

IBM Intelligent Operations Center  
Version 5 Release 1

*Installing and Configuring IBM  
Intelligent Operations Center for  
Emergency Management*

**IBM**



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Intelligent Operations Center for  
Emergency Management*

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**Note**

Before using this information and the product it supports, read the information in "Notices" on page 11.

This edition applies to IBM Intelligent Operations Center for Emergency Management version 5, release 1, modification 0.2. This edition applies to all subsequent releases and modifications until otherwise indicated in new editions.

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# Installing and configuring IBM Intelligent Operations Center for Emergency Management

After you install IBM® Intelligent Operations Center for Emergency Management V5.1.0.2, configure the application to work with the base installation of IBM Intelligent Operations Center and with your data sources.

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## Installing IBM Intelligent Operations Center for Emergency Management

After you ensure that prerequisites are in place, install IBM Intelligent Operations Center for Emergency Management.

### Before you begin

IBM Intelligent Operations Center for Emergency Management V5.1.0.2 requires IBM Intelligent Operations Center V5.1.0.2. Ensure all installation and post-installation steps of IBM Intelligent Operations Center have been completed, and that you can log on to the server.

**Important:** To ensure that you have the latest version of IBM Intelligent Operations Center, download the installer that is referenced in IBM Intelligent Operations Center V5.1 installation updates , and follow the installation instructions in IBM Intelligent Operations Center V5.1 installation updates.

IBM Intelligent Operations Center for Emergency Management also requires an additional server with Red Hat Enterprise Linux version 7.0 or later.

Ensure that the following Linux packages are installed on all servers:

- dos2unix.x86\_64
- gettext.x86\_64
- openssh-clients.x86\_64
- openssl.x86\_64
- unzip.x86\_64

You must also have the IBM Intelligent Operations Center for Emergency Management license file. If you do not have the license file, contact your IBM representative.

Ensure that the `/etc/hosts` file includes IP addresses for all the servers.

### Procedure

To install IBM Intelligent Operations Center for Emergency Management:

1. Log on to the analytics server as the root user.

**Note:** The analytics server is the installation server, and you complete the following steps on the installation server as the root user.

2. Create an `installation_home` directory. For example, create the directory `/opt/IBM/em51install` to use as your `installation_home` directory.
3. Download the package to the installation server, and extract the contents of the package to the `installation_home` directory.

4. Create a user ID for the installation program to use during installation. Complete step 5 to manually create the user ID, or complete step 6 to use scripts to create the user ID.

**Note:** This user ID is only used during the installation of IBM Intelligent Operations Center for Emergency Management.

5. To manually create a user ID for the installation program to use during installation, complete the following steps:

- a. On each of the servers in the environment, create a user ID with full **sudo** permissions that does not require a TTY connection. Add the user to a group named `ioc4eminstaller`. For example, create a user named `ioc4em_install` in a group named `ioc4eminstaller` on each server.

- b. On the installation server, run the `ssh-keygen` command to generate an SSH key for authentication of the installation user. For example, the following command generates an SSH key that is stored in a file named `ioc4em_install_key` on the installation server:

```
ssh-keygen -t rsa -b 4096 -C "optional_comment" -P "" -f /installation_home/bin/ssh/ioc4em_install_key
```

- c. On the installation server, run the `ssh-copy-id` command for each server to add the SSH key to the list of authorized keys for the specified server. In the following example, the SSH key in the `/installation_home/bin/ssh/ioc4em_install_key` file is added to the authorized key list for the `ioc4em_install` user on the IBM Intelligent Operations Center for Emergency Management server:

```
ssh-copy-id -i /installation_home/bin/ssh/ioc4em_install_key ioc4em_install@em_server_host_name
```

- d. Rename the `/installation_home/bin/ssh/90_ioc4em_sudoers_template` file to `90_ioc4em_sudoers`.

- e. Edit the `90_ioc4em_sudoers` file and enter the installation user group name between the "@" characters.

- f. Copy the `90_ioc4em_sudoers` file to the `/etc/sudoers.d` directory on all the servers.

6. To use scripts to create a user ID for the installation program to use during installation, complete the following steps:

- a. Go to the `/installation_home/bin/ssh` directory.

- b. Run the `s1_createSSHKey.sh` command to generate an SSH key for authentication of the installation user:

```
./s1_createSSHKey.sh
```

The generated key is copied to the `/installation_home/bin/ssh/s2_createInstallUser.sh` script.

- c. Run the `s2_createInstallUser.sh` command to create the installation user on the installation server:

```
./s2_createInstallUser.sh
```

The SSH key is added to the list of authorized keys for the installation user on the installation server, and the updated `90_ioc4em_sudoers` file is copied to the `/etc/sudoers.d` directory.

- d. Copy the `/installation_home/bin/ssh/s2_createInstallUser.sh` script to each of the remaining servers, and run the script on each server to create the installation user. On each server, the SSH key is added to the list of authorized keys for the installation user, and the updated `90_ioc4em_sudoers` file is copied to the `/etc/sudoers.d` directory.

7. Copy the license file `em_license.json` to the `/installation_home/applications/em51/ioc4em/` directory.

8. Update the `/installation_home/cfg/ioc4em.install.properties` file to reflect your IBM Intelligent Operations Center for Emergency Management environment. For example:

```
ioc4em.install.group = ioc4eminstaller
ioc4em.install.key = ioc4em_install_rsa
ioc4em.install.passphrase =
ioc4em.license.file = em_license.json
```



```
ihs.server.hostname = web_server_hostname
ihs.server.ip = web_server_ip
ioc4em.external.hostname = public_web_hostname
ioc4em.external.ip = public_web_ip_address
```

**Note:** If your environment does not have an external host name, then set the value of the **ioc4em.external.hostname** property to be the same as the value of the **ihs.server.hostname** property. Similarly, set the value of the **ioc4em.external.ip** property to be the same as the value of the **ihs.server.ip** property.

- Optional: Start a screen session.
- Change to the `/installation_home/bin` directory and run the installation program by running the following command:  

```
./installEmergencyManagement.sh
```
- Tune the KPI refresh interval frequency, which is controlled by the system property **KpiReadRefreshRate**. The default refresh interval is 30 minutes.

## Results

After IBM Intelligent Operations Center for Emergency Management is installed, the login URLs are:

- IBM Intelligent Operations Center for Emergency Management user: `https://IOC_web_server_address/mobile/index.html`
- IBM Intelligent Operations Center for Emergency Management administrator: `https://IOC_web_server_address/web/admin.html#/user`

Log files are in the `/installation_home/logs/` directory.

## What to do next

Complete the following post-installation configuration to configure security certificates.

---

## Post-installation configuration

After you install IBM Intelligent Operations Center for Emergency Management, some post-installation configuration is required.

### Configuring security certificates

To further ensure security, configure security certificates and update the emergency management server with IBM Intelligent Operations Center certificates.

#### Before you begin

- Ensure that you have completely configured security in IBM Intelligent Operations Center before configuring security in IBM Intelligent Operations Center for Emergency Management. You will use the same security certificates.
- Get the values for the `ioc4em.server.user` property and the `ioc4em.install.dir` property from the `/installation_home/cfg/ioc4em.install.properties` file

#### Procedure

To configure security certificates:

- Log in to the emergency management server as the `ioc4em.server.user` user. The default `ioc4em.server.user` user is `p5admin`.
- Copy your security certificates to the `/home/ioc4em.server.user/ioc4em.install.dir/config/ssl` directory on the emergency management server. The values for `ioc4em.server.user` and `ioc4em.install.dir` are in the `ioc4em.install.properties` file. For example:

- `ioc4em.server.user=p5admin`
  - `ioc4em.install.dir=deploy_6.0`
3. Back up the `/home/ioc4em.server.user/ioc4em.install.dir/deployment_config.py` file, and then modify the original file to include the new security certificate file name in the following parameters:
 

```
server_pem_path = '/config_repo/site/ssl/emergency_management_server_host_name.pem'
pg_cert_file = '/config_repo/site/ssl/emergency_management_server_host_name.crt'
pg_key_file = '/config_repo/site/ssl/emergency_management_server_host_name.key'
```
  4. Optional: If you are using self-signed certificates then complete the following steps:
    - a. Change the value of `ioc4em.client.verify.certs` to `no` in the `/installation_home/cfg/ioc4em.install.properties` file.
    - b. Go to the `/installation_home/bin/ssh` directory and run the `reconfigureCertVerify.sh` command:
 

```
./reconfigureCertVerify.sh
```

## What to do next

Consider changing the certificate to a signed `*.domain.com` certificate after installation. Add the new certificate to the IBM HTTP Server keystore. For instructions on how to add a security certificate to the keystore, see the IBM HTTP Server documentation for WebSphere® Application Server Liberty Profile for your operating system. For example, see **Securing IBM HTTP Server**

### Related information:

 [Importing SSL certificates for HTTPS connections](#)

---

## Configuring alert forwarding

From the emergency management web client, you can configure alerts to be displayed in the emergency management client.

### About this task

You can map a data source to an alert type that is configured in the emergency management client. If the data source is a video analytic alerts data source, then data from IBM Intelligent Video Analytics is also forwarded with the alert. For more information about creating data sources, see the related link.

### Procedure

- To access the Alert Mapping view in the emergency management web client, go to **Administration > Emergency Management > Alert Mapping**.
- Mapping a data source to an alert type
  1. In the Alert Mapping view, click **Create**.
  2. Select values for the following fields on the **Source to Type Mapping** tab:
    - Data Source**  
The data source to map.
    - Alert Type**  
The alert type to map the data source to. The alert type is configured in the emergency management client.
    - Data Group**  
The data group that is selected determines the users who can access the alerts in the emergency management client.
  3. On the **Field Mapping** tab, map the alert fields to data source properties.
    - Title** Select a property to map to the alert title and subject.

**Description**

Select a property to map to the alert description field.

**Author**

Select a property to map to the alert author field.

**Location**

Select a property to map to the alert location field. For example, for a video analytic alerts data source, select the **AREA** property or the **CAMERA\_NAME** property. The alert location field in the emergency management client displays the property value, and the hover help displays the latitude and longitude coordinates.

**Priority**


Select a property to map to the alert priority. The property value must always be an integer. The emergency management client maps the integer value to a range that determines the priority description and color; for example, green for a low priority alert.

- Deleting alert mappings
  1. In the Alert Mapping view, select an alert mapping.
  2. Click **Delete**.
- Viewing statistics for alerts
  1. In the Alert Mapping view, select an alert mapping.
  2. Go to the **Statistics** tab to view information about processed alerts.

**Results**

You can display the forwarded alerts in the Alert Inbox in the emergency management client.

**Related information:**

 [IBM Intelligent Operations Center product documentation: Creating a data source](#)

---

**Creating KPIs from data source properties**

Select asset properties from imported data sources to track as KPIs. The results can be viewed in resource reports.

**About this task**

When you import data about community assets and resources from the emergency management client, you might want to track some of the properties of those assets and resources as KPIs.

**Procedure**

To create KPIs from data source properties:

1. Create or edit the data source.
2. On the **Resources** tab, click **Add resource property** and select a property from the data source to track as a KPI. You can add as many properties as needed.
3. To define ranges for the KPI values, click **Add New Default Range** or click **Add Existing Default Ranges**.
4. To generate KPIs, click **Generate KPI**. If you need to delete or change a KPI, click **Delete KPI**.

**Results**

The generated KPIs will appear in the **Indicators** panel, where you can apply filters or display graphs.

---

## Configuring emergency management clients

You can configure your emergency management clients by updating a configuration file on the IBM Intelligent Operations Center for Emergency Management server.

## Configuring emergency management clients to view video alerts

Configure your emergency management clients to view video alerts from IBM Intelligent Video Analytics.

### Before you begin

Get the values for the `ioc4em.server.user` property and the `ioc4em.install.dir` property from the `/installation_home/cfg/ioc4em.install.properties` file on the installation server. For example, if your `installation_home` directory is `/opt/IBM/em51install`, then get the property values from the `/opt/IBM/em51install/cfg/ioc4em.install.properties` on the analytics server.

### Procedure

Configure each of the emergency management client machines

1. Close the emergency management client.
2. Go to the `client_install_path\taccs\bin` directory, where `client_install_path` is the installation directory for the emergency management client. For example, if the emergency management client is installed in `C:\ioc\em`, then go to the `C:\ioc\em\taccs\bin` directory.
3. Run the following command on the command line:  
`common_p5_env.bat`
4. Go to the `client_install_path\taccs\tools\data_processing` directory and run the following command on the command line:  
`import_data_sources.exe --search-path=client_install_path\plugins\p5_common\share\layer_sets\milestone`

Update the configuration file on the server

5. Log in to the IBM Intelligent Operations Center for Emergency Management server as the user specified by the `ioc4em.server.user` property in the `ioc4em.install.properties` file. The default `ioc4em.server.user` user is `p5admin`.
6. Edit the `base.conf.in` file in the `/home/ioc4em.server.user/ioc4em.install.dir/config/dve/base` directory. For example, if the value for the `ioc4em.server.user` property is `p5admin`, and the value for the `ioc4em.install.dir` property is `deploy_6.0`, then the `base.conf.in` file is in the `/home/p5admin/deploy_6.0/config/dve/base` directory.
7. Add a milestone element with a child cameras element to the `base.conf.in` file. For example, the following entry enables video display, sets the refresh rate for the video display to 300, and restricts access to the default data group:  

```
<taccs>
<milestone>
  <cameras enabled="True" refresh="300" data_group_id="{{default_data_group_id}}"/>
</milestone>
</taccs>
```
8. Go to the `ioc4em.install.dir` directory, and run the `taccs_ctl` command to restart the server. For example, run the following commands:  

```
cd /home/p5admin/deploy_6.0
./taccs_ctl start
```

Configure the Milestone VMS details on each emergency management client

9. Open the emergency management client.

10. Go to the Data Manager and select **Milestone VMS** under **Data Sources**.

11. Go to the **VMS Settings** tab and set values for the following properties:

**VMS Name**

Set the value to the name of the Milestone VMS. For example, set the value to MilestoneXPCo 5.0.

**Type** Set the value to XProtect Corporate.

**Host** Set the value to the full name of the Milestone VMS server.

**Port** Set the value to 80.

**Username**

Set the value to the user name of the administrator on the Milestone VMS. For example, set the value to ibmadmin.

**Note:** Depending on the configuration of your Milestone VMS, you might have to set the value for the user name in one of the following formats:

- The down-level logon name format: *NetBios domain\username*
- *server\_name\username*

**Password**

Set the value to the password of the administrator on the Milestone VMS.

## Configuring the Alert Inbox

Configure the maximum number of alerts that are displayed in the Alert Inbox in your emergency management clients.

### Before you begin

Get the values for the `ioc4em.server.user` property and the `ioc4em.install.dir` property from the `/installation_home/cfg/ioc4em.install.properties` file on the installation server. For example, if your `installation_home` directory is `/opt/IBM/em51install`, then get the property values from the `/opt/IBM/em51install/cfg/ioc4em.install.properties` on the analytics server.

### About this task

By default, a maximum of 300 alerts are displayed in the Alert Inbox. To change the maximum number of alerts that are displayed in your emergency management clients, set a property in the `base.conf.in` configuration file on the IBM Intelligent Operations Center for Emergency Management server.

### Procedure

1. Log in to the IBM Intelligent Operations Center for Emergency Management server as the user specified by the `ioc4em.server.user` property in the `ioc4em.install.properties` file. The default `ioc4em.server.user` user is `p5admin`.
2. Edit the `base.conf.in` file in the `/home/ioc4em.server.user/ioc4em.install.dir/config/dve/base` directory. For example, if the value for the `ioc4em.server.user` property is `p5admin`, and the value for the `ioc4em.install.dir` property is `deploy_6.0`, then the `base.conf.in` file is in the `/home/p5admin/deploy_6.0/config/dve/base` directory.
3. Add a `proxy_model` element as a child of a `rest` element, or edit an existing `proxy_model` element. The value for the `default_limit` attribute determines the maximum number of alerts that are displayed. For example, the following entry sets the maximum number of alerts that are displayed in the Alert Inbox to 500:

```
<taccs>
```

```
<rest>
```

```
<proxy_model default_limit="500"/>
</rest>
```

```
</taccs>
```

4. Go to the `ioc4em.install.dir` directory, and run the `taccs_ctl` command to restart the server. For example, run the following commands:

```
cd /home/p5admin/deploy_6.0
./taccs_ctl start
```

## Results

The next time that you start an emergency management client, the maximum number of alerts that can be displayed in the Alert Inbox for that client is updated.

---

## Troubleshooting IBM Intelligent Operations Center for Emergency Management

Unexplained errors can occur if there is a problem with the generated API key that enables secure communication with the IBM Intelligent Operations Center for Emergency Management server.

### Symptoms

Errors might occur when you attempt to perform tasks such as importing asset types from an emergency management client. Check if there is a difference between the value for the API key on the Intelligent Operations for Emergency Management Administration view and the value of the `EMSApiKey` on the System Properties view. If there is a difference between the values, then there is a problem with the API key. Complete the following steps to compare the values:

- Go to **Administration > Emergency Management > Administration**.
  - Select **Users** and then select the Admin user.
  - Click **API Token** and note the value of the displayed API key.
- Go to **Administration > System Administration > System Properties**.
  - Note the value of the `EMSApiKey` property.

### Resolving the problem

Regenerate the API key by completing the following steps:

1. Log on to the IBM Intelligent Operations Center for Emergency Management server as the root user.
2. Go to the `/installation_home/bin` directory and run the following command:

```
./reconfigureAPIKey.sh
```

---

## Appendix. License usage metrics

IBM License Metric Tool helps Passport Advantage® clients determine their full and sub-capacity PVU licensing requirements.

Learn more: [IBM License Metric Tool](#).

The IBM Intelligent Operations Center for Emergency Management installer adds a product-specific tag file for the authorized user metric.

Usage information is written to Software License Metric Tag (SLMTag) files using a script provided with IBM Intelligent Operations Center for Emergency Management. These files have the extension `.slmtag` and are read periodically by the IBM License Metric Tool (ILMT) after it has been configured to scan for these files. You can generate reports that summarize usage.

For more information on using IBM License Management Tool, see the [IBM License Management Tool 9.0 Knowledge Center](#).

### SLMTag logging

Each time IBM Intelligent Operations Center for Emergency Management starts, license management information is logged to the `/opt/IBM/ioc/properties/slmtags` directory. The logged `.slmtag` file contains usage information in the following format:

```
<Metric logTime="2015-05-28T11:25:46-04:00">
  <Type>APPLICATION</Type>
  <SubType></SubType>
  <Value>1</Value>
  <Period>
    <StartTime>2015-05-28T11:25:46-04:00</StartTime>
    <EndTime>2015-05-28T11:25:46-04:00</EndTime>
  </Period>
</Metric>
```





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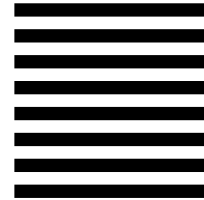
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