Revision and Configuration Management Data Collector for Windows NT
User Guide

December 2000

This document provides information for installing and using the Revision and Configuration Management Data Collector software for Windows NT.

Revision/Update Information: This manual replaces the manual for the Revision and Configuration Data Collector Version 3.0 for Windows NT

Operating System and Version: Microsoft Windows NT 4.0

Software Versions: RCM Server Version 3.4
RCM Data Collector Version 3.1 [BL50] for Windows NT

Compaq Computer Corporation
# Table of Contents

**Preface**
- Purpose of this Document ................................................................. v
- Intended Audience .............................................................................. v
- Structure of this Guide .......................................................................... v
- Document Conventions ........................................................................... v
- More Information..................................................................................... vi

**Overview** ......................................................................................... 1–1
- How Does RCM Work........................................................................... 1–1
- Windows NT Systems Supported by RCM........................................... 1–1

**Installing the RCM Data Collector for Windows NT** .............................. 2–1
- RCM Data Collection Prerequisites ..................................................... 2–1
- Skills Required to Use RCM ................................................................. 2–2
- Installing the RCM Data Collection Utilities ........................................ 2–2
- Deinstalling the RCM Data Collector for Windows NT ...................... 2–4

**Performing an RCM Data Collection** ................................................. 3–1
- Scheduling and Executing the RCM Data Collection .......................... 3–1
  - Performing a Scheduled Data Collection ........................................... 3–1
  - Executing the Data Collection Manually ............................................ 3–1
- Transferring RCM Data Indirectly ....................................................... 3–2
  - Why Transfer Data Indirectly ........................................................... 3–2
  - Manually Transferring Data ............................................................... 3–2
  - Sending Data to Compaq Services ..................................................... 3–2

**RCM Technical Support** ...................................................................... 4–1
- RCM Technical Support ......................................................................... 4–1
- Contact the RCM Team ......................................................................... 4–1
Preface

Purpose of this Document

This document describes the procedures for installing and running the Revision and Configuration Management Data Collector software on a Microsoft Windows NT system.

Intended Audience

This guide is intended for Compaq™ Services personnel who will 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 Windows NT
- 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><em>Italics</em></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>
Preface

More Information

For more information on the RCM tool, see the following URL:
http://www.support.compaq.com/svctools/rcm/
This chapter provides an overview of the Revision and Configuration Management Data Collector software for Windows NT. It contains the following sections:

How Does RCM Work
Windows NT Systems Supported by RCM

How Does RCM Work

Revision and Configuration Management (RCM) provides revision and configuration reporting for Intel and Compaq AlphaServer systems running Windows NT. RCM uses the following components to perform the data collection on a Windows NT system:

- **RCM Data Collector** - This utility starts the data collection, and packages and transports the data to Compaq Services after the data collection has completed. It also maintains a data collection archive and runs the Compaq Survey Utility.

- **RCM Service** - A Windows NT service that controls the scheduling of regular RCM data collections, by running the RCM Data Collector at scheduled intervals.

- **Compaq Survey Utility** - A utility that collects some data for the RCM Data Collector.

The system configuration snapshot (collected data) is automatically transported to Compaq Services using e-mail or ftp. The data is then loaded onto the RCM Server, which is maintained in Compaq by the RCM team.

The RCM Server incorporates a web-based user interface which enables authorized personnel in Compaq Customers Services to view detailed configuration and change reports. Customers with premium service contracts are able to view these configuration and change reports through the *Electronic Site Management Guide* (eSMG). Further information on using the RCM Server is available to Compaq Services personnel in the *RCM Server User Guide*.

Windows NT Systems Supported by RCM

RCM supports the following systems, running Windows NT 4.0 (up to and including Service Pack 6):

- All Intel Servers
- All AlphaServer systems
 Installing the RCM Data Collector for Windows NT

This chapter describes how you can install and deinstall the RCM Data Collector for a Windows NT system. It contains the following sections:

- RCM Data Collection Prerequisites
- Skills Required to Use RCM
- Installing the RCM Data Collection Utilities
- Deinstalling the RCM Data Collector for Windows NT

RCM Data Collection Prerequisites

The following table lists the requirements for installing and running the RCM Data Collector on a Windows NT system. Requirements may vary according to the system.

<table>
<thead>
<tr>
<th>Area</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disk Space</td>
<td>10 MB of free disk space on the system on which you install the RCM Data Collector.</td>
</tr>
</tbody>
</table>
| Account Settings      | • Valid user name and password  
                         | • Administration privileges  
                         | • Access Privilege to Log on as a service |
| Software              | RCM Data Collector for Windows NT kit Version 3.1  
                         | **For AlphaServer systems only:**  
                         | FX!32™ - If you want to install the Compaq Survey Utility with the RCM kit, you need to have FX!32 installed on the system. FX!32 can be obtained from the following URL:  
                         | http://www.support.compaq.com/amt/fx32/ |

The latest version of the RCM Data Collector software is available on the Service Tools CD-ROM.

**Note:** For Windows NT installations on AlphaServer systems only, FX!32 must be already installed on the target system. You will see the following two error messages during installation and system reboot:

- **System Process - Unable to Load Device Driver**  
  "C:\Compaq\Survey\HalHook.SYS driver could not be loaded. Error Status was 0xc000007b"
Installing the RCM Data Collector for Windows NT

- **System Process - Unable to Load Device Driver**
  
  "C:\Compaq\Survey\SysMgmt.SYS driver could not be loaded. Error Status was 0xc000007b"

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

**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.

**Installing the RCM Data Collection Utilities**

This section describes how to install the RCM Data Collector for Windows NT kit. The installation procedure installs the RCM Data Collector, the RCM Service, and the Compaq Survey Utility components on a Windows NT system. Please see the How Does RCM Work section for information on each component.

**Note:** Please refer to the RCM Data Collection Prerequisites section for information on the prerequisites for installing this kit, including user account requirements.

To install the RCM Data Collector for Windows NT kit, do the following:

1. Deinstall any existing version of the RCM Data Collector for Windows NT before installing a new version. See the Deinstalling the RCM Data Collector for Windows NT section for more information.
2. Create a new directory where you want to install the RCM Data Collector for Windows NT kit. This directory must be accessible from all the systems on which you want to install the kit.
3. Copy the RCM Data Collector for Windows NT kit into the new directory.
4. Extract the kit files by entering either of the following commands:
   - `rcm_nt_vn_na.exe`
   - `rcm_nt_vn_ni.exe`

   where:
   
   - `n_n` represents the version number, for example, `rcm_nt_v3_1a`
   - `a` indicates the kit is for an AlphaServer system
   - `i` indicates the kit is for an Intel system

   This command creates an installation directory with the same name as the kit, for example, `rcm_nt_v3_1a`
5. Execute the installation procedure by entering the following command in the installation directory:
   - `setup.exe`
   
   A graphical user interface is displayed and you can follow the instructions on screen to continue the RCM kit installation process.
6. You are prompted for the following configuration information:

<table>
<thead>
<tr>
<th>Prompt</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>The name of your company owning the system.</td>
</tr>
<tr>
<td>Contact Name</td>
<td>The name of your contact in the company owning the system.</td>
</tr>
<tr>
<td>Contact Telephone</td>
<td>The telephone number of your contact in the company owning the system.</td>
</tr>
<tr>
<td>Contact E-mail</td>
<td>The e-mail address of your contact in the company owning the system.</td>
</tr>
<tr>
<td>Technical Account Manager</td>
<td>The name of the technical account manager.</td>
</tr>
<tr>
<td>Technical Account Manager E-mail</td>
<td>The e-mail address of the technical account manager (must be @compaq.com).</td>
</tr>
<tr>
<td>Customer Access ID</td>
<td>The RCM access identifier for this system. For information on using access identifiers, refer to the RCM Server User Guide.</td>
</tr>
<tr>
<td>Transport Option</td>
<td>Method for returning the collected data to Compaq Services. It can be one of the following:</td>
</tr>
<tr>
<td>Email</td>
<td>automatically email the data, using SMTP or MAPI (Messaging API).</td>
</tr>
<tr>
<td>SMTP Server</td>
<td>The hostname of the SMTP server in the format of hostname[:port], for example, smtp.company.com:25. Contact your local administrator for this information.</td>
</tr>
<tr>
<td>SMTP Email Address</td>
<td>An e-mail address required for SMTP authentication. Usually your normal email address suffices. Contact your local administrator for this information.</td>
</tr>
<tr>
<td>FTP</td>
<td>automatically ftp the data.</td>
</tr>
<tr>
<td>None</td>
<td>do not automatically transport the data. If you wish to transfer collected data to Compaq Services manually, see the Transferring RCM Data Indirectly section.</td>
</tr>
<tr>
<td>Maximum Archives</td>
<td>The maximum number of old data collections that are kept in the installation directory \rcm_archive\ directory.</td>
</tr>
<tr>
<td>Local Transport Option</td>
<td>Method for sending a copy of the collected data to a local location. It can be one of the following:</td>
</tr>
<tr>
<td>Email</td>
<td>email the data.</td>
</tr>
<tr>
<td>SMTP Server</td>
<td>The hostname of the SMTP server in the format of hostname[:port], for example, smtp.company.com:25. Contact your local administrator for this information.</td>
</tr>
<tr>
<td>SMTP Email Address</td>
<td>An e-mail address required for SMTP authentication. Usually your normal email address suffices. Contact your local administrator for this information.</td>
</tr>
<tr>
<td>Destination Address</td>
<td>The email address to which a local copy of the data will be sent.</td>
</tr>
<tr>
<td>FTP</td>
<td>Ftp the data. You must specify a login name, a password, and upload directory.</td>
</tr>
<tr>
<td>None</td>
<td>Do not transport the data a local location.</td>
</tr>
<tr>
<td>Collection Frequency</td>
<td>The frequency at which you want to schedule data collections. It can be one of the following:</td>
</tr>
<tr>
<td>Weekly</td>
<td>run the collection weekly, specify which day of the week.</td>
</tr>
<tr>
<td>Monthly</td>
<td>run the collection monthly, specify which day of the week.</td>
</tr>
</tbody>
</table>
Installing the RCM Data Collector for Windows NT

<table>
<thead>
<tr>
<th>System Serial Number</th>
<th>The serial number of the target system. If the Data Collector software does not detect this number, then you will be prompted to enter it.</th>
</tr>
</thead>
</table>

7. **You are prompted** Do you want to install the Survey Utility now? Click the Yes button.

8. If Compaq Survey Utility is already installed, a warning message is displayed. Click the No button as you do not need to reinstall this utility.

9. At the end of the installation, you are given the option to install the RCM Service. You only need to install this service if you want to run automatic RCM data collections.
   If you want to install the service, check the Yes, I want to install the RCM (NT) service now checkbox.

10. **You are prompted Logon to the RCM Service using a User or System account. Enter U for user. Please ensure that your account has the privileges listed in the RCM Data Collection Prerequisites section.**

This concludes the RCM Data Collector kit installation process.

Deinstalling the RCM Data Collector for Windows NT

To deinstall the RCM Data Collector for Windows NT kit, do the following:

1. To remove the RCM Service, enter the following command, in the directory where you installed the kit:
   
   `rcm remove`

2. To remove the rest of the kit, from the Start Menu, first select the Programs, Compaq Service Tools, and Revision & Configuration Management menu options, and then select the Uninstall RCM Data Collector for Windows NT menu item.

3. Delete all files in the directory in which you installed RCM.

4. Delete the directory in which you installed RCM.
Performing an RCM Data Collection

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

- Scheduling and Executing the RCM Data Collection
- Transferring RCM Data Indirectly

Scheduling and Executing the RCM Data Collection

When you install the RCM Data Collector, you select a schedule for the RCM data collection. If you install the RCM Service, the Data Collector will execute automatically according to that schedule.

To check or change the scheduling or transport options at any time, you need to reinstall the Data Collector.

The following sections describe how scheduled collections run, and how you can execute a data collection manually. 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 the Data Collector is installed, by default it schedules the data collection to run on the first day of each month, at 3:40 A.M. local time. You may have changed these options when you installed the Data Collector.

If you install the RCM Service, the Data Collector will execute automatically at each scheduled interval and each time the system is rebooted.

Each time a data collection is complete, any transfer options you selected during the Data Collector installation are automatically executed.

Note: If you do not install the RCM Service utility, the data collection will not run automatically.

Executing the Data Collection Manually

If you want to execute the data collection manually, you do not need to install the RCM Service utility.

To execute the data collection manually, enter the following command in the directory where you installed the Data Collector:
Performing an RCM Data Collection

rcm all

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

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
- 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.

In these situations, you can manually transfer the collected data to a system that has a direct Internet connection. After the data is transferred, you need to send the data to Compaq Services for analysis.

Manually Transferring Data

When the data collection is completed, the collected data is saved into a .zip file in the following directory:

`installationdirectory\manual\`

The .zip file has the following name:

`rcmn-machinename-yyyyymmdd-hhmmss.ZIP`

You can copy this file to a system with a direct Internet connection.

Note: Do not change the name of the .zip file or its extension.

Sending Data to Compaq Services

When you have copied the .zip file containing the collected RCM data to a system with an Internet connection, you can send the data to Compaq Services using either of the following options:

- Any e-mail application that supports attachments
- Ftp

Note: Do not change the name of the file, or its extension while sending it to Compaq Services. If you do, the automatic process for receiving the file will not work.
E-mail
To mail the data using an e-mail application, send the file as an attachment to the following address:

rcm.data@compaq.com

FTP
To ftp the data, ftp the file in binary mode, using anonymous ftp, to the following location:

rcm.support.compaq.com/to_rcm/
This chapter provides information on accessing RCM technical support resources. It contains the following sections:

- RCM Technical Support
- Contact the RCM Team

**RCM Technical Support**

If you have a problem using any aspect of RCM, either with 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, 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 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.

rcm.feedback@compaq.com