

VISUAL
messagecenter

Windows Server Agent

Installation Guide

Windows Server Agent **2.5**

tango04
Computing Group
Solutions for Advancing People

Windows Server Agent Installation Guide

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First Printing: August 2009

Document version: 2.0

Product version: 2.5

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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 VISUAL Message Center SmartConsole.
	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 Windows server Agent 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 Windows Server Agent from our Web site
- Install Windows Server Agent from the product CD

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

Windows Server Agent is a server-based product. This manual will show you how to install:

- **Windows Server Agent:** Windows Server Agent monitors the local Event Log. The Windows Server Agent is installed on each server that you want to monitor.
- **NiceLink Windows Daemon:** NiceLink Windows Daemon gathers information from the Windows Server Agent and makes it available to SmartConsoles connecting to your Windows system.

This manual will also explain how to configure:

- Oracle or SQL Server as your event database using ODBC.
If you want to use Oracle or SQL Server as your event database, you need to define it by using ODBC. You can change this later.

Chapter 2

Product Directories

By default Windows Server Agent is installed on your PC in directory

```
C:\Program Files\Tango04\Windows Server Agent
```

You can change the default location to a different one if you choose.

NiceLink Windows Daemon, by default, is installed on your PC in directory

```
C:\Program Files\Tango04\NiceLink\NiceLink Windows Daemon
```

You can override the default location if you choose.

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

1. You must have Administration rights to install Windows Server Agent
2. You must have a database installed.
By default, data is stored in Microsoft Access .mdb format. You may want to redirect the ODBC driver to point to a local or remote Access, SQL Server or Oracle database. However, doing so is optional.
If you use the default Microsoft Access format, no licensing from Microsoft is required.
If you prefer to use SQL Server or Oracle, you need to have these products installed and licensed.
3. After the installation, you will need the IP addresses of each system on which the Agent is installed, when connecting these systems to the VISUAL Message Center SmartConsole.

Chapter 4

Installation Steps

From DVD: If you are installing from the DVD, select VISUAL Message Center Windows components and click Windows server Agent. 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. Select Components for Windows Server Agent installation:

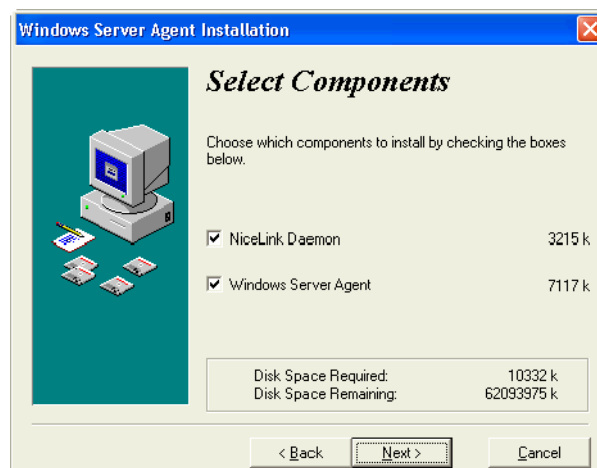


Figure 1 – Select components to install

NiceLink Daemon: collects information from the Windows Server Agent and makes it available to consoles connecting to your Windows system.

Windows Server Agent: installs Windows Server Agent, which will monitor the Event Log of the Windows system on which you are installing.

First you will enter installation details for the Windows server agent. Next you will be asked to enter installation details for the NiceLink Daemon.

Step 2. Select Destination Directory for Windows Server Agent installation.

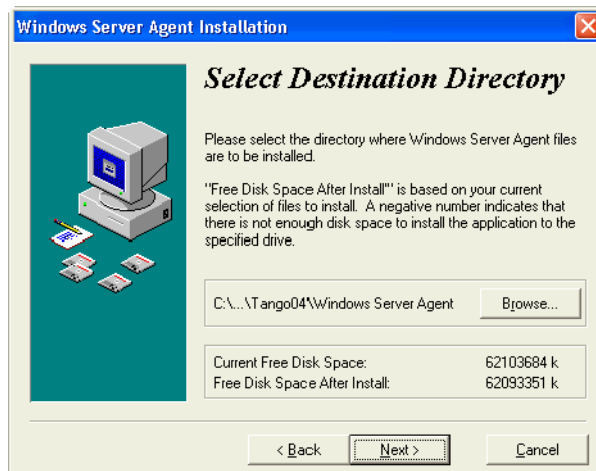


Figure 2 – Select destination directory for Windows Server Agent installation

Here you can change the default install directory for the product components.

Next you can specify whether you would like to back up your existing product installation. This is relevant when upgrading Windows Server Agent. If this is a new installation select **No** and click **Next** to continue.

You are now ready to install Windows Server Agent.

Step 3. Select Components for NiceLink Windows Daemon installation:

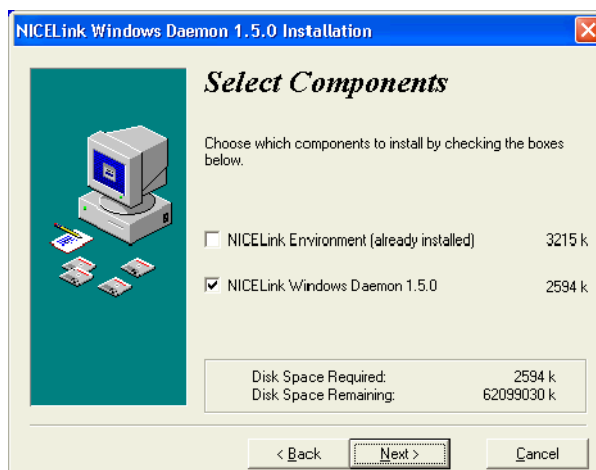


Figure 3 – Select components

If NiceLink Environment was already installed with another Tango04 product you do not need to install it again, unless you would like an updated version.

Step 4. Select Destination Directory for NiceLink Windows Daemon installation:

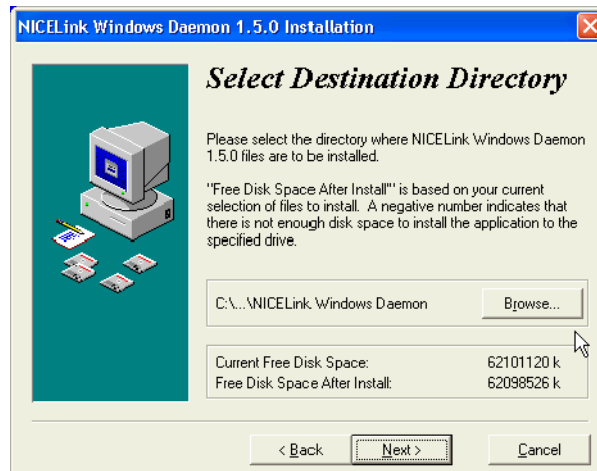


Figure 4 – Select destination directory for NiceLink Windows Daemon installation

Here you can change the default install directory for the product components.

Next you can specify whether you would like to back up your existing product installation. This is relevant when upgrading NiceLink Windows Daemon. If this is a new installation select **No** and click **Next** to continue.

Step 5. You are now ready to install NiceLink Windows Daemon.

For your convenience, the agent and daemon are added as services to be started every time you start the system. You may see a message saying that the services are starting.

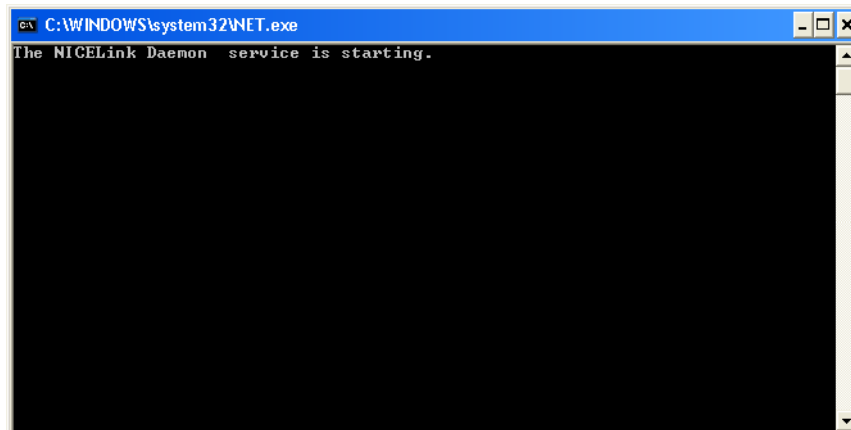


Figure 5 – Message saying that the services are starting

To stop, pause and/or edit the start-up configuration of these services go to the Windows NT/2000 Services window (consult the Windows help if necessary). The names of the services are NiceLink Daemon and Windows Server Agent respectively.

Step 6. If this is the first time you are installing you will see the following screen.

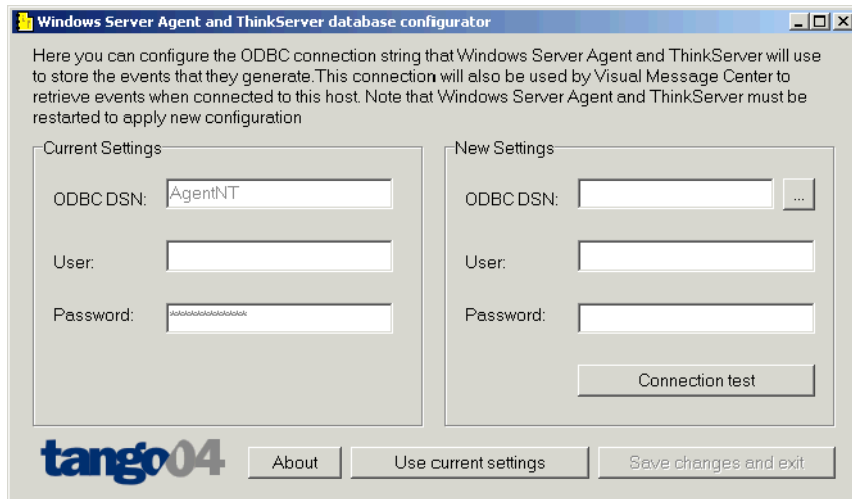


Figure 6 – Windows Server Agent and ThinkServer database configurator showing default configuration of ODBC settings.

By default WSA connects to a local MS Access database using the AgentNT DSN. If you do not change this setting the database is created when you first start WSA. However, we recommend that you change the default settings.

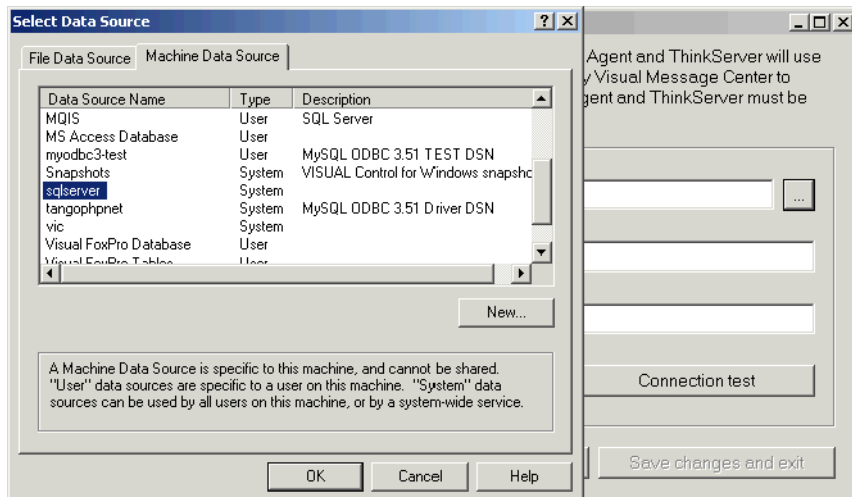


Figure 7 – Selecting a new data source from the Windows Server Agent and ThinkServer database configurator.

Enter the new ODBC DSN directly or use the button to find the required data source and click **OK**.

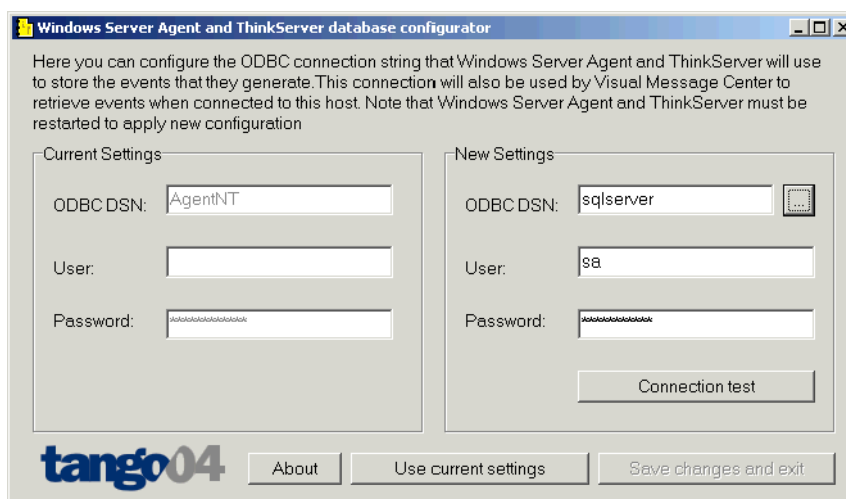


Figure 8 – Windows Server Agent and ThinkServer database configurator showing new ODBC configuration.

Click **Connection test** to make sure the connection works. Click **Save changes and exit** to apply the new setting.

- Step 7.** After completing the database configuration you can choose to activate the automatic removal of old events from the database. When you activate this function, the system will remove all events older than 1 month from the database by default. However, you can change this configuration in the Windows Server Agent menu using option “configure delete”.

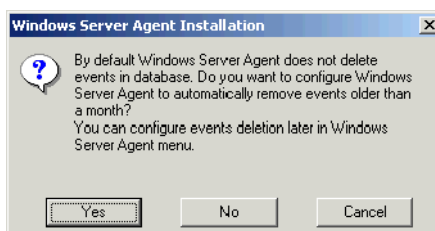


Figure 9 – Activate automated removal of old events.

At the end of the new installation or update, you will be asked if you want to start the Windows Server Agent upon completing the installation.

When starting WSA for the first time (for example upon completing the installation) and if the table T4EVENTLOG does not exist in the database configured during installation, WSA will automatically create the T4EVENTLOG table.



Note

If you start windows server agent and the table t4eventlog does not exist, the message “error initializing database” will appear on screen and in the event log.

If, for whatever reason, you are not authorized to create tables on the database, the T4EVENTLOG table can also be created manually.

If you need to create the table by hand do not start WSA automatically upon completing the installation.

The scripts required for creating the table on the most common databases are included below:

Script for creating table on SQL Server

```

CREATE TABLE T4EVENTLOG ( ID int, System varchar(15), Agent
varchar(3), Version int, EventID int, EventType int,
EventCategory int,
SourceName varchar(64), ComputerName varchar(15), UserName
varchar(64), Domain varchar(64), Category varchar(64),
CompleteMsg
TEXT, EventLogType varchar(32), TimeGenerated datetime,
TimeWritten datetime, Variables TEXT, PRIMARY
KEY(System,Agent,ID));

CREATE INDEX IndexFirst ON T4EVENTLOG (ID,System,Agent)
CREATE INDEX IndexSecond ON T4EVENTLOG (Agent, TimeWritten)
CREATE UNIQUE INDEX IndexThird ON T4EVENTLOG (System,
Agent,TimeWritten,ID)
CREATE UNIQUE INDEX IndexFourth ON T4EVENTLOG (System,
Agent,TimeGenerated,ID)
CREATE INDEX IndexFifth ON T4EVENTLOG (Agent,
TimeGenerated)

```

Script for creating table on DB2 iSeries

```

CREATE TABLE T4EVENTLOG ( ID INTEGER, System VARCHAR(15),
Agent VARCHAR(3), Version INTEGER, EventID INTEGER,
EventType INTEGER, EventCategory INTEGER, SourceName
VARCHAR(64), ComputerName VARCHAR(15), UserName
VARCHAR(64), Domain VARCHAR(64), Category VARCHAR(64),
CompleteMsg CLOB, EventLogType VARCHAR(32), TimeGenerated
TIMESTAMP, TimeWritten TIMESTAMP, Variables CLOB, PRIMARY
KEY(System,Agent,ID))

CREATE INDEX IndexFirst ON T4EVENTLOG (ID,System,Agent)
CREATE INDEX IndexSecond ON T4EVENTLOG (Agent, TimeWritten)
CREATE UNIQUE INDEX IndexThird ON T4EVENTLOG (System,
Agent,TimeWritten,ID)
CREATE UNIQUE INDEX IndexFourth ON T4EVENTLOG (System,
Agent,TimeGenerated,ID)
CREATE INDEX IndexFifth ON T4EVENTLOG (Agent,
TimeGenerated)

```

Script for creating table on ORACLE

```

CREATE TABLE T4EVENTLOG ( ID NUMBER(10) NOT NULL, System
VARCHAR2(15) NOT NULL, Agent VARCHAR2(3) NOT NULL, Version
NUMBER(10), EventID NUMBER(10), EventType NUMBER(5),
EventCategory NUMBER(5), SourceName VARCHAR2(64),
ComputerName VARCHAR2(15), UserName VARCHAR2(64), Domain
VARCHAR2(64), Category VARCHAR2(64), CompleteMsg CLOB,
EventLogType VARCHAR2(32), TimeGenerated DATE, TimeWritten
DATE, Variables VARCHAR2(2000), PRIMARY
KEY(System,Agent,ID))CREATE INDEX IndexFirst ON T4EVENTLOG
(ID,System,Agent)

CREATE INDEX IndexSecond ON T4EVENTLOG (Agent, TimeWritten)

CREATE UNIQUE INDEX IndexThird ON T4EVENTLOG (System,
Agent,TimeWritten,ID)

CREATE UNIQUE INDEX IndexFourth ON T4EVENTLOG (System,
Agent,TimeGenerated,ID)

CREATE INDEX IndexFifth ON T4EVENTLOG (Agent,
TimeGenerated)

```

Script for creating table on PostgreSQL

```

CREATE TABLE T4EVENTLOG ( ID int4 NOT NULL, System
varchar(15) NOT NULL, Agent varchar(3) NOT NULL, Version
int4, EventID int4, EventType int4, EventCategory int4,
SourceName varchar(64), ComputerName varchar(15), UserName
varchar(64), Domain varchar(64), Category varchar(64),
CompleteMsg text, EventLogType varchar(32), TimeGenerated
timestamptz, TimeWritten timestamptz, Variables text,
PRIMARY KEY(System,Agent,ID))

CREATE INDEX IndexFirst ON T4EVENTLOG (ID,System,Agent)
CREATE INDEX IndexSecond ON T4EVENTLOG (Agent, TimeWritten)
CREATE UNIQUE INDEX IndexThird ON T4EVENTLOG (System,
Agent,TimeWritten,ID)
CREATE UNIQUE INDEX IndexFourth ON T4EVENTLOG (System,
Agent,TimeGenerated,ID)
CREATE INDEX IndexFifth ON T4EVENTLOG (Agent,
TimeGenerated)

```

Script for creating table on MySQL

```
CREATE TABLE T4EVENTLOG ( ID integer NOT NULL, System
varchar(15) NOT NULL, Agent varchar(3) NOT NULL, Version
integer, EventID integer, EventType integer, EventCategory
integer, SourceName varchar(64), ComputerName varchar(15),
UserName varchar(64), Domain varchar(64), Category
varchar(64), CompleteMsg long varchar, EventLogType
varchar(32), TimeGenerated datetime, TimeWritten datetime,
Variables long varchar, PRIMARY KEY(System,Agent,ID))

CREATE INDEX IndexFirst ON T4EVENTLOG (ID,System,Agent)

CREATE INDEX IndexSecond ON T4EVENTLOG (Agent, TimeWritten)

CREATE UNIQUE INDEX IndexThird ON T4EVENTLOG (System,
Agent,TimeWritten,ID)

CREATE UNIQUE INDEX IndexFourth ON T4EVENTLOG (System,
Agent,TimeGenerated,ID)

CREATE INDEX IndexFifth ON T4EVENTLOG (Agent,
TimeGenerated)
```

Now Windows Server Agent is installed on your server and you are ready to start viewing events in VISUAL Message Center SmartConsole. See the Windows Server Agent user guide for details regarding changing default settings and connecting to the VISUAL Message Center SmartConsole.

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 Windows Server Agent!

5.1 Upgrade Instructions

It is not necessary to uninstall the previous versions when upgrading to a new version of Windows Server Agent.

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 Windows Server Agent folder.

The Windows Server Agent configuration will be preserved after the upgrade.

However, we strongly recommend saving your Windows Server Agent configuration as backup before upgrading (to do this, go to the Windows Server Agent menu and open the preprocess configuration. Click the export button in the toolbar to export the preprocess configuration. Next open the filters configuration and click the export button in the toolbar to export the filters configuration).

5.2 Uninstall Instructions

You can uninstall the various Windows Server Agent modules from the Windows Control Panel. For a complete uninstall remove the following programs:

- Windows Server Agent
- NiceLink Windows Daemon
- NiceLink Environment.



Important

NiceLink is used by many Tango04 products. Make sure that no other Tango04 products are using NiceLink before removing it.

Appendix A

Further Information

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.

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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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