

On-Premises v5 Installation Guide

Computers: 14 Items

Name	Status	Uptime	Stress Level	XenApp Server Load	XenApp Worker Group	XenApp Server Login Mode	XenApp Load Evaluator	XenApp Zone Data Collector	User Sessions	CPU
CUXEN65TS13	Ready	6 days, 21:09 h...	Medium	10003	Servers 11-18	AllowLogons	Custom LE	CUXEN65TS01	5	36%
CUXEN65TS14	Ready	19 days, 22:20...	None	1845	Servers 11-18	AllowLogons	Custom LE	CUXEN65TS14	8	56%
CUXEN65TS11	Ready	19 days, 22:20...	None	1273	Servers 11-18	AllowLogons	Custom LE	CUXEN65TS01	7	2%
CUXEN65TS10	Ready	19 days, 22:15...	Medium	1100	Servers 2-10	AllowLogons	Default	CUXEN65TS01	10	7%
CUXEN65TS03	Ready	19 days, 22:21...	None	1000	Servers 2-10	AllowLogons	Default	CUXEN65TS01	10	2%
CUXEN65TS12	Ready	19 days, 22:20...	None	952	Servers 11-18	AllowLogons	Custom LE	CUXEN65TS01	1	6%
CUXEN65TS08	Ready	22:14 hours	Medium	900	Servers 2-10	AllowLogons	Default	CUXEN65TS01	9	1%
CUXEN65TS02	Ready	19 days, 22:15...	Medium	900	Servers 2-10	AllowLogons	Default	CUXEN65TS01	9	1%

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1. ControlUp's On Premises Server Installation Wizard

Before launching the ControlUp's On-Premises installation program, ensure all prerequisites described in ControlUp's On-Premises Prerequisites document are met.

Once ready, please run the ControlUp On-Premises installation program with administrative privileges (Run as Administrator).

ControlUp On-Premises Server's prerequisites

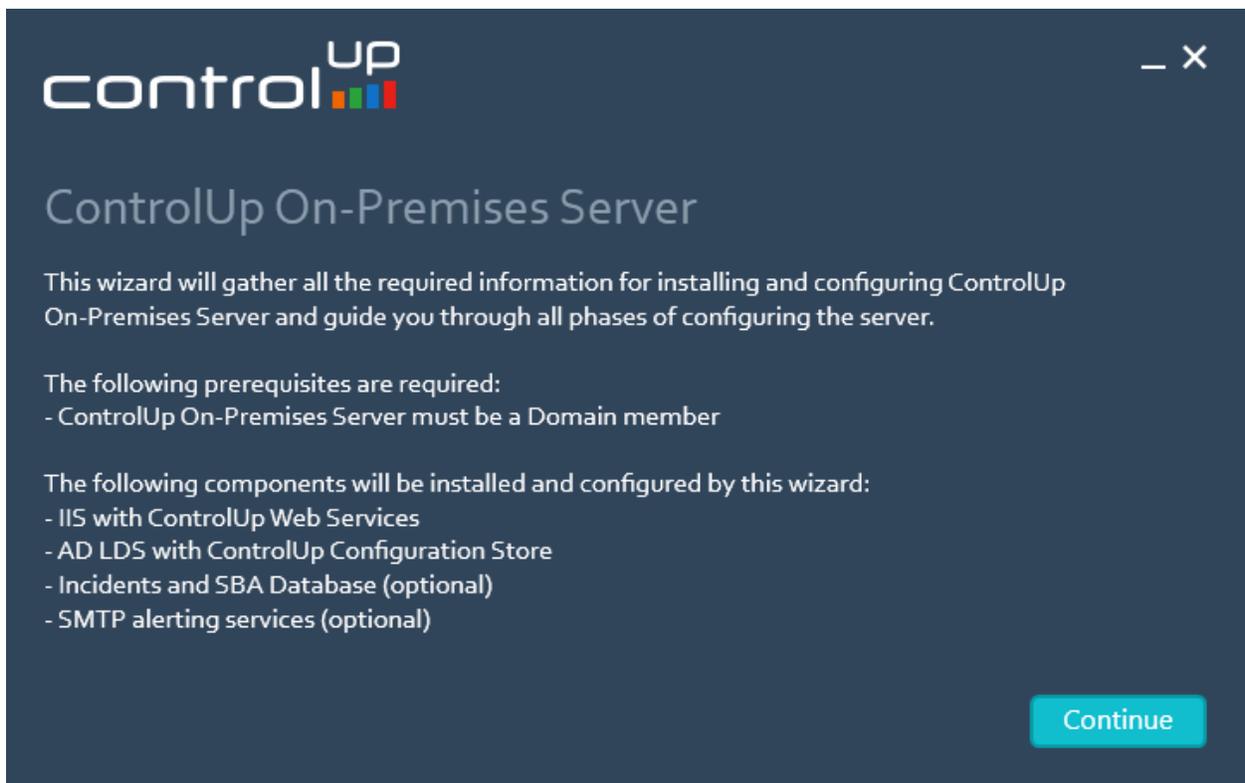
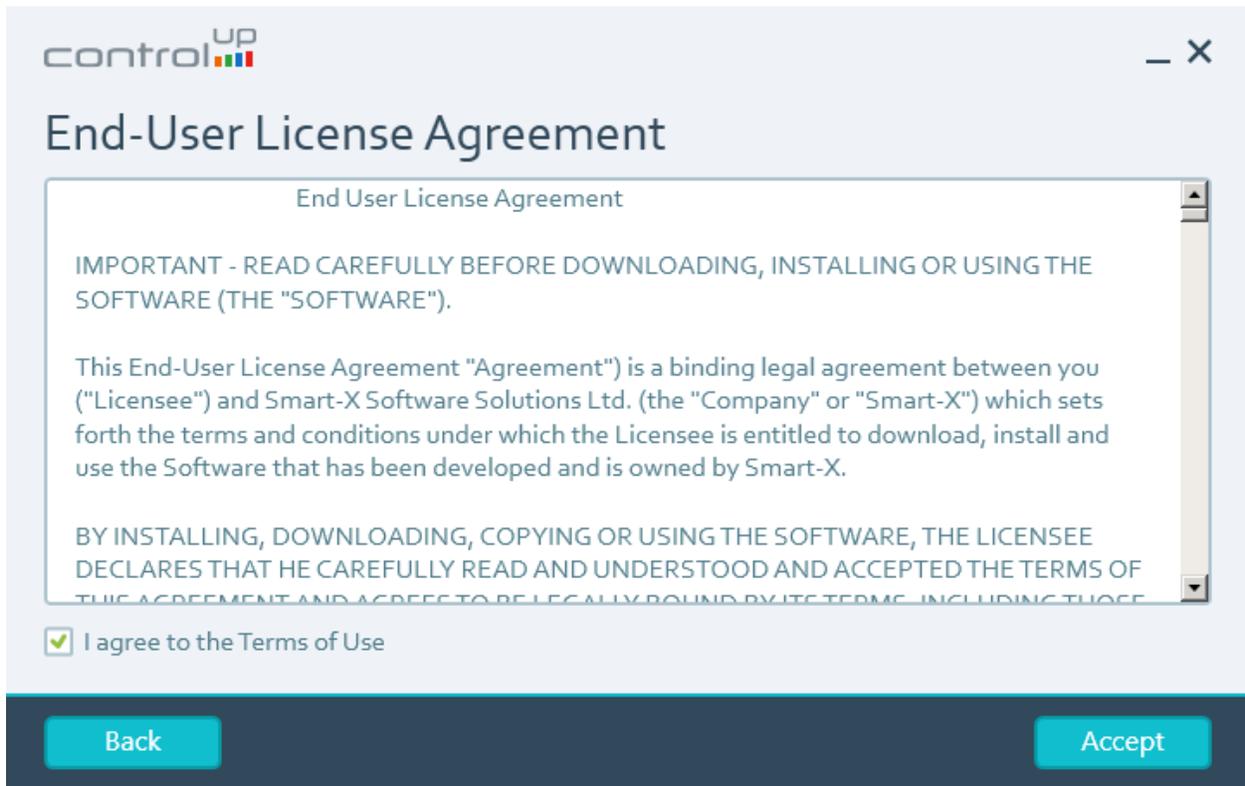


Figure 1: make sure the prerequisites are met before the installation.

End-User License Agreement



controlUP

End-User License Agreement

End User License Agreement

IMPORTANT - READ CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING THE SOFTWARE (THE "SOFTWARE").

This End-User License Agreement "Agreement") is a binding legal agreement between you ("Licensee") and Smart-X Software Solutions Ltd. (the "Company" or "Smart-X") which sets forth the terms and conditions under which the Licensee is entitled to download, install and use the Software that has been developed and is owned by Smart-X.

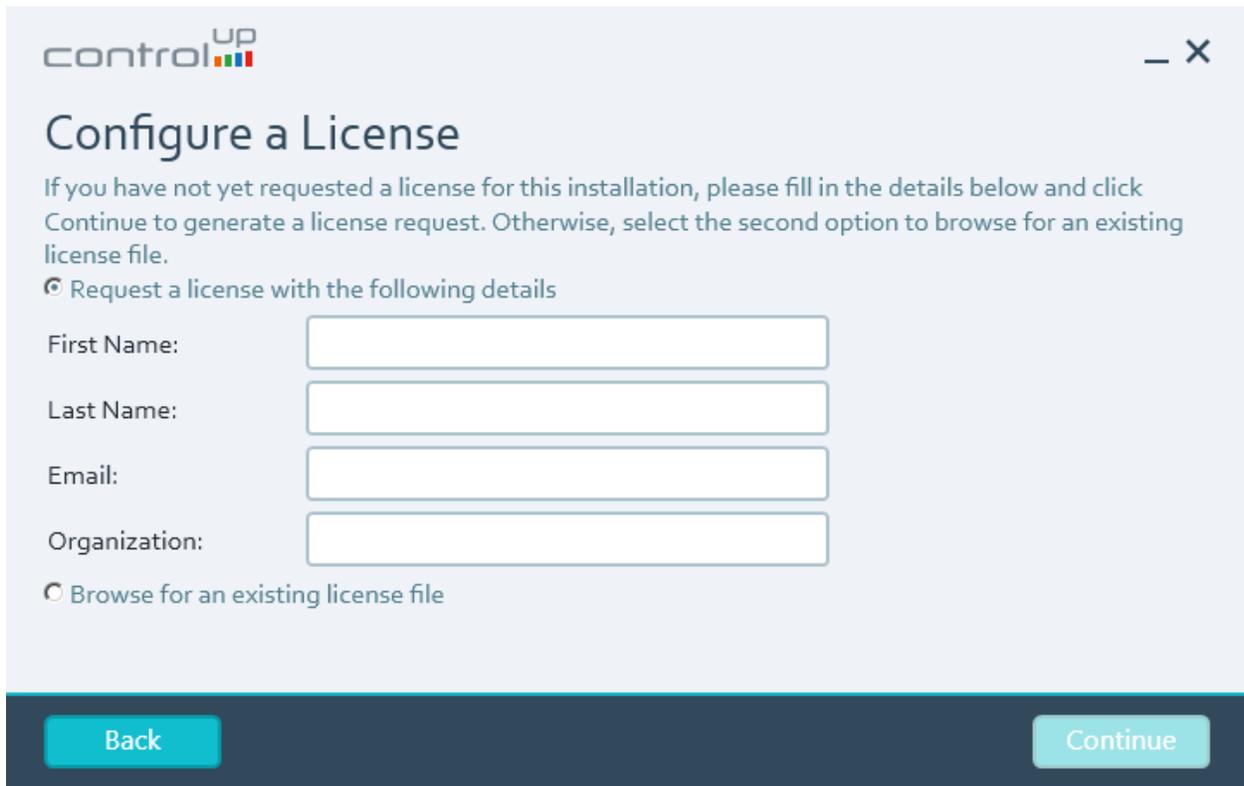
BY INSTALLING, DOWNLOADING, COPYING OR USING THE SOFTWARE, THE LICENSEE DECLARES THAT HE CAREFULLY READ AND UNDERSTOOD AND ACCEPTED THE TERMS OF THE AGREEMENT AND AGREES TO BE LEGALLY BOUND BY ITS TERMS, INCLUDING THOSE

I agree to the Terms of Use

Back Accept

Figure 2: Please accept and click Next

Configure a License



The screenshot shows a window titled "controlUP" with a close button in the top right corner. The main heading is "Configure a License". Below the heading is a paragraph of instructions: "If you have not yet requested a license for this installation, please fill in the details below and click Continue to generate a license request. Otherwise, select the second option to browse for an existing license file." There are two radio button options: "Request a license with the following details" (which is selected) and "Browse for an existing license file". Under the first option, there are four text input fields labeled "First Name:", "Last Name:", "Email:", and "Organization:". At the bottom of the window, there are two buttons: "Back" on the left and "Continue" on the right.

Figure 3: Request or import the ControlUp On-Premises License xml file. To request a license please type your name, email address, and the ControlUp Organization name you are going to use and click Next.

License Request

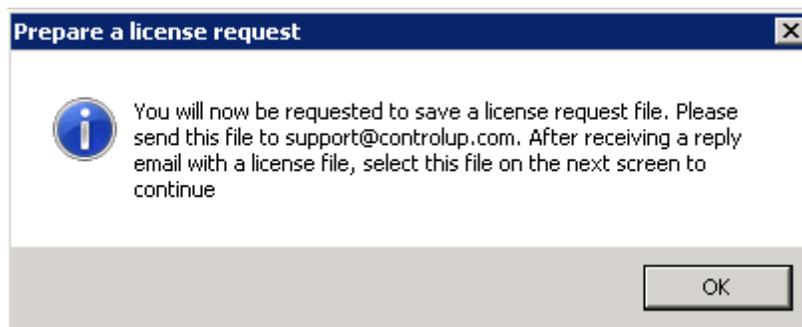


Figure 4: The wizard notifies the user a license file will be saved

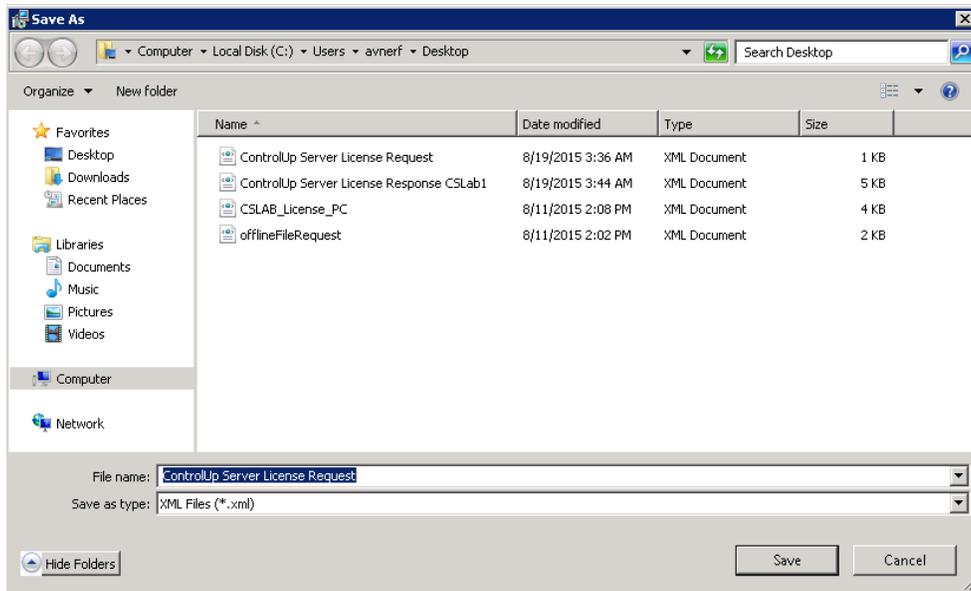


Figure 5: The license request should be saved and sent via email to support@controlup.com

Select a License File



Figure 6: Import the license xml file received from ControlUp

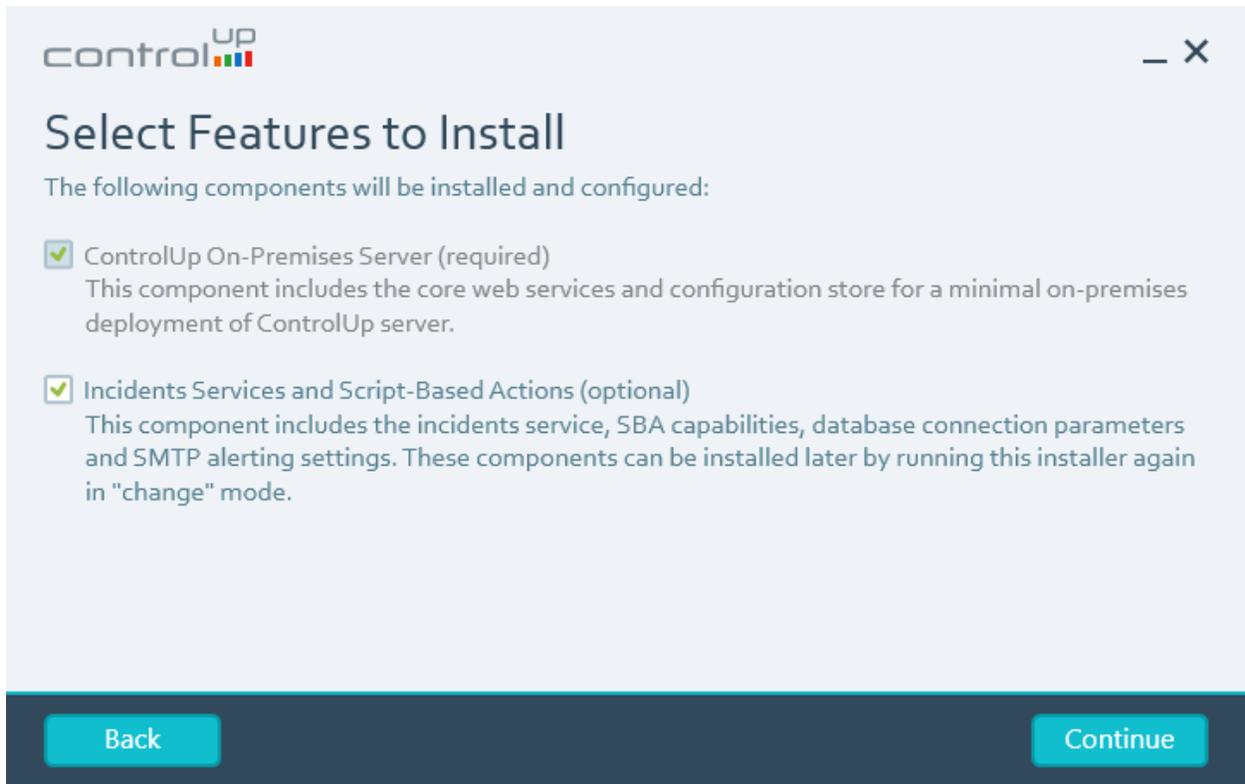


Figure 7: Description of ControlUp On-Premise Server components. ControlUp On-Premises Installation adds the IIS and LDS roles to the server and adds two services, ControlUp LDS Service and ControlUp Incidents Service

Selecting the Path

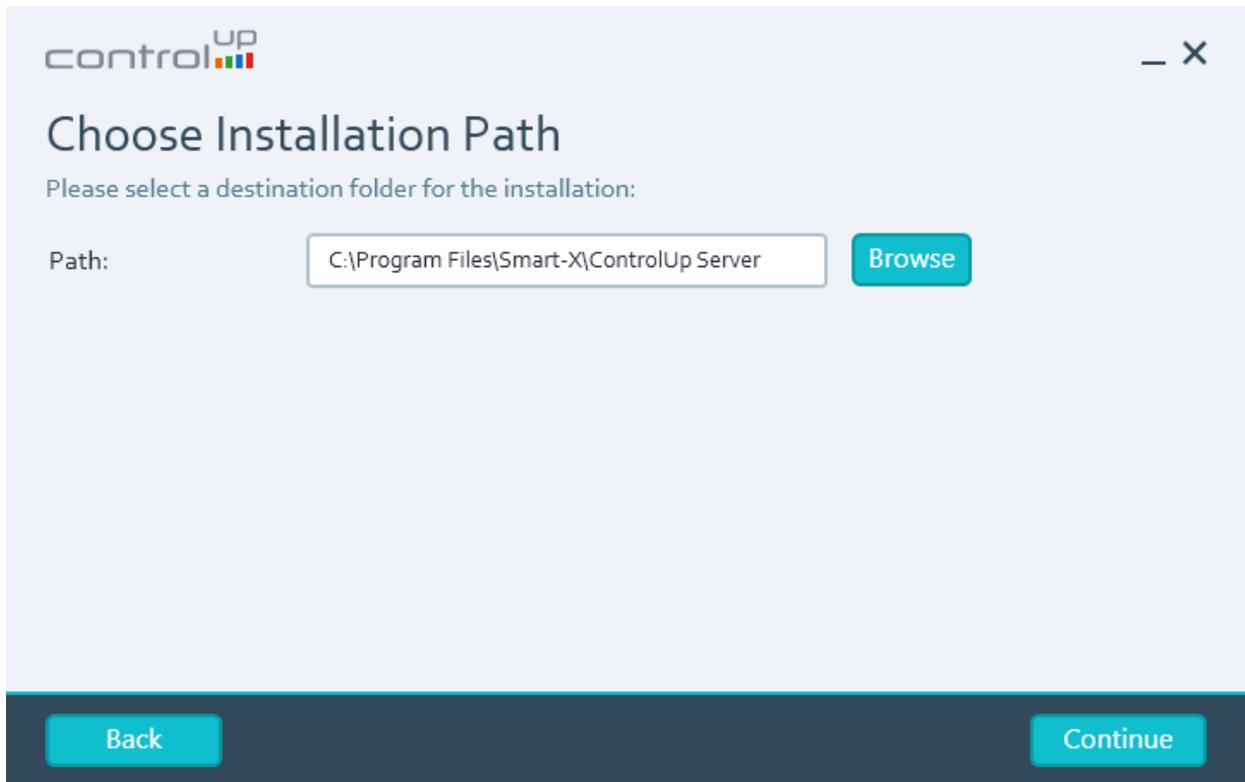
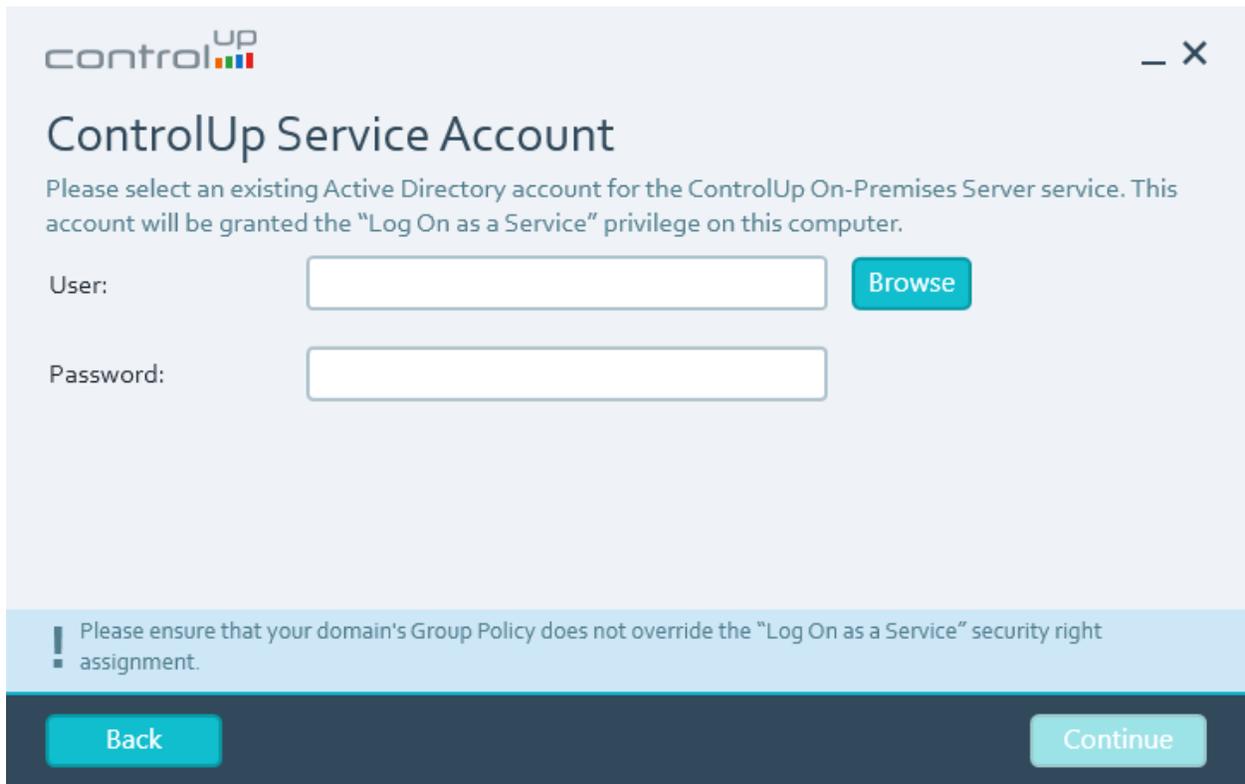


Figure 8: Select the destination path for the program

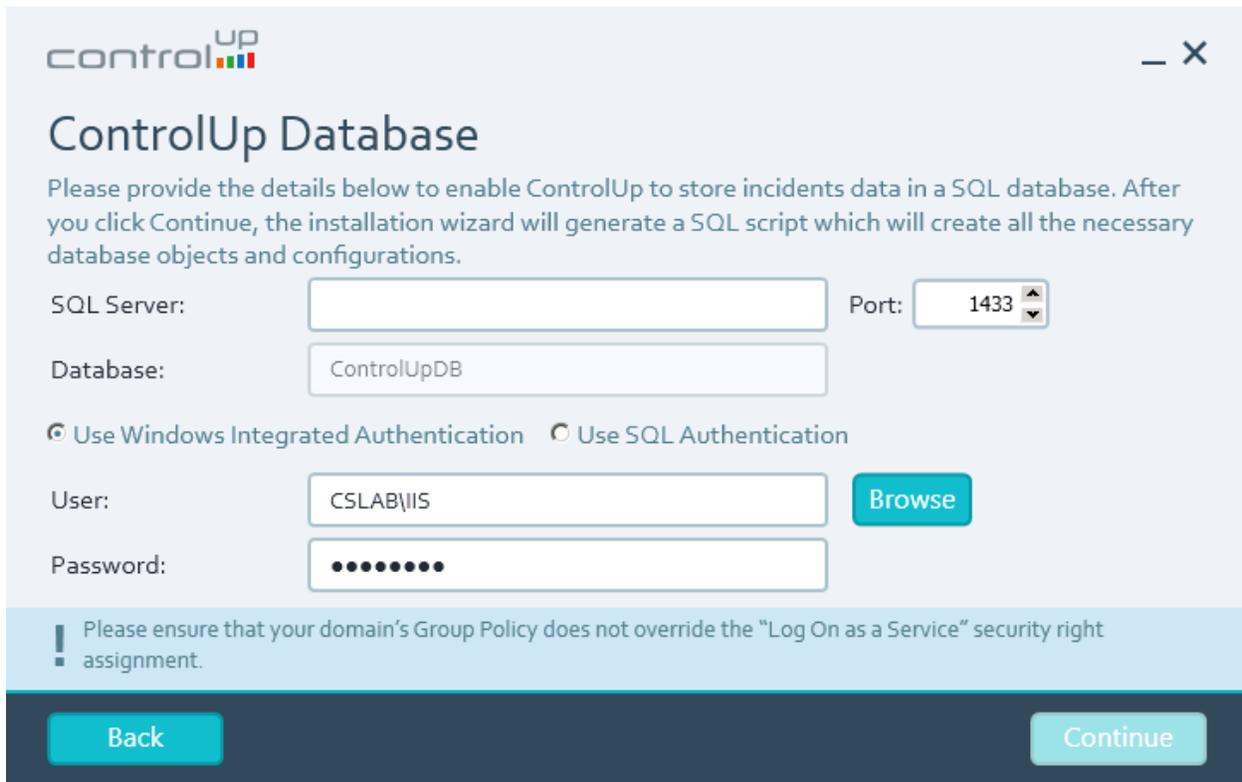
ControlUp On-Premises Service Account



The image shows a configuration window titled "ControlUp Service Account". At the top left is the ControlUp logo, and at the top right are window control icons (minimize, maximize, close). The main heading is "ControlUp Service Account". Below it, a message reads: "Please select an existing Active Directory account for the ControlUp On-Premises Server service. This account will be granted the 'Log On as a Service' privilege on this computer." There are two input fields: "User:" with a text box and a "Browse" button, and "Password:" with a text box. At the bottom, there is a light blue banner with a warning icon and the text: "Please ensure that your domain's Group Policy does not override the 'Log On as a Service' security right assignment." Below the banner are two buttons: "Back" and "Continue".

Figure 9: Select the AD account which will be used to run the ControlUp Service and as the identity for the IIS Application Pools.

ControlUp Database



The image shows a configuration window titled "ControlUp Database". At the top left is the ControlUp logo, and at the top right are window control icons. Below the title is a paragraph: "Please provide the details below to enable ControlUp to store incidents data in a SQL database. After you click Continue, the installation wizard will generate a SQL script which will create all the necessary database objects and configurations." The form contains the following fields: "SQL Server:" with an empty text box; "Port:" with a dropdown menu showing "1433"; "Database:" with a text box containing "ControlUpDB"; two radio buttons for "Use Windows Integrated Authentication" (selected) and "Use SQL Authentication"; "User:" with a text box containing "CSLAB\IIS" and a "Browse" button; and "Password:" with a masked text box. A blue warning bar at the bottom of the form contains an exclamation mark icon and the text: "Please ensure that your domain's Group Policy does not override the 'Log On as a Service' security right assignment." At the very bottom are "Back" and "Continue" buttons.

Figure 10: Select the SQL server (and instance if exists), define the port, and select the user authentication.

ControlUp On-Premises Database Script

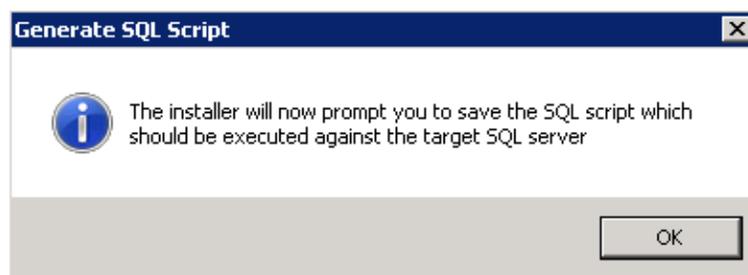


Figure 11: The wizard notifies the user that a SQL script will be created which contains the details entered in the previous step.

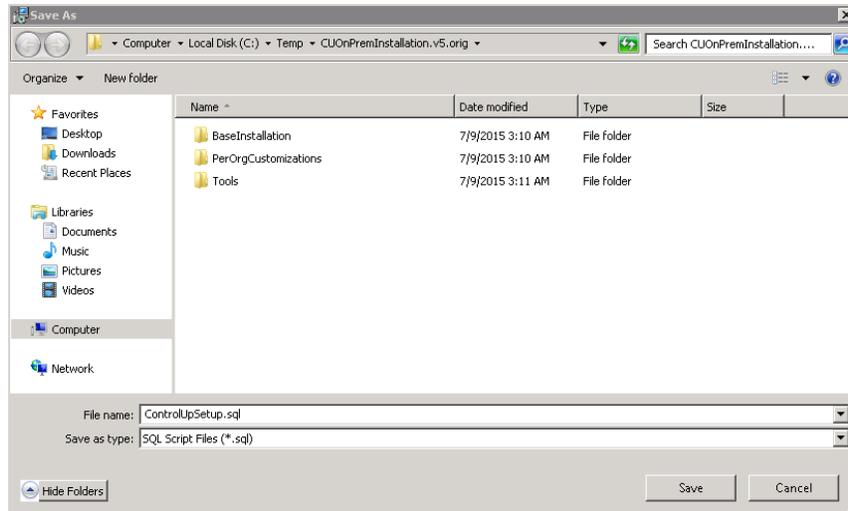


Figure 12: Select the location to save the SQL script. The script should be executed on the SQL server in order to create the Incidents database. If the database is not created the ControlUp console will work but no incidents will be presented in the incidents pane.

ControlUp DataBase Creation

This script which was created in the previous step, creates a SQL database named "ControlUpDB". To run this script, paste it in a SQL Query window and execute it. Prior to running the script please verify that the "master" database is selected.

Note: If you do not have a connection to the database, the ControlUp Incidents Pane will be offline and the Monitor will not work with error "Master service is disconnected"

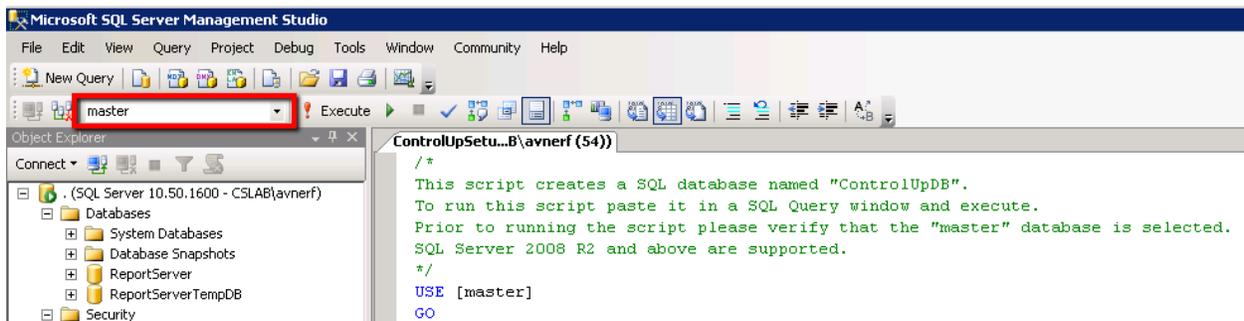


Figure 13: Make sure master database is selected

```
Messages
(4 row(s) affected)
CREATE DATABASE ControlUpDB ON PRIMARY
( NAME = N'ControlUpDB' ,FILENAME = 'C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\ControlUpDB.mdf', S
LOC ON
( NAME = N'ControlUpDB_log' ,FILENAME = 'C:\Program Files\Microsoft SQL Server\MSSQL10_50.MSSQLSERVER\MSSQL\DATA\ControlUpDB_log
COLLATE SQL_Latin1_General_CP1_CI_AS
```

Figure 14: After the script finishes, make sure the above message is presented and ControlUp database was successfully created. In case you receive a different message, please update us at support@controlup.com, before continuing with the installation.

Mail Server Settings

control up

Mail Server Settings

Please configure the SMTP server details for alerts and notifications sent using ControlUp

SMTP Server: Port:

Use SSL

Sender:

Connect Anonymously

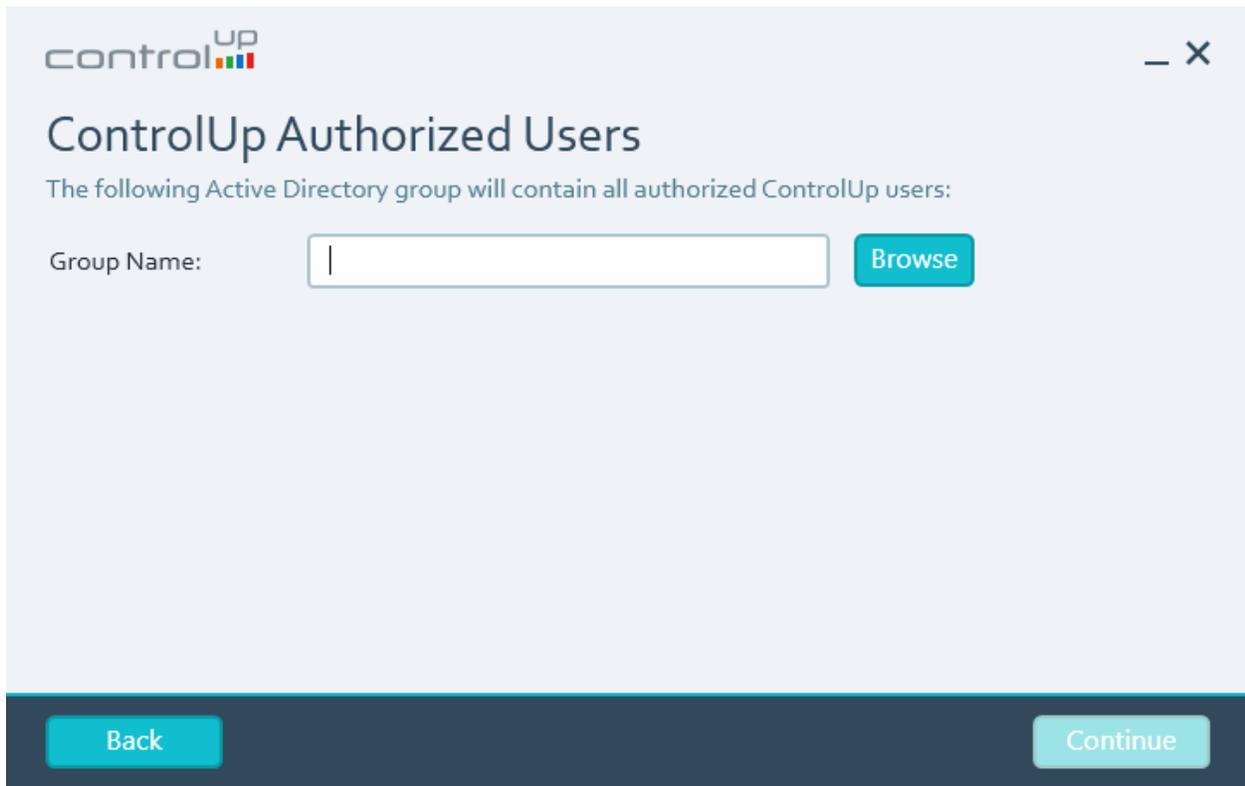
User: [Browse](#)

Password: [Test Email](#)

[Back](#) [Skip](#)

Figure 15: Select the local SMTP server which will be used for sending Incidents Triggers Alerts

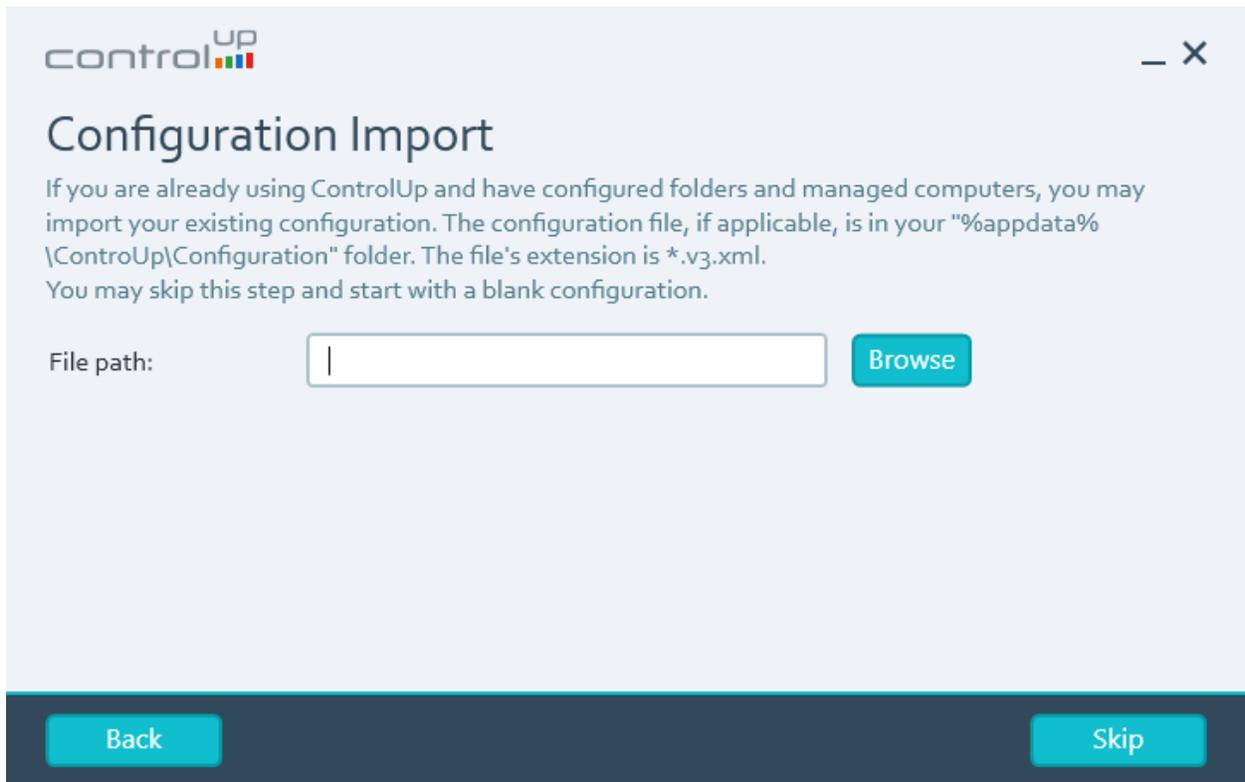
ControlUp Authorized Users



The screenshot shows a window titled "ControlUp Authorized Users" with the ControlUp logo in the top left and window control icons in the top right. Below the title, a message states: "The following Active Directory group will contain all authorized ControlUp users:". Below this message is a form with the label "Group Name:" followed by a text input field containing a vertical cursor. To the right of the input field is a teal "Browse" button. At the bottom of the window, there is a dark teal bar containing a "Back" button on the left and a "Continue" button on the right.

Figure 16: please select the global group you created for the Console users

Configuration File



The screenshot shows a dialog box titled "Configuration Import" with the ControlUp logo in the top left and window control buttons in the top right. The main text explains that users can import their existing configuration files (*.v3.xml) from the "%appdata%\ControlUp\Configuration" folder. Below the text is a "File path:" label, a text input field with a vertical cursor, and a "Browse" button. At the bottom of the dialog, there are two buttons: "Back" on the left and "Skip" on the right.

Figure 17: Select the configuration file, if exists, in order to import your current ControlUp configuration (does not support import of other organization's configuration)

ControlUp On-Premises Installation Progress

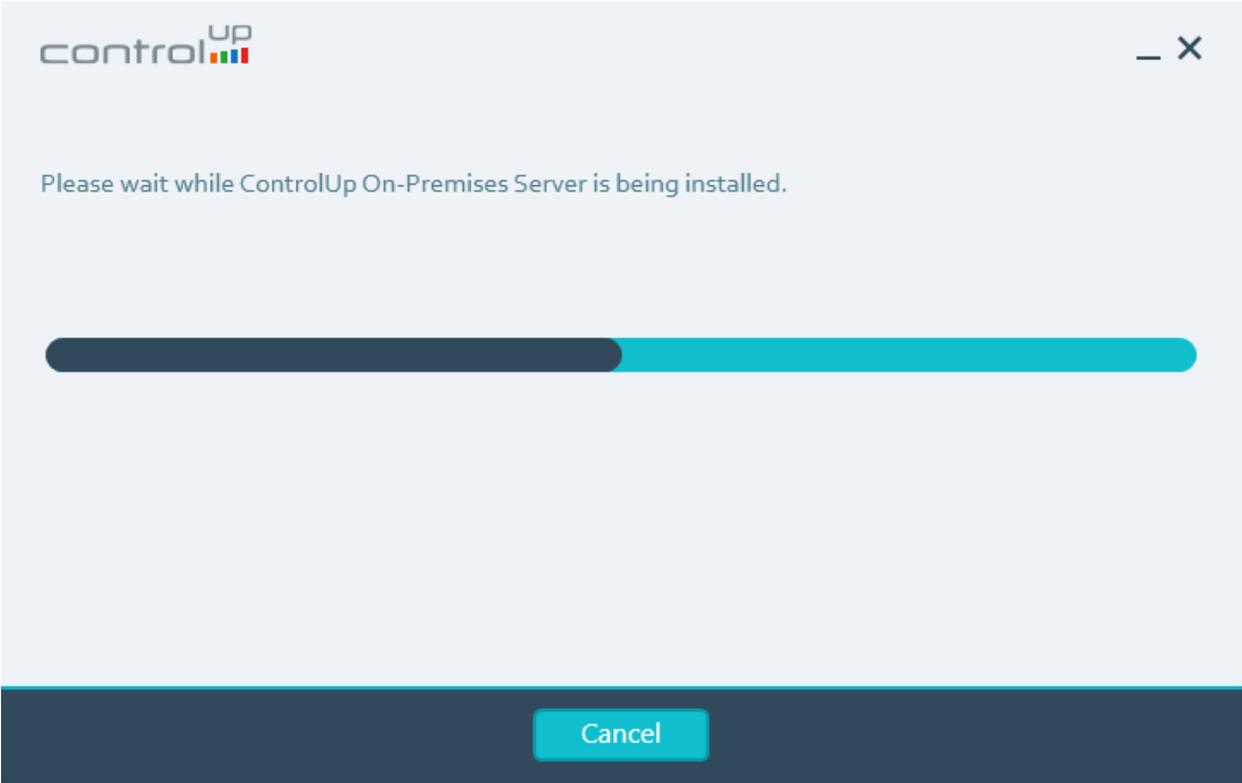


Figure 18: ControlUp On-Premise Installation Progress bar

Installation Complete

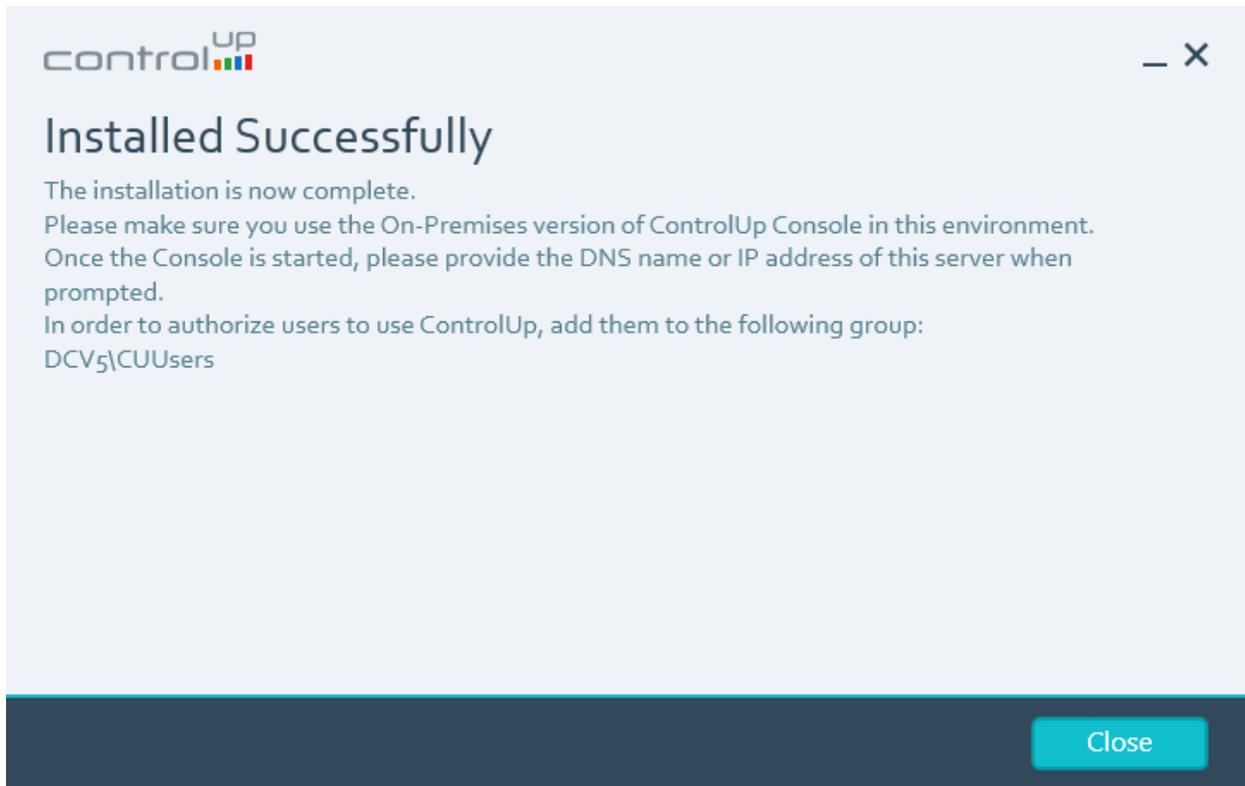


Figure 19: Summary of the installation which finished successfully

2. Adding Script Based Actions

Until now script based actions were available only for the online customers, now you can import it to your data base and enjoy all community scripts. If you do not import the SBAs, you will receive an error in the console once you launch it. This is a temporary solution, we will implement the SBAs in the server installation wizard in future release.

In order to import the script –

1. Save the importData.sql script on your SQL server (the script is stored in the “Import SBA DB” folder)
2. Run it in SQL studio and make sure to define the correct path of the data base backup file (sbadata.bak) and path log.

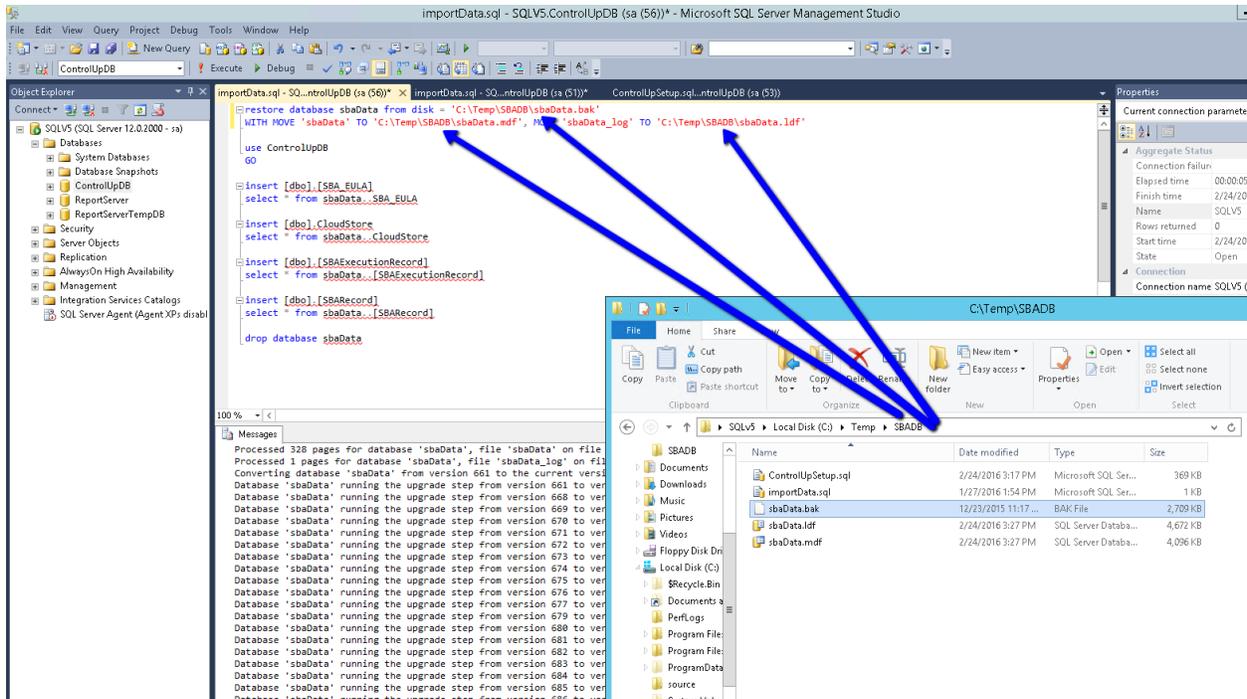


Figure 20: Import Script Based Actions

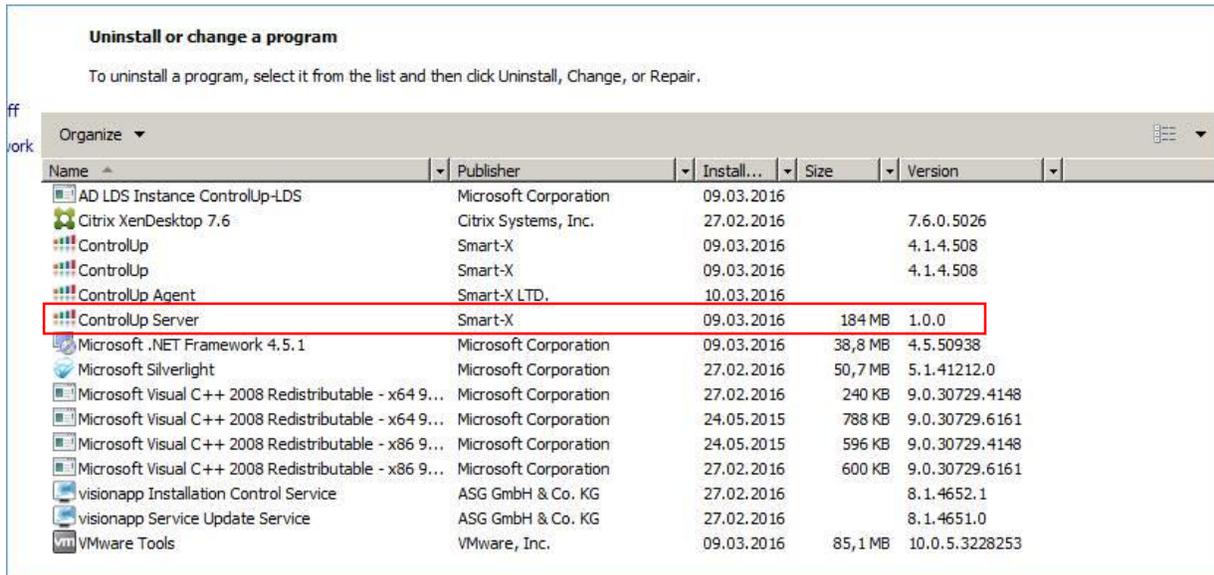
3. Once the script finished you will find the scripts in the ControlUp Console under Organizational Scripts in the Script Based Actions

3. Upgrading from version 4.1

Upgrade process

Before you start the upgrade process, please verify that your current v4.1 on-premises server was installed originally by MSI package and not by PowerShell scripts.

To verify MSI package was used, please open the Programs and Updates on the on-premises server, and see if ControlUp Server version 1.0.0 appears in the programs list.



If it does, continue with the upgrade process as described below, if not:

1. The upgrade of the On-Premises server application is not supported and you need to create a new On-Premises Server according to the prerequisites (new VM) and then install the On-Premises application according to the procedure above.
2. If you like to keep the previous configuration (e.g folder structure), follow the instructions in page 14.
3. From the older environment please remove the monitor and all agents
4. After you finish installing the new On-Premises application, you should update the SQL data base, in the installation package, use the Upgrade DB Script.
5. Import the SBA database according to the upgrade process described below.

To upgrade existing version 4.1 on-premises server, please follow these steps:

1. Run the latest v5 installer as administrator. The latest installer can be found [here](#).

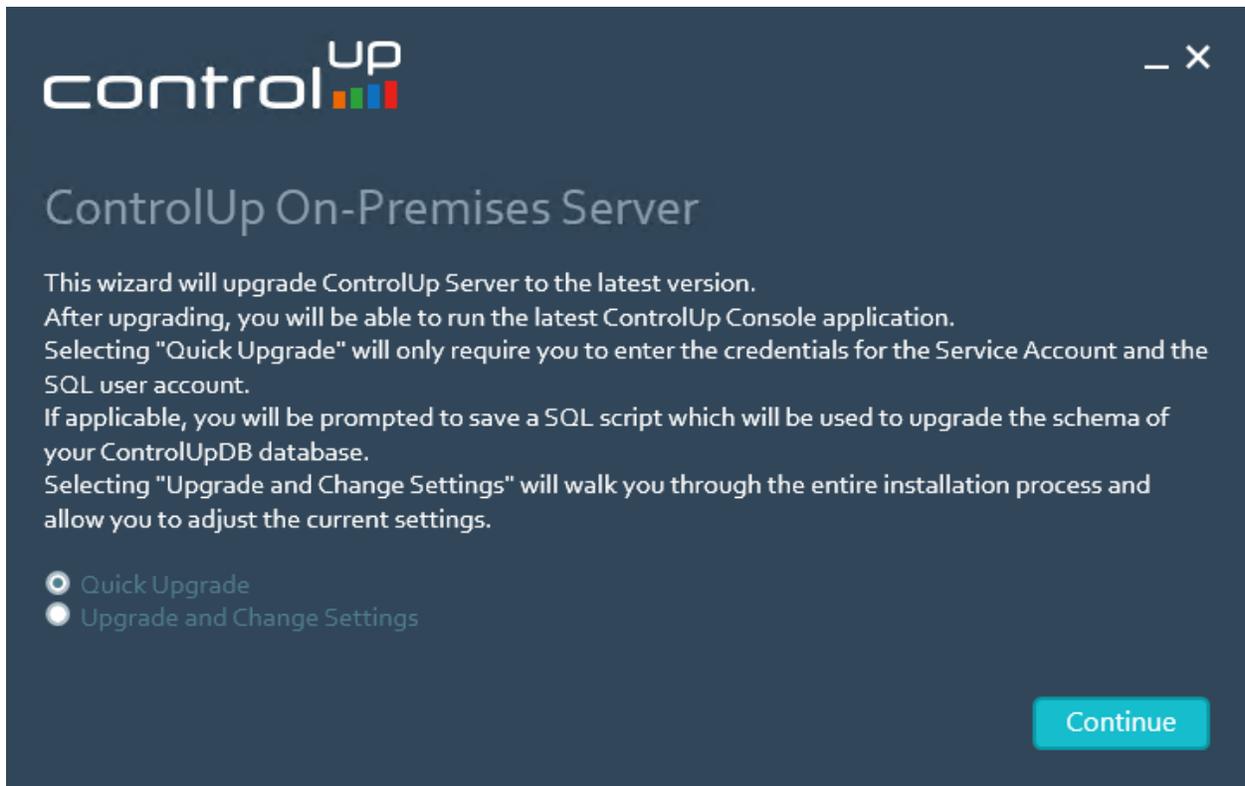


Figure 21: Once you launch the installer as administrator choose to upgrade

Validate ControlUp Service Account

controlUP

ControlUp Service Account

Please select an existing Active Directory account for the ControlUp On-Premises Server service. This account will be granted the "Log On as a Service" privilege on this computer.

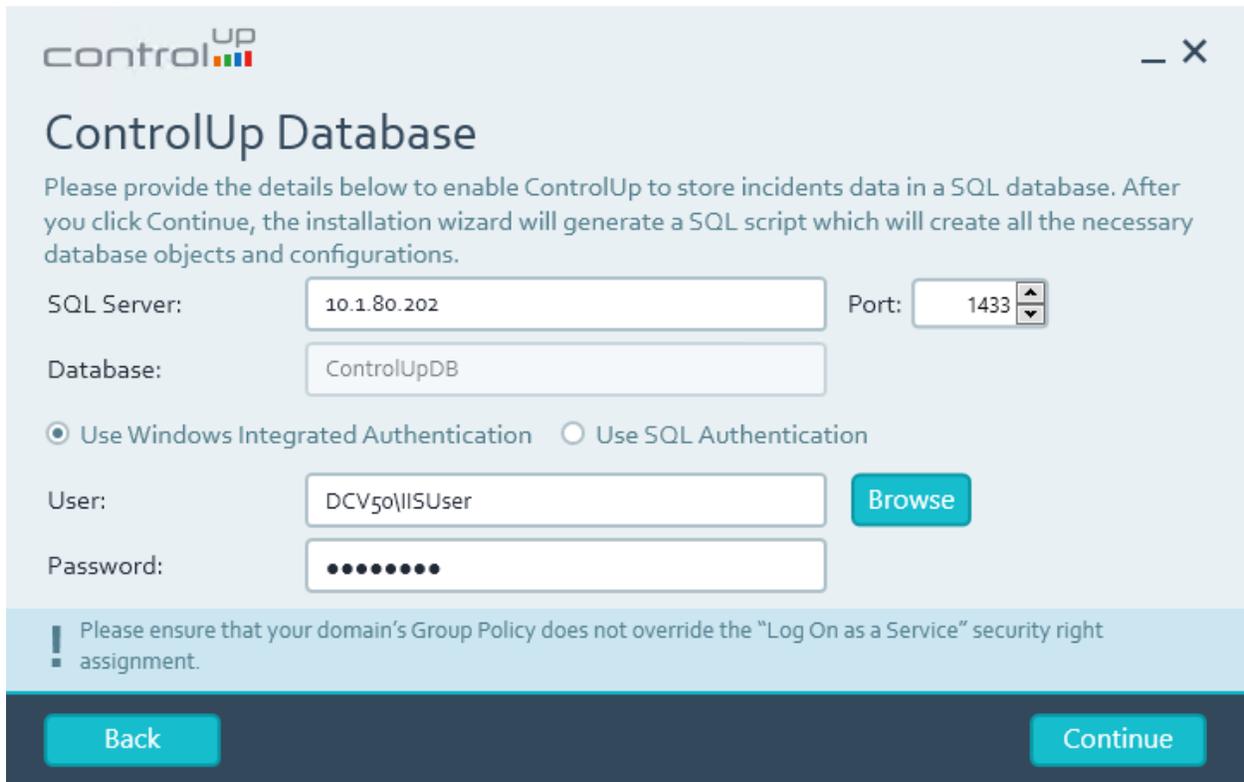
User:

Password:

! Please ensure that your domain's Group Policy does not override the "Log On as a Service" security right assignment.

Figure 22: Make sure the user account is correct and click Continue

Validate ControlUp Database Details



The screenshot shows a window titled "ControlUp Database" with the ControlUp logo in the top left. The window contains the following fields and controls:

- SQL Server:** Text input field containing "10.1.80.202".
- Port:** Spin box containing "1433".
- Database:** Text input field containing "ControlUpDB".
- Authentication:** Two radio buttons: "Use Windows Integrated Authentication" (selected) and "Use SQL Authentication".
- User:** Text input field containing "DCV50\IISUser" and a "Browse" button to its right.
- Password:** Password input field with masked characters.
- Warning:** A blue bar with a warning icon and text: "Please ensure that your domain's Group Policy does not override the 'Log On as a Service' security right assignment."
- Buttons:** "Back" and "Continue" buttons at the bottom.

Figure 23: Make sure the details are correct and click Continue

Generate SQL Script

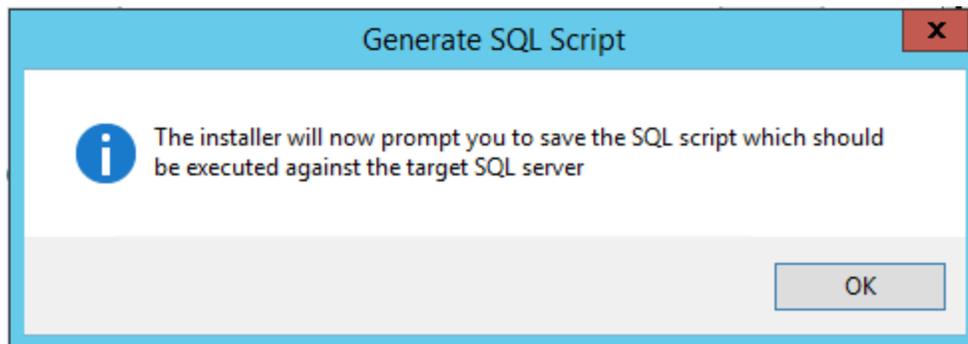


Figure 24: Click OK to export SQL script

Save the SQL Script

Please make sure to execute the script on the ControlUp database in order to update it.

You have to update the ControlUp data base before launching the console.

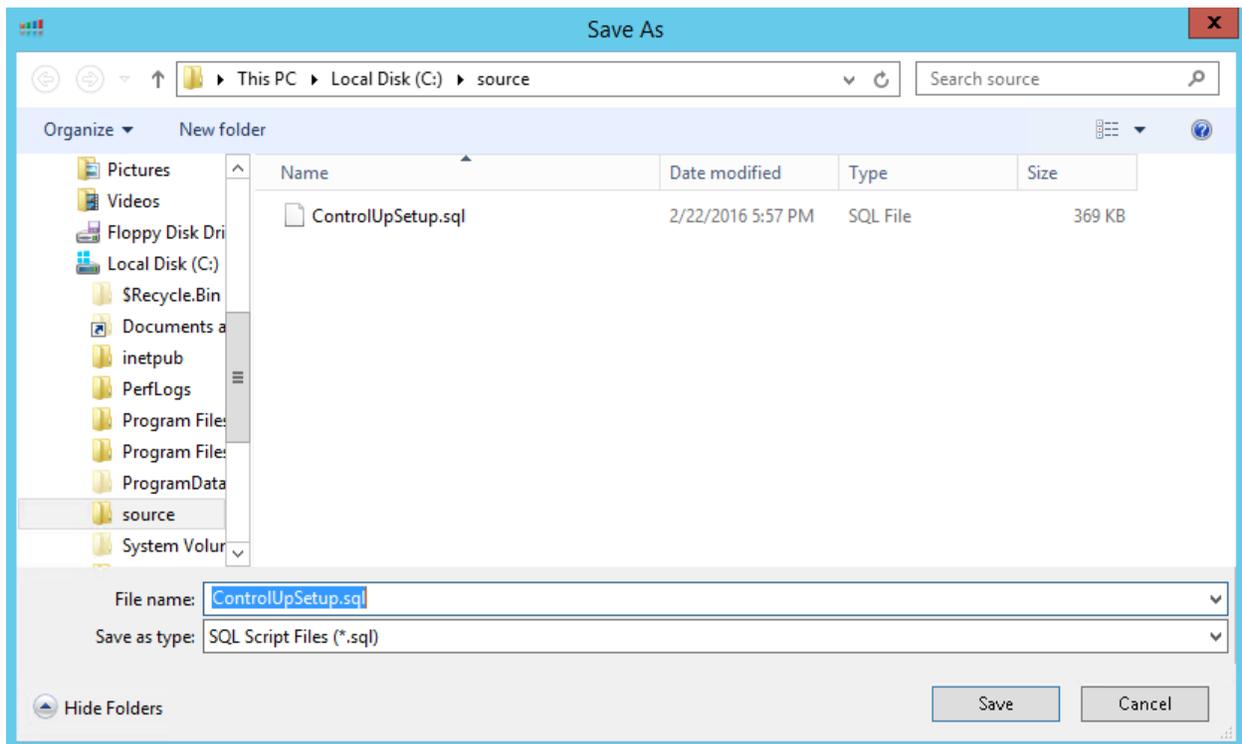


Figure 25: Save the Script to the SQL server and run it on ControlUp DB to update it

Upgrade the Server

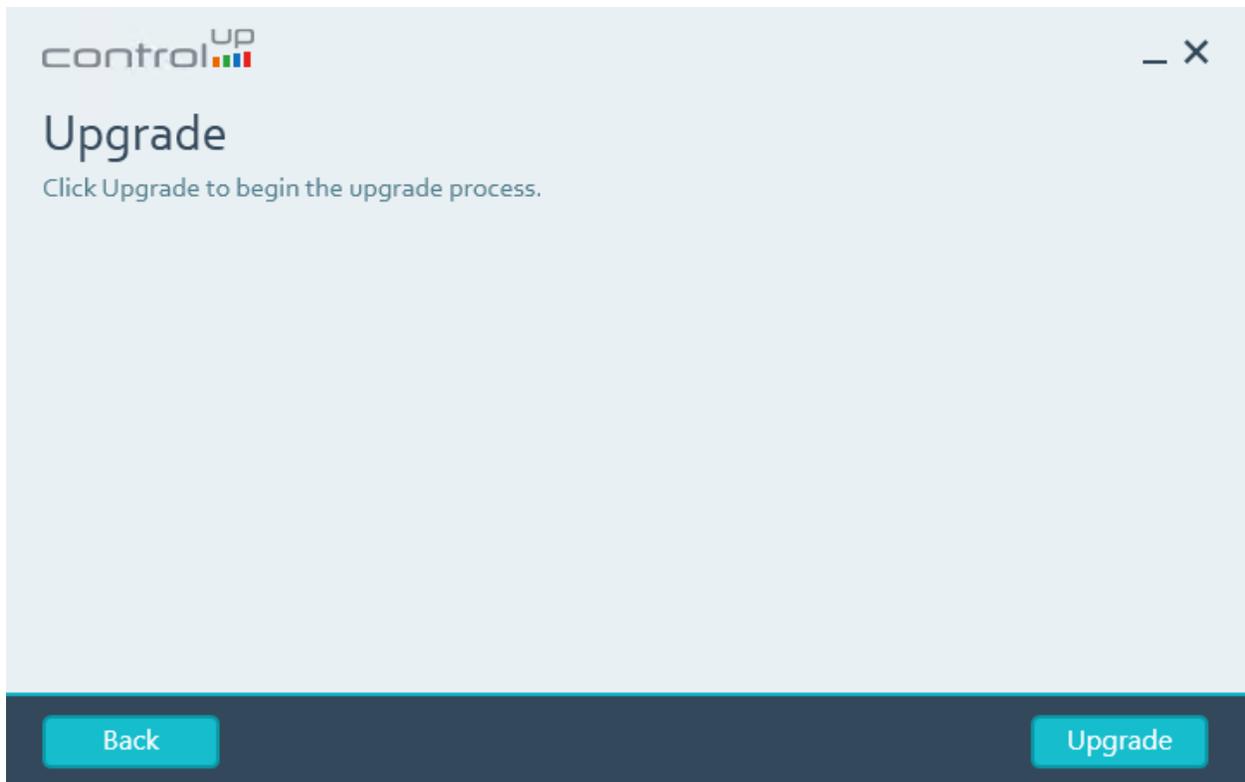


Figure 26: Choose to upgrade

Upgrade Process

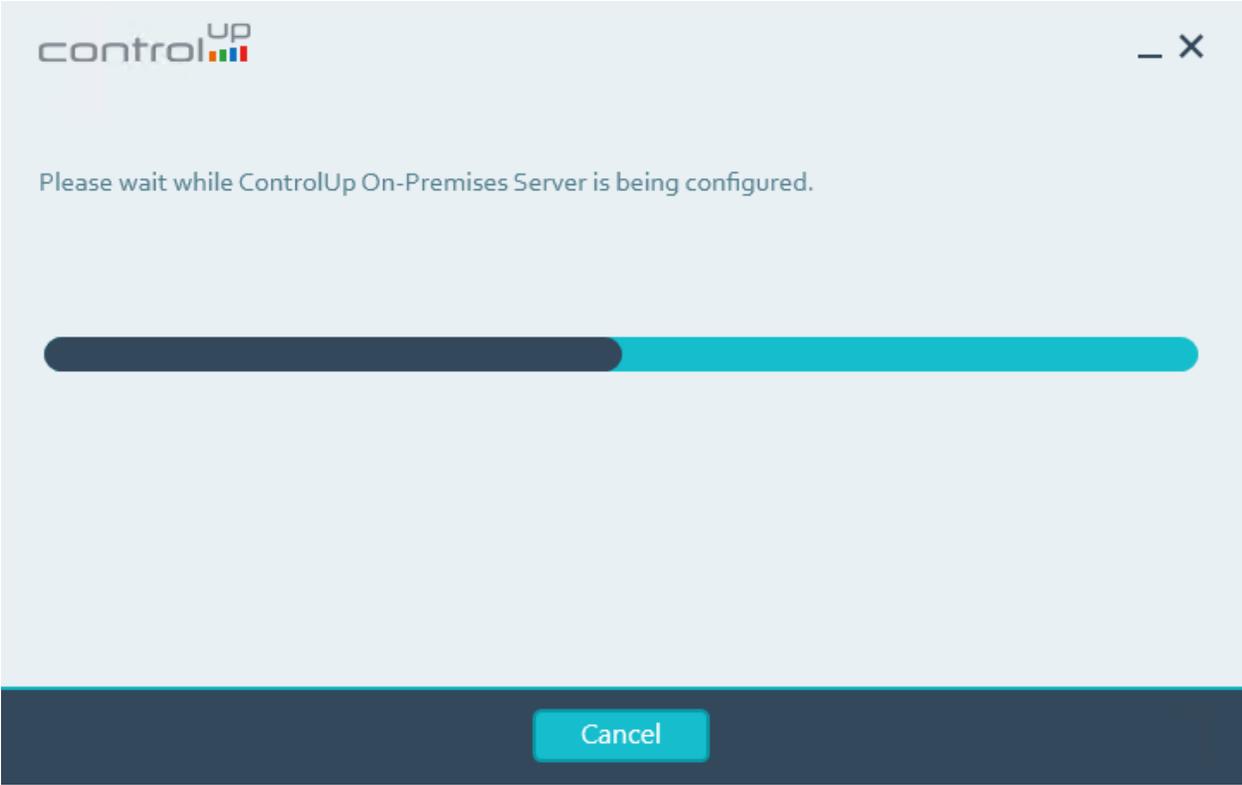


Figure 27: Upgrade Process

Upgrade Finished



Figure 28: Upgrade finished successfully

3. Adding Script Based Actions

Until now script based actions were available only for the online customers, now you can import it to your data base and enjoy all community scripts. If you do not import the SBAs, you will receive an error in the console once you launch it. This is a temporary solution, we will implement the SBAs in the server installation wizard in future release.

In order to import the script –

4. Save the importData.sql script on your SQL server (the script is stored in the “Import SBA DB” folder)
5. Run it in SQL studio and make sure to define the correct path of the data base backup file (sbadata.bak) and path log.

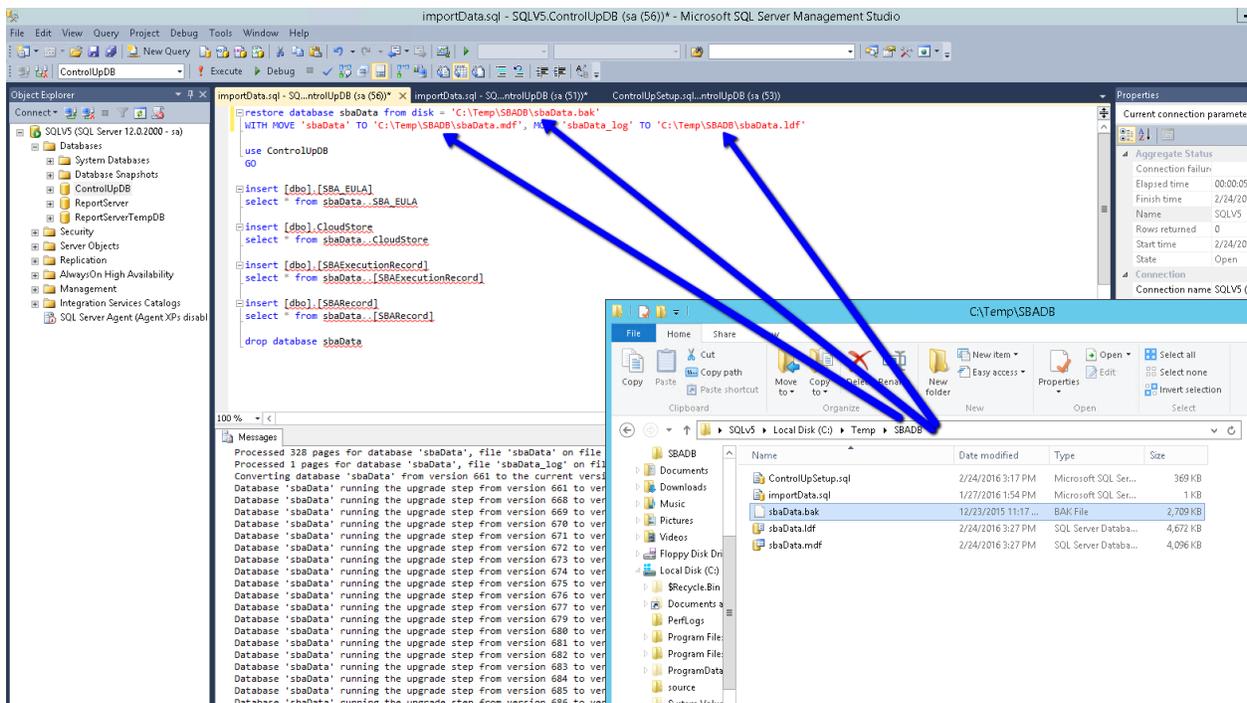


Figure 29: Import Script Based Actions

6. Once the script finished you will find the scripts in the ControlUp Console under Community Scripts in the Script Based Actions

4. Installing the ControlUp On-Premises Console

After completing the ControlUp On-Premises Server installation, you should install the console. The ControlUp On-Premises console supports the following platforms:

- Windows Server 2012 and 2012 R2
- Windows Server 2008 and 2008 R2
- Windows 10
- Windows 8 and Windows 8.1
- Windows 7



Figure 30: First screen of ControlUp On-Premises console wizard, click Next.

End-User License Agreement for the Console

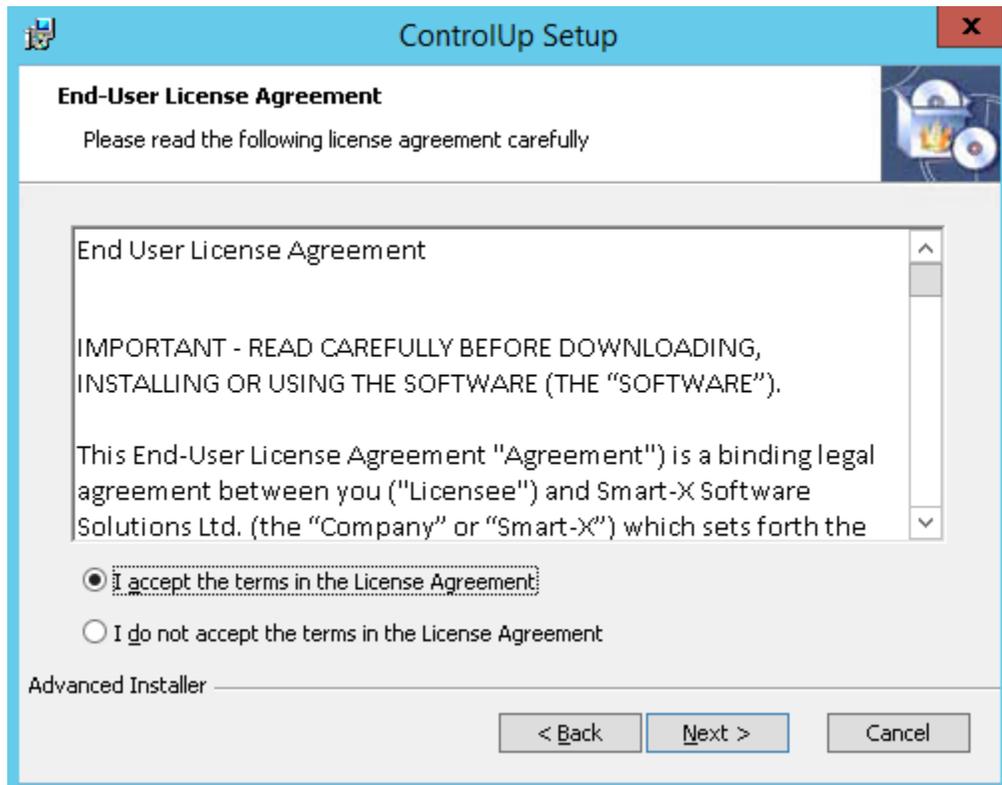


Figure 31: Accept the License Agreement

Installation Folder

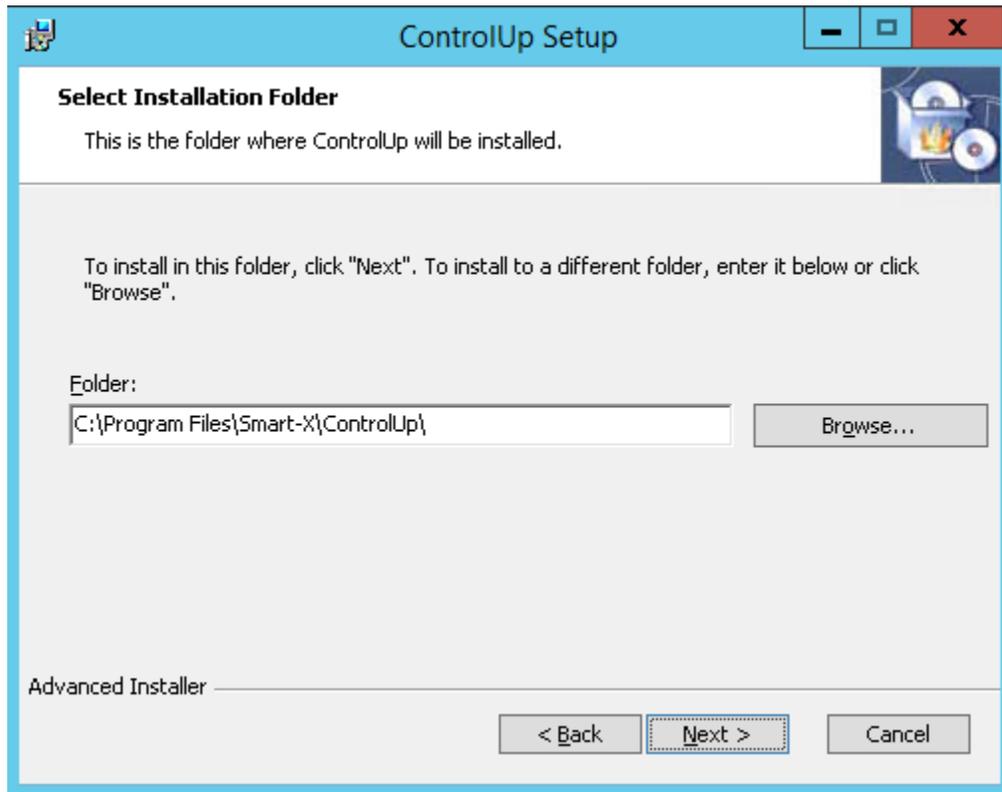


Figure 32: Select the path to the console's installation folder

Ready to Install the Console

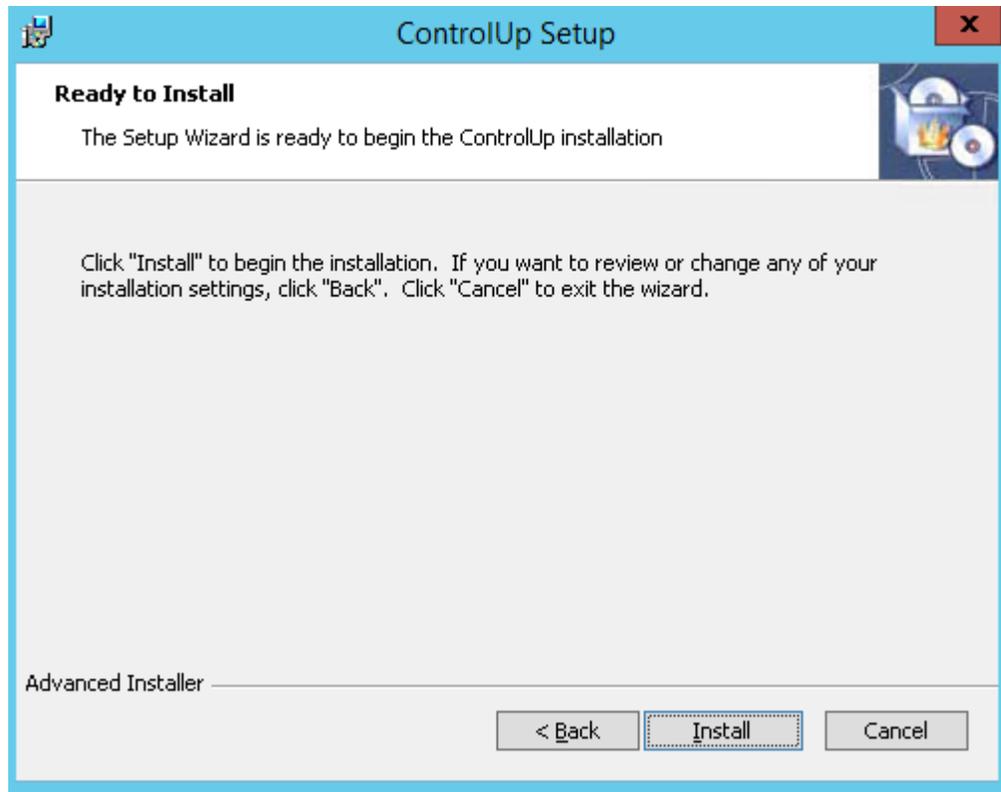


Figure 33: Click install when ready

Progress of the ControlUp Console installation

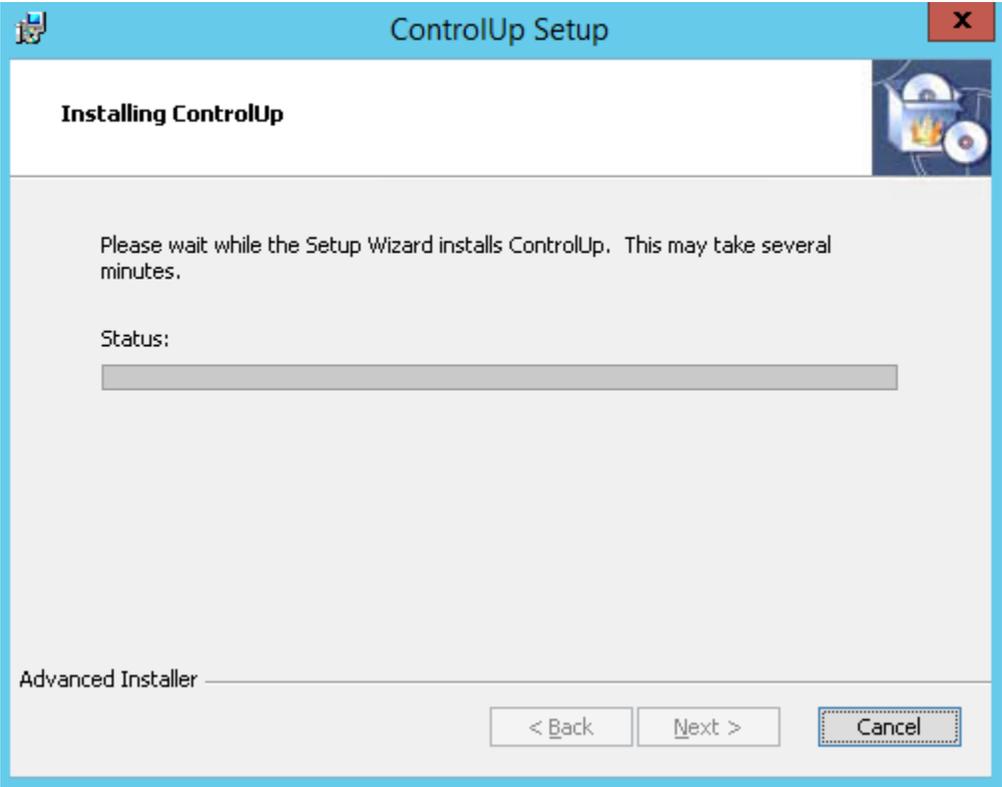


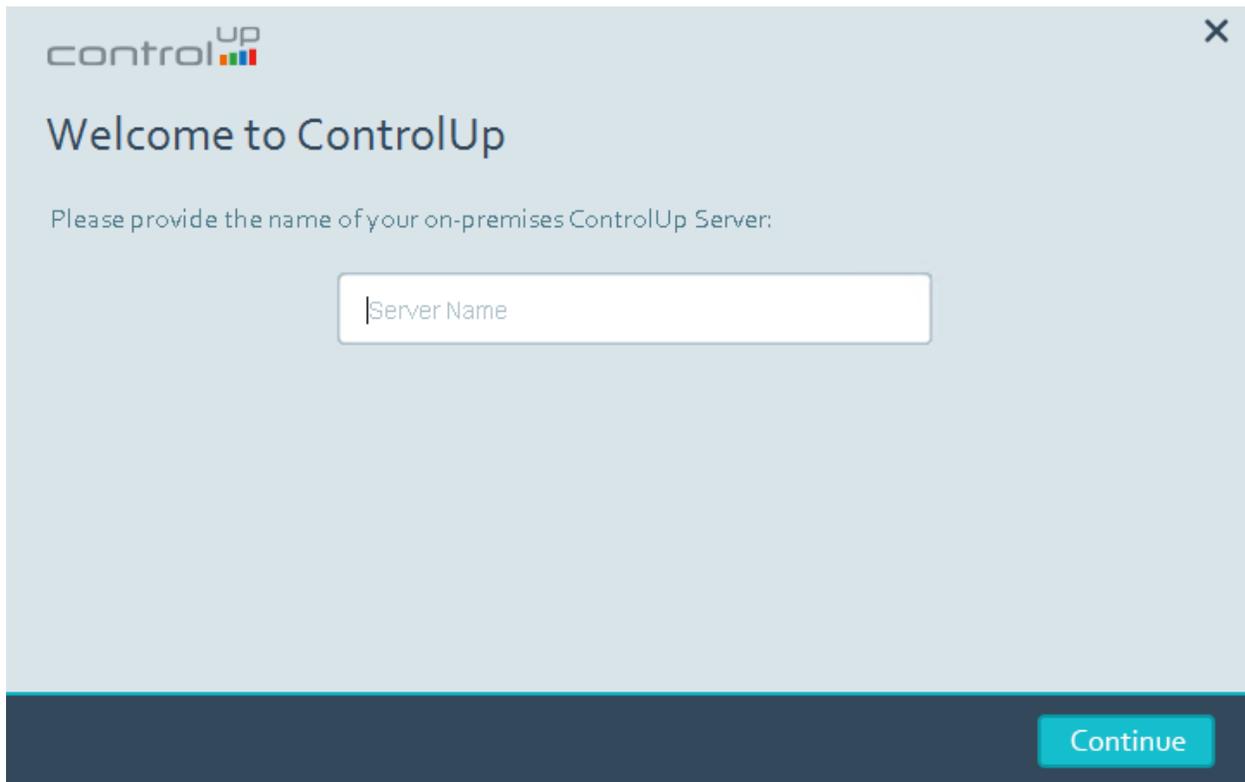
Figure 34: Shows the progress of the installation

ControlUp On-Premises Console Wizard Complete



Figure 35: When ready, click Finish to complete the installation. Launching the Console after clicking the Finish button is optional.

Launching the ControlUp On-Premises Console



The screenshot shows a window titled "controlUP" with a close button (X) in the top right corner. The main heading is "Welcome to ControlUp". Below this, a message reads: "Please provide the name of your on-premises ControlUp Server:". A text input field is centered, containing the placeholder text "Server Name". At the bottom right of the window, there is a teal "Continue" button.

Figure 36: When you launch the Console for the first time, you will need to provide the ControlUp's On-Premises Server name or IP address. Do not use "Localhost", it will cause an issue when you try to add a Monitor.

ControlUp On-Premises Certificate



Figure 37: During the first initialization of the Console you should accept the certificate. The certificate will be stored in the local certificate store on the ControlUp server

ControlUp's On-Premises Console Launched Successfully

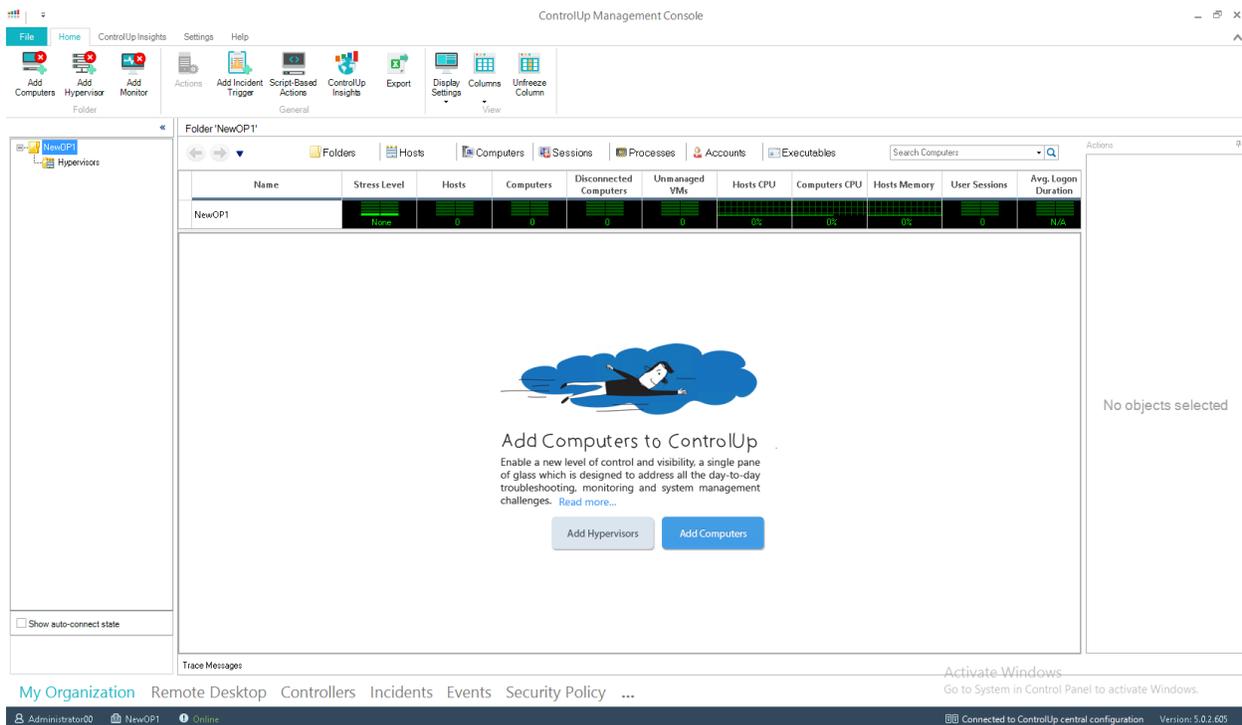


Figure 38: First time you login to ControlUp's Console

Installation Completed Successfully, you are ready to start working.

For More information about configuring ControlUp Real Time Console and installing ControlUp Monitor, please refer to [Getting Started](#) section in our Support Center.

Known Issues:

1. If .net framework 3.5 is not installed and the on-premises server has no internet connection the installation might fail. Please make sure to add the .net 3.5 feature.
2. In case of a non-English Locale OS, you may encounter the following error –

```
Allgemein | Details
Error during Report Incident for Org 29adaa36-78da-45ce-9195-eb735c0dd0aa, Incident state Created key 5f87c647-e92d-4527-83db-4dd7b474a989;66000366-5ce4-4012-8fbf-feeb7858f0ef;computerstress;28.09.2015 12:07:19.
Error during create incident in one transaction with following parameters:
OrganizationId 29adaa36-78da-45ce-9195-eb735c0dd0aa IncidentId 10913 ListOfProperties <IncidentProperties FolderId="" ComputerId="" TriggerId="" IncidentId="" CategoryId="3" Manufacturer="VMware, Inc." Model="VMware Virtual Platform" OS="Windows Server 2008 R2 Datacenter " ServicePack="Service Pack 1" SystemType="x64" CPUCount="8" TotalMemoryInstalled="15031870000,0000" UptimeGroup="43579" SessionCountGroup="9" DomainRole="3" IsManagedComputer="True" NotManagedComputerName="o4gB/TfneaIZxUEckAdwug==" HostName="" HypervisorType="N/A" /> ListOfCounters <ArrayOfStressedCounterInfo xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"> <StressedCounterInfo Severity="3" CrossTimestamp="2015-09-28T14:07:16.4462187+02:00" LoadValue="2" CrossedValue="1" FormatedCrossedValue="1" CounterName="QueueReadyCount" TableName="Computers" CounterDescription="WorkItem Queue Ready count" SettingsFolderGuid="" RecordFilter="Terminal Server" TotalWeight="2" CurrentValue="1" Value="1.00000000" /> </ArrayOfStressedCounterInfo > IncidentType ComputerStress
Rollbac transaction completed successfully.
Fehler beim Konvertieren des nvarchar-Datentyps in numeric.
```

To resolve this issue, please update the following registry keys on each computer running the ControlUp Console and has a non-English Locale OS (under the service account supplied during the installation) –

Go to HKEY_Current_USER\Control Panel\International

Please change the following keys –

sDecimal from “,” to “.”

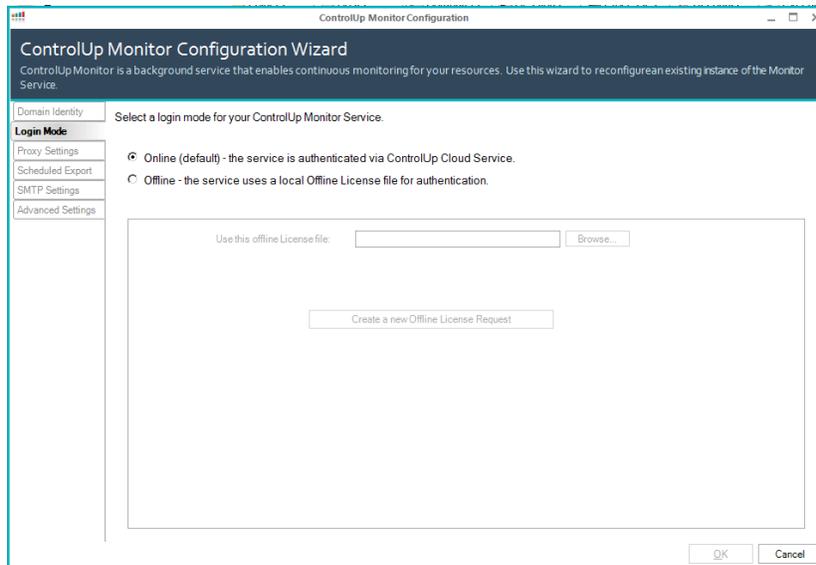
sList from “.” to “,”

sMonDecimalSep from “,” to “.”

sMonThousandSep from “.” to “,”

sThousand from “.” to “,”

3. When installing the ControlUp Monitor, the Login Mode is Online and there is no On-Premises option, and the offline option is disabled.



Please ignore the fact that the Online is chosen and continue with the Wizard, keep it Online, we will fix it in the next release.

This is for licensing and authentication and in on-premises the authentication and licensing is completely different than the Online and Offline modes, so this step in the wizard is not relevant.

4. “Monitor Service Stops” – Monitor and Console cannot work on the same machine. Please deploy the Monitor Service on a designated server and run the console on a different machine.

5. Upgrade Monitor – In order to upgrade the monitor, once the Console upgrade was finished, go in the Console to Settings -> Monitor Settings and push the upgrade button.

