

Chapter 2 Installation and Configuration

The previous chapter introduced LAN Support Center. This chapter describes the installation procedures for LAN Support Center and provides an installation troubleshooting section. It also discusses the configuration of Novell's Btrieve record manager.

NOTE:

Before continuing, use the DOS DISKCOPY command to make a working copy of the LSC distribution diskettes.

What's in this Chapter

The following chart describes the sections in this chapter:

SECTION	DESCRIPTION
Before Installation	Lists several requirements that must be met before installing the LSC software.
LSC Installation Instructions	Provides instructions on installing LSC. The options are: Basic Install, Custom Install, Upgrade and Conversion. The procedures for each option are discussed in their separate sections in this chapter.
Uninstalling LSC	Provides procedures for removing the LSC software.
Installation Troubleshooting	Lists the messages that might display during the installation procedure.
Btrieve Configuration Options	Presents the alternatives for configuring the Btrieve Record Manager.

Before Installation

LAN Support Center can be used in either a stand-alone or a networked environment. In both cases, you must run Windows 3.1 in enhanced mode.

LSC and NetWare

For LSC installation and use on a Novell NetWare network, the following file versions are recommended:

- IPX version 3.10
- NETX version 3.26 or greater
- VIPX version 1.13
- NETWARE.DRV version 2.02
- VNETWARE.386 version 1.06
- Windows version 3.1 (enhanced mode)

NOTE:

If you are using ODI drivers instead of IPX, you must have the following:

- LSL version 1.2 or 2.01
- IPXODI.COM version 1.2 or 2.1

The latest versions of these files can be found on CompuServe in Library 5 of the Novell Libraries (GO NOVLIB; Lib 5). As of this writing, the current IPX, NETX, and IPXODI are contained within the self-extracting file DOSUP9.EXE.

The current versions of the Novell support drivers for Windows (VIPX.386, VNETWARE.386, NETWARE.DRV, etc.) can be found in the self-extracting file WINUP9.EXE.

NOTE:

As these drivers are updated and added to the CompuServe file, the number within the CompuServe filename will increment. For example, if Novell were to release a newer IPX and add it to DOSUP9.EXE, the name would change to DOSUP10.EXE.

Determining Version Numbers

You can determine the versions of the above software by using the following methods:

- To determine the installed version of IPX and the NET shell, use the Novell NVER command.
- To determine the version and mode of Windows, run Windows and choose the About Program Manager command from the Program Manager Help menu.
- To determine the version of your Novell Windows support drivers, use the Novell VERSION command. For example, type:

```
VERSION VNETWARE.386 <ENTER>
```

- To determine the version of your IPXODI.COM file, use the Novell VERSION command. For example, type:

```
VERSION IPXODI.COM <ENTER>
```

LSC Installation Instructions

This section provides the step-by-step instructions necessary to install LAN Support Center.

Follow the steps below to install LSC. You can exit the installation at any time by choosing the Exit button in the lower right corner of the installation screen.

1. **Run Windows 3.1 in enhanced mode.**
2. **Place distribution diskette #1 in your floppy drive.**
3. **Choose the Run command from the Program Manager File menu.**

The Run dialog box displays.

4. **In the Command Line field, enter the drive letter of the floppy drive where you inserted the distribution diskette. Enter the SETUP command, and then choose the OK button.**

Your Run dialog box should look similar to Figure 2-1.

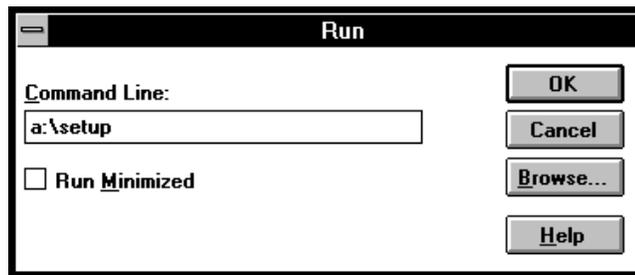


Figure 2-1: Initiating the LSC Install Procedure

Upon choosing the OK button, a Log File named LSC300.LOG is created and placed in your local WINDOWS directory. The Log File is an ASCII file listing the date, time and location of the LSC installation.

The Log File also lists any errors that occurred during installation. If an error that prevents completion of the installation process occurs, the Log File automatically displays.

5. If LSC finds an existing Log File, you are asked if you want to overwrite the old file.

If you answer Yes to this prompt, the existing file is overwritten and the install program continues. If you answer No, you are prompted to enter a new Log File name for this LSC installation.

After responding to this message, the Install Options dialog box displays.

6. Select one of the following install options, and then choose the OK button.

- Basic Install** - runs the install process with minimal user input; automatically creates the Program Manager group McAfee (if not found) containing the LSC program icon, LSC README file icon and Crystal Reports icon. Refer to the instructions on page 25.
- Custom Install** - allows you to choose specific install actions: install LSC program files on the file server, serialize product executables, create the McAfee Program Manager group and the program icons, and install the Crystal Reports software. Refer to the instructions on page 27.
- Upgrade** - allows you to upgrade your existing LSC 2.02 software and database files with minimal user input. Refer to the instructions on page 29.
- Conversion** - allows you to convert additional LSC 2.02 database files. Refer to the instructions on page 32.

NOTE:

The Conversion option allows you to convert multiple LSC 2.02 database files. Before choosing the Conversion option, the LSC 3.0 software must already have been installed using the Basic, Custom or Upgrade install options.

Refer to the appropriate section in this chapter for procedures regarding the selected option.

Basic Install Procedure

The Basic Install process automatically performs the following operations:

- Installs the LSC software
- Installs the LSC license
- Installs the Crystal Reports software into the LSC program directory
- Creates a Program Manager group McAfee containing the following program icons: LSC 3.00, LSC README, Crystal Reports

Continue with the following steps to complete the Basic Install procedure:

- 7. In the Enter Pathname dialog box, enter the full pathname to where the LSC files should be copied and choose the OK button.**

LSC will create the directory if it does not exist. (LSC will only create one subdirectory level.)

If LSC already exists in the specified directory, a prompt displays asking whether or not you wish to replace the existing copy of LSC. Choose the Yes button to overwrite the existing files, or choose the No button to abort the installation.

- 8. The install program prompts you for each LSC program diskette. Place the requested diskette in the floppy drive, and choose the OK button to continue.**
- 9. In the Enter Serial Number dialog box, enter the serial number of your LSC software and choose the OK button.**

The serial number is the *last 7 digits* located on the label of your distribution diskettes.

- 10. In the Enter Company Name dialog box, enter your Company Name and choose the OK button.**

The length of the Company Name must be between 1 and 20 characters.

- 11. In the Modification of WIN.INI dialog box, choose either the Yes or No button to continue.**

- Choosing the Yes button** - By choosing this button, your existing local WIN.INI file is backed up as WIN.BDI. In the [Extensions] section of the new WIN.INI file, the following line is added:

```
rpt=CRW.exe ^ .rpt
```

- Choosing the No button** - By choosing this button, your existing WIN.INI file is not modified. The changes that need to be made to the WIN.INI file (listed above) are saved in the file named WIN.BDI.

12. Several messages display recommending that you modify your WIN.INI file (as in step #11 above), check the LSC log file, and review the LSC README file. Choose the OK button after reading each message.

To view the LSC log file, use any text-based program (e.g., Notepad). To open the README file, double click on the icon in the McAfee Program Manager group.

Custom Install Procedure

The Custom Install process gives you the option to perform any of the following operations:

- Install the LSC software
- Serialize the LSC product executables
- Install the Crystal Reports software
- Create a Program Manager group McAfee containing the following program icons: LSC 3.00, LSC README, and Crystal Reports (if installed)

Continue with the following steps to complete the Custom Install procedure:

- 7. In the Custom Install Options dialog box, select the desired install option(s), and choose the OK button.**

Place a checkmark next to the install options you want to perform.

The prompts which subsequently display depend on the install option(s) you select here.

- 8. In the Enter Pathname dialog box, enter the full pathname to the LSC program directory and choose the OK button.**

If you are installing the software for the first time, then specify the full pathname to the directory in which the files should be copied.

If you have already installed the software and you are installing the license or creating the Program Manager group at this time, then specify the full pathname to the directory in which the LSC files already exist.

LSC will create the directory if it does not exist. (LSC will only create one subdirectory level.)

If you have selected the “Install files to your desired drive” option and the LSC files already exist in the specified directory, a prompt displays asking whether or not you wish to replace the existing copy of LSC. Choose the Yes button to overwrite the existing files, or choose the No button to keep the existing files.

- 9. The install program prompts you for the LSC program diskettes. Place the requested diskette in the floppy drive, and choose the OK button to continue.**

The disks you are prompted for depend on the install options you selected in step #7 above.

10. In the Enter Serial Number dialog box, enter the serial number of your LSC software and choose the OK button.

This prompt displays if you are installing the LSC software or the LSC license.

The serial number is the *last 7 digits* located on the label of your distribution diskettes.

11. In the Enter Company Name dialog box, enter your Company Name and choose the OK button.

This prompt displays if you are installing the LSC software or the LSC license.

The length of the Company Name must be between 1 and 20 characters.

12. In the Modification of WIN.INI dialog box, choose either the Yes or No button to continue.

This prompt displays if you are installing the Crystal Reports software.

- Choosing the Yes button** - By choosing this button, your existing local WIN.INI file is backed up as WIN.BDI. In the [Extensions] section of the new WIN.INI file, the following line is added:

```
rpt=CRW.exe ^.rpt
```

- Choosing the No button** - By choosing this button, your existing WIN.INI file is not modified. The changes that need to be made to the WIN.INI file (listed above) are saved in the file named WIN.BDI.

13. Several messages display recommending that you modify your WIN.INI file (as in step #12 above), check the LSC log file, and review the LSC README file. Choose the OK button after reading each message.

To view the LSC log file, use any text-based program (e.g., Notepad). To open the README file, double click on the icon in the McAfee Program Manager group.

Upgrade Procedure

The Upgrade option installs the new LSC software and converts the existing 2.02 data files into the new format.

NOTE:

Backup all existing LSC files before upgrading the LSC software.

The Upgrade from 2.02 install option automatically performs the following actions:

- Installs the LSC 3.0 software
- Converts the LSC 2.02 data files to the 3.0 format
- Installs the LSC license
- Creates a Program Manager group McAfee which contains the following program icons: LSC 3.00, LSC README, Crystal Reports (if installed)

You are also given the option to install the Crystal Reports software into the LSC program directory and to convert additional LSC 2.02 databases to the 3.0 format.

Continue with the following steps to complete the Upgrade procedure:

- 7. In the Upgrade Install Options dialog box, indicate whether you want to install the Crystal Reports software. Then choose the OK button.**

Note that the Crystal Reports software can be installed at a later time using the LSC Custom Install procedure.

- 8. In the Enter Pathname dialog box, enter the LSC 2.02 source directory and choose the OK button.**

The source directory is the directory in which the existing LSC version 2.02 files exist. Specify the full pathname.

- 9. In the subsequent Enter Pathname dialog box which displays, enter the destination directory and choose the OK button.**

The destination directory is the directory in which you want the new LSC 3.0 files to be copied. Specify the full pathname.

If you entered your existing LSC 2.02 directory as the destination directory, then a message displays informing you that the LSC 2.02 files will be overwritten. Choose the OK button to proceed with the upgrade, or choose the Cancel button to specify another destination directory.

- 10. The install program prompts you for the LSC program diskettes. Place the requested diskette in the floppy drive, and choose the OK button to continue.**
- 11. In the Enter Serial Number dialog box, enter the serial number of your LSC 3.0 software and choose the OK button.**

The serial number is the *last 7 digits* located on the label of your distribution diskettes.

- 12. In the Enter Company Name dialog box, enter your Company Name and choose the OK button.**

The length of the Company Name must be between 1 and 20 characters.

- 13. A message displays prompting you to convert the existing LSC 2.02 data files into the LSC 3.0 format. Choose the Convert button to convert the LSC 2.02 data files.**

If you do not want to convert the data files at this time, choose the No button. (You can later use the LSC Conversion option to convert the data files.)

Upon choosing the OK button, the conversion routine begins.

- 14. After the database files are successfully converted, a prompt displays asking if you want to convert a subsequent 2.02 database.**

To convert another database, choose the Yes button.

To exit the upgrade procedure, choose the No button.

- 15. If you answered Yes to the above prompt and wish to convert another database, you are prompted to enter the source directory.**

As in step #8 above, enter the full pathname to the directory in which the additional LSC version 2.02 database files exist.

You can continue to execute steps #14 and 15 for each LSC 2.02 database you need to convert.

- 16. In the Modification of WIN.INI dialog box, choose either the Yes or No button to continue.**

This prompt displays if you are installing the Crystal Reports software.

- ❑ **Choosing the Yes button** - By choosing this button, your existing local WIN.INI file is backed up as WIN.BDI. In the [Extensions] section of the new WIN.INI file, the following line is added:

```
rpt=CRW.exe ^.rpt
```

- ❑ **Choosing the No button** - By choosing this button, your existing WIN.INI file is not modified. The changes that need to be made to the WIN.INI file (listed above) are saved in the file named WIN.BDI.

17. Several messages display recommending that you modify your WIN.INI file (as in step #15 above), check the LSC log file, and review the LSC README file. Choose the OK button after reading each message.

To view the LSC log file, use any text-based program (e.g., Notepad). To open the README file, double click on the icon in the McAfee Program Manager group.

Conversion Procedure

The Conversion option gives you the opportunity to convert any additional LSC 2.02 data files into the new 3.0 format. These converted database files are appended to the data files in your LSC 3.0 program directory.

NOTE:

The LSC 3.0 software must be installed before choosing the Conversion option. Use the Basic, Custom or Upgrade install option to first install the 3.0 software.

Continue with the following steps to complete the Conversion procedure:

- 7. In the Enter Pathname dialog box, enter the LSC 2.02 source directory and choose the OK button.**

The source directory is the directory in which the existing LSC version 2.02 database files exist. Specify the full pathname.

- 8. In the subsequent Enter Pathname dialog box which displays, enter the destination directory and choose the OK button.**

The destination directory is your LSC 3.0 program directory. Specify the full pathname.

Upon choosing the OK button, the conversion routine begins.

- 9. After the database files are successfully converted, a prompt displays asking if you want to convert a subsequent 2.02 database.**

To convert another database, choose the Yes button.

To exit the conversion routine, choose the No button.

- 10. If you answered Yes to the above prompt and wish to convert another database, you are prompted to enter the source directory.**

As in step #7 above, enter the full pathname to the directory in which the additional LSC version 2.02 database files exist.

You can continue to execute steps #7 through 10 for each LSC 2.02 database you need to convert.

Upgrade Conversion Charts

The following charts list the database fields that are converted when upgrading from LSC 2.x to LSC 3.0. The windows or dialog boxes on which the LSC 3.0 fields appear are listed in parenthesis beneath the LSC 3.0 file name.

**LSC 2.x File:
ACCOUNT.DAT**

Account
First Name
Last Name
Voice Phone
Department
NetNumber + NodeAddress

LSC 3.0 File: HLPDSK1C.DAT

(Ticket window, Setup Account dialog box)

Account
First Name
Last Name
Phone
Department
Network Address

LSC 3.0 File: HLPDSK1Z.DAT

(Contact Details and Setup Company dialog boxes)

Account ID
Address 1
Address 2
City
State
Zip
Fax Phone
Data Phone

Company ID
Address 1
Address 2
City
State
Zip
Fax #
Email

LSC 2.x File: CAT.DAT

Category ID
Full Name

LSC 3.0 File: HLPDSK1G.DAT

(Ticket window, Qualification Lists dialog box)

Problem Type
Product Category

LSC 2.x File: DEPT.DAT

Department

⇒

LSC 3.0 File: HLPDSK1D.DAT

(Ticket window, Qualification Lists dialog box)

Department

**LSC 2.x File:
PROBTYPE.DAT**

“LSC 2.x”
Problem Type

⇒

LSC 3.0 File: HLPDSK1G.DAT

(Ticket window, Qualification Lists dialog box)

Problem Type
Product Category

NOTE:

Since the Problem Type in LSC 2.x allows 30 characters, it will be converted to Product Category in LSC 3.0. These product category items will be the related items for the problem type entry of “LSC 2.x”.

LSC 2.x File: CLASS.DAT

Class ID
Full Name

⇒

LSC 3.0 File: HLPDSK1G.DAT

(Ticket window, Qualification Lists dialog box)

Problem Type
Product Category

**LSC 2.x File:
SUPPORT.DAT**

Support Person (initialized)
Support Person
Password

⇒

LSC 3.0 File: HLPDSK1S.DAT

(Setup Staff dialog box)

Staff Initials
Full Name
Password

**LSC 2.x File:
EXPERT.DAT**

Trouble
Reports
Administration

⇒

New Ticket & Edit Ticket
Reports
Setup Staff & Label Options & Qualification List

NOTE:

The password in LSC 2.x will be truncated to the new length of 8 characters. The conversion will determine staff initials for the Support Person. The corresponding rights for each support person will be retrieved from EXPERT.DAT.

LSC 2.x File:
TICKET.DAT

LSC 3.0 File:
HLPDSK1H.DA
T

(Ticket window)

Account	⇒	Account
First Name	⇒	First Name
Last Name	⇒	Last Name
Phone	⇒	Phone
Department	⇒	Department
NetNumber + NodeAddress	⇒	Network Address
Problem Type	⇒	Product Category
Status	⇒	Opened or Closed
Opened by or Assigned To	⇒	Assigned To
Opened Date	⇒	Opened Date
Opened Time	⇒	Opened Time
Closed Date	⇒	Closed Date
Closed Time	⇒	Closed Time

NOTE:

If the Assigned to field in LSC 2.x is blank, then the Opened by field will be converted to the Assigned to field in LSC 3.0. The corresponding ticket number in LSC 3.0 is a combination of the Assigned to initials, the Ticket Date, and the Opened Time. If the status is OPEN or ASSI, the status will be Opened in LSC 3.0. If it is CLOS or INAC, the status will be Closed in LSC 3.0.

LSC 2.x File:
TNOTES.DAT

LSC 3.0 File:
HLPDSK1P.DAT

(Ticket window)

Notes	⇒	Problem Description
-------	---	---------------------

NOTE:

The Notes field on the ticket is converted to the problem description in LSC 3.0.

Uninstalling LSC

Use the following procedure to remove the LAN Support Center program.

- 1. Delete the LSC program directory.**

All LSC executable files and data files will be erased.

NOTE:

To move LSC to another location (e.g., from one file server to another), use the Windows File Manager utility to move the entire LSC program directory. It is highly recommended that you first backup the existing LSC program directory before moving it to another location.

Installation Troubleshooting

If you receive any errors while installing or upgrading LSC, display the log file to view the errors and possible solutions. The errors are listed here for your reference.

A log file with the name LOGFILE was found. Do you wish to overwrite this file?

A prior version of the log file has been detected in your Windows directory. Choose the Yes button to overwrite the existing log file, or choose the No button to specify a new log file name.

Are you sure you want to CANCEL installation?

This message displays if you have chosen to cancel the installation. You must verify the decision by choosing either the Yes or No button.

Converting LSC 2.02 databases requires LSC 3.00 files. Setup could not find LSC 3.00 files in your specified directory. Please choose other upgrade option instead.

You must already have installed the LSC 3.0 software in order to convert LSC 2.02 databases. Choose the OK button in response to this message. Either choose another option to install the software, or specify a valid source LSC 3.0 program directory.

DRIVELETTER is an invalid drive. Choose OK to choose another drive.

You have entered an invalid disk designation. Correct the entry to continue.

Error calling DLL function. This indicates that install was unable to find PROGLIB.DLL or NETWARE.DRV didn't load or wasn't configured in your SYSTEM.INI file.

The install was unable to find a file necessary to continue the installation. Please confirm that your Windows environment is configured to run with NetWare (NETx 3.22 or greater) and that your Windows directory is not MAP ROOTed. Also verify the following:

- The shells are loaded.
- The following line is included in your SYSTEM.INI file in the [386Enh] section:
network=*vnetbios, vnetware.386, vipx.386
- You have Write and Modify rights to your Windows directory.

Install did not find a copy of LSC 2.02 in DESIGNATEDPATH. Please choose another path.

You have chosen to upgrade a previous copy of LSC; however, no copy exists in the designated directory. Choose the OK button in response to this message, and enter a valid LSC 3.0 pathname.

Install found another, possibly older, copy of LSC. Would you want to upgrade this copy?

Install found an older copy of LSC. Choose the Yes button to upgrade the existing LSC files.

Not enough space on DISK to install LSC. Please choose OK to try another target disk.

There is not enough space on your target drive. Either choose another drive or make room on the target disk.

Please enter a company name with a minimum of 1 character and a maximum of 20 characters.

The length of the company name must be between 1 and 20 characters.

Serialization Error: Install encountered a fatal error attempting to serialize LSC.EXE. Please contact McAfee Technical Support at (908) 530-9650.

The install was unable to serialize the executable. LSC cannot be run unless the executable is serialized properly.

The serial number you have entered is not valid. Please enter the last 7 digits of the serial number and password as they appear on the original LSC diskette.

You have entered an invalid serial number.

The target location must be different than the source. Please specify a different location.

When transferring files, the source and destination must be different.

There is not enough space on DISKDRIVE to perform a complete install of LAN Support Center. Choose Yes to continue installing LAN Support Center. Choose No to cancel the installation.

Install detected that there was not enough space on the designated disk drive to perform a complete install. Choose Yes to continue the installation if you are not transferring files or are copying over existing files with the same name.

This installation FAILED/ABORTED. Please run Install again to be sure that LSC is installed correctly. Choose OK to exit Install and view the install log file.

If you received a FATAL ERROR or chose to abort the installation, you will receive this error and then the log file will be displayed automatically.

Unable to copy or decompress file: FILENAME. Make sure that you have permission to write to the designated path and that you have included the drive letter.

The install program was unable to copy or decompress the designated file from the source diskette. Verify your rights and try the installation again.

Unable to create specified path: PATH. Please enter a correct path such as SUBDIRECTORY.

The target path cannot be created. Install can only create one layer of subdirectories.

Unable to create specified path: PATHNAME. Please enter a correct path such as SUGGESTEDPATHNAME.

The target path cannot be created. The install can only create one layer of subdirectories.

You have entered WRONGDISK. Install needs LAN Support Center Disk #CORRECTDISKNUMBER.

You have put the wrong disk into the floppy drive.

Your entry is not a valid 7 digit number. If the serial number printed on your original disk is LSC-300-XXXXXXX, please enter XXXXXXX as the serial number.

The serial number has been entered incorrectly.

Btrieve Configuration Options

LAN Support Center uses the Novell Btrieve Record Manager as its record manager. Btrieve is integrated with NetWare and offers an extremely high performance mechanism for storing information. In addition, Btrieve is the basis for Novell's Network Management System (NMS), which allows McAfee to integrate with this important management platform more easily.

There are two methods of implementing Btrieve:

- Server-based** - All data processing is done at the file server by the Brequestor (the Btrieve NLM or VAP). Each workstation communicates with the NLM or VAP by loading BREQUEST.EXE in the local PC's memory.

Brequest uses 31-45KB of RAM, depending on the options specified. (Version 6.10 or greater is required when using Brequest with LSC.) It is much faster than the local Btrieve; however, it requires that the NLM or VAP be loaded on the file server.

- Client-based** - Workstations perform all data processing locally. Client-based Btrieve is initialized automatically through the client-based WBTRCALL.DLL file.

LAN Support Center is fully compatible with both methods of access. *It is highly recommended that you use the server-based method, as this will improve the performance of LSC's database access by at least 50% and by as much as 500%.*

NOTES:

a - General instructions for configuring the Btrieve NLM are provided in Appendix D. Refer to your Novell documentation for details on configuring Btrieve.

b - When running the Brequestor, BSPXCOM must also be loaded. Refer to your Novell documentation for details on loading this program.

LSC and Btrieve

LSC is fully compatible with both Btrieve methods discussed in the above section. LSC provides two batch files which configure the program to run with either server-based or client-based Btrieve. Upon installation, LSC is

automatically configured to run with server-based Btrieve (i.e., the Btrieve NLM or VAP).

If you are using local Btrieve instead of Brequest, then you must run the USEBTR.BAT batch file before launching LSC. This batch file renames several files which instruct LSC to look for local Btrieve.

The USEBRQ.BAT batch file provided with LSC renames several files which instruct LSC to look for Brequest. (As mentioned above, this is the default configuration upon LSC installation.)

NOTE:

If you are using local Btrieve, you must run the USEBTR.BAT file before launching LSC. If you use server-based Btrieve later, you must then run the USEBRQ.BAT file before launching LSC.

Both batch files are copied into the LSC program directory upon installation.

- USEBTR.BAT** - The batch file which renames certain files and instructs LSC to look for local Btrieve.
- USEBRQ.BAT** - The batch file which renames certain files and instructs LSC to look for Brequest.

NOTE:

The LSC batch files only need to be run when you have changed the Btrieve method being used. They do not need to be run each time you launch LSC.

This ends the chapter on LAN Support Center installation and configuration. Refer to the next chapter for instructions on getting started with LSC.