

# **TIBCO LogLogic® Compliance Manager Quick Start Guide**

*Software Release 2.1.1  
June 2017*

## Important Information

SOME TIBCO SOFTWARE EMBEDS OR BUNDLES OTHER TIBCO SOFTWARE. USE OF SUCH EMBEDDED OR BUNDLED TIBCO SOFTWARE IS SOLELY TO ENABLE THE FUNCTIONALITY (OR PROVIDE LIMITED ADD-ON FUNCTIONALITY) OF THE LICENSED TIBCO SOFTWARE. THE EMBEDDED OR BUNDLED SOFTWARE IS NOT LICENSED TO BE USED OR ACCESSED BY ANY OTHER TIBCO SOFTWARE OR FOR ANY OTHER PURPOSE.

USE OF TIBCO SOFTWARE AND THIS DOCUMENT IS SUBJECT TO THE TERMS AND CONDITIONS OF A LICENSE AGREEMENT FOUND IN EITHER A SEPARATELY EXECUTED SOFTWARE LICENSE AGREEMENT, OR, IF THERE IS NO SUCH SEPARATE AGREEMENT, THE CLICKWRAP END USER LICENSE AGREEMENT WHICH IS DISPLAYED DURING DOWNLOAD OR INSTALLATION OF THE SOFTWARE (AND WHICH IS DUPLICATED IN THE LICENSE FILE) OR IF THERE IS NO SUCH SOFTWARE LICENSE AGREEMENT OR CLICKWRAP END USER LICENSE AGREEMENT, THE LICENSE(S) LOCATED IN THE "LICENSE" FILE(S) OF THE SOFTWARE. USE OF THIS DOCUMENT IS SUBJECT TO THOSE TERMS AND CONDITIONS, AND YOUR USE HEREOF SHALL CONSTITUTE ACCEPTANCE OF AND AN AGREEMENT TO BE BOUND BY THE SAME.

This document contains confidential information that is subject to U.S. and international copyright laws and treaties. No part of this document may be reproduced in any form without the written authorization of TIBCO Software Inc.

TIBCO, Two-Second Advantage, Advantage, and LogLogic are either registered trademarks or trademarks of TIBCO Software Inc. in the United States and/or other countries.

All other product and company names and marks mentioned in this document are the property of their respective owners and are mentioned for identification purposes only.

THIS SOFTWARE MAY BE AVAILABLE ON MULTIPLE OPERATING SYSTEMS. HOWEVER, NOT ALL OPERATING SYSTEM PLATFORMS FOR A SPECIFIC SOFTWARE VERSION ARE RELEASED AT THE SAME TIME. SEE THE README FILE FOR THE AVAILABILITY OF THIS SOFTWARE VERSION ON A SPECIFIC OPERATING SYSTEM PLATFORM.

THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

THIS DOCUMENT COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN; THESE CHANGES WILL BE INCORPORATED IN NEW EDITIONS OF THIS DOCUMENT. TIBCO SOFTWARE INC. MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE PRODUCT(S) AND/OR THE PROGRAM(S) DESCRIBED IN THIS DOCUMENT AT ANY TIME.

THE CONTENTS OF THIS DOCUMENT MAY BE MODIFIED AND/OR QUALIFIED, DIRECTLY OR INDIRECTLY, BY OTHER DOCUMENTATION WHICH ACCOMPANIES THIS SOFTWARE, INCLUDING BUT NOT LIMITED TO ANY RELEASE NOTES AND "READ ME" FILES.

Copyright © 2011 - 2017 TIBCO Software Inc. ALL RIGHTS RESERVED.

TIBCO Software Inc. Confidential Information

# Contents

---

<b>Figures</b> .....	<b>4</b>
<b>TIBCO Documentation and Support Services</b> .....	<b>5</b>
<b>System Requirements</b> .....	<b>6</b>
Hardware Requirements .....	6
Supported Operating Systems .....	6
Supported Web Browsers .....	6
Supported Java Versions .....	6
<b>Installing Compliance Manager</b> .....	<b>8</b>
Installation in Graphical Mode (Standard Installation) .....	8
Installation in Console Mode .....	9
Post-Installation Directories .....	10
Check the Connection of Your Web Browser .....	10
<b>Quick Set Up of Compliance Manager</b> .....	<b>12</b>
Setting the Admin User Account .....	12
Adding the Appliances .....	12
Specifying the Time of Day for Reports Retrieval .....	13
Setting the SMTP Server .....	13
Adding User Accounts .....	14
Setting the Compliance Review Processes .....	14
<b>Uninstalling Compliance Manager</b> .....	<b>15</b>
Linux .....	15
Windows .....	15
The Uninstall Process .....	16
<b>Upgrading the LogLogic® Compliance Manager</b> .....	<b>17</b>

# Figures

---

CM Welcome Page .....	11
Administrator Account Selected in Accounts Panel .....	12
Add Appliance Panel .....	13

# TIBCO Documentation and Support Services

---

Documentation for this and other TIBCO products is available on the TIBCO Documentation site. This site is updated more frequently than any documentation that might be included with the product. To ensure that you are accessing the latest available help topics, visit:

<https://docs.tibco.com>

## Product-Specific Documentation

The following documents for this product can be found on the TIBCO Documentation site:

- *Quick Start Guide*
- *User's Guide*
- *Release Notes*
- *Readme*

## How to Contact TIBCO Support

For comments or problems with this manual or the software it addresses, contact TIBCO Support:

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

<http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit this site:

<https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have a user name, you can request one.

## How to Join TIBCO Community

TIBCO Community is an online destination for TIBCO customers, partners, and resident experts. It is a place to share and access the collective experience of the TIBCO community. TIBCO Community offers forums, blogs, and access to a variety of resources. To register, go to the following web address:

<https://community.tibco.com>

# System Requirements

---

- [Hardware Requirements](#)
- [Supported Operating Systems](#)
- [Supported Web Browsers](#)

## Hardware Requirements

The target machine must have the following minimums (the installer does not check these minimums):

- CPU: 2Ghz processor
- RAM: 3GB\*
- HDD: 400GB\*
- Network: 100/1000 Ethernet
- Monitor: 1024 x 768 pixels or higher
- Colors: A display adapter and monitor capable of displaying 32K colors at 1280 x 1024 resolution minimum. It is best to have a higher resolution.



\*Assumes an average of 5MB per day per report for 200 reports, and storage for 1 year. It is best to have larger settings.

## Supported Operating Systems

TIBCO LogLogic® Compliance Manager can be installed on the following Operating Systems:

Type	Operating Systems
Microsoft Windows	Microsoft Windows 2016 Microsoft Windows 2008 R2, Microsoft Windows 2012 R2
Linux/Unix	Red Hat Enterprise Linux (RHEL) 6

## Supported Web Browsers

LogLogic® Compliance Manager is currently supported by the following web browsers:

- Microsoft Internet Explorer 11.
- Mozilla Firefox 45.
- Google Chrome 51



You must also have Flash 11.0 or higher version installed on your machine.

## Supported Java Versions

Make sure that the installed Java version must have the same architecture as that of the operating system, if not the LogLogic® Compliance Manager may not start correctly. For example LogLogic® Compliance Manager uses a 64 bit JVM with 64 bit operating system.

TIBCO LogLogic® Compliance Manager supports JRE 8. It is best to use JRE 7 for RHEL 6.4, 32 bit.

# Installing Compliance Manager

---

- [Installation in Graphical Mode \(Standard Installation\)](#)
- [Installation in Console Mode](#)
- [Post-Installation Directories](#)
- [Check the Connection of Your Web Browser](#)

## Installation in Graphical Mode (Standard Installation)

The installer installs the following components:

- the `config.properties` file depending on the platform
- the MySQL server (after the MySQL server is started the default CM database is populated)

### Procedure

1. Download the LogLogic® Compliance Manager installation package:

- For MS Windows: `TIB_logcm_xxx_setup_windows.exe`
- For Linux: `TIB_logcm_xxx_setup_unix.bin`

2. Double-click the installation package to start the installation.

The installer opens on an Introduction screen which informs you about the software you are about to install, and the normal (at least under Windows) recommendation to close the rest of the applications before continuing with the installation.

3. Click **Next**.

The License Agreement screen is displayed, prompting you to accept LogLogic's terms of the License Agreement before installing the software.



You must scroll until you get to the bottom of the page to enable the **I accept the terms of the License Agreement** radio button.

4. Accept the License Agreement and click **Next**.

The Choose Install Folder screen is displayed asking you to choose an installation folder.

5. Click **Next**.

The LogLogic® Compliance Manager Server Configuration screen opens, displaying the default Apache Tomcat server host, and the HTTP and HTTPS port information. For the host, an auto-detected value is displayed. For the HTTP, the default value is 80. For the HTTPS ports, the default value is 443.

The installer verifies and validates the port information (check that the port is not used by any other application, and that it can be used by the user installing the application).

6. Click **Next**.

The MySQL Server Configuration screen is displayed, displaying the default port on which the MySQL server will be run, i.e., 3306.



If the MySQL Server Configuration screen also displays the **MySQL User** and **MySQL Password** properties, it means that you are re-installing LogLogic® Compliance Manager. Fill in the properties to allow your CM Server to connect to your MySQL server:

- **MySQL Port:** The port on which your MySQL server is running.
- **MySQL User:** The user name that has administrator access to the MySQL server.
- **MySQL Password:** The MySQL administrator password. The default password is `logapp`.

7. Click **Next**.

The CM Configuration screen displays a summary of the server configuration.

8. Click **Next**.

The Pre-Installation Summary screen is displayed.

9. Click **Install**.

The Installing Compliance Manager x.x.x screen is displayed. The screen shows the installation progress.

10. During the installation, an Important Information screen is displayed.



If you are re-installing LogLogic® Compliance Manager, the Important Information screen is displayed to remind you to edit the MySQL password for root after the installation. And another Important Information screen is displayed which specifies the LogLogic® Compliance Manager access URL.

11. After the Installation is complete, click **Done** to close the installer.

## Installation in Console Mode

The entire LogLogic® Compliance Manager installation can be performed in console mode.

### Procedure

1. Download the LogLogic® Compliance Manager installation package on your disk.
2. Go to the directory where the installation package has been saved and run the installation with the `-i` console attribute:

- For MS Windows: `TIB_logcm_xxx_setup_windows.exe -i console`
- For Linux: `./TIB_logcm_xxx_setup_unix.bin -i console`

A console opens to let you install the LogLogic® Compliance Manager Server in console mode. Remember that you can:

- Type the **Enter** key, to validate a step and go to the next one.
- Type in **back** to return to the previous step.
- Type in **quit** to cancel the installation.



The installation steps are exactly the same than those performed during a standard installation in graphical mode.

3. After the installation is complete, LogLogic® Compliance Manager server is automatically started. If you must start it manually, go to the `<installation directory>\tomcat\bin` sub-directory, and launch:

- For MS Windows: launch the `startup.bat` file (to stop it launch the `shutdown.bat` file)

- For Linux: launch `/etc/init.d/tomcatd_cm2.1.0 start` (to stop it use the `stop` attribute)

## Post-Installation Directories

This section describes the directory structure created after a successful installation, and the contents of each sub-directory.

The installation program suggests the following directories for the **<installation dir>** by default:

- On Linux: `/opt/loglogic/compliancemanager2.1.1`
- On Windows: `C:\LogLogic\ComplianceManager2.1.1`

The following table lists the sub-directories installed in the `ComplianceManager2.1.1` main directory.

### *LogLogic® Compliance Manager Directory Structure*

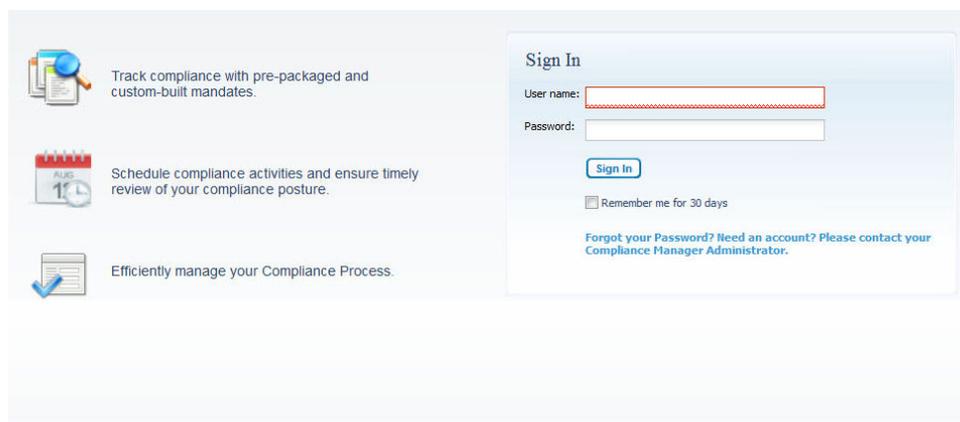
Directory	Contents
documentation	The set of CM user guides in pdf format.
log	Logs (text files) of actions performed during the installation (relative to MySQL and Tomcat as services).
mysql	The embedded MySQL server files.
tomcat	Contains the Apache Tomcat application server subdirectories. Note that the bin subdirectory contains - among others - the startup and shutdown scripts for windows.
Uninstall	The uninstall executable file and data used by it. Also contains the subdirectory Uninstall/resource used by the uninstall utility.

## Check the Connection of Your Web Browser

### Procedure

1. Open a web browser. See [Supported Web Browsers](#).
2. Type the Server URL. For example:  
<https://<server host name>:<HTTPS port>/> unless the HTTPS port is the default port  
 The LogLogic® Compliance Manager 2.1.1 Welcome page opens.

## CM Welcome Page



3. Log in using the default credentials:

- User name: **admin**
- Password: **admin**

A Change Password dialog box opens, prompting you to change the default password.

4. Enter a new password and click **Submit**.

LogLogic® Compliance Manager opens. For more information on use of the application refer to the TIBCO LogLogic® Compliance Manager *User's Guide*.

# Quick Set Up of Compliance Manager

This chapter provides the CM Administrator simple instructions for quickly setting it up the application after a first installation.

For additional information about any of these steps, refer to the corresponding online help by clicking the **Help** icon or the TIBCO LogLogic® Compliance Manager *User Guide*.

- [Setting the Admin User Account](#)
- [Adding the Appliances](#)
- [Specifying the Time of Day for Reports Retrieval](#)
- [Setting the SMTP Server and Web URL Addresses](#)
- [Adding User Accounts](#)
- [Setting the Compliance Review Processes](#)

## Setting the Admin User Account

After LogLogic® Compliance Manager is installed, you must configure the Admin user account.

### Procedure

1. Log in to LogLogic® Compliance Manager and select **Administration > User Management**.
2. Select the **admin** account in the **Accounts** panel.

*Administrator Account Selected in Accounts Panel*

Login	First Name	Last Name	Email Address	Last Modified Date	Enabled	Remote User
admin				2013-10-28 11:04:01.0	Yes	No

3. In the **Edit Account** panel, enter the **Account Information** properties (your email address and so on.).
4. Click **Save**.

## Adding the Appliances

Add the LX/MX/ST Appliances that must be used by LogLogic® Compliance Manager to retrieve the report definitions.

### Procedure

1. Log in to LogLogic® Compliance Manager and select **Administration > Appliances**. The Appliances panel is empty.
2. Click **Add Appliance** and, in the **Add Appliance** panel, specify the LX/MX/ST appliance that is used by LogLogic® Compliance Manager to retrieve reports

## Add Appliance Panel

**Add Appliance**

Name  Address

Login   This is a Management Station and will retrieve aggregated reports.

Password  Confirm Password

Reminder: To allow this appliance user to connect to the LogLogic appliance, please enable the "Allow this user account to connect to the Appliance via Web Services" setting for the specified user on the target appliance.

3. Click **Test Connection** to check that the connection does work between LogLogic® Compliance Manager and the appliance. If the connection can be established, click **Save**. The LX/MX/ST appliance is added to the **Appliances** panel.
4. Repeat the previous steps to add as many LX/MX/ST appliances as necessary.
5. Retrieve the report definitions of each appliance by selecting the **Click icon to retrieve report definitions from appliance** button in the **Appliances** panel.

## Specifying the Time of Day for Reports Retrieval

### Procedure

1. Select **Administration > General Settings**.
2. Specify a time of day that you would like the reports to be retrieved from LXs, MXs, and STs and in the **Schedule report retrieval** field.

**General Settings**

**Reports**

Mark reviews as "approaching due date" after  % of review interval passed

Financial Year Starting Date    Extend due dates if due date falls on Saturday or Sunday

Apply to YTD  Drop reports with count threshold limitation

Apply to QTD  Drop empty reports

Schedule report retrieval at    Disable editing of comments

Maximum number of rows in a report



Use a time period in the evening when you expect your appliance load to be minimal. The LX/ST maintenance period typically starts at 2:00am and should be avoided.

3. The default settings for all other General Settings are acceptable at this time. You might change these settings now or later.
4. Click **Save**.

## Setting the SMTP Server

Set the SMTP Server, which LogLogic® Compliance Manager uses to send the daily notification emails to Reviewers, Executives and Auditors.



Check with your Corporate IT department for the correct SMTP Server Address. If no SMTP server is configured, email notification is disabled in the application.

### Procedure

1. Select **Administrator > General Settings**.

2. In the SMTP panel, set the **Server** field to an SMTP server available for sending out LogLogic® Compliance Manager notification emails to Compliance Report Reviewers.
3. Set the **Sender Email** to an email address, which is used by LogLogic® Compliance Manager for the "From" address on nightly notification emails.
4. The **User ID** and **Password** fields are optional. Set these fields if your SMTP server requires a logon account for authentication.
5. Click **Test Connection** to have LogLogic® Compliance Manager send a test email to verify the SMTP settings and to ensure the SMTP Server is responding. A test email is sent to the address specified in the **Sender Email** field.
6. Click **Save**.

## Adding User Accounts

### Procedure

1. Select **Administration > User Management** to set up user accounts.
2. Add User Accounts for members of your organization who are reviewing compliance reports, monitoring compliance reviews and auditing the compliance process.



For the Executive role, you have to select the specific mandate(s) to which the user account is assigned. For the Internal Auditor and External Auditor roles, you have to select an audit period on a specific mandate.

## Setting the Compliance Review Processes

### Procedure

1. Retrieve the report definitions from the appliances by selecting **Administration > Appliances** and clicking 
2. Map your custom LX/MX/ST report definitions to compliance controls by using the **Review Management > Map Reports to Controls** feature.



The out-of-the-box Compliance Suite report definitions (i.e. PCI, SOX, FISMA, HIPAA, ISO, ITIL and NERC) are automatically mapped to compliance controls.

3. Specify the schedule and review of reports in **Review Management > Schedule Reports**.

# Uninstalling Compliance Manager

---

LogLogic® Compliance Manager has an uninstall utility that provides an automated way to remove its own installation.

- [Linux](#)
- [Windows](#)
- [The Uninstall Process](#)

## Linux

### Procedure

1. Go to the `Uninstall` directory of the module you want to uninstall:  
`<installation dir>/Uninstall`
2. You can then perform the uninstallation in three different ways:
  - To perform the uninstallation in **graphical** mode, execute the following command:  
`./Uninstall`
  - To perform the uninstallation in **console** mode execute the following command:  
`./Uninstall -i console`
  - To perform the uninstallation in console mode without being prompted, execute the following command:  
`./Uninstall -i silent`

## Windows

### Procedure

1. There are four methods to proceed with the product uninstallation:
  - Select **Start > Programs > LogLogic® Compliance Manager2.1.1** and launch the **Uninstall** option of LogLogic® Compliance Manager.
  - or use the Windows **Add/Remove Programs** selection in the Windows Control Panel - select Compliance Manager 2.1.1 and the uninstaller starts.
  - or go to the `Uninstall` subdirectory of your `<installation directory>` and click `Uninstall.exe`.
  - or to do it in console mode, go to the `Uninstall` directory of the module you want to uninstall and run the installation with the `-i console` attribute:  
`Uninstall.exe -i console`

The Uninstall LogLogic® Compliance Manager 2.1.1 uninstaller application opens.

2. Click **Uninstall**.

The uninstallation begins.

3. After the uninstallation is complete, click **Done** to close the uninstaller.

## The Uninstall Process

The program uninstalls automatically. The uninstaller removes:

- Files
- Folders
- Windows registry entries (only for Windows OS)
- Windows shortcuts (only for Windows OS)
- Apache Tomcat server
- MySQL except the data of the MySQL database

The uninstaller only deletes files which were installed by the installation program. Files created after the installation are not deleted.



The MySQL database will not be deleted. To delete it, erase the SQL files in the <installation directory>

# Upgrading the LogLogic® Compliance Manager

---

## Procedure

1. Uninstall LogLogic® Compliance Manager 2.1.0 by following the procedure in, [Uninstalling Compliance Manager](#).
2. Run the LogLogic® Compliance Manager 2.1.1 installer and complete the steps provided in, [Installing Compliance Manager](#).
3. When selecting the installation path, you must select the directory that the LogLogic® Compliance Manager 2.1.0 was installed in.

For example:

If your LogLogic® Compliance Manager 2.1.0 was installed in

C:\LogLogic\ComplianceManager2.1.0 you must install your LogLogic® Compliance Manager 2.1.1 in this directory.



If you do not do this step, the LogLogic® Compliance Manager does not upgrade to 2.1.1, you may lose the data of previous version and you will have to install the LogLogic® Compliance Manager again.