Revision and Configuration Management
Data Collector for Compaq Tru64 UNIX
User Guide

October 1999

This document provides information for installing and using the Revision and Configuration Management Data Collector software for Compaq Tru64 UNIX.

Revision/Update Information: V4.2.0
Operating System and Version: Compaq Tru64 UNIX Versions 3.2G to 5.0
Software Version: RCM Server V3.0
RCM Data Collector V4.2.0 for Compaq Tru64 UNIX

Compaq Computer Corporation
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<td>4–1</td>
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</tbody>
</table>
Preface

Purpose of this Document
This document describes the procedures for installing and running the Revision and Configuration Management Data Collector software on a Compaq® Tru64™ UNIX® system.

Intended Audience
This guide is intended for Compaq Services personnel who install and use RCM to collect revision and configuration data from customer systems.

Structure of this Guide
This guide is divided into the following sections:

- Overview
- Installing the RCM Data Collector for Compaq Tru64 UNIX
- Performing an RCM Data Collection
- RCM Technical Support

Document Conventions
This guide uses the following document conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courier</td>
<td>File names, commands, and user input are shown in courier typeface.</td>
</tr>
<tr>
<td>Italic</td>
<td><em>Italics</em> emphasize important information, and indicate menu buttons, menu items, field names, section titles, and document titles.</td>
</tr>
</tbody>
</table>
Related Information

This guide is part of the Revision and Configuration Management Data Collector documentation set. To view the other documents in this documentation set, go to the following URL: http://smsat-www.ilo.dec.com/products/rcm/service/docs/index.htm.
Overview

This chapter provides an overview of the Revision and Configuration Management Data Collector software for Compaq Tru64 UNIX. It contains the following sections:

- How Does RCM Work?
- Compaq Tru64 UNIX Systems Supported by RCM

How Does RCM Work?

Revision and Configuration Management (RCM) provides revision and configuration reporting for AlphaServer systems running Compaq Tru64 UNIX Versions 3.2G to 5.0. RCM uses the following Compaq tools to perform the data collection on a Tru64 UNIX system:

- **UniCensus** - This utility controls the data collection and transport of RCM data to Compaq Services. When data is gathered from the customer's system, UniCensus sends that data to Compaq Services, where it is stored in the RCM Server. UniCensus transports this data using e-mail, ftp, or DSNlink.

- **sys_check** - This debugging and diagnostic utility is used for problem management on Tru64 UNIX systems. sys_check coordinates the data collection by gathering, consolidating, and formatting information generated by other utilities such as dupatch and DECevent.

- **DECevent (FRU Table V4 systems only)** - DECevent is a hardware fault management diagnostic tool. The sys_check utility gathers FRU table information from the error log, using DECevent.

- **dupatch (optional)** - This utility is the Tru64 UNIX patch management utility distributed with Compaq Tru64 UNIX patch kits. The sys_check utility uses dupatch to collect information on the software patches installed on the system. If dupatch is not installed, it is still possible to use RCM, but no software patch information will be included in the RCM reports.

The system configuration snapshot (collected data) is automatically transported to Compaq Services using e-mail, ftp, or DSNlink. If a direct connection to the Internet is not available on the customer's system, it is possible to transfer the data indirectly, using a system that has a direct connection to the Internet.
Overview

For more information on transferring data indirectly, see the *Transferring RCM Data Indirectly* section. The data is then loaded onto the RCM Server, which is maintained in Compaq by the RCM team.

RCM incorporates a web-based, user interface, which allows you to view your data collection in the RCM Server, in the form of reports. For further information on using the RCM Server, refer to the *RCM Server V3.0 User Guide*.

**Compaq Tru64 UNIX Systems Supported by RCM**

RCM supports all AlphaServers running Tru64 UNIX for Versions 3.26G to 5.0.

**Note:** RCM reports provide more detailed hardware information for AlphaServers with FRU Table 4.0. However, to receive this information, you may need to configure the SRM console firmware on these systems to write FRU Table information to the event log at boot time. For further information, see the *Writing FRU Table Information* section.

For AlphaServers with Configuration Tree 5.0 (CT5), you need to install UniCensus from the WEBES kit to gather hardware information. This is because UniCensus on CT5 machines depends on the services of the WEBES common components to read the Configuration Tree 5 hardware information from memory on these machines. WEBES kits are available at the following URL: [http://pinkft.cxo.dec.com/webes/](http://pinkft.cxo.dec.com/webes/)
This chapter describes how you can install and deinstall the RCM Data Collector for a Tru64 UNIX system. It contains the following sections:

- RCM Data Collection Prerequisites
- Skills Required to Use RCM
- Installing the RCM Data Collection Utilities
- Deinstalling UniCensus

RCM Data Collection Prerequisites

This section lists the requirements for the RCM data collection utilities and describes the rcm_verify utility. The following topics are described in this section:

- Disk Space Requirements
- Software Requirements
- Using rcm_verify
- Writing FRU Table Information

Disk Space Requirements

The RCM data collection utilities require the following space during run-time:

- 18 MB in /usr/.smdb
- 4 MB in /var/tmp
- 300 KB - 1.2 MB per collection in /var/opt/UniCensus/archive

For information on the /var/opt/UniCensus/archive directory, refer to the UniCensus documentation, available in the Download the Software used by RCM - Compaq Tru64 UNIX section at the following URL:
Note: You can specify the number of collections to be archived. When this number is exceeded, the oldest collections in the archive will be deleted.

Software Requirements

You may need to configure the SRM console firmware to write FRU Table information to the event log at boot time. For information on doing this, see the Writing FRU Table Information section.

The following table shows the minimum required versions of the utilities used by the RCM data collection process.

<table>
<thead>
<tr>
<th>Utility</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>UniCensus</td>
<td>V4.2.0</td>
</tr>
<tr>
<td>sys_check*</td>
<td>V114.0</td>
</tr>
<tr>
<td>DECevent**</td>
<td>V2.9</td>
</tr>
<tr>
<td>dupatch</td>
<td></td>
</tr>
</tbody>
</table>

*This is an optional component, if it is not installed it is still possible to use RCM, but no software patch information will be included in the RCM reports.

Note: The sys_check utility is incorporated in the operating system for Tru64 UNIX Version 4.0E. Further information on installing DECevent is available from the following URL:

http://pinkft.cxo.dec.com/svctools/decevent/decevent-docs.htm

The latest versions of these utilities are available from the Download the Software used by RCM -Compaq Tru64 UNIX section at the following URL:

http://smsat.ilo.dec.com/products/rcm/service/download/downloaddux.htm

Using rcm_verify

The rcm_verify utility runs on the target system and checks whether any of the utilities required for the RCM data collection are already present on the system. It displays a list of the software utilities that are already present on a system, their revisions, and a list of the recommended revisions. This allows you to determine which of the utilities you need to install or upgrade before running the RCM data collection.

To check if any of the correct versions of the RCM data collection utilities already exist on the system, do the following:

1. Download the rcm_verify utility from the following URL:
   http://smsat.ilo.dec.com/products/rcm/service/download/downloaddux.htm
2. Log on to the system as root and run the rcm_verify utility, by entering the following command:
   
   ```
   # ./rcm_verify.sh
   ```

   A list of installed and recommended revisions is displayed.
3. Download the utilities you require, and the associated documentation, from the following URL:
   http://smsat.ilo.dec.com/products/rcm/service/download/downloaddux.htm
Writing FRU Table Information

On Tru64 UNIX systems which use FRU 4.0 for hardware reporting, the SRM console firmware must be configured to write FRU Table information to the event log at boot time. This is the default configuration for SRM console firmware version 5.1 and above.

To configure the SRM console firmware to write FRU Table information to the event log at boot time, enter the following console command:

```bash
>>> SET FRU_TABLE ON
```

Skills Required to Use RCM

To collect RCM data and generate RCM reports, you should have practical experience in the following areas:

- Performing system administration tasks.
- Using a web browser application.

To interpret the RCM reports, you should be familiar with the following:

- Revision management in a customer support capacity.
- RCM and its system specific limitations. For further information, see the *Compaq Tru64 UNIX Systems Supported by RCM* section.

Installing the RCM Data Collection Utilities

This section describes how to install the RCM data collection utilities for Tru64 UNIX. Some of these utilities may already exist on the system, and do not need to be reinstalled. Refer to the RCM Data Collection Prerequisites to determine which utilities you need to install.

The data collection utilities are:

- sys_check
- dupatch
- UniCensus
- DECevent

The data collection utilities are extracted using the `tar` command and installed using the `setld` command. If you require information on these commands, please refer to the appropriate UNIX man pages for assistance.

For help when installing or deinstalling each utility, refer to the documentation for that utility, available from the *Download the Software used by RCM* -Compaq Tru64 UNIX section at the following URL:

```
http://smsat.ilo.dec.com/products/rcm/service/download/downloaddux.htm
```
Deinstall previous versions of DEChangeEvent and sys_check.
If you are upgrading previous versions of these utilities that are already installed on the system, you must first deinstall the older version before installing the latest version. It is not necessary to remove existing versions of dupatch or UniCensus before the installation.

Install sys_check

The sys_check utility is a Tru64 UNIX system utility that you need to have installed on your system in order to run UniCensus. The sys_check utility provides configuration and analysis information about systems running Tru64 UNIX.

The sys_check utility is updated frequently to include the latest, available system information. You can install the latest sys_check kit without reinstalling UniCensus.

The UNIX Support Engineering Group (USEG) in Compaq distributes and supports the sys_check utility. For information on how the sys_check utility works, and how to obtain the latest installation kit, please refer to the Download the kit section at ftp://ftp.digital.com/pub/DEC/IAS/sys_check/sys_check.html.

Install a Patch Kit Containing dupatch

If you want software patch information included in your RCM reports, you must have at least one patch kit installed on your system. When you install a patch kit, dupatch is automatically installed. It is possible to use RCM without dupatch installed, but no software patch information will be included in the RCM reports.

After installing dupatch, you must establish your system baseline. For information on system baselines, refer to the dupatch Release Notes/Installation Guide, included in the patch kit.

Note: Please read Information Blitz 2558 at the following URL for information on dupatch installation and documentation:
http://smsat.ilo.dec.com/products/rcm/service/download/downloaddux.htm

If the system does not have a direct connection to the Internet, you can transfer the collected data to Compaq Services manually instead of using the automatic e-mail or ftp feature. See the Transferring RCM Data Indirectly section for further information.

Install UniCensus

You can obtain the UniCensus installation kit from the Internet or the FTP site as follows:

To access UniCensus from the Web site, do the following:

1. Go to the service tools page on the Compaq Services web site:
   http://www.service.digital.com/svctools.html

2. Follow the links to the UniCensus page.

3. Download the UniCensus tar kit (unicensus420_kit.tar) to a directory, for example, /var/opt/UNICEN420.
To access UniCensus from the FTP Site, do the following:

1. Go to the Compaq Services FTP site at:

2. Log on as follows:
   User Name: anonymous
   Password: Enter your e-mail address or company name.

3. Execute the following commands:
   ftp> binary
   ftp> get unicensus420_kit.tar
   ftp> logout

**Installing the UniCensus Application**

To install the UniCensus application from the downloaded kit, follow these steps:

1. Log in as superuser, using the following command:
   # su

2. Change to the directory where you downloaded the kit, for example:
   /var/opt/UNICEN420.

3. Untar the UniCensus kit:
   # tar -xvf unicensus420_kit.tar
   This untars the kit to a subdirectory in the current directory named kit.

4. Install the kit:
   # setld -l <download_directory_name>/kit UNICEN420
   where <download_directory_name> is the path to the subdirectory where you downloaded the kit.

During the final step, the UniSetup script will run automatically to configure your options for the UniCensus application. You can choose to install UniCensus for three options, as follows:

- RCM
- UCR
- Both RCM and UCR

You must choose to configure UniCensus for RCM data collection.

**Running UniSetup**

The UniCensus setup routine (UniSetup) runs automatically when you install the setld kit. UniSetup is a script, which enables you to configure options and settings for the UniCensus application.

UniSetup writes all of the configuration information to two files:

- rcm_config - contains all of the executable configuration information.
- rcm_customer_info - contains all of the customer identification data, which is written to the RCM Server.
To reconfigure UniCensus at any time, you can run UniSetup again using the following command:

```
# unisetup
```

When you run UniSetup again, it takes the previous configuration settings from the configuration files, and presents them as defaults. You can simply accept the default values for all of the settings, except those that you wish to change.

**Important:** Only experienced UniCensus users can change the configuration settings by editing the configuration files directly rather than running UniSetup again. Please take extreme care when editing the configuration files.
UniSetup Default Directories

UniSetup creates the following default directories:

<table>
<thead>
<tr>
<th>Directory name</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection directory</td>
<td>/var/tmp</td>
</tr>
<tr>
<td>Kit directory</td>
<td>/var/opt/UniCensus</td>
</tr>
<tr>
<td>Archive directory</td>
<td>/var/opt/UniCensus/archive</td>
</tr>
<tr>
<td>Manual collection directory</td>
<td>/var/opt/UniCensus/manual_collections</td>
</tr>
<tr>
<td>Temporary work directory</td>
<td>/var/tmp</td>
</tr>
<tr>
<td>Recovery saves directory</td>
<td>/var/opt/UniCensus/recovery</td>
</tr>
<tr>
<td>Adhoc directory</td>
<td>/var/opt/UniCensus/adhoc</td>
</tr>
</tbody>
</table>

UniSetup Standard Prompts

The following tables describe the system prompts displayed during UniSetup configuration. Note that UniSetup displays online Help with each prompt.

**CollectionDirectory**

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/tmp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>A temporary directory used for the output from the data collectors before the data is packaged for transport and archiving.</td>
</tr>
</tbody>
</table>

**ArchiveDirectory**

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/opt/UniCensus/archive</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>A directory used for archiving the data files collected by UniCensus.</td>
</tr>
</tbody>
</table>

**MaxArchives**

<table>
<thead>
<tr>
<th>Default</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This parameter is used to set the maximum number of files that can be stored in the archive directory. It must be an integer greater than 0.</td>
</tr>
</tbody>
</table>

**UniCensusTempWorkDir**

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/tmp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>A temporary directory used for sorting output data and holding files for a short period of time.</td>
</tr>
</tbody>
</table>
### UniCensusSubscriptAction

<table>
<thead>
<tr>
<th>Default</th>
<th>No</th>
</tr>
</thead>
</table>
| **Description** | This parameter is used to determine whether you want to supply your own scripts as part of UniCensus. User-supplied scripts will be executed before the standard UniCensus scripts. If you wish to supply your own scripts, they must be stored in one of the following directories:  
  - *Subscripts_w_textout*  
    For scripts that produce simple text output  
  - *Subscripts_w_htmlout*  
    For scripts that produce HTML formatted output  
  **Important:** Please note that all scripts are run as a root process, and that you are responsible for the actions of your own scripts. |

### UniCensusAdhocDir

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/opt/UniCensus/adhoc</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>A directory used for collecting ad hoc information, for example, &quot;uerf&quot; entries, problem description information, patches applied, downtime routine, and enhancements performed. The files stored in this directory should be text only.</td>
</tr>
</tbody>
</table>

### UniCensusRecoverySaves

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/opt/UniCensus/recovery</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>A permanent directory used to save the information needed for disaster recovery operations. The type of information captured includes disk label information, and HSZ and LSM metadata configurations. UniCensus retains the information for the six most recent executions of UniCensus.</td>
</tr>
</tbody>
</table>

### ManualDirectory

<table>
<thead>
<tr>
<th>Default</th>
<th>/var/opt/UniCensus/manual_collections</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>A directory used to archive the output files when UniCensus is invoked manually with the <em>-notransport</em> option.</td>
</tr>
</tbody>
</table>

### CompanyName

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>The name of your company.</td>
</tr>
</tbody>
</table>

### ContactName

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>The name of the person responsible for the UniCensus installation, for example, the system manager.</td>
</tr>
</tbody>
</table>

### ContactTelephone

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td>The telephone number of the person responsible for the UniCensus installation.</td>
</tr>
</tbody>
</table>
## ContactE-mail

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The e-mail address of the person responsible for the UniCensus installation. An e-mail notification will be sent to this address if UniCensus encounters any errors during the automatic collections.</td>
</tr>
</tbody>
</table>

## CustomerAccessID

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
</table>
| Description                      | A unique value used by the RCM Server to identify your data collection. The CustomerAccessID must have the following characteristics:  
  - Be less than or equal to 30 characters including alphanumeric characters, underscores (_), dashes (-), and dots (.).  
  - Cannot contain spaces.  
  If you have a Customer Support Center (CSC) access number, we recommend that you use this number as your CustomerAccessID. |

## CSC_TAM

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>If you have a Business Critical or &quot;Silver/Gold/Platinum&quot; contract, you should enter the name of the Compaq Technical Account Manager (TAM) assigned to you in this field.</td>
</tr>
</tbody>
</table>

## TAM_E-MAIL

<table>
<thead>
<tr>
<th>Default</th>
<th>None, except when you are running UniSetup again, in which case the previous setting is the default.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>If you have a Business Critical or &quot;Silver/Gold/Platinum&quot; contract, you should enter the e-mail address of your Compaq Technical Account Manager (TAM) in this field.</td>
</tr>
</tbody>
</table>

## System Serial Number

<table>
<thead>
<tr>
<th>Default</th>
<th>If you are running UniSetup for the first time, UniCensus searches the machine for a valid electronic serial number and uses it as the default. If you are running UniSetup again, it uses the previous system serial number setting as the default. You can overwrite any default by entering a new system serial number.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>The system serial number is usually located on a label at the rear of your system and consists of 10 alphanumeric characters. It can be used to identify your data collection.</td>
</tr>
</tbody>
</table>
If you install UniCensus to perform RCM data collections, you are prompted for the following information:

*The RCM collection is currently switched on… do you want to switch it off? Default = No*

You can specify whether you are configuring UniCensus for RCM. UniCensus performs the collection and data transport for RCM on Tru64 UNIX systems.

If you choose to continue with the RCM collection option switched on, you are presented with the current RCM parameters and the following prompt:

*Do you want to change any of these parameters? Default = No*

If you answer *Yes*, you are asked to specify how and where the output for RCM is to be transported. The following prompts are displayed:

<table>
<thead>
<tr>
<th>Select the automatic transport option (TransportOption) for RCM.</th>
<th>The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• FTP (Default)</td>
</tr>
<tr>
<td></td>
<td>• E-mail</td>
</tr>
<tr>
<td></td>
<td>• DSNlink (if installed)</td>
</tr>
<tr>
<td></td>
<td>• No automatic transport to RCM</td>
</tr>
</tbody>
</table>

**Note:** If you select *FTP* as your transport option, you will be asked if you FTP to external locations through a firewall. Default = No

If you answer *Yes*, you will be asked if you FTP through:

1. A firewall that uses a proxy.
2. A firewall that uses network address translation.

Default = 1

If you choose option 1, you will be asked for the hostname or IP address of the proxy.

If you choose option 2, you will be asked for the virtual hostname or IP address that the RCM FTP site has been assigned.

If you answer *Yes* (default), you are then asked to specify the transport option.

<table>
<thead>
<tr>
<th>Select the transport option for the local site (LocalTransportOption).</th>
<th>The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• FTP (Default)</td>
</tr>
<tr>
<td></td>
<td>• E-mail</td>
</tr>
</tbody>
</table>

If you choose *FTP* as your LocalTransportOption, you are asked to specify the following:

- **LocalFTP Login**: Enter the login name for the customer FTP site. The default is 'anonymous'.
- **LocalFTP Password**: Enter the password for the customer FTP site. The default is rcm@.
- **LocalFTP Address**: Enter the host name of the customer FTP site.
- **LocalFTP Upload Dir**: This setting is optional. Enter the directory on the FTP where files will be sent. This is a subdirectory relative to the home directory.

If you choose e-mail as your LocalTransportOption, you are asked to specify the following:

- **LocalE-mail Address**: Enter the local e-mail address to which the RCM output should be sent.
Once you have entered your transport settings, you are prompted for RCM scheduling information.

<table>
<thead>
<tr>
<th><strong>Frequency</strong></th>
<th>This value determines the frequency at which you want automatic runs of UniCensus to occur. The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Weekly</td>
</tr>
<tr>
<td></td>
<td>• Monthly (Default)</td>
</tr>
<tr>
<td></td>
<td>• Quarterly</td>
</tr>
<tr>
<td></td>
<td>• None</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>DayOfWeek (if you chose Weekly as the Frequency)</strong></th>
<th>If you choose to run UniCensus on a weekly basis, this value determines which day of the week the run will take place. The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Monday</td>
</tr>
<tr>
<td></td>
<td>• Tuesday</td>
</tr>
<tr>
<td></td>
<td>• Wednesday</td>
</tr>
<tr>
<td></td>
<td>• Thursday</td>
</tr>
<tr>
<td></td>
<td>• Friday</td>
</tr>
<tr>
<td></td>
<td>• Saturday</td>
</tr>
<tr>
<td></td>
<td>• Sunday (Default)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>DayOfMonth (if you chose Monthly or Quarterly as the Frequency)</strong></th>
<th>If you choose to run UniCensus on a monthly or quarterly basis, this value determines which day of the month the run will take place. It can be a value from 01 - 31 and the default is 01.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Time</strong></th>
<th>This value determines the time of the day the UniCensus run will take place. The format of the value should be HH:MM, and we recommend that you schedule UniCensus to run during off-peak hours. The default is 03:00A.M. local time.</th>
</tr>
</thead>
</table>
UniSetup for UCR

If you install UniCensus to perform UCR collections, you are prompted for the following information:

*The UCR collection is currently switched on... do you want to switch it off? Default = No*

This prompt allows you to specify whether you want to configure UniCensus for the Unified Customer Repository (UCR). If you choose to continue with the UCR collection option switched on, you are presented with the current UCR parameters and the following prompt:

*Do you want to change any of these parameters? Default = No*

If you answer Yes, you are asked to specify how and where the output for UCR is to be transported. The following prompts are displayed:

Select the automatic transport option (UCRTransportOption) for UCR.

<table>
<thead>
<tr>
<th>The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• E-mail (Default)</td>
</tr>
<tr>
<td>• None</td>
</tr>
</tbody>
</table>

Do you want to send the UCR output to a local site?

If you answer Yes (default), you are then asked to specify the transport option.

Select the transport option for the local site (UCRLocalTransportOption).

<table>
<thead>
<tr>
<th>The options are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• FTP (Default)</td>
</tr>
<tr>
<td>• E-mail</td>
</tr>
</tbody>
</table>

If you choose FTP as your UCRLocalTransportOption, you are asked to specify the following:

**UCRLocalFTPLogin** Enter the login name for the customer FTP site. The default is 'anonymous'.

**UCRLocalFTPPassword** Enter the password for the customer FTP site. The default is ucr@.

**UCRLocalFTPAddress** Enter the host name of the customer FTP site.

**UCRLocalFTPUploadDir** Enter the directory on the FTP site where files will be sent. This is a subdirectory relative to the home directory.

If you choose e-mail as your UCRLocalTransportOption, you are asked to specify the following:

**UCRLocalE-mailAddress** Enter the local e-mail address to which the UCR output should be sent.

Once you have entered your transport settings, you are prompted for UCR scheduling information.

**UCRFrequency** This value determines the frequency at which you want automatic runs of UniCensus to occur. The options are:

- Weekly
- Monthly (Default)
- Quarterly
- None
If you choose to run UniCensus on a weekly basis, this value determines which day of the week the run will take place. The options are:
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday (Default)

If you choose to run UniCensus on a monthly or quarterly basis, this value determines which day of the month the run will take place. It can be a value from 01 - 31 and the default is 02.

This value determines the time of the day the UniCensus run will take place. The format of the value should be HH:MM, and we recommend that you schedule UniCensus to run during off-peak hours. The default is 03:00A.M. local time.

When you finish entering all of the information in the UniSetup procedure, the settings are written to the UniCensus configuration files.

**Deinstalling UniCensus**

For Version 2.0 and later, UniCensus uses the `setld` software management tool to install and deinstall UniCensus.

To remove UniCensus Version 4.2.0, enter the command:

```
# /usr/sbin/setld -d UNICENS420
```

**Note:** You must be user `root` to install and deinstall UniCensus.
Installing the RCM Data Collector for Compaq Tru64 UNIX
Performing an RCM Data Collection

This chapter describes how you can schedule and execute an RCM data collection for a Tru64 UNIX system. It contains the following sections:

- Scheduling and Executing the RCM Data Collection
- Running UniCensus
- Viewing UniCensus Data
- Transferring RCM Data Indirectly
- Using DSNlink with RCM

Scheduling and Executing the RCM Data Collection

During the UniCensus installation, you can select whether to schedule the RCM data collection to run at regular intervals, or to execute the data collection manually.

To check or change the scheduling or transport options at any time, enter the following command in the directory in which you installed UniCensus:

```
#/unisetup
```

The setup script will take you through the prompts you answered during installation. For further information on answering the configuration prompts, see the Installing the RCM Data Collection Utilities section.

The following sections describe how scheduled collections run, how you can execute a data collection manually, and how to automatically run a data collection at system reboot. If you selected to transfer data indirectly, see the Transferring RCM Data Indirectly section for further information on how to return the data to Compaq Services for analysis.

Performing a Scheduled Data Collection

When UniCensus is installed, by default it schedules the data collection to run on the first day of each month, at 3:00 A.M. local time. Each time a data collection is complete, any transfer options you selected during the UniCensus installation are executed.
Performing an RCM Data Collection

Executing the Data Collection Manually

To execute the data collection manually, enter the following command in the directory where you installed UniCensus:

```bash
#/unicensus -config
```

**Note:** If you selected to transfer data indirectly, enter the `-manual` option in addition to the `-config` option.

This command will start the data collection immediately. When the data collection is complete, any transfer options you selected during the UniCensus installation are executed.

Executing the Data Collection on System Reboot

It is possible to set up the RCM Data Collector to run each time the system boots. This ensures that the RCM Server always has the latest hardware information for the system.

A script is provided to allow the RCM data collection to run at system boot. To set up RCM to run in this way, you must copy the script to the correct initialization directory and make a number of modifications to the startup sequence. The script and a readme.txt file are distributed with the kit and are located in the `/var/opt/UniCensus/rcm_on_boot` subdirectory.

**Important:** Only experienced Compaq Tru64 UNIX system administrators should make the configuration modifications necessary to enable RCM to run at system boot.

Running UniCensus

To run the UniCensus application, enter the following command:

```bash
#/usr/sbin/unicensus -options
```

If `/usr/sbin` is in your path, which is usually the case for user root, you can run UniCensus by entering the following command from any directory on your system:

```bash
# unicensus -options
```

There are a number of options (flags) you can specify to control the way UniCensus collects information, as follow:

<table>
<thead>
<tr>
<th>Flag</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>(none)</td>
<td>All information is collected except security/firewall/pathworks/verify_scan.</td>
</tr>
<tr>
<td>- all</td>
<td>All information is collected.</td>
</tr>
<tr>
<td>- allnosecurity</td>
<td>All information is collected except security/firewall/pathworks.</td>
</tr>
<tr>
<td>-debug</td>
<td>This option can be added to any command line to generate debug output or trace information during a UniCensus run.</td>
</tr>
<tr>
<td>-notransport</td>
<td>This option is used to suppress the transport of data to Compaq, after a &quot;-ucr&quot; or &quot;-config&quot; run.</td>
</tr>
<tr>
<td>-ucr</td>
<td>This option performs a UCR run.</td>
</tr>
</tbody>
</table>
Performing an RCM Data Collection

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-version</td>
<td>If you use this option with the UniCensus command, it will notify you which version of UniCensus is installed on your system.</td>
</tr>
<tr>
<td>-config</td>
<td>This option is for RCM data collection and transport for post-processing by the RCM Server.</td>
</tr>
<tr>
<td>RCM only</td>
<td></td>
</tr>
<tr>
<td>-fullconfig</td>
<td>This option is for all data collection and transport for post-processing by the RCM Server.</td>
</tr>
<tr>
<td>RCM only</td>
<td></td>
</tr>
</tbody>
</table>

The length of time it takes UniCensus to execute varies from a few minutes (with the -config flag set) to more than one hour (with the -all flag set and an extensive configuration).

For more information on how to use UniCensus to collect data for RCM, please contact your Compaq Services Representative.

Viewing UniCensus Data

When you run UniCensus, it starts collecting data. When it has finished collecting data, control of the system returns to the user. You cannot use UniCensus to view the data it generates. To view this data, do one of the following options:

- Run a standard web browser to view the generated data file. This is the best method for viewing data.
- Use the UNIX more command. If using the more command, you will have to ignore the HTML formatting commands embedded in the data file.

The data file is located in the directory selected during the UniSetup process for the option ArchiveDirectory. The default location is /var/opt/UniCensus/archive. This directory is divided into three subdirectories, as follows:

- **rcm** - this subdirectory holds the output from an RCM run (-config and -fullconfig options).
- **ucr** - this subdirectory holds the output from UCR runs (-ucr option).
- **other** - this subdirectory holds the output from other runs (-all and -allnosecurity options).

The data file has the name: hostname-date-time.html

For help on using your web browser to view these data files, consult the web browser Help pages.
Transferring RCM Data Indirectly

This section describes how to indirectly transfer data collected by RCM to Compaq Services for analysis. It describes the following topics:

- Why Transfer Data Indirectly?
- Manually Transferring Data
- Automatically Transferring Data
- Sending Data to Compaq Services

Why Transfer Data Indirectly?

Some systems running RCM do not have a direct connection to the Internet. For example, the target system (or systems) may be one of the following:

- A standalone system with no Internet connection.
- A system on a network, where no other system on the network has a direct Internet connection.
- A system on a network, where another system on the network has a direct Internet connection.

There are two ways to return the collected data in these situations:

- Manually transfer the collected data to a system that has a direct Internet connection.
- Configure UniCensus to automatically transfer the collected data to another system on the same network that has a direct Internet connection.

After the data is transferred to a machine with a direct Internet connection, you need to send the data to Compaq Services for analysis. The methods for manually transferring data and sending data to Compaq Services are described in the following sections.

Manually Transferring Data

If you collected the data by using any of the following methods:

- Run UniCensus -config with a 'transport to Compaq' option of None
- Run UniCensus -config
- Run UniCensus -notransport,

the data file is located in the /var/opt/UniCensus/archive/rcm subdirectory.

If you collected the data by running UniCensus -config or UniCensus -manual, the data is located in the /var/opt/UniCensus/manual_collections/rcm subdirectory.
Automatically Transferring Data

During the UniCensus installation process, you can configure UniCensus to send a copy of the data file to a machine with a direct connection to the Internet. Each time UniCensus is executed, it will copy the output data file to the specified machine. Specify a local transport option to this machine using e-mail or ftp. For more detailed information on configuring UniCensus to automatically transfer data, see the Installing the RCM Data Collection Utilities section.

UniCensus sends the collected data in the following file:

\texttt{rcmu-hostname-yyyymmdd-hhmmss.tar.Z}

You can then send this data file to Compaq Services as described in the Sending Data to Compaq Services section

\textbf{Note:} Do not change the name of this data file or its extension.

Sending Data to Compaq Services

You can send the data file to Compaq Services using one of the following options:

- Microsoft Exchange
- DSNlink
- FTP
- UNIX mail

\textbf{Note:} Do not change the name of this data file, or its extension when sending it to Compaq Services. If you do, the automatic process for receiving the file will not work.

\textbf{Microsoft Exchange}

To mail the data using Microsoft Exchange, send the \texttt{.tar.Z} file as an attachment to the following address:

\texttt{rcm.data@compaq.com}

\textbf{DSNlink}

To send the data using DSNlink, go to the directory location of the data file, and enter one of the following commands, depending on the version of DSNlink you are using:

\textbf{DSNlink Version 2.1A}

\texttt{dscopy rcmu-hostname-date-time.tar.Z rcmu-hostname-date-time@ -t RCM -i}

The second parameter is the same as the original file name with the file extension removed.

\textbf{DSNlink Version 2.3}

\texttt{dscopy rcmu-hostname-date-time.tar.Z -t RCM -i}

\textbf{Note:} To check the requirements for using DSNlink, see the Using DSNlink with RCM section.
Performing an RCM Data Collection

FTP
To ftp the data, ftp the .tar.Z file in binary mode, using anonymous ftp, to the following location:
rcm.service.digital.com/to_rcm/
When you ftp the file, it is automatically moved to a private area and you will not be able to see it.

UNIX Mail
To mail the data using UNIX mail, uuencode the .tar.Z file and mail the uuencoded file in the body of a mail message to the following address:
rcm.data@compaq.com
When you uuencode the .tar.Z file, do not change the file name or the contents of the file.

Using DSNlink with RCM
You can use DSNlink to send RCM data to Compaq Services, if you are transferring data automatically, or if you are transferring data manually. However, in order to use DSNlink to transfer RCM data, you must meet the following requirements:

- You must have DSNlink Version 2.x installed on the system from which you want to transfer the data. If you are transferring data automatically, DSNlink must be installed on the machine on which you installed the Data Collectors.
- Your local DSNlink host must be set up to receive RCM data. Please see the Contact the RCM Team section for further details.

DSNlink Hosts
An update to the DSNlink Host is required to support RCM. Please see the Contact the RCM Team section for further details.
This chapter provides information on accessing RCM technical support resources. It contains the following sections:

- Forgotten your RCM Account Details?
- RCM Technical Support
- Contact the RCM Team

**Forgotten your RCM Account Details?**

If you have already registered for RCM, but you have forgotten your user name or password - don’t worry! We can send you a copy of your account details. If you have not registered, you can register on the Registration page at the following URL:

[http://rcm.ilo.dec.com/Registration.htm](http://rcm.ilo.dec.com/Registration.htm)

To receive a copy of your account details, go to the following URL:

[http://smsat.ilo.dec.com/products/rcm/service/using/forget.htm](http://smsat.ilo.dec.com/products/rcm/service/using/forget.htm). Enter the following information, and click the *Send me a copy of my account details* button.

* Name:
* E-mail address you specified when you registered
Telephone:

RCM user name:
(If you remember)

* These fields are required

Your RCM user name and password will be sent to the e-mail address that you specified when you registered. You should receive a response within one working day.

**RCM Technical Support**

If you have a problem using any aspect of RCM including the Data Collectors, data transport, or the user interface, please contact us at the following URL:

Rcm.support@compaq.com

To help us resolve any problems quickly, please send us the following information:
1. Your name, RCM user name (registration name), and contact details.
2. The access ID (entered during data collector installation), hostname, and serial number of the system on which you collected data.
3. The platform, system serial number, operating system version, and data collection utility versions, and build numbers.
4. The platform, operating system name and version, and browser name and version on the system from which you accessed the RCM Server.
5. Details of the problem, including any log files, error files, or messages generated by the system.

Contact the RCM Team

The RCM team would welcome any queries or comments that you may have about RCM.

If you have questions or comments, or you would like to participate in future field tests or early release programs, contact the Product Manager, Vincent Jordan.

You can also contact the Project Manager, Tom Kilgarriff, or the Development Manager, Paddy Medley.

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