



SunSM Remote Services Net Connect SolarisTM 9 4/04

Installation and Activation Guide

Sun Microsystems, Inc.
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Revision History

Revision	Date	Comments
1.0	5/25/04	•Revenue Release.

Installation

This guide is designed for users who install and configure SRS Net Connect 3.1 through the Solaris™ 9 Operating System (OS) 4/04 CD. SRS Net Connect 3.1 will be loaded onto new Sun systems during the manufacturing process. If you have a Sun system that was not loaded with Net Connect during manufacturing, you can load it through the Solaris 9 OS 4/04 Extra Value CD.

SRS Net Connect is a no-cost, self-monitoring Web-based application that uses programs (also called providers) to gather data and monitor your systems. SRS Net Connect helps you maximize system availability and reliability. You can add or remove other fee-based services, such as SunSM System Analysis, to meet your management needs.

SRS Net Connect 3.1 supports up to 500 monitored systems per group and 2000 monitored systems per company.

Typographic Conventions

This guide includes the following typographic conventions:

- File and directory names appear in *courier*.
- Keyboard input appears in bold ***courier***.
- Fields, window titles, and menu items that you select appear in Initial Capitals.
- Button names and check boxes you click appear in **SMALL CAPS BOLD**.
- Prompts and document titles appear in *italic*.
- The # prompt indicates that you should be at a root prompt.

System Requirements

You must have a standard browser to view the SRS Net Connect 3.1 application. SRS Net Connect does not support browsers that use 56-bit encryption. For the Solaris Operating System (Solaris OS), standard browsers include Netscape™ 4.79 or higher and Mozilla 1.2.1.

Meeting the Monitored System Requirements

Each monitored system must meet the following minimum requirements:

- Approximately 30 Mbytes of available disk space to accommodate typical SRS Net Connect 3.1 installation files and other files. This space depends on the type of monitored system.
- UltraSPARC® architecture-based system running on the Solaris 9 OS. The 32-bit linker patch 112963-08 or higher is required to run the monitored system proxy. If you have QLC drivers installed, you must install patch 113042-04.
- The following packages are required:
 - SUNWscpu
 - SUNWlibC
 - SUNWadmc
 - SUNWadmfw
 - SUNWCreq metacluster package (installed with the Solaris OS) only on clustered systems

Average CPU utilization is less than .5 percent of the CPU on a single processor desktop system. Average RAM consumption (minus common shared libraries, such as libc and libnsl) is 5.8 Mbytes.

Meeting the Storage Automated Diagnostic Environment Requirements

If you install the optional Storage Automated Diagnostic Environment 2.3, the system on which Storage Automated Diagnostic Environment package is installed must meet the following minimum requirements:

- The SUNWstade package requires 25 MBytes available disk space; the SUNWstادن package requires 21 MBytes. You will also need an additional 100 KBytes per device.

- Perl 5.005 or higher.
- Solaris 9 OS with the SUNWsan package and patch 113043-01 or higher.

Average CPU utilization is less than .5 percent of the CPU as measured with a 248 MHz single CPU system. Storage Automated Diagnostic Environment uses approximately 14 MBytes of the 128 MBytes of required RAM.

Installation Overview

Use the Solaris 9 4/04 Extra Value CD to install the SRS Net Connect software and then run an activation script to configure and activate Net Connect.

Installing SRS Net Connect 3.1 through the Solaris 9 4/04 Extra Value CD involves three steps:

1. Use the CD to install SRS Net Connect 3.1 on each monitored system. The SRS Net Connect 3.1 software contains the following components:
 - Providers – Collect data, events, and alarms about your operating system and hardware and send it to the monitored system proxy
 - Monitored system proxy – Formats, queues, and sends the provider data through HTTPS to the SRS Net Connect Data Center at Sun
 - Encryption support – Provides encryption for security certificates
2. Register and download your customized activation kit from the SRS Net Connect 3.1 web site.
3. Run the activation script on each monitored system.

After you install the Net Connect software from the CD, you must obtain an activation kit from the SRS Net Connect web site and run the activation script. The activation script guides you through the configuration and activation of the SRS Net Connect 3.1 software.

See the *SunSM Remote Services Net Connect 3.1 Customer Planning Guide* for more information on the SRS Net Connect architecture, monitored system, and providers.

Before you install SRS Net Connect 3.1 on the monitored system, complete the steps in the Installation Checklist in [TABLE 1-1](#).

TABLE 1-1 Installation Checklist

Verify that your monitored system meets the requirements listed in “[System Requirements](#)” on page 2.

If you have a version of Storage Automated Diagnostic Environment installed that is earlier than version 2.3, remove it before installing Storage Automated Diagnostic Environment 2.3 and SRS Net Connect 3.1. Your existing Storage Automated Diagnostic Environment settings will be saved. Follow the steps in the *SunSM Remote Services Net Connect 3.1 Customer Installation Guide*.

If you have installed a version of CST that is earlier than 3.5, follow the special instructions in “Preparing for the CST Installation” in the *SunSM Remote Services Net Connect 3.1 Customer Installation Guide*.

Determine if you will use an existing user account or create a new user account on the monitored system. The user name must belong to the user group. The user name and group that you enter are used to run all processes that do not require root access. For example, the monitored system proxy will run under the user name and group (since it does not need root privileges), while the trend and event providers must run as the root user. If you do not have a user name and group, the installation script will not run successfully.

Verify that the user you specify during installation has a home directory.

Verify that the user account has a shell associated with it, and that the user can interact with the crontab entries. The installation script checks for the existence of the user and group, verifies that the user account has a shell associated with it, and that the user can interact with the crontab entries.

Verify that the user account you specify during installation does not allow login. You should also verify that the user account is not locked. A locked account contains *LK* as part of its password. Type the following for more information on the shadow file: **man shadow**. You can substitute NP (no password) for LK in the `/etc/shadow` file. Under Solaris 9 OS, the cron process will not work with a locked account.

Net Connect Installation

If SRS Net Connect has never been installed on your monitored system, follow the instructions in [“Installing Net Connect 3.1 for the First Time” on page 5](#). If you are upgrading an existing version of Net Connect, follow the instructions in [“Upgrading to Net Connect 3.1” on page 7](#).

SRS Net Connect 3.1 uses the following default directories:

- The activation kit script and uninstall script are located in the directory where you download and extract the installation package.
- The package base directory is `/opt`.
- Each configuration file is placed in a directory named the same as the package (for example: `/etc/opt/<package name>`). For example, the proxy configuration file (`srsproxyconfig.cfg`) is located in the `/etc/opt/SUNWsrsp/` directory.
- A message queue directory structure on the monitored system proxy holds data from the system if the data cannot be sent immediately to the SRS Net Connect Data Center. The default size for the message queue is 20 MBytes. The default directory for the message queue is `/var/SUNWsrsp/SRSQueueStore`. An `SRS_IMAPISOCK` file is also created in the `PKG_INSTALL_ROOT/var/opt/SUNWsrsp/` directory.

Installing Net Connect 3.1 for the First Time

Perform the following steps to install SRS Net Connect 3.1 on a monitored system that did not have Net Connect installed at the factory:

1. Insert the Solaris 9 4/04 Extra Value CD in the monitored system’s CD-ROM drive.
2. The Solaris Web Start Wizard™ displays the License screen. Click the **ACCEPT** check box and click **NEXT**.

3. At the Ready to Install screen, review the providers that will be installed and click **INSTALL NOW**. If your system is FRU-enabled, the FRU provider is also installed. See [FIGURE 1-1](#).

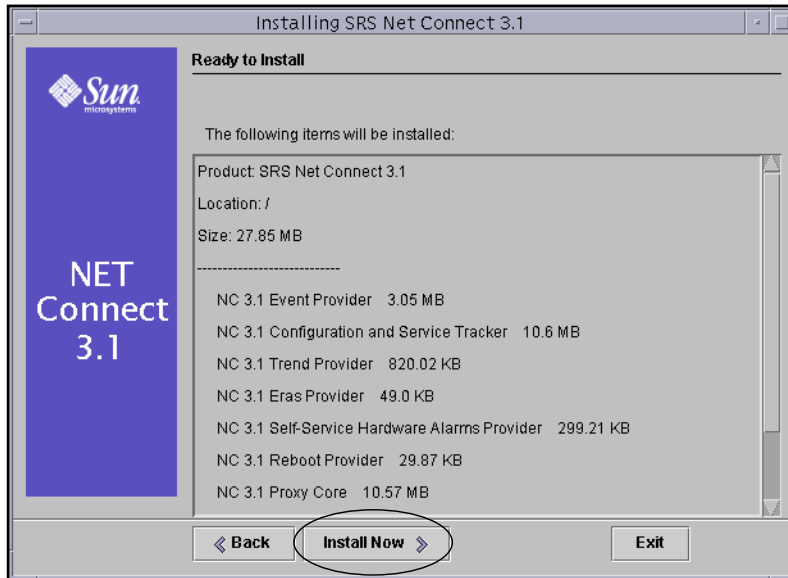


FIGURE 1-1 The Providers Listed on the Ready to Install Screen Will be Installed

4. The Installing screen appears. Do not click **STOP** unless you want to terminate the installation. The following packages are installed:
 - SUNWsrscp – Configuration
 - SUNWsrsvp – Event
 - SUNWsrstp – Trend
 - SUNWsrsrcp – Reboot
 - SUNWsrshp – Hardware alarms
 - SUNWsrspcx – Proxy
 - SUNWexplo and SUNWsrsep – If the existing SUNWexplo package is not a compatible version, Net Connect upgrades the latest SUNWexplo and SUNWsrsep packages for SunSM System Analysis
 - SUNWfrunc and SUNWsrsp – If the monitored system is FRU enabled, both packages are installed
 - SUNWcstu – CST; this package is added to the /opt/SUNWcstu/ directory
5. At the Additional Information screen, review the information and click **NEXT**.

- At the Installation Summary screen, you can click **DETAILS** as shown in [FIGURE 1-2](#) to see specific directory names and provider versions. Click **OK** to exit the Details screen and then click **EXIT**.

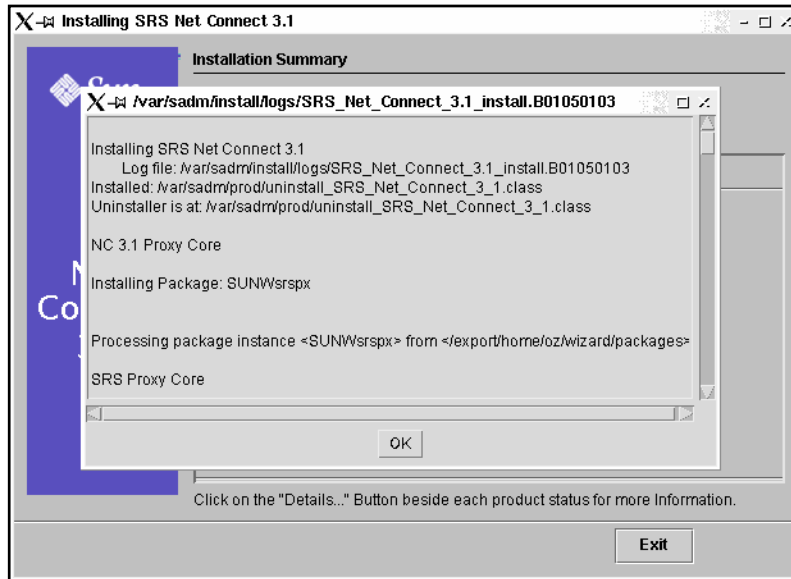


FIGURE 1-2 Click Details to See More Information About the Installation

- After you install the SRS Net Connect software, the next step is to go to SRS Net Connect 3.1 to get your customized activation kit at the <https://srsnetconnect.sun.com> site. See [Chapter 2](#) for instructions.

Upgrading to Net Connect 3.1

Perform the following steps to upgrade existing versions of SRS Net Connect to Net Connect 3.1:

- Insert the Solaris 9 4/04 Extra Value CD in the monitored system's CD-ROM drive.
- At the License screen, click the **ACCEPT** check box and click **NEXT**.

Note – If you have already installed Net Connect 3.1 with the Solaris Web Start Wizard, you must click **EXIT** and use the `prodreg` command to remove Net Connect. Follow the instructions in [“Uninstalling Net Connect” on page 23](#).

3. If an older Net Connect component (such as a version of Sun™ Explorer prior to 4.2, or a version of CST prior to 3.5) is detected, click **UNINSTALL** when [FIGURE 1-3](#) appears.

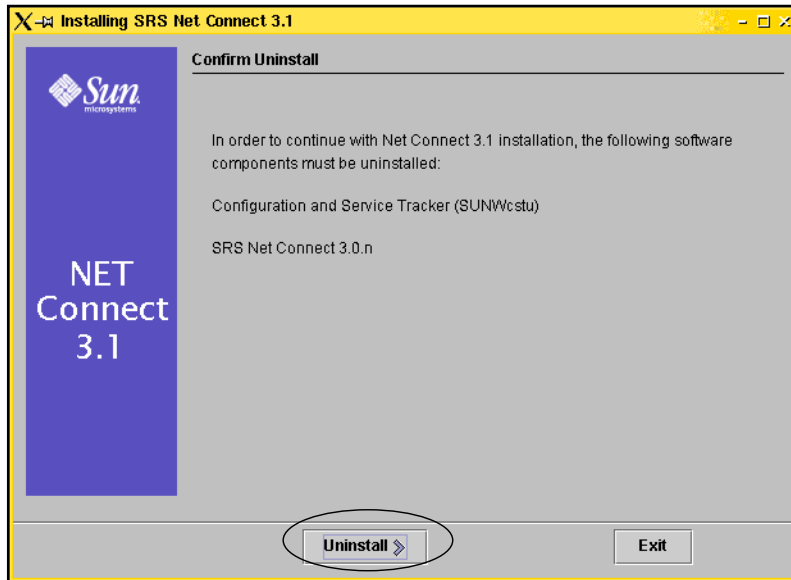


FIGURE 1-3 Old Components are Detected and Removed

Configuration files are copied to a file archive directory.

- If you have an SRS Net Connect 2.x component installed, uninstalling removes the component. Uninstalling copies the following configuration information to a file archive directory called `/var/OldSUNWncFiles/`:
 - The `/etc/opt/SUNWnc/alarm_rules` file
 - The `/etc/opt/SUNWnc/event_pvr.cfg` file
 - The `/etc/opt/SUNWnc/trend_pvr` fileThe `SUNWnc01` package is removed from the monitored system.
- If you have an SRS Net Connect 3.0.1, 3.0.2, 3.0.3, or 3.0.4 component installed, uninstalling removes the component and copy the following configuration information to the `DISK_STORE_BASE/{pkginst}Update/` directory (for example, the `/var/SUNWsrshpUpdate` directory):
 - The `/etc/opt/SUNWsrsp/srsproxyconfig.cfg` file
 - The `/etc/opt/SUNWsrsvp/alarm_rules` file
 - The `/etc/opt/SUNWsrsvp/event_pvr_config.cfg` file

- The /etc/opt/SUNWsrstp/trend_pvr_config.cfg file
- The /etc/opt/SUNWsrshp/notify.rules file
- The /etc/opt/SUNWsrshp/ssha_pvr_config.cfg file
- The /etc/opt/SUNWsrshp/customer.patterns file

The SRSQueueStore directory and its contents are also copied to the archive directory. The location of the SRSQueueStore is controlled by the DISK_STORE_BASE value in the srsproxyconfig.cfg file. The following packages on the monitored system are removed:

- SUNWsrscp – Configuration
- SUNWsrsvp – Event
- SUNWsrstp – Trend
- SUNWsrsrcp – Reboot
- SUNWsrshp – Hardware alarms
- SUNWsrspcx – Proxy
- SUNWsrsep – RAS
- SUNWexplor – Explorer, if it was installed with a previous version of Net Connect
- SUNWfrunc and SUNWsrsp – FRU for Net Connect, if it was installed with a previous version of Net Connect

Not all the providers listed above are installed on every monitored system.

Note – If you have already installed SRS Net Connect 3.1 through the Net Connect installation script, the Solaris Web Start Wizard does not install Net Connect 3.1 again and prompts you to exit the wizard. If you want to use the Web Start Wizard, you must remove Net Connect 3.1 by running the uninstall script (for example, UninstallNetConnect.003.001.000.sh) from the directory where you installed.

If you have CST 3.5 or earlier installed and the CST middleware server is not running, you must uninstall CST. The CST package is removed, but the CST data is saved. If you have already installed CST 3.5, the wizard reinstalls CST 3.5.

If you choose to remove a previous version of CST with the wizard and have the wizard reinstall CST 3.5, CST is not automatically started. You must run the activation script as described in Chapter 2 before CST will begin collecting data again.

Run the activation script or perform the following steps to manually start CST 3.5 to begin collecting data:

- a. Remove the file that blocks CST from starting by typing:

```
# rm /etc/opt/SUNWsrspcx/cst_nostart
```

b. Start CST before a reboot by typing:

```
# etc/init.d/cst start
```

You can also wait for CST to start after the next reboot, but CST data will not be collected until CST starts. See the *SunSM Remote Services Net Connect 3.1 Customer Installation Guide* for additional CST upgrade instructions.

4. At the Ready to Install screen, click **INSTALL NOW**.
5. The Installing screen appears. Do not click **STOP** unless you want to terminate the installation. The following packages are installed:
 - SUNWsrscp – Configuration
 - SUNWsrsvp – Event
 - SUNWsrstp – Trend
 - SUNWsrstrp – Reboot
 - SUNWsrshp – Hardware alarms
 - SUNWsrspcx – Proxy
 - SUNWexplo and SUNWsrsep – If the existing SUNWexplo package is not a compatible version, Net Connect upgrades the latest SUNWexplo and SUNWsrsep packages for SunSM System Analysis
 - SUNWfrunc and SUNWsrslp – If the monitored system is FRU enabled, both packages are installed
 - SUNWcstu – CST; this package is added to the `/opt/SUNWcstu/` directory
6. At the Additional Information screen, click **NEXT**.
7. At the Installation Summary screen, you can click **DETAILS** to see specific directory names and provider versions. Click **OK** to exit the Details screen and then click **EXIT**.
8. After you install the SRS Net Connect software, the next step is to log into SRS Net Connect 3.1 to get your customized activation kit. See [Chapter 2](#) for instructions.

Activation

After you install SRS Net Connect 3.1, you must register for a Net Connect account to obtain the activation kit. The activation kit contains your customized customer certificate and activation script. If you already have an activation kit, you do not need to obtain another kit.

Creating a Net Connect Account

If you have already registered as an SRS Net Connect 3.1 user, you can use that username and password to get the activation kit. If you have not registered, perform the following steps:

1. If you have not registered as a Net Connect user, go to <https://srsnetconnect.sun.com> to access SRS Net Connect 3.1.
2. At the Welcome page, click **SIGN UP** to create a new root administrator user account. A Net Connect root administrator controls the company profile, views reports, and creates, modifies, and deletes users, user groups, and system groups. More than one person can be a root administrator.
3. Read the agreement, click the check box, and click **ACCEPT**.
4. At the Sign Up - Account Creation page, complete the required fields to add yourself as a root administrator and click **SUBMIT**.
5. At the Sign Up Create Company page, click **CREATE COMPANY**. To download the installation bundle and use SRS Net Connect 3.1, you must add your company.

6. At the New Company page, complete the required fields. The Company Name field must be less than 80 characters. The Short Name must be less than 20 characters; it cannot be edited later since this is how the company information is stored in the database.
7. A default system group is created using your company short name, and as you install SRS Net Connect 3.1 on new monitored systems, the systems are added to this system group. You can change this later by clicking System Grouping. The last field, Update Mode, defines how software updates are delivered to your monitored system. Select one of the following:
 - Auto – If SRS Net Connect 3.1 detects that your system needs a software update, a Non-Critical alert appears in the Software column on the Monitoring Status Summary page and the update is downloaded. If you have the Client Listener field set to **YES**, the update is automatically installed. If the Client Listener is set to **NO**, you must manually install the update by typing the following: `/opt/SUNWsrspx/bin/srsinstall`. See the *SunSM Remote Services Net Connect 3.1 Customer Operations Guide* for instructions on running srsinstall in polling mode to check for updates every 20 seconds.

For both Auto and Review settings, you can get email notification about failed software updates by selecting the Net Connect Event Provider on the Notifications page in the SRS Net Connect 3.1 application. See the *SunSM Remote Services Net Connect 3.1 Customer Operations Guide* for instructions on email notification.
 - Review – If SRS Net Connect 3.1 detects that your system needs a software update, a Non-Critical alert appears in the Software column on the Monitoring Status Summary page. You can initiate the software download to your system by drilling down in the Software column and approving the update for delivery. If you have the Client Listener field set to **YES**, the update is automatically installed. If the Client Listener is set to **NO**, you must manually install the update.
 - Never – Software updates are not delivered to your system and a yellow icon appears when a component is out of date.
8. Click **SAVE** to display the Download SRS Net Connect page.
9. Click **WELCOME** and then click SRS Net Connect Home to display the SRS Net Connect Home page.

Downloading the Activation Kit

You must have an SRS Net Connect username and password to get the activation kit. Perform the following steps to get the activation kit:

1. Log into the SRS Net Connect 3.1 application.
2. On the SRS Net Connect Home page, click **FOLLOW SOLARIS NET CONNECT ACTIVATION GUIDE** and print it.
3. Click **DOWNLOAD ACTIVATION KIT**, as shown in [FIGURE 2-1](#).

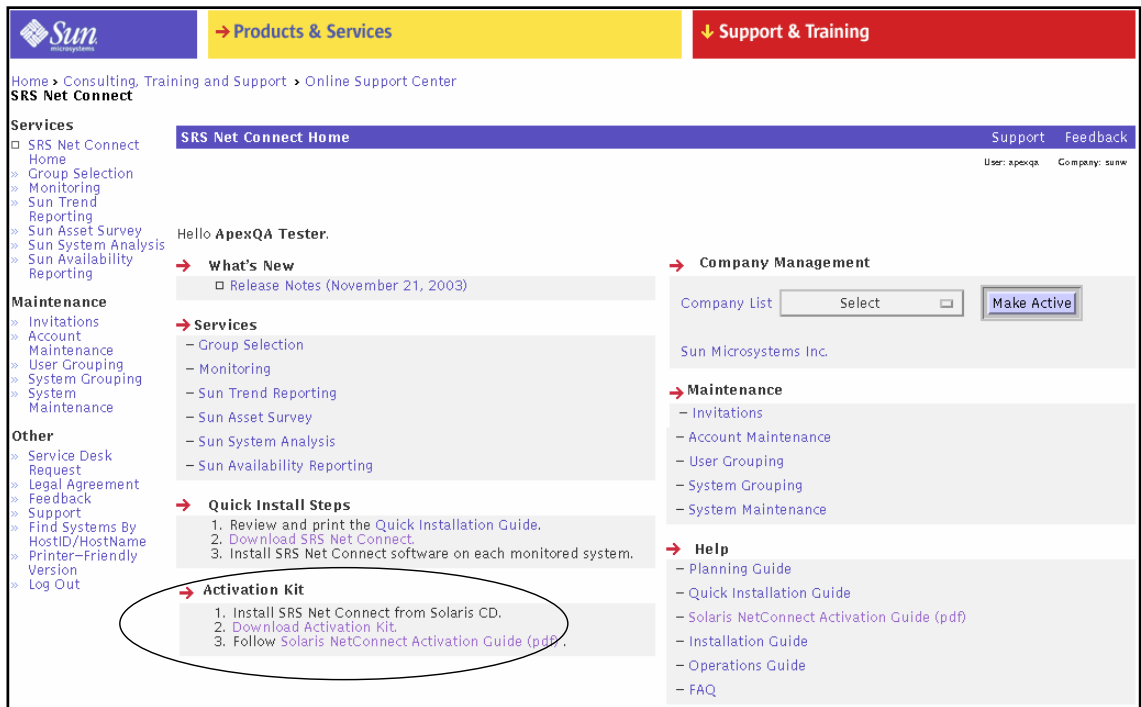


FIGURE 2-1 SRS Net Connect Offers Two Downloads: Click **DOWNLOAD ACTIVATION KIT**

Note – If you did not install SRS Net Connect 3.1 from the Solaris 9 4/04 Extra Value CD, you can also get the installation package by clicking **DOWNLOAD SRS NET CONNECT** on the SRS Net Connect Home page.

4. If your company uses an HTTP proxy to connect to the Internet, type the URL or IP address of the HTTP proxy. At HTTP Proxy Port, type the port number it uses. Leave these fields blank if you have a direct connection to the Internet and do not use an HTTP proxy.
5. To allow software updates to be automatically installed on the monitored system, click **YES** at Enable Client Update Listener. To disable software update installation, click **NO**. The updates include new software versions and messages. If you click **YES** at Client Listener, you should also set the Update Mode field in the New Company page to **AUTO** or **REVIEW** to automatically send a Non-Critical alert about an update.
6. At the Download Activation Kit section, click **DOWNLOAD** to save the compressed 53 KByte activation_kit-sparc.tar.z file to your monitored system. **FIGURE 2-2** shows the Quick Download SRS Net Connect page.

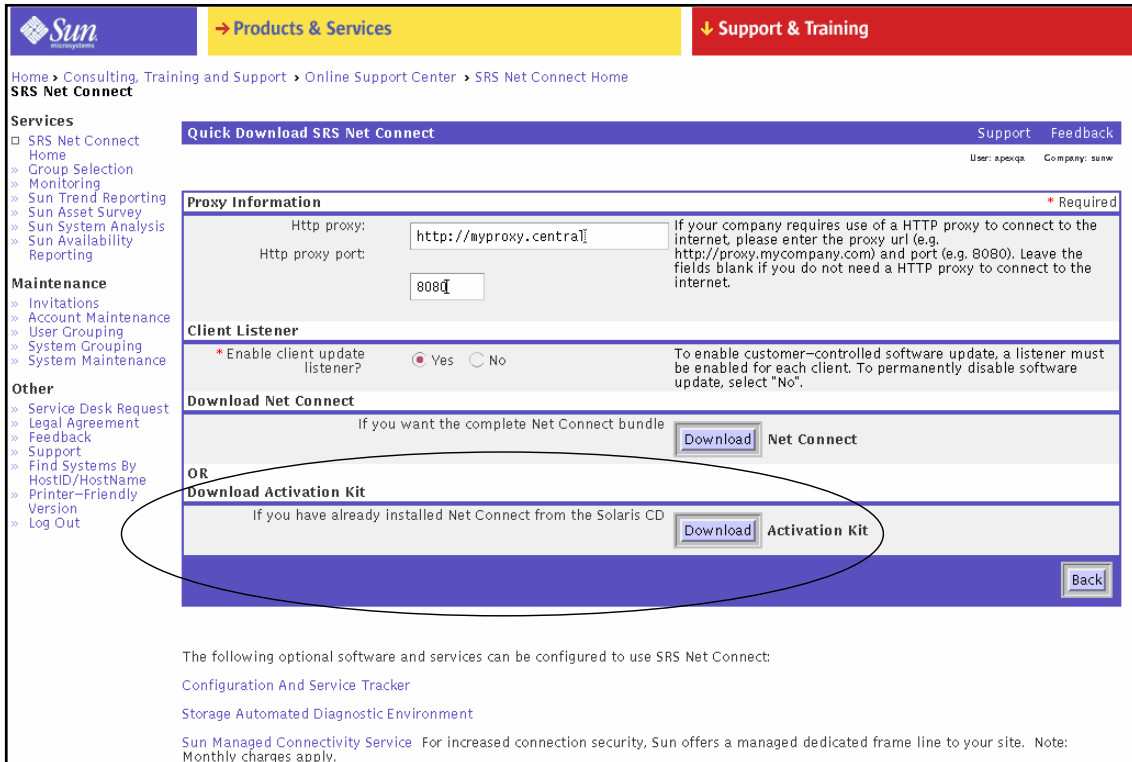


FIGURE 2-2 The Quick Download Page Contains Two Download Buttons

7. At the Save As dialog box, specify a directory on the monitored system where you want to perform the installation and click **OK**. If you put the installation file in the `/tmp` directory, the files are deleted if your system reboots, so the `/var` directory is a more permanent location. A configuration file and a security certificate are automatically generated for you and included in your activation kit. The configuration file is saved in the `/etc/opt/SUNWsrspx/` directory when the software is installed on the monitored systems. See the *SunSM Remote Services Net Connect 3.1 Customer Installation Guide* for details on the default configuration values included in the activation kit.

Running the Activation Kit Script

After you download the activation kit tar file, you must extract it and run the activation script on each monitored system. The activation script contains the following items:

- Customer certificate (`CustomerCert.pem`)
- Activation script and supporting directories (`activate.sh`)

The activation script performs the following actions:

- In the directory where you extract the tar file, three directories are created to store the proxy messages and core files:
 1. The `bin` directory – Contains a program called `text` to support globalization in the activation script
 2. The `funcs` directory – Assists the activation script with shell functions
 3. The `locale` directory – Contains globalization support strings

These directories are not used after the activation is successful, and you can delete them if you wish.

- The proxy and each provider is configured and activated.
- The `PKG_INSTALL_ROOT/var/opt/SUNWsrspx/SRS_IMAPISOCK` file and the `PKG_INSTALL_ROOT/etc/opt/SUNWsrspx/cst_nostart` files are both removed.
- The `srspxrun -q` program is run to build the `SRSQueueStore` space.
- The `inittab` file is updated to include an entry for the proxy process. The `initd` file is refreshed to start the process.
- If you chose to enable automatic software upgrades, an entry is made in the `inittab` file.

If you have a previous version of the Net Connect 3.x event provider installed, the activation script detects the file archive directory and copies the SRSQueueStore directory to the DISK_STORE_BASE directory. A new file called DISK_STORE_BASE/SRSQueueStore/install/RESTART is created and the /etc/inittab file is updated.

Note – If you have a previous version of the CST provider installed, the SUNWcstu package is installed. The CST lock file (/etc/opt/SUNWsrsp/cst_nostart) is removed to allow CST to start on a reboot. You can start CST by typing the **# /etc/init.d/cst start** command.

Running the Script

Run the activation script by performing the following steps on each monitored system:

1. Open a terminal window and log into the monitored system as the root user.
2. Copy the `activation_kit-sparc.tar.Z` file you downloaded in [“Downloading the Activation Kit” on page 13](#) to each monitored system that will run SRS Net Connect 3.1.
3. Change to the directory where you copied the activation kit tar file. This should be a directory that is owned and readable by the root user.
4. Uncompress and extract the activation kit tar file by typing:
5. Run the activation script from the directory where you uncompressed and extracted it by typing:

```
# zcat activation_kit-sparc.tar.Z | tar xvf -
```

```
# ./activate.sh
```

The activation script verifies the following:

- You are logged in as a root user.
 - The monitored system is running with the required Solaris patches. Log into the SunSolveSM program at <http://www.sunsolve.sun.com> to get the latest version of a required patch.
6. If you running the script for the first time, you must provide a user account when the following text appears:

SRS Net Connect 3 executes programs as the user specified in answer to the following questions. The user and their group must already exist on the system and it is highly recommended that this user account be a locked account that denies interactive login.

Type the account identifier. Note: the account must already exist. [?,q].

Type the user name and press **RETURN**. If you have a previous version of Net Connect installed, the activation script automatically detects the user name and group you used to install Net Connect.

7. After you type the user name, choose a group name when the following text appears:

Type the group name to be used with this account identifier. Note: This group must already exist and the account identifier specified above must be a member of this group.

Available groups: staff

Type the group name: [?,q]

If the user account has only one group associated with it, this step is skipped. Type the group name and press **RETURN**.

8. SRS Net Connect requires space to build and store messages. You must specify a directory for queue space when the following text appears:

SRS Net Connect 3 requires space to build and store messages that are sent in response to system management monitoring events. The default file system location for this queue space is: /var

This directory currently has the following characteristics:

Filesystem	kbytes	used	avail	capacity	Mounted on
/dev/dsk/c0t0d0s5	492422	184319	258861	42%	/var

Type the name of the file system where queue space should be allocated [/var]

Press **RETURN** to accept the default /var directory, or type a different directory (for example, /var/SUNWsrsp).

9. You must also specify the size for the DISK_STORE_SIZE value when the following text appears:

Amount of space(MB) to allocate for the SRS Net Connect queue store.

Type the maximum size that the proxy may use: [20]

Press **RETURN** to accept the default size of 20 MBytes.

10. If you run the proxy through a SOCKS server, you must provide the path to the SOCKS server when the following text appears:

The SRS Net Connect proxy may be run via a SOCK daemon process.

If you want the proxy to use the SOCKS proxy, type the fully-qualified path to the 'runsocks' or equivalent program. This adds the run-time library for the SOCKS libraries to the LD_LIBRARY_PATH. If you do not want to run via the SOCKS daemon, enter 'none' at the prompt.

Enter the path to the runsocks program or 'none': [none]

Type the path to the SOCKS server or press **RETURN** to accept the default value of none.

11. You can enable automatic software upgrades, so new software is automatically installed on your monitored system. The updates include new software versions and messages. The following text appears:

SRS Net Connect can automatically install software updates that are received by the proxy.

Would you like to enable automatic updates? [y,n,?,q] y

Press **RETURN** to automatically install software updates or type **n**.

The activation script checks the user's ability to interact with cron. The *SRS Net Connect 3 activation complete* message indicates a successful SRS Net Connect activation. Log into SRS Net Connect 3.1 to view your monitored systems. See the *SunSM Remote Services Net Connect 3.1 Customer Operations Guide* for instructions on creating system groups and user groups.

Testing the Installation

After you run the activation script, the monitored system and its providers run within three minutes. Wait at least 30 minutes before retrieving system reports from SRS Net Connect 3.1. Delta reports require at least two sets of data to compare.

Perform the following steps after you finish the installation:

1. Log into the monitored system as the root user.
2. Verify which SRS Net Connect 3.1 providers are installed by typing:

```
# crontab -l <username>
```

For example, the following text indicates that you have successfully installed the configuration provider (SUWsrscp), Sun RAS System Analysis (SUNWsrsep), and the reboot provider (SUNWsrsep):

```
1 9 * * 5 /opt/SUNWsrscp/bin/config_pvr_runner config_pvr 003.001.001 IM-NC_ENG-  
config_pvr /tmp/config_pvr 756000 text/plain  
1 9 04 * * /opt/SUNWsrsep/bin/eras_pvr_runner eras_pvr 003.001.001 IM-NC_ENG-  
eras_pvr /tmp/eras_pvr 3348000 application/x-gtar
```

```
0-59 * * * * /opt/SUNWsrgrp/bin/gmt_time > /var/opt/SUNWsrgrp/latest
```

3. Verify that the SRS Net Connect 3.1 providers and proxy are running by typing:

```
# ps -ef | grep srs
```

The following providers and proxy processes should be running continuously:

- trend_pvr
- event_pvr
- ssha_pvr
- srsproxy

4. Verify that the monitored system can communicate with the SRS Net Connect Data Center. Change to the `/opt/SUNWsrspx/bin/` directory and type:

```
# srspxrun -p
```

The `-p` indicates ping mode, and verifies that it can route to the Data Center.

5. Validate that the hardware alarm provider is working by typing:

```
# logger -p user.error Fan Removed - test
```

This causes an error message to be logged in the `/var/adm/messages` file, which is detected by the hardware alarm provider. The hardware alarms provider sends a Fan Warning alarm.

6. Check the syslog file for warnings. The log is located in the `/var/adm/messages` file.
7. Log into SRS Net Connect 3.1 to verify that the alarm appears.

Troubleshooting

This chapter includes installation and activation error messages, troubleshooting tips, and instructions for removing SRS Net Connect 3.1.

Installation and Activation Errors

Check the following section to resolve installation errors before you contact the SRS Net Connect Support group.

Download Link Does Not Work

If you did not click **CREATE COMPANY** when you created your root administrator account, you will not be able to download the activation kit. The following instructions assume you have already created an account as a root administrator, but did not create a company.

Perform the following steps to create a company:

1. At the SRS Net Connect Home page, click **COMPANY LIST**.
2. Click **NEW COMPANY**.
3. Complete the required fields.
4. Click **SAVE**.
5. Select the company and click **MAKE ACTIVE**.
6. Click SRS Net Connect Home and click **DOWNLOAD ACTIVATION KIT**.

Wizard Cannot Install 3.1

If SRS Net Connect 3.1 is already installed on the monitored system, the Web Start Wizard cannot install 3.1 again. The following message appears: *SRS Net Connect 3.1 is already installed on this system. You must uninstall before you can install it again.*

This situation exists if one of the following actions occurred:

- You used the installation script to install Net Connect 3.1 – If you ran the `InstallNetConnect.003.001.000.sh` installation script, you must remove Net Connect by running the `UninstallNetConnect.003.001.000.sh` script. See [“Uninstalling Net Connect” on page 23](#) for instructions.
- You ran the Web Start Wizard to install Net Connect 3.1 – If you ran the Web Start Wizard, you must remove Net Connect with the Solaris Product Registry. See [“Uninstalling Net Connect” on page 23](#) for instructions.

Activation Script Does Not Run

If you run the activation script and a *Required patches (or higher revisions) are NOT installed* message appears, you must install the required Solaris patch. Log into <http://www.sunsolve.sun.com>, and download and install the patch according to the instructions. Reboot your monitored system and run the activation script again.

Cannot Launch Solaris Product Registry

You can uninstall SRS Net Connect 3.1 software that was installed with the wizard by using the Solaris Product Registry. The *Error: System Registry not available* message indicates that you are not logged into the monitored system as a root user. Log into the system as a root user and type **prodreg** to launch the Solaris Product Registry. See [“Uninstalling Net Connect” on page 23](#) for instructions.

Support

Perform the following steps if your SRS Net Connect 3.1 installation fails:

1. Review the error messages onscreen during the installation and check the syslog file by typing:

```
# tail /var/adm/messages
```

2. Determine if your system is configured to use remote logging. See the *SunSM Remote Services Net Connect 3.1 Quick Installation Guide*.
3. Remove the SRS Net Connect 3.1 package by following the instructions in [“Uninstalling Net Connect” on page 23](#) and reinstall.
4. If you use the SunSpectrumSM service, you can get technical support according to the terms of your contract. You can call your Customer Care Center or click **SUPPORT** and **ONLINE SUPPORT CENTER**. Response times depend on your level of service.

If you do not use the SunSpectrum service, click **SUPPORT** and read the documentation. If you still have questions, click **SUPPORT** and **EMAIL SUPPORT FORM**, and complete the required fields. At Problem Description, include the following information:

- The contents of the `/etc/opt/SUNWsrspx/srsproxyconfig.cfg` file
- The last 50 lines of the `/var/adm/messages` file
- The results of running `/opt/SUNWsrspx/bin/srspxstat` to check the queue space

Click **SUBMIT**. You will receive a response the next business day. Email support is English only.

Uninstalling Net Connect

There are two ways to remove SRS Net Connect 3.1. The removal method you choose depends on how Net Connect was installed; installation can be done with the Solaris Web Start Wizard or the Net Connect installation script.

Uninstalling Wizard Installations

If the Solaris Web Start Wizard was used to install SRS Net Connect 3.1, perform the following steps to remove Net Connect:

1. Log into the monitored system as the root user.
2. Type the following to launch the Solaris Product Registry:

```
# prodreg
```
3. In the Registered Software section, click **SRS NET CONNECT 3.1** to highlight it, as shown in [FIGURE 3-1](#).

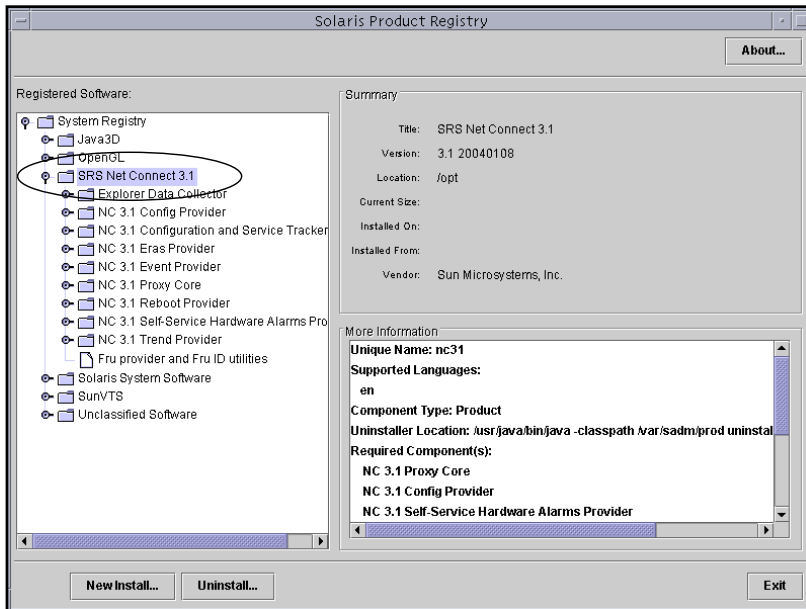


FIGURE 3-1 The Solaris Product Registry Allows You to Remove SRS Net Connect Software That You Installed With the Wizard

4. Click **UNINSTALL**.
5. At the Welcome screen, click **NEXT**.
6. At the Select Type of Uninstall screen, click **FULL** and click **NEXT**.
7. At the Ready to Uninstall screen, click **UNINSTALL NOW**, as shown in [FIGURE 3-2](#).

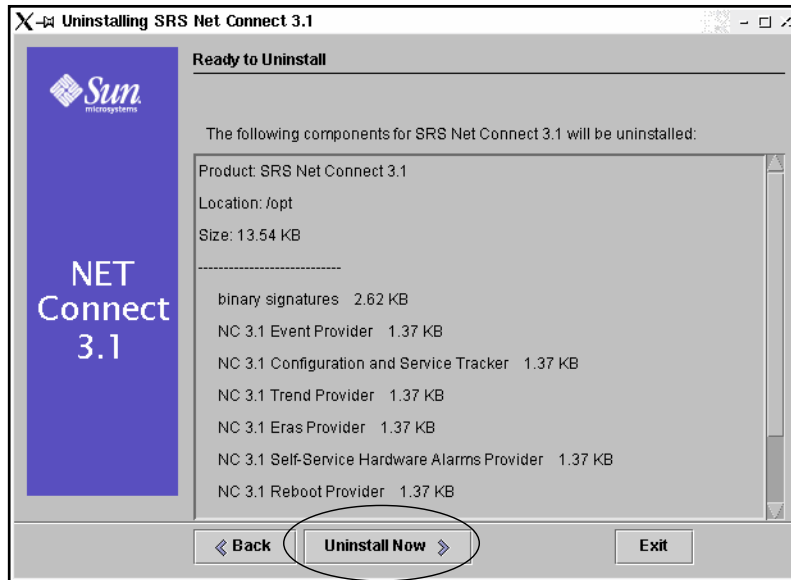


FIGURE 3-2 The Providers Listed Will be Uninstalled

8. At the Uninstallation Summary screen, click **EXIT**.
9. At the Uninstall Complete box, click **OK**.

Uninstalling Other Installations

If you installed SRS Net Connect 3.1 by running the installation script, perform the following steps to remove Net Connect:

1. Log into the monitored system as the root user.
2. If you installed SRS Net Connect using the default directories, change to the following directory:

```
# cd /opt/SUNWsrspx/bin
```

3. Type the following to run the uninstall script from the directory where you installed Net Connect:

```
# ./UninstallNetConnect.003.001.000.sh
```

The version number in the uninstall script should reflect the version of Net Connect you installed.

4. If you installed CST, remove this package by typing:

```
# pkgrm SUNWcstu
```

Additional Resources

Go to <https://srsnetconnect.sun.com> to retrieve the *SunSM Remote Services Net Connect 3.1 Customer Planning Guide*.

Go to <https://srsnetconnect.sun.com> and log into SRS Net Connect 3.1 to retrieve the following documents:

- *SunSM Remote Services Net Connect 3.1 Quick Installation Guide*
- *SunSM Remote Services Net Connect 3.1 Customer Operations Guide*
- *SunSM Remote Services Net Connect 3.1 FAQ*

Go to <http://www.sun.com/service/support/cst> to view the *Configuration and Service Tracker, version 3.5 Customer Installation and Operations Guide*.

Go to <http://www.sun.com/storage/software/autodiagnostic/> for more information on Storage Automated Diagnostic Environment.

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