



A MITEL  
PRODUCT  
GUIDE

# Secured Enterprise Service and Administration Platform V2

SESAP -Service Tool Box

Service Documentation

09/2024

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# 1 Working Instructions

## Target groups and requirements

This service manual is designed for authorized field and remote service technicians who are entrusted with the installation and configuration of HiPath SESAP - Service Tool Box.

## Contents

This chapter contains the following sections:

- Section 1.1, “Overview of Chapters”
- Section 1.2, “Additional Documents”
- Section 1.3, “Notational Conventions”
- Section 1.4, “Safety Information and Warnings”
- Section 1.5, “Correct Use”
- Section 1.6, “Proper disposal and recycling”
- Section 1.7, “Standards and Guidelines on Installation”
- Section 1.8, “Data Protection and Data Security”

## 1.1 Overview of Chapters

This service manual contains the following chapters:

Chapter 1, “Working Instructions”	This chapter provides information on working with this service manual and lists important safety instructions that you must comply with when you work on the system.
Chapter 2, “About SESAP”	SESAP and the service applications accessible via SESAP are introduced in this chapter.
Chapter 3, “Installation”	This chapter describes preparation and integration of the SESAP server into the customer's network.
Chapter 4, “SESAP User Interface”	This chapter introduces the user interface of SESAP.
Chapter 5, “Service Applications”	This chapter describes how the service applications centralized via SESAP are installed. Additionally, a description is given of how applications are launched and how the status of services is checked.
Chapter 6, “Concluding Tasks”	This chapter describes procedures that are carried out after completion of the installation and configuration tasks.

Table 1

Overview of chapters

## 1.2 Additional Documents

Below is a list of documents that may be of additional benefit to you when you work with this service manual (you can find these documents in G-DMS):

- SESAP Checklist
- SESAP Release Notes
- Manuals for the service applications integrated in SESAP
- SESAP Data Sheet
- SESAP Sales Information

## 1.3 Notational Conventions

### Writing conventions

The following stipulations apply in this service manual:

The password <b>123456</b> ...	Texts in continuous text that are <b>very important</b> or <b>which must be observed</b> are identified in bold lettering. <b>Buttons</b> and <b>menus</b> are also identified in bold lettering.
File <code>global.cfg</code>	Files or directories are identified by the <code>Courier</code> font.
<i>&lt;Place holder&gt;</i>	Entries or outputs that may be different depending on the situation are placed between pointed brackets and written in italics.

Table 2

Writing conventions

## 1.4 Safety Information and Warnings

Work on communication systems and devices may **only** be carried out by qualified persons.

For the purposes of safety information and warnings, qualified persons are persons who are authorized to place into operation, ground, and label systems, devices, and lines in accordance with applicable safety procedures and standards.

It is absolutely essential that you read and understand the following safety information and warnings before starting installation and implementation work on the communication system or device.

You should also carefully read and observe all safety information and warnings on the communication systems and devices themselves.

Familiarize yourself with emergency numbers.

### Types of safety information and warnings

The following grades of safety information/warnings are used in this manual:



#### DANGER

Indicates an immediate danger that could result in death or serious injury.



#### WARNING

Indicates a general danger that could result in death or serious injury.



#### CAUTION

Indicates a danger that could result in injury.

**NOTE:** Indicates situations that could result in damage to property and/or loss of data.

### Symbols for specifying the source of danger more exactly

The following symbols are not usually used in the manual. They explain symbols that may be depicted on the communication systems and equipment.



Electricity



Weight



Heat



Fire



Chemicals



ESD\*



Laser

\* electrostatically sensitive devices

## Working Instructions

### Correct Use

## 1.5 Correct Use

The communications system may only be used for the purpose described in this document and only in connection with the additional devices and components as recommended and permitted by Unify.

The proper use of the communications system assumes correct transport, storage, assembly and setup as well as careful operation and maintenance.

## 1.6 Proper disposal and recycling

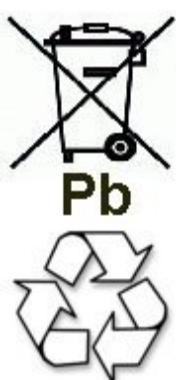


All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.



Used accumulators and batteries with this sign are valuable economic goods and must be recycled. Used accumulators and batteries that are not recycled must be disposed of as hazardous waste with full observance of all regulations.

## 1.7 Standards and Guidelines on Installation

### 1.7.1 Labeling

	This device complies with the EU guideline 1999/5/EEC as confirmed by the CE certificate.
---	---

Table 3

	This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.
---	--

Table 4

## 1.8 Data Protection and Data Security

This system processes and uses personal data for purposes such as call detail recording, displays, and customer data acquisition.

In Germany, the processing and use of such data is subject to various regulations, including those of the Federal Data Protection Law (Bundesdatenschutzgesetz, BDSG). For other countries, please follow the appropriate national laws.

The aim of data protection is to protect the rights of individuals from being adversely affected by use of their personal data.

In addition, the aim of data protection is to prevent the misuse of data when it is processed and to ensure that one's own interests and the interests of other parties which need to be protected are not affected.

The customer is responsible for ensuring that the system is installed, operated and maintained in accordance with all applicable labor laws and regulations and all laws and regulations relating to data protection, privacy and safe labor environment.

Employees of Unify are bound to safeguard trade secrets and personal data under the terms of the company's work rules.

## **Working Instructions**

### *Data Protection and Data Security*

In order to ensure that the statutory requirements are consistently met during service – whether on-site or remote – you should always observe the following rules. You will not only protect the interests of your and our customers, you will also avoid personal consequences.

**A conscientious and responsible approach helps protect data and ensure privacy:**

- Ensure that only authorized persons have access to customer data.
- Take full advantage of password assignment options; never give passwords to an unauthorized person orally or in writing.
- Ensure that no unauthorized person is able to process (store, modify, transmit, disable, delete) or use customer data in any way.
- Prevent unauthorized persons from gaining access to storage media, such as backup CDs or log printouts. This applies to service calls as well as to storage and transport.
- Ensure that storage media which are no longer required are completely destroyed. Ensure that no sensitive documents are left unprotected.

**Work closely with your customer contact; this promotes trust and reduces your workload.**

## 2 About SESAP

SESAP and the service applications accessible via SESAP are introduced in this chapter.

### Contents

This chapter contains the following sections:

- Section 2.1, “The SESAP Service Tool Box as Part of the Secured Remote Service Platform”
- Section 2.2, “SESAP features overview”
- Section 2.3, “SESAP in the Customer's Network”
- Section 2.4, “SESAP design consideration”

### 2.1 The SESAP Service Tool Box as Part of the Secured Remote Service Platform

The SESAP Service Tool Box is a standardized software suite with tools that the service from Unify uses to provide efficient service for its customers equipment.

Mostly required tools used for the service and administrative tasks of your OpenScape / HiPath Solution are put together in one SESAP Service Tool Box.

These tools are installed on the SESAP server and are automatically kept up to date by our update service.

Through the Remote Service Platform our remote support technicians get secure access to the SESAP service tool box and can use these tools as technicians on site.

SESAP Service Tool Box runs on a server in the customer's network and is used as a central access point to the customer's infrastructure by the remote service. Local access to the functionality is also possible.

As SESAP works based on a Client-Server architecture, more than only one user can access the SESAP user interface simultaneously. For example, one local user can be accessing SESAP and at the same time the server can be remotely accessed (via Remote Desktop tool) by another user that also will be able to access the SESAP user interface.

The SESAP user interface is used for:

- installation, configuration and update of service applications
- installation and launching of third party applications
- viewing documentation related to SESAP server and service applications.

## About SESAP

### SESAP features overview

## 2.2 SESAP features overview

The SESAP Service Tool Box provides safe, central access to OpenScape customer solutions with our standard remote access:

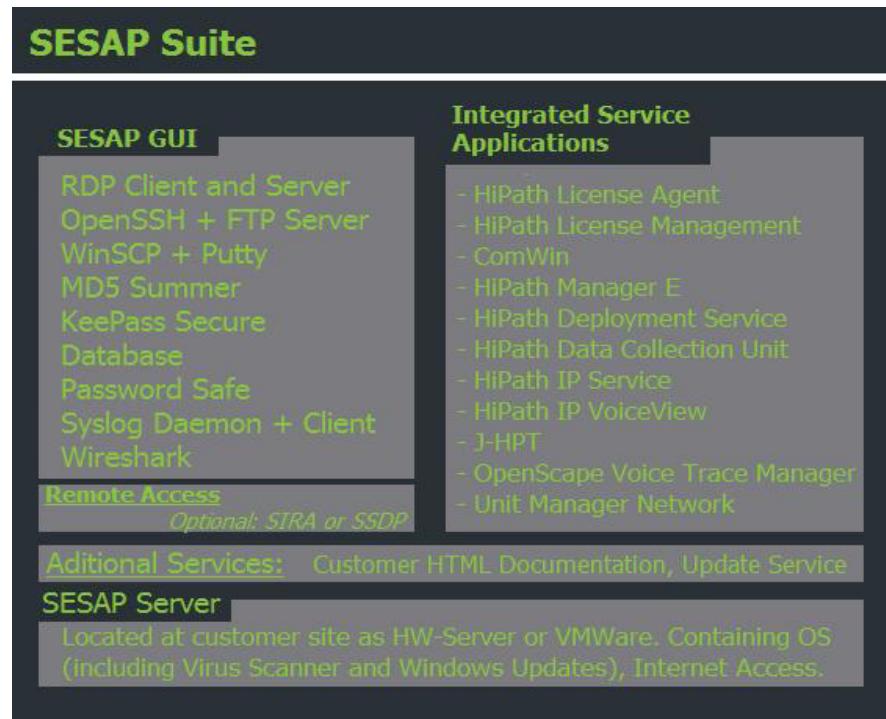


Figure 1 SESAP features overview

- Software tools for service and administrative functions are located on a server in the network of the customer
- The SESAP tools are mainly available for access from the Unify Service Centers, but can also be used for on-site operations
- For remote use of the Service Tool Box SESAP a broadband connection to the remote service platform is necessary
- SESAP Servers as a basis for new services such as software OpenScape SW update Microsoft hotfix update etc.
- The use of SESAP and the remote access has to be agreed with the customer

SESAP allows access to a series of service applications with focus on:

- Optimized installation and administration of IP terminals
- Software updates and distribution for IP terminals and OpenScape applications
- IP network analysis and traffic measurement
- Storage and administration of QoS data from IP terminals and gateways
- Licensing of HiPath products by HiPath License Management components
- Versatile diagnostic and data collection remotely and on site (troubleshooting and resolution)

## 2.2.1 Standard Utilities

The Standard Utilities installed by SESAP are listed below:

Application	Description
MD5-Sum generator	Tool to check MD5 checksum
Password Safe	Allows to create a secured and encrypted username/password list
Putty	Free implementation of Telnet and SSH for Windows
Aonaware Syslog Web Client	Syslog messages are received and stored in a SQL Server Express database and viewed in a client web interface
On Screen Keyboard	Windows tool that displays a visual keyboard with all the standard keys
WinSCP	Open source SFTP client for Windows, supports SSH and SCP Protocol. SSH provides a secured file and file transfer between two systems
Wireshark	Network protocol analyzer
KeePass Password Safe	Engine under Devices Database. Protect information and passwords.

Table 5

## *Standard utils applications*

## 2.2.2 Integrated Services Applications

The service applications accessed via SESAP are, in detail:

Application	Most important functions
Deployment Service (DLS) V7	<ul style="list-style-type: none"><li>Support for the startup of new IP terminals by Plug&amp;Play</li><li>Automatic software update for IP terminals</li><li>Configuration changes to IP terminals</li><li>Inventory management for IP terminals</li></ul>
HiPath License Management (HLM) V1	<ul style="list-style-type: none"><li>Licensing and management of the license keys for OpenScape- and HiPath products</li></ul>
HiPath IP Service V5	<ul style="list-style-type: none"><li>Analysis of IP networks (e.g. check of the network quality by using the QoS data for HiPath IP components)</li></ul>
HiPath IP VoiceView V5	<ul style="list-style-type: none"><li>Graphical analysis and display of the voice quality in IP networks</li></ul>
QoS Data Collection Unit (QCU) V2	<ul style="list-style-type: none"><li>Storage of QoS data records. When QoS thresholds are exceeded, data records are sent by the HiPath IP components to this central application are stored and administered there.</li></ul>
j-HTP V2	<ul style="list-style-type: none"><li>Web tool used to remote control Unify OpenStage telephones through internet</li></ul>
OpenScape Voice Trace Manager V7	<ul style="list-style-type: none"><li>Collection of OpenScape Voice trace data and identifying specific trace files that can be used for analysis and trouble shooting of OpenScape Voice problems</li></ul>
Unit Manager Network	<ul style="list-style-type: none"><li>Manages networks of Mediatrix units within an intranet to provide end-to-end IP Telephony solutions</li></ul>
ComWin	<ul style="list-style-type: none"><li>Collection of program components which communicate via the OLE automation interface. This interface makes it possible to execute a procedure or access a property contained in another program</li></ul>

*Table 6**Service applications*

### **2.2.3 Additional Services**

SESAP Service Tool Box provides on its graphical interface the status of all application services installed on server. These services can also be started/ stopped by authenticated users who have granted permissions to do it.

The documentation for installing, configuring and accessing OpenScape applications are available on SESAP Service Tool Box GUI.

Also an important service available on SESAP Service Tool Box is the ability to automatically update all Service Applications.

## **2.3 SESAP in the Customer's Network**

The service tool SESAP is located into the customer's network.

Usually a dedicated server is used for SESAP (a customer's existing server or VMWare environment).

## **2.4 SESAP design consideration**

This chapter gives some hints for the design phase:

### **2.4.1 Terminal Services**

The SESAP Service Tool Box is running on Windows Server 2008 R2 (64bit), Standard Edition. English with 5 User Client Access Licenses (User CAL).

5 User CAL does not mean 5 concurrent sessions of RDP (Remote Desktop Procedure) access. By default 2 Maintenance RDP sessions are possible, for more sessions a terminal server licenses and a terminal server license server is necessary.

### **2.4.2 Wireshark and a second Network Card**

It is recommended using a second network card for network capturing options, if the end customer agrees to this.

The requirements for this are:

- The end customer agrees to this monitoring concept based on a monitoring port or monitoring VLAN. The service coordinates this process of monitoring with the customer, how to setup this monitoring options.

## About SESAP

### *SEsap design consideration*

- SESAP Service Tool Box needs a second network card. All unnecessary protocols have to be uninstalled there (TCP/IP etc.). Give the network card a name like "Capture Port".
- This network card is connected to a monitoring port on a switch of monitoring VLAN. A monitoring port on a switch is a port, which is only used to receive (monitor) network traffic from another port or VLAN of the customer network. A monitoring VLAN is a VLAN, in which network traffic is copied from another port or VLAN of the customer network.
- See below an example of a monitoring VLAN with VMware:

### Monitoring VLAN

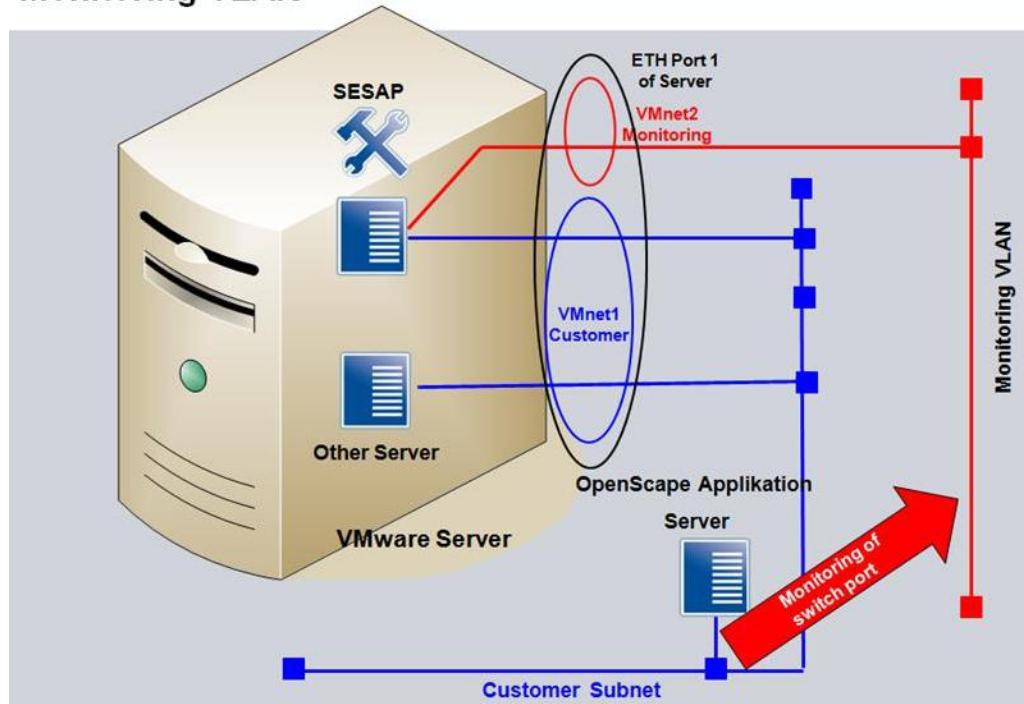


Figure 2      Second Network Card

In this example the network traffic from the OpenScape Application Server is copied to the Monitoring VLAN. The SESAP Server can capture this Ethernet traffic and the service has the option to make more depth exact analysis on the server.

## 2.5 SESAP and Windows Security Policies

SESAP implements, during its installation, the Windows Security Policies recommended by CIS-CAT Tool. Release Notes contains one item that describes which CIS-CAT version is being implemented and possible exceptions.

If SESAP Server is member of a domain, the CIS-CAT policies must be first imported on Domain Controller, added to one of the Domain Group Policy settings and then exported for the SESAP Server. The CIS-CAT Domain Group Policy Settings files are located on %DVDDrive%\SESAP\Windows\_SW\Domain Group Policy

## **About SESAP**

### *SESAP and Windows Security Policies*

## 3 Installation

SE SAP is delivered only as a software suite without hardware.

### Overview

This chapter describes how a server provided by the customer for SE SAP operation is configured, and how SE SAP can be installed on the server.

**SE SAP Installer does many automatic sets for the Operating System. The Sect. 3.2 describes all the installation processes and should be followed as close as possible. Sect. 3.3 shows the manual configurations that are not performed by SE SAP Installer because they are optional configuration and must be done depending on server installation needs. Those steps which are done in an automatic way will be described on Sect. 3.6 only to be known as a reference guide.**

### Contents

This chapter contains the following sections:

- Section 3.1, “Requirements”
- Section 3.2, “Installation and Launch of SE SAP”
- Section 3.3, “Manual configurations for SE SAP Server”
- Section 3.4, “Transmission of SE SAP Checklist”
- Section 3.5, “Reference guide for SE SAP automatic installation process - Microsoft Windows Server 2012 R2”
- Section 3.6, “Reference guide for SE SAP automatic installation process - Microsoft Windows Server 2008 R2”
- Section 3.7, “Reference guide for SE SAP automatic installation process - Microsoft Windows 2003 Server SP2”

### 3.1 Requirements

The customer provides a server that is reserved for usage as a SE SAP server.

#### Contents

This chapter contains the following sections:

- Section 3.1.1, “Software Requirements”
- Section 3.1.2, “Hardware Requirements”
- Section 3.1.3, “Hard Drive Partitioning Recommendation”

### 3.1.1 Software Requirements

The Windows components and softwares below must be installed on the server:

- Microsoft Windows Server 2008 R2 Standard Edition English (64 bits only) or Windows 2003 Server SP2 Standard Edition English (32 bits only). In order to check which Windows Operating System is running on the Server, press the **Start** button and in the search box type **winver** and then press **Enter**
- Internet Explorer 8.0 (or later). To check which version of Internet Explorer is installed, press **Start** button and then click **Internet Explorer**. Press **Alt + H** and then click **About Internet Explorer**
- Java virtual machine version 6 or version 7. It can be downloaded from <http://www.java.com/en>
- Current virus scanner
- The latest Operating System service pack and current hotfixes must be installed
- .NET Framework 3.5 and Visual Studio 2005 Runtime Redistributable SP1 32 bits must be installed

### 3.1.2 Hardware Requirements

For hardware requirements please consult the SESAP Sales Information and SESAP Data Sheet (you can find them in G-DMS) or the Release Note.

The following standalone hardware configuration is recommended for running the SESAP. Please, always check the Release Notes in order to get the newest hardware requirements.

**This is the minimum hardware requirement with max. 5000 subscribers.**

- 2,5 or 3 GHz processor (for performance reasons)
- 4GB RAM
- DVD (optional Writable CD/DVD to store trace files)
- 500GB HardDisk for c: (system) SCSI or SATA 3Gb/s
- 1TB HardDisk for d: (second drive to store userdata, traces) SCSI or SATA 3Gb/s
- RAID 5 recommend
- Eth Ctrl 1x1Gbit (100Mb min.)

- USB optional

**Recommendation for large Environment (10000 subscribers)**

- 1 or 2 2,5 or 3 GHz processors (for performance reasons)
- 8GB RAM
- DVD (optional Writable CD/DVD to store trace files)
- 500GB HardDisk for c: (system) SCSI or SATA 3Gb/s
- 1-1,5TB HardDisk for d: (second drive to store userdata, traces) SCSI or SATA 3Gb/s
- RAID 5 recommend
- Eth Ctrl 1x1Gbit (100Mb min.)
- USB optional

If no OSV-TM trace manager is used reduce the following requirements:

- CPU2 Ghz
- RAM 2-3 GB
- Harddisk c:100 GB
- Harddisk d:500 GB

The system is still capable of running on the computers that came preinstalled with the SESAP V1.0 R0.23.2 (old specification, see old release notes for more information), but if you plan to use the OpenScape Voice Trace Manager it is strongly recommended to install at least an additional (min. 1TB) Hard Drive into your system, for storing the generated traces.

You can find up-to-date HW recommendations for running SESAP in the Sales Information and in your order-system (e.g. „Warenkorb“). There you can also get the specification of the actual recommended 19" rack version of the HW, which should be preferred over the standalone system, especially if you plan to use Open Scape Voice solutions parallel on the same system.

### 3.1.3 Hard Drive Partitioning Recommendation

The following HD partitioning recommendations are based on the fact, that the SESAP Server should have at least a Hard Drive with 500GB of storage capacity:

Partition	Size
System drive (C:)	50 GB
Customer Data (D:)	450 GB

If you plan to use the OpenScape Voice Trace Manager it is strongly recommended to install an additional (at least 1TB) Hard Drive into your system, for storing the generated traces.

---

**NOTE:** In addition to SESAP, the customer is not allowed to install or run any further applications on the server. It is also not permitted to install and run further service applications on the SESAP server without the appropriate SESAP release notice. It is not possible to guarantee proper SESAP operation in the event of noncompliance.

---

---

**NOTE:** Currently, SESAP supports only installation on C: drive, and the installer must run from this drive. Installation of SESAP on other drives (such as D:) is not supported and **will** cause errors during installation.

---

## 3.2 Installation and Launch of SESAP

During installation of SESAP the user will be asked about a set of configuration options like user accounts, license file path, remote configurations and so on. This kind of install is called **Attended Install**.

To make SESAP installation an even more practical process, a configuration wizard was created to permit users to answer all those questions before starting SESAP installation and was called **Unattended Install**. This mode also allows the creation of a configuration file that can be used as a template during other SESAP installations in order to speed up new installations.

In both cases the installation steps are all the same but the difference is that on an unattended install the user won't have to answer any question because all were answered before the install process begining. Both kinds of installation will be described in sequence.

SESAP is installed from the SESAP Software Suite DVD.

Insert the DVD. The installation routine starts automatically or it can be launched from the file `install.bat` (on the DVD).

First of all, when SESAP installation begins, choose the kind of installation answering the following question:

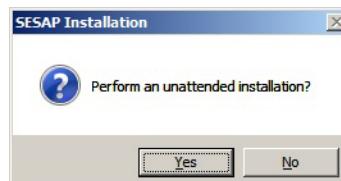


Figure 3 SESAP unattended installation

Press **YES** for Unattended installation and **NO** for Attended installation.

No matter what kind of installation is chosen, two End-User License Agreement (EULA) screens will show. The installation will only proceed upon accepting the licenses.

The user must accept two license agreements. One for SESAP itself and one for third-party tools.

## Installation

### Installation and Launch of SESAP

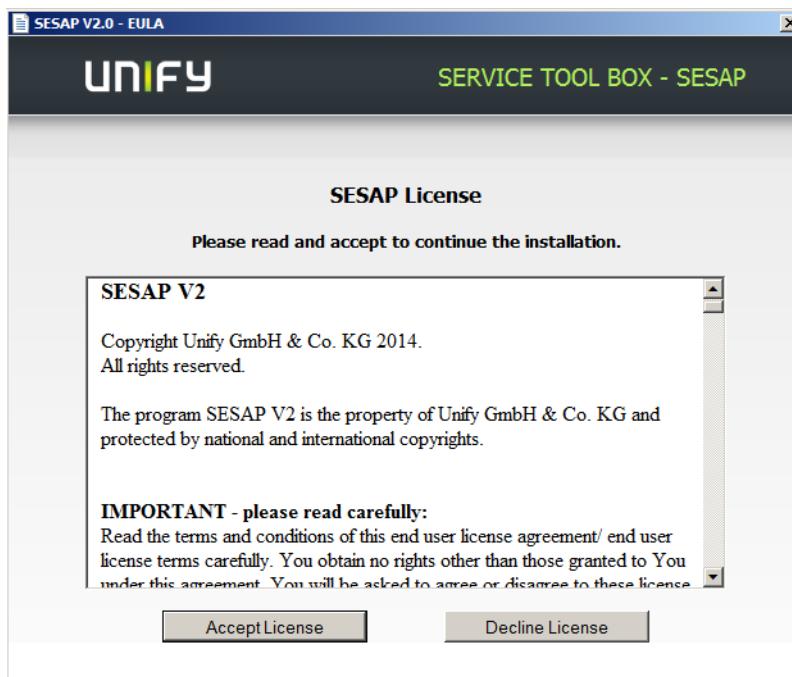


Figure 4

SESAP license screen

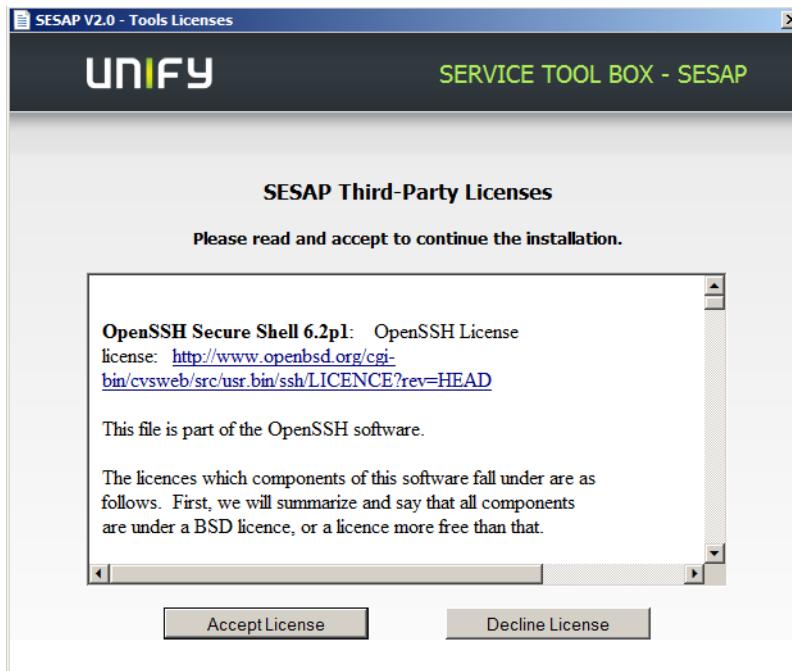


Figure 5

SESAP license screen for third-party tools

### 3.2.1 Attended Install

The first message brings a brief explanation about the hardening procedure, applied during SESAP installation, to reinforce security:

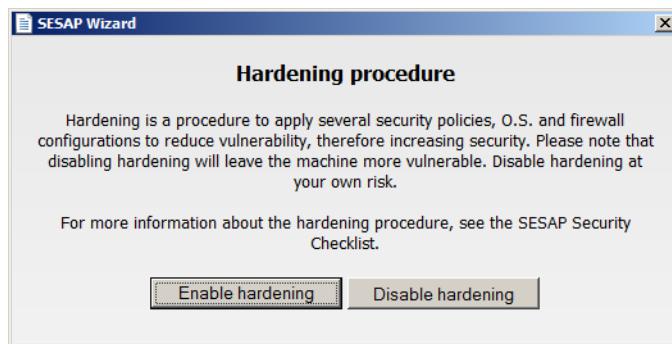


Figure 6 Hardening procedure dialog

The checklist contains more information about the hardening procedure. In case of not enabling hardening, some specifics points regarding this choice must be filled.

Once an option about the hardening is made, a message will show informing that Installation might require the system to reboot. Press **YES** to continue:

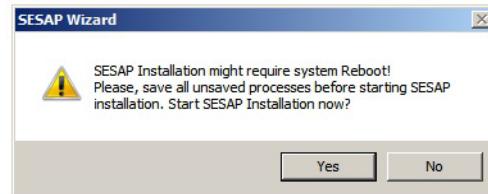


Figure 7 SESAP Installation, reboot warning

All installation steps are displayed on its main installation window.

Each installation step contained in the Installation Main Window will be described in the following items:

#### 1) Create SESAP Accounts.

Automatically creates SESAPADMIN, SESAPSERVICE and SESAPFTP local accounts as described on [Section 3.6.1.1, “Create Local Users”](#).

## Installation

### Installation and Launch of SESAP

#### 1.1) Minimal password length for user accounts.

Some servers can be configured to accept hardened passwords and they will not accept the default SESAP passwords. On this case, user will receive a warning message:

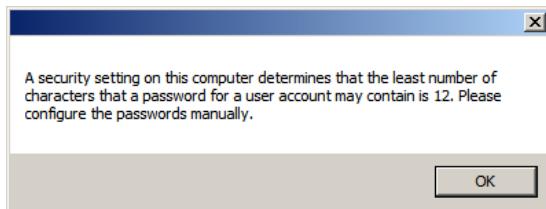


Figure 8 SESAP installation, password complexity message

and will be prompted to enter a new passwords for both accounts (SESAPADMIN and SESAPSERVICE):



Figure 9 SESAP installation, password input for SESAPADMIN account

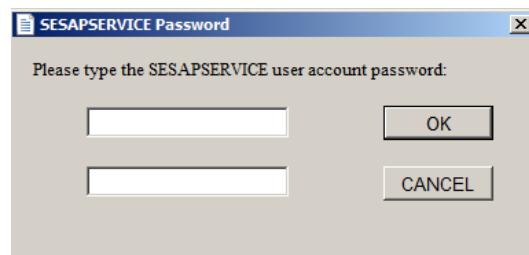


Figure 10 SESAP installation, password input for SESAPSERVICE account

### 1.2) SESAPFTP password account.

During SESAPFTP creation, the user will be asked to type a password for this account, as shown in the window below:



Figure 11

SESAP installation, password input for SESAPFTP account

On Section 3.3.1, “Create users in a domain” is described how to create a domain user that depends on customer specification. For this reason, **SESAP Installation does not create any domain user.**

---

**NOTE:** Although SESAPADMIN and SESAPSERVICE **local** accounts are automatically created for SESAP administration, all installation and launch of SESAP can be done using a **domain** account with administrator privileges.

---

### 2) Set Users Account Controls

After having those three local accounts created, the “files virtualization” security option must be turned off. This setting is also made automatically. SESAP Server also sets many Operating System security items during this step.

One of these security settings determines that the built-in account created by default during OS installation named “Administrator” must be changed to other name that does not contain the term “admin”. Please type a new built-in administrator account name if the window above is shown:



Figure 12

New Built-In account name

## Installation

### Installation and Launch of SESAP

#### 3) Enable Remote Desktop

SESAP Installation automatically enables the Remote Desktop Service, as described on [Section 3.6.1.2, “Remote Desktop”](#). It also allows the mentioned service on firewall permissions. It is needed to choose between allowing this service only with Network Level Authentication or not:



Figure 13

*SESAP Installation, Remote Desktop with Network :Level Authentication*

The system must be rebooted after all these changes. The following message will be displayed:



Figure 14

*SESAP installation, reboot confirmation*

Click **OK** to reboot the Server. After rebooting, the user must log on with SESAPADMIN local account. At the beginning of first log on, the user will be asked to change the password.

#### 4) Install Windows Services

All needed windows services will be installed, as listed below:

- Web Server (IIS).
- FTP Publishing Service
- Net Framework
- Web Management Capability
- WMI Compatibility
- Folder Indexing Service (Remove Service)
- Windows Authentication
- ASP.NET

The following window will indicate the progress of Windows Services installation:

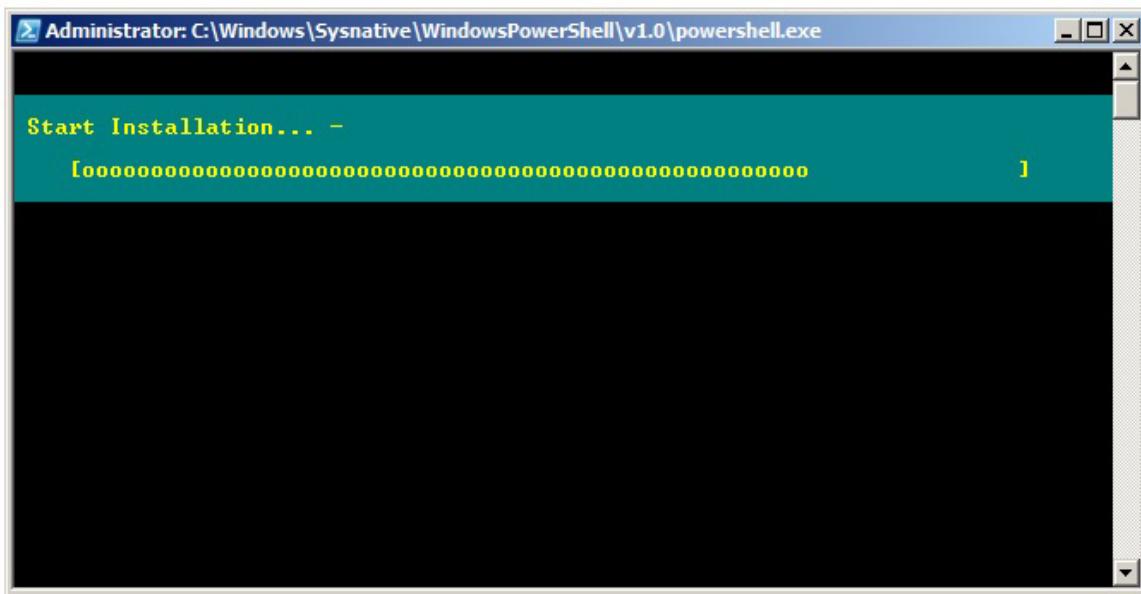


Figure 15 Windows services installation

### 5) Install HiPath License Manager

The SESAP Installation checks if HiPath License Manager and HiPath License Agent are already installed in Server. If they aren't installed, it will install both applications.

After installation, the user will be asked for a RLF (Regular License File), like the message shows:



Figure 16 .SESAP Installation, Regular License File request

Choose **YES** to locate the Regular License File. After being located, the file will be added automatically to HiPath License Agent.

## Installation

### Installation and Launch of SESAP

If the file is correctly uploaded, the following information will be shown on main window;



Figure 17 SESAP Installation, Regular License activated

If the option is to not add the Regular License File, click **No**. The SESAP installer will request the license to HiPath License Agent using the Grace Period License File (GPCF) located under `DVDDrive\SESAP\License` folder. In this case the following message will be shown on main window:



Figure 18 SESAP Installation, Grace Period License activated

### 6) Install SSH Server

The SSH Server is an application used for providing encrypted communication sessions over remote computers.

During SSH Server installation, the user decides if SESAPADMIN and SESAPSERVICE user accounts should be added to SSH Server users list. The following questions will be shown:



Figure 19 SESAP Installation, add SESAPADMIN to SSH Server users list

The same question is shown, but for the SESAPSERVICE user account:



Figure 20

*.SESAP Installation, add SESAPSERVICE to SSH Server users list*

The SSH Server setup is run and, depending on the answers for each described question, the chosen user accounts (SESAPADMIN and/or SESAPSERVICE) will be added automatically to the SSH Server users list, as described on [Section 3.6.3.2, “Add users to RSPssh users list”](#). It also allows the mentioned service on firewall permissions.

## 7) Install KeePass Software

The KeePass Password Safe 2 is installed and configurated to keep information and passwords of SIRA devices stored. It can be used into the SESAP Page, using the Devices Database tab or via Command Line, using the DevicesDatabase script. SESAP implements an interface to this software that can be used in one of these two methods.

The database created here may have one of two authentication methods: 1) Any authenticated user; or 2) Using a Master Password. During this installation step, the following prompt will appear:



Figure 21

*SESAP Installation, KeePass Configuration*

Choosing the option Yes, then the Master Password will be asked (as below). This password must be stored. If it was lost, database will be lost. Choosing No, the database will be created using user validation, SESAP will allow any authenticated user to access the database.

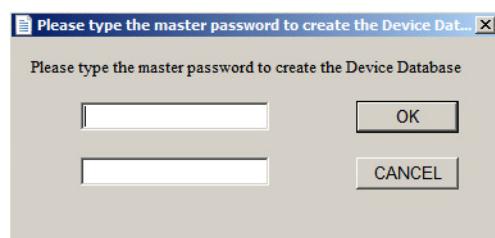


Figure 22

*SESAP Installation, Master Password Prompt*

## Installation

### Installation and Launch of SESAP

#### 8) Install SSDP Plugin

The SSDP (Smart Services Delivery Platform) Service Plug-in manages the interface between **SESAP Server** and **SSDP Enterprise Server**, a browser-based remote support tool.

#### 9) Add FTP Site

As will be described on [Section 3.6.1.4, “How to configure the FTP Site”](#), the Default FTP Site will be created and the folder that will be used to store all data that will be accessed by the SESAPFTP user must be selected. Choose the folder's location path and press **OK**. If the folder doesn't exist yet, click on **Make New Folder** and create a new one:

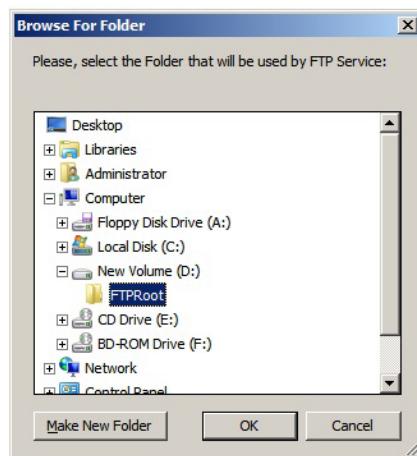


Figure 23

SESAP installation, select FTP folder

The standard path is D:\FTPRoot, but any other can be chosen, depending on customers needs.

Also depending on customer needs, an extra FTP user can be created to read information from a choosen folder on SESAP.Server. If this extra FTP user is needed, click **YES** for the following question, otherwise click **No**



Figure 24

SESAP installation, create an extra FTP user account prompt

Set user name and password:



Figure 25

SESAP installation, set user name and password for extra FTP account

And then choose the folder that will store all information that should be read by this new user.

#### 10) Copy SESAP Folders

All files and folders will be copied from DVD to C:\SESAP. A progress bar is shown during this process.

#### 11) Crate Dashboard Database

SESAP counts with the Dashboard support. This feature receive and store statistics and other data, and these information are stored into a sqlite database. This installation step copy the sqlite files and create the database.

#### 12) Copy Uninstall Folder

The Uninstall.hta and other needed folders are also copied to the operating system programs installation folders.

#### 13) Deploy SESAP file

The file Sesap.war is copied to the License Management webapps folder. This file is automatically deployed into the SESAP application folder and its files and subfolders will be used during SESAP lauching via web browser.

#### 14) Create Shortcuts

The Desktop shortcut for SESAP Wizard will be created for all users:



Figure 26

Desktop Icon

## Installation

### Installation and Launch of SESAP

Also, a shortcut is created for SESAP Startup and Uninstall on “All Programs / SESAP” path:

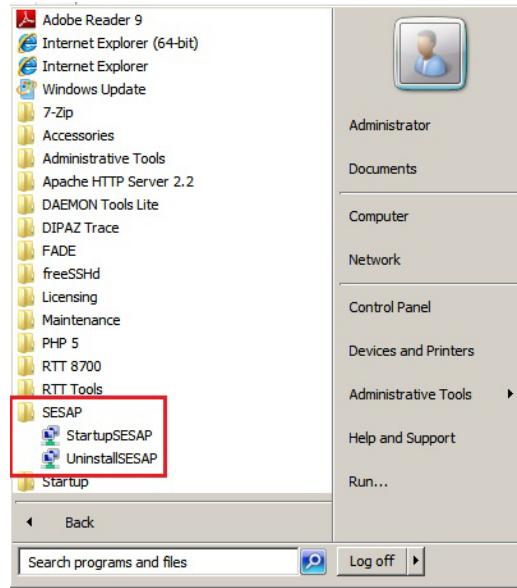


Figure 27 SESAP links on Start / All Programs

### 15) Install help files updates

Some applications have their documentation based on **.hlp** files. To correctly open these files, an update is needed to be performed. During this step other windows patches shall be installed automatically if necessary.

### 16) Add SESAP Key to registry

Some registry values are written under the following registry key::

HKEY\_LOCAL\_MACHINE \ SOFTWARE \ UNIFY \ SESAP

### 17) Set Internet Explorer Options

As will be described on [Section 3.6.2, “Microsoft Internet Explorer settings”](#), SESAP installer sets options for Active Content information shown by Internet Explorer. This step is also done automatically for all local users.

After completing all these steps, SESAP Wizard will have its installation finished. The main installation window will look like image below:

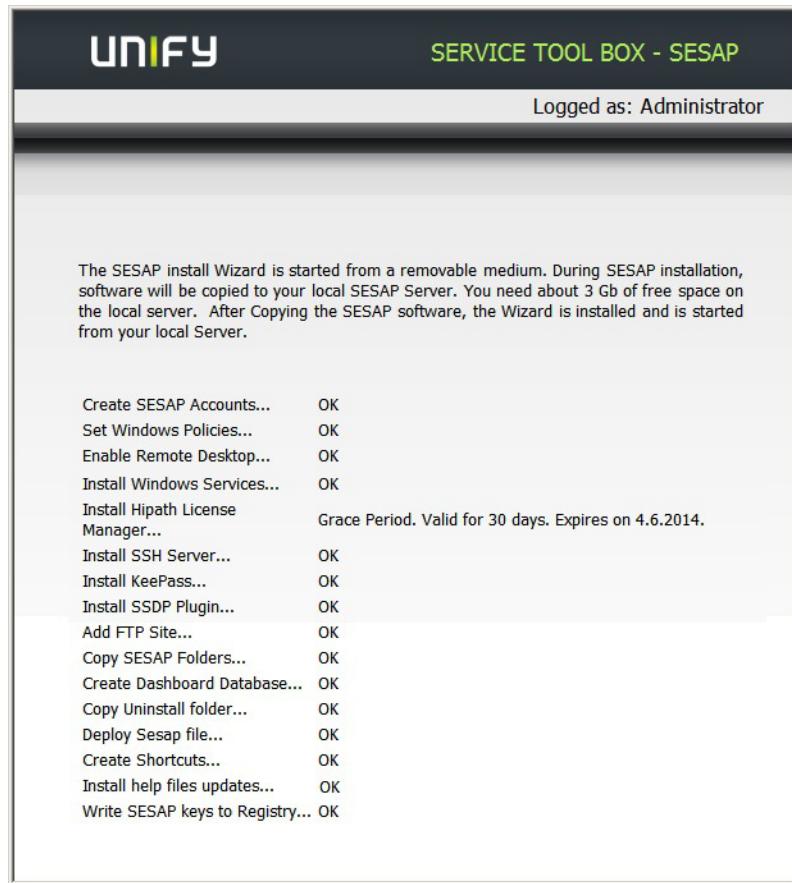


Figure 28 SESAP installation, Main Window

The last message shown below will indicate that SESAP Service Tool Box installation has come to its end.



Figure 29 SESAP Installation finished

Press **OK** and the computer will be restarted. Once the operating system is started, SESAP Wizard main window will be launched.

## Installation

### Installation and Launch of SESAP

#### 3.2.2 Unattended Install

The image below shows the Unattended Configuration Wizard main window:

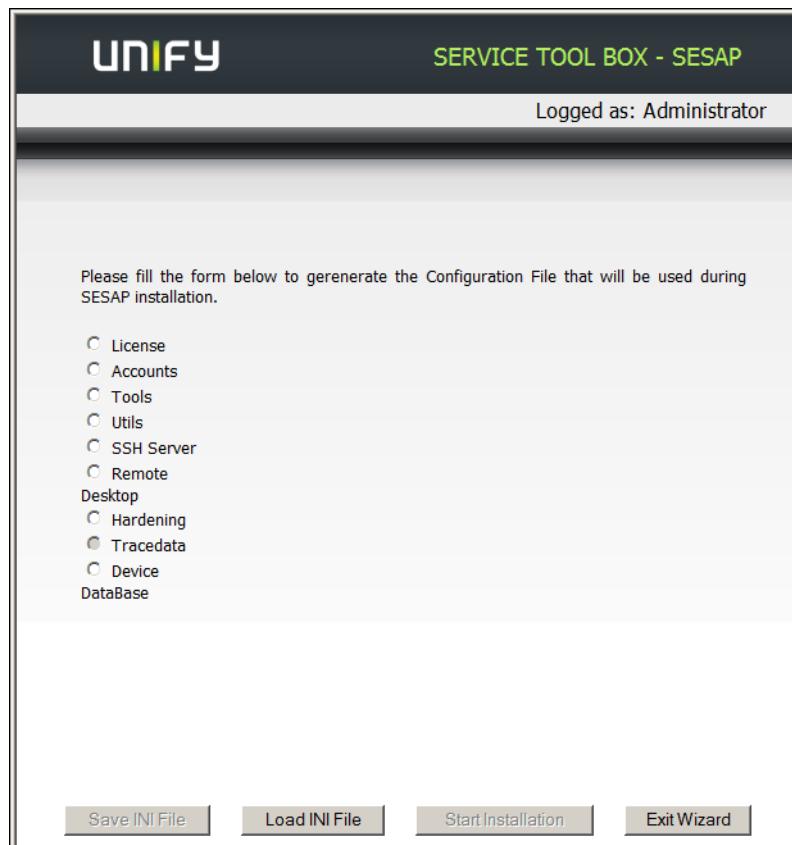


Figure 30 Configuration Wizard, Main Window

Each item contained in Main Menu indicates a set of required configurations that will be used during SESAP Installation. Each set of configurations will be described in the next topics.

##### 1) License

Press **Browse** to search for the Regular License File path. The chosen file will be uploaded automatically to HiPath License Agent during SESAP Installation. This field can also be left blank and in this case SESAP will run under the 30 days of Grace Period.

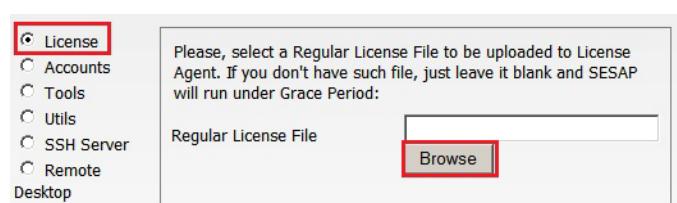


Figure 31 SESAP unattended installation, License

## 2) Accounts

Due to security reasons, the built-in account that is created by default during OS installation named “Administrator” must be changed to other name that does not contain the term “admin”. Please type a new built-in administrator account name.

Choose which accounts will be created on SESAP Server. The fields in red color must be obligatorilly filled in case SESAPFTP and/or EXTRAFTP accounts are set to be created. These fields are **Password, Confirm Password, FTP directory path** and **Account Name** (in the case of extra ftp account).

<input type="radio"/> License <input checked="" type="radio"/> Accounts <input type="radio"/> Tools <input type="radio"/> Utils <input type="radio"/> SSH Server <input type="radio"/> Remote  <input type="radio"/> Desktop <input type="radio"/> Hardening <input checked="" type="radio"/> Tracedata <input type="radio"/> Device <input type="radio"/> DataBase	<div style="border: 1px solid black; width: 300px; height: 20px; margin-bottom: 10px;"></div> <p>Built-in account name:</p> <p>Create SESAPADMIN Account? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Create SESAPSERVICE Account? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Create SESAPFTP Account? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p><b>Password</b> <input style="width: 150px; margin-bottom: 10px;" type="text"/><b>Confirm Password</b> <input style="width: 150px; margin-bottom: 10px;" type="text"/></p> <p><b>FTP directory path</b> <input style="width: 200px; margin-bottom: 10px;" type="text"/> <input style="width: 100px;" type="button" value="Browse"/></p> <p>Create EXTRAPFTP Account? <input checked="" type="radio"/> Yes <input type="radio"/> No</p> <p>Account Name <input style="width: 200px; margin-bottom: 10px;" type="text"/></p> <p>Password <input style="width: 150px; margin-bottom: 10px;" type="text"/> Confirm Password <input style="width: 150px; margin-bottom: 10px;" type="text"/></p> <p>FTP directory path <input style="width: 200px; margin-bottom: 10px;" type="text"/> <input style="width: 100px;" type="button" value="Browse"/></p> <p><b>*Fields in red color must be obligatorily filled.</b></p> <p><b>*Passwords and their confirmation must match.</b></p>
--	--

Figure 32

## *SESAP unattended installation, Accounts*

### 3) Tools

Choose which applications tools will be installed in an automatic way just after SESAP Installation Wizard.

## Installation

### Installation and Launch of SESAP

<input type="radio"/> License	ComWin / HiPath 4000 Expert Access	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Accounts	HiPath Deployment Service	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input checked="" type="radio"/> Tools	Hipath IP Service	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Utils	Hipath IP VoiceView	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> SSH Server	J-HPT	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Remote	HiPath 3000 Manager E	<input type="radio"/> Yes <input checked="" type="radio"/> No
Desktop	Open Scape Voice Trace Manager	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Hardening	HiPath QoS Data Collection Unit	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input checked="" type="radio"/> Tracedata	Unit Manager Network 3.2	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Device		
DataBase		

Figure 33

SESAP unattended installation, Tools



#### WARNING

**Some applications managed by SESAP needs user intervention during installation and in these cases the installation won't be completely unattended. User must attend the tools installations!**

**NOTE:** The quantity and name of tools can vary for each SESAP version

#### 4) Utils

As mentioned on last item about tools, applications utilities can be automatically installed too. The user can choose which ones that will be automatically installed:

<input type="radio"/> License	MD5 Checker	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Accounts	On Screen Keyboard	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Tools	PUTTY	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input checked="" type="radio"/> Utils	Password Safe	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> SSH Server	Aonaware Syslog Web Client	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Remote	WinSCP	<input type="radio"/> Yes <input checked="" type="radio"/> No
Desktop	Wireshark	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="radio"/> Hardening		
<input checked="" type="radio"/> Tracedata		
<input type="radio"/> Device		
DataBase		

Figure 34

SESAP unattended installation, Utils

#### 5) SSH Server

The SSH Server is an application used for providing encrypted communication sessions over remote computers.

The user must decide if SESAPADMIN and SESAPSERVICE user accounts should be added to SSH Server users list:



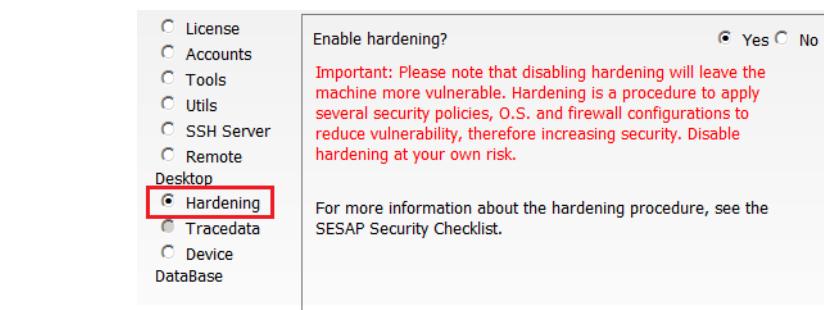
## 6) Remote Desktop

Choose between allowing the remote desktop service only with Network Level Authentication or not. As shown on the following image, this feature is not supported by older Remote Desktop clients, for example: Windows XP



## 7) Hardening

Choose to enable or disable hardening, a procedure applied during installation to reinforce security. If the user chooses to not enable hardening, some specific points regarding this choice must be filled in the Security Checklist.



## Installation

### Installation and Launch of SESAP

#### 8) Tracedata

If **Open Scape Voice Trace Manager** was included on the list of automatic tools installation, the user account called **tracedata** will be created by SESAP. The fields shown below must be filled in order to automatize OST\_TM installation:

License  
Accounts  
Tools  
Utils  
SSH Server  
Remote  
Desktop  
Hardening  
**Tracedata**

Account Password

Drive for tracedata dir

\*Fields in red color must be obligatorily filled

Figure 38

SESAP unattended installation, Tracedata

---

**NOTE:** These options won't be available if OSV\_TM is not included on the automatic install tools list.

---

#### 8) Devices Database

In this tab, the configuration relative to Devices Database can be made. User can configure if the Devices Database will be accessed by any authenticated user or with a Master Password only. Using a Master Password, the **Master Password** box and the **Confirm Master Password** box must be filled with the password and this password must be stored. Without this password, it is not possible to open the database anymore.

Please fill the form below to generate the Configuration File that will be used during SESAP installation.

License  
Accounts  
Tools  
Utils  
SSH Server  
Remote  
Desktop  
Hardening  
**Device DataBase**

Create Device Database with a Master Password?  Yes  No

\*If no, the Device Database web page can be accessed by the Administrators group.

Master Password

Confirm Master Password

\*Fields in red color must be obligatorily filled.  
\*Passwords and their confirmation must match.

Figure 39

SESAP unattended installation, Devices Database

### 3.2.2.1 Fields validation

While all fields are being set by the user, the Configuration Wizard performs the validation of all these fields. If validation succeeds, the buttons **Save INI File** and **Start Installation** become enabled:



Figure 40 SESAP unattended installation, Enabled buttons

When **Save INI File** is pressed, all configured options can be saved to a file called ConfigurationFile.ini. User must choose the directory path and click **OK**.

### 3.2.2.2 Using ConfigurationFile.ini

Future installation will run faster if a previous ConfigurationFile.ini file is used. Click on **Load INI File** and then choose the correct path where it is stored.

### 3.2.2.3 Start Installation

If the button **Start Installation** is enabled, it means that all options were successfully validated. Press **Start Installation** and at this moment the Configuration Wizard will look for Java installations on Server, if Java requirements are not fulfilled, the following messages may appear:



Figure 41 SESAP unattended installation, Java Error



Figure 42 SESAP unattended installation, QCU Java Error

Be sure to install the correct version of Java and press **Start Installation** again. If installed version is correct now the unattended SESAP Installation Wizard will be called.

## Installation

### Installation and Launch of SESAP

Some servers can be configured to accept hardened passwords and they will not accept the default SESAP passwords. On this case, user will receive a warning message:



Figure 43

SESAP hardened password, message (1)

and will be prompted to enter a new passwords for both accounts (SESAPADMIN and SESAPSERVICE):



Figure 44

SESAP password, message (1)

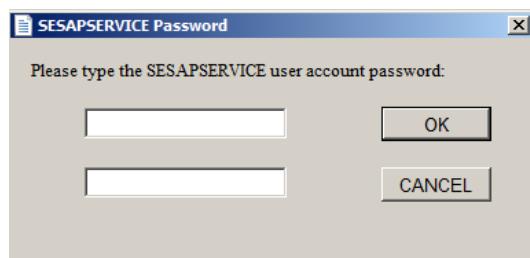


Figure 45

SESAP password, message (2)

Just wait until all installation steps are finished and SESAP user interface window will start as described on Chapter 4, "SESAP User Interface".

### 3.3 Manual configurations for SESAP Server

Depending on customers needs, it may be necessary to be performed two optional install configurations that aren't done automatically by SESAP Installer:

- Section 3.3.1, "Create users in a domain"
- Section 3.3.2, "WinSCP"
- Section 3.3.3, "PuTTy"

#### 3.3.1 Create users in a domain

Should additional users be required due to customer specifications, an "Active Directory", or other "Security Policies" then these users shall be set up separately for each project. Customer specifications must always be implemented.

To create user in a domain is considered that all infrastructure needed for domain control is already installed in the Operating System. If negative, the Role "Active Directory Users and Computers" Role will not be accessible.

Carry out the following action:

1. Launch "Active Directory Users and Computers" at **Start / All Programs / Administrative Tools / Server Manager / Roles**.

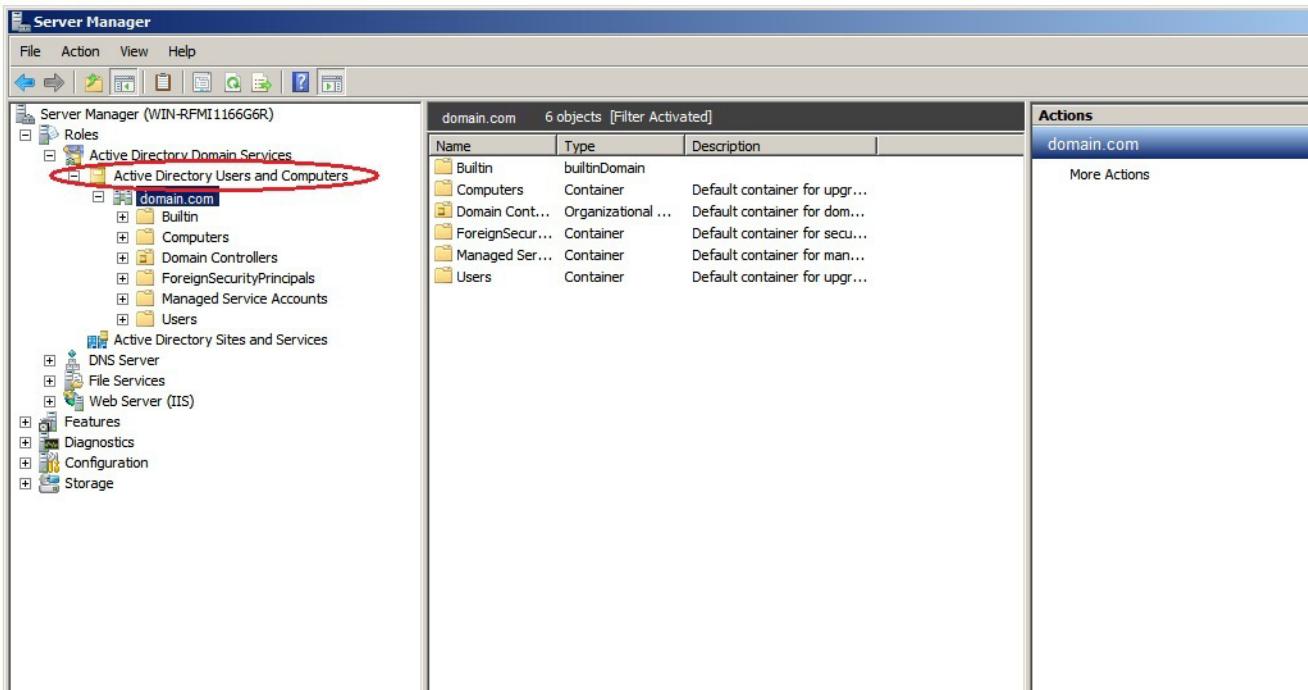


Figure 46

Create user, domain (1)

2. Right Click in the domain name and choose **New / User**.

## Installation

### Manual configurations for SESAP Server

3. Enter Information about the new user and click **Next**:

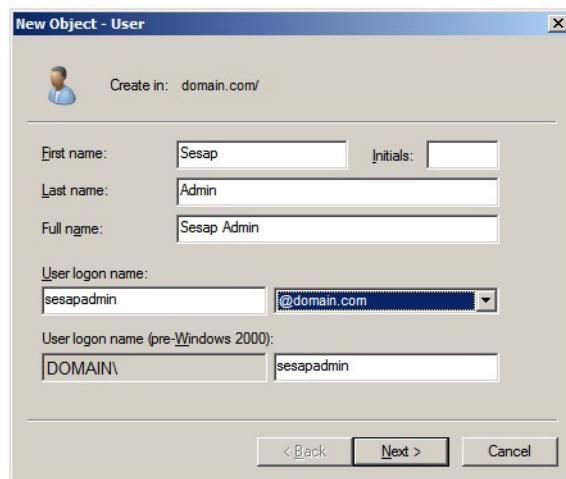


Figure 47 Create user, domain (2)

4. Enter the password twice and mark the check box "Password never expires". Then click on **Next**.



Figure 48 Create user, domain (3)

5. You now see a summary of the details. Click on **Finish**.

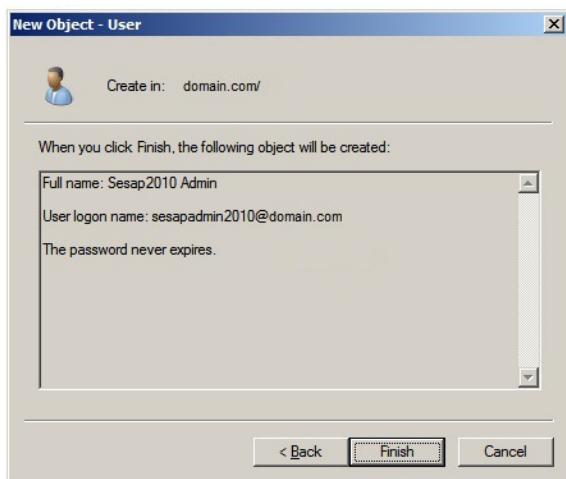


Figure 49 Create user, domain (4)

6. The message below will be shown if the entered password does not satisfy the domain requirements:



Figure 50 Create user, domain (5)

Choose a password that meets the password policy requirements if you see this message.

## Installation

### Manual configurations for SESAP Server

7. Now open the "User Properties" window and then the "Member Of" tab and click on **Add**.

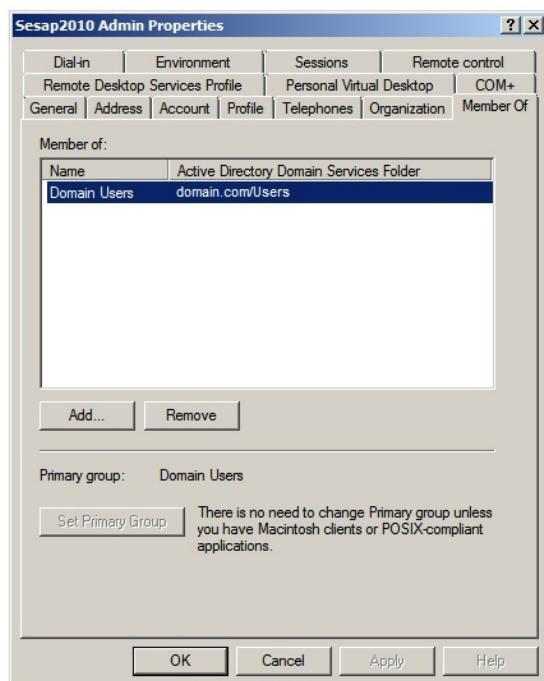


Figure 51 Create user, domain (6)

8. Click on **Advanced**:

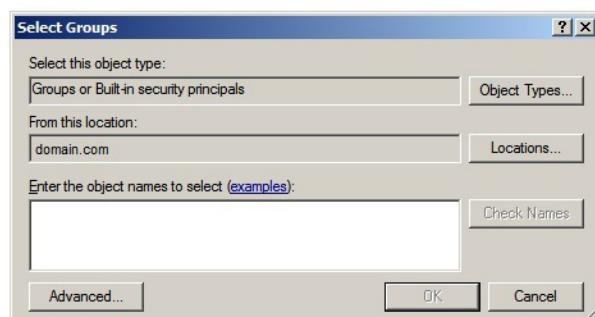


Figure 52 Create user, domain (7)

9. Click on **Find Now**, highlight the "Administrators" group and click on **Add**.

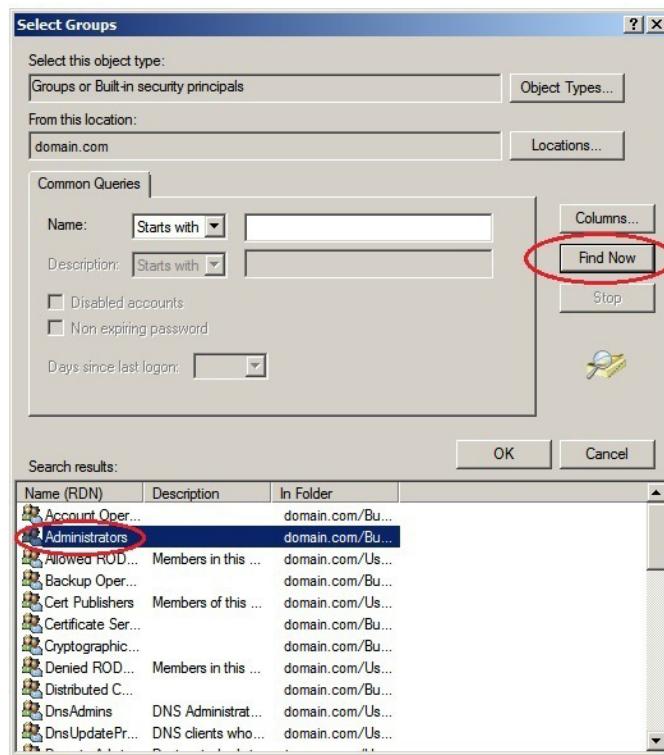


Figure 53                      Create User, domain (8)

10. Click **OK** to finish.

### 3.3.2 WinSCP

The SSH Sever (RSPssh) is automatically installed by SESAP Installer, but WinSCP don't. If needed, install it from the **Utilities** menu, described later on chapter 5. There are three use cases for WinSCP and RSPssh

1. When needed to connect via SFTP connection between SESAP Server and Service Center (WinSCP installed on the WTS in SIRA system).
2. When a secured connection is needed between SESAP Server and other customer computer, WinSCP has to be installed from DVD to SESAP Server, and for the customer computer there is the RSPssh on the DVD.
3. RSPssh is also used by OpenScape Voice Trace Manager users to transfer collected data from trace data applications.

## Installation

### Manual configurations for SESAP Server

#### 3.3.3 PuTTy

PuTTy is a free implementation of Telnet and SSH for Windows and Unix platforms, along with an *xterm* terminal emulator that can be used on SESAP Server to access remote computers.

The PuTTy application can also be installed by accessing the Utilities menu, described later on chapter 5.

### **3.4 Transmission of SESAP Checklist**

Input all necessary data to checklist and Copy the file SesapChecklist.rtf into the directory C :\SESAP\docs.

The SESAP checklist can be found in G-DMS.

## 3.5 Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

The automatic steps done during installation can be manually checked using the items of this section.

- Section 3.5.1, “Operating System Configuration”
- Section 3.5.2, “Microsoft Internet Explorer settings”
- Section 3.5.3, “RSPssh - SSH Server”
- Section 3.5.4, “FTP User configuration”
- Section 3.5.5, “Domain Name System Handling”

### 3.5.1 Operating System Configuration

Different Windows components are enabled or disabled during installation process so that the computer can be used as a SESAP server:

Component	Status required
User Management	User automatically created
Remote Desktop	Automatically Enabled
Indexing and Windows Search Services	Automatically Disabled
SMTP Service	Automatically Disabled
IIS6 WMI Compatibility	Automatically Enabled
Internet Information Service (IIS)	Automatically Enabled
FTP Service (IIS)	Automatically Enabled
Internet Explorer: permit Active Content	Automatically Enabled

Table 7 *Operating system components*

Check the status of the individual components.

The following sections contain more detailed information on some components:

- Section 3.5.1.1, “Create Local Users”
- Section 3.5.1.2, “Remote Desktop”
- Section 3.5.1.3, “Internet Information Services”
- Section 3.5.1.4, “How to configure the FTP Site”
- Section 3.5.1.5, “IIS WMI Compatibility”
- Section 3.5.1.6, “Disable the Indexing and Windows Search Services”
- Section 3.5.1.7, “Install Windows patch for opening help files”

### 3.5.1.1 Create Local Users

The users required to operate SESAP as are listed in [Table 10](#).

#### User IDs

The following accounts are available for working with the server:

User	Password	Password can be changed	Use
SESAPADMIN	Sesap_2005	Yes	Local administrator, for installation and configuration
SESAPSERVICE	Sesap_2005	Yes	SESAP user, local and remote, in the group of local administrators
SESAPFTP	Selected during installation	No	FTP user for DLS and further applications that require the FTP service

Table 8

User IDs

---

**NOTE:** The three local accounts: SESAPADMIN, SESAPSERVICE and SESAPFTP are created automatically by the SESAP Installer. For the first two accounts, the user will be asked to change password before logging on for the first time on SESAP Server. **The accesses to SESAP Server via SSH Server will only be possible for SESAPADMIN and SESAPSERVICE user accounts after the password change.** The third one is not accessible locally and is used only for FTP accesses.

---

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

Carry out the following action:

1. Open Computer Management. At the Start Screen, type **Computer Management** and open it when found. Then, click on "Local Users and Groups" in the left window panel and then on "Users".

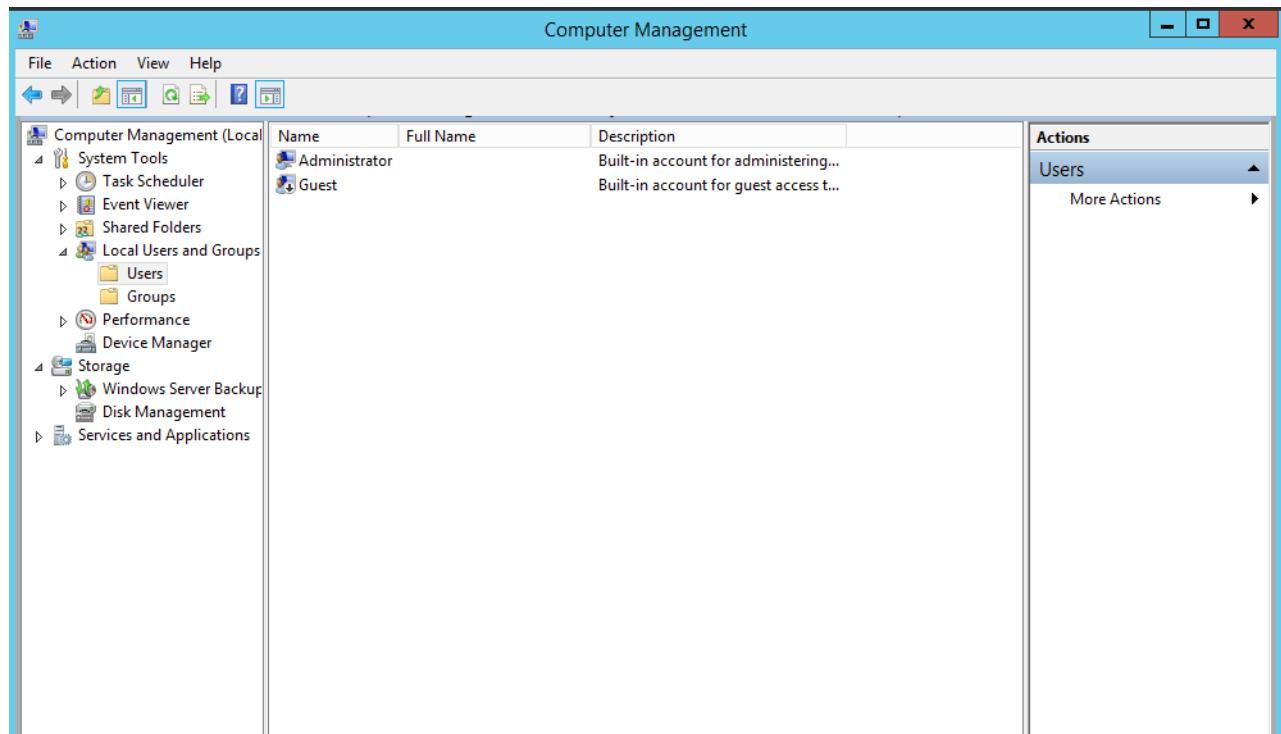


Figure 54 Create user, local (1)

2. Create a new user, enter the password twice, check the box "User must change password at next logon" and click on **Create**:

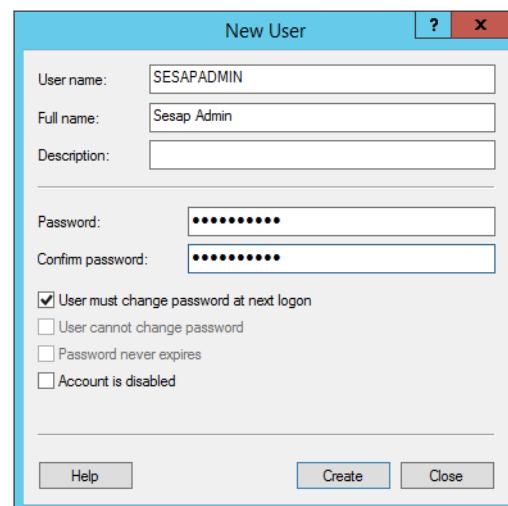


Figure 55 Create user, local(2)

3. Now open the "User Properties" window and the "Member Of" tab and click **Add**.

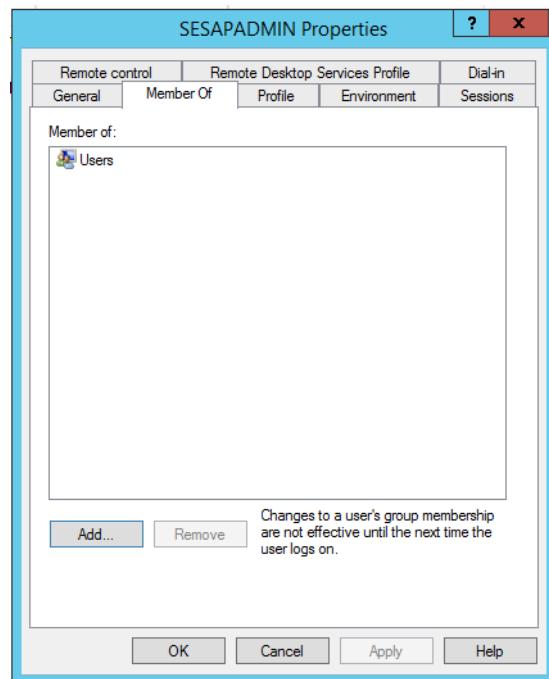


Figure 56 Create user, local (3)

4. Enter the group name "Administrators" in the "Select Groups" window in the "Enter the ..." box and click **OK** to finish.

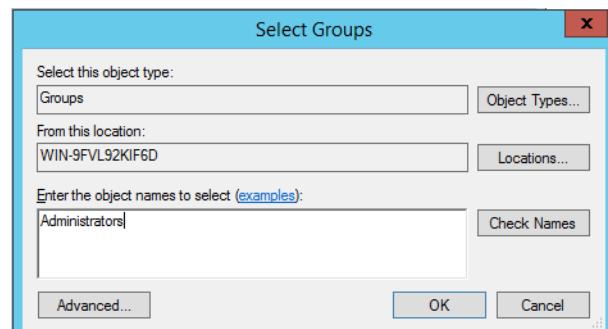


Figure 57 Create user, local (4)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

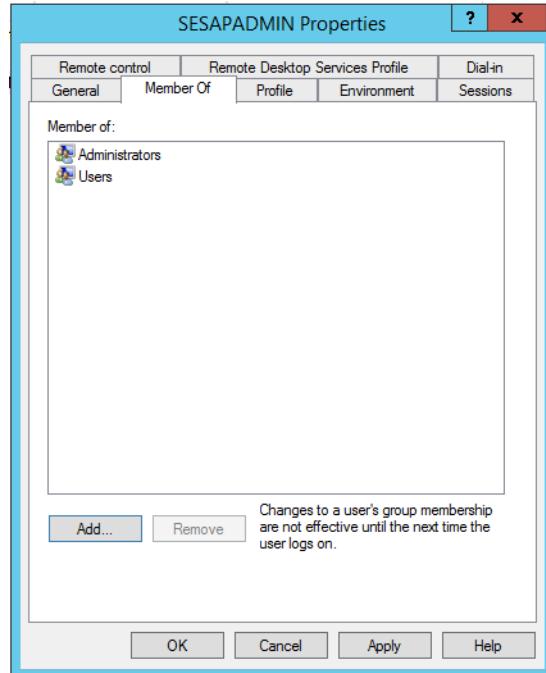
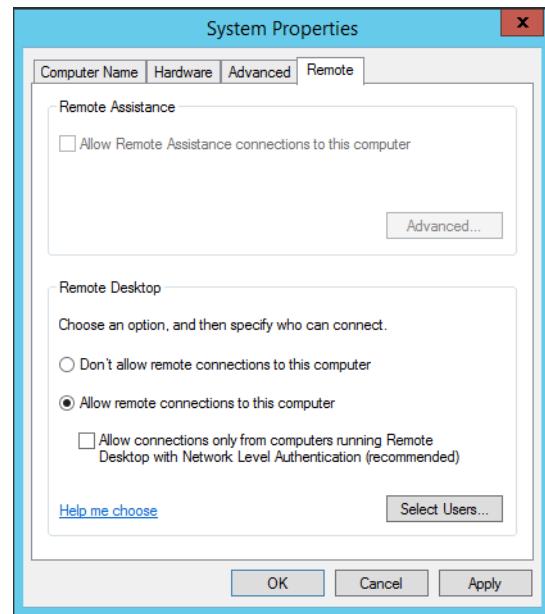


Figure 58 Create user, local (5)

### 3.5.1.2 Remote Desktop

1. At Start Screen, type Control Panel / Open it / Go to System and Security / Allow Remote Access
2. There are an option to allow remote connections to the computer. Optionally, it is possible to allow connections only from computers running Remote Desktop with Network Level Authentication. Upon clicking the radio button to allow remote connections, a warning will be shown stating that a firewall exception for Remote Desktop will be enabled. Click OK.
3. Click Apply and OK

*Figure 59**Allow Remote Desktop*

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

### 3.5.1.3 Internet Information Services

1. At **Start Screen**, type **Server Manager** / Open it. Choose the option **Add roles and features**, as described on next figure:

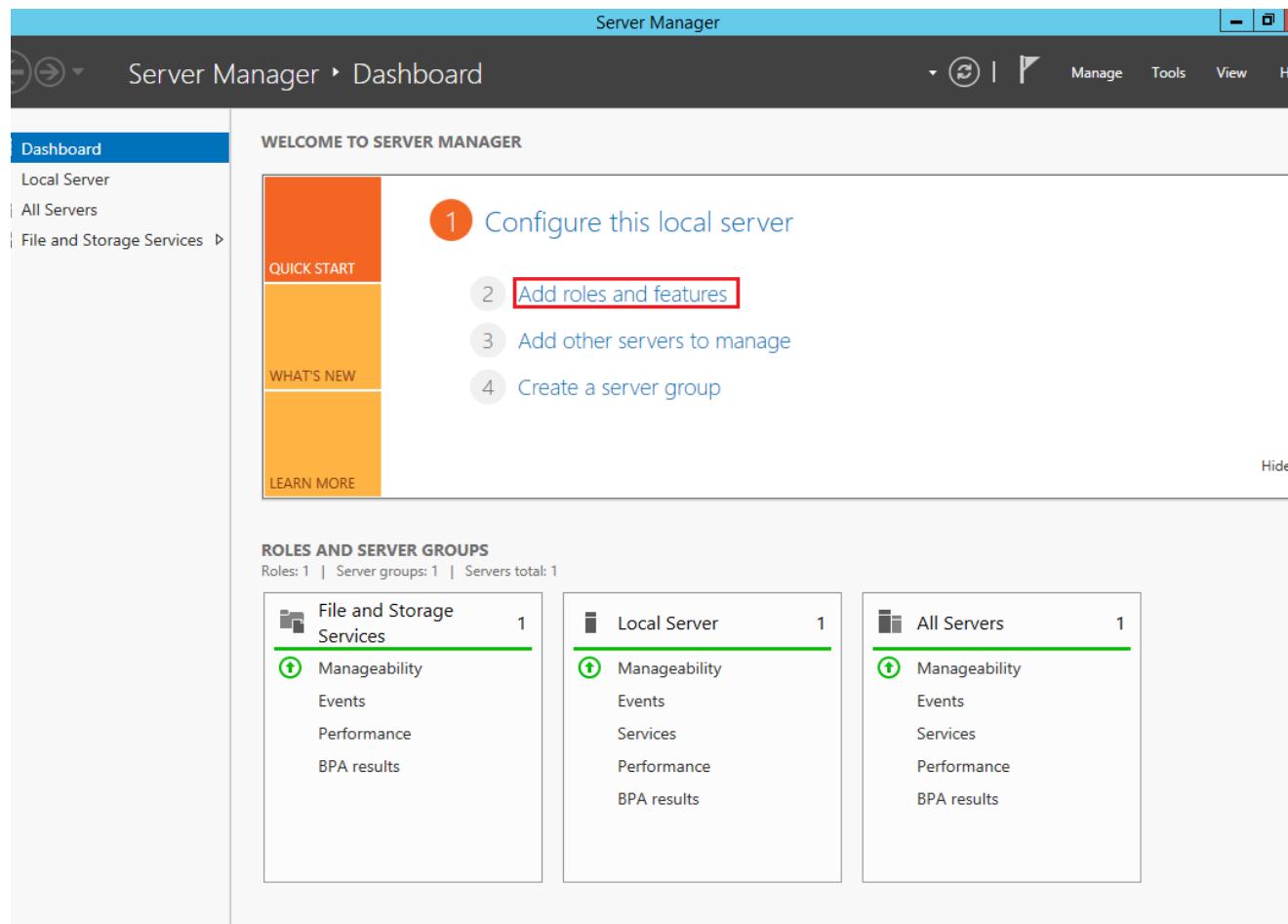


Figure 60

Server Manager - Add roles and features

2. Click Next to confirm that roles will be added to the single server.

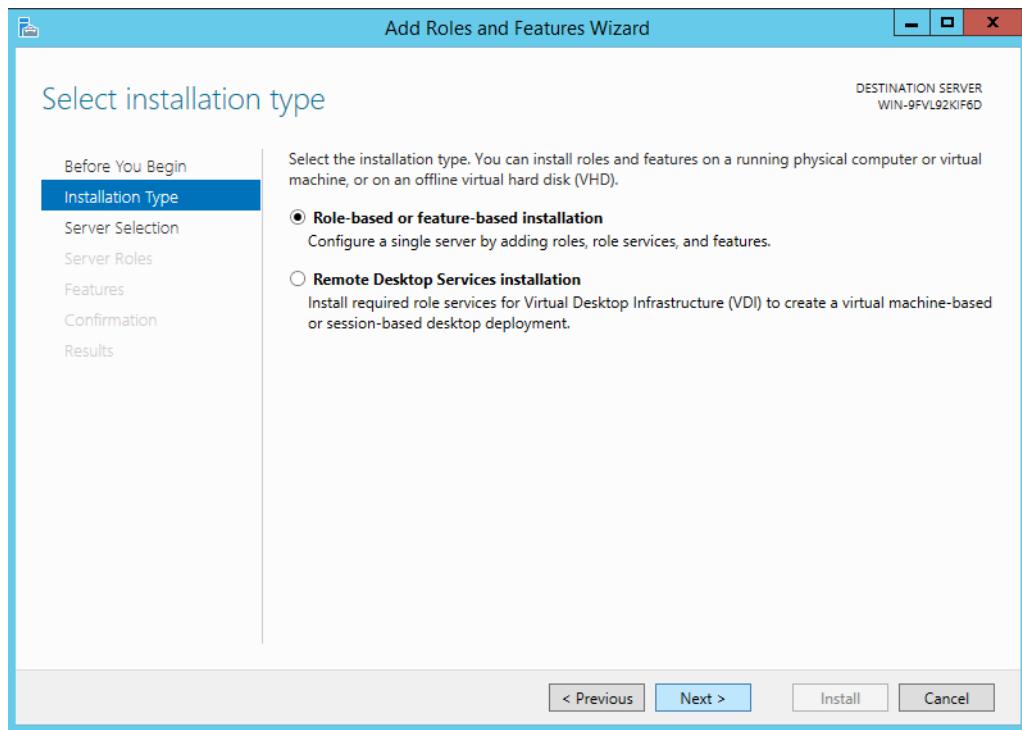


Figure 61                    *Add Roles and Features Wizard - Installation Type*

3. In the next screen, select the server that will receive the new roles:

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

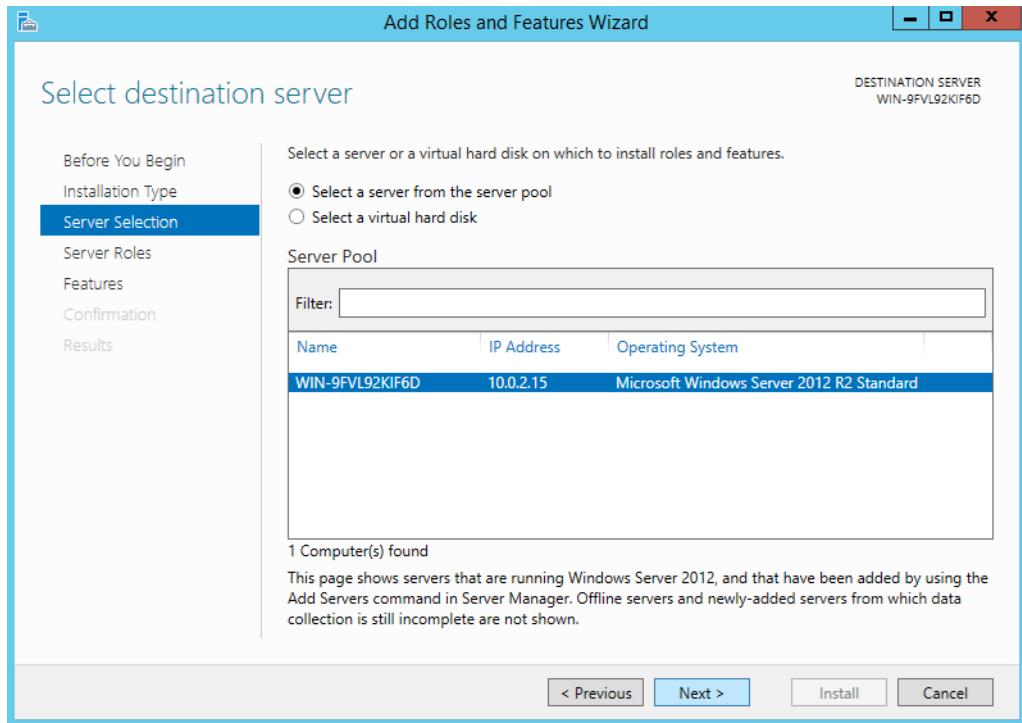


Figure 62

Add Roles and Features Wizard - Server Selection

4. On **Server Roles**, check the box **Web Server (IIS)**. The Wizard will suggest to install features that are required for Web Server IIS. Click **Add Features**.

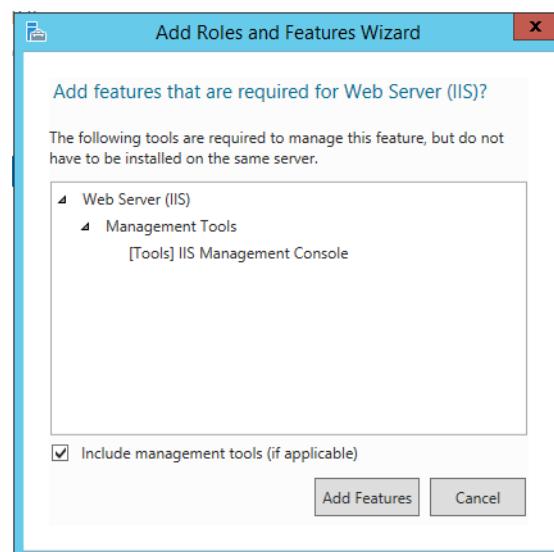


Figure 63

Add Roles and Features Wizard - Features required for IIS

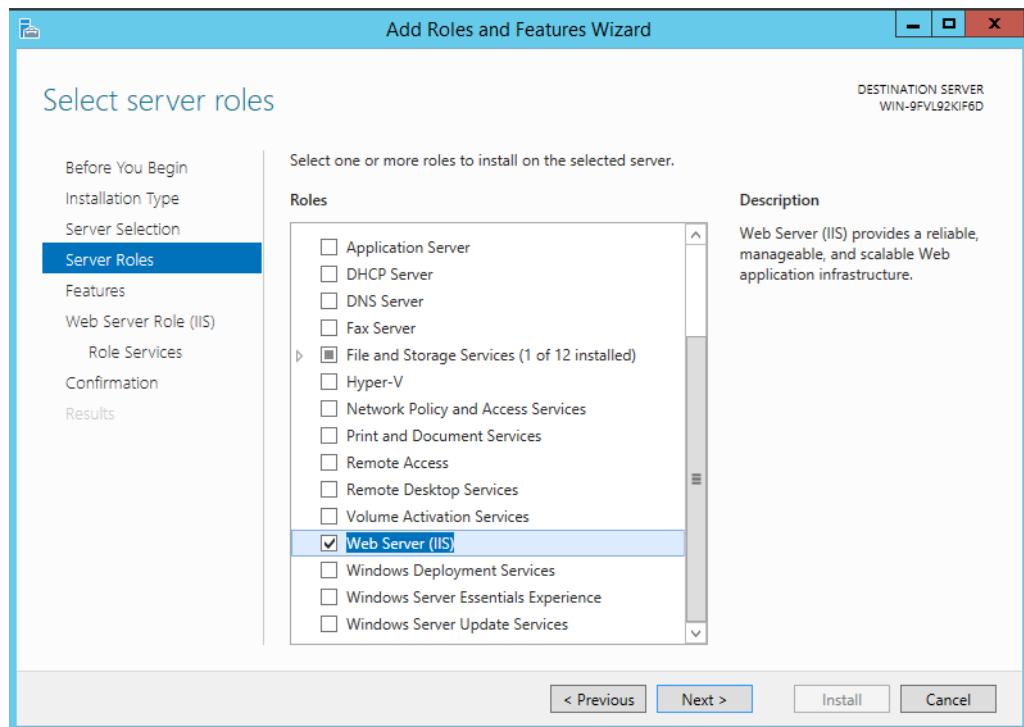


Figure 64 Add Roles and Features Wizard - Web Server (IIS) checked

5. Click on **Role Services** check the box **FTP Server** and click **Next**

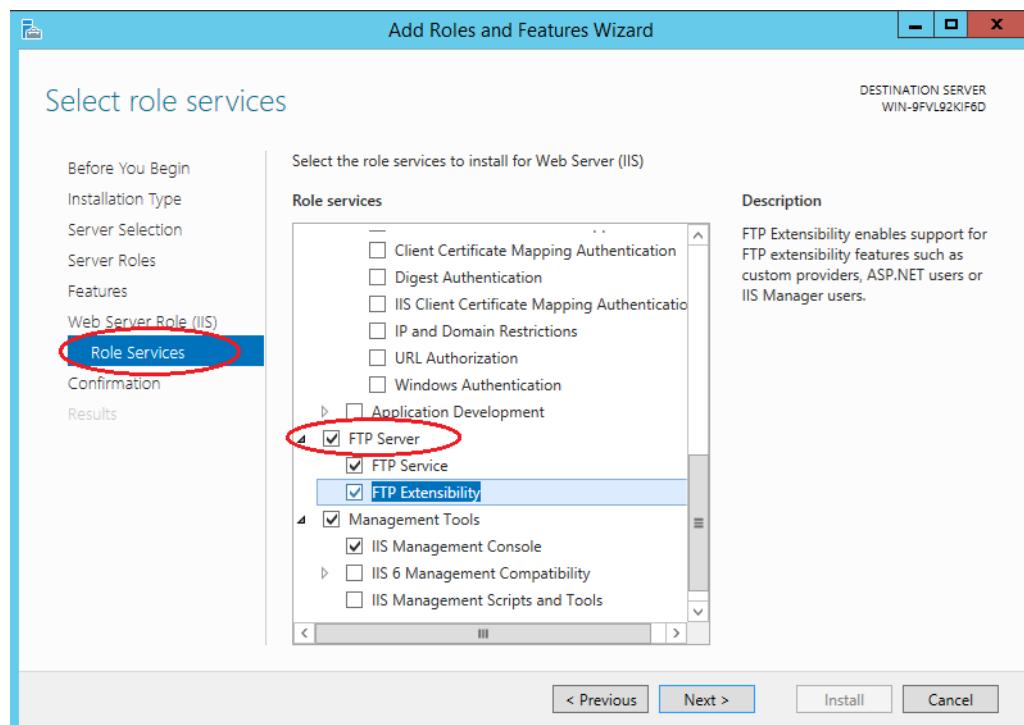


Figure 65 Enable FTP Server

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

6. For the next step, click on **Install** to confirm the installation of the **FTP Server**:

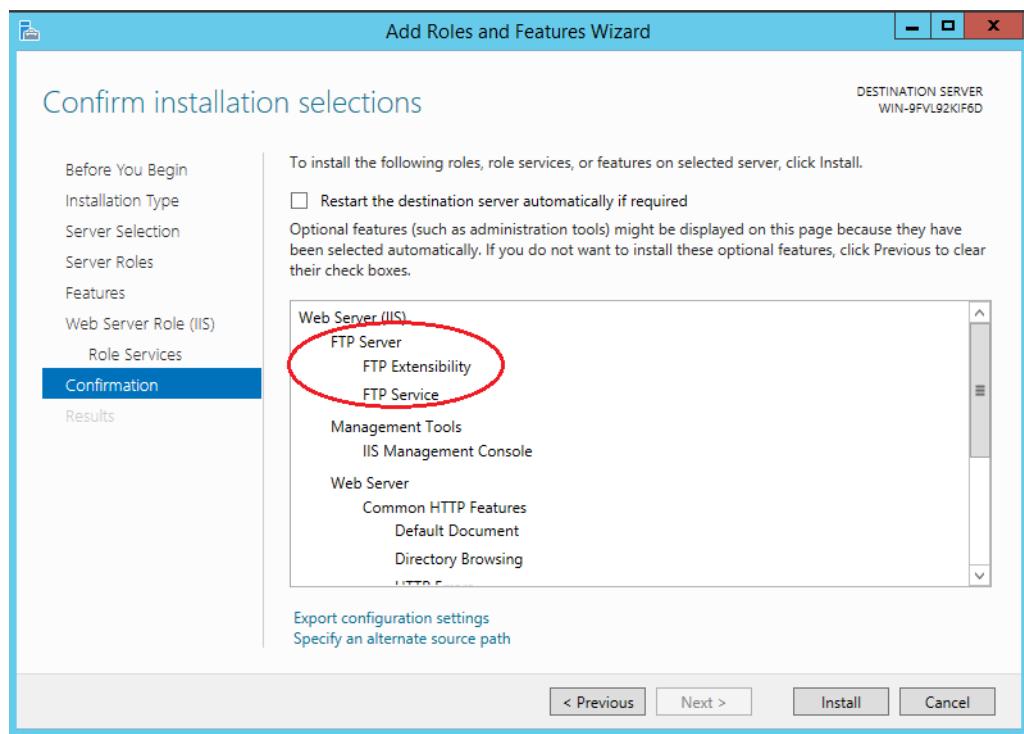


Figure 66

Enable FTP Server (2)

### 3.5.1.4 How to configure the FTP Site

1. At Start Screen, type **Internet Information Services (IIS) Manager** / Open it.
2. Expand the current machine item, and then click on **Sites / Add FTP Site**:

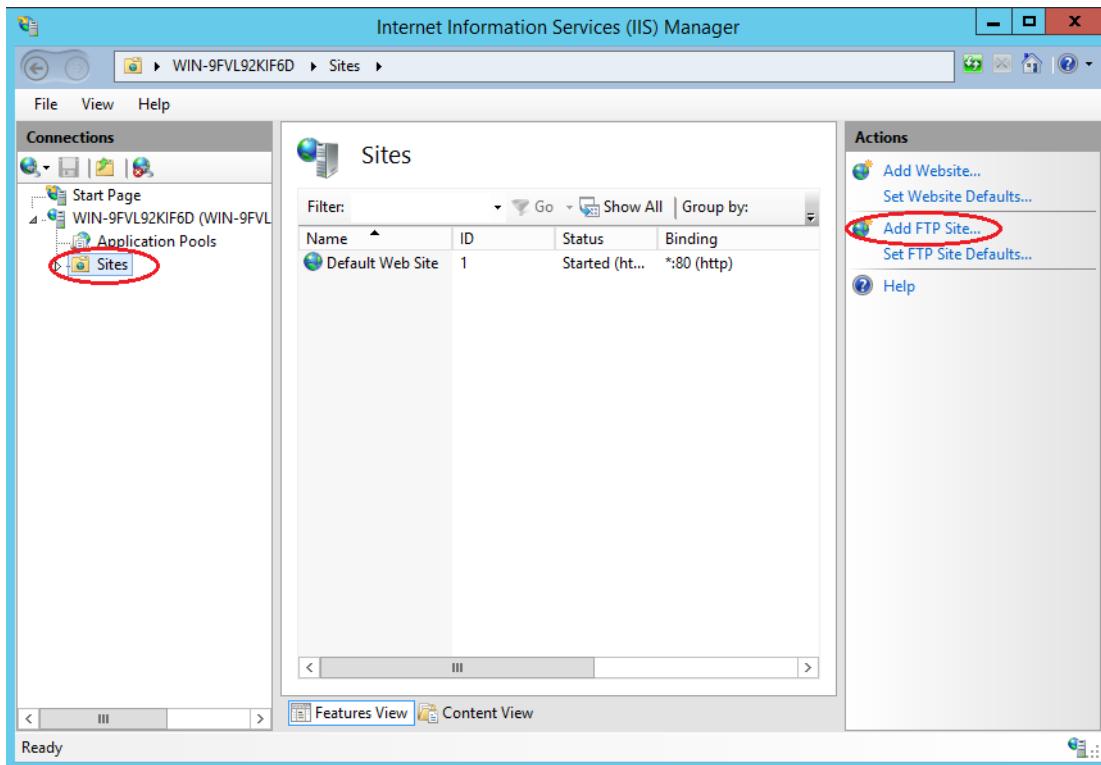


Figure 67 Add FTP Site

3. Enter the FTP Site name “**Default FTP Site**”
4. Tab to the directory location path. The chosen directory must be **C:\Inetpub\ftproot**. Each user configured to access the SESAP Server via **ftp** will access a folder with its own account name and be automatically redirected to the folder selected during SESAP Installation (e.g. **D:\FTPRoot**). Click **Next**.

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

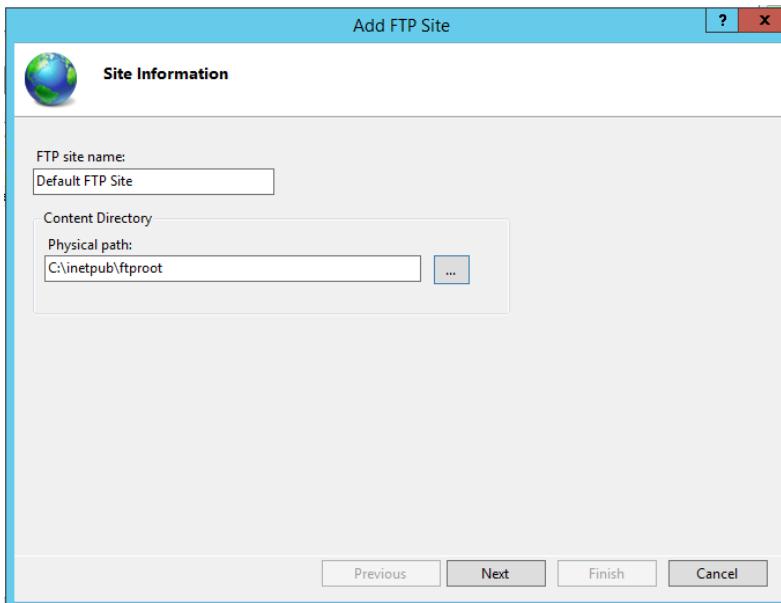


Figure 68 Add FTP Site (2)

5. On next window, check the option **No SSL** and click **Next**:

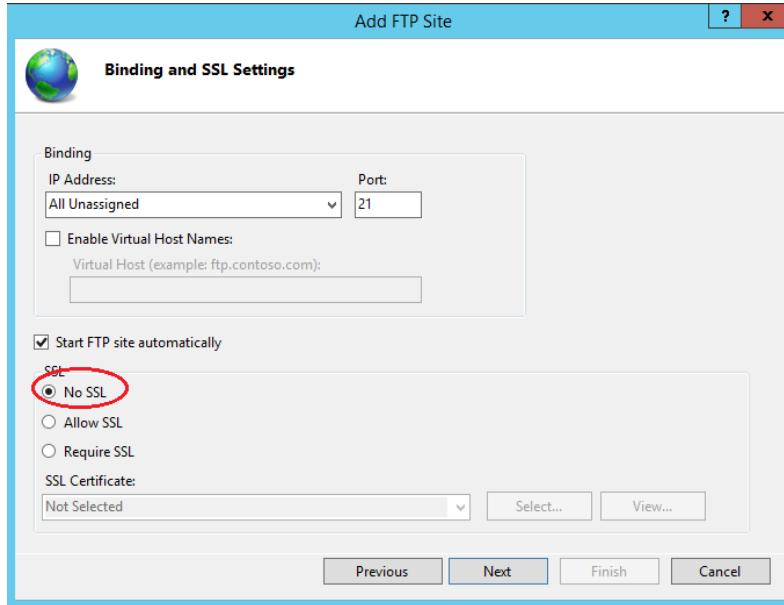


Figure 69 Add FTP Site (3)

6. Check the option **Basic** inside the Authentication panel. Inside Authorization panel select the option **Specified Users** and type the name of SESAPFTP user. On Permissions, check the **Read** and **Write** options and press **Finish**

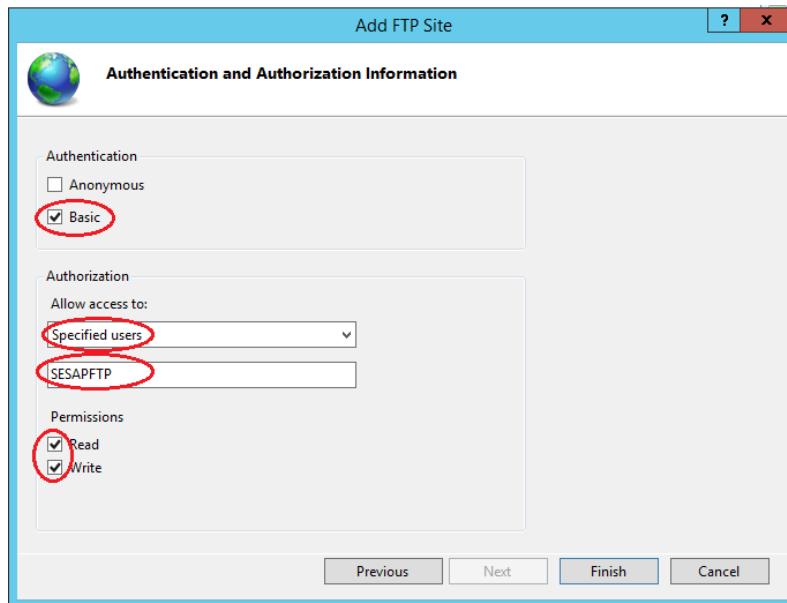


Figure 70 Add FTP User (4)

7. Now that the DefaultFTPSite was created, click on its name and double click on **FTP User Isolation**, as shown on the picture below:

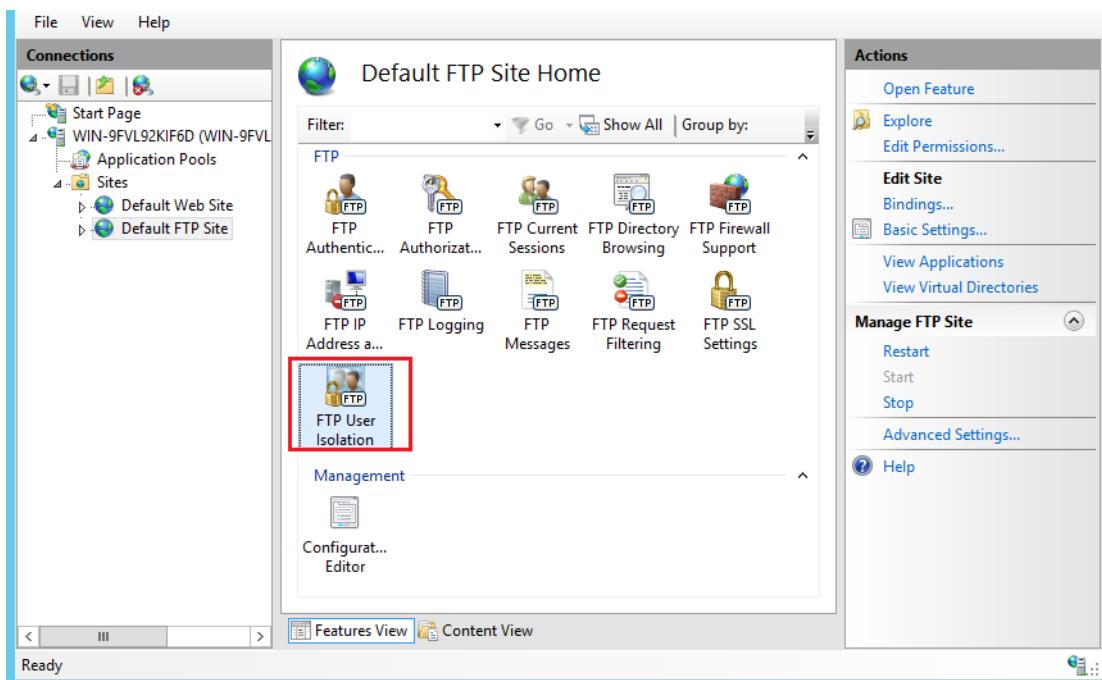


Figure 71 Add FTP User (5)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

8. Check the option **User name directory (disable global virtual directories)** and then click on **Apply**.

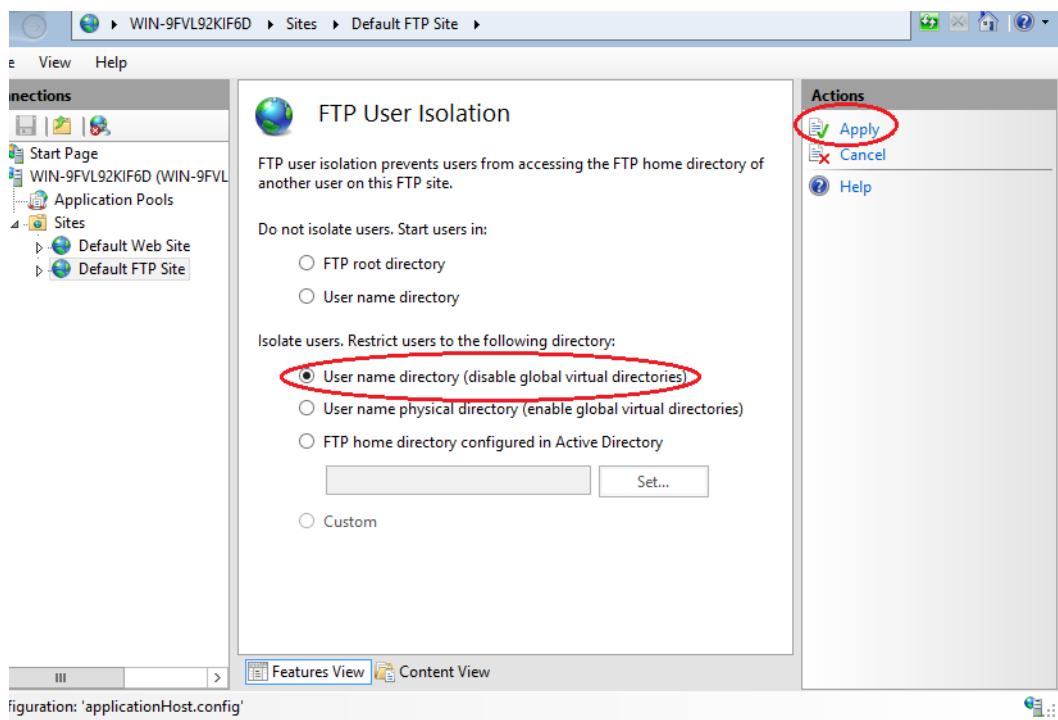
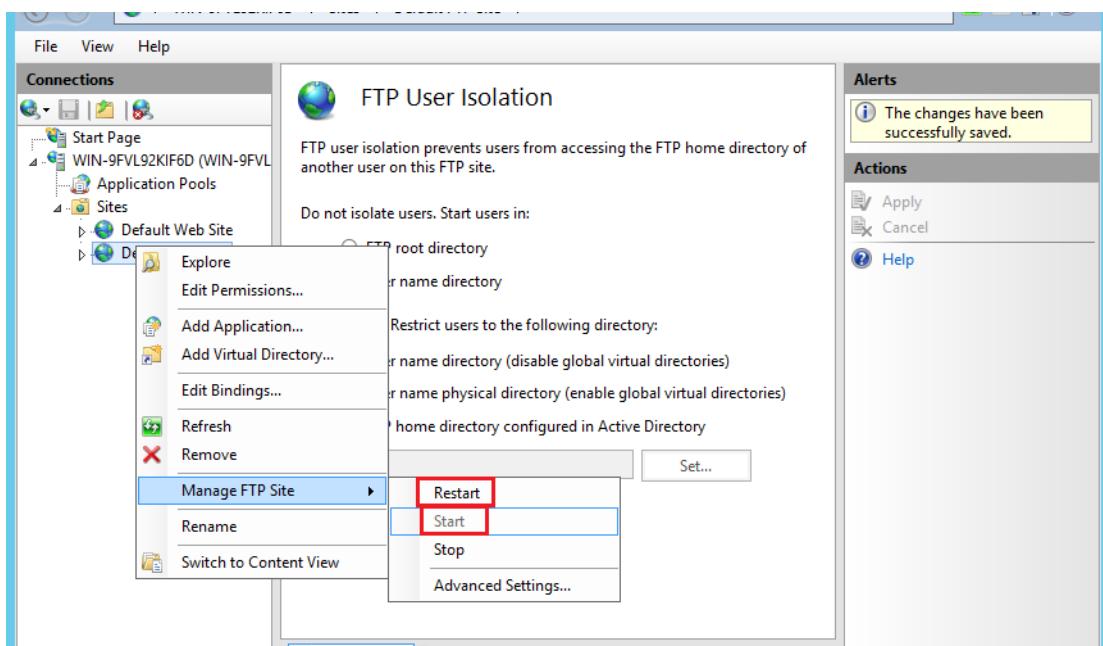


Figure 72 Add FTP User (6)

9. Right click on the DefaultFTPSite and in the option **Manage FTP Site**. If the FTP site is stopped, click on **Start**. In case it is already started, click on **Restart**.



## Add FTP User (7)

### 3.5.1.5 II6 WMI Compatibility

1. At **Start Screen**, type **Server Manager** / Open it. Choose the option **Add roles and features**, as described on next figure:

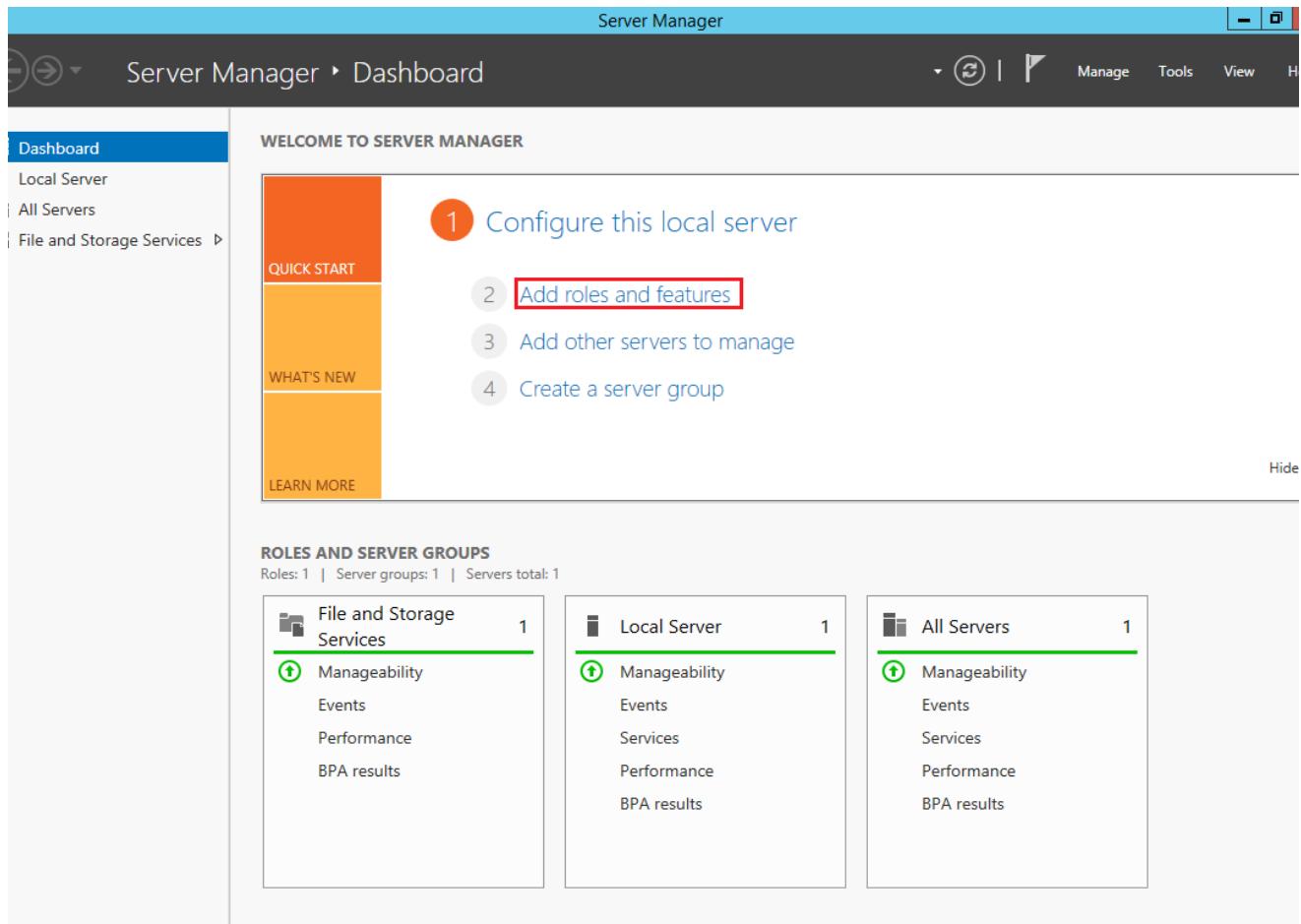


Figure 73

Server Manager - Add roles and features

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

2. Click Next to confirm that roles will be added to the single server.

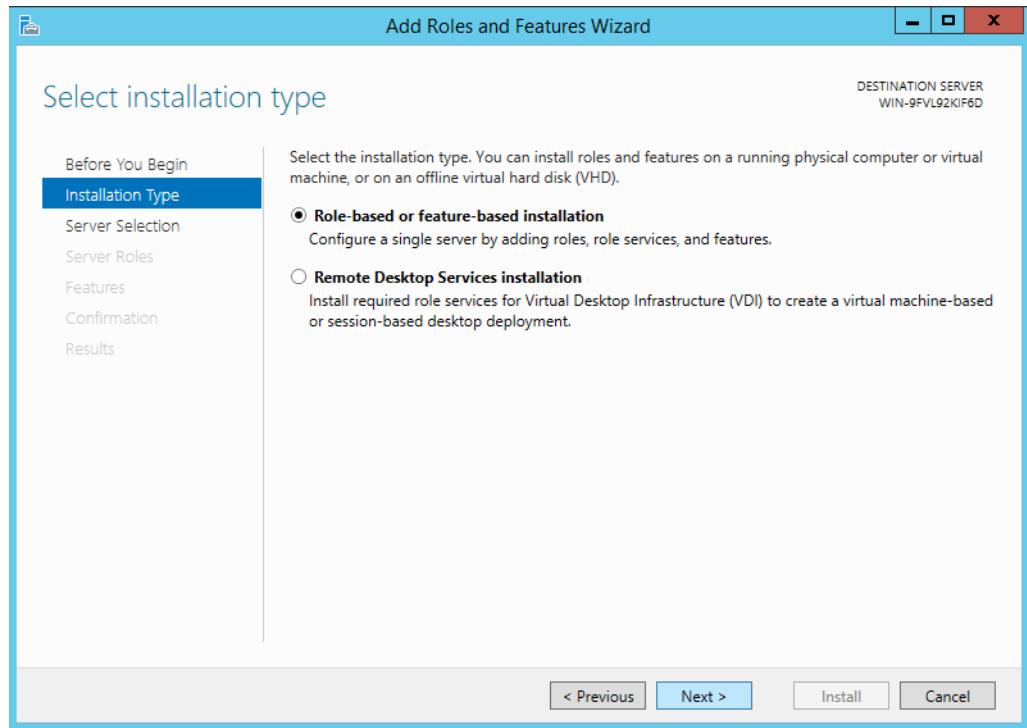


Figure 74

Add Roles and Features Wizard - Installation Type

3. In the next screen, select the server that will receive the new roles, and click Next:

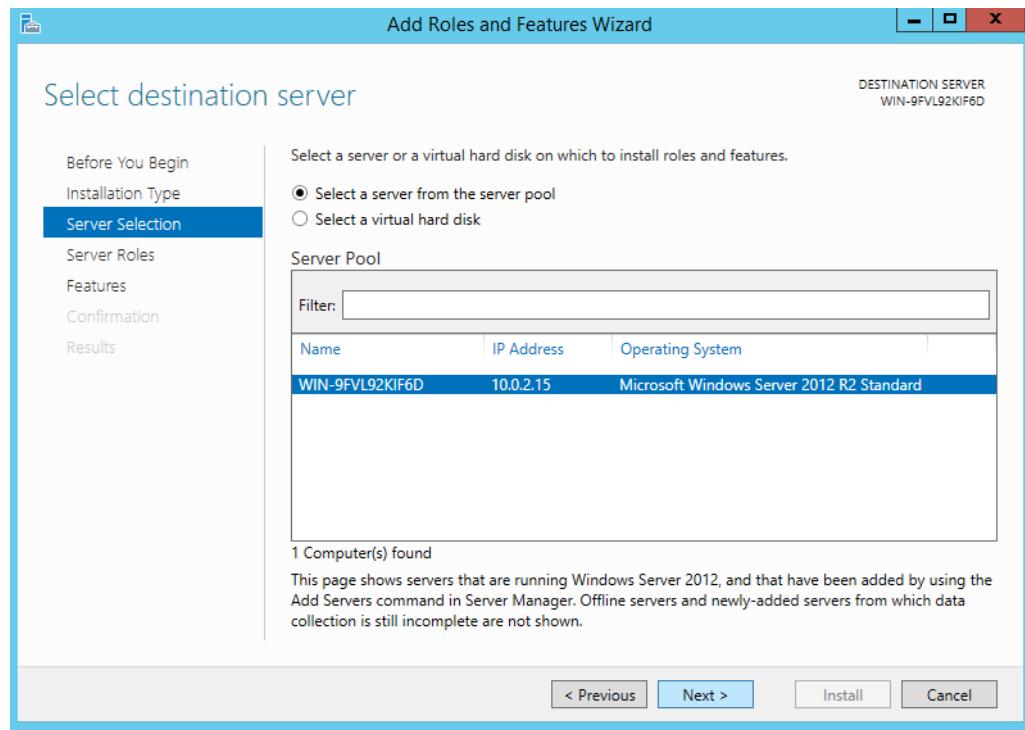


Figure 75

Add Roles and Features Wizard - Server Selection

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

4. Expand the Web Server (IIS) role, then expand Management Tools and finally expand IIS 6 Management Compatibility. Check the IIS 6 WMI Compatibility box:

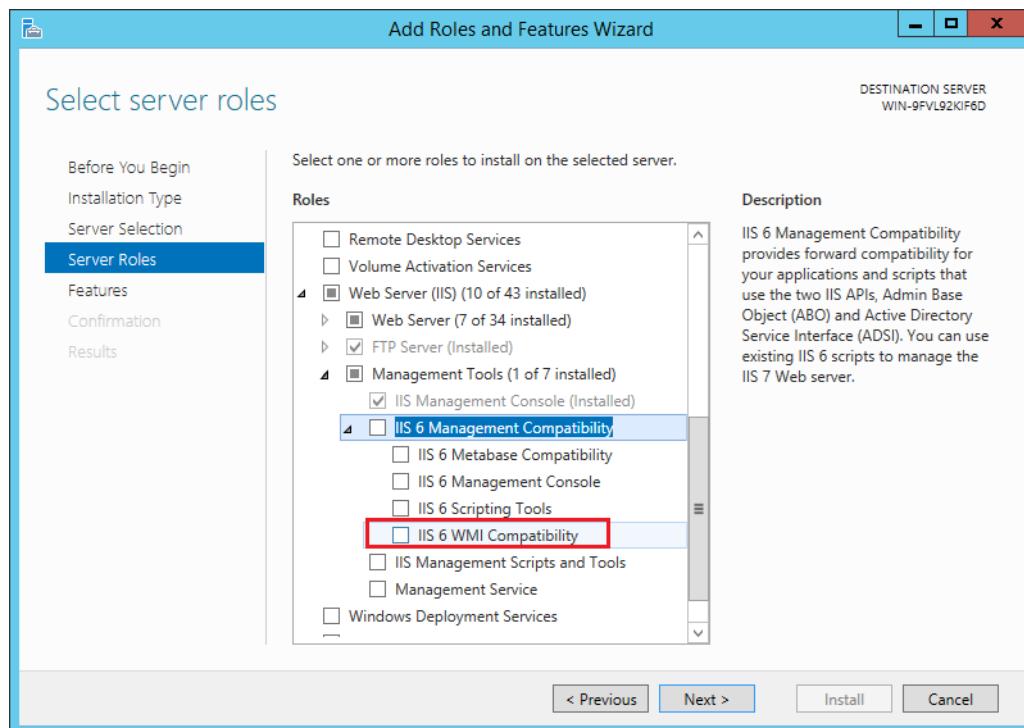


Figure 76 IIS 6 WMI Compatibility server role selection

5. The Wizard will suggest to install features that are required for IIS 6 WMI Compatibility. Click **Add Features**:

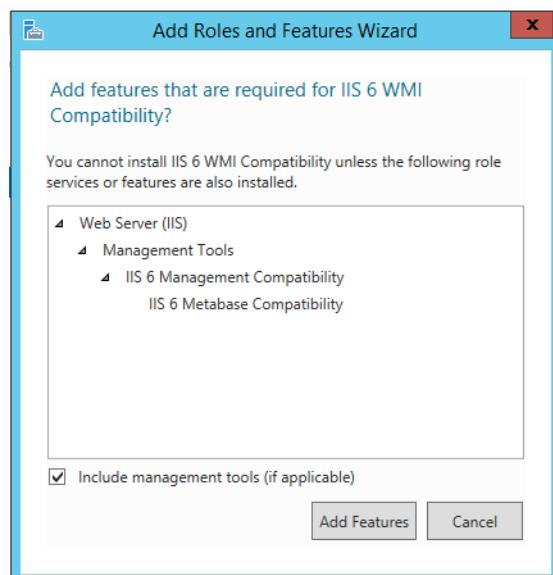


Figure 77 Features required for IIS 6 WMI Compatibility

6. For the confirmation window, press **Install**:

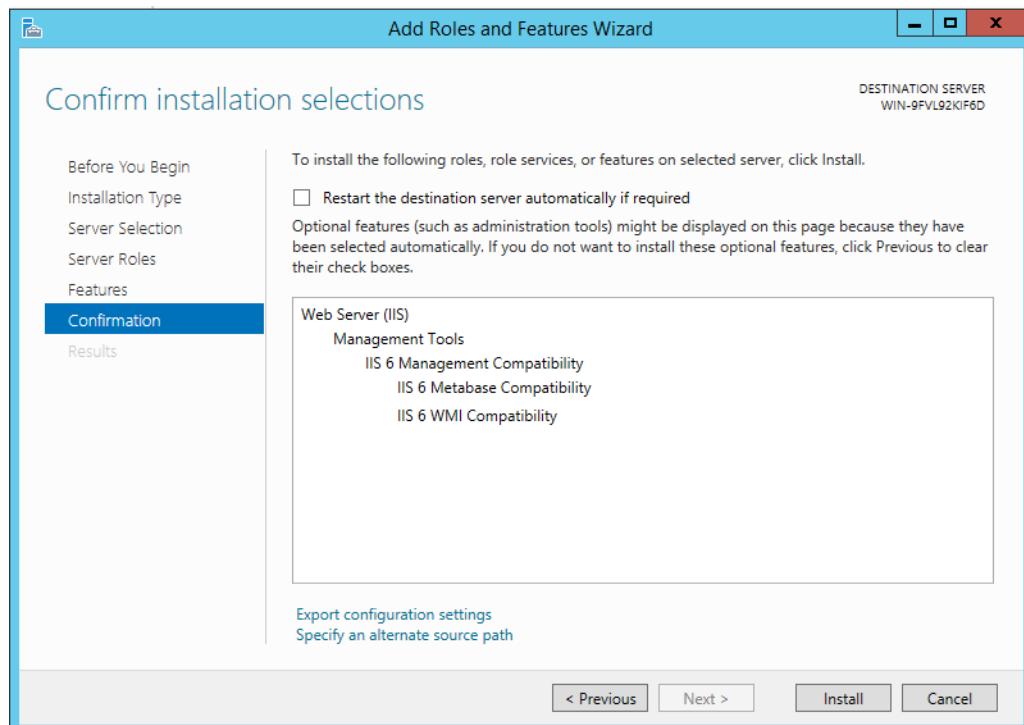


Figure 78

Confirmation Window

### 3.5.1.6 Disable the Indexing and Windows Search Services

Important: disable of index and windows search services for all hard drives is necessary to avoid a security leak:

For Windows Server 2012, the Indexing service is unavailable and the Windows Search Service is not installed by default. In order to check if it is really not installed, do as follows:

1. At **Start Screen**, type **Server Manager** / Open it. Click **Manage** button at the top navigation bar and then **Remove Roles and Features**:

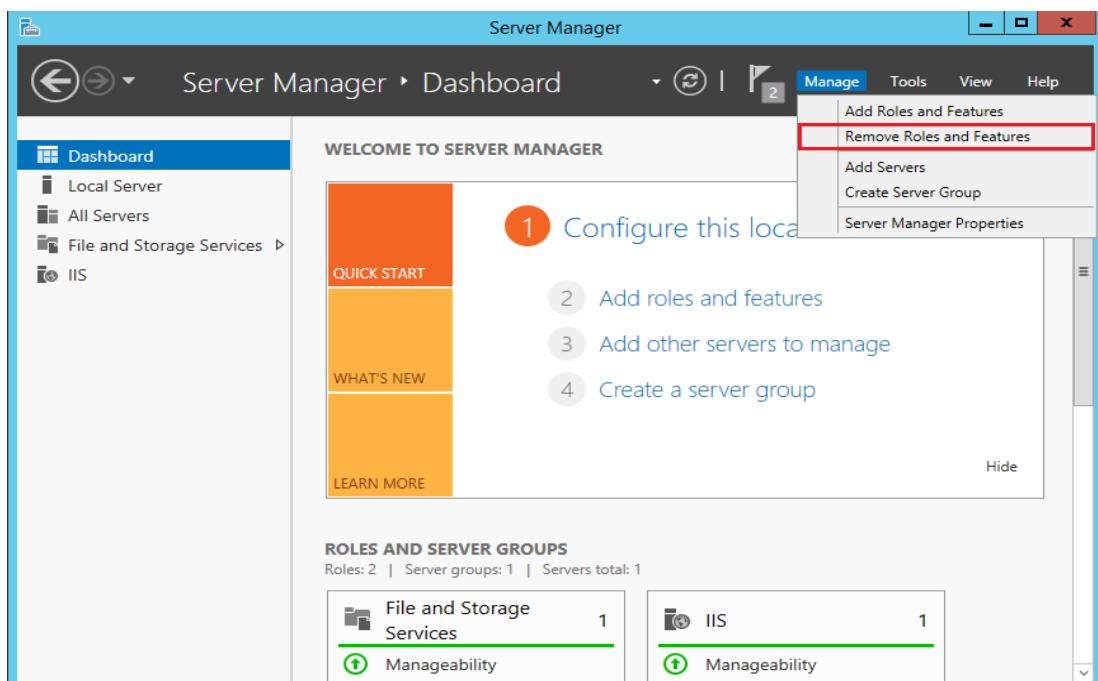


Figure 79

Server Manager - Dashboard

2. At Features section, Windows Search Service should be unchecked, grayed out and listed as **Not Installed**. If not, uncheck (clear) its checkbox and confirm the removal of the service:

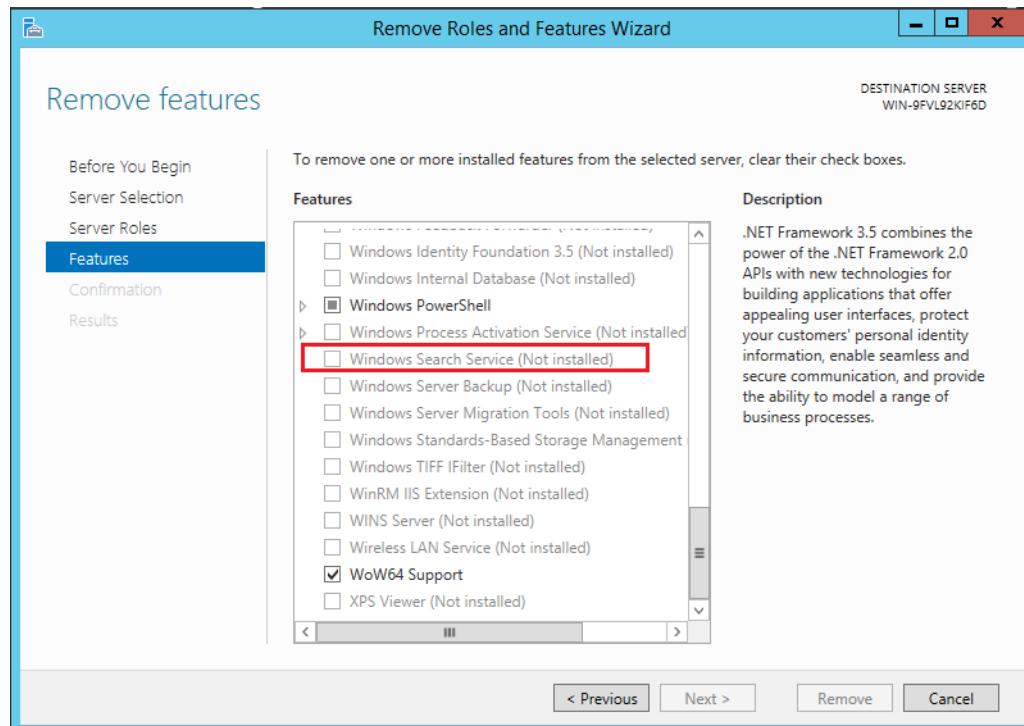


Figure 80

Windows Search Service listed as Not Installed

### 3.5.1.7 Install Windows patch for opening help files

The IP Service is one of applications installed by SESAP Wizard. Older versions of this application have their help document available as a .hlp file. Windows Server 2012 (or later versions) does not support this type of file anymore. So, it is not possible to open the help files for older versions of IP Service when using this Operating System.

However, newer versions of IP Service contain the same help document in another format (Microsoft Compiled HTML Help) with extension .chm, and it is easily opened by any Windows version without any additional software or updates.

### 3.5.2 Microsoft Internet Explorer settings

The following settings should be applied for both SESAPADMIN and SESAPSERVICE users. As SESAP Installer does these settings automatically, it's ensured that all existing users and new ones will have it configured too.

1. In Internet Explorer open the "Tools / Internet Options" screen and then the "Advanced" tab.
2. Go to "Security" and click the check boxes for "Allow active content from CD to run on My Computer" and "Allow active content to run in files on My Computer".

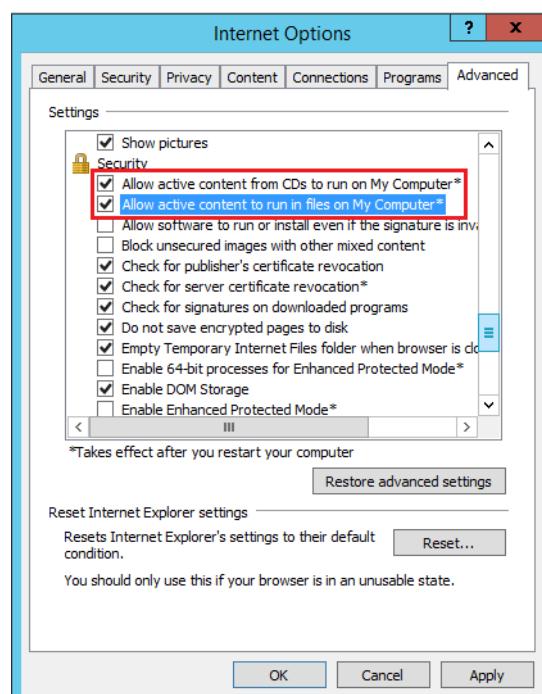


Figure 81

Internet Options

### 3.5.3 RSPssh - SSH Server

#### 3.5.3.1 RSPssh installation

RSPssh installation file is included on SESAP DVD. Install it from DVDDrive\SESAP\Windows SW\rspSSH\RSPssh\_1.0.3\_Installer.exe. The first message shown during RSPssh installation is:



Figure 82 RSPssh Installation (1)

For the next steps, all default options must be chosen. Press **Next**, **Next** and **Install** for the following windows messages. Press **OK** on next window:

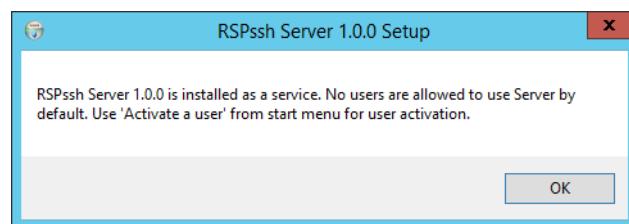


Figure 83 RSPssh Installation (2)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

Then, press **Close** on next window to finish installation:

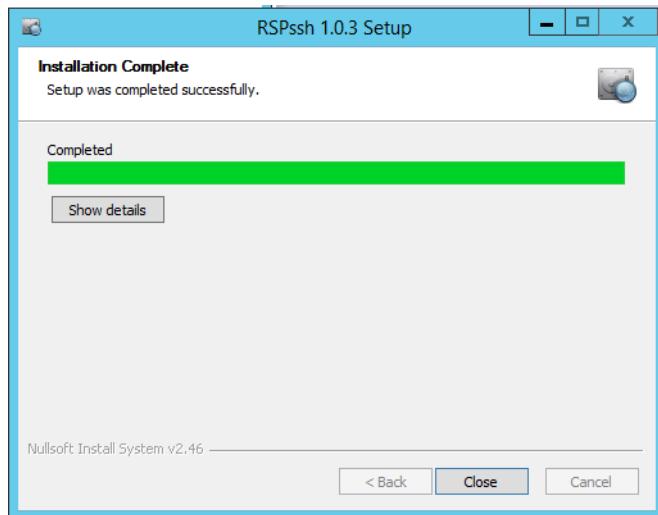


Figure 84 RSPssh Installation (3)

The instructions about how to add users to the RSPssh users list are described on next section.

### 3.5.3.2 Add users to RSPssh users list

At **Start Screen**, begin typing **01.Activate a User** and click the item as soon as the search finds it:

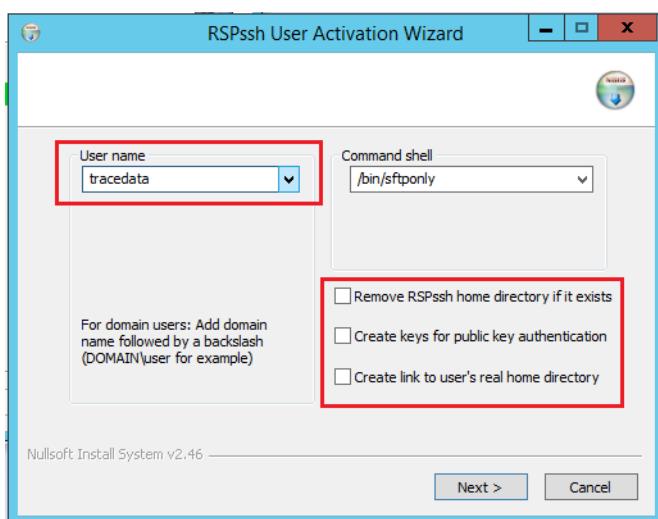


Figure 85 Add users to RSPssh users list(1)

Select the desired user account name and uncheck all three options shown in the image above. As example it will be used the **tracedata** user account name. Press **Next** and a confirmation window will indicate that the user was successfully added to users list:

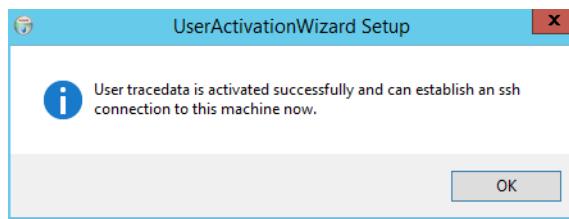


Figure 86      Add users to RSPssh users list(2)

There is one file in the RSPssh configuration that stores the path for the folder that will be accessed by each registered user via SSH Server. This path can be changed to indicate any other folder in the server. To change the folder path, first open the file `C:\Program Files (x86)\RSPssh\etc\passwd`.

Replace the parameter `/home/%account name% for /cygdrive/%drive%/%folder%`. For example, if the folder that **tracedata** user will access is `D:\tracedata`, so this parameter must be `/cygdrive/D/tracedata`.

If it is needed for the user to access via SSH Server any hard drive of SESAP Server, first open the file `C:\Program Files (x86)\RSPssh\etc\passwd`, find the line that contains the parameters for the added user and replace `/home/%account name% for /cygdrive`. These changes are normally done for the account used for accesses using SIRA and SSDP remote tools.

### 3.5.4 FTP User configuration

Some settings must be done in Computer Management in order to maximize security for the FTP user SESAPFTP. All these settings described on the following sections are also done automatically by SESAP Installation:

- Section 3.5.4.1, “Remove SESAPFTP from the group of users”
- Section 3.5.4.2, “Set file system rights for Drive”
- Section 3.5.4.3, “Set the file system rights for FTPRoot”
- Section 3.5.4.4, “Deny log on locally”

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

### 3.5.4.1 Remove SESAPFTP from the group of users

1. Open Computer Management. At the Start Screen, type **Computer Management** and open it when found. Then, click on "Local Users and Groups" in the left window panel and then on "Users". In the right panel double click on "SESAPFTP".

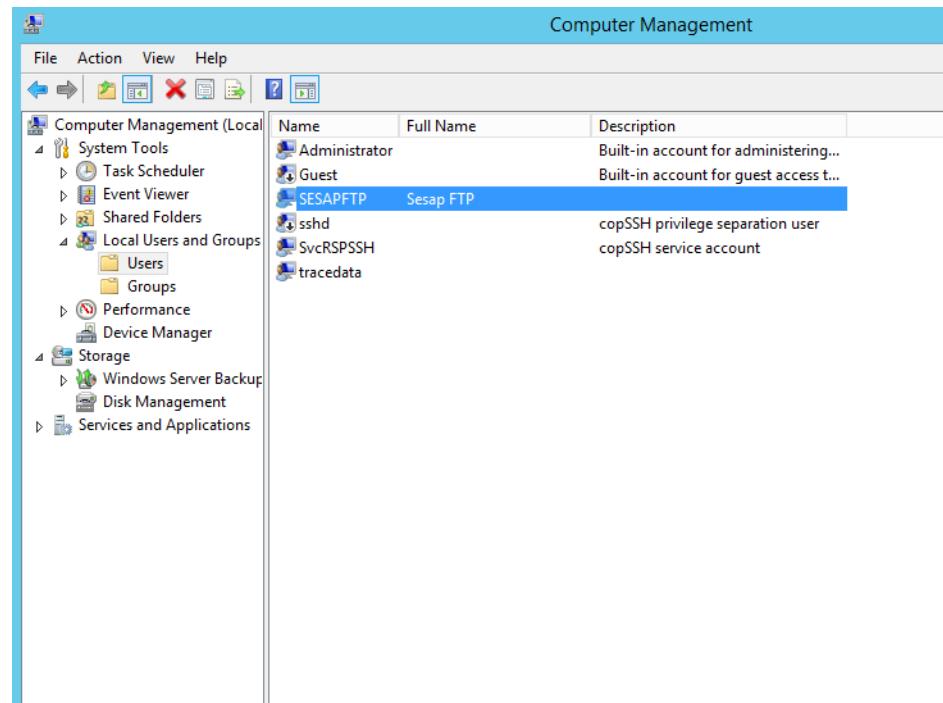


Figure 87

Computer Management, Users

2. In the "Member Of" tab highlight the "Users" group and click on Remove.

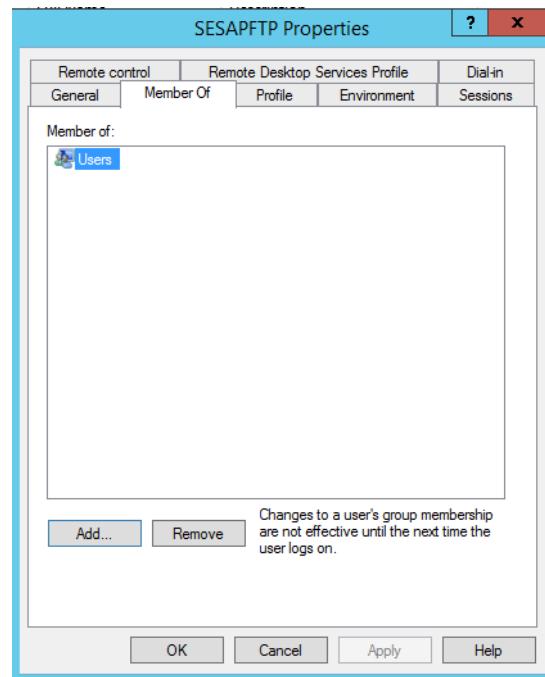


Figure 88                    SESAPFTP Properties

3. Click on **OK** to finish and then close Computer Management.

### 3.5.4.2 Set file system rights for Drive

1. In Windows Explorer right click on the drive selected for storing the FTPRoot folder and then select "Sharing and Security".
2. Open the "Security" tab and then click on Edit.

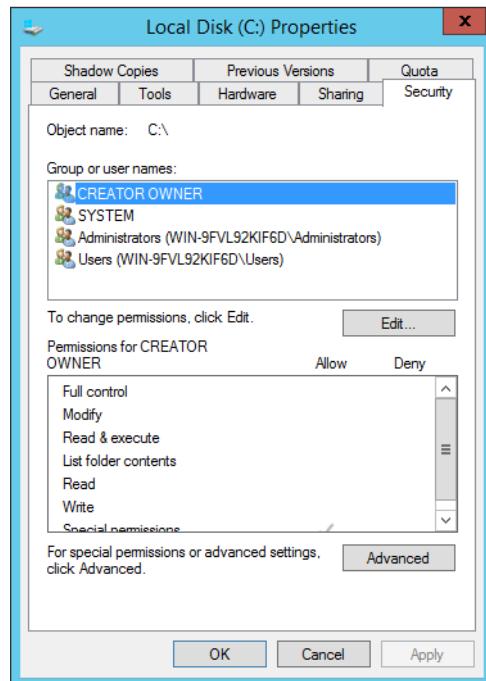


Figure 89 User Permissions (1)

3. In the next window click on **Add**

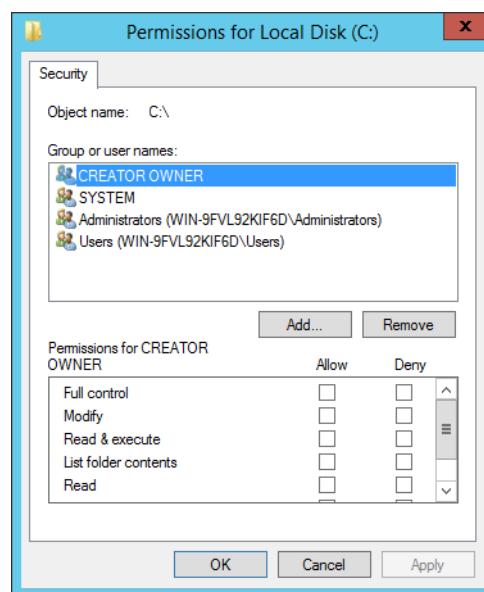


Figure 90 User Permissions (2)

4. In the "Select Users or Groups" window, at the "Enter the object name to select" box enter the name "SESAPFTP".

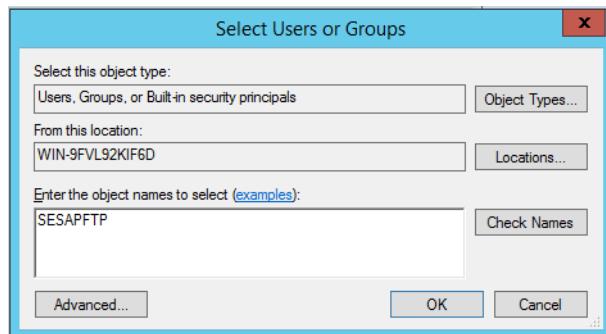


Figure 91 Object Name (1)

5. Check the entered users with the **Check Names** button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with **OK**.
6. In the "Group or user names" window make sure that the user "SESAPFTP" is still highlighted. In the "Permissions for SESAPFTP" panel in the "Full Control" line now click on the "Deny" check box. All lower check boxes except for "Special Permissions" are now automatically enabled.

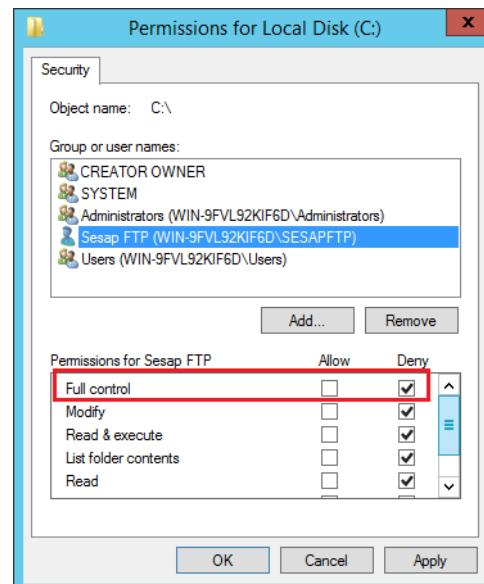


Figure 92 User Permissions (2)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

7. Click on Apply to save the changes. Click **Yes** for each of the following two messages.



Figure 93 Security Warning (1)



Figure 94 Security Warning (2)

### 3.5.4.3 Set the file system rights for FTPRoot

1. In Windows Explorer right click on the FTPRoot (e.g.: D:\Ftproot) directory and then select "Sharing and Security".
2. In the "FTPRoot Properties" open the "Security" tab and click on **Advanced**:

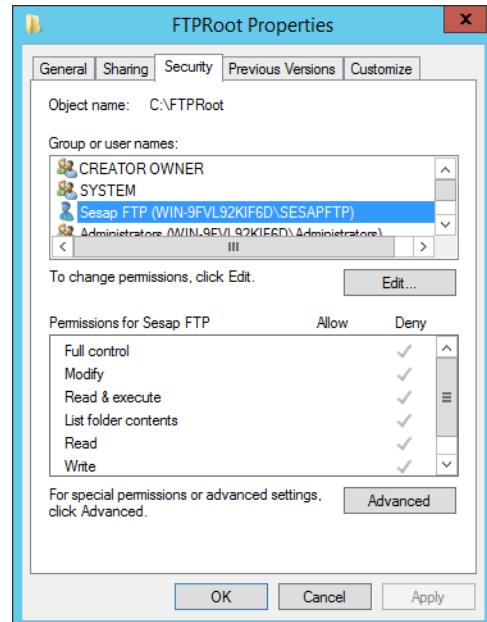


Figure 95

FTPRoot Properties (1)

3. At the "Permissions" tab click on **Disable inheritance**

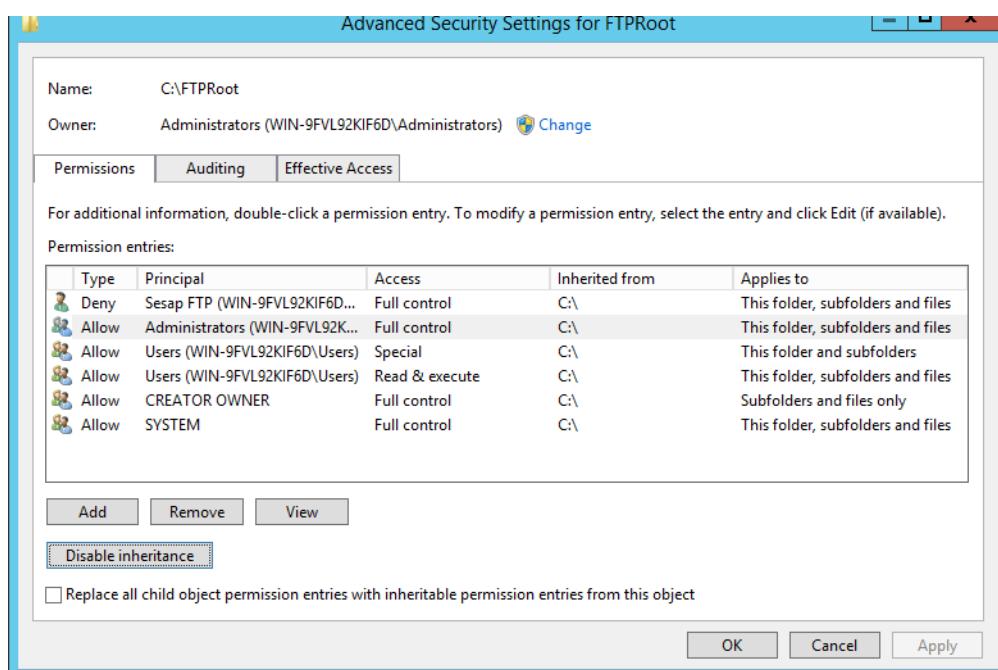


Figure 96

Advanced Settings (1)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

4. When the following dialog appears, click **Convert inherited permissions into explicit permissions on this object**. After that, click **Apply** and **OK** to close the Advanced Settings window.

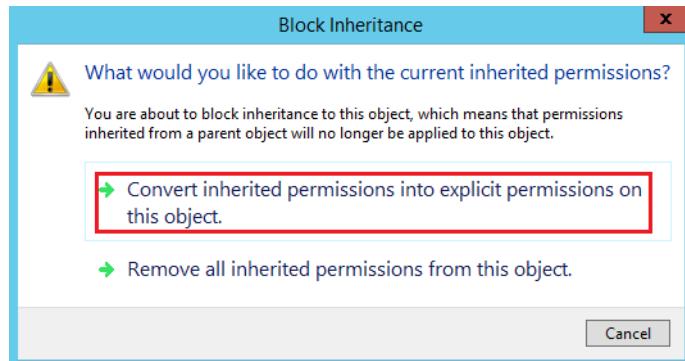


Figure 97 Advanced Settings (2)

5. Back in the "FTPRoot Properties" window, at Security tab, click "Edit" button.

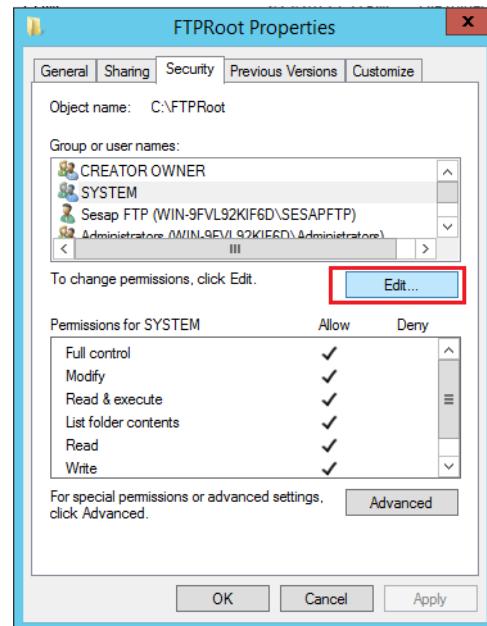


Figure 98 FTPRoot - Edit permissions

6. Select the user "SESAPFTP" and in the "Permissions for SESAPFTP" panel clear all check boxes in the "Deny" column. Click on the "Read" check box in the "Allow" column.

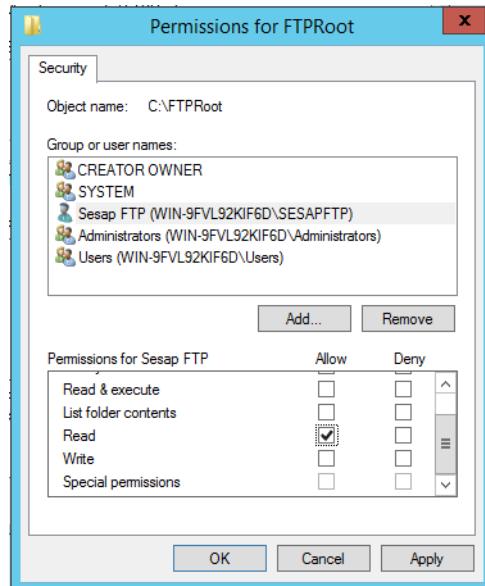


Figure 99

FTPRoot Permissions for SESAP FTP

Now click on **Apply** and then on **OK**.

### 3.5.4.4 Deny log on locally

1. At **Start Screen**, type **Local Security Policy** and then open it when found.
2. In the left window panel click on "Local Policies" and then on "User Rights Assignment". In the right window panel then double click on the entry "Deny log on locally" to open it.

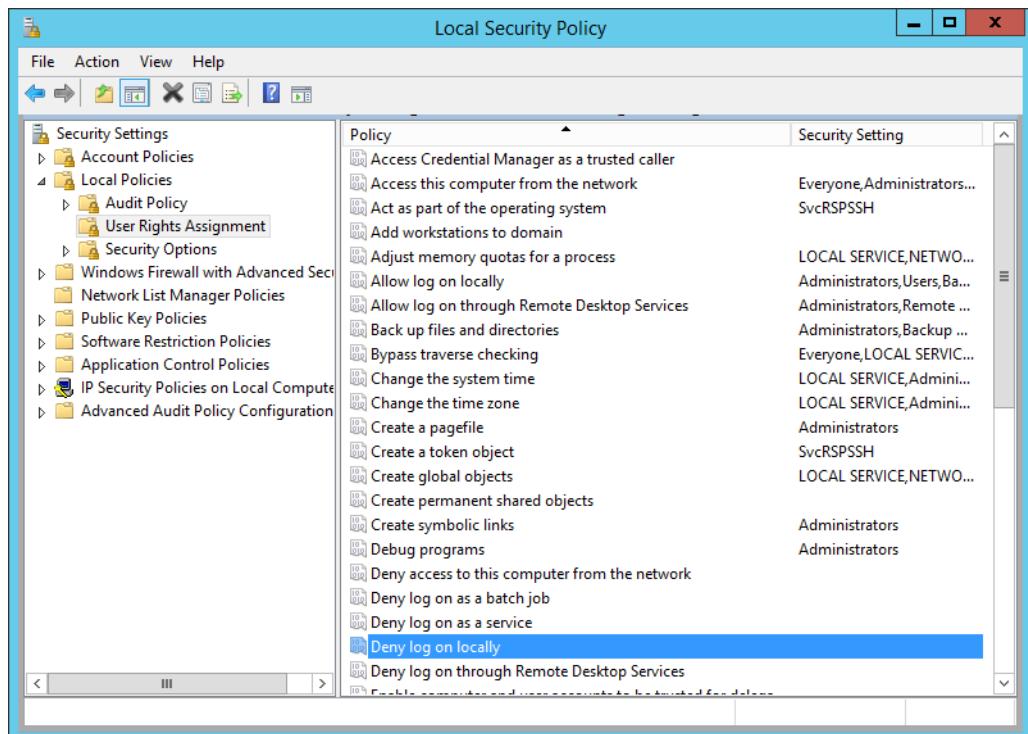


Figure 100 Local Security Settings

3. Click on the "Add User or Group" button:

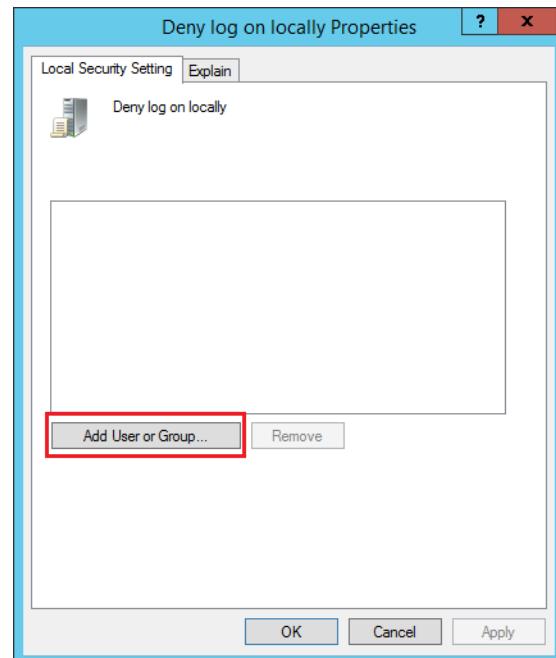


Figure 101 Deny log on locally Properties (1)

4. In the "Select Users or Groups" screen enter the user "SESAPFTP" at the "Enter the object name to select" box.

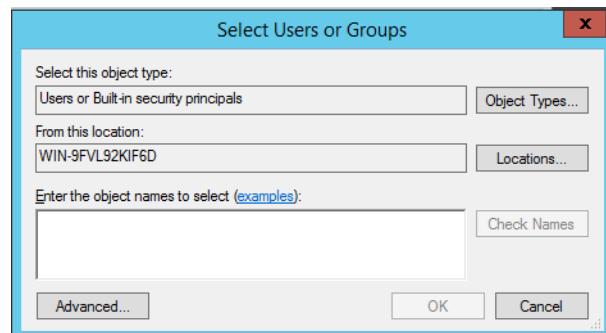


Figure 102 Object Name (2)

5. Check the entered users with the Check Names button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with OK.
6. Click on the Apply and OK buttons to close the "Deny log on locally Properties" window.

### 3.5.5 Domain Name System Handling

The DNS service should be installed but it must be disabled. To install this service please, at **Start Screen**, type **Server Manager** and open it when found. At the Dashboard, click **Add roles and features**.

Click **Server Selection** to select the server which will receive the new role and then click on **Server Roles** and check the box “DNS Server”.

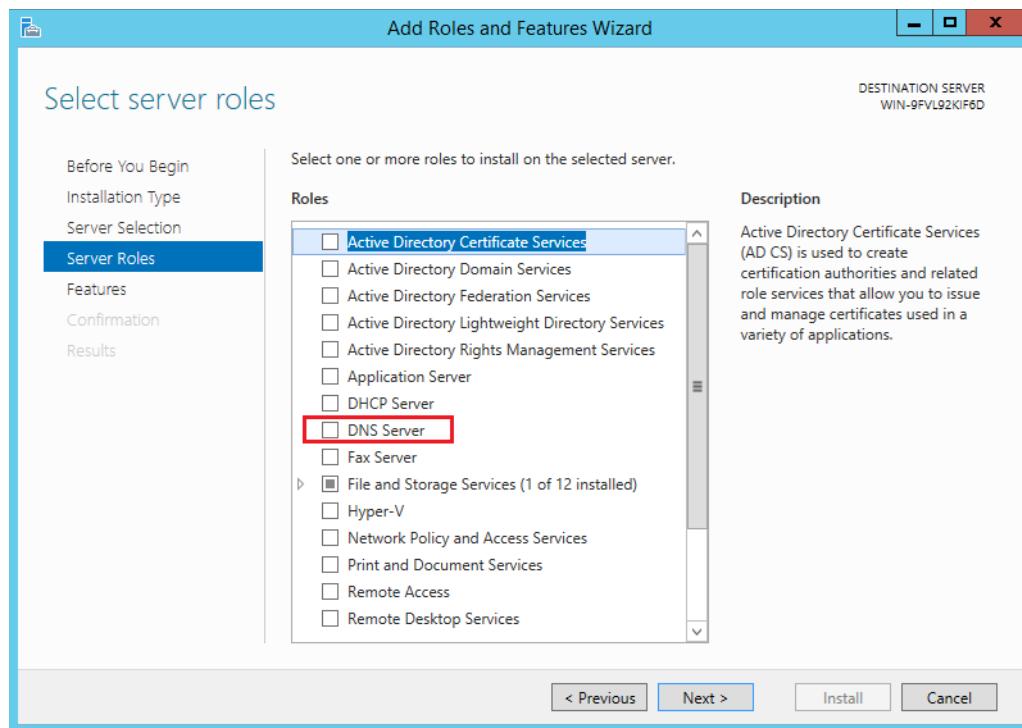


Figure 103

Enable DNS Server

The Add Roles and Features Wizard will bring a dialog requesting to add required features for DNS Server. Uncheck **Include management tools (if applicable)** and click **Continue**:

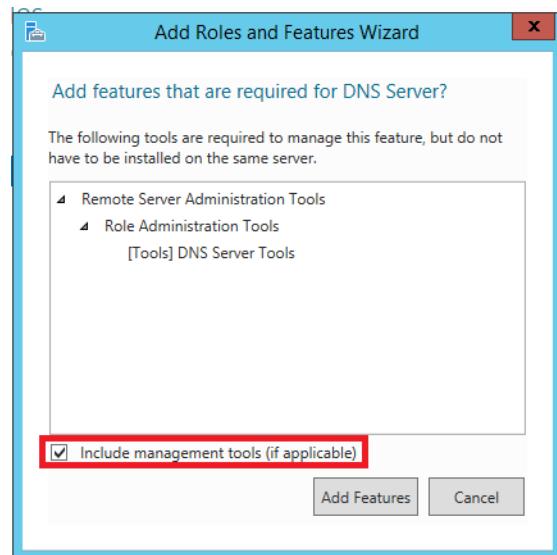


Figure 104 Add required features for DNS Server

If no static IP address were found on the machine, the wizard will show a warning. Click **Continue**. Then, click **Next, Next, Next** and **Install** to confirm installation of DNS Server.

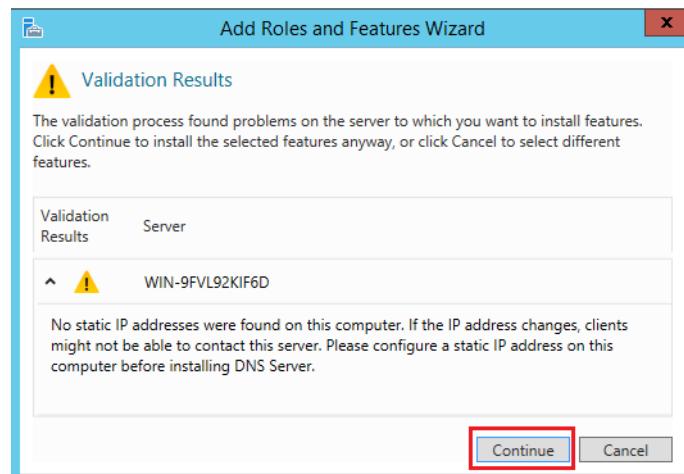


Figure 105 No static IP address found for DNS Server

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2012 R2

To disable the Service, at **Start Screen** type **services.msc** and look for the “DNS Server” service.

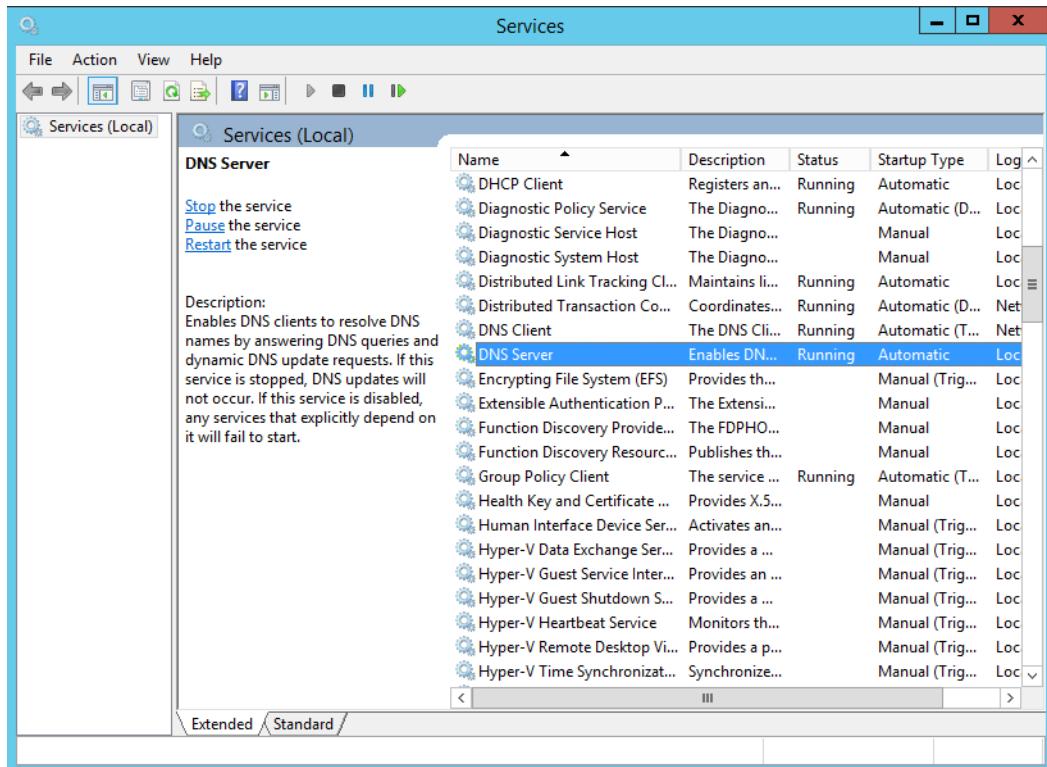


Figure 106

Disable DNS Service (1)

Double click on **DNS Server**. On next window, select the “Startup type” as “Disabled” and click on **Stop**. Click **Apply** and then, **OK**.

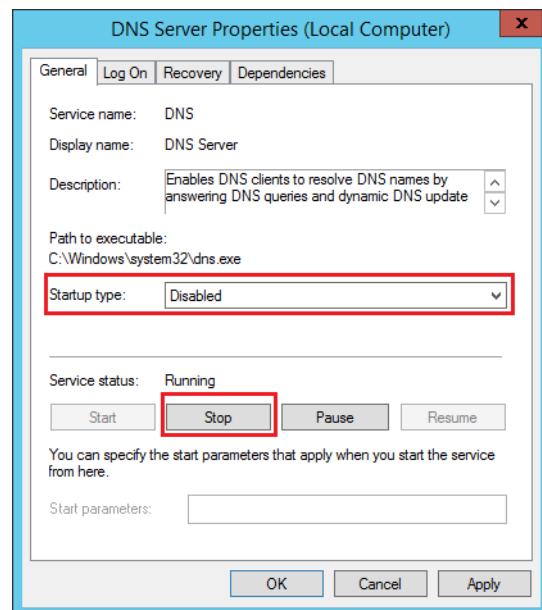


Figure 107

Disable DNS Service (2)

## 3.6 Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

The automatic steps done during installation can be manually checked using the items of this section.

- Section 3.6.1, “Operating System Configuration”
- Section 3.6.2, “Microsoft Internet Explorer settings”
- Section 3.6.3, “RSPssh - SSH Server”
- Section 3.6.4, “FTP User configuration”
- Section 3.6.5, “Domain Name System Handling”

### 3.6.1 Operating System Configuration

Different Windows components are enabled or disabled during installation process so that the computer can be used as a SESAP server:

Component	Status required
User Management	User automatically created
Remote Desktop	Automatically Enabled
Indexing and Windows Search Services	Automatically Disabled
SMTP Service	Automatically Disabled
IIS6 WMI Compatibility	Automatically Enabled
Internet Information Service (IIS)	Automatically Enabled
FTP Service (IIS)	Automatically Enabled
Internet Explorer: permit Active Content	Automatically Enabled

Table 9 *Operating system components*

Check the status of the individual components.

The following sections contain more detailed information on some components:

- Section 3.6.1.1, “Create Local Users”
- Section 3.6.1.2, “Remote Desktop”
- Section 3.6.1.3, “Internet Information Services”
- Section 3.6.1.4, “How to configure the FTP Site”
- Section 3.6.1.5, “IIS WMI Compatibility”
- Section 3.6.1.6, “Disable the Indexing and Windows Search Services”
- Section 3.6.1.7, “Install Windows patch for opening help files”

### 3.6.1.1 Create Local Users

The users required to operate SESAP as are listed in [Table 10](#).

#### User IDs

The following accounts are available for working with the server:

User	Password	Password can be changed	Use
SESAPADMIN	Sesap_2005	Yes	Local administrator, for installation and configuration
SESAPSERVICE	Sesap_2005	Yes	SESAP user, local and remote, in the group of local administrators
SESAPFTP	Selected during installation	No	FTP user for DLS and further applications that require the FTP service

Table 10

User IDs

---

**NOTE:** The three local accounts: SESAPADMIN, SESAPSERVICE and SESAPFTP are created automatically by the SESAP Installer. For the first two accounts, the user will be asked to change password before logging on for the first time on SESAP Server. **The accesses to SESAP Server via SSH Server will only be possible for SESAPADMIN and SESAPSERVICE user accounts after the password change.** The third one is not accessible locally and is used only for FTP accesses.

---

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

Carry out the following action:

1. Open Computer Management via **Start / All Programs / Administrative Tools / Computer Management** and then click on "Local Users and Groups" in the left window panel and then on "Users".

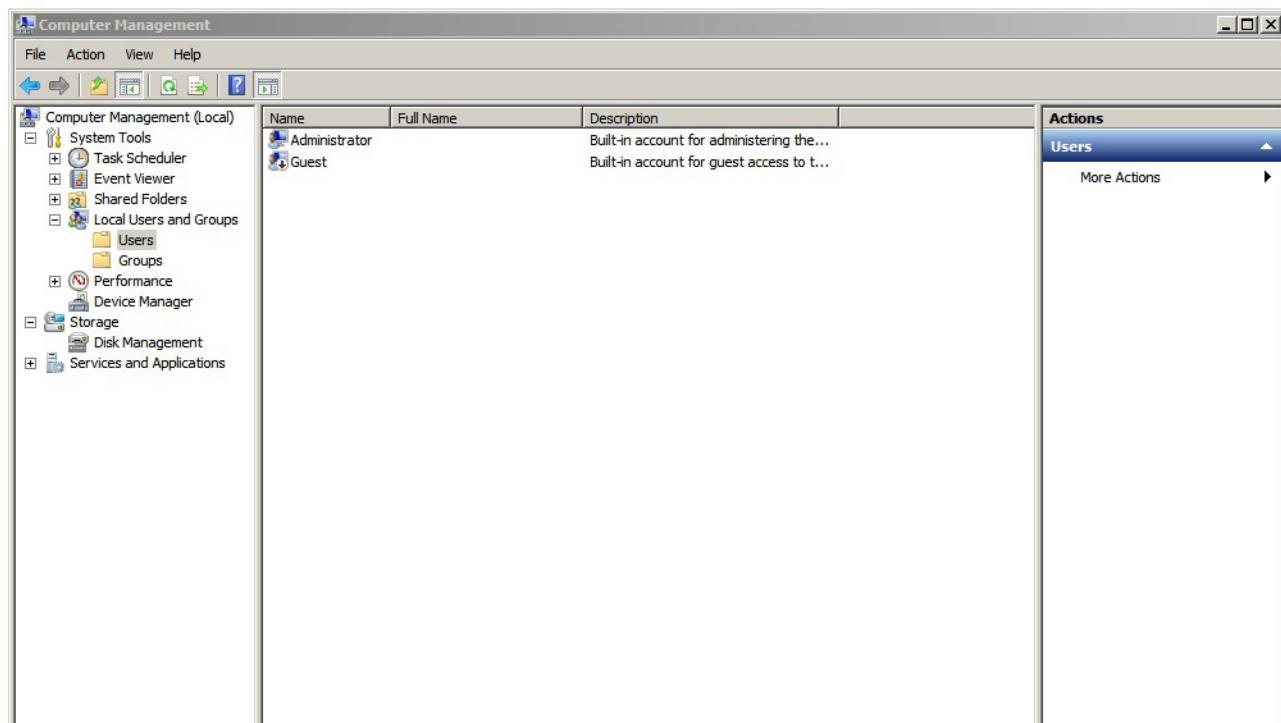


Figure 108 Create user, local (1)

2. Create a new user, enter the password twice, check the box "User must change password at next logon" and click on **Create**:

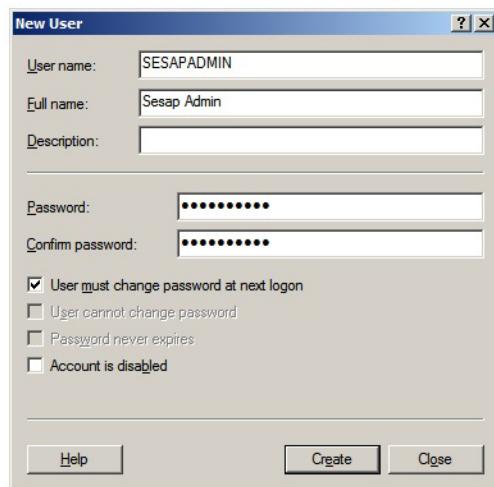


Figure 109 Create user, local (2)

3. Now open the "User Properties" window and the "Member Of" tab and click **Add**.

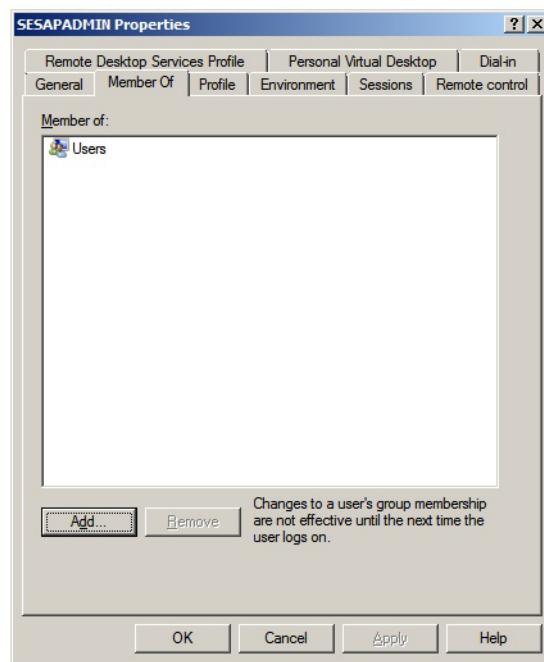


Figure 110 Create user, local (3)

4. Enter the group name "Administrators" in the "Select Groups" window in the "Enter the ..." box and click **OK** to finish.

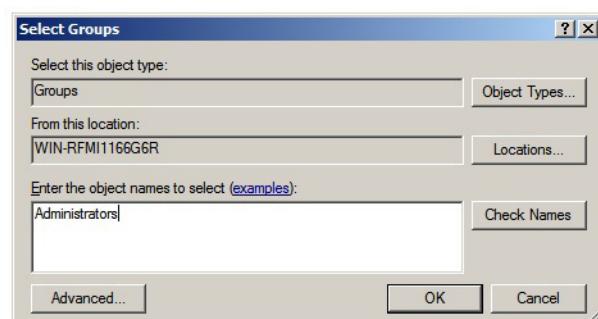


Figure 111 Create user, local (4)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

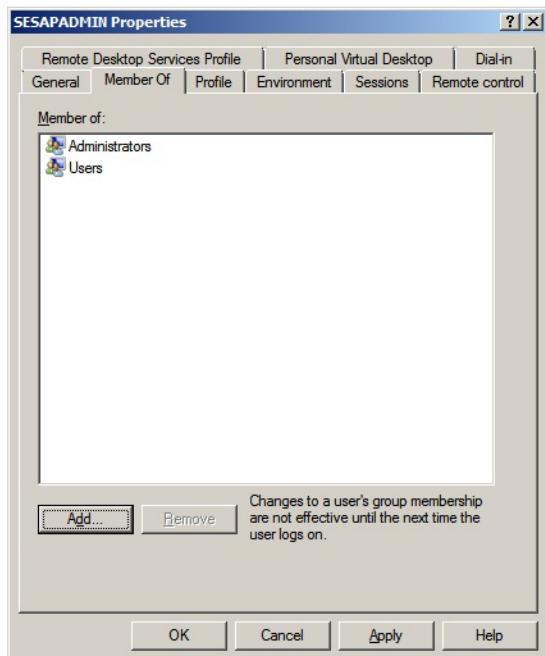


Figure 112 Create user, local (5)

### 3.6.1.2 Remote Desktop

1. Click **Start / Control Panel / System and Security / Allow Remote Access**
2. There are two options available when allowing connections via Remote Desktop, first is Allow connections from computers running any version of Remote Desktop (less secure) and the second is “Allow connections from computers running Remote Desktop with Network Level Authentication (more secure)“. Choose the one that best fits to your needs.

3. Click Apply and OK



Figure 113

Allow Remote Desktop

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

### 3.6.1.3 Internet Information Services

1. Click **Start / All Programs / Administrative Tools / Server Manager / Roles**.
2. Choose the option **Add Roles**, as described on next figure:

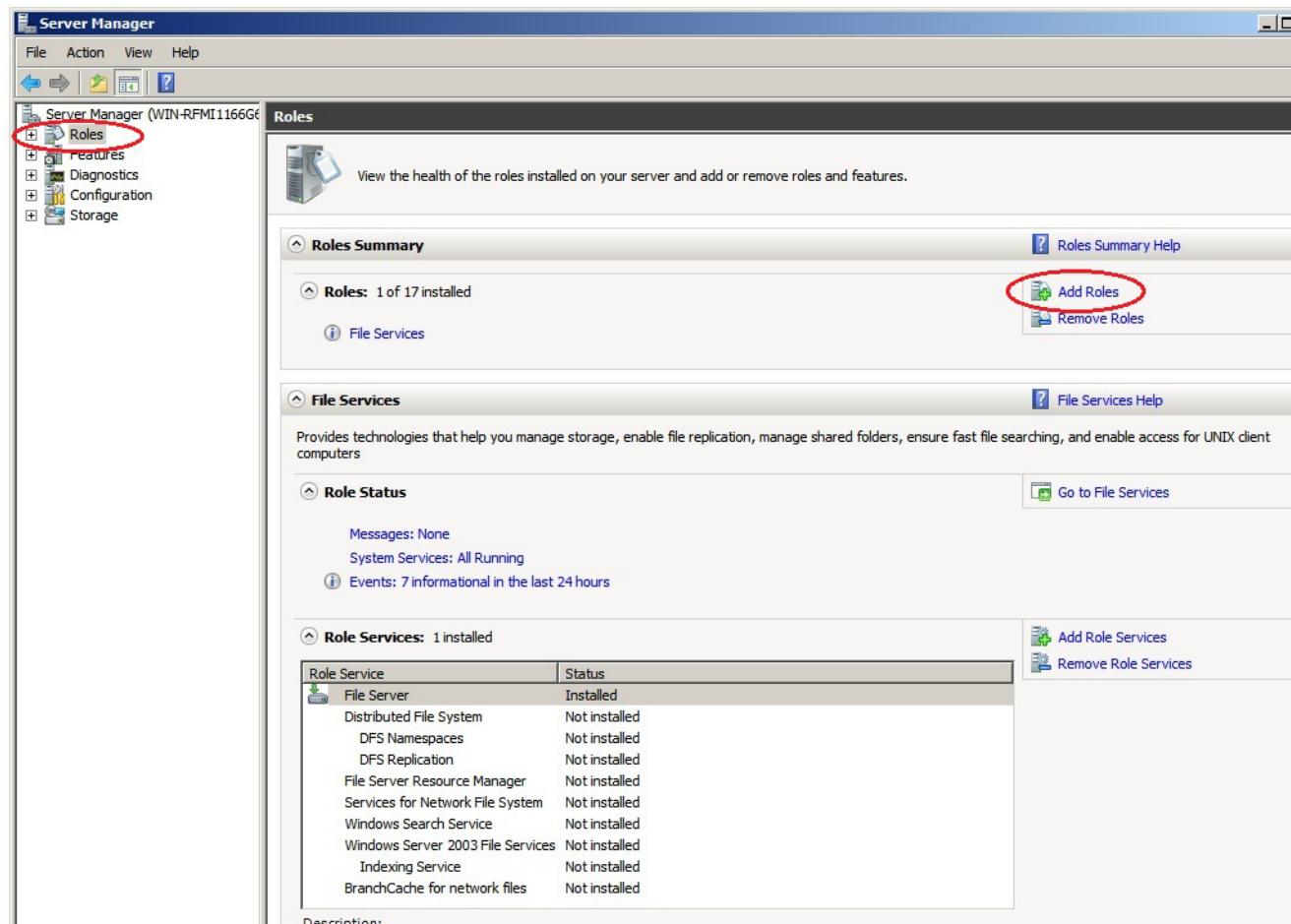


Figure 114

Server Manager - Add Roles

3. Click on **Server Roles** and check the box **Web Server (IIS)**.

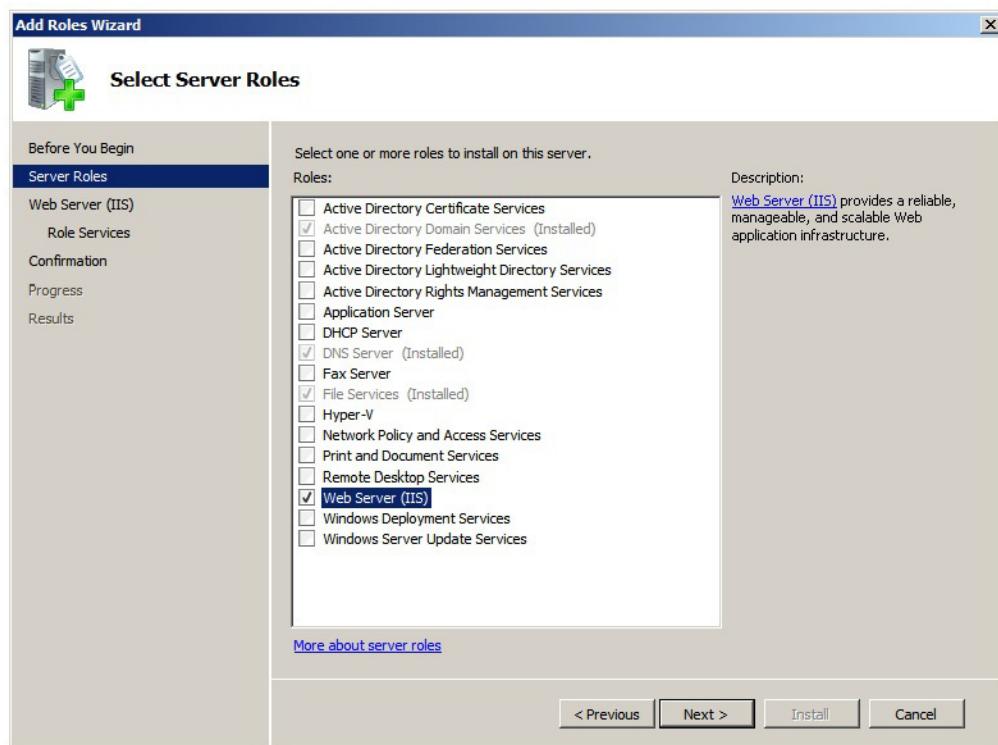


Figure 115      *Enable Web Server (IIS)*

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

4. Click on **Role Services** check the box **FTP Server** and click **Next**

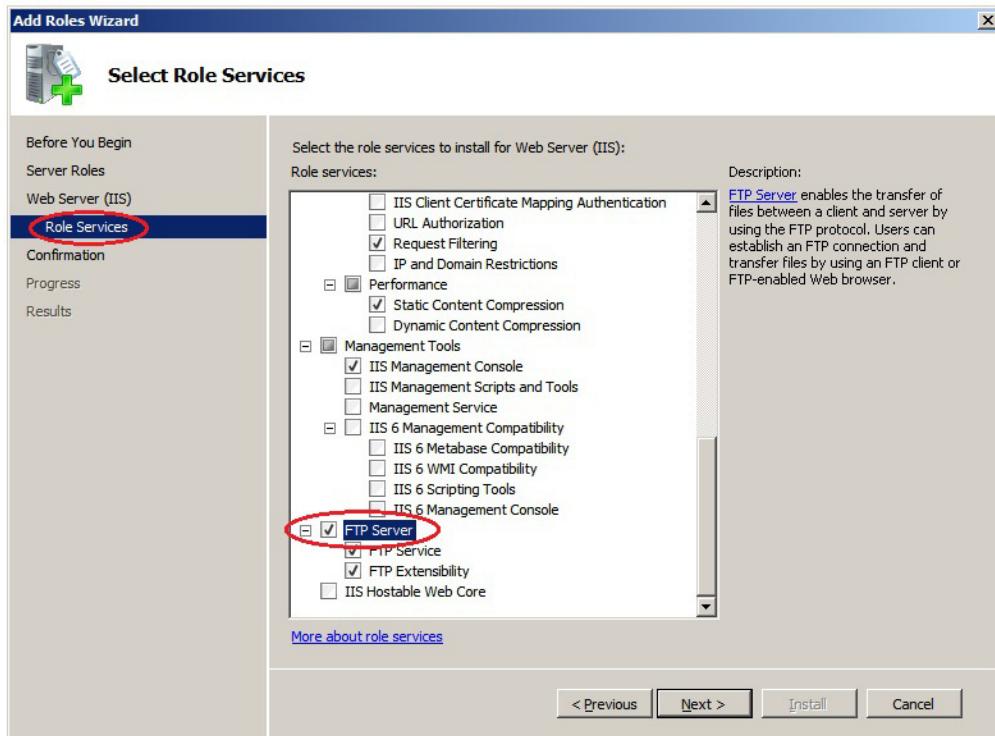


Figure 116

Enable FTP Server (1)

5. For the next step, click on **Install** to confirm the installation of the **FTP Server**:

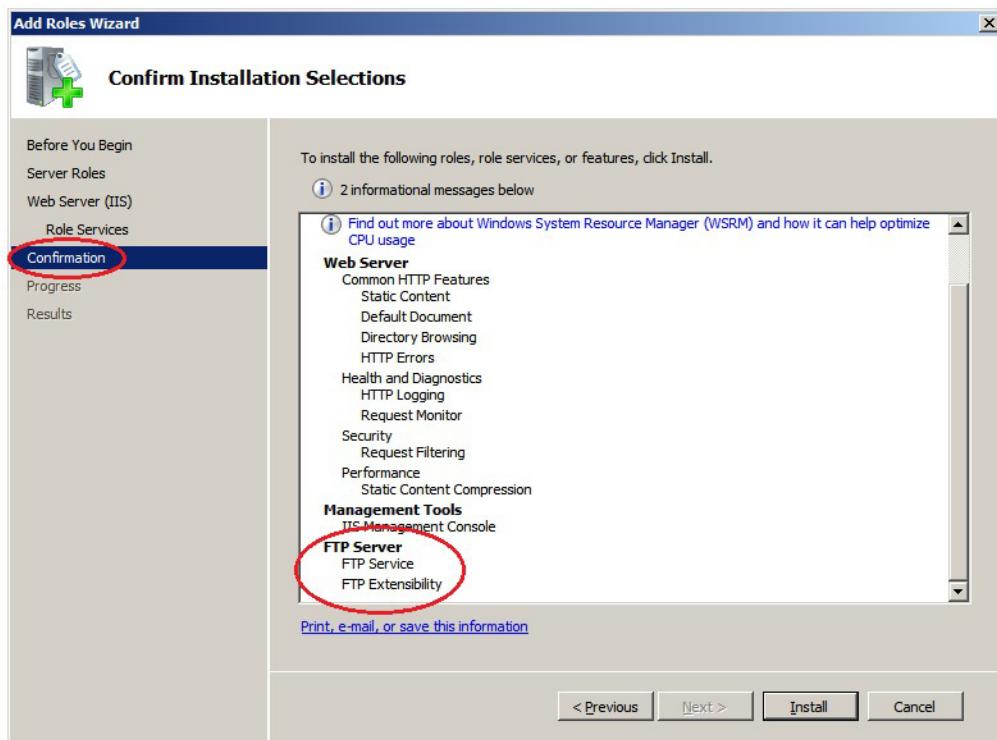


Figure 117      *Enable FTP Server (2)*

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

### 3.6.1.4 How to configure the FTP Site

1. Click **Start / All Programs / Administrative Tools / Server Manager / Roles / Web Server (IIS)**.
2. Click on **Internet Information Services (IIS) Manager / Sites / Add FTP Site**:

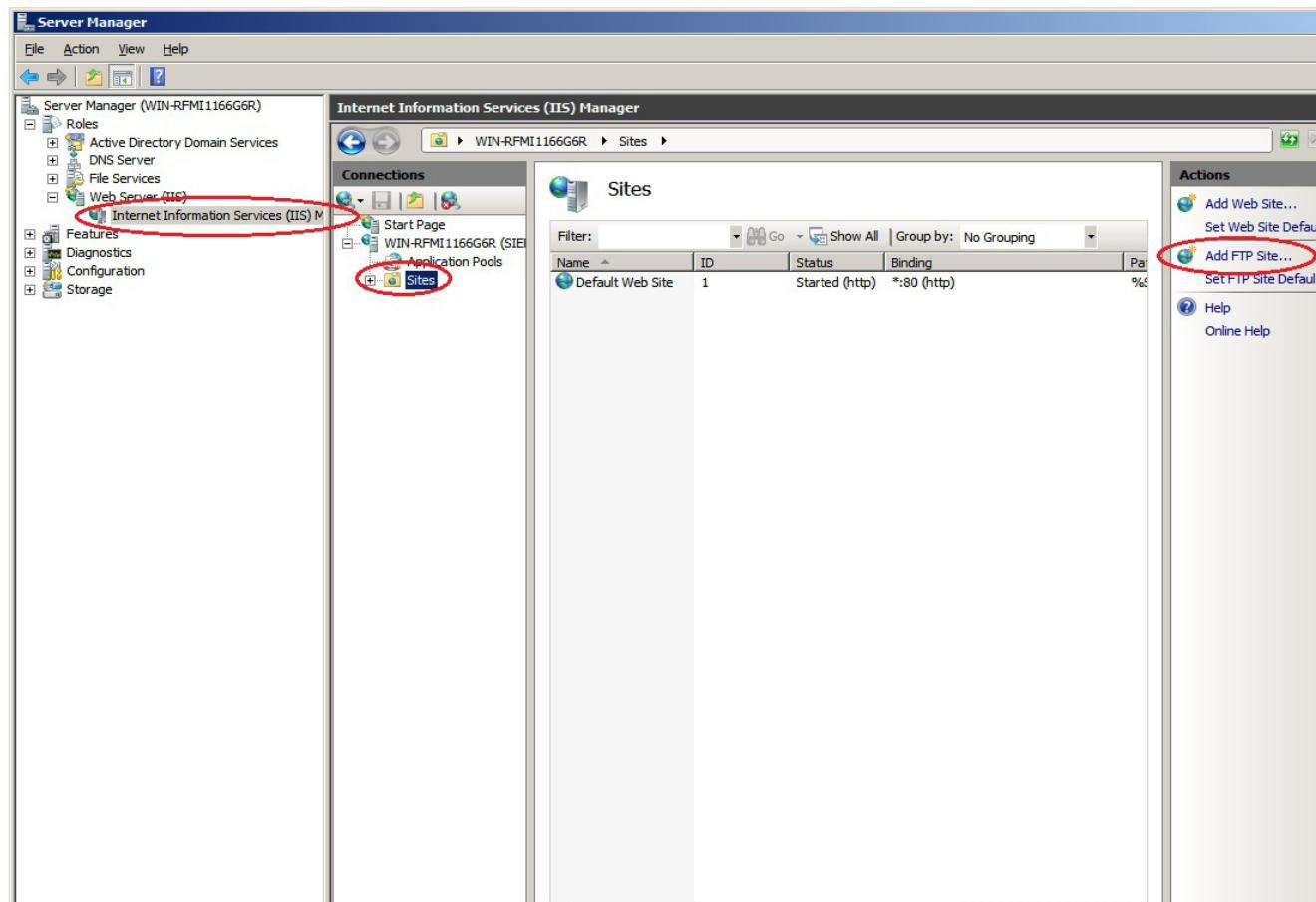


Figure 118

Add FTP Site (1)

3. Enter the FTP Site name “**Default FTP Site**”

4. Tab to the directory location path. The chosen directory must be C:\Inetpub\ftproot. Each user configured to access the SESAP Server via ftp will access a folder with its own account name and be automatically redirected to the folder selected during SESAP Installation (e.g. D:\FTPRoot. Click **Next**.

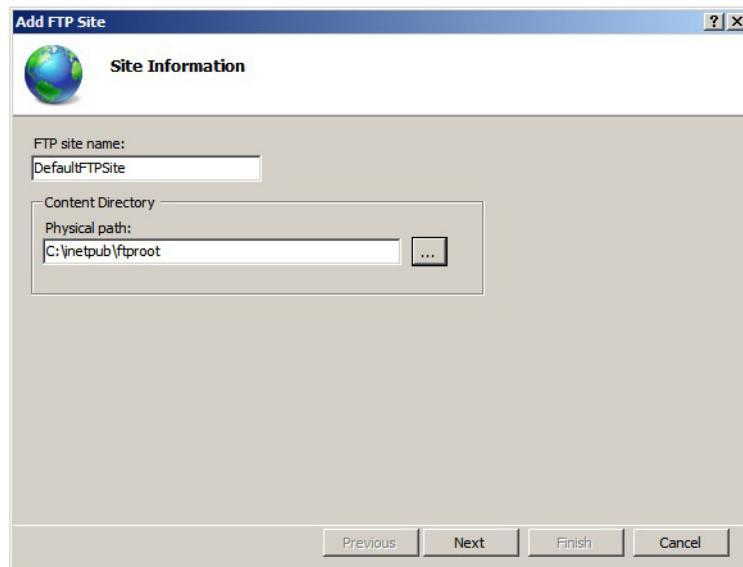


Figure 119 Add FTP Site (2)

5. On next window, check the option **No SSL** and click **Next**:

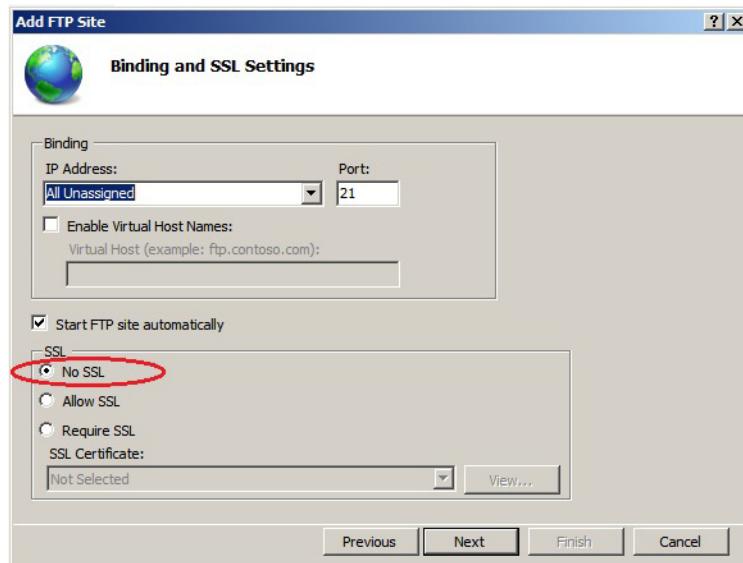


Figure 120 Add FTP Site (3)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

6. Check the option **Basic** inside the Authentication panel. Inside Authorization panel select the option **Specified Users** and type the name of SESAPFTP user. On Permissions, check the **Read** and **Write** options and press **Finish**

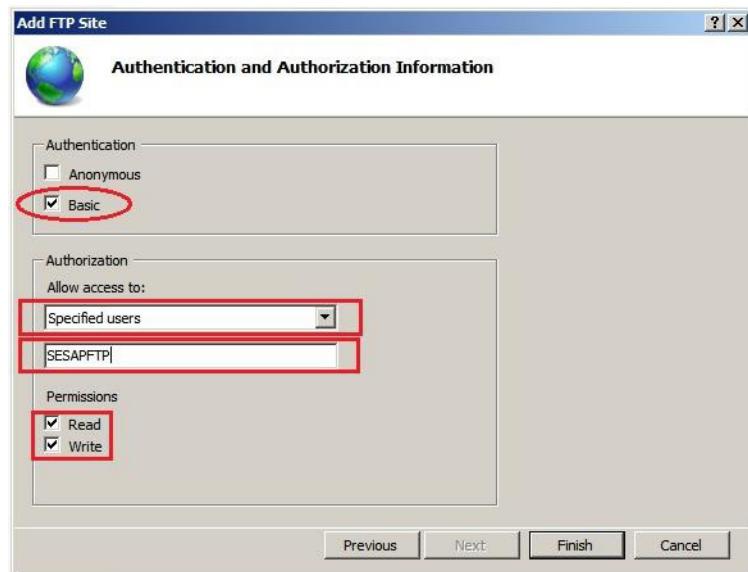


Figure 121 Add FTP User (4)

7. Now that the DefaultFTPSite was created, click on its name and double click on **FTP User Isolation**, as shown on the picture below:

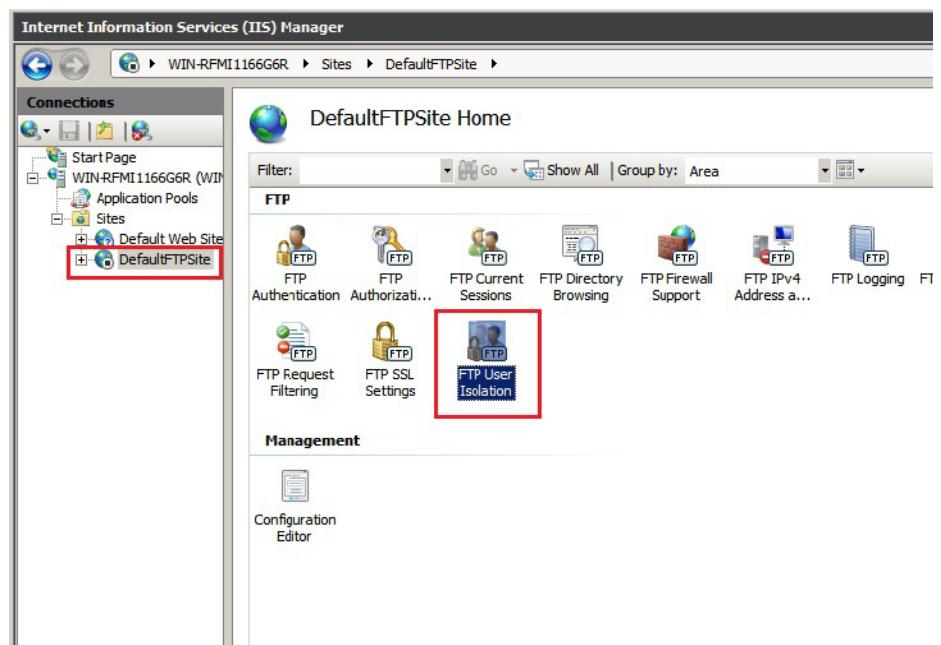


Figure 122 Add FTP User (5)

8. Check the option **User name directory (disable global virtual directories)** and then click on **Apply**.

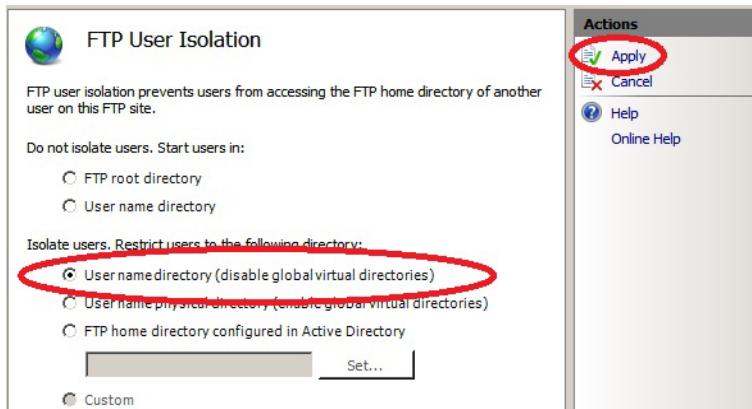


Figure 123 Add FTP User (6)

9. Right click on the DefaultFTPSite and in the option **Manage FTP Site**. If the FTP site is stopped, click on **Start**. In case it is already started, click on **Restart**.

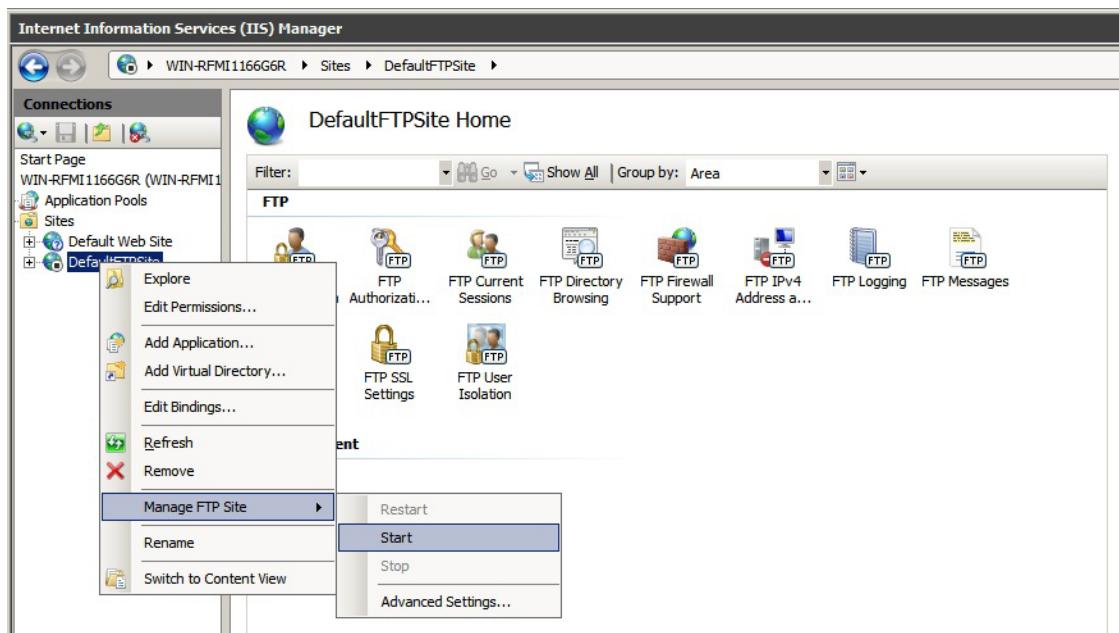


Figure 124 Add FTP User (7)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

### 3.6.1.5 IIS WMI Compatibility

1. Click **Start / All Programs / Administrative Tools / Server Manager / Web Server(IIS)**.
2. Click on **Add Role Services**.

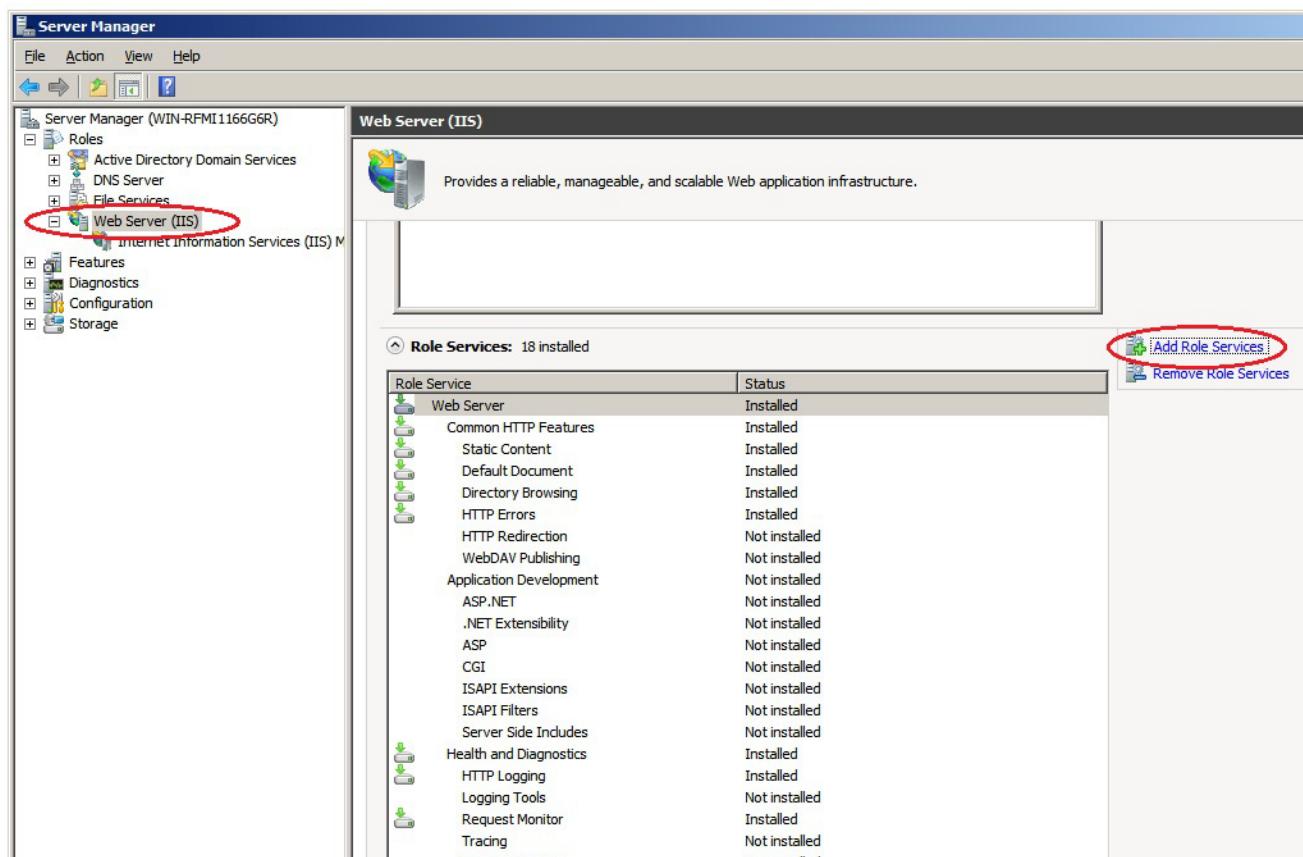


Figure 125

Add Role Services

3. Check the box **IIS 6 WMI Compatibility** and click **Next**.

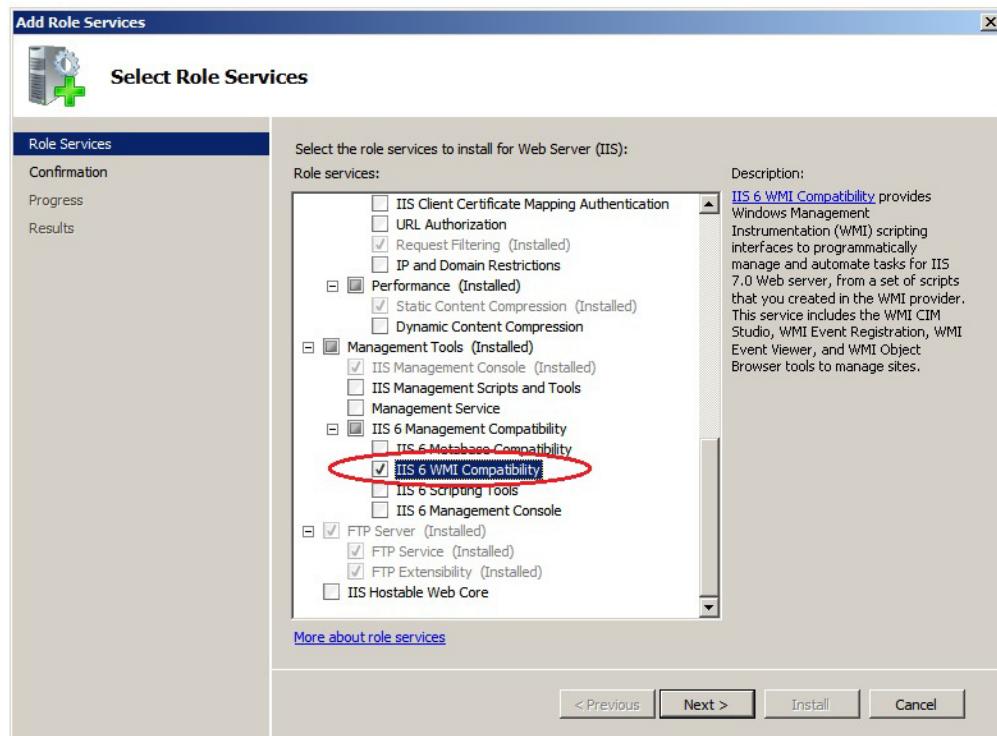


Figure 126 IIS 6 WMI Compatibility

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

4. For the confirmation window, press **Install**:

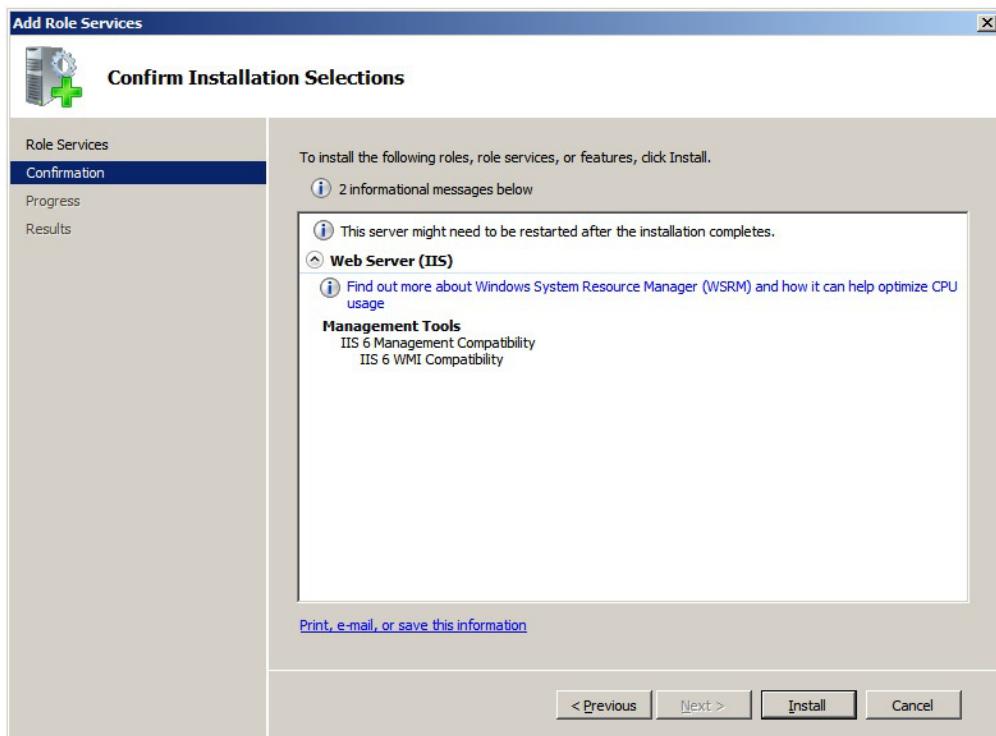


Figure 127

Confirmation Window

### 3.6.1.6 Disable the Indexing and Windows Search Services

Important: disable of index and windows search services for all hard drives is necessary to avoid a security leak:

For Windows Server 2008 R2, both services are not installed by default. In order to check if they are really not installed, do as follows:

1. Click **Start / All Programs / Administrative Tools / Server Manager / Roles / File Services**

2. The “Indexing Service” and “Windows Search Service” must have the status “Not Installed”, as shown in the window below:

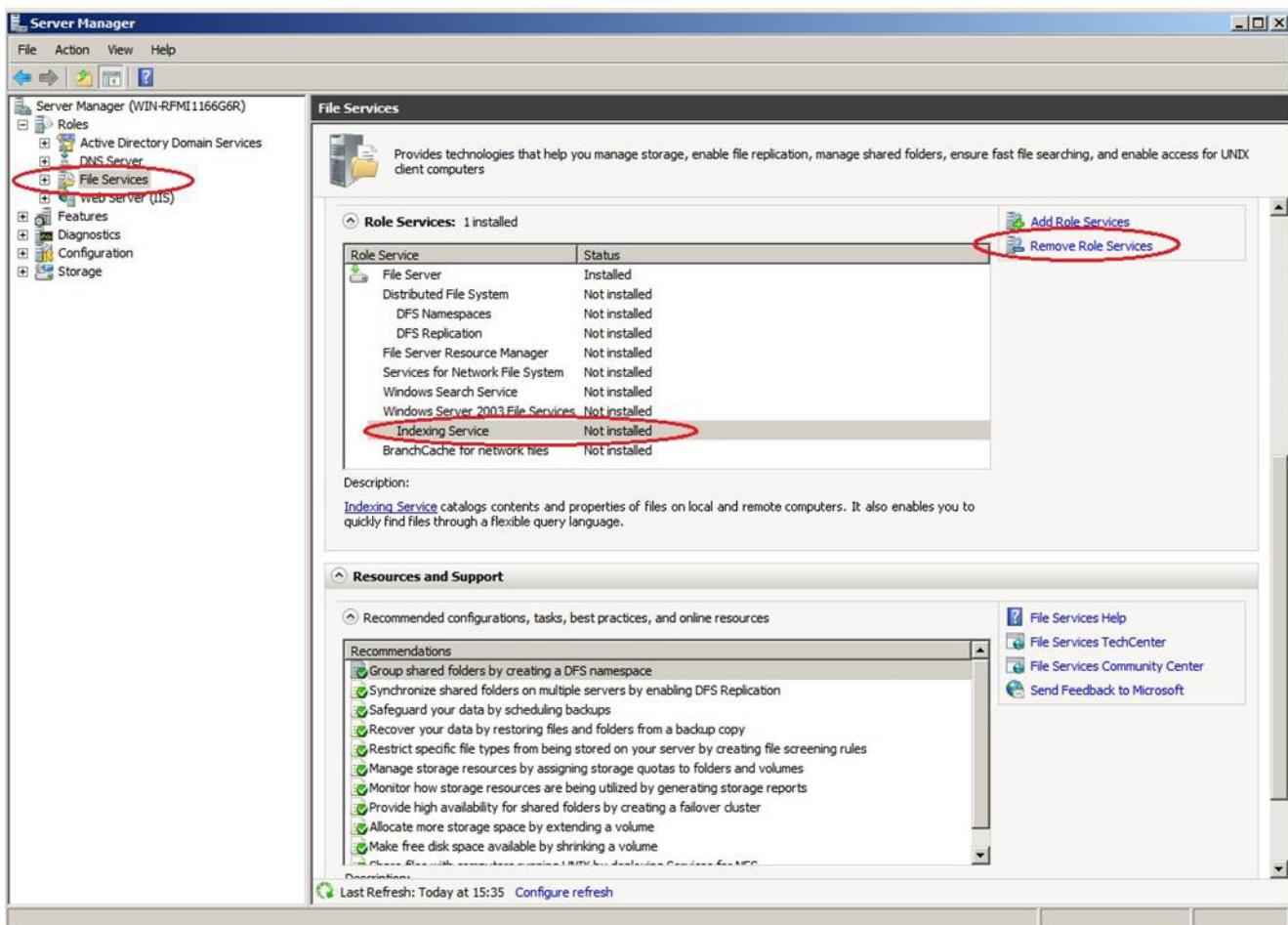


Figure 128

Disable Indexing Service

### 3.6.1.7 Install Windows patch for opening help files

The IP Service is one of applications installed by SESAP Wizard. This application has its help document available as a .hlp file. Windows Server 2008 R2 must have the *Windows6.1-KB917607-x64.msu* patch installed on system to open the mentioned file correctly. The patch file can be found on folder

DVDDrive\SESAP\Windows SW\Windows Update.

### 3.6.2 Microsoft Internet Explorer settings

The following settings should be applied for both SESAPADMIN and SESAPSERVICE users. As SESAP Installer does these settings automatically, it's ensured that all existing users and new ones will have it configured too.

1. In Internet Explorer open the "Tools / Internet Options" screen and then the "Advanced" tab.
2. Go to "Security" and click the check boxes for "Allow active content from CD to run on My Computer" and "Allow active content to run in files on My Computer".

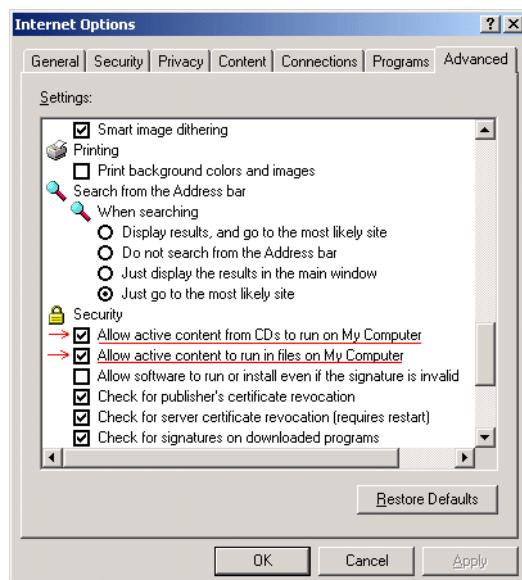


Figure 129

Internet Options

### 3.6.3 RSPssh - SSH Server

#### 3.6.3.1 RSPssh installation

RSPssh installation file is included on SESAP DVD. Install it from DVDDrive\SESAP\Windows SW\rspSSH\RSPssh\_1.0.3\_Installer.exe. The first message shown during RSPssh installation is:



Figure 130 RSPssh Installation (1)

For the next steps, all default options must be chosen. Press **Next**, **Next** and **Install** for the following windows messages. Press **OK** on next window:



Figure 131 RSPssh Installation (2)

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

Then, press **Close** on next window to finish installation:

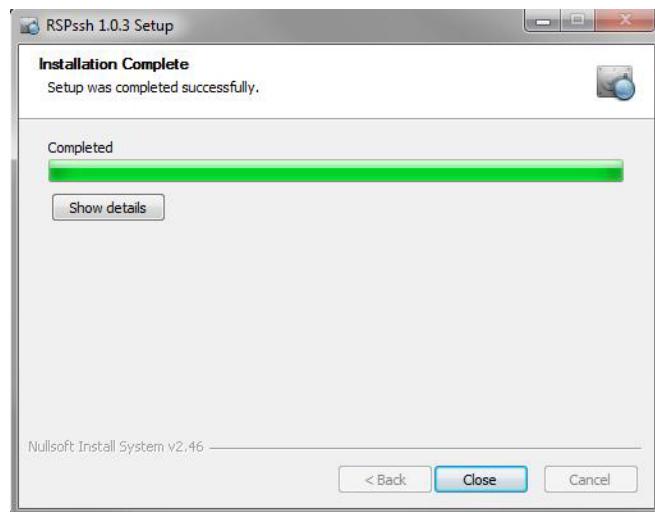


Figure 132 RSPssh Installation (3)

The instructions about how to add users to the RSPssh users list are described on next section.

### 3.6.3.2 Add users to RSPssh users list

Open Start / All Programs / RSPssh / 01.Activate a User:

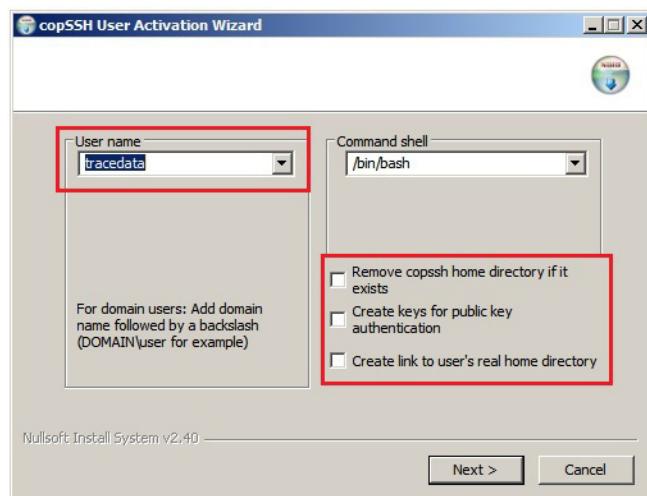


Figure 133 Add users to RSPssh users list(1)

Select the desired user account name and uncheck all three options shown in the image above. As example it will be used the **tracedata** user account name. Press **Next** and a confirmation window will indicate that the user was successfully added to users list:



Figure 134      Add users to RSPssh users list(2)

There is one file in the RSPssh configuration that stores the path for the folder that will be accessed by each registered user via SSH Server. This path can be changed to indicate any other folder in the server. To change the folder path, first open the file `C:\Program Files (x86)\RSPssh\etc\passwd`.

Replace the parameter `/home/%account name% for /cygdrive/%drive%/%folder%`. For example, if the folder that **tracedata** user will access is `D:\tracedata`, so this parameter must be `/cygdrive/D/tracedata`.

If it is needed for the user to access via SSH Server any hard drive of SESAP Server, first open the file `C:\Program Files (x86)\RSPssh\etc\passwd`, find the line that contains the parameters for the added user and replace `/home/%account name% for /cygdrive`. These changes are normally done for the account used for accesses using SIRA and SSDP remote tools.

### 3.6.4 FTP User configuration

Some settings must be done in Computer Management in order to maximize security for the FTP user SESAPFTP. All these settings described on the following sections are also done automatically by SESAP Installation:

- Section 3.6.4.1, “Remove SESAPFTP from the group of users”
- Section 3.6.4.2, “Set file system rights for Drive”
- Section 3.6.4.3, “Set the file system rights for FTPRoot”
- Section 3.6.4.4, “Deny log on locally”

### 3.6.4.1 Remove SESAPFTP from the group of users

1. Open Computer Management via **Start / All Programs / Administrative Tools / Computer Management**.
2. In the left window panel click on "Local Users and Groups" and then on "Users".
3. In the right panel double click on "SESAPFTP".

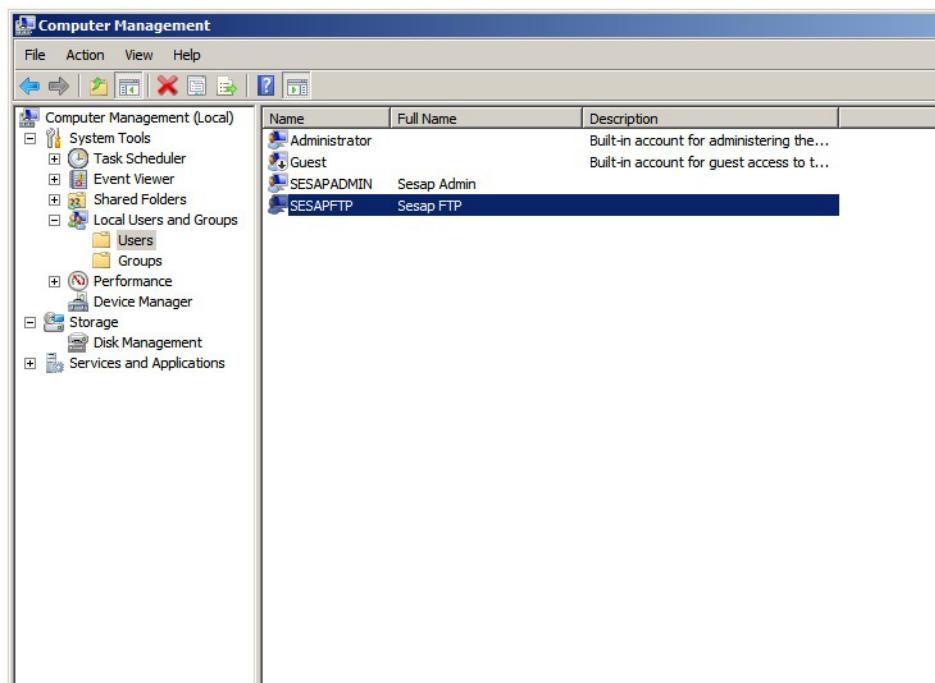
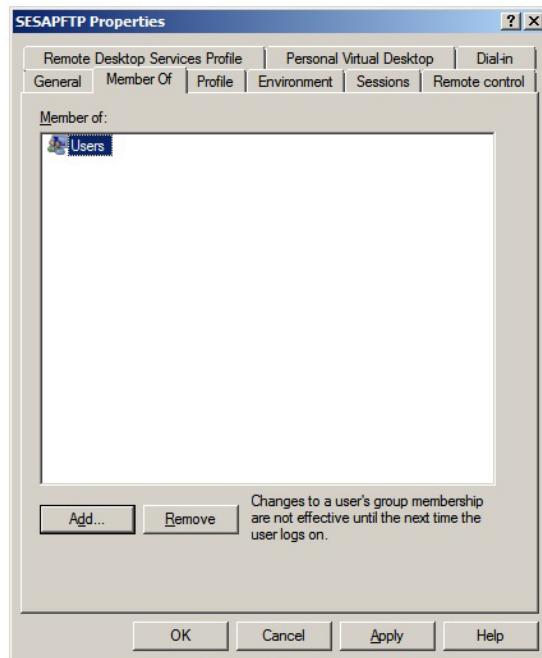


Figure 135

Computer Management, Users

4. In the "Member Of" tab highlight the "Users" group and click on Remove.



*Figure 136 SESAPFTP Properties*

5. Click on **OK** to finish and then close Computer Management.

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

### 3.6.4.2 Set file system rights for Drive

1. In Windows Explorer right click on the drive selected for storing the FTPRoot folder and then select "Sharing and Security".
2. Open the "Security" tab and then click on Edit.

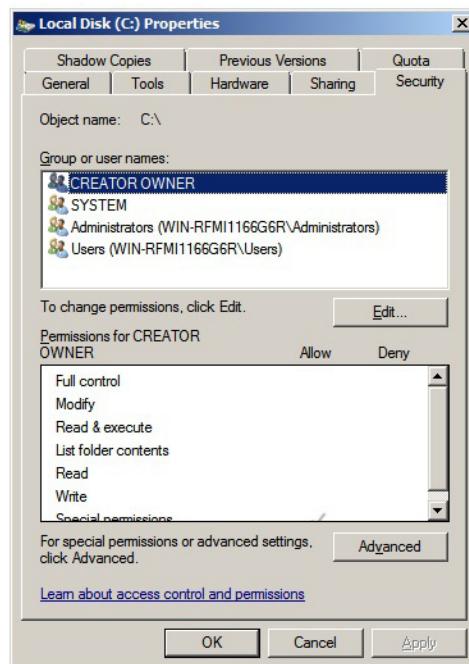


Figure 137

User Permissions (1)

3. In the next window click on **Add**

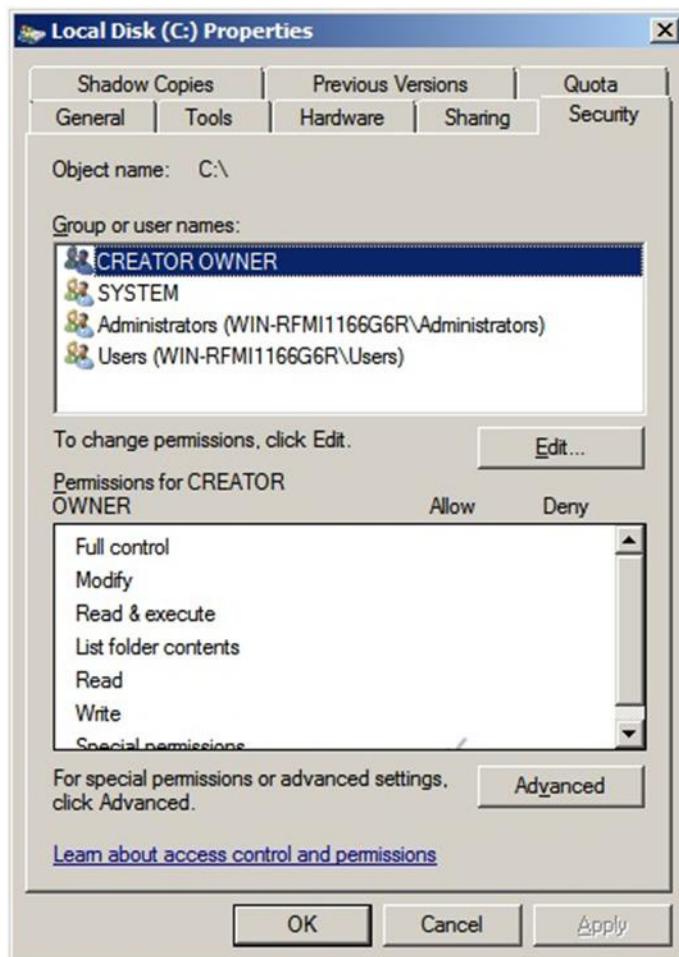


Figure 138              User Permissions (2)

4. In the "Select Users or Groups" window, at the "Enter the object name to select" box enter the name "SESAPFTP".

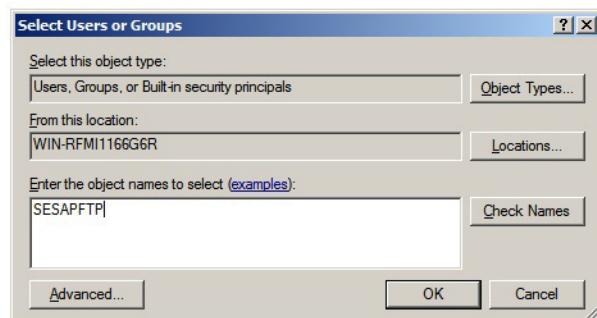


Figure 139              Object Name (1)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

5. Check the entered users with the **Check Names** button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with **OK**.
6. In the "Group or user names" window make sure that the user "SESAPFTP" is still highlighted. In the "Permissions for SESAPFTP" panel in the "Full Control" line now click on the "Deny" check box. All lower check boxes except for "Special Permissions" are now automatically enabled.

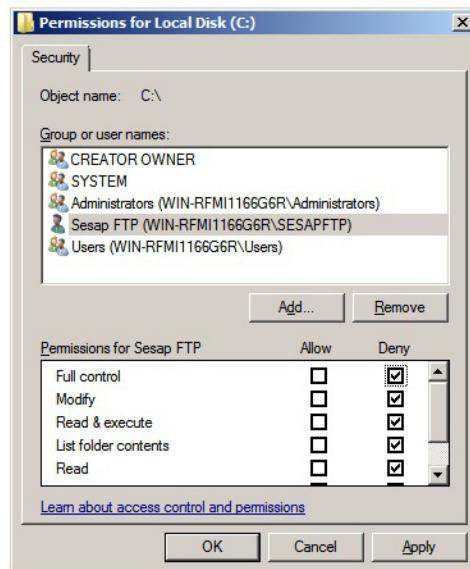


Figure 140      User Permissions (2)

7. Click on **Apply** to save the changes. Click **Yes** for each of the following two messages.

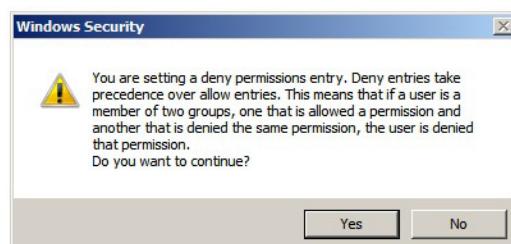


Figure 141      Security Warning (1)



Figure 142      Security Warning (2)

### 3.6.4.3 Set the file system rights for FTPRoot

1. In Windows Explorer right click on the FTPRoot (e.g.: D:\Ftproot) directory and then select "Sharing and Security".
2. In the "FTPRoot Properties" open the "Security" tab and click on **Advanced**:

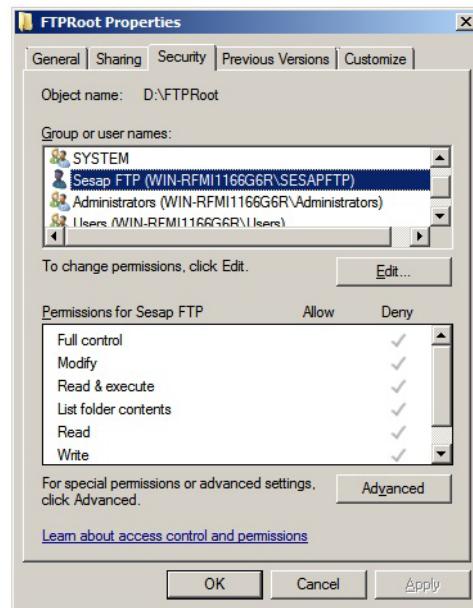


Figure 143                    *FTPRoot Properties (1)*

3. At the "Permissions" tab click on **Change Permissions**.

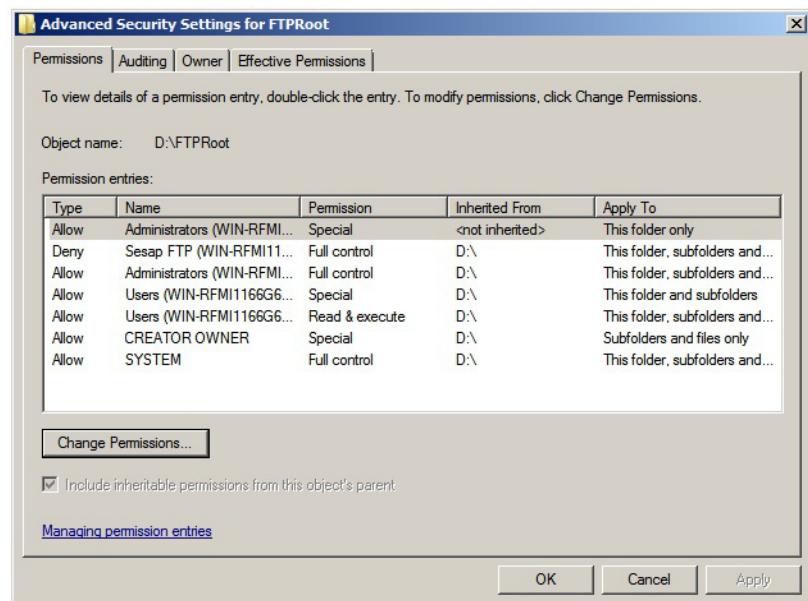


Figure 144                    *Advanced Settings (1)*

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

4. Uncheck the option "Include Inheritable Permissions from this objects parent" and press **OK**.

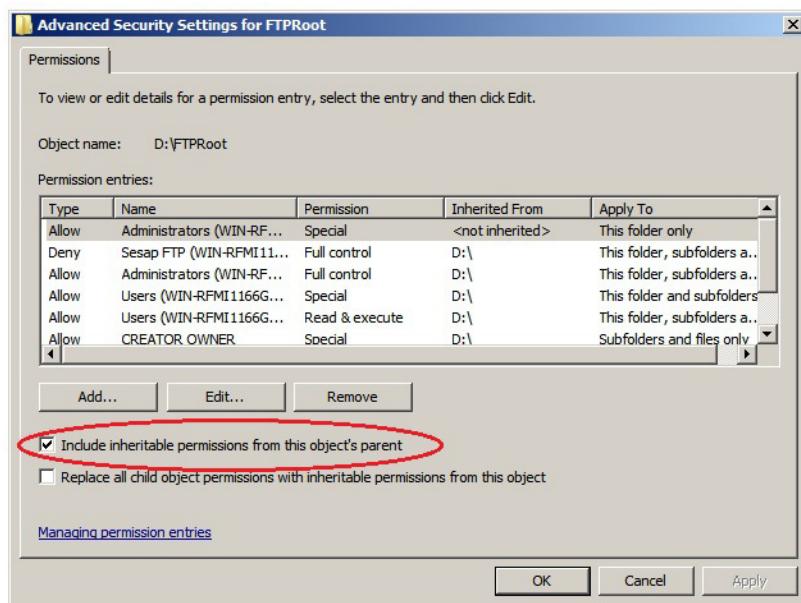


Figure 145 Advanced Settings (2)

5. In the following information window click on **Add**.



Figure 146 Security Warning (3)

6. Click on **Yes** for the message below.

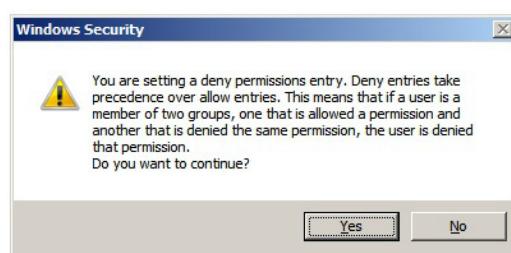


Figure 147 Security Warning (4)

7. In the "FTPRoot Properties" window in the "Group or user names" panel now select the user "SESAPFTP" and in the "Permissions for SESAPFTP" panel clear all check boxes in the "Deny" column. Click on the "Read" check box in the "Allow" column.

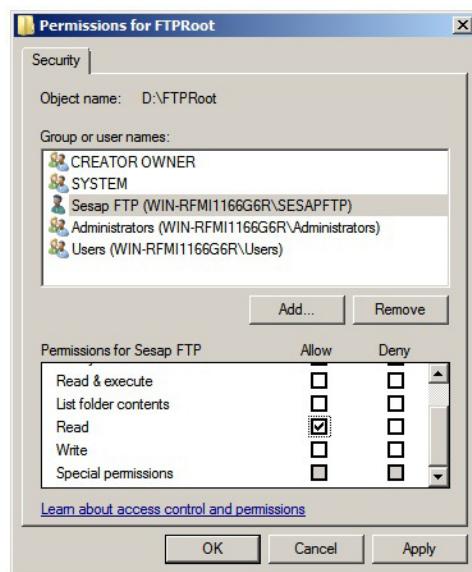


Figure 148

FTPRoot Properties (2)

8. Now click on **Apply** and then on **OK**.

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows Server 2008 R2

### 3.6.4.4 Deny log on locally

1. Open Management of Local Security Settings via Start / Programs / Administrative Tools / Local Security Policy.
2. In the left window panel click on "Local Policies" and then on "User Rights Assignment". In the right window panel then double click on the entry "Deny log on locally" to open it.

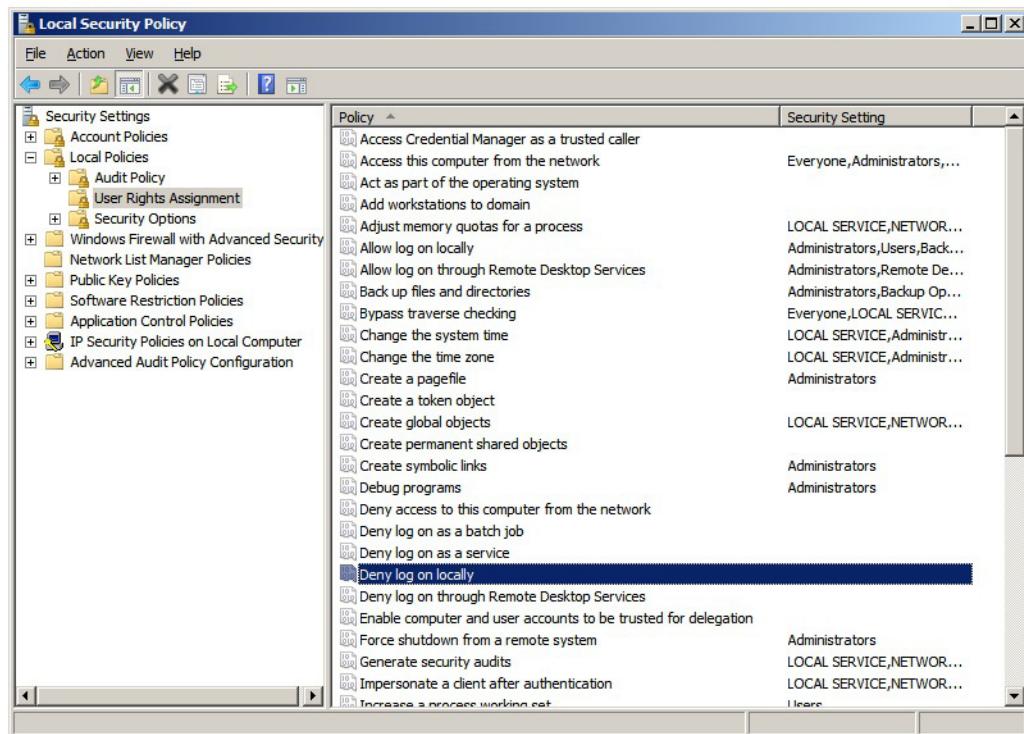


Figure 149 Local Security Settings

3. Open the "Deny log on locally Properties" tap and then click on the "Add User or Group" button.

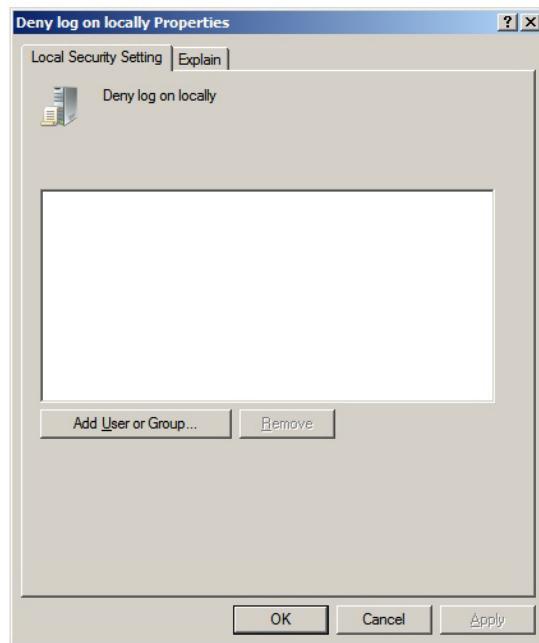


Figure 150 Deny log on locally Properties (1)

4. In the "Select Users or Groups" screen enter the user "SESAPFTP" at the "Enter the object name to select" box.

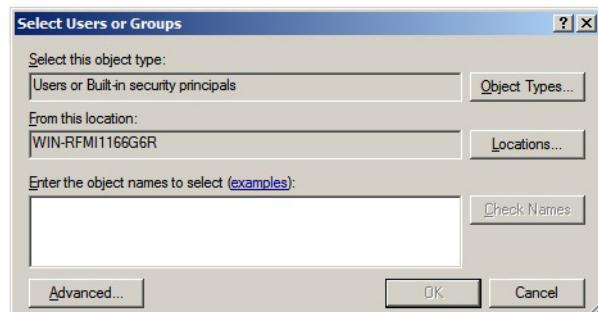


Figure 151 Object Name (2)

5. Check the entered users with the Check Names button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with OK.
6. Click on the Apply and OK buttons to close the "Deny log on locally Properties" window.

### 3.6.5 Domain Name System Handling

The DNS service should be installed but it must be disabled. To install this service please open **Start / All Programs / Administrative Tools / Server Manager / Roles / Add Roles**.

Click **Server Roles** and check the box “DNS Server”.

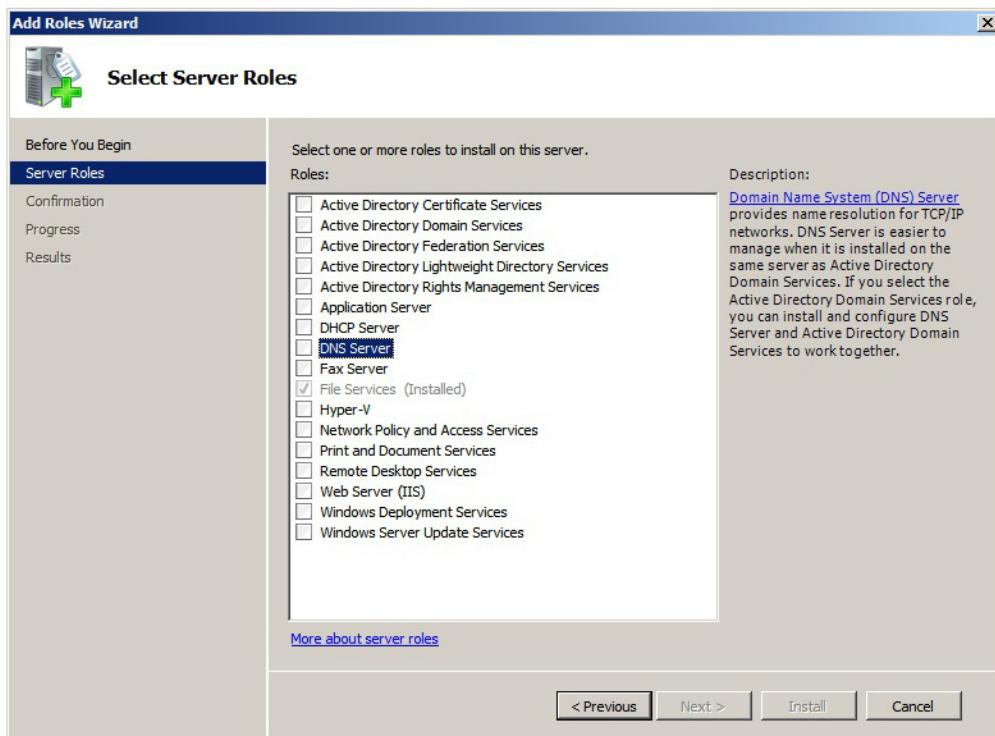


Figure 152

Enable DNS Server

Click **Next**, **Next** and **Install** to complete installation.

To disable the Service, open **Start / All Programs / Administrative Tools / Services** and find the “DNS Server” service.

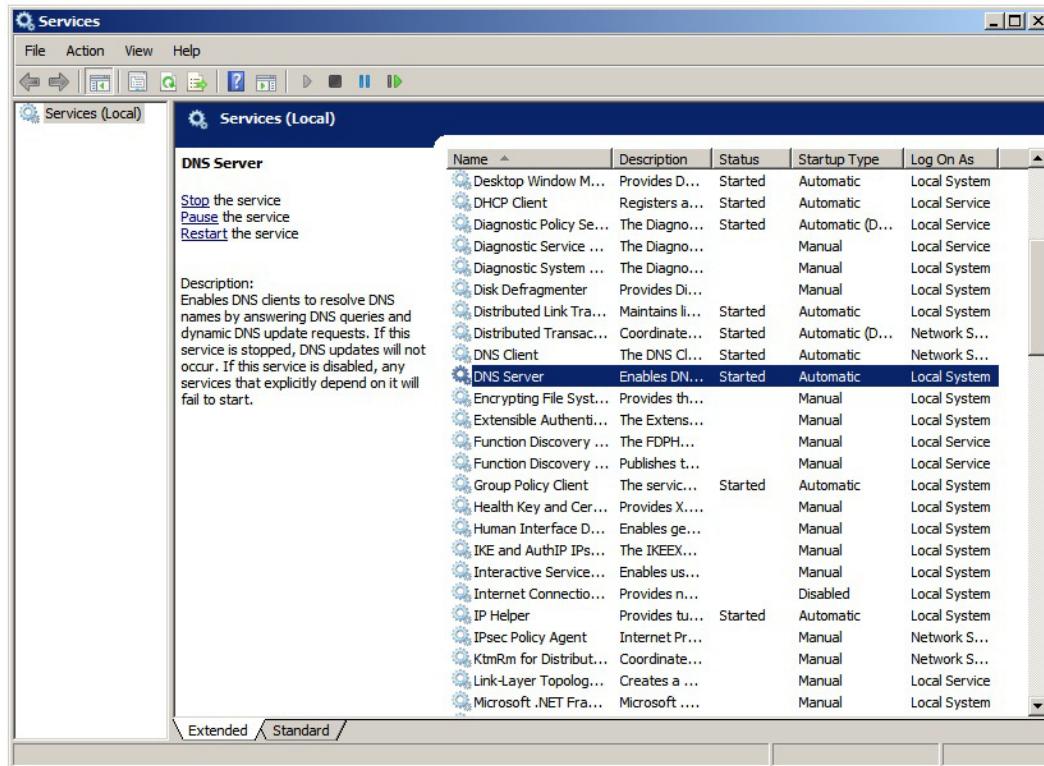


Figure 153

Disable DNS Service (1)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

Double click on **DNS Server**. On next window, select the “Startup type” as “Disabled” and click on **Stop**. Click **Apply** and then, **OK**.

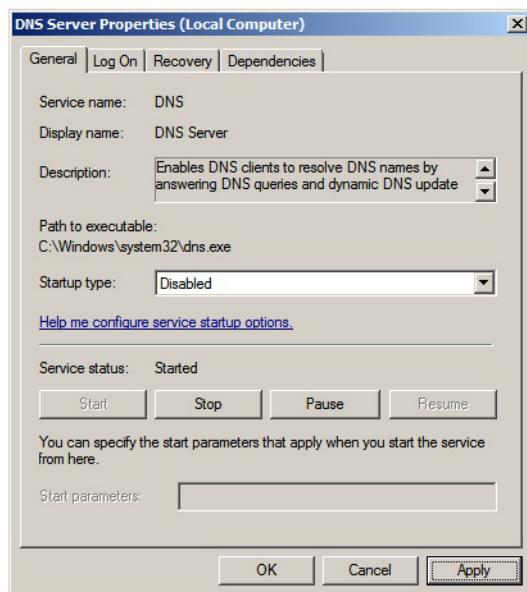


Figure 154

Disable DNS Service (2)

## 3.7 Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

The automatic steps done during installation can be manually checked using the items of this section.

- [Section 3.7.1, “Operating System Configuration”](#)
- [Section 3.7.2, “Settings in Microsoft Internet Explorer”](#)
- [Section 3.7.3, “RSPssh - SSH Server”](#)
- [Section 3.7.4, “Configuration of the FTP user”](#)
- [Section 3.7.5, “Domain Name System Handling”](#)

### 3.7.1 Operating System Configuration

Different Windows components are enabled or disabled during installation process so that the computer can be used as a SESAP server:

Component	Status required
User Management	Automatic ‘Local User’ created
Remote Desktop	Automatically Enabled
Indexing and Windows Search Services	Automatically Disabled
SMTP Service	Automatically Disabled
Windows Installer Provider	Automatically Enabled
Internet Information Service (IIS)	Automatically Enabled
FTP Service (IIS)	Automatically Enabled
Internet Explorer: permit Active Content	Automatically Enabled

Table 11                    *Operating system components*

Check the status of the individual components.

The following sections contain more detailed information on some components:

- Section 3.7.1.1, “Create local users”
- Section 3.7.1.2, “Remote Desktop”
- Section 3.7.1.3, “Internet Information Services”
- Section 3.7.1.4, “How to configure de FTP site”
- Section 3.7.1.5, “Windows Installer Provider”
- Section 3.7.1.6, “How to Disable the Indexing Service”

### 3.7.1.1 Create local users

Carry out the following action:

1. Open Computer Management via **Start / Programs / Administrative Tools / Computer Management** and then click on "Local Users and Groups" in the left window panel and then on "Users".

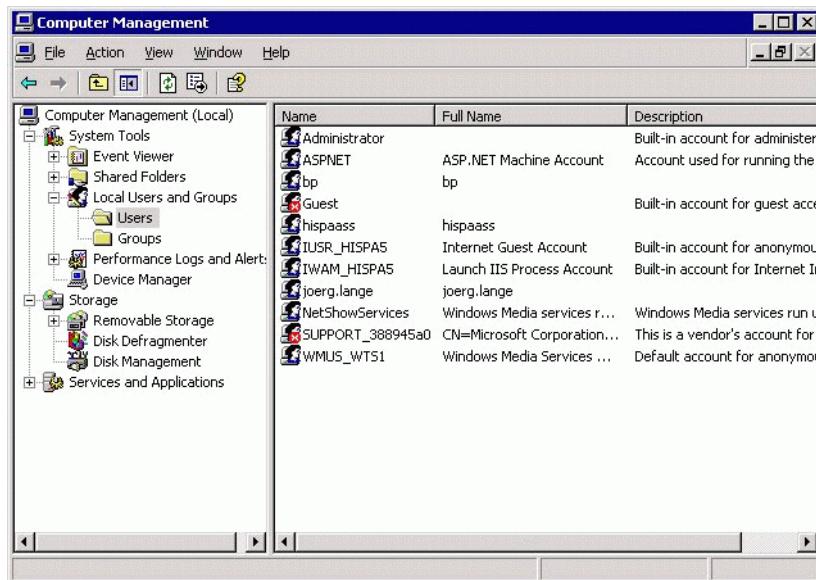


Figure 155 Create user, local (1)

2. Create a new user, enter the password twice, enable "Password never expires" and click on **Create**.

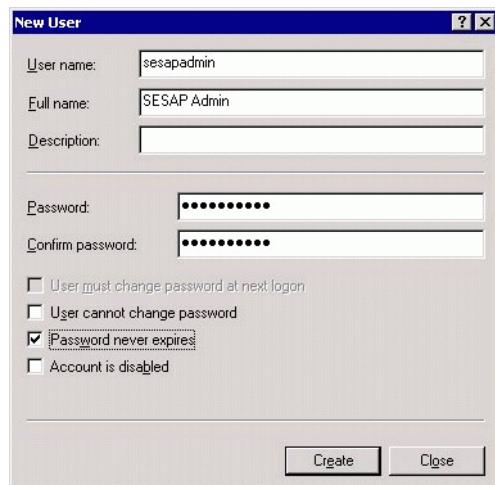


Figure 156 Create user, local (2)

3. Now open the "User Properties" window and the "Member Of" tab and click on **Add**.

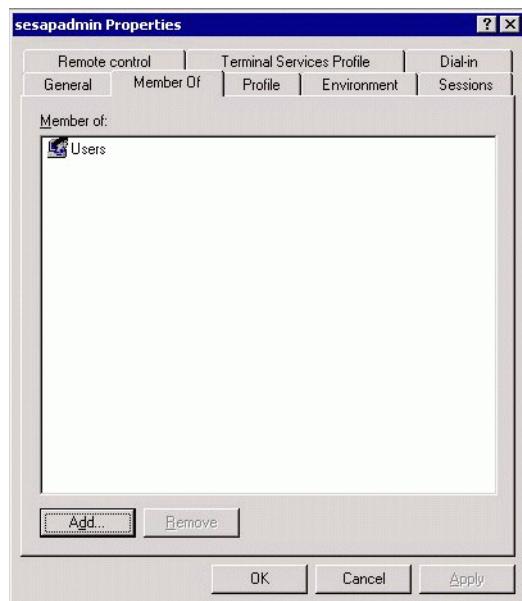


Figure 157 Create user, local (3)

4. Enter the name "administrators" in the "Select Groups" window in the "Enter the ..." box.

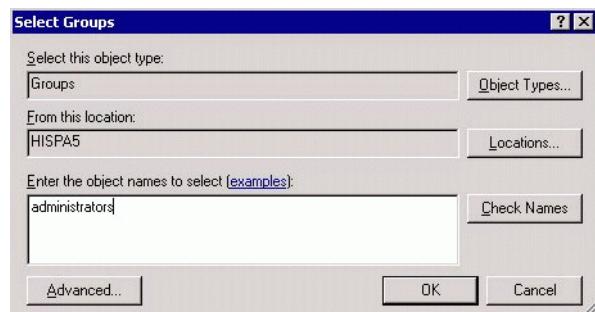


Figure 158 Create user, local (4)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

5. Click on **Check Names** and then on **OK**.

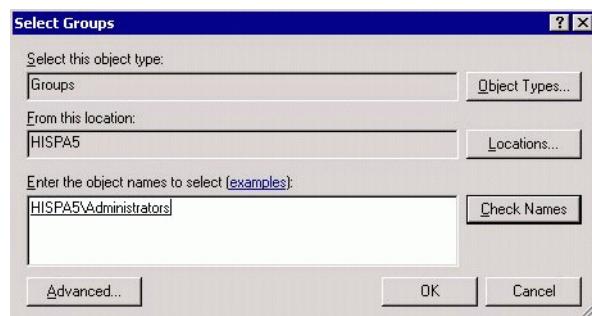


Figure 159 Create user, local (5)

6. Click on **OK** to finish.

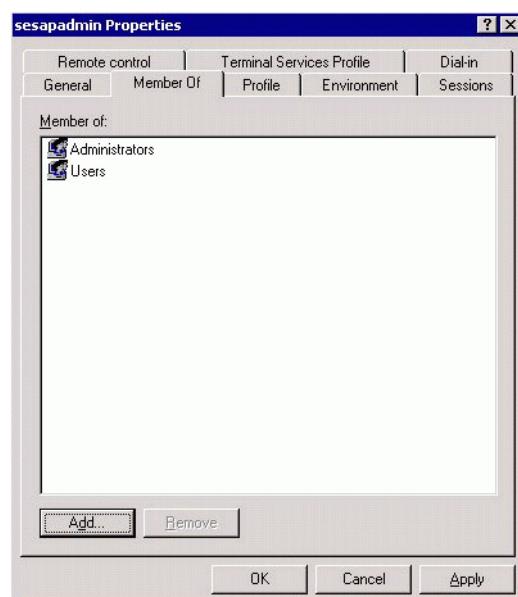


Figure 160 Create user, local (6)

### 3.7.1.2 Remote Desktop

1. Right click on "My Computer" and then open the "Properties" screen.
2. Open the "Remote" tab.
3. Click the check box "Enable Remote Desktop on this computer".

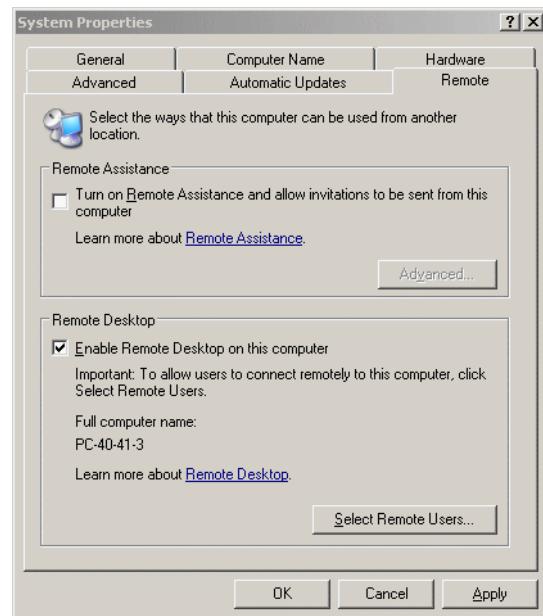


Figure 161

System Properties, Remote

### 3.7.1.3 Internet Information Services

1. Open the "Control Panel" from the Windows Start menu

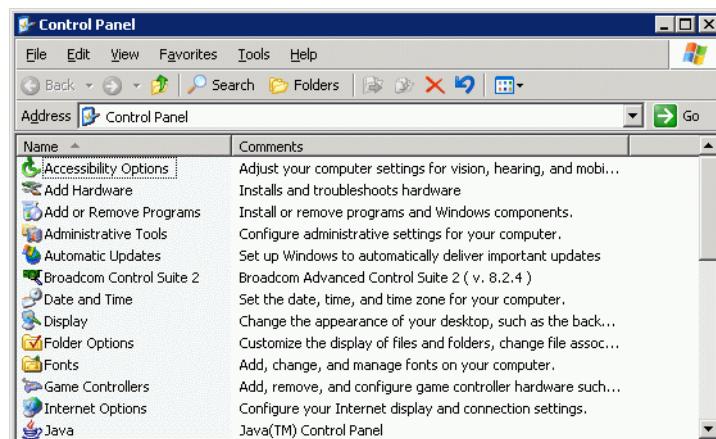


Figure 162

Windows Control Panel

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

2. Select "Add or Remove Programs" and then the option "Add/Remove Windows Components".

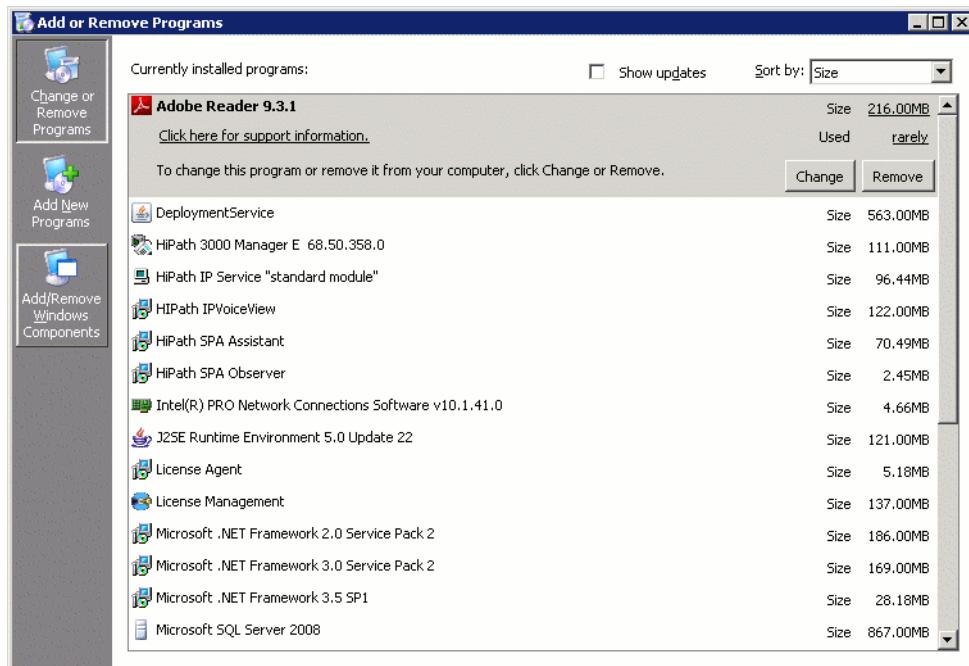


Figure 163      Add/Remove Windows Components

3. Click the check box "Application Server".
4. Now click on Details...

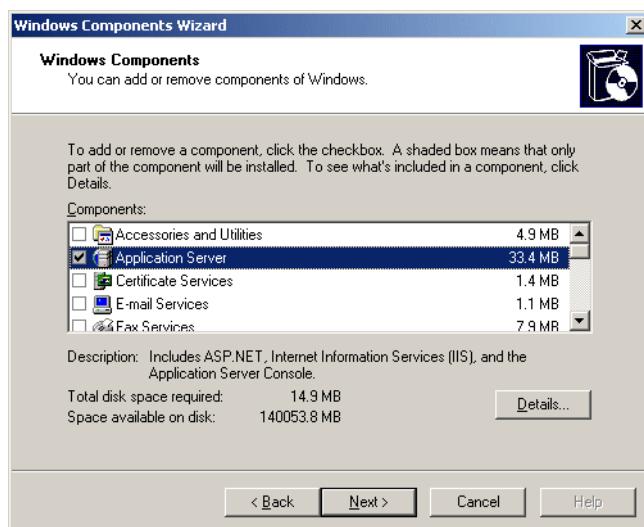


Figure 164      Windows Components, Application Server

5. In the next screen click on the check box "Internet Information Services (IIS)".

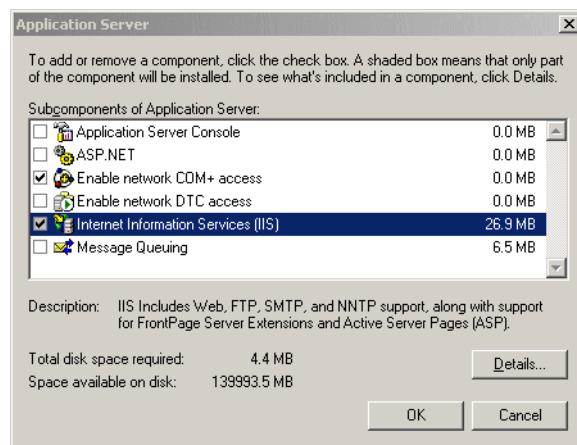


Figure 165

Application Server Subcomponents

6. Now click on **Details...**

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

7. In the next screen click on the check boxes for:

- "Common Files"
- "File Transfer Protocol (FTP) Service"
- "Internet Information Services Manager"

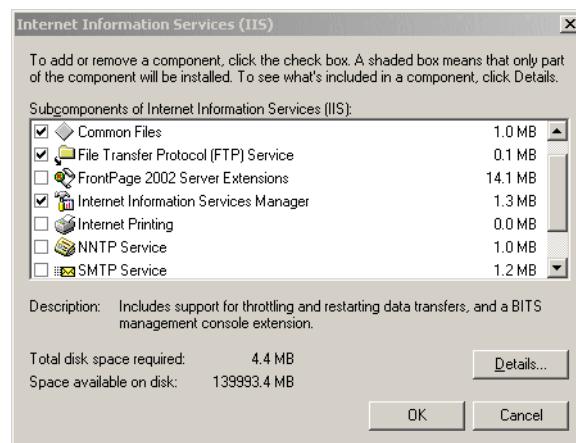


Figure 166 Internet Information Services

8. Click on **OK** and return to the "Windows Components" screen.
9. Click on **Next**.
10. Insert the appropriate Windows CD when this is required.

### 3.7.1.4 How to configure de FTP site

1. Start the Internet Information Services (IIS) Manager
2. Find the 'DefaultFtp Site' under the local computer.

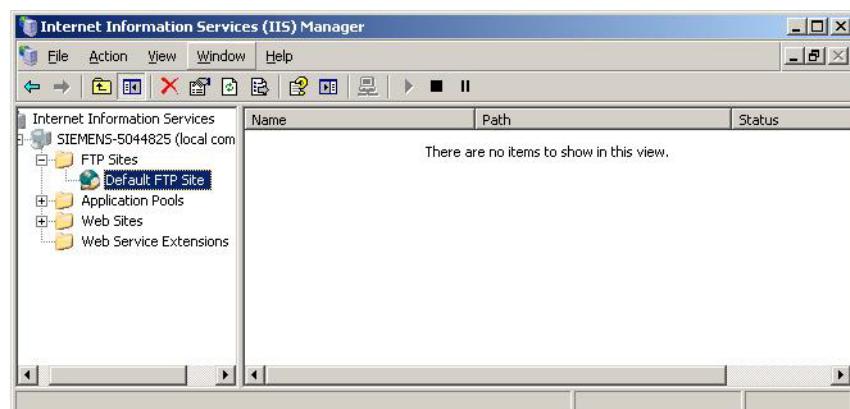


Figure 167 Configure the FTP Site(1)

3. open the 'Default Ftp Site Properties', where change the 'Local path' on the 'Home Directory'
4. Choose C:\inetpub\ftproot as the new FTP site directory:.

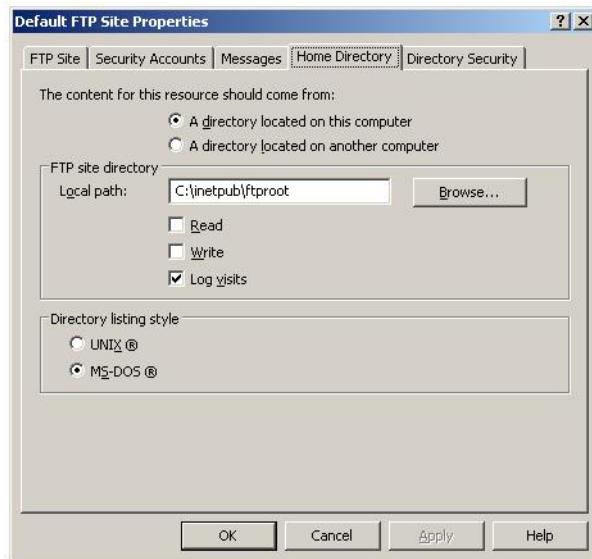


Figure 168      Configure the FTP Site(2)

---

**NOTE:** The Default FTP Site must be created with the option **Isolate Users**. For this option, users must be assigned as FTP home directory within the root of the FTP Site.

---

---

**NOTE:** To enable the accesses to the SESAP Server via FTP protocol, it's needed to create the folder C:\inetpub\ftproot\LocalUser and subfolders with the name of each user that will access the server.

---

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

### 3.7.1.5 Windows Installer Provider

1. Select "Add or Remove Programs" in the "Control Panel" screen and then the option "Add/Remove Windows Components".

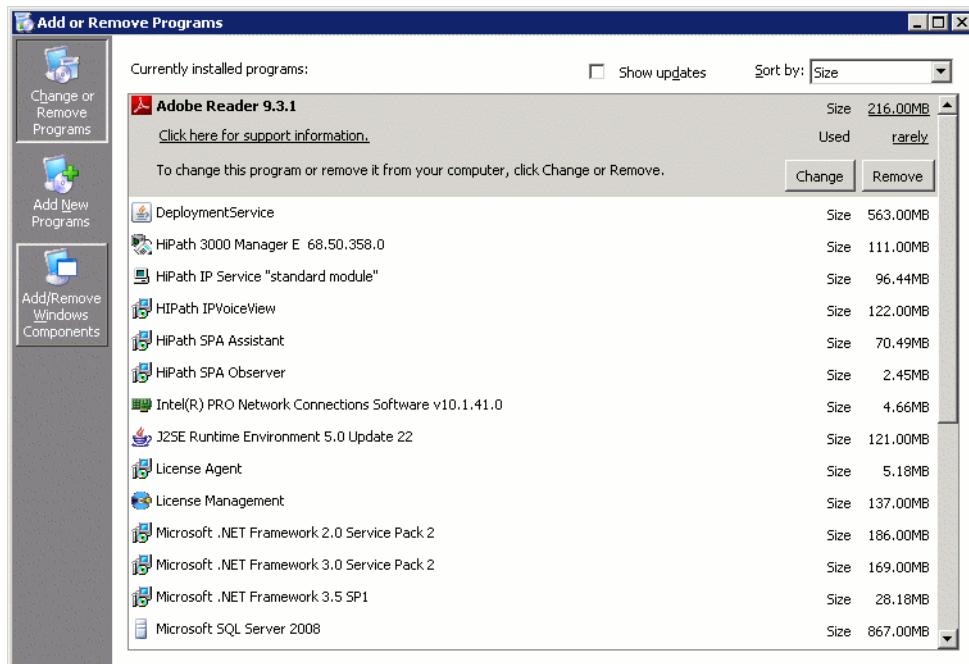


Figure 169      Add/Remove Windows Components

2. Clear the check box "Index Service" and click on the check box "Management and Monitoring Tools".

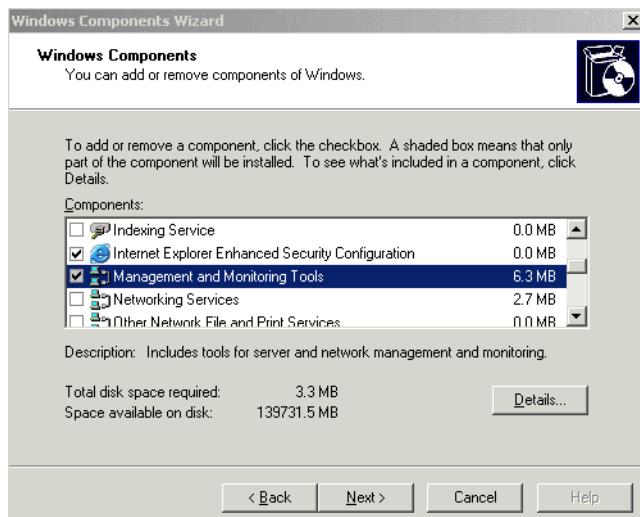


Figure 170 Windows Components, MMT

3. Now click on **Details...**
4. In the next screen click on the check box for "WMI Windows Installer Provider".

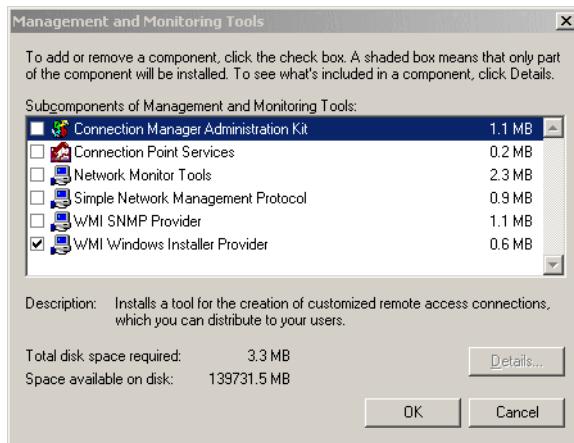


Figure 171 Management and Monitoring Tools

5. Click on **OK** and return to the "Windows Components" screen.
6. Click on **Next**.
7. Insert the appropriate Windows CD when this is required.

### 3.7.1.6 How to Disable the Indexing Service

Important: disable of index service for all harddrives is necessary to avoid a security leak:

1. Go to "Start" -> "Settings" -> "Control Panel" - "services"
2. In the service Folder use the right mouse button on the "Indexing Service" and choose "Properties"
3. Change in the GUI Folder "General" the parameter "Startup type:" to "Disabled"

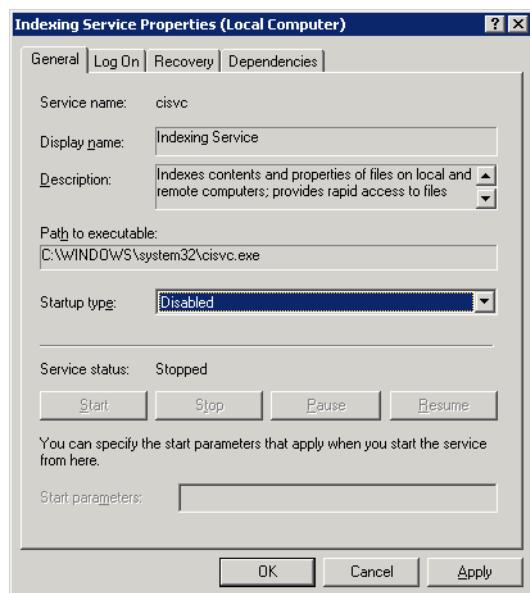


Figure 172

Indexing Service

### 3.7.2 Settings in Microsoft Internet Explorer

The following settings should be applied for both SESAPADMIN and SESAPSERVICE users.

1. In Internet Explorer open the "Tools / Internet Options" screen and then the "Advanced" tab.
2. Go to "Security" and click the check boxes for "Allow active content from CD to run on My Computer" and "Allow active content to run in files on My Computer".

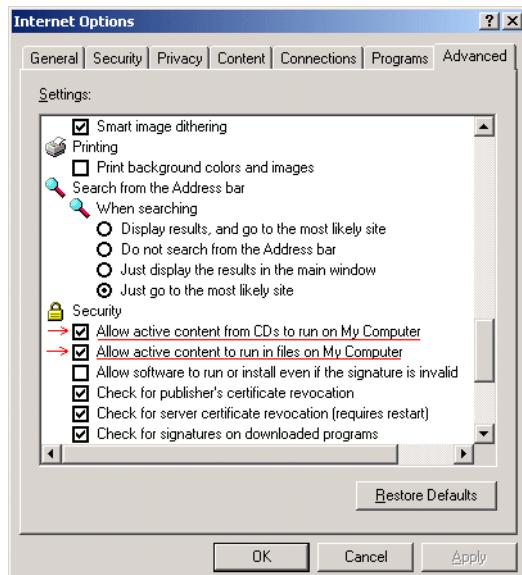


Figure 173

Internet Options

### 3.7.3 RSPssh - SSH Server

#### 3.7.3.1 RSPssh installation

RSPssh installation file is included on SESAP DVD. Install it from DVDDrive\SESAP\Windows SW\RSPssh\RSPssh\_1.0.3\_Installer.exe. The first message shown during RSPssh installation is:



Figure 174

RSPssh Installation (1)

For the next steps, all default options must be chosen. Press **Next**, **Next** and **Install** for the following windows messages. Press **OK** on next window::



Figure 175

RSPssh Installation (2)

Then, press **Close** on next window to finish installation:

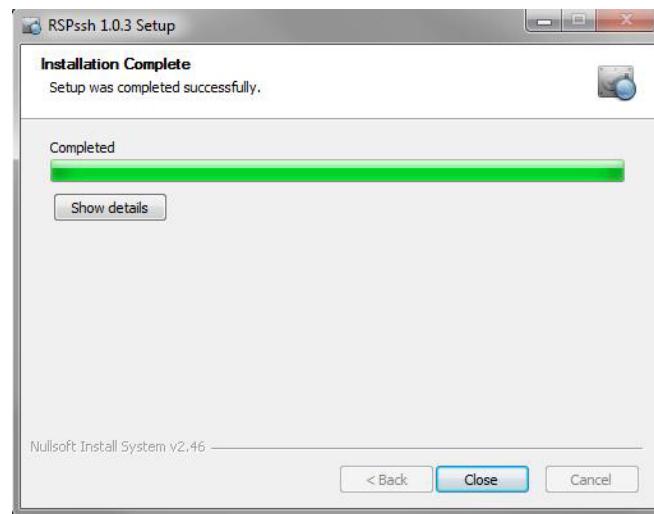


Figure 176 RSPssh Installation (3)

The instructions about how to add users to the RSPssh users list are described on next section.

### 3.7.3.2 Add users to RSPssh users list

Open **Start / All Programs / RSPssh / 01.Activate a User:**

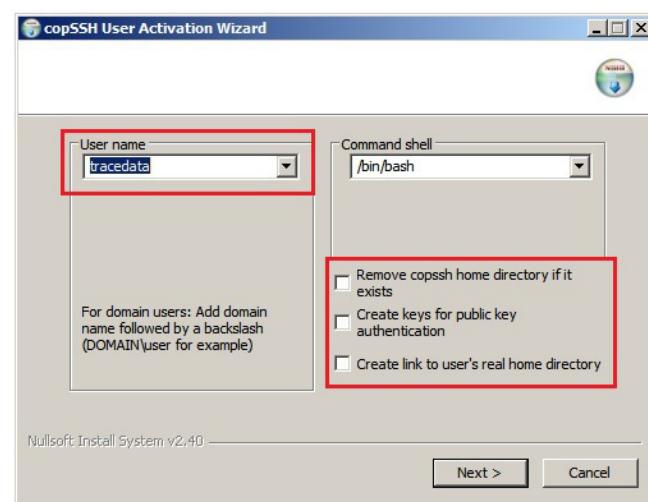


Figure 177 Add users to RSPssh users list(1)

Select the desired user account name and uncheck all three options shown in the image above. As example it will be used the **tracedata** user account name. Press **Next** and a confirmation window will indicate that the user was successfully added to users list:



Figure 178      Add users to RSPssh users list(2)

There is one file in the RSPssh configuration that stores the path for the folder that will be accessed by each registered user via SSH Server. This path can be changed to indicate any other folder in the server. To change the folder path, first open the file C:\Program Files (x86)\RSPssh\etc\passwd.

Replace the parameter `/home/%account name%` for `/cygdrive/%drive%/%folder%`. For example, if the folder that **tracedata** user will access is D:\tracedata, so this parameter must be `/cygdrive/D/tracedata`.

If it is needed for the user to access via SSH Server any hard drive of SESAP Server, first open the file C:\Program Files (x86)\RSPssh\etc\passwd, find the line that contains the parameters for the added user and replace `/home/%account name%` for `/cygdrive`. These changes are normally done for the account used for accesses using SIRA and SSDP remote tools.

### 3.7.4 Configuration of the FTP user

Some settings must be made in Computer Management in order to maximize security for the FTP user SESAPFTP. These are described in the sections below:

- Section 3.6.4.1, "Remove SESAPFTP from the group of users"
- Section 3.6.4.2, "Set file system rights for Drive"
- Section 3.6.4.3, "Set the file system rights for FTPRoot"
- Section 3.7.4.4, "Deny log on locally"

#### 3.7.4.1 Remove SESAPFTP from the group of users

1. Open Computer Management via Start / Programs / Administrative Tools / Computer Management.
2. In the left window panel click on "Local Users and Groups" and then on "Users".

3. In the right panel now double click on "SESAPFTP".

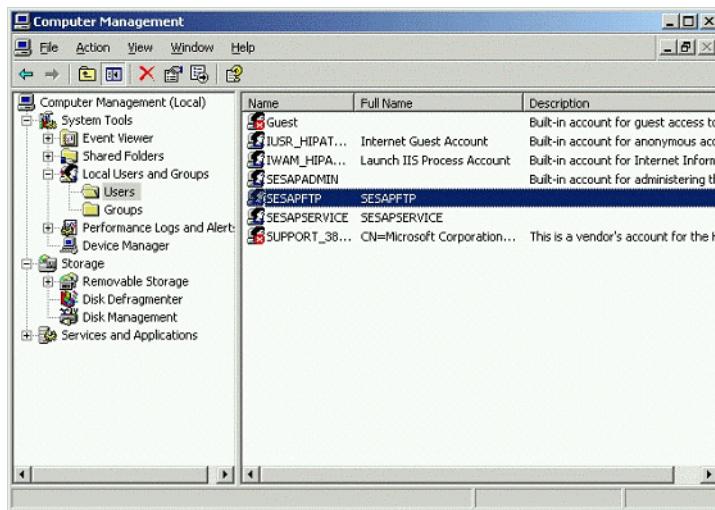


Figure 179 Computer Management, Users

4. In the "Member Of" tab highlight the "Users" group and click on Remove.

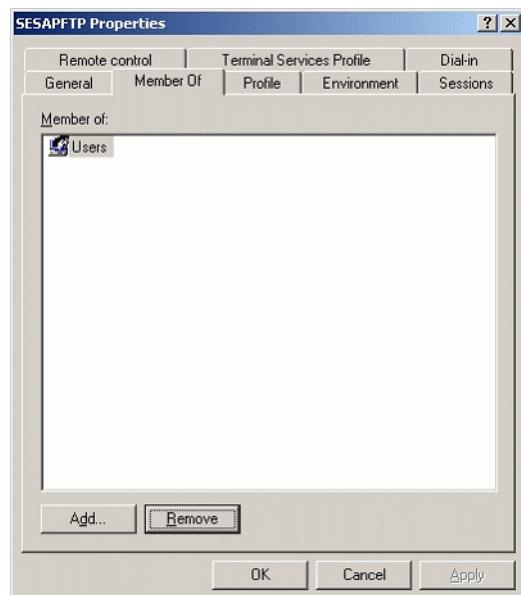
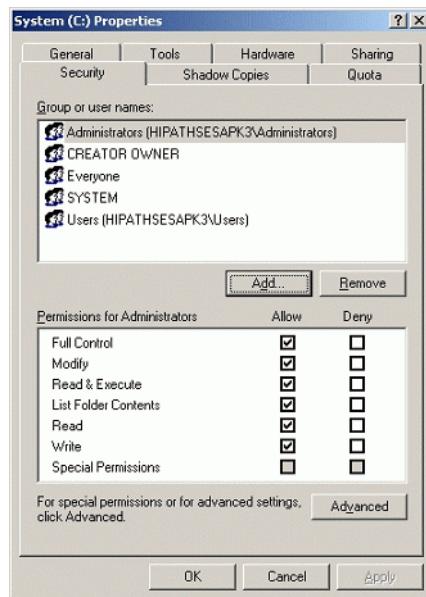


Figure 180 SESAPFTP Properties

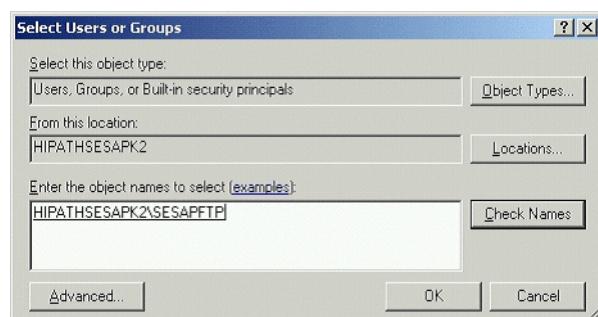
5. Click on OK to finish and then close Computer Management.

### 3.7.4.2 Set file system rights for C:

1. In Windows Explorer right click on the C: drive and then select "Sharing and Security".
2. Open the "Security" tab and then click on Add.

*Figure 181**User Permissions (1)*

3. In the "Select Users or Groups" screen, at the "Enter the object name to select" box enter the name "SESAPFTP".

*Figure 182**Object Name (1)*

4. Check the entered users with the Check Names button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with OK.

5. In the "Group or user names" window make sure that the user "SESAPFTP" is still highlighted. In the "Permissions for SESAPFTP" panel in the "Full Control" line now click on the "Deny" check box. All lower check boxes except for "Special Permissions" are now automatically enabled.

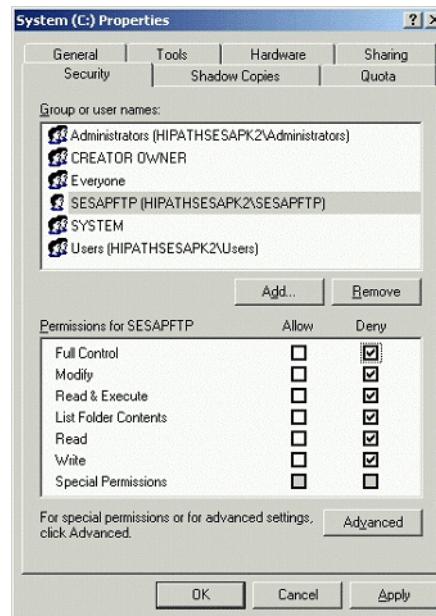


Figure 183 User Permissions (2)

6. Click on Apply to save the changes. Click on Yes for each of the following two messages.

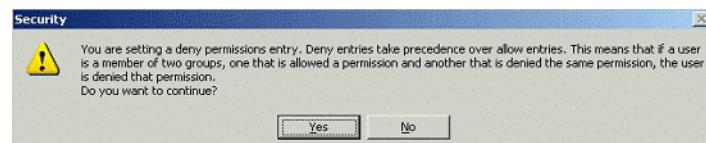


Figure 184 Security Warning (1)



Figure 185 Security Warning (2)

### 3.7.4.3 Set the file system rights for FTPRoot

1. In Windows Explorer right click on the FTPRoot (e.g.: D:\Inetpub\Ftproto) directory and then select "Sharing and Security".
2. In the "Ftproto Properties" open the "Security" tab and click on the Advanced button.



Figure 186 Ftproot Properties (1)

3. At the "Permissions" tab clear the "Allow inheritable permissions ..." check box.

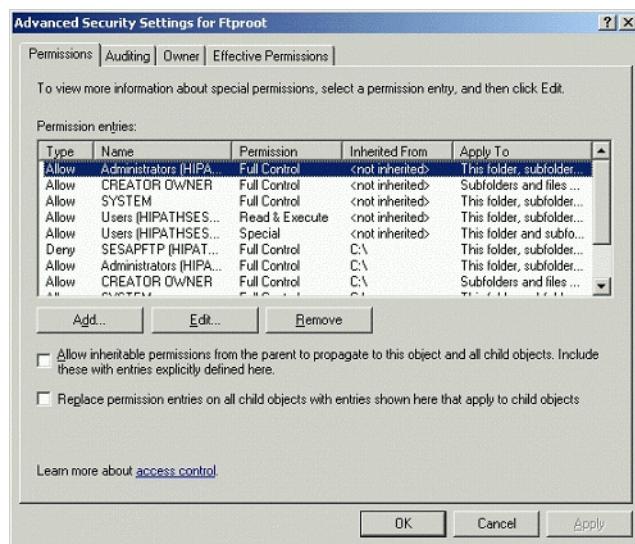


Figure 187 Advanced Settings

4. In the following information window click on Copy.

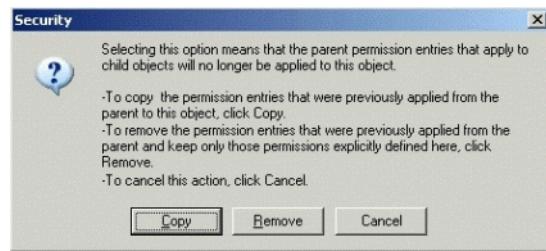


Figure 188 Security Warning (3)

5. Click on Yes for the message below.

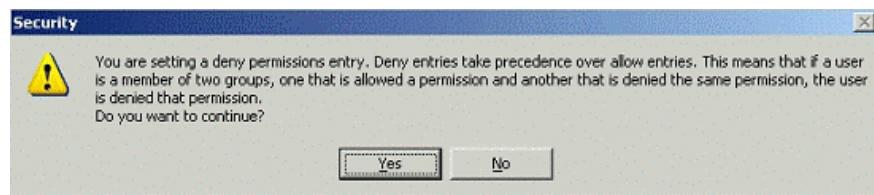


Figure 189 Security Warning (4)

6. In the "Ftproot Properties" window in the "Group or user names" panel now select the user "SESAPFTP" and in the "Permissions for SESAPFTP" panel clear all check boxes in the "Deny" column. Click on the "Read" check box in the "Allow" column.

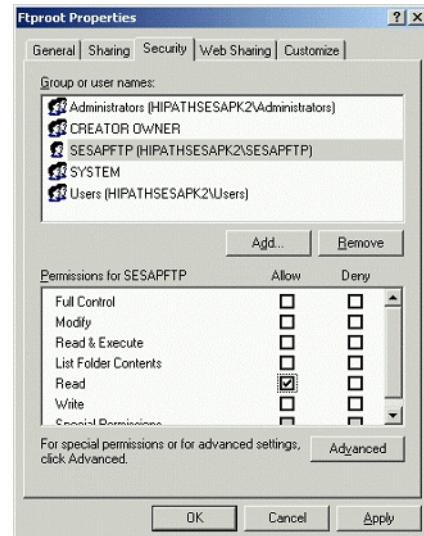


Figure 190 Ftproot Properties (3)

7. Now click on Apply and then on OK.

## Installation

Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

### 3.7.4.4 Deny log on locally

1. Open Management of Local Security Settings via Start / Programs / Administrative Tools / Local Security Policy.
2. In the left window panel click on "Local Policies" and then on "User Rights Assignment". In the right window panel then double click on the entry "Deny log on locally" to open it.

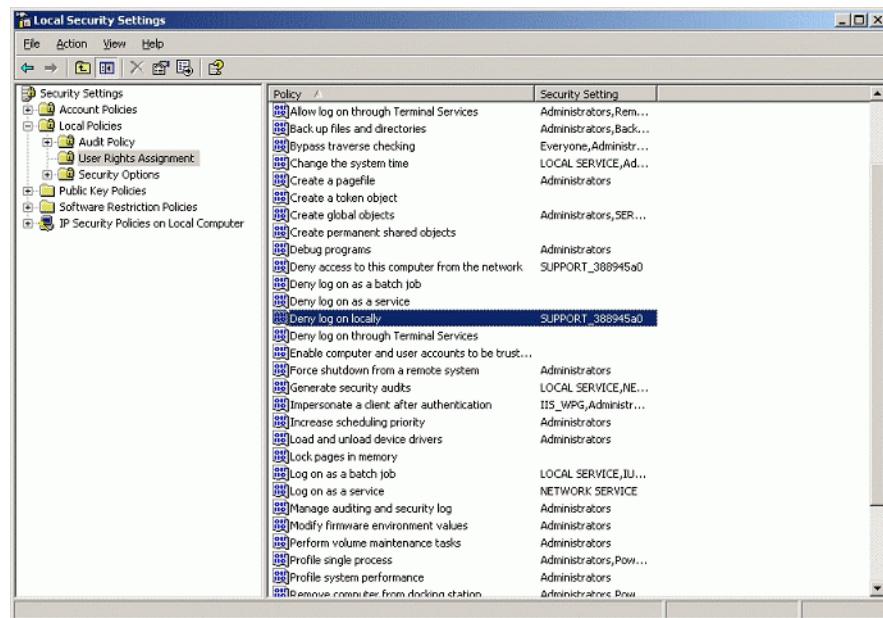


Figure 191 Local Security Settings

3. Open the "Deny log on locally Properties" tap and then click on the "Add User or Group" button.



Figure 192 Deny log on locally Properties (1)

4. In the "Select Users or Groups" screen enter the user "SESAPFTP" at the "Enter the object name to select" box.

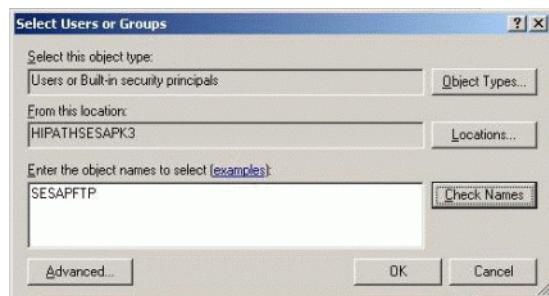


Figure 193 Object Name (2)

5. Check the entered users with the Check Names button. If the operating system finds the user it automatically inserts the computer name in front. Then close the screen with OK.
6. Click on the Apply and OK buttons to close the "Deny log on locally Properties" window.

### 3.7.5 Domain Name System Handling

The DNS service should be installed but it must be disabled. To install this service please open the Control Panel -> Add or Remove Programs, choose Add/Remove Windows Components. Click Details... at Networking Services.

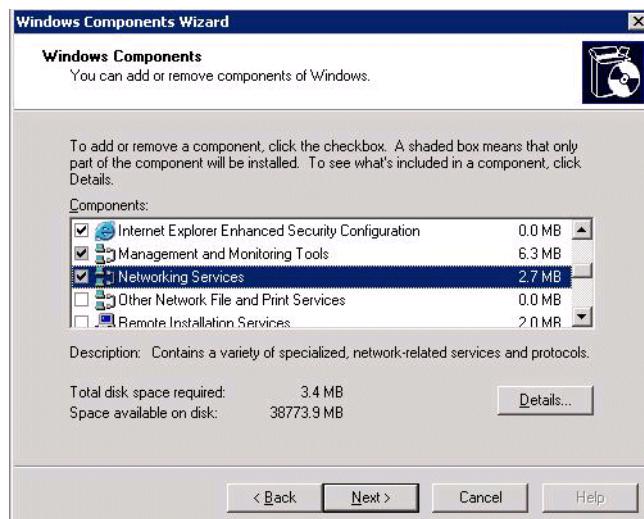


Figure 194 Networking Services (1)

## Installation

### Reference guide for SESAP automatic installation process - Microsoft Windows 2003 Server SP2

Ensure that the Domain Name System (DNS) is checked and click OK.

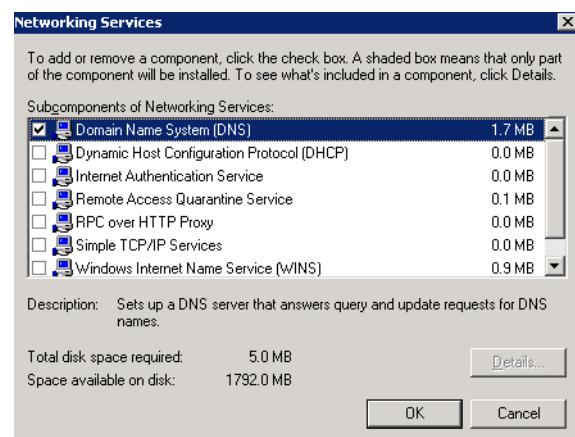


Figure 195

Networking Services (2)

To disable the services open the Service Control Manager and set the startup type of the DNS Server service to disabled. And stop it if it is running.

# 4 SESAP User Interface

## Overview

This chapter introduces the user interface of the SESAP user interface.

## Contents

This chapter contains the following sections:

- Section 4.1, “Running SESAP for the first time”
- Section 4.2, “The Start Window”
- Section 4.3, “The Menu”
- Section 4.4, “The Links”
- Section 4.5, “User Log”

## 4.1 Running SESAP for the first time

If SESAP installation was performed by using the Unattended Configuration Wizard, some tools shall have been marked to be installed automatically.

If this condition is true, for the first time that SESAP user interface is run, a centered window will show which application tool is being installed, like the example shown in the window below:



Figure 196 SESAP Main Window, Tools Installation

As each installation is finished, a new installation begins and the application name in the message is exchanged to the application which installation has just started. The process follows this way until all applications get installed.

The automatic installation of tools can be aborted at any time by pressing the button **Abort Automatic Installation**.

After installation of all tools have finished or being aborted, the user interface will be available as in [Section 4.2, “The Start Window”](#)

## 4.2 The Start Window

The SESAP Wizard allows the installation, access and configuration of each service application.

If the EULA for SESAP and third-party tools were not previously accepted, the following screens are displayed:

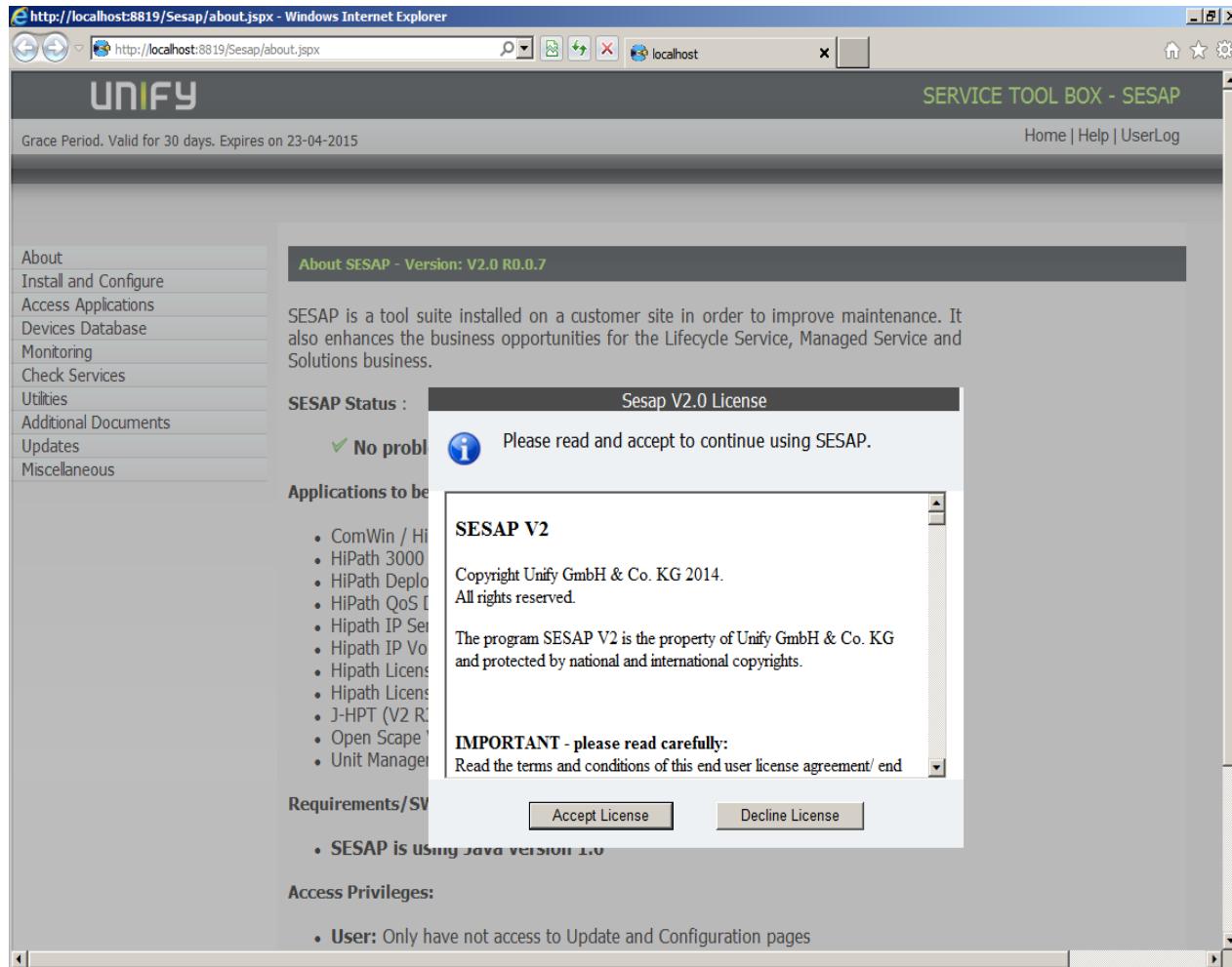


Figure 197

SEsap EULA screen

## SEsap User Interface

### The Start Window

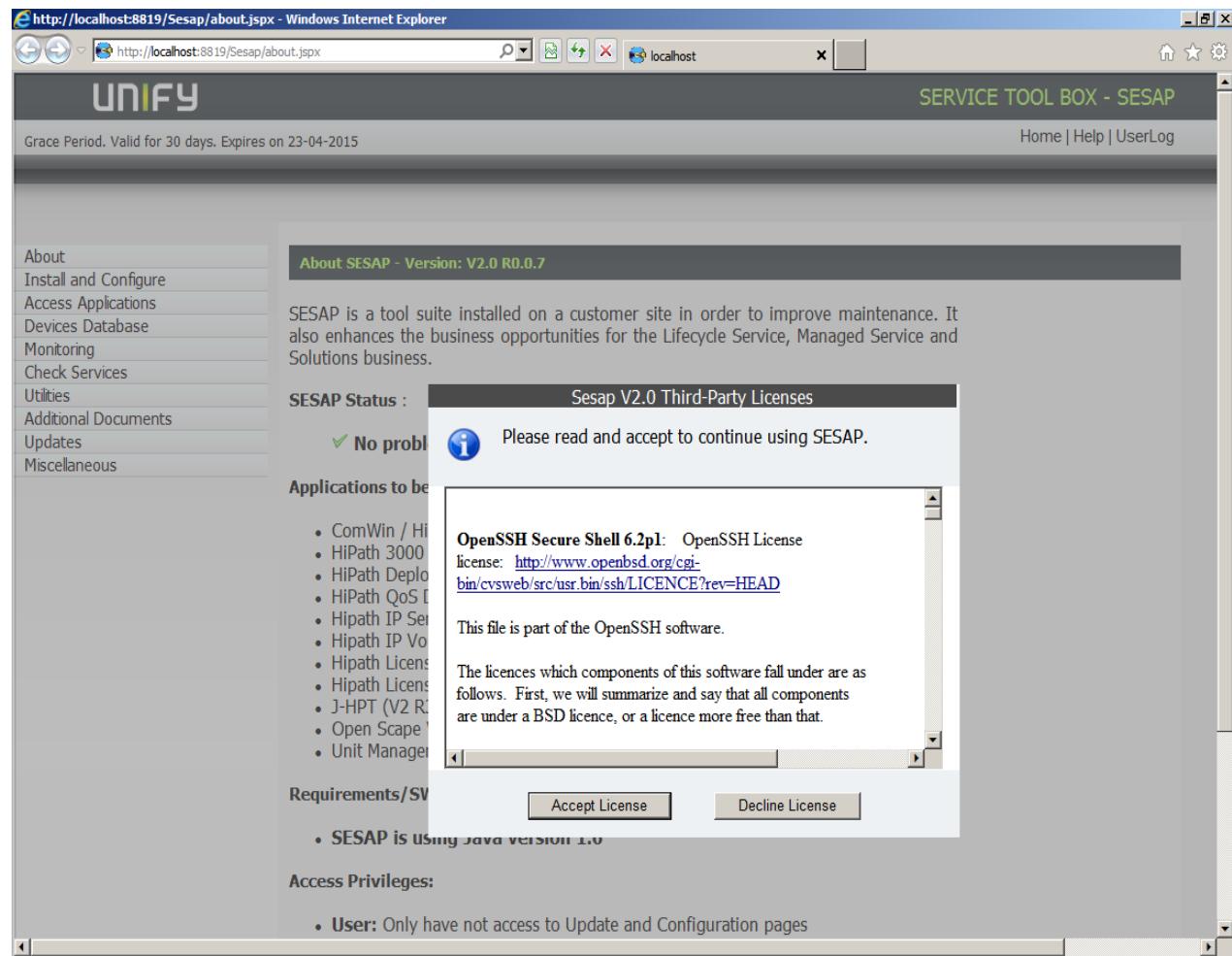


Figure 198

Third-party EULA screen

SEsap cannot be used if the EULA is not accepted. Therefore, declining the EULA will close the browser.

If both EULA are accepted, the window below is displayed (start window) after the wizard has started:

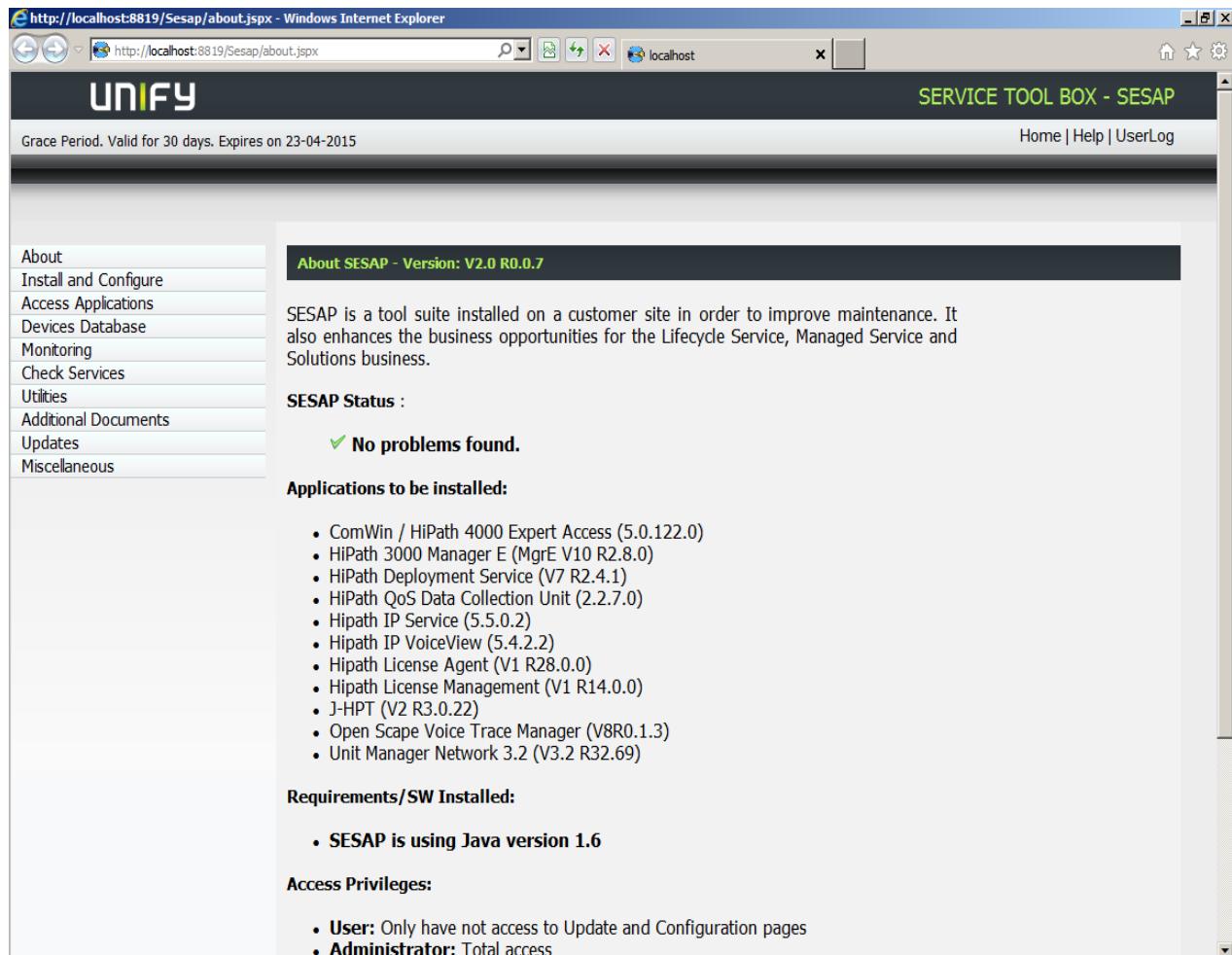


Figure 199 SESAP Wizard, start window

Information about SESAP is displayed here.

#### 1. SESAP License rights

If SESAP was installed without having a Regular License File, it will be indicated that it is under Grace Period. The remaining days and the expiration date will also be shown.

#### 2. SESAP Wizard description

#### 3. SESAP Status

#### 4. Applications to be installed by SESAP Wizard

#### 5. Software Requirements

## SE SAP User Interface

### The Start Window

#### 6. Hardening status

The Java Virtual Machine must be downloaded and installed before the installation of SE SAP applications. The status of installation will be shown on the start window:

If there's not Java installed, the following message will be shown:



Figure 200                    SE SAP Main Window, no Java installed

If it's installed, the message indicates which version is present:

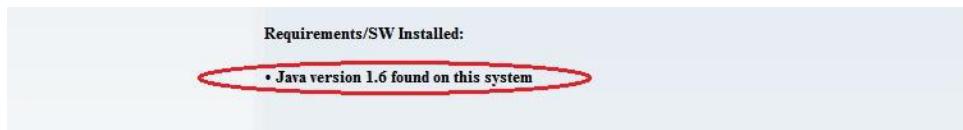


Figure 201                    SE SAP Main Window, Java installed

## 4.3 The Menu

A menu with the following options is on the left edge of the window:

Option	Function
About SESAP	Switches to the start window
Install and Configure	Switches to the window in which the service applications can be installed and configured
Access Applications	Displays a window in which the service applications can be launched
Devices Database	Switches to the devices database window. This database stores useful information about SIRA Devices
Monitoring	Switches to the dashboard window. The dashboard area contains graphics, tables and useful information about health status of some Unify products
Check Services	Switches to the window in which the status of the services required by the service applications can be checked
Utilities	Some usefull third party applications that can be installed and launched using SESAP Wizard
Additional Documents	Documents related to SESAP can be copied to a specific subfolder inside SESAP installation folder and be automatically shown on this menu
Updates	Check and run new updates for SESAP and its applications
Miscellaneous	Set configurations and manage SESAP Server reports

Table 12 SESAP Wizard menu

Chapter 5, “Service Applications” describes the procedures to be executed with the SESAP Wizard.

## 4.4 The Links

The links below are shown at the top of the Wizard window:

Link	Purpose
Home	Switches to the start window
Help	Opens the system manual as online help
User Log	Opens the SESAP User Log (to check SESAP status)

*Table 13 SESAP Wizard links*

## 4.5 User Log

Clicking the User Log link at the top will redirect to another page where it's possible to see "user-friendly" reports regarding SESAP checks that were done at initialization. The User will find the status (e.g. "Pass", "Fail", "Warning") of each one of the checks, along with a brief explanation of why it's important that the check is in "Pass" state and the consequences when it's in "Warning" or "Fail" state:

The screenshot shows a Windows Internet Explorer window with the URL <http://localhost:8819/Sesap/userLog.iface>. The browser title bar reads "http://localhost:8819/Sesap/userLog.iface - Windows Internet Explorer". The main content area is titled "User Log". On the left, there is a sidebar with a list of links: "About", "Install and Configure", "Access Applications", "Devices Database", "Monitoring", "Check Services", "Utilities", "Additional Documents", "Updates", and "Miscellaneous". The main content area displays the following text:

**Content of C:\SEsap\logs\userLog.txt:**

**User Log**

**Content of C:\SEsap\logs\userLog.txt:**  
Showing last 3kb since the last machine boot  
(in order to clear this log, please clear the file C:\SEsap\logs\userLog.txt)

2015-03-24 14:09:20 ✓ Windows UAC settings are enabled (must be disabled). Some applications and scripts may not work properly.: PASS  
-> Explanation: As described on Release Notes, section 2.5.8.2 and 2.5.8.3, there are two computer policies regarding UAC that must be configured as described there, in order to allow SESAP interface to run scripts properly.

2015-03-24 14:09:20 ✓ Users password validity: PASS  
-> Explanation: When the user password expires, some procedures (such SSH authentication) will not work until a new password is defined.

2015-03-24 14:09:20 ✓ RSPssh Installation and Service: PASS  
-> Explanation: Some components installed on this machine (including SESAP) are only compatible with RSPSSH and need it always running.

2015-03-24 14:09:20 ✓ SESAP Installation consistency: PASS  
-> Explanation: The current SESAP installation seems to be consistent.

2015-03-24 14:09:20 ✓ Remote Desktop Service: PASS  
-> Explanation: The current machine seems to be accepting RDP connections.

2015-03-24 14:09:20 ✓ SESAP Status: OK  
-> Explanation: No problems found.

Figure 202

SEsap User Log



# 5 Service Applications

## Overview

This chapter describes how the service applications centralized via SESAP are installed and configured.

Separate documents for configuring the applications are available online. You can find some additional instructions in this chapter.

Additionally, a description is given of how applications are launched and how the status of services are checked.

## Contents

This chapter contains the following sections:

- Section 5.1, “Users permissions”
- Section 5.2, “Installation of Service Applications”
- Section 5.3, “Open Scape Voice Trace Manager Pre-Installation”
- Section 5.4, “Open Scape Voice Trace Manager Post Installation”
- Section 5.5, “Configuration of Service Applications”
- Section 5.6, “Run Service Applications”
- Section 5.7, “Devices Database”
- Section 5.8, “Monitoring”
- Section 5.9, “Check Services”
- Section 5.10, “Utilities”
- Section 5.11, “Additional Documents”
- Section 5.12, “Updates”
- Section 5.13, “Miscellaneous”

## 5.1 Users permissions

Some of the features described on next items need special permissions to be accessed.

To determine if the user has permission to access the desired feature, SESAP authentication process looks on operating system for which group (or groups) the user belongs to.

During verification a message indicates that the user's credentials (in this case, SESAPADMIN) are being validated:

Validating credentials for user: SESAPADMIN ...

Depending on user's credentials, they can be divided into three categories: Administrators, Identified Users and Anonymous Users. The following table lists the users groups and their permissions:

	<b>Administrator</b>	<b>Identified User</b>	<b>Anonymous User</b>
<b>Installation/Update of Service Applications</b>	X	-	-
<b>Start/Stop Services</b>	X	-	-
<b>SESAP Update</b>	X	X	-
<b>Access/Configure Applications</b>	X	X	-
<b>Miscellaneous Configuration</b>	X	X	-
<b>Read Docs</b>	X	X	X

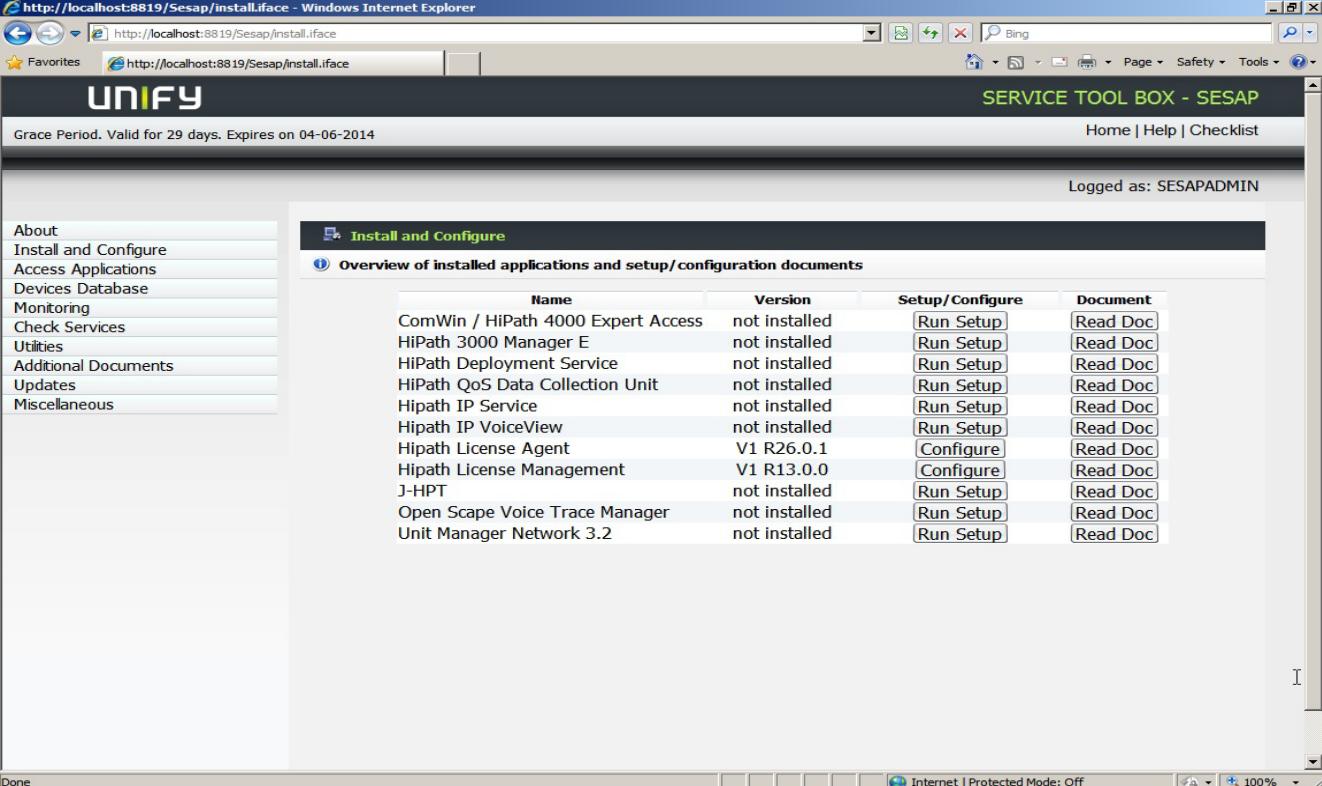
Table 14 SESAP features and required permissions

## 5.2 Installation of Service Applications

**NOTE:** Press the **Read Doc** button to display the full help or documentation for the application concerned.

Carry out the following action:

1. In the SESAP Wizard menu select **Install and Configure**. The window below is displayed:



The screenshot shows a Windows Internet Explorer window titled 'http://localhost:8819/Sesap/install.iface - Windows Internet Explorer'. The page is titled 'SERVICE TOOL BOX - SESAP' and shows a 'Grace Period. Valid for 29 days. Expires on 04-06-2014'. The user is logged in as 'SESAPADMIN'. On the left, there is a sidebar with links: About, Install and Configure (selected), Access Applications, Devices Database, Monitoring, Check Services, Utilities, Additional Documents, Updates, and Miscellaneous. The main content area is titled 'Install and Configure' and 'Overview of installed applications and setup/configuration documents'. A table lists the following applications:

Name	Version	Setup/Configure	Document
ComWin / HiPath 4000 Expert Access	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath 3000 Manager E	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath Deployment Service	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath QoS Data Collection Unit	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath IP Service	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath IP VoiceView	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
HiPath License Agent	V1 R26.0.1	<a href="#">Configure</a>	<a href="#">Read Doc</a>
HiPath License Management	V1 R13.0.0	<a href="#">Configure</a>	<a href="#">Read Doc</a>
J-HPT	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
Open Scape Voice Trace Manager	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>
Unit Manager Network 3.2	not installed	<a href="#">Run Setup</a>	<a href="#">Read Doc</a>

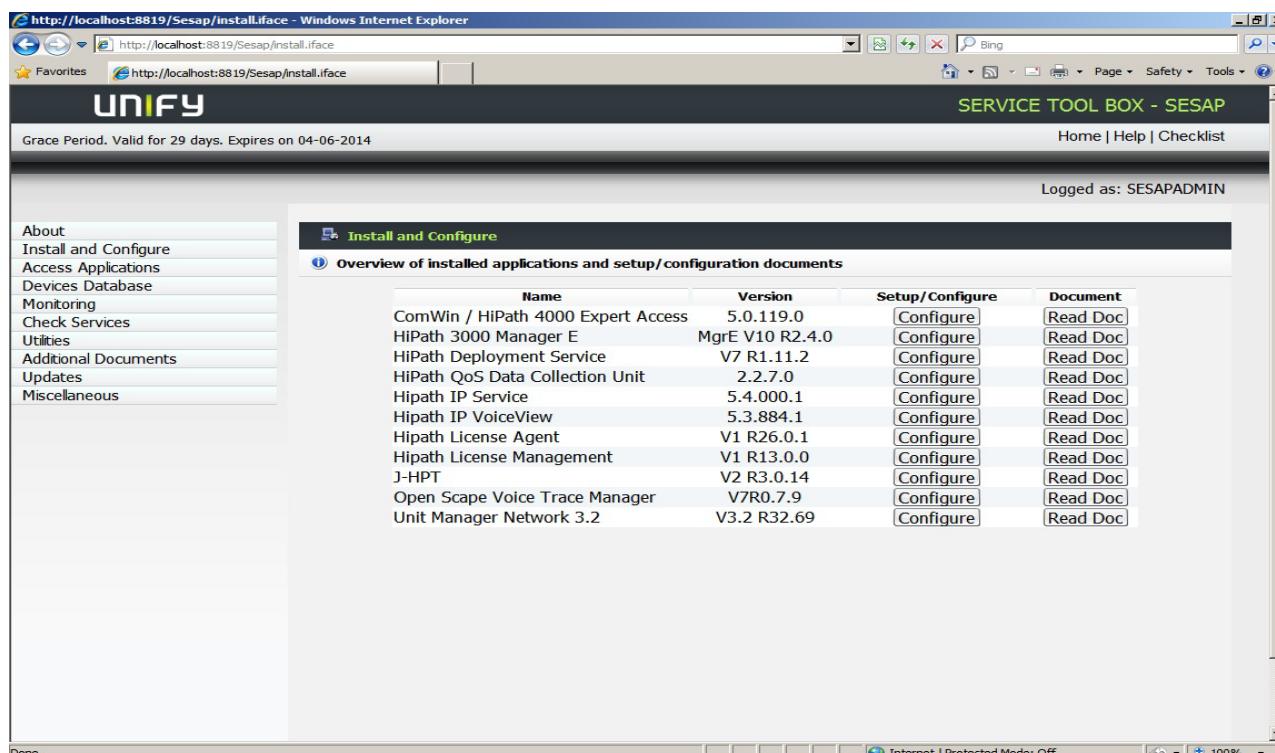
Figure 203 SESAP Wizard, Install and Configure (1)

2. In the table you can see the service applications, version numbers, and two buttons for each application. In the first button column you can see **Run Setup** if the application has not yet been installed, or **Configure** if installation has been performed and configuration can now be carried out.
3. Install the applications in the sequence in which they are shown in the table. Therefore, for HiPath License Management click on **Run Setup**. The installation routine starts. Simultaneously a further Internet Explorer window opens in the background in which the installation instructions for each application are displayed. Minimize or move the SESAP window if you should not see the second window straight away.

## Service Applications

### Installation of Service Applications

4. Follow the installation routine. Do **not** reboot the computer if the routine requests this. A reboot is only carried out after all applications have been installed.
5. After completion of installation. Instead of the **Run Setup** button you should now see the **Configure** button. This means that installation of this application is completed.
6. SESAP Wizard does some pre-installation steps before starting the installation of Open Scape Voice Trace Manager. All the setups needed before installation are done as described in the document “Open Scape Voice TM V2 Administrator Guide”, section 4 - Pre-installation Requirements. The automatic steps taken by SESAP Wizard are described on the item 5.2 of this manual.
7. Carry out the same action to install the other applications. The illustration below shows the SESAP window after all of the applications have been installed.



The screenshot shows a Windows Internet Explorer window with the URL <http://localhost:8819/Sesap/install.iface>. The title bar says "http://localhost:8819/Sesap/install.iface - Windows Internet Explorer". The page is titled "SERVICE TOOL BOX - SESAP". The left sidebar has a "About" section with links to "Install and Configure", "Access Applications", "Devices Database", "Monitoring", "Check Services", "Utilities", "Additional Documents", "Updates", and "Miscellaneous". The main content area is titled "Install and Configure" and "Overview of installed applications and setup/configuration documents". It shows a table of installed applications:

Name	Version	Setup/Configure	Document
ComWin / HiPath 4000 Expert Access	5.0.119.0	Configure	Read Doc
HiPath 3000 Manager E	MgrE V10 R24.0	Configure	Read Doc
HiPath Deployment Service	V7 R1.11.2	Configure	Read Doc
HiPath QoS Data Collection Unit	2.2.7.0	Configure	Read Doc
Hipath IP Service	5.4.000.1	Configure	Read Doc
Hipath IP VoiceView	5.3.884.1	Configure	Read Doc
Hipath License Agent	V1 R26.0.1	Configure	Read Doc
Hipath License Management	V1 R13.0.0	Configure	Read Doc
J-HPT	V2 R3.0.14	Configure	Read Doc
Open Scape Voice Trace Manager	V7R0.7.9	Configure	Read Doc
Unit Manager Network 3.2	V3.2 R32.69	Configure	Read Doc

Figure 204

SESAP Wizard, Install and Configure (2)

8. Reboot the computer after all installations have been completed.

## 5.3 Open Scape Voice Trace Manager Pre-Installation

1. After pressing **Run Setup** for OSV-TM, the following window will be displayed. Choose the drive letter and press **OK**:

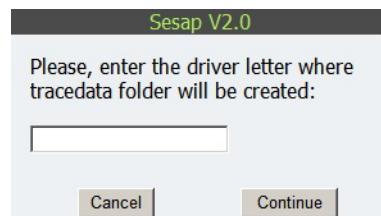


Figure 205 OSV-TM Pre-Installation (1)

- 2.) If the Tracedata user doesn't exist, it will also be created. Choose the password for this new account and press **OK**:



Figure 206 OSV-TM Pre-Installation (2)

The Tracedata user will be added to DefaultFTPSite users allow list automatically.

After these steps, all pre-installation needed for OSV-TM will have been done and installation will begin:



Figure 207 OSV-TM Pre-Installation (3)

The installation sequence is described at **OSV-TM Administrators Guide documentation**.

## Service Applications

### *Open Scape Voice Trace Manager Post Installation*

## 5.4 Open Scape Voice Trace Manager Post Installation

According to the item 5.1.5.2 of the Open Scape Voice TM V2 Administrators Guide, some configurations must be done after the installation of OSV-TM:

1. 7-ZIP Utility Configuration
2. Internet Explorer (IE) Enhanced Security Configuration

These configurations are also done automatically during OSV-TM installation under SESAP Wizard.

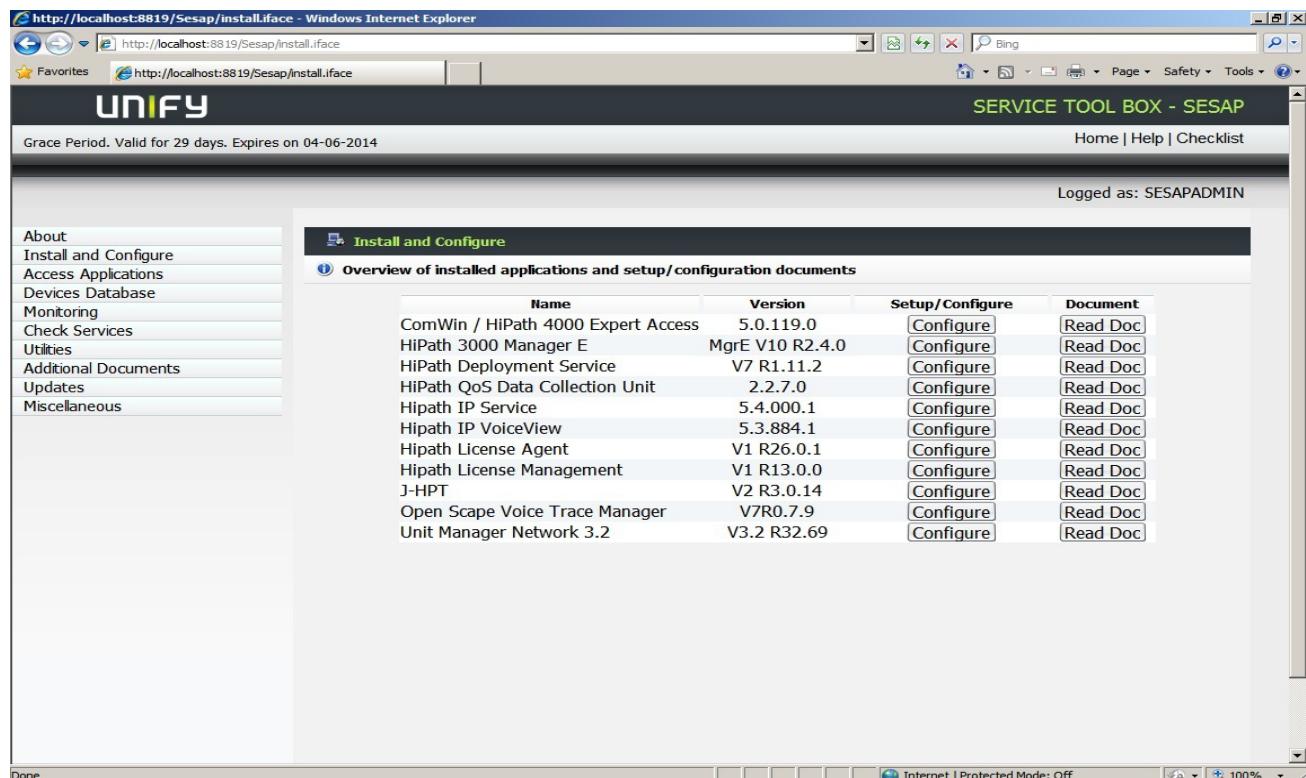
## 5.5 Configuration of Service Applications

The applications can be configured after they have been installed.

**NOTE:** Press the **Read Doc** button to display the full help or documentation for the application concerned.

Carry out the following action:

1. In the SESAP Wizard select the menu option **Install and Configure**. The window below is displayed:



The screenshot shows a Microsoft Internet Explorer window with the following details:

- Title Bar:** http://localhost:8819/Sesap/install.iface - Windows Internet Explorer
- Address Bar:** http://localhost:8819/Sesap/install.iface
- Page Title:** SERVICE TOOL BOX - SESAP
- User Information:** Logged as: SESAPADMIN
- Left Sidebar (About):** About, Install and Configure, Access Applications, Devices Database, Monitoring, Check Services, Utilities, Additional Documents, Updates, Miscellaneous.
- Content Area:**
  - Section:** Install and Configure
  - Sub-section:** Overview of installed applications and setup/configuration documents
  - Table:** A grid showing installed applications. The columns are Name, Version, Setup/Configure, and Document. The table contains 14 rows of data.

Name	Version	Setup/Configure	Document
ComWin / HiPath 4000 Expert Access	5.0.119.0	Configure	Read Doc
HiPath 3000 Manager E	MgrE V10 R2.4.0	Configure	Read Doc
HiPath Deployment Service	V7 R1.11.2	Configure	Read Doc
HiPath QoS Data Collection Unit	2.2.7.0	Configure	Read Doc
Hipath IP Service	5.4.000.1	Configure	Read Doc
Hipath IP VoiceView	5.3.884.1	Configure	Read Doc
Hipath License Agent	V1 R26.0.1	Configure	Read Doc
Hipath License Management	V1 R13.0.0	Configure	Read Doc
J-HPT	V2 R3.0.14	Configure	Read Doc
Open Scape Voice Trace Manager	V7R0.7.9	Configure	Read Doc
Unit Manager Network 3.2	V3.2 R32.69	Configure	Read Doc

Figure 208 SESAP Wizard, Install and Configure (3)

2. In a table you can see the service applications, version numbers, and two buttons for each application. In the first button column you can see **Configure** if the application has been installed and configuration can now be performed.
3. Click on **Configure** for the first application. The application is launched. Simultaneously a further Internet Explorer window opens in the background in which the configuration instructions for each application are displayed. Minimize or move the SESAP window if you should not see the second window straight away.

## Service Applications

### Configuration of Service Applications

4. Carry out the same action to configure the other applications. For most of the applications it is sufficient to select the default settings. You can find instructions on special features in the table below:

Application	Configuration instructions
HiPath License Management and Agent (HLM)	Default settings
HiPath IP Service	Default settings
HiPath QoS Data Collection Unit (QCU)	Default settings. Note: The thresholds for IP telephony and the gateways must be changed via DLS to be able to use this application. For this purpose, a QoS-relevant software load must be installed on these devices. You can find information in the SESAP release notes on those terminals and gateways that generate QoS reports and SNMP traps for QCU.
HiPath Deployment Service (DLS)	Default settings. This application requires a DHCP server.
j-HPT	Default settings.
HiPath IP Voice View	Default settings
Open Scape Voice Trace Manager	Default settings
ComWin	Default settings
Unit Manager Network	Default settings

Table 15

Configuration instructions for applications

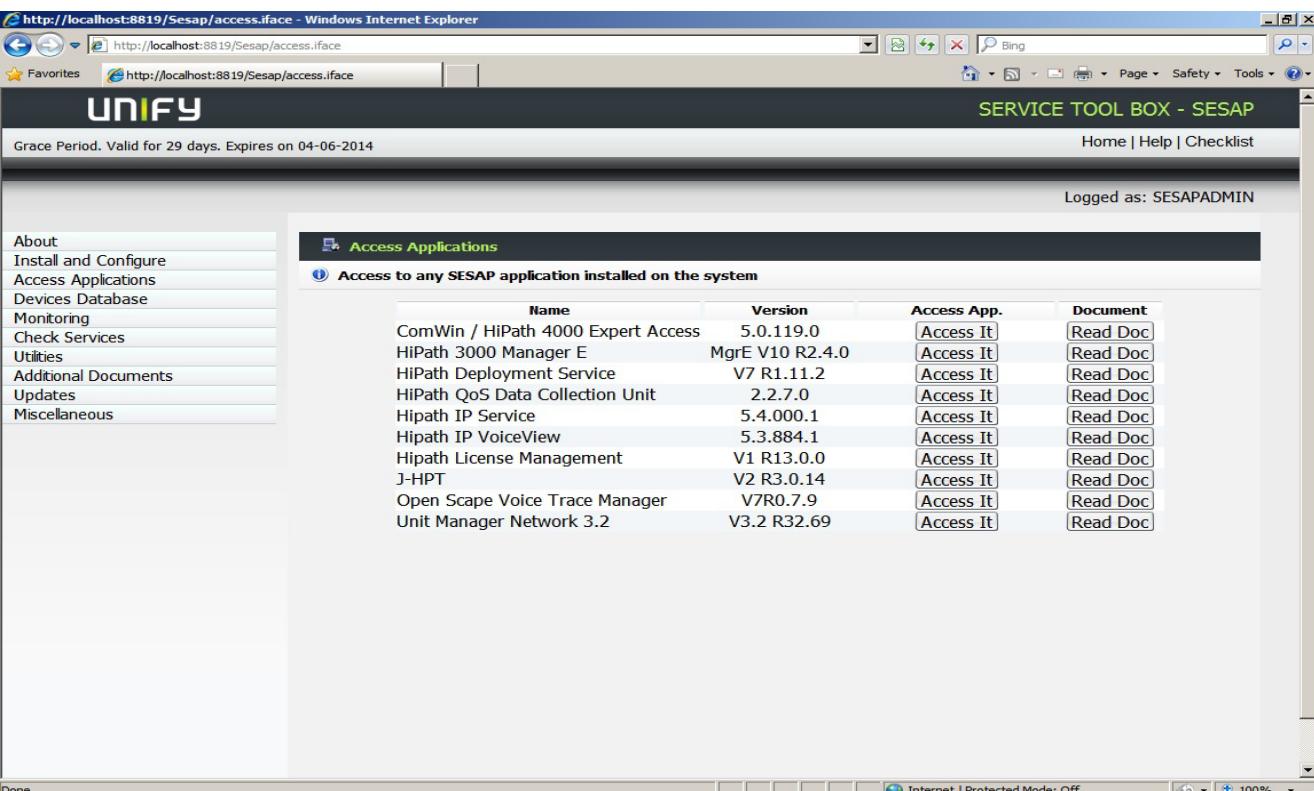
## 5.6 Run Service Applications

The applications can be run after they have been installed.

**NOTE:** Press the **Read Doc** button to display the full help or documentation for the application concerned. It may be available in different formats (HTML, PDF, online help etc.)

|Carry out the following action:

1. In the SESAP Wizard select the menu option **Access applications**. The window below is displayed:



The screenshot shows a Windows Internet Explorer window with the URL <http://localhost:8819/Sesap/access iface>. The title bar says "SERVICE TOOL BOX - SESAP". The left sidebar has a "About" section and a "Install and Configure" section with links for "Access Applications", "Devices Database", "Monitoring", "Check Services", "Utilities", "Additional Documents", "Updates", and "Miscellaneous". The main content area is titled "Access Applications" and "Access to any SESAP application installed on the system". It contains a table with the following data:

Name	Version	Access App.	Document
ComWin / HiPath 4000 Expert Access	5.0.119.0	Access It	Read Doc
HiPath 3000 Manager E	MgrE V10 R2.4.0	Access It	Read Doc
HiPath Deployment Service	V7 R1.11.2	Access It	Read Doc
HiPath QoS Data Collection Unit	2.2.7.0	Access It	Read Doc
Hipath IP Service	5.4.000.1	Access It	Read Doc
Hipath IP VoiceView	5.3.884.1	Access It	Read Doc
Hipath License Management	V1 R13.0.0	Access It	Read Doc
J-HPT	V2 R3.0.14	Access It	Read Doc
Open Scape Voice Trace Manager	V7R0.7.9	Access It	Read Doc
Unit Manager Network 3.2	V3.2 R32.69	Access It	Read Doc

Figure 209

SESAP Wizard, Access Applications

2. In a table you can see the service applications, version numbers, and two buttons for each application. In the first button column you can see **Access It**. This button is disabled for applications that have not been installed and which cannot be configured.
3. Click on **Access It** to launch the required application. The application user interface (if available) is displayed.

## 5.7 Devices Database

The SESAP has a feature called Devices Database. This database stores useful information about SIRA Devices, such as Device ID, Host Address, Product Name, and so on. These information are initially used to facilitate the access to these devices, using SIRA.

### 5.7.1 Page Structure

After clicking on the “Devices Database” option a new page will be opened. If, during the installation, this database was created with a Master Password, a popup will appear, asking for this password, as shown below.

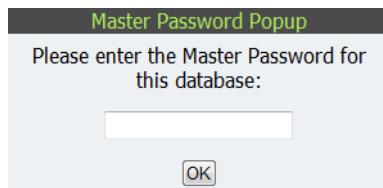


Figure 210 SESAP Wizard, Devices Database, Master Key Prompt

After entering the correct password (or if the database was not created with a Master Password), the Devices Database page will be opened. If no data were previously stored on the database, the page will be empty as shown below:

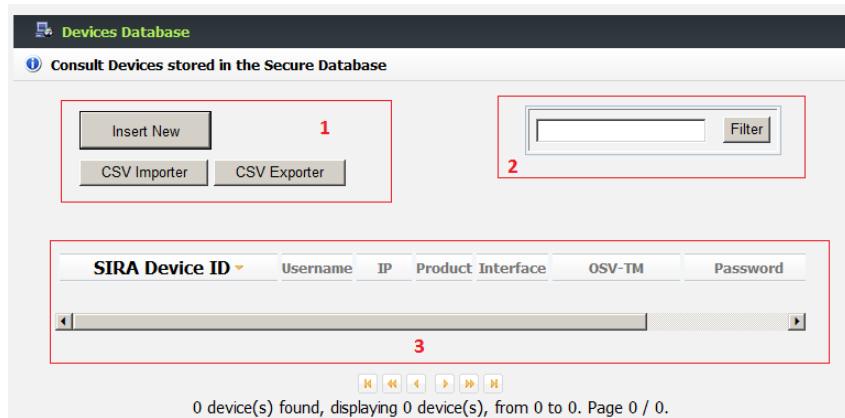


Figure 211 SESAP Wizard, Devices Database, Page Structure

The page is divided in three parts:

1. **Insert New, CSV Importer** and **CSV Exporter** buttons. The first will open the insert popup to add a new device; the second will open the CSV importer popup and the third will open the CSV Exporter popup.
2. Filter box. It allows filtering the devices into database
3. Devices area. It's a table to show all devices stored into the database

### 5.7.1.1 Inserting a new Device

In order to insert a new device, the user has to click the insert button and the following popup will be shown:

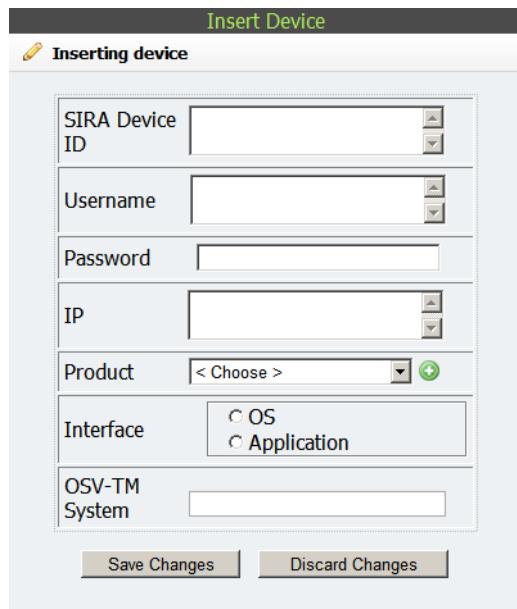


Figure 212 SESAP Wizard, Devices Database, Insert Popup

In this popup, the user can provide information about a device from SIRA by filling some fields, and saving it into the database. Each field is described below:

- SIRA Device ID: Device ID that corresponds to a device stored into SIRA database
- Username: Username used to log in to the device
- Password: Password used to authenticate the user
- IP: IP or Hostname of SIRA device
- Product: Unify product present into the device
- Interface: User has to select one of these options about the selected product: OS or Application
- OSV-TM System: Optional field. This system name will be used to retrieve and show OSV-TM data into dashboard
- Save Changes: Saves all changes or new information inserted by the user
- Discard Changes: Throws away all changes done by the user

### 5.7.1.1.1 Product Field

This field contains predefined values. However, new values may be added using the following button:

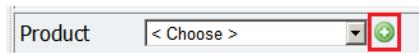


Figure 213

SESAP Wizard, Devices Database, Product Field

After pressing the add button, a new popup will appear:



Figure 214

SESAP Wizard, Devices Database, Insert Product Popup

After saving, this suggestion will be available in the product's combo box:

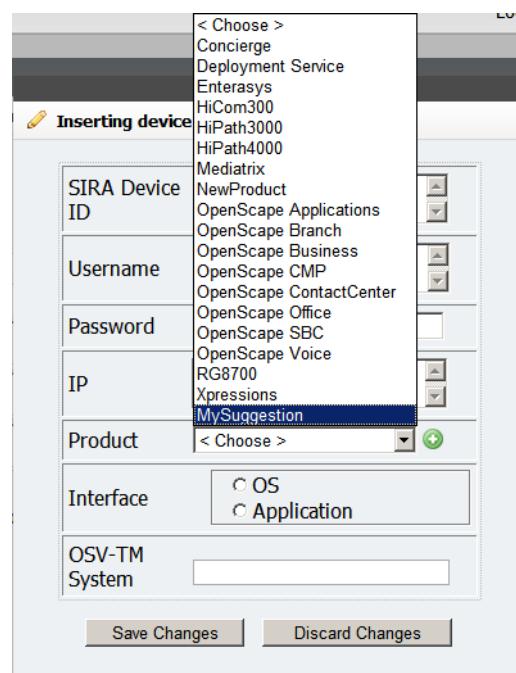


Figure 215

SESAP Wizard, Devices Database, Insert Popup with New Product

### 5.7.1.2 Importing devices from CSV file

It's possible to insert new devices into database using a CSV file, previously exported by the CSV Exporter tool. Clicking the **CSV Importer** button, the following popup will appear:

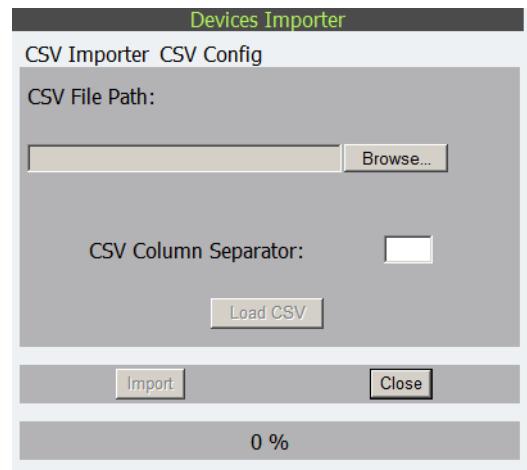


Figure 216 Devices Importer popup

The buttons **Load CSV** and **Import**, and the **CSV Config** tab as well, are disabled until some operations are done first. At the bottom of the dialog, there's a progress bar (initialized at 0%). The first step is to select the CSV file, clicking the **Browse...** button. The file chooser will open and it's possible to select the desired file through it, by clicking the **Open** button:

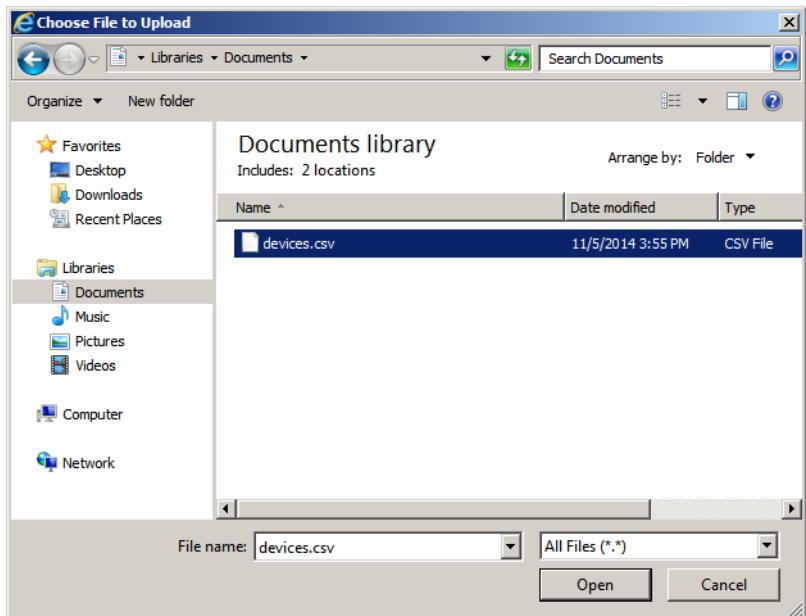


Figure 217 CSV file chooser

Once the file is loaded into server, a message in green color will appear in the Devices Importer popup and the **Load CSV** button will be enabled.

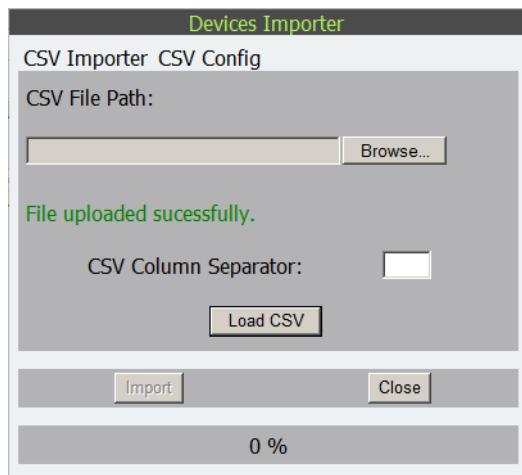


Figure 218 CSV file uploaded sucessfully.

To load the CSV file, it's required to specify a column separator (normally, a semi-colon, ;). Empty CSV Column Separator box is not allowed, with a message indicating error:

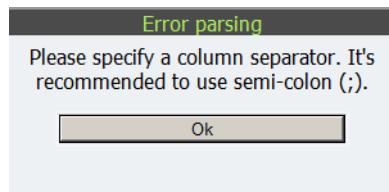


Figure 219 Dialog to indicate that a column separator is required

Once the column separator is specified, click the **Load CSV** button. The **CSV Config** tab will be enabled, and it's possible to associate required fields (SIRA Device ID, Product, Interface, Hostname/IP, User name, OSV-TM System and Password) with columns loaded from CSV file. Also, the **Import** button will be available to import the devices into the database.

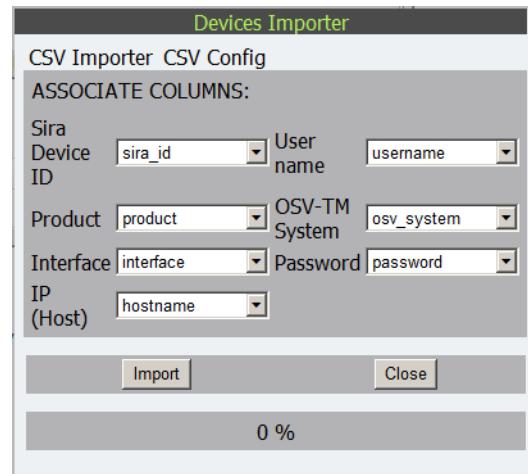


Figure 220

CSV Config tab enabled in Devices Importer popup

If all associations are correct, click the **Import** button. The progress bar will be updated in the process, and a message indicating how many devices were imported successfully or failed will appear, finishing the import process:

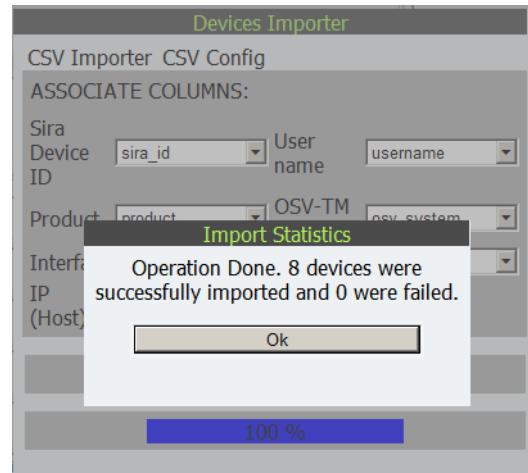


Figure 221

Finished importing devices

### 5.7.1.3 Exporting devices to CSV file

It's also possible to export all the devices, stored in the database, to a CSV file. Click the **CSV Exporter** button in Devices Database page, and the following popup will show:

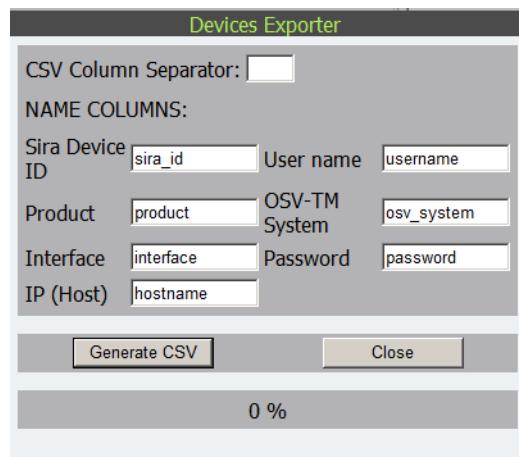


Figure 222      CSV Exporter popup

Again, it's required to specify a column separator to be used in the CSV exported file. It's possible to define the columns' names for each of the Devices Database field (default values are already specified). If the CSV Column Separator box is empty, the same error message that can be seen in Figure 17 will appear upon clicking the **Generate CSV** button.

Once the column separator box is filled, click the Generate CSV button. A temporary CSV file will be created, and all the informations related to devices will be written into it. The progress bar will be updated in the process:

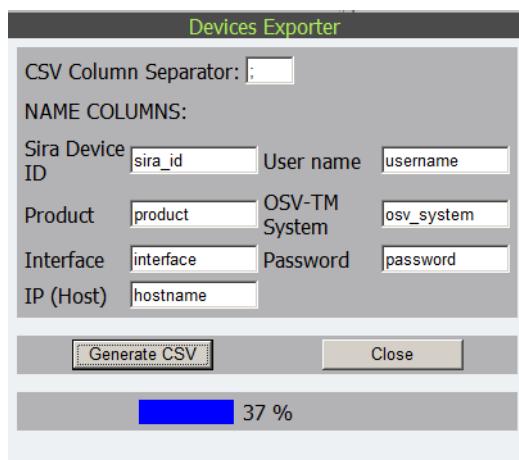


Figure 223      Generating temporary CSV file.

At the end of the generate CSV process, a message will appear indicating how many devices were exported successfully or failed. If no errors occurred, a new button (**Download CSV**) will appear between the Generate CSV and Close buttons:

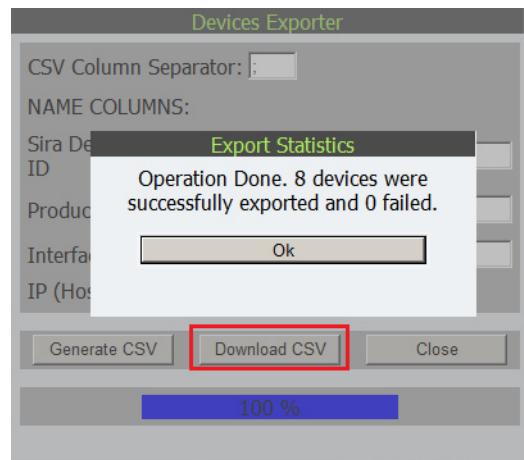


Figure 224

*Exported CSV file ready for download*

Clicking the **Download CSV** button will trigger a download file operation. The CSV file can be download as sesap\_export.csv, but it's possible to change this name using the Save as... feature in the browser.

## Service Applications

### Devices Database

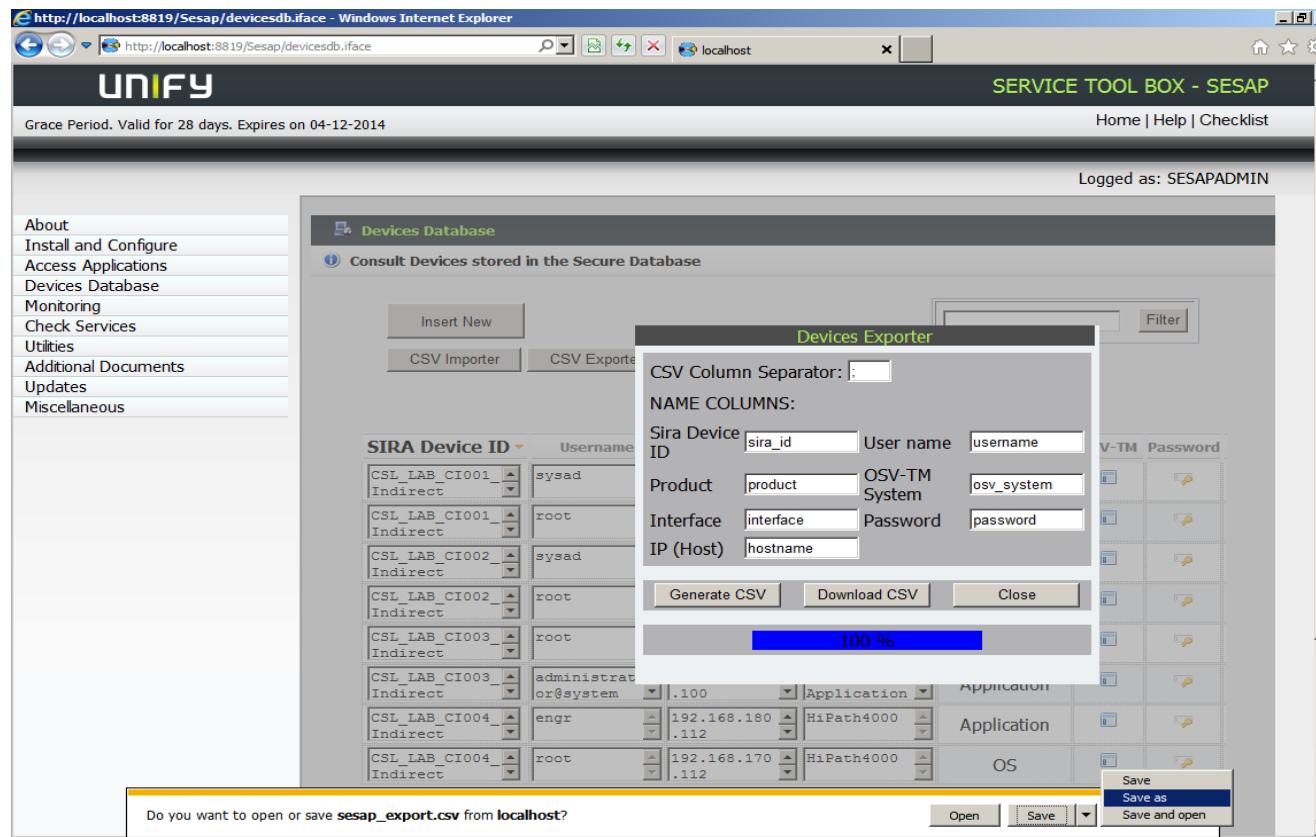


Figure 225

Downloading CSV file

Once the file is downloaded, the CSV export process is finished.

### 5.7.1.4 Filter Box

The filter will try to find the expression specified by the user. Any row that has one or more column matching the expression will be filtered in as the following example:

SIRA Device ID	Username	IP	Product	Interface	OSV-TM	Password	Edit	Delete
DEV_LAB_ID001	root	10.10.15.2	Deployment Service	Application				

Figure 226

SESAP Wizard, Devices Database, Filtered Devices Table

The filter will be removed after pressing the 'Remove Filter' button.

### 5.7.1.5 Devices Table

After inserting devices into the database, rows will appear in this table.

SIRA Device ID	Username	IP	Product	Interface	OSV-TM	Password	Edit	Delete
DEV_LAB_ID000	root	10.10.15.1	OpenScape Voice	OS				
DEV_LAB_ID0002	root	10.10.15.3	NewProduct	Application				
DEV_LAB_ID001	root	10.10.15.2	Deployment Service	Application				

3 device(s) found, displaying 3 device(s), from 1 to 3. Page 1 / 1.

Figure 227

SESAP Wizard, Devices Database, Devices Table

Each row represents one device and there are some actions that could be done in each device:



Figure 228 SESAP Wizard, Devices Database, Action Buttons

1. Password button: For security reasons, the password is not shown as a standard field. To display the password, click the password button and the following popup will appear:



Figure 229 SESAP Wizard, Devices Database, Password Popup

2. Edit button: After inserting a device, users can change any field by clicking into the edit button. The edit popup will appear and changes can be made:

An 'Edit Device' window titled 'Editing device 'DEV\_LAB\_ID000''. It contains fields for SIRA Device ID (DEV\_LAB\_ID000), Username (root), Password (redacted), IP (10.10.15.1), Product (OpenScape Voice), Interface (radio buttons for OS and Application, OS is selected), and OSV-TM System (systm). At the bottom are 'Save Changes' and 'Discard Changes' buttons.

Figure 230 SESAP Wizard, Devices Database, Edit Popup

After the edit process ends, users can save or discard the changes made in this popup by clicking one of the two buttons, Save or Discard.

3. Delete button: If the device entry is not needed anymore, it could be removed from the database by clicking the delete button. A confirmation popup will be shown:



Figure 231 SESAP Wizard, Devices Database, Delete Popup

The delete action will be performed if the Yes button is pressed or canceled if the No button is pressed.

- Warning: The delete action cannot be undone.

### 5.7.2 Configuring RSP to access devices via SESAP

In order to allow RSP access to customer's devices via SESAP, some configuration is needed on both sides: RSP and SESAP.

In RSP, some devices (green in the Figure 232) are accessed through SESAP server (yellow in the Figure 232), these devices must have the default connection mode "Via" (orange in the Figure 232):

## Service Applications

### Devices Database

The screenshot shows the SESAP Device Database table and a detailed view of a selected device in the Device Properties dialog.

**Device Database Table:**

Device Name	Device ID	Product	Default Connec...	Connection VPN Address	Customer Name	Customer ID
CSL15-OSV Node1	CSL_LAB_CI001_Indirect	OpenScape Voice Server	Via		CSL_Automation	CSL_Automation
CSL15-OSV Node2	CSL_LAB_CI002_Indirect	OpenScape Voice Server	Via		CSL_Automation	CSL_Automation
CSL15-UC_CMP	CSL_LAB_CI003_Indirect	OpenScape Applications	Via		CSL_Automation	CSL_Automation
CSL15-H4K	CSL_LAB_CI004_Indirect	HiPath 4000	Via		CSL_Automation	CSL_Automation
CSL15-Xpressions	CSL_LAB_CI005_Indirect	OpenScape Xpressions	Via		CSL_Automation	CSL_Automation
CSL15-Survival Authority	CSL_LAB_CI006_Indirect	HTTP/HTTFS	Via		CSL_Automation	CSL_Automation
CSL15-Mediasix	CSL_LAB_CI007_Indirect	Mediasix	Via		CSL_Automation	CSL_Automation
CSL15-DSE 50i	CSL_LAB_CI008_Indirect	OpenScape Branch	Via		CSL_Automation	CSL_Automation
CSL15-SESAP	CSL_LAB_CI009_Indirect	Secured Enterprise Service an...	Internet	10.199.2.12	CSL_Automation	CSL_Automation
	CSL_LAB_CI005_SESAP					

**Device Properties Dialog:**

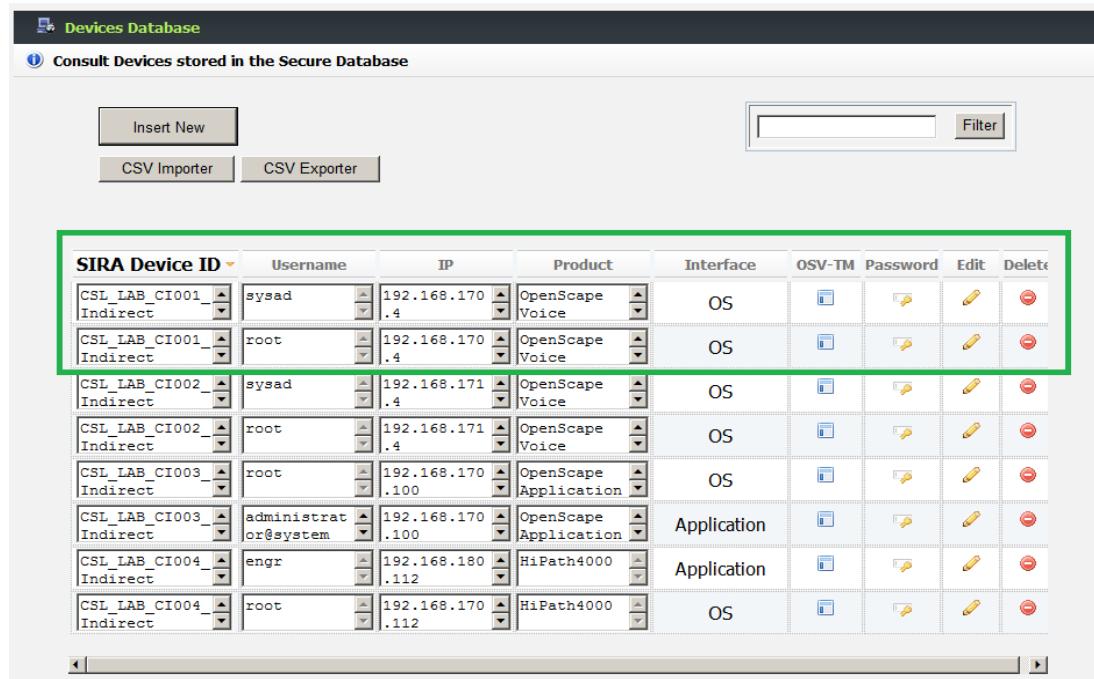
The dialog shows the following details for the device with Device ID "CSL\_LAB\_CI001\_Indirect":

- Device ID:** CSL\_LAB\_CI001\_Indirect
- Device name:** CSL15-OSV Node1
- Product version:** OpenScape Voice Server V7
- Status:** Active
- Last access:** 4/8/2014
- Contact:**
  - Customer Name: CSL\_Automation
  - Contact person name:
  - Phone number:
  - Contract number: CSL\_LAB\_CT002
- Customer:** CSL\_Automation
- Product version:** OpenScape Voice Server V7
- Device info:** Physical, VialIdentifier: CSL\_LAB\_CI005\_SESAP, Vianame: CSL15-SESAP
- Connection:**
  - Requires access activation:  First Marked Active
  - Status: 4/8/2014
  - Status: Active
  - Reason of failure: None
  - Comment:

Figure 232 Equipment Explorer, Access Devices VIA Sesap

In the SESAP server, at the Device's Database page, information will be found about how to access these devices, such as: username, password, etc.

A device may contain different ways of access (e.g. having multiple users). The manual Device Preparation for Automation (it can be found at <SESAP PATH>\SESAPS\Documents\Sesap\DevicePreparationForAutomation.pdf) explains what is the correct way to access each product. That point is illustrated in the Figure 233 where the device "CLS\_LAB\_CI001\_indirect" (in green) has two registered users.



SIRA Device ID	Username	IP	Product	Interface	OSV-TM	Password	Edit	Delete
CSL_LAB_CI001 Indirect	sysad	192.168.170 .4	OpenScape Voice	OS				
CSL_LAB_CI001 Indirect	root	192.168.170 .4	OpenScape Voice	OS				
CSL_LAB_CI002 Indirect	sysad	192.168.171 .4	OpenScape Voice	OS				
CSL_LAB_CI002 Indirect	root	192.168.171 .4	OpenScape Voice	OS				
CSL_LAB_CI003 Indirect	root	192.168.170 .100	OpenScape Application	OS				
CSL_LAB_CI003 Indirect	administrat or@system	192.168.170 .100	OpenScape Application	Application				
CSL_LAB_CI004 Indirect	engr	192.168.180 .112	HiPath4000	Application				
CSL_LAB_CI004 Indirect	root	192.168.170 .112	HiPath4000	OS				

Figure 233

SESAP Wizard, Devices Database, Access Example

### Observations

At the Devices Database page, is possible to find passwords to access these devices, as well at the Equipment Explorer. The default is to store all passwords at Equipment Explorer.

Should you need additional information about accessing devices, please consult the attached manual DevicePreparation4Automation.pdf

### **5.7.3 Important Things**

Before start using the devices database, there are some points to take into consideration:

- The devices database is secure, i.e. the system ensures that the data has restricted access, and can only be accessed by the SESAP page and DevicesDB command line of the current machine. The database of one SESAP server cannot be read by another one
- The database does not support devices with the same Device ID, Username and Interface values. At least one of these three fields must be different to store another device
- The database has no backup. Entries deleted or changed cannot be reverted
- The OSV-TM System field is used by the dashboard feature. Please see Section 5.8.3.3, “OSV-TM Reports” for more details.

## 5.8 Monitoring

This feature allow SESAP Server to receive, process and show report data received from SIRA and collected from OSV-TM about other Unify products.

### 5.8.1 Dashboard Page

The SESAP dashboard area contains graphics, tables and useful information about health status of the following Unify products: OpenScape Voice, OpenScape Branch, OpenScape Expressions and UC Applications.

After clicking on the “Monitoring” option a new page will be opened. If no data were previously stored on the dashboard database the page will be empty as shown below:

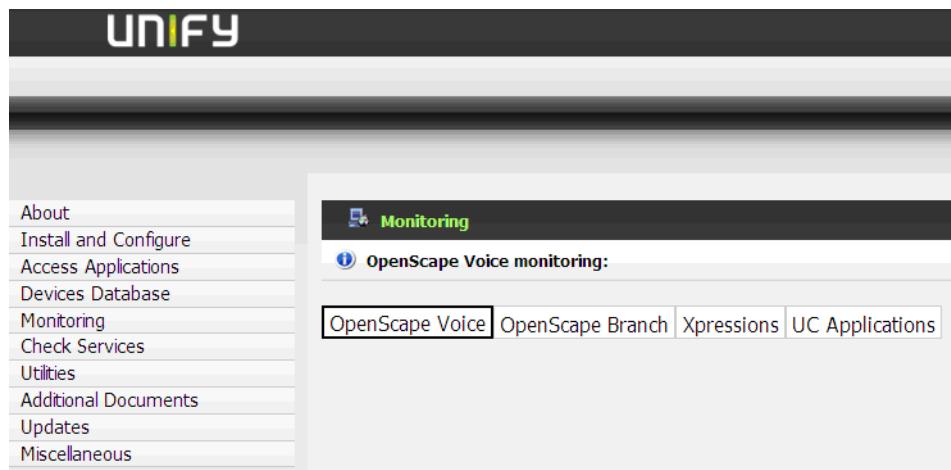


Figure 234 SESAP Wizard, Monitoring, Empty Page

Besides the already defined Unify products shown at Monitoring page, it's possible to add more products, therefore customizing the Dashboard. These products must be defined at a XML file and imported by a script. The figure below illustrates this dynamic products concept, when the user decided to add OpenScape CMP to the dashboard:

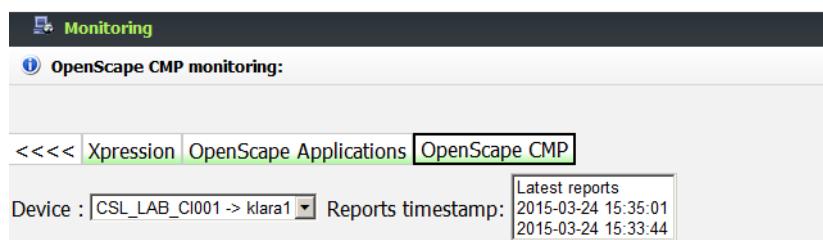


Figure 235 SESAP Wizard, Customized dashboard

## 5.8.2 Product Tabs

The first product (OpenScape Voice) always will be selected in the first access or on page refresh. When clicking on each product tab the page is updated with the latest information about the selected product. The product tab color will vary among four background colors that represent the health status of the product:

- The green status represents a good health status for the product

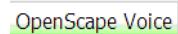


Figure 236 SESAP Wizard, Monitoring, Green Status

- The yellow status represents a warning health status for the product

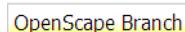


Figure 237 SESAP Wizard, Monitoring, Yellow Status

- The red status says that there is one or more Hosts (Sira Devices) with a problem and the pertinent information is available when selecting the specific product tab

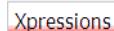


Figure 238 SESAP Wizard, Monitoring, Red Status

- The white represents no data were stored for the product until now



Figure 239 SESAP Wizard, Monitoring, No Status

### 5.8.3 Dashboard Content

After clicking on a specific product tab the page will be updated and will contain three main parts: Device combo box, Report timestamp box and the main area composed by report items and graphics:

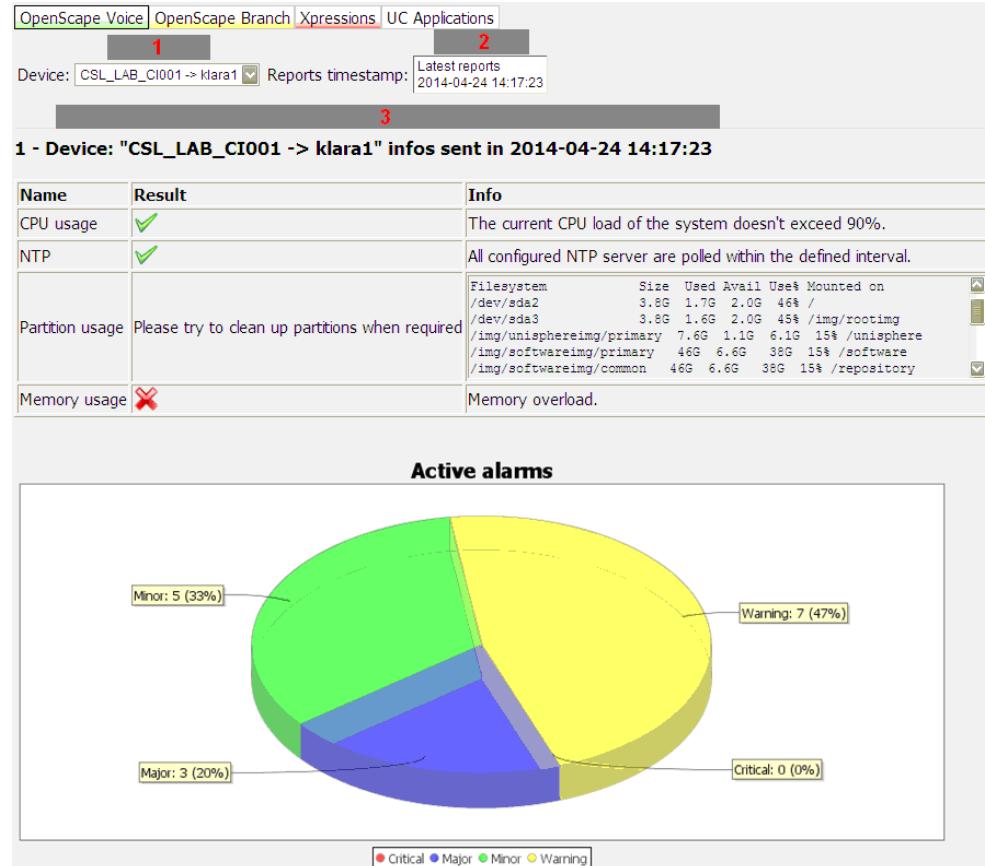


Figure 240

SESAP Wizard, Monitoring, Dashboard Content

### 5.8.3.1 Device Combo Box

The Device combo box contains a list of device names. Each device name is composed by the Sira Device name and the host name jointed by the symbol “->” as such: “CSL\_LAB\_CI001 -> klara1”.

If the Device combo box has more than 1 device then it will have the option “All Devices”. This option shows information about all devices. The user can select a specific device or the “All Devices” option:

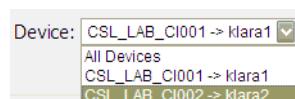


Figure 241 SESAP Wizard, Monitoring, Device Combobox

### 5.8.3.2 Report Timestamp Box

Combined with the device combo box there is the Report timestamp box. It contains a list of the latest fourteen timestamps. It also contains the option “Latest reports” that filters by the latest information for the device selected. The user can select the “Latest reports” option or a specific timestamp:



Figure 242 SESAP Wizard, Monitoring, Timestamp Box

When the user chooses another device the “Latest reports” option is selected internally and the page will show the latest reports for that specific device.

### 5.8.3.3 Report Items and Graphics

The panel area shows report items and several graphics for the device selected on the component **Device Combo Box**. If the user selected the option “All Devices” then this panel will show information for each device that belongs to the Device combo box. Each device panel is sub-divided into three components: header, report item tables and graphics (if the device has an OSV-TM system associated with it then graphics about that system will be shown as well).

### 5.8.3.3.1 Device Report Header

This part contains the header information about the device and the report:

1 - Device: "CSL\_LAB\_CI001 -> klara1" infos sent in 2014-04-24 14:17:23

Figure 243 SESAP Wizard, Monitoring, Device Report Header

### 5.8.3.3.2 Report Items Table

Below there is a table of report items which has three columns. The name column contains the item's name, the second one shows what will usually be a status sign (OK/Not-OK), the last one describes a more detailed information about the item.

Name	Result	Info																														
CPU usage	✓	The current CPU load of the system doesn't exceed 90%.																														
NTP	✓	All configured NTP server are polled within the defined interval.																														
Partition usage	Please try to clean up partitions when required	<p>Following partitions exceed a usage of 5%:</p> <table> <thead> <tr> <th>Filesystem</th> <th>Size</th> <th>Used</th> <th>Avail</th> <th>Use%</th> <th>Mounted on</th> </tr> </thead> <tbody> <tr> <td>/dev/sda2</td> <td>3.8G</td> <td>1.7G</td> <td>2.0G</td> <td>46%</td> <td>/</td> </tr> <tr> <td>/dev/sda3</td> <td>3.8G</td> <td>1.6G</td> <td>2.0G</td> <td>45%</td> <td>/img/rootimg</td> </tr> <tr> <td>/img/unisphereimg/primary</td> <td>7.6G</td> <td>1.1G</td> <td>6.1G</td> <td>15%</td> <td>/unisphere</td> </tr> <tr> <td>/img/softwareimg/primary</td> <td>46G</td> <td>6.6G</td> <td>38G</td> <td>15%</td> <td>/software</td> </tr> </tbody> </table>	Filesystem	Size	Used	Avail	Use%	Mounted on	/dev/sda2	3.8G	1.7G	2.0G	46%	/	/dev/sda3	3.8G	1.6G	2.0G	45%	/img/rootimg	/img/unisphereimg/primary	7.6G	1.1G	6.1G	15%	/unisphere	/img/softwareimg/primary	46G	6.6G	38G	15%	/software
Filesystem	Size	Used	Avail	Use%	Mounted on																											
/dev/sda2	3.8G	1.7G	2.0G	46%	/																											
/dev/sda3	3.8G	1.6G	2.0G	45%	/img/rootimg																											
/img/unisphereimg/primary	7.6G	1.1G	6.1G	15%	/unisphere																											
/img/softwareimg/primary	46G	6.6G	38G	15%	/software																											
Memory usage	✗	Memory overload.																														

Figure 244 SESAP Wizard, Monitoring, Report Items Table

### 5.8.3.3.3 Graphics Area

The graphics area contains useful diagrams that provide overall information to users understanding the health status of the specific device:



Figure 245 SESAP Wizard, Monitoring, Graphics

### 5.8.3.3.4 OSV-TM Reports

Dashboard can collect QoS data from OSV-TM and generate reports with it.

In order to merge data received from SIRA to data from a specific OSV-TM system, they must be linked using **Devices Database**.

This can be accomplished entering the desired OSV-TM system name on the OSV-TM System field of the related SIRA device entry (see [Section 5.7.1.1, "Inserting a new Device"](#))

If the SIRA Device is associated with an OSV-TM system then a new area is appended in to the page. The newly created area will contain a header which is followed by the QoS graphics.

- OSV-TM System Header

1.1 - OSV-TM System: tracemanager  
QoS data of the last 24 hours from 2014-04-24 16:04:38

Figure 246 SESAP Wizard, Monitoring, OSV-TM System Header

- OSV-TM System Graphics

The OSV-TM system area contains QoS graphics related to the specific system, and these graphics are composed by the last 24 hours of gathered information.



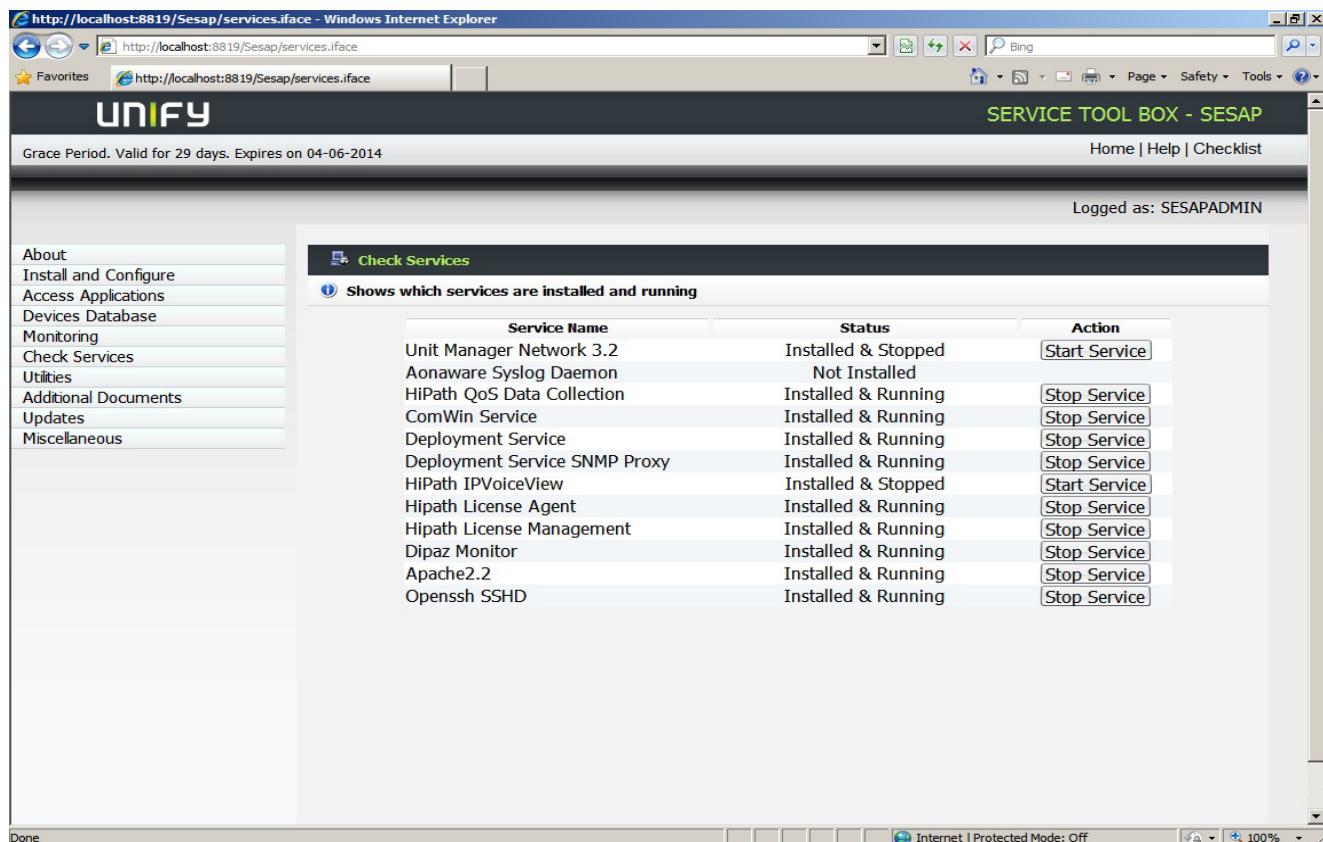
Figure 247

SESAP Wizard, Monitoring, OSV-TM System Graphics

## 5.9 Check Services

Some service applications require special service programs that run in the background. You can display the status of these services.

In the SESAP Wizard select the menu option **Check Services**. The window below is displayed:



The screenshot shows a Windows Internet Explorer window with the URL <http://localhost:8819/Sesap/services.iface>. The title bar says "SERVICE TOOL BOX - SESAP". The main content area is titled "Check Services" and displays a table of services. The table has columns for "Service Name", "Status", and "Action". The services listed are:

Service Name	Status	Action
Unit Manager Network 3.2	Installed & Stopped	Start Service
Aonaware Syslog Daemon	Not Installed	
HiPath QoS Data Collection	Installed & Running	
ComWin Service	Installed & Running	
Deployment Service	Installed & Running	
Deployment Service SNMP Proxy	Installed & Running	
HiPath IPVoiceView	Installed & Stopped	Start Service
Hipath License Agent	Installed & Running	Stop Service
Hipath License Management	Installed & Running	Stop Service
Dipaz Monitor	Installed & Running	Stop Service
Apache2.2	Installed & Running	Stop Service
Openssh SSHD	Installed & Running	Stop Service

Figure 248 SESAP Wizard, Check Services

You can see the names of the services and their status in the table. The services can have one of the following statuses:

- Not Installed
- Installed & Running
- Installed & Stopped

## 5.10 Utilities

Some third party applications that are considered as important server tools are also available to be installed and launched using SESAP Wizard.

Select the Utilities menu option and the window below will be displayed:

Name	Version	Setup/Configure
Aonaware Syslog Web Client	not installed	<a href="#">Run Setup</a>
KeePass Password Safe 2	2.23	<a href="#">Access it</a>
MD5-Sum generator	1.2.0.5	<a href="#">Access it</a>
On Screen Display	-	<a href="#">Access it</a>
Password Safe	-	<a href="#">Access it</a>
PutTY	0.63	<a href="#">Access it</a>
WinSCP	5.1.7	<a href="#">Access it</a>
Wireshark	1.8.2	<a href="#">Access it</a>

Figure 249 SESAP Wizard, Utilities

In a table you can see the applications, version numbers, and one button for each application. If the application is already installed you can see the label **Access It**, otherwise the button's label will be **Run Setup**.

Click on **Access It** to launch the required application. The application user interface will be displayed.

## 5.11 Additional Documents

At any time, the operator can choose documentation files to be added to the SESAP interface. To add this documentation the user must only add the documentation folder to C:\SESAP\docs. The documentation folder will be shown as in the window below:

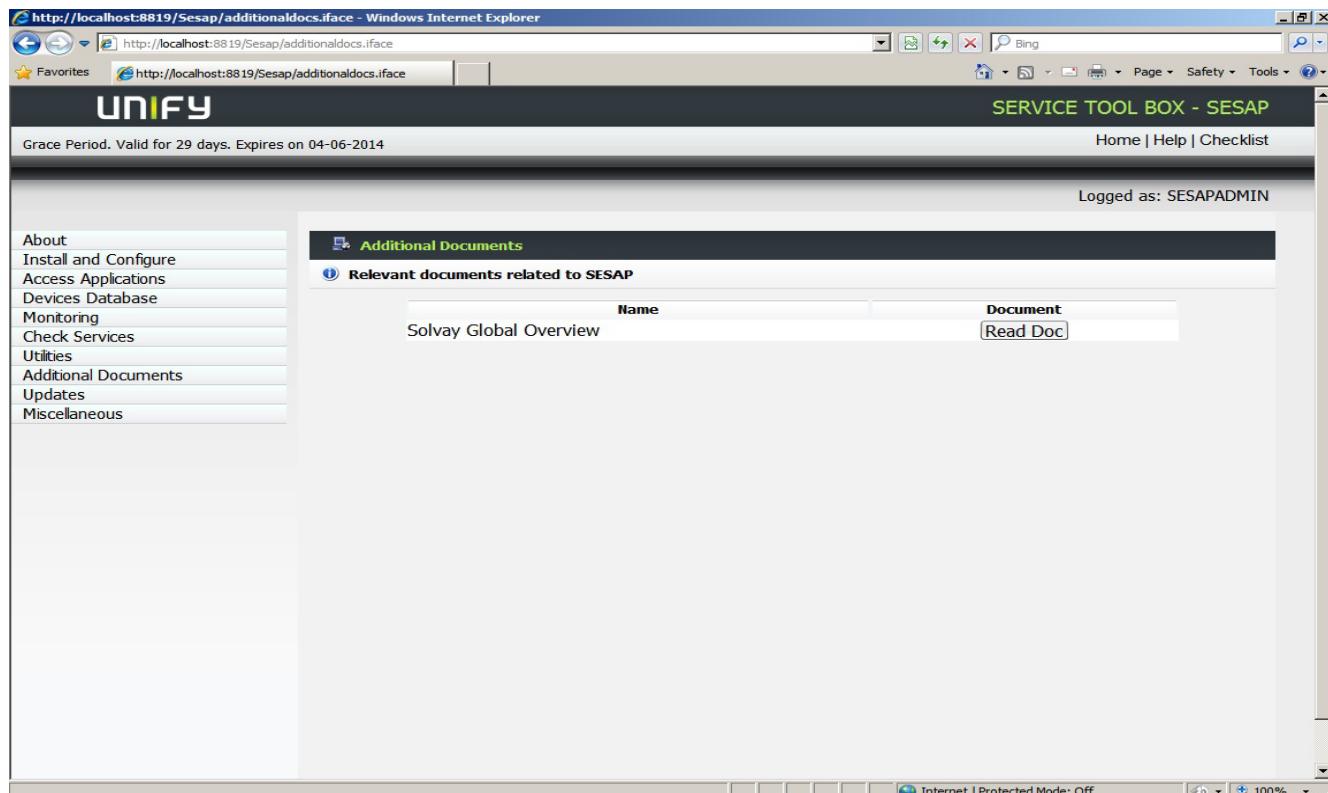


Figure 250 SESAP Wizard, Utilities

The **Name** column shown in the table is the folder name copied to C:\SESAP\docs. The **Read Doc** button will first look for an `index.htm` or `index.html` file inside the referred folder. If none of these files are found, the **Read Doc** button will attempt to display the first file found inside the folder.

---

**NOTE:** The user can add as many documents file as he wants just creating one an individual folder for each desired document file.

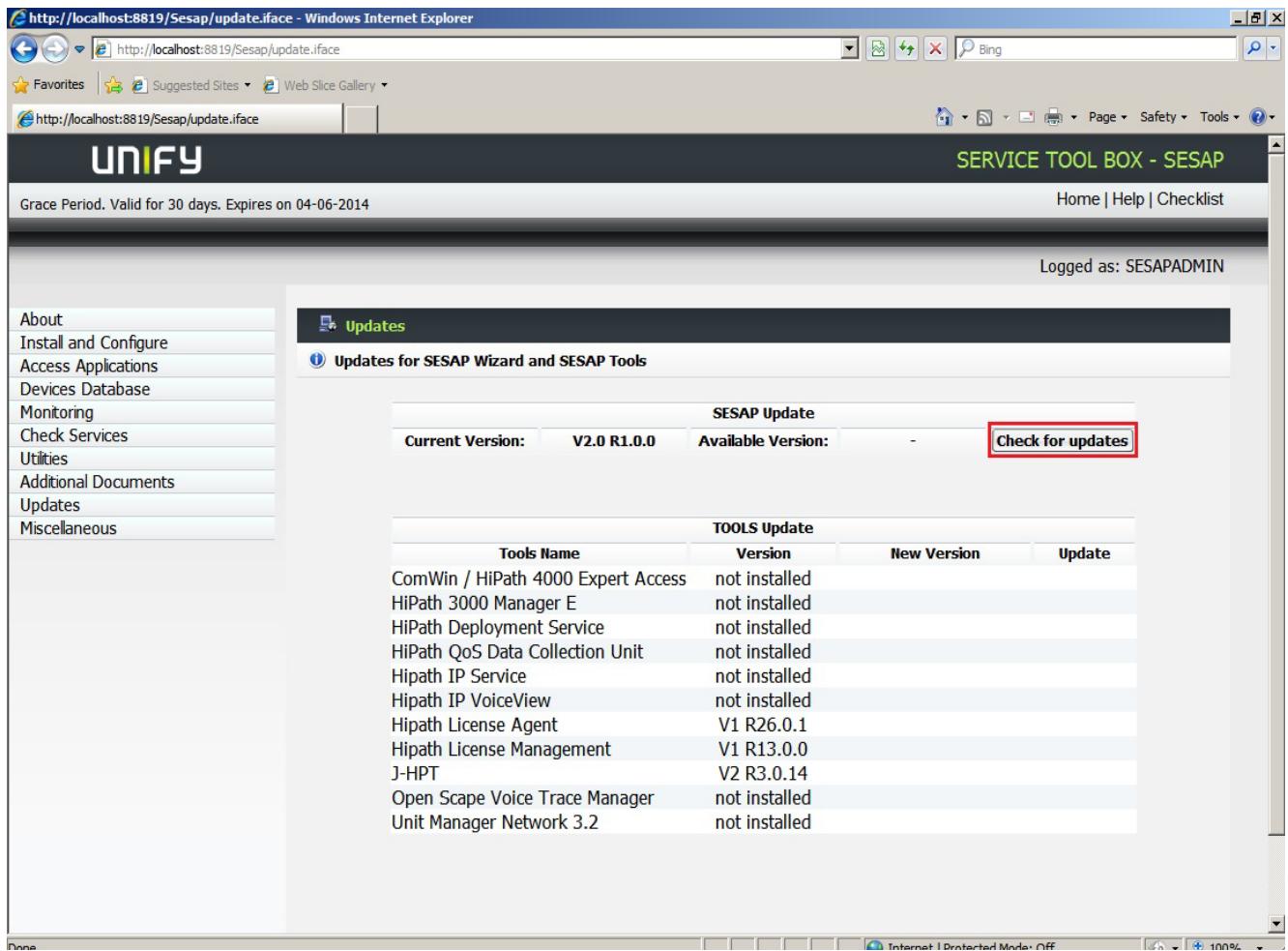
---

## 5.12 Updates

Another important feature available on SESAP server is the update functionality. SESAP Service Tool Box and its Application tools can be updated. The update files are downloaded from an Update Server and there are two possible ways to start downloading such files: Automatic Download and Manual Download. Both will be described on next items.

### 5.12.1 Download update files - manual procedure

To start the Manual update procedure, first click on the menu **Updates** and then click on **Check for Updates**, as shown below:



The screenshot shows a Windows Internet Explorer window with the URL <http://localhost:8819/Sesap/update.iface>. The title bar says "http://localhost:8819/Sesap/update.iface - Windows Internet Explorer". The page header includes "UNIFY" and "SERVICE TOOL BOX - SESAP". A sidebar on the left lists "About", "Install and Configure", "Access Applications", "Devices Database", "Monitoring", "Check Services", "Utilities", "Additional Documents", "Updates", and "Miscellaneous". The main content area has a "Updates" header and a sub-section "Updates for SESAP Wizard and SESAP Tools". It shows a table with "SESAP Update" and "TOOLS Update" sections. The "Check for updates" button in the SESAP Update section is highlighted with a red box. The "TOOLS Update" table lists various tools and their update status.

SESAP Update			
Current Version:	V2.0 R1.0.0	Available Version:	-
<b>Check for updates</b>			

TOOLS Update			
Tools Name	Version	New Version	Update
ComWin / HiPath 4000 Expert Access	not installed		
HiPath 3000 Manager E	not installed		
HiPath Deployment Service	not installed		
HiPath QoS Data Collection Unit	not installed		
Hipath IP Service	not installed		
Hipath IP VoiceView	not installed		
Hipath License Agent	V1 R26.0.1		
Hipath License Management	V1 R13.0.0		
J-HTP	V2 R3.0.14		
Open Scape Voice Trace Manager	not installed		
Unit Manager Network 3.2	not installed		

Figure 251 SESAP Wizard, Update (1)

If the Update Server connection is successfully established, a new row will show the files downloading status. The first downloaded file is `version.txt`, which describes the available version on update server:

## Service Applications

### Updates

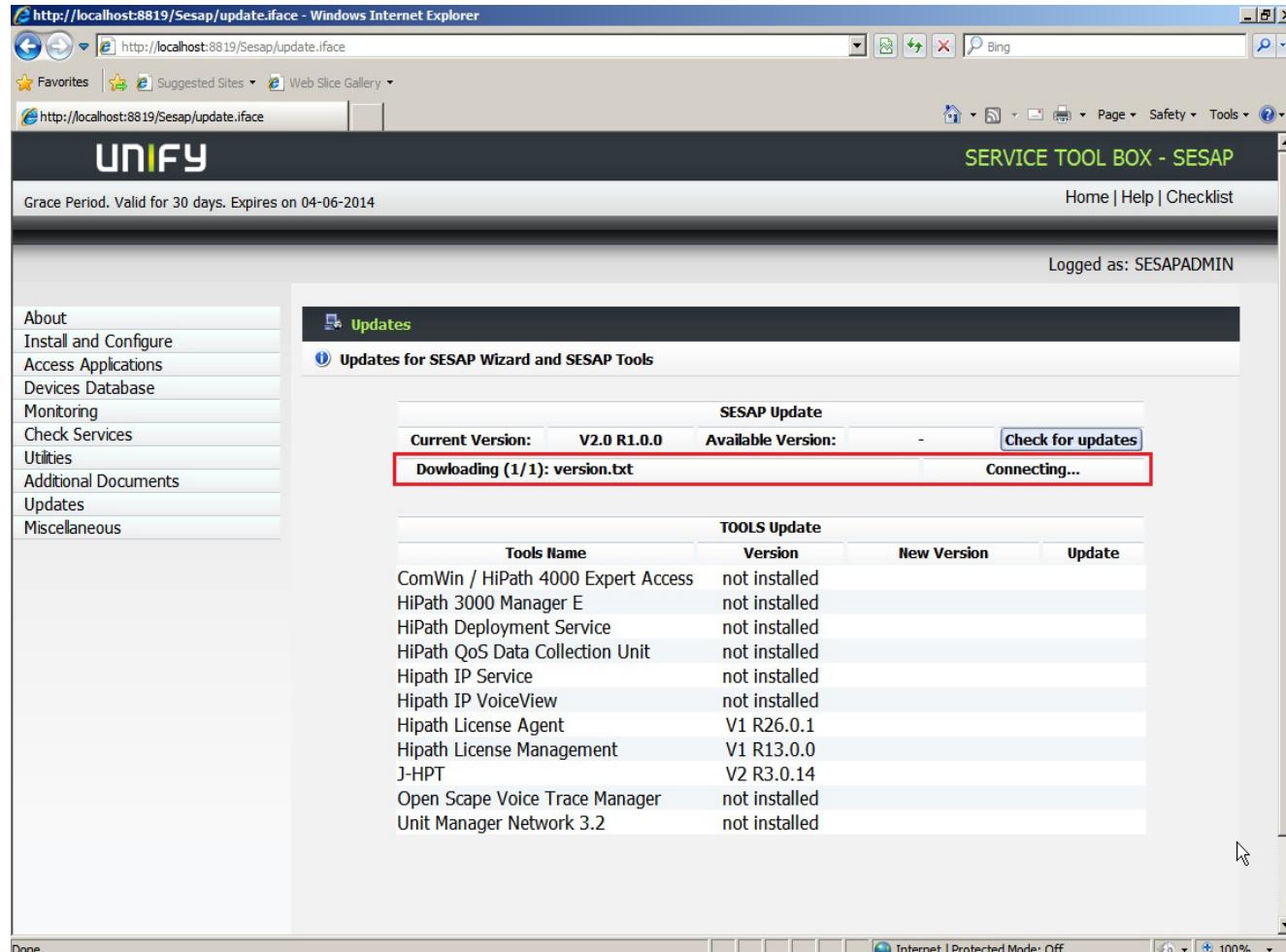


Figure 252 SESAP Wizard, Update (2)

If the available version of SESAP on update server is newer then the actual installed version, the version number will be shown, as the image below:

The screenshot shows the 'Updates' section of the SESAP Wizard. The 'Current Version' is V2.0 R1.0.0 and the 'Available Version' is V2.0 R2.0.0. The 'Download and Update' button is highlighted with a red box. The table below lists various tools and their update status:

Tools Name	Version	New Version	Update
ComWin / HiPath 4000 Expert Access	not installed		
HiPath 3000 Manager E	not installed		
HiPath Deployment Service	not installed		
HiPath QoS Data Collection Unit	not installed		
Hipath IP Service	not installed		
Hipath IP VoiceView	not installed		
Hipath License Agent	V1 R26.0.1		
Hipath License Management	V1 R13.0.0		
J-HPT	V2 R3.0.14		
Open Scape Voice Trace Manager	not installed		
Unit Manager Network 3.2	not installed		

Figure 253

SESAP Wizard, Update (3)

Press the **Download and Update** button to start update. Before the download update files procedure start, the following confirmation message will be shown:



Figure 254

SESAP Wizard, update confirmation

If you choose to continue update, all newer files will be downloaded. The quantity of files, the file name and the download status will be shown as below:

## Service Applications Updates

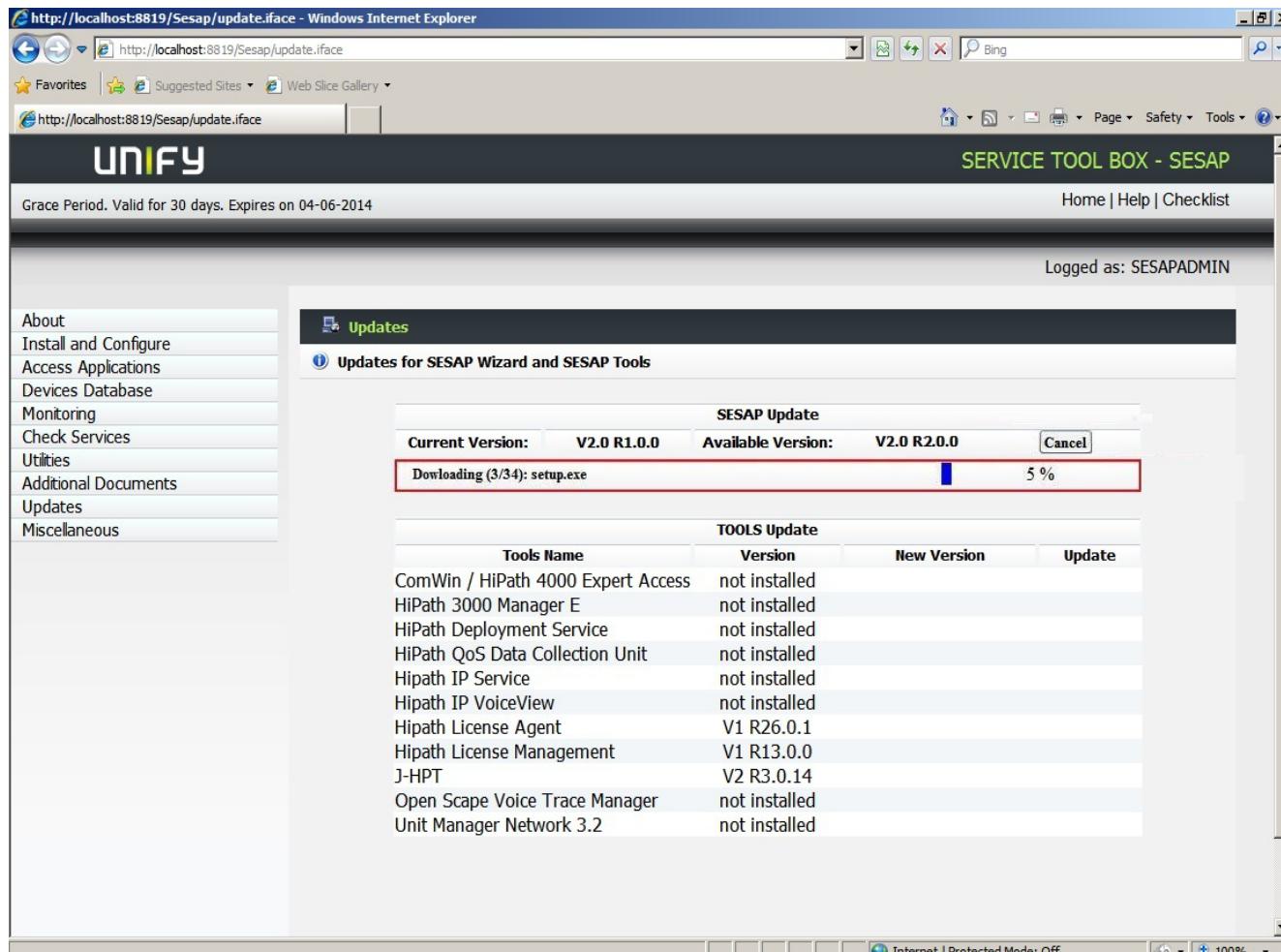


Figure 255 SESAP Wizard, Update download status

After all files are downloaded, the SESAP window will automatically close and a command prompt window will start showing the update script status. After update script has finished, the prompt window will close and SESAP user interface will restart automatically.

### 5.12.2 Download update files - automatic procedure

The automatic update files download procedure will download all new update files from Update Server as a background routine, without needing any user intervention. To enable this feature, please check the [Section 5.13.1.2, "Automatic Updates"](#).

If the feature is enabled, when all files for a new SESAP version are downloaded and ready to be installed, the field **Updates** on SESAP GUI will indicate it, as described on image below:

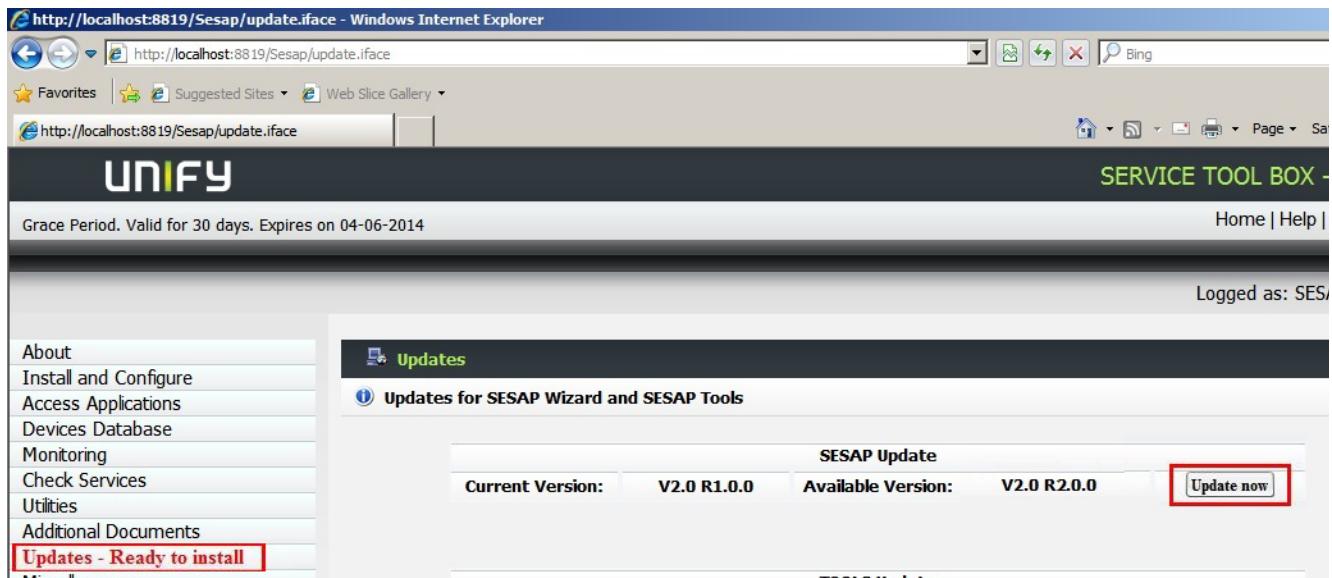


Figure 256 Updates - Ready to Install

To continue updating SESAP, just click on **Updates - Ready to Install** and then click on **Update Now** and update will start.

Although all needed new files are locally stored and waiting to be used by SESAP update, during the beginning of update process SESAP will check on Update Server if those files are really the newest ones. In case there are newer files waiting to be downloaded on Update Server, the following message will appear:



Figure 257 Updates - Newer version on Update Server

Click **Continue** to install the already downloaded files or **Cancel** to download and install the newer files from Update Server.

### 5.12.3 Update SESAP Applications

If any new version of SESAP is compatible to newer versions of the installed applications, this new version number will be shown in the **New Version** column and the button **Update** will be available. Press the mentioned button to update the application:

TOOLS Update			
Tools Name	Version	New Version	Update
ComWin / HiPath 4000 Expert Access	5.0.106.0		
HiPath Deployment Service	V3 R1.3.0		
HiPath QoS Data Collection Unit	2.1.2.0	2.2.2.0	<b>Update</b>
Hipath IP Service	5.3.000.1		
Hipath IP VoiceView	5.1.871.1		
Hipath License Agent	V1 R19.1.0		
Hipath License Management	1.8.0.0		
J-HPT	V2 R2.1.0		
Open Scape Voice Trace Manager	V2R1.3.7		
Unit Manager Network 3.2	-		

Figure 258

SESAP Wizard, New application software available for update

## 5.13 Miscellaneous

This section is dedicated to store SESAP network configurations and manage the Server Data fowarding.

### 5.13.1 Network Config

If the **Network Config** tab is selected, the following configurations will be available:

#### 5.13.1.1 Proxy Configuration

Configure the proxy address and port that will be used from SESAP Server to connect to the Update Server. If the check field called **Use Proxy Settings** is marked, these previous settings will be used during connection. If not, the SESAP Server will use the internet settings configured inside Internet Explorer Settings.

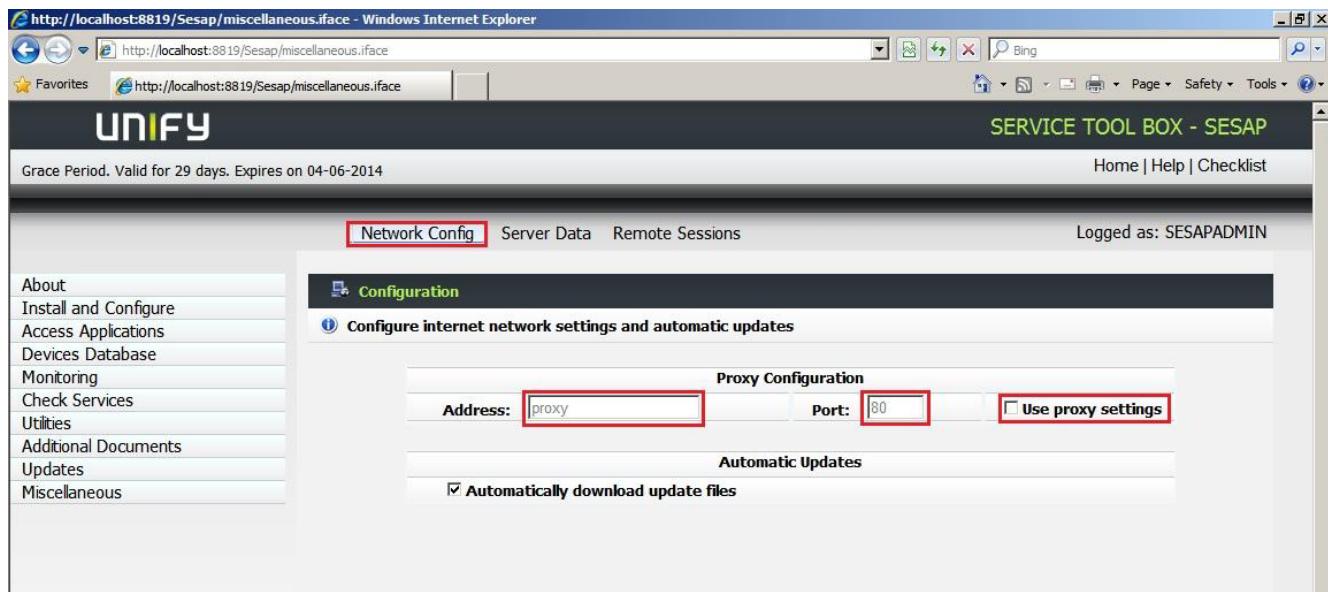


Figure 259      Proxy configuration

#### 5.13.1.2 Automatic Updates

Inside **Network Config** panel there is an option to enable the Automatic download update files for SESAP Service Tool Box. If this check box is marked, all files for a new SESAP version will be automatically downloaded as soon as they are available on Update Server.

## Service Applications

### Miscellaneous

Please check [Section 5.12.2, “Download update files - automatic procedure”](#) to see in details how to update SESAP Service Tool Box when the option **Automatically download update files** is enabled.

In case the Automatic Updates routine find any issues to connect to Update Server, a message will be shown to indicate that an error was found:

The screenshot shows the UNIFY Service Tool Box interface. The left sidebar has a 'Miscellaneous' section with options like 'About', 'Install and Configure', 'Access Applications', 'Devices Database', 'Monitoring', 'Check Services', 'Utilities', 'Additional Documents', 'Updates', and 'Miscellaneous'. The main content area is titled 'Configuration' and 'Configure internet network settings and automatic updates'. It includes 'Proxy Configuration' with fields for 'Address' (proxy) and 'Port' (80), and a checkbox for 'Use proxy settings' which is unchecked. Below that is the 'Automatic Updates' section with a checkbox for 'Automatically download update files' which is checked. A red box highlights an error message: 'Automatic Update has found an exception on 05-06-2014 08:36:35. Please check internet settings.'

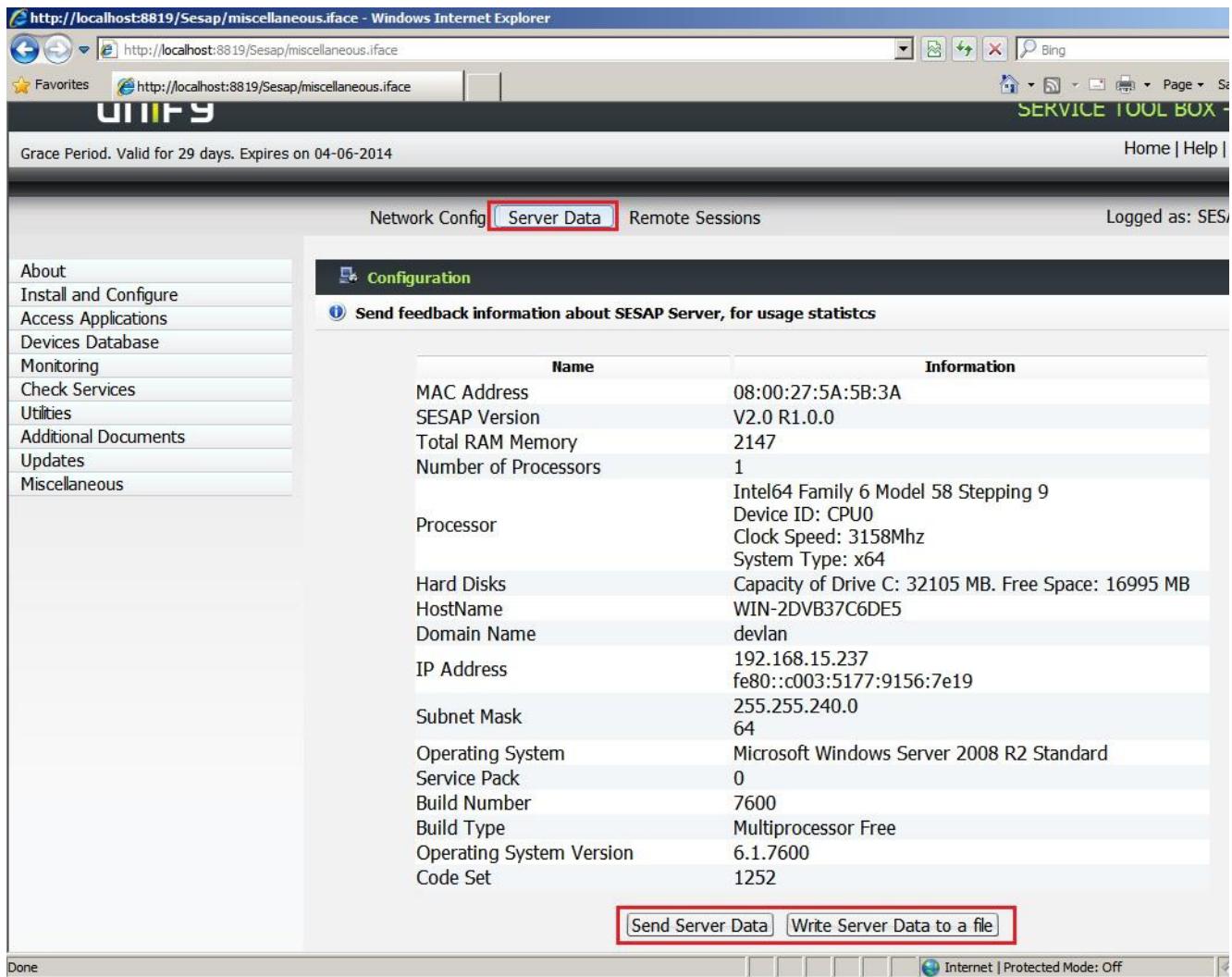
Figure 260 Automatic Updates error message

## 5.13.2 Server Data

The Update Server receives from every SESAP Server some information used for usage statistics. When the tab **Server Data** is selected, all those information are shown in a table. There are two buttons in the bottom of this table:

**Send Server Data** - makes the SESAP server to send this data to the Update Server.

**Write Server Data to a File** - Write all the data information to the file C:\Windows\Temp\InfoCollection.csv.



The screenshot shows a web browser window for the URL <http://localhost:8819/Sesap/miscellaneous.iface>. The title bar says "Windows Internet Explorer". The page is titled "Configuration" and has a sub-section "Send feedback information about SESAP Server, for usage statistics". A table lists system information. At the bottom, there are two buttons: "Send Server Data" and "Write Server Data to a file", which are both highlighted with a red box.

Name	Information
MAC Address	08:00:27:5A:5B:3A
SESAP Version	V2.0 R1.0.0
Total RAM Memory	2147
Number of Processors	1
Processor	Intel64 Family 6 Model 58 Stepping 9 Device ID: CPU0 Clock Speed: 3158Mhz System Type: x64
Hard Disks	Capacity of Drive C: 32105 MB. Free Space: 16995 MB
HostName	WIN-2DVB37C6DE5
Domain Name	devlan
IP Address	192.168.15.237 fe80::c003:5177:9156:7e19
Subnet Mask	255.255.240.0 64
Operating System	Microsoft Windows Server 2008 R2 Standard
Service Pack	0
Build Number	7600
Build Type	Multiprocessor Free
Operating System Version	6.1.7600
Code Set	1252

Figure 261

SESAP Wizard, SESAP Server Data

### 5.13.3 Remote Sessions

By default, the Remote Desktop Session Host is configured to restrict users to a single session, it means that one user account can have only one active session on Server and if any user tries to connect via remote desktop using the same user account, the first session will be invalidated to let the new one be activated. To have users restricted to a single session as described, check the option **Restrict each user to a single session**, as shown on image below:

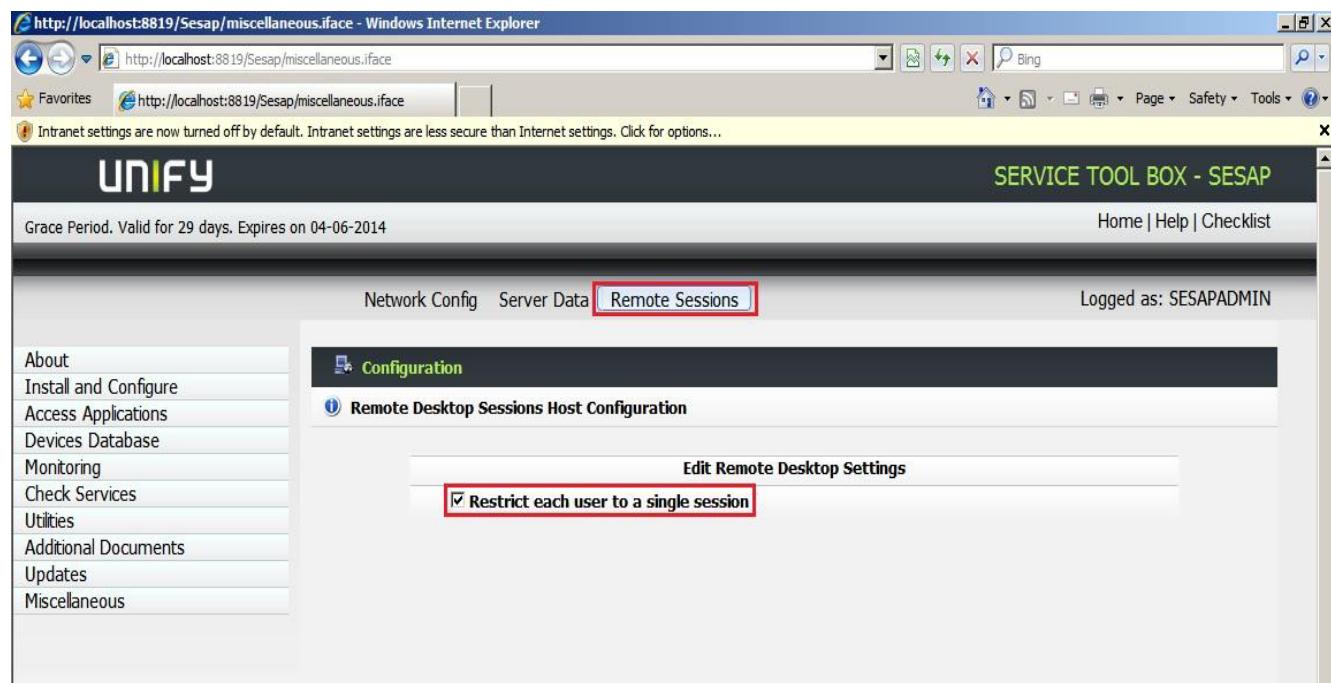


Figure 262                    Remote Sessions Configuration

If the same option is left unchecked, the same user account can be used to have concurrent active sessions on SESAP Server.

# 6 Concluding Tasks

## Overview

This chapter describes procedures that are carried out after completion of the installation and configuration tasks.

## Contents

This chapter contains the following sections:

- Section 6.1, “Change Passwords”
- Section 6.2, “Licensing”

## 6.1 Change Passwords

The passwords set as default are listed in [Table 10](#). In order to increase security, the passwords must be changed after completion of installation in accordance with guidelines.

## 6.2 Licensing

You can find information of the procedure for licensing SESAP and service applications in the documentation for the HiPath License Management (HLM) application. You can display them with the **Read Doc** button in the "Access Applications" window of the SESAP Wizard.

## **Concluding Tasks**

### *Licensing*

## 7 SESAP Uninstall

To uninstall SESAP Wizard click on **Start/All Programs/SESAP/UninstallSESAP**. The following windows will be shown:

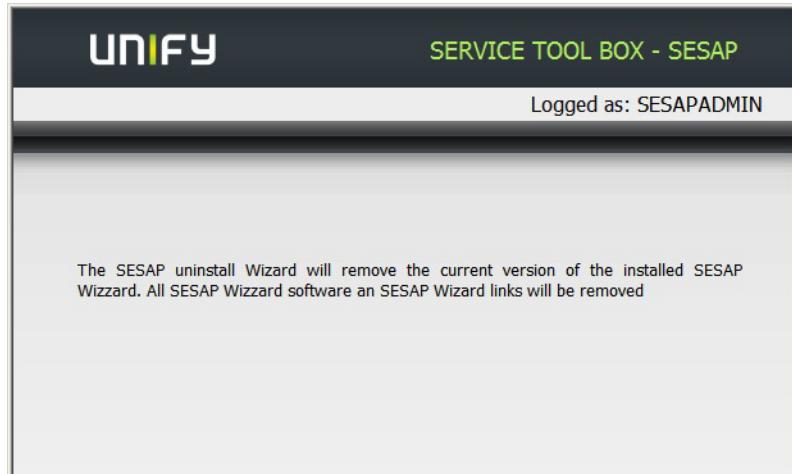


Figure 263      Uninstall (1)

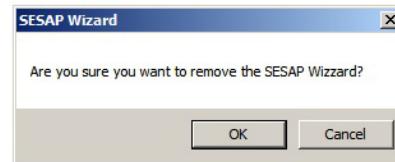


Figure 264      Uninstall (2)

Press OK to start the uninstall process.

During SESAP uninstall process it is needed to select if the accounts created during SESAP Installation will be also removed. The next window asks if they will be removed or not:



Figure 265      Uninstall (3)

After pressing **YES** or **NO**, the uninstall process will start. The process steps will be described, as following:

### 1. Delete Registry Entries

All Registry Entries added during installation will be deleted.

### 2. Delete SESAP Shortcuts

The shortcuts for start and uninstall SESAP will be deleted

### 3. Delete SESAP Folders

The folder C:\SEsap and all its files and folders will be deleted

### 4. Delete SESAP Accounts (if selected by user)

The user accounts SESAPADMIN, SESAPSERVICE and SESAPFTP are deleted. If OSV-TM is not installed on the system, the uninstall application will search for the TRACEDATA user account and delete it too.

### 5. Uninstall SSH Server

The SSH Server application installed on SESAP Server (RSPssh) will also be uninstalled automatically during this step. If OSV-TM is also present on the Server, the SSH Server will not be automatically removed.

The uninstall application window shown on next figure indicates that all five steps were finished:



Figure 266      Uninstall (4)

If the option was to remove all accounts created during SESAP Wizard installation, the following message will also be displayed:



Figure 267      Uninstall (5)

Press **OK** to finish.

## 7.1 j-HPT Uninstall

The application j-HPT can't be uninstalled directly from Add/Remove Program windows functionality because it's an application that runs under a web server application. In SESAP case this application is the HiPath Deployment Service.

During j-HPT installation, the file

DVDDrive\SESAP\SESAPSW\jHPT\jhpweb.war is copied by the SESAP Wizard to the folder C:\Program Files (x86)\Licensing\License Management\Apache Tomcat\webapps.

To uninstall the j-HPT Application, delete:

-The folder C:\Program Files (x86)\Licensing\License Management\Apache Tomcat\webapps\jhptweb and

-The file C:\Program Files (x86)\Licensing\License Management\Apache Tomcat\webapps\jhptweb.war

In case of uninstalling the application Hipath License Management (CLM), the j-HPT will be also uninstalled without the need of any additional configuration.

## 8 Appendix

The abbreviations below are used in this service manual:

Abbreviation	Meaning
CD	Compact Disk
CHAP	Challenge-Handshake Authentication Protocol
DDR	Double Data Rate
DHCP	Dynamic Host Configuration Protocol
DLS	Deployment Service
DNS	Domain Name Service
DSL	Digital Subscriber Line
DVD	Digital Video Disk
FSC	Fujitsu Siemens Computer
FTP	File Transfer Protocol
GB	Gigabyte
HFA	Protocol type
HiSPA	HiPath Serviceability Platform for Applications
HLM	HiPath License Management
HTML	HyperText Markup Language
HTTPS	HyperText Transfer Protocol Secure
IIS	Internet Information Services
IP	Internet Protocol
IPDA	IP Distributed Architecture
ISDN	Integrated Services Digital Network
LAN	Local Area Network
MB	Megabyte
NNTP	Network News Transfer Protocol
NTFS	New Technology File System
OEM	Original Equipment Manufacturer
PDF	Portable Document Format
QCU	Quality of Service Collecting Unit
QoS	Quality of Service
QoS-DC	Quality of Service Data Collection
RAM	Random Access Memory
RCC	Remote Clearing Center
SATA	Serial ATA
SESAP	Secured Enterprise Service and Administration Platform
SIRA	Secured Infrastructure for Remote Access

## Appendix

Abbreviation	Meaning
SMTP	Simple Mail Transfer Protocol
SNMP	Simple Network Management Protocol
SPoA	Single Point of Access
VPN	Virtual Private Network
WMI	Windows Management Instrumentation

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