

Installing the NetCentral Agent and Device Provider for the Profile XP Media Platform

These instructions explain how to set up a Profile XP Media Platform for monitoring by the NetCentral system version 4 (IV) or higher, as follows:

- How to install the Profile XP device provider on the NetCentral Server PC.
The Profile XP device provider files are copied onto the NetCentral server PC when the NetCentral manager software is installed.
- How to unlock the SNMP agent on the Profile XP Media Platform to be monitored.
The unlocking mechanism for the agent is on the *NetCentral Profile XP Agent* CD-ROM.
- How to add the FTP Service (if it is not already running) and set it up on a Profile XP Media Platform, which allows someone using NetCentral to open Profile XP logs.
The FTP server is available as part of Microsoft Windows NT.

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About Device Providers and SNMP Agents

The NetCentral system is a suite of software modules that work together to monitor and report the operational status of TV and video equipment from a NetCentral server PC and its network connected clients.

On each monitored device, there is a software module called an *SNMP agent*. The agent allows the device to collect and store management information (such as disk errors, temperature, video and audio status) and make this available to network management stations using SNMP (Simple Network Management Protocol). On a Profile XP Media Platform, the agent is embedded in the Profile XP system software.

On the NetCentral server PC, the *NetCentral Manager* software module is installed. NetCentral Manager is an SNMP manager application that performs all the centralized monitoring functions and provides the primary user interface. NetCentral Manager requires a software component called a *device provider*. The device provider provides device specific information to NetCentral Manager including information for a customized user interface to monitor device status and to set up monitoring parameters. A device provider must be installed for each type of device monitored. The device provider files are copied onto the NetCentral server PC when the NetCentral manager software is installed, which makes the Profile XP device provider available for installation from the local machine.

Device Providers installed

The Profile XP Media Platform Device Provider must be installed on the NetCentral server PC. In addition, you must install device providers for the RAID storage devices and Fibre Channel network switches (if any) that you use with your Profile XP system. Refer to the following list of device providers that are available for installation from the NetCentral server PC:

- Profile XP Media Platform
- PFR 500/600 Fibre Channel RAID Chassis (Ciprico Disk Array)
- PFR 700 Fibre Channel RAID Chassis (NEC Disk Array)
- Brocade Fibre Channel Switch
- QLogic Fibre Channel Switch

If you use PFC 500 RAID storage devices, it is not necessary to install a RAID storage device provider. This is explained in the next section *Monitoring Profile XP RAID storage in NetCentral*.

Monitoring Profile XP RAID storage in NetCentral

PFC 500 RAID storage is monitored “in-band”, which means the status information from the RAID chassis is communicated to the attached Profile XP via the Fibre Channel connection. This status information is then reported to the NetCentral system as a subsystem of the Profile XP Media Platform. Therefore, no RAID storage device provider is required for PFC 500 RAID devices.

PFR 500/600 and PFR 700 RAID storage is monitored “out-of-band”, and requires additional configuration steps. One or more SNMP agents run on the RAID Chassis itself. As a result, the RAID chassis appears in NetCentral as one or more standalone devices rather than as a subsystem of the Profile XP platform.

Communication with NetCentral takes place over the RAID Controller Ethernet port on a PFR 500/600 RAID chassis and over the LAN card Ethernet port on a PFR 700 RAID chassis. To monitor PFR 500/600 or PFR 700, you must follow the cabling and network configuration instructions found in the *Installation Guide* for your Profile XP model.

PFR 500/600 and PFR 700 device providers must be installed on the NetCentral server PC. Once you’ve cabled and configured these RAID devices as directed, you can add them to the list of monitored devices in the NetCentral interface. For PFR 500/600 RAID chassis, if the redundant RAID Controller option is installed, both RAID controllers can be added to NetCentral.

For more information

For more information about NetCentral, how it works, and how to configure its features, refer to the *NetCentral User Guide*. For information about specific NetCentral messages that appear with regard to the Profile XP Media Platform, refer to the *Profile XP Service Manual*.

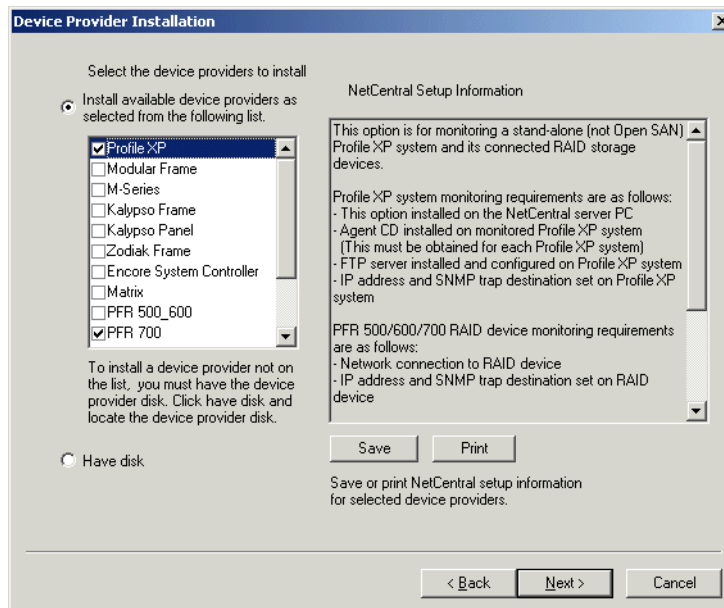


Installing the device provider on the NetCentral server PC

For each type of device that you monitor with NetCentral, there must be a corresponding device provider software component installed and registered on the NetCentral server PC. To monitor a Profile XP Media Platform you typically install multiple device providers.

To install the Profile XP device providers on the NetCentral server PC:

1. At the NetCentral server, log on to NetCentral manager with administrator-level access rights. (Tip: In NetCentral, select **File | Logon**)
2. In NetCentral manager, click **File | New | Device Provider**.
3. Accept the license agreement, then select **Next**. The Device Provider Installation dialog box opens.



4. In the device provider list, select **Profile XP**.
5. Also select device providers for the types of RAID storage device(s) and Fibre Channel switch(es) that you use. Refer to “Device Providers installed” on page 2.
6. Click **Next**.

NOTE: *If you have an updated Profile XP Device Provider, select the Have Disk option, then click Next and browse to the .ncp file.*

7. When installation is complete, continue with the next procedure, *Unlocking the SNMP agent on the Profile XP Media Platform*.

Unlocking the SNMP agent on the Profile XP Media Platform

The SNMP service must be running on each Profile XP Media Platform to be monitored. To determine if the SNMP service is running, right-click the Network Neighborhood icon and select **Properties**. Select the **Services** tab and verify that the SNMP Service is listed in the Network Services box. If it is not, install it using standard Windows operating system procedures.

Use the following steps to unlock the agent on the Profile XP platform:

1. On the Profile XP system, log on as administrator.
2. Insert the *NetCentral Profile XP Agent* CD-ROM in the Profile XP Media Platform's CD-ROM drive. Browse the CD-ROM contents and double-click on *ProfileXP_NetCentralAgent.exe* to start the installation program.
3. Click **Next** in the install wizard Welcome page, then follow the instructions given by the installation program as they appear.
4. Click **Next** and **Finish** to complete installation.
5. Proceed to the next step "Add the Profile XP and configure SNMP" on page 5.

Add the Profile XP and configure SNMP

SNMP traps are unsolicited messages that the Profile XP Media Platform sends to NetCentral Server PC. For instance, if one of the power supplies in a Profile XP system fails, the agent initiates an SNMP trap that signals the NetCentral server PC and sends it the failure information. Each Profile XP system must be configured with the correct IP address of the NetCentral server PC to ensure that its traps reach the appropriate destination.

To have the NetCentral manager software automatically add the Profile XP Media Platform and configure its SNMP trap destination, do the following:

1. On the NetCentral server PC, open the NetCentral manager interface and logon to NetCentral as administrator. (Tip: In NetCentral, select **File | Logon**)
2. Wait while NetCentral auto-discovers a Profile XP Media Platform on the local network. This can take several minutes. The Profile XP must have its SNMP agent unlocked. If a Profile XP Media Platform is not on the NetCentral server PC's local network or is otherwise not added through auto-discovery, click **File | New | Device | Profile XP** and enter the IP address of the Profile XP. When discovered, the Profile XP appears in the Tree view of the NetCentral interface. Proceed as follows:
 - If the name or IP address of the Profile XP appears as black text, it means the Profile XP's SNMP properties are already properly configured. Skip ahead to step 6 of this procedure.
 - If the name or IP address of the Profile XP appears as gray text, it means the Profile XP's SNMP properties are not yet configured as required. Continue with



the next step in this procedure.

3. Allow automatic processes to continue to run as they attempt to configure the Profile XP's SNMP properties. These automatic processes enter the IP address of the NetCentral server PC as a trap destination. Track these processes by viewing the "SNMP Trap Target Status" message in the Messages view.
4. When the message reports that NetCentral has successfully configured SNMP properties on the Profile XP system, restart SNMP service on the Profile XP system. This puts the SNMP configuration changes into effect. To restart SNMP service, do the following:
 - a. On the Profile XP system, click **Start | Settings | Control Panel**. Open the **Services** icon.
 - b. Select **SNMP**.
 - c. Click **Stop**. Windows stops the service.
 - d. Click **Start**. Windows starts the service.
 - e. Close dialog boxes.
5. On the NetCentral server PC, right-click the Profile XP, select **Trap Validation**, and then proceed as follows.
 - If the Profile XP name is black (not grayed-out) in the Tree view proceed with the next step in this procedure.
 - If the Profile XP name is still grayed-out, continue with "Manually configure the SNMP trap destination" on page 7 and then return to this procedure.
6. If applicable, add the Profile XP's RAID storage device(s) and Fibre Channel switch(es) to the NetCentral system. Refer to "Monitoring Profile XP RAID storage in NetCentral" on page 3.
7. Continue with "Setting up the FTP Service (Peer Web Server) on a Profile XP Media Platform" on page 9.

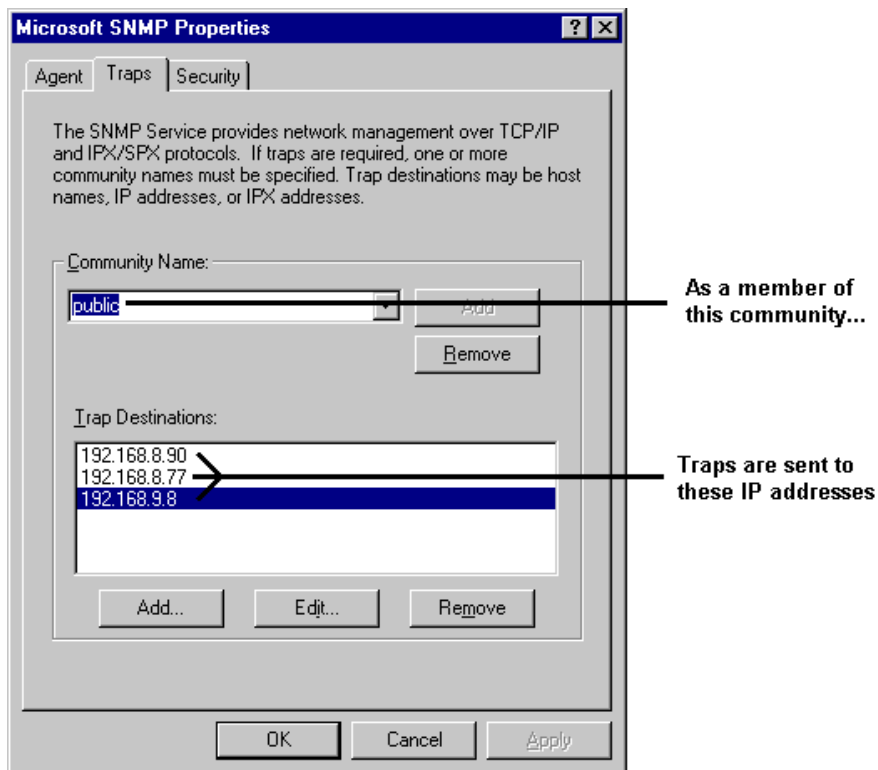
Manually configure the SNMP trap destination

To manually configure the trap destination you need the following information:

- The names of the SNMP communities to which the media platform belongs. The default name is “public”. If you use other SNMP community names, make sure you set trap destinations for each one.
- The IP address of the NetCentral server PC.

To check, add, edit, or remove trap destinations on the Profile XP system:

1. On the Profile XP system, log on as administrator.
2. On the desktop, right-click the Network Neighborhood icon and select **Properties**.
3. Select **SNMP Service** and click **Properties**.
4. Select the **Traps** tab.
5. Enter the name of the SNMP community and click the **Add** button adjacent to the text box.
6. Check the Trap Destinations box and determine if the IP address of your NetCentral server PC is already listed. Proceed as follows:
 - If the IP address and community name of the NetCentral server PC is already correctly listed, skip ahead to the next step in this procedure.
 - If the IP address and community name of the NetCentral server PC is not listed, enter it as a trap destination. Click the **Add** button below the Trap Destinations box. Enter the IP address in the Service Configuration dialog box that appears and click **Add**.
 - If the IP address is not correct, edit the trap destination. Select the trap destination and click **Edit**. (Refer to the figure that follows.)



When the list of trap destinations is complete, click **OK** to save settings and close.

7. Complete the procedure “Add the Profile XP and configure SNMP” on page 5 to put SNMP changes into effect.

Setting up the FTP Service (Peer Web Server) on a Profile XP Media Platform

In order to view Profile XP logs from the NetCentral manager interface, each Profile XP Media Platform to be monitored must have the FTP service installed and properly configured. Using the instructions that follow, you can

- Check whether the FTP service is installed and configured. Recent Profile XP models ship from the factory with this already done.
- Install the FTP service
- Configure the FTP service to be accessible to NetCentral when NetCentral requests to display the logs.

Step 1: Install the FTP service

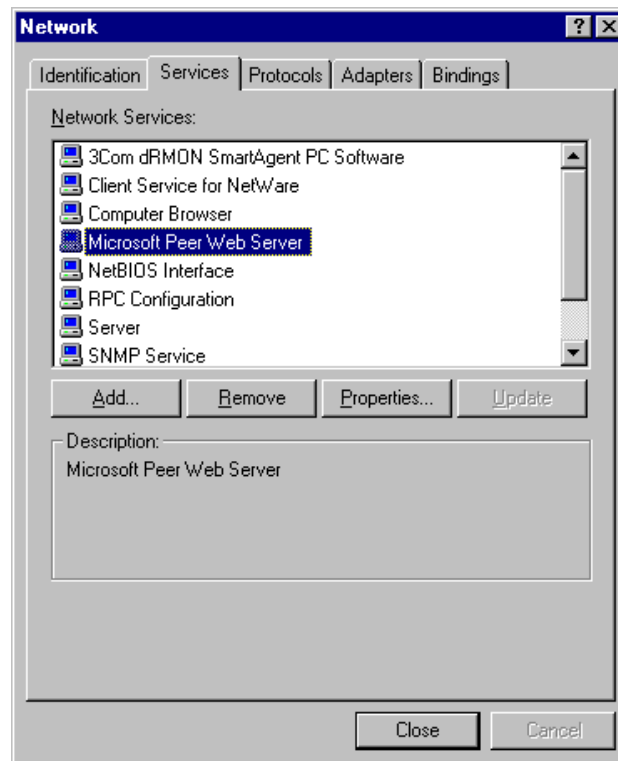
Installation of the FTP service requires the use of the Windows NT Workstation CD-ROM and the service pack currently installed on the Profile XP system.

Follow these steps:

1. Log on to the Profile XP Media Platform as administrator.
2. On the desktop, right-click the Network Neighborhood icon and select **Properties**.

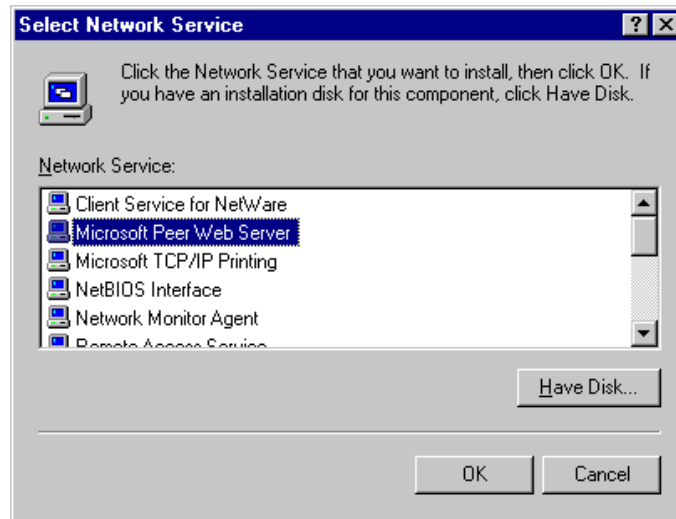


3. Click the Services tab in the Network dialog box that appears.

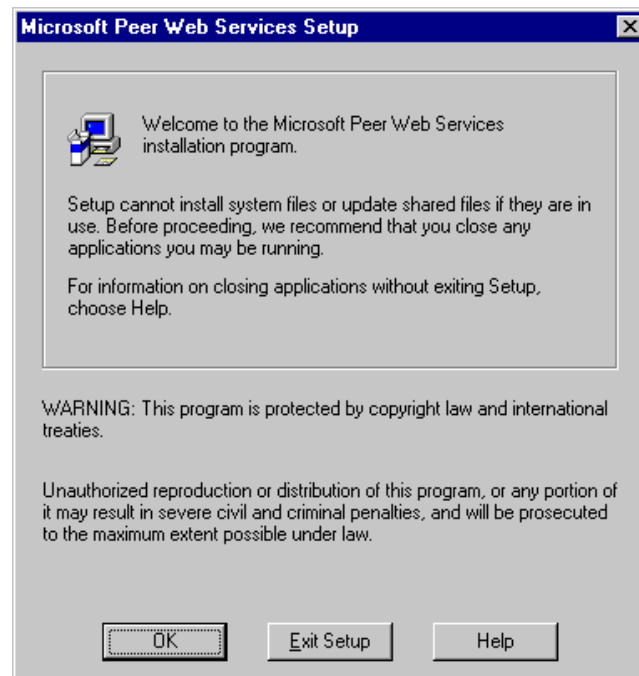


4. If Microsoft Peer Web Server is listed as one of the Network Services, click **Close** and go on to “Step 2: Configure the FTP site” on page 15.
If Microsoft Peer Web Server is *not* listed as one of the Network Services, click the **Add** button to continue with the installation.

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5. Insert the Windows NT Workstation CD-ROM in the drive, then select Microsoft Peer Web Server from the Network Service list and click **OK**.



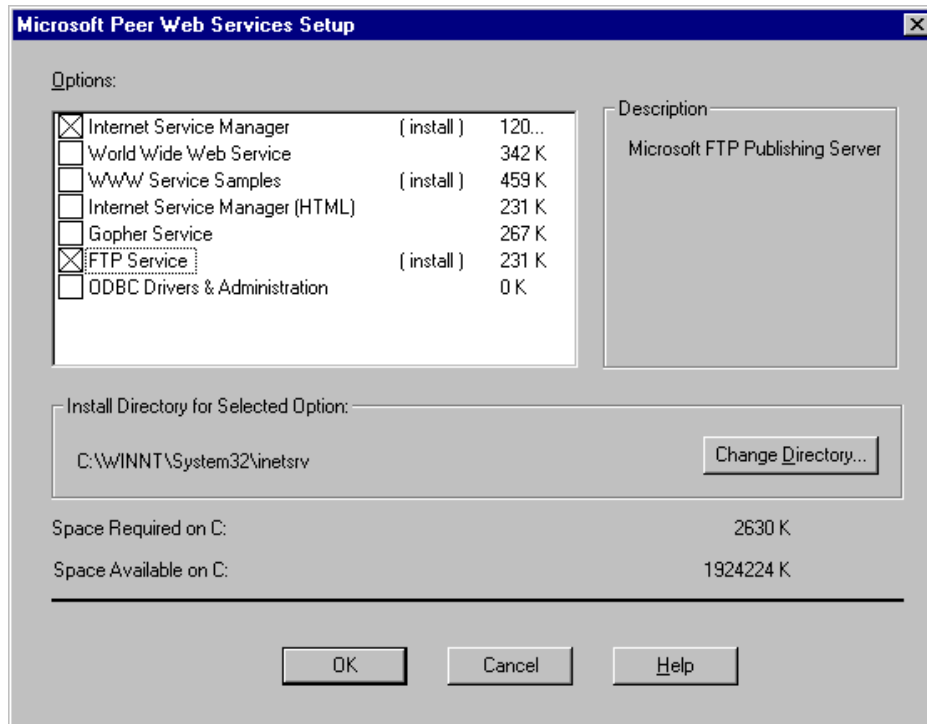
6. Change the drive letter to install from so that it is correct for your CD-ROM drive and click **OK** to start the setup program. The Microsoft Peer Web Services Setup window appears.



7. After reading the information displayed and closing applications as necessary, click **OK** to continue with Setup.

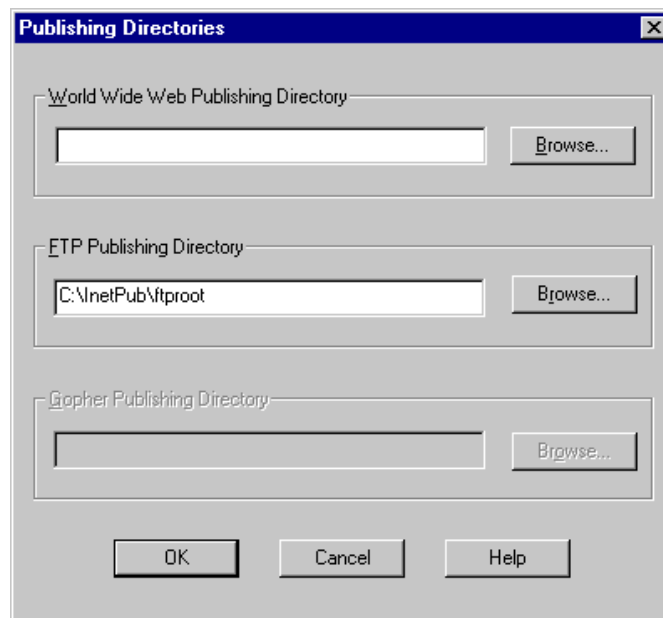


- When the following dialog box appears, make sure that the only the Internet Service Manager and FTP Service boxes are checked and the rest of the check boxes are not, as shown here. Then click **OK**.

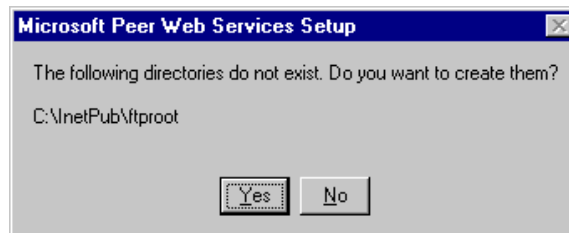


- When prompted with the message box “The following directory does not exist. Do you want to create it? C:\WINNT\System32\inetsrv”, click **Yes**.

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10. In the Publishing Directories dialog box, accept the default for the FTP publishing directory and click **OK** to continue setup.

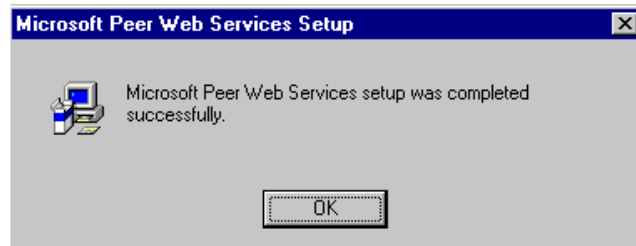


11. Click **Yes** to create the directory requested in this dialog box.

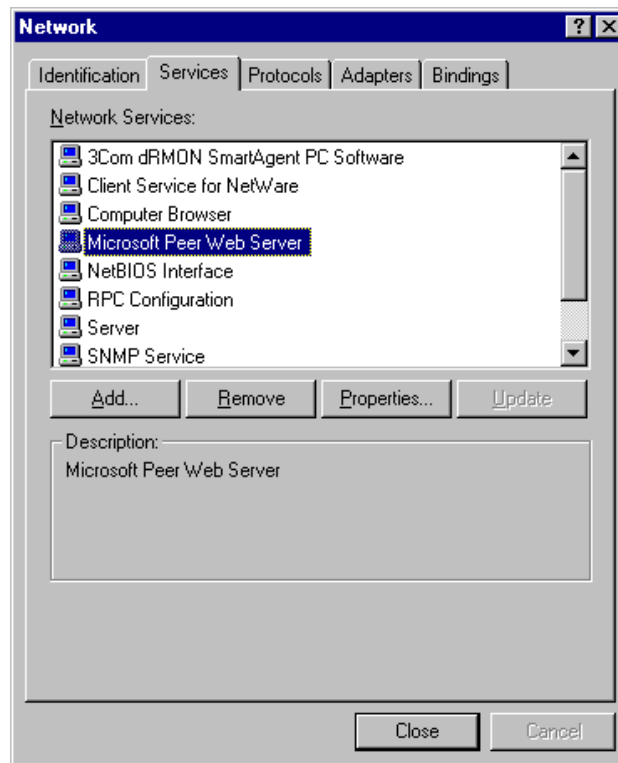




- Click **OK** to close this message box announcing the successful completion of Setup.



- Verify that the setup was successful by looking at the Services tab (as in steps 1 and 2). Microsoft Peer Web Server should appear in the Network Services list.



- Close the Network dialog box and the CD-ROM window. Remove the CD-ROM from the drive.

NOTE: You must continue with the remainder of this document. Failure to complete all the procedures will cause your Profile XP Media Platform to malfunction.

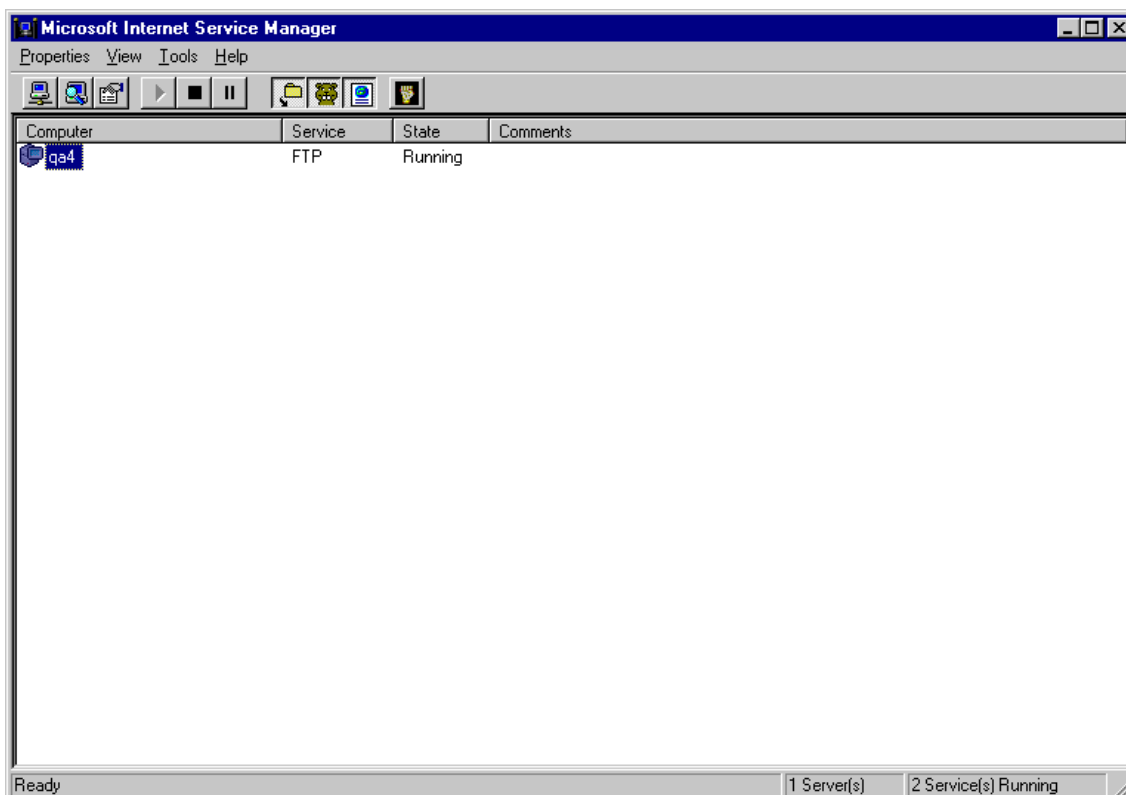
Step 2: Configure the FTP site

After the FTP server is in place you must configure the FTP server, which consists of setting up a virtual directory that points to the physical location of the log files. The log files are typically stored in *c:\profile\logs*. In this case, we are setting up a virtual directory called 'log' which points to the physical location of the Profile logs – *c:\profile\logs*.

URLs for an FTP site take the basic format *ftp://<hostname>/<virtualdirectory>/<filename>*. The virtual directory is a logical name that points to the actual physical location where the files you want to access are stored.

Virtual directories are specified under an FTP root, which is itself a virtual directory with the URL *ftp://<hostname>/*. The FTP root is specified when Microsoft Peer Web Server is installed.

1. Select **Start | Programs | Microsoft Peer Web Services (Common) | Internet Service Manager**.
2. In the Internet Service Manager window, right click on the machine name of the Profile system for the FTP service and select **Service Properties**.





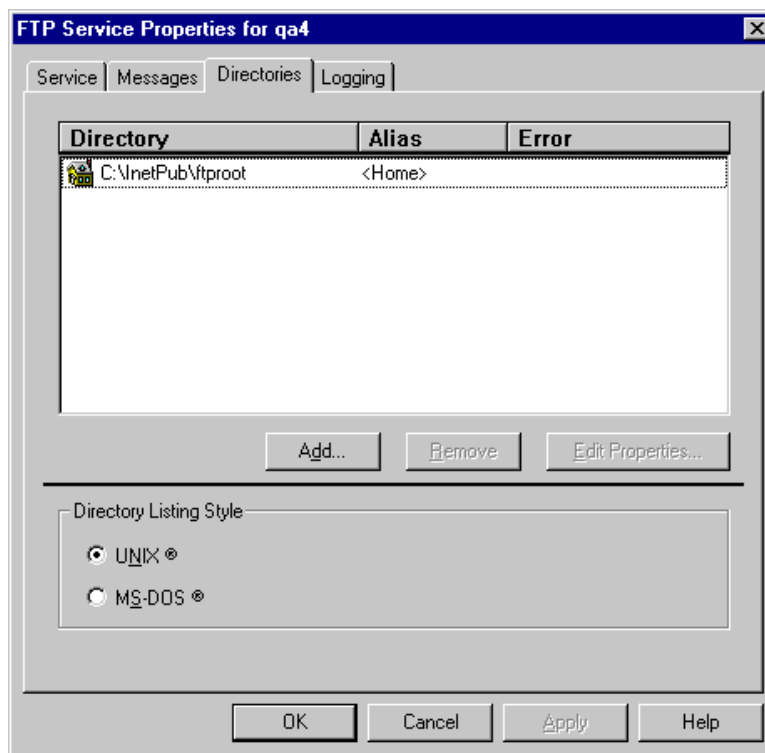
3. In the Service tab, accept the default settings, which configure the FTP server for anonymous login.

NOTE: Do not attempt to change the default Username. The factory default username may not include the Profile XP host name as shown in this example, nor is it required to do so.

The screenshot shows a dialog box titled "FTP Service Properties for qa4". It has four tabs: "Service", "Messages", "Directories", and "Logging". The "Service" tab is active. The following settings are visible:

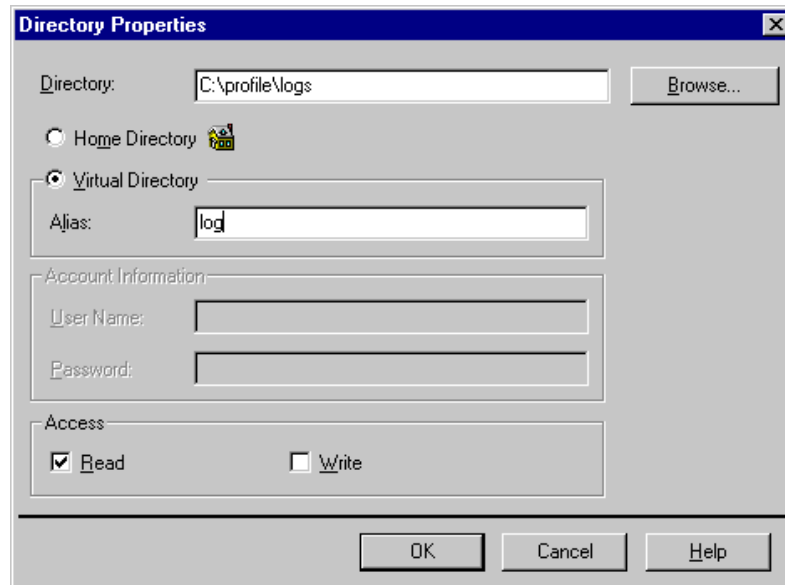
- ICP Port: 21
- Connection Timeout: 900 seconds
- Maximum Connections: 1000
- Allow Anonymous Connections
- Username: IUSR_QA4
- Password: [masked]
- Allow only anonymous connections
- Comment: [empty]
- Current Sessions button
- Bottom buttons: OK, Cancel, Apply, Help

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4. Select the Directories tab to display the page for setting up the virtual directories. Click the **Add** button.





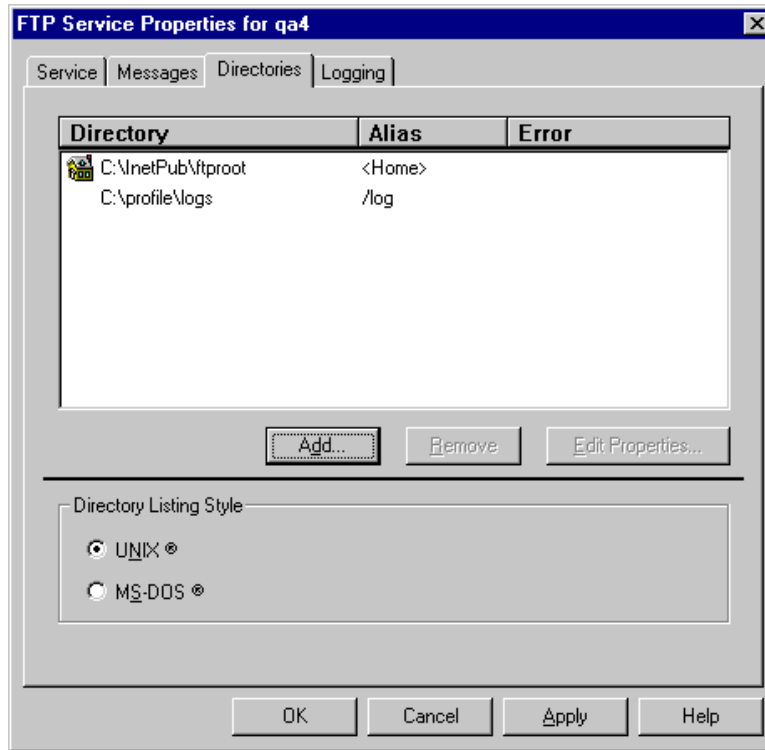
5. In the Directory text entry box enter `c:\profile\logs`, the path to the physical location of the log files.



6. Select the Virtual Directory option and enter `log` in the Alias text entry box. With this configuration the URL for the FTP site takes the form `ftp://<hostname>/log/<filename>`.
7. Verify that only the Read Access check box is checked to prevent clients from writing files to the FTP server.

NOTE: Be careful that you type “log” and not “logs” for the Virtual Directory Alias.

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8. Click **OK** to save the configuration. The virtual directory setting appears in the Directory list on the Directories tab as shown. Leave the UNIX directory listing style option selected to ensure compatibility with the greatest number of browsers.



9. Click **OK** to close the FTP Service Properties window.
10. Close the Microsoft Internet Service Manager.
11. Re-install your Windows NT service pack as required. Refer to your Profile System Software Release Notes:
 - Service Pack 3 and the year 2000 hotfix for Windows NT. When prompted "Overwrite the newer files?", select **No to All**. Refer to the *Profile XP System Software Release Notes* for more information.
 - or-
 - Service Pack 6a. Refer to the *Profile XP System Software Release Notes* for more information.



Step 3: Verify that the FTP server is configured correctly

To check that the FTP server is configured correctly, open a browser and enter the URL `ftp://<hostname>/log`, where `<hostname>` is the name of the Profile XP Media Platform on which you have configured the FTP service. In the example shown here, the URL is `ftp://qa4/log`.

When correctly configured, the browser window shows a listing of all the files in the `C:\profile\logs` directory.

