

Knowledge Base Articles

TITLE:

Xian plug-in installation and un-installation procedure.

REVISION:

Revision : T001-CLR01
Date : 12/06/05

DESCRIPTION:

Jalasoft Xian Network Manager 2005 SP1 has the possibility to add new plug-ins to its environment allowing users to monitor other devices such as NetScaler switches, 3Com switches, Solaris servers and new plug-ins that are not included in this release version of Xian Network Manager. This document will cover the plug-in requirements, installation and un-installation process.

Please note that the requirements, installation and un-installation steps for any Xian plug-in are the same.

REQUIREMENTS:

The requirements for installing a new Plug-in are:

- Jalasoft Xian Network Manager 2005 installed under a single machine installation or distributed installation. If you are running a version previous to Xian SP1, please review the following KB article to migrate to SP1:

<http://download.jalasoft.com/pub/KB/KB0020.pdf>

- Jalasoft Hot Fix 1 for Xian Network Manager 2005.
- Please review this knowledge base article to install Hot Fix 1:

<http://download.jalasoft.com/pub/KB/KB0028.pdf>

INSTALLATION PROCEDURE:

The Plug-in installation will affect or involve the following Xian components:

- Xian connector for MOM 2005.
- Network Manager Server (NMS).
- Network Scan Server (NSS).

It means that you should run the plug-in installer on each machine where at least one of these components has been installed.

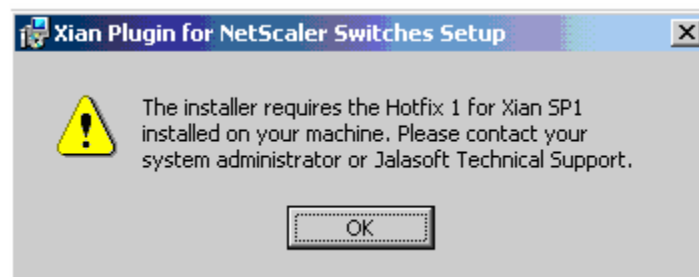
To install the new plug-in please follow these steps (we will use the NetScaler Switch as example):

- Import the Management Pack for the plug-in into MOM.
- Close the Xian console.
- Double click on the .msi installer for the plugin you want to install; for instance 'XianPluginForNetScalerSwitches.msi' file.
- When the wizard starts, click on the 'Next' button.
- Read the License Agreement document and after accepting it, click on the 'Next' button.
- Provide the customer information and then click on the 'next' button.
- To begin installation click on the 'Install' button.
- When the installation finishes, click on the 'Finish' button.
- Open the Xian console and verify that the new plug-in has been added to Xian.

Note 1: If you do not have any of the required Xian components, the following error messages will be displayed:



Note 2: If you do not have the Hot Fix 1 for Xian SP1, the following error message will be displayed when installing the plug-in.



REPAIR PROCEDURE:

If you think that the plug-in installation is corrupt or you have reinstalled Xian SP1, you should repair the plug-in installation following these steps:

- Close the Xian console.
- Go to 'start>control panel>add or remove programs'.
- Click on the plug-in to repair and then click on the 'Change' button.
- Click on the 'Next' button when the wizard appears.
- Click on the 'Repair' option button.
- Click on the 'Repair' button to start the repairing.
- When the actions ends, click on the 'Finish' button.

Note1: You should repeat the same procedure on each machine where the connector, NMS and/or NSS were installed under a distributed installation.

Note 2: You should execute the repair procedure only when the files used by the plug-in where corrupted or deleted for any reason.

UNINSTALLATION PROCEDURE:

To uninstall a specific plug-in you should follow these steps:

- Close the Xian console.
- Go to 'start > control panel > add or remove programs', you should see the 'Current installed programs' list.
- Click on the plug-in you want to remove and then click on the 'Remove' button.
- A dialog message will appear confirming the procedure, click on the 'Yes' button.
- When the un-installation process has ended, open the Xian console and verify that the plug-in has been removed.

Note 1: The previous procedure should be executed on each machine where the connector, NMS and/or NSS were installed.

Note 2: You can also remove the plug-in with the 'Remove' option when accessing the plug-in 'Repair' wizard. You can do this by clicking on the 'Change' button on the 'Add or remove Programs' window.

Note 3: All the devices that belong to the uninstalled plug-in type will also be removed from Xian along with all their running rules.

Note 4: The plugin will be removed from the Xian site only when the plugin is removed in the last NMS that was using the plugin.

Note 5: The Xian Data Server service must be running in order to uninstall properly the NMS.

APPLIES TO:

Only for Jalasoft Xian Network Manager 2005 Service Pack 1 + Hot Fix 1 for Xian SP1.

STATUS:

Procedure provided.

ADDITIONAL COMMENTS:

When you want to uninstall or repair Xian Network Manager 2005, you should remember that Hot Fix 1 and all the new Pug-ins installed depend on Xian SP1 and will be affected or may cause some errors, so please follow these steps in the correct order if you want to:

1. Uninstall Xian SP1 or one of its components.
 - a. Uninstall first all the new plug-ins if present on the machine.
 - b. Uninstall Xian SP1 or the Xian component present on that machine.
2. Repair Xian SP1 or one of its components.
 - a. Repair Xian SP1 or the desired Xian component. The Hot Fix and the new plug-in will not be affected.
3. Reinstall Xian SP1 or one of its components: This procedure means uninstalling Xian SP1 or some Xian components and then installing them again.
 - a. Re-install Xian SP1 or the desired Xian component.
 - b. Reinstall Hot Fix 1 for Xian SP1.
 - c. Repair all the installed plug-ins with the procedure previously described.