

BrightWorks 2.0 Release Notes

BrightWorks Version 2.0 for Novell Netware

March 15, 1995

*This document contains important information not available in the BrightWorks documentation or online help. **Please read it completely before installing.***

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Technical Specifications

File Server general requirements :

Network Operating System: Novell NetWare 3.11 or later
Network Disk Space: 18.5 MB required; 25 MB recommended
Btrieve Database Access: BTRIEVE.NLM and BSPXCOM.NLM
v6.X or later
Server memory: 12 MB required; 16 MB or higher recommended
CLIB.NLM version 3.12g or higher

Novell NetWare 3.11 - specific requirements :

CLIB 3.12g or higher
LSLENH.NLM v1.01 or higher
PATCHMAN.NLM v2.3 or higher
MSM.NLM v2.2 or higher
A topology support module that corresponds to your particular topology
examples:
 ETHERTSM.NLM for Ethernet networks
 TOKENSM.NLM for Token Ring networks
The Latest LAN drivers (*.LAN)

These files are available on CompuServe in the following locations:

CLIB.NLM Go NOVLIB
Library 4
LIBUP3.EXE

All others: Go NOVFILES
LANDR3.EXE

Both files are self-extracting executables.

1. Expand them into your SYS:SYSTEM directory to replace older versions (Ensure that the old versions are not marked "Read Only").
2. Then add the line:
 Load LSLENH
 prior to the statement loading the LAN driver in your AUTOEXEC.NCF file.
3. Down the server and restart it.

Novell NetWare 3.12 - specific requirements

The only new file required is:
CLIB.NLM v3.12g or later
This new module is available on CompuServe
Forum: Go NOVLIB
Section: Library 4
File: LIBUP3.exe

The file is a self-extracting executable. After expanding, copy CLIB.NLM into the SYS:SYSTEM directory. Down the server and restart it.

BTRIEVE.NLM requirements

Use BSETUP.NLM to configure the BTRIEVE.NLM for the following options:
- 200 open files
- 1000 file handles

Maximum Packet Receive Buffers requirements

If the setting for maximum receive buffers is less than 200 you should increase the setting to 200 (this can be done right at the file server console and you should also modify the Autoexec.ncf to reflect the new setting.) This is what you need to type at the File Server console: Set Maximum Receive Buffers = 200.

As a rule of thumb you should increase the amount of packet receive by 200 for each protocol loaded on the file server. (e.g. If you were loading the Appletalk protocol then the Maximum packet receive buffers should be set to 400.)

Administrator Console Requirements

Operating System: DOS 5.0 or later

User Interface: Microsoft Windows 3.1X in Enhanced mode

Retrieve Database Access: server based - BREQUEST.EXE 6.1 or later

CPU: 386SX or better

RAM: 4 MB or higher

Mouse: required for Reporting and the Usage Monitor

Monitor: VGA or better

Workstation Requirements

Operating System: DOS 3.3 or later, OS/2.21 or later, Macintosh System 7 or higher

Macintosh: NetWare Client for Macintosh software, EtherTalk II (recommended)

New Features in BrightWorks 2.0

Metering:

Full Enterprise Metering Support:

- Multi-server metering and load balancing - global sharing of application licenses, supports IP.
- Multi-server metering reporting - global reporting of application license compliance and usage.
- Centralized Enterprise Administration - management of all servers from one administration screen.
- Enterprise Application Usage View - view the usage enterprise applications from one graphical screen.

Extended Platform/OS Capabilities:

- NLM-based metering for MAC clients on NetWare 3.x and NetWare 4.x.
- 1000-user NetWare 3.x/4.x Support.

Continued Expertise in Metering:

- Novell group metering.
- Flexible enforcement of metered applications.
- Time-based restriction of access to metered applications.
- Meter individual files of suites as well as whole suite applications.
- VIP User Metering.
- License replication to other servers.

Inventory:

NLM based audit process:

- frees the administrator console
- allows for timed audits without maintaining a login to the server
- optimized to minimize server utilization

Improved View Inventory screen

- Customizable spreadsheet interface allows you to choose the inventory components to be displayed

Enhanced equipment collection

- Collection of COMPAQ asset management information:

- Asset Tags
- Chassis S/N
- System board revision levels
- Monitor information
- Machine Identification

- Increased flexibility of equipment collection frequency - for example, collect hardware daily, system files weekly, and software monthly, all from a single EQUIP statement.
- EQUIP command line switches to collect asset tags, department, and location.

Distribution:

PowerScript language

Server Monitoring

NetTune Pro Server Monitoring and Optimization

Help Desk WorkFlow Management

Lan Support Center

Installation Requirements

To install BrightWorks, you must:

- Log in to the network as SUPERVISOR or equivalent.
- Run Windows 3.1X in enhanced mode.
- Have the following line in the [386Enh] section of your SYSTEM.INI file:
network=*vnetbios, vnetware.386, vipx.386
- Have at least 2 MB of temporary space on the local drive of the installation PC.

If using Windows for WorkGroups, there needs to be the line:
device=vipx.386
in the Network section of the SYSTEM.INI.

To perform an Upgrade Install, you must also have:

- Have BTRIEVE.NLM and BSPXCOM.NLM running on the file server (Type BSTART on the servers console to load)
- Have BREQUEST.EXE v6.1x running on the installation PC
- Unload the previous version of SiteMeter's NLMs (not required but suggested)

Install Error Messages

"Error calling DLL function." This indicates that install was unable to find PROGLIB.DLL or NETWARE.DRV did not load or was not configured in your SYSTEM.INI file.

This could occur if the NetWare shell was not loaded before running Windows or if the wrong NetWare driver was loaded for Windows. Please refer to the installation requirements mentioned in Section 2 of this document.

"Setup is unable to copy the installation support file *.lib to a temporary location. Make more space available and try again."

Ensure that you have a sufficient amount of temporary space available for installation approximately, 1.5 MB is required.

"Error 31 - Unable to locate log file "SYS:\SYSTEM\SITEMETR\SITEDATA" because the file does not exist or SiteMeter 4.x was installed incorrectly. Migration will continue without migrating log data."

SiteMeter will in fact install correctly, however, the reporting information will not be migrated from the previous version (the metered applications, groups and users will be migrated). (This is incorrect in the SiteMeter manual.)

"Unable to copy or decompress file: FILENAME. Make sure that you have permission to write to the designated path and that you include the drive letter and that there is enough space on the destination disk."

You will receive this error message if : 1) you do not have enough disk space; 2) you do not have the write permission or; 3) the file is flagged as read only.

"Migrate error 21. Cannot open a data table necessary for the migration."

Verify that BTRIEVE.NLM and BSPXCOM.NLM are loaded on the file server.

Additional Information

Metering:

To Determine What Files To Meter

If you are having trouble metering an application, and you have defined the application's EXE file as the file to meter, the one you have chosen may not be the correct one. By using the MONITOR console utility from your file server, (or from a workstation using RCONSOLE), you can determine what files are being opened, and which files stay open. Enter Connection Information, choose a user and have that user open the specified application. MONITOR displays all files that are opened and closed. Meter the file that stays open throughout the user's whole session.

Metering NLM file switches

- n Use this switch if you do not want to load the NWSNUT.NLM. (This will have no effect on metering however, the activity for the NLMs will not be displayed on the server's console so it will use less file server memory). This switch is available with the following NLMs: SITEMETR.NLM, SMRENT.NLM and SMRRPT.NLM.

NOTE: If you do not want NWSNUT loaded at all you must use the -n when loading all of the NLMs.

- g Use this switch with the SMRENT.NLM (load balancing NLM) to display only licenses granted and returned to/from the NLM. The default is display all activity.
- d# Use this switch to increase the delay for SMRPROXY to notify SITEMETR on closes. When launching a DOS application or a Macintosh application a series of open and closes occurs on the file server. The multiple open and closes may deny multiple queued Users access to the application. The queued User will receive a message of the applications availability and once launched the User will be placed back into the queue. By default, when SMRPROXY is loaded there is a 3 second delay before SMRPROXY will notify SITEMETR of application usage. If you experience the scenario mentioned above unload SMRPROXY from the file servers console and reload using the -d# switch. (where # is the amount of seconds for the delay {e.g. load SMRPROXY -d5 - this increases the default to be 5 seconds}).

Loading BTRIEVE.NLM from AUTOEXEC.NCF

If any other NLM loaded on the file server requires BTRIEVE.NLM and the NLM autoloads the BTRIEVE.NLM, you must place BSTART before that NLM's load line in the AUTOEXEC.NCF file. (e.g. The AFP.NLM will autoload BTRIEVE.NLM with the default settings and not the required settings for SiteMeter.)

Purging Metering Usage Data

Currently there are two methods available to perform a data purge, depending on whether or not you are using Enterprise Reporting. Use one of the following procedures to purge the usage data.

- A. Enterprise Reporting Method - if you would like to retain your Usage

data for future reference, you need only to make backup copies of the prepared data files. Use the following method to purge and save the Usage files:

1. Use the 'Prepare Report Data' function to make consolidation copies of your data files.

The prepared files will be placed in the BWORKS.200\PREPARED directory and can then be moved to your desired storage location, if you wish to save them for future reference.

Your current Usage Log files are automatically purged after the data is consolidated. (For a full explanation of 'Prepare Report Data' please see Chapter 7, Preparing Data for Consolidation, in the Using SiteMeter manual).

2. In order to restore this previous data, you need only copy these consolidated files to the BWORKS.200\CONSOLID directory, and the data will then automatically become available.

B. Local Metering - if you are not using Enterprise Reporting, and would like to backup the Usage Data before purging, you will need to manually copy the data files from the BWORKS.200\LOCAL directory to a desired storage area. The data files you will need to copy and purge are:

MTL.DAT (Metering Logging file)

MSL.DAT (Multi-Server Logging file)

Follow these steps to purge Local Metering Usage Data:

1. Exit BrightWorks at the workstation.
2. Unload the SiteMeter NLMs from the server by typing STOPMETR at a console prompt.
3. From the workstation, copy the above named data files from the BWORKS.200\TEMPLATE directory to the BWORKS.200\LOCAL directory. Be sure to Overwrite the existing files.
4. Re-load the NLMs at the file server, and restart BrightWorks at the workstation. The Usage logs will now be cleared.

Downing the Server with the SiteMeter NLMs loaded

All of the SiteMeter NLMs must be unloaded before the server can be downed. You can type in STOPMETR at the file server console. (The STOPMETR.NCF file will unload all of the SiteMeter NLMs as well as the BTRIEVE.NLM and BSPXCOM.NLM. If another NLM that is loaded requires BTRIEVE the BTRIEVE NLM will not be unloaded.)

Passwords and Enterprise Reporting

A Password is required for Enterprise Reporting. You must set a password for each Reporting Domain for Enterprise Reporting to work properly.

Configuring Reporting Domains:

When configuring Reporting Domains you must be attached to the Collector in order to enter the Reporting Domain Name for the providing file server. (refer to chapter 7 of the Using SiteMeter manual)

Exporting Reporting Data

Before exporting larger files ensure that you have a sufficient amount of disk space.

To determine whether you have enough disk space use the following formula:

$$1.5 \times (\text{MTL.DAT} + \text{MSL.DAT}) = \text{required disk space}$$

NOTE: To determine the *.DAT files size go to your SiteMetr\local dir or the SiteMetr\global dir (Global = Enterprise).

If you find that you do not have enough disk space you can export the file using Crystal Reports. Please refer to the Crystal Reports Help located in the McAfee Group.

Known Problems

General

Symptom: When Smart launching any of McAfee's products from the Toolbar or from NMS and you receive a message that the product is not configured for Brequest .

Solution : perform a dir in the products directory. Make sure that the WBTRCALL.DLL is the same as the file on the first diskette (the file should be approximately 13K).

Metering

Symptom: In some constrained environments (NetWare 4.x), unloading the SMRPROXY may cause a hang or an abend.

Workaround: unload the NLM when no users are logged in to the server.

Symptom: Some applications launched from a Networked User Windows install will not release.

Workaround: If this happens have the User exit Windows and relaunch.

Symptom: After Exporting data the SiteMeter console may appear to be frozen for a couple of minutes.

SolutionWorkaround: The console will become available after a few minutes.

Symptom: Queued Users with VLMs loaded will receive the following message: 'Access to the specified device, path or file is denied.' prior to the actual queue message.

SolutionWorkaround: This message is embedded in the Netware VLM shell, and cannot be intercepted.

Symptom: When using APPMAN as a desktop shell and you try to create an ICON or look at the properties of the ICON for an application that is being metered, SiteMeter will detect this as a Current User.

Solution: none available at this time

Symptom: If a Metered Application does not release upon exiting the application and you release the application from the SiteMeter console, occasionally when the same application is launched within the same Windows session the Application may not appear to be in use on the SiteMeter console.

Workaround: End and restart the Windows session.

Symptom: Macintosh executable filenames may appear truncated when defining Metered Applications.

Solution: None available at this time, as our Windows based console does not yet support long filenames.

Symptom: Upon loading any of SiteMeter's NLMs you receive 'Unable to connect to the database.'

Solution(s):

- 1) Change to your SYS:\PUBLIC directory
- 2) At the DOS prompt type in "Type DBAPI.GUV"(this is a hidden file)
- 3) Verify that the path that is the value in the DBAPI.GUV file for "SITEMETER500=" is pointing to is exactly where the Brightworks\LOCAL directory exists.
- 4) If not, change the DBAPI.GUV file attributes to be RW (read/write) and -H (not hidden)

- 5) Edit the file to reflect the proper path.
- 6) Change the file attributes back to RO (read only) and H (hidden).
- 7) Reload the NLMs.
- 8) If that does not correct the problem copy a new FILES.CFG file from the BWORKS.200\TEMPLATE directory to the BWORKS.200\LOCAL directory.

Reporting

Inventory

Symptom: "Btrieve error 12:File not found" while using BrightWorks administrator console.

Solution: 1) Ensure that the mapping to the BrightWorks directory was not done from within Windows. If the mapping was done within Windows, end BrightWorks, exit Windows and perform the drive mapping from the DOS prompt. 2) If you are using APPMAN as a Program Manager replacement, edit the properties of the BrightWorks icon to change directory to the BrightWorks directory. 3) If you are launching BrightWorks from a "File..Run" command, or from the file manager, create an icon for the program, or use the one created at install.

Symptom: EQUIP.EXE fails (in login script, batch file, or manually at DOS) with error "File not Found. Could not open transaction file" when LOGIN.EXE v4.xx has been used.

Workaround: explicitly map a drive to the directory that you plan on running EQUIP.EXE from.

Symptom: Incomplete/inconsistent collection of File Server Hardware data.

Solution: None at this time. This is due to the unavailability of necessary calls in the Netware API in different versions of NetWare. The grid below shows what you can expect to be collected in specific server environments.

	2.X Server Info		3.X Server Info		4.X Server Info	
	3.X	4.X	3.X	4.X	3.X	4.X
OS NLM Loaded ON						
NetOS Version	√	√	√	√	√	√
NETOS Serial	√	√	√	√	√	√
Server Net Address	√	√	√	√	√	√
Server Node Address	√	√	√	√	√	√
Volume Name	√	√	√	√	√	√
Volume Size	√	√	√	√	√	√
Volume Free Space	√	√	√	√	√	√
Total Disk Space	√	√	√	√	√	√
Total Disk Free Space	√	√	√	√	√	√
Lan Board Address	√	√	√	√	√	√
Lan Board Type	√	√	√	√	√	√
Lan Board Settings	√	√	√	√	√	√
CPU	√	√				√
BUS						√
Memory	√	√				
Physical Disk Drive		√				
Config (heads/cylinders)						
Disk Drive Definition (manufacturer info)						

Desktop Control Language

Symptom: The MAP command did not work with DCL's NetAttach because of a bug in Novell's NETX.VLM.

Solution: This bug is fixed in the 1.2 release of VLMs from Novell.

Additional Error Messages

The following Database Errors are not documented in the Using SiteMeter Manual.

- 200 Memory allocation error.
Low on memory. Please close some applications, and try again.
- 201 Unsupported database engine.
Please check for the correct version of the DBAPI.DLL in the SITEMETR directory.
Additionally, check to see if you have the right database dll, for example if you are using Btrieve check for the WBTRCALL.DLL, or CB5.DLL for DBase.
- 205 Network related problem.
- 209 Error reading a configuration file, check for a valid DBAPI.GUV in the SYS:PUBLIC directory, FILES.CFG file in the SITEMETR\LOCAL directory.
- 210 Maximum connections reached.
Your server has run out of database handles, please go into BCONSOLE on the server and increase the number of the file handles.
- 211 Data files may be corrupted!
Please call McAfee technical support.
- 212 Error establishing new connection to Data Base engine.
Please check to see that the BTRIEVE.NLM and BSPXCOM.NLM are loaded.
- 215 Bad database table ID, ensure a valid FILES.CFG file.
Copy a new FILES.CFG from the SITEMETR\TEMPLATE to the SITEMETR\LOCAL directory.

Files

