

# On-Premises v6 Installation Prerequisites Guide

Computers: 14 Items

Name	Status	Uptime	Stress Level	XenApp Server Load	XenApp Worker Group	XenApp Server Logon 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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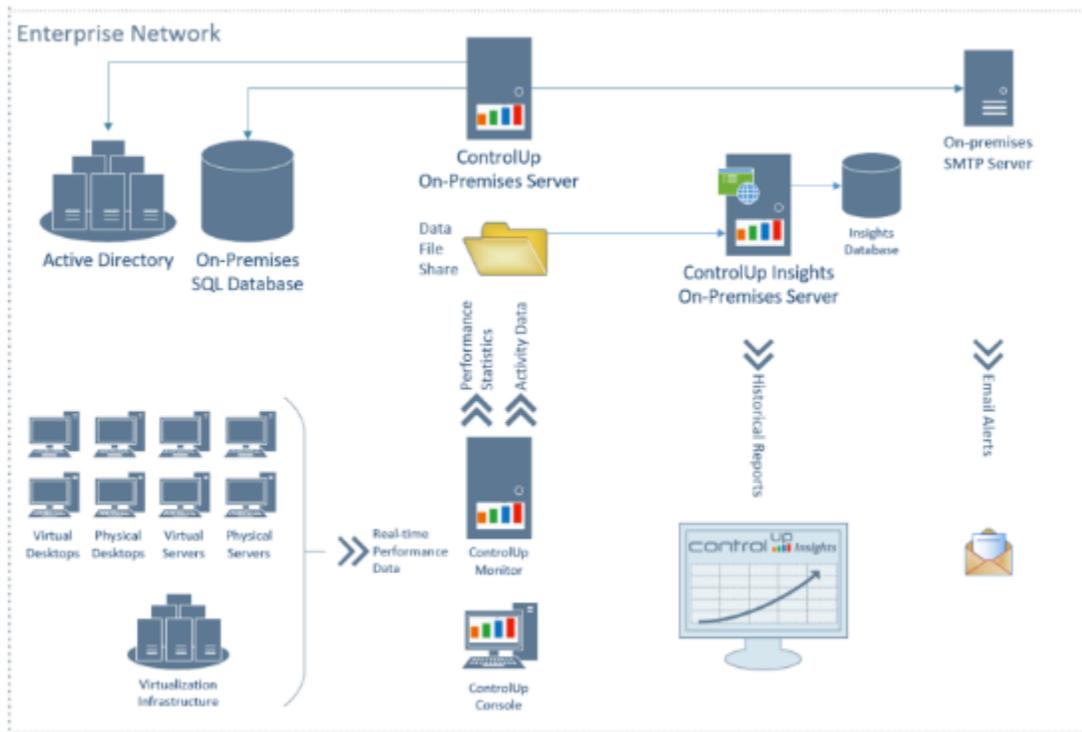


# 1. Purpose of ControlUp's On-Premises Prerequisites Guide

The purpose of this document is to describe the prerequisites of ControlUp's On-Premises Solution.

## 2. ControlUp On-Premises Architecture

ControlUp On-Premises mode enables organizations to install the ControlUp back-end components on their on-premise private cloud / data-center. The following drawing is a high-level overview of ControlUp 6.x architecture when working in On-Premises mode:



### 3. ControlUp's On-Premises Server Prerequisites:

#### Supported Operating Systems

- Windows Server 2012 R2 Fully Patched
- Windows Server 2008 R2 Fully Patched

#### Requirements

- Free space of 50 GB
- 4 GB of RAM
- 2 vCPUs
- Join server to Domain
- Disable the UAC
- Microsoft .Net Framework 4.5
- Microsoft .Net Framework 3.5

#### Database

Supports Microsoft SQL Server versions –

- SQL Server 2016 Express, Standard, and Enterprise Editions.
- SQL Server 2014 R2, Express, Standard, and Enterprise Editions.
- SQL Server 2012 R2, Express, Standard, and Enterprise Editions.
- Note –
  - It is recommended to separate the ControlUp server from the SQL server for better performance
  - **SQL 2008 is NOT supported**, in case you are upgrading from v5, please plan accordingly
    - The ControlUp data base needs to be moved to a supported SQL
    - In the on-premises upgrade wizard define the new SQL details
    - Run the exported upgrade SQL script on the ControlUp DB (**follow the installation guide**)

#### Email Alerts Feature

Requires a local SMTP Server.

#### Required Files

- Please download the latest version of ControlUp's On-Premises MSI from [here](#)

## License

- ControlUp On-premises requires a license file provided by ControlUp
  - The license is a XML file
  - In order to receive the file, please follow the steps described in step 3 of the ControlUp On-premises installation guide.

## Required AD Users & Groups

- ControlUp Users Group
  - Members of this group will be authorized to use the ControlUp console
  - Global AD groups are supported
- ControlUp Service Account
  - The ControlUp service account runs the ControlUp On-premises server services, IIS Pools and will have db\_owner right on the SQL database
  - Note – the installation wizard supports configuring a different account for the SQL database user

## Appendix

- During the installation we add IIS & LDS Roles to the ControlUp On-Premises Server
  - If the IIS is already installed and contains any other sites, they will be overwritten

# 4. ControlUp's Insights Server Prerequisites:

## Supported Operating Systems

- Windows Server 2012 R2 Fully Patched
- Windows Server 2008 R2 Fully Patched

## Requirements

- Free space of 50 GB (as starting point)
- CPU: 2 x 6 cores of 2+ GHz
- RAM: 12 GB
- RAID: 0 or 1+0

In an enterprise production deployment, it is recommended that ControlUp Insights On-Premises is provided **with dedicated hardware resources**, especially I/O. Running the system on virtual machines is supported, but performance is expected to degrade when hardware resources are allocated from a shared pool.

## Daily Indexing Volume

The daily amount of data ingested into the Insights database is a key parameter that will be used for deployment and capacity planning. This parameter can be estimated using the following calculations:

- For end-user computing workloads using shared desktops (e.g. in a server-based computing scenario using Remote Desktop Services) - 3MB per user / day
- For end-user computing workloads using private desktops (e.g. in a VDI scenario) - 6MB per user / day
- For general-purpose servers (e.g. infrastructure servers / DC / database / DNS / file servers, etc.) - 8MB per server / day

The following example demonstrates a calculation of daily indexing volume for a virtualized environment with 1000 shared desktop users (peak concurrent), 500 personal desktop users (peak concurrent) and 30 general-purpose servers:

Resource type	Count	MB / day	Expected Daily Indexing Volume
Shared desktop users	1000 (peak concurrent)	3	3,000 MB
Personal desktop users	500 (peak concurrent)	6	3,000 MB
General purpose servers	30	8	240 MB
Total			6.24 GB

The end result of the calculation above (6.24 GB) is the daily indexing volume that will be used for capacity planning of Insights database storage as described below.

## Insights Database

The sizing of storage for hosting the Insights database is based on the daily indexing volume multiplied by the number of days for which data is expected to be retained in the database, and by then multiplied by an additional constant which estimates the overhead associated with summary indexing and other auxiliary data accumulated in the database.

For example, an environment in which the daily indexing volume is 6.24 GB and the retention requirement is 365 days, the amount of disk space required for the Insights database is expected to be 2.28 TB. This estimate should be multiplied by 1.3 to predict indexing overhead, resulting in a total storage volume of 2.96 TB.

### Data File Share

The data file share is a temporary storage location in which activity files are queued before ingestion into the Insights database.

The recommended amount of free space available on the data file share depends on the daily indexing volume.

By default, activity files are removed from the data file share after being successfully ingested into the Insights database. However, a temporary outage may cause files to accumulate in the data file share until normal functionality of Insights services is resumed. It is therefore recommended that the data file share has sufficient capacity to accommodate activity files for the maximal period of time during which Insights On-Premises Server might be down.

For example, to accommodate for 7 days of downtime in the example environment described above, the data file share size should be  $6.24 \text{ GB} \times 7 \text{ days} = 43.68 \text{ GB}$ .

#### Note:

- Please give modify permissions to the Network Service account (which runs the Controlup Monitor service) on the shared folder of the data activity files.
- Until further notice we do not remove the activity files from the shared folder. Please make sure you have enough free space and the needed hardware to support the IOPS activity.

## 5. ControlUp Real Time Console

### Supported Operating Systems

- Windows XP
- Windows Vista
- Windows 7
- Windows 8 and 8.1
- Windows 10
- Windows Server 2013
- Windows Server 2008, Windows Server 2008 R2
- Windows Server 2012, Windows Server 2012 R2
- Windows Server 2016

**The only software prerequisite for the console is Microsoft .NET 4.5. Please ensure this prerequisite is met before running ControlUp or when upgrading from older (pre-v6) versions of ControlUp.**

## 6. ControlUp Monitor

### Supported Operating Systems

- Windows Server 2008 or later

### Other Prerequisites

- .Net Framework 3.5
- RPC Access (at the installation phase)