forward faster

# SSA® OnePoint Diagnostics 3.2

## Installation Guide

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# About this Guide

This document is an Installation Guide that describes the installation procedure for OnePoint Diagnostics 3.2 for all supported platforms. This document is intended for system administrators, consultants, support engineers, and so on, who want to install and use OnePoint Diagnostics for analysis and optimization purposes.

The objective of this Installation Guide is intended to help you perform installation and administrative tasks. This document must be considered largely complementary to the Help files included in the OnePoint Diagnostics product itself.

After you complete the procedures described in this manual, refer to the Help files in the product for further assistance.

This document is divided into the following chapters:

Chapter 1, “Introduction,” briefly describes the purpose of OnePoint Diagnostics.

Chapter 2 till 4, “Installation of server components,” provides details about the installation of the server components for the various platforms.

Chapter 5, “Client setup,” provides details about the installation of the client components on a Windows platform.

Chapter 6, “User and IP address administration,” describes the user management and IP address maintenance tasks.

Chapter 7, “Remote servers,” outlines the steps that you must take to make remote server connections.

Chapter 8, “To use OnePoint Diagnostics – how to get started,” provides some suggested actions to get started using OnePoint Diagnostics.

Chapter 9 till 11, “To uninstall OnePoint Diagnostics,” provides the steps for uninstallation for the various platforms.

Chapter 12, “Further information,” presents several sources of further information.

Appendix A lists several advanced configuration options.

For best results, follow the order of the chapters as presented in this document.

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# Chapter 1
# Introduction

1

To aid the process to analyze and optimize Baan systems, SSA Global introduces OnePoint Diagnostics. With the help of the OnePoint Diagnostics Portal, you can retrieve and make visible valuable configuration details of a computer system.

You must install the OnePoint Diagnostics server components on a specific machine. After installation, you can start the OnePoint Diagnostics server. The server acts as a listener, which enables users to connect using an Internet Browser, through a Java-based GUI.

A key is available for you to validate the OnePoint Diagnostics server. You can obtain the license key online from the support Web site.

OnePoint Diagnostics is a passive software package that collects information, but does not alter any configuration settings on the machine. If OnePoint Diagnostics ever writes files to the operating system, the software writes these files only to OnePoint Diagnostics' own installation environment.

**Note:** The exception to this rule is a number of temporary files that are created during the operation.

# Chapter 2
# Installation of server components: UNIX

2

## Prerequisites for installation

For the supported environments information in regard to supported operating systems, databases, and Baan versions, refer to solution 135679.

To be able to install OnePoint Diagnostics, you are not required to have a SSA or database application installed.

**Note when using SSA Triton 3.x, Baan IV, BaanERP 5.x or ERP LN 6.1**

If you intend to create and use Baan connection profiles, in other words, analyze your Baan environments, you must log on to the UNIX machine using an account that is linked to a valid Baan user, for example, **bsp**. Use that account to install and open the OnePoint Diagnostics server.

**Note use ksh**

Run the installation preferably with a kornshell (ksh) to prevent trap errors

**Note for Linux installation**

While running the *install.sh* script, the following message may occur:

./install.sh: trap: ERR: not a signal specification

With or without this message, installation should proceed and complete normally. If the OnePoint Diagnostics installation fails AND this message was generated, possibly a working directory is still present and can/should be removed manually.

The error message is not likely to occur when a recent version of the *bash* shell is used.

## Procedure

To install OnePoint Diagnostics, take the following steps:

1. Download the installation pack, if you have not done so already. You can download the installation pack from solution 135641, which is a tar file that contains the Release Notes, the set-up program, and gzip.[1] Wait for the download to finish completely before you continue.
2. Transfer the installation pack to the UNIX machine.
   Use ftp in binary mode to transfer the file to an empty directory on the UNIX machine.
3. Log on to the UNIX server: Open a terminal window and log on to the UNIX server. In most cases, you must use a UNIX account that is linked to a Baan account, as mentioned previously.
4. Un-tar the installation pack:
   Change the directory to the location where the installation pack was transferred. Extract the contents as follows:

   `tar xvf <filename>`

   in which <*filename*> is the name of the downloaded tar file.

   **Note**: If the tar file proves corrupt, repeat Steps 1 and 2. Make sure the ftp was run in binary mode.

---

[1] The gzip utility, which the installation script requires, is included because not all UNIX systems have this utility available.

The relevant installation files are as follows:[2]

- Install.sh
- OnePoint_Diagnostics.tar.gz
- gzip

5 Check the execute permissions for the install script. To make sure, use `ls -l` to check if the install script Install.sh has execute permission attributes (-r-xr-xr-x) set. If not, type the following:

```
chmod 555 install.sh
```

6 Launch the installer script.

At the prompt, type the following:

```
./install.sh OnePoint_Diagnostics.tar
```

**Note**: You do not have to type **.gz** at the end of OnePoint_Diagnostics.tar.gz.

The script leads you through the following steps:

1 Read and accept the license agreement.

2 Specify a company and user name.

3 Enter the installation directory path. The entered directory must not contain any files or sub-directories.

4 Enter (optionally) a port number. For more information about port numbers, refer to Appendix A.

5 Enter a list of client computer names (workstations) from which you plan to use OnePoint Diagnostics. When adding more workstations they should be separated by spaces.
For best results, enter at least the computer name of the client from which you want to perform admin tasks. For more information, refer to Chapter 4, “User and IP address administration.”

---

[2] If you did not follow the instructions and extracted one or more of these components from the download pack on a Windows machine, the files may have become unusable if the ftp transfer was not executed correctly.

At the end of the installation, the script reports "Installation complete," together with a number of instructions on how to start the OnePoint Diagnostics server.

You must now start the server.

## OnePoint Diagnostics server

To start or stop the OnePoint Diagnostics server, you must be logged on to the UNIX server on the account that you used during the installation. For more information, refer to “Prerequisites for installation,” previously in this chapter. Go to the installation directory.

At the prompt, type the following at the prompt to start the server:

```
./server.sh -start
```

If at a later stage you want to stop the server, make sure no users are logged on to OnePoint Diagnostics and type the following:

```
./server.sh –killall # to all OPD server related processes
                       like connections

./server.sh –stop
```

## Next step

If you successfully followed the previous steps, the OnePoint Diagnostics server now starts.

The next step is to install Java client components, which empowers your Internet browser to use OnePoint Diagnostics, as well as checking for updates and requesting a license. See chapter 5 “Client setup: Windows”.

# Chapter 3
# Installation of server components: Windows

3

## Prerequisites for installation

Solution 135679 provides the supported environments information, with respect to supported operating system, database, and SSA products.

You are not required to have an SSA product or database application installed to be able to install OnePoint Diagnostics.

**Note:** For installation, you must have administrative rights on the system. Log on with the correct user account, preferably from behind the server's own console window. You can use remote connection software, but problems have been reported in combination with Microsoft Terminal Service and Remote Desktop Connection software.

## Installation with the set-up wizard

To install OnePoint Diagnostics, take the following steps:

1 Download and extract the installation pack.

You can download the installation pack from solution 135641. This solution is a self-extracting WinZip file that contains the Release Notes, and the set-up program.

If you have not done so already, download the self-extracting WinZip file and save this file in an empty directory. When the download process is complete, open Windows explorer, browse to the file location, and double-click the file. Extract the contents to the same directory.

2 Open the set-up program

Double-click the set-up program OnePoint_Diagnostics.exe. Wait for the InstallShield wizard to extract the files required for the setup.

**Note:** If a OnePoint Diagnostics installation exists, you are prompted for uninstallation. To reinstall OnePoint Diagnostics, you must first uninstall the existing environment. For details about uninstallation, refer to Chapter 7, “To uninstall OnePoint Diagnostics.” After uninstallation, return to the current step in the installation instructions.

From the Welcome screen onward, follow the steps indicated by the wizard. The wizard is largely self-explanatory.

The procedure to perform the installation contains the following steps:

3 Accept the license agreement.

4 Enter your personal and company details.

5 Select an installation folder.

6 Specify a Windows Log On account for the OnePoint Diagnostics service.

7 Specify the main port number, by default 9030

8 Enter a list of client computer names from which you plan to use OnePoint Diagnostics.

9 Review the settings and start installation

10 Installation Wizard completion, with the option to start the service.

Details about these steps are as follows:

**Installation folder:**
If you select an installation folder, SSA recommends that you choose an empty folder. If the directory is not empty, a warning message appears.

**Note:** OnePoint Diagnostics needs write permission in the chosen folder, not just for the admin user, but also for the Windows service Log On account you can specify in a subsequent step.

**Account for the service:**
The following information applies to the user account for the service:

- If you intend to use OnePoint Diagnostics to analyze a Baan environment, you must enter a Windows user account that is linked to a valid Baan user account, for example, user **baan**. Otherwise, leave the **Account** and **Password** fields blank.
- You can always change the user account later on. For more information, refer to “The OnePoint Diagnostics service” later in this chapter.

**Note:** During setup, a Windows service is created. Depending on your Windows platform, this process can take even several minutes, because the installer sets write permission for the entered user account for all files and folders in the OnePoint Diagnostics installation directory. You must wait for the process to terminate normally.

**Main port number:**
For more information on port numbers, refer to Appendix A in this document.

**List of client computer names:**
As described in Chapter 6, “User and IP address administration,” for security reasons, a user can only access the OnePoint Diagnostics portal if the portal’s IP address is explicitly granted the right to connect. To save the trouble of having to sort out IP addresses later on, enter the names (or IP addresses) of client PCs, workstations, and/or other servers from which users will connect to the portal.

If you enter one or more computer names, the installer attempts to resolve the IP-addresses.

**Note:** SSA strongly recommends that you at least enter the computer name of the client from which you want to perform admin tasks.

Two or more values can be separated by a space. Some examples are:

- name1 name2 name3
- 10.31.107.116 10.31.118.122
- name1 name2 name3 10.31.107.116 10.31.118.122

You must now start the service if not already started during the installation.

# OnePoint Diagnostics service

The OnePoint Diagnostics server is usually started as service. This section provides details about how to start, stop, and change properties of the service.

**Note:** An alternative method is available, which you only must use if you encounter a problem in using the service. For details, refer to the knowledge base solution 136044 on the Baan Online Support Web site.

## Windows services

The procedure to open Windows Services is as follows:

1. On the Windows **Start** menu, point to **Settings,** click **Control Panel**, and click **Administrative Tools**.
2. Open the Services window.

   The exact name of the service can differ for each installation, but usually starts with OnePoint Diagnostics followed by the product version number.

   **Note:** The given procedure is based on Windows 2000 and can differ, depending on the Windows version/service pack. A more general method is, on the Windows **Start** menu, click **Run**, enter **services.msc** in the **Open** field and click **OK**.

   If required, consult the Windows Help files for the exact steps on your specific system.

## To start and stop the OnePoint Diagnostics service

In the Services window, right-click the service name, and on the shortcut menu that appears, choose your action to either start, stop, or restart. For first-time use, you must start the service.

If an error occurs when you try to start the service, perform the following checks:

- Is the installed license file valid?
- Was the entered log-on account and password for the service correct?
- See the knowledge base for solutions to service problems.

If the service starts without error, and you want to use OnePoint Diagnostics immediately, you can proceed directly to “Next step,” later in this chapter.

## To change the OnePoint Diagnostics service properties

You can modify the service properties, but only if a specific need exists to do so.

The procedure is as follows: In the Services window, right-click the service name, and on the shortcut menu that appears, click **Properties**.

The properties that you can choose to change include the following:

- The startup type:
  The recommended option here is the default, **Automatic**, which ensures that, upon server reboot, the OnePoint Diagnostics service is brought up automatically. However, if you prefer to manage startup manually, or even disable the service, change the startup type accordingly.
- The logon account:
  As mentioned previously, if you intend to use OnePoint Diagnostics to analyze a Baan environment, you must enter a Windows user account that is linked to a valid Baan user account, for example, user **baan**.

  Right-click the OnePoint Diagnostics service, and on the shortcut menu that appears, click **Properties**. Maintain the account properties on the **Log On** tab.

**Note:** The specified user account must have write permissions in the OnePoint Diagnostic’s installation directory and all files and sub-folders. If required, set these permissions.

## Next step

After you successfully complete the previous steps, the OnePoint Diagnostics service starts.

The next step is to install Java client components, which empower your Internet browser for use by OnePoint Diagnostics as well as checking for updates and requesting a license. See chapter 5 “Windows: client setup”.

# Chapter 4
# Installation of server components: OS/400

4

## Prerequisites for installation

For the supported environments information in regard to supported operating systems, databases, and Baan versions, refer to solution 135679.

The user performing the installation must have the *SAVSYS special authority.

You are not required to have a Baan or database application installed to be able to install OnePoint Diagnostics.

**Note 1:** If you intend to create and use Baan connection profiles, in other words, analyze your Baan environments, you must log on to the AS/400 machine using an account that is linked to a valid Baan user, for example, **bsp**. Use that account to install and start the OnePoint Diagnostics server.

**Note 2:** On some OS/400 systems, a beta version of either the Qshell Interpreter option or the Qshell Utilities PRPQ is installed. When the GA version of the products are installed, the install exits do not recognize the links in the /usr/bin directory and do not fix the links to point at the correct versions of the utilities. As a consequence the OPD 3.2 installation will give errors.

For more information check the following link on the IBM support site:

http://www-912.ibm.com/s_dir/slkbase.nsf/1ac66549a21402188625680b0002037e/e597b76e3159041686256a310051fd00?OpenDocument&Highlight=0,cp,command

## Procedure

To install OnePoint Diagnostics, take the following steps:

1. Download the installation script and kit, if you have not done so already:
   You can download the installation script and kit from solution 143543:
   - Install-script.tar: Contains the installation *script*.
   - As400_opd<*version*>.tar.Z: The installation *kit*.

   In which <*version*> represents the version number, which depends on what is available for download. Make the appropriate substitutions in the text.

   Wait for the download to finish completely before you continue.
2. Transfer the installation kit and script to the AS/400 machine:
   Use ftp in binary mode to transfer the files to an empty directory on the AS/400 machine.
3. Log on to the AS/400 server:
   Open a terminal window and log on to the AS/400 server. In most cases, you must use an AS/400 account that is linked to a Baan account, as described previously.
4. Start the qshell:
   Use the `qsh` command.
5. Un-tar the installation script:
   Change the directory to the location where the installation script and kit was transferred. Un-tar the installation script as follows:

   ```
   tar xvf install-script.tar
   ```

   **Note:** If the tar file proves to be corrupt, repeat Steps 1 and 2. Make sure the ftp was performed in binary mode.

The installation kit as400_opd<*version*>.tar.Z can be uncompressed using `compress -d as400_opd<version>.tar`, which makes the installation faster, but requires more disk space. Do NOT, however, un-tar the installation kit.

**6** Check the execute permissions for the installation script:
To make sure, use `ls -l` to check if the installation script Install.sh has execute permission attributes `(-r-xr-xr-x)` set. If not, type the following:

```
chmod 555 install.sh
```

**7** Launch the installation script:
At the prompt, type the following:

```
./install.sh as400_opd<version>.tar
```

**Note:** You do not have to type .Z at the end of as400_opd<*version*>.tar.

If the installation does not start, check that the ftp operation was carried out correctly. Check also if the lower/uppercase characters of the installation kit's file name are left intact. If not, rename the file to as400_opd<version>.tar.Z.

The script leads you through the following steps:

**a** Read and accept the license agreement.

**b** Specify a company and user name.

**c** Enter the installation directory path. The entered directory must be empty, in other words, must not contain any files or sub-directories.

**d** Enter, optionally, an alternative port number.[3] The port number you enter is the main port number. Four ports are used in total, which fall within the range Main Port through Main Port + 3, for example, 9030 - 9033. The default main port number is 9030 and is acceptable in most cases. If one or more ports in the range 9030 - 9033 are already in use by another application or applications, choose a different main port number.

**e** Enter, optionally, a list of one or more workstations from which you plan to use the OnePoint Diagnostics client. You can separate values by a space, tab, or semi-colon. SSA strongly recommends that you at least enter the computer name of the client from which you want to perform admin tasks. For more information, refer to Chapter 6, “User and IP address administration.”

---

[3] You can also change the port number later, as described in Appendix A.

Provide sufficient time for the installer to resolve the IP addresses and to complete the remaining steps. Some steps are time-consuming due to the large size of the installation kit. At the end of a successful installation, the message "Installation complete" is given, along with instructions to obtain a license file and to start the server components.

8 You must now start the server.

## OnePoint Diagnostics server

To start or stop the OnePoint Diagnostics server, you must be logged on to the AS/400 server by means of the account that was used for installation. For more information, refer to “Prerequisites for installation,” previously in this chapter. Go to the directory of the installation.

At the prompt, type the following to start the server:

```
./server.sh -start
```

If at a later stage you want to stop the server, make sure no users are logged on to OnePoint Diagnostics and type the following:

```
./server.sh -stop
```

## Next step

If you successfully followed the previous steps, the OnePoint Diagnostics server now starts.

The next step is to install Java client components, which empowers your Internet browser to use OnePoint Diagnostics, as well as checking for updates and requesting a license. See chapter 5 “Client setup: Windows”.

# Chapter 5
# Client setup: Windows

5

## Purpose

OnePoint Diagnostics is a multi-user application that enables multiple users to connect to the server by means of an Internet browser.

The OnePoint Diagnostics GUI is Java-based, which means your browser must be enriched with access to so-called Java class files. These class files are made available to the browser after client setup.

You must perform a client installation once for each client computer from which OnePoint Diagnostics is to be used.

## Prerequisites for installation

Be sure to use a supported browser version. A correct version of Java Virtual Machine (JVM) must be installed and active. Solution 135679 specifies the supported versions, and provides information where to download supported JVMs. If you have various versions of JVM installed, deactivate unsupported versions through the browser's Internet options.

The OnePoint Diagnostics server must be up and running, as described previously.

A network connection must be present between the system on which OnePoint Diagnostics' server is installed and the client from which you want to use OnePoint Diagnostics.

The client's IP address must be acceptable to the OnePoint Diagnostics server. For more information, refer to "First time use," later in this chapter.

# To access OnePoint Diagnostics from the browser

The OnePoint Diagnostics client is browser-based; therefore, you must now open the Internet browser. Although the server components can be installed on UNIX, Linux, OS/400 or Windows, the client access is performed on a Windows PC connected to the network.

## First time use

If during server components installation, as described in Chapter 1, “Introduction,” you have not granted access to the client you use, follow the procedure described in "Manual IP address configuration" in Chapter 6, “User and IP address administration,” and then continue from here.

## To specify the correct address in your browser

Go to the client PC, open the browser, and specify the correct address in the address bar.

The address is composed of the server name or IP address and a port number, separated by a colon. The generic syntax is the following:

```
http://<servername>:<port number>
```

in which you must substitute the parts in brackets with the appropriate values.

The value for server name is the host name of the server on which OnePoint Diagnostics' server components are installed. The default port number is 9030.[4]

For example, if your server name is erplnserver, type the following:

```
http://erplnserver:9030
```

In some cases, namely, if your DNS is not configured properly, you might have to specify the server's IP address instead of the server name.

For example, if the server's IP address is 10.31.118.39, and the port number is 8050, type:

```
http://10.31.118.39:8050
```

Press ENTER. An html page now opens that displays the system check. If no problems are found, the page closes automatically. If a problem is found, refer to the following note.

The system check performs tests related to browser version, screen resolution, Java support, JVM version, cookie support, and Internet connection. If one of the tests fails, you must take the appropriate corrective actions. If all checks are successful, accept the security certificate, after which you automatically proceed to either the client setup, for first-time use, or the logon screen, if client components are already installed.

**Note:** If the browser reports that it cannot display the page, investigate if one or more of the following causes applies:

- The server is not up and running.
- The client's IP address must be configured: For more information, refer to "Manual IP address configuration," in Chapter 4, "User and IP address administration."
- The entered address is incorrect.
- Pop-up's are not allowed in the browser.

[4] For details on how to change the port number, refer to Appendix A.

# The client setup wizard

OnePoint Diagnostics detects whether client components must be installed. If so, you automatically proceed to the client installation wizard.

The client setup is described in the portal's html Help files. To access these files, click the question mark icon at the top-right corner of the browser window. The procedure is not repeated in this manual.

# Check for updates and validate via the license

To enable proper functioning of OnePoint Diagnostics the software must be kept up to date. This is enforced via a license mechanism. This paragraph describes how software updates of the OnePoint Diagnostics can be performed and licenses are retrieved.

Login to the portal, with user **admin**
*The initial password for user **admin** is **admin***

At login or if the license is missing, invalid or expired the portal will notify that a license is required to continue working. Take the following steps to perform this:

## Updating OPD to the latest patch level

Start the automatic update by clicking the **Automatic update** icon  . In the appearing update Wizard you need to provide connection and authentication information for the update server:

- Update server: secure.support.baan.com
- Domain: ecommerce
- User name: <your account for the OnePoint Support site>
- Password: <the related password>

When clicking **Next** the portal will try to connect to the Update server. If that succeeds a check will be performed if updated for OPD are available.
If so, an “Update” button will be provided.

- Activate the download by pressing **Update**.

- Install the update by pressing **Install**.
  At the end of the installation the portal will be closed and you need to reconnect to the OPD server.

### License OPD

When OnePoint Diagnostics is at the latest patch level a license can be requested.

Click the **Request License** icon  .

Provide the connection and authentication information for the license server:

- Update server: secure.support.baan.com
- Domain: ecommerce
- User name: <your account for the OnePoint Support site>
- Password: <the related password>

Select **Create**.

## Manual update and licensing

If you did not follow the automatic procedure for instance because your OPD client is not connected to the Internet, you can obtain updates and a license file online from the Web.

Connect to http://www.support.baan.com and select **Validation Forms** in the left pane.

Select the product **SSA OnePoint Diagnostics**, select **Form** and complete the “request form” and follow the provided instructions.

**Note:** If the above mentioned link is not available anymore, check solution 135641 for the new address.

## Next step

Perform user and IP address administration, as described in the following chapter.

# Chapter 6
# User and IP address administration

6

## Purpose

OnePoint Diagnostics 3.2 can retrieve company-critical information from servers. To guard against undesired access by unknown users, an admin user must explicitly grant privileges.

Access permissions are regulated at the following two levels:

- A valid account, which consists of a login and password, must be created for each user.
- The client's IP address is checked for validity using standard IP address validation techniques.

**Note:** A client is any computer on which a browser is opened to connect to OnePoint Diagnostics.

A user who has received an account might not be able to connect to OnePoint Diagnostics. The OnePoint Diagnostics server must accept the IP address of the computer on which the user works.

This chapter discusses access permission management for both of these levels.

# User management

## Types of users

Three types of users exist:

- Admin users
- Default users
- Normal users

After installation of the OnePoint Diagnostics server components, two user accounts exist and are ready for use. One account is of type admin, and the other is of type default.

The purpose of the default account is described later in this document. In the first instance, only the admin user account is important.

## The admin user account

The purpose of the admin account is to create normal users and regulate permissions.

**Note:** The admin account is not intended for the normal features of the portal, such as to perform scans.

The default login for this account is as follows:

| User ID | Password |
|---|---|
| admin | admin |

Use this account information for first time logon.

## First time logon

Take the following steps to log on to the portal as user admin:

1. Open the browser.
2. Type the correct address in the address bar, as described previously.

3 Wait for the system check to pass and, if applicable, accept the security warning.

4 Use the admin account details described previously to log on on the logon screen.

**Note:** SSA strongly recommends that you immediately change the password for admin. Failure to do so entails the risk of exposing company critical information.

To change the password, take the following steps:

1 On the OnePoint Diagnostics **Tools** menu, click **Customize Users**.

2 In the Customize Users window, on the **Password** tab, in the **User ID** field, enter **admin** and supply the new password in both the **New** and **Confirm** fields.

3 Click **Change**.

4 Click **Close**.

If you are familiar with OnePoint Diagnostics and/or intend to create several user accounts, you might want to read first the passage about the default user later in this chapter. Otherwise, proceed with the following section to learn how to create normal user accounts.

## To create normal user accounts

To make use of the OnePoint Diagnostics portal, you must create at least one normal user account. SSA recommends that you create at least one user account for each user who will use OnePoint Diagnostics. The reason for this is because logging on more than once with the same account can corrupt the user's settings.

The procedure to create a normal user account consists of the following steps:

1 Log on to the portal as user **admin**.

2 On the Tools menu, click Customize Users.

3 Click the **Create** tab.

4 Enter the values for the new account in the **User Id**, **Password**, and **Confirm** fields.

5 Click **Create**.

6 Click **Close**.

Repeat Steps 4 and 5 for each account you want to create.

## Other features of the Customize Users window

### To delete accounts

You can delete a normal user account. The procedure is as follows:

1 Log on to the portal as user **admin**.

2 On the Tools menu, click Customize Users.

3 Click the **Delete** tab.

4 Enter the user ID and password for the account to be deleted.

5 Click **Delete**.

6 Click **Close**.

Repeat Steps 4 and 5 for each account you want to delete.

**Note:** You cannot delete the default and admin user accounts.

### Enable/disable permissions

You can grant a normal user account permission to create and delete other normal user accounts. The procedure consists of the following steps:

1 Log on to the portal as user **admin**.

2 On the Tools menu, click Customize Users.

3 Click the **Permissions** tab.

4 Enter the user ID for the account for which to enable permissions.

5 Click **Enable**.

6 Click **Close**.

Repeat Steps 4 and 5 for each account you want to grant special privileges. To revoke the enabling in an analogous way, you can click **Disable**.

**Note:** Enabled users are normal users, and have fewer privileges than the admin user. Contrary to non-enabled users, enabled users can create and delete other normal users, and also enable/disable other normal users. However, enabled users cannot change the password of any user, except their own. These users also do not have access to the IP address maintenance GUI in the portal.

## Default user account

To be able to make use of the major features of OnePoint Diagnostics, you must set up connections. For information on the concept of connections, and for instructions on how to set up connections, refer to the Help files.

You have the option to create connections as user default. If you do so, these connections will be available to all normal users, besides the default user itself, which saves the trouble of having to define connections for all users.

For this purpose, the following table provides log-on details for the default user:

| User ID | Password |
|---|---|
| default | default |

**Note:** Although less crucial than for the admin user, again, SSA recommends that you change the password for user default.

To extend the default profile, the best order of events is to apply first the customizations to the default profile, and only then create the normal user accounts. If you change the order around, connections will only be visible after you use the **Add Existing Connection(s)** feature in the portal.

You cannot selectively make default connections available to other users: All connections are made available to all users. If this setup is too rigorous for your purposes, use the option to selectively share nodes. Refer to the Help files for details.

# IP address administration

If a user logs on to the OnePoint Diagnostics portal, the client's IP address is checked for validity using IP address validation techniques.

The **admin** user must explicitly grant access to ranges of IP addresses, which the user can do by means of the IP address maintenance utility, which is available to the **admin** user only.

## IP Address Maintenance utility

### How to open

The procedure to access the IP Address Maintenance utility consists of the following steps:

1. Log on to OnePoint Diagnostics as user **admin**.
2. Make sure the folder tree is visible (see the **View** menu).
3. From the folder tree, open the Administration Utilities folder.
4. Open the IP Address Maintenance utility.

Depending on the network configuration, the “No IP Address was found to be enabled for accessing OnePoint Diagnostics” message can appear. In this case, click **OK**.

The utility displays a matrix-like overview with six columns. The following sections describe each column in detail.

### Description

Explanation of the column entries:

- IP Address:
  The IP address (in dotted decimal notation) to grant access permission. The value for IP address works together with the mask to enable specification of a range.
- Mask:
  The mask, also expressed in dotted decimal notation, indicates the IP address’ bits that are significant.

- SRV:
  This check box controls whether the OnePoint Diagnostics server grants access. By default, the check box is selected. To temporarily deny access without removing the entry from the table, clear the check box.
- LDF:
  This check box controls whether the (so-called) dispatch facility grants access. By default, the check box is selected. If the **SRV** check box is selected, in principle, you must never clear the **LDF** check box, unless explicitly instructed by a support engineer.
- LCM:
  This check box controls whether the so-called Connector module grants access. By default, the check box is selected. If SRV is selected, in principle, you must never clear the **LCM** check box, unless explicitly instructed by a support engineer.
- LCS:
  This check box controls whether access is granted by the (so-called) Connector Slave. By default, the check box is selected. If the **SRV** check box is selected, in principle, you must never clear the **LCS** check box, unless explicitly instructed by a support engineer.

### Procedure to add access privileges

You must determine the IP address of the PC, from which the OnePoint Diagnostics client is to be used. Refer to the OnePoint Diagnostics help files for assistance on how to determine the IP address of a PC (or server).[5]

After you determine the IP address, take the following steps to add the address to the list:

1. Open the IP Address Maintenance window, as described previously.
2. Click **Add**.
3. Specify values for **IP Address** and **MASK**, as described later in this chapter.
4. Be sure to select all the check boxes.
5. Click **Check** optionally to check the validity of your entry.
6. Click **OK** to close the IP Address Maintenance window.

---

[5] In most cases, the Windows ipconfig command works. Run this command from the command prompt on the client PC.

Repeat Steps 2 through 5 as often as required.

The following two methods are available, either of which you can use to enter the IP address and mask:

- Enter the exact IP address in combination with mask 255.255.255.255.
- Make the last part of both the IP address and the mask equal to zero, which grants access to a range of IP addresses.

The advantage of the first method is that permissions are regulated in an exact way. However, this method is less convenient if you must grant access to a range of addresses and/or if you use DHCP. In the latter case, you can opt for the second method.

**Examples**

To grant access to a single IP address (10.31.118.80):

| IP Address | MASK | SRV | LDF | LCM | LCS |
|---|---|---|---|---|---|
| 10.31.118.80 | 255.255.255.255 | ☑ | ☑ | ☑ | ☑ |

To grant access to a range (10.31.118.0 to 10.31.118.255):

| IP Address | MASK | SRV | LDF | LCM | LCS |
|---|---|---|---|---|---|
| 10.31.118.0 | 255.255.255.0 | ☑ | ☑ | ☑ | ☑ |

### Procedure to revoke access privileges

To revoke privileges, you can click **Delete** or clear any or all of the **SRV**, **LDF**, **LCM**, and **LCS** check boxes for a specific record.

## Manual IP address configuration

If you do not manage to logon to the portal, it is not possible to use the IP Address Maintenance utility described above. You can, however, still configure IP addresses from the command prompt.

**Note:** The command described here overwrites the existing configuration stored in the Enabled.txt text file. To preserve the existing file, copy, move, or rename this file before continuing.

Run the following command from the installation directory:

```
./installer -i "<list>"

  Windows: installer –I “<list>”
```

in which <*list*> is the comma, space, or semi-colon-separated list of workstations, in other words, clients, you want to grant access. The list can also consist of IP addresses or a combination of computer names and IP addresses. Place the list between double quote characters. For example:

```
./installer -i "baan_server 10.31.192.01 my_pc"

  Windows: installer -i "baan_server 10.31.192.01 my_pc"
```

This command attempts to determine the IP addresses for baan_server and my_pc. The IP addresses that result are granted access along with the IP address specified as second entry in the list.

The last part of the IP address changes to zero, for example, 10.31.192.01 becomes 10.31.192.0, and the mask used is 255.255.255.0, which in practice means that access is granted to a range of addresses, as described previously. You cannot choose a different behavior. After you log on to the portal, use the IP Address Maintenance utility to refine the configuration.

## Next step

After you set up user accounts and regulate permissions at IP-address level, in principle, you are now ready to log on to the portal using a created account. The recommended steps to get started are described briefly in Chapter 6, “To use OnePoint Diagnostics – how to get started,” to which you can proceed directly.

If, however, you want to utilize the optional feature of setting up remote connections between two or more OnePoint Diagnostics servers, you must follow the instructions in the following chapter.

# Chapter 7
# Remote servers

7

## Purpose

The OnePoint Diagnostics portal enables you to connect to remote servers. In that way, numerous servers, for example, a Baan application server and remote database servers, can be investigated from a single point of entry.

## Prerequisites

If you intend to connect to remote servers from one OnePoint Diagnostics environment to the other, you must install OnePoint Diagnostics on each server to which you want to connect.

The additional prerequisites are as follows:

- The OnePoint Diagnostics versions must be the same.
- The OnePoint Diagnostics servers must be listening at the same port number, for example, 9030.
- The (connecting) OnePoint Diagnostics user account names on the local and remote servers must be the same. The passwords, however, can differ.
- Access privileges at IP address level must be configured properly.

This last point requires some clarification. If you intend to connect from one specific server to the other, this other server sees the connecting server as a client and, therefore, must know/accept the connecting server's IP address.

## Procedure

Repeat the instructions specified in the previous chapters for each server, taking into account the prerequisites specified previously.

After the servers are up and running, refer to the Help files to learn how to add a new server connection to the folder tree.

## Next step

The following chapter provides a brief summary of recommended steps to carry out next.

# Chapter 8
# To use OnePoint Diagnostics - how to get started

8

For instructions on how to get started using OnePoint Diagnostics, refer to the OnePoint Diagnostics Help files. The Help files are available from the system check page, the log-on screen, and the Help menu.

Preliminary steps include the following:

1. Configure your mail settings.
2. Create connections.

Subsequently, you are then ready to start to use the OnePoint Diagnostics features that collect information about your system, for example:

- Execute questions and question groups.
- Run the system viewer scan.
- Run the OnePoint Diagnostics Service scans.
- Define and execute customized scans.

You can also take a look at more advanced features, such as:

- Share nodes to other users.
- Add remote server connections.

# Chapter 9
# To uninstall OnePoint Diagnostics: UNIX

9

## OnePoint Diagnostics server components

Before you uninstall, make sure all users are logged off. Stop the server as described previously.

You must manually delete the files and sub-folders. Before you start the removal, you can choose to set aside the license file, ls_lic.txt, and/or the IP address configuration file, Enabled.txt, for a possible future OnePoint Diagnostics installation.

Change the directory to the OnePoint Diagnostics installation folder and use the UNIX command to delete the files and sub-directories manually.

## OnePoint Diagnostics client components

The client components are installed on a Windows machine by means of InstallShield logic or through a Java-based wizard. For more information, refer to the OnePoint Diagnostics help files. The uninstall procedure depends on the installation history.

# Chapter 10
# To uninstall OnePoint Diagnostics: Windows

10

## If the InstallShield wizard was used

If the InstallShield wizard was used at installation time, to remove the client components from your system, you can use Add/Remove Programs in the Windows Control Panel. The uninstaller will also purge OnePoint Diagnostics related entries from the user environment variable CLASSPATH.

**Note:** If client files were installed using the InstallShield wizard as non-admin user, you must remove the client files manually. The procedure is identical to the steps for the Java-based wizard, as described in the following section:

## Java-based wizard

If you used the Java-based wizard at installation time, you must manually remove the client components from your system. To determine the location of the class files, check the contents of user environment variable CLASSPATH. Delete the class files manually and then purge the environment variable CLASSPATH. For instructions related to environment variables, refer to your Windows Help files.

# OnePoint Diagnostics server components

The following two methods are available to uninstall OnePoint Diagnostics server components:

- Run the set-up program a second time.
- Use **Add/Remove Programs** in the Windows Control Panel.

Before you uninstall, make sure all users are logged off. You can choose to stop the service first, although the uninstaller will stop, and remove, the service for you.

If you use OnePoint Diagnostics more or less extensively, a large number of dynamic files will have been created. After uninstall, these dynamic files are still present. You must remove these files manually.

When you delete files after the uninstallation, you can choose to keep the license file, Ls_lic.txt, and/or the IP address configuration file, enabled.txt, for a possible future OnePoint Diagnostics installation.

# OnePoint Diagnostics client components

The client components are installed on a Windows machine by means of InstallShield logic or through a Java-based wizard. For more information, refer to the OnePoint Diagnostics Help files. The uninstall procedure depends on the installation history.

## If you used the InstallShield wizard

If you used the InstallShield wizard at installation time, to remove the client components from your system, you can use **Add/Remove Programs** in the Windows Control Panel. The uninstaller also purges OnePoint Diagnostics-related entries from the user environment variable CLASSPATH.

**Note:** If you installed client files using the InstallShield wizard as non-admin user, you must remove the client files manually. The procedure is identical to the steps for the Java-based wizard, as shown in the following section.

# Chapter 11
# To uninstall OnePoint Diagnostics: OS/400

11

## If you used the Java-based wizard

If you used the Java-based wizard at installation time, you must remove the client components from your system manually.

To determine the location of the class files, check the contents of user environment variable CLASSPATH. Delete the class files manually and then purge the environment variable CLASSPATH. See your Windows Help files for instructions related to environment variables

## OnePoint Diagnostics server components

Before you uninstall, make sure all users are logged off. Stop the server as described previously.

You must manually delete the files and sub-folders. Before you start the removal, you can choose to set aside the license file, Ls_lic.txt, and/or the IP address configuration file, enabled.txt, for a possible future OnePoint Diagnostics installation.

Start the qshell, change the directory to the OnePoint Diagnostics installation folder, and use the AS/400 command (`rm`) to delete the files and sub-directories manually.

Suppose the OnePoint Diagnostics installation directory is `/home/opd31,` as specified during the installation procedure. In this case, the command `rm -rf /home/opd31` removes all installed components. Alternatively, the commands `cd /home` followed by `rm -rf opd31` will do the same job. Use extreme caution with the rm –rf command, because for each argument that is a directory, rm recursively removes the entire hierarchy beneath the argument.

During installation, a library, namely /qsys.lib/Opd31Exec.lib, was created that contains the executable programs. To remove the library, use the following command:

```
system dltlib OPD31EXEC
```

# OnePoint Diagnostics client components

The client components are installed on a Windows machine by means of InstallShield logic or through a Java-based wizard (see the OnePoint Diagnostics help files). The uninstall procedure depends on the installation history.

## If the InstallShield wizard was used

If you used the InstallShield wizard at installation time, to remove the client components from your system, you can use **Add/Remove Programs** in the Windows Control Panel. The uninstaller also purges OnePoint Diagnostics-related entries from the user environment variable CLASSPATH.

**Note:** If you used the InstallShield wizard as *non-admin user* client files, you must remove the client files manually. The procedure is identical to the steps for the Java-based wizard, as discussed in the following sections.

## If the Java-based wizard was used

If you used the Java-based wizard at installation time, you must remove the client components from your system manually. To determine the location of the class files, check the contents of user environment variable CLASSPATH. Delete the class files manually and then purge the environment variable CLASSPATH. For instructions related to environment variables, refer to your Windows help files

# Chapter 12
# Further information

12

For further information, consult the following resources:

- For solutions related to installation and use of OnePoint Diagnostics, refer to the Baan knowledge base, which is accessible through www.support.baan.com.
- For non-technical questions related to tool availability, service offerings, and so on, contact SSA's customer service, which you can access by e-mail at: se.info@baan.com.
- For technical support, log a support call through the Web site at: www.support.baan.com (Product Family: OnePoint Diagnostics).

# Appendix A
# Advanced configuration options

A

## To change the port number

The default main port number is 9030. In fact, four ports in total are used, which lie in the range Main Port to Main Port + 3. For example, with Main Port 9030, port numbers 9031, 9032, and 9033 are used as well.

None of the four ports may already be in use by other programs. In case of conflicts with other applications, you can modify the OnePoint Diagnostics port numbers.

Take the following steps:

1. Stop the OnePoint Diagnostics server, if this server is running, as described in "OnePoint Diagnostics server," in Chapter 2, “Installation of server components.”
2. Use the installer -P option or edit the Config.txt file as follows:
3. Start the OnePoint Diagnostics server, "OnePoint Diagnostics server," in Chapter 2, “Installation of server components.”

**Note:** Before you change the port numbers, you must ensure that the server is not running, otherwise, the software can receive an undefined status.

## Installer -P option

The easiest way to change the port number is to run the following command from the command prompt:

```
./installer -P <port nr>
```

in which <*port nr*> is the main port number. Enter a value between 1200 and 65000. Note that the P in -P must be a capital letter.

For example, to change the main port number to 8020, type:

```
./installer -P 8020
```

This command makes changes to the Config.txt file, as shown in the following section.

**Note:** If you have remote server connections between various OnePoint Diagnostics environments, remember to make the port numbers equal for all environments.

## Configuration file Config.txt

If the installer -P command is executed successfully, the Config.txt configuration file is updated. This file resides in the OnePoint Diagnostics installation root directory. You can also modify this file manually.

Relevant lines in config.txt are located under the header # Various port numbers. For example, for the default port configuration:

```
# Various port numbers
SRV_PortNr = 9030
LDF_PortNr = 9031
LCM_PortNr = 9032
LCS_PortNr = 9033
```

Notice that the ports for SRV, LDF, LCM and LCS[6] are consecutive (Step 1 interval). If you change the port number, SSA recommends that you maintain this pattern.

---

[6] For an explanation of these abbreviations, refer to “The IP Address Maintenance utility,” previously in this chapter.

For example, to change the port number to 7000, modify the previous lines to the following:

```
# Various port numbers
SRV_PortNr = 7000
LDF_PortNr = 7001
LCM_PortNr = 7002
LCS_PortNr = 7003
```