

HP TopTools Remote Control User Guide



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1 Quick Start

This chapter provides a quick overview of the steps required for setting up and using HP TopTools Remote Control. If you have experience setting up computer hardware and software, you can use the following section as a brief installation guide. Before installing the HP TopTools Remote Control PCI card, you must already have completed initial installation and configuration of your HP NetServer. For a brief overview of how HP TopTools Remote Control works, see Figure 2-1 before proceeding.

Before you begin, review the "HP TopTools Remote Control System Requirements" section of Chapter 2.

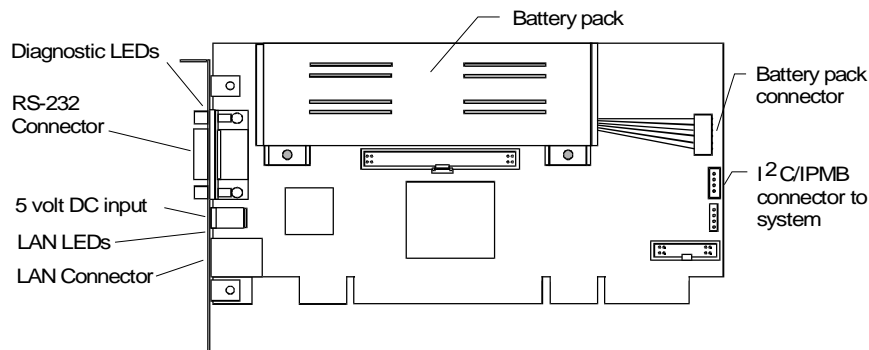


Figure 1-1. HP TopTools Remote Control PCI Card Connectors

Verify that the server BIOS is compatible with HP TopTools Remote Control:

1. Insert the *HP NetServer Navigator CD* supplied with HP TopTools Remote Control in the NetServer's CD-ROM drive and reboot. The Navigator CD boots and automatically verifies that the system BIOS and firmware are compatible with HP TopTools Remote Control.
2. If the BIOS or firmware is out of date or otherwise incompatible, it is automatically updated.
3. Remove the *HP NetServer Navigator CD* and reboot the system.

Install and set up hardware at the server (see Chapter 3 for detailed instructions):

1. Mount the battery pack on the HP TopTools Remote Control PCI card and connect the battery cable to the battery pack connector (see Figure 1-1).
2. Connect one end of the supplied I²C/IPMB cable to the connector on the HP TopTools Remote Control card.
3. Install the HP TopTools Remote Control card in one of the server's free PCI slots.

NOTE

HP does not support installations of the HP TopTools Remote Control card in systems that do not include the I²C/IPMB management bus feature. HP NetServers such as the LC 3 and LH 3 include this feature. If you don't have one of these systems, refer to your system documentation for more information.

4. Connect the free end of the I²C/IPMB cable to the I²C/IPMB management bus connector on the server's system board. The connector is keyed and color coded.
5. If applicable, plug in the optional 5-volt AC/DC power adapter to the connector on the card's bracket. Plug the AC/DC adapter power cord into a wall outlet or uninterruptible power supply.

Set up the remote connection (see Chapter 4 for detailed instructions):

1. Set up the LAN or modem connection that allows the HP TopTools Remote Control card to communicate with a remote client:
 - ◇ **For a LAN connection:** Connect your dedicated 10Base-T compatible LAN line to the card's RJ-45 LAN connector.
 - ◇ **For a modem connection:** Connect a serial modem cable (not provided) to the card's serial port and connect the other end to an external modem.
2. Boot the server. During Power-On Self-Test, when prompted, press F3 to enter the HP TopTools Remote Control BIOS setup program.
 - ◇ **If you plan on connecting to the TopTools Remote Control card via the LAN:** Define card's TCP/IP properties (either use a unique IP Address for the card, Subnet Mask, and Gateway, or enable DHCP and have your DHCP server assign these addresses for you).

- ◇ **If you plan on connecting to the TopTools Remote Control card via modem:** Define the card's PPP settings (modem initialization string, IP Address, Subnet Mask). Typically, you would leave the PPP IP Address and PPP Subnet Mask at the factory defaults since your PPP connection does not interact with the site network.
3. Save the configuration and exit.
 4. At a remote client running Microsoft Windows NT 4.0 or 95:

If you plan to connect to the HP TopTools Remote Control card via the LAN:

- ◇ Verify that the client has TCP/IP software is installed and it is properly configured for your LAN (client's IP Address, Subnet Mask, and Gateway) by checking the TCP/IP protocol properties from the Network program in the Control Panel.
- ◇ Verify your client's browser's proxy settings. If your site uses a proxy server, enter the IP address of the TopTools Remote Control card in the browser's exceptions list to bypass it. If you are using DHCP, reboot the server and run TopTools Remote Control BIOS setup program to see the assigned IP address.

And/or:

If you plan to connect to the HP TopTools Remote Control card via modem (PPP):

Verify your client's PPP settings. Double-click the "My Computer" icon on your desktop and then double-click Dial-up Networking. Add an entry and define its properties (modem, initialization string, server PPP and TCP/IP setup, login script). If you wish to use server dialback, you may configure it via the TopTools Remote Control web interface after you first login.

5. Make your first remote connection using HP TopTools Remote Control's web interface (see next section).

Make your first remote connection (see Chapter 5 for detailed instructions):

From the remote client, connect to HP TopTools Remote Control via LAN or modem connection.

1. If you are using a modem (PPP) at the remote client (proceed to step 2 if you are not), make your connection using the Dial-Up Networking program. Once your connection has been established, proceed to step 2.
2. At the remote client, start your web browser software.

3. Enter the URL address of the HP TopTools Remote Control card, which should be *one* of the following:
 - ◇ If connecting via LAN, enter either the card's IP address (for example: `http://xxx.xxx.xxx.xxx/`), or a host name, if one has been assigned to the HP TopTools Remote Control card in your DNS server (for example: `http://cardname.companyname.com`).
 - ◇ If connecting via modem, enter the card's PPP IP-address that you entered when you ran the HP TopTools Remote Control BIOS setup (for example: `http://xxx.xxx.xxx.xxx/`).

Once you are connected, the TopTools Remote Control Identity page is displayed in your browser window (see Figure 5-1).

4. Click the Configuration Tab. The login prompt is displayed.
5. In the User Name field, enter a valid administrator name. For your first login, the factory default name is ADMIN.
6. At the password prompt, enter the password that belongs to the administrator name. For your first login, the factory default password is ADMIN.

NOTE

The user ID and the access password for HP TopTools Remote Control software are case sensitive. To avoid a potential security breach allowing someone to log in using the defaults, your first task should be to set up an administrator for the card. Under Configuration|User, create a new user assigned to the "Administrator" group and assign a new password. Then delete the default ADMIN user account.

7. Once logged into the HP TopTools Remote Control web interface, create your user groups and set your communication and notification preferences. If you have HP TopTools Device Manager, you can perform some administration actions on multiple cards at once. See online help for details (click the "?" button in the upper right corner of the browser window).

You are now logged on to HP TopTools Remote Control. For a description of features, see the section, "HP TopTools Remote Control Features and Functions," in Chapter 2.

2 Introducing HP TopTools Remote Control

HP TopTools Remote Control combines an intelligent PCI card and integrated software that provides powerful remote server management. Management capabilities include server status monitoring, configurable event notification, and diagnostic features. The card's remote management capabilities are accessed using standard web browser software. HP TopTools Remote Control consists of:

- **The HP TopTools Remote Control card.** A PCI card that plugs into your HP NetServer. It includes an independent processor and draws power from the server's PCI bus. If necessary, however, the card can also draw power from an on-board battery pack, or from an optional external AC/DC power adapter. These features allows remote access to the server via HP TopTools Remote Control that is independent of the server's operating status.
- **A comprehensive management application stored in the board's firmware.** Using this software, HP TopTools Remote Control provides remote server control and management. Access to Intelligent Platform Management Bus (IPMB) located on the server provide for monitoring, server power control and diagnostic features.

NOTE

To provide complete independence of the server's Network Operating System, HP TopTools Remote Control is accessed and controlled via a separate and independent communication interface (LAN or RS-232) built onto the product's PCI card. The card does not provide direct control from the hosting server.

- **A platform-independent web-based graphical user interface.** The HP TopTools Remote Control web interface allows users to connect to the card in the server and, using a standard web browser, run the stored management application. Access to card functions may be controlled by specifying user access privileges.

Note that using a "web" interface does not mean that the card may be accessed by anyone on the Internet. Your company's firewall and proxy servers prevent outside access to your local network or intranet. The

TopTools dialback capability also provides extra security when communicating with the card via a dial-up modem.

How HP TopTools Remote Control Works

HP TopTools Remote Control operates independent of the server. It has its own processor chip, a serial and LAN port, and interface. These are completely separate from the server and the server's Network Operating System (NOS). The benefit to network administrators is comprehensive remote server management, even in the event of a downed server. Thus, HP TopTools Remote Control frees system administrative staff from direct round-the-clock server monitoring.

When HP TopTools Remote Control detects a problem, it immediately notifies the assigned administrator by sending a notification message that identifies the server and the nature of the problem using one or more of the following methods:

- E-mail (server ID and short text message identifying the problem)
- Numeric page (server ID and five-digit event code)
- Alphanumeric page (server ID and short text message identifying the problem)

Regardless of location, an administrator can log in to the server using a standard web browser and run HP TopTools Remote Control software to identify and, in many cases, correct server problems. See Figure 2-1.

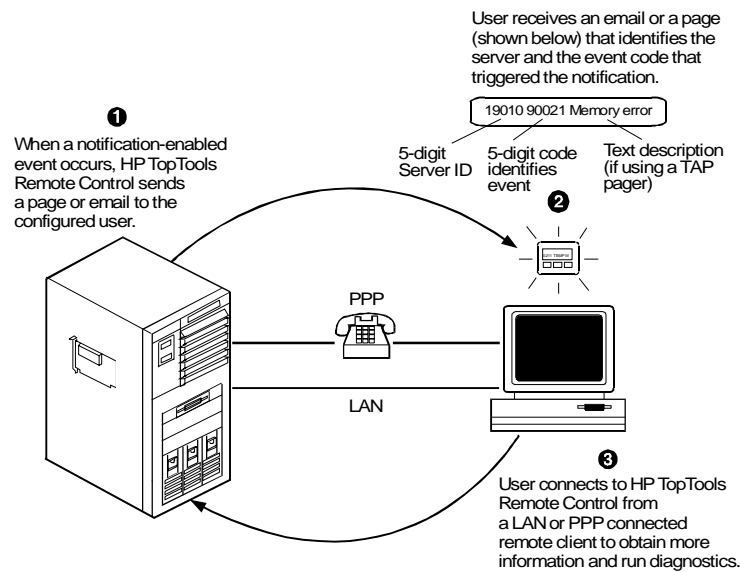


Figure 2-1. HP TopTools Remote Control Management Process

Package Contents

Your HP TopTools Remote Control product contains the following:

- An HP TopTools Remote Control PCI card
- A battery pack (including plastic fastening darts)
- An *HP NetServer Navigator CD*
- An I²C/IPMB cable kit

NOTE

An optional AC/DC adapter for the HP TopTools Remote Control card (HP part number D6138A) is available from your authorized HP dealer. HP recommends use of the adapter when you want to extend the card's remote power on feature beyond the limits of the battery pack's capability (30 to 60 minutes).

Documentation

HP TopTools Remote Control includes the following documentation:

- This guide, which describes how to install the HP TopTools Remote Control and set it up to communicate with the server.
- HP TopTools Remote Control online help, which describes all aspects of the user interface including how to use HP TopTools Remote Control to manage your network server.
- *pcANYWHERE32* online documentation. The complete *pcANYWHERE32 User Guide* is in Adobe Acrobat PDF format on the *HP NetServer Navigator* CD in the `\util\pca32\xx\` subdirectory (where *xx* represents a two letter abbreviation for your local language).
- The HP TopTools Remote Control README file located in the `\ttrc\us` directory of the *HP NetServer Navigator CD*, provides up-to-date information that became available after this guide was printed.

Acronyms

The following acronyms designate hardware and software components that are associated with HP TopTools Remote Control installation or usage. You will encounter these acronyms throughout this user guide.

- **DHCP:** The Dynamic Host Configuration Protocol provides a mechanism through which computers using TCP/IP can obtain protocol configuration parameters automatically through the network.
- **I²C:** Inter-Integrated Circuit bus. A multi-master, two-wire, serial bus used as the basis for the Intelligent Platform Management Bus.
- **IPMB:** Intelligent Platform Management Bus. Name for the architecture, protocol, and implementation of the industry-standard server management bus that interconnects the server's system board and chassis instrumentation electronics. TopTools Remote Control connects to the IPMB via the I²C cable, thus providing access to the server's event log, system sensors and the server's front panel and reset controls.
- **PPP:** Point-to-Point Protocol. A standardized network protocol for dial-up network connectivity.

- **TFTP:** Trivial File Transfer Protocol. This file transfer protocol allows PUT and GET operations with absolute file names and does not require user authentication. TopTools remote control uses TFTP to implement firmware updates and remote boots.

Who Should Use This Guide

This guide is designed for system administrators and people who are familiar with installing, managing, and troubleshooting servers on a network. It assumes that you're knowledgeable about using operating systems such as Microsoft Windows 95 and NT, using web browsers such as Microsoft Internet Explorer and Netscape Communicator, and installing software and hardware in PC systems.

HP TopTools Remote Control Features and Functions

HP TopTools Remote Control provides a wealth of server management features that make it a powerful remote management tool. HP TopTools Remote Control works independently of the server's state and network operating system. An on-board, web-based user interface is accessed via communications ports (for modem or LAN) that are functionally independent from the HP NetServer on which the HP TopTools Remote Control card is installed.

An on-board battery or an optional external AC/DC power adapter keeps HP TopTools Remote Control functional even if the server loses power.

For security reasons, access privileges are mapped to user groups. In the following chapters, all features and functions are described from an administrator's point of view. However, subsets of the HP TopTools Remote Control features and functions are also available for use by operators and users.

Remote Control

Remote server console redirection. An administrator at a remote client (connected to the server via a modem and or LAN) can view the server console screen and take control of the keyboard, performing operations as if seated at the server. HP TopTools Remote Control supports character-based server console screens. Windows NT graphics console redirection is supported using Symantec's pcANYWHERE32 software (included on the *HP NetServer Navigator CD*).

Remote access to server power functions. An administrator at a remote client has virtual control of the server's power states. He or she can reset the server with

a graceful shutdown (if the NetServer SNMP agent software is installed), a reboot, or a complete power cycle. An administrator can also remotely power off the server if, for example, there has been a critical hardware failure. If text remote control is enabled during server reboot, the actual bootup screens can be viewed at a remote site.

Remote configuration. An administrator at a remote client can reconfigure HP TopTools Remote Control and change features such as notification actions. An administrator can also change user and administrator permissions without having to be at the server.

Management and Security

Remote management security. An administrator can assign access for up to 16 users, providing them with individual login identification, encrypted password and privileges. User privileges define the right to perform a specific action (for example, powering down the server). User management can thus be set up by an administrator at a remote site without compromising network security. The TopTools Remote Control login procedure is protected so that the password is not sent across the LAN.

Dialback option. If a user is using modem communications, the HP TopTools Remote Control card may be configured for dialback. Dialback authorization requires the user's ID. If the ID matches an entry in the user database, HP TopTools Remote Control initiates an automatic call-back via the external modem connected to the card.

Server Performance Monitoring

HP TopTools Remote Control monitors I/O performance by gathering statistics on PCI bus usage. The following server operations and conditions are monitored:

- **Bus utilization.** The ratio of use to total PCI cycles. This is an indicator of the server's I/O load.
- **Bus efficiency.** The ratio of the amount of data transferred (throughput) to total PCI data transfer capacity. This is an indicator of how effectively the server's PCI devices are using the bus.

HP TopTools Remote Control monitors the following conditions:

Environment monitoring. HP TopTools Remote Control displays sensor values for each sensor in the server. These include sensors for voltages, temperatures, and fan speed.

Logging of server events. HP TopTools Remote Control displays the server's System Event Log (SEL) information for viewing by an administrator at a remote

client. This is the same event log available via TopTools when the server is online.

Event notification. HP TopTools Remote Control notifies designated users when an event occurs that has been specified for notification. Using Remote Control notification, an administrator's valuable time is freed from constant surveillance of the server, and server downtime is kept to a minimum. HP TopTools Remote Control can send notification via email using the Simple Mail Transfer Protocol (SMTP), numeric pager, or alphanumeric pager using the Telocator Alphanumeric Protocol (TAP). An administrator can define the notification path and enable or disable paging for any event group.

TAP paging allows the HP TopTools Remote Control to send meaningful text notifications to designated pagers. If your mobile phone service provider supports the TAP protocol, you can use HP TopTools Remote Control to send Short Message Service (SMS) notifications up to 160 characters in length to your mobile phone.

Diagnostics

Memory diagnostics. If enabled, this function reads continuously through the complete memory range at a defined maximum performance impact. Single bit errors are logged and a session count is calculated.

Last screen before Automatic Server Restart (ASR). If the NetServer SNMP agents software is installed, HP TopTools Remote Control automatically captures a snapshot of the server's screen (blue screen on Windows NT servers) upon an ASR event, preserving error messages or other screen activity that appeared before restart. An administrator can view the snapshot from a remote client and use the screen contents to troubleshoot server problems.

Other Features

Automatic server shutdown on voltage or temperature emergencies. The HP TopTools Remote Control card can be configured to automatically shut down your server if it detects an over-voltage or over-heating condition.

Remote floppy boot of the server. For remote reboot, HP TopTools Remote Control allows an administrator to specify a boot floppy image file located on a TFTP server (see Appendix C for details). The HP NetServer in which the HP TopTools Remote Control card is installed automatically fetches this boot image after a reset operation and executes the new boot image. Using this feature, for example, an administrator can remotely update the HP NetServer's BIOS, or remotely run server diagnostics.

Remotely upgrade firmware. The HP TopTools Remote Control management program code is stored in Flash ROM on the HP TopTools Remote Control card. If it is necessary to upgrade the firmware, a newer revision of the program code may be downloaded via a TFTP server to the programmable ROM (see Appendix C for details). When available, new firmware versions can be obtained from the HP web site.

SNMP support. HP TopTools Remote Control includes SNMP support embedded in firmware on the Remote Control card. SNMP queries (MIB-II) provide seamless integration with any SNMP management platform including HP TopTools and HP OpenView. SNMP traps that occur during a server hang or power down may be forwarded to a management console of your choosing. These management solutions provide in-band (network connected) monitoring of your servers.

DHCP support. DHCP is based on a client-server paradigm in which the HP TopTools Remote Control card contacts a DHCP server for configuration parameters. The DHCP server is typically centrally located and operated by the network administrator. The HP TopTools Remote Control card can be reliably and dynamically configured with parameters appropriate to the current network architecture. These parameters are the IP address, subnet mask and default gateway.

HP TopTools Remote Control System Requirements

Minimum Server Requirements

To install and use HP TopTools Remote Control, you will need:

- An HP NetServer system that supports I²C/IPMB and has an available PCI slot.

NOTE

The HP TopTools Remote Control card is **only** supported in HP NetServers that support the I²C/IPMB. Currently, these include systems such as the HP NetServer LC 3, LH 3 and LH 4. If you don't have one of these systems, refer to your HP NetServer's system documentation to confirm that it supports the HP TopTools Remote Control card.

- The server must also have been initially set up with a Network Operating System and the HP NetServer SNMP agents installed. HP TopTools Remote Control uses these agents to perform certain functions. If you are not sure, refer to the HP NetServer SNMP agent installation instructions available from the Information Assistant program on the *HP NetServer Documentation CD* that came with your NetServer.
- An external modem (required only for paging and dial-up remote access). A list of recommended modems is included in Appendix B. An updated (most current) list may be found on the Tested Products List for your particular HP NetServer. To view this list, refer to Appendix B.
- A dedicated 10Base-T compatible LAN connection (required for email notification and LAN access) and a unique IP address for the HP TopTools Remote Control card (either fixed or DHCP).
- For HP NetServers running Windows NT 3.51 or 4.0, full graphics console redirection to the remote client is available using Symantec's pcANYWHERE32 (see Chapter 6, Setting Up NT Graphics Console Redirection Using pcANYWHERE32).

Minimum Remote Client Requirements

To access HP TopTools Remote Control, you need the following:

- A personal computer with an Intel Pentium processor
- A VGA color display (800 X 600, *greater* than 256 colors minimum resolution)
- Microsoft Windows 95 (with Service Pack 1), Windows 98, or Windows NT 4.0 (with service pack 3)
- TCP/IP stack (included with Microsoft Windows software)

LAN Connection Requirements

To access HP TopTools Remote Control via LAN, you need the following:

- LAN connection with 10Mbit support
- Supported Web Browser (see below)
- pcANYWHERE32 Version 8.0 for Windows NT server console redirection (included on *HP NetServer Navigator CD*)

Dial-up (PPP) Connection Requirements

To access HP TopTools Remote Control via modem, you need:

- A supported modem (refer to Appendix B) and phone line
- MS Windows NT or 95 Dial-up Networking installed. For non-Windows platforms, suitable PPP software installed.
- A supported Web Browser (see below)
- pcANYWHERE32 Version 8.0 for Windows NT server console redirection (included on *HP NetServer Navigator CD*)

Supported Web Browsers

To access HP TopTools Remote Control's web-based user interface, one of the following web browsers must be installed at the remote client:

- Internet Explorer 4.01 with Service Pack 1 (version 4.72.3110.8, update version SP1, as viewed from the "About Internet Explorer" option under Help) or higher (downloadable from Microsoft's web site: www.microsoft.com)
- Netscape Communicator 4.5 (as viewed from the "About Communicator" option under Help) or higher (downloadable from Netscape's web site: www.netscape.com)

NOTE Netscape 4.5 does not allow for independently resizing Java applets inside HTML frames.

3 Hardware Installation and Configuration

This chapter provides instructions for installing the HP TopTools Remote Control card in a server and setting up a hardware connection that permits remote management of the server. (See Chapter 4 for information on setting up HP TopTools Remote Control management software.) Installation and configuration of the hardware includes:

- Verifying and, if necessary, updating system BIOS for compatibility with HP TopTools Remote Control
- Preparing the HP TopTools Remote Control card
- Installing the HP TopTools Remote Control card
- Verifying that the HP TopTools Remote Control card has been installed correctly
- Running the HP TopTools Remote Control BIOS setup program

Verifying and Updating the Server's System BIOS

To verify that the server's system BIOS is compatible with HP TopTools Remote Control:

1. Insert the *HP NetServer Navigator CD* supplied with HP TopTools Remote Control in the NetServer's CD-ROM drive and reboot. The *Navigator CD* boots and automatically verifies that the system BIOS and firmware are compatible with HP TopTools Remote Control.
2. If the system BIOS (or associated firmware) is out of date or otherwise incompatible, update it.
3. When you have finished, remove the *HP NetServer Navigator CD* and reboot the system.

Preparing the HP TopTools Remote Control Card

The HP TopTools Remote Control card can function independently of the server's power state (on or off). Power for the card can be supplied through the use of the included rechargeable on-board battery pack and/or an optional external AC/DC adapter.

For example, if the server power is not available due to a power failure, HP TopTools Remote Control switches automatically to an alternate source. The first priority is to use the external AC/DC adapter, if an AC/DC adapter is not available, it uses the battery.

NOTE

Without an external AC/DC adapter, the battery pack is able to power the HP TopTools Remote Control card for about one hour in case of a server power failure. When the server's power is on, the battery recharges off the server's PCI bus.

Mounting the Battery Pack

The battery pack must be mounted on the HP TopTools Remote Control card before the card is installed in the server. Note that the battery's sides are slotted so that it can slide onto the printed circuit board as shown in Figure 3-1.

CAUTION The HP TopTools Remote Control card is sensitive to static electricity and can easily be damaged by improper handling. Use of an antistatic service kit, such as 3M[®] 8501/8502/8505 or equivalent is recommended.

To mount the battery pack:

1. Place the HP TopTools Remote Control card on a clean non-conductive surface and disconnect the battery cable from the card.
2. With reference to Figure 3-1, the cooling vents on the battery pack should be on the same side as the board components. Be sure the battery cable is situated on the right and can easily reach the battery connector on the card.

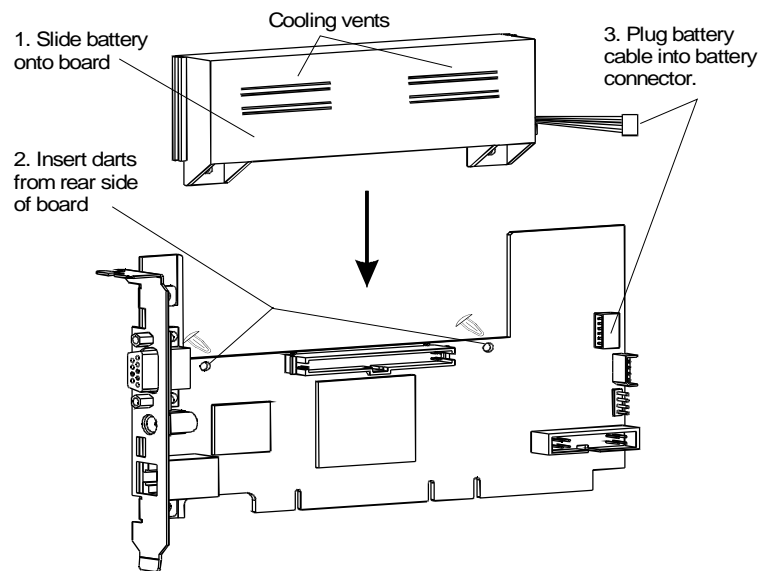


Figure 3-1. Connecting the Battery Pack and Cables

3. Make sure that the battery pack is securely mounted to the card using two of the supplied plastic darts. These must be pressed in from the back (the circuit side) of the card. The third dart in the package is a spare.

NOTE In case the battery must be removed (for exchange or replacement), use a screwdriver or a coin to remove the darts.

4. Plug in the cable leading from the battery pack into the battery connector on the card (refer to Figure 3-1).

For proper operation make sure that the battery is fully charged after installation into the server. Charging takes about two hours after the server has been powered up, or after the optional AC/DC power adapter has been plugged in.

CAUTION The battery pack is already pre-charged. Be careful handling the battery pack – a short-circuit in the battery cable can damage the battery pack.

For detailed information about battery operation, replacement, recycling, and disposal, see Appendix E.

Connecting the I²C Cable to the Remote Control Card

HP TopTools Remote Control provides an I²C/IPMB interface. This 4-pin connector provides access to the I²C/IPMB bus on the server system board. It allows remote monitoring of all sensors (for example, voltages and temperatures) built into the system board, as well as access to the System Event Log (SEL) and control of the front panel power and reset buttons.

Before installing the HP TopTools Remote Control card in the server, you need to connect the I²C cable to the card. To connect the I²C cable:

1. Locate the I²C cable connector on the HP TopTools Remote Control card. You'll find it next to and just below the battery pack connector. (Refer to Figure 3-2.)

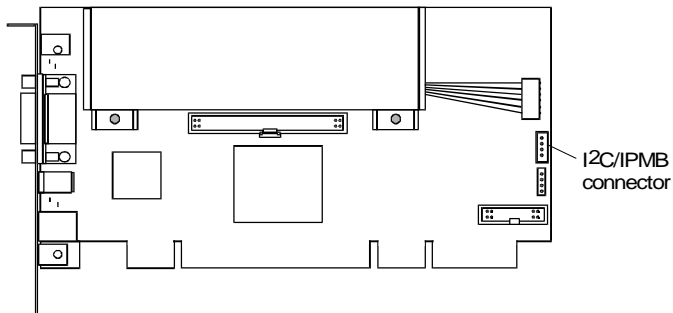


Figure 3-2. Locating the I²C/IPMB Connector

2. Plug in either end of the I²C cable (HP Part Number 5183-6569).

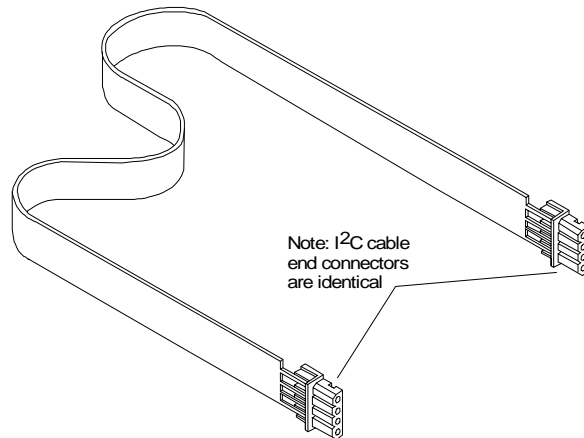


Figure 3-3: I²C cable

Installing the TopTools Remote Control Card in the Server

The exact procedure for installing the HP TopTools Remote Control PCI card depends on your particular server model. For specific information about installing a PCI card in your server, refer to the user guide supplied with your server. See Appendix D, "Technical Specifications," for information about the power requirements for HP TopTools Remote Control.

WARNING	Hazardous voltages are present inside the server. <i>Always</i> disconnect AC power and unplug external connecting cables from the HP NetServer while working inside the unit. Serious injury may result if this warning is not observed.
----------------	---

Connecting the I²C Cable to the Server

After you have physically installed the HP TopTools Remote Control card into your server, you must cable the card to the server's system board. One end of the supplied I²C/IPMB cable should already be connected to the Remote Control Card (see previous section). Connect the other end to the I²C/IPMB connector on the server.

NOTE The I²C cable is both color coded and keyed to plug in to the I²C/IPMB connector only one way. HP does not support installations of the HP TopTools Remote Control card in systems that do not include the I²C/IPMB feature. Currently, these include systems such as the HP NetServer LC 3, LH 3 and LH 4. To find out if your server includes an I²C/IPMB connector, refer to your server documentation.

Connecting an Optional AC/DC Adapter

In addition to the battery pack, you may purchase an external AC/DC 5-volt adapter and use it to supply power to the HP TopTools Remote Control card even if the server's power is down. The optional AC/DC adapter (HP part number D6138A) is available from your authorized HP dealer. HP recommends use of the adapter when you want to extend the card's remote power-on feature beyond the limits of the battery pack's capability (30 to 60 minutes).



Figure 3-4. AC/DC Adapter for HP TopTools Remote Control card

1. Plug the optional AC/DC adapter into an available power receptacle or Uninterruptible Power Supply (UPS).
2. Plug the power supply cable into the 5-volt DC input on the rear bracket of the HP TopTools Remote Control card.

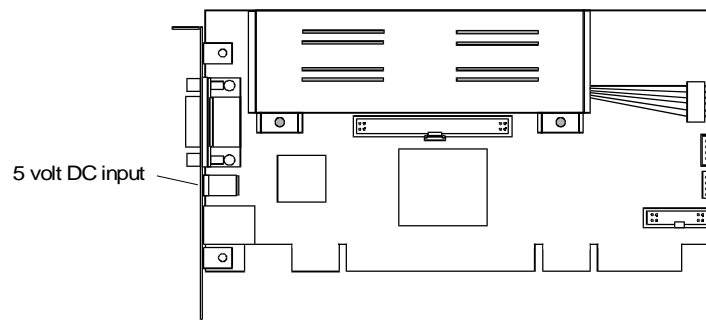


Figure 3-5. Plugging in the Optional AC/DC Adapter

- HP recommends that you attach the AC/DC adapter directly to the server housing using tie wraps to ensure that the power supply cable to the card isn't accidentally disconnected.

CAUTION Do not power down a server with an installed HP TopTools Remote Control card if the card's battery is weak and the card does not have an AC/DC adapter plugged in. In such a case, you will not be able to remotely connect to the server until someone goes to the server site and powers the unit back on.

Verifying Card Installation

Each time the HP TopTools Remote Control card is powered up, a built-in self-test procedure automatically executes.

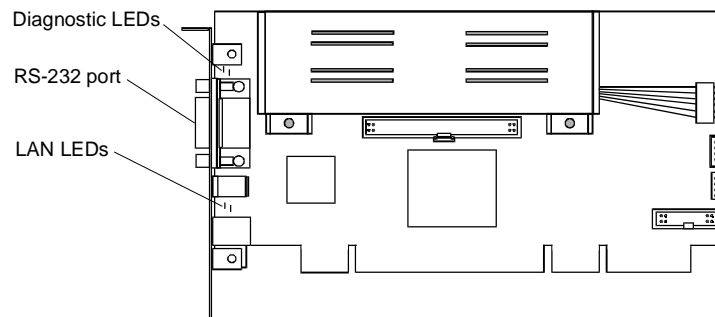


Figure 3-6. HP TopTools Remote Control PCI Card LEDs

Self Test Power Up Sequence

During the HP TopTools Remote Control card's self test, observe the diagnostic LEDs located just above the card's RS-232 port (refer to Figure 3-6).

1. The green (heartbeat) LED and the red (error) LED switch on for about 10 seconds.
2. If no errors are detected, the green heartbeat LED flashes every 5 seconds, indicating normal operation. After initial power-up, the red LED should not be visible.
3. If, after power up, the red error LED switches on, a problem with the HP Remote Control card is indicated. Refer to Appendix F for detailed information about blinking LED failure codes.

Before you can use HP TopTools Remote Control, an independent communications link (LAN or modem) must be set up, cabled, and properly configured. Proceed to the next chapter for detailed instructions on how to set up a remote connection to the HP TopTools Remote Control card.

4 Setting Up the Remote Connection

This chapter describes how to cable and configure the remote communications link to HP TopTools Remote Control card (LAN or modem). Once communications have been established, you may control your HP NetServer using the HP TopTools Remote Control web interface.

NOTE If you have not provided for an independent communications link to the card (either via a dedicated LAN line or dial-up modem line), you will be unable to communicate with the HP TopTools Remote Control card.

Your options for setting up the server for remote connection include one, or both of the following:

- A connection through the local area network (LAN) via a dedicated line connected to the HP TopTools Remote Control card's LAN port
- A connection through an external modem connected to the HP TopTools Remote Control card's RS-232 (serial) port

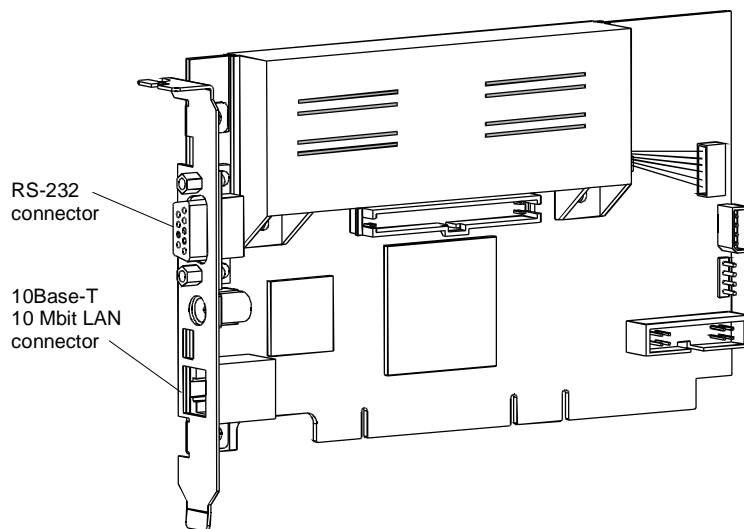


Figure 4-1. Remote Connection Options

Regardless of the type of physical connection joining the TopTools Remote Control card and remote client, you must initially use the HP TopTools Remote Control BIOS setup program at the server (described in the next section) to configure a communications link between the HP TopTools Remote Control card and a remote client.

Running the HP TopTools Remote Control BIOS Setup Program

HP TopTools Remote Control includes its own on-board processor that provides remote access and server supervision even if the server's power and operating system are not functional. Because of the card's operational independence, the installation procedure differs from more standard PCI interface cards such as LAN cards.

Use the card's BIOS setup program (available at server bootup) to configure the card for the interface(s) you are currently using or plan to use. For example, if the HP TopTools Remote Control card is to be accessed via your local area network, the LAN settings must be defined. If you are planning both local area network and modem access, you need to define both LAN and the PPP settings.

NOTE Once the communications link is initially configured using the HP TopTools Remote Control BIOS Setup program, you can change these configuration parameters at your remote client using the HP TopTools Remote Control web interface (described in Chapter 5) without rebooting the server.

To configure the HP TopTools Remote Control card:

1. Boot the server.
2. Wait for the monitor to display the message, "HP TopTools Remote Control card detected, <firmware version> IP Address <xx.xxx.xxx.xxx>" then press F3 to enter the HP TopTools Remote Control setup routine.
3. Enter the appropriate number to access the required configuration screen. To exit the configuration and continue with the boot process, press X.

```

HP TopTools Remote Control for HP NetServers Card Setup

<L> LAN Settings
<P> PPP Settings
<R> Remote Boot Settings
<F> Firmware Update Settings
<X> Exit

```

Figure 4-2. Main Setup Screen

The displayed value on any of the setting screens is updated as soon as an entered value is validated.

LAN Configuration

For a remote connection to the TopTools Remote Control card via LAN, the LAN Settings screen is used to set up the connector on the card. If you are not sure how to set network parameters, contact your network administrator for the correct network settings.

NOTE The HP TopTools Remote Control card requires its own unique IP address (different from the server's IP address) since it functions independently of the server on which it is installed.

Press the desired letter (D, I, N, or G) on the keyboard to change one of your Local Area Network settings. An entry window pops up that allows the entry of the new value. Closing this entry window initializes the validation of the new entry. If it is valid it will be updated on the corresponding setting screen, otherwise an error message occurs. Press M to return to the Main Setup Screen.

```

HP TopTools Remote Control for HP NetServers - LAN Settings

<D> Enable DHCP                DHCP is DISABLED
<I> Set IP-Address              192.168.10.10
<N> Set Netmask                 255.255.255.0
<G> Set Gateway                 127.0.0.1
<M> Main Menu

```

Figure 4-3. Local Area Network Configuration

If DHCP is **enabled**, the next time the HP TopTools Remote Control card reboots it will obtain its network settings (including its IP address) from the DHCP server. The card will attempt to keep the assigned network settings for as long as possible so you won't need to go back into the card's BIOS setup program to view a new IP address (or view the card's new address via HP TopTools Device Manager) every time the card reboots. If, for some reason, the IP address on the card changes, an event will be generated warning you of the change. You may configure the card to page you for this event.

NOTE The TopTools Remote Control card always requests the maximum lease time for network settings so that they do not change. It will also attempt to renew the lease before the lease time expires. As long as the card does automatic renewing in time, it will not lose the leased IP Address. However, if the card is switched off, and remains off past the lease renewal date, it will lose its lease on the IP Address and will need to obtain a new one.

PPP Configuration

For remote connection to the TopTools Remote Control card via a modem, the Point-to-Point Network configuration must be enabled and defined. This includes an initialization string for your external modem, a PPP IP address and a PPP Netmask address. Typically, you leave the PPP IP address and PPP Netmask at the factory defaults since your PPP connection does not interact with the site network.

NOTE The PPP IP address must be different from the HP TopTools Remote Control card's LAN IP address.

```

HP TopTools Remote Control for HP NetServers - PPP Settings
<P> Enable PPP                               PPP is DISABLED
<S> Set PPP Initialization String             ATLL1M1X3E0S0=3
<I> Set PPP IP-Address                       192.168.100.10
<N> Set PPP Netmask                         255.255.255.0
<M> Main Menu
  
```

Figure 4-4. Point-to-Point Configuration

Remote Boot Configuration

The HP TopTools Remote Control card is able to boot the server using a boot floppy image file located on a TFTP server (see Appendix C for detailed information about TFTP remote boot setup). This feature can also be configured at the remote client using the TopTools Remote Control web interface software.

To use the remote boot feature:

1. Set Remote Boot to "on." Note that once this is set, the NetServer will continue to attempt to boot off a remote boot image until you go back into the HP TopTools Remote Control BIOS setup program and set this option to "off."
2. Define the filename of the boot image.
3. Enter the IP Address of the TFTP server where the image file is located.
4. When you are finished running the HP TopTools Remote Control card's BIOS Setup program, restart the NetServer and run the NetServer's BIOS Setup program (typically, accessed by pressing F2 when prompted during the boot-up process). Be sure that the floppy drive is listed as a bootable device and is placed first in the boot order.

```
HP TopTools Remote Control for HP NetServers - Remote Boot Settings
<R> Disable Remote Boot           Remote Boot ENABLED
<N> Set Boot Image Filename       bootimg.bin
<A> Set IP-Address of Image TFTP Server  127.0.0.1
<M> Main Menu
```

Figure 4-5. Preparation for Remote Boot

NOTE

Instructions for setting up a TFTP server may be found in Appendix C, or contact your local network administrator for the correct TFTP server setup and for available boot images. A TFTP server should typically be located within your company's firewall.

Firmware Update Configuration

If a new or backup version of the HP TopTools Remote Control card firmware is stored on a local TFTP server (see Appendix C for detailed information about firmware update configuration using TFTP), use the firmware update screen to

download the desired version onto your card. Note that once you select "Start Firmware Update" the update begins immediately.

```

HP TopTools Remote Control for HP NetServers - Firmware Update Settings
<S> Start Firmware Update
<F> Set Firmware Image Filename          firmimg.bin
<A> Set IP-Address of Firmware TFTP Server  127.0.0.1
<M> Main Menu
  
```

Figure 4-6. Preparation for Firmware Update

After firmware update is finished you will be prompted to reboot the card, so the new settings can take effect.

NOTE If you don't see this prompt or the connection to the HP TopTools Remote Control card is interrupted during the firmware update, repeat this update before rebooting the card.

Setting Up a LAN Connection

You can communicate with remote clients by connecting to your local 10Base-T compatible network using the RJ-45 jack located at the rear bracket of the HP TopTools Remote Control card and an appropriate cable.

The following figure illustrates a LAN connection joining an HP NetServer (with HP TopTools Remote Control card) and a remote client.

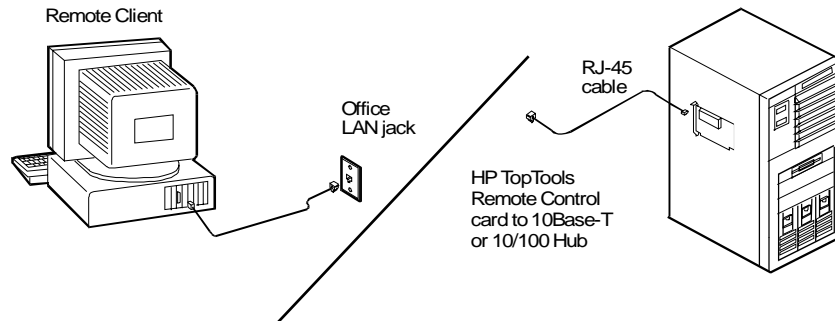


Figure 4-7. Remote Connection via the LAN

To enable remote connection over your local area network, LAN settings must have been defined in the card's BIOS setup program (see previous section).

Remote Client Configuration (LAN)

Your remote client should already be set up and connected to your local area network. Verify that TCP/IP protocol is set up properly for the client (client's IP Address, Subnet Mask, and Gateway) by checking its properties from the Network program in the Control Panel. Verify your browser's proxy settings. If your site uses a proxy server for Internet access, you will need to bypass the proxy server by entering the IP address of your HP TopTools Remote Control card in the exceptions list.

When you are ready to make your first connection, proceed to Chapter 5.

Setting Up to Use an External Modem

You can communicate with a remote client by connecting an external modem to the card's serial communications port. A modem connection at the remote client is required to complete the data link. The following figure illustrates this type of connection joining the server and the remote client.

See Appendix B for information on modem support for HP TopTools Remote Control.

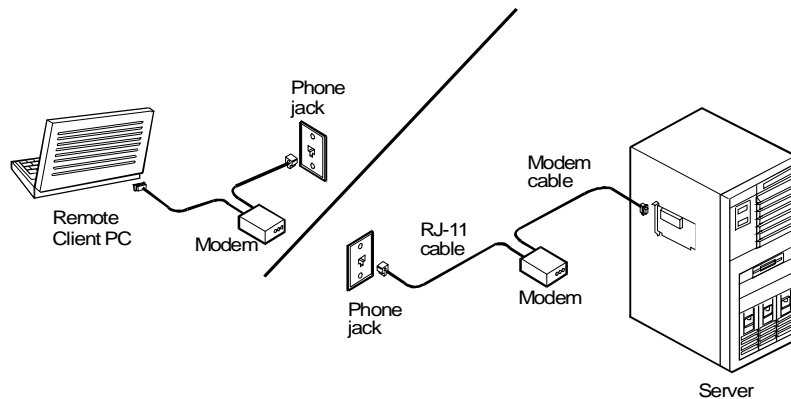


Figure 4-8. Remote Connection Through an External Modem

NOTE HP recommends that you supply power to your external modem from an Uninterruptible Power Supply (UPS), so that you can be notified in case of an AC line power failure.

Remote Client Configuration (PPP/Dial-Up Networking)

This section describes using dial-up networking for a Windows NT 4.0 client. Windows 95 and 98 configuration steps are similar. For other operating systems, refer to your system documentation for instructions on how to set up a PPP connection.

In Windows NT 4.0, after running the TopTools Remote Control BIOS setup program to configure the card for PPP communication, do the following to set up the remote client for PPP communication with the TopTools Remote Control card:

1. The Dial-Up Networking feature must be installed and a modem must be configured through the Windows Control Panel\Modems program.
2. If you want to set up dialback with your TopTools Remote Control Card:
 - ◇ From Control Panel\Modems, select on your modem.
 - ◇ Click Properties.
 - ◇ Select the Connection tab.
 - ◇ Click Advanced. Then add the following string in the "extra settings" field:

x3&c0&d0

The dialback feature cannot function properly if you do not enter this string in the Extra Settings field as indicated.

3. Configure Dial-Up Networking by double-clicking the "My Computer" icon and then "Dial-Up Networking."

NOTE If you wish to configure dialback with the HP TopTools Remote Control card, you need to login to the card first and set the dial-back number under Configuration\Users.

4. In the Dial-Up Networking window, include phonebook entry and dialing information.

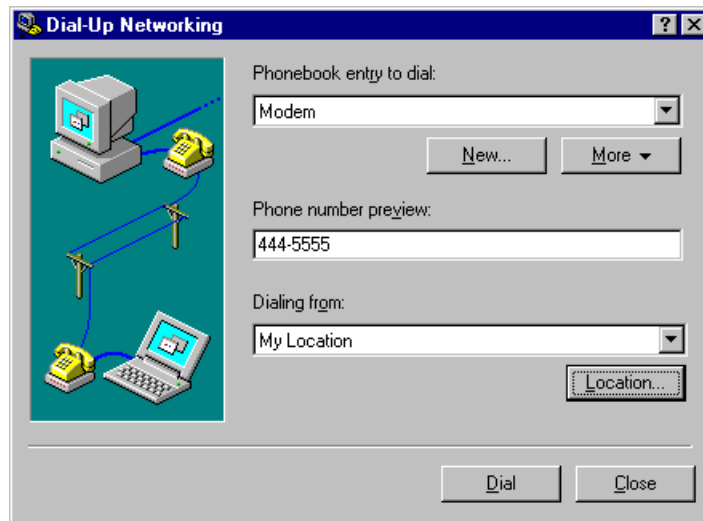


Figure 4-9. Example: Configuring Dial-Up Networking in Windows NT 4.0

5. Under "More," select "Edit entry and modem properties." Here you can set up modem configuration using the "Basic" tab.
6. Click the "Server" tab to specify the dial-up server type, network protocols, and compression. Make sure your settings match the following figure. (If you have Windows 95, make sure you do not check the "Login to network" option.)

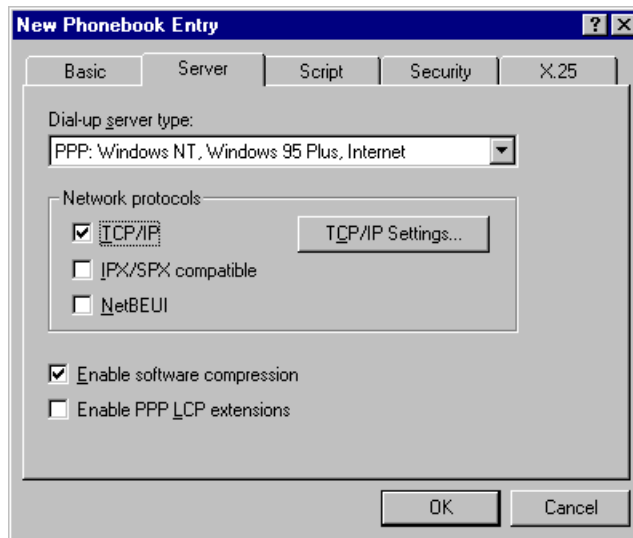


Figure 4-10. Define the Dial-Up Server Type

7. Click the "TCP/IP Settings" button (see Figure 4-11). Select the "Server assigned IP address" option. The client will automatically get an IP Address from the HP TopTools Remote Control card. Check "Specify name server addresses" and make sure all DNS and WINS entry fields are set to zero (0). Uncheck "Use default gateway on remote network." Click OK.

NOTE The card derives the address using the PPP IP Address of the card which it increments by "1". If the resulting address is equal to "0" or "255," it is incremented by "1" again.

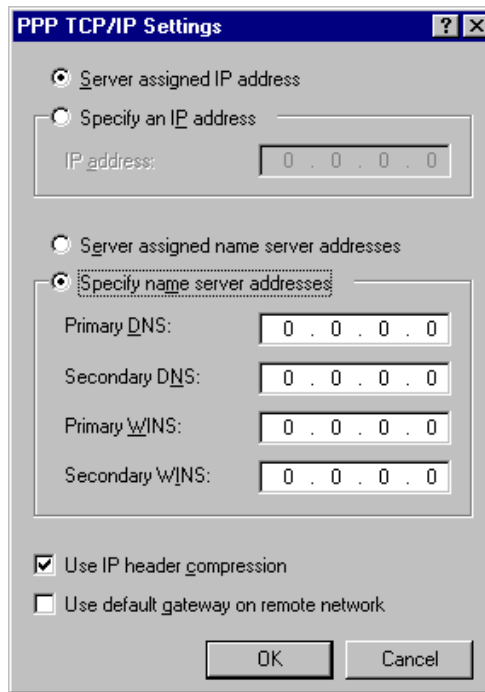


Figure 4-11. Define TCP/IP Settings

8. Click the "Script" tab. To expedite the TopTools Remote Control login process, use the script provided by HP included on the *HP NetServer Navigator CD* in \trc\us\trc.scp. Copy this script file to your remote client and enter that path in the script dialog box.

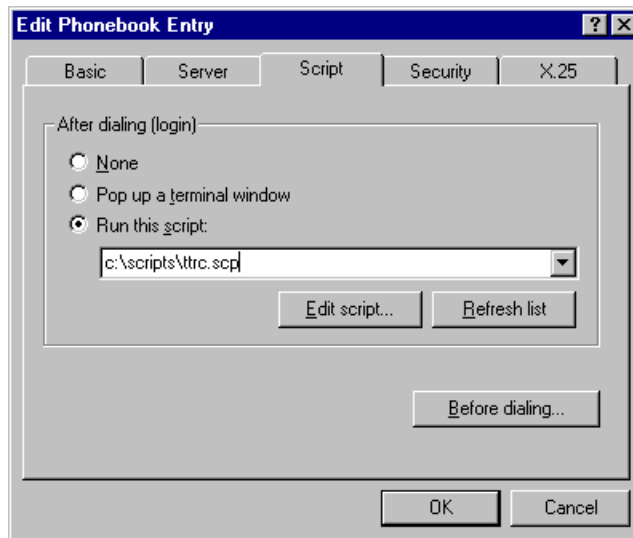


Figure 4-12. Configure Script

If you don't wish to use the script, select "Pop up a terminal window" instead.

9. Click the "Security" tab and select "accept only encrypted authentication".
10. You may now dial up to establish the modem connection to the card using the card's external modem phone number. Once connected, you will see a modem connection icon on the task bar of your desktop.



When you are ready to make your first connection, proceed to Chapter 5.

5 Logging In and Using the HP TopTools Remote Control Web Interface

After you've installed, cabled, and configured the HP TopTools Remote Control card using the card's BIOS setup program, you are ready to set options for the Remote Control card using HP TopTools Remote Control's management software.

Using your web browser you can remotely set all card options including:

- Setting up an administrator list (up to 16) for system access and notification
- Configuring event management operations, including the enabling of paging and e-mail notification
- Configuring serial communications for external modem
- Configuring LAN access

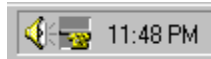
CAUTION	Configuring LAN access during a remote connection is dangerous. Changing your LAN access settings while logged on could terminate your connection.
----------------	--

- Viewing a log of server events and PCI utilization
- Viewing current measurement sensors
- Viewing server screens
- Running diagnostics on the server
- Performing remote firmware or BIOS updates
- Remotely power on, power off, power cycle, or reset the server

Logging In to HP TopTools Remote Control

To initiate a connection to HP TopTools Remote Control from the remote client, connect to HP TopTools Remote Control via LAN or modem connection, as follows:

1. If you are using a modem (PPP) at the remote client (proceed to step 2 if you are not), make your connection using the Dial-Up Networking program. Once connected, you will see a modem connection icon on the task bar of your desktop, proceed to step 2.



2. At the remote client, start your web browser software. Make sure that the proxy settings for your browser have been correctly set. If your site uses a proxy server, enter the IP address of the TopTools Remote Control card in the browser's exceptions list to bypass it.
3. Enter the URL address of the HP TopTools Remote Control card, which should be one of the following:
 - ◇ If connecting via LAN, enter the card's IP address (for example: `http://xxx.xxx.xxx.xxx/`), or a host name, if one has been assigned to HP TopTools Remote Control in your DNS server (for example: `http://cardname.companyname.com`).
 - ◇ If connecting via PPP, enter the card's PPP IP-address that you entered when you ran the HP TopTools Remote Control BIOS setup (for example: `http://xxx.xxx.xxx.xxx/`)

Once you are connected, the TopTools Remote Control Identity page is displayed in your browser window (see Figure 5-1).

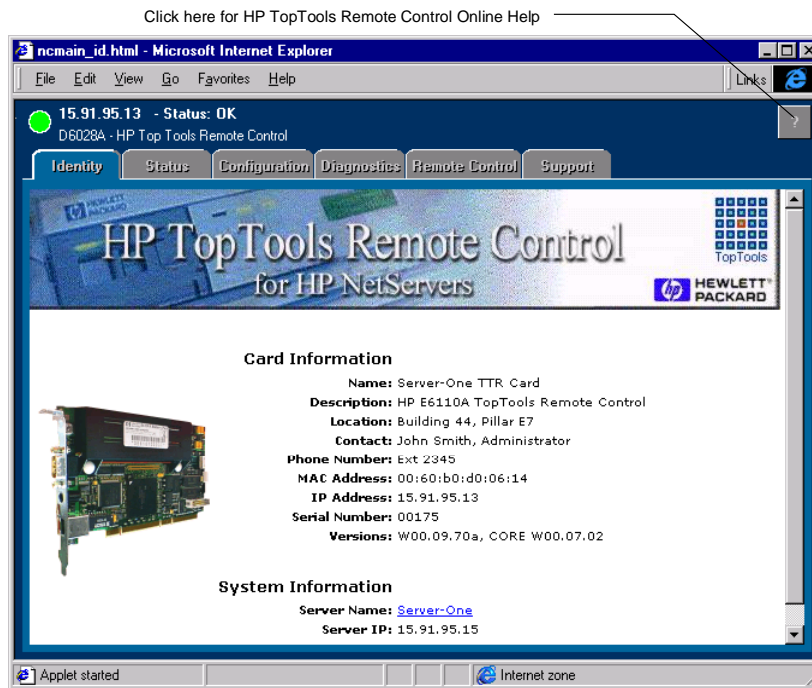


Figure 5-1. HP TopTools Remote Control Web Interface Software

4. Click the Configuration tab. The login prompt is displayed.
5. In the User Name field, enter a valid administrator name. For your first login, the factory default name is ADMIN.
6. At the password prompt, enter the password that belongs to the administrator name. For your first login, the factory default password is ADMIN.

NOTE

The user ID and the access password for HP TopTools Remote Control software are case sensitive. To avoid a potential security breach allowing someone to log in using the defaults, your first task should be to set up an administrator for the card. Under Configuration|User, create a new user assigned to the "Administrator" group and assign a new password. Then delete the default ADMIN user account.

7. Once logged into the HP TopTools Remote Control web interface, create your user groups and set your communication and notification preferences. If you have HP TopTools Device Manager, you can perform

some administration actions on multiple cards at once. See online help for details (click the "?" button in the upper right corner of the browser window).

Using the HP TopTools Remote Control Web Interface

You can use HP TopTools Remote Control web interface to remotely manage the server in which you have installed the HP TopTools Remote Control card. The following management features are available for setting up and configuring remote control of the HP NetServer.

NOTE	Only one user can be logged on to the HP TopTools Remote Control card at a time. To log off, using your web browser, shift to another URL. By default you are automatically logged off after five minutes of inactivity (you may increase this time using the TopTools Remote Control web interface).
-------------	---

For detailed information about each tab, click the online help button in the upper right corner.

- **Identity.** Description of key information about the HP TopTools Remote Control card and the connected server including computer name, description, location, and IP Address.
- **Status.** Provides an Event Log and access to environmental data, including voltage and temperature readings at the server.
- **Configuration.** This is where you set up information about event management (how you will be notified of problems), add users, configure information about the server, and configure information about the card, including LAN and PPP assignments. From here you can also set up a remote firmware update of the HP TopTools Remote Control card or you can set up the HP NetServer to boot using a remote boot image.
- **Diagnostics.** Includes a diagnostic test to scan server memory.
- **Remote Control.** Used to initiate remote control of server functions, including server console redirection, remote shutdown and server reboot. To use these options, you must install the included TFTP software. Refer to Appendix C for details.

- **Support.** Provides listings of additional user resources relative to server configuration and management. Best used when also connected to the World Wide Web for ready access to HP's web pages.
- **Use with TopTools Device Manager.** TopTools Remote Control fully integrates with the TopTools Device Manager product (version 4.1x and above). Access to your TopTools Remote Control card may be done via accessing a server page of a server that has the TopTools Remote Control card installed, or through the **Others** list under **Devices|Device Types**.

Group actions on multiple TopTools Remote Control cards may be performed using TopTools Device Manager by selecting the cards you want with your mouse and right-clicking. Group actions include adding and deleting users, changing user passwords, viewing user configurations, powering on and off the server, and updating card firmware.

Access to the HP TopTools Remote Control management features depend on the privilege level of the user. For detailed information about user privileges, refer to HP TopTools Remote Control online help.

6 Setting Up NT Graphics Console Redirection Using pcANYWHERE32

For NetServer systems running Microsoft Windows NT 3.51 or 4.0, you can redirect the server's NT graphics console to a remote PC client to remotely perform operations as if you were sitting at the server. To do this, you must install pcANYWHERE32 software. pcANYWHERE32 components must be installed and configured at *both* the server and the remote client to use NT remote control. The figure below show how it works:

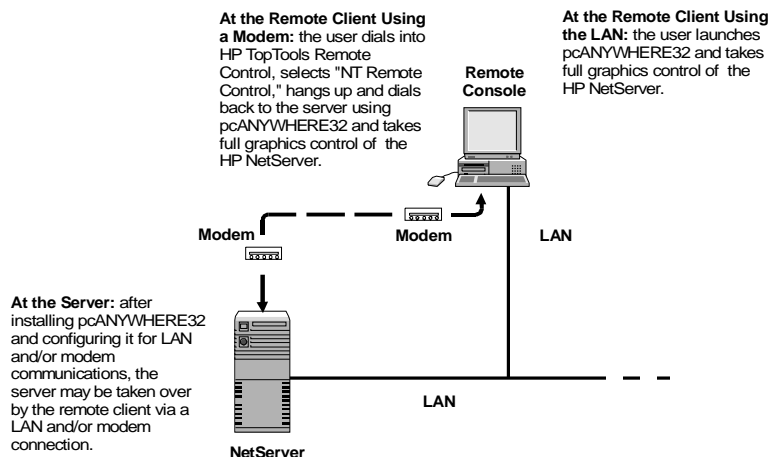


Figure 6-1. NT Console Redirection to a Remote Client

Installing pcANYWHERE32 on the Server

To enable console redirection (the ability to redirect what's graphically displayed on your server) either over the LAN or via modem, you must first install the pcANYWHERE32 host software, included with your system, on your HP NetServer.

NOTE Remember that the HP TopTools Remote Control card software license authorizes a single administrator for each copy of software (including Symantec's pcANYWHERE32).

Console Redirection Over a LAN

If you want console redirection (remote control) of your server over a LAN (instead of using a modem with pcANYWHERE32), you must have TCP/IP software installed on your server. TCP/IP is available with the standard Windows NT product.

Installing pcANYWHERE32 Server Software

Installing pcANYWHERE32 at the server requires administrator privileges in order to configure the program's communications features. Your server must be running either Windows NT 3.51 or 4.0.

To install the pcANYWHERE32 software at your Windows NT server:

1. Log in to Windows NT with administrator privileges. You need to be the system administrator, or have an account that belongs to the administrator group.
2. Insert the *HP NetServer Navigator CD* (supplied with HP TopTools Remote Control) in the CD-ROM drive.
3. If you want to run pcANYWHERE32 via the modem connected to the HP TopTools Remote Control card, install the appropriate NT serial driver by running one of the following NT driver setup programs.

For Windows NT 4.0, the driver is located in:

x:\ttrc\us\nt40drv\setup.exe

For Windows NT 3.51, the driver is located in:

x:\ttrc\us\nt35drv\setup.exe

where **x:** is the letter of your CD-ROM drive. Follow the on-screen setup instructions.

- Run the pcANYWHERE32 setup program. From the Windows Start menu, click "Run" and browse to the setup program's location:

x:\util\pca32\us\disk1\setup.exe

where **x**: is the letter of your CD-ROM drive. Follow the on-screen setup instructions.

- When setup is complete, you are prompted to restart. Remove the *HP NetServer Navigator CD* and click OK.

Configuring pcANYWHERE32 Server Software

After you have completed pcANYWHERE32 installation at the server, you need to configure the software to function as a host for graphics console redirection. Once configured and enabled, the HP NetServer waits on a direct serial connection via the HP TopTools Remote Control card's serial port (COM4 by default).

To configure pcANYWHERE32 on the server:

- Run pcANYWHERE32. Either double-click the pcANYWHERE32 program icon in the pcANYWHERE32 program group, or access the program from the Start menu.
- At the pcANYWHERE32 main screen, click the Be a Host PC action button.

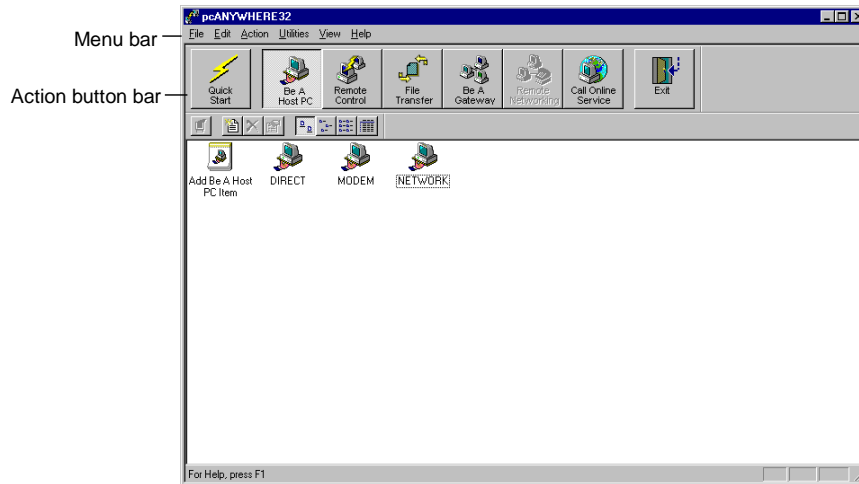


Figure 6-2. pcANYWHERE32 Server-Side Toolbar

3. Make a new connection item for your server. Double-click the "Add Be a Host PC Item".
4. Configure the connection item for LAN or modem use.
 - ◇ **LAN connection:** Select TCP/IP as the connection device.
 - ◇ **Modem connection:** You will be prompted for a Host Name and connection device. Select the COM port (not modem) assigned by the HP TopTools Remote Control card's serial driver (see previous section).

With your selected COM port highlighted, click Details and check the communications parameters assigned to the port. Configure the port as shown in Figure 6-3.

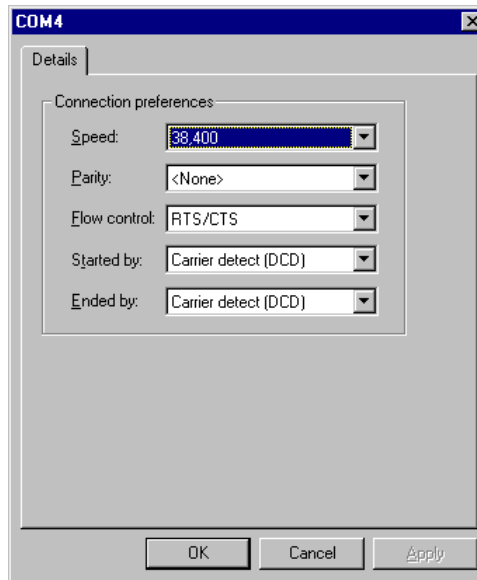


Figure 6-3. Configuring the Server-side COM Port in pcANYWHERE32

NOTE

You can configure the pcANYWHERE32 host to wait for both a modem and LAN connection by checking both a COM port and TCP/IP in the host icon's "Properties."

5. Click OK then Next and deselect the checkbox to "Automatically launch after wizard," then click Finish. Your new connection item appears in the pcANYWHERE32 main window.
6. Right-click your new connection item and click "Properties".
7. From the Properties menu, click the Settings tab and check the "Launch with Windows" and "Run minimized" checkboxes. Click OK to return to the main program window.
8. If you want to rename the connection item you just created, right-click the connection item and click Rename. Type in the new name.
9. Close pcANYWHERE32 and restart your server. Once restarted, pcANYWHERE32 is automatically launched and ready to support a remote connection.

You can customize your host configuration to allow for more options and greater security. For example you can create a list of allowed callers, or enable features such as call-back. Refer to pcANYWHERE32's online help for more information on configuration.

Your pcANYWHERE32 server-side installation and configuration is complete. After restarting Windows NT, pcANYWHERE32 is automatically launched and remains ready, in the background, as an NT service. The server is ready to accept a call from a remote computer running pcANYWHERE32 remote control software.

Installing pcANYWHERE32 on the Remote Client

After you have installed pcANYWHERE32 host software at the HP NetServer hosting the HP TopTools Remote Control card, you need to install the pcANYWHERE32 remote client software.

NOTE	Remember that the software license authorizes the installation of pcANYWHERE32 on <i>one</i> remote client and <i>one</i> HP NetServer. If you want to install pcANYWHERE32 on additional systems, purchase additional licenses from Symantec.
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The instructions that follow focus on the use of pcANYWHERE32 with HP TopTools Remote Control. pcANYWHERE32 supports many other additional features that may be useful to you. For details about pcANYWHERE32's features, refer to the online *pcANYWHERE32 User Guide*.

Console Redirection Over a LAN

If you want console redirection (remote control) of your server over a LAN (instead of using a modem with pcANYWHERE32), you must have TCP/IP software installed on your client. TCP/IP is available with the standard Windows NT product.

Installing pcANYWHERE32 Remote Client Software

pcANYWHERE32 must be already installed and configured as a host on your HP NetServer before you can initiate a call from your remote client. Refer to "Installing pcANYWHERE32 on the Server" in this chapter for installation and configuration procedures.

Once installed and properly configured, pcANYWHERE32 runs as a startup service on your server and is therefore always ready and waiting for a call from a remote client running pcANYWHERE32 remote client software.

To install pcANYWHERE32 at a remote client running either Windows 95, NT 3.51, or NT 4.0, run the pcANYWHERE32 setup program. Insert the *HP NetServer Navigator CD* into the CD-ROM drive and run setup.exe located in the following directory:

```
x:\util\pca32\us\disk1\setup.exe
```

where *x*: is the letter of the CD-ROM. Follow the on-screen instructions to complete installation of pcANYWHERE32 software at the client.

Once the software is installed, go to the next section and configure pcANYWHERE32's remote features to access and graphically redirect your server's console to the remote client.

Configuring pcANYWHERE32 Remote Client Software

The first time you start pcANYWHERE32, the Smart Setup Wizard helps you configure your system by prompting you for basic information. Configure the connection items depending on the type of connection you want to use. If you wish, you can configure separate LAN and modem connections to the same HP NetServer.

To configure pcANYWHERE32 at the remote client:

1. Run pcANYWHERE32 either by double-clicking the pcANYWHERE32 program icon (in the pcANYWHERE32 program group), or by accessing it from the Start menu.

- At the pcANYWHERE32 main screen, click the Remote Control action button from the action button bar. You will see the Remote Control connection items displayed.

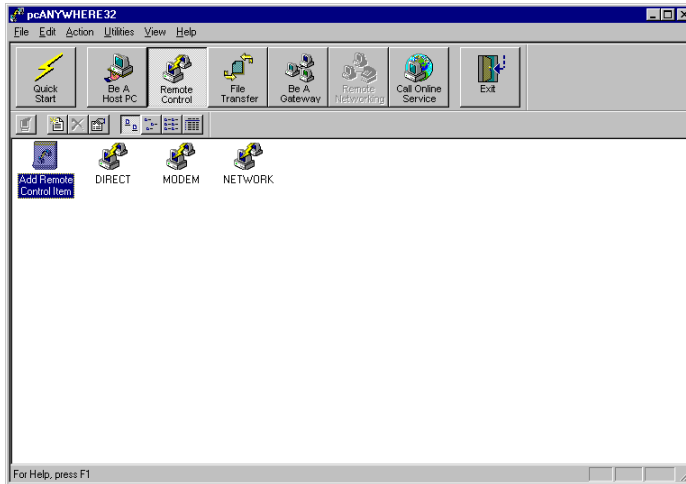


Figure 6-4. pcANYWHERE32 Remote Control Connection Items

- Create a new connection item to access your HP NetServer by double-clicking the "Add Remote Control Item". An installation Wizard prompts you for information needed to set up a new connection item.
- The Wizard first prompts you for the name of a "New Host to Call". Enter the name of the HP NetServer where you installed the HP TopTools Remote Control card and click Next.
- Select a connection device. Configure the connection item depending on the type of connection you require. Choose either of the following:
 - ◇ **LAN connection:** If you are setting up a LAN connection item, select TCP/IP and proceed to the following LAN section.
 - ◇ **Modem connection:** If you are setting up a modem connection item, select an installed modem and proceed to the following modem section.

NOTE

For both Windows NT and Windows 95, you must have a modem already installed to complete the configuration. If the PC you intend to use as the remote client does not have a modem installed and recognized by Windows, you must install one to proceed.

To complete configuration of the connection item, proceed to the appropriate section below.

LAN Connection

1. Highlight the TCP/IP option in the list of connection devices and click "Details".
2. Enter Gateway information if necessary, then click OK.
3. Identify the Host PC's name (or IP Address for the host HP NetServer), then click "Next". If you leave this field blank, pcANYWHERE32 provides a list of available server "Hosts" when you run this connection item. Be sure *not* to use the HP TopTools Remote Control card's IP Address.
4. Uncheck "Automatically begin remote control session upon Wizard completion", then click Finish.
5. *Optional:* To automate login to the host HP NetServer, right click the connection item you just created and click "Properties", then the "Settings" tab. Fill in the "Login information" section.

NOTE If you intend to access the server through the LAN exclusively, skip the following "Modem Connection" section and proceed to "Finishing Your Connection Items".

Modem Connection

1. Highlight an installed modem from the list of connection devices and click Details. Microsoft Windows 95 and NT 4.0 present you with a pre-configured list of Unimodem entries for your selection.
2. Check to be sure that the "Maximum speed" field corresponds to the capabilities of the installed modem you selected.
3. Enter the phone number of the HP TopTools Remote Control card's modem, then click Next.
4. Uncheck "Automatically begin remote control session upon Wizard completion", then click Finish.

Customizing Your Connection Items

If you want to rename a connection item, right-click it, select Rename, and type in a new name. You can also copy, paste, and reconfigure a connection item to create an icon for each server you manage.

Installation and configuration of pcANYWHERE32 at the client is now complete. Proceed to the next section for instructions on the use of pcANYWHERE32 to redirect the NT graphics console.

Using NT Graphics Console Redirection

From your remote client, to enable graphics console redirection (the ability to redirect what's graphically displayed on your server) either over the LAN or via modem, follow the directions listed below.

For a LAN connection

To initiate NT remote control via the LAN connection, do not go through the TopTools Remote Control web interface. Simply run the pcANYWHERE32 application at your client. Click the Remote Control action button. Then double-click the connection item you created for the server you want to manage. Your NetServer's console is immediately redirected to your client.

For a Modem connection

1. From your remote client, connect to server's HP TopTools Remote Control card using dial-up networking.
2. Once a connection is established, use your web browser to login to HP TopTools Remote Control and click the Remote Control tab.
3. Click the "NT Remote Control" button. This switches control of the TopTools Remote Control card serial port to the server. You have 5 minutes to establish a connection using pcANYWHERE32 before TopTools Remote Control resets the serial port.
4. Hang up the dial-up networking connection. Right-click on the dial-up networking icon on the task bar (shown below) and click "hang up."



5. Start pcANYWHERE32. Double-click the remote control connection item for the server's HP TopTools Remote Control card. pcANYWHERE32 connects to the server and begins redirecting the NT console.

For more information on using Windows NT console redirection, or for details about pcANYWHERE32 features, refer to the online *pcANYWHERE32 User Guide*.

7 Troubleshooting

This chapter provides some guidelines for troubleshooting HP TopTools Remote Control card. Different sections highlight difficulties related to:

- Installation problems
- Paging concerns
- Remote client issues

Problems with Installation

The HP TopTools Remote Control card does not respond.

Make sure that the HP TopTools Remote Control card is securely seated in a PCI slot.

Check the diagnostic LEDs located above the RS-232 port on the back panel of the card. If the green (heartbeat) light is not alternately flashing, something is wrong with the card. See Appendix F, "LED Codes," for more information.

Make sure the server's system BIOS has been updated to the latest release (see Chapter 3 for details).

I can only view two sensors built into my server, but I know that there must be more.

If the function "Show all Sensors" lists PCI Efficiency and PCI Utilization only, check that the I²C cable connection between the HP TopTools Remote Control card and the server's motherboard is installed and that both end connectors are securely engaged.

Paging

I generated a test page from the HP TopTools Remote Control Configuration page, but never received it.

Has a pager number and paging string been set up in HP TopTools Remote Control? Also check to see that the telephone cord is properly connected to the external modem. Verify that the correct cable is properly connected to the card.

If your pager service generates repetitive tones when it answers, the HP TopTools Remote Control modem may interpret the tones as a busy signal and attempt to re-dial. To prevent this, change the *X4* command in the modem initialization string to *X0* (blind dialing).

Can I use HP TopTools Remote Control to page cellular phones using Short Message Service (SMS)?

SMS (Short Message Service) enhances paging by providing the ability to send and receive short messages up to 160 characters over cellular phones. If your cellular phone service supports the TAP protocol, you can use HP TopTools Remote Control to send SMS notifications. Here's how it works: HP TopTools Remote Control sends a notification to the provider using TAP, and the mobile service provider transmits the message to the cellular phone using SMS.

A test TAP page initiated by my server was never received by my pager.

The following event codes indicate conditions that interfere with successful paging.

20202: No Connection

Event code 20202 occurs when one of the following conditions is detected:

1. Your terminal is busy and thus was unable to connect.
2. Your modem is not plugged into the phone line.
3. The terminal may be inactive. Paging companies incur occasional down-time as they make upgrades and repairs to their terminals.
4. You may have selected the wrong number for your Terminal Access Number. This number should not be the same as your pager number. After dialing, you should hear standard handshaking protocols begin upon connection.
5. Your modem is having trouble connecting at 300 or 1200 baud. Baud rate difficulties can usually be rectified by entering the correct initialization string for your modem. Modem initialization strings for modems supported by HP are listed in Appendix B.

20203 TAP: No ID=Prompt

Event code 20203 occurs when the terminal does not allow the HP TopTools Remote Control card to log on to the terminal system. The most common cause is that your modem is unable to connect at 300 Baud. To correct, see 20202 above (condition number 5).

20204 TAP: No message go ahead

Event code 20204 occurs when the Terminal Logon is not accepted. This indicates that:

1. Your terminal has required more information than HP TopTools Remote Control is configured to send.
2. Your paging service provider is not completely adhering to the alphanumeric paging protocols. If this appears to be the case, call HP Technical Support.
3. It is also possible that you are not dialing the correct modem access number. Check to see if the number you are dialing responds with typical modem handshaking protocols. If not, call your pager service provider and double-check to be sure you are dialing the correct modem access number (Terminal Number).

20205 TAP: Message not accepted

Event code 20205 occurs when a message is not accepted by the terminal.

1. Your message exceeds the length (number of characters per message) of the service provider's limits. Make sure that your service provider supports a message length of 80 characters.
2. Your Pager ID number is invalid. If you use multiple service providers, make sure you have selected the correct service provider for the Pager ID or PIN number.
3. Your service is currently not accepting messages. Try to send your message later.
4. Call your service provider and ask them to send you a test message. This helps determine if the problem lies with your service provider, or if you are using an invalid Pager ID number.

I generated an e-mail test page using HP TopTools Remote Control and never received it.

Has an e-mail address and a valid IP address of an SMTP server been set up in the HP TopTools Remote Control? Check with your local network administrator.

Remote Client

I cannot log into HP TopTools Remote Control from the remote client.

Are you entering the correct password? The login name and password are case sensitive. The factory default login name is ADMIN. Likewise, the factory default login password is ADMIN.

I can no longer communicate with HP TopTools Remote Control from the remote client.

If DHCP is **enabled** for the HP TopTools Remote Control card, the IP address on the card may have changed. Go back into the card's BIOS setup program to view the new IP address, or view the card's new address via HP TopTools Device Manager.

My web browser gives me proxy errors when I try to log into HP TopTools Remote Control from the remote client.

If your network uses a proxy server for Internet (World Wide Web) access, you may need to bypass it to communicate with your HP TopTools Remote Control card. You do this by manually entering the IP address of your HP TopTools Remote Control card in the "exceptions" list in your browser's connection preferences.

While using console redirection, I click "NT Remote Control" but do not see any graphics.

NT graphics console redirection is managed via pcANYWHERE32. When connected via modem, clicking "NT Remote Control" from the Remote Control page simply redirects control of the HP TopTools Remote Control card serial port to the host server. Once that has been done, you hang up the connection and run pcANYWHERE32 on the remote client and dial back into the HP TopTools Remote Control card. If your server is running Microsoft Windows NT, its console will be redirected to your remote client.

When connected via LAN, you don't need to use the HP TopTools Remote Control interface. Just launch pCANYWHERE32 and double-click the connection item you set up for your server.

When connected to HP TopTools Remote Control, I am logged off after several minutes of inactivity.

By default, HP TopTools Remote Control automatically terminates a connection after five minutes of inactivity. This feature prevents a user from monopolizing

access especially when the connection is forgotten. An administrator may change the default automatic logout time.

The keys I type from the remote client don't appear on the server screen.

Type in the keyboard lock password to unlock the keyboard. The keyboard remains unlocked until the next system reboot. If the password does not enable the keyboard, try toggling the Numlock key at the server to enable the numeric keypad.

My power control functions appear to be disabled.

Power control functions are disabled when the server's keyboard lock is on. To turn off keyboard lock, either execute a remote Reset, or type in the keyboard lock password using Text Remote Control. Verify that the I²C cable is properly connected both to the HP TopTools Remote Control card and to the HP NetServer's system board.

If you are a member of the "User" group, controlling server power functions is not one of your privileges.

Some of my remote control functions appear to be disabled.

If the server's power goes down, some HP TopTools Remote Control functions that require the server to be powered up are also suspended, including console redirection, PCI Bus Utilization monitoring, and server resets. The battery will still allow you to connect to the card and perform functions which don't require the server to be powered on.

The card does not accept a new connection even if I have closed a previous connection.

The HP TopTools Remote Control card allows a maximum of 30 HTTP connections to be opened at the same time. If you are closing an HTTP connection it may take about two minutes until the socket disappears. During this time a new connection may be rejected if the total amount of active sockets is greater than 30.

While using the Netscape browser, resizing of the window logs me out.

If the Netscape client browser window displaying the TopTools Remote Control page is resized or refreshed the remote client will be logged out for security reasons. Please login again using your login name and password.

I forgot my password and can no longer log into the card.

If you are the TopTools Remote Control card administrator and have forgotten your password, there is a special utility on the HP NetServer Navigator CD that will allow you to reset the TopTools Remote Control user database back to the factory defaults (Login=ADMIN, Password=ADMIN). *Note that doing this will erase all existing user account information.*

To reset the database, go to the server with the TopTools Remote Control card. Insert the *HP NetServer Navigator CD* (L.16.00 or above) and reboot the server. Then find and run the **Reset TopTools RCC User Database** utility (under **NetServer Utilities** or **Toolbox** from the Navigator Main Menu).

A Event Codes

The table below describes the event codes that can be listed in the event log and optionally directed to specified users via e-mail or pager. When the HP TopTools Remote Control card sends notification about a server event, it includes the server identifying number and a five-digit code identifying the event. (If you use email or a TAP pager, you will receive the server name and some descriptive text as well.)

In the Severity column, an asterisk (*) indicates that the severity rating depends on particular data for the event. The final column indicates which NOS agents need to be loaded on the HP NetServer before the particular event is generated. Refer to the HP NetServer SNMP agents documentation (viewable in HP Information Assistant on the NetServer Documentation CD) for agent installation and configuration instructions.

NOTE It's a good idea to copy appropriate sections of this table and keep it with the pager you use to receive notifications. A regularly updated list of HP supported event codes is available via the WWW at <http://www.hp.com/go/netserver>.

Notification and log messages are limited to a length of 40 characters.

Event Code	Severity	Description	Agent
		System Power	
00201	*	Voltage +5V Threshold	None
00202	*	Voltage -5V Threshold	None
00203	*	Voltage +12V Threshold	None
00204	*	Voltage -12V Threshold	None
00206	*	Voltage +3.3V Threshold	None
00207	Warning	SCSI Terminator Voltage Limit Exceeded	None
00210	*	Primary CPU Voltage Threshold	None
00211	*	Secondary CPU Voltage Threshold	None
00800	*	Redundant Power Supply Removed or Inserted	None
00801	Warning	Redundant Power Supply Aux or DC Power Failure	None
00900	Informational	Redundant Power Supply Unit Redundancy Gained	None

Event Code	Severity	Description	Agent
00901	Warning	Redundant Power Supply Unit Redundancy Lost	None
00906	Critical	Redundant Power Supply Critical # of Power Supply Units	None
20100	Informational	Remote Initiated <Ctrl-Alt-Del>	None
20101	Informational	Remote Initiated Reset	None
20102	Informational	Remote Initiated Power Cycle	None
20103	Informational	Remote Initiated Power Down	None
20104	Informational	Remote Initiated Power Up	None
20105	Non-recoverable	Critical Threshold Power Down	None
20106	Warning	Front Panel Power Off	None
20107	Informational	Automatic Graceful Shutdown	None
20108	Informational	Graceful Shutdown Initiated	None
		Temperature Sensors	
00110	*	Primary CPU Temperature Threshold	None
00111	*	Secondary CPU Temperature Threshold	None
00120	*	System Temperature Threshold	None
00170	*	Power Supply Board Temperature Threshold	None
		Fans	
00424	*	CPU Fan Warning or Failure	None
00430	*	System Fan Warning or Failure	None
00432	*	System Fan 0 or 1 (I/O area) Warning or Failure	None
00433	*	System Fan 2 or 3 (rear panel) Warning or Failure	None
00434	*	System Fan 4 or 5 (rear pair) Warning or Failure	None
00435	*	System Fan 6 or 7 (front pair) Warning or Failure	None
		Memory Errors	
01200	Informational	ECC Single-bit Error Corrected	None
01201	Non-recoverable	ECC Multi-bit Error	None
		Critical Hardware Errors	
01902	Non-recoverable	I/O Channel Check	None
01904	Warning	Uncorrectable Bus Error	None
01905	Warning	PCI System Error	None
01907	Informational	Correctable Data Error	None
02502	Warning	Cache Protocol or Parity Error	None
		System Hang (ASR)	
01701	Non-recoverable	Server Reset after NOS Hang (ASR)	None

Event Code	Severity	Description	Agent
01703	Non-recoverable	OS Watchdog Power Down	None
01704	Non-recoverable	Server Power Cycled after NOS Hang (ASR)	None
01706	Non-recoverable	Warning NOS Hang (ASR)	None
		POST Errors	
01520		POST Error	None
		Security	
00530	Warning	Chassis Intrusion	None
20000	Warning	Illegal Login Threshold	None
20001	Informational	Remote User Login	None
20002	Informational	Remote User Logout	None
20003	Informational	Autologout	None
20004	Informational	Connection Lost	None
20005	Informational	Dialback Failed	None
20006	*	Configuration Cleared	None
		System Status	
01602	Warning	Event Log Cleared	None
01620	Warning	Log Area Getting Full	None
01801	Informational	System Boot (POST Complete)	None
19900	Informational	NetServer Management Controller Restarted	None
19901	*	NetServer Management Controller Sensor Records Cleared	None
20901	Informational	Front Panel Controller Firmware Updated	None
20902	Informational	Primary Hot Swap Controller Firmware Updated	None
20903	Informational	Secondary Hot Swap Controller Firmware Updated	None
20905	Informational	NetServer Management Controller Firmware Updated	None
		Remote Control	
00000, 54321	Informational	Test event code	None
20206	Warning	E-mail Notification Failed	None
20300	Informational	Memory Diagnostic Started	None
20301	Informational	Memory Diagnostic Completed Successfully	None
20302	Informational	Memory Diagnostic Stopped by User	None
20303	*	Memory Diagnostic Stopped	None
20400	Informational	Remote Control Card Started	None
20401	Warning	Serious Error	None
20402	Informational	Firmware Update	None

Event Code	Severity	Description	Agent
20403	Warning	Battery Low	None
20404	Warning	Battery Disconnected	None
20405	Warning	Configuration Info. Corrupted (set to defaults)	None
20406	Informational	Remote Control Card IP Address Changed	None
		Disk Drives and Controllers	
00140, 00141	*	Hot-swap Drive Cage Temperature Threshold	None
00240, 00241	Critical	System Voltage Failure: Hot-swap Drive Cage or SCSI terminator	None
01300, 01340, 01341	Warning	Hot-swap Drive Removed	Hotswap
01301, 01340, 01341	Informational	Hot-swap Drive Inserted	Hotswap
01320	Critical	Hot-swap Drive Power Fail	Hotswap
01321	Informational	Hot-swap Drive Cage Temperature Monitor Error	Hotswap
01322	Warning	Hot-swap Drive Cage Temperature Warning	Hotswap
01323	Critical	Hot-swap Drive Cage Temperature Critical	Hotswap
01330, 02740, 02741	Informational	Hot-swap Drive Cage SCSI Cable Inserted	Hotswap
01331, 02740, 02741	Warning	Hot-swap Drive Cage SCSI Cable Removed	Hotswap
01332, 02840, 02841	Informational	Hot-swap Drive Cage SCSI Terminator Inserted	Hotswap
01333, 02840, 02841	Warning	Hot-swap Drive Cage SCSI Terminator Removed	Hotswap
21001	Warning	Drive Volume Capacity Minor Threshold	Volcap
21002	Warning	Drive Volume Capacity Major Threshold	Volcap
21008	Warning	Drive Volume Capacity Warning Threshold	Volcap
21100	Informational	SCSI Agent SNMP is Down	SCSIFLT/ SMART
21101	Informational	SCSI Agent SNMP is Up	SCSIFLT/ SMART
21107	Warning	Duplicate Host Adapter ID	SCSIFLT/ SMART

Event Code	Severity	Description	Agent
21108	Informational	Host Adapter Discovered	SCSIFLT/ SMART
21109	Informational	Host Adapter Changed	SCSIFLT/ SMART
21110	Critical	Host Adapter Failed	SCSIFLT/ SMART
21111	Informational	Host Adapter Recovered	SCSIFLT/ SMART
21112	Warning	Device Failed	SCSIFLT/ SMART
21113	Warning	SCSI Device Discovered	SCSIFLT/ SMART
21114	Warning	SCSI Device Recovered	SCSIFLT/ SMART
21115	Warning	SCSI Device Changed	SCSIFLT/ SMART
21116	Warning	SCSI Device SMART Failure Event	SCSIFLT/ SMART
21117	Informational	ASPI Database is Cleared	SCSIFLT/ SMART
21118	Critical	ASPI has Crashed	SCSIFLT/ SMART
21119	Warning	No Memory Left for ASPI Operations	SCSIFLT/ SMART
21120	Warning	Unable to Open ASPI File for Writing	SCSIFLT/ SMART
21121	Warning	Unable to Open ASPI File	SCSIFLT/ SMART
21122	Warning	ASPI Device File Does Not Exist	SCSIFLT/ SMART
21123	Warning	ASPI Memory Allocation is Failing	SCSIFLT/ SMART
21124	Warning	ASPI Unable to Read Database File	SCSIFLT/ SMART
21125	Warning	ASPI Database is Corrupted	SCSIFLT/ SMART
21126	Informational	ASPI Initializing	SCSIFLT/ SMART
21130	Informational	SCSIFLT/SMART Agent is Down	SCSIFLT/ SMART
21131	Informational	SCSIFLT/SMART Agent is Up	SCSIFLT/

Event Code	Severity	Description	Agent
			SMART
21138	Informational	Host Adapter Discovered	SCSIFLT/ SMART
21139	Informational	Host Adapter Changed	SCSIFLT/ SMART
21140	Critical	Host Adapter Failed	SCSIFLT/ SMART
21141	Informational	Host Adapter Recovered	SCSIFLT/ SMART
21142	Warning	SCSI Device Failed	SCSIFLT/ SMART
21143	Warning	SCSI Device Discovered	SCSIFLT/ SMART
21144	Warning	SCSI Device Recovered	SCSIFLT/ SMART
21145	Warning	SCSI Device Changed	SCSIFLT/ SMART
21146	Warning	SCSI Device has SMART/predictive Failure Event	SCSIFLT/ SMART
21147		SCSI SMART: Internal Failure	SCSIFLT/ SMART
21201	Informational	Disk Array Configuration Update	NetRAID DAC
21202	Warning	Physical Drive State Changed	NetRAID DAC
21203	Warning	Logical Drive State Changed	NetRAID DAC
21204	Warning	Disk Array Initialize Started	NetRAID DAC
21205	Warning	Disk Array Initialize Completed	NetRAID DAC
21206	Warning	Disk Array Initialize Aborted	NetRAID DAC
21207	Warning	Disk Array Initialize Failed	NetRAID DAC
21208	Warning	Check Consistency Started	NetRAID DAC
21209	Warning	Check Consistency Completed	NetRAID DAC
21210	Warning	Check Consistency Aborted	NetRAID DAC

Event Code	Severity	Description	Agent
21211	Warning	Check Consistency Corrected	NetRAID DAC
21212	Warning	Check Consistency Failed	NetRAID DAC
21213	Warning	Reconstruction Started	NetRAID DAC
21214	Warning	Reconstruction Completed	NetRAID DAC
21215	Warning	Reconstruction Failed	NetRAID DAC
21216	Warning	Physical Drive Predictive Failures	NetRAID DAC
21217	Warning	Physical Drive Failure Prediction Threshold Exceeded	NetRAID DAC
21218	Warning	Physical Drive Check Conditions	NetRAID DAC
21219	Warning	New Drive Inserted into Array	NetRAID DAC
21220	Informational	Disk Array Controller Battery Missing	NetRAID DAC
21221	Informational	Disk Array Controller Battery Voltage Low	NetRAID DAC
21222	Informational	Disk Array Controller Battery Temperature High	NetRAID DAC
21600	Informational	SNMP is Down	SCSIFLT
21605	Warning	Host Adapter Timeout	SCSIFLT
21606	Warning	Device Timeout	SCSIFLT
21608	Informational	Host Adapter Discovered	SCSIFLT
21609	Informational	Host Adapter Changed	SCSIFLT
21610	Critical	Host Adapter Failed	SCSIFLT
21611	Informational	Host Adapter Recovered	SCSIFLT
21612	Critical	SCSI Device Failed	SCSIFLT
21613	Informational	SCSI Device Discovered	SCSIFLT
21614	Informational	SCSI Device Recovered	SCSIFLT
21615	Informational	SCSI Device Changed	SCSIFLT
21625	Warning	ASPI Database is Corrupted	SCSIFLT
21900	Informational	A physical device became online	FCARRAY
21901	Informational	A physical device became a hot spare	FCARRAY

Event Code	Severity	Description	Agent
21902	Critical	A physical device reports a hard error	FCARRAY
21903	Warning	A physical device predicted potential failure (PFA/SMART)	FCARRAY
21904	Informational	Automatic rebuild started	FCARRAY
21905	Informational	Manual rebuild started	FCARRAY
21906	Informational	Rebuild completed	FCARRAY
21907	Informational	Rebuild canceled	FCARRAY
21908	Critical	Rebuild error	FCARRAY
21909	Critical	Rebuild failed due to new physical device	FCARRAY
21910	Critical	Rebuild failed due to logical device failure	FCARRAY
21911	Critical	A physical device failed	FCARRAY
21912	Informational	A physical device was found (Event not to be logged)	FCARRAY
21913	Informational	A physical device is gone	FCARRAY
21914	Informational	A physical device is unconfigured	FCARRAY
21915	Informational	Physical device expand capacity started	FCARRAY
21916	Informational	Physical device expand capacity finished	FCARRAY
21917	Critical	Physical device expand capacity failed	FCARRAY
21918	Critical	Command to physical device timed out	FCARRAY
21919	Critical	Physical device command aborted	FCARRAY
21920	Informational	Command was retried	FCARRAY
21921	Informational	Parity Error	FCARRAY
21922	Informational	Soft Error	FCARRAY
21923	Informational	Miscellaneous error	FCARRAY
21924	Informational	Physical Device Reset	FCARRAY
21925	Informational	A physical device became an active spare	FCARRAY
21926	Informational	A physical device became a warm spare	FCARRAY
21927	Informational	Request Sense data present	FCARRAY
21928	Informational	Consistency check started	FCARRAY
21929	Informational	Consistency check completed with no errors	FCARRAY
21930	Informational	Consistency canceled	FCARRAY
21931	Critical	Consistency check completed with an error	FCARRAY
21932	Critical	Consistency check failed due to logical device	FCARRAY
21933	Critical	Consistency check failed due to physical device failure	FCARRAY
21934	Non-recoverable	Logical device became off-line	FCARRAY
21935	Critical	Logical device became critical	FCARRAY

Event Code	Severity	Description	Agent
21936	Informational	Logical device became on-line	FCARRAY
21937	Informational	Automatic rebuild started	FCARRAY
21938	Informational	Manual rebuild started	FCARRAY
21939	Informational	Rebuild completed	FCARRAY
21940	Informational	Rebuild canceled	FCARRAY
21941	Critical	Rebuild error	FCARRAY
21942	Critical	Rebuild failed due to new physical device	FCARRAY
21943	Non-recoverable	Rebuild failed due to logical device failure	FCARRAY
21944	Informational	A logical device initialization started	FCARRAY
21945	Informational	A logical device initialization completed	FCARRAY
21946	Informational	A logical device initialization was canceled	FCARRAY
21947	Critical	A logical device initialization failed	FCARRAY
21948	Informational	A logical device was found (event not to be logged)	FCARRAY
21949	Informational	A logical device is gone	FCARRAY
21950	Informational	Expand capacity started	FCARRAY
21951	Informational	Expand capacity finished	FCARRAY
21952	Critical	Expand capacity failed	FCARRAY
21953	Warning	Bad Block was found	FCARRAY
21954	Informational	A logical device size changed	FCARRAY
21955	Informational	A logical device type changed	FCARRAY
21956	Informational	A bad data block was found on a logical device	FCARRAY
21957	Informational	System started	FCARRAY
21958	Critical	Write Back error	FCARRAY
21959	Informational	State Table is full	FCARRAY
21960	Informational	Controller is dead	FCARRAY
21961	Informational	Controller has reset	FCARRAY
21962	Informational	A Controller was found (event not to be logged)	FCARRAY
21963	Informational	A Controller is gone	FCARRAY
21964	Informational	Battery Backup Unit found (Event not to be logged)	FCARRAY
21965	Warning	Battery Backup Unit power is low	FCARRAY
21966	Informational	Batter Backup Unit power is OK	FCARRAY
21967	Non-recoverable	Controller has been powered off	FCARRAY
21968	Informational	Controller has been powered on	FCARRAY
21969	Informational	Controller online	FCARRAY

Event Code	Severity	Description	Agent
21970	Non-recoverable	Controller offline	FCARRAY
21971	Critical	Controller's partner is gone	FCARRAY
21972	Informational	Battery Backup Unit Recondition Start	FCARRAY
21973	Informational	Battery Backup Unit Recondition Finished	FCARRAY
21974	Informational	Battery Backup Unit Recondition canceled	FCARRAY
21975	Informational	Physical device size table is full	FCARRAY
21976	Non-recoverable	Storage cabinet fan Failed	FCARRAY
21977	Informational	Storage cabinet fan is OK	FCARRAY
21978	Critical	Drive Enclosure fan failed	FCARRAY
21979	Informational	Storage cabinet fan is not present	FCARRAY
21980	Non-recoverable	Storage cabinet power supply failed	FCARRAY
21981	Informational	Storage cabinet power supply is OK	FCARRAY
21982	Informational	Storage cabinet power supply is not present	FCARRAY
21983	Non-recoverable	Storage cabinet too hot	FCARRAY
21984	Critical	Storage cabinet is hot	FCARRAY
21985	Informational	Storage cabinet temperature is OK	FCARRAY
21986	Informational	Storage cabinet temperature sensor is not present	FCARRAY
		Network Interface Controllers	
21301	Warning	NIC Adapter Mismatch	NIC
21320	Warning	Received errors exceeded relative threshold	NIC
21321	Warning	Transmit errors exceeded relative threshold	NIC
21322	Warning	Adapter reset errors exceeded relative threshold	NIC
21323	Warning	Alignment errors exceeded relative threshold	NIC
21324	Warning	Giant frame errors exceeded relative threshold	NIC
21325	Warning	Hardware mismatch errors exceeded relative threshold	NIC
21326	Warning	Late collision errors exceeded relative threshold	NIC
21327	Warning	Excessive collision errors exceeded relative threshold	NIC
21328	Warning	Carrier sense errors exceeded relative threshold	NIC
21329	Warning	Deferral errors exceeded relative threshold	NIC
21330	Warning	No ECB errors exceeded relative threshold	NIC
21331	Warning	Rx overflow errors exceeded relative threshold	NIC
21332	Warning	Utilization count exceeded relative threshold	NIC
21340	Warning	Received errors exceeded threshold	NIC
21341	Warning	Transmit errors exceeded threshold	NIC

Event Code	Severity	Description	Agent
21342	Warning	Adapter reset errors exceeded absolute threshold	NIC
21343	Warning	Alignment errors exceeded absolute threshold	NIC
21344	Warning	Giant frame errors exceeded absolute threshold	NIC
21345	Warning	Hardware mismatch errors exceeded absolute threshold	NIC
21346	Warning	Late collision errors exceeded absolute threshold	NIC
21347	Warning	Excessive collision errors exceeded absolute threshold	NIC
21348	Warning	Carrier sense errors exceeded absolute threshold	NIC
21349	Warning	Deferral errors exceeded absolute threshold	NIC
21350	Warning	No ECB errors exceeded absolute threshold	NIC
21351	Warning	Rx overflow errors exceeded absolute threshold	NIC
21352	Warning	Utilization count exceeded absolute threshold	NIC
21353	Warning	Active NIC in Redundant group failed	NIC
21354	Warning	Failed NIC in redundant group became operational	NIC
21355	Warning	Standby NIC in redundant group failed	NIC
21356	Critical	All NICs in redundant group failed	NIC
21360	Warning	Received errors exceeded delta threshold	NIC
21361	Warning	Transmit errors exceeded delta threshold	NIC
21362	Warning	Adapter reset errors exceeded delta threshold	NIC
21363	Warning	Alignment errors exceeded delta threshold	NIC
21364	Warning	Giant frame errors exceeded delta threshold	NIC
21365	Warning	Hardware mismatch errors exceeded delta threshold	NIC
21366	Warning	Late collision errors exceeded delta threshold	NIC
21367	Warning	Excessive collision errors exceeded delta threshold	NIC
21368	Warning	Carrier sense errors exceeded delta threshold	NIC
21369	Warning	Deferral errors exceeded delta threshold	NIC
21370	Warning	No ECB errors exceeded delta threshold	NIC
21371	Warning	Rx overflow errors exceeded delta threshold	NIC
21372	Warning	Utilization count exceeded delta threshold	NIC
		Notification (Never Paged)	
20201	Informational	Modem error	None
20202	Informational	No Connection	None
20203	Informational	TAP: No ID= Prompt	None
20204	Informational	TAP: No Message go ahead	None
20205	Informational	TAP: Message not accepted	None

Event Code	Severity	Description	Agent
		Other	
21401	Warning	Tape Read Problems	TapeAlert
21402	Warning	Tape Write Problems	TapeAlert
21403	Warning	Tape Read/Write Data Error	TapeAlert
21404	Warning	Tape Faulty Media	TapeAlert
21405	Warning	Tape Read Fault	TapeAlert
21406	Warning	Tape Write Fault	TapeAlert
21407	Warning	Tape Worn Out Media	TapeAlert
21408	Warning	Tape Substandard Media	TapeAlert
21409	Warning	Tape Write Protected	TapeAlert
21410	Warning	Tape Locked, Eject Refused	TapeAlert
21411	Warning	Tape Media is Cleaning Cartridge	TapeAlert
21412	Warning	Tape Unsupported Media	TapeAlert
21413, 21414	Warning	Tape Snapped Media	TapeAlert
21415	Warning	Tape Cartridge Memory Failed	TapeAlert
21416	Warning	Tape Cartridge Ejected During Operation	TapeAlert
21417	Warning	Tape Detected Read-only Media	TapeAlert
21418	Warning	Tape has Corrupted Directory	TapeAlert
21420	Warning	Tape Drive Needs Immediate Cleaning	TapeAlert
21421	Warning	Tape Drive Needs Routine Cleaning	TapeAlert
21422	Warning	Tape Worn Out Cleaning Cartridge	TapeAlert
21423	Warning	Tape Invalid Cleaning Cartridge	TapeAlert
21429	Warning	Tape Requires Preventive Maintenance	TapeAlert
21430	Warning	Tape Drive Hardware Fault: Needs Reset	TapeAlert
21431	Warning	Tape Drive Hardware Fault: Needs Power Cycle	TapeAlert
21432	Warning	Tape Drive SCSI Interface Fault	TapeAlert
21433	Warning	Tape Drive Eject Media Request	TapeAlert
21434	Warning	Tape Drive Incorrect Firmware Download Attempt	TapeAlert
21435	Warning	Tape Device Humidity Specification Exceeded	TapeAlert
21436	Warning	Tape Device Temp. Specification Exceeded	TapeAlert
21437	Warning	Tape Device Voltage Specification Exceeded	TapeAlert
21438	Warning	Tape Device Predicted to Fail: Call Helpline	TapeAlert
21439	Warning	Tape Device May have Hardware Fault: Run Diagnostics	TapeAlert
21440	Warning	Tape Autoloader Communication Fault	TapeAlert

Event Code	Severity	Description	Agent
21441	Warning	Tape Autoloader Stray Tape	TapeAlert
21442	Warning	Tape Autoloader Mechanism Fault	TapeAlert
21443	Warning	Tape Autoloader Door Open	TapeAlert
21444	Warning	Tape Autoloader Door Hardware Fault: Call Helpline	TapeAlert
21445	Warning	Tape Autoloader Door Needs Magazine	TapeAlert
21446	Warning	Tape Device Predicted to Fail: Call Helpline	TapeAlert
21447	Warning	Tape Autoloader Door Needs Magazine	TapeAlert
21450	Warning	Library has Communications Fault	TapeAlert
21451	Warning	Library has Changer Mechanism Fault	TapeAlert
21452, 21453	Warning	Library has Hardware Fault: Reset Library	TapeAlert
21454	Warning	Library May have Hardware Fault: Run Diagnostics	TapeAlert
21455	Warning	Library has Lost Interface Fault	TapeAlert
21456	Warning	Library Predicted to Fault: Call Helpline	TapeAlert
21457	Warning	Library Requires Preventive Maintenance	TapeAlert
21458	Warning	Library Humidity Specification Exceeded	TapeAlert
21459	Warning	Library Temperature Specification Exceeded	TapeAlert
21460	Warning	Library Voltage Specification Exceeded	TapeAlert
21461	Warning	Library Detects Stray Tape in Drive	TapeAlert
21462	Warning	Library has Problems Picking Cartridge from Slot	TapeAlert
21463	Warning	Library has Problems Placing Cartridge into Slot	TapeAlert
21464	Warning	Library has Problems Loading Cartridge into Drive	TapeAlert
21465	Warning	Library Door is Open	TapeAlert
21466	Warning	Library has Mechanical Fault with Mail Slot	TapeAlert
21467	Warning	Library Needs Magazine	TapeAlert
21468	Warning	Library Security has been Compromised	TapeAlert
21469	Warning	Library Security Mode Changed	TapeAlert
21470	Warning	Library Manually Turned Offline	TapeAlert
21471	Warning	Library Drive Turned Offline	TapeAlert
21472	Warning	Library has Problems Reading Barcode Labels	TapeAlert
21473	Warning	Library Inventory is Inconsistent	TapeAlert
21474	Warning	Invalid Library Operation Attempted	TapeAlert
21501	Critical	APC UPS Communication Lost	APC/UPS
21502	Critical	APC UPS Overload	APC/UPS
21503	Critical	APC UPS Self-Test Failed	APC/UPS

Event Code	Severity	Description	Agent
21504	Critical	APC UPS Discharged Battery	APC/UPS
21505	Warning	APC UPS on Battery	APC/UPS
21506	Warning	APC UPS Smart-Boost Enabled	APC/UPS
21507	Critical	APC UPS Low Battery	APC/UPS
21508	Informational	APC UPS Communication Established	APC/UPS
21509	Informational	APC UPS A/C Power Restored	APC/UPS
21510	Informational	APC UPS Self-Test Passed	APC/UPS
21511	Informational	APC UPS Return from Low Battery	APC/UPS
21513	Informational	APC UPS Sleep Mode Enabled	APC/UPS
21517	Critical	APC UPS Battery Needs Replacement	APC/UPS
21518	Critical	APC Measure-UPS Contact Fault	APC/UPS
21519	Informational	APC Measure-UPS Contact Normal	APC/UPS
21520	Critical	APC UPS Hardware Failure Bypass	APC/UPS
21521	Warning	APC UPS On Software Bypass	APC/UPS
21522	Warning	APC UPS On Bypass via Rear Switch	APC/UPS
21523	Informational	APC UPS Return from Bypass	APC/UPS
21524	Critical	APC UPS Power Supply Failure Bypass	APC/UPS
21525	Critical	APC UPS Base Fan Failure	APC/UPS
21526	Critical	APC UPS Battery Pack Communications Lost	APC/UPS
21527	Warning	APC UPS Battery Pack Communications Established	APC/UPS
21528	Warning	APC UPS Run-Time Calibration Initiated	APC/UPS

B Recommended Modems

For modem connection to the HP TopTools Remote Control card, an external modem is required. HP recommends that you use the same model (or at least the same brand) of modem at the remote client that you use at the server. A list of recommended modems with their initialization strings for PPP communication and numeric paging is listed in Table B-1 below.

Table B-1. Recommended Modems and Initialization Strings

Modem Model	Initialization String (for PPP and Numeric Paging)
Generic Hayes Compatible	ATQ0V1X4S0=3&C1&D2
Diamond SupraExpress 56e SP (K56Flex)	ATQ0V1X4S0=3&K3&C1\N2%C3+MS=V34
Hayes Optima 33.6	ATQ0V1X4S0=3&K3&C1&Q5&D3S36=7B33
Hayes Accura 56K+FAX(K56Flex)	ATQ0V1X4S0=3&K3&C1&Q5%C3B0&D3S37=0
Motorola ModemSURFR 56K	ATQ0V1X4S0=3&K3&C1%C2%C3+MS=11
MultiTech MT1432L	ATQ0&Q1V1X4S0=3&E4&C1\$BA0&E1&E13&D3B0
MultiTech MT2834BA	ATQ0&Q1V1X4S0=3&E4&C1\$BA0&E1&E13&D3B0
MultiTech MT5600ZDXV (K56flex)	ATQ0V1X4S0=3&K3&C1&Q5\N2%C3&D3B0+MS=11
Microcom DeskPorte 28.8S/14.4S	ATQ0V1X4S0=3\G0&K3&C1&Q5%C3&D3B0+MS=11,1
USR Sportster 56K Faxmodem(X2)	ATQ0V1X4S0=3&H1&R2&C1&B1&M5&K2&D3B0&N0
USR Sportster 33.6 Faxmodem	ATQ0V1X4S0=3&H1&R2&C1&B1&M5&K2&D3B0&N0
USR Courier V.Everything 33.6/28.8	ATQ0&A1V1X4S0=3&H3&R2&I0&C1&B1&M5&K1&D2B0&N0
ZyXEL Omni 288S	ATQ0V1X4S0=3&H3&C1&B1&K4&D3B0&N0

Getting the Latest Recommended Modems List

An updated list of recommended modems may be found on the HP NetServer Tested Products List. To review the Tested Products List, go to either:

- **HP NetServer Navigator CD:** To access the modem list from the *HP NetServer Navigator CD*:
 1. Insert the *HP NetServer Navigator CD* into a client with a CD-ROM drive.
 2. Run Windows Explorer and double-click on the TPL.HLP file located in the TPL directory.
- **HP web site:** For the most up-to-date modem list, go to HP's web site. Open your browser and enter the following URL:

```
http://www.hp.com/netserver/support/compatibility/compatibility.asp
```

Refer to the "HP NetServer Tested Products Lists."

C Installing and Using TFTP

Overview: What Is TFTP?

TFTP, the Trivial File Transfer Protocol, allows the HP TopTools Remote Control card to access boot floppy images and new firmware images stored at a LAN or modem-connected computer. TFTP is built on top of TCP/IP and is functionally a subset of FTP. As its name indicates, this protocol is used to transfer data between a "TFTP server" and either the HP TopTools Remote Control or some other device that acts as the "TFTP client."

NOTE	TFTP and the HP TopTools Remote Control card depend on the TCP/IP protocol. If you are able to view the HP TopTools Remote Control user interface on your remote computer, this protocol is already functioning correctly. If not, modification of either your browser or networking environment may be required.
-------------	---

HP TopTools Remote Control uses the TFTP service to:

- Access boot floppy images that allow administrators to help diagnose HP NetServer problems and update the server BIOS.
- Update HP TopTools Remote Control firmware.

TFTP file transfer consists of client-side and server-side components. Because the HP TopTools Remote Control card has the client TFTP service built into its firmware, you can use TFTP to transfer either firmware images or boot images from either a local or a remote computer running a TFTP server program, see Figure C-1.

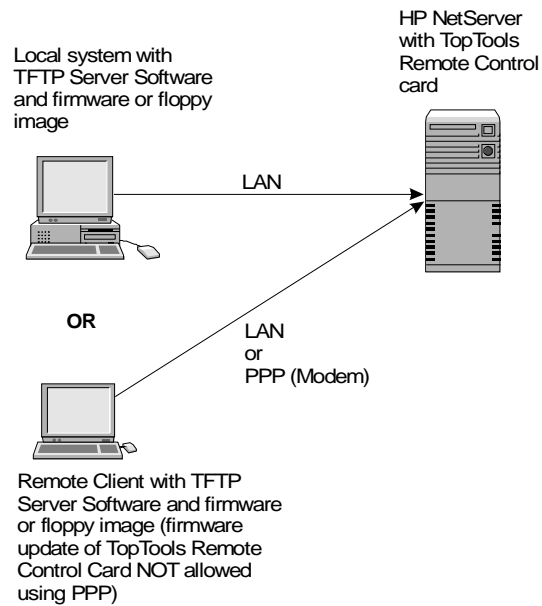


Figure C-1. Using TFTP to Remotely Supply Updates and Boot Images

TFTP server side software for Windows 95 and Windows NT is supplied on the *HP NetServer Navigator CD* as the file:

```
\ttrc\us\tftpserv.exe
```

The server software is designed only to serve files to a TFTP client, not to receive them. The software provides additional security by allowing the client to retrieve files only from a directory which is designated on the command line when starting the server.

NOTE Contact your local network administrator for the correct TFTP server setup and for available boot images.

For any of the following operations you may also use another available TFTP server such as the TFTP server daemon normally supplied with UNIX workstations and servers.

TFTP Requirements

To use the TFTP service with HP TopTools Remote Control, you must have:

- **TFTP client software.** The client software is already built into the firmware of the HP TopTools Remote Control card.
- **TFTP server software (tftpserv.exe).** To run **tftpserv** you need one of the following operating systems:
 - ◇ Microsoft Windows NT 4.0
 - ◇ Microsoft Windows NT 3.51
 - ◇ Microsoft Windows 95 or 98

TFTP server software requires TCP/IP availability on the computer on which it will run.

Starting the TFTP Server

To start the supplied TFTP server, you must execute the program "tftpserv.exe" on the server in a DOS window or using the Run... command from the Windows Start menu. Usage is as follows:

```
tftpserv.exe [root]
```

where *[root]* indicates the base directory from which a client can retrieve files. If you do not specify *[root]*, the directory containing the tftpserv.exe file is used as the base directory.

A TFTP client can request files within the base directory or its subdirectories but does not have access to lower directories. The server software enables the base directory to act only as a file source, not as a file destination.

Updating HP TopTools Remote Control Firmware

If a new or backup version of the HP TopTools Remote Control card firmware is stored on the TFTP server, you can download the update to your HP TopTools Remote Control card. This must be done over the LAN. Firmware update of the TopTools Remote Control card is *not* supported using a PPP connection.

To update the HP TopTools Remote Control firmware, you must have a firmware image file stored under the base directory used by the TFTP server.

There are two different methods you can use to update HP TopTools Remote Control firmware:

- **Update Option 1** requires hands-on access to the NetServer.
- **Update Option 2** uses the HP TopTools Remote Control web interface.

To configure the Remote Control card for firmware updates, use one of the following procedures:

Update Option 1

1. Shutdown and reboot the HP NetServer containing the HP TopTools Remote Control card.
2. Enter the BIOS setup interface by pressing F3 when prompted during HP NetServer boot.
3. Select "<F> Firmware Update Settings", and enter the IP address of the TFTP server and the filename of the firmware image. The filename you enter should include a relative path from the base directory.
4. Ensure the TFTP server is running.
5. Select "<S> Start Firmware Update".

Update Option 2

This option may be performed on a single card or, if you have TopTools Device Manager, multiple cards at once. Instructions for a single card are listed here. To perform this action on multiple cards, refer to the TopTools Remote Control online help.

1. From the HP TopTools Remote Control software interface, click the Configuration tab.
2. Then click the Card Info button.
3. In the Card Maintenance section, fill in the IP address of the TFTP server and the filename of the firmware. The filename you enter should include a relative path from the base directory.
4. Ensure the TFTP server is running.
5. To start the firmware update, click Update.

For example, if the TFTP server used `\tftp\public` as its root and the firmware image file is named

```
\tftp\public\hp\fw\ttrc\us\ttrc_rom.bin
```

you would enter the file name as:

```
hp\fw\ttrc\us\ttrc_rom.bin
```

An update can also be performed using a firmware image file and TFTP server at a remote client (see Figure C-1).

NOTE HP recommends that you do not update the HP TopTools Remote Control card firmware if the link between the TFTP server and the HP NetServer is a dial-up network connection. A disconnection during an update can leave the HP TopTools Remote Control card partially updated and you would need to repeat the update before proceeding.

A firmware update takes approximately one minute over a 10Base-T LAN connection. After the update has completed, the HP TopTools Remote Control will be reset in order to start the new firmware.

Using the HP TopTools Remote Control Remote Boot Feature

You can use the HP TopTools Remote Control to remotely boot the HP NetServer in which you have installed the HP TopTools Remote Control card. The card boots the HP NetServer using a boot floppy image located on a TFTP server.

Starting an HP NetServer from a remote boot image requires that you have already created an alternate bootable floppy image file and that this image is available in the base directory used by the TFTP server. After the HP TopTools Remote Control processes a remote reboot, the feature is disabled automatically so that the next boot will be a local boot.

You use the HP Copydisk utility to create a floppy image file. The 1.44MB file created contains a sector-by-sector copy of the floppy plus a 32-byte copydisk header; you can also use generic floppy image files (no header) created with other utilities. The image file (usually with the extension .DSK), when accessed via TFTP, is interpreted by the HP NetServer with the HP TopTools Remote Control card as if it were a local floppy disk image. Thus, the HP NetServer boots using this image as if it were accessing a bootable disk stored in floppy drive A.

The ability to create a floppy boot image opens up powerful remote administration possibilities. A system administrator can create boot floppy images to:

- update the server BIOS
- change and/or update software drivers
- boot your various diagnostic utilities
- boot virus-checking software

NOTE Check the HP NetServer's BIOS Setup program (typically, accessed by pressing F2 when prompted during the boot process) to ensure that the floppy drive is positioned at the top of the list of bootable devices in the boot order.

Creating a Floppy Boot Image

Before you can create a boot image, you must get a copy of the HP utility "**copydisk.exe**".

NOTE Do not confuse HP's **copydisk.exe** with the DOS utility **diskcopy.exe** supplied with Microsoft MS-DOS operating systems.

Copydisk can be found on the *HP NetServer Navigator CD* in the directory
`\ttrc\us`

In the following procedure, you format a floppy disk to include system (boot) capability and load the software (drivers, applications) that you want run during the boot process. Finally when you have provided all necessary software components to the disk, you copy an image of the floppy to your TFTP server using copydisk.exe.

To create a floppy boot image:

1. Insert a 1.44MB floppy disk in drive A and format it. This could be at a Windows 95 or 98 client, but to ensure that the diskette has enough room for all the files, use a system with MS-DOS 6.x. At a DOS prompt: enter the command

format /s a:

The /s parameter instructs DOS to include the system on the disk, making the disk bootable.

2. Copy all drivers and software (e.g. BIOS update) to the floppy disk drive. Create an appropriate autoexec.bat file on the floppy to run the desired program(s).
3. Using the HP Copydisk utility, create a floppy boot image file in the root directory of your TFTP server. Use the following syntax:

copydisk a: x:\path\filename.dsk

where **a:** is the source diskette and **x:\path\filename** is the destination drive, path and filename with a .dsk extension for your image file. An image file is created and transferred to the designated directory.

Initiating a Remote Boot Using a Floppy Boot Image

There are two ways to boot the HP NetServer using a remote boot image:

- **Remote Boot Option 1** requires "hands-on" access at the HP NetServer.
- **Remote Boot Option 2** uses the HP TopTools Remote Control web interface.

Remote Boot Option 1

To use Remote Boot Option 1 method, you must have properly configured HP TopTools Remote Control. Refer to "Running the HP TopTools Remote Control BIOS Setup Program" in Chapter 4.

In Remote Boot Option 1, you start from the user interface stored in the HP TopTools Remote Control ROM based setup options.

1. Boot the HP NetServer.
2. When the HP TopTools Remote Control banner appears, press F3 when prompted. You are presented with a menu of configurable options.
3. Enable the Remote Boot feature in the BIOS setup. Be sure it is "on."
4. Enter the filename of the boot image.
5. Supply the IP Address of the TFTP server. That is, identify the IP Address of the server where the remote boot image is located.
6. Reboot. During the HP NetServer reboot, a message indicates that the server is attempting to start from the designated boot image.

Remote Boot Option 2

The second remote boot method requires you to log onto the HP TopTools Remote Control web interface in order to set up a remote boot.

To set up a remote boot, using the HP TopTools Remote Control user interface:

1. From the HP TopTools Remote Control user interface, select the Remote Control tab.
2. Under Server Control, select one of the following HP NetServer start-up options:

- ◇ Power on (if the server is off)
- ◇ Power cycle
- ◇ Reset

Once you have selected an action that would bring the HP NetServer back online, you can further select Remote Boot features.

3. Select Remote Boot. This enables HP TopTools Remote Control to retrieve a floppy disk image from the designated remote computer.
4. Enter the IP Address of the TFTP server and the filename of the boot image. The filename you specify should be a relative path from the root directory.
5. Press "Start Power/Reset Option" to initiate the remote boot.

As an example, if the TFTP server used `\tftp\public` as its root and the file of interest is named:

```
\tftp\public\hp\boot\ttrc\us\dos.dsk
```

you would enter the file name as:

```
hp\boot\ttrc\us\dos.dsk
```

Examples of Remote Boot Using a Floppy Boot Image

Using the HP utility `copydisk.exe`, you can remotely administrate numerous alternate boot routines and automate a range of diagnostic procedures for your HP NetServers.

The following examples demonstrate how an administrator would set up and use floppy boot images in a typical network:

- Example 1: A remote server BIOS update
- Example 2: A remote boot of HP Diagnostic Assistant
- Example 3: A remote DOS file transfer

In these examples a remote client functions as the TFTP server (refer to Figure C-1). As you review these examples, keep in mind that for each scenario, the task could be accomplished in some other fashion. For example, the TFTP server could be located elsewhere on the intranet.

Example 1: A remote server BIOS update

In this example, the system administrator wants to update the BIOS of a remote HP NetServer. The administrator first obtains the latest BIOS from the HP web site and downloads it to a local hard disk. The administrator then runs the self extracting BIOS update file and copies the biosxyz.dsk file to the tftpserv base directory. The administrator then uses TopTools Remote Control to remote boot the biosxyz.dsk BIOS update disk.

To remotely update the server BIOS, the administrator would proceed as follows:

1. Obtain up-to-date server BIOS. Go to HP's web site (www.hp.com/go/netserver) and download the appropriate BIOS upgrade from the HP NetServer Service and Support page.
2. Run the biosxyz.exe self-extracting file to extract the biosxyz.dsk boot floppy image file. Copy the biosxyz.dsk file to your TFTP base directory.
3. Run tftpserv.exe. TFTP waits for a request for an image file from the TopTools Remote Control card.
4. Run the HP TopTools Remote Control web interface. Click the Remote Control tab. Select the Reset and Remote boot options.
5. In the TFTP IP Address field, type the IP address of your client machine. In the TFTP File Name field, type: **biosxyz.dsk**.
6. Click "Start Power/Reset Option". The server restarts and TFTP loads the image file onto the HP TopTools Remote Control card where it is then supplied to the HP NetServer as a boot image. The BIOS update executes automatically. Use Text Remote Control to view the progress of the update.

Example 2: A remote boot of HP Diagnostic Assistant

In this example, the system administrator wants to boot to HP's Diagnostic Assistant. To do so the administrator obtains a copy of the Diagnostic Assistant disk from the *HP NetServer Navigator CD* Diskette Library, uses Copydisk to create a floppy image file, and uses TopTools Remote Control to remote boot the Diagnostic Assistant disk image.

To remotely boot Diagnostic Assistant, the administrator would proceed as follows:

1. Insert the *HP NetServer Navigator CD* at the remote Windows client. The Diskette Library program will auto-start.

2. Select HP Diagnostic Assistant and follow the instructions to create the floppy in drive A.
3. Using the Copydisk program, create a floppy boot image in the base directory of your TFTP server. Use the following syntax:
copydisk a: x:\path\diagasst.dsk
where **a:** is the source diskette and **x:\path** is the destination TFTP base directory on your hard drive.
4. Run tftpserv.exe. TFTP waits for a request for an image file from the TopTools Remote Control card.
5. Run the HP TopTools Remote Control web interface. Click the Remote Control tab. Select the Reset and Remote boot options.
6. In the TFTP IP Address field, type the IP address of your client machine. In the TFTP File Name field, type: **diagasst.dsk**.
7. Click "Start Power/Reset Option". The server restarts and TFTP loads the image file onto the HP TopTools Remote Control card where it is then supplied to the HP NetServer as a boot image. The HP NetServer boots Diagnostic Assistant.

Example 3: A remote DOS file transfer to update a NetWare driver

In this example, the system administrator at a remote client running Windows 95 wants to reboot a remote HP NetServer running Novell NetWare in order to load a new SCSI device driver (the old one is believed to be faulty). To do so, the administrator obtains the latest copy of the driver from HP (AIC7870.dsk) and copies it to a formatted DOS boot disk, uses copydisk to create a floppy image file, and uses TopTools Remote Control to remote boot the disk which copies the new driver to the DOS partition. Finally, the administrator uses Text Remote Console to edit the NetWare startup.ncf file to point to the new driver.

To remotely reboot and copy the new driver:

1. Insert a 1.44MB floppy disk in drive A and create a bootable diskette. This could be at a Windows 95 or 98 client, but to ensure that the diskette has enough room for all the files, use a system with MS-DOS 6.x. At a DOS prompt, enter the command:

```
format a:/s
```

The /s parameter instructs DOS to include the system on the disk, making the disk bootable.

2. Obtain the new driver (in this case AIC7870.dsk). Go to HP's NetServer web site (www.hp.com/go/netserver) and download the appropriate driver from the HP's NetServer Service and Support page.
3. Copy the driver file to the formatted floppy in drive A. Copy the DOS editor to the floppy (in Windows 95, this file is located in: `\windows\command\edit.com`).

4. Create an autoexec.bat file on the floppy that includes the following command lines:

```
mkdir c:\temp
copy aic7870.dsk c:\temp
edit c:\nw411\startup.ncf
```

When finished the floppy in a: would include the following files:

```
command.com
autoexec.bat
aic7870.dsk
edit.com
```

5. Use the Copydisk program to create a floppy boot image in the base directory of the TFTP server using the following syntax:

```
copydisk a:path\doscopy.dsk
```

where *path* is the TFTP base directory on your hard drive.
6. Run `tftpserv.exe`. TFTP waits for a request for an image file from the TopTools Remote Control card.
7. Run the HP TopTools Remote Control web interface. Click the Remote Control tab. Select the Reset and Remote boot options.
8. In the TFTP IP Address field, type the IP address of your client machine. In the TFTP File Name field, type: `doscopy.dsk`.
9. Click "Start Power/Reset Option". The server restarts and TFTP loads the image file onto the HP TopTools Remote Control card where it is then supplied to the HP NetServer as a boot image. The HP NetServer boots the DOS disk and executes the autoexec.bat file. It creates a "c:\temp" directory, copies the new driver there, and brings up the NetWare startup.ncf file in the DOS editor. The administrator uses Text Remote Console to modify the path to the SCSI driver:

```
LOAD c:\temp\aic7870.dsk SLOT=10001
```

The administrator saves the file, exits the editor and runs server.exe to start the NetWare server.

D Technical Specifications

This appendix provides specifications for the HP TopTools Remote Control PCI card.

Feature	Description
On-Board Features	32-bit PCI Bus Master board (occupies a single slot) with 64 bit form factor External 9-pin RS-232 connector External RJ45 for 10Base-T, 10Mbit LAN connector Rear panel connector for AC/DC adapter I ² C/IPMB interface connector 4 MB Static RAM memory 2 MB of Flash ROM memory (firmware is customer-upgradeable)
Physical Characteristics	Short PCI card
Environmental Conditions	Operating temperature: 5-35 degrees C ambient Non-operating temperature: -40 degrees to 65 degrees C Operating humidity: 20% to 80% Non-operating humidity: 95% non condensing Operating altitude: 3,046 m Non-operating altitude: 12,200 m
Power Consumption	2 A at +5 V (10 W maximum) 250 mA at +12 V
Battery	Custom NiMH rechargeable 4-cell battery Operating Temperature: 15-35 degrees C ambient* 4.8V, 1100 mAh Provides up to one hour of standby usage

Feature	Description
Optional AC/DC Power Adapter	Input voltage: 100 - 240 V AC, 50/60 Hz Output voltage: 5V \pm 5 % Output current: 2.0 A max. Operating temperature: 0 degrees to 40 degrees C Certification: CSA, C22.2 No 950-95, EN 60950, CE

* For optimal battery lifetime, the temperature inside the server should be maintained below 40 degrees C and should never exceed 50 degrees C.

E Battery Operation

The HP TopTools Remote Control card includes a rechargeable Nickel Metal-Hydride (NiMH) battery pack that ensures a supply of power to the card components.

This battery pack contains four cells and is rated at 4.8V at 1100mAH. In case of a loss of AC power to the server, or a power supply failure, the battery continues to power the HP TopTools Remote Control for up to one hour. The battery pack, which is attached to the card with two plastic darts, is designed for easy removal and replacement by the customer.

NOTE	HP TopTools Remote Control can continue to perform its functions with a non-operating battery as long as power is being supplied to the server or power is being applied by the optional external AC/DC adapter.
-------------	--

Safety

To reduce the possibility of an electric shock from the local area network, plug the computer into an AC outlet before connecting to the network. Likewise, disconnect the network before unplugging the computer from the AC power outlet.

Shutting Down the Card to Conserve Battery Power

In the event that the server must be turned off for an extended period of time and no external AC/DC adapter is connected, the HP TopTools Remote Control card should also be shut down. This prevents battery pack discharge while the server is not in service.

The HP TopTools Remote Control card automatically powers on when AC power is applied to the server.

Charging

To ensure battery power, the HP TopTools Remote Control card provides two sources for battery charging. The on-board battery is charged:

- Through the host server's PCI bus when the host server is powered on, or
- When the card's optional external AC/DC adapter is connected.

The HP TopTools Remote Control card also provides the following alternate charging modes:

- Fast charge. If the card determines that the battery has been depleted, it begins a fast charge.
- Trickle charge. When the battery is fully charged, the card switches to a trickle-charge mode of operation.

When power is first applied to the card, the battery is always initially fast charged. (This is true even if the battery is already fully charged.) After a few minutes, if the card's on-board circuitry determines that the battery's cells are fully charged, HP TopTools Remote Control automatically switches to trickle-charge mode.

Battery Initialization

If the server's power is interrupted, HP TopTools Remote Control automatically switches to battery operation. HP TopTools Remote Control logs the event and generates an alert (if so configured). In addition, some HP TopTools Remote Control functions that require the server to be powered up are also suspended, including console redirection, PCI Bus Utilization monitoring, and server resets. If a remote connection is active when power is interrupted, the connection will be maintained. The HP TopTools Remote Control card will continue to function for at least one hour on battery power.

NOTE	If you are using an external modem with HP TopTools Remote Control, the modem won't have access to battery power. To guarantee power to an external modem, use a modem that is attached to an Uninterruptible Power Supply (UPS).
-------------	---

Life Expectancy

The life expectancy of the battery pack varies depending on temperature extremes and number of charging cycles experienced by the cells. A nominal life expectancy is over two years. If the card provides less than half an hour of operation while operating on battery power, it may be time to replace the battery pack.

Replacement

To replace the HP TopTools Remote Control battery pack (Part No. 5183-6570) contact your HP Sales and Service office. In the U.S. call (800) 227-8164. To order a replacement battery pack from Hewlett-Packard, refer to its Part Number.

Battery Disposal

Nickel Metal-Hydride batteries should be disposed of in a responsible fashion according to the laws in the country where the card is used.

CAUTION	Do not crush, puncture, or incinerate the battery. Do not short the battery's external contacts.
----------------	--

F LED Codes

A failure on the HP TopTools Remote Control card is indicated by a flashing signal pattern displayed by the red diagnostic LED visible above the RS-232 port (refer to Figure F-1). The other set of LEDs located next to the LAN port indicate LAN connection activity.

NOTE In the event that more than one error is affecting card operation, the HP TopTools Remote Control reports only the first failure discovered.

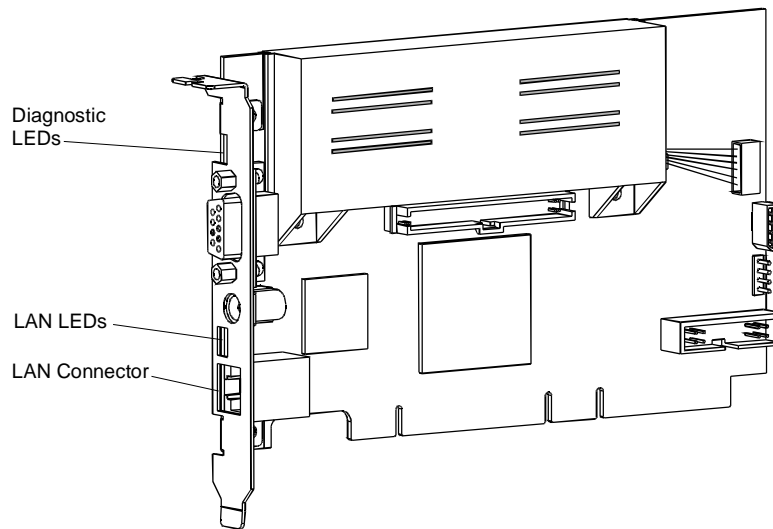


Figure F-1. HP TopTools Remote Control LED

NOTE The LEDs mounted on the HP TopTools Remote Control card are unusually small micro devices that, until activated, appear as little white dashes on the circuit board.

Each failure is stored as a four-digit code. This allows each code up to 10 "sub-codes" that can be interpreted by the diagnostic utility.

For example, a **2-1-1-2** error (DRAM Error) would appear as:

flash-flash, pause, flash, pause, flash, pause, flash-flash, pause

The failure pattern repeats indefinitely.

Failure Codes

The table below lists the error or report codes, which are flashed by the HP TopTools Remote Control card's red diagnostic LED. A flashing red LED always indicates a problem with the card's operation.

To determine a Suggested Action, note the first three digits of the error and refer to the Report Code in the following table. The fourth digit is represented by an "X" because the number is irrelevant to the analysis.

Table F-1. Failures and Suggested Actions

Report Code (Red LED blink pattern)	Failure Reason	Suggested Action
LED on continuously	ASIC CPU Subsystem Error	See action 1
1111	FLASH-ROM Error	See action 2
211X	DRAM Error	See action 3
311X	LAN Interface Error	See action 1
411X	RS-232 Interface Error	See action 1
511X	PCI Interface Error	See action 1
611X	ICMB Error	See action 1

The "X" in the report code represents a possible number between 1 and 9 and is not significant.

Suggested Actions

The following remedies refer to the Suggested Actions listed in the last column of Table F-1 above.

Action 1: First verify the fault. Disconnect the AC/DC adapter from the card and cycle power at the server to restart HP TopTools Remote Control. If the same error is reported again, call your local support center.

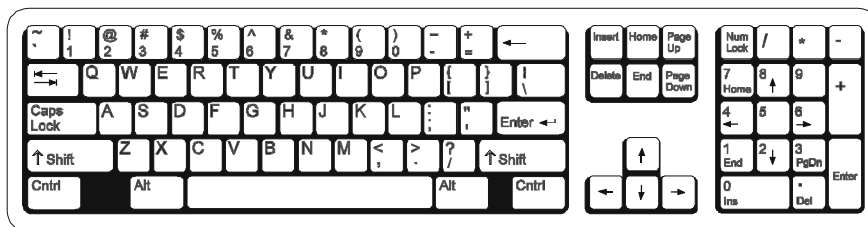
Action 2: The card firmware may be corrupted and require updating. You may either use the firmware image that came with the card on the *HP NetServer Navigator CD*, or you may download the latest firmware update image from the HP NetServer BBS or web site (see Technical Support in Appendix H). This image should be copied to your TFTP server (to use the TFTP software, refer to Appendix C). If you are unable to complete this procedure, call your local support center.

Action 3: Call your support center. If you need to call your local support center, make sure that you have HP TopTools Remote Control product information on hand including serial and version number. Also be sure to note the relevant LED code and description.

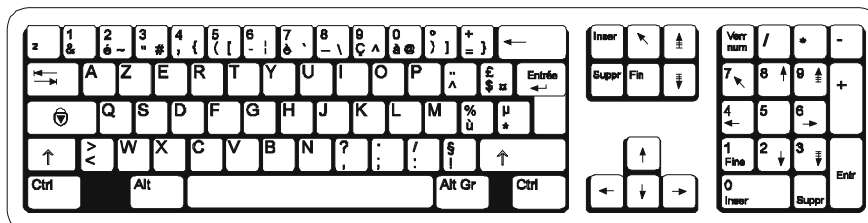
G Keyboard Layouts

The HP TopTools Remote Control allows an administrator to select a keyboard layout that matches the server keyboard. With the proper keyboard layout, HP TopTools Remote Control is able to correctly interpret keystrokes sent to the server keyboard. HP TopTools Remote Control includes support for France, Italy, Germany, Spain, United Kingdom, and United States keyboards.

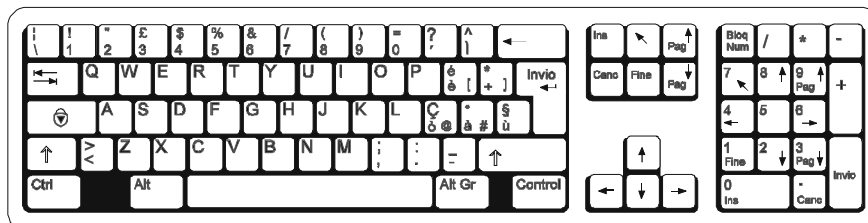
The graphics below provide layouts for each of the keyboards supported by the HP TopTools Remote Control. If you are using an unsupported keyboard, you can map keystrokes by pressing the key on your keyboard that corresponds to the location of the key on the configured keyboard layout.



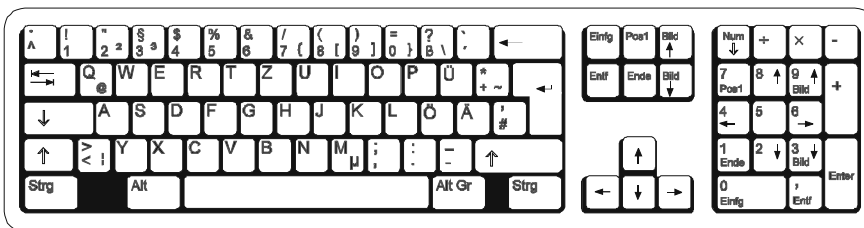
United States



France



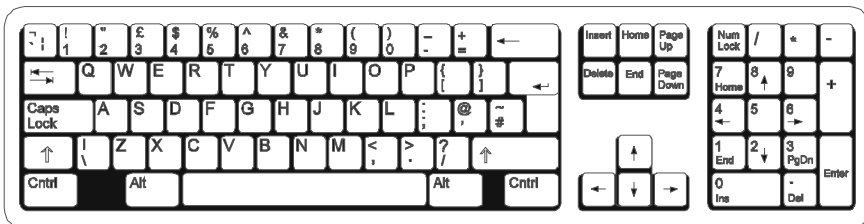
Italy



Germany



Spain



United Kingdom

H Software License, Warranty, Regulatory and Support

Hardware Product Limited Warranty

Hewlett-Packard Hardware Accessories

HP warrants this HP NetServer Hardware Accessory against defects in material and workmanship under normal use, for a period of one year. The warranty commences on receipt of this product by Customer from HP or Reseller. If HP or Reseller receives notice of such defects during the warranty period, HP or Reseller will either, at its option, repair or replace products that prove to be defective.

An HP NetServer Hardware Accessory is an HP hardware product, specifically designated for use with NetServers, that is added on or integrated into an NetServer in order to provide higher performance, capacity, or increased capability; and is listed as a product in HP's Corporate Price List. Upon installation inside an NetServer, the NetServer Hardware Accessory carries a one-year Return-to-HP warranty or the remainder of the warranty period for the original NetServer in which it is installed, whichever is longer.

Should HP or Reseller be unable to repair or replace the hardware accessory within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the hardware accessory product.

On-board Battery

- The battery on board the HP TopTools Remote Control card is a customer-replaceable consumable and is not covered under this warranty.

Software Product Limited Warranty

Ninety-Day Limited Software Warranty

HP warrants for a period of ninety (90) days from the date of the purchase that the software product will execute its programming instructions when all files are properly installed. HP does not warrant that the operation of the software will be uninterrupted or error free. In the event that this software product fails to execute its programming instructions during the warranty period, Customer's remedy shall be a refund or repair. Should HP be unable to replace the media within a

reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and all copies.

Removable Media

HP warrants the removable media, if supplied, upon which this product is recorded to be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase. In the event the media prove to be defective during the warranty period, Customer's remedy shall be to return the media to HP for replacement. Should HP be unable to replace the media within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and destruction of all other non-removable media copies of the software product.

Notice of Warranty Claims

Customer must notify HP in writing of any warranty claim not later than thirty (30) days after the expiration of the warranty period.

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HP makes no other express warranty, whether written or oral, with respect to this product. Any implied warranty of merchantability or fitness for a particular purpose is limited to the 90-day duration of this written warranty. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

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- The **Server software** (which includes utilities, and Symantec's pcANYWHERE32 product supplied by HP) may be used on one HP NetServer system that includes the HP TopTools Remote Control card. Additional licenses for pcANYWHERE32 must be purchased from Symantec in order to install it on other HP NetServer systems.
- The **Remote Client communications software** (Symantec's pcANYWHERE32 product supplied by HP) may be used on one remote personal computer workstation. Additional licenses for pcANYWHERE32 must be purchased from Symantec in order to install it on other personal computer workstations.

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Notice for USA

FCC Radio Frequency Emissions Statements

For Products Labeled "Class B"

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no

guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Hewlett-Packard's system certification tests were conducted with HP-supported peripheral devices and HP shielded cables, such as those you receive with your computer. Changes or modifications not expressly approved by Hewlett-Packard could void the user's authority to operate the equipment. Cables used with this device must be properly shielded to comply with the requirements of the FCC.

For Products Labeled "Class A" LAN Connection

This equipment has been tested and found to comply with the limits for Class A digital devices, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user is required to correct the interference at their own expense.

DECLARATION OF CONFORMITY
per ISO/IEC Guide 22 and EN 45014

Manufacturer's Name: Hewlett-Packard Company
Manufacturer's Address: 5301 Stevens Creek Blvd.
 Santa Clara, CA 95052 USA

declares, that the product

Product Name: HP TopTools Remote Control Card
Model(s): D6028A
Product Options: ALL

conforms to the following Product Specifications:

Safety: IEC 950-1:1991 + A1: 1992 / EN 60950-1:1992 + A1: 1993
 EMC: EN 55022: 1994 / CISPR 22, Class B
 EN 50082-1:1997 - Generic Immunity
 IEC 801-2:1991, 4 kV CD, 8 kV AD
 IEC 801-3:1992, Radiated Immunity: 3V/m
 IEC 801-4:1988, Fast Transients: 0.5 kV, 1 kV

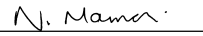
Supplementary Information:

- 1) During the measurements against EN55022, the I/O ports were terminated with their nominal impedance, the RS 232 and LAN connection was terminated with the HP cable.
- 2) When the product is connected to other devices, the user must ensure that the connecting cables and the other devices are adequately shielded to prevent radiation.
- 3) The product complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:
 - This device may not cause harmful interference, and
 - This device must accept any interference received, including interference that may cause undesired operation.

The product herewith complies with the requirements of the following directives and carries the CE marking accordingly:

- EMC Directive 89/336/EEC
- Low Voltage Directive 73/23/EEC

Santa Clara, July 2, 1998


 Nigel Marrion/Quality Manager

North American Contact:
 Hewlett-Packard Company Product Regulations Manager
 3000 Hanover Street
 Palo Alto, CA 94304
 650-857-1501
 European Contact: Your local Hewlett-Packard Sales and Service Office or
 Hewlett-Packard GmbH,
 Department HQ-TRE
 Herrenberger Straße 130
 D-71034 Böblingen
 (FAX: + 49-7031-143143)

Technical Support

During the warranty period, telephone technical support is available to assist with setup, configuration, startup, and troubleshooting of your hardware product.

Prior to calling HP or Reseller, please follow this checklist. This will allow HP or Reseller to assist you more quickly and efficiently.

1. Consult the documentation provided with your product to assure that your system features are properly configured.
2. Execute the diagnostics provided and record the information. Consult the accompanying documentation for instructions.
3. Record the following information:
 - ◇ Product model name and number
 - ◇ Product serial number
 - ◇ Applicable error messages from system or diagnostics
 - ◇ Applicable hardware driver revision levels
 - ◇ Add-on cards or hardware
 - ◇ Third-party hardware or software
 - ◇ Operating system type and revision level

Most of this information can be obtained by using HP TopTools.

U.S. and Canada

For hardware service and telephone support, contact either:

- A participating Reseller
or
- HP Customer Support Center (Colorado): 970-635-1000

Europe

For hardware service and telephone support, contact either:

- A participating Reseller
or
- HP Customer Support Center (Netherlands):

Austria:	0660 6386	Netherlands:	020 6068751
Belgium (Dutch):	02 626 8806	Norway:	22 11 6299
Belgium (French):	02 626 8807	Portugal:	01 441 7199
Denmark:	3929 4099	Spain:	902 321 123
Finland:	02 03 47 288	Sweden:	08 619 2170
France:	01 43 62 3434	Switzerland:	084 880 1111
Germany:	0180 525 8143	United Kingdom:	0171 512 5202
Ireland:	01 662 5525	International (English):	44 171 512 5202
Italy:	02 2 641 0350		

Other Countries

For hardware service, contact your local Reseller or HP sales office. For telephone support, contact your Reseller.

Using Other Information Services

- Internet WWW:
<http://www.hp.com/netserver/support/>
- Internet FTP:
<ftp://ftp.hp.com/pub/servers/>
- CompuServe:
GO HPPC

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