

# NetCentral Version 4.1.10

## Release Notes

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## Grass Valley Product Support

To get technical assistance, check on the status of problems, or report new problems, contact Grass Valley Product Support via e-mail, the Web, phone, or fax.

### Web Technical Support

To access support information on the Web, visit the product support Web page on the Grass Valley Web site. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

**World Wide Web:** <http://www.thomsongrassvalley.com/support/>

**Technical Support E-mail Address:** [gvgtechsupport@thomson.net](mailto:gvgtechsupport@thomson.net)

### Phone Support

Use the following information to contact product support by phone during business hours. After-hours phone support is available for warranty and contract customers.

United States	(800) 547-8949 (Toll Free)	France	+33 (1) 34 20 77 77
Latin America	(800) 547-8949 (Toll Free)	Germany	+49 6155 870 606
Eastern Europe	+49 6155 870 606	Greece	+33 (1) 34 20 77 77
Southern Europe	+33 (1) 34 20 77 77	Hong Kong	+852 2531 3058
Middle East	+33 (1) 34 20 77 77	Italy	+39 06 8720351
Australia	+61 1300 721 495	Netherlands	+31 35 6238421
Belgium	+32 2 3349031	Poland	+49 6155 870 606
Brazil	+55 11 5509 3440	Russia	+49 6155 870 606
Canada	(800) 547-8949 (Toll Free)	Singapore	+656379 1390
China	+86 106615 9450	Spain	+ 34 91 512 03 50
Denmark	+45 45968800	Sweden	+46 87680705
Dubai	+ 971 4 299 64 40	Switzerland	+41 (1) 487 80 02
Finland	+35 9 68284600	UK	+44 870 903 2022

### Authorized Support Representative

A local authorized support representative may be available in your country. To locate the support representative for your country, visit the product support Web page on the Grass Valley Web site.

## About this document

This document contains the latest information about the NetCentral system. For the complete description and instructions for NetCentral, read the *NetCentral User Guide*.

## NetCentral features

The NetCentral system is a suite of software modules that work together to monitor and report the operational status of your facility's equipment from one or more centrally located computers. The NetCentral system runs in a Microsoft Windows desktop environment and uses Simple Network Management Protocol (SNMP), Syslog RFC 3164, and other industry standard technologies to communicate over an Internet Protocol (IP) network with Grass Valley and partner products.

The NetCentral system gives facility engineers and equipment operators the ability to do the following:

- Be continuously aware of the moment-by-moment status of multiple devices.
- Identify problems before they become critical.
- Understand why a device is malfunctioning.
- Consider recommendations for corrective action.
- Research messages and logs for information about previous status changes.
- Check status and troubleshoot from a remote location.

The NetCentral system provides a well-developed set of features designed specifically for the TV and video industry. This allows you to concentrate on the management of your equipment while minimizing network management overhead.

Grass Valley SNMP MIBS are written in SMIV2 (Structure of Management Information). All Grass Valley agents support SNMPv1. SNMPv2c is supported by specific operating systems, such as Windows 2000 or Windows XP. NetCentral manager accepts messages from either SNMPv1 or SNMPv2c agents.

## NetCentral device providers

A software component called a device provider is required to monitor each type of device. As of the date of this release, device providers are available as follows:

- *K2 Media Client, K2 Media Server and K2 RAID storage devices*
- *Generic PC monitoring*
- *Enhanced PC monitoring for Dell servers (750, 2650, 2850)*
- *Profile® XP Media Platform*
- *Profile Open SAN System*
- *Profile XP Media Platform RAID storage devices*
- *M-Series™ iVDR*

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- *Universal Interface Module (UIM)*
- *PFR 500/600, PFR 700 storage devices*
- *Kalypso™ Classic & Kalypso HD/Duo Video Production Center*
- *Zodiak™ Digital Production Switcher*
- *KayakDD & KayakHD switchers*
- *Kameleon™ Media Processing System Media Processing System*
- *Gecko™ Signal Processing System Signal Processing System*
- *Encore™ Routing System Controller Routing System Controller*
- *7500 WB and 7500 NB matrices*
- *XMS 3500 & DBS 2930 Compression & Networking products*
- *Concerto™ Series routing matrix Series routing matrix*
- *Trinix™ 128, 256, and 512 matrices 128, 256, and 512 matrices*
- *Brocade Silkworm Fibre Channel switch (2400, 2800, 3200, 3800)*
- *Cisco Catalyst Series Ethernet switch (2924, 2950, 2970, 3750)*
- *HP ProCurve 3400cl GigE Switch*
- *Q-Logic Fibre Channel switch SANBox2 and SANbox 5202*
- *Videoframe GPIO Vnodes and signal monitoring Vnodes\*\**
- *Harris automation*
- *Barco Hydra*
- *Avitech multi-viewer*
- *ADIC Scalar 10k tape library*
- *DIVArchive*
- *Any SNMP-enabled product using the generic device provider*

Many new products are being added. Ask your Grass Valley products representative for an updated list.

\* Note: One license required for each device being monitored.

\*\* Note: These third-party interface products allow monitoring of legacy devices without SNMP capabilities (contact closure alarms).

## What's new in NetCentral version 4.1.10

**New since 4.1**— NetCentral includes the following improvements and features new to version 4.1.10:

- **K2 support** — NetCentral device providers for K2 media server, K2 media client and PFR700 / K2 Raid storage.
- **New device provider support** — NetCentral offers support for any Kayak SD & HD models, XMS network management system, HP ProCurve 3400cl, Cisco 3750 Gigabit Ethernet switches, SANbox 5202 Fibre Channel switch, and the Avitech Multi-viewer.
- **Improved trap authentication**— Devices listed in the tree remain black; device trap authentication status is remembered and reflected in the Messages view.
- **Web Client option**— Allows remote access to any NetCentral Server PC via Web connection.
- **NetCentral SNMP agent option** — Provides a standard mechanism for users to relay messages from all managed devices to another SNMP manager.
- **Generic Device Provider enhancement** — The Generic Device Provider now includes the ability to create trend graphs. This license allows the user to monitor a device for which there is no NetCentral device provider.
- **Improved database query performance** — Provides faster query response.

**New since 4.0** — NetCentral version 4.1 and subsequent versions include the following improvements and features new since version 4.0:

- **Generic Device Provider** — This license allows the user to monitor a device for which there is no NetCentral device provider.
- **Localization tool** — Provides translated versions of NetCentral messages.
- **Licensing** — This is NetCentral's licensing mechanism. Refer to "Licensing NetCentral software" on page 9.
- **Menu restructure** — There are fewer menus; menu selections have been reorganized.
- **Network usage** — NetCentral indicates network traffic on the NetCentral server PC.
- **Improved wizard for actions and filters** — Use the same wizard to configure actions and filters.
- **Trends view** — The Trends view is one of the primary NetCentral views. The Trends view graphs the changes in monitored devices' status parameters over time.
- **Tree view improvements**
  - In the Tree view you can change device names and configure the sort order.

**NOTE:** *Upgrades to SNMP agents on monitored devices are not required to support NetCentral version 4.1.10. Any SNMP agents compatible with previous versions of NetCentral are also compatible with NetCentral version 4.1.10.*

## Installing NetCentral

**Initial Installation** —To install NetCentral version 4.1.10 software for the first time, first install NetCentral 4.1.5.2. Second, install the 4.1.10 service pack. Follow the instructions found in the *NetCentral Quick Start Guide* or the *NetCentral User Guide*.

**Upgrading from a previous 4.1 version to NetCentral 4.1.10** — *Upgrading from NetCentral version 4.1 to version 4.1.10 will cause all Trend graphs to be reset and the messages NetCentral has received will be deleted. Please back up your records before upgrading.* To upgrade from 4.1 to 4.1.10, first exit all NetCentral services. Second, if a service pack is currently installed, please uninstall it. For better performance, we recommend deleting all TXT files found in the folder C:\Program Files\Thomson Grass Valley\NetCentral\Miscellaneous.

Then install service pack 4.1.10.

**Upgrading from a previous 4.0.x version to NetCentral 4.1.10** — *Upgrading from NetCentral version 4.0 to version 4.1 will cause the messages received by NetCentral to be deleted. Please back up your records before upgrading.* Use the 4.1.10 NetCentral Service Pack to upgrade the NetCentral IV product. Run the NetCentral *Upgrade 4.0.x To 4.1.5.exe* setup file on the NetCentral IV cd, then install the 4.1.10 service pack.

**Upgrading from NetCentral 2.x or 3.x to NetCentral 4.1.10** — For NetCentral II and NetCentral III customers, the NetCentral manager Upgrade product option is available to license the upgrade to NetCentral IV. This will require a complete installation.

## Tips

The following suggestions may help you get your NetCentral system working initially, and help you keep it running trouble free.

- **Log on to NetCentral** — When you use NetCentral without logging on, you are at the default “User” level access, in which many menu items and administrator-level features are disabled. You must log on to NetCentral as a NetCentral administrator to add device providers, add devices, or perform other system configuration tasks. In NetCentral, click **File | Logon**. This is not your Windows PC logon. See the section “Accessing NetCentral” in chapter 3 of the *NetCentral User Guide*.
- **Create Facility graphical views** — Read the newly updated Facility View Tutorial in the *NetCentral User Guide* to learn how to create active drawing representations of your facility.
- **Limit NetCentral Auto-Discovery** — If NetCentral’s Auto-Discovery processes

require too much time, simply configure Auto-Discovery to limit the range of IP addresses that NetCentral scans. Read the *NetCentral User Guide* for Auto-Discovery procedures.

- **Security with SNMP community name** — For increased security, you can use an SNMP community name other than *public*. To do this, you must modify SNMP properties on the NetCentral server PC and on monitored devices.
- **Wait for new status information** — Once a subsystem property page is open, new status information is not immediately displayed. The default refresh rate at which NetCentral refreshes subsystem status information is between ten seconds and two minutes, depending on the type of parameter monitored. Click **View | Refresh** to update information.
- **Monitoring a PFC 500 in an Open SAN environment** — This type of RAID storage device communicates its status information via the Ethernet network, also termed “out-of-band” monitoring. This means that the RAID storage appears only as a subsystem of Profile XP Media Platforms in the NetCentral user interface.

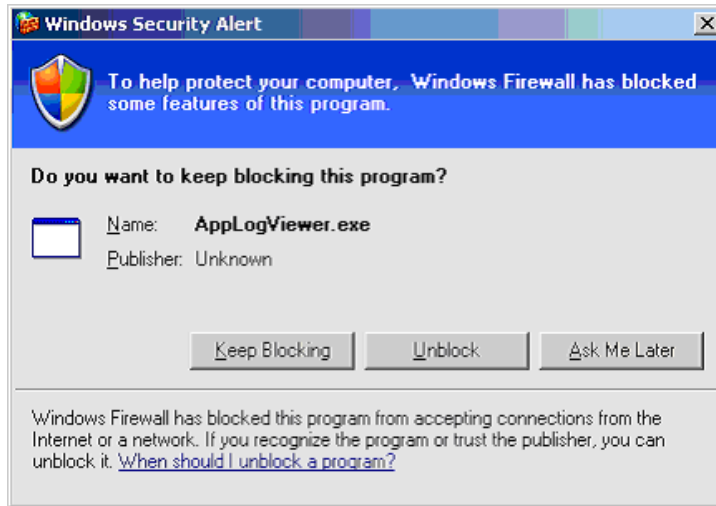
To monitor a PFC 500, enable the Windows service “NetCentral 4.0 RMFO Service.” In Windows XP, go to **Start | right-click My Computer | Manage | Services and Applications | Services**. Right-click the service, select **Properties | General**. Change the Startup Type to **Automatic**.

- **Restart NetCentral Services** — In the unlikely event of a NetCentral service error, right-click the system tray icon (on the NetCentral server PC) and restart all NetCentral services; then restart the NetCentral client interface.

## Using NetCentral with Windows XP Service Pack 2

Some or all of the following steps might be necessary to ensure correct NetCentral operation on a PC with Windows XP Service Pack 2:

1. Install NetCentral on the Windows XP Service Pack 2 PC (if it is not already installed) and open the NetCentral interface.
2. Use NetCentral until the Windows XP operating system pops up a Windows Security Alert dialog box similar to the following:



3. In the Security Alert dialog box, click **Unblock**. Do this unblocking for all NetCentral components and their associated programs when the Windows XP operating system pops up the Security Alert dialog box.
4. After the Windows XP Service Pack 2 installation, NetCentral may seem to not receive SNMP trap messages. This is because by default in Service Pack 2, the Windows Firewall is enabled and blocks unsolicited connections/ports to your computer. To enable NetCentral to receive SNMP trap messages, enable the SNMP trap executable by using the Windows Firewall. Follow these steps to unblock the program:
  - a. Click **Start | Run**, type `wscui.cpl` in the Open box, and then click **OK**.
  - b. Click **Windows Firewall**.
  - c. In the Windows Firewall dialog box, click the **Exceptions** tab, and then click **Add Program**.
  - d. In the Add a Program dialog box, click **Browse** and in the `C:\WINDOWS\system32` directory, select `snmptrap.exe`.
  - e. After you select your program, click **OK**.
  - f. On the **Exceptions** tab, make sure that the check box next to your program is selected, and then click **OK**.

**NOTE:** *If you decide later that you do not want the program to be an exception, clear this check box.*

5. Accessing NetCentral device provider Help files may result in the browser displaying an error page. Follow these steps for the Help files to be displayed properly in the browser window:
  - a. Open Internet Explorer.
  - b. Click **Tools | Internet Options**.



- c. In the Internet Options dialog box, click the **Connections** tab, and then click the **LAN Settings** button.
- d. In the Local Area Network (LAN) Settings dialog box, check if proxy server settings are configured. If configured, click the **Advanced** button.
- e. In the Proxy Settings dialog box, the **Exceptions** section adds the machine IP address instead of localhost.

**NOTE:** *Follow the above steps if you have configured your browser to use Proxy Server instead of Automatic Configuration.*

6. With Windows XP Service Pack 2, NetCentral occasionally fails to start. If this happens, restart the SabreTooth protocol service. You might have to restart the SabreTooth protocol service more than once.

Perform steps 5 and 6 only if necessary.

Refer to the following URL for further reference:

<http://support.microsoft.com/kb/842242>

## Licensing NetCentral software

Upon installation of NetCentral software, a temporary license is automatically activated. The temporary license runs for three weeks. With the temporary license, you can get all your software installation and device monitoring setup done for your NetCentral system without waiting to receive the permanent licenses. For trial purposes only, the temporary license also allows you to use features and monitor devices for which you have not purchased permanent licenses.

Please go through the license request process for your permanent licenses *without delay*. You must request, receive, and install the permanent licenses before the temporary license expires in order to continue NetCentral monitoring without interruption.

All NetCentral components are licensed through the SabreTooth License Manager, which is installed on the NetCentral server PC along with the NetCentral server software. Licenses are unique to the system for which they are requested and cannot be used on any other machine. Licenses for NetCentral components—including device providers and optional features—are keyed to the NetCentral server PC. License information is stored in XML files you can manage just like any other file on your system.

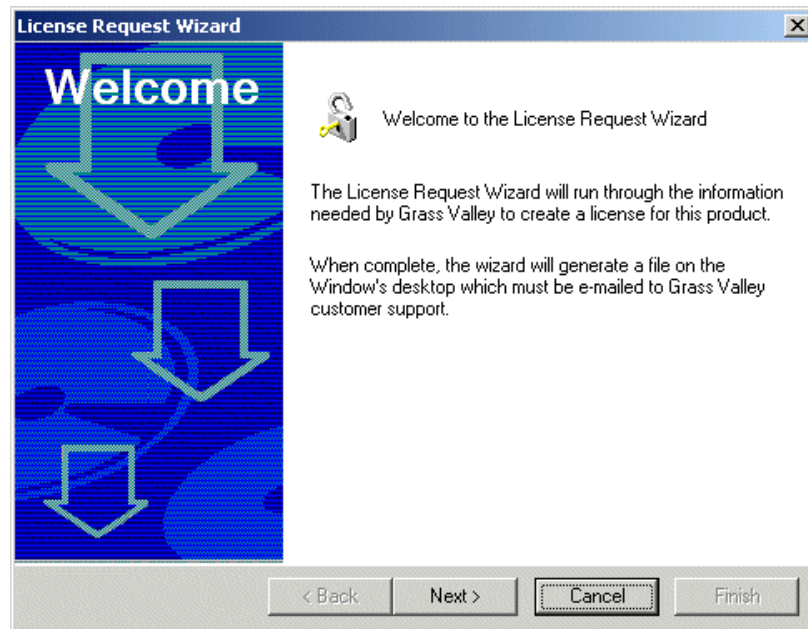
**NOTE:** *Licenses are based on your system's unique identifier, which is derived from a combination of the Media Access Control (MAC) address and primary hard disk serial number. If you replace or switch related system components, such as the primary Ethernet card or hard disk, you must obtain a new license.*

## Requesting a license

Since software licenses are unique to the system for which they are purchased, you must provide a generated unique ID for the desired system to Grass Valley, which is then used to create your unique permanent license.

To obtain permanent licenses, follow the directions below:

1. Open the License Request Wizard. You can do this by following the prompt at the end of the NetCentral server software installation process, or at any time on the Windows **Start** menu at **Programs | NetCentral | License Request Wizard**.



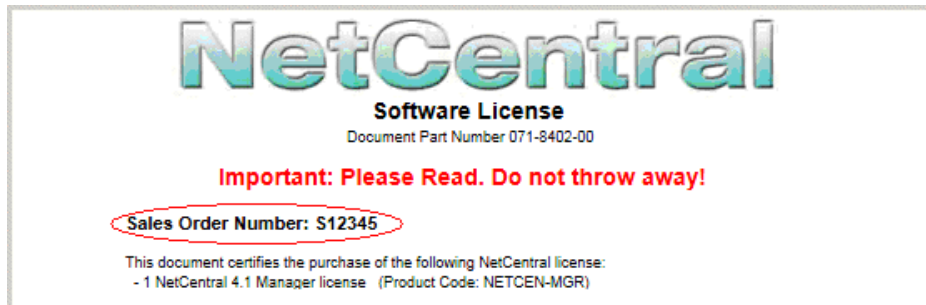
2. Read the on-screen instructions. Click **Next** to continue.

The screenshot shows the 'License Request Wizard' window at the 'Customer' step. The window has a blue sidebar with the word 'Customer' and three downward-pointing arrows. The main area contains the text 'Enter the following information:' followed by several input fields: 'Name' (filled with 'my name'), 'Email Address' (filled with 'myEmail@somewhere.com'), 'Company' (filled with 'myCompany'), 'Address' (empty), 'Country' (a dropdown menu set to 'United States of America'), and 'Phone' (empty). At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Finish'.

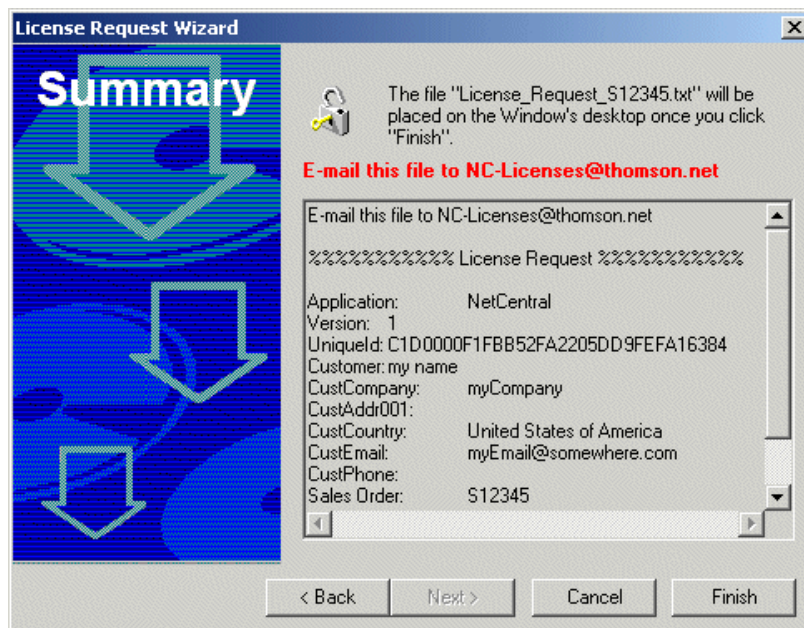
3. Enter all of the information requested on this page. You must provide a valid e-mail address to receive your license activation text file. Click **Next** to continue.

The screenshot shows the 'License Request Wizard' window at the 'License' step. The window has a blue sidebar with the word 'License' and three downward-pointing arrows. The main area contains the text 'Locate the Sales Order Number on the NetCentral License Document that you received from Grass Valley.' followed by 'Enter the Sales Order Number below:' and an empty text input field. Below that, it says 'Click the button below to view a sample of the NetCentral License Document.' and a 'View Sample' button. At the bottom, there are four buttons: '< Back', 'Next >', 'Cancel', and 'Finish'.

4. Enter the Sales Order number with which you purchased your NetCentral licenses. You can find this number on the NetCentral License Document you received from Grass Valley upon purchase of the license. This document also includes licensing instructions. An example of the NetCentral License Document is as follows:



5. Click **Next** to continue.



6. The resulting text contains all the information required to issue your permanent licenses. Click **Done** and find the license request file on the Windows desktop.

7. E-mail the license request file to NC-Licenses@thomson.net.

### Adding a license

The license activation text file that you receive from Grass Valley is an XML file. Use the SabreTooth License Manager to add this file to your system and enable your permanent licenses.

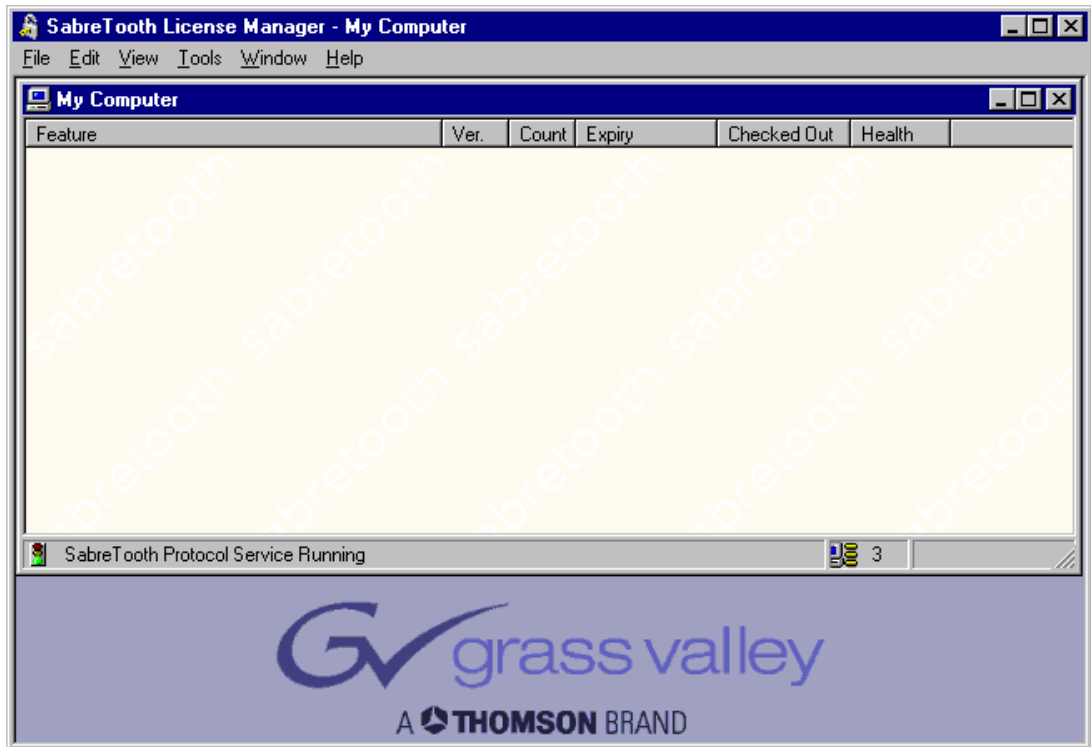
Because the temporary license allows you to monitor devices for which you have not received permanent licenses, when you enable your permanent license you can inadvertently cause a device that you intend to remain licensed to become unlicensed. For example, if you have purchased a device provider license to monitor four devices, under the temporary license you could freely begin to monitor eight devices of that type. However, when you install the permanent license, monitoring becomes limited to four devices only, so four of the eight devices disappear from

the NetCentral system. When this happens, you cannot specify which devices disappear and which devices are retained. Therefore, you might lose a device that you intend to keep.

**CAUTION:** *Before enabling a permanent license for a device provider, make sure you are not monitoring more devices than the number for which you are licensed.*

To add a license, follow the directions below:

1. Click the desktop icon to open the SabreTooth License Manager.



2. Drag and drop the XML file onto the SabreTooth License Manager, or choose **File | Import** and navigate to the file location to open the XML file.

### Deleting licenses

Deleting a license immediately disables the feature that license enabled.

Delete a license as follows:

1. Select the license in the SabreTooth License Manager.
2. Choose **Edit | Delete** to delete the license.

### Archiving licenses

You may wish to archive your licenses to a secure location. This will allow you to quickly re-install a license if you inadvertently delete one.

To archive a license:

1. Select the license in the SabreTooth License Manager.
2. Choose **File | Export** to open the Save As dialog box.
3. Assign a meaningful name to the file and save it to the desired location. You may want to save the file to some type of removable media and keep it in a safe place.

## Migrating from previous versions to NetCentral 4.1.10

Upgrading to NetCentral 4.1.10 from NetCentral 4.x requires installing the 4.1.10 service pack. However, upgrading from NetCentral versions 3.x or lower requires a different process. NetCentral version 4.x is a new application and requires new installation, usually on a different PC than that previously used for NetCentral version 3.1 or lower. However, the following table provides tips to help you migrate to NetCentral version 4.x.

These instructions are only for migrating from version 3.1 or lower to version 4.0 or higher. If you already have version 4.x, you do not need to follow these steps to upgrade with 4.1.10 Service Pack(s).

**NOTE:** *Upgrades to SNMP agents on monitored devices are not required to support NetCentral version 4.1.10. Any SNMP agents compatible with previous versions of NetCentral are also compatible with NetCentral version 4.1.10.*

To migrate this functionality...	Consider these comments...	Then, if applicable, do this on the previous version of NetCentral...	And this on NetCentral 4.1.10.
Continuous monitoring	If you require continuous monitoring of your devices as you transition to NetCentral 4.x, plan for an overlap time period when both your previous version of NetCentral and NetCentral 4.x are monitoring simultaneously, each running on different PCs. Do not attempt to run both versions of NetCentral on the same PC.	Leave your previous version of NetCentral running on its monitoring station PC.	Set up the new NetCentral server PC, install NetCentral 4.1.10 software, configure, and begin monitoring devices. Cross-check with your previous version of NetCentral to verify configurations and monitoring functionality.

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<b>To migrate this functionality...</b>	<b>Consider these comments...</b>	<b>Then, if applicable, do this on the previous version of NetCentral...</b>	<b>And this on NetCentral 4.1.10.</b>
Preparations and setup for each type of monitored device to support NetCentral monitoring	All requirements for monitoring a particular device-type with a previous version of NetCentral—such as unlocking agents, installing cards, or installing FTP services—are the same for monitoring with NetCentral 4.x. If a device is monitored by NetCentral 3.1 or lower, it will be similarly monitored by NetCentral 4.0 or higher.	For each device-type, make sure that all monitoring features are operational, such as the following: -SNMP trap messages are being received. -Device-specific log download/access is working. -All components pass the diagnostic tests with the Diagnostic Tool.	After all installation and setup tasks are complete, check the same functionality. It should work similarly.
Trap destinations	To streamline the migration process, you can skip SNMP configuration steps (trap destinations) by assigning the NetCentral 4.x server PC the same IP address as the previous NetCentral monitoring station PC. However, this requires an interruption in the monitoring of your devices as you reconfigure network settings. If you require continuous monitoring (refer to the first tip in this table), do not attempt to skip SNMP configuration steps this way.	First disconnect the previous NetCentral monitoring station PC from the network.	Then, before installing NetCentral 4.1.10, configure the new NetCentral server PC with the IP address of the previous NetCentral monitoring station PC. As your devices are added to the NetCentral 4.1.10 system, the NetCentral server PC should be able to receive your device's SNMP trap messages with no further SNMP configuration required.
NetCentral messages	You cannot import any previous versions' NetCentral messages into NetCentral 4.x. However, you can save the messages for future research.	Export the NetCentral log in tab delimited format and import into a spreadsheet application. Save the spreadsheet file in a location accessible for researching NetCentral messages.	No steps necessary.

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<b>To migrate this functionality...</b>	<b>Consider these comments...</b>	<b>Then, if applicable, do this on the previous version of NetCentral...</b>	<b>And this on NetCentral 4.1.10.</b>
HTML pages	If you have custom background images that you created for the Facility view in your previous version of NetCentral, you can re-use them in NetCentral 4.x.	In the Folder properties dialog boxes, identify the HTML files and their background images. Copy the background images to the NetCentral 4.x server PC.	Set up a NetCentral Tree View folder and use the Create HTML Page feature. Specify the background image from your previous version of NetCentral as you create the new HTML page. Rebuild Active Drawings to create the same graphical view as you had in your previous version of NetCentral, using the improved HTML features of NetCentral 4.1.10.
System configuration, such as Auto-Discovery, SNMP configuration, Heartbeat polling, etc.	You must configure anew all custom system settings in NetCentral 4.x. Depending on network changes or other variables, most of these settings will be the same as they were in your previous version of NetCentral.	Do not uninstall your previous version of NetCentral until all NetCentral 4.x configurations are complete. Open your previous version of NetCentral and view settings. You can do this even if the PC is disconnected from the network.	Open settings and cross-check with those from your previous version of NetCentral, duplicating them as applicable.
Actions	You must configure anew all custom action settings in NetCentral 4.x. However, you can reuse any sound files or programs associated with your actions.	Copy any sound files or programs to the NetCentral 4.x server PC.	Open action properties and cross-check with those from your previous version of NetCentral, duplicating them as applicable.
Remote monitoring via Client PCs	NetCentral client software has been replaced with the NetCentral Web Client, which provides remote monitoring via the Internet.	Uninstall the NetCentral client software from client PCs.	Configure the necessary Web settings on the NetCentral 4.1.10 Server PC so the Web client will run properly. See chapter 7 “Monitoring with the Web Client” in the user guide.



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<b>To migrate this functionality...</b>	<b>Consider these comments...</b>	<b>Then, if applicable, do this on the previous version of NetCentral...</b>	<b>And this on NetCentral 4.1.10.</b>
Centralized monitoring	During the migration process, you can simultaneously monitor devices by both the previous version NetCentral monitoring station and the new NetCentral 4.x server PC. However, once the migration is complete you should purge all previous version NetCentral monitoring functionality to avoid confusion.	When you are satisfied that your migration is complete, uninstall NetCentral 3.1 or lower from its former monitoring station PC.	Verify that all NetCentral 4.1.10 configurations are complete and that all devices are fully monitored.

## Known problems

- Problem** When using the NetCentral default HTML editor, a device on the HTML page does not update its status indicator. This occurs after text positioned on the carriage return immediately after the device is deleted and, due to a problem in the Microsoft DHTML edit control, the script to update the control gets deleted as well.
- Workaround** If you must delete text positioned on the carriage return immediately after a device, delete the device as well as the text, then re-paste the device onto the page and re-enter new text as necessary.
- 
- Problem** For some Cisco Ethernet switches, if a port alias is set and then a trap is received from that switch, the trap message includes a description of the port or interface, not the port alias.
- Workaround** There is no workaround right now.
- 
- Problem** If NetCentral IV is attempting to run on a Windows 2003 server (which is not a qualified operating system for NetCentral IV), there is an MDAC version compatibility problem.
- Workaround** Contact Grass Valley service. To prevent other problems of this nature, do not attempt to run NetCentral IV on unqualified operating systems.
- 
- Problem** System functionality related to date and time can be incorrect when the Windows Regional Options are not set to English (United States).
- Workaround** Run NetCentral only on systems with Regional Options set to English (United States).
- 
- Problem** NetCentral can become unlicensed if the default MAC address of the NetCentral server PC changes. This can occur if a NIC is replaced, or if a different NIC is used than the one in use when the license ID was generated.
- Workaround** Make sure that the NIC in use when the license is requested remains in use.

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- Problem** A Windows PC targeted to receive a message from the Windows Message action does not receive the message.
- Workaround** The “Computer Browser” service and the “Messenger” service are required on a host PC targeted to receive messages from NetCentral. Make sure these services are running.
- 
- Problem** On Windows Server 2003, when accessing Trend pages, the web server gives a “Page not found” error.
- Workaround** In IIS Web server extensions, you must explicitly enable Active Server Pages and Perl CGI Extensions. This is because the version of IIS shipped with Windows Server 2003 intentionally disables serving active content.
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- Problem** If NetCentral is not correctly uninstalled due to the uninstallation program crashing or some other error, NetCentral will not install. The indicators of this problem are that the Windows Add/Remove Programs dialog box has no entry for NetCentral, yet the NetCentral installation program consistently aborts.
- Workaround** Uninstall NetCentral using *msiexec.exe* from the command prompt. To do this, you must enter the NetCentral product code. For NetCentral 4.1.10, the product code is as follows:
- {D4FC013B-B150-4A79-B739-A6E166FF78D8}
- To uninstall NetCentral, do the following:
1. Click **Start | Run**, enter `cmd`, and click **OK**. The command prompt window opens.
  2. Enter one of the following and then press **Enter**:
    - On Windows 2000, enter  
`C:\WINNT\System32\msiexec.exe /x <Product Code>`
    - On Windows XP, enter  
`C:\WINDOWS\system32\msiexec.exe /x <Product Code>`
  3. Follow the prompts to complete the uninstallation.
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- Problem** The Network Usage tool does not operate.
- Workaround** Logon to the NetCentral PC as an administrator. This is the Windows logon, not the NetCentral logon. The Network Usage tool requires administrator-level privileges.