NetAtlas Access EMS

Windows Version

Quick Start Guide

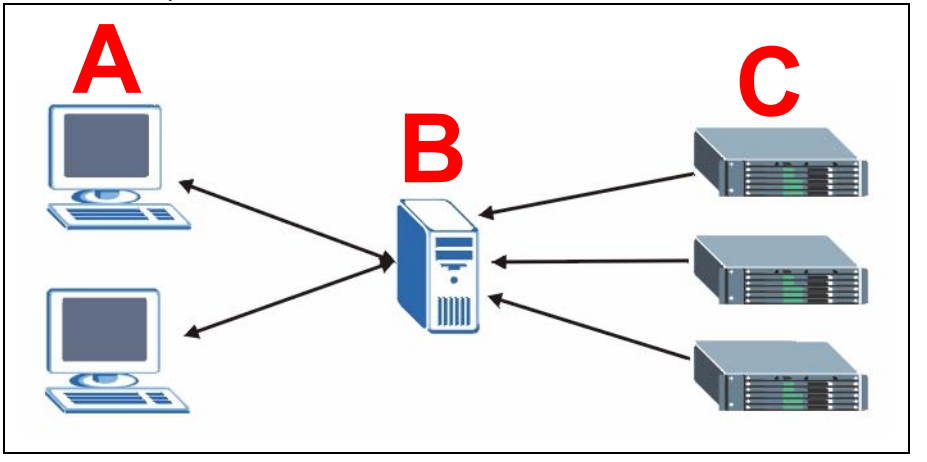
Version 2.10
Edition 1
7/2006

Overview

The NetAtlas Access Element Management System (“EMS”) retrieves management information from IP DSLAMs using Simple Network Management Protocol (SNMP, RFC 1901). See section 2 for a list of specific IP DSLAMs the EMS supports.

The EMS consists of the EMS Server and the EMS Remote Client. You must install the EMS Server, which provides everything you need to use the EMS. The EMS Remote Client is optional. You can install this on other computers if you want to use the EMS on them as well.

The relationship between the EMS Server and the EMS Remote Client is illustrated below.



The EMS Server runs on server **B**, and it uses SNMPc to communicate with the IP DSLAMs (**C**). The EMS Remote Client, if installed, runs on computer(s) **A** and interacts with the EMS Server.

See the EMS User’s Guide for more information about the EMS. For information about SNMPc Network Manager, see your SNMPc User's Guide or go to www.castlerock.com.

1 System Requirements

These are the system requirements for the Windows version of the EMS.

HARDWARE	SOFTWARE
• CPU: Intel Pentium IV, 1.6 GHz or above • Memory (RAM): 1 GB or more • Hard Disk free space: 10 GB or more • Screen Resolution: 1024 x 768 pixels or better • Ethernet Adaptor: 10/100 Mbps	• Operating System: Windows 2000 (with service pack 1), Windows XP or Windows 2003 Server • Database: MySQL 4.0.18 with ODBC 3.51.05 • Castle Rock’s SNMPc Network Manager 7.0.14a (Enterprise or Workgroup edition) • Web Server: Apache 2.0.55

2 Supported IP DSLAMs and Firmware Versions[1]

IES-2000/3000	R2.00.00	R2.01.00
MSC1000	3.50(DS.4)	3.50(DS.6)
MSC1000A	3.50(DS.4)	3.50(DS.6)
ALC1024-61	2.04(DV.2)	2.04(DV.2)
ALC1024-63	2.04(DW.2)	2.04(DW.2)
SLC1024-22	2.04(DX.1)	2.04(DX.2)

IES-2000/3000	R3.00.00	R3.01.00	R3.02.00	R3.03.00	R3.04.00	R3.04.01
MSC1000	3.60(DS.0)	3.60(DS.1)	3.60(DS.2)	3.60(DS.3)	3.60(DS.4)	3.60(DS.5)
MSC1000A	3.60(DS.0)	3.60(DS.1)	3.60(DS.2)	3.60(DS.3)	3.60(DS.4)	3.60(DS.5)
ALC1024-61	2.04(DV.2)	2.05(DV.0)	2.05(DV.1)	2.05(DV.1)	2.05(DV.1)	2.05(DV.2)
ALC1024-63	2.04(DW.2)	2.05(DW.0)	2.05(DW.1)	2.05(DW.1)	2.05(DW.1)	2.05(DW.2)
SLC1024-22	2.04(DX.2)	2.05(DX.0)	2.05(DX.1)	2.05(DX.1)	2.05(DX.1)	2.05(DX.2)
ALC1224-71	3.50(LK.0)	3.50(LK.4)	3.50(LK.5)	3.50(LK.5)	3.50(LK.5)	3.50(LK.6)
ALC1224-73	---	3.50(LV.0)	3.50(LV.1)	3.50(LV.1)	3.50(LV.1)	3.50(LV.2)
SLC1224-22	---	---	---	3.50(ABH.0)	3.50(ABH.0)	3.50(ABH.1)
ALC-1224-51	---	---	---	---	3.50(ABW.0)	3.50(ABW.0)
ALC-1224-53	---	---	---	---	3.50(AIA.0)	3.50(AIA.0)

IES-5000/5005	R1.01.00	R1.02.00[a]
MSC1000G	3.50(LU.1)	3.52(LU.0)
ALC1248G-51	3.50(ABD.1)	3.52(ABD.0)
ALC1248G-53	3.50(ABE.1)	3.52(ABE.0)
SLC1248G-22	3.50(ABF.1)	3.52(ABF.0)

a. The current version of the EMS does not support MSTP for the IES-5000/5005 R1.02.00.

IES-1248-51/51A/53	R4.2
IES-1248-51/51A	3.52(ABQ.0)
IES-1248-53	3.52(ABR.0)

IES-1248-71/71A/73	R4.0	R4.0.2
IES-1248-71/71A	3.50(LS.0)	3.52(LS.0)
IES-1248-73	3.50(TR.1)	3.52(TR.0)

1. The list of IP DSLAMs and firmware versions may change without notice.

3 EMS Server Installation Overview

This section explains how to install the EMS Server for the first time and how to upgrade from a previous version.

Install the EMS Server for the First Time

Follow these steps to install the EMS Server for the first time.

1. Install SNMPc Network Manager.
2. Install MySQL Server on the same computer.
3. Install Apache Web Server on the same computer.
4. Install the EMS Software Server, including the MySQL driver, on the same computer.
5. Configuring MySQL ODBC Driver to connect to the MySQL database.
6. Compile MIB Files in SNMPc.
7. Set up IP DSLAMs in SNMPc that you want the EMS to manage.
8. Start the EMS.

Each step is explained in the numbered sections below.

Upgrade the EMS Server for a Previous Version

If you want to upgrade the EMS from a previous version, uninstall the previous version of the EMS Server, and then follow steps 3-8 above. You do not have to re-install SNMPc Network Manager or MySQL Server.

3.1 Install SNMPc Network Manager

You must have SNMPc Network Manager properly installed before you can use the EMS.

Note: Make sure you are using SNMPv2c. If you are not using SNMPv2c, you must uninstall any previous versions and install SNMPv2c.

3.2 Install MySQL Server

Please see www.mysql.com for more information about MySQL.

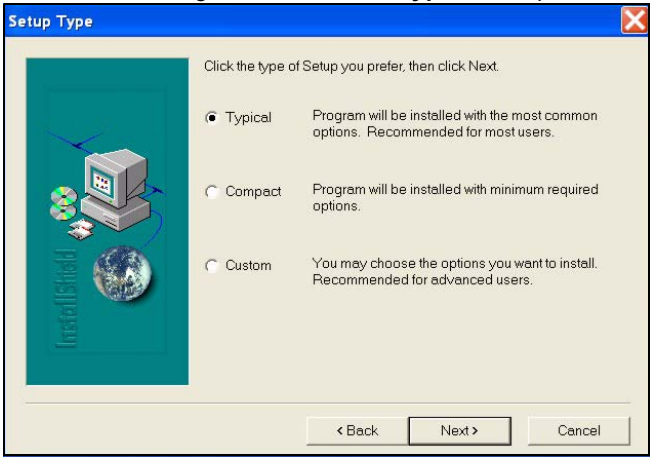
1. Find and unzip the **mysql-4.0.18-win.zip** file on your CD.
2. Find and double-click the **setup.exe** file.

3 A **Welcome** screen displays. Click **Next** to continue.

4 An **Information** screen displays. Click **Next** to continue.

5 In the next screen, click **Browse** if you want to install MySQL to a destination folder other than the default destination shown. Then, click **Next**.

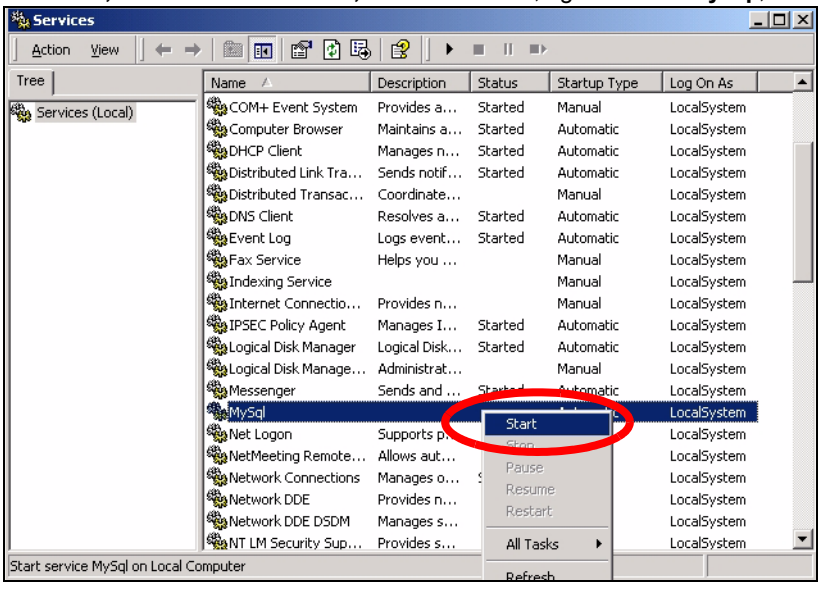
6 In the following screen, select a **Typical** setup, and click **Next** to continue.



7 In the next screen, click **Finish** to complete the MySQL installation.

8 Restart Windows to activate MySQL.

MySQL should start automatically when you restart Windows. If it does not, click **Start, Settings, Control Panel, Administrative Tools, Services**. Then, right-click on **MySql**, and click **Start**. MySQL should start.

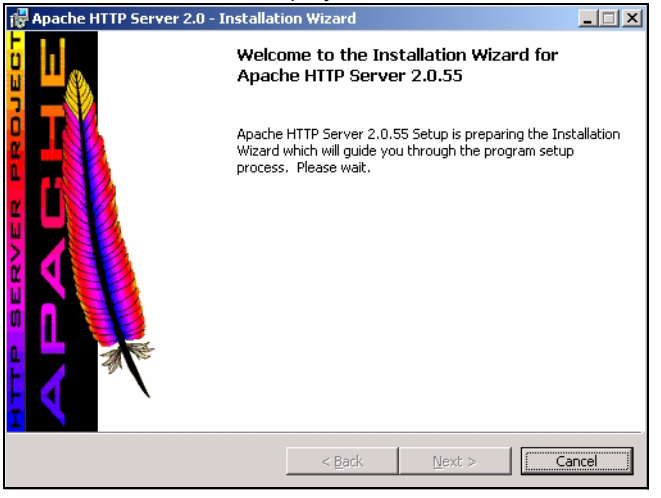


3.3 Install Apache Web Server

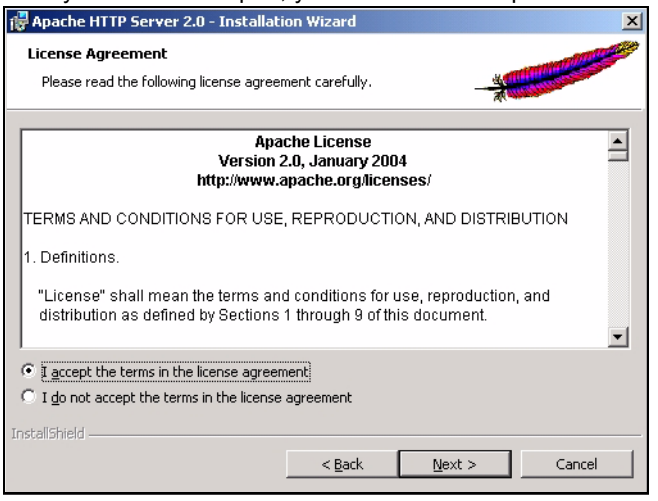
Follow the steps below to install Apache Web Server on a computer.

1 Find and double-click **apache_2.0.55-win32-x86-no_ssl.msi** on your CD.

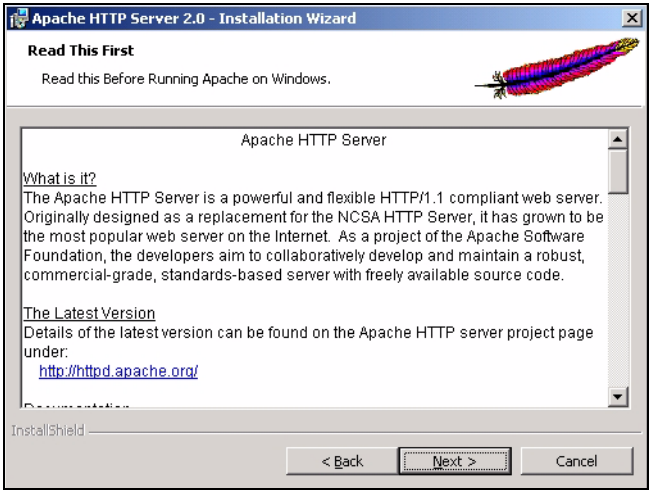
2 A **Welcome** screen displays. Click **Next** to continue.



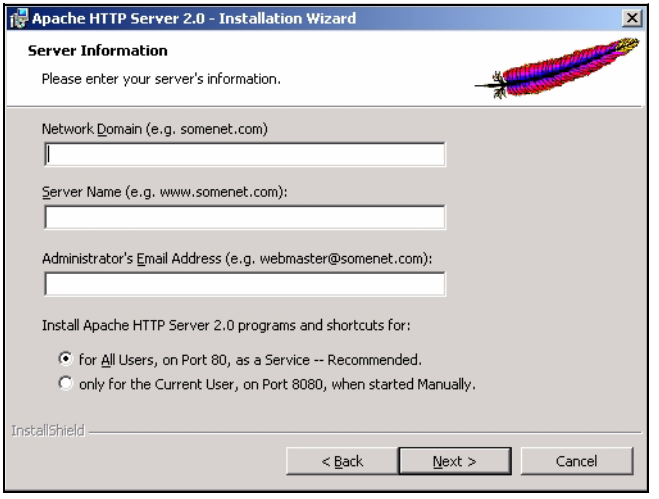
3 Read the license agreement. Select **I accept the terms in the license agreement** to accept the agreement. If you do not accept it, you cannot install Apache Web Server. Then, click **Next**.



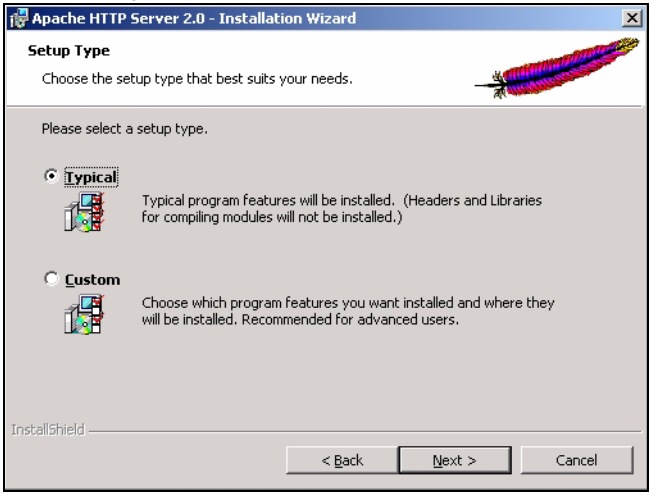
4 Read the information about Apache Web Server. Then, click **Next**.



5 In the following screen, enter any values you want (in the specified format) for **Network Domain**, **Server Name**, and the **Administrator's Email Address**. This information is not used by the EMS. Select **for All Users, on Port 80, as a Service**. Then, click **Next**.



6 Select **Typical**, and click **Next**.



7 In the next screen, click **Change...** if you want to install Apache Web Server to a destination folder other than the default destination shown. Then, click **Next**.

8 In the next screen, click **Install**.

9 The wizard installs the software. In the next screen, click **Finish** to close the Installation Wizard.

Apache should start automatically after you install the software. You can verify this by checking the Apache service. See the end of section 3.2 for steps to look at services.

3.4 Install the EMS Software Server

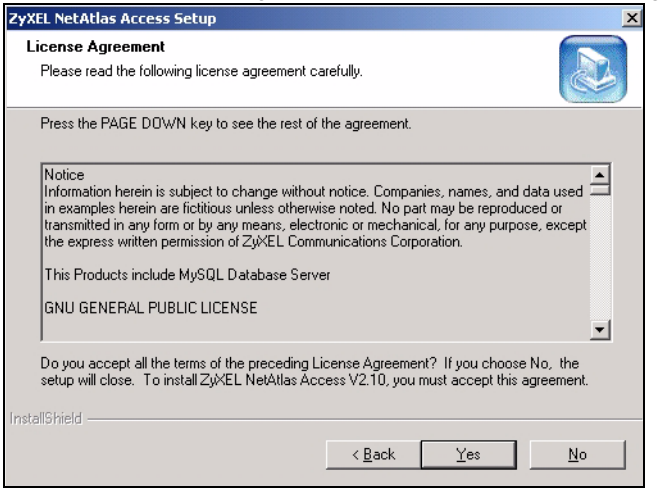
Follow the steps below to install the EMS Server on a computer.

Note: You must install SNMPc and MySQL first.

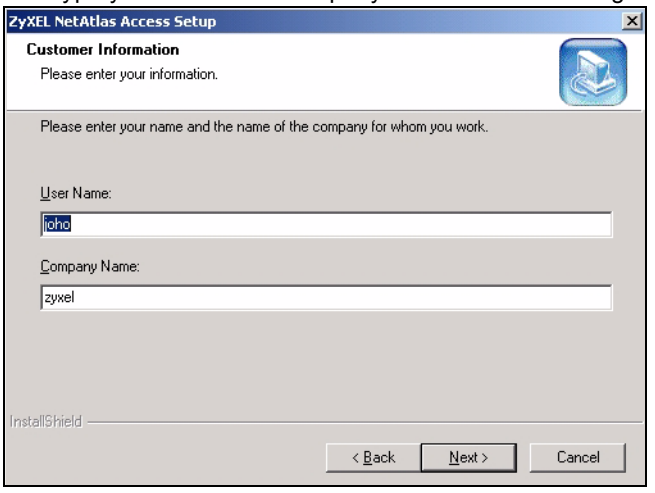
1 Find and double-click **NetAtlasAccess_S210c0.exe** on your CD.

2 A **Welcome** screen displays. Click **Next** to continue.

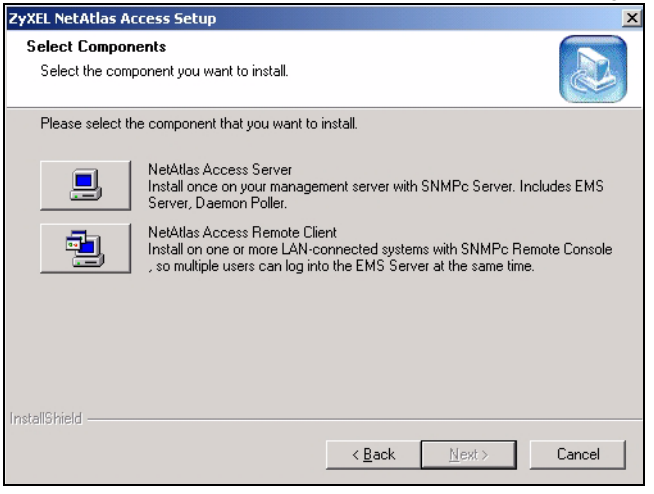
3 Read the license agreement. Click **Yes** to accept the agreement.



4 Type your name and company name in the following screen. Click **Next** to continue.



5 Select **NetAtlas Access Server** to set up the management server.

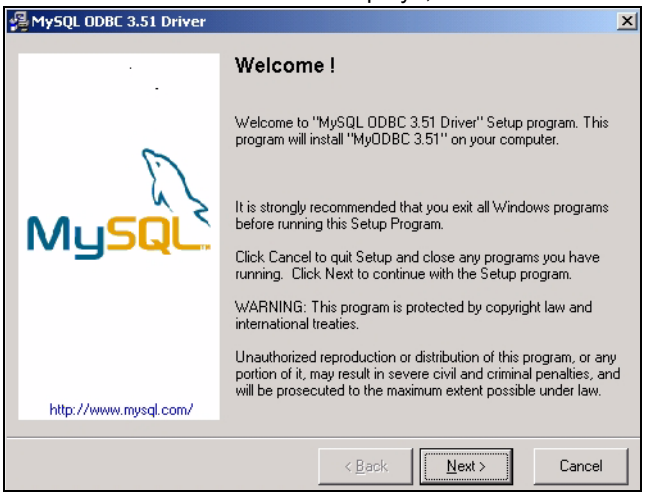


6 In the next screen, you must select the directory where you installed MySQL. Click **Browse** if you did not install MySQL database in the default folder shown. Click **Next**.

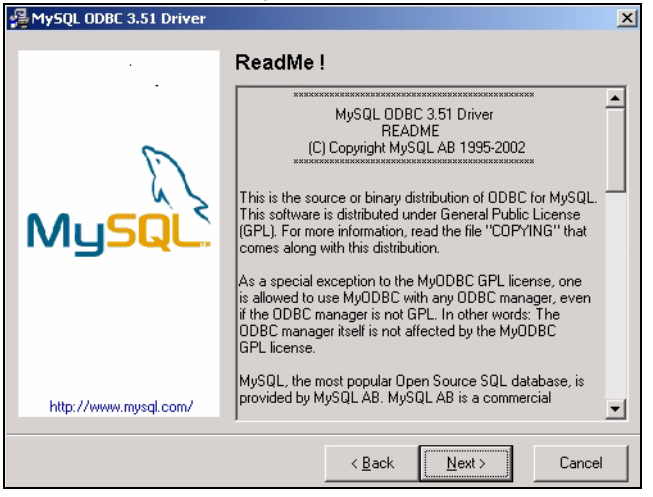
7 In the next screen, you must select the directory where you installed Apache. Click **Browse** if you did not install Apache web server in the default folder shown. Click **Next**.

8 In the next screen, click **Next** to begin the installation and start copying files.

9 When a **Welcome** screen displays, click **Next** to install the MySQL ODBC driver.



10 Read the license agreement. Click **Next** to accept the agreement.



11 In the next screen, click **Next** again to begin the MySQL ODBC driver installation.

12 In the next screen, click **Finish** to complete the MySQL ODBC installation.

13 In the next screen, click **Finish** to complete the installation.

3.5 Configuring MySQL ODBC Driver

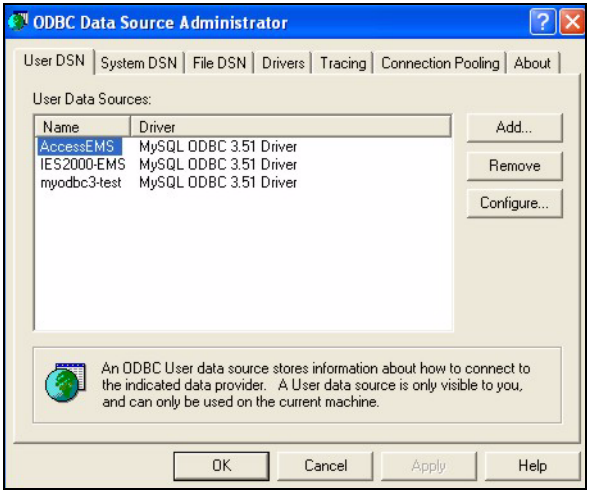
Note: Make sure MySQL is running. If it is not running, follow the directions at the end of section 3.2.

The MySQL ODBC driver should be installed during the EMS installation. You must configure the MySQL ODBC driver for the EMS to connect to the MySQL database successfully.

Follow the steps below to configure the ODBC driver in Windows XP. The steps may be a little different for other Windows versions.

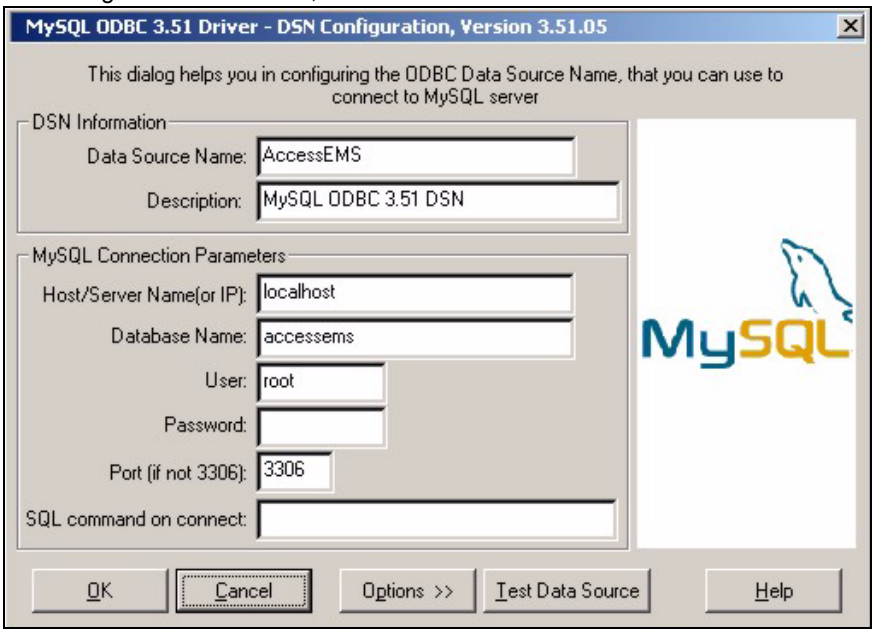
1 Click **start**, **Settings**, **Control Panel**, **Administrative Tools** and click **Data Sources (ODBC)**.

2 Click the **User DSN** tab and select **AccessEMS** from the **User Data Sources** list.



3 Click **Configure**.

4 The MySQL ODBC DSN Configuration screen displays as shown next. Specify your MySQL database settings as shown below, and click **OK**.



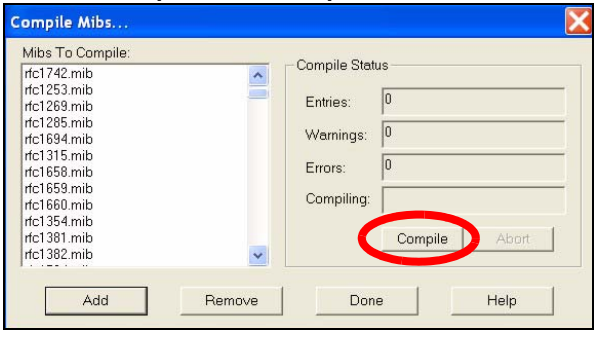
5 Click **OK** to close the ODBC Data Source Administrator window.

3.6 Compile MIB Files

The Management Information Base (MIB) is designed for holding management information on systems that the standard MIB does not include.

1 In the SNMPc Network Manager main screen, click **Config**, **MIB Database**.

2 Click **Compile** in the **Compile Mibs...** screen.



3 Click **Yes** when asked to confirm.

4 When SNMPc Network Manager finishes compiling the MIBs, click **OK** to close the message box, and click **OK** to close the **Compile Mibs** screen.

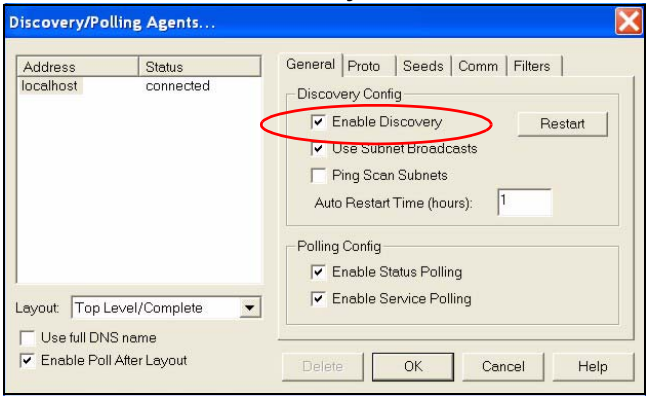
3.7 Set up IP DSLAMs in SNMPc

The SNMPc Network Manager can find new IP DSLAMs automatically using auto-discovery (enabled by default), or you can add new IP DSLAMs manually. Auto-discovery may take a long time in large networks or with slow connections.

3.7.1 Use Auto-Discovery

1 To enable auto-discovery and then find your IP DSLAM, click **Config**, **Discovery/Polling**.

2 Select the **Enable Discovery** check box and click **OK**.

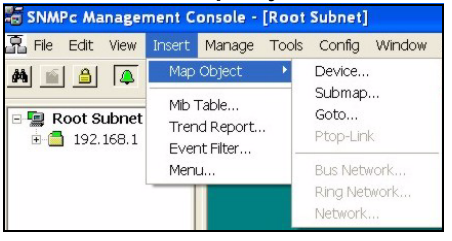


You should find your IP DSLAM in the **Device List** panel. If not, try setting up your IP DSLAM manually.

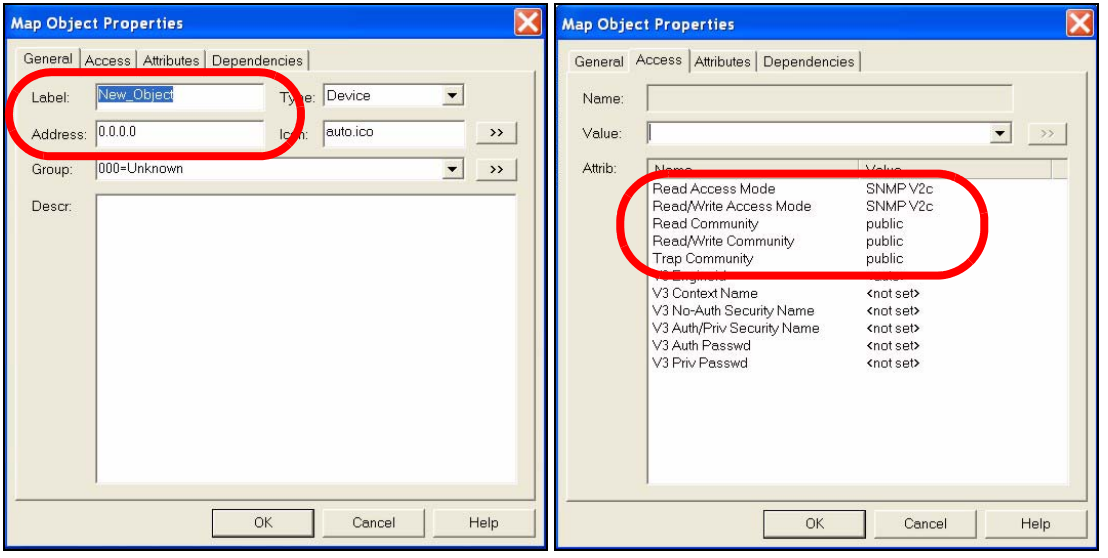
3.7.2 Add IP DSLAMs Manually

If you have disabled auto-discovery, follow the steps below to add your IP DSLAM(s) manually.

1 Click **Insert**, **Map Object**, **Device**.



2 Fill in the **General** and **Access** tabs as specified below.



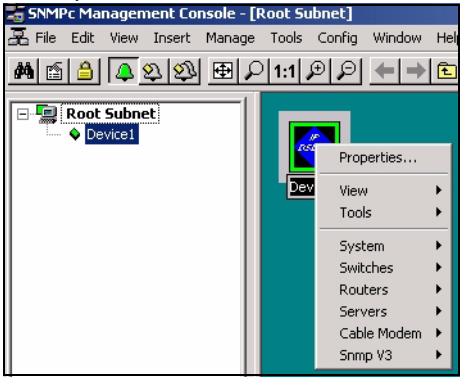
FIELD	VALUE
Label	Type a descriptive name for identification purposes. If you do not configure this field, the default label is “New Object”.
Address	Type the IP address of the IP DSLAM.

FIELD	VALUE
Read Access Mode	“SNMPV2c”
Read/Write Access Mode	“SNMPV2c”
Read Community Read/Write Community Trap Community	For initial configuration, “public” is the default for most IP DSLAMs. After initial configuration, you assign this field.

Note: For security purposes, we strongly recommend you change the **Read Community**, **Read/Write Community**, and **Trap Community** defaults. Write down this information and store it in a secure place so you will not forget it later.

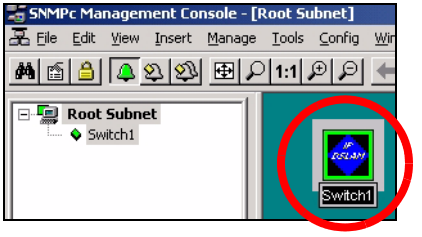
3 Click **OK**.

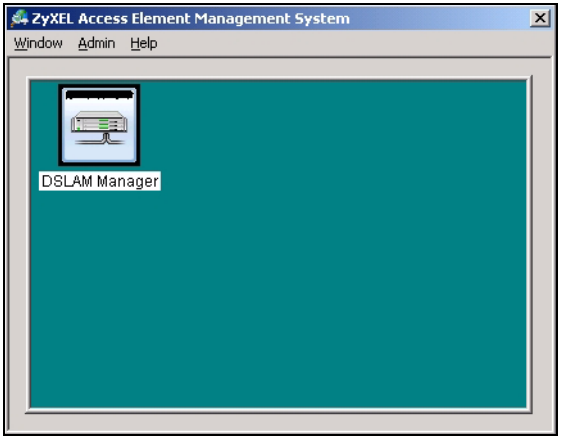
4 After the IP DSLAM has been found, the IP DSLAM icon and label appear in the network manager view window. Right-click on the icon, and click **Properties** to verify the information you entered in the previous step.



3.8 Start the EMS

1 In SNMPc Network Manager, double-click the IP DSLAM icon to open the EMS main screen.





4 EMS Remote Client Installation Overview

Note: You must install the EMS Server first.

Follow these steps to install the EMS Remote Client on other computers. You need the IP address of the MySQL database.

1 Install SNMPc Login Console.

2 Install the EMS Remote Client, including the MySQL driver, on the same computer.

3 Configuring MySQL ODBC Driver to connect to the MySQL database.

4 Compile MIB Files in SNMPc.

5 Set up IP DSLAMs in SNMPc that you want the EMS to manage.

6 Start the EMS.

Steps 3-6 above are the same as steps 5-8 when you Install the EMS Server for the First Time. Follow the directions in sections 3.5-3.8.

4.1 Install SNMPc Login Console

You must have SNMPc Login Console properly installed before you can use the EMS Remote Client. SNMPc Login Console is part of SNMPc Network Manager.

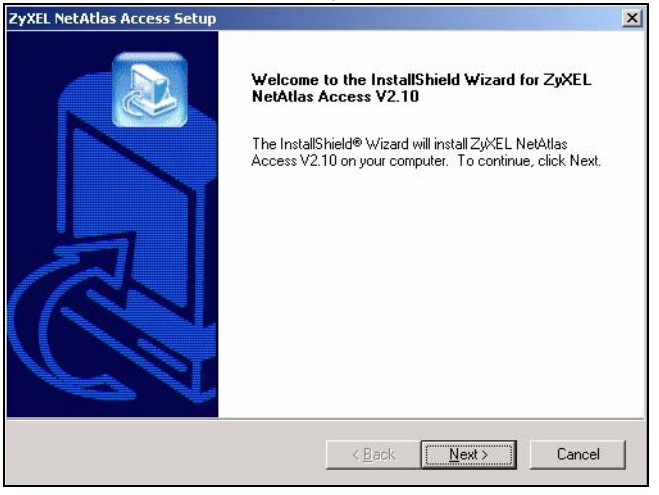
Note: Make sure you are using SNMPv2c. If you are not using SNMPv2c, you must uninstall any previous versions and install SNMPv2c.

4.2 Install the EMS Remote Client

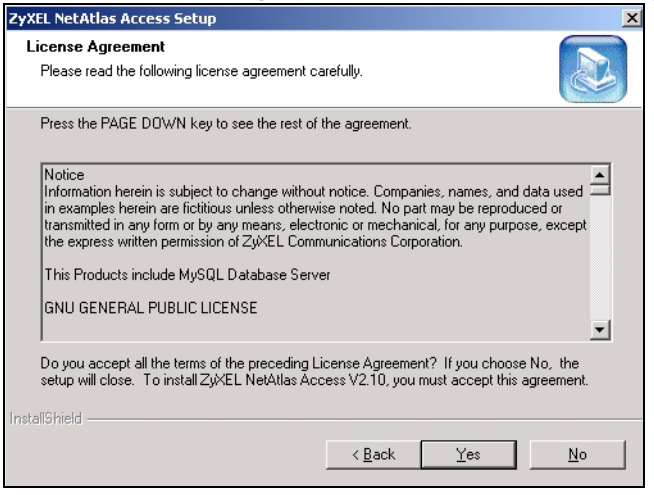
Follow the steps below to install the EMS Remote Client on a computer.

1 Find and double-click **NetAtlasAccess_S210c0.exe** on your CD.

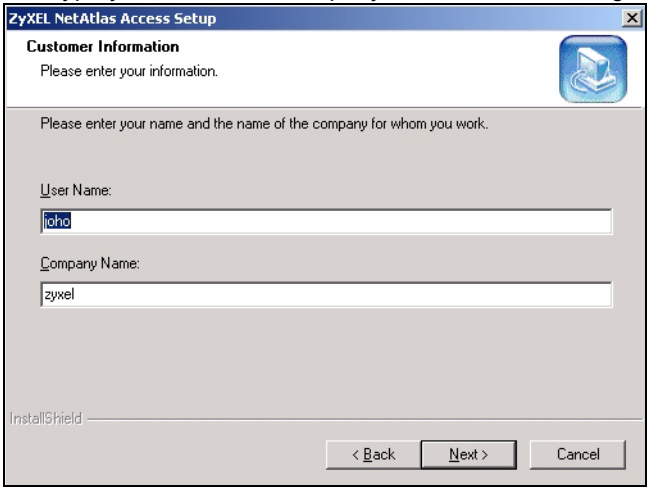
2 A **Welcome** screen displays. Click **Next** to continue.



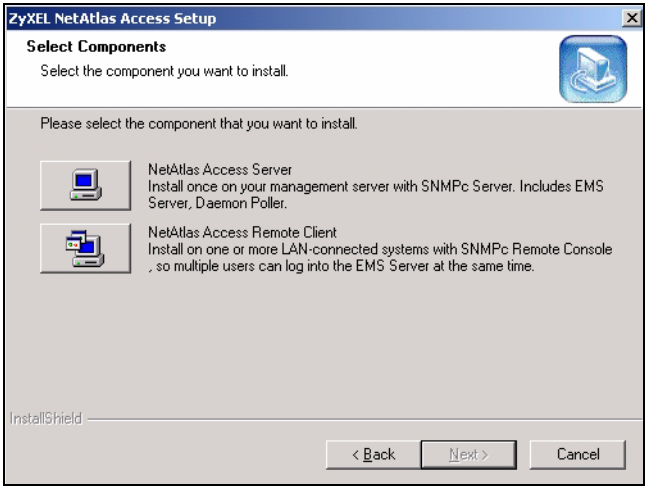
3 Read the license agreement. Click **Yes** to accept the agreement.



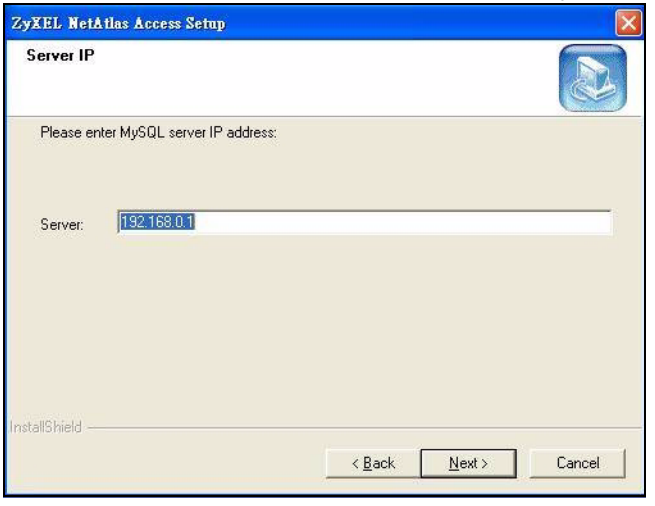
4 Type your name and company name in the following screen. Click **Next** to continue.



5 Select **NetAtlas Access Remote Client** to set up the EMS Remote Client.

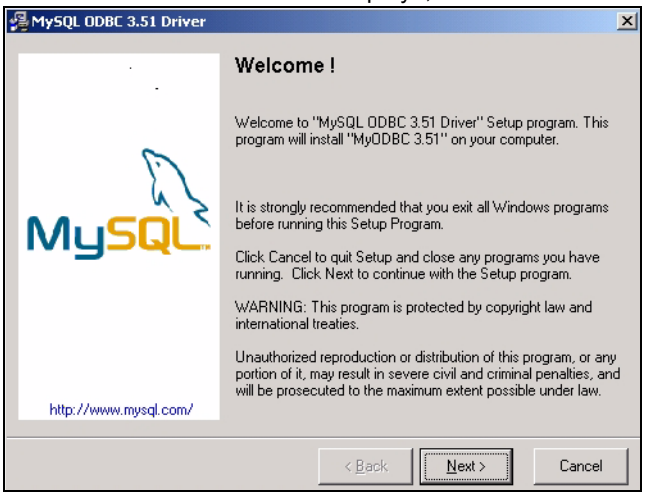


6 Enter the IP address of the computer where MySQL Server is installed. Then, click **Next**.

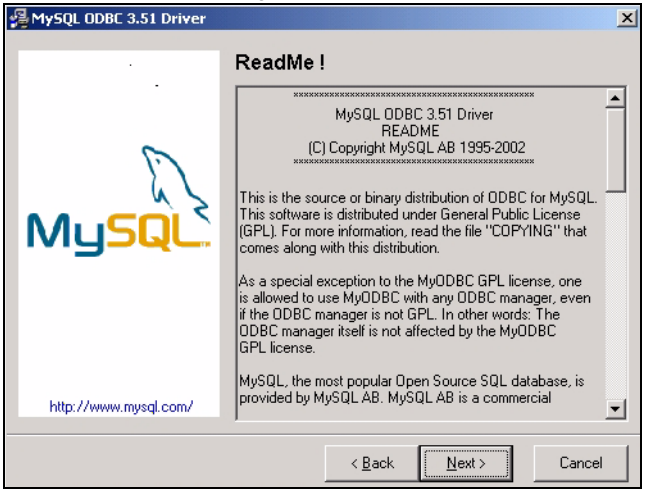


7 In the next screen, click **Next** to begin the installation and start copying files.

8 When a **Welcome** screen displays, click **Next** to install the MySQL ODBC driver.



9 Read the license agreement. Click **Next** to accept the agreement.



10 In the next screen, click **Next** again to begin the MySQL ODBC driver installation.

11 In the next screen, click **Finish** to complete the MySQL ODBC installation.

12 In the next screen, click **Finish** to complete the installation.

Follow the directions in sections 3.5-3.8 to complete the installation and start the EMS Remote Client.

Troubleshooting

PROBLEM	CORRECTIVE ACTION
I cannot install SNMPc Network Manager, MySQL, or Apache Web Server.	Make sure that the computer where you want to install this software meets the system requirements. See section 1. Stop any services for SNMPc Network Manager, MySQL, or Apache Web Server. Uninstall any previous versions of this software.
The EMS will not install properly	Make sure that the computer where you want to install this software meets the system requirements. See section 1. Uninstall any previous versions of this software.
I cannot find my IP DSLAM in SNMPc Network Manager.	Make sure the MySQL driver is correctly configured, you have compiled the MIBs, and the map object properties are correct. See sections 3.5, 3.6, and 3.7.2, respectively. Make sure that MySQL and Apache Web Server are running. Make sure that you restarted your computer after you installed MySQL. Make sure that the computer is connected to the network where the IP DSLAM is located. Make sure the computer's Ethernet card is working properly.
I cannot access the EMS.	Shutdown and restart SNMPc Network Manager, MySQL, and Apache Web Server. The EMS may already be running. Check your Windows task bar. If the problem still persists, uninstall and re-install the EMS.