Hitachi IT Operations Analyzer
Quick Start Guide

HITACHI
Inspire the Next

IT Operations Analyzer is software that monitors your servers, storage, and switches. With its progressive reporting, root cause analysis, and impact analysis features—without the use of agents—you can efficiently monitor the health of your IT environment, and resolve alert conditions. This Quick Start Guide provides an overview of the tasks that you will complete to install the software and prepare for monitoring activities.

Before You Begin

- **Management Server** The machine on which you install IT Operations Analyzer.
  - Microsoft® Windows 2003 or 2008 server.
  - Trial software: 14 gigabytes (GB) of free disk space (minimum)
  - Purchased software: 20 GB of free disk space (minimum) to monitor 250 nodes
- **Client PC** The machine used to access the management server. As described in this guide, an Internet connection is required to activate the software license. Use either Microsoft Internet Explorer or Mozilla Firefox.
  - Microsoft Internet Explorer 7, 8 or 9. Version 6 is supported, but there are known issues when printing reports. Refer to the product release notes.
  - Mozilla Firefox 3.5 or later.
  - Install Adobe® Flash® Player, version 10.0.42.

  Note: If you do not have an Internet connection, you can activate your software license using a different method. Refer to Chapter 3 of the *IT Operations Analyzer Getting Started Guide*.

- **IT Operations Web Portal Registration** A free user account must be created in order to activate the software license. Following are the steps to create a new account:
  1. Go to http://www.itoperations.com
  2. Click **My Account**. From the **Register** area, click **Customers**.
  3. Complete the registration form. Required fields are indicated by a red asterisk, *****. The account password should contain a minimum 8 characters, at least one number, and no special characters.
  4. Review the **Global Personal Data Protection And Privacy Policy**. Then, click the box to indicate that you understand it.
  5. Click **Submit**.
     A registration "Thank You" notice displays. Also, an e-mail with the subject, **Hitachi IT Operations Analyzer Account Activation** is sent to the address that you specified when you created an account.
  6. Open the e-mail and click the link contained in it to activate the account.
  7. Sign in. Afterward, a confirmation e-mail with the subject, **Your IT Operations Account has been activated**, is sent to the address that you specified when you created an account.

1 Install the Software

1. If you:
   - Do not have an **IT Operations Analyzer CD-ROM**, proceed to step 2.
   - Have an **IT Operations Analyzer CD-ROM**, then on the management server:
     a. Mount the CD.
     b. From the CD menu, choose **INSTALL ANALYZER**.
     c. Follow the **InstallShield Wizard** prompts.
     d. Proceed to task **2**, **Activate the Software License**.
2. Launch the IT Operations Web Portal:

   http://www.itoperations.com
3. Click **Sign In**.
4. From the **Download** menu, select **Get Started (Analyzer)**.
5. Click **Download Now**.
   The **Download Products** page displays.
6. From the **Download Language:** menu, select the language in which you want to download IT Operations Analyzer.
7. In the **Related Files:** area, there are PDF files for the product documentation, such as the Release Notes and Getting Started Guides. Please download these materials.
8. Click **Download Now**.
9. Review and accept the End User License Agreement.
10. Extract the zip file contents to a location on the management server.
11. On the management server, double-click **setup.exe**.
    The InstallShield Wizard will guide you through the installation process.

2 Activate the Software License

Before you can log in, the license must be activated. Use any client PC that has an Internet connection to connect to the management server.

1. Launch your Web browser.
2. Specify the URL of the management server, using the following format:
   http://*host name or IP address*:*port number*/Analyzer/Analyzer.jsp
   Example: http://Analyzer:20510/Analyzer/Analyzer.jsp
3. Click the appropriate button:
   - **Activate License** to activate the purchased software.
   - **Free Trial** to activate the trial software.
   The **License Activation Wizard** launches and displays the **Welcome** panel.
4. The **Welcome** panel is for specifying the Activation Token:
   - To register the purchased software, enter the Activation Token.
   - To register the free trial software, continue to step 5.
5. Click **Next**.
   The **User name** and **Password** of the **IT Operations Software Portal** are required.
6. Enter the **User name** (e-mail address) and **Password** of the **IT Operations Software Portal**.

The activation process may take a few minutes. If your license is activated, then the last panel indicates that you have successfully completed the wizard.
7. Click **Close** to exit the wizard.

3 Log In

Use any client PC that has an Internet connection to connect to the management server.

1. Launch your Web browser.
2. In the address bar, specify the URL of the management server.
3. At the IT Operations Analyzer login panel, enter the login information. The password is case-sensitive:
   - **User ID**: system
   - **Password**: manager

4. Click **Log in**.

   The **Home** module displays. Because you have not yet completed the discovery of your environment, no monitoring status data is available.

4 Prepare to Discover Your Environment

In order for IT Operations Analyzer to identify the servers, storage, and other devices that you intend to monitor, we recommend that you collect the following, basic information:

- The IP address ranges that are used in your environment.
- The login credentials for your devices.

You will enter this information in the IT Operations Analyzer's **Discovery Wizard**.

For complete information about additional environment preparations that may apply to your site, refer to Chapter 2 of the *IT Operations Analyzer Getting Started Guide*.

5 Discover Your Environment

1. Within the **Home** module, click **To Get Started, Discover Your Systems**.

   The **Discovery Wizard** launches. You are presented with two usage options:

   - **Interactive Discovery Wizard** This option is recommended for the initial discovery and for first-time users of the Discovery Wizard.
   - **Batch Discovery Wizard** This option is suitable for the experienced user who is familiar with the discovery process.

   In this Quick Start Guide, we focus on the **Interactive Discovery Wizard**.

   For **Batch Discovery Wizard** information, please refer to the IT Operations Analyzer's Help.

2. Select the **Interactive Discovery Wizard** option.
3. After making your selection, optionally click **PLAY** to watch an overview of the discovery process. Otherwise, to start with your selection, click **Next**.
4. The **Interactive Discovery Wizard** will guide you through the data collection process. Click **Help**, if needed, for information about a particular panel.

   In the last step of the **Interactive Discovery Wizard**, **Continue or Finish**, you have several options. You can:

   - Exit the wizard by clicking **Finish**. The **Monitoring** module launches and displays the topology of your environment.

     For information about the Topology View, refer to the Help topic, "Reviewing the Topology of the Monitored Environment" contained in the Help book, "Monitoring Your Environment".
   - Add IP address ranges. To include additional IP address ranges, click **Add IP Address Range**.
   - Add credentials. To include additional credentials, click **Add Credentials**.
   - Change the default discovery schedule. Future discoveries are scheduled every week, Sunday at midnight. You can specify a different schedule by clicking **Edit Discovery Schedule**.

Getting Help

If you have product-related questions, then please refer to the self-service materials that are located on the IT Operations Software Portal:

http://www.itoperations.com

Giving Feedback

If you have comments about the contents of this Quick Start Guide, then please send them to us at:

doc.comments@hds.com

Please include the document number, which is prefaced by MK. All comments become the property of Hitachi Data Systems Corporation.