Sysgem Enterprise Manager

Quick Start Guide

By Sysgem AG

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Introduction

What's Inside

This is the brief guide to installing and configuring the Sysgem Enterprise Manager (SEM) components on your systems.

For further information see also the other available product guides (shipped with SEM and available from the Downloads section of the Sysgem web site).

See also the *SEM Release Notes* for the latest features added to SEM.

Available Product Guides

Sysgem Enterprise Manager (SEM) Base Framework:

- SEM Installation Guide
- SEM User guide

Sysgem System Manager (SSyM) Module:

- SSyM SNMP Manager User Guide
- SSyM System Manager User Guide

Sysgem Account Manager (SAcM) Module:

- SAcM Account Manager User Guide
- SAcM Password Synchronizer User Guide

Sysgem Security Manager (SSeM) Module:

- SSeM Security Manager User Guide

Sysgem Development Manager (SDeM) Module:

- SDeM Development Manager User Guide

Contacting Us

Please contact your supplier or Sysgem AG at any time via Online Support on the Sysgem web page http://www.Sysgem.com.

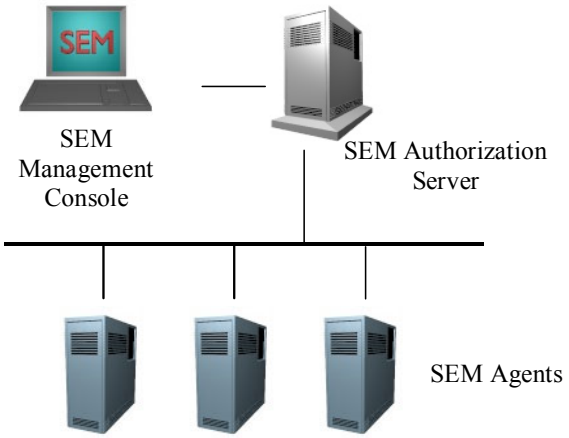
Quick Start

Sysgem Enterprise Manager

Topology

The Sysgem Enterprise Manager (SEM) provides companies of all sizes with a simple, powerful tool for managing IT, auditing security, administering user accounts and monitoring systems throughout the entire enterprise.

The following diagram gives an overview of the SEM Base Framework that extends network-wide to all major platforms, and supports a set of management phases to monitor, audit, report and manage resources on those platforms:



A set of separately licensed plug-in application modules provides you with integrated system management, user account management and security management. These modules provide packaged solutions with comprehensive functionality and also support layered applications.

With the optional development module license the SEM base framework provides you with a 100% open architecture. You can see all the functionality of the OS command language based plug-in application modules and easily customize them to meet your specific needs or develop your own special applications.

The supported environments comprise not only platforms such as Windows XP/2000/NT, NetWare, UNIX/Linux, OpenVMS, OS/400, etc., but also layered applications such as Lotus Domino, MS Exchange, MS SQL Server, ORACLE, PATHWORKS, PMDF, RSA ACE/Server, SAP, Sybase, etc.

Components

A workable SEM configuration consists of:

- Three mandatory *SEM Base Framework Components*
- One or more task-specific *SEM Plug-In Application Modules*
- Optional *SEM Application Support Packages*

SEM Base Framework Components

For a workable SEM configuration the following three mandatory SEM Base Framework Components need to be installed*:*

1. The *SEM Management Console* (the graphic user interface - GUI) is installed on a Windows XP/2000/NT system. This is normally on the workstations that will run the user interface, but it can alternatively be installed on a central server and accessed from there by the workstations.
2. The *SEM Authorization Server*. This stores logon information and user settings and is installed on a Windows XP/2000/NT or Windows NT system (usually a server).
3. One or more of the platform-specific *SEM Agents* currently available for:
   - Windows XP/2000/NT
   - NetWare[1]
   - OpenVMS[2]
   - OS/400
   - UNIX/Linux[3]

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1 NetWare support is contained within the standard SEM Agent software running on Windows XP/2000/NT.
2 The SEM Agent for OpenVMS supports: AXP, VAX.
3 The SEM Agent for UNIX/Linux currently supports: Compaq Tru64 (Digital UNIX), HP UNIX, SUN Solaris, IBM AIX, Linux on Intel Machines (Mandrake, Red Hat, SuSe).

SEM Plug-In Application Modules

For a workable SEM configuration a valid license for one or more SEM Plug-In Application Modules is required . The following separately licensed SEM Plug-In Application Module components are currently available:

1. Sysgem System Manager (SSyM) Module:
   - SSyM SNMP Manager
   - SSyM System Manager
2. Sysgem Account Manager (SAcM) Module:
   - SAcM Account Manager
   - SAcM Password Synchronizer
3. Sysgem Security Manager (SSeM) Module:
   - SSeM Security Manager
4. Sysgem Development Manager (SDeM) Module:
   - SDeM Development Manager

SEM Plug-In Application Modules are held with the SEM Authorization Server. Each user in SEM is given permission to access certain Modules and Module features depending on settings applied to an 'Access Control Profile'.

New versions of Applications Modules may be introduced into the system by using the menu option: "Import Module" from the SEM Management Console.

Plug-In Application Modules comprise user interface definitions and script files that run on target systems. These definitions and script files are imported from a single (text) file, new versions of which can be obtained from Sysgem or your supplier.

Licensed SEM Plug-In Applications Modules are normally automatically available after you have installed a valid license. The *SAcM Password Synchronizer* module has additional components that are installed separately. These components are described in a separate topic "SAcM Password Synchronizer" below.

Optional SEM Application Support Packages

SEM Plug-In Application Modules also support layered applications. The following separately licensed optional SEM Application Support Packages are currently available:

- SEM Lotus Domino Package
- SEM MS Exchange Package
- SEM MS SQL Server Package
- SEM Oracle Package
- SEM Pathworks Package
- SEM PMDF Package
- SEM RSA ACE/Server Package
- SEM SAP Package
- SEM Sybase Package

All licensed SEM Application Support Packages are automatically available after you have installed a valid license.

Installation and Configuration

Test System for Evaluation

If you are installing a test system of Sysgem Enterprise Manager for evaluation then you can install the mandatory SEM Base Framework Components (the Management Console, the Authorization Server and a Windows 2000/ NT Agent) on a single Windows XP/2000/NT system (workstation or server).

All available SEM Plug-In Applications Modules (exept the SacM Password Synchronizer) and all available Application Support Packages are automatically loaded after you have entered an evaluation license.

Security Keys

When installing SEM components you will be asked to enter your “Security Key”. This is a free-format, case-sensitive, alphanumeric phrase that is unique to your customer site. It is similar to a password, and you will need to decide on it and set it during the installation. It is essential that you remember it - it must be entered in exactly the same way for every SEM component you install on your network.

Installation on Windows XP/2000/NT Platforms

Load the SEM CD and from the main AutoPlay menu choose “Install Kits…”.

- Select “Install Windows XP/2000/NT Software”.
- The InstallShield window will appear. Installation will be automatic. The default replies to questions are usually correct.
- You will be prompted for an installation password. Check with Sysgem’s Online Support (via the Sysgem web site) for the password to the current version.

Installation on Other Platforms

Load the SEM CD and from the main AutoPlay menu choose “Install Kits…”.

To install SEM agents on other platforms, select “Browse CD for other PlatformKits”. Pick the appropriate platform agent kit and copy (with ftp) to an appropriate directory on the target machine.

Novell NetWare

A separate Novell NetWare client for managing the Novell server does not need to be installed, since it is contained within the standard SEM Agent software running on Windows XP/2000/NT. The Novell management scripts are distributed with the SEM Plug-In Application Modules and are transmitted from the SEM Management Console to the standard SEM Agent runnning on Windows XP/2000/NT.

OpenVMS

Unzip the kit on OpenVMS (see Xtras folder on the CD if you do not have UNZIP.EXE for OpenVMS). Then perform a standard installation using VMSINSTAL.

```
$ UNZIP :== $SYS$MANAGER:UNZIPAXP.EXE
$ UNZIP VMS_AGENT_020_A.ZIP
$ @SYS$UPDATE:VMSINSTAL VMSAGENT020 SYS$SYSROOT:[SYSMGR.SEMKIT]
```

OS/400

(1) The installation must be done under user profile QSECOFR.

(2) If necessary unzip the kit into a folder on a PC which is connected to the AS/400. Create a save file in a library on the AS/400, and FTP the unzipped kit file into it. Ensure that system value QALWOBJRST is *ALL for the Restore process, reset it afterwards. Restore the library SYSGEM_SEM from the save file to a library name of your choice.

(3) Check for a Reply List Entry of "G" for CPA3311 in System Reply List. If there is one, note the entry number for step (4). If there isn't one, check if entry number 1001 is unused: if it isn't then identify an alternative unused entry number.

NOTE: The configuration software will want to use entry number 1001 by default.

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(4) Set current library to the library name restored. Call program SEMINS to complete installation.

UNIX/Linux

FTP the unixagent020.tar file from the SEM CD to an approriate directory on the UNIX/Linux machine.

```
# cd /kits/SEM_kit
# tar -xvf unixagent020.tar
# ./setup
```

Entering an Evaluation License (First-Time Login)

Log into SEM with the pre-installed SEM username and password:

Username: **System**
Password: **sysgem**

You will then be prompted for evaluation license information that you have to type in:

- Company/Organization name
- City
- Zip code
- Country

You are now licensed with full functionality for a limited period of 30 days. If you need to extend this evaluation period, contact Sysgem's Online Support (via the Sysgem web site).

Importing a Permanent SEM License

Log into SEM and select:

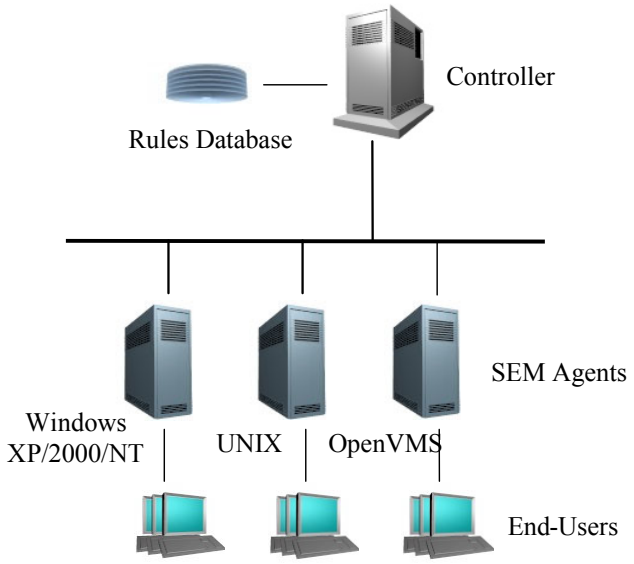
File -> Import and Export -> Import License.

Pick the "SEM License PAK YYMMDDNN.txt" file from the "SEM_License" folder of your SEM CD.

SAcM Password Synchronizer

Topology

The following diagram gives an overview of the SAcM Password Synchronizer:



An end-user changes their password on their login machine. They use either the Password Synchronizer *'Console'* program from Sysgem to change their password, or they use the standard operating system procedures and let the Password Synchronizer *'intercept'* the password change.

New passwords are sent to the SAcM Password Synchronizer *Controller*, which checks the *Rules Database* to determine whether each new password should be distributed, and if so to which target systems it should be sent.

The *Controller* sends new passwords to the *SEM Agents* running on the target systems and the password is updated for the appropriate user accounts on those systems.

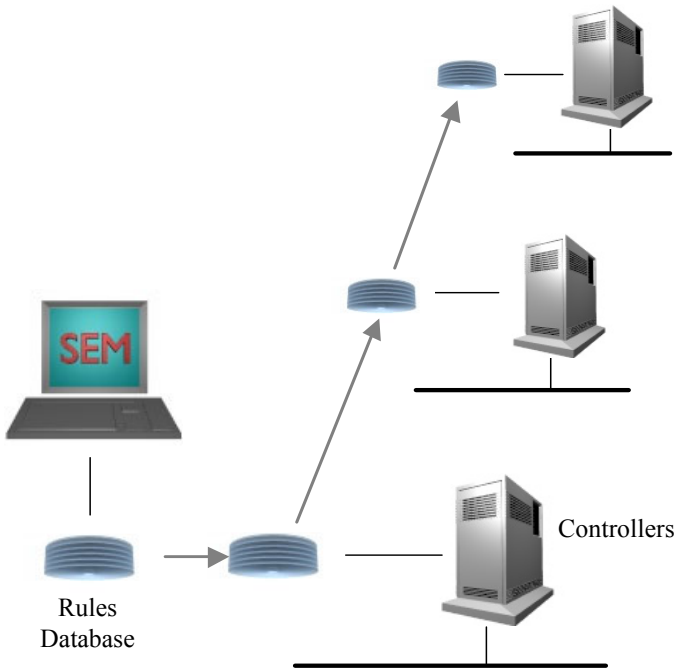
Components

There are four components that need to be installed on different systems:

- Full set of *SEM Base Framework Components*
  –> where the Rules Database is to be maintained
- Additional *SEM Agents*
  –> where the end-users changed passwords are to be sent
- *SAcM Password Synchronizer End-User Components*
  –> where the end-users passwords are changed
- *SAcM Password Synchronizer Controller*
  –> on at least one Windows server

SEM Base Framework Components

A full set of SEM Base Framework Components is required on the System where the Rules Database is to be maintained. The Password Synchronizer Rules DB is created initially by the SAcM Account Manager module using the SEM Console Manager interface.



After the rules have been updated in a master copy of the Rules Database, they are distributed from the 'SEM Management Console' to the various *SAcM Password Synchronizer Controllers* across the network.

The controller uses the *Agents and Groups* and *Rules Database* definitions, which are held in the ODBC database with System DSN *Sysgem Pwd Sync*.

These definitions are maintained by two SEM displays:

- Password Synchronization Agents and Groups, and
- Password Synchronization Rules Database.

SEM Agents

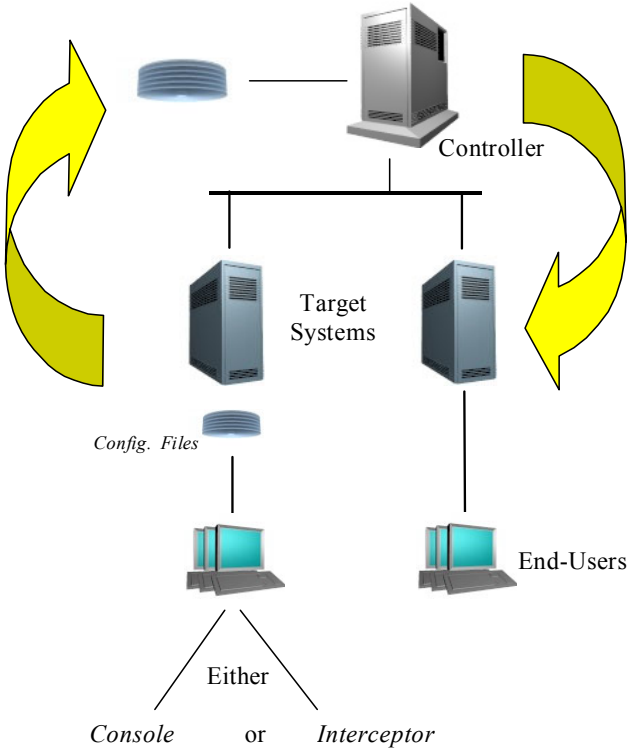
SEM agents are used as part of a SAcM Password Synchronizer installation to update the user accounts on the target systems. The standard SEM agents must be installed on all the target systems where the passwords are to be updated. See the SEM Installation Guide for details.

SAcM Password Synchronizer End-User Components

End-User Components consist of the SAcM Password Synchronizer *Console* and the SAcM Password Synchronizer *Interceptor*:

The *Console* is a Sysgem provided program that provides a command line prompt for a new password. It first changes the user's password in their local account and then sends the new password to the SAcM Password Synchronizer *Controller*.

The *Interceptor* is a Sysgem provided program that 'listens' for passwords being changed by the normal operating system procedures and sends the new password to the SAcM Password Synchronizer Controller.



Interceptors are currently available for the Windows XP/2000/NT and for the OpenVMS platforms. On OpenVMS they intercept password changes only when a user is forced to change an expired password during login.

The *Interceptor* and *Console* have configuration files that identify the location of the SAcM Password Synchronizer Controllers. If a Controller is unavailable for any reason, then the next one in sequence will be used.

On systems where the user will change passwords you install:

- Interceptor (Windows and OpenVMS only): to intercept a password that has been changed with the normal operating system procedure.
- Console programs (all platforms): a Sysgem program that prompts a user for a new password.

In Windows domains a domain password is changed on the Domain Controllers. Passwords used in Windows workgroups are local account passwords and are changed on the user's own workstation.

The normal use of Password Synchronizer is to intercept domain passwords and therefore the Interceptor is normally installed on Domain Controllers. In an NT 4 domain install the Interceptor on the Primary Domain Controller (PDC). You may also install it on Backup Domain Controllers in case those should ever be promoted to a PDC.

SAcM Password Synchronizer Controller

The Password Synchronization Controller is installed on one or more Windows systems (workstation or server). It receives new passwords from the End-User Components and forwards them to target systems in accordance with the rules in a Rules Database. It should be installed on Windows Servers that are normally always available.

Summary

The additional SAcM Password Synchronizer components can be summarized as follows:

Available Platform	Component	Description
Windows	Interceptor	This intercepts password changes made using any Windows program and forwards the new passwords to the Controller. It comprises of a DLL in the System32 directory that is called when a user changes a password. This must be installed on the system where the password is located; if in a domain then this is the PDC and BDC.
OpenVMS	Interceptor	This intercepts password changes using LOGINOUT and forwards the new passwords to the Controller. A shareable image that uses the LOGINOUT (LGI) routines as described in the COMPAQ OpenVMS Utility Routines Manual to support a custom login program.
Windows	Controller	The program that receives password change requests processes them and distributes the changed password. Installed on one or more secure Windows systems. These do not have to be the domain Controllers but usually are. The interceptor attempts to send the requests to each Controller in turn until an available Controller is found.
Windows UNIX OpenVMS	Console	A small utility program with which the user requests a change of password. The Console communicates directly with the Controller.

Installation and Configuration

Test System for Evaluation

To evaluate the SAcM Password Synchronizer, for example to synchronize passwords in accounts on two UNIX machines, you will need to install:

1. The SAcM Password Synchronizer End-User Components
2. The SEM Agents

   ... on the two UNIX machines, and you will also need to install:

3. The SEM Base Framework Components
4. The SAcM Password Synchronizer Controller

   ... on a single Windows XP/2000/NT system (workstation or server).

Security Keys

You will be asked to enter your "Security Key". This is a free-format, case-sensitive, alphanumeric phrase that is unique to your customer site. It is similar to a password, and you will need to decide on it and set it during the installation. It is essential that you remember it - it must be entered in exactly the same way for every SEM component you install on your network.

Installation on Windows XP/2000/NT Platforms

Load the SEM CD and from the main AutoPlay menu choose "Install Kits…".

- Select "Install Password Synchronizer on XP/2000/NT".
- The InstallShield window will appear. Installation will be automatic. The default replies to questions are usually correct.
- You will be prompted for an installation password. Check with Sysgem's Online Support (via the Sysgem web site) for the password to the current version.

Installation on Other Platforms

Load the SEM CD and from the main AutoPlay menu choose "Install Kits…".

To install SEM agents on other platforms, select "Browse CD for other Platform Kits". Pick the appropriate platform agent kit and copy (with ftp) to an appropriate directory on the target machine.

OpenVMS

Unzip the kit on OpenVMS (see Xtras folder on the CD if you do not have UNZIP.EXE for OpenVMS). Then perform a standard installation using VMSINSTAL.

```
$ UNZIP :== $SYS$MANAGER:UNZIPAXP.EXE
$ UNZIP VMS_PWDSYNC_020_A.ZIP
$ @SYS$UPDATE:VMSINSTAL VMSPWDSYNC020 SYS$SYSROOT:[SYSMGR.SEMKIT]
```

UNIX/Linux

FTP the UNIX_pwdsync_020.tar file from the SEM CD to an appropriate directory on the UNIX/Linux machine.

```
# cd /kits/SEM_kit
# tar -xvf UNIX_pwdsync_020.tar
# ./setup
```

Entering an Evaluation License (First-Time Login)

When you first use the Password Synchronizer Controller you will be prompted for evaluation license information that you have to type in:

- Company/Organization name
- City
- Zip code
- Country

You are now licensed with full functionality for a limited period of 30 days. If you need to extend this evaluation period, contact Sysgem's Online Support (via the Sysgem web site).

Run the Password Synchronizer Controller by using the Windows menu option:

Start>Programs>SYSGEM>PwdSync>Controller

Define security keys by using the Controller main window menu option:

Options>Security Keys

Importing a Permanent SEM License

Run the Password Synchronizer Controller and select:

File -> Import License.

Pick the "SEM License PAK YYMMDDNN.txt" file from the "SEM_License" folder of your SEM CD.