



**NORTEL**

Nortel Configuration and Orchestration Manager

# Installation

Release: 2.0

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[www.nortel.com](http://www.nortel.com)

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NN47226-300

Nortel Configuration and Orchestration Manager

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## New in this release

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The following section detail what's new in *Nortel Configuration and Orchestration Manager Installation* (NN47226-300) for Release 2.0.

### Feature

See the following section for information about feature changes:

#### **Configuration and Orchestration Manager**

Configuration and Orchestration Manager (COM) is a management system in the network that manages multiple network devices. COM is a web-based management solution for the network devices. For more information about installing a COM, see [“COM 2.0 Installation” \(page 21\)](#).



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# Introduction

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This document provides the information you require to install, license, uninstall and troubleshoot the Configuration and Orchestration Manager 2.0.

## Navigation

- [“System requirements” \(page 9\)](#)
- [“Supported devices” \(page 13\)](#)
- [“Licensing” \(page 15\)](#)
- [“COM 2.0 Installation” \(page 21\)](#)
- [“Uninstall the COM 2.0” \(page 31\)](#)
- [“Troubleshooting COM installation” \(page 35\)](#)





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# System requirements

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This chapter describes the system requirements for the installation of Configuration and Orchestration Manager (COM).

## Navigation

- [“Server requirements” \(page 9\)](#)
- [“Client requirements” \(page 10\)](#)
- [“Browser requirements” \(page 10\)](#)
- [“COM preinstall script” \(page 10\)](#)

## Server requirements

Your PC must meet the following minimum system requirements to use COM:

- Core 2 Duo processor
- 2 GB RAM
- 5 GB free drive space

Recommended requirements for managing up to 500 devices and multi-user login:

- Core 2 Duo processor
- 4 GB RAM
- 20 GB free drive space (preferably SAS drive)

Recommended requirements for managing 1000 devices and multi-user login:

- Quad core processor
- 4 GB RAM
- 40 GB free drive space (SAS drive)

The COM server is supported on Windows Server 2003, Windows Server 2008, Windows Hyper Virtual Server 2008, Linux RedHat 5.2, and VmWare server for Linux Redhat 5.2 and Windows 2008.

## Client requirements

The COM supports Internet Explorer 7.0 and Firefox 3.0 over Windows 2003 and 2008, and Firefox 3.0 over Linux RedHat 5.2.

Client deployment:

- 1GB memory with at least 512MB free
- GHz Core 2 Duo CPU
- One HD Minimum 100MB free
- XP, 2003, Win2008, VISTA, RHEL 4.0 32bit

## Browser requirements

The COM supports Internet Explorer 7.0 and Firefox 3.0. Firefox is the recommended browser.

Dynamic Hyper Text Markup Language (HTML) supports most of the features in COM. Dynamic HTML is a combination of HTML, JavaScript, and Cascading Style Sheets (CSS). Hence, you must enable both JavaScript and CSS on the browser.

## COM preinstall script

The preinstall script must be run before invoking COM Installer to perform preliminary checks on readiness of the system. It checks the system requirements for the user.

### Running the script on Windows

Perform the following procedure to run the script on Windows.

Step	Action
1	Open the <b>preInstallScriptCOM</b> zip file from the directory C:\Program Files\Nortel\UCM.
2	Unzip the contents of <b>preInstallScriptCOM</b> in the folder.
3	Open a new <b>Command</b> prompt.
4	Change directory to the folder where <b>preInstallScript</b> has been unzipped.

- 5 Run the script by typing **preInstallChecks.bat**.

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--End--

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### Running the script on Linux

Perform the following procedure to run the script on Linux.

Step	Action
1	Open the <b>preInstallScriptCOM</b> zip file from the directory /opt/nortel/ucm.
2	Unzip the contents of <b>preInstallScriptCOM</b> in the folder.
3	Open a new <b>Terminal</b> .
4	Change directory to the folder where <b>preInstallScript</b> has been unzipped.
5	Change permission of <b>preInstallChecks.pl</b> to be able to be executed. For example, <b>chmod 755 preInstallChecks.pl</b> .
6	Run the script by typing <b>preInstallChecks.pl</b> .

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--End--

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## Supported devices

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The following table lists the supported devices and device image versions.

**Table 1**  
**Device Requirements**

Product family	Model	Versions
Ethernet Routing Switch 8600 series	8681XLW module	v.4.0, v.4.1, v5.0, and v.5.1
	8681XLR module	
	8616GTE module	
	8672ATME MDA	
	8608GBM module	
	8608GTM module	
	8632TXM module	
	8648TXM module	
	8672ATMM module	
	8683POSM module	
Ethernet Routing Switch	8300 series	v.4.1.x and v.4.2
Ethernet Routing Switch	5510, 5520 series	v.5.1, v.6.0 and v.6.1
Ethernet Routing Switch	56xx series	v.5.1, v.6.0 and v.6.1
Ethernet Routing Switch	5530 series	v.5.1, v.6.0 and v.6.1
Ethernet Routing Switch	45xx series	v.5.2 and v.5.3
Ethernet Routing Switch	25xx series	v.4.1.x and v.4.2
Ethernet Routing Switch	16xx series	v.2.1.6.x and v.2.1.7.x
Wireless LAN AP	2220, 2221	v.1.3

**ATTENTION**

The earlier versions of ERS devices are also available. However, the official testing has happened against the devices in the list above only.



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# Licensing

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There are two types of Licenses available for COM:

- COM Base License which enables the capability to launch element managers and use Trap and Syslog Viewers.
- COM Full Application License which enables all features of COM including network discovery and multi-element managers.

A 60-day trial license is supplied with the COM for installation, setup, and evaluation purposes. You must renew the trial license before expiry to maintain access to the COM.

Nortel sends you a license kit after you purchase a software product. The kit includes a certificate with a License Authorization Code (LAC). To obtain a license you need the following items:

- the LAC
- the MAC address of the server on which the COM components will be installed

You can install the license during the installation, or after you install COM 2.0. Nortel recommends that if you do not obtain and install the license before you install the COM 2.0, do so immediately following the installation of COM 2.0.

Following sections explain how to obtain, add, and export a license file.

- [“Obtaining a COM license” \(page 16\)](#)
- [“Adding a license” \(page 17\)](#)
- [“Exporting a license” \(page 19\)](#)

The other way to install a license is to install it during COM installation itself. For information about choosing a license file during installation, see [“Installing COM application” \(page 21\)](#).

## Obtaining a COM license

Perform the following procedure to obtain a COM license.

### Prerequisites

- You require the License Authorization Code (LAC) for the software you want to license.
- You require the media access control (MAC) address of the server where the COM components reside.
- You require the name and password to the license bank if you want to deposit the license into an existing license bank.

### Procedure steps

Step	Action
1	Open a Web browser window and go to the <b>Electronic Licensing Portal</b> : <a href="http://www.nortellicensing.com">www.nortellicensing.com</a> .
2	At the top of the page, type your first name, last name, company name, and e-mail address in the appropriate fields.
3	In the <b>License Bank</b> area, specify the name and password for an existing license bank where you want to deposit.
4	Specify your e-mail notification options.
5	In the <b>Submit</b> field at the bottom of the page, type your LAC.
6	Click <b>Activate License</b> .  The system deposits a license in your license bank and sends a message to the e-mail address specified in step 4 to confirm that the license was created.
7	Log on to your license bank using the name and password specified in step 3.
8	Click <b>Download</b> .
9	On the <b>Generate License</b> page, type the MAC address for the server where the COM components reside.  Use capital letters, separated by colons (XX:XX:XX:XX:XX:XX).
10	Click <b>Create License File</b> .  A confirmation message informs you that the license was created. The system sends a license (.lic) file to the e-mail address specified in step 4.
11	Copy the license file to the server location where the COM components reside.



**ATTENTION**

If there is a space in the name or location field, the installation fails.

- 12 Store your License Certificate in a secure place for future reference.

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--End--

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## Adding a license

Perform the following procedure to add a license. Perform this procedure only if you have COM installed on the server but the license was not installed during COM installation.

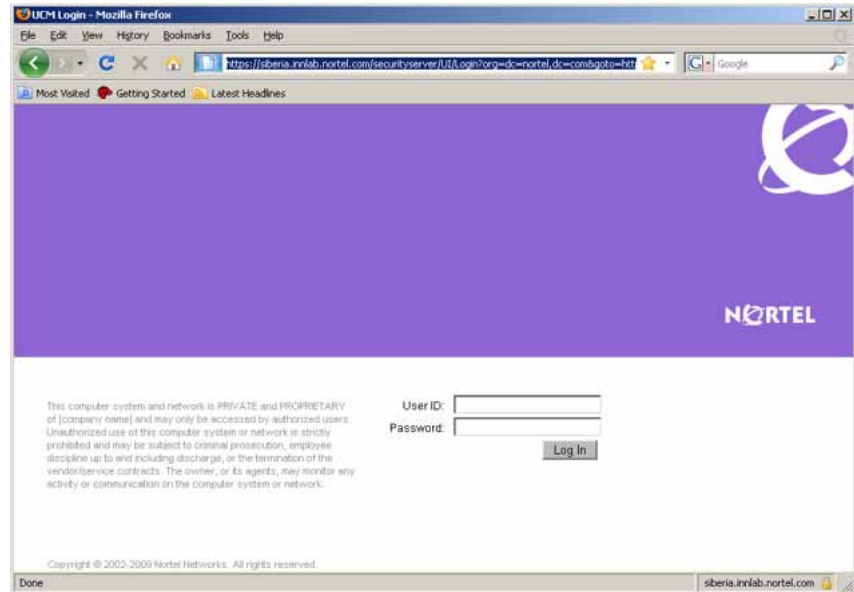
### Prerequisites

- You must execute this procedure on the server where the COM components reside.
- You must obtain the license and store it on the server before you can proceed. For more information, see [“Licensing” \(page 15\)](#).
- You must know the directory path of the Unified Communications Management (UCM) home <UCM\_home>. The default paths are as follows:
  - Windows: C:\Program Files\Nortel\UCM
  - Linux: /opt/nortel/ucm

For information about adding a license in the License administration page, see *Nortel Unified Communications Management Common Services Fundamentals* (NN48014-100).

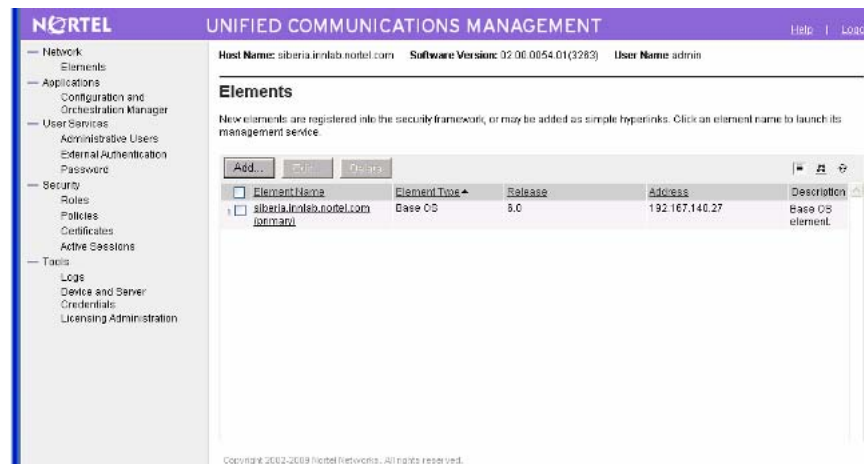
### Procedure steps

Step	Action
1	Start a supported Web browser.
2	In the <b>Address</b> field, type the Full Qualified Domain Name (FQDN) of the COM server, and then press <b>Enter</b> . The Login page appears.



- 3 In the **User ID** field, type the COM user ID specified during the installation.
- 4 In the **Password** field, type the COM password set during the installation.
- 5 Click **Log In**.

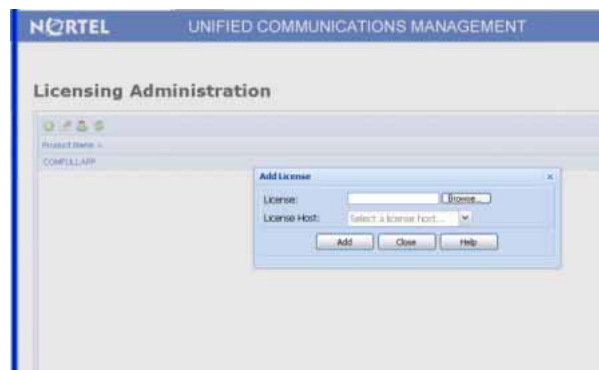
The Unified Communications Management (UCM) Web page appears.



- 6 In the left navigation pane, click **Tools, Licensing Administration**.  
The Licensing Administration page appears.



- 7 Click **Add License**. (The green button with + symbol).  
The Add License dialog box appears.



- 8 Browse for the license file in the **License** field.  
9 From the **License Host** list, select a license host file.  
10 Click **Add** to add the license to the UCM.

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--End--

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## Exporting a license

Perform the following procedure to extract a license file.

### Procedure steps

Step	Action
1	In the <b>License Administration</b> dialog box, click <b>Export License</b> . The File Download dialog box appears.



- 2 Click **Save** to export the license file to your system.

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--End--

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# COM 2.0 Installation

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Use the following procedures to install and start the Configuration and Orchestration Manager (COM).

## Navigation

- “Installing COM application” (page 21)
- “Starting the COM application” (page 28)

## Installing COM application

Perform the following procedure to install COM 2.0.

### Prerequisites

- Ensure you know how to obtain a COM license. For more information, see “Obtaining a COM license” (page 16).
- Ensure that you have the COM software. It is available on the Installation CD or you can download from <http://support.nortel.com/go/main.jsp>.
- Verify that the Fully Qualified Domain Name (FQDN) of the machine meets one of the following requirements:

— Nortel recommends that you define a FQDN in the hosts file.

On windows, the default location of hosts file is in the directory C:\WINDOWS\system32\drivers\etc. COM uses the FQDN from the hosts file, so that if the hostname of the server is changed, COM is not affected.

— When you use a new hostname to start COM, you are redirected to a page containing the old FQDN. When you define the FQDN in the hosts file, you must associate the hostname with the IP address. The format is <ip address><fqdn><name>.

For example, define the FQDN as follows:

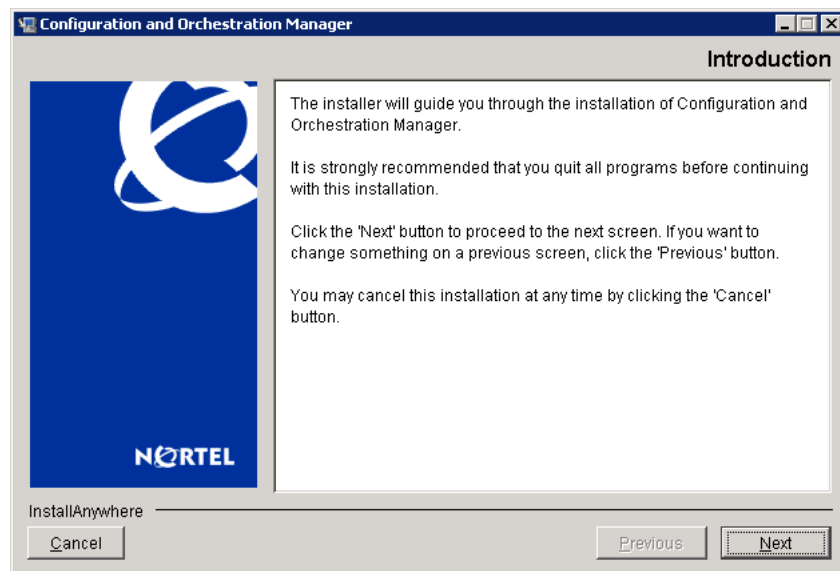
```
192.167.140.27 SIBERIA.INNLAB.NORTEL.com COM2
```

After you install COM, do not modify the FQDN in the hosts file; a change can cause COM to stop working.

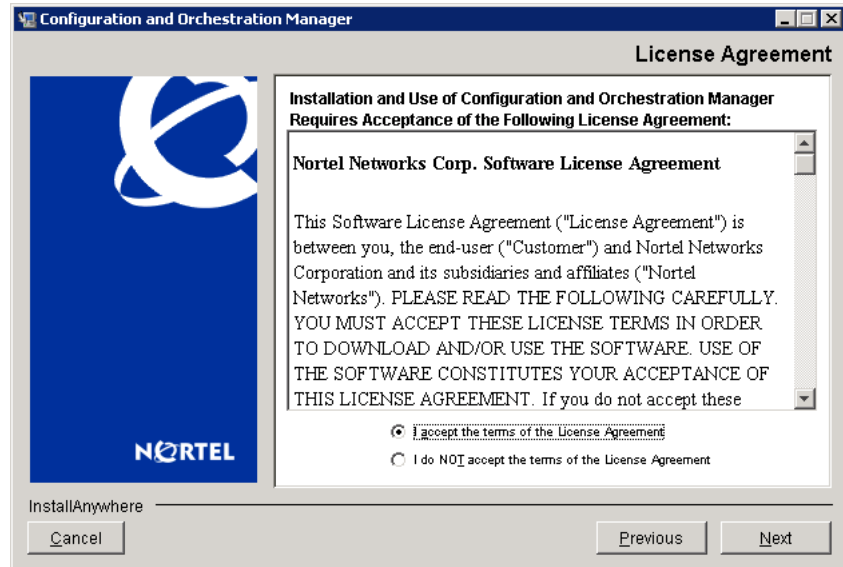
- If you are using Internet Explorer 7 to access COM, you must disable the Enhanced Security mode.
- If you are using Windows platform, you must be an Administrator or the member in the Administrators group. If you are using Linux platform, you must be a root user or a member in the root group.
- Nortel recommends that you disable the firewall.

### Procedure steps

Step	Action
1	Double-click the COM executable file to start the COM installer. The COM installer prepares for installation, and then the Introduction dialog box appears.

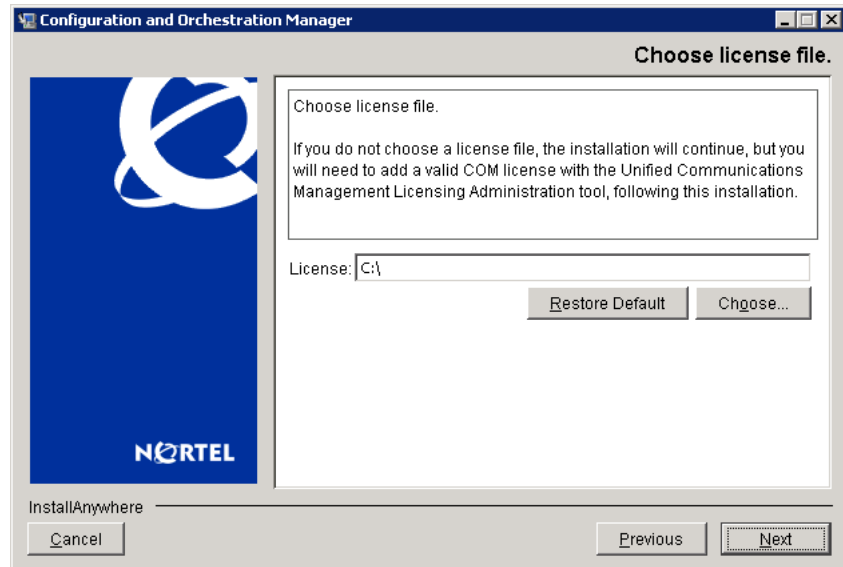


- 2 Click **Next**.  
The License Agreement dialog box appears.



- 3 Review the terms of the license agreement, and if you agree, select **I accept the terms of the License Agreement**, and then click **Next**.

The Choose license file dialog box appears.

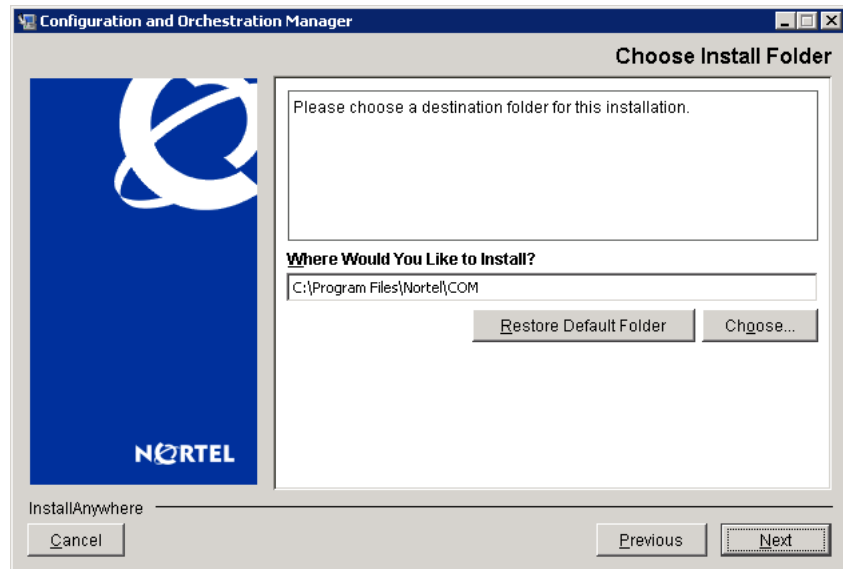


- 4 Click **Choose** to browse to the location of the license file, choose the license file, and then click **Next**.

#### ATTENTION

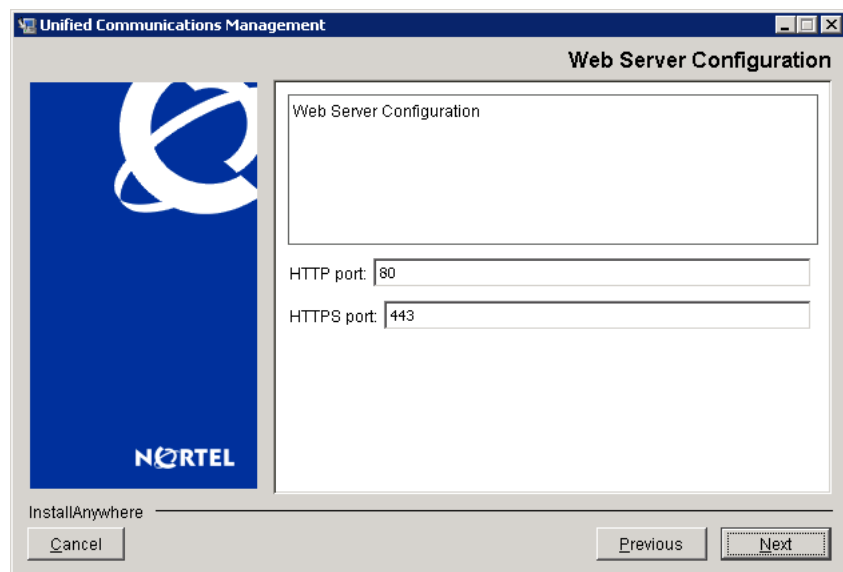
If the COM license file is not installed on the computer, follow ["Licensing"](#) (page 15) to obtain the license file, and then complete this step.

The Choose Install Folder dialog box appears.



- 5 Click **Choose** to specify a location, or use the default location provided, and then click **Next**.

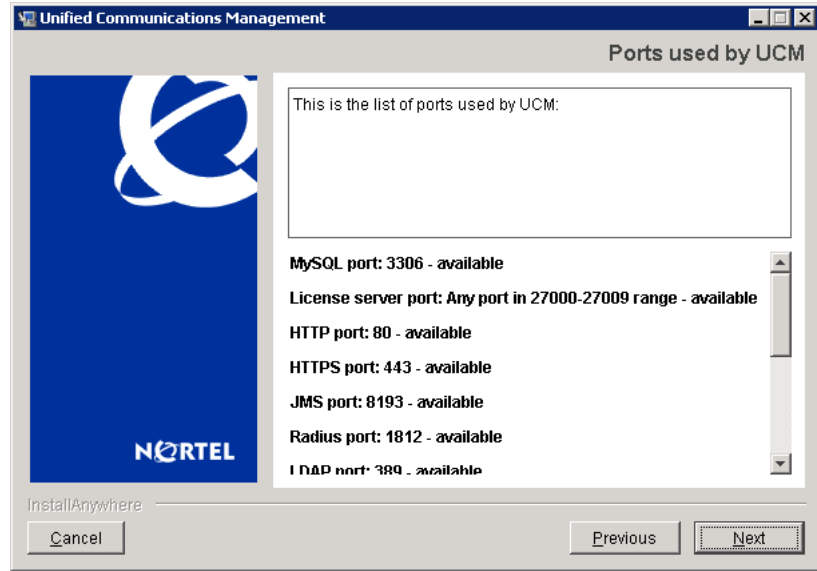
The Web Server Configuration dialog box appears.



- 6 Review the port information for the Web server, and then click **Next**.

The Ports used by UCM dialog box appears.

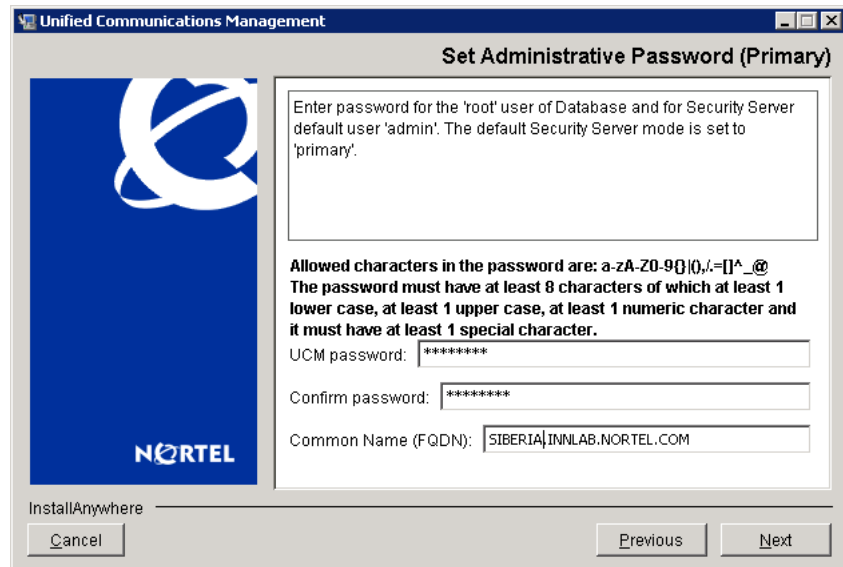




### ATTENTION

The ports used by the COM are the default ports. These are edit able fields, you can modify the fields. However, the ports must be free at the time of installation to have a successful install.

- 7 Review the list of ports used by UCM, and then click **Next**.  
The Set Administrative Password (Primary) dialog box appears.



- 8 Enter the **UCM password**, **Confirm password**, and the **Common Name (FQDN)** in the appropriate fields, and then click **Next**.

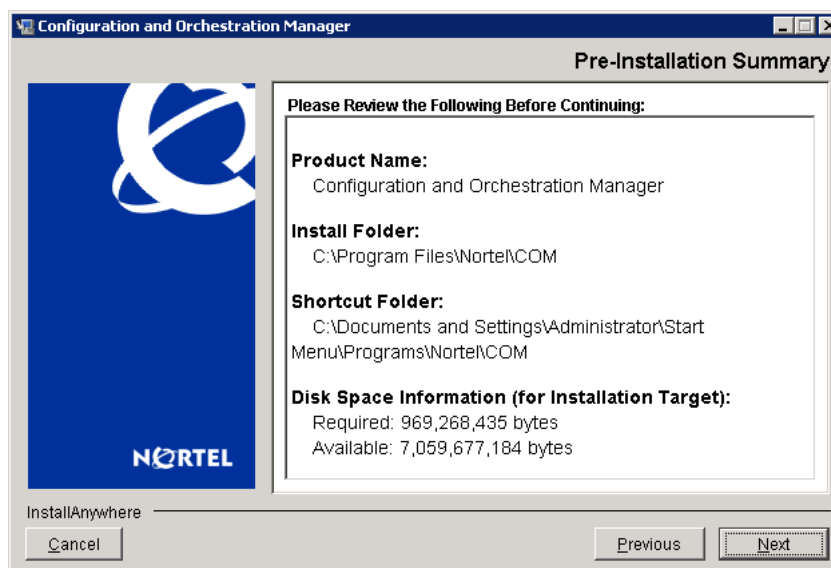
**ATTENTION**

If you notice that FQDN does not appear correctly in the page where the administrator password for UCM is set, Nortel recommends that you cancel the current installation and correct the FQDN value in the hosts file. It is important to make sure that the full FQDN name (host name followed by domain name) is entered in the FQDN field, otherwise the COM application will not work.

**ATTENTION**

The password needs to be according to the instructions provided on the page.

The Pre-Installation Summary dialog box appears.

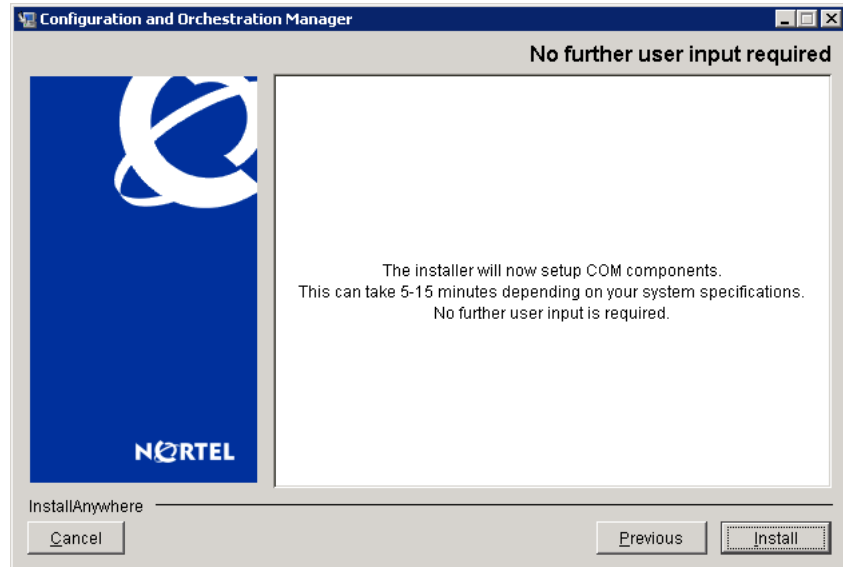


- 9 Review the information and click **Next** to continue or click **Previous** to go back and change any information that needs to be changed. Click **Cancel** or the **X** icon at the top right corner of the window to abort the installation at any time.

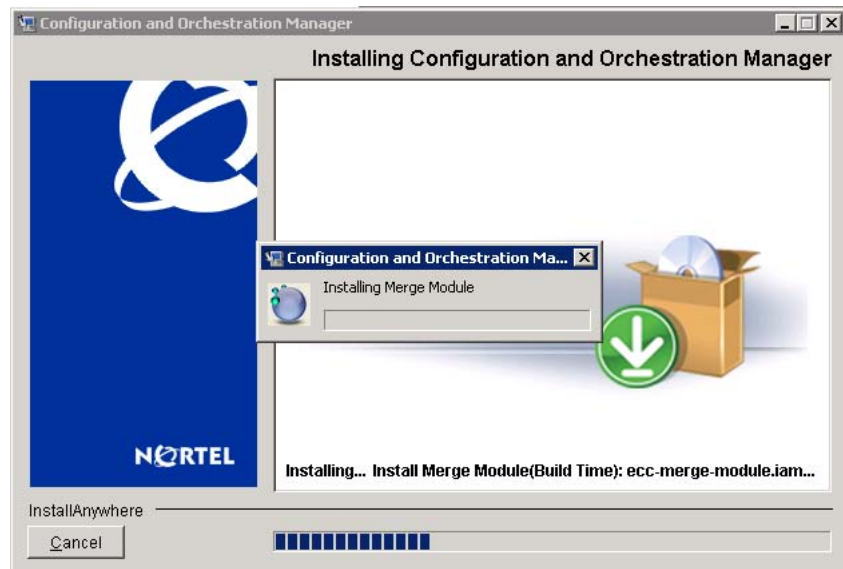
**ATTENTION**

If the disk space available is less than the disk space required for installation as specified in the Pre-Installation Summary window, Nortel recommends that you abort the installation. Free up the required disk space and reinstall.

The No further user input required dialog box appears.



- 10 Click **Install**.  
The Installing Configuration and Orchestration Manager dialog box appears.



- 11 After the installation completes, click **Done**.




---

--End--

---

### Job aid

The following table shows the default file locations used for each platform.

**Table 2**  
Default file locations

Component	Default location: Windows	Default location: Linux
UCM	C:\Program Files\Nortel\UCM	/opt/nortel/ucm
Database	C:\Program Files\COM\My SQL	/opt/nortel/com/mysql
JBOSS	C:\Program Files\COM\jboss-4.2.1.GA	/opt/nortel/com/jboss-4.2.1.GA
COM	C:\Program Files\COM	/opt/nortel/com

## Starting the COM application

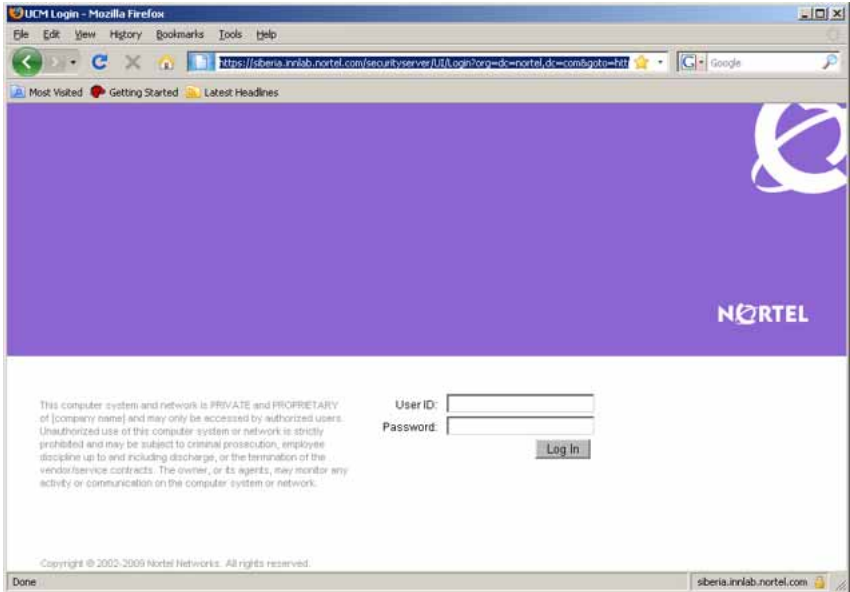
Perform the following procedure to start the COM application.

### Prerequisites

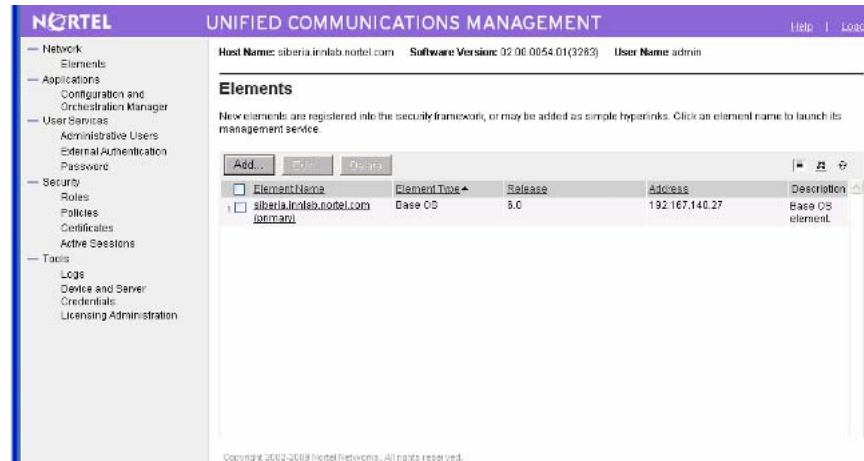
- Ensure that the client machine that you use to connect to COM server has an updated hosts file with the IP address and FQDN information of COM server.

Procedure steps

Step	Action
1	Open a supported Web browser.
2	In the <b>Address</b> field, type the FQDN name of the COM server, and then press <b>Enter</b> . The Login page appears.

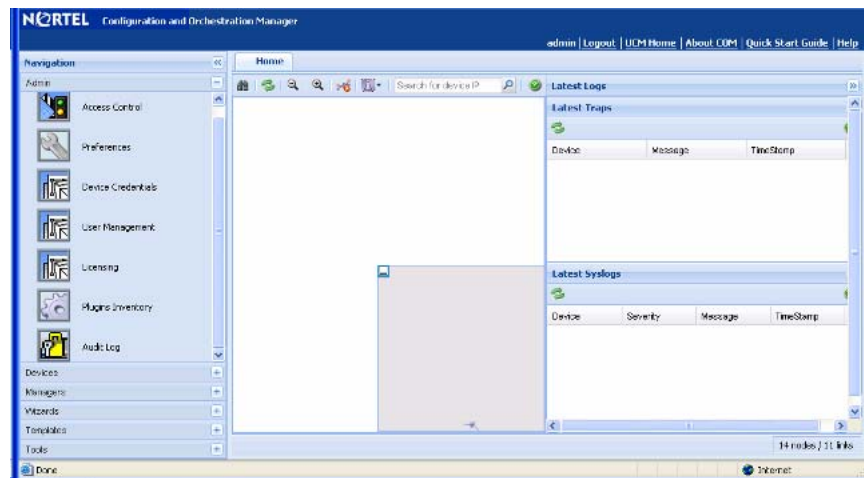


- 3 In the **User ID** field, type the UCM user ID. The default ID for the first login is **Admin**.
- 4 In the **Password** field, type the UCM password set during installation. The password set during installation works only for the default user ID, Admin.
- 5 Click **Log In**.  
The Unified Communications Management (UCM) Web page appears.



- 6 In the left navigation pane, click **Applications, Configuration and Orchestration Manager**.

The Configuration and Orchestration Manager appears.



--End--

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# Uninstall the COM 2.0

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This chapter describes the procedures to uninstall the COM 2.0.

## Navigation

- [“Uninstalling COM 2.0 on Windows” \(page 31\)](#)
- [“Uninstalling COM 2.0 using control panel” \(page 33\)](#)
- [“Uninstalling COM 2.0 on Linux” \(page 33\)](#)

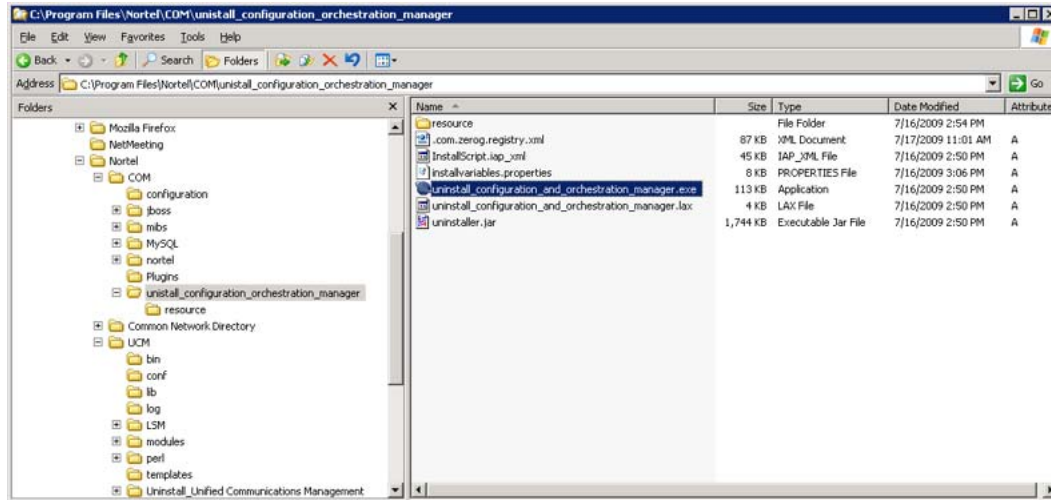
## Uninstalling COM 2.0 on Windows

The uninstall procedure removes all files used by the COM tools and all tasks created in COM.

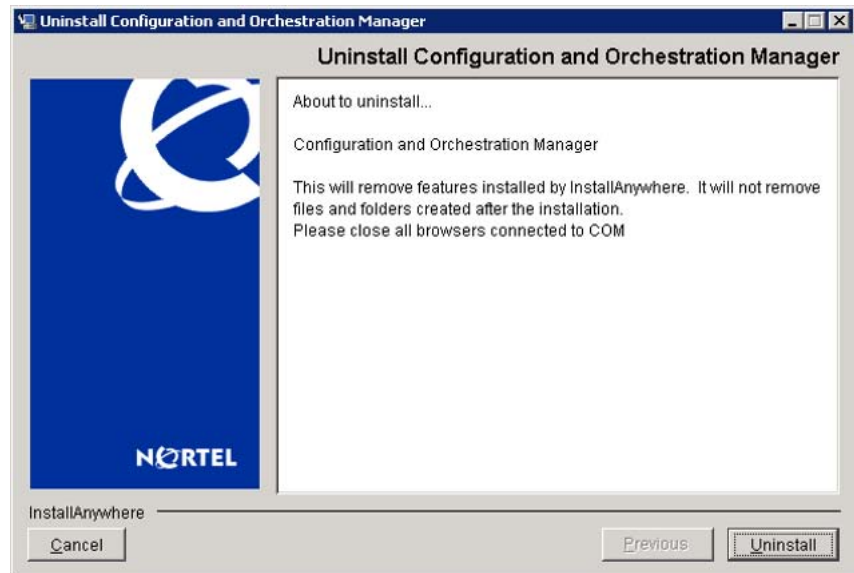
Perform the following procedure to uninstall the COM on both Windows and Linux platforms.

### Procedure steps

Step	Action
1	Go to the uninstall folder located at <b>&lt;COM_Home&gt; \Uninstall_Configuration and Orchestration Manager.</b>



- 2 Double-click the COM Uninstall executable file to start the COM uninstaller.  
The Uninstall Configuration and Orchestration Manager appears.



- 3 Click **Uninstall**.
- 4 Click **Next**.
- 5 Click **Done** to complete the uninstall.

--End--



## Uninstalling COM 2.0 using control panel

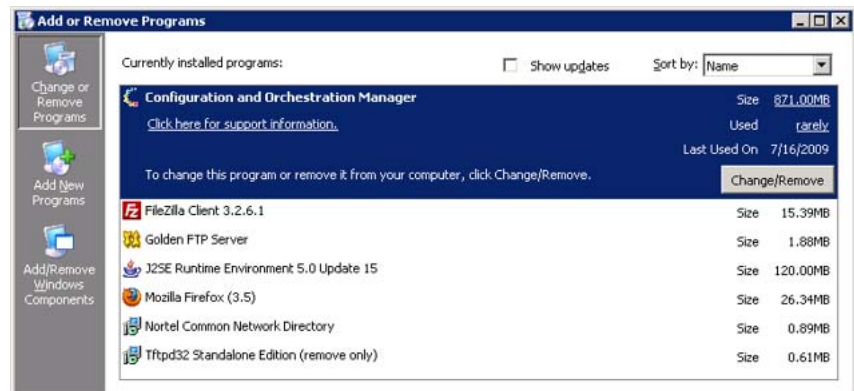
If you use the Windows platform, you can perform this procedure as an alternate method to uninstall the COM.

### Procedure steps

Step	Action
------	--------

- 1 In the **Windows Control Panel**, double-click **Add or Remove Programs**.

The Add or Remove Programs window appears.



- 2 Select the **Configuration and Orchestration Manager** program, and then click **Change/Remove**.

The Uninstall Configuration and Orchestration Manager dialog box appears.

- 3 Click **Next**.

The Uninstall Complete window appears.

- 4 Click **Done** to complete the uninstall.

--End--

## Uninstalling COM 2.0 on Linux

The uninstall procedure removes all files used by the COM tools and all tasks created in COM. Uninstall the existing COM before you install a new version.

Perform the following procedure to uninstall the COM on Linux platforms.

### Procedure steps

Step	Action
1	Go to the COM installation directory. The default is <b>/opt/nortel/com</b> .
2	Go to the uninstall folder located at <b>&lt;COM_Home&gt;\Uninstall_Configuration and Orchestration Manager</b> .
3	Run the script file <b>\Uninstall_Configuration_and_Orchestration_Manager.sh</b> .
4	Click <b>Next</b> .
5	After the uninstallation is complete, click <b>OK</b> .

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--End--

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# Troubleshooting COM installation

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Use the information in this chapter to troubleshoot problems related to the COM software components.

## Navigation

- “Checking the status of the Installation” (page 35)
- “Generating logs and properties archive ” (page 36)
- “Running the installer in debug mode” (page 36)
- “Java version” (page 36)

## Checking the status of the Installation

Perform the following procedure to check the log information.

<p><b>ATTENTION</b></p>
-------------------------

<p>By default, COM is installed under C:\Program Files\Nortel\COM</p>
---

## Procedure steps

Step	Action
1	<p>Check the following files for log information:</p> <ul style="list-style-type: none"> <li>• &lt;COM_Install_Folder&gt;Configuration_and_Orchestration_Manager_InstallLog.log</li> <li>• &lt;COM_Install_Folder&gt;\UCM\Unified_Communications_Management_InstallLog.log</li> <li>• &lt;COM_Install_Folder&gt;\jboss\jboss-4.2.1.GA\server\default\log\server.log</li> </ul>
2	<p>You can check the COM audit and debug logs at &lt;COM_Install_Folder&gt;\jboss\jboss-4.2.1.GA\server\default\log</p>
--End--	

## Generating logs and properties archive

Perform the following procedure to generate the logs and properties archive.

### Procedure steps

Step	Action
1	Click <b>Start &gt; All programs &gt; Nortel &gt; UCM menu.</b>
2	Select <b>create log archive.</b>
3	The resulting logs.zip file is created under <b>&lt;com parent directory&gt;\UCM</b>
--End--	

## Running the installer in debug mode

Perform the following procedure to run the installer in debug mode.

### Procedure steps

Step	Action
1	Set <b>LAX_DEBUG</b> environment variable to 1.
--End--	

## Java version

- Java 1.5 application is used in the COM application.
- It is pre packaged within the installer, you need not install Java before installing the COM application.
- To launch the JDM element manager and the CLI manager tools, Java 1.6 application is required. It is also included in the application package.

If Java 1.5 or Java 1.6 is already present on the server where COM is being installed, the installer will use the Java version accordingly.



## Nortel Configuration and Orchestration Manager

# Installation

Release: 2.0

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