Super● ® Doctor III ™

User Guide

Version 1.1
July, 2009

Contents

1. Introduction

Supero Doctor III (SDIII) is a web-based software that adds new functionalities to the features included in SDII. The new features added to SDIII include the following: detailed information on Windows platform and performance, information on hardware health, remote console redirection, power cycle management, user accounts, and groups management and reports. These new features are added to further enhance the capabilities of remote management.

Supero Doctor III Client (SDIII Client) is a standalone application and a revision of Supero Doctor II. It consists of a subset of the functions of Supero Doctor III, and must be running on a local system. The new features that have been added to SDIII Clinte include the following:

    1) The high and low thresholds that can be set by a user on system health monitoring.
    2) E-mail alerts that support SMTP authentication.
    3) History log of system health monitor readings to be used for future reference.
    4) Event Log.
    5) BIOS Flashing Features

System Requirements

1. This software program is designed to support the following operating systems:
   Windows XP (32-bit/x64),
   Windows Server 2003 (32-bit/x64),
   Windows Server 2008 (32-bit/x64),
   Windows Vista (32-bit/x64)

2. It is required that a minimum of 14MB of hard disk space be available on the system in order to install this software.

Third-Party Programs and Software Components

This software utilizes the following programs and software components by
the following third parties:

1. Xitami web server (from http://www.imatix.com/).
2. TridiaVNC (from http://www.tridiavnc.com/).
3. SndMail 2.1 (from http://xmailserver.org/davide.html).
4. Windows Management Instrumentation (WMI) CORE 1.5 (for Windows NT 4.0)
   (from http://www.microsoft.com/).

2. How to Install the Software

Preparation

Note: In order to support SNMP, SNMP service must be installed before installing this software. However, if SNMP is not requested by the system, you may skip this preparation step.

Please follow the steps below to install SNMP service:

For Windows XP/Windows Server 2003:
1. Open the *Control Panel*
2. Open *Add/Remove Programs*
3. Open *Add/Remove Windows Components*
4. Open *Management and Monitoring Tools* in the Components List
5. Check *Simple Network Management Protocol*
6. Click *Next* to begin the installation

For Windows Server 2008//Windows Vista:
1. Open the *Control Panel*
2. Open *Programs and Features*
3. Open *Turn Windows features on or off*
4. Check *SNMP features* in Windows Features List
5. Click *OK* to begin the installation

Installing the SDIII Software

Please follow the instructions below to complete the installation of the Supero Doctor III and Supero Doctor III Client.

1. Double-click Setup.exe to start the installation procedure. The "Welcome to the InstallShield Wizard for Supero Doctor III" window will display. Click <Next > to continue.
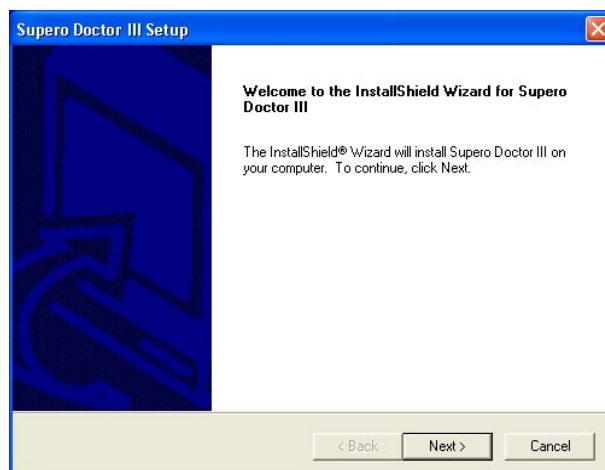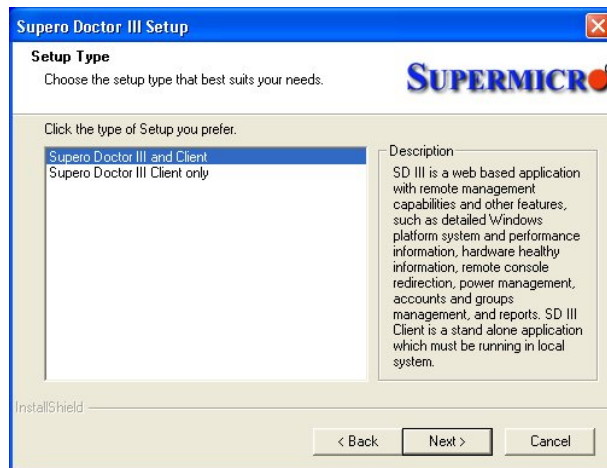
2. The "License Agreement of Supero Doctor III" window is displayed. Click <Yes> to accept all the terms of the License Agreement after reading it.
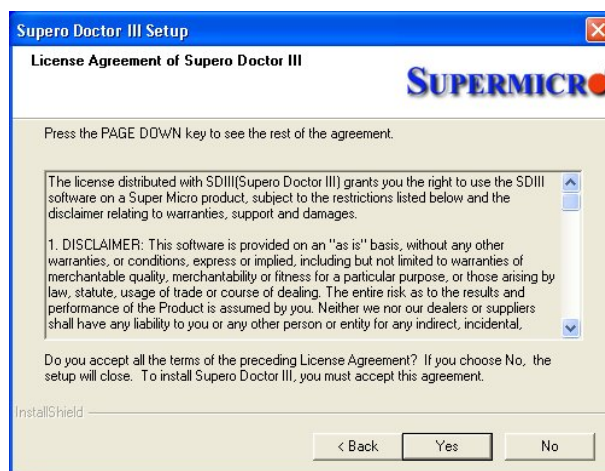
3. Another "License Agreement of SndMail 2.1" window will appear. Supero Doctor III uses SndMail 2.1 to send E-Mail alerts. Click <Yes> to accept all the terms of the License Agreement after reading them.
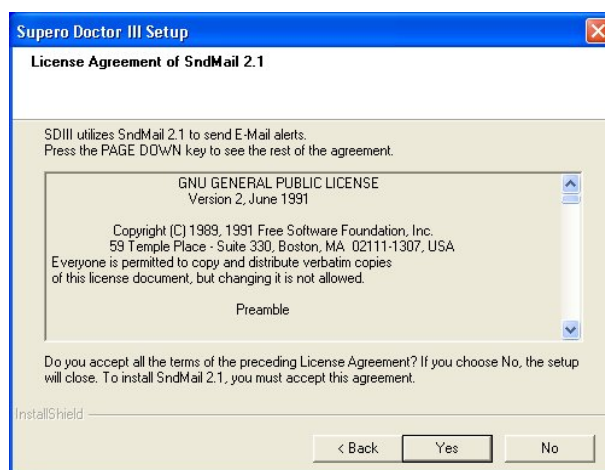
4. The "Setup Type" window allows you to select "Supero Doctor III and Client" or "Supero Doctor III Client only" for installation. Read the descriptions and select the setup type depending on your needs. To install Supero Doctor III Client only, please select "Supero Doctor III Client only" and click <Next,> then skip to Step 10 listed below. To install "Supero Doctor III and Client," please proceed with the following steps.

5. Supero Doctor III uses the Xitami web server as the default web server. Please click <Yes> to accept all the terms of the License Agreement after reading them.
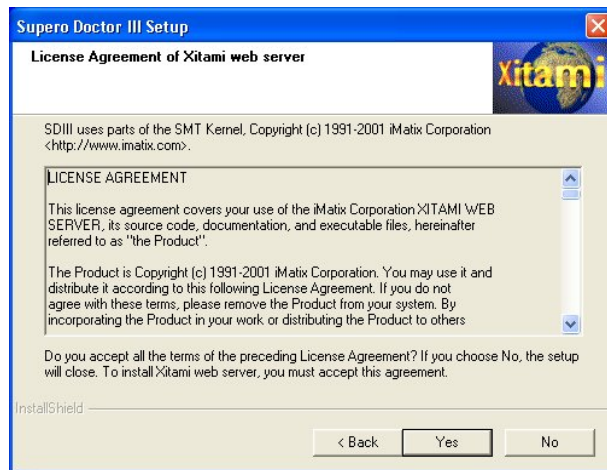
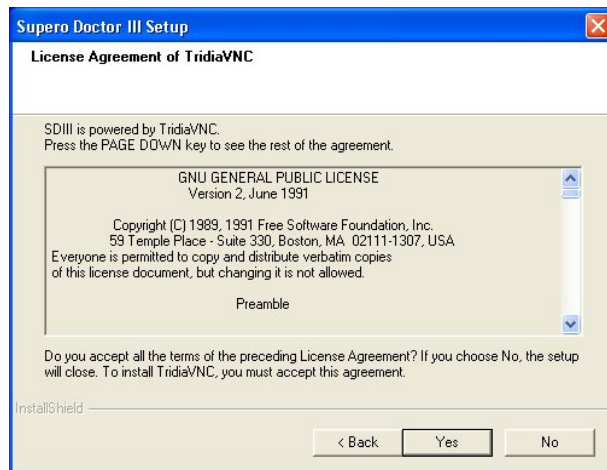6. The "License Agreement of TridiaVNC" window will be displayed. Supero Doctor III uses TridiaVNC to support remote console redirection. Please click <Yes> to accept all the terms of the License Agreement after reading them. (Note: If your OS is the Windows Server 2008 or the Windows Vista, please skip this step.)

7. The Information window will show all the programs or software components that will be installed in the Supero Doctor III.

    Please be sure to change the default passwords for the Xitami web server and TridiaVNC after installation and the system boot. Click <Next > to continue. (Note: If your OS is the Windows Server 2008 or the Windows Vista, please skip this step.)
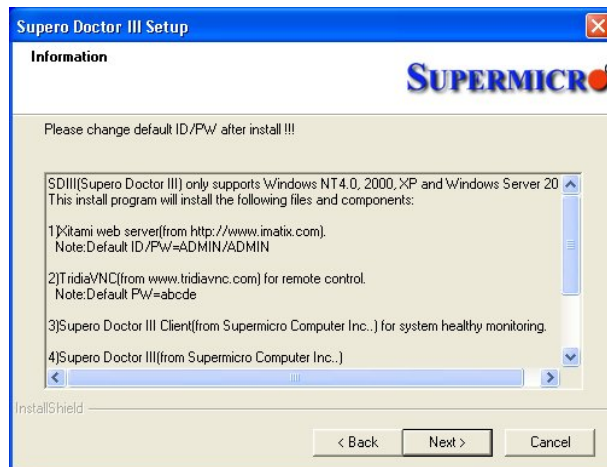
8. To install Supero Doctor III into the Windows NT 4.0 OS, you will need to set up the WMI Core Components first. When the following screen is displayed, click <Next > to continue.

9. Please key in the TCP port for the Xitami web server. The default port number is 80. You can choose any available port number between 1025 and 65535 if port 80 is currently used by another web server , Click <Next > to continue.
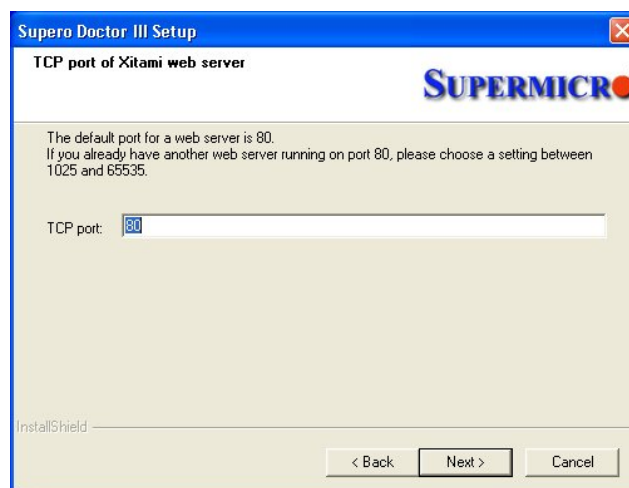
10. In the "Choose Destination Location" window, click <Next > to accept the default Destination Folder (C:\Program Files\SDIII). You can also click <Browse> to select another Destination Folder.
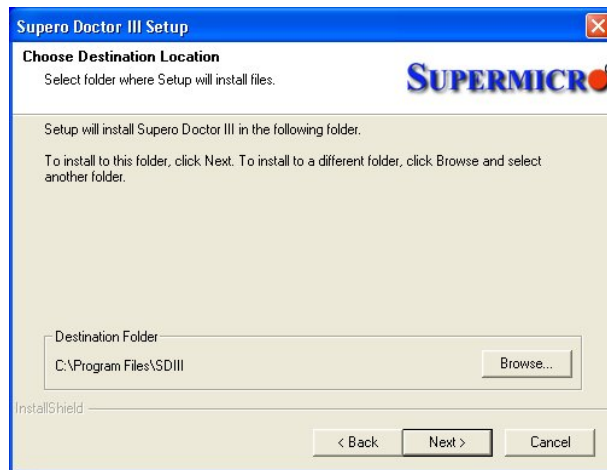
11. Next, the installation program will determine if the SNMP service is installed on your system. If the system does not have the SNMP service installed, the "SNMP service is not found" window will appear. If you want to install the SNMP service, check the message,"Yes, I want to exit the installation program and install the SNMP service first. (recommended)," and click <Next > to go to the next step for SNMP Service installation. If you want to install Supero Doctor III without the SNMP service, please check the message, "No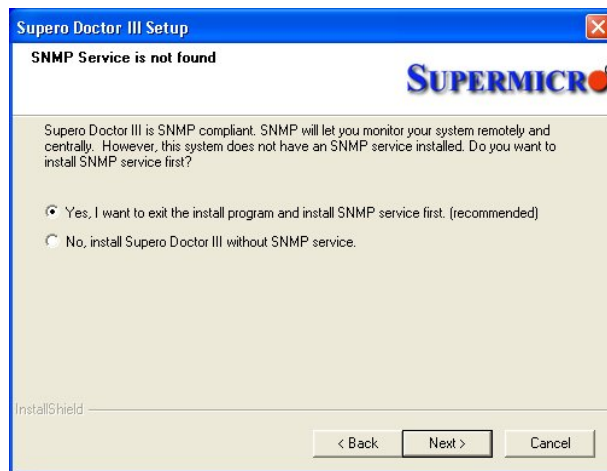, install Supero Doctor III without the SNMP service," and click <Next >. Then proceed to Step 15. If the SNMP service is already installed, please proceed to Step 14.

12. Instructions for installing the SNMP service in the Windows NT/2000/XP OS will be displayed in the "Information" window for your reference. Click <OK> to continue.
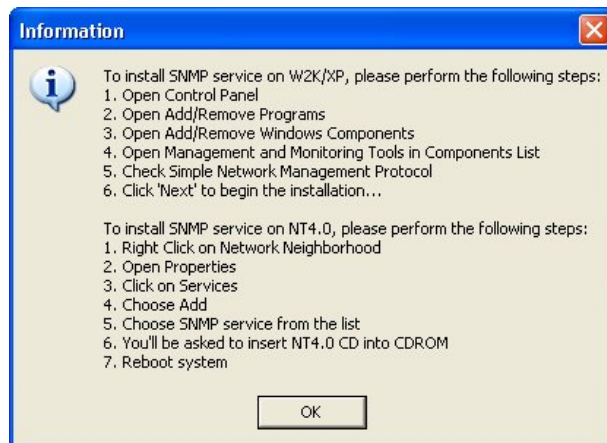
13. Click <OK> to terminate the installation program. After the SNMP service is installed, please run Setup.exe again.
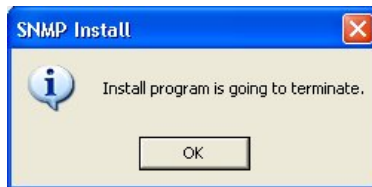
14. If the SNMP service is installed, you will be asked to install the Supero Doctor SNMP agent. Check the message "Yes, install Supero Doctor SNMP agent. (recommended)," and click <Next> to install it. If you don't want to do so, please check the message, "No, do not install Supero Doctor SNMP agent," ,and click <Next >.
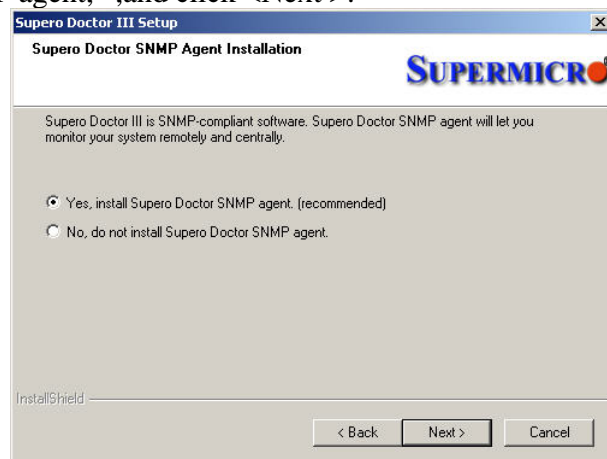
15. The installation program will begin to copy the files.
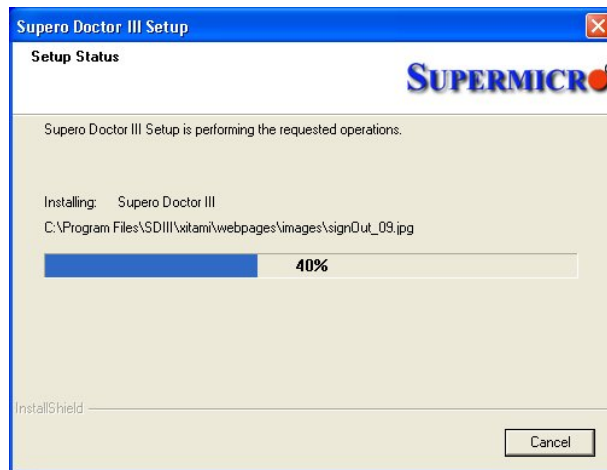
16. After the installation program is completed, you will be asked to restart the system. You must reboot the system before you use Supero Doctor III. Check the message, "Yes, I want to restart my computer now" or "No, I will restart my computer later," and click <Finish> to exit the installation program.
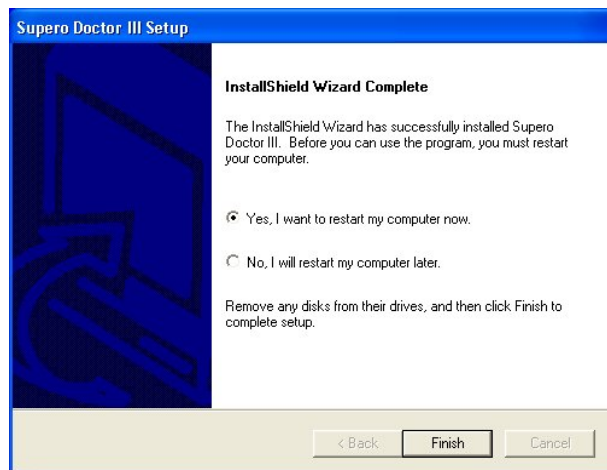
3. Uninstalling the SDIII Program

Please follow the instructions shown below to uninstall the Supero Doctor III and Supero Doctor III Client programs:

1. In the Control Panel, double-click "Add or Remove Programs." Select "Supero Doctor III" and click <Change/Remove> to begin uninstalling Supero Doctor III. Click <Yes> on the following pop-up dialog box that shows the message, "Are you sure you want to uninstall Supero Doctor III Client (and Supero Doctor III)?" (Note: If you click <Yes> to uninstall SDIII Client, some Supero Doctor III-related services will be stopped.)
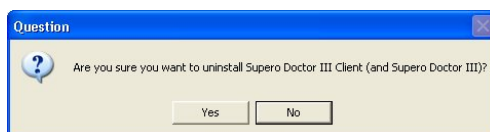
2. In the "Shared File Detected" window, click <Yes> to delete shared files installed in Supero Doctor III. (Note: there may be more than one shared file to be deleted. Please do not click <Cancel>).
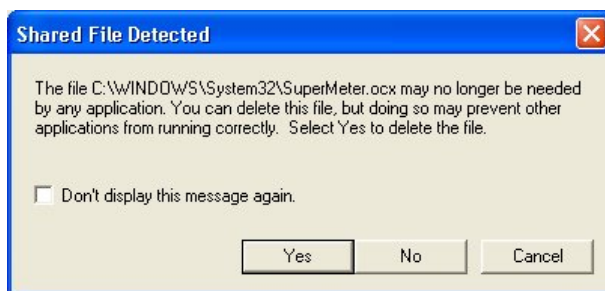
3. Some running files related to Supero Doctor III may be locked. In the "Locked File Detected" window, click <Reboot> to delete any locked files after the system boot (recommended), or click <Ignore> to keep the locked files. (Note: more than one file may be locked.)

4. After uninstalling the SDIII and SDIII Client programs, please click <Finish> to exit the un-installation program. (Note: some locked files can be deleted after system reboot.)
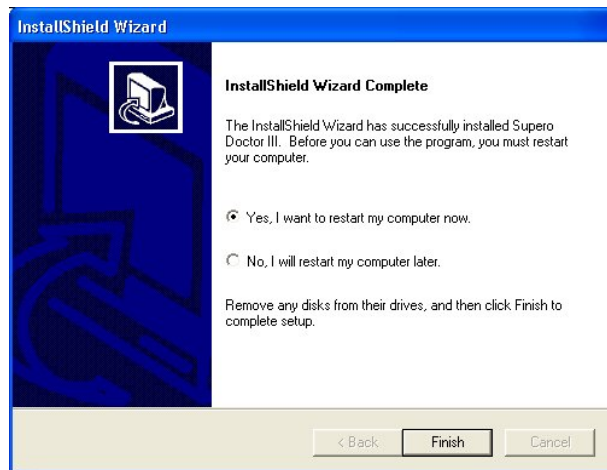
4. Using Supero Doctor III

After installing SD III, use a browser (e.g. Microsoft's IE) to connect your computer to the server you want to manage. If your browser supports Flash, a Flash animation will be displayed. Click <Skip> if you wish to skip the Flash animation.

If your browser does not support Flash, the picture shown above will appear. Click <Login> to enter the Login screen.

On the next screen, you will be asked to enter your User ID and Password. Please note that the User ID and Password are case-sensitive. The default is ADMIN / ADMIN.

If an incorrect User ID or password is entered, an error screen will display, and you'll be prompted to log in again. If your User ID and Password are accepted, the main page window will appear.

Main Page

The main page has two frames. The top frame displays the menu bar and the current user's ID as shown below.

ADMIN   Current user has Administrator privilege.

User1   Current user has Operator privilege.

Log out   Log out: Clicking this button logs off the current user and returns to the login page.

Click the purple links on the top frame to view information on the remote system you are monitoring.

The lower frame displays the information on the item that you've clicked. The default screen displays System Information.

System Information

This page provides you with an overview of system configuration and architecture of the remote server. It also includes a checklist for specific components.
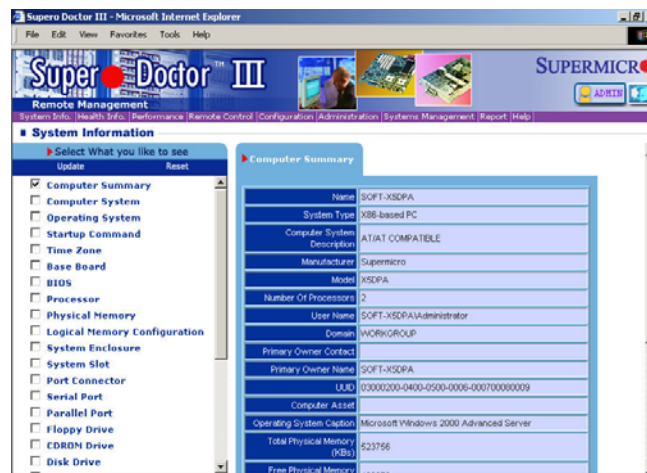
Please note that System Information is intended to accurately display the information provided by the WMI. The program does not interpret the information detected by the WMI.

To better understand the information detected by the WMI, please go to the WMI reference page on Microsoft's web site at http://msdn.microsoft.com/library/en-us/wmisdk/wmi/wmi_classes.asp.

Under the heading "Select What You Would Like To See," you can select an item to see the detailed information regarding your remote server. By default, the Computer Summary page is checked, and the summary of the target system is displayed on the right panel. You can select an item and click Update to refresh the page, and the most current information will be displayed in the right panel. You may also click <Reset> to reset to the default display, which is System Information.

Health Information

The Health Information page displays the current (real-time) readings of RPMs of the system fans, voltages of various components and the system, and the temperatures of the processor(s) and system (chassis).
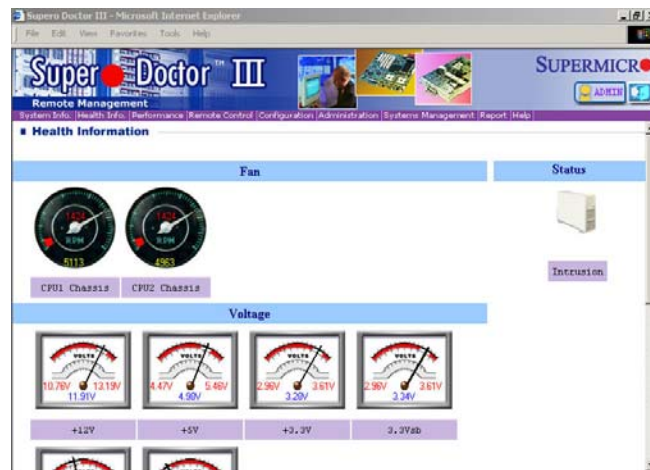
The section in a meter colored in red indicates that the reading of the meter is critical. The text colored in red indicates the limits of critical states. Fan meters have low limits, temperature meters have high limits, and the voltage meters have both high and low limits. Each meter has a text box under it, describing what it monitors. A yellow (fan) or blue (voltage) meter reading indicates that the reading is current. A graphic meter shows the status of an item. These items may not all reflect the same scale. For example, in the +12V and +3.3V meters, the indicators are at the same angle but display a different value: 11.91v and 3.28V. The scale is based on the meter sensor, most of which have a range from 0 to 255.

Some systems may also include a Chassis Intrusion or Power Failure indicator. These indicators only display two states, "Good" or "Bad." For Chassis Intrusion, "Bad" means that the chassis has been opened, regardless of whether the chassis is currently closed or open. Once the chassis intrusion sensor is triggered, an exclamation mark will be displayed on the indicator, and a Clear button will appear. It will remain triggered until the user clicks the Clear button. The Power Failure indicator displays the current status of a redundant power system. If a failed power module has been repaired, the status will be reset automatically.

All Supermicro products are designed to support hardware monitoring on preselected features. However, Supero Doctor III allows the user to select items to be monitored and to change both the high and low limits of these items on the configuration page.

All meters will be updated (refreshed) automatically.

Performance (This feature is not available for the Windows Server 2008 or the Windows Vista operating system.)

The Performance page provides detailed information about the resources used by specific components of the operating system. The list records all events/instances of all counters that monitor your system. The graphs display monitoring data for system performance. To reduce the system management overhead, only five (5) items can be selected at the same time.

Supero Doctor III displays information on System Performance in order to provide the user with a tool for troubleshooting. It does not offer interpretation or explanation of data being gathered from the operating system.

In the default setting, none of the items are checked, and the right panel is blank. The user may see the status of an item by clicking its checkbox and then Update. Update displays the checked item(s) in the right panel. To deselect all items, click <Clear All.> A separate chart will be displayed on the right panel for each item checked. The last value of an item indicates the latest value received from the target system. A scale is used to zoom into or out of the graphic chart display only; it has no effect on the Last Value.

For more details regarding the items listed in "Performance," please visit Microsoft's web site at http://msdn.microsoft.com/library/en-us/perfmon/base/performance_data.asp.
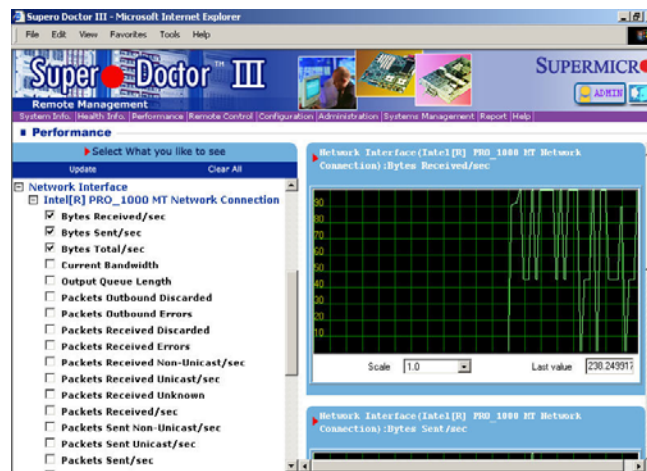
Remote Control

The Remote Control page allows a system administrator to power down the system from a remote location. via Graceful Power Control or Power Control as shown in the picture below.

Enter

 After clicking on the Graceful Power Control or Power Control button, press <Enter> to send the request to the target system.

Graceful Power Control

 The Graceful Power Control gives the target system a grace period of up to 30 seconds before its OS shuts down the system.

 When Graceful Power Control is clicked, the LCD panel will change to the following Graceful Power Control settings: Reboot, Shutdown, and Cancel. Choose the desired setting by clicking on the function name.

 The setting chosen will then be highlighted (in this example, Shutdown is chosen).

During the grace period, a countdown window (below) will be displayed on the target system. This pop-up window gives the user of the target system an opportunity to save data. However, other users (for example, online visitors) will not see the warning.
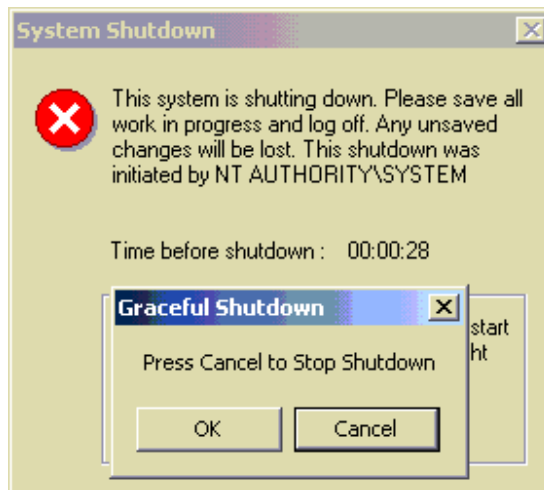
(This screen shot above and the descriptions listed below are for the Windows XP/Windows Server 2003 OS.)

When the screen shown above displays, you have three options to cancel the request:
1. The administrator who has initiated this action may cancel the request by clicking the Cancel button and pressing <Enter> on the LCD panel to cancel this request.
2. The administrator who has initiated the action may click the Cancel button in the Console Redirection window to cancel this request.
3. On the target system, you may click the Cancel button to cancel this request.

(This screen shot above and the descriptions listed below are for the Windows Server 2008/Windows Vista OS.)
When the screen shown above displays, you have one option to cancel the request:
1. The manager who initiated the action may click the Cancel function on the LCD panel, and then click the Enter button to cancel this request.

When the grace period expires, the OS starts to shut down normally or system boots.

Power Control

 Click the Power Control button to display its submenu items on the LCD panel. Power Control causes a target system to immediately reboot or shut down. Once the command is issued, it cannot be cancelled.

[Reboot] [Shutdown]
Power Control (noncancelable)
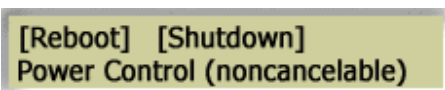
When Power Control is selected, the LCD panel will display the Power Control submenu items, including: Reboot and Shutdown.

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Choose the desired setting by clicking on the function name. After clicking on the submenu item selected, press <Enter> to issue that command.

Communication Indicator
The red light indicates that remote control on the target system is running normally. If remote control on the target system is not running, this light will not be displayed, and remote control commands cannot be executed on the target system.

Console Redirection (This feature is not available for the Windows Server 2008 or the Windows Vista operating system.)
Click <Console Redirection> to launch a new window as displayed below.

The default password is "abcde." Once the password is entered, the screen of the target system will be displayed in this new window, and you can enter key function codes to send to the target system. If you need to press <Ctrl-Alt-Del> to open the login dialog on the target system, click the Send <Ctrl-Alt-Del> button in this window.

To terminate Console Redirection, click the <Disconnect> button. Although closing a new window can also terminate Consol Redirection, it is recommended that you click <Disconnect> to ensure that console redirection is properly terminated .

Configuration

This page includes three submenus: Alert Configuration, Monitoring Item, and Setup. These items are available for system administrators only.

Alert Configuration: This section allows a system administrator to set up the parameters needed for a system to issue alerts to be sent to the administrator either via pager or e-mail,

Name for this system: Use this feature to define the name of a target system. This name will be sent with the alert so that the system manager can identify the system from which the alert originated.

☐ Pager Alert (TAPI): Check this checkbox to enable pager alerts. A modem and a phone line must be connected to the target system to send a pager alert. A pager alert will be sent when there is a change to a critical health item.

To access an outside line, dial: This is the control number that the user must dial to access an external phone line. It is usually 9 or 0, depending upon the user's environment.

Pager phone number: Enter the pager number that alerts will be sent to. Please check with your pager service provider for this number.

Pager ID: Please check with your pager service provider.

☐ E-mail Alert: An e-mail can be sent to a specified receiver whenever any health issue is deemed critical. Checking this box enables this function.

Recipients: This field is for the e-mail account that will receive all e-mail alerts via LAN. Multiple recipients may be specified by a semicolon (;) delimitation.

Sender E-Mail server: This is the server that sends the e-mail alerts.

Sender E-Mail Box: This is used to assign the sender's e-mail box.

☐ My E-Mail Server requires authentication: Some mail servers request SMTP authentication. If this is the case, the user must click this checkbox and then enter the account and password for using the mail server in the next two fields.

Description of Buttons

Set After making changes, click the Set button for the changes to take effect immediately. Be sure to click the <Save> button before the system boot; otherwise, the system will reset back to the previous settings.

Save Click this button for the changes you have made to immediately take effect and to save the changes. The saved values will be loaded on the next system boot.

Send test E-Mail Once you have completed all steps indicated above, click the <Send test E-Mail> button to send a test e-mail to verify the settings.

Monitoring Item: This section allows you to define the high and low thresholds for fan, voltage, and temperature monitoring. If an item reaches or exceeds a pre-defined threshold, an alert will be sent to the administrator. All Supermicro products are designed to support hardware monitoring on pre-selected features. However, Supero Doctor III allows the user to select items to be monitored and change both high and low limits of these items on the configuration page.

After installation, the SDIII program will check the readings for all health monitoring items. If the reading of any item appears "unreasonable," it is considered an inactive item, and Supero Doctor III will disable the monitoring of that item. If an item considered inactive is installed, you can override the inactive setting and enable monitoring for this item by clicking on its checkbox.

Fan-monitoring items have low critical values, temperature-monitoring items have high critical values, and voltage monitoring items have both high and low critical values. Status does not display limitations, but it will indicate "Good" or "Bad." All critical value thresholds are based on Supermicro hardware design and, although you may change these values, it is not recommended unless you are very knowledgeable about the component and are willing to assume responsibility for doing so.
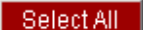
Once the reading of a monitored item value exceeds its threshold, a record will be added to the Supero Doctor III event log, and an alert will be generated if either pager or mail alert is enabled.

Description of Buttons

When you make any changes to this screen, clicking the Set button causes the changes to apply immediately. Values will be restored to their original number on the next system boot if the <Save> button was not clicked before the system boot.

Clicking this button restores the limits (thresholds) of all items back to Supermicro's predefined critical values. Values will be restored to their original numbers on the next system boot if the <Save> button was not clicked before the system boot.

Clicking this button restores the limits for all items back to the critical values that have been saved.

Click this button to select all items to be monitored.

Click this button to save any changes you've made, and these changes will take effect immediately. The changes made will be loaded at the next system boot.

All changes that are not saved by clicking the <Save> button will be kept temporarily, and the values of all items will be reverted back to the last values that were saved.

Setup: This section allows you to define the duration of the polling interval (in seconds) which specifies how often the system should poll and read the readings of health monitoring for the items listed below. This page also allows you to automatically start the Supero Doctor III Client, log readings from health monitoring, and set the number of days to log these readings.

Polling Interval X Seconds: The value entered into this window defines how often Supero Doctor III will read the values for all items listed below.

☐ Topmost Supero Doctor III Client at Startup: When this box is checked, Supero Doctor III Client will be displayed at the top of the screen when it starts.

☐ Automatically Start Supero Doctor III Client: When this box is checked, Supero Doctor III Client will start up automatically at every system boot.

☐ Log Monitor Reading and Keep Log for X Days: When this box is checked, Supero Doctor III will generate a health monitoring record for each interval. These log files are stored in %Systemdir%/System32/LogFiles/SDIII/. Files that are older than X days will be deleted. The number of items to be polled and the duration of each interval will determine the size of the log file.

Save   Click <Save> to save all changes you have made.

Flash BIOS: This section allows you to upload BIOS binary files and to flash the BIOS remotely through Supero Doctor III. You can check the information on a current BIOS in the **Current BIOS information** block. You can also check the history of remote BIOS flashing, which records the history of the BIOS flashing completed via Supero Doctor III in the **BIOS Flash History** block. If you have never flashed the BIOS using Supero Doctor III, the history is empty.

Description of Buttons

Upload In the **Upload BIOS** block, you can click the **<Browse…>** button to choose a **ROM** BIOS binary file and click this button to upload the file. If you've never uploaded BIOS binary files in Supero Doctor III, the **Available BIOS block** is empty.

Flash In the **Available BIOS** block, you can select one BIOS binary file and click this button to flash the BIOS. Before the procedure starts, the following messages will display, asking you to make sure to flash the correct BIOS binary file and reminding you not to remove the AC power or turn off the computer until the BIOS is completely flashed.
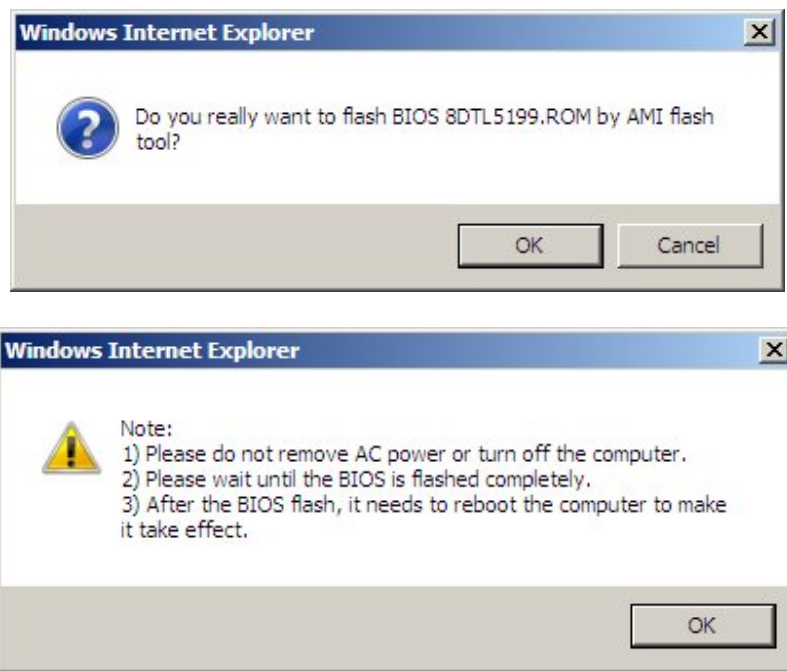
During flashing, the remote computer with Supero Doctor III installed will display a warning message, asking the Windows user of the remote computer to wait until the BIOS is completely flashed as shown in the screen below.
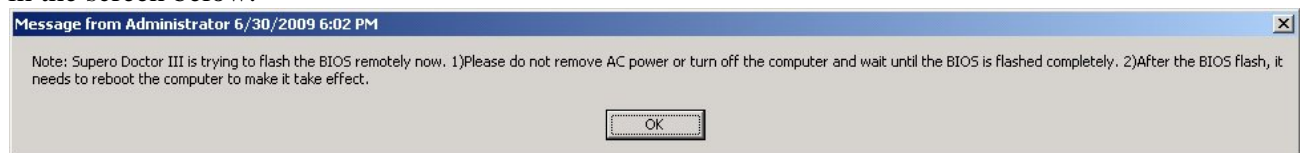
After the BIOS flashes, the remote computer with Supero Doctor III installed will display another warning message, asking the Windows user to reboot the computer for the new BIOS to take effect. You can also use the **Power Control** feature to remotely reboot the computer if Supero Doctor III is

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installed in the system. A record of BIOS flashing is also logged in the **BIOS flash history** block to indicate if the BIOS is successfully flashed, or it will record an error message.

Note: If the BIOS is flashed successfully, the remote computer with Supero Doctor III installed must reboot for the new BIOS to take effect. The original BIOS will be backed up in the SUPERMICRO\SDIII\xitami\cgi-bin\BIOS directory in the Supero Doctor III installation path.

For Phoenix BIOS motherboard boards only C2, X7 UP, and partial X7 DP series motherboards support SuperoDoctorIII BIOS Flash function
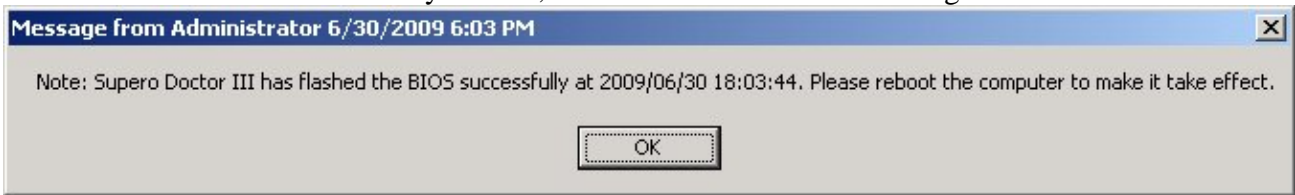For Phoenix BIOS X7 DP motherboard boards, please find the following Not Supported list for SuperoDoctorIII BIOS Flash function:
X7DWE, X7DWE+, X7DWU, X7DWT, X7DWT-INF, X7DWN+, X7DWA-N, X7DCT-3, X7DCA-3, X7DCA-i, X7DCA-L, X7DCL-3, X7DCL-i, X7DCX, X7DCU, X7DBU, X7DB3, X7DBR-E, X7DBT, X7DBT-INF, X7DBN, X7DB8, X7DB8+, X7DB8-X, X7DBE-X, X7DBE, X7DBE+

Administration

The Administration page allows you to keep a list of people who you want to have access to the system, as well as their user IDs, passwords, and privileges. All IDs and passwords are case-sensitive.

 There are two types of privileges for an SD III user: Administrator and Operator. An "administrator" has full access to perform all functions in SDIII, while an "operator"

has limited access to functions relating to System Information, Health Information, Performance, Administration (to change his/her own password or to delete his/her account), Report, and Help.

Set Password Clicking this button changes the password of this user.

Delete Clicking this button deletes the account for this user.

Add New User Clicking this button adds a new user account.

Systems Management

This page displays all systems that are managed by the administrator. Information includes the name of the system, its IP address, MAC address, subnet mask, and the group it belongs to. You may also select certain systems to delete them from the systems list or to tag them for WOL functions. Configuration features can only be used by those with Administrator privileges only.

Because a system administrator may manage hundreds of systems, it is very difficult for the administrator to identify a system by its IP address, host name, or MAC address. The Systems Management page allows an administrator to search a specific system by its IP address range. This page also helps an administrator maintain all systems that support Supero Doctor III via a target host that is being currently used. Thus, the target system functions as an agent system within a network. All other functions except Systems Management are used to manage the target host system. Systems Management is used to manage other systems.

▶ **Groups**   All systems that are managed by the administrator can be grouped together for management efficiency.

Add   Clicking this button creates a new group name.

Delete   Clicking this button deletes the selected group.

Display   Clicking this button updates the right panel display for the selected group.

<u>Select check boxes</u>: This item allows you to select the group that you want to maintain (to delete or for display).

Select All   Clicking this button selects all groups.

Clear All   Clicking this button deselects all groups.

Reverse Select   Clicking this button reverses the group selection.

▶ **Systems**   This panel displays the systems in the selected group(s).

Add   Clicking this button adds a new system to the system list. The Systems page will then change to an Add page as shown in the screen below.

○ By Subnet: When this item is checked, you can search for a specified system to add to the system list. You must enter a specified IP or a segment of a whole IP (e.g. 192.168.1.*) into the system to search.,

○ By Range: When this item is checked, you can search for any system that supports SDIII within a specified IP range (e.g. from 192.168.1.31 to 192.168.1.80.)..

Close Clicking this button closes this page and returns to the previous Systems page without performing search.

Search Clicking this button begins to search for a specified system and checks to see if it supports Supero Doctor III.

Delete Clicking this button deletes the selected systems.

WOL Wake-On-LAN. Click this button to "wake up" the selected systems that are in standby (S1 or S3) mode. For a system to "wake up," its WOL (Wake-On-LAN) must be enabled before it goes into standby mode. When the WOL packet is sent, the status line will indicate that the WOL is launched successfully. However, this message only indicates that the WOL was launched successfully; it does not necessarily mean that the target system has been successfully woken up.

Add to group Clicking this button adds the selected system to a group. The Systems page will then become the Add page (below).

▶ Add

Computer Name	IP Address	Mac Address	Group
x5dp8	192.168.1.28	00:30:48:02:03:EF	N/A ▼

Close Save

This page allows you to change the group that a selected system belongs to.
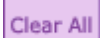
Close Clicking this button closes this page and returns to the previous Systems page without saving any changes.

Save Clicking this button saves all changes and returns to the previous Systems page.

Computer Name: You can connect to another system by clicking on a computer's name in the list, and a new window will open up for that system.

Select check boxes: You can select a system that you want to manage (to Delete, use the WOL, or Add to group).

Select All Clicking this button selects all systems.

Clear All Clicking this button deselects all systems.

Reverse Select Clicking this button reverses the selection of systems to the previous selection.

Report

Use this page to generate reports that contain information on the system, its administration, and management in the CSV (Comma Separated Variables) format.

Four types of reports can be generated by SDIII for management purposes. All reports will be formatted in the CSV format, which contains the ASCII text with a very simple syntax (one record per line, a comma to separate different fields, and the values in the first row that names the columns). The CSV format is readable virtually by all database and spreadsheet programs, such as MS Access, MS Excel, Lotus 1-2-3, SPSS, and SAS.

System Information: This outlines the most important System Information. This report may be kept by an administrator for future reference. The report is named SysInfo.csv.

Administrator: This lists all users' accounts and the privileges of the users for Supero Doctor III. This report may be kept by an administrator for future reference. The report is named Admin.csv.

Systems Management: This lists all groups', system IP addresses, and MAC addresses of all systems. This report may be kept by an administrator for future reference. The report is named SysMang.csv.

Health Information Log: If the "Log monitor reading and keep log for X days" option in the Configuration page is not selected, no log files will be generated. If there are no log files in LogFiles, then the report cannot be generated. According to the day specified, the report is named RPYYMMDD.csv. You may import this CSV file to your application or use it to create a chart. The Date/Time in the Health Information Log is GMT.

Event Log: Any critical health-related issue will be recorded in the Event Log. The report is named EventLog.csv. The Date/Time in the Event Log is GMT.

Generate Clicking this button generates a report for a selected item.
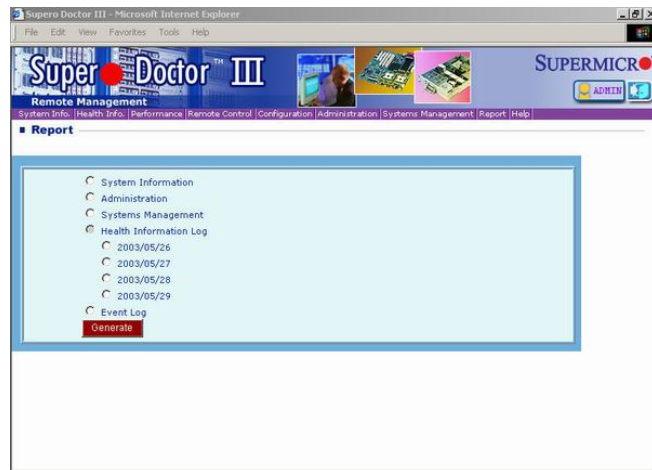
Help

The last tab provides help on how to use Supero Doctor III, troubleshooting, and FAQs.

5. Supero Doctor III Client

The following screenshot displays the main page of the Supero Doctor III Client program.

Summary

Clicking the Summary button provides you with an overall view of the current status of system monitoring. The red section in a meter indicates the high and low thresholds of the reading. When a reading reaches a predefined threshold, the system administrator will be notified as indicated in the previous section.

Fan

Click the Fan button to display the speeds of the system fans that are being monitored.
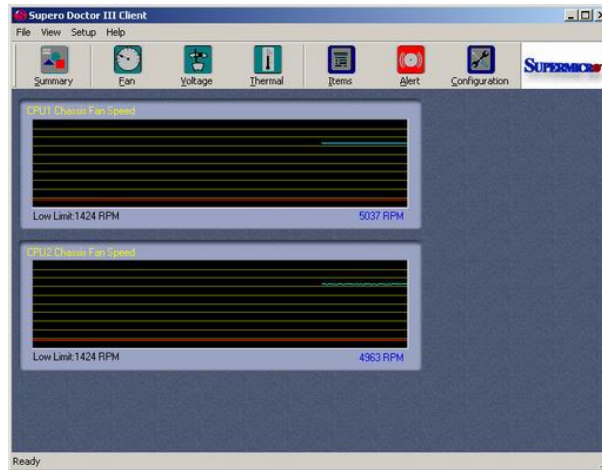
Voltage

Click the Voltage button to display the voltages of the systems that are being monitored.

Thermal

Click the Thermal button to display the temperatures of the systems that are being monitored.

Items

Click the Items button to display the items that can be monitored by Supero Doctor III. The values for each item include the high and low thresholds and the current readings. In addition, the following buttons on this screen will support the features listed below.

Select All: Click this button to select all the items included in the monitoring list.
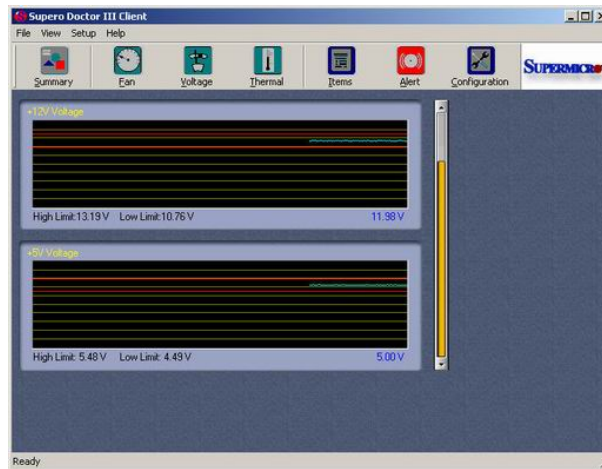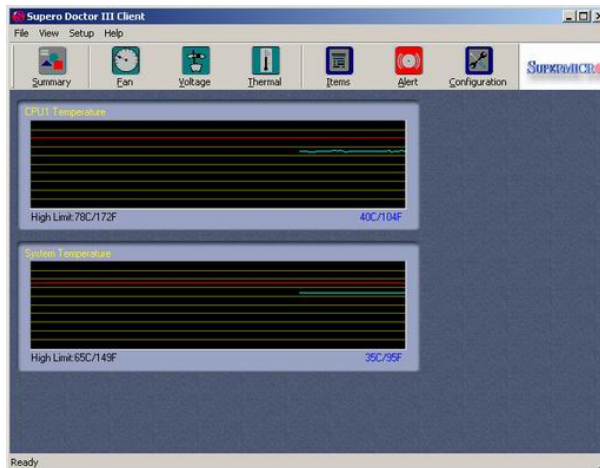
Save: Click this button to save all changes you've made and to allow the critical changes to take effect immediately. The changes that have been saved will be loaded on the next system boot.

Set to factory default limits: Click this button to restore the manufacture default settings preset by Supermicro. The original default values will be restored on the next system boot.

Set to the latest values saved: Click this button to restore the latest thresholds that have been saved for all critical items. The original values will be restored on the next system boot.
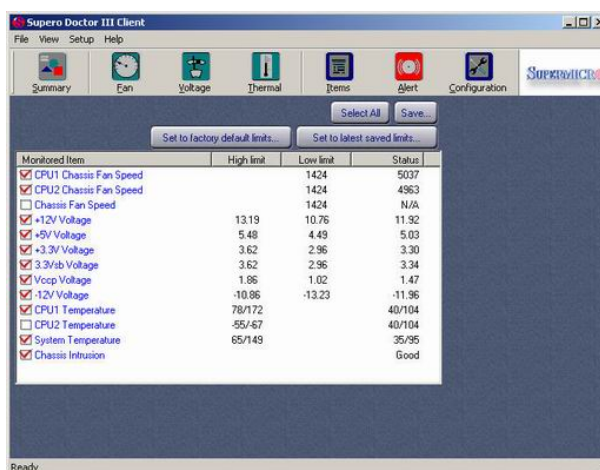
Double-clicking on the high and low thresholds allows you to set a new high or low threshold. Click the Set button to apply these changes to the system immediately. The original thresholds will be restored on the next system boot if the <Save> button has not been clicked before the system boot.

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Alert

The Alert screen allows you to set up the parameters needed for the system to issue an alert to the administrator either via pager or e-mail.

Name for this system: You may choose the name for this system. This name will be sent with an alert so that the manager can identify the system where the alert originated.

☐ Pager Alert (TAPI): Check this checkbox to enable pager alerts. To send a pager alert, a modem and a phone line must be connected to the target system. Whenever a change occurs to a critical health-related item, a pager alert will be issued.

To access an outside line, dial: This is the control number that the user can dial to access an external phone line. The number is usually 9 or 0, depending upon the situation.

Pager phone number: Please enter the pager number that an alert can be sent to. (Please check with your pager service provider for the number.)

Pager ID: Please check with your pager service provider.

☐ E-mail Alert: An e-mail alert can be sent to a specified recipient when the status of a health-related item is deemed critical. Check this box to enable this function.

Recipients: This field allows you to specify the e-mail accounts that will receive all e-mail alerts via the LAN (Local Area Network). Use a semicolon (;) between two different accounts .

Sender E-Mail server: This is the server that sends the e-mail alerts.

Sender E-Mail Box: This is the e-mail box assigned to the sender..

☐ My E-Mail Server requires authentication: Some mail servers require SMTP authentication. In this case, the user may check this box and enter the account and password in the appropriate fields.

Configuration

This screen allows you to set up the parameters that will define how Supero Doctor III and Supero Doctor III Client will behave.
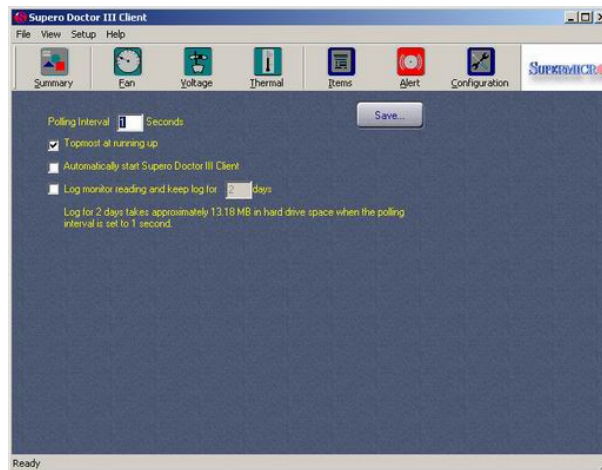
Polling Interval X Seconds: The value entered in this window defines how often Supero Doctor III will read the values for all items selected in the Item screen.

☐ Topmost at Running Up: When this item is checked, Supero Doctor III Client will be displayed at the top of the screen when it starts.

☐ Automatically Start Supero Doctor III Client: When this item is checked, Supero Doctor III Client will start automatically at the system boot.

☐ Log Monitor Reading and Keep Log for X Days: When this item is checked, Supero Doctor III will generate a health record in a log file for each reading per-poll-interval. The log files are stored in %Systemdir%/System32/LogFiles/SDIII/. Files that are older than the days specified (X days) will be deleted. The number of items and duration of polling-interval determine the log file size.

Save: You must click <Save> to save any changes you make.

6. Troubleshooting and FAQs

Question: During the installation, a dialogue window displays, indicating, "Supero Doctor III can only be installed on Supermicro products." What does this mean?

Answer: Supero Doctor III can only be installed on Supermicro products because SDIII is only supported by SMC products. Hardware configuration differs from board to board; however, all SMC products are designed to support the Supero Doctor III. Please visit http://www.supermicro.com/ for information on Supermicro products.

Question: During installation, a dialog window displays, indicating, "We cannot find your computer model in our current definition; your computer is probably new to this version of Supero Doctor III. Do you have a new definition?" What does this mean?

Answer: Your system might contain a new Supermicro server or motherboard whose configuration is not included in the current version of Supero Doctor III you are installing. Please visit ftp://ftp.supermicro.com/utility/SuperoDoctorIII/AllSuperD.ini to download the latest definition, and provide this information when the installation program asks for the new definition file.

Question: What is the default password for the Xitami web server?
Answer: User ID = ADMIN, Password = ADMIN

Question: What is the default password for the TridiaVNC (Console Redirection) in Remote Control? (This feature is not available for the Windows Server 2008 or the Windows Vista operating system.)
Answer: Password = abcde

Question: Where can I get more information on the Xitami Web Server?
Answer: Please visit http://Server_IP_Address/xitami/
(or http://Server_IP_address:Port/xitami/ if a different port is used).

Question: How do I manage the Xitami web server?
Answer:
1. Visit http://Server_IP_Address/admin/
   (or http://Server_IP_Address:Port/admin/ if a different port is used).
2. Enter a User name and a Password.
3. Manage the Xitami web server as you wish.

Question: How can I change the ID and password of a Xitami web server?
Answer: Find the Xitami Basic Authentication file and then modify it.
Before modifying the file, please read Xitami Help and xitami.aut for reference.
1. Visit http://Server_IP_Address/admin/
   (or http://Server_IP_Address:Port/admin/ if a different port is used).
2. Enter a User name and password.
3. Choose "Configuration."
4. Choose "Security."
5. The Xitami Basic Authentication filename is in the password file field. The default is defaults.aut.

6. Modify the file as needed.

Question: How can I change the password of the TridiaVNC server'? (This feature is not available for the Windows Server 2008 or the Windows Vista operating system.)
Answer:

1. Run "winvnc.exe -defaultsettings" (For 32Bit Windows: in .\system32\ , and for x64 Windows: in .\SysWOW64\) from Command Prompt.
2. Choose a new password in the password field in the pop-up dialogue box "WinVNC: Default local System Properties."
3. Click the <OK> button to finish the process.

Question: How can I change the password in Supero Doctor III?
Answer:

6. Visit http://Server_IP_Address/ (or http://Server_IP_Address:Port/if a different port is used).
7. Enter a User ID and password.
8. Click "Administration."
9. Set the new password for the user as you wish.

Question: How can I change the IP port number for Supero Doctor III?
Answer: Simply change the IP port number for the Xitami web server.
1. Visit http://Server_IP_Address/admin/
    (or http://Server_IP_Address:Port/admin/ if a different port is used).
2. Enter a User name and password.
3. Choose "Configuration."
4. Choose "Server."
5. Choose a new setting in the "IP port base" field. Add 80 to this to calculate the actual port used for the HTTP service.
6. Before exiting, click "Save" to save your changes.
7. For a local server, skip this step and go directly to the next step. For a remote server, visit http://Server_IP_Address/ (or http://Server_IP_Address:Port/admin/ if a different port is used), and go to "Remote Control" => "Open Console."
8. Go to Start => All Programs => Administrative Tools => Services.
9. Restart "Xitami Web Server" Service.

Question: Why will some of the components not be detected by Supero Doctor III?
Answer: Supero Doctor III uses the WMI (Windows Management Instrumentation) utility to monitor your system and will only display whatever components/software the WMI detects. In other words, Supero Doctor III can only reflect and report to you what the WMI sees in your system. It does not interfere with the operation of the WMI. In addition, the configuration and the installation of software/hardware will greatly influence the way the WMI collects data from your system, and this will result in variations of the components/software detected by the WMI. To better understand how each hardware or software component functions in your system, please contact its manufacturer or vendor. For details on the WMI, please refer to the question "What is WMI?" listed below.

Question: What is WMI?

Answer: WMI, or Windows Management Instrumentation, is a component of the Microsoft Windows Operating System. It is used to provide information on system management so that IT professionals can gain better control over computer systems in an enterprising environment.

For more information, please visit Microsoft's web site at
http://msdn.microsoft.com/library/en-us/wmisdk/wmi/wmi_start_page.asp.

Question: What does each item in the "System Information" field mean?
Answer: The purpose and function of Supero Doctor III is to accurately reflect and display the information provided by the WMI. It is not intended to interpret or intercept what the WMI detects in the system.

To better understand the information detected by the WMI, please go to the WMI class and reference page on Microsoft's web site at
http://msdn.microsoft.com/library/en-us/wmisdk/wmi/wmi_classes.asp.

Question: What does each item in the "Performance" field mean? (This feature is not available for the Windows Server 2008 or the Windows Vista operating system.)
Answer: Supero Doctor III displays information on System Performance in order to provide the user with a tool for troubleshooting. It does not offer interpretations or explanations on the data collected by the operating system. In addition to displaying information on System Performance, Supero Doctor III also allows you to access the same information from a remote location via the utilities provided by the Operating System.

For more details regarding the items listed in the "Performance" field, please visit Microsoft's web site at
http://msdn.microsoft.com/library/en-us/perfmon/base/performance_data.asp.

Question: Why can't I see the readings and pictures of health items in Health Information?
Answer: Supero Doctor III uses applets to display readings of health items in Health Information, and these applets use Port 2937 for communication. Please make sure that Port 2937 is not blocked by the firewall.

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