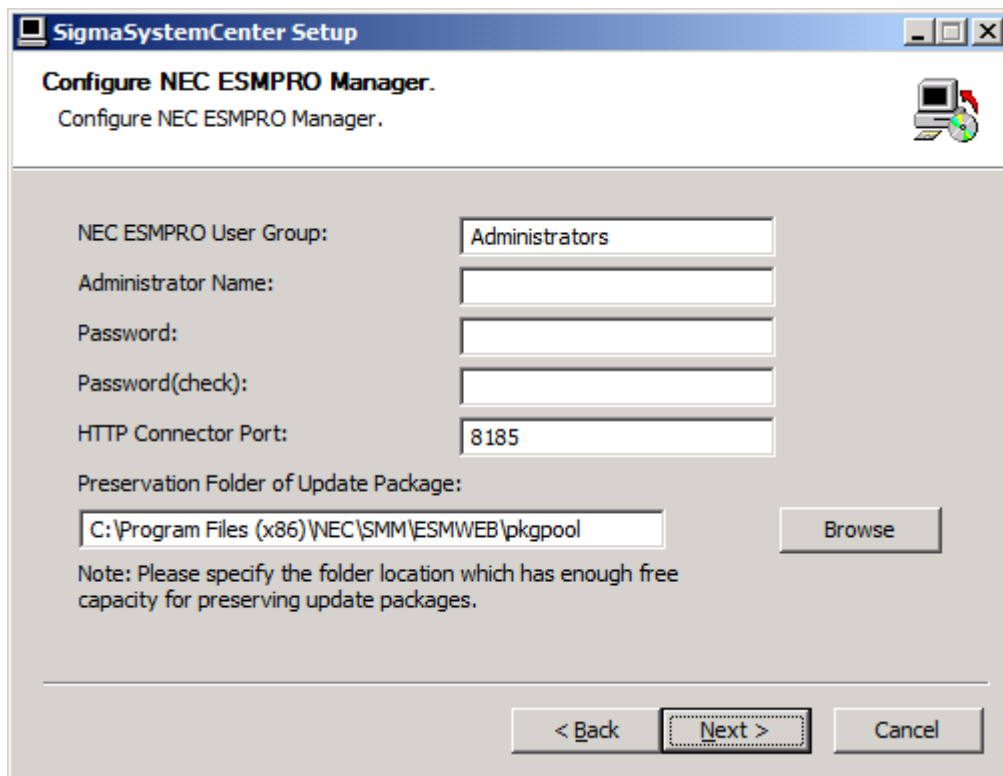


Do nothing. (Do not add the program or port to the exceptions list when installing. Succeed the information that exists when upgrading.)	If this option is selected, the program or port will not be added to the exception list when installing; Add the program or port to the exception list manually after the installation. For details, see Appendix A, "Networks and Protocols."
Add the program or port to the exceptions list and unblock the connection.	If this option is selected, the program or port will be added to the exception list and the connection will be unblocked. This option is selected by default.
Add the program or port to the exceptions list, but do not unblock the connection.	If this option is selected, the program or port will be added to the exception list, but the connection is not unblocked. Unblock the connection manually after the installation.

2.3.6. Configuring NEC ESMPRO Manager

The screen to configure NEC ESMPRO Manager appears if NEC ESMPRO Manager has been selected in Subsection 2.3.2, "Selecting Components."

Configure the required information to install NEC ESMPRO Manager, and click **Next**.



NEC ESMPRO User Group	Specify the group to access to Windows GUI of NEC ESMPRO Manager. The default value is "Administrators". For details, see Subsection 2.1.8, "Notes on Setting NEC ESMPRO Manager User Group."
Administrator Name	Specify NEC ESMPRO Manager Administrator name. The length of this item must be within 1 to 16 in alphanumeric.
Password	Specify password to login NEC ESMPRO Manager. The length of this item must be within 6 to 16 in alphanumeric.
Password (check)	Enter the password again for confirmation.
HTTP Connector Port	Specify the HTTP connection port that is to be used by NEC ESMPRO Manager. Enter the value within 1 to 65535. The default value is "8185".
Preservation Folder of Update Package	Specify the folder path to save update packages. Prepare enough space capacity for the folder. Update packages of firmware and software will be stored in the folder. The default value is " <i>NEC ESMPRO Manager Installation Folder\ESMWEB\pkgpool</i> ".

Note: The default NEC ESMPRO Manager Installation Folder path is "%ProgramFiles(x86)%\NEC\SMM".

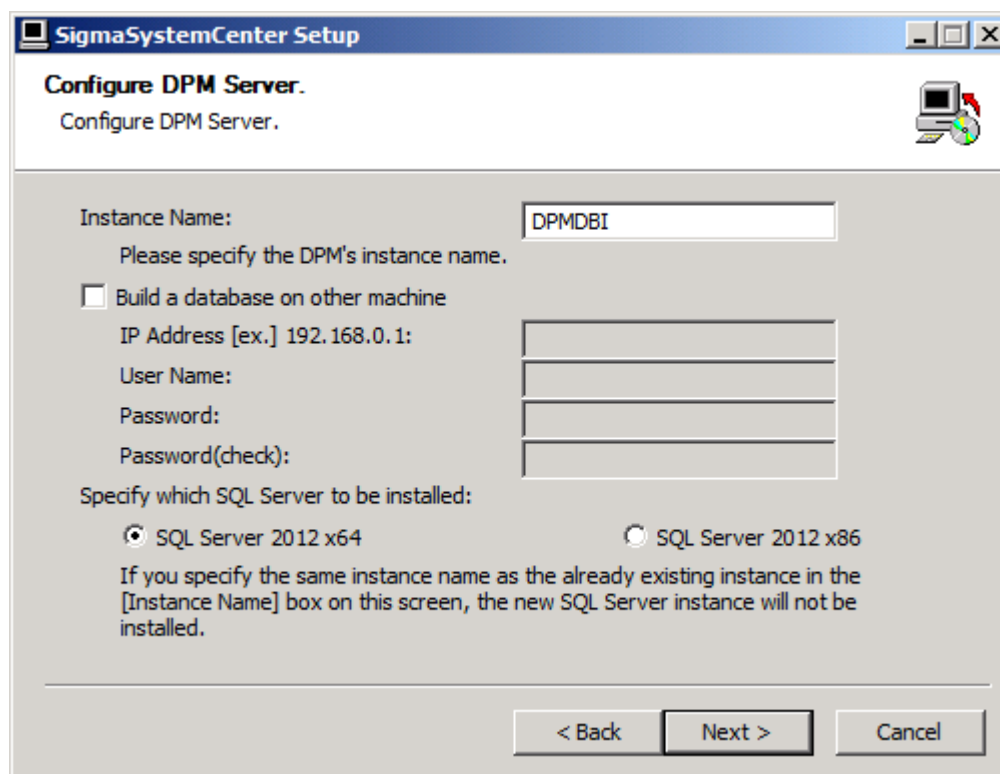
2.3.7. Configuring DPM

Two screens to configure DPM Server appears if DPM Server has been selected in Subsection 2.3.2, "Selecting Components."

Configure the required information to install DPM Server, and click **Next**.

Management Server's IP Address	Specify the management server IP address. Select either of the following items: ANY: All the LAN board will be used in DPM Server. <i>IP address configured on the LAN board in use:</i> A specific LAN board implemented on DPM Server will be used.
DHCP Server	Specify whether the DHCP Server is used.
Use A DHCP Server	Usually specify this to use all features of DPM. This item is selected by default.
Do Not Use A DHCP Server	Some features cannot be used. For more details, see Appendix B, "For Customers Who Cannot Easily Install a DHCP Server" in <i>DeploymentManager First Step Guide</i> .
Do not use the TFTP service of DPM	Select this item if you intend to use other TFTP services than DPM. *1
TFTP Root	Specify the path for the TFTP root. The default value is " <i>DeploymentManager installation folde\</i> PXE\Images." The path length must be 120 characters or less. *1

- *1
- You cannot change this setting from a DPM Web console after DPM Server installation.
 - Note the following on the **TFTP Root** setting:
 - If the **Do not use the TFTP service of DPM** check box is selected, you should specify other TFTP root than that where DPM Server is installed for **TFTP Root**.
If you specify the TFTP root where DPM Server is installed, the folder you specified as a TFTP root is also removed during DPM Server uninstallation. Because of this behavior, the TFTP service cannot browse the folder anymore.
 - You cannot specify the following folders:
 - Folders in the (*DeploymentManager installation folder*\PXE\Images) folder
 - Windows system folders
 - Root folders of each drive
E.g.) D:\
 - Network drives
 - Make sure that the folder you specified as a TFTP root has a sufficient free space.



The screenshot shows the 'SigmaSystemCenter Setup' window with the 'Configure DPM Server' tab selected. The window title is 'SigmaSystemCenter Setup' and the subtitle is 'Configure DPM Server.'. The main content area contains the following fields and options:

- Instance Name:** A text box containing 'DPMDBI'. Below it is the instruction: 'Please specify the DPM's instance name.'
- Build a database on other machine**
- IP Address [ex.] 192.168.0.1:** An empty text box.
- User Name:** An empty text box.
- Password:** An empty text box.
- Password(check):** An empty text box.
- Specify which SQL Server to be installed:**
 - SQL Server 2012 x64**
 - SQL Server 2012 x86**

Below the radio buttons, there is a note: 'If you specify the same instance name as the already existing instance in the [Instance Name] box on this screen, the new SQL Server instance will not be installed.'

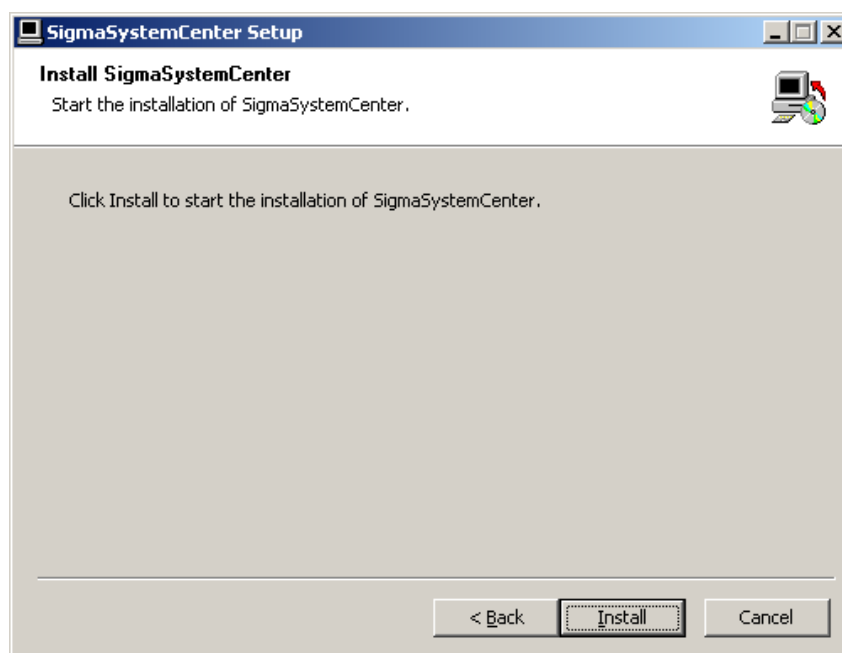
At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Instance Name	Specify the instance name for DPM. The instance name length must be 16 characters or less. The default is "DPMDBI."
Build a database on other machine	Select this check box if you intend to build a database on a different machine. In this case, build the database in advance. For how to create a database, see Appendix D, "Configuring Database Server" in <i>DeploymentManager Installation Guide</i> . Specify the same instance name, the user name and the password as those you specified when building the database. If you specify the different values for them, installation completes successfully but DPM Server does not work properly. In this case, uninstall DPM Server and install it again.
IP Address	Specify the destination IP address when the Build a database on other machine check box is selected.
User Name	Specify the user name for the database to be connected when the Build a database on other machine check box is selected. The user name length must be one character or more and 30 characters or less.
Password	Specify the password for the user of the database to be connected when the Build a database on other machine check box is selected. The password length must be one character or more and 30 characters or less.
Password (check)	Type the same password as one you entered in Password for the purpose of confirmation.
Specify which SQL Server to be installed	Specify SQL Server to be installed. This item can be selected if the Build a database on other machine check box is not selected.
SQL Server 2012 x64	Installs SQL Server 2012 Express for x64 architecture on the local machine. This item is selected by default. The installation folder is %ProgramFiles%\Microsoft SQL Server and cannot be changed.
SQL Server 2012 x86	Installs SQL Server 2012 Express for x86 architecture on the local machine. The installation folder is %ProgramFiles(x86)%\Microsoft SQL Server and cannot be changed.

2.3.8. Starting the Installation

The confirmation dialog box appears before starting installation of the selected components.

Click **Install** to start the installation.



- ◆ If .NET Framework 4, Windows Installer 4.5, SQL Server 2012 Express and / or DPM Server have / has been selected
If restart is necessary after installation of .NET Framework 4, Windows Installer 4.5, SQL Server 2012 Express and / or DPM Server, the restart prompt will appear.
If **Yes** is clicked, the system will be restarted automatically.
If **No** is clicked, the installer will finish, so restart the system manually. Ensure that the system has been restarted before you retry the installation of the other components.
After restart of the system, complete the installation of the other components by reference to Subsection 2.3.1, "Beginning the Installation".

- ◆ If NEC ESM PRO Manager has been selected
The following message may appear after the installation:

This program might not have installed correctly.

In such a case, click **This program installed correctly** or **Cancel** to close the dialog because the installation completed successfully.

2.3.9. Completing the Installation

When all the selected components have been installed, the installation complete screen appears.

If the restart prompt appears, restart the system.

The management server components individual installation is now complete.

See Section 2.5, "After Installing Management Server Components" to configure some more settings as needed.

2.4. Installing Management Server Component Collectively

This section provides procedures to install the management server components collectively to a management server.

Starting the installer with installation options and parameters, the installer installs each component without displaying wizard screen.

If you want to install the components collectively, see the following subsection.

2.4.1. Beginning the Installation

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:

```
Installation DVD-R:\ManagerSetup.exe /S
[/INSTANCENAME="InstanceName"]
[/FIREWALL=x] [/MANAGEMENTSERVERIP="xxx.xxx.xxx.xxx"]
[/DPMINSTANCENAME=DpmInstanceName] [/DPMDBSRVREMOTE=y]
[/DPMDBSRVIP=xxx.xxx.xxx.xxx]
[/DPMDBSRVUSERNAME=UserName]
[/DPMDBSRVPASSWORD=DpmPassword]
/ADMINNAME="AdminName" /PASSWORD="Password"
[/D=InstallPath]
```

E.g.) D:\ManagerSetup.exe /S

```
/INSTANCENAME="SSCCMDB"
/FIREWALL=1 /MANAGEMENTSERVERIP="192.168.1.1"
/DPMINSTANCENAME="DPMDBI" /DPMDBSRVREMOTE=1
/DPMDBSRVIP=192.168.1.10 /DPMDBSRVUSERNAME="DpmUser"
/DPMDBSRVPASSWORD="DpmPassword"
/ADMINNAME="user" /PASSWORD="password"
/D=C:\Program Files (x86)\NEC
```

Note:

- Do not include quotation marks (") in the specification of the option: **/D**.
 - Correct Example: /D=C:\Program Files (x86)\NEC
 - Incorrect Example: /D="C:\Program Files (x86)\NEC"
- The specification of the option **/D** must be placed to the last.
- The following options are required: **/ADMINNAME** and **/PASSWORD**. However, if NEC ESMPRO Manager Ver5 or later is already installed, do not specify them.
- Just after executing "ManagerSetup.exe /S <other options>" from a command prompt, the prompt appears on the command prompt window. This looks as if installation has completed. If you want to suppress a command prompt until installation has completed, execute "cmd /c "ManagerSetup.exe /S <other options >" from a command prompt.
- If you want to upgrade management server components, contact your service representative.

Option	Description
/S	Indicates to install components collectively.
/INSTANCENAME	Specifies the instance name of SQL that System Monitor - Performance Monitoring Services and SystemProvisioning use. The instance name length must be 16 characters or less. If this option is not specified, the installer uses the default value "SSCCMDB."
/FIREWALL	Specifies the Windows Firewall setting regarding DPM Server, System Monitor - Performance Monitoring Services, SystemProvisioning and NEC ESMPRO Manager. Specify one of the following values in x. If this option is not specified, the installer uses the default value "1."
0	If this option is selected, the program or port is not added to the exception list when installing. Add the program or port to the exception list manually after the installation. For details, see Appendix A, "Networks and Protocols."
1	If this option is selected, the program or port is added to the exception list and the connection is unblocked. This option is selected by default.
2	If this option is selected, the program or port is added to the exception list, but the connection is not unblocked. Unblock the connection manually after the installation.
/MANAGEMENTSERVERIP	Specifies the IP address of the DPM Server. If this option is not specified, all connected IP addresses are assigned as IP addresses that DPM Server uses.

Option	Description
/DPMINSTANCENAME	Specifies the instance name of SQL that DeploymentManager uses. The instance name length must be 16 characters or less. If this option is not specified, the installer uses the default value "DPMDBI."
/DPMDBSRVREMOTE	Specify whether the database will be built on a different machine. Specify one of the following values in y . If this option is not specified, the installer uses the default value "0."
0	If this option is selected, the database is not built on a different machine. You cannot specify /DPMDBSRVIP, /DPMDBSRVUSERNAME, and /DPMDBSRVPASSWORD. If they are specified, installation is cancelled.
1	If this option is selected, the database is built on a different machine. You cannot omit to specify /DPMDBSRVIP, /DPMDBSRVUSERNAME, or /DPMDBSRVPASSWORD. If they are not specified, installation is cancelled. In this case, build the database in advance. For how to build a database, see Appendix D, "Configuring Database Server" in <i>DeploymentManager Installation Guide</i> . Specify the same instance name, the user name and the password as those you specified when building the database. If you specify the different values for them, installation completes successfully but DPM Server does not work properly. In this case, uninstall DPM Server and install it again.
/DPMDBSRVIP	Specify the destination IP address.
/DPMDBSRVUSERNAME	Specify the user of the database to be connected. The user name length must be one character or more and 30 characters or less.
/DPMDBSRVPASSWORD	Specify the password for the user of the database to be connected. The password length must be one character or more and 30 characters or less.
/ADMINNAME	Specify NEC ESMPro Manager Administrator name. The length of this item must be within 1 to 16 in alphanumeric. (Required *1)
/PASSWORD	Specify password to login NEC ESMPro Manager. The length of this item must be within 6 to 16 in alphanumeric. (Required *1)

Option	Description
/D	<p>Specify the installation destination folder path of NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services and SystemProvisioning.</p> <p>The length of this item must be 80 alphanumeric characters or less.</p> <p>If this option is not specified, the installer uses the default "%ProgramFiles(x86)%\NEC."</p> <ul style="list-style-type: none"> • If NEC ESMPRO Manager is to be installed, do not specify a folder path including Unicode unique characters. • If DPM Server is to be installed, specify an absolute path that consists of alphanumeric characters, spaces, and symbols except the following characters: / * ? < > " : %

*1 The options are required. However, if NEC ESMPRO Manager Ver5 or later is already installed, do not specify them.

If the **/S** option is not specified, the installation wizard for the individual installation starts. Continue the individual installation or close the installation wizard and execute the collective installation again.

Note:

- If the required options are not specified, installation will be cancelled. In this case, specify the required options correctly and execute the installation again.
 - The SQL instance of System Monitor - Performance Monitoring Services and SystemProvisioning and also the SQL instance of DeploymentManager are installed into the following default path: "%ProgramFiles%\Microsoft SQL Server." For x64 OS, SQL Server 2012 Express for x64 architecture is installed.
 - In x64 OS, you cannot specify "%ProgramFiles%" as an installation folder.
-

3. The installation starts.

The installer installs .NET Framework 4, Windows Installer 4.5 first.

If restart is necessary after installation of .NET Framework 4 and Windows Installer 4.5, SQL Server 2012 Express and DPM Server the restart prompt will appear.

If **Yes** is clicked, the system will be restarted automatically. If **No** is clicked, the installer will finish, therefore, restart the system manually. Ensure that the system has been restarted before installing the other selected components. After the restart, execute the installation by following the procedure 2 again.

While installing the components, some screens appear but no action is required. The installation continues and finishes properly.

The installer ends with the end code on the subsequent table. The installer records the installer log and the end code in the following file:

<If you are using Windows Server 2008 R2 or later>

%USERPROFILE%\AppData\Local\SSC\SetupProvisioning.log

Note: You can refer to the log with the following procedure:

1. Move the current directory on the Command Prompt window.

```
cd %USERPROFILE%\AppData\Local\SSC
```

2. Open a log file with Notepad.

```
notepad SetupProvisioning.log
```

	End code		Component to be installed	Order
	Restart unnecessary	Restart necessary		
Success	0	64	-	-
Error *1	32	96	-	-
Error *2	1	65	.NET Framework 4	1
Error *2	2	66	Windows Installer 4.5	2
Error *2	3	67	SQL Server 2012 Express	3
Error *2	4	68	NEC ESMPRO Manager	4
Error *2	5	69	DPM Server	5
Error *2	6	70	System Monitor - Performance Monitoring Services	6
Error *2	7	71	SystemProvisioning	7

*1 If the option is specified incorrectly, if stopping the PVM Service failed, and if the IIS is not installed.

*2 If the installation of the component failed.

The management server components collective installation is now complete.

Restart your system after completing the installation.

After the restart, see Section 2.5, "After Installing Management Server Components" to configure some more settings as needed.

2.5. After Installing Management Server Components

There are some more settings that you may need to configure after completing the installation. After completing the installation of SigmaSystemCenter 3.2, configure the settings in this section according to your environment and installed components.

2.5.1. If You Installed DPM Server

For details of the DPM setting, see Section 2.7, "Base Information about the Management Server" in *DeploymentManager Reference Guide*.

2.5.2. To Enable PET Reception with Out-of-Band (OOB) Management

Out-of-Band (OOB) Management has capabilities to receive Platform Event Trap (PET) sent by Baseboard Management Controller (BMC), and to make policies work at the timing when hardware failures detected.

To receive the PET with Out-of-Band (OOB) Management, configure the followings on a management server.

Out-of-Band (OOB) Management uses SNMP Trap Service to receive SNMP Trap. However, NEC ESMPRO Manager also receives SNMP Trap, so you must perform the following procedure to check the settings to receive SNMP Trap. If it is not configured properly, OOB Management or NEC ESMPRO Manager might fail to receive SNMP Trap.

1. Install the Simple Network Management Protocol (SNMP)
 1. Click **Start** and select **Server Manager** and open its dialog.
 2. Click the **Features** on the left pane and click the **Add Features** on the right pane to start the **Add Features** wizard.
 3. Select the **SNMP Service** check box in a list, located on the center of the screen, and click **OK** to add the function.
2. Start the SNMP Trap Service
 1. Click **Start** button and select **Services** from **Control Panel(C)** and open its dialog.
 2. Double click on the **SNMP Trap Service** to open the **SNMP Trap Service Properties** dialog.
 3. Select **Automatic** in the **Startup Type** and click **Start**.
 4. Click **OK** to close the dialog.
 5. Select **PVMService** from a list of services and click **Restart**.

3. If NEC ESMPRO Manager is working on the same management server, change the setting of NEC ESMPRO Manager so that the SNMP Trap Service of Windows can be used.
 1. Start NEC ESMPRO Manager AlertViewer.
 2. Open the **Alert Receive Setting** dialog box on AlertViewer.
 3. Select the **Use SNMP Trap Service** check box and click **OK**.
 4. Restart the management server.

Note: The message "Receiving SNMP Trap is disabled." will be displayed in the **Operation Log** window if SNMP component is not available or not installed when the PVMService is starting.

Under this condition, the OOB Management event cannot be received and the policy action which is triggered by it is not executed, but there is no influence on other operations.

To avoid this condition, follow the procedure above.

2.6. Installing Managed Machine Component

The following sections provide procedures to install a managed machine component. Depending on what OS your managed machine is running, the installation methods vary.

Install components required according to your environment.

If you are using:

Managed Machine Running Windows (x86 / x64)		
NEC ESMPRO Agent	Install from EXPRESSBUILDER that is included in NEC Express series.	
DPM Client	Other than Windows Server 2008 Server Core / Windows Server 2012 Server Core	Install with the procedure in: Section 2.7, "Installing to a Managed Machine Running Windows (x86 / x64) From the Installation Wizard" or Section 2.8, "Installing to a Managed Machine Running Windows (x86 / x64) Without Displaying Installation Wizard"
	Windows Server 2008 Server Core / Windows Server 2012 Server Core	Install with the procedure in Section 2.9, "Installing to a Managed Machine Running Windows Server 2008 Server Core / Windows Server 2012 Server Core."

Managed Machine Running Linux	
NEC ESMPRO Agent	Install from EXPRESSBUILDER that is included in NEC Express series. For the environment where the OS or Kernel is updated, the component is provided individually. If you update your OS or Kernel, contact our sales representative.
DPM Client	Install with the procedure in Section 2.10, "Installing to a Managed Machine Running Linux."

VMware ESX Managed Machine	
NEC ESMPRO Agent	Install NEC ESMPRO Agent for VMware. Contact our sales representative for NEC ESMPRO Agent for VMware.
DPM Client	Install with the procedure in Section 2.10, "Installing to a Managed Machine Running Linux."

VMware ESXi Managed Machine	
NEC ESMPRO Agent	Unnecessary to install
DPM Client	Unnecessary to install

Citrix XenServer Managed Machine	
NEC ESMPRO Agent	Install NEC ESMPRO Agent for XenServer. Contact our sales representative for NEC ESMPRO Agent for XenServer.
DPM Client	Install with the procedure in Section 2.10, "Installing to a Managed Machine Running Linux."

Microsoft Hyper-V Managed Machine	
NEC ESMPRO Agent	Install from EXPRESSBUILDER that is included in NEC Express series.
DPM Client	Install with the procedure in: Section 2.7, "Installing to a Managed Machine Running Windows (x86 / x64) From the Installation Wizard" or Section 2.8, "Installing to a Managed Machine Running Windows (x86 / x64) Without Displaying Install"

Red Hat KVM Managed Machine	
NEC ESMPRO Agent	Install from EXPRESSBUILDER that is included in NEC Express series.
DPM Client	Install with the procedure in Section 2.10, "Installing to a Managed Machine Running Linux."

A managed machine is a virtual machine	
NEC ESMPRO Agent	Unnecessary to install
DPM Client	According to the OS of your virtual machine, install with the procedure in: Section 2.7, "Installing to a Managed Machine Running Windows (x86 / x64) From the Installation Wizard" Section 2.8, "Installing to a Managed Machine Running Windows (x86 / x64) Without Displaying Installation Wizard" or Section 2.10, "Installing to a Managed Machine Running Linux"

2.7. Installing to a Managed Machine Running Windows (x86 / x64) From the Installation Wizard

You need to install DPM Client to your managed machine which is running Windows (x86 / x64). This section provides procedures to install DPM Client from the installation wizard.

Starting the installer (AgentSetup.exe) without options or parameters, the installation wizard starts.

2.7.1. Beginning the Installation

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:

```
Installation DVD-R:\AgentSetup.exe
```

3. The installation wizard starts.



Follow the direction of the wizard to install SigmaSystemCenter.

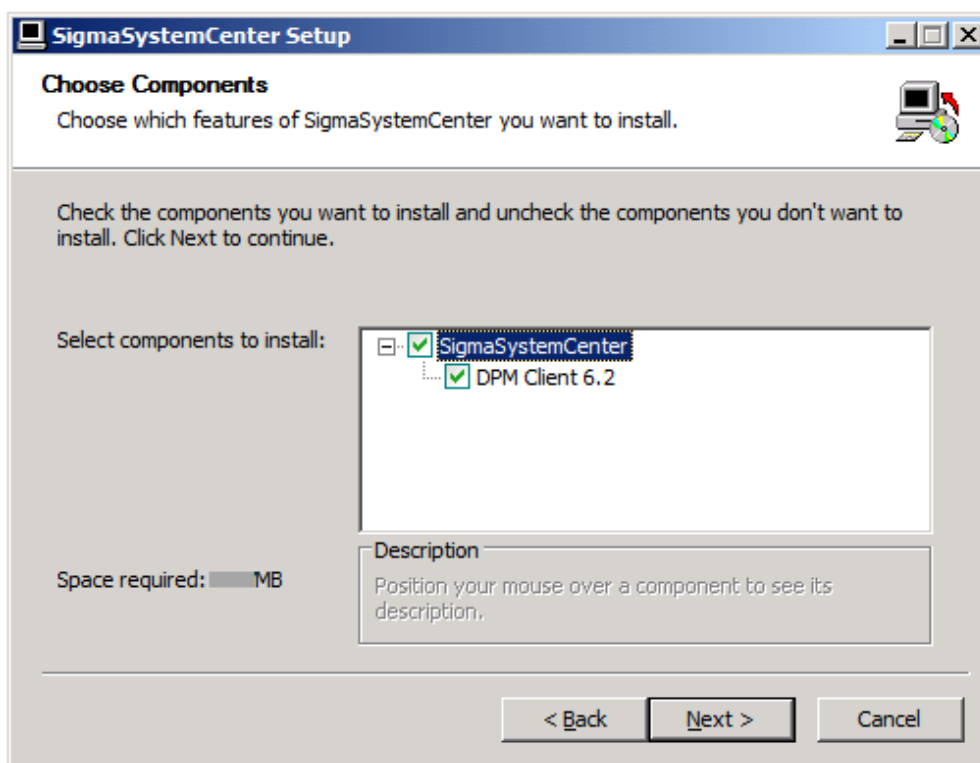
The wizard screens will appear as explained in the next subsections: from Subsection 2.7.2, "Selecting the Component" to 2.7.7, "Completing the Installation."

2.7.2. Selecting the Component

The screen to select the component appears.

Select the component to install, and click **Next**.

If the current version's component is already installed, the check box cannot be selected.

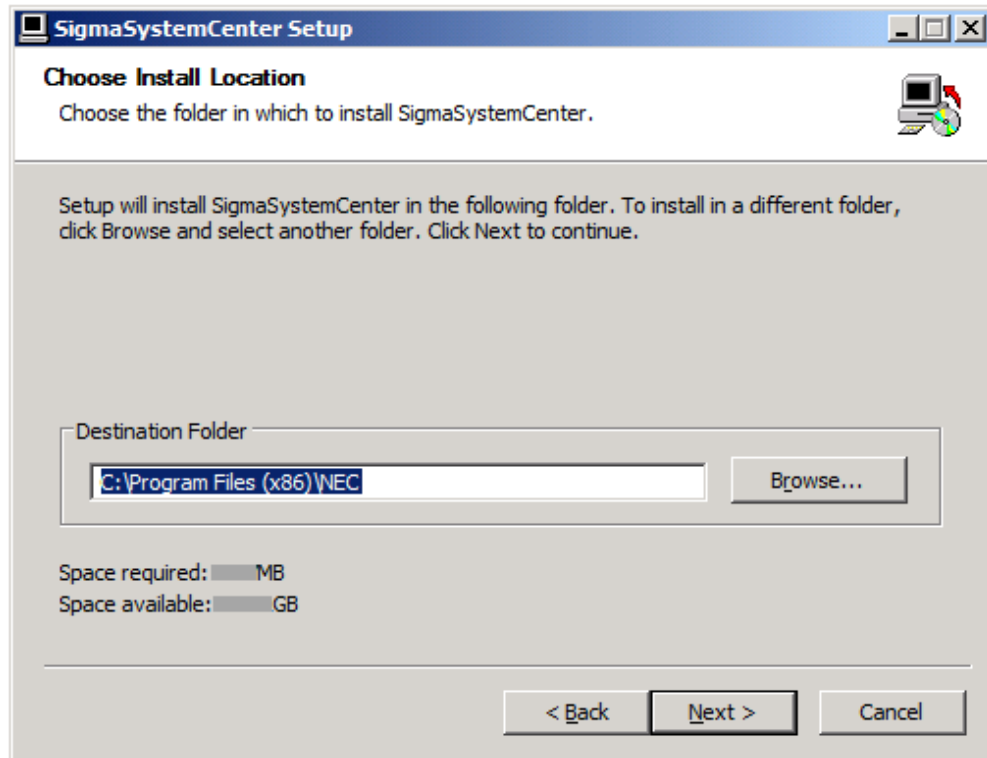


SigmaSystemCenter	If this check box is selected, the following check box located under this check box will be selected automatically.
DPM Client	Installs DPM Client.

2.7.3. Selecting Installation Folder

The **Choose Install Location** screen appears.

Specify each item, and click **Next**.



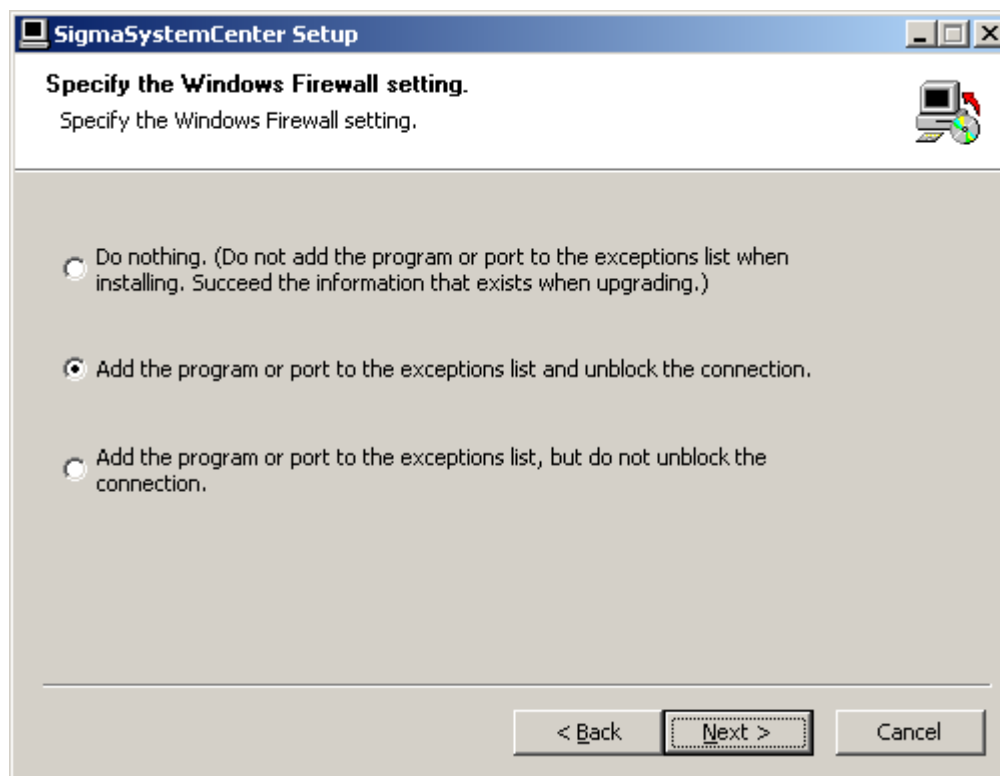
<p>Destination Folder</p>	<p>Specify the folder where you intend to install DPM Client. *1 The length of the folder name must be 80 characters or less. The default is: For x86 operating system: (%ProgramFiles%\NEC) For x64 operating system: (%ProgramFiles(x86)%\NEC) · If DPM Client is to be installed, specify an absolute path that consists of alphanumeric characters, spaces, and symbols (except the following characters: / * ? < > " : %).</p>
----------------------------------	--

*1 When performing OS installation by disk duplication, specify the drive that is not affected by reassignment of the drive letter as an installation destination (we recommend drive C).

2.7.4. Specifying Windows Firewall Setting

The screen to specify Windows Firewall setting appears.

Select the Windows Firewall setting, and click **Next**.

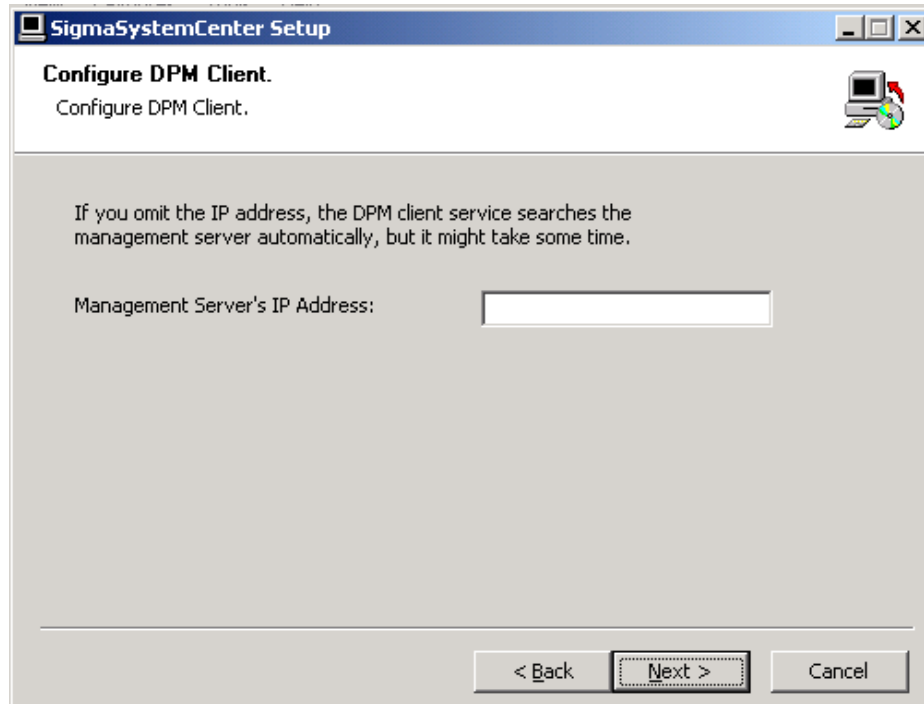


<p>Do nothing. (Do not add the program or port to the exceptions list when installing. Succeed the information that exists when upgrading.)</p>	<p>If this option is selected, the program or port will not be added to the exception list when installing; Add the program or port to the exception list manually after the installation. For details, see Appendix A, "Networks and Protocols."</p>
<p>Add the program or port to the exceptions list and unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list and the connection will be unblocked. This option is selected by default.</p>
<p>Add the program or port to the exceptions list, but do not unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list, but the connection is not unblocked. Unblock the connection manually after the installation.</p>

2.7.5. Configuring DPM

The screen to configure DPM Client appears.

Configure the required information to install DPM Client, and click **Next**.

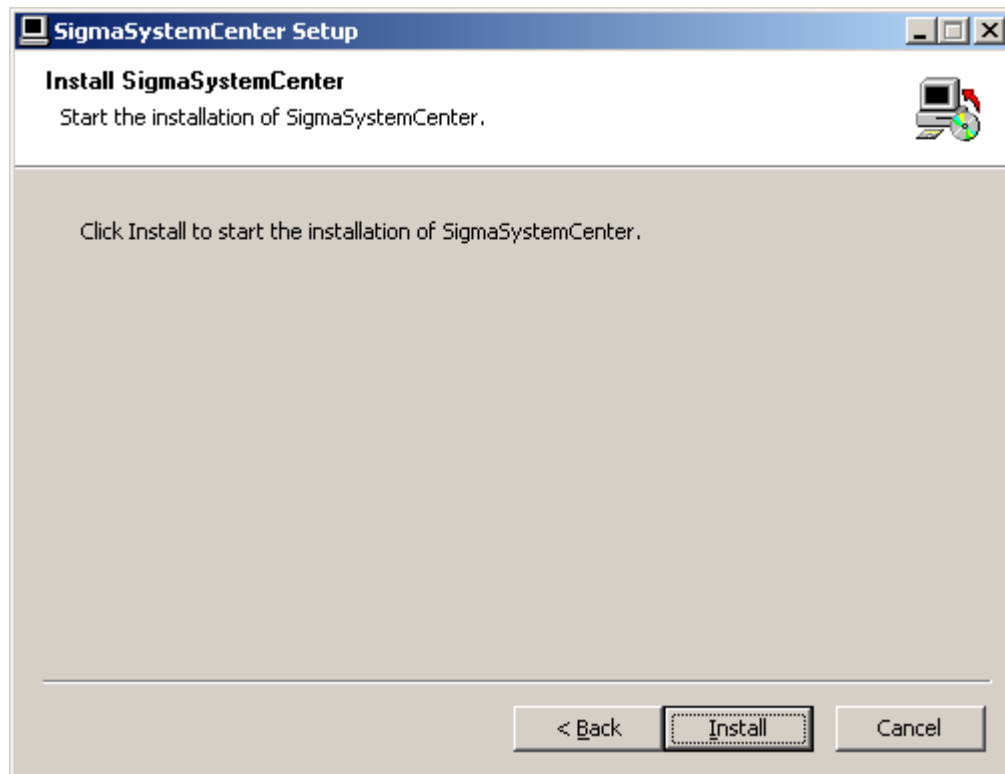


Management Server's IP Address	Specify the IP address of the management server where DPM Server is installed. If you omit the IP address, the DPM client service searches the management server automatically, but it might take some time.
---------------------------------------	--

2.7.6. Starting the Installation

The confirmation dialog box appears before starting the installation of the selected component.

Click **Install** to start the installation.



Note: The following messages might be written in event logs after the installation of DPM Client on Windows Server 2008, Windows Vista, Windows 7, Windows Server 2012 or Windows 8, but there is no problem with working.

- The DeploymentManager Agent Service service is marked as an interactive service. However, the system is configured to not allow interactive services. This service may not function properly.
 - The DeploymentManager Remote Update Service Client service is marked as an interactive service. However, the system is configured to not allow interactive services. This service may not function properly.
-

2.7.7. Completing the Installation

When the selected component has been installed, the installation complete screen appears.

The managed machine component installation with the wizard is now complete.

2.8. Installing to a Managed Machine Running Windows (x86 / x64) Without Displaying Installation Wizard

You need to install DPM Client to your managed machine which is running Windows (x86 / x64). The following subsection describes the installation of DPM Client without using the installation wizard.

Starting the installer with installation options and parameters, the installer installs DPM Client without using the wizard.

2.8.1. Beginning the Installation

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:

```
Installation DVD-R:\AgentSetup.exe /S [/FIREWALL=x]  
[ /DPMSERVERIP="xxx.xxx.xxx.xxx" ] [/D=InstallPath]
```

E.g.) D:\AgentSetup.exe /S /FIREWALL=1 /DPMSERVERIP="192.168.1.1"
/D=C:\Program Files (x86)\NEC

Note:

- Do not include a double quotation (") into the path for the "/D" option.
Correct: /D=C:\Program Files (x86)\NEC
Incorrect: /D="C:\Program Files (x86)\NEC"
 - The "/D" option must be the last option on the command line.
 - Just after executing "AgentSetup.exe /S <other options>" from a command prompt, the prompt appears on the command prompt window. This looks as if installation has completed. If you want to suppress a command prompt until installation has completed, execute "cmd /c "AgentSetup.exe /S <other options>" from a command prompt.
 - If you want to upgrade, contact your service representative.
-

Option	Description
/S	Indicates to install component(s) collectively.
/FIREWALL	Specifies the Windows Firewall setting regarding DPM Client. Specify one of the following values in x. If this option is not specified, the installer uses the default value "1."
0	If this option is selected, the program or port is not added to the exception list when installing; you need to add the program or port to the exception list manually after the installation. For details, see Appendix A, "Networks and Protocols."
1	If this option is selected, the program or port is added to the exception list and the connection is unblocked. This option is selected by default.
2	If this option is selected, the program or port is added to the exception list, but the connection is not unblocked; you need to unblock the connection manually after the installation.
/DPMSEVERIP	Specifies the IP address of the DPM Server. If this option is not specified, the DPM client service searches the management server automatically, but it might take some time.
/D	Specify the installation destination folder path of DPM Client. *1 If this option is not specified, the default is as follows: "%ProgramFiles%\NEC" for x86 OS "%ProgramFiles(x86)%\NEC" for x64 OS · If DPM Client is to be installed, specify an absolute path that consists of alphanumeric characters, spaces, and symbols except the following characters: / * ? < > " : %

*1 When performing OS installation by disk duplication, specify the drive that is not affected by reassignment of the drive letter as an installation destination (we recommend drive C).

If the **/S** option is not specified, the installation wizard will start. In this case, continue the individual installation or click **Cancel** and execute the collective installation again.

3. The installation of DPM Client starts. This takes several minutes to complete.

The installer ends with the end code on the subsequent table. The installer records the installer log and the end code in the following file:

- If you are using Windows 2000, Windows XP, or Windows Server 2003
%USERPROFILE%\Local Settings\Application Data\SSC\SetupProvisioning.log
- If you are using Windows Vista or later / Windows Server 2008 or later
%USERPROFILE%\AppData\Local\SSC\SetupProvisioning.log

Note: You can refer to the log with the following procedure:

1. Move the current directory on the Command Prompt window.

```
cd "%USERPROFILE%\Local Settings\Application Data\SSC"
```

or

```
cd %USERPROFILE%\AppData\Local\SSC
```

2. Open a log file with Notepad.

```
notepad SetupProvisioning.log
```

	End code	Component to be installed	Order
Success	0 (Restart unnecessary)	-	-
Error *1	32 (Restart unnecessary)	-	-
Error *2	1 (Restart unnecessary)	DPM Client	1

*1 If you specified the option incorrectly.

*2 If the installation of the component failed.

The managed machine component installation without using the installation wizard is now completed.

2.9. Installing to a Managed Machine Running Windows Server 2008 Server Core / Windows Server 2012 Server Core

The following subsection describes the installation of DPM Client to a managed machine running Windows Server 2008 Server Core or Windows Server 2012 Server Core.

The SigmaSystemCenter installer does not support managed machines of Windows Server 2008 Server Core and Windows Server 2012 Server Core, so if you want to install DPM Client to a managed machine running Windows Server 2008 Server Core or Windows Server 2012 Server Core, you need to install DPM Client from the *SigmaSystemCenter 3.2 DVD-R* individually.

2.9.1. Beginning the Installation

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to open the **DeploymentManager Setup** dialog box:

```
Installation DVD-R:\DPM\Launch.exe
```

3. The **DeploymentManager Setup** dialog box appears.
4. Click the **DPM Client**.
5. The **Confirmation** dialog box of installing DPM Client appears. Click **Yes**.
6. The **Enter IP Address** wizard appears. Enter the IP address of DPM Server in the **IP address** box. Click **Next**.

Note: If you omit the IP address, the DPM client service searches the management server automatically, but it might take some time.

7. When the installation process is completed, the **InstallShield Wizard Complete** appears. Click **Finish**.

The DPM Client installation is now completed.

2.10. Installing to a Managed Machine Running Linux

You need to install DPM Client to your managed machine which is running Linux. The following subsection describes the installation of DPM Client.

The SigmaSystemCenter installer does not support Linux managed machines so if you want to install DPM Client to a Linux managed machine, you need to install DPM Client from the *SigmaSystemCenter 3.2 DVD-R* individually.

Before beginning the installation, see the following Subsection 2.10.1, "Preparing for the Installation of DPM Client" to prepare the environment for installing DPM Client. For cautions of installing DPM Client, see Subsection 2.2.2, "Installing the Linux (x86/x64) Version" in *DeploymentManager Installation Guide*.

2.10.1. Preparing for the Installation of DPM Client

- ◆ DPM Client is installed in the folder in `/opt/dpmclient` and you cannot change the installation folder.
- ◆ To run DPM Client, the following libraries are required.
 - `libpthread.so.0`
 - `libc.so.* (†)`
 - `ld-linux.so.2`

†: Numbers are inserted in *.

Apart from the above, for x64 OS of Red Hat Enterprise Linux 6 (x64) or later, or ESX (x64), the following packages are required except for one case when Compatibility libraries which make the x86 OS modules work in an x64 OS environment are already installed.

- `glibc-*.i686.rpm (†1, †2)`

†1: Numbers are inserted in *. (A version number and a release number)

†2: Be aware that some necessary packages will not be installed if `--nodeps`, the option that ignores the dependence relationship of the packages, is specified when installing the library.

Run the following command through the command prompt to confirm the installed library. Then, the library information is displayed.

```
find / -name library name
```

E.g.)

```
find / -name libpthread.so.0
```

or

```
find / -name libpthread*
```

(The asterisk (*) acts as a wild card.)

In this example, the library has already installed if the result of running this command includes the information below:

```
/lib/libpthread.so.0
```

Also, depending on the environment, you need to prepare for the installation of DPM Client. Perform the following procedures according to your environment:

- ◆ To use OS installation by disk duplication of DPM for Red Hat Enterprise Linux 6 or later, the following libraries are required:
 - libc.so.* (†)
 - ld-linux.so.* (†)
 - libcrypt.so.* (†)
 - libfreebl3.so

†: Numbers are inserted in *.

Apart from the above, if the managed machine environment is based on x64 OS architecture, the following packages are required except for one case when Compatibility libraries which make the x86 OS modules work in an x64 OS environment are already installed.

- glibc-*.i686.rpm (†1, †2)
- nss-softokn-freebl-*.i686.rpm (†1, †2)

†1: Numbers are inserted in *. (A version number and a release number)

†2: Be aware that some necessary packages will not be installed if `--nodeps`, the option that ignores the dependence relationship of the packages, is specified when installing the library.

- ◆ If you want to use Remote Update on a managed machine with a Linux x64 edition OS, the following library will be required:
 - /lib/libgcc_s.so.1

The library "libgcc_s.so.1" can exist under "/lib/x64"; however, the library "libgcc_s.so.1" is required separately under "/lib."

Install the library by installing the following rpm package.

- libgcc-3.4.5-2.i386.rpm

- ◆ If you install DPM Client on a managed machine that Red Hat Enterprise Linux has been already installed, open the following ports used by DPM Client.

Protocol	Port Number
UDP	68
TCP	26509
TCP	26510
TCP	26520
UDP	26529

2.10.2. Installing DPM Client

Note: If you are using Red Hat Enterprise Linux AS4 / ES4 or SUSE Linux Enterprise 9, substitute "/media" for "/mnt" in the following procedure.

For SUSE Linux Enterprise 10, substitute "/media/DVD-R volume label" for "/mnt/dvd."

1. Log in to the system as a root user.
2. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
3. Enter the following command from a command prompt to mount the DVD-R. In this example, the mount point is assumed to be "/mnt/dvd":


```
# mount /mnt/dvd
```
4. Enter the following command to change the directory:


```
# cd /mnt/dvd/DPM/Linux/ia32/bin/agent
```
5. Enter the following command to run depinst.sh:


```
# ./depinst.sh
```

Note: The above command located on the *SigmaSystemCenter 3.1 DVD-R* cannot be executed according to the environment due to the lack of execute permission.

In that case, copy the DPM Client modules existing under *Linux* directory on the *SigmaSystemCenter 3.1 DVD-R* to an arbitrary directory on the hard disk. Then, grant execute permission to all the files with `chmod` command, and execute `depinst.sh`.

E.g.)

```
# cd /mnt/An Arbitrary Directory/agent
# chmod 755
```

6. The IP address input request of the management server of DPM, as shown below, is displayed. If you omit the IP address, the DPM client service searches the management server automatically, but it might take some time.

```
Enter the IP address of the management server.
(If you omit the IP address, the DPM client service searches
the management server automatically, but it might take some
time.)
>
```

Type the IP address of the management server of DPM, and press **Enter**.

The DPM Client installation is now complete.

3. Upgrading From Earlier Version

This chapter describes the procedure to upgrade the environment where SigmaSystemCenter 3.1 or earlier version is installed to SigmaSystemCenter 3.2.

This chapter contains the following sections:

- 3.1 Upgrading to SigmaSystemCenter 3.2 56
- 3.2 What You Should Know Before Upgrade Installation 57
- 3.3 Upgrading the Management Server Components 66
- 3.4 Uninstalling Apache Tomcat 80
- 3.5 After Upgrading Management Server Components 81
- 3.6 Upgrading the Managed Machine Component 96
- 3.7 Upgrading on a Managed Machine Running Windows (x86 / x64) 98
- 3.8 Upgrading on a Managed Machine Running Windows Server 2008 Server Core /
Windows Server 2012 Server Core 103
- 3.9 Upgrading on a Managed Machine Running Linux 104
- 3.10 Upgrading DPM Client Automatically 105

3.1. Upgrading to SigmaSystemCenter 3.2

The following sections provide procedures to upgrade your management server and managed machine, on which the earlier version of the product is installed, to SigmaSystemCenter 3.2.

Follow the flow below to upgrade your management server:

1. Preparing for upgrade installation
See Section 3.2, "What You Should Know Before Upgrade Installation."
2. Upgrading to SigmaSystemCenter 3.2
See Section 3.3, "Upgrading the Management Server Components."
3. Uninstalling Apache Tomcat as necessary (optional)
If uninstallation of Apache Tomcat is planned, it must be executed manually. See Section 3.4, "Uninstalling Apache Tomcat" to uninstall Apache Tomcat as you need.
4. Configuring some more settings after upgrade installation
Some more settings may be required after completing the upgrade installation of all management server components. See Section 3.5, "After Upgrading Management Server Components" to configure the settings as needed.

For upgrading your managed machine, see Section 3.6, "Upgrading the Managed Machine Component."

3.2. What You Should Know Before Upgrade Installation

Before beginning upgrade installation of SigmaSystemCenter 3.2, read the information in this section carefully.

3.2.1. Prerequisites

Ensure that your managed server and managed machine have met the latest hardware and software requirements. If needed, you need to upgrade your environment to meet the system requirements.

See Chapter 3 "Operational Environment" in *SigmaSystemCenter First Step Guide*.

3.2.2. Port Conflict

Your environment may experience conflicts between ports used by SigmaSystemCenter and by other products. In that case, you must change those ports. For more information about the followings, see Subsection 2.1.2, "Port Conflict."

- ◆ How to change the ports used by SigmaSystemCenter:
 - DeploymentManager
 - System Monitor - Performance Monitoring Services
 - NEC ESMPRO Manager

- ◆ In case of port conflict between SigmaSystemCenter and related products:
 - MasterScope Network Manager

3.2.3. About End of Support of Windows Server 2003 as the Operating System for a Management Server

SigmaSystemCenter 3.1 and its subsequent releases do not support Windows Server 2003 anymore as the management server's operating system.

If you want to upgrade SigmaSystemCenter 3.0 or earlier to SigmaSystemCenter 3.2, contact your service representative.

3.2.4. About End of Support of Windows Server 2008 as the Operating System for a Management Server

SigmaSystemCenter 3.2 and its subsequent releases do not support Windows Server 2008 anymore as the management server's operating system.

If you want to upgrade SigmaSystemCenter 3.1 update 1 or earlier to SigmaSystemCenter 3.2 and if Windows Server 2008 is used as the management server's operating system, your Windows Server 2008 must be migrated to Windows Server 2008 R2 or Windows Server 2012.

Note: For details of the migration procedure, please be sure to contact us before you start upgrade.

The following explains the upgrading / migration procedure.

1. Upgrade SigmaSystemCenter to SigmaSystemCenter 3.2 on the Windows Server 2008 machine (old machine).
2. Backup the data of SigmaSystemCenter 3.2 except NEC ESMPRO Manager on the Windows Server 2008 machine (old machine).
3. Install SigmaSystemCenter 3.2 on the Windows Server 2008 R2 (new machine)
4. Restore the backup data in the procedure 2 to the Windows Server 2008 R2 machine (new machine).
This procedure is not applied to NEC ESMPRO Manager.
5. Register the managed machine to NEC ESMPRO Manager, and configure the managed machine for NEC ESMPRO Manager.

3.2.5. Notes on Upgrading

When you upgrade SigmaSystemCenter, upgrade all components that are installed on your environment with the earlier version. Operation with upgrading a part of the components is not supported.

We recommend that you back up your environment before beginning the upgrade installation.

- ◆ If multiple VM server models exist in one group
Resource pool management feature has been added in SigmaSystemCenter 3.0.
In accordance with this functional enhancement, the unit of optimized placement feature's load balancing of virtual machines has been changed from a group to a model.

Therefore, if you plan to upgrade from SigmaSystemCenter 2.0 or 2.1 to SigmaSystemCenter 3.2 and the following conditions are met in your environment, change the setting of a group from the Operations view before upgrading.

Check the settings of groups with the following procedure: [Conditions requiring change the setting]. If the conditions are met, change the setting of the group with the following procedure: [How to change the setting].

[Conditions requiring change the setting]

If both of the following 1 and 2 are met, change the setting of the group.

1. Multiple VM server models exist in one group

Multiple models whose types are the VM Server exist on the Model tab of the Group Property Setting.

2. A VM model is related to one of the multiple VM server models

On the General tab of the Model Property Setting of a model whose type is the VM, one of the multiple models described in 1 is configured as the VM Server Model.

[How to change the setting]

Change the setting of the group so that one VM server model is configured for one group.

- ◆ If you use EMC Storage (CLARiiON)

If the information of SP that is connected to each HBA that is configured on the machine on the Resource view does not correspond with the information of SP that is configured in the host on the Operations view, a disk volume will not be set in the Host Setting after upgrade installation.

Before beginning upgrade installation, perform the following procedure to confirm the setting.

1. To check the information of SP that is connected to each HBA, use `getall -sg` command which is a `naviseccli` command.

```
> naviseccli getall -sg
```

Reference: For details of the command, see the Navisphere manual.

2. Click an icon of the operation group on the **Operations** view and click the **Host Name** under **Host List** to display details of the host on the main window.
3. Click the **Property** on the **Configuration** menu and select the **Storage** tab. Confirm that SP names and SP port numbers of disk volumes on the **Storage List** correspond with the information of SP connected to HBA.

If you execute upgrade installation with configuring the different SP information (disk volume) on the host, the disk volume will not be set in the host settings. In that case, reconfigure the disk volume after the upgrade installation.

For the settings of a disk volume, see Subsection 4.9.3, "Configuring Settings on the Storage Tab" in *SigmaSystemCenter Configuration Guide*.

- ◆ If you upgrade the managed virtual machine server to ESXi

If you upgrade the managed virtual machine server to ESXi, refer to Subsection 1.4.1, "Upgrade of the Virtual Machine Server to ESXi 5.0 or Later" in *SigmaSystemCenter Caution Notes and Trouble Shooting Reference Guide*.

Some DPM features such as obtaining the installed software information will not be available, because DPM Client is not allowed to be installed on ESXi. For details this feature, refer to "Support for Managed Machine OS's" in Appendix A, "Function Tables" in *DeploymentManager First Step Guide*.

That is why the information about the installed software displayed on machine details in Resource view is not updated and old information of it remains. Run the following command to remove this.

Then execute machine collecting, and ensure that the installed software has been removed.

```
ssc dpminformation delete
```

3.2.6. Software You Need to Install on the Management Server Before Beginning the Upgrade Installation

There is software that you need to install, depending on your environment, before upgrading SigmaSystemCenter on your management server:

The software and the installation procedure are the same as when installing SigmaSystemCenter.

If you use Windows Server 2008 R2 or Windows Server 2012 on the management server, see Subsection 2.1.3, "Software You Need to Install on the Management Server Before Starting the Installation".

Note: If you are using Windows Server 2008 on a management server and intend to upgrade your SigmaSystemCenter from 3.1 update 1 or earlier to 3.2, please contact us before you start upgrade.

3.2.7. Notes About Setting of Windows Firewall

- ◆ If you set to start the *Windows Firewall / Internet Connection Sharing (ICS)* service before the upgrade installation, and specify to add programs or ports to the exception list of Windows Firewall from the installer, the installer adds the programs or ports to the exception list.

- ◆ If you change to use Windows Firewall after upgrading SigmaSystemCenter, add programs or ports to the exception list manually. For the details, see Appendix A, "Networks and Protocols."

3.2.8. Notes on Beginning the Upgrade Installation

Before beginning the upgrade installation of SigmaSystemCenter, end all applications and Web browsers.

3.2.9. Notes on Upgrading DPM Server (Management Server for DPM)

- ◆ During the upgrade installation from DeploymentManager 5.1 or earlier, the setting of LAN board connectable to the remote Image Builder that was configured in the previous version will not be succeeded. From DeploymentManager 5.2 or later, the setting of LAN board connectable to the remote Image Builder can be configured from the **IP Address** located on the **General** tab in **Details** window of DPM Web Console.

- ◆ In upgrading from SigmaSystemCenter 2.1 or earlier, SigmaSystemCenter will use not the previous Administrator password but the password of *deployment_user* to work with DPM Server.

The default value of the *deployment_user's* password is "dpmmgr" and the Administrator password is not succeeded.

When upgrading from SigmaSystemCenter 2.0 or 2.1 and the Administrator password is not "dpmmgr", warnings or malfunctions will occur when SigmaSystemCenter works with DPM Server. Therefore, change the Administrator password with the following procedure before upgrading.

1. Start the DPM Web Console.
2. Select the management server in the tree view, and select the **Update Mode** on the **Change Access Mode** of the management server.
3. Select the **Change Administrator Password** on the **Settings** to change the password to "dpmmgr."
4. Select the management server in the tree view; select the **Browse Mode** on the **Change Access Mode** of the management server.
5. Launch the SigmaSystemCenter Web Console, and switch to the **Management** view.
6. Click the **Subsystem** in the **Management** tree.
7. Click **Edit** of **DeploymentManager (Windows/Linux)** under **Subsystem List**.
8. Select the **Update Password** check box to enter "dpmmgr" in the **Password** box.

9. Click OK.

- ◆ The following registry is not succeeded while upgrading, configure the setting again as necessary.

Registry key:

- For x86 OS
HKEY_LOCAL_MACHINE\SOFTWARE\NEC\PVM\DPMPProvider
- For x64 OS
HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\NEC\PVM\DPMPProvider

Names of the values:

RebootTimeout
ShutdownTimeout

For registry values, see Subsection 1.7.8, "Timeout Time of Power Control Through DPM" in *SigmaSystemCenter Overview Reference Guide*.

- ◆ You cannot use slashes (/) in names of machine groups or scenario groups in SigmaSystemCenter 3.0 update 1 or later. Thus, slashes in group names are automatically converted to underscores (_) at upgrade installation. If the same group names exist concurrently, this conversion merges contents of those two groups.

3.2.10. Upgrade Notes for SystemProvisioning

From SigmaSystemCenter 3.1, virtual directory of SystemProvisioning are created on Default Web Site of Internet Information Services (IIS).

So if IIS does not include Default Web Site in itself, SystemProvisioning upgrade will fail. Ensure that there is Default Web Site of IIS before SystemProvisioning upgrade.

If Default Web Site does not exist or if you want to create a SystemProvisioning virtual directory on other Web site, execute the following command during executing the SigmaSystemCenter installer:

Set *WebSiteName* to the name of the Web site that exists in IIS.

```
Installation DVD-R:\ManagerSetup.exe /IISWEBSITE="WebSiteName"
```


3.2.11. Notes on Upgrading in the Environment Where the HTTP Port in IIS is NOT Port 80

If you intend to upgrade your SystemProvisioning to SigmaSystemCenter 3.2 in the environment where the http port in IIS is not port 80, change the http port to port 80 before you start upgrading.

Note: You do not perform this procedure when you intend upgrade from SigmaSystemCenter 3.1 or later.

Perform the following procedure to do so.

The following procedure assumes the case that the http port for Default Web Site is set to port 81.

1. From the **Start** menu, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager** to start Internet Information Services (IIS) Manager.
2. In the tree view on the left, expand the *Machine Name* node, and then expand the **Default Web Site** node under the **Sites** node.
3. In the **Actions** pane on the right, click **Bindings...** under **Edit Site**.
4. The **Site Bindings** dialog box appears. Select "http" and then click **Edit...**
5. The **Edit Site Binding** dialog box appears. Change the port from "81" to "80."
6. Upgrade your SigmaSystemCenter to SigmaSystemCenter 3.2.
7. Change the http port from "80" to "81" using the same procedure 1 through 5 in the above.

The following describes about influences when upgrading without performing the procedure above and how to resolve the issues:

- ◆ If upgraded from SigmaSystemCenter 2.0 to 3.2

[Phenomenon]

SystemProvisioning upgrade may fail.

[Solution]

Change the http port to "80", and then retry upgrade.

- ◆ If upgraded from SigmaSystemCenter 2.1 to 3.2

The following two cases are possible according to your SigmaSystemCenter 2.1 update:

[Phenomenon 1]

SystemProvisioning upgrade may fail.

[Solution 1]

Change the http port to "80", and then retry upgrade.

[Phenomenon 2]

You may not be able to access the SigmaSystemCenter Web console after SystemProvisioning upgrade.

[Solution 2]

Collect the required information referring **[Take the IIS configuration information]** below, and then contact your service representative.

- ◆ If upgraded from SigmaSystemCenter 3.0 or 3.0 update 1 to 3.2

[Phenomenon]

You may not be able to access the SigmaSystemCenter Web console after SystemProvisioning upgrade.

[Solution]

Collect the required information referring **[Take the IIS configuration information]** below, and then contact your service representative.

[Take the IIS configuration information]

Take the backup of the IIS configuration information with the following procedure:

Use AppCmd.exe to create a backup of the IIS configuration information.

1. Open a command prompt as administrator, and change to the %windir%\system32\inetsrv\ directory.
2. At the command prompt, type `appcmd add backup "FirstBackup"`, and then press Enter.
3. Running this command creates a folder with the name "*FirstBackup*" in the %windir%\system32\inetsrv\backup\ directory. Copy the "*FirstBackup*" folder to take a backup.

3.2.12. Notes on Upgrading SystemProvisioning and System Monitor - Performance Monitoring Services

When upgrading SystemProvisioning and System Monitor - Performance Monitoring Services, ensure that the services of the SQL instance used by SystemProvisioning and System Monitor - Performance Monitoring Services have been started.

Click **Start, Control Panel, Administrative Tools**, and then **Services**. On the **Services** window, ensure the following service is started. If not, start the service.

- ◆ SQL Server (SSCCMDB) *

* If you changed the instance name from the default (SSCCMDB), the service name is displayed as "SQL Server (*Instance name*)."

3.2.13. Notes on Installing on Windows Vista or Later, or on Windows Server 2008 or Later

If you launch the installer on Windows Vista or later, or on Windows Server 2008 or later, the **User Account Control** screen may appear. In that case, click **Allow**, and continue the operation.

3.2.14. If You Set up the Configuration Database of SystemProvisioning on a Remote SQL

If the configuration database of SystemProvisioning is set up on a remote SQL, configure the setting so that the configuration database can connect to the remote SQL using Windows Authentication before upgrading.

3.2.15. Notes on Upgrading in Management Server

You cannot make a SigmaSystemCenter management server a domain controller. For details, see Subsection 2.1.12, "Notes on Installing in Management Server".

3.3. Upgrading the Management Server Components

This section provides the procedures to install or upgrade the management server components.

Starting the installer (ManagerSetup.exe) without options or parameters, the installation wizard starts.

The following components are upgraded during the installation.

- ◆ NEC ESMPRO Manager
- ◆ DPM Server
- ◆ System Monitor - Performance Monitoring Services
- ◆ SystemProvisioning

3.3.1. Stopping the Services of DPM

In some cases, services must be stopped before upgrade installation.

Perform the following procedures according to your environment.

- ◆ Apache Tomcat service
If you are upgrading from SigmaSystemCenter 2.0 or 2.1 and if Tomcat is installed in your environment, stop the Apache Tomcat service.
- ◆ DPM services
If you want to upgrade SigmaSystemCenter 2.0 or 2.1 in the environment where management server for DPM (that corresponds to DPM Server in SigmaSystemCenter 3.0 or later) is installed on a server which is different from the server on which database (DPM instance) is installed, you need to stop the services of Management Server for DPM before upgrading.
Perform the following "[Procedure to stop Management Server for DPM services](#)" to stop the services of Management Server for DPM.

<[Procedure to stop Management Server for DPM services](#)>

1. Click the **Start** menu, and click **Control Panel**. From **Control Panel**, double-click **Administrative Tools**. From **Administrative Tools**, double-click **Services** to start the Services Snap-in.
2. From **Services**, click services that start with **DeploymentManager**, for example, DeploymentManager API Service, and click **Stop**. Stop all the services starting with **DeploymentManager**.

Note: If there is a service that you cannot stop, perform the following procedure to stop the process of the service, and stop the remaining services from the Services Snap-in.

1. Click the **Start** menu, and click **Run**. Enter **taskmgr** in the **Open** box, and click **OK** to start Windows Task Manager.
2. Select the **Processes** tab. Click the process corresponding to the service you cannot stop (see the following table), and click **End Process** to end the process.

Service Name	Process Name
DeploymentManager API Service	apiserv.exe
DeploymentManager Backup/Restore Management	bkressvc.exe
DeploymentManager Client Management	cliwatch.exe
DeploymentManager client start	clistart.exe
DeploymentManager Get Client Information	depssvc.exe
DeploymentManager PXE Management	pxesvc.exe
DeploymentManager PXE Mtftp	pxemtftp.exe
DeploymentManager Remote Update Service	rupdssvc.exe
DeploymentManager Scenario Management	snrwatch.exe
DeploymentManager Schedule Management	schwatch.exe
DeploymentManager Transfer Management	ftsvc.exe

3.3.2. Beginning the Installation (Upgrade Installation)

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:

```
Installation DVD-R:\ManagerSetup.exe
```

3. The installation wizard starts.



Follow the direction of the wizard to install SigmaSystemCenter.

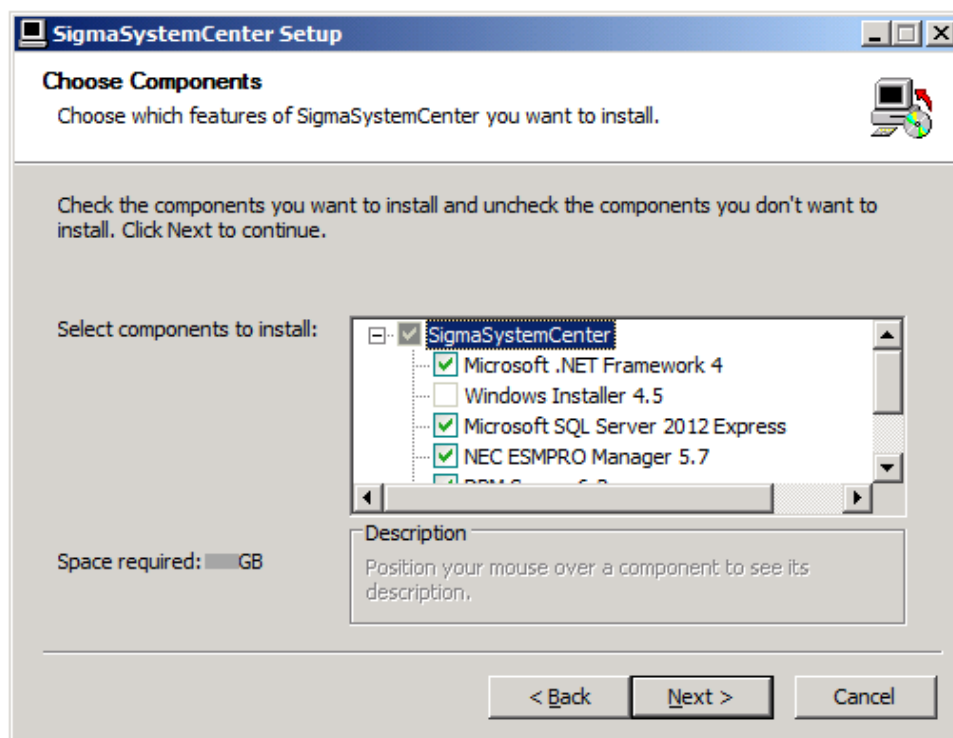
The wizard screens will appear as explained in the next subsections: from Subsection 3.3.3, "Selecting Components" to 3.3.9, "Completing the Installation (Upgrade Installation)."

3.3.3. Selecting Components

The screen to select components appears.

Select components to install, and click **Next**.

If the current version's component is already installed, the check box cannot be selected.



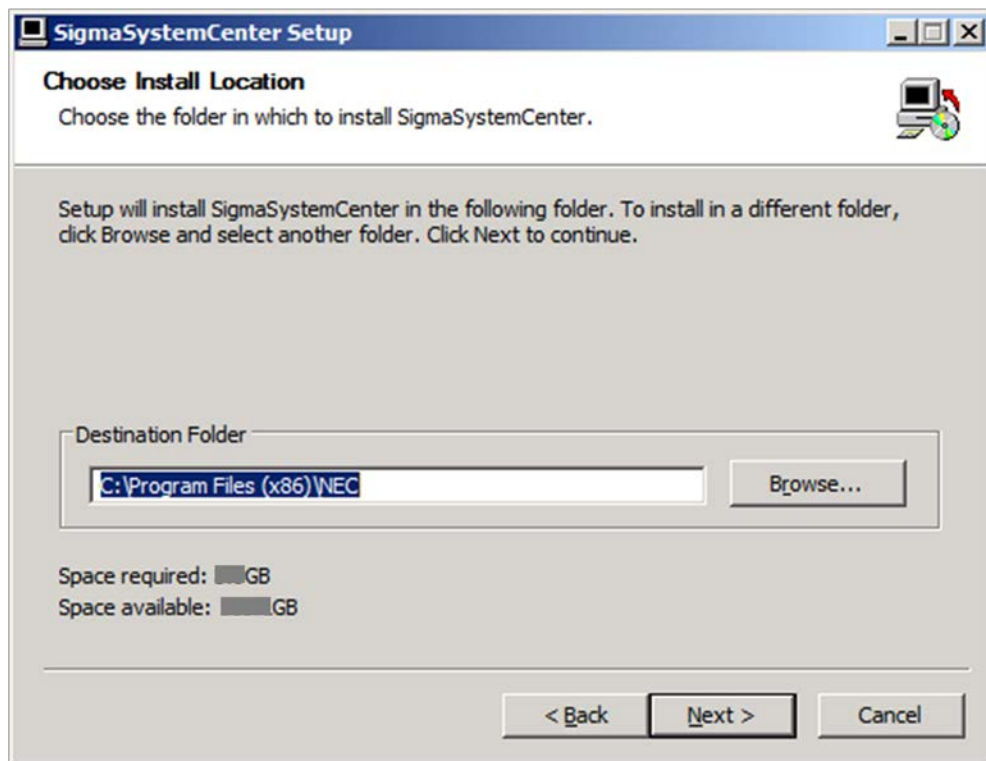
SigmaSystemCenter	If this check box is selected, the following check boxes located under this check box will be selected automatically.
.NET Framework 4	Installs .NET Framework 4.
Windows Installer 4.5	Installs Windows Installer 4.5.
SQL Server 2012 Express	Installs SQL Server 2012 Express.
NEC ESMPRO Manager	Installs NEC ESMPRO Manager. If this check box is selected, .NET Framework 4 will also be selected automatically.
DPM Server	Installs DPM Server. This check box can be selected only if IIS is installed. If this check box is selected, .NET Framework 4 and Windows Installer 4.5 will also be selected automatically.
System Monitor - Performance Monitoring Services	Installs System Monitor - Performance Monitoring Services. If this check box is selected, .NET Framework 4 , Windows Installer 4.5 and SQL Server 2012 Express will also be selected automatically. To use the already existing SQL Server 2008 R2 or 2012 instance, clear SQL Server 2012 Express check box manually.

<p>SystemProvisioning</p>	<p>Installs SystemProvisioning. This check box can be selected only if IIS is installed. If this check box is selected, .NET Framework 4, Windows Installer 4.5 and SQL Server 2012 Express will also be selected automatically. To use the already existing SQL Server 2008 R2 or 2012 instance, clear SQL Server 2012 Express check box manually.</p>
----------------------------------	--

Note: When upgrading from SigmaSystemCenter 2.0 or later, clear the **SQL Server 2012 Express** check box.

3.3.4. Specifying the Installation Destination Folder

The screen to specify the installation destination folder appears if any of the following components has been selected on the previous screen: NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services or SystemProvisioning. Specify the installation destination folder, and click **Next**.



<p>Destination Folder</p>	<p>Specify the installation destination folder path of NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services and SystemProvisioning. The folder path length must be 80 alphanumeric characters or less.</p> <p>The default is as follows: "%ProgramFiles%\NEC" for x86 OS. "%ProgramFiles(x86)%\NEC" for x64 OS.</p> <ul style="list-style-type: none"> • If NEC ESMPRO Manager is to be installed, do not specify a folder path including Unicode unique characters. • If DPM Server is to be installed, specify an absolute path that consists of alphanumeric characters , spaces, and symbols except the following characters: /* ? < > " : %.
----------------------------------	--

Note:

- In x64 operating system, you cannot specify "%ProgramFiles%" as an installation folder.
- If NEC ESMPRO Manager is already installed, the installation destination folder path specified here will be ignored and the existing NEC ESMPRO Manager installation folder will be used.
- If DPM Server is already installed, the installation destination folder path specified here will be ignored and the existing DPM Server installation folder will be used.

3.3.5. Configuring SQL Server Information

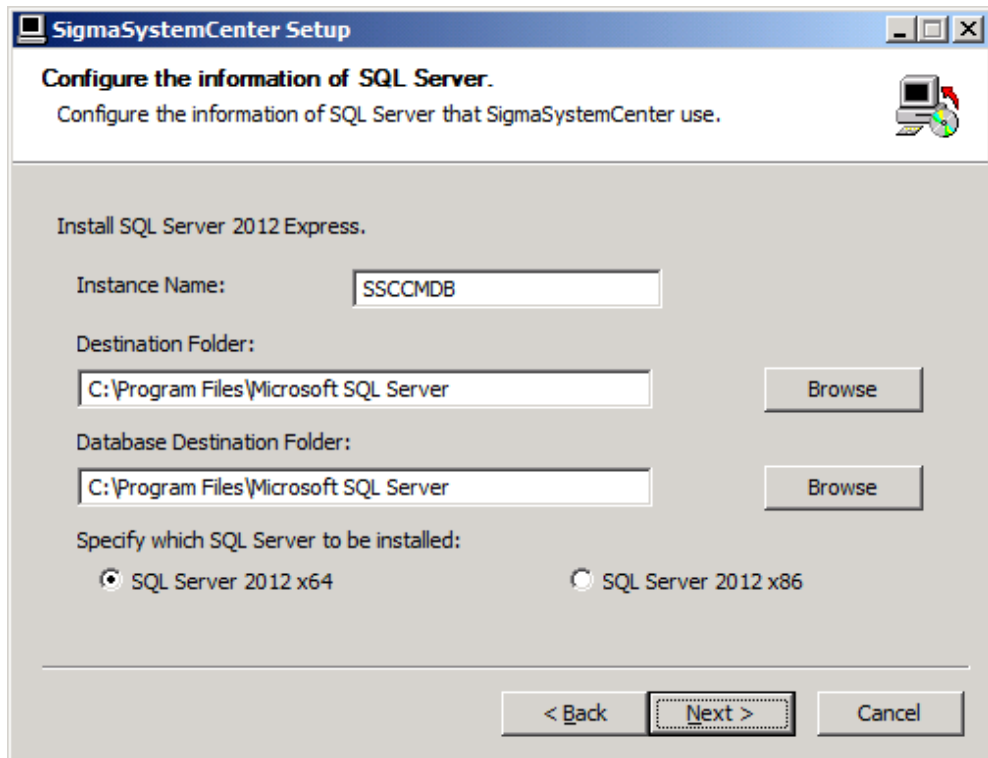
The screen to configure SQL Server information appears if any of the following components has been selected in Subsection 3.3.3, "Selecting Component": System Monitor - Performance Monitoring Services or SystemProvisioning. The screen displayed here will be different according to the selection of SQL Server 2012 Express in Subsection 3.3.3, "Selecting Components."

Configure the information of SQL Server to be used by System Monitor - Performance Monitoring Services and / or SystemProvisioning, and click **Next**.

Note:

- When upgrading from SigmaSystemCenter 2.0 or later and the configuration database of SystemProvisioning was built on the remote SQL before the upgrade installation, specify the SQL instance name that is installed in the local machine from the **Use the existing SQL Server 2008 R2 or 2012 instance** screen. If the SQL instance is not installed in the local machine, install a new SQL instance from the **Install SQL Server 2012 Express** screen.
- To switch between the **Install SQL Server 2012 Express** screen and the **Use the existing SQL Server 2008 R2 or 2012 instance** screen, return to the process of Subsection 3.3.3, "Selecting Components" and select / clear the **SQL Server 2012 Express** check box.

- ◆ If SQL Server 2012 Express has been selected

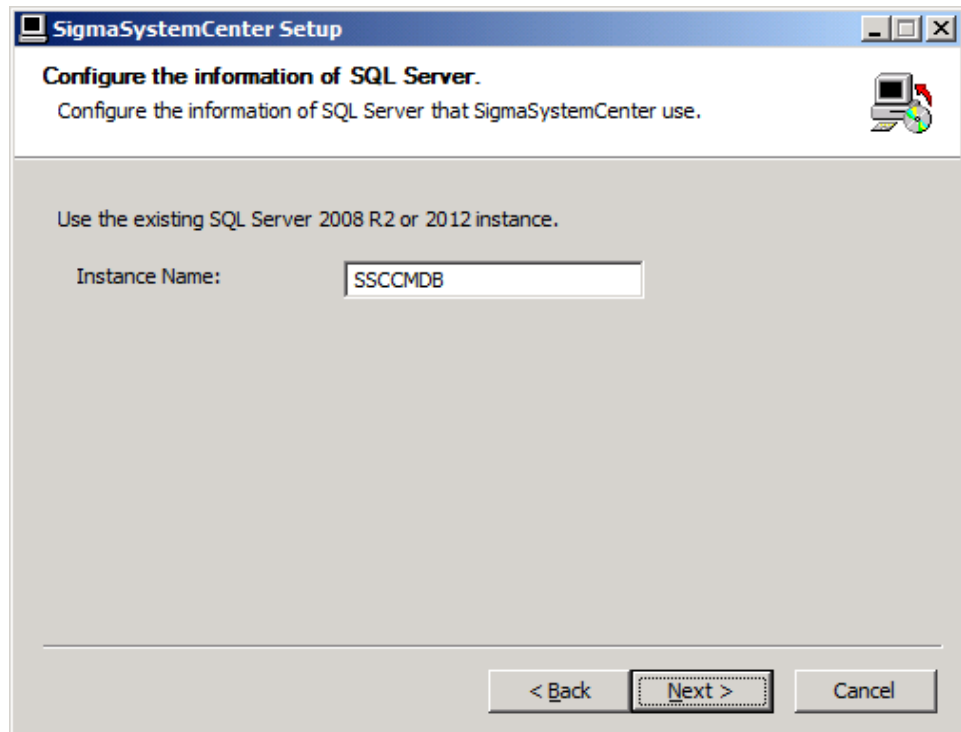


<p>Install SQL Server 2012 Express</p>	<p>Installs the new instance of SQL Server 2012 Express on a local machine. On this screen, the following items can be specified.</p> <p>Installation will be executed in Windows Authentication Mode.</p> <p>If SQL Server 2012 Express has been selected in Subsection 3.3.3, "Selecting Components", this screen appears.</p>
<p>Instance Name</p>	<p>Specify the SQL instance name.</p> <p>The instance name length must be 16 characters or less.</p> <p>The default value is "SSCCMDB."</p>
<p>Destination Folder</p>	<p>Specify the installation destination folder path of SQL Server.</p> <p>The folder path length must be 57 or less.</p> <p>The default value is "%ProgramFiles%\Microsoft SQL Server."</p> <p>If SQL Server 2012 x86 is selected on x64 OS, the default value will be "%ProgramFiles(x86)\Microsoft SQL Server)."</p>

<p>Database Destination Folder</p>	<p>Specifies the installation destination folder path of SQL database. The folder path length must be 57 or less. The default value is "%ProgramFiles%\Microsoft SQL Server." If SQL Server 2012 x86 is selected on x64 OS, the default value will be "%ProgramFiles(x86)\Microsoft SQL Server." Actual installation path is "<i>Specified Destination Folder</i>\MSSQL11.<<i>Instance Name</i>>\MSSQL\Data."</p>
<p>Specify which SQL Server to be installed</p>	<p>Specify SQL Server to be installed.</p>
<p>SQL Server 2012 x64</p>	<p>Installs SQL Server 2012 Express for x64 architecture on the local machine. This item is selected by default.</p>
<p>SQL Server 2012 x86</p>	<p>Installs SQL Server 2012 Express for x86 architecture on the local machine.</p>

Note: If the same instance name as already existing instances is specified in **Instance Name** on this screen, the new SQL instance will not be installed.

- ◆ If SQL Server 2012 Express has not been selected



Use the existing SQL Server 2008 R2 or 2012 instance	Creates the database on the existing instance. On this screen, the following items can be specified. If SQL Server 2012 Express has <i>not</i> been selected in Subsection 3.3.3, "Selecting Components", this screen appears.
Instance Name	Specify the SQL instance name. The instance name length must be 16 characters or less. The default is "SSCCMDB."

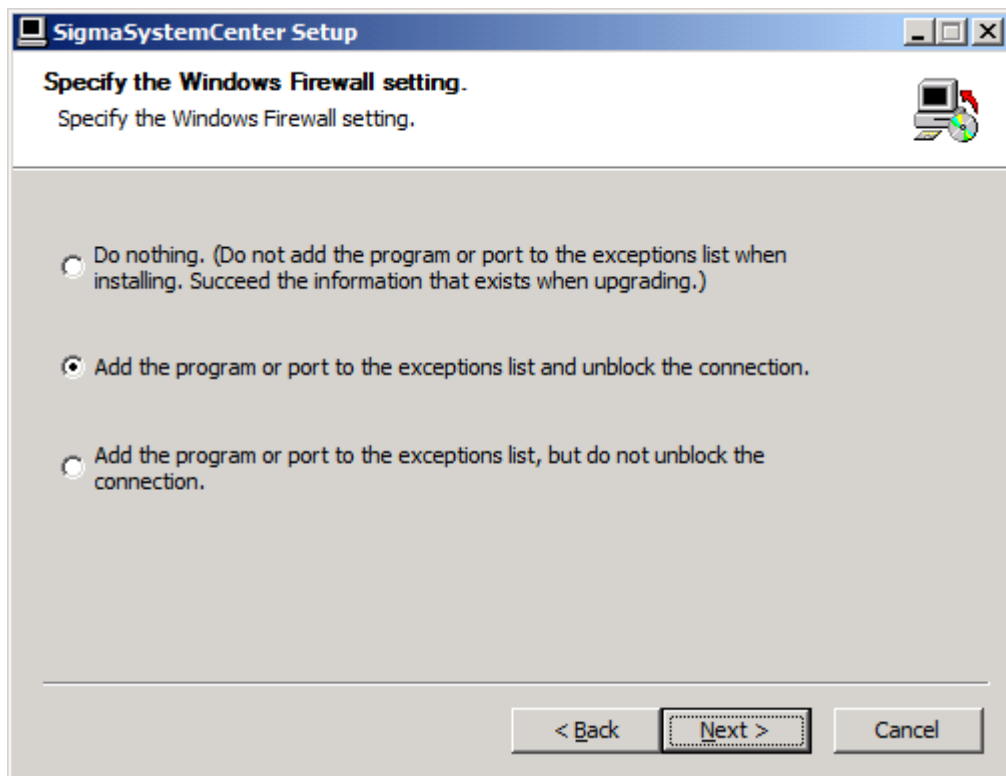
Note:

- When upgrading from SigmaSystemCenter 2.0 or later, specify the SQL instance name that was used before the upgrade installation.
- If an instance name specified on this screen with **Use the existing SQL Server 2008 R2 or 2012 instance** selected does not exist, the message "The instance does not exist" will appear when **Next** is clicked. Provide the correct instance name.

3.3.6. Specifying Windows Firewall Setting

The screen to configure Windows Firewall setting appears if any of the following components has been selected in Subsection 3.3.3, "Selecting Components": NEC ESMPRO Manager, DPM Server, System Monitor - Performance Monitoring Services or SystemProvisioning.

Specify the item, and click **Next**.



<p>Do nothing. (Do not add the program or port to the exceptions list when installing. Succeed the information that exists when upgrading.)</p>	<p>If this option is selected, the previous information before the upgrade installation is succeeded except for the information of SystemProvisioning. To add the program or port to the exception list manually after the upgrade installation, see Appendix A, "Networks and Protocols."</p>
<p>Add the program or port to the exceptions list and unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list and the connection will be unblocked. This option is selected by default.</p>
<p>Add the program or port to the exceptions list, but do not unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list, but the connection is not unblocked. Unblock the connection manually after the installation.</p>

Note: If the **Do Nothing** option is selected here, SystemProvisioning will not succeed the previous version's information, so the programs and ports must be added to the exception list manually after the upgrade installation. For details, see Appendix A, "Networks and Protocols."

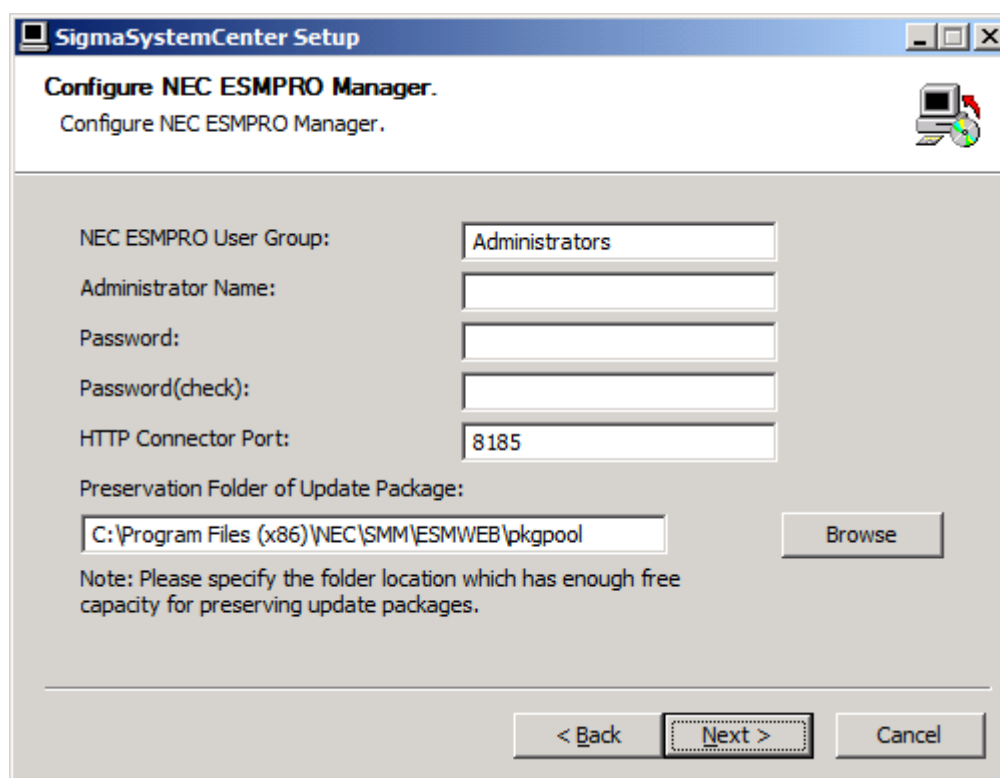
3.3.7. Configuring NEC ESMPRO Manager

The screen to configure NEC ESMPRO Manager appears if NEC ESMPRO Manager has been selected in Subsection 3.3.3, "Selecting Components."

Configure the required information to install NEC ESMPRO Manager, and click **Next**.

Note:

- If NEC ESMPRO Manager Ver.5 is installed, the following setting window does not appear.
 - If NEC ESMPRO Manager Ver.4 is installed, you cannot set the value into the items that cannot be changed.
 - The default value of the NEC ESMPRO Manager Installation Folder path is as follows:
"%ProgramFiles%\NEC\SMM" for x86 operating systems
"%ProgramFiles(x86)%\NEC\SMM" for x64 operating systems
-



The screenshot shows a Windows-style dialog box titled "SigmaSystemCenter Setup" with a sub-header "Configure NEC ESMPRO Manager." and the instruction "Configure NEC ESMPRO Manager." The dialog contains several input fields and a "Browse" button:

- NEC ESMPRO User Group: Administrators
- Administrator Name: (empty)
- Password: (empty)
- Password(check): (empty)
- HTTP Connector Port: 8185
- Preservation Folder of Update Package: C:\Program Files (x86)\NEC\SMM\ESMWEB\pkgpool

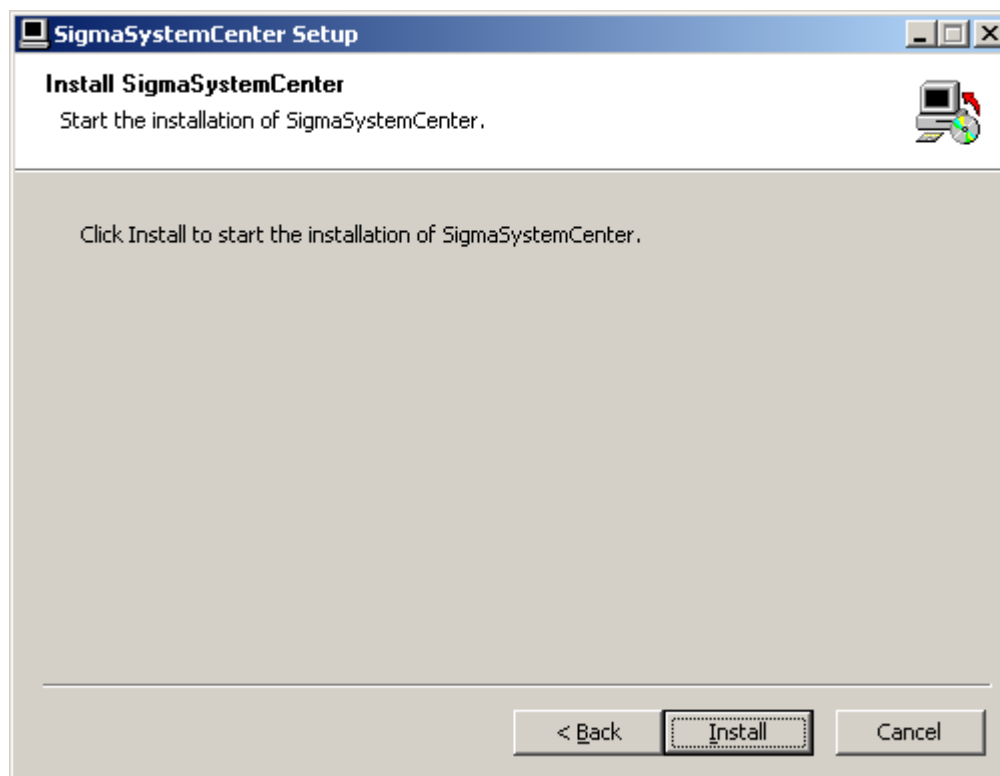
A "Browse" button is located to the right of the Preservation Folder field. Below the fields is a note: "Note: Please specify the folder location which has enough free capacity for preserving update packages." At the bottom of the dialog are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Cancel".

NEC ESMPRO User Group	Displays the group to access to Windows GUI of NEC ESMPRO Manager. This item cannot be entered.
Administrator Name	Specify NEC ESMPRO Manager Administrator name. The length of this item must be within 1 to 16 in alphanumeric.
Password	Specify password to login NEC ESMPRO Manager. The length of this item must be within 6 to 16 in alphanumeric.
Password (check)	Enter the password again for confirmation.
HTTP Connection Port	Specify the HTTP connection port that is to be used by NEC ESMPRO Manager. Enter the value within 1 to 65535. The default is "8185."
Preservation Folder of Update Package	Specify the folder path to save update packages. Prepare enough space capacity for the folder. Update packages of firmware and software will be stored in the folder. The default is " <i>NEC ESMPRO Manager Installation Folder\ESMWEB\pkgpool</i> ".

3.3.8. Starting the Installation (Upgrade Installation)

The confirmation dialog box appears before starting upgrade installation of the selected components.

Click **Install** to start the upgrade installation.



- ◆ When .NET Framework 4 and / or Windows Installer 4.5 have / has been selected
If restart is necessary after installation of .NET Framework 4 and / or Windows Installer 4.5, the restart prompt will appear.

If **Yes** is clicked, the system will be restarted automatically.

If **No** is clicked, the installer will finish, so restart the system manually. Ensure that the system has been restarted before you retry the installation of the other components.

After restart of the system, stop the DPM services by following the procedure in Subsection 3.3.1, "Stopping the Services of DPM", and then perform the procedure described in Subsection 3.3.2, "Beginning the Installation (Upgrade Installation)" again to complete installation of the other selected components.

- ◆ If NEC ESM PRO Manager has been selected
The following message may appear after the installation:

This program might not have installed correctly.

In such case, click **This program installed correctly** or **Cancel** to close the dialog because the installation completed successfully.

3.3.9. Completing the Installation (Upgrade Installation)

When all the selected components have been installed, the installation complete screen appears.

If the restart prompt appears, restart the system.

The management server components individual installation (upgrade installation) is now complete.

If uninstallation of Apache Tomcat is necessary, see Section 3.4, "Uninstalling Apache Tomcat."

See Section 3.5, "After Upgrading Management Server Components" to configure some more settings as needed.

3.4. Uninstalling Apache Tomcat

DeploymentManager of SigmaSystemCenter 3.0 or later does not use Apache Tomcat. Additionally, the Apache Tomcat that was used in the previous DeploymentManager version will not be deleted during the upgrade installation from SigmaSystemCenter 2.0 or 2.1. If the uninstallation of Apache Tomcat is necessary, perform the procedure described in this section.

Check the following two registries:

1. The registry to check is different according to the OS architecture:
 - For x86 OS
HKEY_LOCAL_MACHINE\SOFTWARE
 \Apache Software Foundation\Tomcat\6.0
 - For x64 OS
HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node
 \Apache Software Foundation\Tomcat\6.0
 2. The registry to check is different according to the OS architecture:
 - For x86 OS
HKEY_LOCAL_MACHINE\SOFTWARE
 \Microsoft\Windows\CurrentVersion\Uninstall\Apache Tomcat 6.0
 - For x64 OS
HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node
 \Microsoft\Windows\CurrentVersion\Uninstall\Apache Tomcat 6.0
- ◆ If both of them exist, uninstall Apache Tomcat from Programs and Features.
 - ◆ If only the above (Number 1) registry exists, run the following file stored in the *SigmaSystemCenter 3.2 DVD-R* to remove Apache Tomcat:

```
\DPM\TOOLS\TomcatUninstall\Tomcat_Silent_Uninst_60.bat
```

The uninstallation of Apache Tomcat of SigmaSystemCenter 2.0 or 2.1 is now complete.

3.5. After Upgrading Management Server Components

There are some more settings that you may need to configure after completing the upgrade installation. After completing the upgrade installation of SigmaSystemCenter 3.2, configure the settings in this section according to your environment and upgraded components.

3.5.1. If You Upgraded DPM Server

- ◆ About DPM Client

If you upgraded DPM Server, upgrade DPM Client after all the installation / upgrade installation of the management server component(s).

For the upgrade installation of DPM Client, see Section 3.6, "Upgrading the Managed Machine Component" in this document and Section 3.3, "Upgrading the DPM Client" in *DeploymentManager Installation Guide*.

- ◆ If you want to restore backup images of the managed machines in a RAID configuration obtained before SigmaSystemCenter 3.0 update 1 on SigmaSystemCenter 3.0 update 1 or later, see Appendix D "For Customers Who Configure RAID on the Managed Machine" in *DeploymentManager First Step Guide*.

- ◆ If machine resources are managed with machine names

DeploymentManager Ver.6.02 included in SigmaSystemCenter 3.0 update 1 allows you register machines with same names each other, so, the machine names moved to a group pool after machine replacement are not changed after upgraded has been executed, although they are changed previously to "(machine name) x" (x means any number). If a machine resource is managed with machine names and some impacts on operation potentially exist, please reconsider how to operate. If you intend to distinguish machine resources with their names, use the Identification Name of DPM. The Identification Name is not changed during operation, and it is applied to the machine name in SystemProvisioning. Refer to how to set an Identification Name for "3.7.2 Edit Managed Machine" in *DeploymentManager Reference Guide*.

3.5.2. If You Installed DPM and SystemProvisioning on Different Machines in SigmaSystemCenter 2.1 or Earlier

If DeploymentManager and SystemProvisioning had been installed different machines, the previous version's Command Line for DPM must be removed after the upgrade installation.

Uninstall the previous version's Command Line for DPM by performing the following procedure:

Note: Be sure to finish the processes of DPM before the uninstallation.

1. Click **Start** menu, click **Control Panel**, and click **Programs and Features**.
2. Select **DeploymentManager (Command Line for DPM)**. Click **Uninstall** or **Change**.
3. **Setup Type** dialog box appears. Select **Uninstall**, and click **Next**.
4. **Confirm Uninstall** dialog box appears. Click **OK**.
5. **Setup Status** dialog box appears and the uninstallation starts.
6. **Maintenance Complete** dialog box appears. Click **Finish**.

The uninstallation of Command Line for DPM is now complete.

3.5.3. If You Upgraded System Monitor - Performance Monitoring Services

- ◆ If a managed machine running Linux is used in your system that is multipath I/O configuration with StoragePathSavior and if upgraded from SigmaSystemCenter 2.1 update 2 or update 3, the service configuration file must be edited.
For details, see Section 10.6, "Notes on Upgrading/Updating" in *System Monitor - Performance Monitoring Services User's Guide*.
- ◆ If upgraded from SigmaSystemCenter 3.1 update 1 or earlier, the protocol used on a Linux management machine which uses telnet in the purpose of connection will be changed to SSH.

3.5.4. If You Upgraded System Provisioning

- ◆ Replacing licenses
Perform the following procedure to replace licenses before operating SigmaSystemCenter. Be sure not to start a machine or create a virtual machine during replacing licenses because such operations will cause an error owing to lack of licenses.

Note: When **Add** is clicked after entering the license keys, the following message appears:

Please restart PVMService to make the license effective.

However, you need not to restart every time the message appears.

1. Start the Web Console and switch to the Management view.
2. Click the License in the Management tree.

3. Details of licenses of the earlier version appear on the Main Window.
4. Select all the check boxes except the Edition License and click **Delete**.
5. Select the check box of the Edition License and click **Delete**.
6. Enter the license keys of the new version's Edition License in the License Key box and click **Add**.
7. Add the other new version license keys one by one.

Management > License

Media Information

Version: 3.2

Edition Information

Edition: SigmaSystemCenter Enterprise Edition
 Option: VM, UCS
 Expiration Date:

Target License

Type	Available	Used
Network Appliance Control	10	0

License Details

<input type="checkbox"/>	License Key	Option	Type	Version	License Count
<input type="checkbox"/>		Base, VM, UCS		3.2	

License Key: Add

8. Restart SystemProvisioning.

◆ About the backup file of the configuration database

The backup file of the configuration database is saved in the following path. The saved backup file is not required after the upgrade installation, so delete it.

- If upgraded from SigmaSystemCenter 2.0 or 2.1

```
%ProgramFiles%\Microsoft SQL Server\  
MSSQL.x\MSSQL\Backup\pvminfYYYYMMDDhhmmss.dat *1, *2
```

E.g.)

```
C:\Program Files\Microsoft SQL Server\  
MSSQL.1\MSSQL\Backup\pvminf20090703123456.dat
```

- If upgraded from SigmaSystemCenter 3.0 or 3.1

```
%ProgramFiles%\Microsoft SQL Server\  
MSSQL10_50.SSCEMDB\MSSQL\Backup\pvminfYYYYMMDDhhmmss.dat  
*1
```

E.g.)

```
C:\Program Files\Microsoft SQL Server\  
MSSQL10_50.SSCEMADB\MSSQL\Backup\pvminf20090703123456.dat
```

- If upgraded from SigmaSystemCenter 3.1 update1
%ProgramFiles%\Microsoft SQL Server\
MSSQL11.SSCEMADB\MSSQL\Backup\pvminfYYYYMMDDhhmmss.dat *1

E.g.)

```
C:\Program Files\Microsoft SQL Server\  
MSSQL11.SSCEMADB\MSSQL\Backup\pvminf20090703123456.dat
```

*1 The date and time when the configuration database is backed up is displayed in *YYYYMMDDhhmmss*.

In the example, it indicates 12:34:56 on July 3rd, 2009.

*2 *x* in *MSSQL.x* indicates a level where *pvminf.mdf* exists in %ProgramFiles%\Microsoft SQL Server\MSSQL.x\MSSQL\Data.

If *pvminf.mdf* exists in *MSSQL.1*, the backup file is saved in *MSSQL.1*.

- ◆ Added policy rules (HW predictive, CPU temperature, memory failure recovery, and non-recovery) to the standard policy, and removed Universal RAID Utility policy rules

In SigmaSystemCenter 3.2, the policy rules against HW predictive, CPU temperature, memory failure recovery and non-recovery have been added to the standard policy.

Also, events in the Universal RAID Utility policy rules have been moved to the disk policy rules and the Universal RAID Utility policy rules have been removed.

If upgraded, SigmaSystemCenter inherits the former settings. If you used a policy created from the standard policy template, you need to create the policy again from the policy template.

- ◆ Removed HW predictive events, and added non-recovery policy rules

In SigmaSystemCenter 3.2, some of the HW predictive events have been removed, and the non-recovery policies have been added:

- Standard policy (N+1)
- Standard Policy (VM Server)
- Standard Policy (VM Server Power save)

- Standard Policy (VM Server Predictive)
- Standard Policy (VM Server ESXi)
- Standard Policy (VM Server Hyper-V)
- Standard Policy (VM Server Hyper-V Power save)
- Standard Policy (VM Server Hyper-V Predictive)

If upgraded, SigmaSystemCenter inherits the former settings. If you used a policy created from the standard policy template, you need to create the policy again from the policy template.

Note: Standard Policy (VM Server ESXi) was renamed Standard Policy (VM Server Standalone ESXi) in SigmaSystemCenter 3.2.

Perform the following procedure depending on the previous version before the upgrade installation.

- ◆ If upgraded from SigmaSystemCenter 2.0 or later
Some settings for the products and components that had been configured in the previous version are not succeeded. See Subsection 3.5.5, "If You Upgraded From SigmaSystemCenter 2.0 or Later" to configure the settings again.

3.5.5. If You Upgraded From SigmaSystemCenter 2.0 or Later

If upgraded from SigmaSystemCenter 2.0 or later, confirm the following settings after the upgrade installation:

- ◆ About SQL Server

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.1 update 1, you should review the following after completing upgrade installation.

- SigmaSystemCenter 3.2 and its subsequent releases do not support SQL Server 2005 and SQL Server 2008. So, note the following when upgrading your SigmaSystemCenter:

If you used SQL Server 2005 or SQL Server 2008 before upgrade, manually upgrade the existing SQL Server instance to SQL Server 2008 R2 or SQL Server 2012 after completing installation (upgrade) of all components.

- SigmaSystemCenter 3.2 installs SQL Server 2012 Service Pack 1 Express.

<If upgraded from SigmaSystemCenter 3.0 through 3.1>

SigmaSystemCenter keeps using the SQL instance that was used in the previous version.

To upgrade the existing SQL Server 2008 R2 instance to SQL Server 2012, complete the upgrade installation of all the components beforehand, and execute upgrading of the SQL Server manually.

<If upgraded from SigmaSystemCenter 3.1 update 1>

Service Pack 1 is not applied to the installed SQL Server 2012 instance that is used by SigmaSystemCenter.

We recommend that you should apply Service Pack 1 to the SQL Server 2012 instance after completing installation (upgrade) of all components.

- ◆ If EMC Storage (CLARiiON) is being used

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.1, you should review the following after completing upgrade installation.

The default value of the failover mode is changed to "4" in SigmaSystemCenter 3.1 update 1 and its subsequent releases, although it was "1" in SigmaSystemCenter 3.1 or earlier. If you want to use other values than the default in your configuration, you can change the value in a registry.

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 2.1 update 2, you should review the following after completing upgrade installation.

- The information of the HBA and storage configured on a stopped host will not be succeeded. Collect and register the storage information again and register the HBA to the host by performing the following procedure.

On the other hand, the information of the HBA and storage configured on a host running at a group will be succeeded. In this case, re-registration is unnecessary.

Collect the information of the storage, and register the disk volume as a management target of SigmaSystemCenter.

For details, see Section 4.6, "Registering Storage" in *SigmaSystemCenter Configuration Guide*.

After registration of the disk volume, register the HBA to connect by performing either of the following two procedures:

- Re-register the HBA to connect by using commands, and then re-register the HBA to a host

For details, see both of the following references:

=>Subsection 2.12.3, "Setting HBA" in *ssc Command Reference*

=>Subsection 4.9.3, "Configuring Settings on the Storage Tab" in *SigmaSystemCenter Configuration Guide*.

- Assign a logical disk and a host to the storage group and collect the HBA information to set the HBA to the host.

For details, see the following reconfiguration procedures of the storage:

=>Subsection 3.5.1, "Preparing Storage" in *SigmaSystemCenter Configuration Guide*

=>Subsection 4.9.3, "Configuring Settings on the Storage Tab" in *SigmaSystemCenter Configuration Guide*.

If the SP information (disk volume) which is different from the other SP information which is connected to HBA is configured on the host, the disk volume will not be set in the host setting during the upgrade installation. For how to deal with this issue, see Subsection 3.2.5, "Notes on Upgrading."

- The managed disk volume of CLARiiON has been changed to LUN from storage groups since SigmaSystemCenter 2.1 update 3; this requires storage settings for a standby machine after upgrade. You should set up the followings.

1. Creating a storage group for standby machines

You should create a storage group for standby machines since SigmaSystemCenter 2.1 update 3.

1. Run the following Navisphere CLI on the management server.

```
naviseccli -h "IP of SP" storagegroup -create -gname  
"Storage Group Name" -o
```

2. Collect storages from the Storage in the Resource view on the management server, and apply the created storage group to SigmaSystemCenter.

2. Registering HBA and the path information of the standby machine
HBA and the information of a standby machine are not inherited, so you need to register them.
1. Run the following command on the management server to review the path information of the standby machine.

```
ssc show diskarraypath "Disk Array Name"
```

2. Run the following command on the management server to register HBA and the path information of the standby machine.

```
ssc set hba "Disk Array Name" "Disk Array Path" WWPN -  
wwnn WWNN
```

3. Set up HBA for the standby machine.
Register the HBA information to the standby machine on the Storage tab in the machine property setting in the Resource view.

- ◆ If the setting file has been modified

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.1 update 1, you should review the following after completing the upgrade installation.

The following files are overwritten by the initial files of SigmaSystemCenter 3.2 during the upgrade installation.

The files before the upgrade installation are stored in the backup folder under the SystemProvisioning installation folder. If the files have been modified in any version of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.1 update 1, modify the files again manually after the upgrade installation.

In the SystemProvisioning installation folder

(The default installation path is:

"%Program Files%\NEC\PVM\" for x86 operating systems,

"%Program Files(x86)%\NEC\PVM\" for x64 operating systems.)

Note: If you want to reuse "PVMServiceProc.exe.config" in the "backup" folder, you must add the following entry to the file.

```
<runtime>
  <legacyCorruptedStateExceptionsPolicy enabled="true" />
</runtime>
```

The files which should be modified differ depending on what version of SigmaSystemCenter is before upgrade installation.

The following shows files which requires to be modified per each version of SigmaSystemCenter:

<If upgraded from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 2.1 update 3>

- bin\PVMServiceProc.exe.config
- bin\pvmutl.exe.config
- bin\ssc.exe.config
- bin\ManagementServer.config
- bin\EsmEvents.xml
- bin\EventFormattor.xml
- Provisioning\Web.config
- Provisioning\Log4net.config
- Provisioning\App_Data\Config\CustomizationConfig.xml

The following files are changed to be installed under the *conf* folder from SigmaSystemCenter 3.0.

- bin\EsmEvents.xml
- bin\EventFormattor.xml
- bin\PIMSensorTemplate.xml
- bin\SensorEventID.xml
- bin\PolicyTemplate.xml (this file is installed under *conf\policy* folder with being divided.)

<If upgraded from any of SigmaSystemCenter 3.0 through SigmaSystemCenter 3.1 update 1>

- bin\PVMServiceProc.exe.config
- bin\pvmutl.exe.config
- bin\ssc.exe.config
- bin\ManagementServer.config

- Provisioning\Web.config
- Provisioning\Log4net.config
- Provisioning\App_Data\Config\CustomizationConfig.xml
- conf\log_base.config
- conf\log.config
- conf\EsmEvents.xml
- conf\EventFormattor.xml
- conf\VMwareEvents.xml
- conf\StandaloneEsxEvents.xml
- conf\oscustom\sysprep_win2k3.inf
- conf\oscustom\sysprep_win2k8r2.xml
- conf\oscustom\sysprep_win7.xml
- conf\oscustom\sysprep_win7x64.xml
- conf\oscustom\sysprep_winxp.inf
- conf\LdapConfig.xml
- conf\OSLicenseGroup.xml

The following file has been changed to be installed in the *conf* folder from SigmaSystemCenter 3.2:

- bin\ucsm.xml

- ◆ If the collection at the PVM Service startup is set to OFF

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.1 update 3 through SigmaSystemCenter 3.0 update 1, you should review the following after completing the upgrade installation.

If the collection at the PVM Service startup was set to OFF before upgrade installation, the setting is overwritten to ON, the default value of SigmaSystemCenter 3.1, while the upgrade installation.

To set to OFF again, configure the setting with the command.

Reference: Subsection 2.3.2, "Start Up Collecting Setting" in *ssc Command Reference*.

- ◆ Notes regarding templates

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.1 through SigmaSystemCenter 3.0 update 1, you should review the following after completing the upgrade installation.

There are some notes regarding templates created in any of SigmaSystemCenter 2.1 through SigmaSystemCenter 3.0 update 1.

For details, see Subsection 1.2.6, "About Template", 2.2.1, "Cannot Use Differential Clone Templates After Upgrade to SigmaSystemCenter 3.0 or Later" and 2.2.2, "Cannot Use Disk Clone Templates After Upgrade to SigmaSystemCenter 2.1 update 3 or Later" in *SigmaSystemCenter Caution Notes and Trouble Shooting Reference Guide*.

- ◆ If the role feature is used

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 2.1 update 3, you should review the following after completing the upgrade installation.

The role feature has been enhanced in SigmaSystemCenter 3.0. In accordance with this enhancement, the previous settings of the role feature configured in SigmaSystemCenter 2.0 or SigmaSystemCenter 2.1 are not succeeded.

Configure the new settings of the role feature for SigmaSystemCenter 3.0.

For details, see Section 1.1, "User and Role" in *SigmaSystemCenter Overview Reference Guide*.

- ◆ If a machine is set to register to the DPM Server when VM is activated

Note: If you upgrade your SigmaSystemCenter from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.0, you should review the following after completing the upgrade installation.

SigmaSystemCenter 3.0 update 1 allows you to create and register a hierarchy where a virtual machine belongs to on DPM if you want to register a running virtual machine to DPM. Because of this, SigmaSystemCenter 3.0 update 1 executes a process to apply the operation group configuration of SystemProvisioning to DPM. If the process has failed because of errors such as communication errors, remove errors that caused the failure before you run the following command. Then execute Refresh Machine of the virtual machine in Resource view.

```
ssc dpm-location notify -all
```

- ◆ About the resource pool monitoring feature

Note: If SigmaSystemCenter has been upgraded from any of SigmaSystemCenter 2.0 through SigmaSystemCenter 3.0, you should review the followings after upgrade.

- Resource pool monitoring feature is added in SigmaSystemCenter 3.0 update 1, which is defined to notify you of information of the resource pool based on the standard policy for the virtual machine server.

But notifying by this feature is not enabled automatically because the previous settings of the existed and standard policies are inherited during upgrade.

To notify by this feature, you should add an action manually for the event of this feature to the existing policy, or create policies again from the policy template.

For more details, refer to Subsection 3.11, "Resource Pool" in *SigmaSystemCenter Overview Reference Guide* and Subsection 1.3, "About Standard Policy" in *SigmaSystemCenter Data Reference Guide*.

Note: If SigmaSystemCenter has been upgraded from SigmaSystemCenter 3.0 update 1, you should review the followings after upgrade.

- In SigmaSystemCenter 3.1, the event of resource pool monitoring feature is separated for root pool and sub pool.

This means that event for the sub pool after upgrade is changed from the event in previous versions and that the event for the sub pool is not monitored anymore.

If you want to continuously monitor events for the sub pool with the resource pool monitoring feature, add the action manually for the sub pool event.

For more details, refer to Subsection 3.11, "Resource Pool" in *SigmaSystemCenter Overview Reference Guide* and Subsection 1.3, "About Standard Policy" in *SigmaSystemCenter Data Reference Guide*.

◆ About the VM Optimized Placement feature

Note: If SigmaSystemCenter has been upgraded from SigmaSystemCenter 3.0 or SigmaSystemCenter 3.0 update 1, you should review the followings after upgrade.

If you used the VM Placement Rule feature in SigmaSystemCenter 3.1 update 1, execute the following command after upgrade to validate the placement rule.

```
ssc vmop verify-rule
```

You cannot edit the VM-VM (EQ) rule, which is one of the placement rules set before upgrade, before it has been validated. (Other operations except Edit are not affected.)

If the placement rule before upgrade contains invalid rules (except "Loop"), invalid VM-VM (EQ) rules are not inherited.

For details of the invalid rule, see Subsection 3.12.12, "Setting VM-VMS (Pin) Rule and VM-VM (EQ) Rule Together", in *SigmaSystemCenter Overview Reference Guide*.

◆ About viewing and setting a template

Note: If SigmaSystemCenter is upgraded from SigmaSystemCenter 2.0 - 2.1 update 3, you should check the followings after upgrade.

- The Disk Clone template created before upgrade is displayed the OS type is "Unknown" in the basic information on the Resource view. To show it properly, set again on the Edit Template.
- For HW Profile Clone templates created before update or operation groups registered Disk Clone templates, Owner Name, Organization Name and Product Key on the Host Profile tab are not set up automatically. So set them up after upgrade.

◆ Recovery actions of HW Predictive alert events

Note: If you upgraded from SigmaSystemCenter 2.1 update 3, you need to check the following after the upgrade installation.

Recovery actions of HW Predictive alert events has been changed in SigmaSystemCenter 3.0.

- Standard Policy (VM Server)
- Standard Policy (VM Server Power save)
- Standard Policy (VM Server Predictive)
- Standard Policy (VM Server ESXi)
- Standard Policy (VM Server Hyper-V)
- Standard Policy (VM Server Hyper-V Predictive)

If you use a policy made from these policy templates, you need to make again policies from the following new policy templates, or change recovery actions of HW Predictive alert events with the following contents.

1. In the case of policy templates except Standard Policy (VM Server ESXi)
Action settings that Event Handler Settings Name is "Move all running VMs / Server shutdown"

<Before the change>

- Machine status / Set faulted status by an analysis of HW sensor conditions

- Notification/ E-mail, Event Log
- Action for VMS / Move all running VMs on the VM server. (Hot Migration, Failover)
- Action for machine / Shutdown machine

<After the change>

- Machine status / Set faulted status by sensor diagnosis
- Notification/ E-mail, Event Log
- Action for VMS / Move all running VMs on the VM server. (Migration, Failover)
- Action for machine / Shutdown VM Server (Predictive)

* You must set execute condition of the action "Action for VMS / Shutdown VM Server (Predictive)" as completed.

2. In the case of policy template Standard Policy (VM Server ESXi)

Action settings that Event Handler Settings Name is "Move all VMs on the VM server /Server shutdown"

<Before the change>

- Machine status / Set faulted status by an analysis of HW sensor conditions
- Notification/ E-mail, Event Log
- Action for machine / Shutdown machine
- Action for VMS / Move all VMs on the VM server. (Failover)

<After the change>

- Machine status / Set faulted status by sensor diagnosis
- Notification/ E-mail, Event Log
- Action for VMS / Move all VMs on the VM server (Quick Migration, Failover)
- Action for VMS / Shutdown VM Server (Predictive)

* You must set execute condition of the action "Action for VMS / Shutdown VM Server (Predictive)" as completed.

◆ Machine type in the operation group

Note: Note: If you upgraded from SigmaSystemCenter 2.0 through 3.1 update 1, you need to check the following after the upgrade installation.

In SigmaSystemCenter 3.2, you must specify a machine type when creating an operation group.

If no model is created in the operation group before upgrade, the machine type in the group is "*Physical*" after upgrade.

If you intend to use the machine as the "VM" or "VM Server" typed machine, change its machine type.

You can change the machine type only when both of the following conditions are met:

- No model is created in the operation group.
- No active machine or pool machine is added to the operation group.

3.5.6. If You Upgraded From NEC ESMPRO Manager Ver.4 of SigmaSystemCenter 2.1 or Before

If you upgraded from NEC ESMPRO Manager Ver.4 of SigmaSystemCenter 2.1 or before, execute Auto Registration on the NEC ESMPRO Manager Web GUI.

Note:

- Only managed machines of DianaScope Manager will show up right after upgrade installation if DianaScope Manager was previously installed.
 - Following managed objects in Operation Window are not migrated to the NEC ESMPRO Manager Web GUI.
 - Maps
 - Server icons representing NEC ESMPRO Agent Ver.4.0 or before.
-

3.6. Upgrading the Managed Machine Component

The following sections provide procedures to upgrade a managed machine component, DPM Client (corresponds to Client Service for DPM of the previous SigmaSystemCenter versions).

You do not need to upgrade NEC ESMPRO Agent with upgrading SigmaSystemCenter.

Depending on what OS your managed machine is running, the upgrade installation methods vary.

See the section for the upgrade installation according to your environment.

If you are using:

- ◆ A Windows (x86 / x64) managed machine:
See Section 3.7, "Upgrading on a Managed Machine Running Windows (x86 / x64)", 3.8, "Upgrading on a Managed Machine Running Windows Server 2008 Server Core / Windows Server 2012 Server Core"
Or
Section 3.10, "Upgrading DPM Client Automatically."

- ◆ A Linux managed machine:
See Section 3.9, "Upgrading on a Managed Machine Running Linux"
Or
Section 3.10, "Upgrading DPM Client Automatically."

- ◆ A VMware ESX managed machine:
See Section 3.9, "Upgrading on a Managed Machine Running Linux."

- ◆ A Citrix XenServer managed machine:
See Section 3.9, "Upgrading on a Managed Machine Running Linux."

- ◆ A Microsoft Hyper-V managed machine:
See Section 3.7, "Upgrading on a Managed Machine Running Windows (x86 / x64)"
Or
Section 3.10, "Upgrading DPM Client Automatically."

- ◆ A virtual machine as a managed machine:
According to an OS on the virtual machine, see Section 3.7, "Upgrading on a Managed Machine Running Windows (x86 / x64)"
Or
Section 3.9, "Upgrading on a Managed Machine Running Linux."
To upgrade SigmaSystemCenter on the virtual machine automatically, see Section 3.10, "Upgrading DPM Client Automatically."

3.7. Upgrading on a Managed Machine Running Windows (x86 / x64)

You need to upgrade DPM Client on your managed machine which is running Windows (x86 / x64). The following subsections describe the upgrade installation of DPM Client using the installation wizard.

Starting the installer (AgentSetup.exe) without options or parameters, the installer starts the installation wizard.

3.7.1. Beginning the Installation (Upgrade Installation)

1. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
2. Enter the following command from a command prompt to start the installer:
Installation DVD-R:\AgentSetup.exe
3. The installation wizard starts.



Follow the direction of the wizard to install SigmaSystemCenter.

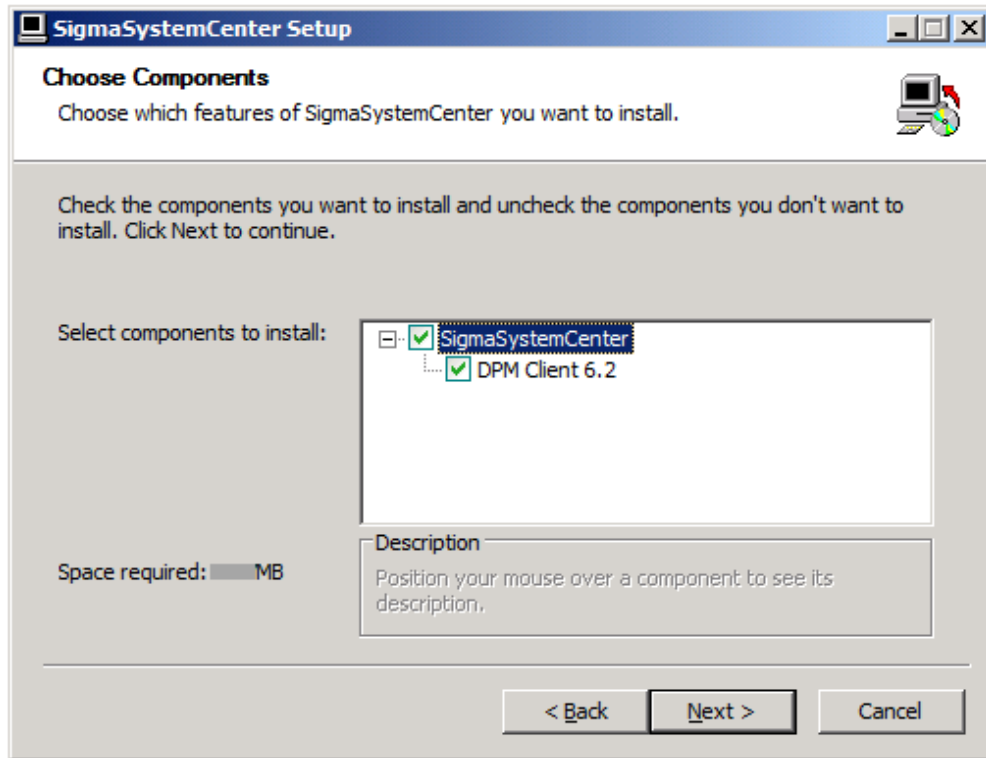
The wizard screens will appear as explained in the next subsections: from Subsection 3.7.2, "Selecting the Component" to 3.7.6, "Completing the Upgrade Installation."

3.7.2. Selecting the Component

The screen to select the component appears.

Select the component to install, and click **Next**.

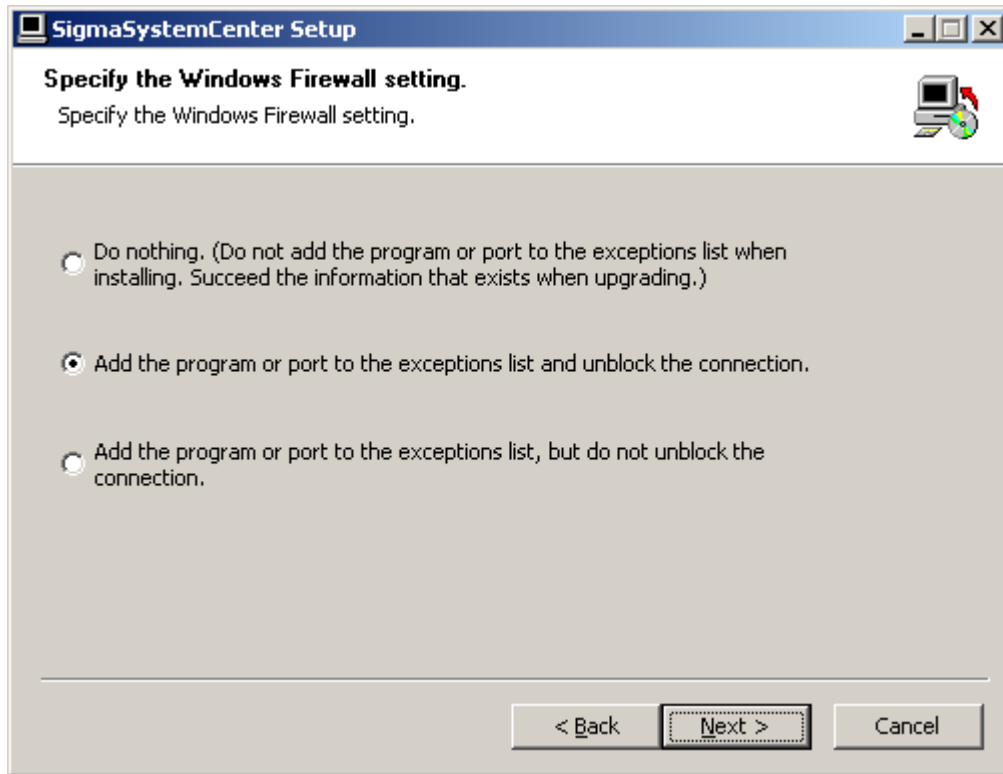
If the current version's component is already installed, the check box cannot be selected.



SigmaSystemCenter	If this check box is selected, the following check box located under this check box will be selected automatically.
DPM Client	Installs DPM Client.

3.7.3. Specifying Windows Firewall Setting

The screen to configure Windows Firewall setting appears.
Specify Windows Firewall setting, and click **Next**.

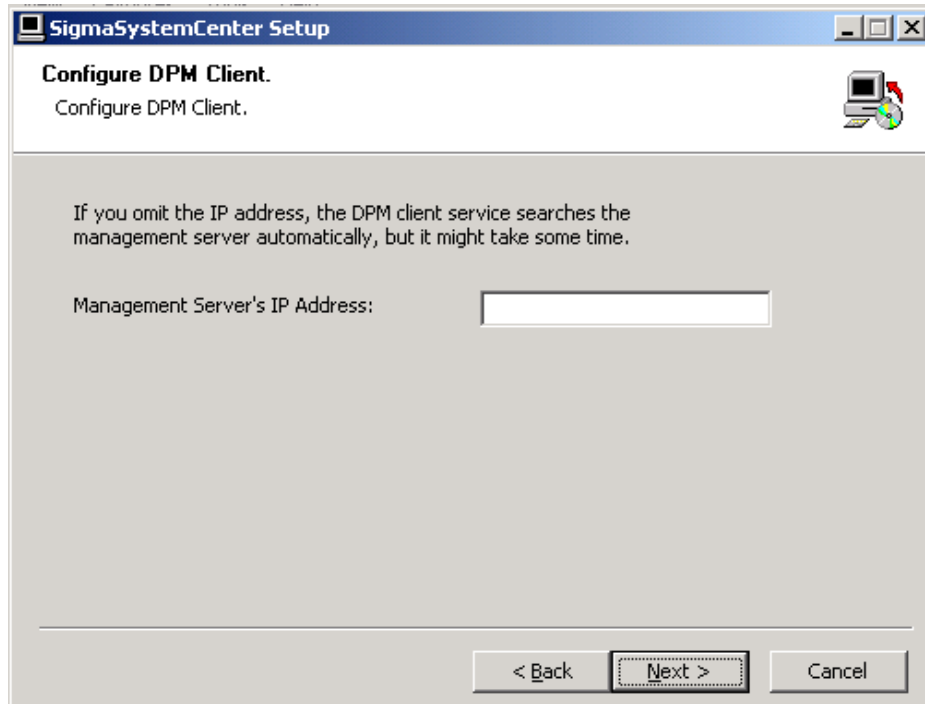


<p>Do nothing. (Do not add the program or port to the exception list when installing. Succeed the information that exists when upgrading.)</p>	<p>If this option is selected, the previous information before the upgrade installation is succeeded.</p> <p>To add the program or port to the exception list manually after the upgrade installation, see Appendix A, "Networks and Protocols."</p>
<p>Add the program or port to the exception list and unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list and the connection will be unblocked.</p> <p>This option is selected by default.</p>
<p>Add the program or port to the exception list, but do not unblock the connection.</p>	<p>If this option is selected, the program or port will be added to the exception list, but the connection is not unblocked. Unblock the connection manually after the installation.</p>

3.7.4. Configuring DPM

The screen to configure the DPM Client setting appears.

Configure the required information to install DPM Client, and click **Next**.

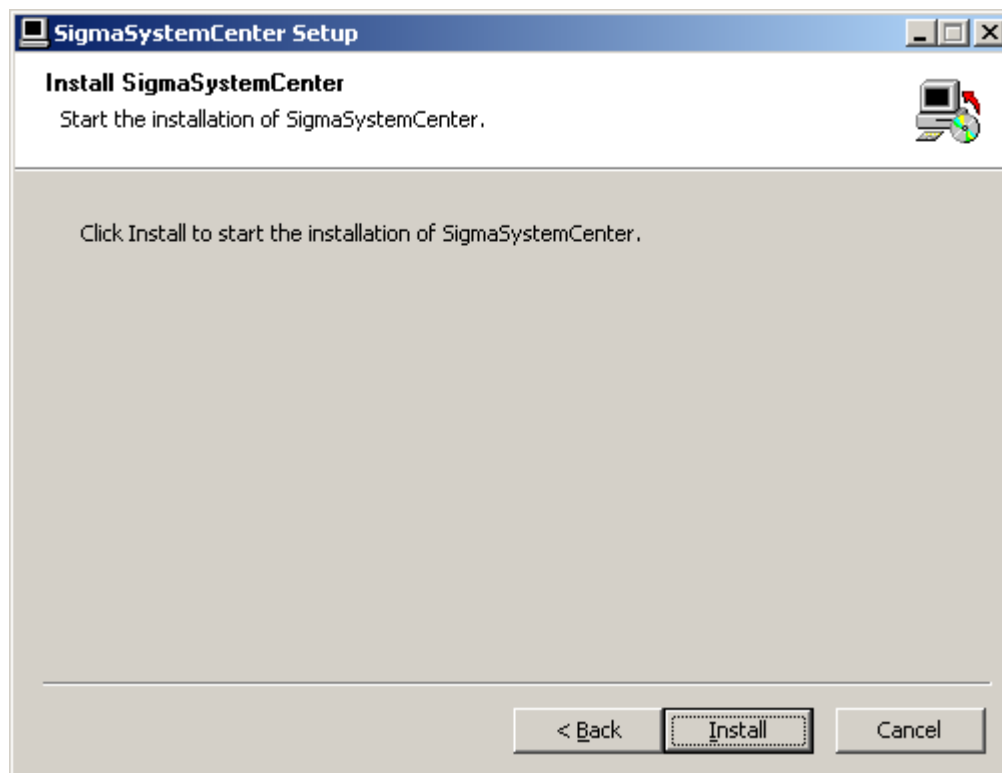


<p>Management Server's IP Address</p>	<p>Specify the IP address of the management server where DPM Server is installed. If you omit the IP address, the DPM client service searches the management server automatically, but it might take some time.</p>
--	---

3.7.5. Starting the Upgrade Installation

The confirmation dialog box appears before starting the upgrade installation of the selected component.

Click **Install** to start the upgrade installation.



3.7.6. Completing the Upgrade Installation

When the selected component has been installed, the installation complete screen appears.

The upgrade installation of the managed machine component with the wizard is now complete.

3.8. Upgrading on a Managed Machine Running Windows Server 2008 Server Core / Windows Server 2012 Server Core

You need to upgrade DPM Client on your managed machine which is running Windows Server 2008 Server Core or Windows Server 2012 Server Core.

The SigmaSystemCenter installer does not support managed machines running Windows Server 2008 Server Core and Windows Server 2012 Server Core so if you want to upgrade DPM Client on a managed machine running Windows Server 2008 Server Core or Windows Server 2012 Server Core, see Section 3.3, "Upgrading the DPM Client" in *DeploymentManager Installation Guide*.

3.9. Upgrading on a Managed Machine Running Linux

You need to upgrade DPM Client on your managed machine which is running Linux.

The SigmaSystemCenter installer does not support Linux managed machines so if you want to upgrade DPM Client on a Linux managed machine, you need to upgrade DPM Client from the *SigmaSystemCenter 3.2 DVD-R*.

The upgrading procedure is the same as the installing procedure; see Section 2.10 "Installing to a Managed Machine Running Linux."

3.10. Upgrading DPM Client Automatically

If the OS of your managed machine is Windows or Linux, and if DPM Ver. 4.0 or later is installed on the machine, you can upgrade DPM Client automatically by a functionality of DPM.

Perform the following steps to upgrade automatically.

Note: For notes on automatic upgrade of DPM Client, see Subsection 3.3.1, "Automatically Upgrading the DPM Client" in *DeploymentManager Installation Guide*.

1. Launch the DPM Web Console.
2. Click **Management** on the title bar to switch to the **Management** view.
3. Click the **DPM Server** located on the tree view, or located under **Management Function List** displayed on the Main Window.
4. **Base Information** appears. Click the **Detail Setting** on the Configuration menu.
5. Select the **General** tab and select the **Upgrade DPM Client automatically** check box.
6. Restart the managed machine, or restart the DeploymentManager Remote Update Service Client service. Automatic upgrading of DPM Client will start.
7. Click the **Operations** on the title bar to switch to the **Operations** view.
8. Click **Image** on the **Resource** tree to display **Image List**. To confirm the completion of upgrading, display **Package Applying Status (Machine List)** by clicking [**>>**] on **Applying Status** located on AgentUpgrade (for Windows) or LinuxAgentUpgrade (for Linux) under **Image List**.

The automatic upgrading of DPM Client is now complete.

Note: Be sure to clear the **Upgrade DPM Client automatically** check box after completed DPM Client automatic upgrade. If this check box remains selected, DPM cannot work properly with SystemProvisioning.

4. Uninstalling SigmaSystemCenter

This chapter describes uninstallation procedures of SigmaSystemCenter from a management server. Based on the installation modes, this chapter describes uninstalling components individually and collectively. The instructions on how to uninstall the managed machine component are also described.

This chapter contains the following sections:

- 4.1 Uninstalling Management Server Components 108
- 4.2 What You Should Know Before Uninstallation 109
- 4.3 Uninstalling Management Server Component Individually 110
- 4.4 Uninstalling Management Server Component Collectively 118
- 4.5 Uninstalling Managed Machine Component 121

4.1. Uninstalling Management Server Components

The following sections provide procedures to uninstall the management server components.

For uninstalling the management server components individually, see Section 4.3, "Uninstalling Management Server Component Individually."

For uninstalling the management server components collectively, see Section 4.4, "Uninstalling Management Server Component Collectively."

4.2. What You Should Know Before Uninstallation

Before beginning uninstallation of SigmaSystemCenter 3.2, read the information in this section carefully.

4.2.1. Notes on Beginning the Uninstallation

- ◆ Before beginning the uninstallation of SigmaSystemCenter, be sure to end all applications and Web browsers.
Quit any running Explorer.

- ◆ After uninstallation, the setting files stored in *opt* folder and *conf* folder located under SystemProvisioning installation folder, are deleted.
Therefore, back up these files as necessary before uninstallation.

Note: The default installation path of SystemProvisioning is as follows:

- "%Program Files(x86)%\NEC\PVM\" for x64 OS
-

4.2.2. Notes on Uninstalling from Windows Vista or Later, or from Windows Server 2008 or Later

If you launch the installer on Windows Vista or later, or on Windows Server 2008 or later, the User Account Control screen may appear. In that case, click Allow, and continue the operation.

4.3. Uninstalling Management Server Component Individually

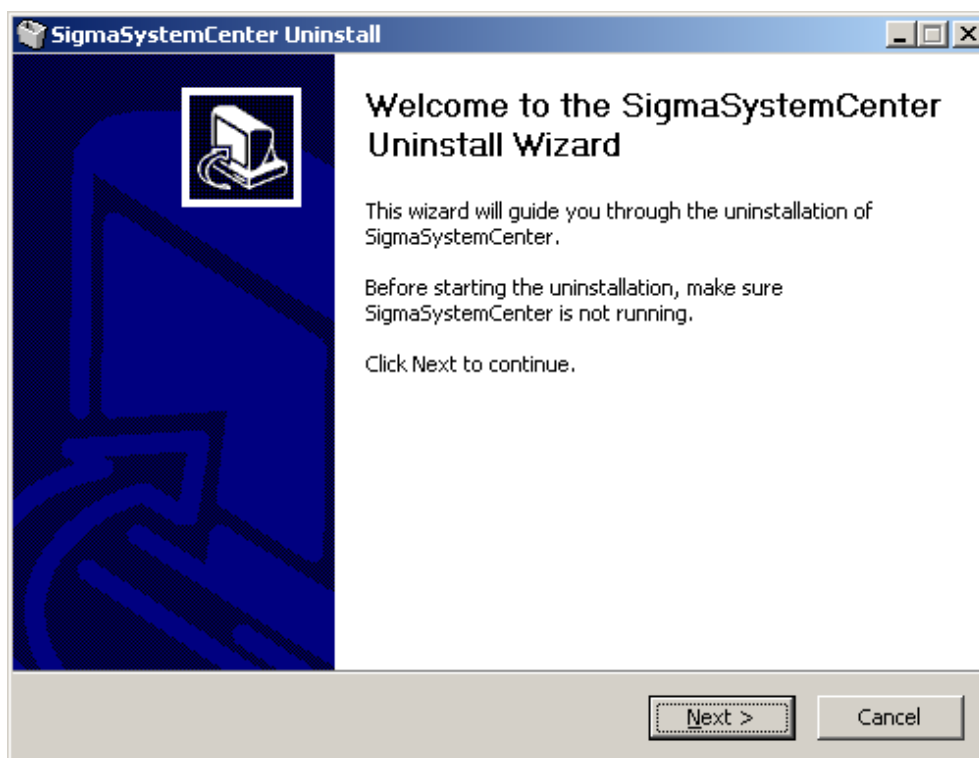
This section provides procedures to uninstall the management server components individually from a management server.

To uninstall the unnecessary component(s) individually, see the following subsections.

4.3.1. Beginning the Uninstallation

Note: End all the running applications before starting the uninstallation.

1. Click **Start** menu, click **Control Panel** and click **Programs and Features**.
2. The **Programs and Features** screen appears. Select **SigmaSystemCenter** and click **Uninstall**.
3. **SigmaSystemCenter Uninstallation Wizard** starts with the following dialog:



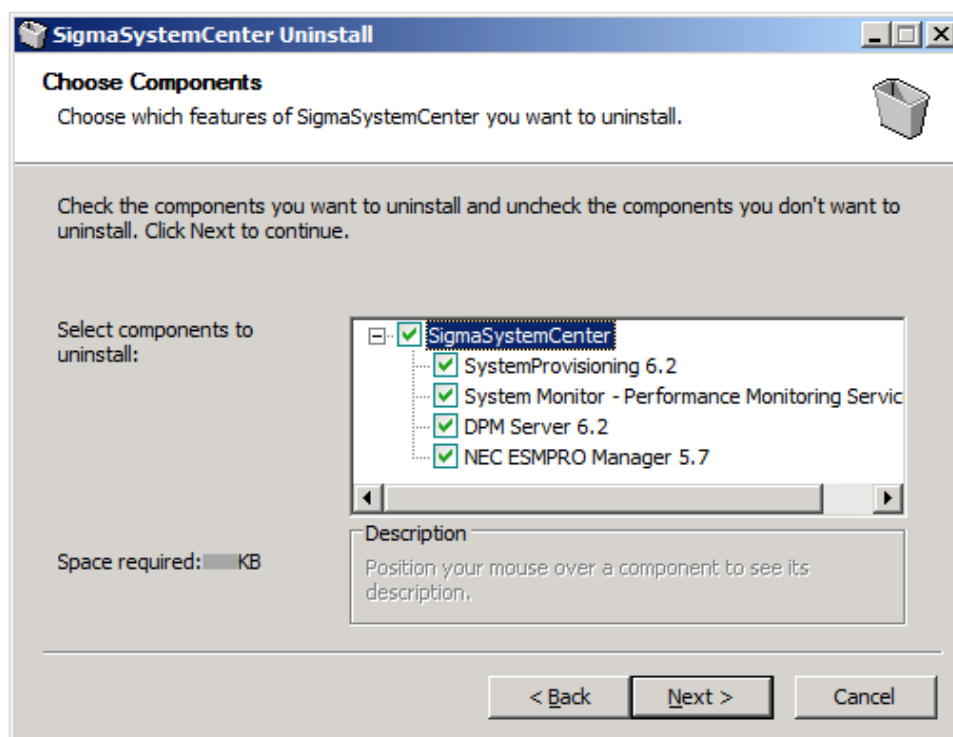
Follow the direction of the wizard to uninstall SigmaSystemCenter.

The wizard screens will appear as explained in the next subsections: from Subsection 4.3.2, "Selecting Components" to 4.3.6, "Completing the Uninstallation."

4.3.2. Selecting Components

The screen to select components appears.

Select components to uninstall, and click **Next**.

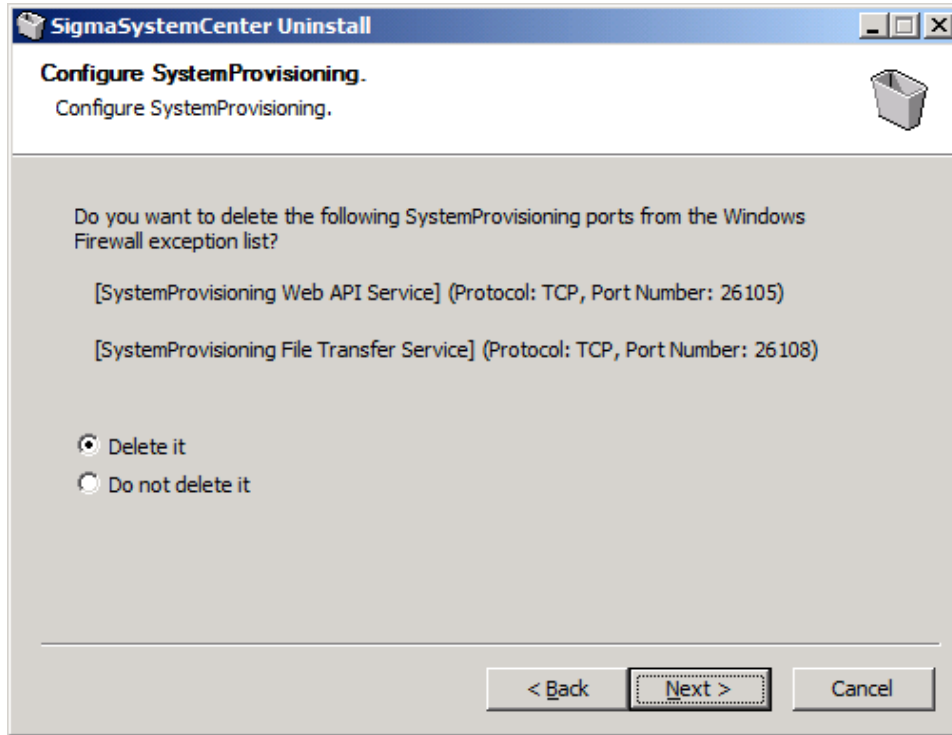


SigmaSystemCenter	If this check box is selected, the following check boxes located under this check box will be selected automatically.
SystemProvisioning	Uninstalls SystemProvisioning.
System Monitor - Performance Monitoring Services	Uninstalls System Monitor - Performance Monitoring Services.
DPM Server	Uninstalls DPM Server.
NEC ESMPRO Manager	Uninstalls NEC ESMPRO Manager.

4.3.3. Configuring SystemProvisioning

If you select "SystemProvisioning" in the procedure described in Subsection 4.3.2 "Selecting Components", the Configure SystemProvisioning screen appears.

Configure the required information to uninstall SystemProvisioning, and click **Next**.

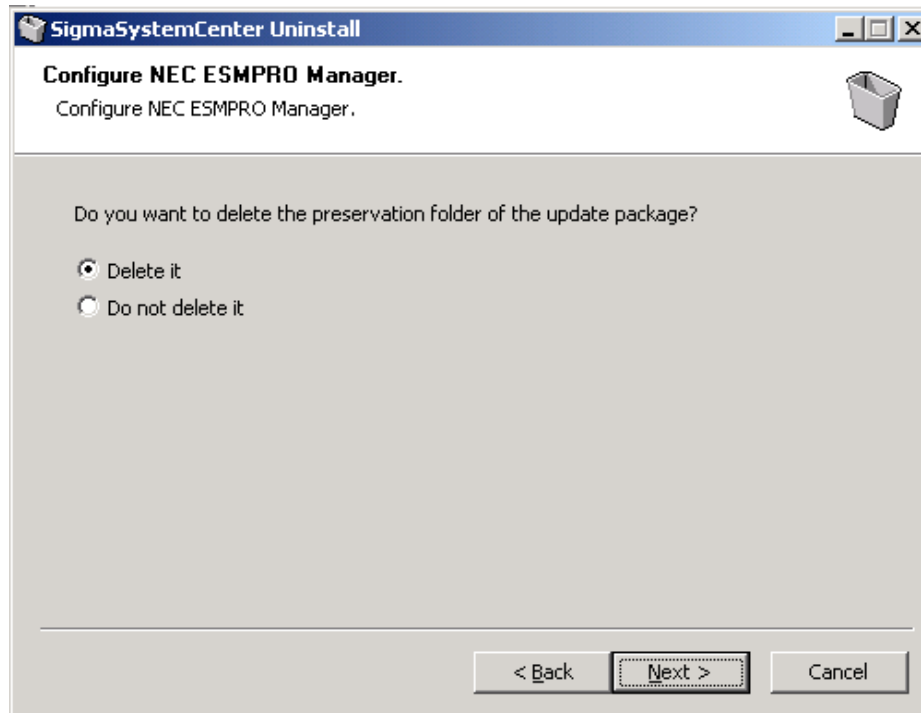


<p>Do you want to delete the following SystemProvisioning ports from the Windows Firewall exception list?</p> <p>[SystemProvisioning Web API Service] (Protocol: TCP, Port Number: 26105)</p> <p>[SystemProvisioning File Transfer Service] (Protocol: TCP, Port Number: 26108)</p>	<p>Select one of the options: whether you want to delete [SystemProvisioning Web API Service] (Protocol: TCP, Port Number: 26105) and [SystemProvisioning File Transfer Service] (Protocol: TCP, Port Number: 26108) from the Windows Firewall exception list or not.</p>
<p>Delete it</p>	<p>[SystemProvisioning Web API Service] and [SystemProvisioning File Transfer Service] will be deleted from the Windows Firewall exception list. This option is selected by default.</p>
<p>Do not delete it</p>	<p>[SystemProvisioning Web API Service] and [SystemProvisioning File Transfer Service] will not be deleted from the Windows Firewall exception list.</p>

4.3.4. Configuring NEC ESMPRO Manager

The screen to configure NEC ESMPRO Manager appears if NEC ESMPRO Manager has been selected in Subsection 4.3.2, "Selecting Components."

Configure the required information to uninstall NEC ESMPRO Manager, and click **Next**.

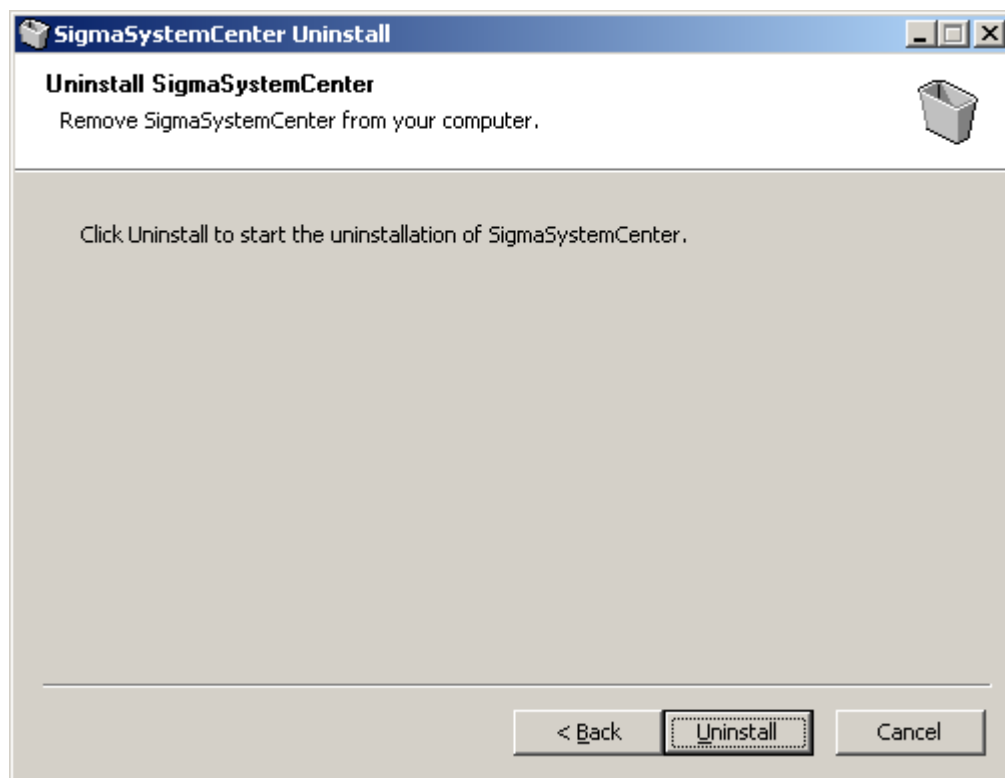


Do you want to delete the preservation folder of the update package?	Select whether to delete the preservation folder of the update package or not.
Delete it.	Deletes the preservation folder of the update package. This item is selected by default.
Do not delete it.	Not delete the preservation folder of the update package.

4.3.5. Starting the Uninstallation

The confirmation dialog box appears before starting the uninstallation of the selected components.

Click **Uninstall** to start the uninstallation.



- ◆ If NEC ESMPRO Manager has been selected
The following message may appear after the uninstallation:

This program might not have uninstalled correctly.

In such a case, click **This program uninstalled correctly** or **Cancel** to close the dialog because the uninstallation completed successfully.

4.3.6. Completing the Uninstallation

When all the selected components have been uninstalled, the uninstallation complete screen appears.

If the restart prompt appears, restart the system.

The management server components individual uninstallation is now complete.

Some more steps are required according to your environment or components you uninstalled. After completing uninstallation of SigmaSystemCenter, follow the steps explained in the following subsections as needed.

4.3.7. Notes on a Case You Uninstalled NEC ESMPRO Manager

If NEC ESMPRO Manager has been uninstalled, note the following points.

After the uninstallation of NEC ESMPRO Manager, some items remain on the Exceptions tab of Windows Firewall.

Delete them if needed.

◆ If NEC ESMPRO-related products are installed in your environment

Items remained on the Exceptions tab are as follows:

- Alert Manager HTTPS Service
- Alert Manager Socket(R) Service
- NVBase System Service

NEC ESMPRO-related products are as follows:

- NEC ESMPRO Agent
- ClientManager
- MasterScope Network Manager
- UXServerManager

◆ If you have uninstalled NEC ESMPRO Manager from Programs and Features

Items remained on the Exceptions tab are as follows:

- Alert Manager HTTPS Service
- Alert Manager Socket(R) Service
- NVBase System Service
- ESMPRO/SM Common Component
- ESMPRO/SM Web Container
- ESMPRO/SM Event Manager

[Procedure to delete the remained exceptions]

1. Click the **Start** button and click **Control Panel**. From **Control Panel**, double-click **Windows Firewall**.
2. **The Windows Firewall** dialog box appears. Select the **Exceptions** tab and select the following items located under **Programs and Services**:
 - Alert Manager HTTPS Service
 - Alert Manager Socket(R) Service
 - NVBase System Service
 - ESMPRO/SM Common Component
 - ESMPRO/SM Web Container
 - ESMPRO/SM Event Manager
3. Click **Delete**.

4. The confirmation message appears. Click **Yes**.
5. Click **OK** and exit the **Windows Firewall** dialog box.

4.3.8. Notes on a Case You Uninstalled Both SystemProvisioning and NEC ESMPRO Manager

If both SystemProvisioning and NEC ESMPRO Manager have been uninstalled, note the following points.

The following exception might remain on the Exception tab of Windows firewall after uninstalling SystemProvisioning and NEC ESMPRO Manager.

Delete it if needed.

Exception: [SNMP Trap Service]

Note: Note that "SNMP Trap Service", which is the exception added by the SigmaSystemCenter installer, is independent of "SNMP Trap".

[Procedure to delete the remained exceptions]

1. Click the **Start** button and click **Control Panel**. From Control Panel, double-click **Windows Firewall**.
2. The **Windows Firewall** dialog box appears. Select the **Exceptions** tab and select "SNMP Trap Service" under Programs and Services.
3. Click **Delete**.
4. The confirmation message appears. Click **Yes**.
5. Click **OK** to exit the Windows Firewall dialog box.

4.3.9. Uninstalling SQL Server 2012 Express

The SigmaSystemCenter installer does not support the uninstallation of SQL Server 2012 Express. Perform the following steps to uninstall SQL Server 2012 Express:

Reference: If you build the DPM database on a different machine, see Appendix D "Configuring Database Server" in *DeploymentManager Installation Guide*.

1. Click the **Start** menu, and click **Control Panel**. From **Control Panel**, double-click **Programs and Features**.
2. The **Programs and Features** screen appears. Select **Microsoft SQL Server 2012**, and click **Uninstall/Change**.
3. **SQL Server 2012** screen appears. Click **Remove**.
4. The Setup Support Rules runs to verify your computer configuration. Click **OK**.

5. **Select Instance** screen appears. Select the instance that was installed from the SigmaSystemCenter installer in the **Instance to remove features from:** list.

Note: If you have installed SigmaSystemCenter with the default SQL instance name, the instance you need to remove is displayed as *SSCCMDB* and *DPMDBI*.

6. Click **Next**.
7. **Select Features** screen appears. Select the **Database Engine Services** of the instance selected in the step 5. Click **Next**. Follow the instruction in the wizard to uninstall SQL Server 2012 Express.
8. When the uninstallation process completed, the **Programs and Features** screen appears again.

In addition, if no other applications are using Microsoft SQL Server 2012 Express, delete the following components from Programs and Features.

Note:

- Some components related to the deleted components may be deleted automatically; press **F5** to update to the latest information.
 - Be sure to delete Microsoft SQL Server VSS Writer if no other applications are using it, otherwise, an error is displayed when starting up the server next time.
-

- ◆ Microsoft SQL Server 2008 Setup Support Files
- ◆ Microsoft SQL Server 2012 Native Client
- ◆ Microsoft SQL Server 2012 Transact-SQL ScriptDom
- ◆ Microsoft SQL Server 2012 Setup (English)
- ◆ Microsoft VSS Writer for SQL Server 2012
- ◆ SQL Server Browser for SQL Server 2012

The uninstallation of SQL Server 2012 Express is now complete.

4.4. Uninstalling Management Server Component Collectively

This section provides procedures to uninstall the management server components collectively from a management server.

The SigmaSystemCenter uninstaller was registered in the prescribed folder on your system's hard disk. If the uninstaller is run with options, it uninstalls the components without displaying the wizard.

See this section to uninstall the components collectively.

4.4.1. Beginning the Uninstallation

Note: End all the running applications before starting the uninstallation.

1. Enter the following command from a command prompt to start the installer:

```
Uninstaller stored folder\ManagerUninstall.exe /S
```

Note: Just after executing "ManagerUninstall.exe /S " from a command prompt, the prompt appears on the command prompt window. This looks as if uninstallation has completed. You cannot suppress a command prompt before management server components have been uninstalled.

Option	Description
/S	Indicates to uninstall components collectively.

If the **/S** option is not specified, the uninstallation wizard starts.

Note: The uninstaller stored folder (default) is as follows:

- "%ProgramFiles(x86)%\NEC\SSC\32\ManagerUninstall.exe" for x64 OS.
-

2. The uninstallation starts.

While uninstalling the components, some screens may appear but no action is required. The uninstallation continues and finishes properly.

The uninstallation takes several minutes to complete.

The installer ends with the end code on the subsequent table. The installer records the installer log and the end code in the following file:

<If you are using Windows Server 2008 R2 or later>

%USERPROFILE%\AppData\Local\SSC\SetupProvisioning.log

Note: You can refer to the log with the following procedure:

1. Move the current directory on the Command Prompt window.

```
cd %USERPROFILE%\AppData\Local\SSC
```

2. Open a log file with Notepad.

```
notepad SetupProvisioning.log
```

	End code		Component to be uninstalled	Order
	Restart unnecessary	Restart necessary		
Success	0	64	-	-
Error *1	32	96	-	-
Error *2	7	71	SystemProvisioning	1
Error *2	6	70	System Monitor - Performance Monitoring Services	2
Error *2	5	69	DPM Server	3

*1 If stopping the PVM Service failed.

*2 If the uninstallation of the component failed.

The management server components collective uninstallation is now complete.

If the end code is a code needs restart, restart the system.

Some more steps are required according to your environment or components you uninstalled. After completing uninstallation of SigmaSystemCenter, follow the steps explained in the following subsections as needed.

4.4.2. Uninstalling NEC ESMPRO Manager

NEC ESMPRO Manager is not uninstalled in the collective uninstallation process. To uninstall NEC ESMPRO Manager, remove it from Programs and Features manually.

After uninstalling NEC ESMPRO Manager, see Subsection 4.3.7, "Notes on a Case You Uninstalled NEC ESMPRO Manager" for the points to note.

4.4.3. Notes on a Case You Uninstalled Both SystemProvisioning and NEC ESMPRO Manager

For notes on if uninstalled SystemProvisioning and NEC ESMPRO Manager, see Subsection 4.3.8, "Notes on a Case You Uninstalled Both SystemProvisioning and NEC ESMPRO Manager".

4.4.4. Uninstalling SQL Server 2012 Express

The SigmaSystemCenter installer does not support the uninstallation of SQL Server 2012 Express. If the uninstallation of SQL Server 2012 Express is necessary, uninstall SQL Server 2012 Express by reference to Subsection 4.3.9, "Uninstalling SQL Server 2012 Express."

4.5. Uninstalling Managed Machine Component

This and subsequent sections provide procedures to uninstall a managed machine component (DPM Client).

Depending on what OS your managed machine is running, the uninstallation methods vary.

See the section for the uninstallation according to your environment.

Note: End all the running applications before starting the uninstallation.

If you are using:

- ◆ A Windows (x86 / x64) managed machine

Note: For Windows Server 2008 (Server Core install) /Windows Server 2012 (Server Core install), run the following command from a command prompt: After running the command, perform the procedure 3 described under this note.

- For x86 operating systems

```
"%SystemDrive%\Program Files\InstallShield Installation Information\{6F68AC00-5FFD-42DE-B52E-D690D3DD4278}\setup.exe"
-runfromtemp -!0x0011uninstall -removeonly
```
 - For x64 operating systems

```
"%SystemDrive%\Program Files (x86)\InstallShield Installation Information\{6F68AC00-5FFD-42DE-B52E-D690D3DD4278}\setup.exe"
-runfromtemp -!0x0011uninstall -removeonly
```
-

Uninstall DPM Client from **Programs and Features**:

1. Click the **Start** menu, and click **Control Panel**. From **Control Panel**, double-click **Programs and Features**.
2. Select **DeploymentManager** and Click **Uninstall**.
3. The **Setup Type** screen appears. Select **Uninstall** and click **Next**.
4. The **Confirm Uninstall** screen appears. Click **OK**.
5. The **Setup Status** screen appears and the uninstallation of DPM Client begins. After DPM Client is automatically and successfully uninstalled, the **Maintenance Complete** screen appears. Click **Finish**.

- ◆ A Linux managed machine

Note: If you are using Red Hat Enterprise Linux AS4 / ES4 or SUSE Linux Enterprise 9, substitute "/media" for "/mnt" in the following procedure.

For SUSE Linux Enterprise 10, substitute "/media/DVD-R volume label" for "/mnt/dvd."

1. Log in to the system as a root user.
2. Insert the *SigmaSystemCenter 3.2 DVD-R* into the DVD/CD-RW drive.
3. Enter the following command from a command prompt to mount the *DVD-R*. In this example, the mount point is assumed to be "/mnt/dvd":

```
# mount /mnt/dvd
```

4. Enter the following command to change the directory:

```
# cd /mnt/dvd/DPM/Linux/ia32/bin/agent
```

5. Enter the following command to run depuninst.sh:

```
# ./depuninst.sh
```

Note: Depending on your environment, you cannot follow these procedures because you are unauthorized to execute depuninst.sh on the installation DVD-R.

In this case, copy DPM Client modules under Linux directory on the installation DVD-R under an appropriate directory, grant the execute permission to all the files with chmod command as following example, and then execute depuninst.sh.

E.g.)

```
# cd /mnt/An Arbitrary Directory/agent
```

```
# chmod 755
```

The DPM Client uninstallation is now complete.

5. Troubleshooting

This chapter describes solutions for problems occurred during installation, upgrade, and uninstallation of SigmaSystemCenter.

This chapter contains the following sections:

- 5.1 Errors of Installation, Upgrade Installation, and Uninstallation..... 124
- 5.2 Collecting Installer-Related Logs..... 129

5.1. Errors of Installation, Upgrade Installation, and Uninstallation

5.1.1. Fails to Convert the Configuration Database During Upgrade Installation

[Phenomenon]

When upgrading SystemProvisioning during upgrade installation of management server components, any of the following messages is displayed and the installation terminates:

[Message 1]

Failed to connect to the configuration database before the conversion.
There is a possibility that the service of the configuration database before the conversion does not start.
Please check the "MSSQL\$PVMINF_INSTANCE" service.

[Cause 1]

This message is displayed when SystemProvisioning cannot connect to the configuration database of before the conversion because the service of the configuration database is not started.

[Message 2]

Failed to connect to the new configuration database.
There is a possibility that the service of the new configuration database does not start.
Please check the "SQL Server (SSCCMDB)" (default value) service.

[Cause 2]

This message is displayed when SystemProvisioning cannot connect to the new configuration database because the service of the configuration database is not started.

[Message 3]

An error occurred by the conversion of the database.
Please restore backup data before the conversion.

OR

An error occurred by the conversion of the database.

[Cause 3]

This message is displayed when an internal process error is generated in the process of conversion from the configuration database of before the conversion to the new configuration database.

[Message 4]

A timeout occurred by the conversion of the database.
Please restore backup data before the conversion.

[Cause 4]

This message is displayed when a timeout error occurs during the internal processing of converting the previous configuration database to a new one.

[Solution]

If these messages are displayed, contact your service representative.

5.1.2. Error Messages During Installation / Uninstallation of NEC ESMPRO Manager

[Phenomenon]

Depending on your operating system, the following message may appear when installing or uninstalling NEC ESMPRO Manager.

[Message]

Windows Explorer has stopped working

[Cause]

This issue is caused by the compatibility problem between NEC ESMPRO Manager and the installation software.

[Solution]

The installation / uninstallation successfully completed without influence on the system.

5.1.3. Error Message After the Uninstallation of NEC ESMPRO Manager

[Phenomenon]

After the uninstallation of NEC ESMPRO Manager, the following error message might appear during the first restart of the machine.

[Message]

'setup.exe' Make sure you typed the name correctly, and then try again. To search for a file, click the Start button, and then click Search.

[Cause]

This issue is caused by the flaw of InstallShield 2008.

[Solution]

The uninstallation successfully completed without influence on the system.

5.1.4. Contents Are Not Displayed on the Web Console

[Phenomenon]

After upgrading SigmaSystemCenter, if you log into SystemProvisioning from a browser, contents might not be displayed correctly on the part of Web Console window, such as the Configuration menu is not displayed.

[Cause]

If SigmaSystemCenter 2.0 or later is installed on your management server and you use a browser to display the Web Console, this phenomenon might occur due to inconsistency of the remained browser's cache information and the updated information on your management server.

[Solution]

Clear your browser cache on a terminal that starts a browser.

The method to clear the browser cache differs depending on browsers. Check and execute the method of your browser.

The methods of the two main browsers are as follows:

- ◆ Internet Explorer 8 or Internet Explorer 9
 1. On Internet Explorer, from the **Tools** menu, click **Internet Options**.
 2. On the **Internet Options** dialog box, click the **General** tab and click **Delete** under **Browsing History**.
 3. The **Delete Browsing History** dialog box appears. Check **Temporary Internet File** and click **Delete**.

- ◆ Firefox 4.0
 1. On Firefox, from the **Tools** menu, click **Clear Recent History**.
 2. The **Clear Recent History** dialog box appears. Select **Everything** in the **Time range to clear** list. Confirm that the **Cache** and **Cookie** check boxes are selected under **Details**.
 3. Click **Clear Now**.

5.1.5. Fails to Launch the Web Console After Installation on the Management Server

[Phenomenon]

After installing SigmaSystemCenter on the management server, if you try to launch the Web console, the following message may be displayed and the Web console fails to launch.

[Message]

Internet Explorer cannot display the webpage.

[Cause]

This issue occurs because other port than the port 80 (default value) may be set as the Default Web Site port.

[Solution]

Check the port number for Default Web Site on Internet Information Service (IIS) Manager, and if other port than the port 80 is set as the Default Web Site port, specify that port for the starting URL for the Web console.

E.g.)

<http://localhost:8080/Provisioning/Default.aspx>

Follow the procedure below to check the port number.

1. From the **Start** menu, point to **Administrative Tools**, and then click **Internet Information Services (IIS) Manager** to start Internet Information Services (IIS) Manager.
2. In the tree view on the left, expand the *Machine Name* node, and then expand the **Default Web Site** node under the **Sites** node.
3. In the **Actions** pane on the right, click **Bindings...** under **Edit Site**.
4. The **Site Bindings** dialog box appears. Check the port number on this dialog box.

5.1.6. SQL Server Installation Fails

[Phenomenon]

SQL Server installation fails while installing SigmaSystemCenter on a management server. The following error message is logged to the SQL Server setup log file.

`The specified sa password does not meet strong password requirements.`

The SQL Server 2012 setup log file is stored in one the following locations:

`%ProgramFiles%\Microsoft SQL Server\110\Setup Bootstrap\Log`

Or

`%ProgramFiles(x86)%\Microsoft SQL Server\110\Setup Bootstrap\Log`

[Cause]

The SigmaSystemCenter installer specifies the fixed value "*Rc76duvg*" as an *sa* logon password when installing an SSCMDB instance.

This issue occurs if you specified over 8 characters for Minimum password length in Password Policy in Account Policy of Windows Local Security Policy.

[Solution]

When running the SigmaSystemCenter installer, specify the *sa* logon password for the following option. The password must be decided by an administrator.

`Installation DVD-R:\ManagerSetup.exe /SAPWD="sapassword"`

E.g.) `D:\ManagerSetup.exe /SAPWD="sapassword"`

5.2. Collecting Installer-Related Logs

If an error occurred while installing/upgrading/uninstalling SigmaSystemCenter and its components, and if you want to ask our PP Support Service to investigate the error, follow the steps in this section to collect required logs. Plus please provide us the information about the error wherever possible.

5.2.1. Collecting SigmaSystemCenter Installer Logs

In case of error while installing/upgrading/uninstalling SigmaSystemCenter, collect the following SigmaSystemCenter installer log files.

Collect all information in the following folder, along with the folder:

- ◆ For Windows 2000/Windows XP/Windows Server 2003
%USERPROFILE%\Local Settings\Application Data\SSC
- ◆ For Windows Vista or later/Windows Server 2008 or later
%USERPROFILE%\AppData\Local\SSC

5.2.2. Collecting NEC ESMPRO Manager Logs

In case of error while installing/upgrading/uninstalling NEC ESMPRO Manager, collect the following NEC ESMPRO Manager log files and registries if they exist.

Collect all information in the following folder, along with the folder.

- ◆ For x86 operating systems
 - %ProgramFiles%\InstallShield Installation Information\
{6C0B147E-EC72-46B4-95B8-84CC8274C462}
 - %ProgramFiles%\InstallShield Installation Information\
{6342F89D-C2A1-480C-B76D-A9CDF25D1994}
 - %ProgramFiles%\InstallShield Installation Information\
{13B6C6BA-1FD4-4B26-9E14-10321686FFD8}
 - *NEC ESMPRO Manager installation folder*
ESMWEB\wbserver\webapps\esmpro\WEB-INF\service
(Default: %ProgramFiles%\NEC\SMM)

- ◆ For x64 operating systems
 - %ProgramFiles(x86)%\InstallShield Installation Information\
{6C0B147E-EC72-46B4-95B8-84CC8274C462}
 - %ProgramFiles(x86)%\InstallShield Installation Information\
{6342F89D-C2A1-480C-B76D-A9CDF25D1994}
 - %ProgramFiles(x86)%\InstallShield Installation Information\
{13B6C6BA-1FD4-4B26-9E14-10321686FFD8}

 - *NEC ESMPRO Manager installation folder*
ESMWEB\wbserver\webapps\esmpro\WEB-INF\service
(Default: %ProgramFiles(x86)%\NEC\SMM)

Export the following registries:

- ◆ For x86 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWARE\NEC\ESMPROSetup
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\
CurrentVersion\Uninstall\{6342F89D-C2A1-480C-B76D-A9CDF25D1994}

- ◆ For x64 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\NEC\
ESMPROSetup
 - HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Microsoft\
Windows\CurrentVersion\Uninstall\
{6342F89D-C2A1-480C-B76D-A9CDF25D1994}

Run collectm.exe in the following folder, and then collect the smlog folder generated by collectm.exe.

Note: You do not have to perform the following if collectm.exe does not exist.

- ◆ For x86 operating systems
 - %ProgramFiles%\NEC\SMM\ESMSM\collectm
 - Or
 - %ProgramFiles%\ESMPRO\ESMSM\collectm

- ◆ For x64 operating systems
 - %ProgramFiles(x86)%\NEC\SMM\ESMSM\collectm
 - Or
 - %ProgramFiles(x86)%\ESMPRO\ESMSM\collectm

5.2.3. Collecting DeploymentManager Logs

In case of error while installing/upgrading/uninstalling DeploymentManager, collect the following DeploymentManager log files and registries.

For how to collect DeploymentManager log files, see Subsection 11.15, "Collecting the Data in Case of Trouble" in *DeploymentManager Reference Guide*.

Plus, export the following registries of the machine on which you build a DPM database:

- ◆ For x86 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server
- ◆ For x64 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server
 - HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Microsoft\Microsoft SQL Server

5.2.4. Collecting System Monitor - Performance Monitoring Services Logs

In case of error while installing/upgrading/uninstalling System Monitor - Performance Monitoring Services, collect the following System Monitor - Performance Monitoring Services log files:

- ◆ %temp%\sysmon_issetup.log
- ◆ %temp%\sysmon_setup.log
- ◆ %temp%\sysmon_uninstall.log

5.2.5. Collecting SystemProvisioning Logs

In case of error while installing/upgrading/uninstalling SystemProvisioning, collect the following SystemProvisioning log files, registries, and backup files.

Collect all information in the following folder, along with the folder:

- ◆ Windows Server 2008 or later
 - %USERPROFILE%\AppData\Local\SSC

Export the following registries:

- ◆ For x86 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWARE\NEC\PVM

- ◆ For x64 operating systems
 - HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\NEC\PVM

Collect the log files in the following folder only if an error occurs during SystemProvisioning upgrade:

- ◆ For x86 operating systems
SystemProvisioning installation folder\log\CmdbConvert.log
(Default: %ProgramFiles%\NEC\PVM)

- ◆ For x64 operating systems
SystemProvisioning installation folder\log\CmdbConvert.log
(Default: %ProgramFiles(x86)%\NEC\PVM)

Collect the configuration database backup files only if an error occurs during SystemProvisioning upgrade.

For the information where the configuration database backup files are stored, see "◆ About the backup file of the configuration database" in Subsection 3.5.4, "If You Upgraded SystemProvisioning."

Appendices

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Appendix A Networks and Protocols

SigmaSystemCenter components are configured to use the following network ports by default. Open the following ports in your system, including a management server and managed machine when the firewall feature, such as Windows Firewall, is ON.

Programs and ports can be added to the exception list of Windows Firewall from the SigmaSystemCenter installation wizard.

- ◆ Automatic: The programs and ports that can be registered from the SigmaSystemCenter installer.
- ◆ Manual: The programs and ports that cannot be registered from the SigmaSystemCenter installer.

Reference: For the detailed information including connection targets, directions, and feature overviews, see Appendix A, "Network Ports and Protocols" in *SigmaSystemCenter Data Reference Guide*.

Note: If you are using an x86 operating system, substitute "\Program Files\NEC" for "\Program Files (x86)\NEC."

Management Server

	Item	Protocol	Port Number	Program Name	Automatic / Manual
DeploymentManager *1	DPM Server (Windows)	UDP	69	\Program Files (x86)\NEC\Deployment Manager\pxemftp.exe	Automatic
		UDP	4011	\Program Files (x86)\NEC\Deployment Manager\pxesvc.exe	Automatic
		UDP	67	\Program Files (x86)\NEC\Deployment Manager\pxesvc.exe	Automatic
		TCP	26504	\Program Files (x86)\NEC\Deployment Manager\depssvc.exe	Automatic
		TCP	26503, 26501, 26502	\Program Files (x86)\NEC\Deployment Manager\bkressvc.exe	Automatic
		TCP	26508	\Program Files (x86)\NEC\Deployment Manager\ftsvc.exe	Automatic
		TCP	26506, 26507	\Program Files (x86)\NEC\Deployment Manager\rupdssvc.exe	Automatic
		TCP	26505 *2	\Program Files (x86)\NEC\Deployment Manager\pxesvc.exe	Automatic

	Item	Protocol	Port Number	Program Name	Automatic / Manual
	Internal Processing with Web Service (IIS)	TCP	26500 *3	\Program Files (x86)\NEC\Deployment Manager\apiserv.exe	Automatic
	Connection to Web Console	HTTP	80	Windows\system32\svchost.exe (The path is different depending on the OS environment.)	Manual
	Connection to DPM Command Line	HTTP	80	Windows\system32\svchost.exe (The path is different depending on the OS environment.)	Manual
	Connection to Image Builder (Remote Console)	TCP	26508	\Program Files (x86)\NEC\Deployment Manager\ftsvc.exe	Automatic
SystemProvisioning	SystemProvisioning	TCP	26102	\Program Files (x86)\NEC\PVM\bin\PVMServiceProc.exe	Automatic
	SystemProvisioning	TCP	26150 *4	\Program Files (x86)\NEC\PVM\bin\PVMServiceProc.exe	Manual
	SystemProvisioning Web API Service	TCP	26105	\Program Files (x86)\NEC\PVM\bin\PVMServiceProc.exe	Automatic
	SystemProvisioning File Transfer Service	TCP	26108	\Program Files (x86)\NEC\PVM\bin\PVMServiceProc.exe	Automatic
	ICMP Echo Reply	ICMP	-	\Program Files (x86)\NEC\PVM\bin\PVMServiceProc.exe	Manual
	SNMP Trap Service	UDP	162	WINDOWS\System32\snmptrap.exe	Automatic *5
System Monitor - Performance Monitoring Services	System Monitor - Performance Monitoring Services	TCP	26200	\Program Files (x86)\NEC\SystemMonitor\Performance\bin\rm_pfm_service.exe	Automatic
NEC ESM PRO Manager	NEC ESM PRO Manager	UDP	162 *6	WINDOWS\System32\snmptrap.exe	Automatic *5
		UDP	162 *6	\Program Files (x86)\NEC\SMM\NVBASE\bin\nvbase.exe	
		TCP	8806 *7		Automatic
		UDP	7893 *8		Automatic

	Item	Protocol	Port Number	Program Name	Automatic / Manual
		TCP	8807 *9	\Program Files (x86)\NEC\SMMNVBASE\bin\esmasvnt.exe	-
		TCP	31134 *10	\Program Files (x86)\NEC\SMMNVBASE\bin\amvsckr.exe	Automatic
		UDP	47115	\Program Files (x86)\NEC\SMMESMW EB\jslcmn\jsl.exe	Automatic
		UDP	47117 *11		
		UDP	47170 - 47179 *12		
		UDP	47180 - 47189 *12		
		TCP	1099		
		UDP	51099 - 51107 *12		
		TCP	47140 - 47149 *12	WINDOWS\system32\ianaScopeModemAgent.exe	Automatic
		TCP	6736 *13	\Program Files (x86)\NEC\SMMESMW EB\jslem\jsl.exe	Automatic
		TCP	8185, 8105, 8109 *14	\Program Files (x86)\NEC\SMMESMW EB\jslweb\jsl.exe	Automatic

- *1 In new installation of DPM 6.1 or later, the port numbers to be used are changed from those of DPM 6.0 or earlier. When your DPM is upgraded from DPM 6.0 or earlier, the port numbers in new installation of DPM 6.1 are different from the port numbers in the table above, because the very port numbers which have been used previously are inherited. For port numbers in older versions, see the appropriate users guide.
- *2 In the case of the operation form without DHCP server, open the port.
- *3 Because this port (TCP: 26500) is utilized for internal processing (connection between a DPM server and Web service (IIS)), you do not have to add it to the firewall exceptions.
- *4 If you use the managed servers in Monitor view, open the port manually.
- *5 Installer adds the program to the Windows firewall exception list only on clean installation.
- *6 If the Use SNMP Trap Service is set for the SNMP trap reception setting, use "%windir%\system32\snmptrap.exe."
 If the "Use own method" is set for the SNMP trap reception setting, use "\Program Files (x86)\NEC\SMMNVBASE\bin\invbase.exe".
 The SNMP trap reception setting can be checked by either of the following procedures:
- From Web GUI, click Alert Receive Setting and check the SNMP Trap Setting on the AlertViewer.
 - From Windows GUI, click Options, click Customize, and click My Manager.

- *7 The value can be changed only from NEC ESMPRO Manager's Windows GUI.
To change the setting, click Options, click Customize, and click My Manager on the Operation Window of Windows GUI.
In addition, if Inter-Manager Communication is being used, the Neighbor Manager setting must be changed. (Inter-Manager Communication is the feature only implemented by Windows GUI.)
To change the setting, click Options, click Customize, and click Remote Manager.
- *8 Adding the value to a Firewall exception is unnecessary.
- *9 The value can be changed from NEC ESMPRO Manager's Windows GUI.
Adding the value to a Firewall exception is unnecessary.
From the Windows GUI, click Tools and Port Settings on the AlertViewer.
- *10 This value can be changed by either of the following procedures:
 - From Windows GUI, click Report Settings on AlertViewer to open Alert Manager, click Setting, click Base Setting, click Receive tab, then click Configure button.
 - From Web GUI, click TCP/IP Report Settings on the AlertViewer.
- *11 This value can be changed from the Environment of NEC ESMPRO Manager.
- *12 A port which is unused and whose port number is the smallest within the range of the described ports will be used.
- *13 This value can be changed only from NEC ESMPRO Manager Web GUI.
From Web GUI, click **Alert Receive Setting** and click **CIM-Indication Setting – Port Number** on **AlertViewer**.
- *14 If you want to change the port to communicate with a Web client, see "■Changing the port number" and "■Coexistence with Tomcat" in Chapter 6, "After Installation" in *NEC ESMPRO Manager Installation Guide*.

Managed Machine

	Item	Protocol	Port Number	Program Name	Automatic / Manual
DeploymentManager *1	ICMP Echo *2	ICMP	-	DeploymentManager	Automatic (for Windows) Manual (for Linux)
	Backup Data	UDP	26530	DeploymentManager	—
	DPM Client (Windows) *2	UDP	26529	\Program Files (x86)\NEC\DeploymentManager_Client\rupdsvc.exe	Automatic
		TCP	26510, 26511, 26520		Automatic
		TCP	26509	\Program Files (x86)\NEC\DeploymentManager_Client\DepAgent.exe	Automatic
		UDP	68	\Program Files (x86)\NEC\DeploymentManager_Client\GetBootServerIP.exe	Manual
	DPM Client (Linux)	UDP	26529	/opt/dpmclient/agent/bin/depagtd	Manual
		TCP	26510, 26509, 26520		Manual

	Item	Protocol	Port Number	Program Name	Automatic / Manual
		UDP	68	/opt/dpmclient/agent/bin/GetBootServerIP	Manual
Out-of-Band Management	RMCP/RMCP+	UDP	623 *3	-	Manual
System Monitor - Performance Monitoring Services	Collecting Performance Data	UDP	137 *4	(system)	Manual
		TCP	139, 445 *4	(system)	Manual
			22, 23 *5		Manual
			443 *6		Manual
NEC ESMPRO Agent Monitoring	ICMP Echo	ICMP	--		Manual
	Remote Wake Up	UDP	10101	Network Card	Manual
	NEC ESMPRO Agent (Windows)	UDP	161		Manual
		TCP	Auto-assignment		Manual
	NEC ESMPRO Agent (Linux)	UDP	161		Manual
			111 *7		Automatic
TCP		111, Auto-assignment *7		Automatic	
NEC ESMPRO Agent Extension	Information Collection, Scheduled Running	TCP	47120 - 47129 *8		Manual
NEC ExpressUpdate Agent, Universal RAID Utility	NEC ExpressUpdate	UDP	Auto-assignment		Automatic
	Universal RAID Utility	UDP	Auto-assignment		Automatic
	Search of NEC ExpressUpdate Agent	UDP	427		Automatic
	Search of Universal RAID Utility	UDP	427		Automatic
System BIOS	Remote Console (CUI, non-SOL)	UDP	2069		Manual
OS	Remote installation of the NEC ExpressUpdate Agent (When managed server's OS is Windows type)	TCP	137		Automatic
		UDP	445		Automatic
	Remote installation of the NEC ExpressUpdate Agent (When managed	TCP	22		Automatic

	Item	Protocol	Port Number	Program Name	Automatic / Manual
	server's OS is Linux type)				
vPro	Communication with the vPro	HTTP	16992		Automatic
	Remote Console	TCP	16994		Automatic
VMware ESXi5	Discovering Vmware ESXi5 server	UDP	427		Automatic
	Server Monitoring (WS-Man)	TCP	443		Automatic
	CIM Indication Subscription	TCP	5989		Automatic

- *1 In new installation of DPM 6.1 or later, the port numbers to be used are changed from those of DPM 6.0 or earlier. When your DPM is upgraded from DPM 6.0 or earlier, the port numbers in new installation of DPM 6.1 are different from the port numbers in the table above, because the very port numbers which have been used previously are inherited. For port numbers in older versions, see the appropriate users guide.
- *2 To use a managed machine as a master machine or a master VM and join it to a domain, the port of the domain network must be open. For details, see Subsection 1.1.1, "Notes for Environment Setup When Executing OS Installation by Disk Duplication" and notes regarding virtual environments described in 1.2.1, "About System Configuration" in *SigmaSystemCenter Caution Notes and Trouble Shooting Reference Guide*.
- *3 The port is used not by the NIC which is recognized by an OS, but by the network interface of BMC.
- *4 The performance data on Windows can be collected when either NetBIOS (UDP-137, TCP-139) or SMB/CIFS (TCP-445) is enabled.
- *5 The ports are used to collect performance data via Telnet (23) or SSH (22).
- *6 The port is used to collect performance data of VMware ESX or Citrix XenServer. For details, see Subsection 1.7.4, "Ports Used between Management Servers and Monitored Machines" in *System Monitor - Performance Monitoring Services User's Guide*.
- *7 111 (UDP/TCP) and Auto-assignment (TCP) are internal ports that are used by NEC ESM PRO Agent (Linux). To configure them by using iptables, modify iptables to allow access. Auto-assignment (TCP) ports will be assigned by the OS within the usable range of ports. Refer to the following for the port range.
/proc/sys/net/ipv4/ip_local_port_range
- *8 A port which is unused and whose port number is the smallest within the range of the described ports will be used.

Others

	Item	Protocol	Port Number	Program Name	Automatic / Manual
DHCP Server	Network Boot	UDP	67		Automatic
NFS	Linux OS Clear Installation	UDP	111, 1048, 2049		Automatic
		TCP	111, 1048, 2049		Automatic
System Monitor - Performance Monitoring Services	System Monitor Management Console	TCP	26202	\\Program Files (x86)\\NEC\\SystemMonitorPerformance\\bin\\RM_PFMCONSOLE.exe	Manual

If the DPM database server is built on a different machine, the communication between the DPM database server and the DPM Server occurs.

For more information, see "Communication between Database Server and Management Server" in Appendix D, "Network Port and Protocol List" in *DeploymentManager Reference Guide*.

Appendix B Revision History

- ◆ First Edition (October 2013): New

Appendix C License Information

This product includes certain open source software.

Details of individual licenses are provided on the *SigmaSystemCenter DVD*

<*SigmaSystemCenter Installation DVD*>\doc\OSS directory.

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