# **Acer Management Solution**

## **Acer Server Manager Version 5.2**

## **User's Manual**

Dec. 9, 2002

## **Revision History**

Revision	Revision History	Date
0.1	ASM Console version 1.0	06/02
0.2	Add new features: Discovery, Alert, OS info, PowerOn/Off	08/02
0.3	New screenshot	09/05
0.4	Revised for demo version	10/05/02
0.5	Further revisions for demo version	10/25/02
0.6	Modified for ASM Version 5.2	12/03/02
0.7	Add HP OpenView NNM integration section	12/05/02
	Add ASF configuration section	

# Contents

1		5
1.1	Acer Server Manager Version 5.2 Overview	5
1.2	Using This Guide	8
1.3	Acer Server Manager Features	10
2	INSTALLING ACER SERVER MANAGER	11
2.1	Installing the Agent	11
2.1.1	System Requirements	11
2.1.2	Installation Instructions	
2.2	Installing the Server	19
2.2.1	System Requirements	19
2.2.2	Installation Instructions	19
2.3	Installing the Console	20
2.3.1	System Requirements	20
2.3.2	Installation Instructions	20
3	STARTING AND USING ACER SERVER MANAGER	22
3.1	Starting the Agent	22
3.2	Starting the Server	22
3.3	Starting the Console	24
3.4	Console GUI Introduction	27
3.5	Adding and deleting a Managed Node	
3.5.1	Add a Managed Computer Manually	
3.5.2	Add Managed Computers via Assisted-Discovery	40
3.5.3	Delete a Managed Node	
3.6	Management Server Configuration	51
3.6.1	Add pre-defined Actions	
3.6.2	Add Alert Filters	
3.6.3	Set Threshold	
3.6.4	Unange Acer Server Manager Password	
3.7	Managing a Managed Node	64
3.7.1	Retrieving information from a Managed node	
3.7.2 3.7.3	Seuings Power On/Off	
3.8	Setting up an Authorized account	94

4	UNINSTALLING ACER SERVER MANAGER	105
4.1	Uninstalling the Agent	105
4.2	Uninstalling the Server	106
4.3	Uninstalling Acer Server Manager Console	107
5	BROWSING A MANAGED NODE BY HP OPENVEIW NNM	109
5.1	Installation Instruction	109
5.2	SMBIOS/IPMI/OS information with In Band	113
5.3	SMBIOS/IPMI/OS information with Out of Band	121
5.4	Un-installation	124
6	ASF CONFIGURATION	125
6.1	ASF Firmware Installation (Optional)	125
6.2	NIC Configuration	125
6.3	ASF Parameter Configuration	125
6.4	Broadcom's ASF Configuration Utility	126
7	FREQUENTLY ASKED QUESTION	127
7.1	General	127
7.1.1	What is Acer Server Manager? How is it used?	127
7.2	Installation and Configuration	
7.2.1	Can't access the Agent with a newly added user account	
7.2.2	Acer Server Manager reports "IPMI does not exist" while BMC is available	
7.2.3	Why is it that sometimes I can see IPMI SEL on the tree and sometimes I don't?	129
7.2.4	Why is it that on a platform with IPMI support, I do not see the node for OS	
7.2.5	Why is it that I keep getting an error when I tried to retrieve OS data?	
7.2.6	Out-Of-Band UserID/Password	
7.2.7	Cannot add a server to the Managed-node tree	129
1.2.8 7.2.0	Auto-Discovery	129
7.2.9	CPU Usage Alerts	
7.3	What is planned for future releases of Acer Server Manager?	131
APPENDI	( A: ACER SERVER MANAGER VERSION 5.2 QUICK INSTALLATION GUIDE	132

# **1** Introduction

## 1.1 Acer Server Manager Version 5.2 Overview

The Acer Server Manager Version 5.2 is one of Acer Technologies' Server Management Solutions. With this management software, administrators can monitor the health and utilization of server systems, locally and remotely. A Console GUI is provided to monitor critical indicators, including but not limited to: processor utilization, memory usage, events, sensors. On Platforms that support IPMI 1.5, administrators can monitor servers even when the OS is inactive. Further, administrators can shutdown processes, reset Run Time Monitors (Watch Dog Timers), and perform power on/off operations remotely. The new features for this version are remote console access via intranet and internet (SSL encryption support), HP OpenView integration and ASF platform event trap management.

From a Console, the system administrator can monitor any designated server on the network with a Management Server, given an Agent has been properly installed on that server. When the system administrator selects a computer from the console, the Console will connect to the Management Server, then the Management

Server will communicate with the Agent on that node, retrieve the system's hardware information that is available, perform data process and analysis in the Management Server, and expose to the administrator.

The Server Manager software consists of three components:

• Console

The Console offers a standard MMC (Microsoft Management Console) GUI. This allows the system administrator to access the remote Management Server to manage the Agent.

The Console runs as a Management Client, currently supporting Windows 2000 Professional, Windows 2000 Server, Window 2000 Advanced Server and Windows XP Professional.

• Server

The Server runs on the management server. It extends the standard WMI software, which is available by default with the installation of a Windows Operating System.

Server evaluates requests for information from the WMI consumer (in this case, the Console), identifies which WMI provider has the information, retrieves the system information and perform data process and analysis, then returns the data to the consumer.

OS supported: Windows 2000 Server and Windows 2000 Advanced Server.

• Agent

The Agent runs on the managed node. It extends the standard WMI software, which is available by default with the installation of a Windows Operating System.

Agent catches requests for information from the WMI consumer (in this case, the Server), getting the data by executing WMI provider, and sends the data to the consumer. Acer Server Manager extends the standard Windows software with 2 WMI providers, the SMBIOS provider and the IPMI provider.

OS supported: Windows 2000 Server, Windows 2000 Advanced Server and Windows NT 4.0.

Hardware Platform Supported: G300, G700 and G510.

An example configuration of these 3 components is displayed in the following figure



## 1.2 Using This Guide

The purpose of this guide is to help the reader understand and use the Acer Server Manager Version 5.2. The guide is divided into five sections as follows:

- Introduction Overview of Acer Server Manager components and high-level description of features
- Installing the Acer Server Manager Installation procedures for the Acer Server Manager
- Configuring and Running Acer Server Manager Description of the Console GUI
- Uninstalling Acer Server Manager Procedures to uninstall Acer Server Manager
- Browsing a Managed Node by HP OpenVeiw NNM Procedures to view SMBIOS/IPMI/OS information via HP OpenView NNM
- ASF Configuration Procedures to install ASF firmware and configure ASF
- **Frequently Asked Questions (FAQ)** Answers to frequently asked questions regarding capabilities, installation, configuration, or use

After reviewing this guide, the reader should be comfortable with deploying and using Acer Server Manager 5.2 to manage servers and should have a good understanding of the product's capabilities and benefits.

For the user's reference, the terminology used throughout this guide is presented below:

#### WMI

Windows Management Instrumentation (WMI) technology is an implementation of the Desktop Management Task Force's (DMTF) Web-based Enterprise Management (WBEM) initiative for Microsoft® Windows® operating systems. It takes advantage of the DMTF Common Information Model (CIM) to represent managed objects in Windows-based environments.

#### **Common Information Model (or CIM)**

CIM is a data model, a conceptual view of the environment, which unifies and extends existing instrumentation and management standards (SNMP, DMI, CMIP, and so on) using object-oriented constructs and design.

#### CIMOM (Common Information Model Object Manager) and CIMOM Repository

The WMI infrastructure consists of the CIMOM and a CIMOM repository. Applications depend on the CIMOM to handle the interface between WMI consumers and WMI providers. CIMOM facilitates these communications by providing a common programming interface, using COM, to WMI. The CIMOM repository holds the CIM and extension schemas and data information or data source details.

#### **WMI** Provider

WMI providers function as intermediaries between CIM Object Manager and the actual managed objects. A provider supplies instrumentation data for parts of the CIM schema, and retrieves information from WMI-enabled drivers.

#### WMI Consumer (or WMI Client)

The management application

#### Acer Server Management

The System Management Software referred to in this guide. It includes 2 independent components: the Console, and the Agent. The Console presents a standard MMC GUI, and connects to the Agent running on a managed server to request data, whereupon the Agent will retrieve the data from the appropriate WMI Providers.

#### Managed Node (or Managed Server or Node)

The server system on which the Agent is deployed

#### **Management Client**

The system on which the Console is deployed

#### **SMBIOS**

System Management BIOS

#### IPMI

Intelligent Platform Management Interface

#### **CONSOLE TREE**

Left pane of the Console GUI, which allows the user to browse and select from various categories of the hardware information of the managed server.

#### **DISPLAY PANE**

Right pane of the Console GUI, which displays detailed information selected on the Console Tree

#### SMART

Short for Self Monitoring, Analysis and Reporting Technology. In some devices, there are health indicators and thresholds in the hardware to predict impending failures. Acer Server Manager reports these predictions for IDE disk drives as alerts. Two kinds of predictions are reported: Pre-failure predictions and Critical predictions. Acer Server Manager simply reports these predictions. The types of health indicators and their thresholds are determined by the disk manufacturer.

#### **HP OpenView NNM**

HP OpenView Network Node Manager is an industry-leading network management solution.

## **1.3 Acer Server Manager Features**

At present, the main features of Acer Server Manager are:

• **Retrieve System Information**---- Acer Server Manager allows the user to view hardware, OS and Events information about the node under management.

A complete list of Information provided by Acer Server Manager:

#### Hardware:

System Information Baseboard information **BIOS** Information Processor Information **CPU** Cache Information Port Connector Information Memory Information Slot Information **Onboard Device Information IPMI** Device Information Environmental Monitoring Sensors Other Sensors POST/BOOT/Runtime Monitors OS: System Information **Disk Information** Process

Performance Events: IPMI SEL Application Security System

- Alerts ---- The Console serves as an alert center. Pre-defined events that occur on all managed nodes would be forwarded to the Console. Pre-defined actions can also be assigned to alerts. Actions include: pop-up a Window on the Console, send email messages to a list of recipients, execute a program on the Console and generate a SNMP trap.
- **Discovery** ---- The administrator can specify an IP range, and Acer Server Manager 's discovery tool will search for available IN\_Band and OOB computers in the scope, so that administrator can select his desired nodes from them.
- **Remote Management**: ---- The administrator can terminate processes that are running on managed nodes. The administrator can shutdown, power down, reset, and power-on managed nodes. Watch Dog Timer values can also be retrieved and reset.
- Unified User Interface----The Console user interface provides a dynamic display of related menu items and console tree branches, in order to allow the user to easily switch views from various nodes with different management capabilities.

# 2 Installing Acer Server Manager

Three steps need to be followed to complete the installation of Acer Server Manager.

- Install the Agent on the managed nodes
- Install the Server on the management server
- Install the Console on the management client

This section will detail the installation procedures.

## 2.1 Installing the Agent

The Agent needs to be installed on each system to be managed. This section will cover the step-by-step installation procedure for managed nodes running Windows 2000.

## 2.1.1 System Requirements

The Agent can be installed on a server that meet the following requirements:

	Hardware and Software Requirements
CPU	Intel Pentium III, 500 MHz or faster.
Memory	128 MB RAM
Operating system	Windows NT 4.0
	Windows 2000
	• Server
	Advanced Server
Network card	Ethernet
Hard disk	SCSI / IDE hard drive with at least 100 MB disk space available
CD-ROM drive	SCSI or IDE CD-ROM drive

#### 2.1.2 Installation Instructions

- 1. Make sure Windows 2000 is installed successfully, and the server is connected to the network. This procedure will allow you to diagnose and resolve networking issues before you start to configure Agent.
- 2. Logon to Windows 2000 using the Administrator account
- 3. Make sure Windows SNMP component is installed if you want to install ASM Agent and ASM Management Server
- 4. Insert Acer Server Manager Version 5.2 CD into CD-ROM drive The following welcome screen should appear in a few seconds:

InstallShield Wizard		×
InstallShield Wizard	Welcome to the InstallShield Wizard for ASM Server Management Suite The InstallShield® Wizard will install ASM Server Management Suite on your computer. To continue, click Next.	X
	< Back Next > Cancel	

If it does not appear, in Windows Explorer, double-click on

#### <CDROM Drive Letter>:\setup.exe

This will bring up the Welcome screen.

5. Click on "Next", and you will be prompted to enter customer information

itallShield Wizard				
Customer Information				- adding
Please enter your information.				C. State
Please enter your name and th	e name of the comp	any for which y	you work.	
User Name:				
680				
Company Name:				
osa				
allShield				
allShield		< Back	Next>	Cancel

6. Specify the user name and the company name. And click on "Next", you will be prompted to choose destination location

InstallShield Wizard	×
Choose Destination Location Select folder where Setup will install files.	
Setup will install ASM Server Management Suite in the following folder.	
To install to this folder, click Next. To install to a different folder, click Browse another folder.	and select
Destination Folder C:\Program Files\Acer InstallShield	Browse
< Back Next >	Cancel

The default directory is: C:\Program Files\Acer

You can specify the destination directory where you want to install Acer Server Manager by clicking Browse button. Click "Next" to continue.

Choose Folder	:
Please choose the installation folder.	
Path:	
C:\Program Files\Acer	
Directories:	
Program Files     Accessories     Accer     ASM Console     Common Files     ComPlus Applications     HS Panda Future Connection	
OK Cancel	

7. Next screen allows you to choose proper install options. To install the Agent on either G300 or G700 platform, check "ASM Agent". To install the Server, check "ASM Management Server". You may check the ASM Console and RDM options as well so that they would be installed with the Agent and the Server at the same time, as in the following figure

InstallShield Wizard	×
Select Components Choose the components Setup will install.	
Select the components you want to install, an install. ASM Management Server ASM Console Remote Diagnostic Manager	d clear the components you do not want to
Space Required on C: Space Available on C: 1 InstallShield	4203 K 623676 K < Back Next > Cancel

If the managed node is G510, there is ASF Configuration component. You may check the ASF Configuration to install it.

InstallShield Wizard			×
Select Components Choose the components Setup will instal	I.		
Select the components you want to insta install. Select the components you want to insta ASM Agent ASM Management Server ASM Console ASF Configuration	all, and clear the comp	onents you do n escription	ot want to
Space Required on C: Space Available on C: InstallShield	6004 K 825840 K		
	< Back	Next >	Cancel

8. Click on "Next", and you are prompted to select a program folder

InstallShield Wizard	×
Select Program Folder Please select a program folder.	
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.	
Program Folders:	
ASM Server Management Suite	
Existing Folders:	
Accessories Administrative Tools HTMLHelp ePublisher Norton AntiVirus Corporate Edition Rational Visual Test 6.01 Snaglt 6 Startup UltraEdit WMI SDK	
InstallShield -	
< Back Next > Cancel	

9. Click on "Next", and you are ready to install

InstallShield Wizard		×
Start Copying Files Review settings before copying files.		22
Setup has enough information to start copying t change any settings, click Back. If you are sat copying files.	he program files. If you want to rev isfied with the settings, click Next to	view or o begin
Current Settings:		
4		×
InstallShield	< Back Next >	Cancel

10. Click on "Next" to start the installation, you will see a progress bar during the procedure

InstallShield Wizard	×
Setup Status	
ASM Server Management Suite Setup is performing the requested operations.	
100%	_
100/0	
InstallShield	Cancel

11. A final screen will be shown when the procedure is done

InstallShield Wizard	
<u></u>	InstallShield Wizard Complete
	Setup has finished installing ASM Server Management Suite on your computer.
	< <u>B</u> ack <b>Finish</b> Cancel

Click on "finish" to complete the installation.

## 2.2 Installing the Server

The Server needs to be installed on the system intended to be the Management Server.

#### 2.2.1 System Requirements

The Console can be installed on any computer meeting the following requirements:

	Hardware and Software Requirements
CPU	Intel Pentium III, 500 MHz or faster.
Memory	128 MB RAM
Operating system	Windows 2000
	• Server
	Advanced Server
Network card	Ethernet
Hard disk	SCSI / IDE hard drive with at least 100 MB disk space available
CD-ROM drive	SCSI or IDE CD-ROM drive

#### 2.2.2 Installation Instructions

The installation procedure for the Server is the same as installing the Agent, except for choosing ASM Management Server instead of other options in step 6.

InstallShield Wizard		×
Select Components Choose the components Setup will install.		
Select the components you want to install, install. ASM Agent ASM Management Server ASM Console Remote Diagnostic Manager	, and clear the components you do not want to	
Space Required on D: Space Available on D: InstallShield	20808 K 10527760 K  	

*Usage Tips:* Some operations of the Management Server depend on Windows' SNMP Service. Make sure that SNMP Service has been installed on the platform where the Management Server will be installed. One

documented problem when the SNMP Service is not installed is that the Windows System Log will be filled with the following error message: The SNMP Trap service failed to start due to the following error.....

Usage Tips: Version 5.2 does not support multiple Management Servers.

## 2.3 Installing the Console

The Console needs to be installed on the system intended to be the Management Client.

### 2.3.1 System Requirements

The Console can be installed on any computer meeting the following requirements:

	Hardware and Software Requirements
CPU	Intel Pentium III, 500 MHz or faster.
Memory	128 MB RAM
Operating system	Windows 2000
	Professional
	Server     Advanced Server
	Windows XP Professional
Network card	Ethernet
Hard disk	SCSI / IDE hard drive with at least 100 MB disk space available
CD-ROM drive	SCSI or IDE CD-ROM drive

#### 2.3.2 Installation Instructions

The installation procedure for the Console is the same as installing the Agent, except for choosing ASM Console instead of other options in step 6.

InstallShield Wizard		j	×
Select Components Choose the components Setup will install	l.		
Select the components you want to insta install. ASM Agent ASM Management Server ASM Console Remote Diagnostic Manager	II, and clear the c	components you do not want to	
Space Required on C: Space Available on C: InstallShield	3275 K 1623791 K < Bac	k Next> Cancel	

# 3 Starting and Using Acer Server Manager

This section will step the user through the process of starting and using Acer Server Manager, with details on the following 4 basic steps, after which the Console GUI and functionality is described.

- 1. Start the Agent on managed nodes
- 2. Start the Server on the management server
- 3. Start the Console on the management client
- 4. Access Agent through the Console

## 3.1 Starting the Agent

On the managed node, start the Agent by Clicking:

```
Start → Programs → Acer Server Management Suite → ASM Agent → start ASM agent
```

To generate alerts, a Service—*asmagent*—has been added to Windows. *asmagent* will start 3 additional processes: *osa\_discoveryAgent.exe*, *eventNodePolling.exe*, and *eventNodeSink.exe*. No action is required of the user to start/stop these processes. Optionally, the user can choose to stop these processes by stopping the Agent from the Program Menu. The service, and the processes will restart when you start the Agent from the Program menu or when you restart Windows.

Stop Agent by Clicking:

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  ASM Agent  $\rightarrow$  stop ASM agent

Stopping the Agent will stop the generating of alerts from the corresponding node.

## 3.2 Starting the Server

On the management server, start the Server by Clicking:

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  ASM Management Server  $\rightarrow$  start ASM

management server

Starting the ASM management server will start four processes: OSAserver.exe, trapExe.exe, wmiEventStation.exe and StationMon.exe. For three processes OSAserver.exe, trapExe.exe and

*wmiEventStation.exe*, no action is required of the user to start/stop these processes. Optionally, the user can choose to stop these processes by stopping the ASM management server from the Program Menu. The processes will restart when you start the ASM management server from the Program menu. The *StationMon.exe* is for monitoring whether the ASM management server is active. There is an icon in system tray.





My Documents	
My Computer	
<i>~</i> =	
Places	
3	
Recycle Bin	
<u>a</u>	
Internet	
Explorer	
Setup_g70	
	$\sim$
😹 Start 🛛 🚰 🎯 🖏 🖉 ACTIVE.bmp - Paint	10:49 AM

Picture 2 shows that the Management Server is inactive.

Stop Server by Clicking:

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  ASM Management Server  $\rightarrow$  stop ASM management server

Stopping the Management Server will stop the management of all the nodes.

*Usage Tips:* The Management Server will be started as part of its installation. The Management Server does not get started automatically after a reboot. It must be started manually after a reboot.

## 3.3 Starting the Console

On the management client, start the Console by clicking

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  ASM Console

You will be prompted for the management server hostname with a port number and login Username/Password.

Login	×
	Acer Server Manager
Management Server	192.168.1.110:2000
User name	admin
Password	*****
Enter your ASM admi	nistrator's password to login
Server format: [ip add	lress]:[port number]
	OK Cancel

The Acer Server Manager supports remote console access not only via intranet but also via internet with SSL encryption.

Before starting the ASM console in remote site, user at first should dial up to connect ISP. In the Login dialog, user should input the server hostname with its port number as well as username and password.

The server hostname could be an external IP/DNS name with a port number such as <u>www.osa.com.cn:5522</u>. Or if your ASM management server is in the intranet, e.g. is 192.168.1.185:2000, it should be mapped to external IP/DNS:port like <u>www.osa.com.cn:5522</u>. Certainly, you can adopt any other ways to allow the remote console to access the management server.

## Note: The default password is "admin". It is suggested that the user changes the default password after first login to prevent unauthorized access.

After the login, if the screen displays a window similar as the following, it means the Console has started successfully.

🖶 Acer - [ASM Console]			<u>-8×</u>
] 📑 ⊆onsole <u>W</u> indow <u>H</u> elp		] 🗅 🚅 日	🗉 _8×
] <u>A</u> ction <u>V</u> iew <u>F</u> avorites ] ← →	🖿 🖪   🗟   😫	**********	
Tree Favorites	Name		
ASM Console . ASM5.2	♠ ASM5.2		

## 3.4 Console GUI Introduction

The Console GUI is the primary user interface for system administrators to carry out numerous management tasks.

The User Interface presents in a 2-pane window. The **left** pane is known as the **Console Tree**, which provides a tree view of the hierarchy of all information items that can currently be viewed.

When the ROOT of the **Console Tree** -- "ASM5.2" is selected, the display of the **right** pane will be divided into 2 areas, the **upper** area could be called as "**Discovery panel**", in this panel, you will be able to add a managed computer manually by its hostname or OOB IP, or batch add managed computers from a list of available nodes provides by our auto-discovery tool. Here you will also be able to configure the management server including customizing alert filters, adding user-defined actions, applying pre-defined actions to alerts and customizing alert threshold. The **lower** area could be called as "**Alert panel**", here you will be able to browse all the alerts for the site, delete the alerts and pop up a message box if an alert comes to console.



When a specific managed node in the **left** pane's **Console Tree** hierarchy is selected or expanded, the right pane, known as the **Display Pane**, will show the descriptive information retrieved from that node according to user's selection.

🖶 Acer - [ASM Console\ASM5.2\DEV-TEST	[\OS\Process]					_ <u>8</u> ×
🔤 Console Window Help					] 🗋 💕	🖬 🗉 💷 🗵
🛛 Action View Favorites 🗌 🗢 🔿 🖻	I 🖪 🛛 🕄					
Tree Favorites						
ASM Console	Process				a	CPT
🗄 😽 ASM5.2						
E dev-test	Name	Process ID	CPUUsage	Elansed Time	Exec State	
E- Mardware	T dle	0	100.000	0.0:57:23	5	
Baseboard Information	Sustem	8	0.000	0-0:57:23	5	
BIOS Information		144	0.000	0-0:57:23	5	
Processor Information		168	0.000	0-0:57:19	5	
- CPU Cache Information	winlogon exe	108	0.000	0-0:57:18	5	
- 🧼 Port Connector Informat		216	0.000	0-0:57:17	5	
Memory Information	isass.exe	228	0.000	0-0:57:17	5	
Slot Information	sychost exe	384	0.000	0-0:57:15	5	
- 🧼 Onboard Device Informa		416	0.000	0-0:57:15	5	
IPMI Device Information	asmagent exe	444	0.000	0.0.57.15	5	<u>Q</u>
Environmental Monitorin	sychost exe	460	0.000	0-0:57:15	5	ਦ -
Other Sensors	EventNodePol	468	0.000	0-0:57:15	5	U U
POST/BOOT/Runtime Mc		536	0.000	0-0:57:14	5	<u>e</u>
	MSTask eve	552	0.000	0-0:57:14	5	×.
System Information	EventNodeSin	560	0.000	0.0.57.14	5	<u><u> </u></u>
E Disk Information	WinMamt eve	592	0.000	0.0.57.13	5	3
Process	winingindexe	700	0.000	0.0.57.13	5	<u>a</u>
		200	0.000	0.0.11.22	5	ລ
	iogon.sci	200	0.000	0-0.11.33	5	<u></u>
						e
					Torminato	<u>က</u>
Joculity					remmate	<u>i</u> 2

**CONSOLE TREE:** Within the user interface, the left pane provides a tree view of the namespace as a hierarchy of all items that can be displayed. The Tree Root is named as "ASM5.2".

DISPLAY PANE: The right pane displays data according to the user's selections in console tree.

## 3.5 Adding and deleting a Managed Node

With the Console, you can choose to add a computer to be managed manually by its hostname, or from a computer list result from our automatic discovery process.

## 3.5.1 Add a Managed Computer Manually

Start the Console from Start Menus, and you will be asked for the management server hostname with a port number, username and password as usual, they will be verified every time you bring up the Console.

Login	×
	Acer Server Manager
Management Server	192.168.1.110:2000
User name	admin
Password	жжжж
Enter your ASM admi	nistrator's password to login
Server format: [ip add	tress]:[port number]
	OK Cancel

After login, highlight "ASM5.2", and you will have an application window similar to this one:

🖶 Acer - [ASM Console\ASM5.2]					_ 8
Console Window Help				] 🗋 🚔	🖬   🗉   🖃 )
] Action View Favorites ] $\Leftarrow$ $\Rightarrow$	E 🖪 😫				
Tree         Favorites           ASM Console         .2	Computers			1	
	Alert Viewe	r X	Source	Popup on	new alert
	•				age •

In the "**Discovery Panel**", Click on the icon of a computer with a "+" sign, it will bring up the "Add Computer" dialog.

Acer - [ASM Console	ASM5.2]	a D	
Action View Favori			
Tree Favorites			
ASM Console	Add Computer	<u>دا (</u>	
<b>(</b> ASM5.2	Acer Server Manager		
	C Add computers from computer list (recommend)		
	Add computers with the convenience of built-in computer discovery tool. This is the recommend method to add computers for most users.		
	Manually add computers You can use this method if you know the host name or the IP address of the computer you want to add.		Advanced Se
		o on new	alert Mar
	Help     Cancel     <<< Previous	I	nager
	•		.5.2 ►

Select the option "Manually add computers", and click on "Next".

You can now add an In-Band managed node by its hostname, or an OOB node by its OOB IP. We will show you both.

#### 3.5.1.1 Adding an In-Band node

Firstly, we will add an In-Band node with hostname "DEV-TEST". Fill in the hostname and click on "Next".

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Tree Favorites			
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( ASM5.2		acer —	
		Acer Server Manager	
	Add computer by hostname		
	Hostname DEV-TEST	_	and the second s
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	O Add computer by IPMI BMC IP address		V V
	BMC IP Address	_	an
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			0
		p on new	alert
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			ma
	C	ancel << Previous Next >>	gei
''			<u>.</u>

You will need to have an authorized account to access the WMI services on a node so that you can manage it IN\_BAND. (If you don't how to set up an authorized account, Please refer to Section 3.8). To verify your identity, the Console will ask you to enter Username/Password for DEV-TEST.

lease Input Use	rname / Password	×
Username		
Password		
Please supply Note: user mu	username and password for <b>DEV-TEST</b> ist have the right of accessing WMI.	
	OK Cancel	

Enter Username/Password, and click on "OK", if you have entered correctly, Console will then take a few seconds to collect initial status information from DEV-TEST.

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	Adding Computers Adding "PENATEST" Getting Computer 1 Getting Computer 1 PI	Status etting status of "DEV-TEST". lease wait		Advanced Serv
	Help	Done << Previous	Add More	ver Manager 5.2

After that is completed, you will see a finish screen.



Click on "Done" to close the dialog box, and "DEV-TEST" is ready to be managed.

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	•				Þ	anager 5.2

You can now expand the **Console Tree** in the left pane to manage DEV-TEST.

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ree Favorites						
ASM Console	Process				a	$\rho r$
🖻 🚭 DEV-TEST	Mana	Process ID			Europ Chate	
🖻 🐗 Hardware		Flocess ID				
System Information		U	100.000	0-0:57:23	5	- Č. 🖅
Baseboard Information	System	8	0.000	0-0:57:23	5	
BIOS Information	smss.exe	144	0.000	0-0:57:23	5	
CPUL Casha Information	CSISS.exe	168	0.000	0-0:57:19	5	
Port Coppector Informat	winlogon.exe	108	0.000	0-0:57:18	5	
Memory Information	services.exe	216	0.000	0-0:57:17	5	
Slot Information	isass.exe	228	0.000	0-0:57:17	5	
Onboard Device Informa	with sychost.exe	384	0.000	0-0:57:15	5	
IPMI Device Information	spoolsv.exe	416	0.000	0-0:57:15	5	
Environmental Monitorin	asmagent.exe	444	0.000	0-0:57:15	5	
Other Sensors	whost.exe	460	0.000	0-0:57:15	5	
	EventNodePol	468	0.000	0-0:57:15	5	
⊡ 🚮 os	iegsvc.exe	536	0.000	0-0:57:14	5	
System Information	🛄 MSTask.exe	552	0.000	0-0:57:14	5	
Disk Information	💵 EventNodeSin	560	0.000	0-0:57:14	5	
	1 Win Mgmt. exe	592	0.000	0-0:57:13	5	
Performance	🌆 osa_discovery	700	0.000	0-0:57:13	5	
Events	🖏 logon.scr	288	0.000	0-0:11:33	5	
IPMI SEL						
					Terminate	
### 3.5.1.2 Adding an OOB node

We could also add an OOB node by its OOB IP.

Select "Add computer by IPMI BMC IP address", and input the target IP. Click on "Next"

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Action View Favorites 🛛 🖨 =		
Tree Favorites		
ASM Console	Add Computer	×
ASM5.2		
		Acer Server Manager
	C. Add computer by bostname	
	Hostname	
	Add computer by IPMI BMC IP address	A
		<u>่ 7</u> ล
	BMC IP Address 132.100.1.104	n n n n n n n n n n n n n n n n n n n
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The Console will then try to get computer status. An anonymous user id with blank password might have been set at the factory. If no userid/password has been explicitly set by the administrator, the Console would not prompt for user id/password. If the user has set userid/password, then we would prompt for userid/password.

Please Input OOB Username / Password	×
OOB Username OOB Password	
Please supply username and password for <b>192.168.1.184</b>	
OK Cancel	

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Action View Favor	rites   🖨 → 🗈 🖪 🕄		
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ASM Console	Add Computer	cer Server Manager	
	Adding Computers Adding "100-100-1-104" Getting Computer Status Getting status of "192.168.1.184". Please wait	bort	Advanced Ser
	Help Done	o on new alert           O on new alert           Comparison           Add More	rver Manager 5.2

After the process is completed, you will again see a finish screen, which reports whether you have succeeded in adding that computer.

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Tree Favorites			le l
ASM Console ASM 5.2 192.168.1.184	Computer	Acer Server Manager	
	Finished adding computers. Adding "192.168.1.184" "192.168.1.184" added.		Advanced Server M
	Help	Done << Previous Add More	on new alert

# 3.5.2 Add Managed Computers via Assisted-Discovery

For every IP address within a user-specified range, the Discovery component will look for servers that have been installed with the Acer Server Manager Agent and for servers that are equipped with the Out-Of-Band facility. Two lists will be presented to the user: In-Band and OOB. (Note that if a server, setting IB and OOB IP on the same NIC, is installed with an Acer Server Manager Agent and the OS is running, it would only appear on the In-Band list, even if it has been equipped with the OOB facility.) The user can then select servers from these two lists to add to the "managed-nodes" tree.

In the "**Discovery Panel**", Click on the icon of a computer with a "+" sign, it will bring up the "Add Computer" dialog. Select option "Add computers from computer list (recommend)" instead of "Manually add computers".



Click on "Next", if you have performed a discovery before, you will see a dialog box with previously discovered nodes listed, otherwise, you will get an empty list.

In the first case, you can simply select a number of In-Band or OOB nodes from the list box, and click on "Next".

In the second case, or if you want to do a rediscovery anyway, please Click on "Rediscovery".

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Tree Favorites			- <b>D</b>
ASM Console	Add Computer	×	1 <b>1</b>
( ASM5.2		Acer Server Manager	
	Please select computers to add		T
	Inband Computers	OOB Computers	1000
	Add all	Add all	
	COOSBAY	- 192.168.1.71	
		□ 🚍 192.168.1.122	á
	DEMO-CLIENT	✓ (=) 192.168.1.184	/ar
	G700-I	192.168.1.224	) DC
	G300-II	- 192,168,1,244	ă.
			<u> </u>
			p on new alert
		Rediscovery	Descriptic P Man
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Case 1: Adding nodes from existing lists

Check the desired nodes from the list box as shown above, and click on "Next", you will then be asked for Username/Password for every selected node, and if you pass the verification, the Console will collect initial status information from the nodes.

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Action View Favor	ites   ⇐ →   🔁 📧   🔗	
Tree Favorites		0
ASM Console	Add Computer	Acer Server Manager
	Adding Computers Adding "INCLATEST" Getting Computer Status Getting status of "DEV-TEST". Please wait	Abort D on new alert
	Dome	C Previous Add More

When every thing is finished, you will get a finish dialog, it reports whether you have succeeded or failed for every individual node you have selected.



Close the dialog, G700-I and DEV-TEST were added successfully.

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G700-I GV-TEST	G700-I DEV-TEST				Advar
	Alert Viewer	Source	Popup on new	alert	iced Server Ma
	<u>  </u>				anager 5.2

Case 2: If you didn't do any discovery before, or you did, but you want to redo it, click on "Rediscovery"



It brings up a "Set Discovery Range" dialog, Click on "Add" if you want to set a new Search Range

	<u>_ 8 ×</u>
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Discovery Range	
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Acer Server Manager Version 5.2 User's Manual

Set your search range, click on "OK" to save

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	Discovery Range			
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	IP Address Editor			Va
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			Cancel	ed
	<b>To:</b> 192 168	1 254		တ္ဆ
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	4			

Acer Server Manager Version 5.2 User's Manual

Click on "Continue", it will take a few minutes

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Action View Fav	vorites 🛛 🗢 🔿 🗈 🔃 😵		
Tree Favorites			6
ASM Console	Add Computer		×
±		Acer Ser	ver Manager
	Please select computers to ad	d	
	Inband Computers	OOB Computers	
	Add all	Add all	
	Discovering	Discovering computers. This may take several minutes. Please wait	
	Help	Cancel << Previou	Rediscovery IS Next >> p on new alert
	Time	Source	Host name Descriptic

After the search is done, all of the discovered In-Band and OOB nodes will be listed, you can follow the procedure illustrated in Case 1 to add your desired nodes.

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Tree Favorites	Add Computer	≥ Acer Server Manager	۲ ۲
	Please select computers to add Inband Computers ✓ Add all COOSBAY DEMO-SERVER GTOOI GTOOI GTOOI COOSBAY DEMO-CLIENT COOSBAY DEWO-CLIENT DEWO-CLIENT DEWO-CLIENT DEWO-CLIENT DEWO-CLIENT DEWO-CLIENT DEWO-CLIENT	00B Computers ✓ Add all 192.168.1.71 192.168.1.122 ✓ 192.168.1.224 192.168.1.224 192.168.1.224 Rediscovery	D on new alert Descriptic
	Help	Cancel << Previous Next >>	ager 5.2 ►

Hints on assisted Discovery:

- 1. To ensure proper pairing of host names with IP addresses, run assisted-Discovery periodically with an IP address range of 1-254
- 2. In general, if a server is selected from the In-Band list, we can always pair the hostname with its OOB IP address.
- 3. If a server is selected from the OOB list, we may not always be able to pair the OOB with its hostname, i.e., the same server may appear on the "managed-node tree" twice, once as its hostname, the other as its IP address.

# 3.5.3 Delete a Managed Node

In the **Discovery Panel**, select a managed node, "DEV-TEST" in our example, click on the icon of a computer with a red "-" on it.

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	DEV-TEST G7004		
			Advanced Sei
	Alert Viewer	Popup on new alert	rver M
	Time Source	Host name Descriptic	an
			ager 5.2

You will be asked for a confirmation

Confirm		×
Delete sele	cted computers	7
( <u>Y</u> es	No	

Click on "Yes", and "DEV-TEST" will be removed from both the Discovery Panel and Console Tree

# 3.6 Management Server Configuration

Acer Server Manager 5.2 Console can be configured to perform pre-defined **Actions** upon the occurrence of user-specified **Alerts**. With alert support, Administrators are able to monitor and respond to sudden and critical system issues in a more timely fashion.

In this configuration, you can change your password after a success login.

### 3.6.1 Add pre-defined Actions

To define an action to be performed in case of an alert, take the following procedure:

Console Window Help     Action View   Favorites     ASM Console   ASM Console     Computers     Computers     G7004	🖶 Acer - [ASM Console\ASM5.2]				_ & ×
Action       View       Favorites       Image: Computers       Image: Computers	Sonsole Window Help			] 🗅 😅 日	:: _8×
Tree       Favorites         ASM Console       Computers         Image: ASM5.2       Image: ASM5.2         Image: ASM5.2       Image: ASM5.2         Image: ASM5.2       Image: ASM5.2	] Action View Favorites 🛛 🖨 🔿	E 🖪 😫			
Adva	Tree Favorites	Computers (2) (2) (2) (2) (2) (2) (2) (2) (2) (2)			Adva
Alert Viewer       Popup on new alert         Time       Source         Host name       Descriptic		Alert Viewer	Source	Popup on new Host name	nced Server Manager 5.2

Click on the "Configure management server" button in the Discovery Panel

That brings up the "Configuration" dialog, in which you can set up for Actions, Alert Filters, Threshold and Chang Username/Password,



Highlight Actions, the list box on the right will display all the Actions you have already defined.

Acer Server Manager 5.2 support 4 types of actions, i.e., Console notification, Email notification, SNMP trap notification and External program execution. Click on "Add" to add your preferred actions.

To receive a pop up message in case of an Alert, enable Console notification:

Action	×
Send not	fication to console
C Send e-m	ail message
e-mail ac	Idress
C Execute of	external program
External pr	ogram
C Generate	SNMP trap
Destinatio	ns:
	Add destinations separated by ";"
	OK Cancel

Acer Server Manager Version 5.2

To enable Email notifications, you have to specify a Mail (SMTP) server, and fill in Email addresses. In addition, you can specify the Sender by filling in your name. Here you can enter multiple email addresses separated by semicolons, but the total length should be less than or equal to 255.

Action	×
С	Send notification to console
œ	Send e-mail message
	e-mail address sam.wu@opensourceasia.com.cn
o	Execute external program
	External program
C	Generate SNMP trap
	Destinations:
	Add destinations separated by '','
	OK Cancel

To enable SNMP trap notifications, you have to specify destinations by filling in IP addresses. You can enter multiple IP addresses separated by semicolons, but the total length should be less than or equal to 255.

Action		×
c	Send notification	on to console
0	Send e-mail me	ssage
	e-mail address	
c	Execute extern	al program
	External program	
œ	Generate SNM	P trap
	Destinations:	192.168.1.106
		Add destinations separated by $^{\prime\prime\prime}$
		OK Cancel

Or you can specify a program to be executed in case of certain alerts.

Action		X
o	Send notification to cons	ole
C	Send e-mail message	
	e-mail address	
¢	Execute external program	
	External program notepad.ex	e
0	Generate SNMP trap	
	Destinations:	
		Add destinations separated by $^{\prime\prime\prime}$
		OK Cancel

Click on "OK" and return to the "Configuration" dialog

Configuration			×
			Acer Server Manager
	Actions		
Actions	SMTP Server: 192.168.1.254	Sender:	192.168.1.254
Threshold	Action 🛎	Parameter	
	Mail to	sam.wu@opensourceasia	.com.cn
		notepad.exe	
	SNMP Trap	192 168 1 106	
	Sand to Canada	102.100.1100	
	1		
		Add	Remove Edit
Help		ОК	Cancel <u>Apply</u>

All the configured Actions are displayed. You can select one and Click on "Edit" to modify.

### 3.6.2 Add Alert Filters

To add a new Alert Filter, highlight "Alert Filters" in the "Configuration" dialog, and the list box on the right will display all of the existing Alert Filters. You can select one and modify, or add new alerts.

Configuration			×
			Acer Server Manager
Alert Filters	Alert Filters	-	
Change User Name/	Hostname 🛆 Source	Description	Severity Actions
		Add	Delete Edit
<u>H</u> elp		ОК	Cancel <u>Apply</u>

Click on "Add", you can define the properties of your new alert filter, i.e., "Hostname", "Severity", and "Source". The Action list box lists available Actions you can apply to this new filter. As an example, we applied all 3 actions available.

Edit Filter Hostname	DEV-TEST	•	Severity	All		<b>_</b>	×
Source ,	4II	•					
Action Z	7	Paramet	er				
🗹 🦣 Exe	ecute	notepad	lexe				
🛛 🗹 🍈 Ma	ilto	sam.wu(		ceasia.com	.cn		
🛛 🗹 🔔 Ser	nd to Console						
M ∰ SN	MP Trap	192.168	:1.106				
Caution: Ho	stname should be unique ir	n filter table	3.	0	ĸ	Cancel	

Acer Server Manager Version 5.2 User's Manual

Hostname: select the host(s) where alerts would be generated.

**Source:** This is a list of all the events upon the occurrence of which alerts would be generated. There are four categories:

- SMBIOS events or logical groupings
- IPMI events or logical groupings
- SMART Alerts: Predictions generated by IDE Self Monitoring Analysis and Reporting Technology.
- Acer Defined Events:
  - CPU Usage: An alert would be generated if long term CPU usage is over 90%. (10 seconds samples would be taken. If 10 out of the last 12 samples are over 90, then an alert will be issued.)
  - Memory Usage: An alert would be generated if long term Memory usage is over 90%. (10 seconds samples would be taken. If 10 out of the last 12 samples are over 90, then an alert will be issued.)
  - Disk Usage: An alert would be generated if the usage of any hard disk exceeds 90%.
  - o SEL Full: An alert would be generated if the System Event Log in the BMC is full.

Notice: The maximum number of alerts generated per event type is 1 per minute.

Severity: select the severity(s) and the alerts with the severity(s) would be sent.

Though you may have chosen to apply "Send to Console" Action on your filter, in order to receive pop-up Alerts messages, you will have to check "**Popup on new alert**" option in the **Alert Panel** as well, so that your setting becomes effective, as indicated in the following screen shot. The alert service auto checks the alert every 10 seconds.

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] 🚭 Console Window H	lelp			]	🗋 🗃 🔚 🔳	_ 8 ×
Action View Favorites						
Tree Favorites	Computers 🔿	<b>(</b>			1	
E AJIG.C	DEV-TEST G7004					Advanced
	Alert Viewer			<u> </u>	Popup on new alert	<u>∕</u> ~ ∞e
	Time	Source	Hos	st name	Description	Š –
						er Manager 5
	1					D is

Click on "OK", and new alert is added successfully

Configuration		X
		Acer Server Manager
Alert Filters	Malert Filters	
Actions	Hostname 🗚 Source Description Severity Ad	otions
Threshold		no to console, execute, notepatiexe,
	A	dd Delete Edit
<u>H</u> elp		OK Cancel <u>A</u> pply

When alert occurs, all the Actions configured for that alert are performed, as shown in the following screen.

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Console Window Help	] 🗋 😅 🔚 🔳	_ 8 ×
Action View Favorites 🛛 🗢 🔿 💼 🔝		
Tree Favorites Computers	ĥ	
ASMS.2       Image: Constraint of the second s	Image: Popup on new alert           Description           host online           host offline           Upper Critical - going           Upper Non-recovera	Advanced Server Manager 5.2 ≧≝

🖶 Acer - [ASM Console\A	SM5.2]				8 ×
Console Window H	lelp			🗅 🛥 🔚   💷 💷	Ð×
Action View Favorites	:   ← →   🗈 🔃 😫				
Tree Favorites	Computers 📑 🚍			Ť	
	DEV-TEST G700-I				
	Alert Viewer 🔀			Popup on new alert	Advanced
	Time 2002.12.10 10:09:24 (GMT-11) 2002.12.10 10:09:19 (GMT-11) 2002.12.09 12:12:29 (GMT-8) 2002.12.09 12:12:26 (GMT-8)	Source os ping os ping Fan Fan	Host name DEV-TEST DEV-TEST DEV-TEST DEV-TEST DEV-TEST	Description host online host offline Upper Critical - going low Upper Non-recoverable -	Server Manager 5.
	<b>↓</b>			<b>)</b>	N

You can also view all the past alerts from the Alert panel

### 3.6.3 Set Threshold

To set Threshold for alerts, highlight "Threshold" in the "Configuration" dialog, and there are 3 types of threshold respectively for CPU Usage, Memory Usage and Disk Usage. The alert will be generated if one of the CPU/Memory/Disk Usage is out of the threshold.

Click on "Click here to restore default settings" to set default settings.

Configuration	
	Acer Server Manager
	Threshold
Change User Name/	<b>CPU Usage</b> The system is sampled for CPU usage. If <u>10</u> of the last <u>12</u> samples exceed <u>90%</u> busy, then the system will generate a "CPU Busy" alert.
	Memory Usage The system is sampled for memory usage. If <u>10</u> of the last <u>12</u> samples exceed <u>90%</u> , then the system will generate a "Memory Low" alert.
	<b>Disk Usage</b> The system is sampled for memory usage. If the last sample exceed <u>90%</u> , then the system will generate a "Disk Low" alert.
	<u>Click here to restore default setttings.</u>
<u>H</u> elp	OK Cancel Apply

### 3.6.4 Change Acer Server Manager Password

Every time you start the Console, you will be asked for Acer Server Manager Username/password to login. You can change your password after a success login.

To change Password, highlight "Change User Name/Password" in the "Configuration" dialog

Configuration		×
		Acer Server Manager
Alert Filters Actions Change User Name/	Image User Name/Password         User Name       admin         Old Password       ******         New Password       ******         Confirm New Password       ******	
<u>H</u> elp	Ōĸ	Cancel <u>Apply</u>

Click to the "Change Password" icon in the Discovery Panel as shown in the above screenshot.

Enter your old password once and new password twice, and click on "OK", if you have input everything correctly, a message box will report a successful password change. **Notice:** a valid password should be no longer than 48 characters.

Informa	tion	×
•	Succeed in changing password!	
	OK	

# 3.7 Managing a Managed Node

When a node is selected, user can retrieve Hardware, OS, or Events information from the target node. User may also perform more complicated tasks such as Remote Power On/Off, OS shutdown and reboot, terminating processes, and setting the watchdog timer.

### 3.7.1 Retrieving information from a Managed node

Information the Console may retrieve from a managed node falls into 3 categories: Hardware, OS and Events. A fully expanded node looks like the one shown in the following screen. The right pane (**display pane**) displays data according to the user's selections in left pane (**console tree**). Generally, the information in the **display pane** could be **sorted on each column in ascending or descending orders** by clicking on the column headers. There is a **refresh** button on the right upper corner of the **display pane**, click **refresh** to retrieve the latest data.

Console Window Help       Image: Console Window Help       Image: Console Window Help         Action View Favorites       Image: Console Window Help       Image: Console Window Help         Action View Favorites       Image: Console Window Help       Image: Console Window Help         Tree Favorites       Favorites       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image: Console Window Help       Image: Console Window Help       Image: Console Window Help         Image: Console Window Help       Image:	🚍 Acer - [ASM Console\ASM5.2\DEV-TEST\	OS\Process]						<u>_ 8 ×</u>
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### 3.7.1.1 Hardware information

#### • POST/BOOT/Runtime Monitors

The POST/BOOT/Runtime Monitors is a run time monitor -- an "alarm clock" -- to ensure that an event completes in a reasonable amount of time (the Time Out Value). For example, when BIOS begins running, it sets the BIOS Post Timer ("alarm clock") to sound in 300 seconds. When the alarm clock sounds, indicating that BIOS has not finished running in 300 seconds, predefined actions can be taken. If BIOS Post complete in less than 300 seconds, no action will be taken since the alarm clock has not sounded yet. After BIOS Post, the OS will be loaded. The OS Load logic would turn off the BIOS Post Timer and sets the OS Load Timer. When the OS completes loading, and starts running, it would turn off the OS Load Timer and starts the OS Running Timer. The OS Running timer is an OS "heart beat". It is reset by a system service every Time Out Interval. If the OS Running Timer goes off, it means that the system service has not reset the timer, indicating that the OS has stopped running.

Selecting "POST/BOOT/Runtime Monitors" will show the settings for the POST and BOOT. The display pane for the POST/BOOT/Runtime Monitors displays the following information: 1) watchdog timer event source. 2) Watchdog timer event source enabled/disabled 3) timer setting 4) action selected.



This item is not available if underlying platform is G300.

#### • System Information

"System Information" gives you general system information about the system manufacturer, model, serial number, etc.



#### • Baseboard

"Baseboard Information" lists Baseboard ID, Serial Number, Board Type and Version.



#### • BIOS Information

"BIOS Information" will provide information about the BIOS manufacturer, version, etc.



#### • Processor Information

"Processor Information" provides information about the CPUs of a managed node.

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#### • CPU Cache Information

"CPU Cache Information" displays CPUs' cache information

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#### • Port Connector Information

"Port Connector Information" lists information of the target system's USB, COM Port, etc.

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#### Memory Information

"Memory Information" will provide information about the system memory controller and the memory modules, which belong to that controller.

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CPU Cache Information							
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#### • Slot Information

"Slot Information" lists characteristics of system slots

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Processor Information	🛛 📴 PC	34	64 bit PCI-X	Long Length	Available	Provides 3.3 Volts; PCI slot supp	
CPU Cache Information	PC 🕑 PC	35	64 bit PCI-X	Long Length	Available	Provides 3.3 Volts; PCI slot supp	
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#### • Onboard Device Information

"Onboard Device Information" gives the attributes of devices that are on the system baseboard.

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Baseboard Information	Ethernet	Device Enabled	Broadcom Ethernet link.		A TALA A MARKARA SA TANA A
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#### • IPMI Device Information

"IPMI Device Information" will provide version information of the node IPMI, BMC, SDR and Out-of-Band IP.

This item is not available for platform that do not support IPMI.



#### • Environmental Monitoring Sensors

When "Environmental Monitoring Sensors" category is selected in the Console Tree, general sensor information, such as sensor Name, Type, Status, and Current Reading, are displayed in the right pane.

Sensors that fall in this category are generally numeric sensors, whose readings are continuous values, such as Temperature, Voltage, Fan, etc.

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#### • Other Sensors

When "Other Sensors" is selected in the Console Tree, the discrete sensors' information is displayed in the right pane. As the name suggested, a discrete sensor has only 2 statuses.

This item is not available for platforms that do not support IPMI.



### 3.7.1.2 Get OS information of a Managed node

#### • System Information

"System Information" shows elementary system information such as OS name, OS version, system IP, etc.



#### • Disk Information

"Disk Information" displays information such as device ID, description, size, etc.

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#### • Process

"Process" lists all the currently active processes with their name, process ID, CPU usage, elapsed time, and status

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Memory Information	CSISS.exe	168	83.333	0-4:47:2	5		
Slot Information	🕠 winlogon exe	108	0.000	0-4:47:1	5		
Onboard Device Informatic	services.exe	216	0.000	0-4:47:0	5		
IPMI Device Information	🛄 Isass.exe	228	0.000	0-4:47:0	5		
Environmental Monitoring S	sychost exe	384	0.000	0-4:46:58	5		
🛛 👫 Other Sensors		416	0.000	0-4:46:58	5		⊳
POST/BOOT/Runtime Monit	asmagent.exe	444	0.000	0-4:46:58	5		<u>ē</u>
E 🗰 OS	sychost exe	460	0.000	0-4:46:58	5		<u>e</u>
System Information	EventNodePol	468	0.000	0-4:46:58	5		U U
Disk Information		536	0.000	0-4:46:57	5		er er
Process	MSTask eve	552	0.000	0-4:46:57	5		2
Performance	EventNodeSin	560	0.000	0-4:46:57	5		
	WinMamt eve	592	16 667	0-4:46:56	5		3
	as discoveru	700	0.000	0-4:46:56	5		<u>a</u>
Socuritu	Evolorer eve	840	0.000	0.0.31.39	5		ត
System		748	22 222	0.0.31.1	5	-	<u> </u>
Alert		170		0.0.01.1		·	
Power On/Off					Terminate		
							N

#### • Performance

Administrator can monitor the node's CPU, Memory, and Network Usage dynamically.



#### 3.7.1.3 Get Events information of a Managed node

Selecting "Events" will show the contents of the target system's Event Log. The events table could be sorted in ascending or descending order by clicking on the column header.

#### • IPMI SEL

"IPMI SEL" retrieves event log related to IPMI



#### • Application

This item gets application event log.



#### • Security

This item gets security event log.



#### • System

This is retrieved from the system log of the operating system. Color-coded icons are used to denote the severity (non-recoverable/critical/non-critical) of the respective events.

Acer - [ASM Console\ASM5.2\DEV-TEST\	Events\System]				_ 8 ×			
🔄 Console Window Help								
] Action View Favorites  ] ⇐ ⇒   🔁	<b>I</b>							
Tree Favorites	0			~~~	$\sim$			
E DEV-TEST	System				3			
- Hardware			and the set of the second					
Baseboard Information								
BIOS Information	Туре	Date/Time	Source	Description 🔺				
Processor Information	INFORMATION	2002/01/30 11:06:40	EventLog	Microsoft (R) Windows 2	×.			
	INFORMATION	2002/01/30 11:06:40	EventLog	The Event log service w				
Port Connector Information	<b>NFORMATION</b>	2002/01/30 11:08:47	b57w2k	Broadcom NetXtreme G				
Memory Information	INFORMATION	2002/01/30 11:08:49	b57w2k	Broadcom NetXtreme G				
Slot Information		2002/01/30 11:24:30	Windows File Pro	File replacement was atl				
Onboard Device Informatic	INFORMATION	2002/01/30 11:39:56	EventLog	The Event log service w				
IPMI Device Information	INFORMATION	2002/01/30 11:59:17	EventLog	Microsoft (R) Windows 2				
Environmental Monitoring 2	INFORMATION	2002/01/30 11:59:17	EventLog	The Event log service w				
DOST/POOT/Dupling Mapit	<b>NFORMATION</b>	2002/01/30 11:59:04	b57w2k	Broadcom NetXtreme C	≥.			
	INFORMATION	2002/01/30 11:59:07	b57w2k	Broadcom NetXtreme G	e Ce			
System Information	INFORMATION	2002/01/30 14:49:41	EventLog	The Event log service w				
	INFORMATION	2002/02/02 07:44:40	b57w2k	Broadcom NetXtreme G	8			
- Process	INFORMATION	2002/02/02 07:44:57	EventLog	Microsoft (R) Windows 2	, ž			
	INFORMATION	2002/02/02 07:44:57	EventLog	The Event log service w	/e			
Events	INFORMATION	2002/02/02 07:44:42	b57w2k	Broadcom NetXtreme G				
IPMI SEL	INFORMATION	2002/02/02 07:45:49	EventLog	The Event log service w	Ma			
Application	INFORMATION	2002/02/02 07:46:54	b57w2k	Broadcom NetXtreme G	5			
Security	INFORMATION	2002/02/02 07:47:11	EventLog	Microsoft (R) Windows 💌	ą			
	4			•	Je			
Alert								
Power On/Off			100%	Stop	1			

#### • Alert

This displays the new events for the current node. The Alert Pane displays new events for all nodes.

acer - [Console Root\ASM5.2\DEV-TES1	[\Events\Alert]				
tile <u>Action view</u> Fav <u>o</u> rites <u>window</u>	нер				
Console Root □ ∲ ASM5.2 □ ∰ DEV-TEST □ ₩ Hardware	Alert				acer
System Information Baseboard Information BIOS Information	New events arrived on	this machine:			
Processor Information	Time	Source	Host name	Description	
<ul> <li>CPU Eache Information</li> <li>Port Connector Information</li> <li>Stot Information</li> <li>Stot Information</li> <li>Onboard Device Information</li> <li>IPMI Device Information</li> <li>IPMI Device Information</li> <li>Characteristic Information</li> <li>Characteristic Information</li> <li>POST /BOT/Runtime Monito</li> <li>Post /BOT/Runtime Monito</li></ul>	2002 12 09 16 45 22 (GMT-8) 2002 12 09 16 45 08 (GMT-8)	os ping os ping	DEV-TEST DEV-TEST	hast online hast offline	Acer Server Manager
H H					12

*Usage Tips:* Alerts are always associated with hostnames. (The hostname in the above picture is DEV-TEST.) If a Managed Node has been added to the Console Tree using its IP address (via Out-Of-Band), the IP address would appear in place of the hostname. In this case, no alert entries would appear in the Display Pane when one selects the Alert node.

### 3.7.2 Settings

With the Console, administrators may also perform more complicated tasks such as Remote Power On/Off, OS shutdown and reboot, terminating processes, and setting the POST/BOOT runtime.

#### • Set POST/BOOT Runtime

User may remotely set IPMI POST/BOOT runtime via the Console.

When "POST/BOOT/Runtime Monitors" is selected, Click on "Set" button in the display pane, it brings up a dialog where user may input his configuration. Clicking on "OK".





#### • Terminate a Process

Within the Console, user can highlight a process, and click on the "Terminate" button to kill that process remotely.



### 3.7.3 Power On/Off

When Power On/Off is selected in the **Console Tree**, the Console will first of all get the latest status of target computer. This will take a few seconds.

If the target node is off, but with OOB available, you can input OOB username and password to power it on.

🖶 Acer - [ASM Console\ASM5.2\192.16	8.2.103\Power On/Off]	_ <u>-</u>
🔄 🔄 Console Window Help		🗋 D 🚅 🔒 🔲 💷 🗵
🛛 Action View Favorites 🗌 🗢 🔿	È 🔢 😫	
Tree Favorites	Bawar Op/Off	200
□ 🔂 192.168.2.103	Power OnyOn	aler
System Information		
Baseboard Informatio		
Processor Information	Current power status is : Off	
CPU Cache Informatic		erena neveran
Memory Information		
Slot Information	For IPMI power on/off, please input OOB User Name and password:	
IPMI Device Infor	liser name :	
Environmental Monito		
POST/BOOT/Runtime		A
e- 🗿 os	Power On	ë
System Information		လူ
Process		Ž
Performance		er
IPMI SEL		Ma
Application		na
System		ige
Alert		5
Power On/Off		i>

Click on "Yes" of the "Confirm" message box.



If the Power On was successful, "Current power status" in the display pane will be updated to "On". And User can now perform a "Hard Reset" or "Power Down" with IPMI OOB support.

🖶 Acer - [ASM Console\ASM5.2\192.16	8.2.103\Power On/Off]	<u>_8×</u>
e Console Window Help		) D 🚔 🖬 💷 💷 🏼
] Action View Favorites  ] 🗢 ⇒	<b>È</b> 🖪 😫	
Tree Favorites	Power On/Off	acer
Baseboard Informatio     BIOS Informatio     Processor Informatio     CPU Cache Informatic     Ductors of the University Lefterer	Current power status is : <b>On</b>	<b>S</b>
Port Connector Infor Memory Information Slot Information Onboard Device Infor IPMI Device Informati Environmental Monito Other Sensors POST/BOOT/Runtime OS System Information Process Performance Events IPMI SEL Application Security System Alert Power On/Off	For IPMI power on/off, please input OOB User Name and password: User name : Password : Hard Reset Power Down	Acer Server Manager 5.2

Refresh "Power On/Off" page after the OS is up and running. The Console will also allow user to perform In-Band "Reboot" or "Shut Down" in addition to OOB "Hard Reset" and "Power Down".

📑 Acer - [ASM Console\ASM5.2\192.168.2.	103\Power On/Off]	_ 8 ×
Gonsole Window Help		] D 🚅 🖬 💷 💶 🗵
🛛 Action View Favorites 🗍 🖨 🔿 主	•	
Tree Favorites		
E 🗐 192.168.2.103	ower On/Off	acer
Hardware		
Baseboard Informatio		
BIOS Information	Current power status is : On	
Processor Information		
Port Connector Inform		
Memory Information	For IPMI power on/off, please input OOB User Name and password:	
Slot Information		
IPMI Device Informati	User name :	
	Password :	
		⊳
POST/BOOT/Runtime	Hard Reset Power Down	Ce Ce
System Information		
Disk Information		<u>ě</u>
Process		2
Events	For graceful power management, please input in-band User Name and passw	ord:
IPMI SEL		Sa Sa
Application	User name :	, j
Security	Password :	j j
Alert		
Power On/Off	Reboot Shut Down	■ 5

#### Notice:

On platforms with no IPMI, users can only do In-Band "Reboot" or "Shut Down".



# 3.8 Setting up an Authorized account

When trying to add an In-Band node, User will be prompted for username/password. This username/password pair is used to access the Agent, which is a WMI services, on that node.

You surely can use the Administrator's account when prompted for user name and password. You can also add an ordinary user account to the Administrator's Group, so that the user has access to the Agent on your server, as well as anything else you as an administrator can do.

However, if you want to grant a normal user account only the permission to access the Agent on your server, you can take the following approach.

1. In the Console application window. Click on Menu "Console", then on "Add/Remove Snap-in..."

A	cer - [ASM Console]				<u>_ 8 ×</u>
	Console Window Help			] 🗅 🖨 🖬	🗉 _8×
A Tree	New Open Save Save As	Ctrl+N Ctrl+O Ctrl+S	>   😫		
÷	Add/Remove Snap-in Options	Ctrl+M	-		
	1 C:\Program Files\\Acer.msc 2 osa_mmc.msc 3 C:\WINNT\system32\compmgmt.msc 4 C:\WINNT\system32\devmgmt.msc				
	Exit		-		

2. Click on "Add" button of the "Add/Remove Snap-in..." dialog box

Add/Remove Snap-in
Standalone Extensions
Use this page to add or remove a standalone Snap-in from the console.
Snap-ins added to: 🔄 ASM Console 💌 📄
◆ ASM5.2 ᠍ Computer Management (Local)
Description
Add Remove About
OK Cancel

3. As the "Add Standalone Snap-in" dialog box pops up, select "WMI Control" from the list box, and Click on "Add"

Acer - [ASM Con	isole]		
Action View	Jow Help	?  ×	
Tree Favorites	Standalone Extensions Use this page to add or remove a standalone Sna Snap-ins added to: ASM Console	Add Standalone Snap-in Available Standalone Snap-ins: Snap-in Removable Storage Management Renuting and Remote Access Security Configuration and Analysis Security Templates Services Shared Folders System Information Telephony	Yendor HighGround Systems, Inc. Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation
	- Description	Terminal Services Configuration     WHI Control      Description      Allows configuration and control of the V Instrumentation (W/MI) service.	Microsoft Corporation Microsoft Corporation
	Add Remove About		Add Close
		OK Cancel	
-			

4. This brings up a "Change managed computer" dialog box. In this example, we show how to set up the permission for user "DEV-TEST\winnie" so that he can access the Agent on server "DEV-TEST" from this local system. So select "Another computer" and type the server name "DEV-TEST", and click on "Finish".

📑 Acer - [ASM Cor	nsole]		<u>X</u>
] 📑 Console Win	dow Help		D 🖻 🖶 💷 💷 🗵
Action View	Add/Remove Snap-in	?×	
Tree Favorites	Standalone Extensions	Add Standalone Snap-in	<u>? ×</u>
.2 ASM5.2	Use this page to add or rer	nove a standalone Sna – Available Standalone Snap-ins:	
	Snap-ins added to	managed computer	×
	Computer Ma	ect the computer you want to manage.	
		Connect to:	
		C Local computer: (the computer this application is running on)	
	- Description	Log on as: Change	
	Add	< Back Finish	Cancel
		OK Cancel	

Acer Server Manager Version 5.2 User's Manual

5. You can observe from the "Add/Remove Snap-in" dialog box that the WMI Control [DEV-TEST] has been added.

🗧 Acer - [ASM Con	sole]		
Console Wind	dow Help		] 🗅 🚔 🖬 🔲 💷 🗡
Action View	Add/Remove Snap-in	?×	
Tree Favorites	Standalone Extensions	Add Standalone Snap-in	<u>?</u> ×
⊞-≪ ASM5.2	Use this page to add or remove a standalone Sna Snap-ins added to: ASM Console	Available Standalone Snap-ins: Snap-in Removable Storage Management Routing and Remote Access Security Configuration and Analysis Security Templates Services Shared Folders System Information System Information Telephony Telephony	Vendor HighGround Systems, Inc. Microsoft Corporation
	Description	WMI Control Description Allows configuration and control of the V Instrumentation (WMI) service.	Microsoft Corporation
	Add Remove About		Add Close
		OK Cancel	

Acer Server Manager Version 5.2 User's Manual

6. Close all dialog boxes, and you have a screen looks like this

Console Window Help     Action View Favorites     Tree Favorites     ASM Console     ASMS.2   Computer Management (Local)    WMI Control (DEV-TEST)    WMI Control (DEV-TEST)    Windows Management Instrumentation (WMI) service.
Action View Favorites     Tree Favorites     ASM Console   ASM S.2.   Computer Management (Local)   MMI Control (DEV-TEST)   WMI Control (DEV-TEST)    Windows Management Instrumentation (WMI) Configures and controls the Windows Management Instrumentation (WMI) service.
Tree       Favorites         ASM Console       Windows Management Instrumentation (WMI)         Computer Management (Local)       Configures and controls the Windows Management Instrumentation (WMI) service.         Configures and controls the Windows Management Instrumentation (WMI)

7. Right Click on the "WMI Control (DEV-TEST)", and select "Properties" from the pop up menu

Acer - [ASM Console\WMI Control (DEV-TEST)]
😑 Console Window Help 🛛 🖆 🖬 💷
Action View Favorites 📙 🗢 🔿 💼 📷 📴
Tree       Favorites         ASM Console       Image: Computer Management (Local)         Computer Management (Local)       Configures and controls the Windows Management Instrumentation (WMI) service.         Connect to another computer       View         View       Image: Connect to another computer         Properties       Image: Connect to another computer         Help       Image: Connect to another computer         Help       Image: Connect to another computer         Image: Connect to another computer       Image: Connect to another computer         Image: Connect to another computer       Image: Connect to another computer         Image: Connect to another conother computer
pens property sheet for the current selection.

8. Select Tab "Security", highlight "\Root\oms2" in the browse window, and click on button "Security"

🖶 Acer - [ASM Console\WMI Control (Local)]		_ 8 ×
∫ 🔄 ⊆onsole Window Help	] 🗅 🚅 日	🗉 _ 🗗 🗙
j Action View Eavorites j 🗢 → 🔁 🖬 😭		
Tree Favorites		
ASM Console ASM Console Computer Ma Computer Ma WMI Control WMI Control Manespace navigation allows you to set namespace specific security. Advanced Namespace navigation allows you to set namespace specific security. ClMV2 ClM	ı (WMI) service.	
OK Cancel Apply		

Acer Server Manager Version 5.2 User's Manual

9. As the "Security for ROOT\oms2" dialog box appears, Click on "Add" button

📑 Acer - [ASM Cons	sole\WMI Control (Local)]			_ 8 ×
] 📑 ⊆onsole Winde	ow <u>H</u> elp		J C	) 🗃 🖬 🔳 🖬 🔟
Action View Ea	worites 🛛 🗢 🔿 🗈 🔃 😭	8		
Tree Favorites				
ASM Console	WMI Control (Local) Properties S General Logging Backup/Resto Namespace navigation allows you P Root CIMV2 CIMV2 CIMV2 CIMV2 CIMV2 CIMV2 SECURITY SECURITY WMI	ecurity for ROOT\oms2 Security Name Administrators (DEV-TEST\Adminis Everyone Permissions: Execute Methods Full Write Partial Write Provider Write Enable Account Remote Enable Advanced OK	Add trators) Add Add trators) Allow Deny Allow Deny	) service.

10. It brings up a "Select Users, Computers, or Groups" window, Select the user you want to grant permission, click on "Add". As an example, we added user "DEV-TEST\winnie".

📑 Acer - [ASM Console\WN	1I Control (Local)]		_ 8 ×
	lp		) 🗅 🚅 🖬 🔲 💷 🖂
Action View Eavorites			
Tree   Favorites			
ASM Console WMI Con	Select Users, Computers, or Groups		? ×
Computer Ma Genera WMI Control	Look in: 📃 DEV-TEST		
Name	Name	In Folder	
	SYSTEM		
	TERMINAL SERVER USER	DEVICET	
	Administrator	DEV-TEST DEV-TEST	
	So Guest	DEV-TEST	
	🖸 💆 winnie	DEV-TEST	
	Administrators	DEV-TEST	<b>_</b>
	Add Check Names		
	DEV-TEST\winnie		
			UK Cancel

11. Click on "OK", and you are back to the "Security for ROOT\oms2" dialog box, when the newly added "winnie [DEV-TEST\winnie]" is highlighted, you are able to set the permissions for this user. The permissions you should allow for user "winnie": "Enable Account", "Remote Enable", and "Read Security". Click on "OK" to confirm.

Action Yew   Action Yew   Eavorites     ASM Console   ASM Console   ASM Console   ASM Console   Computer Ma   General Logging Backup/Rest   Computer Ma   General Logging Backup/Rest   Namespace navigation allows you   Berris   Addiministrators (DEV-TEST\Administrators)   Remove   Remove   Remove   Computer Ma   General Logging Backup/Rest   Namespace navigation allows you   Remove   Addiministrators (DEV-TEST\Administrators)   Remove   Remove <t< th=""><th>Acer - [ASM Console\WMI Control (Local)]</th><th></th><th>_ B ×</th></t<>	Acer - [ASM Console\WMI Control (Local)]		_ B ×
Action       View       Eavorites         Tree       Favorites         ASM Console       VMII Control (Local) Properties         Security for R00T\oms2       Image: Computer Mail         Computer Mail       General       Logging         Backup/Rest       Security         Namespace navigation allows you       Name         Add       Remove         Remove       WMII Control         Permissions:       Allow         DEFAULT       incide         Ome       Image: Computer Mail         Permissions:       Allow         Derp       Derp         Everyone       Image: Computer Mail         Permissions:       Allow         Derp       SecURITY         Permissions:       Allow         Permissions:       Allow         Partial Write       Image: Computer Write         Provider Write	∫ 🚍 ⊆onsole <u>W</u> indow <u>H</u> elp		D 🗳 🖬   🎟 💶 🗵
Tree       Favorites         ASM Console       WMI Control (Local) Properties         General       Logging         Backup/Rest       Security for R00T\oms2         Computer Ma       General         WMI Control       Mamespace navigation allows you         Root       Mamespace navigation allows you         Remove       Remove         DEFAULT       General         DEFAULT       Remove         SECURITY       Permissions:         Allow       Dery         Execute Methods       Partial Write         Partial Write       Partial Write         Provider Write       Provider Write         Remote Enable       Tenable	Action View Eavorites   ← →   🗈 📧 🖺	?   😰	
ASM Console   ASM SAM S.2   General Logging Backup/Restr   General Logging Backup/Restr   Namespace navigation allows you   Mamespace navigation allows you   Root   CIMV2   DEFAULT   directory   node   SECURITY   WMI    Permissions:   Allow   Permissions:   Allow   Permissions:   Allow   Permissions:   Allow   Partial Write   Partial Write   Partial Write   Partial Write   Provider Write   Provider Write   Partial Write   Partial Write	Tree Favorites		
Advanced  Advanced  OK Cancel Apply	ASM Console Computer Ma WMI Control WMI Control WMI Control Computer Ma WMI Control Computer Ma WMI Control Computer Ma Computer Ma Compu	Security for ROOT\oms2          Security         Name         Administrators (DEV-TEST\Administrators)         Everyone         winnie (DEV-TEST\winnie)         Permissions:         Allow         Execute Methods         Full Write         Partial Write         Provider Write         Enable Account         Remote Enable         Advanced	Add   Add > service.

You are all set now. User "winnie" should be able to access the Agent on Server "DEV-TEST" remotely via the Console.

# 4 Uninstalling Acer Server Manager

During installation, some files will be copied to the hard disk directory you specified. You may wish to remove these files some time in the future to retrieve hard drive space. In addition, you have to uninstall before you reinstall / upgrade the Acer Server Manager software.

# 4.1 Uninstalling the Agent

To uninstall the Agent, click

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  Uninstall

You can select Modify and click on "Next", then uncheck the "ASM Agent" component. Click on "Next" will clear the ASM Agent.

InstallShield Wizard		×
Select Components Choose the components Setup will install.		
Select the components you want to install, install.	and clear the components	: you do not want to
Space Required on C: Space Available on C: InstallShield	0 K 1631365 K < Back	lext > Cancel

Or you can select Remove and click on "Next", it will delete all installed components.

InstallShield Wizard	×
Welcome	
Modify, repair, or remove the program.	
Welcome to the ASM Server Management Suite Setup Maintenance program. This program	
Confirm Uninstall	
Do you want to completely remove the selected application and all of its components?	
OK Cancel	
Reinstall all program components installed by the previous setup.	
Remove     Remove all installed components.  InstallShield	
< Back Next > Cancel	

# 4.2 Uninstalling the Server

To uninstall the Server, click

```
Start \rightarrow Programs \rightarrow Acer Server Management Suite \rightarrow Uninstall
```

You can select Modify and click on "Next", then uncheck the "ASM Management Server" component. Click on "Next" will clear the Server.

InstallShield Wizard		×
Select Components Choose the components Setup will install.		
Select the components you want to install, install. Windows2000 ASM Agent ASM Console Remote Diagnostic Manager WindowsNT4 ASM Agent	and clear the components y	you do not want to
Space Required on C: Space Available on C: InstallShield	0 K 1631365 K	
	< Back Ne	ext > Cancel

Or you can select Remove and click on "Next", it will delete all installed components.

# 4.3 Uninstalling Acer Server Manager Console

To uninstall the Console, click

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  Uninstall

You can select Modify and click on "Next", then uncheck the "ASM Console" component. Click on "Next" will clear the Console.

InstallShield Wizard		×
Select Components Choose the components Setup will install.		
Select the components you want to install, install. Windows2000 ASM Agent ASM Management Server ASM Console Remote Diagnostic Manager WindowsNT4 ASM Agent	and clear the compon	ents you do not want to cription
Space Required on C: Space Available on C: InstallShield	0 K 1631365 K < Back	Next > Cancel

Or you can select Remove and click on "Next", it will delete all installed components.

**Note:** Delete the directory where you installed Acer Server Manager software: This is just for what you have changed some files in this directory and uninstall program can't delete this kind of changed files.
# 5 Browsing a Managed Node by HP OpenVeiw NNM

We suppose that you have installed HP OpenView Network Node Manager (NNM) in your machine. If not, please refer to the HP OpenView NNM Installation Guide to install it.

In order to browse the SMBIOS, IPMI and OS information in managed node via HP OpenView NNM, a plug-in software should be installed. The software consists of two components -- one is called "Client" which should be installed into ASM Agent, and the other is called "Server" which should be installed into HP OpenView NNM.

## 5.1 Installation Instruction

Before installation, please check that you installed Windows SNMP component and HP OpenView NNM successfully.

1. In Windows Explorer, double-click on

<CDROM Drive Letter>:\ HP\_ACER\_PLUG.exe

The following Welcome window will appear in a few seconds:

InstallShield Wizard	×
	Welcome to the InstallShield Wizard for HP_ACER_PLUGIN
	The InstallShield® Wizard will install HP_ACER_PLUGIN on your computer. To continue, click Next.
	< Back Next > Cancel

2. Click on "Next", and you will see the License Agreement screen

InstallShield Wizard	×
License Agreement Please read the following license agreement carefully.	
Press the PAGE DOWN key to see the rest of the agreement.	
To display your license agreement, replace the License.txt file currently located in the Language Independent\Operating System Independent folder of the Setup Files pane.	
NOTE: The text in your license file should contain hard returns after lines with more than 1,024 characters.	ī
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install HP_ACER_PLUGIN, you must accept this agreement.	
InstallShield	
< Back Yes No	

3. Click on "Yes", and you will be prompted to enter the Customer Information

InstallShield Wizard			X
Customer Information			Carlos De Carlos
Please enter your information.			Contra Co
Please enter your name and the name of the co	ompany for which yo	u work.	
User Name:			
osa			
Company Name:			
osa			
InstallChiefd			
Installanielu -	< Back	Next >	Cancel

 Click on "Next", and you will be prompted to choose the components. Select the "Client" to install SNMP provider for ASM Agent. Select the "Server" to install SNMP MIB and OOB provider for HP OpenView NNM.

InstallShield Wizard					×
Select Components Choose the compon	<b>s</b> ents Setup will install.				
Select the component install.	nts you want to install, a	and clear the c	Description	o not want to	
Space Required on Space Available on InstallShield	C: C:	3696 K 3988184 K			
		< Back	< Next>	Cancel	

5. Click on "Next" to start the installation, you will see a progress bar during the procedure

InstallShield Wizard	×
Setup Status	
HP_ACER_PLUGIN Setup is performing the requested operations.	
Installing:	
100%	
InstallShield	
	Cancel

6. A final screen will be shown when the procedure is done

InstallShield Wizard	
	InstallShield Wizard Complete
	Setup has finished installing HP_ACER_PLUGIN on your computer.
	< <u>B</u> ack <b>Finish</b> Cancel

Click on "finish" to complete the installation.

## 5.2 SMBIOS/IPMI/OS information with In Band

To browser SMBIOS/IPMI/OS information, start the HP OpenView NNM by Clicking:

Start  $\rightarrow$  Programs  $\rightarrow$  HP OpenView  $\rightarrow$  Network Node Manager Admin  $\rightarrow$  Network Node Manager

To use HP OpenView to browse management information provided by the ASM Agent, a special MIB (management information base), the OSA-SNMP-MIB, is required. This MIB is loaded automatically when the HP\_Acer\_Plugin was installed . Optionally, user can load the mib file by the following steps,

1. On the **Options** menu, click on **Load/Unload MIBs: SNMP**.



2. Click on Load....

Acer Server Manager Version 5.2 User's Manual

oad/Unload MIBs:SNMP		×
Loaded SNMP MIBs:		
rfc1902-SNMPv2-SMI rfc1903-SNMPv2-TC	 Load	
rfc1906-SNMPv2-TM rfc1907-SNMPv2-MIB	Unload	L
IANAifType-MIB		
rfc2011-IP-MIB	Close	
rfc2013-UDP-MIB	Help	
11020034F-MID		
1		

3. Input the mib file,

Program Files\HP OpenView\NNM\snmp\_mibs\bin\OSA-SNMP-MIB.mib

Root	
Map Edit View Performance Fault Tools Options	Window Help
Load/Unload MIBs:SNMP	×
SNMP MIB Files Not Found	×
The SNMP MIB files are not available location specified below. Please insert the CD-ROM contain or enter another location, and pres Location: OpenView\NNM\snmp_mibs\bin	able at the Open Browse ss Open. Cancel
default [Read-Write]	[Auto-Layout] [Connection Labels Off]

4. Click on **Open**, and then click on **Close** 



Then, user can browse all the computers in the intranet/internet by double-clicking the **Internet** icon, and determine which node you want to manage, e.g. DEV-TEST

(2) Deet					
Man Edit View Derform	ance Configuration Fau	lt Tools Options	Window Help		
Map Edit View Perform	ance Configuration Fau	lt Tools Options	Window Help		
default [Read-Write]		[Auto-Layo	ut] [Connection La	bels Off]	li

2192.168.2.5egment1				_ 🗆 ×
Map Edit View Performance	Configuration Fault	Tools Options	Window Help	
	Q 🛃 🤬			
DEV-TEST	G300-II			
default [Read-Write]		[Auto-Layo	ut][Connection Labels Off]	

On the **Tools** menu,

1. Click on SNMP MIB Browser

2 Root	_	
Map Edit View Performance Fault	Tools Options Window Help	
Luk vew Peromane Faak	Report Presenter Terminal Connect: Telnet Unused IP Addresses HP OpenView Launcher Data Warehouse Node View CDP View Acer Out-Of-Band Management SIMP MIB Browser DMI Browser	
default [Read-Write]	[Auto-Layout] [Connection Labels Off]	11.

2. Specify a node name for Name or address field, e.g. DEV-TEST

溜 <mark>Browse MIB</mark> File View Help	
<u>N</u> ame or address: DEV-TEST	Community name:
MIB gbject ID: .iso.org.dod.internet.mgmt	
i → org i → dod i → internet i → directory i → mgmt i → mib-2 i → mib-	▲ <u>D</u> escribe Start Query Stop Query <u>G</u> raph
MIB <u>v</u> alues:	S <u>e</u> t

3. Under the tree iso→org→dod→internet→private→enterprises→osa, user can find the ipmi, smbios and os sub-trees

Acer Server Manager	r Version 5.2	User's Manual
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AllB object ID:         iso. org. dod.internet.mgmt         Image: Constraint of the system Stats         Image: Constraint of the system	<u>l</u> ame or address: DEV-TEST		<u>C</u> ommunity name:
Image: Organization of the system Stats       Image: Organization of the system S	11B <u>o</u> bject ID: iso.org.dod.interne	t.mgmt	
MIB jnstance: SNMP set value: Set MIB values:		dskTable     systemStats     osaExperimental     fileTable     version     romTable     osaSnmpAgent     fileT     ipmi     smbios     fileTable     osa	▲ <u>Describe</u> Start Query Stop Query <u>G</u> raph
	41B jnstance: 41B ⊻alues:	SNMP se <u>t</u> value:	Set

4. Highlight an item which belongs to ipmi, smbios or os sub-trees. And click on Start Query button

		Community on	
DEV-TEST			lie.
IB object ID:			
.iso.org.dod.internet.pri	vate.enterprises.osa.ipmi		
	iti- snmperrs	<u> </u>	Describe
	⊞-miniable ⊞-osaSnmpAgent	1	Start Query
	⊟-ipmi		
			Stop Query
	⊞- ipmiWatchdog		Graph
	Eti impiPHU Eti inmiChaesisStatus		
	ipmDiscreteSensorTable		
	ipmiNumericSensorTable		
	i⊒- ipmiSEL	-1	
diD inchanan	ENMP astucker		
nib instance.	Sivinit' sej value.		0.1
			이면
		]	Sgt

5. The queried information will be shown in the MIB values display area. If the item highlighted which belongs to impi sub-tree, the information shown will be IPMI data. If belongs to smbios sub-tree, the information shown will be SMBIOS data. The same, we can get OS information.

## 5.3 SMBIOS/IPMI/OS information with Out of Band

After the OSA-SNMP-MIB.mib was loaded successfully, on the Tools menu,

1. Click on Acer Out-of-Band Management



Acer Server Manager Version 5.2 User's Manual

2. Click on Discovery button. In a few seconds, the discovered computers will be listed out

Acer Server Manager Version 5.2 User's Manual

Computer List					×
192.168.1.59 192.168.1.71 192.168.1.73 192.168.1.122 192.168.1.122 192.168.1.222 192.168.1.224					
Click Discovery butt To manage a comp Manage button.	ion to refre uter, doubl	scovery sh the com e click the	puter lis item or u	* <u>M</u> anage t. use the	
				Close	

3. Click on a node you want to manage. Then click on **Manage** button, it will pop up a dialog in which you should input OOB user name and password, and you should choose a class name to determine the IPMI data you need

192.168.1.224						×
192.168.1.224 Username Password Class name Select a clas button.	123 *** OMS2 OMS2 OMS2 OMS2 OMS2 OMS2 OMS2 OMS2	IPMI_B IPMI_F IPMI_C IPMI_D IPMI_S IPMI_S IPMI_S	MC /atchdi RU hassisS liscrete Lumeric EL EL EL Rec	oq Status Sensor Sensor ord		
I					2	
					Clos	e

4. Click on Query button, the IPMI data for the class will be shown in display area

Acer Server Manager Version 5.2 User's Manual

2.168.1.224		×
Username Password Class name	123 *** OMS2_IPMI_Watchdog	
Select a clas button.	s name then click Query	Query
enumrate in: ************************************	stance successed! ) ************************************	▲ ■
		Close

# 5.4 Un-installation

To uninstall the HP-ACER\_PLUGIN software, click

 $\mathsf{Start} \rightarrow \mathsf{Settings} \rightarrow \mathsf{Control} \; \mathsf{Panel} \rightarrow \mathsf{Add}/\mathsf{Remove} \; \mathsf{Programs} \rightarrow \mathsf{HP}_\mathsf{ACER}_\mathsf{PLUGIN}$ 

# **6 ASF Configuration**

Please ensure that you selected ASF Configuration component while Acer Server Manager software installation for G510.

## 6.1 ASF Firmware Installation (Optional)

To install ASF firmware, boot the system with Windows 98 Startup Disk. At DOS prompt,

- 1. Enter installation directory of the Acer Server Manager, then go to ASFCFG subdirectory
- 2. Type "b57diag -b57eng -all" to start the "b57diag"
- 3. At "b57diag" command prompt, type "seprg 5702ASF.bin" to program the boot code onto the EEPROM
- 4. At "b57diag" command prompt, type "asfprg" to program the ASF code onto the EEPROM
- 5. Type "q" to quit "b57diag" program

## 6.2 NIC Configuration

At "b57diag" command prompt, type "secfg" and hit another <enter> to go to next page.

To enable ASF, enter "24=1" and save the configurations "save".

## 6.3 ASF Parameter Configuration

At "b57diag" command prompt, type "asfcfg"

Change ASF Misc. Info "6"

Enable ASF: Type 1=1 at command prompt

Enable HearBeat "2=1"

Enable RMCP "3=1"

Enable PET "4=1"

Give a value to Heart beat interval "8=5"

Assign a SMBus Address for 5702 "14=44"

Assign Time before 1st poll "17=3C"

Set item 6 SysIP as 6=xxx.xxx.xxx

Set Management Console IP 7=as xxx.xxx.xxx Set Server's gateway onto "Gateway" as xxx.xxx.xxx Set subnet mask item as xxx.xxx.xxx Save all "8"

# 6.4 Broadcom's ASF Configuration Utility

On Windows 2000 OS environment, launch Broadcom's ASF Configuration utility by clicking,

Start  $\rightarrow$  Programs  $\rightarrow$  Acer Server Management Suite  $\rightarrow$  ASF Configuration

In this utility, you can get detail ASF configuration and set management console IP etc.

Network Adapters	🔽 ASF Enable	? Help
[0005] Broadcom NetXtreme G	ASF Parameters RMCP WoL on ARP/RMCP	Management Console IP 192 . 168 . 1 . 110
	Heartbeat Interval (in Sec.)	IP Address 192 . 168 . 2 . 230
	SM Bus Address of the Adapter	Subnet Mask 255 . 255 . 255 . 0
	PET Retransmit Interval (in Sec.) 10 Legacy Device Poll Interval (inSec.) 4 View Detail ASF Configuration	Default Gateway 192 . 168 . 2 . 10
		ASF Firmware Version: BRCM ASF v2.02
		SNMP Community: public
• •	Refresh	

# **7 Frequently Asked Question**

## 7.1 General

### 7.1.1 What is Acer Server Manager? How is it used?

The Acer Server Manager Version 5.2 is one of the Acer Technologies' Server Management Solutions. With this management software, administrators can monitor the health and utilization of server systems, locally and remotely.

The Acer Server Manager software consists of three components:

#### • Console

The Console offers a standard MMC (Microsoft Management Console) GUI. This allows the system administrator to access the remote Management Server to manage the Agent.

Server

The Server runs on the management server. It extends the standard WMI software, which is available by default with the installation of a Windows Operating System.

Server evaluates requests for information from the WMI consumer (in this case, the Console), identifies which WMI provider has the information, retrieves the system information and perform data process and analysis, then returns the data to the consumer.

• Agent

The Agent runs on the managed node. It extends the standard WMI software, which is available by default with the installation of a Windows Operating System.

Agent catches requests for information from the WMI consumer (in this case, the Server), getting the data by executing WMI provider, and sends the data to the consumer. Acer Server Manager extends the standard Windows software with 2 WMI providers, the SMBIOS provider and the IPMI provider.

## 7.2 Installation and Configuration

### 7.2.1 Can't access the Agent with a newly added user account.

Q: I added a new user account and set up its permission to access the Agent following the procedure in this manual, but I failed to use this new account to access the Agent remotely.

A: When you are adding a new user account, the option "User must change password at next logon" might be checked. If so, you have to logon to the server and change your password before you can use that Account/Password to access the Agent remotely, or you can start Control Panel -> Administrative Tools -> Computer Management, and find this user under \Computer Management (local)\System Tools\Local Users and Groups\Users, right click on the user, and select "Properties", and set the account properties there.

📮 Computer Management				<u>_ 8 ×</u>
	1 🗟 😫			
Tree	Name	Full Name	Description	
Computer Management (Local) System Tools System Tools System Information Performance Logs and Alerts Shared Folders Device Manager Cocal Users and Groups Cocal Users Groups Storage Disk Management Disk Defragmenter Logical Drives Removable Storage Services and Applications	admin Administrator benny Guest jiff TsInternetUser	admin benny  Jiff Shen  Osa TsInter  User name:  Full name:  Description:  Password:  Confirm password  User canno  Password i  Same and a same	Built-in account for administering the Built-in account for guest access to t	? ×

# 7.2.2 Acer Server Manager reports "IPMI does not exist" while BMC is available

Q: I installed the Agent on a platform with BMC and IPMI support, but error message "IPMI does not exist" was reported when I was trying to access the "Management Controller Information".

A: The Agent tries to detect BMC and IPMI support only during the installation procedure. Please make sure the BMC card was plugged firmly and configured properly at that time, otherwise, the Acer Server Manager would fail to find IPMI. If BMC is present and the Console reports "IPMI does not exist", please make sure BMC is alive, and reinstall the Agent.

# 7.2.3 Why is it that sometimes I can see IPMI SEL on the tree and sometimes I don't?

Q: On the "hardware" node on a platform with IPMI support, I see a node for "IPMI SEL" but I cannot find a node for "SMBIOS SEL". On a platform without IPMI support, it is the other way around. Why?

A: The Acer Server Manager keeps track of the hardware capability of each managed node. On a platform with IPMI support, the Acer Server Manager knows that a BMC is available. So retrieves system event log entries (SEL) from the BMC. On a platform without IPMI support, it knows that BMC is not available.

# 7.2.4 Why is it that on a platform with IPMI support, I do not see the node for OS

Q: I can normally retrieve OS information from the OS node on the tree. But sometimes, the OS node would not appear.

A: The OS node would not appear if you added the server to the tree using its OOB IP address, and the OS on the server was not active when the addition is made. Delete the computer and add it back, or run Discovery again.

# 7.2.5 Why is it that I keep getting an error when I tried to retrieve OS data?

Q: I can normally retrieve OS information from the OS node of the tree. But sometimes, I keep receiving an error message.

A: Check to see if the OS is active. One way to find out is that if you run Discovery again, if the OS is not active, it would not appear on your In-Band list.

### 7.2.6 Out-Of-Band UserID/Password

Q: How do I set up OOB userid/password? When do I need one?

A: Acer Server Manager v5.2 does not provide the facility to set OOB userid/password. You would need an OOB userid/password when you add a new server to your managed tree, or when you perform Power On/Off functions. Some manufacturers preinstall an "anonymous" userid with no password at the factory.

### 7.2.7 Cannot add a server to the Managed-node tree

Q: I run discovery and found this server on the In-Band list. But I cannot add it to the tree.

A: Please make sure that this server is on the same LAN segment or in the same Windows workgroup. The easiest way to do this is to check "My Network Places" in Windows. Our discovery logic crosses LAN segments and Windows workgroups. But WMI has limitations. We do depend on WMI on a lot of our operations. Move the server to the same LAN segment/workgroup.

### 7.2.8 Auto-Discovery

Q: I added a new server, installed with an Agent to my network. Will it automatically appear on my Managed tree?

A: No. We do not perform auto discovery in Acer Server Manager 5.2. You need to add it manually, or run Discovery.

## 7.2.9 Configurations for Alerts

Q: Can I change the alert settings?

A: In the Alert component, you can change the filters, the corresponding actions and the CPU/Memory/Disk Usage thresholds In Acer Server Manager 5.2, we do not allow the user to change the other settings.

## 7.2.10 CPU Usage Alerts

Q: I have a workload that occasionally drives the CPU to run at 100% busy? Would I receive CPU Usage alerts continually?

A. No. We take samples on CPU busy once every 10 seconds. Only if 10 of the last 12 samples exceed 90% would a CPU Usage alert be generated. Furthermore, we do not alert the user for the same event more than once per minute. The most CPU Usage alert that you would get is 1 per minute.

# 7.3 What is planned for future releases of Acer Server Manager?

The following features are planned for future releases of Acer Server Manager:

- Support for additional operating systems (Linux, Netware, SCO)
- System resources management
- Additional system information
- Out-of-band management through serial port
- Console redirect

# Appendix A: Acer Server Manager Version 5.2 Quick Installation Guide

### **System Requirements**

#### Agent

- Intel Pentium III, 500 MHz
- 128MB of RAM
- SCSI/IDE hard drive with at least 100MB Disk space available
- Microsoft Windows NT 4.0, Windows 2000 Server/Advanced server

#### Server

- Intel Pentium III, 500 MHz
- 128MB of RAM
- SCSI/IDE hard drive with at least 100MB Disk space available
- Windows 2000 Server/Advanced server

#### Console

- Intel Pentium III, 500 MHz or faster
- 128MB of RAM
- SCSI/IDE hard drive with at least 100MB Disk space available
- Microsoft Windows 2000 Professional/Server/Advanced Server/Windows XP Professional
- Ethernet Card

### System Setup

#### **Installing Agent**

- 1. Make sure Windows 2000 is installed successfully, and the server is connected to the network. This procedure will allow you to diagnose and resolve networking issues before you start to install and configure the Agent.
- 2. Logon to Windows 2000 using the Administrator account
- Insert Acer Server Manager Version 5.2 CD into CD-ROM drive, the installation program will run automatically, if it does not, in Windows Explorer, double-click on "<CDROM Drive Letter>:\setup.exe". This will bring up the installation program.
- 4. Follow the installation wizard until you are prompted to choose a destination directory. You can choose the default location "C:\Program Files\Acer", or specify another location.
- 5. Next screen allows you to choose the proper components you want to install, Choose the "ASM Agent".
- 6. Click on "next", and follow the wizard to finish the procedure.

#### **Installing Server**

The installation procedure for the Console is the same as installing the Agent, expect for choosing "ASM Management Server" instead on step 5.

#### **Installing Console**

The installation procedure for the Console is the same as installing the Agent, expect for choosing "ASM Console" instead on step 5.