IBM Cognos Command Center
Agent for UNIX
Version 10.2.0

Installation Guide

IBM

Product Information

This document applies to IBM Cognos Command Center Version 10.2.0 and may also apply to subsequent releases.

Contents

Introduction

This document provides information to help system administrators install and configure the IBM® Cognos® Command Center® Agent for UNIX systems software.

Finding information

For information on supported environments and system requirements for IBM Cognos Command Center, see the IBM Software Product Compatibility Reports (http://www.ibm.com/support/docview.wss?uid=swg27039626).

To find IBM Cognos Command Center product documentation on the web, see the IBM Cognos Information Center (http://pic.dhe.ibm.com/infocenter/ccc/v10r2m0/index.jsp). Release Notes are published directly to Information Centers, and include links to the latest technotes and APARs.

To find PDF versions of the product documentation, see IBM Cognos Command Center documentation web page (http://www.ibm.com/support/docview.wss?uid=swg27039519).

Accessibility features

IBM Cognos Command Center does not currently support accessibility features that help users with a physical disability, such as restricted mobility or limited vision, to use this product.

Forward-looking statements

This documentation describes the current functionality of the product. References to items that are not currently available may be included. No implication of any future availability should be inferred. Any such references are not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of features or functionality remain at the sole discretion of IBM.

Installing agents for UNIX systems

The IBM Cognos Command Center agent for UNIX systems runs on most variants of the UNIX system.

A system-specific start and stop script is provided for the supported UNIX variants. For information on supported environments and system requirements for IBM Cognos Command Center, see the IBM Software Product Compatibility Reports (http://www.ibm.com/support/docview.wss?uid=swg27039626).

Preparing to install the agent

Before you can install the IBM Cognos Command Center agent for UNIX systems software, you must have shell access to the UNIX server, and an account with specific capabilities. You must also have the full path to your Java™ runtime environment.

You must also review and meet the minimum system requirements for installing an agent for UNIX systems. For information on supported environments and system requirements for IBM Cognos Command Center, see the IBM Software Product Compatibility Reports (http://www.ibm.com/support/docview.wss?uid=swg27039626).

The Cognos Command Center agent for UNIX systems software is distributed as a compressed tar file. To install and configure the agent, you need shell access to the UNIX server. Shell access is the ability to connect to the remote computer by using the command line.

The Cognos Command Center agent can run under any UNIX account. Typically, you create a dedicated local UNIX account named CccAgent, and configure the agent to run as a UNIX daemon under this account.

The account requires the following accesses and capabilities:
- Read/Write/Execute access to the agent installation directory.
- Full control over a deployment directory. The suggested directory is $HOME/ccc for the CccAgent user.
- Read/Execute access to the Oracle Essbase command line utilities such as ESSCMD and MaxL. This access can be achieved by including the CccAgent account in the Hyperion Users group.
- Access to run the associated start or stop command if the use case involves starting or stopping Oracle Hyperion products.

Verifying the Java runtime environment

During installation, you need the full path to your Java runtime environment. You can verify the Java version and determine the full path with the following command:

```
$ java -version
java version "1.6.0_24"
Java(TM) SE Runtime Environment (build 1.6.0_24-b07)
```

```
Java HotSpot(TM) 64-Bit Server VM (build 19.1-b02, mixed mode)
$ which java
/opt/java/jdk1.6.0_24/bin/java
$
```

Transferring and unpacking the agent

The IBM Cognos Command Center agent for UNIX systems software must be transferred to the server and unpacked.

About this task

The agent for UNIX systems software is distributed as a compressed tar file called `IMBCognosCommandCenterUnix.x.x.tgz`, where *x.x* is the version number.

Procedure

Transfer the distribution to the server and unpack it by using the following command:

```
$ gunzip —c ICCCUnix.10.2.tgz | tar xvf —
...
$
```

The `CccAgent` subdirectory, which contains the Cognos Command Center agent, is created.

What to do next

Configure the settings for the agent. For more information, see "Configuring the agent."

Configuring the agent

You can change the default settings for the IBM Cognos Command Center agent for UNIX systems.

About this task

You can edit the following settings for the agent:

Port   The port that the agent is listening to. The default value of the port is: 7326.

Username
> The username that is required by the server to connect to the agent. The default value for the username is: admin.

Password
> The password that is required by the server to connect to the agent. The default value for the password is: password.

Procedure

1. Navigate to the `CccAgent/config/CccAgent.config` file.
2. Edit the settings.

What to do next

Edit the ccagent.*platform* start and stop script. For more information, see "Editing the start and stop script for the agent."

Editing the start and stop script for the agent

You must edit the platform-specific cccagent.*platform* script that is provided in the CccAgent directory. This script must be edited to contain the path to the installation directory and the path to a 1.6 Java virtual workstation.

About this task

To edit the cccagent.*platform* script, see the instructions in the file that is in the CccAgent directory.

After the cccagent.*platform* script is edited, start the agent. For more information, see "Starting the agent" on page 4.

Procedure

In the cccagent.*platform* file, follow the instructions to edit the cccagent.*platform* start and stop scripts.

What to do next

You can configure the agent to run as a service.

Register the agent with your Cognos Command Center server automation repository. For more information, see the *IBM Cognos Command Center Administration Guide*.

Important: All agents must be registered with your server.

Configuring the agent to run as a service

You can optionally incorporate the cccagent.*platform* script into the start sequence of the host so that the IBM Cognos Command Center agent for UNIX systems runs when the host is started.

The procedure for incorporating the cccagent.*platform* script into the start sequence of the host, depends on the UNIX variant. The procedures are described in the README.platform document that is in the SccAgent installation directory.

Upgrading agents

You can upgrade your version of the IBM Cognos Command Center agent for UNIX systems software.

About this task

The Cognos Command Center agent for UNIX systems software is distributed as a compressed tar file called IMBCognosCommandCenterUnix.*x.x*.tgz, where *x.x* is the version number.

Procedure

1. Transfer the compressed tar file, IBMCognosCommandCenterUnix.*x.x*.tgz distribution to a temporary directory on the server and unpack it by using the following command:

   ```
   $ gunzip –c ICCCUnix.10.2.tgz | tar xvf –
   ...
   $
   ```

   A CccAgent subdirectory that contains the agent software is created.
2. If the Cognos Command Center agent is running, stop it. For more information, see "Stopping the agent."
3. Copy the new binary files from the temporary CccAgent directory that contains the new Cognos Command Center agent onto the installation directory by using the following command:

   ```
   $ cd NEW_CCC_AGENT_DIR
   $ copy *.jar CCC_AGENT_INSTALL_DIR
   $ copy lib/* CCC_AGENT_INSTALL_DIR/lib
   $
   ```

   Tip: *NEW_CCC_AGENT_DIR* is the directory that contains the new Cognos Command Center agent version. *CCC_AGENT_INSTALL_DIR* is the directory that contains the existing installation.
4. Start the Cognos Command Center agent. For more information, see "Starting the agent."
5. Use the Cognos Command Center client to test the new version of the agent.
6. Register the agent with your Cognos Command Center server automation repository. For more information, see the *IBM Cognos Command Center Administration Guide*.

   Important: All agents must be registered with your server.

Starting the agent

Start IBM Cognos Command Center agents for UNIX systems manually by running the cccagent.*platform* start command.

Procedure

Run the cccagent.*platform* start command, as follows. Substitute the appropriate names for the variables.

```
$ ./cccagent.redhat start
10:52:11,895 [Main] INFO starting IBNM Cognos Command Center Agent 10.1.
(com.staranalytics.fcc.agent)
10:52:13,349 [Main] INFO jetty-7.6.0.v20120127 (org.eclipse.jetty.server.
Server)
10:52:13,545 [Main] INFO Enabled Protocols [TLSv1] of [SSLv3, TLSv1,
TLSv1.1, TLSv1.2] (org.eclipse.jetty.util.ssl.SslContextFactory)
10:52:14,759 [Main] INFO Started SslSelectChannelConnector@0.0.0.0:7326
(org.eclipse.jetty.server.AbstractConnector)
$
```

Stopping the agent

Stop an IBM Cognos Command Center agent for UNIX systems manually by running the cccagent.*platform* stop command.

Procedure

Run the `cccagent.`*`platform`*` stop` command as follows. Substitute the appropriate names for the variables.

```
$ ./cccagent.redhat stop
Stopping IBM Cognos Command Center Agent.
$
```

Troubleshooting problems with agents

Netstat, grep, and ps, commands and pid process outputs can help you troubleshoot problems with installing or starting an IBM Cognos Command Center agent for UNIX systems.

Verifying that the agent is running

If the server fails to communicate with the agent, check whether the agent is running. To check whether the agent is running you can use the **netstat** command to determine whether there is a process that is listening to the agent port. You can also use the **ps** and **grep** commands to see whether there is a process that is running the CccAgent in a Java virtual machine. The following example shows how you can check whether the agent is running on RedHat UNIX.

```
$ netstat -a | grep ':7326 '
tcp 0 0 *:7326 *:*
LISTEN
$ ps aux | grep CccAgent | grep -v grep
Hyperion 7152 1.0 4.8 281856 24888 pts/1 Sl 10:57 0:00 /usr/java/
jre1.6.0_27/bin/java -Ddaemon.pidfile=/home/Hyperion/CccAgent/CccAgent.pid
-Dorg.mortbay.log.class=org.mortbay.log.Slf4jLog -classpath .:../config:./
lib/WinRun4J.jar:./lib/activemq-core-5.2.0.jar:./lib/commons-collections-
3.2.1.jar:./lib/commons-configuration-1.6.jar:./lib/commons-io-1.4.jar:./
lib/commons-lang-2.4.jar:./lib/commons-logging-1.1.1.jar:./lib/geronimoj2ee-
management_1.0_spec-1.0.jar:./lib/geronimo-jms_1.1_spec-1.1.1.jar:./
lib/hessian-4.0.1.jar:./lib/jetty-6.1.19.jar:./lib/jetty-util-6.1.19.jar:./
lib/log4j-1.2.15.jar:./lib/servlet-api-2.5-20081211.jar:./lib/winp-1.13.
jar:./lib/slf4j-log4j12-1.5.8.jar:./lib/slf4j-api-1.5.8.jar:./CccAgent.jar
fcc.agent.UnixDaemon

$
```

If the agent is not running, the output from running the netstat and ps commands looks like the following example:

```
$ netstat -a | grep ':7326 '

$ ps aux | grep SccAgent | grep -v grep
$
```

Stopping the agent with the kill command

To stop the agent without using the `cccagent.`*`platform`*` stop` command, you can use the **kill** command. To use the **kill** command, you must first find the process identifier (PID) using ps and grep commands, issue the kill command, and then verify that the agent is not running by using ps and grep commands. The following example shows how to use the kill command on RedHat UNIX.

```
$ ps aux | grep CccAgent | grep -v grep
Hyperion 7152 1.0 4.8 281856 24888 pts/1 Sl 10:57 0:00 /usr/java/
jre1.6.0_27/bin/java -Ddaemon.pidfile=/home/Hyperion/CccAgent/CccAgent.pid
-Dorg.mortbay.log.class=org.mortbay.log.Slf4jLog -classpath .:../config:./
lib/WinRun4J.jar:./lib/activemq-core-5.2.0.jar:./lib/commons-collections-
3.2.1.jar:./lib/commons-configuration-1.6.jar:./lib/commons-io-1.4.jar:./
```

```
lib/commons-lang-2.4.jar:./lib/commons-logging-1.1.1.jar:./lib/geronimoj2eemanagement_
1.0_spec-1.0.jar:./lib/geronimo-jms_1.1_spec-1.1.1.jar:./
lib/hessian-4.0.1.jar:./lib/jetty-6.1.19.jar:./lib/jetty-util-6.1.19.jar:./
lib/log4j-1.2.15.jar:./lib/servlet-api-2.5-20081211.jar:./lib/winp-1.13.
jar:./lib/slf4j-log4j12-1.5.8.jar:./lib/slf4j-api-1.5.8.jar:./CccAgent.jar
fcc.agent.UnixDaemon
$ kill Hyperion 7152 1.0 4.8 281856 24888 pts/1 Sl 10:57 0:00 /usr/java/
jre1.6.0_27/bin/java -Ddaemon.pidfile=/home/Hyperion/CccAgent/CccAgent.pid
-Dorg.mortbay.log.class=org.mortbay.log.Slf4jLog -classpath .:./config:./
lib/WinRun4J.jar:./lib/activemq-core-5.2.0.jar:./lib/commons-collections-
3.2.1.jar:./lib/commons-configuration-1.6.jar:./lib/commons-io-1.4.jar:./
lib/commons-lang-2.4.jar:./lib/commons-logging-1.1.1.jar:./lib/geronimoj2ee-
management_1.0_spec-1.0.jar:./lib/geronimo-jms_1.1_spec-1.1.1.jar:./
lib/hessian-4.0.1.jar:./lib/jetty-6.1.19.jar:./lib/jetty-util-6.1.19.jar:./
lib/log4j-1.2.15.jar:./lib/servlet-api-2.5-20081211.jar:./lib/winp-1.13.
jar:./lib/slf4j-log4j12-1.5.8.jar:./lib/slf4j-api-1.5.8.jar:./CccAgent.jar
fcc.agent.UnixDaemon
$ kill 7152
$ ps aux|grep CccAgent | grep -v grep
$
```

Resolving the error: agent is already running

The process id of the agent process is stored in the file INSTALLDIR/CccAgent.pid.
This file is automatically deleted when the agent stops as expected. But it is
possible, for example, by using the **kill -9** command, to stop the agent process
immediately. In this case, the CccAgent.pid file is not deleted. When the
CccAgent.pid file is not deleted, you cannot start the Cognos Command Center
agent, and you get the following error:

```
$ ./Cccagent.redhat start
Error. Cognos Command Center Agent is already running.

$
```

You can resolve this problem by deleting the CccAgent.pid file with the following
command:

```
$ rm CccAgent.pid
$
```

Resolving the problem: agent test fails on server

The most common reason for the agent test to fail, is that firewalls prevent the
two-way, server to agent communication.

The server must be able to open a connection to the agent port (default 7326) on
the agent host.

The agent must be able to open a connection to the message queue port (default
61617) on the server host.

These connections can be verified by using the **telnet** command.

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