Systemwalker

Systemwalker Service Quality Coordinator

User's Guide
(Systemwalker User Management and Single Sign-On Edition)

Windows/Solaris/Linux

Preface

Purpose of this manual

This manual explains how to install and use the Systemwalker User Management and Systemwalker Single Sign-On functions when Systemwalker Service Quality Coordinator is to be used.

Target audience

This manual is intended for users who operate and manage Systemwalker Service Quality Coordinator using the Systemwalker Common User Management and Systemwalker Single Sign-On functions.

Readers of this manual should also have a general understanding of basic operating system and GUI operations, a working knowledge of communications protocols such as TCP/IP, as well as general knowledge of directory services such as Active Directory or LDAP.

Organization of Systemwalker Service Quality Coordinator manuals

The Systemwalker Service Quality Coordinator manuals are organized as follows:

- Systemwalker Service Quality Coordinator Technical Guide

  Provides an overview of the functions of Systemwalker Service Quality Coordinator.

- Systemwalker Service Quality Coordinator Installation Guide

  Explains how to install and set up Systemwalker Service Quality Coordinator.

- Systemwalker Service Quality Coordinator User's Guide

  Explains how to use the functions of Systemwalker Service Quality Coordinator.

- Systemwalker Service Quality Coordinator User's Guide (Console Edition)

  Explains how to use those functions related to console windows.

- Systemwalker Service Quality Coordinator User's Guide (Dashboard Edition)

  Explains how to use dashboard functions.

- Systemwalker Service Quality Coordinator Reference Guide

  Explains commands, data formats, messages and so on.

- Systemwalker Service Quality Coordinator Troubleshooting Guide

  Explains how to handle any problems that may occur.

- Systemwalker Service Quality Coordinator User's Guide (Website Management Functions Edition)

  Explains the Systemwalker Service Quality Coordinator functions that relate to analyzing Web usage and monitoring Web content tampering.

- Systemwalker Service Quality Coordinator User's Guide (Systemwalker User Management and Single Sign-On Edition)

  Explains how to install and use the Systemwalker User Management and Systemwalker Single Sign-On functions when Systemwalker Service Quality Coordinator is to be used.

- Systemwalker User's Guide - Systemwalker User Management and Single Sign-On

  Explains how to install the Systemwalker User Management function and the Systemwalker Single Sign-On function.

- Systemwalker Service Quality Coordinator Glossary

  This manual explains Systemwalker Service Quality Coordinator terminology.

Positioning of this document

This manual is common to the following Systemwalker Service Quality Coordinator products for Windows, Linux and Oracle Solaris:

- Systemwalker Service Quality Coordinator Enterprise Edition V15.0.1

- Systemwalker Service Quality Coordinator Standard Edition V15.0.1

Abbreviations

- The term "Windows Server 2012" refers to the following products:

    - Microsoft(R) Windows Server(R) 2012 Foundation

    - Microsoft(R) Windows Server(R) 2012 Standard

    - Microsoft(R) Windows Server(R) 2012 Datacenter

- The term "Windows Server 2008" refers to the following products:

    - Microsoft(R) Windows Server(R) 2008 R2 Foundation

    - Microsoft(R) Windows Server(R) 2008 R2 Standard

    - Microsoft(R) Windows Server(R) 2008 R2 Enterprise

    - Microsoft(R) Windows Server(R) 2008 R2 Datacenter

    - Microsoft(R) Windows Server(R) 2008 Foundation

    - Microsoft(R) Windows Server(R) 2008 Standard

    - Microsoft(R) Windows Server(R) 2008 Enterprise

    - Microsoft(R) Windows Server(R) 2008 Datacenter

    - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM)

    - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM)

    - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM)

    - Microsoft(R) Windows Server(R) 2008 Standard Server Core

    - Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Server Core

    - Microsoft(R) Windows Server(R) 2008 Enterprise Server Core

    - Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Server Core

    - Microsoft(R) Windows Server(R) 2008 Datacenter Server Core

    - Microsoft(R) Windows Server(R) 2008 Datacenter without Hyper-V(TM) Server Core

- The term "Windows Server 2003" refers to the following products:

    - Microsoft(R) Windows Server(R) 2003 R2, Standard Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Enterprise Edition

    - Microsoft(R) Windows Server(R) 2003 R2, Datacenter Edition

    - Microsoft(R) Windows Server(R) 2003, Standard Edition

    - Microsoft(R) Windows Server(R) 2003, Enterprise Edition

    - Microsoft(R) Windows Server(R) 2003, Datacenter Edition

- The term "Windows 8" refers to the following products:

    - Windows(R) 8

    - Windows(R) 8 Pro

    - Windows(R) 8 Enterprise

- The term "Windows 7" refers to the following products:

    - Windows(R) 7 Home Premium

    - Windows(R) 7 Professional

    - Windows(R) 7 Enterprise

    - Windows(R) 7 Ultimate

- The term "Windows Vista" refers to the following products:

    - Windows Vista(R) Home Basic

    - Windows Vista(R) Home Premium

    - Windows Vista(R) Business

    - Windows Vista(R) Enterprise

    - Windows Vista(R) Ultimate

- The term "Windows XP" refers to the following products:

    - Microsoft(R) Windows(R) XP Home Edition

    - Microsoft(R) Windows(R) XP Professional Edition

- Windows Server 2003 and Windows Server 2008 are referred to as "Windows Server 2008 and earlier".

- Windows Server 2008 and Windows Server 2012 are referred to as "Windows Server 2008 and later".

- Windows XP, Windows Vista, and Windows 7 are referred to as "Windows 7 and earlier".

- Windows Vista, Windows 7 and Windows 8 are referred to as "Windows Vista and later".

- Windows Server 2008 and earlier and Windows 7 and earlier are referred to as "Windows Server 2008/Windows 7 and earlier".

- Windows Server 2008 and later and Windows Vista and later are referred to as "Windows Server 2008/Windows Vista and later".

- Microsoft(R) SQL Server(TM) is abbreviated as "SQL Server".

- Microsoft(R) Cluster Server is abbreviated as "MSCS".

- Oracle Solaris might be described as Solaris, Solaris Operating System, or Solaris OS.

- Oracle Solaris zone might be described as Solaris container.

- Oracle WebLogic Server is abbreviated as "WebLogic Server".

- Oracle Database is abbreviated as "Oracle".

- Systemwalker Centric Manager is abbreviated as "Centric Manager".

- Systemwalker Resource Coordinator is abbreviated as "Resource Coordinator".

- Interstage Application Server is abbreviated as "Interstage".

- Symfoware Server is abbreviated as "Symfoware".

- VMware(R) ESX(R) is abbreviated as "VMware ESX" or "ESX".

- VMware(R) ESXi(TM) is abbreviated as "VMware ESXi" or "ESXi".

- VMware(R) vCenter(TM) is abbreviated as "VMware vCenter" or "vCenter".

- VMware vSphere(R) is abbreviated as "VMware vSphere".

- Versions of Systemwalker Service Quality Coordinator that operate under Windows are referred to as "Windows versions".

- Versions of Systemwalker Service Quality Coordinator that operate under Solaris are referred to as "Solaris versions".

- Versions of Systemwalker Service Quality Coordinator that operate under Linux are referred to as "Linux versions".

- Solaris and Linux versions of Systemwalker Service Quality Coordinator are referred to collectively as "UNIX versions".

- The term "Agent" is used to refer to articles common to both Agent for Server and Agent for Business.

Conventions used in this document

- Edition-specific information

This manual deals mainly with the Standard Edition and Enterprise Edition of Systemwalker Service Quality Coordinator. The following symbols appear in the title or text of an article to distinguish between the Standard Edition (standard specification) and the Enterprise Edition.

EE This indicates that the article relates specifically to Systemwalker Service Quality Coordinator Enterprise Edition.

SE This indicates that the article relates specifically to Systemwalker Service Quality Coordinator Standard Edition.

Also, Systemwalker Service Quality Coordinator Enterprise Edition referred to as "EE", and Systemwalker Service Quality Coordinator Standard Edition referred to as "SE".

- Information specific to Windows or UNIX versions

This document contains information common to both Windows versions and UNIX versions of Systemwalker Service Quality Coordinator. Information specific to only the Windows versions and information specific to only the UNIX versions are distinguished from common information by attaching the following symbols:

[Windows]

This indicates that the article relates specifically to Windows versions.

[UNIX]

This indicates that the article relates specifically to UNIX versions.

The symbols **[Solaris], [Linux], [AIX], and [HP-UX]** are used to distinguish Solaris, Linux, AIX, and HP-UX versions of Systemwalker Service Quality Coordinator.

If notice should be paid, the information is distinguished from common information by attaching the following symbols:

S This indicates that the article relates specifically to Solaris versions.

L This indicates that the article relates specifically to Linux versions.

Symbols

The symbols used with commands are explained below.

[Entry example]

[PARA={a |b |c |... }]

[Meaning of each symbol]

Symbol	Meaning
[]	Items enclosed in square brackets are optional.
{}	Select one of the items enclosed in braces ({ }).
__	When all optional items enclosed in square brackets ([ ]) are omitted, the default value indicated by an underscore (_) is used.
|	Select one of the items separated by vertical bars.
...	The item immediately before the ellipsis (...) can be repeatedly specified.

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- The company names, system names, product names and other proprietary names that appear in this document are not always accompanied by trademark symbols (TM or (R)).

This guide uses screenshots in accordance with Microsoft Corporation's guidelines.

Acknowledgement

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (http://www.openssl.org/)

January 2013

Contents

Chapter 1 Overview

This chapter outlines the functions of Systemwalker User Management and Systemwalker Single Sign-On.

Refer to the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details.

Systemwalker User Management

Using the Systemwalker User Management function it is now possible to centrally manage user information that previously had been managed separately by each Systemwalker product.

The Systemwalker User Management function uses the Systemwalker authentication repository as a directory that centrally manages user information for users of Systemwalker products. The Systemwalker authentication repository can be commonly used by Systemwalker Service Quality Coordinator and other Systemwalker products. Interstage Directory Service or Active Directory is used to build it. Refer to the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details.

When the Systemwalker User Management function is employed, user information that was traditionally managed by each Systemwalker product is now centrally managed, as shown in the diagram below:
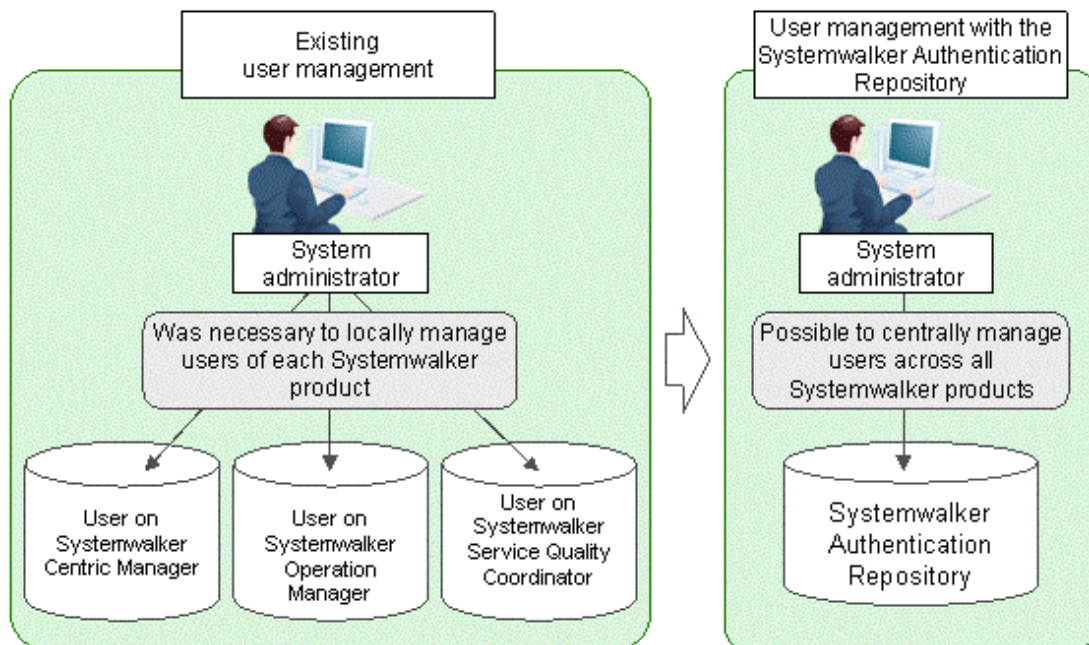
Using a Systemwalker user ID managed by the Systemwalker authentication repository, it is possible to display a summary window for the host by calling a Systemwalker Service Quality Coordinator console for the user directly from Systemwalker Centric Manager.
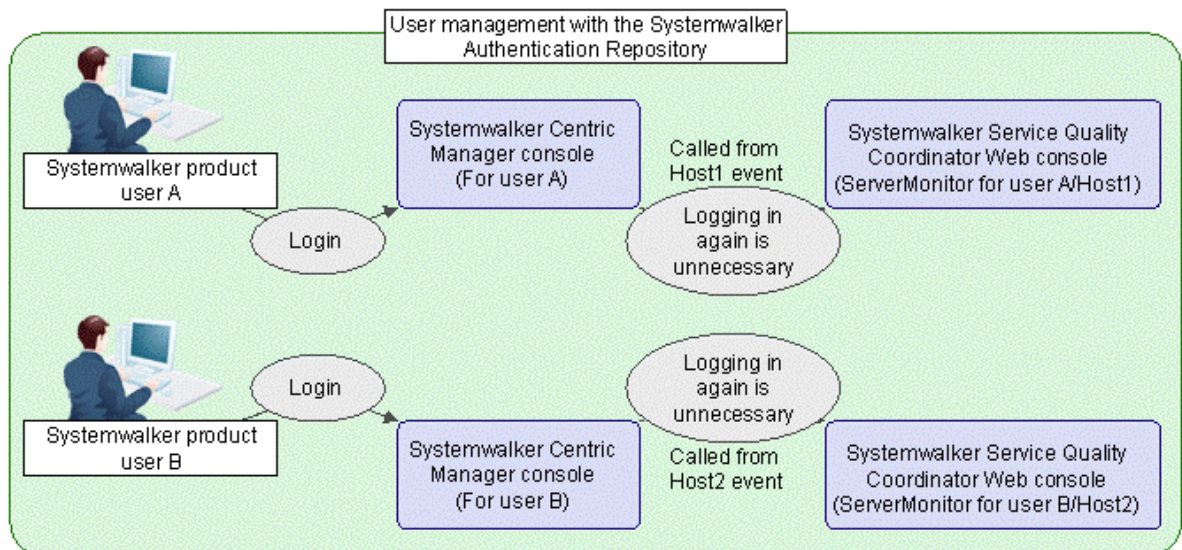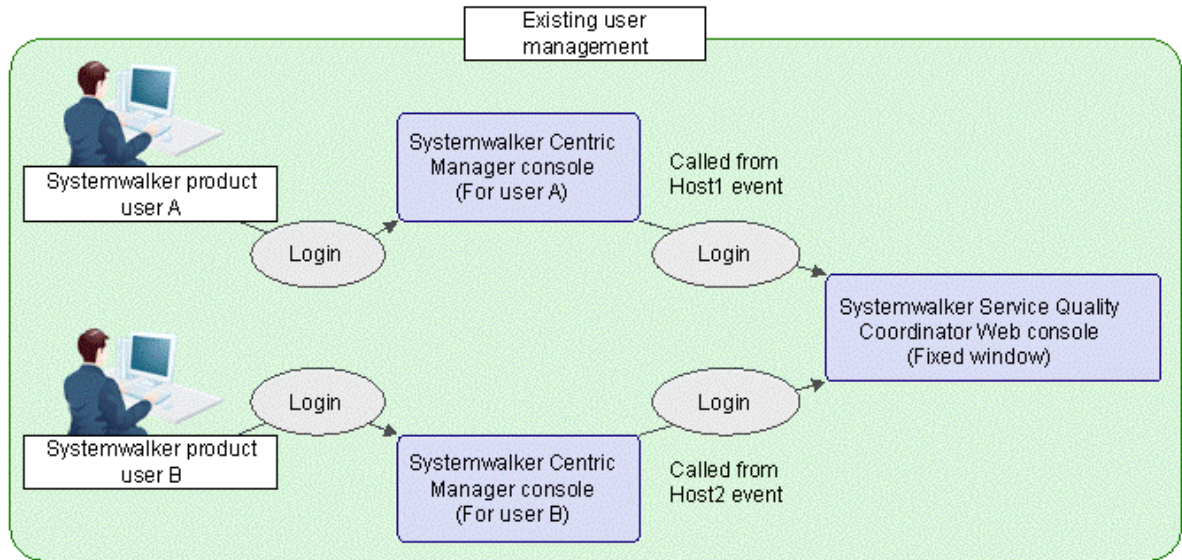
Systemwalker Single Sign-On

A system that uses Systemwalker User Management allows Systemwalker Single Sign-On between Systemwalker products. For example, after logging in to the Web console of Systemwalker Centric Manager, user ID and password input is not required when opening the Systemwalker Operation Manager and the Systemwalker Service Quality Coordinator Web windows, as shown in the diagram below:
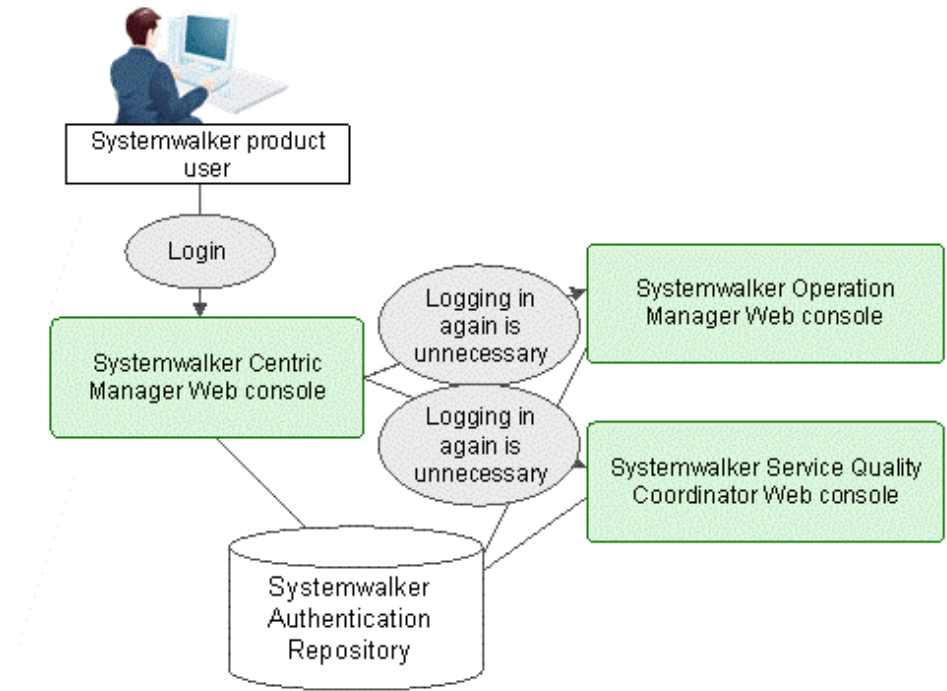
Chapter 2 Setting

This section explains some items to be aware of when using the Systemwalker User Management function and Systemwalker Single Sign-On function with the Systemwalker Service Quality Coordinator. This section also explains setup methods and describes the Management Console Definitions window's user interface.

2.1 Notes

This section explains some items to be aware of when using the Systemwalker Single Sign-On function.

Installing multiple Systemwalker products on the same server

When installing multiple Systemwalker products on the same server using the following operating systems, make sure you use combinations of products from the same group of products in order to enable use of the Systemwalker Single Sign-On function (Do not install products of 32bit version and 64bit version together on the same server).

- Operating System

    - Windows Server 2012

    - Windows Server 2008(x64)

    - Windows Server 2003 x64 Edition

- Product group 1

    - Systemwalker Centric Manager Enterprise Edition Media Pack V13 (13.4 or later)

    - Systemwalker Centric Manager Standard Edition Media Pack V13 (13.4 or later)

    - Systemwalker Operation Manager Enterprise Edition Media Pack V13 (13.4 or later)

    - Systemwalker Operation Manager Standard Edition Media Pack V13 (13.4 or later)

    - Systemwalker Service Quality Coordinator Enterprise Edition Media Pack V15 (*1)

    - Systemwalker Service Quality Coordinator Standard Edition Media Pack V15 (*1)

    *1:

    Specify x86 in the parameters specified when installing the Systemwalker Single Sign-On function with the Systemwalker Service Quality Coordinator.

- Product group 2

    - Systemwalker Centric Manager Enterprise Edition Media Pack (64bit) V13 (13.4 or later)

    - Systemwalker Centric Manager Standard Edition Media Pack (64bit) V13 (13.4 or later)

    - Systemwalker Operation Manager Enterprise Edition Media Pack (64bit) V13 (13.4 or later)

    - Systemwalker Operation Manager Standard Edition Media Pack (64bit) V13 (13.4 or later)

    - Systemwalker Service Quality Coordinator Enterprise Edition Media Pack (64bit) V15 (*2)

    - Systemwalker Service Quality Coordinator Standard Edition Media Pack (64bit) V15 (*2)

    *2:

    Specify x64 in the parameters specified when installing the Systemwalker Single Sign-On function with the Systemwalker Service Quality Coordinator.

If you have a system with both Systemwalker Centric Manager Enterprise Edition Media Pack V13 (13.4 or later) and Systemwalker Operation Manager Enterprise Edition Media Pack (64bit) V13 (13.4 or later) installed, you will be unable to use the Systemwalker Single Sign-On function.

About Web browser

When using Microsoft(R) Internet Explorer 10 as a Web browser, use Systemwalker Single Sign-On server that is included in Systemwalker Centric Manager, or use Interstage Application Server Standard-J Edition/Enterprise Edition V11.0.0 and later as the Systemwalker Single Sign-On server.

2.2 Setup Procedure

Use the following setup procedure when deploying the Systemwalker User Management function and Systemwalker Single Sign-On function together with the Systemwalker Service Quality Coordinator.
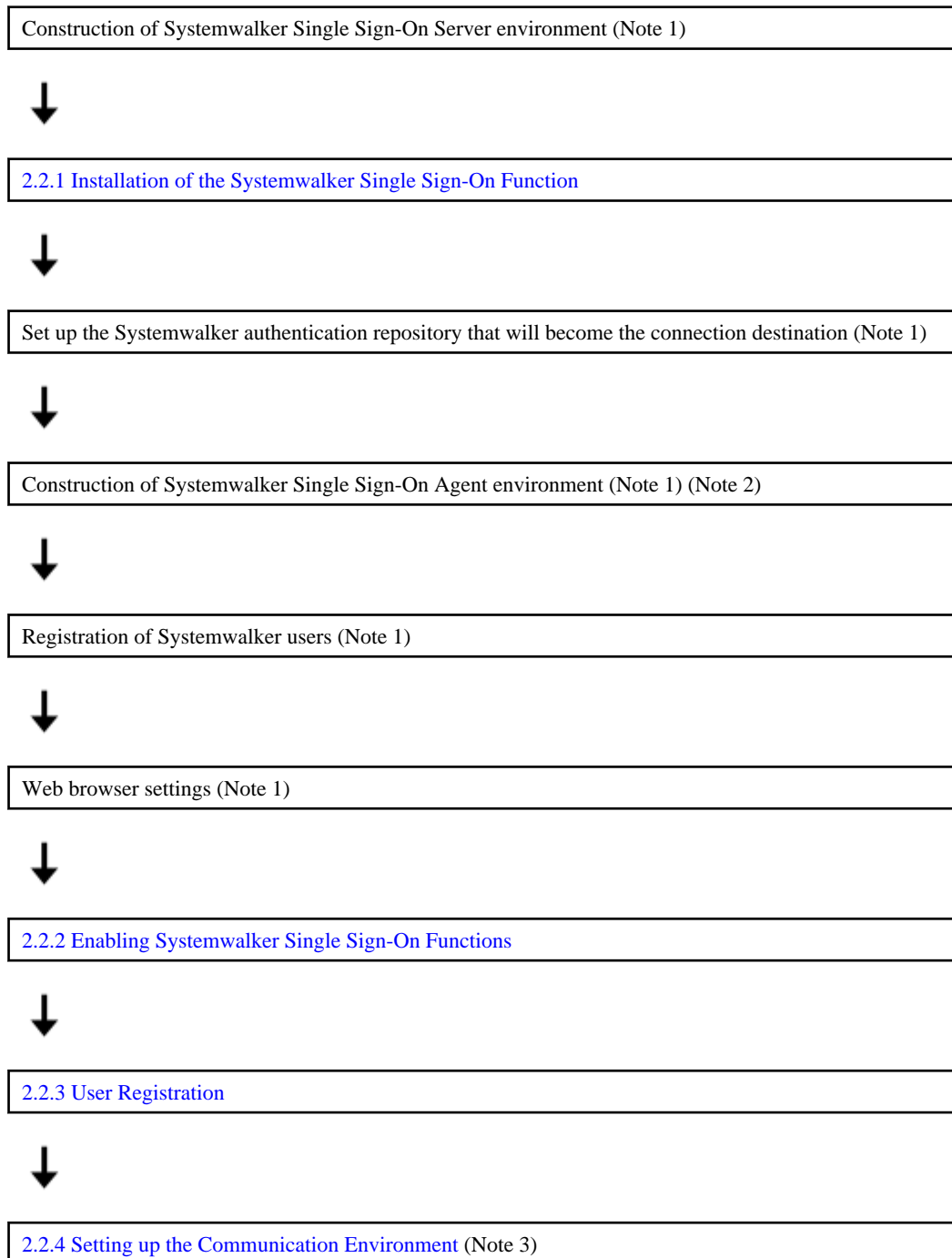
Construction of Systemwalker Single Sign-On Server environment (Note 1)

↓

2.2.1 Installation of the Systemwalker Single Sign-On Function

↓

Set up the Systemwalker authentication repository that will become the connection destination (Note 1)

↓

Construction of Systemwalker Single Sign-On Agent environment (Note 1) (Note 2)

↓

Registration of Systemwalker users (Note 1)

↓

Web browser settings (Note 1)

↓

2.2.2 Enabling Systemwalker Single Sign-On Functions

↓

2.2.3 User Registration

↓

2.2.4 Setting up the Communication Environment (Note 3)

Note 1: Refer to the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details.

Note 2: After setting up the Systemwalker Single Sign-On Agent, make settings in the following directory to enable access with full control to "NETWORK SERVICE":

   - %F4AM_INSTALL_PATH%\F4AMidmg\client

"%F4AM_INSTALL_PATH%" is an environment variable. Verify the path from the environment variable to make the settings.

Note 3: These settings are necessary to call the summary window of this product from Systemwalker Centric Manager.

2.2.1 Installation of the Systemwalker Single Sign-On Function

This section explains the installation of the Systemwalker Single Sign-On function under the Systemwalker Service Quality Coordinator.

1. Run the following commands in the Operation Management Client to enable installation and setup of the packages necessary to use the Systemwalker Single Sign-On function:

   ### P Point

   ....
   Do not run these commands if it is to coexist with the Systemwalker Centric Manager Operation Management Server, Section Management Server, Job Server, and Systemwalker Operation Manager Server.
   ....

   Privileges required for execution

   The Administrators group user privileges are required.

   Execution environment

   Execute this command on the Operation Management Client.

   Syntax

   - When Operation Management Client is installed on 32-bit version of Windows

<Installation directory>\bin\sqcSSOIDsetup.bat -s x86

   - When Operation Management Client is installed on 64-bit version of Windows

<Installation directory>\bin\sqcSSOIDsetup.bat -s x64

   ### Note

   ....
   If other products using Systemwalker Single Sign-On are installed in 32-bit compatibility mode on 64-bit version of Windows, run with the "-s x86" option.
   ....

   Return values

0 : Normal end

Other than 0: Abnormal end

Execution result/Output format

When installation and setup are successful:

```
F3FSSMEE Install start

Securecrypto Library R Install start

Systemwalker Auth IDM CL Install start

(Success) : sqcSSOIDsetup succeeded.
```

2.2.2 Enabling Systemwalker Single Sign-On Functions

To enable the Systemwalker Service Quality Coordinator Systemwalker Single Sign-On function refer to "5.1.1 sqcSetSSOID (Systemwalker Single Sign-On Function Setting Command)" and make settings for the Systemwalker Single Sign-On function using the "-s" option.

2.2.3 User Registration

This section explains how to register users of the Systemwalker Service Quality Coordinator management console and users of other consoles.

2.2.3.1 Registering users of the management console

Register users of the Systemwalker Service Quality Coordinator management console. Refer to " 5.1.1 sqcSetSSOID (Systemwalker Single Sign-On Function Setting Command)" for register users that have been registered as Systemwalker Common users using the "-s" and "-a" options.

After the first management console user has been registered, that user can then register further management console users in the Management Console Definitions window. Refer to "2.3.1 Management Console Definition " for details.

2.2.3.2 Registration of Console Users

Register users of the Systemwalker Service Quality Coordinator console.

Register and make settings for users that have been registered as Systemwalker Common users in the Operation Management Client.

Register all management console users also as console users.

Refer to "User Definitions Window" in the *User's Guide (Console Edition)* for details on how to register users and make settings.

2.2.4 Setting up the Communication Environment

Set up the communication environment when the summary window of this product is to be called directly from Systemwalker Centric Manager using the Systemwalker User Management function.

2.2.4.1 Creating virtual directories

Add the virtual directory (alias) "SSQCS".

Run the following commands in the Operation Management Client to add the "SSQCS" virtual directory alias.

Privileges required for execution

The Administrators group user privileges are required.

Syntax

```
<Installation directory>\bin\sqcSetIISreg. exe -e SSQCS -d <installation directory>\www
```

2.2.4.2 Handler mapping settings

Handler mapping settings are necessary if the version of Microsoft(R) Internet Information Service is 7.0 and later.

Refer to "Handler mapping settings" in the *Installation Guide* for details on the settings needed to replace "SSQC" with "SSQCS" as the virtual directory name.

2.2.4.3 Directory security settings

Perform the directory security settings for the "SSQCS" virtual directory created in "2.2.4.1 Creating virtual directories".

Refer to "Directory security settings" in the *Installation Guide* for details on the settings needed to replace "SSQC" with "SSQCS" as the virtual directory name.

2.2.5 Settings for Calling the Console Window from Systemwalker Centric Manager

There are two ways of calling the summary window directly from the Systemwalker Centric Manager using the Systemwalker Single Sign-On function:

- 2.2.5.1 When calling from a threshold violation event message

  A threshold violation event message will appear in the Systemwalker console if you have defined threshold monitoring and have set "Systemwalker Centric Manager message linkage" as an alarm action. By making these settings it is possible to check the status of basic system resources by displaying the ServerMonitor of the host in question from the threshold violation event message.

- 2.2.5.2 When calling from a node

  By making these settings it is possible to check the status of basic system resources by displaying the ServerMonitor of the host in question from the popup menu that is displayed when the node is right-clicked, if multiple events have occurred in a particular host being monitored by the Systemwalker console.

Make the following settings in the Systemwalker Centric Manager Operation Management Client:

2.2.5.1 When calling from a threshold violation event message

Adding Monitored Event Types

1. From the **Start** menu, select **All Programs** >> **Systemwalker Centric Manager** >> **Environment Setup** >> System **Monitor Setting** to open the **System Monitor Setting** window.

2. Click the **Define Server Environment** button to open the **Define Server Environment** window.

3. Select the **Advanced Settings** button to open the **Advanced Server Environment Definitions** window, then select the **Monitored Event Type** tab.

4. Click the **Add** button to open the **Monitored Event Type (Add)** window. Enter the name of the **Monitored Event Type** (e.g., SQC Threshold Monitoring) in Monitored Event Type, and click the **OK** button.

5. Click the **OK** buttons in the **Advanced Server Environment Definitions** window and the **Define Server Environment** window. If a window appears asking to restart the service, click the **Yes** button to enable the settings. If there are no more settings to be made in the **System Monitor Setting** window, click the **Close** button.

Refer to Systemwalker Centric Manager help for more about the **Monitored Event Type (Add)** window.

Registration of linking commands

1. Select the **View** - **Design Settings** menu in the **Systemwalker Console [Monitor]** to open the **Design Settings** window, then select the **Monitored Event Type Window** tab.

2. The added monitored event is displayed so select it and click the **Modify** button to open the **Customize** window.

3. For the "Normal" icon, click the **Browse** button, select "sqc_normal" in the **Select Icon** window, then click the **OK** button.

4. For the **Event Occurence** icon, click the **Browse** button, select "sqc_error" in the **Select Icon** window, then click the **OK** button.

5. Input any command name (for example: SQC) in the **Command Name**.

6. Input the following in **Command Line**, and click the **OK** button:

> mpbcmcallIE -u "http://<IP address of Operation Management Client or host name>:<port number>/ SSQCS/cgi-bin/Console.cgi?mode=monitor&type=Agent&name=%HOST&=Server" -p -h

7. Click the **OK** button in the **Design Settings** window.

Refer to Systemwalker Centric Manager help for more details about the **Customize** window.

Event monitoring conditions definition

1. From the **Start** menu, select **All Programs** >> **Systemwalker Centric Manager** >> **Environment Setup** >> **System Monitor Setting** to open the **System Monitor Setting** window.

2. Click the **Monitored Event Table** button to open the **Monitored Event Table** window.

3. Select the **Event - Add Event** menu to open the **Event and Action Definitions** window.

4. Click the **Advanced Settings** button in the **Event Definition** tab to open the **Event Definition (Advanced)** window.

5. To specify the threshold value monitoring message for the Systemwalker Service Quality Coordinator, make the settings in the **Specify Message** column (for example, set the Label Name to "SSQC"), then click the **OK** button.

6. Click the **Advanced Settings** button in the **Message Monitoring Action** tab to open the **Message Monitoring (Advanced)** window.

7. Select the **Monitored Event Type** radio button in **Monitored Event Type** and select the added monitored event type. Click the **OK** button.

8. Click the **OK** button in the **Event and Action Definitions** window to close it, then click the **Save** button in the **Monitored Event Table** window to save the changes to the definitions, then close the **Monitored Event Table** window. Use Simple Check Tool if necessary.
   If there are no more settings to be made in the **System Monitor Setting** window, click the **Close** button.

Refer to Systemwalker Centric Manager help for more about the Event Definition window.

Calling the Systemwalker Service Quality Coordinator Screen

1. In the **Monitored Event List** in the **Systemwalker Console [Monitor]** window, select the event that was specified above.

2. Perform one of the following:

   1. Select the command name (for example SQC) that was registered above in the **Tools** menu.

   2. Select the button that starts the linked product in the event tool bar.

   3. Right-click to display the pop-up menu and select the command name (for example SQC) that was registered above.

   4. Either right-click and select **Event Detail** that appears in the popup menu, or double-click the event to display the **Monitored Event Detail** window, then click the button that starts the linked product (the command name registered above (for example, SQC) is used).

3. The **ServerMonitor** for the host appears in the console window that is defined for the user that is logged into the Systemwalker console.

> 📓 **Note**
> ....
>
> - The user logged into Systemwalker Centric Manager must be defined in the Systemwalker Service Quality Coordinator **User Definitions** window and assigned a definition.
>
> - User information of the Systemwalker Centric Manager required to be managed by using Systemwalker User Management function.
>
> - The host where the event occurs that calls the Systemwalker Service Quality Coordinator window must be defined in the console that is assigned to the user.
>
> - The names of the Systemwalker Centric Manager host and the Systemwalker Service Quality Coordinator Agent must match.
>
> ....

2.2.5.2 When calling from a node

Operation Menu registration

1. In the **Systemwalker Console [Monitor]** window, select **Tools** >> **Operation Menu Registration** to open the **Add Operation Menu** window, then select the **Single System** tab.

2. Click the **Add** button to open the **Single System (Add)** window.

3. Input any name (for example: SQC) in **Menu Item**.

4. Input the following in **Command Line**, and click the **OK** button:

```
mpbcmcallIE -u "http://<IP address of Operation Management Client or host name>:<port number>/
SSQCS/cgi-bin/Console.cgi?mode=monitor&type=Agent&name=%HOST&monitor=ServerMonitor"
-p -h
```

5. Click the **OK** button in the **Add Operation Menu** window. Click the **OK** button in the window recommending restarting the monitoring window. Restart **Systemwalker Console [Monitor]** to enable the settings.

Refer to Systemwalker Centric Manager help for more about the **Add Operation Menu** window.

Calling the Systemwalker Service Quality Coordinator Screen

1. In the **Systemwalker Console [Monitor]** window, select the desired node.

2. Perform one of the following:

    1. In the **Tools** menu, click the menu (for example SQC) that was registered above, which appears as a sub-menu in **Custom Menu**.

    2. Right-click to display the **Tools** >> **Custom Menu** pop-up menu and select the sub-menu (for example SQC) that was registered above.

3. The **ServerMonitor** for the host appears in the console window defined for the user that is logged into the Systemwalker console.

> 📓 **Note**
> ....
>
> - The user logged into Systemwalker Centric Manager must be defined in the Systemwalker Service Quality Coordinator **User Definitions** window and assigned a definition.
>
> - User information of the Systemwalker Centric Manager required to be managed by using Systemwalker User Management function.
>
> - The node that calls the Systemwalker Service Quality Coordinator window must be defined in the console that is assigned to the user.

- The names of the Systemwalker Centric Manager host and the Systemwalker Service Quality Coordinator Agent must match.
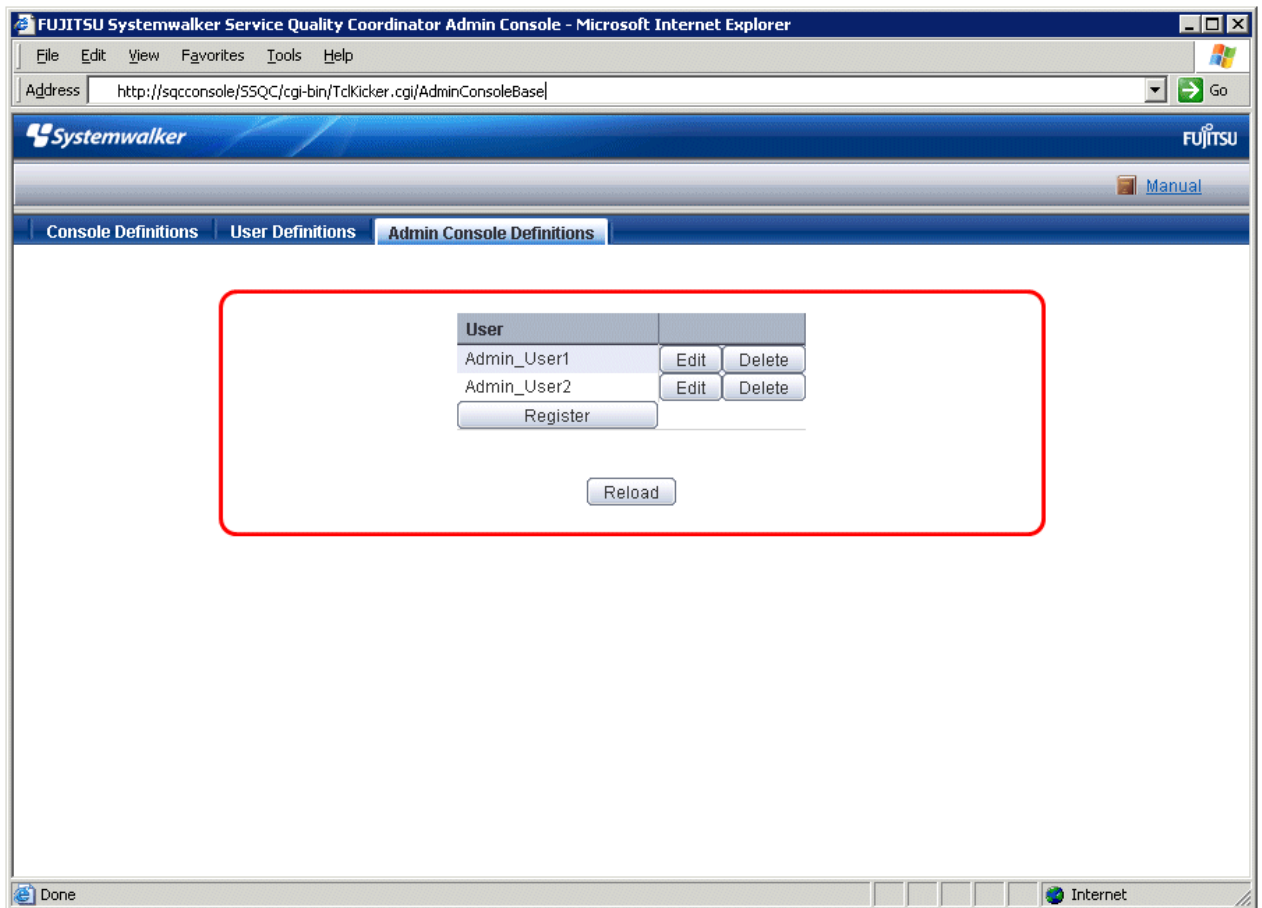
2.3 Management Console

2.3.1 Management Console Definition

This section explains the Management Console definition window.

Use the management console definitions window to create, adjust, and delete users who perform operations in the management console.

If the Systemwalker Single Sign-On function is enabled, then "Management Console definition" appears on the Management Console tab and the management console definitions window appears when you click this tab.
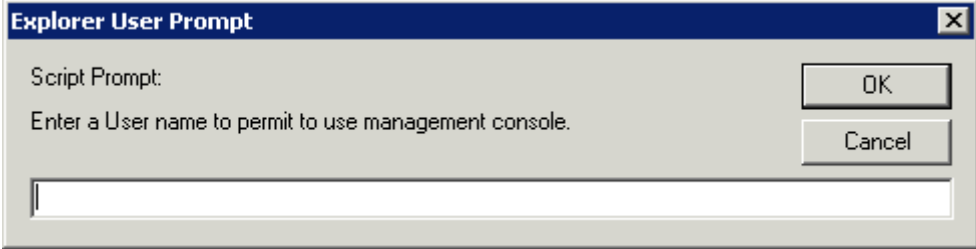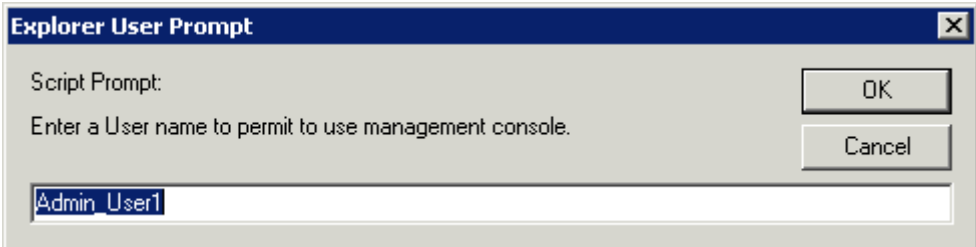
Window

Basic operations

The following buttons appear in the Management Console definitions window:

The following shows the operations for the buttons:

Button	Operation
Register	Registers a new user. Click the **Register** button to display a prompt. Enter the new user name and click the **OK** button.

Button	Operation

	Explorer User Prompt ☒
	
	Script Prompt: OK
	Enter a User name to permit to use management console. Cancel
	
	[ ]
	
	The following characters can be used for user names:
	
	  - Alphanumeric
	
	  - Symbols (Only "_", "-", and ".")
	
	User names are limited to 32 bytes in length.

Change	Change the selected user name.
	
	Click the **Change** button to display a prompt. Change the user name and click the OK button.
	
	Explorer User Prompt ☒
	
	Script Prompt: OK
	Enter a User name to permit to use management console. Cancel
	
	[Admin_User1]
	
	The following characters can be used for user names:
	
	  - Alphanumeric
	
	  - Symbols (Only "_", "-", and ".")
	
	User names are limited to 32 bytes in length.

Delete	Delete the selected user name.
Reload	The Management Console Definitions window is redisplayed with the latest information.

Chapter 3 Operation

This section describes operations when using the Systemwalker User Management function and Systemwalker Single Sign-On function with the Systemwalker Service Quality Coordinator.

3.1 User Management

This section explains how users are managed with the Systemwalker Service Quality Coordinator.

3.1.1 Adding Users

Execute the following procedures when adding a Systemwalker user and registering them as user of this product:

1. Adding a Systemwalker user
   Refer to "Adding Systemwalker Common Users" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* to add Systemwalker users.

2. Register as a user of this product

   - Registering users of the management console
     The management console user registers the Systemwalker user, who was added in step 1, in the **Management Console definition** window. Refer to "2.3.1 Management Console Definition" for details.

   - Registration of Console Users
     The management console user registers the Systemwalker user, who was added in step 1, in the **User Definitions** window. Register all management console users also as console users. Refer to "User Definitions Window" in the *User's Guide (Console Edition)* for details.

3.1.2 Changing User Information

- Refer to "Changing Systemwalker Common Users" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* if you need to change the following information about a Systemwalker user:

  - Password

  - Organization name

  - Group name

- When changing the following information about a user that has been registered as a Systemwalker user in the Operation Management Client, the changes are made by a management console user in the User Definitions window. Refer to "User Definitions Window" in the *User's Guide (Console Edition)* for details.

  - Management Console definition used

3.1.3 Deleting Users

- Refer to "Deleting Systemwalker Common Users" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details on how to delete a Systemwalker user.

- When deleting a management console user, a management console user deletes them in the **Management Console definition** window. Refer to "2.3.1 Management Console Definition" for details.

- When deleting a console user, a management console user deletes them in the User Definitions window. When a management console user is deleted, also delete that user in the User Definitions window. Refer to "User Definitions Window" in the *User's Guide (Console Edition)* for details.

3.2 Backup and Restoration

Refer to "Backup and Restoration" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* if you need to backup or restore the system using the Systemwalker User Management function and Systemwalker Single Sign-On function.

3.3 Changing the Operating Environment

Refer to "Changing the Operating Environment" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* if you need to change the operating environment of the system using the Systemwalker User Management function and Systemwalker Single Sign-On function.

3.4 Operation when the Systemwalker Single Sign-On Server is Stopped

It will be necessary to temporary suspend single sign-on operation if the Systemwalker Single Sign-On Server becomes unusable for some reason (e.g., the server stopping due to a fault or failure, server stopped for regular maintenance)

Refer to "What to Do If the Systemwalker Single Sign-On Server Has Stopped" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details.

3.5 Operation when the Systemwalker Authentication Repository is Stopped

Operation using the Systemwalker User Management function and Systemwalker Single Sign-On function will not be possible if the Systemwalker Authentication Repository becomes unusable for some reason.

If this occurs, perform the following steps to disable the settings of the connection destination repository and the Systemwalker Single Sign-On function of this product.

1. Disabling the Systemwalker Authentication Repository settings
   Refer to Section 4.6, "What to Do If the Systemwalker Authentication Repository Has Stopped" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* to disable the settings of the Systemwalker Authentication Repository.

2. Disabling Systemwalker Single Sign-On Functions
   Disable the Systemwalker Service Quality Coordinator Systemwalker Single Sign-On function.
   Refer to "5.1.1 sqcSetSSOID (Systemwalker Single Sign-On Function Setting Command)" for information on the Systemwalker Single Sign-On function settings.

Chapter 4 Cancelling Settings

This chapter describes how to cancel settings when using the Systemwalker User Management function and Systemwalker Single Sign-On function with the Systemwalker Service Quality Coordinator.

Deleting the Systemwalker User Management and Systemwalker Single Sign-On Agent functions (Note 1)

$\downarrow$

4.1 Cancelling Systemwalker Single Sign-On Function Settings

$\downarrow$

4.2 Uninstalling the Systemwalker Single Sign-On Function

$\downarrow$

4.3 Deleting the Virtual Directory

Note 1: Refer to "Uninstallation" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for details.

4.1 Cancelling Systemwalker Single Sign-On Function Settings

This section describes how to cancel the Systemwalker Single Sign-On function settings.

Refer to "5.1.1 sqcSetSSOID (Systemwalker Single Sign-On Function Setting Command)" and cancel the Systemwalker Single Sign-On function settings using the "-u" option.

4.2 Uninstalling the Systemwalker Single Sign-On Function

This section explains how to uninstall the Systemwalker Single Sign-On function.

Run the following commands in the Operation Management Client to uninstall and cancel the setup of the Systemwalker Single Sign-On function.

Privileges required for execution

The Administrators group user privileges are required.

Execution environment

Execute this command on the Operation Management Client.

Syntax

<Installation directory>\bin\sqcSSOIDsetup.bat -u

Return values

0: Normal end

Other than 0: Abnormal end

Execution result/Output format

When uninstallation and setup are successful:

```
Systemwalker Auth IDM CL Uninstall start

Securecrypto Library R Uninstall start

F3FSSMEE Uninstall start

(Success) : sqcSSOIDsetup succeeded.
```

P Point

If another product is using Systemwalker Single Sign-On, then the package will not be uninstalled even if you run these commands.

4.3 Deleting the Virtual Directory

If you have created an "SSQCS" virtual directory (alias), delete it from the Microsoft(R) Internet Information Service settings window (Internet Information Service (IIS) Manager).

Chapter 5 Reference

5.1 Command Reference

This section explains the commands provided by the Systemwalker Service Quality Coordinator when using the Systemwalker Authentication Repository and Single Sign-On functions.

5.1.1 sqcSetSSOID (Systemwalker Single Sign-On Function Setting Command)

This section explains sqcSetSSOID (Systemwalker Single Sign-On function setting command).

Privileges required for execution

The Administrators group user privileges are required.

Execution environment

Execute this command on the Operation Management Client.

Syntax

<Installation directory>\bin\sqcSetSSOID.exe	{ -s [-a <User ID>]	-u	-d }

Function explanation

Make and cancel settings for the Systemwalker Single Sign-On function in the Operation Management Client. Also add and delete management console users.

When these settings are made, the management console definitions tab appears in the Admin Console. When these settings are cancelled, the management console definitions tab ceases to appear.

Options

-s

Use to make settings for the Systemwalker Single Sign-On function. If used by itself, it enables the Systemwalker Single Sign-On function. This option cannot be set at the same time that -u and -d are set.

-a <User ID>

Use to add management console users when the Systemwalker Single Sign-On function is used. When this option is set, option -s must also be set. This option may be omitted.

The following shows the characters and the number of bytes that can be used for user IDs:

- 1 to 32 bytes

- Alphanumeric and symbols (Only "_", "-", and ".")

-u

Disables the Systemwalker Single Sign-On function. This option cannot be set at the same time that -s and -d are set.

-d

Displays the enabled or disabled status of the Systemwalker Single Sign-On function. This option cannot be set at the same time that -s and -u are set.

Return values

0: Normal end

Other than 0: Abnormal end

Example of use

Set the Systemwalker Single Sign-On function

```
>sqcSetSSOID.exe -s
```

Add a management console user

```
>sqcSetSSOID.exe -s -a user1
```

Cancel Systemwalker Single Sign-On function settings

```
>sqcSetSSOID.exe -u
```

Display the setting status of the Systemwalker Single Sign-On function

```
>sqcSetSSOID.exe -d
```

Execution Result/Output Format

When setting or cancelling of the Systemwalker Single Sign-On function is successful:

```
(Success) : sqcSetSSOID succeeded.
```

If the wrong option was specified:

```
Usage : sqcSetSSOID.exe { -s [ -a <UserID> ] | -u | -d }
```

The setting status display of the Systemwalker Single Sign-On function when the setting is "set":

```
SSO/ID : Set
```

The setting status display of the Systemwalker Single Sign-On function when the setting is cancelled:

```
SSO/ID : Unset
```

5.2 Messages

This section explains messages output by the Systemwalker Service Quality Coordinator when using the Systemwalker Authentication Repository and Single Sign-On functions.

The following message is displayed after 'The error occurred in "CheckSSOID".' appears:

It failed in loading of SSO/ID DLL.

Message explanation

Access was made to the Systemwalker Service Quality Coordinator window where Systemwalker Single Sign-On function is enabled and the Systemwalker Single Sign-On function is not installed.

Action

Refer to "2.2.1 Installation of the Systemwalker Single Sign-On Function" to install the Systemwalker Single Sign-On function.

Your user account does not have the required permission.

Message explanation

The Systemwalker Service Quality Coordinator window has been accessed under one of the following conditions:

1. Systemwalker Single Sign-On Aent settings have not been made correctly.

2. The user does not have management console user privileges.

3. The user that initiated a direct call is not registered as a console user, or,
   when a console is called from Systemwalker Centric Manager, the user logged into Systemwalker Centric Manager is not registered as a console user.

Action

1. Refer to "Setting up the Systemwalker Single Sign-On Agent" in the *Systemwalker User's Guide - Systemwalker User Management and Single Sign-On* for information on the correct settings for the Systemwalker Single Sign-On Agent.

2. Refer to "2.2.3.1 Registering users of the management console" to register the user as a management console user.

3. Refer to "2.2.3.2 Registration of Console Users" to register the user as a console user.