



Micro Focus Enterprise View 3.6 Update 2

Installing Enterprise View

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Introducing Enterprise View

Micro Focus Enterprise View (EV) is a Web server-based tool that offers IT executives "at-a-glance" application portfolio management (APM). EV charts and tables provide powerful graphical insight into APM trends and current status, on dashboards that make it easy to drill down from the "big picture" captured at the highest level to the lower-level details that support it.

With EV you can:

- Create, distribute, and gather responses to surveys about your organization's application portfolio and business processes.
- Mine application complexity metrics from the Enterprise Analyzer (EA) repository.
- Track survey and repository metrics in EV's rich variety of interactive charts, displayed on dashboards structured to show the rollup of data from lower to higher levels.

For users who need to drill down even deeper into an application portfolio, EV lets you search, filter, and analyze EA repository data. You can:

- Query the repository for information about application objects.
- Search, browse, and edit business rules and triggers.

Installation Tasks

Enterprise View uses an application server to generate Web pages and perform other tasks. If you are using Apache Tomcat as the application server for EV, it must be installed before you install EV. Java Runtime Environment (JRE) is a prerequisite for Tomcat.

Before you can work in EV, you must install Enterprise Analyzer on the Web server machine. You can configure EA as a client or server:

- If you configure EA as a server, a master user needs to create the workspace you want to access in EV (if it has not already been created). The workspace has a `.rwp` extension.
- If you configure EA as a client, you need to *connect* to the workspace you want to access in EV. When you connect to a workspace, you create a link file with connection information that points to the workspace on the EA server. Like a workspace file, the link file has a `.rwp` extension.

In either case, you must identify the location of the `.rwp` file when you configure EV, as described in this manual. For Enterprise Analyzer installation instructions, see the installation manual for your EA product. For information on how to create and connect to a workspace, see *Getting Started* in the EA documentation set.

The table below describes the tasks involved in installing EV. Perform the tasks in the order listed.

Task	Notes	Document
Install JRE and Tomcat	Tomcat sites only.	This manual.
Install EV		This manual.
Configure Tomcat logon properties	Tomcat sites only.	This manual.
Configure Tomcat for email notifications	Tomcat sites only.	This manual.
Install EA		Installation manual for your EA product.

Task	Notes	Document
Create or link to workspace		<i>Getting Started</i> in the EA documentation set.
Configure EV		This manual.

Hardware and Software Requirements

The following sections describe the hardware, disk space, operating system, and software requirements for EV installations.



EV Hardware Requirements

The table below lists the hardware requirements for EV installations. Hardware requirements may vary depending on the size of the application you are analyzing.

Type	Requirement	Notes
Processor	3.0 GHz Processor	Single processor (single or dual core).
Physical Memory	1GB RAM	
Virtual Memory	1GB to 3GB	
Hard Drive Storage	Variable	For EA software, minimum 200MB. For EV software, minimum 100MB.


EV Software Requirements

The table below lists the software requirements for EV installations.

Type	Notes
Operating System	Microsoft Windows Server 2003, 32-bit and 64-bit Microsoft Windows Server 2008, 32-bit
Application Server	Apache Tomcat 7.0.62 (packaged with EV) WebSphere Application Server 7.0.0.0
Java Runtime Environment (Tomcat sites only)	JRE 1.8.0.45 (packaged with EV)
Web Browser	Internet Explorer 6.0 or higher  Note: If you are using Internet Explorer 10 or higher, make sure compatibility mode is turned on. Firefox 1.0 or higher
Other	Enterprise Analyzer 3.2 Adobe Flash Player 8.0 or higher  Note: Adobe Flash Player is required on EV clients to view charts. It is required on the server only if the administrator needs to view charts.

Installing and Uninstalling EV

Before running an installation program described in this section, make sure you have administrative permissions for the machine on which you are performing the installation. If you do not have administrative permissions, the installation program will not let you continue.

 **Note:** Only installation programs packaged with EV are described.

Installing JRE (Tomcat Only)

If you are using Apache Tomcat as the application server for EV, you must install Java Runtime Environment (JRE). To install JRE, double-click the `jre-8u45-windows-i586.exe` program in the `\Tomcat` folder in the EV installation folder.

Installing Apache Tomcat


If you are using Apache Tomcat as the application server for EV, you must install it before you install EV. Make sure you install JRE before installing Tomcat.

1. In the `\Tomcat` folder in the EV installation folder, double-click the `apache-tomcat-7.0.62.exe` program. The Welcome screen opens.
2. Follow the screen prompts and accept the defaults, except:
 - On the Choose Components screen, expand the Tomcat option and check **Service** to have Tomcat start automatically.
 - On the Configuration screen, optionally change the port. The default is 8080.
 - On the Java Virtual Machine screen, specify the path to the folder containing JRE.

Installing EV

Follow the instructions below to install Enterprise View. If you are using Apache Tomcat as the application server for EV, it must be installed before you install EV.

1. In the EV installation folder, double-click the `EV.msi` program. The Welcome screen opens.
2. Click **Next**. The License Agreement screen opens. Read the License Agreement carefully. Click **I accept the terms in the license agreement** to accept its terms, then click **Next**.
3. The Custom Setup screen opens. Specify your application server:
 - For Tomcat, select **Enterprise View for Tomcat**.
 - For WebSphere Application Server, select **Enterprise View for Other App Servers**.

 **Note:** The **Enterprise View for Tomcat** option is not available when you run Apache Tomcat from the command line (using the Apache Tomcat binary distribution rather than the Tomcat installer). If you are running Tomcat from the command line, choose **Enterprise View for Other App Servers**, then complete the installation. When you are finished, ask your system administrator to deploy the EV.war file to Tomcat. You can find EV.war in the `\Enterprise View` folder in the EV installation directory.

4. On the Custom Setup screen, choose an installation folder. To accept the default value, click **Next**. To specify a different folder, click **Browse** and follow the substeps below.

- a) Navigate the folder structure to find a suitable location. If the destination folder does not exist, the installation creates it.
 - b) Click **OK** to exit the Change destination folder screen and return to the Custom Setup screen.
 - c) Click **Next** in the Custom Setup screen.
5. The Ready to Install Enterprise View screen opens. Click **Install** to begin transferring files to your machine. A progress meter indicates the progress of the transfer.



Note: To make changes to the settings, click **Back** repeatedly until you find the information you are looking for, make the required changes, then click **Next** until you return to the Ready to Install Enterprise View screen.

6. When the transfer is complete, the Setup Complete screen opens. Click **Finish**.

Uninstalling EV

Follow the instructions below to uninstall EV. Make sure you close any open EV windows before running the uninstall program.

If you are using Apache Tomcat as the application server for EV, uninstalling EV will permanently delete EV configuration information from Tomcat files. If you plan to reinstall EV with the same configuration, make backup copies of the following files:

- <drive>:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\EV\WEB-INF\data\configuration.xml.
- <drive>:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\EV\WEB-INF\conf\system.properties.


1. Choose **Start > Settings > Control Panel**.
2. In the Control Panel window, double-click the **Add/Remove Programs** icon.
3. In the Add/Remove Programs window, select Enterprise View, then click **Remove**. You are prompted to confirm that you want to uninstall the product. Click **Yes**.
4. When the uninstall process completes, it prompts you to restart your computer. Click **Yes** to restart immediately, or click **No** if you plan to restart later.


Post-Installation Administrative Tasks

Before you can work in EV, you must complete the basic administrative tasks described in this section.

Configuring Tomcat Logon Properties

If you are using Apache Tomcat as the application server for EV, the Tomcat logon property must be set to an account that has read/write access to the folder containing the `.rwp` file for the workspace you want to access in EV.


 **Note:** If you have configured EA on the Web server as an EA client, this folder is the folder containing the `.rwp` file on the EA server, *not* the local folder containing the link file for the workspace.

 **Note:** The account set for the Apache Tomcat service logon needs to have access to the database in cases of SQL Server workspaces where the SQL Server uses Windows authentication.

1. Click **Start > Settings > Control Panel > Administrative Tools > Services** (or its equivalent on your system). The Services window opens.
2. In the Services window, select the Apache Tomcat service and click **Action > Properties**. The Properties window for the Apache Tomcat service opens. Click the Log On tab.
3. On the Log On tab, select **This account**. In the adjacent text field, enter the Windows user ID of an account with read/write access to the folder containing the `.rwp` file for the workspace. In the **Password** field, enter the password for the account. In the **Confirm password** field, re-enter the password. Click **OK** to save your changes and exit the Properties window.
4. You are prompted to restart the service. Click **Action > Restart**. The Apache Tomcat service is restarted.

Configuring the Application Server for Survey Assignment Email Notifications

EV notifies users via email when a survey has been assigned to them. If you are using Apache Tomcat as the application server for EV, you need to set email notification properties in the file `<drive>:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\EV\WEB-INF\conf\system.properties`. The table below describes the properties.

 **Note:** Restart the Apache Tomcat service after setting these properties. For instructions on how to restart the service, see "Configuring Tomcat Logon Properties".

Property	Description	Example
mail.protocol	Email protocol.	smtp
mail.host	Email host.	emailhost.microfocus.com
mail.username	Email user name.	myusername@microfocus.com
mail.password	Email password.	
mail.authentication.required	Whether email authentication is required, True or False.	
default.system.email	Email address that appears in the From line of the email message.	myusername@microfocus.com

Property	Description	Example
delivery.list.default.subject	Subject line of the email message.	A new survey is waiting for you
delivery.list.default.text	Email message for survey notification when surveys are assigned directly to email addressees. The email message contains a link to the survey. The addressee need not log in to EV.	Dear [user], \n This is an auto-generated message from your SurveyDelivery System. \n Please follow the link below to complete the survey\n [link]
delivery.list.default.text.reg.user	Email message for survey notification when surveys are assigned to EV user accounts. The user account must have an email address. The addressee logs in to EV and goes to the Survey Inbox to respond to the survey.	Dear [user], \n This is an auto-generated message from your SurveyDelivery System. \n There is a new survey [survey.label] assigned to you. Please login and check your Survey Inbox.


Configuring EV

Before you can work in EV, you must install Enterprise Analyzer on the Web server machine. You can configure EA as a client or server:


- If you configure EA as a server, a master user needs to create the workspace you want to access in EV (if it has not already been created). The workspace has a `.rwp` extension.
- If you configure EA as a client, you need to *connect* to the workspace you want to access in EV. When you connect to a workspace, you create a link file with connection information that points to the workspace on the EA server. Like a workspace file, the link file has a `.rwp` extension.

In either case, you must identify the location of the `.rwp` file to EV, as described below.

1. In a Web browser (both Internet Explorer and Firefox are supported), go to `http://<server name>:<port>/EV`, where `<server name>` is the name of the machine running EV and `<port>` is the port number:
 - For Apache Tomcat, the port number is specified at installation. The default is 8080. For example: `http://localhost:8080/EV`.
 - For WebSphere Application Server, the port number is the HTTP transport port for the application server profile. For example: `http://localhost:9081/EV`. You can find the HTTP transport port in the file `AboutThisProfile.txt` in the logs folder for the application server profile.

 **Note:** Make sure “EV” is in upper case.

2. You are prompted to enter the setup code. The default code is “setup” (no quotes). Enter the code and click **Login**.

 **Note:** For security purposes, you can (and should) change the default setup code, as described below.

3. The Enterprise View Setup page opens, with a message that the workspace has not been set. Click the Code tab. Enter and confirm a new code, then click **Save**. A confirmation message is shown, verifying the setup code has been updated.
4. Optionally configure EV security options. Click the Options tab:
 - In the **Lock User after this many attempts** field, enter the number of failed login attempts users are permitted before being locked out of their accounts. A blank, 0, or non-numeric character means that users never are locked out. The administrator can lock or unlock a user account manually on the Enterprise View Manage User Accounts page.
 - In the **Passwords expire after this many days** field, enter the number of days passwords may be used before they expire. A blank, 0, or non-numeric character means that passwords do not expire.

Users with expired passwords are prompted to create new ones. The administrator can expire or unexpire passwords manually on the Enterprise View Manage User Accounts page.

- Select **Clear Query Repository Cache** if you want to clear the cache used to store EA Query Repository information. This information is used to populate drop-downs on the Query Repository page. You should always clear the cache after the workspace has been modified, so that the most recent workspace information is available in the drop-downs.
5. Click the Workspace tab, then click **Browse**. In the Browse dialog, specify the location of the .rwp file, then click **Save**. A confirmation message displays the path to the workspace.



Note: IE 8 displays the message "<workspace>.rwp not found" when the option **Include local directory path when uploading files to a server** is disabled. Enable the option for each required zone in **Tools > Internet Options > Security > <zone> > Custom level**.

Firefox 3 or higher displays the message "<workspace>.rwp not found" when you attempt to specify the location of the .rwp file. If you are using Apache Tomcat as the application server for EV, work around this problem by editing the file <drive>:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\EV\WEB-INF\data\Configuration.xml. In the <APMRwp> tag, enter the full path of the .rwp file, as in the following example:

```
<APMRwp>C:\Workspace\Provider.rwp</APMRwp>
```

Do not point to the workspace file in the browser again after making this change to Configuration.xml. You can log in to EV immediately.

6. The Enterprise View Login page opens. Enter the EV user name and password. The default user name is "administrator" (no quotes). The default password is "admin" (no quotes). The fields are case-sensitive. Click **Login**. The Enterprise View window opens.

Troubleshooting the Installation

Follow the instructions in this section to troubleshoot an EV installation.

Why do I get an HTTP status 404 error when accessing `http://server name:port/ev`?

The URL for accessing Enterprise View is case-sensitive. Capitalize "EV" in this string.

Why do I get a "workspace not found" error when I configure EV?

When you configure EV, you identify the location of the workspace (.rwp) file you want to access in the Enterprise View Setup page. Security settings in the Web browser may result in your receiving "<workspace>.rwp not found" error messages when you attempt to specify the location of the .rwp file.


Internet Explorer 8

IE 8 displays the message "<workspace>.rwp not found" when the option **Include local directory path when uploading files to a server** is disabled. Enable the option for each required zone in **Tools > Internet Options > Security > <zone> > Custom level**.

Firefox 3 or Higher


Firefox 3 or higher displays the message "<workspace>.rwp not found" when you attempt to specify the location of the .rwp file. If you are using Apache Tomcat as the application server for EV, work around this problem by editing the file <drive>:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\EV\WEB-INF\data\Configuration.xml. In the <APMRwp> tag, enter the full path of the .rwp file, as in the following example:


```
<APMRwp>C:\Workspace\Provider.rwp</APMRwp>
```

 **Note:** Do not point to the workspace file in the browser again after making this change to Configuration.xml. You can log in to EV immediately.

Why do I get an "Error connecting to workspace" message?

If you are using Apache Tomcat as the application server for EV, the Tomcat logon property must be set to an account that has read/write access to the folder containing the .rwp file for the workspace you want to access in EV.

 **Note:** If you have configured EA on the Web server as an EA client, this folder is the folder containing the .rwp file on the EA server, *not* the local folder containing the link file for the workspace.

 **Note:** The account set for the Apache Tomcat service logon needs to have access to the database in cases of SQL Server workspaces where the SQL Server uses Windows authentication.