

PageAlert™ Installation Guide (Server and Client)

Version 2.5

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Table of Contents

Introduction	
System Requirements	4
Products and installation	5
How this document is organized	5
Assumptions	5
Related documents	6
Technical support	6
Chapter 1	
PageAlert Server Installation Procedure	7
Installation Prerequisites	7
Installing Microsoft .NET Framework	8
Installing Microsoft Access Data Components (MDAC)	8
Determining the MDAC Version on Your Computer	8
MDAC 2.7 Installation Instructions	9
Installing Microsoft Speech	9
Installing Microsoft Reader	10
Installation Procedure	10
First Time Server Installation	10
Installation Procedure	11
Upgrading from a Prior Version	11
Uninstalling PageAlert	11
Installing Telephony/Voice Boards	11
System Requirements	12
Chapter 2	
UNIX and Linux Client Installation Procedure	13
Installation Procedure	13
First Time Client Installation	13
Chapter 3	
Solaris Client Installation Procedure	15
Installation Procedure	15
First Time Client Installation	15
Chapter 4	
MPE/iX Client Installation Procedure	17
Installation Procedure	17
First Time Client Installation	17
Chapter 5	
Windows Client Installation Procedure	19
Installation Prerequisites	19
Installing Microsoft .NET Framework	19
Installation Procedure	20
First Time Client Installation	20
Installation Procedure	21
Upgrading from a Prior Version	21
Uninstalling PageAlert	22

Introduction

The *PageAlert 2.5 Installation Guide* is designed to provide installation information for the PageAlert™ notification and paging software tool from Nobix. It refers to UNIX, AIX, Solaris, Red Hat Linux, MPE/iX and Windows operating systems and pertains to both the server and client software installation guidelines.

PageAlert is client/server network paging software that permits communications from any application running on an enabled client (can be UNIX, AIX, Solaris, Red Hat Linux, MPE/iX or Windows machines) to be sent to the PageAlert server engine (must be Windows 2000/XP/2003). Messages from operating systems environments, workload management applications and production applications are analyzed by the server and forwarded to the appropriate staff members through a variety of protocols and messaging devices including pagers, telephones (land line and mobile), PCs, and PDAs.

Since PageAlert automatically transmits paging, Email, or voice messages as soon as a problem occurs, system administrators will usually know about the problem before any of the users on the network. Lights-out operations can also be initiated and conducted with less risk and greater confidence since IT data center personnel will be notified of problems or exceptions as they occur on a real-time basis, heading off costly time delays and reruns.

System Requirements

The PageAlert server requires Windows 2000, XP or 2003 running on a Pentium-class processor, 256 Mb of RAM, 100 Mb of hard drive space, and a TCP/IP connection. Microsoft Data Access Components (MDAC) 2.7 or later or Microsoft SQL Server 2003 is also required. Refer to [Chapter 1, “PageAlert Server Installation Procedure”](#) for the additional components that may be required for certain paging operations.

The PageAlert client can be installed on a UNIX (HP-UX, AIX, Solaris), Linux, MPE/iX or Windows host. Refer to your client platform below for version requirements:

- HP-UX
Requires an HP9000 system running HP-UX 11.0 or later.
- AIX:
Requires a system running AIX 4.3 or later.
- Solaris:
Requires a system running Solaris 7.0 or later.
- Linux:
Requires a system running Red Hat Linux.
- MPE/iX:
Requires a system running MPE/iX 6.0 or later.
- Windows:
Requires a system running Windows 2000, XP or 2003.

Technical support is provided for the PageAlert software only. Additional items that may be used with PageAlert, including modems, telephony boards, pagers, telephones or the Microsoft products are not included in the Nobix support plans.

Products and installation

PageAlert, along with JobQue/X, is part of Nobix's collection of Multi-Platform IT Tools.

Together these products provide control and integration across AIX, HP-UX, Linux, MPE/iX, Solaris, and Windows platforms. These powerful tools automate electronic print distribution, centralize the connection and control of operating systems and employ advanced messaging to ensure efficient performance in heterogeneous environments.

Classes on how to use PageAlert are available. Please check with Nobix for schedules and pricing.

How this document is organized

[Chapter 1, "PageAlert Server Installation Procedure,"](#) provides step-by-step instructions for installing the PageAlert server software on to a Windows server.

[Chapter 2, "UNIX and Linux Client Installation Procedure,"](#) describes the steps necessary to install the PageAlert client on UNIX (HP-UX, AIX) and Linux systems.

[Chapter 3, "Solaris Client Installation Procedure,"](#) describes the steps to take in order to install the PageAlert client running Solaris.

[Chapter 4, "MPE/iX Client Installation Procedure,"](#) provides the instructions for installing the PageAlert client software on MPE/iX platforms.

[Chapter 5, "Windows Client Installation Procedure,"](#) explains how to install the PageAlert client on a Windows machine.

Assumptions

This document assumes familiarity with Windows 2000, XP and/or 2003 computers, as well as the HP-UX and/or AIX and/or Solaris and/or Linux and/or MPE/iX operating systems. It is intended for system administrators, managers and any other users involved in the maintenance of PageAlert.

Readers should also be familiar with UNIX (HP-UX, AIX, Solaris), Linux, MPE/iX and Windows 2000/XP/2003 documentation published by the Hewlett-Packard Company, IBM, Microsoft Corporation and Sun Microsystems.

Related documents

- *PageAlert Server Administrator's Reference Guide*
- *PageAlert Client Administrator's Reference Guide*
- *PageAlert Release Notes*
- Nobix Web site www.nobix.com

Technical support

Nobix provides various technical support plans, including 24x7 (with weekends and holidays) support coverage. Contact Nobix at 925.659.3500 for current technical support options.

The PageAlert software uses the latest operating system technology and requires Windows 2000, XP or 2003 on the server, and UNIX (HP-UX, AIX, Solaris), Linux, MPE/iX or Windows on the client.

Nobix strives for efficient and reliable software; however, if you encounter any problems that this manual does not address, or find an error, contact Nobix technical support:

Nobix, Inc.
3180 Crow Canyon Place
Suite 255
San Ramon, California 94583
800.538.3818
925.659.3500
925.659.3599 fax
Support@nobix.com

If you fax your question, include your name, phone number, and fax number on the cover sheet. Usually, we call you as soon as we receive your fax.

If you report a limitation or problem, we will either fix it or provide a workaround as soon as possible.

If you will allow us dial-up access to your machine, please have the dial-up number and passwords available. We do not sign on to every machine; however, sometimes it is easier to solve a problem when we can see it happen.

If you cannot find an answer in this manual, contact us!

Chapter 1

PageAlert Server Installation Procedure

To install the PageAlert server software on a system, it must be installed on a Windows 2000, XP or 2003 server. The ability to log on to the server as a domain administrator with full administrative privileges is also required. (See *System Requirements* at the end of this chapter.)

When the PageAlert server software is installed, the PageAlert *client* software is automatically installed on the Windows server as well. No separate installation is necessary for the PageAlert client on the server.

Installation Prerequisites

In order to install the PageAlert server software on your system, there are two applications that must be installed beforehand:

- Microsoft .NET Framework 1.1
- Microsoft Data Access Components (or MDAC) 2.7.

Without these components, you will not be able to install PageAlert on your system.

In addition to those applications, in order to use PageAlert's voice capabilities (makes it possible to receive voice messages and send cancellations via telephone) the following items must be installed:

- A multimedia audio device (i.e., a sound card)
- Microsoft Speech 5.1 OR Microsoft Reader Text-to-Speech Package 1.0

If you are not planning on using the voice capabilities there is no need to install these items.

Read the following sections for installation instructions for the .NET Framework, MDAC, Speech and Reader items. If all of the necessary items are already installed please proceed to “Installation Procedure” on page 10.

Installing Microsoft .NET Framework

You can install the .NET Framework directly from the PageAlert CD.

- 1 Using Windows Explorer, locate the PageAlert 2.5 directory and open the DotNetFramework1.1 folder.
- 2 Run dotnetfx.exe by double-clicking on it.
- 3 When prompted to install .NET Framework click “Yes.”

The Microsoft .NET Framework 1.1 Setup assistant appears.

- 4 Read the License Agreement. Select the “I agree” option if you agree and click Install. If you do not agree to the terms of the agreement, select the “I do not agree” option and click Cancel.

The installation starts as the .NET Framework files begin loading.

- 5 Click OK when setup confirms a successful installation.

Installing Microsoft Access Data Components (MDAC)

Microsoft’s Data Access Components (or MDAC) architecture provides database components that the PageAlert server requires to operate. Specifically, MDAC 2.7 or later is required on the Windows server where PageAlert is installed.

You can install MDAC 2.7 directly from the PageAlert CD by running the mdac_typ.exe application. If you are not sure what version of MDAC is currently on the Windows server, the PageAlert CD includes a “component checker” tool that will determine the version for you. Simply run the cc_pkg.exe utility from the CD.

If, after the component check, it’s determined that MDAC 2.7 or later is not on the server, you may install it by running mdac_typ.exe from the PageAlert CD.

Determining the MDAC Version on Your Computer

These steps assume you are logged on to the Windows server as a local administrator and the PageAlert CD is in your CD ROM drive.

- 1 Using Windows Explorer, locate the PageAlert 2.5 directory and open to the Mdac2.7 folder.
- 2 Run cc_pkg.exe by double-clicking on it.
- 3 Since the cc_pkg.exe file contains several files, they are stored in a “zipped” file to reduce file size. Unzip the files using the self-extractor installed on your system (e.g, WinZip).
- 4 Once the files are extracted to the folder you selected, locate and run cc.exe by double-clicking on it.

The Component Checker’s Choose Analysis Type dialog box appears.

- 5 Select the Perform analysis of your machine and automatically determine the release version option and then click OK.

The program attempts to determine the version of MDAC on your computer based on versions of the core MDAC files it finds. If a given snapshot has more version matches than any other version, the program notifies you with a “closest version detection” message. The component checker uses this version information to complete its analysis.

If multiple matches exist on your computer, Component Checker displays a “multiple version detection” message. You must run the analysis against a selected version in the Choose Analysis Type dialog box.

If the program determines that MDAC 2.7 is not on your computer, you may install it from the PageAlert CD.

MDAC 2.7 Installation Instructions

Again, these steps assume you are logged on to the Windows server as a local administrator and the PageAlert CD is in your CD ROM drive.

- 1 Using Windows Explorer, locate the PageAlert 2.5 directory and open the Mdac2.7 folder.
- 2 Run mdac_type.exe by double-clicking on it.
The installation files begin to load and then the Microsoft Data Access Components 2.7 Setup program appears.
- 3 Read the End User License Agreement. Select the “I accept all of the terms of the preceding license agreement.” option and click Next. If you do not agree to the terms of the agreement, click Cancel.
Setup begins to scan your computer.
- 4 If Setup detects system processes using files that it needs to install MDAC 2.7, you are notified to reboot at the end of the installation process. Click Next.
- 5 Setup confirms that it will now install the MDAC 2.7 components. Click Finish.
The files are installed.
- 6 When Setup notifies you that the installation is complete, click Close to exit.
MDAC 2.7 is now on the Windows server.
- 7 If necessary, reboot the machine.

Installing Microsoft Speech

To utilize PageAlert’s voice capabilities, Microsoft Speech or Microsoft Reader must be installed. Speech offers three different voice styles, while Reader offers two. Speech can be installed directly from the PageAlert CD.

- 1 Using Windows Explorer, locate the PageAlert 2.5 directory and open the MS Speech SDK 5.1 folder.
- 2 Run setup.exe by double-clicking on it.
The Microsoft Reader Text-to-Speech for English InstallShield Wizard appears.
- 3 Read the InstallShield Wizard instructions and click Next to continue.
- 4 Read the License Agreement. Select “Yes” if you agree. If you do not agree to the terms of the agreement, select “No” and click Cancel.

- 5 Select the folder where the installer will install the Microsoft Reader by using the default folder or browsing to a different one. Click Next to continue.

The Microsoft Reader files begin to load.

- 6 Click Finish to complete the installation.

Installing Microsoft Reader

The Microsoft Reader Text-to-Speech Package 1.0 is not offered on the PageAlert CD. However, it can be downloaded for free from Microsoft's Web site. The URL for the package is <http://www.microsoft.com/reader/developers/downloads/tts.asp>.

Installation Procedure

First Time Server Installation

- 1 Log on to the Windows server as a domain administrator.
- 2 Insert the PageAlert CD into your CD ROM drive.
- 3 If the setup program does not start automatically, run SETUP.EXE from the CD.

The PageAlert Setup Wizard appears. It will guide you through the required installation steps.

- 4 Read the Setup Wizard instructions and click Next.
- 5 Read the License Agreement. Select the "I Agree" option and click Next. If you do not agree to the terms of the agreement, select the "I Do Not Agree" option and click Cancel.
- 6 Here PageAlert asks which software you wish to install. Since the PageAlert Server 2.5 option is selected by default click Next.
- 7 Select the folder where the installer will install PageAlert by using the default folder or browsing to a different one. You can click Disk Cost... to view the available drives along with each drive's available and required disk space. Near the bottom of the screen, you may choose to install the PageAlert server for your use only or for anyone who uses this computer. Nobix recommends choosing the "Everyone" option. Click Next to proceed.

The Confirm Installation window appears.

- 8 Click Next to start the installation.

The PageAlert server files begin loading. The setup program also takes the steps necessary to install the PageAlert service.

- 9 A Software Activation Key is required to use the PageAlert server. When prompted, type the Activation Key as shown on the key card printout you received. (Nobix delivers the Activation Key with the PageAlert software package, or via fax/email.) Each key is machine specific. Click Next.

If you do not want to type the Activation Key at this point, click Cancel. To add the key at another time, begin at the Start menu and navigate to Programs-PageAlert-Tools-Add Activation Key. You will not be able to use the PageAlert server until the key is added.

Installing Telephony/Voice Boards

If you're installing a telephony/voice board on the PC, it is recommended that you install the hardware before the software. Once the board is installed, the Dialogic software release is available on the PageAlert CD. (The software is also available from the board's manufacturer or through an outside vendor.)

These steps assume you are logged on to the Windows server as a domain administrator and the PageAlert CD is in your CD ROM drive.

To install the Dialogic software (System Software & SDK for Windows, system release 5.1.1. for Windows):

- 1 Use Windows Explorer to locate the PageAlert 2.5 directory and open the Dialogic60 folder.
- 2 Open the Dialogic60.zip file by double-clicking on it.
- 3 Run setup.exe by double-clicking on it.

The Dialogic installation files begin to load and then the Setup program appears.

Follow the on-screen instructions to complete the installation.

System Requirements

The PageAlert server requires Windows 2000, XP or 2003 running on a Pentium-class processor, 256 Mb of RAM, at least 200 Mb of hard drive space, and a TCP/IP connection. Microsoft Data Access Components (MDAC) 2.7 or later or Microsoft SQL Server 2003 is also required. A modem is required in order for PageAlert to communicate with pagers and/or TAP paging service providers. (Follow service provider recommendations for modem speed.) If you are utilizing a telephony board installed on the server, it must be a Dialogic® board. Communicating with PageAlert via telephone requires a Windows-compatible sound card installed on the server. SNMP, SNPP and SMTP protocols rely on a network connection. Email responses to pages are recognized and processed by Microsoft Outlook 2000 or later only. (Email may be sent to Outlook from any Email program.)

Technical support is provided for the PageAlert software only. Additional items that may be used with PageAlert, including modems, telephony boards, pagers, telephones or the Microsoft products are not included in the Nobix support plans.

3 Install the PageAlert software:

```
%/cdrom/Unix/INSTALL
```

The installation script on the Installation CD determines what operating system is being used and installs the appropriate software.

4 Follow the instructions indicated.**5** When prompted, enter the hostname or IP address of your PageAlert server.**6** Once the software installation is complete, you will be prompted for a Software Activation Key. Type the activation key (key is not case-sensitive). Make sure to include all numbers, letters and dashes for the key. (Nobix delivers the Software Activation Key with the PageAlert software package or via fax/Email.)

If you choose to enter the key later, press ENTER when prompted to enter the key. When you are ready to enter the key, sign on as root, confirm you are in the /opt/pagealert directory, and enter:

```
./addkey.sh
```

7 When prompted, confirm the key is correct.

The software installation is complete.

8 Once the installation is finished, un-mount the PageAlert Installation CD.

```
umount /cdrom
```

where <cdrom> is the PageAlert directory.

Before the PageAlert client can run properly on your network, the pagealert.ini file must be modified to run according to your specific network settings and to provide pertinent configuration information for the generic adapters supplied with PageAlert. Consult Chapter 4, “Configuration Requirements For PageAlert Client” in the *PageAlert Client Administrator’s Reference Guide* for more detailed information.

- 4 Follow the instructions indicated.
- 5 Once the software installation is complete, you will be prompted for a Software Activation Key. Type the activation key (key is not case-sensitive). Make sure to include all numbers, letters and dashes for the key. (Nobix delivers the Software Activation Key with the PageAlert software package, or via fax/Email.)

If you choose to enter the key later, press ENTER when prompted to enter the key. When you are ready to enter the key, sign on as root, confirm you are in the /opt/pagealert directory, and enter:

```
./addkey.sh
```

- 6 When prompted, confirm the key is correct.

The software installation is complete.

Before the PageAlert client can run properly on your network, the pagealert.ini file must be modified to run according to your specific network settings and to provide pertinent configuration information for the generic adapters supplied with PageAlert. Consult Chapter 4, “Configuration Requirements For PageAlert Client” in the *PageAlert Client Administrator’s Reference Guide* for more detailed information.

- 5 Run the SETUP program which provides guidance through the installation. ('PA' is the group where the software resides.):
:SETUP.PA
- 6 Follow the on-screen SETUP instructions. Have the Software Activation Key Card(s) handy, as the SETUP program will prompt for them. (The Activation Key is not case-sensitive.) Make sure to include all numbers, letters and dashes for the key. (Nobix delivers the Software Activation Key with the PageAlert software package, or via fax/Email.)

When SETUP is finished, PageAlert is installed.

Before the PageAlert client can run properly on your network, the NPAGE.XEQ.NSD command file must be modified to run according to your specific network settings. Go to Chapter 4, "Configuration Requirements For PageAlert Client" in the *PageAlert Client Administrator's Reference Guide* for more information.

The installation starts as the .NET Framework files begin loading.

- 4 Click OK when setup confirms a successful installation.

Installation Procedure

First Time Client Installation

- 1 Log on to the Windows computer as a domain administrator.
- 2 Insert the PageAlert CD into your CD ROM drive.
- 3 If the setup program does not start automatically, run SETUP.EXE from the CD.
The PageAlert Server Setup Wizard appears. It will guide you through the required client installation steps.
- 4 Read the Setup Wizard instructions and click Next.
- 5 Read the License Agreement. Select the “I Agree” option and click Next. If you do not agree to the terms of the agreement, select the “I Do Not Agree” option and click Cancel.
- 6 Here PageAlert asks which software you wish to install. Select PageAlert Client and click Next.
- 7 Select the folder where the installer will install PageAlert by using the default folder or browsing to a different one. You can click Disk Cost... to view the available drives along with each drive’s available and required disk space. Near the bottom of the screen, you may choose to install the PageAlert server for your use only or for anyone who uses this computer. Nobix recommends choosing the “Everyone” option. Click Next to proceed.

The Confirm Installation window appears.

- 8 Click Next to start the installation.
The PageAlert client files begin loading.
- 9 A Software Activation Key is required to use the PageAlert client. When prompted, type the Activation Key as shown on the key card printout you received. (Nobix delivers the Activation Key with the PageAlert software package, or via fax/Email.) Each key is machine specific. Click Next.
If you do not want to type the Activation Key at this point, click Cancel. To add the key at another time, begin at the Start menu and navigate to Programs-PageAlert-Tools-Add Activation Key. You will not be able to use the PageAlert client until the key is added.
- 10 Once the Setup Wizard confirms a successful installation click Close to exit the setup program.

The PageAlert client is now installed.

Before the PageAlert client can run properly on your network, the pagealert.ini file must be modified to run according to your specific network settings and to provide pertinent configuration information for the generic adapters supplied with PageAlert. Some of the supplied adapters also require modifications themselves. Consult Chapter 4,

“Configuration Requirements For PageAlert Client” in the *PageAlert Client Administrator’s Reference Guide* for more detailed information.

Once it’s installed, the PageAlert client has two interfaces to choose from. One is a command line interface and the other is a Windows graphical user interface (GUI). Use the Windows GUI version to become familiar with the PageAlert software and to test how the client communicates with the PageAlert sever when handling different network conditions and situations. Go to Chapter 19, “Learning With the PageAlert Windows Testing Client” in the *PageAlert Server Administrator’s Reference Guide* for more information.

Installation Procedure

Upgrading from a Prior Version

When upgrading the PageAlert client software from a previous version, perform the following steps:

- 1 Log on to the Windows computer as a domain administrator.
- 2 Insert the PageAlert CD into your CD ROM drive.
- 3 If the setup program does not start automatically, run SETUP.EXE from the CD.
The PageAlert Server Setup Wizard appears. It will guide you through the required installation steps.
- 4 Read the Setup Wizard instructions and click Next.
- 5 Read the License Agreement. Select the “I Agree” option and click Next. If you do not agree to the terms of the agreement, select the “I Do Not Agree” option and click Cancel.
- 6 Here PageAlert asks which software you wish to install. Select PageAlert Client and click Next.
- 7 Select the folder where the installer will install PageAlert by using the default folder or browsing to a different one. You can click Disk Cost... to view the available drives along with each drive’s available and required disk space. Near the bottom of the screen, you may choose to install the PageAlert server for your use only or for anyone who uses this computer. Nobix recommends choosing the “Everyone” option. Click Next to proceed.
The Confirm Installation window appears.
- 8 Click Next to start the installation.
The PageAlert client files begin loading.
- 9 A Software Activation Key is required to use the PageAlert client. When prompted, type the Activation Key as shown on the key card printout you received. (Nobix delivers the Activation Key with the PageAlert software package, or via fax/Email.) Each key is machine specific. Click Next.

If you do not want to type the Activation Key at this point, click Cancel. To add the key at another time, begin at the Start menu and navigate to Programs-PageAlert-Tools-Add Activation Key. You will not be able to use the PageAlert client until the key is added.

Index**A**

AIX 5

C

client installation

AIX 13

HP-UX 13

Linux 13

MPE/iX 17

UNIX 13

contact information 6

D

Dialogic software, installing 12

H

hardware requirements, server 12

HP9000 5

HP-UX 5

I

install

AIX client 13

HP-UX client 13

Linux client 13

MPE/iX client 17

server 10, 20

server, client 7

Solaris client 15

UNIX client 13

installing MDAC 9

Intel 12

Intel Dialogic software, installing 12

J

JobQue/X 5

L

lights-out operation 4

Linux 5

M

MDAC 8

current version 8

installing 9

Microsoft Data Access Components 8

MPE/iX 5

N

NPAGE.XEQ.NSD file 18

NSD account 17

P

PageAlert functionality 4

pagealert.ini file

AIX 14

HP-UX 14

Linux 14

Solaris 16

UNIX 14

R

Redhat Linux 13

reference guide, server 6

related documents 6

release notes 6

requirements

AIX client 13

client 5

HP-UX client 13

Linux client 13

MPE/iX 17

server 4, 12

Solaris 15

Windows client 19

S

server installation 7

server requirements 4

software activation key

AIX 14

HP-UX 14

Linux 14

MPE/IX 18

server 10, 20, 21

Solaris 16

UNIX 14

Solaris 5

Solaris installation 15

T

technical support 6

telephony board 12

U

uninstalling server 11

UNIX,includes 13
upgrading
server 11

W

Windows 5
Windows XP 5