

# Active System Console help

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## Overview

The Active System Console provides a quick overview of system health for this device. You can see at a glance whether selected hardware elements are functioning correctly and whether there are potential problems that may need to be addressed.

You can also view detailed system performance metrics and view a list of system components, including hardware, software, and logs. If this device is enabled with Intel\* AMT or IPMI, the console includes additional information unique to these features.

## System Requirements

The Active System Console supports the following operating systems:

- Microsoft\* Windows\* 2000 Server (with SP4)
- Microsoft\* Windows\* 2000 Advanced Server (with SP4)
- Microsoft\* Windows\* 2000 Professional (with SP4)
- Microsoft\* Windows Server\* 2003 R2 Standard Edition
- Microsoft\* Windows Server\* 2003 R2 Enterprise Edition
- Microsoft\* Windows Server\* 2003 R2 x64 Enterprise Edition
- Microsoft\* Windows\* XP Professional (with SP2)
- Microsoft\* Windows\* XP Professional x64 (with SP2)
- Microsoft\* Windows\* Small Business Server 2000 (with SP4)
- Microsoft\* Windows\* Small Business Server 2003 (with SP1)
- Red Hat\* Enterprise Linux\* 3 U6 (ES and AS)
- Red Hat\* Enterprise Linux\* 3 EM64T U6 (ES and AS)
- Red Hat\* Enterprise Linux\* 4 U3 (ES and AS)
- Red Hat\* Enterprise Linux\* 4 EM64T U3 (ES and AS)
- SUSE\* Linux Server 9 ES (with SP3)
- SUSE\* Linux Server 9 ES EM64T (with SP3)

The console is viewed in a browser window. The following browsers are supported:

- Microsoft\* Internet Explorer 6.x (with SP1)
- Mozilla\* 1.7 and later
- Firefox\* 1.0.0 and later

Required minimum monitor resolution is 1024x768.

Macromedia\* Flash\* version 7 (or later) is required to view the console. If you install the console on a device that does not have an Internet connection, you may need to download and install Flash to the device. To download a free copy of the Macromedia Flash Player, go to <http://www.macromedia.com/downloads>.

Note that Macromedia Flash players are not currently available for browsers on 64-bit operating systems. If you install the Active System Console on a device running a 64-bit OS, you need to install a 32-bit browser to run Flash and view the console.

## Installation

The Active System Console can be installed from a CD that comes with the device you purchased. It can also be installed as part of a management agent with the management product you purchased. Some management products do not include the standalone CD install option.

If the Active System Console is installed with a management agent, some functionality documented in this help file is unavailable at the console because it is managed by the administrator. You can't set monitoring thresholds, e-mail notification settings, and SNMP notification settings, or search for software updates, from the console if it was installed with a management agent.

When installed from a CD, this console software is licensed for use on a server that is based on an Intel-manufactured system board. When installed with a management agent, the console is included in the license for that software.

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If the Active System Console is first installed standalone on a device from a CD and later is installed with a management agent, it isn't necessary to uninstall the standalone agent first; it is uninstalled as part of the agent's installation process.

You can't install the Active System Console from a CD onto a core server, but you can include it with the agent that is deployed to the core server.

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### To install the Active System Console standalone on a Windows server

1. Boot the server to the Windows operating system.
2. Insert the installation CD into the CD drive on the server.
3. From the autorun screen, select **Click to install** in the **Active System Console** dialog.
4. Select **Run** from the **File Download - Security Warning** dialog.
5. Select **Run** from the **LANDesk Management Suite Autorun - Security Warning** dialog.
6. Select the language appropriate for your operating system and click **Next**.
7. Select **Next** from the **Welcome** screen.
8. Select **I Accept** on the **End User License Agreement** screen and click **Next**.
9. Keep the default folder name selection and click **Next**.
10. Confirm your selections and click **Install**.
11. When the installation has completed, click **Finish**.
12. Close the autorun screen.

## To uninstall the Active System Console from a Windows server

If the Active System Console was installed standalone from a CD, you can remove it by running the Windows Add or Remove Programs utility (click **Start | Control Panel | Add or Remove Programs**). Although you are not prompted to do so, you should reboot the server after uninstalling the Active Server Console. The uninstall can't be completed until the server is rebooted.

If the Active System Console was installed with a management agent, there are two ways to remove it. You can deploy a new agent to the server that doesn't include the Active System Console. Or, from the server you can run the UninstallWinClient program from the Idmain share on the core server (click **Start | Run | \\core name\ldmain\UninstallWinClient.exe**). When you use this uninstall program, it removes all management agents and restarts the server.

## To install the Active System Console standalone on a Linux server

When installing the Intel Active System Console standalone on a Linux system, the CD does not autorun as with a Windows install. Installation instructions for Linux servers can also be found on the root of the CD in a file named xxxstartlinux.htm, where xxx is the three-letter language code for the installation.

1. Open a terminal window.
2. Type **mount /dev/cdrom /mnt/cdrom** to mount the CD-ROM.
3. Type **cd /mnt/cdrom** to change directories to the mounted CD-ROM.
4. Type **cd SystemConsole/Linux** to change directories.
5. Type **python setupLinux.py** to run the setupLinux.bin installation file, and follow the prompts to install.

## To uninstall the Active System Console from a Linux server

1. Extract the linuxuninstall.tar.gz file from the CD mounted on the /mnt/cdrom directory using the following command:

```
tar -zxvf /mnt/cdrom/LANDesk/MSM/linuxuninstall.tar.gz
```

2. Run the uninstall shell script that was extracted, using the following command:

```
./linuxuninstall.sh -f ALL
```

## To start the Active System Console

1. On a Windows device, click **Start | All Programs | vendor name | Active System Console**.
2. On a Linux device, click **Active System Console** in the system menu.

or

Open a Web browser and enter the following URL: **file:///usr/vendor name/ldsm/Walkup/frameset.htm** (note that the vendor name in this command is case sensitive).

The first time you open the console, your browser may show a security alert related to blocking active content. You will need to allow the blocked content to be displayed. If you repeatedly see this warning, change your browser's Internet security settings to always allow blocked content. In Internet Explorer, click **Tools | Internet Options | Advanced** and check the box labeled **Allow active content to run in files on My Computer**.

## Viewing system information

The console home page displays current health status of key system hardware components. If any of these components are in a state that may require action, a red or yellow icon appears on the corresponding button.

Alert notifications are displayed in a text box below the buttons. If multiple notifications have occurred, click the **Next** and **Previous** buttons to scroll through them.

When you see a notification and no longer want to be reminded of it, click the **Acknowledge** button to clear the notification. It will be cleared from the home page, but will still be listed in the **Alert log** page.

The system name and IP address on your network are displayed at the top left of the home page, next to a summary health icon.

## Home page component buttons

The following hardware component buttons are displayed on the home page. If any item is in a warning or critical state, its button displays a yellow or red alerting icon. Click the buttons for these items to display the following informational or warning alerts:

- **CPU**: lists alerts for CPUs and caches
- **Network**: lists alerts based on NIC, network configuration, and connection information
- **Memory**: lists alerts for memory chips and modules
- **Storage**: lists alerts for storage devices such as hard disk drives, CD-ROM drives, and RAID devices
- **Cooling**: lists alerts for fans and temperature sensors
- **Power**: lists alerts for power modules
- **Chassis**: lists alerts for server chassis changes (such as intrusion alerts when the chassis is opened)

When you click a button with a health alert icon, a notification explaining additional details is displayed in an alert window that opens separately. You can provide these details to a help desk technician if you need assistance.

If you click a button that represents a normal health state, no data is displayed in the window for that component (the window only contains alert information, not inventory information). If you want information about that component, go to the **System information** page for detailed information.

## System information page components

The **System information** page displays detailed information about system components, grouped into the following categories:

- **Summary**

- **Hardware**
- **Logs**
- **Software**
- **Other**

## Using the Logs pages

If this device's BIOS has the ability to clear the SMBIOS log, click the **Clear log** button to remove all log entries. This button is unavailable if the BIOS does not support this action.

Local logs, such as Application, Security, and System logs, do not have buttons to clear the log from the console, but you can view and clear the logs using Windows Computer Management.

The **Hardware events** page lets you export to an HTML file the contents of the System Events Log (SEL) for IPMI-enabled servers. Click the **Export** button to save the log; when the export is complete a message displays the location it was saved to. The log is saved with the filename seldump.html. Each time you export the log it overwrites the existing file.

## System monitoring thresholds

Some system monitoring items alert you of possible problems based on thresholds that are set for the allowed values of the hardware. For memory and hard drives, you can determine when warning and critical alerts are generated based on a percentage of available memory or disk space.

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If the Active System Console was installed with a management agent, the **Thresholds** button doesn't appear in the left navigation bar. Thresholds are set and managed by the administrator.

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### To set thresholds

1. Click **Thresholds** in the left navigation bar.
2. Under **Drives** or **Memory**, type the new threshold values, then click **Apply**.

## E-mail notification settings

If this device's environment supports e-mail, you can send e-mail or pager notifications when alerts are generated for this device. For example, you can send an e-mail or a pager message to a help desk technician when a critical alert is generated.

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If the Active System Console was installed with a management agent, the **Settings** button doesn't appear in the left navigation bar. E-mail notifications are managed by the administrator.

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### To configure e-mail notification settings

1. Click **Settings** on the left navigation bar.
2. Type the e-mail address or pager address in the **To** box.
3. Type a name or descriptive text to identify the source of the message in the **From** box.
4. In the **Subject** box, type an identifying message subject (optional).
5. In the **Body** box, type a message.

6. Type the location of an SMTP server on your network from which the notification will be sent in the **SMTP server** box.
7. Click **Apply** to save the notification settings.

Click the drop-down help link for a list of variables that can be added to the subject and body fields. For example, you can add a variable to show the time and severity of the alert notification.

The **From** field does not need to contain a valid e-mail address, but can contain text in the form of an e-mail address (user@domain.com) that describes the source of the alert or that is otherwise helpful to the e-mail recipient.

## SNMP notification settings

If you have an SNMP server on your network, you can send notifications using SNMP traps when alerts are generated for this device. For example, you can send a notification to a help desk technician when a critical alert is generated.

SNMP traps identified as version 1 are processed, while those identified as version 3 are only forwarded. When sent using an SNMP trap, a notification's severity level is reported in the Specific Trap Type field of the trap. Values are 1 = unknown, 2 = info, 3 = OK, 4 = warning, 5 = critical.

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If the Active System Console was installed with a management agent, the **Settings** button doesn't appear in the left navigation bar because notifications are managed by the administrator.

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### To configure SNMP notification settings

1. Click **Settings** on the left navigation bar.
2. Type the SNMP host name. This can be a fully qualified domain name, a short name, or an IP address.
3. Select the SNMP version (1 or 3).
4. Type the community string for the SNMP server. This string is defined in the protocol for the SNMP server.
5. Click **Apply** to save the notification settings.

## Finding and installing software updates

The console can search for available updates to console software as well as Intel software updates for this device, such as driver, BIOS, or firmware updates. The device must have an active Internet connection to check for updates. The software update feature connects to the LANDesk vulnerability management site (patch.landesk.com) that contains data about the latest versions of console software and the latest updates for Intel hardware. (This site can only be accessed using the software update feature.)

The first time you run the console, the Active System Console checks for software updates. By default, a check will be run every 30 days thereafter. At any time, if you have issues with the console, check for updates before calling technical support.

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If the Active System Console was installed with a management agent, the **Software updates** button doesn't appear in the left navigation bar because software updates are managed by the administrator.

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## To search for the latest software updates

1. With the device connected to an active Internet connection, click **Software updates** on the left navigation bar.
2. Click **Check now**. A list of available updates for this device appears.
3. Select the updates you want to install by clicking them in the list (use Ctrl + Click to select multiple updates).
4. Click **Download and install updates** to install the updates on this device.

Some updates require the device to be restarted. You will be prompted to reboot, and you can choose to reboot immediately or at a later time.

## Trial versions of LANDesk Software products

The Active System Console is designed for simple management of individual devices. LANDesk Software products are also available to centrally manage any number of devices on a network.

**LANDesk® Management Suite** contains the tools you need to see, manage, update and protect all client systems in your enterprise, including desktops, servers, and mobile devices. It features exclusive secure systems management over the Internet, whether your systems are inside or outside the corporate firewall.

**LANDesk® Security Suite** includes a set of tools for active enterprise-wide security management, allowing you to take control of endpoint security with quarantine, antivirus enforcement, vulnerability detection, threat remediation, access restriction tools, and more.

**LANDesk® Server Manager** lets you manage servers from a single administrative console, within your network or over the Internet. It provides the tools to assess server health and to keep servers available and running at high performance levels, and provides historical and real-time data for effective management.

**LANDesk® System Manager** lets you manage servers and desktops from a single administrative console. It provides detailed, active system performance monitoring and maintenance, and is typically used to manage up to 50 devices. You received a license for LANDesk System Manager with the purchase of your Intel-based server.

Click **Trial versions** on the left navigation bar to learn more and download trial versions of LANDesk Software's award-winning products.

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