**Prerequisites**

The following systems, running Windows NT 4.0 (up to and including Service Pack 6a) can run RCM:
- All Compaq AlphaServer™ systems
- All Intel servers

You must have approximately 10 MB of free disk space available on the machine that you want to install the data collector on.

You need the following account information:
- A valid user name and password
- Administration privileges
- The right to log on as a service

The following tools are used to help collect RCM data on Windows NT systems:
- Compaq Survey Utility Version 2.08 (Alpha) or Version 2.32 (Intel)
- Windows NT Diagnostics (WinMsd.exe)

The following prerequisite applies to RCM on an AlphaServer system running Windows NT:

**FX!32™** – if you want to install the Intel-specific Compaq Survey Utility, you need to have FX!32 installed on the system. When installing Compaq Survey Utility, the following two error messages are generated on AlphaServer systems. These relate to Intel Industry Standard calls:
- System Process – Unable to Load Device Driver “.. HalHook.sys driver could not be loaded”
- System Process – Unable to Load Device Driver “.. SysMgmt.sys driver could not be loaded”

You can safely ignore these error messages as they relate to 'Intel Industry Standard' calls which are not available in FX!32.

**Installation**

To run an RCM data collection, download the latest version of the data collection software. Create a directory where you want to install the RCM Data Collector for Windows NT kit, and copy the kit into the new directory. Extract the kit files by entering the following command if the kit is for an AlphaServer system:
```
rcm_nt_vn_na.exe
```

Or enter the following command if the kit is for an Intel system:
```
rcm_nt_vn_ni.exe
```

This creates an installation directory with the same name as the kit, for example, `rcm_nt_vn_na`. Execute the installation procedure by entering the following command in the installation directory:
```
setup.exe
```

The installation procedure begins. This prompts for the following configuration information:
- **Customer Information**
  Basic customer administrative data is collected to facilitate customer identification and communication. You will be required to enter an access ID. This access ID will be given to you by your Compaq Services representative.
- **Transport Information**
  When the data collection is complete, the collected data may be automatically transferred to Compaq Services. You can specify whether the data is transferred using e-mail or ftp.
- **System and Scheduling Information**
  You can schedule the data collection to run at regular intervals.

The system asks if you want to install Survey Utility now. Click Yes.

**Note:** Do not change the default directories when installing Survey Utility.

At the end of the installation, you are given the option to install the RCM service — you only need to install this utility if you want to schedule automatic data collections. If you want to install the service, you are prompted as follows:

Logon the RCM service using a [u]ser or [s]ystem account.

Enter ‘U’ for user, provided your account has the privileges.

**Deinstalling**

To deinstall the RCM Data Collector, follow these steps:

1. Remove the RCM service. To do this, enter the following command in the directory in which you installed the kit:
   ```
   rcm remove
   ```

2. Remove the kit. To do this, select the Start Menu, then Programs, Compaq Service Tools, and Revision & Configuration Management. Select the Uninstall RCM Data Collector for Windows NT menu item.

3. Delete the directory (and any files within it) in which you installed the collector.

**Collecting RCM Data**

After downloading and installing the latest versions of the data collection software, you can perform a one-time immediate collection on a Windows NT server. Use one of the following commands from the directory in which you installed the collector:
```
rcm collect
```

If you want to perform a one-time immediate collection and transport the data according to the configuration setting, use the following command:
```
rcm all
```
Transporting Data

The following command may be used to transport the most recent data collection back to Compaq via the mechanism specified in the configuration file:

\[ rcm\ transport \]

If the data is transferred to Compaq Services automatically, it will be available from the RCM server in less than three hours.

If you chose to manually transfer the collected data, you can do so in one of the following ways:

- E-mail the archive as a mail attachment to the following address:
  \[ rcm.data@compaq.com \]

- Ftp the archive using anonymous ftp to the following location:
  \[ ftp://rcm.support.compaq.com/to_rcm \]

Further Information

Additional Quick Reference Cards are available for RCM:

- RCM Server
- RCM (with UniCensus) Data Collector for Compaq Tru64™ UNIX
- RCM Data Collector for Compaq OpenVMS™

Further detailed information is available from the RCM web site at the following URL:

\[ http://www.support.compaq.com/svctools/rcm \]

Support & Feedback

Technical support is available by sending an email to:

\[ rcm.support@compaq.com \]

If you have questions or suggestions regarding the use of RCM, we want to hear from you. Please send your questions, comments, and suggestions to:

\[ rcm.feedback@compaq.com \]

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