

ServerWORKS Manager README.TXT

Release notes for ServerWORKS Manager Version 3.3
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This README.TXT is intended for the ServerWORKS Manager user.
Its purpose is to provide additional product information and
corrections to the user documentation.

Any section that is marked by an asterisk (*) in this file
is included only in this English-language version. All
unmarked sections are included in the translated versions.

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1.0 Introduction

ServerWORKS Manager is a workgroup and server
management product for DIGITAL servers.
ServerWORKS Manager uses Simple Network
Management Protocol V1 (SNMP V1) to monitor
the network for problems, identifying them
quickly to help you avoid expensive downtime.
ServerWORKS Manager consists of:

- ServerWORKS Manager Console
- ServerWORKS Manager Applications
- ServerWORKS Manager Agents
- ServerWORKS Manager Tutorial
- ClientWORKS
- Mylex Global Array Manager (GAM)
- StorageWORKS Command Console (SWCC)

2.0 What's New in ServerWORKS Manager Version 3.3

2.1 New Platform Agents

ServerWORKS agents now support these new or enhanced hardware platforms:

- DIGITAL Server 500 233
- DIGITAL Server 3205 2300
- DIGITAL Server 1200 2266
- DIGITAL Server 1200 2300R
- DIGITAL Server 1200 2333R
- DIGITAL Server 5210 2333
- DIGITAL Server 3210 2333
- DIGITAL Server 7105 1200
- DIGITAL Server 9100 1200R
- DIGITAL Server 9105 1200R
- DIGITAL Server 9100 1200
- DIGITAL Server 9105 1200
- AlphaServer 8200, AlphaServer8400

2.2 Third-Party Integration

You can integrate power management software from Exide and APC into ServerWORKS 3.3. To integrate Exide's OnliNet or APC's Power Chute, refer to the documentation supplied by that vendor. Exide and APC supply utilities that enable you to perform the integration. Once integrated, you can use ServerWORKS to discover Exide and APC devices.

3.0 Installation and Performance Issues

- 3.1 You can obtain the latest version of ClientWORKS for your DIGITAL PC from the Internet support page at www.pc.digital.com.
- 3.2 Anytime the database utility refreshes the database or the existing database is replaced by the empty database, you must reintegrate DIGITAL third-party applications using the third-party reintegration buttons provided in the installation procedure. This applies only to products that Digital ships or supports, including RSM, RMC, Mylex and Storage Works Command Console (SWCC) version 1.X.

Other vendors (such as APC) ship a component in their kit that does the installation and removal of the ServerWORKS integration.

- 3.3 When a user brings up the Alarm Configuration tool and selects a number of objects to operate on, each object is probed by SNMP for the object's capabilities and alarm settings. This alarm synchronization may take an unusually long time on NetWare systems, due to the low priority of the NetWare

SNMP extension agent process on that platform.
See section 5.1.3 for information on obtaining a patch for this problem.

- 3.4 When you install SWCC on a Windows 95 Japanese system, you may see an error message as the installation closes down, even though the installation and integration with ServerWORKS Manager Console have been completed successfully. You can safely ignore this error message.
- 3.5 Do not install ServerWORKS V3.3 and its server management agent simultaneously on a Windows NT Version 3.51 system. The server management agent uses Microsoft's SNMP process. In Windows NT Version 3.51, Microsoft's SNMP process takes over the trap port. Because ServerWORKS Version 3.3 makes use of the same trap port for trap forwarding, you cannot run both this new version of ServerWORKS Manager and the server management agent on a Windows NT 3.51 system.
- 3.6 You must install Microsoft Data Access Pack (ODBC Version 3.5) in its entirety to ensure proper updating of the ServerWORKS Manager database. See the file \ODBC35\readme.txt for more information.
- *3.7 After you install the mandatory Microsoft Data Access Pack and ServerWORKS Manager Console, exiting the control panel applet "ODBC Data Source Administrator" can result in an error under some versions of Windows 95.

To avoid this problem or fix it once it occurs, install the Microsoft Data Access Components by running \MDAC15\mdac_95.exe from the ServerWORKS installation CD-ROM.

Follow the online instructions provided by Microsoft.

- *3.8 At the end of the ServerWORKS Manager installation, you may see a message indicating that MSRD2X32.dll was unable to register itself in the system registry. Install the Microsoft Data Access Components by running \MDAC15\mdac_95.exe from the ServerWORKS installation CD-ROM. Follow the online instructions provided by Microsoft.
- *3.9 If you upgrade the agents to Version 3.3, be sure that you upgrade the ServerWORKS Manager Console to Version 3.3 as well.

4.0 ServerWORKS Manager Application Issues

- 4.1 If you want to run ServerWORKS Manager continuously, you are advised to use Windows NT V4.0, a more robust operating system than Windows 95.

If you run ServerWORKS Manager continuously on a Windows 95 system with minimal memory resources, the continuous reception of alarms may cause creeping memory consumption, or "memory leaks." To prevent memory leaks, you are advised to install Microsoft Data Access Pack (ODBC Version 3.5). You can also improve the configuration by changing your network drivers setting. Expand the buffer space from 2K to 64K. This may improve system resource utilization.

4.2 Winsock Proxy Service

ServerWORKS Manager does not function on a system configured to use a Winsock Proxy service. Several ServerWORKS Manager components need to communicate with each other across TCP connections using predefined TCP port numbers. In some cases the Winsock Proxy architecture prevents these connections from succeeding.

4.3 Viewer Limitation

When an object is replicated in multiple views, status updates are reflected only in the view where the object is directly manipulated. All other views containing the object are updated only after you collapse and re-expand them.

4.4 Main Window Alarm Status Panes

The default sizing of all Status Panes is done automatically using WIN32 API calls. The widths of the panes are saved in the swmgr.ini file. If you experience sizing problems, you can correct them by modifying the width in the appropriate entry.

First, locate the 'setup' section in the SWMGR.INI file:

```
[Setup]
.
.
.
StatusPane1Size=106
```

UseStatusPane1Size=0
StatusPane2Size=129
UseStatusPane2Size=0
StatusPane3Size=25
UseStatusPane3Size=1
StatusPane4Size=116
UseStatusPane4Size=0
StatusPane5Size=98
UseStatusPane5Size=0
StatusPane6Size=95
UseStatusPane6Size=0
StatusPane7Size=101
UseStatusPane7Size=0

Next, set the override flag and size for the status pane you want to modify as shown below.

UseStatusPaneXSize=1
StatusPaneXSize=Y

where X = the number of the pane you want to modify
Y = 0 to 200 pixels

4.5 Menu Items

4.5.1 Edit menu item "Find"

"Find" finds an object only at the level at which the highlighted item resides. Using the keyboard, you can work around this restriction by pressing the first letter of the name of the object you want to find.

4.5.2 Edit menu items "Cut," "Copy," "Paste"

When a viewer is first selected or created, the CUT/COPY/PASTE menu items are all enabled. To enable the correct actions, select another viewer, then reselect the desired view.

You cannot paste an object other than a Collection object from the clipboard into a viewer if another object in the viewer is already selected. You must deselect the object by clicking anywhere in the viewer and then select "Paste," or use "Drag and Drop."

*4.5.3 The Main Menu Item Edit>Insert fails to show a connection item. You can still insert a connection object but must use the Map palette to do so.

4.6 Selecting Background Bitmaps for Map Viewer

The location shown for background bitmaps in the "Browse" dialog is "SWMgr". The actual location is SWMgr\database\backgrnd. To select a background bitmap for the Map Viewer, reset the location to SWMgr\database\backgrnd.

*4.7 IP Address Report

The IP Address Report in the Japanese version of ServerWORKS Manager is not fully internationalized. The header portion of the window is in English not in Japanese.

4.8 System Browser

4.8.1 When you graph network statistics, the first point is not displayed until one full sample interval has elapsed. If the sampling interval is long, the graphing tool may appear unresponsive. For example, if the default is 60 seconds, the first point is not displayed until 70 seconds have elapsed.

4.8.2 When you start the graphing tool, it waits for the first sample before displaying data. The delay can be longer than the sampling interval if the network is congested and the retry limit (2) and wait time for retries (10 seconds each) are exhausted. The tool starts the graph when it successfully receives the first sample.

4.8.3 The System Browser always uses the SNMP community "public" for all SNMP "GET" and "SET" calls when launched from Tivoli TME 10.

4.8.4 When a system contains a primary and a backup (secondary) cooling fan, the System Browser Environment information for Cooling Systems reports the secondary fan as a BACKUP fan under all circumstances. The display status does not change if the secondary fan is currently running or if it was physically removed from the system.

4.8.5 The System Browser Storage Devices Component Slots property page is not available on some models of the 7000 family of servers running SCO UNIX.

*4.8.6 After you install MS Cluster GAM and SWCC agents, you may experience a problem running discovery or starting the System Browser. To work around this issue, increase the timeout and use the Internet Control Message Protocol (ICMP).

4.9 Alarm Configuration Tool

- 4.9.1 The threshold value entered for a network interface cannot exceed 32767.
- 4.9.2 When you create a threshold alarm using the "Relative to Current Value" method of computation, the value is calculated correctly and converted to a new "Absolute" value. Do not be concerned that an alarm created with the "Relative to Current Value" method is then displayed as "Absolute" by the console during the modification process. The value will be set and triggered correctly relative to the current value.
- 4.9.3 In the Application Launch tab of the Action Setup dialog, the specified filename must include the full pathname and extension. For example, "c:\programdirectory\filename.exe".

If a directory d:\sample includes the files sample.exe, sample01.bmp, and sample02.bmp, and you set the application launch File Name to "d:\sample\sample.exe" in an action, the sample.exe runs but does not get the correct bitmaps. This is because the current working directory is not d:\sample.

You can launch the sample.exe program directly as an alarm action by creating a batch file, such as sample.bat, with the following lines:

```
d:
cd \sample
start sample.exe
```

Set up the application launch File Name as "sample.bat" in the action; the sample.exe program will launch correctly.

- 4.9.4 The Alarm Configuration Tool allows users to launch applications by virtue of actions assigned to alarms. To aid in testing applications launched by this mechanism, you can use the tool launchme.exe to check the command line syntax used by ServerWORKS Manager.

Launchme.exe is a program whose only function is to display a dialog box containing the parameters passed to it on its command line. You can use "launchme.exe" as the user application name when assigning an application to an action. You can also pass one or more optional parameters when making this assignment. When an alarm is triggered, the assigned action--in this case,

"launchme.exe"--displays the syntax of the command line passed to it by the ServerWORKS alarm/action mechanism, which will be the optionally chosen parameters. You can then assign the correct application name, for example "abc.exe," to the action. You will then know the command line syntax presented to the application when it is called under the same circumstances as launchme.exe.

Launchme.exe is stored in the binary directory where the ServerWORKS Manager executables reside.

- 4.9.5 The following SNMP traps from the DIGITAL Server Management MIB are automatically set for all objects of type Server.Digital after IP Discovery:

```
svrMgtsvrThrHighExceptTrap
svrMgtsvrThrMediumExceptTrap
svrMgtsvrThrLowExceptTrap
svrMgtsvrThrInformationExceptTrap
```

These traps appear in the "SNMP Traps" list in the "Add New SNMP Trap Alarms" dialog. They do not appear in the "Currently Defined Alarms" list, which displays only alarms set by the user, but if you try to add an alarm for one of these traps, you receive the message, "Alarm already exists."

- 4.9.6 If your pager account requires a PIN number, the PIN number terminated by the "#" character must precede the numeric message in the Pager Message field. To display this field, go to the Add New Component Status Alarms dialog and click Actions. This field is displayed in the "New User" or "User Properties" dialog in the Action Directory Setup.
- 4.9.7 For the Windows NT Agent, if a server is running the ServerWORKS Version 3.3 agent, the server stores all alarms except for network interface inbound packets and network interface outbound packets, which are stored on the management console.

When one user sets up component status or component threshold alarms on environmental sensors, the alarms can be viewed, deleted, modified, disabled, or enabled by another user on a different machine. If a user adds such an alarm and tries to modify it immediately, without performing any other action in the tool, it is possible for another user to delete the alarm from a different machine in the interim. When this occurs, the user who added the alarm receives the message, "Error getting item information from the

host. Deleting the alarm."

*4.9.8 The LogToOSEventLog flag in the file SWMGR.INI allows you to forward events and alarms to a server's Windows NT Event Log. When the flag is turned on, Smart Agents automatically forward alarms and events in addition to SNMP traps. This feature is available for Windows NT systems, but not for SCO UNIX or NetWare systems.

*4.9.9 You can set a maximum of 500 alarms on a server. If you set more than 500, the system indicates that the alarms were set successfully, but in fact they are not.

4.10 Companion and Third Party Applications

4.10.1 Novell NetWare Client

If the NetWare client is installed after ServerWORKS Manager is installed, the entry "NetWare Server Management=NETWARE" in the swmgr.ini file needs to be modified in order for the NetWare objects to appear in the ServerWORKS Manager Explorer.

To modify the entry, locate the [OMM Groups] section. Locate the line:

```
;NetWare Server Management=NETWARE
```

Remove the semicolon (;). You must restart ServerWORKS Manager after you make the change.

4.10.2 When installing any companion or third party application with ServerWORKS Manager, you must shut down all ServerWORKS Manager components before starting any installation or integration process.

4.10.3 StorageWorks Command Console

o You may experience problems running StorageWorks Command Console Version 1.1 on the following platforms:

Windows 95 B (The OEM Edition)
Windows NT V4.0 Service Pack 3

o You may not be able to start SWCC Command Console 1.1b Local to configure a RAID box(BA-310 or BA-450). When you try to set up the Controller Communication port (Serial or SCSI), you may see runtime error '31037'. A patch to fix this problem is

contained on the SWCC CD.

On the SWCC CD

1. Locate the OLEPROC32.DLL.
2. Copy the file to \windows\system32. This replaces an existing file.
3. Reinstall SWCC.

*4.10.4 Mylex MIBs

A new MIB for Mylex GAM Version 2.10 has been added to ServerWORKS Manager Version 3.3. Use the file MLXRAID.MIB with Mylex GAM Version 2.10 and later. Use the file MLXGAM.MIB with Mylex GAM Version 2.05 and earlier.

*4.10.5 Mylex GAM Installation

The Mylex GAM installation ends by integrating with ServerWORKS Manager Console. After you see the message "ServerWORKS integration successful," you may see a dialog box titled "OleMainThreadWndName: SETDLL.EXE - Application Error," followed by a message and an OK button. Press the "OK" button. Another dialog will appear. Press the "OK" button again. You can safely ignore these messages.

*4.10.6 TPChanger Utility

The TPChanger utility is an unsupported standalone executable stored in the working directory (the default is drive:\Program Files\Digital\SWMgr). TPChanger allows you to add, delete, and change information related to third-party applications. This third-party information is stored in the Access database of ServerWORKS Manager in the tables applctn, appl_type, and appl_gr, and in the swmgr.ini file. Using TPChanger, you can:

- o Add third-party applications after you have installed the ServerWORKS setup program
- o Correct information such as the location of the three files that are associated with any third-party application:
 - the application executable, C:\xxx.exe
 - the third-party DLL, C:\xxx.dll
 - the toolbar bitmap for the application, C:\xxx.bmp
- o Delete third-party applications that are

no longer needed

The TPChanger utility is currently provided only in English. See the TPChanger help for detailed instructions on using the utility.

- *4.10.7 If a host does not have a valid translatable IP address entry, ServerWORKS IP Discovery Wizard uses the address as the name. As a result, when you launch applications with the <IP Name>, an address is passed to the application. Examples of the results of passing an address as the <IP Name> follow.

Example 1: Suppose that a Microsoft NT Cluster host has a primary adapter set up with 1.1.2.2 as the address, and the primary adapter is used as the heartbeat adapter. IP Discovery finds the adapter and uses it as the primary adapter for the machine. When IP Discovery tries to reverse-translate the name, it cannot do so because there is no name available from any of the translation mechanisms such as WINS or DNS. IP Discovery is forced to use the address as the name. Some applications can accept the address as the name, but others cannot.

Another implication of using addresses as <IP Name> is that when Cluster heartbeat adapters are isolated and cannot be routed to, launched applications cannot connect to these hosts.

DIGITAL recommends that you use valid network addresses that are accessible if you want to manage these systems.

Example 2: If a host uses a dead-end address (an address that is not accessible to the management console machine because of routing or network mask restrictions) as the Cluster heartbeat adapter, you may experience application launch problems, because the management console cannot make a live connection to the managed host. IP Discovery is able to detect all adapters, regardless of routing, because the agents will expose adapter addresses across a single host boundary. This results in the launch of an application with a name or address that is unreachable because there is no IP route to use to reach it.

The result: the application is launched with a host name or host address of a host adapter, which, although it exists, is disjointed from the reachable IP network and is hidden from the

management console.

Solutions:

- o Manually modify the properties of the IP host and use another accessible host name that maps to an accessible adapter.

For example: WOLFPCK2 has 2 physical adapters, with 3 IP addresses. The first is:

Interface Name	Interface Address
WOLFPCK2	16.151.24.1
MSCLUSTER	16.151.24.2
1.1.2.2(Cluster Heartbeat adapter)	1.1.2.2

The simple fix is to make the following manual changes to the names in the ServerWORKS Manager Property of the host WOLFPCK2 Interface property page:

WOLFPCK2	16.151.24.1
MSCLUSTER	16.151.24.2
WOLFPCK2	1.1.2.2

When you launch an application, it will always use the name WOLFPCK2.

- o Use official DNS addresses for all adapters and make sure they are all routable (no dead end addresses).
- o Order your primary and secondary adapters so that the heartbeat adapter is not the first in the list. Do this in the Network control panel. (The adapters get out of order because Windows NT setup chooses which to place first based upon the hardware configuration--IRQ, PCI bus position, and so on--rather than actual application usage).

*4.11 NT Server Management

*4.11.1 To un-hide a hidden server, go to the DOS command line and enter command:

this

```
net config server /hidden:no
```

*4.12 Tutorial

The ServerWORKS Manager tutorial is designed for screen resolutions of 800 x 600 and higher. On some types of monitors, however, the tutorial may not display correctly. If you experience display problems

with the tutorial such as overwritten or scrambled text, run the tutorial on a different monitor or at a higher resolution.

Users of some monitors that are set for more than 256 colors may find that a navigation button skips the next display window. This is rare, but should you experience this, run the tutorial on a different monitor, or adjust the monitor to a higher resolution and reduce the number of colors to 256.

*4.13 Poller

*4.13.1 If you leave the Poller running continuously, you may encounter system problems as memory continues to be allocated but not released. Generally, you will receive an error message indicating that virtual memory is low. If the system freezes, try the following steps in the order shown until the system responds:

1. Stop and restart the Poller
2. Close ServerWORKS Manager and all related applets, and restart ServerWORKS

*4.13.2 If you stop the Poller while you have an SNMP object selected, functions on the screen will appear to be active but will not respond. (You may also encounter this problem if a ViewerUpdateObject occurs on the selected SNMP object while the focus is set somewhere other than in the Hierarchical Viewer.) If you experience this problem, stop and restart all ServerWORKS Manager components.

*4.14 Database Utility

The ServerWORKS Database Utility reports an incorrect version of the database. For ServerWORKS Manager Version 3.3, the correct database version is 3.2.1.

*4.15 If you change the status colors in Options>Object Configuration and exit, you may not see the changes reflected until you restart ServerWORKS Manager.

5.0 ServerWORKS Manager SNMP Agent Issues

5.1 Novell NetWare Management Agent

5.1.1 During the NetWare installation, if you have previously installed NWSNUT.NLM, you are asked whether you want to overwrite the previous installation. You can safely answer "No." On NetWare 3.12 installations, you should apply the latest CLIB.NLM patches to insure proper

references for ServerWORKS Manager Agent use.

- 5.1.2 The NetWare agent incorrectly reports the CD-ROM as read/write disk storage access. This value is also reported incorrectly on the System Browser Storage property page.
- 5.1.3 There is a known problem in NetWare Versions 4.1 and 3.12. In those versions, the priority of the IP service is set too low, forcing a wait of 2-5 seconds for an SNMP response. (One symptom of the problem is described in section 3.3.)

You can obtain a NetWare patch for this problem from Novell's web site at:

<http://support.novell.com>

For the name and location of the latest patch, you can enter a search for tcpn0x in the Novell Knowledgebase search box at :

<http://preview.provo.novell.com/search>

Contact Novell support for more information.

- 5.1.4 The size of the data for a diskette drive is always reported as 1.44 MB. The status of the drive is reported as not functional.
- *5.1.5 If you are connected to multiple NetWare servers and you want to install the Server Agent for Novell NetWare on a particular server, use the mouse to select that server from the "Install Components" dialog. If you use the keyboard arrow keys to scroll through the list of servers in order to select the server, all the boxes you pass over will become checked. You can uncheck them only by using the mouse.

5.2 Windows NT Management Agent

- 5.2.1 On Windows NT, the following variables from the HR MIB, RFC1514, may be set with SNMP-SET operations:

- hrFSLastFullBackupDate
- hrLastPartialBackupDate

The following variables cannot be set, even though they are defined to be read/write in the MIB. Attempts to set these variables return the error NoSuchName:

- hrSystemDate

- hrSystemInitialLoadDevice
- hrSystemInitialLoadParameters
- hrStorageSize

- 5.2.2 The NT agent cannot obtain the status of a tape drive without affecting the device, so it reports the status of all tape drives as "unknown."
- 5.2.3 If the SNMP service is running, an error occurs when an attempt is made to delete a partition using the Disk Administrator. The SNMP service must be stopped before the partition is deleted. This is a limitation of Windows NT. Contact Microsoft support for more information.
- 5.2.4 When multiple network interface cards are configured, the standard Windows NT SNMP agent sometimes reports a false network interface descriptor (ifDescr in MIB II). Contact Microsoft support for more information.
- 5.2.5 The default maximum number of threshold alarms that can be set on a Windows NT server is 500.
- 5.2.6 When the operating system has been running for over 49.7 days, the time stamp in the trap messages will be inaccurate due to overflow of the 32-bit millisecond result.
- 5.3 SCO UNIX Management Agent

- 5.3.1 In order to save disk space yet still get a valid value for CPU Utilization, the agent installation creates an additional sar file that is used to maintain statistics on a daily basis. The default sar file and settings are not affected.
- 5.3.2 When you install the SCO UNIX Management Agent, you may receive the following message:
- ```
kernel check failed, kernel = (null), code = Unknown
Press return to continue
```
- You may safely continue the installation by pressing the Return key.
- 5.3.3 The device descriptor for diskette drives is dependent on the last device driver used. It is always reported as either 1.44 MB, 720 KB, or auto-sense regardless of the actual media in the drive.
- 5.3.4 The storage size of the diskette is reported only when a diskette is mounted as a UNIX filesystem.
- 5.3.5 When the counter for Unicast Packets Received

(ifInUCastPkts in MIB-II) reaches the maximum limit of 4.2 billion, it starts decrementing. If this happens, the utilization value is only an approximation. Contact SCO support for more information.

- 5.3.6 Setting up the agent incorrectly may cause the console to show an error when you attempt to set up an alarm. This usually occurs because of a failure to make the agent allow writes or to ensure that it is in the same SNMP community.
- \*5.3.7 For a system running the Version 3.1 SCO UNIX 5.04 agent, no information is returned on disk partitions when you select the Storage icon and the Disk Partitions tab within the System Browser. Information on disk partitions is reported correctly for systems running the SCO UNIX 5.02 agent.
- \*5.3.8 When you try to set all alarms except processor and disk alarms on a SCO UNIX server, you may receive the message, "Error! Apply Unsuccessful." This is probably due to a permission problem. See the manpage for snmpd and snmpd.comm.

#### 5.4 Windows NT Agent on AlphaServer 800 and DIGITAL Server 3000 (Alpha processor-based only)

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The Windows NT Agent uses the Remote Console Manager (RMC) to monitor the environment on the AlphaServer 800 and Alpha-based DIGITAL Server 3000 systems. The agent must send the correct escape sequence, which is currently one of two default sequences:

<esc><esc>rcm or <esc><esc>rmc

Older versions of the RMC software use <esc><esc>rcm.

\*NOTE: If you experience a problem obtaining environment information, verify the RMC escape sequence. If the escape sequence has been changed, the agent cannot obtain information. Look in the event log. The error message "Comm1 Port failed" may indicate the password problem.

#### 5.5 Open VMS Agent

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For OpenVMS V6.2 or higher, you must obtain TCP/IP Services for OpenVMS V4.1 (or higher). During the configuration of TCP/IP Services, you must turn on SNMP.

@ucx\$config

## Configuration Options:

Choose SNMP  
Choose SNMP Server ENABLE.  
EXIT out.

### 6.0 Platform-Specific Information

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#### 6.1 Prioris ZX 6000MP and DIGITAL Server 7000 Series

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6.1.1 The speed for the 16MB 60 nanosecond SIMMs on a ZX 6000MP system may be reported as 70 nanoseconds.

6.1.2 It is important to adhere to the requirements for memory configuration as defined in the ZX 6000MP User Guide. If the requirements are not followed, SIMM information may be reported incorrectly. In addition, in the case of SIMMs, although only one SIMM may be faulty, two SIMMs may be shown as faulty because each SIMM is part of a pair. Refer to the ZX 6000MP User Guide for more information.

6.1.3 The server may return a degree sign in its OCP temperature display. This degree sign is misinterpreted as a series of hexadecimal characters separated by colons.

6.1.4 The SCO and NetWare Agents always report a "Warning" status on SIMM pairs and DIMMs that have single-bit ECC errors. Reboot the server as soon as possible to determine whether the problem persists. If it does, replace both SIMMs or the faulty DIMM.

#### 6.2 Prioris HX 6000 and DIGITAL Server 5000 Series

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6.2.1 Although only one SIMM may be faulty, a "Warning" status is always reported on SIMM pairs that have single-bit ECC errors. If you use DIMMs, a warning appears on the single DIMM. Reboot the server and run the diagnostics as soon as possible to determine whether the problem persists. If it does, replace the SIMMs or DIMM.

6.2.2 The server may return a degree sign in its OCP temperature display. This degree sign is misinterpreted as a series of hexadecimal characters separated by colons.

#### 6.3 Prioris MX 6200/6266 and DIGITAL Server 3000 Series

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6.3.1 Although only one SIMM may be faulty, a "Warning" status is always reported on SIMM pairs that have

single-bit ECC errors. If you use DIMMs, a warning appears on the single DIMM. Reboot the server and run the diagnostics as soon as possible to determine whether the problem persists. If it does, replace the SIMMs or DIMM.

6.3.2 For this series, -12 volts is not present, but it is reported with a status of OK and a reading of zero volts.

#### 6.4. Prioris XL 6000 Series

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6.4.1 To allow the ServerWORKS Manager Agent to detect defective memory components, the XL 6000 Server must be configured with System Setup and the System Configuration Utility using the following settings:

##### System Setup:

|                         |          |
|-------------------------|----------|
| Memory Error Detection  | - ECC    |
| SMM Feature             | - Enable |
| Event Logging           | - Enable |
| System SERR Detection   | - Enable |
| System Memory Scrubbing | - Enable |

##### System Configuration Utility:

|                            |          |
|----------------------------|----------|
| System Management Option   |          |
| Event Logging & ECC Memory | - Enable |
| PCI System Error Detection | - Enable |

Note: The Use of PCI System Error Detection requires that all PCI cards be PCI 2.1 compliant so that parity errors, if they occur, do not cause the system to hang. DIMMs should be placed in consecutive order for the ECC error detection to report the proper slot number.

If an ECC error is reported, reboot the server and run the diagnostics at your earliest convenience.

6.4.2 There is no support for setting the Asset Number in the FRU Data for the Prioris XL 6000 server.

6.4.3 When you uninstall the Windows NT Agent on the Prioris XL 6000, a reboot is required to stop the Intel DISMIC and MEMDRV drivers.

#### \*6.5 DIGITAL Server 1205 2266 and DIGITAL Server 3210 2333R

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If you are using System Browser on NT 4.0 to retrieve file system information about Storage Devices, SNMP may time out. If it times out, you see this message: "Could not get response from server."

Retries exceeded!"

\*6.6 DIGITAL Server 9100 Series

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- 6.6.1 You must reboot after you uninstall or upgrade NT agents. This is to replace some Intel/NCR device drivers that do not stop.
- 6.6.2 The minimum effective watchdog interval that is enforced is approximately two minutes.

\*6.7 AlphaServer 800 or DIGITAL Server 3000/  
AlphaServer 1200/4100 or DIGITAL Server 5000/7000

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You may experience system problems, including crashes, on certain Alpha servers after installing Windows NT 4.0 Service Pak 3. Service Pak 3 installs an earlier revision of the system hardware abstraction layer (HAL). Digital recommends that you update the system HAL after installing Service Pak 3.

To update the system HAL, locate the floppy diskette labeled Hardware Support Disk for Window NT 4.0 that you received with your server. Make sure that it has a part number of AK-R1SHG-CA or later; for example AK-R1SHH-CA.

Note: If your floppy diskette is earlier than AK-R1SHG-CA, use a Web Browser and go to the following HTML link: <http://www.windows.digital.com/support/sysoft.asp>. Click on the appropriate system model to get the latest HAL and the latest installation instructions.

For AlphaServer 800 or DIGITAL Server 3000, follow these steps:

1. Rename Halpinna.dll to hal.dll.
2. Copy the renamed file manually to the \os\winnt40 directory.

For AlphaServer 1200/4100 or DIGITAL Server 5000/7000, follow these steps:

1. Rename Halrawmp.dll to hal.dll
2. Copy the renamed file manually to \os\winnt40 directory.

\*6.8 AlphaServer 8200/8400

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You may find that the FRU table does not display the best information available through the System Browser. For a better view of the FRU information available using ServerWORKs, use the MIB Browser and view the svrsys-svrFruTable.

## 7.0 ClientWORKS Issues

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7.1 For ClientWORKS to run properly on a DIGITAL server, the SNMP service must be running on the Windows NT server.

7.2 The ClientWORKS remote browser may not find a client if the client's host name is different from its Network computer name. Check to make sure that the client host's name and its Network computer name match. In Windows NT Version 4.0, select the Control Panel under My Computer. To check the computer name, select Network, then the Identification tab. To check the TCP/IP name, select Protocols, TCP/IP, Properties, then DNS. The Host Name field displays the computer name.

### 7.3 Installing ClientWORKS on Prioris XL 6000

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To work properly, ClientWORKS should be installed on Prioris XL 6000 systems only as part of the agent installation. If you install ClientWORKS by running its setup program directly, ClientWORKS will not recognize the Intel DMI layer.

### 7.4 ClientWORKS Uninstall

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If you uninstall ClientWORKS using the uninstall program (through the Windows Control Panel, using Add/Remove programs, or by running the icon in the ClientWORKS program group), you need to reboot when the uninstall completes. You must reboot before attempting to reinstall ServerWORKS Manager Agents (and consequently ClientWORKS). If the automatic uninstall procedures for Windows 95 or Windows NT fail to uninstall ClientWORKS, you can use the following manual procedure. Some of the steps may have been performed by the uninstall procedure.

#### 7.4.1 For Windows NT 3.51:

1. Log in as "administrator".
2. Type "net stop DMISL" from a command prompt to stop the XDMI and DMISL services. This stops the DMI service layer and the remoting layer.
3. Type the following two commands from the directory where ClientWORKS is installed:

```
DMISLSRV remove
XDMISRV remove
```

4. Run the registry editor regedt32.exe and find the entry

```
"HKEY_LOCAL_MACHINE\
SOFTWARE\
DigitalEquipmentCorporation"
```

Delete any entries here that contain the words

```
"ClientWORKS"
"AssetWORKS"
"LiveLINK"
```

5. Using File Manager, remove the ClientWORKS directory.

6. Remove the ClientWORKS Program Group and the Program items and reinstall.

7.4.2 For Windows 95 and Windows NT 4.0:

1a. For Windows NT 4.0

Log in as Administrator and set the current directory to the directory where ClientWORKS is installed.

Type:

```
XDMISRV stop
DMISLSRV stop
RBServ stop
```

Then type:

```
DMISLSRV remove
XDMISRV remove
RBServ remove
```

1b. For Windows 95

Type:

```
[ctrl][alt][delete]
and stop the XDMISrv, DMISL and Readbios executables.
```

This stops the DMI Service Layer, the DMI Remoting layer and the underlying BIOS support service.

Note that not all servers or desktops will have the RBServ service or the Readbios executable installed.

2. For both Windows 95 and Windows NT 4.0:

Run the registry editor regedit.exe. Find the entry

```
"HKEY_LOCAL_MACHINE\
SOFTWARE\
DigitalEquipmentCorporation"
```

SOFTWARE\  
DigitalEquipmentCorporation"

Delete any entries here that contain the words

"ClientWORKS  
"AssetWORKS"  
"LiveLINK"

Find the entry

"HKEY\_LOCAL\_MACHINE\  
SOFTWARE\  
MICROSOFT\  
Windows\  
CurrentVersion\  
RunServices"

Delete any entries here that contain the words

"DMI Remoting Layer"

3. Restart Windows 95 or Windows NT 4.0, as appropriate.
4. Using Explorer, remove the ClientWORKS directory.
5. Remove the ClientWORKS Program Group and the Program items and reinstall.

#### \*7.4.3 Uninstalling ClientWORKS on DIGITAL Server 500

ClientWORKS may delete a registry key during an uninstall. This random problem is detected when you attempt to install ServerWORKS agents. You see the following message:  
"Hidden console of WowVdm, Virtual Device driver format in registry is invalid, choose close to terminate the application."

To correct the problem use the registry editor to add a key to HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\VirtualDeviceDrivers.

Then add a value to this key, named VDD of type REG\_MULTI\_SZ.

#### 7.5 ClientWORKS Timeout

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There is an unusually long timeout for ClientWORKS. If you do not wait for it, you may see some messages on premature exiting. You can ignore these messages.

#### \*7.6 Order of Installation

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If you have any version of ClientWORKS installed, ServerWORKS will not reinstall ClientWORKS over it.

If your existing ClientWORKS installation did not include the SNMP subagent but you now want to run the subagent, you must install the SNMP subagent separately. (The messages you receive during the ServerWORKS installation may indicate that the SNMP subagent was included in the installation. Ignore this message. Only those ClientWORKS components that were selected during the ClientWORKS installation are on the system.) Remember that you must reboot after any ClientWORKS installation or deinstallation.

You can obtain the latest version of ClientWORKS from the DIGITAL web site at <http://www.pc.digital.com> or <http://www.pc.digital.com/~ftp>. Click on "Products." Locate the pointer to the ClientWORKS page under "Software Products, Client and Server Management Tools."

- \*7.7 Although the ClientWORKS installation prompts you to designate the name of the folder you want to use for the installation, ClientWORKS ignores your input and places the kit in the ClientWORKS folder. Simply exit ClientWORKS and rename the ClientWORKS directory to the name you want.
- \*7.8 ClientWORKS is designed to run on systems configured with a single NIC card but will support machines with up to two NIC cards. It is strongly recommended that you not install more than 2 NIC cards in machines that are running ClientWORKS.

## 8.0 Technical Support

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Technical support information is available from the web site at:

<http://www.windows.digital.com/support/support.asp>

## 9.0 Trademarks

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