

**User Guide for the  
Service Manager Interface  
Used on AViiON<sup>®</sup> Systems**



**USER GUIDE FOR  
THE SERVICE MANAGER INTERFACE  
USED ON AViON® SYSTEMS**

**015-000362-00**

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# SECTION 1

## INTRODUCTION

This manual describes the Service Manager interface and how to use the Service Manager menu. The Service Manager interface is a utility that is provided with revision 4.30 or higher of the DG/UX™ operating system used on AViiON® Systems. This interface is not supported by certain earlier versions of AViiON Systems which lack the appropriate PROM support.

This section describes the UNIX Operating System's Service Manager interface, illustrates what functions are available through the Service Manager Menu, and lists related documentation.

### 1.1 SERVICE MANAGER

The Service Manager interface is released with the DG/UX operating system revision 4.30 or higher for use on AViiON Systems. The Service Manager is a menu-driven user interface that provides the means to change system parameters related to remote support and Machine Initiated (MI) calling while the DG/UX operating system is running. Some of the features provided with Service Manager are also available through the AViiON System Control Monitor (SCM). Any changes made with the Service Manager will also be made in the SCM and will remain in effect until changed via the Service Manager or the SCM.

The Service Manager interface depends upon certain PROM functionalities for correct operation. Only those AViiON Systems that have MI capabilities have the appropriate PROM. Systems updated with DG/UX revision 4.30 without MI capabilities do not support this function; access to the Service Manager interface is allowed, but use of this feature results in a failure message and the program aborts.

This utility, a Data General proprietary tool, can be used by the customer or a field engineer. A level 1 dynamic password must be entered to enable access to the Service Manager Menu. The level 1 dynamic password prompt is displayed only when the level 1 password is entered for the first time, or when it is no longer valid.

To use the utility, you must be designated as superuser in order to access PROM based functionality provided by the FE Support Driver. The FE Support Driver includes the customer number, contract number, and level 1 dynamic password functions. The Service Manager interface provides additional functions for field engineers and requires an FE command switch that is entered after the access command to display these functionalities. Figure 1-1 is a flow representation of the Service Manager Menus.

Service Manager Menu (Rev. x.x)

- 1. Remote Access Password [DGAVREMOTE]
- 2. Remote Access Enable/Disable [Disabled]
- 3. Remote Telephone Numbers \_\_\_\_\_ View/Change Remote Phone Numbers
  - 1. [T9,1 617<478 4000>]
  - 2. [T 8,613677, 1 617 <455 8000>,,]
  - 3. [T1,404<373 67>]
  - 4.
  - 5.
  - 6.
  - 7.
- 4. Dynamic Password \_\_\_\_\_ Dynamic Password
  - 1. Install
  - 2. Verify
- 5. Modem Parameters \_\_\_\_\_ Modem Parameters
  - 1. Baud Rate
  - 2. Data Bits
- 6. Console Parameters \_\_\_\_\_ Console Parameters
  - 1. Baud Rate
  - 2. Data Bits
- 7. View System ID
- 8. View Contract Number

## 1.2 RELATED DOCUMENTATION

Table 1-1 lists the documentation associated with the AViiON Systems using the Service Manager.

**Table 1-1. Related Documentation**

DOCUMENT NAME	DOCUMENT NUMBER
Using the AViiON System Control Monitor	014-001802
AViiON Series Systems Automatic Reporting and Remote Assistance Users Guide	015-000356



## SECTION 2

# USING THE SERVICE MANAGER INTERFACE

This section explains how to access and use the Service Manager interface. To use the Service Manager interface, the AViiON System must have MI PROM support. AViiON Systems that do not have MI support cannot run this feature with DG/UX, revision 4.30 or higher. Systems without PROM support that are updated with this operating system are able to display the Service Manager Menu, but any attempt to use the menu results in an error message and the program terminates immediately.

### 2.1 ACCESSING THE SERVICE MANAGER INTERFACE

This subsection explains how to access the Service Manager interface. This utility must be initiated at the superuser prompt. This service utility is a proprietary feature and requires a level 1 dynamic password to enable it initially.

From the UNIX superuser prompt, the Service Manager command syntax is `svcmgr`; lower case letters must be used.

#### Accessing the Service Manager Menu

Complete the following steps to access the Service Manager Menu. Steps 2 and 3 of this procedure illustrate what to do if the level 1 dynamic password is not valid.

1. From the superuser prompt, enter the following command line and press NEW LINE to access the Service Manager interface:

```
# /usr/sbin/svcmgr
```

#### NOTE

The messages in steps 2 and 3 only appear if the level 1 dynamic password is not valid. If a level 1 password has previously been entered and is still valid, the Service Manager Menu (Step 4) is displayed directly following the DATA GENERAL PROPRIETARY DIAGNOSTICS notice.

2. The DATA GENERAL PROPRIETARY DIAGNOSTICS notice is displayed. Press NEW LINE at this notice. If a level 1 dynamic password needs to be entered, the following is displayed:

**This utility provides access to Data General proprietary service features. The machine upon which this utility executes must have a valid level 1 dynamic password installed in order to access these features.**

**Do you wish to install the dynamic password? [n]:**

3. If you type **N** at this prompt, the program terminates. Type **Y** and press **NEW LINE**, the following message is displayed:

```
Maintenance Access Code is XXXXXXXXXXXX
Enter new Level-1 password:
```

#### NOTE

The maintenance access code is a combination of numbers and letters; it is different each time it is displayed.

You must call the local password generation center (in the U.S., this is 1-800-DGHELPS) to obtain the level 1 dynamic password. Enter the 28 character password exactly as it is given to you. Press **NEW LINE** to access the Service Manager Menu.

4. If online diagnostics are a feature on your AViiON system, you will receive the following message:

```
Service Manager (rev 2.0)
*****
1. Online System Diagnostics
2. Service Support

Enter selection ("q" to quit):
```

Type "2" and press **NEW LINE**.

5. The following is displayed when the level 1 dynamic password is valid:

```
Dynamic Password has been installed.

Service Manager Menu (Rev x.x)

1. Remote Access Password [DGAVREMOTE]
2. Remote Access Enable / Disable [Disabled]
3. Remote Telephone Numbers
4. Dynamic Password
5. Modem Parameters
6. Console Parameters
7. View System ID
8. View Contract Number

Enter selection ('q' to quit):
```

## 2.2 USING THE SERVICE MANAGER MENU

### NOTE

Only those AViiON Systems that have MI capabilities have the appropriate PROM support to use this utility. Any AViiON System running DG/UX 4.30 or higher displays the Service Manager Menu if it is invoked. However any attempt to select an option causes an error message to appear and the program to terminate if the system does not support MI calling.

This subsection explains how to use the Service Manager Menu.

### NOTE

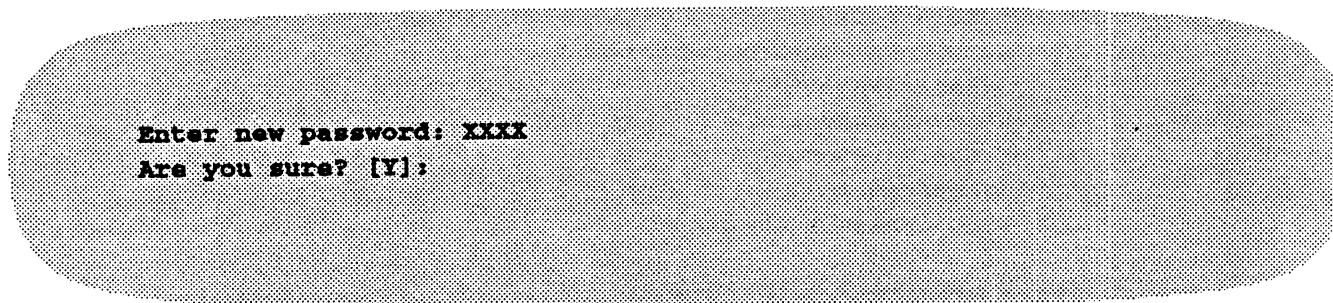
Pressing NEW LINE at menu prompts throughout this program may result in undesired changes. The commands 'q' and '^' are used to move within this program.

Two commands can be used at any time when using the Service Manager Interface. Pressing 'q' exits the service manager interface to the # prompt. Pressing '^' exits from any submenu or prompt to the previous menu.

## 2.2.1 Option 1, Remote Access Password

Option 1 allows you to modify the remote access password to prevent unauthorized remote access to the system. The remote access password is displayed in brackets next to this menu option.

If you wish to change this password, select option 1 and press NEW LINE. The system prompts you to enter a new password. It also displays a verification prompt before the new password takes effect. The following example illustrates this sequence:



Press NEW LINE after entering the new password and after the verification prompt. The new password replaces the previous password and the change is reflected in the brackets next to this option in the menu.

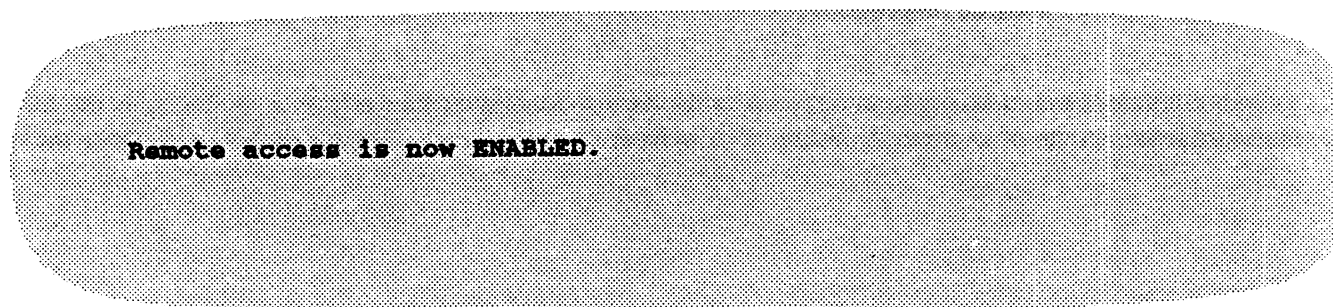
### WARNING

If you press NEW LINE at the password prompt and the verification prompt without typing anything, the password will be erased. This password should never be erased since it is a security feature. You must type "N" at the verification prompt if you want to leave the current password unchanged.

## 2.2.2 Option 2, Remote Access Enable/Disable

This option toggles the state of the NOVRAM flag which enables and disables remote access to the system. This option allows you to enable or disable remote capabilities. As long as remote access is enabled, the system can be accessed remotely; however, the access password must also be known before remote access is allowed.

The state of the Remote Access option is displayed in brackets next to the option. To change the state of this option, select this option number and press NEW LINE. The change is indicated by the following:



Press '^' to return to the main menu.

### 2.2.3 Option 3, Remote Telephone Numbers

This option is used to display, change, add, or delete remote dial strings. This list contains dial strings that are used to verify known remote call attempts and reject unknown remote call attempts. This option can only be input at the local terminal.

Select option 3 to display the following submenu:

**View / Change Remote Phone Numbers**

1. [T9,1 617<478 4000>]
2. [T 8,613677, 1 617 <455 8000>,,]
3. [T1,404<373 67>]
4. [ ]
5. [ ]
6. [ ]
7. [ ]

Enter selection ('q' to quit; '^' previous menu):

To modify or add a dial string, select the item number you wish to modify, enter the new dial string, and press NEW LINE. To delete the dial string, select the item number and press NEW LINE; the dial string is deleted. You are always asked for verification with an "Are you sure?" prompt before the modification is made.

The following example illustrates how to change the dial string in item number 1:

Enter new phone number: T9,1 508<870 3958>

Are you sure? [Y]: Y

Remote dial string 1 is now [T9,1 508<870 3958>].

Press '^' to return to the main menu.

The length of a dial string is limited to 40 characters. The portion of the remote number enclosed in angle brackets is the portion that the remote operator must enter to be verified. The syntax for these dial strings is defined in the AViON Series Systems Automatic Reporting and Remote Assistance Users Guide (Document Number 015-000356). Up to seven dial strings can be installed for remote calls.



## 2.2.4 Option 4, Dynamic Password

This option displays a submenu that allows you to install or verify the dynamic password required to access service features. The following submenu is displayed when option 4 is selected:

### Dynamic Password

1. Install
2. Verify

Enter selection ('q' to quit; '^' previous menu):

To install the level 1 dynamic password, select option 1 and press NEW LINE. The user is given a Maintenance Access Code which must be telephoned to the Password Generation Center. When this code is reported, the representative assigns a 28 character level 1 dynamic password that must be entered at the password prompt exactly as it is given to the user.

The following is displayed while performing this function:

```
Maintenance Access Code is 00ABCDEF00.  
Enter new Level-1 password: 0123456789abcdef0123456789ab  
Dynamic Password has been installed.
```

The verify option on this submenu displays the validity state of the level 1 dynamic password and, if the password is valid, the password's expiration date. Select option 2 and press NEW LINE for password verification:

```
The Dynamic Password is VALID.  
Expiration Date (mm/dd/yy): 01/01/92
```

Press '^' to return to the Main Menu.

## 2.2.5 Options 5 and 6, Modem and Console Parameters

Options 5 and 6 allow you to view or change the modem and console UART baud rates and/or data bits from submenus. Options 5 and 6 from the Main Menu display almost identical submenus; the only difference is whether the menu affects modem parameters or console parameters.

To change modem parameters, select option 5 and press NEW LINE:

### Modem Parameters

1. Baud Rate
2. Data Bits

Enter selection ('q' to quit; '^' previous menu):

Select option 1 to change the baud rate. The following is displayed:

### Baud Rate [2400]

1. 300
2. 600
3. 1200
4. 2400
5. 4800
6. 9600
7. 19200

Enter selection ('q' to quit; '^' previous menu):

Select option 2 to change the data bits. The following is displayed:

**Data Bits [8 bits, no parity]**

1. 8 bits, no parity
2. 7 bits, even parity
3. 7 bits, odd parity
4. 7 bits, mark parity
5. 7 bits, no parity

**Enter selection ('q' to quit; '^' previous menu):**

The current setting is displayed in the screen header. To change the baud rate or data bits, select the item number of the baud rate/data bits you want set and press NEW LINE. The new setting is displayed in the screen header. Press NEW LINE without selecting an item number to leave the current setting unchanged and redisplay the screen. You must press '^' to return to the previous menu.

### **2.2.6 Option 7, View System ID**

Option 7 on the main menu permits you to view the host system identification number. This number is unique for every Data General AViiON system and cannot be changed. To view the system identification number, select option 7 and press NEW LINE. The following is given:

**The System ID is PBB5292C.**



## 2.2.7 Option 8, View Contract Number

Option 8 on the main menu permits you to view the service contract number.

The following information is given when this option is invoked:



The customer contract number is 0123456789.

END OF MANUAL









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