

Software Installation - Table of Contents

Software Deployment Overview

CommNet Server

Windows

Windows Cluster - Virtual Server

CommNet Agent

Windows

Windows Cluster - Virtual Server

Where to Go from Here

Deployment Overview

The following sections provide broad overview of the deployment process. Links to detailed procedures and instructions are also provided.

Before installing the components, read the product's release notes for additional information not covered in this section.

The software components must be deployed in the following order:

1. **CommNet Server Software**

Installation always begins with the installation of the CommNet Server which connects all of the components of the system.

- [Install the CommNet Server](#)
- [Install the CommNet Server on a Cluster](#)

2. **CommNet Agent Software**

Next, all the Agents are installed on the CommServe computers associated with the CommCells you want to manage.

- [Install the CommNet Agent](#)
- [Install the CommNet Agent on a Cluster](#)

Note that the CommNet Agent software is *not required* to be installed on the QSM Server computers. However, the [QSMCells](#) must be registered in the CommNet domain. See [Getting Started](#) for more information.

3. **CommNet Browser**

Optionally, you can also install the CommNet Browser on any computer from which you wish to remotely monitor and administer your CommCells.

- [Install the CommNet Browser](#)
- [Install the CommNet Browser on a Cluster](#)

4. **CommNet Explorer**

Optionally, you can also install CommNet Explorer on the CommNet server. CommNet Explorer provides a way to query information on the CommNet components directly from the SQL database.

- [Install the CommNet Explorer](#)
- [Install the CommNet Explorer on a Cluster](#)

The installation procedures above describe typical installations of the CommNet Server, CommNet Agent, CommNet Browser and CommNet Explorer. The installation steps will differ if multiple software components are selected for install on a computer. The steps provided in this section are the recommended steps for installing and configuring the software.

Microsoft SQL Server instance used by CommNet Server

The CommNet Server software can be installed either on a computer which already has the CommServe software installed or on a totally independent computer.

When the CommNet Server is installed on a computer with no other software, the CommNet Server database engine is created on the BullCalypso instance.

When the CommNet Server is installed on the CommServe computer, the CommNet Server database engine automatically reuses the Microsoft SQL Server instance used by the CommCell(i.e., BullCalypso instance). However, note that the instance name may vary if the software was upgraded from an earlier version.

Selecting Multiple Components During Install

Multiple components can be selected at the time of installation. You will be required to enter a common path for the software, as well as any component-specific parameters. The selected components are then installed in the correct sequence. For example, if you install both the CommNet Server and the CommNet Browser on the same computer, the install program will prompt you for all of the required setup parameters in one session. This speeds the deployment of software components. Furthermore, installs are re-startable in the event of a cancelled or failed installation. This provides you with the option of resuming the install, or restarting the installation process.

The following flowchart illustrates software deployment process:

Installing the Software on a Cluster

All software components must be installed correctly to take advantage of the clustered environment. The following sections describe the basic principles of installing the software on a cluster. Refer to [Clustering](#) for a general overview of clustering concepts in relation to the software.

Physical, Virtual and Passive Installations

The software requires that each node within a cluster has the necessary software components and Windows registry information. Installing the software to be cluster-aware involves both the active and passive node installations of each component.

Physical Installation

A physical installation of a software component is the default option when installing the software. When you choose a physical installation, the software is installed on a node or machine and acts independently of the cluster. Services installed in this way do not take advantage of clustering features like failover protection. If you intend to back up the CommNet Server database on the virtual server with the SQL *i*DataAgent as is recommended, then the Windows File System *i*DataAgent must be installed on each physical node in the cluster. See *Books Online* for more information on installing products.

Virtual Installation

Software components can also be installed to virtual servers. When this option is selected, the software will be installed to a virtual server and its associated disk group, and will be able to take advantage of cluster features such as failover. If all passive nodes are available, installations to the selected virtual server will update the active (owning) node and all passive nodes.

Passive Installation

In some cases when your passive node was not available during the automated installation, you can perform a passive installation. The passive installation sets up other nodes within a cluster to take over for that active node in case of failure. This is performed after the active installation of each component so that the registry information can be duplicated from the active nodes to the passive nodes, where applicable. If any passive node was not available, follow the steps for manually installing a passive node provided in [Manually install or upgrade a passive node](#).

For example, suppose a cluster has five nodes (node1, node2, etc.). The automated installation sets up the CommNet Server software onto a virtual server hosted by node1. The software automatically retrieves the list of nodes to which node1 can failover. Let's assume that node3 is not available during the automated installation. The software automatically installs onto the active node (node1) and on all available passive nodes (node2, node4, and node5). After that, a separate passive node installation needs to be performed on node3 in order to prepare it for failover protection.

Install the CommNet Server

Click on a link below to go to a specific section of the software installation:

- [Install Requirements](#)
 - [Install Checklist](#)
 - [Before You Begin](#)
 - [Install Procedure](#)
 - [Getting Started](#)
 - [Select Components for Installation](#)
 - [Install the JRE](#)
 - [Install the CommNet Server and CommNet Server Database](#)
 - [Set Up the CommNet Server Name and User](#)
 - [Set Up SNMP](#)
 - [Set Up the CommNet Server for Web-Based Administration](#)
 - [Verify Summary of Install Options](#)
 - [Setup Complete](#)
 - [Post-Install Considerations](#)
-

Install Requirements

- It is recommended that you do not install the CommNet Server on a computer with the following components:
 - If Microsoft Exchange Server, Oracle database, or a previous version of Microsoft SQL Server is installed.
 - The CommNet Server can be installed on a CommServe computer. However, if the installation configuration includes more than one hundred CommCell client computers for the CommServe, it is recommended that the CommNet Server be installed on a computer without a CommServe installed. This will ensure efficiency of the CommServe as well as the CommNet Server.
 - During the CommNet Server deployment, the CommNet Server Statistics Database is automatically enabled to enhance the performance of the software.
 - You have the appropriate [Software Installation Disc](#).
 - The computer in which you want to install software satisfies the [System Requirements - CommNet Server](#).
 - You have the license diskette.
 - If your network does not have DNS lookup or some other name resolution facility, you may be asked to enter the IP address of the CommNet Server.
-

Install Checklist

Collect the following information before installing the software. Use the space provided to record the information, and retain this information in your Disaster Recovery binder.

1. Install folder location: _____
 See [Install the CommNet Server and CommNet Server Database](#) for more information.
 2. CommNet Server Display Name and CommNet Server Interface Name: _____
-

See [Set Up the CommNet Server Name and User](#) for more information.

3. Web
URL: _____

See [Set Up the CommNet Server for Web-Based Administration](#) for more information.

Before You Begin

- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and system utilities. Some of the programs, including many anti-virus software, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
 - The BullCalypso SQL Server instance is automatically created during the CommNet Server installation.
-

Install Procedure

Getting Started

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
2. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

- Click the **Start** button on the Windows task bar, a then click **Run**.
 - Browse to the installation disc drive, select **setup.exe**, click Open, then click **OK**.
-

3. Select the desired language and click **Next** to continue.
4. Select the option to install software.
5. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.
-

6. From the Welcome screen, click **Next** to continue if no other applications are running.
 7. Read the virus scanning software warning.
Click **OK** to continue if virus scanning is disabled.
 8. Read and agree to the license agreement.
Select **I accept the terms in the license agreement** then click **Next** to **continue**.
-

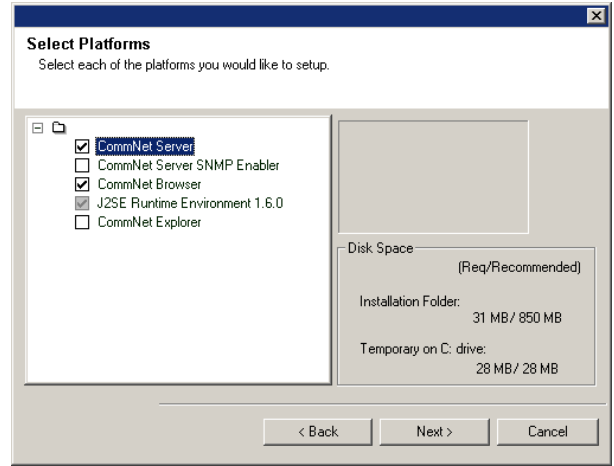
Select Components for Installation

9. Select the platforms you want to install.

Click **Next** to continue.

NOTES

- The **CommNet Browser** must be installed on the CommNet Server if you want to use scheduled reports.

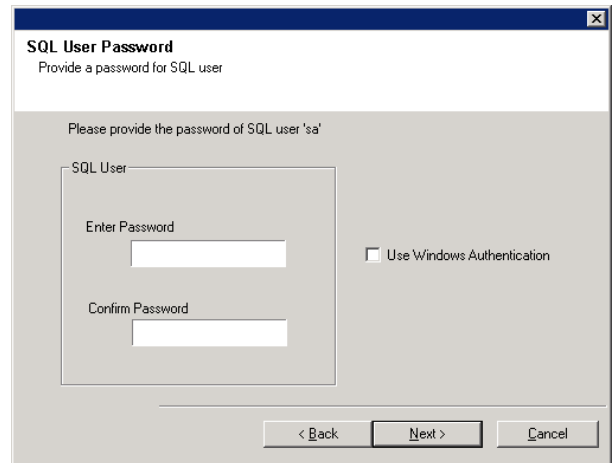


10. Specify a password for the SQL user **sa**.

Enter Password - Enter the password for the SQL user **sa**.

Use Windows Authentication - Check this box to use a Windows Administrator account with SQL System Administrator privileges in place of the **sa** account to access the SQL database. This option is deselected by default.

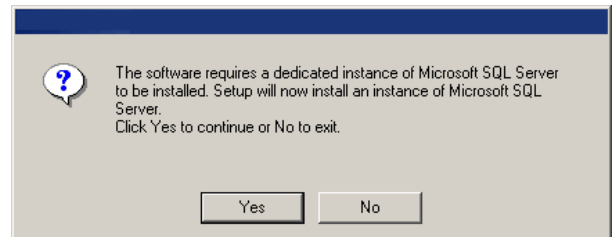
Click **Next** to continue.



11. Click **Yes** to set up a dedicated instance of Microsoft SQL Server for the CommServe.

NOTES

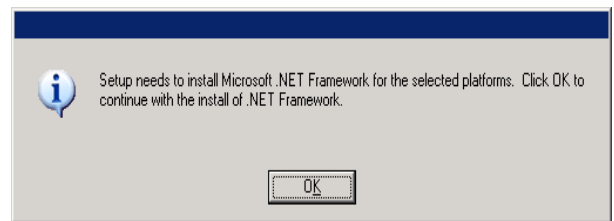
- This prompt will only be displayed if SQL Server BullCalypso instance is not installed on this computer.
- Clicking **No** will exit the install program.



12. Click **OK** to install Microsoft .NET Framework.

NOTES

- This option will only appear if Microsoft .NET Framework has not been installed on this computer.



13. Enter the MSSQL Server Installation Path.

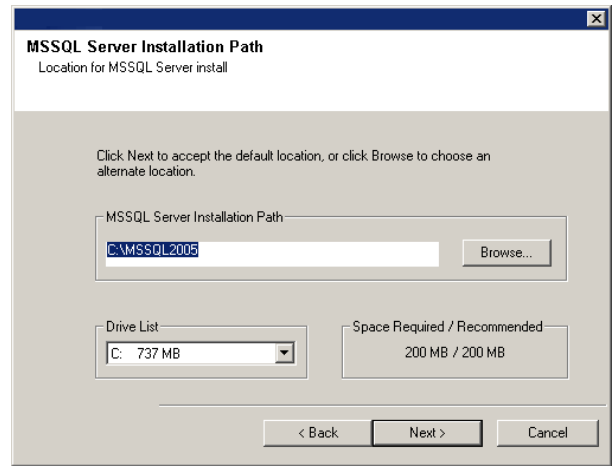
NOTES

- This is the location where you want to install Microsoft SQL Server.

Click **Browse** to change directories.

Click **Next** to continue.

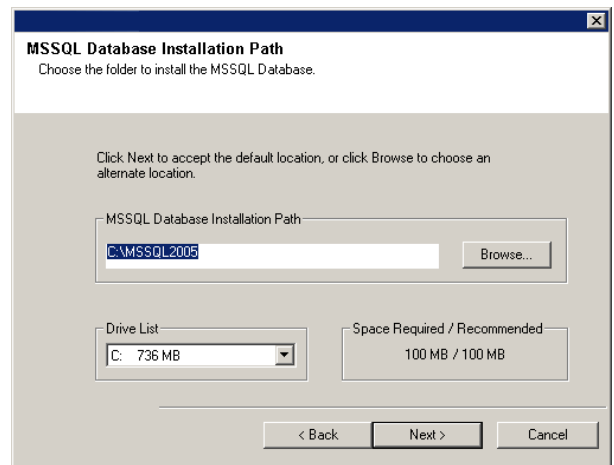
This step may take several minutes to complete.



14. Specify the path to which you will setup the Microsoft SQL Server system databases.

MSSQL Database Installation Path - The location where you want to setup the Microsoft SQL Server system databases.

Click **Next** to continue.

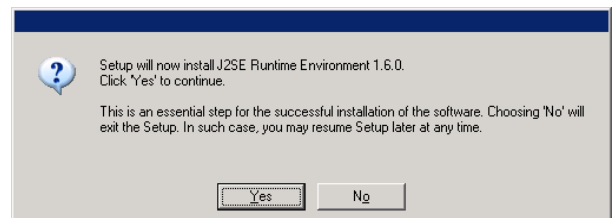


Install the JRE

15. Click **Yes** to install the Java Runtime Environment (JRE) or click No if you would like to use the JRE Version already available in your computer.

NOTES

- This prompt will be displayed only when JRE version 1.5.x is available in the computer.



Install the CommNet Server and CommNet Server Database

16. Select the path to which you will install the software.

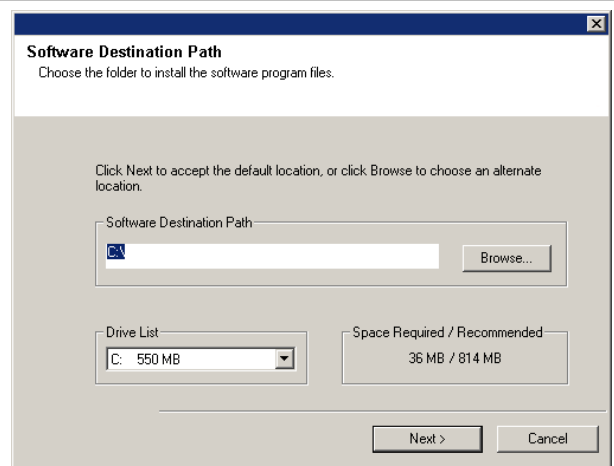
Enter or **Browse** to the desired destination path and click **Next** to continue.

NOTES

- Do not install the software to a mapped network drive or to a path using any of the following characters:

/ : * ? " < > | ! ; @ ^]

- It is recommended that you use alphanumeric characters only.



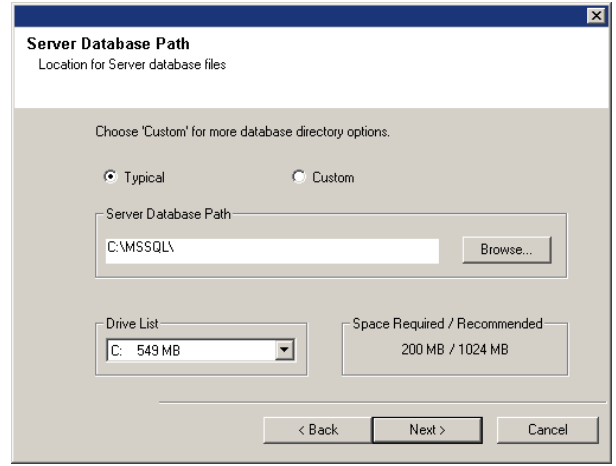
17. Select the path to which you will install the

CommNet Server database.

Enter or **Browse** to the desired destination path and click **Next** to continue.

NOTES

- It is recommended you select a **Typical** install. If you select a **Custom** install you will be prompted for custom database paths in the next step.



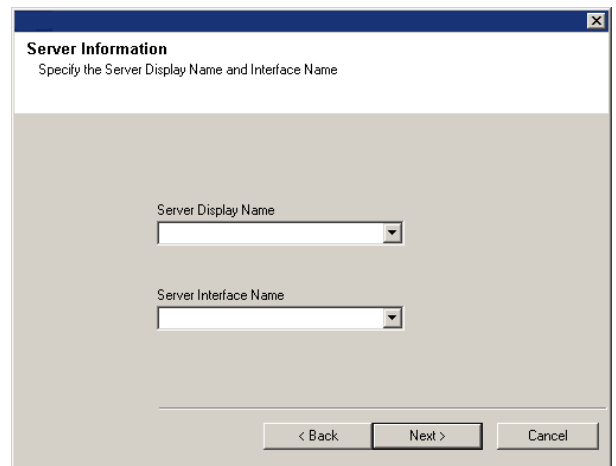
Set Up the CommNet Server Name and User

- 18.** Specify the CommNet Server Display Name and Interface Name.

CommNet Server Display Name - The name of the CommNet Server computer.

CommNet Server Interface Name - The TCP/IP network interface name of the CommNet Server computer.

Select or Enter the information and click **Next** to continue.



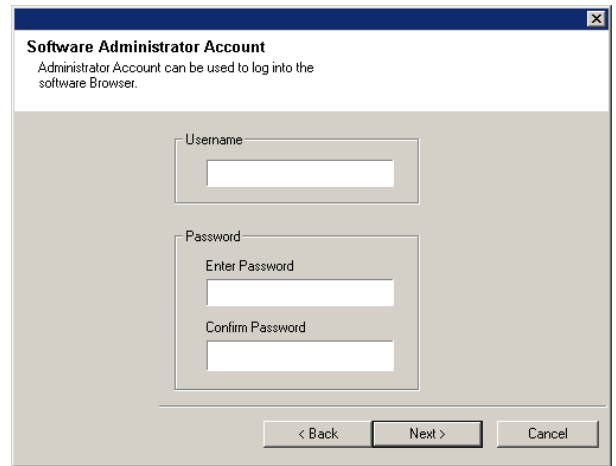
- 19.** Specify a user and password.

Enter User Name - The name of the Administrator for the system.

Enter password - The password for the administrator account.

Confirm password - Reenter password for confirmation.

Click **Next** to continue.



Set Up SNMP

- 20.** Click **Add** to enter SNMP trap destinations.

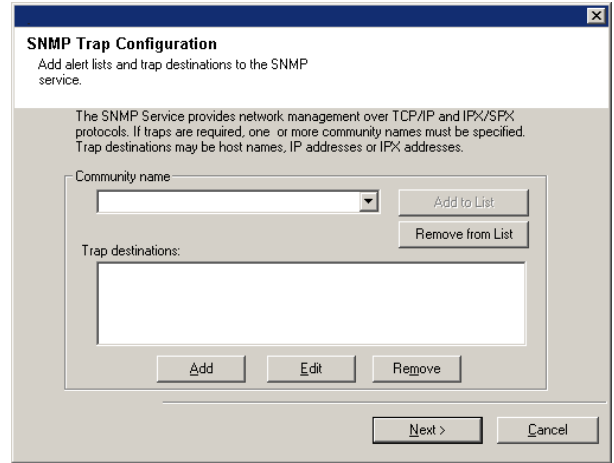
Enter an IP Address, IPX Address and/or Host Name and click **OK**.

Repeat this for each destination you want to add.

Click **Next** to continue.

NOTES

- These screens appear only if the SNMP Enabler was selected for installation.



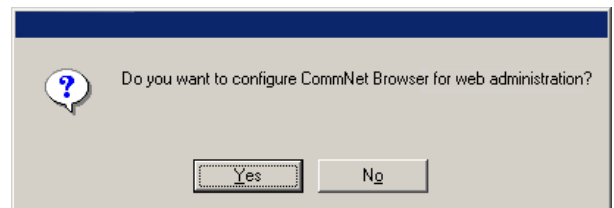
Set Up the CommNet Server for Web-Based Administration

21. If the Internet Information Server (IIS) is installed on this computer, the install program asks if you want to configure the software for web-based administration.

Click **Yes** to continue.

NOTES

- If IIS is not installed then you will not receive this prompt.
- The screen to the right may look different depending upon the software selected for install or upgrade.

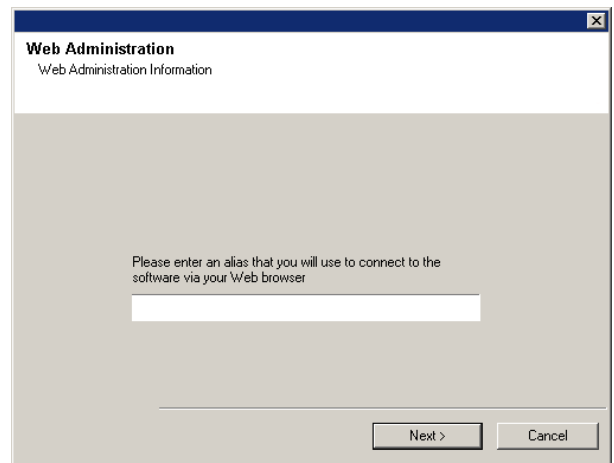


22. When prompted for an alias, type the name (or use the default) of the Web alias that you want to use for accessing the CommNet Browser remotely.

Click **Next** to continue.

NOTES

- If IIS is not installed then you will not receive this prompt.



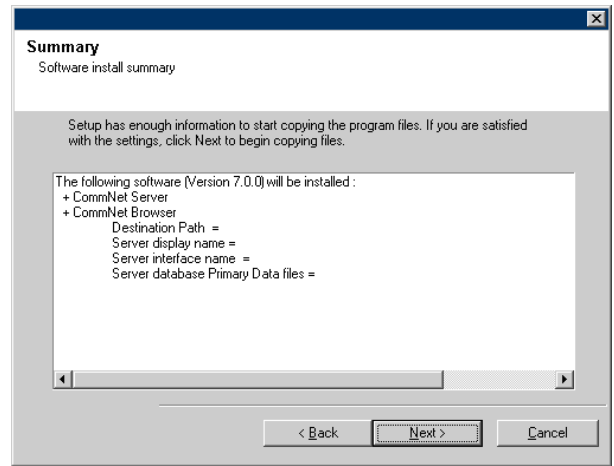
Verify Summary of Install Options

23. Verify the summary of selected components.

Click **Next** to continue.

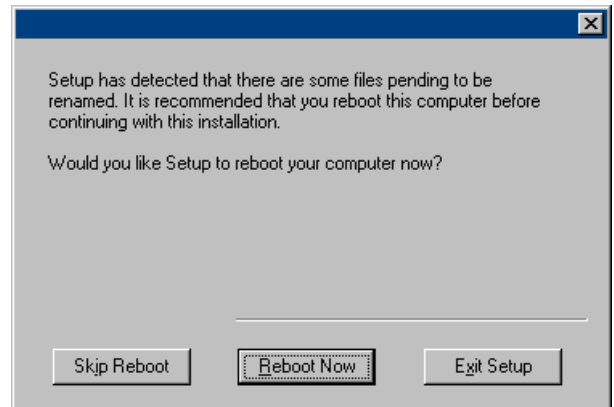
NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.



24. A System Reboot prompt may ask you to take one of the following actions:

- **Log Off** - This option will be displayed if the install program needs to assign any required security privileges to the user. If the Log off option is displayed, log off and login to the computer at this point. The install program will automatically continue after you login.
- **Reboot** - This option will be displayed if the install program finds any file required in use and needs to be replaced. If the Reboot option is displayed without the Skip Reboot option, reboot the computer at this point. The install program will automatically continue after the reboot.
- **Skip Reboot** - This option will be displayed if the install program finds any files belonging to other applications, that need to be replaced. As these files are not critical for the CommNet Server installation, you may skip the reboot and continue the installation and reboot the computer at a later time.
- The install program now starts copying the software to the computer. This step may take several minutes to complete.

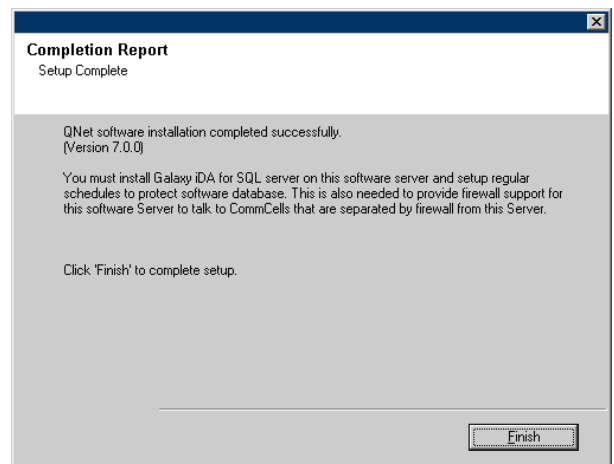


Setup Complete

25. Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Install Considerations

General

Install post-release updates or Service Packs that may have been released after the release of the software.

Database Engine

Microsoft SQL Server 2005 Enterprise Edition (with Service Pack 2) will be automatically installed while installing the software. Later versions of the Service Pack, if available, are also supported. (* See Disclaimer below.)

If necessary, download and install the latest version of the Microsoft SQL Server service pack and/or post-release updates after an install or upgrade.

Server Specific

The Microsoft SQL Server *iDataAgent* software must be installed on the CommNet Server after installation. The *iDataAgent* can be a client of any CommCell. This provides a backup mechanism for the *BullCalypso* instance of SQL that contains the CommNet Server database on the CommNet Server. You can also configure firewall services between the CommCells and the CommNet Server when installing the SQL *iDataAgent*.

When installing the software, the interface names for the CommNet Server and the SQL *iDataAgent* must be the same. For example, if the CommNet Server is using *server.company.com* then the SQL *iDataAgent* should also use *server.company.com*.

See *Books Online* for information on installing the *iDataAgent* and configuring your computers for operation across a firewall.

Disaster Recovery

To protect the CommNet Server database against disasters, such as computer failure, application failure, etc. it is recommended that you have a Disaster Recovery strategy in place. See [Disaster Recovery](#) for more information.

DISCLAIMER

Minor revisions and/or service packs that are released by application and operating system vendors may, in some cases, affect the working of our software. Although we may list such revisions and/or service packs as "supported" in our System Requirements, changes to the behavior of our software resulting from an application or operating system revision/service pack may be beyond our control. However, we will make every effort to correct such disruption as quickly as possible. When in doubt, please contact your software provider to ensure support for a specific application or operating system.

Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

Install the CommNet Server - Clustered Environment - Virtual Server

Click on a link below to go to a specific section of the software installation:

- [Install Requirements](#)
 - [Install Checklist](#)
 - [Before You Begin](#)
 - [Install Procedure](#)
 - [Getting Started](#)
 - [Select Components for Installation](#)
 - [Install the CommNet Server and CommNet Server Database](#)
 - [Set Up the CommNet Server Name and User](#)
 - [Verify Summary of Install Options](#)
 - [Setup Complete](#)
 - [Post-Install Considerations](#)
-

Install Requirements

- Microsoft SQL Server with the appropriate Service Pack must be installed on the virtual server before installing the CommNet Server on a cluster. See [System Requirements - CommNet Server](#) for more information.
 - For step-by-step instructions on pre-installing the Microsoft SQL Database, see [Pre-Installing SQL Database for CommNet Server - Clustered Environment - Virtual Server](#).
 - Installation or Upgrade of the software on a cluster is not supported on a Physical node.
 - It is recommended that you do not install the CommNet Server on a computer with the following components:
 - If Microsoft Exchange Server, Oracle database, or a previous version of Microsoft SQL Server is installed.
 - The CommNet Server can be installed on a CommServe computer. However, if the installation configuration includes more than one hundred CommCell client computers for the CommServe, it is recommended that the CommNet Server be installed on a computer without a CommServe installed. This will ensure efficiency of the CommServe as well as the CommNet Server.
 - In a clustered environment, Java™ Runtime Environment (JRE) SEv1.4.2_08 must be installed on the passive node manually; it is automatically installed on the active node, if not already installed.
 - SQL Server cannot be installed on a Cluster Quorum disk.
 - During the CommNet Server deployment, the CommNet Server Statistics Database is automatically enabled to enhance the performance of the software.
 - Verify that you have the appropriate [Software Installation Disc](#).
 - Verify that the computer in which you want to install software satisfies the [System Requirements - CommNet Server](#).
 - Verify that you have the license diskette.
 - Verify hardware devices such as disk arrays are configured and confirm connectivity to all drives.
-

Install Checklist

Collect the following information before installing the software. Use the space provided to record the information, and retain this information in your Disaster Recovery binder.

1. CommNet Server Display Name and CommNet Server Interface Name: _____

See [Set Up the CommNet Server Name and User](#) for more information.

Before You Begin

- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and system utilities. Some of the programs, including many anti-virus software, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
-

Install Procedure

Getting Started

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
2. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

- Click the **Start** button on the Windows task bar, a then click **Run**.
 - Browse to the installation disc drive, select **setup.exe**, click Open, then click **OK**.
-

3. Select the desired language and click **Next** to continue.
4. Select the option to install software.
5. Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.
-

6. From the Welcome screen, click **Next** to continue if no other applications are running.
 7. Read the virus scanning software warning.
Click **OK** to continue if virus scanning is disabled.
 8. Read and agree to the license agreement.
Select **I accept the terms in the license agreement** then click **Next** to **continue**.
-

Select Components for Installation

9. Select Virtual server installation.

To install or upgrade the software on a cluster, select **Install Calypso Monitor on a Virtual server** and click **next** to continue.

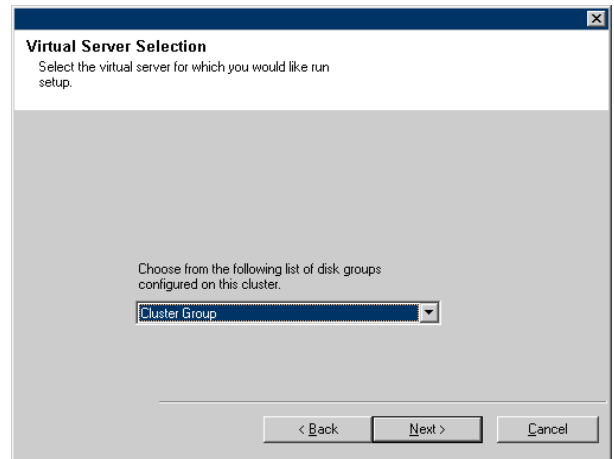
NOTES

- Installation or upgrade of the software on a cluster is not supported on a physical node.



- 10.** Select the disk group to which you are installing the software.

Click **Next** to continue.

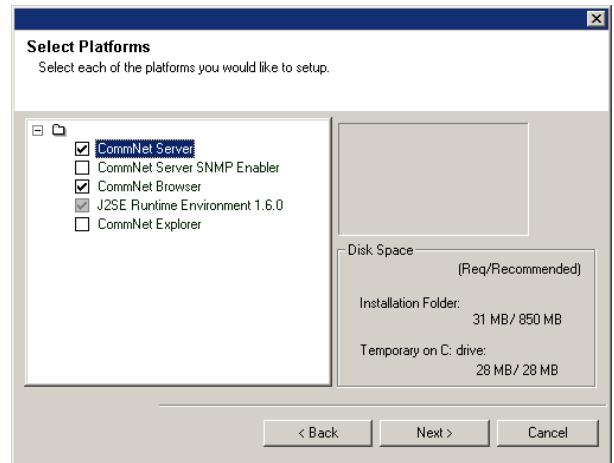


- 11.** Select the platforms you want to install.

Click **Next** to continue.

NOTES

- The **CommNet Browser** must be installed on the CommNet Server if you want to use scheduled reports.



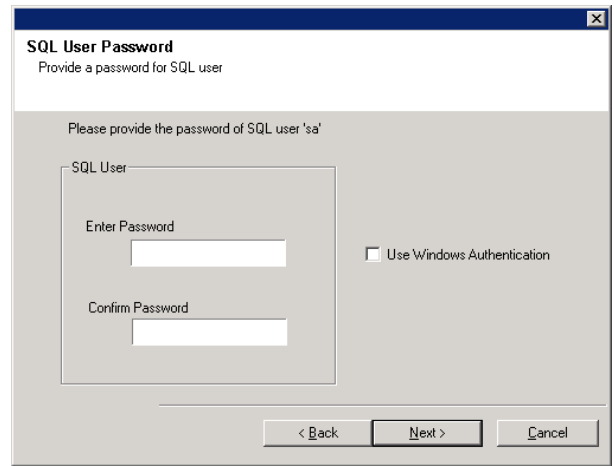
Install the CommNet Server and CommNet Server Database

- 12.** Specify a password for the SQL user **sa**.

Enter Password - Enter the password for the SQL user **sa**.

Use Windows Authentication - Check this box to use a Windows Administrator account with SQL System Administrator privileges in place of the **sa** account to access the SQL database. This option is deselected by default.

Click **Next** to continue.

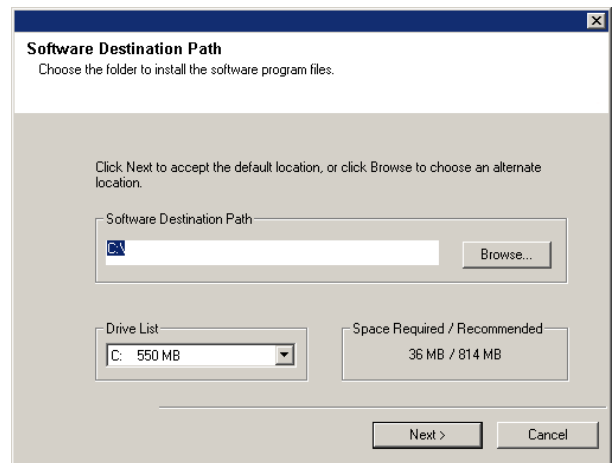


- 13.** Select the path to which you will install the software.

Enter or **Browse** to the desired destination path and click **Next** to continue.

NOTES

- Do not install the software to a mapped network drive or to a path using any of the following characters:
/ : * ? " < > | ! ; @ ^]
- It is recommended that you use alphanumeric characters only.

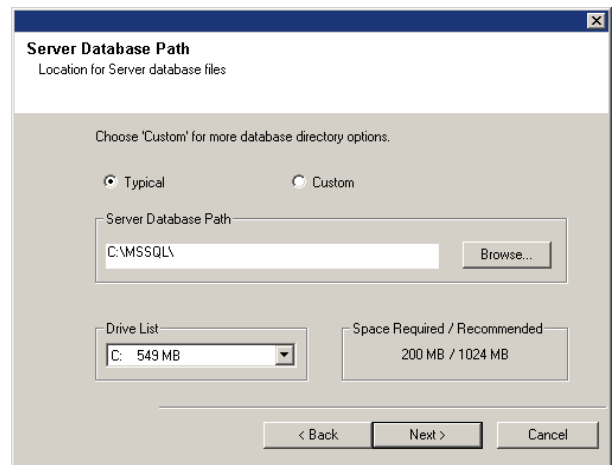


- 14.** Select the path to which you will install the CommNet Server database.

Enter or **Browse** to the desired destination path and click **Next** to continue.

NOTES

- It is recommended you select a **Typical** install. If you select a **Custom** install you will be prompted for custom database paths in the next step.



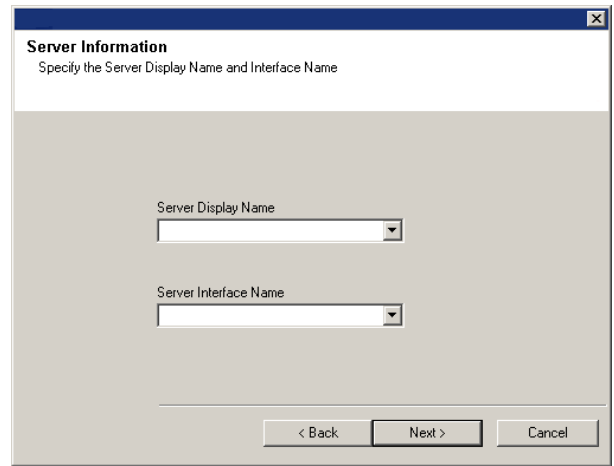
Set Up the CommNet Server Name and User

- 15.** Specify the CommNet Server Display Name and Interface Name.

CommNet Server Display Name - The name of the CommNet Server computer.

CommNet Server Interface Name - The TCP/IP network interface name of the CommNet Server computer.

Select or Enter the information and click **Next** to continue.



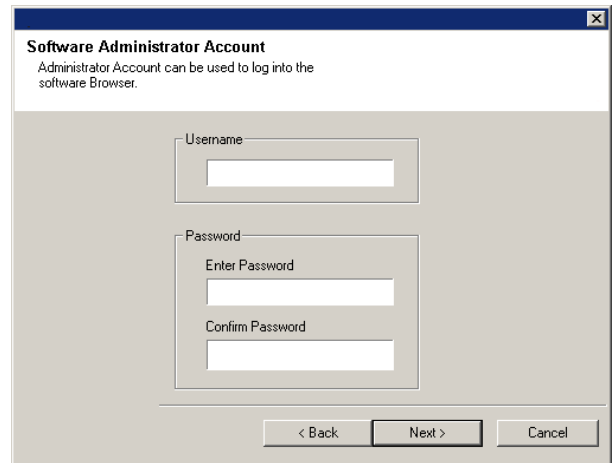
16. Specify a user and password.

Enter User Name - The name of the Administrator for the system.

Enter password - The password for the administrator account.

Confirm password - Reenter password for confirmation.

Click **Next** to continue.



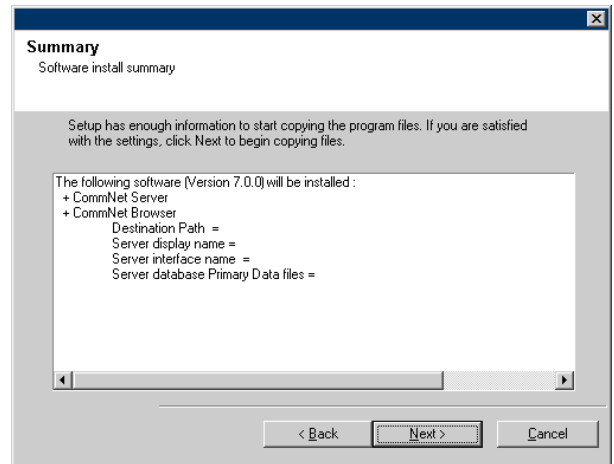
Verify Summary of Install Options

17. Verify the summary of selected components.

Click **Next** to continue.

NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.

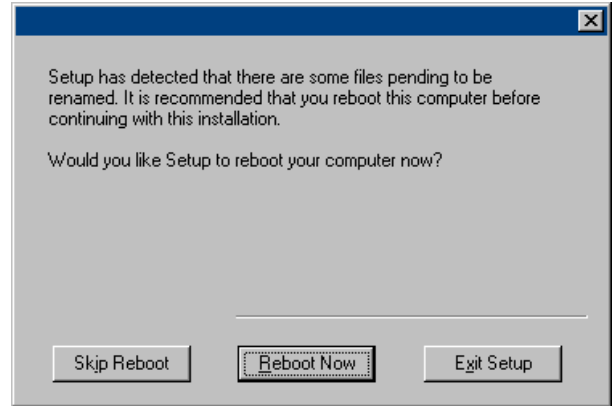


18. A System Reboot prompt may ask you to take one of the following actions:

- **Log Off** - This option will be displayed if the install program needs to assign any required security privileges to the user. If the Log off option is displayed, log off and login to the computer at this point. The install program will automatically continue after you login.
- **Reboot** - This option will be displayed if the install program finds any file required in use and

needs to be replaced. If the Reboot option is displayed without the Skip Reboot option, reboot the computer at this point. The install program will automatically continue after the reboot.

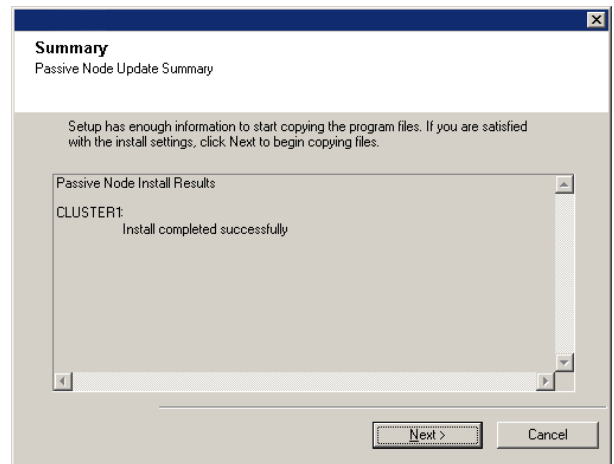
- **Skip Reboot** - This option will be displayed if the install program finds any files belonging to other applications, that need to be replaced. As these files are not critical for the CommNet Server installation, you may skip the reboot and continue the installation and reboot the computer at a later time.
- The install program now starts copying the software to the computer. This step may take several minutes to complete.



Setup Complete

19. Verify that the passive nodes have been successfully installed or upgraded. If any nodes were unavailable during install/upgrade, or did not install/upgrade successfully, see [Manually install or upgrade a passive node](#).

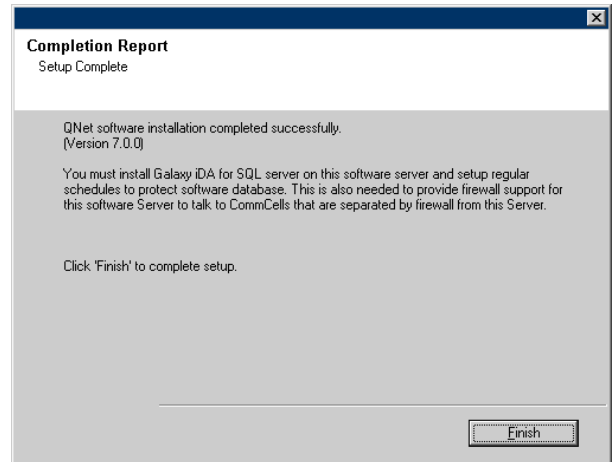
Click **Next** to continue.



20. Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Install Considerations

General

Install post-release updates or Service Packs that may have been released after the release of the software.

Database Engine

Microsoft SQL Server 2005 Enterprise Edition (with Service Pack 2) will be automatically installed while

installing the software. Later versions of the Service Pack, if available, are also supported. (* See Disclaimer below.)

If necessary, download and install the latest version of the Microsoft SQL Server service pack and/or post-release updates after an install or upgrade.

Server Specific

The Microsoft SQL Server *iDataAgent* software must be installed on the CommNet Server after installation. The *iDataAgent* can be a client of any CommCell. This provides a backup mechanism for the *BullCalypso* instance of SQL that contains the CommNet Server database on the CommNet Server. You can also configure firewall services between the CommCells and the CommNet Server when installing the SQL *iDataAgent*.

When installing the software, the interface names for the CommNet Server and the SQL *iDataAgent* must be the same. For example, if the CommNet Server is using *server.company.com* then the SQL *iDataAgent* should also use *server.company.com*.

See *Books Online* for information on installing the *iDataAgent* and configuring your computers for operation across a firewall.

Disaster Recovery

To protect the CommNet Server database against disasters, such as computer failure, application failure, etc. it is recommended that you have a Disaster Recovery strategy in place. See [Disaster Recovery](#) for more information.

DISCLAIMER

Minor revisions and/or service packs that are released by application and operating system vendors may, in some cases, affect the working of our software. Although we may list such revisions and/or service packs as "supported" in our System Requirements, changes to the behavior of our software resulting from an application or operating system revision/service pack may be beyond our control. However, we will make every effort to correct such disruption as quickly as possible. When in doubt, please contact your software provider to ensure support for a specific application or operating system.

Additional considerations regarding minimum requirements and End of Life policies from application and operating system vendors are also applicable.

Install the CommNet Agent

Click on a link below to go to a specific section of the software installation:

- [Install Requirements](#)
 - [Before You Begin](#)
 - [Install Procedure](#)
 - [Getting Started](#)
 - [Select Components for Installation](#)
 - [Verify Summary of Install Options](#)
 - [Setup Complete](#)
 - [Post-Install Considerations](#)
-

Install Requirements

- Upgrade the CommServe before upgrading the CommNet Agent.
 - Verify that no jobs are in progress or scheduled to occur while the software is being installed. If jobs are scheduled, either install the software at another time or disable all jobs in the CommCell using the Activity Control tab from the CommServe Properties dialog box in the CommCell Console.
 - You have the appropriate [Software Installation Disc](#).
 - The computer satisfies the minimum requirements for the CommNet Agent provided in [System Requirements - CommNet Agent](#).
 - Verify hardware devices such as disk arrays are configured and confirm connectivity to all drives.
-

Before You Begin

- Close all applications and disable any programs that run automatically, including anti-virus, screen savers and system utilities. Some of the programs, including anti-virus software, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
-

Install Procedure

Getting Started

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain User with administrative privileges to all nodes in the cluster.
2. Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

- Click the **Start** button on the Windows task bar, a then click **Run**.
 - Browse to the installation disc drive, select **setup.exe**, click Open, then click **OK**.
-

3. Select the desired language and click **Next** to

continue.

4. Select the option to install software.
5. Select the option to install software on this computer.

NOTES

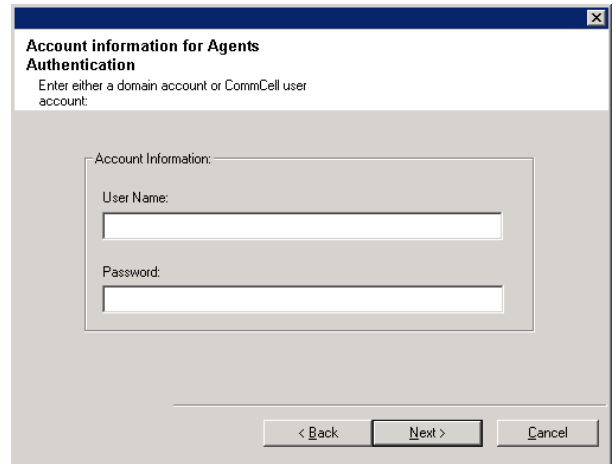
- The options that appear on this screen depend on the computer in which the software is being installed.

6. From the Welcome screen, click **Next** to continue if no other applications are running.
7. Read the virus scanning software warning.
Click **OK** to continue if virus scanning is disabled.
8. Read and agree to the license agreement.

Select **I accept the terms in the license agreement** then click **Next to continue.**

9. Enter the **username** and **password** information for an external domain user account or a CommCell user account. This authorizes the installation of an agent on the CommCell.

Click **Next** to continue.



Select Components for Installation

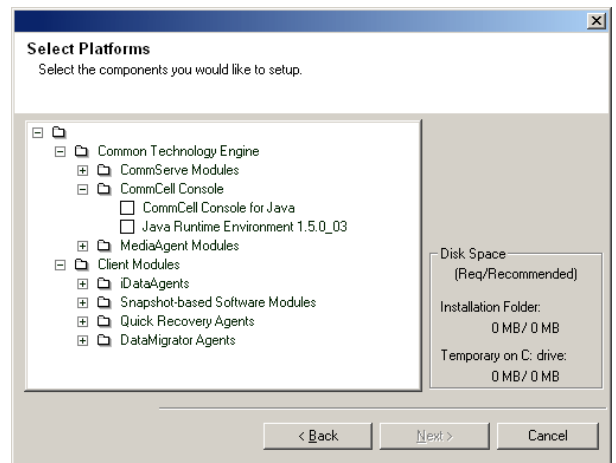
10. Select the platforms you want to install.
Click **Next** to continue.

NOTES

- The **CommNet Browser** must be installed on the CommNet Server if you want to use scheduled reports.

To install the CommNet Agent expand the Common Technology Engine folder, the CommServe Modules folder and select the following:

- CommNet Agent for CommCell

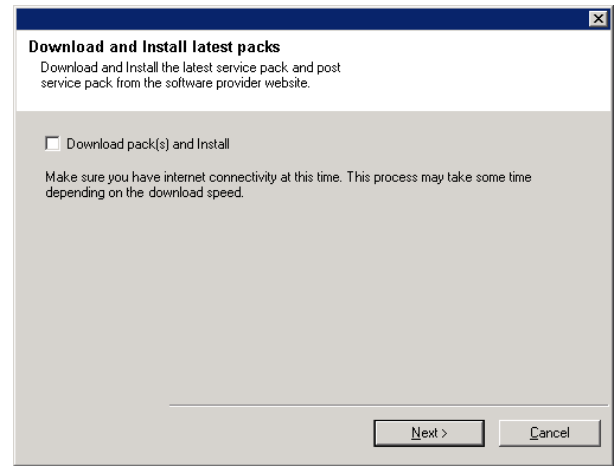


11. Select **Download Pack(s) and Install** to download and install the latest service packs and post packs from the software provider.

NOTES

- Internet connectivity is required to download updates.
- This step is applicable when installing on the first instance.
- Updates are downloaded to the following directory:
`<software installation>/Base/Temp/DownloadedPacks.`
 They are launched silently and installed automatically for the first instance.

Click **Next** to continue.



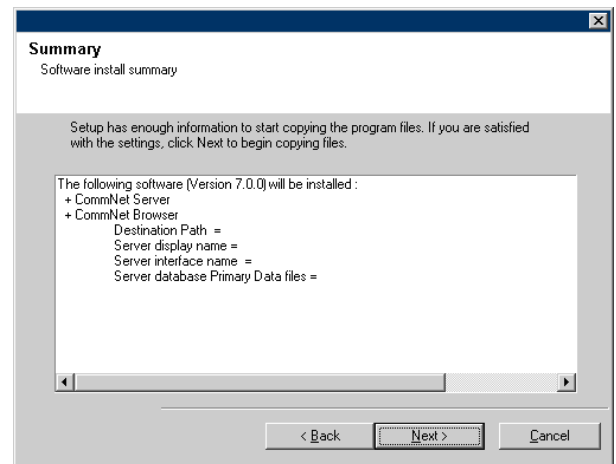
Verify Summary of Install Options

12. Verify the summary of selected components.

Click **Next** to continue.

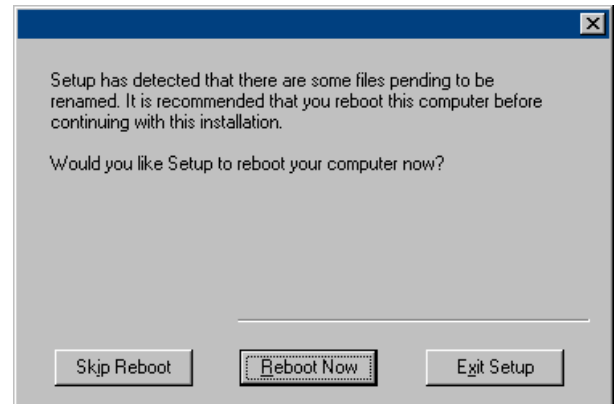
NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.



13. A System Reboot prompt may ask you to take one of the following actions:

- **Log Off** - This option will be displayed if the install program needs to assign any required security privileges to the user. If the Log off option is displayed, log off and login to the computer at this point. The install program will automatically continue after you login.
- **Reboot** - This option will be displayed if the install program finds any file required in use and needs to be replaced. If the Reboot option is displayed without the Skip Reboot option, reboot the computer at this point. The install program will automatically continue after the reboot.
- **Skip Reboot** - This option will be displayed if the install program finds any files belonging to other applications, that need to be replaced. As these files are not critical for the CommNet Server installation, you may skip the reboot and continue the installation and reboot the computer at a later time.
- The install program now starts copying the software to the computer. This step may take several minutes to complete.

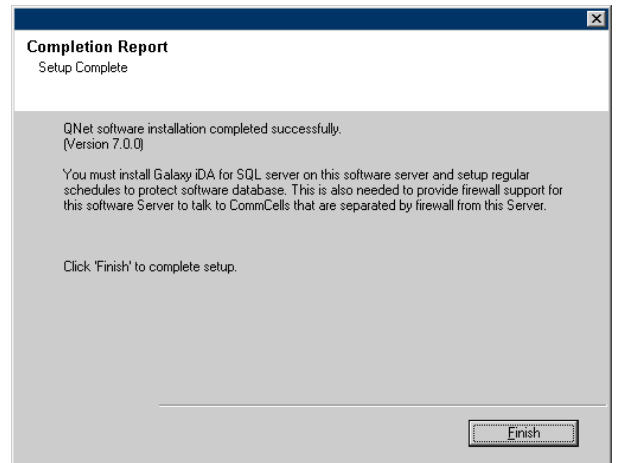


Setup Complete

14. Setup displays the successfully installed or upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Install Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.

Install the CommNet Agent - Clustered Environment - Virtual Server

Click on a link below to go to a specific section of the software installation:

- [Install Requirements](#)
 - [Install Checklist](#)
 - [Before You Begin](#)
 - [Install Procedure](#)
 - [Getting Started](#)
 - [Select Components for Installation](#)
 - [Verify Summary of Install Options](#)
 - [Install Remaining Cluster Nodes](#)
 - [Setup Complete](#)
 - [Post-Install Considerations](#)
-

Install Requirements

- Verify that no jobs are in progress or scheduled to occur while the software is being installed. If jobs are scheduled, either install the software at another time or disable all jobs in the CommCell using the Act Control tab from the CommServe Properties dialog box in the CommCell Console.
 - Ensure that latest service packs have been installed on the CommServe computer.
 - You have the appropriate [Software Installation Disc](#).
 - The computer satisfies the minimum requirements for the CommNet Agent provided in [System Requirements for CommNet Agent](#).
 - Verify hardware devices such as disk arrays are configured and confirm connectivity to all drives.
 - Installation or upgrade of the software on a cluster is not supported on a physical node.
-

Install Checklist

Collect the following information before installing the software. Use the space provided to record the information and retain this information in your Disaster Recovery binder.

1. Domain Administrator Account User and Password Information _____

See [Install Remaining Cluster Nodes](#) for more information.

Before You Begin

- Close all applications and disable any programs that run automatically, including anti-virus, screen savers, and system utilities. Some of the programs, including anti-virus software, may be running as a service. Stop and disable such services before you begin. You can re-enable them after the installation.
-

Install Procedure

Getting Started

1. Log on to the computer as the local Administrator or as a member of the local Administrators group on that computer. For clustered computers, log on as Domain

User with administrative privileges to all nodes in the cluster.

- Place the appropriate [Software Installation Disc](#) into the drive. After a few seconds, the installation menu is displayed.

If the installation menu does not display:

- Click the **Start** button on the Windows task bar, a then click **Run**.
- Browse to the installation disc drive, select **setup.exe**, click Open, then click **OK**.

- Select the desired language and click **Next** to continue.

- Select the option to install software.

- Select the option to install software on this computer.

NOTES

- The options that appear on this screen depend on the computer in which the software is being installed.

- From the Welcome screen, click **Next** to continue if no other applications are running.

- Read the virus scanning software warning.

Click **OK** to continue if virus scanning is disabled.

- Read and agree to the license agreement.

Select **I accept the terms in the license agreement** then click **Next** to **continue**.

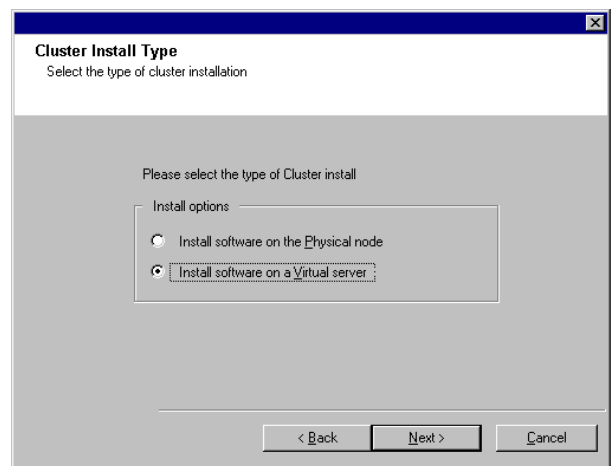
Select Components for Installation

- Select Virtual server installation.

To install or upgrade the software on a cluster, select **Install Calypso Monitor on a Virtual server** and click **next** to continue.

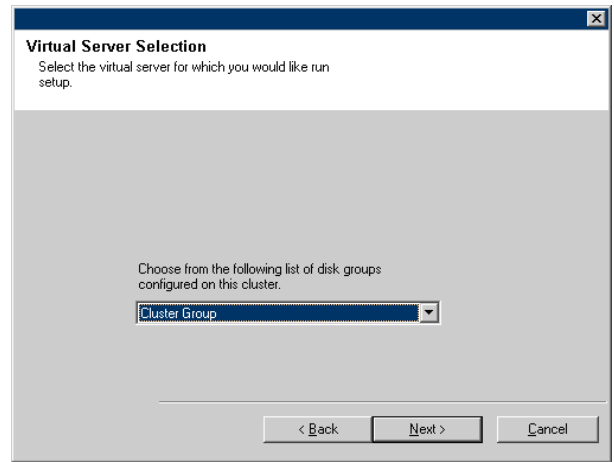
NOTES

- Installation or upgrade of the software on a cluster is not supported on a physical node.



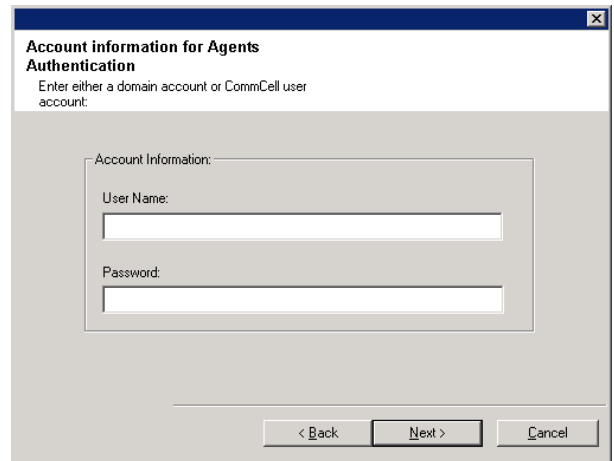
- Select the disk group to which you are installing the software.

Click **Next** to continue.



11. Enter the **username** and **password** information for an external domain user account or a CommCell user account. This authorizes the installation of an agent on the CommCell.

Click **Next** to continue.

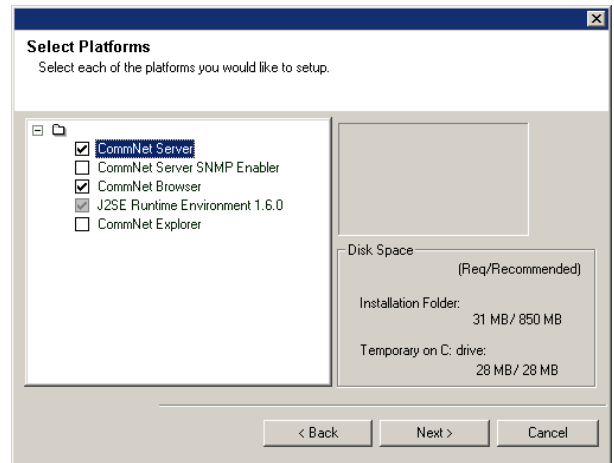


12. Select the platforms you want to install.

Click **Next** to continue.

NOTES

- The **CommNet Browser** must be installed on the CommNet Server if you want to use scheduled reports.



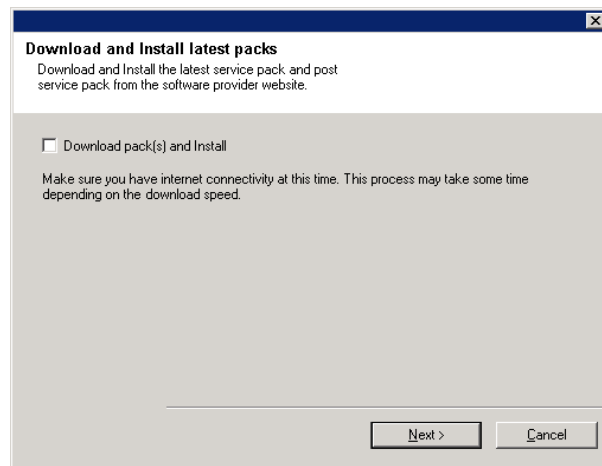
13. Select **Download Pack(s) and Install** to download and install the latest service packs and post packs from the software provider.

NOTES

- Internet connectivity is required to download updates.
- This step is applicable when installing on the first instance.
- Updates are downloaded to the following directory:
`<software installation>/Base/Temp/DownloadedPacks.`

They are launched silently and installed automatically for the first instance.

Click **Next** to continue.



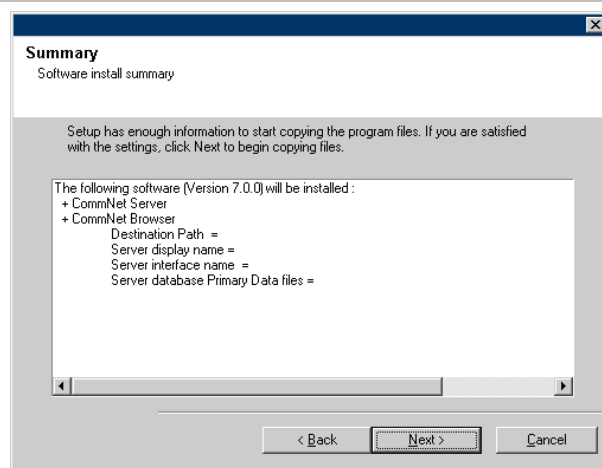
Verify Summary of Install Options

14. Verify the summary of selected components.

Click **Next** to continue.

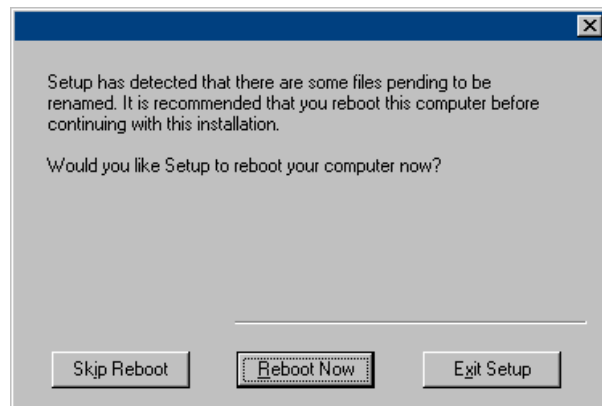
NOTES

- The Summary to the right may look different depending upon the components selected for install or upgrade.



15. A System Reboot prompt may ask you to take one of the following actions:

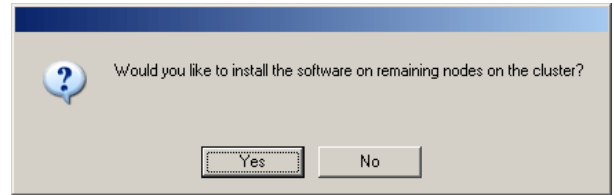
- **Log Off** - This option will be displayed if the install program needs to assign any required security privileges to the user. If the Log off option is displayed, log off and login to the computer at this point. The install program will automatically continue after you login.
- **Reboot** - This option will be displayed if the install program finds any file required in use and needs to be replaced. If the Reboot option is displayed without the Skip Reboot option, reboot the computer at this point. The install program will automatically continue after the reboot.
- **Skip Reboot** - This option will be displayed if the install program finds any files belonging to other applications, that need to be replaced. As these files are not critical for the CommNet Server installation, you may skip the reboot and continue the installation and reboot the computer at a later time.
- The install program now starts copying the software to the computer. This step may take several minutes to complete.



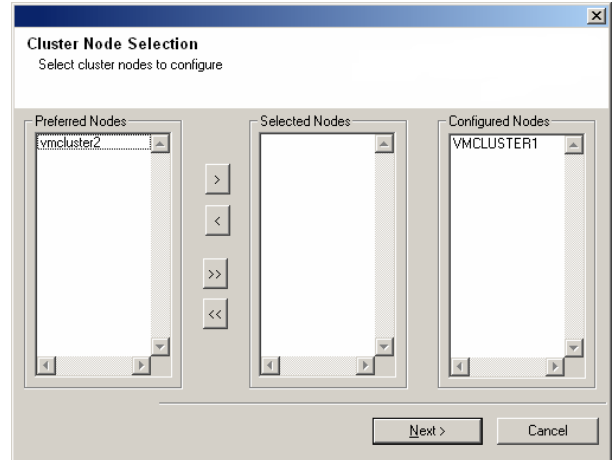
Install Remaining Cluster Nodes

16. To install the software on the remaining nodes of the cluster, click **Yes**.

To complete the install for this node only, click **No**.

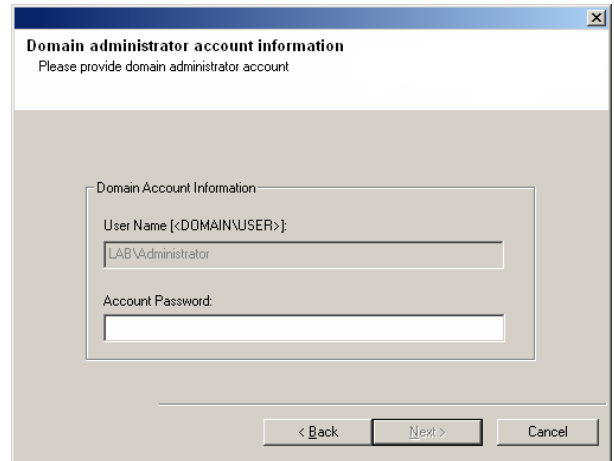


17. Select cluster nodes from the **Preferred Nodes** list and click the arrow button to move them to the **Selected Nodes** list. When you have completed your selections, click **Next** to continue.



18. Type the **User Name** and **Password** for the Domain Administrator account, so that the installer can perform the remote install of the cluster nodes you selected in the previous step.

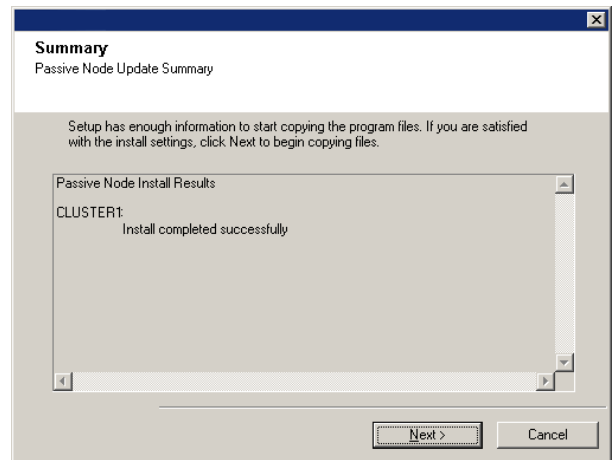
Click **Next** to continue.



Setup Complete

19. Verify that the passive nodes have been successfully installed or upgraded. If any nodes were unavailable during install/upgrade, or did not install/upgrade successfully, see [Manually install or upgrade a passive node](#).

Click **Next** to continue.

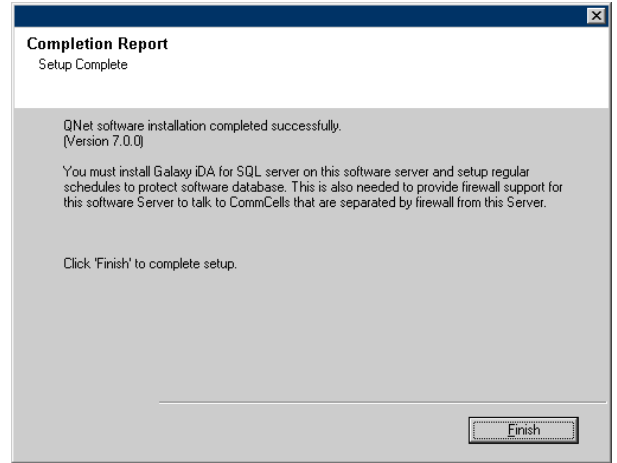


20. Setup displays the successfully installed or

upgraded software components. Click **Finish** to close the install program.

NOTES

- The screen to the right may look different depending upon the components selected for install or upgrade.



Post-Install Considerations

- Install post-release updates or Service Packs that may have been released after the release of the software.
-

Where to Go from Here

Once you have installed the software, you are ready to use the CommNet Browser to administer your CommNet domain. Before you view the summaries and reports you must first:

- Register Cells
- Configure Data Protection and Coverage Windows
- Set Up the Data Collection Policy

There are many other configuration options and additional features available to customize your CommNet environment. For an introduction to these topics, see *Getting Started - Where to go from Here*. For a detailed description of the complete set of features, see *Books Online*.