



VISUAL
message center

thinkServer

ThinkServer

Installation Guide

VISUAL Message Center ThinkServer 1.6

tango04
Computing Group

Solutions for Advancing People

VISUAL Message Center ThinkServer Installation Guide

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How to Use this Guide

This chapter explains how to use Tango/04 User Guides and understand the typographical conventions used in all Tango/04 documentation.

Typographical Conventions

The following conventional terms, text formats, and symbols are used throughout Tango/04 printed documentation:

Convention	Description
Boldface	Commands, on-screen buttons and menu options.
<i>Blue Italic</i>	References and links to other sections in the manual or further documentation containing relevant information.
<i>Italic</i>	Text displayed on screen, or variables where the user must substitute their own details.
Monospace	Input commands such as System i commands or code, or text that users must type in.
UPPERCASE	Keyboard keys, such as CTRL for the Control key and F5 for the function key that is labeled F5.
	Notes and useful additional information.
	Tips and hints that will improve the users experience of working with this product.
	Important additional information that the user is strongly advised to note.
	Warning information. Failure to take note of this information could potentially lead to serious problems.

**Important**

When installing VISUAL Message Center ThinkServer please follow these instructions carefully. If you have any questions, please contact your Tango/04 Business Partner.

There are two ways to install the product:

- Download from our Web site
- Install VISUAL Message Center ThinkServer from the product DVD

With either method, all components are installed from your PC.

VISUAL Message Center ThinkServer is a client-server, PC-based product. This manual will show you how to install:

- ThinkServer
- ThinkServer Configurator
- VISUAL Message Center Dashboards

Each component is installed on the computer where you want to run it:

- The ThinkServer should be installed on the server you have designated for monitoring processes.
- If you wish to work together with VISUAL Message Center SmartConsole and Windows Server Agent you also need to install NiceLink service on the server you have designated for monitoring processes.
- The ThinkServer Configurator can be installed on the same server as the ThinkServer, or on any other computer on the network.

For a new installation, you should install both components.

Chapter 2

Product Directories

By default VISUAL Message Center ThinkServer is installed on your PC in the directory

```
C:\Program Files\Tango04\Thinkserver
```

```
C:\Program Files\Tango04\Thinkserver\Dashboards
```

You can override these default locations to different ones if you choose.

These conditions must be met before you start the installation procedure:

1. WMI must be installed as a service if you intend to monitor the machine that the ThinkServer is located on.
2. On Windows NT you must separately install WMI as a service – it is not included in the standard installation. You can download WMI from the Microsoft Web site. If you do not install WMI as a service the Windows monitors will not work.
3. Windows 2000, XP and 2003 install and start the WMI Service by default.



Note

The Lightweight CPU will not work on NT, because NT does not offer performance data. However, if you need to retrieve a CPU value, you can retrieve the instantaneous CPU value using the WMI Monitor with the query:

```
select * from win32_processor and variable LoadPercentage
```

3.1 VISUAL Message Center Dashboards

If you are going to install VISUAL Message Center Dashboards you must also install the following components before you install ThinkServer:

- Internet Information Server (IIS)
- Microsoft .Net Framework



Important

The order that the components are installed is very important. Install them in this order:

1. IIS
2. Microsoft .Net Framework
3. ThinkServer

Please note that if you install Microsoft .Net Framework before IIS, you will need to manually configure the allowed file extensions to run under IIS.

How to install IIS and Microsoft .Net Framework is explained in [section 4.1 - Installation of VISUAL Message Center Dashboards components on page 7](#).



Note

VISUAL Message Center Dashboards requires Microsoft Internet Explorer 7.0 or above or Mozilla Firefox 2.0 or above. Please check your browser for compatibility.

Chapter 4

Installation Steps

From DVD: If you are installing from the DVD, Select **VISUAL Message Center ThinkServer** and follow the prompts to complete the installation. If, for whatever reason, you must install using the Windows Explorer view, please contact your Tango/04 Business Partner for further assistance.

From ZIP: If you are installing from a downloaded zip file, double click on the zip file icon, and follow those prompts. This will decompress the files into a temporary directory and start the install process.

The entire installation process should take between five and ten minutes, depending on the performance of your PC.

Step 1. The Installation Welcome Screen appears, click **Next** to begin

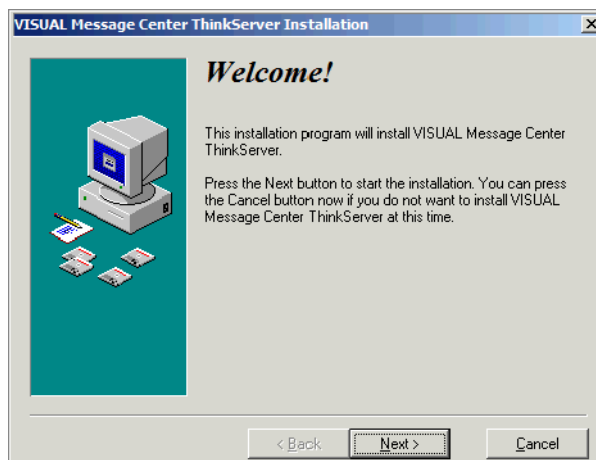


Figure 1 – Welcome screen

Step 2. Select destination directory

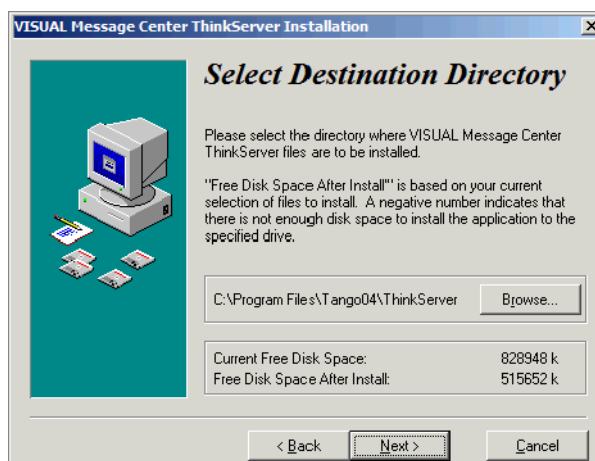


Figure 2 – Select the destination folder for the installation

Select the directory where you want to install the program files. The default directory is C:\Program Files\Tango04\Thinkserver, but you can change this here.

Step 3. Select components

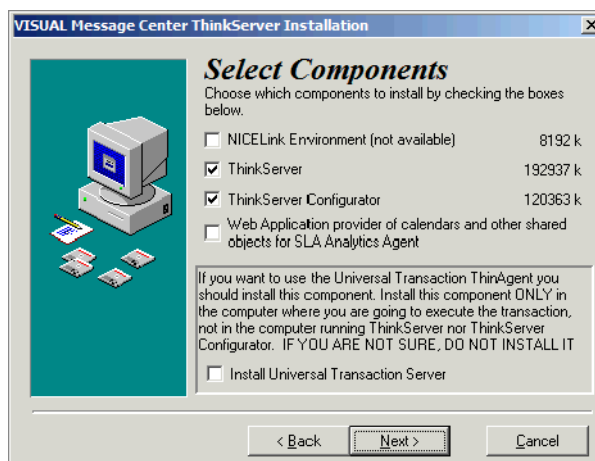


Figure 3 – Select the components to install

Select which component you want to install at this time. VISUAL Message Center ThinkServer is a client-server program, so there are two parts to install.

- **NICELink Environment:** this will install the NiceLink service used for ThinkServer to communicate with VISUAL Message Center SmartConsole and Windows Server Agent.
- **ThinkServer:** this will install the server module of VISUAL Message Center ThinkServer. The Windows installation creates a Windows Service for the ThinkServer. When the installation completes the Windows Service starts so it is ready to be used directly after installation.
- **ThinkServer Configurator:** this will install the client module of VISUAL Message Center ThinkServer. This module may be installed on the same server as the ThinkServer or any other computer on your network.
- **Web Application provider of calendars and other shared objects for SLA Analytics Agent:** this will install calendars and shared objects for use with the SLA Analytics Agent.

**Note**

If you want to install the *ThinkServer* on the server and the *ThinkServer Configurator* on a different computer, run the installation from the server and select only the ThinkServer and NiceLink (if not yet installed) at this time. Later run the installation from the PC where you want to install the ThinkServer Configurator and select only the ThinkServer Configurator.

Step 4. ThinkServer is ready to install. Click **Next** to start the installation

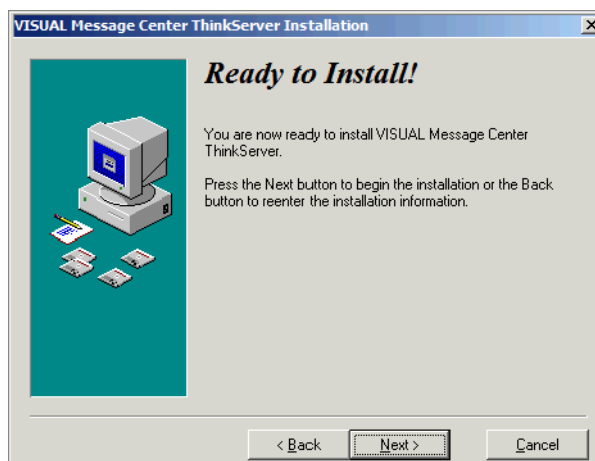


Figure 4 – Ready to install

Step 5. Start the ThinkServer Configurator and connect to a ThinkServer.

The VISUAL Message Center ThinkServer installation does not create any default monitors. When you first install VISUAL Message Center ThinkServer you must manually start the ThinkServer Configurator from the Windows Start menu and create a new monitor to get the monitoring process up and running. The monitor configuration is stored in the ThinkServer. Once you have configured monitors in the ThinkServer Configurator the ThinkServer will run the monitors independent of the Configurator whenever you start the ThinkServer Service.

By default the ThinkServer Configurator links to a ThinkServer on the same computer. You can change this by creating new ThinkServer in the ThinkServer Configurator. You can point the ThinkServer Configurator at any other ThinkServer on the network. ThinAgents (monitor classes) are included in the ThinkServer installation. Which ThinAgents are installed depends on the libraries you have available on the server.

4.1 Installation of VISUAL Message Center Dashboards components

To publish custom dashboards VISUAL Message Center Dashboards requires Internet Information Server (IIS) and Microsoft .Net Framework. These components must be installed before installing ThinkServer if you wish to use VISUAL Message Center Dashboards.

The installation steps for each component are described here.

4.1.1 Internet Information Server (IIS)

IIS is available on any Microsoft Windows installation disc. You will need a Microsoft Windows installation disc to install IIS.



Note

The version of IIS on a Microsoft Windows installation disc is only a limited version, it is not the full version of the product.

- Step 1.** Insert the Microsoft Windows installation disc
- Step 2.** Select **Optional Components**
- Step 3.** Select the **Internet Information Services** check-box to add it to the default selections
- Step 4.** Click **Next** to begin the installation
- Step 5.** When the installation is complete, click **Finish**
- Step 6.** Click **Exit**

4.1.2 Microsoft .Net Framework

Microsoft .Net Framework is free to download from the Microsoft Web site.

- Step 1.** Download the latest version of Microsoft .Net Framework (the minimum version required is 2.0)
- Step 2.** Double click the **.exe** file to begin the installation
- Step 3.** Click **Run**
- Step 4.** Click **Install** to begin the installation
- Step 5.** When the installation is complete, click **Finish**

Now you are ready to start monitoring your servers with VISUAL Message Center ThinkServer. Before getting started in VISUAL Message Center ThinkServer we suggest you read the section “How VISUAL Message Center ThinkServer Works” in the *VISUAL Message Center ThinkServer User Guide*. It will help you understand how to get the most out of the program. The user guide will help you to implement the monitoring processes on your system.

To quickly learn more about the many functions and tools available to you, we recommend a scheduled walk-through or conference call with your Sales Representative.

We hope that you enjoy working with VISUAL Message Center ThinkServer!

5.1 Upgrade Instructions

It is not necessary to uninstall the previous versions when upgrading to a new version of VISUAL Message Center ThinkServer.

When reinstalling or upgrading to a new release, you are given the option of saving replaced files as backup; these files will be stored in a directory named Backup within the VISUAL Message Center ThinkServer folder.

The VISUAL Message Center ThinkServer configuration will be preserved after the upgrade.

However, we strongly recommend saving your VISUAL Message Center ThinkServer configuration as backup before upgrading. To do this:

- Export your monitors from the ThinkServer configurator
- or
- Make a copy of the directory Config on the ThinkServer.

5.2 Uninstall Instructions

You can uninstall the various VISUAL Message Center ThinkServer modules from the Windows Control Panel. For a complete uninstall remove the following programs:

- NiceLink (Check that no other Tango/04 products are using this application before removing it!)
- VISUAL Message Center - ThinkServer

A.1 Using Tango/04 PDF Documentation

Tango/04 documentation is available directly from the Tango/04 solutions DVD.

To open the Tango/04 documentation that is provided in PDF files use Adobe Acrobat Reader. Acrobat Reader lets you view, search, and print the documentation. You can download Acrobat Reader for free from the Adobe Web site (<http://www.adobe.com>).



Tip

We advise printing PDF documentation for easy reference. Please ensure you familiarize yourself with a products user guide before attempting to use the product.

To access PDF documents on the DVD:

- Step 1.** Navigate to a *product suite* (VISUAL Message Center for example) and click on the **Product Documentation** link to open a list of all the User Guides available for that product suite. The list contains direct links to the documents in PDF format.
- Step 2.** Alternatively, you can navigate within the DVD menu to a particular *product* and click on the **Product Documentation** link to open the User Guide in PDF format for that product.

A.2 Tango/04 University

In a continuous effort to provide all users of Tango/04 technologies with high quality training and education, Tango/04 Computing Group presents the new training program open to partners and users worldwide.

Tango/04 University is aimed at providing Tango/04 users and partners with the most effective tools and knowledge to manage Tango/04 technologies and products and use them at their highest potential.

Attendance of the training course and passing the related exams is mandatory in order to qualify as Tango/04 Business Partner for the technology area covered by the course, and will offer you important benefits such as:

- Tango/04 Official Certifications - Tango/04 partners will be required to have a number of certified consultants, depending on the Business Partner Level

- Exploit the full potential of Tango/04 technologies - Solutions such as VISUAL Message Center and VISUAL Security Suite are very broad solutions that feature much functionality. Knowing all these functions and how to use them is key to getting the most out of the product
- Integration with other solutions - Tango/04 is constantly growing: knowing the new products and agents may allow you to integrate other parts of the IT infrastructure into Tango/04 Solutions
- Tango/04 Business Partners will learn how to effectively deploy a monitoring project in order to obtain the maximum effectiveness and customer satisfaction.

Participants' profile: Consultants, System Administrators, operators and technical staff, with knowledge of Windows, iSeries, Linux and Unix systems who will be involved in managing or deploying Tango/04 technology.

Pre-requisites: Being Tango/04 Business Partner or Tango/04 Customer.

A.3 Contacting Tango/04

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About Tango/04 Computing Group

Tango/04 Computing Group is one of the leading developers of systems management and automation software. Tango/04 software helps companies maintain the operating health of all their business processes, improve service levels, increase productivity, and reduce costs through intelligent management of their IT infrastructure.

Founded in 1991 in Barcelona, Spain, Tango/04 is an IBM Business Partner and a key member of IBM's Autonomic Computing initiative. Tango/04 has more than a thousand customers who are served by over 35 authorized Business Partners around the world.

Alliances



Partnerships IBM Business Partner

IBM Autonomic Computing Business Partner

IBM PartnerWorld for Developers Advanced Membership

IBM ISV Advantage Agreement

IBM Early code release

IBM Direct Technical Liaison

Microsoft Developer Network

Microsoft Early Code Release

Awards



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