



# Quick Start Guide



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### Welcome!

Welcome to the n-Command™ Quick Start Guide! This document walks you through installing the software, starting the software, creating a password, and registering your product.



901 Explorer Boulevard  
P.O. Box 140000  
Huntsville, AL 35814-4000  
Phone: (256) 963-8000  
www.adtran.com  
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When needed, further post-sales assistance is available by calling our Technical Support Center. Please have your software serial number available when you call.

(888) 4ADTRAN

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## Hardware and Software Requirements

<b>Client/Server System Recommendations</b>				
<b>Component</b>	<b>0 to 500 Devices</b>	<b>500 to 1000 Devices</b>	<b>1000 to 5000 Devices</b>	<b>Greater than 5000 Devices</b>
Hardware	PC	PC	Server-class machine	Server-class machine
Processor	1 GHz or faster	2 GHz or faster	3 GHz or faster	3 GHz or faster
Operating System	Windows® 2000, XP, or 2003			
Memory (RAM)	512 Mbytes	1 Gbytes	1 Gbytes	2 Gbytes
Available Hard Disk Space	300 MB			
Monitor Size	19 inches preferred, 17 inch minimum			
Display Resolution	1024 x 768 pixels			
Other	CD-ROM drive			

<b>Client Only System Recommendations</b>		
<b>Component</b>	<b>0 to 500 Devices</b>	<b>Greater than 500 Devices</b>
Hardware	PC	PC
Processor	1 GHz or faster	2 GHz or faster
Operating System	Windows® 2000, XP, or 2003	
Memory (RAM)	512 Mbytes	1 Gbytes
Available Hard Disk Space	300 MB	
Monitor Size	19 inches preferred, 17 inch minimum	
Display Resolution	1024 x 768 pixels	
Other	CD-ROM drive	

### Getting Started

If you are installing n-Command for the first time, go to *Installing n-Command* page 6.

If you are upgrading from a previous version, go to the appropriate section:

*Upgrading n-Command from Version 1.1* page 7

*Upgrading n-Command from Version 2.1 (or Higher)* page 8

Locate the product serial number on the n-Command installation CD. You will need your serial number to register the Enterprise Edition of n-Command. Refer to *Registering n-Command Enterprise Edition Software* page 10 for more details.

### Installing n-Command

1. Close all open applications.
2. Insert the n-Command CD into your CD-ROM drive.
3. The Install Shield Wizard starts and displays information about the installation. Select **OK**.
4. Once installation starts, the Microsoft .NET license agreement displays. Read the license agreement.
5. Select **I Agree**, and then select **Install**. The .NET framework installs. If the Microsoft .NET framework is already installed on your computer, you will not see information about Microsoft .NET.
6. When installation is complete, a message box displays. Select **OK** to continue.
7. A prompt displays indicating setup is configuring the Microsoft .NET framework. This process takes some time; do not cancel setup. When the .NET configuration is complete, a second prompt tells you that the Microsoft SQL Server Desktop Engine (MSDE) is installing. If MSDE is already installed on your computer, the installation skips this step.
8. If you are prompted to restart your PC, select **Yes**. Selecting **No** will cancel the installation.
9. When your PC has restarted, the n-Command Install Shield Wizard starts. Select **Next** at the splash screen and follow the instructions.
10. When the license agreement displays, read the agreement and select **I Accept the terms in the License Agreement**. Select **Next**.
11. Enter your **User Name** and **Company Name**.
12. At the bottom of the window, select the access options for the software. **Anyone who uses the computer** allows any user logged into the computer to access the software. **Only for me** allows only the currently logged in user to access the software. Select **Next**.
13. The next window asks whether you are installing Client/Server, or the Client Only. At least one computer must have the Server portion installed.



*You should install the Client/Server before installing a Client Only. A Client Only install will only work if it can connect to an n-Command Server.*

14. The following messages display (for Client/Server installs only):  
*Starting MSSQL\$ADTRAN service.*  
*Connecting to the database.*
15. Select the directory where you want to install n-Command. Select **Next**.
16. Select **Install**. It may take several minutes for the software to install. Do not cancel the process.

17. You can choose to start the n-Command client and view the *Readme* file after installation is complete.
18. When installation is complete, select **Finish**.

### Upgrading n-Command

You can easily upgrade n-Command from a previously installed version. Refer to the specific set of instructions for upgrading from your current version. If you are currently running Internetworking Essentials, you can upgrade to either Enterprise Edition or Internetworking Essentials. If you are currently running Enterprise Edition, you can only upgrade to the Enterprise Edition; you cannot upgrade to Internetworking Essentials.



*ADTRAN suggests performing an n-Command system backup to retain your existing data before upgrading n-Command. Refer to your online documentation (**Help > n-Command Help**) for more information on performing a backup.*

### Upgrading n-Command from Version 1.1

To upgrade from n-Command 1.1, follow these steps:

1. Close all open applications.
2. Insert the upgrade CD into your CD-ROM drive.
3. A prompt asks if you are sure you want to uninstall the product. Select **Yes**. Selecting **No** stops the upgrade.
4. The software uninstalls.
5. A prompt asks if you want to **Upgrade - Convert Existing Data** or **Upgrade - Remove Existing Data** (this step does not apply if you are installing Enterprise Edition Client Only software). Select the upgrade option you want to use and select **Next**.



*If you select **Upgrade - Remove Existing Data**, the data in your database will be erased. Be **SURE** you really want to erase your data. To convert your existing data to the new database, select **Upgrade - Convert Existing Data**.*

6. Select **OK** at the prompt to start the upgrade.
7. The n-Command Install Shield Wizard starts. Select **Next** at the splash screen and follow the instructions.
8. When the license agreement displays, read the agreement and select **I Accept the terms in the License Agreement**. Select **Next**.
9. Enter your **User Name** and **Company Name**.

10. At the bottom of the window, select the access options for the software. **Anyone who uses the computer** allows any user logged into the computer to use the software. **Only for me** allows only the currently logged in user to access the software. Select **Next**.
11. The next window asks whether you are installing a Client/Server, or the Client Only. At least one computer must have the Server portion installed.



*This option only applies to the Enterprise Edition. Internetworking Essentials automatically installs the Client/Server. For Enterprise Edition upgrades, you should install the Client/Server before installing a Client Only. A Client Only install will only work if it can connect to an n-Command Server.*

12. The following messages display (for Client/Server installs only):  
*Starting MSSQL\$ADTRAN service.*  
*Connecting to the database.*
13. Select the directory where you want to install n-Command. Select **Next**.
14. Select **Install**. It takes several minutes for the software to install. Do not cancel the process.
15. You can choose to start the n-Command client and view the *Readme* file after installation is complete.
16. When installation is complete, select **Finish**.

### Upgrading n-Command from Version 2.1 (or Higher)

To upgrade from n-Command 2.1 (or higher), follow these steps:

1. Close all open applications.
2. Insert the upgrade CD into your CD-ROM drive.
3. The n-Command Install Shield Wizard starts. Select **Next** at the splash screen and follow the instructions.
4. When the license agreement displays, read the agreement and select **I Accept the terms in the License Agreement**. Select **Next**.
5. Select the type of install as either a **Client/Server**, or **Client Only**. At least one computer must have the Server portion installed. Select **Next**.



*This option only applies to the Enterprise Edition. Internetworking Essentials automatically installs the Client/Server. For Enterprise Edition upgrades, you should install the Client/Server before installing a Client Only. A Client Only install will only work if it can connect to an n-Command Server.*



6. A message displays indicating **Connecting to Database**. Choose the directory where you want to install n-Command and select **Next**.
7. Select **Install**. It may take several minutes for the software to install. Do not cancel the process.
8. A prompt asks if you want to **Upgrade - Convert Existing Data** or **Upgrade - Remove Existing Data** (selecting the last option will delete your existing data). This step does not apply if you are installing Enterprise Edition Client Only software. Choose the upgrade option you want to use and select **Next**.



*If you select **Upgrade - Remove Existing Data**, the data in your database will be erased. Be **SURE** you really want to erase your data. To convert your existing data to the new database, select **Upgrade - Convert Existing Data**.*

9. If you chose to **Upgrade - Convert Existing Data** in the previous step, the installation asks if you want to stop the install to perform a system backup. Select **No** to continue (the installer will convert existing data), or select **Yes** to exit the install and perform a system backup. Once the backup has been performed, you will need to launch the installation process again to complete the upgrade.
10. When installation is complete, select **Finish**.



***Windows XP Service Pack 2 and  
Windows 2000 Service Pack 4 Users:***

*After completing an upgrade, the installer attempts to launch the n-Command client. In certain instances, a Microsoft Application Error may display before the client is launched. This error does not affect the upgrade and can be ignored by selecting OK.*

*For more information on the cause(s) of this error;*

*see <http://support.microsoft.com/default.aspx?kbid=821546>.*

### Logging Into n-Command

1. The **Login** window displays the first time you start n-Command. All of the fields will be empty.
2. For the **Username**, enter **root**.
3. Leave the **Password** field blank. You will be prompted for a password after you log in.
4. In the **Server** field, enter **localhost** for Client/Server installations. If you installed a Client Only, enter the IP address of the Server computer.

5. Select **Login**. The **Change Password** window displays.
6. Enter a new password for the Root user. Enter the password a second time in the **Confirm Password** field.
7. Select **Apply**, and the password is changed.



Make **CERTAIN** you know exactly what you are entering in this field and that you keep track of the password. If you forget this password, you will not be able to log into the system.

8. If you installed Client/Server software, you can start the registration process once n-Command opens. If you installed Client Only software, you do not have to register and can start working with n-Command immediately.

### Registering n-Command Enterprise Edition Software

You are required to register the Enterprise Edition software. The following steps will guide you through this process:

1. After you log in, the **Add New License Key** window displays. Read the instructions displayed in this window. You will need two things to complete registration:
  - The product serial number located on the n-Command Installation CD.
  - The challenge key displayed in this window.



Make sure you leave the **Add New License Key** window open until you are finished with registration.

2. Select the blue Web address link displayed in this window, and the **Software Activation** website displays. You can also enter the web address into a Web browser.
3. If you have an ADTRAN account, select **Yes**. If you do not have an ADTRAN account, select **No** to create a new account and log into the system.
4. After successfully logging in, the **Product Registration Step 1** displays.
5. In the **Serial Number** field, enter the serial number located on the n-Command installation CD. Multiple serial numbers can be entered simultaneously by separating entries with a comma. Select **Continue**.
6. Confirm the information displayed in **Product Registration Step 2** and select **Continue**. If this is the first time you have logged in, you will have to populate the user information first.

7. Select **Generate the n-Command License Key** in the **Product Registration Step 3**.
8. Information about the software you are registering displays in the window. Select the **Get License Key** link to the right of the product information.
9. Enter the four-character challenge key that displayed in the n-Command **Add New License Key** window.
10. Select **Generate License Key**.
11. Your license key displays in the window. An email is also sent (to the email address listed in your ADTRAN registration) with the license key.
12. Highlight the license key, right-click, and select **Copy**.
13. Go back to the n-Command **Add New License Key** window.
14. Select the **License Key** field, right-click, and choose **Paste**. The license key displays in the field.
15. Select **Add**.
16. The license key is added to n-Command. Select **OK**. The product you registered displays in the **License Information** window along with information about the software. Repeat this process from the steps above for all products that need to be registered.
17. Once you have registered the CD, repeat this process for any additional License Keys for modules you have purchased.
18. Select **Close**. You can now start working with the n-Command software.



*If you have to reinstall n-Command, the original license key will not work. You will have to repeat registration with the original serial number and a new challenge key to generate a new license key.*

### For Further Instructions

For further information on getting started with n-Command, refer to the *Getting Started Guide* (*GettingStarted.pdf* file) in the top-level directory of your n-Command installation folder. For detailed reference information about the various options available with n-Command, refer to your online help file by selecting **Help > n-Command Help**.

### Installation Notes

The n-Command product uses SNMP, Ping, SSH, Telnet, and TFTP at various times to transfer data from the n-Command Server to individual devices. If your network is protected by a firewall, make sure your firewall software allows these applications to transfer data. If these applications are blocked, you will encounter problems using n-Command.

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