Compaq Analyze

Compaq Analyze is a hardware revision analysis utility designed to provide analysis for single error/fault events, as well as for multiple event and complex analysis. Compaq Analyze provides system analysis that uses other error/fault data sources in addition to the traditional binary error log. Compaq Analyze provides background automatic analysis by monitoring the active error log and processing events as they occur. The events in the error log file are checked against the analysis rules. If one or more of the events in the error log file meets the conditions specified in the rules, the analysis engine collects the error data and creates a problem report containing a description of the problem and any corrective actions required. Once the problem report is created, it is distributed in accordance with the customer’s notification preferences.

Supported Platforms

- Microsoft Windows NT 4.0 and Windows 2000
- Compaq Tru64 UNIX Versions 4.0E to 5.1
- Compaq OpenVMS Alpha versions 7.1-2, 7.2, 7.2-1, and 7.2-1H1

WEBES Kits

The WEBES kit is available on the application CD shipped with the operating system. You can also obtain a copy by contacting the Customer Support Center (CSC) or from your local Compaq authorized service provider.

Installing WEBES

To install the WEBES suite, follow the steps for your operating system. If this is an update to a previous WEBES suite, it is strongly recommended that the system administrator first completely uninstall any previous suite.

The installation allows you to load the entire WEBES suite or any subset of the tools. Depending on the operating system and what tools you choose, be prepared to answer some or all of the following information when prompted:

- Company name and address
- Contact name, phone, and email
- Alternate contact name
- SMTP server address
- FTP server address
- Qualified Service Access Point (QSAP) address
- Automatic Call Handling System (ACHS) contact email
- SMTP contact email
- DSN contact email
- System name
- System address
- System serial number, type, and model
- Customer access ID
- Service provider company name
- Technical account manager name and email
- Service obligation number
- Service obligation start date
- Installation directory

See the WEBES Installation Guide for additional pre-installation requirements. The manual also provides instructions for non-default installations.

Windows NT/2000

1. Run the appropriate executable file for your platform:
   - WEBES_IV310.EXE (for Intel architecture)
   - WEBES_NV310.EXE (for Alpha architecture)
2. Follow the dialogs that appear.

Tru64 UNIX

1. Locate the WEBES_U310.tar file.
2. Perform # tar xvf WEBES_U310.tar to extract the kit.
3. Perform # setld -l kit WEBESBASE310
4. Follow the prompts that appear.

OpenVMS

1. Locate the WEBES_V310.EXE file.
2. Perform $ RUN WEBES_V310.EXE to extract the kit.
3. Perform $ PRODUCT INSTALL WEBES
4. Follow the prompts that appear.

Uninstalling Individual WEBES Tools

To uninstall only a portion of the WEBES suite of tools, follow the steps for your operating system. See the WEBES Installation Guide for additional uninstallation details.

Windows NT/2000

1. Choose Start | Programs | Compaq Service Tools from the Windows desktop.
2. Choose the folder for the tool you wish to uninstall.
3. Click Uninstall.
4. Follow the dialogs that appear.

Tru64 UNIX

1. Run the /usr/sbin/webes_delete script to remove individual WEBES tools.
2. Follow the prompts that appear.

OpenVMS

1. Enter the PRODUCT REMOVE WEBES command.
2. Follow the prompts that appear.
Uninstalling the WEBES Suite

To uninstall the entire WEBES suite, follow the steps for your operating system.

See the WEBES Installation Guide for additional uninstallation details.

Windows NT/2000

1. Select Start | Programs | Compaq Service Tools | Web Based Enterprise Service | Stop Director from the Windows desktop.
2. Select Start | Programs | Compaq Service Tools | Web Based Enterprise Service | Uninstall all WEBES programs from the Windows desktop.
3. Follow the dialogs that appear.

Tru64 UNIX

1. To remove the entire suite of WEBES components, perform setld -d WEBESBASE310.
2. Follow the prompts that appear.

OpenVMS

1. Enter the PRODUCT REMOVE WEBES command.
2. Follow the prompts that appear.

Notification

WEBES supports automatic notification using the SMTP protocol. In addition, you can configure WEBES to work with DSLink or Compaq Remote Support Service (CRSS), which use System Initiated Call Logging (SICL) to automatically report problems to your service provider that are detected by Compaq Analyze.

Service Cockpit

WEBES tools are also available via the Compaq Service Cockpit. Service Cockpit takes advantage of browser technology to consolidate service applications such as the WEBES diagnostic suite, making everything available through one familiar interface. The Service Cockpit client is available as a separate kit.

Further Information

For more information about WEBES and the components in the WEBES suite, see the Service Tools web page at the following URL:
http://www.support.compaq.com/svctools

Also, the following documents provide additional detail about WEBES and the components in the WEBES suite:

- WEBES Installation Guide
- WEBES Readme Files
- Compaq Analyze User Guide
- Compaq Analyze Release Notes
- CCAT User Guide
- CCAT Release Notes
- RCM User Guides
- Service Cockpit User Guide
- Service Cockpit Readme File

Overview

WEB-Based Enterprise Services (WEBES) is an integrated suite of web enabled service tools that includes Compaq Analyze, Compaq Crash Analysis Tool (CCAT), and Revision Configuration Management (RCM). WEBES consists of a master installation kit that incorporates the three member components.

WEBES provides this core of common service tool functions across Compaq® product platforms. This core functionality includes a common analysis engine, a distributed messaging service for interprocess communication between tool services, and a common interface to managed object information.