COMPAQ

AlphaServer GS80/160/320 System Management Console

Installation and Release Notes
for version 3.0

AV–RMDQB–TE
October 2000

The *AlphaServer* GS series system management console (SMC) provides the access point for managing system console functions such as power-up, diagnostics, system partitioning, and console display and logging. For systems with multiple console lines, such as partitioned systems or those with a backup console line, a terminal server is used to concentrate the multiple console lines and present them to the system management console so the operator can manage all partitions from a single point.

This is the second version of the *AlphaServer* system management console, which includes ConsoleWorks, a Web-based application that provides the console management function for the GS80/160/320 system. ConsoleWorks provides access to each console directly from the SMC PC. Alternatively, you can use a Web browser to access each console remotely from a workstation connected to the system management LAN or to the corporate network. The output from each console is logged to a file for future viewing.

ConsoleWorks monitors console output for events. An event is a text string in a console's SCM, SRM, or operating system output for which ConsoleWorks tests. Each event is associated with one or more scans, or collection of events. A scan, in turn, is associated with one or more consoles. *Compaq* has customized the ConsoleWorks application used in the SMC to monitor for particular events and to send mail to specified recipients when those events occur.

In the coming year, *Compaq* will provide software upgrades to enhance console and partition management functions as well as serviceability functions and features. The next offering, expected in the fourth quarter, will provide a partition management application.

The following are additions or changes since the printing of the *AlphaServer GS80/160/320 System Management Console Installation and User's Guide*. A soft copy of this manual has been provided on the *AlphaServer* GS80/160/320 Console Management Software CD (AG–RMDRB–BE). The file, GSCON-IN-C01.PDF, is at the top level of the CD. In addition, a desktop icon is provided to display the PDF version of the manual.

Adding or replacing software or hardware

The PC that is supplied as part of the system management console is supported by *Compaq* only with the hardware and software configuration provided. To maintain this support, you may not add or replace any components except as provided by *Compaq*.

Installation Notes

Determining if you need to install the V3.0 software

If you received the *AlphaServer* GS80/160/320 Console Management Software CD (AG–RMDRB–BE) as part of the SMC PC kit, this release of the console management software (V3.0) is most likely installed and ready to be configured.

A quick check to verify if V3.0 is installed

1. Boot the SMC PC.

2. Look at the icons on the desktop. If an icon is labeled ConsoleWorks, the PC has version 3.0 of the software, and you need only configure it (see the section *Configuring the software*). If the ConsoleWorks icon is not on the desktop, you must install version 3.0 of the console management software (see the section *Installing the V3.0 console management software*).

Installing the V3.0 console management software

Follow this procedure if the SMC PC does not have the latest console management software (see the section *A quick check to verify if V3.0 is installed*, above) or if the disk needs to be restored.

NOTE: For this installation, *Compaq* is requiring that the disk be fully restored as part of the installation process. The entire procedure takes approximately one hour.

The installation procedure repartitions the disk, destroying all data, so do the following before you begin this procedure:

- If you have previously run ConsoleWorks and made any changes to the consoles, copy the file DEFAULT.CONFIG to a floppy or Zip disk or to a device on the network. After the installation procedure is finished, replace the file C:\Cwrks\Config\DEFAULT.CONFIG with the file you copied.

- If you want to save any log files, KEA! history files, or files you have modified, copy them to a floppy or Zip disk or to a device on the network.

- Note the computer name and TCP/IP properties before you begin. Right-click the Network Neighborhood icon on the desktop and select Properties from the popup menu. Select the Identification tab for the computer name and the Protocols tab for TCP/IP properties.

There are two procedures for installing the console management software; which you use depends on the model of the SMC PC. The model designator is on a label on the top or the side of the PC box. The procedure for models DPENM and DPEND starts below; the procedure for models ENCM and ENL begins on page 9.

Installing V3.0: Models DPENM and DPEND

You will need these CDs from the PC kit:

- *Compaq* Restore CD (166120–003 or 140633–002)

- *Compaq* CD For Microsoft Windows NT Workstation 4.0 Operating System (176921–001) or Microsoft Windows NT Workstation Operating System Version 4.0

- Microsoft Windows NT Service Pack 4

In addition, you will need the *AlphaServer* GS80/160/320 Console Management Software CD (AG–RMDRB–BE) from the SMC kit.

The steps in this operation are:

1. Restore Windows NT.

2. Load TCP/IP and test the network environment.

3. Load version 3.0 of the console management software.

4. Configure the software.

Restoring Windows NT

1. Insert the *Compaq* Restore CD and restart the PC (from the Start button select Shut Down; select the Restart option). Follow all instructions on the screen for inserting other CDs and entering information.

2. If asked to select a drive partition scheme, select the checkbox Enable NTFS for Extended Partitions and choose the option C: 2045 MB, FAT16; D: 7493 MB, NTFS.

3. If you are given a choice of applications, do not add or delete any items from the list.

4. The Registration Window asks for the product ID; this information is on a Microsoft certificate on a sticker labeled Microsoft Windows NT Wkstn 4.0. This label is on the top or the side of the PC box or on the Windows NT manual.

5. When the installation procedure logs on to Windows NT, it is in the **administrator** account. Click OK to bypass the password.

   NOTE: Do not use a password for the **administrator** account. Using a password defeats the built-in autostart feature in the console management software that enables the PC to restart after a power failure.

6. Change the display setting to at least 800 by 600 pixels. From the Start button, select Settings | Control Panel. Double-click the Display icon. In the Display Properties dialog box, select the Settings tab. Move the slider in the Screen area block to 800 by 600 or greater. Click OK. Close the Control Panel.

Loading TCP/IP and setting the network environment

This procedure consists of six steps; instructions start on the next page.

1. Change the computer name.

2. Set the network protocol.

3. Specify the IP address.

4. Set up the adapter to the corporate LAN.

5. Bind the protocol.

6. Verify the network setup.

    1. Change the computer name

1. Open the Windows Control Panel: From the Start menu select Settings | Control Panel.

2. Double-click the Network icon. The Network dialog box displays with the Identification tab selected.

3. Click the Change… button. The Identification Changes dialog box (shown below) displays. In the Computer Name box, type the name **GSSMCn**, where *n* is a number from 1 to the number of management stations on the LAN. Click OK.

Identification Changes   ? X

Windows uses the following information to identify your computer on the network. You may change the name for this computer, the workgroup or domain that it will appear in, and create a computer account in the domain if specified.

Computer Name: `GSSMC1`

Member of

    ◉ Workgroup: `WORKGROUP`

    ○ Domain: [   ]

☐ Create a Computer Account in the Domain

This option will create an account on the domain for this computer. You must specify a user account with the ability to add workstations to the specified domain above.

    User Name: [   ]

    Password: [   ]

[OK]   [Cancel]

2. Set the network protocol

1. In the Network dialog box, select the Protocols tab. Highlight NetBEUI Protocol and click the Remove button. A message box displays; click Yes.

2. In the Network dialog box, click the Add… button. The Select Network Protocol dialog box (shown below) displays. Highlight TCP/IP Protocol. Click OK. A box displays with a message that begins "If there is a DHCP server on your network…." Click Yes.
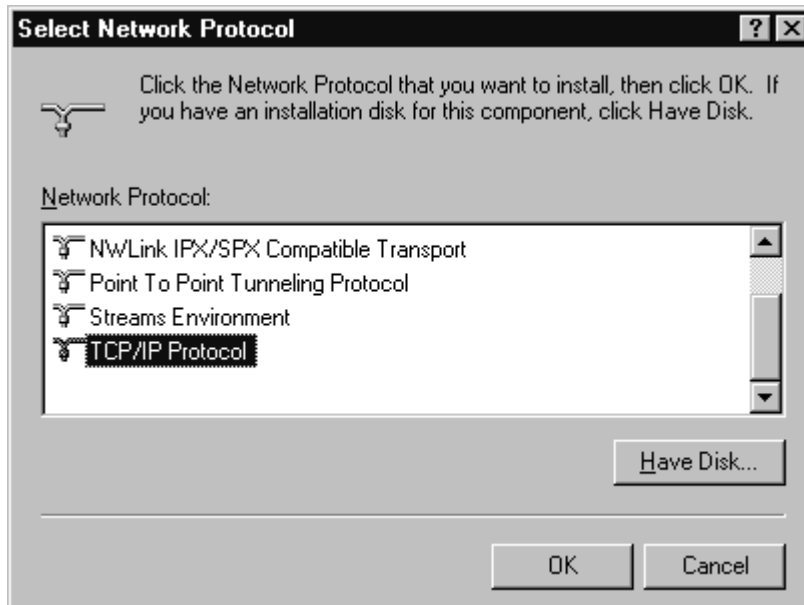
3. The Windows NT Setup dialog box displays. Click Continue.

3. *Specify the IP address*

1. In the Network dialog box, select the Protocols tab. Click the Properties button.

2. The Microsoft TCP/IP Properties dialog box (shown below) displays. Select adapter 2.
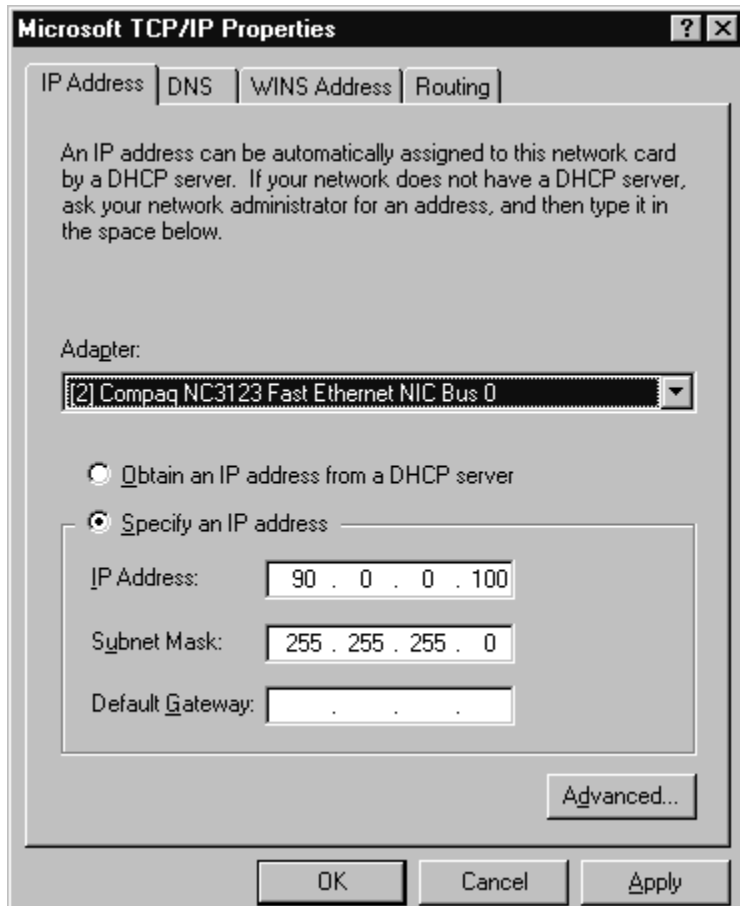
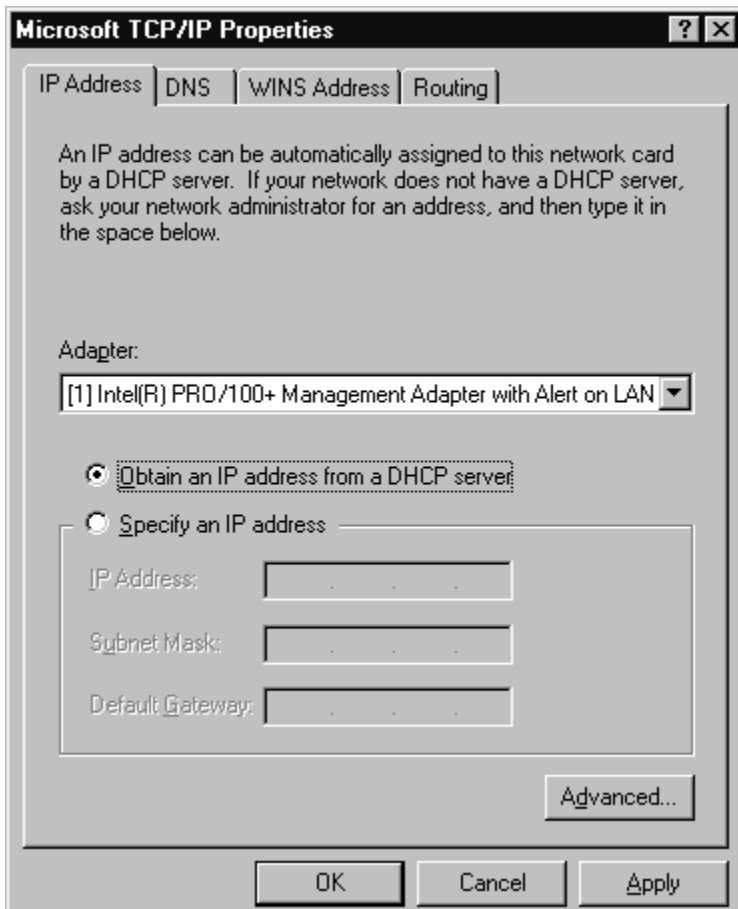3. Select the Specify an IP address option button. Enter the following information:

IP address: 90.0.0.100
Subnet mask: 255.255.255.0

Leave the Default Gateway blank. Click OK.

NOTE*:*   The network card shown in the illustration is an example only. Another type of network card might be used.

4. *Set up the adapter to the corporate LAN*

1. In the Adapter box of the Microsoft TCP/IP Properties dialog box (shown below), select adapter 1.

2. Select the option button labeled "Obtain an IP address from a DHCP server" and click OK. Alternatively, see the network administrator to obtain an IP address.

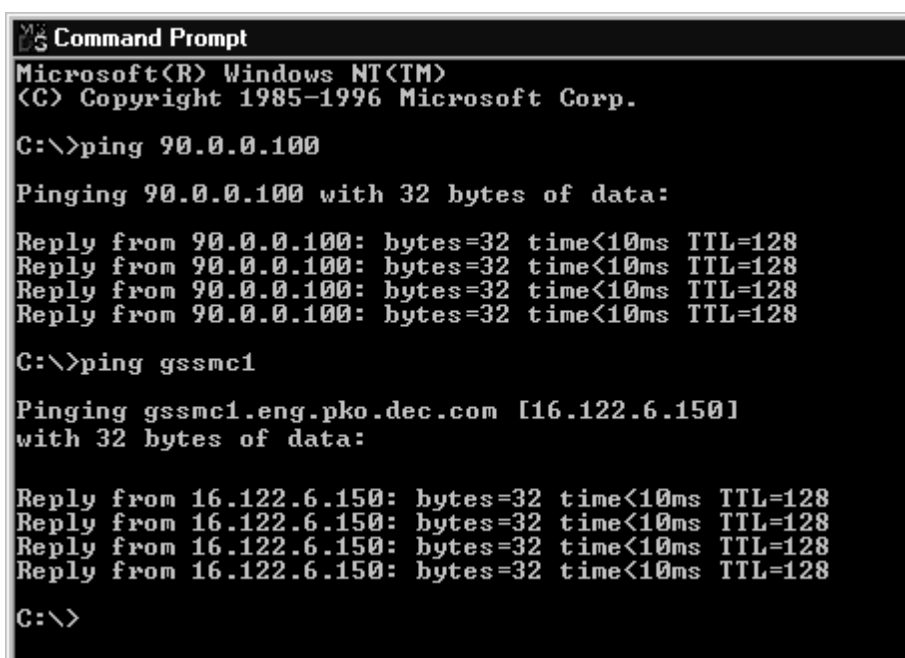3. The Network dialog box displays. Click Close.

NOTE: The network card shown in the illustration is an example only. Another type of network card might be used.

5.   Bind the protocol

1.   In the Network dialog box, select the Bindings tab. A box with a progress bar displays.

2.   When the progress bar indicates that the operation is finished, click Close.

3.   Restart the PC.

6.   Verify the network setup

1.   Open an MS-DOS window: From the Start menu select Programs|MS-DOS Prompt.

2.   At the prompt type **ping 90.0.0.100**. The response should look similar to the first command in the
     illustration below.

3.   At the prompt type **ping gssmc**n. The response should look similar to the second.

```
Command Prompt
Microsoft(R) Windows NT(TM)
(C) Copyright 1985-1996 Microsoft Corp.

C:\>ping 90.0.0.100

Pinging 90.0.0.100 with 32 bytes of data:

Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128

C:\>ping gssmc1

Pinging gssmc1.eng.pko.dec.com [16.122.6.150]
with 32 bytes of data:

Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128

C:\>
```

Loading version 3.0 of the console management software

1.   Insert the *AlphaServer* GS80/160/320 Console Management Software CD.

2.   The Installation Options page displays. Click the Install link.

3.   The File Download box displays. Select the option button labeled Run this program from its current
     location and click OK.

Configuring the software

See the section *Configuring the software* below.

Installing V3.0: Models ENCM and ENL

You will need the *Compaq* Restore CD (219075–001) from the PC kit. In addition, you will need the *AlphaServer* GS80/160/320 Console Management Software CD (AG–RMDRB–BE) from the SMC kit.

The steps in this operation are:

1. Restore Windows NT.

2. Test the network setup.

3. Load version 3.0 of the console management software.

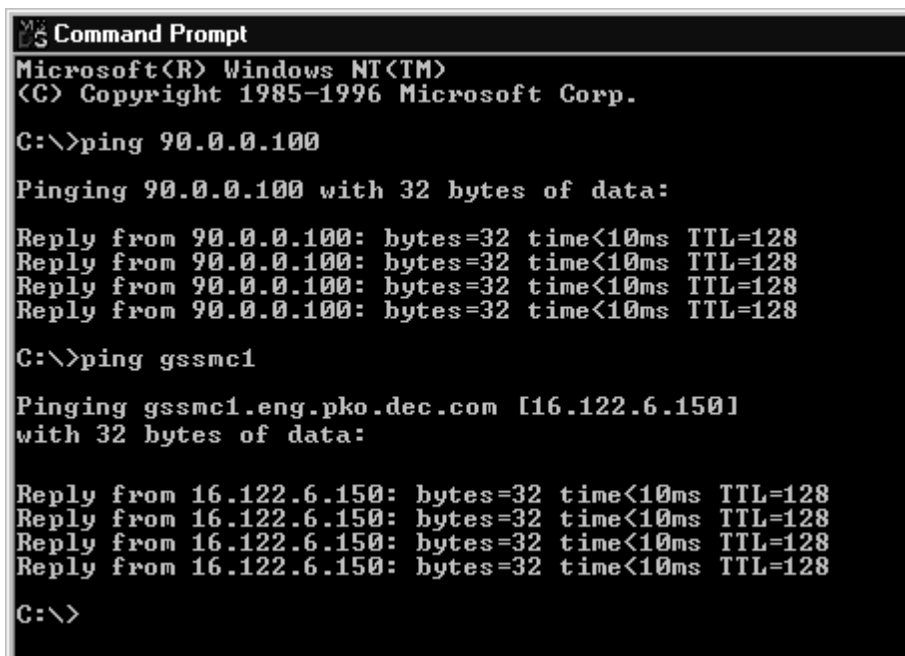4. Configure the software.

Restoring Windows NT

1. Insert the *Compaq* Restore CD (219075–001) and restart the PC (from the Start button select Shut Down; select the Restart option). Follow all instructions on the screen. When a message indicating that you are about to destroy all data on the hard drive displays, press Enter to continue.

2. When requested, remove the CD and restart the PC by pressing CTRL+ALT+DEL.

3. The Registration Window asks for the product ID; this information is on a Microsoft certificate on a sticker labeled Microsoft Windows NT Wkstn 4.0. This label is on the top or the side of the PC box.

4. When you are asked to provide a computer name for networking, be sure that the name is unique for the network.

5. When the installation procedure logs on to Windows NT, it is in the **administrator** account. Click OK to bypass the password.

   NOTE: Do not use a password for the **administrator** account. Using a password defeats the built-in autostart feature in the console management software that enables the PC to restart after a power failure.

6. Change the display setting to at least 800 by 600 pixels. From the Start button, select Settings | Control Panel. Double-click the Display icon. In the Display Properties dialog box, select the Settings tab. Move the slider in the Screen area block to 800 by 600 or greater. Click OK. Close the Control Panel.

Testing the network setup

1. Open an MS-DOS window: From the Start menu select Programs|MS-DOS Prompt.

2. At the prompt type **ping 90.0.0.100**. The response should look similar to the first command in the illustration below.

3. At the prompt type **ping gssmc***n*. The response should look similar to the second.

```
Command Prompt
Microsoft(R) Windows NT(TM)
(C) Copyright 1985-1996 Microsoft Corp.

C:\>ping 90.0.0.100

Pinging 90.0.0.100 with 32 bytes of data:

Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128
Reply from 90.0.0.100: bytes=32 time<10ms TTL=128

C:\>ping gssmc1

Pinging gssmc1.eng.pko.dec.com [16.122.6.150]
with 32 bytes of data:

Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128
Reply from 16.122.6.150: bytes=32 time<10ms TTL=128

C:\>
```

Loading version 3.0 of the console management software

4. Insert the *AlphaServer* GS80/160/320 Console Management Software CD.

5. The Installation Options page displays. Click the Install link.

6. The File Download box displays. Select the option button labeled Run this program from its current location and click OK.

Configuring the software

See the section *Configuring the software* below.

Configuring the SMC software

See Chapter 5 of the *AlphaServer GS80/160/320 System Management Console Installation and User's Guide* for configuration instructions. In addition, configure WorldWire as described here.

Configuring WorldWire

The WorldWire application enables *Compaq* to service the system remotely. After it is installed, it must be configured before it can be used.

Before you begin

- Online help is available. From the Start button select Programs | WorldWire | WorldWire Help, or double-click the WWHelp icon on the SMC desktop.

- When the WorldWire Configuration Wizard is running, you can get help on any dialog box by clicking the Help button.

- **If you plan to use remote access server (RAS) for WorldWire communications** – Perform the tasks described in *About WorldWire's Use of RAS* in the application's online help before you run the WorldWire Configuration Wizard.

- **If WorldWire connections must pass through a firewall at your site** – Configure your firewall separately to allow these connections. See *Firewall Considerations* in the WorldWire online help for details.

Information needed to configure WorldWire

- The connection method (TCP/IP or RAS or a combination of the two).

- Your system's IP name or address, or your site's RAS phone number, and logon credentials for use by the remote WorldWire system.

- The IP name or address of an SMTP mail server used by your company.

- The registration information contained in the *Welcome Letter* from *Compaq*. Double-click the desktop icon labeled ww16002 to view this document.

Configuration procedure

1. Run the WorldWire Configuration Wizard.

   A. From the Start button select Programs | WorldWire | WorldWire Configuration Wizard.

   B. Provide all requested information, and complete the configuration by clicking the Finish button in the last dialog box.

2. Test the connection.

   This test connects to *Compaq* to verify that WorldWire is configured correctly. It also informs *Compaq* that your SMC is ready for use. If this test is not run, *Compaq* will be unable to remotely service your system.

   A. Open an MS-DOS window. From the Start button select Programs | Accessories | Command Prompt.

   B. At the prompt type **CD C:\Program Files\Compaq\DSN\Exe** to change the directory to the one in which the file DsnNetExClient.exe is located.

NOTE: The path shown here is the default. You might have to enter a different path, depending on the location of the file DsnNetExClient.exe+ on your SMC PC.

C. To run the Network Exerciser utility, type **DsnNetExClient /node:ASGSx-smc** where *x* is 80 for a GS80 system, 160 for a GS160, and 320 for a GS320.

Reinstalling ConsoleWorks

A ConsoleWorks system can have no more than eight consoles. If you attempt to add a ninth, ConsoleWorks will be corrupted and you will need to reinstall the application.

1. If the ConsoleWorks services are running, stop them.

   A. In the Control Panel double-click the Services icon. The Services dialog box displays.

   B. Check the Status column for the ConsoleWorks LMF Service and the ConsoleWorks Service. If it is Started, highlight the first service and click the Stop button. Repeat with the other.

2. Insert and run the *AlphaServer* GS80/160/320 Console Management Software CD (AG–RMDRB–BE). Select the option Reinstall ConsoleWorks.

Release Notes

Autostart of the PC after a power failure

The SMC PC should power up and boot when power is restored following a power failure. Some corrective action, however, may be necessary to enable it to do this.

Models DPENM and DPEND

These PCs require a switch setting. You can determine if the PC needs to have this switch setting changed by either looking at the switch or simulating a power failure (see the section *Simulating a power failure*, below).

1. Shut down the PC and remove AC power.

2. Remove the PC cover. A label on the inside of the cover shows the location of the switch pack, which is indicated as SW1 on the diagram.

3. Set switch 6 to On.

4. Replace the cover and restore AC power.

Models ENCM and ENL

These models require a BIOS setting. You can determine if the PC needs to have this setting changed by either looking at the BIOS setting or simulating a power failure (see the section *Simulating a power failure*, below).

1. Start or restart the PC.

2. During power up, at the initial screen with the large *Compaq* logo, press the F10 key for setup. A list of languages, with English selected, displays. Press Enter.

3. The Setup Utility screen displays. Use the right arrow key to select the Advanced menu. The Power-On Options item is selected. Press Enter.

4. The Power-On Options box displays. Check the setting for the entry After Power Loss. If it is Off, press the down arrow to move the pointer to this setting. Press the right arrow to change the setting to On. Press F10 to accept this change.

5. The Setup Utility screen displays. Use the left arrow key to select the File menu. Press the down arrow to select Save Changes and Exit. Press Enter. The power-up procedure resumes.

Simulating a power failure

1. Start the PC.

2. While the PC is running, remove AC power by disconnecting the power cord from either the rear of the PC or the AC outlet.

3. Leave the power cord disconnected for at least 20 seconds.

4. Reapply AC power. If the PC powers up, no action is required. If it remains off, follow the procedure above for the PC model.

Logging on as a different user

The SMC PC is configured to log on to the **administrator** account when it powers up. You can log on using a different account in any of the following three ways:

- Press CTRL+ALT+DEL. The Security window displays.

  1. Click Log Off…. A popup window notifies you that this will end the Windows NT session.

  2. Click OK and immediately depress and hold the Shift key. Hold this key until the Log On dialog box displays.

- Press CTRL+ALT+DEL. The Security window displays.

  1. Click Shut Down….

  2. In the Shut Down Windows box select Restart and click OK.

  3. As soon as the blue screen (OS loader) displays, depress and hold the Shift key. Hold this key until the Log On dialog box displays.

- Press CTRL+ALT+DEL. The Security window displays.

  1. Click Shut Down….

  2. In the Shut Down Windows box select Shut down.

  3. A popup window displays stating that it is now safe to turn off the computer. Click Restart.

  4. As soon as the blue screen (OS loader) displays, depress and hold the Shift key. Hold this key until the Log On dialog box displays.

When the Log On dialog box displays, you can enter any valid username and password.

NOTE: The next time the PC powers up, it will again log on to the **administrator** account.


Starting ConsoleWorks the first time

Since ConsoleWorks runs in the Internet Explorer browser, the first time you start it, the Internet Explorer Setup Wizard runs. You will need to supply connection information, including proxies if applicable.

The default username and password are console_manager and setup, respectively.

Changing the Internet Explorer proxy setting

Section 9.4 of the *AlphaServer GS80/160/320 System Management Console Installation and User's Guide* gives incomplete instructions for changing the proxy setting in Internet Explorer. Depending on the site, instead of having Internet Explorer automatically detect settings, you might need to specify the proxy server.

1. From the Internet Explorer Tools menu select Internet Options. Select the Connections tab and LAN Settings…. The Local Area Network (LAN) Settings dialog box displays. Enter the proxy server address and port, and select the checkboxes as shown below.
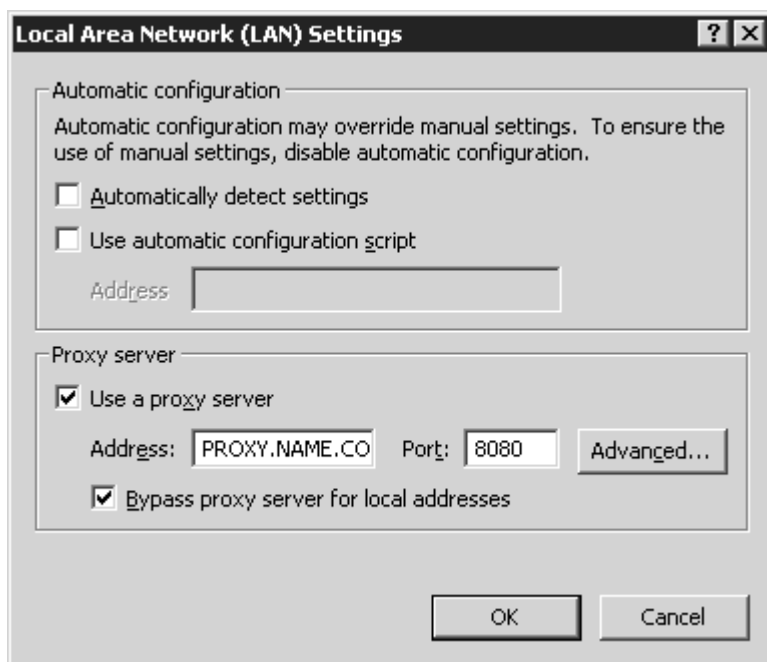
2. Click OK in all dialog boxes.

ConsoleWorks does not start

If ConsoleWorks does not start when you double-click the desktop icon, check that the ConsoleWorks services have been started. In the Control Panel double-click the Services icon. The Services dialog box displays. The status and startup columns for the two ConsoleWorks services should look like the illustration below. If they do not, select a service and click the Start button to start it, or click the Startup… button to change the startup from manual to automatic.
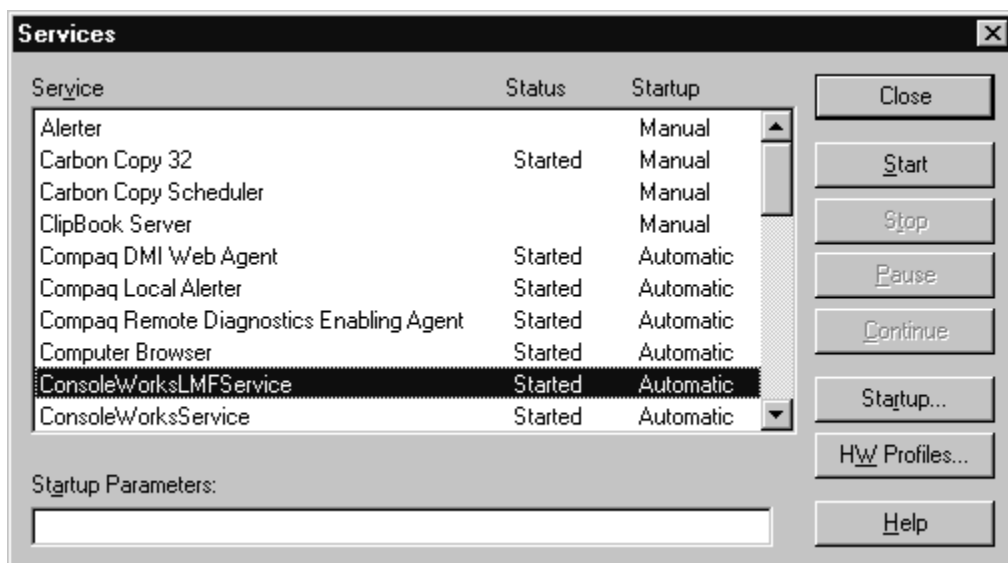
Accessing ConsoleWorks locally or remotely

ConsoleWorks runs in the Internet Explorer browser. The URL can be specified as any of the following:
http://localhost:5176 (local access only), http://*PC_name*:5176 (where *PC_name* is the name of the PC on the local network), or http://*IP_address*:5176 (where *IP_address* is the IP address of the PC).

Adding a console in ConsoleWorks

Do not attempt to add a console if eight consoles already exist. (This number does not include the ConsoleWorks internal console, CONWRKS.) To see the number of existing consoles, from any ConsoleWorks screen select the Consoles link in the left navigation panel. The Show Consoles screen displays, listing the consoles that have been created for the installation. If eight consoles are listed, you **must** delete one before you can add a console. Failure to do this will cause ConsoleWorks to malfunction and will necessitate reinstallation of the application.
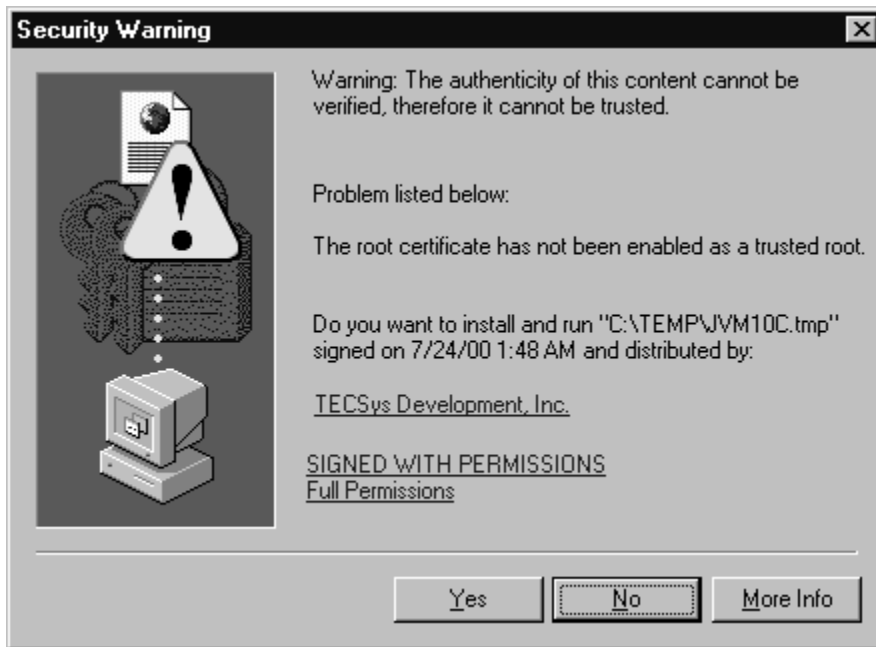
Autocancel in ConsoleWorks not supported

Attempting to run the file AUTOCANEL.BAT will cause an error.

Security warning displays when opening a console in ConsoleWorks

The first time you open a console after logging in to ConsoleWorks, you will see a security warning similar to that shown below. Click the Yes button to install and run the security certificate.

Replace the ConsoleWorks configuration file

If your GS80/160/320 system has only one console line, step 2 in Section 5.7 of the *AlphaServer GS80/160/320 System Management Console Installation and User's Guide* is incorrect. The corrected direction is: Rename the file C:\Cwks\Config\SERIAL_COM1_DEFAULT.CONFIG to DEFAULT.CONFIG.