



VISUAL  
message center

# accessServer

## AccessServer

Installation Guide

8.0

VMC-Mxx

**tango04**  
Computing Group

Solutions for Advancing People

## VISUAL Message Center AccessServer - Installation Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

### Copyright Notice

Copyright © 2013 Tango/04 All rights reserved.

Document date: January 2013

Document version: 1.01

Product version: 8.0

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of Tango/04.

### Trademarks

Any references to trademarked product names are owned by their respective companies.

### Technical Support

For technical support visit our web site at [www.tango04.com](http://www.tango04.com).

Tango/04 Computing Group S.L.

Avda. Meridiana 358, 5 A-B

Barcelona, 08027

Spain

Tel: +34 93 274 0051

## 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
<b>Boldface</b>	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.
	<b>Notes</b> and useful additional information.
	<b>Tips</b> and hints that will improve the users experience of working with this product.
	<b>Important</b> additional information that the user is strongly advised to note.
	<b>Warning</b> information. Failure to take note of this information could potentially lead to serious problems.

# Table of Contents

How to Use this Guide ..... iii  
Table of Contents ..... iv

## Chapter 1

---

Before You Begin ..... 1  
    1.1. Installation Tips ..... 1  
        1.1.1. AccessServer Database ..... 1  
        1.1.2. Security Administrator ..... 2  
        1.1.3. Stop Services and Applications ..... 2  
    1.2. 64-bit Compatibility ..... 3  
    1.3. Web Service Settings ..... 3  
    1.4. RSA Encryption Keys ..... 3

## Chapter 2

---

Installation Steps ..... 4

## Chapter 3

---

Installation Summary ..... 10

Appendix A: Contacting Tango/04 ..... 11

---

About Tango/04 Computing Group ..... 13

Legal Notice ..... 14

## Chapter 1

# Before You Begin

VISUAL Message Center AccessServer provides security-related services for VISUAL Message Center products by managing user logons and logoffs.

VISUAL Message Center SmartConsole requires AccessServer to be installed in order to work correctly and therefore AccessServer is usually installed during the SmartConsole installation process. For further information please refer to the [VISUAL Message Center SmartConsole Installation Guide](#).

The [VISUAL Message Center Installation Overview](#) manual also provides detailed information regarding the steps required to install a complete VISUAL Message Center solution including AccessServer.

This document only explains the AccessServer installation process.

Installation instructions for new versions of AccessServer, Service Packs and Hot Fixes are provided with the installer.



### Important

Always read the installation instructions provided with new product versions, Service Packs and Hot Fixes before beginning the installation process. Important *backup* procedures, *system requirements* and *installation instructions* are provided in an installers *readme* file.

This chapter will provide some useful further information regarding AccessServer installation and system requirements which are relevant to all versions of AccessServer.

## 1.1 Installation Tips

The following tips and suggestions will ensure a successful installation of AccessServer.

### 1.1.1 AccessServer Database

#### Dedicated Database

AccessServer requires a dedicated database for storing user security permissions. This database will be accessed every time a user needs to login to a VISUAL Message Center product.

#### Define a System DSN before installing

Make sure a system DSN to a dedicated database for AccessServer is provided before beginning the installation. The DSN will be requested during the installation process.

## Database Servers

The following database servers can be used:

- PostgreSQL
- SQL Server
- Oracle



### Important

Only use one of the above database servers with AccessServer.

## 1.1.2 Security Administrator

### Create a security administrator, and remember the credentials

A security administrator (SecAdm) is mandatory in AccessServer. The SecAdmin user credentials are required to login and manage AccessServer and the SecAdmin is the only user allowed to register applications, therefore, if these details are lost it will be impossible to use AccessServer without resetting the SecAdm using the `AS_SetSecAdm` utility. Please see the [AccessServer -Tools and Procedures User Guide](#) for further details.

### Requirements for the SecAdm user

There are no specific requirements for the SecAdm user, any user can function as the AccessServer SecAdm.



### Note

Remember to use a *Local* user for Local Authentication, and a *Domain* user for Domain Authentication.

### SecAdm user is changed at Windows / Active Directory

AccessServer does not store the SecAdm password (as this would be a security flaw) and therefore nothing will happen if the password is changed; however if the user who is assigned as the SecAdm for AccessServer is deleted from the system, the SecAdm user details will also be needed to be removed from AccessServer.



### Important

Remember to delete the SecAdm from AccessServer and define a new SecAdmin before deleting the user who was previously set up as the SecAdm from the system.

## 1.1.3 Stop Services and Applications

### Stop all AccessServer applications to avoid run-time errors

All VISUAL Message Center products that use AccessServer need to be closed and any services that are running should be stopped before installing AccessServer to avoid run-time errors.

### Close the Services Manager to avoid system restart

If re-installing or updating AccessServer ensure that the Services Manager is closed.

## 1.2 64-bit Compatibility

AccessServer is 32-bit native, but also fully compatible with 64-bit Operating System versions (Windows Vista / Windows 7 / Windows 2008).

## 1.3 Web Service Settings

The following settings can be edited to improve performance of Web services:

- **Session Timeout:** the inactivity period (in seconds) before a session is disconnected. The default is 1.200 seconds (20 minutes).
- **Credentials Timeout:** the time (in seconds) allowed to retry user credentials after a failed login attempt. If the timeout period passes without a successful login attempt, a *Refresh* is required.
- **Max Sessions, Max Sessions Per User:** allows a limit to be put on the AccessServer work load, which can be increased as required.

## 1.4 RSA Encryption Keys

If you wish to change the RSA encryption keys, it is important that this is done immediately after installing and setting up AccessServer. For further details regarding how to do this please refer to the [AccessServer -Tools and Procedures User Guide](#).

## Chapter 2

# Installation Steps

**From DVD:** If you are installing from the DVD, Select **VISUAL Message Center SmartConsole** 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 the prompts. This will decompress the files into a temporary directory and start the install process.

**To install VISUAL Message Center AccessServer:**

**Step 1.** The AccessServer Installation Wizard opens.

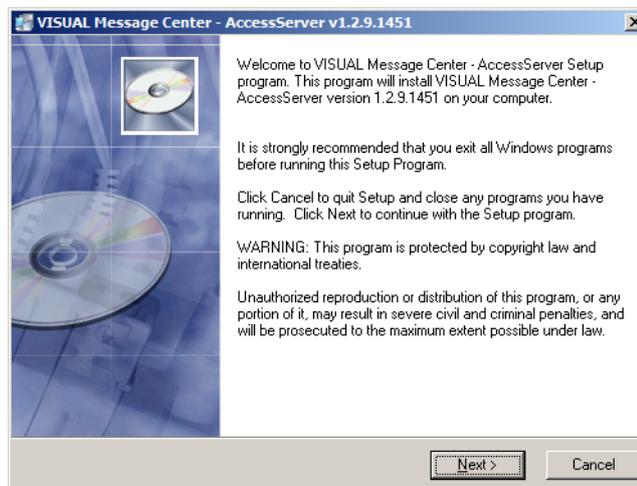


Figure 1 – AccessServer Installation Wizard

Click **Next** to begin the installation.

**Step 2.** Select the destination directory.

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

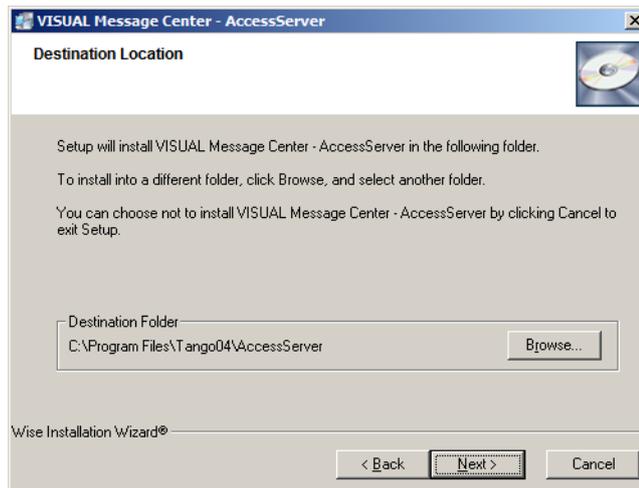


Figure 2 – Select destination directory

Click **Next** to continue.

**Step 3.** The Installation is ready to install the selected components.

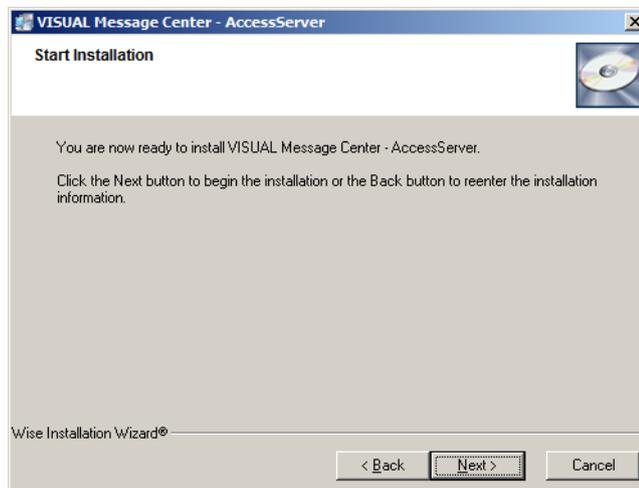


Figure 3 – Ready to install

Click **Next** to Continue.

**Step 4.** Select Data Source.

Select the ODBC data source from the list to be used to store and manage AccessServer data. Only the following database engines are supported:

- PostgreSQL
- SQL Server
- Oracle

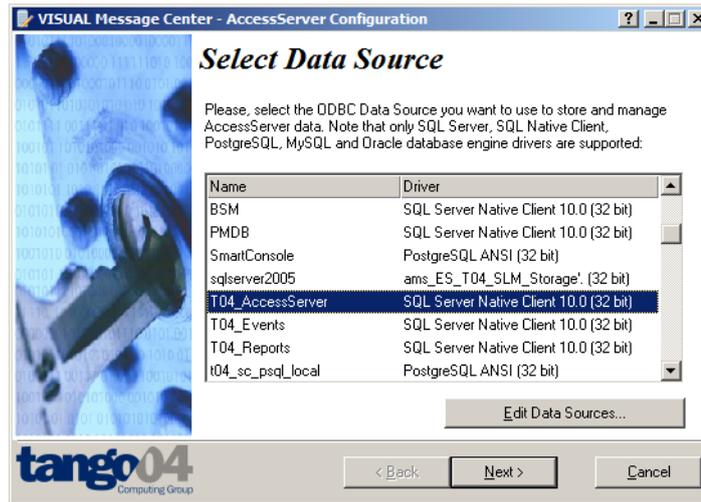


Figure 4 – Select Data Source

Click **Next** to Continue.

**Step 5.** Data Source Settings.

Select the data source and enter the user name and password. NOTE: The *User name* and *Password* fields can be left blank to preserve the current ODBC connection credentials if a previous installation of AccessServer already exists.

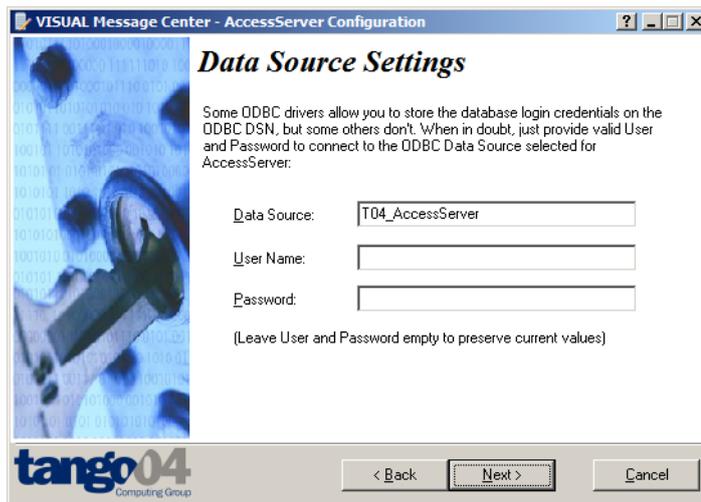


Figure 5 – Data Source Settings

Click **Next** to Continue.

**Step 6.** Web Service Settings.

Edit the AccessServer Web Service settings as required.

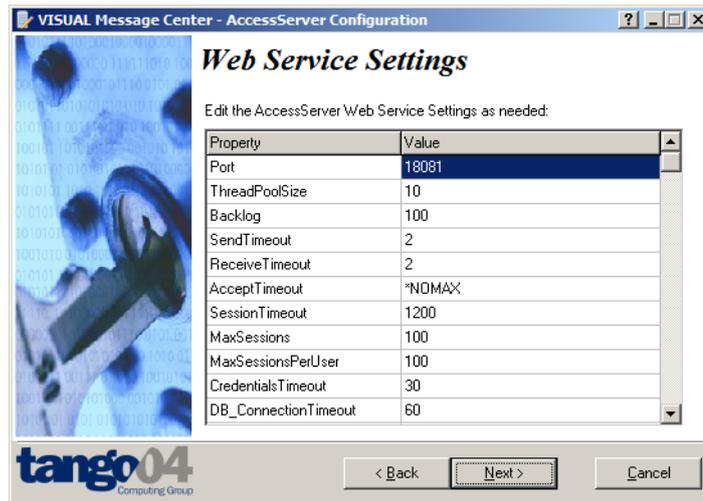


Figure 6 – Data Source Settings

Click **Next** to Continue.

**Step 7.** Authentication Mode.

Select the preferred Windows user authentication mode. Select from:

- **Local Authentication** (default mode): provides authentication for local users only.
- **Domain Authentication**: provides authentication for all domain users. NOTE: permanent connection to the domain controller is required if this option is selected.



Figure 7 – Authentication Mode

Click **Next** to Continue.

**Step 8.** Security Administrator.

Enter the Security Administrator (SecAdmin) credentials. NOTE: Remember to use a *Local user* if you selected Local Authentication in [Step 7](#). or *Domain user* if you selected Domain Authentication:

- **Domain**: the current domain name will automatically be entered here. Enter a different domain name here to create a SecAdmin user for a different domain.
- **User Name**: enter a user name for the SecAdmin
- **Password**: enter a password for the SecAdmin



Figure 8 – Security Administrator credentials

Click **Next** to Continue.

**Step 9.** The Installation is ready to set the selected configuration options to AccessServer.

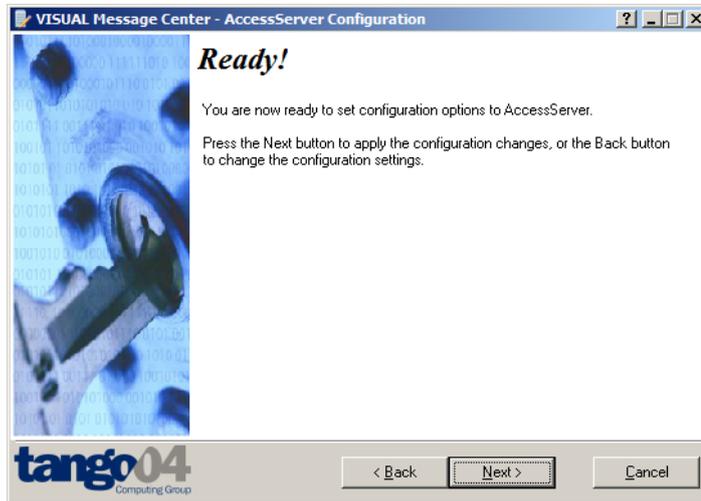


Figure 9 – Ready to apply configuration

Click **Next** to Continue.

**Step 10.** The Installation is ready to set the selected configuration options to AccessServer.

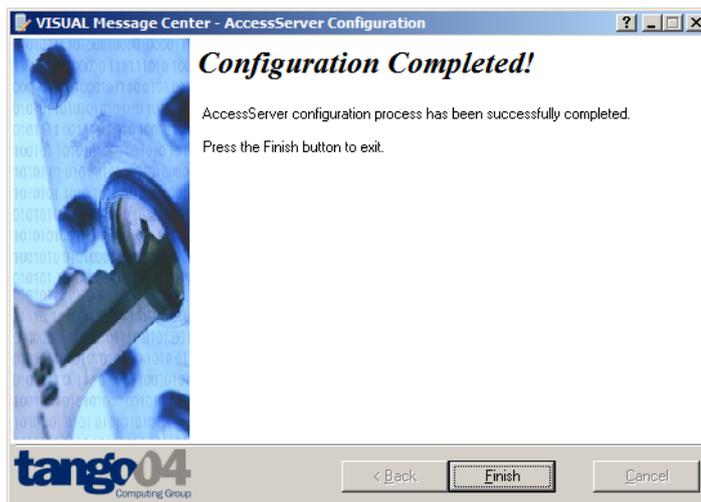


Figure 10 – Configuration complete

Click **Finish** to Continue.

**Step 11.** Installation finished.

When the installer has finished you will be presented with the following window.

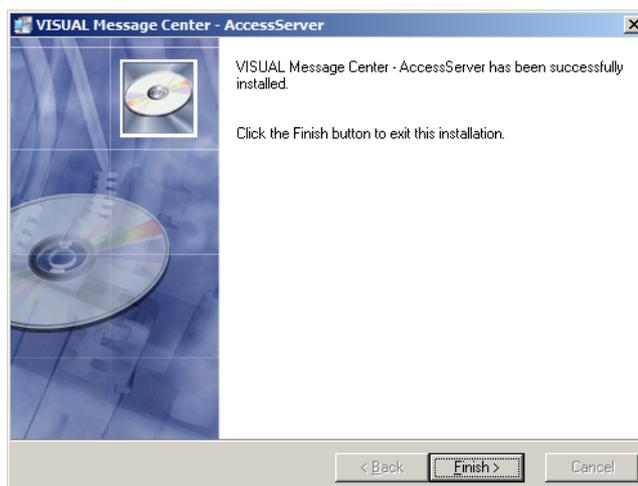


Figure 11 – Successful installation

Click **Finish** to exit the installation.

## Chapter 3

# Installation Summary

Before getting started with VISUAL Message Center AccessServer we suggest you read the [AccessServer -Tools and Procedures User Guide](#). It will help you understand how to get the most out of the program.

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 AccessServer.

## Appendix A

# Contacting Tango/04

### North America

Tango/04 North America  
PO BOX 3301  
NH 03458 Peterborough  
USA

Phone: 1-800-304-6872 / 603-924-7391  
Fax: 858-428-2864  
sales@tango04.net  
www.tango04.com

### Italy

Tango/04 Italy  
Viale Garibaldi 51/53  
13100 Vercelli  
Italy

Phone: +39 0161 56922  
Fax: +39 0161 259277  
info@tango04.it  
www.tango04.it

### Sales Office in Switzerland

Tango/04 Switzerland  
18, Avenue Louis Casai  
CH-1209 Genève  
Switzerland

Phone: +41 (0)22 747 7866  
Fax: +41 (0)22 747 7999  
contact@tango04.net  
www.tango04.fr

### EMEA

Tango/04 Computing Group S.L.  
Avda. Meridiana 358, 5 A-B  
08027 Barcelona  
Spain

Phone: +34 93 274 0051  
Fax: +34 93 345 1329  
info@tango04.net  
www.tango04.com

### Sales Office in France

Tango/04 France  
La Grande Arche  
Paroi Nord 15ème étage  
92044 Paris La Défense  
France

Phone: +33 01 40 90 34 49  
Fax: +33 01 40 90 31 01  
contact@tango04.net  
www.tango04.fr

### Latin American Headquarters

Barcelona/04 Computing Group SRL (Argentina)  
Avda. Federico Lacroze 2252, Piso 6  
1426 Buenos Aires Capital Federal  
Argentina

Phone: +54 11 4774-0112  
Fax: +54 11 4773-9163  
info@barcelona04.net  
www.barcelona04.com

## Sales Office in Peru

Barcelona/04 PERÚ  
Centro Empresarial Real  
Av. Víctor A. Belaúnde 147, Vía Principal 140  
Edificio Real Seis, Piso 6  
L 27 Lima  
Perú

Phone: +51 1 211-2690  
Fax: +51 1 211-2526  
info@barcelona04.net  
www.barcelona04.com

## Sales Office in Chile

Barcelona/04 Chile  
Nueva de Lyon 096 Oficina 702,  
Providencia  
Santiago  
Chile

Phone: +56 2 234-0898  
Fax: +56 2 2340865  
info@barcelona04.net  
www.barcelona04.com

## 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



The information in this document was created using certain specific equipment and environments, and it is limited in application to those specific hardware and software products and version and releases levels.

Any references in this document regarding Tango/04 Computing Group products, software or services do not mean that Tango/04 Computing Group intends to make these available in all countries in which Tango/04 Computing Group operates. Any reference to a Tango/04 Computing Group product, software, or service may be used. Any functionally equivalent product that does not infringe any of Tango/04 Computing Group's intellectual property rights may be used instead of the Tango/04 Computing Group product, software or service

Tango/04 Computing Group may have patents or pending patent applications covering subject matter in this document. The furnishing of this document does not give you any license to these patents.

The information contained in this document has not been submitted to any formal Tango/04 Computing Group test and is distributed AS IS. The use of this information or the implementation of any of these techniques is a customer responsibility, and depends on the customer's ability to evaluate and integrate them into the customer's operational environment. Despite the fact that Tango/04 Computing Group could have reviewed each item for accurateness in a specific situation, there is no guarantee that the same or similar results will be obtained somewhere else. Customers attempting to adapt these techniques to their own environments do so at their own risk. Tango/04 Computing Group shall not be liable for any damages arising out of your use of the techniques depicted on this document, even if they have been advised of the possibility of such damages. This document could contain technical inaccuracies or typographical errors.

Any pointers in this publication to external web sites are provided for your convenience only and do not, in any manner, serve as an endorsement of these web sites.

The following terms are trademarks of the International Business Machines Corporation in the United States and/or other countries: iSeries, iSeriese, iSeries, i5, DB2, e (logo)@Server IBM ®, Operating System/400, OS/400, i5/OS.

Microsoft, SQL Server, Windows, Windows NT, Windows XP and the Windows logo are trademarks of Microsoft Corporation in the United States and/or other countries. Java and all Java-based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and/or other countries. UNIX is a registered trademark in the United States and other countries licensed exclusively through The Open Group. Oracle is a registered trade mark of Oracle Corporation.

Other company, product, and service names may be trademarks or service marks of other companies.