



Installing the Remote Syslog Analyzer Collector on Windows

The Syslog Analyzer Collector can be installed on a remote Windows 2000 system to process syslog messages. If necessary, it can also filter the syslog messages before forwarding them to the Syslog Analyzer process on the Essentials server. You can uninstall the Syslog Analyzer Collector later, if you do not want to run it on the remote UNIX or Windows server.

Do not install Remote Syslog Analyzer Collector on a system that has CiscoWorks2000 and Resource Manager Essentials already installed. If you are installing it on a system that also has Essentials installed in it, stop the CRM logger service before installing Remote Syslog Analyzer Collector. This is because CRM logger will hook to the UDP port and read all the syslog messages. When the SacNTService tries to connect to the same port to read the syslog messages, it gets an Address Not Found exception, and therefore, does not read any syslog messages arriving on the port.

The Syslog Analyzer Collector uses CORBA, an Essentials system service, to communicate with the Essentials server. It functions as follows:

1. At startup, the Syslog Analyzer Collector tries to connect to the Syslog Analyzer on the Essentials server through CORBA (RmeOrb process), which runs on the Essentials server.

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2. After it is connected, the Syslog Analyzer Collector:
 - a. Obtains the filters it needs from the Essentials server to filter syslog messages.
 - b. Sends status to the Syslog Analyzer process about the collected syslog messages, including the number of messages read, number of messages filtered, and number of messages with bad syntax. It also forwards unfiltered messages to the Syslog Analyzer process.

You can install the Syslog Analyzer Collector on a UNIX system or on a Windows system.

This document contains information on:

- [Preparing to Install the Syslog Analyzer Collector](#)
- [Installing the Syslog Analyzer Collector](#)
- [Configuring the Syslog Analyzer Collector to Run Automatically](#)
- [Uninstalling the Syslog Analyzer Collector](#)
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Preparing to Install the Syslog Analyzer Collector

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- Step 1** Make sure Internet Explorer 4.01. or later is installed on the remote server.
- Step 2** Obtain the installation file from the Essentials server using either of the following methods:
- Using FTP from the /opt/CSCOPx/htdocs/rdist/sysloga directory of the Essentials server.
 - Through a browser on the remote server at this location:
`http://CiscoWorks2000_server:port/sysloga/SAC.html`



Note To access this page, you must first log on to the CiscoWorks2000, and open a new a browser window from the CiscoWorks2000 window.

- Step 3** Download SacNTService.exe or NT Remote Collector.

- Step 4** Obtain the SAenvProperties.ini file from the same location from where you obtained the SacNTService.exe file.
- Step 5** Place the file in any directory you want. You will need to specify its location when you start the Syslog Analyzer Collector, so make sure to remember the location.
- Step 6** Update each variable in this file with the appropriate values from the [Properties Variables Table](#).

Table 1 *Properties Variables Table*

Variable	Description
FILE	File from which syslog messages are read. Set a value if a syslog daemon is running on the server.
SAC_PORT	Port number on which syslog messages are coming in, typically, port 514. Specify the port number from which Syslog Analyzer Collector reads syslog messages.
SAC_SERVER	Essentials server to which Syslog Analyzer Collector forwards parsed and filtered messages.
SAC_SERVER_PORT	Port number used by RmeOrb process on Essentials server. To check the port number: <ol style="list-style-type: none"> Using a browser, log in to the Essentials server. Select Server > Administration > Process Management > Process Status. The Process Status table appears. Scroll down and click RmeOrb. The Process Details window appears. In the Flags row, note the port number (after the -p option).
VERSION	Syslog Analyzer Collector version. Recommended version is 1.0.

Table 1 Properties Variables Table (continued)

Variable	Description
BINDAME	<p>Name used by Syslog Analyzer Collector to bind to OSAgent process. The value should be the same as the value set for the SAC_SERVER variable and followed by ::SaReceiver.</p> <p>For example, if the SAC_SERVER variable is set to nm_bgdemo.cisco.com, then the BINDNAME variable should be set to nm_bgdemo::SaReceiver.</p> <p>Make sure the name you enter for this variable matches the Essentials server name exactly.</p> <p>To find out the name under which the Essentials server is registered, refer to the value set for PX_HOST in the file, md.properties. This file is located in <i>install_dir</i>/lib/classpath, where <i>install_dir</i> is the directory in which CiscoWorks2000 is installed (C:\Program Files\CSCOpX by default).</p>
DEBUG_LEVEL	<p>Debug level in which you run the Syslog Analyzer Collector.</p> <p>Note It is recommended that you retain the default value, which is 4, as this reports error messages. Setting it to any other value might result in a large number of debug messages being reported.</p>
SA_APP_NAME	<p>Name Syslog Analyzer Collector uses for printed error or debug messages. It is recommended that you retain the default value, SyslogAnalyzer.</p>

Installing the Syslog Analyzer Collector

Step 1 From the command line, enter **SacNTService /install** to install the SAC service.



Note Do not add the .exe extension to the SacNTService file.

Step 2 Modify the SAenvProperties.ini file, if you have not already done so.

Step 3 To start the service, select **Start > Settings > Control Panel > Services**.

The Services window appears.

Step 4 Select Cisco Syslog Collector.

- Step 5** In the Startup Parameters field, enter the location of your SAenvProperties.ini file, for example:

```
-pr c:\\directory\\SAenvProperties.ini
```



Note

Make sure you use two backslashes (\\) when you specify the pathname, and remember to use the **-pr** argument; otherwise, the Syslog Analyzer Collector will not run. The directory name should be in DOS format. Refer to [Configuring the Syslog Analyzer Collector to Run Automatically](#) for additional control information.

- Step 6** Click **Start**.

The error and debug messages are collected in a log file. You can specify the name and location of this log file. The log file with the specified name is created by the process. The format of the location path is:

```
drive_name:\location_directory\logfile_name
```

It is mandatory to mention the path.

If the directory structure does not exist, then the error and debug messages are put into the event viewer. The default location of the log file is:

```
C:\Program Files\SyslogRemoteCollector.log
```

To run the Syslog Analyzer Collector with different parameters, include additional arguments when you enter the full pathname of the properties file. The [Arguments Table](#) contains more information on the arguments.

Table 2 Arguments Table

Arguments	
-pr <i>properties file name</i>	properties file name
-sf <i>syslog file name</i>	syslog file name
-sp <i>syslog port #</i>	syslog port number
-bsn <i>bg server name</i>	Essentials server name
-bsp <i>bg server port</i>	Essentials port number
-bnd <i>orb bind name</i>	orb bind name
-dbg [1-6]	debug modes 1-6
-h	print usage information

For example, enter:

```
C:\tmp\SAenvProperties.ini -bsn sbanks-ss20.cisco.com -bsp 420 -bnd  
sbanks-ss20::SaReceiver
```

Step 7 To stop the Syslog Analyzer Collector:

a. Select **Start > Programs > Administration Tools > Services**.

The Services window appears.

b. Select Cisco Syslog Collector.

c. Click **Stop**.

Configuring the Syslog Analyzer Collector to Run Automatically

You can store the Properties file location in the Windows registry to avoid specifying the Properties file in the start up parameters of the service window. During startup, if no parameters are specified, the Syslog Analyzer Collector will look in the registry for the location of the Properties file.

To store the Properties file in the registry, from the command line, enter:

```
SacNTService /cmd:SacNTService -pr C:\directory\SAenvProperties.ini  
-set
```



Note

You can store only the Properties file location in the registry; any other command line options are ignored.

To run the Syslog Analyzer Collector automatically every time the machine starts up:

Step 1 Select **Start > Programs > Administration Tools > Services**.

The Services window appears.

Step 2 Select Cisco Syslog Collector

Step 3 Click **Startup**.

Step 4 Select Automatic.

Step 5 Click **OK**.

Uninstalling the Syslog Analyzer Collector

Step 1 Select **Start > Settings > Control Panel > Services**.

The Services window appears.

Step 2 Select Cisco Syslog Collector.

Step 3 Stop the Syslog Collector service.

Step 4 In the directory where you installed the SacNTService.exe file, enter:

```
SacNTService / uninstall
```

Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com>

Translated documentation is available at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation CD-ROM

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http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

<http://www.cisco.com/go/subscription>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

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170 West Tasman Drive
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We appreciate your comments.

Obtaining Technical Assistance

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The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

The Cisco TAC resource that you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

<http://www.cisco.com/register/>

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC Web Site.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

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