

Super●[®] Doctor III[™]

User Guide

Version 1.0
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1. Introduction

Supero Doctor III (or SDIII for short), a web based software, keeps the key functions included in Supero Doctor II and extends them with new features, such as detailed Windows platform system and performance information, hardware health information, remote console redirection, power cycle management, user accounts and groups management and reports, all to enhance the capabilities of remote management.

Supero Doctor III Client (or SDIII Client for short) is a standalone application and a new revision of Supero Doctor II. It contains only a subset of the functions of Supero Doctor III and must be running on the local system. Some new features that have been added:

- 1) Changeable high and low threshold limits of system health monitoring.
- 2) E-Mail alerts that support SMTP authentication.
- 3) History log of system health monitor readings for future reference.
- 4) Event Log

System Requirements

1. This software is designed to run under the following operating systems:

Windows NT 4.0 with Service Pack 4.0 or later
Windows 2000
Windows XP
Windows Server 2003

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

Third-Party Program and Software Components

This software utilizes the following programs and software components from 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. Installation Instructions

Preparation

In order to support SNMP, SNMP service must be installed before installing this software. If SNMP is not a request, you may skip this preparation. Please follow these steps to install SNMP service:

For Windows 2000/Windows XP/Windows 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

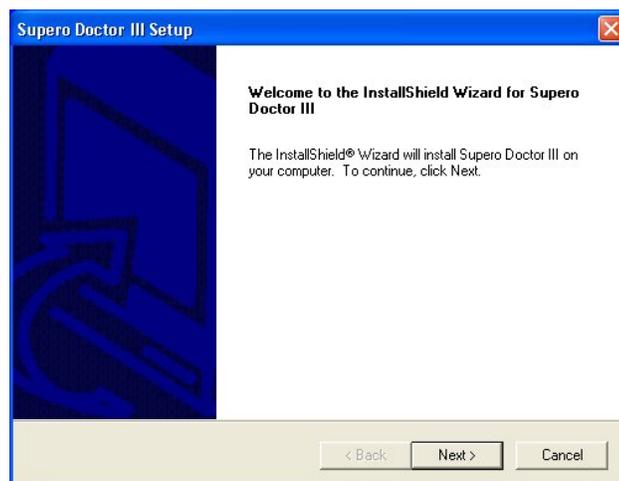
For Windows NT 4.0:

1. Right Click on Network Neighborhood
2. Open Properties
3. Click on Services
4. Choose Add
5. Choose "SNMP service" from the list
6. You'll be asked to insert the NT 4.0 CD into your CD-ROM drive
7. Reboot the system

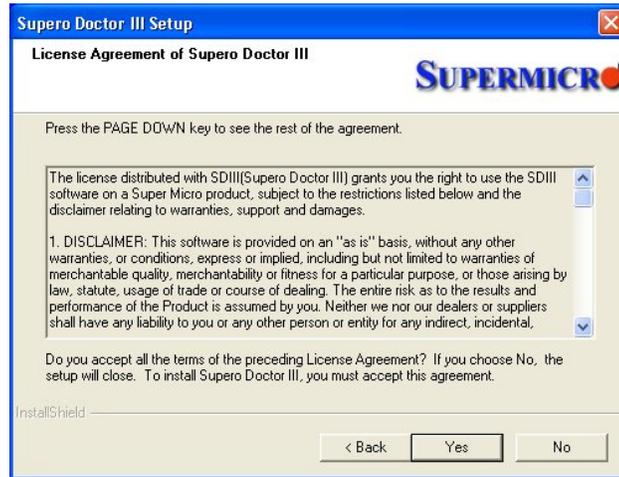
Installing

Please follow the instructions step-by-step as shown below to complete the installation of the Supero Doctor III and Supero Doctor III Client:

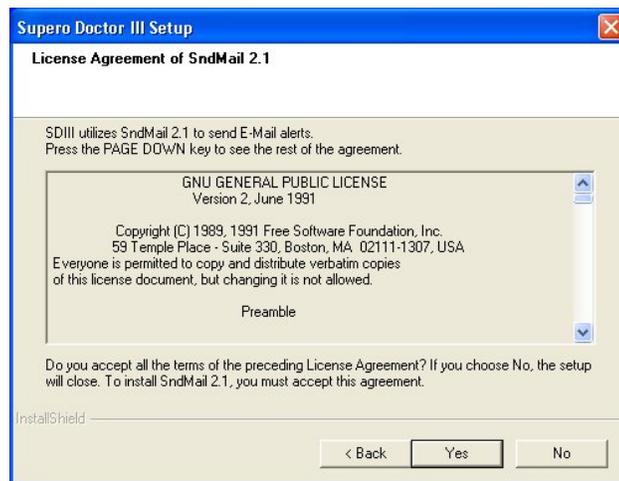
1. Double click Setup.exe to start the installation procedure and the “Welcome to the InstallShield Wizard for Supero Doctor III” window will show up. Click the “Next >” button to continue.



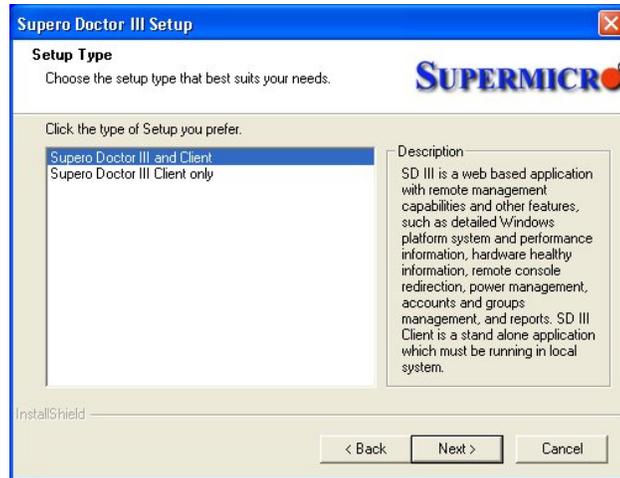
2. The “License Agreement of Supero Doctor III” window is displayed. Click the “Yes” button to accept all the terms of the License Agreement after reading it.



3. Another “License Agreement of SndMail 2.1” window appears. Supero Doctor III utilizes SndMail 2.1 to send E-Mail alerts. Click the “Yes” button to accept all the terms of the License Agreement after reading it.



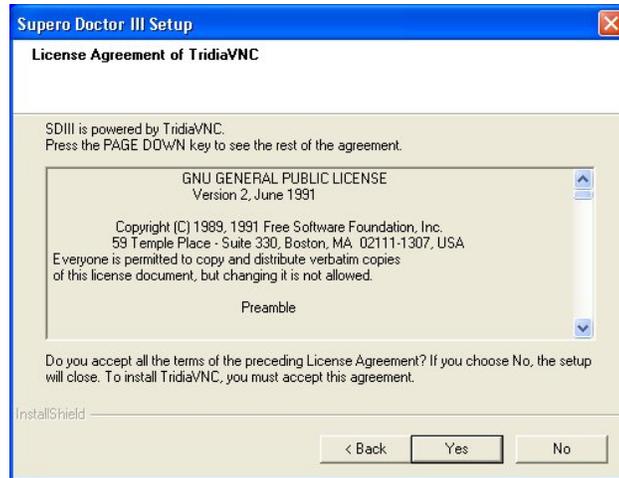
4. The “Setup Type” window allows you to select to install “Supero Dcotor III and Client” or “Supero Doctor III Client only”. Read the descriptions and select the setup type depending on your needs. To install “Supero Doctor III Client only”, please select “Supero Doctor III Client only” and click the “Next >” button and then jump ahead to Step 10. For installing “Supero Doctor III and Client”, please proceed to the next step.



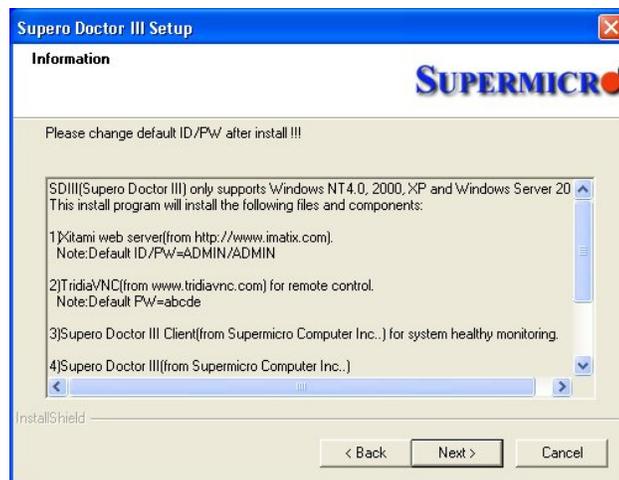
5. Supero Doctor III uses the Xitami web server as default web server. Please click the “Yes” button to accept all the terms of the License Agreement after reading it.



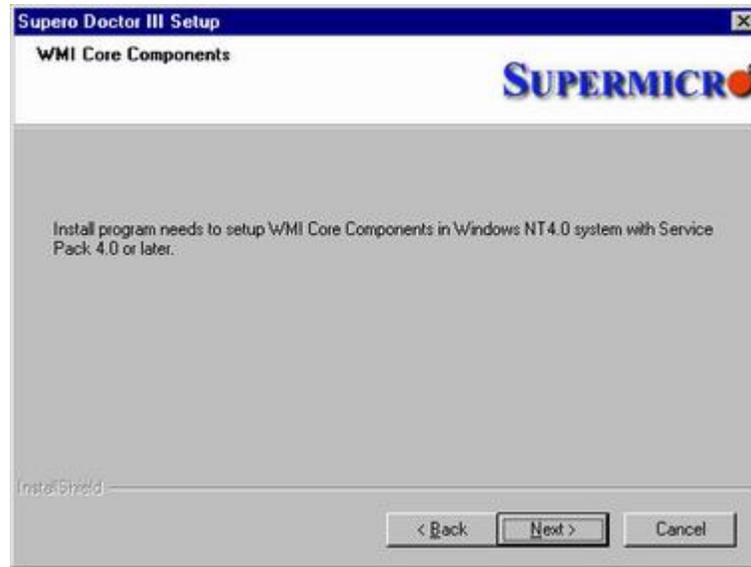
6. The “License Agreement of TridiaVNC” window is displayed. Supero Doctor III utilizes TridiaVNC to implement the remote console redirection capability. Please click the “Yes” button to accept all the terms of the License Agreement after reading it.



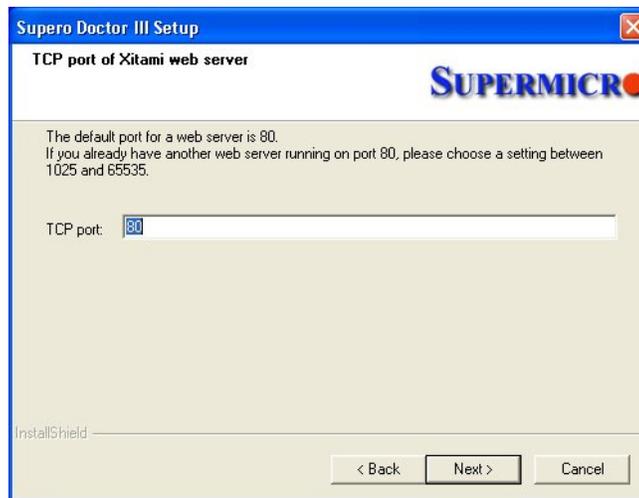
7. In the “Information” window, the installation program shows the programs or software components that will be installed together within Supero Doctor III. Please do not forget to change the default passwords for the Xitami web server and TridiaVNC after installation and system reboot. Click the “Next >” button to continue.



8. To install Supero Doctor III onto Windows NT 4.0, you will first need to setup the WMI Core Components. When the following screen is displayed, click the “Next >” button to continue.



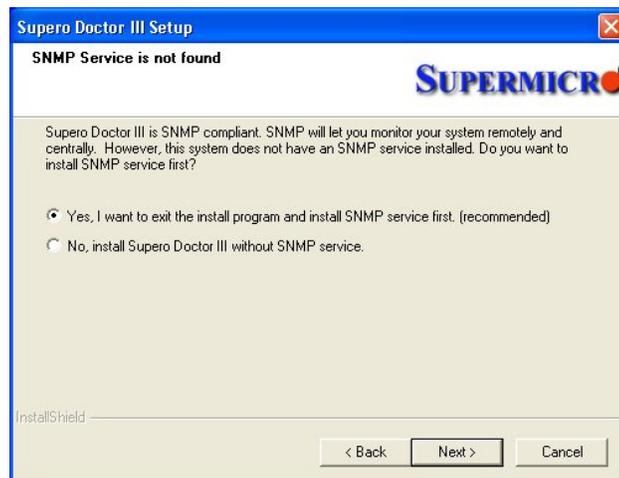
9. Please key in the TCP port for the Xitami web server. The default port number is 80. You can choose any available port number between 1025 and 65535 if another web server using port 80 is currently running on the system. Click the "Next >" button to continue.



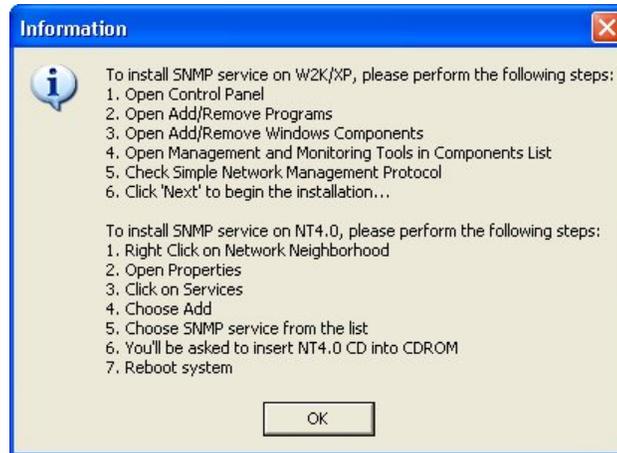
10. In the "Choose Destination Location" window, click the "Next >" button to accept the default Destination Folder (C:\Program Files\SDIII). Alternatively, click the "Browse..." button to select another Destination Folder.



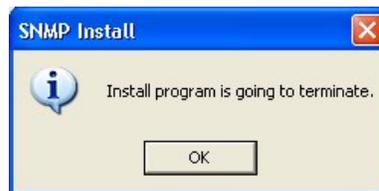
11. Next, the install program will determine if SNMP service is installed on your system. If the system does not have SNMP service installed, the “SNMP Service is not found” window will appear. If you want to install SNMP service, check “Yes, I want to exit the install program and install SNMP service first. (recommended)” and click the “Next >” button to go to the next step. If you want to install Supero Doctor III without SNMP service, please check “No, install Supero Doctor III without SNMP service” then clicking the “Next >” button and proceed on to Step15. Otherwise, if the SNMP service is already installed, please proceed to Step 14.



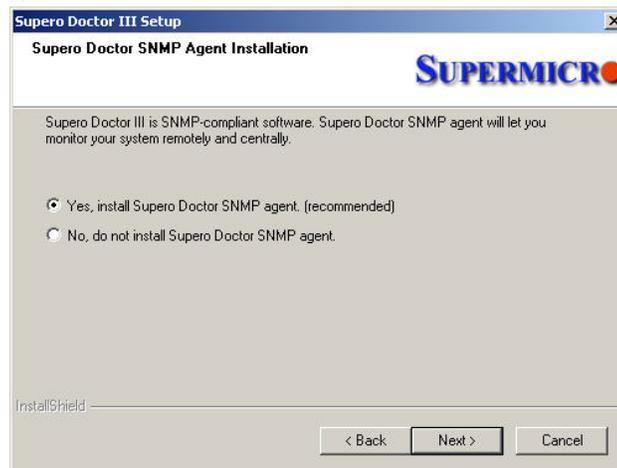
12. Instructions for installing the SNMP service in Windows NT/2000/XP will be displayed in the “Information” window for your reference. Click the “OK” button to continue.



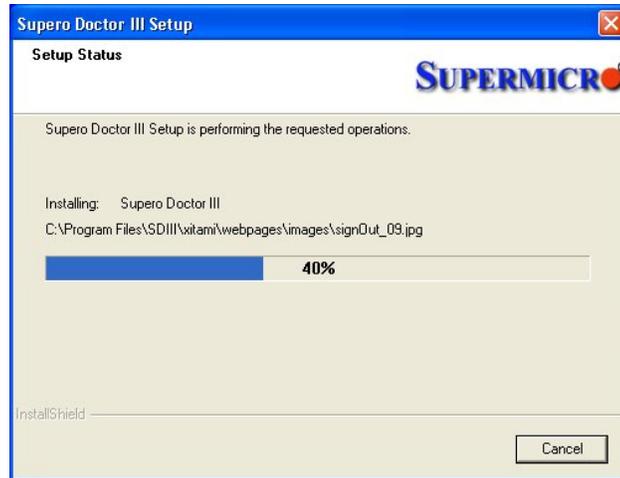
13. Click the "OK" button to terminate the installation program. After the SNMP service is installed, please run Setup.exe again.



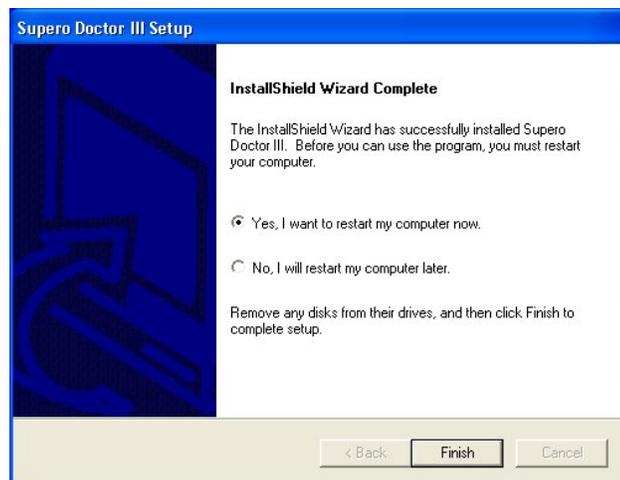
14. If the SNMP service is installed, you will be asked to install Supero Doctor SNMP agent. You can check "Yes, install Supero Doctor SNMP agent. (recommended)" and click "Next >" to install it. If you don't want to do so, please check "No, do not install Supero Doctor SNMP agent." and click "Next >".



15. The installation program will begin copying files.



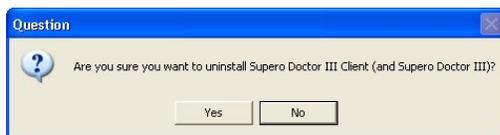
16. After the installation program is completed, you will be asked to restart the system. You have to restart the system before you can use Supero Doctor III. Check “Yes, I want to restart my computer now” or “No, I will restart my computer later” and click the “Finish” button to exit the installation program.



3. Uninstall Instructions

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

1. In the Control Panel, double click “Add or Remove Programs”. Select “Supero Doctor III” and click the “Change/Remove” button to start to uninstall Supero Doctor III. Click the “Yes” button in the “Are you sure you want to uninstall Supero Doctor III Client (and Supero Doctor III)?” pop-up dialog as shown below. Some Supero Doctor III related services will be stopped.



2. In the “Shared File Detected” window, click the “Yes” button to delete shared files installed in Supero Doctor III. Note: there may be more than one shared file. Please do not click the “Cancel” button.



3. Some running files related to Supero Doctor III might be locked. In the “Locked File Detected” window, click the “Reboot” button to delete any locked files after system reboot (recommended.) Or click the “Ignore” button to keep the locked files. Note: there might be more than one locked file.



4. After uninstalling, please click the “Finish” button to exit the uninstall program. Note: some locked files won't be deleted until the system has been restarted.



4. Using Supero Doctor III



After Supero Doctor III has been installed, use a browser, for example Internet Explorer from Microsoft, to connect to the system you want to manage. If your browser supports Flash, then a Flash animation will be shown. Click “Skip” if you wish to skip the Flash animation.

If your browser does not support Flash, then the above picture will be shown – click on “Login” to go to the Login screen.

On the next screen, you will be asked to enter your User ID and Password. 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 be displayed and you’ll be prompted to login again. If accepted, the main page window will be displayed.

Main Page

The main page has two frames. The top frame displays the menu bar and the current user's ID, which will be one of the following:



Current user has Administrator privilege.



Current user has Operator privilege.



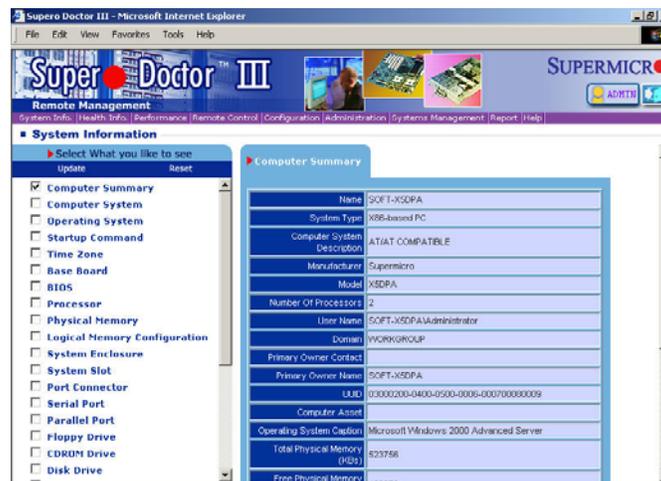
Log out: Clicking this button logoffs the current user and return to the login page.

At the top frame you will see a row of purple links. Click on them to view the related categories of information on the server system you are monitoring.

The lower frame is used to show the information that you clicked on from purple link. The default information is System Information.

System Information

This page presents you with an overview of the server system configuration and architecture and includes a checklist for you to view specific components of the server.



You should be aware that the purpose of the System Information is to accurately reflect and display the information provided by WMI. The program does not interpret what WMI detects from the system.

To better understand the meaning of the data detected by 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

Under the "Select What You Would Like To See" heading you can select what details of the chosen system you wish to view. By default Computer Summary is checked, and the right panel displays a summary of the target system. Otherwise, check any item you want to see and then click on Update,

which refreshes the information displayed in the right panel. You may also click on Reset to reset to the default (Computer Summary) selection.

Health Information

The Health Information page displays the current (real-time) status of the system fans' rpm, the system voltage levels and the temperatures of the processor(s) and system (chassis).



The red region on the each meter indicates the critical values for that reading. Red text indicates the critical limits. The fan meters have low limits, the 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 a current reading. The graphic meters are used to show the status of items, they may not all reflect the same scale. For example, in the +12V and +3.3V meters, the needles are at the same angle to display 11.91v and 3.28V. The scale is based on the sensor, most of which have a range from 0 to 255.

Some systems may also have a Chassis Intrusion or Power Failure status icon. These status icons only have two states, either “Good” or “Bad”. For Chassis Intrusion, “Bad” means the chassis has been opened, regardless of whether the chassis is closed or open at the current time. Once the chassis intrusion sensor has been triggered, an exclamation point will be displayed on the icon and a Clear button will appear. It will remain triggered until the user clicks the Clear button. The Power Failure icon indicates the current status of a redundant power system. If the failed power module has been fixed, the status will reset itself automatically.

Supermicro products have predefined health items according to the hardware design. However, Super Doctor III gives the user the ability to select which items are to be monitored in the Configuration page, The high or low limits may be changed in Configuration as well.

All meters will update (refresh) themselves automatically.

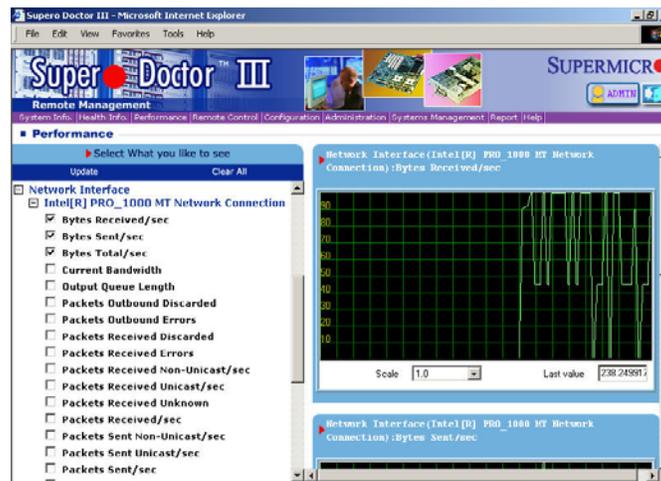
Performance

The Performance page provides detailed data about the resources used by specific components of the operating system. The list includes all instances of all counters you can monitor. The graphs provide a display for performance-monitoring data. To reduce the overhead to managed system, 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 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 any item by clicking its checkbox and then clicking Update. Update displays the checked item(s) in the right panel. To deselect all items, click on Clear All. A separate chart will be displayed on the right panel for each checked item. Last Value indicates the latest value received from the target system. Scale is used to enlarge or shrink the line in the graphic chart only, it won't affect the Last Value.

For more details regarding the items listed in the field of "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 gives a system manager the ability to power down managed systems remotely. The screen below shows the two methods available to do this, Graceful Power Control and Power Control. Remote Control functions are available to those with Administrator privileges only.



Enter



After clicking on any sub-function of either the Graceful Power Control or Power Control button, the Enter button must then be clicked to send the request to the target system.

Graceful Power Control



Using Graceful Power Control gives the target system a grace period of up to 30 seconds before causing the OS to reboot or shut down the system.



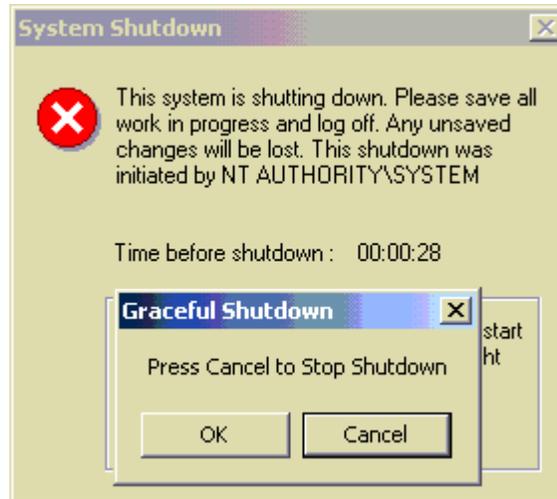
When Graceful Power Control is clicked, the LCD panel will change to the Graceful Power Control sub-functions: Reboot, Shutdown, and Cancel. Choose the desired function by clicking

on the function name.



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

During the grace period, a count-down window (below) will pop up on the target system. This pop-up notice window gives the user who is working on the system a chance to save any working files. However, remote login users or service users (for example Web site visitors) will not see this warning.



At this point you have three options to cancel this 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.
2. The manager who initiated the action may click the Cancel button in the Console Redirection window (described later) to cancel this request.
3. On the target system, you may click the Cancel button to cancel this request.

Once the grace period has expired, the OS starts to do a normal shut down or reboot.

Power Control



Clicking on the Power Control button displays its sub-functions on LCD panel. Power Control causes a target system to immediately reboot or shutdown. Once the command is issued, it is non-cancelable.

[Reboot] [Shutdown]
Power Control (noncancelable)

When Power Control is clicked, the LCD panel will change to the Power Control sub-functions: Reboot and Shutdown. Choose the desired function by clicking on the function name. After Clicking on the sub-function, click Enter to issue that command.

Communication indicator



This red light indicates the remote control service on the target system is running. If the remote control service on target system is not running, this light will not be displayed and no remote control commands can be executed on that target system.

Console Redirection



Clicking on the Console Redirection button (you do not need to click the Enter button afterwards) launches another window (below).



The default password is “abcde”. Once the password is accepted, the target system’s screen will be displayed in this new window and you can type in key codes to send to the target system. If you need to click 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 the new window can also terminate the Console Redirection function, it is recommended that you click on Disconnect to make sure that the redirection function is terminated properly.

Configuration

This page includes three tabbed sections: Alert Configuration, Monitoring Item and Setup. Use of the Configuration functions is limited to those with Administrator privileges only.

Alert Configuration: this section allows you to set up the parameters needed by the system to issue alerts to the administrator either via pager or e-mail. The following fields are included.

Name for this system: You may define the name for the target system. This name will be sent in the alerts so the manager can identify the system it has originated from.

Pager Alert (TAPI): Clicking this checkbox enables pager alerts. To send a pager alert, a modem and a phone line must be connected to the target system. Whenever any health critical status changes, a pager alert will be sent.

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, but it depends on the user’s environment.

Pager phone number: Please enter the pager number for alerts to 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 status 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 the LAN. Multiple recipients may be specified by a semicolon (;) delimitation.

Sender E-Mail server: It's the server that sends the E-mail alerts.

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

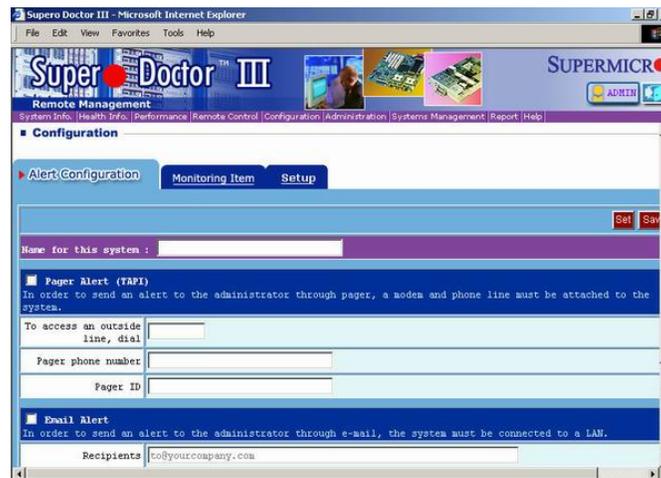
My E-Mail Server requires authentication: Some mail servers request SMTP authentication. If this is the case, the user must click this checkbox and then enter the account and password for using the mail server in the next two fields.

Description of Buttons

Set When you make any change 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 reboot if Save button was not clicked before system reboot.

Save Clicking this button saves any changes you made and will affect the changes immediately. The saved values will be loaded on the next system reboot.

Send test E-Mail Once "Name for this system", " E-mail Alert" has been checked, and all related fields have been filled, click on either "Set" or "Save" button, the "Send test E-Mail" button will be enabled to let you send a test mail to verify the setting.



Monitoring Item: This section allows you to define the high and low fan, voltage and temperature thresholds that, if exceeded, will cause the system to alert the administrator. Supermicro products have predefined health items according to the hardware design. However, Supero Doctor III gives the user the ability to select which items are to be monitored in this section of the Configuration page.

The first time the system is restarted after installing Supero Doctor III, the program will check all predefined items. If the reading of any item is not reasonable, it is considered a non-active item, and Supero Doctor III will disable the monitoring of that item. If an item considered non-active is in fact installed, you can override the non-active setting and turn the monitoring of that item back on by clicking on its checkbox.

Fan items have low critical values, temperature items have high critical values, and voltages have both high and low critical values. Status items do not have limitations, but are considered either 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

Set 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 reboot if Save button was not clicked before system reboot.

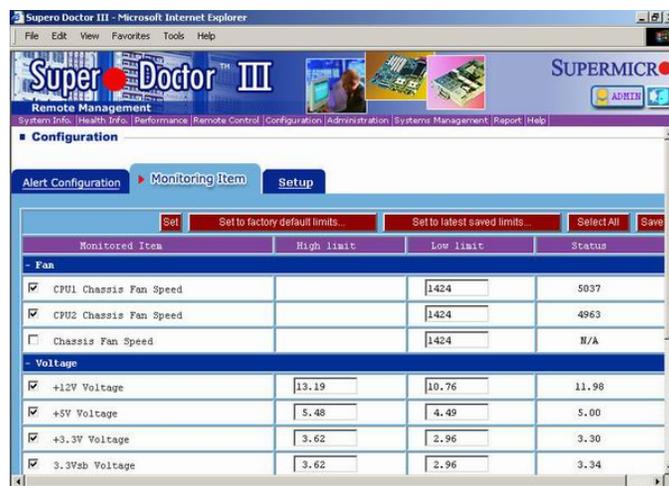
Set to factory default limits... Clicking this button restores the limits (thresholds) of all items back to Supermicro’s predefined critical values. Values will be restored to their original numbers that have been saved on the next system reboot if Save button was not clicked before system reboot.

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

Select All Clicking on this button selects all items to be monitored.

Save Clicking this button saves any changes you made and will affect the critical values immediately. The saved values will be loaded on the next system reboot.

All buttons except “Save” change the limits temporarily. On system reboot, all limits will revert back to the last values that were saved.



Setup: This section allows you to define the polling interval (in seconds) to tell the system how often you want it to poll for the items. This page also gives you the option to automatically start the Supero Doctor III Client, to log monitor readings and to set the number of days you want to log monitor readings.

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

Topmost Supero Doctor III Client at startup: When checked, Supero Doctor III Client will be displayed at the top of the screen when it startups.

Automatically start Supero Doctor III Client: When checked, Supero Doctor III Client will startup automatically when the system boots up.

Log monitor reading and keep log for X days: When checked, Supero Doctor III will generate a health record into a log file for each reading interval. The log files are stored in %Systemdir%/System32/LogFiles/SDIII/. Files that exceed X days will be deleted. The number of items and polling interval will affect the log file size.



You must click on Save to save any changes you made.



Administration

The Administration page is where you maintain a list of people who you want to have access to the system and set their user IDs, passwords and privileges. All IDs and passwords are case-sensitive.



There are two privilege levels for Supero Doctor III users: Administrator and Operator. A user with Administrator privileges has full functions, while a user with Operator privileges may only have some functions relating to System Information, Health Information, Performance, Administration (where they can only change their own password or delete their own account), Report and Help.



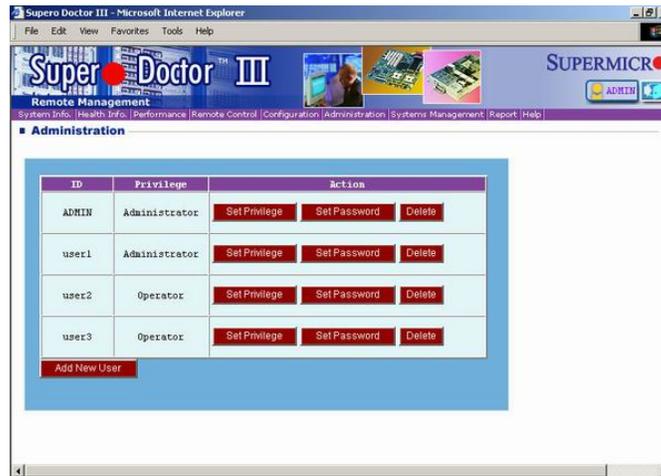
Clicking on this button changes the password of this user.



Clicking on this button deletes the account for this user.



Clicking on this button adds a new user account.



Systems Management

This page displays all systems under the Administrator's control. 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 it from systems list or tag for WOL functions. Use of the Configuration functions is limited to those with Administrator privileges only.

A system administrator may maintain hundreds of systems, making it difficult to remember all systems by IP address, host name or MAC address. On this page you can search for a specific system by IP address or range. The Systems Management page function can help an administrator maintains all systems that support Super Doctor III through the target system that is being viewed. Thus, the target system works as an agent system within a network. All other functions except Systems Management are used to manage the target system. Systems Management is used to manage other systems.



Managed systems may be grouped into subgroups to make their management easier.

Add Clicking on this button creates a new group name.

Delete Clicking on this button deletes the selected group.

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

Select check boxes: selects the group that you want to maintain (Delete or Display).

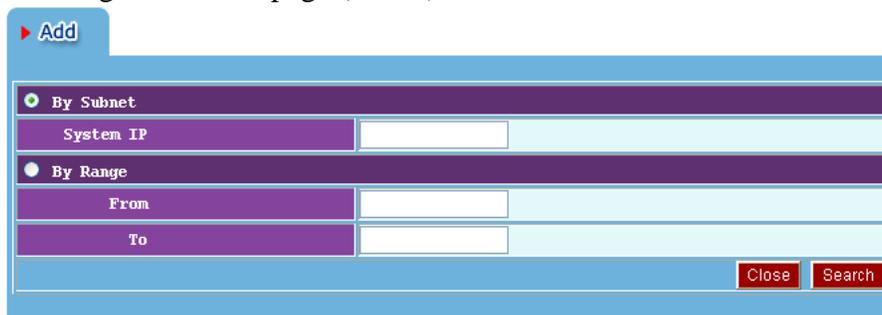
Select All Clicking on this button selects all groups.

Clear All Clicking on this button unselects all groups.

Reverse Select Clicking on this button reverses the group selection.

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

Add Clicking on this button adds a new system to the system list. This Systems page will then change to an Add page (below).



By Subnet: When checked, you can search for a specified system to add to the system lists. You must enter the specified IP address into the System IP field, or specified a whole segment of IP, for example 192.168.1.*, to search for.

By Range: When checked, you can search for any system within a specified IP range, for example From 192.168.1.31 To 192.168.1.80, that support Supero Doctor III.

Close Clicking on this button closes this page and returns to the previous Systems page without searching.

Search Clicking on this button starts to search for the specified system and checks if it supports Supero Doctor III.

Delete Clicking on this button deletes the selected systems.

WOL Wake-On-LAN. Clicking on this button wakes the selected systems that are in standby(S1 or S3) state. A system to be woken up must have its WOL capability

turned on before it goes into standby state. When the WOL packet is sent out, the status line will show that the WOL is successful. This only indicates that the WOL packet was sent out; it does not mean that the target system has successfully woken up.

Add to group

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

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

Close Save

This page may change the selected system's group.

Close

Clicking on this button closes this page and returns to the previous Systems page without saving any changes.

Save

Clicking on this button saves any changes and then returns to the previous Systems page.

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

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

Select All

Clicking on this button selects all systems.

Clear All

Clicking on this button unselects all systems.

Reverse Select

Clicking on this button reverses the selection of systems.

Report

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

There are four types of reports that can be generated for management purposes. All reports will be in CSV format, which are ASCII text formatted values with a very simple syntax (one record per line, a comma separating the fields, and the values in the first row naming the columns) readable by virtually any database or spreadsheet program (MS Access, MS Excel, Lotus 1-2-3, SPSS, and SAS).

System Information: This extracts the most important information from System Information. This report may be kept by the administrator for future reference. The report will be named SysInfo.csv.

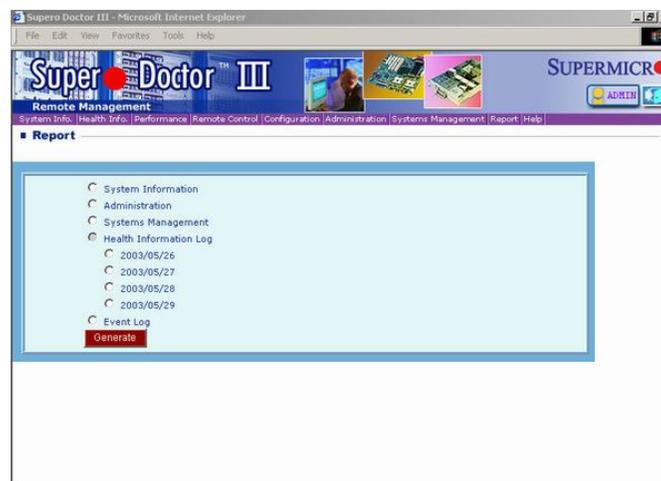
Administrator: This lists all users' accounts and privileges for Supero Doctor III. This report may be kept by the administrator for future reference. The report is named Admin.csv.

Systems Management: This lists all groups and systems, system's IP addresses and MAC addresses. This report may be kept by the 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 Configuration page is not selected, then no log files will be generated. If there are no log files in LogFiles, then this report cannot be generated. According to the selected day, the report is named RPYYMMDD.csv. You may import this CSV file to your application or use it to create a chart.

Event Log: Any health critical issue will be recorded in the Event Log. The report is named EventLog.csv.

 Clicking on this button generates a report for the selected item.



Help

The last tab provides help on using Supero Doctor III, troubleshooting and FAQs.

5. Supero Doctor III Client

The screenshot below shows the main page of the Supero Doctor III Client program.



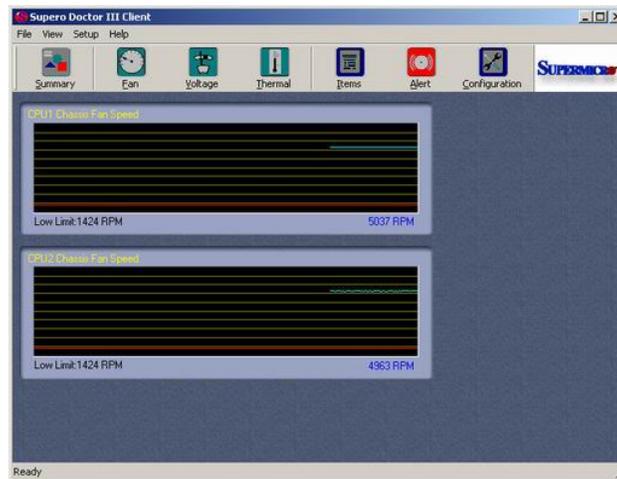
Summary

Clicking on the Summary button presents you with the overall view of the current status of the various system monitors. The red region on the each meter indicates the high and low thresholds for the reading. If these are exceeded, the system administrator can be notified as explained in the previous section.



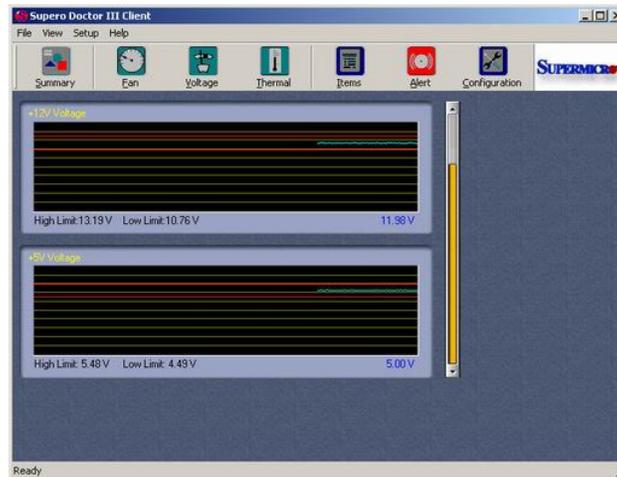
Fan

The Fan button brings up a display that tracks the system fans speed that are being monitored.



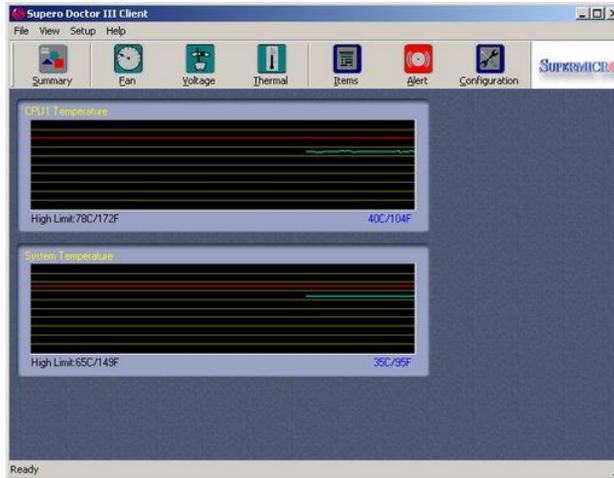
Voltage

The Voltage button brings up a display that tracks the system voltages that are being monitored.



Thermal

Clicking the Thermal button brings up a display that tracks the temperatures.



Items

Clicking the Items button displays the items that can be selected to be monitored by Supero Doctor III. Values for each item include high and low threshold limits and the current status (reading). There are several buttons on this screen that serve the following functions.

Select All: Clicking this button checks all the items in the list to be monitored.

Save: Clicking this button saves any changes you made and will affect the critical values immediately. The saved values will be loaded on the next system reboot.

Set to factory default limits: Clicking this button restores the limits (thresholds) of all items back to Supermicro's predefined critical values. Values will be restored to their original number on the next system reboot.

Set to latest saved limits...: Clicking this button restores the limits for all items back to the critical values that have been saved. Values will be restored to their original number on the next system reboot.



Double-clicking on the high and low threshold limits allows you to set a new high or low threshold limit. Clicking the Set button causes the changes to apply immediately. Values will be restored to their original number on the next system reboot if the Save button was not clicked before the system reboot.

Alert

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



Name for this system: You may define the name for this system. This name will be sent in the alerts so the manager can identify the system it has originated from.

Pager Alert (TAPI): Clicking this checkbox enables pager alerts. To send a pager alert, a modem and a phone line must be connected to the target system. Whenever any health critical status changes, a pager alert will be sent.

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, but it depends on the user's environment.

Pager phone number: Please enter the pager number for alerts to be sent to (please check with your pager service provider for 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 status 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 the LAN. Multiple recipients may be specified by a semicolon (;) delimitation.

Sender E-Mail server: It's the server that sends the E-mail alerts.

Sender E-Mail Box: It's 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.

Configuration

This screen allows you to set up the parameters that define the behavior of Supero Doctor III and Supero Doctor III Client.



Polling Interval X Seconds: The value entered into this window defines how often Supero Doctor III will read the value for all items checked in the Item screen.

Topmost Supero Doctor III Client at startup: When checked, Supero Doctor III Client will be displayed at the top of the screen while it startups.

Automatically start Supero Doctor III Client: When checked, Supero Doctor III Client will startup automatically when the system boots up.

Log monitor reading and keep log for X days: When checked, Supero Doctor III will generate a health record into a log file for each reading interval. The log files are stored in %Systemdir%/System32/LogFiles/SDIII/. Files that exceed X days will be deleted. The number of items and polling interval will affect the log file size.

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

6. Troubleshooting and FAQs

Question: During the installation procedure, a dialog window pops up that reads "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. Why? Please visit <http://www.supermicro.com/> for information about Supermicro products. Supero Doctor III shows much information that highly depends on hardware design. Thus the hardware configuration will differ from board to board.

Question: During the installation procedure a dialog window pops up that reads "We cannot find your computer model in our current definition, probably your computer is 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 latest 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 it 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?

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 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 different port is used).
2. Enter User name and Password.
3. Manage the Xitami Web Server as you wish.

Question: How can I change the ID and password of the 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 different port is used).
2. Enter 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 that file as needed.

Question: How can I change the TridiaVNC Server's password?

Answer:

1. Run "winvnc.exe -defaultsettings" (in .\system32\) from Command Prompt.
2. Choose a new password in the password field of the popping out dialog "WinVNC: Default local System Properties".
3. Click on OK button to finish the process.

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

Answer:

1. Visit http://Server_IP_Address/(or http://Server_IP_Address:Port/if different port is used).
2. Enter User ID and password.
3. Click "Administration".
4. Set the new password for the user as you wish.

Question: How can I change the IP port number for Supero Doctor III?

Answer: Just 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 different port is used).
2. Enter 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. If at the local site, skip to the next step. If at a remote site, visit http://Server_IP_Address/ (or http://Server_IP_Address:Port/admin/ if 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 are some of the components not detected by Supero Doctor III?

Answer: Supero Doctor III uses WMI (Windows Management Instrumentation) to monitor your system, and only displays whatever components/software the WMI detects in your system. In other words, Supero Doctor III can only reflect and report to you what WMI sees from your system. It does not interfere with the operation of WMI. In addition, the configuration and the installation of software/hardware will greatly influence the way how WMI collects data from the 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 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 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 enterprise 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 Super Doctor III is to accurately reflect and display the information provided by WMI. It is intended to interpret or intercept what WMI detects from the system.

To better understand the meaning of data detected by 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?

Answer: Super 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 being gathered from operating system. In addition to displaying data on System Performance, Super 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

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