

Embedded Support Partner User Guide

Document Number 007-4065-002

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What's New in this Document

This revision makes the following changes to this document:

- Information about viewing the diagnostic results information has been added to Chapters 4, 6, and 9.
- Minor editorial and technical changes have been throughout the document.

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About this Guide

The *Embedded Support Partner User Guide* provides information about using the Embedded Support Partner software suite.

It includes the following information:

- Part 1: Introduction
 - Chapter 1, “Introduction,” provides a brief introduction to Embedded Support Partner and the interfaces that you can use to control it.
- Part 2: Using the Single System Manager
 - Chapter 2, “Single System Manager Mode,” describes Single System Manager mode, how to start Embedded Support Partner in Single System Manager mode, and how to create database archives and manage them from Single System Manager mode.
 - Chapter 3, “Using the ASCII Interface to Set Up Embedded Support Partner in Single System Manager Mode,” describes how to use the ASCII interface to set up Embedded Support Partner in Single System Manager mode.
 - Chapter 4, “Using the ASCII Interface to View Information about a System in Single System Manager Mode,” describes how to use the ASCII interface to view information from the system that is running Embedded Support Partner.
 - Chapter 5, “Using the Graphical Interface to Set Up Embedded Support Partner in Single System Manager Mode,” describes how to use the graphical interface to set up Embedded Support Partner in Single System Manager mode.
 - Chapter 6, “Using the Graphical Interface to View Information about a System in Single System Manager Mode,” describes how to use the graphical interface to view information from the system that is running Embedded Support Partner.

- Part 3: Using the System Group Manager
 - Chapter 7, “System Group Manager Mode,” describes System Group Manager mode, how to start Embedded Support Partner in System Group Manager mode and how to create database archives, and manage them from System Group Manager mode.
 - Chapter 8, “Setting Up Embedded Support Partner in System Group Manager Mode,” describes how to set up Embedded Support Partner in System Group Manager mode.
 - Chapter 9, “Using Embedded Support Partner in System Group Manager Mode to View Information about the Systems,” describes how to view information about the systems that Embedded Support Partner is monitoring in System Group Manager mode.
- Part 4: Additional Information
 - Chapter 10, “Sending Notifications,” describes the `espnotify` tool that you can use to send notifications and how to set up Embedded Support Partner actions that use the `espnotify` tool.
 - Chapter 11, “Logging Events from Applications and Scripts,” describes how to send events from your local applications and scripts to Embedded Support Partner.

This document corresponds to the version of Embedded Support Partner that is included in the IRIX 6.5.6 operating system release. The document is written for SGI customers.

Conventions Used in this Document

This document uses the following conventions:

<i>Italics</i>	Document and CD titles
<code>Courier</code>	Program names, file names, and commands
<i>Courier Italics</i>	Variables within command descriptions

Introduction

About Embedded Support Partner

Embedded Support Partner is a suite of software applications that monitors events on one or more systems and performs actions in response to any events that it detects. It runs in two modes: Single System Manager mode and System Group Manager mode.

What are Events?

Events are identifiable conditions on a system. Examples of events include:

- Configuration events
 - Installing a hardware component
 - Installing a software application
- Availability events
 - System power cycles
 - System panics
- Performance events
 - High aggregate system call rates
 - High average processor utilization
- System-level events
 - SCSI controller initialization failure
 - SCSI bus reset

Embedded Support Partner monitors hundreds of default events. You may also configure Embedded Support Partner to monitor custom events that are specific to your site.

What are Actions?

Actions are responses to events. Examples of actions include:

- Sending a notification to the system administrator
- Forwarding events to a System Group Manager

Embedded Support Partner includes one default action (`Notify sysadmin on console`). You can configure Embedded Support Partner to perform additional custom actions.

What are Notifications?

Notifications are messages that Embedded Support Partner sends through actions in response to events. Examples of notifications are:

- Sending an e-mail message
- Sending an alphanumeric page
- Displaying a popup window with error interpretation

About the Embedded Support Partner User Interfaces

You interact with Embedded Support Partner by using a Web browser to connect to the Configurable Web Server that is included in the Embedded Support Partner suite. You can access Embedded Support Partner through a graphical interface or an ASCII interface (in Single System Manager mode only).

The graphical interface is split into three frames:

- The top frame shows the title banner for Embedded Support Partner and the tabs to select the category that you want to use (Overview, System Information, Setup, and Archive Database). The title banner indicates whether you are running Embedded Support Partner in Single System Manager mode (with the `single system` label) or System Group Manager mode (with the `group of systems` label).
- The left frame contains the command buttons that you can use. (This frame is available for the System Information and Setup categories.)
- The right frame contains information specific to the last command that you selected from the left frame. You will use this frame to select specific options that are related to the command and view output from the command.

Figure 1-1 shows an example of the graphical interface.

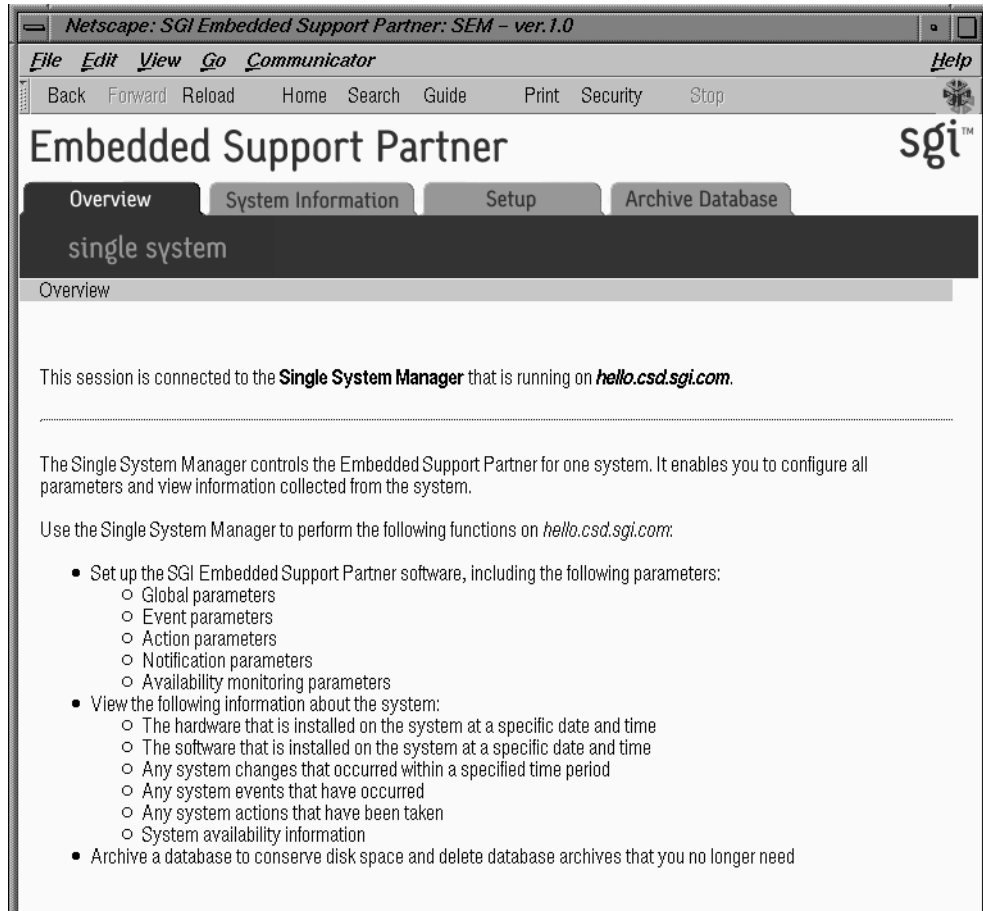
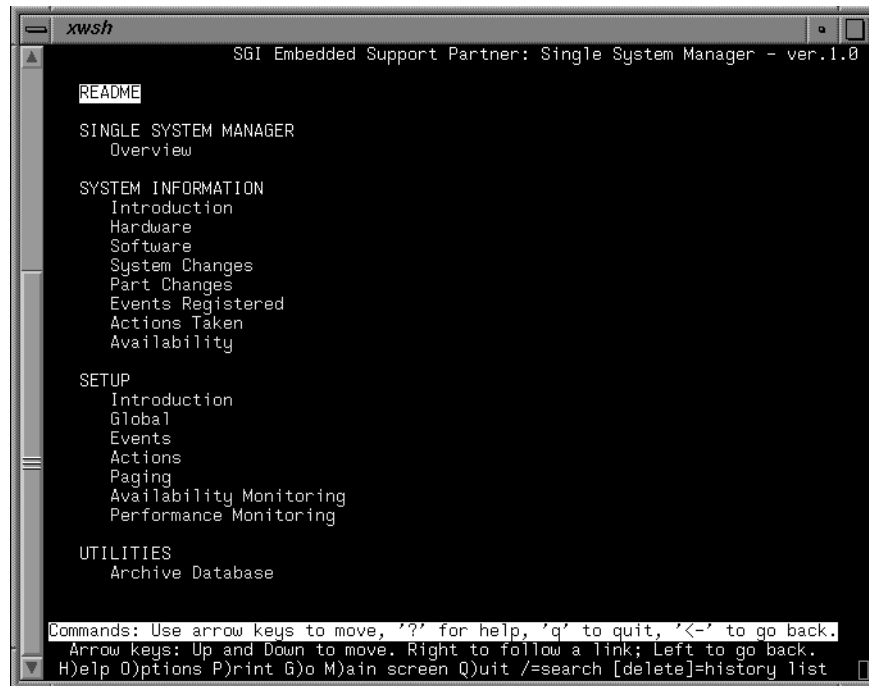


Figure 1-1 Example of the Graphical Interface

Figure 1-2 shows an example of the ASCII interface.



```
xwsh
SGI Embedded Support Partner: Single System Manager - ver.1.0

README

SINGLE SYSTEM MANAGER
  Overview

SYSTEM INFORMATION
  Introduction
  Hardware
  Software
  System Changes
  Part Changes
  Events Registered
  Actions Taken
  Availability

SETUP
  Introduction
  Global
  Events
  Actions
  Paging
  Availability Monitoring
  Performance Monitoring

UTILITIES
  Archive Database

Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 1-2 Example of the ASCII Interface

Required Software

You need to install the IRIX operating system version 6.5.5 or a later release to use Embedded Support Partner. All of the software that you need to start using Embedded Support Partner is installed by default.

Related Information

For more information about Embedded Support Partner and its components, refer to the *Embedded Support Partner Overview*, publication number 007-4064-002.

Single System Manager Mode

Single System Manager mode enables you to configure all Embedded Support Partner parameters and view information collected from a single system. Use it to perform the following activities on a single system:

- Set up Embedded Support Partner, including the following parameters:
 - Global parameters
 - Event parameters
 - Action parameters
 - Notification parameters
 - Availability monitoring parameters
 - Performance monitoring parameters
- View the following information about the system:
 - The hardware that is installed on the system at a specific date and time
 - The software that is installed on the system at a specific date and time
 - Any system changes that occurred within a specified time period
 - Any system events that have occurred
 - Any system actions that have been taken
 - System availability information
- Archive a database to conserve disk space and delete database archives that you no longer need

Starting Embedded Support Partner in Single System Manager Mode

You can use Embedded Support Partner in Single System Manager mode with either an ASCII interface or a graphical interface. This section describes how to start Embedded Support Partner in Single System Manager mode with each type of interface.

Note: The ASCII interface is provided for systems that do not have graphics capability. If your system has graphics hardware, use the graphical interface.

Using an ASCII Interface

Perform the following procedure to start Embedded Support Partner with an ASCII interface in Single System Manager mode:

1. Set the width of your terminal window to a minimum of 80 characters.
2. Enter `launchESPartner -1` to start Embedded Support Partner in Single System Manager mode with an ASCII interface on the local host.

Note: If you want to access a remote system, use the `-host` command line option. (For example, enter `launchESPartner -1 -host euphoria.csd.sgi.com` to start Embedded Support Partner in Single System Manager mode on the remote system named `euphoria.csd.sgi.com`.)

Lynx displays the Embedded Support Partner ASCII interface. (Refer to Figure 2-1.)

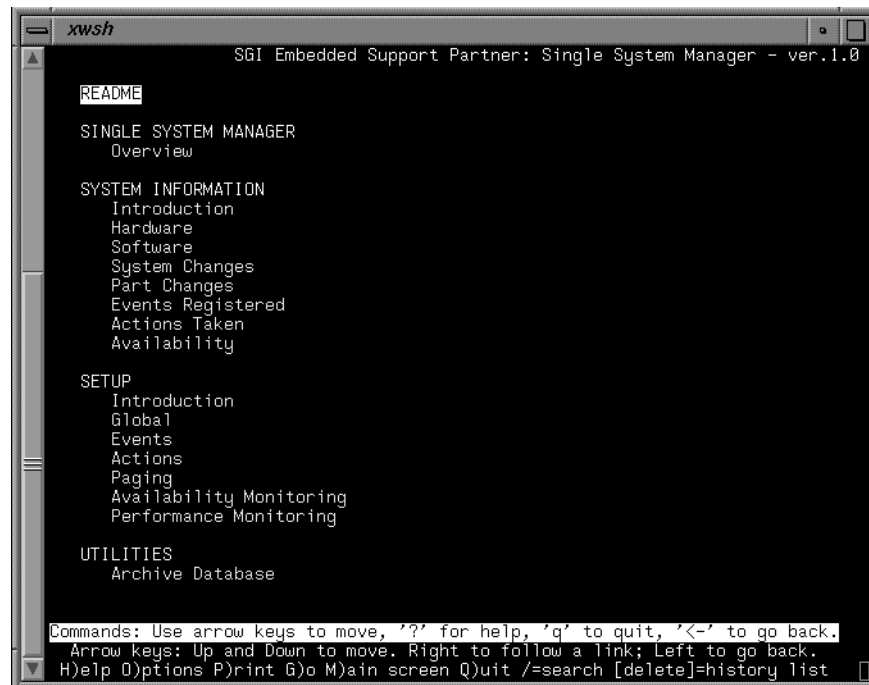


Figure 2-1 Embedded Support Partner Opening Page (ASCII Interface)

Use this interface to:

- Set up Embedded Support Partner in Single System Manager mode (Refer to Chapter 3, “Using the ASCII Interface to Set Up Embedded Support Partner in Single System Manager Mode.”)
- View information from the system (Refer to Chapter 4, “Using the ASCII Interface to View Information about a System in Single System Manager Mode.”)

Using a Graphical Interface

You can start Embedded Support Partner in Single System Manager mode with a graphical interface two ways:

- By using the `Embedded_Support_Partner` icon
- By using the `launchESPartner` command

Using the Embedded_Support_Partner Icon

Perform the following procedure to start the Embedded Support Partner graphical interface in Single System Manager mode with the Embedded_Support_Partner icon:

1. Choose **Find** -> **Support Tools** in the **Toolchest** menu. (Refer to Figure 2-2.)

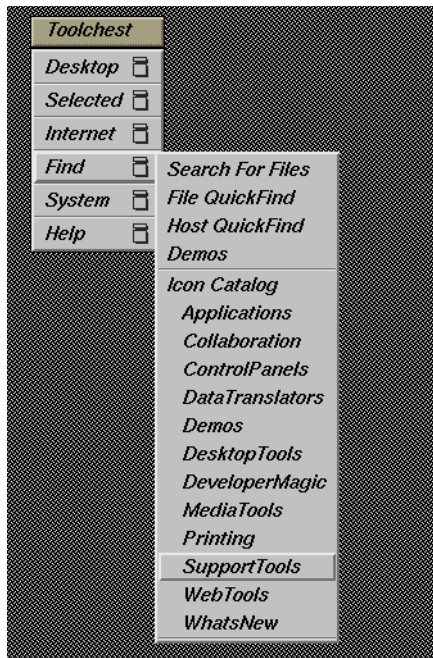


Figure 2-2 Toolchest Menu

The Icon Catalog application opens to the SupportTools category. (Refer to Figure 2-3.)

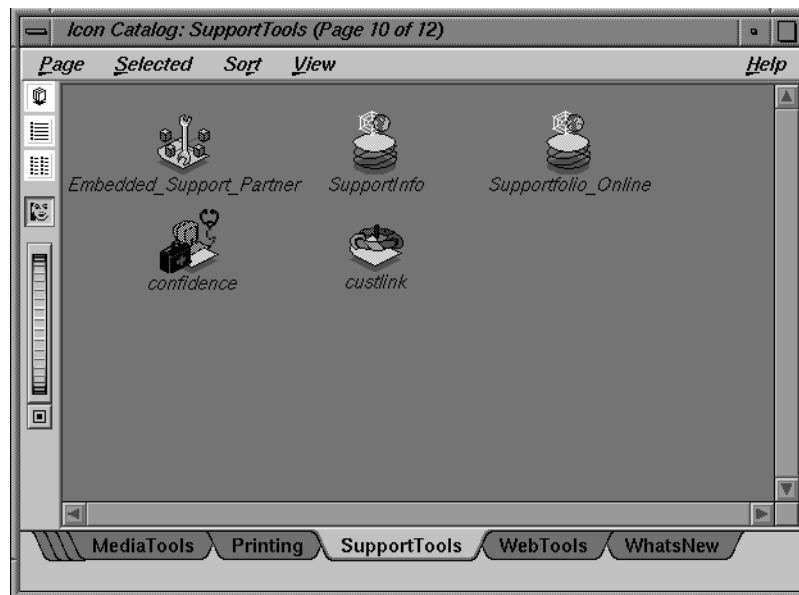


Figure 2-3 Icon Catalog

2. Double-click on the `Embedded_Support_Partner` icon.

Netscape displays the Embedded Support Partner opening page. (Refer to Figure 2-4.)

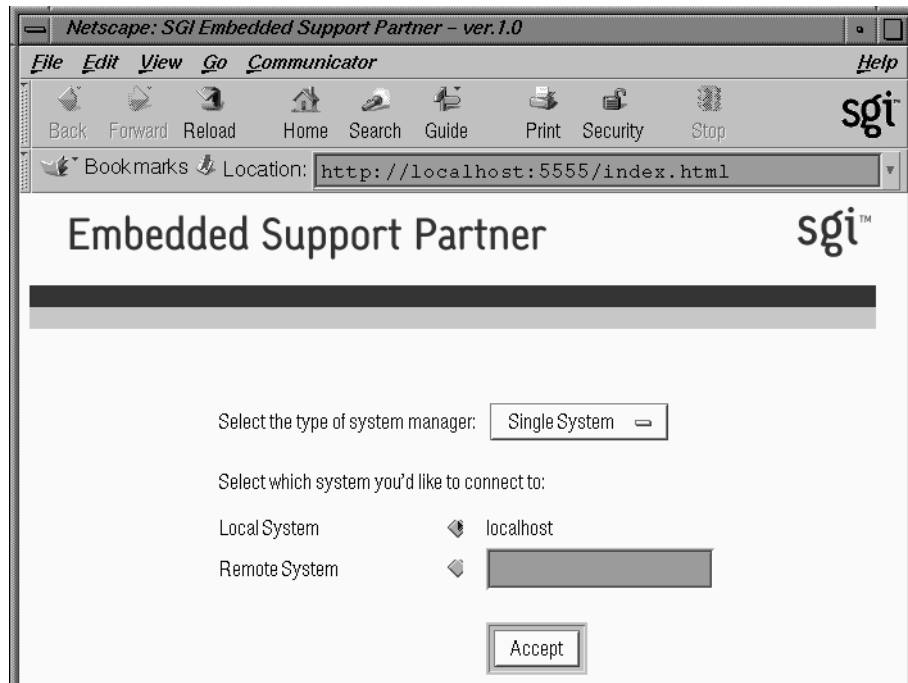


Figure 2-4 Embedded Support Partner Opening Page (Graphical Interface)

3. Choose **single system** for the Select the type of system manager option.

4. Specify the system that you want to access:
 - Click on the `Local System` check box to connect to the local host (the system on which you started Embedded Support Partner). (Refer to Figure 2-5)

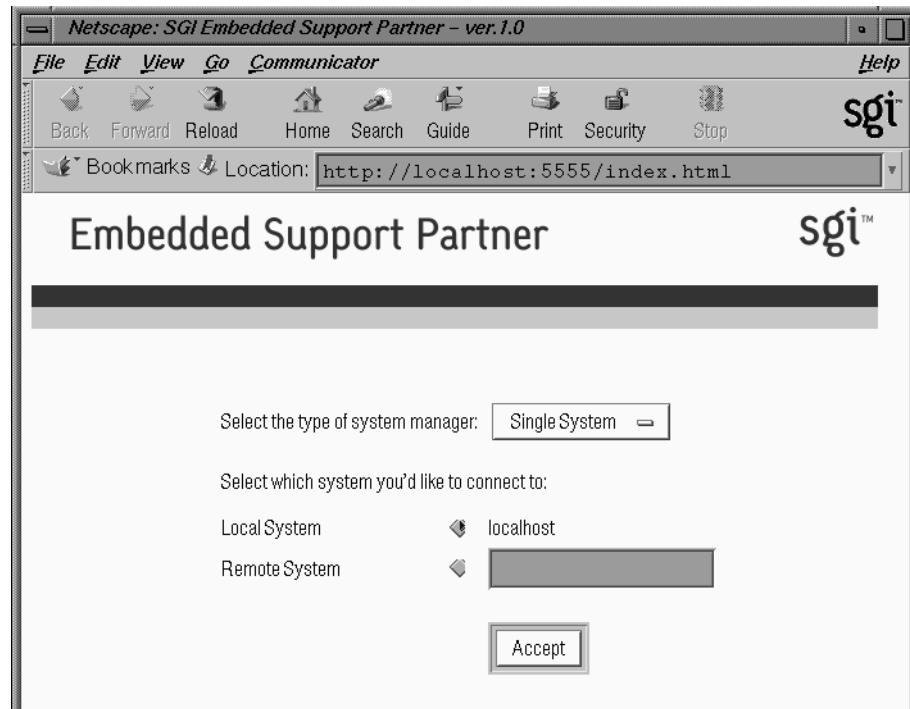


Figure 2-5 Connecting to Embedded Support Partner in Single System Manager Mode on the Local System (Graphical Interface)

- Click on the Remote System check box to connect to a remote system. Enter the name of the system or IP address of the system in the field. (Refer to Figure 2-6.)

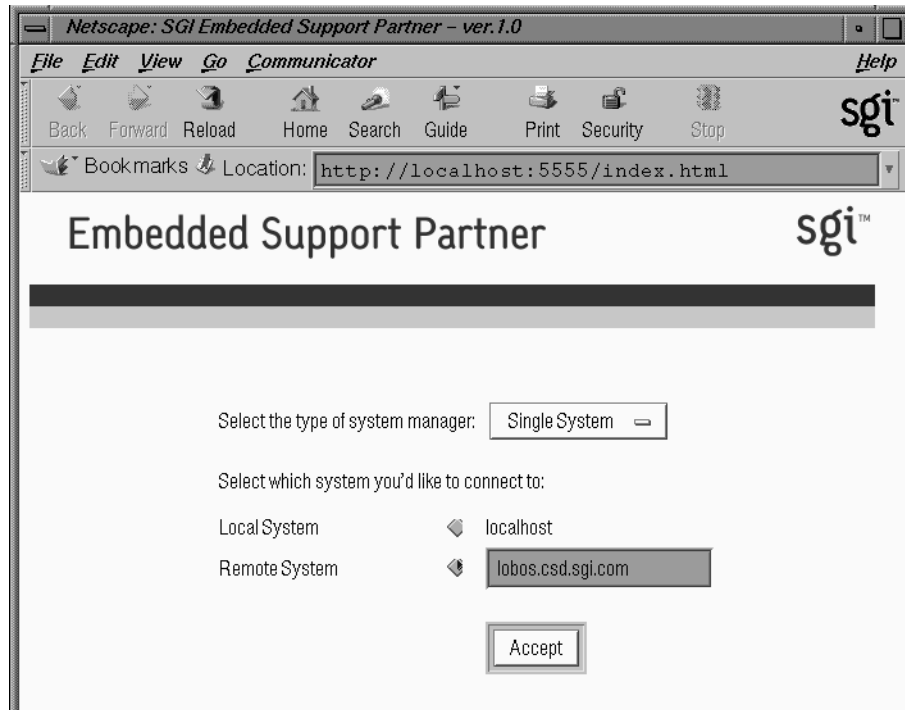


Figure 2-6 Connecting to Embedded Support Partner in Single System Manager Mode on a Remote System (Graphical Interface)

5. Click on Accept.

The Embedded Support Partner graphical interface appears in Single System Manager mode. (Refer to Figure 2-7.) Use this interface to:

- Set up Embedded Support Partner in Single System Manager mode (Refer to Chapter 5, “Using the Graphical Interface to Set Up Embedded Support Partner in Single System Manager Mode.”)
- View information from the system (Refer to Chapter 6, “Using the Graphical Interface to View Information about a System in Single System Manager Mode.”)

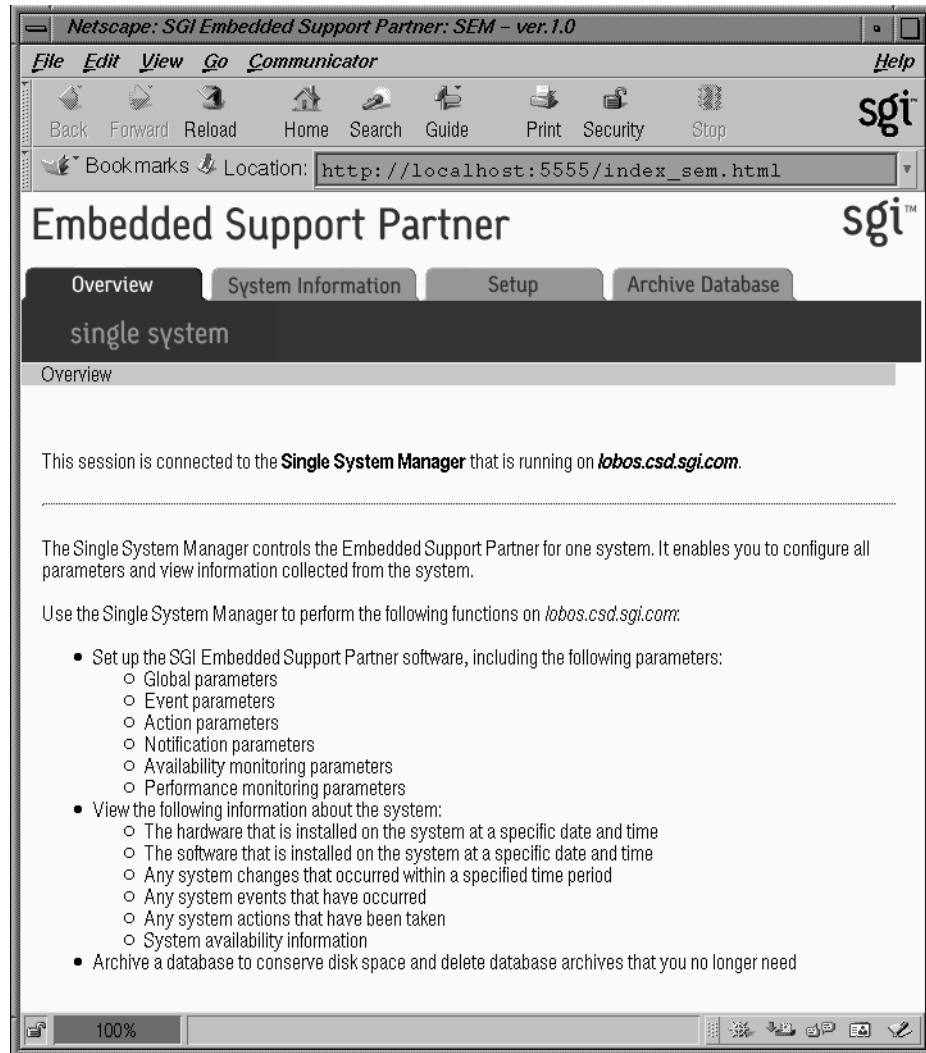


Figure 2-7 Single System Manager Mode Graphical Interface

Using the launchESPartner Command

Perform the following procedure to start the Embedded Support Partner graphical interface in Single System Manager mode with the `launchESPartner` command:

1. Enter the `launchESPartner` command.

Netscape displays the Embedded Support Partner opening page. (Refer to Figure 2-8.)

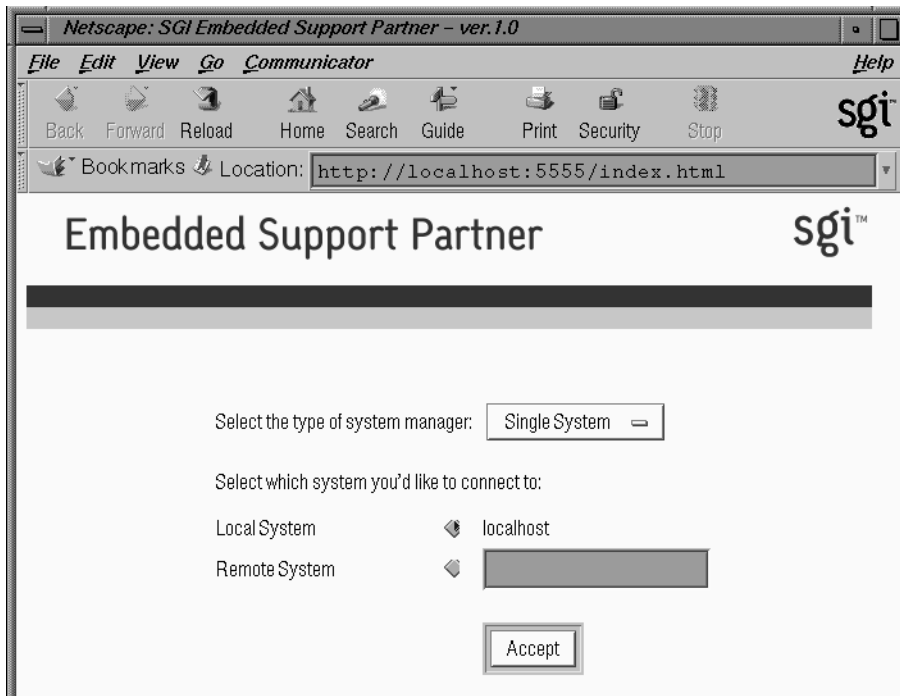


Figure 2-8 Embedded Support Partner Opening Page (Graphical Interface)

2. Choose `single system` for the Select the type of system manager option.

3. Specify the system that you want to access:
 - Click on the Local System check box to connect to the local host (the system on which you started Embedded Support Partner). (Refer to Figure 2-9.)

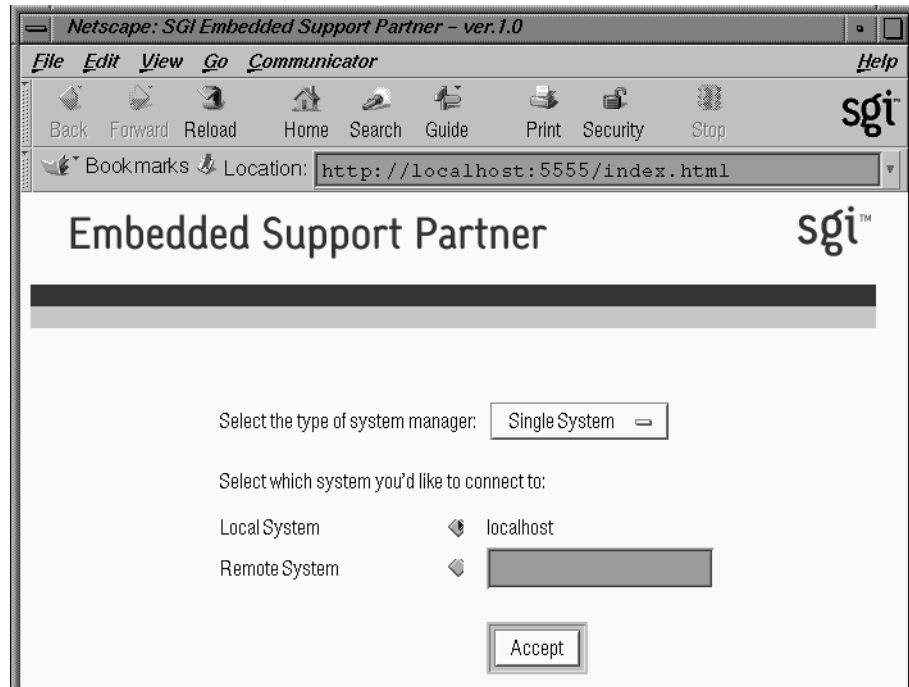


Figure 2-9 Connecting to Embedded Support Partner in Single System Manager Mode on the Local System (Graphical Interface)

- Click on the `Remote System` check box to connect to a remote system. Enter the name of the system or IP address of the system in the field. (Refer to Figure 2-10.)

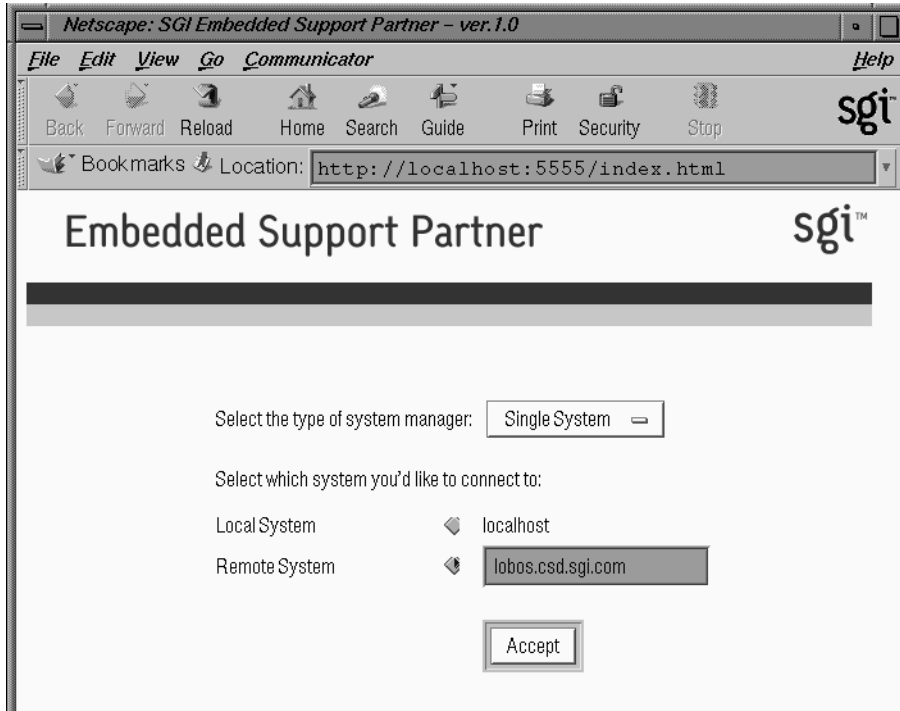


Figure 2-10 Connecting to Embedded Support Partner in Single System Manager Mode on a Remote System (Graphical Interface)

4. Click on `Accept`.

The Embedded Support Partner graphical interface appears in Single System Manager mode. (Refer to Figure 2-11.) Use this interface to:

- Set up Embedded Support Partner in Single System Manager mode (Refer to Chapter 5, “Using the Graphical Interface to Set Up Embedded Support Partner in Single System Manager Mode.”)
- View information from the system (Refer to Chapter 6, “Using the Graphical Interface to View Information about a System in Single System Manager Mode.”)

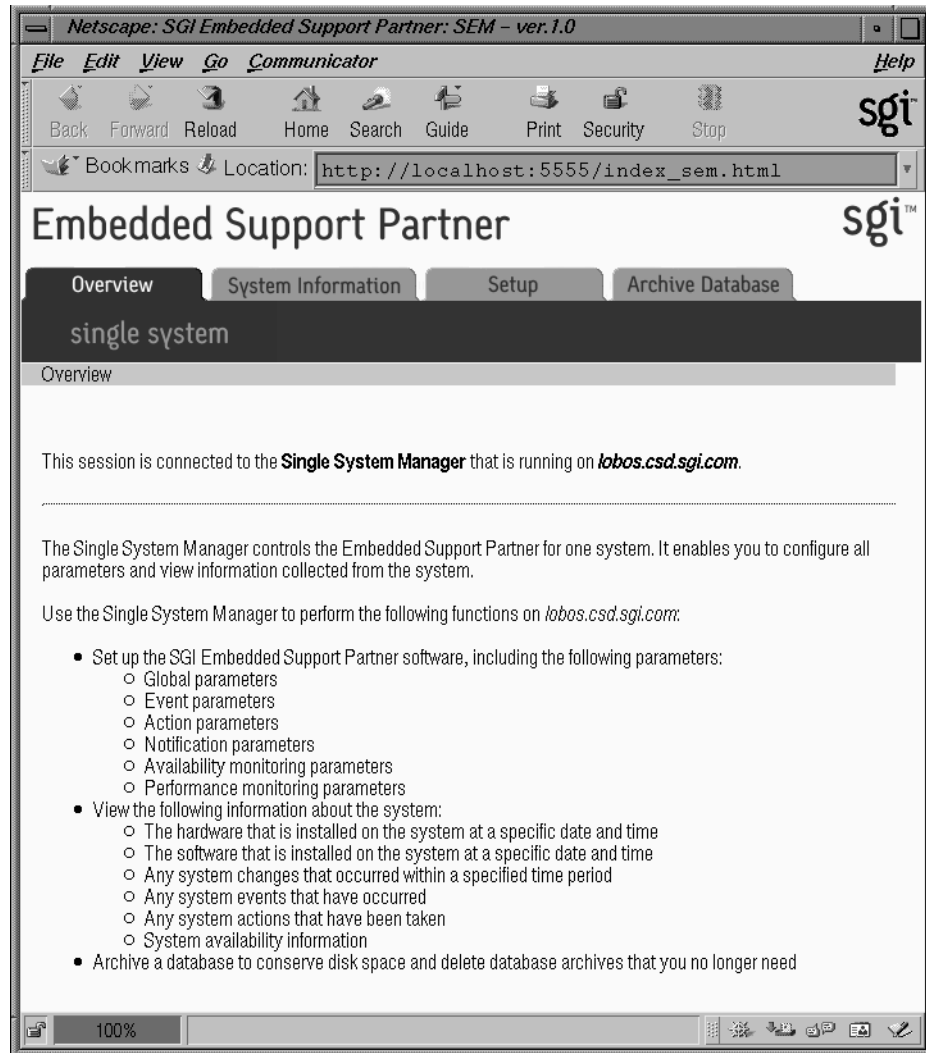


Figure 2-11 Single System Manager Mode Graphical Interface

Configuring Single System Manger Mode

All components of Embedded Support Partner are installed on your system by default; however, you should perform the following procedure the first time that you use Embedded Support Partner in Single System Manager mode to configure it:

1. Start Embedded Support Partner in Single System Manager mode. (Refer to Section , “Starting Embedded Support Partner in Single System Manager Mode.”)
2. Change the user name and/or password to prevent unauthorized access to your system. (Refer to Section , “Changing the User Name and Password” and Section , “Changing the User Name and Password.”)
 - The default user name is administrator.
 - The default password is partner.
3. Set up the access list to enable systems to connect to the Configurable Web Server that Embedded Support Partner uses. By default, the Configurable Web Server is configured to allow connections from all IP addresses. (Refer to Section , “Allowing Access to Embedded Support Partner” and Section , “Allowing Access to Embedded Support Partner.”)
4. Modify and/or add actions. (Refer to Section , “Setting Up Actions in Single System Manager Mode” and Section , “Setting Up Actions in Single System Manager Mode.”)
5. Modify and/or add events and assign actions to events. (Refer to Section , “Setting Up Events in Single System Manager Mode” and Section , “Setting Up Events in Single System Manager Mode.”)

Manipulating the Database that Single System Manager Mode Uses

Embedded Support Partner logs data in a database on the system as it registers events and performs actions. You can archive the current database to reduce the amount of disk space used on the system.

Archiving a Database

Use the `esparchive` command at a UNIX prompt to archive the current database that Embedded Support Partner is using on a system. The `esparchive` command shuts down Embedded Support Partner momentarily, compresses the current database to save space, opens a new database to receive data from Embedded Support Partner, and restarts Embedded Support Partner.

You must use the root account to execute the `esparchive` command; this command archives the current database only if it is 10 MB or larger.

Note: Click on the `Archive Database` tab on the graphical interface or select the `Archive Database` link on the ASCII interface to view a description of this process.

Deleting a Database Archive

You can delete database archives that you no longer need.

Warning: When you delete a database archive, the information in the database archive is permanently lost. You will not be able to view any system information that was stored in the database archive.

Perform the following procedure to delete a database archive:

1. Click on the `Archive Database` tab on the graphical interface, or select the `Archive Database Link` on the ASCII interface.
2. Choose the database archive that you want to delete. (Refer to Figure 2-12 and Figure 2-13.)

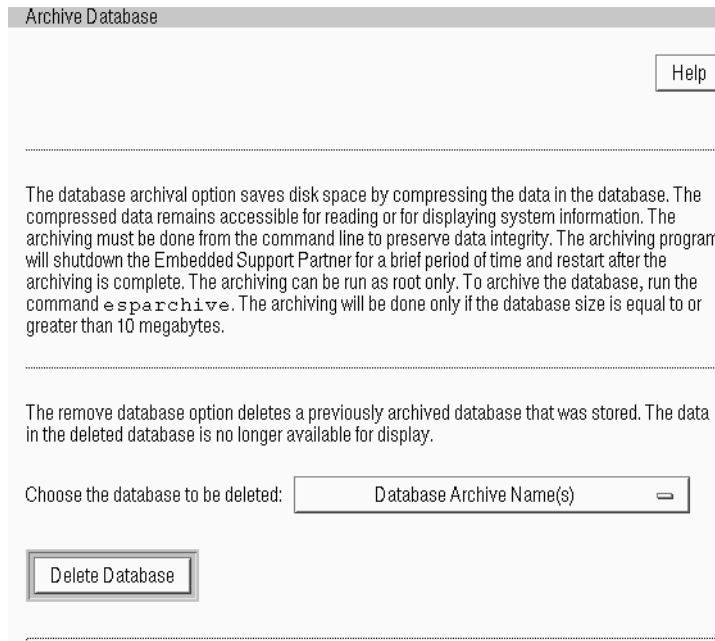


Figure 2-12 Archiving a Database in Single System Manager Mode (Graphical Interface)

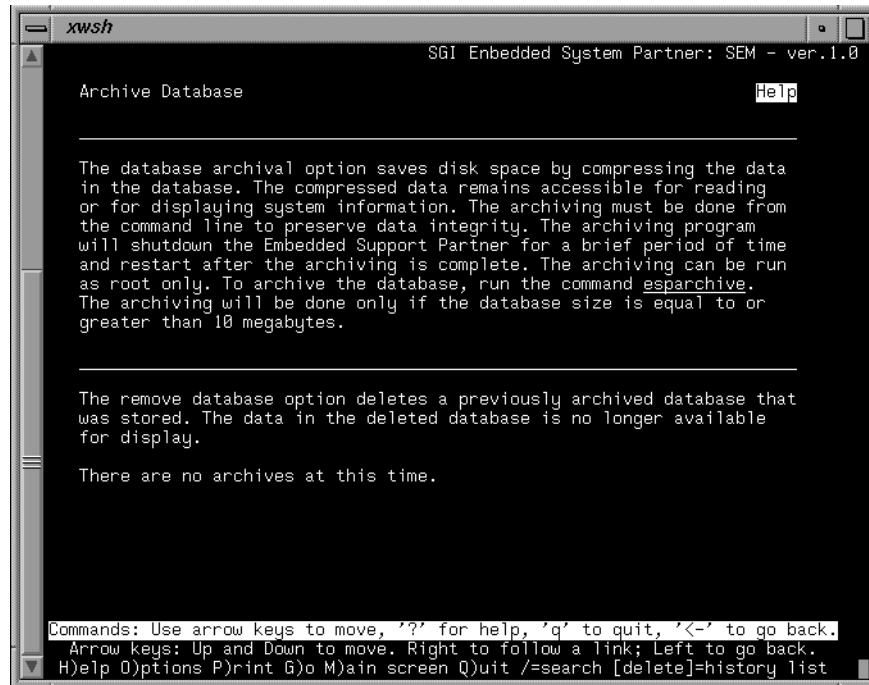


Figure 2-13 Archiving a Database in Single System Manager Mode (ASCII Interface)

3. Click on the Delete Database button on the graphical interface, or select the Delete Database link on the ASCII interface.

Using the ASCII Interface to Set Up Embedded Support Partner in Single System Manager Mode

Use the commands in `SETUP` section of the ASCII interface to set up the following components of Embedded Support Partner in Single System Manager mode:

- Global parameters
- Events
- Actions
- Paging
- Availability monitoring
- Performance monitoring

The ASCII interface is provided for systems that do not have graphics capability. If your system has graphics hardware, use the graphical interface. Refer to Chapter 5, “Using the Graphical Interface to Set Up Embedded Support Partner in Single System Manager Mode” for more information about using the graphical interface to set up Embedded Support Partner in Single System Manager mode.

Setting Up Global Parameters in Single System Manager Mode

Several global parameters are available for you to customize Embedded Support Partner in Single System Manager Mode. The global parameters are organized into two categories:

- Web server parameters
- Global configuration parameters

Setting Up the Web Server Parameters

The Web server parameters configure the Configurable Web Server that Embedded Support Partner uses. You can use these parameters to control permission to access Embedded Support Partner, including the user name and password combination and host privileges. (All IP addresses are allowed connections to the Web server by default.)

Figure 3-1 shows the interface page that you use to access the Web server parameters. Figure 3-2 shows the interface page that you use to specify which systems are allowed or denied access to the Configurable Web Server. Figure 3-3 shows the interface page that you use to modify the user name and associated password.

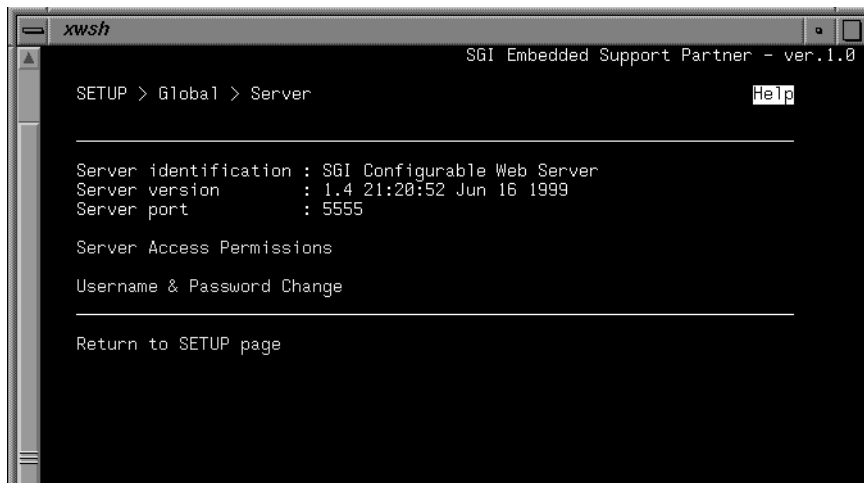


Figure 3-1 Web Server Configuration Page (ASCII Interface)

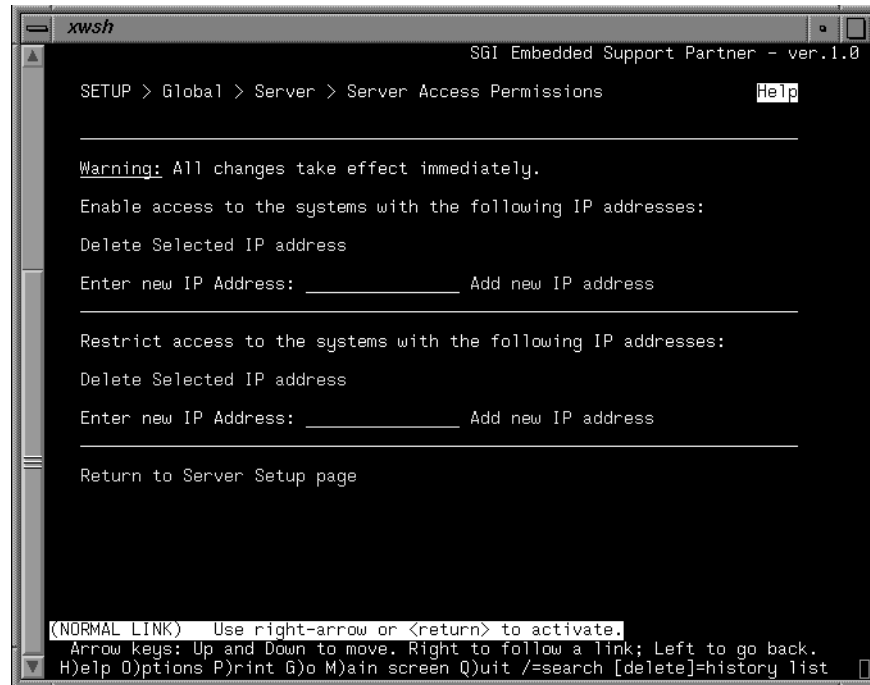


Figure 3-2 Web Server Access Permissions Page (ASCII Interface)

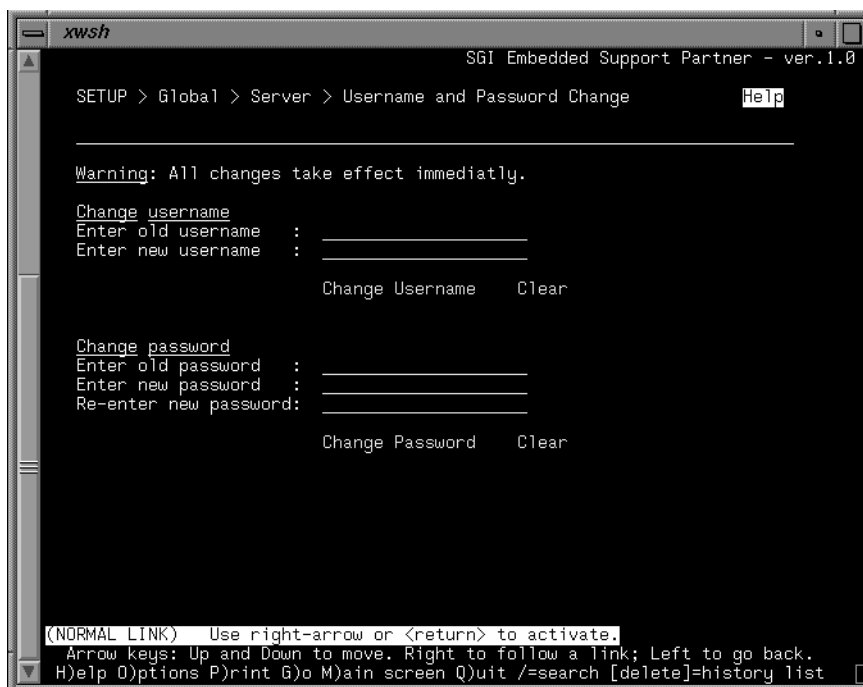


Figure 3-3 Web Server User Name and Password Page (ASCII Interface)

Allowing Access to Embedded Support Partner

You can modify access privileges that specify which systems have access rights to Embedded Support Partner. If you want to restrict access to Embedded Support Partner, you must set up a “restrict access” list and an “enable access” list. (If you do not set up a “restrict access” list, all IP addresses can connect to Embedded Support Partner regardless of the “enable access” list settings because the default configuration allows connections from all IP addresses if no “restrict access” list exists.)

The most secure configuration is to set the “restrict access” list to all hosts (*.*) and set the “enable access” list to the hosts that you want to have access to Embedded Support Partner. (For example, set the “enable access” list to 197.*.*.* and the “restrict access” list to *.*.*.* if you want only the systems with IP addresses that begin with 197 to have access to Embedded Support Partner.)

Caution: All changes that you make to the “restrict access” and “enable access” lists immediately take effect. Ensure that you do not set up access lists that prevent your administration system from connecting to Embedded Support Partner.

Perform the following procedure to add a system to the “enable access” list (refer to Figure 3-2):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Server` link in the `Global` category.
3. Select the `Server Access Permissions` link.
4. In the `Enter new IP Address` field, enter the IP address of the system that you want to add to the list.

Note: Entering `*.*.*.*` indicates that all systems can access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, `197.*.*.2` and `197.20.2.*`).

5. Select the `Add new IP Address` link.

Perform the following procedure to remove a system from the “enable access” list (refer to Figure 3-2):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Server` link in the `Global` category.
3. Select the `Server Access Permissions` link.
4. Set the checkmark next to the IP address that you want to remove from the list.
5. Select the `Delete Selected IP address` link.

Perform the following procedure to add a system to the “restrict access” list (refer to Figure 3-2):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Server` link in the `Global` category.
3. Select the `Server Access Permissions` link.
4. In the `Enter new IP Address` field, enter the IP address of the system that you want to add to the list.

Note: Entering `*.*.*.*` indicates that all systems (except the systems in the “allow access” list) cannot access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, `197.*.*.2` and `197.20.2.*`).

Perform the following procedure to remove a system from the “restrict access” list (refer to Figure 3-2):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Server` link in the `Global` category.
3. Select the `Server Access Permissions` link.
4. Set the checkmark next to the IP address that you want to remove from the list.
5. Select the `Delete Selected IP address` link.

Changing the User Name and Password

Embedded Support Partner requires that you enter a user name and password to access several features. This protocol ensures that Embedded Support Partner is secure from unauthorized access.

The default user name is **administrator**, and the default password is **partner**. Be sure to change one or both of these settings the first time that you use Embedded Support Partner to prevent unauthorized access to your system.

Perform the following procedure to change the user name (refer to Figure 3-3):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Username & Password Change` link.
3. Enter the old user name that you want to change in the `Enter old username` field.
4. Enter the new user name that you want to use in the `Enter new username` field.
5. Select the `Change Username` link.

Perform the following procedure to change the password (refer to Figure 3-3):

1. Select the `Global` link in the `SETUP` category.
2. Select the `Username & Password Change` link.
3. Enter the old password that you want to change in the `Enter old password` field.
4. Enter the new password that you want to use in the `Enter new password` field.
5. Re-enter the new password in the `Re-enter new password` field. (You need to enter the password twice to ensure that it was typed correctly.)
6. Select the `Change Password` link.

Setting the Global Configuration Parameters

The global configuration parameters enable you to globally modify how Embedded Support Partner handles events and actions. You can specify whether it should log all events in the database, whether it should require events to occur several times before they are registered, and whether it should perform actions in response to events.

Figure 3-4 shows the interface page that you can use to set up the global configuration parameters.

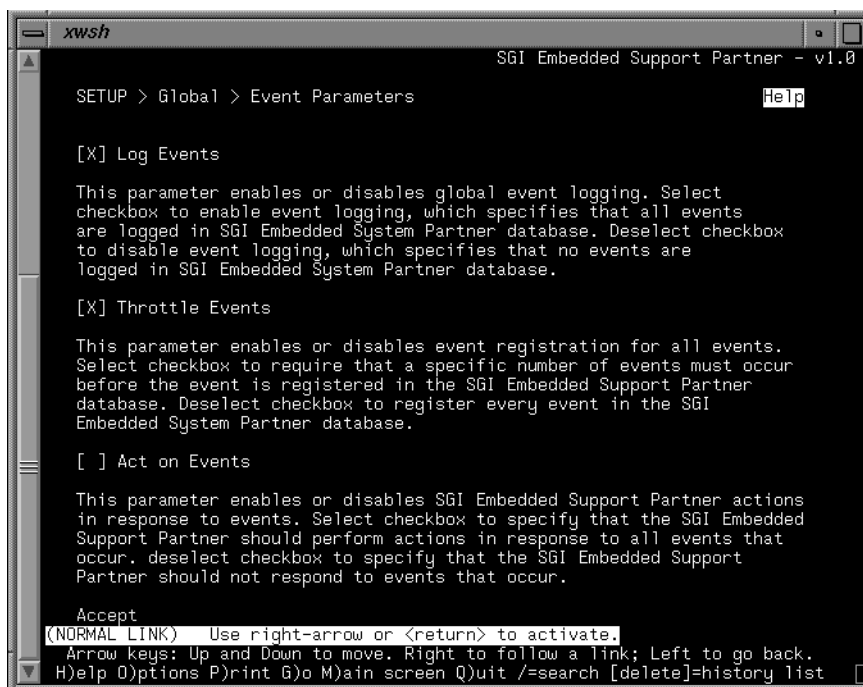


Figure 3-4 Global Configuration Parameters Page (ASCII Interface)

Perform the following procedure to set up the global configuration parameters (refer to Figure 3-4):

1. Select the Global link in the SETUP category.
2. Select the Global Configuration link in the Global category.
3. Specify whether Embedded Support Partner should log events.
 - Select the Log Events checkmark if you want to log events in the Embedded Support Partner database.
 - Deselect the Log Events checkmark if you do not want to log any events in the Embedded Support Partner database.

4. Specify whether Embedded Support Partner should wait for a specific number of events to occur before it registers an event.
 - Select the `Throttle Events` checkmark to require that a specific number of events must occur before the event is registered in the Embedded Support Partner database.
 - Deselect the `Throttle Events` checkmark to register every event in the Embedded System Partner database.
5. Specify whether Embedded Support Partner should perform actions when it registers events.
 - Select the `Act on Events` checkmark to specify that Embedded Support Partner should perform actions in response to all events that occur.
 - Deselect the `Act on Events` checkmark to specify that Embedded Support Partner should not respond to events that occur.
6. Select the `Accept` link.

Setting Up Events in Single System Manager Mode

Events are conditions that Embedded Support Partner monitors. Embedded Support Partner includes many default events, and you can also add custom events. Example events include parity errors, disk full conditions, and nonmaskable interrupts (NMI). Events are organized into event classes, which allows you to quickly view and update similar events. Example event classes include availability, system configuration, and performance.

You can perform the following activities to set up events:

- Viewing the current event setup
- Updating an existing event
- Adding a new event
- Deleting an event

Viewing the Current Event Setup

The current event setup defines the events and event classes that are currently configured in Embedded Support Partner on your system.

To view the current event setup, select the `Events` link in the `SETUP` category, and then select the `View Current Setup` link in the `Events` category. Figure 3-5 shows the interface page that you should use to view the current event setup.

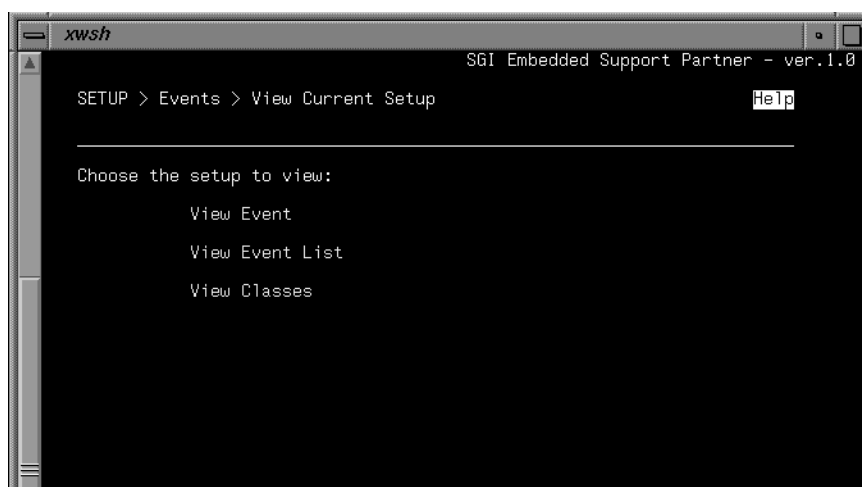


Figure 3-5 View Current Event Setup Options (ASCII Interface)

Using the View Event Option

The `View Event` option displays the configuration parameters for a single event. Use this option to verify that a specific event is configured correctly.

Perform the following procedure to view the current setup of a specific event.

1. Select the `Events` link in the `SETUP` category.
2. Select the `View Current Setup` link in the `Events` category.
3. Select the `View Event` link. (Refer to Figure 3-6.)

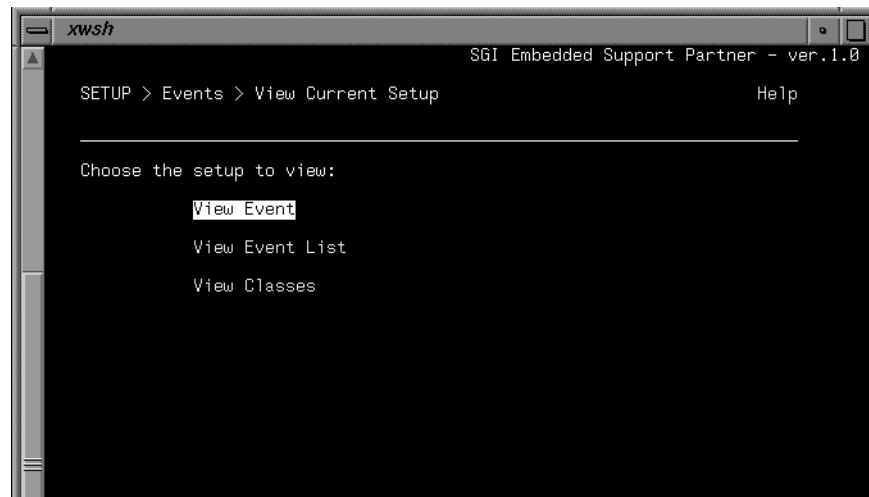


Figure 3-6 Using the View Event Option (Page 1 [ASCII Interface])

4. Select the event class that contains the event. (Refer to Figure 3-7.)

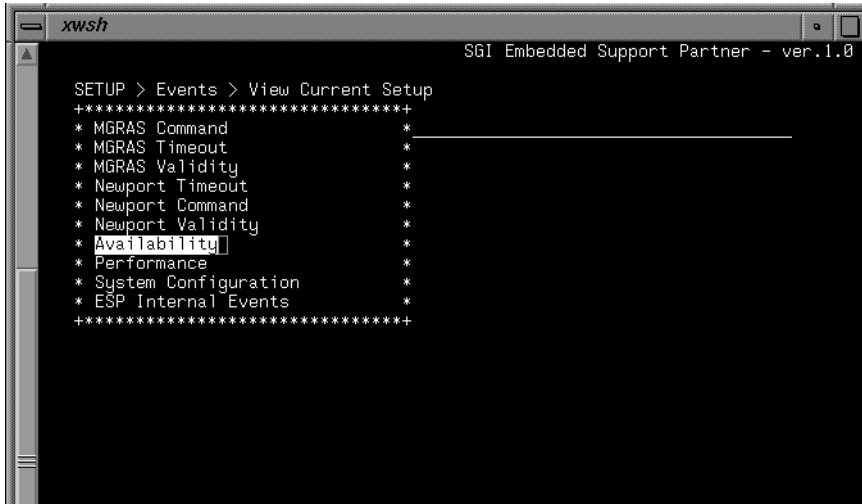


Figure 3-7 Using the View Event Option (Page 2 [ASCII Interface])

5. Select the Accept link.
6. Choose the event that you want to view. (Refer to Figure 3-8.)

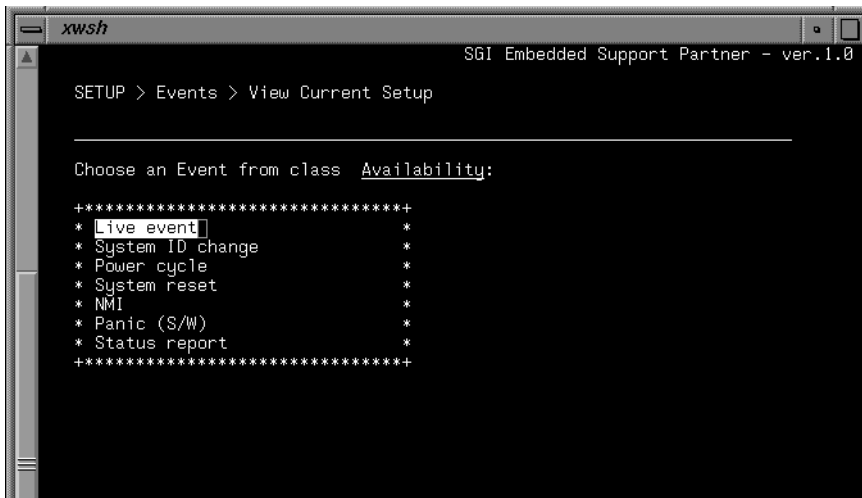


Figure 3-8 Using the View Event Option (Page 3 [ASCII Interface])

7. Select the `Accept` link.

Figure 3-9 shows the current setup of the `Live event` event.

```

xwsh
SGI Embedded Support Partner - ver.1.0

SETUP > Events > View Current Setup

-----
Event Description      : Live event
Event Class           : Availability
Event Registration     : enabled
Number of events that must occur before registration : 1
Actions for this event : No actions

-----
Return to SETUP page

Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 3-9 Using the View Event Option (Page 4 [ASCII Interface])

Using the View Event List Option

The `View Event List` option lists all of the events that are currently configured in Embedded Support Partner on your system. Use this option to determine which events are currently available.

Perform the following procedure to view the current event list:

1. Select the `Events` link in the `SETUP` category.
2. Select the `View Current Setup` link in the `Events` category.
3. Select the `View Event List` link. (Refer to Figure 3-10.)

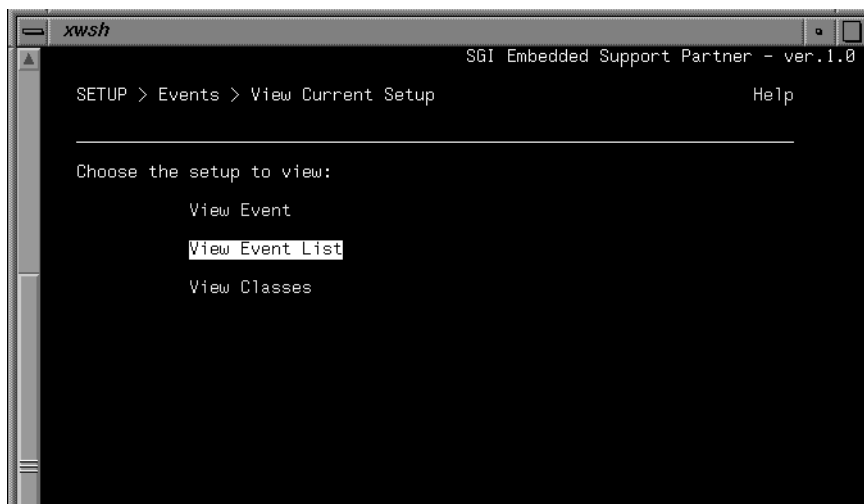


Figure 3-10 Using the View Event List Option (Page 1 [ASCII Interface])

The interface displays a table that lists all available events. (Refer to Figure 3-11; Table 3-1 describes the information that the table contains.)

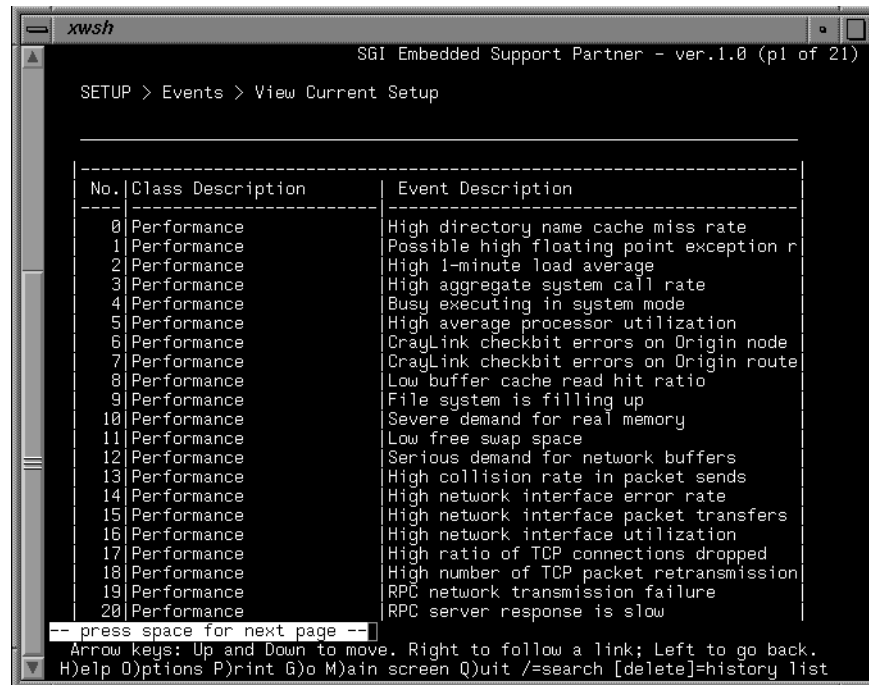


Figure 3-11 Using the View Event List Option (Page 2 [ASCII Interface])

Table 3-1 Event List Elements

Column	Description
No.	Index number in the table
Class Description	Class that contains the event
Event Description	Description of the event

You can navigate through the table as follows:

- Use the space bar or down arrow to move to the next page.
- Use the up arrow to move to the previous page.

Using the View Classes Option

The `View Classes` option lists all event classes that are currently defined in Embedded Support Partner. (Event classes organize the individual events into related groups, which enables you to quickly locate events and easily assign actions to multiple events at the same time.)

Perform the following procedure to view the current list of event classes:

1. Select the `Events` link in the `SETUP` category.
2. Select the `View Current Configuration` link in the `Events` category.
3. Select the `View Classes` link. (Refer to Figure 3-12.)

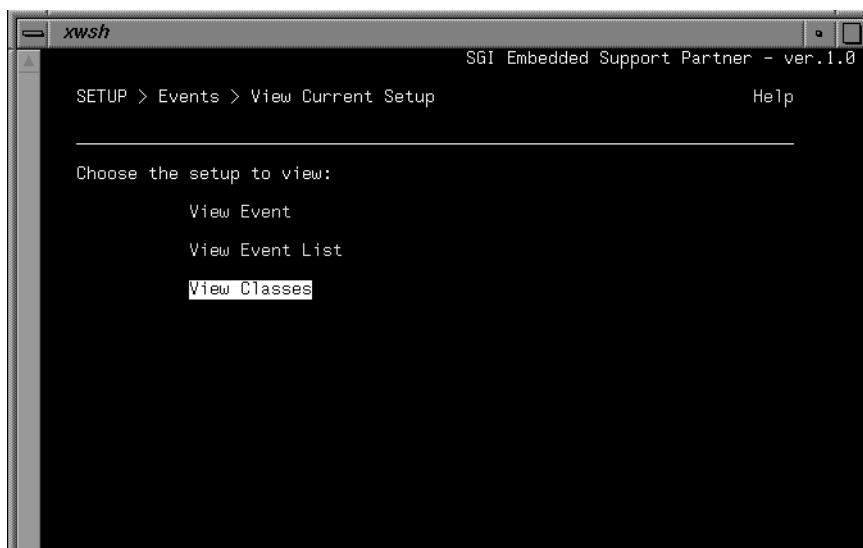


Figure 3-12 Using the View Classes Option (Page 1 [ASCII Interface])

The interface displays a table that lists all available event classes. (Refer to Figure 3-13; Table 3-2 describes the information that the table contains.)

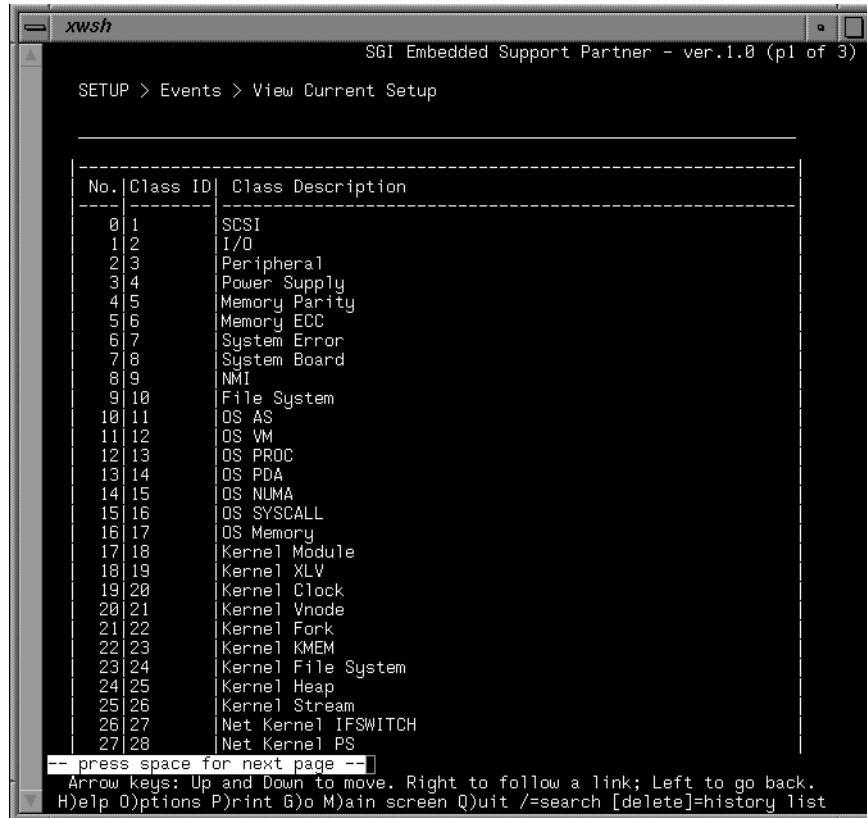


Figure 3-13 Using the View Classes Option (Page 2 [ASCII Interface])

Table 3-2 Event Class List Elements

Column	Description
No.	Index number in the table
Class ID	Identification number for the class
Class Description	Description of the class

You can navigate through the table as follows:

- Use the space bar or down arrow to move to the next page.
- Use the up arrow to move to the previous page.

Updating an Event

Perform the following procedure to update the information about an event that Embedded Support Partner should monitor:

1. Select the `Events` link in the `SETUP` category.
2. Select the `Update` link in the `Events` category.
3. Choose the event class that contains the event. (Refer to Figure 3-14.)

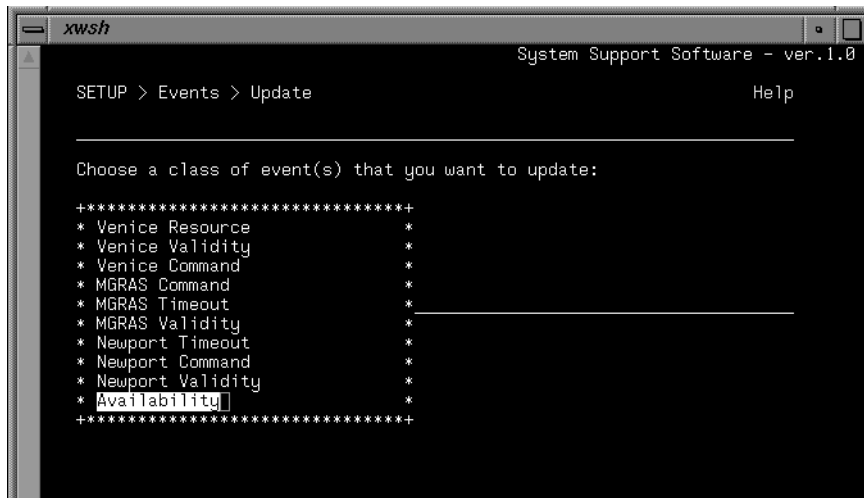
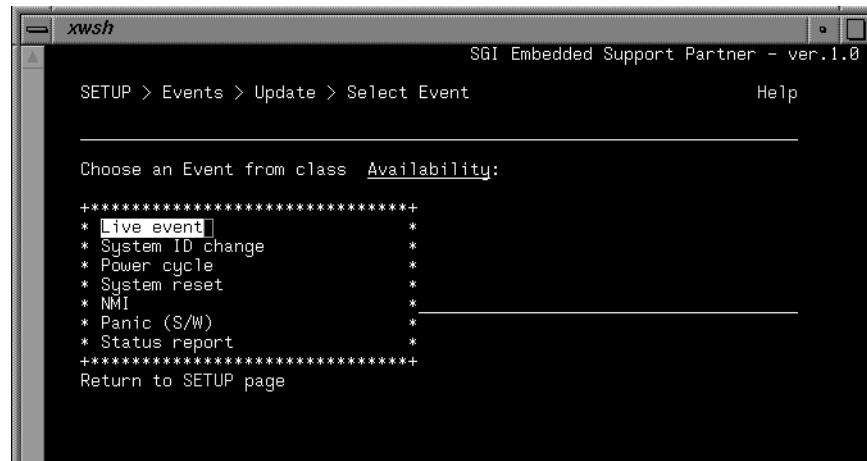


Figure 3-14 Updating an Event (Page 1 [ASCII Interface])

4. Select the `Accept` link.
5. Choose the event that you want to update. (Refer to Figure 3-15.)



```
xwsh
SGI Embedded Support Partner - ver.1.0
SETUP > Events > Update > Select Event
Help
-----
Choose an Event from class Aavailability:
+*****+
* Live event *
* System ID change *
* Power cycle *
* System reset *
* NMI *
* Panic (S/W) *
* Status report *
+*****+
Return to SETUP page
```

Figure 3-15 Updating an Event (Page 2 [ASCII Interface])

6. Select the `Accept` link.
7. Update the parameters for the event. (Refer to Figure 3-16; Table 3-3 describes the parameters that are available.)

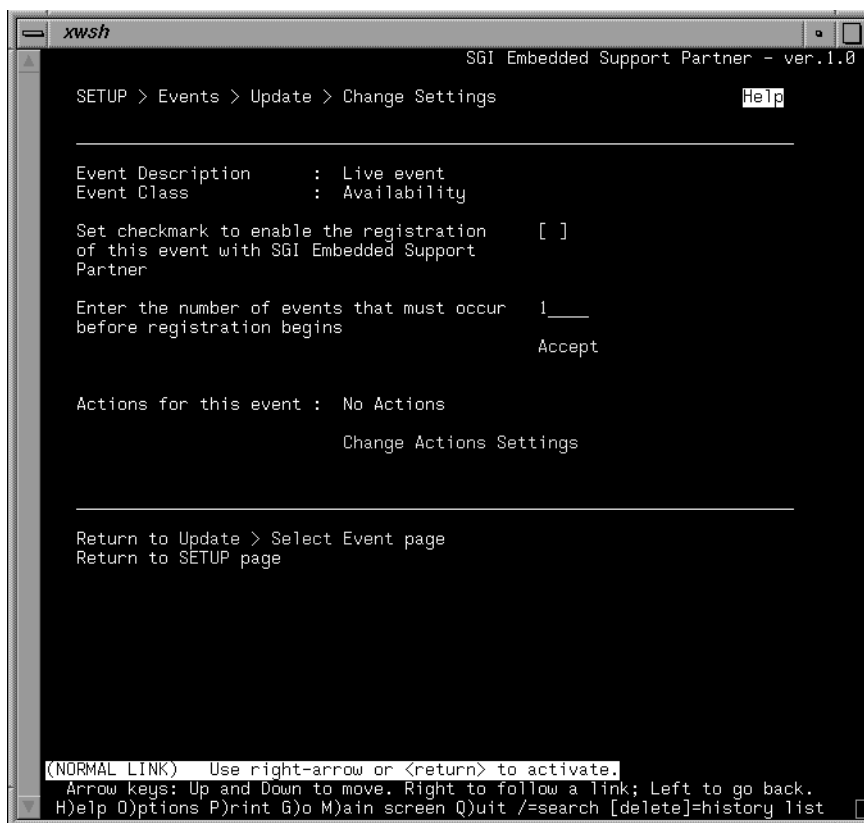


Figure 3-16 Updating an Event (Page 3 [ASCII Interface])

Table 3-3 Parameters for Updating an Event

Parameter	Description
Set checkmark to enable the registration of this event with SGI Embedded Support Partner	Specifies whether Embedded Support Partner registers an event If you disable event monitoring on the SETUP > Global Configuration page, that setting overrides this setting
Enter the number of events that must occur before registration begins	Specifies the number of times the event must occur before Embedded Support Partner registers the event

8. Select the `Change Actions Settings` link to choose one or more actions that you want Embedded Support Partner to perform when it registers the event, and then select the `Accept` link.

Note: If the action list does not contain the action that you want to use, use the `SETUP > Actions > Add` command to add a new action.

9. Select the `Accept` link.

Adding an Event

You can add your own events to Embedded Support Partner on your system to have it monitor and register events that are specific to your system.

Perform the following procedure to add a custom event:

1. Select the `Events` link in the `SETUP` category.
2. Select the `Add` link in the `Events` category.

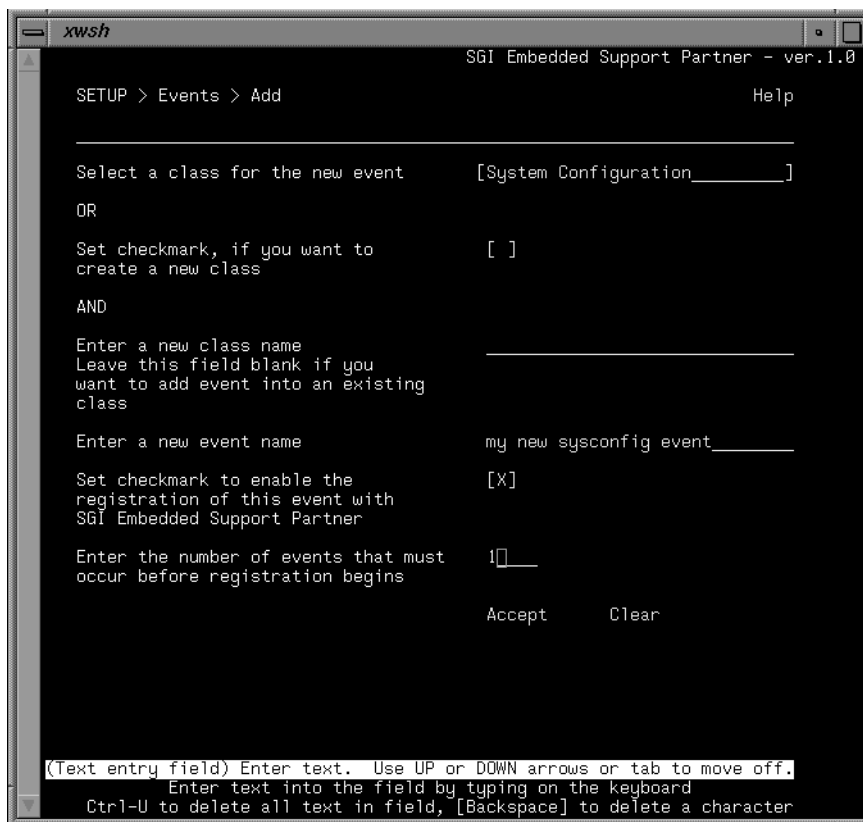


Figure 3-17 Adding an Event (Page 1 [ASCII Interface])

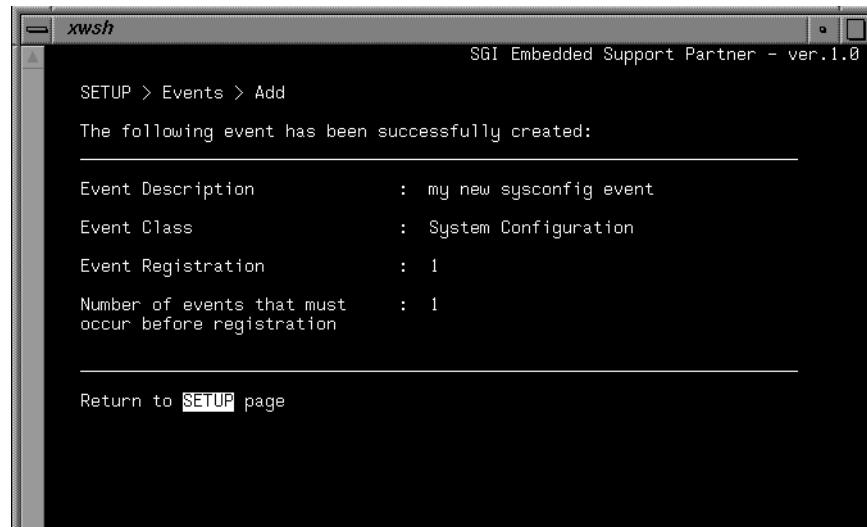
3. Specify an event class:
 - If you want to add an event to an existing event class, choose the class.
 - If you want to create a new event class, set the checkmark and enter the name of the class in the Enter a new class name field.
4. Enter a unique name for the new event. Embedded Support Partner uses this name to identify the event on other pages of the interface.
5. Set up the remaining parameters. (Table 3-4 describes the parameters.)

Table 3-4 Event Parameters for Adding a New Event

Parameter	Description
Set the checkmark to enable registration of this event with SGI Embedded Support Partner	Specifies whether Embedded Support Partner registers the event If you disable event monitoring on the SETUP > Global > Global Configuration page, that setting overrides this setting
Enter the number of events that must occur before registration begins	Specifies the number of times the event must occur before Embedded Support Partner registers the event

6. Select the Accept link.

The interface displays a confirmation message. (Refer to Figure 3-18.)



```

xwsh
SGI Embedded Support Partner - ver.1.0

SETUP > Events > Add

The following event has been successfully created:
-----
Event Description      : my new sysconfig event
Event Class           : System Configuration
Event Registration    : 1
Number of events that must occur before registration : 1
-----

Return to SETUP page

```

Figure 3-18 Adding an Event (Page 3 [ASCII Interface])

Deleting an Event

You can delete any custom events that you added to Embedded Support Partner.

Warning: Deleting an event removes all records that are associated with the event from the database. After you delete an event, you will not be able to retrieve information about any occurrences of that event on your system.

Figure 3-19 shows the page that you can use to delete events. You can delete events:

- By selecting an event from the list of all events in the system (Use the `Show all custom events` link.)
- By selecting an event from a list of all events in a class (Use the `Show custom events for selected class` link.)



```
xwsh SGI Embedded Support Partner - ver.1.0
SETUP > Events > Delete Custom Events Help
-----
Warning:
You can delete only custom class and/or custom events
If you delete an event, the system will be affected
in the following way:
* all actions will be removed from this event.
* all registration records for this event will
  be removed.
* If there is no events left in the custom class,
  this custom class will be removed.
-----
Show all custom events

Select Class containing custom events:
[My New Class_____]

Show custom events for selected class
-----
Return to SETUP page

(NORMAL LINK) Use right-arrow or <return> to activate.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 3-19 Deleting an Event (ASCII Interface)

Using the Show All Custom Events Link

Perform the following procedure to use the Show all custom events link to delete custom events:

1. Select the `E`vents link in the `S`ETUP category.
2. Select the `D`elete link in the `E`vents category.
3. Select the `S`how all custom events link. (Refer to Figure 3-20.)

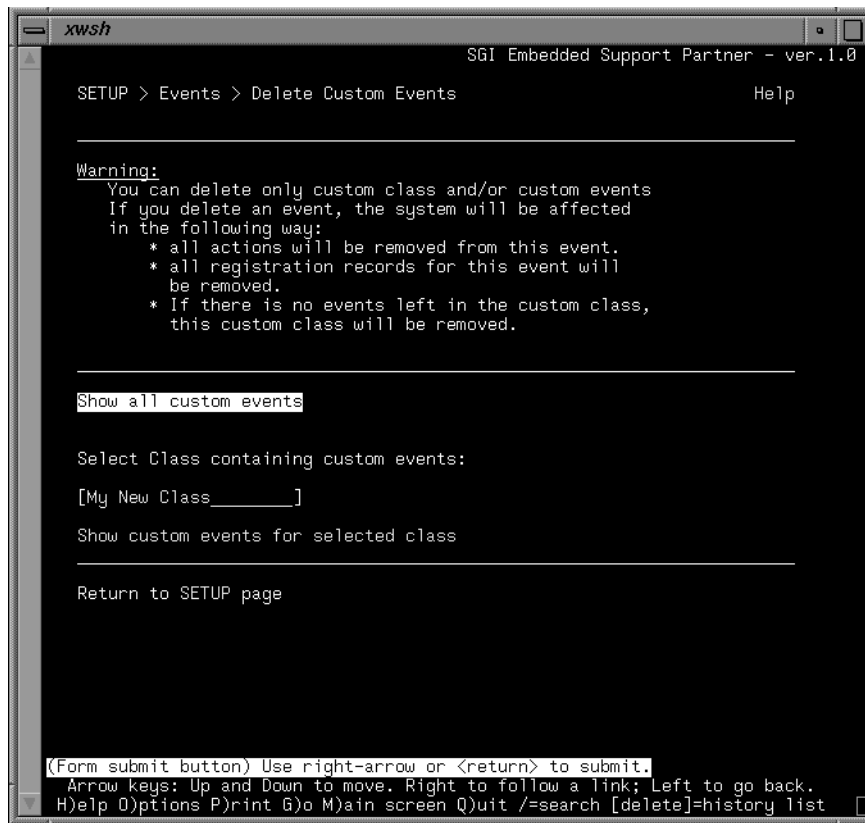


Figure 3-20 Using the Show All Custom Events Link to Delete an Event (Page 1 [ASCII Interface])

4. Select the checkmark next to the each event that you want to delete. (Refer to Figure 3-21.)

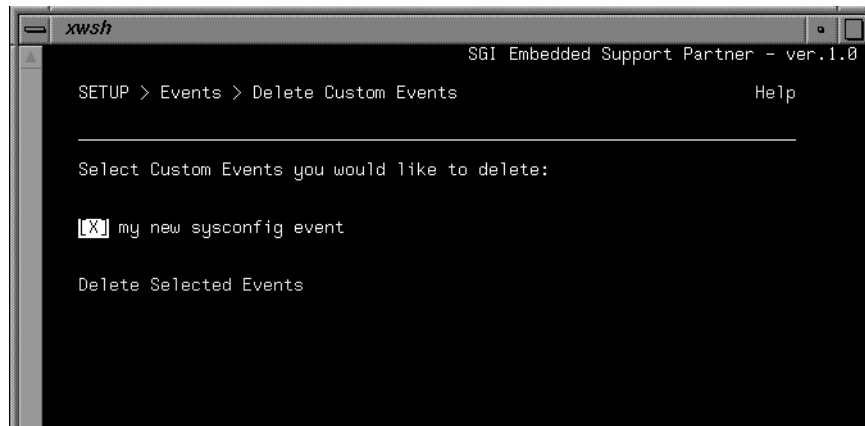


Figure 3-21 Using the Show All Custom Events Link to Delete an Event (Page 2 [ASCII Interface])

5. Select the `Delete Selected Events` link.
The interface displays a confirmation message; refer to Figure 3-22.

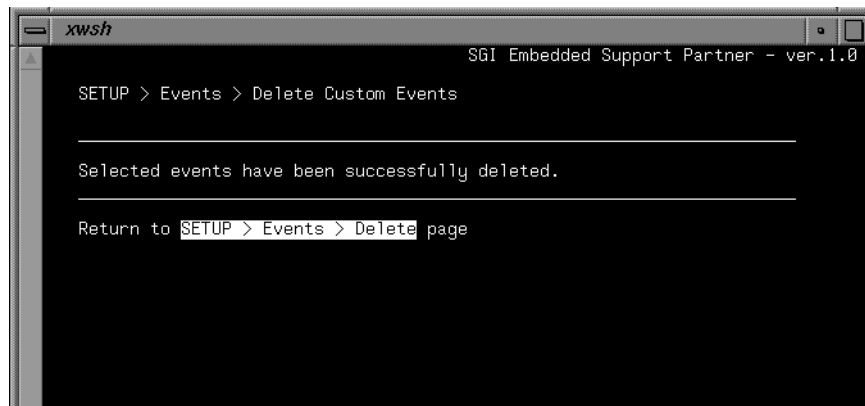


Figure 3-22 Using the Show All Custom Events Link to Delete an Event (Page 3 [ASCII Interface])

Using the Show Custom Events for Selected Class Link

Perform the following procedure to use the Show custom events for selected class link to delete custom events:

1. Select the Events link in the SETUP category.
2. Select the Delete link in the Events category.
3. Choose the class that contains the event. (Refer to Figure 3-23.)

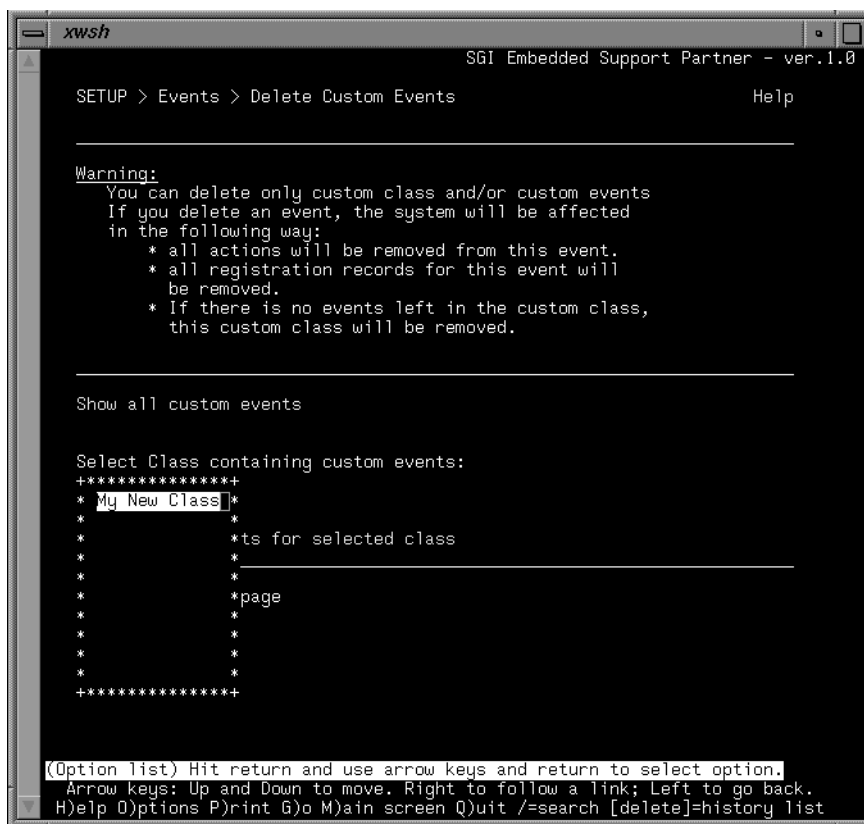


Figure 3-23 Using the Show Custom Events for Selected Class Link to Delete an Event (Page 1 [ASCII Interface])

4. Select the Show custom events for selected class link. (Refer to Figure 3-24.)



```
xwsh
SGI Embedded Support Partner - ver.1.0
SETUP > Events > Delete Custom Events Help
-----
Warning:
You can delete only custom class and/or custom events
If you delete an event, the system will be affected
in the following way:
* all actions will be removed from this event.
* all registration records for this event will
  be removed.
* If there is no events left in the custom class,
  this custom class will be removed.
-----
Show all custom events

Select Class containing custom events:
[System Configuration]
Show custom events for selected class
-----
Return to SETUP page

(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 3-24 Using the Show Custom Events for Selected Class Link to Delete an Event (Page 2 [ASCII Interface])

5. Set the checkmark next to the each event that you want to delete. (Refer to Figure 3-25.)

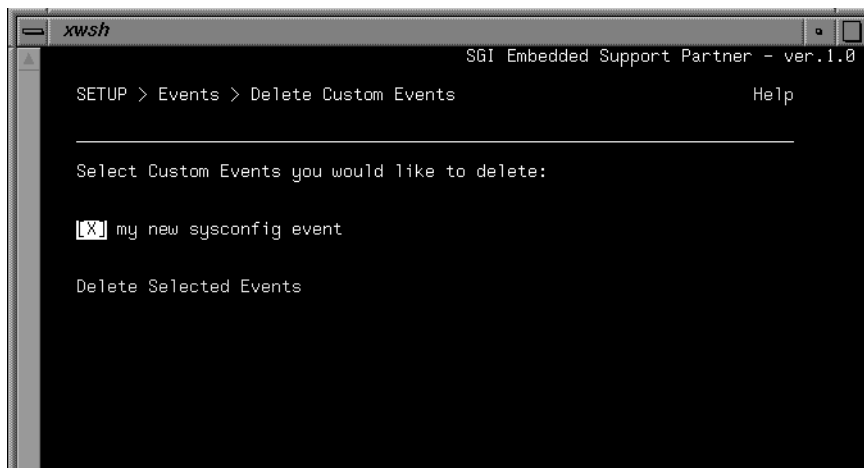


Figure 3-25 Using the Show Custom Events for Selected Class Link to Delete an Event (Page 3 [ASCII Interface])

6. Select the `Delete Selected Events` link.

The interface displays a confirmation message; refer to Figure 3-26.

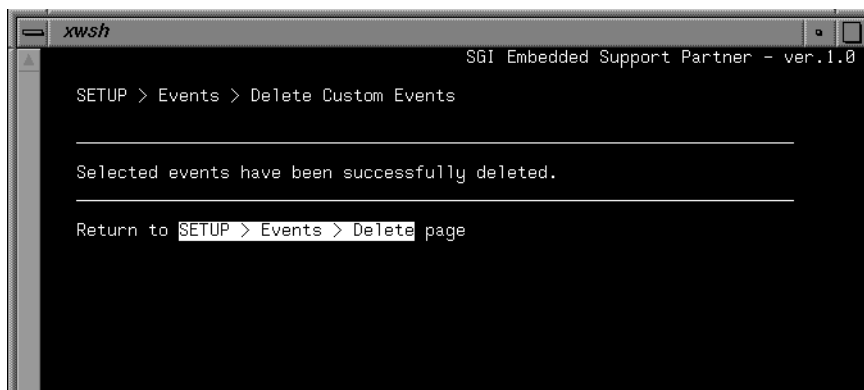


Figure 3-26 Using the Show Custom Events for Selected Class Link to Delete an Event (Page 4 [ASCII Interface])

Setting Up Actions in Single System Manager Mode

Actions are commands that Embedded Support Partner performs in response to events if you set up event/action assignments. An event/action assignment specifies the action that Embedded Support Partner should perform for a specific event when it registers a specific number of events. Example actions include sending an e-mail message and sending a page.

You can perform the following operations to set up actions:

- Viewing the current action setup
- Updating an action
- Adding a new action
- Deleting an action

Viewing the Current Action Setup

The current action setup defines the actions that are currently configured in Embedded Support Partner on your system.

To view the current action setup, select the `Actions` link in the `SETUP` category, and then select the `View Current Setup` link in the `Actions` category. Figure 3-27 shows the interface page that you use to view the current action setup.

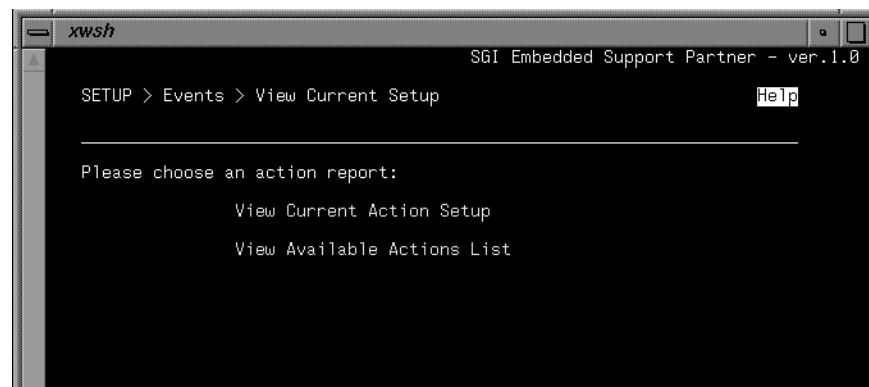


Figure 3-27 Options for Viewing the Current Action Setup (ASCII Interface)

Using the View Action Setup Option

The `View Action Setup` option displays the configuration parameters for a single action. Use this option to verify that a specific action is configured correctly.

Perform the following procedure to view the current setup of a specific action:

1. Select the `Actions` link in the `SETUP` category.
2. Select the `View Current Setup` link in the `Actions` category.
3. Select the `View Action Setup` link. (Refer to Figure 3-28.)

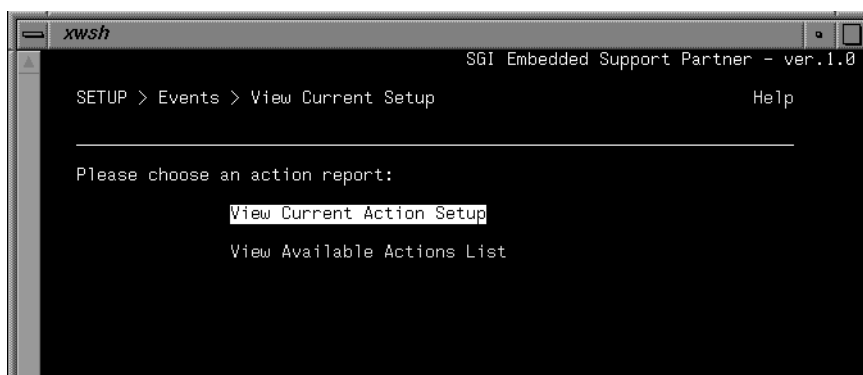


Figure 3-28 Using the View Action Setup Option (Page 1 [ASCII Interface])

4. Choose the action. (Refer to Figure 3-29.)

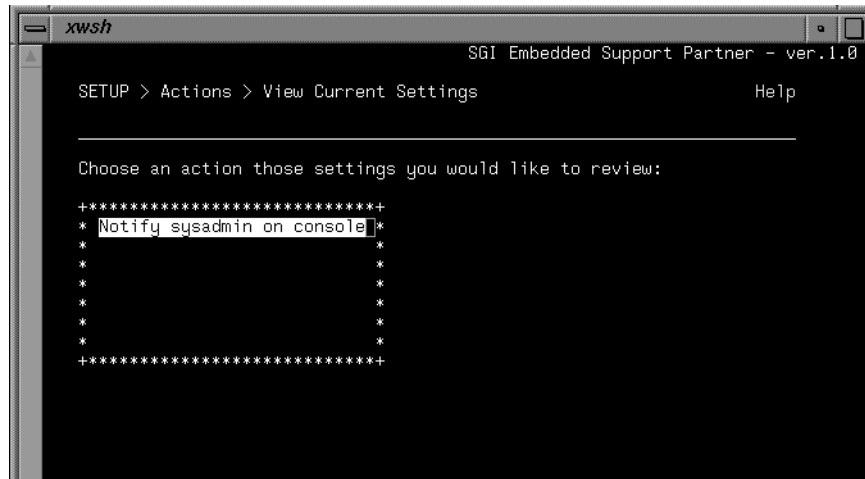


Figure 3-29 Using the View Action Setup Option (Page 2 [ASCII Interface])

5. Select the Accept link. (The interface shows the current configuration of the action that you selected; refer to Figure 3-30.)

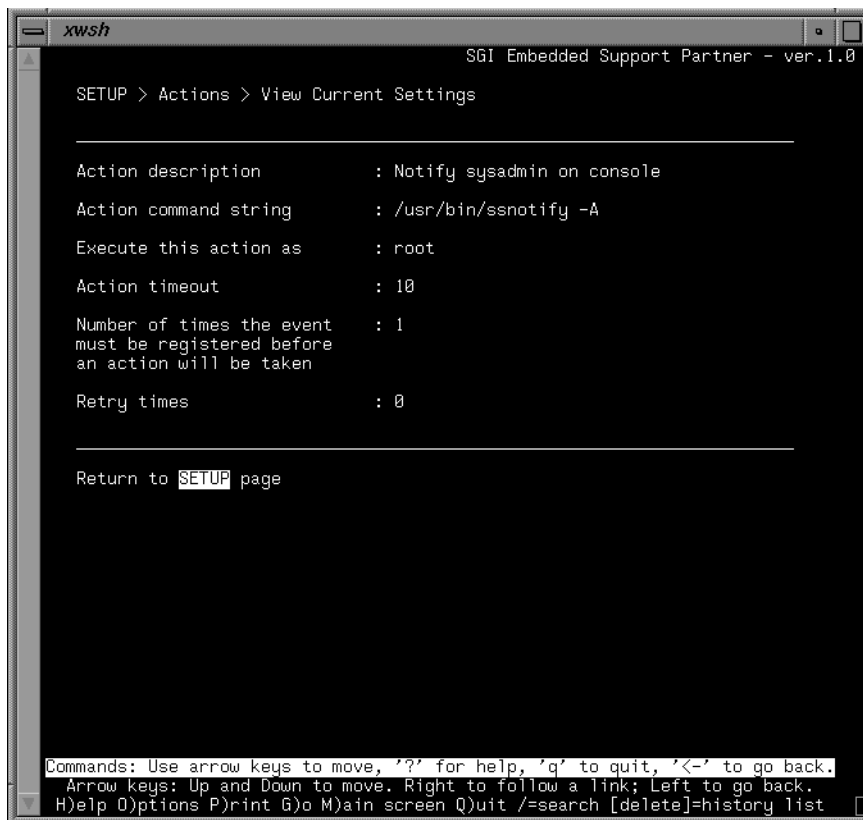


Figure 3-30 Using the View Action Setup Option (Page 3 [ASCII Interface])

Using the View Available Actions List Option

The `View Available Actions List` option lists all of the actions that are currently configured in Embedded Support Partner on your system.

Perform the following procedure to determine the actions that are currently available:

1. Select the `Actions` link in the `SETUP` category.
2. Select the `View Current Setup` link in the `Actions` category.
3. Select the `View Available Actions List` link. (Refer to Figure 3-31.)

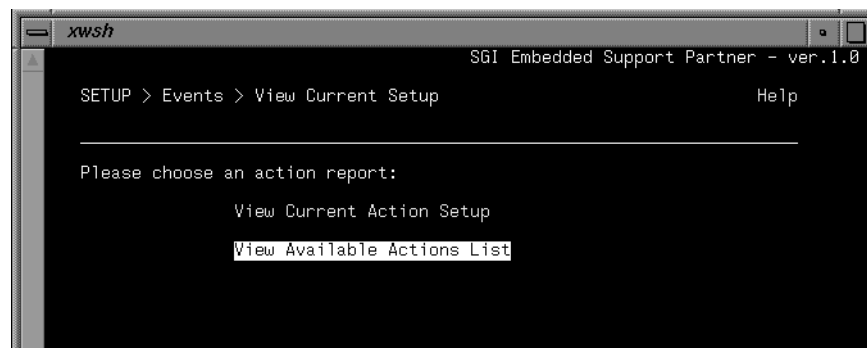


Figure 3-31 Using the View Available Actions List Option (Page 1 [ASCII Interface])

The interface displays a table of all actions that are currently available. (Refer to Figure 3-32; Table 3-5 describes the information that the table contains.)

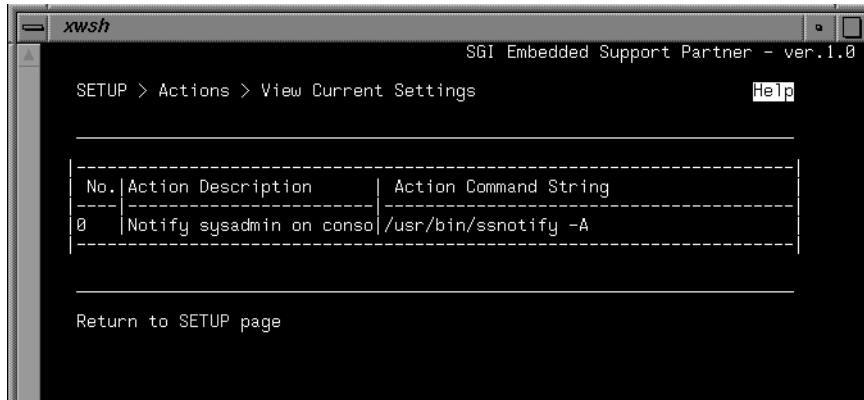


Figure 3-32 Using the View Available Actions List Option (Page 2 [ASCII Interface])

Table 3-5 Action List Elements

Column	Description
No.	Index number in the table
Action Description	Description of the action
Action Command String	Command that the action executes

Updating an Action

Perform the following procedure to update the parameters for an action:

1. Select the `Actions` link in the `SETUP` category.
2. Select the `Update` link in the `Actions` category.
3. Choose the action that you want to update. (Refer to Figure 3-33.)

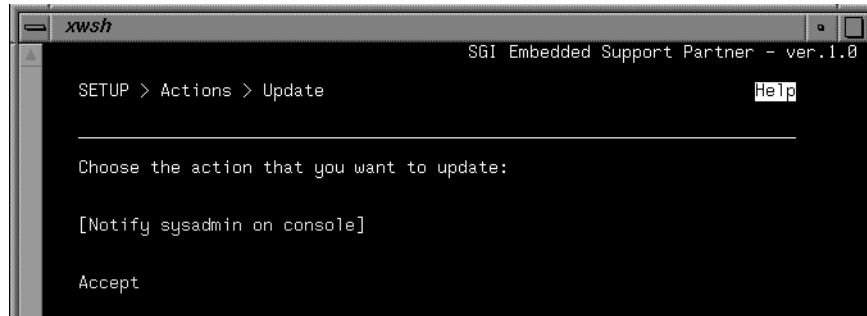


Figure 3-33 Updating an Action (Page 1 [ASCII Interface])

4. Select the `Accept` link.
5. Update the parameters. (Refer to Figure 3-34. Table 3-6 describes the parameters.)

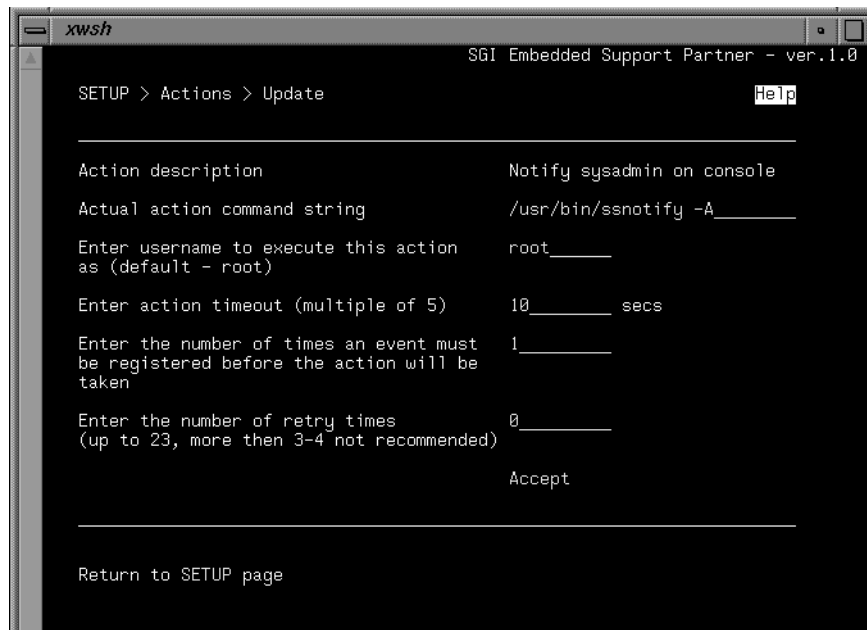


Figure 3-34 Updating an Action (Page 2 [ASCII Interface])

Table 3-6 Parameters for Updating an Action

Parameter	Description
Action description	Provides a description of the action
Actual action command string	Specifies the actual command that the action executes
Enter username to execute the action (default - root)	Specifies the user account that Embedded Support uses to execute the command
Enter action timeout (multiple of 5)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does not complete within the specified period of time, Embedded Support Partner kills the action
Enter the number of times an event must be registered before the action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (up to 23, more than 3-4 not recommended)	Specifies the number of times that Embedded Support Partner attempts to execute the action before it stops

6. Select the Accept link.

Adding an Action

You can customize Embedded Support Partner by adding new actions.

Perform the following procedure to add a custom action:

1. Select the Actions link in the SETUP category.
2. Select the Add link in the Actions category.
3. Update the parameters. (Refer to Figure 3-35; Table 3-7 describes the parameters.)

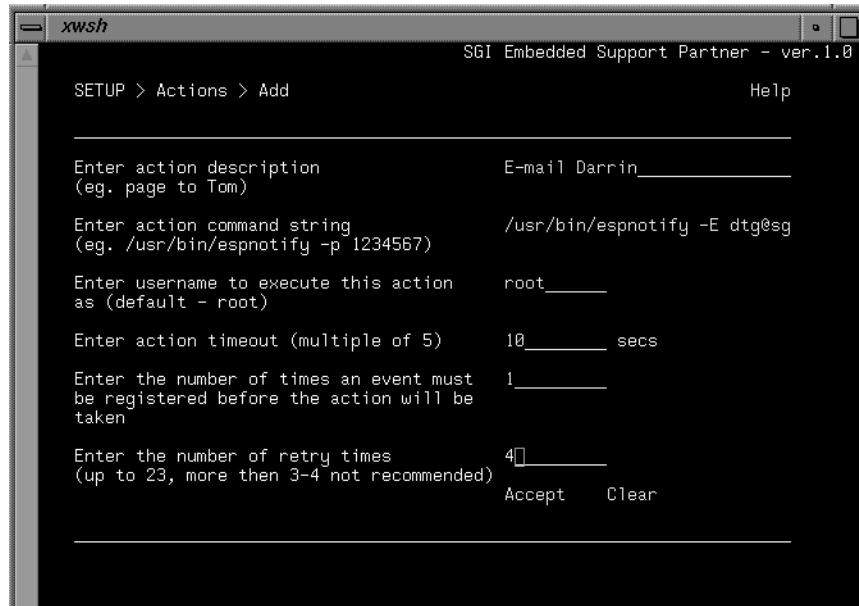


Figure 3-35 Adding an Action (Page 1 [ASCII Interface])

Table 3-7 Parameters for Adding a New Action

Field	Description
Enter action description	Provides a brief description of the action (for example, Send a page to the system administrator)
Enter action command string	Specifies the actual command that the action executes
Enter username to execute this action as (default - root)	Specifies the user account that executes the command
Enter action timeout (multiple of 5)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does not complete within the specified period of time, Embedded Support Partner kills the action

Table 3-7 Parameters for Adding a New Action

Field	Description
Enter the number of times an event must be registered before the action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (up to 23, more than 3-4 not recommended)	Specifies the number of times that Embedded Support Partner attempts to execute the action before it stops

4. Select the Accept link. (The interface displays a confirmation message; refer to Figure 3-36.)

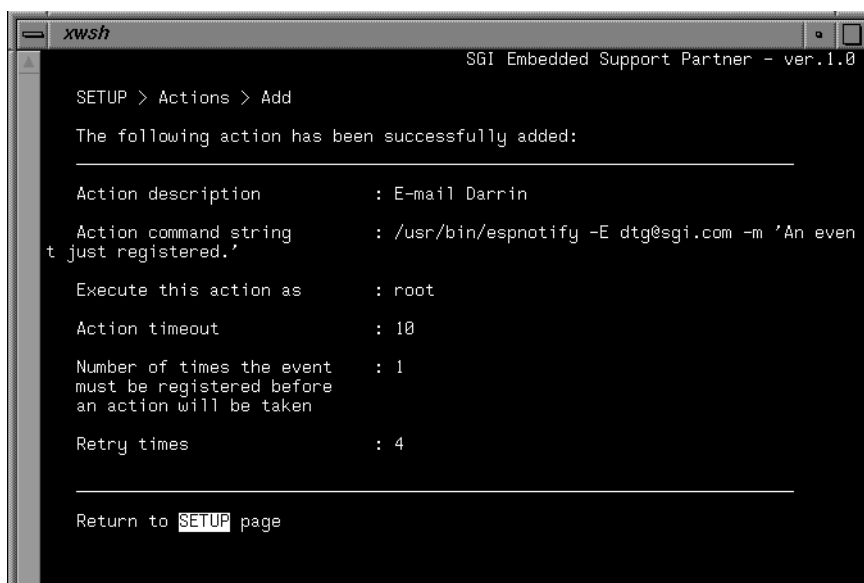


Figure 3-36 Adding an Action (Page 2 [ASCII Interface])

Deleting an Action

You can delete any custom actions that you add to Embedded Support Partner on your system.

Note: When you delete an action, it is removed from all events to which it is assigned. If you need to assign a different action to an event, use the `SETUP > Events > Update` command.

Perform the following procedure to delete an action:

1. Select the `Actions` link in the `SETUP` category.
2. Select the `Delete` link in the `Actions` category.
3. Choose the action that you want to delete. (Refer to Figure 3-37.)

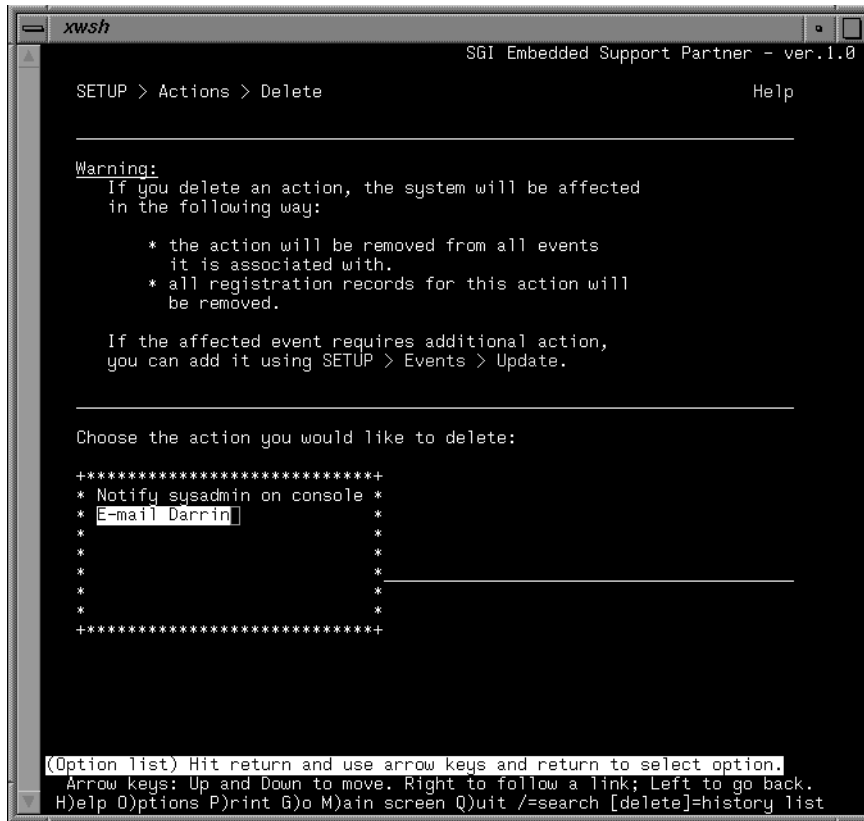


Figure 3-37 Deleting an Action (Page 1 [ASCII Interface])

4. Select the `Accept` link.

Embedded Support Partner displays a list of all events to which the action is assigned (Refer to Figure 3-38.)

- Select `yes` to delete the action. (The interface displays a confirmation message; refer to Figure 3-39.)
- Press the left arrow to abort the deletion; the action is not deleted.

```

xwsh SGI Embedded Support Partner - ver.1.0
SETUP > Actions > Delete

-----
The following events will be affected by this operation:
-----
Class Description      | Event Description
-----|-----
Diagnostic             | SWP start
Diagnostic             | SWP end
Diagnostic             | Stress start
Diagnostic             | Stress end
Diagnostic             | Diagnostic start
Diagnostic             | Diagnostic fail
Diagnostic             | Diagnostic end
-----

Would you like to delete this action? Yes

```

Figure 3-38 Deleting an Action (Page 2 [ASCII Interface])

```

xwsh SGI Embedded Support Partner - ver.1.0
SETUP > Actions > Delete

-----
Specified action has been succesfully deleted.
-----

Return to SETUP > Actions > Delete page
Return to SETUP page

```

Figure 3-39 Confirmation Message for Proceeding with Deletion of an Action (ASCII Interface)

Setting up the Paging Parameters in Single System Manager Mode

QuickPage (QPage) is a third-party client/server application that Embedded Support Partner uses to send messages to an alphanumeric pager. QPage uses a modem to send an IXO/TAP-protocol message to a telephone number that is connected to a paging service. QPage is integrated in the Embedded Support Partner software suite, and its services are accessed through the `/usr/bin/espnotify` application. (Refer to Figure 3-40.)

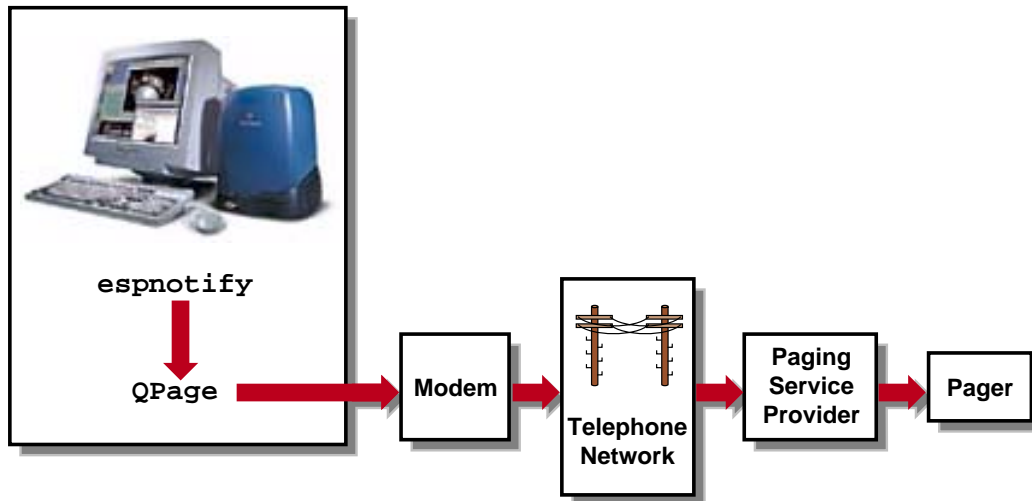


Figure 3-40 Process for Sending a Page

QPage is installed on your system by default and is `chkconfig`'ed off. Perform the following procedure to set up and enable it:

1. Enter the following command to turn QPage on:

```
chkconfig quickpage on
```

2. Enter the following command to start the QPage server:

```
/etc/init.d/qpageserver start
```

Note: The QPage server is automatically restarted whenever you reboot the system.

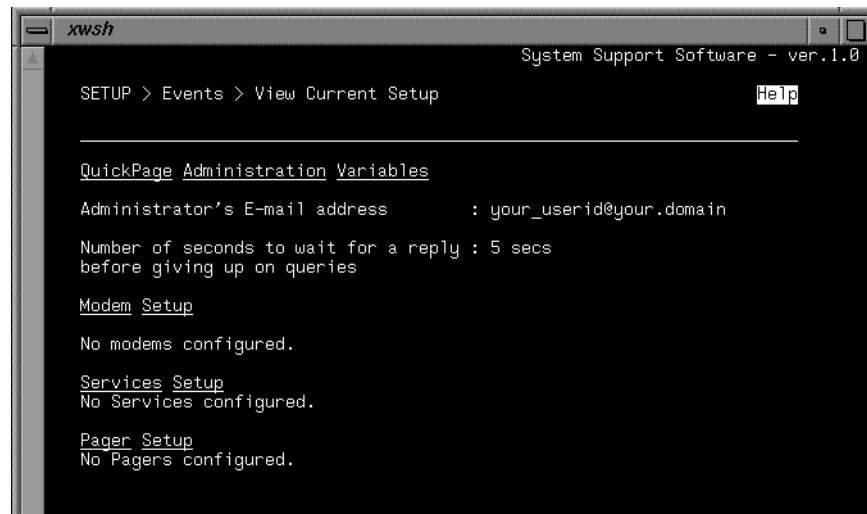
3. Use the `Paging` category of the Embedded Support Partner interface to set up the following paging parameters:
 - Modem parameters: specify the modem that `QPage` should use to connect to the paging service provider.
 - Paging service provider parameters: provide information about the paging service provider and how to contact it.
 - Pager parameters: provide information about the pager to use.

The following sections describe how to set up these parameters.

Viewing the Current Paging Setup

The current paging setup defines the `QPage` settings, modems, paging services, and pagers that Embedded Support Partner is currently using.

To view the current paging setup, select the `Paging` link in the `SETUP` category and then select the `View Current Setup` link in the `Paging` category of the `SETUP` section. Figure 3-41 shows an example of the information that this command displays.



```
xwsh
System Support Software - ver.1.0
SETUP > Events > View Current Setup
Help
-----
QuickPage Administration Variables
Administrator's E-mail address      : your_userid@your.domain
Number of seconds to wait for a reply : 5 secs
before giving up on queries
Modem Setup
No modems configured.
Services Setup
No Services configured.
Pager Setup
No Pagers configured.
```

Figure 3-41 Viewing the Current Paging Setup (ASCII Interface)

Adding/Updating a Modem

A modem must be connected to the system that is running Embedded Support Partner so that the software can send pages when events occur. You must specify the device to which the modem is connected and the modem initialization command. (Embedded Support Partner has been tested with the U. S. Robotics Sportster fax modem with X2.)

Perform the following procedure to add or update a modem configuration:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Modem/admin` link in the `Paging` category.
3. Enter a modem name (do not include blank spaces), the device to which the modem is connected, and the initialization command for the modem. (Refer to Figure 3-42.)

Be aware of the following information when you configure the initialization command:

- The initialization command is specific to the modem that you are using. Refer to your modem user manual for specific details about the initialization command.
- The initialization command can vary, based on requirements from your paging service provider. For example, many paging services require you to turn off error correction on your modem. (This can be done on the U. S. Robotics Sportster fax modem with X2 with the `&A0&K0&M0` initialization command.) Contact your paging service provider to determine any special requirements.

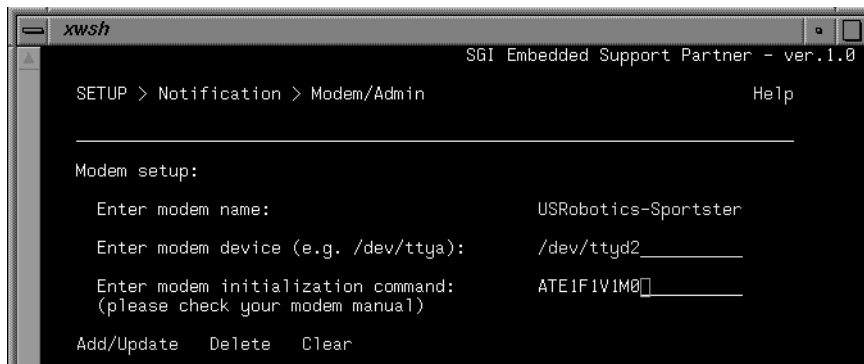
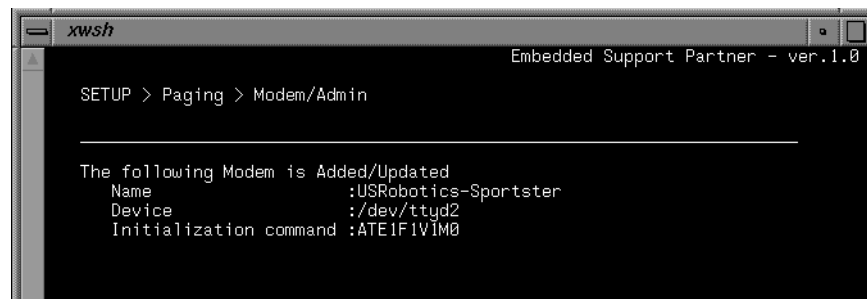


Figure 3-42 Setting Up a Modem (Page 1 [ASCII Interface])

4. Select the `Add/Update` link:
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new modem.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that modem.

The interface displays a confirmation message; refer to Figure 3-43.



```
xwsh Embedded Support Partner - ver.1.0
SETUP > Paging > Modem/Admin

-----
The following Modem is Added/Updated
Name           :USRobotics-Sportster
Device         :/dev/ttyd2
Initialization command :ATE1F1VIM0
```

Figure 3-43 Setting Up a Modem (Page 2 [ASCII Interface])

Modifying the QPage Parameters

The `QPage` parameters specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully and the number of seconds it should wait for a reply before it aborts identification queries.

Perform the following procedure to set up the `QPage` parameters:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Modem/admin` link in the `Paging` category.
3. Specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully. (Refer to Figure 3-44.)
4. Specify the number of seconds Embedded Support Partner should wait for a reply before it aborts identification queries. (Refer to Figure 3-44.)
5. Select the `Accept` link.

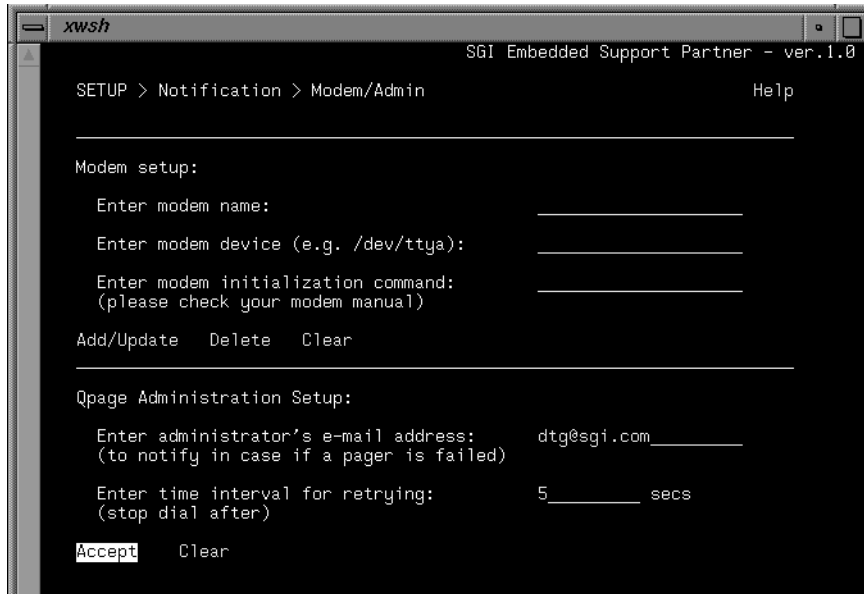


Figure 3-44 Modifying the QPage Parameters (Page 1 [ASCII Interface])

The interface displays a confirmation message; refer to Figure 3-45.

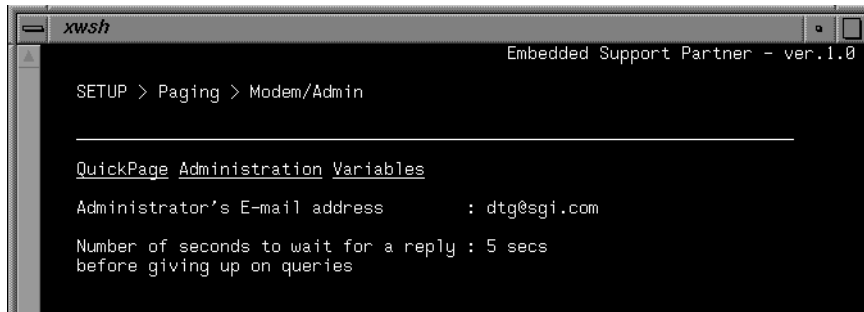


Figure 3-45 Modifying the QPage Parameters (Page 2 [ASCII Interface])

Adding/Updating a Paging Service

You need to provide Embedded Support Partner with information about the paging service that you use so it can properly contact your pager.

Perform the following procedure to add or update a description of a paging service:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Service` link in the `Paging` category.
3. Update the parameters. (Refer to Figure 3-46; Table 3-8 describes the parameters.)

```

xwsh
SGI Embedded Support Partner - ver.1.0

SETUP > Notification > Service                                     Help

-----
Tip: You can add as many services as you want by
      repeating this step. A service with a new service name
      will be treated as a new one. If an existing service name
      is entered with new settings, the existing service is
      updated. To delete a service you need to enter only the
      name of the service you want to delete.

Service Setup:
Service name:                               PageNet_____
Device (for example, /dev/ttyd):            [USRobotics-Sportster]
Maximum number of retries
(must be at least 6):                       6_____
Maximum length of the message
(consult your service provider):           150_____
Phone number of the paging service
(no spaces):                                914084289729_____

Tip:
If you cannot find a modem that you need in the list above,
add it by using SETUP: Notification: Modem/admin.

Add/Update   Delete   Clear

(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

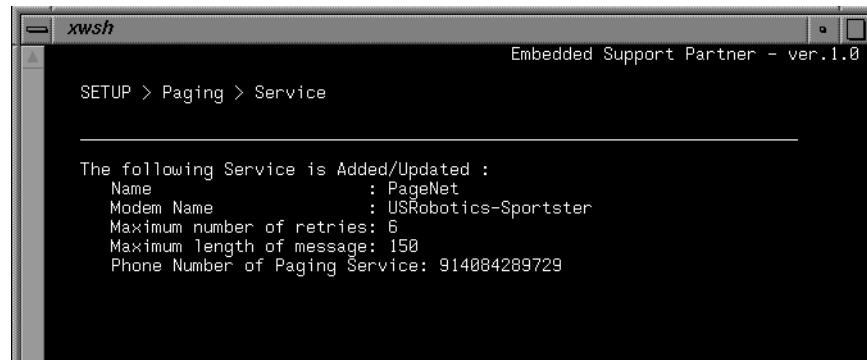
Figure 3-46 Adding/Updating a Paging Service (Page 1 [ASCII Interface])

Table 3-8 Parameters for Adding/Updating a Paging Service

Parameter	Description
Service name	Specifies the name of the service The interface displays this name on other pages to identify the paging service (Do not include blank spaces)
Device	Specifies the modem to use Select the modem from the menu If the modem that you want to use is not in the menu, use the <code>SETUP > Notification > Modem/admin</code> command to add it
Maximum number of retries (must be at least 6)	Specifies the number of times that Embedded Support Partner should attempt to contact this paging service
Maximum length of the message (consult your service provider)	Specifies the maximum number of characters that this service will accept Contact your paging service provider for this information
Phone number of the paging service (no spaces)	Specifies the telephone number that Embedded Support Partner should dial to contact the paging service (Do not include blank spaces)

4. Select the Add/Update link.
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new paging service.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that paging service.

The interface displays a confirmation message; refer to Figure 3-47.



```
xwsh Embedded Support Partner - ver.1.0
SETUP > Paging > Service
-----
The following Service is Added/Updated :
Name           : PageNet
Modem Name     : USRobotics-Sportster
Maximum number of retries: 6
Maximum length of message: 150
Phone Number of Paging Service: 914084289729
```

Figure 3-47 Adding/Updating a Paging Service (Page 2 [ASCII Interface])

Adding/Updating a Pager

Perform the following procedure to add/update a pager:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Pager` link in the `Paging` category.
3. Enter a unique name for the pager. (Do not include blank spaces.) Embedded Support Partner uses this name on other interface pages to identify the pager. (Refer to Figure 3-48.)
4. Enter the pager identification number. (Refer to Figure 3-48.)

Your paging service provider assigns a unique pager identification number to each individual pager. This number could differ from the telephone number that you dial to access the pager. Contact your paging service provider to determine the pager identification number of your pager.

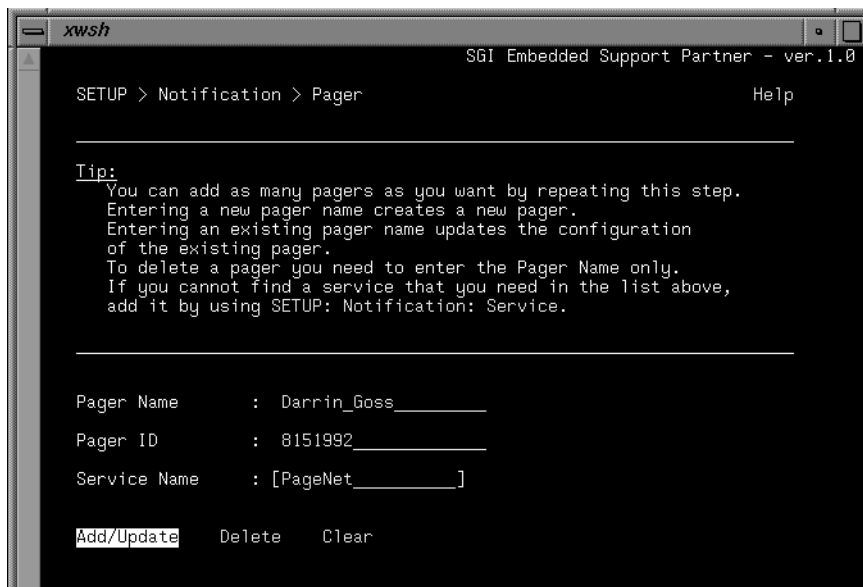
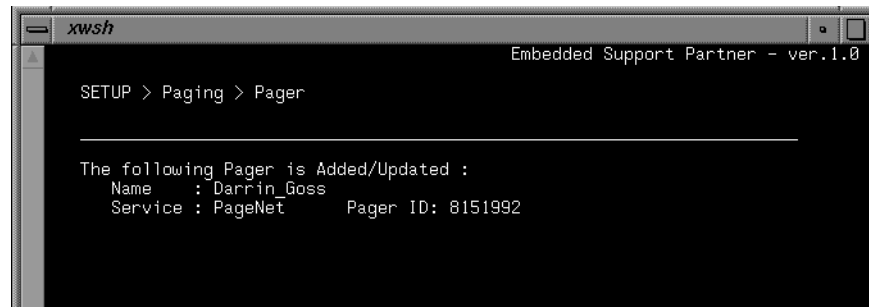


Figure 3-48 Setting Up a Pager (Page 1 [ASCII Interface])

5. Select the `Add/Update` link.
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new pager.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that pager.

The interface displays a confirmation message; refer to Figure 3-49.



```
xwsh Embedded Support Partner - ver.1.0
SETUP > Paging > Pager
-----
The following Pager is Added/Updated :
Name      : Darrin_Goss
Service   : PageNet      Pager ID: 8151992
```

Figure 3-49 Setting Up a Pager (Page 2 [ASCII Interface])

Example Configuration

Figure 3-50 shows the example paging configuration that the settings in the previous procedures created. (The `SETUP > Paging > View Current Setup` command was used to display this information.)

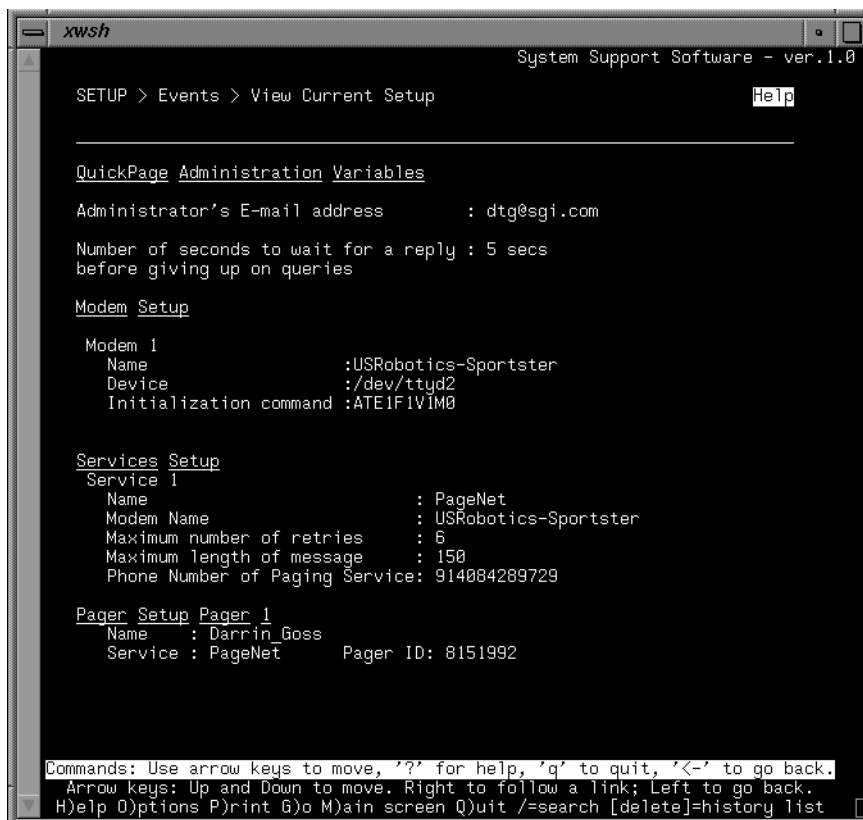
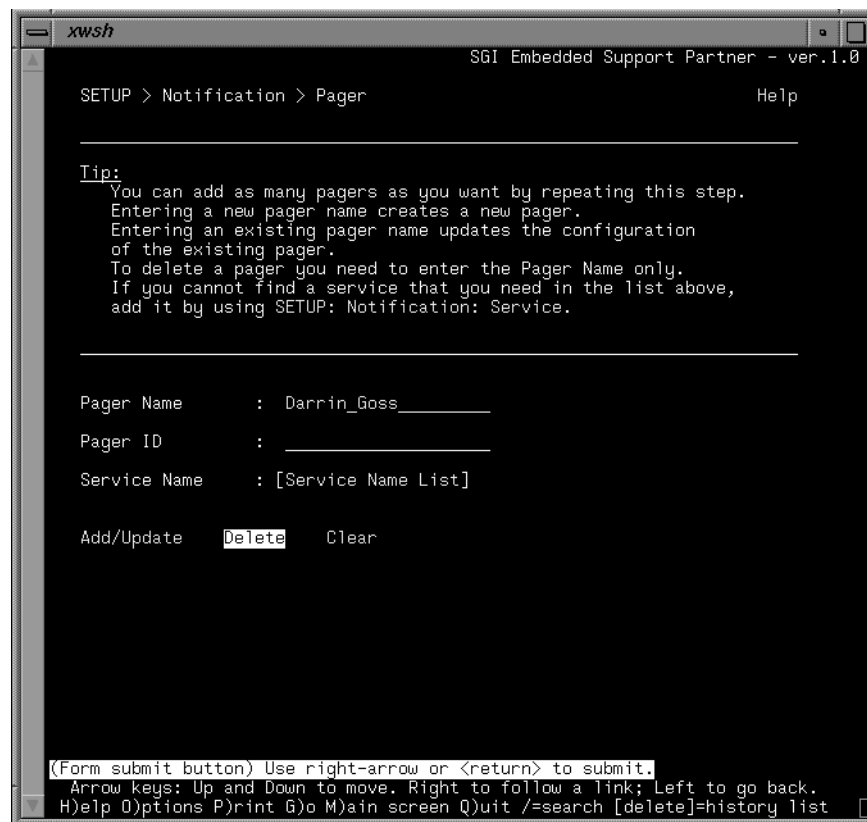


Figure 3-50 Example Paging Configuration (ASCII Interface)

Deleting a Pager

Perform the following procedure to delete a pager:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Pager` link in the `Paging` category.
3. Enter the name of the pager that you want to delete. If you cannot remember the name of the pager, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 3-51.)



```
xwsh
SGI Embedded Support Partner - ver.1.0
SETUP > Notification > Pager Help
-----
Tip:
You can add as many pagers as you want by repeating this step.
Entering a new pager name creates a new pager.
Entering an existing pager name updates the configuration
of the existing pager.
To delete a pager you need to enter the Pager Name only.
If you cannot find a service that you need in the list above,
add it by using SETUP: Notification: Service.
-----
Pager Name      : Darrin_Goss_____
Pager ID       : _____
Service Name    : [Service Name List]

Add/Update  Delete  Clear

(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 3-51 Deleting a Pager (Page 1 [ASCII Interface])

4. Select the `Delete` link. (The interface displays a confirmation message; refer to Figure 3-52.)

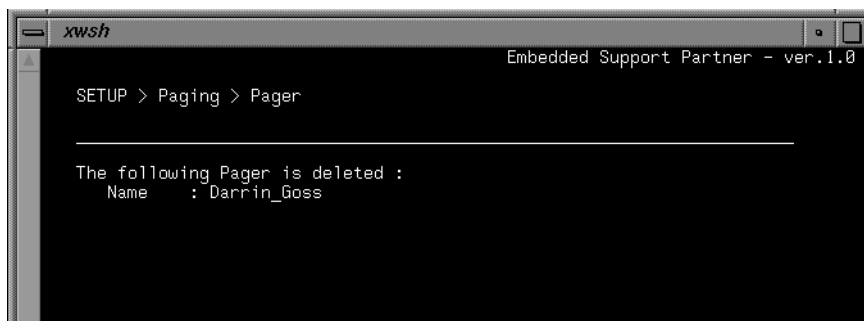


Figure 3-52 Deleting a Pager (Page 2 [ASCII Interface])

Deleting a Paging Service

Perform the following procedure to delete a paging service:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Service` link in the `Paging` category.
3. Enter the name of the paging service that you want to delete. If you cannot remember the name of the paging service, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 3-53.)

Warning: Deleting a paging service automatically removes all pagers that are associated with the paging service.

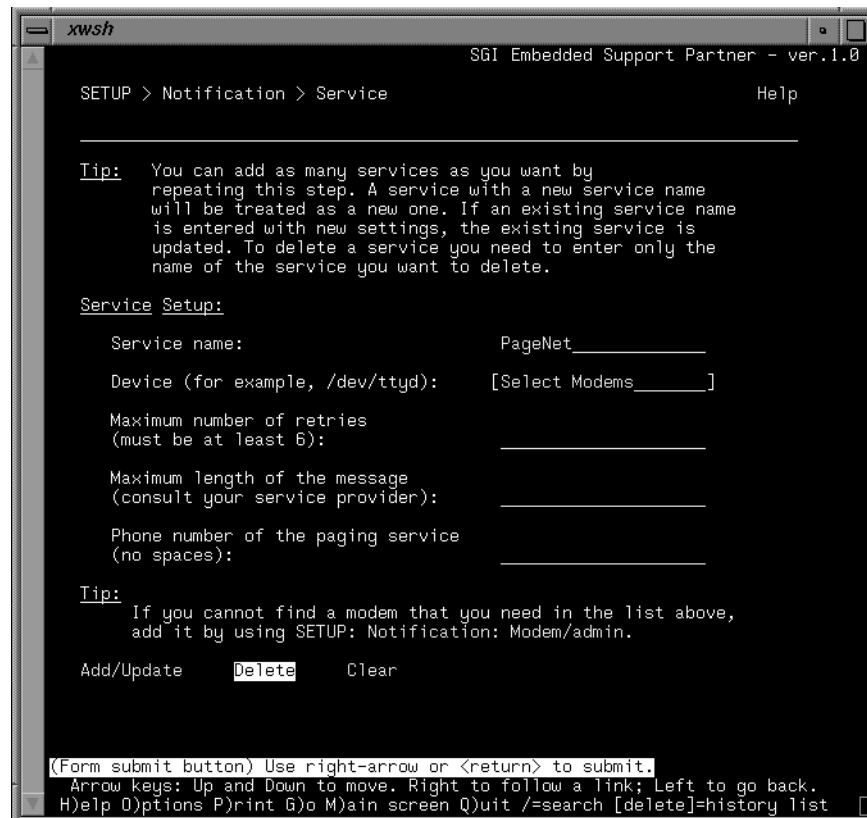


Figure 3-53 Deleting a Paging Service (Page 1 [ASCII Interface])

4. Select the `Delete` link. (The interface displays a confirmation message; refer to Figure 3-54.)

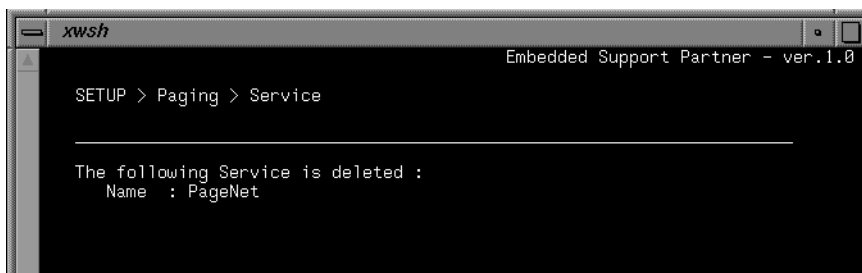


Figure 3-54 Deleting a Paging Service (Page 2 [ASCII Interface])

Deleting a Modem

Perform the following procedure to delete a modem:

1. Select the `Paging` link in the `SETUP` category.
2. Select the `Modem/admin` link in the `Paging` category.
3. Enter the name of the modem that you want to delete. If you cannot remember the name of the modem, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 3-55.)

Warning: Deleting a modem automatically removes all paging services (and related pagers) that are associated with it.

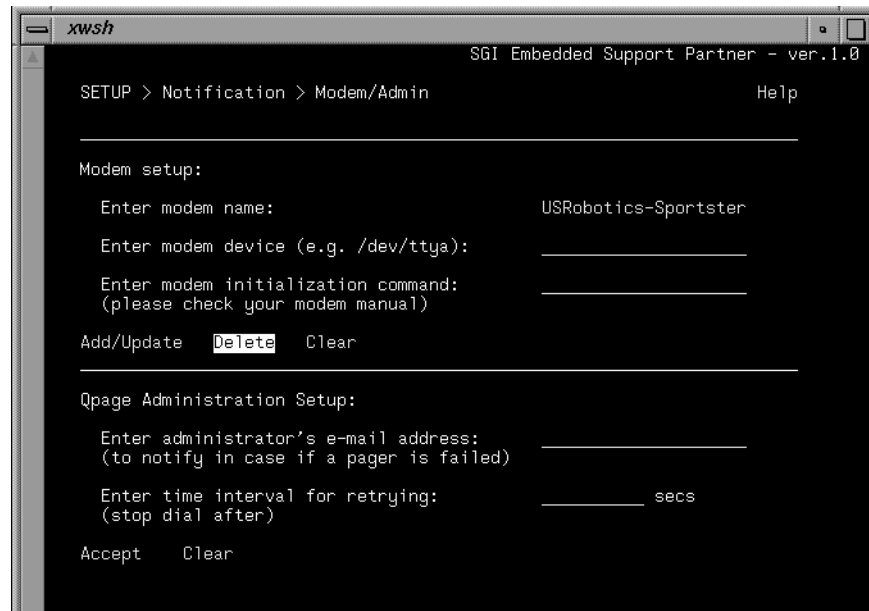


Figure 3-55 Deleting a Modem (Page 1 [ASCII Interface])

4. Select the `Delete` link. (The interface displays a confirmation message; refer to Figure 3-56.)

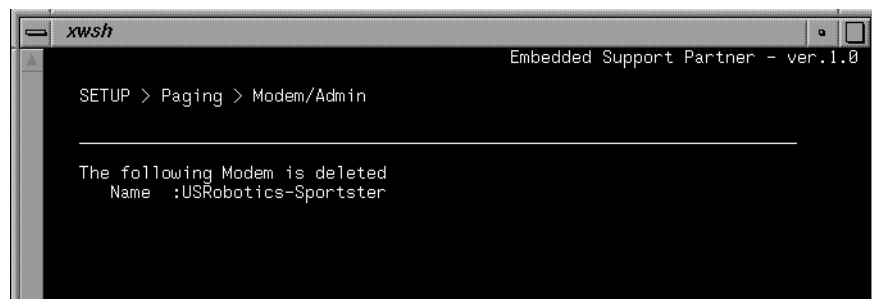


Figure 3-56 Deleting a Modem (Page 2 [ASCII Interface])

Setting Up the Availability Monitor in Single System Manager Mode

The availability monitor portion of Embedded Support Partner (`availmon`) monitors and reports the availability of systems and also reports the diagnosis of system crashes. The availability monitor identifies the cause of any system interrupts by gathering information from diagnostic programs such as ICRASH, FRU Analyzer, and SYSLOG. It also gathers hardware and software configuration details from `configmon`.

The availability monitor is embedded in the system boot and shutdown processes. It differentiates between controlled shutdowns, system panics, and system hangs. On high-end systems (such as IP19, IP21, IP25, IP27, etc.), it differentiates between nonmaskable interrupts (NMIs), power cycles, and power failures. The availability monitor also monitors the uptime of a system at regular intervals. This uptime monitoring feature can be used to send status updates for a system. The uptime monitoring is done through `eventmond`.

Embedded Support Partner can send data that the availability monitor gathers in a report format to e-mail addresses that you specify. You can also view the data gathered on a system by using the `SYSTEM INFORMATION > Availability` command.

The following sections describe how to set up the availability monitor.

Viewing the Current Availability Monitoring Setup

The current availability monitoring setup defines all of the availability monitor parameters that are currently configured on your system.

To view the current availability monitoring setup, select the `Availability Monitoring` link in the `SETUP` category, and then select the `View Current Setup` link in the `Availability Monitoring` category. Figure 3-57 shows an example page.

```
xwsh
Embedded Support Partner - ver.1.0 (p1 of 2)

SETUP > Availability monitor > View Current Setup

-----

Automatic e-mail distribution      : Disabled
Display reason for shutdown       : Enabled
Include HINW information in the e-mail : Yes
Start uptime daemon               : Yes
Number of days between status updates : 60
Interval in seconds between uptime checks: 300

Availmon Monitor E-mail list for availability report:

E-mail addresses that receive availability report
in text form:

in compressed form:

in compressed encrypted form:

Availmon Monitor E-mail list for diagnostic report:

E-mail addresses that receive diagnostic report
in text form:

in compressed form :

in compressed encrypted form:
    availmon@csd.sgi.com
-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 3-57 Viewing the Current Availability Monitor Setup Page (ASCII Interface)

Configuring the Availability Monitor

Perform the following procedure to configure the availability monitor:

1. Select the `Availability Monitoring` link in the `SETUP` category.
2. Select the `Configuration` link in the `Availability Monitoring` category.
3. Set up the parameters. (Refer to Figure 3-58; Table 3-9 describes the parameters.)

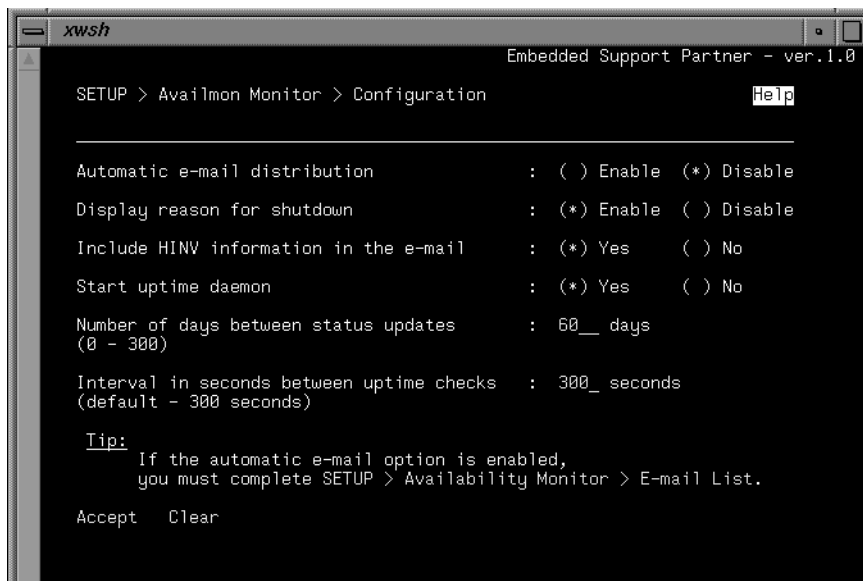


Figure 3-58 Configuring the Availability Monitor (ASCII Interface)

4. Select the Accept link.

Table 3-9 Availability Monitor Parameters

Parameter	Possible Values	Description
Automatic e-mail distribution	Enable or Disable	Specifies whether the availability monitor should automatically distribute reports by e-mail Any changes to this parameter cause a confirmation report to be sent to all configured e-mail addresses (except the e-mail addresses that are configured to receive pager reports)
Display reason for shutdown	Enable or Disable	Specifies whether the availability monitor should display the reason for a shutdown If this parameter is enabled when you perform a controlled shutdown, the availability monitor prompts you to explain why you are rebooting the system or why you are bringing the system down to single-user mode
Include HINV information in the e-mail	Yes or No	Specifies whether the availability monitor should include HINV information/changes in the e-mail messages that it generates
Start uptime daemon	Yes or No	Specifies whether the availability monitor should start uptime monitoring If you set this parameter to Yes, it enables eventmond to monitor uptime at regular intervals You can set the interval with the <code>Interval in seconds between uptime checks</code> parameter
Number of days between status updates (0 - 300)	0 - 300	Specifies the number of days after which the availability monitor should send a notification to the configured e-mail addresses that the system is still running This parameter is relevant only when uptime monitoring is enabled
Interval in seconds between uptime checks (default - 300 seconds)	0 - 300	Specifies the number of seconds that the availability monitor should wait before it performs the next uptime check on the system This parameter is relevant only when uptime monitoring is enabled

Setting Up the Availability Monitor E-mail Lists

You can configure Embedded Support Partner to send e-mail messages with reports that are generated from the availability data. Embedded Support Partner can send three types of reports: availability, diagnosis, and pager reports.

- Availability reports include the system start time, an event code for the availability event that occurred, the approximate time that the event occurred, the start time, and a summary of the reason for the crash (when relevant).
- Diagnosis reports include all of the data from the availability reports. They may also contain the crash analysis report, FRU Analyzer result, important SYSLOG messages, and system hardware and software configurations (if they changed since the previous reboot).
- Pager reports contain the hostname, event code description, and summary.

You can set up the availability monitor e-mail lists for each type of report. You can also specify whether the reports need to be encrypted or compressed. Reports are sent only if you set the `Automatic e-mail distribution` parameter to `Enable` (refer to Table 3-9).

The recommended configuration is to send the diagnosis report in compressed and encrypted format to SGI at the `availmon@csd.sgi.com` e-mail address for entry in SGI's database. Other possibilities include sending the availability reports to the system administrator and sending diagnosis reports to SGI service personnel.

Perform the following procedure to set up the e-mail lists:

1. Select the `Availability Monitoring` link in the `SETUP` category.
2. Select the `Availability MailList` link in the `Availability Monitoring` category.
3. Set up the e-mail addresses for the availability report. (Refer to Figure 3-59; Table 3-10 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

4. Set up the e-mail addresses for the diagnostic report. (Refer to Figure 3-59; Table 3-11 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

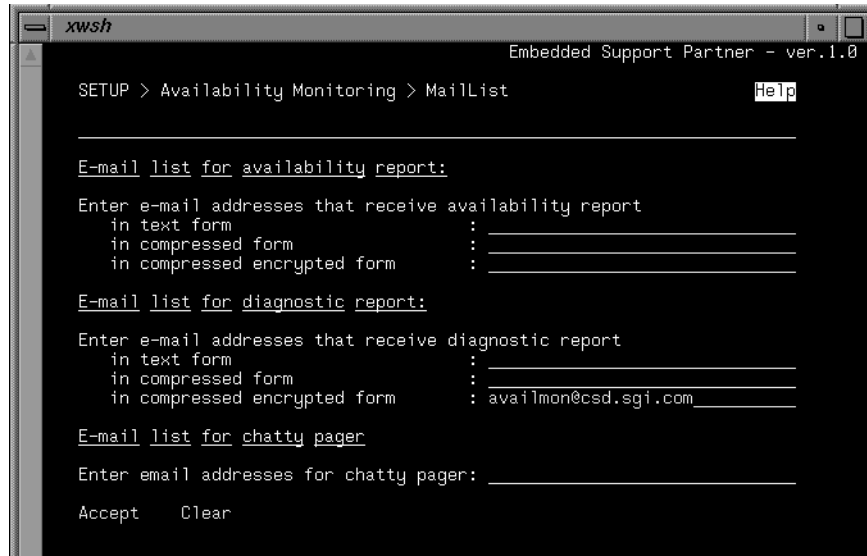


Figure 3-59 Setting Up the Availability Monitor E-mail Lists (ASCII Interface)

Table 3-10 E-mail Address Parameters for Availability Reports

Parameter	Description
Enter e-mail addresses that receive availability report in text form	Specifies the e-mail addresses that will receive the availability report in text format
Enter e-mail addresses that receive availability report in compressed form	Specifies the e-mail addresses that will receive the availability report in compressed format
Enter e-mail addresses that receive availability report in compressed encrypted form	Specifies the e-mail addresses that will receive the availability report in compressed (encrypted) format

Table 3-11 E-mail Address Parameters for Diagnostic Reports

Parameter	Description
Enter e-mail addresses that receive diagnostic report in text form	Specifies the e-mail addresses that will receive the diagnostic report in text format
Enter e-mail addresses that receive diagnostic report in compressed form	Specifies the e-mail addresses that will receive the diagnostic report in compressed format
Enter e-mail addresses that receive diagnostic report in compressed encrypted form	Specifies the e-mail addresses that will receive the diagnostic report in compressed (encrypted) format

5. Set up the e-mail addresses that will receive the pager reports through a chatty pager.
6. Select the `Accept` link.

Setting Up the Performance Monitor in Single System Manager Mode

The performance monitor component of Embedded Support Partner monitors system performance by evaluating a set of performance rules at specified time intervals.

Viewing the Current Performance Monitoring Setup

The current performance monitoring indicates which performance rules are currently being monitored. (An `Enabled` status indicates that Embedded Support Partner is monitoring the rule; a `Disabled` status indicates that Embedded Support Partner is not monitoring the rule.)

To view the current performance monitoring setup, select the `Performance Monitoring` link in the `SETUP` category, and then select the `View Current Setup` link in the `Performance Monitoring` category. Figure 3-60 shows an example page.

```

xwsh
SGI Embedded Support Partner - ver.1.0 (p1 of 2)
SETUP > Performance Monitoring > PMIE Configuration
-----
Automated performance monitoring: Enabled
Automated performance monitoring must be enabled in order to enabled
performance rules take effect.
-----
Current status of automated PMIE monitoring rules:
-----
PMIE Rule Description | PMIE Rule | Status
-----
High aggregate context switch rate | cpu.context_switch | Disabled
Possible high floating point exception rate | cpu.excess_fpe | Disabled
High 1-minute load average | cpu.load_average | Disabled
Low average processor utilization | cpu.low_util | Disabled
High aggregate system call rate | cpu.syscall | Enabled
Busy executing in system mode | cpu.system | Enabled
High average processor utilization | cpu.util | Disabled
CrayLink checkbit errors on Origin node | craylink.node_cb_errs | Disabled
CrayLink checkbit errors on Origin router | craylink.router_cb_errs | Disabled
System Group Manager slow service response | espping.response | Disabled
System Group Manager service probe failure | espping.status | Disabled
Low buffer cache read hit ratio | filesys.buffer_cache | Disabled
High directory name cache miss rate | filesys.dnlc_miss | Disabled
File system is filling up | filesys.filling | Disabled
Severe demand for real memory | memory.exhausted | Disabled
Low free swap space | memory.swap_low | Disabled
Serious demand for network buffers | network.buffers | Disabled
High ratio of TCP connections dropped | network.tcp_drop_connects | Enabled
High number of TCP packet retransmissions | network.tcp_retransmit | Enabled
High per CPU context switch rate | per_cpu.context_switch | Enabled
-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 3-60 Viewing the Current Performance Monitoring Setup (ASCII Interface)

Configuring the Performance Monitor

Perform the following procedure to configure the performance monitor:

1. Select the Performance Monitoring link in the SETUP category.
2. Select the Configuration link in the Performance Monitoring category.
3. Specify the rules that you want to monitor: Select the Enabled radio button to start monitoring a rule; select the Disabled radio button to stop monitoring a rule. (Refer to Figure 3-61; refer to the *Performance Co-Pilot IRIX Base Software Administrator's Guide*, publication number 007-3964-001, for more information about the rules.)

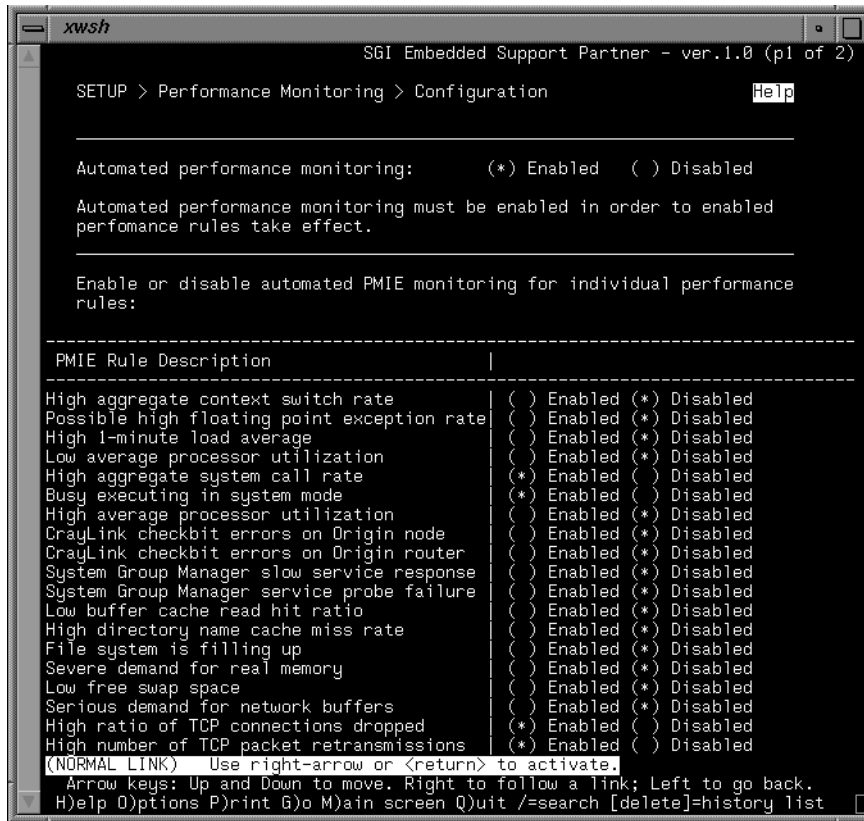


Figure 3-61 Configuring the Performance Monitor (ASCII Interface)

4. Select the Accept link.

Using the ASCII Interface to View Information about a System in Single System Manager Mode

Use the commands in the `SYSTEM INFORMATION` category of the ASCII interface to view the following types of information from the system that is running Embedded Support Partner in Single System Manager mode:

- Hardware configuration
- Software configuration
- System changes
- Part changes
- Events registered
- Actions taken
- Diagnostic results
- System availability

The ASCII interface is provided for systems that do not have graphics capability. If your system has graphics hardware, use the graphical interface. Refer to Chapter 6, “Using the Graphical Interface to View Information about a System in Single System Manager Mode” for more information about using the graphical interface to view information about a system in Single System Manager mode.

Viewing the Hardware Configuration for a Specific Date

Perform the following procedure to view the hardware configuration information for a specific date and time:

1. Select the `Hardware` link in the `SYSTEM INFORMATION` category.
2. Specify the date in the `Date` field. If you do not specify a date, the current hardware configuration information is displayed. (Refer to Figure 4-1.)

3. Specify the time in the `Time` field. If you do not specify a time, the latest hardware configuration information that is available for the specified date is displayed. (Refer to Figure 4-1.)
4. Set the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 4-1.)

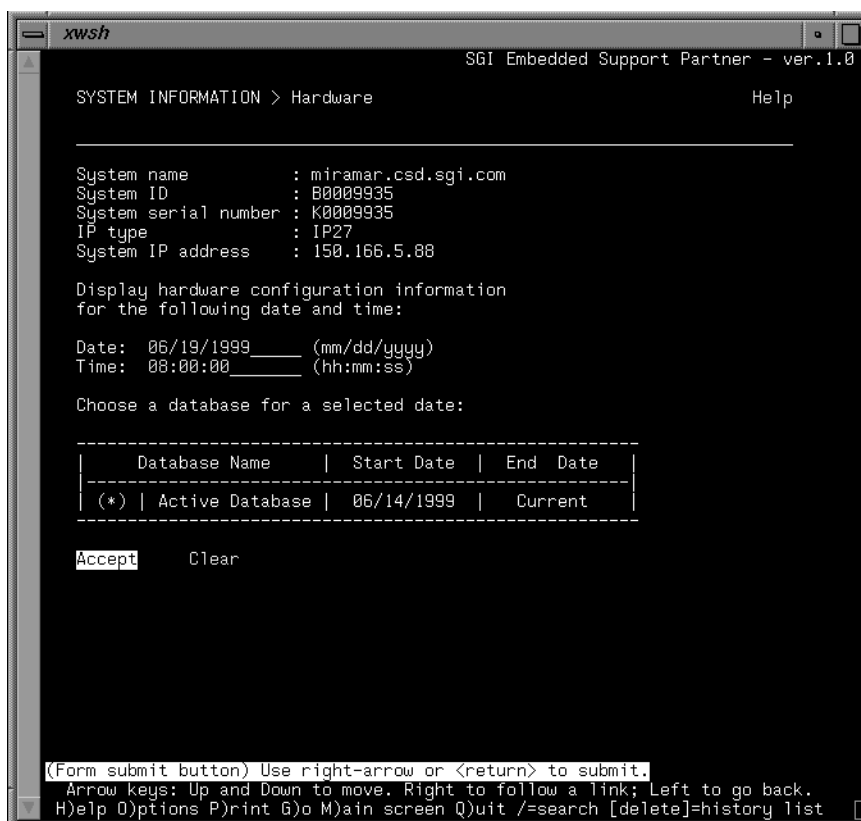


Figure 4-1 Viewing the Hardware System Information (Page 1 [ASCII Interface])

5. Select the `Accept` link.

The interface displays a table that contains the hardware configuration that existed on the date and at the time that you specified. (Refer to Figure 4-2; Table 4-1 describes the information that the table contains.)

```

xwsh Embedded Support Partner - Ver. 1.0
SYSTEM INFORMATION > Hardware
-----
System name       : miramar.csd.sgi.com
System ID        : B0009935
System serial number : K0009935
IP type          : IP27
System IP address  : 150.166.5.88
-----
|Name| |Location| |Part Number| |Serial Number| |Revision|
-----|-----|-----|-----|-----|-----|
[-] 1 | NA | NA | K0009935 | NA
[-] 4P165_MPLN | NA | 013-1839-001 | DNA019 | E
[+] IP27 | n2 | 030-0733-003 | DAM939 | P
[+] IP27 | n1 | 030-0733-003 | DWT042 | P
[-] GE14-4 | io4 | 030-1129-002 | EZC646 | F
    RM7 | io4 | RM7 | RM7 | RM7
    RM7 | io4 | 030-1054-001 | EDY463 | F
    TM7-64 | io4 | 030-1053-001 | EDW278 | E
    RM7 | io4 | 030-1054-001 | DMW599 | E
    TM7-64 | io4 | 030-1053-001 | DEL812 | E
    DG5-8 | io4 | 030-1087-001 | DTP591 | E
    MENET | io5 | 030-0873-003 | HPS474 | J
[+] BASE10 | io1 | 030-0734-002 | DYZ750 | B
-----
Return to Main page

```

Figure 4-2 Viewing the Hardware System Information (Page 2 [ASCII Interface])

Table 4-1 Hardware Configuration Table Contents

Column Heading	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to determine all of the locations in which a specific part has been installed
REVISION	Revision level of the part

The first column provides links to expand rows in the table to provide more information about subcomponents of a part. The [+] link expands the rows to show the subcomponents related to the part. The [-] link collapses the rows for the subcomponents.

Note: Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.

You can navigate through the table as follows:

- Use the space bar or down arrow to move to the next page.
- Use the up arrow to move to the previous page.

Viewing the Software Configuration for a Specific Date

Perform the following procedure to view the software configuration for a specific date and time:

1. Select the `Software` link in the `SYSTEM INFORMATION` category.
2. Specify the date in the `Date` field. If you do not specify a date, the current software configuration information is displayed. (Refer to Figure 4-3.)

3. Specify the time in the `Time` field. If you do not specify a time, the latest software configuration information that is available for the specified date is displayed. (Refer to Figure 4-3.)
4. Set the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 4-3.)

```

xwsh
SGI Embedded Support Partner - ver.1.0

SYSTEM INFORMATION > Software
Help

System name      : hello.csd.sgi.com
System ID       : 69089ACA
System serial number : 080069089ACA
IP type        : IP22
System IP address : 150.166.4.15

Display software configuration information
for the following date and time:

Date: 06/09/1999 (mm/dd/yyyy)
Time: 08:00:00 (hh:mm:ss)

Choose a database for a selected date:

-----
| Database Name | Start Date | End Date |
-----
| (*) | Active Database | 05/20/1999 | Current |
-----

Accept  Clear

(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp D)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-3 Viewing the Software System Information (Page 1 [ASCII Interface])

5. Select the `Accept` link.

The interface displays a table that contains the software configuration that existed on the date and at the time that you specified. (Refer to Figure 4-4; Table 4-2 describes the information that the table contains.)

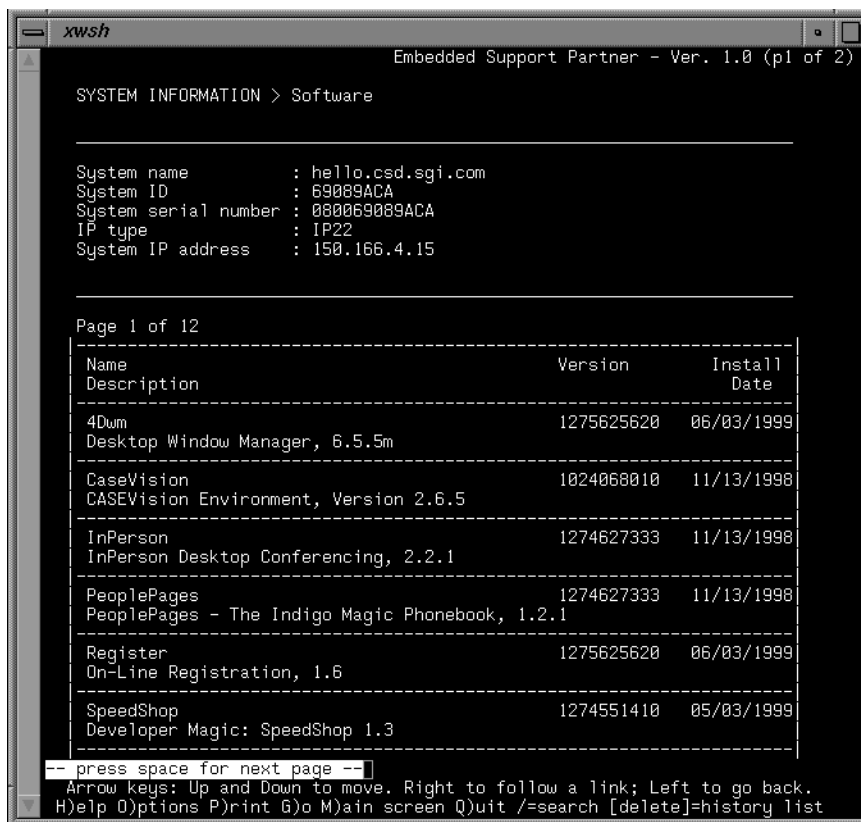


Figure 4-4 Viewing the Software System Information (Page 2 [ASCII Interface])

Table 4-2 Software Configuration Table Contents

Column Heading	Description
Name	Name of the software application (first line) and brief description of the software application (second line)
Description	
Version	Version number of the software application
Install Date	Date on which the software application was installed

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

Viewing the System Changes between a Range of Dates

You can view a log of all system changes (hardware and software changes) within a range of dates.

Perform the following procedure to view the system changes information:

1. Select the `System Changes` link in the `SYSTEM INFORMATION` category.
2. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view system change information. (Refer to Figure 4-5.)
Note: To view all system changes on a specific day, enter that date in both fields.
3. Set the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 4-5.)

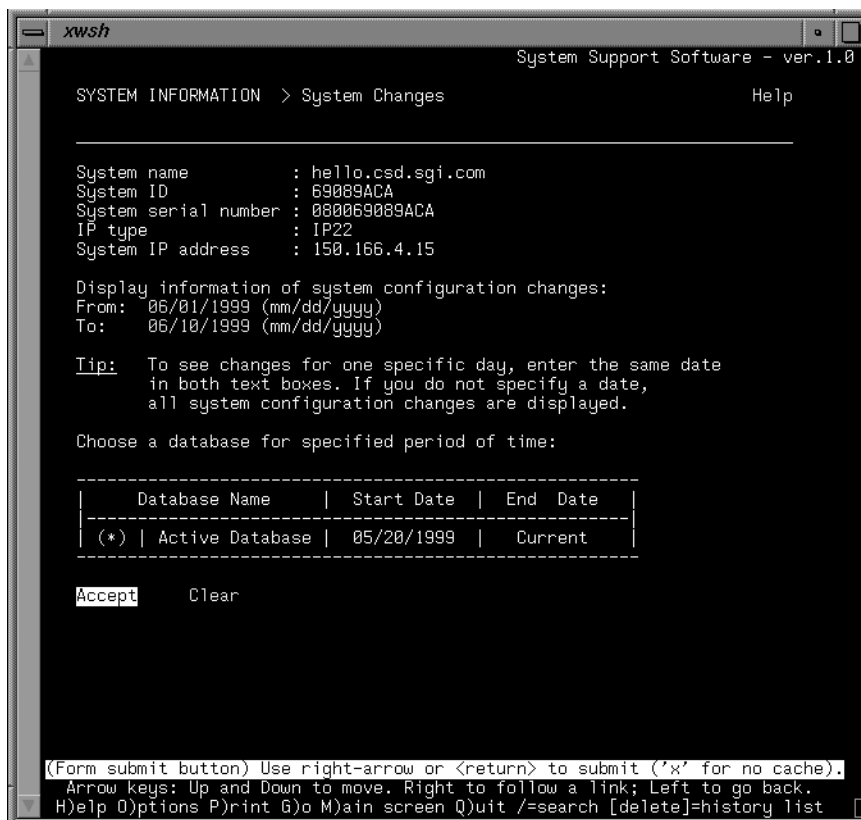


Figure 4-5 Viewing the System Changes Information (Page 1 [ASCII Interface])

4. Select the Accept link.

The interface displays up to three tables that show all software changes, hardware changes, and system changes that occurred between the range of dates that you specified. (Refer to Figure 4-6; Table 4-3, Table 4-4, and Table 4-5 describe the information that the system changes tables contain.)

```

xwsh Embedded Support Partner - Ver. 1.0 (p1 of 16)
SYSTEM INFORMATION > System Changes
-----
System name       : hello.csd.sgi.com
System ID        : 69089ACA
System serial number : 080069089ACA
IP type          : IP22
System IP address  : 150.166.4.15

All Changes since 06/01/1999
-----

SOFTWARE CHANGES
-----
Name              Version    Install Date  Deinstall Date
Description
-----
4Dwm              1275616120  06/01/1999   Installed
Desktop Window Manager, 6.5.5m
-----
Register         1275616120  06/01/1999   Installed
On-Line Registration, 1.6
-----
ViewKit_dev      1275616120  06/01/1999   Installed
ViewKit Development Environment, Version 1.5.3
-----
ViewKit_eoe      1275616120  06/01/1999   Installed
ViewKit Execution Environment, Version 1.5.3
-----
ViewKit_noship   1275616120  06/01/1999   Installed
ViewKit NOSHIP files, Version 1.5.3 and 2.1.0
-----
desktop_base     1275616120  06/01/1999   Installed
IRIX Interactive Desktop Base Software, 6.5.5m
-----
-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-6 Viewing the System Changes Information (Page 2 [ASCII Interface])

Table 4-3 Software Changes Table Contents

Column Name	Description
Name Description	Name of the software application (first line) and brief description of the software application (second line)
Version	Version number of the software application
Install Date	Date on which the software application was installed
Deinstall Date	Date that the software application was removed from the system This column displays <code>Installed</code> if the software application has not been deinstalled

Table 4-4 Hardware Changes Table Contents

Column Name	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to determine all of the locations in which a specific part has been installed
REVISION	Revision level of the part
Install Time	The date on which the component was installed
Deinstall Time	The date on which the component was deinstalled

Table 4-5 System Changes Table Contents

Column Name	Description
System Changes	A label that indicates the information is from the CURRENT SYSTEM or PREVIOUS SYSTEM
System Id	System identification number
System type	Processor that the system uses
System serial number	Serial number of the system
Hostname	Host name of the system
IP address	IP address of the system

You can navigate through the tables as follows:

- Use the space bar or down arrow to move to the next page.
- Use the up arrow to move to the previous page.

Be aware of the following information when you view these tables:

- Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.
- For SGI Challenge servers and Silicon Graphics Onyx workstations, detailed information about the boards that are installed is not available. This impacts the hardware changes table as follows:
 - If a board is replaced with the same type of board in the same slot, Embedded Support Partner does not detect the change.
 - If a board is moved to a new slot, Embedded Support Partner detects the change.
- When you deinstall a hardware component, Embedded Support Partner reports that all subcomponents of the part are deinstalled.
- If you replace a module with a new module that contains the boards from the previous module, Embedded Support Partner reports that the components were deinstalled and then installed again.

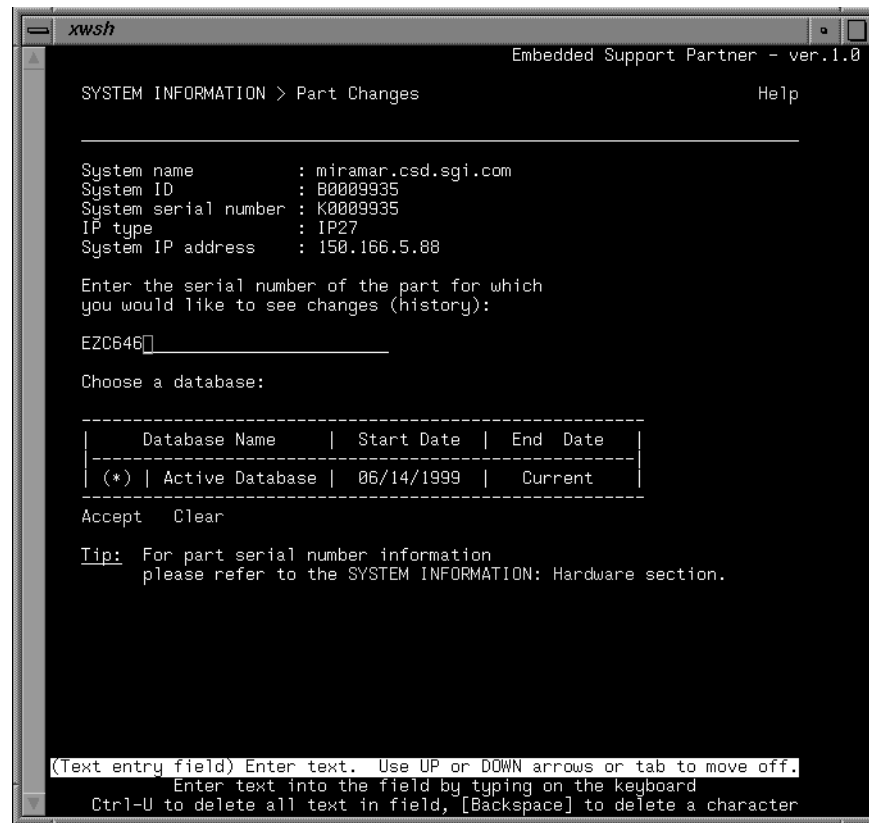
- The software installation time is always shown as 12:00 midnight GMT (adjusted for the local time zone) of the day that the software was installed.
- Embedded Support Partner registers two events when hardware and software components are replaced. One event is for the deinstallation of the previous component, and the other event is for the installation of the new component.

Viewing the Part Changes Information

The part changes information shows all locations in which a specific part has been installed.

Perform the following procedure to view the part changes information:

1. Select the `Part Changes` link in the `SYSTEM INFORMATION` category.
2. Enter the serial number of the part in the field. (Refer to Figure 4-7.)
3. Set the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 4-7.)



```
xwsh Embedded Support Partner - ver.1.0
SYSTEM INFORMATION > Part Changes Help

System name      : miramar.csd.sgi.com
System ID       : B0009935
System serial number : K0009935
IP type        : IP27
System IP address  : 150.166.5.88

Enter the serial number of the part for which
you would like to see changes (history):

EZC646

Choose a database:

-----
| Database Name | Start Date | End Date |
-----
| (*) | Active Database | 06/14/1999 | Current |
-----

Accept  Clear

Tip: For part serial number information
     please refer to the SYSTEM INFORMATION: Hardware section.

(Text entry field) Enter text. Use UP or DOWN arrows or tab to move off.
Enter text into the field by typing on the keyboard
Ctrl-U to delete all text in field, [Backspace] to delete a character
```

Figure 4-7 Viewing the Part Changes Information (Page 1 [ASCII Interface])

4. Select the `Accept` link.

The interface displays a table that contains all locations in which the part has been installed. (Refer to Figure 4-8; Table 4-6 describes the information that the part changes table contains.)

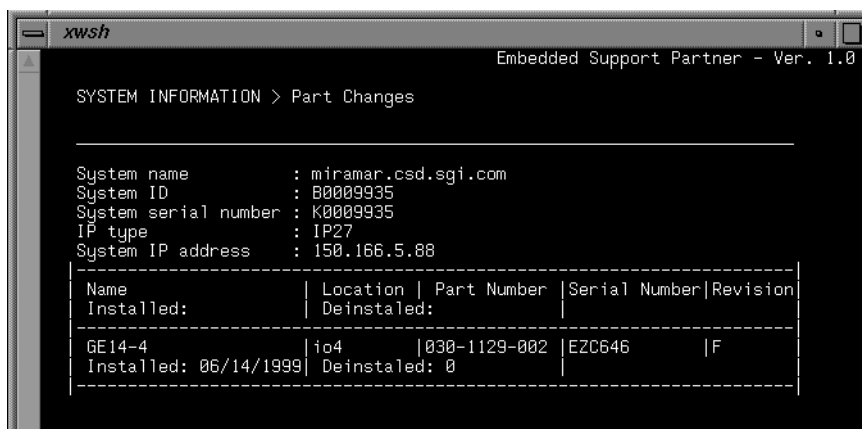


Figure 4-8 Viewing the Part Changes Information (Page 2 [ASCII Interface])

Table 4-6 Part Changes Table Contents

Column Heading	Description
Name Installed	Name of the part (first line) and date that the part was installed (second line)
Location Deinstalled	Location at which the part was installed (first line) and date that the part was deinstalled (second line [a 0 indicates that the part was not deinstalled])
Part Number	Part number for the part
Serial Number	Serial number of the part
Revision	Revision level of the part

You can navigate through the table as follows:

- Use the space bar or down arrow to move to the next page.
- Use the up arrow to move to the previous page.

Viewing the Events that Have Been Registered

Embedded Support Partner logs all of the events that it registers. To view this information, select the `Events Registered` link in the `SYSTEM INFORMATION` category. Figure 4-9 shows the page that you use to view the information about registered events.

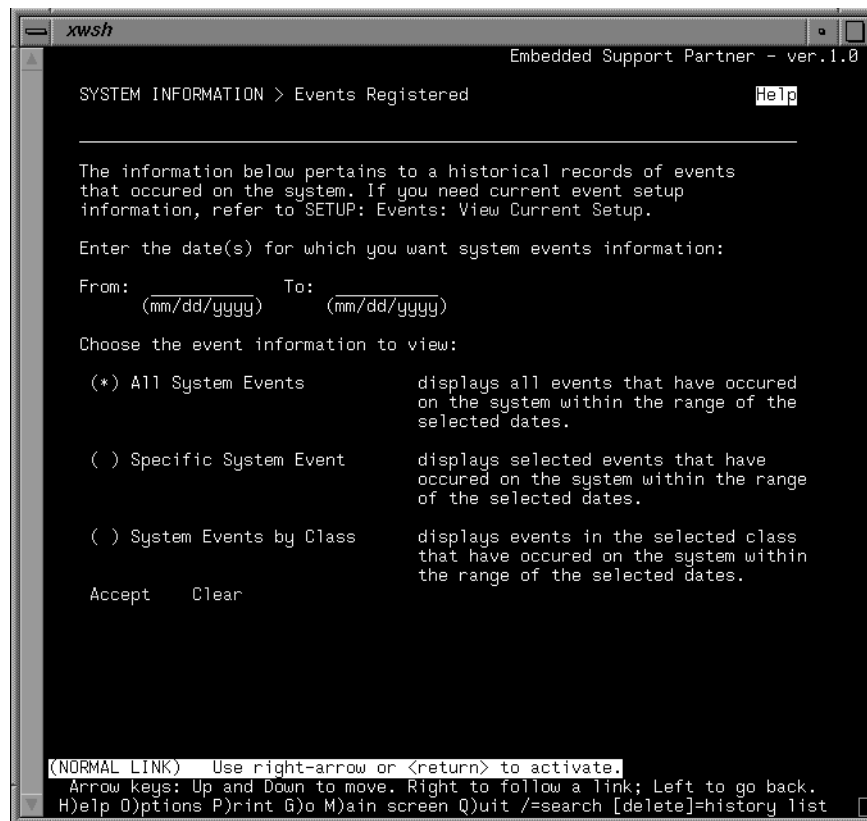


Figure 4-9 Options for Viewing Events that Have Been Registered (ASCII Interface)

Using the All System Events Option

The All System Events option displays all events that have been registered within the range of dates that you specify.

Perform the following procedure to use the All System Events option:

1. Select the Events Registered link in the SYSTEM INFORMATION category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-10.)
3. Set the radio button next to the All System Events option. (Refer to Figure 4-10.)

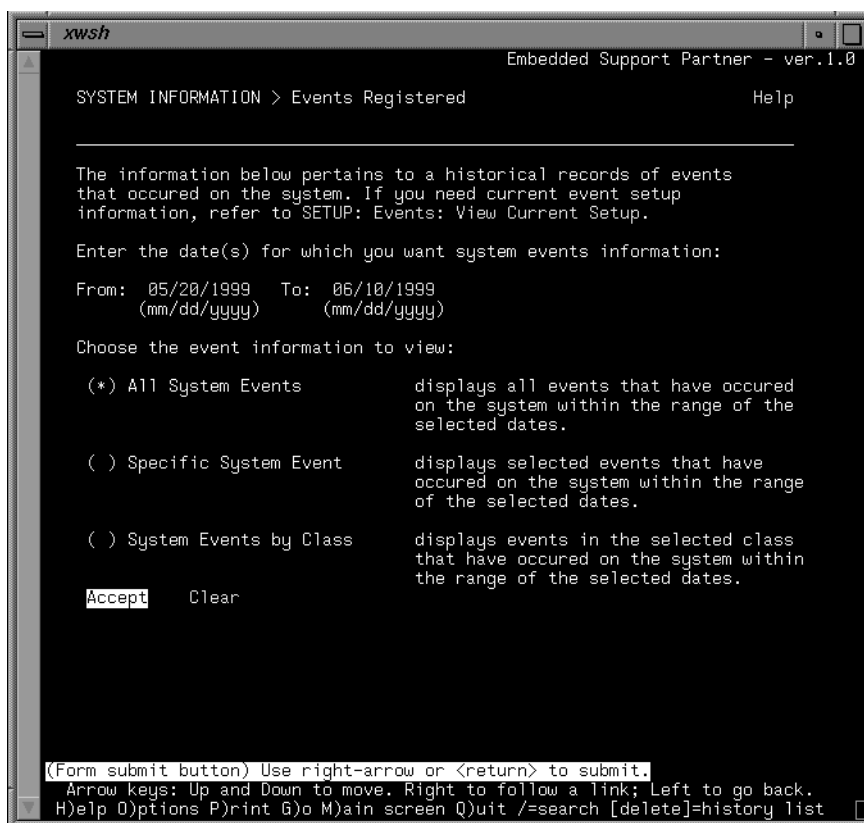


Figure 4-10 Using the All System Events Option (Page 1 [ASCII Interface])

4. Select the `Accept` link.

The interface displays a table of all events that have been registered within the range of dates that you specified. (Refer to Figure 4-11; Table 4-7 describes the information that the table contains.)

```

xwsh
Embedded Support Partner - ver.1.0 (p1 of 2)
SYSTEM INFORMATION > Events Registered > All System Events

System name      : hello.csd.sgi.com
System ID       : 69089ACA
System serial number : 080069089ACA
System IP type  : IP22
System IP address : 150.166.4.15

Class of Event   : All events

Page 1 of 4

-----
No. | Event Class | First Occurrence | Last Occurrence | Event ID |
-----|-----|-----|-----|-----|
1 | System Configuration | 05/20/1999 22:23:23 | 05/20/1999 22:23:23 | 0x200100 |
   | Configmon init | | | | 1 |
-----|-----|-----|-----|-----|
2 | Availability | 05/20/1999 22:23:39 | 05/20/1999 22:23:39 | 0x200020 |
   | Controlled shutdown (3) | | | | 1 |
-----|-----|-----|-----|-----|
3 | User | 05/22/1999 21:24:28 | 05/22/1999 21:24:28 | 0x6DA |
   | Process killed [limit exceeded] | | | | 1 |
-----|-----|-----|-----|-----|
4 | System Configuration | 05/24/1999 16:25:54 | 05/24/1999 16:25:54 | 0x200104 |
   | Software installed | | | | 1 |
-----|-----|-----|-----|-----|
5 | System Configuration | 05/24/1999 16:25:54 | 05/24/1999 16:25:54 | 0x200105 |
   | Software de-installed | | | | 1 |
-----|-----|-----|-----|-----|
6 | Availability | 05/24/1999 16:26:14 | 05/24/1999 16:26:14 | 0x20001E |
   | Controlled shutdown (1) | | | | 1 |
-----|-----|-----|-----|-----|
-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-11 Using the All System Events Option (Page 2 [ASCII Interface])

Table 4-7 Table Contents for the All System Events Option

Column Heading	Description
No.	Index number within the table
Event Class Event Description	The class in which the event belongs (first line) and a brief description of the event (second line)
Event	Unique identification number for the event
First Occurrence Last Occurrence	Date and time at which the event was first registered (first line) and date and time at which the event was last registered (second line)
Event ID Count	Identification number of the event (first line) and number of times that the event occurred (second line)

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

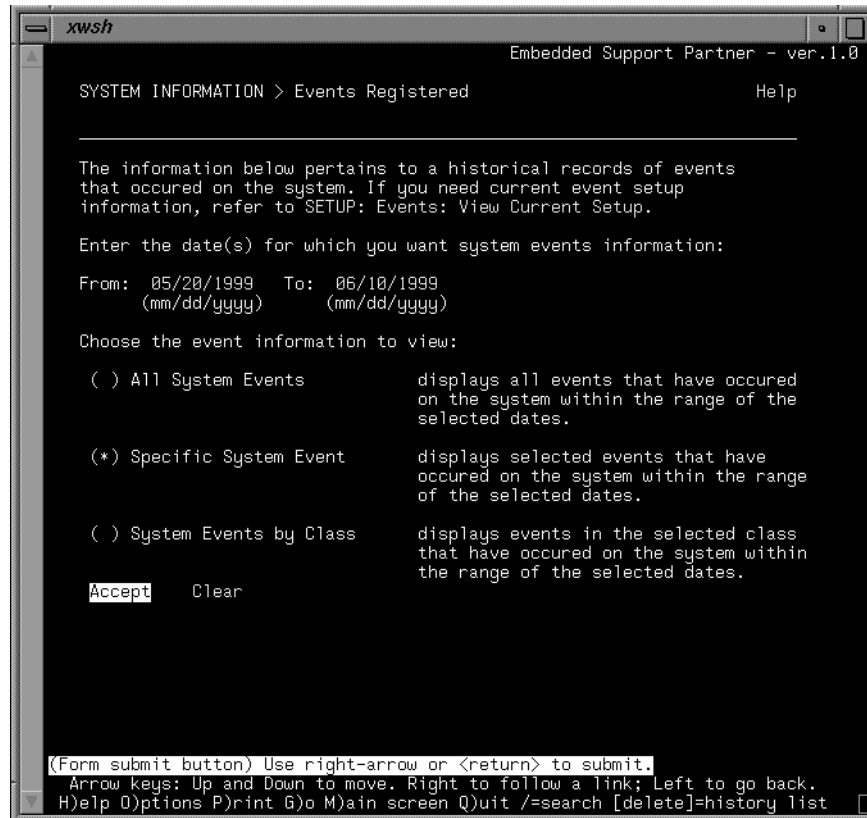
Using the Specific System Event Option

The `Specific System Event` option displays all event registrations for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Specific System Event` option:

1. Select the `Events Registered` link in the `SYSTEM INFORMATION` category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-12.)

3. Set the radio button next to the `Specific System Event` option. (Refer to Figure 4-12.)



```
xwsh Embedded Support Partner - ver.1.0
SYSTEM INFORMATION > Events Registered Help

The information below pertains to a historical records of events
that occurred on the system. If you need current event setup
information, refer to SETUP: Events: View Current Setup.

Enter the date(s) for which you want system events information:
From: 05/20/1999 To: 06/10/1999
      (mm/dd/yyyy) (mm/dd/yyyy)

Choose the event information to view:

( ) All System Events      displays all events that have occurred
                           on the system within the range of the
                           selected dates.

(*) Specific System Event  displays selected events that have
                           occurred on the system within the range
                           of the selected dates.

( ) System Events by Class displays events in the selected class
                           that have occurred on the system within
                           the range of the selected dates.

Accept Clear

(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 4-12 Using the Specific System Event Option (Page 1 [ASCII Interface])

4. Choose the class that contains the event that you want to view. (Refer to Figure 4-13.)

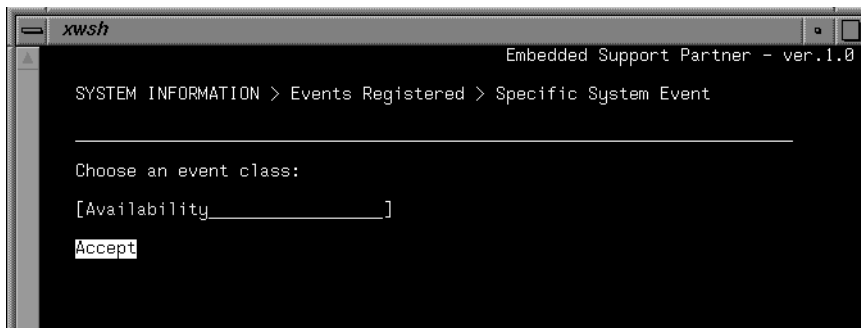


Figure 4-13 Using the Specific System Event Option (Page 2 [ASCII Interface])

5. Select the `Accept` link.
6. Choose the event that you want to view. (Refer to Figure 4-14.)

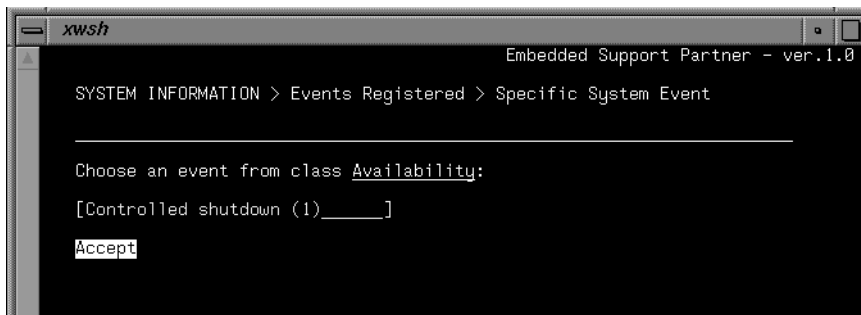


Figure 4-14 Using the Specific System Event Option (Page 3 [ASCII Interface])

7. Select the `Accept` link.

The interface displays a table that shows all registrations of the event within the range of dates that you specified. (Refer to Figure 4-15; Table 4-8 describes the information that the table contains.)


```

xwsh Embedded Support Partner - ver.1.0 (p1 of 2)
SYSTEM INFORMATION > Events Registered > Specific System Event
-----
System name       : hello.csd.sgi.com
System ID        : 69089ACA
System serial number : 080069089ACA
System IP type    : IP22
System IP address  : 150.166.4.15

Class of Event    : Availability
Event Description  : Controlled shutdown (1)
Event ID          : 0x20001E

Page 1 of 2
-----
No. | First Event Occurrence | Last Event Occurrence | Event Count
-----
1 | 05/24/1999 16:26:14 | 05/24/1999 16:26:14 | 1
-----
2 | 05/26/1999 09:22:51 | 05/26/1999 09:22:51 | 1
-----
3 | 05/27/1999 11:26:39 | 05/27/1999 11:26:39 | 1
-----
4 | 05/27/1999 15:55:29 | 05/27/1999 15:55:29 | 1
-----
5 | 05/28/1999 14:03:24 | 05/28/1999 14:03:24 | 1
-----
6 | 05/28/1999 15:25:56 | 05/28/1999 15:25:56 | 1
-----
7 | 06/01/1999 15:54:23 | 06/01/1999 15:54:23 | 1
-----
8 | 06/01/1999 16:12:32 | 06/01/1999 16:12:32 | 1
-----
9 | 06/01/1999 16:28:22 | 06/01/1999 16:28:22 | 1
-----
-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-15 Using the Specific System Event Option (Page 4 [ASCII Interface])

Table 4-8 Table Contents for the Specific System Event Option

Column Heading	Description
No.	Index number within the table
First Event Occurrence	Date and time at which the event was first registered
Last Event Occurrence	Date and time at which the event was last registered
Event Count	Number of times that event occurred for that registration

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

System Events by Class Option

The `System Events by Class` option displays all registrations of events in a specific class.

Perform the following procedure to use the `System Events by Class` option:

1. Select the `Events Registered` link in the `SYSTEM INFORMATION` category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-16.)
3. Set the radio button next to the `System Events by Class` option. (Refer to Figure 4-16.)

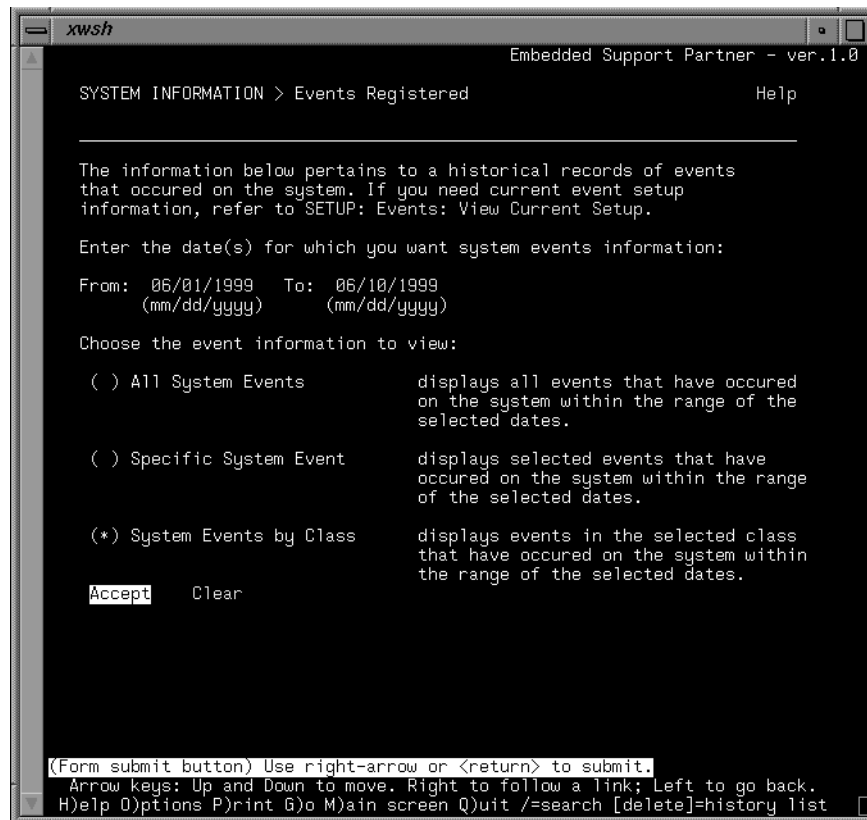


Figure 4-16 Using the System Events by Class Option (Page 1 [ASCII Interface])

4. Select the Accept link.
5. Choose the event class. (Refer to Figure 4-17.)

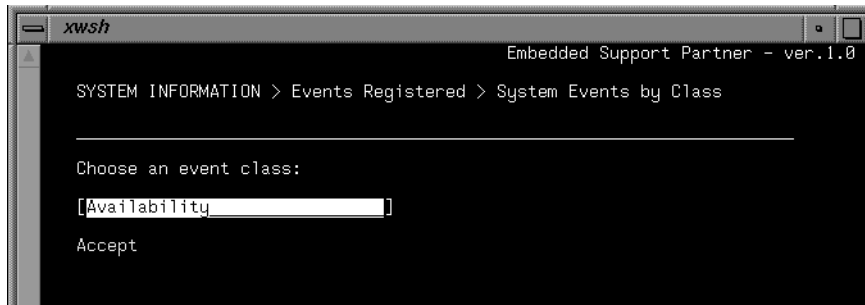


Figure 4-17 Using the System Events by Class Option (Page 2 [ASCII Interface])

6. Select the `Accept` link.

The interface displays information about all events from the selected class that were registered between the dates that you specified. (Refer to Figure 4-18; Table 4-9 describes the information that the table contains.)

```

xwsh
Embedded Support Partner - ver.1.0

SYSTEM INFORMATION > Events Registered > System Events by Class

-----
System name       : hello.csd.sgi.com
System ID        : 69089ACA
System serial number : 080069089ACA
System IP type    : IP22
System IP address  : 150.166.4.15

Class of Event    : Availability

Page 1 of 1

-----
No. | Event Description | First Event Occurrence | Last Event Occurrence | Event ID | Event Count
-----|-----|-----|-----|-----|-----
1 | Controlled shutdown (1) | 06/01/1999 15:54:23 | 06/01/1999 15:54:23 | 0x20001E | 1
-----|-----|-----|-----|-----|-----
2 | Controlled shutdown (1) | 06/01/1999 16:12:32 | 06/01/1999 16:12:32 | 0x20001E | 1
-----|-----|-----|-----|-----|-----
3 | Controlled shutdown (1) | 06/01/1999 16:28:22 | 06/01/1999 16:28:22 | 0x20001E | 1
-----|-----|-----|-----|-----|-----
4 | Controlled shutdown (1) | 06/01/1999 16:44:27 | 06/01/1999 16:44:27 | 0x20001E | 1
-----|-----|-----|-----|-----|-----
5 | Controlled shutdown (1) | 06/03/1999 14:36:04 | 06/03/1999 14:36:04 | 0x20001E | 1
-----|-----|-----|-----|-----|-----

Return on Main Page

Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<->' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-18 Using the System Events by Class Option (Page 3 [ASCII Interface])

Table 4-9 Table Contents for the System Events by Class Option

Column Heading	Description
No.	Index number in the table
Event Description First Occurrence	Brief description of the event (first row) and the date and time at which the event was first registered (second row)
Last Occurrence	Date and time at which the event was last registered
Event ID Event Count	Unique identification number for the event (first row) and the number of times that the event occurred (second row)

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

Viewing Information about the Actions Taken

Embedded Support Partner logs all of the actions that it performs. To view this information, select the `Actions Taken` link in the `SYSTEM INFORMATION` category. Figure 4-19 shows the page that you use to view the information about actions taken.

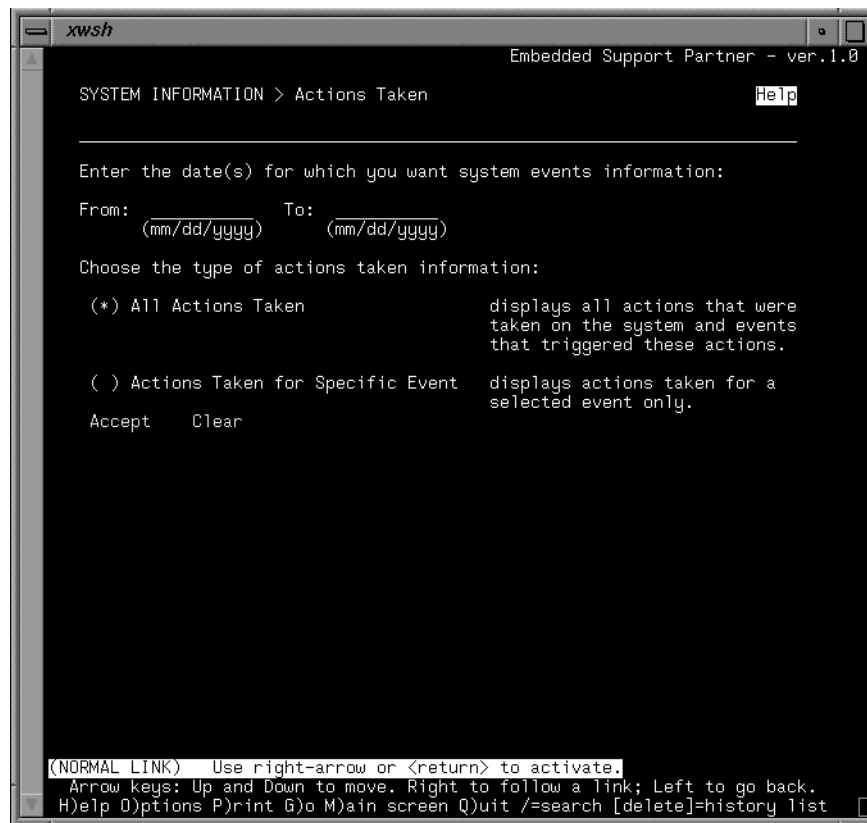


Figure 4-19 Options for Viewing the Actions that Have Been Taken (ASCII Interface)

Using the All Actions Taken Option

The All Actions Taken option displays all actions that have been taken within the range of dates that you specified and the events that caused the actions to occur.

Perform the following procedure to use the All Actions Taken option:

1. Select the Actions Taken link in the SYSTEM INFORMATION category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-20.)
3. Set the radio button next to the All Actions Taken option. (Refer to Figure 4-20.)

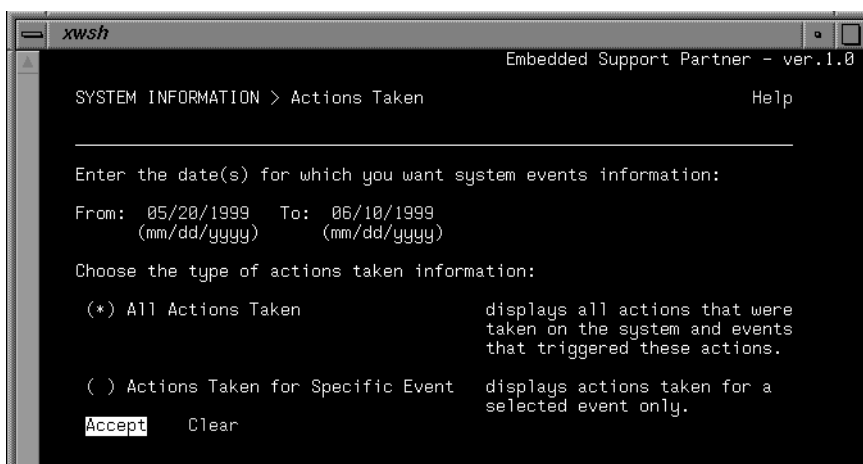


Figure 4-20 Using the All Actions Taken Option (Page 1 [ASCII Interface])

4. Select the `Accept` link.

The interface displays a table that contains information about all of the actions that were taken between the dates that you specified. (Refer to Figure 4-21; Table 4-10 describes the information that the table contains.)

```

xwsh
SGI Embedded Support Partner - ver.1.0 (p1 of 2)

SYSTEM INFORMATION > Actions Taken > All Actions Taken

-----
System name       : hello.csd.sgi.com
System ID        : 69089ACA
System serial number : 080069089ACA
System IP type    : IP22
System IP address  : 150.166.4.15

Class of Reports  : All Actions

Page 1 of 1
-----
No. | Time of Action      | Event Class
Event Description | Event ID
Action Description
Action Taken
-----
1   | 05/22/1999 21:24:28 | User
Process killed [limit exceeded] | 0x6DA
Notify sysadmin on console
/usr/bin/ssnotify -A "ALERT: Process [sschttpd] pid 4286 killed: proc
-----
2   | 05/24/1999 16:26:13 | System Configuration
Software installed | 0x200104
Notify sysadmin on console
/usr/bin/ssnotify -A
-----
3   | 05/24/1999 16:26:14 | System Configuration
Software de-installed | 0x200105
Notify sysadmin on console
/usr/bin/ssnotify -A
-----

-- press space for next page --
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-21 Using the All Actions Taken Option (Page 2 [ASCII Interface])

Table 4-10 Table Contents for the All Actions Taken Option

Label	Description
No.	Index number in the table
Time of Action	Time and date at which the action was taken
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the actions is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken
Action Taken	Description of the command that the action performed

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

Using the Actions Taken for a Specific Event Option

The `Actions Taken for a Specific Event` option displays all actions that were taken for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Actions Taken for a Specific Event` option:

1. Select the `Actions Taken` link in the `SYSTEM INFORMATION` category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-22.)
3. Set the radio button next to the `Actions Taken for a Specific Event` option. (Refer to Figure 4-22.)

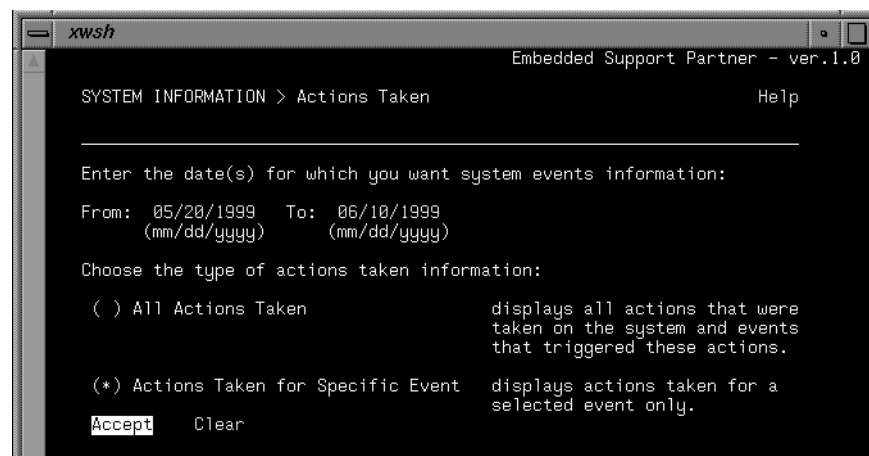


Figure 4-22 Using the Actions Taken for a Specific Event Option (Page 1 [ASCII Interface])

4. Choose the class that contains the event that you want to view. (Refer to Figure 4-23.)



Figure 4-23 Using the Actions Taken for a Specific Event Option (Page 2 [ASCII Interface])

5. Select the Accept link.
6. Choose the event. (Refer to Figure 4-24.)

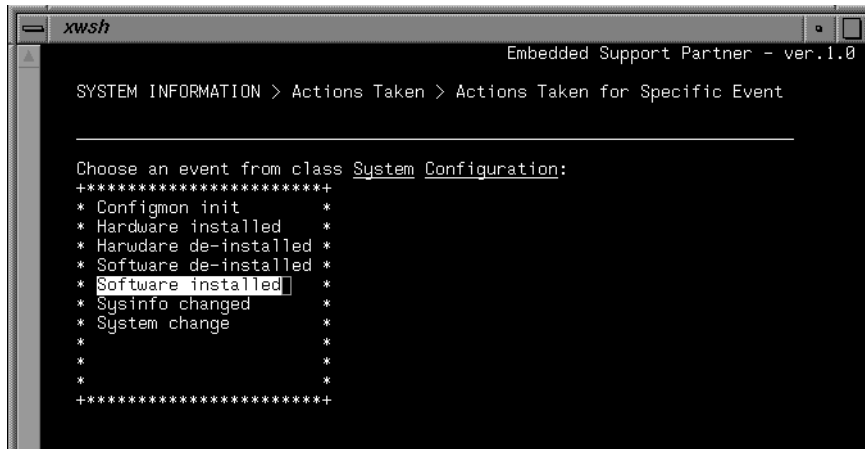


Figure 4-24 Using the Actions Taken for a Specific Event Option (Page 3 [ASCII Interface])

7. Select the `Accept` link.

The interface displays a table that lists all of the actions taken for the event between the dates that you specified. (Refer to Figure 4-25; Table 4-11 describes the information that the table contains.)

```

xwsh Embedded Support Partner - ver.1.0
SYSTEM INFORMATION > Actions Taken > Actions Taken for Specific Event

System name      : hello.csd.sgi.com
System ID       : 69089ACA
System serial number : 080069089ACA
System IP type   : IP22
System IP address  : 150.166.4.15

Class of Reports : All Actions Taken for Specific Event

Page 1 of 1
-----
No. | Time of Action      | Event Class
Event Description | Event ID
Action Description
Action Taken
-----
1   | 05/24/1999 16:26:13 | System Configuration
Software installed
Notify sysadmin on console
/usr/bin/ssnotify -A
-----

Return on Main Page

Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-25 Using the Actions Taken for a Specific Event Option (Page 4 [ASCII Interface])

Table 4-11 Table Contents for the Actions Taken for a Specific Event Option

Label	Description
No.	Index number in the table
Time of Action	Time and date at which the action was taken
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the action is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken
Action Taken	Description of the command that the action performed

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

Viewing the Diagnostic Results

If you use the diagnostics that are included in the *Internal Support Tools 2.0* or later releases, Embedded Support Partner monitors the diagnostics that you run on a system.

Perform the following procedure to view a report of the diagnostic results:

1. Select the `Diagnostics Results` link in the `SYSTEM INFORMATION` category.
2. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view diagnostic results. (Refer to Figure 4-26.)

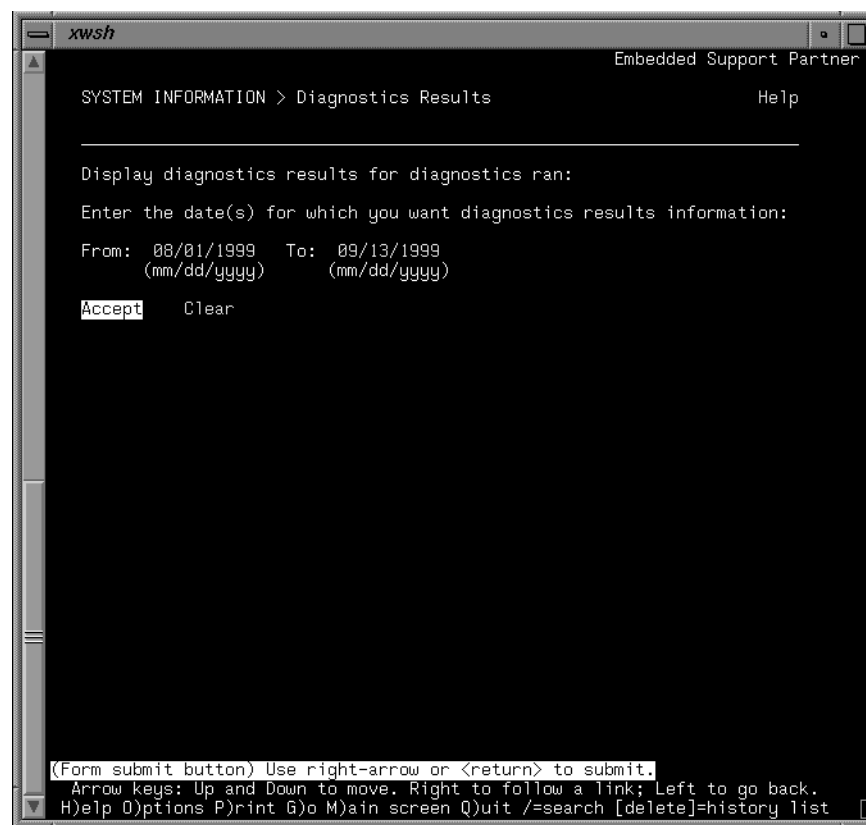


Figure 4-26 Viewing the Diagnostic Results (Page 1 [ASCII Interface])

3. Select the `Accept` link.

The interface displays a table that contains information about all diagnostics that ran during the range of time that you specified. (Refer to Figure 4-27; Table 4-12 describes the information that the table contains.)

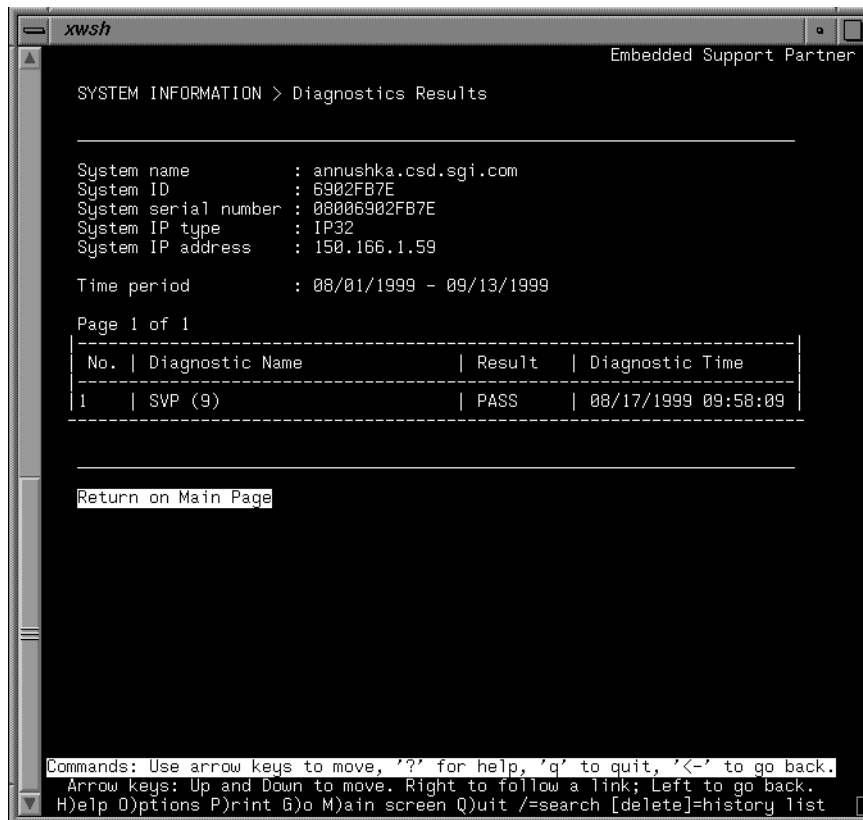


Figure 4-27 Viewing the Diagnostic Results (Page 2 [ASCII Interface])

Table 4-12 Diagnostic Results Table Contents

Column Heading	Description
No.	Index number within the table
Diagnostic Name	Name of the diagnostic When one or more tests run as a group under one program (for example, SVP), the total number of tests run is shown in parentheses next to the diagnostic name; for example: SVP (86) indicates that 86 tests ran under SVP
Result	Result of the diagnostic: PASS, FAIL, or COMPLETE PASS indicates that the diagnostic completed successfully FAIL indicates that the diagnostic failed COMPLETE indicates that multiple tests ran and one or more of them failed and the others passed
Diagnostic Time	Time at which the diagnostic completed testing When multiple tests run under one diagnostic (for example, SVP), this column indicates the time at which all tests completed

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

Viewing the Availability Information

The `availmon` component of Embedded Support Partner tracks system availability. To view this information, select the `Availability` link in the `SYSTEM INFORMATION` category.

Figure 4-28 shows the page that you use to view the information about system availability. This page displays the total availability (in percent) of the system and the mean time between interrupts (MTBI) in minutes and enables you to select which type of availability information to view.

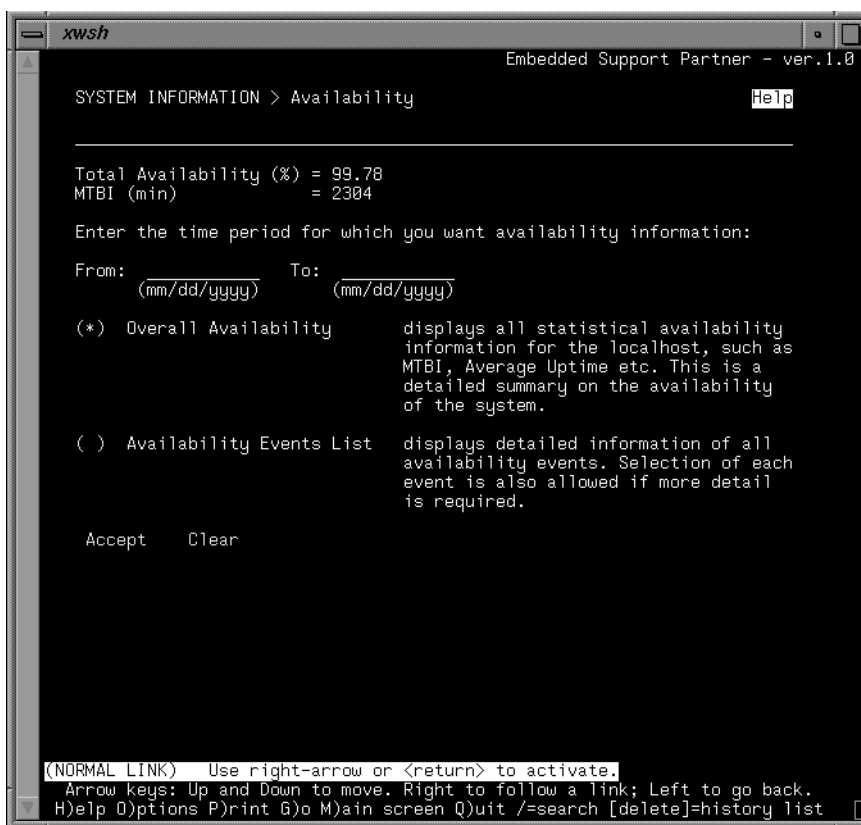


Figure 4-28 Options for Viewing System Availability Information (ASCII Interface)

Using the Overall Availability Option

The Overall Availability option provides general availability information for the system.

Perform the following procedure to use the Overall Availability option:

1. Select the Availability link in the SYSTEM INFORMATION category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-29.)
3. Set the radio button next to the Overall Availability option. (Refer to Figure 4-29.)

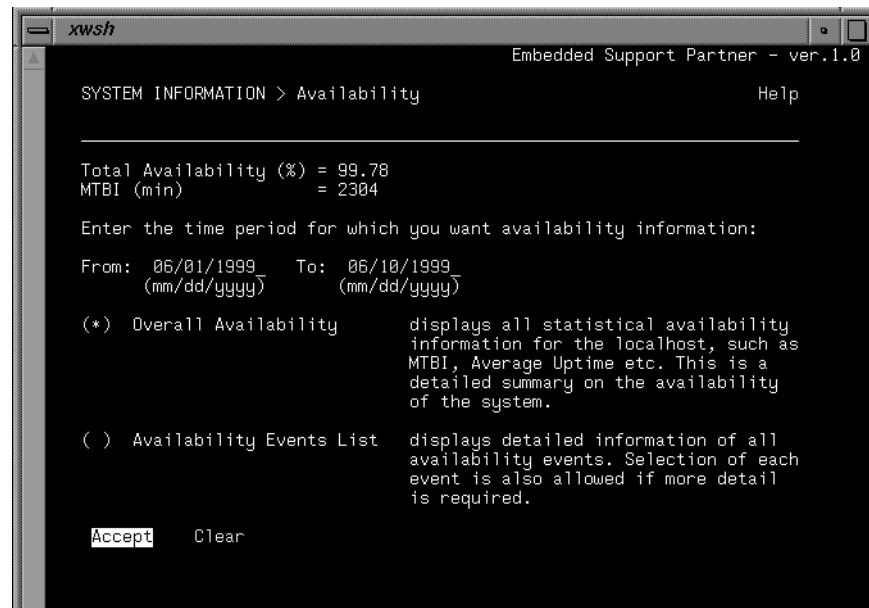


Figure 4-29 Using the Overall Availability Option (Page 1 [ASCII Interface])

4. Select the Accept link.

The interface displays a table that contains the overall availability information for the system. (Refer to Figure 4-30; Table 4-13 describes the information that the table contains.)

```

xwsh
SGI Embedded Support Partner - Ver. 1.0

SYSTEM INFORMATION > Availability > Overall Availability

-----
System name      : hello.csd.sgi.com
Database         : ssdb
Number of records : 5
Data start time  : Tue Jun  1 15:50:15 1999
Data end time    : Thu Jun  3 14:32:59 1999
-----

```

	Count	Downtime (min)	MTBI (min)	Availability (%)
Service action	5	10	3720	99.94
administrative: reboot	5	10	3720	
Total	5	10	3720	99.94

```

-----
Average uptime   | 2751 minutes (1 day 21 hrs 51 mins)
Least uptime     | 13 minutes
Most uptime      | 5784 minutes (4 days 24 mins)
Average downtime | 968 minutes (16 hrs 8 mins)
Least downtime   | 2 minutes
Most downtime    | 2 minutes
Logging started  at | Fri May 28 15:25:32 1999
Last boot at     | Thu Jun  3 14:35:26 1999
System has been up for | 10012 minutes (6 days 22 hrs 52 mins)
-----
Event Availability Information

Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<- ' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list

```

Figure 4-30 Using the Overall Availability Option (Page 2 [ASCII Interface])

Table 4-13 Overall Availability Information

Row	Description
Service Action	Information about each service action performed on the system The following information is displayed for each service action: count, downtime caused by the service action (in minutes), mean time between interrupts (in minutes), and availability percentage
Total	Information about the total downtime for service actions on the system A total is displayed for the following categories: count, downtime (in minutes) caused by the action, mean time between interrupts (in minutes), and availability percentage
Average uptime	Average uptime between availability events
Least uptime	Shortest uptime between availability events
Most uptime	Longest uptime between availability events
Average downtime	Average downtime
Most downtime	Longest downtime
Least downtime	Shortest downtime
Logging started at	Date and time when availability monitoring started
Last boot at	Date and time of the last system boot
System has been up for	Amount of time that the system has been up since the last boot (in minutes)

Select the `Event Availability Information` link at the bottom of the page to display a list of all availability events that occurred between the dates that you specified. (Refer to Figure 4-31; Table 4-14 describes the information that the table contains.)

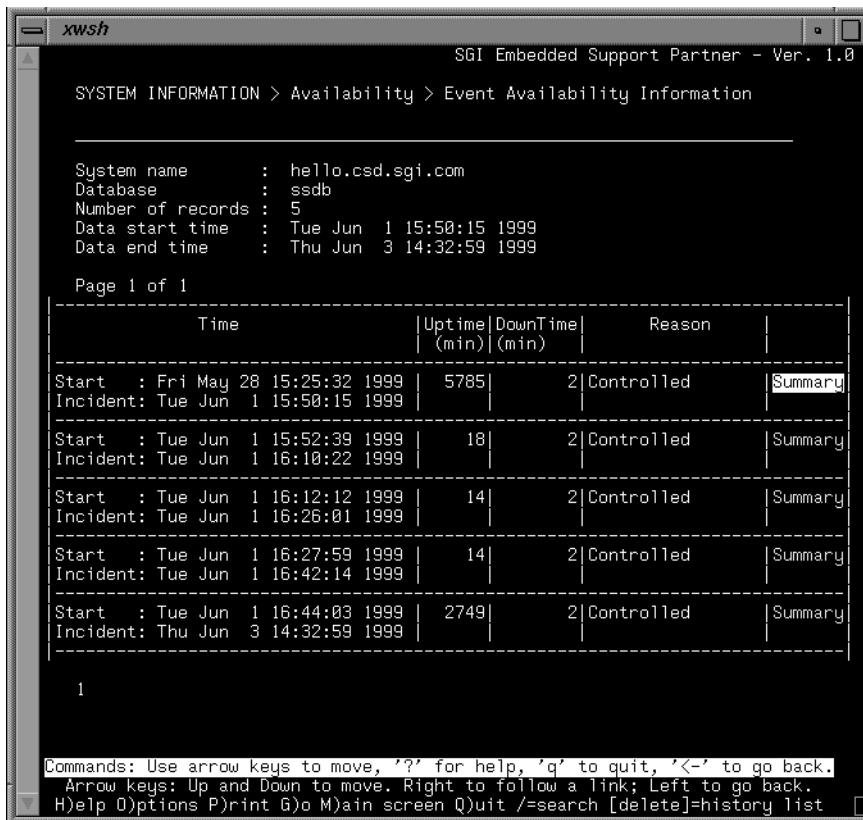


Figure 4-31 Using the Overall Availability Option (Page 3 [ASCII Interface])

Table 4-14 Availability Event Information for the Overall Availability Option

Column	Description
Start Time	Specifies the time that the system was brought up before the incident occurred
Incident Time	Specifies the time at which the incident that caused the downtime occurred
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 4-32)

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

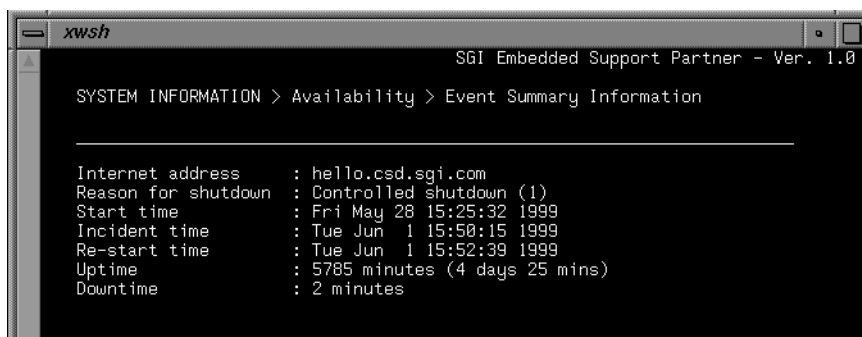


Figure 4-32 Using the Overall Availability Option (Page 4 [ASCII Interface])

Using the Availability Events List Option

The `Availability Events List` option provides detailed information about all availability events that occurred on the system between the dates that you specify.

Perform the following procedure to use the `Overall Availability` option:

1. Select the `Availability` link in the `SYSTEM INFORMATION` category.
2. Specify the range of dates that you want to view. (Refer to Figure 4-33.)
3. Set the radio button next to the `Availability Events List` option. (Refer to Figure 4-33.)


```
xwsh Embedded Support Partner - ver.1.0
SYSTEM INFORMATION > Availability Help
-----
Total Availability (%) = 99.78
MTBI (min) = 2305
Enter the time period for which you want availability information:
From: (mm/dd/yyyy) To: (mm/dd/yyyy)
( ) Overall Availability displays all statistical availability
information for the localhost, such as
MTBI, Average Uptime etc. This is a
detailed summary on the availability
of the system.
(*) Availability Events List displays detailed information of all
availability events. Selection of each
event is also allowed if more detail
is required.
Accept Clear
(Form submit button) Use right-arrow or <return> to submit.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
```

Figure 4-33 Using the Availability Events List Option (Page 1 [ASCII Interface])

4. Select the `Accept` link.

The interface displays a list of all availability events that occurred during the range of dates that you specified. (Refer to Figure 4-34; Table 4-15 describes the information that the table contains.)

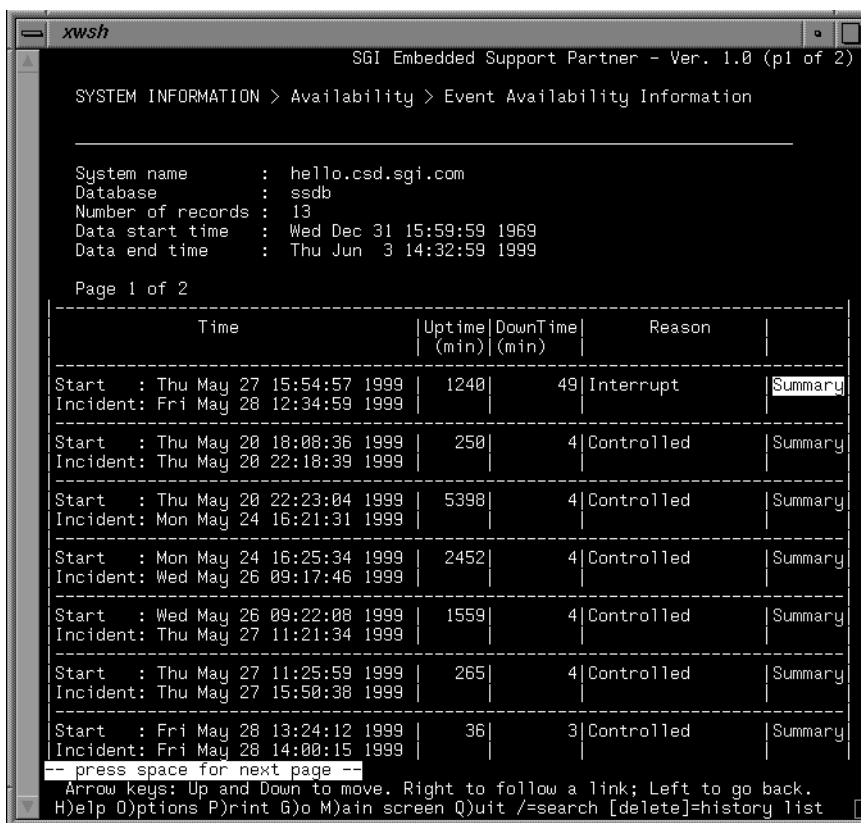


Figure 4-34 Using the Availability Events List Option (Page 2 [ASCII Interface])

Table 4-15 Availability Event Information for the Availability Events List Option

Column	Description
Time	Specifies the time that the system was brought up before the incident occurred (<i>Start</i>) and the time at which the incident that caused the downtime occurred (<i>Incident</i>)
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 4-35)

Each page displays ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of that page to select the corresponding pages.
- Use the > link to move to the next group of pages.
- Use the >> link to move to the last group of pages.
- Use the < link to move to the previous group of pages.
- Use the << link to move to the first group of pages.
- Use the space bar or down arrow to move to the next screen.
- Use the up arrow to move to the previous screen.

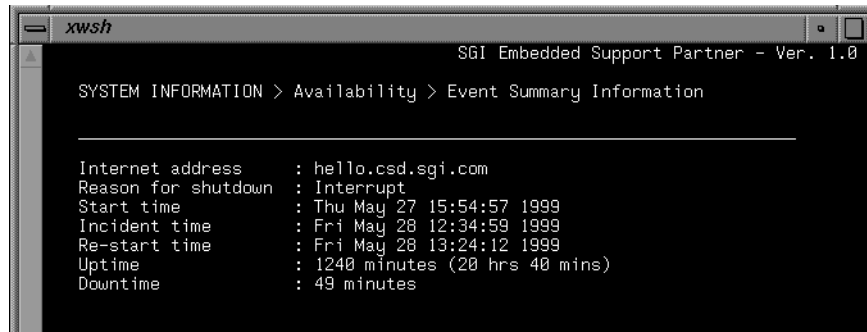


Figure 4-35 Using the Availability Events List Option (Page 3 [ASCII Interface])

Using the Graphical Interface to Set Up Embedded Support Partner in Single System Manager Mode

Use the commands in the `SETUP` section of the graphical interface to set up the following components of Embedded Support Partner in Single System Manager mode:

- Global parameters
- Events
- Actions
- Paging
- Availability monitoring
- Performance monitoring

Setting Up Global Parameters in Single System Manager Mode

Several global parameters are available for you to customize Embedded Support Partner in Single System Manager Mode. The global parameters are organized into two categories:

- Web server parameters
- Global configuration parameters

Setting Up the Web Server Parameters

The Web server parameters configure the Configurable Web Server that Embedded Support Partner uses. You can use these parameters to control permission to access Embedded Support Partner, including the user name and password combination and host privileges. (All IP addresses are allowed connections to the Web server by default.)

Figure 5-1 shows the interface page that you use to access the Web server parameters. Figure 5-2 shows the interface page that you use to specify which systems are allowed or denied access to the Configurable Web Server. Figure 5-3 shows the interface page that you use to modify the user name and associated password.

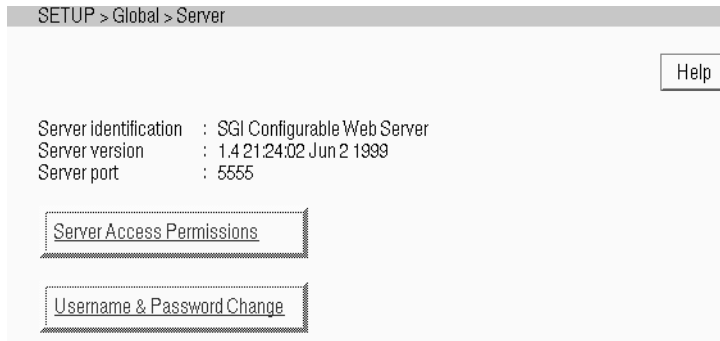


Figure 5-1 Web Server Configuration Page (Graphical Interface)

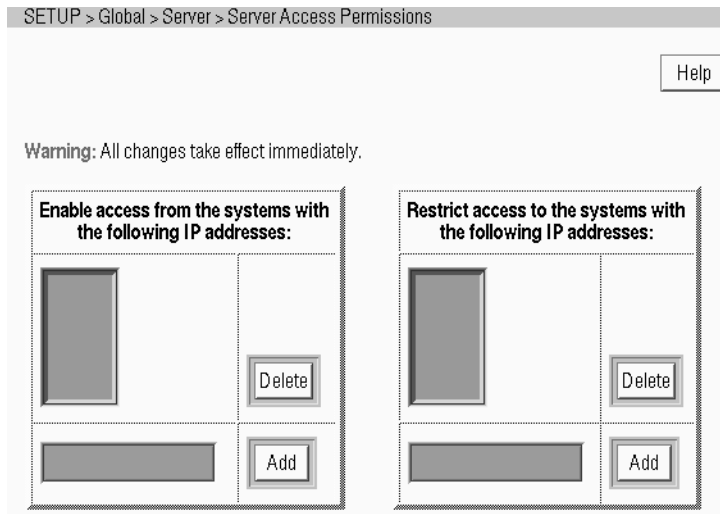


Figure 5-2 Web Server Access Permissions Page (Graphical Interface)

SETUP > Global > Server > Username & Password Change

Help

Warning: All changes take effect immediately.

Change username	
Enter old username:	<input type="text"/>
Enter new username:	<input type="text"/>
<input type="button" value="Change Username"/> <input type="button" value="Clear"/>	

Change password	
Enter old password:	<input type="text"/>
Enter new password:	<input type="text"/>
Re-enter new password:	<input type="text"/>
<input type="button" value="Change Password"/> <input type="button" value="Clear"/>	

Figure 5-3 Web Server User Name and Password Page (Graphical Interface)

Allowing Access to Embedded Support Partner

You can modify access privileges that specify which systems have access rights to Embedded Support Partner. If you want to restrict access to Embedded Support Partner, you must set up a “restrict access” list and an “enable access” list. (If you do not set up a “restrict access” list, all IP addresses can connect to Embedded Support Partner regardless of the “enable access” list settings because the default configuration allows connections from all IP addresses if no “restrict access” list exists.)

The most secure configuration is to set the “restrict access” list to all hosts (*.*) and set the “enable access” list to the hosts that you want to have access to Embedded Support Partner. (For example, set the “enable access” list to 197.*.*.* and the “restrict access” list to *.*.*.* if you want only the systems with IP addresses that begin with 197 to have access to Embedded Support Partner.)

Caution: All changes that you make to the “restrict access” and “enable access” lists immediately take effect. Ensure that you do not set up access lists that prevent your administration system from connecting to Embedded Support Partner.

Perform the following procedure to add a system to the “enable access” list (refer to Figure 5-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the field on the left side of the page, enter the IP address of the system that you want to add to the list.

Note: Entering *.*.*.* indicates that all systems can access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, 197.*.*.2 and 197.20.2.*).

5. Click on `Add`.

Perform the following procedure to remove a system from the “enable access” list (refer to Figure 5-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.

4. In the list of IP addresses on the left side of the page, click on the IP address of the system that you want to remove from the list.
5. Click on `Delete`.

Perform the following procedure to add a system to the “restrict access” list (refer to Figure 5-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the field on the right side of the page, enter the IP address of the system that you want to add to the restricted access list.

Note: Entering `*.*.*.*` indicates that all systems (except the systems in the “allow access” list) cannot access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, `197.*.*.2` and `197.20.2.*`).

5. Click on `Add`.

Perform the following procedure to remove a system from the “restrict access” list (refer to Figure 5-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the list of IP addresses on the right side of the page, click on the IP address of the system that you want to remove from the restricted access list.
5. Click on `Delete`.

Changing the User Name and Password

Embedded Support Partner requires that you enter a user name and password to access several features. This protocol ensures that Embedded Support Partner is secure from unauthorized access.

The default user name is **administrator**, and the default password is **partner**. Be sure to change one or both of these settings the first time that you use Embedded Support Partner to prevent unauthorized access to your system.

Perform the following procedure to change the user name (refer to Figure 5-3):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Username & Password Change` link.
4. Enter the old user name that you want to change in the `Enter old username` field.
5. Enter the new user name that you want to use in the `Enter new username` field.
6. Click on `Change Username`.

Perform the following procedure to change the password (refer to Figure 5-3):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Username & Password Change` link.
4. Enter the old password that you want to change in the `Enter old password` field.
5. Enter the new password that you want to use in the `Enter new password` field.
6. Re-enter the new password in the `Re-enter new password` field. (You need to enter the password twice to ensure that it was typed correctly.)
7. Click on `Change Password`.

Setting the Global Configuration Parameters

The global configuration parameters enable you to globally modify how Embedded Support Partner handles events and actions. You can specify whether it should log all events in the database, whether it should require events to occur several times before they are registered, and whether it should perform actions in response to events.

Figure 5-4 shows the interface page that you can use to set up the global configuration parameters.

SETUP > Global > Global Configuration

Help

Log events Yes No

This parameter enables or disables global event logging. Select "Yes" to log events in the SGI Embedded Support Partner database. Select "No" if you do not want to log any events in SGI Embedded Support Partner database.

Throttle events Yes No

This parameter enables or disables event throttling for all events. Select "Yes" to require that a specific number of events must occur before the event is registered in the SGI Embedded Support Partner database. Select "No" to register every event in the SGI Embedded System Partner database.

Act on events Yes No

This parameter enables or disables SGI Embedded Support Partner actions in response to events. Select "Yes" to specify that the SGI Embedded Support Partner should perform actions in response to all events that occur. Select "No" to specify that the SGI Embedded Support Partner should not respond to events that occur.

Accept

Figure 5-4 Global Configuration Parameters Page (Graphical Interface)

Perform the following procedure to set up the global configuration parameters (refer to Figure 5-4):

1. Click on the `Setup` tab.
2. Click on the `Global Configuration` button in the `Global` category of the `SETUP` section.
3. Specify whether Embedded Support Partner should log events.
 - Set the `Log events` parameter to `Yes` to log events in the Embedded Support Partner database.
 - Set the `Log events` parameter to `No` if you do not want to log any events in Embedded Support Partner database.

4. Specify whether Embedded Support Partner should wait for a specific number of events to occur before it registers an event.
 - Set the `Throttle events` parameter to `Yes` to require that a specific number of events must occur before the event is registered in the Embedded Support Partner database.
 - Set the `Throttle events` parameter to `No` to register every event in the Embedded System Partner database.
5. Specify whether Embedded Support Partner should perform actions when it registers events.
 - Set the `Act on events` parameter to `Yes` to specify that Embedded Support Partner should perform actions in response to all events that occur.
 - Set the `Act on events` parameter to `No` to specify that Embedded Support Partner should not respond to events that occur.
6. Click on `Accept`.

Setting Up Events in Single System Manager Mode

Events are conditions that Embedded Support Partner monitors. Embedded Support Partner includes many default events, and you can also add custom events. Example events include parity errors, disk full conditions, and nonmaskable interrupts (NMI). Events are organized into event classes, which allows you to quickly view and update similar events. Example event classes include availability, system configuration, and performance.

You can perform the following activities to set up events:

- Viewing the current event setup
- Updating an existing event
- Updating the event/action assignments
- Adding a new event
- Deleting an event

Viewing the Current Event Setup

The current event setup defines the events and event classes that are currently configured in Embedded Support Partner on your system.

To view the current event setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Events` category of the `SETUP` section. Figure 5-5 shows the interface page that you should use to view the current event setup.

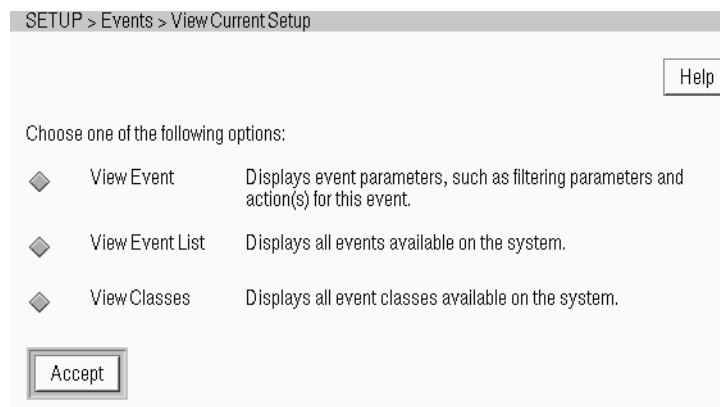


Figure 5-5 View Current Event Setup Options (Graphical Interface)

Using the View Event Option

The `View Event` option displays the configuration parameters for a single event. Use this option to verify that a specific event is configured correctly.

Note: The example shown in this procedure displays the current setup for the `System ID change` event in the `Availability` event class.

Perform the following procedure to view the current setup of a specific event.

1. Click on the `Setup` tab.
2. Click on the `View Current Setup` button in the `Events` category of the `SETUP` section.
3. Click on the radio button next to the `View Event` option. (Refer to Figure 5-6.)

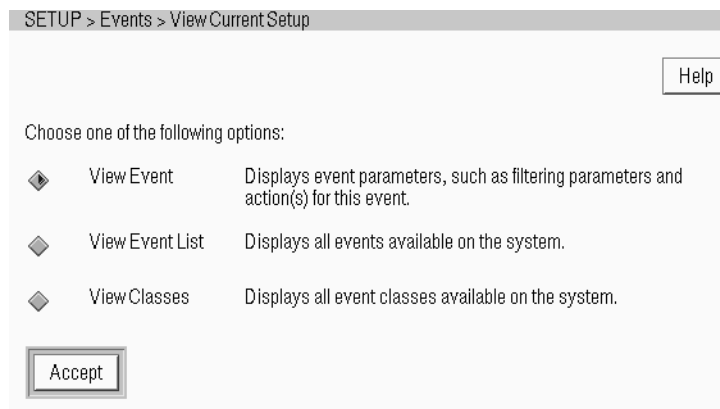


Figure 5-6 Using the View Event Option (Page 1 [Graphical Interface])

4. Click on `Accept`.
5. Choose the event class that contains the event. (Refer to Figure 5-7.)

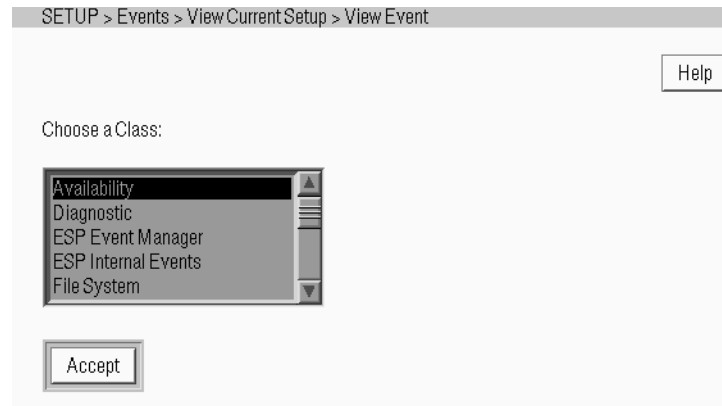


Figure 5-7 Using the View Event Option (Page 2 [Graphical Interface])

6. Click on **Accept**.
7. Choose the event. (Refer to Figure 5-8.)

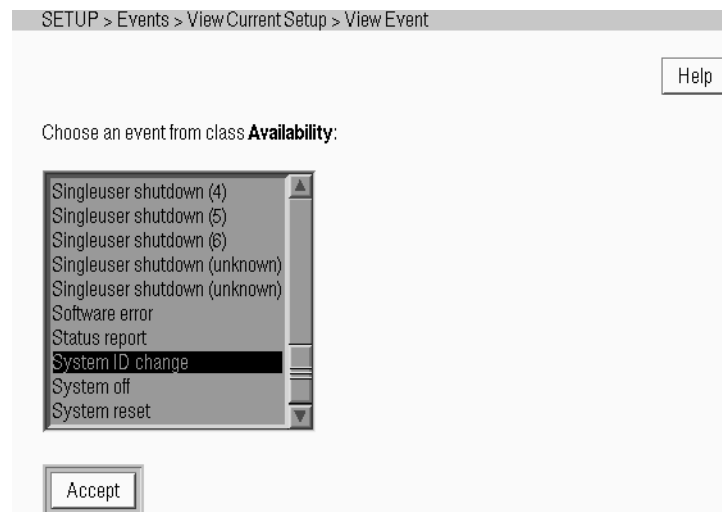


Figure 5-8 Using the View Event Option (Page 3 [Graphical Interface])

8. Click on **Accept**.

Figure 5-9 shows the current setup of the `System ID` change event.

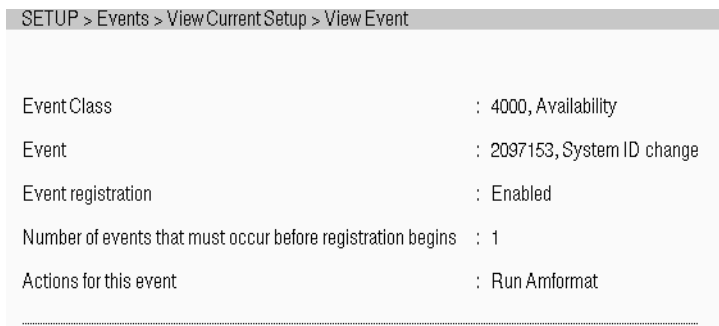


Figure 5-9 Using the View Event Option (Page 4 [Graphical Interface])

Using the View Event List Option

The `View Event List` option lists all of the events that are currently configured in Embedded Support Partner on your system. Use this option to determine which events are currently available.

Perform the following procedure to view the current event list:

1. Click on the `Setup` tab.
2. Click on the `View Current Setup` button in the `Events` category of the `SETUP` section.
3. Click on the radio button next to the `View Event List` option. (Refer to Figure 5-10.)

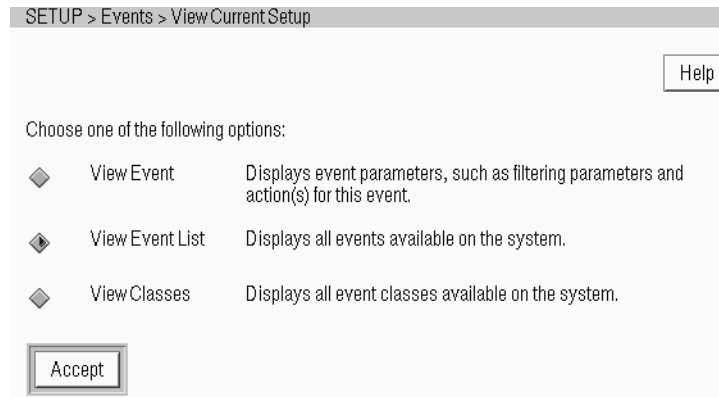


Figure 5-10 Using the View Event List Option (Page 1 [Graphical Interface])

4. Click on **Accept**.

The interface displays a table that lists all available events. (Refer to Figure 5-11; Table 5-1 describes the information that the table contains.)

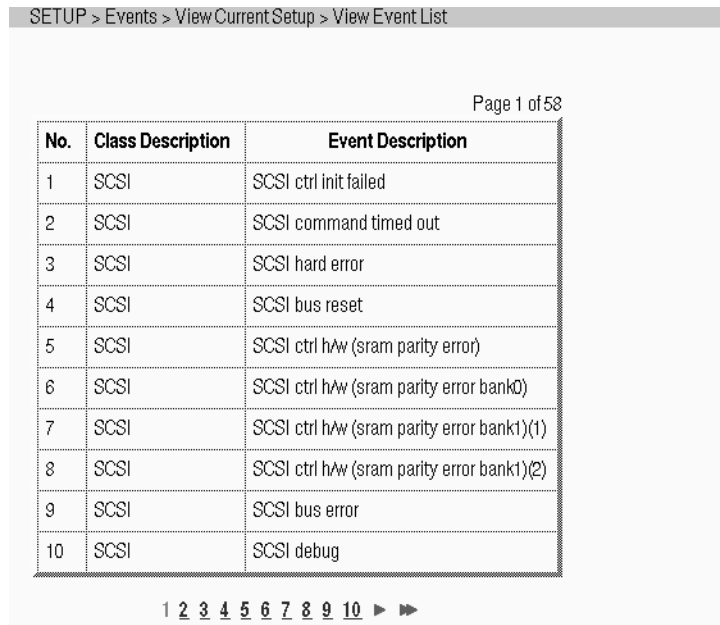


Figure 5-11 Using the View Event List Option (Page 2 [Graphical Interface])

Table 5-1 Event List Elements

Column	Description
No.	Index number in the table
Class Description	Class that contains the event
Event Description	Description of the event

Each page contains ten events. Use the symbols at the bottom of the page to navigate the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages (pages 11 through 20 in this example).
- Use the double-right-arrow icon to move to the last group of pages (pages 41 through 48 in this example).

- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the View Classes Option

The `View Classes` option lists all event classes that are currently defined in Embedded Support Partner. (Event classes organize the individual events into related groups, which enables you to quickly locate events and easily assign actions to multiple events at the same time.)

Perform the following procedure to view the current list of event classes:

1. Click on the `Setup` tab.
2. Click on the `View Current Setup` button in the `Events` category of the `SETUP` section.
3. Click on the radio button next to the `View Classes` option. (Refer to Figure 5-12.)

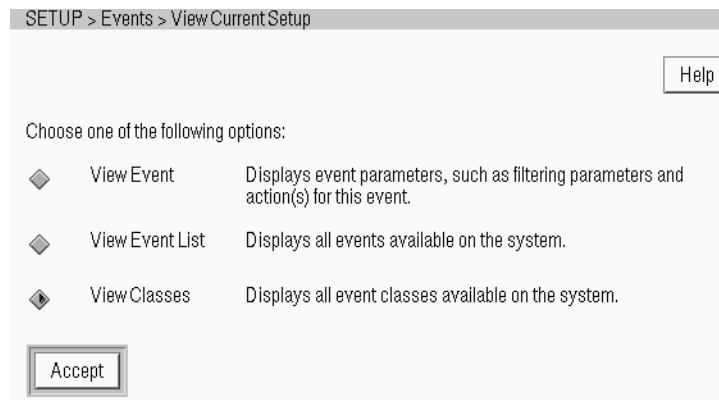


Figure 5-12 Using the View Classes Option (Page 1 [Graphical Interface])

4. Click on `Accept`.

The interface displays a table that lists all available event classes. (Refer to Figure 5-13; Table 5-2 describes the information that the table contains.)

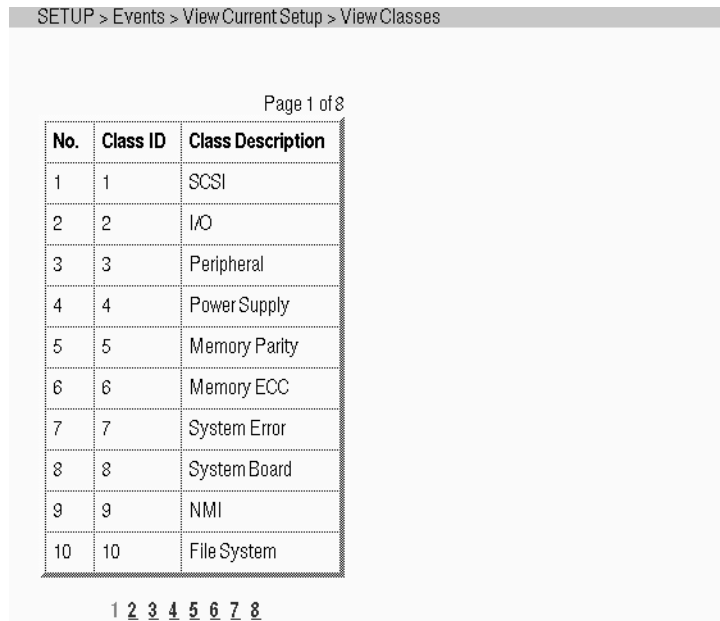


Figure 5-13 Using the View Classes Option (Page 2 [Graphical Interface])

Table 5-2 Event Class List Elements

Column	Description
No.	Index number in the table
Class ID	Identification number for the class
Class Description	Description of the class

Each page contains ten event classes. Use the symbols at the bottom of the page to navigate the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Updating an Event

Perform the following procedure to update the information about an event that Embedded Support Partner should monitor:

1. Click on the `Setup` tab.
2. Click on the `Update` button in the `Events` category of the `SETUP` section.
3. Choose the event class that contains the event. (Refer to Figure 5-14.)

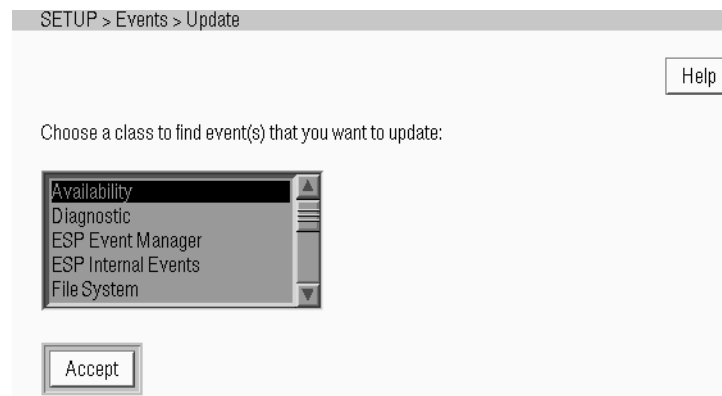


Figure 5-14 Updating an Event (Page 1 [Graphical Interface])

4. Click on `Accept`.
5. Choose the event that you want to update. (Refer to Figure 5-15.)

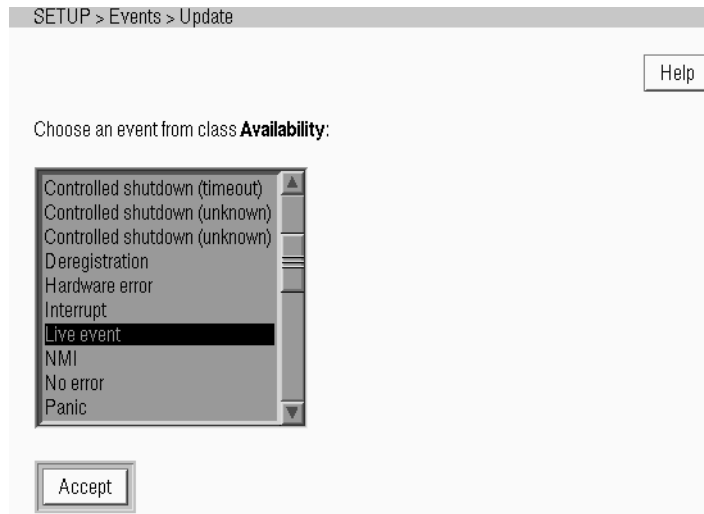


Figure 5-15 Updating an Event (Page 2 [Graphical Interface])

6. Click on **Accept**.
7. Update the parameters for the event. (Refer to Figure 5-16; Table 5-3 describes the parameters that are available.)

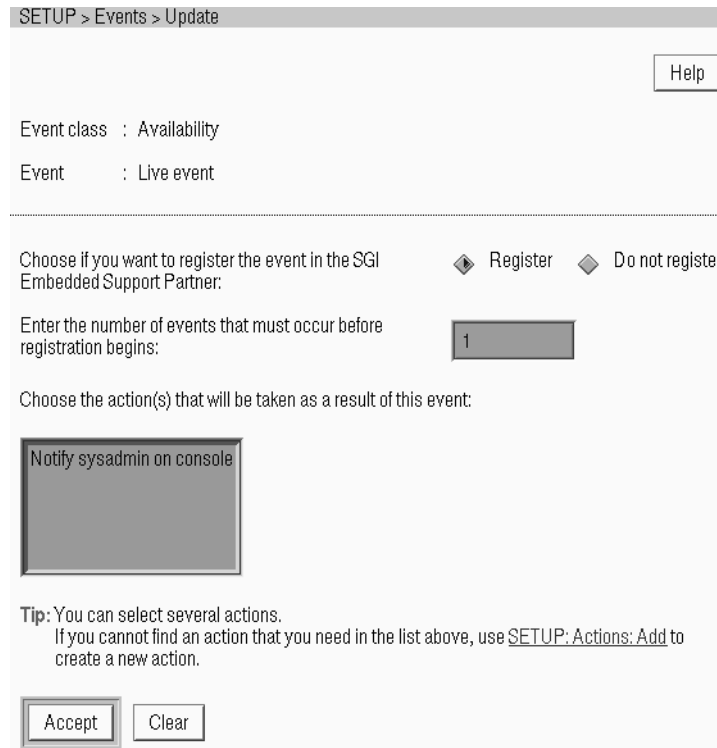


Figure 5-16 Updating an Event (Page 3 [Graphical Interface])

Table 5-3 Parameters for Updating an Event

Parameter	Description
Choose if you want to register the event in the SGI Embedded Support Partner	Specifies whether Embedded Support Partner registers an event If you disable event monitoring on the <code>SETUP > Global Configuration</code> page, that setting overrides this setting
Enter the number of events that must occur before registration begins	Specifies the number of times that an event must occur before Embedded Support Partner registers the event

8. Choose one or more actions that you want to occur when Embedded Support Partner registers the event.

Note: If the action list does not contain the action that you want to use, use the `SETUP > Actions > Add` command to add a new action.

9. Click on `Accept`.

Updating Event/Action Assignments

Event/action assignments specify the action(s) Embedded Support Partner should perform when a specific event is registered.

Perform the following procedure to update an event/action assignment:

1. Click on the `Setup` tab.
2. Click on the `Update Event Actions` button in the `Events` category of the `SETUP` section.
3. Choose the event or action for which you want to modify the event/action assignment:
 - If you want to select the event/action assignment by selecting an action, refer to Section , “Selecting an Event/Action Assignment by Choosing an Action.”
 - If you want to select the event/action assignment by selecting an event, refer to Section , “Selecting an Event/Action Assignment by Choosing an Event.”

Selecting an Event/Action Assignment by Choosing an Action

1. Choose the action from the action list. (Refer to Figure 5-17; the action list area of the interface is enclosed in a box in the figure.)

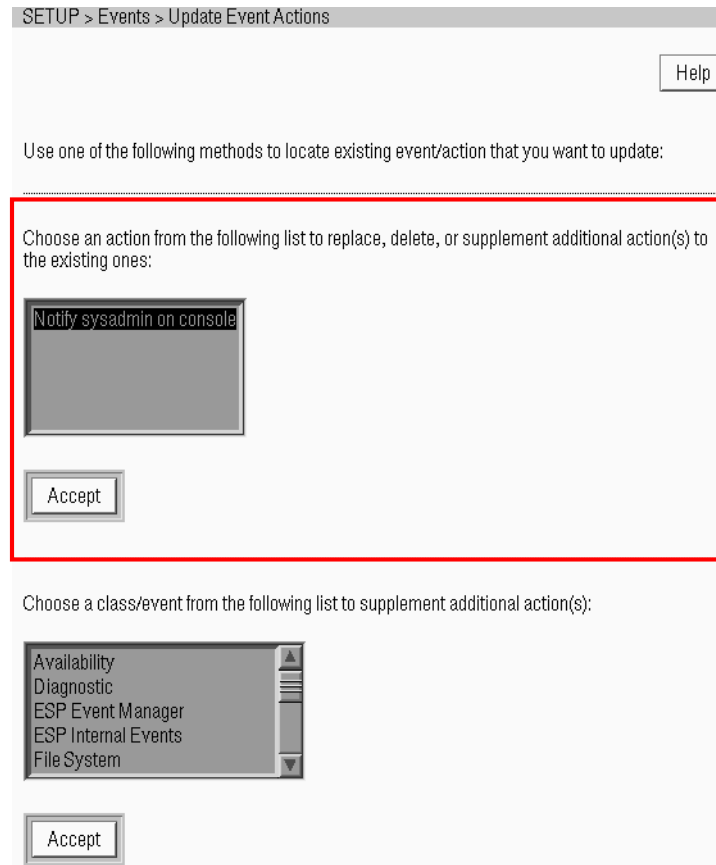


Figure 5-17 Updating an Event/ Action Assignment by Choosing an Action (Page 1 [Graphical Interface])

2. Click on Accept.
3. Choose one or more event(s) for which you want to update the event/action assignment. (Refer to Figure 5-18.)

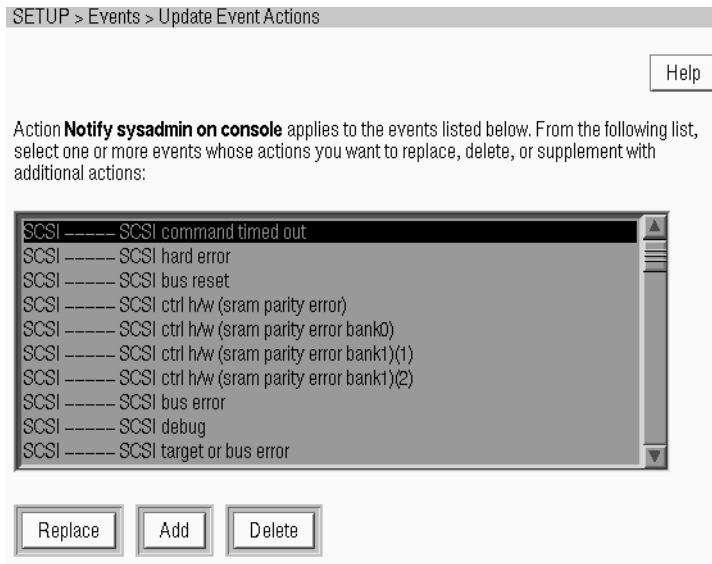


Figure 5-18 Updating an Event/ Action Assignment by Choosing an Action (Page 2 [Graphical Interface])

4. Click on the `Replace`, `Add`, or `Delete` button. These buttons perform the following functions:
 - The `Replace` button replaces the action that is currently assigned to the event with the new action that you have selected.
 - The `Add` button assigns the selected action to the event.
 - The `Delete` button removes the selected action assignment from the event.

For example, if you select the `SCSI command timed out` event in the example shown in Figure 5-18 and click on `Replace` or `Add`, Embedded Support Partner assigns the `Notify sysadmin on console` action to that event. Then, whenever Embedded Support Partner registers the `SCSI command timed out` event, it executes the command contained in the `Notify sysadmin on console` action.

Selecting an Event/Action Assignment by Choosing an Event

1. Choose the event class that contains the event. (Refer to Figure 5-19; the event class list area of the interface is enclosed in a box in the figure.)

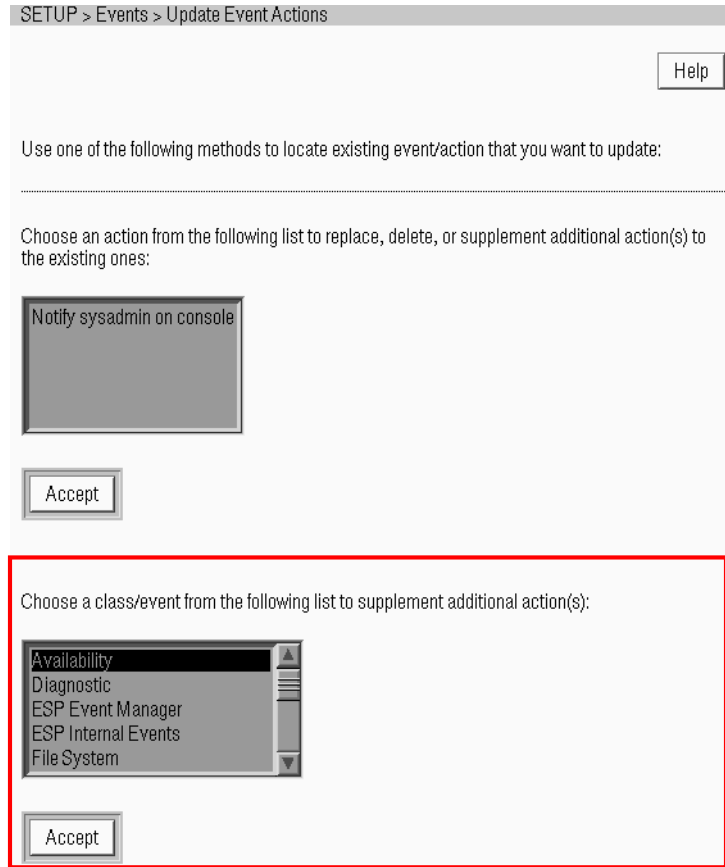


Figure 5-19 Updating an Event/ Action Assignment by Choosing an Event (Page 1 [Graphical Interface])

2. Click on `Accept`.
3. Choose one or more events to assign an action. (Refer to Figure 5-20.)

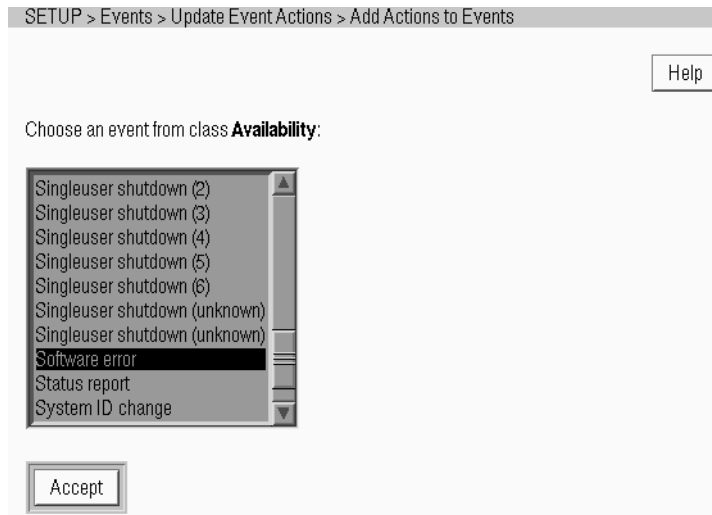


Figure 5-20 Updating an Event/Action Assignment by Choosing an Event (Page 2 [Graphical Interface])

4. Click on `Accept`.
5. Click on the action that you want to assign to the selected event(s). (Refer to Figure 5-21.)

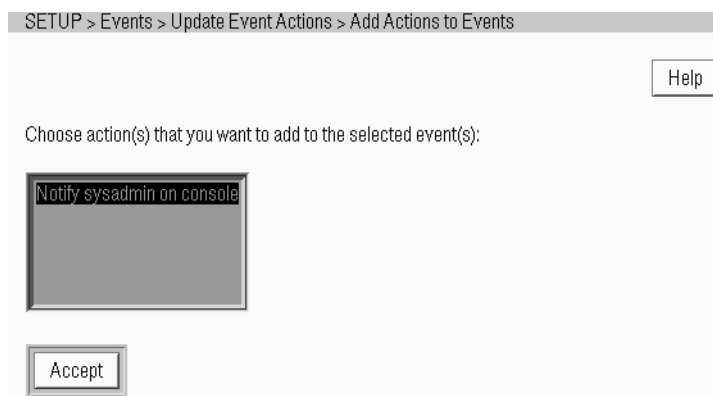


Figure 5-21 Updating an Event/Action Assignment by Choosing an Event (Page 3, Graphical Interface)

6. Click on `Accept`.

The example shown in Figure 5-19 through Figure 5-21 assigns the `Notify sysadmin on console` action to the `Software error` event.

Adding an Event

You can add your own events to Embedded Support Partner on your system to have it monitor and register events that are specific to your system.

Perform the following procedure to add a custom event:

1. Click on the `Setup` tab.
2. Click on the `Add` button in the `Events` category of the `SETUP` section.

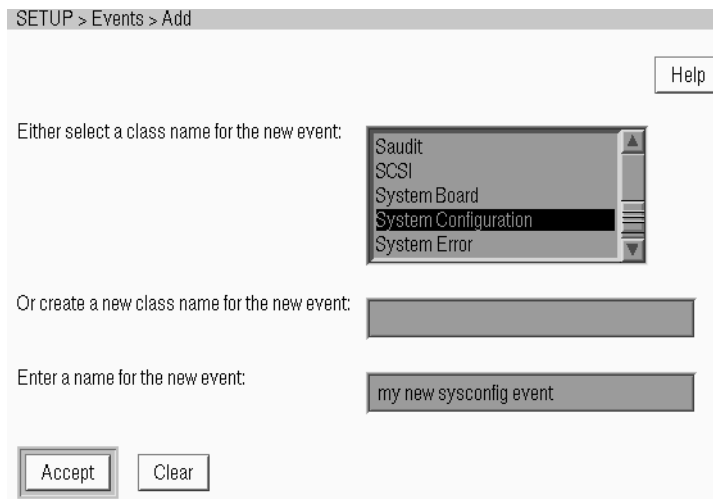


Figure 5-22 Adding an Event (Page 1 [Graphical Interface])

3. Specify an event class:
 - If you want to add an event to an existing event class, choose the class.
 - If you want to create a new event class, enter the name of the class in the `or create a new class name for the new event` field.
4. Enter a unique name for the new event. Embedded Support Partner uses this name to identify the event on other pages of the interface.
5. Click on `Accept`.

6. Set up the parameters. (Refer to Figure 5-23; Table 5-4 describes the parameters.)

SETUP > Events > Add

Class : 4002, System Configuration
 Custom event : my new sysconfig event

Choose if you want to register the event in the SGI Embedded Support Partner: Register Do not register

Enter the number of events that must occur before registration begins:

Choose the action(s) that will be taken as a result of this event:

Notify sysadmin on console

Tip: Several actions can be selected.
 If you cannot find an action that you need in the list above, add it by using [SETUP: Actions: Add](#).

Figure 5-23 Adding an Event (Page 2 [Graphical Interface])

Table 5-4 Event Parameters for Adding a New Event

Parameter	Description
Choose if you want to register the event in the SGI Embedded Support Partner	Specifies whether Embedded Support Partner registers the event If you disable event monitoring on the SETUP > Global > Global Configuration page, that setting overrides this setting
Enter the number of events that must occur before registration begins	Specifies the number of times that an event must occur before Embedded Support Partner registers the event

7. If you want Embedded Support Partner to automatically perform an action when it registers the event, assign an action to the event. (This is optional.)
8. Click on `Accept`.

Embedded Support Partner automatically assigns a class and event number to the event (Refer to Figure 5-24.). Use the event number with your script/tool to log the event in the Embedded Support Partner framework through the `eventmon` API or `espLogger` tool. Refer to Chapter 11, “Logging Events from Applications and Scripts” for more information.

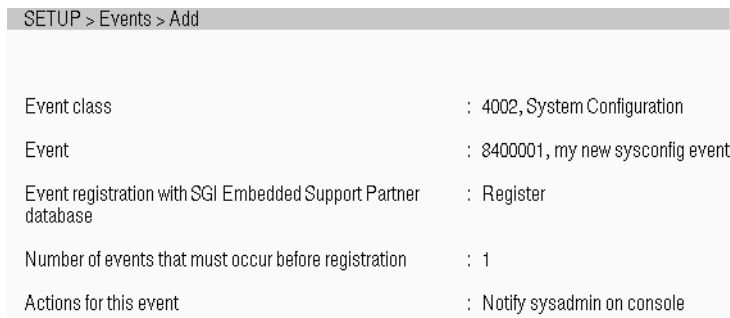


Figure 5-24 Adding an Event (Page 3 [Graphical Interface])

Deleting an Event or an Event Class

You can delete custom events or event classes that you added to Embedded Support Partner.

Note: You cannot delete any default events or event classes; you can delete only custom events and event classes.

Warning: Deleting an event or event class removes all records that are associated with the event or event class from the database. After you delete an event or event class, you will not be able to retrieve information about any occurrences of the event(s) on your system.

Deleting a Event

Perform the following procedure to delete a custom event or event class:

1. Click on the Setup tab.
2. Click on the Delete button in the Events category of the SETUP section.
3. Choose the event class that contains the event. (Refer to Figure 5-25.)

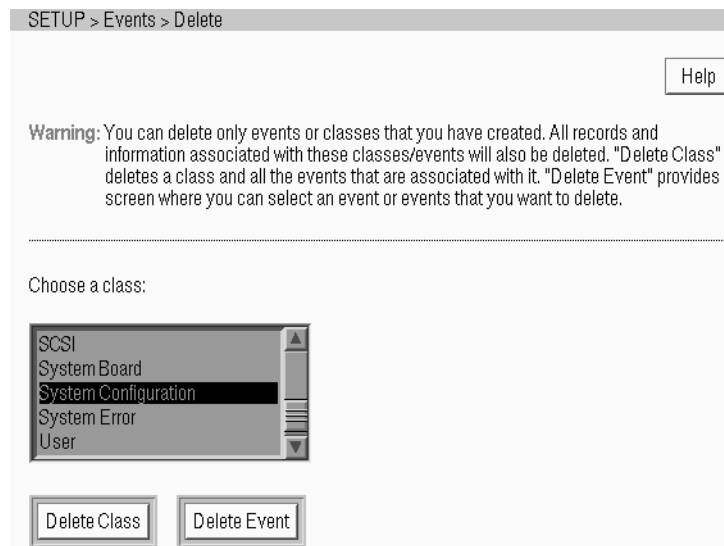


Figure 5-25 Deleting an Event (Page 1 [Graphical Interface])

4. Click on `Delete Event`.
5. Click on the event(s) that you want to delete. (Refer to Figure 5-26.)

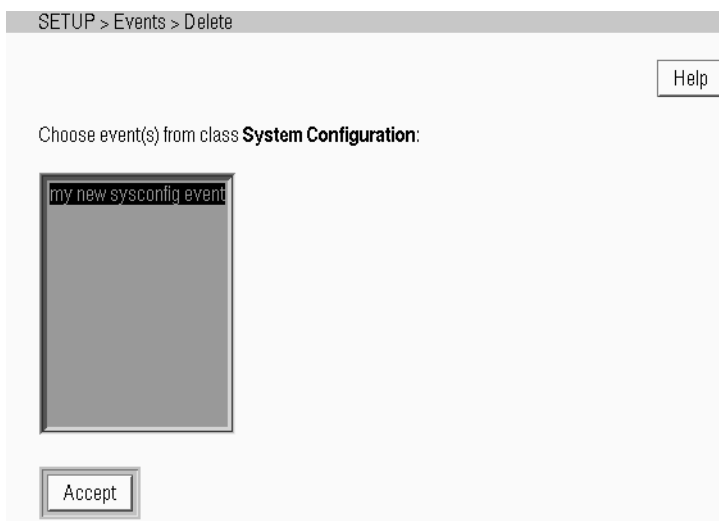


Figure 5-26 Deleting an Event (Page 2 [Graphical Interface])

6. Click on `Accept`. (The interface displays a confirmation message; refer to Figure 5-27.)

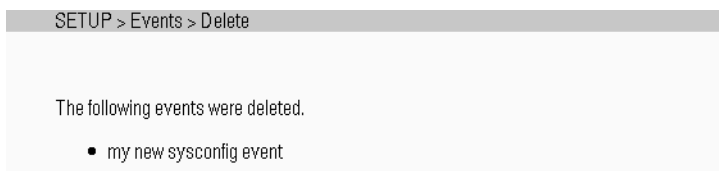


Figure 5-27 Deleting an Event (Page 3 [Graphical Interface])

Deleting an Event Class

Perform the following procedure to delete an entire class of custom events:

1. Click on the **Setup** tab.
2. Click on the **Delete** button in the **Events** category of the **SETUP** section.
3. Choose the event class that you want to delete. (Refer to Figure 5-28.)

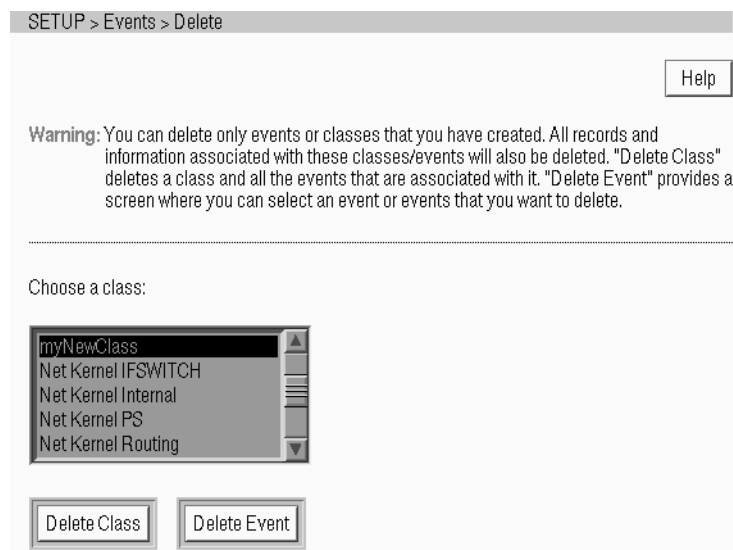


Figure 5-28 Deleting an Event Class (Page 1 [Graphical Interface])

4. Click on **Delete Class**. (The interface displays a confirmation message; refer to Figure 5-29.)



Figure 5-29 Deleting an Event Class (Page 2 [Graphical Interface])

Setting Up Actions in Single System Manager Mode

Actions are commands that Embedded Support Partner performs in response to events if you set up event/action assignments. An event/action assignment specifies the action that Embedded Support Partner should perform for a specific event when it registers a specific number of events. Example actions include sending an e-mail message and sending a page.

You can perform the following operations to set up actions:

- Viewing the current action setup
- Updating an action
- Adding a new action
- Deleting an action

Viewing the Current Action Setup

The current action setup defines the actions that are currently configured in Embedded Support Partner on your system. To view the current action setup, click on the **Setup** tab and then click on the **View Current Setup** button in the **Actions** category of the **SETUP** section. Figure 5-30 shows the interface page that you use to view the current action setup.

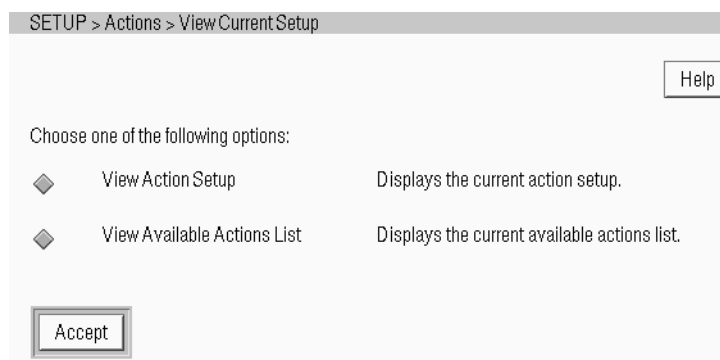


Figure 5-30 Options for Viewing the Current Action Setup (Graphical Interface)

Using the View Action Setup Option

The `View Action Setup` option displays the configuration parameters for a single action. Use this option to verify that a specific action is configured correctly.

Perform the following procedure to view the current setup of a specific action:

1. Click on the `Setup` tab.
2. Click on the `View Current Setup` button in the `Actions` category of the `SETUP` section.
3. Click on the radio button next to the `View Action Setup` option. (Refer to Figure 5-31.)

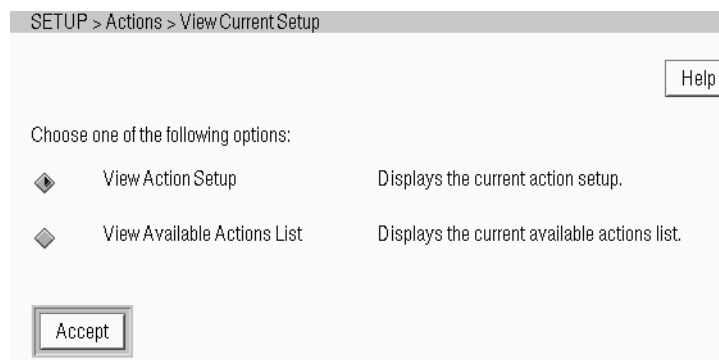


Figure 5-31 Using the View Action Setup Option (Page 1 [Graphical Interface])

4. Click on `Accept`.
5. Choose the action. (Refer to Figure 5-32.)

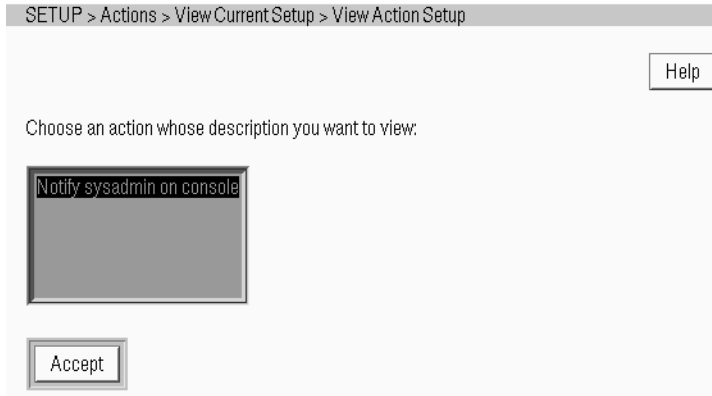


Figure 5-32 Using the View Action Setup Option (Page 2 [Graphical Interface])

6. Click on `Accept`. (The interface shows the current configuration of the action that you selected; refer to Figure 5-33.)

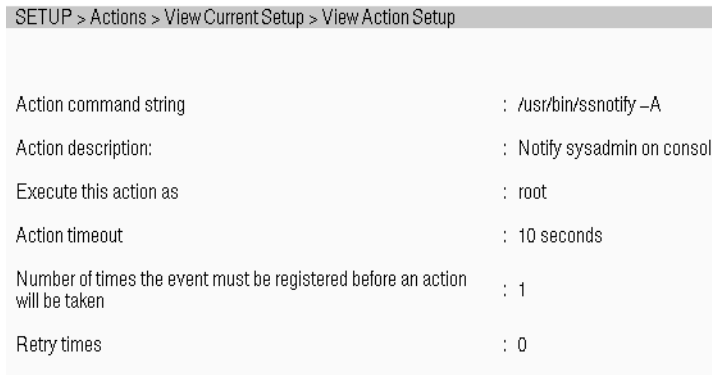


Figure 5-33 Using the View Action Setup Option (Page 3 [Graphical Interface])

Using the View Available Actions List Option

The `View Available Actions List` option lists all of the actions that are currently configured in Embedded Support Partner on your system.

Perform the following procedure to determine the actions that are currently available:

1. Click on the `Setup` tab.
2. Click on the `View Current Setup` button in the `Actions` category of the `SETUP` section.
3. Click on the radio button next to the `View Available Actions List` option. (Refer to Figure 5-34.)

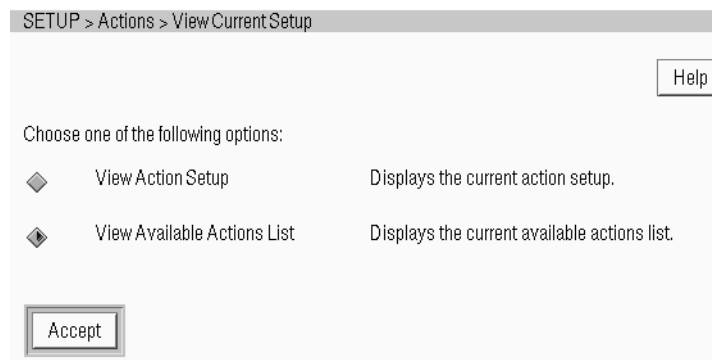


Figure 5-34 Using the View Available Actions List Option (Page 1 [Graphical Interface])

4. Click on `Accept`.

The interface displays a table of all actions that are currently available. (Refer to Figure 5-35; Table 5-5 describes the information that the table contains.)

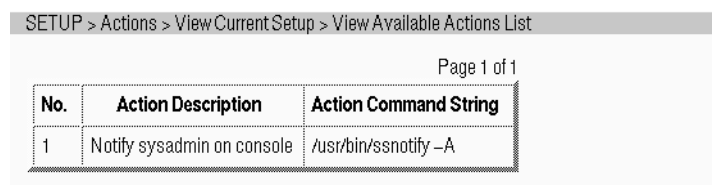


Figure 5-35 Using the View Available Actions List Option (Page 2 [Graphical Interface])

Table 5-5 Action List Elements

Column	Description
No.	Index number in the table
Action Description	Description of the action
Action Command String	Command that the action executes

Updating an Action

Perform the following procedure to update the parameters for an action:

1. Click on the `Setup` tab.
2. Click on the `Update` button in the `Actions` category of the `SETUP` section.
3. Choose the action that you want to update. (Refer to Figure 5-36.)

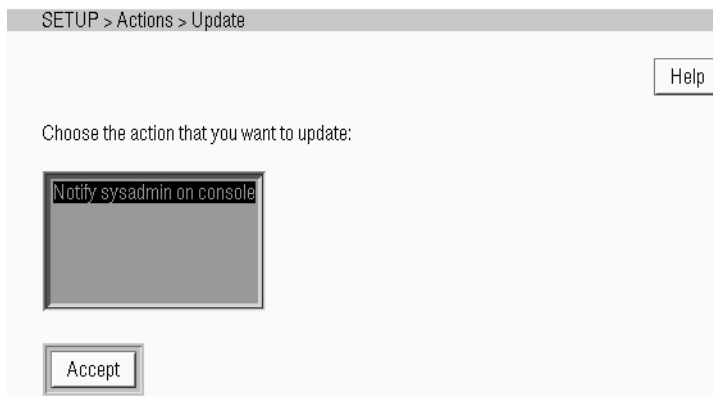


Figure 5-36 Updating an Action (Page 1 [Graphical Interface])

4. Click on **Accept**.
5. Update the parameters. (Refer to Figure 5-37. Table 5-6 describes the parameters.)

SETUP > Actions > Update

Help

Action description: Notify sysadmin on console

Actual action command string: /usr/bin/esnotify -A %D

Enter a username to execute the action: root

Enter action timeout (in multiples of 5) 10 seconds

Enter the number of times that the event must be registered before an action will be taken: 1

Enter the number of retry times (up to 23; more than 4 not recommended): 0

Accept Clear

Figure 5-37 Updating an Action (Page 2 [Graphical Interface])

Table 5-6 Parameters for Updating an Action

Parameter	Description
Action description	Provides a description of the action
Actual action command string	Specifies the actual command that the action executes
Enter a username to execute the action	Specifies the user account that Embedded Support uses to execute the command
Enter action timeout (in multiples of 5)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does not complete within the specified period of time, Embedded Support Partner kills the action
Enter the number of times that the event must be registered before an action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (up to 23; more than 4 not recommended)	Specifies the number of times that Embedded Support Partner attempts to execute the action before stopping

- Click on **Accept**. (The interface shows the updated configuration of the action; refer to Figure 5-38.)

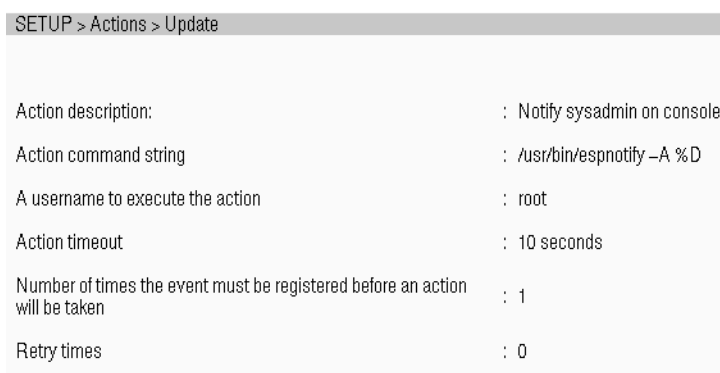


Figure 5-38 Updating an Action (Page 3 [Graphical Interface])

Adding an Action

You can customize Embedded Support Partner by adding new actions.

Perform the following procedure to add a custom action:

1. Click on the **Setup** tab.
2. Click on the **Add** button in the **Actions** category of the **SETUP** section.
3. Update the parameters. (Refer to Figure 5-39; Table 5-7 describes the parameters.)

SETUP > Actions > Add

Help

Enter action command string:

Enter action description:

Enter username to execute this action (default = root):

Enter action timeout (in multiples of 5 seconds): seconds

Enter the number of times an event must be registered before the action will be taken:

Enter the number of retry times (up to 23; more than 4 not recommended):

Accept Clear

Figure 5-39 Adding an Action (Page 1 [Graphical Interface])

Table 5-7 Parameters for Adding a New Action

Field	Description
Enter action command string	Specifies the actual command that the action executes
Enter action description	Provides a brief description of the action (for example, Send a page to the system administrator)
Enter username to execute this action (default = root)	Specifies the user account that executes the command
Enter action timeout (in multiples of 5 seconds)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does complete within the specified period of time, Embedded Support Partner kills the action.
Enter the number of times that an event must be registered before an action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (up to 23; more than 4 not recommended)	Specifies the number of times that Embedded Support Partner attempts to execute the action before stopping

4. Click on `Accept`. (The interface displays a confirmation message; refer to Figure 5-40.)

```
SETUP > Actions > Add
```

Action description:	: E-mail Darin
Action command string	: /usr/bin/esnotify -E dtg@sgi.com -m 'An event just registered.'
A username to execute the action	: root
Action timeout	: 10 seconds
Number of times the event must be registered before an action will be taken	: 1
Retry times	: 4

Figure 5-40 Adding an Action (Page 2 [Graphical Interface])

Deleting an Action

You can delete any custom actions that you add to Embedded Support Partner on your system.

Note: When you delete an action, it is removed from all events to which it is assigned. If you need to assign a different action to an event, use the `SETUP > Events > Update Event Actions` command.

Perform the following procedure to delete an action:

1. Click on the `Setup` tab.
2. Click on the `Delete` button in the `Actions` category of the `SETUP` section.
3. Choose the action that you want to delete. (Refer to Figure 5-41.)

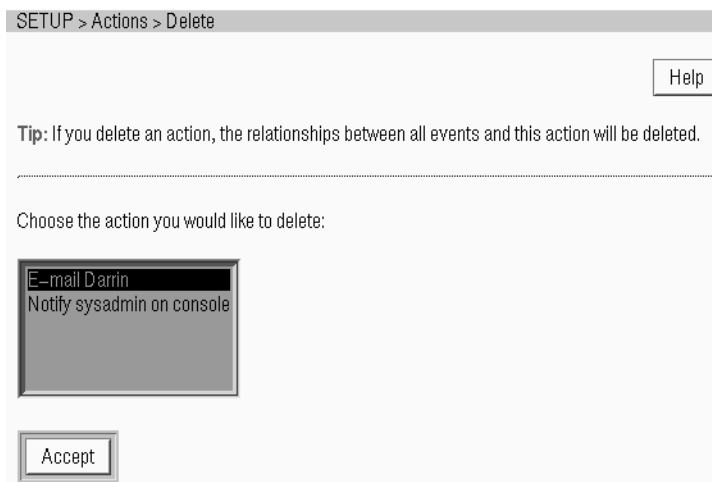


Figure 5-41 Deleting an Action (Page 1 [Graphical Interface])

4. Click on **Accept**.

Embedded Support Partner displays a list of all events to which the action is assigned (Refer to Figure 5-42.) Perform one of the following actions:

- Click on **Proceed with deletion** to delete the action. (The interface displays a confirmation message; refer to Figure 5-43.)
- Click on **Stop deletion** to abort the deletion; the action is not deleted. (The interface displays a confirmation message; refer to Figure 5-44.)

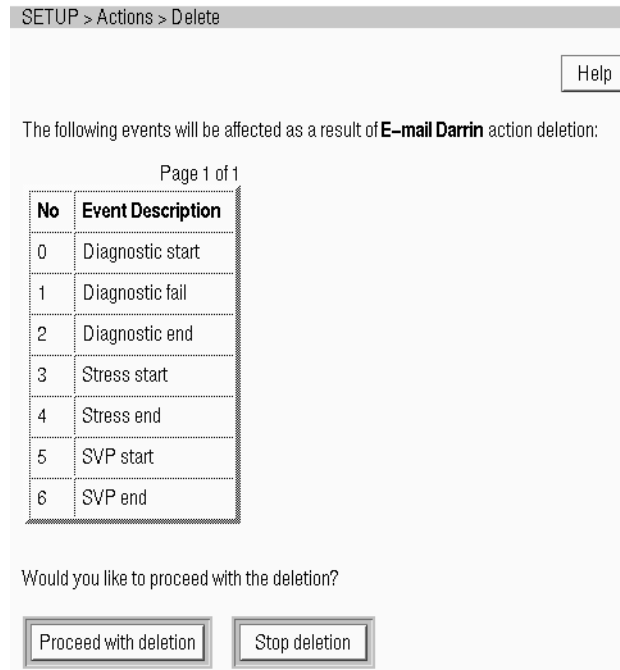


Figure 5-42 Deleting an Action (Page 2 [Graphical Interface])

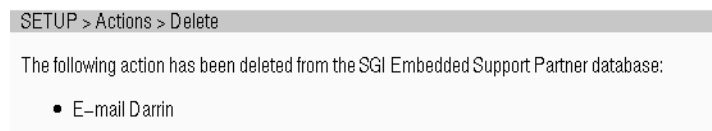


Figure 5-43 Confirmation Message for Proceeding with Deletion of an Action (Graphical Interface)



Figure 5-44 Confirmation Message for Canceling Deletion of an Action (Graphical Interface)

Setting up the Paging Parameters in Single System Manager Mode

QuickPage (QPage) is a third-party client/server application that Embedded Support Partner uses to send messages to an alphanumeric pager. QPage uses a modem to send an IXO/TAP-protocol message to a telephone number that is connected to a paging service. QPage is integrated in the Embedded Support Partner software suite, and its services are accessed through the `/usr/bin/espnotify` application. (Refer to Figure 5-45.)

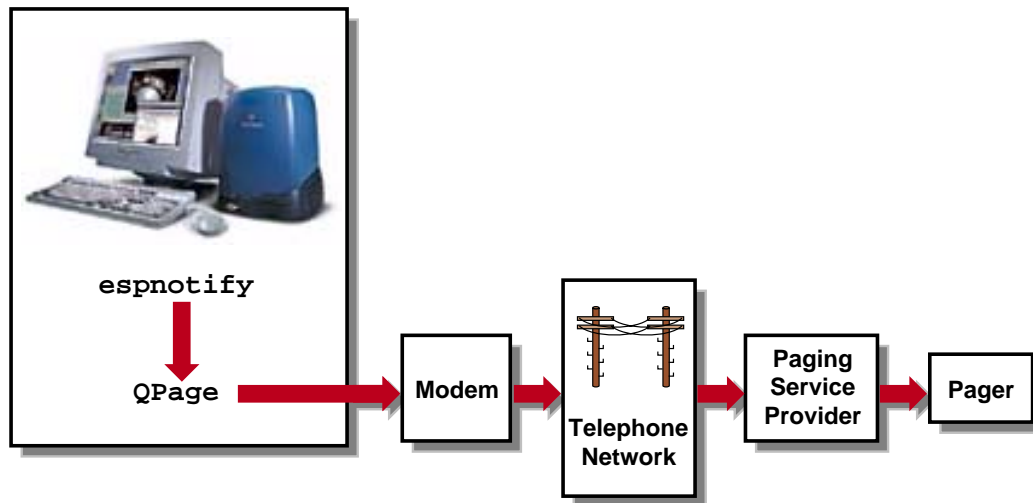


Figure 5-45 Process for Sending a Page

QPage is installed on your system by default and is `chkconfig`'ed off. Perform the following procedure to set it up and enable it:

1. Enter the following command to turn QPage on:

```
chkconfig quickpage on
```

2. Enter the following command to start the QPage server:

```
/etc/init.d/qpageserver start
```

Note: The QPage server is automatically restarted whenever you reboot the system.

3. Use the `Paging` category of the Embedded Support Partner interface to set up the following paging parameters:
 - Modem parameters: specify the modem that `QPage` should use to connect to the paging service provider.
 - Paging service provider parameters: provide information about the paging service provider and how to contact it.
 - Pager parameters: provide information about the pager to use.

The following sections describe how to set up these parameters.

Viewing the Current Paging Setup

The current paging setup defines the `QPage` settings, modems, paging services, and pagers that Embedded Support Partner is currently using.

To view the current paging setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Paging` category of the `SETUP` section. Figure 5-46 shows an example of the information that this command displays.

```
SETUP > Paging > ViewCurrentSetup

QuickPage Administration Variables
Administrator's E-mail address           : dtg@sgl.com
Number of seconds to wait for a reply before giving up on queries : 5 secs

Modem Setup
No modems configured.

Services Setup
No Services configured.

Pager Setup
No Pagers configured.
```

Figure 5-46 Viewing the Current Paging Setup (Graphical Interface)

Adding/Updating a Modem

A modem must be connected to the system that is running Embedded Support Partner so that the software can send pages when events occur. You must specify the device to which the modem is connected and specify the modem initialization command. (Embedded Support Partner has been tested with the U. S. Robotics Sportster fax modem with X2.)

Perform the following procedure to add or update a modem configuration:

1. Click on the `Setup` tab.
2. Click on the `Modem/Admin` button in the `Paging` category of the `SETUP` section.
3. Enter a modem name (do not include blank spaces), the device to which the modem is connected, and the initialization command for the modem. (Refer to Figure 5-47.)

Be aware of the following information when you configure the initialization command:

- The initialization command is specific to the modem that you are using. Refer to your modem user manual for specific details about the initialization command.
- The initialization command can vary, based on requirements from your paging service provider. For example, many paging services require you to turn off error correction on your modem. (This can be done on the U. S. Robotics Sportster fax modem with X2 with the `&A0&K0&M0` initialization command.) Contact your paging service provider to determine any special requirements.

SETUP > Paging > Modem/Admin

Help

Modem setup:

Enter modem name: USRobotics-Sportster

Enter modem device (e.g. /dev/ttya): /dev/ttyd

Enter modem initialization command (please check your modem manual): ATE1F1V1M0

Add/Update Delete Clear

Figure 5-47 Setting Up a Modem (Page 1 [Graphical Interface])

4. Click on Add/Update:
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new modem.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that modem.

The interface displays a confirmation message; refer to Figure 5-48.

SETUP > Paging > Modem/Admin

The following Modem is Added/Updated :

Name : USRobotics-Sportster

Device : /dev/ttyd

Initialization command : ATE1F1V1M0

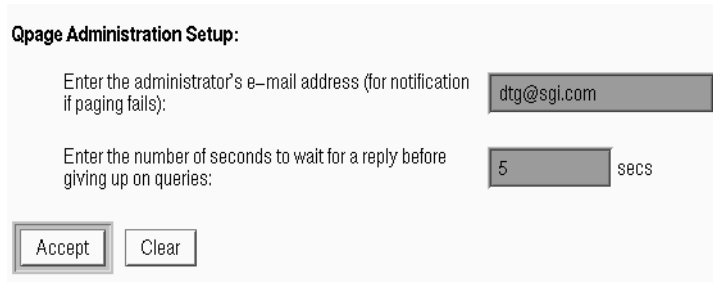
Figure 5-48 Setting Up a Modem (Page 2 [Graphical Interface])

Modifying the QPage Parameters

The QPage parameters specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully and the number of seconds it should wait for a reply before it aborts identification queries.

Perform the following procedure to set up the QPage parameters:

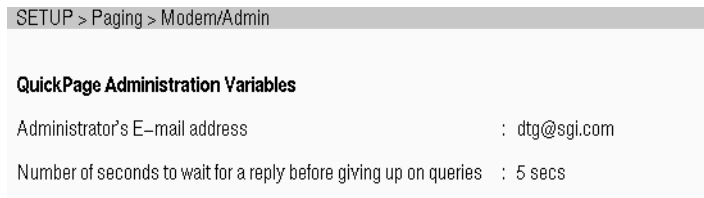
1. Click on the `Setup` tab.
2. Click on the `Modem/Admin` button in the `Paging` category of the `SETUP` section.
3. Specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully. (Refer to Figure 5-49.)
4. Specify the number of seconds Embedded Support Partner should wait for a reply before it aborts identification queries. (Refer to Figure 5-49.)
5. Click on `Accept`.



The screenshot shows a dialog box titled "Qpage Administration Setup:". It contains two input fields. The first field is labeled "Enter the administrator's e-mail address (for notification if paging fails):" and contains the text "dtg@sgi.com". The second field is labeled "Enter the number of seconds to wait for a reply before giving up on queries:" and contains the number "5" followed by the unit "secs". At the bottom of the dialog, there are two buttons: "Accept" and "Clear".

Figure 5-49 Modifying the QPage Parameters (Page 1 [Graphical Interface])

The interface displays a confirmation message; refer to Figure 5-50.



The screenshot shows a confirmation screen with a breadcrumb trail at the top: "SETUP > Paging > Modem/Admin". Below this, the title is "QuickPage Administration Variables". There are two lines of text: "Administrator's E-mail address : dtg@sgi.com" and "Number of seconds to wait for a reply before giving up on queries : 5 secs".

Figure 5-50 Modifying the QPage Parameters (Page 2 [Graphical Interface])

Adding/Updating a Paging Service

You need to provide Embedded Support Partner with information about the paging service that you use so it can properly contact your pager.

Perform the following procedure to add or update a description of a paging service:

1. Click on the **Setup** tab.
2. Click on the **Service** button in the **Paging** category of the **SETUP** section.
3. Update the parameters. (Refer to Figure 5-51; Table 5-8 describes the parameters.)

SETUP > Paging > Service

[Help](#)

Tip: You can add as many services as you want by repeating this step. A service with a new service name will be treated as a new one. If an existing service name is entered with new settings, the existing service is updated. To delete a service you need to enter only the name of the service you want to delete.

Service Setup:

Service name:	<input type="text" value="PageNet"/>
Device (for example, /dev/ttyd):	<input type="text" value="USRrobotics-Sportster"/>
Maximum number of retries (must be at least 6):	<input type="text" value="6"/>
Maximum length of the message (consult your service provider):	<input type="text" value="150"/>
Phone number of the paging service (no spaces):	<input type="text" value="914084289729"/>

Tip: If you cannot find a modem that you need in the list above, add it by using [SETUP](#):
Notification: Modem/admin.

Figure 5-51 Adding/Updating a Paging Service (Page 1 [Graphical Interface])

Table 5-8 Parameters for Adding/Updating a Paging Service

Parameter	Description
Service name	Specifies the name of the service The interface displays this name on other pages to identify the paging service (Do not include blank spaces)
Device	Specifies the modem to use Select the modem from the menu If the modem that you want to use is not in the menu, use the SETUP > Notification > Modem/admin command to add it
Maximum number of retries (must be at least 6)	Specifies the number of times that Embedded Support Partner should attempt to contact this paging service
Maximum length of the message (consult your service provider)	Specifies the maximum number of characters that this service will accept Contact your paging service provider for this information
Phone number of the paging service (no spaces)	Specifies the phone number that Embedded Support Partner should dial to contact the paging service (Do not include blank spaces)

4. Click on Add/Update.
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new paging service.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that paging service.

The interface displays a confirmation message; refer to Figure 5-52.

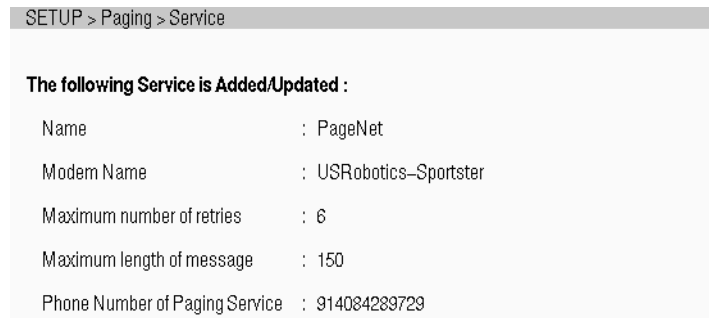


Figure 5-52 Adding/Updating a Paging Service (Page 2 [Graphical Interface])

Adding/Updating a Pager

Perform the following procedure to add/update a pager:

1. Click on the `Setup` tab.
2. Click on the `Pager` button in the `Paging` category of the `SETUP` section.
3. Enter a unique name for the pager. (Do not include blank spaces.) Embedded Support Partner uses this name on other interface pages to identify the pager. (Refer to Figure 5-53.)
4. Enter the pager identification number. (Refer to Figure 5-53.)

Your paging service provider assigns a unique pager identification number to each individual pager. This number could differ from the telephone number that you dial to access the pager. Contact your paging service provider to determine the pager identification number of your pager.

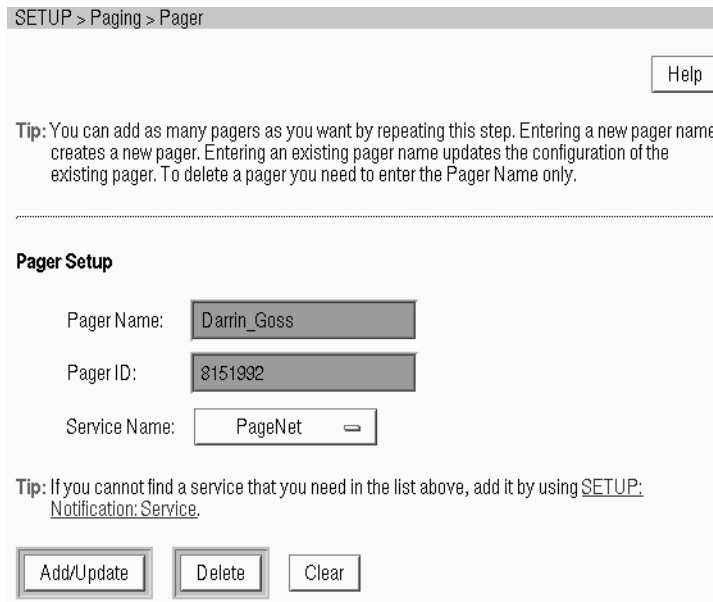


Figure 5-53 Setting Up a Pager (Page 1 [Graphical Interface])

5. Click on **Add/Update**.
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new pager.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that pager.

The interface displays a confirmation message; refer to Figure 5-54.

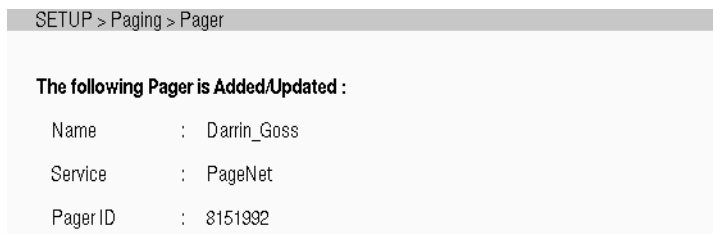


Figure 5-54 Setting Up a Pager (Page 2 [Graphical Interface])

Example Configuration

Figure 5-55 shows the example configuration that the settings in the previous procedures created. (The `SETUP > Paging > View Current Setup` command was used to display this information.)

```

SETUP > Paging > View Current Setup

QuickPage Administration Variables
Administrator's E-mail address           : dtg@sgj.com
Number of seconds to wait for a reply before giving up on queries : 5 secs

Modem Setup
Modem 1
Name                                     : USRobotics-Sportster
Device                                   : /dev/ttyd
Initialization command                   : ATE1F1V1M0

Services Setup
Service 1
Name                                     : PageNet
Modem Name                               : USRobotics-Sportster
Maximum number of retries                 : 6
Maximum length of message                 : 150
Phone Number of Paging Service           : 914084289729

Pager Setup
Pager 1
Name                                     : Darrin_Goss
Service                                   : PageNet
Pager ID                                  : 8151992

```

Figure 5-55 Example Paging Configuration (Graphical Interface)

Deleting a Pager

Perform the following procedure to delete a pager:

1. Click on the `Setup` tab.
2. Click on the `Pager` button in the `Paging` category of the `SETUP` section.
3. Enter the name of the pager that you want to delete. If you cannot remember the name of the pager, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 5-56.)

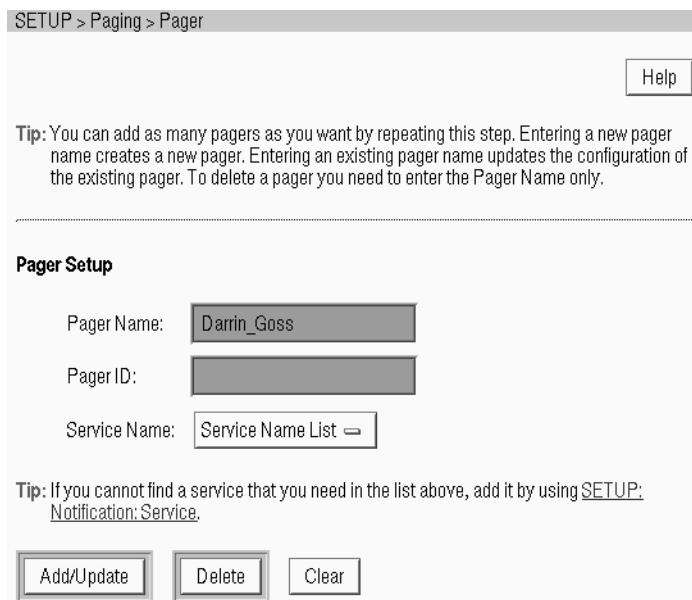


Figure 5-56 Deleting a Pager (Page 1 [Graphical Interface])

4. Click on `Delete`. (The interface displays a confirmation message; refer to Figure 5-57.)

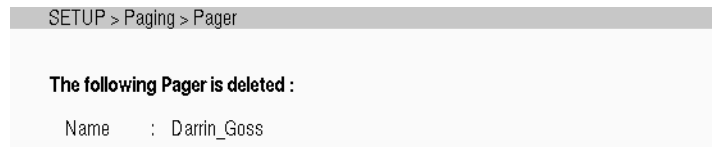


Figure 5-57 Deleting a Pager (Page 2 [Graphical Interface])

Deleting a Paging Service

Perform the following procedure to delete a paging service:

1. Click on the `Setup` tab.
2. Click on the `Service` button in the `Paging` category of the `SETUP` section.
3. Enter the name of the paging service that you want to delete. If you cannot remember the name of the paging service, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 5-58.)

Warning: Deleting a paging service automatically removes all pagers that are associated with the paging service.

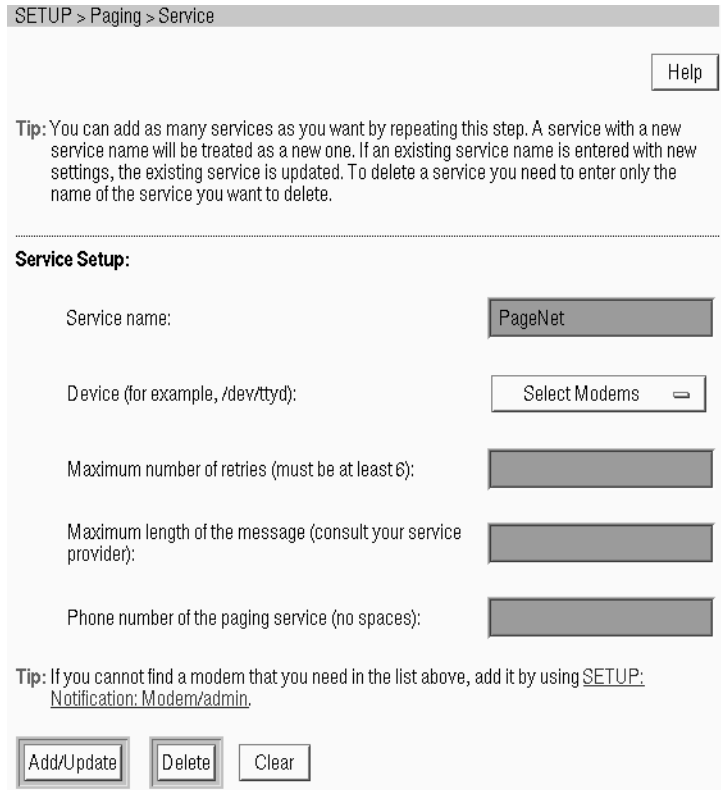


Figure 5-58 Deleting a Paging Service (Page 1 [Graphical Interface])

4. Click on **Delete**. (The interface displays a confirmation message; refer to Figure 5-59.)

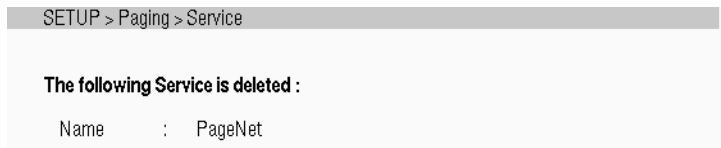


Figure 5-59 Deleting a Paging Service (Page 2 [Graphical Interface])

Deleting a Modem

Perform the following the procedure to delete a modem:

1. Click on the `Setup` tab.
2. Click on the `Modem/Admin` button in the `Paging` category of the `SETUP` section.
3. Enter the name of the modem that you want to delete. If you cannot remember the name of the modem, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 5-60.)

Warning: Deleting a modem automatically removes all paging services (and related pagers) that are associated with it.

SETUP > Paging > Modem/Admin

Help

Modem setup:

Enter modem name: USRobotics-Sportster

Enter modem device (e.g. /dev/ttya):

Enter modem initialization command (please check your modem manual):

Add/Update Delete Clear

Figure 5-60 Deleting a Modem (Page 1 [Graphical Interface])

4. Click on `Delete`. (The interface displays a confirmation message; refer to Figure 5-61.)

SETUP > Paging > Modem/Admin

The following Modem is deleted :

Name : USRobotics-Sportster

Figure 5-61 Deleting a Modem (Page 2 [Graphical Interface])

Setting Up the Availability Monitor in Single System Manager Mode

The availability monitor portion of Embedded Support Partner (`availmon`) monitors and reports the availability of systems and also reports the diagnosis of system crashes. The availability monitor identifies the cause of any system interrupts by gathering information from diagnostic programs such as ICRASH, FRU Analyzer, and SYSLOG. It also gathers hardware and software configuration details from `configmon`.

The availability monitor is embedded in the system boot and shutdown processes. It differentiates between controlled shutdowns, system panics, and system hangs. On high-end systems (such as IP19, IP21, IP25, IP27, etc.), it differentiates between nonmaskable interrupts (NMIs), power cycles, and power failures. The availability monitor also monitors the uptime of a system at regular intervals. This uptime monitoring feature can be used to send status updates for a system. The uptime monitoring is done through `eventmond`.

Embedded Support Partner can send data that the availability monitor gathers in a report format to e-mail addresses that you specify. You can also use the `SYSTEM INFORMATION > Availability` command to view the data gathered on the system.

The following sections describe how you can set up the availability monitor.

Viewing the Current Availability Monitoring Setup

The current availability monitoring setup defines all of the availability monitor parameters that are currently configured on your system.

To view the current availability monitoring setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Availability Monitoring` category of the `SETUP` section. Figure 5-62 shows an example page.

SETUP > Availability monitor > View Current Setup	
Automatic e-mail distribution	: Disabled
Display reason for shutdown	: Enabled
Include HINV information in the e-mail	: Yes
Start uptime daemon	: Yes
Number of days between status updates	: 60
Interval in seconds between uptime checks	: 300
Availmon Monitor E-mail list for availability report:	
E-mail addresses that receive availability report in text form	:
E-mail addresses that receive availability report in compressed form	:
E-mail addresses that receive availability report in compressed encrypted form	:
Availmon Monitor E-mail list for diagnostic report:	
E-mail addresses that receive diagnostic report in text form	:
E-mail addresses that receive diagnostic report in compressed form	:
E-mail addresses that receive diagnostic report in compressed encrypted form	: availmon@csd.sgi.com
E-mail list for chatty pager	
E-mail addresses for chatty pager	:

Figure 5-62 Viewing the Current Availability Monitor Setup Page (Graphical Interface)

Configuring the Availability Monitor

Perform the following procedure to configure the availability monitor:

1. Click on the Setup tab.
2. Click on the Configuration button in the Availability Monitoring category of the SETUP section.
3. Set up the parameters. (Refer to Figure 5-63; Table 5-9 describes the parameters.)

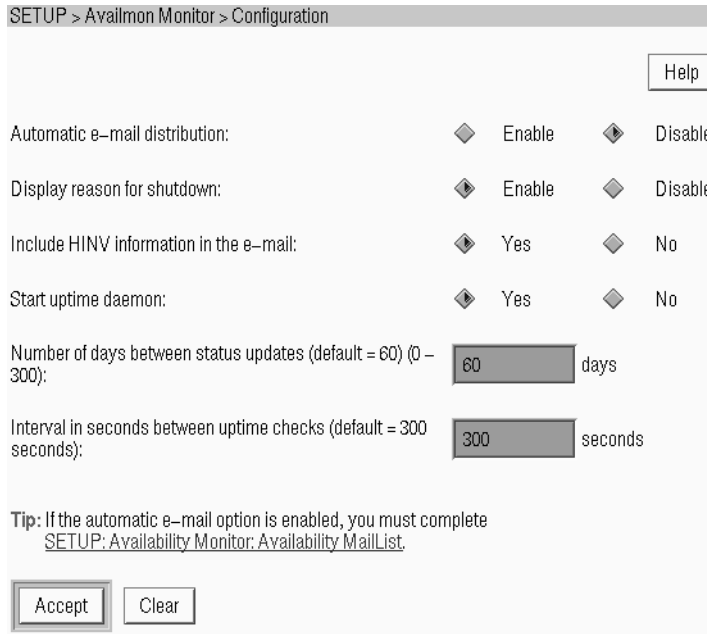


Figure 5-63 Configuring the Availability Monitor (Graphical Interface)

Table 5-9 Availability Monitor Parameters

Parameter	Possible Values	Description
Automatic e-mail distribution	Enable or Disable	Specifies whether the availability monitor should automatically distribute reports by e-mail Any changes to this parameter cause a confirmation report to be sent to all configured e-mail addresses (except the e-mail addresses that are configured to receive pager reports)
Display reason for shutdown	Enable or Disable	Specifies whether the availability monitor should display the reason for a shutdown If this parameter is enabled when you perform a controlled shutdown, the availability monitor prompts you to explain you are rebooting the system or why you are bringing the system down to single-user mode
Include HINV information in the e-mail	Yes or No	Specifies whether the availability monitor should include HINV information/changes in the e-mail messages that it generates
Start uptime daemon	Yes or No	Specifies whether the availability monitor should start uptime monitoring If you set this parameter to Yes, it enables eventmond to monitor uptime at regular intervals You can set the interval with the Interval in seconds between uptime checks parameter

Table 5-9 (continued) Availability Monitor Parameters

Parameter	Possible Values	Description
Number of days between status updates (default = 60) (0 - 300)	0 - 300	Specifies the number of days after which the availability monitor should send a notification to the configured e-mail addresses that the system is still running This parameter is relevant only when uptime monitoring is enabled
Interval in seconds between uptime checks (default = 300 seconds)	0 - 300	Specifies the number of seconds that the availability monitor should wait before it performs the next uptime check on the system This parameter is relevant only when uptime monitoring is enabled

4. Click on `Accept`.

Setting Up the Availability Monitor E-mail Lists

You can configure Embedded Support Partner to send e-mail messages with reports that are generated from the availability data. Embedded Support Partner can send three types of reports: availability, diagnosis, and pager reports.

- Availability reports include the system start time, an event code for the availability event that occurred, the approximate time that the event occurred, the start time, and a summary of the reason for the crash (when relevant).
- Diagnosis reports include all of the data from the availability reports. They may also contain the crash analysis report, FRU Analyzer result, important SYSLOG messages, and system hardware and software configurations (if they changed since the previous reboot).
- Pager reports contain the hostname, event code description, and summary.

You can set up the availability monitor e-mail lists for each type of report. You can also specify whether the reports need to be encrypted or compressed. Reports are sent only if you set the `Automatic e-mail distribution` parameter to `Enable` (refer to Table 5-9).

The recommended configuration is to send the diagnosis report in compressed and encrypted format to SGI at the `availmon@csd.sgi.com` e-mail address for entry in SGI's database. Other possibilities include sending the availability reports to the system administrator and sending diagnosis reports to SGI service personnel.

Perform the following procedure to set up the e-mail lists:

1. Click on the `Setup` tab.
2. Click on the `Availability MailList` button in the `Availability Monitoring` category of the `SETUP` section.
3. Set up the e-mail addresses for the availability report. (Refer to Figure 5-64; Table 5-10 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

4. Set up the e-mail addresses for the diagnostic report. (Refer to Figure 5-64; Table 5-11 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

SETUP > Availability Monitoring > Availability MailList

E-mail list for availability report:

Enter e-mail addresses that receive availability report in text form:

Enter e-mail addresses that receive availability report in compressed form:

Enter e-mail addresses that receive availability report in compressed encrypted form:

E-mail list for diagnostic report:

Enter e-mail addresses that receive diagnostic report in text form:

Enter e-mail addresses that receive diagnostic report in compressed form:

Enter e-mail addresses that receive diagnostic report in compressed encrypted form:

E-mail list for chatty pager

Enter email addresses for chatty pager:

Figure 5-64 Setting Up the Availability Monitor E-mail Lists (Graphical Interface)

Table 5-10 E-mail Address Parameters for Availability Reports

Parameter	Description
Enter e-mail addresses that receive availability report in text form	Specifies the e-mail addresses that will receive the availability report in text format
Enter e-mail addresses that receive availability report in compressed form	Specifies the e-mail addresses that will receive the availability report in compressed format
Enter e-mail addresses that receive availability report in compressed encrypted form	Specifies the e-mail addresses that will receive the availability report in compressed (encrypted) format

Table 5-11 E-mail Address Parameters for Diagnostic Reports

Parameter	Description
Enter e-mail addresses that receive diagnostic report in text form	Specifies the e-mail addresses that will receive the diagnostic report in text format
Enter e-mail addresses that receive diagnostic report in compressed form	Specifies the e-mail addresses that will receive the diagnostic report in compressed format
Enter e-mail addresses that receive diagnostic report in compressed encrypted form	Specifies the e-mail addresses that will receive the diagnostic report in compressed (encrypted) format

5. Set up the e-mail addresses that will receive the pager reports through a chatty pager.
6. Click on `Accept`.

Setting Up the Performance Monitor in Single System Manager Mode

The performance monitor component of Embedded Support Partner monitors system performance by evaluating a set of performance rules at specified time intervals.

Viewing the Current Performance Monitoring Setup

The current performance monitoring indicates which performance rules are currently being monitored. (An `Enabled` status indicates that Embedded Support Partner is monitoring the rule; a `Disabled` status indicates that Embedded Support Partner is not monitoring the rule.)

To view the current performance monitoring setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Performance Monitoring` category of the `SETUP` section. Figure 5-65 shows an example page.

SETUP > Performance Monitoring > View Performance

Automated performance monitoring: **Enabled**

Automated performance monitoring must be enabled for the enabled performance rules to take effect.

Current status of automated PMIE monitoring rules:

No.	PMIE Rule Description	PMIE Rule	Status
1	High aggregate context switch rate	cpu.context_switch	Disabled
2	Possible high floating point exception rate	cpu.excess_fpe	Disabled
3	High 1-minute load average	cpu.load_average	Disabled
4	Low average processor utilization	cpu.low_util	Disabled
5	High aggregate system call rate	cpu.syscall	Enabled
6	Busy executing in system mode	cpu.system	Enabled
7	High average processor utilization	cpu.util	Disabled
8	CrayLink checkbit errors on Origin node	craylink.node_cb_errs	Disabled
9	CrayLink checkbit errors on Origin router	craylink.router_cb_errs	Disabled
10	System Group Manager slow service response	espping.response	Disabled

Figure 5-65 Viewing the Current Performance Monitoring Setup (Graphical Interface)

Configuring the Performance Monitor

Perform the following procedure to configure the performance monitor:

1. Click on the Setup tab.
2. Click on the Configuration button in the Performance Monitoring category of the SETUP section.

- Specify the rules that you want to monitor: Click on the `Enabled` radio button to start monitoring a rule; click on the `Disable` radio button to stop monitoring a rule. (Refer to Figure 5-66; refer to the *Performance Co-Pilot IRIX Base Software Administrator's Guide*, publication number 007-3964-001, for more information about the rules.)

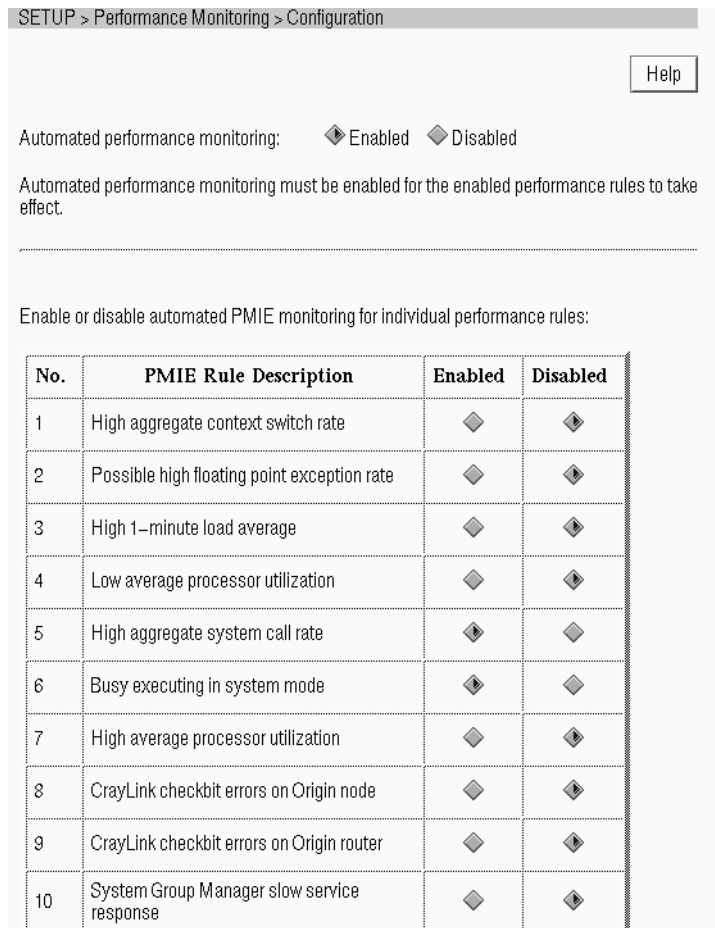


Figure 5-66 Configuring the Performance Monitor (Graphical Interface)

- Click on `Accept`.

Using the Graphical Interface to View Information about a System in Single System Manager Mode

Use the commands in the `SYSTEM INFORMATION` section of the graphical interface to view the following types of information from the system that is running Embedded Support Partner in Single System Manager mode:

- Hardware configuration
- Software configuration
- System changes
- Part changes
- Events registered
- Diagnostic results
- Actions taken
- System availability

Viewing the Hardware Configuration for a Specific Date

Perform the following procedure to view the hardware configuration information for a specific date and time:

1. Click on the `System Information` tab.
2. Click on the `Hardware` button in the `SYSTEM INFORMATION` section.
3. Specify the date in the `Date` field. If you do not specify a date, the current hardware configuration information is displayed. (Refer to Figure 6-1.)
4. Specify the time in the `Time` field. If you do not specify a time, the latest hardware configuration information available for the specified date is displayed. (Refer to Figure 6-1.)

5. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 6-1.)

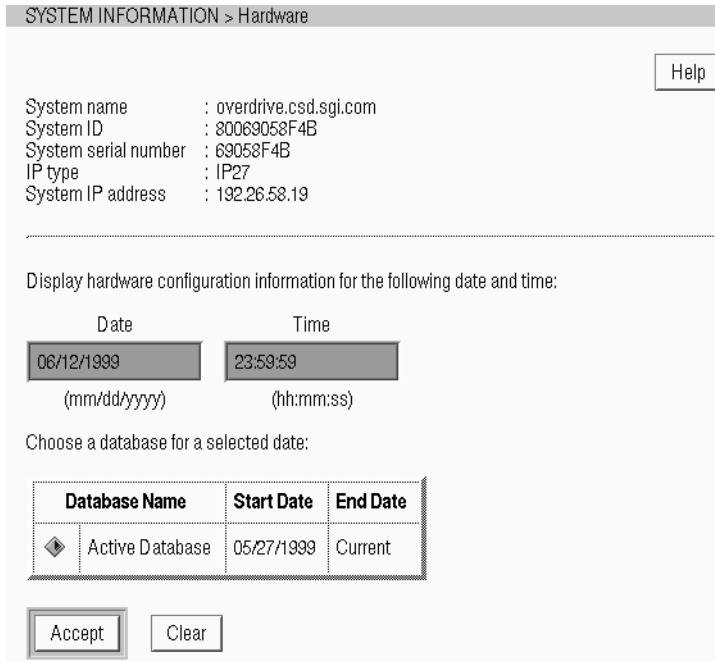


Figure 6-1 Viewing the Hardware System Information (Page 1[Graphical Interface])

6. Click on `Accept`.

The interface displays a table that contains the hardware configuration on the date and at the time that you specified. (Refer to Figure 6-2; Table 6-1 describes the information that the table contains.)

SYSTEM INFORMATION > Hardware

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 IP type : IP27
 System IP address : 192.26.58.19

	Name	Location	Part Number	Serial Number	Revision
▶▶	1	NA	NA	NA	NA

Figure 6-2 Viewing the Hardware System Information (Page 2 [Graphical Interface])

Table 6-1 Hardware Configuration Table Contents

Column Heading	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to determine all of the locations in which a specific part has been installed
REVISION	Revision level of the part

The first column provides buttons that expand rows in the table to provide more information about subcomponents of a part. The single arrow expands the rows to show the subcomponents related to the part. The double arrow expands all rows below the current row. The down arrow collapses a row.

Note: Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.

Figure 6-3 shows a table with all of the rows expanded.

SYSTEM INFORMATION > Hardware

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 IP type : IP27
 System IP address : 192.26.58.19

	Name	Location	Part Number	Serial Number	Revision
▼	1	NA	NA	NA	NA
▼	PIMM_2XT5_1MB	NA	013-1896-001	DJY958	E
▼	IP29	MotherBoard	030-1244-001	GFE634	H
	MEMBANK_0	MotherBoard	NA	NA	NA
	MEMBANK_1	MotherBoard	NA	NA	NA
	MEMBANK_2	MotherBoard	NA	NA	NA
	MEMBANK_3	MotherBoard	NA	NA	NA
	R10000	MotherBoard	NA	NA	NA
	R10000	MotherBoard	NA	NA	NA
	BASEIO	NA	NA	NA	NA
▼	SCSI_CTLR_0	NA	NA	NA	NA
	DRIVE_1	NA	IBM DCHS04Y	6804B36BRAMSG052	5252
	DRIVE_2	NA	IBM DCHS04Y	68143260RAMSG052	5252
	DRIVE_3	NA	IBM DCHS04Y	6800E904RAMSG052	5252

Figure 6-3 Hardware System Information (Page 2 with Rows Expanded [Graphical Interface])

Viewing the Software Configuration for a Specific Date

Perform the following procedure to view the software configuration for a specific date and time:

1. Click on the `System Information` tab.
2. Click on the `Software` button in the `SYSTEM INFORMATION` section.

3. Specify the date in the `Date` field. If you do not specify a date, the current software configuration information is displayed. (Refer to Figure 6-4.)
4. Specify the time in the `Time` field. If you do not specify a time, the latest software configuration information available for the specified date is displayed. (Refer to Figure 6-4.)
5. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 6-4.)

SYSTEM INFORMATION > Software Help

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 IP type : IP22
 System IP address : 150.166.4.15

Display software configuration information for the following date and time:

Date Time

(mm/dd/yyyy) (hh:mm:ss)

Choose a database for a selected date:

Database Name	Start Date	End Date
<input checked="" type="radio"/> Active Database	05/20/1999	Current

Figure 6-4 Viewing the Software System Information (Page 1 [Graphical Interface])

6. Click on `Accept`.

The interface displays a table that contains the software configuration for the date and time that you specified. (Refer to Figure 6-6; Table 6-2 describes the information that the table contains.)

SYSTEM INFORMATION > Software

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 IP type : IP22
 System IP address : 150.166.4.15

Page 1 of 12

Name	Version	Install Date	Description
4Dwm	1275625620	06/03/1999	Desktop Window Manager, 6.5.5m
CaseVision	1024068010	11/13/1998	CASEVision Environment, Version 2.6.5
InPerson	1274627333	11/13/1998	InPerson Desktop Conferencing, 2.2.1
PeoplePages	1274627333	11/13/1998	PeoplePages - The Indigo Magic Phonebook, 1.2.1
Register	1275625620	06/03/1999	On-Line Registration, 1.6

Figure 6-5 Viewing the Software System Information (Page 2 [Graphical Interface])

Table 6-2 Software Configuration Table Contents

Column Heading	Description
Name	Name of the software application
Version	Version number of the software application
Install Date	Date on which the software application was installed
Description	Brief description of the software

Each page contains ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the System Changes between a Range of Dates

You can view a log of all system changes within a range of dates.

Perform the following procedure to view the system changes information:

1. Click on the `System Information` tab.
2. Click on the `System Changes` button in the `SYSTEM INFORMATION` section.
3. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view system change information. (Refer to Figure 6-6.)

Note: To view all system changes on a specific day, enter that date in both fields.

4. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 6-6.)

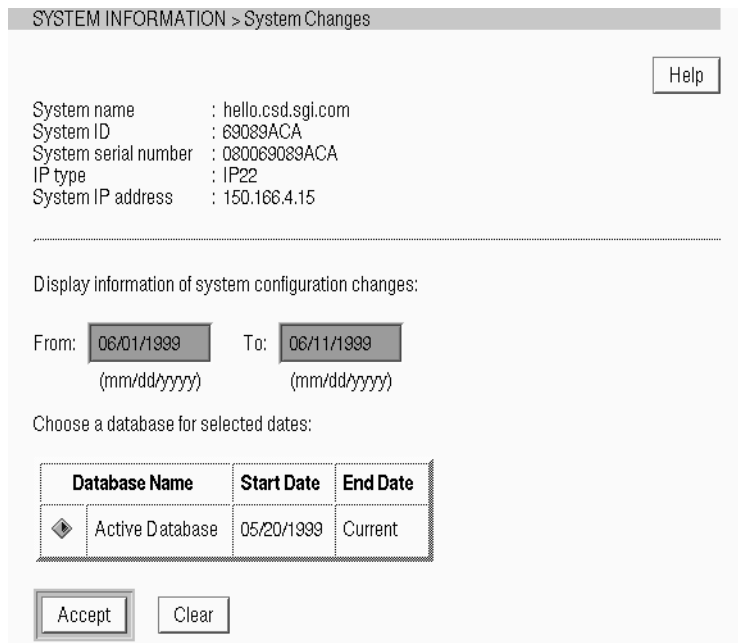


Figure 6-6 Viewing the System Changes Information (Page 1 [Graphical Interface])

5. Click on `Accept`.

The interface displays up to three tables that show all software changes, hardware changes, and system changes that occurred between the range of dates that you specified. (Refer to Figure 6-7; Table 6-3, Table 6-4, and Table 6-5 describe the information that the tables contain.)

SYSTEM INFORMATION > System Changes

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 IP type : IP22
 System IP address : 150.166.4.15

Archive name: ssdb
All Changes since 06/01/1999

SOFTWARE CHANGES

Name	Version	Install Date	Deinstall Date	Description
4Dwm	1275616120	06/01/1999	0	Desktop Window Manager, 6.5.5m
Register	1275616120	06/01/1999	0	On-Line Registration, 1.6
ViewKit_dev	1275616120	06/01/1999	0	ViewKit Development Environment Version 1.5.3
ViewKit_eoe	1275616120	06/01/1999	0	ViewKit Execution Environment, Version 1.5.3
ViewKit_noship	1275616120	06/01/1999	0	ViewKit NOSHIP files, Version 1.5. and 2.1.0
desktop_base	1275616120	06/01/1999	0	IRIX Interactive Desktop Base Software, 6.5.5m
desktop_eoe	1275616120	06/01/1999	0	IRIX Interactive Desktop, 6.5.5m
desktop_tools	1275616120	06/01/1999	0	Desktop Tools, 6.5.5m
dev	1275616120	06/01/1999	0	Development System, 7.2.1

Figure 6-7 Viewing the System Changes Information (Page 2 [Graphical Interface])

Table 6-3 Software Changes Table Contents

Column Name	Description
Name	Name of the software application
Description	Brief description of the software application
Version	Version number of the software application
Install Date	Date on which the software application was installed
Deinstall Date	Date that the software application was removed from the system This column displays <code>Installed</code> if the software application has not been deinstalled

Table 6-4 Hardware Changes Table Contents

Column Name	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to identify all of the locations in which a specific part has been installed
REVISION	Revision level of the part
Install Time	The date on which the component was installed
Deinstall Time	The date on which the component was deinstalled

Table 6-5 System Changes Table Contents

Column Name	Description
System Changes	A label that indicates the information is from the CURRENT SYSTEM or PREVIOUS SYSTEM
System Id	System identification number
System type	Processor that the system uses
System serial number	Serial number of the system
Hostname	Host name of the system
IP address	IP address of the system

Be aware of the following information when you view these tables:

- Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.
- For SGI Challenge servers and Silicon Graphics Onyx workstations, detailed information about the boards that are installed is not available. This impacts the hardware changes table as follows:
 - If a board is replaced with the same type of board in the same slot, Embedded Support Partner does not detect the change.
 - If a board is moved to a new slot, Embedded Support Partner detects the change.
- When you deinstall a hardware component, Embedded Support Partner reports that all subcomponents of the part are deinstalled.
- If you replace a module with a new module that contains the boards from the previous module, Embedded Support Partner reports that the components were deinstalled and then installed again.
- The software installation time is always shown as 12:00 midnight GMT (adjusted for the local time zone) of the day that the software was installed.
- Embedded Support Partner registers two events when hardware and software components are replaced. One event is for the deinstallation of the previous component, and the other event is for the installation of the new component.

Viewing the Part Changes Information

The part changes information shows all locations in which a specific part has been installed.

Perform the following procedure to view the part changes information:

1. Click on the `System Information` tab.
2. Click on the `Part Changes` button in the `SYSTEM INFORMATION` section.
3. Enter the serial number of the part in the field. (Refer to Figure 6-8.)
4. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 6-8.)

SYSTEM INFORMATION > Part Changes

Help

System name : overdrive.csd.sgi.com
System ID : 80069058F4B
System serial number : 69058F4B
IP type : IP27
System IP address : 192.26.58.19

Enter the serial number of the part for which you would like to see changes (history):

DJY958

Tip: For part serial number information, please refer to the [SYSTEM INFORMATION: Hardware](#).

Choose a database:

Database Name	Start Date	End Date
Active Database	05/27/1999	Current

Accept Clear

Figure 6-8 Viewing the Part Changes Information (Page 1 [Graphical Interface])

5. Click on **Accept**.

The interface displays a table that contains all locations in which the part has been installed. (Refer to Figure 6-9; Table 6-6 describes the information that the table contains.)

The screenshot shows a window titled "SYSTEM INFORMATION > Part Changes". It contains the following system information:

- System name : overdrive.csd.sgi.com
- System ID : 80069058F4B
- System serial number : 69058F4B
- IP type : IP27
- System IP address : 192.26.58.19

Below the system information is a table with the following data:

Name	Location	Part Number	Serial Number	Revision	Install Date	Deinstall Date
P1MM_2XT5_1MB	NA	013-1896-001	DJY958	E	05/27/1999	0

Figure 6-9 Viewing the Part Changes Information (Page 2 [Graphical Interface])

Table 6-6 Part Changes Table Contents

Column Heading	Description
Name	Name of the part
Location	Location at which the part was installed
Part Number	Part number for the part
Serial Number	Serial number of the part
Revision	Revision level of the part
Install Date	Date on which the part was installed in this location
Deinstall Date	Date on which the part was removed from this location

Viewing the Events that Have Been Registered

Embedded Support Partner logs all of the events that it registers. To view this information, click on the `System Information` tab and then click on the `Events Registered` button in the `SYSTEM INFORMATION` section. Figure 6-10 shows the page that you use to view the information about registered events.

SYSTEM INFORMATION > Events Registered

Help

The following information pertains to a historical record of events that occurred on the system. If you need current event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter the date(s) for which you want system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose one of the following options:

- All System Events Displays all events that have occurred on the system within the range of the selected dates.
- Specific System Event Displays selected events that have occurred on the system within the range of the selected dates.
- System Events by Class Displays events in the selected class that have occurred on the system within the range of the selected dates.

Accept Clear

Figure 6-10 Options for Viewing Events that Have Been Registered (Graphical Interface)

Using the All System Events Option

The `All System Events` option displays all events that have been registered within the range of dates that you specify.

Perform the following procedure to use the `All System Events` option:

1. Click on the `System Information` tab.
2. Click on the `Events Registered` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-11.)
4. Click on the radio button next to the `All System Events` option. (Refer to Figure 6-11.)

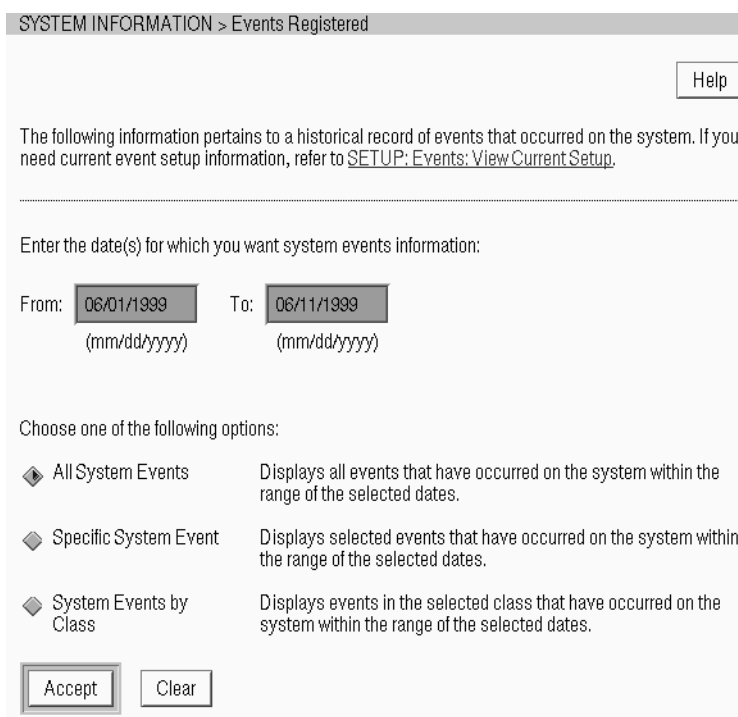


Figure 6-11 Using the All System Events Option (Page 1 [Graphical Interface])

5. Click on `Accept`.

The interface displays a table of all events that have been registered within the range of dates that you specified. (Refer to Figure 6-12; Table 6-7 describes the information that the table contains.)

SYSTEM INFORMATION > Events Registered > All System Events						
System name	:	hello.csd.sgi.com				
System ID	:	69089ACA				
System serial number	:	080069089ACA				
System IP type	:	IP22				
System IP address	:	150.166.4.15				
Class of Event	:	All events				
Page 1 of 2						
No.	Event Class	Event Description	Event ID	First Occurrence	Last Occurrence	Event Count
1	System Configuration	Software installed	0x200104	06/01/1999 15:54:04	06/01/1999 15:54:04	1
2	System Configuration	Software de-installed	0x200105	06/01/1999 15:54:04	06/01/1999 15:54:04	1
3	Availability	Controlled shutdown (1)	0x20001E	06/01/1999 15:54:23	06/01/1999 15:54:23	1
4	Availability	Controlled shutdown (1)	0x20001E	06/01/1999 16:12:32	06/01/1999 16:12:32	1
5	Availability	Controlled shutdown (1)	0x20001E	06/01/1999 16:28:22	06/01/1999 16:28:22	1
6	Availability	Controlled shutdown (1)	0x20001E	06/01/1999 16:44:27	06/01/1999 16:44:27	1
7	Performance	High collision rate in packet sends	0x20004E	06/03/1999 11:50:09	06/03/1999 11:50:09	1
8	Performance	High collision rate in packet sends	0x20004E	06/03/1999 12:24:13	06/03/1999 12:24:13	1

Figure 6-12 Using the All System Events Option (Page 2 [Graphical Interface])

Table 6-7 Table Contents for the All System Events Option

Column Heading	Description
No.	Index number within the table
Event Class	The class in which the event belongs
Event Description	Brief description of the event
Event ID	Unique identification number for the event
First Occurrence	Date and time at which the event was first registered
Last Occurrence	Date and time at which the event was last registered
Event Count	Number of times that the event occurred

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the Specific System Event Option

The `Specific System Event` option displays all event registrations for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Specific System Event` option:

1. Click on the `System Information` tab.
2. Click on the `Events Registered` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-13.)

4. Click on the radio button next to the `Specific System Event` option. (Refer to Figure 6-13.)

SYSTEM INFORMATION > Events Registered

Help

The following information pertains to a historical record of events that occurred on the system. If you need current event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter the date(s) for which you want system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose one of the following options:

- All System Events Displays all events that have occurred on the system within the range of the selected dates.
- Specific System Event Displays selected events that have occurred on the system within the range of the selected dates.
- System Events by Class Displays events in the selected class that have occurred on the system within the range of the selected dates.

Accept Clear

Figure 6-13 Using the Specific System Event Option (Page 1 [Graphical Interface])

5. Choose the class that contains the event that you want to view. (Refer to Figure 6-14.)

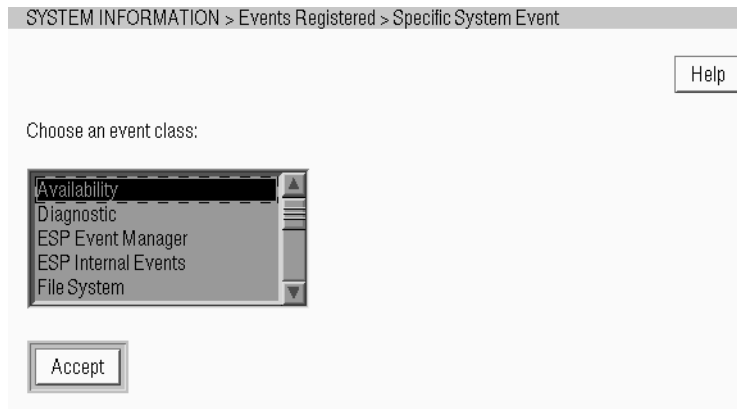


Figure 6-14 Using the Specific System Event Option (Page 2 [Graphical Interface])

6. Click on `Accept`.
7. Choose the event that you want to view. (Refer to Figure 6-15.)

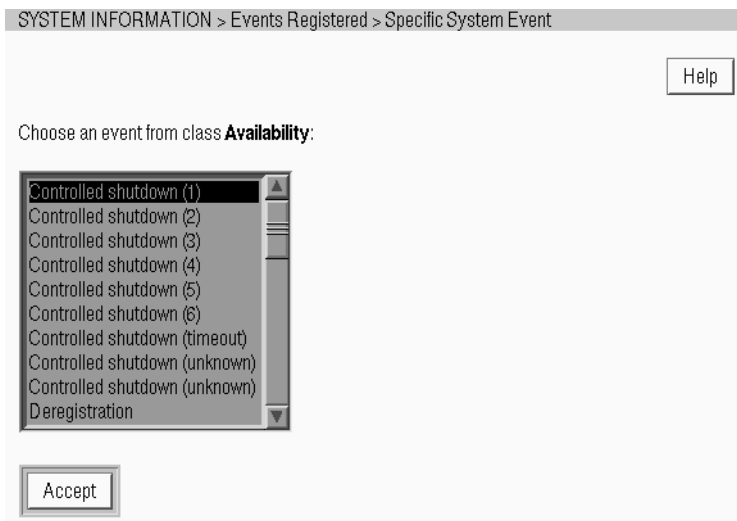


Figure 6-15 Using the Specific System Event Option (Page 3 [Graphical Interface])

8. Click on **Accept**.

The interface displays a table that shows all registrations of the event within the dates that you specified. (Refer to Figure 6-16; Table 6-8 describes the information that the table contains.)

SYSTEM INFORMATION > Events Registered > Specific System Event

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 System IP type : IP22
 System IP address : 150.166.4.15

Class of Event : Availability
Event Description : Controlled shutdown (1)
Event ID : 0x20001E

Page 1 of 1

No.	First Event Occurrence	Last Event Occurrence	Event Count
1	06/01/1999 15:54:23	06/01/1999 15:54:23	1
2	06/01/1999 16:12:32	06/01/1999 16:12:32	1
3	06/01/1999 16:28:22	06/01/1999 16:28:22	1
4	06/01/1999 16:44:27	06/01/1999 16:44:27	1
5	06/03/1999 14:36:04	06/03/1999 14:36:04	1

Figure 6-16 Using the Specific System Event Option (Page 4 [Graphical Interface])

Table 6-8 Table Contents for the Specific System Event Option

Column Heading	Description
No.	Index number within the table
First Event Occurrence	Date and time at which the event was first registered
Last Event Occurrence	Date and time at which the event was last registered
Event Count	Number of times that event occurred for that registration

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

System Events by Class Option

The `System Events by Class` option displays all registrations of events in a specific class.

Perform the following procedure to use the `System Events by Class` option:

1. Click on the `System Information` tab.
2. Click on the `Events Registered` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-17.)
4. Click on the radio button next to the `System Events by Class` option. (Refer to Figure 6-17.)

SYSTEM INFORMATION > Events Registered

Help

The following information pertains to a historical record of events that occurred on the system. If you need current event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter the date(s) for which you want system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose one of the following options:

- All System Events Displays all events that have occurred on the system within the range of the selected dates.
- Specific System Event Displays selected events that have occurred on the system within the range of the selected dates.
- System Events by Class Displays events in the selected class that have occurred on the system within the range of the selected dates.

Figure 6-17 Using the System Events by Class Option (Page 1 [Graphical Interface])

5. Choose the event class. (Refer to Figure 6-18.)

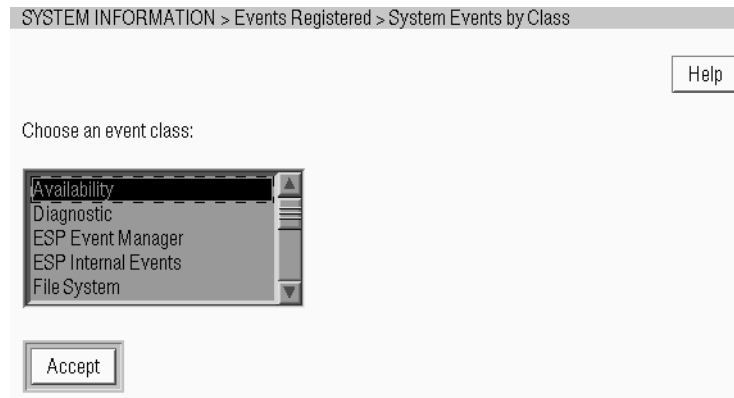


Figure 6-18 Using the System Events by Class Option (Page 2 [Graphical Interface])

6. Click on `Accept`.

The interface displays information about all events from the selected class that were registered between the dates that you specified. (Refer to Figure 6-19; Table 6-9 describes the information that the table contains.)

SYSTEM INFORMATION > Events Registered > System Events by Class

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 System IP type : IP22
 System IP address : 150.166.4.15

Class of Event : Availability

Page 1 of 1

No.	Event Description	Event ID	First Event Occurrence	Last Event Occurrence	Event Count
1	Controlled shutdown (1)	0x20001E	06/01/1999 15:54:23	06/01/1999 15:54:23	1
2	Controlled shutdown (1)	0x20001E	06/01/1999 16:12:32	06/01/1999 16:12:32	1
3	Controlled shutdown (1)	0x20001E	06/01/1999 16:28:22	06/01/1999 16:28:22	1
4	Controlled shutdown (1)	0x20001E	06/01/1999 16:44:27	06/01/1999 16:44:27	1
5	Controlled shutdown (1)	0x20001E	06/03/1999 14:36:04	06/03/1999 14:36:04	1

Figure 6-19 Using the System Events by Class Option (Page 3 [Graphical Interface])

Table 6-9 Table Contents for the System Events by Class Option

Column Heading	Description
No.	Index number in the table
Event Description	Brief description of the event
Event ID	Unique identification number for the event
First Event Occurrence	Date and time that the event was first registered
Last Event Occurrence	Date and time that the event was last registered
Event Count	Number of times that the event occurred

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing Information about the Actions Taken

Embedded Support Partner logs all of the actions that it performs. To view this information, click on the `System Information` tab and then click on the `Actions Taken` button in the `SYSTEM INFORMATION` section. Figure 6-20 shows the page that you use to view the information about actions taken.

SYSTEM INFORMATION > Actions Taken

Help

Enter the date(s) for which you want system events information:

From: 06/01/1999 To: 06/11/1999
(mm/dd/yyyy) (mm/dd/yyyy)

Choose one of the following options:

All Actions Taken Displays all actions that were taken on the system and events that triggered these actions.

Actions Taken for a Specific Event Displays actions taken for a specific event only.

Accept Clear

Figure 6-20 Options for Viewing the Actions that Have Been Taken (Graphical Interface)

Using the All Actions Taken Option

The `All Actions Taken` option displays all actions that have been taken within the range of dates that you specify and the events that caused the actions to occur.

Perform the following procedure to use the `All Actions Taken` option:

1. Click on the `System Information` tab.
2. Click on the `Actions Taken` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-21.)
4. Click on the radio button next to the `All Actions Taken` option. (Refer to Figure 6-21.)

SYSTEM INFORMATION > Actions Taken

Help

Enter the date(s) for which you want system events information:

From: 05/20/1999 To: 06/11/1999
(mm/dd/yyyy) (mm/dd/yyyy)

Choose one of the following options:

All Actions Taken Displays all actions that were taken on the system and events that triggered these actions.

Actions Taken for a Specific Event Displays actions taken for a specific event only.

Accept Clear

Figure 6-21 Using the All Actions Taken Option (Page 1 [Graphical Interface])

5. Click on `Accept`.

The interface displays a table that contains information about all of the actions that were taken between the dates that you specified. (Refer to Figure 6-22; Table 6-10 describes the information that the table contains.)

SYSTEM INFORMATION > Actions Taken > All Actions Taken

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 System IP type : IP22
 System IP address : 150.166.4.15

Class of Reports : All Actions

Page 1 of 1

No.	Event Class	Event Description	Event ID	Action Description	Action Taken	Time of Action
1	User	Process killed [limit exceeded]	0x6DA	Notify sysadmin on console	/usr/bin/ssnotify -A "ALERT: Process [sschttpd] pid 4286 killed: process or stack limit exceeded"	05/22/1999 21:24:28
2	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/ssnotify -A	05/24/1999 16:26:13
3	System Configuration	Software de-installed	0x200105	Notify sysadmin on console	/usr/bin/ssnotify -A	05/24/1999 16:26:14

Figure 6-22 Using the All Actions Taken Option (Page 2 [Graphical Interface])

Table 6-10 Table Contents for the All Actions Taken Option

Column	Description
No.	Index number in the table
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the action is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken
Action Taken	Description of the command that the action performed
Time of Action	Date and time that the action was taken

Each page contains ten actions. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the Actions Taken for a Specific Event Option

The `Actions Taken for a Specific Event` option displays all actions that were taken for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Actions Taken for a Specific Event` option:

1. Click on the `System Information` tab.
2. Click on the `Actions Taken` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-23.)
4. Click on the radio button next to the `Actions Taken for a Specific Event` option. (Refer to Figure 6-23.)

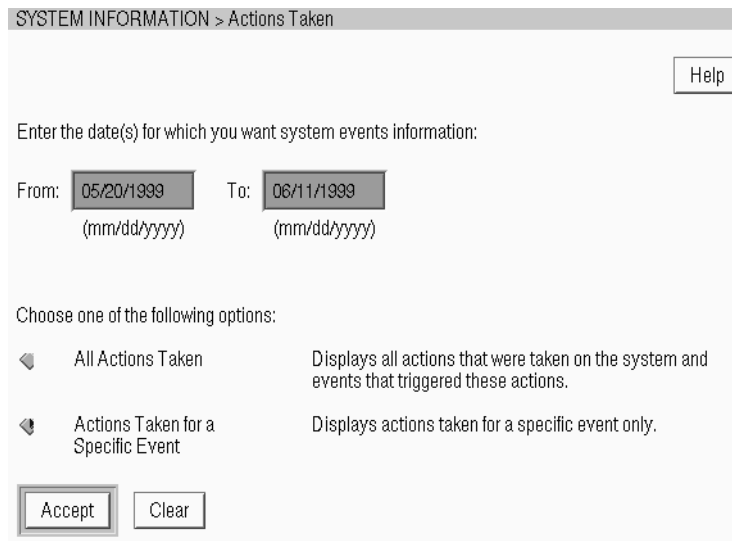


Figure 6-23 Using the Actions Taken for a Specific Event Option (Page 1 [Graphical Interface])

5. Choose the class that contains the event that you want to view. (Refer to Figure 6-24.)

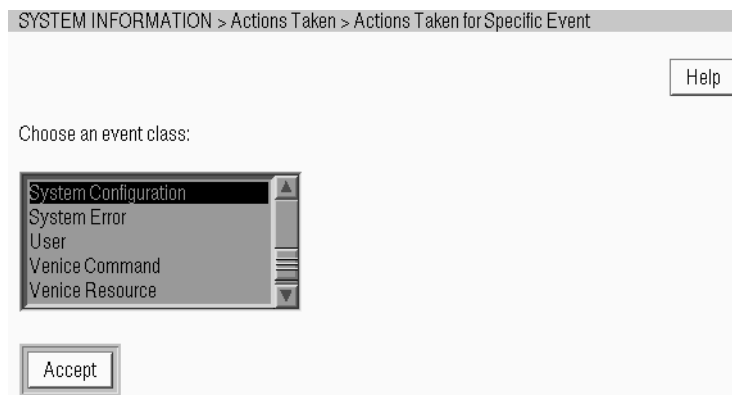


Figure 6-24 Using the Actions Taken for a Specific Event Option (Page 2 [Graphical Interface])

6. Click on **Accept**.

7. Choose the event. (Refer to Figure 6-25.)

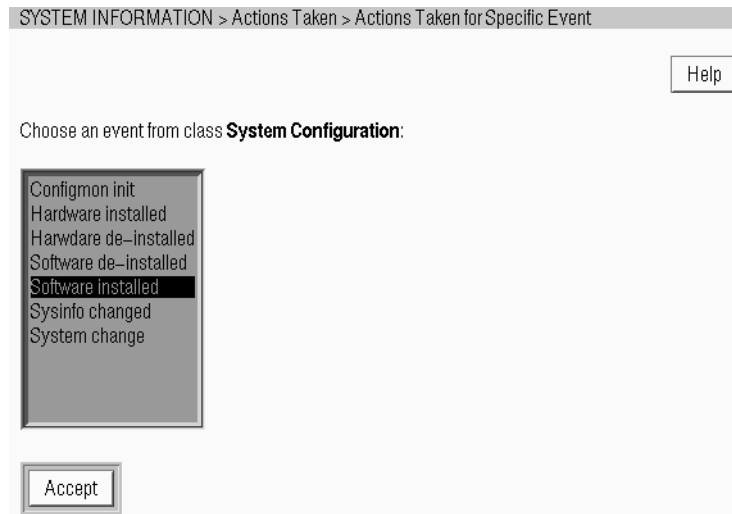


Figure 6-25 Using the Actions Taken for a Specific Event Option (Page 3 [Graphical Interface])

8. Click on `Accept`.

The interface displays a table that lists all of the actions taken for the event between the dates that you specified. (Refer to Figure 6-26; Table 6-11 describes the information that the table contains.)

SYSTEM INFORMATION > Actions Taken > Actions Taken for Specific Event

System name : hello.csd.sgi.com
 System ID : 69089ACA
 System serial number : 080069089ACA
 System IP type : IP22
 System IP address : 150.166.4.15

Class of Reports : All Actions Taken for Specific Event

Page 1 of 1

No.	Event Class	Event Description	Event ID	Action Description	Action Taken	Time of Action
1	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/ssnotify -A	05/24/1999 16:26:13

Figure 6-26 Using the Actions Taken for a Specific Event Option (Page 4 [Graphical Interface])

Table 6-11 Table Contents for the Actions Taken for a Specific Event Option

Column	Description
No.	Index number in the table
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the action is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken
Action Taken	Description of the command that the action performed
Time of Action	Date and time that the action was taken

Each page contains ten actions. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the Diagnostic Results

If you use the diagnostics that are included in the *Internal Support Tools 2.0* or later releases, Embedded Support Partner monitors the diagnostics that you run on a system.

Perform the following procedure to view a report of the diagnostic results:

1. Click on the `System Information` tab.
2. Click on the `Diagnostics Results` button in the `SYSTEM INFORMATION` section.
3. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view diagnostic results. (Refer to Figure 6-27.)

Note: To view diagnostic results from a specific day, enter that date in both fields.

4. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 6-27.)

SYSTEM INFORMATION > Diagnostics Results

Help

System name : annushka.csd.sgi.com
System ID : 6902FB7E
System serial number : 08006902FB7E
System IP type : IP32
System IP address : 150.166.1.59

Display diagnostics results for diagnostics ran

From: 08/07/1999 To: 09/07/1999
(mm/dd/yyyy) (mm/dd/yyyy)

Accept Clear

Figure 6-27 Viewing the Diagnostic Results (Graphical Interface)

5. Click on `Accept`.

The interface displays a table that contains information about all diagnostics that ran during the range of time that you specified. (Refer to Figure 6-28; Table 6-12 describes the information that the table contains.)

SYSTEM INFORMATION > Diagnostics Results

System name : annushka.csd.sgi.com
System ID : 6902FB7E
System serial number : 08006902FB7E
System IP type : IP32
System IP address : 150.166.1.59

Time period : 08/07/1999 – 09/07/1999

Page 1 of 1

No.	Diagnostic Name	Diagnostic Result	Diagnostic Result Time
1	SVP (9)	PASS	08/17/1999 09:58:09

Figure 6-28 Viewing the Diagnostic Results (Page 2 [Graphical Interface])

Table 6-12 Diagnostic Results Table Contents

Column Heading	Description
No.	Index number within the table
Diagnostic Name	Name of the diagnostic When one or more tests run as a group under one program (for example, SVP), the total number of tests run is shown in parentheses next to the diagnostic name; for example: SVP (86) indicates that 86 tests ran under SVP
Diagnostic Result	Result of the diagnostic: PASS, FAIL, or COMPLETE PASS indicates that the diagnostic completed successfully FAIL indicates that the diagnostic failed COMPLETE indicates that multiple tests ran and one or more of them failed and the others passed
Diagnostic Result Time	Time at which the diagnostic completed testing When multiple tests run under one diagnostic (for example, SVP), this column indicates the time at which all tests completed

Each page contains ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the Availability Information

The `availmon` component of Embedded Support Partner tracks system availability. To view this information, click on the `System Information` tab and then click on the `Availability` button in the `SYSTEM INFORMATION` section.

Figure 6-29 shows the page that you use to view the information about system availability. This page displays the total availability (in percent) of the system and the mean time between interrupts (MTBI) in minutes and enables you to select which type of availability information to view.

The screenshot shows a web interface titled "SYSTEM INFORMATION > Availability". At the top right is a "Help" button. Below the title, a box displays "Total Availability (%) = 99.79" and "MTBI (min) = 2410". A horizontal dotted line separates this from the configuration section. The configuration section starts with the text "Enter the time period for which you want availability information:". Below this are two input fields: "From:" with a date picker and "(mm/dd/yyyy)" below it, and "To:" with a date picker showing "06/11/1999" and "(mm/dd/yyyy)" below it. Below the date fields is the text "Choose one of the following options:". There are two radio button options: "Overall Availability" with a description "Displays all statistical availability information for the localhost, such as MTBI, Average Uptime etc. This is a detailed summary on the availability of the system." and "Availability Events List" with a description "Displays detailed information of all availability events. Selection of each event is also allowed if more detail is required." At the bottom left is an "Accept" button.

Figure 6-29 Options for Viewing System Availability Information (Graphical Interface)

Using the Overall Availability Option

The Overall Availability option provides general availability information about the system.

Perform the following procedure to use the Overall Availability option:

1. Click on the System Information tab.
2. Click on the Availability button in the SYSTEM INFORMATION section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-30.)
4. Click on the radio button next to the Overall Availability option. (Refer to Figure 6-30.)



Figure 6-30 Using the Overall Availability Option (Page 1 [Graphical Interface])

5. Click on **Accept**.

The interface displays a table that contains the overall availability information about the system. (Refer to Figure 6-31; Table 6-13 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Overall Availability

System name : hello.csd.sgi.com
 Database : ssdb
 Number of records : 12
 Data start time : Thu May 20 22:18:39 1999
 Data end time : Thu Jun 3 14:32:59 1999

	Count	Downtime (min)	MTBI (min)	Availability %
Service action	12	39	2557	99.87
upgrade software	1	4	30689	
administrative: reboot	11	34	2790	
Total	12	39	2557	99.87
Average uptime	2554 minutes (1 day 18 hrs 34 mins)			
Least uptime	13 minutes			
Most uptime	5784 minutes (4 days 24 mins)			
Average downtime	3 minutes			
Least downtime	2 minutes			
Most downtime	4 minutes			
Logging started at	Thu May 20 18:08:36 1999			
Last boot at	Thu Jun 3 14:35:26 1999			
System has been up for	11386 minutes (7 days 21 hrs 46 mins)			

[Event Availability Information](#)

Figure 6-31 Using the Overall Availability Option (Page 2 [Graphical Interface])

Table 6-13 Overall Availability Information

Row	Description
Service Action	Information about each service action performed on the system The following information is displayed for each service action: count, downtime due to the service action (in minutes), mean time between interrupts (in minutes), and availability percentage
Total	Information about the total downtime for service actions on the system A total is displayed for the following categories: count, downtime (in minutes) due to the action, mean time between interrupts (in minutes), and availability percentage
Average uptime	Average uptime between availability events
Least uptime	Shortest uptime between availability events
Most uptime	Longest uptime between availability events
Average downtime	Average downtime
Most downtime	Longest downtime
Least downtime	Shortest downtime
Logging started at	Date and time when availability monitoring started
Last boot at	Date and time of the last system boot
System has been up for	Amount of time that the system has been up since the last boot (in minutes)

Click on the [Event Availability Information](#) link at the bottom of the page to display a list of all availability events that occurred between the dates that you specified. (Refer to Figure 6-32; Table 6-14 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Event Availability Information

System name : hello.csd.sgi.com
 Database : ssdb
 Number of records : 12
 Data start time : Thu May 20 22:18:39 1999
 Data end time : Thu Jun 3 14:32:59 1999

Page 1 of 2

Start Time	Incident Time	Uptime (min)	DownTime (min)	Reason	
Thu May 20 18:08:36 1999	Thu May 20 22:18:39 1999	250	4	Controlled	Event Summary
Thu May 20 22:23:04 1999	Mon May 24 16:21:31 1999	5398	4	Controlled	Event Summary
Mon May 24 16:25:34 1999	Wed May 26 09:17:46 1999	2452	4	Controlled	Event Summary
Wed May 26 09:22:08 1999	Thu May 27 11:21:34 1999	1559	4	Controlled	Event Summary
Thu May 27 11:25:59 1999	Thu May 27 15:50:38 1999	265	4	Controlled	Event Summary
Fri May 28 13:24:12 1999	Fri May 28 14:00:15 1999	681	3	Controlled	Event Summary
Fri May 28 14:03:01 1999	Fri May 28 15:21:26 1999	78	4	Controlled	Event Summary
Fri May 28 15:25:32 1999	Tue Jun 1 15:50:15 1999	5785	2	Controlled	Event Summary
Tue Jun 1 15:52:39 1999	Tue Jun 1 16:10:22 1999	18	2	Controlled	Event Summary

Figure 6-32 Using the Overall Availability Option (Page 3 [Graphical Interface])

Table 6-14 Availability Event Information for the Overall Availability Option

Column	Description
Start Time	Specifies the time that the system was brought up before the incident occurred
Incident Time	Specifies the time at which the incident that caused the downtime occurred
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 6-33)

Each page contains ten availability events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.



Figure 6-33 Using the Overall Availability Option (Page 4 [Graphical Interface])

Using the Availability Events List Option

The `Availability Events List` option provides detailed information about all availability events that occurred on the system between the dates that you specify.

Perform the following procedure to use the `Overall Availability` option:

1. Click on the `System Information` tab.
2. Click on the `Availability` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 6-34.)
4. Click on the radio button next to the `Availability Events List` option. (Refer to Figure 6-34.)

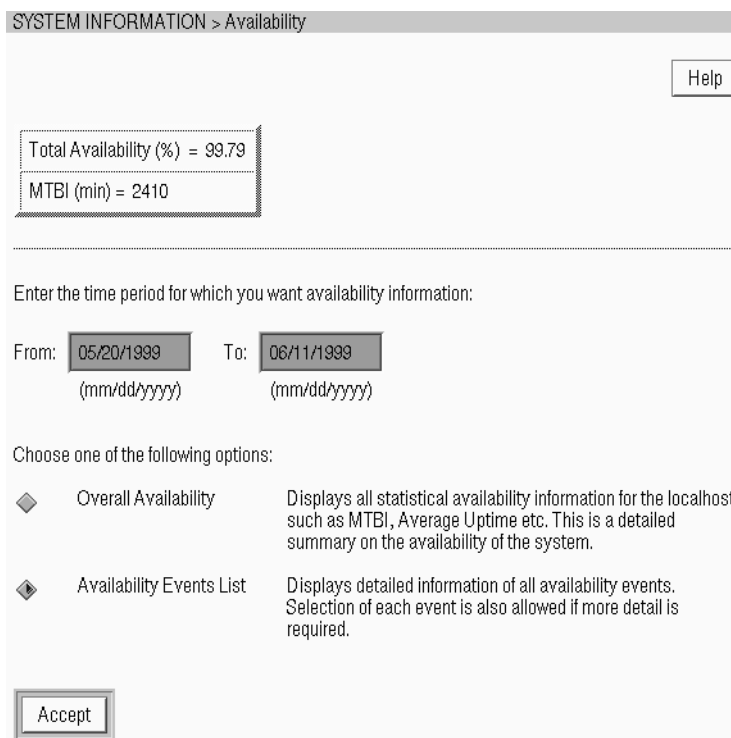


Figure 6-34 Using the Availability Events List Option (Page 1 [Graphical Interface])

5. Click on `Accept`.

The interface displays a list of all availability events that occurred during the range of dates that you specified. (Refer to Figure 6-35; Table 6-15 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Event Availability Information

System name : hello.csd.sgi.com
 Database : ssdb
 Number of records : 12
 Data start time : Thu May 20 22:18:39 1999
 Data end time : Thu Jun 3 14:32:59 1999

Page 1 of 2

Start Time	Incident Time	Uptime (min)	DownTime (min)	Reason	
Thu May 20 18:08:36 1999	Thu May 20 22:18:39 1999	250	4	Controlled	Event Summary
Thu May 20 22:23:04 1999	Mon May 24 16:21:31 1999	5398	4	Controlled	Event Summary
Mon May 24 16:25:34 1999	Wed May 26 09:17:46 1999	2452	4	Controlled	Event Summary
Wed May 26 09:22:08 1999	Thu May 27 11:21:34 1999	1559	4	Controlled	Event Summary
Thu May 27 11:25:59 1999	Thu May 27 15:50:38 1999	265	4	Controlled	Event Summary
Fri May 28 13:24:12 1999	Fri May 28 14:00:15 1999	681	3	Controlled	Event Summary
Fri May 28 14:03:01 1999	Fri May 28 15:21:26 1999	78	4	Controlled	Event Summary
Fri May 28 15:25:32 1999	Tue Jun 1 15:50:15 1999	5785	2	Controlled	Event Summary
Tue Jun 1 15:52:39 1999	Tue Jun 1 16:10:22 1999	18	2	Controlled	Event Summary

Figure 6-35 Using the Availability Events List Option (Page 2 [Graphical Interface])

Table 6-15 Availability Event Information for the Availability Events List Option

Column	Description
Start Time	Specifies the time that the system was brought up before the incident occurred
Incident Time	Specifies the time at which the incident that caused the downtime occurred
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 6-36)

Each page contains ten availability events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.



Figure 6-36 Using the Availability Events List Option (Page 3 [Graphical Interface])

System Group Manager Mode

System Group Manager mode enables Embedded Support Partner to access all systems in a system group. You can use System Group Manager mode to:

- Subscribe and unsubscribe events from any system in the group (When you subscribe an event from a system, the Single System Manager on the system forwards any occurrences of the event to the System Group Manager on the group manager.)
- Set up actions on the group manager system to respond to events from any system in the group
- Monitor services (for example DNS) on any system in the group.
- View hardware and software configuration information for any system in the group (You must subscribe configuration events for the systems.)

Figure 7-1 shows an example of Embedded Support Partner in System Group Manager mode with four systems.

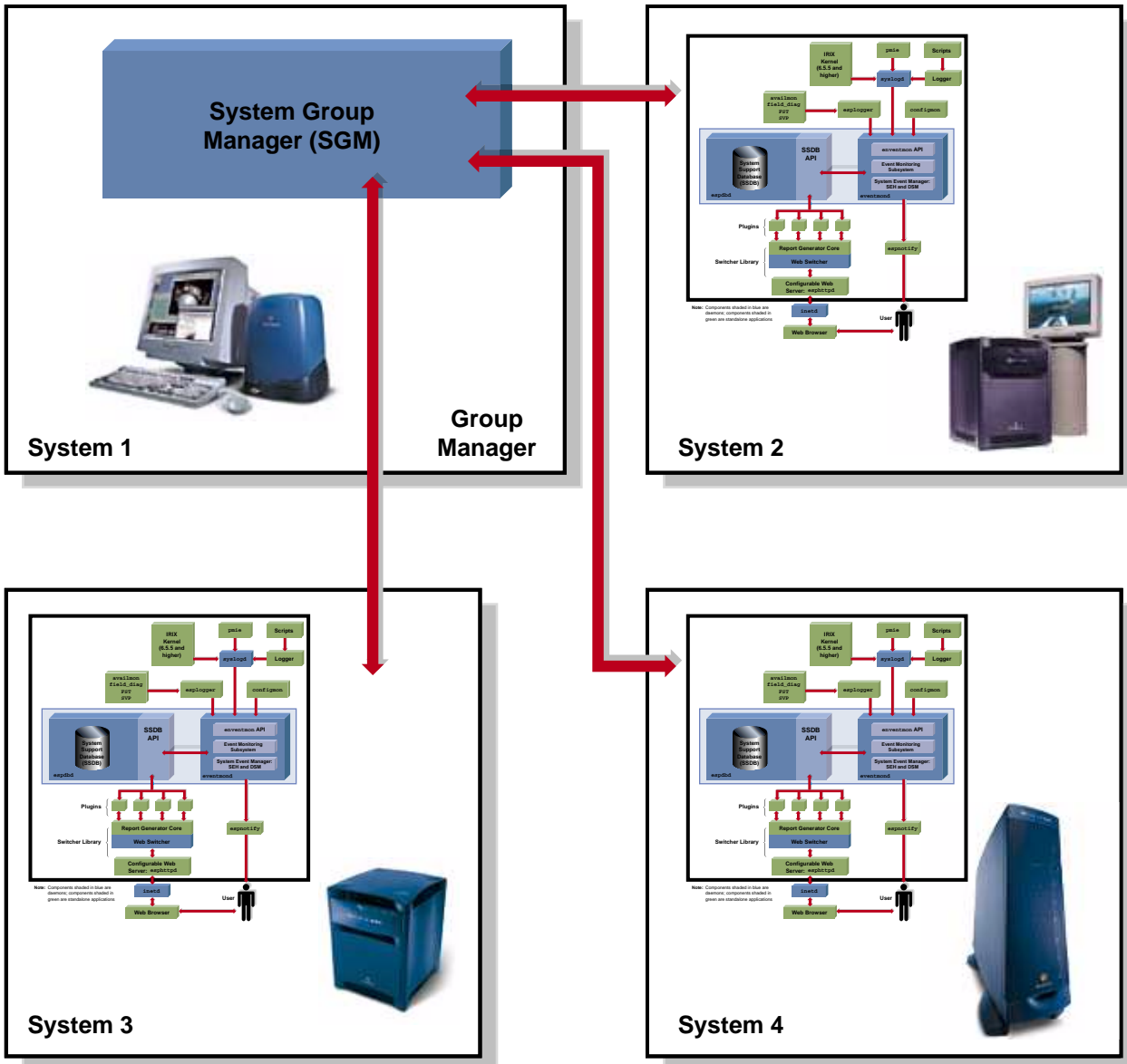


Figure 7-1 Embedded Support Partner in System Group Manager Mode (Block Diagram)

Use the graphical interface in System Group Manager mode to perform the following activities on systems in the group:

- Set up Embedded Support Partner, including the following parameters:
 - Global parameters
 - Event parameters
 - Action parameters
 - Notification parameters
 - Availability monitoring parameters
 - Performance monitoring parameters
- View the following information for one or more of the system(s):
 - The hardware that is installed on the system(s) on a specific date and at a specific time
 - The software that is installed on the system(s) on a specific date and at a specific time
 - Any system changes that have occurred within a specified time period
 - Any system events that have occurred
 - Any system actions that have been taken
 - System availability information
- Archive a database to conserve disk space and delete database archives that you no longer need

Starting Embedded Support Partner in System Group Manager Mode

Embedded Support Partner in System Group Manager mode is available only with a graphical interface. You can start it with the `Embedded_Support_Partner` icon or the `launchESPartner` command.

System Group Manager mode uses a nodelocked license. When the free 120-day trial license expires, Embedded Support Partner does not allow you to use System Group Manager mode. When this occurs, you must purchase a permanent license to continue using System Group Manager mode. You can use Key-O-Matic on the SGI Web site (www.sgi.com) to obtain a permanent license, or you can contact your local SGI support office for more information about purchasing a permanent license.

Using the Embedded_Support_Partner Icon

1. Choose **Find** -> **Support Tools** in the **Toolchest** menu. (Refer to Figure 7-2.)

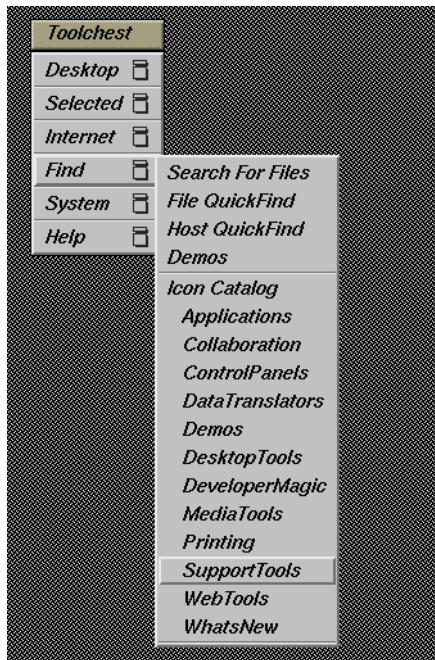


Figure 7-2 Toolchest Menu

The Icon Catalog application opens in the SupportTools category. (Refer to Figure 7-3.)



Figure 7-3 Icon Catalog

2. Double-click on the Embedded_Support_Partner icon.

Netscape displays the Embedded Support Partner opening page. (Refer to Figure 7-4.)

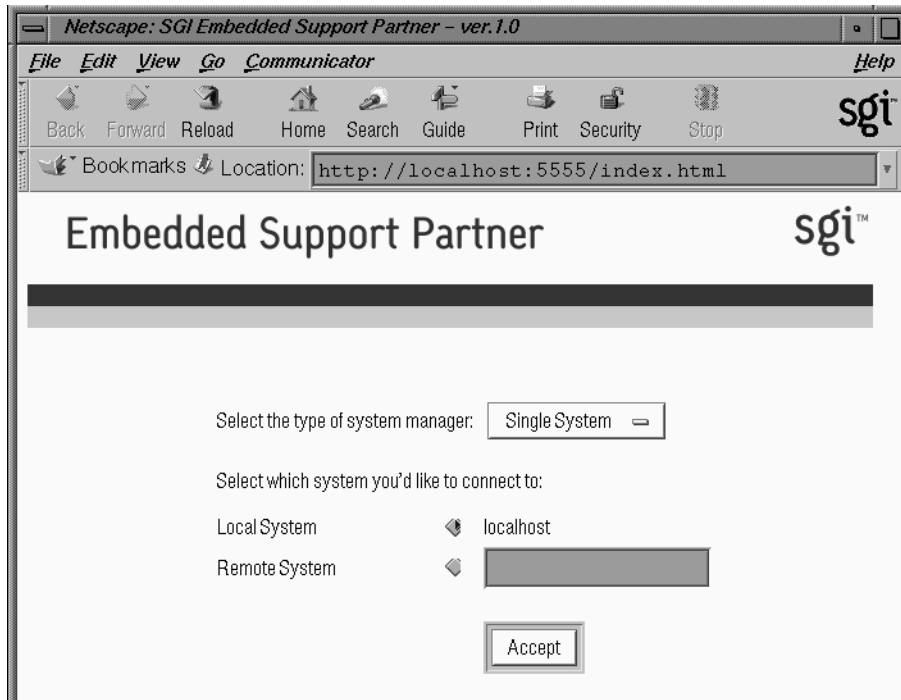


Figure 7-4 Embedded Support Partner Graphical Interface Opening Page

3. Choose **Group of Systems** for the *Select the type of system manager* option.
4. Specify the system that you want to access:
 - Click on the *Local System* radio button to connect to the local host (the system on which you started Embedded Support Partner). (Refer to Figure 7-5)
 - Click on the *Remote System* radio button to connect to a remote system. Enter the name of the system or IP address of the system in the field. (Refer to Figure 7-6.)

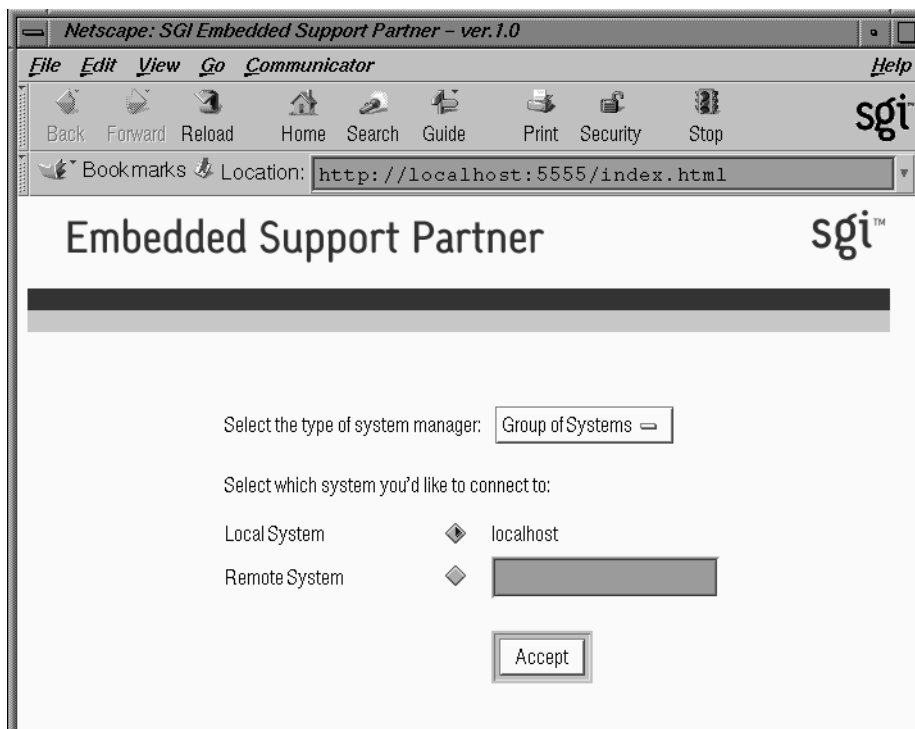


Figure 7-5 Connecting to System Group Manager Mode on the Local System

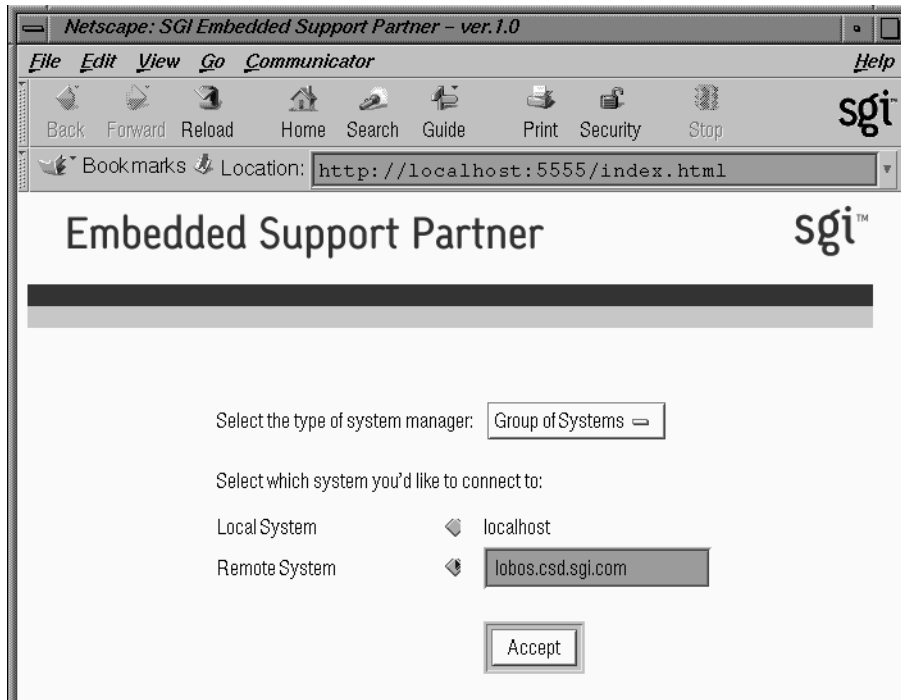


Figure 7-6 Connecting to System Group Manager Mode on a Remote System

5. Click on **Accept**.

The Embedded Support Partner interface appears in System Group Manager mode. (Refer to Figure 7-7.) Use this interface to:

- Set up Embedded Support Partner in System Group Manager mode (Refer to Chapter 8, "Setting Up Embedded Support Partner in System Group Manager Mode.")
- View information from the systems in the system group (Refer to Chapter 9, "Using Embedded Support Partner in System Group Manager Mode to View Information about the Systems.")

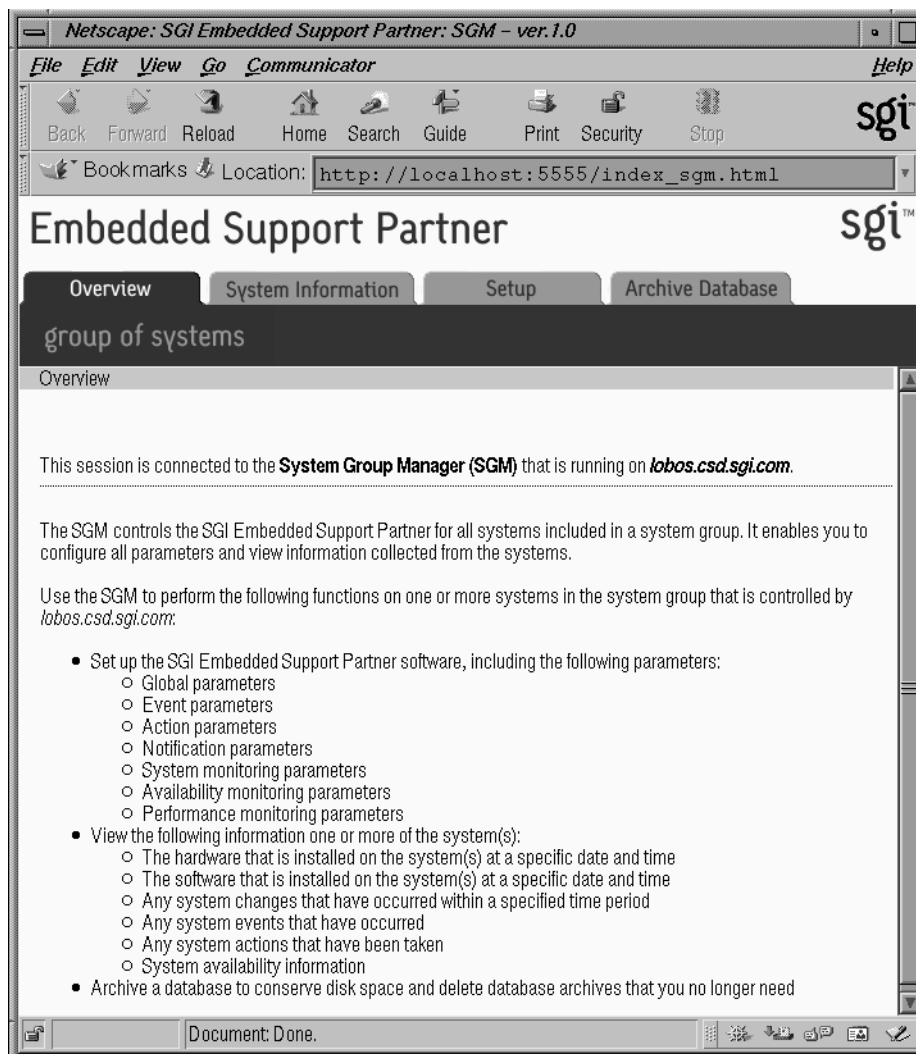


Figure 7-7 System Group Manager Mode Interface

Using the launchESPartner Command

Perform the following procedure to start Embedded Support Partner in System Group Manager mode with the `launchESPartner` command:

1. Enter the `launchESPartner` command.

Netscape displays the Embedded Support Partner opening page. (Refer to Figure 7-8.)

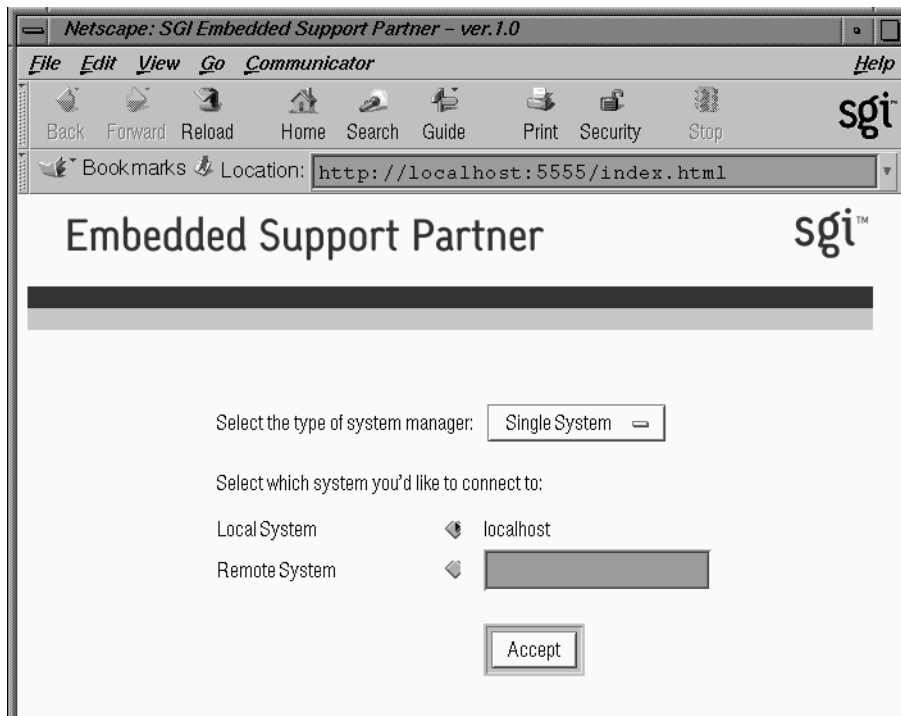


Figure 7-8 Embedded Support Partner Graphical Interface Opening Page

2. Choose **Group of systems** for the Select the type of system manager option.

3. Specify the system that you want to access:
 - Click on the `Local System` radio button to connect to the local host (the system on which you started Embedded Support Partner). (Refer to Figure 7-9.)
 - Click on the `Remote System` radio button to connect to a remote system. Enter the name of the system or IP address of the system in the field. (Refer to Figure 7-10.)

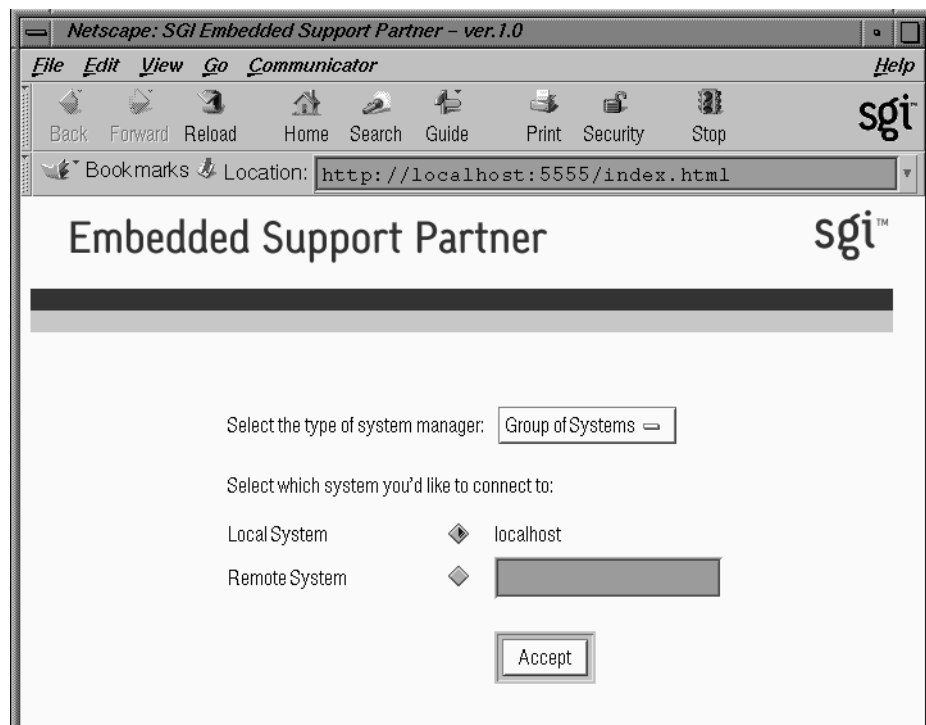


Figure 7-9 Connecting to System Group Manager Mode on the Local System

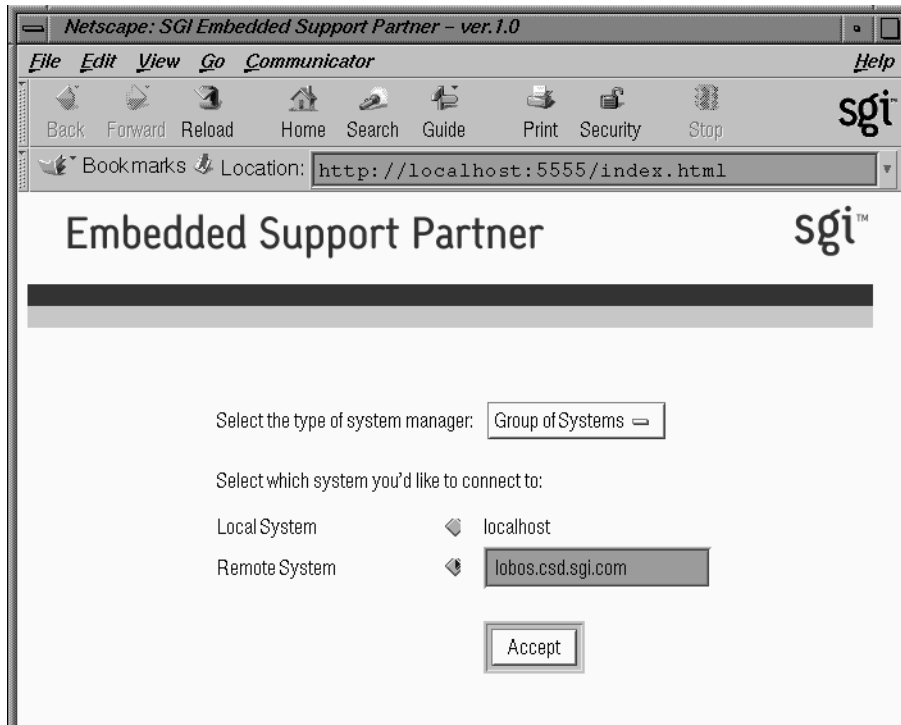


Figure 7-10 Connecting to System Group Manager Mode on a Remote System

4. Click on `Accept`.

The Embedded Support Partner interface appears in System Group Manager mode. (Refer to Figure 7-11.) Use this interface to:

- Set up Embedded Support Partner in System Group Manager mode (Refer to Chapter 8, "Setting Up Embedded Support Partner in System Group Manager Mode.")
- View information from the systems in the system group (Refer to Chapter 9, "Using Embedded Support Partner in System Group Manager Mode to View Information about the Systems.")

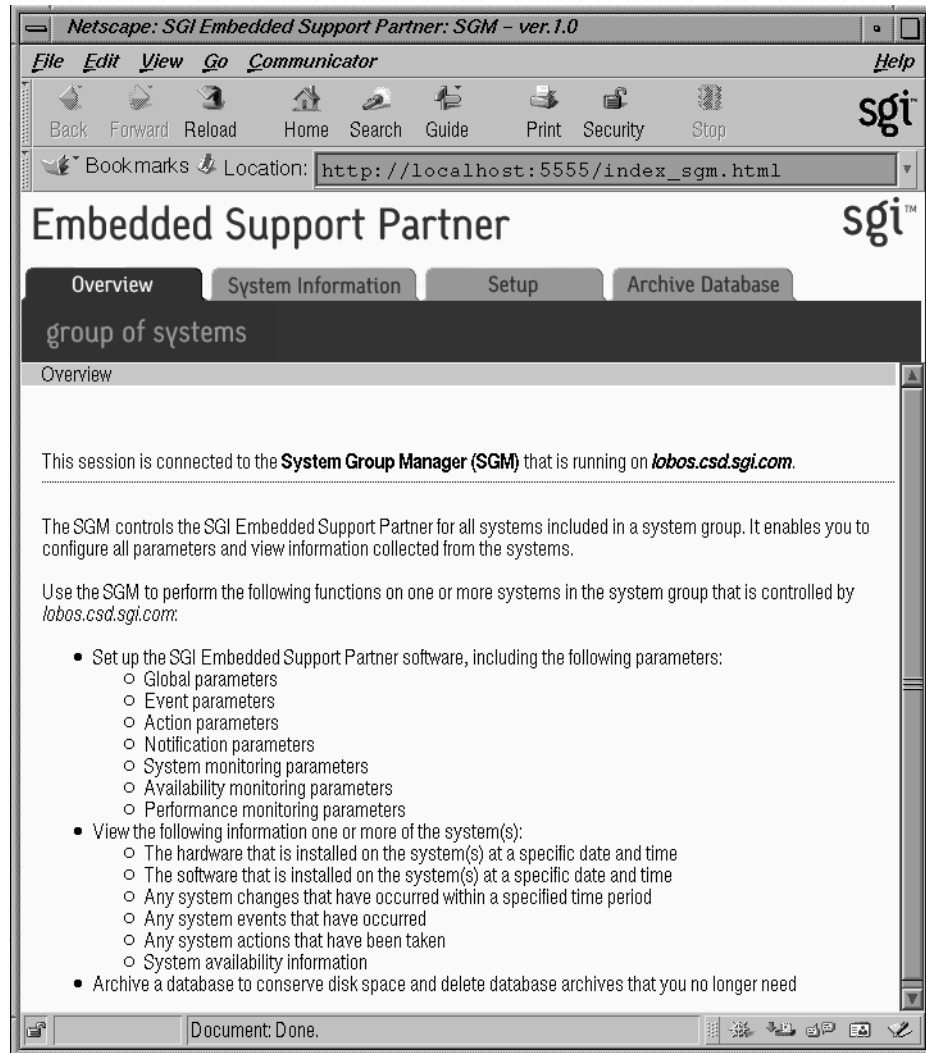


Figure 7-11 System Group Manager Interface

Configuring System Group Manager Mode

All components of Embedded Support Partner are installed on your system by default; however, you should perform the following procedure the first time you use Single System Manager mode to set it up:

1. Configure the Single System Manager on all of the systems that you want to monitor. (Refer to “Configuring Single System Manger Mode.”)
2. Start the System Group Manager on the system that you want to be the system group manager. (Refer to “Starting Embedded Support Partner in System Group Manager Mode.”)
3. Add/update any actions that you want on the system group manager.
4. Subscribe to events from the member systems and update the subscribed events, if necessary.

When you subscribe to events from the member systems, the Single System Managers on those systems forward the events to the System Group Manager. The System Group Manager stores the information about the events in the database on the system that is running the System Group Manager. This enables you to use the System Group Manager interface to access information from all of the systems in the group.

Manipulating the Database that System Group Manager Mode Uses

Embedded Support Partner logs data in a database on the group manager system as it registers events and performs actions. You can archive the current database to reduce the amount of disk space used on the system.

Archiving a Database

Use the `esparchive` command at a UNIX prompt to archive the current database that Embedded Support Partner is using on a system. The `esparchive` command shuts down Embedded Support Partner momentarily, compresses the current database to save space, opens a new database to receive data from Embedded Support Partner, and restarts Embedded Support Partner.

You must use the root account to execute the `esparchive` command; this command archives the current database only if it is 10 MB or larger.

Note: Click on the `Archive Database` tab on the interface to view a description of this process.

Deleting a Database Archive

You can delete database archives that you no longer need.

Warning: When you delete a database archive, the information in the database archive is permanently lost. You will not be able to view any system information that was stored in the database archive.

Perform the following procedure to delete a database archive:

1. Click on the `Archive Database` tab.
2. Choose the database archive that you want to delete. (Refer to Figure 7-12.)

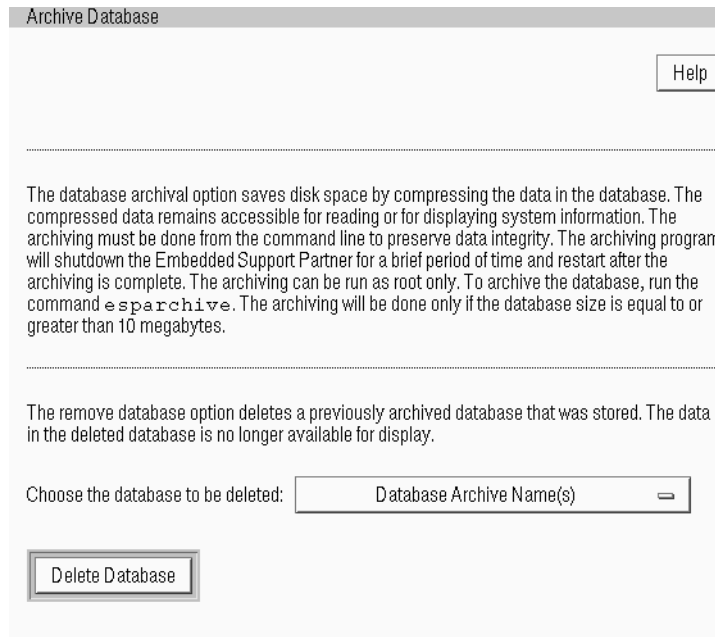


Figure 7-12 Archiving a Database (Graphical Interface)

3. Click on the `Delete Database` button.

Setting Up Embedded Support Partner in System Group Manager Mode

Use the commands in the `SETUP` section of the interface to set up the following components of Embedded Support Partner in System Group Manager mode to monitor a group of systems:

- Global parameters
- Events
- Actions
- Paging parameters
- Availability monitoring
- Performance monitoring
- System monitoring

Setting Up Global Parameters

Several global parameters are available for you to customize Embedded Support Partner.

The global parameters are organized into two categories:

- Web server parameters
- Global configuration parameters

Setting Up the Web Server Parameters

The Web server parameters configure the Configurable Web Server that Embedded Support Partner uses. You can use these parameters to control permission to access Embedded Support Partner, including the user name and password combination and host privileges. (All IP addresses are allowed connections to the Web server by default.)

Figure 8-1 shows the interface page that you use to access the Web server parameters. Figure 8-2 shows the interface page that you use to specify which systems are allowed or denied access to the Configurable Web Server. Figure 8-3 shows the interface page that you use to modify the user name and associated password.

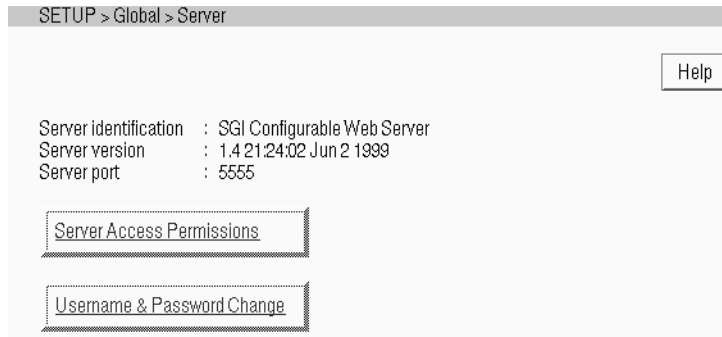


Figure 8-1 Web Server Configuration Page

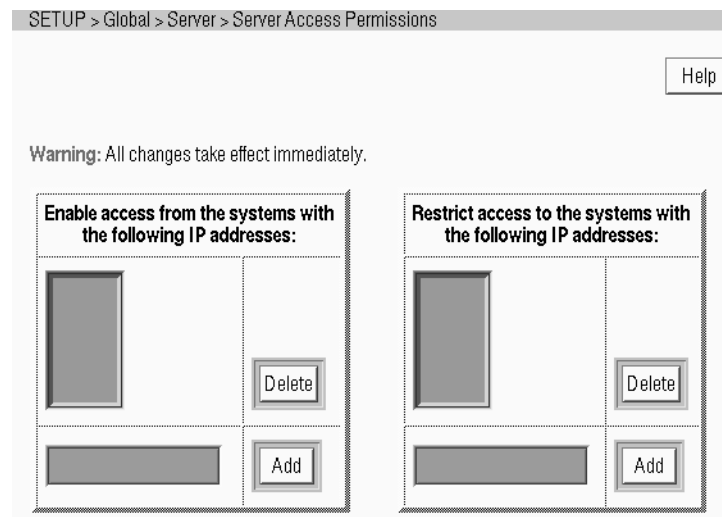


Figure 8-2 Web Server Access Permissions Page

SETUP > Global > Server > Username & Password Change

Help

Warning: All changes take effect immediately.

Change username	
Enter old username:	<input type="text"/>
Enter new username:	<input type="text"/>
<input type="button" value="Change Username"/> <input type="button" value="Clear"/>	

Change password	
Enter old password:	<input type="text"/>
Enter new password:	<input type="text"/>
Re-enter new password:	<input type="text"/>
<input type="button" value="Change Password"/> <input type="button" value="Clear"/>	

Figure 8-3 Web Server User Name and Password Page

Allowing Access to Embedded Support Partner

You can modify access privileges that specify which systems have access rights to Embedded Support Partner. If you want to restrict access to Embedded Support Partner, you must set up a “restrict access” list and an “enable access” list. (If you do not set up a “restrict access” list, all IP addresses can connect to Embedded Support Partner regardless of the “enable access” list settings because the default configuration allows connections from all IP addresses if no “restrict access” list exists.)

The most secure configuration is to set the “restrict access” list to all hosts (*. *.*.*) and set the “enable access” list to the hosts that you want to have access to Embedded Support Partner. (For example, set the “enable access” list to 197.*.*.* and the “restrict access” list to *.*.*.* if you want only the systems with IP addresses that begin with 197 to have access to Embedded Support Partner.)

Caution: All changes that you make to the “restrict access” and “enable access” lists immediately take effect. Ensure that you do not set up access lists that prevent your administration system from connecting to Embedded Support Partner.

Perform the following procedure to add a system to the “enable access” list (refer to Figure 8-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the field on the left side of the page, enter the IP address of the system that you want to add to the list.

Note: Entering *.*.*.* indicates that all systems can access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, 197.*.*.2 and 197.20.2.*).

5. Click on `Add`.

Perform the following procedure to remove a system from the “enable access” list (refer to Figure 8-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the list of IP addresses on the left side of the page, click on the IP address of the system that you want to remove from the list.
5. Click on `Delete`.

Perform the following procedure to add a system to the “restrict access” list (refer to Figure 8-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the field on the right side of the page, enter the IP address of the system that you want to add to the restricted access list.

Note: Entering `*.*.*.*` indicates that all systems (except the systems in the “allow access” list) cannot access the Embedded Support Partner Web-based interface. You can wildcard any portion of the IP address with an asterisk (for example, `197.*.*.2` and `197.20.2.*`).

5. Click on `Add`.

Perform the following procedure to remove a system from the “restrict access” list (refer to Figure 8-2):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Server Access Permissions` link.
4. In the list of IP addresses on the right side of the page, click on the IP address of the system that you want to remove from the restricted access list.
5. Click on `Delete`.

Changing the User Name and Password

Embedded Support Partner requires that you enter a user name and password to access several features. This protocol ensures that Embedded Support Partner is secure from unauthorized access.

The default user name is **administrator**, and the default password is **partner**. Be sure to change one or both of these settings the first time that you use Embedded Support Partner to prevent unauthorized access to your system.

Perform the following procedure to change the user name (refer to Figure 8-3):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Username & Password Change` link.
4. Enter the old user name that you want to change in the `Enter old username` field.
5. Enter the new user name that you want to use in the `Enter new username` field.
6. Click on `Change Username`.

Perform the following procedure to change the password (refer to Figure 8-3):

1. Click on the `Setup` tab.
2. Click on the `Server` button in the `Global` category of the `SETUP` section.
3. Click on the `Username & Password Change` link.
4. Enter the old password that you want to change in the `Enter old password` field.
5. Enter the new password that you want to use in the `Enter new password` field.
6. Re-enter the new password in the `Re-enter new password` field. (You need to enter the password twice to ensure that it was typed correctly.)
7. Click on `Change Password`.

Setting the Global Configuration Parameters

The global configuration parameters enable you to globally modify how Embedded Support Partner handles events and actions. You can specify whether it should log all events in the database, whether it should require events to occur several times before they are registered, and whether it should perform actions in response to events.

Figure 8-4 shows the interface page that you use to set up the global configuration parameters.

SETUP > Global > Global Configuration

Help

Log events Yes No

This parameter enables or disables global event logging. Select "Yes" to log events in the SGI Embedded Support Partner database. Select "No" if you do not want to log any events in SGI Embedded Support Partner database.

Throttle events Yes No

This parameter enables or disables event throttling for all events. Select "Yes" to require that a specific number of events must occur before the event is registered in the SGI Embedded Support Partner database. Select "No" to register every event in the SGI Embedded System Partner database.

Act on events Yes No

This parameter enables or disables SGI Embedded Support Partner actions in response to events. Select "Yes" to specify that the SGI Embedded Support Partner should perform actions in response to all events that occur. Select "No" to specify that the SGI Embedded Support Partner should not respond to events that occur.

Accept

Figure 8-4 Global Configuration Parameters Page

Perform the following procedure to set up the global configuration parameters (refer to Figure 8-4):

1. Click on the `Global Configuration` button in the `Global` category of the `SETUP` section.
2. Specify whether Embedded Support Partner should log events.
 - Set the `Log events` parameter to `Yes` to log events in Embedded Support Partner database.
 - Set the `Log events` parameter to `No` if you do not want to log any events in Embedded Support Partner database.
3. Specify whether Embedded Support Partner should wait for a specific number of events to occur before it registers an event.
 - Set the `Throttle events` parameter to `Yes` to require that a specific number of events must occur before the event is registered in the Embedded Support Partner database.
 - Set the `Throttle events` parameter to `No` to register every event in the Embedded System Partner database.
4. Specify whether Embedded Support Partner should perform actions when it registers events.
 - Set the `Act on events` parameter to `Yes` to specify that Embedded Support Partner should perform actions in response to all events that occur.
 - Set the `Act on events` parameter to `No` to specify that Embedded Support Partner should not respond to events that occur.
5. Click on `Accept`.

Setting Up Events in System Group Manager Mode

Events are conditions that Embedded Support Partner monitors. Embedded Support Partner includes many default events, and you can also add custom events. Example events include parity errors, disk full conditions, and nonmaskable interrupts (NMI). Events are organized into event classes, which allows you to quickly view and update similar events. Example event classes include availability, system configuration, and performance.

You can perform the following activities to set up events:

- Viewing the current event setup
- Updating an existing event
- Subscribing events
- Unsubscribing events

Viewing the Current Event Setup

The current event setup defines the events and event classes that are currently configured in Embedded Support Partner on the systems in the group.

To view the current event setup, click on the `View Current Setup` button in the `Events` category of the `SETUP` section. Figure 8-5 shows the interface page that you should use to view the current event setup.

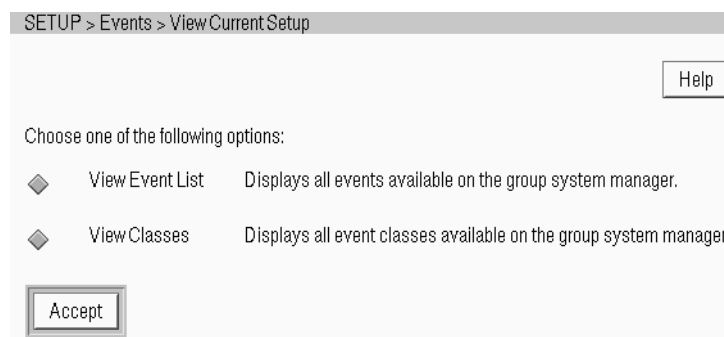


Figure 8-5 View Current Event Setup Options

Using the View Event List Option

The `View Event List` option lists all of the events that are currently configured in Embedded Support Partner on the systems in the group. Use this option to determine which events are currently available.

Perform the following procedure to view the current event list:

1. Click on the `View Current Setup` button in the `Events` category of the `SETUP` section.
2. Click on the radio button next to the `View Event List` option. (Refer to Figure 8-6.)

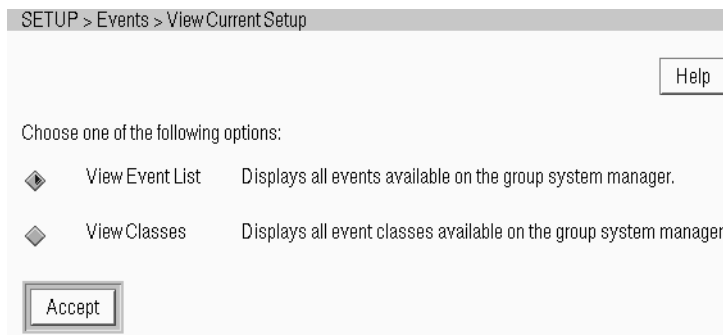


Figure 8-6 Using the View Event List Option (Page 1)

3. Click on `Accept`.

The interface displays a table that lists all available events, (Refer to Figure 8-7; Table 8-1 describes the information that the table contains.)

SETUP > Events > View Current Setup

Page 1 of 59

No.	Class Description	Event Description	Member Systems
1	SCSI	SCSI ctrl init failed	overdrive.csd.sgi.com
2	SCSI	SCSI command timed out	overdrive.csd.sgi.com
3	SCSI	SCSI hard error	overdrive.csd.sgi.com
4	SCSI	SCSI bus reset	overdrive.csd.sgi.com
5	SCSI	SCSI ctrl h/w (sram parity error)	overdrive.csd.sgi.com
6	SCSI	SCSI ctrl h/w (sram parity error bank0)	overdrive.csd.sgi.com
7	SCSI	SCSI ctrl h/w (sram parity error bank1)(1)	overdrive.csd.sgi.com
8	SCSI	SCSI ctrl h/w (sram parity error bank1)(2)	overdrive.csd.sgi.com
9	SCSI	SCSI bus error	overdrive.csd.sgi.com
10	SCSI	SCSI debug	overdrive.csd.sgi.com

1 2 3 4 5 6 7 8 9 10 ► ►►

Figure 8-7 Using the View Event List Option (Page 2)

Table 8-1 Event List Elements

Column	Description
No.	Index number in the table
Class Description	Class to which the event belongs
Event Description	Description of the event
Member Systems	Systems that are subscribed to monitor the event

Each page contains ten events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages (pages 11 through 20 in this example).

- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the View Classes Option

The `View Classes` option lists all event classes that are currently defined in Embedded Support Partner. (Event classes organize the individual events into related groups, which enables you to quickly locate events and easily assign actions to multiple events at the same time.)

Perform the following procedure to view the current list of event classes:

1. Click on the `View Current Setup` button in the `Events` category of the `SETUP` section.
2. Click on the radio button next to the `View Classes` option. (Refer to Figure 8-8.)

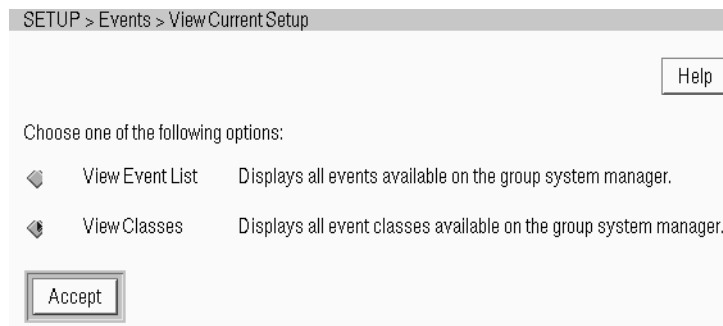


Figure 8-8 Using the View Classes Option (Page 1)

3. Click on `Accept`.

The interface displays a table that lists all event classes that are available, (Refer to Figure 8-9; Table 8-2 describes the information that the table contains.)

SETUP > Events > View Current Setup

Page 1 of 8

No.	Class ID	Class Description	Member Systems
1	1	SCSI	overdrive.csd.sgi.com
2	2	I/O	overdrive.csd.sgi.com
3	3	Peripheral	overdrive.csd.sgi.com
4	4	Power Supply	overdrive.csd.sgi.com
5	5	Memory Parity	overdrive.csd.sgi.com
6	6	Memory ECC	overdrive.csd.sgi.com
7	7	System Error	overdrive.csd.sgi.com
8	8	System Board	overdrive.csd.sgi.com
9	9	NMI	overdrive.csd.sgi.com
10	10	File System	overdrive.csd.sgi.com

1 2 3 4 5 6 7 8

Figure 8-9 Using the View Classes Option (Page 2)

Table 8-2 Event Class List Elements

Column	Description
No.	Index number in the table
Class ID	Identification number for the class
Class Description	Description of the class
Member Systems	Systems that are subscribed to monitor the class of events

Each page contains ten event classes. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Updating an Event

Perform the following procedure to update the information about an event that Embedded Support Partner should monitor:

1. Click on the `Update` button in the `Events` category of the `SETUP` section.
2. Choose the system for which you want to update the event. (Refer to Figure 8-10.)

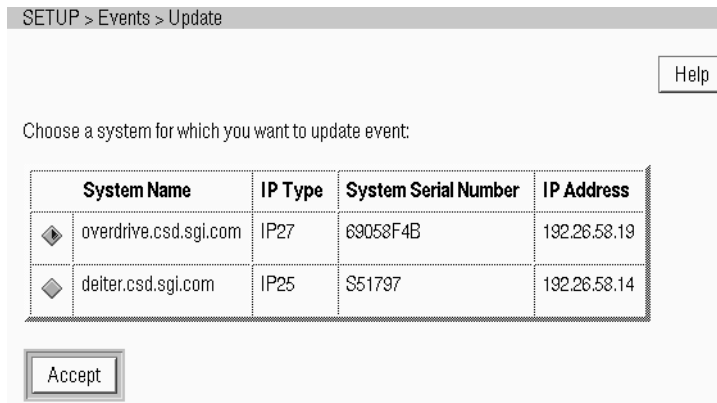


Figure 8-10 Updating an Event (Page 2)

3. Click on `Accept`.
4. Choose the event class to which the event belongs. (Refer to Figure 8-11.)

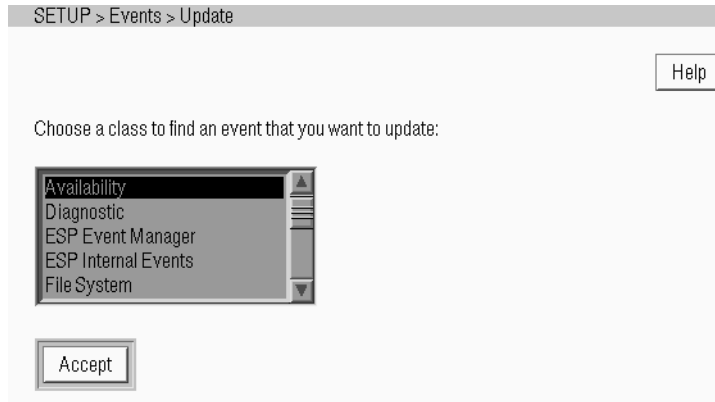


Figure 8-11 Updating an Event (Page 2)

5. Click on `Accept`.
6. Choose the event that you want to update. (Refer to Figure 8-12.)

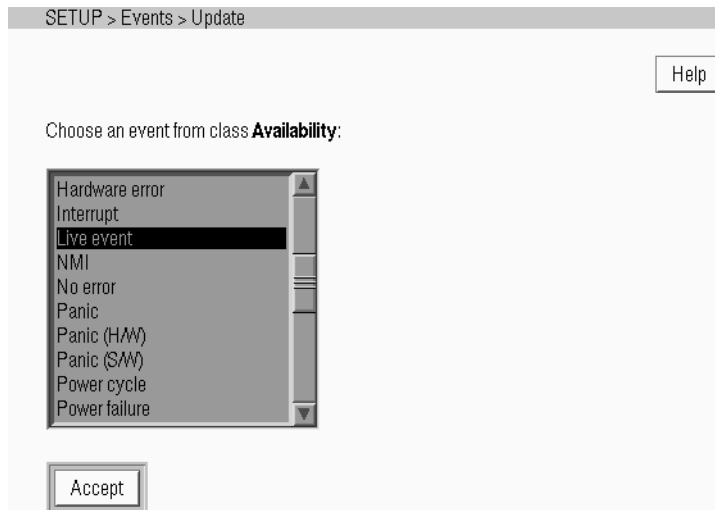


Figure 8-12 Updating an Event (Page 3)

7. Click on `Accept`.

8. Update the parameters for the event. (Refer to Figure 8-13; Table 8-3 describes the parameters that are available.)

SETUP > Events > Update

Help

System name : overdrive.csd.sgi.com

Event class : Availability

Event : Live event

Enter the number of event occurrences prior to registration with SGI Embedded Support Partner

Choose action(s) that is(are) taken as a result of this event:

Notify sysadmin on console /RetroFoverdrive

Tip: Several actions can be selected.
If you cannot find an action that you need in the list above, add it by using [SETUP: Actions: Add.](#)

Accept Clear

Figure 8-13 Updating an Event (Page 4)

Table 8-3 Parameters for Updating an Event

Parameter	Description
Enter the number of event occurrences prior to registration with SGI Embedded Support Partner	Specifies the number of times an event must occur before a new record is created in the database for it A new record is created in the database the first time that an event is registered This parameter specifies how many times the existing record should be updated before a new record is created
Enter the number of events that must occur before registration begins	Specifies the number of times that an event must occur before Embedded Support Partner registers the event

- Choose one or more actions that you want to occur when Embedded Support Partner registers the event.

Note: If the action list does not contain the action you want to use, use the `SETUP > Actions > Add` command to add a new action.

- Click on `Accept`.

Subscribing Events from Other Systems

If you want to register events that are detected on other systems in the group, you need to subscribe to the events on the other systems.

When you subscribe events, Embedded Support Partner on the remote host registers the events, logs them in its database, performs any actions assigned to the events, and then forwards the events to Embedded Support Partner on the group manager system. Then, the Embedded Support Partner on the group manager system registers the events, logs the events in its database, and performs any actions assigned to the events.

This process creates a central repository of data on the group manager system, which enables you to access information about all of the systems in the group from a single interface. You can subscribe to any events that are recognized on the remote hosts.

Embedded Support Partner uses RPC protocol to communicate with the remote hosts. The number of hosts that Embedded Support Partner can subscribe depends on the license that is purchased; Embedded Support Partner cannot subscribe more hosts than the installed license allows.

Perform the following procedure to subscribe events from a remote host in the group:

1. Click on the `Setup` tab.
2. Click on the `Subscribe/Unsubscribe` button in the `Events` category of the `SETUP` section.
3. Enter the system for which you want to subscribe the event(s). (Refer to Figure 8-14.)

Warning: Do not attempt to subscribe the group manager system to a host that is already subscribed to it. This is an illegal configuration that can cause unexpected results.

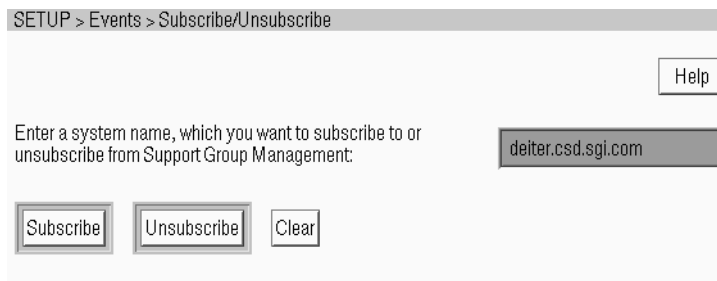


Figure 8-14 Subscribing Events (Page 1)

4. Click on `Subscribe`.
5. Choose the class that contains the event(s) that you want to subscribe. (Refer to Figure 8-15. The list of classes contains the classes that are available on the remote host.)

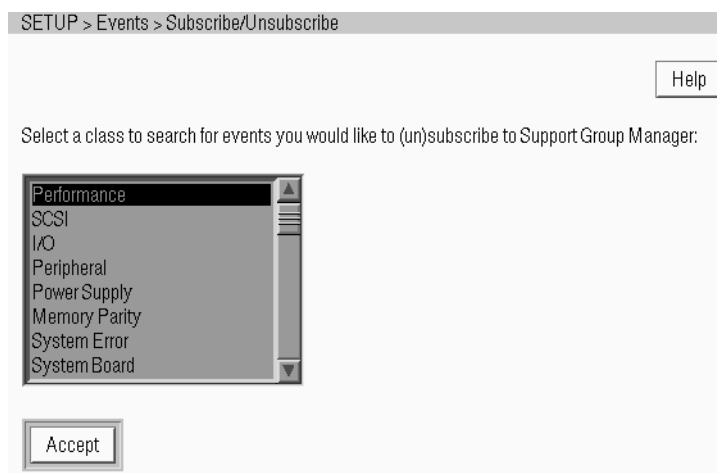


Figure 8-15 Subscribing Events (Page 2)

6. Click on *Accept*.
7. Select the events that you want to subscribe. (Refer to Figure 8-16. The list of events contains the events that are available on the remote host; events that you have already subscribed are not shown in the list.)

Note: For certain classes of events (for example, *Availability*), you can subscribe only the entire class of events. The event list displays *All Events* as the only available option for these classes.

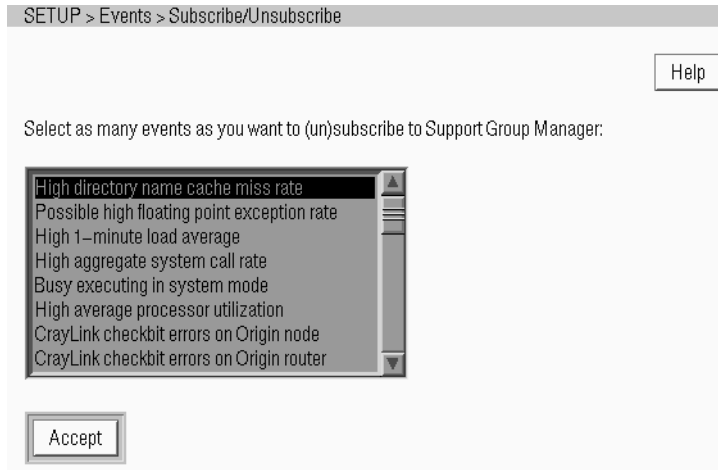


Figure 8-16 Subscribing Events (Page 3)

8. Click on `Accept`.

The interface displays a confirmation message that indicates which events were subscribed and the host for which they were subscribed. (Refer to Figure 8-17.)



Figure 8-17 Subscribing Events (Page 4)

Unsubscribing Events from Other Systems

You can unsubscribe events that you no longer want Embedded Support Partner to register from remote hosts.

Perform the following procedure to unsubscribe events:

1. Click on the **Setup** tab.
2. Click on the **Subscribe/Unsubscribe** button in the **Events** category of the **SETUP** section.
3. Enter the system from which you want to unsubscribe the event(s). (Refer to Figure 8-18.)



SETUP > Events > Subscribe/Unsubscribe

Help

Enter a system name, which you want to subscribe to or unsubscribe from Support Group Management:

deiter.csd.sgi.com

Subscribe Unsubscribe Clear

Figure 8-18 Unsubscribing Events (Page 1)

4. Click on **Unsubscribe**.
5. Choose the class that contains the event(s) that you want to unsubscribe. (Refer to Figure 8-19. The list of classes contains the classes of the events that you have subscribed; it is generated from data that is stored in the database on the group manager system.)



Figure 8-19 Unsubscribing Events (Page 2)

6. Click on `Accept`.
7. Select the events that you want to unsubscribe. (Refer to Figure 8-20. The list of events contains the events that you have subscribed; events that you have already unsubscribed are not shown in the list.)

Note: For certain classes of events (for example, *Availability*), you can unsubscribe only the entire class of events. The event list displays `All Events` as the only available option for these classes.

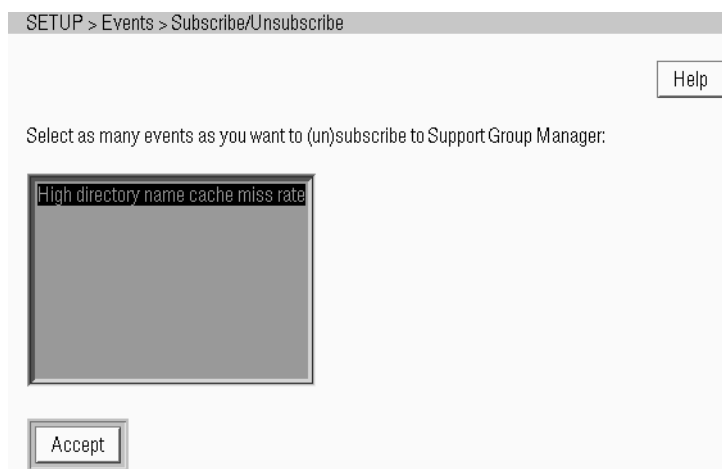


Figure 8-20 Unsubscribing Events (Page 3)

8. Click on **Accept**.

The interface displays a confirmation message that indicates which events were unsubscribed and the host for which they were unsubscribed. (Refer to Figure 8-21.)



Figure 8-21 Unsubscribing Events (Page 4)

Setting Up Actions in System Group Manager Mode

Actions are commands that Embedded Support Partner performs in response to events if you set up event/action assignments. An event/action assignment specifies the action that Embedded Support Partner should perform for a specific event when it registers a specific number of events. Example actions include sending an e-mail message and sending a page.

You can perform the following operations to set up actions:

- Viewing the current action setup
- Updating an action
- Adding a new action
- Deleting an action

Viewing the Current Action Setup

The current action setup defines the actions that are currently configured in Embedded Support Partner on your system. To view the current action setup, click on the `View Current Setup` button of the `Actions` category in the `SETUP` section. Figure 8-22 shows the interface page that you use to view the current action setup.

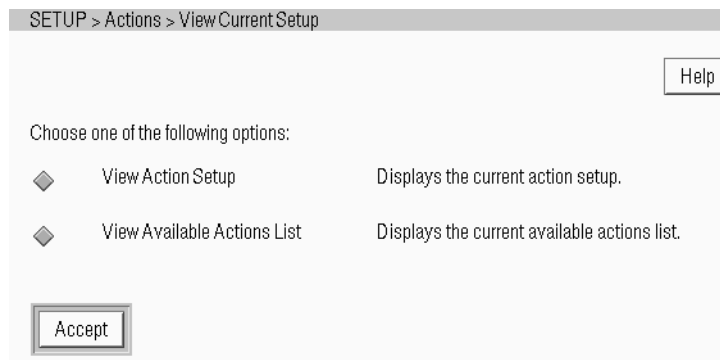


Figure 8-22 Options for Viewing the Current Action Setup

Using the View Action Setup Option

The `View Action Setup` option displays the configuration parameters for a single action. Use this option to verify that a specific action is configured correctly.

Perform the following procedure to view the current setup of a specific action:

1. Click on the `View Current Setup` button in the `Actions` category of the `SETUP` section.
2. Click on the radio button next to the `View Action Setup` option. (Refer to Figure 8-23.)

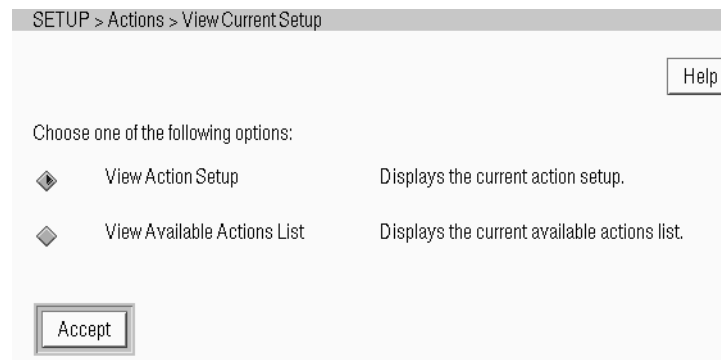


Figure 8-23 Using the View Action Setup Option (Page 1)

3. Click on `Accept`.
4. Choose the action. (Refer to Figure 8-24.)

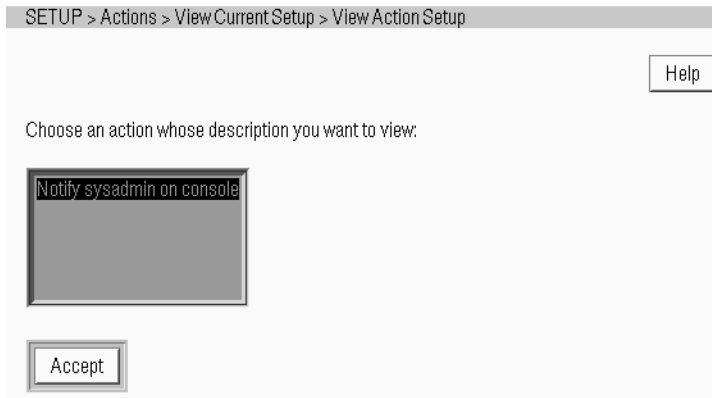


Figure 8-24 Using the View Action Setup Option (Page 2)

5. Click on `Accept`. (The interface shows the current configuration of the action that you selected; refer to Figure 8-25.)

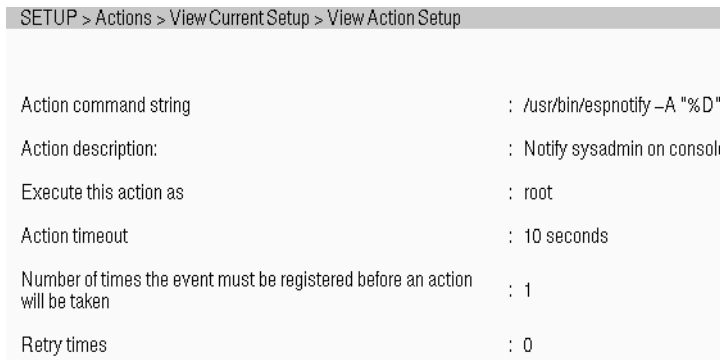


Figure 8-25 Using the View Action Setup Option (Page 3)

Using the View Available Actions List Option

The `View Available Actions List` option lists all of the actions that are currently configured in Embedded Support Partner on your system.

Perform the following procedure to determine the actions that are currently available:

1. Click on the `View Current Setup` button in the `Actions` category of the `SETUP` section.
2. Click on the radio button next to the `View Available Actions List` option. (Refer to Figure 8-26.)

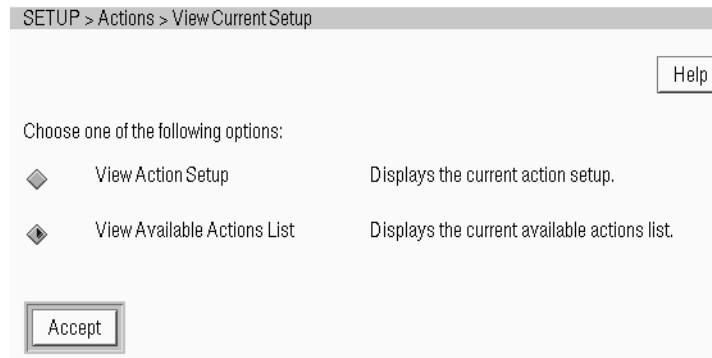


Figure 8-26 Using the View Available Actions List Option (Page 1)

3. Click on `Accept`. (The interface displays all actions that are currently available. Refer to Figure 8-27; Table 8-4 describes the information that the table contains.)

SETUP > Actions > View Current Setup > View Available Actions List

Page 1 of 1

No.	Action Description	Action Command String
1	Notify sysadmin on console	/usr/bin/espnotify -A "%D"
2	/RetroFoverdrive	/usr/local/bin/RetroFire0d %D

Figure 8-27 Using the View Available Actions List Option (Page 2)

Table 8-4 Action List Elements

Column	Description
No.	Index number in the table
Action Description	Description of the action
Action Command String	Command that the action executes

Updating an Action

Perform the following procedure to update the parameters for an action:

1. Click on the `Update` button in the `Actions` category of the `SETUP` section.
2. Choose the action that you want to update. (Refer to Figure 8-28.)

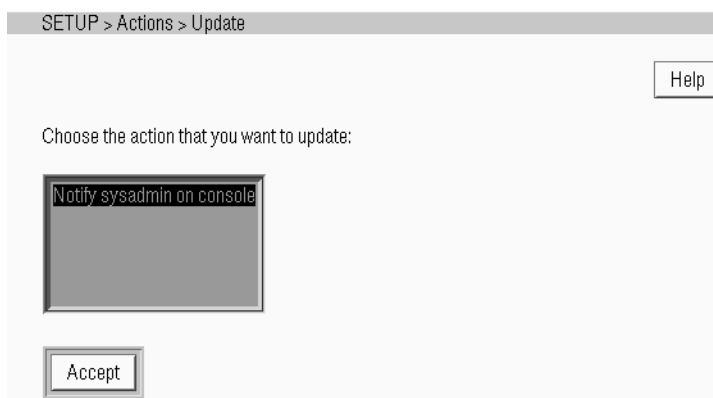


Figure 8-28 Updating an Action (Page 1)

3. Click on `Accept`.
4. Update the parameters. (Refer to Figure 8-29. Table 8-5 describes the parameters.)

SETUP > Actions > Update

Action description: Notify sysadmin on console

Actual action command string:

Enter a username to execute the action:

Enter action timeout (in multiples of 5) seconds

Enter the number of times that the event must be registered before an action will be taken:

Enter the number of retry times (up to 23; more than 4 not recommended):

Figure 8-29 Updating an Action (Page 2)

Table 8-5 Parameters for Updating an Action

Parameter	Description
Action description	Provides a description of the action
Actual action command string	Specifies the actual command that the action executes
Enter a username to execute the action	Specifies the user account that Embedded Support Partner uses to execute the command
Enter action timeout (in multiples of 5)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does not complete within the specified period of time, Embedded Support Partner kills the action

Table 8-5 (continued) Parameters for Updating an Action

Parameter	Description
Enter the number of times that the event must be registered before an action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (up to 23; more than 4 not recommended)	Specifies the number of times that Embedded Support Partner attempts to execute the action before it stops

Adding an Action

You can customize Embedded Support Partner by adding new actions.

Perform the following procedure to add a custom action:

1. Click on the Add button in the Actions category of the SETUP section.
2. Update the parameters. (Refer to Figure 8-30; Table 8-6 describes the parameters.)

SETUP > Actions > Add

Enter action command string:

Enter action description:

Enter username to execute this action (default = root):

Enter action timeout (in multiples of 5 seconds): seconds

Enter the number of times an event must be registered before the action will be taken:

Enter the number of retry times (up to 23; more than 4 not recommended):

Figure 8-30 Adding an Action (Page 1)

Table 8-6 Parameters for Adding a New Action

Field	Description
Enter action command string	Specifies the actual command that the action executes
Enter action description	Provides a brief description of the action (for example, Send a page to the system administrator)
Enter username to execute this action as (default = root)	Specifies the user account that executes the command
Enter action timeout (in multiples of 5 seconds)	Specifies the maximum amount of time allowed for the action to execute (in seconds) If the action does not complete within the specified period of time, Embedded Support Partner kills the action

Table 8-6 (continued) Parameters for Adding a New Action

Field	Description
Enter the number of times that an event must be registered before an action will be taken	Specifies the number of times the event must be registered before Embedded Support Partner performs this action
Enter the number of retry times (must be less than 24; recommended not greater than 3-4)	Specifies the number of times that Embedded Support Partner attempts to execute the action before it stops

3. Click on **Accept**. (The interface displays a confirmation message; refer to Figure 8-31.)

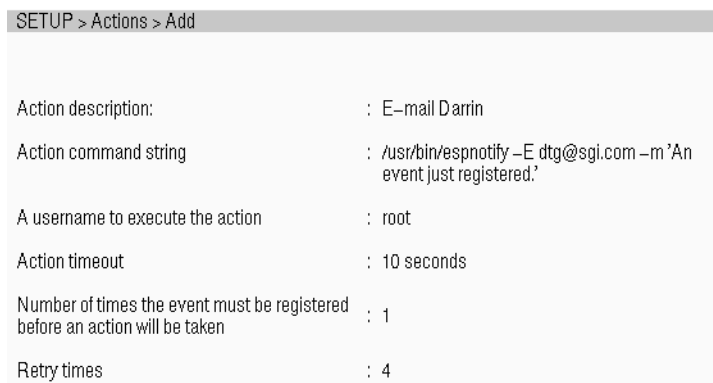


Figure 8-31 Adding an Action (Page 2)

Deleting an Action

You can delete any custom actions that you add to Embedded Support Partner on your system.

Perform the following procedure to delete an action:

1. Click on the **Delete** button in the **Actions** category of the **SETUP** section.
2. Choose the **Action** that you want to delete. (Refer to Figure 8-32.)

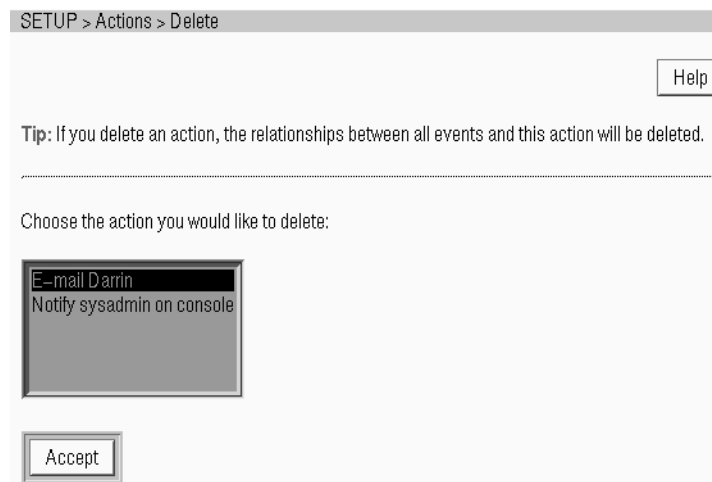


Figure 8-32 Deleting an Action (Page 1)

3. Click on **Accept**.

Embedded Support Partner displays a list of all events to which the action is assigned (Refer to Figure 8-33.) Perform one of the following actions:

- Click on **Proceed with deletion** to delete the action. (The interface displays a confirmation message; refer to Figure 8-34.)
- Click on **Stop deletion** to abort the deletion; the action is not deleted. (The interface displays a confirmation message; refer to Figure 8-35.)

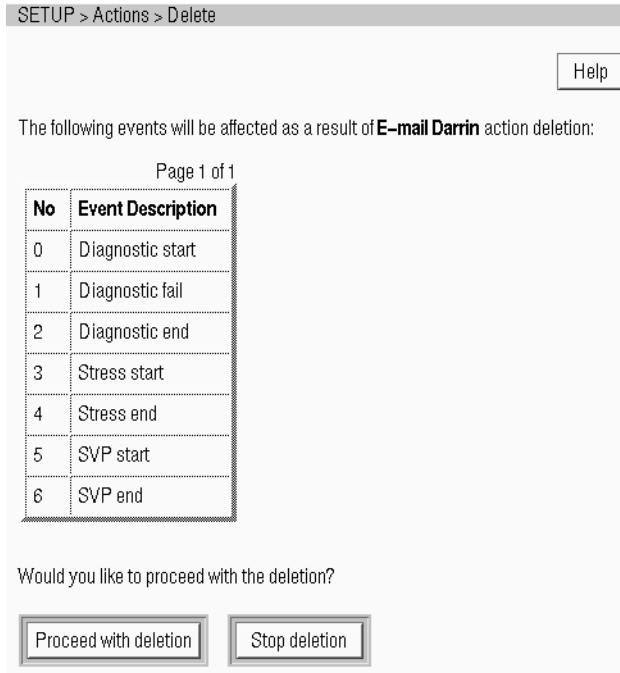


Figure 8-33 Deleting an Event (Page 2)

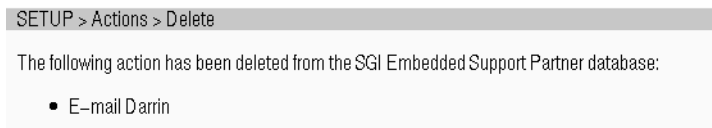


Figure 8-34 Confirmation Message for Proceeding with Deletion of an Action



Figure 8-35 Confirmation Message for Canceling Deletion of an Action

Setting up the Paging Parameters

QuickPage (QPage) is a third-party client/server application that Embedded Support Partner uses to send messages to an alphanumeric pager. QPage uses a modem to send an IXO/TAP-protocol message to a telephone number that is connected to a paging service. QPage is integrated in the Embedded Support Partner application software suite, and its services are accessed through the `/usr/bin/espnotify` application. (Refer to Figure 8-36.)

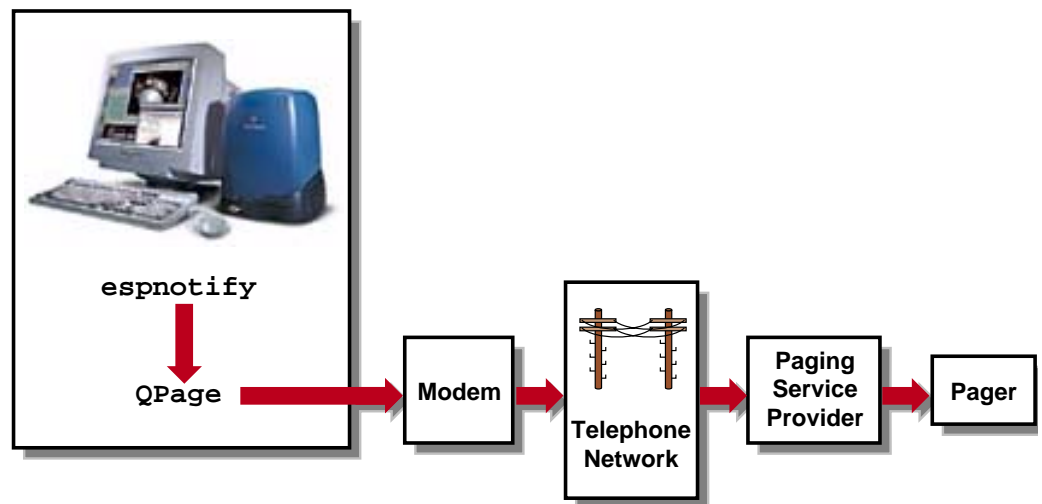


Figure 8-36 Process for Sending a Page

QPage is installed on your system by default and is `chkconfig`'ed off. Perform the following procedure to set it up and enable it:

1. Enter the following command to turn QPage on:

```
chkconfig quickpage on
```
2. Enter the following command to start the QPage server:

```
/etc/init.d/qpageserver start
```

Note: The QPage server is automatically restarted whenever you reboot the system.

3. Use the `Paging` category of the Embedded Support Partner interface to set up the following paging parameters:
 - Modem parameters: specify the modem that `QPage` should use to connect to the paging service provider.
 - Paging service provider parameters: provide information about the paging service provider and how to contact it.
 - Pager parameters: provide information about the pager to use.

The following sections describe how to set up these parameters.

Viewing the Current Paging Setup

The current paging setup defines the `QPage` settings, modems, paging services, and pagers that Embedded Support Partner is currently using.

To view the current paging setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Paging` category of the `SETUP` section. Figure 8-37 shows an example of the information that this command displays.

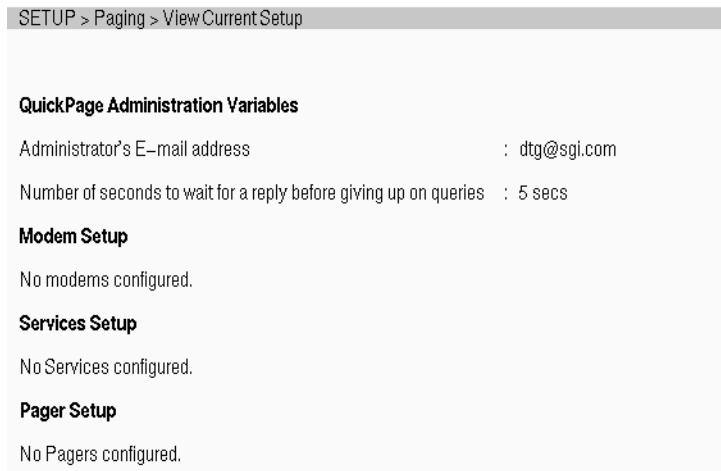


Figure 8-37 Viewing the Current Paging Setup

Adding/Updating a Modem

A modem must be connected to the system that is running Embedded Support Partner so that the software can send pages when events occur. You must specify the device to which the modem is connected and the modem initialization command. (Embedded Support Partner has been tested with the U. S. Robotics Sportster fax modem with X2.)

Perform the following procedure to add or update a modem configuration:

1. Click on the `Setup` tab.
2. Click on the `Modem/Admin` button in the `Paging` category of the `SETUP` section.
3. Enter a modem name (do not include blank spaces), the device to which the modem is connected, and the initialization command for the modem. (Refer to Figure 8-38.)

Be aware of the following information when you configure the initialization command:

- The initialization command is specific to the modem that you are using. Refer to your modem user manual for specific details about the initialization command.
- The initialization command can vary, based on requirements from your paging service provider. For example, many paging services require you to turn off error correction on your modem. (This can be done on the U. S. Robotics Sportster fax modem with X2 with the `&A0&K0&M0` initialization command.) Contact your paging service provider to determine any special requirements.

SETUP > Paging > Modem/Admin

Help

Modem setup:

Enter modem name: USRobotics-Sportster

Enter modem device (e.g. /dev/ttya): /dev/ttyd

Enter modem initialization command (please check your modem manual): ATE1F1V1M0

Add/Update Delete Clear

Figure 8-38 Setting Up a Modem (Page 1)

4. Click on Add/Update:
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new modem.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that modem.

The interface displays a confirmation message; refer to Figure 8-39.

SETUP > Paging > Modem/Admin

The following Modem is Added/Updated :

Name : USRobotics-Sportster

Device : /dev/ttyd

Initialization command : ATE1F1V1M0

Figure 8-39 Setting Up a Modem (Page 2)

Modifying the QPage Parameters

The QPage parameters specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully and the number of seconds it should wait for a reply before it aborts identification queries.

Perform the following procedure to set up the QPage parameters:

1. Click on the **Setup** tab.
2. Click on the **Modem/Admin** button in the **Paging** category of the **SETUP** section.
3. Specify the e-mail address that Embedded Support Partner should contact if it cannot deliver a page successfully. (Refer to Figure 8-40.)
4. Specify the number of seconds Embedded Support Partner should wait for a reply before it aborts identification queries. (Refer to Figure 8-40.)
5. Click on **Accept**.

Qpage Administration Setup:

Enter the administrator's e-mail address (for notification if paging fails):

Enter the number of seconds to wait for a reply before giving up on queries: secs

Figure 8-40 Modifying the QPage Parameters (Page 1)

The interface displays a confirmation message; refer to Figure 8-41.

SETUP > Paging > Modem/Admin

QuickPage Administration Variables

Administrator's E-mail address : dtg@sgi.com

Number of seconds to wait for a reply before giving up on queries : 5 secs

Figure 8-41 Modifying the QPage Parameters (Page 2)

Adding/Updating a Paging Service

You need to provide Embedded Support Partner with information about the paging service that you use so it can properly contact your pager.

Perform the following procedure to add or update a description of a paging service:

1. Click on the `Setup` tab.
2. Click on the `Service` button in the `Paging` category of the `SETUP` section.
3. Update the parameters. (Refer to Figure 8-42; Table 8-7 describes the parameters.)

SETUP > Paging > Service

Help

Tip: You can add as many services as you want by repeating this step. A service with a new service name will be treated as a new one. If an existing service name is entered with new settings, the existing service is updated. To delete a service you need to enter only the name of the service you want to delete.

Service Setup:

Service name: PageNet

Device (for example, /dev/ttyd): USRobotics-Sportster

Maximum number of retries (must be at least 6): 6

Maximum length of the message (consult your service provider): 150

Phone number of the paging service (no spaces): 914084289729

Tip: If you cannot find a modem that you need in the list above, add it by using `SETUP: Notification: Modem/admin`.

Add/Update Delete Clear

Figure 8-42 Adding/Updating a Paging Service (Page 1)

Table 8-7 Parameters for Adding/Updating a Paging Service

Parameter	Description
Service name	Specifies the name of the service The interface displays this name on other pages to identify the paging service (Do not include blank spaces)
Device	Specifies the modem to use (Select the modem from the menu) If the modem that you want to use is not in the menu, use the <code>SETUP > Notification > Modem/admin</code> command to add it
Maximum number of retries (must be at least 6)	Specifies the number of times that Embedded Support Partner should attempt to contact this paging service
Maximum length of the message (consult your service provider)	Specifies the maximum number of characters that this service will accept Contact your paging service provider for this information
Phone number of the paging service (no spaces)	Specifies the phone number that Embedded Support Partner should dial to contact the paging service (Do not include blank spaces)

4. Click on Add/Update.

- If the name that you entered has not been entered before, Embedded Support Partner adds a new paging service.
- If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that paging service.

The interface displays a confirmation message; refer to Figure 8-43.



Figure 8-43 Adding/Updating a Paging Service (Page 2)

Adding/Updating a Pager

Perform the following procedure to add/update a pager:

1. Click on the Setup tab.
2. Click on the Pager button in the Paging category of the SETUP section
3. Enter a unique name for the pager. (Do not include blank spaces.) Embedded Support Partner uses this name on other interface pages to identify the pager. (Refer to Figure 8-44.)
4. Enter the pager identification number. (Refer to Figure 8-44.)

Your paging service provider assigns a unique pager identification number to each individual pager. This number could differ from the telephone number that you dial to access the pager. Contact your paging service provider to determine the pager identification number of your pager.

SETUP > Paging > Pager

Tip: You can add as many pagers as you want by repeating this step. Entering a new pager name creates a new pager. Entering an existing pager name updates the configuration of the existing pager. To delete a pager you need to enter the Pager Name only.

Pager Setup

Pager Name:

Pager ID:

Service Name:

Tip: If you cannot find a service that you need in the list above, add it by using [SETUP: Notification: Service](#).

Figure 8-44 Setting Up a Pager (Page 1)

5. Click on Add/Update.
 - If the name that you entered has not been entered before, Embedded Support Partner adds a new pager.
 - If the name that you entered has been entered before, Embedded Support Partner updates the existing parameters for that pager.

The interface displays a confirmation message; refer to Figure 8-45.

SETUP > Paging > Pager

The following Pager is Added/Updated :

Name : Darrin_Goss

Service : PageNet

Pager ID : 8151992

Figure 8-45 Setting Up a Pager (Page 2)

Example Configuration

Figure 8-46 shows the example configuration that the settings in the previous procedures created. (The `SETUP > Paging > View Current Setup` command was used to display this information.)

```
SETUP > Paging > View Current Setup

QuickPage Administration Variables
Administrator's E-mail address           : dtg@sgj.com
Number of seconds to wait for a reply before giving up on queries : 5 secs

Modem Setup
Modem 1
Name                                     : USRobotics-Sportster
Device                                   : /dev/ttyd
Initialization command                   : ATE1F1V1M0

Services Setup
Service 1
Name                                     : PageNet
Modem Name                               : USRobotics-Sportster
Maximum number of retries                 : 6
Maximum length of message                 : 150
Phone Number of Paging Service           : 914084289729

Pager Setup
Pager 1
Name                                     : Darrin_Goss
Service                                   : PageNet
Pager ID                                  : 8151992
```

Figure 8-46 Example Paging Configuration

Deleting a Pager

Perform the following procedure to delete a pager:

1. Click on the `Setup` tab.
2. Click on the `Pager` button in the `Paging` category of the `SETUP` section.
3. Enter the name of the pager that you want to delete. If you cannot remember the name of the pager, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 8-47.)

SETUP > Paging > Pager

Help

Tip: You can add as many pagers as you want by repeating this step. Entering a new pager name creates a new pager. Entering an existing pager name updates the configuration of the existing pager. To delete a pager you need to enter the Pager Name only.

Pager Setup

Pager Name:

Pager ID:

Service Name:

Tip: If you cannot find a service that you need in the list above, add it by using `SETUP: Notification: Service`.

Figure 8-47 Deleting a Pager (Page 1)

4. Click on `Delete`. (The interface displays a confirmation message; refer to Figure 8-48.)



Figure 8-48 Deleting a Pager (Page 2)

Deleting a Paging Service

Perform the following procedure to delete a paging service:

1. Click on the `Setup` tab.
2. Click on the `Service` button in the `Paging` category of the `SETUP` section.
3. Enter the name of the paging service that you want to delete. If you cannot remember the name of the paging service, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 8-49.)

Warning: Deleting a paging service automatically removes all pagers that are associated with the paging service.

SETUP > Paging > Service

Tip: You can add as many services as you want by repeating this step. A service with a new service name will be treated as a new one. If an existing service name is entered with new settings, the existing service is updated. To delete a service you need to enter only the name of the service you want to delete.

Service Setup:

Service name:

Device (for example, /dev/ttyd):

Maximum number of retries (must be at least 6):

Maximum length of the message (consult your service provider):

Phone number of the paging service (no spaces):

Tip: If you cannot find a modem that you need in the list above, add it by using [SETUP: Notification: Modem/admin](#).

Figure 8-49 Deleting a Paging Service (Page 1)

4. Click on **Delete**. (The interface displays a confirmation message; refer to Figure 8-50.)

SETUP > Paging > Service

The following Service is deleted :

Name : PageNet

Figure 8-50 Deleting a Paging Service (Page 2)

Deleting a Modem

Perform the following the procedure to delete a modem:

1. Click on the Setup tab.
2. Click on the Modem/Admin button in the Paging category of the SETUP section.
3. Enter the name of the modem that you want to delete. If you cannot remember the name of the modem, use the `SETUP > Paging > View Current Setup` command to view it. (Refer to Figure 8-51.)

Warning: Deleting a modem automatically removes all paging services (and related pagers) that are associated with it.

SETUP > Paging > Modem/Admin

Help

Modem setup:

Enter modem name: USRobotics-Sportster

Enter modem device (e.g. /dev/ttya):

Enter modem initialization command (please check your modem manual):

Add/Update Delete Clear

Figure 8-51 Deleting a Modem (Page 1)

4. Click on Delete. (The interface displays a confirmation message; refer to Figure 8-52.)



Figure 8-52 Deleting a Modem (Page 2)

Setting Up the Availability Monitor

The availability monitor portion of Embedded Support Partner (`availmon`) monitors and reports the availability of systems and also reports the diagnosis of system crashes. The availability monitor identifies the cause of any system interrupts by gathering information from diagnostic programs such as ICRASH, FRU Analyzer, and SYSLOG. It also gathers hardware and software configuration details from `configmon`.

The availability monitor is embedded in the system boot and shutdown processes. It differentiates between controlled shutdowns, system panics, and system hangs. On high-end systems (such as IP19, IP21, IP25, IP27, etc.), it differentiates between nonmaskable interrupts (NMIs), power cycles, and power failures. The availability monitor also monitors the uptime of a system at regular intervals. This uptime monitoring feature can be used to send status updates for a system. The uptime monitoring is done through `eventmond`.

Embedded Support Partner can send data that the availability monitor gathers in a report format to e-mail addresses that you specify. You can also use the `SYSTEM INFORMATION > Availability` command to view the data gathered on a system.

The following sections describe how you can set up the availability monitor.

Viewing the Current Availability Monitoring Setup

The current availability monitoring setup defines all of the availability monitor parameters that are currently configured on your system.

To view the current availability monitoring setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `Availability Monitoring` category of the `SETUP` section. Figure 8-53 shows an example page.

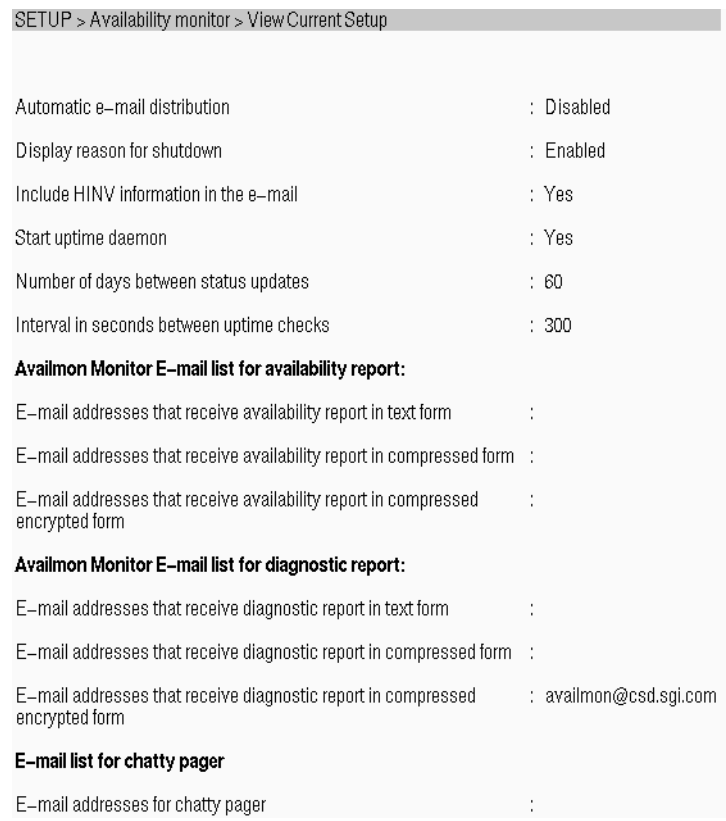


Figure 8-53 Viewing the Current Availability Monitor Setup Page

Configuring the Availability Monitor

Perform the following procedure to configure the availability monitor:

1. Click on the **Setup** tab.
2. Click on the **Configuration** button in the **Availability Monitoring** category of the **SETUP** section.
3. Set up the parameters. (Refer to Figure 8-54; Table 8-8 describes the parameters.)

SETUP > Availmon Monitor > Configuration

Automatic e-mail distribution: Enable Disable

Display reason for shutdown: Enable Disable

Include HINV information in the e-mail: Yes No

Start uptime daemon: Yes No

Number of days between status updates (default = 60) (0 – 300): days

Interval in seconds between uptime checks (default = 300 seconds): seconds

Tip: If the automatic e-mail option is enabled, you must complete [SETUP: Availability Monitor: Availability MailList](#).

Figure 8-54 Configuring the Availability Monitor

Table 8-8 Availability Monitor Parameters

Parameter	Possible Values	Description
Automatic e-mail distribution	Enable or Disable	Specifies whether the availability monitor should automatically distribute reports by e-mail Any changes to this parameter cause a confirmation report to be sent to all configured e-mail addresses (except the e-mail addresses that are configured to receive pager reports)
Display reason for shutdown	Enable or Disable	Specifies whether the availability monitor should display the reason for a shutdown If this parameter is enabled when you perform a controlled shutdown, the availability monitor prompts you to explain why you are rebooting the system or why you are bringing the system down to single-user mode
Include HINV information in the e-mail	Yes or No	Specifies whether the availability monitor should include HINV information/changes in the e-mail messages that it generates
Start uptime daemon	Yes or No	Specifies whether the availability monitor should start uptime monitoring If you set this parameter to <i>Yes</i> , it enables <i>eventmond</i> to monitor uptime at regular intervals You can set the interval with the <i>Interval in seconds between uptime checks</i> parameter
Number of days between status updates (default = 60) (0 - 300)	0 - 300	Specifies the number of days after which the availability monitor should send a notification to the configured e-mail addresses that the system is still running This parameter is relevant only when uptime monitoring is enabled
Interval in seconds between uptime checks (default = 300 seconds)	User specified	Specifies the number of seconds that the availability monitor should wait before it performs the next uptime check on the system This parameter is relevant only when uptime monitoring is enabled

4. Click on `Accept`.

Setting Up the Availability Monitor E-mail Lists

You can configure Embedded Support Partner to send e-mail messages with reports that are generated from the availability data. Embedded Support Partner can send three types of reports: availability, diagnosis, and pager reports.

- Availability reports include the system start time, an event code for the availability event that occurred, the approximate time that the event occurred, the start time, and a summary of the reason for the crash (when relevant).
- Diagnosis reports include all of the data from the availability reports. They may also contain the crash analysis report, FRU Analyzer result, important SYSLOG messages, and system hardware and software configurations (if they changed since the previous reboot).
- Pager reports contain the hostname, event code description, and summary.

You can set up the availability monitor e-mail lists for each type of report. You can also specify whether the reports need to be encrypted or compressed. Reports are sent only if you set the `Automatic e-mail distribution` parameter to `Enable` (refer to Table 8-8).

The recommended configuration is to send the diagnosis report in compressed and encrypted format to SGI at the `availmon@csd.sgi.com` e-mail address for entry in SGI's database. Other possibilities include sending the availability reports to the system administrator and diagnosis reports to SGI service personnel.

Perform the following procedure to set up the e-mail lists:

1. Click on the `Setup` tab.
2. Click on the `Availability MailList` button in the `Availability Monitoring` category of the `SETUP` section.
3. Set up the e-mail addresses for the availability report. (Refer to Figure 8-55; Table 8-9 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

4. Set up the e-mail addresses for the diagnostic report. (Refer to Figure 8-55; Table 8-10 describes the parameters.)

Note: A confirmation message is sent to the e-mail addresses of any users that you add or remove from this list.

SETUP > Availability Monitoring > Availability MailList

Help

E-mail list for availability report:

Enter e-mail addresses that receive availability report in text form:

Enter e-mail addresses that receive availability report in compressed form:

Enter e-mail addresses that receive availability report in compressed encrypted form:

E-mail list for diagnostic report:

Enter e-mail addresses that receive diagnostic report in text form:

Enter e-mail addresses that receive diagnostic report in compressed form:

Enter e-mail addresses that receive diagnostic report in compressed encrypted form:

E-mail list for chatty pager

Enter email addresses for chatty pager:

Accept Clear

Figure 8-55 Setting Up the Availability Monitor E-mail Lists

Table 8-9 E-mail Address Parameters for Availability Reports

Parameter	Description
Enter e-mail addresses that receive availability report in text form	Specifies the e-mail addresses that will receive the availability report in text format
Enter e-mail addresses that receive availability report in compressed form	Specifies the e-mail addresses that will receive the availability report in compressed format
Enter e-mail addresses that receive availability report in compressed encrypted form	Specifies the e-mail addresses that will receive the availability report in compressed (encrypted) format

Table 8-10 E-mail Address Parameters for Diagnostic Reports

Parameter	Description
Enter e-mail addresses that receive diagnostic report in text form	Specifies the e-mail addresses that will receive the diagnostic report in text format
Enter e-mail addresses that receive diagnostic report in compressed form	Specifies the e-mail addresses that will receive the diagnostic report in compressed format
Enter e-mail addresses that receive diagnostic report in compressed encrypted form	Specifies the e-mail addresses that will receive the diagnostic report in compressed (encrypted) format

5. Set up the e-mail addresses that will receive the pager reports through a chatty pager.
6. Click on **Accept**.

Setting Up System Monitoring

You can set up Embedded Support Partner in System Group Manager mode to monitor ICMP, DNS, X Window System server, RPCBIND, SMTP, NNTP, AUTOFS, PMCD, and other user-specified services on systems in the group. Embedded Support Partner uses Performance Co-Pilot software tools to monitor the services and to register any events in the Embedded Support Partner database. (The events belong to the `Performance` class; possible events include `System Group Manager service probe failure` and `System Group Manager slow service response`.)

Viewing the Current System Monitoring Setup

The current system monitoring setup shows the services that are available for monitoring and the services that are currently being monitored on each host in the group.

To view the current system monitoring setup, click on the `Setup` tab and then click on the `View Current Setup` button in the `System Monitoring` category of the `SETUP` section. Figure 8-56 shows an example page.

```

SETUP > System Monitor > View Current Setup

Services available for Monitoring

icmp           : /usr/etc/ping -c 3 -f -i 4 HOST
dns            : nslookup - HOST
x-server       : DISPLAY=HOST:0 /usr/bin/X11/xhost
rpcbind        : /usr/etc/rpcinfo -p HOST
smtp           : ( echo "expn root" ; echo quit ) | telnet HOST 25 | cat
nntp           : ( echo "listgroup comp.sys.sgi" ; echo quit ) | telnet HOST
                : 119 | cat
autofs         : /usr/pcp/bin/autofs-probe -h HOST
pmcd           : /usr/pcp/bin/pmcd_wait -h HOST

Services that are monitored for Hosts

overdrive.csd.sgi.com : No services configured
deiter.csd.sgi.com    : No services configured

```

Figure 8-56 Viewing the Current System Monitoring Setup

Adding a Service to Monitor

If you need to monitor a service that is not included in the default services (refer to Table 8-11 on page 330), perform the following procedure to add a custom service:

1. Click on the **Setup** tab.
2. Click on the **Service** button in the **System Monitoring** category of the **SETUP** section.
3. Enter a unique name for the service in the **Enter a new service name** field. The interface displays this name on other pages to identify the service. (Refer to Figure 8-57.)
4. Enter the command that the System Group Manager should execute to monitor the service. (Refer to Figure 8-57.)

Note: The command must include the `HOST` keyword; Embedded Support Partner in System Group Manager mode replaces the `HOST` keyword with the actual system name when it monitors the service. (Refer to Table 8-11 on page 330 for examples of commands.)

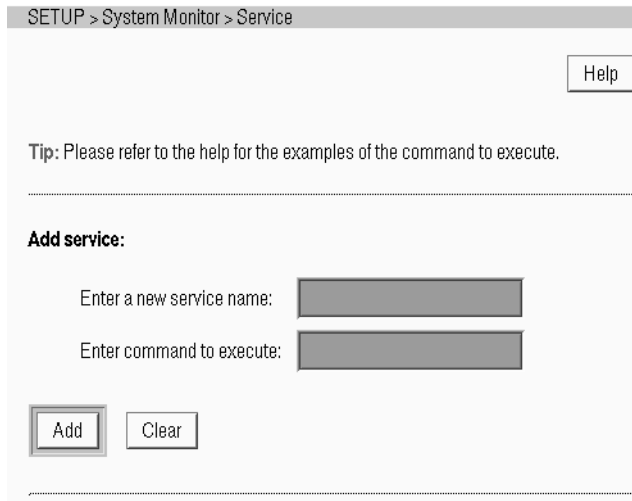


Figure 8-57 Adding a Service to Monitor

5. Click on `Add`.

The interface displays a confirmation message to indicate the service that was added.

Updating/Deleting Services

Perform the following procedure to update the commands that services use and delete services that you no longer need:

1. Click on the `Setup` tab.
2. Click on the `Service` button in the `System Monitoring` category of the `SETUP` section.
3. Choose the service that you want to update or delete from the `Choose a service` menu. (Refer to Figure 8-58.)

- If you want to update a service, enter the updated command for the service in the `Enter command to execute` field. Remember to include the `HOST` keyword in the command. (Refer to Figure 8-58.)

The screenshot shows a dialog box titled "Update/Delete service:". Inside, there is a label "Choose a service:" followed by a dropdown menu labeled "Service name". Below that is a label "Enter command to execute:" followed by a text input field. At the bottom of the dialog, there are three buttons: "Update", "Delete", and "Clear".

Figure 8-58 Updating/Deleting a Service

- Click on `Update` or `Delete`:
 - The `Update` button replaces the current command for the service with the command that you entered.
 - The `Delete` button deletes the service.

Specifying the Services to Monitor on a Host System

Perform the following procedure to specify which services are monitored on which hosts:

- Click on the `Setup` tab.
- Click on the `Host` button in the `System Monitoring` category of the `SETUP` section.
- Choose the host on which you want to monitor the service. The menu displays all hosts that have events subscribed. (Refer to Figure 8-59.)

If the menu does not include the host that you want to use, use the `SETUP > Events > Subscribe/Unsubscribe` command to subscribe events on the host.

- Choose the service(s). (Refer to Figure 8-59. The list shows all of the default services and any services that you have added; refer to Table 8-11 for descriptions of the default services.)

If the services list does not contain the service that you want to monitor, use the `SETUP > System Monitoring > Service` command to add it.



Figure 8-59 Specifying the Services to Monitor on a Host System

Table 8-11 Default System Monitoring Services

Name	Command	Description
icmp	<code>/usr/etc/ping -c -f i 4 HOST</code>	Verifies ICMP echo requests
dms	<code>nslookup - HOST</code>	Verifies DNS server functionality
x-server	<code>DISPLAY=HOST:0 /usr/bin/X11/xhost</code>	Verifies X Window System server functionality
rpcbind	<code>/usr/etc/rpcinfo -p HOST</code>	Verifies RPC services
smtp	<code>(echo "expn root" ; echo quit) telnet HOST 25 cat</code>	Verifies SMTP mail server functionality
nntp	<code>(echo "listgroup comp.sys.sgi"; echo quit) telnet HOST 119 cat</code>	Verifies news server functionality
autofs	<code>/usr/pcp/bin/autofs-probe -h HOST</code>	Verifies autoFS functionality
pmcd	<code>/usr/pcp/bin/pmcd_wait -h HOST</code>	Verifies performance metrics collector daemon functionality

5. Click on **Add**, **Update**, or **Delete**:
 - The **Add** button adds the selected services to the list of services that will be monitored for the selected host. All newly selected services and previously selected services are monitored.
 - The **Update** button replaces all existing services assigned to the host with the services that you selected. Only the newly selected services are monitored for the host. All previously configured services are no longer monitored.
 - The **Delete** button deletes the selected services for the host. Any other services that were assigned to the host are still monitored.

Setting Up Performance Monitoring

The performance monitor component of Embedded Support Partner monitors system performance by evaluating a set of performance rules at specified time intervals.

Viewing the Current Performance Monitoring Setup

The current performance monitoring indicates which performance rules are currently being monitored. (An **Enabled** status indicates that Embedded Support Partner is monitoring the rule; a **Disabled** status indicates that Embedded Support Partner is not monitoring the rule.)

To view the current performance monitoring setup, click on the **Setup** tab and then click on the **View Current Setup** button in the **Performance Monitoring** category of the **SETUP** section. Figure 8-60 shows an example page.

SETUP > Performance Monitoring > View Performance

Automated performance monitoring: **Enabled**

Automated performance monitoring must be enabled for the enabled performance rules to take effect.

Current status of automated PMIE monitoring rules:

No.	PMIE Rule Description	PMIE Rule	Status
1	High aggregate context switch rate	cpu.context_switch	Disabled
2	Possible high floating point exception rate	cpu.excess_fpe	Disabled
3	High 1-minute load average	cpu.load_average	Disabled
4	Low average processor utilization	cpu.low_util	Disabled
5	High aggregate system call rate	cpu.syscall	Enabled
6	Busy executing in system mode	cpu.system	Enabled
7	High average processor utilization	cpu.util	Disabled
8	CrayLink checkbit errors on Origin node	craylink.node_cb_errs	Disabled
9	CrayLink checkbit errors on Origin router	craylink.router_cb_errs	Disabled
10	System Group Manager slow service response	espping.response	Disabled

Figure 8-60 Viewing the Current Performance Monitoring Setup

Configuring the Performance Monitor

Perform the following procedure to configure the performance monitor:

1. Click on the Setup tab.
2. Click on the Configuration button in the Performance Monitoring category of the SETUP section.

- Specify the rules that you want to monitor. Click on the `Enabled` radio button to start monitoring a rule; click on the `Disable` radio button to stop monitoring a rule. (Refer to Figure 8-61; The *Performance Co-Pilot IRIX Base Software Administrator's Guide*, publication number 007-3964-001, provides more information about the rules.)

SETUP > Performance Monitoring > Configuration

Automated performance monitoring: Enabled Disabled

Automated performance monitoring must be enabled for the enabled performance rules to take effect.

Enable or disable automated PMIE monitoring for individual performance rules:

No.	PMIE Rule Description	Enabled	Disabled
1	High aggregate context switch rate	<input checked="" type="radio"/>	<input type="radio"/>
2	Possible high floating point exception rate	<input checked="" type="radio"/>	<input type="radio"/>
3	High 1-minute load average	<input checked="" type="radio"/>	<input type="radio"/>
4	Low average processor utilization	<input checked="" type="radio"/>	<input type="radio"/>
5	High aggregate system call rate	<input type="radio"/>	<input checked="" type="radio"/>
6	Busy executing in system mode	<input checked="" type="radio"/>	<input type="radio"/>
7	High average processor utilization	<input checked="" type="radio"/>	<input type="radio"/>
8	CrayLink checkbit errors on Origin node	<input checked="" type="radio"/>	<input type="radio"/>
9	CrayLink checkbit errors on Origin router	<input checked="" type="radio"/>	<input type="radio"/>
10	System Group Manager slow service response	<input checked="" type="radio"/>	<input type="radio"/>

Figure 8-61 Configuring the Performance Monitor

- Click on `Accept`.

Using Embedded Support Partner in System Group Manager Mode to View Information about the Systems

Use the commands in the `SYSTEM INFORMATION` section of the interface in System Group Manager mode to view the following information from the systems that are subscribed to the system group:

- Hardware configuration
- Software configuration
- System changes
- Part changes
- Events registered
- Actions taken
- Diagnostic results
- System availability

Viewing the Hardware Configuration for a Specific Date

Perform the following procedure to view the hardware configuration information for a specific date and time:

1. Click on the `System Information` tab.
2. Click on the `Hardware` button in the `SYSTEM INFORMATION` section.
3. Specify the date in the `Date` field. If you do not specify a date, the current hardware configuration information is displayed. (Refer to Figure 9-1.)
4. Specify the time in the `Time` field. If you do not specify a time, the latest hardware configuration information available for the specified date is displayed. (Refer to Figure 9-1.)

5. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 9-1.)
6. Click on the radio button next to the system that you want to view. (Refer to Figure 9-1.)

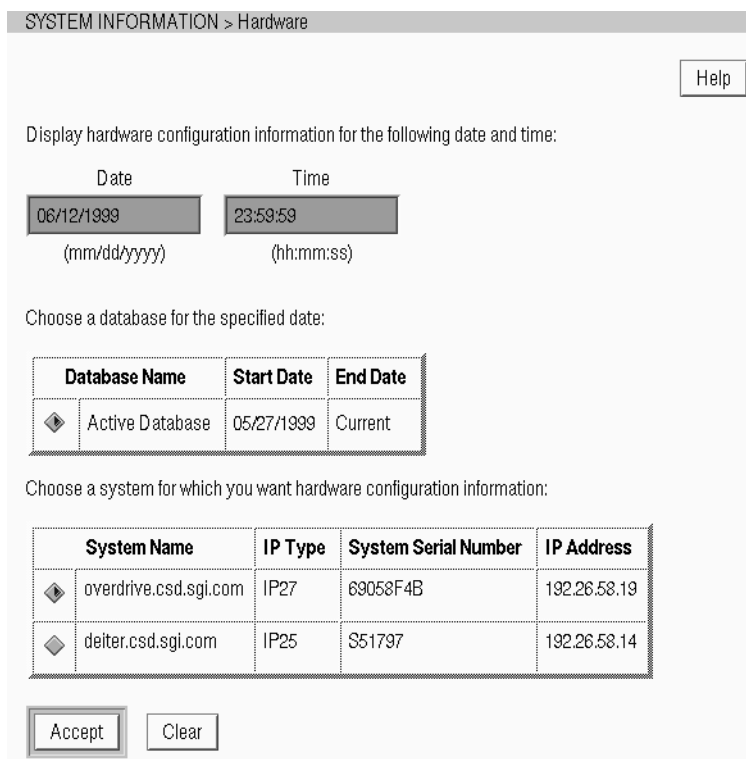


Figure 9-1 Viewing the Hardware System Information (Page 1)

7. Click on `Accept`.

The interface displays a table that contains the hardware configuration of the selected system on the date and at the time that you specified. (Refer to Figure 9-2; Table 9-1 describes the information that the table contains.)

SYSTEM INFORMATION > Hardware					
System name	:	overdrive.csd.sgi.com			
System ID	:	80069058F4B			
System serial number	:	69058F4B			
IP type	:	IP27			
System IP address	:	192.26.58.19			

	Name	Location	Part Number	Serial Number	Revision
▶▶	1	NA	NA	NA	NA

Figure 9-2 Viewing the Hardware System Information (Page 2)

Table 9-1 Hardware Configuration Table Contents

Column Heading	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to identify all of the locations in which a specific part has been installed
REVISION	Revision level of the part

The first column provides buttons that expand rows in the table to provide more information about subcomponents of a part. The single arrow expands the rows to show the subcomponents related to the part. The double arrow expands all rows below the current row. The down arrow collapses a row.

Note: Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.

Figure 9-3 shows a table with all of the rows expanded.

SYSTEM INFORMATION > Hardware

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 IP type : IP27
 System IP address : 192.26.58.19

	Name	Location	Part Number	Serial Number	Revision
▼	1	NA	NA	NA	NA
▼	PIMM_2XT5_1MB	NA	013-1896-001	DJY958	E
▼	IP29	MotherBoard	030-1244-001	GFE634	H
	MEMBANK_0	MotherBoard	NA	NA	NA
	MEMBANK_1	MotherBoard	NA	NA	NA
	MEMBANK_2	MotherBoard	NA	NA	NA
	MEMBANK_3	MotherBoard	NA	NA	NA
	R10000	MotherBoard	NA	NA	NA
	R10000	MotherBoard	NA	NA	NA
	BASEIO	NA	NA	NA	NA
▼	SCSI_CTLR_0	NA	NA	NA	NA
	DRIVE_1	NA	IBM DCHS04Y	6804B36BRAMSG052	5252
	DRIVE_2	NA	IBM DCHS04Y	68143260RAMSG052	5252

Figure 9-3 Hardware System Information (Page 2 with Rows Expanded)

Viewing the Software Configuration for a Specific Date

Perform the following procedure to view the software configuration for a specific date and time:

1. Click on the `System Information` tab.
2. Click on the `Software` button in the `SYSTEM INFORMATION` section.

3. Specify the date in the `Date` field. If you do not specify a date, the current software configuration information is displayed. (Refer to Figure 9-4.)
4. Specify the time in the `Time` field. If you do not specify a time, the latest software configuration information that is available for the specified date is displayed. (Refer to Figure 9-4.)
5. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 9-4.)
6. Click on the radio button next to the system for which you want to view software configuration information. (Refer to Figure 9-4.)

SYSTEM INFORMATION > Software

Display software configuration information for the following date and time:

Date Time

(mm/dd/yyyy) (hh:mm:ss)

Choose a database for a selected date:

Database Name	Start Date	End Date
<input checked="" type="radio"/> Active Database	05/27/1999	Current

Choose a system for which you want software configuration information:

System Name	IP Type	System Serial Number	IP Address
<input checked="" type="radio"/> overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="radio"/> deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Figure 9-4 Viewing the Software System Information (Page 1)

7. Click on `Accept`.

The interface displays a table that contains the software configuration from the date and time that you specified. (Refer to Figure 9-6; Table 9-2 describes the information that the table contains.)

SYSTEM INFORMATION > Software

System name : overdrive.csd.sgi.com
System ID : 80069058F4B
System serial number : 69058F4B
IP type : IP27
System IP address : 192.26.58.19

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Name	Version	Install Date	Description
4Dwm	1275623220	06/02/1999	Desktop Window Manager, 6.5.5m
CaseVision	1024068010	05/09/1999	CASEVision Environment, Version 2.6.5
InPerson	1274627333	05/09/1999	InPerson Desktop Conferencing, 2.2.1
PeoplePages	1274627333	05/09/1999	PeoplePages – The Indigo Magic Phonebook, 1.2.1
Register	1275623220	06/02/1999	On-Line Registration, 1.6

Figure 9-5 Viewing the Software System Information (Page 2)

Table 9-2 Software Configuration Table Contents

Column Heading	Description
Name	Name of the software application
Version	Version number of the software application
Install Date	Date on which the software application was installed
Description	Brief description of the software

Each page contains ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the System Changes between a Range of Dates

You can view a log of all system changes within a range of dates.

Perform the following procedure to view the system changes information:

1. Click on the `System Information` tab.
2. Click on the `System Changes` button in the `SYSTEM INFORMATION` section.
3. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view system change information. (Refer to Figure 9-6.)

Note: To view all system changes on a specific day, enter that date in both fields.
4. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 9-6.)

- Click on the radio button next to the system that you want to view. (Refer to Figure 9-6.)

SYSTEM INFORMATION > System Changes

Display information of system configuration changes:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a database for selected dates:

Database Name	Start Date	End Date
<input checked="" type="radio"/> Active Database	05/27/1999	Current

Choose a system for which you want system changes information:

System Name	IP Type	System Serial Number	IP Address
<input checked="" type="radio"/> overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="radio"/> deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Figure 9-6 Viewing the System Changes Information (Page 1)

- Click on `Accept`.

The interface displays up to three tables that show all software changes, hardware changes, and system changes. (Refer to Figure 9-7; Table 9-3, Table 9-4, and Table 9-5 describe the information that the tables contain.)

SYSTEM INFORMATION > System Changes				
System name	:	overdrive.csd.sgi.com		
System ID	:	80069058F4B		
System serial number	:	69058F4B		
IP type	:	IP27		
System IP address	:	192.26.58.19		
Archive name: ssdb				
All Changes since 06/01/1999				
SOFTWARE CHANGES				
Name	Version	Install Date	Deinstall Date	Description
4Dwm	1275616120	06/01/1999	0	Desktop Window Manager, 6.5.5m
Register	1275616120	06/01/1999	0	On-Line Registration, 1.6
ViewKit_dev	1275616120	06/01/1999	0	ViewKit Development Environmen Version 1.5.3
ViewKit_eoe	1275616120	06/01/1999	0	ViewKit Execution Environment, Version 1.5.3
ViewKit_noship	1275616120	06/01/1999	0	ViewKit NOSHIP files, Version 1.5 and 2.1.0
desktop_base	1275616120	06/01/1999	0	IRIX Interactive Desktop Base Software, 6.5.5m
desktop_eoe	1275616120	06/01/1999	0	IRIX Interactive Desktop, 6.5.5m
desktop_tools	1275616120	06/01/1999	0	Desktop Tools, 6.5.5m

Figure 9-7 Viewing the System Changes Information (Page 2)**Table 9-3** Software Changes Table Contents

Column Name	Description
Name	Name of the software application
Description	Brief description of the software application
Version	Version number of the software application

Table 9-3 (continued) Software Changes Table Contents

Column Name	Description
Install Date	Date on which the software application was installed
Deinstall Date	Date that the software application was removed from the system This column displays <code>INSTALLED</code> if the software application has not been deinstalled

Table 9-4 Hardware Changes Table Contents

Column Name	Description
NAME	Name of the part
LOCATION	Location where the part is currently installed
PART_NUMBER	Part number for the part
SERIAL_NUMBER	Serial number of the part Tip: Use the serial number with the <code>SYSTEM INFORMATION > Part Changes</code> command to identify all of the locations in which a specific part has been installed
REVISION	Revision level of the part
Install Time	The date on which the component was installed
Deinstall Time	The date on which the component was deinstalled

Table 9-5 System Changes Table Contents

Column Name	Description
System Changes	A label that indicates the information is from the <code>CURRENT SYSTEM</code> or <code>PREVIOUS SYSTEM</code>
System Id	System identification number
System type	Processor that the system uses
System serial number	Serial number of the system
Hostname	Host name of the system
IP address	IP address of the system

Be aware of the following information when you view these tables:

- Embedded Support Partner gathers hardware configuration data from only the following types of systems: SGI Origin 200, Origin 2000, and Challenge servers; and Silicon Graphics O2, Octane, Onyx, and Onyx2 workstations.
- For SGI Challenge servers and Silicon Graphics Onyx workstations, detailed information about the boards that are installed is not available. This impacts the hardware changes table as follows:
 - If a board is replaced with the same type of board in the same slot, Embedded Support Partner does not detect the change.
 - If a board is moved to a new slot, Embedded Support Partner detects the change.
- When you deinstall a hardware component, Embedded Support Partner reports that all subcomponents of the part are deinstalled.
- If you replace a module with a new module that contains the boards from the previous module, Embedded Support Partner reports that the components were deinstalled and then installed again.
- The software installation time is always shown as 12:00 midnight GMT (adjusted for the local time zone) of the day that the software was installed.
- Embedded Support Partner registers two events when hardware and software components are replaced. One event is for the deinstallation of the previous component, and the other event is for the installation of the new component.

Viewing the Part Changes Information

The part changes information shows all locations in which a specific part has been installed.

Perform the following procedure to view the part changes information:

1. Click on the `System Information` tab.
2. Click on the `Part Changes` button in the `SYSTEM INFORMATION` section.
3. Enter the serial number of the part in the field. (Refer to Figure 9-8.)
4. Click on the radio button next to the database that you want to use. Be sure to select the database that contains the data for the date that you have selected. (Refer to Figure 9-8.)
5. Click on the radio button next to the system that you want to use. (Refer to Figure 9-8.)

SYSTEM INFORMATION > Part Changes

Enter the serial number of the part for which you would like to see changes (history):

Tip: For part serial number information, please refer to the [SYSTEM INFORMATION: Hardware](#).

Choose a database:

	Database Name	Start Date	End Date
<input type="checkbox"/>	Active Database	05/27/1999	Current

Choose a system for which you want hardware configuration information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Figure 9-8 Viewing the Part Changes Information (Page 1)

6. Click on **Accept**.

The interface displays a table that contains all locations in which the part has been located. (Refer to Figure 9-9; Table 9-6 describes the information that the table contains.)

SYSTEM INFORMATION > PartChanges

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 IP type : IP27
 System IP address : 192.26.58.19

Name	Location	Part Number	Serial Number	Revision	Install Date	Deinstall Date
IP29	MotherBoard	030-1244-001	GFE634	H	05/27/1999	0

Figure 9-9 Viewing the Part Changes Information (Page 2)

Table 9-6 Part Changes Table Contents

Column Heading	Description
Name	Name of the part
Location	Location at which the part was installed
Part Number	Part number for the part
Serial Number	Serial number of the part
Revision	Revision level of the part
Install Date	Date on which the part was installed in this location
Deinstall Date	Date on which the part was removed from this location

Viewing the Events that Have Been Registered

Embedded Support Partner logs all of the events that it registers. To view this information, click on the **Events Registered** button in the **SYSTEM INFORMATION** section. Figure 9-10 shows the page that you use to view the information about events registered.

SYSTEM INFORMATION > Events Registered

The following information pertains to a historical record of events that occurred on the system. If you need to see event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter date(s) for which you would like system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like system event information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

- All Group System Events
Displays all system events that have occurred on the system within the range of the selected dates
- Specific System Event
Displays selected events that have occurred on the system within the range of the selected dates.
- Group System Events by Class
Displays events in the selected class that have occurred on the system within the range of the selected dates.

Figure 9-10 Options for Viewing Events that Have Been Registered

Using the All Group System Events Option

The All Group System Events option displays all events that have been registered within the range of dates that you specify.

Perform the following procedure to use the All System Events option:

1. Click on the System Information tab.
2. Click on the Events Registered button in the SYSTEM INFORMATION section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-11.)
4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-11.)
5. Click on the radio button next to the All Group System Events option. (Refer to Figure 9-11.)

SYSTEM INFORMATION > Events Registered

The following information pertains to a historical record of events that occurred on the system. If you need to see event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter date(s) for which you would like system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like system event information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

- All Group System Events
Displays all system events that have occurred on the system within the range of the selected dates
- Specific System Event
Displays selected events that have occurred on the system within the range of the selected dates.
- Group System Events by Class
Displays events in the selected class that have occurred on the system within the range of the selected dates.

Figure 9-11 Using the All System Events Option (Page 1)

6. Click on **Accept**.

The interface displays a table of all events that have been registered within the range of dates that you specified. (Refer to Figure 9-12; Table 9-7 describes the information that the table contains.)

SYSTEM INFORMATION > Events Registered > All System Events

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 System IP type : IP27
 System IP address : 192.26.58.19

Class of Event : All events

Page 1 of 3

No.	Event Class	Event Description	Event ID	First Occurrence	Last Occurrence	Event Count
1	Availability	Controlled shutdown (1)	0x20001E	06/11/1999 09:54:41	06/11/1999 09:54:41	1
2	Kernel Module	mload bootp kernal	0x127	06/11/1999 09:53:59	06/11/1999 09:53:59	1
3	Availability	Controlled shutdown (1)	0x20001E	06/10/1999 17:17:21	06/10/1999 17:17:21	1
4	Kernel Module	mload bootp kernal	0x127	06/10/1999 17:15:36	06/10/1999 17:15:36	1
5	Kernel Module	mload bootp kernal	0x127	06/10/1999 17:15:36	06/10/1999 17:15:36	1
6	Performance	High per CPU system call rate	0x200057	06/10/1999 15:06:03	06/10/1999 15:06:03	1
7	Availability	Controlled shutdown (1)	0x20001E	06/10/1999 15:04:34	06/10/1999 15:04:34	1
8	Kernel Module	mload bootp kernal	0x127	06/10/1999 15:02:30	06/10/1999 15:02:30	1

Figure 9-12 Using the All System Events Option (Page 2)

Table 9-7 Table Contents for the All System Events Option

Column Heading	Description
No.	Index number within the table
Event Class	The class in which the event belongs
Event Description	Brief description of the event
Event ID	Unique identification number for the event

Table 9-7 (continued) Table Contents for the All System Events Option

Column Heading	Description
First Occurrence	Date and time at which the event was first registered
Last Occurrence	Date and time at which the event was last registered
Event Count	Number of times that the event occurred

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the Specific System Event Option

The `Specific System Event` option displays all event registrations for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Specific System Event` option:

1. Click on the `System Information` tab.
2. Click on the `Events Registered` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-13.)
4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-13)
5. Click on the radio button next to the `Specific System Event` option. (Refer to Figure 9-13.)

SYSTEM INFORMATION > Events Registered

The following information pertains to a historical record of events that occurred on the system. If you need to see event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter date(s) for which you would like system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like system event information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

- All Group System Events
Displays all system events that have occurred on the system within the range of the selected dates
- Specific System Event
Displays selected events that have occurred on the system within the range of the selected dates.
- Group System Events by Class
Displays events in the selected class that have occurred on the system within the range of the selected dates.

Figure 9-13 Using the Specific System Event Option (Page 1)

6. Choose the class to which the event you want to view belongs. (Refer to Figure 9-14.)

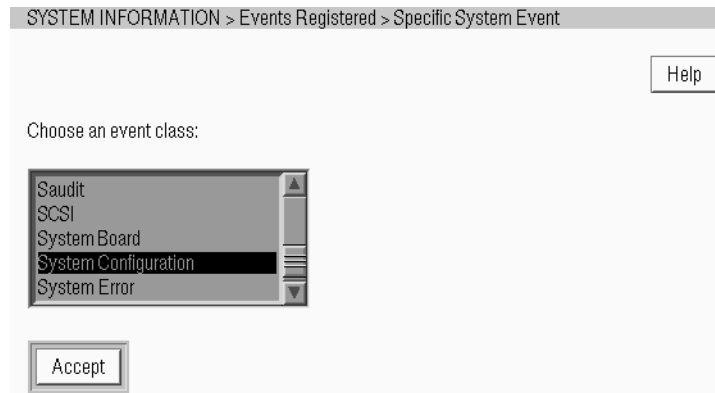


Figure 9-14 Using the Specific System Event Option (Page 2)

7. Click on **Accept**.
8. Choose the event that you want to view. (Refer to Figure 9-15.)

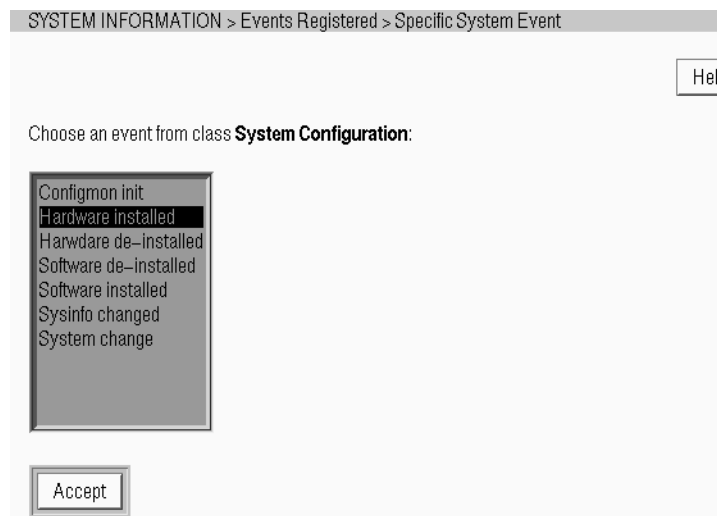


Figure 9-15 Using the Specific System Event Option (Page 3)

9. Click on **Accept**.

The interface displays a table that shows all registrations of the event within the dates that you specified. (Refer to Figure 9-16; Table 9-8 describes the information that the table contains.)

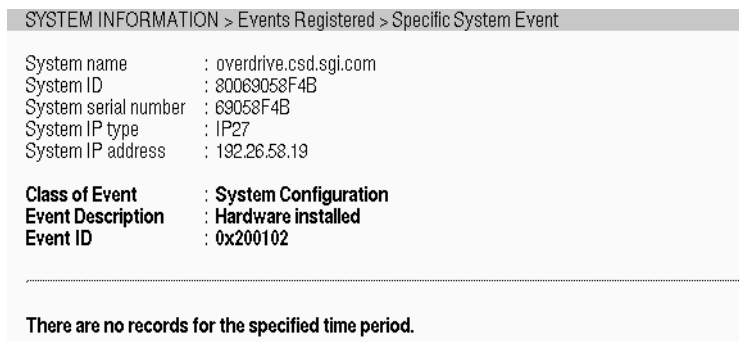


Figure 9-16 Using the Specific System Event Option (Page 4)

Table 9-8 Table Contents for the Specific System Event Option

Column Heading	Description
No.	Index number within the table
First Event Occurrence	Date and time that the event was first registered
Last Event Occurrence	Date and time that the event was last registered
Event Count	Number of times that event occurred for that registration

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

System Events by Class Option

The `System Events by Class` option displays all registrations of events in a specific class.

Perform the following procedure to use the `System Events by Class` option:

1. Click on the `System Information` tab.
2. Click on the `Events Registered` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-17.)
4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-17.)
5. Click on the radio button next to the `System Events by Class` option. (Refer to Figure 9-17.)

SYSTEM INFORMATION > Events Registered

The following information pertains to a historical record of events that occurred on the system. If you need to see event setup information, refer to [SETUP: Events: View Current Setup](#).

Enter date(s) for which you would like system events information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like system event information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

- All Group System Events
Displays all system events that have occurred on the system within the range of the selected dates
- Specific System Event
Displays selected events that have occurred on the system within the range of the selected dates.
- Group System Events by Class
Displays events in the selected class that have occurred on the system within the range of the selected dates.

Figure 9-17 Using the System Events by Class Option (Page 1)

6. Choose the event class. (Refer to Figure 9-18.)

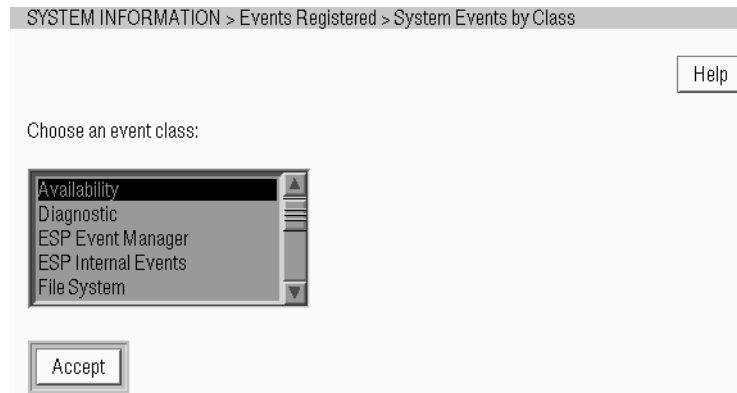


Figure 9-18 Using the System Events by Class Option (Page 2)

7. Click on `Accept`.

The interface displays information about all events from the selected class that were registered between the dates that you specified. (Refer to Figure 9-19; Table 9-9 describes the information that the table contains.)

SYSTEM INFORMATION > Events Registered > System Events by Class

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 System IP type : IP27
 System IP address : 192.26.58.19

Class of Event : Availability

Page 1 of 1

No.	Event Description	Event ID	First Event Occurrence	Last Event Occurrence	Event Count
1	NMI	0x200004	06/01/1999 16:29:38	06/01/1999 16:29:38	1
2	Controlled shutdown (1)	0x20001E	06/02/1999 11:25:03	06/02/1999 11:25:03	1
3	Controlled shutdown (1)	0x20001E	06/03/1999 14:55:16	06/03/1999 14:55:16	1
4	Status report	0x200006	06/06/1999 17:57:59	06/06/1999 17:57:59	1
5	Controlled shutdown (1)	0x20001E	06/10/1999 15:04:34	06/10/1999 15:04:34	1
6	Controlled shutdown (1)	0x20001E	06/10/1999 17:17:21	06/10/1999 17:17:21	1
7	Controlled shutdown (1)	0x20001E	06/11/1999 09:54:41	06/11/1999 09:54:41	1

Figure 9-19 Using the System Events by Class Option (Page 3)

Table 9-9 Table Contents for the System Events by Class Option

Column Heading	Description
No.	Index number in the table
Event Description	Brief description of the event
Event ID	Unique identification number for the event
First Occurrence	Date and time that the event was first registered
Last Occurrence	Date and time that the event was last registered
Event Count	Number of times that the event occurred

Each page contains ten registered events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing Information about the Actions Taken

Embedded Support Partner logs all of the actions that it performs. To view this information, click on the `Actions Taken` button in the `SYSTEM INFORMATION` section. Figure 9-20 shows the page that you use to view the information about actions taken.

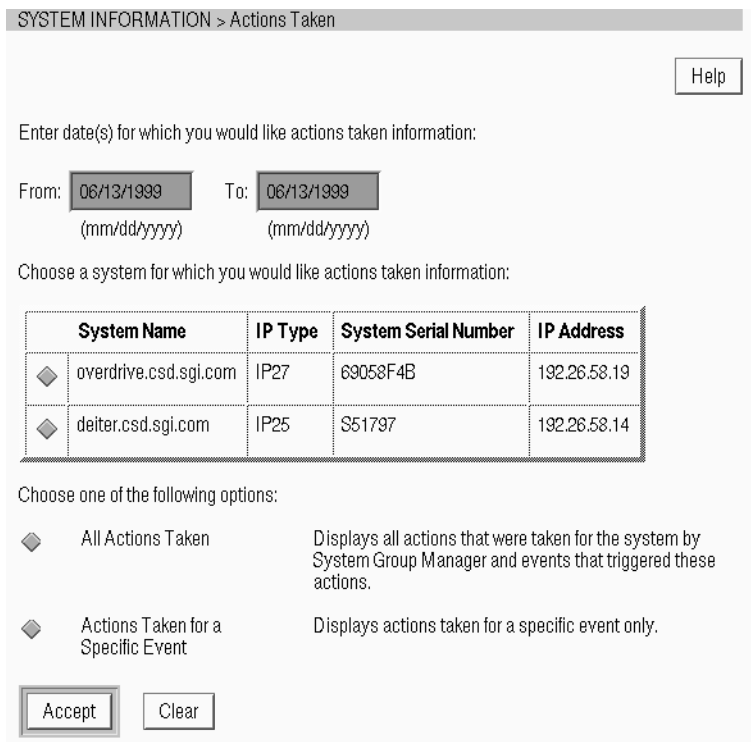


Figure 9-20 Options for Viewing the Actions that Have Been Taken

Using the All Actions Taken Option

The **All Actions Taken** option displays all actions that have been taken within the range of dates that you specify and the events that caused the actions to occur.

Perform the following procedure to use the **All Actions Taken** option:

1. Click on the **System Information** tab.
2. Click on the **Actions Taken** button in the **SYSTEM INFORMATION** section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-21.)
4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-21.)

- Click on the radio button next to the **All Actions Taken** option. (Refer to Figure 9-21)

SYSTEM INFORMATION > Actions Taken

Enter date(s) for which you would like actions taken information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like actions taken information:

	System Name	IP Type	System Serial Number	IP Address
<input checked="" type="radio"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="radio"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

All Actions Taken Displays all actions that were taken for the system by System Group Manager and events that triggered these actions.

Actions Taken for a Specific Event Displays actions taken for a specific event only.

Figure 9-21 Using the All Actions Taken Option (Page 1)

- Click on **Accept**.

The interface displays a table that contains information about all of the actions that were taken between the dates that you specified. (Refer to Figure 9-22; Table 9-10 describes the information that the table contains.)

SYSTEM INFORMATION > Actions Taken > All Actions Taken

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 System IP type : IP27
 System IP address : 192.26.58.19

Class of Reports : All Actions

No.	Event Class	Event Description	Event ID	Action Description	Action Taken
1	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/espnotify -A "ConfigMon SOFTWARE INSTALLED"
2	System Configuration	Software de-installed	0x200105	Notify sysadmin on console	/usr/bin/espnotify -A "ConfigMon SOFTWARE DEINSTALLED"
3	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/espnotify -A "ConfigMon SOFTWARE INSTALLED"
4	System Configuration	Software de-installed	0x200105	Notify sysadmin on console	/usr/bin/espnotify -A "ConfigMon SOFTWARE DEINSTALLED"
5	Performance	High per CPU system call rate	0x200057	Notify sysadmin on console	/usr/bin/espnotify -A "High per CPU system call rate 11664scalls[cpu:1.1.a]@overdriv

Figure 9-22 Using the All Actions Taken Option (Page 2)

Table 9-10 Table Contents for the All Actions Taken Option

Column	Description
No.	Index number in the table
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the action is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken

Table 9-10 (continued) Table Contents for the All Actions Taken Option

Column	Description
Action Taken	Description of the command that the action performed
Time of Action	Time and date at that the action was taken

Each page contains ten actions. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Using the Actions Taken for a Specific Event Option

The `Actions Taken for a Specific Event` option displays all actions that were taken for a specific event within the range of dates that you specify.

Perform the following procedure to use the `Actions Taken for a Specific Event` option:

1. Click on the `System Information` tab.
2. Click on the `Actions Taken` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-23.)
4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-23.)
5. Click on the radio button next to the `Actions Taken for a Specific Event` option. (Refer to Figure 9-23.)

SYSTEM INFORMATION > Actions Taken

Enter date(s) for which you would like actions taken information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Choose a system for which you would like actions taken information:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

All Actions Taken Displays all actions that were taken for the system by System Group Manager and events that triggered these actions.

Actions Taken for a Specific Event Displays actions taken for a specific event only.

Figure 9-23 Using the Actions Taken for a Specific Event Option (Page 1)

6. Choose the class that contains the event that you want to see. (Refer to Figure 9-24.)

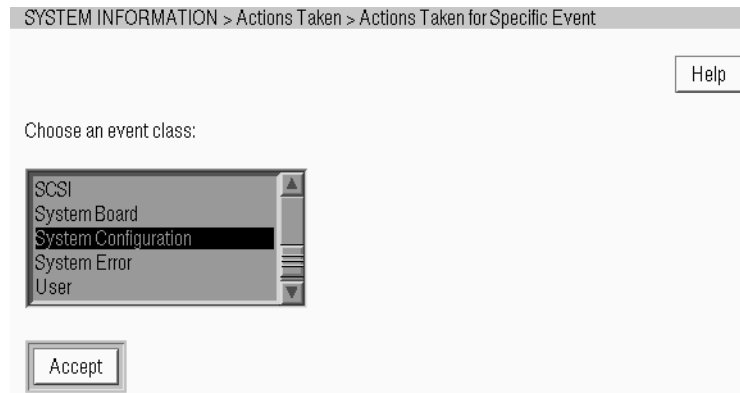


Figure 9-24 Using the Actions Taken for a Specific Event Option (Page 2)

7. Click on **Accept**.
8. Choose the event for which you want to see the actions taken. (Refer to Figure 9-25.)

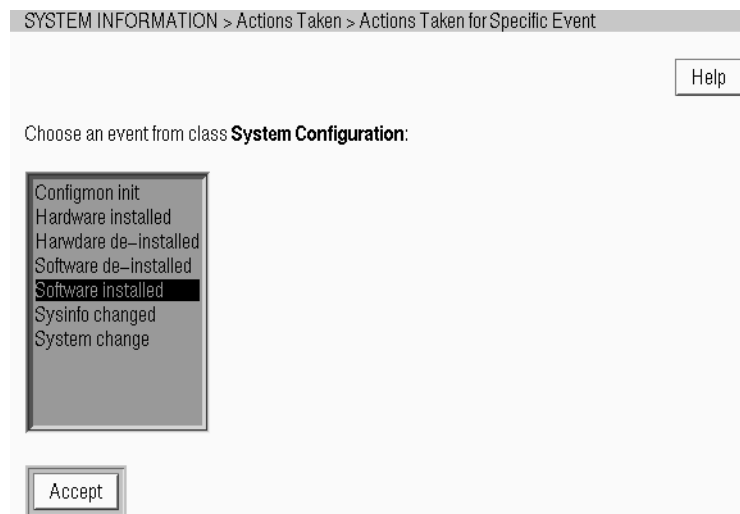


Figure 9-25 Using the Actions Taken for a Specific Event Option (Page 3)

9. Click on **Accept**.

The interface displays a table that lists all of the actions that occurred for the event between the dates that you specified. (Refer to Figure 9-26; Table 9-11 describes the information that the table contains.)

SYSTEM INFORMATION > Actions Taken > Actions Taken for Specific Event

System name : overdrive.csd.sgi.com
 System ID : 80069058F4B
 System serial number : 69058F4B
 System IP type : IP27
 System IP address : 192.26.58.19

Class of Reports : All Actions Taken for Specific Event

Page 1 of 1

No.	Event Class	Event Description	Event ID	Action Description	Action Taken	Time of Action
1	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/esnotify -A "ConfigMon SOFTWARE INSTALLED"	06/01/1999 16:29:35
2	System Configuration	Software installed	0x200104	Notify sysadmin on console	/usr/bin/esnotify -A "ConfigMon SOFTWARE INSTALLED"	06/02/1999 11:25:00

Figure 9-26 Using the Actions Taken for a Specific Event Option (Page 4)

Table 9-11 Table Contents for the Actions Taken for a Specific Event Option

Column	Description
No.	Index number in the table
Event Class	Class of the event to which the action is assigned
Event Description	Description of the event to which the actions is assigned
Event ID	Identification number of the event to which the action is assigned
Action Description	Description of the action that was taken
Action Taken	Description of the command that the action performed
Time of Action	Time and date at which the action was taken

Each page contains ten actions. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the Diagnostic Results

If you use the diagnostics that are included in the *Internal Support Tools 2.0* or later releases, Embedded Support Partner monitors the diagnostics that you run on a system.

Perform the following procedure to view a report of the diagnostic results:

1. Click on the `System Information` tab.
2. Click on the `Diagnostics Results` button in the `SYSTEM INFORMATION` section.
3. Specify the starting date (in the `From` field) and ending date (in the `To` field) of the range of dates for which you want to view diagnostic results. (Refer to Figure 9-27.)

Note: To view diagnostic results from a specific day, enter that date in both fields.

4. Click on the radio button next to the system that you want to use. (Refer to Figure 9-27.)

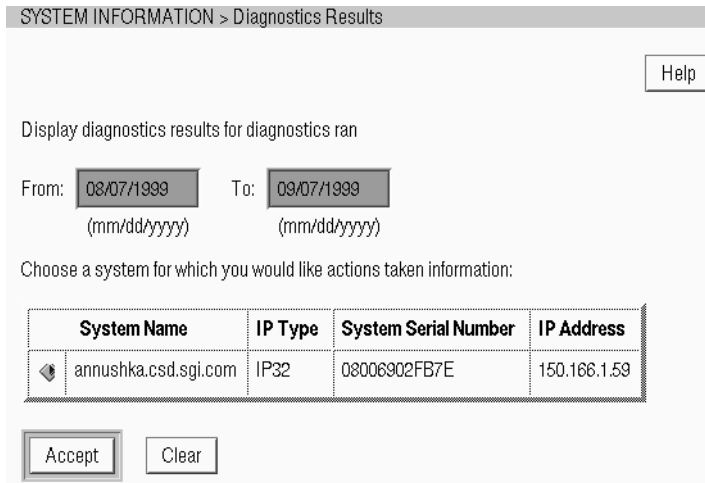


Figure 9-27 Viewing the Diagnostic Results (Graphical Interface)

5. Click on `Accept`.

The interface displays a table that contains information about all diagnostics that ran during the range of time that you specified. (Refer to Figure 9-28; Table 9-12 describes the information that the table contains.)

SYSTEM INFORMATION > Diagnostics Results			
System name	:	annushka.csd.sgi.com	
System ID	:	6902FB7E	
System serial number	:	08006902FB7E	
System IP type	:	IP32	
System IP address	:	150.166.1.59	
Time period	:	08/07/1999 – 09/07/1999	
			Page 1 of 1
No.	Diagnostic Name	Diagnostic Result	Diagnostic Result Time
1	SVP (9)	PASS	08/17/1999 09:58:09

Figure 9-28 Viewing the Diagnostic Results (Page 2 [Graphical Interface])

Table 9-12 Diagnostic Results Table Contents

Column Heading	Description
No.	Index number within the table
Diagnostic Name	Name of the diagnostic When one or more tests run as a group under one program (for example, SVP), the total number of tests run is shown in parentheses next to the diagnostic name; for example: SVP (86) indicates that 86 tests ran under SVP
Diagnostic Result	Result of the diagnostic: PASS, FAIL, or COMPLETE PASS indicates that the diagnostic completed successfully FAIL indicates that the diagnostic failed COMPLETE indicates that multiple tests ran and one or more of them failed and the others passed
Diagnostic Result Time	Time at which the diagnostic completed testing When multiple tests run under one diagnostic (for example, SVP), this column indicates the time at which all tests completed

Each page contains ten items. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

Viewing the Availability Information

The `availmon` component of Embedded Support Partner tracks system availability. To view this information, click on the `Availability` button in the `SYSTEM INFORMATION` section.

Figure 9-29 shows the page that you use to view the information about system availability. This page displays the total availability (in percent) for all systems on the site and the mean time between interrupts (MTBI) in minutes for all systems on the site. It also enables you to select which type of availability information to view.

SYSTEM INFORMATION > Availability

Help

Total Availability for all systems on site (%) = 98.23
 MTBI for all systems on site (min) = 2846

Enter the time period for which you want availability information:

From: To:
 (mm/dd/yyyy) (mm/dd/yyyy)

Display availability information for the following systems:

	System Name	IP Type	System Serial Number	IP Address
<input type="checkbox"/>	All systems on a site			
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

Site Level Overall Availability Summary
 Displays all statistical availability information for the selected system or group of systems. This report provides information regarding MTBI, Average Uptime, etc.

Availability Summary List for Individual Hosts
 Displays detailed information of all availability events for the selected system or group of systems. Selection of each event is also allowed if more detail is required.

Accept

Figure 9-29 Options for Viewing System Availability Information

Using the Site Level Overall Availability Summary Option

The `Overall Availability` option provides general availability information for the systems that you select.

Perform the following procedure to use the `Overall Availability` option:

1. Click on the `System Information` tab.
2. Click on the `Availability` button in the `SYSTEM INFORMATION` section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-30.)
4. Select the systems that you want to use to generate the summary. (Refer to Figure 9-30.)
5. Click on the radio button next to the `Site Level Overall Availability Summary` option. (Refer to Figure 9-30.)
6. Click on `Accept`.
7. The interface displays a table that contains the overall availability information for the system(s). (Refer to Figure 9-31; Table 9-13 describes the information that the table contains.)

SYSTEM INFORMATION > Availability

Help

Total Availability for all systems on site (%) = 98.23
 MTBI for all systems on site (min) = 2846

Enter the time period for which you want availability information:

From: 06/01/1999 To: 06/13/1999
 (mm/dd/yyyy) (mm/dd/yyyy)

Display availability information for the following systems:

	System Name	IP Type	System Serial Number	IP Address
<input checked="" type="checkbox"/>	All systems on a site			
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

Site Level Overall Availability Summary
 Displays all statistical availability information for the selected system or group of systems. This report provides information regarding MTBI, Average Uptime, etc.

Availability Summary List for Individual Hosts
 Displays detailed information of all availability events for the selected system or group of systems. Selection of each event is also allowed if more detail is required.

Accept

Figure 9-30 Using the Site Level Overall Availability Summary Option (Page 1)

SYSTEM INFORMATION > Availability > Group Overall Availability

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

	Count	Downtime (min)	MTBI (min)	Availability %
Unscheduled	1	4	22791	99.98
reset action	1	4	22791	
Service action	5	341	4558	98.50
administrative; reboot	5	341	4558	
Total	6	345	3798	98.48
Average uptime	2962 minutes (2 days 1 hr 22 mins)			
Least uptime	128 minutes (2 hrs 8 mins)			
Recorded at:	overdrive.csd.sgi.com			
Most uptime	9760 minutes (6 days 18 hrs 40 mins)			
Recorded at:	overdrive.csd.sgi.com			
Average downtime	835 minutes (13 hrs 55 mins)			
Least downtime	2 minutes			
Recorded at:	overdrive.csd.sgi.com			
Most downtime	328 minutes (5 hrs 28 mins)			
Recorded at:	overdrive.csd.sgi.com			

Availability Summary For All Hosts

Figure 9-31 Using the Site Level Overall Availability Summary Option (Page 2)

Table 9-13 Site Level Overall Availability Summary Information

Row	Description
Unscheduled	Information about any unscheduled downtime The following information is displayed for each event: count, downtime due to the event (in minutes), mean time between interrupts (in minutes), and availability percentage
Service Action	Information about each service action performed on the system The following information is displayed for each service action: count, downtime caused by the service action (in minutes), mean time between interrupts (in minutes), and availability percentage
Total	Information about the total downtime for unscheduled downtime and service actions on the system A total is displayed for the following categories: count, downtime (in minutes) caused by the action, mean time between interrupts (in minutes), and availability percentage
Average uptime	Average uptime between availability events The system listed in the <code>Recorded</code> at row indicates the system from which this information came
Least uptime	Shortest uptime between availability events The system listed in the <code>Recorded</code> at row indicates the system from which this information came
Most uptime	Longest uptime between availability events The system listed in the <code>Recorded</code> at row indicates the system from which this information came
Average downtime	Average downtime
Least downtime	Shortest downtime The system listed in the <code>Recorded</code> at row indicates the system from which this information came
Most downtime	Longest downtime The system listed in the <code>Recorded</code> at row indicates the system from which this information came

Click on the [Availability Summary For All Hosts](#) link at the bottom of the page to display a summary of downtime information for the selected systems. (Refer to Figure 9-32; Table 9-14 describes the information that the table contains.)

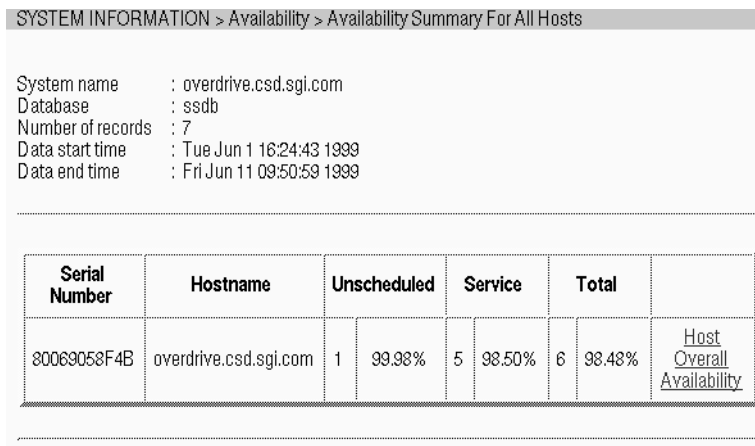


Figure 9-32 Using the Site Level Overall Availability Summary Option (Page 3)

Table 9-14 Availability Summary Information for All Hosts

Column	Description
Serial Number	Serial number of the system
Hostname	Name of the system
Unscheduled	Number of unscheduled events and the percent availability percentage for them
Service	Number of service action and the availability percentage for them
Total	Total number of availability events and the total availability percentage
	Contains a link to availability information for each system (Refer to Figure 9-35; Table 9-15 describes the information that the table contains)

SYSTEM INFORMATION > Availability > Overall Availability

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

	Count	Downtime (min)	MTBI (min)	Availability %
Unscheduled	1	5	22805	99.98
reset action	1	5	22805	
Service action	5	341	4561	98.50
administrative: reboot	5	341	4561	
Total	6	346	3801	98.48
Average uptime	2964 minutes (2 days 1 hr 24 mins)			
Least uptime	128 minutes (2 hrs 8 mins)			
Most uptime	9760 minutes (6 days 18 hrs 40 mins)			
Average downtime	835 minutes (13 hrs 55 mins)			
Least downtime	2 minutes			
Most downtime	329 minutes (5 hrs 29 mins)			
Logging started at	Fri May 28 18:10:18 1999			
Last boot at	Fri Jun 11 09:54:33 1999			
System has been up for	3141 minutes (2 days 4 hrs 21 mins)			

[Event Availability Information](#)

Figure 9-33 Using the Site Level Overall Availability Summary Option (Page 4)

Table 9-15 Overall Availability Information

Row	Description
Unscheduled	Information about any unscheduled downtime The following information is displayed for each event: count, downtime caused by the event (in minutes), mean time between interrupts (in minutes), and availability percentage
Service Action	Information about each service action performed on the system The following information is displayed for each service action: count, downtime caused by the service action (in minutes), mean time between interrupts (in minutes), and availability percentage
Total	Information about the total downtime for service actions on the system A total is displayed for the following categories: count, downtime (in minutes) caused by the action, mean time between interrupts (in minutes), and availability percentage
Average uptime	Average uptime between availability events
Least uptime	Shortest uptime between availability events
Most uptime	Longest uptime between availability events
Average downtime	Average downtime
Most downtime	Longest downtime
Least downtime	Shortest downtime
Logging started at	Date and time when availability monitoring started
Last boot at	Date and time of the last system boot
System has been up for	Amount of time that the system has been up since the last boot (in minutes)

Click on the [Event Availability Information](#) link at the bottom of the page to display a list of all availability events that occurred between the dates that you specified. (Refer to Figure 9-32; Table 9-16 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Event Availability Information

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

Page 1 of 1

Start Time	Incident Time	Uptime (min)	DownTime (min)	Reason	
Fri May 28 18:10:18 1999	Tue Jun 1 16:24:43 1999	5654	5	NMI	Event Summary
Tue Jun 1 16:29:24 1999	Wed Jun 2 11:22:24 1999	1133	2	Controlled	Event Summary
Wed Jun 2 11:24:45 1999	Thu Jun 3 14:53:05 1999	1648	2	Controlled	Event Summary
Thu Jun 3 14:55:08 1999	Sun Jun 6 17:57:59 1999	0	0	Status report	Event Summary
Thu Jun 3 14:55:08 1999	Thu Jun 10 09:35:33 1999	9760	329	Controlled	Event Summary
Thu Jun 10 15:04:21 1999	Thu Jun 10 17:12:50 1999	128	4	Controlled	Event Summary
Thu Jun 10 17:17:09 1999	Fri Jun 11 09:50:59 1999	994	4	Controlled	Event Summary

1

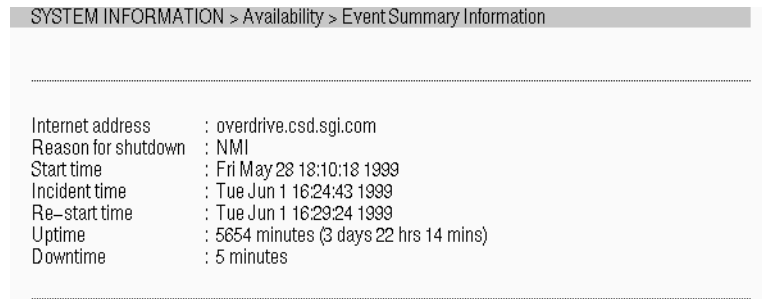
Figure 9-34 Using the Site Level Overall Availability Summary Option (Page 5)

Table 9-16 Event Summary Information

Column	Description
Start Time	Specifies the time that the system was brought up before the incident occurred
Incident Time	Specifies the time at which the incident that caused the downtime occurred
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 9-35)

Each page contains ten availability events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.



SYSTEM INFORMATION > Availability > Event Summary Information

Internet address	: overdrive.csd.sgi.com
Reason for shutdown	: NMI
Start time	: Fri May 28 18:10:18 1999
Incident time	: Tue Jun 1 16:24:43 1999
Re-start time	: Tue Jun 1 16:29:24 1999
Uptime	: 5654 minutes (3 days 22 hrs 14 mins)
Downtime	: 5 minutes

Figure 9-35 Using the Site Level Overall Availability Summary Option (Page 6)

Using the Availability Summary List for Individual Hosts Option

The Availability Summary List for Individual Hosts option provides detailed information about all availability events that occurred on a specific system between the dates that you specify.

Perform the following procedure to use the Overall Availability option:

1. Click on the System Information tab.
2. Click on the Availability button in the SYSTEM INFORMATION section.
3. Specify the range of dates that you want to view. (Refer to Figure 9-36.)
4. Select the system that you want to use. (Refer to Figure 9-36.)
5. Click on the radio button next to the Availability Summary List for Individual Hosts option. (Refer to Figure 9-36.)

SYSTEM INFORMATION > Availability Help

Total Availability for all systems on site (%) = 98.23

MTBI for all systems on site (min) = 2849

Enter the time period for which you want availability information:

From: To:
(mm/dd/yyyy) (mm/dd/yyyy)

Display availability information for the following systems:

	System Name	IP Type	System Serial Number	IP Address
<input checked="" type="checkbox"/>	All systems on a site			
<input type="checkbox"/>	overdrive.csd.sgi.com	IP27	69058F4B	192.26.58.19
<input type="checkbox"/>	deiter.csd.sgi.com	IP25	S51797	192.26.58.14

Choose one of the following options:

- Site Level Overall Availability Summary**
Displays all statistical availability information for the selected system or group of systems. This report provides information regarding MTBI, Average Uptime, etc.
- Availability Summary List for Individual Hosts**
Displays detailed information of all availability events for the selected system or group of systems. Selection of each event is also allowed if more detail is required.

Figure 9-36 Using the Availability Summary List for Individual Hosts Option (Page 1)

6. Click on **Accept**.

The interface displays downtime information for the selected systems. (Refer to Figure 9-37; Table 9-17 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Availability Summary For All Hosts

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

Serial Number	Hostname	Unscheduled	Service	Total	
80069058F4B	overdrive.csd.sgi.com	1 99.98%	5 98.50%	6 98.48%	Host Overall Availability

Figure 9-37 Using the Availability Summary List for Individual Hosts Option (Page 2)

Table 9-17 Availability Summary Information for All Hosts

Column	Description
Serial Number	Serial number of the system
Hostname	Name of the system
Unscheduled	Number of unscheduled events and the percent availability percentage for them
Service	Number of service action and the availability percentage for them
Total	Total number of availability events and the total availability percentage
	Contains a link to availability information for each system (Refer to Figure 9-38; Table 9-18 describes the information that the table contains)

SYSTEM INFORMATION > Availability > Overall Availability

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

	Count	Downtime (min)	MTBI (min)	Availability %
Unscheduled	1	5	22805	99.98
reset action	1	5	22805	
Service action	5	341	4561	98.50
administrative: reboot	5	341	4561	
Total	6	346	3801	98.48
Average uptime	2964 minutes (2 days 1 hr 24 mins)			
Least uptime	128 minutes (2 hrs 8 mins)			
Most uptime	9760 minutes (6 days 18 hrs 40 mins)			
Average downtime	835 minutes (13 hrs 55 mins)			
Least downtime	2 minutes			
Most downtime	329 minutes (5 hrs 29 mins)			
Logging started at	Fri May 28 18:10:18 1999			
Last boot at	Fri Jun 11 09:54:33 1999			
System has been up for	3141 minutes (2 days 4 hrs 21 mins)			

[Event Availability Information](#)

Figure 9-38 Using the Availability Summary List for Individual Hosts Option (Page 3)

Table 9-18 Overall Availability Information

Row	Description
Service Action	Information about each service action performed on the system The following information is displayed for each service action: count, downtime caused by the service action (in minutes), mean time between interrupts (in minutes), and availability percentage
Total	Information about the total downtime for service actions on the system A total is displayed for the following categories: count, downtime (in minutes) caused by the action, mean time between interrupts (in minutes), and availability percentage
Average uptime	Average uptime between availability events
Least uptime	Shortest uptime between availability events
Most uptime	Longest uptime between availability events
Average downtime	Average downtime
Most downtime	Longest downtime
Least downtime	Shortest downtime
Logging started at	Date and time when availability monitoring started
Last boot at	Date and time of the last system boot
System has been up for	Amount of time that the system has been up since the last boot (in minutes)

Click on the [Event Availability Information](#) link at the bottom of the page to display a list of all availability events that occurred between the dates that you specified. (Refer to Figure 9-39; Table 9-19 describes the information that the table contains.)

SYSTEM INFORMATION > Availability > Event Availability Information

System name : overdrive.csd.sgi.com
 Database : ssdb
 Number of records : 7
 Data start time : Tue Jun 1 16:24:43 1999
 Data end time : Fri Jun 11 09:50:59 1999

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Start Time	Incident Time	Uptime (min)	DownTime (min)	Reason	
Fri May 28 18:10:18 1999	Tue Jun 1 16:24:43 1999	5654	5	NMI	Event Summary
Tue Jun 1 16:29:24 1999	Wed Jun 2 11:22:24 1999	1133	2	Controlled	Event Summary
Wed Jun 2 11:24:45 1999	Thu Jun 3 14:53:05 1999	1648	2	Controlled	Event Summary
Thu Jun 3 14:55:08 1999	Sun Jun 6 17:57:59 1999	0	0	Status report	Event Summary
Thu Jun 3 14:55:08 1999	Thu Jun 10 09:35:33 1999	9760	329	Controlled	Event Summary
Thu Jun 10 15:04:21 1999	Thu Jun 10 17:12:50 1999	128	4	Controlled	Event Summary
Thu Jun 10 17:17:09 1999	Fri Jun 11 09:50:59 1999	994	4	Controlled	Event Summary

1

Figure 9-39 Using the Availability Summary List for Individual Hosts Option (Page 4)

Table 9-19 Availability Event Information for the a Specific System

Column	Description
Start Time	Specifies the time that the system was brought up before the incident occurred
Incident Time	Specifies the time at which the incident that caused the downtime occurred
Uptime (min)	Specifies the number of minutes that the system was up before the incident occurred
DownTime (min)	Specifies the number of minutes that the system was down because of the incident
Reason	Specifies the reason that the system was down Contains a link to summary information for the event (Refer to Figure 9-35)

Each page contains ten availability events. Use the symbols at the bottom of the page to navigate through the pages as follows:

- Use the numbers at the bottom of the page to select the corresponding pages.
- Use the single-right-arrow icon to move to the next group of pages.
- Use the double-right-arrow icon to move to the last group of pages.
- Use the single-left-arrow icon to move to the previous group of pages.
- Use the double-left-arrow icon to move to the first group of pages.

SYSTEM INFORMATION > Availability > Event Summary Information	
Internet address	: overdrive.csd.sgi.com
Reason for shutdown	: NMI
Start time	: Fri May 28 18:10:18 1999
Incident time	: Tue Jun 1 16:24:43 1999
Re-start time	: Tue Jun 1 16:29:24 1999
Uptime	: 5654 minutes (3 days 22 hrs 14 mins)
Downtime	: 5 minutes

Figure 9-40 Using the Availability Summary List for Individual Hosts Option (Page 5)

Sending Notifications

About the `esnotify` Tool

The Embedded Support Partner software suite includes the `esnotify` tool that you can use to perform the following types of notification:

- Displaying a message on the system console
- Displaying a message on a local or remote X Window System display
- Sending an e-mail message
- Sending a page to an alphanumeric or chatty pager

Command Line Options for Displaying a Message on the Console

Use the following format of the `esnotify` command to display a message on the system console:

```
/usr/bin/esnotify -A <message> [-n <number>]
```

This format of the `esnotify` command has the following command line options:

- | | |
|--------------------------------|---|
| <code>-A</code> | Specifies that the message should be displayed in the console window |
| <code><message></code> | Specifies the message that the window should display |
| | Enclose <code><message></code> in single quotes (<code>'</code>) if the message contains more than one word. |
| <code>-n <number></code> | Specifies an optional priority message, which is determined by the value that you specify for <code><number></code> |

The `<number>` parameter can be a value from 1 to 7. `esnotify` attaches a label to the message based on the value of `<number>`: 1 or 2 (Critical System Error), 3 (System Error), 4 (System Warning), or 5 to 7 (System Information)

For example, the following command displays the message `This is the message to display.` on the console (refer to Figure 10-1):

```
/usr/bin/espnotify -A 'This is the message to display.'
```

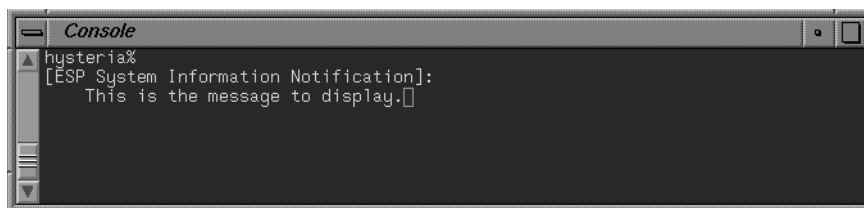


Figure 10-1 Displaying a Message in the Console Window

Displaying a Message on an X Window System Display

Use the following format of the `espnotify` command to display a message on a local or remote X Window System display:

```
/usr/bin/espnotify -c <message> [-a] [-D <display>] [-g <geometry>] [-i <icon>] -n <number> [-t <title>]
```

This format of the `espnotify` command has the following command line options:

- c <message> Specifies the message that the window should display
Enclose <message> in double quotes (“ ”) if the message contains more than one word.
- a Specifies that an audio file should be played
The `/usr/bin/ssplay` application plays the audio file. Audio notification cannot be performed without graphical notification. Audio notification can be performed only on the local host.
- D <display> Specifies the display to use. (If you do not specify a display, the window is displayed on the host specified by the `$DISPLAY` environment variable.)

`-g <geometry>` Specifies an optional X Window System geometry string for the window (in the standard WIDTHxHEIGHTxXOFFxYOFF format)

For example, `-g 120x80x50x100` specifies a window that is 120 pixels wide by 80 pixels high and is located 50 pixels from the left edge of the screen and 100 pixels from the top edge of the screen. (Refer to the `x(1)` man page for more information.)

`-i <icon>` Specifies an optional image to display as an icon for the window

`-n <number>` Specifies an optional priority message, which is determined by the value that you specify for `<number>`

The `<number>` parameter can be a value from 1 to 7. `esnotify` attaches a label to the message based on the value of `<number>`: 1 or 2 (Critical System Error), 3 (System Error), 4 (System Warning), or 5 to 7 (System Information)

`-t <title>` Specifies an optional title of the window.

Enclose `<title>` in double quotes (" ") if the title contains more than one word.

For example, the following command displays a window on the local host (refer to Figure 10-2):

```
/usr/bin/esnotify -c "This is the message to display." -D localhost:0
-t "This is the title."
```

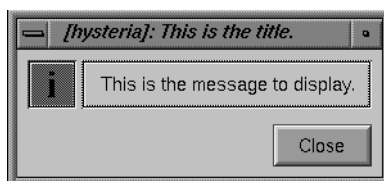


Figure 10-2 Displaying a Message on an X Window System Display

Sending an E-mail Message

Use the following format of the `espnotify` command to send an e-mail message:

```
/usr/bin/espnotify -E <address> { -f <filename> | -m <message> } [-n <number>] [-o <options>] [-s <subject>]
```

This format of the `espnotify` command has the following command line options:

- `-E <address>` Specifies the e-mail addresses that should receive the message
Enclose `<address>` in single quotes (`'`) if the list contains more than one address.
- `-f <filename>` Specifies a text file to use as content for the message
You cannot use the `-f` and `-m` options at the same time.
- `-m <message>` Specifies text to use as content for the message
Enclose `<message>` in single quotes (`'`) if the message contains more than one word.
You cannot use the `-f` and `-m` options at the same time.
- `-n <number>` Specifies an optional priority message, which is determined by the value that you specify for `<number>`
The `<number>` parameter can be a value from 1 to 7. `espnotify` attaches a label to the message based on the value of `<number>`: 1 or 2 (Critical System Error), 3 (System Error), 4 (System Warning), or 5 to 7 (System Information)
- `-o <options>` Specifies processing options for the message
Two options are available: `-o COMP` (compress and uuencode the message) and `-o ENCO` (uuencode the message). These options are valid only if you also use the `-f` option.
- `-s <subject>` Specifies the subject of the message
The format of the default subject is `[HOSTNAME]: text`, where `HOSTNAME` is replaced with the name of the host and `text` is replaced with a priority message (for example, Critical System Error).
If you use the `-n` and `-s` options, the `-s` option overrides the `-n` option.

For example, the following command sends a message to dtg@sgi.com (refer to Figure 10-3):

```
/usr/bin/esnotify -E dtg@sgi.com -m 'This is the text of the message.'
-n 1
```

```
Subject: [lobos]: Critical System Error
Date: Mon, 7 Jun 1999 09:44:24 -0700 (PDT)
From: root@lobos.csd.sgi.com (Super-User)
To: dtg@sgi.com

This is the text of the message.
```

Figure 10-3 Sending an E-mail Message

Sending a Page

Use the following format of the `esnotify` command to send a page to an alphanumeric or chatty pager:

```
/usr/bin/esnotify -C <message> -p <paggers> [-n <number>] [-Q <server>]
[-S <service>]
```

This format of the `esnotify` command has the following command line options:

- C <message> Specifies the message that the window should display.
Enclose <message> in double quotes (“ ”) if the message contains more than one word.
- p <paggers> Specifies a comma-separated list of pager names (or pager identification numbers) that should receive the message
Pager information is stored in the `/etc/qpage.cf` file on the server that is sending the page. You can set up pager names on the Embedded Support Partner interface.
- n <number> Specifies an optional priority message, which is determined by the value that you specify for <number>
The <number> parameter can be a value from 1 to 7. `esnotify` attaches a label to the message based on the value of <number>: 1 or 2 (Critical System Error), 3 (System Error), 4 (System Warning), or 5 to 7 (System Information)

- Q <server> Specifies an alternate paging server to use
If you do not specify this option, `espnotify` uses the `QPage` software on the local host.
- S <service> Specifies an alternate paging service to use
Paging service information is stored in the `/etc/qpage.cf` file on the server that is sending the page. You can set up paging service information on the Embedded Support Partner interface.
If you do not specify this option, `espnotify` uses the default paging service specified in the `/etc/qpage.cf` file.

For example, the following command sends the message `This is the message` to the pager named `mypager`:

```
/usr/bin/espnotify -C "This is the message" -p mypager
```

Invoking `espnotify` from Embedded Support Partner

Because `espnotify` is a command line utility, you can configure it as an Embedded Support Partner action. To do this, create a new action or update an existing action with a command string that uses the `/usr/bin/espnotify` command. This section shows two examples of how to create Embedded Support Partner actions that use `espnotify`.

Example 1: Creating an Action to Send an E-mail

The first example shows how to set up an Embedded Support Partner action to send notification by E-mail.

1. Click on the `Setup` tab.
2. Click on the `Add` button in the `Actions` category of the `SETUP` section.

3. Update the parameters. (Table 10-1 lists the parameters for this example.)

Table 10-1 Example Action Parameters for Sending an E-mail Notification

Field	Setting
Enter action command string	<code>/usr/bin/esnotify -E dtg@sgi.com -m %D -s 'An event was just registered.'</code>
Enter action description	Send notification via E-mail to dtg@sgi.com
Enter username to execute this action as (default = root)	root
Enter action timeout (in multiples of 5 seconds)	10
Enter the number of times that an event must be registered before an action will be taken	1
Enter the number of retry times (up to 23; more than 4 not recommended)	4

Figure 10-4 shows an interface page with the proper settings for this example.

SETUP > Actions > Add

Help

Enter action command string:

Enter action description:

Enter username to execute this action (default = root):

Enter action timeout (in multiples of 5 seconds): seconds

Enter the number of times an event must be registered before the action will be taken:

Enter the number of retry times (up to 23; more than 4 not recommended):

Accept Clear

Figure 10-4 Example Action Parameters for Sending an E-mail Message

4. Click on `Accept`. (Figure 10-5 shows the confirmation message for this example.)

SETUP > Actions > Add

Action description: : Send notification via E-mail to dtg@sgi.com

Action command string : /usr/bin/esnotify -E dtg@sgi.com -m %D -s 'An event was just registered.'

A username to execute the action : root

Action timeout : 10 seconds

Number of times the event must be registered before an action will be taken : 1

Retry times : 4

Figure 10-5 Example Confirmation Message for Sending an E-mail Message Action

Example 2: Creating an Action to Send a Page

The second example shows how to set up an Embedded Support Partner action to send notification to a pager. To send messages to a pager, you need to set up the modem, paging service, and pager that `esnotify` should use. Figure 10-6 shows the setup used in this example.

```

SETUP > Paging > View Current Setup

QuickPage Administration Variables
Administrator's E-mail address           : dtg@sgi.com
Number of seconds to wait for a reply before giving up on queries : 5 secs

Modem Setup
Modem 1
Name                                     : USRobotics-Sportster
Device                                    : /dev/ttyd
Initialization command                    : ATE1F1V1M0

Services Setup
Service 1
Name                                       : PageNet
Modem Name                                 : USRobotics-Sportster
Maximum number of retries                  : 6
Maximum length of message                 : 150
Phone Number of Paging Service            : 314084239729

Pager Setup
Pager 1
Name                                       : Darrin_Goss
Service                                    : PageNet
Pager ID                                   : 8151992

```

Figure 10-6 Paging Configuration for Sending a Message to a Pager Example

1. Click on the Setup tab.
2. Click on the Add button in the Actions category of the SETUP section.
3. Update the parameters. (Table 10-2 lists the parameters for this example.)

Table 10-2 Example Action Parameters for Sending a Message to a Pager

Field	Setting
Enter action command string	/usr/bin/esnotify -C 'There is a system problem.' -p Darrin_Goss
Enter action description	Page Darrin
Enter username to execute this action as (default = root)	root
Enter action timeout (in multiples of 5 seconds)	10
Enter the number of times that an event must be registered before an action will be taken	1
Enter the number of retry times (up to 23; more than 4 not recommended)	4

Figure 10-7 shows an example interface page with the proper settings for this example.

SETUP > Actions > Add

Enter action command string:

Enter action description:

Enter username to execute this action (default = root):

Enter action timeout (in multiples of 5 seconds): seconds

Enter the number of times an event must be registered before the action will be taken:

Enter the number of retry times (up to 23; more than 4 not recommended):

Figure 10-7 Example Action Parameters for Sending a Message to a Pager

4. Click on **Accept**. (Figure 10-5 shows the confirmation message for this example.)

SETUP > Actions > Add

Action description: : Page Darrin

Action command string : /usr/bin/esnotify -C 'There is a system problem.' -p Darrin_Goss

A username to execute the action : root

Action timeout : 10 seconds

Number of times the event must be registered before an action will be taken : 1

Retry times : 4

Figure 10-8 Example Confirmation Message for Sending a Message to a Pager Action

Logging Events from Applications and Scripts

The Embedded Support Partner framework provides two ways for you to send events from your local applications and scripts to Embedded Support Partner:

- By using the `eventmon` Application Programming Interface (API)
- By using the `esplogger` tool

Note: You can also use the `openlog`, `syslog`, and `closelog` SYSLOG functions to send event information through SYSLOG. Refer to the `syslog(3c)` man page for more information.

Event Classification and Sequence Numbers

The Embedded Support Partner framework uses a standardized event classification scheme for the events that it registers. This classification scheme was implemented to:

- Provide a meaningful representation of the events that have occurred so that users can easily interpret them
- Provide an easy way to locate the source of an error by providing a general category and more specific information

In this scheme, events are categorized by class and type. An event class describes a general area that Embedded Support Partner monitors (for example, SCSI). An event type provides greater detail about individual events (for example, a SCSI controller initialization failure).

Embedded Support Partner automatically generates event class and type numbers when you create custom events and classes. You can use these numbers with your local applications and scripts to send event information to the Embedded Support Partner framework through the `eventmon` API and `esplogger` tool.

The Embedded Support Partner framework also uses unique sequence numbers for system messages. These sequence numbers provide a mechanism that enables Embedded Support Partner to isolate problems at the source code level.

Using the eventmon API

The `eventmon` API contains a set of functions that you can call from your local C or C++ programs to send event information to the event monitoring component of Embedded Support Partner (`eventmond`). The `eventmon` API includes the following functions:

- `int EVMONAPI emapiIsDaemonInstalled();`

This function determines whether the `eventmond` software is installed on the system.

Parameters:

None

Return value:

An integer: A nonzero value indicates that the `/usr/etc/eventmond` executable file exists on the system. A zero indicates that the file does not exist on the system.

- `int EVMONAPI emapiIsDaemonStarted();`

This function determines whether `eventmond` is running on the system. You should use this function to verify that `eventmond` is running before you use any other `eventmon` API functions.

Parameters:

None

Return value:

An integer: A nonzero value indicates that `eventmond` is running on the system. A zero indicates that `eventmond` is not running on the system.

- `int EVMONAPI emapiDeclareDaemonUnload();`

This function unloads `eventmond` from memory. (Note that the `eventmond` daemon can remain in the memory for up to 2 seconds after this function is called while the unload process completes.)

Parameters:

None

Return value:

An integer: A nonzero value indicates that `eventmond` successfully unloaded from memory. A zero indicates that an error prevented `eventmond` from successfully unloading from memory.

An application must have root permissions/privileges to call this function.

- `int EVMONAPI emapiDeclareDaemonReloadConfig();`

This function causes `eventmond` to reload the configuration information. This process includes three steps:

1. Drop all filtering information from the internal `eventmond` memory tables.
2. Connect to system tables that contain the filtering information.
3. Reconfigure the internal `eventmond` memory tables with the information from the system tables.

This function has the same functionality as the following shell command:

```
kill -HUP eventmon_pid
```

Parameters:

None

Return value:

An integer: A nonzero value indicates that `eventmond` successfully reloaded the configuration information. A zero indicates that an error prevented `eventmond` from successfully reloading the configuration information.

An application must have root permissions/privileges to call this function.

- `int EVMONAPI emapiSendEvent(char *hostname_from, unsigned long timehost, int etype, int epri, char *eventbuffer);`

This function sends information about an event (event class sequence number and priority/facility code) to `eventmond`.

Parameters:

`char *hostname_from`

- The name of the host where the event occurred (Use NULL to indicate the local host.)

`unsigned long timehost`

- The name of the host that is sending the event information (Use NULL to indicate the local host.)

`int etype`

- A number that specifies the event type (must be a nonzero value)

`int epri`

- The priority/facility code

`char *eventbuffer`

- A valid ASCIZ buffer that contains the event message string (It must be a valid string pointer and have a nonzero size.)

The buffer cannot be larger than the number of bytes specified by `EVMONAPI_MAXEVENTSIZE` (16 KB, as defined in the `eventmonapi.h` file).

Return value:

An integer: A nonzero value indicates that the information was successfully passed to `eventmond` for processing. A zero indicates that an error prevented the information from successfully reaching `eventmond`.

The following sample code fragment demonstrates how to use the eventmon API:

```
#include <stdio.h>
#include <sys/syslog.h>
#include <eventmonapi.h>

main()
{ if(!emapiIsDaemonStarted())
  { printf("EventMon daemon not started!\n");
    exit(0);
  }
  return emapiSendEvent("legalov.sgi.com",0,0x20101C,
    LOG_MAKEPRI(LOG_USER,LOG_INFO), "Hello world!");
}
```

Using the esplogger Tool

Use the `esplogger` tool to pass event information from your local scripts to the event monitoring component of Embedded Support Partner (`eventmond`). You can run `esplogger` from a UNIX prompt or from a UNIX shell script. `esplogger` uses the following command syntax:

```
esplogger -s sequence_number {-f filename | -m "message"} [-p priority] [-t time]
```

```
esplogger -h
```

```
esplogger -V
```

where:

- The `-s sequence_number` option specifies the sequence number (in decimal or hexadecimal). You must use this option with the `-t` option and the `-f` or `-m` options.
- The `-f filename` option specifies the file that contains data to log in the Embedded Support Partner framework. You must include the `-s` option with this option. You cannot use this option with the `-m` option.
- The `-m "message"` option specifies a message to log in the Embedded Support Partner framework. You must include the `-s` option with this option. You cannot use this option with the `-f` option.

- The `-p priority` option specifies the priority (for example, `local0.notice`). Refer to the `syslog(3C)` man page for descriptions of the priority values. If you do not specify a priority value, `esplogger` sets the priority to `local0.info`. You must use this option with the `-s` option and the `-f` or `-m` option.
- The `-t time` option specifies the time that the event occurred. You must specify the time in seconds since 00: 00:00 UTC on January 1, 1970 (in decimal notation). If you do not specify the time, `esplogger` defaults the time to the time that it received the event. You must use this option with the `-s` option and the `-f` or `-m` option.
- The `-h` option prints the usage information.
- The `-v` option prints the `esplogger` version number.

Note: You can also use `logger` to send event information through SYSLOG. Refer to the `logger(1)` man page for more information.

Example 1

```
esplogger -s 200356 -f availmon.dat
```

This example sets the sequence number to 200356, the priority to `local0.info` (1030), and the time to the time that `esplogger` received the event. Then, it passes this information and the data in the `availmon.dat` file to `eventmond`.

Example 2

```
esplogger -s 0x00200000 -p syslog.warning -m "Start SVP"
```

This example sets the sequence number to 0x00200000, the priority to `syslog.warning` (324), and the time to the time that `esplogger` received the event. Then, it passes this information and the message to `eventmond`.

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