

AT-VIEW PLUS 3.2
(FULL INSTALLATION)
INSTALLATION GUIDE

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1 INTRODUCTION

This Installation Guide describes the installation, configuration, and registration procedures for AT-View Plus 3.2 on Windows and UNIX. It also describes the system requirements for the application. AT-View Plus includes the Device Manager application for managing Allied Telesyn devices, the MIB browser AMIGO, the MIB Compiler and VLAN Manager.

2 SYSTEM REQUIREMENTS

The following software and hardware components are required to run AT-View Plus 3.2. Make sure that your system meets these requirements before installing AT-View Plus 3.2.

2.1 Windows

Hardware	Pentium based PC, 64MB RAM (128MB+ recommended)
CPU	Pentium 166MHz or greater (400MHz+ recommended)
Operating System	32-bit Windows: Windows NT 4.0 (SP6a or later), Windows 2000 (SP3 or later), Windows XP (SP1 or later), Windows 2003
Video	1024 x 768 pixels, 64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0; SNMPc 5.1.6c, 6.0 and 7.0; Tivoli NetView 7.1.3
Hard Disk Space	80MB or greater (160MB or greater HDD space is temporarily required during installation)

2.2 Solaris

Hardware	SPARC station 20 or UltraSparc series (UltraSparc recommended), 128MB RAM (256MB recommended)
Operating System	Sun OS 5.8/Solaris 8 (32-bit version)
Video	64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0
Hard Disk Space	95MB or greater (at least 15MB of SWAP area is required during start-up; 190MB HDD space is temporarily required during installation)

2.3 HP-UX

Hardware	HP 9000 Workstations, HP Visualize Workstations, 128 MB RAM (256 recommended)
Operating System	HP-UX 11 (32-bit version)
Video	64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0
Hard Disk Space	190MB or greater (at least 15MB of SWAP area is required during start-up; 380MB HDD space is temporarily required during installation)

3 BEFORE YOU BEGIN

Make sure that you satisfy the following requirements before installing AT-View Plus 3.2.

- You must have administrative rights on the machine where you will install AT-View Plus 3.2. To make sure that you have administrative rights, log on as administrator before installing AT-View Plus 3.2.
- If you plan to integrate AT-View Plus 3.2 with Castle Rock SNMPc or HP OpenView, you have to install SNMPc or OpenView first before installing AT-View Plus 3.2. Before installing AT-View Plus 3.2, stop SNMPc or OpenView if it is running.
- If you plan to integrate AT-View Plus 3.2 with Tivoli NetView, you have to install NetView first before installing AT-View Plus 3.2. Before installing AT-View Plus 3.2, ensure that NetView is running.
- Please refer to Section 11 [Installation/Uninstallation Notes](#) for any known installation-related issues.

4 INSTALLING AT-VIEW PLUS 3.2

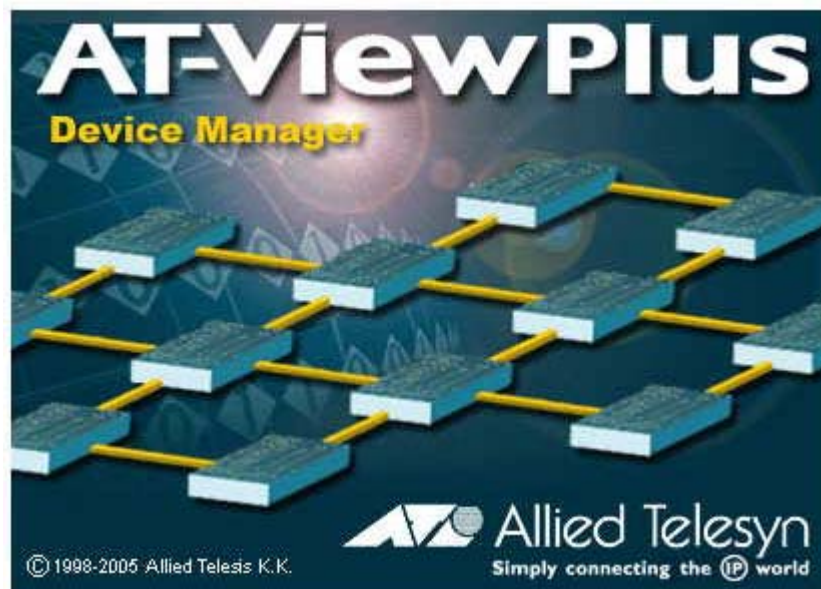
4.1 WINDOWS

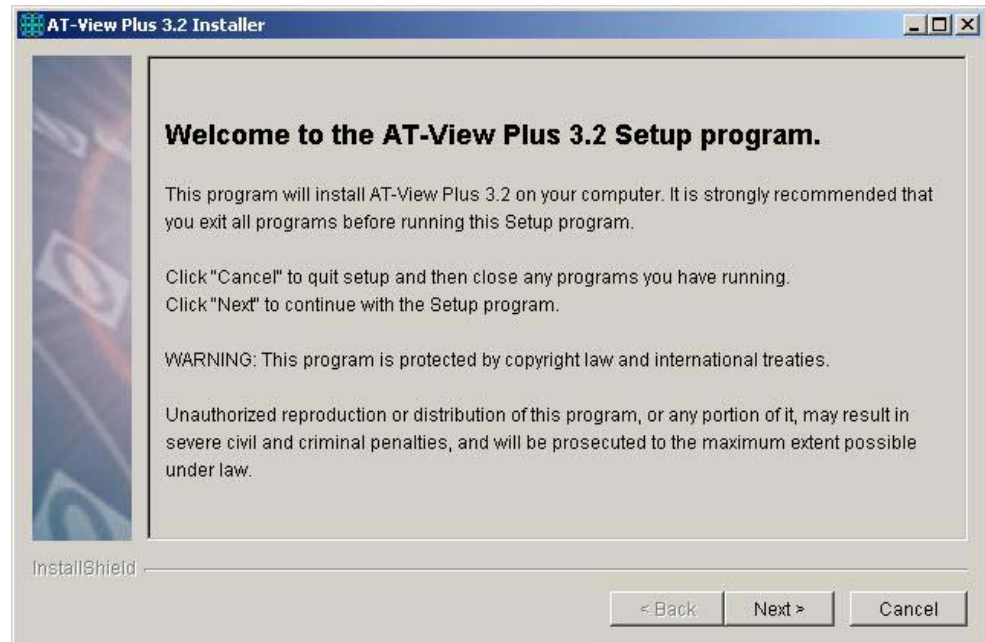
To install AT-View Plus 3.2 for Windows, perform the following procedure.

1. Close all Windows applications before installing AT-View Plus 3.2 so that the application can detect any existing network management system (NMS) installation in the shortest possible time.
2. Insert the AT-View Plus 3.2 Installation CD in the CD drive. The AT-View Plus 3.2 installation setup program will automatically execute and the AT-View Plus 3.2 splash screen is displayed for a few seconds.

If you downloaded the AT-View Plus installer from the Allied Telesyn FTP site, point to the folder where the installer program was copied to and double click ATP320.exe.

3. The Welcome window appears after the splash screen has been displayed.



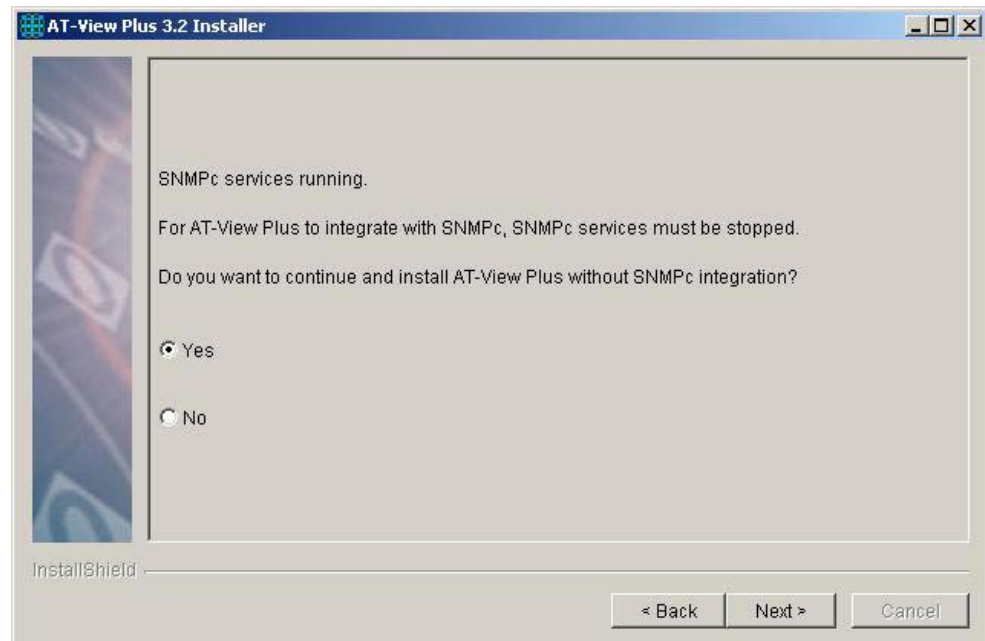


Click Next to continue.

If you plan to integrate AT-View Plus 3.2 with an NMS, the NMS should be in the correct state:

- For SNMPc and OpenView, services should not be running.
- For NetView, services should be running.

The next window is displayed if the installer has detected that your NMS is not in its correct state.

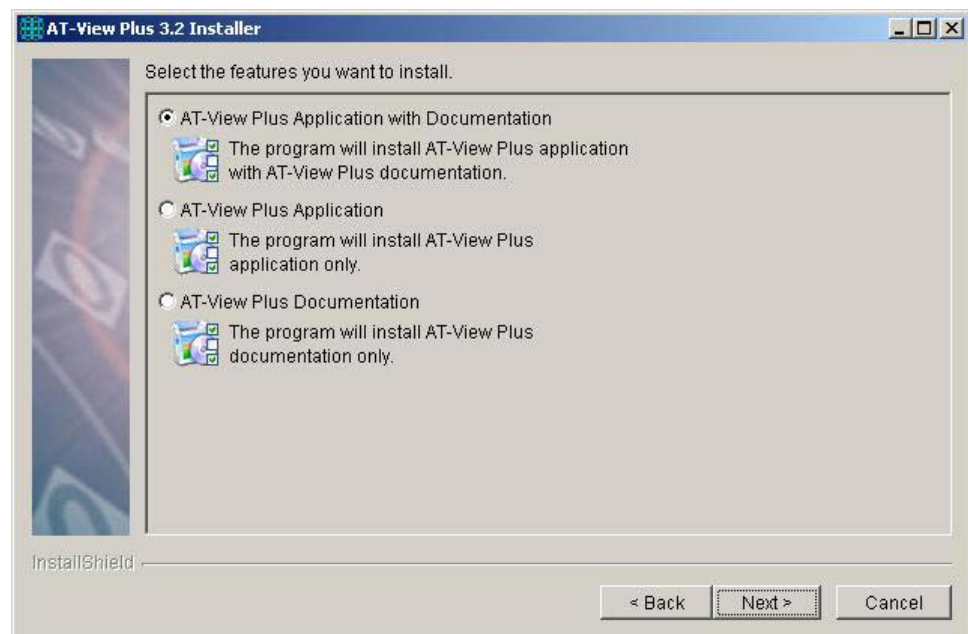


If you plan to integrate AT-View Plus 3.2 with SNMPc or OpenView, select No and click Next to continue. Selecting No will terminate the installation setup program. You will then need to stop SNMPc or OpenView services and start the installer again.

If you do not plan to integrate AT-View Plus 3.2 with SNMPc or OpenView, select Yes and click Next to continue. The installer will then proceed to the next window.

Note that the opposite applies for NetView. The window will be displayed if NetView services are not running.

4. Specify whether you want to install both the AT-View Plus 3.2 application and its documentation. You also have the option to install either the application or the documentation only.



Click Next to continue.

If you choose to install the AT-View Plus 3.2 application only, the documentation for the application will not be available after the installation. You will have to run the installer again and choose the option "AT-View Plus Documentation" to install the documentation.

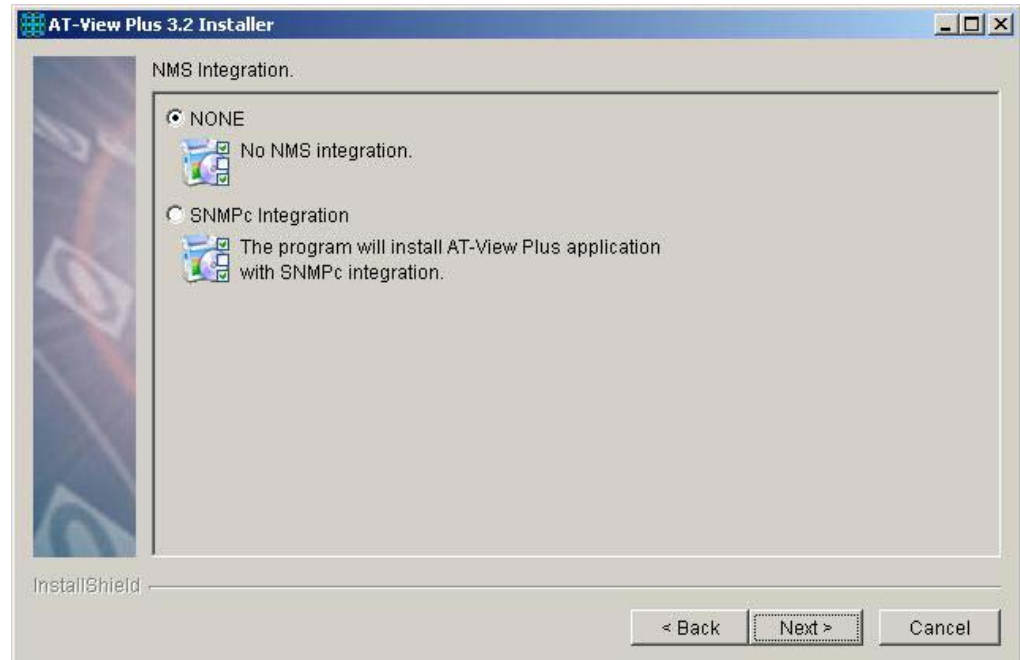
If you choose to install the AT-View Plus 3.2 documentation only, you will have to specify a folder where the documents will be installed, unless AT-View Plus 3.2 application is already installed. You will not have the option to integrate AT-View Plus 3.2 with SNMPc, OpenView, or NetView since you will not be installing the application.

If there is a previous installation of AT-View Plus on your machine, a message box will open advising you to uninstall the application first before running the AT-View Plus 3.2 installer again. To uninstall AT-View Plus, refer to section 9 [Uninstalling AT-View Plus 3.2](#).

5. Specify the mode or type of installation, if you want to install AT-View Plus 3.2 and integrate it with SNMPc, OpenView, or NetView, or just install the AT-View Plus 3.2 application and/or documentation. The selection below will depend on which network management system is installed on your computer.

This window will not be displayed if you have chosen to install the AT-View Plus 3.2 documentation only, if you do not have SNMPc, OpenView or NetView installed on your computer, or if SNMPc or OpenView services are running or NetView services are not running.

Select "NONE" if you want to install AT-View Plus 3.2 as a standalone application.



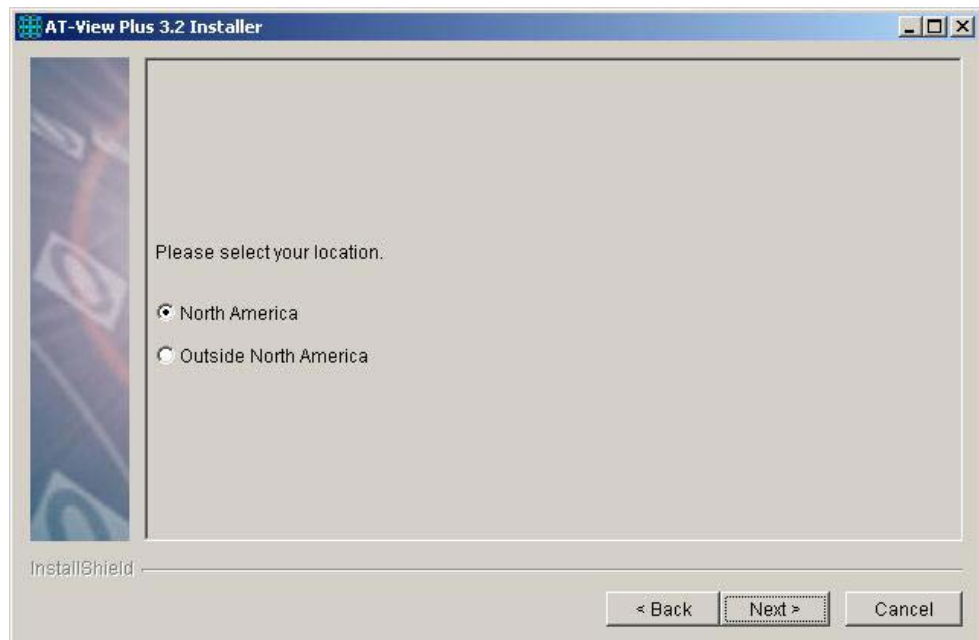
Click Next to continue.

If NetView integration is selected, the following message is displayed:



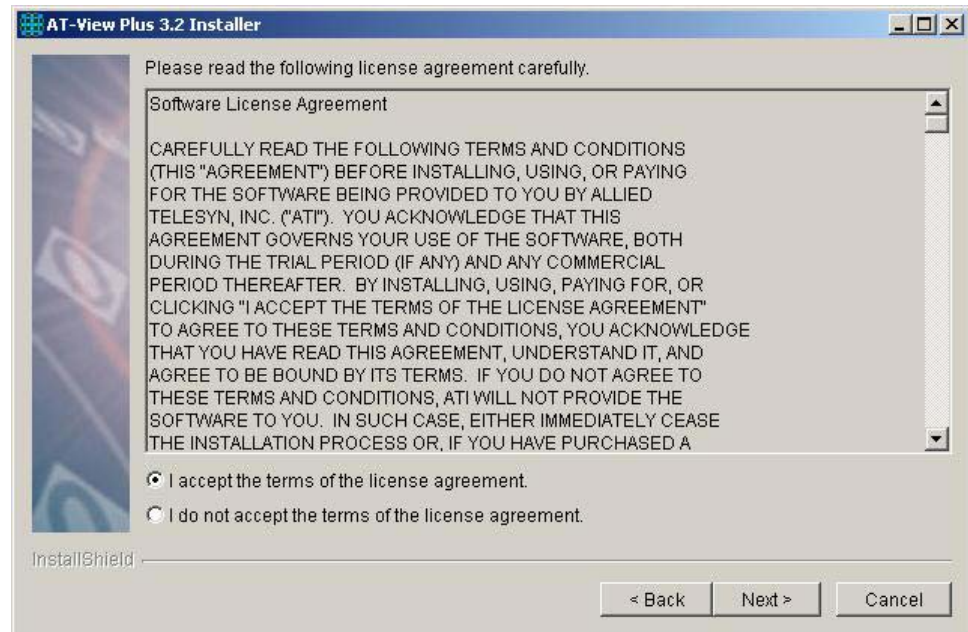
Click OK to continue.

6. Select your location.



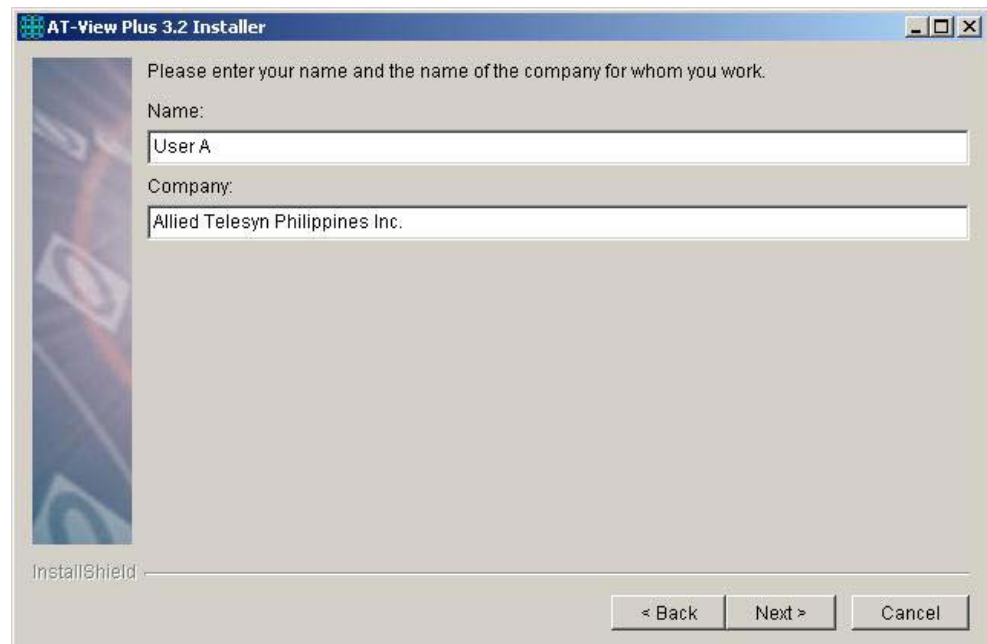
Click Next to continue.

7. Read the license agreement. To continue with the installation, accept the terms of the license agreement and click Next.



If you choose not to accept the license agreement, the Next button will remain disabled and you cannot proceed with the installation.

8. Enter your name and the name of your company.



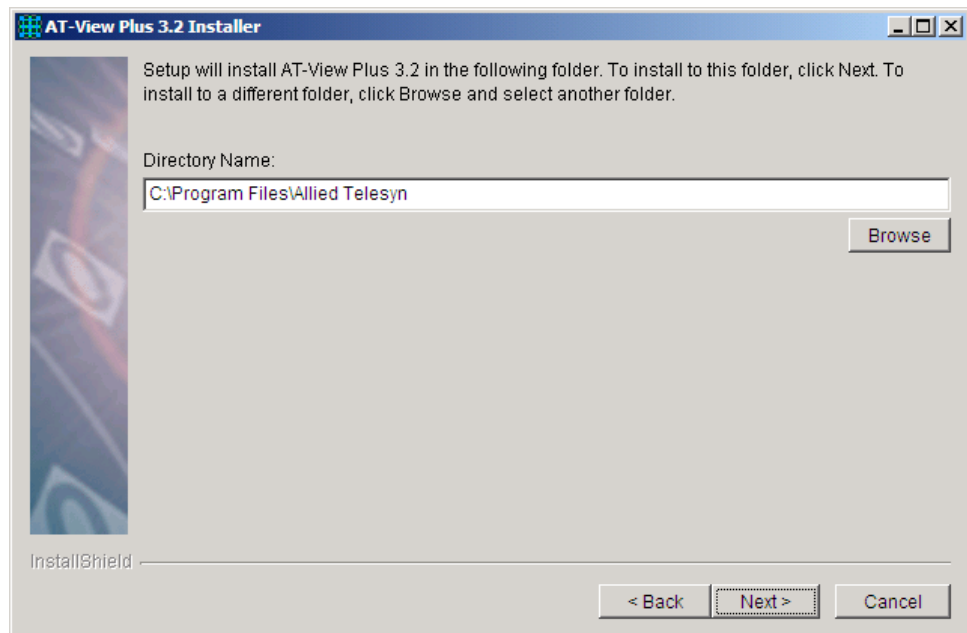
Click Next to continue.

- A message box is displayed informing you that you are installing a 30-day trial version of AT-View Plus 3.2.



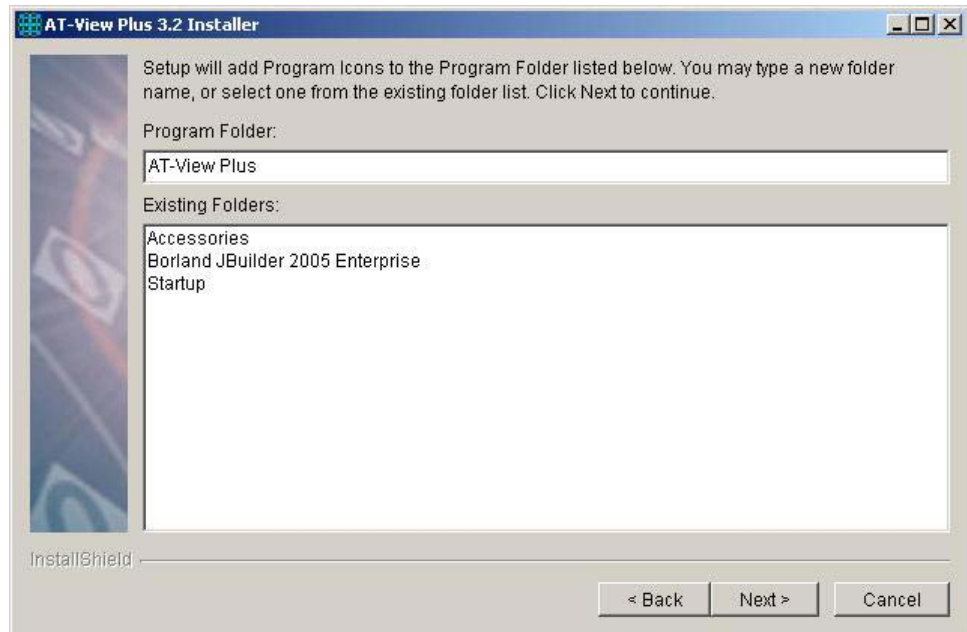
Click OK to continue.

- You can install AT-View Plus 3.2 in the default directory or you can specify the directory where you want to install AT-View Plus 3.2.



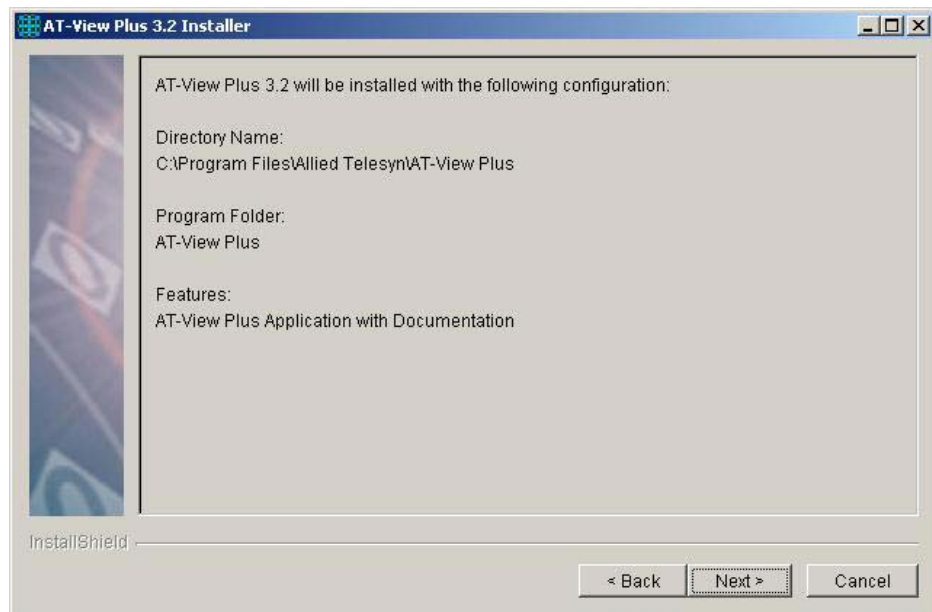
Click Next to continue.

- Specify the folder where AT-View Plus 3.2 program icons will be stored. The default folder is AT-View Plus.



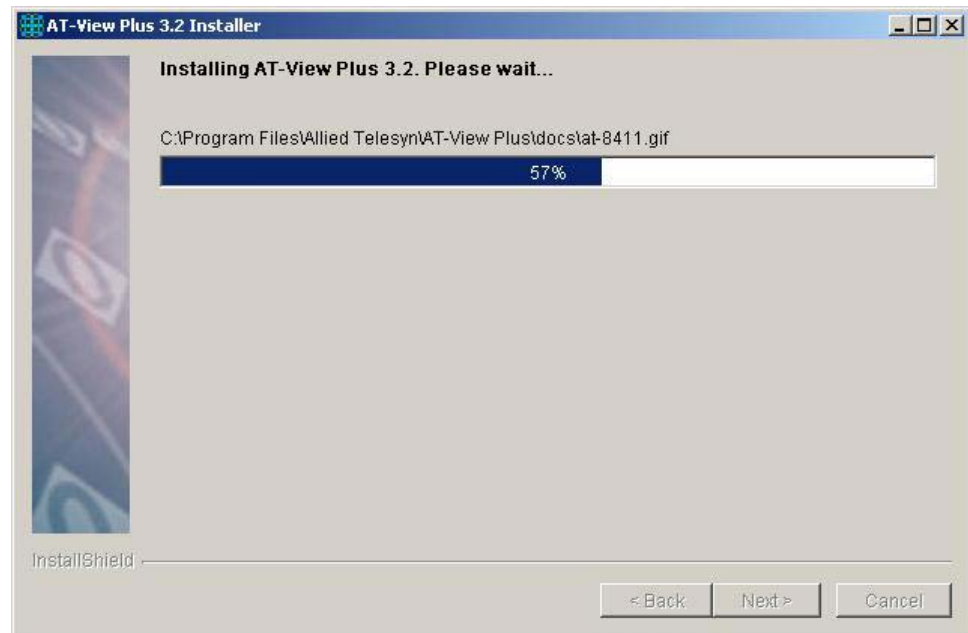
Click Next to continue.

12. Verify that the installation information you have specified is correct.



Click Next to continue.

13. The progress of the installation is displayed.

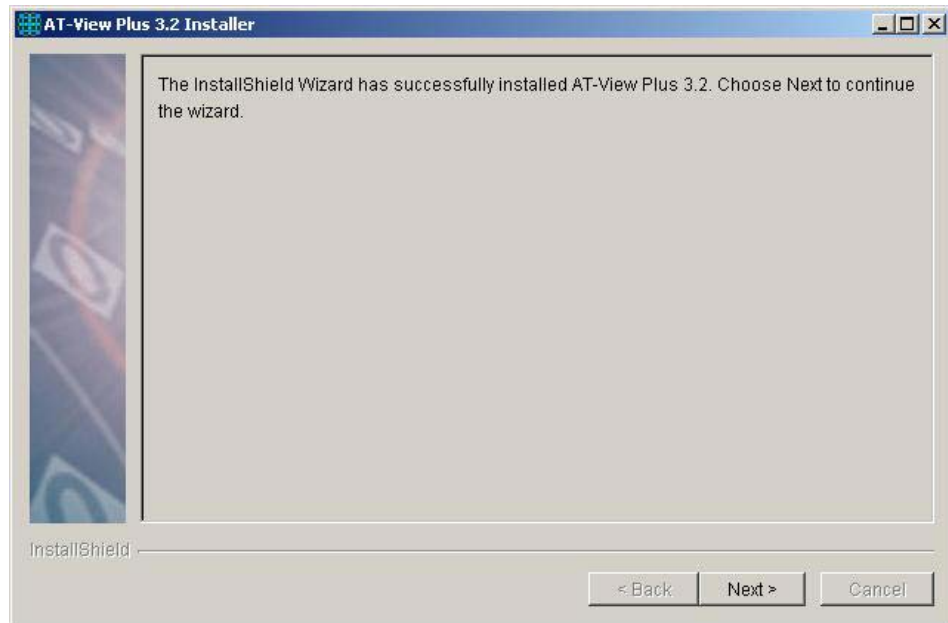


At this point, the AT-View Plus 3.2 installer initializes the WEB and Telnet external command fields used by the AT-View Plus Device Manager application for the current user. Current user refers to the login name that you used when you logged into the system. Initializing the external command fields by the installer allows you to access AT-View Plus Help, the WEB browser application within AT-View Plus Device Manager or establish a Telnet management session with a device without the need to set the values for these external commands first.

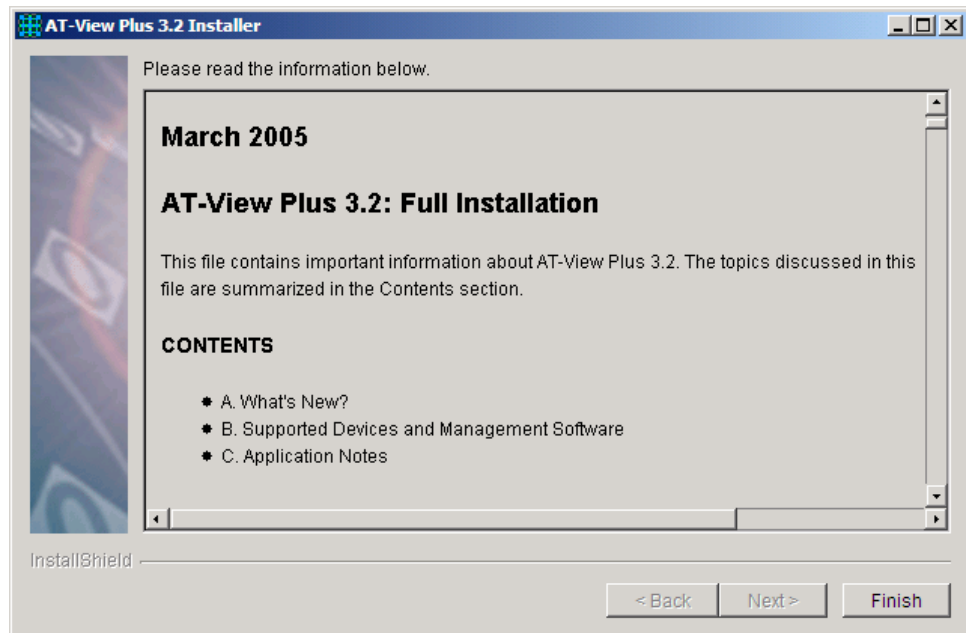
In setting the WEB browser external command field on the Windows platform, the installer checks if Microsoft Internet Explorer or Netscape Navigator is installed. If neither of the two browser programs exists, the external command field is left blank. On the UNIX platform, the installer checks if Mozilla is installed.

In setting the Telnet external command field on Windows NT and UNIX, the installer uses the standard Telnet application that comes with the operating system. For Windows 2000, Windows XP, and Windows 2003, the HyperTerminal application is used.

14. Click Next to continue.



15. The release notes will be displayed. Click Finish to close the installation wizard.



4.2 HP-UX

To install AT-View Plus 3.2 on HP-UX, perform the following procedure.

1. Make sure that you have root privilege.
2. Copy the ATVP320H.bin file to a temporary directory.
3. Move to the directory where the installation file is.
4. Make sure that the installation file is executable. Use the chmod command to correct the permissions mode of the file.

```
chmod u+x ATVP320H.bin
```
5. Enter the following on the command line:

```
./ATVP320H.bin
```
6. Press Enter to start the AT-View Plus 3.2 installer. The AT-View Plus 3.2 splash screen is displayed for a few seconds then the installation wizard will appear. Use the same procedure as the Windows procedure to install AT-View Plus 3.2 on your UNIX machine.

4.3 SOLARIS

To install AT-View Plus 3.2 on Solaris, perform the following procedure.

1. Make sure that you have root privilege.
2. Copy the ATVP320S.bin file to a temporary directory.
3. Move to the directory where the installation file is.
4. Make sure that the installation file is executable. Use chmod command to correct the permission mode of the file.

```
chmod u+x ATVP320S.bin
```
5. Enter the following on the command line:

```
./ATVP320S.bin
```
6. Press Enter to start the AT-View Plus 3.2 installer. The AT-View Plus 3.2 splash screen is displayed for a few seconds then the installation wizard will appear. Use the same procedure as the Windows procedure to install AT-View Plus 3.2 on your UNIX machine.

5 CONFIGURATION (WINDOWS)

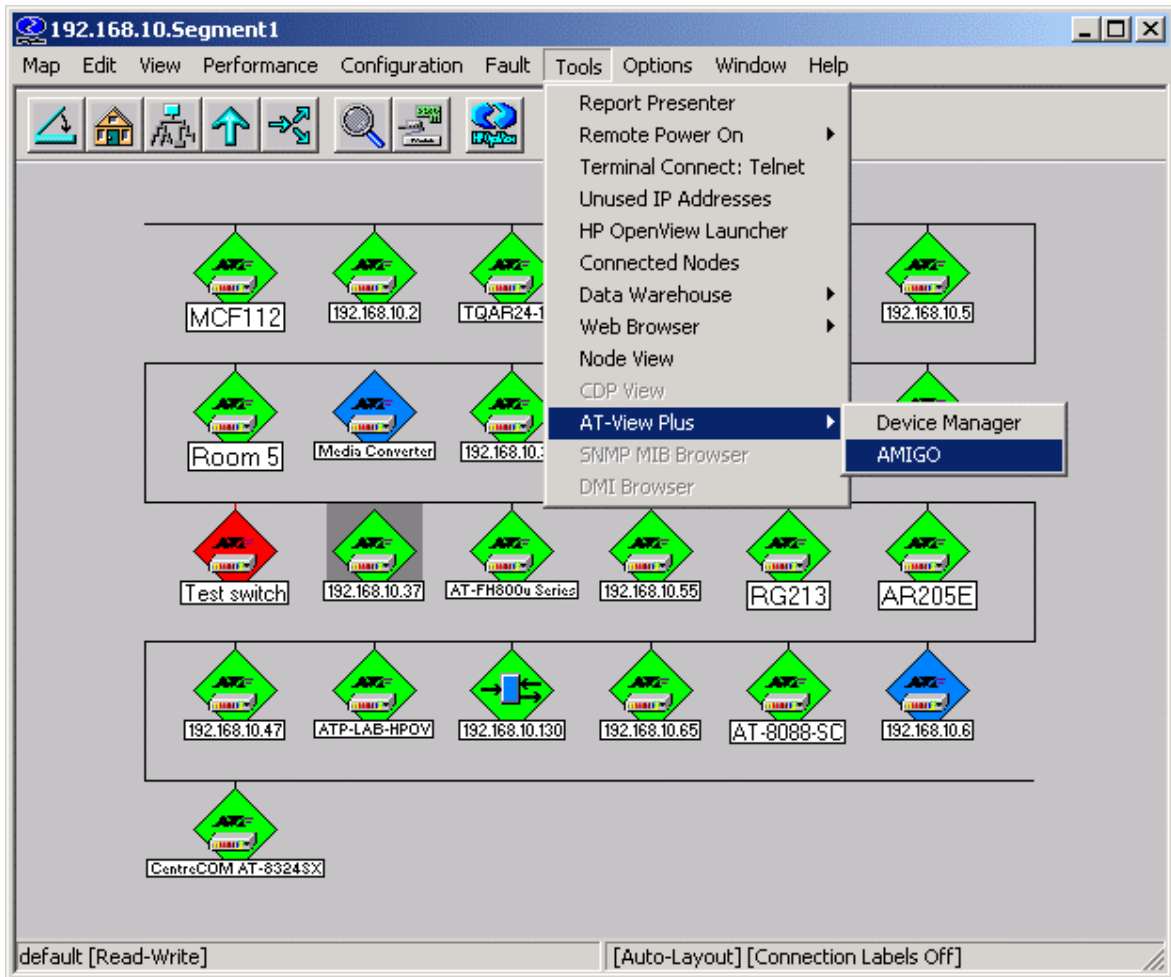
To run AT-View Plus 3.2 from the command line on Windows, configure the environment variable PATH to point to the directory containing the AT-View Plus 3.2 executable. For example, if AT-View Plus 3.2 is installed in C:\Program Files\Allied Telesyn\AT-View Plus\bin, set the PATH variable as follows:

```
set PATH=%PATH%;C:\Program Files\Allied Telesyn\AT-View Plus\bin
```

This statement can be written in the C:\AUTOEXEC.BAT file, which is automatically executed at system boot.

7 INTEGRATING AT-VIEW PLUS 3.2 WITH OPENVIEW

The AT-View Plus 3.2 installer automatically detects if HP OpenView is installed and will perform the necessary integration so that AT-View Plus 3.2 can be started from within OpenView. After integration, the "AT-View Plus" submenu is added to the "Tools" menu. "AT-View Plus" contains the options "Device Manager" and "AMIGO".



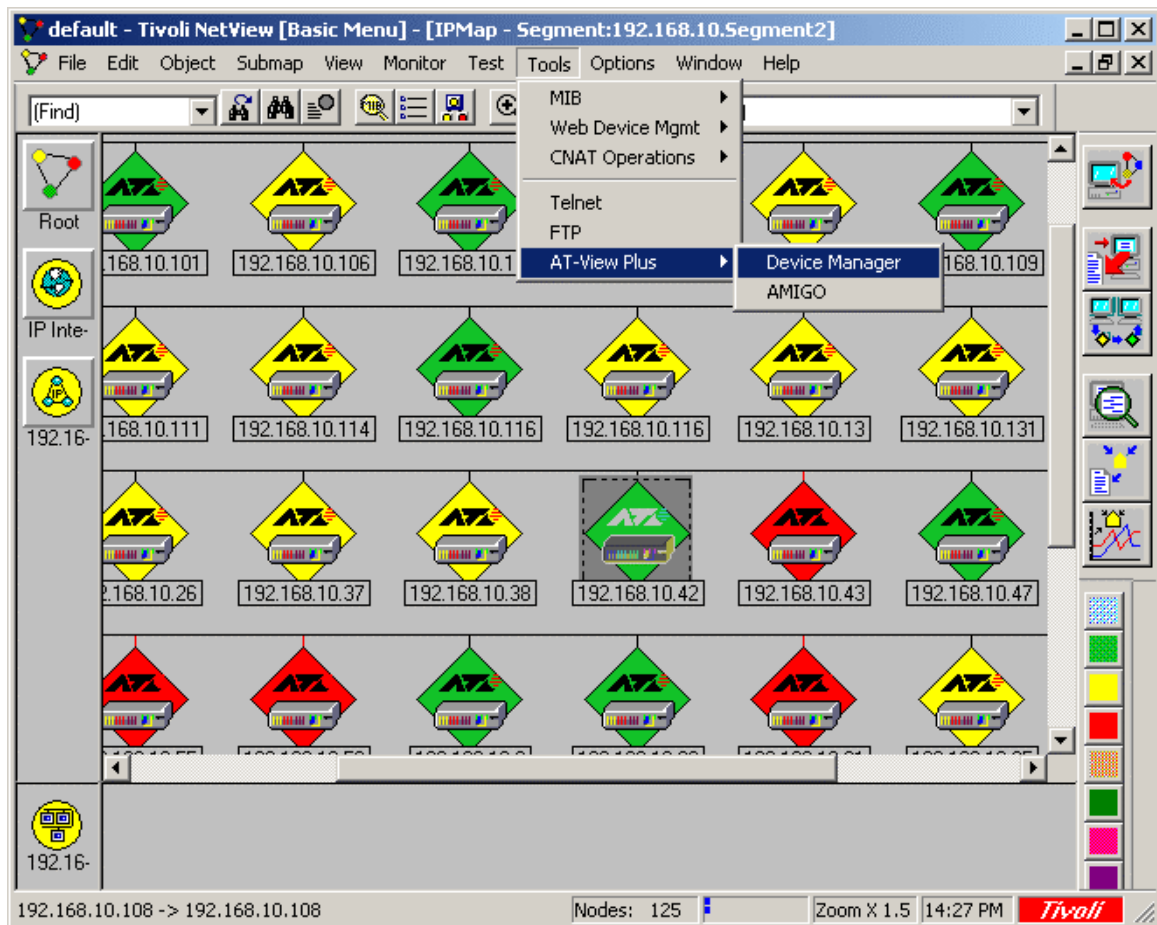
To start AT-View Plus for an Allied Telesyn device, follow the steps below:

1. Select an Allied Telesyn device on the network map.
2. Select Tools or right click on the device icon then choose AT-View Plus>Device Manager or AMIGO.
3. Device Manager or AMIGO will be launched.

8 INTEGRATING AT-VIEW PLUS 3.2 WITH NETVIEW

The AT-View Plus 3.2 installer automatically detects if NetView is installed and will perform the necessary integration so that AT-View Plus 3.2 can be started from within NetView. After integration, the "AT-View Plus" submenu is added to the "Tools" menu. "AT-View Plus" contains the options "Device Manager" and "AMIGO".

After installing AT-View Plus 3.2, NetView does not immediately update its maps to show Allied Telesyn icons. You can use the "Demand Poll" selection from the "Test" menu to force NetView to refresh its maps or wait for NetView to complete its scheduled "Polling for Node Configuration". You can also change the default period of the "Polling for Node Configuration" in order for the discover node configuration to take effect immediately.



To start AT-View Plus for an Allied Telesyn device, follow the steps below:

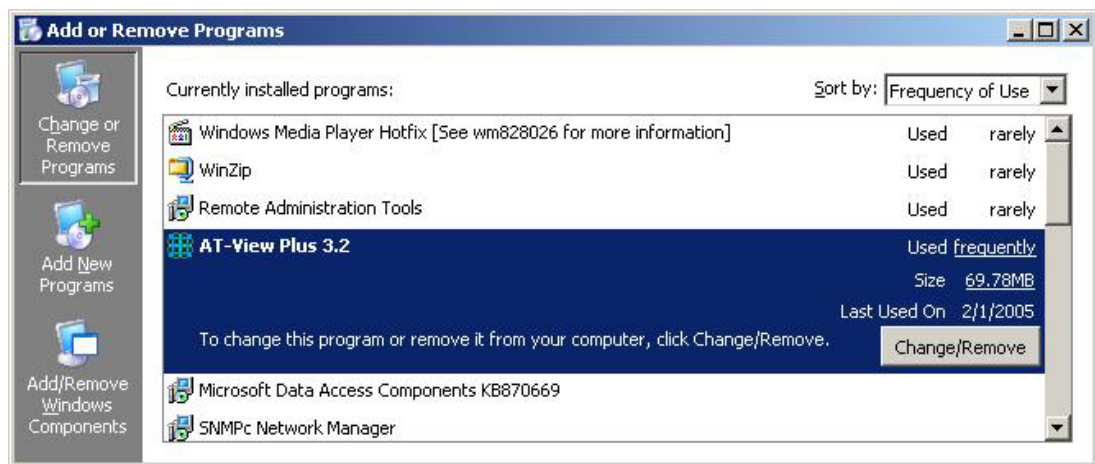
1. Select an Allied Telesyn device on the network map.
2. Select Tools>AT-View Plus>Device Manager or AMIGO.
3. Device Manager or AMIGO will be launched.

9 UNINSTALLING AT-VIEW PLUS 3.2

Before uninstalling AT-View Plus 3.2, make sure that you have administrative rights. If you are uninstalling AT-View Plus 3.2 with NMS integration, check the status of the NMS. For SNMPc or OpenView, make sure that the services are not running. For NetView, make sure that its services are running.

9.1 Windows

Use the Control Panel's "Add/Remove Programs" utility to uninstall AT-View Plus 3.2 and its components. NMS integration files will also be removed during the uninstallation process. To uninstall AT-View Plus 3.2 for Windows, perform the following procedure:

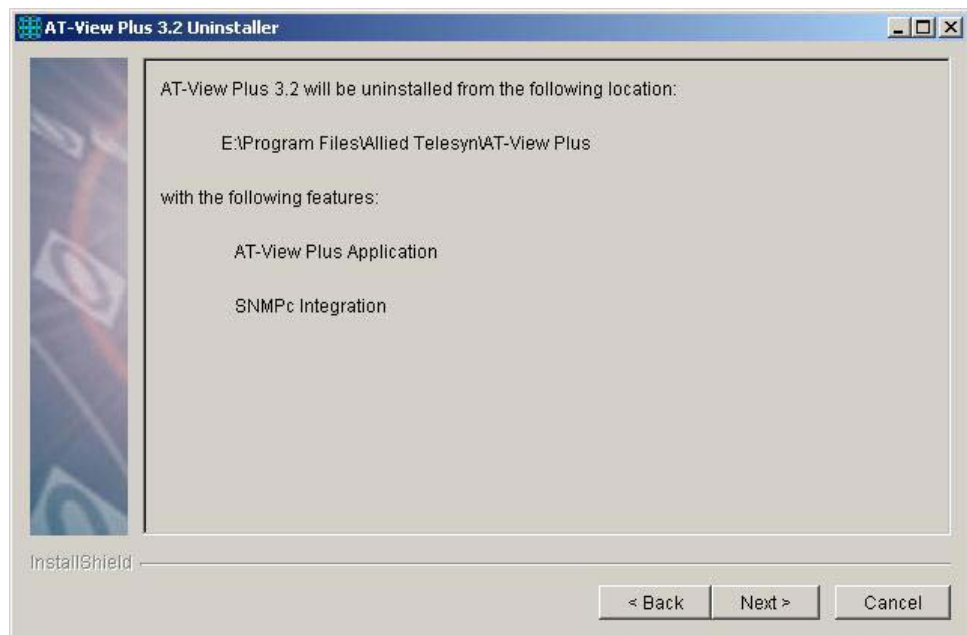


1. Select AT-View Plus 3.2 then click the "Change/Remove" button. The AT-View Plus splash screen will be displayed for a few seconds.

2. In the AT-View Plus 3.2 Uninstaller window, click Next to continue.

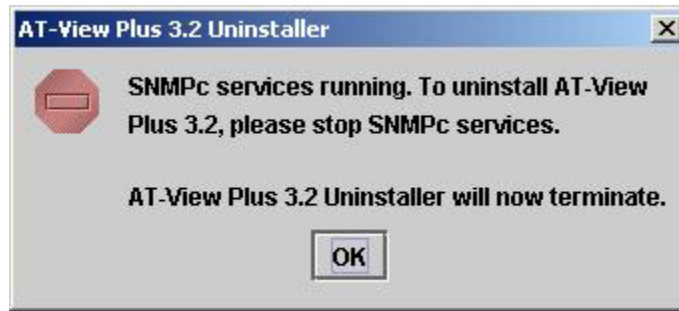


3. A new window is displayed stating that AT-View Plus 3.2 and its components will be uninstalled from its installation folder.



Click Next to uninstall AT-View Plus 3.2.

4. This window is displayed only if the uninstallation program has detected that SNMPC or OpenView services are running or if NetView services are not running. Click OK to terminate the uninstallation. Stop the SNMPC or OpenView services or start the NetView services and run the uninstallation program again.



5. Click Finish. You have successfully uninstalled AT-View Plus 3.2 from your computer.



9.2 UNIX

To uninstall AT-View Plus 3.2 from UNIX, run the application "uninstaller.bin" found in the `_uninstx` folder of the AT-View Plus installation directory, where `x` is the latest number .

The Uninstall Wizard will appear. To uninstall AT-View Plus 3.2, perform steps 2 to 5 of the uninstallation procedure for Windows.

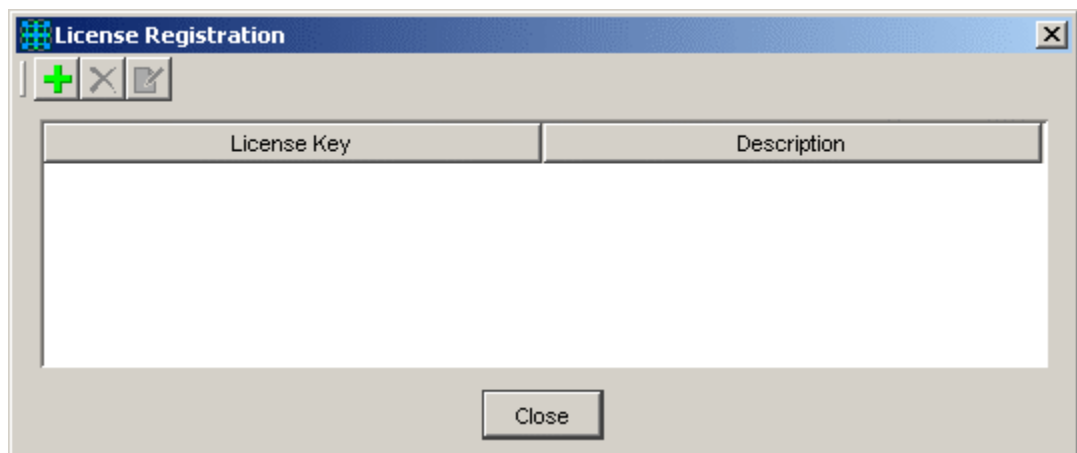
10 LICENSE REGISTRATION

This installation automatically provides you with a 30-day trial period. You will need to enter a license key if you wish to continue to use AT-View Plus 3.2 after the trial period expires.

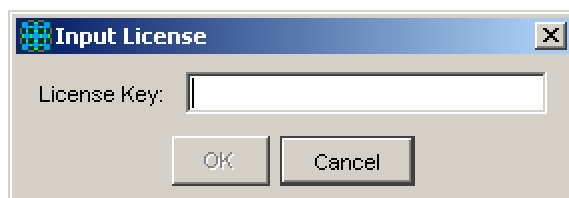
For existing AT-View Plus 1.4 and AT-View Plus 2.x users, you can upgrade your software to 3.x. Please contact your authorized Allied Telesyn distributor or reseller for more details.

After installing AT-View Plus 3.2, register the License Key as follows:

1. Start AT-View Plus 3.2.
2. Select Help>License Registration. The License Registration dialog box opens.



3. Click the Add button. The Input License dialog box opens.



Enter the License Key printed on the Software Feature Registration Form or Software Certificate provided to you by an Allied Telesyn distributor or reseller.

4. Click the OK button. The new License Key will be displayed.

11 INSTALLATION/UNINSTALLATION NOTES

11.1 Installation

- If OpenView is installed, a command window (black screen) is displayed for a few seconds after clicking the "Next" button in the Welcome dialog. This is because the installation setup program checks if OpenView services are running.
- When installing AT-View Plus 3.2 with NetView integration, you may receive the warning message "The NetView Console lost connection to the NetView Server. Exiting the Console.". This is an expected message and does not affect the installation process.
- When installing AT-View Plus 3.2 with NetView integration, the installation setup program will invoke NetView's "loadmib" application to load the MIB files used by Allied Telesyn devices. Loading the MIB files may take some time to complete.
- When installing AT-View Plus 3.2 with NetView integration, the following warning message may be displayed:

"C:\usr\ov\symbols\ati_device_sym.bak exists on this system and is newer than the file being installed. Do you want to replace this file?"

This happens when an AT-View Plus 3.2 was previously uninstalled and installed again. Click Yes to proceed with the installation setup.

- In UNIX, it is recommended that the AT-View Plus 3.2 installation setup program be run on a console. Double clicking the setup program from the File Manager window will not close the Run window automatically after the installation has been completed.
- Before installing AT-View Plus in UNIX, add the location of Mozilla to the PATH environment variable (e.g. PATH=\$PATH:/opt/mozilla). This will allow the AT-View Plus installer to determine where Mozilla is installed. Note that you must run the AT-View Plus installer and applications (Device Manager and VLAN Manager) on the same virtual terminal used to add the location of Mozilla to PATH. The PATH variable does not span virtual terminals so using a different virtual terminal will cause the Online Help and WEB Browser functions to fail.
- Before installing AT-View Plus in UNIX, add the location of Mozilla to the PATH environment variable (e.g. PATH=\$PATH:/opt/mozilla). This will allow the AT-View Plus installer to determine where Mozilla is installed. Note that you must run the AT-View Plus installer and applications (Device Manager and VLAN Manager) on the same virtual terminal used to add the location of Mozilla to PATH. The PATH variable does not span virtual terminals so using a different virtual terminal will cause the Online Help and WEB Browser functions to fail.

11.2 Uninstallation

- InstallShield message "java.lang.NoClassDefFoundError: run Exception in thread "main"" may be displayed when user with no administrative rights attempts to uninstall AT-View Plus. To uninstall AT-View Plus successfully, be sure that you have administrative rights.
- In Windows XP and Windows 2003, if Accessories was selected as the program folder during installation, an error message is displayed just before uninstallation is completed. The error message informs the user that the uninstallation program cannot remove the desktop icon. This however does not affect the uninstallation process. The

designated AT-View Plus program folder is still deleted and uninstallation is processed completely.

- In UNIX, after uninstalling AT-View Plus, the user should manually delete the folder where AT-View Plus 3.2 was installed. When AT-View Plus is uninstalled, the directories are not totally removed because some files are used to invoke the un-installation program.
- In UNIX, if the folder where AT-View Plus 3.2 was previously installed was not deleted, a directory named `_uninstx` (where `x` represents the number of times AT-View Plus was installed) is created. Use the latest `_uninstx` folder to uninstall the application.
- The following notes apply when uninstalling AT-View Plus 3.2 with NetView integration:
 - The process to unload MIB files for Allied Telesyn devices may take some time to complete.
 - When the NetView applications `"\usr\ov\bin\ovw_fields"` and `"\usr\ov\bin\ovw_config"` are run after AT-View Plus 3.2 is uninstalled, some information related to AT-View Plus are retained in the NetView database. NetView will continue to recognize Allied Telesyn devices but the Allied Telesyn icons will not be shown.
 - The following messages may appear when NetView is started after uninstalling AT-View Plus 3.2:
`"\usr\ov\bin\disptec.exe:Unable to get map info: The map is not open. Exiting..."`
`"java.exe has generated errors and will be closed by Windows. You will need to restart the program. An error log is being created."`
To correct this error, please do the following:
 1. Move the file `\usr\ov\symbols\ati_device_sym.bak` to `\usr\ov\symbols\c`.
 2. Rename `ati_device_sym.bak` to `ati_device_sym`.
 3. Start the NetView console. The map should now be displayed.
 4. Exit from NetView.

12 ERROR/ALERT MESSAGES

You may encounter the following alert messages while installing AT-View Plus 3.2.

Error/Alert Message	Description/Solution
<p>You must have administrator rights to install the AT-View Plus 3.2 package.</p> <p>AT-View Plus 3.2 Installer will now terminate.</p>	<p>You must log on as administrator to the machine where you will install AT-View Plus 3.2.</p>
<p>AT-View Plus [application documentation application and documentation] [is are] already installed on this system.</p> <p>Please uninstall AT-View Plus [application documentation application and documentation] prior to installing AT-View Plus 3.2.</p> <p>AT-View Plus 3.2 Installer will now terminate.</p>	<p>There is an existing copy of AT-View Plus on the machine where you are performing the installation. Exit the installation program and uninstall AT-View Plus before running the AT-View Plus 3.2 installer again.</p>
<p>AT-View Plus <i>m.n</i> is already installed on this system.</p> <p>Please uninstall AT-View Plus <i>m.n</i> prior to installing AT-View Plus 3.2.</p> <p>AT-View Plus 3.2 Installer will now terminate.</p>	<p>There is an older version of AT-View Plus (where <i>m.n</i> is the version) on the machine where you are performing the installation.</p> <p>Exit the AT-View Plus 3.2 installer and uninstall AT-View Plus <i>m.n</i>. Then run the AT-View Plus 3.2 installer again.</p>
<p>You have previously installed an AT-View Plus feature using the FULL[or SNMPc Plug-in] version of the AT-View Plus installer. Please use the same version of the installer, or remove the AT-View Plus feature that is already installed.</p> <p>AT-View Plus 3.2 Installer will now terminate.</p>	<p>Exit the AT-View Plus 3.2 installer. Use the same version of the installer that you previously used to install additional feature in AT-View Plus 3.2.</p> <p>You may also remove the installed AT-View Plus application and then run the current AT-View Plus 3.2 installer again.</p>
<p>SNMPc [or OpenView] services running.</p> <p>For AT-View Plus to integrate with SNMPc [or OpenView], SNMPc [or OpenView] services must be stopped.</p>	<p>SNMPc [or OpenView] is running. It is recommended that you exit the installation program, stop SNMPc [or OpenView], then run the AT-View Plus 3.2 installer again if you want to integrate AT-View Plus 3.2 with SNMPc [or OpenView].</p>
<p>NetView services not running.</p> <p>For AT-View Plus to integrate with NetView, NetView services must be started.</p>	<p>It is recommended that you exit the installation program, start NetView, then run the AT-View Plus 3.2 installer again if you want to integrate AT-View Plus 3.2 with NetView.</p>
<p>SNMPc [or OpenView] services running.</p> <p>To uninstall AT-View Plus 3.2, please stop SNMPc [or OpenView] services.</p> <p>AT-View Plus 3.2 Uninstaller will now terminate.</p>	<p>To uninstall AT-View Plus 3.2, SNMPc [or OpenView] services must not be running. Exit from the uninstallation program and stop SNMPc [or OpenView] services.</p>

Error/Alert Message	Description/Solution
<p>NetView services not running.</p> <p>To uninstall AT-View Plus 3.2, please start NetView services.</p> <p>AT-View Plus 3.2 Uninstaller will now terminate.</p>	<p>To uninstall AT-View Plus 3.2, NetView services must be running. Exit from the uninstallation program and start NetView services.</p>
<p>NetView services will be restarted during NMS integration. Do not use the NetView console until AT-View Plus 3.2 installation is complete.</p>	<p>This is a warning message informing you not to use the NetView console during installation. If you do, you will receive the message "The NetView Console lost connection to the NetView Server. Exiting the Console.". This is an expected message and does not affect the installation process.</p>
<p>A directory name cannot contain any of the following characters: ;+!@#%&^&()=}{[]',*?"<> `</p>	<p>In Windows, do not use the following characters ;+!@#%&^&()=}{[]',*?"<> ` for the directory name .</p> <p>In UNIX, the colon ":" character is included in the list of invalid characters.</p>
<p>Invalid format for the directory name.</p>	<p>To specify a drive in the directory name, the drive must be delimited by a colon followed by a backslash. For example, c:\MyInstall.</p>
<p>A program folder name cannot contain any of the following characters ;+!@#%&^&()=}{[]',*?"<> \:./`~</p>	<p>In Windows, do not use the following characters ;+!@#%&^&()=}{[]',*?"<> \:./`~ for the program folder name .</p>