

FUJITSU Software Systemwalker Service Catalog Manager V15.3

A decorative horizontal band with a red-to-dark-red gradient, featuring abstract, glowing white and red lines that swirl and intersect, creating a sense of motion and technology.

Installation Guide

Windows/Linux

B1WS-1054-04ENZ0(00)
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Preface

Purpose of This Document

This document explains the installation and setup procedure of Systemwalker Service Catalog Manager V15.3.

The purpose of this manual is as follows:

- To learn to be able to install Systemwalker Service Catalog Manager.
- To learn to be able to set up Systemwalker Service Catalog Manager.

Intended Readers

This document is intended for people who install and set up Systemwalker Service Catalog Manager.

This document assumes that readers already have the following knowledge:

- Basic knowledge of the operating system being used.

Structure of This Document

This document is structured as follows:

[Chapter 1 Configuration](#)

Explains the Configuration

[Chapter 2 Installation](#)

Explains the installation.

[Chapter 3 Setup](#)

Explains the setup.

[Chapter 4 Setup \(Distributed Database Configuration\)](#)

Explains how to set up in a distributed database configuration.

[Chapter 5 Unsetup](#)

Explains the unsetup.

[Chapter 6 Unsetup \(Distributed Database Configuration\)](#)

Explains the unsetup for a distributed database configuration.

[Chapter 7 Uninstallation](#)

Explains the uninstallation.

[Chapter 8 Modifying Installation Environment](#)

Explains how to modify the installation environment.

[Chapter 9 Operations](#)

Explains how to start and stop Systemwalker Service Catalog Manager.

[Appendix A Operation Environment](#)

Explains operation environment of Systemwalker Service Catalog Manager.

[Appendix B Port Number](#)

Explains the port numbers used by Systemwalker Service Catalog Manager.

[Appendix C Uninstall \(middleware\)](#)

Explains the Uninstall (middleware).

Conventions Used in This Document

The following names and symbols are used for explanation in the manuals.

- Product name

The manuals refer to Systemwalker Service Catalog Manager V15 as "Systemwalker Service Catalog Manager", omitting "V15".

- Manual name

- The manual sometimes refers to themselves as "this document".
- The titles of the manuals for this product are sometimes abbreviated to "Installation Guide" or "Operator's Guide" for example, omitting "Systemwalker Service Catalog Manager V15" in front of the manual name.

- Operating system specific information

This document provides the information about server operating systems using this product that is common to both the Windows version and the Linux version. Read only the information that is relevant to the operating system for the server that is being used.

Information that is only relevant to particular operating systems is distinguished from common information by attaching the following symbols:

- **Headline [Windows]**

The entire description of the title and sub-header is a topic specific to the [Windows] edition.

- **Headline [Linux]**

The entire description of the title and sub-header is a topic specific to the Linux edition.

If the description differs between the Windows and Linux editions, each description is distinguished by adding words "For Windows system, ..." and "For Linux system, ..." and explained separately.

- Symbols

- [] symbols

Window names, menu names and window item names provided by Systemwalker Service Catalog Manager are surrounded by these symbols.

- Symbols used in command

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.

- Symbols used in the manual

The following note types are used in the manuals:



Note

.....
 This note type highlights particularly important points.

Point

This note type highlights information that is worth remembering.

Information

This note type indicates additional reference information.

See

This note type indicates references to other sources.

- Notations of Operating Systems

This document abbreviates Operating systems as follows.

Official name	Abbreviation	
Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise	Windows 2008	Windows
Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Datacenter	Windows 2012	
Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Datacenter	Windows 2012 R2	
Red Hat Enterprise Linux 6 (for Intel64) Red Hat Enterprise Linux 6 (for x86) Red Hat Enterprise Linux 5 (for Intel64) Red Hat Enterprise Linux 5 (for x86)	Linux	

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Chapter 1 Configuration

This chapter explains the configuration of Systemwalker Service Catalog Manager.

1.1 Standalone Configuration and Distributed Database Configuration

In the server feature of Systemwalker Service Catalog Manager, main feature (application server feature) running on Java EE execution environment and database server feature are included.

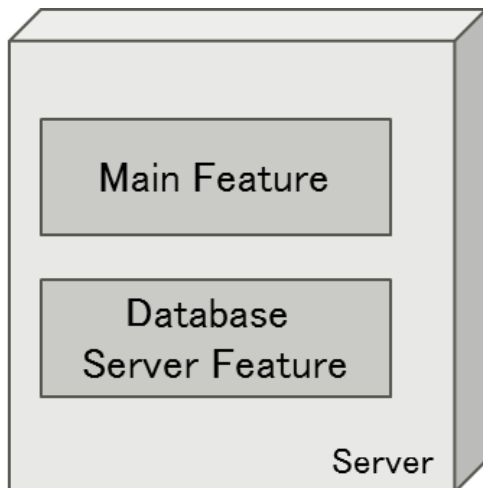
Main feature and database server feature are available to run on the same server, and also available to run on the different server.

The configuration is called as “standalone configuration” where the two features run on the same server, and the other configuration is called as “distributed database configuration” where they run on the different servers

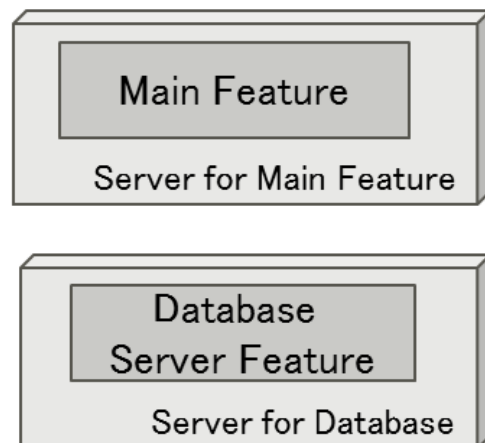


Note

In case that ServerView Resource Orchestrator (ROR) integration feature would be used, which is provided by Systemwalker Service Catalog Manager, setup with Systemwalker Service Catalog Manager with a standalone configuration.



Standalone Configuration



Distributed Database Configuration

1.1.1 Install and Setup for Standalone Configuration

A flow of installation for standalone configuration is explained below.

1. Install Systemwalker Service Catalog Manager. Refer to “[Chapter 2 Installation](#)” for how to install.
2. Setup Systemwalker Service Catalog Manager. Refer to “[Chapter 3 Setup](#)” for how to setup.

1.1.2 Install and Setup for Distributed Database Configuration

A flow of installation for distributed database configuration is explained below.

1. Install Systemwalker Service Catalog Manager to the server for database. Refer to “[Chapter 2 Installation](#)” for how to install.
2. Setup database server feature to the server for database. Refer to “[4.1 Setup the Database Server Feature](#)” for how to setup.
3. Install Systemwalker Service Catalog Manager to the server for application. Refer to “[Chapter 2 Installation](#)” for how to install.

4. Setup application server feature to the server for database. Refer to “[4.2 Setup the Application Server Feature](#)” for how to setup.

Chapter 2 Installation

This chapter explains how to install software on the server.



The procedure described in this chapter requires the administrative privileges to execute.

2.1 Installation on Server

This section explains how to install software on the Server.

2.1.1 Pre-installation Tasks

The following tasks must be performed before installing software on the server.

Confirm the installation requirements

Refer to “[Appendix A Operation Environment](#)” and confirm that the installation environment meets the installation requirements.

Check Port Numbers

This product uses port numbers shown in “[B.1 Port Number List](#)”. Installation will fail if some port numbers are already used.

Make sure that the port numbers are not used before installation.

You can use operating system’s netstat command to check whether the port numbers are used. Refer to the command help or the manuals on how to use netstat.

Follow the steps below to install and setup the software if the port numbers are already used.

1. Stop the applications or services that are using the ports.
2. Install and setup the software.
3. Modifying port number of this product.
4. Restart the applications or services that were using the ports.

Check Firewall Function

If this product is to be installed in the environment where firewall function is used, it is necessary to set required communication (ports) be allowed in the firewall. Refer to “[B.1 Port Number List](#)” for the information on the required ports and set “port numbers on which the connections from external servers to be accepted” for each server. Refer to OS manuals for the information on how to set required communication (port) be allowed in the firewall.

Confirm parameters

The following values are set during installation. Confirm the values in advance.

- Installation folder

Setting the SMTP server

Systemwalker Service Catalog Manager requires the E-mail function. Prepare the SMTP server where E-mail can be used.

[Windows 2012] [Windows 2012 R2] Confirm .NET Framework 3.5

This product uses .NET Framework 3.5 (includes .NET 2.0 and 3.0). Make sure that .NET Framework 3.5 (includes .NET 2.0 and 3.0) is installed from following list before installation.

- Server Manager, <target server >, ROLES AND FEATURES

If .Net Framework 3.5 is not installed, install by using “Add Roles and Features Wizard” or DISM. When installing by using DISM, open a Windows PowerShell with administrator rights and execute following command.

- If the server has access to Windows Update, or if a default source file location has already been configured in Group Policy, execute the following command.

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All
```

- If the server has access to install media of OS and the install media is located on drive, execute the following command.

```
DISM /Online /Enable-Feature /FeatureName:NetFx3 /All /LimitAccess /Source:d:\sources\sxs
```

2.1.2 Installation Flow

A flow of installation is explained below.

There is one Systemwalker Service Catalog Manager installation DVD.

Insert DVD and execute the install command. The following settings [Windows] will be displayed one by one. Set the items required on each window

1. Select functions
2. Select installation destination
3. Confirms the installation settings

2.1.3 Installation [Windows]

This section explains the installation procedure when the server runs Windows.

Execute installation

1. Log in as the administrator.

Login as the administrator to the server on which Systemwalker Service Catalog Manager is being installed.

2. Insert the DVD-ROM to the DVD-ROM device.

Insert the DVD-ROM entitled "Systemwalker Service Catalog Manager V15 Media pack (15.3) Disc No. 1/1" to the DVD-ROM device.

3. The function selection window will be displayed.

The installer will be started automatically to display the function selection window. Execute swsetup.exe to start the installer in case it does not start automatically.

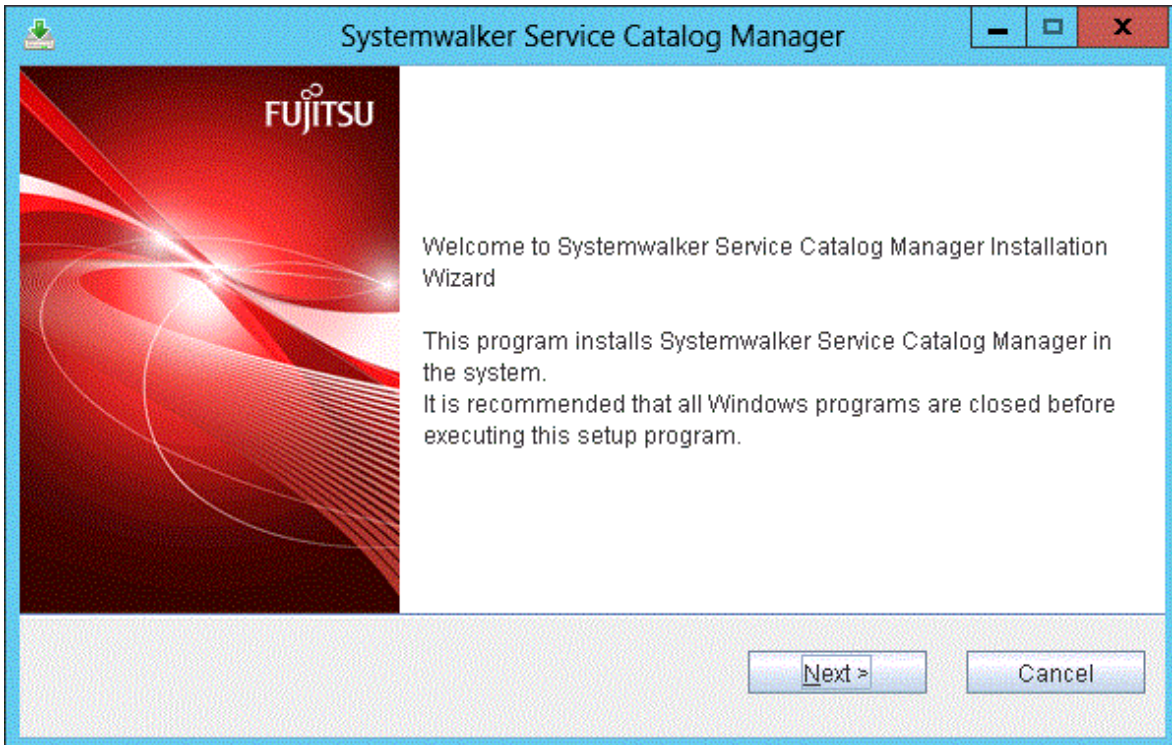
Select [Install on server].



4. The Installation Wizard window will be displayed.

To continue installation, click the [Next] button.

To terminate installation, click the [Cancel] button.

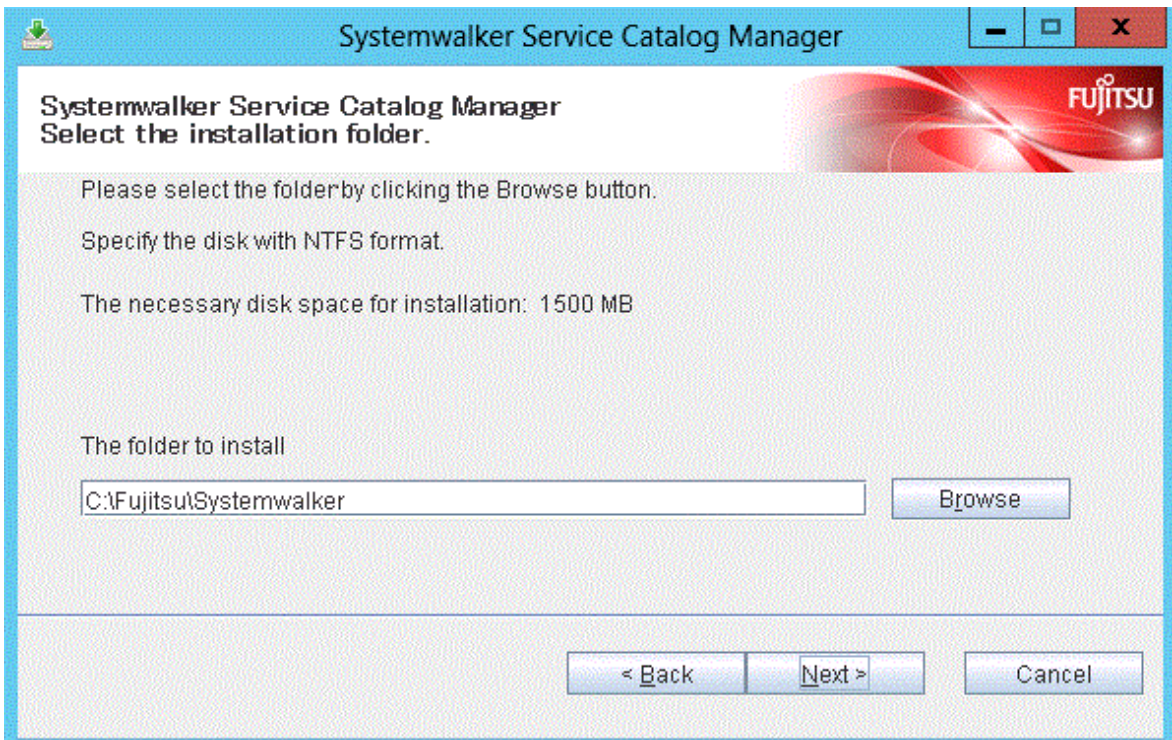


5. Specify the installation folder.

To install on the folder displayed, click the [Next] button.

To change the installation folder, click the [Browse] button and select the installation folder. Then, click the [Next] button.

To terminate installation, click the [Cancel] button. To go back to the previous window, click the [Back] button.



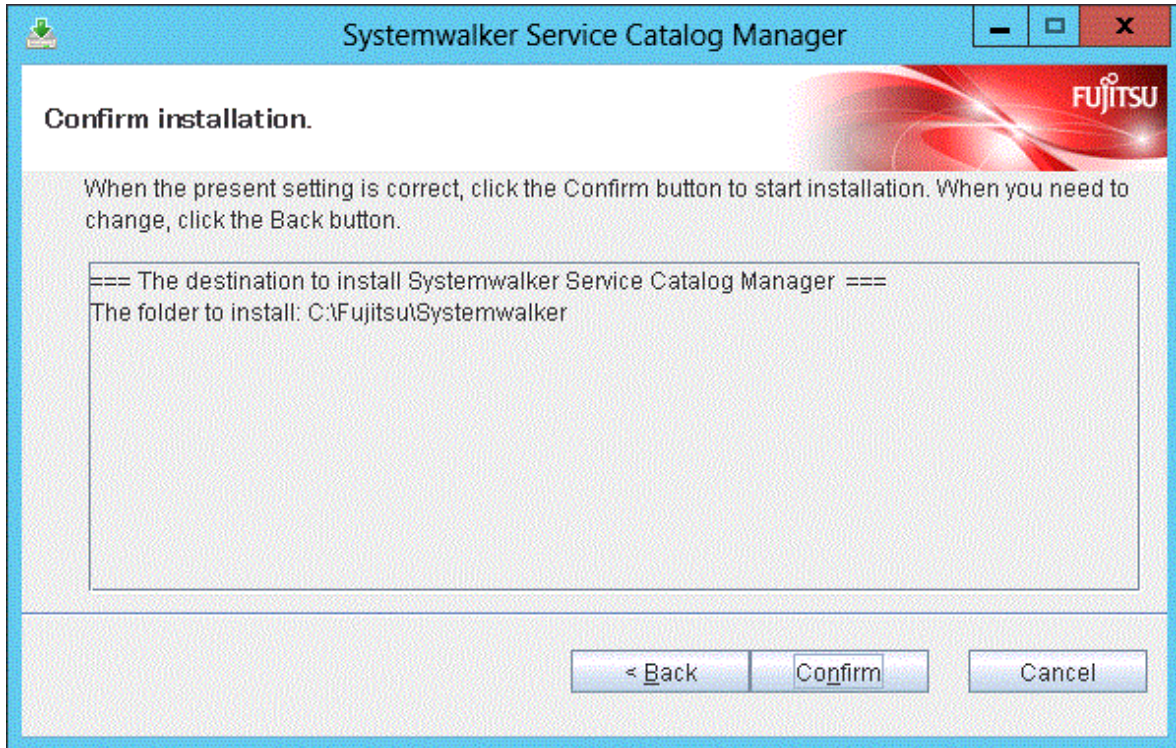
The installation folder entered must be alphanumeric character, colon(:), underscore(_), minus(-) and backslash(\) within 25 characters.

Space characters cannot be specified.

6. Confirm the installation settings

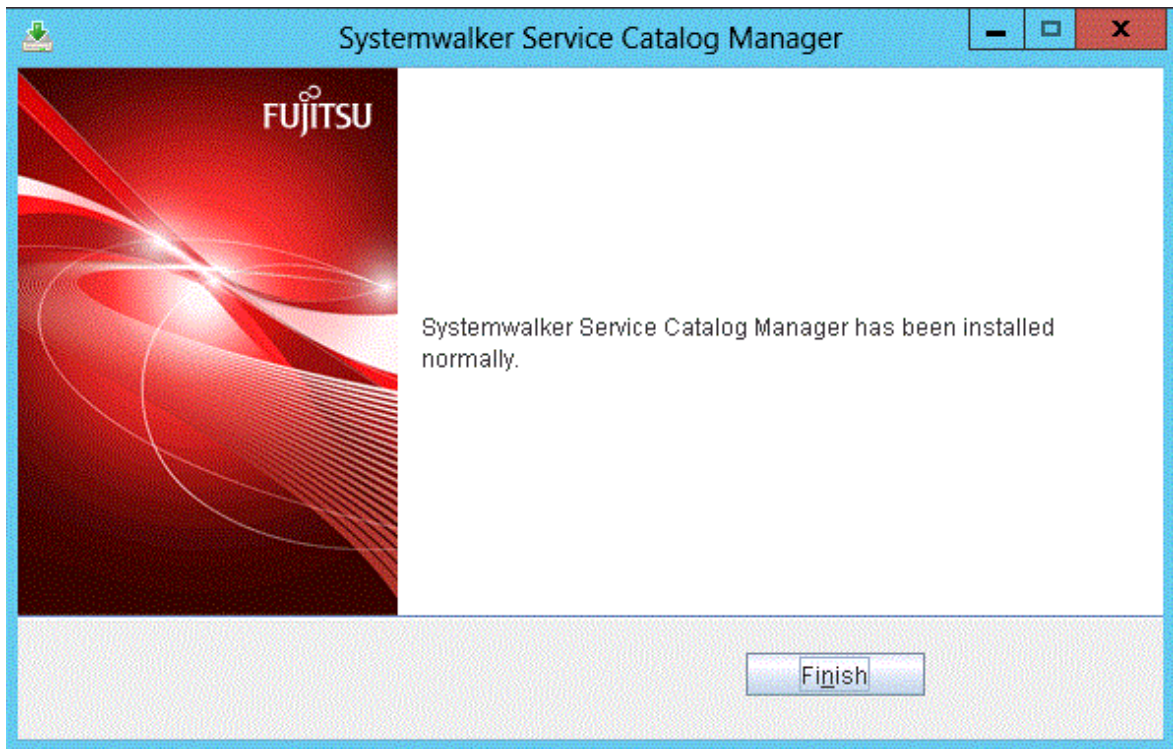
To start installation using the displayed settings, click the [Confirm] button.

To terminate installation, click the [Cancel] button. To go back to the previous window, click the [Back] button.



7. Confirm the completion

Click the [Finish] button to complete.



2.1.4 Installation [Linux]

This section explains the installation procedure when the server runs Linux.

Execute the install command

1. Log in as the super user.

Login as the super user to the server on which Systemwalker Service Catalog Manager is being installed.

2. Insert the DVD-ROM to the DVD-ROM device

Insert the DVD-ROM entitled "Systemwalker Service Catalog Manager V15 Media pack (15.3) Disc No. 1/1" to the DVD-ROM device

3. Mount the DVD-ROM.

Use following command to mount the DVD-ROM.

The installer will fail to start if DVD-ROM is mounted by auto-mounting daemon (autofs) because "noexec" is specified as a mount option in this case.

```
# mkdir <DVD-ROM mount point>
# mount -t iso9660 -r /dev/cdrom <DVD-ROM mount point>
```

4. Execute the install command.

Execute the install command of Systemwalker Service Catalog Manager.

```
# cd <DVD-ROM mount point>
# ./swsetup
```

5. The welcome message will be displayed.

Press the return key.


```
=====
Systemwalker Service Catalog Manager Setup
V15.3.0
All Rights Reserved, Copyright(c) FUJITSU LIMITED 2010-2013
=====
Welcome to Systemwalker Setup!
The setup program install Systemwalker Service Catalog Manage.

Press ENTER.
```

6. The Select the installation confirmation message will be displayed.

To continue installation, enter [1]. To terminate installation, enter [q]

```
<< Select the installation >>

1. Install on Server

=====
Select one of the items above.
[q,number]
=>
```

7. The installation confirmation message will be displayed.

To continue installation, enter [y]. To terminate installation, enter [n]

```
Systemwalker Service Catalog Manager
Do you want to start installing?
[y,n]
=>
```

Confirm the installation settings

Confirm the installation settings.

To start installation using the settings displayed, enter [y]. To terminate installation, enter [q].

```
=== The directory to install ===
The destination to deploy a program.(Can't Change): /opt
The destination to deploy the setting file.(Can't Change): /etc/opt
The destination to deploy a temporary file.(Can't Change): /var/opt

Do you install it by this setting?
[y,q]
=>
```

Start installation

The installation starts.

```
installing...
```

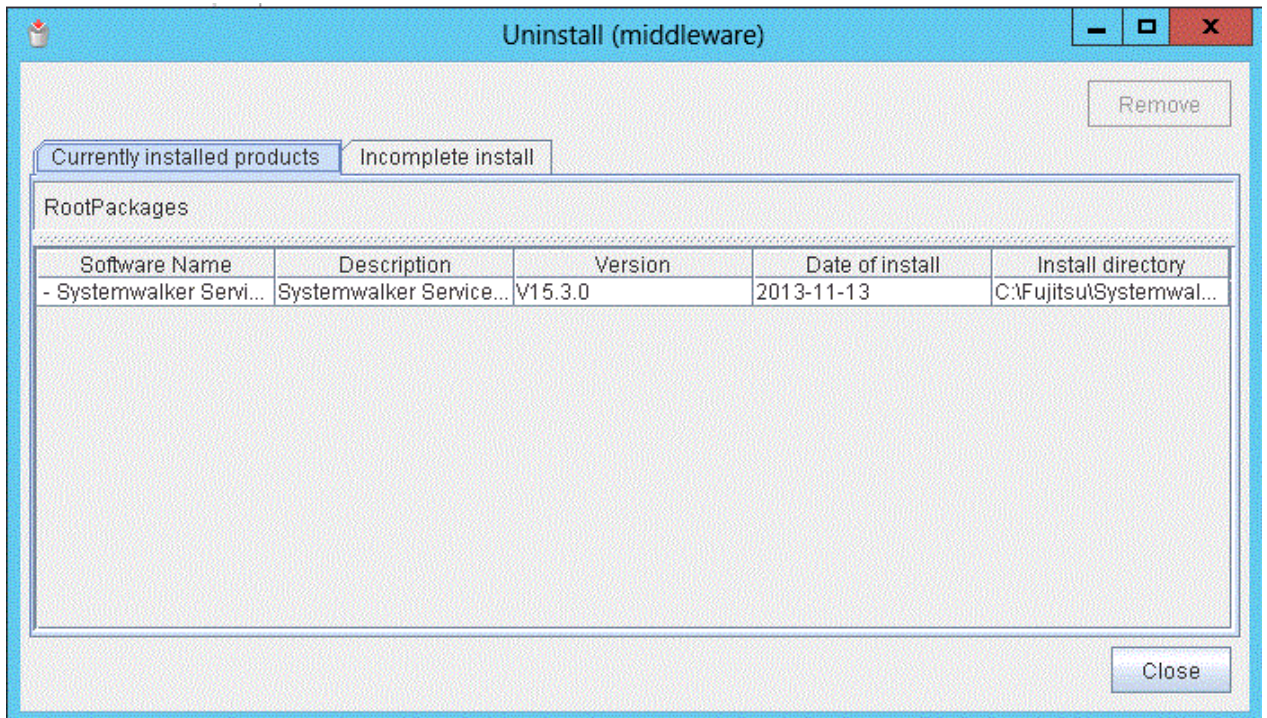
2.2 Checking Installed Products

This section explains how to check products that are already installed.

[Windows]

1. Select [Uninstall (middleware)] on [Start] > [Program] > [Fujitsu].

The “Uninstall(middleware)” window will be displayed.



2. Click [Close] to finish.

Information

Product information will appear in “Incomplete install” tab if installation failed with an error. After removing the error cause, remove the product information from “Incomplete install” tab as appropriate.

[Linux]

1. Execute following command.

```
/opt/FJSVcir/cimanager.sh -c
```

”Uninstallation and management (middleware)” will start and list of installed products will be displayed.

2. Enter the number for the product to see the details of the product information.

```
Uninstallation and management (middleware) is being loaded...

Software already installed
1. Systemwalker Service Catalog Manager V15.3.0

Enter the number of software to be uninstalled.
[number,q]
=>1

Systemwalker Service Catalog Manager V15
  Description: Systemwalker Service Catalog Manager
  Version: V15.3.0
  Company name: Fujitsu Limited
  Installation directory: /opt
```

```
Installation date: 2013-11-14
```

```
Do you want to start uninstalling?
```

```
[y,b,q]
```

```
q
```

3. Enter [b] to go back to previous information, or enter [q] to quit.



Be careful not to enter [y]. Otherwise, the selected product will be uninstalled.

Chapter 3 Setup

This chapter explains how to setup Systemwalker Service Catalog Manager with a standalone configuration on the server.

With Systemwalker Service Catalog Manager, you can set up with a standalone configuration described in this chapter, or with the distributed database configuration described in "Setup (distributed database configuration)". The setup for standalone configuration allows you to setup the databases and applications (Java EE execution environment) for Systemwalker Service Catalog Manager on the same server.

Point

A flow of installation and setup for standalone configuration is explained below.

1. Install Systemwalker Service Catalog Manager. Refer to “[Chapter 2 Installation](#)” for how to install.
2. Setup Systemwalker Service Catalog Manager. Refer to this chapter for how to setup.

Note

The procedure described in this chapter requires the administrative privileges to execute.

In case that ServerView Resource Orchestrator (ROR) integration feature would be used, which is provided by Systemwalker Service Catalog Manager, setup with Systemwalker Service Catalog Manager with a standalone configuration.

3.1 Setup on the Server

This section explains how to set up software on the server.

3.1.1 Tasks before Setup

Before setting up software on the server, the following tasks must be performed without fail.

Confirm installation

Confirm that the procedure described in “[2.1 Installation on Server](#)” is completed.

Check the password for the OS user for the database

Use the Systemwalker Service Catalog Manager setup command to add new OS users (pgctbss) for the database. When a password is to be set for the OS user for the database, execute the following command (the default is for no password to be set).

[Windows]

```
set SWCTMG_DBUSER_PASSWORD=<Password of the OS user for the database being configured>
```

[Linux]

```
export SWCTMG_DBUSER_PASSWORD=<Password of the OS user for the database being configured>
```

Note

<Password of the OS user for the database being configured> must be following letters.

[Windows]

Alphanumeric letters, colon(:), underscore(_), minus(-), plus(+), equal mark(=) sharp(#), colon(:), comma(,), period(.), question mark(?), at mark(@), braces([]) and curly brackets({ }) within 127 characters

[Linux]

Alphanumeric letters and symbols excluding single quote mark (') and backslash(). Unix meta-character must be specified with backslash().

3.1.2 Setup [Windows]

This section explains the procedure for setting up when the server runs Windows.



Note

The "SWCTMG_HOME" which is used in command description is set as the system environment variable by the installer.

Execute setup command on the command prompt which is executed after complete installation.

Setup command will create two domains in Java EE execution environment: One is for the search indexer application (indexer domain). Systemwalker Service Catalog Manager applies a master/slave search architecture: Every slave node delegates its index-related work to the master node. The slave node is where Systemwalker Service Catalog Manager application runs; the master node is where the search indexer application runs. The other one is for the actual Systemwalker Service Catalog Manager application (main domain). Both domains are created when running setup command.

Execute the setup command

1. Login as the administrator.
 Login as the administrator to the server where Systemwalker Service Catalog Manager is being set up.
2. Use the following command to setup.

```
%SWCTMG_HOME%\setup\swctmg_setup <parameters>
```

In <parameter>, all of the following parameters must be specified in order from No.1. Also, an ASCII space character must be put between parameters. Refer to “[B.1 Port Number List](#)” for the information on the port numbers used by Systemwalker Service Catalog Manager.

Setup Parameter List

No.	Parameter name	Mandatory	Explanation
1	HOSTNAME	Yes	Host name or IP address of Systemwalker Service Catalog Manager server. It is used in the setting of accessible host to the database and access URL to each portal page. Example: 10.0.0.1
2	AS_ADMIN_USER	Yes	User name of Java EE execution environment. It will be set to the user name for the administrator of Java EE execution environment for both domains. Example: Administrator
3	AS_ADMIN_PASSWORD	Yes	Password of Java EE execution environment. It will be set to the password for the administrator of Java EE execution environment. Example: User1234
4	AS_BASE_PORT	Yes	Base port number for Java EE execution environment (main domain). Each port of main domain will be set to the number which each port number is added to this base number. Example: 8000
5	AS_INDEXER_BASE_PORT	Yes	Base port number for Java EE execution environment (indexer domain). Each port of indexer domain will be

No.	Parameter name	Mandatory	Explanation
			set to the number which each port number is added to this base number. Example: 8400
6	WEBSERVICE_LISTENER_PORT	Yes	Port number to be used to connect between Systemwalker Service Catalog Manager and applications. Example: 8082
7	PGS_SERVER	Yes	Only localhost is allowed to be specified.
8	PGS_PORT	Yes	Port number to be used to connect to the database. Example: 5443
9	SMTP_HOST	Yes	Host name of SMTP server. Specify the host name or IP address of the SMTP server that was prepared in “ 2.1.1 Pre-installation Tasks ”. Example: smtp.example.com
10	SMTP_PORT	Yes	Port number of SMTP server. Specify the port number of the SMTP server that was prepared in “ 2.1.1 Pre-installation Tasks ” Example: 25

Example:

```
%SWCTMG_HOME%\setup\swctmg_setup 10.0.0.1 Administrator User1234 8000 8400 8082 localhost 5443
smtp.example.com 25
```

Note

Port numbers must be specified by numeric letters in the 1 to 65535 range.

Base port numbers must be specified by numeric letters in the 0 to 65359 range.

AS_ADMIN_USER must be specified by alphanumeric letters, underscore(_),hyphon(-) and period(.

AS_ADMIN_PASSWORD must be specified by alphanumeric letters, underscore(_),hyphon(-) and period(.). and at least 8 characters in length.

Port numbers for each domain will use are following eight numbers: the each port number of main domain when AS_BASE_PORT is specified to 8000 is described.

8080: HTTP listener (Base port + 80)

8081: HTTP SSL listener (Base port + 81)

8048: JavaEE HTTP listener. This will be used as AS_ADMIN_DOMAIN_PORT in unsetup. (Base port + 48)

8086: JMX connector listener (Base port + 86)

8076: JMS host (Base port + 76)

8176: RMI registry for Message Queue broker (JMS host port + 100)

8037: IIOP listener (Base port + 37)

8038: IIOP SSL listener (Base port + 38)

8039: IIOP listener for client authentication of SSL communication (Base port + 39)

Only in executing the setup command, each domain will use following two numbers temporarily: following two port numbers are not used after you execute setup command. The each port number of main domain when AS_BASE_PORT is specified to 8000 is described.

8009 (Base port + 9)

8066 (Base port + 66)

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 136: Are you sure you want to start setup Systemwalker Service Catalog Manager?  
(y/n) [n]
```

Start the setup

Following message will be displayed when setup procedure starts.

```
swctmg_setup: INFO: 101: Systemwalker Service Catalog Manager setup start
```

Confirm the completion

Following message will be displayed when setup procedure completes.

```
swctmg_setup: INFO: 102: Systemwalker Service Catalog Manager setup end.
```



Depending on the environment, it takes around several to 10 minutes for setup to complete. Do not terminate the command while it is running.

In such case that the load of server is high where setup command of Systemwalker Service Catalog Manager is executed, following message display and setup may fails.

```
swctmg_setup: ERROR: 254: Failed to setup Java EE execution environment.
```

In this case, execute following procedure, and then repeat setup command:

1. Open the following file using text editor.

```
%SWCTMG_HOME%\setup\files\glassfish.properties
```

2. Modify the values of “glassfish.domain.stop.waitSeconds” and “glassfish.domain.start.maxWaitSeconds” items to the bigger ones, and save the file. These settings mean the time (unit: second) to wait the completion for stopping and starting Java EE execution environment in setup command process.

Example: to change the value of “glassfish.domain.stop.waitSeconds” to 90, and that of “glassfish.domain.start.maxWaitSeconds” to 900.

Before modifying:

```
glassfish.domain.stop.waitSeconds=60
```

```
glassfish.domain.start.maxWaitSeconds=600
```

After modifying:

```
glassfish.domain.stop.waitSeconds=90
```

```
glassfish.domain.start.maxWaitSeconds=900
```

3. Repeat setup command.
-

Information

When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- %SWCTMG_HOME%\logs\swctmg_setup.log: General setup
- %SWCTMG_HOME%\logs\swctmg_initdb.log: Database Initializing
- %SWCTMG_HOME%\logs\build-db-ant.log: setting up for database
- %SWCTMG_HOME%\logs\build-glassfish-setup-ant.log: setting up for Java EE execution environment

3.1.3 Setup [Linux]

This section explains the procedure for setting up when the server runs Linux.

Execute the setup command

1. Log in as the super user.

Login as the super user to the server where Systemwalker Service Catalog Manager is being set up.

2. Use the following command to setup.

```
/opt/FJSVctbss/setup/swctmg_setup.sh <parameter>
```

Refer to the parameter list in “[3.1.2 Setup \[Windows\]](#)” for details of <parameter>.

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 136: Are you sure you want to start setup Systemwalker Service Catalog Manager?  
(y/n)[n]
```

Start the setup

The setup procedure starts.

```
swctmg_setup: INFO: 101: Systemwalker Service Catalog Manager setup start
```

Confirm the completion

Confirm that the setup procedure has completed.

```
swctmg_setup: INFO: 102: Systemwalker Service Catalog Manager setup end
```

Note

Depending on the environment, it takes around several to 10 minutes for setup to complete. Do not terminate the command while it is running.

In such case that the load of server is high where setup command of Systemwalker Service Catalog Manager is executed, following message display and setup may fails.

```
swctmg_setup: ERROR: 254: Failed to setup Java EE execution environment.
```

In this case, execute following procedure, and then repeat setup command:

1. Open the following file using text editor.

```
/opt/FJSVctbss/setup/files/glassfish.properties
```

2. Modify the values of “glassfish.domain.stop.waitSeconds” and “glassfish.domain.start.maxWaitSeconds” items to the bigger ones, and save the file. These settings mean the time (unit: second) to wait the completion for stopping and starting Java EE execution environment in setup command process.

Example: to change the value of “glassfish.domain.stop.waitSeconds” to 90, and that of “glassfish.domain.start.maxWaitSeconds” to 900.

Before modifying:

```
glassfish.domain.stop.waitSeconds=60  
glassfish.domain.start.maxWaitSeconds=600
```

After modifying:

```
glassfish.domain.stop.waitSeconds=90  
glassfish.domain.start.maxWaitSeconds=900
```

3. Repeat setup command.

 **Information**

When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- /var/opt/FJSVctbss/logs/swctmg_setup.log: General setup
- /var/opt/FJSVctbss/logs/swctmg_initdb.log: Database Initializing
- /var/opt/FJSVctbss/logs/build-db-ant.log: setting up for database
- /var/opt/FJSVctbss/logs/build-glassfish-setup-ant.log: setting up for Java EE execution environment

3.1.4 Tasks after Setup

Delete the passwords described in following files after setup.

[Windows]

```
%SWCTMG_HOME%\setup\BESSetup\glassfish.properties
```

[Linux]

```
/opt/FJSVctbss/setup/BESSetup/glassfish.properties
```

Delete following files after setup.

[Windows]

```
%tmp%\BES\script[variable string].txt
```

[Linux]

```
/tmp/BES/script[variable string].txt
```

Chapter 4 Setup (Distributed Database Configuration)

This chapter describes the setup of Systemwalker Service Catalog Manager in a distributed database configuration.

With Systemwalker Service Catalog Manager, you can setup with a standalone configuration, described in "Chapter 3 Setup", or the distributed database configuration, described in this chapter. The distributed database configuration allows you to setup the databases and applications (Java EE execution environment) for Systemwalker Service Catalog Manager on separate servers for each.

Point

A flow of installation and setup for distributed database configuration is explained below.

1. Install Systemwalker Service Catalog Manager to the server for database. Refer to "Chapter 2 Installation" for how to install.
2. Setup database server function to the server for database. Refer to "4.1 Setup the Database Server Feature" for how to setup.
3. Install Systemwalker Service Catalog Manager to the server for application. Refer to "Chapter 2 Installation" for how to install.
4. Setup application server function to the server for application. Refer to "4.2 Setup the Application Server Feature" for how to setup.

Note

Execute the procedures explained in this chapter using OS administrative privileges.

When using the distributed database configuration, setup the database server first, then setup the application server.

Setup the database server and the application server on servers running on the same type of operating system.

The server feature, database server feature, and application server feature cannot be setup on a server where a server feature, database server feature, or application server feature has already been setup. The setup command will fail if it is executed in this case.

In case that ServerView Resource Orchestrator (ROR) integration feature would be used, which is provided by Systemwalker Service Catalog Manager, setup with Systemwalker Service Catalog Manager with a standalone configuration.

4.1 Setup the Database Server Feature

This section explains how to set up the database server feature.

4.1.1 Tasks before Setup

Refer to "3.1.1 Tasks before Setup" to perform the tasks required before setting up the server.

4.1.2 Setup [Windows]

This section explains steps for setting up the database server feature in Windows.

Note

The SWCTMG_HOME environment variable used in the command explanations is set as a system environment variable by the installer.

Execute the command in the command prompt that is started after installation finishes.

Execute the setup command

1. Log in as the OS administrator.

Log in as OS administrator to the server on which the database server feature of Systemwalker Service Catalog Manager will be setup.

2. Use the following command to setup.

```
%SWCTMG_HOME%\setup\swctmg_setupDB <parameter>
```

In place of <parameter>, enter the following parameters in order, starting with number 1. Enter a space between each parameter. Refer to "B.1 Port Number List" for details on the port numbers used by Systemwalker Service Catalog Manager.

Table 4.1 Setup Parameter List

No.	Parameter name	Required	Description
1	HOSTNAME	Yes	Host name or IP address of the Systemwalker Service Catalog Manager application server. This is set in the URLs for accessing the various portal windows. Specify the host name or IP address of the server to be setup in "4.2 Setup the Application Server Feature". For example: 10.0.0.1
2	AS_BASE_PORT	Yes	Base port number of the Java EE runtime environment (main domain). The ports for the main domains are set with numbers that contain this base port number added to each port number. For example: 8000
3	AS_INDEXER_BASE_PORT	Yes	Base port number of the Java EE runtime environment (indexer domain). The ports for the indexer domains are set with numbers that contain this base port number added to each port number. For example: 8400
4	WEBSERVICE_LISTENER_PORT	Yes	The port number used for communication between the Systemwalker Service Catalog Manager and the applications. For example: 8082
5	PGS_SERVER	Yes	Only localhost is available.
6	PGS_PORT	Yes	Port number used to connect to the database. For example: 5443
7	SMTP_HOST	Yes	SMTP server host name. Specify the host name or IP address of the SMTP server prepared in "2.1.1 Pre-installation Tasks". For example: smtp.example.com
8	SMTP_PORT	Yes	SMTP server port number. Specify the port number of the SMTP server prepared in "2.1.1 Pre-installation Tasks". For example: 25
9	AP_IP_ADDRESS	Yes	IP address of the application server. This IP address is permitted to access the database. Specify the IP address of the server to be setup in "4.2 Setup the Application Server Feature". For example: 10.0.0.1

For example:

```
%SWCTMG_HOME%\setup\swctmg_setupDB 10.0.0.1 8000 8400 8082 localhost 5443 smtp.example.com 25 10.0.0.1
```

Note

Refer to the notes in "3.1.2 Setup [Windows]" and specify the port numbers.

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 117: Are you sure you want to start setup Systemwalker Service Catalog Manager DB
Server? (y/n)[n]
```

Start the setup

The following message is displayed when you start setup:

```
swctmg_setup: INFO: 124: Systemwalker Service Catalog Manager DB Server setup start.
```

Confirm the completion

The following message is displayed when setup completes:

```
swctmg_setup: INFO: 126: Systemwalker Service Catalog Manager DB Server setup end.
```

Note

It takes a few minutes between starting setup of the database server feature and completion. Do not cancel the command during setup.

Information

When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- %SWCTMG_HOME%\logs\swctmg_setup.log: General setup
- %SWCTMG_HOME%\logs\swctmg_initdb.log: Database Initializing
- %SWCTMG_HOME%\logs\build-db-ant.log: setting up for database

4.1.3 Setup [Linux]

This section explains steps for setting up the database server feature in Linux.

Execute the setup command

1. Log in as the super user.

Log in as the super user to the server on which the database server feature Systemwalker Service Catalog Manager database will be setup.

2. Use the following command to setup:

```
/opt/FJSVctbss/setup/swctmg_setupDB.sh <Parameter>
```

3. Refer to "Table 4.1 Setup Parameter List" in "4.1.2 Setup [Windows]" for details on parameters.

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 117: Are you sure you want to start setup Systemwalker Service Catalog Manager DB Server? (y/n)[n]
```

Start the setup

The following message is displayed when you start setup:

```
swctmg_setup: INFO: 124: Systemwalker Service Catalog Manager DB Server setup start.
```

Confirm the completion

The following message is displayed when setup completes:

```
swctmg_setup: INFO: 126: Systemwalker Service Catalog Manager DB Server setup end.
```



It takes a few minutes between starting setup of the database server feature and completion. Do not cancel the command during setup.



When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- /var/opt/FJSVctbss/logs/swctmg_setup.log: General setup
- /var/opt/FJSVctbss/logs/swctmg_initdb.log: Database Initializing
- /var/opt/FJSVctbss/logs/build-db-ant.log: setting up for database

4.2 Setup the Application Server Feature

This section explains the setup of the application server feature.

4.2.1 Tasks before Setup

Refer to "[3.1.1 Tasks before Setup](#)" to perform the tasks required before setting up the server. The following tasks must be performed before setting up the application server feature.

Check the database server

Confirm that the procedures described in "[4.1 Setup the Database Server Feature](#)" have been completed.

4.2.2 Setup [Windows]

This section explains the steps for setting up for the application server feature in Windows.



The SWCTMG_HOME environment variable used in the command explanations is set as a system environment variable by the installer. Execute the command in the command prompt that is started after installation finishes.

The setup command creates two domains in the Java EE runtime environment. One is used for the application that searches in the database (indexer domain). Systemwalker Service Catalog Manager uses a master/slave search structure. The entire database search is performed using the master node. Systemwalker Service Catalog Manager applications run on these slave nodes and the applications for searching

the database run on the master node. The second domain is for Systemwalker Service Catalog Manager itself (main domain). Both domains are created when you execute the setup command.



Execute the setup command

1. Log in as the OS administrator.

Log in as OS administrator to the server on which the application server feature of Systemwalker Service Catalog Manager application will be setup.

2. Use the following command to setup:

```
%SWCTMG_HOME%\setup\swctmg_setupAP <Parameter>
```

In place of <parameter>, enter the following parameters in order, starting with number 1. Enter a space between each parameter. Refer to "[B.1 Port Number List](#)" for details on the port numbers used by Systemwalker Service Catalog Manager.

Table 4.2 Setup Parameter List

No.	Parameter name	Required	Description
1	HOSTNAME	Yes	Host name or IP address of the Systemwalker Service Catalog Manager application server. This is set in the URLs for accessing the various portal windows. For example: 10.0.0.1
2	AS_ADMIN_USER	Yes	User name of the administrator of the Java EE runtime environment. This is set as the user name of the Java EE runtime environment administrator. For example: Administrator
3	AS_ADMIN_PASSWORD	Yes	Password of the administrator of the Java EE runtime environment. This is set as the password of the Java EE runtime environment administrator. For example: User1234
4	AS_BASE_PORT	Yes	Base port number of the Java EE runtime environment (main domain). The ports for the main domains are set with numbers that contain this base port number added to each port number. For example: 8000
5	AS_INDEXER_BASE_PORT	Yes	Base port number of the Java EE runtime environment (indexer domain). The ports for the indexer domains are set with numbers that contain this base port number added to each port number. For example: 8400
6	WEBSERVICE_LISTENER_PORT	Yes	The port number used for communication between the Systemwalker Service Catalog Manager and the applications. For example: 8082
7	PGS_SERVER	Yes	Host name or IP address of the database server set up using the procedures described in " 4.1 Setup the Database Server Feature ". This is set as the URL for accessing the database server. For example: 10.0.0.2
8	PGS_PORT	Yes	Port number used to connect to the database.

No.	Parameter name	Required	Description
			For example: 5443
9	SMTP_HOST	Yes	SMTP server host name. Specify the host name or IP address of the SMTP server prepared in " 2.1.1 Pre-installation Tasks ". For example: smtp.example.com
10	SMTP_PORT	Yes	SMTP server port number. Specify the port number of the SMTP server prepared in " 2.1.1 Pre-installation Tasks ". For example: 25

For example:

```
%SWCTMG_HOME%\setup\swctmg_setupAP 10.0.0.1 Administrator User1234 8000 8400 8082 10.0.0.2 5443
smtp.example.com 25
```



Note

Refer to the notes in "[3.1.2 Setup \[Windows\]](#)" and specify the port numbers.

Specify the same numbers for HOSTNAME, SMTP_HOST, and the port numbers as the numbers you specified in "[4.1 Setup the Database Server Feature](#)".

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 118: Are you sure you want to start setup Systemwalker Service Catalog Manager AP
Server? (y/n)[n]
```

Start the setup

The following message is displayed when you start setup:

```
swctmg_setup: INFO: 125: Systemwalker Service Catalog Manager AP Server setup start.
```

Confirm the completion

The following message is displayed when setup completes:

```
swctmg_setup: INFO: 127: Systemwalker Service Catalog Manager AP Server setup end.
```



Note

It takes a few minutes (10 or more) between starting setup of application server feature and completion. Do not cancel the command during setup.

In such case that the load of server is high where setup command of Systemwalker Service Catalog Manager is executed, following message display and setup may fails.

```
swctmg_setup: ERROR: 254: Failed to setup Java EE execution environment.
```

In this case, execute following procedure, and then repeat setup command:

1. Open the following file using text editor.

```
%SWCTMG_HOME%\setup\files\glassfish.properties
```

2. Modify the values of “glassfish.domain.stop.waitSeconds” and “glassfish.domain.start.maxWaitSeconds” items to the bigger ones, and save the file. These settings mean the time (unit: second) to wait the completion for stopping and starting Java EE execution environment in setup command process.

Example: to change the value of “glassfish.domain.stop.waitSeconds” to 90, and that of “glassfish.domain.start.maxWaitSeconds” to 900.

Before modifying:

```
glassfish.domain.stop.waitSeconds=60
glassfish.domain.start.maxWaitSeconds=600
```

After modifying:

```
glassfish.domain.stop.waitSeconds=90
glassfish.domain.start.maxWaitSeconds=900
```

3. Repeat setup command.

Information

When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- %SWCTMG_HOME%\logs\swctmg_setup.log: General setup
- %SWCTMG_HOME%\logs\swctmg_initdb.log: Database Initializing
- %SWCTMG_HOME%\logs\build-db-ant.log: setting up for database
- %SWCTMG_HOME%\logs\build-glassfish-setup-ant.log: setting up for Java EE execution environment

4.2.3 Setup [Linux]

This section explains the steps for setting up for the application server feature.

Execute the setup command

1. Log in as the superuser.

Log in as the superuser to the server on which the application server feature of Systemwalker Service Catalog Manager will be setup.

2. Use the following command to setup:

```
/opt/FJSVctbss/setup/swctmg_setupAP.sh <Parameter>
```

3. Refer to "[Table 4.2 Setup Parameter List](#)" in "[4.2.2 Setup \[Windows\]](#)".

Confirm execution

A message is displayed prompting you to confirm execution of the setup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_setup: INFO: 118: Are you sure you want to start setup Systemwalker Service Catalog Manager AP
Server? (y/n)[n]
```


Start the setup

The following message is displayed when you start setup:

```
swctmg_setup: INFO: 125: Systemwalker Service Catalog Manager AP Server setup start.
```

Confirm the completion

The following message is displayed when setup completes:

```
swctmg_setup: INFO: 127: Systemwalker Service Catalog Manager AP Server setup end.
```

Note

It takes a few minutes (10 or more) between starting setup of application server feature and completion. Do not cancel the command during setup.

In such case that the load of server is high where setup command of Systemwalker Service Catalog Manager is executed, following message display and setup may fails.

```
swctmg_setup: ERROR: 254: Failed to setup Java EE execution environment.
```

In this case, execute following procedure, and then repeat setup command:

1. Open the following file using text editor.

```
/opt/FJSVctbss/setup/files/glassfish.properties
```

2. Modify the values of “glassfish.domain.stop.waitSeconds” and “glassfish.domain.start.maxWaitSeconds” items to the bigger ones, and save the file. These settings mean the time (unit: second) to wait the completion for stopping and starting Java EE execution environment in setup command process.

Example: to change the value of “glassfish.domain.stop.waitSeconds” to 90, and that of “glassfish.domain.start.maxWaitSeconds” to 900.

Before modifying:

```
glassfish.domain.stop.waitSeconds=60
glassfish.domain.start.maxWaitSeconds=600
```

After modifying:

```
glassfish.domain.stop.waitSeconds=90
glassfish.domain.start.maxWaitSeconds=900
```

3. Repeat setup command.

Information

When you failed to execute setup command, please handle according to the message displayed on command prompt. Please refer to the following log files:

- /var/opt/FJSVctbss/logs/swctmg_setup.log: General setup
- /var/opt/FJSVctbss/logs/swctmg_initdb.log: Database Initializing
- /var/opt/FJSVctbss/logs/build-db-ant.log: setting up for database
- /var/opt/FJSVctbss/logs/build-glassfish-setup-ant.log: setting up for Java EE execution environment

4.2.4 Tasks after Setup

Delete the passwords described in following files after setup.

[Windows]

```
%SWCTMG_HOME%\setup\BESSetup\glassfish.properties
```

[Linux]

```
/opt/FJSVctbss/setup/BESSetup/glassfish.properties
```

Delete following files after setup.

[Windows]

```
%tmp%\BES\script[variable string].txt
```

[Linux]

```
/tmp/BES/script[variable string].txt
```

Chapter 5 Unsetup

This chapter explains how to unsetup Systemwalker Service Catalog Manager with a standalone configuration on the server.



Note

The procedure described in this chapter requires the administrative privileges to execute.

5.1 Unsetup on the Server

This section explains how to unsetup software on the server.

5.1.1 Tasks before Unsetup

Save the resources

Save the environment resources as required.
Refer to "[9.4 Online backup and restoration](#)" for details.



Information

The OS user for the database for this product is "pgctbss". In unsetup of Systemwalker Service Catalog Manager, The OS user for the database (pgctbss) would be deleted

Unify the user names and passwords

If you have changed administrator's password of Java EE execution environment after setup Systemwalker Service Catalog Manager, unify the user names and passwords of main-domain and indexer domain.
Refer to "[8.4 Changing Administrator's Password of Java EE Execution Environment](#)" for details.

5.1.2 Unsetup [Windows]

This section explains the procedure for unsetting up when the server runs Windows.

Execute the unsetup command

1. Login as the super user.
Login as the administrator to the server from which Systemwalker Service Catalog Manager will be unsetup.
2. Use the following command to execute the unsetup procedure.

```
%SWCTMG_HOME%\setup\swctmg_unsetup <parameters>
```

In <parameter>, all of the following parameters must be specified in order from No.1. Also, an ASCII space character must be put between parameters. Refer to "[B.1 Port Number List](#)" for the information on the port numbers used by Systemwalker Service Catalog Manager.

Parameter List for unsetup

No.	Parameter name	Mandatory	Explanation
1	AS_ADMIN_USER	Yes	User name of the administrator of Java EE execution environment. Example: Administrator

No.	Parameter name	Mandatory	Explanation
2	AS_ADMIN_PASSWORD	Yes	Password of the administrator of Java EE execution environment. Example: User1234
3	AS_ADMIN_DOMAIN_PORT	Yes	Admin port number of Java EE execution environment of main domain. Example: 8048
4	AS_INDEXER_ADMIN_DOMAIN_PORT	Yes	Admin port number of Java EE execution environment of indexer domain. Example: 8448

Example:

```
%SWCTMG_HOME%\setup\swctmg_unsetup Administrator User1234 8048 8448
```



Note

Port number must be specified by numeric letters in the 1 to 65535 range.

Confirm execution

A message is displayed prompting you to confirm execution of the unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 103: Are you sure you want to start unsetup Systemwalker Service Catalog Manager? (y/n)[n]
```

Start unsetup

Start message of the execution of unsetup will be displayed.

```
swctmg_unsetup: INFO: 104: Systemwalker Service Catalog Manager unsetup start.
```

Confirm the completion

Following message will be displayed when the unsetup procedure completes.

```
swctmg_unsetup: INFO: 106: Systemwalker Service Catalog Manager unsetup end
```

5.1.3 Unsetup [Linux]

This section explains the procedure for unsetting up when the server runs Linux.

Execute the unsetup command

1. Login as the super user.

Login as the super user to the server where Systemwalker Service Catalog Manager will be unsetup.

2. Use the following command to execute the unsetup procedure.

```
/opt/FJSVctbss/setup/swctmg_unsetup.sh <parameter>
```

3. Refer to the parameter list in "5.1.2 Unsetup [Windows]" for details on <parameter>.

Confirm execution

A message is displayed prompting you to confirm execution of the unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 103: Are you sure you want to start unsetup Systemwalker Service Catalog
Manager? (y/n)[n]
```

Start the unsetup

Start message of the execution of unsetup will be displayed.

```
swctmg_unsetup: INFO: 104: Systemwalker Service Catalog Manager unsetup start.
```

Confirm the completion

Confirm that the unsetup procedure has completed.

```
swctmg_unsetup: INFO: 106: Systemwalker Service Catalog Manager unsetup end.
```

5.1.4 Tasks after Unsetup

This section explains the tasks to be performed after completing software unsetup on the server.

Delete the database

Delete the files located below the following data dictionary of the database as required.

[Windows]

```
%SWCTMG_HOME%\pgctbss\data
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/data/
```

Chapter 6 Unsetup (Distributed Database Configuration)

This chapter describes the unsetup of Systemwalker Service Catalog Manager in a distributed database configuration.

Point

A flow of unsetup for distributed database configuration is explained below.

1. Unsetup application server feature from the server for application. Refer to “[6.1 Unsetup the Application Server Feature](#)” for how to setup.
2. Unsetup database server feature to the server for database. Refer to “[6.2 Unsetup the Database Server Feature](#)” for how to setup.

Note

Execute the procedures explained in this chapter using OS administrative privileges.

Only perform the procedures described in this chapter when Systemwalker Service Catalog Manager was setup according to "[Chapter 4 Setup \(Distributed Database Configuration\)](#)".

When you unsetup Systemwalker Service Catalog Manager in the distributed database configuration, unsetup of the application server first, and then unsetup the database server.

6.1 Unsetup the Application Server Feature

This section explains the unsetup of the application server feature.

6.1.1 Tasks before Unsetup

Backup resources

Back up environment resources if necessary.
Refer to "[9.4 Online backup and restoration](#)" for details.

Match the user names and passwords

If you changed the password for the Java EE runtime environment administrator after setting up Systemwalker Service Catalog Manager, make sure you match the user names and passwords for the main domain and the indexer domain. Refer to "[8.4 Changing Administrator's Password of Java EE Execution Environment](#)" for details.

6.1.2 Unsetup [Windows]

This section explains the steps for unsetup of the application server feature.

Execute the unsetup command

1. Log in as the OS administrator.

Log in as OS administrator to the server from which the application server feature of Systemwalker Service Catalog Manager will be unsetup.
2. Use the following command to execute the unsetup procedure.

```
%SWCTMG_HOME%\setup\swctmg_unsetupAP <Parameter>
```

In place of <Parameter>, enter the following parameters in order, starting with number 1. Enter a space between each parameter. Refer to "[B.1 Port Number List](#)" for details on the port numbers used by Systemwalker Service Catalog Manager.

Table 6.1 Unsetup Parameter List

No.	Parameter name	Required	Description
1	AS_ADMIN_USER	Yes	User name of the administrator of the Java EE runtime environment. For example: Administrator
2	AS_ADMIN_PASSWORD	Yes	Password of the administrator of the Java EE runtime environment. For example: User1234
3	AS_ADMIN_DOMAIN_PORT	Yes	Port number of the main domain of Java EE runtime environment. For example: 8048
4	AS_INDEXER_ADMIN_DOMAIN_PORT	Yes	Port number of the indexer domain of Java EE runtime environment. For example: 8448

For example:

```
%SWCTMG_HOME%\setup\swctmg_unsetupAP Administrator User1234 8048 8448
```



Note

Specify numbers between 1 and 65535 for the port numbers.

Confirm execution

A message is displayed prompting you to confirm execution to unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 118: Are you sure you want to start unsetup Systemwalker Service Catalog Manager AP Server? (y/n)[n]
```

Start the unsetup

The following message is displayed when you start unsetup:

```
swctmg_unsetup: INFO: 133: Systemwalker Service Catalog Manager AP Server unsetup start.
```

Confirm completion

The following message is displayed when unsetup is complete:

```
swctmg_unsetup: INFO: 135: Systemwalker Service Catalog Manager AP Server unsetup end.
```

6.1.3 Unsetup [Linux]

This section explains the procedure for unsetup for the application server feature in Linux.

Execute the unsetup command

1. Log in as the superuser.

Log in as the superuser to the server from which the application server feature of Systemwalker Service Catalog Manager will be unsetup.

2. Use the following command to execute the unsetup procedure.

```
/opt/FJSVctbss/setup/swctmg_unsetupAP.sh <Parameter>
```

Refer to "6.1.2 Unsetup [Windows]" for details on parameters.

Confirm execution

A message is displayed prompting you to confirm execution to unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 118: Are you sure you want to start unsetup Systemwalker Service Catalog Manager AP Server? (y/n)[n]
```

Start the unsetup

The following message is displayed when you start the unsetup:

```
swctmg_unsetup: INFO: 133: Systemwalker Service Catalog Manager AP Server unsetup start.
```

Confirm completion

The following message is displayed when unsetup is complete:

```
swctmg_unsetup: INFO: 135: Systemwalker Service Catalog Manager AP Server unsetup end.
```

6.2 Unsetup the Database Server Feature

This section explains how to unsetup the database server feature.

6.2.1 Tasks before Unsetup

Backup resources

Back up environment resources if necessary.
Refer to "9.4 Online backup and restoration" for details.



The OS user for the database for this product is "pgctbss". In unsetup of Systemwalker Service Catalog Manager, The OS user for the database (pgctbss) would be deleted

6.2.2 Unsetup [Windows]

This section explains the procedure for unsetup for the database server feature in Windows.

Execute the unsetup command

1. Log in as the OS administrator.
Log in as OS administrator to the server from which the database server feature of Systemwalker Service Catalog Manager will be unsetup.
2. Use the following command to execute the unsetup procedure.

```
%SWCTMG_HOME%\setup\swctmg_unsetupDB
```


Confirm execution

A message is displayed prompting you to confirm execution to unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 117: Are you sure you want to start unsetup Systemwalker Service Catalog Manager
DB Server? (y/n)[n]
```

Start the unsetup

The following message is displayed when you start unsetup:

```
swctmg_unsetup: INFO: 132: Systemwalker Service Catalog Manager DB Server unsetup start.
```

Confirm completion

The following message is displayed when unsetup is complete:

```
swctmg_unsetup: INFO: 134: Systemwalker Service Catalog Manager DB Server unsetup end.
```

6.2.3 Unsetup [Linux]

This section explains the procedure for unsetup for the database server feature in Linux.

Execute the unsetup command

1. Log in as the superuser.

Log in as the superuser to the server from which the Systemwalker Service Catalog Manager setup will be unsetup.

2. Use the following command to execute the unsetup procedure.

```
/opt/FJSVctbss/setup/swctmg_unsetupDB.sh
```

Confirm execution

A message is displayed prompting you to confirm execution to unsetup.

To execute enter [y], to abort enter [n], then press the ENTER key.

```
swctmg_unsetup: INFO: 117: Are you sure you want to start unsetup Systemwalker Service Catalog Manager
DB Server? (y/n)[n]
```

Start the unsetup

The following message is displayed when you start unsetup:

```
swctmg_unsetup: INFO: 132: Systemwalker Service Catalog Manager DB Server unsetup start.
```

Confirm completion

The following message is displayed when unsetup is complete:

```
swctmg_unsetup: INFO: 134: Systemwalker Service Catalog Manager DB Server unsetup end.
```

6.2.4 Tasks after Unsetup

This section explains the tasks performed after unsetup for the server.

Delete the database data dictionary

The content of the database data dictionary folders is not deleted by the unsetup process.

Delete if not required.

[Windows]

```
%SWCTMG_HOME%\pgctbss\data
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/data/
```

Chapter 7 Uninstallation

This chapter explains how to uninstall software on the server.



The procedure described in this chapter requires the administrative privileges to execute.

7.1 Uninstall on the Server

This section explains how to uninstall software on the Server.

7.1.1 Tasks before Uninstallation

The following tasks must be performed without fail before uninstalling software on the server.

Execute unsetup

If Systemwalker Service Catalog Manager has not been unsetup, it must be unsetup before uninstalled. Refer to “[Chapter 5 Unsetup](#)” and “[Chapter 6 Unsetup \(Distributed Database Configuration\)](#)” for details of unsetup.



Unsetup must be done before uninstallation. Otherwise, resources such as registered database service will never be removed.

Terminate applications

Terminate all the applications. If resources such as disks and registries that Systemwalker Service Catalog Manager may use are being used during uninstallation, the uninstallation may fail.

7.1.2 Uninstallation Flow

A flow of uninstallation procedure is explained below.

When the uninstall command is executed, the following settings Windows will be displayed one by one. Set the items required on each window.

[Windows]

- Execute uninstallation
- Start uninstallation
- Confirm the completion

[Linux]

- Execute uninstallation command
- Start uninstallation
- Confirm the completion

7.1.3 Uninstallation[Windows]

This section explains the uninstallation procedure when the server runs Windows.

Execute uninstallation

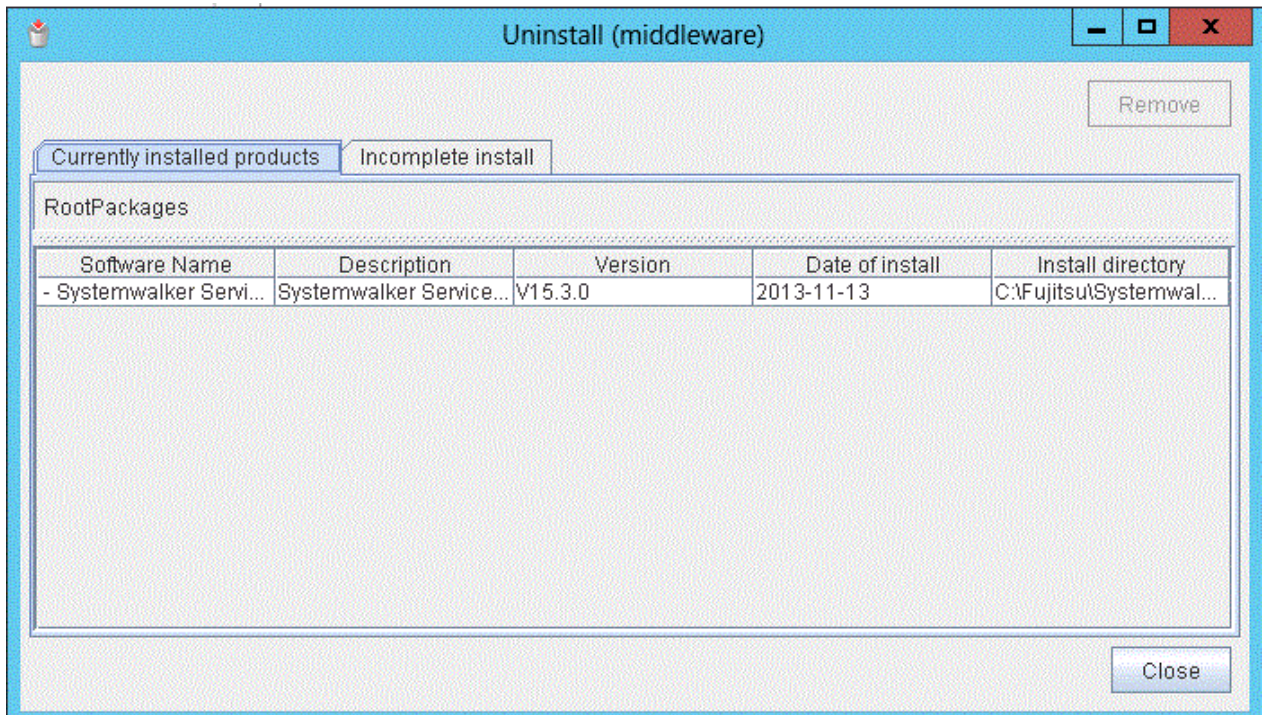
1. Login as the administrator.

Login as the administrator to the server on which Systemwalker Service Catalog Manager is being uninstalled.

2. Select the product.

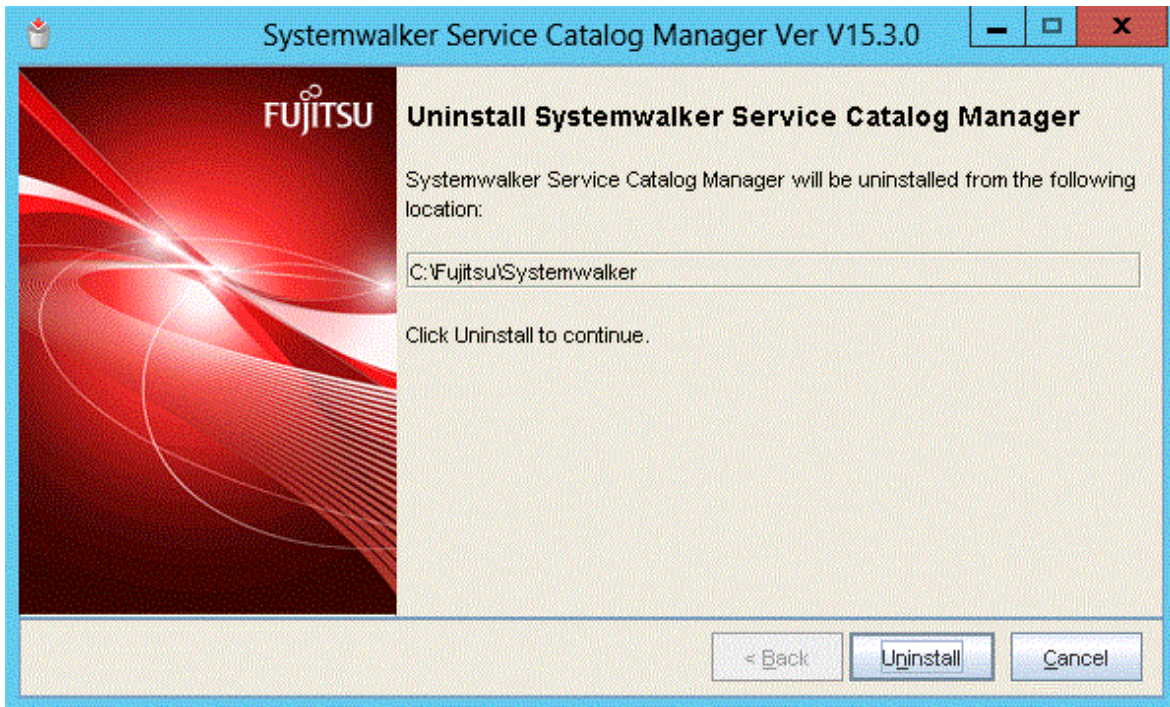
Select [Uninstall (middleware)] on [Start] > [Program] > [Fujitsu].

The following window will be displayed. Select “Systemwalker Service Catalog Manager” and click the [Remove] button.



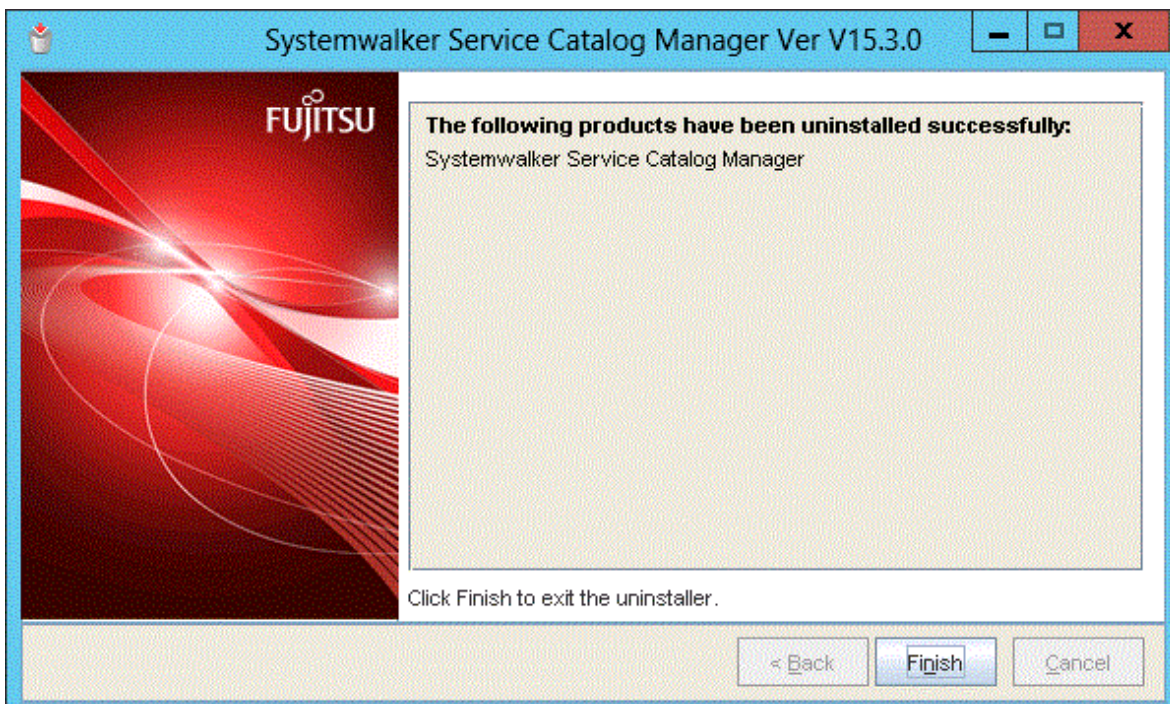
Start uninstalling

To continue uninstalling, click the [Uninstall] button. To terminate uninstallation, click the [Cancel] button.



Confirm the completion

Click the [Finish] button.



7.1.4 Uninstallation[Linux]

This section explains the uninstallation procedure when the server runs Linux.

Execute the uninstall command

1. Login as the super user.

Login as the super user to the server on which Systemwalker Service Catalog Manager is being uninstalled.

2. Execute the uninstall command.

Execute the uninstall command of Systemwalker Service Catalog Manager.

```
# /opt/FJSVcir/cir/bin/cimanager.sh -c
```

3. Select the product to be uninstalled.

Enter the number of the product to be uninstalled. To uninstall [1. Systemwalker Service Catalog Manager], enter [1].

```
Loading Uninstaller...

Currently installed products
1. Systemwalker Service Catalog Manager V15.3.0

Type [number] to select the software you want to uninstall.
[number,q]
=>
```

4. The uninstallation confirmation message will be displayed.

To continue uninstallation, enter [y], To terminate uninstallation, enter [q]. To go back to the previous window, enter [b].

```
Systemwalker Service Catalog Manager
  Description: Systemwalker Service Catalog Manager
  Version: V15.3.0
  Company name: Fujitsu Limited
  Installation directory: /opt
  Installation date: 2013-11-14

Starting the uninstall of the software. Are you sure you want to continue?
[y,b,q]
=>
```

Start uninstalling

Following message will be displayed when uninstallation starts.

```
Uninstalling...
```

Confirm the completion

Following message will be displayed when uninstallation completes.

```
The following products have been uninstalled successfully:
  Systemwalker Service Catalog Manager

Exiting Uninstaller.
```

7.1.5 Tasks after Uninstallation

A following folder is kept after uninstallation.

[Windows]

```
%SWCTMG_HOME%\logs
```

[Linux]

```
/var/opt/FJSVctbss/logs
/var/opt/FJSVctbss/pgsql/data/
```

Remove the folder manually.

Chapter 8 Modifying Installation Environment

This chapter explains how to modify the installation environment of Systemwalker Service Catalog Manager.

Information

The parameters are available to check the setting value of the installation environment by executing check command. The objected parameters are those which are modified by “set” subcommand of “asadmin” command for the way to modify installation environment described in this chapter.

The check command is following:

```
<absolute path of “asadmin” command> <OPTION> get <parameter>
```

As for absolute path of “asadmin” command and parameter, refer to the example for each command.

As for OPTION of check command, refer to “[8.6 Options of Admin Command](#)”

As for the example of check command refer to “[B.2 Checking Port Numbers](#)”

8.1 Modifying Port Number of Server

This section explains how to modify the port number used by the Server of this product.

The port numbers explained in this section can be modified by commands. Execute them on Command Prompt or console.

Note

- Systemwalker Service Catalog Manager must be running in order to execute the commands.
- The modification will become effective after restarting Systemwalker Service Catalog Manager Server service. However, following port will become effective just after executing the modification command:
 - HTTP listener port
 - HTTP SSL listener port
 - Web service port
- The admin port number of Java EE execution environment must be specified as a command option for each domain, main domain and indexer domain. You can choose the domain you will change by specifying the admin port of Java EE execution environment. Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for the information on how to check the port number.

Refer to “[8.6 Options of Admin Command](#)” for the information on the command option.

The explanation for the commands in this section assumes that the options are specified by the following environment variable.

[Windows]

%OPTION%

[Linux]

\$OPTION

8.1.1 Modifying Admin Port of Java EE Execution Environment

Use following commands to modify the setting.

[Windows]

1. Change admin port of Java EE Execution Environment.

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.network-config.network-listeners.network-listener.admin-listener.port=<PORT NO>
```

2. Stop the domain of which admin port was changed above.

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" -H <hostname, other than "localhost"> -p <the old admin port number> stop-domain
```

3. Start Systemwalker Service Catalog Manager service of which the admin port of domain was changed above. Refer to “9.1.1 Start” for details.

[Linux]

1. Change admin port of Java EE Execution Environment.

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.network-config.network-listeners.network-listener.admin-listener.port=<PORT NO>
```

2. Stop the domain of which admin port was changed above.

```
/opt/FJSVctbss/glassfish3/bin/asadmin -H <hostname, other than "localhost"> -p <the old admin port number> stop-domain
```

3. Start Systemwalker Service Catalog Manager service of which the admin port of domain was changed above. Refer to “9.1.1 Start” for details.



Note

Before changing the admin port for the indexer domain, execute the following command to stop the main domain:

[Windows]

```
net stop "Systemwalker Service Catalog Manager Server"
```

[Linux]

```
service swctmgserver stop
```

After making the above changes, execute the following command to start the main domain:

[Windows]

```
net start "Systemwalker Service Catalog Manager Server"
```

[Linux]

```
service swctmgserver start
```

8.1.2 Modifying HTTP Listener Port Number

Executing the command to modify

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.network-config.network-listeners.network-listener.http-listener-1.port=<PORT NO>
```

[Linux]


```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.network-config.network-listeners.network-listener.http-listener-1.port=<PORT NO>
```

Updating configuration settings

Log into the Admin Portal as the operator and change the port numbers of `BASE_URL`, `REPORT_ENGINEURL`, `REPORT_SOAP_ENDPOINT` and `REPORT_WSDLURL` in the “Update configuration settings” page. Refer to the Operator’s Guide for details.

8.1.3 Modifying HTTP SSL Listener Port Number

Executing the command to modify

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.network-config.network-listeners.network-listener.http-listener-2.port=<PORT NO>
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.network-config.network-listeners.network-listener.http-listener-2.port=<PORT NO>
```

Updating configuration settings

Log into the Admin Portal as the operator and change the port number of `BASE_URL_HTTPS` in the “Update configuration settings” page. Refer to the Operator’s Guide for details.

8.1.4 Modifying IIOP Listener Port Number

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.iiop-service.iiop-listener.orb-listener-1.port=<PORT NO>
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.iiop-service.iiop-listener.orb-listener-1.port=<PORT NO>
```

8.1.5 Modifying IIOP Listener Port Number for SSL Communication

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.iiop-service.iiop-listener.SSL.port=<PORT NO>
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.iiop-service.iiop-listener.SSL.port=<PORT NO>
```

8.1.6 Modifying IIOP Listener Port Number for Client Authentication of SSL Communication

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.iiop-service.iiop-listener.SSL_MUTUALAUTH.port=<PORT NO>
```

[Linux]

```
/opt/FJSTVctbss/glassfish3/bin/asadmin $OPTION set server-config.iiop-service.iiop-listener.SSL_MUTUALAUTH.port=<PORT NO>
```

8.1.7 Modifying RMI registry connection port number used by JMX connector

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.admin-service.jmx-connector.system.port=<PORT NO>
```

[Linux]

```
/opt/FJSTVctbss/glassfish3/bin/asadmin $OPTION set server.admin-service.jmx-connector.system.port=<PORT NO>
```

8.1.8 Modifying Port Number for JMS Host and RMI Registry for Message Queue broker

Use following command to modify the setting of JMS host port number. The port number for RMI registry for Message Queue broker will be changed to the JMS host port number + 100.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.jms-service.jms-host.default_JMS_host.port=<PORT NO>
```

[Linux]

```
/opt/FJSTVctbss/glassfish3/bin/asadmin $OPTION set server.jms-service.jms-host.default_JMS_host.port=<PORT NO>
```



In case the JMS host port of indexer domain is modified, the address must be modified which the JMS factory of main domain uses for connecting to indexer domain. Execute following command:

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set resources.connector-connection-pool.jms/bss/masterIndexerQueueFactory.property.AddressList=mq://<server host name>:<PORT NO>
```

[Linux]

```
/opt/FJSTVctbss/glassfish3/bin/asadmin $OPTION set resources.connector-connection-pool.jms/bss/masterIndexerQueueFactory.property.AddressList=mq://<server host name>:<PORT NO>
```

8.1.9 Modifying Web Service Port Number

Use following command to modify the setting. This port number can be modified for main domain only.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server-config.network-config.network-listeners.network-listener.ws-listener.port=<PORT NO>
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server-config.network-config.network-listeners.network-listener.ws-listener.port=<PORT NO>
```

8.2 Modifying Port Number of Database

This section explains how to modify port number used by the database of this product.

The port number of database is used as the port number on which the database service accepts the connection from the clients as well as the port number Java EE connection pool uses when it connects to the database.

A flow when modifying the port number is shown below.

1. Modify the port number Java EE connection pool uses as the destination.
2. Stop Systemwalker Service Catalog Manager.
3. Modify the listening port number of database server.
4. Modify the listening port number of JMS connection
5. Start Systemwalker Service Catalog Manager.

8.2.1 Modifying Port Number of Connection Pool

Modify the destination port number used by connection pool so that it can connect to the database.

Use following command to modify the setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.jdbc-connection-pool.BSSPool.property.portNumber=<PORT NO>
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION set server.resources.jdbc-connection-pool.BSSPool.property.portNumber=<PORT NO>
```

8.2.2 Stopping Systemwalker Service Catalog Manager

Stop Systemwalker Service Catalog Manager. Refer to “[9.1.2 Stop](#)” for details.

8.2.3 Modifying Listening Port Number of Database

1. Open the following file using text editor.

[Windows]

```
%SWCTMG_HOME%\pgctbss\data\postgresql.conf
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/data/postgresql.conf
```

2. Modify the value of “port” item.

Example: to change the port from 5432 to 5433

Before modifying:

```
port = 5432
```

After modifying:

```
port = 5433
```

8.2.4 Modifying Listening Port Number of JMS Connection

1. Open the following file using text editor.

[Windows]

```
%SWCTMG_HOME%\glassfish3\glassfish\domains\bes-domain\imq\instances\imqbroker\props  
\config.properties
```

```
%SWCTMG_HOME%\glassfish3\glassfish\domains\master-indexer-domain\imq\instances\imqbroker\props  
\config.properties
```

[Linux]

```
/opt/FJVSctbss/glassfish3/glassfish/domains/bes-domain/imq/instances/imqbroker/props/  
config.properties
```

```
/opt/FJVSctbss/glassfish3/glassfish/domains/master-indexer-domain/imq/instances/imqbroker/  
props/config.properties
```

2. Modify the port number of "imq.persist.jdbc.postgresql.opendburl" item.

Example: to change the port from 5432 to 5433

Before modifying:

```
imq.persist.jdbc.postgresql.opendburl=jdbc\:postgresql://localhost:5432/bssjms
```

After modifying:

```
imq.persist.jdbc.postgresql.opendburl=jdbc\:postgresql://localhost:5433/bssjms
```

8.2.5 Starting Systemwalker Service Catalog Manager

Start Systemwalker Service Catalog Manager. Refer to “[9.1.1 Start](#)” for details.

8.3 Modifying SMTP Server Settings

This section explains how to change the setting of SMTP server.

The setting of SMTP server can be modified by commands. Execute them on Command Prompt or console.



- The Systemwalker Service Catalog Manager server service must be started to execute the command.
- You need to specify the port number for the main domain of Java EE runtime environment administration using command options. Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for details on how to check the port number for Java EE runtime environment administration.
- Refer to “[8.6 Options of Admin Command](#)” for details on command options.

The commands described in this section are executed assuming that the following options are specified in the environment variables:

[Windows]

%OPTION%

[Linux]

\$OPTION

8.3.1 Modifying SMTP Server

Use following command to modify the SMTP server setting.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.host=<Host name of the SMTP server>
```

[Linux]

```
/opt/FJsvctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.host=<Host name of the SMTP server>
```

8.3.2 Modifying Mail Address

This default setting is “service@example.com”. Use following command to modify the settings.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.from=<Mail address>
```

[Linux]

```
/opt/FJsvctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.from=<Mail address>
```

8.3.3 Modifying SMTP Authentication

This default setting is “false”. Use following command to modify the SMTP authentication settings.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-auth=<SMTP authentication(true/false)>
```

[Linux]

```
/opt/FJsvctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-auth=<SMTP authentication(true/false)>
```

8.3.4 Modifying SMTP User

This default setting is “saas”. Use following command to modify the SMTP server settings.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.user=<SMTP user>
```

[Linux]

```
/opt/FJsvctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.user=<SMTP user>
```

8.3.5 Modifying SMTP Password

This default setting is “password”. Use following command to modify the SMTP password settings.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-password=<SMTP password>
```

[Linux]

```
/opt/FJVSctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-password=<SMTP password>
```

8.3.6 Modifying SMTP Server Port

Use following command to modify the SMTP server port settings.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-port=<Port number of the SMTP server>
```

[Linux]

```
/opt/FJVSctbss/glassfish3/bin/asadmin $OPTION set server.resources.mail-resource.mail/BSSMail.property.mail-smtp-port=<Port number of the SMTP server>
```

8.4 Changing Administrator's Password of Java EE Execution Environment

This section explains how to change Administrator's password of Java EE execution environment.

The administrator's password explained in this section can be modified by commands. Execute them on Command Prompt or console.



- Systemwalker Service Catalog Manager must be running in order to execute the commands.
- The modification will become effective after restarting Systemwalker Service Catalog Manager Server service.
- The admin port number of Java EE execution environment must be specified as a command option for each domain, main domain and indexer domain. Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for the information on how to check the port number.

Refer to “[8.6 Options of Admin Command](#)” for the information on the command option.

The explanation for the commands in this section assumes that the options are specified by the following environment variable.

[Windows]

%OPTION%

[Linux]

\$OPTION

- If you have changed administrator's password of Java EE execution environment, unify the user names and passwords of main-domain and indexer domain when you unsetup Systemwalker Service Catalog Manager.

Use following command to change

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% change-admin-password --domaindir %SWCTMG_HOME%\glassfish3\glassfish\domains --domain_name <Domain name(bes-domain or master-indexer-domain)>
```

[Linux]

```
/opt/FJSTbss/glassfish3/bin/asadmin $OPTION change-admin-password --domaindir /opt/FJSTbss/glassfish3/glassfish/domains --domain_name <Domain name(bes-domain or master-indexer-domain)>
```

8.5 Changing the Context Root

This section describes how to change the context root of this product.

Commands are used to change the context root as described in this section. Execute using either the command prompt or the console.

Note

- The Systemwalker Service Catalog Manager server service must be started to execute the command.
- You need to specify the port number for the main domain of Java EE runtime environment administration using command options. Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for details on how to check the port number for Java EE runtime environment administration.
- Refer to “[8.6 Options of Admin Command](#)” for details on command options.

The commands described in this section are executed assuming that the following options are specified in the environment variables:

[Windows]

%OPTION%

[Linux]

\$OPTION

Use following command to change

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% set applications.application.fujitsu-bss-portal.context-root=/<Context root after the change>
```

[Linux]

```
/opt/FJSTbss/glassfish3/bin/asadmin $OPTION set applications.application.fujitsu-bss-portal.context-root=/<Context root after the change>
```

See

The default context root is "fujitsu-bss-portal".

8.6 Options of Admin Command

This section explains the options of admin command.

The admin port number of Java EE execution environment must be specified as a command option for each domain, main domain and indexer domain. Also the password of Java EE execution environment must be specified.

Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for the information on how to check the port number.

Specify following command options in the case the admin port number has been modified.

Option	Description
-p	Specify the admin port number of Java EE execution environment of the domain you will modify. If the port has been modified, the execution of the command will fail unless correct value is specified with this option.
-u	Specify the user name of the administrator of Java EE execution environment. The user name will be asked after invoking the command if this option is omitted.

Example: Specifying options to the environment variable OPTION

[Windows]

```
SET OPTION=-p 8048 -u Administrator
```

[Linux]

```
export OPTION="-p 8048 -u Administrator"
```


Chapter 9 Operations

This chapter explains the operations of this product.

9.1 Start/Stop

This section explains how to start and stop this product.

9.1.1 Start

This section explains how to start this product.

1. Start Database

Execute following command to start the database.

[Windows]

```
net start "Systemwalker Service Catalog Manager DB Service"
```

[Linux]

```
/opt/FJSVctbss/bin/swctmg_startdb.sh
```

2. Start Systemwalker Service Catalog Manager service

Execute following two commands in following order to start Systemwalker Service Catalog Manager service.

[Windows]

```
net start "Systemwalker Service Catalog Manager Indexer Server"
```

```
net start "Systemwalker Service Catalog Manager Server"
```

[Linux]

```
service swctmgindexer start
```

```
service swctmgserver start
```

9.1.2 Stop

This section explains how to start this product.

1. Stop Systemwalker Service Catalog Manager service

Execute following two commands in following order to stop Systemwalker Service Catalog Manager service.

[Windows]

```
net stop "Systemwalker Service Catalog Manager Server"
```

```
net stop "Systemwalker Service Catalog Manager Indexer Server"
```

[Linux]

```
service swctmgserver stop
```

```
service swctmgindexer stop
```

2. Stop Database

Execute following command to stop the database.

[Windows]

```
net stop "Systemwalker Service Catalog Manager DB Service"
```

[Linux]

```
/opt/FJSVctbss/bin/swctmg_stopdb.sh
```

9.2 Changes of the Context Root

This section describes how to change the context root of this product.

You can change the access URLs for the Admin Portal and Marketplace Portal by changing the context root.

Executing the command for changing the context root

Execute the command for changing the context root. Refer to "[8.5 Changing the Context Root](#)" for details on how to change.

Changing the BASE_URL

Log into the Admin Portal as the operator and change the BASE_URL in the "Update configuration settings" page. Refer to the Operator's Guide for details.



Only change the context root after setup. The access URL from before the modification is invalid if the context root is changed after a user is registered or a service is subscribed to.

9.3 Accessing to Portal

This section explains how to access the portals provided by this product.

This product provides Admin Portal (administrative user interface) and Marketplace Portal.

9.3.1 Accessing to Admin Portal

To access the login screen of Admin Portal, start a web browser and enter following URL as the address.

The first operator is created when setup is completed. This operator is initially assigned the following credentials:

- User ID: administrator
- Initial password: admin123

Login to admin portal with above credentials.

It is strongly recommended that you change the initial password after login.

Accessing to Admin Portal

```
http://[server host name]:[port number]/fujitsu-bss-portal/
```

Accessing to marketplace specific Admin Portal

```
http://[server host name]:[port number]/fujitsu-bss-portal/shop/updateMarketplace.jsf?  
mId=[marketplace ID]
```

Parameter	Description
server host name	Specify the host name or IP address of the server where this product is installed.
port number	Specify the HTTP listener port number specified in " Chapter 3 Setup " or " Chapter 4 Setup (Distributed Database Configuration) ".

Parameter	Description
	Refer to “ B.2.2 HTTP Listener Port Number ” to check the port number currently used.
marketplace ID	Specify the ID of the marketplace. The ID is generated when the Operator registers the marketplace.

The URL for accessing marketplace specific Admin Portal is notified to the Marketplace Owner by a mail when the marketplace is registered.

9.3.2 Accessing to Marketplace Portal

There are two way to access Marketplace Portal as follows.

- Accessing to the login screen by specifying URL in the web browser.
- Accessing from Admin Portal you are already logged in.

Accessing by specifying URL

Start a web browser and specify following URL as the address.

```
http://[server host name]:[port number]/fujitsu-bss-portal/marketplace?mId=[marketplace ID]
```

Parameter	Description
server host name	Specify the host name or IP address of the server where this product is installed.
port number	Specify the HTTP listener port number specified in “ Chapter 3 Setup ” or “ Chapter 4 Setup (Distributed Database Configuration) ”. Refer to “ B.2.2 HTTP Listener Port Number ” to check the port number currently used.
marketplace ID	Specify the ID of the marketplace. The ID is generated when the Operator registers the marketplace.

Accessing from Admin Portal

Log in Admin Portal and click [Go to marketplace] menu.

Choose Marketplace Portal from pull-down menu and click [Go to] button.

9.4 Online backup and restoration

This section describes the online backup and restoration procedures for Systemwalker Service Catalog Manager.

9.4.1 Online backups

This section describes the procedure for creating backup files after installation and setup has been completed.

Preparing for backups

Create the archive directory that will store the WAL logs. The WAL log is a file for recording transactions when executing online backup.



Note

[Linux]

The archive directory must be created so that the OS user (pgctbss) for the Systemwalker Service Catalog Manager database has full control permissions.

The LD_LIBRARY_PATH also needs to be configured. Execute the following command:

```
export LD_LIBRARY_PATH=$LD_LIBRARY_PATH:/opt/FJSVctbss/fjsvpgs91/lib/
```

Editing the database configuration file

[Windows]

Edit the following database configuration file:

```
%SWCTMG_HOME%\pgctbss\data\postgresql.conf
```

The parameters to be edited and their values after modification are shown below:

- wal_level=archive
- archive_mode=on
- archive_command='<copy command for the WAL log file>'

Refer to the following when editing the WAL log file copy command:

Example

```
copy "%p" "<Full path for the location where the archive directory will be created>\%f"
```



Note

When setting the full path of the location where the archive directory is to be created, convert single "\" to double "\".

For example: "C:\\Fujitsu\\Systemwalker\\SWCTMG\\archivedir"

[Linux]

Edit the following database configuration file:

```
/var/opt/FJSVctbss/pgsql/data/postgresql.conf
```

The parameters to be edited and their values after modification are shown below:

- wal_level=archive
- archive_mode=on
- archive_command='<copy command for the WAL log file>'

Refer to the following when editing the WAL log file copy command:

Example

```
/bin/cp -f %p <Full path for the location where the archive directory will be created>/%f
```



Information

When the backup is executed, %p is automatically converted to the file name of the copy source and %f is changed to the copy destination file name.

Restart the service

Restart the database service. Refer to "9.1 Start/Stop" for details on how to restart.

Starting backup

Execute the following command to start backup:

[Windows]

```
"%SWCTMG_HOME%\fjstvpgs91_64\bin\psql.exe" -p <PGS_PORT> -U pgctbss -c "SELECT pg_start_backup(now)::text, true)"
```

[Linux]

```
/opt/FJSVctbss/fjstvpgs91/bin/psql -p 5443 -U pgctbss -c "SELECT pg_start_backup(now)::text, true)"
```

Copying the database data dictionary

Refer to the example copy command and copy the data dictionary of the following database:

[Windows]

```
%SWCTMG_HOME%\pgctbss\data
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/data/
```

Example copy command:

[Windows]

```
robocopy "%SWCTMG_HOME%\pgctbss\data" <Folder path of the copy destination> /MIR /XD " SWCTMG_HOME%\pgctbss\data\pg_xlog" /XF " SWCTMG_HOME%\pgctbss\data\postmaster.pid"
```

[Linux]

```
rsync -av --delete --exclude=pg_xlog --exclude=postmaster.pid /var/opt/FJSVctbss/pgsql/data/ <Directory of the copy destination>
```



Copy everything in the database dictionary folder apart from the pg_xlog folder and the postmaster.pid file.

Stopping backup

Execute the following command to stop backup:

[Windows]

```
"%SWCTMG_HOME%\fjstvpgs91_64\bin\psql.exe" -p <PGS_PORT> -U pgctbss -c "SELECT pg_stop_backup()"
```

[Linux]

```
/opt/FJSVctbss/fjstvpgs91/bin/psql -p 5443 -U pgctbss -c "SELECT pg_stop_backup()"
```

9.4.2 Restore

This section describes the procedure for restoring from backup files after a backup has been completed.

Stop the service

Stop the database service. Refer to "9.1 Start/Stop" for details on how to stop.

Delete the database data dictionary

Delete the data dictionary of the following database:

[Windows]

```
%SWCTMG_HOME%\pgctbss\data
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/data/
```

Restoring the database data dictionary

Copy the data dictionary folder for the database created in "9.4.1 Online backups" to the following folder:

[Windows]

```
%SWCTMG_HOME%\pgctbss
```

[Linux]

```
/var/opt/FJSVctbss/pgsql
```

Restoring the WAL log file

Make following folder and copy the WAL log file created with the WAL log file copy command in "9.4.1 Online backups" to the following folder:

[Windows]

```
%SWCTMG_HOME%\pgctbss\pg_xlog
```

[Linux]

```
/var/opt/FJSVctbss/pgsql/pg_xlog
```

Editing the restore configuration file

[Windows]

Copy the following restore configuration file to the database dictionary folder. Change the extension from ".conf.sample" to ".conf" after copying.

```
%SWCTMG_HOME%\ fjsvpgs91_64\share\recovery.conf.sample
```

The parameters to be edited and their values after modification are shown below:

- restore_command='<copy command for the WAL log file>'

Refer to the following when editing the WAL log file copy command:

[Windows]

Example

```
copy "<Full path for the location where the archive directory will be created>\\%F" "%P"
```



Note

When setting the full path of the location where the archive directory is to be created, convert single "\" to double "\".

For example: "C:\\Fujitsu\\Systemwalker\\SWCTMG\\archivedir"

[Linux]

Copy the following restore configuration file to the database dictionary folder. Change the extension from ".conf.sample" to ".conf" after copying.

```
/opt/FJSVctbss/fjsvpgs91/share/recovery.conf.sample
```

The parameters to be edited and their values after modification are shown below:

- restore_command='<copy command for the WAL log file>'

Refer to the following when editing the WAL log file copy command:

Example

```
/bin/cp -f <Full path for the location where the archive directory will be created>/%f %p
```



Information

When the backup is executed, %p is automatically converted to the file name of the copy source and %f is changed to the copy destination file name.

Starting the service

Start the database service. Restoration is automatically executed when you start the service. Refer to "[9.1 Start/Stop](#)" for details on how to start.

Check the results of the restoration

Access the Systemwalker Service Catalog Manager admin portal and marketplace to confirm that the backed up files were restored.

Appendix A Operation Environment

This Appendix explains operation environment of Systemwalker Service Catalog Manager.

A.1 Hardware Resources

This section explains hardware resources required to install and operate Systemwalker Service Catalog Manager.

A.1.1 Recommended Hardware Resources

Hardware type	Condition
Model	PRIMERGY, PRIMEQUEST 1000 Series
CPU	Intel(R) Xeon(R) 3GHz or above
Memory (excluding OS)	4GB or more

A.1.2 Disk Capacity

Static disk capacity:

Product name	Required disk capacity for installation
Systemwalker Service Catalog Manager	Installation directory: 1.5GB

A.2 Software Resources

This section explains software resources to install Systemwalker Service Catalog Manager.

A.2.1 Supported OS

Either one of the following basic software is required.

[Windows]

- Microsoft(R) Windows Server(R) 2008 R2 Standard
- Microsoft(R) Windows Server(R) 2008 R2 Enterprise
- Microsoft(R) Windows Server(R) 2012 Standard
- Microsoft(R) Windows Server(R) 2012 Datacenter
- Microsoft(R) Windows Server(R) 2012 R2 Standard
- Microsoft(R) Windows Server(R) 2012 R2 Datacenter

[Linux]

- Red Hat Enterprise Linux 6 (for x86)
- Red Hat Enterprise Linux 6 (for Intel64)
- Red Hat Enterprise Linux 5 (for x86)
- Red Hat Enterprise Linux 5 (for Intel64)

-

A.2.2 Required Software

Following software is required.

- Web browser

Either one of the following web browsers is required.

- Windows (R) Internet Explorer(R) 8
- [Windows (R) Internet Explorer(R) 9
- Windows (R) Internet Explorer(R) 10
- Windows (R) Internet Explorer(R) 11
- Google Chrome 23.0-31.0
- Mozilla(R) Firefox(R) 16.0-24.0
- Adobe(R) Reader(R)



Before accessing this product, configure the browser as follows according to the browser's setup procedure.

- Enable browser's cookie setting.
- The web browser environment on Systemwalker Service Catalog Manager server cannot be used.

A.2.3 Exclusive Software

There is no exclusive software for Systemwalker Service Catalog Manager.

Appendix B Port Number

This appendix explains the port numbers used by Systemwalker Service Catalog Manager.

B.1 Port Number List

The default port numbers used by Systemwalker Service Catalog Manager are shown below.

Server

The port numbers on which the connections from external servers to be accepted.

Function	Port number / protocol used	Configurable
HTTP listener	8080/tcp	Yes
HTTP SSL listener	8081/tcp	Yes

The port number used for database.

Function	Port number / protocol used	Configurable
Database port number	5443/tcp	Yes

The port number used for main domain internally.

Function	Port number / protocol used	Configurable
Web Service listener	8082/tcp	Yes
JavaEE HTTP listener	8048/tcp	Yes
JMX connector listener	8086/tcp	Yes
JMS host	8076/tcp	Yes
RMI registry for Message Queue broker	8176/tcp	Yes
IIOP listener	8037/tcp	Yes
IIOP SSL listener	8038/tcp	Yes
IIOP listener for client authentication of SSL communication	8039/tcp	Yes
Port number used temporarily in executing setup command	8009/tcp	-
Port number used temporarily in executing setup command	8066/tcp	-

The port number used for indexer domain internally.

Function	Port number / protocol used	Configurable
HTTP listener	8480/tcp	Yes
HTTP SSL listener	8481/tcp	Yes
JavaEE HTTP listener	8448/tcp	Yes
JMX connector listener	8486/tcp	Yes
JMS host	8476/tcp	Yes
RMI registry for Message Queue broker	8576/tcp	Yes
IIOP listener	8437/tcp	Yes

Function	Port number / protocol used	Configurable
IIOP SSL listener	8438/tcp	Yes
IIOP listener for client authentication of SSL communication	8439/tcp	Yes
Port number used temporarily in executing setup command	8409/tcp	-
Port number used temporarily in executing setup command	8466/tcp	-

Information

Refer to “[Chapter 8 Modifying Installation Environment](#)” for information on how to modify the port numbers marked configurable on the table above.

In case that ServerView Resource Orchestrator is used, the domain for Asynchronous Provisioning Platform (APP) must be installed. The port numbers used for APP domain are followings:

The port number used for APP domain internally.

Function	Port number / protocol used	Configurable
HTTP listener	8880/fcp	Yes
HTTP SSL listener	8881/tcp	Yes
JavaEE HTTP listener	8848/tcp	Yes
JMX connector listener	8886/tcp	Yes
JMS host	8876/tcp	Yes
RMI registry for Message Queue broker	8976/tcp	Yes
IIOP listener	8837/tcp	Yes
IIOP SSL listener	8838/tcp	Yes
IIOP listener for client authentication of SSL communication	8839/tcp	Yes
Port number used temporarily in executing setup command	8809/tcp	-
Port number used temporarily in executing setup command	8866/tcp	-

B.2 Checking Port Numbers

This section explains how to change port numbers used by this product.

The port numbers explained in this section can be modified by commands. Execute them on Command Prompt or console.

Note

- Systemwalker Service Catalog Manager must be running in order to execute the commands.
- The admin port number of Java EE execution environment must be specified as a command option for each domain, main domain and indexer domain. Refer to “[B.2.1 Admin Port Number of Java EE Execution Environment](#)” for the information on how to check the port number.

Refer to “[8.6 Options of Admin Command](#)” for the information on the command option.

The explanation for the commands in this section assumes that the options are specified by the following environment variable.

[Windows]

%OPTION%

[Linux]

\$OPTION

B.2.1 Admin Port Number of Java EE Execution Environment

This section explains how to check the admin port number of Java EE execution environment.

Use following command to check.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% get server-config.network-config.network-listeners.network-listener.admin-listener.port
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION get server-config.network-config.network-listeners.network-listener.admin-listener.port
```

In following example, the port number is the value just after “server-config.network-config.network-listeners.network-listener.admin-listener.port=”.

Example output:

```
server-config.network-config.network-listeners.network-listener.admin-listener.port=8048
```

B.2.2 HTTP Listener Port Number

This section explains how to check the HTTP listener port number.

Use following command to check.

[Windows]

```
"%SWCTMG_HOME%\glassfish3\bin\asadmin" %OPTION% get server-config.network-config.network-listeners.network-listener.http-listener-1.port
```

[Linux]

```
/opt/FJSVctbss/glassfish3/bin/asadmin $OPTION get server-config.network-config.network-listeners.network-listener.http-listener-1.port
```

In following example, the port number is the value just after “server-config.network-config.network-listeners.network-listener.http-listener-1.port=”.

Example output:

```
server-config.network-config.network-listeners.network-listener.http-listener-1.port=8080
```

Appendix C Uninstall (middleware)

"Uninstall (middleware)" is a tool used by Fujitsu middleware products. It performs information management for middleware products, and also, launching the uninstaller for removing these products from the installed systems.

C.1 Notes about the Uninstall (middleware)

C.1.1 Uninstall product

To uninstall this product, uninstall from "Uninstall (middleware)".

C.1.2 Notes about the Uninstall (middleware)

- This tool manages information about other Fujitsu middleware products even if <Product name>. For this reason, do not uninstall it unless absolutely necessary. If you have accidentally uninstalled this tool, re-install it as described below.

[Windows]

1. Log into the system using an account that has Administrator or root privileges.
2. Insert the media to the CD-ROM drive.
3. Start the installer.

```
<DVD-ROM drive>\CIR\cirinst.exe
```

[Linux]

1. Log into the system using an account that has Administrator or root privileges.
2. Insert the media to the CD-ROM drive.
3. Start the installer.

```
# < DVD-ROM mount point>/CIR/cirinst.sh
```

C.1.3 Uninstall the Uninstall (middleware) from the server

- If you uninstall this tool as described below.

1. Check that there are no Fujitsu middleware products installed in the system.
You can check this by using "Uninstall (middleware)", which is launched by the command below.

[Windows]

Select [All Programs] > [Fujitsu] > [Uninstall (middleware)]

[Linux]

```
/opt/FJSVcir/cir/bin/cimanager.sh -c
```

-c : CUI

2. If no Fujitsu middleware products have been installed, then issue the command below.

[Windows]

```
%SystemDrive%\FujitsuF4CR\bin\cirremove.exe  
%ProgramFiles%\Fujitsu\FujitsuF4CR\bin\cirremove.exe
```

[Linux]

```
# /opt/FJSVcir/bin/cirremove.sh
```

3. At the uninstallation confirmation prompt, enter "y".

```
This software is a common tool of Fujitsu products.Are you sure you want to remove it?[y/n]:
```

Uninstallation will start.

4. After uninstallation, the directories and files listed below remain in the system. Delete them.

[Windows]

%SystemDrive%\FujitsuF4CR

%ProgramData%\Fujitsu\FujitsuF4CR

[Linux]

/var/opt/FJSVcir/

C.2 Messages output by FJSVcir

FSP_FJSVCIR_CIRINST: ERROR: 101: CIRINST101: Administrator privilege is required.

Description

The user does not have administrator privileges.

Action method

Login with administrator privileges and run the command again.

FSP_FJSVCIR_CIRINST: ERROR: 102: CIRINST102: Failed to create %s

Parameters

%s: Directory name

Description

Failed to create a directory during the installation.

Action method

Creating the directory might have failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 103: CIRINST103: It is required at least %dMB

Parameters

%d: Disk spaces

Description

Insufficient disk space (at least 150 MB required).

Action method

Confirm that the system has sufficient disk spaces.

[Windows] FSP_FJSVCIR_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR files.

[Linux] FSP_FJSVCIR_CIRINST: ERROR: 104: CIRINST104: Failed to copy CIR installer files.

Description

Failed to copy files required for the installation.

Action method

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 105: CIRINST105: Failed to copy JRE.

Description

Failed to copy JRE required for installation.

Action method

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 106: CIRINST106: Failed to copy CIR

Description

Failed to copy files during the installation.

Action method

Copying the files failed for some reason. Run the installer again, or run cirinst command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 107: CIRINST107: invalid option.

Description

An invalid option was specified.

Action method

Specify a valid option. [-c]: CUI

FSP_FJSVCIR_CIRINST: ERROR: 108: CIRINST108: JRE which should be deployed is not bundled.

Description

An appropriate JRE for this system is not bundled.

Action method

Confirm that the product supports the platform.

FSP_FJSVCIR_CIRINST: ERROR: 109: CIRINST109: Unsupported OS.

Description

Unsupported operating system.

Action method

Confirm that the product supports the operating system.

[Linux]

If the product supports the operating system, there may be insufficient redhat-lsb packages. Check whether the redhat-lsb packages are in the system. If they are not, add them then re-execute the installer.

FSP_FJSVCIR_CIRINST: ERROR: 185: CIRINST185: lsb_release was not found. Please install the package below.

- redhat-lsb

Description

lsb_release command was not found.

Action method

Add redhat-lsb package and then execute install again.

FSP_FJSVCIR_CIRINST: ERROR: 186: CIRINST186: lsb_release was not found.

Description

lsb_release command was not found.

Action method

Add the relevant package and then execute install again.

FSP_FJSVCIR_CIRINST: ERROR: 201: CIRINST201: Administrator privilege is required.

Description

The user does not have administrator privileges.

Action method

Login with administrator privileges and run the command again.

FSP_FJSVCIR_CIRINST: ERROR: 203: CIRINST203: Failed to delete files.

Description

Failed to delete FJSVcir files.

Action method

Deleting the files failed for some reason. Run cirremove command again. If the problem persists, check the system log.

FSP_FJSVCIR_CIRINST: ERROR: 205: CIRINST205: invalid option.

Description

Invalid option is specified.

Action method

No option is supported. Retry without any options.

Specified installation parameters file was not found.

Description

Specified installation parameters file was not found. (silent mode)

Action method

Specify the installation parameters file.

It failed to install. See log for details

Description

An error occurred during install. (silent mode)

Action method

Collect the files stored in the following directories.

[Linux]

/var/opt/FJSVcir/cir/logs/cirlog0.log.0

[Windows]

%SystemDrive%\FujitsuF4CR\cir\logs\cirlog0.log.0

%ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

Parameters are invalid. Please specify valid parameters.

Description

Invalid option is specified. (silent mode)

Action method

Specify a valid option.

Failed in cancelling.

Description

An error occurred during cancelling.

Action method

[Linux]

Uninstall program using following command

• **rpm -e FJSVctbss**

Delete following folder;

• **/opt/FJSVctbss**

[Windows]

Uninstall following program using "Control Panel"- "Programs and Features".

- Systemwalker Service Catalog Manager

Delete following folder;

- <Systemwalker Service Catalog Manager install folder>/SWCTMG

C.3 Messages output by Uninstall (middleware)

It has already been running in another process.

Description

An attempt was made to start Uninstall (middleware) more than once. Alternatively, an attempt was made to start Uninstall (middleware) while the installer was starting.

Action method

End any Uninstall (middleware) that have already started. Alternatively, start Uninstall (middleware) after the installer has ended.

Specified option is invalid.

Description

An invalid option was specified.

Action method

Specify valid options and run the command again.

Please enter a valid option.

Description

An invalid character was entered. Valid characters are y, n, or item numbers.

Action method

Enter a valid character.

Failed to uninstall of the following software packages:

Description

Failed to uninstall the software listed in this message.

Action method

Confirm the information shown after this message and take the appropriate action.

Unable to uninstall the software as it is referred from more than one software.

Description

Failed to uninstall the software because it is used by other software.

Action method

No specific action is required.

Unable to uninstall the software as the software is mandatory.

Description

Failed to uninstall the software because it is required by another program.

Action method

No specific action is required.

Internal data is broken.

Description

Internal data used by this product is corrupt.

Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

[Linux]

`/var/opt/FJSVCIR/cir/`

`/etc/opt/FJSVCIR/cir/CIR.properties`

[Windows]

`%SystemDrive%\FujitsuF4CR\cir\`

`%ProgramData%\Fujitsu\FujitsuF4CR\cir\`

Unable to uninstall the software you were about to uninstall as the existence of the software is a precondition for the operation of another software.

Description

Failed to uninstall the software because it is required by another program.

Action method

No specific action is required.

The program terminated abnormally.

Description

The program has terminated abnormally.

Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

[Linux]

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

[Windows]

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

An unexpected error has occurred during uninstall.

Description

An error occurred during uninstall.

Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

[Linux]

/var/opt/FJSVCIR/cir/

/etc/opt/FJSVCIR/cir/CIR.properties

[Windows]

%SystemDrive%\FujitsuF4CR\cir\

%ProgramData%\Fujitsu\FujitsuF4CR\cir\

It failed to uninstall. See log for details.

Description

An error occurred during uninstall. (silent mode)

Action method

Collect the files stored in the following directories and contact Fujitsu technical support:

[Linux]

/var/opt/FJSVcir/cir/logs/cirlog0.log.0

[Windows]

%SystemDrive%\FujitsuF4CR\cir\logs\cirlog0.log.0

%ProgramData%\Fujitsu\FujitsuF4CR\cir\logs\cirlog0.log.0

[Notice] Need to restart for uninstall completion.

Description

Uninstallation was completed. (silent mode)

Action method

Restart the system.