

VISUAL message center

VISUAL Message Center (iSeries Modules)

Installation Guide

6.0

VMC-BAS
VMC-SEC

tango04
Computing Group

Solutions for Advancing People

VISUAL Message Center (iSeries Modules) 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 © 2019 Tango/04 All rights reserved.

Document date: Januray 2011

Document version: 1.12

Product version: 6.0

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.

Tango/04 Computing Group S.L.

Avda. Meridiana 358, 5 A-B

Barcelona, 08027

Spain

Tel: +34 93 274 0051

Table of Contents

Table of Contents	iii
How to Use this Guide	v
	Chapter 1
<hr/>	
Overview	1
	Chapter 2
<hr/>	
Product Libraries and Directories.....	2
	Chapter 3
<hr/>	
Before You Begin	3
	Chapter 4
<hr/>	
Installation Steps - From DVD	4
	Chapter 5
<hr/>	
Installation Steps - From ZIP	8

Chapter 6

Configuring the iSeries	10
-------------------------------	----

Chapter 7

Starting VISUAL Message Center	13
--------------------------------------	----

Chapter 8

Installation Summary.....	14
8.1. Upgrade Instructions.....	14
8.1.1. Upgrading VISUAL Message Center from Versions 4.1x	14
8.2. Uninstall Instructions.....	15

Appendix

Appendix A: Contacting Tango/04	16
---------------------------------------	----

About Tango/04 Computing Group	18
--------------------------------------	----

Legal Notice	19
--------------------	----

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.

Chapter 1

Overview

**Important**

When installing VISUAL Message Center iSeries Agents, 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:
 - **DVD**: from a product DVD, or
 - **ZIP**: by downloading VISUAL Message Center (iSeries Modules) from our web site

We have provided installation steps for each method, as each involves a slightly different installation process. Please refer to the relevant chapter in this guide for the correct installation steps.

- With either method, all components (including the iSeries server software) are installed from your PC.
- The iSeries server software for VISUAL Message Center is installed on the iSeries computer with an FTP connection using TCP/IP, or with an APPC router.

Chapter 2

Product Libraries and Directories

VISUAL Message Center iSeries Agents are installed in the B_DETECTOR product library on your iSeries computer.

NiceLink is PC-based middleware, used by our client-server products to communicate between the PC and the iSeries. On the iSeries it is installed in a library called T4NICELINK. The PC part is installed by default in C:\Program Files\TANG004\NiceLink. (You can override this default location to a different one if you choose). NiceLink is a required part of the software.

Chapter 3

Before You Begin

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

1. If you are installing the iSeries Agents on an iSeries using TCP/IP, then you will need the IP address of the iSeries computer. If you are installing the iSeries Agents on an iSeries using a router connection (SNA or APPC), then the router connection *must* be established using the QSECOFR profile or one with equivalent authority. Note the necessary information here for later reference:
2. If you already have the B_DETECTOR or T4NICELINK library installed on the iSeries, you should make sure that no users are working with the products while you install.



Important

We do not recommend manually ending the T4NICELINK subsystem as, if necessary, the installation will do it automatically. If you do choose to do it manually, then you must use the command B_DETECTOR/ENDKRNSUP for operating systems versions older than 6.1. It is very important that you do not end the Kernel Supervisor job manually.

3. If you are upgrading from version 4.1x (or lower) to version 4.5x or higher before starting the installation, carefully read [section 8.1.1 - Upgrading VISUAL Message Center from Versions 4.1x on page 14](#).



Important

During the upgrade process, the previous version of objects should be restored in order to keep the configuration unchanged.

The system value, QVFYOBJRST should be set to 1, so that the system ignores object signatures at restore time). If the system value of QVFYOBJRST is not manually set to 1, prior to the upgrade commencing, the installation routine sets it to 1 and then returns it to its previous value once the upgrade routine has completed.

Chapter 4

Installation Steps - From DVD

If you are installing from DVD, use the iSeries Agents installation link from the DVD menu 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.

The entire installation process should take between five and ten minutes, depending on the performance of your PC and of the iSeries where you're installing the code.

To install iSeries Agents from DVD:

Step 1. Click the **Advanced Installation** option from the initial DVD menu.

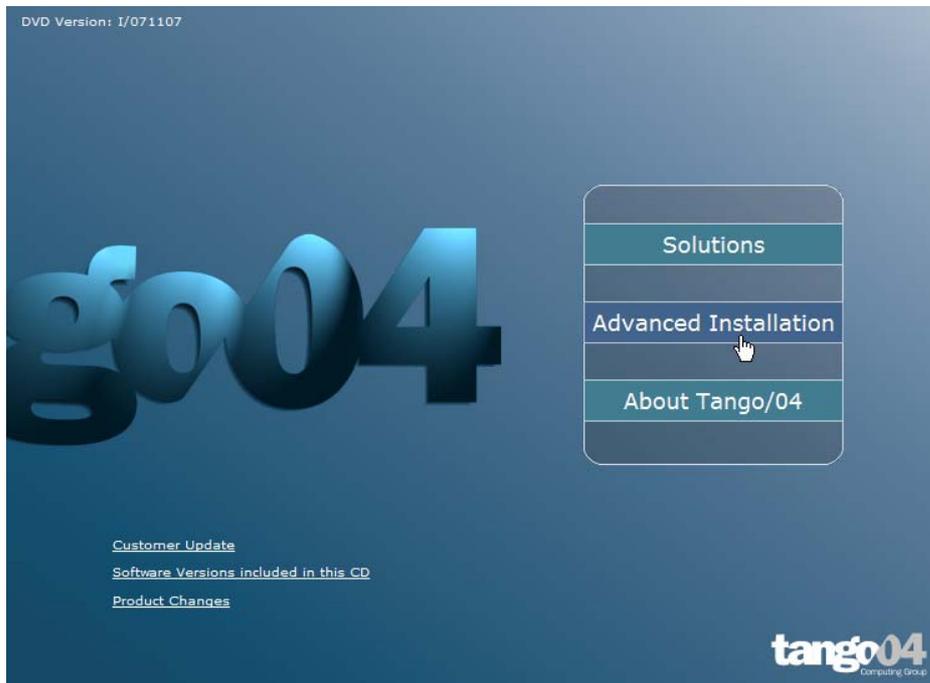


Figure 1 – Select Advanced Installation from the initial DVD menu

Click the **iSeries Agents** option from the list of products to begin the installation process.

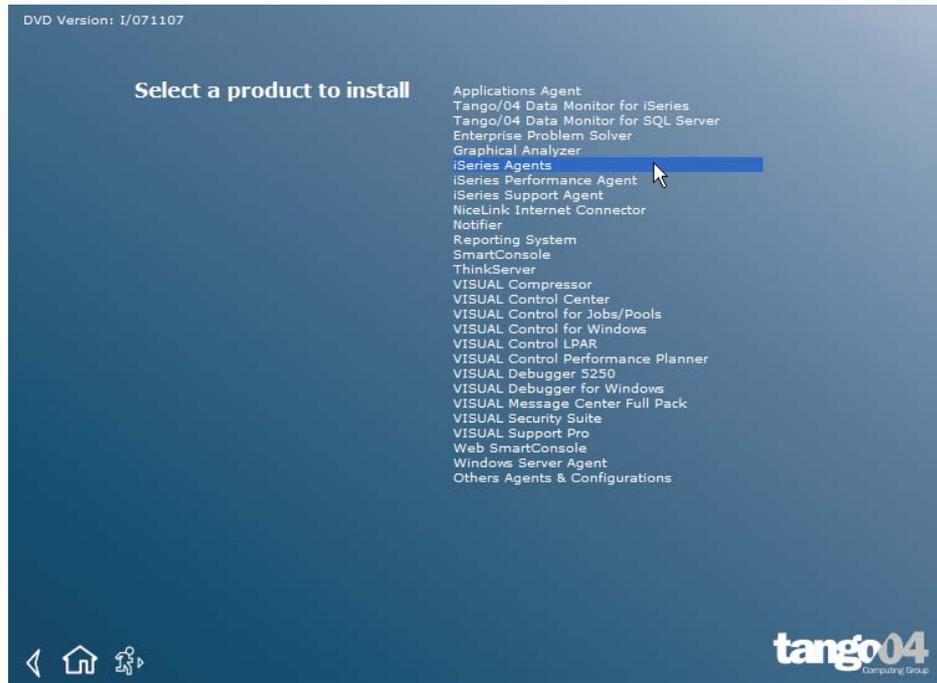


Figure 2 – Select iSeries Agents from the list of products to install

Step 2. At the Welcome screen, click **Next** to start the installation process.

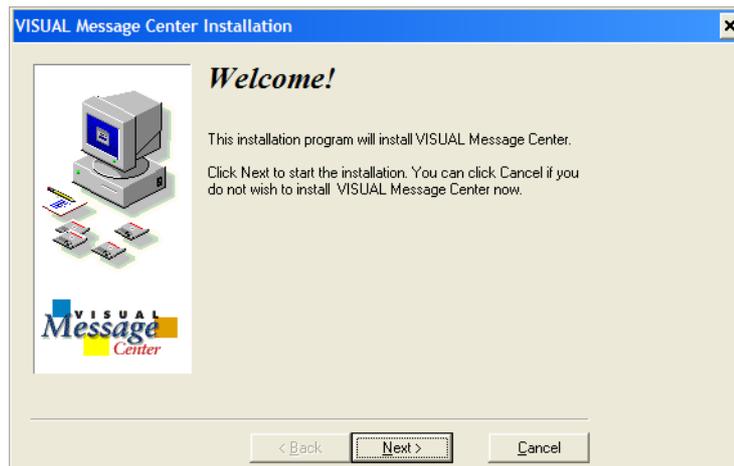


Figure 3 – Welcome screen

Step 3. Select Components

The **iSeries Agents** check box is already selected. Click **Next** to continue.



Note

You may also install other components at this stage, but their installation process will not be covered by this guide. Please refer to the individual product installation guides for further details.



Figure 4 – Select components

Click **Next** at the following screen to continue.

Step 4. Select the *Operating System version* for the iSeries where you wish to install the iSeries Agents.

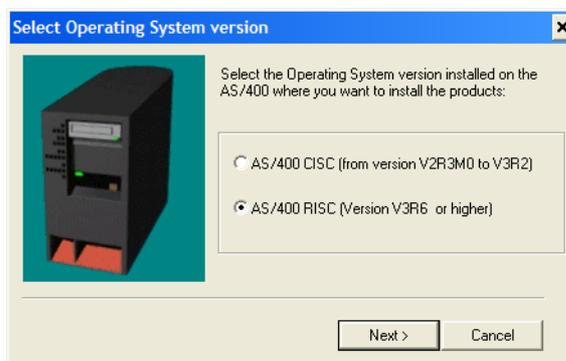


Figure 5 – Select the iSeries Operating System

Step 5. Target host configuration

When the iSeries Agents installation begins you will be prompted to enter the following details:

- **For TCP/IP installation:** Supply the IP address or system name of your target iSeries computer.
- **For router-based installation:** Supply the name of the active APPC router for this iSeries. Be sure that you are connected using the QSECOFR profile, or equivalent.
- **For either:** You must enter the *Auxiliary Storage Pool* that you would like to use for restoring and installing products. The default ASP 1 – is usually fine. If you are not sure if that is correct then contact your iSeries System Administrator.



Figure 6 – iSeries installation configuration

Step 6. Communications configuration

The following communications details are required:

- **Communication protocols:** You will be asked to specify the communication protocols you are currently using for your iSeries network (APPC router, SNA Server, TCP/IP). Please select only those that apply to your environment at this point in time (you will have access to this information at any future point should you add a system using a new protocol.)
- **Communications link:** You will be prompted to specify the type of communications link you would like to use for that iSeries (such as FTP over TCP/IP).

Step 7. The installation program will then begin transferring an iSeries save file from your PC over this connection into a library called T4_INSTALL on the target iSeries.



Note

You may be prompted for a valid *profile* and *password* to begin the transfer; be sure to sign on as QSECOFR or equivalent (*SECOFR user class with at least *ALLOBJ, *SECADM special authorities).

You will see the status of this transfer as it is happening.

During the install you will be asked for or notified of the port number that NiceLink will use to communicate between client PCs and the iSeries. The install process uses the “as-srvmap” Client Access service mapping function to find a port that is not in use. By default, NiceLink will use the port number 45611, although it will notify and allow you to change that at this point if there is a conflict. You should make a note of the port number that is chosen, as you will have to configure this when setting up the PC side of the product.

Upon a successful installation, the temporary objects in T4_INSTALL are removed and the library is deleted. You will see libraries B_DETECTOR and T4NICELINK on your target iSeries and you will be messaged on your PC.

Step 8. Go to the product menu.

There are four product menus from which you can configure different product areas. They are:

- GO B_DETECTOR/BD_MENU: This gives you access to all VISUAL Message Center functions and agents menus.
- GO T4NICELINK/T4NICELINK: This acts as a central Tango/04 product configuration console, and allows you to control NiceLink connectivity functions.

Installation Steps - From ZIP

The entire installation process should take between five and ten minutes, depending on the performance of your PC and of the iSeries where you're installing the code.

To install iSeries Agents from a Zip file:

Step 1. Double-click on the zip file icon to decompress the files into a temporary directory and start the installation process.

Step 2. Target host configuration

When the installation begins you will be prompted to enter the following details:

- **For TCP/IP installation:** Supply the IP address or system name of your target iSeries computer.
- **For router-based installation:** Supply the name of the active APPC router for this iSeries. Be sure that you are connected using the QSECOFR profile, or equivalent.
- **For either:** You must enter the *Auxiliary Storage Pool* that you would like to use for restoring and installing products. The default ASP 1 – is usually fine. If you are not sure if that is correct then contact your iSeries System Administrator.



Figure 7 – Server module installation configuration

Step 3. Communications configuration

The following communications details are required:

- **Communication protocols:** You will be asked to specify the communication protocols you are currently using for your iSeries network (APPC router, SNA Server, TCP/IP). Please select only those that apply to your environment at this point in time (you will have access to this information at any future point should you add a system using a new protocol.)
- **Communications link:** You will be prompted to specify the type of communications link you would like to use for that iSeries (such as FTP over TCP/IP).

Step 4. The installation program will then begin transferring an iSeries save file from your PC over this connection into a library called T4_INSTALL on the target iSeries.



Note

You may be prompted for a valid *profile* and *password* to begin the transfer; be sure to sign on as QSECOFR or equivalent (*SECOFR user class).

You will see the status of this transfer as it is happening.

During the install you will be asked for or notified of the port number that NiceLink will use to communicate between client PCs and the iSeries. The install process uses the “as-srvmap” Client Access service mapping function to find a port that is not in use. By default, NiceLink will use the port number 45611, although it will notify and allow you to change that at this point if there is a conflict. You should make a note of the port number that is chosen, as you will have to configure this when setting up the PC side of the product.

Upon a successful installation, the temporary objects in T4_INSTALL are removed and the library is deleted. You will see libraries B_DETECTOR and T4NICELINK on your target iSeries and you will be messaged on your PC.

Step 5. Go to the product menu.

There are four product menus from which you can configure different product areas.

They are:

- GO B_DETECTOR/BD_MENU: This gives you access to all VISUAL Message Center functions and agent menus.
- GO T4NICELINK/T4NICELINK: This acts as a central Tango/04 product configuration console, and allows you to control NiceLink connectivity functions.

The following steps will show the main menu options needed to start working with VISUAL Message Center iSeries Agents. For more information about other menu options, consult the *VISUAL message Center iSeries Agents User Guide*, or contact your Tango/04 Business Partner.

Step 1. Enter a product activation key.

Typically, the product is automatically activated until the end of any given month, so upon installation it is usually not necessary to enter an authorization key to start testing. However, if you have been provided with Temporary Trial Codes, then you should enter them now.

There are two ways to enter the product activation keys:

- Using a **Product Activation Key File**: NiceLink Configurator is used to insert an XML file containing the codes:

- Use the Search button to navigate to the correct file and select it.
- Click the **Apply** button.

Exception: if keys are for iSeries Agentless monitors, you must select the **Insert the iSeries keys into a Windows system** option. Select the system that will run the ThinkServer with the iSeries Agentless monitors.

- Entering a **Product Activation Key** directly: Sign on to your target iSeries as QSECOFR or equivalent and follow the instructions below to enter the codes:

- If you are evaluating VISUAL Message Center alone, go to the following menu option:

GO T4NICELINK, Option **60** - Enter Customized License Key.

Enter the code in the space provided.

- If you are evaluating separate VISUAL Message Center functions, such as the **Interactive or Batch agent**, and have separate codes for each then go to the following menu options:

GO BD_MENU, Options **22, 24, and 26**

Enter each code in the corresponding space provided.

To check that the codes are correctly entered and valid, use the corresponding menu options to verify the code or verify the date when entering it from NiceLink Configurator. If the data area is empty, then either the code has not been accepted, or it has expired.

Check that you have entered the product code correctly, or contact your Tango/04 Business Partner for help.



Tip

Tango/04 product codes contain 40 characters – you must include all characters. It is best to “cut and paste” the codes to avoid errors. If the product detects an incorrect code while running it will erase the data area that contains the code.

Step 2. Maintain Authorize Users List. You should now authorize all relevant users to use VISUAL Message Center. QSECOFR is authorized to use all products by default. In the VISUAL Message Center menu (BD_MENU), choose option 1. Work with Authorized Users.

Add all users that will be using VISUAL Message Center to this list.

Object Authority can be set to:

- *USE: the basic authority required to connect to SmartConsole, or
- *ALL: if a user needs to do administration tasks for VISUAL Message Center (such as changing the configuration of agents) or is the job user of agents (QPGMR by default).



Note

Group profiles are supported.

This means that if a group profile is added to the authorization list, all users of this group profile are enabled with same Object Authority.

Step 3. (If you are not using TCP/IP, skip to [Step 4](#)).

To use VISUAL Message Center with TCP/IP, the relevant TCP/IP service daemon (used by our NiceLink communications program) must already be active on your server iSeries. By default, the installation routine will create an autostart job entry in subsystem T4NICELINK and activate the job for you. The job will be named DAEMON.

The TCP/IP services daemon will auto-start by default. If you want to stop this, you can change the default configuration parameters for NiceLink TCP/IP services daemons. On the iSeries server, go the NiceLink menu (GO T4NICELINK), and choose option 12: Change NiceLink TCP/IP...

Here you can change Automatic Server Starting to *NO.

If the service daemon job is not active, or has been inadvertently cancelled, you may manually start the daemon by executing the menu option 11. Start NiceLink TCP/IP...

Step 4. On the PC, go to **Start > All Programs > Tango/04 > NiceLink > NiceLink Configurator** to start the NiceLink communications engine.

To configure your iSeries router connections click **System** from the menu bar and select **New** and click **Direct System**, OR to automatically detect all active router connections click **System** from the menu bar and select **Host Tools** and click **Add Active Systems**.

To configure TCP/IP connections you should have the relevant iSeries IP address available ([see Chapter 3 - Before You Begin on page 3](#)). You should also check that the listener port number on the PC client is correct – it must match the port number that was

chosen during the install process. By default it is 45611. Use the Query Port icon to find the correct port if you are in any doubt.

Step 5. You can now check the connection by clicking on the checked flag icon. You should get a “Connection Working!” message. If not, then please check that you have followed all above steps correctly.

Step 6. Once the configuration is working, you can close NiceLink and save the configuration. By default, NiceLink configurations are saved in C:\Windows\System\System.nlk or C:\WINNT\System32\System.nlk, but you can place this file anywhere you choose.

Starting VISUAL Message Center

You are now ready to start working with VISUAL Message Center!

VISUAL Message Center uses a job called `BD_MONITOR` that runs in the `T4NICELINK` subsystem to monitor for messages on your system. It should start automatically with the installation process. However, if for any reason you wish to start the VISUAL Message Center error message monitor automatically on the iSeries you must choose option **12**: Start Monitor from the `BD_MENU`. The monitor job will start at IPL by default. You can change this option using the option **13** Configure Monitor. Choose `*NO` for AutoStart.

By default, the monitor job will monitor for only interactive error messages (`*INTERACT`). To add other message queues use the menu option **11**: Work with Monitored Message Queues. Add message queues manually, or press F4 to get a list of message queues that you can add. Most people will add `QSYSOPR` first – enter `QSYSOPR / QSYS`.

More information is available in the [VISUAL Message Center \(iSeries Modules\) User Guide](#).

Now start VISUAL Message Center on your PC, click the **Start button** > **All Programs** > **Tango/04** > **VISUAL Message Center SmartConsole**, and select the **SmartConsole** icon. VISUAL Message Center will now connect to your chosen iSeries to monitor for interactive error messages on your iSeries.

If for any reason the NiceLink connection screen appears with no system configured, then you should click on the Open option from the main menu and look for the `*.nlk` files you saved previously. If you want to work with the Crash Preventer module too, you need to enable the subsystems that you would like to monitor with Crash Preventer.

For more information about working with VISUAL Message Center, check the online help, or contact your Tango/04 Business Partner.

You should now be able to successfully explore the functions of VISUAL Message Center iSeries Agents. 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 iSeries Agents!

8.1 Upgrade Instructions

The install program automatically detects the existing product library, and will preserve the information such as the authorization lists or product authorization codes from the old library to the new library.



Important

During the upgrade process, the previous version of objects should be restored in order to keep the configuration unchanged.

The system value, QVFYOBJRST should be set to 1, so that the system ignores object signatures at restore time). If the system value of QVFYOBJRST is not manually set to 1, prior to the upgrade commencing, the installation routine sets it to 1 and then returns it to its previous value once the upgrade routine has completed.

8.1.1 Upgrading VISUAL Message Center from Versions 4.1x

If you are upgrading VISUAL Message Center from version 4.1x or lower, the messages received with the old version will not be available with the new one, as the database structure has changed.

Indeed with VISUAL Message Center 4.1x or lower the messages are stored in a file within the B_DETECTOR library in the iSeries called BDHST01X while with VISUAL Message Center 4.5x or higher the messages will be stored in the database called BDHST02X.

It is possible to manually migrate the messages from the old database to the new one using the following command in the iSeries:

```
B_DETECTOR/MGROLDMSG
```

This command will migrate all messages in the old database to the new one and delete the old file.

Important In order to speed up the process and save disk space we recommend to delete manually the messages you do not need from the old database BDHST01X before migrating them to the new one.

To do this you can do one on the following:

Before installation of the new version: You can delete the messages from the database using the command `DLTHSTMSG`, as explained in Section 5.2 – VISUAL Message Center Database – of the *VISUAL Message Center (iSeries Modules) User Guide*.

After installing the new version: You can manually run SQL statement to delete the messages you do not want to keep.

Once performed these operations you will be able to migrate to messages to the new database successfully.

8.2 Uninstall Instructions

Run the command `B_DETECTOR/UNINSTALL` (no parameters) to uninstall the product library from your iSeries. This command will end all VISUAL Message Center jobs, end any locks, and remove the product library.

Appendix A

Contacting Tango/04

EMEA (European, Middle-Eastern & African) Headquarters

Tango/04 Computing Group S.L.
Avda. Meridiana 358, 12 B-C
08027 Barcelona
Spain

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

North America (USA & Canada)

Tango/04 Computing Group USA
PO Box 3301
Peterborough, NH 03458
USA

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

Sales Office in Chile

Barcelona/04 Computing Group Chile
Guardia Vieja 255, Of. 1601
Providencia
Santiago
Chile

Phone: +56 2 234 0898
Fax: +56 2 234 0865
info@barcelona04.net
www.barcelona04.com

Latin American Headquarters

Barcelona/04 Computing Group SRL
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 Brazil

Tango/04 Computing Group Brasil
Rua Turiassú, 591 - 5º Andar
Perdizes
Cep: 05005-001 São Paulo
Brasil

Phone: +55 (11) 3675 6228
Fax: +51 1 211-2526
brasil@tango04.net
www.tango04.com.br

Sales Office in Columbia

Barcelona/04 Computing Group Colombia
Calle 125 n° 19-89, Piso 5º
Bogotá, D.C.
Colombia

Phone: + 57(1) 658 2664
Fax: +51 1 211-2526
info@barcelona04.net
www.barcelona04.com

Sales Office in Peru

Barcelona/04 Computing Group Perú
Calle Isaac Albeniz 555, Dpto 201 Urb
Las Magnolias
San Borja
L 27 Lima
Perú

Phone: +51 1 640-9168
Fax: +51 1 211-2526
info@barcelona04.net
www.barcelona04.com

Sales Office in Italy

Tango/04 Computing Group Italy
Viale Garibaldi 51
13100 Vercelli VC
Italy

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

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.