

Tru64 UNIX

Updating the Compaq Management Agents for
Tru64 UNIX from the Management CD

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Updating the Compaq Management Agents for Tru64 UNIX from the Management CD

This Best Practice describes how to update the Compaq Management Agents for the Tru64 UNIX operating system from the Compaq Management CD. The Management CD, which is released several times per year, provides software and documentation updates for Compaq Insight Manager. This Best Practice document summarizes the steps on Tru64 UNIX for:

- Mounting and unmounting the Management CD
- Installing the Compaq Management Agents software subset
- Starting the `snmpd` and `insightd` daemons

See the Tru64 UNIX Best Practices Web page for more information about Best Practices documentation.

Is This Best Practice Right for You?

Not all Best Practices apply to all configurations, so you must be sure that it is appropriate for your system and circumstances. To use this Best Practice, you must meet the requirements described in the following table:

Requirement	Description
Operating System	<ul style="list-style-type: none">• Tru64 UNIX Version 4.0F or higher
System Configuration (Minimum Hardware Requirements)	<ul style="list-style-type: none">• One CD-ROM drive• 4.5 MB of free disk space in the <code>/var</code> file system• 4.5 MB of free disk space in the file system that contains the <code>/tmp</code> directory

Requirement	Description
Impact on Availability	<ul style="list-style-type: none"> The system will be available for users at all times, however, it will not be able to be discovered by the Compaq Insight Manager Console until the <code>snmpd</code> and <code>insightd</code> daemons are restarted. The CD-ROM drive will be unavailable for other applications during this procedure.
Assumptions	<ul style="list-style-type: none"> The instructions assume that you are updating only a single system as opposed to a cluster.
Distribution Media	<ul style="list-style-type: none"> The instructions assume you are using the Compaq Management CD as the distribution media.

Before You Begin

Before you apply the Best Practice for Updating the Compaq Management Agents from the Management CD, you must understand some background information and be prepared to answer several questions.

Compaq distributes a compact disc to its enterprise customers several times a year. This compact disc is available through a subscription service. Further information can be found by visiting the following web site:

http://www.compaq.com/products/servers/SmartStart/ss_subscription.html.

The Compaq Management CD contains documentation and recent updates of Compaq Insight Manager software for the Compaq Insight Manager console, which runs on a Windows platform, and the Compaq Management Agents, which run on a wide variety of supported platforms and operating systems.

For additional information on Compaq Insight Manager, see the `insight_manager(5)` reference page of your version of the operating system.

Be Prepared to Answer these Questions

Before installing the Compaq Management Agents onto your Tru64 UNIX system, prepare yourself to answer the following questions:

- Which version of Tru64 UNIX is your system running?
- What is the device name of the CD-ROM Drive?
- Which directory will you use as the mount point for the CD-ROM file system?
The examples in this document use `/cdrom`.
- Which temporary directory will you use to hold temporarily the Compaq Management Agents software?
The examples in this document use `/tmp/CPQIM`.
- Has the Compaq Management Agents software been installed from a previous release of the Compaq Management CD?

How to find the device name of the CD-ROM Drive

To determine the CD-ROM device name on a system that is running Version V4.0F or higher, but not as high as Version 5.0, of the operating system, enter the following command to find the read-only CD-ROM device:

```
# file /dev/rrz*c | grep -E 'RRD|CD'
/dev/rrz4c:      character special (8/4098) SCSI #0 RRD45 \
disk #32 (SCSI ID #4) (SCSI LUN #0) offline
/dev/rrz4c:      character special (8/2) EIDE #0 CD-ROM X \
disk #0 (SCSI ID #0) (SCSI LUN #0) offline
```

The result of this command shows that the CD-ROM device name is `/dev/rz4c`.

To determine the CD-ROM device name on a system that is running Version 5.0 or higher of the operating system, enter the following command:

```
# ls /dev/disk/cdrom*c
/dev/disk/cdrom0c
```

The result of this command shows that the CD-ROM device name is `/dev/disk/cdrom0c`.

How to determine if the Compaq Management Agents software were installed from a previous release of the Compaq Management CD

You can find out by issuing the following command:

```
# /usr/sbin/setld -i | grep -i cpqim
```

This command displays any software subsets that contain CPQIM; these are the software subsets that are delivered on the Compaq Management CD.

The absence of the software subsets means that no instances of the Compaq Management Agents were installed before.

Alternatively, the presence of the software subsets means that the Compaq Management Agents were installed previously. The software subsets have the form `CPQIMddd`; the three digit number `ddd` indicates the release version of the Compaq Management Agents software. Make a note of these release versions.

Applying the Best Practice

Before you update the Compaq Management Agents software, be sure to follow the recommendations in *Before You Begin*.

Here are the steps to take:

1. Log in as root.
2. Use the `setld` utility to delete any previous installation of the Compaq Management Agents software from the Compaq Management CD.

```
# /usr/sbin/setld -d CPQIMddd
```

A three digit number, `ddd`, indicates the version of Compaq Management Agents software.

Note

Deleting the Compaq Management Agents software in this manner retains the Compaq Management Agents software that was installed with the operating system. Do not remove the Compaq Management Agents software that was installed with the operating system.

3. Make a directory to serve as the mount point for the CD-ROM if you have not already done so.

```
# mkdir /cdrom
```

4. Insert the Compaq Management CD into the CD-ROM drive and mount the compact disc.

Use the following command if you are running Version V4.0F or higher, but not as high as Version 5.0:

```
# /usr/sbin/mount -t cdfs -o noversion /dev/rzXc /cdrom
```

The device number of the CD-ROM drive is `X`.

For systems running Version 5.0 or higher, use the following command:

```
# /usr/sbin/mount -t cdfs -o noversion /dev/disk/cdrom0c /cdrom
```

5. Create the temporary directory if it does not already exist.

```
# mkdir /tmp/CPQIM
```

6. Locate and copy the tape archive (tar) file.

```
# ls /cdrom/tru64/*.tar
/cdrom/tru64/cpqimddd.tar
# cp /cdrom/tru64/cpqimddd.tar /tmp/CPQIM
```

A three digit number, *ddd*, indicates the version of Compaq Management Agents software.

7. Extract the Compaq Management Agents software from the tape archive file.

```
# cd /tmp/CPQIM
# tar xvf cpqimddd.tar
```

The `tar` utility creates a directory named `cpqimddd`, which contains the Compaq Management Agents software.

See the `tar(1)` reference page of your version of the operating system for further information on the `tar` utility.

8. Use the `setld` utility to install the Compaq Management Agents software.

```
# /usr/sbin/setld -l cpqimddd
```

```
*** Enter subset selections ***
```

The following subsets are mandatory and will be installed automatically unless you choose to exit without installing any subsets:

```
* Compaq Insight Manager Agents V##.# for Tru64 UNIX
```

You may choose one of the following options:

- 1) ALL of the above
- 2) CANCEL selections and redisplay menus
- 3) EXIT without installing any subsets

```
Estimated free disk space(MB) in root:##.# usr:####.#
```

```
Enter your choices or press RETURN to redisplay menus. Choices
(for example, 1 2 4-6): 1
```

Select the first option, ALL of the above.

The `setld` utility proceeds to install the software subsets for the Compaq Management Agents.

See the `setld(8)` reference page of your version of the operating system for further information on the `setld` utility.

9. Examine the output of the `setld` utility. You may be instructed to start the `snmpd` and `insightd` daemons. If the `setld` utility completes without any message to start these daemons, skip to Step 10.

To start the daemons, enter the following commands:

```
# /sbin/init.d/snmpd start
# /sbin/init.d/insightd start
```

For further information on the `snmpd` daemon, see the `snmpd(8)` reference page of your version of the operating system.

10. Optionally delete the temporary directory and its contents.

```
# rm -fr /tmp/CPQIM
```

11. Optionally install the `cpqgs` agents so that Compaq Insight Manager can discover any Alpha Series GS servers on the local subnet. The procedure follows:

- a. Create a temporary directory for the `cpqgs` agents software as follows:

```
# mkdir /tmp/CPQGS
```

- b. Locate and copy the tape archive file for the `cpqgs` agents software.

```
# ls /cdrom/tru64/*.tar
/cdrom/tru64/cpqgsddd.tar
/cdrom/tru64/cpqimnnn.tar
# cp /cdrom/tru64/cpqgsnnn.tar /tmp/CPQGS
```

A three digit number, *nnn*, indicates the version of `cpqgs` agents software; it is not necessarily the same version of the Compaq Management Agents software.

- c. Extract the `cpqgs` agents software from the tape archive file.

```
# cd /tmp/CPQGS
# tar xvf cpqgsnnn.tar
```

The `tar` utility creates a directory named `cpqgsnnn`, which contains the Compaq Management Agents software.

- d. Use the `setld` utility to install the `cpqgs` Agents software.

```
# /usr/sbin/setld -l cpqgsnnn
```

Select the first option, ALL of the above.

12. Optionally copy the contents of the `docs` directory from the Management CD.

13. Unmount the compact disc and remove it from the CD-ROM drive.

```
# /usr/sbin/umount /cdrom
```

Verifying Success

To verify the successful installation of Compaq Management Agents for Tru64 UNIX, perform the following steps:

- Verify that the `snmpd` and `insightd` daemons are running.

```
# ps agx | grep snmpd
# ps agx | grep insightd
```

- Verify that `os_mibs`, `cpq_mibs`, and `cpqthresh_mib` are running.

```
# ps agx | grep mib
```

- Verify that `config_hmmod` and `sysman_hmmod` are running if the operating system is Version 5.0 or higher.

```
# ps agx | grep hmmod
```

- Use a browser to access the Compaq Insight Management Agents web pages for your system. Use the following URL:

```
http://hostname:2301
```

The IP address of your system is `hostname`.

If the Best Practice was not successful, see *Troubleshooting* for information about identifying and solving problems.

Troubleshooting

Use the following table to identify and solve problems:

Problem	Possible Solutions
The Management CD could not be mounted.	<ul style="list-style-type: none">• Check to see if the compact disc was inserted correctly.• Check the syntax of the <code>mount</code> command line entry.• Check the device number of the CD-ROM drive.

Problem	Possible Solutions
The archived files could not be extracted.	<ul style="list-style-type: none"> • Check the syntax of the <code>tar</code> command line entry. • Check the permissions of the temporary directory. • Check to see if there is enough disk space for both the tape archive file and the extracted files.
The <code>setld</code> command would not work.	<ul style="list-style-type: none"> • Check to see if you are logged in as root.
The browser did not access the Compaq Insight Management Agents web pages.	<ul style="list-style-type: none"> • Check that the <code>snmpd</code> and <code>insightd</code> daemons are running. • Check that <code>os_mibs</code>, <code>cpq_mibs</code> and <code>cpqthresh_mib</code> are running. • Check that <code>config_hmmod</code> and <code>sysman_hmmod</code> are running for systems running V5.0 or later of the operating system. • Check the browser's network configuration. • Check the network connections.

Comments and Questions

We value your comments and questions on the information in this document. Please mail your comments to us at this address:

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