



# **SystemGlobe GlobalMaster R1.3**

## **Installation Guide**

### **(Manager Version)**

Jan 2004  
NEC Corporation

Thank you for purchasing our products. This installation guide provides the Agent software installation method of “SystemGlobe GlobalMaster“ for our customers.

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# 1. Preface

The notations and signs used in this manual have the following meanings.

Notations:

<i>Italic</i>	Represents a component, such as an installation directory, which varies depending on an environment in use.
<b>Bold</b>	Represents an important part.
<u>Underline</u>	Represents a part to input from a keyboard.
“ ” -> “ ”	Means selecting or clicking items surrounded by “ ” in order.  [Example] “Start” -> “Program” -> “NEC” -> “GlobalMaster” -> “GlobalMaster”  Means to click the “Start” button and select “Program” from the menu displayed. Select “NEC” -> “GlobalMaster” from a submenu appearing on the side, and click “GlobalMaster”.

## 1.1 Overview

SystemGlobe GlobalMaster is configured with two kinds of software, Administration Manager and Agent. Administration Manager is installed on a management station, and Agent is installed on all managed partitions. Refer to this document for the installation method of Administration Manager, and “Installation Guide (Agent Version)” for that of Agent, for details. And about a setup after installation, refer to "Chapter4 System Construction" of "Administration Guide", and refer to an "Operation manual" about the operation method of GlobalMaster.

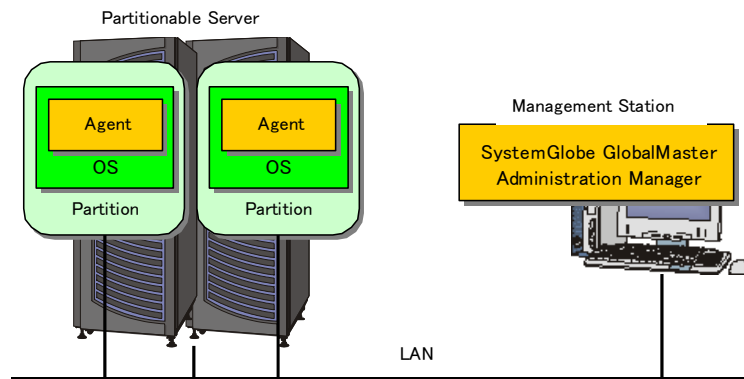


Figure-1 The outline of SystemGlobe GlobalMaster

## 1.2 Operating Environment

Administration Manager is equipped as a Java program, which operates as a Microsoft Windows OS (Windows) service. **Please be sure to install the ServicePack2 or later to the Windows2000 of the management server.** Java Runtime Environment (JRE) is required to run Java programs. Browser software supporting PDF1.4 such as Adobe Acrobat Reader 5 is also required because the manuals are created in a PDF file format.

Recheck the environment in use against the table below.

Refer to the Release Notes for more details.

Operating Environment	Version
OS	Windows 2000 Server (Service Pack 2 and later) Windows 2000 Professional (Service Pack 2 and later) Windows Server 2003 Standard Edition (32 bit processor version)
Java runtime environment	Java Runtime Environment 1.3.1_09 International Version
Database	MySQL3.23.58
PDF browser	Supporting PDF1.4

Table-1 Operating Environment List

### 1.3 Communication setting

In SystemGlobe GlobalMaster, Administration Manager and Agent communicate with each other. Setting the same communication conditions for Administration Manager and Agent is required. Refer to Installation Guide (Agent Version) and Operation Guide for the detail.

The management station requires one or more network cards and network settings as well.

Assign a fixed IP Address when setting a network, without using DHCP. Refer to the related manuals included with Windows for the network setting method.

### 1.4 WMI

Check that the WMI (Windows Management Instrumentation) service in the management station has started when using SystemGlobe GlobalMaster Administration Manager.

When Windows is in the standard setting, the WMI service automatically starts. Therefore, **usually it is not necessary to change the setting.**

Refer to the manual and the like included with Windows for the setting method for Windows services.

### 1.5 Cautions before installing

- Prepare the install medium provided with the product for installation.
- Disk space required to install the software is about 10M bytes. Totally the disk space of about 256M bytes is required to store, such as an activity history of the operation, in a database.
- An account with Administrator privilege is required for installation and setting.
- SystemGlobe GlobalMaster uses a MySQL database to track information.

**Do not use MySQL for other purposes other than those of SystemGlobe GlobalMaster** on a machine where Administration Manager is installed. This occasionally causes malfunctions.

Use MySQL provided with SystemGlobe GlobalMaster without fail.

- Please install the ESMPRO related product of the ESMPRO/ServerManager, the ESMPRO/AlertManager at first, When the ESMPRO and the GlobalMaster is installed on the identical machine.
- When installing GlobalMaster, please install it after stopping all applications and services of ESMPRO/ServerManager and ESMPRO/AlertManager. In that case, each service of ESMPRO/ServerManager and ESMPRO/AlertManager will be automatically stopped and resumed after the installation. However, please install it after stopping these services in order to avoid any trouble on working.

## 2. Preparation of Installation

This section describes a CD-ROM drive as an example. Read it with a CD-R, CD-RW, or DVD drive if necessary.

### 2.1 Getting started

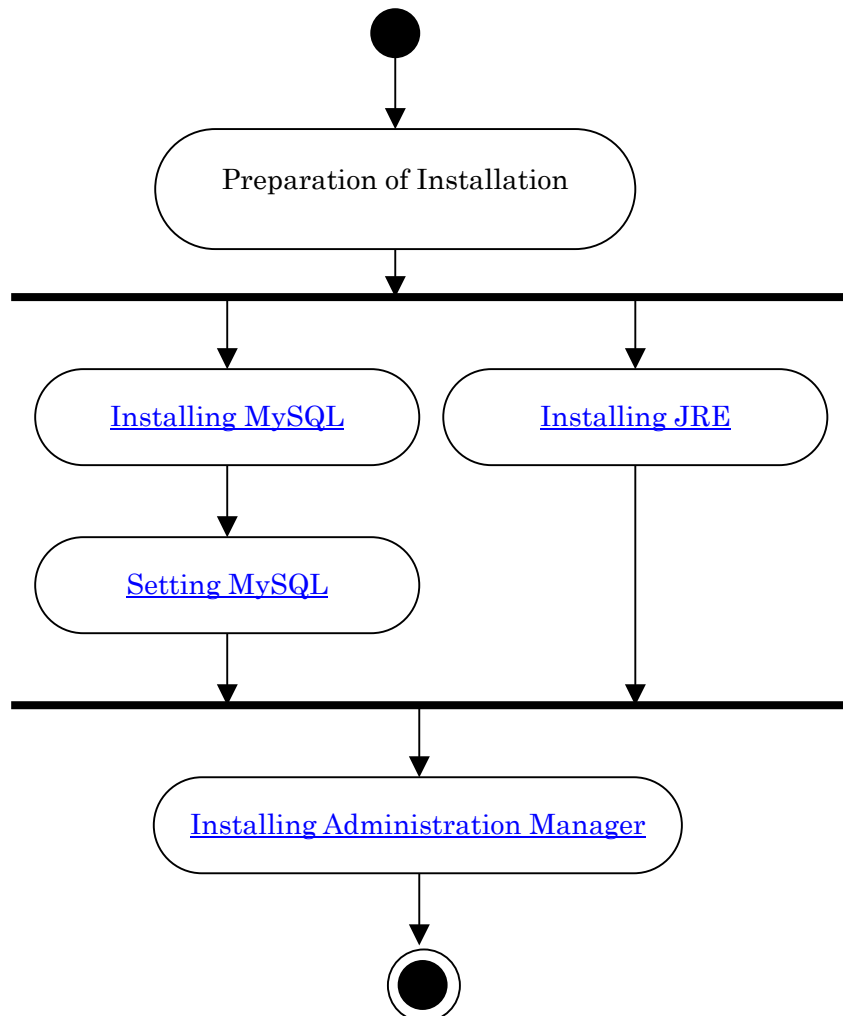
2.1.1. When upgrade installation:

1. Refer to “11 Upgrade from GlobalMaster R1.2”, and upgrade JRE and MySQL.
2. The procedure of Administration Manager installation is same as first installation.  
Refer to “6 Installing Administration Manager”, and upgrade Administration Manager.

2.1.2. When first installation:

Follow the steps below to setup Administration Manager.

It is possible to start with either MySQL or JRE setup. First describes MySQL setup is described in this manual.



Use MySQL and JRE included on the install medium of SystemGlobe GlobalMaster (not necessary to prepare separately).

## 2.2 Login by an account with Administrator privilege

Login Windows using an account with Administrator authority. It is not possible to install by an account without Administrator privilege.

## 2.3 Set “SystemGlobe GlobalMaster Install medium” to a CD-ROM drive

The install medium is configured as shown below. Check that programs Administration Manager uses for setting up are displayed in bold.

**表 2-1 File list of the media**

<b>File</b>	<b>Description</b>
\GlobalMaster\GUIDE.PDF	Administration Guide
\GlobalMaster\INSTAGW.PDF	Installation Guide (Agent Version)
<b>\GlobalMaster\INSTMGR.PDF</b>	<b>Installation Guide (Manager Version)</b>
\GlobalMaster\MANUAL.PDF	Operation Manual
\GlobalMaster\RELMEM.PDF	Release Notes
\GlobalMaster\Agent\setup.exe	SystemGlobe GlobalMaster Agent Installer
<b>\GlobalMaster\JRE\j2re-1_3_1_09-windows-i586-i.exe</b>	<b>JRE Installer</b>
<b>\GlobalMaster\Manager\setup.exe</b>	<b>SystemGlobe GlobalMaster Manager Installer</b>
<b>\GlobalMaster\MySQL\SETUP.EXE</b>	<b>MySQL Installer</b>

## 3. Installing MySQL

### 3.1 Launch MySQL setup

Execute either of the following to launch MySQL setup.

- Open the GlobalMaster\MySQL folder on the install medium from My Computer and execute SETUP.EXE.
- Execute the command below from “Start” -> “Run...”

E:\GlobalMaster\MySQL\SETUP.EXE

(E:\ is a drive name of the CD-ROM drive holding this medium.)

The Welcome window is displayed soon.

### 3.2 Click the “Next” button

The Information window is displayed. The information shown here is set at [MySQL Setting](#).

### 3.3 Click the “Next” button

The “Select installation” window is displayed.

### 3.4 Select an installation directory and click the “Next” button

The “Select setup method” window is displayed.

---

It is possible to specify any folder for installation. Click the “Look up” button to change the installation folder.

### 3.5 Select “Typical” and click the “Next” button

Installation starts.

---

When selecting “Custom”, it is possible to select the functions below. The MySQL Servers and The Grant Tables and Core Files are required. Therefore, it is not possible to cancel the selection. Select **The MySQL clients and Maintenance Tools** without fail because [Setting MySQL](#) uses them.

- ✓ The MySQL Servers
- ✓ **The MySQL clients and Maintenance Tools**
- ✓ The MySQL Documentation with different formats
- ✓ Examples, Libraries, Includes and Script files
- ✓ The Grant Tables and Core Files

Installation of MySQL is completed. Next is the MySQL setting.

## 4. Setting MySQL

### 4.1 Check that no my.ini file exists under the Windows directory

Example) When installing Windows in C:\WINNT:

Check that C:\WINNT\my.ini does not exist.

Rename or Remove the name if exists.

### 4.2 Launch <MySQL Installation directory>\bin\winmysqladmin.exe

The window below appears.



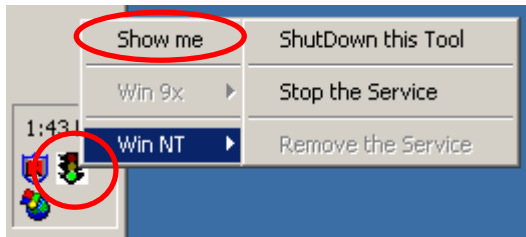
Figure-2 User registration at the first launch of MySQL Admin Tool

### 4.3 Input User name and Password, and click the “OK” button

The window is temporarily stored in the task tray.

Use a user name other than root. Note that the user name and password input here are stored in the MySQL setting file (my.ini below) with no encryption.

#### 4.4 “Right-click the winmysqladmin icon (traffic lights)” on the task tray and click “Show me”



The MySQL management tool is displayed.

#### 4.5 Select the “my.ini Setup” tab

The window below is displayed.

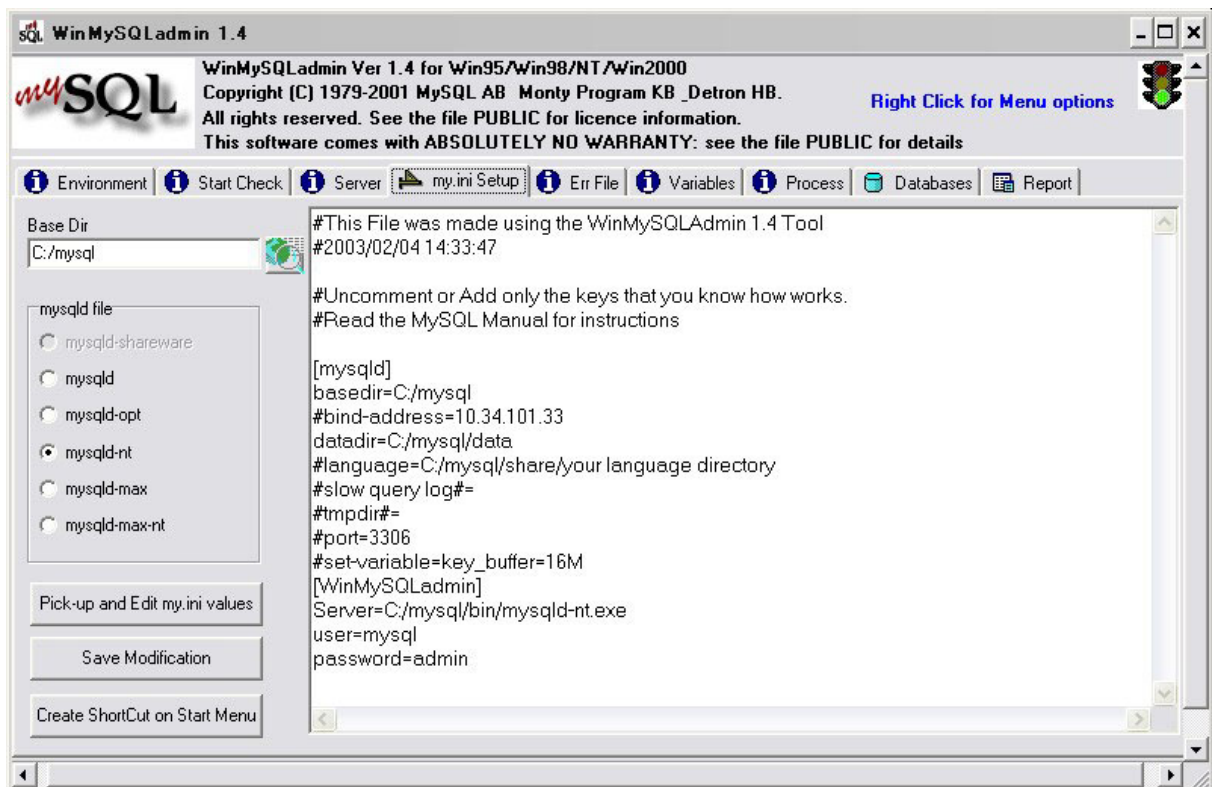


Figure-3 MySQL initial setting

#### 4.6 Change the MySQL setting

Set as follows to transaction processes valid:

1. Add the following two lines between [mysqld] and [WinMySQLAdmin] in the text edit area.
  - bdb-no-recover
2. Click the “mysqld-max-nt” radio button in the “mysqld file” on the left.

#### 4.7 Click the “Save Modification” button on the left bottom

Click “Yes” when the check window is displayed.

Check that the end of the Server= line of the [WinMySQLAdmin] section changed from mysqld-nt.exe to mysqld-max-nt.exe. Edit and set it directly if not changed.

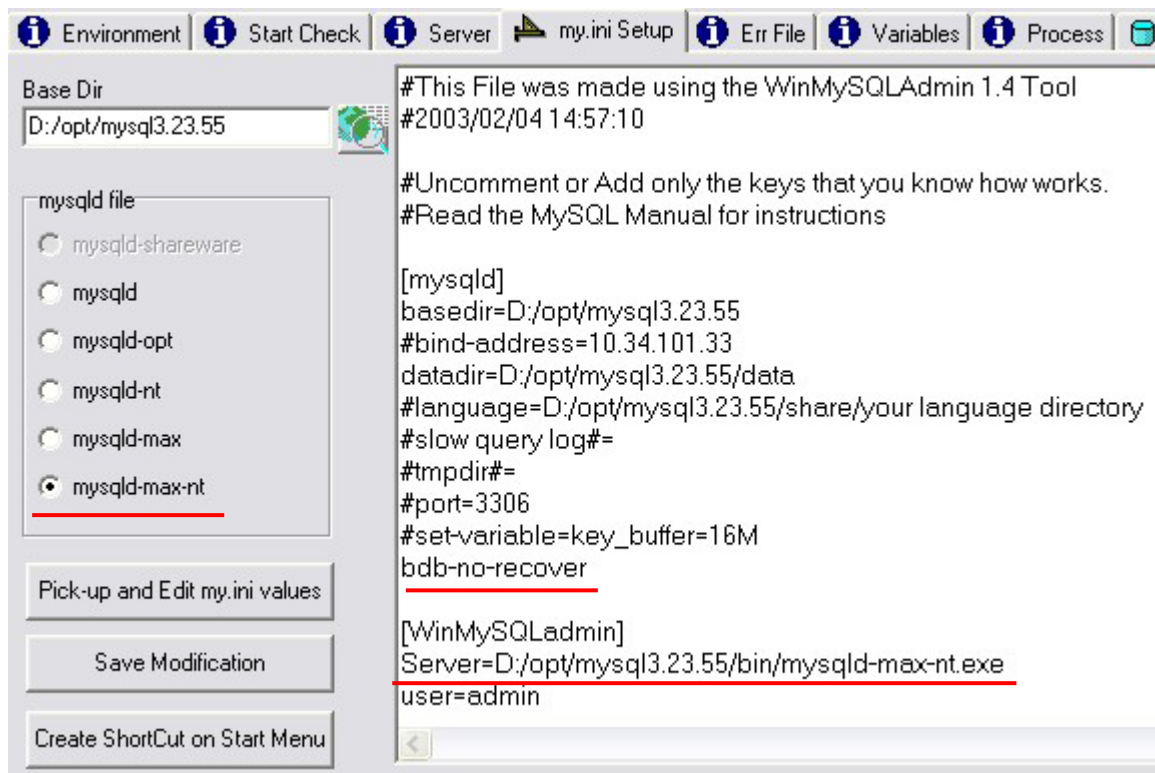


Figure-4 Setting changed (part)

#### **4.8 Reinstall MySQL service to make the changed setting valid**

Reinstall from the menu displayed by right-clicking the WinMySQLAdmin window. It is possible to right-click anywhere on the WinMySQLAdmin window.

1. “Right-click” -> “Win NT” -> “Stop the Service”
2. “Right-click” -> “Win NT” -> “Remove the Service”
3. “Right-click” -> “Win NT” -> “Install the Service”

- 
- At starting, WinMySQLAdmin installs and startup a service according to the my.ini setting (does nothing when already installed or started).
  - Reinstallation of the service is required if changing the “Server” setting of my.ini.
  - Restarting of the service is required making settings under tabs other than Server. Refer to the MySQL document for the detail.
  - Clicking “Create ShortCut on Start Menu” on the left bottom creates a shortcut on Startup of the Start menu.

Installation and setup of MySQL are completed.

## 5. Installing JRE

### 5.1 Launch JRE setup

Launch the JRE setup by executing one of the following:

- Open the GlobalMaster\JRE folder on the install medium from My Computer, and execute j2re-1\_3\_1\_09-windows-i586-i.exe.
- Execute the command below from “Start” -> “Run...”.  
E:\GlobalMaster\JRE\j2re-1\_3\_1\_09-windows-i586-i.exe  
(E:\ is a drive name of the CD-ROM drive holding this medium.)

The “License agreement” window is displayed soon.

### 5.2 Click the “Yes” button to agree to the license agreement

The “Choose Destination Location” window is displayed.

---

Click “No” and stop the setup if not agreeing to the license.

### 5.3 Specify an installation directory and click the “Next” button

The “Select Browsers” window is displayed.

---

It is possible to specify any folder for installation. Click the “Browse...” button to change the installation folder.

### 5.4 Clear all “Select browser” check boxes and click “Next”

Installation starts.

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#### Understand the following when selecting a browser:

Selecting a browser installs the function “Java Plug-in” and makes it operate automatically. After this, browsing Web pages, created to use the Java Plug-in and contain Java applets, get executed by the JRE.

Therefore, if the JRE has a security hole, computers in use and personal information are occasionally exposed to danger by malicious applets.

Installation of JRE is completed.

## 6. Installing Administration Manager

### 6.1 Cautions before installing

- Please install the ESMPRO related product of the ESMPRO/ServerManager, the ESMPRO/AlertManager at first, When the ESMPRO and the GlobalMaster is installed on the identical machine.
- When installing GlobalMaster, please install it after stopping all applications and services of ESMPRO/ServerManager and ESMPRO/AlertManager. In that case, each service of ESMPRO/ServerManager and ESMPRO/AlertManager will be automatically stopped and resumed after the installation. However, please install it after stopping these services in order to avoid any trouble on working.
- When starting Windows Service administration tool, uninstalling a service may not be completed.  
**When upgrade installation, be sure to end a tool.**

### 6.2 Launch Administration Manager setup

Launch Administration Manager setup by executing either of the following:

- Open the GlobalMaster\Manager folder on the install medium from My Computer, and execute setup.exe.
- Execute the command below from “Start” -> “Run...”.  
E:\GlobalMaster\Manager\setup.exe  
(E:\ is a drive name of the CD-ROM drive inserted this medium.)

The “Welcome” window is displayed.

Check the installation environment when starting the setup.

The setup ends displaying an error message if there is an error. Check the environment as follows and execute the setup again.

- The OS is Windows2000 or Windows Server 2003.
- JRE1.3.1\_09 is installed.
- MySQL is set properly.
- MySQL service is installed.

Old versions of Windows Installer on the target PC display a warning and start updating.

Click the “reboot” button because updating requires rebooting Windows.

### 6.3 Click the “Next” button

Customer information input window is displayed.

### 6.4 Input “User name” and “Organization”, select “Only for me (-)”, and click “Next”

Custom Setup window is displayed.

### 6.5 Select the program features and click “Next”

A database folder is displayed.

#### ■ When first installation:

- Be sure to install the “Initial database files”.

#### ■ When upgrade installation:

Check the following items. It is not necessary to change fundamentally, because it is already set as an initial value.

- **Please don’t install the “Initial database files”.**
- **Chose a same as directory chosen before upgrade installation.**

---

Clicking the hard disk icon of the function enables the installation of the function. It is not possible to release the selection of “Program files” because it is required to execute Administration Manager.

- ✓ Program files
  - ✓ Initial database files
  - ✓ ESMPRO linkage modules
- ✓ Manuals
  - ✓ Operation manual
  - ✓ Administration guide
  - ✓ Install guide (Manager program)
  - ✓ Install guide (Agent program Windows Version)

### 6.6 Check that the database installation directory is correct, and click “Next”

Ready to Install the Program window is displayed.

---

Specify a directory to install the initial database file used by Administration Manager.

Check that the installation directory has a value of [datadir set by my.ini](#).

Proper setup of MySQL already has the initial value input.

Therefore, **usually it is not necessary to change this installation directory.**

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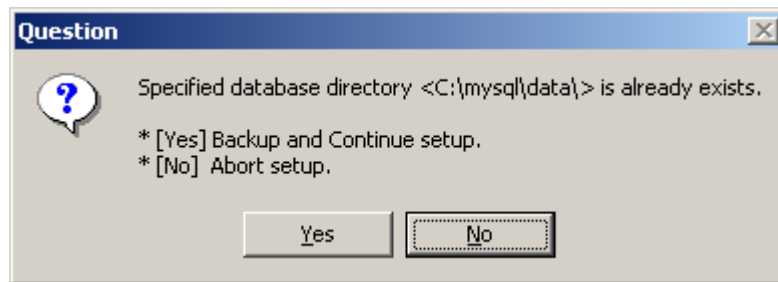
**Specify the directory set here without fail if different from the setting.**

Only a proper value operates Administration Manager. Note that the setup is occasionally not completed successfully if not set properly.

## 6.7 Click “Install”

Installation starts.

The inquiry below is displayed when the directory specified in the [database folder](#) already exists.



**Figure-5 Checking a database backup**

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The Administration Manager installer installs the initial database required to start Administration Manager operation. However, if a database already exists, only the database files with an older than the files being installed are overwritten and the content of the database occasionally becomes improper.

---

Selecting “Yes” changes the name of the existing database folder and continues installation.

Select “Yes” as a rule.

Selecting “No” stops the setup. Create a backup manually or remove it if not required.

Successful change of the name of the existing database directory displays a folder name after changed. A timestamp reflecting the date the name was changed is appended to the directory name.



**Figure-6 Result of a database backup**

Setup stops if it failed to change the directory name. Change the directory name manually and set up

Administration Manager again.

## **6.8 Click the “Finish” button**

Installation of the Administration Manager is completed.

## 7. How to start Administration Manager

Starting Administration Manager requires two steps, (1) startup a service program and (2) startup GUI. Administration Manager service is always running in the background, and monitors and controls managed systems. GUI offers functions to operate and control managed systems, visualize monitoring status, and so on.

### 7.1 How to start Administration Manager Service

1. Execute “Start” -> “Settings” -> “Control Panel” -> “Administrative Tools” -> “Services” (“Service Tool”) to launch the Windows service management tool.
2. “Right-click GlobalMaster” from the service list on the right -> “Start”.
3. Check that the service status is “Started”.

This started the service. Note that starting occasionally takes time depending on the number of the registered managed systems.

---

The service program is automatically started when booting Windows. Therefore, usually this operation is not required. However, manual starting is required immediately after the installation because it is not automatically started.

### 7.2 How to restart Administration Manager service

1. Close GUI if launched.
2. Launch the “Service Tool”.
3. “Right-click GlobalMaster” from the service list on the right -> “Restart”.
4. Check that the service status is “Started”.

### **7.3 How to stop Administration Manager service**

1. Close GUI if started.
2. Launch the “Service Tool”.
3. “Right-click GlobalMaster” from the service list on the right -> “Stop”.
4. Check that the service status is blank (“stop” in service properties).

---

The Administration Manager service and MySQL service do not support suspension. Do not execute “Pause” of the service.

### **7.4 How to start Administration Manager GUI**

1. “Start” -> “Program” -> “NEC” -> “GlobalMaster” -> “GlobalMaster”
2. Set the password following the display (password setting window is displayed at the first).

---

Refer to “Chapter 3 Starting And Exiting The User Interface Window” in the Operation manual for the detail of the operation of user interface windows.

## 8. Setting License

### 8.1 Checking installation

Launch the GUI following the above [How to start Administration Manager](#).

1. Start the Administration Manager service.
2. Launch the Administration Manager GUI.
3. The password setting window is displayed. Set the password following the display.
4. Click “OK” after the error message below is displayed.



When installed successfully, “ SystemGlobe GlobalMaster (Basic)” is displayed in the item of the main window. When failing to start Administration Manager, solve the problem by [Troubleshooting](#).

Setting a license is required to operate SystemGlobe GlobalMaster. Setting a license lock key and a codeword to Administration Manager sets a license. Stop Administration Manager service temporarily.

### 8.2 Setting a codeword

Set a codeword following the content of the document “Release Notes” attached to the product.

### 8.3 Checking license setting

Check from Administration Manager GUI if a license is properly set or not.

Execute “Main menu of main window” -> “Help” -> “Version information”, and display the “Version of SystemGlobe GlobalMaster” window. The license information is displayed at the bottom of the window.



## 8.5 Migration from Basic to Professional

When newly migrating to Professional version from the SystemGlobe GlobalMaster Basic version, it is possible to migrate only by setting a license. Change the license setting with the following procedure in that case.

1. Get a codeword of the Professional license.
2. Add the setting for the Professional license to the 2l2\_lockinfo.ini file. Remove (or comment out by putting “#” at the beginning of the line) the existing line of the Basic license.
3. If the Administration Manager service is started, [restart the service](#) to make the license valid.
4. Check that the Professional license is properly setup in the “Display of the SystemGlobe GlobalMaster version” window.

## 8.6 Adding a license

When newly introducing a partitionable server managed by SystemGlobe GlobalMaster, it is necessary to add a license before registering a managed system. It is not possible to add a managed system if the number of the licenses is that of the managed systems or less. Add a license following the steps below.

However, the adding license and the existing one should have the same license type (Basic or Professional). Refer to “8.5 Migration from Basic to Professional” when migrating from Basic to Professional.

1. Get a codeword for the license to add.
2. Add the setting file of the adding license to the n2l2\_lockinfo.ini file.
3. Restart Administration Manager GUI.
4. Check the license setting on the “Display SystemGlobe GlobalMaster version” window.  
Check that all licenses including the existing ones are properly set.

## 8.7 Cautions when setting a license

1. When describing two or more pairs of one license and a code word (when the n2l2\_lockinfo.ini has two or more identical license lines), all license settings become invalid. Set only one pair of a license and a codeword.
2. It is not possible to have the licenses of Basic and Professional at the same time. When migrating from Basic to Professional, change every license of all managed systems to Professional. Having the licenses of Basic and Professional at the same time starts the Basic version.
3. Do not input a space at the beginning of the n2l2\_lockinfo.ini line. The license cannot be recognized properly in this case.
4. A codeword uses MAC address as machine-specific information. Therefore, it is necessary to get a codeword again if changing the MAC address, such as changing NIC<sup>2</sup> (Only for NX version).

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<sup>2</sup> Network Interface Card

## 9. Uninstalling Administration Manager

### 9.1 “Right-click GlobalMaster” in “Service Tool” -> “Stop”

“Service status” changes to “Stop”.

### 9.2 “Right-click MySQL “ in “Service Tool” -> “Stop”

“Service status” changes to “Stop”.

### 9.3 Stop ESMPRO/ServerManager and ESMPRO/AlertManager


Stop each application and service of ESMPRO/ServerManager and ESMPRO/AlertManager. When uninstalling GlobalMaster, each service of ESMPRO/ServerManager and ESMPRO/AlertManager will be automatically stopped and resumed after the uninstallation. However, please uninstall it after stopping these services in order to avoid any trouble on working.

### 9.4 Select “SystemGlobe GlobalMaster” from “Start” -> “Setting” -> “Control Panel” -> “Add/Remove application” windows (“Add/Remove application”) and click the “Remove” button

Click “Yes” in the displayed dialog box to check the deletion. Uninstallation starts.

After uninstallation, Make sure that the GlobalMaster service is uninstalled by the service administration tool.

- 
- When uninstalling in the state of running the service administration tool, the GlobalMaster service may be displayed as “Disabled” (Refer to the following figure). In this case, restart the service administration tool.



Fax service	helps you ...	Manual	LocalSystem
File Replication	Maintains fi...	Manual	LocalSystem
GlobalMaster		Disabled	LocalSystem
Indexing Service	Indexes co...	Manual	LocalSystem

### 9.5 Remove the uninstalled files manually if necessary

The files remaining are listed below.

Several files such as log file remains in the installed directory. The MySQL database file is not removed either.

Remove it manually if necessary.

- 
- Removing files including “log” in the file name causes no problem because they are log files.

## **10. Uninstalling MySQL and JRE**

### **10.1 Execute “Right-click MySql” on “Service Tool” -> “Stop”**

“Service status” changes to “Stop”.

### **10.2 Launch WinMySQLAdmin and remove MySQL service**

“Right-click WinMySQLAdmin window” -> “Win NT” ->“Remove the Service”.

Check that “MySql” disappeared using the “Service Tool.”

### **10.3 Close WinMySQLAdmin**

“Right-click WinMySQLAdmin window” -> “Win NT” ->“Shutdown this Tool”.

Check that the traffic lights icon disappeared from the task tray.

### **10.4 Select “MySQL Servers and Clients 3.23.58” on the “Add/Remove Programs” window and click the “Remove” button**

Click “Yes” on the displayed dialog box to confirm the deletion. Uninstallation starts.

Uninstallation of MySQL is completed. Next is the JRE uninstallation.

### **10.5 Select “Java 2 Runtime Environment Standard Edition v 1.3.1\_09” on the “Add/Remove Programs” window and click the “Remove” button**

Click “Yes” on the displayed dialog box to confirm the deletion. Uninstallation starts.

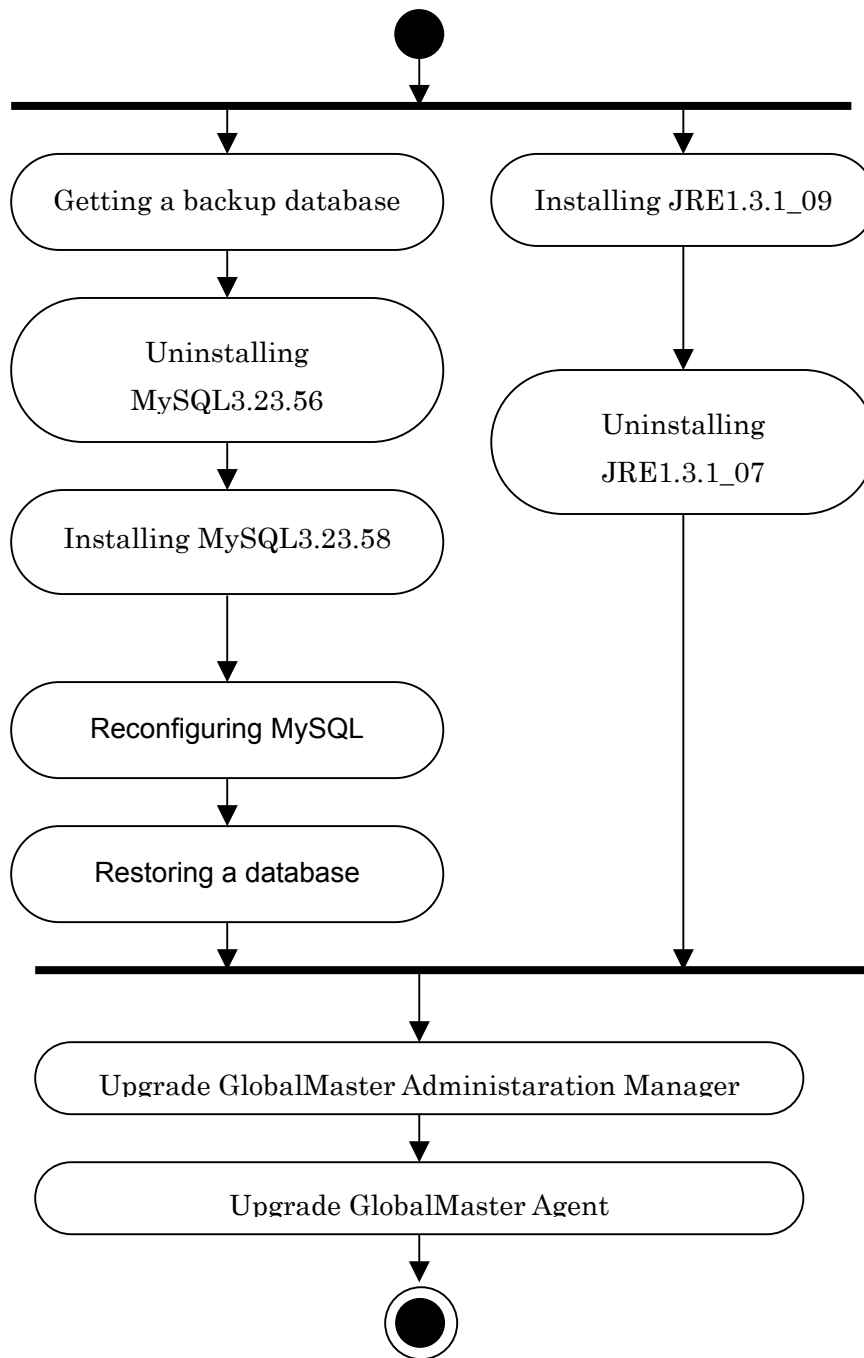
*Software other than SystemGlobe GlobalMaster occasionally overwrites JRE installation information. Check the content of the other software installed on the management station before uninstalling.*

### **10.6 Reboot Windows to complete uninstallation of “Java Plug-in 1.3.1\_09” remaining in the Windows control panel**

# 11. Upgrade from GlobalMaster R1.2

## 11.1 Upgrade steps

Follow the steps below to upgrade Administration Manager.



## 11.2 Upgrade MySQL

### 11.2.1. Stop MySQL

1. Refer to “7.3 How to stop Administration Manager service”, and stop Administration Manager.
2. Stop MySQL service similarly using “Service tool” of Windows.

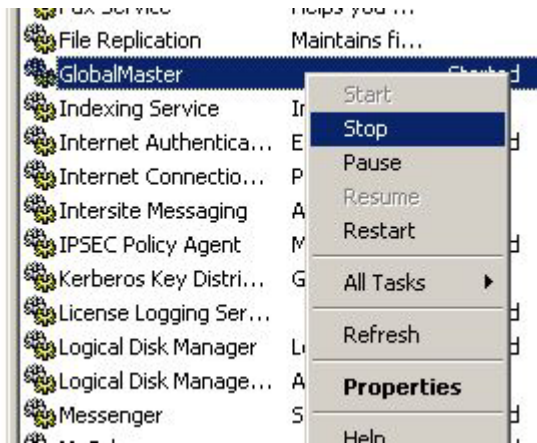


Figure 11-1 Stop GlobalMaster

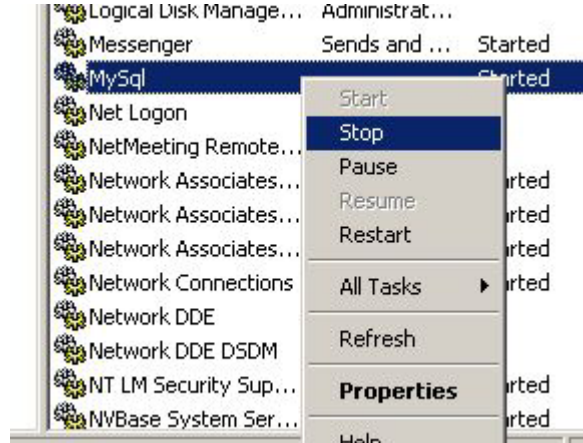


Figure 11-2 Stop MySQL

### 11.2.2. Getting a backup database

**A database directory of MySQL is temporarily moved to other directory.** A direction of the database directory is displayed on “WinMySQLAdmin”.

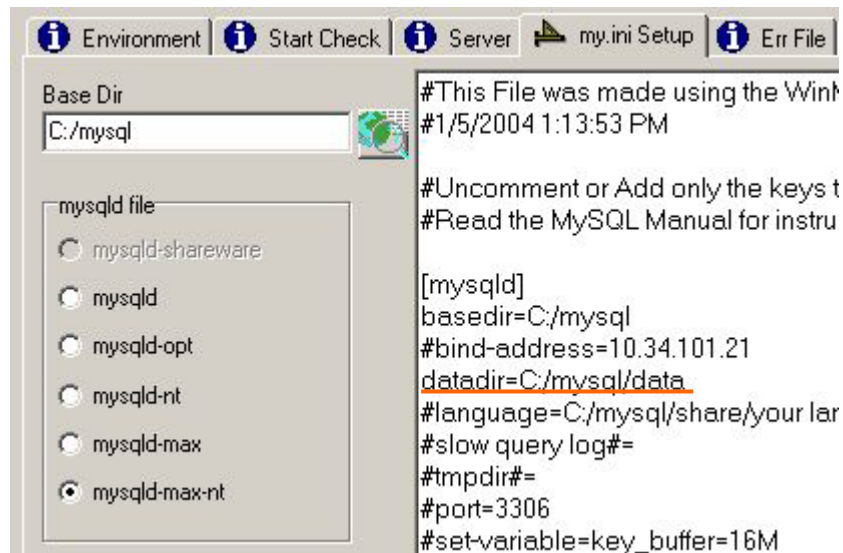


Figure 11-3 A direction of the database directory

### 11.2.3. Uninstallation MySQL with an earlier version

Refer to “10 Uninstalling MySQL and JRE”, and uninstall MySQL.

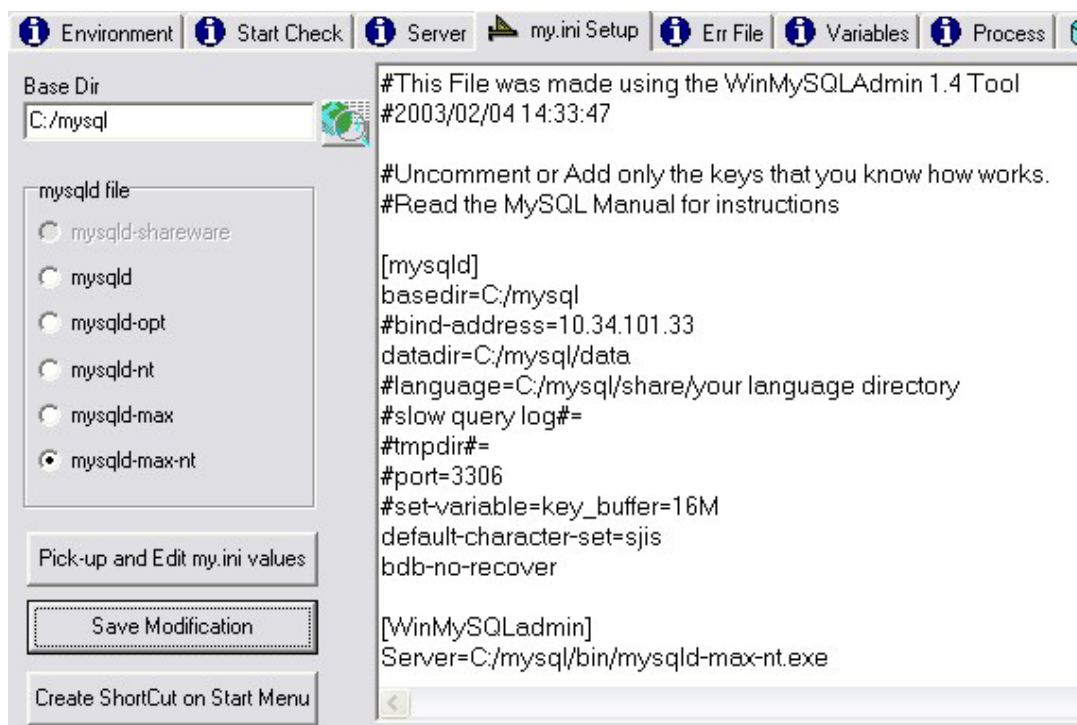
### 11.2.4. Reinstallation MySQL

Refer to “3 Installing MySQL”, and install MySQL in an installation CD. It recommends that an installed directory is same as an earlier version installation.

**MySQL installs an initial database. Then, be careful not to overwrite it on the backup database.**

### 11.2.5. Resetting MySQL

- When installing to a directory same as an earlier version installation, it is necessary to change the configuration. Proceed to [the next step](#).
- When installing to a different directory from an earlier version installation, confirm values of “basedir”, “datadir”, “Server” on “WinMySQLAdmin”. If these values is wrong, [change the MySQL setting](#).



**Figure 11-4 Confirm the MySQL configuration**

When the configuration is wrong, “WinMySQLAdmin” attempts to modify it at the starting.

#### 11.2.6. Restoring a database

The backup database is restored in the following procedure.

1. When starting MySQL, stop MySQL using “Service tool” of Windows.
2. Delete the reinstalled MySQL initial database files and their directory.
3. Restore the backup database files and their directory in there.

### **11.3 Upgrade JRE**

1. Refer to “5 Installing JRE”, and install JRE in an installation CD.
2. When the earlier version of JRE is unnecessary, uninstall it.

### **11.4 Upgrade the Administration Manager**

Refer to “6 Installing Administration Manager”, upgrade the Administration Manager. Then, if the administration tool of Windows services is running, stop it.

### **11.5 Resetting License**

When upgrading, the codeword for earlier version is invalid. Refer to “8 Setting License”, resetting License.

### **11.6 Upgrade the Agent**

Upgrade the all Agents to SystemGlobe GlobalMaster R1.3 Agent in all partitions of registered partitionable server as the managed system. Can not use SystemGlobe GlobalMaster R1.3 using the earlier version of the Agent.

Refer to “SystemGlobe GlobalMaster R1.3 Installation Guide (Agent Version)” about how to upgrade the Agent.

## 12. Restrictions

1. Administration Manager and all Agents should have the same set values used for communication. Refer to the description of the setting for Administration Manager and Agent for the detail.
2. Do not change the set values used for communication between Administration Manager and Agent in operation.  
End all Agents and change the setting for Administration Manager if necessary to change. After changing all settings for Agent, restarted each Agent.
3. It is not possible to change a backup file to the original state if installation is cancelled after backing up the existing database at the installation. Restore the backup file manually.
  - *<Installation directory>\DBCONF\DBPW.backup.date*
  - *<MySQL Installation directory>\data.backup.date*
4. Administration Manager creates the following work file (GuiConf) and a file to analyze faults (guilog, iflog, and jserver\_.log) in the installed directory (guilog is not created until a fault actually occurs). Creating the above file consumes the disk space of about 700K bytes. Do not update this file.
5. When Administration Manager is started, it is not possible to stop the MySQL service from WinMySQLAdmin. This is because the Administration Manager service (GlobalMaster) depends on the MySQL service. Stop the MySQL service after stopped GlobalMaster using "Service Tool".
6. When uninstalling ESMPRO/ServerManager from the machine where the administration manager is installed, please follow the following procedures:
  1. Stop all applications and services of GlobalMaster, ESMPRO/ServerManager and ESMPRO/AlertManager.
  2. Open the command prompt.
  3. Move to "tools" directory under the install directory of the administration manager for SystemGlobe GlobalMaster.  
In the following description, it assumes that the administration manager for SystemGlobe GlobalMaster is installed under "C:\Program Files\NEC\GlobalMaster" and ">" represents prompt.

```
> cd "C:\Program Files\NEC\GlobalMaster\tools"
```

4. Execute "esminstall.exe -u".

```
> esminstall.exe -u
```

“esminstall.exe” is executed in background. Please wait till a dialog is displayed which shows the execution is completed.

7. When the first or upgrade installation of the Administration Manager, if there is *<installed directory>*/AsAmA\_DIPSW.txt, delete this file. Do not make a file or a directory as same name. And, Do not edit this file.

## 13. Troubleshooting

This section describes the problem in general from installation to starting of Administration Manager, and its check items and solutions. Refer to the Administration Guide for faults in operation.

### 13.1 Not possible to start MySQL service (MySql)

- Check the MySQL setting:
- basedir, datadir, and Server are set properly.
- Reinstalled the service after changed the setting.

### 13.2 Not possible to start Administration Manager service (GlobalMaster)

- The MySQL service is started.

### 13.3 Not possible to start Administration Manager GUI from the “Start” menu

- The Administration Manager service is started.
- Port 2324 is not used.
  - Change the port number if already used.  
Restart the service after changed the value of HAGM\_UIPORT of *C:\Program Files\NEC\GlobalMaster\hagmmgr.properties* to a port number that is not used.
- Port 3306 is not used.
  - Change the port number if already used.  
Refer to the troubleshooting in the “Administration Guide “ for details.
- Error dialog “Administrator manager is still initializing or stopped.” is displayed.
  - Administration Manager is being started. Wait for a while and try again.
- Nothing is displayed at start. Restarting displays the error dialog “Administrator manager is still initializing or stopped.”
  - Check that “Allow service to interact with desktop” on the GlobalMaster property of the Service Tool is checked.
  - Reboot Windows.

#### **13.4 Not possible to register any managed system**

- [The license is set properly.](#)
  - If not recognized, [set a license](#) again.

#### **13.5 A message "Failed to restart the following services" is displayed during installation or uninstallation**

It denotes that the SystemGlobe GlobalMaster installer failed to restart services listed in the dialog window, though it had stopped them. It may be caused by installing or uninstalling SystemGlobe GlobalMaster without stopping ESMPRO related applications.

Because the installation or uninstallation itself is completed normally, please restart each service displayed in the dialog by hand.

#### **13.6 A warning "Windows 2000 with ServicePack2 or later is required in order to running the GlobalMaster." is displayed at the installation.**

A ServicePack2 or later is required in order to running the GlobalMaster on Windows 2000. Apply a ServicePack2 or later to Windows 2000.