

Acer

Remote Diagnostic Manager v5.0

User's guide

Copyright © 2002 Acer Incorporated
All Rights Reserved.

Acer Remote Diagnostic Manager v5.0
User's guide

Changes may be made periodically to the information in this publication without obligation to notify any person of such revision or changes. Such changes will be incorporated in new editions of this manual or supplementary documents and publications. This company makes no representations or warranties, either expressed or implied, with respect to the contents hereof and specifically disclaims the implied warranties of merchantability or fitness for a particular purpose.

Any software described in this manual is sold or licensed "as is". Should the programs prove defective following their purchase, the buyer (and not this company, its distributor, or its dealer) assumes the entire cost of all necessary servicing, repair, and any incidental or consequential damages resulting from any defect in the software. Further, this company reserves the right to revise this publication and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise,

Model Number : _____

Serial Number: _____

Purchase Date: _____

Place of Purchase: _____

Acer and the Acer Logo are registered trademarks of Acer Inc. Other company's product names or trademarks are used herein for identification purposes only and belong to their respective companies.

Contents

1 Overview	1
Welcome	3
RDM components	3
Features	4
Remote management features	4
Acer RDM station features	4
Accessing the online guide	5
Technical assistance	6
2 System setup	7
System requirements	9
RDM station	9
RDM agent	9
System installation	10
Installing the RDM station software	10
Installing the RDM agent software	13
3 Getting started	15
Launching Acer RDM	17
Acer RDM menu bar	18
Server	18
Setup	21
Actions	25
View	29
Help	32
Acer RDM toolbar	33
Acer RDM view panels	35
4 Configuring Acer RDM	37
Connecting to a server	39
Configuring Auto-Discovery	40
Add a server	40
Add All Servers	40
Delete Server	41
Delete All Servers	41
Finding a subnet	42
Finding specific IP	43
Configuring the Address Book	44
Add	44
Modify	45
Delete	46

Discovery	46
Changing the server name	47
Refreshing the server's health status	48
Configuring the BMC NIC	49
Sending an email alert	50
Enabling email notification	51
Changing the server password	52
Configuring the automatic system recovery function	53
Remotely turning on a server	54
Remotely turning off a server	55
Remotely reset a server	56
Enabling console redirection	57
Setting the Acer RDM view	58
Enabling remote floppy boot function	59
Viewing system information	60
Viewing BMC information	61
Viewing hardware status information	62
Viewing the event log	63
Clearing the event log	63

1 Overview

This chapter presents a brief introduction of Acer RDM and the special features that it offers.

Welcome

Welcome to the Acer Remote Diagnostic Manager (RDM) — a server service program that offers remote server management functionality. It operates thru a local area network (LAN) to remotely monitor and analyze server condition via a remote RDM station. This allows you to update system BIOS settings for the **BIOS Console Redirection** feature. In case of system failures, Acer RDM automatically sends email to notify the system administrator. This quick response feature minimizes system downtime thus effectively overcoming the distance barrier in remote server management.

RDM components

RDM consists of two components:

- RDM station

RDM station is a standard PC system where the RDM software is installed. It remotely monitors the RDM agent via LAN allowing administrators to view the status of the agent and resolve problems in the event of server failure.

- RDM agent

RDM agent refers to a network server being monitored by the RDM station.



Note: Throughout this user's guide, the words "RDM agent" and "server" are used interchangeably.

Features

The following features explain how Acer RDM offers efficient server diagnostic service to reduce server downtime.

Remote management features

- Remotely manage RDM agent servers over LAN
- Remotely perform system diagnoses and services over LAN
- Allows automatic system reboot once a boot failure is detected
- Monitors and displays server status information¹ and configuration, even in the event of server failure
- Automatically powers off the system when a system failure or abnormal processor temperature level is detected
- Automatically sends email notifications to the system administrator(s) when critical events occur
- Allows remote server power on/off/reset the server from the Acer RDM station

Acer RDM station features

- Monitors the system boot sequence
- Allows remote updating of the system BIOS or changing of the CMOS setup
- Allows the system to boot normally or boot to a remote floppy disk
- Auto discover a server installed with an Acer RDM module
- Configures Acer RDM module NIC setting
- Selects type of critical events to trigger email notification
- View and clear event log

¹ Server status information include those related to the model name, health log, critical event, CPU and memory information, temperature, voltage, CPU, memory critical event, as well as other server information.

Accessing the online guide

You may also refer to the Acer Remote Diagnostic Manager online guide for more information. To access the RDM online guide, from the RDM main window click Help then select Acer RDM Help.

Technical assistance

For technical assistance on the installation of or questions concerning Acer RDM program, you can contact us at www.acer.com.

2 System setup

This chapter gives step-by-step instructions on how to install the Acer RDM software.

System requirements

Before you begin installation, make sure you have the following:

RDM station

- Intel Pentium II or higher processor
- Microsoft Windows 98, Windows Me, Windows NT Workstation 4.0, Windows 2000 Professional or later operating system
- At least 16 MB random access memory (RAM)
- At least 15 MB free hard disk space
- Ethernet card

RDM agent

- Intel Pentium II or higher processor
- MS-DOS v3.3 or later operating system
- ASM (Advanced Server Manager) agent with RDM driver
- Ethernet card

System installation



.....

Note: For any inquiries regarding Acer RDM installation, you can contact us at www.acer.com.

Installing the RDM station software



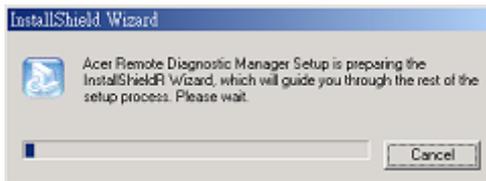
.....

Important: Before you proceed, make sure that the BMC board has been installed to the server.

Installation procedures might vary, depending on your system's operating system.

To install Acer RDM on a Windows 2000 platform, follow these procedures:

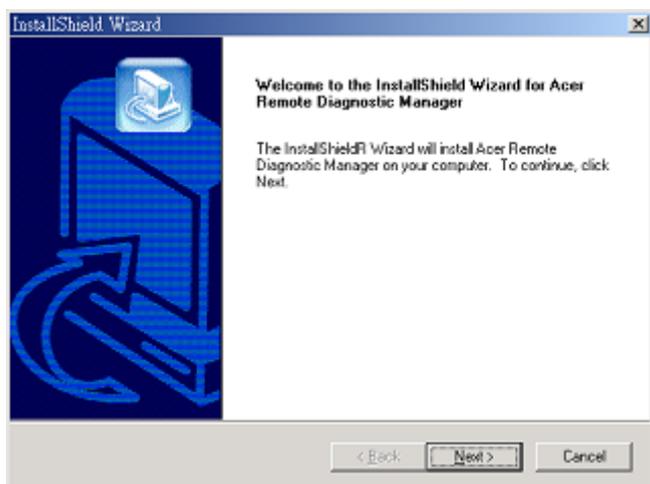
- 1 Insert the Acer RDM installation CD into your computer's CD-ROM drive. The InstallShield Wizard appears on the screen.



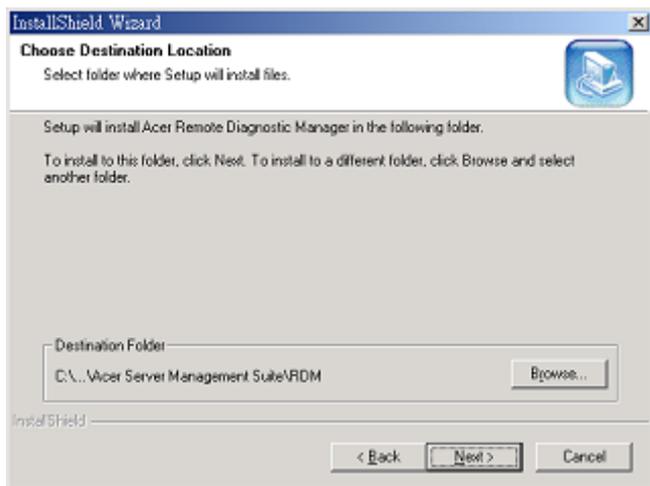
- 2 After configuring the InstallShield Wizard, the BMC board installation notice dialog box appears. The BMC board must be installed to make your server RDM-enabled.



- 3 Click OK. The Setup program welcome screen appears.

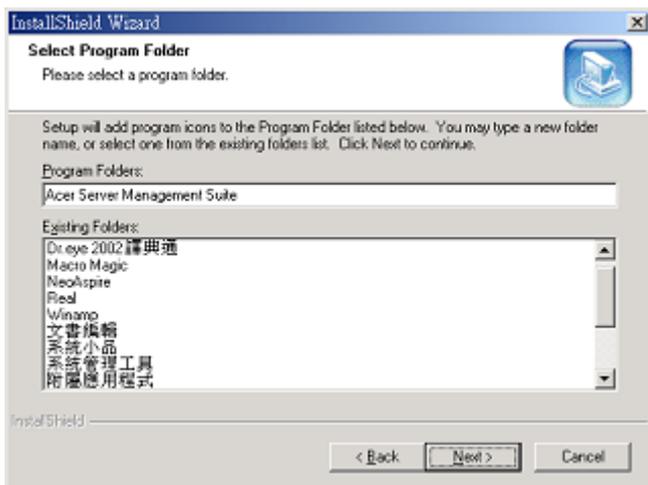


- 4 Click Next. You will be requested to choose a destination directory for the software program.

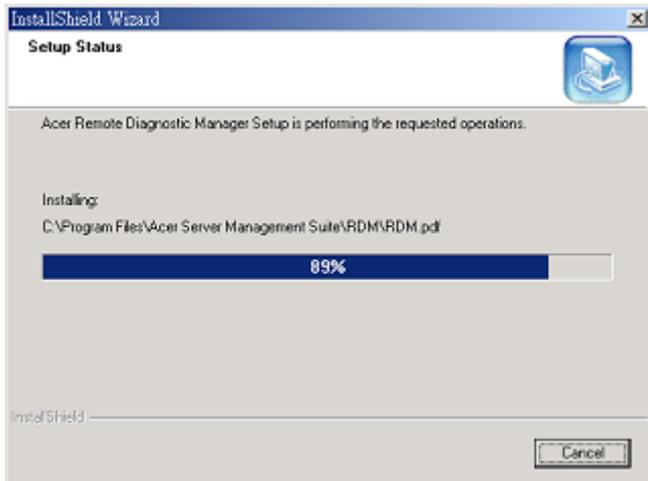


You can choose to copy the program files in the default directory C:\Program Files\Acer Server Management Suite\RDM or you can choose another destination folder by clicking the Browse button.

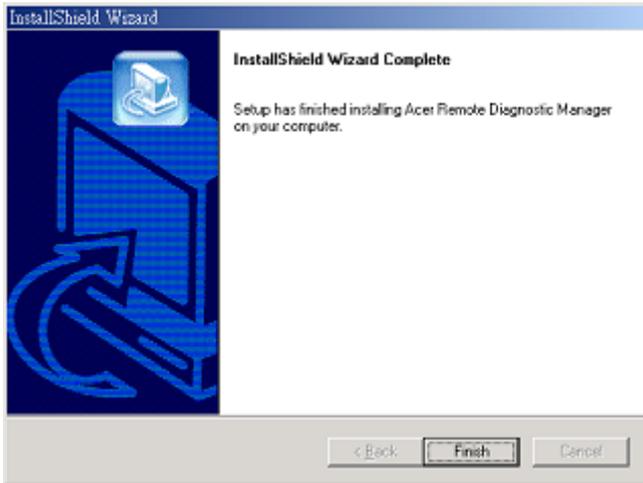
- Click Next to copy the files in the defined directory. The Select Program Folder window appears. Select a folder from the list where the program files will be copied.



- Click Next to start the installation procedures.



When installation is completed the following message box appears.



- 7 Click Finish to exit setup.

Installing the RDM agent software



Important: Before you proceed, make sure that you have already installed all necessary components for the RDM station.



Note: Before you install the RDM agent software, set up a network connection between the server and the local computer. Consult the server's operating system manual for information on how to configure network setup.

Follow these steps to install the RDM agent:

- 1 Copy the BMC IP configuration utility from the RDM station. Follow the steps below:
 - a Locate the RDM utility folder in the RDM station's Program Files folder (for example C:\Program Files\Acer Server Management Suite\RDM\Utility). The default folder is Utility.

- b Double-click the Utility folder then copy the BMCIPCFG.exe command to a diskette.
- 2 Insert the diskette to the server's floppy drive.
- 3 Reboot the server.
- 4 After the server boots from the diskette drive, a prompt appears;
A:\>
(where A: is the drive letter of the drive where you inserted the diskette)
type the following:
BMCIPCFG.EXE
The server's DHCP (Dynamic Host Configuration Protocol) automatically displays the RDM agent's IP address.
The default IP address is 192.168.224.222. If you do not want to use this default IP address, click No then define your own IP address, Subnet mask and Gateway address.
- 5 Select 8 to save your settings.
- 6 Run the BMCIPCFG.EXE program again to see if your setting is successful.

Uninstalling the RDM station software

To uninstall the Acer RDM station software on a Windows 2000 platform, follow these procedures:

- 1 From the Control Panel window, double-click the Add/Remove Programs icon. The Add/Remove Programs dialog box appears.
- 2 Find the Acer Remote Diagnostic Manager entry and click the Remove button. The Confirm File Deletion dialog box appears.
- 3 Click OK to remove all components.
- 4 Click Finish to exit.

3 Getting started

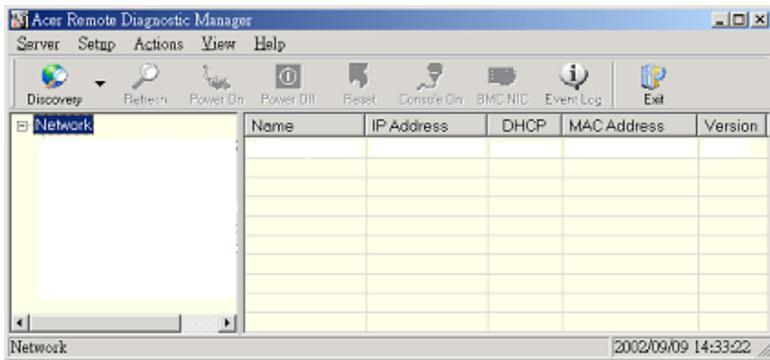
This chapter describes how to use the Acer RDM functions.

Launching Acer RDM

If you choose the default program folder path C:\Program Files\Acer Server Management Suite\RDM during installation, a program shortcut is automatically added to the Windows Start menu.

To launch Acer RDM:

- 1 Click on the Start menu, point to Programs then select Acer Server Management Suite.
- 2 Click Remote Diagnostic Manager.
The Acer Remote Diagnostic Manager window appears.



Note: The network folder is a system default root folder and thus cannot be deleted.

Acer RDM menu bar

The Acer RDM menu bar includes the following:

- Server
- Setup
- Actions
- View
- Help

Server

The Server menu consists of the following commands:

- Auto-Discovery

By default, the Auto-Discovery command locates an RDM agent within the same subnet as that of the Acer RDM station. This process may take a few seconds depending on the size of your network. All discovered servers will be displayed on the left and right panel of the Acer RDM window. You can select a server from the right panel then drag-and-drop it to the left panel for management.

Right-clicking a server entry on the right panel of the Acer RDM window will display a pop-up menu consisting of the following commands:

Commands	Description
Add Server	Adds a selected server to the left panel.
Add All Servers	Adds all discovered servers to the left panel.
Delete Server	Removes a selected server from the right panel. If the selected server already exists on the left panel, it will also be removed.
Delete All Servers	Removes all the discovered servers from the right panel. If the server already exist on the left panel, it will also be removed.

Commands	Description
Add to Address Book	Adds a selected server into the address book. For more information on the Address Book, see page 20.

For more details on adding or deleting a server from the RDM window, refer to page 40.

- Find subnet

Finds Acer RDM-enabled servers within a specific subnet. If you do not know the IP address of the server, you can specify the range of IP addresses from which Acer RDM will start and end its search. For example 192.168.1.1 - 192.168.1.254. Acer RDM will start to send out a query packet to the first server in the IP address range; it will not continue to probe the next server until the response packet is returned or a timeout occurs.

The find subnet command requires the following parameters:

Parameter	Description
From	The IP address from which Acer RDM will start its search.
To	The IP address that marks the end point of the Acer RDM search.
Timeout	Indicates the internal time after which Acer RDM will proceed to probe the next server in the specified IP address range.

For instructions on how to find a subnet, refer to page 42.

- Find specific IP

Finds Acer RDM-enabled servers based on a specific IP address.

For details on finding a server based on a specific IP address, refer to page 43.

- Address Book

Use Address Book to maintain a list of Acer RDM-enabled server. The Address Book menu bar includes the following commands:

- Actions

Command	Description
Save	Saves a selected server to the Address Book.
Discovery	Detects a selected server in the subnet. If the server detected is a RDM-enabled server, it will appear on the left and right panel of the RDM window.
Close	Closes the Address Book.

- Edit

Command	Description
Add	Adds a selected server to the Address Book.
Modify	Modifies the server list in the Address Book.
Delete	Removes a selected server(s) entry from the Address Book.
Delete All	Remove all server entries from the Address Book.

For details on configuring the Address Book, see page 44.

- Change server name

Modifies the name of the server. When the login password is validated, you can change the server name.

For detailed instructions on changing a server's name, refer to page 47.

- Delete

Removes a managed server from the left panel of the Acer RDM window. RDM will first disconnect a server before deleting it.

- Delete All

Removes all managed servers from the left panel of the Acer RDM window. RDM will first disconnect servers before deleting it.

- Refresh

Updates the health status of the servers listed on the left panel of the Acer RDM window. The server status is indicated by the icons alongside each listed server.

Icon	Color/ Command	Description
	Lock	Acer RDM is not logged into the server.
	Gray	Server is in a power-off, unknown or not connected state.
	Green	Server is in a healthy state.
	Yellow	The server is in a warning condition.
	Orange	A critical error occurred in the server.
	Red	A non-recoverable error occurs in the server.

For details on updating the health status of a server, refer to page 48.

- Exit

Closes the Acer RDM program.

Setup

The Setup menu consists of the following commands:

- **BMC NIC**

Configures the out-of-band NIC (network interface controller) of the server. BMC NIC allows you to manage the LAN port and the NIC settings on the server.

The BMC NIC command requires the following information:

Option	Description
Out-of-band IP Address	Retrieves a server's IP address automatically from the server's DHCP or you can manually enter server's IP address, Subnet mask and Gateway IP address to connect to the network.
DNS Setting	Retrieves a server's DNS settings automatically from the server's DHCP or you can manually enter the server's primary and secondary DNS settings to connect to the network.

For more information regarding the BMC NIC command, refer to page 49.

- **E-Mail**

Configures the SMTP (Simple Mail Transfer Protocol) server IP address, SMTP port, sender or recipient email address. The quick response feature will not work properly if the SMTP server and port number is not provided in the email dialog box. After setting up the email information and selecting the "Enable Email Notification" option in the Event Filter dialog box, the server will be able to send an email alert to the system administrator every time a critical system event is detected.

The E-Mail command requires the following information:

Field	Description
SMTP Server	The IP address of the SMTP server in the LAN.
SMTP Port	The TCP/IP port of the SMTP server.
From	Sender's email address.

Field	Description
To	Recipient's email address or administrator's email address. The Add button lets you include another recipient address.
Time Zone	Set the local time zone for SMTP.

For details on sending email notifications to the system administrator, refer to page 50.

- Security

Changes the password of a server. For security reasons, the server password should not be left blank to prevent unauthorized access to the server.

For detailed instructions on configuring the server's password, refer to page 52.

- Event Filter

Enables the E-Mail notification function of the server. This function is disabled by default. You have to enable it in order to receive email notification from the server whenever a system event or an error occurs. If a system event or an error is detected in the managed server an alert will be sent to the system administrator. System events that may trigger this function includes:

Event type	Description
Fan Fail	The server's CPU fan failed.
Voltage Critical	The server's voltage level is above the safe operation range.
Voltage Not Recoverable	The server's voltage level can not be restored to the safe operation range.
Temperature Critical	The server's CPU temperature has exceeded the threshold level setting.
Temperature Not Recoverable	The server's temperature cannot be restored to the threshold level setting.
Intrusion	An unauthorized user or hacker has broken into the server.

Event type	Description
CPU Internal Error	An internal error occurred in the server's CPU.
DRAM Multi Bit Error	An ECC (error-correcting code) multiple bit error is detected, which cannot be fixed.
DRAM Single Bit Error	An ECC single bit error was corrected.
PCI Bus Error	A PCI parity error or system error is detected.
BIOS POST error	An error occurred in the server during POST (power on self test) process.
DRAM Resize	A multiple bit error occurred causing the memory size to decrease.
Power or Reset Button Pressed	The server's power or reset button has been activated.
Watchdog Timeout	The Watchdog timer detected a failure in the server's BIOS POST and OS loading process.
CPU Thermal Trip	The server's internal CPU temperature is too high. A thermtrip (thermal trip) signal is issued and BIOS will log the event and identify the CPU which sends out the command.

For detailed instructions on how to enable email notification function, refer to page 51.

- **Automatic System Recovery**

Enables the Watchdog timer during the server's BIOS POST and OS process. Acer RDM allows you to select the type of action to be performed when system fails to boot. The action commands include: power down, power cycle and reset.

The Automatic System Recovery command requires the following parameters:

Parameter	Description
Retry times for system boot up failure (times)	Defines the number of times the system will be restarted when system fails to boot successfully. This parameter will force the system to reboot until the system boots up successfully or the retry value is reached. The default value is 0.
BIOS POST Timeout(min)	Enables the Watchdog Timer during system bootup. This will set the internal time for the server's POST to be completed. The default value is 5 minutes.
OS Load Timeout(min)	Enables the Watchdog Timer once OS is loaded to the server. This will set an internal time for loading the server's OS. The default value is 10 minutes. The ASM (Acer Server Management) agent should be installed separately in order to operate the OS Load Timeout function. For instructions on installing the ASM agent, refer to the Acer Server Manager user's guide.



Note: The maximum value of both the BIOS POST and OS Load Timeout parameter is 100 minutes.

For more details on configuring the server's boot up function, refer to page 53.

Actions

The Actions menu consists of the following commands:

- Power On

Remotely boot up a server. You have two options:

Parameter	Description
Normal Boot	Boots the server according to its CMOS (complementary metal-oxide semiconductor) startup settings.
Remote Floppy Boot	Boots the server from the floppy drive of the remote console.

For detailed instructions on remotely turning on the server, refer to page 54.

Enable BIOS Console Redirection

Enables BIOS console redirection during system boot up. The Acer RDM software supports console redirection, in text mode, allowing you to remotely monitor and operate the server during boot up.

The console redirection command allows you to:

- Remotely change the BIOS/CMOS/SCSI settings during the system's POST process
- Boot the system from the floppy drive of the remote console
- Change the server's BIOS or BMC firmware via a remote floppy drive
- Run the system diagnostic tools from a remote floppy drive

You can enable console redirection in the Power On and Reset dialog box. If you disabled this command, the Console On button on the Acer RDM window will be grayed-out.

For details on enabling console redirection, refer to page 57.

Hot keys

RDM employs hot keys that allow you to remotely access the server's BIOS/CMOS/SCSI settings, bootup function and diagnostic tools from your computer.

Listed in the following table are the commonly used hot keys when RDM is in the Server Management or BIOS Console Redirection (BCR) view mode.

Hot keys (RDM in local mode)	Key mapping (RDM in BCR mode)
F1	<Esc>1
F2	<Esc>2
F3	<Esc>3
F4	<Esc>4
F5	<Esc>5
F6	<Esc>6
F7	<Esc>7
F8	<Esc>8
F9	<Esc>9
F10	<Esc>10
F11	<Esc>11
F12	<Esc>12
Home	<Esc>@
End	<Esc>h
Page Up	Page Up
Page Down	Page Down
Up Arrow	Up Arrow
Down Arrow	Down Arrow
Right Arrow	Right Arrow
Left Arrow	Left Arrow

Hot keys (RDM in local mode)	Key mapping (RDM in BCR mode)
<Ctrl>+<Alt>+<Esc> (Enter BIOS Setup)	<Esc>S
<Ctrl>+<Alt>+ (Warm Reset)	<Esc>R<Esc>r<Esc>R
<Ctrl>+A (LSI SCSI Setup)	<Ctrl>+A
<Ctrl>+C (LSI SCSI Setup)	<Ctrl>+C
<Ctrl>+M (LSI SCSI Setup)	<Ctrl>+M
<Ctrl>+H (LSI RAID-Web BIOS)	<Ctrl>+H
<Ctrl>+Q (Storage)	<Ctrl>+Q

You can only activate the key mapping when the BCR Console On function is enabled and the BIOS Console Redirection (BCR) image is displayed on your computer screen.

Remote floppy boot

Remotely updates the server's BIOS settings and runs the server's diagnostic program when BIOS Console Redirection is enabled. When you enable remote floppy boot function, the server will boot from the floppy drive of the remote console and at the same time automatically activate console redirection. The server and console can share the same floppy drive until you disable the remote floppy boot function.

You can enable remote floppy boot function in the Power On and Reset dialog box. For more information, refer to page 59.

- Power Off

Remotely turns off a server.

For instructions on remotely powering off a server, refer to page 55.

- **Reset**
Remotely restarts a server.
Please see “Remotely reset a server on page 56” for details.
- **Clear Event Log**
Deletes the server’s event log records.
For details on clearing the system event log, refer to page 63.
- **BCR Console On/BCR Console Off**
Allows you to toggle the view mode of the Acer RDM windows when BIOS Console Redirection is enabled. View mode include Console redirection view and Server management view.

The server status is indicated by the following conditions:

Status	Description
Grayed	The server failed to boot up or the BIOS Console Redirection parameter is disabled.
BIOS Console On	The server’s BIOS Console Redirection parameter is enabled. In this state, the BIOS Console Redirection status will be displayed on the Acer RDM window.
BIOS Console Off	The Server Management view mode is displayed on the Acer RDM window.

Please see “Setting the Acer RDM view on page 58” for details.

View

The View menu consists of the following commands:

- **System Information**
Displays the server’s system information including those related to CPU, memory, mainboard as well as other server information.

The system information command includes the following parameters:

Information	Description
CPU Information	Displays the status, socket type, CPU manufacturer, CPU model and frequency of the processor installed on the server.
Memory Information	Displays the memory slot status and memory module installed on the server.
Server Board Information	Displays the BIOS version. It also shows the mainboard manufacturer, server model, serial number and part number.
Product Information	Displays the server's manufacturer, server model, serial number, asset tag, etc.

Please see "Viewing system information on page 60" for details.

- **BMC Information**

Displays the server's baseboard management controller (BMC) and network information on the right panel of the Acer RDM window.

Information	Description
BMC Board Information	Displays the BMC status, BMC firmware version, IPMI version, manufacturer, etc.
Network Information	Displays the server's IP address, MAC address, and DNS settings.

For detailed instructions on viewing the server's BMC information, refer to page 61.

- **Event Log**

Displays the event log information on the right panel of the Acer RDM server. When you select the root server, all the servers' event log information will be displayed.

Parameter	Description
Event status	<p>The server status is indicated by the icons alongside each listed server.</p> <p>The status of the server may appear in the following conditions:</p> <ul style="list-style-type: none"> • Gray - An unknown event occurred in the server • Green - Server is in a healthy state • Yellow - Server warning status; the system administrator can choose to ignore or fix the error • Orange - A critical error occurred in the server, the system administrator must fix the error to avoid system crash • Red - A non-recoverable error occurs in the server, the system administrator must fix the error to avoid system crash <p>For information on these icons, refer to page 21.</p>
Date/Time	Displays the date and time when the event occurs.
IP Address	Displays the server's IP address.
Severity	Displays the type of events detected - unknown, information, warning, critical and non-recoverable.
Description	Displays a detailed description of the events.

For instructions on viewing the event log, refer to page 63

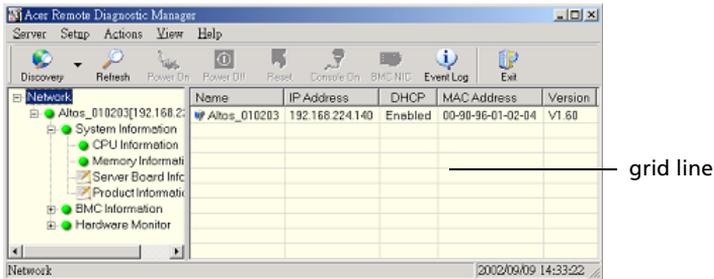
- **Tool Bar**

Displays or hides the Acer RDM toolbar.



- **Grid Line**

Displays or hides the grid lines on the right panel of the Acer RDM window. Grid lines appear as criss-crossing horizontal and vertical lines on the screen.



- **Status Bar**

Displays or hides the Acer RDM status bar.



Help

The Help menu includes the following commands:

- **Acer RDM Help**

Opens the Acer RDM online guide which provides instant onscreen access to detailed information and instructions on how to use Acer RDM.

- **About**

Displays the copyright notice and version number of this application.

Acer RDM toolbar

The Acer RDM toolbar buttons gives you one-click access to selected Acer RDM functions.

Command	Icon	Description
Discovery/ Subnet/ Specific IP		Discovery- Automatically find a server on the network Subnet- Manually find an Acer RDM-enabled server within a specific subnet Specific IP- Manually find an Acer RDM-enabled server based on a specific IP address
Refresh		Displays a health status update of the servers listed on the left panel of the Acer RDM window.
Power On		Remotely boots up a server You must first select a listed server to enable this button.
Power Off		Remotely turns off a server.
Reset		Remotely restarts a server.
BMC Console On/Off		Shifts the view mode of the Acer RDM windows between Console redirection view and Server management view.
BMC NIC		Displays the server's BMC information.
Event Log		Displays the server's event log information.

Command	Icon	Description
Exit	 The icon is a small square with a light blue background. It features a stylized 'X' shape in the center, composed of four colored segments (red, green, blue, and yellow) that meet at the center. Below the 'X', the word 'Exit' is written in a small, black, sans-serif font.	Closes the Acer RDM program.

Acer RDM view panels

The view panels refers to the left and right panels of the Acer RDM window. The left panel displays the managed servers while the right panel displays found servers available for management. Both panels are empty when you run Acer RDM for the first time. You can discover a server by clicking the Discovery button, then the detected server will be displayed on the right panel of the Acer RDM window.

4 Configuring Acer RDM

This chapter describes how to configure the commands and functions of the Acer RDM program.

Connecting to a server

When you connect to a server for the first time, you will be requested to enter the server's password in the Login dialog box in order to browse and configure the server. The default password is ADMIN@ACER.



You can change the login password of a server after logon by selecting the Security option from the Setup menu.

If attempt to connect to the server has timed out or if Acer RDM is not logged into the server, you will be prompted to enter the server password again.



.....
Note: The default period of interval for a connection attempt to time out is 10 minutes.

Configuring Auto-Discovery

Auto-Discovery lets you add servers to the Acer RDM window for

monitoring. By clicking the Discovery button , Acer RDM will automatically detect existing servers available for management and display them on the left and right panel of the Acer RDM window. You can configure the server by right-clicking a server then selecting a command on the pop-up menu. Refer to the subsections below for a detailed discussion of these commands.

Add a server

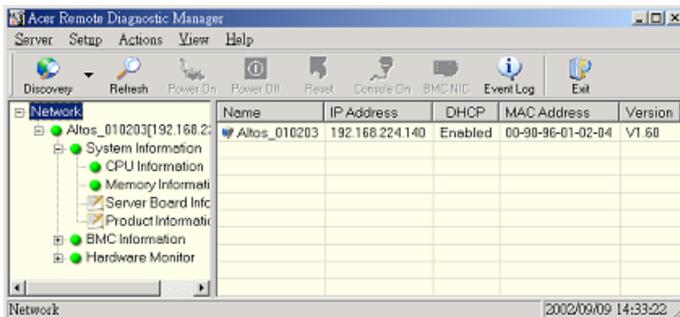
Adds a server to the left panel of the Acer RDM window.

To add a server to Acer RDM:

1 Do either of the following:

- Click the Discovery button  on the toolbar.
- Click the Server menu then select Auto-Discovery.

The window below appears.



The discovered server is displayed on the left and right panels of the Acer RDM window.

Add All Servers

Adds all discovered servers to the left panel of the Acer RDM window.

To add all servers to Acer RDM:

- 1 Select the server(s) you want to add then right-click the selection.
- 2 Select All Servers from the pop-up menu.

The servers you selected will appear under the Network tree structure on the left panel.

Delete Server

Removes a server from the right panel of the Acer RDM window. If the selected server already exists on the left panel, it will also be removed.

To delete a server from Acer RDM:

- 1 Do either of the following:
 - Select the server(s) you want to delete then right-click the selection. Select Delete Server from the pop-up menu.
 - Select a server. Click the Server menu then select Delete. The server will be removed from the left panel.

The server will be removed from the left and right panels of the RDM window.

Delete All Servers

Removes all the discovered servers from the right panel. If the servers already exist on the left panel, it will also be removed.

To delete all servers from Acer RDM:

- 1 Do either of the following:
 - Right-click the server(s) on the right panel then select Delete All Server.
 - Select the server(s) you want to delete. Click the Server menu then select Delete All Servers.

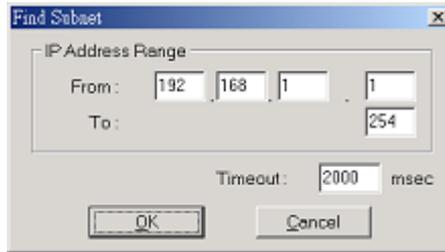
The servers will be removed from the left and right panels of the RDM window.

Finding a subnet

Finds Acer RDM-enabled servers within a specific subnet.

To find a subnet:

- 1 Click the Server menu then select Find Subnet. The dialog box below appears.



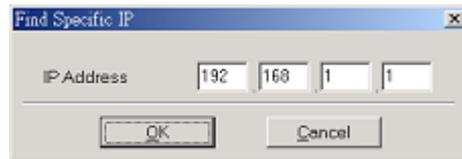
- 2 Enter the IP address range you want Acer RDM to search and the timeout value.
- 3 Click OK.

Finding specific IP

Finds Acer RDM-enabled server based on a specific IP address.

To find a server:

- 1 Click the Server menu then select Find Specific IP. The dialog box below appears.



- 2 Type in the server's IP address.
- 3 Click OK.

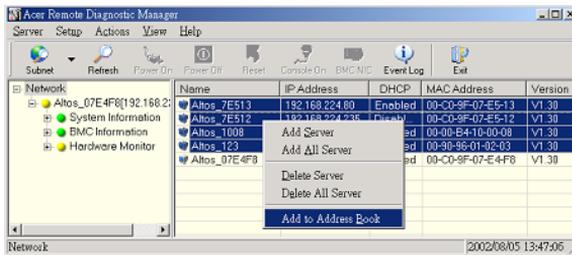
Configuring the Address Book

Address Book lets you maintain a list of Acer RDM-enabled servers. You can configure the Address Book using either the pop-up menu commands or the Server menu drop-down options. Refer to the subsections below for a detailed discussion of these items.

Add

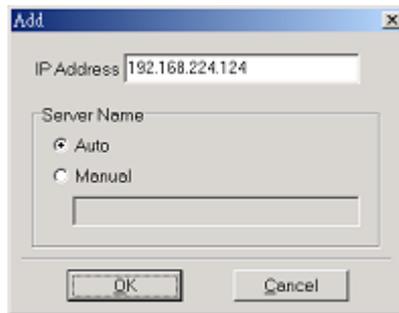
Adds a server to the Address Book. When a server is discovered after RDM is launched, RDM will automatically add the server to the Address Book. You can also manually add servers to the Address Book. To add a server to the Address Book, follow the procedures below:

- 1 Do either of the following:
 - Right-click the server name on the right panel of the RDM window then select Add to Address Book.



- Click the Server menu then select Address Book. The Address Book window appears. Click the Edit menu then select Add.
- Click the Server menu then select Address Book. The Address Book window appears. Right-click the Address Book grid lines then select Add.

- 2 The Add dialog box appears.



- 3 Type the server's IP address in the IP Address field.
- 4 Select Auto to display the server name in the Address Book or click Manual to enter a server name.
- 5 Click OK.

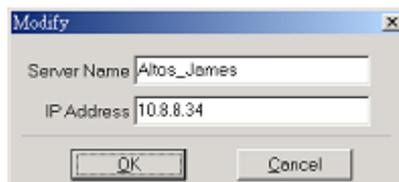
Modify

Modifies the server entries in the Address Book.

To modify a server entry in the Address Book:

- 1 Do either of the following:
 - Select a server entry in the Address Book. Click the Edit menu then select Modify.
 - Right-click a server entry then select Modify.
 - Double-click a server entry then select Modify.

The Modify dialog box appears.



- 2 Type in the new server name or IP address.



Note: If the server you want to modify already exists in the RDM window, the IP address field will be grayed-out.

3 Click OK.

Delete

Deletes a selected server(s) from the Address Book.

To remove a server(s) from the Address Book:

Do either of the following:

- Select a server(s) entry in the Address Book. Click the Edit menu then select Delete.
- Right-click a server entry then select Delete.
- Select a server(s) entry in the Address Book then press the Del key.

Discovery

Detects a selected server in the subnet.

To discover a server:

Select a server then click the Discovery button. If the selected server is a RDM-enabled server, it will be appear on the RDM window.

Changing the server name

Modifies the name of the server.

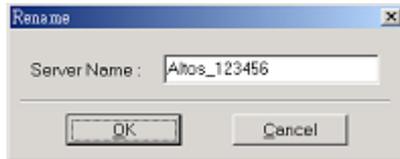


.....

Note: You can not change the server name when the login password has not been validated.

To change the server name:

- 1 Click the Server menu then select Change Server Name. The dialog box below appears. The current name of the server is displayed in the server name field.



.....

Note: The maximum length for a server name is up to 32 alphanumeric characters.

- 2 Type in a new server name.
- 3 Click OK.

Refreshing the server's health status

Displays an updated health status of the servers listed on the left panel of the Acer RDM window. The server status is indicated by the icons alongside each listed server. For details on the server status icons, refer to page 21.

To refresh server's status:

Do either of the following:

- Click the Refresh button  on the toolbar.
- Right-click the left panel, click the Server menu then select Refresh.

Configuring the BMC NIC

Configures the out-of-band network interface controller (NIC) of the server. This allows you to manage the LAN port and the NIC settings on the server.

To configure the BMC NIC setting:

- 1 Click the Setup menu then select BMC NIC. The dialog box below appears.

BMC NIC

Server Name : **Altos_814**
MAC Address : **00-90-96-00-01-04**

Out-of-band IP Address

Get IP from DHCP Server
 Static IP Address

IP Address: [][][][][]
Subnet Mask: [][][][][]
Gateway: [][][][][]

DNS Settings

Get DNS from DHCP Server
 Static DNS Address

Primary DNS: [][][][][]
Secondary DNS: [][][][][]

OK Cancel

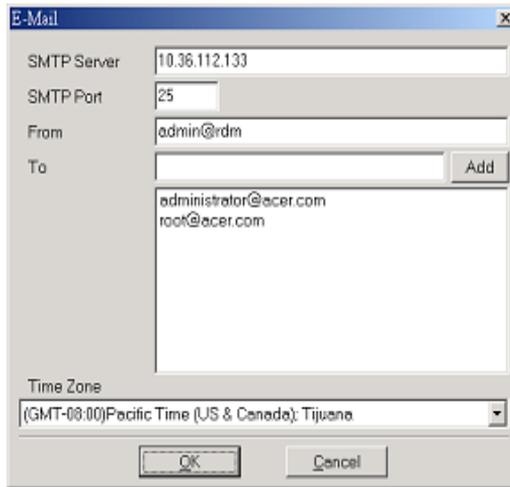
- 2 Fill out the different fields.
- 3 Click OK.

Sending an email alert

The server sends an email alert to the system administrator when a critical system event is detected.

To send an email:

- 1 Click the Setup menu then select E-Mail. The dialog box below appears.



The screenshot shows a dialog box titled "E-Mail" with the following fields and controls:

- SMTP Server: 10.36.112.133
- SMTP Port: 25
- From: admin@rdm
- To: (empty field) with an "Add" button to its right.
- To list: administrator@acer.com, root@acer.com
- Time Zone: (GMT-08:00)Pacific Time (US & Canada): Tijuana
- Buttons: OK, Cancel

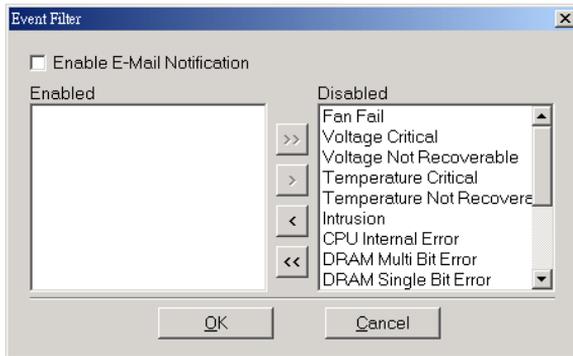
- 2 Fill out the email fields.
- 3 Click OK.

Enabling email notification

By default, the Email Notification function is disabled. You have to enable this function in order to receive email notification from the server whenever a critical system event or an error occurs. For details on system events, refer to page 23.

To enable email notification:

- 1 Click the Setup menu then select Event Filter. The dialog box below appears:



- 2 Select the Enable E-Mail Notification checkbox.
- 3 Select an event type(s) then click < or << to transfer it to the Enabled column.
- 4 Click OK.

Changing the server password

To change the server password:

- 1 Click the Setup menu then select Security. The dialog box below appears.

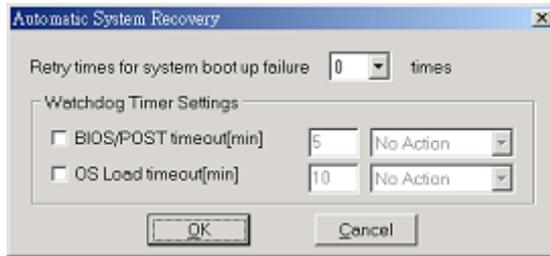


- 2 Type the old password in the Admin Old Password field.
- 3 Type a new password in the Admin New Password field then retype it for confirmation.
- 4 Click OK.

Configuring the automatic system recovery function

To configure the automatic system recovery function:

- 1 Click the Setup menu then select Automatic System Recovery.



- 2 Select the number of retry times for system bootup failure.
- 3 Set the BIOS/POST timeout limit.
- 4 Set the OS Load timeout in the Watchdog Timer Settings.



.....
Note: The ASM agent should be installed separately in order to operate the OS Load Timeout function. For instructions on installing the ASM agent, refer to the Acer Server Manager user's guide.

- 5 Click OK.

Remotely turning on a server

To remotely turn on a server:

- 1 Select a server on the left panel of Acer RDM window.
- 2 Click the Actions menu then select Power On. The dialog box below appears.

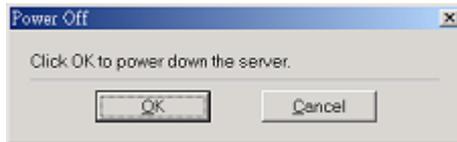


- 3 Select a start up option.
Select the Enable BIOS Console Redirection check box if you want to enter the BIOS Console Redirection mode .
- 4 Click OK

Remotely turning off a server

To remotely turn off a server:

- 1 Select a server on the left panel of Acer RDM window.
- 2 Click the Actions menu then select Power Off. The dialog box below appears.

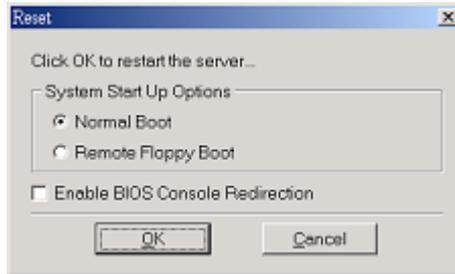


- 3 Click OK.
The Confirm Power Down dialog box appears. Click OK to turn off the server.

Remotely reset a server

To remotely reset a server:

- 1 Select a server on the left panel of Acer RDM window.
- 2 Click the Actions menu then select Reset. The dialog box below appears.



- 3 Select a start up option.
- 4 Click OK.

Enabling console redirection

To enable console redirection:

- 1 Do either of the following:
 - Click the Actions menu then select Power On.
 - Click the Actions menu then select Reset.
- 2 Click the Enable BIOS Console Redirection check box.
- 3 Click OK.

Setting the Acer RDM view

You have the option to set how the Acer RDM window appears when the BIOS Console Redirection function is enabled. The options include:

- Console Redirection view

To view in Console Redirection mode:

Click the Actions menu then select BCR Console On.

The BIOS Console Redirection image will be displayed on the Acer RDM window.

- Server Management view

To view in Server Management mode:

Click the Actions menu then select BCR Console Off.

The Server Management view mode is displayed on the Acer RDM window.

Enabling remote floppy boot function

To enable remote floppy boot:

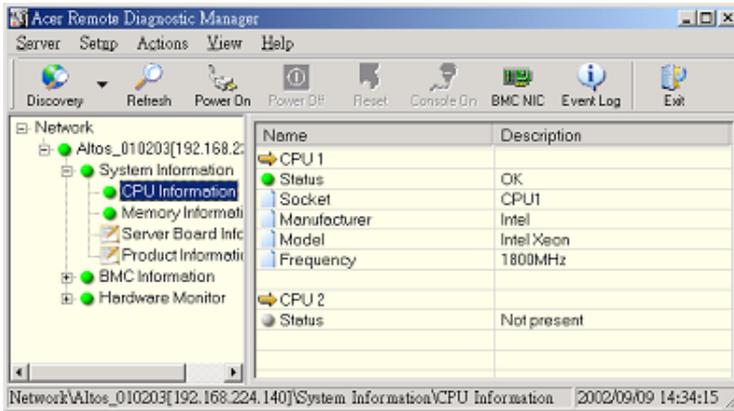
- 1 Do either of the following:
 - Click the Actions menu then select Power On.
 - Click the Actions menu then select Reset.
- 2 Click the Remote Floppy Boot radio button.
- 3 Click OK.

Viewing system information

Displays the server's system information including those related to the CPU, memory, mainboard as well as other server information.

To view the system information:

- 1 Select a server from the Network tree structure on the left panel of the Acer RDM window.
- 2 Click the View menu then select System Information. The window below appears.



Name	Description
CPU 1	
Status	OK
Socket	CPU1
Manufacturer	Intel
Model	Intel Xeon
Frequency	1800MHz
CPU 2	
Status	Not present

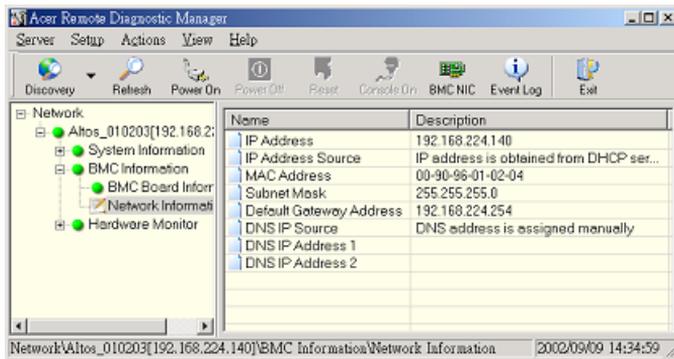
Network\Altos_010203[192.168.224.140]\System Information\CPU Information 2002/09/09 14:34:15

Viewing BMC information

Displays the server's BMC and network information.

To view the BMC information:

- 1 Select a server from the Network tree structure on the left panel of the Acer RDM window.
- 2 Click the View menu then select BMC Information. The window below appears.

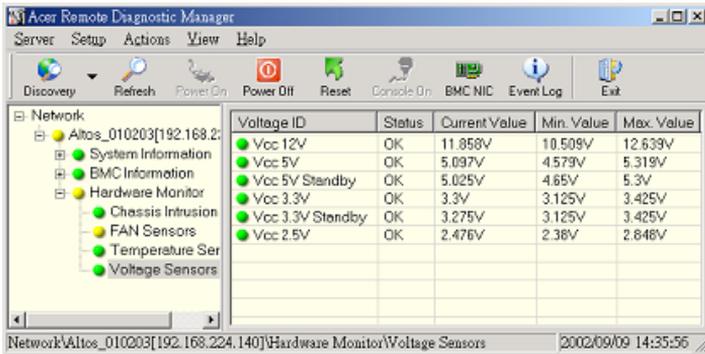


Viewing hardware status information

Displays the server's hardware status, including those related to the chassis, fan, temperature and voltage sensors.

To view the hardware status information:

- 1 Select a server from the Network tree structure on the left panel of the Acer RDM window.
- 2 Click Hardware Monitor. The window below appears.



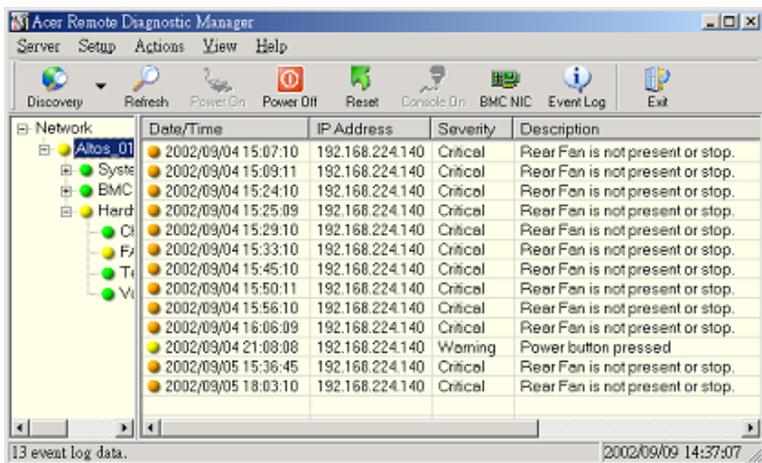
Parameter	Description
Chassis Intrusion	Displays the chassis intrusion: opened or closed.
FAN Sensors	Displays the fan status and current speed
Temperature Sensors	Displays the CPU and system temperature.
Voltage Sensors	Displays the voltage status.

Viewing the event log

Displays the event log of a server. When you select the root server, all the servers' event log will be displayed.

To view the event log:

- 1 Select a server from the Network tree structure on the left panel of the Acer RDM window.
- 2 Click the View menu then select Event Log. The window below appears.



Clearing the event log

To clear a server's event log:

- 1 Select a server on the left panel of the Acer RDM window.
- 2 Click the Actions menu then select Clear Event Log.

