

JDSU PathTrak™

Return Path Monitoring System

PathTrak Server/Client Installation Guide



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Section 1: Overview

Install Note: **If this is an upgrade from PathTrak Server/Client Version 2.3 or higher please skip to section 7.**

Thank you for your purchase of the JDSU PathTrak monitoring system.

Included with this shipment is a CD-ROM containing a temporary license file which activates your software for a period 60 days from shipment (not the time of installation), then expires. It is recommended that a permanent license file be requested from JDSU prior to installation in order to avoid reconfiguring the license and potentially losing data should the temporary license time out. Obtain permanent license by emailing licensingkey@jdsu.com with the Physical Address (MAC address) of the PC on which the PathTrak server software will be installed as well as the sales order number. The sales order number can be found on a sticker on the outside of the CD-ROM case, instructions are listed below on how to obtain the IP address.

To obtain the Physical Address (MAC address) for the PC on which the PathTrak server software will be installed:

- Select **Start\All Programs\Accessories\Command Prompt**
- In the Command Prompt window type **ipconfig/all**
- The Physical Address (MAC address) is listed in this Command Prompt window.
- Should you wish to install the software yourself, the procedure is summarized in the following pages.

Section 1: Overview

**Contact
Information**

North America

Contact Customer Interaction Center (CIC) at:

1-800-428-4424 Ext. 8311 - United States

1-317-788-9351 Ext. 8311 - Worldwide

E-mail the CIC for the Americas at indcus-tomercare@jdsu.com

Contact Technical Assistant Center (TAC) at:

1-800-428-4424 Ext. 8350 - United States

1-317-788-9351 Ext. 8350 - Worldwide

E-mail the TAC for the Americas at

catv.support@jdsu.com

**JDSU's
Global
Contact List**

For all countries, please access the link at:

["http://www.jdsu.com/products/communications-test-measurement/customer-service.html"](http://www.jdsu.com/products/communications-test-measurement/customer-service.html)

Section 2: Preparing your PC to install PathTrak Server Software

Install Note: **New installs only - for upgrades from PathTrak Version 2.3 or higher please see section 7**



ATTENTION

PathTrak V2.3 and newer **WILL NOT FUNCTION** without the proper license file being installed. If you are upgrading your system from V2.2 or older, the old license.dat file **WILL NOT WORK**. If you do not have a permanent license file or the CD-ROM containing a temporary license file, the software will not install. To obtain a permanent license file, send an e-mail to licensingkey@idsu.com with the Physical Address (MAC address) of the PathTrak Server PC and sales order number.



PathTrak Server Version 2.4 and newer is designed to perform at optimum levels on Windows® XP Professional SP2 and higher or Windows 2003 Server SP2 and higher only. This guide provides you with the configuration information required for these operating systems. You must have Administrator permissions on the PC to install PathTrak Server.

PathTrak Server requires certain programs, files and configurations to be installed that are not necessarily installed by default during the installation of the operating system. These **MUST** be installed prior to installing PathTrak Server. The system will not function if these programs, files and configurations are installed after installing PathTrak Server.

- 1 Verify the hostname of the PC that will act as the PathTrak Server PC. The hostname can be anything except **pathtrakserver**.

PathTrak Server requires an account be created on the server PC. The installation program itself will create this user account, but due to increased security from password complexity requirements, it is better to manually create this account prior to installing the PathTrak Server software. To create this user account:

- 1 Click "Start", go to "Settings" and select "Control Panel".
- 2 From the Control Panel, double click the "Administrative Tools" icon.
- 3 In the Administrative Tools window, double click the "Computer Management" icon.
- 4 In the Computer Management window, locate and expand "Local Users and Groups" and click the "Users" folder.
- 5 Click the "Action" menu along the top of the window and select "New User...".
- 6 In the "User name:" field, type: **PathTrakServer**.
- 7 In the "Password:" field, type: **Kilr0yWasHere** exactly as it appears. The password is case sensitive.
- 8 Confirm the password.
- 9 Remove the check from the box beside "User must change password at next logon".
- 10 Check the "Password never expires" box, then click "Create".
- 11 Click "Close" to exit the New User window.

12 Close all windows.

PathTrak Server requires the Windows Messaging/Microsoft Mail (MAPI) files are present prior to installation. Without them it would not be possible for the PathTrak Server to e-mail alarms to PathTrak users. If these files are missing, the database initialization fails and the system does not function properly. With XP Pro and 2003 Server, Outlook Express installs the necessary files. The full version of Outlook also installs these files. Outlook Express is generally installed by default with these operating systems, but it can be omitted during the installation of XP Pro and 2003 Server. If Outlook Express is not installed on the machine, it can be downloaded and installed from the Windows Update web site, or in the case of XP Pro and 2003 Server, can be installed from the Control Panel, Add/Remove Programs.

PathTrak Server may now be installed.

Section 3: PathTrak Server Installation Instructions

- 1 Place the PathTrak Server/Client CD in the CD-ROM of the PC. From the Start button, select Run. Browse to the drive containing the PathTrak CD. Select "Setup.exe" from the list of files. In order to install the server version of the software, you **MUST** add **server** to the "Setup.exe" file before running it: The file name in the "Run" window should read **X:\Setup.exe server**, where "X" is letter of the computer's CD-ROM drive. Click "OK".

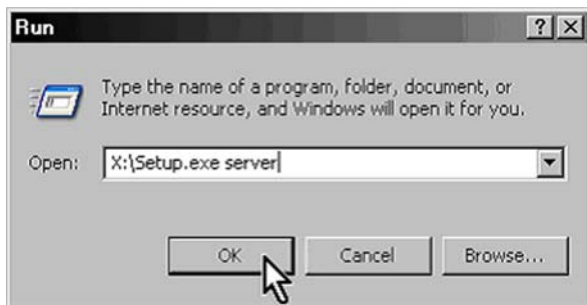


Figure 1

- 2 You will now be welcomed to the PathTrak installation. Click "Next".
- 3 You will be asked to read the license agreement and agree or disagree with it. Select "I accept the terms of this license agreement" and click "Next".
- 4 Now you will be asked what type of installation you wish to do. Since we are installing the server software, select "Server". Click "Next".

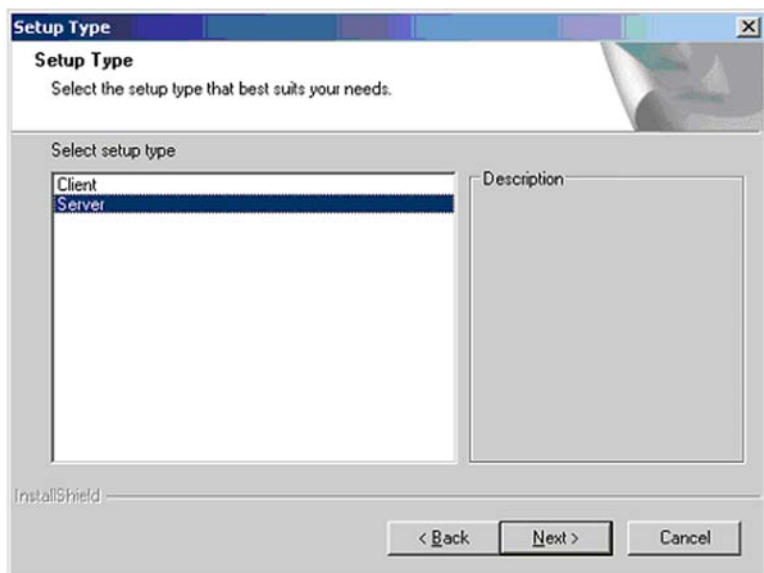


Figure 2

- 5 Select a directory for the PathTrak files to be installed into. Accept the default and click "Next".
- 6 Click "OK" to continue setup if, and only if, you have the new license.dat file required for PathTrak Server.
- 7 Specify the location of the permanent license file, or if installing with the temporary license file, insert the CD-ROM into the drive.
- 8 You will be notified that a special installation of ObjectStore must take place. Click "Next" to continue and follow the prompts to complete ObjectStore installation.

- 9** After several files have been installed, you will receive information that changes have been made to the environment. Click "OK".
- 10** The installer may now initialize the ObjectStore server files if not already installed on your PC. You will be asked if you wish to start the ObjectStore server and cache manager services at this time. Click "Yes".
- 11** Once all of the ObjectStore files have been copied, the remaining PathTrak Server files will be installed. Click "Install" to continue.
- 12** At this point you will be asked to reboot your computer. Select "Yes, I want to restart my computer now." and click "OK".
- 13** After the computer reboots, the PathTrak Server Installation Assistant appears. Click "OK" to complete the installation. Please contact JDSU tech support if any error dialogues appear.
- 14** Next, install the PathTrak Client user interface on the server computer if desired.

Section 4: PathTrak Client Software Installation Procedure: Install Client on same computer as server

- 1 Place the PathTrak Server/Client CD in the CD-ROM of the PC. From the Start button, select Run. Browse to the drive containing the PathTrak CD. Select "Setup.exe" from the list of files. The file name in the "Run" window should read **X:\Setup.exe**, where "X" is letter of the computer's CD-ROM drive. Click "OK".
- 2 Now you will be asked if you want to Modify, Repair, or Remove the program. Select "Modify".

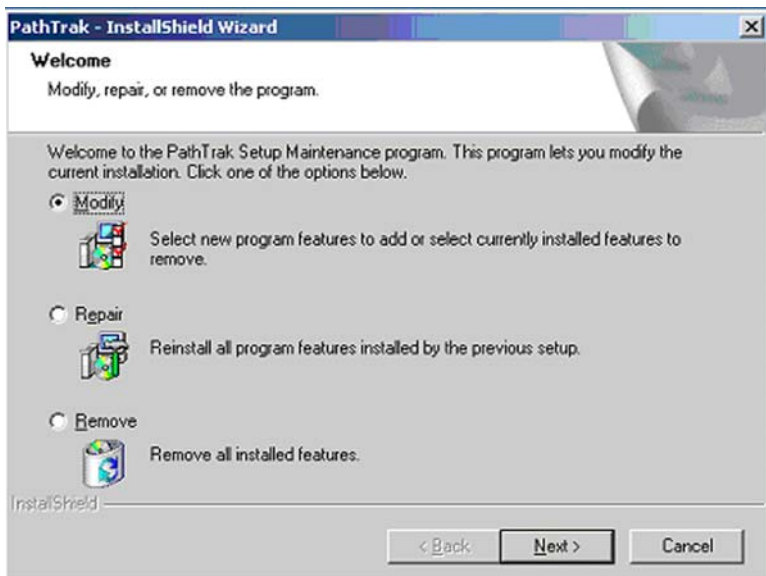


Figure 3

Section 4: PathTrak Client Software Installation Procedure:

- 3 You will be asked which features for setup to install. Check the box next to "Client", your only option, and click "Next" to continue.

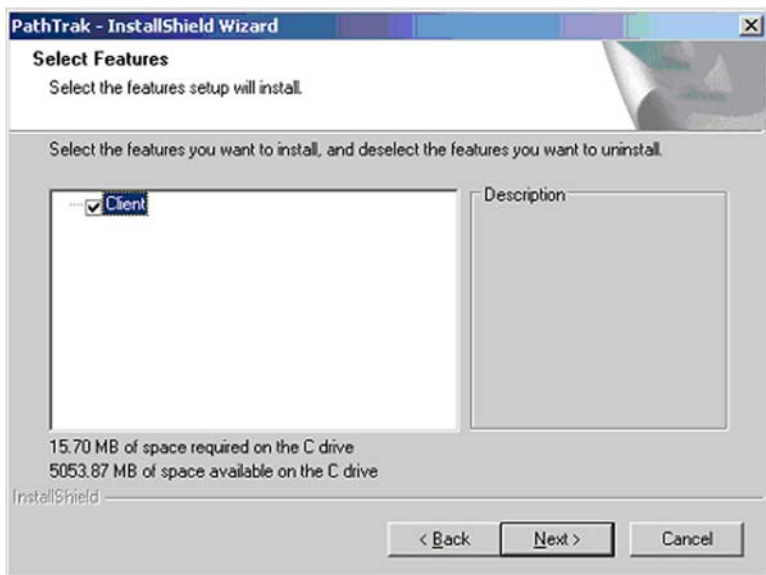


Figure 4

- 4 Click "Install" to continue. Follow screen prompts to complete the installation.
- 5 Download and install the latest service pack if applicable (Check <http://catvsupport.com/> for updates).

Section 5: PathTrak Client Software Installation Procedure: Install Client on computer other than server PC

- 1** Place the PathTrak Server/Client or PathTrak Client CD in the CD-ROM of the PC. From the Start button, select Run. Browse to the drive containing the PathTrak CD. Select "Setup.exe" from the list of files. The file name in the "Run" window should read **X:\Setup.exe**, where "X" is letter of the computer's CD-ROM drive. Click "OK".
- 2** You will now be welcomed to the PathTrak installation. Click "Next".
- 3** You will be asked to read the license agreement and agree or disagree with it. Select "I accept the terms of this license agreement" and click "Next".
- 4** Now you will be asked what type of installation you wish to do. The only selection available is "Client". Make sure "Client" is highlighted and click "Next".
- 5** Select a directory for the PathTrak files to be installed into. You should accept the default, and click "Next".
- 6** Click "Install" to continue.
- 7** Click "Next" to add the PathTrak icon to your desktop.
- 8** Download and install the latest service pack if applicable (Check <http://catvsupport.com/> for updates).

Section 6: PathTrak Client Software Silent Installation/Upgrade Procedure:

- 1** The following Absolute commands need to be sent down to remote PC's which receive the silent client install or upgrade.
 - a** For silent installs: Setup.exe -s -f1"c:\upgrade\clientInstall.iss"
 - b** For silent upgrades: Setup.exe -s -f1"c:\upgrade\clientUpgrade.iss"

Section 7: PathTrak Server Software Upgrade Procedure:

- 1 Place the PathTrak Server/Client CD in the CD-ROM of the PC and double-click on "Setup.exe" from the list of files.
- 2 You will now be welcomed to the PathTrak installation. Click "Next" to continue.
- 3 You will be asked to read the license agreement and agree or disagree with it. Select "I accept the terms of this license agreement" and click "Next".
- 4 A pop-up appears notifying you the server will be upgraded. Click "OK" to continue.
- 5 The upgrade will proceed at this point and the user will be asked to reboot the computer. Select "Yes, I want to restart my computer now." and click "OK".
- 6 After the computer reboots, the PathTrak Server Installation Assistant appears and requests a path for the database backup files. Specify this path and click "Next" to continue.
- 7 PathTrak Server upgrade then continues through completion.

Section 8: PathTrak Client Software Upgrade Procedure:

Note: Client on server PC will be upgraded automatically at time of server upgrade.

- 1 For all other clients receiving upgrade, place client CD into CD-ROM drive of client PC.
- 2 You will now be welcomed to the PathTrak installation. Click "Next".
- 3 You will be asked to read the license agreement and agree or disagree with it. Select "I accept the terms of this license agreement" and click "Next".
- 4 A pop-up appears indicating the client is about to be upgraded. Follow the screen prompts to initiate the install process.
- 5 When the install process completes a notification appears regarding placement of a PathTrak icon on the desktop. Continue following screen prompts to complete the upgrade process.

Note: The following Absolute commands need to be sent down to remote PC's which receive the silent client install or upgrade

- 1 For silent installs: Setup.exe -s -f1"c:\upgrade\clientInstall.iss"
- 2 For silent upgrades: Setup.exe -s -f1"c:\upgrade\clientUpgrade.iss"

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English

