

# AlliedView™-EMS 4.0.1 INSTALLATION GUIDE

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## 1 INTRODUCTION

This Installation Guide describes the installation, configuration, and registration procedures for AlliedView-EMS 4.0.1 on Windows and UNIX. It also describes the system requirements for the application. AlliedView-EMS comprises the Device Manager application for managing Allied Telesis devices, VLAN Manager and QoS Manager.

## 2 SYSTEM REQUIREMENTS

The following software and hardware components are required to run AlliedView-EMS 4.0.1. Make sure that your system meets these requirements before installing AlliedView-EMS 4.0.1.

### 2.1 Windows

Hardware	Pentium based PC, 64MB RAM (128MB+ recommended)
CPU	Pentium 166MHz or greater (400MHz+ recommended)
Operating System	32-bit Windows: Windows 2000 (SP3 or later), Windows XP (SP1 or later), Windows 2003
Video	1024 x 768 pixels, 64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0; SNMPc 7.1; Tivoli NetView 7.1.3; Ipswitch WhatsUp Professional 2006
Hard Disk Space	120MB or greater (240MB or greater HDD space is temporarily required during installation)

### 2.2 Solaris

Hardware	SPARC station 20 or UltraSparc series (UltraSparc recommended), 128MB RAM (256MB recommended)
Operating System	Sun OS 5.8/Solaris 8 (32-bit version)
Video	64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0
Hard Disk Space	145MB or greater (at least 15MB of SWAP area is required during start-up; 275MB HDD space is temporarily required during installation)

### 2.3 HP-UX

Hardware	HP 9000 Workstations, HP Visualize Workstations, 128 MB RAM (256 recommended)
Operating System	HP-UX 11 (32-bit version)
Video	64K or more colors
Supported NMS	HP OpenView Network Node Manager v6.20 and v7.0
Hard Disk Space	220MB or greater (at least 15MB of SWAP area is required during start-up; 435MB HDD space is temporarily required during installation)

### 3 BEFORE YOU BEGIN

Make sure that you satisfy the following requirements before installing AlliedView-EMS 4.0.1.

- You must have administrative rights on the machine where you will install AlliedView-EMS 4.0.1. To make sure that you have administrative rights, log on as administrator before installing AlliedView-EMS 4.0.1.
- If your machine is defined as an Active Directory Domain Controller and if you plan to integrate AlliedView-EMS with a network management application, you should use only one administrator account to install both the network management application and AlliedView-EMS.
- If you plan to integrate AlliedView-EMS 4.0.1 with Castle Rock SNMPc or HP OpenView, you have to install SNMPc or OpenView first before installing AlliedView-EMS 4.0.1. Before installing AlliedView-EMS 4.0.1, stop SNMPc or OpenView if it is running.
- If you plan to integrate AlliedView-EMS 4.0.1 with Ipswitch WhatsUp, you have to install WhatsUp first before installing AlliedView-EMS 4.0.1. Before installing AlliedView-EMS 4.0.1, close the WhatsUp application, stop the WhatsUp Engine service and start the WhatsUp SQL services.
- If you plan to integrate AlliedView-EMS 4.0.1 with Tivoli NetView, you have to install NetView first before installing AlliedView-EMS 4.0.1. Before installing AlliedView-EMS 4.0.1, ensure that NetView is running.
- Please refer to Section 12 [Installation/Uninstallation Notes](#) for any known installation-related issues.

### 4 INSTALLING ALLIEDVIEW-EMS 4.0.1

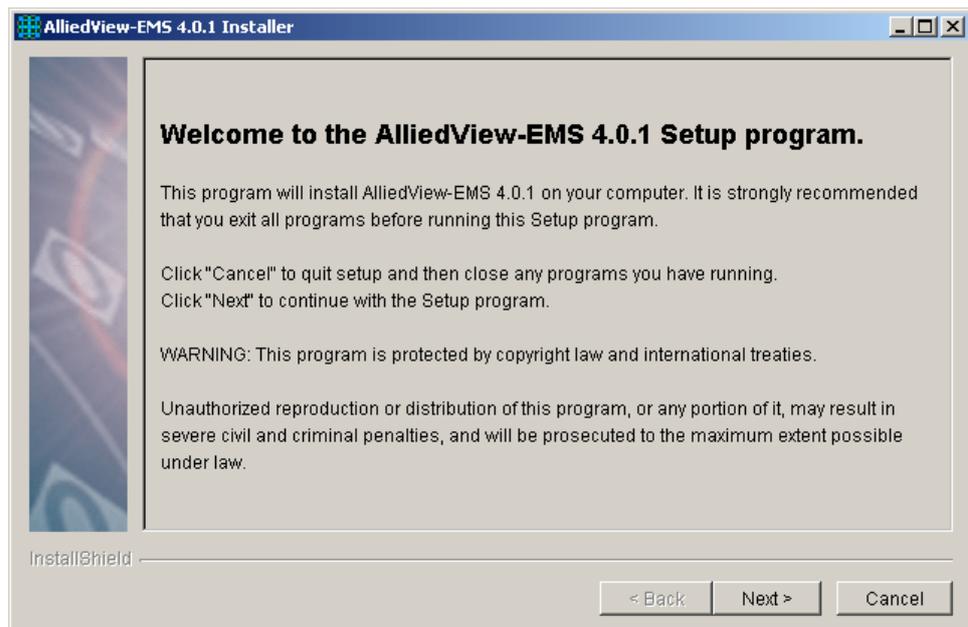
#### 4.1 WINDOWS

To install AlliedView-EMS 4.0.1 for Windows, perform the following procedure.

1. Close all Windows applications before installing AlliedView-EMS 4.0.1 so that the application can detect any existing network management system (NMS) installation in the shortest possible time.
2. Insert the AlliedView-EMS 4.0.1 Installation CD in the CD drive. The AlliedView-EMS 4.0.1 installation setup program will automatically execute and the AlliedView-EMS 4.0.1 splash screen is displayed for a few seconds.

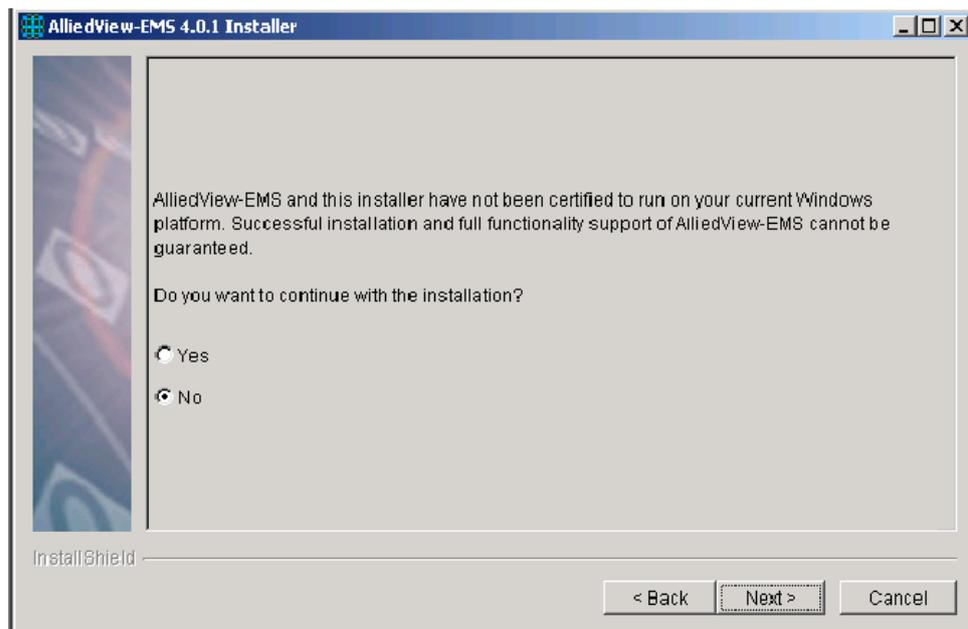
If you downloaded the AlliedView-EMS installer from the Allied Telesis FTP site, point to the folder where the installer program was copied to and double click EMS401.exe.

3. The Welcome window appears after the splash screen has been displayed.



Click Next to continue.

AlliedView-EMS supports Windows 2000, Windows XP and Windows 2003. The next window will be displayed if the installer has detected that your Windows platform is not supported.



If you do not wish to continue with the installation, select No and click Next to terminate the installation setup program.

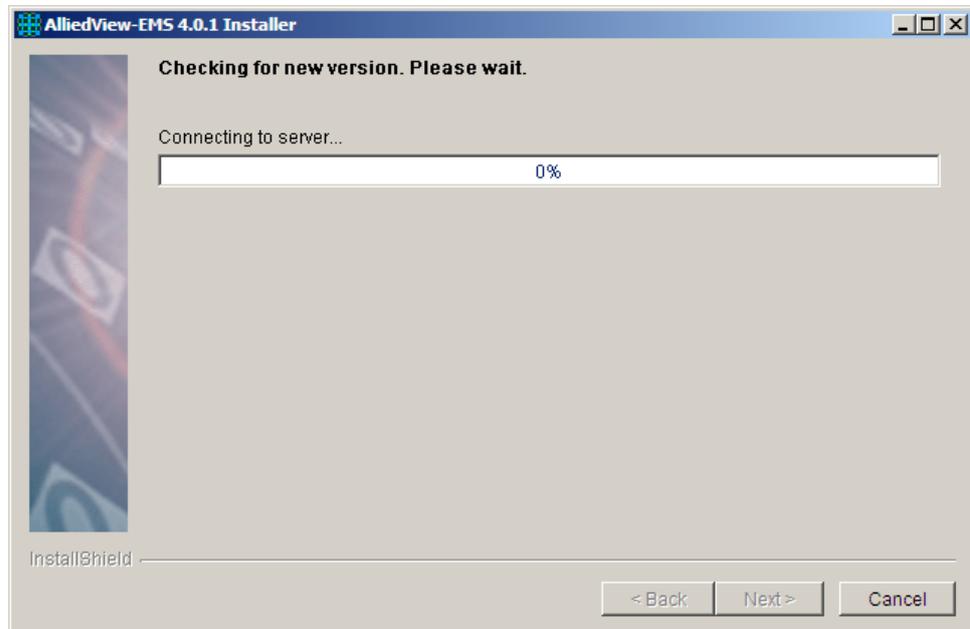
If you wish to continue with the installation, select Yes and click Next. However, successful installation and full functionality support of AlliedView-EMS will not be guaranteed since the Windows platform is not supported.

4. Specify whether you want to check if a later version of the AlliedView-EMS application is available.

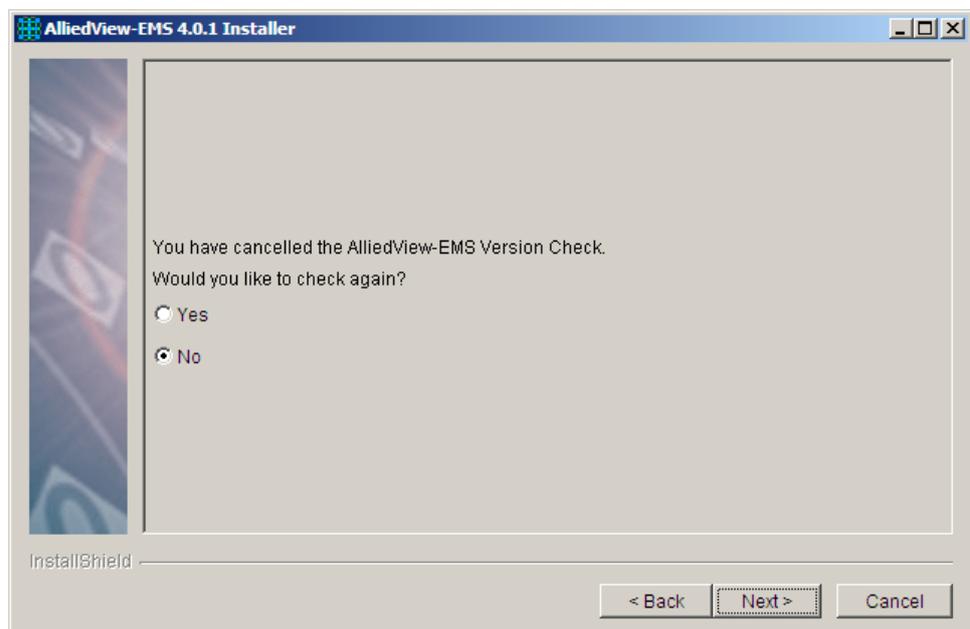


If you do not want to check for the latest version of AlliedView-EMS, select No and click Next. The installer will then proceed to the next window.

If you choose to check for the availability of the latest version, select Yes and click Next. The progress bar is then displayed.



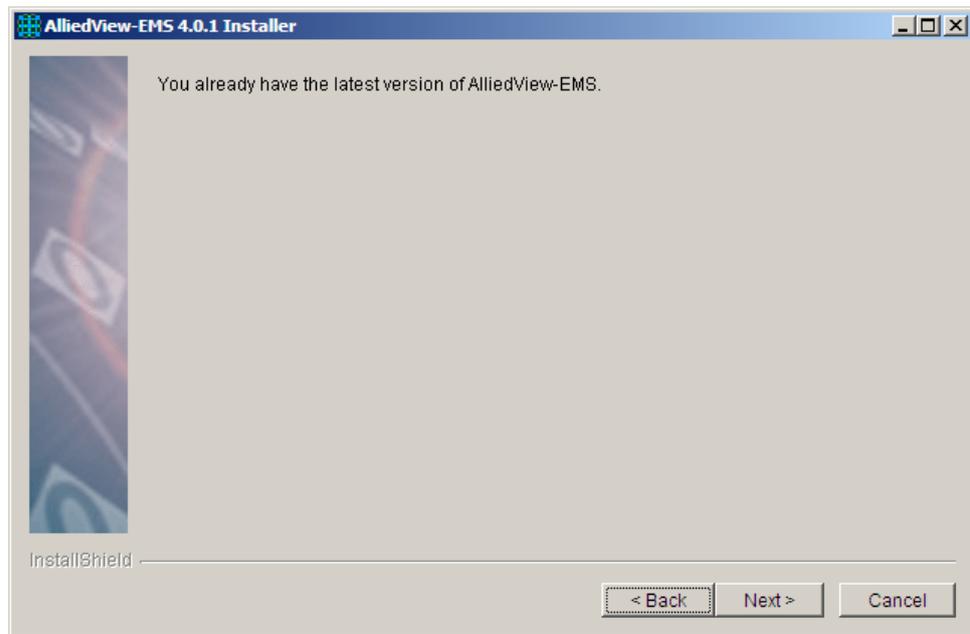
The next window is displayed if you cancel the version checking operation.



If you wish to check again for the latest version of AlliedView-EMS, select Yes and click Next. The installer will then return to the progress bar window to check for the latest version of AlliedView-EMS.

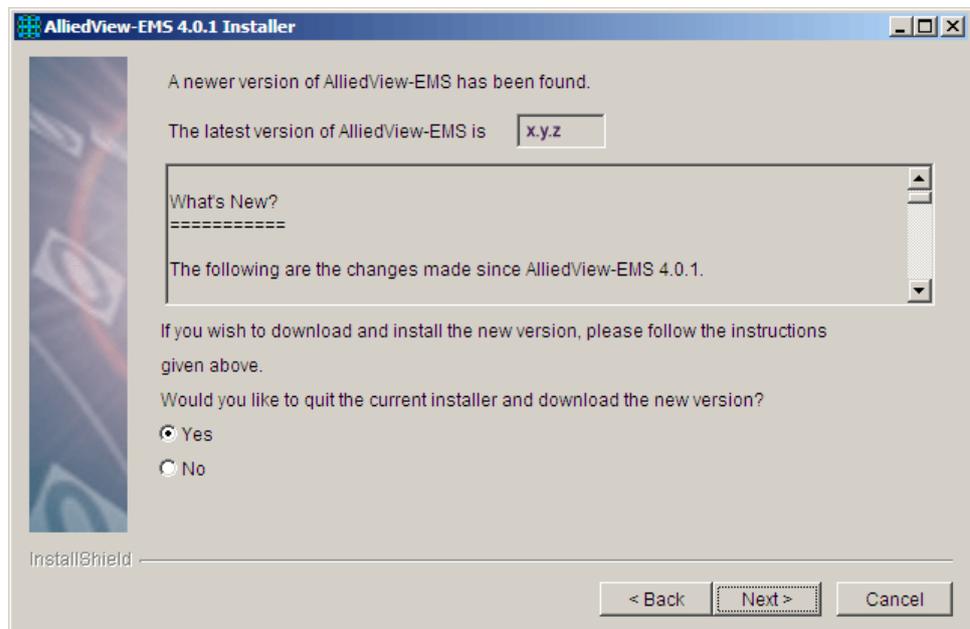
If you do not wish to check for the latest version of AlliedView-EMS, select No and click Next. The installer will then proceed to the next window.

The following window is displayed if you have the latest version of AlliedView-EMS.



Click Next to continue.

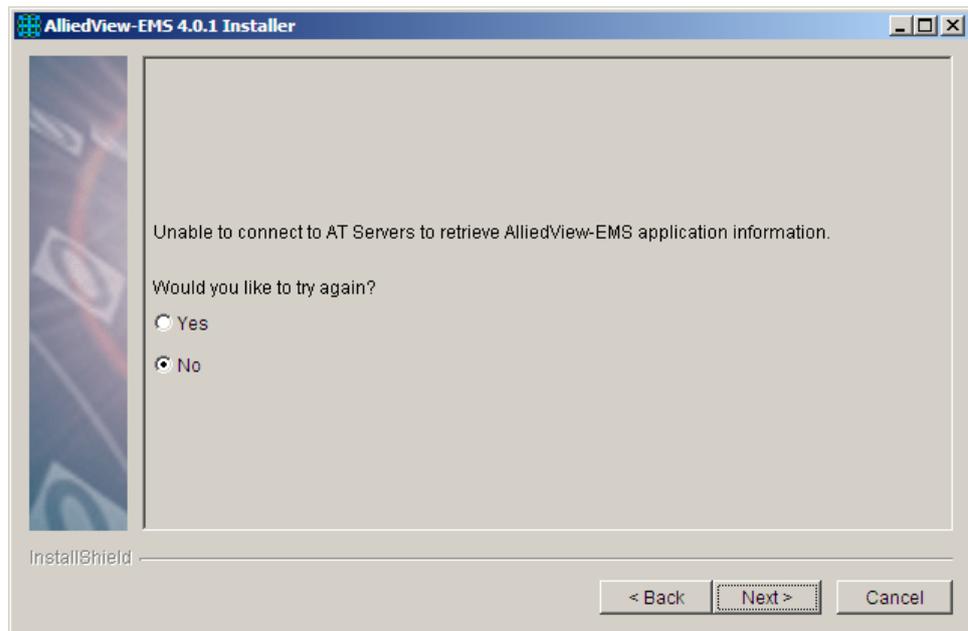
If you do not have the latest version of AlliedView-EMS, information regarding the latest version is displayed.



If you wish to download the latest version of AlliedView-EMS, select Yes and click Next. The installation setup program will terminate to allow you to download the latest version of AlliedView-EMS.

If you do not wish to download the latest version of AlliedView-EMS, select No and click Next, the installer will then proceed to the next window.

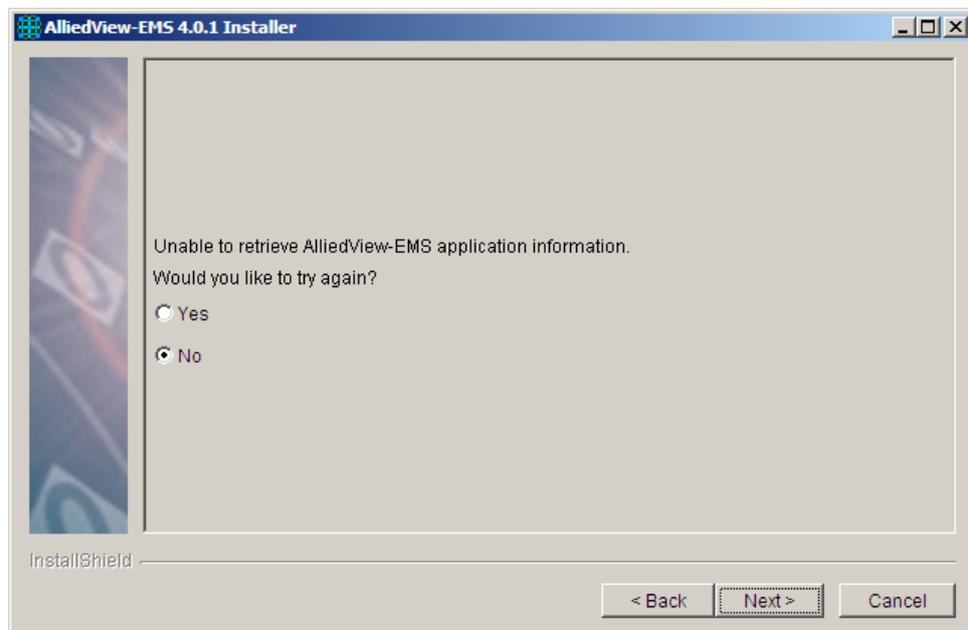
If the installer encounters a connection problem, the following window will be displayed.



If you wish check for the latest version of AlliedView-EMS again, select Yes and click Next. The installer will then return to the progress bar window to check for the latest version of AlliedView-EMS.

If you do not wish to check for the latest version of AlliedView-EMS, select No and click Next. The installer will then proceed to the next window.

If the installer is not able to retrieve any information successfully, the following window will be displayed.

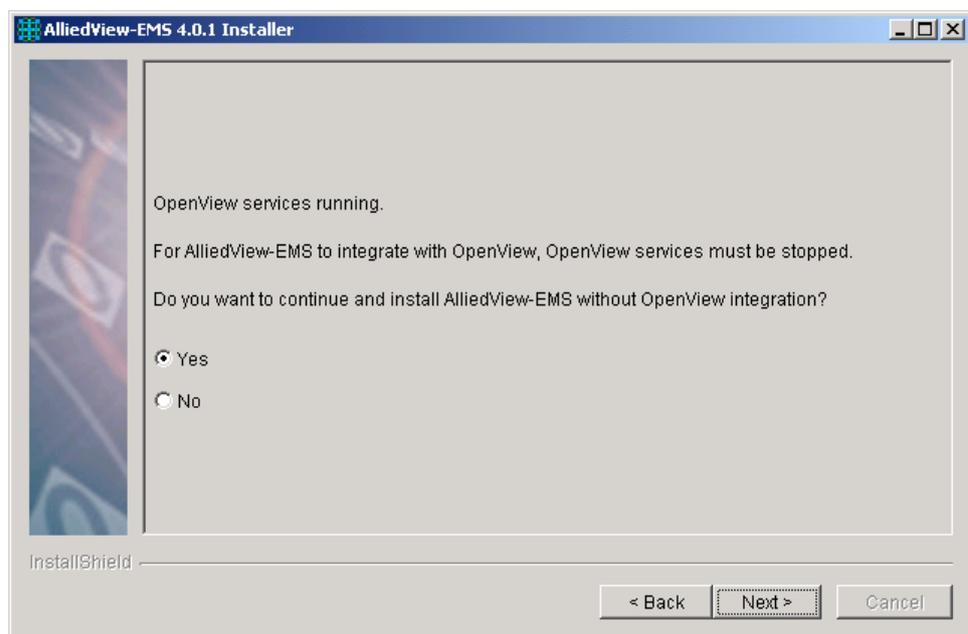


You can select Yes and Click Next if you wish to check for the latest version of AlliedView-EMS again. The installer will then return to the progress bar window to check for the latest version of AlliedView-EMS.

Select No and click Next if you do not wish to check for the latest version of AlliedView-EMS. The installer will then proceed to the next window.

5. If you plan to integrate AlliedView-EMS 4.0.1 with an NMS, the NMS should be in the correct state:
  - For SNMPc and OpenView, services should not be running.
  - For WhatsUp, the WhatsUp Engine service should not be running but the WhatsUp SQL services should be running.
  - For NetView, services should be running.

The next window is displayed if the installer has detected that your NMS is not in its correct state.

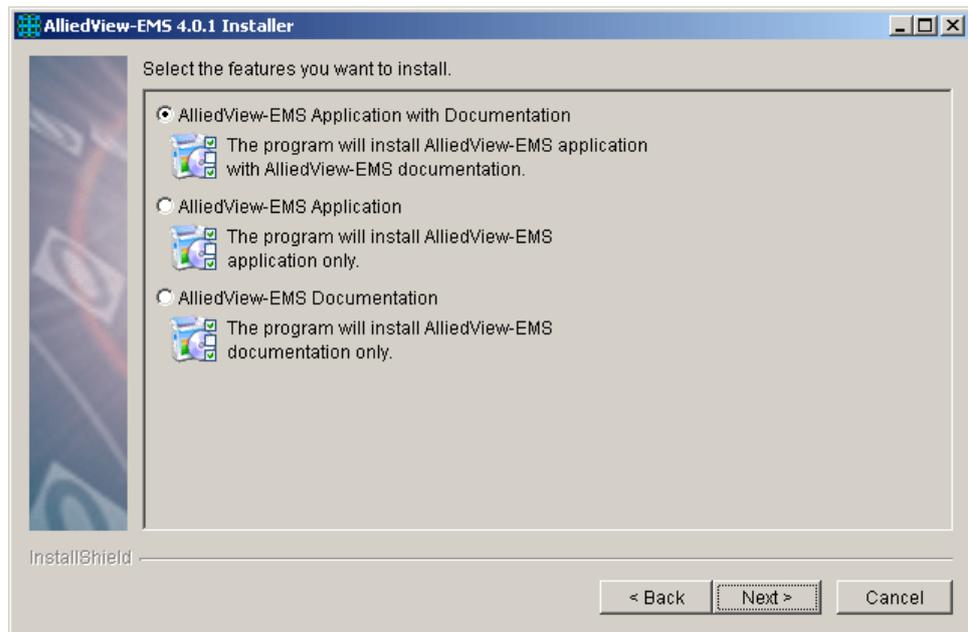


If you plan to integrate AlliedView-EMS 4.0.1 with SNMPc, OpenView or WhatsUp, select No and click Next to continue. Selecting No will terminate the installation setup program. You will then need to stop SNMPc or OpenView services and start the installer again. For WhatsUp, you will need to stop the WhatsUp Engine service, start the WhatsUp SQL services and then start the installer again.

If you do not plan to integrate AlliedView-EMS 4.0.1 with SNMPc, OpenView or WhatsUp, select Yes and click Next to continue. The installer will then proceed to the next window.

Note that the opposite applies for NetView. The window will be displayed if NetView services are not running.

6. Specify whether you want to install both the AlliedView-EMS 4.0.1 application and its documentation. You also have the option to install either the application or the documentation only.



Click Next to continue.

If you choose to install the AlliedView-EMS 4.0.1 application only, the documentation for the application will not be available after the installation. You will have to run the installer again and choose the option “AlliedView-EMS Documentation” to install the documentation.

If you choose to install the AlliedView-EMS 4.0.1 documentation only, you will have to specify a folder where the documents will be installed, unless AlliedView-EMS 4.0.1 application is already installed. You will not have the option to integrate AlliedView-EMS 4.0.1 with an NMS since you will not be installing the application.

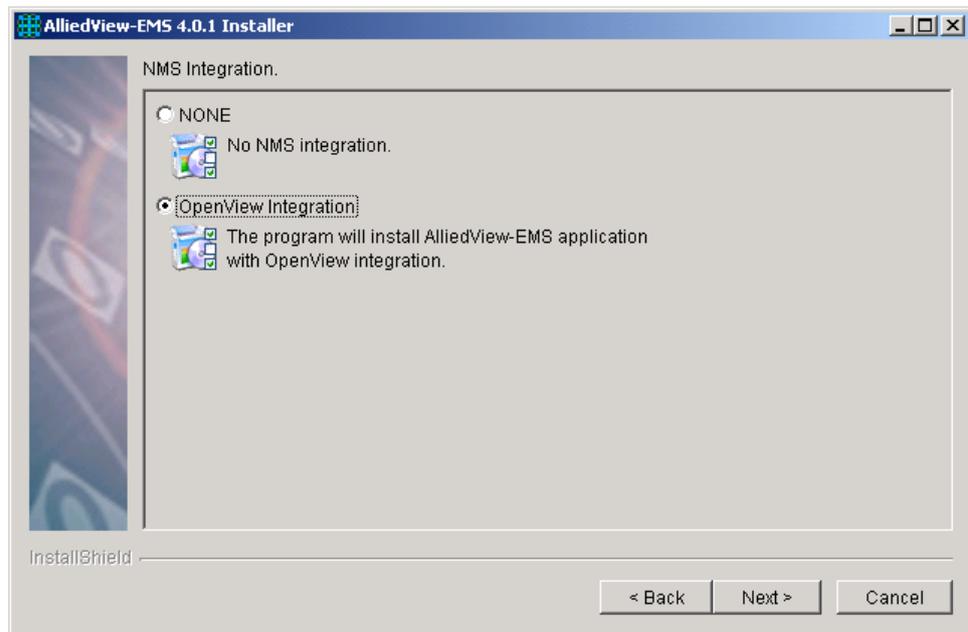
If there is a previous installation of AT-View Plus or AlliedView-EMS on your machine, a message box will open advising you to uninstall the application first before running the AlliedView-EMS 4.0.1 installer again. To uninstall AT-View Plus or AlliedView-EMS, refer to Section 10 [Uninstalling AlliedView-EMS or AT-View Plus](#).

7. Specify the mode or type of installation, if you want to install AlliedView-EMS 4.0.1 and integrate it with an NMS or just install the AlliedView-EMS 4.0.1 application and/or documentation. The selection below will depend on which network management system is installed on your computer.

This window will not be displayed if you have chosen to install the AlliedView-EMS 4.0.1 documentation only, if you do not have an NMS installed on your computer or if the NMS you wish to integrate is not in the correct state (refer to page 10).

**Note** - It is not advisable to have more than one network management application installed on the same machine as conflicts may arise between or among the network management applications installed. Such conflicts may cause the integration between AlliedView-EMS and the selected network management application to fail.

Select “NONE” if you want to install AlliedView-EMS 4.0.1 as a standalone application.



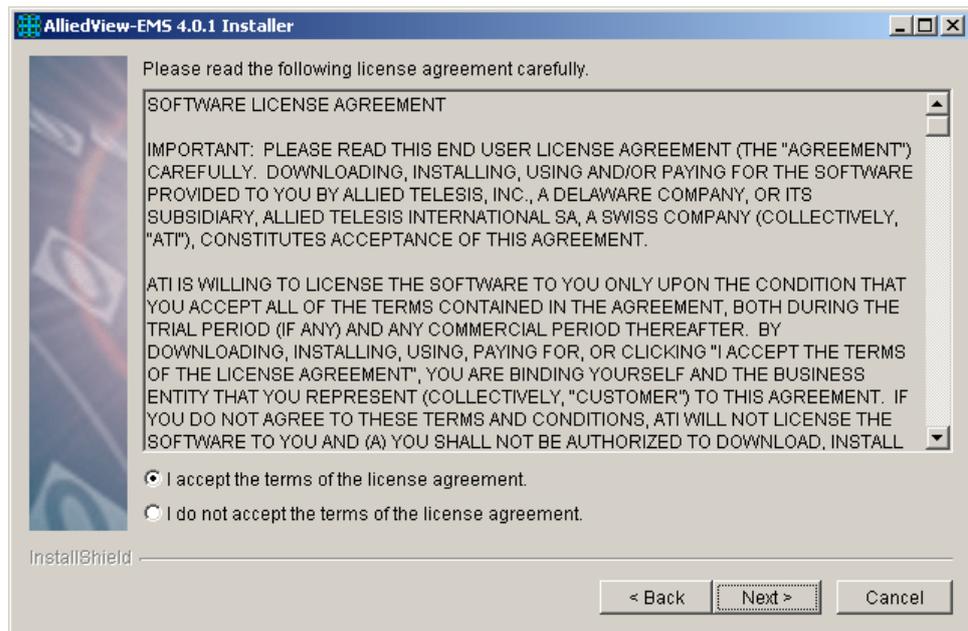
Click Next to continue.

If NetView integration is selected, the following message is displayed:



Click OK to continue.

8. Read the license agreement. To continue with the installation, accept the terms of the license agreement then click Next.



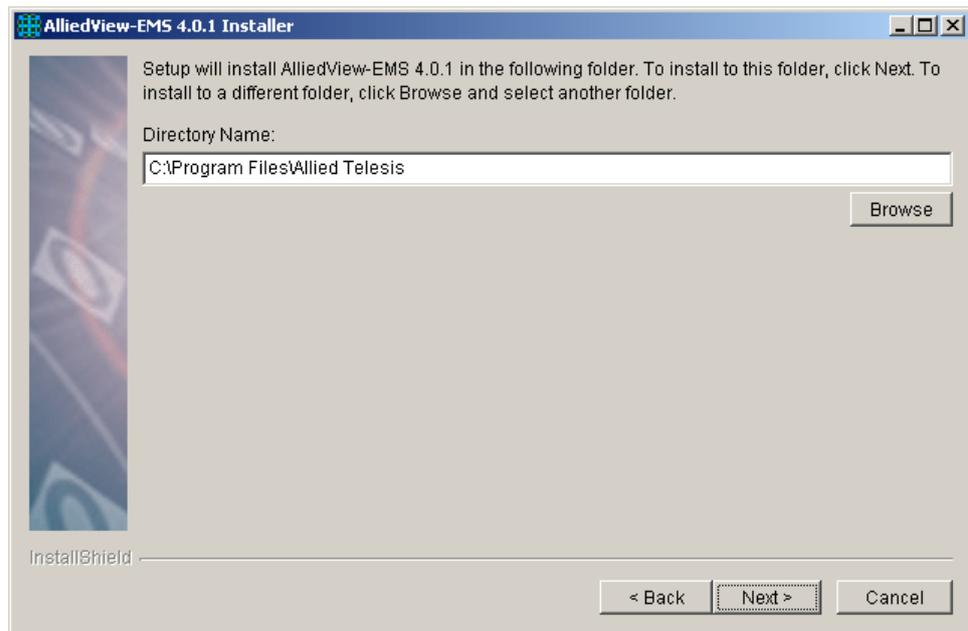
If you choose not to accept the license agreement, the Next button will remain disabled and you cannot proceed with the installation.

9. A message box is displayed informing you that you are installing a 45-day trial version of AlliedView-EMS 4.0.1.



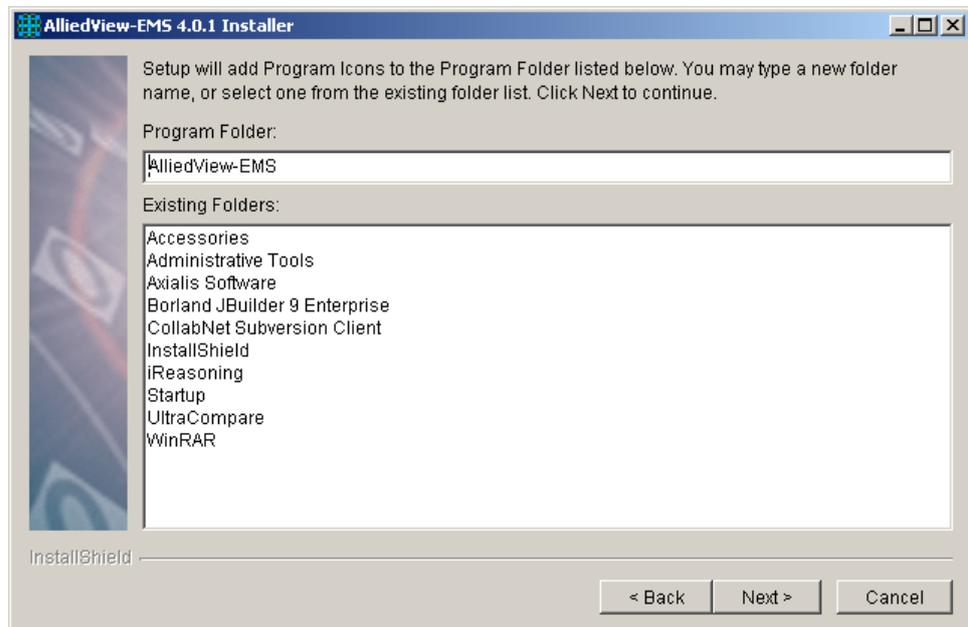
Click OK to continue.

10. You can install AlliedView-EMS 4.0.1 in the default directory or you can specify the directory where you want to install AlliedView-EMS 4.0.1.



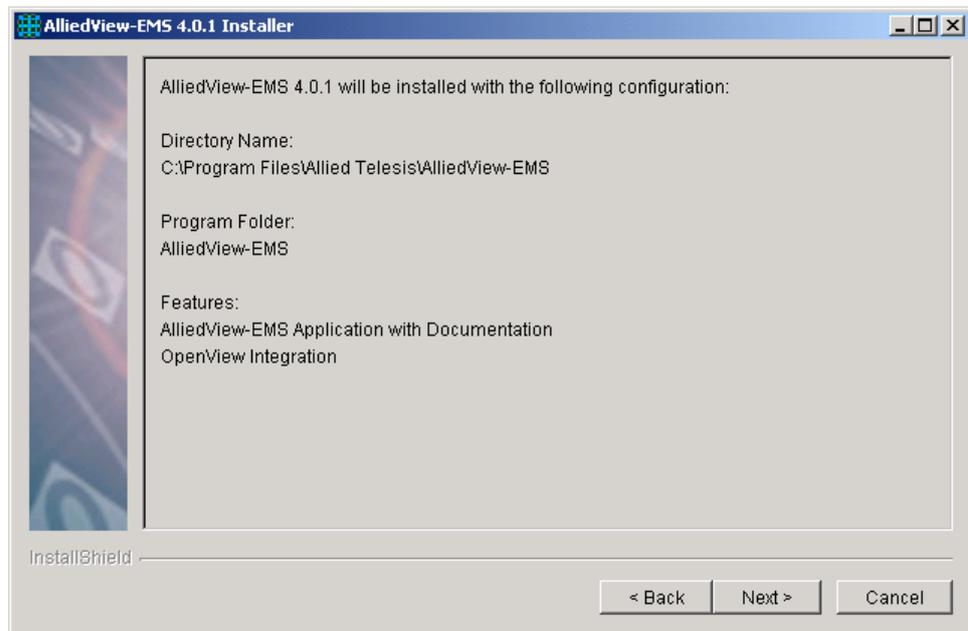
Click Next to continue.

11. Specify the folder where AlliedView-EMS 4.0.1 program icons will be stored. The default folder is AlliedView-EMS.



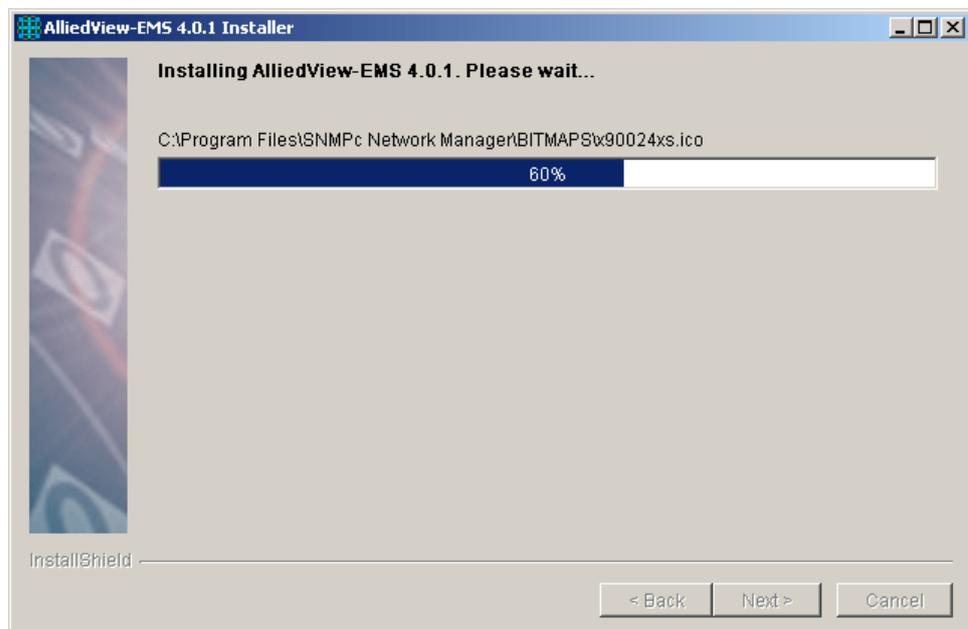
Click Next to continue.

12. Verify that the installation information you have specified is correct.



Click Next to continue.

- The progress of the installation is displayed.



At this point, the AlliedView-EMS 4.0.1 installer initializes the WEB and Telnet external command fields used by the AlliedView-EMS Device Manager application for the current user. Current user refers to the login name that you used when you logged into the system. Initializing the external command fields by the installer allows you to access AlliedView-EMS Help, the WEB browser application within AlliedView-EMS Device Manager or establish a Telnet management session with a device without the need to set the values for these external commands first.

In setting the WEB browser external command field on the Windows platform, the installer checks if Microsoft Internet Explorer or Netscape Navigator is installed. If

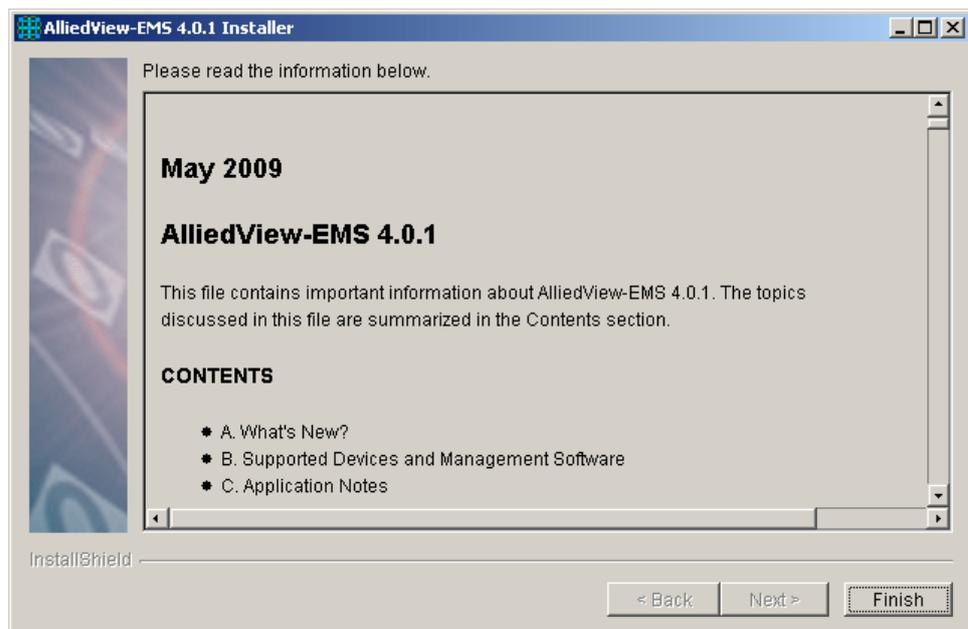
neither of the two browser programs exists, the external command field is left blank. On the UNIX platform, the installer checks if Mozilla is installed.

In setting the Telnet external command field on UNIX, the installer uses the standard Telnet application that comes with the operating system. For Windows 2000, Windows XP, and Windows 2003, the HyperTerminal application is used.

14. Click Next to continue.



15. The release notes will be displayed. Click Finish to close the installation wizard.



## 4.2 HP-UX

To install AlliedView-EMS 4.0.1 on HP-UX, perform the following procedure.

1. Make sure that you have root privilege.
2. Copy the EMS401H.bin file to a temporary directory.
3. Move to the directory where the installation file is.
4. Make sure that the installation file is executable. Use the chmod command to correct the permissions mode of the file.

```
chmod u+x EMS401H.bin
```

5. Enter the following on the command line:

```
./EMS401H.bin
```

6. Press Enter to start the AlliedView-EMS 4.0.1 installer. The AlliedView-EMS 4.0.1 splash screen is displayed for a few seconds then the installation wizard will appear. Use the same procedure as the Windows procedure to install AlliedView-EMS 4.0.1 on your UNIX machine.

## 4.3 SOLARIS

To install AlliedView-EMS 4.0.1 on Solaris, perform the following procedure.

1. Make sure that you have root privilege.
2. Copy the EMS401S.bin file to a temporary directory.
3. Move to the directory where the installation file is.
4. Make sure that the installation file is executable. Use chmod command to correct the permission mode of the file.

```
chmod u+x EMS401S.bin
```

5. Enter the following on the command line:

```
./EMS401S.bin
```

6. Press Enter to start the AlliedView-EMS 4.0.1 installer. The AlliedView-EMS 4.0.1 splash screen is displayed for a few seconds then the installation wizard will appear. Use the same procedure as the Windows procedure to install AlliedView-EMS 4.0.1 on your UNIX machine.

## 5 CONFIGURATION (WINDOWS)

To run AlliedView-EMS 4.0.1 from the command line on Windows, configure the environment variable PATH to point to the directory containing the AlliedView-EMS 4.0.1 executable. For example, if AlliedView-EMS 4.0.1 is installed in C:\Program Files\Allied Telesis\AlliedView-EMS\bin, set the PATH variable as follows:

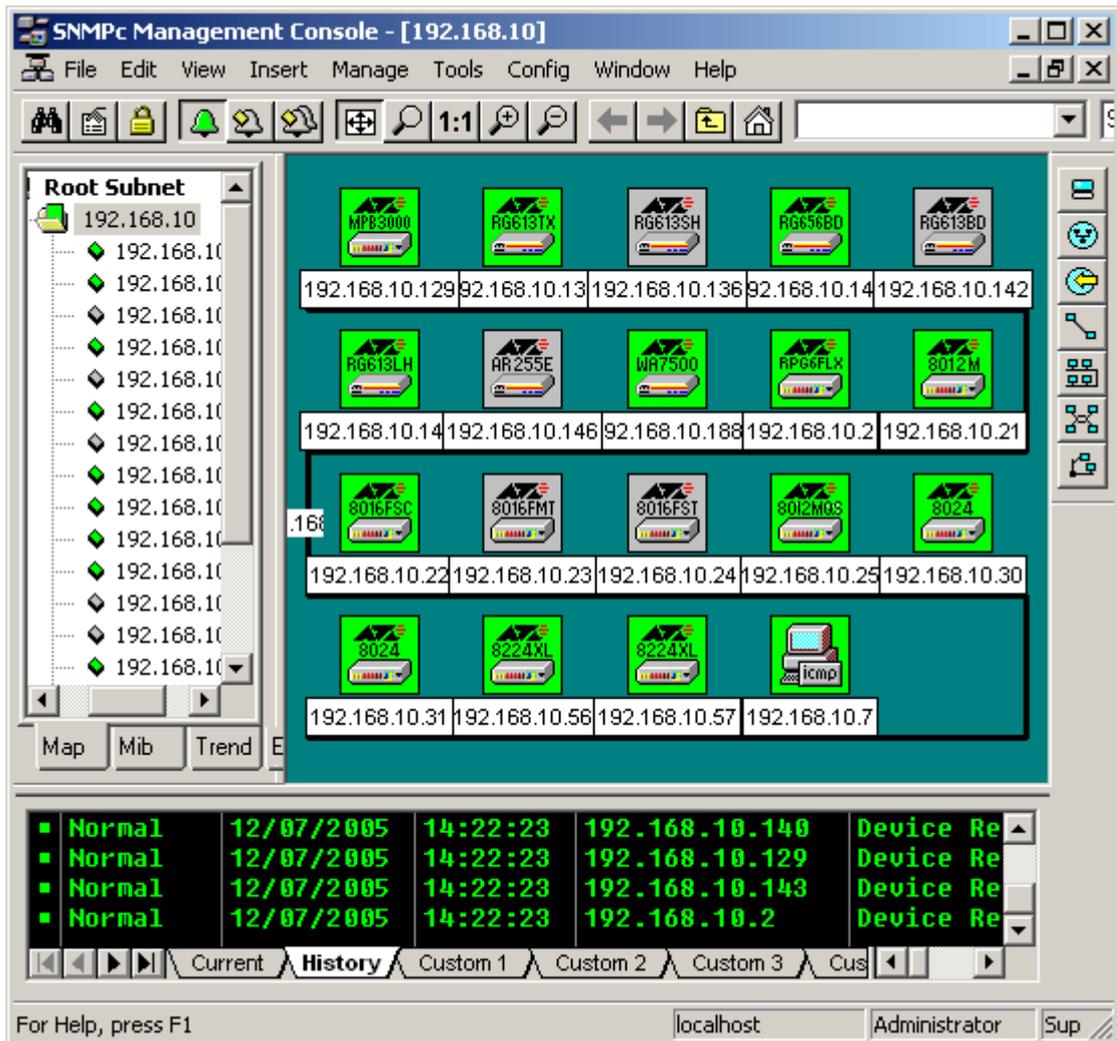
```
set PATH=%PATH%;C:\Program Files\Allied Telesis\AlliedView-EMS\bin
```

This statement can be written in the C:\AUTOEXEC.BAT file, which is automatically executed at system boot.

## 6 INTEGRATING ALLIEDVIEW-EMS 4.0.1 WITH SNMPc

The AlliedView-EMS 4.0.1 installer automatically detects if SNMPc is installed and will perform the necessary integration so that AlliedView-EMS 4.0.1 can be started from within SNMPc. If AlliedView-EMS 4.0.1 is installed before SNMPc, integration will not take place. Reinstallation of AlliedView-EMS 4.0.1 will be required.

**Note** - For Device Manager to run properly on the console component of SNMPc, AlliedView-EMS should be installed with SNMPc integration on both the Server and Console PCs.



When SNMPc is running, double clicking on a device that is not supported by AlliedView-EMS launches SNMPc's BitView program. Double clicking on a device supported by AlliedView-EMS launches the Device Manager application and loads the information for the selected device.

If a device icon is displayed as a computer in SNMPc, double clicking it may not launch Device Manager. In this case, poll the device to change its icon to an ATI product icon then double click the icon again.

**Note** - SNMPc v7.1 and later versions do not allow spaces in device object names. As a result, ATI devices whose system name contains spaces will not be discovered correctly. Labels for such devices will show the device's system name instead of its IP address. Furthermore, launching Device Manager

to connect to these devices will result in the error message: “Request/Poke failed. Error 0x10”. Device Manager will then hang at this point.

To prevent this from happening, the name-value pair “UseSysName=No” can be added to the Polling Agent section of the snmpc.ini file. This will force SNMPc to use the IP address of devices as labels.

**Note** - When SNMPc discovers two or more devices with the same system name, a device icon will be displayed for each. However, all these device icons will have the same label and will be pointing to the same specific device – the first one that was discovered.

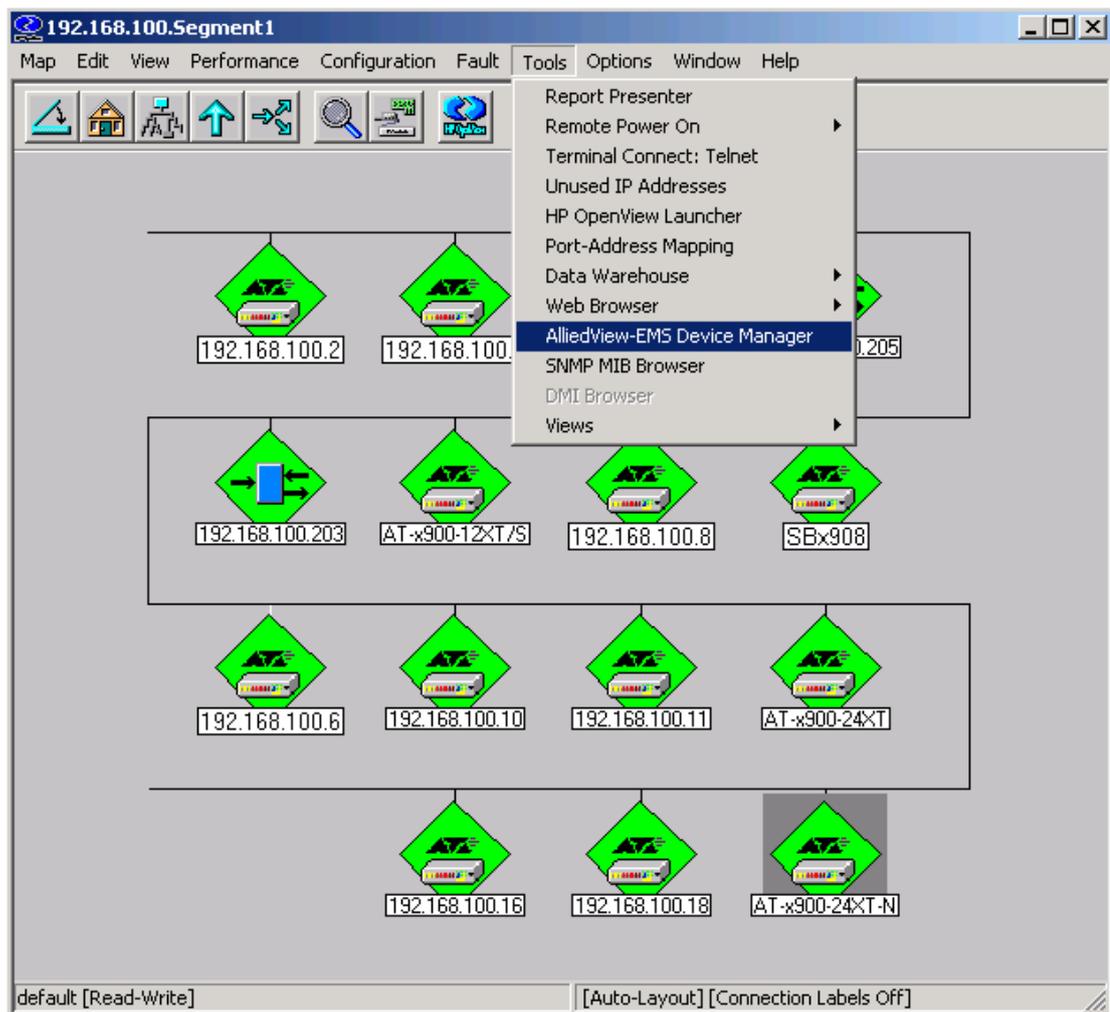
To prevent this from happening, the name-value pair “NoDupNames=Yes” can be added to the SNMPcConfig section of the snmpc.ini file. This will configure SNMPc to append a unique number to the non-unique labels in order to make them unique.

**Note** - AlliedView-EMS temporarily removes the ati6875.mib file from the SNMPc MIB database during integration with SNMPc. This MIB file will be returned upon uninstalling AlliedView-EMS.

**Note** – As a general rule, “x.x.x.255” cannot be accepted as a valid Network Address as this is reserved for Broadcast Network Address. The current firmware version for the AT-9700 series, however, operates differently and does not follow this rule when set via SNMPc. As a result, attempting to launch AV-EMS of an AT-9724TS switch will cause Device Manager to hang and just display “Now connecting.... Please wait a moment.”

## 7 INTEGRATING ALLIEDVIEW-EMS 4.0.I WITH OPENVIEW

The AlliedView-EMS 4.0.I installer automatically detects if HP OpenView is installed and will perform the necessary integration so that AlliedView-EMS 4.0.I can be started from within OpenView. After integration, the “AlliedView-EMS Device Manager” option is added to the “Tools” menu.



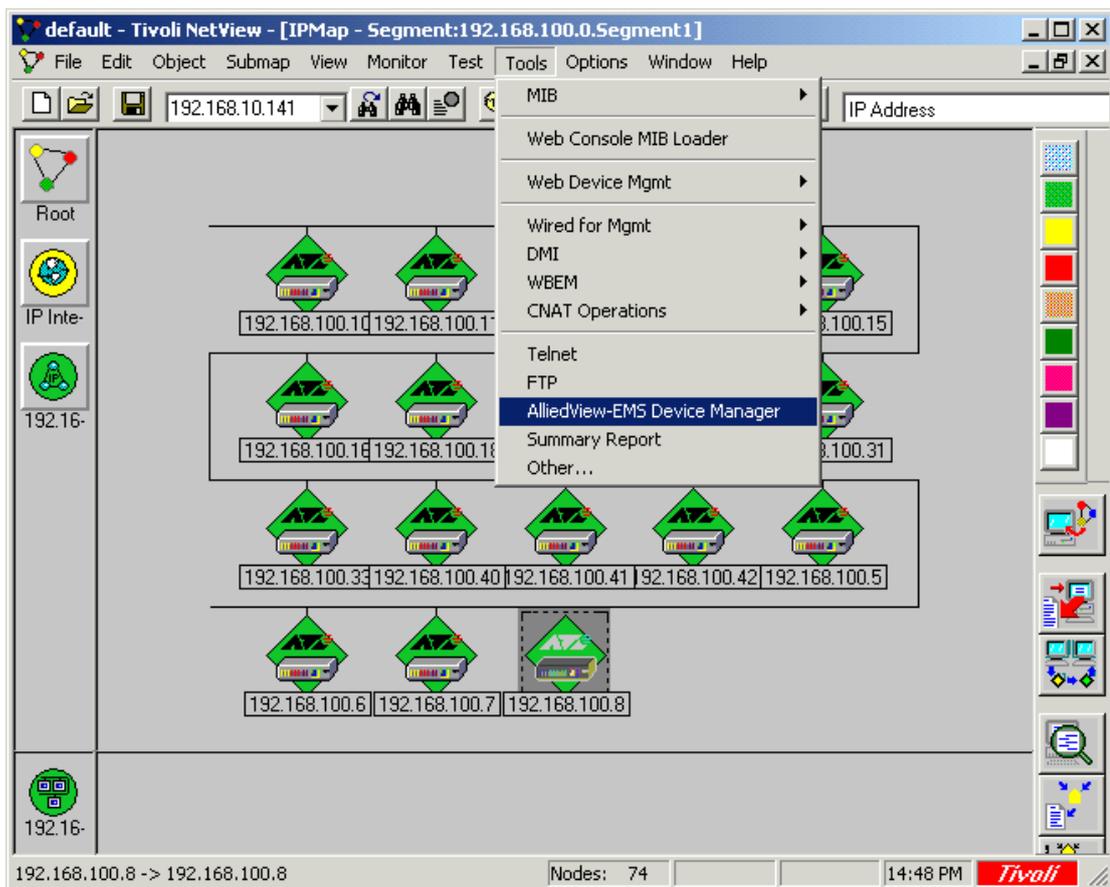
To start AlliedView-EMS for an Allied Telesis device, follow the steps below:

1. Select an Allied Telesis device on the network map.
2. Select Tools or right click on the device icon then choose AlliedView-EMS Device Manager.
3. Device Manager will be launched.

## 8 INTEGRATING ALLIEDVIEW-EMS 4.0.1 WITH NETVIEW

The AlliedView-EMS 4.0.1 installer automatically detects if NetView is installed and will perform the necessary integration so that AlliedView-EMS 4.0.1 can be started from within NetView. After integration, the “AlliedView-EMS Device Manager” option is added to the “Tools” menu.

After installing AlliedView-EMS 4.0.1, NetView does not immediately update its maps to show Allied Telesis icons. You can use the “Demand Poll” selection from the “Test” menu to force NetView to refresh its maps or wait for NetView to complete its scheduled “Polling for Node Configuration”. You can also change the default period of the “Polling for Node Configuration” in order for the discover node configuration to take effect immediately.

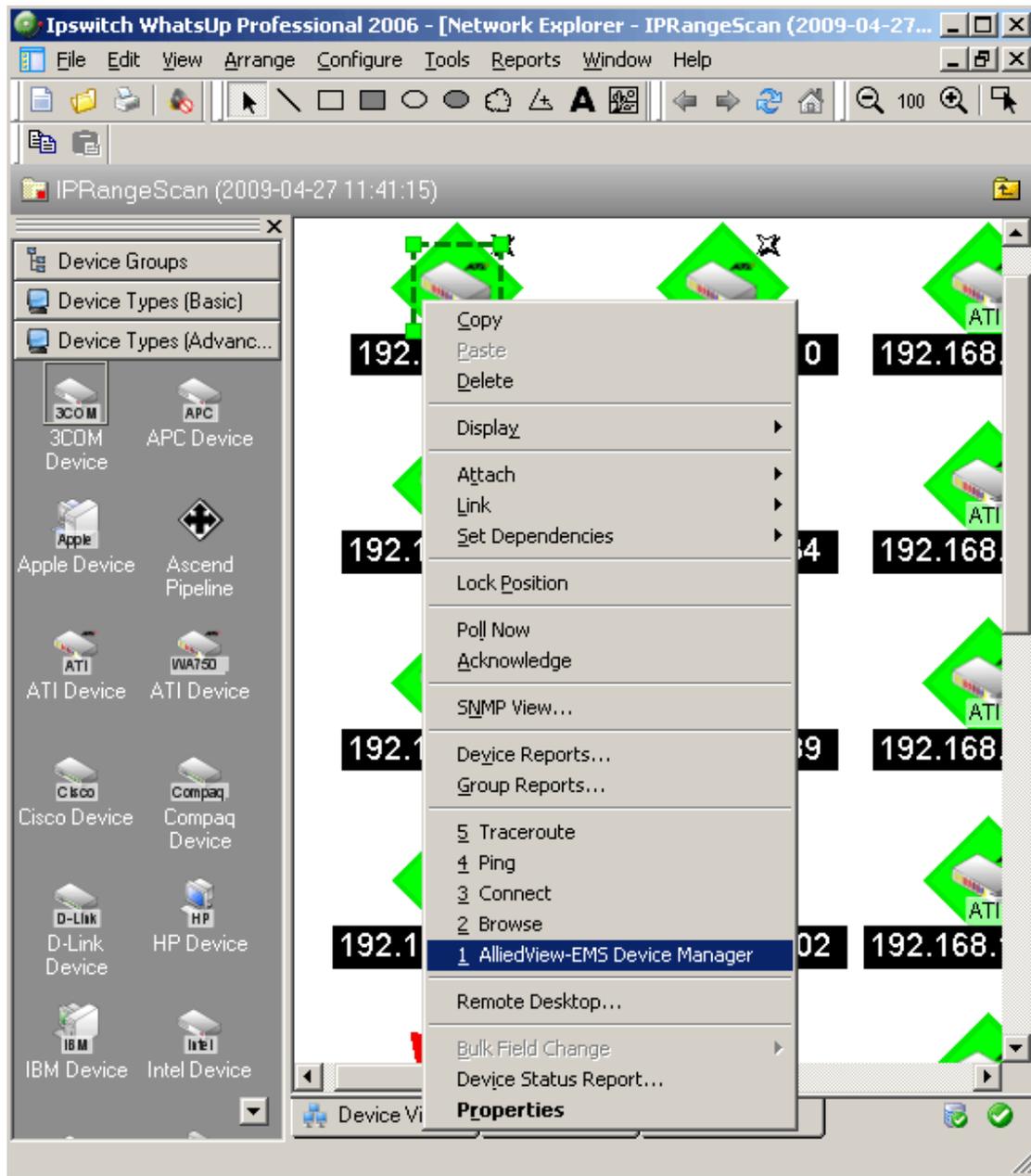


To start AlliedView-EMS for an Allied Telesis device, follow the steps below:

1. Select an Allied Telesis device on the network map.
2. Select Tools>AlliedView-EMS Device Manager.
3. Device Manager will be launched.

## 9 INTEGRATING ALLIEDVIEW-EMS 4.0.1 WITH WHATSUP

The AlliedView-EMS 4.0.1 installer automatically detects if WhatsUp is installed and will perform the necessary integration so that AlliedView-EMS 4.0.1 can be started from within WhatsUp. After integration, the option “AlliedView-EMS Device Manager “ is added to the device context menu.



To start AlliedView-EMS for an Allied Telesis device, follow the steps below:

1. Select an Allied Telesis device on the network map.
2. Right click on the device icon then choose AlliedView-EMS Device Manager
3. Device Manager will be launched.

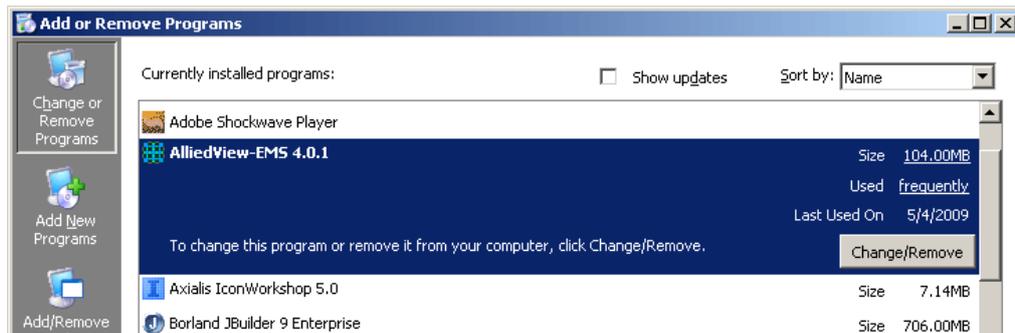
## 10 UNINSTALLING ALLIEDVIEW-EMS OR AT-VIEW PLUS

Before uninstalling AlliedView-EMS or AT-View Plus, make sure that you have administrative rights. If the machine where you installed AlliedView-EMS is defined as an Active Directory Domain Controller, make sure that you use the same administrator account that installed AlliedView-EMS to uninstall it. Using a different administrator account to uninstall AlliedView-EMS will not uninstall the application completely.

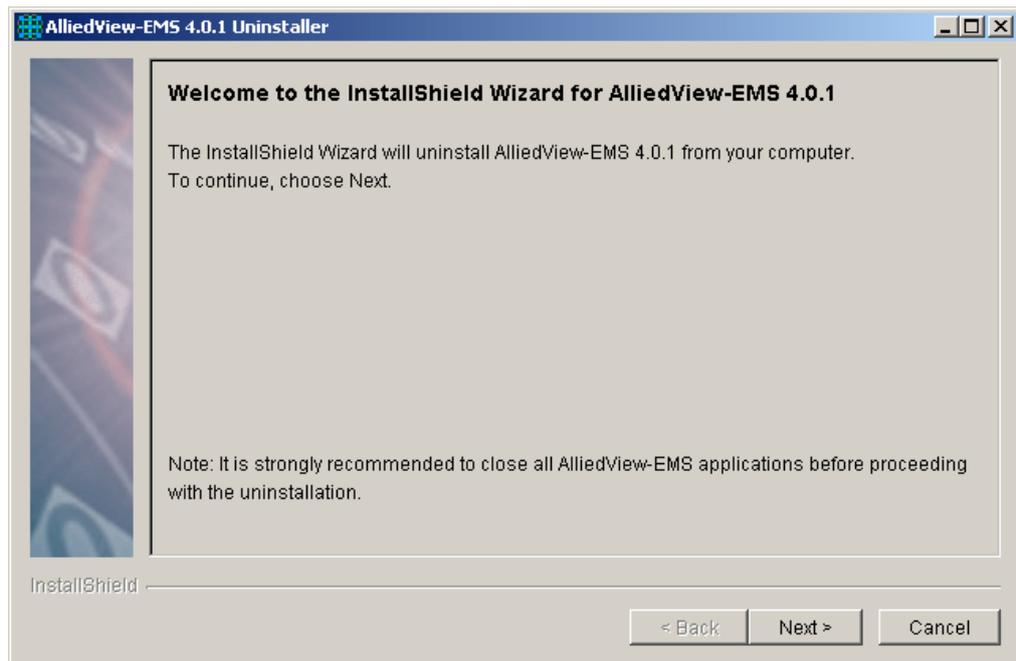
If you are uninstalling AlliedView-EMS or AT-View Plus with NMS integration, check the status of the NMS. For SNMPc or OpenView, make sure that the services are not running. For NetView, make sure that its services are running. For WhatsUp, make sure that the application is closed, the WhatsUp Engine service is not running and the WhatsUp SQL services are running.

### 10.1 Windows

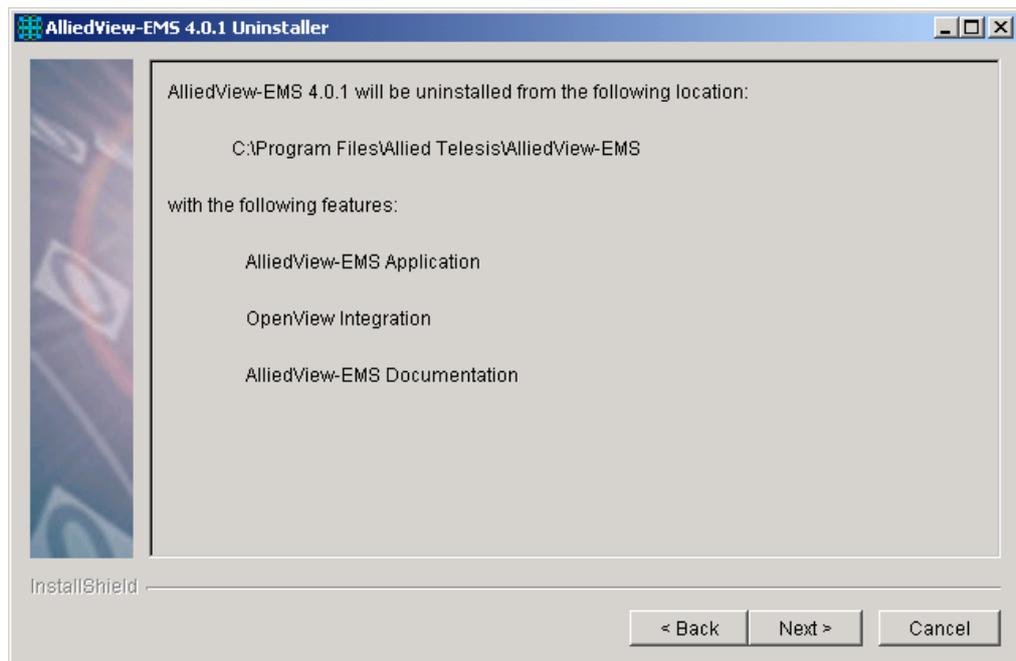
Use the Control Panel's "Add/Remove Programs" utility to uninstall AlliedView-EMS or AT-View Plus and its components. NMS integration files will also be removed during the uninstallation process. To uninstall AlliedView-EMS or AT-View Plus for Windows, perform the following procedure:



1. Select AlliedView-EMS or AT-View Plus then click the "Change/Remove" button. The AlliedView-EMS or AT-View Plus splash screen will be displayed for a few seconds.
2. In the AlliedView-EMS or AT-View Plus Uninstaller window, click Next to continue.



3. A new window is displayed stating that AlliedView-EMS or AT-View Plus and its components will be uninstalled from its installation folder.

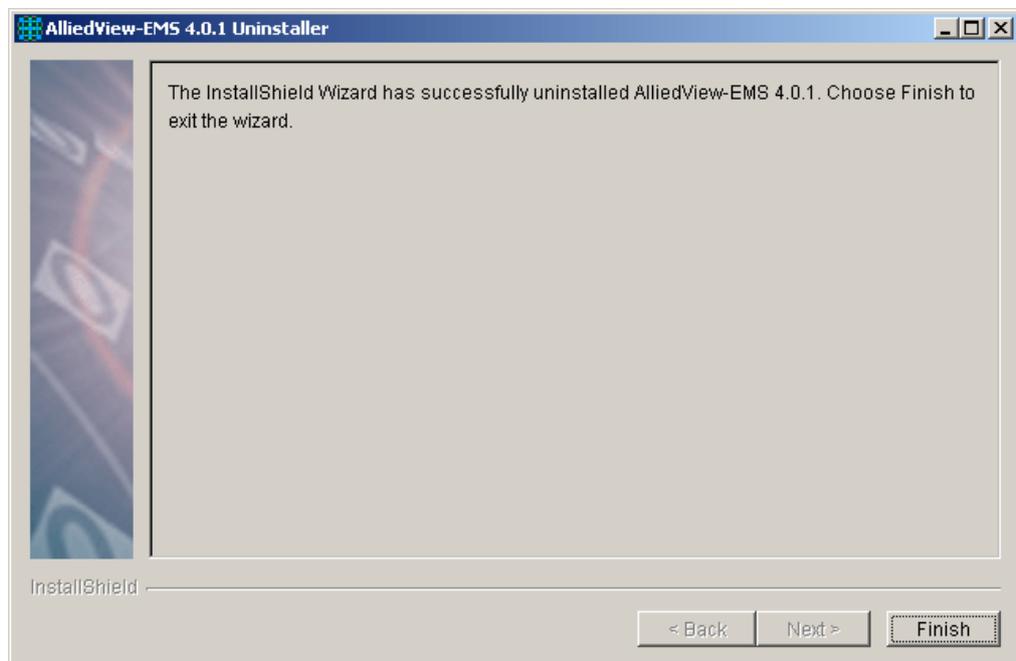


Click Next to uninstall AlliedView-EMS or AT-View Plus.

4. This window is displayed only if the uninstallation program has detected that SNMPc or OpenView services are running or if NetView services are not running or if the WhatsUp Engine service is running and the WhatsUp SQL services are not running. Click OK to terminate the uninstallation. Stop the SNMPc or OpenView services or start the NetView services or stop the WhatsUp Engine service and start the WhatsUp SQL services and run the uninstallation program again.



5. Click Finish. You have successfully uninstalled AlliedView-EMS or AT-View Plus from your computer.



## 10.2 UNIX

To uninstall AlliedView-EMS or AT-View Plus from UNIX, run the application “uninstaller.bin” found in the \_uninstx folder of the AlliedView-EMS or AT-View Plus installation directory, where x is the latest number.

The Uninstall Wizard will appear. To uninstall AlliedView-EMS or AT-View Plus, perform steps 2 to 5 of the uninstallation procedure for Windows.

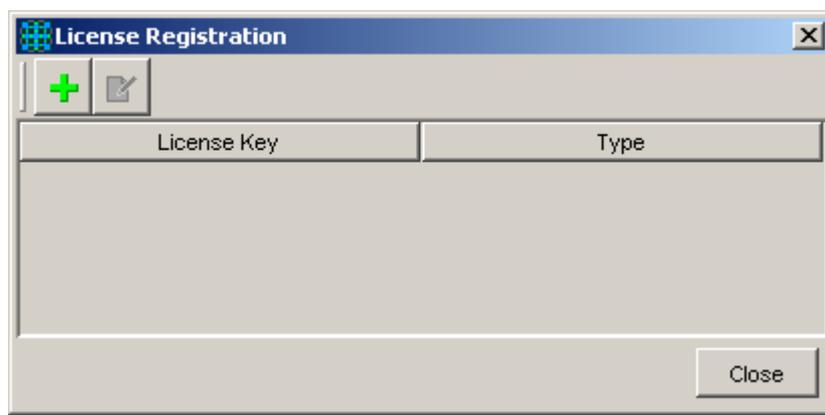
## II LICENSE REGISTRATION

This installation automatically provides you with a 45-day trial period. You will need to enter a license key if you wish to continue to use AlliedView-EMS 4.0.1 after the trial period expires.

For existing AT-View Plus users and users of AlliedView-EMS 3.x and below, your license key will not work on this release. Please contact your Allied Telesis sales representative to upgrade your license.

To register the License Key:

1. Start AlliedView-EMS 4.0.1.
2. Select Help>License Registration. The License Registration dialog box opens.



3. Click the Register License key button. The Register License dialog box opens.



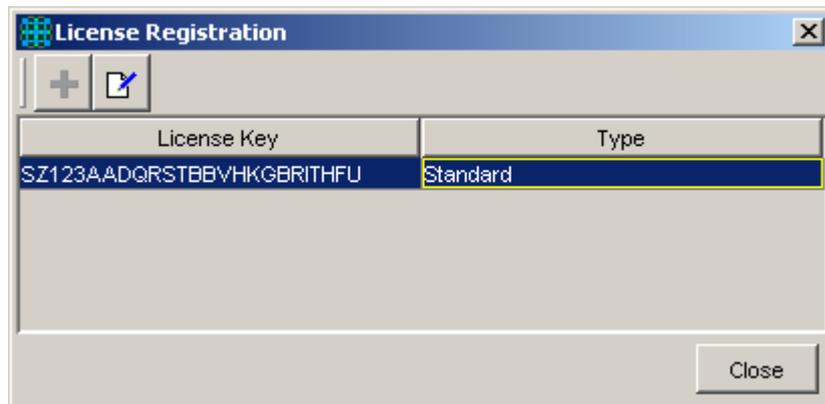
Enter the License Key and the Company Name indicated on the system-generated email provided to you by an Allied Telesis sales representative.

4. Click the OK button. The registered License Key and License Type will be displayed.

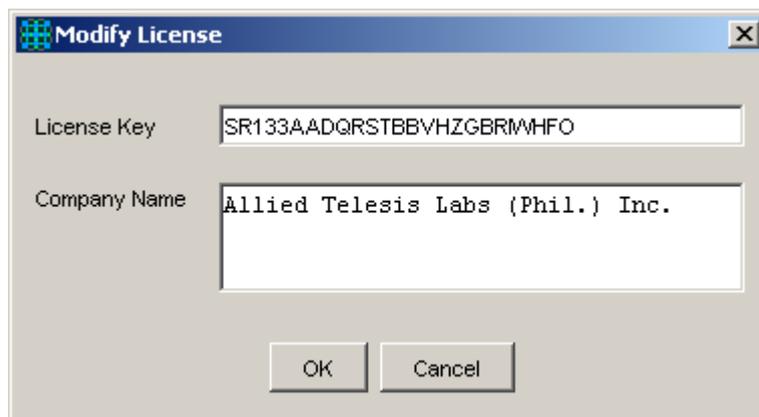
To modify the License Key:

1. Start AlliedView-EMS 4.0.1.

2. Select Help>License Registration. The License Registration dialog box opens.



5. Click the Modify License key button. The Modify License dialog box opens.



Edit License Key and/or Company Name.

6. Click the OK button. The registered License Key and License Type will be displayed.

## 12 INSTALLATION/UNINSTALLATION NOTES

### 12.1 Installation

- If OpenView is installed, a command window (black screen) is displayed for a few seconds after clicking the “Next” button in the Welcome dialog. This is because the installation setup program checks if OpenView services are running.
- When installing AlliedView-EMS 4.0.1 with NetView integration, you may receive the warning message “The NetView Console lost connection to the NetView Server. Exiting the Console.”. This is an expected message and does not affect the installation process.
- When installing AlliedView-EMS 4.0.1 with NetView integration, the installation setup program will invoke NetView’s “loadmib” application to load the MIB files

used by Allied Telesis devices. Loading the MIB files may take some time to complete.

- When installing AlliedView-EMS 4.0.1 with NetView integration, the following warning message may be displayed:

“C:\usr\ov\symbols\ati\_device\_sym.bak exists on this system and is newer than the file being installed. Do you want to replace this file?”

This happens when an AlliedView-EMS 4.0.1 was previously uninstalled and installed again. Click Yes to proceed with the installation setup.

- In UNIX, it is recommended that the AlliedView-EMS 4.0.1 installation setup program be run on a console. Double clicking the setup program from the File Manager window will not close the Run window automatically after the installation has been completed.
- Before installing AlliedView-EMS in UNIX, add the location of Mozilla to the PATH environment variable (e.g. PATH=\$PATH:/opt/mozilla). This will allow the AlliedView-EMS installer to determine where Mozilla is installed. Note that you must run the AlliedView-EMS installer and applications (Device Manager, VLAN Manager and QoS Manager) on the same virtual terminal used to add the location of Mozilla to PATH. The PATH variable does not span virtual terminals so using a different virtual terminal will cause the Online Help and WEB Browser functions to fail.

## 12.2 Uninstallation

- In Windows XP and Windows 2003, if Accessories, Games, Administrative Tools, or any Windows system folder was selected as the program folder during installation, an error message is displayed just before uninstallation is completed. The error message informs the user that the uninstallation program cannot remove the desktop icon. This however does not affect the uninstallation process. The designated AlliedView-EMS program folder is still deleted and uninstallation is processed completely.
- In UNIX, after uninstalling AlliedView-EMS, the user should manually delete the folder where AlliedView-EMS 4.0.1 was installed. When AlliedView-EMS is uninstalled, the directories are not totally removed because some files are used to invoke the un-installation program.
- In UNIX, if the folder where AlliedView-EMS 4.0.1 was previously installed was not deleted, a directory named \_uninstx (where x represents the number of times AlliedView-EMS was installed) is created. Use the latest \_uninstx folder to uninstall the application.
- The following notes apply when uninstalling AlliedView-EMS 4.0.1 with NetView integration:
  - The process to unload MIB files for Allied Telesis devices may take some time to complete.
  - When the NetView applications “\usr\ov\bin\ovw\_fields” and “\usr\ov\bin\ovw\_config” are run after AlliedView-EMS 4.0.1 is uninstalled, some information related to AlliedView-EMS are retained in the NetView database. NetView will continue to recognize Allied Telesis devices but the Allied Telesis icons will not be shown.
  - The following messages may appear when NetView is started after uninstalling AlliedView-EMS 4.0.1:

“\usr\ov\bin\disptec.exe:Unable to get map info: The map is not open. Exiting...”

“java.exe has generated errors and will be closed by Windows. You will need to restart the program. An error log is being created.”

To correct this error, please do the following:

1. Move the file \usr\ov\symbols\ati\_device\_sym.bak to \usr\ov\symbols\c.
2. Rename ati\_device\_sym.bak to ati\_device\_sym.
3. Start the NetView console. The map should now be displayed.
4. Exit from NetView.

### 13 ERROR/ALERT MESSAGES

You may encounter the following alert messages while installing AlliedView-EMS 4.0.1.

Error/Alert Message	Description/Solution
You must have administrator rights to install the AlliedView-EMS 4.0.1 package.  AlliedView-EMS 4.0.1 Installer will now terminate.	You must log on as administrator to the machine where you will install AlliedView-EMS 4.0.1.
AlliedView-EMS and this installer have not been certified to run on your current Windows platform. Successful installation and full functionality support of AlliedView-EMS cannot be guaranteed.  Do you want to continue with the installation?	AlliedView-EMS does not support your Windows platform. You can proceed with the installation but successful installation and full functionality of AlliedView-EMS are not guaranteed.
Unable to connect to AT Servers to retrieve AlliedView-EMS application information.  Would you like to try again?	The installer is unable to connect to the AT Servers to access AlliedView-EMS version information.
Unable to retrieve AlliedView-EMS application information.  Would you like to try again?	The installer was able to connect to the AT Servers but was unable to retrieve AlliedView-EMS version information.
You have cancelled the AlliedView-EMS Version Check.  Would you like to check again?	The user has cancelled the version checking operation by clicking on the Cancel button, and then the Yes button on the resulting confirmation dialog.
AlliedView-EMS [application   documentation   application and documentation] [is   are] already installed on this system.	There is an existing copy of AlliedView-EMS on the machine where you are performing the installation. Exit the installation program and uninstall AlliedView-EMS before running the AlliedView-EMS 4.0.1 installer again.

Error/Alert Message	Description/Solution
<p>Please uninstall AlliedView-EMS [application   documentation] application and documentation] prior to installing AlliedView-EMS 4.0.I.</p> <p>AlliedView-EMS 4.0.I Installer will now terminate.</p>	
<p>AT-View Plus m.n is already installed on this system.</p> <p>Please uninstall AT-View Plus m.n prior to installing AlliedView-EMS 4.0.I.</p> <p>AlliedView-EMS 4.0.I Installer will now terminate.</p>	<p>There is an older version of AlliedView-EMS i.e., AT-View Plus (where m.n is the version) on the machine where you are performing the installation.</p> <p>Exit the AlliedView-EMS 4.0.I installer and uninstall AT-View Plus m.n. Then run the AlliedView-EMS 4.0.I installer again.</p>
<p>SNMPc [or OpenView] services running.</p> <p>For AlliedView-EMS to integrate with SNMPc [or OpenView], SNMPc [or OpenView] services must be stopped.</p>	<p>SNMPc [or OpenView] is running. It is recommended that you exit the installation program, stop SNMPc [or OpenView], then run the AlliedView-EMS 4.0.I installer again if you want to integrate AlliedView-EMS 4.0.I with SNMPc [or OpenView].</p>
<p>NetView services not running.</p> <p>For AlliedView-EMS to integrate with NetView, NetView services must be started.</p>	<p>It is recommended that you exit the installation program, start NetView, then run the AlliedView-EMS 4.0.I installer again if you want to integrate AlliedView-EMS 4.0.I with NetView.</p>
<p>WhatsUp services running and/or WhatsUp SQL service not running.</p> <p>For AlliedView-EMS to integrate with WhatsUp, WhatsUp services must be stopped and WhatsUp SQL service must be running.</p> <p>Do you want to continue and install AlliedView-EMS without WhatsUp integration?</p>	<p>It is recommended that you exit the installation program, stop the WhatsUp Engine service and start the WhatsUp SQL services, and then run the AlliedView-EMS 4.0.I installer again if you want to integrate AlliedView-EMS 4.0.I with WhatsUp.</p>
<p>SNMPc [or OpenView] services running.</p> <p>To uninstall AlliedView-EMS 4.0.I, please stop SNMPc [or OpenView] services.</p> <p>AlliedView-EMS 4.0.I Uninstaller will now terminate.</p>	<p>To uninstall AlliedView-EMS 4.0.I, SNMPc [or OpenView] services must not be running. Exit from the uninstallation program and stop SNMPc [or OpenView] services.</p>
<p>NetView services not running.</p> <p>To uninstall AlliedView-EMS 4.0.I, please start NetView services.</p> <p>AlliedView-EMS 4.0.I Uninstaller will now terminate.</p>	<p>To uninstall AlliedView-EMS 4.0.I, NetView services must be running. Exit from the uninstallation program and start NetView services.</p>
<p>NetView services will be restarted during NMS integration. Do not use the NetView console until AlliedView-EMS 4.0.I installation is complete.</p>	<p>This is a warning message informing you not to use the NetView console during installation. If you do, you will receive the message “The NetView Console lost connection to the NetView Server. Exiting the</p>

Error/Alert Message	Description/Solution
	Console.”. This is an expected message and does not affect the installation process.
<p>WhatsUp services running and/or WhatsUp SQL service not running.</p> <p>To uninstall AlliedView-EMS 4.0.1, please stop WhatsUp services and start WhatsUp SQL service.</p> <p>AlliedView-EMS 4.0.1 Uninstaller will now terminate.</p>	<p>To uninstall AlliedView-EMS 4.0.1, the WhatsUp Engine service must not be running and/or the WhatsUp SQL services must be running. Exit from the uninstallation program and stop the WhatsUp Engine service and/or start the WhatsUp SQL services.</p>
<p>A directory name cannot contain any of the following characters: ;+!@#%&amp;()=}{[]',*?'&lt;&gt; `</p>	<p>In Windows, do not use the following characters ;+!@#%&amp;()=}{[]',*?'&lt;&gt; ` for the directory name .</p> <p>In UNIX, the colon “:” character is included in the list of invalid characters.</p>
<p>Invalid format for the directory name.</p>	<p>To specify a drive in the directory name, the drive must be delimited by a colon followed by a backslash. For example, c:\MyInstall.</p>
<p>A program folder name cannot contain any of the following characters ;+!@#%&amp;()=}{[]',*?'&lt;&gt; :./~</p>	<p>In Windows, do not use the following characters ;+!@#%&amp;()=}{[]',*?'&lt;&gt; :./~ for the program folder name .</p>

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