



VISUAL
message center

thinkServer

ThinkServer

Installation Guide

1.6

VMC-Mxx

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.

Chapter 1

Before you Begin

Please make sure that all the following prerequisites are in place before you begin the installation process. Please note that if you also intend to install VISUAL Message Center Dashboards, further prerequisites must be adhered to which are indicated in the table below. You may safely ignore these if Dashboards is not being installed.

Prerequisites	
<input type="checkbox"/>	You must have administration rights on the client pc where you want to install the product.
<input type="checkbox"/>	Please read the VISUAL Message Center Installation Overview guide .
<input type="checkbox"/>	<p>Operating System:</p> <ul style="list-style-type: none"> • Microsoft Windows Server (2003, 2008) <p>For complete details of which operating systems are compatible please refer to the Supported Operating Systems and Applications guide.</p>
<input type="checkbox"/>	<p>The following databases must be created for use with this product (recommended database name in parenthesis)::</p> <ul style="list-style-type: none"> • a database for storing <i>ThinkServer event</i> data (T04_Events) • a database for <i>ThinkServer statistical</i> data (T04_Statistics)¹ <p>One of the following database engines is required:</p> <ul style="list-style-type: none"> • Microsoft SQL Server (2005, 2008, 2012) • PostgreSQL (8.1.3 or later)² • Oracle (10g or 11g) <p>Please see the Supported Databases guide for full details of which database can be used with this product.</p>
<input type="checkbox"/>	<p>ODBC System Data Source Names (DSNs) must be created in order to enable the connections between ThinkServer and its databases.</p> <p>We recommend using the name of the database for the relevant ODBC connections:</p> <ul style="list-style-type: none"> • T04_Events • T04_Statistics¹

Prerequisites	
<input type="checkbox"/>	<p>The following additional software must be already be installed:</p>
<input type="checkbox"/>	<p>WMI must be installed as a service if you intend to monitor the machine that the ThinkServer is located on.</p> <p>NOTES:</p> <ul style="list-style-type: none"> • In 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. • In Windows 2003 or later install and start the WMI Service by default. • 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: <pre style="margin-left: 40px;">select * from win32_processor and variable LoadPercentage</pre>
<input type="checkbox"/>	<p>Internet Information Server (IIS) 6.0 or above¹</p>
<input type="checkbox"/>	<p>Microsoft .Net Framework 3.5 or above¹</p> <p>NOTE: How to install IIS and Microsoft .Net Framework is explained in section 4.1 - Installation of VISUAL Message Center Dashboards components on page 7.</p>
<input type="checkbox"/>	<p>Microsoft Internet Explorer 7.0 or above or Mozilla Firefox 2.0 or above. Please check your browser for compatibility.¹</p>
<input type="checkbox"/>	<p>Upgrading Information:</p> <p>It is not necessary to uninstall previous versions when <i>upgrading</i> to a new version of VISUAL Message Center ThinkServer.</p> <p>When reinstalling or upgrading to a new release, you are given the option of saving replaced files as a backup; these files will be stored in a directory named <i>Backup</i> within the VISUAL Message Center ThinkServer folder.</p> <p>The VISUAL Message Center ThinkServer configuration will be preserved after the upgrade.</p>
<input type="checkbox"/>	<p>If you have a previous version of this product installed, we strongly recommend you save your configuration, either:</p> <ul style="list-style-type: none"> • Export your monitors from the ThinkServer configurator, or • Make a copy of the Config directory on the ThinkServer.

1. In case VISUAL Message Center Dashboards is going to be installed.

2. ThinkServer supports the PostgreSQL engine but requires the Data Source (System DSN) to be created with the ANSI option.

**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 3

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.

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

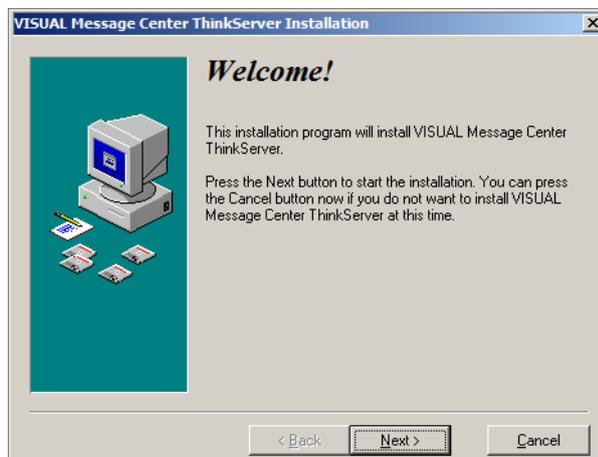


Figure 1 – Welcome screen

Step 2. Select destination directory

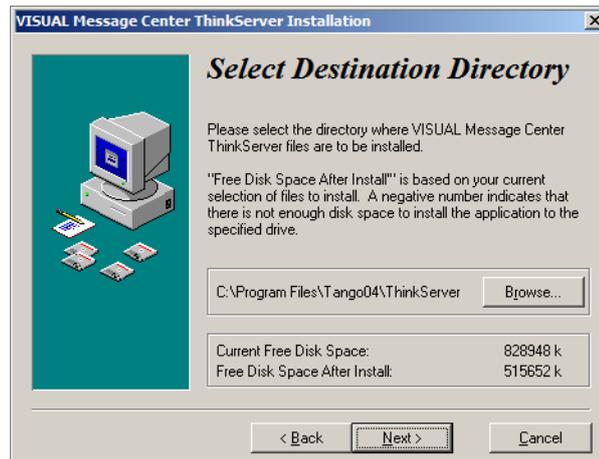


Figure 2 – Select the destination folder for the installation

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

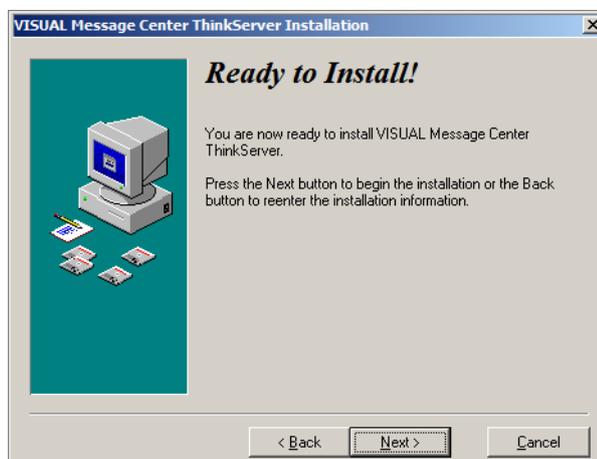


Figure 4 – Ready to install

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 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

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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
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Awards



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