



# JDSU

## PathTrak™ Server/Client Installation Guide

*JDSU PathTrak*  
*Return Path Monitoring System*

## Section 1: Overview

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 will activate your software for a period 60 days from shipment (not the time of installation), then expire. 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. A permanent license can be obtained by emailing [licensingkey@jdsu.com](mailto: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 DVD case, instructions are listed below on how to obtain the IP address.

Obtaining 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.

### Contact Information

North America

Contact Customer Interaction Center (CIC) at:

866-228-3762 – United States

1-317-788-9351 Ext. 8311 – Worldwide

E-mail the CIC for the Americas at [indcustomercare@jdsu.com](mailto:indcustomercare@jdsu.com)

Contact Technical Assistant Center (TAC) at:

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

1-317-788-9351 Ext. 8350 – Worldwide

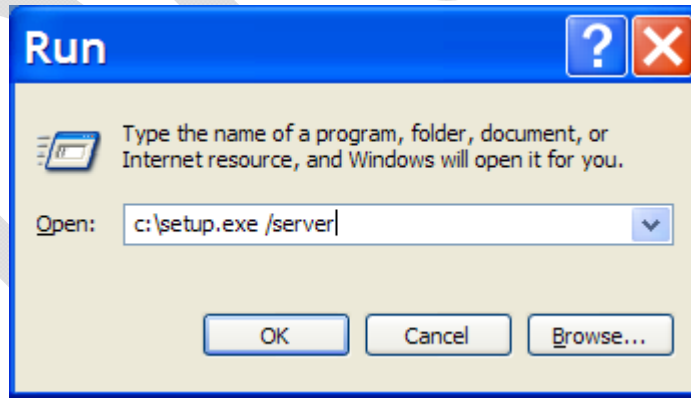
E-mail the TAC for the Americas at [catvsupport@jdsu.com](mailto:catvsupport@jdsu.com)

## Section 2: PathTrak Server Software Upgrade Procedure (From PathTrak Server version 2.3 SP6 or higher):

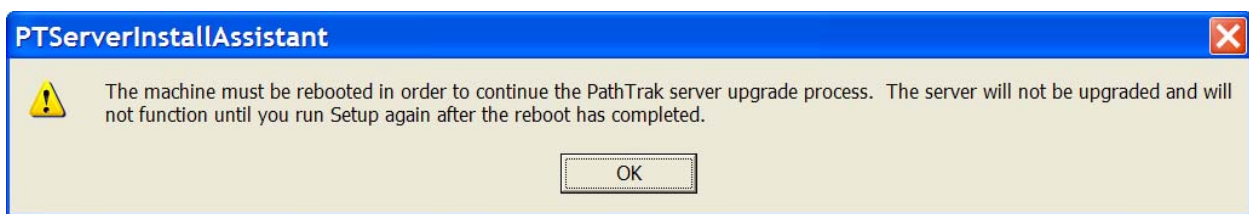
### For new installations please skip to Section 5

It is important to note that the PathTrak Server/Client upgrade procedure is a *two step* procedure, the setup.exe file must be executed twice to successfully complete the installation. **Your PathTrak server will not be operational after the reboot following the first setup.exe execution, it will not be capable of resuming operation until after setup.exe is executed the second time and the server is rebooted again.**

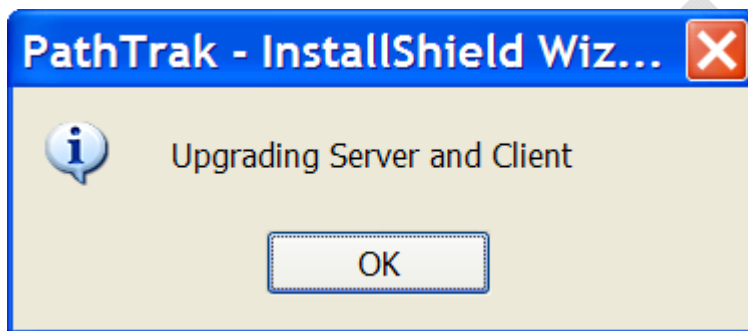
1. Place the PathTrak CD in the CD-ROM of the PC or note the directory containing downloaded setup files.
2. From the Start Button select Run. Browse to the drive that contains the PathTrak CD or downloaded setup files. Select "Setup.exe" from the list of files. In order to upgrade the server version of the software, you **MUST** add the following switch to the "Setup.exe" file before running it: **server**. The file name in the "Run" window should read, **X:\Setup.exe server**, where "X" is letter of the computer's CD-ROM drive or path to downloaded setup files. Click the "OK" button.



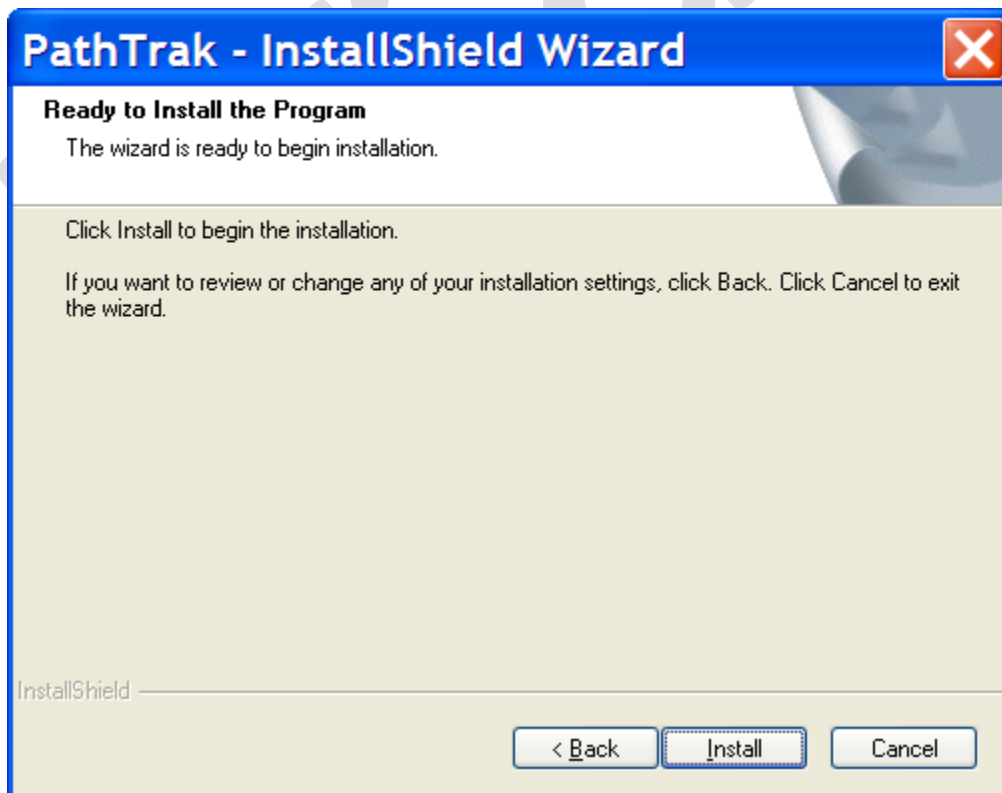
3. You will then be prompted to reboot the PC and execute setup.exe after the first reboot is complete.



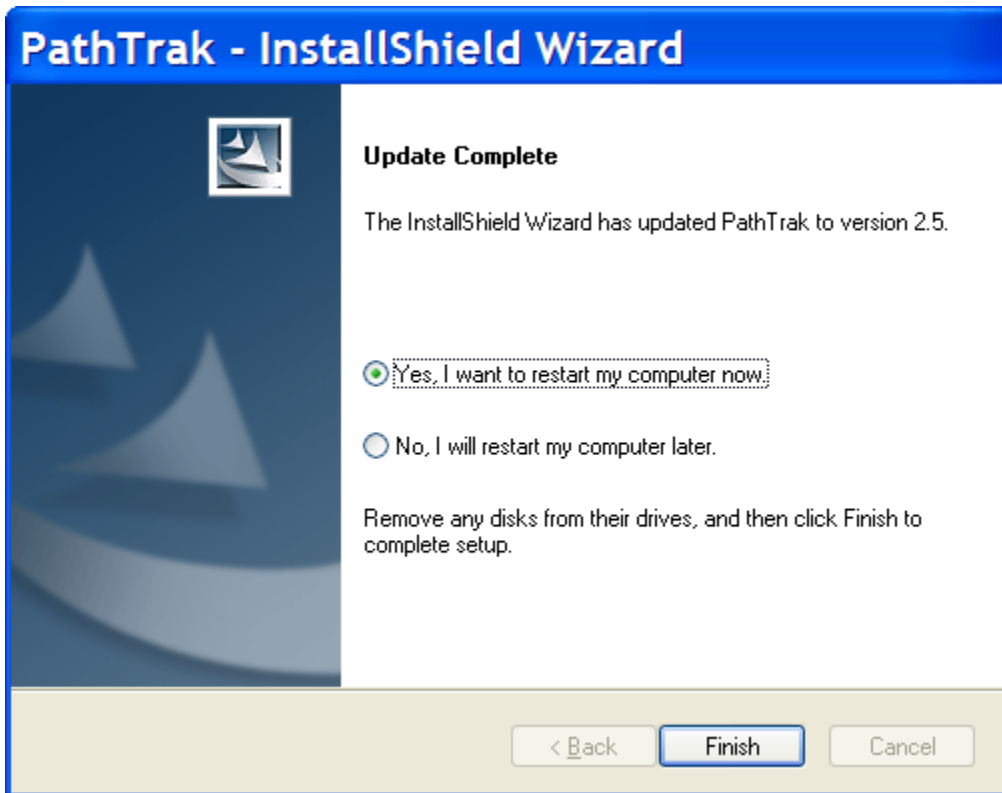
4. Once the reboot is complete repeat Step 2 from above (run setup.exe /server)
5. You will now be welcomed to the PathTrak installation. Click on the **Next** button.
6. You will be asked to read the license agreement and agree or disagree with it. Select "I accept the terms of this license agreement" and click the **Next** button
7. You will next be notified that the Server and Client will be upgraded. Click **OK** to continue.



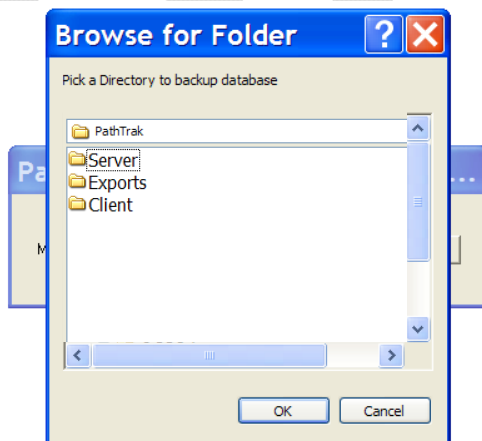
8. You will be notified that the installation is about to begin. Click **Install** to continue.



9. At this point you will be asked to reboot your computer. Select **Yes, I want to restart my computer now.** and click the **OK** button.



10. After the computer reboots, you will be prompted to pick a directory to backup the database. Specify an appropriate directory at this point.



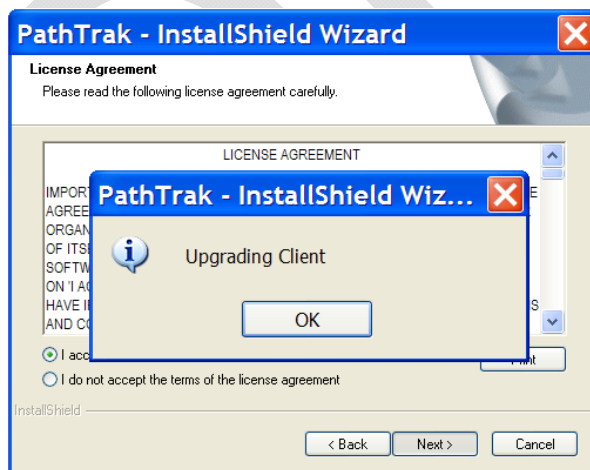
11. When the upgrade process has completed the PathTrak Server Installation Assistant will appear. Click the **OK** button to complete the installation. Please contact JDSU tech support if any error dialogues appear.

### Section 3: PathTrak Client Software Upgrade Procedure:

**NOTE: ALL CLIENTS ACCESSING A VERSION 2.5 OR HIGHER PATHTRAK SERVER MUST BE UPGRADED TO VERSION 2.5! CLIENT VERSIONS EARLIER THAN 2.5 WILL NOT BE ABLE TO ACCESS A 2.5 OR HIGHER SERVER!**

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

1. For all other clients receiving upgrade, Place the PathTrak CD in the CD-ROM of the PC or note the directory containing downloaded setup files.
2. From the Start Button select Run. Browse to the drive that contains the PathTrak CD or downloaded setup files. 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 or path to downloaded setup files. Click the "OK" button.
3. You will now be welcomed to the PathTrak installation. Click on the **Next** button.
4. 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 the **Next** button
5. You will next be notified that the Server and Client will be upgraded. Click **OK** to continue.



6. Click **Install** to continue.
7. When the upgrade process has completed the PathTrak Server Installation Assistant will appear. Click the **OK** button to complete the installation. Please contact JDSU tech support if any error dialogues appear.

8. Download and install the latest service pack if applicable (Check <http://catvsupport.com/> for updates)

#### **Section 4: PathTrak Client Software Silent Upgrade Procedure:**

1. The following absolute commands need to be sent down to remote PCs which will 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 5: Preparing your PC to install PathTrak Server Software for the first time**

##### **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@jdsu.com](mailto:licensingkey@jdsu.com) with the MAC (physical) address of the PathTrak Server PC and sales order number.**

**PathTrak Server Version 2.5 and newer is design to perform at optimum levels on Windows® XP Professional SP2 and higher or Windows 2003 Server SP2 and higher only. This guide will provide 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
  - a. 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 on the "Start" button, 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 on 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: **Ki!rOyWasHere**
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 the "Create" button
11. Click the "Close" button to exit the New User window.
12. Close all windows.

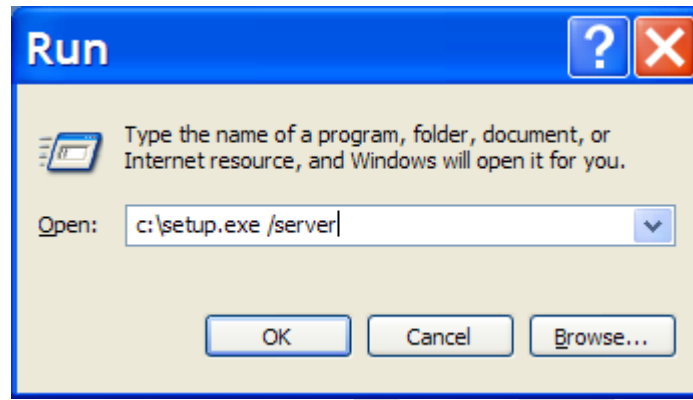
PathTrak Server requires that the Windows Messaging/Microsoft Mail (MAPI) files are present prior to installation. Without them it would not be possible for the PathTrak Server to e-mail alarms to PathTrak users. If these files are missing, the database initialization will fail and the system will not 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.

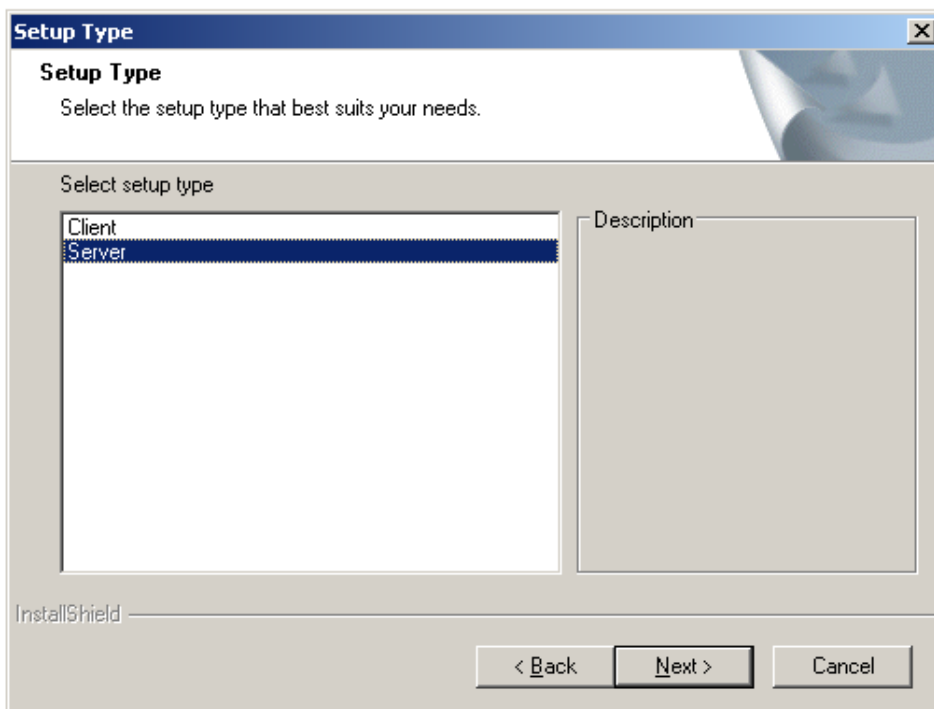
## Section 6: PathTrak Server Installation Instructions

1. Place the PathTrak CD in the CD-ROM of the PC or note the directory containing downloaded setup files.
2. From the Start Button select Run. Browse to the drive that contains the PathTrak CD or downloaded setup files. Select "Setup.exe" from the list of files. In order to install the server version of the software, you **MUST** add the

following switch to the "Setup.exe" file before running it: **server**. The file name in the "Run" window should read, **X:\Setup.exe server**, where "X" is letter of the computer's CD-ROM drive or path to downloaded setup files. Click the "OK" button.



3. You will now be welcomed to the PathTrak installation. Click on the **Next** button.
4. 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 the **Next** button.
5. Now you will be asked what type of installation you wish to do. Since we are installing the server software, select **Server**. Click the **Next** button.



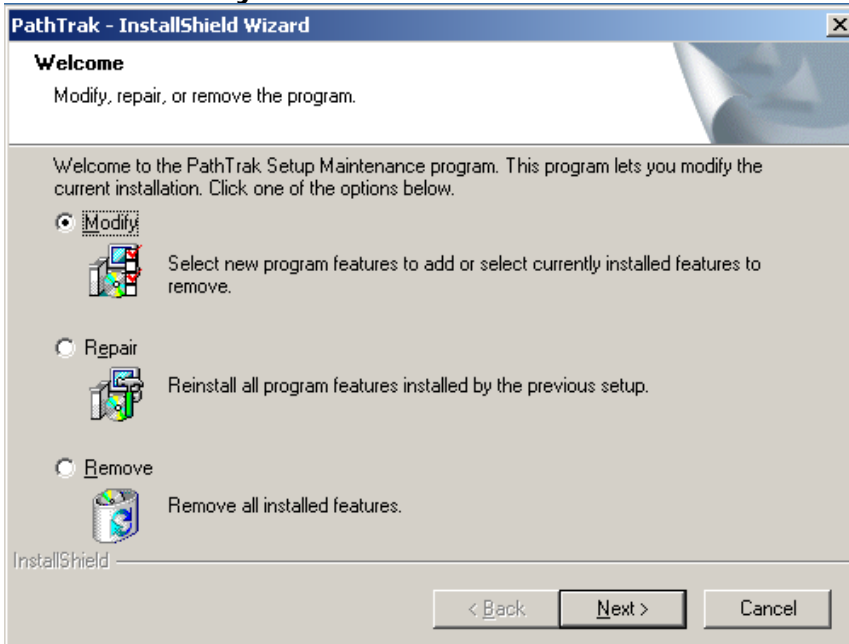
6. Select a directory for the PathTrak files to be installed into. You should accept the default, and click the **Next** button.
7. Click **OK** to continue setup if and only if you have the new license.dat file required for PathTrak Server
8. Specify the location of the permanent license file or if installing with the temporary license file insert the CD ROM into the drive now.
9. You will be notified that the installation is about to begin. Select **Install** to continue.
10. You will be notified that a special installation of ObjectStore must take place. Click on the **Next** button to continue and follow the prompts to complete ObjectStore installation.
11. After several files have been installed, you will receive information that changes have been made to the environment. Click on the **OK** button.
12. 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 on the **Yes** button.
13. Once all of the ObjectStore files have been copied, the remaining PathTrak Server files will be installed. Click on **Install** to continue.
14. At this point you will be asked to reboot your computer. Select **Yes, I want to restart my computer now.** and click the **OK** button.
15. After the computer reboots, the PathTrak Server Installation Assistant will appear. Click the **OK** button to complete the installation. Please contact JDSU tech support if any error dialogues appear.
16. Next, install the PathTrak Client user interface on the server computer if desired.

## **Section 7: PathTrak Client Software Installation Procedure:** ***Install Client on same computer as server***

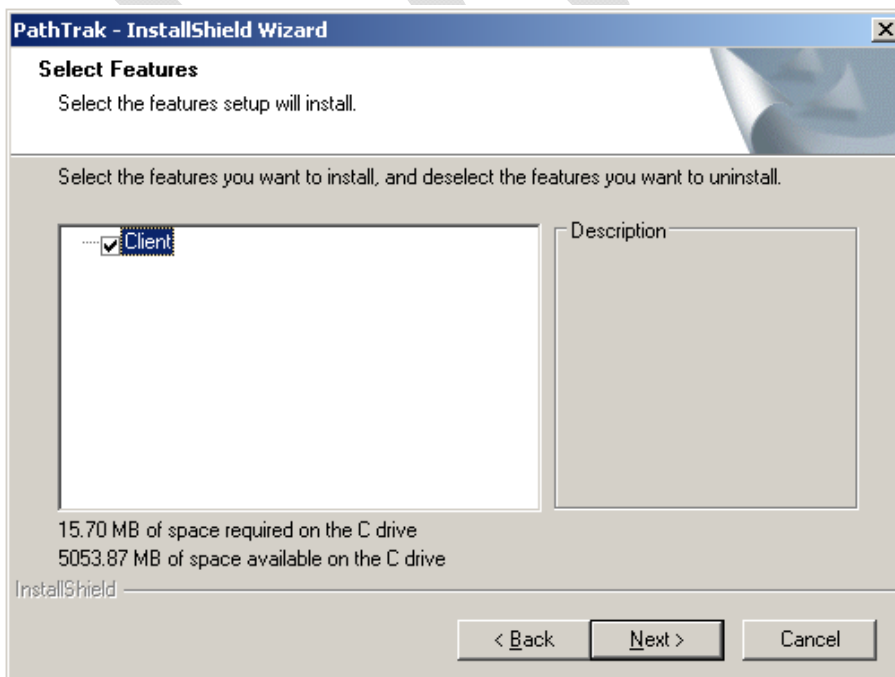
1. Place the PathTrak CD in the CD-ROM of the PC or note the directory containing downloaded setup files.
2. From the Start Button select Run. Browse to the drive that contains the PathTrak CD or downloaded setup files. Select "Setup.exe" from the list of files.

The file name in the "Run" window should read, **X:\Setup.exe**, where "X" is letter of the computer's CD-ROM drive or path to downloaded setup files. Click the "OK" button.

- Now you will be asked if you want to Modify, Repair, or Remove the program. Select **Modify**



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



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

## **Section 8: PathTrak Client Software Installation Procedure: *Install Client on computer other than server PC***

1. Place the PathTrak CD in the CD-ROM of the PC or note the directory containing downloaded setup files.
2. From the Start Button, select Run. Browse to the drive that contains the PathTrak CD or downloaded setup files. 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 or path to downloaded setup files. Click the "OK" button.
3. You will now be welcomed to the PathTrak installation. Click on the **Next** button.
4. 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 the **Next** button.
5. Now you will be asked what type of installation you wish to do. The only selection available is **Client**. Ensure **Client** is highlighted and click the **Next** button.
6. Select a directory for the PathTrak files to be installed into. You should accept the default, and click the **Next** button.
7. Click **Install** to continue.
8. Click **Next** to add the PathTrak icon to your desktop.
9. Download and install the latest service pack if applicable (Check <http://catvsupport.com/> for updates)