

Chapter 1 Introduction

Welcome to SiteMeter, the comprehensive software control solution for your local area network!

SiteMeter is a member of McAfee's family of intuitive LAN support tools, a group of network applications all designed to reduce the cost of LAN ownership.

About SiteMeter

SiteMeter controls your LAN software—so you stay legal. And it helps you reduce your software expenditures.

In addition to offering industry-standard metering methods, SiteMeter also includes an NLM-based process that both eliminates workstation administration and improves security. Now you can meter your network software without a workstation agent.

Plus SiteMeter provides comprehensive reports with *all* the management information you need to make informed decisions about your network.

Because McAfee has been perfecting software metering since 1988, you are getting the most comprehensive package available. Take, for example, the ability to meter suites of applications (e.g., Microsoft Office). With SiteMeter, you can ensure accurate license compliance with groups of files which are governed by a single license agreement.

NOTE:

SiteMeter fully integrates with BrightWorks, McAfee's software management solution. If you purchased BrightWorks, this manual is provided with the product to describe the functionality of BrightWorks' metering component.

SiteMeter's Metering Methods

By providing these options, you can choose the method best suited to your network needs. Multiple methods can be loaded on the same network simultaneously.

File Server Agent Method for DOS

By using a file server agent to meter your DOS, Windows and OS/2 based network software, **no workstation software is required**. Because software usage is tracked at the system level, you gain:

- ☐ Compatibility with NetWare 3.x
- ☐ Tracking of all DOS, Windows, and OS/2 software at the file server via the NLM
- ☐ Metering without workstation software

This method involves the Proxy NLM directly. To use this option you must be running NetWare 3.x. Before a user fully loads an application, the Proxy NLM intercepts the request and checks to verify that the application is available. If the NLM grants permission, the user is permitted to use the application.

Using the Proxy NLM does not consume any additional memory on the workstation and is the least intrusive method of providing software metering.

Workstation Security Agent

In addition to multiple methods of metering, SiteMeter also provides an optional workstation security agent. This method:

- ☐ Is compatible with NetWare 2.x and 3.x
- ☐ Tracks all DOS and Windows software usage via the workstation TSR and file server NLM or VAP
- ☐ Can disable local drives
- ☐ Can prevent execution of local files

The workstation security agent is Swatcher and is a DOS TSR which requires 5K. Swatcher is included in the package but should be loaded only if the above capabilities are required. You can also load Swatcher for metering purposes if you choose not to use the file server agent method for metering DOS applications.

SiteMeter's Components

The License Server NLM/VAP

SITEMETR.NLM/SITEMETR.VAP is the module responsible for granting or denying permission to execute applications. It resides on the file server.

Using this module with one of the metering methods, you can:

- ☐ Control all access to metered applications
- ☐ Track software usage on your network

The File Server Agent NLM

SMRPROXY.NLM is the file server agent method of software metering and file protection for your DOS, Windows and OS/2 software. As users request permission to use applications, the File Server Agent NLM communicates with the License Server NLM/VAP.

Using SMRPROXY.NLM, you can:

- ☐ Determine if the applications are available to run
- ☐ Meter software without any workstation software on DOS workstations for NetWare 3.x file servers

The Workstation Security Agent

SWATCHER.COM is the workstation security agent method for software metering and file protection. It acts as a messenger between the application and the file server.

Using SWATCHER.COM, you can:

- ☐ Automatically log out users who have tried to circumvent SiteMeter capability
- ☐ Restrict local execution
- ☐ Disable local drives

The Usage Monitor

USAGE.EXE is a SiteMeter metering utility that you can make available to your network users. Using this Windows utility, the users can determine who is using a metered application in real time.

With USAGE.EXE, the users can:

- ☐ View a list of both current and queued users of an application
- ☐ Send current or queued users a NetWare Send Message

The View Users Utility

SLOOK.EXE is a DOS program that you can make available to your users to enable them to determine who is using a metered application in real time.

Using SLOOK.EXE the users can:

- ☐ View a list of current users of an application
- ☐ Send current users a NetWare Send Message

Using DOS Slook, a user with SUPERVISOR rights can:

- ☐ View a list of queued users for an application
- ☐ View a list of current users of an application

The Report Utility

SREPORT.EXE generates a variety of reports with useful information about software usage on your network.

Using this Windows application, you can:

- ☐ Determine the number of concurrent, queued and peak users for an application
- ☐ Identify the number of licenses needed to accommodate current need, as well as a 10% increase and a 20% increase
- ☐ Access information about the activity on virus secured files and applications

SiteMeter's Features

SiteMeter is packed with features that aid you in controlling the usage of your network software, such as:

- ☐ Flexible metering methods to give you a choice between NLM and TSR-based metering—using a workstation agent isn't necessary with SiteMeter
- ☐ Easy and simple installation of the metering methods to decrease administrative burden
- ☐ Option to prevent users from using local drives with an optional workstation TSR to help you maintain network integrity
- ☐ Real time trustee rights granting tied to application usage (masking) to control access to sensitive or critical network applications
- ☐ Metering for DOS and Windows programs to ensure compliance with software license agreements
- ☐ Graphical display of software usage to help you make purchase decisions
- ☐ Queue back for metered applications to ensure license compliance and maximize the effectiveness of available resources
- ☐ Suite metering for accurate enforcement of concurrent license agreements for suite applications, such as Microsoft Office
- ☐ Virus protection to prevent costly downtime due to corrupted files

In addition to these capabilities, you can also access other McAfee management solutions from the SiteMeter console by choosing the appropriate tool bar button. Refer to Chapter 3 for instructions on using the tool bar.

If you wish to access McAfee's NetRemote from SiteMeter, choose the Remote tool bar button and then refer to your NetRemote manual for usage instructions.

If you wish to access McAfee's LAN Support Center from SiteMeter, choose the Tickets tool bar button and then refer to your LAN Support Center manual for usage instructions.

If you wish to access McAfee's NetShield from SiteMeter, choose the NetShield tool bar button and then refer to your NetShield manual for usage instructions.

NOTE:

Refer to Appendix E for instructions on enabling SiteMeter smart-launch within NMS.

Environment

The following criteria must be met in order to run SiteMeter:

Server Requirements

- ☐ Network Operating System: Novell NetWare 2.x, 3.x, and 4.0 (with bindery emulation only)
- ☐ Network Disk Space: 15 MB required 25 MB recommended
- ☐ Btrieve Database Access: BTRIEVE.NLM (for SREPORTS only)

Administrator Console Requirements

- ☐ Operating System: DOS 3.3 or greater
- ☐ User Interface: Microsoft Windows 3.1 in enhanced mode
- ☐ Btrieve Database Access: server based: BREQUEST.EXE 6.1 or greater
local based: BTRIEVE.EXE (for SREPORTS only)
- ☐ CPU: 386SX or higher
- ☐ RAM: 2 MB
- ☐ Disk Space: 11 MB
- ☐ Monitor: VGA or better

Workstation Requirements

- ☐ Operating System: DOS 3.3 or greater
- ☐ Btrieve Database Access: server based: BREQUEST.EXE 6.1 or greater
local based: BTRIEVE.EXE (for SREPORTS only)
- ☐ RAM: minimum of 640K
- ☐ CPU: 386SX or higher
- ☐ Ability to restrict access to local drives: SWATCHER.COM TSR 5K

SMRPROXY.NLM Requirements

This section describes the requirements for the SMRPROXY.NLM.

Requirements for NetWare v. 3.11 fileserver:

The new SMRPROXY.NLM which ships with SiteMeter v. 4.2 (and BrightWorks v. 1.1) is '**LSL based**'. That means that to successfully run the SMRPROXY.NLM on NetWare v. 3.11, you must load the LSLENH.NLM on the fileserver. The LSLENH.NLM requires that the PATCHMAN.NLM and the latest LAN drivers (.LAN) be loaded on the fileserver. The latest .LAN

drivers require ETHERTSM.NLM to be loaded on the fileserver (ETHERTSM is loaded for Ethernet network topologies. If the customer has a token ring network topology then TOKENTSM.NLM would be loaded instead of the ETHERTSM.NLM. Likewise, FDDITSM.NLM, RXNETTSM.NLM and PCN2LTSM.NLM are available for their respective topologies). The ETHERTSM.NLM requires the MSM.NLM to be loaded. **Additionally, CLIB.NLM revision 3.12F or later must be loaded.** In short, the following new files are needed:

- ☐ CLIB.NLM v. 3.12f
- ☐ MSM.NLM v. 2.2
- ☐ LSLENH.NLM v. 1.01
- ☐ PATCHMAN.NLM v. 2.3
- ☐ ETHERTSM.NLM, or TOKENTSM.NLM or RXNETTSM.NLM (this depends on the Topology used)

All LAN drivers need to be updated (i.e. NE2000.LAN).

Here is an example AUTOEXEC.NCF file which shows which NLMs need to be loaded :

```
file server name vanwinkle
ipx internal net cafe
```

```
LOAD LSLENH                <--  automatically loads
PATCHMAN.NLM.
```

```
LOAD NE2000 PORT=340 INT=5    <--  automatically loads
MSM.NLM and [ETHER]TSM.NLM.
```

```
bind IPX to NE2000 net=10
set allow unencrypted passwords = on
```

NOTE:

ETHERTSM.NLM is shown in brackets to emphasize that a different 'TSM.NLM' would be automatically loaded by NetWare for a different topology. The topology in this example is Ethernet as indicated by the NE2000.LAN driver which is being loaded.

CLIB.NLM v. 3.12F is available on CompuServe in a self-extracting compressed file. Have the customer log on to CompuServe, GO NOVLIB, LIB 4 and download **LIBUP2.EXE**. The rest of the required files are available in a self-extracting compressed file called **LANDR3.EXE** which is also located on CompuServe. To get LANDR3.EXE, simply GO NOVFILES and then download the file.

LANDR3.EXE 233,440 05-18-94 3:13p

Use the following procedure to update the fileserver.

1. **Copy CLIB.NLM v. 3.12F into the SYS:SYSTEM directory.**
2. **Copy LANDR3.EXE into the SYS:SYSTEM directory.**
3. **Execute LANDR3.EXE in the SYS:SYSTEM directory. Make sure that any older files are not marked 'Read Only' so they are overwritten by the new files.**
4. **Please refer to the STATS.DOC document for further information on the new files and/or special conditions (this file now resides in your SYS:SYSTEM directory).**
5. **At the fileserver Console ':' prompt, type Load Install.**
6. **Select 'Edit Autoexec.ncf'.**
7. **A line needs to be added prior to the load line of the LAN board (please see the example autoexec.ncf file above).**

The line is LOAD LSLENH.

8. **Down the server and bring the server back up.**
9. **Verify that all the required files were loaded on the fileserver (do this by typing Modules at the fileserver console).**

The following files are contained in LANDR3.EXE:

- ☐ STATS DOC 63446 10-06-93 3:55p
- ☐ TOKENTSM NLM 9040 09-30-93 3:30p
- ☐ MSM NLM 15628 10-04-93 1:03p
- ☐ FDDITSM NLM 7847 07-07-93 5:07p
- ☐ MSM31X NLM 16483 10-04-93 1:04p
- ☐ PATCHMAN NLM 9632 02-04-93 10:38a
- ☐ NE2 LAN 4954 10-08-93 10:44a

- ☐ NE2_32 LAN 5066 05-12-93 4:03p
- ☐ NE2100 LAN 7224 09-24-93 4:25p
- ☐ TOKEN LAN 10125 06-07-93 1:29p
- ☐ NE3200 LAN 13811 10-08-93 10:51a
- ☐ LANDR3 TXT 26051 10-27-93 2:12p
- ☐ RXNETTSM NLM 6202 01-06-93 10:04a
- ☐ PCN2LTSM NLM 5691 01-30-93 11:32a
- ☐ NE1000 LAN 4468 01-20-93 3:18p
- ☐ !NVL1301 CFG 1169 03-12-92 2:28p
- ☐ !NVL1401 CFG 986 06-10-92 4:02p
- ☐ !NVL1501 CFG 11994 01-11-93 3:24p
- ☐ !NVL0901 CFG 8293 10-04-90 10:42a
- ☐ FIRMLOAD COM 1628 01-04-91 8:57a
- ☐ @7154 ADF 2657 04-27-92 1:54p
- ☐ XLOAD EXE 13872 08-06-91 4:47p
- ☐ XLOAD DOC 3472 07-06-92 11:00a
- ☐ LDR001 PTF 52920 11-06-91 4:55p
- ☐ LDR001 DOC 3200 07-06-92 11:00a
- ☐ NE2000 LAN 7356 10-08-93 10:47a
- ☐ NE1500T LAN 7226 09-24-93 4:25p
- ☐ TOKENDMA LAN 10861 05-26-93 3:16p
- ☐ ETHERTSM NLM 8841 09-28-93 2:41p
- ☐ NTR2000 LAN 10272 09-13-93 2:23p
- ☐ PM311IO NLM 8384 04-13-93 11:28a
- ☐ LSLENH3 NLM 10500 06-02-93 11:34a
- ☐ IOSHIM NLM 1649 06-09-93 9:50a
- ☐ TRXNET LAN 3075 01-07-93 1:23p
- ☐ PCN2L LAN 4726 01-29-93 8:45p
- ☐ LSLENH NLM 11641 11-16-92 8:29a
- ☐ MONITOR NLM 117775 10-26-92 9:21a
- ☐ !NVL1201 CFG 7378 03-26-92 9:08a
- ☐ NE32HUB LAN 12266 01-27-93 9:11a
- ☐ @7151 ADF 2346 07-26-89 5:08p
- ☐ !NVL0701 CFG 2745 09-02-92 1:25p

41 file(s)

Requirements for NetWare v. 3.12 fileserver

The only new file required for NetWare v. 3.12 is **CLIB.NLM v. 3.12F or later**.

Use the following procedure to update the fileserver.

1. **Copy CLIB.NLM v. 3.12F into the SYS:SYSTEM directory.**
2. **Down the fileserver and bring the fileserver back up.**
3. **Verify that the new version of CLIB.NLM was loaded on the server (do this by typing Modules at the fileserver Console).**

Requirements for NetWare v. 4.X fileserver

The requirements for NetWare v. 4.X is that the customer be running NetWare v. 4.01 or later, 250 user version or lower, with bindery emulation.

NOTES:

a - SiteMeter operates on Novell NetWare via IPX/SPX. Refer to Appendix E for instructions on enabling SiteMeter smart-launch within NMS.

b - SiteMeter includes multi-user BTRIEVE 5.10a.

c - Verify that you are running the latest versions of the Btrieve files. Updated Btrieve files can be found on CompuServe in the Novell Libraries (GO NOVLIB).

How This Manual Is Organized

CHAPTER	DESCRIPTION
Chapter 1: Introduction	Background information & environment requirements
Chapter 2: Installation	Complete instructions for installing SiteMeter and NLMs
Chapter 3: Getting Started	Description of the console, quick start guide and tutorial
Chapter 4: Setting Up Metered Applications	Instructions for establishing metered applications and for metering network software
Chapter 5: Using the Security Features	Instructions for using file protection and the security features
Chapter 6: Using the Administration Features	Instructions on using the console and administrative menus
Chapter 7: Generating Reports	Detailed information on how to generate reports
Chapter 8: Monitoring Tools for Network Users	Instructions for network users to monitor software usage
Appendix A: Advanced Utilities	Instructions on using SWATCHER, SYSMOD, SUNLOCK & SLOCK
Appendix B: Troubleshooting	List of SiteMeter's error messages, explanations and solutions
Appendix C: Using Brequest	Description of the use and configuration of the server-based Btrieve record manager
Appendix D: Btrieve Status Codes	List of the return status codes for Novell's Btrieve Record Manager
Appendix E: NMS Smart Launch Support	Instructions for enabling SiteMeter smart-launch within NMS
Appendix F: Introduction to Crystal Reports	Brief overview and descriptions of screens, error messages and the help facility
Appendix G: Using Crystal Reports	Methodology of creating a report
Appendix H: Practical Crystal Reports	"How To" chapter with a variety of report creation topics