



Sycros Installation Guide

Installation Summary

Sycros installation is comprised of Console, Manager, Agent, and WebConsole installations. The installation of Service Modules to monitor applications such as Oracle, MS SQL, and MS Exchange is part of Agent Installation. Refer to Chapter 2 of the main Manual for detailed procedure.

Center of the communication between Sycros Console and Agents is Sycros Manager, and all of the data and information for Sycros operations is stored in Sycros Repository database by Sycros Manager. Sycros uses Oracle as its repository database. Either Standard or Enterprise version of Oracle can be used. It is recommended that Sycros Repository be on the same machine as Sycros Manager even though independent repository installation is also acceptable.

All communications are done through fixed IP addresses and TCP ports. The following steps may be followed.

- 1) Pre-Installations
 - A. Make sure that Sycros Repository Oracle (database, listener) is running.
 - B. Sycros User Creation
- 2) Console Installation
- 3) Console Configuration (SCConsoleConfig)
- 4) Manager Installation
- 5) Manager Startup
- 6) Console Startup
- 7) Agent Installation
- 8) Adding Agents to Console

Sycros Installation Procedure Overview:

- 1) Pre-Installation
 - A. Manager
 - i. Check : Oracle running (both listener and DB instance)
 1. >su - oracle
 2. >lsnrctl start
 3. >sqlplus sys/<oracle_sys_password> as sysdba
 4. >startup
 5. >quit
 6. >exit
 - ii. Add 'sycros' user.
 1. >addgroup oinstall (if not created already)
 2. >adduser -g oinstall sycros
 - B. Console : Oracle ODP.NET
 - i. Oracle installation only for software (without DB creation), or
 - ii. Oracle ODP.NET installation

C. Web Console : IIS server

- 2) Console module installation and Post Installation
- 3) ConsoleConfiguration for database tablespace creation
- 4) Manager module installation, Post Installation, and startup
- 5) Agent module installation, Post Installation, and startup
- 6) Console startup

Linux Manager Installations

- 1) Add 'sycros' user.
 - A. >groupadd oinstall
 - B. >useradd -g oinstall sycros
- 2) Copy manager modules to 'installs/manager' folder.
 - A. >su - sycros
 - B. >mkdir -p installs/manager
 - C. >cd installs/manager
 - D. >cp /media/<media_loc>/<manager_zip_file> .
 - E. If copied as root, then
 - i. >su - root
 - ii. >chown -R sycros.oinstall /home/sycros/installs
 - iii. >su - sycros
- 3) Unzip the manager file, and run ./install.sh
 - A. >tar xvf SycrosManager-unix2.5.9.tar
 - B. >./install.sh
- 4) Screen #1 : Welcome
 - A. select [next]
- 5) Screen #2 : License Agreement
 - A. select [Agree]
- 6) Screen #3 : Installing Sycros
 - A. select [OK] (to install /home/sycros)
- 7) Screen #4 : Configuring Sycros Products
 - A. click : OK
- 8) Then Manager installation is done, and Post Installation should be done.

Linux Manager Post Installations

- 1) Information needed
 - A. used from Oracle
 - i. \$ORACLE_HOME / \$ORACLE_BASE
 - ii. \$ORACLE_SID (repository SID)
 - iii. Password for system managers (sysdba, sysoper)
 - B. Information used from ConsoleConfiguration
 - i. Service name (ORACLE_SID) for tnsnames.ora / listener.ora
- 2) Manager Post Installation
 - A. **.profile/.bash_profile** modification (at '/home/sycros')

Configure the Sycros profile file, example below of how it should look

>su - sycros

>vi .bash_profile

```
export ORACLE_SID=sorcl
export ORACLE_HOME=/opt/oracle/product/10.2.0/db_1
export PATH=/bin:/sbin:/usr/bin:/usr/sbin
export PATH=$ORACLE_HOME/bin:$HOME/bin:$PATH
export LD_LIBRARY_PATH=$ORACLE_HOME/lib:/usr/lib:$HOME/lib
export LIBPATH=$ORACLE_HOME/lib:/usr/lib:$HOME/lib
```

To check:

>echo \$ORACLE_SID => should show: sorcl

>echo \$ORACLE_HOME => should show: /opt/oracle/product/10.2.0/db_1

B. tnsnames.ora / listener.ora Modification (at /opt/oracle/product/10.2.0/db_1/network/admin)

* NEED: repository IP address, service name(srocl_service), oracle SID (sorcl)

* **service name (sorcl_tns)** is defined at SCConsoleConfig. Also referred as tns name.

* listener.ora modification is similar to tnsnames.ora modification

>su - oracle

>cd /opt/oracle/product/10.2.0/db_1/network/admin

>vi tnsnames.ora

```
#tnsnames.ora, listener.ora folder: /opt/oracle/product/10.1.0/db_1
/network/admin
```

```
EXTPROC_CONNECTION_DATA =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC))
    )
    (CONNECT_DATA =
      (SID = PLSExtProc)
      (PRESENTATION = RO)
    )
  )
```

```
sorcl_tns =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL=TCP)(Host=<repositor ip address>)(Port=1521))
    (CONNECT_DATA = (SID=sorcl))
  )
```

```

>vi listener.ora
# listener.ora

SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = PLSExtProc)
      (ORACLE_HOME = /opt/oracle/product/10.2.0/db_1)
      (PROGRAM = extproc)
    )
  )
)
LISTENER =
  (DESCRIPTION_LIST =
    (DESCRIPTION =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1))
      (ADDRESS = (PROTOCOL = TCP)(HOST=<manager_ip_address>)
        (PORT = 1521))
    )
  )
)

```

C. **manager.dat** modification (at '/home/sycros/config')

- * NEED: repository db user name('sorcl_user'), password('sorcl_userpswd')
(created at SCConsoleConfig.exe)
- * CONNECT STRING = TNS name = Service Name (used when repository is in remote system)

```

>su - sycros
>vi /home/sycros/config/manager.dat

```

```

[GENERAL]
AGENT PROCESSING COUNT = 15
LANGUAGE = english
[DATABASE]
USERNAME = sorcl_user
PASSWORD = sorcl_userpswd
CONNECT STRING =
RECONNECT TIME = 60

```

D. **limits.conf** (at '/etc/security') => **Linux only**

```

>su - root
>vi /etc/security/limits.conf

```

```

* - memlock      10240
* - stack        524288

```

Unix Manaer Installations (Solaris, HP-UX, AIX)

- Refer to Main Installation Manual (Chap.2 of Main Manual)
- Procedure is almost the same as Linux Manager Installation except some of post-installation settings.

Windows Manaer Installations

- Copy 'manager file', execute, and follow the screen instruction.
- Post-Installation: Modify 'manager.dat' file as in Linux installation.

Windows Console Installations

- 1) copy compressed folder: 'SycrosConsole<2.5.9>.zip' to 'c:/sycros'
- 2) unzip the zipped file: 'SycrosConsole' in the compressed folder
 - A. click the compressed folder: 'SycrosConsole<2.5.9>.zip'
 - B. click the compressed file: 'SycrosConsole' to unzip
- 3) execute 'SycrosConsole' in uncompressed normal folder of 'SycrosConsole<2.5.9>'.
 - A. go to the regular file folder: 'c:/sycros/SycrosConsole<2.5.9>'
 - B. click 'SycrosConsole'
- 4) Screen : Microsoft (R) .NET 2.0 Framework
 - A. 'Yes' if not installed.
 - B. go through Microsoft .NET Framework 2.0 Setup procedure. (automatic)
- 5) Screens - general
 - A. Welcome to install Sycros Console => click 'Next'
 - B. License Agreement => accept
 - C. Customer Information => enter as necessary
- 6) Screen : Setup Type
 - A. select 'Complete', click 'Install' and 'Finish'
- 7) Run Console Configuration ('SCConsoleConfig')

Windows Console Configuration

- 1) Run 'SCConsoleConfig' at 'c:/program files/sycros/console/bin'.
- 2) User Creation
- 3) Connet to Oracle as sysdba
 - A. Click Key/Lock icon to get to System User window at User Creation window
 - B. Username : SYS
 - C. Password : sorclpswd
 - D. Service name : sorcl_tns
 - E. Authentication Mode : sysdba
- 4) User Creation input
 - A. Username : sorcl_user
 - B. Password : sorcl_userpswd
 - C. Click : Create Tablespace
 - i. Tablespace Name : sorcl_ts
 - ii. Data File : /opt/oracle/oradata/sorcl/sorcl_df
 - iii. Size : 2000MB

- D. Default Tablespace : sorcl_ts (**come up as default when successfully created.**)
- E. Temporary Tablespace : TEMP
- F. Note
 - i. Need to read the dialog box to make sure that the table is created. No 'finish' message appears.
 - ii. **user name and password are used at manager.dat and console login.**

5) Close 'Sycros Console Configuration' Window.

- Note : No 'done' or 'finished' window appears. Instead. "Table Creation completed successfully" message appears at the bottom of Message Window. Current user is set to: sorcl_user@sorcl_tns. When done, close windows.
- Note : If tablespace can not be created with above procedure, then refer to "Manual Creation of Repository/Oracle Tablespace" section at the end of this guide.

Windows Console Post Installations

1) tnsnames.ora modification

- * Need : repository IP address, service name, oracle SID
- * 'listener.ora' is not used at console (if manager is on different machine.)

```
#tnsnames.ora Network Configuration File: D:\oracle\product\10.1.0\db_1
\network\admin\tnsnames.ora.
```

```
EXTPROC_CONNECTION_DATA =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC))
  )
(CONNECT_DATA =
  (SID = PLSExtProc)
  (PRESENTATION = RO)
)
)
```

```
sorcl_tns =
(DESCRIPTION =
  (ADDRESS = (PROTOCOL=TCP)(Host=<repository_ip_address>)(Port=1521))
  (CONNECT_DATA = (SID=sorcl))
)
```

Linux Agent Installations

- 1) Copy manager and agent modules to 'installs/agent' folder.
 - A. >su - sycros
 - B. >mkdir -p installs/agent
 - C. >cd installs/agent

- D. >cp /media/<media_loc>/<manager_zip_file> .
- E. If copied as root, then
 - i. >su - root
 - ii. >chown -R sycros.oinstall /home/sycros/installs
 - iii. >su - sycros
- 2) Unzip the agent file, and run ./install.sh
 - A. >tar xvf SycrosAgent-unix2.5.9.tar
(* list out the support platform directories.)
- 3) Install (at /home/sycros/installs/agent)
 - A. >./install.sh
 - B. Screen : Welcom - select [Next]
 - C. Screen : License Agreement - select [Agree].
 - D. Screen : Features Setup - select modules to be installed, then select [Next]..
 - E. Screen : Installing Sycros - select [OK]
 - F. Screen : Configuring Sycros Products - select [OK]
- 4) Run 'config.sh'.
 - A. >su - root
 - B. >cd /home/sycros/installs/agent
 - C. ./config.sh**
 - i. Screen: Sycros Product Configuration
-> enter 'home/sycros' at the prompt 'Install Directory (/root) : '
- 5) Post Installation (Usually not needed)
 - A. Make sure on SCAgent.dat at '/home/sycros/config'
 - [Settings]
 - Port = 2171
 - Module Check Time = 10
 - History Retention Days = 1
 - Execute Timeout = 60
 - Language = english
 - B. Make sure on SDAgent.dat at '/home/sycros/config'
 - [Settings]
 - Port = 2113
 - Timeout = 3

Unix Agent Installations

- 1) SAME AS LINUX AGENT INSTALLATION

Windows Agent Installations

1. copy compressed folder: 'SycrosAgent-windows<2.5.9>.zip' to 'c:/sycros'
2. unzip the zipped file: 'SycrosAgent' from the compressed folder..
 - A. click the compressed folder: 'SycrosAgent-windows<2.5.9>.zip'
 - B. click the compressed file: 'SycrosAgent' to unzip
 - C. 'SycrosAgent-windows<2.5.9>' will be created.
3. Run 'SycrosAgent' at 'c:/sycros/SycrosAgent-windows<2.5.9>'.
 - A. Screen : Welcom - click 'Next'

- B. Screen : License - check 'I accept', and click 'Next'
- C. Screen : Customer Information - enter accordingly
- D. Screen : Setup Type - select 'Custom'
- E. Screen : Custom Setup - select accordingly, and click 'Next'
- F. .Screen : Ready to Install - click 'Install'

Manager Startup/Stop

1. Make sure:
 - A. Oracle is running
 - B. Tablespace is created at SCConsoleConfig
 - C. Post-Installation
2. Running Manager
 - A. >su - sycros
 - B. ./manager.sh (or ./manager.sh -p <port#>)
3. Stopping Manager
 - A. >su - sycros
 - B. >ps -ef|grep SCMANAGER*
 - C. >kill -9 <process_id>

Console Startup

1. Run Sycros Console
 - G. Start -> Program Files -> Sycros -> Console, and click 'Console'
2. Default login : admin/admin
3. DB Account
 - H. User Name : sorcl_user
 - I. Password : sorcl_userpswd
 - J. Connect String : sorcl_tns
4. Make sure on Manger connection
 - K. check 'Green' light on Repository and Manager
 - L. If Repository is Green and Manager is Red, then check on port number.
 - M. If both are Red, check on Oracle connection

Windows Agent Startup

1. Run Sycros Agent
 - A. Start -> Program Files -> Sycros -> Agent, and click 'Agent'

Linux/Unix Agent Startup/Stop

1. Run Sycros Agent
 - A. su - sycros
 - B. ./agent.sh
2. Stopping Agent
 - A. >su - sycros
 - B. >ps -ef|grep SCAGENT*
 - C. >kill -9 <process_id?>

Things to confirm

- 1) Repository IP address, port number (default port : 1521)
- 2) Manager IP address, port number
- 3) Agent IP address, port number
- 4) Agent Distributor port number

Windows Module Status after installation (Manage->"Service")

Oracle (Services Status)

Name	Status	Startup Type	Log on as
OracleDBConsolesorcl	Started	Automatic	Local
OracleJobSchedule		Disabled	Local
OracleOraDb10g_home1iSQL*Plus	Started	Automatic	Local
OracleOraDb10g_home1TNSListener	Started	Automatic	Local
OracleServiceSORCL	Started	Automatic	Local

Sycros (Services Status)

Name	Status	Startup Type	Log on as
Sycros Agent	Started	Automatic	Local
Sycros Distributor Agent		Automatic	Local
Sycros Distributor Service		Manual	Local
Sycros Event Server		Manual	Local
Sycros Manager	Started	Automatic	Local
Sycros Repository Service		Manual	Local

Web-Console Installation

1. Install MS IIS server
 - 1) Goto : [Control] -> [Add/Remove Windows Components]
 - 2) Select 'Application Server'
 - A. 'msi.mf_' needed : Server2003 CD Rom / [server2003]->[I386]
 - B. 'IIS server must be configured to enable Phone Book Service Request (PBS) : click 'Yes'
 - 3) Installation Successful Message comes up. Finish.
2. Install WebConsole
 - 1) copy 'SycrosWebConsole2.5.9.zip' to 'installs' folder.
 - 2) Execute 'SycrosWebConsole.exe'
 - 3) Follow the screen message, and select 'Complete' installation.
 - 4) Finish
3. Post WebConsole Installation
 - 1) Make sure that MS .NET 2.0 (dotnetfx20.exe) is installed.
 - 2) 'File and Folder' permission setting

- A. Goto : Explore (Folder)
 - B. Menu : [Tools] -> [Folder Option] -> [View] tab -> [File and Folder]
 - C. Uncheck : Folder Sharing Permission for everyone
 - i. Windows 2003 has as default. Nothing to be done with Widows 2003.
- 3) Sycros Web Console Properties setting
- A. Menu : [Start]->[program files] -> [Sycros] -> [WebConsole]
 - B. Right-click on 'Sycros Web Console' and select 'Properties'.
 - C. Click [Security] tab of 'Properties' window at ' Sycros Web Console'.
 - D. Make sure that the below user names are on the list. If ASP.NET is not properly installed, the below won't be shown.
 - i. Internet Guest Account (<hostname>\IUSR_<hostname>)
 - ii. ASP.NET Machine Account (<hostname>\ASPNET)
 - E. If the above account is not on the list, then
 - i. Click 'Add' to go to 'Select Users or Groups' window.
 - ii. Click 'Advance' and click 'Find Now'
 - iii. Select the account, and click OK to add to Users and Groups list.
 - iv. If ASP.NET is not shown at 'Advanced', then re-install ASP.NET and try again.
 - F. Set permission to 'Modify', 'Read & Execute' and 'Read'
 - G. Click [OK].
- 4) Make sure that MS IIS server is running.
- A. Menu : [Start] -> [Administrative Tools] -> [Internet Information Service]
 - B. Folder Tree : [<hostname> (local computer)] -> [Web Sites] -> [Default Web Site]
 - C. Select [Default Web Site] and click ► on top bar to start.(■ to stop)
- 5) Make sure that Web Service Extensions.
- A. Menu : [Start] -> [Administrative Tools] -> [Internet Information Service]
 - B. Folder Tree : [<hostname> (local computer)] -> [Web Service Extension]
 - C. Allow the below
 - i. ASP.NET v2.0
 - ii. Internet Data Connector
 - iii. Phone Book Service
- 6) Make sure on service name at 'tnsnames.ora'

Web-Console Startup

[Start] -> [All Programs] -> [Sycros] -> [Sycros Web Console]-> click on "Sycros Web Console"

===== end =====

Appendix

To install Phone Book Service on a server (for WebConsole Installation if needed)

1. Open the Windows Components wizard.
2. In **Components**, click **Management and Monitoring Tools** (but do not select or clear the check box), and then click **Details**.
3. In **Subcomponents of Management and Monitoring Tools**, select the **Connection Point Services** check box.
4. Click **OK**, and then click **Next**

Notes

- To perform this procedure, you must be a member of the Administrators group on the local computer, or you must have been delegated the appropriate authority. If the computer is joined to a domain, members of the Domain Admins group might be able to perform this procedure.
- To open the Windows Components Wizard, click **Start**, click **Control Panel**, double-click **Add or Remove programs**, and then click **Add/Remove Windows Components**.
- Certain Windows components require configuration before they can be used. If you installed one or more of these components but did not configure them, when you click **Add/Remove Windows Components**, a list of components that need to be configured is displayed. To start the Windows Components Wizard, click **Components**.
- If you are installing your server for the first time, skip step 1 of the installation procedure.
- The FTP service must reside on your server. If you do not want FTP to run while PBA is not in use, stop the service through the Internet Service Manager and then enable it when you are ready to post your phone book. Do not uninstall FTP, because doing so will automatically uninstall PBS.
- During installation, you will be advised that PBS requires Internet Server Application Programming Interface (ISAPI), part of Internet Information Services (IIS). If you do not choose to enable IIS, PBS will not function properly. You will have to enable PBS at a later time by using the IIS Security Wizard.

Manual Creation of Repository/Oracle Tablespace

Follow the procedure below to create Sycros repository.

1. Install both the sycros manager and oracle database
2. Go to the config directory of sycros manager, and confirm that "crtab.sql" exists using the Command Prompt
3. Login into sys account of oracle database using following command. "syspassword" is the password of sys account of oracle.

```
cmd> sqlplus sys/<syspassword> as sysdba
```

4. Create the tablespace of oracle database at 'sqlplus' for the sycros repository with the command below. "sms" is the tablespace name, and c:\sms00.dbf is full directory for database file. The tablespace name can be changed as needed.

```
sqlplus>create tablespace sms datafile 'c:\sms00.dbf' size 2G;
```

5. Create the username for the sycros repository and map with the tablespace created already. "sycros" is the user name, and "password" is the password for the user. This is the Oracle user to access Sycros Repository. The username and the password may be changed as needed.

```
sqlplus>create sycros identified by password default tablespace sms and  
temporary tablespace temp;
```

6. Give necessary privilege to the user created in Step. 5. Then quit sqlplus.

```
sqlplus>grant connect,create trigger to sms;  
sqlplus>grant ALTER SESSION,CREATE TABLE,CREATE CLUSTER,CREATE  
SYNONYM,CREATE VIEW,CREATE SEQUENCE,CREATE  
DATABASE LINK TO sms;  
sqlplus>quit;
```

7. Login into the new user ("sms") with password ("password") using following command.

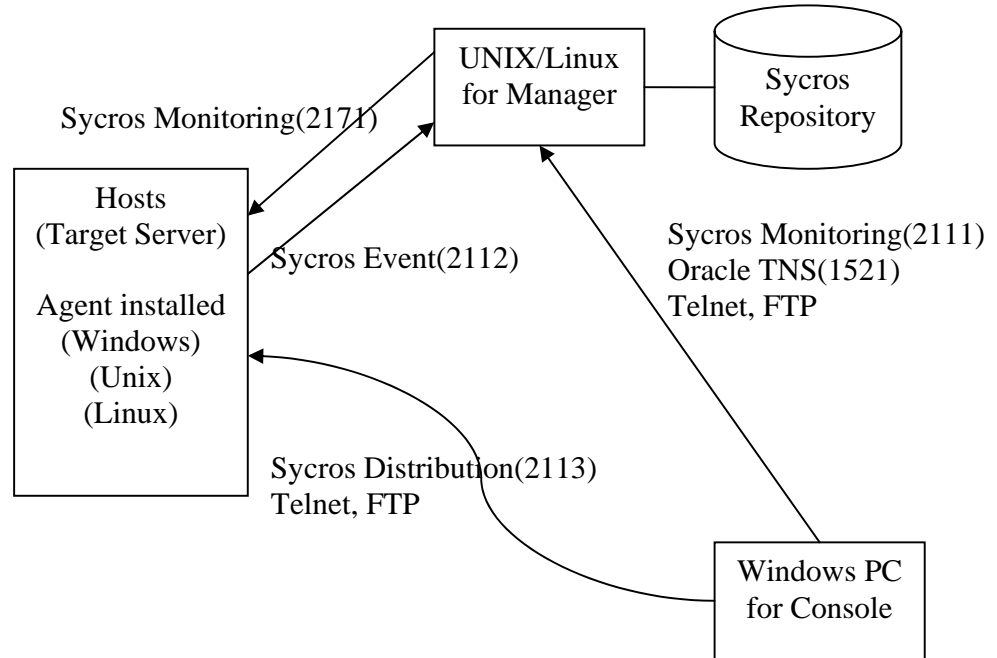
```
cmd> sqlplus sms/password
```

8. Create repository at sqlplus

```
sqlplus> @crtab.sql
```

9. Sycros Repository is created. Now continue installation with configuring Sycros Manager. Restart Sycros Manager.

Interface Diagram



ConsoleConfig : oracle tablespace creation
Console : connection to (1) hosts, (2) manager, (3) repository, (4) agent
Manager : connection to (1) oracle, (2) console, (3) hosts by agent
Agent : connection to (1) manager, (2) console (for distributor)

List of Executable modules

Name	Module Name	Location
console	SCCONSOLE.EXE	Program files/sycros/console/bin
Console configuration	SCCONSOLECONFIG.EXE	Program files/sycros/console/bin or from Console main menu
manager (Unix)	Manager.sh	/home/sycros
manager (Windows)	SCMANAGER.EXE	Program files/sycros/manager/bin
Agent (Windows)	SCAGENT.EXE	Program files/sycros/agent/bin
Agent (Unix)	Agent.sh	/home/sycros
	config.sh	(for installation: installs/agent)

List of Files to be modified at the time of Post Installation

	File Name	Location
console	tnsnames.ora	\$ORACLE_HOME/network/admin
manager	.profile (.bash_profile)	/home/sycros
	manager.dat	/home/sycros
	limits.conf	/etc/
	tnsnames.ora	\$ORACLE_HOME/network/admin
	listener.ora*	\$ORACLE_HOME/network/admin
Agent (for Unix)	agent.sh	/home/sycros

* Some OS does not require to modify 'listener.ora.'

List of Installation Parameters

FOR	NAME ID	Default/Example names	Setting location
Manager			
IP Address		<192.168.1.210>	
DNS Name		(not used)	
Sycros OS User	User	'sycros'	OS: useradd -g oinstall
	Password	(no password)	
Oracle OS User	User	'oracle'	OS: useradd -g oinstall -G dba
	Password	(no password)	
Oracle Sys User	Sys user id	'sys'	Oracle installation (default) For sqlplus
	Sys user pswd	sorclpswd	Oacle installation (same to all) For sqlplus
	Service name	sorcl_tns	SSConsoleConfig.exe = tnsname
	Authentication mode	sysdba or sysoper	Oracle installation (default) For sqlplus
	ORACLE_SID	'sorcl'	Oracle installation
	ORACLE_HOME	/opt/oracle/product/10.2/db_1	Oracle installation
Oracle DB user	oracle user name	sorcl_user	SSConsoleConfig.exe manager.dat / console login
	oracle user password	sorcl_userpswd	SSConsoleConfig.exe manager.dat / console login
	Tablespace name	'sorcl_ts'	SSConsoleConfig.exe
	Tablespace Data File	'/opt/oracle/oradata/sorcl/sorcl_df'	SSConsoleConfig.exe
Console			
IP Address		(not needed)	
DNS Name		(not needed)	
Oracle .NET	tnsname	sycros_tns	NETWORK/ADMIN/tnsname.ora (under \$ORACLE_HOME)

Files to be modified

.bash_profile (sycros OS user)

Loc at manager : /home/sycros/.bash_profile

```
export ORACLE_SID=sorcl
export ORACLE_HOME=/opt/oracle/product/10.2.0/db_1
export PATH=/bin:/sbin:/usr/bin:/usr/sbin
export PATH=$ORACLE_HOME/bin:$HOME/bin:$PATH
export LD_LIBRARY_PATH=$ORACLE_HOME/lib:/usr/lib:$HOME/lib
export LIBPATH=$ORACLE_HOME/lib:/usr/lib:$HOME/lib
```

tnsnames.ora (Manager)

Loc at manager : \$ORACLE_HOME/network/admin

#tnsnames.ora, listener.ora folder: /opt/oracle/product/10.1.0/db_1
/network/admin

```
EXTPROC_CONNECTION_DATA =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC))
    )
    (CONNECT_DATA =
      (SID = PLSExtProc)
      (PRESENTATION = RO)
    )
  )

sorcl_tns =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL=TCP)(Host=<repositor ip address>)(Port=1521))
    (CONNECT_DATA = (SID=sorcl))
  )
```

listener.ora (Manager)

Loc at manager : \$ORACLE_HOME/network/admin

```
SID_LIST_LISTENER =
  (SID_LIST =
    (SID_DESC =
      (SID_NAME = PLSExtProc)
      (ORACLE_HOME = /opt/oracle/product/10.2.0/db_1)(PROGRAM = extproc)
    )
  )
LISTNER =
  (DESCRIPTION_LIST =
```

```
(DESCRIPTION =
  (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC1))
  (ADDRESS = (PROTOCOL = TCP)(HOST=<manager_ip_address>)(PORT -
1521))
)
```

tnsnames.ora (Console)

Loc at console: \$ORACLE_HOME\NETWORK\ADMIN\tnsnames.ora

```
#tnsnames.ora Network Configuration File: D:\oracle\product\10.1.0\db_1
\network\admin\tnsnames.ora.
```

```
EXTPROC_CONNECTION_DATA =
(DESCRIPTION =
  (ADDRESS_LIST =
    (ADDRESS = (PROTOCOL = IPC)(KEY = EXTPROC))
  )
(CONNECT_DATA =
  (SID = PLSExtProc)
  (PRESENTATION = RO)
)
)
```

```
sorcl_tns =
(DESCRIPTION =
  (ADDRESS = (PROTOCOL=TCP)(Host=<repository_ip_address>)(Port=1521))
  (CONNECT_DATA = (SID=sorcl))
)
```

Manager.dat

Loc at

```
[GENERAL]
AGENT PROCESSING COUNT = 15
LANGUAGE = english
[DATABASE]
USERNAME = sorcl_user
PASSWORD = sorcl_userpswd
CONNECT STRING =
RECONNECT TIME = 60
```

* Connect String should be blank if Sycros Manager and Sycros Repository are at the same machine. Otherwise, the string should be <tns name>.

limits.conf (Manager)

Loc at /etc/security/limits.conf

Add on:

* - memlock 10240

* - stack 524288

SCAgent.dat (set as default)

Loc at /home/sycros/config

[Settings]

Port = 2171

Module Check Time = 10

History Retention Days = 1

Execute Timeout = 60

Language = english

SDAgent.dat (set as default)

Loc at /home/sycros/config

[Settings]

Port = 2113

Timeout = 3

IP Assignment

Module with IP	IP Address	Setting Location
Manager	ex)127.0.0.1	SCConfig.exe [Configure] -> [Preference] -> [Manager]
Console	127.0.0.1	SCConsoleConfig.exe Configuration Menu
Repository		tnsnames file is used instead of IP address
Agent	xxx.xxx.xxx.xxx	[Configure] -> [Host Management]
Web Console	No Need	

Port Assignment

Port #	Communication	Setting Location
2111	Console & Manager	SCConsoleConfig.exe Configuration Menu->Preference->Manager Manager: ./manager.sh -p <port#>
2112	Console & Agent	SCConsoleConfig.exe Configuration Menu->Preference->Manager
1521	Console & Repository	Oracle settings (tnsnames.ora, listener.ora) SCConsoleConfig.exe Configuration Menu
2171	Sycros Agent	<u>Windows</u> Sycros Agent Manager (Sycros Agent) <u>Unix</u> SCAgent.dat file (\$HOME/config) ./agent.sh -p <port#>
2113	Distributor Agent	Sycros Agent Manager (Distributor Agent)

* Sycros Agent Manger is on each agent.

Troubleshooting

- TNS problem
 - ◆ tnsping sorcl_tns
 - ◆ ping <repository_ip_address>
- ERR: Sycros Manager Error: Can't connect to ORACLE database
 - ◆ Oracle user and/or Tablespace may not been set
- When running console, repository is green, but manager is losing connection.
 - ◆ Port # used may be the problem. Change to 2110 or else (./manager.sh -p 2110 at manager machine)
- ERR: requires Oracle Client 8.1.7 or greater

- ◆ User access setting (check: security tab of Oracle_Home directory) => make sure to have Admin privilege. **Set Authenticated User at Oracle_Home to have “read&write” to children. Then reboot to make sure to apply.**
- ◆ To see and unhide the Security tab, just use the following steps:
 - Launch Windows Explorer or My Computer.
 - Click on the Tools at the menu bar, then click on Folder Options.
 - Click on View tab.
 - In the Advanced Settings section at the bottom of the list, uncheck and unselect (clear the tick) on the “Use simple file sharing (Recommended)” check box.
 - Click OK.

Hive: HKEY_CURRENT_USER
 Key: Software\Microsoft\windows\CurrentVersion\Policies\Explorer
 Name: Nosecuritytab
 Type: REG_DWORD
 Value: 1

- ◆
- ◆ To show “Administrator” at XP at the log on:
 - [Start] [Run] [Regedit]
 - Registry Key: HKEY_LOCALMACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon\SpecialAccounts\UserList
 - Modify/Create the Value [Data](#) Type(s) and Value Name(s) as detailed below.
 - Click “edit” tab, and select “New/Modify” for “Administrator”
 - (Data Type: DWORD// Value Name: Administrator)
 - Double-click the icon. “Edit EWORD Value” window shows up.
 - Setting for Value Data: [0 = Disabled / 1 = Enabled]
 - Exit Registry and Reboot

■ Oracle Deletion

- ◆ oci.dll deletion issue: Kill “Distributed Transaction Coordinator (MSDTC Process), then delete oci.dll.
- ◆ initial setting deletion: go to “regedit”, and delete “oracle” from the below list.:
 - HKEY_LOCAL_MACHINE/SOFTWARE/ORACLE
 - HKEY_LOCAL_MACHINE/SYSTEM
 - controlset001/services/%oracle_service%
 - controlset002/services/%oracle_service%
 - Potential problem: Environmental value PERL5LIB value is over 1023.

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