

Installation Guide



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Introduction

The installation guide gives you the detailed information on how to install ManageEngine OpManager on the following operating systems:

- [Windows](#)
- [Linux](#)

You can install OpManager in English, Simplified Chinese, Traditional Chinese and Japanese languages.

System Requirements

Following are the requirements to install OpManager:

Hardware

CPU	Pentium III 800 MHz
RAM	512 MB
Disk Space	200 MB
Display	High color

Operating System

OpManager supports the following operating systems:

- Windows 2000
- Windows 2003
- Windows XP
- Red Hat Linux 7.2 and above

Requirements for HTML Client

HTML client requires one of the following browsers to be installed in the system:

- Netscape 4.2 or higher
- IE 5.0 or higher

Installing OpManager

Windows Installation

To install OpManager on Windows machines, follow the steps given below:

1. The Windows download for OpManager is available in the following URL:
<http://manageengine.com/products/opmanager/download.html>

Download the Windows installer,
AdventNet_ManageEngine_OpManager_5.exe



Warning: Make sure that your date settings are set to current date and time before installation. If your system date is set to a future or a past date, you will not be able to start the OpManager server after installation.

2. Execute **AdventNet_ManageEngine_OpManager_5.exe** and follow the instructions in the installation wizard.
3. Click **Next** to begin the installation process. Go through the license agreement and proceed to the next step.
4. In the subsequent steps of the wizard, select the OpManager Edition (Professional or Free), language, the directory to install OpManager, the Programs folder to add the OpManager shortcuts, and the port number to run OpManager Web Server. Proceed to the next step.
5. If you want to install OpManager as Windows service, select Install OpManager as service option and proceed to the next step.
6. Verify the installation details and click **Next**. This installs the product and invokes the folder containing the shortcuts to access OpManager.
7. Click **Finish** to complete the installation process.



Note:

- A shortcut to start OpManager Server will be created on the desktop and in the **Start > Programs > ManageEngine OpManager** menu.
- After successful installation, if you have chosen to install OpManager as Windows service, OpManager service will be started automatically and the Web client will be launched.

Linux Installation

Before installing OpManager in a Linux server, please verify whether the following packages are installed in it:

1. Following **X library packages** are required to be installed in Linux machines (RedHat, Suse, Debian, Fedora, Mandrake) to load the Web client pages:

```
XFree86
XFree86-libs
XFree86-base-fonts
XFree86-xfs
fontconfig
freetype-devel
compat-libstdc++
XFree86-compat-libs
compat-libs
```

2. If OpManager is installed in Debian machines, make sure that the `iputils-ping` package is installed.

This is required because OpManager uses the options of the Ping command provided by the `iputils-ping` package. Debian OS has two different packages, `netkit-ping` (installed by default) and `iputils-ping`. If `iputils-ping` package is not installed, then OpManager will not be able to ping any of the managed devices and also itself and hence reports the status of all devices to be down.

Now, to install OpManager on Linux machines, follow the steps given below:

1. The OpManager download for Linux machines is available in the following URL:
<http://manageengine.com/products/opmanager/download.html>

Download the executable file,
AdventNet_ManageEngine_OpManager_5_linux.bin



Warning: Make sure that your date settings are set to current date and time before installation. If your system date is set to a future or a past date, you will not be able to start the OpManager server after installation.

2. Login as **root** user.
3. Assign the executable permission to the downloaded file using the following command:
`chmod a+x AdventNet_ManageEngine_OpManager_5_linux.bin`
4. Execute **`./AdventNet_ManageEngine_OpManager_5_linux.bin`**. The installation wizard pops up.
5. Click **Next** to begin the installation process. Go through the license agreement and proceed to the next step.
6. In the subsequent steps of the wizard, select the OpManager Edition (Professional or Free), language, the category whether to install both server and client or only the client, and the directory to install OpManager.

It is recommended to install OpManager in the `opt` folder. By default, OpManager will be installed in the `/opt/AdventNet/ME/OpManager` directory.

If you choose a different directory (outside *opt*), perform the following steps before starting the server:

Execute the command **chmod -R 755** *<OpManager Home>*. You should specify the absolute path for *<OpManager Home>* in this command.

Then execute the command **chmod 755** *<directory_name>* for each of the directory in the absolute path including **root** directory.

7. Select the port number to run OpManager Web Server. Proceed to the next step.
8. Verify the installation details and click **Next**. This installs the product in your system.
9. Click **Finish** to complete the installation process.

Uninstalling OpManager

In Windows machines

Click **Start > Programs > ManageEngine OpManager > Uninstall OpManager**.

In Linux machines

Execute the command **./uninstaller.bin** from the */bin/_uninst* directory under OpManager installation.

Applying Service Packs

Applying Service Packs

AdventNet periodically provides service packs which include new features (requested by the customers) and fixes for certain bugs. Service Packs can be downloaded from the Web site, and applied over OpManager using the Update Manager tool.

Follow the steps given below to apply the service pack:

1. Shut down OpManager. If OpManager is running as a Windows service, stop the service from Control Panel > Services window.
2. Click **Start** > **Programs** > **ManageEngine OpManager** > **Update Manager**, if OpManager is running in a **Windows machine** or execute the script <OpManager Home>/bin/**UpdateManager.sh** if it is running in a **Linux machine**. This opens the Update Manager tool.
3. Click **Install** and then click **Browse** to select the service pack file (*ppm* extension).
4. Click **Finish**. This will install the service pack for OpManager.
5. Start OpManager Server.

Reverting Service Packs

Follow the steps given below to revert the service pack:

1. Shut down OpManager. If OpManager is running as a Windows service, stop the service from Control Panel > Services window.
2. Run the script `<OpManager Home>\bin\UpdateManager.bat` if OpManager is running in a Windows machine or `<OpManager Home>/bin/UpdateManager.sh` if it is running in a Linux machine. This opens the Update Manager tool.
3. Select the ppm file to be uninstalled from the **Installed Service Pack** list and click **Uninstall**. This will install the service pack for OpManager.
4. Start OpManager Server.

Troubleshooting OpManager Installation

There may not be enough temporary space available in the temp folder

In Linux machines, if the default folder has no enough space, you will get this error message. Try with the following command with the argument depending on the operating system of the machine in which you are installing OpManager:

```
./AdventNet_ManageEngine_OpManager_5_Linux.bin -is:tempdir  
<directory_name>
```

Here, **<directory_name>** is the absolute path of any existing directory.

Glossary

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<OpManager Home> directory: The directory in which OpManager is installed.