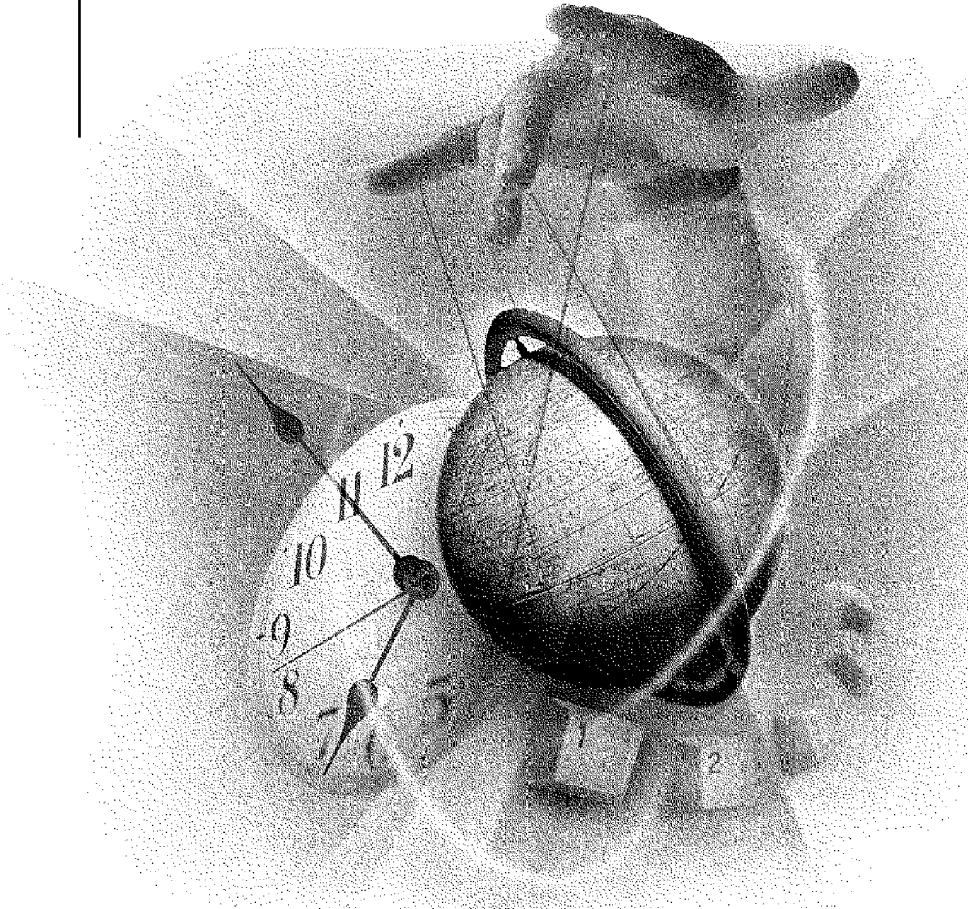


VERSION 2.7

Getting Started



ManageWise[®]
MANAGEMENT SOFTWARE

Novell[®]

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Getting Started

ManageWise® is a comprehensive management solution that lets you successfully manage and control your entire network, including servers, network traffic, desktops, and network infrastructure. An open platform based on the SNMP standard, ManageWise lets you accomplish all management tasks from a single point of administration, including NetWare® and Windows NT* server management, network traffic analysis, desktop management, virus protection, network inventory, and network health reporting.

What's New

ManageWise 2.7 offers the following upgrades from ManageWise 2.6:

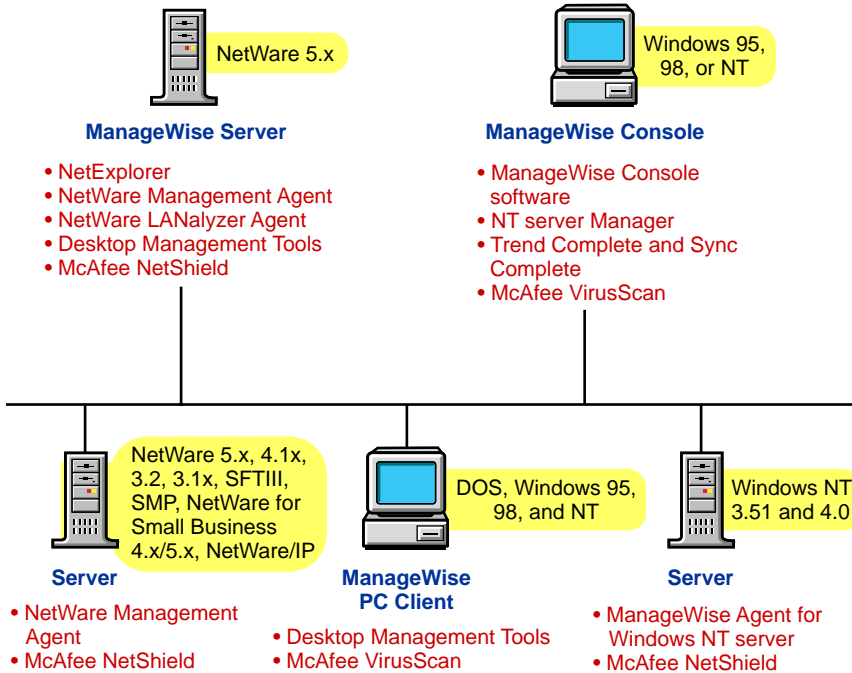
- ♦ ManageWise 2.7 supports pure IP environments.
- ♦ Enhanced autodiscovery of networks.
- ♦ ManageWise 2.7 includes ManageWise Agent for Windows NT servers.
- ♦ The NT Server Manager is fully integrated with the ManageWise Console.
- ♦ New database—Pervasive.SQL 2000 Workstation and NetWare database engines are integrated with ManageWise 2.7.
- ♦ Year 2000 ready.
- ♦ ManageWise server runs on NetWare 5™ or later only.
- ♦ McAfee NetShield* and VirusScan* is bundled with ManageWise 2.7. The anti-virus software requires IPX™ or Compatibility mode (CMD) protocols running on the network.
- ♦ ManageWise 2.7 supports remote control and desktop management of ZENworks™ 2 clients configured with the Novell® Remote Management Agent included with ZENworks. For information on configuring ManageWise to support this functionality, refer to the ManageWise Post Install help file (MWPSTINS.HLP).

ManageWise 2.7 Package

The following components are required to install ManageWise 2.7 successfully:

- ♦ ManageWise CD. Delivered on the CD are the following components:
 - ♦ ManageWise software
 - ♦ Online documentation
- ♦ ManageWise 2.7 Getting Started. This booklet explains the following:
 - ♦ The components of ManageWise and where they are installed.
 - ♦ System requirements for your ManageWise Console and ManageWise Server.
 - ♦ How to start installing the software.
- ♦ ManageWise 2.7 License diskette
- ♦ Network Associates Inc. anti-virus software CD

Software Components



System Requirements

Make sure that the server on which you install the ManageWise Server software (ManageWise Server) and the workstation on which you install the ManageWise Console software (ManageWise Console) meet or exceed the following requirements:

	ManageWise Server	ManageWise Console
Operating System Software	NetWare 5.x and Support Pack 3a or later	<ul style="list-style-type: none"> ◆ Windows 95 (with Service Pack 1 + Winsock2 update + DCOM95 v1.3 or later) Windows 98 (with DCOM98 v1.3 or later) Windows NT 4.0 (with Support Pack 5 or later) ◆ ZENworks client 2.0 (with Support Pack 2)
Processor	Pentium* Pro 200 MHz	Pentium Pro
RAM	128 MB	128 MB
Disk Space	128 MB	200 MB <ul style="list-style-type: none"> ◆ 69 MB for executable programs ◆ 10 MB for SyncComplete ◆ 600 MB for TrendComplete for four months data with 60 servers ◆ 50 MB for a ManageWise database, on a network with 83 segments and 3500 objects

NOTE: DCOM95 and DCOM98 can be obtained from the Microsoft Web site at <http://www.microsoft.com/com/resources/downloads.asp>. Obtain the clients from the Novell Web site at <http://www.novell.com/download>.

RAM Requirements for ManageWise Components

	RAM
Each managed NetWare server	365 KB
Each managed NT server	600 KB
LANalyzer on each segment	620 KB
Desktop management utilities	5 MB
DOS Clients	11 KB

Prepare to Install

- 1** Verify that the ManageWise Server and ManageWise Console meet the minimum system requirements. Make sure that you have installed the required Support Packs.
- 2** If you are upgrading from previous versions of ManageWise, refer to the Installation Notes in the README.
- 3** Unload all antivirus software running on the server. If you are upgrading to ManageWise 2.7, remove InocuLAN* AntiVirus components (on the ManageWise Server and the Console), Intel* LANDesk* Manager, or Virus Protect software installed on the server and the Virus Protect client software on the workstations.
- 4** To manage IP objects, you need to install TCP/IP on your system. ManageWise 2.7 requires the Microsoft TCP/IP stack. Set up TCP/IP networking by using the Control Panel and selecting the network option. Make sure the ManageWise server and console can ping each other. It is recommended that the target ManageWise Console is configured with a static IP address.
- 5** Enable DNS Configuration on the workstation running the ManageWise Console. The Domain Name System (DNS) is used to resolve host names to IP addresses in an IP environment.
- 6** Server names must be added to the DNS database for the Network TCP/IP Services Layer to resolve the Inventory Server (NetWare 4.x or NetWare 5.x) names and establish communication.

NetWare 5.x servers allow DNS Resolver Configuration to identify the DNS server to resolve host names to IP addresses. The DNS Resolver Configuration is used by the NetWare Inventory Scanner (LDISCAN.NLM) to send Inventory over IP to a remote host.

- 7** Make sure you have a TEMP directory on your local drive and the TEMP variable is

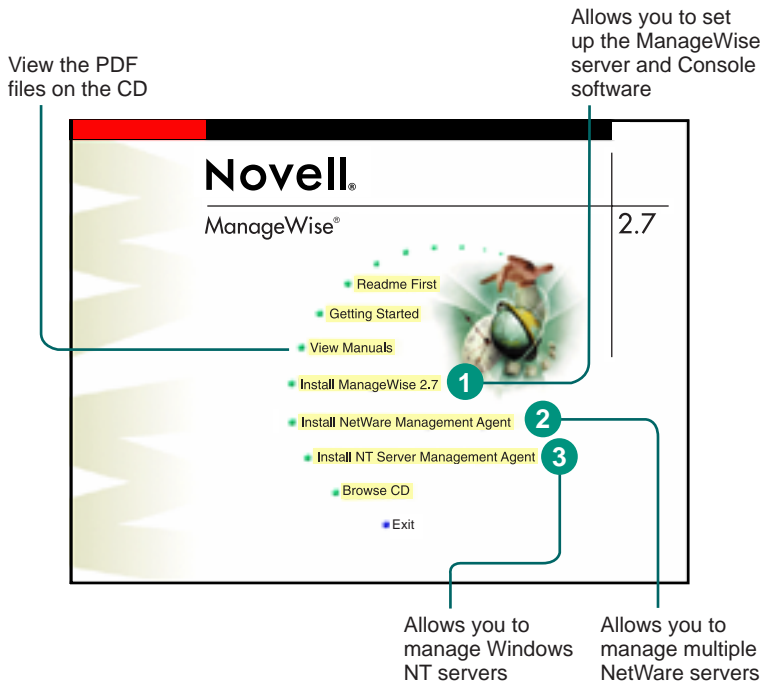
set in the AUTOEXEC.BAT file. If you forget to create this directory and set the TEMP variable before starting installation, you must restart your computer before starting the ManageWise installation again. On a Windows NT Console, right-click My Computer > Environment. The Temp variable must be set to C:\TEMP.

- 8 The ManageWise CD can be mounted as a volume on a network drive. It is recommended that you do not copy the ManageWise CD contents to a network directory. If you copy the contents of the ManageWise CD to a network directory, you must map the drive to the root directory.

OVERVIEW OF INSTALL

Refer to the Install screen shown below to perform a complete install of the ManageWise 2.7 product. Each install option is addressed in this booklet.

NOTE: If the autoplay function is disabled on your system, the Install screen can be launched by running START.EXE from the AUTORUN directory on the ManageWise CD.



Refer to the following sections to install ManageWise 2.7:

- ♦ "Install ManageWise 2.7" on page 12

- ♦ “Install NetWare Management Agent” on page 13
- ♦ “Install Windows NT Server Management Agent” on page 13

Install ManageWise 2.7

- 1 From a Windows* 95, Windows 98, or Windows NT* workstation, log in to the NDS® tree containing the server on which you will be installing ManageWise. The workstation that you are installing from will be the ManageWise Console.

In multi-tree environments from a Windows NT workstation, make sure that the target NDS tree is set as the primary connection. To select the target server to be the primary server, right-click the NetWare Services icon **N** > click NetWare Connection > highlight the target server > click Set Primary.

- 2 Authenticate to the target ManageWise server as an ADMIN equivalent and map a drive to the SYS: volume of the server. If you are installing from a Windows NT workstation, make sure you have administrative rights to the workstation.
- 3 Insert the ManageWise CD.
- 4 When the Installation screen appears, click Install ManageWise 2.7
- 5 Continue with the installation, following the instructions provided in the dialog boxes.

5a Select Add Licenses if you are installing ManageWise 2.7 for the first time.

5b Enter the full NDS context of the container in which you want ManageWise install to create a group object called MANAGEWISEGROUP. Ensure you have ADMIN equivalent rights to that container. This desktop management screen allows you to select a container that has all the users or clients that you want to manage.

If you do not specify an NDS context, by default the user group is created in the same container as the ManageWise server. See also Step 2 in the section “Post-Installation Instructions” on page 14 in this booklet.

- 6 Click Full Install to automatically install the ManageWise components.

Or

Click Custom Install to choose the components to install.

HINT: Install NetExplorer™ software on one server (ManageWise server) per network; install NetWare Management Agent™ on all NetWare servers on your network; install NetWare LANalyzer Agent™ on one server per segment; install Desktop Management Tools on one server per location. Install the ManageWise Agent on all Windows NT servers on your network.

- 7 After you install the licenses, the Trap Target Configuration screen appears. Select Add and enter the IP address, IPX address, or host names of ManageWise Console(s) that will receive traps from the ManageWise SNMP Agents.

HINT: If your ManageWise Console is using DHCP to obtain its IP address, it is recommended that you specify the hostname for the trap target destination.

You may also enter trap target destinations of other network management consoles.

- 8 Continue with the installation following the instructions in the dialog boxes.

WARNING: The Pervasive engines may take up to 15 minutes to install.

On the last install screen, if you choose to modify any .INI files, you can restore them later. ManageWise saves the files in \MW\BACKUP directory or \MW\NMS\BACKUP directory.

- 9 When the final Install Status screen appears, make sure all the ManageWise components are installed.

NOTE: Repeat Step 6 in the above procedure and select Custom Install to install NetWare LANalyzer Agent component to servers on other segments.

Install NetWare Management Agent

Install NetWare Management Agent on all servers on your network. To install NetWare Management Agent on a server or simultaneously on multiple servers, click Install NetWare Management Agent on the start-up screen from any workstation with the Novell client. Make sure you have Supervisor rights to all the NetWare servers on which you will be installing NetWare Management Agent.

IMPORTANT: ManageWise can manage NetWare 5.x, 4.2, 4.1x, 3.2, 3.1x, NetWare SFT III™, SMP, NetWare for Small Business 4.x/5.x, and NetWare/IP servers.

For more information on NetWare Management Agent, refer to the *SNMP Server Management Agents Installation and Configuration Guide*.

Install Windows NT Server Management Agent

The ManageWise Agent for Windows NT server must be installed locally from the Windows NT server.

- 1 Setup SNMP services on your Windows NT server.
- 2 Setup your Windows NT server to automatically forward SNMP traps. Click Services in the Control Panel on your Windows NT server > select SNMP Trap Service and click Start. Modify the Startup field from Manual to Automatic.

- 3 Reapply Support pack 5 or later and restart your Windows NT server.
- 4 Insert the ManageWise CD on the Windows NT server.
- 5 When the Installation screen appears, click NT Server Management Agent.
- 6 Click ManageWise Agent.
- 7 Enter community strings and trap targets (IP address, IPX address, or host name).
- 8 Continue with the installation, following the instructions provided in the dialog boxes.
- 9 Repeat the above procedure (Steps 1 - 8) on each Windows NT server that you want to manage.

Install Antivirus Software

A Network Associates Inc. antivirus CD is shipped with ManageWise 2.7. To install NetShield on *all* servers and VirusScan on *all* workstations on your network, follow the instructions in the McAfee documentation.

Post-Installation Instructions

- 1 Enable NetWare LANalyzer Agent by uncommenting the following lines in the AUTOEXEC.NCF file:

```
SEARCH ADD SYS:LANZ
```

```
LANZ.NCF
```

NOTE: Only one NetWare LANalyzer Agent needs to monitor any particular segment and NetWare LANalyzer Agent enhances the speed of IP discovery.

NetWare LANalyzer Agent requires promiscuous-mode capable drivers for any adapters that are connected to network segments that you want to manage. The Post-Installation help file in the ManageWise Program group provides a list of promiscuous-mode capable drivers that ManageWise updated on your server. If your driver is not on the list, contact the vendor to obtain the driver.

- 2 To manage clients, you must manually add users to the MANAGEWISEGROUP user group. This user group is automatically created during Install. By default, this user group is located in the same container as the ManageWise server. If you did a custom install, you can install the ManageWise user group in a different container.

Use the NetWare Administrator utility to add users to the MANAGEWISEGROUP user group. The client software is automatically downloaded to the clients when members of the MANAGEWISEGROUP log in to the ManageWise server.

- 3 If you upgraded from ManageWise 2.6, delete the InocuLAN script in the MW_LOGIN.DAT file and delete the ISTART4.NCF command in the AUTOEXEC.NCF file.
- 4 Refer to the Post-Installation help file to verify the tasks that you have completed to launch ManageWise.
- 5 Restart your ManageWise Console and ManageWise server.

By default, ManageWise starts network discovery automatically and discovers all IP and IPX networks. NetExplorer starts to discover objects on your network and stores them in the Managewise database. Before you use ManageWise to perform tasks on your network, you should let NetExplorer run over night for smaller networks, or over a weekend for larger ones.

To start the ManageWise Console, click ManageWise Console from the ManageWise program group in the Start menu.

NetExplorer Manager (on the ManageWise Console) is configured to run continually. After the initial discovery process has ended and you have your first network map, you can configure NetExplorer Manager to run on any schedule you choose. See the *Setup Guide* or *online help* for more information.

- 6 Set up the desktop components. Refer to the *Setup Guide* to set up the desktop components on Windows 95, Windows 98, Windows NT, DOS, and OS/2* clients.

Information Sources

To view the product documentation from the ManageWise CD in Adobe* Acrobat* (PDF) format, click View Online Manuals in the startup screen.

To view the product documentation in HTML format, open your browser and go to the ManageWise documentation site (<http://www.novell.com/documentation>).

DOCUMENTATION LIBRARY

ManageWise 2.7 contains the following documents:

Document Title	Description
Readme Files	Provides late-breaking information, known problems, and suggested solutions.
<ul style="list-style-type: none"> ♦ MWREADME.TXT ♦ NMAREADME.TXT ♦ MAREADME.TXT ♦ NLAREADME.TXT 	<ul style="list-style-type: none"> ♦ ManageWise 2.7 main Readme file ♦ NetWare Management Agent Readme file ♦ ManageWise Agent for Windows NT Server Readme file ♦ NetWare LANalyzer Agent Readme file
<i>ManageWise 2.7 Setup Guide</i>	Explains how to configure ManageWise after installation.
<i>ManageWise 2.7 Network Management Guide</i>	Explains how to use ManageWise to administer your network.
<i>ManageWise 2.7 Desktop Management Guide</i>	Explains how to use the desktop management applications in the ManageWise package.
<i>SNMP Server Management Agents Installation and Configuration Guide</i>	Explains how to customize the NetWare Management Agent and ManageWise Agent for Windows NT servers software.
<i>NetWare LANalyzer Agent Installation and Administration Guide</i>	Explains how to customize the NetWare LANalyzer Agent software to increase performance and how to troubleshoot.

ONLINE HELP

Extensive online help is available during setup and when you run ManageWise. You can click the Help buttons or press F1.

SCENARIOS

For specific help in resolving common network problems, see the scenarios, available from the Help menu in the ManageWise Console. The scenarios walk you through three problems that you solve using ManageWise:

- ♦ Slow network
- ♦ Can't print

- ♦ User can't log in

NOVELL ON THE INTERNET

For additional information, point your browser to the following URLs:

- ♦ Novell Documentation (<http://www.novell.com/documentation>)
- ♦ Novell Technical Support (<http://www.support.novell.com>)
- ♦ Novell Consulting (<http://www.novell.com/programs/ncs>)
- ♦ Novell Education for ManageWise training (<http://education.novell.com>)
- ♦ Download Novell software (<http://www.novell.com/download>)
- ♦ ManageWise home page (<http://www.novell.com/products/managewise>)