

Getting Started Guide

Novell. PlateSpin. Recon

3.6.1

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About This Guide

This guide provides information about PlateSpin® Recon.

- ♦ [Chapter 1, “Installing PlateSpin Recon,” on page 9](#)
- ♦ [Chapter 2, “Upgrading PlateSpin Recon,” on page 19](#)
- ♦ [Chapter 3, “Setting Up PlateSpin Recon Licensing,” on page 25](#)
- ♦ [Chapter 4, “Configuring PlateSpin Recon,” on page 29](#)
- ♦ [Chapter 5, “Uninstalling PlateSpin Recon,” on page 33](#)

Audience

This text is intended for IT staff, such as data center administrators and operators, who use PlateSpin Recon in the management and planning of the data center.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please take a moment to provide your comments at the [Novell Documentation Web site \(http://www.novell.com/documentation/feedback\)](http://www.novell.com/documentation/feedback).

Additional Documentation

In addition to this guide, PlateSpin Recon comes with the following documentation:

- ♦ *PlateSpin Recon User Guide*
- ♦ An online version of the *PlateSpin Recon User Guide* along with the *Licensing* section of the *Getting Started Guide*, integrated with the product
- ♦ *Release Notes*

Technical Support

Contact Technical Support by:

- ♦ Telephone (North America): +1 877 528 3774 (1 87 PlateSpin). This is a toll-free number.
- ♦ Telephone (global): +1 416 203 4799. This is not a toll-free number.
- ♦ E-mail: support@platespin.com

You can also visit the [PlateSpin Technical Support Web site \(http://www.platespin.com/support/\)](http://www.platespin.com/support/)

User Forum

You can also visit the [user forum \(http://forum.platespin.com\)](http://forum.platespin.com).

Documentation Conventions

In PlateSpin documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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Installing PlateSpin Recon

1

This section details the system requirements, installation/upgrade steps, and licensing information for PlateSpin® Recon.

- ◆ [Section 1.1, “System Requirements,” on page 9](#)
- ◆ [Section 1.2, “Installing PlateSpin Recon,” on page 12](#)
- ◆ [Section 1.3, “Checking for Updates,” on page 15](#)

1.1 System Requirements

- ◆ [Section 1.1.1, “PlateSpin Recon Server Hosts,” on page 9](#)
- ◆ [Section 1.1.2, “PlateSpin Recon Client Hosts,” on page 10](#)
- ◆ [Section 1.1.3, “PlateSpin Recon in a Virtual Machine,” on page 11](#)
- ◆ [Section 1.1.4, “Database Growth Projections,” on page 11](#)

1.1.1 PlateSpin Recon Server Hosts

PlateSpin Recon Server hosts must meet the following system requirements:

NOTE: Disk space Requirements depend on the number of monitored workloads and the amount of historical summary and raw utilization data kept in the database. When using a remote SQL Server database, ensure that the database host has 2 GB of allocated space. Disk space requirements are based on 30 days of monitoring. At least one CPU core for every 750 monitored servers is recommended.

Table 1-1 System Requirements for PlateSpin Recon Server Hosts

	Basic	Large-Scale
	<ul style="list-style-type: none">◆ Up to 250 monitored workloads◆ Up to 5000 inventoried workloads	<ul style="list-style-type: none">◆ 250 to 2000 monitored workloads◆ Up to 10,000 inventoried workloads
Processor	◆ Pentium* 4, 2.8 GHz with hyperthreading or better	◆ Xeon*, 2.8 or 3.2 GHz dual core or multi-processor recommended
Virtual Machine	1 Virtual CPU	2 Virtual CPUs
Memory	1 GB (2 GB recommended)	2 GB (4 GB recommended)
Disk Space	20 GB free	100 GB free

	Basic	Large-Scale
OS	Any of the following: <ul style="list-style-type: none"> ◆ Microsoft* Windows* Server* 2008 (SP1) ◆ Microsoft Windows Server 2003 (SP0, SP1, SP2) — English, French, German <p>PlateSpin Recon server is not supported on WOW64 (Windows-on-Windows 64-bit) or any other 64-bit operating system.</p> <hr/> <p>IMPORTANT: User Access Control (UAC) should be turned off on Windows Server 2008. See “Turning off UAC on Windows Server 2008” on page 10 for more information.</p>	
Database Engine	Any of the following: <ul style="list-style-type: none"> ◆ PostgreSQL* 8.3.4 (included in the PlateSpin Recon distribution) ◆ PostgreSQL 8.2.x and 8.3.x ◆ Microsoft SQL Server* 2000 (SP3A+) ◆ Microsoft SQL Server 2005 	
Software	<ul style="list-style-type: none"> ◆ Microsoft IIS 5.0/6.0 (with ASP.NET), installed before the .NET Framework ◆ Microsoft .NET Framework 3.5, installed after IIS ◆ Microsoft Data Access Components (MDAC) 2.6 	

Turning off UAC on Windows Server 2008

- 1 Click *Start > Control Panel*.
- 2 In the Control Panel, click *User Accounts*.
- 3 In the User Accounts window, click *User Accounts*.
- 4 In the User Accounts tasks window, click *Turn User Account Control on or off*.
- 5 (Conditional) If UAC is currently configured in Admin Approval Mode, the *User Account Control* message is displayed. Click *Continue*.
- 6 Clear the *Use User Account Control (UAC) to help protect your computer* check box, and click *OK*.
- 7 Click *Restart Now* to apply the change right away, or click *Restart Later* and close the User Accounts tasks window to apply the change the next time you restart your system.

1.1.2 PlateSpin Recon Client Hosts

PlateSpin Recon Client hosts must meet the following system requirements:

Table 1-2 System Requirements for PlateSpin Recon Client Hosts

Component	Requirements
Hardware	<ul style="list-style-type: none"> ◆ CPU - Minimum: 1.0 GHz; Recommended: Pentium 4, 2.0 GHz ◆ Memory - Minimum: 512 MB; Recommended: 1 GB ◆ Disk Space - 80 MB free
OS	<p>Any of the following (either P or V):</p> <ul style="list-style-type: none"> ◆ Microsoft Windows Server 2008 (SP1) ◆ Microsoft Windows Server 2003 (SP0, SP1, SP2) — English, French, German ◆ Microsoft Windows Vista (SP0, SP1) <hr/> <p>NOTE: You must be logged in using the built-in Administrator account to run the PlateSpin Recon Client under Microsoft Vista/2008. Using <i>Run as Administrator</i> or another administrative account does not work.</p> <hr/> <ul style="list-style-type: none"> ◆ Microsoft Windows XP (SP2) — English only <p>PlateSpin Recon client is not supported on WOW64 (Windows-on-Windows 64-bit) or any other 64-bit operating system.</p>
Software	<ul style="list-style-type: none"> ◆ Microsoft .NET Framework 3.5

1.1.3 PlateSpin Recon in a Virtual Machine

You can install PlateSpin Recon Server and PlateSpin Recon Client software in a virtual machine (VMware* platform only). You should use a dual-vCPU virtual machine.

Installing PlateSpin Recon Server in a VM restricts the monitoring and inventorying capabilities of the software to:

- ◆ 5000 inventoried workloads
- ◆ 1000 monitored workloads

1.1.4 Database Growth Projections

Table 1-3 Database Growth Projections

Machines	Time	Application DB	Performance DB
100	1 month	35 MB	1.6 GB
100	6 month	35 MB	10.5 GB
500	1 month	90 MB	10 GB
500	6 month	90 MB	20 GB
1500	1 month	220 MB	18 GB
1500	6 month	220 MB	90 GB

Machines	Time	Application DB	Performance DB
2000	1 month	804 MB	60 GB
2000	6 month	804 MB	71 GB
5000	1 month	1409 MB	150 GB
5000	6 month	1409 MB	177 GB
10000	1 month	1628 MB	299 GB
10000	6 month	1628 MB	354 GB

NOTE: Application database figures are based on average reporting usage. The DB size figures should be doubled when using PostgreSQL.

1.2 Installing PlateSpin Recon

- ◆ [Section 1.2.1, “Prerequisites,” on page 12](#)
- ◆ [Section 1.2.2, “Installing PlateSpin Recon,” on page 13](#)
- ◆ [Section 1.2.3, “Installing the PlateSpin Recon Server,” on page 14](#)
- ◆ [Section 1.2.4, “Installing the PlateSpin Recon Client,” on page 15](#)

1.2.1 Prerequisites

- ◆ PlateSpin Recon requires Microsoft SQL Server 2000/2005 or PostgreSQL. It is not mandatory to install the database on the same server as PlateSpin Recon. Microsoft SQL Server is recommended for larger installations.
- ◆ To install PlateSpin Recon on Windows Server 2008 you must install it using an account with Administrative privileges.
- ◆ For Windows Vista:
 - ◆ Microsoft IIS 5.0/6.0 (with ASP.NET) is installed on the system
 - ◆ Microsoft .NET Framework 3.5 is installed on the system
- ◆ For Windows Server 2003:
 - ◆ The Application Server role is installed on the system (*Manage Your Server* or *Control Panel > Add or Remove Programs > Add/Remove Windows Components*). When choosing components, ensure that *ASP.NET* is selected.
 - ◆ Microsoft .NET Framework 3.5 is installed on the system
 - ◆ Ensure that ASP.NET 1.x and ASP.NET 2.x are both *Allowed* (*IIS Manager > [local computer] > Web Service Extensions*).

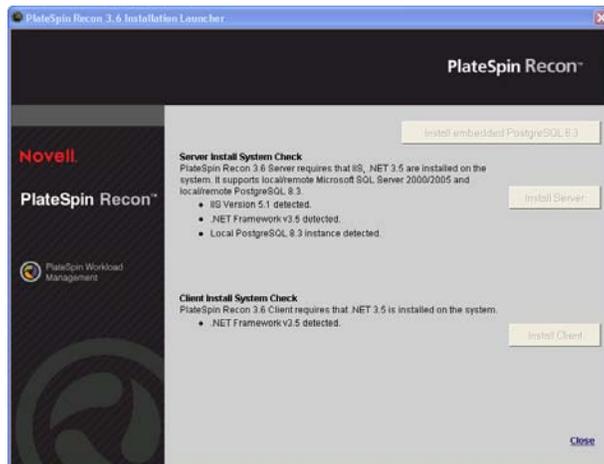
- ◆ For Windows Server 2008:
 - ◆ The Web Server (IIS) role is installed on the system (*Server Manager > Roles > Add Roles*). On the Select Role Services page, add the following components:
 - ◆ *Security > Windows Authentication*
 - ◆ *Management Tools > IIS 6 Management Compatibility* (including all sub-components)
 - ◆ Microsoft .NET Framework 3.5 is installed on the system
- ◆ For all platforms:
 - ◆ A local or remote instance of either Microsoft SQL Server 2000/2005 or PostgreSQL 8.3 is available
 - ◆ If neither a local/remote Microsoft SQL Server nor a PostgreSQL Server are installed, do one of the following:
 - ◆ Install Microsoft SQL Server 2000/2005
 - ◆ Click *Install embedded PostgreSQL 8.3* and wait for the installation to complete.
 - ◆ The PlateSpin Recon 3.6 installer can upgrade PlateSpin PowerRecon 3.1, 3.2, 3.3, or 3.5. PlateSpin PowerRecon versions prior to 3.1 need to be uninstalled before installing 3.6. It is highly recommended that you back up PlateSpin Recon/PowerRecon databases prior to performing an upgrade. For information on backing up PlateSpin Recon/PowerRecon databases, see [Section 2.1.1, “Before Upgrading PlateSpin Recon,” on page 19](#).
 - ◆ Database access requires *public*, *datareader*, or *datawriter* roles. A user performing installation must be a member of the *sysadmin* fixed server role.

For more information about requirements and best practices for installing PlateSpin Recon, see Knowledge Base article [Q20887 \(http://support.platespin.com/kb2/article.aspx?id=20887\)](http://support.platespin.com/kb2/article.aspx?id=20887).

1.2.2 Installing PlateSpin Recon

- 1** Download `PlateSpin Recon.exe` from the PlateSpin Web site.
- 2** Double-click `PlateSpin Recon.exe`.
The PlateSpin Recon InstallShield Wizard is displayed.
- 3** Type a location to save PlateSpin Recon files or browse for a location by clicking the *Change* button.
By default, the PlateSpin Recon files are extracted to a temporary folder.
- 4** Click *Install*.
PlateSpin Recon files are extracted and saved to the specified location.

The PlateSpin Recon Installation Launcher is displayed.



For information on how to configure PostgreSQL to allow remote connections, see Knowledge Base article [Q20889](http://support.platespin.com/kb2/article.aspx?id=20889) (<http://support.platespin.com/kb2/article.aspx?id=20889>).

1.2.3 Installing the PlateSpin Recon Server

- 1 Click *Install Server* in the PlateSpin Recon Installation Launcher and follow the instructions in the PlateSpin Recon Server - InstallShield Wizard.
- 2 Click *Next*.
- 3 (Conditional) If you are upgrading a previously installed instance of PlateSpin Recon/PowerRecon, the Upgrade confirmation dialog box is displayed. Click *Yes* to continue.
- 4 If the terms of the license agreement are acceptable, select the *I accept the terms in the license agreement* option in the PlateSpin Recon Server - InstallShield Wizard and click *Next*.
- 5 Select a database engine to use with PlateSpin Recon:
 - ◆ *Microsoft SQL Server*—Select a local instance or connect to a remote server. When prompted, select a database server and provide an authentication Login ID and password.

NOTE: For Windows Server 2003, the option to connect using Windows authentication credentials is available.

 - ◆ *PostgreSQL*—Select a local instance or connect to a remote server. When prompted, provide information to connect to a PostgreSQL database. If the embedded PostgreSQL database is installed, select *Use local instance installed with PlateSpin Recon*.
- 6 Click *Next*.
- 7 When prompted, select a tablespace to associate with the database and click *OK*.
- 8 Click *Next* to install to the default destination folder or click *Change* to specify another location.
- 9 Click *Install* to begin the installation.
- 10 When the installation is complete, click *Finish*.

1.2.4 Installing the PlateSpin Recon Client

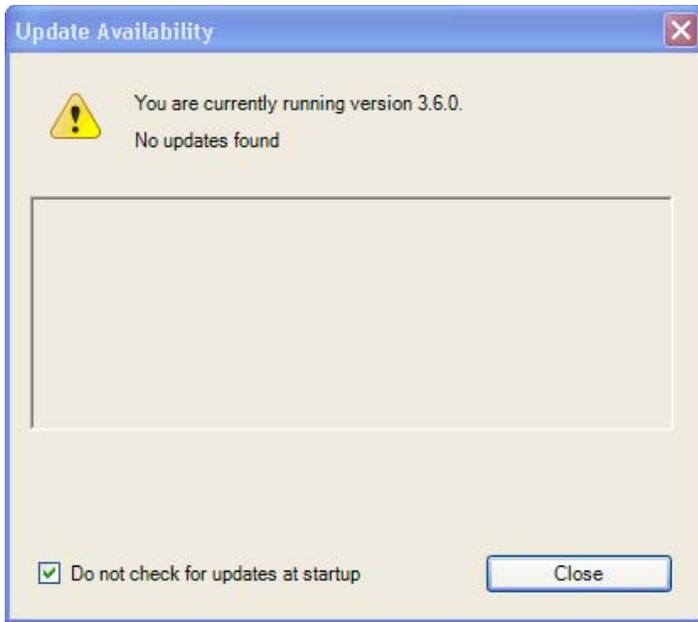
- 1 If the PlateSpin Recon Installation Launcher is not displayed, double-click the `PlateSpin Recon.exe` file that was downloaded from the PlateSpin Web site.
- 2 Click *Install Client* in the PlateSpin Recon Installation Launcher.
The PlateSpin Recon Client - InstallShield Wizard is displayed.
- 3 Click *Next*.
- 4 (Conditional) If you are upgrading a previously installed instance of PlateSpin Recon/PowerRecon, the Upgrade confirmation dialog box is displayed. Click *Yes* to continue.
- 5 If the terms of the license agreement are acceptable, select the *I accept the terms in the license agreement* option in the PlateSpin Recon Client - InstallShield Wizard and click *Next*.
- 6 Change the default destination folder if desired and enter the *IP* address and the *Port* that is used by IIS on the server to connect to the PlateSpin Recon Server.
- 7 Click *Next*.

If you are installing the PlateSpin Recon Client on a remote server, replace `localhost` with the hostname or IP address of the PlateSpin Recon Server. The values can be changed from within the client later by selecting *Tools > Options* and editing the values under the *Connection* node on the *Client* tab.

- 8 Click *Install*.
- 9 When the installation is complete, click *Finish*.
By default, *Launch PlateSpin Recon Client* is selected. The message `The installation is completed successfully` is displayed in the PlateSpin Recon Installation Launcher.
- 10 Click *Close* to exit the Installation Launcher.

1.3 Checking for Updates

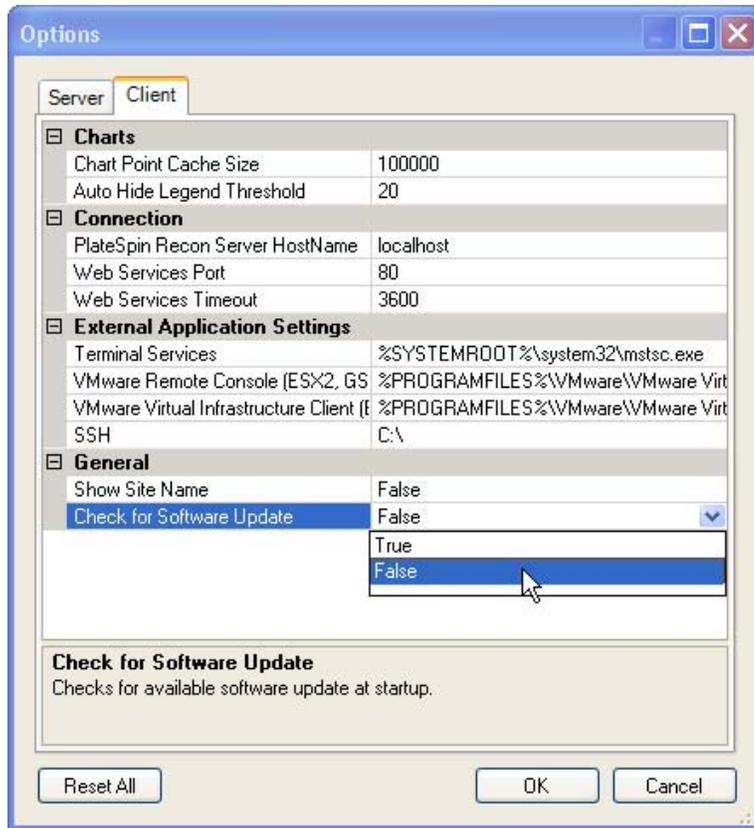
Following the initial startup, PlateSpin Recon verifies whether an update is available. Version update status is displayed in the Update Available dialog box. To avoid checking for updates every time PlateSpin Recon opens, select the *Do not check for update at startup* option.



NOTE: To manually check for version updates, click *Check for Update* on the PlateSpin Recon Client *Help* menu.

To reset the software update check:

- 1** On the PlateSpin Recon Client *Tools* menu, click *Options*.
The Options dialog box is displayed.
- 2** Click the *Client* tab.
- 3** Under the *General* node, set the *Check for Software Update* value to *True*.



4 Click *OK*.

Upgrading PlateSpin Recon

2

This section provides information about upgrading PlateSpin® Recon from an earlier version.

- ♦ [Section 2.1, “Upgrading to PlateSpin Recon 3.6,” on page 19](#)
- ♦ [Section 2.2, “Upgrading from PlateSpin Recon 3.6 to PlateSpin Recon 3.6.1,” on page 22](#)

2.1 Upgrading to PlateSpin Recon 3.6

- ♦ [Section 2.1.1, “Before Upgrading PlateSpin Recon,” on page 19](#)
- ♦ [Section 2.1.2, “Running the Upgrade,” on page 20](#)
- ♦ [Section 2.1.3, “After Upgrading PlateSpin Recon,” on page 20](#)

2.1.1 Before Upgrading PlateSpin Recon

PlateSpin Recon stores all inventory and monitoring data in either a SQL 2000, SQL 2005, or PostgreSQL Server database. Prior to performing an upgrade, it is highly recommended that you back up the PlateSpin Recon databases.

NOTE: You must shut down all clients and stop the PlateSpin Recon services prior to performing a backup. If you want to retain previous backups, copy them to an alternate location prior to performing this backup. For more information on how to stop the PlateSpin Recon services, see [Section A.2, “Manually Stopping the PlateSpin Recon Services,” on page 35](#).

- ♦ [“SQL 2000 Backup” on page 19](#)
- ♦ [“SQL 2005 Backup” on page 19](#)
- ♦ [“PostgreSQL Backup” on page 20](#)

SQL 2000 Backup

- 1 Launch Enterprise manager and connect to the server.
- 2 Right-click the database you want to back up.
- 3 Select *All Tasks > Backup* from the pop-up menu.
- 4 Select *Database Complete Backup*.
- 5 Select *Disk destination* and specify the new filename and the location for the backup.
If you are upgrading a previously installed instance of PlateSpin Recon/PowerRecon, the Upgrade confirmation dialog box is displayed. Click *Yes* to continue.
- 6 Select *Overwrite existing media*.
- 7 Click *OK*.

SQL 2005 Backup

- 1 Launch SQL Management Studio and connect to the server.
- 2 Right-click the database you want to back up.

- 3 Select *Tasks > Backup* from the pop-up menu.
- 4 Select *Backup Type - Full*.
- 5 Select *Disk destination* and specify the new name and the location for the backup.
Make sure that the device you select has enough free space for the database.
- 6 Click *Options* in the list to the left.
- 7 Select *Overwrite All Existing Backup Sets*.
- 8 Click *OK*.

PostgreSQL Backup

- 1 Launch PgAdmin III and connect to the server.
- 2 Right-click the database you want to back up.
- 3 Select *Backup*.
- 4 Specify the filename for the backup. Ensure that the file does not already exist.
- 5 Accept default values for all options.
- 6 Click *OK*.
- 7 When the backup is finished, click *Done*.

2.1.2 Running the Upgrade

To upgrade PlateSpin Recon, follow the instructions in [Section 1.2, “Installing PlateSpin Recon,” on page 12](#), paying special attention to the upgrade information.

If you customized reports prior to performing an upgrade, you might see duplicate names in the list of report templates in the Report Explorer. This is to prevent your custom information from being deleted during an upgrade.

2.1.3 After Upgrading PlateSpin Recon

If you backed up the PlateSpin Recon databases prior to an upgrade, as described in [Section 2.1.1, “Before Upgrading PlateSpin Recon,” on page 19](#), you need to restore the backed-up databases when the upgrade is complete.

- ♦ [“SQL 2000 Restore” on page 20](#)
- ♦ [“SQL 2005 Restore” on page 21](#)
- ♦ [“PostgreSQL Restore” on page 21](#)
- ♦ [“Virtual Center Refresh \(Version 3.1 Upgrade Only\)” on page 22](#)

SQL 2000 Restore

- 1 Launch Enterprise manager and connect to the server.
- 2 Make sure that you do not already have a database with the same name as the database you want to restore.
- 3 Right-click the *Databases* node in the tree on the left.
- 4 Select *All Tasks > Restore Database* from the pop-up menu.

- 5 Specify a new name for the database in the *Restore As Database* field.
- 6 Select *Restore From Device*.
- 7 Click *Select Devices*.
- 8 Click *Add*.
- 9 Select the file that contains the backup you want to restore.
- 10 Click *OK*.
- 11 Select *Restore backup set: Complete*.
- 12 Click the *Options* tab and make sure that the location where the database files will be created is correct. Change the location if necessary.
- 13 Click *OK*.

SQL 2005 Restore

- 1 Launch SQL Management Studio and connect to the server.
- 2 Make sure that you do not already have a database with the same name as the database you want to restore.
- 3 Right-click the *Databases* node in the tree on the left.
- 4 Select *Restore Database*.
- 5 Specify the new name for the database in the *To Database* field.
- 6 Select *From Device*.
- 7 Click the ... button.
- 8 Click *Add* and select the file that contains the backup you want to restore.
- 9 Click *OK*.
- 10 Select the check box next to the database backup set you want to restore. Only one set should be selected.
- 11 Click *Options* in the list on the left.
- 12 Make sure that the location where the database files will be created is correct. Change the location if necessary.
- 13 Click *OK*.

PostgreSQL Restore

- 1 Launch PgAdmin III and connect to the server.
- 2 Right-click the *Databases* node and select *New Database* from the pop-up menu.
- 3 Create the database in the correct table space with default parameters and a new name.
- 4 Right-click the database you just created and select *Restore* from the pop-up menu.
- 5 Select the name of the file that contains the backup you want to restore.
- 6 Click *OK*.

Several messages are displayed, ending with `Process returned exit code 1`.

IMPORTANT: Do not click *OK*.

- 7 Click *Cancel*.

Virtual Center Refresh (Version 3.1 Upgrade Only)

After performing an upgrade from PlateSpin Recon version 3.1 to 3.6, all the existing Virtual Center nodes in the Data Center Explorer need to have their inventory refreshed for their managed ESX machines to display properly under the Virtual Center node.

- 1 From the Data Center Explorer, right-click a Virtual Center node.
- 2 Select *Refresh Inventory > Now*.
- 3 Repeat Steps 1 and 2 for each Virtual Center node in the Data Center Explorer.

2.2 Upgrading from PlateSpin Recon 3.6 to PlateSpin Recon 3.6.1

The PlateSpin Recon 3.6.1 installer allows you to upgrade from PlateSpin Recon 3.6 only. For information about the new features or enhancements provided in PlateSpin Recon 3.6.1, see the [PlateSpin Recon 3.6.1 Release Notes \(http://www.novell.com/documentation/ps_recon36/readme/readme_psrecon361.html\)](http://www.novell.com/documentation/ps_recon36/readme/readme_psrecon361.html).

Review the following sections to upgrade from PlateSpin Recon 3.6 to PlateSpin 3.6.1:

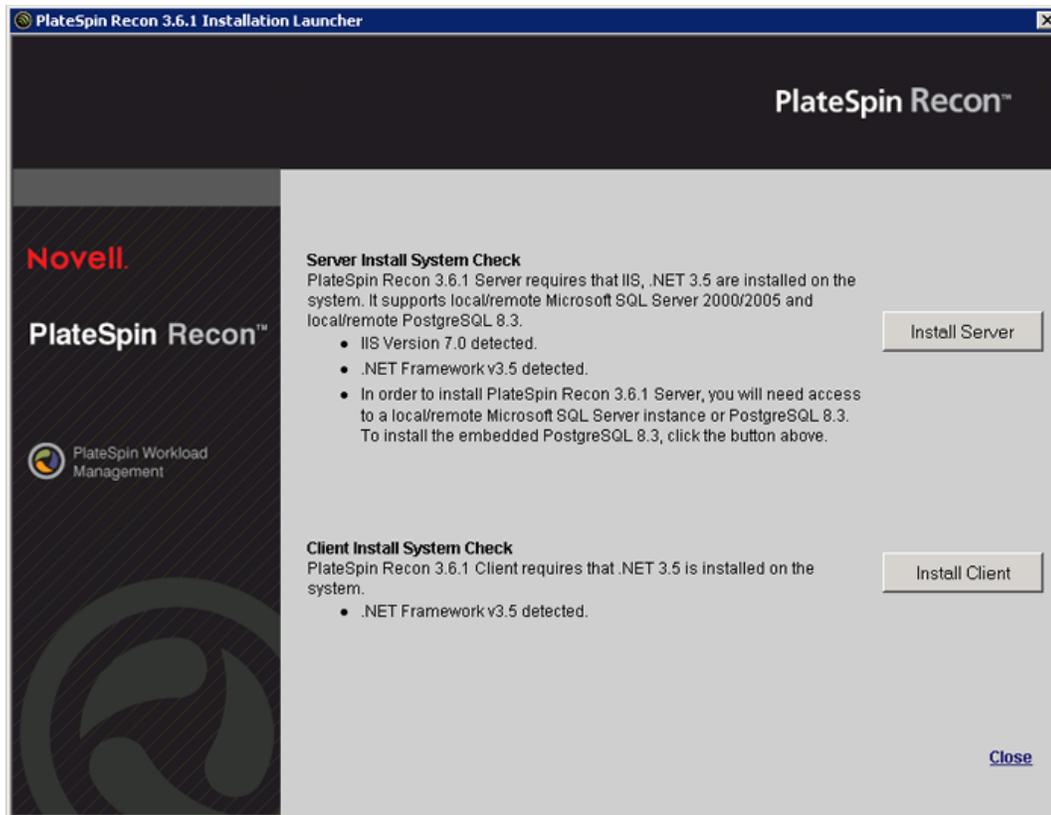
- ♦ [Section 2.2.1, “Downloading and Launching the PlateSpin Recon 3.6.1 Installation Launcher,” on page 22](#)
- ♦ [Section 2.2.2, “Upgrading the PlateSpin Recon Server,” on page 23](#)
- ♦ [Section 2.2.3, “Upgrading the PlateSpin Recon Client,” on page 23](#)

2.2.1 Downloading and Launching the PlateSpin Recon 3.6.1 Installation Launcher

- 1 Download `PlateSpinRecon-3.6.1.3901.exe` from one of the following locations:
 - ♦ [PlateSpin Web site \(http://www.platespin.com/downloads/recon/\)](http://www.platespin.com/downloads/recon/)
 - ♦ [Novell Customer Center \(http://www.novell.com/center/\)](http://www.novell.com/center/)
- 2 Double-click `PlateSpinRecon-3.6.1.3901.exe`.
The PlateSpin Recon Setup Wizard is displayed.
- 3 Type a location to save the PlateSpin Recon files or click the *Browse* button to browse for a location.

By default, the PlateSpin Recon files are extracted to the `PlateSpin Recon-3.6.1.3901` directory located in the logged-in user’s temporary directory.
- 4 Click *Install*.

PlateSpin Recon files are extracted and saved to the specified location.
The PlateSpin Recon 3.6.1 Installation Launcher is displayed.



5 Continue with [Section 2.2.2, “Upgrading the PlateSpin Recon Server,”](#) on page 23.

2.2.2 Upgrading the PlateSpin Recon Server

- 1 In the PlateSpin Recon 3.6.1 Installation Launcher, click *Install Server* and follow the instructions in the PlateSpin Recon Server - InstallShield Wizard.
- 2 Click *Next*.
- 3 On the Upgrade confirmation page, click *Yes* to continue.
- 4 If the terms of the license agreement are acceptable, select the *I accept the terms in the license agreement* option in the PlateSpin Recon Server - InstallShield Wizard and click *Next*.
- 5 On the Destination Folder page, click *Next* to install to the default destination folder.
- 6 Click *Install* to begin the installation.
- 7 When the installation is complete, click *Finish*.

2.2.3 Upgrading the PlateSpin Recon Client

- 1 (Conditional) If the PlateSpin Recon 3.6.1 Installation Launcher is not displayed, double-click the `launcher.hta` file to restart the Installation Launcher.

The `launcher.hta` file is located in the directory where you extracted `PlateSpinRecon-3.6.1.3901.exe` (as in [Step 3 in Section 1.2.2, “Installing PlateSpin Recon,”](#) on page 13). By default, `launcher.hta` is located in the `PlateSpin Recon-3.6.1.3901` directory.

- 2 Click *Install Client* in the PlateSpin Recon Installation Launcher.

The PlateSpin Recon Client - InstallShield Wizard is displayed.

- 3** Click *Next*.
- 4** On the Upgrade confirmation page, click *Yes* to continue.
- 5** If the terms of the license agreement are acceptable, select the *I accept the terms in the license agreement* option in the PlateSpin Recon Client - InstallShield Wizard and click *Next*.
- 6** On the Destination Folder page, click *Next* to install to the default destination folder.
- 7** Click *Next*.
- 8** Click *Install*.
- 9** When the installation is complete, click *Finish*.

The message `The installation is completed successfully` is displayed in the PlateSpin Recon Installation Launcher.

- 10** Click *Close* to exit the Installation Launcher.
- 11** Launch the PlateSpin Client in one of the following ways:
 - ♦ On the desktop, double-click the *PlateSpin Recon 3.6* icon.
 - ♦ From the desktop *Start* menu, click *Programs > PlateSpin > PlateSpin Recon 3.6 > PlateSpin Recon Client*.

Setting Up PlateSpin Recon Licensing

This section provides information about PlateSpin® Recon licensing.

- ♦ [Section 3.1, “About PlateSpin Recon Licensing,” on page 25](#)
- ♦ [Section 3.2, “Activating Your Product License,” on page 25](#)
- ♦ [Section 3.3, “Managing Licenses,” on page 26](#)

3.1 About PlateSpin Recon Licensing

A PlateSpin Recon license entitles the user to one instance of PlateSpin Recon Server. No license is required to install and use the PlateSpin Recon Client.

PlateSpin Recon provides several licensing options at the time of purchase.

Per Use: Limits the amount of time and the number of servers that can be monitored. For example, ten server-days allows monitoring one server for ten days or two servers for five days.

Per Core: Licenses are tied to physical cores for monitoring, regardless of the operating system, platform or the number of servers involved. When available, virtual machines consume licenses based on the cores of their host. If the host has not been inventoried, licenses are consumed based on the number of virtual CPUs assigned to the VM.

NOTE: License types cannot be combined. Licensing does not apply limits during discovery, but only during inventory and monitoring.

For more information about Virtual Center licensing, see “Virtual Center” in the *PlateSpin Recon User Guide*.

3.2 Activating Your Product License

After PlateSpin Recon is purchased, PlateSpin sends an e-mail containing an activation code and product details. After installation, launch PlateSpin Recon and click *Activate* to launch the License Wizard. It prompts you to choose either online or offline activation.

- ♦ [Section 3.2.1, “Online Activation,” on page 25](#)
- ♦ [Section 3.2.2, “Offline Activation,” on page 26](#)

3.2.1 Online Activation

Online activation requires Internet access. An activation code and the e-mail address that was used to download the product are also necessary.

NOTE: HTTP proxy might cause failures during online activation. Offline activation is recommended for users in HTTP proxy environments.

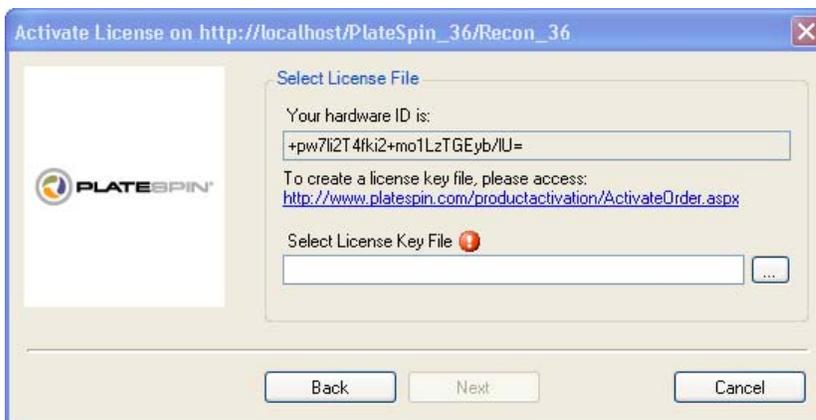
To activate the license online:

- 1 Select the *Online Activation* option and click *Next*.
- 2 Specify the e-mail address and activation code.
- 3 Click *Next* to obtain the PlateSpin Recon license.

The PlateSpin Recon Client obtains the required license via the Internet and activates the PlateSpin Recon Server.

3.2.2 Offline Activation

A user name, password, activation code, e-mail address, and hardware ID are required to get the license key file from the [PlateSpin Activation site](http://www.platespin.com/productactivation/ActivateOrder.aspx) (<http://www.platespin.com/productactivation/ActivateOrder.aspx>).



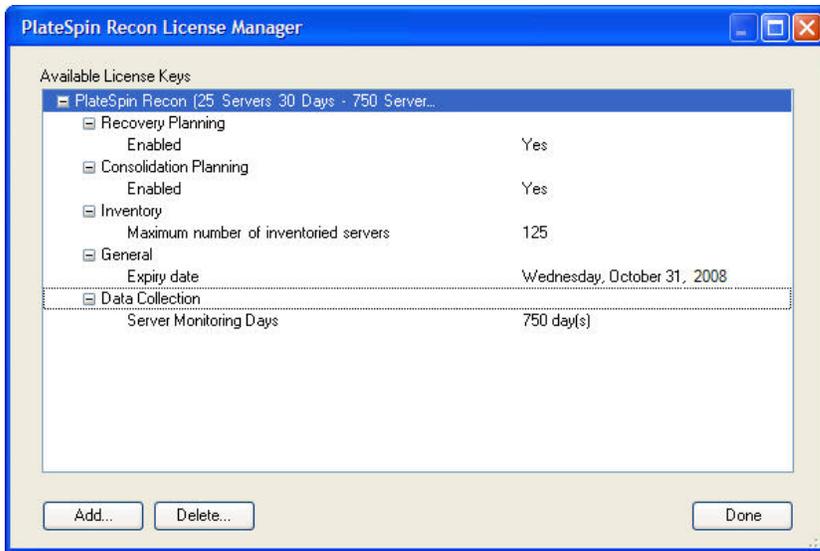
To activate the license offline:

- 1 Select the *Offline Activation* option and click *Next*.
- 2 When prompted, enter the PlateSpin Recon license key file location.

The PlateSpin Recon Client activates the PlateSpin Recon Server based on the license key file.

3.3 Managing Licenses

To access PlateSpin Recon License Manager, navigate to *Tools* and click *License Manager* on the PlateSpin Recon Client tool bar. All PlateSpin Recon licenses are displayed in the PlateSpin Recon License Manager window.



Additional licenses can be added at any time by clicking *Add*. Expired licenses can be deleted by selecting them and clicking *Delete*.

3.3.1 License Splitting

There are cases when more than one PlateSpin Recon Server is needed, such as a system using a number of remote sites that provide distributed monitoring to a central site for analysis, or a very large data center that exceeds the capacity of one PlateSpin Recon Server.

If necessary, a purchased license can be split between 2 or more servers. For example, a per-server license to monitor 1000 servers can be split into one license to monitor 400 servers and another to monitor 600. A per-use license for 3000 server-days of monitoring can be split into one license for 1200 server-days and one license for 1800 server-days.

For more information about splitting licenses, refer to Knowledge Base article [Q20876 \(http://support.platespin.com/kb2/article.aspx?id=20876\)](http://support.platespin.com/kb2/article.aspx?id=20876).

Configuring PlateSpin Recon

4

This section provides information about configuring PlateSpin® Recon and your environment.

- ♦ [Section 4.1, “Network Ports,” on page 29](#)
- ♦ [Section 4.2, “Configuring Microsoft Windows Vista or Windows Server 2008,” on page 30](#)
- ♦ [Section 4.3, “Configuring Monitoring for Citrix XenServer 5.x,” on page 31](#)

4.1 Network Ports

The following ports must be left open for use by PlateSpin Recon:

Table 4-1 Required Port Access

Port	Protocol	Port Usage Description
Discovery		
389	TCP	LDAP
3268	TCP	LDAP to Global Catalog
SNMP 161, 162	TCP/UDP	Standard SNMP
Inventory (Linux*/VMware ESX 2.5 or earlier)		
22	TCP	SSH Port used when adding supported Linux servers or VMware ESX Servers
Inventory (VMware Infrastructure 3.x)		
22	TCP	SSH Port used
443	TCP	VMware Infrastructure Web Services port
Inventory (Windows Servers)		
137	TCP/UDP	Netbios-ns
138	TCP/UDP	Netbios Datagram Service
135 (WMI inventory only)	TCP	For DCOM/RPC communication because PlateSpin Recon utilizes WMI when adding Windows-based servers
389 (Domain Inventory only)	TCP	LDAP
3268 (Domain Inventory only)	TCP	LDAP to Global Catalog
445	TCP/UDP	microsoft-ds
1024-5000 (WMI inventory only)	TCP	Dynamic RPC range for WMI
Inventory (NetWare®)		
524	TCP	Netware Inventorying

Port	Protocol	Port Usage Description
Monitoring		
22	TCP	Unix Monitoring
137	UDP	Netbios-ns
138	TCP	Netbios Datagram Service
445	TCP	
524	TCP	Netware Monitoring

4.2 Configuring Microsoft Windows Vista or Windows Server 2008

The following configurations are required or recommended to inventory Windows Vista/Windows Server 2008 with PlateSpin Recon:

- ♦ Remote Registry services need to be turned on to allow PlateSpin Recon monitoring to function correctly
- ♦ Inventory with Windows Management Instrumentation (WMI) needs to have firewall exception rules set up
- ♦ File and Printer Sharing exception needs to be enabled in the Windows Firewall

To set the Remote Registry service to automatic start:

- 1 Click *Start*.
- 2 In the search block; type `services.msc` and press Enter.
- 3 Right-click the *Remote Registry* service, then select *Properties*.
- 4 Select *Automatic* as the startup type.
- 5 Click *OK*.
- 6 Restart the computer to complete the changes.

To allow inventory with WMI:

- 1 Click *Start > Control Panel > Windows Firewall*.
- 2 Click *Change Settings*.
The *Windows Firewall Settings* dialog box is displayed.
- 3 Click the *Exceptions* tab.
- 4 Enable the *Windows Management Instrumentation* check box.
- 5 Click *OK*.
- 6 Click *Start > Control Panel > System and Maintenance > Administrative Tools*.
- 7 Double-click *Windows Firewall with Advanced Security*.
The *Windows Firewall with Advanced Security* dialog box is displayed.
- 8 Click *Inbound Rules*.
The *Inbound Rules* are displayed.

- 9 Right-click the green/checked *Windows Management Instrumentation (Async-In)* rule and select *Properties*.
- 10 Click the *Scope* tab.
- 11 In the *Remote IP address* area, enable *Any IP address*.
- 12 Click *OK*.
- 13 Repeat [Step 9](#) through [Step 12](#) for the green/checked Inbound Rules *Windows Management Instrumentation (DCOM-In)* and *Windows Management Instrumentation (WMI-In)*.

To enable the file and printer sharing exception in Windows Firewall:

- 1 Click *Start > Control Panel > Windows Firewall*.
- 2 Click *Change Settings*.
The *Windows Firewall Settings* dialog box is displayed.
- 3 Click the *Exceptions* tab.
- 4 Select the *File and Printer Sharing* check box.
- 5 Click *OK*.

4.3 Configuring Monitoring for Citrix XenServer 5.x

Earlier versions of Citrix* XenServer* (such as 4.1) allowed instantaneous gathering of performance metrics, but changes to the XenServer API have deprecated this feature. Performance counters (CPU, Network, and Disk) return zero (0) in version 5.0 and later unless the XenServer Host is configured to gather the performance metrics by using the new API.

To configure Citrix XenServer performance monitoring:

- 1 On the XenServer host, enter the following in the console:

```
xe host-param-set other-config:rrd_update_interval=1 uuid=<host-uuid>
```
- 2 Restart the host.

PlateSpin Recon can now monitor Citrix XenServer 5.x and gather values for its performance counters. For more information, see [Persistent XenServer Performance Statistics \(http://docs.xen-source.com/XenServer/5.0.0/1.0/en_gb/sdk.html#using_http\)](http://docs.xen-source.com/XenServer/5.0.0/1.0/en_gb/sdk.html#using_http).

Uninstalling PlateSpin Recon

5

The process to uninstall PlateSpin® Recon depends on how it is installed. As a general guideline, use the control panel's *Add/Remove programs* item to remove the PlateSpin Recon client, server, and whichever database (PostgreSQL, SQL 2000/2005), if any, you have installed.

After you uninstall, you need to manually remove the folders from your system's *Program Files* folder, which are left behind to preserve log files.

NOTE: If you are removing PostgreSQL or SQL 2000/2005, you also need to remove the PlateSpin Recon user from your system.

Starting and Stopping the PlateSpin Recon Services

A

PlateSpin® Recon comprises of the PlateSpin Recon Monitoring Service and the PlateSpin Recon Service. If you want to manually start and stop these services, review the information in the following sections:

- ♦ [Section A.1, “Manually Starting the PlateSpin Recon Services,” on page 35](#)
- ♦ [Section A.2, “Manually Stopping the PlateSpin Recon Services,” on page 35](#)

A.1 Manually Starting the PlateSpin Recon Services

- 1 Open the Windows Services window in one of the following ways:
 - ♦ From the desktop Start menu, click *Settings > Control Panel*, then double-click *Administrative Tools > Services*.
 - ♦ From the desktop Start menu, click *Run*, type `services.msc` in the *Open* option, then click *OK*.
- 2 Start the PlateSpin Recon Monitoring Service 3.6 and the PlateSpin Recon Service 3.6 in one of the following ways:
 - ♦ Right-click the PlateSpin Recon service you want to start, then click *Start*.
 - ♦ Select the PlateSpin Recon service you want to start, then click the *Action* menu > *Start*.
 - ♦ Select the PlateSpin Recon service you want to start, then click the ▶ icon on the toolbar.

A.2 Manually Stopping the PlateSpin Recon Services

- 1 Open the Windows Services window in one of the following ways:
 - ♦ From the desktop Start menu, click *Settings > Control Panel*, then double-click *Administrative Tools > Services*.
 - ♦ From the desktop Start menu, click *Run*, type `services.msc` in the *Open* option, then click *OK*.
- 2 Stop the PlateSpin Recon Monitoring Service 3.6 and the PlateSpin Recon Service 3.6 in one of the following ways:
 - ♦ Right-click the PlateSpin Recon service you want to stop, then click *Stop*.
 - ♦ Select the PlateSpin Recon service you want to stop, then click the *Action* menu > *Stop*.
 - ♦ Select the PlateSpin Recon service you want to stop, then click the ■ icon on the toolbar.

Documentation Updates

B

This section contains information on documentation content changes that were made in this *Getting Started Guide* after the initial release of Novell® PlateSpin® Recon 3.6. The information can help you to keep current on updates to the documentation.

The documentation is provided on the Web in two formats: HTML and PDF. The HTML and PDF documentation are both kept up-to-date with the documentation changes listed in this section.

If you need to know whether a copy of the PDF documentation you are using is the most recent, the PDF document contains its publish date on the front title page.

The documentation was updated on the following date:

- ♦ [Section B.1, “March 15, 2010,” on page 37](#)
- ♦ [Section B.2, “July 17, 2009: 3.6.1,” on page 37](#)

B.1 March 15, 2010

Updates were made to the following sections:

Location	Update
Section 1.1.1, “PlateSpin Recon Server Hosts,” on page 9	The supported Windows 2008 (SP0) operating system has been replaced with Windows 2008 (SP1).
Section 1.1.2, “PlateSpin Recon Client Hosts,” on page 10	The supported Windows 2008 (SP0) operating system has been replaced with Windows 2008 (SP1).

B.2 July 17, 2009: 3.6.1

Updates were made to the following sections:

Location	Update
Section 2.2, “Upgrading from PlateSpin Recon 3.6 to PlateSpin Recon 3.6.1,” on page 22	Newly added this section.
Appendix A, “Starting and Stopping the PlateSpin Recon Services,” on page 35	Newly added this section.
