

On-Premises v6 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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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

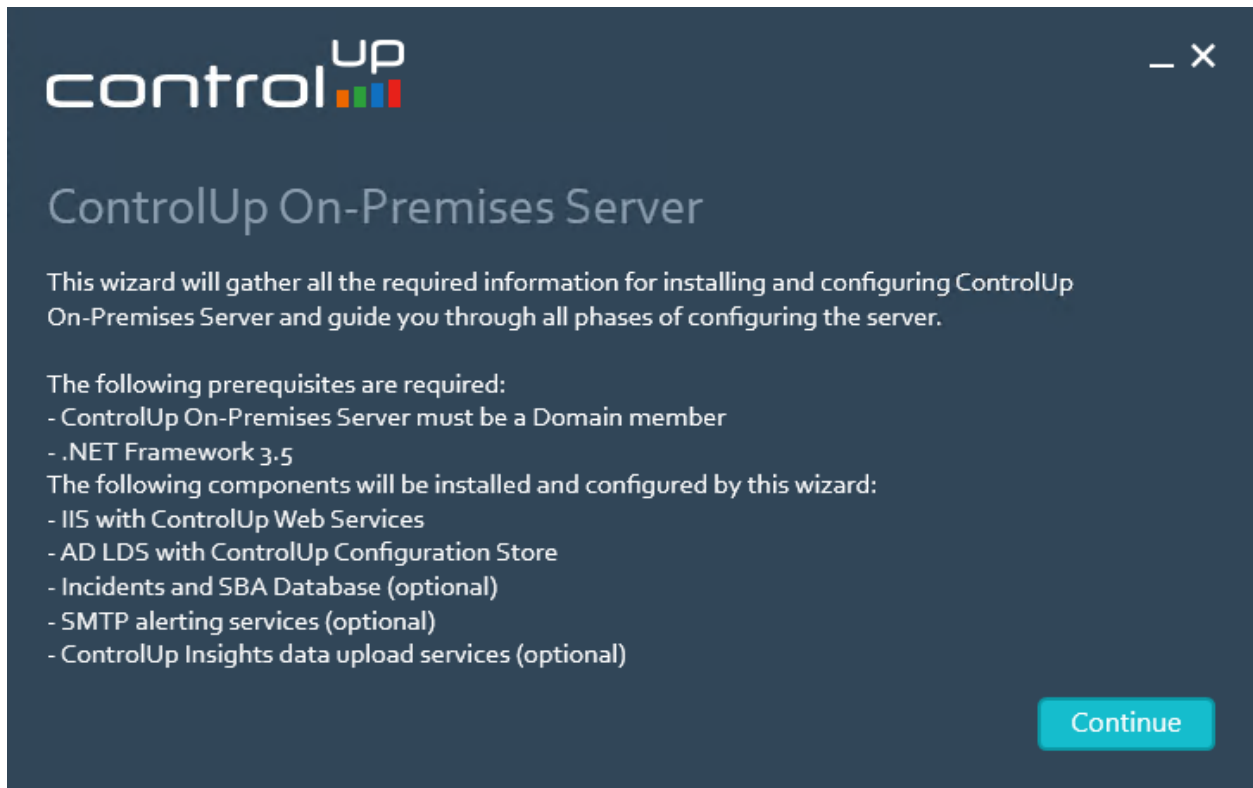


Figure 1: make sure the prerequisites are met before the installation.

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

controlUP

Configure a License

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.

Request a license with the following details

First Name:

Last Name:

Email:

Organization:

Browse for an existing license file

Back Continue

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

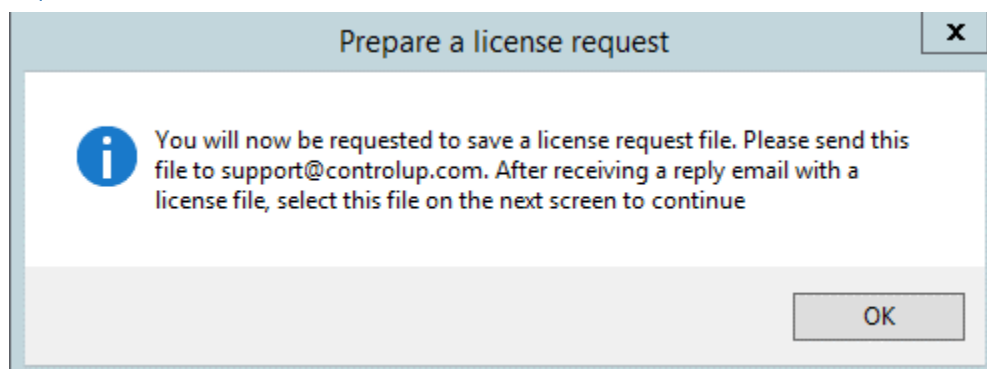


Figure 4: The wizard notifies the user a license file will be saved

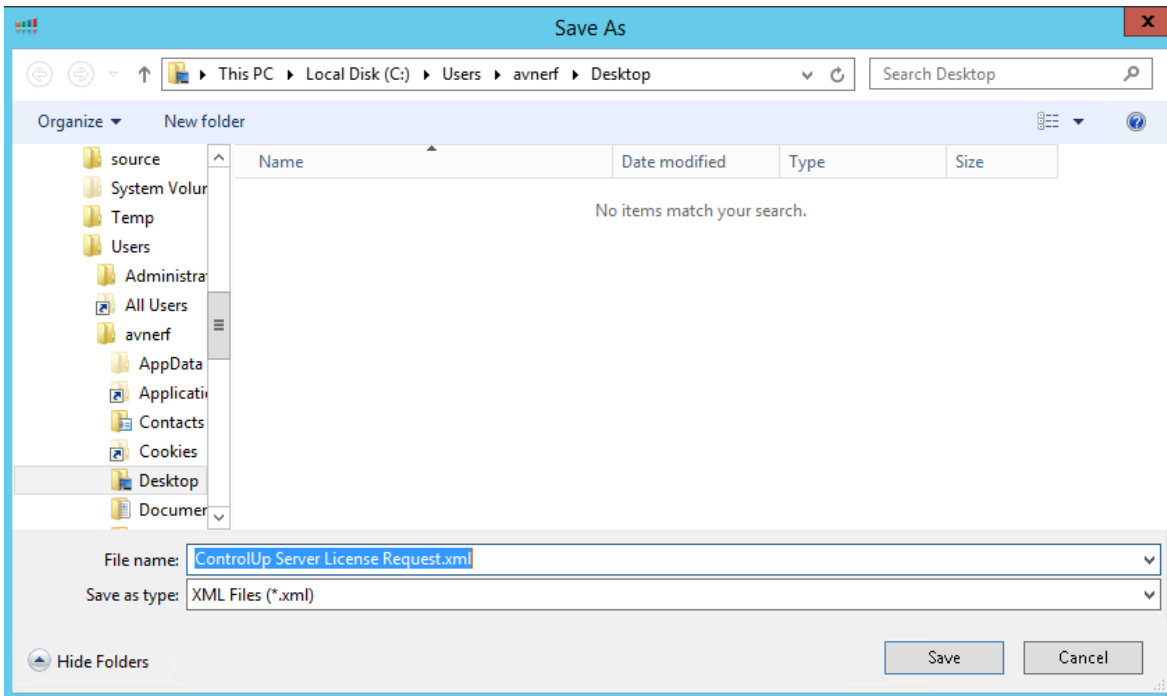


Figure 5: The license request should be saved and sent via email to support@controlup.com

Select a License File

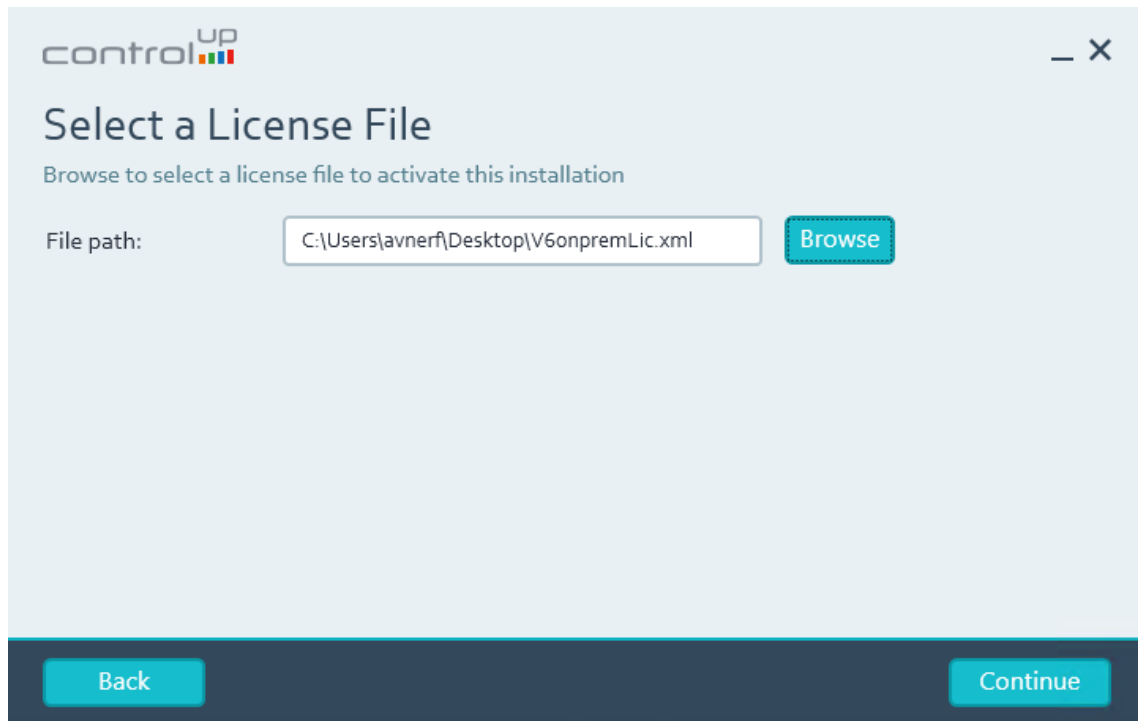


Figure 6: Import the license xml file received from ControlUp

Features to Install

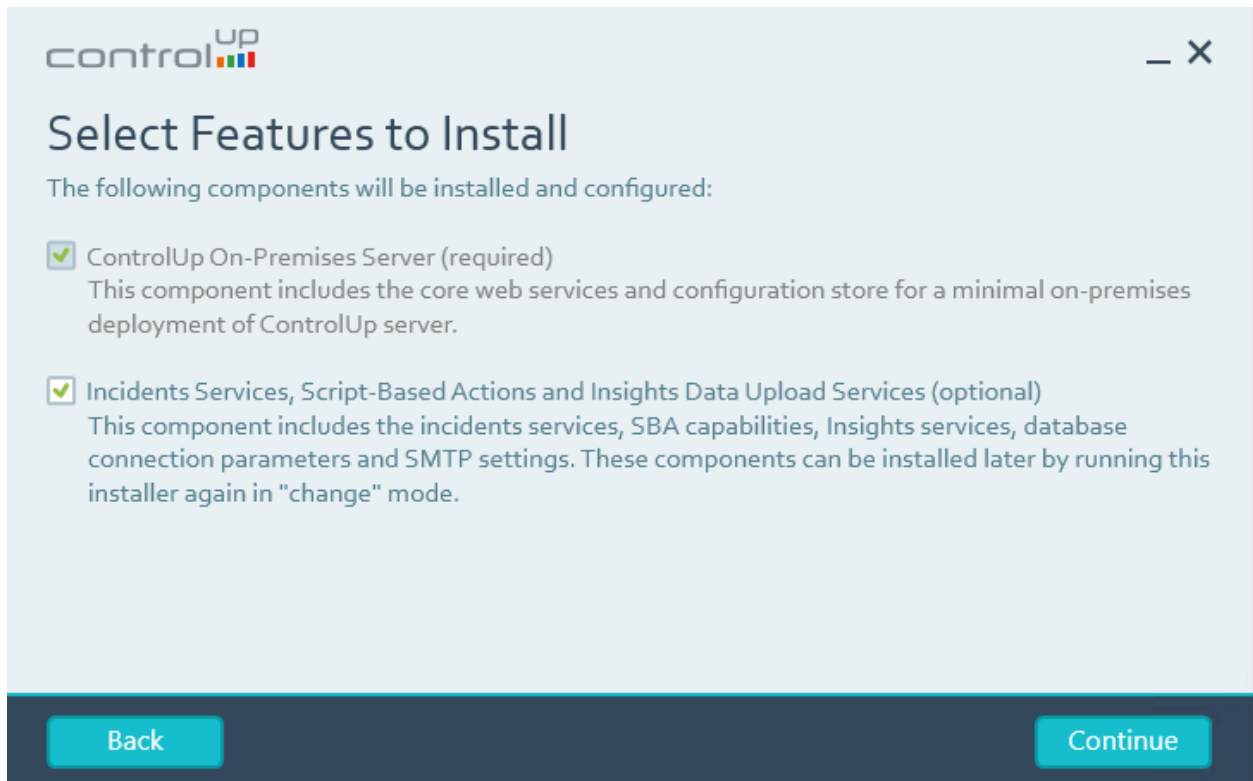


Figure 7: Description of ControlUp On-Premise Server components. ControlUp On-Premises Installation adds the IIS and LDS roles to the server and adds two services, ControlUp LDS Service and ControlUp Incidents Service

Selecting the Path

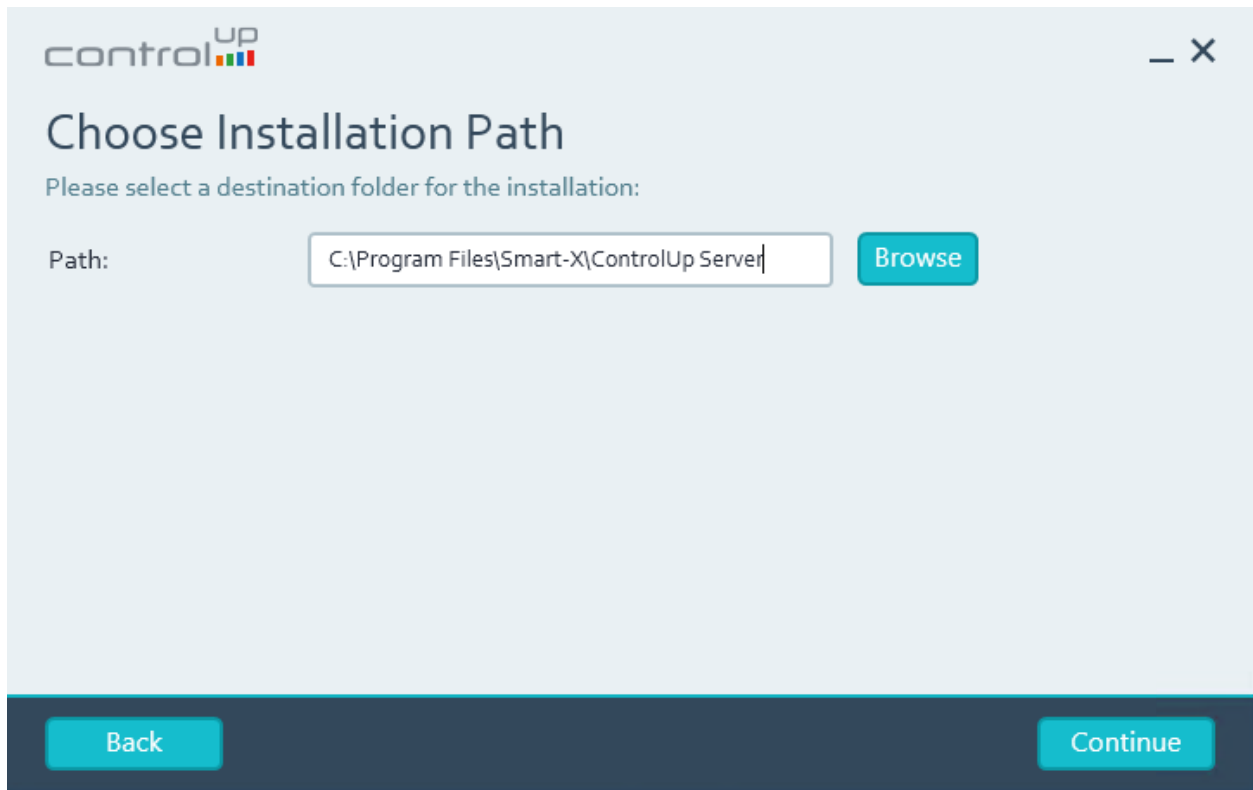
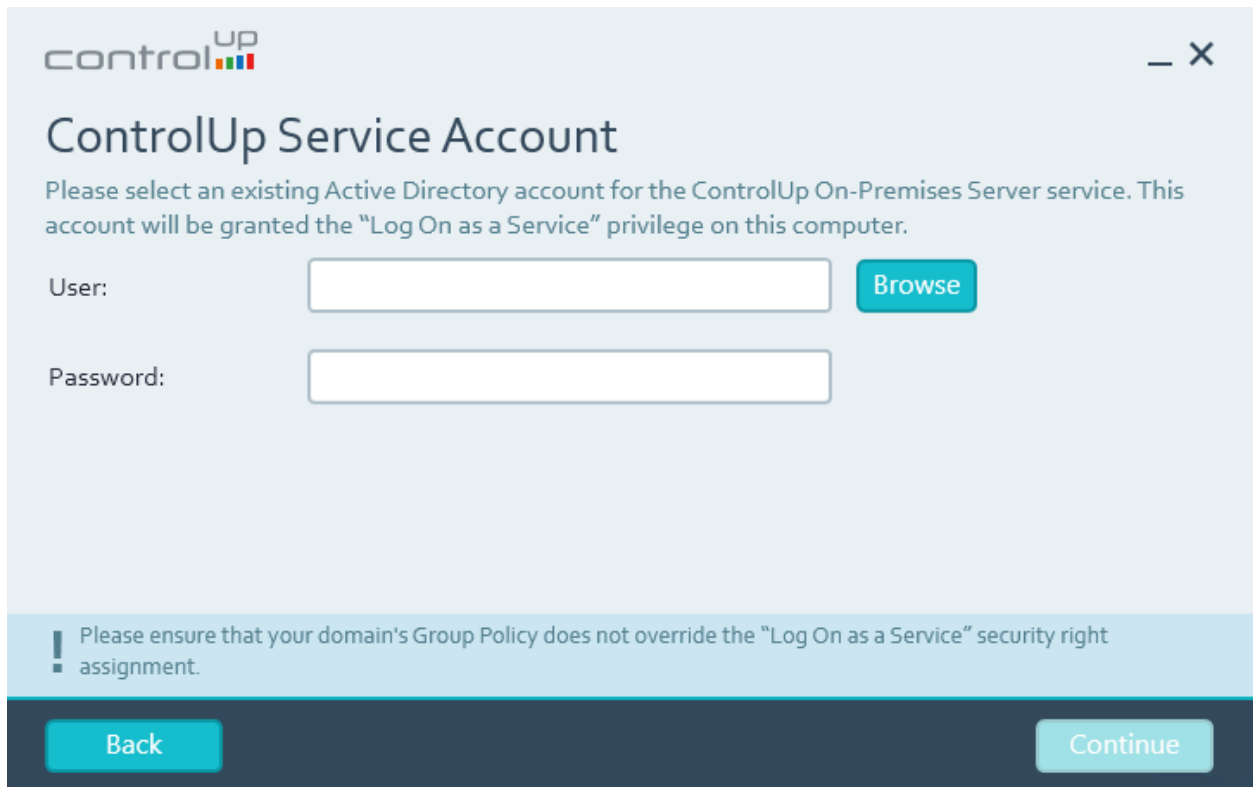


Figure 8: Select the destination path for the program

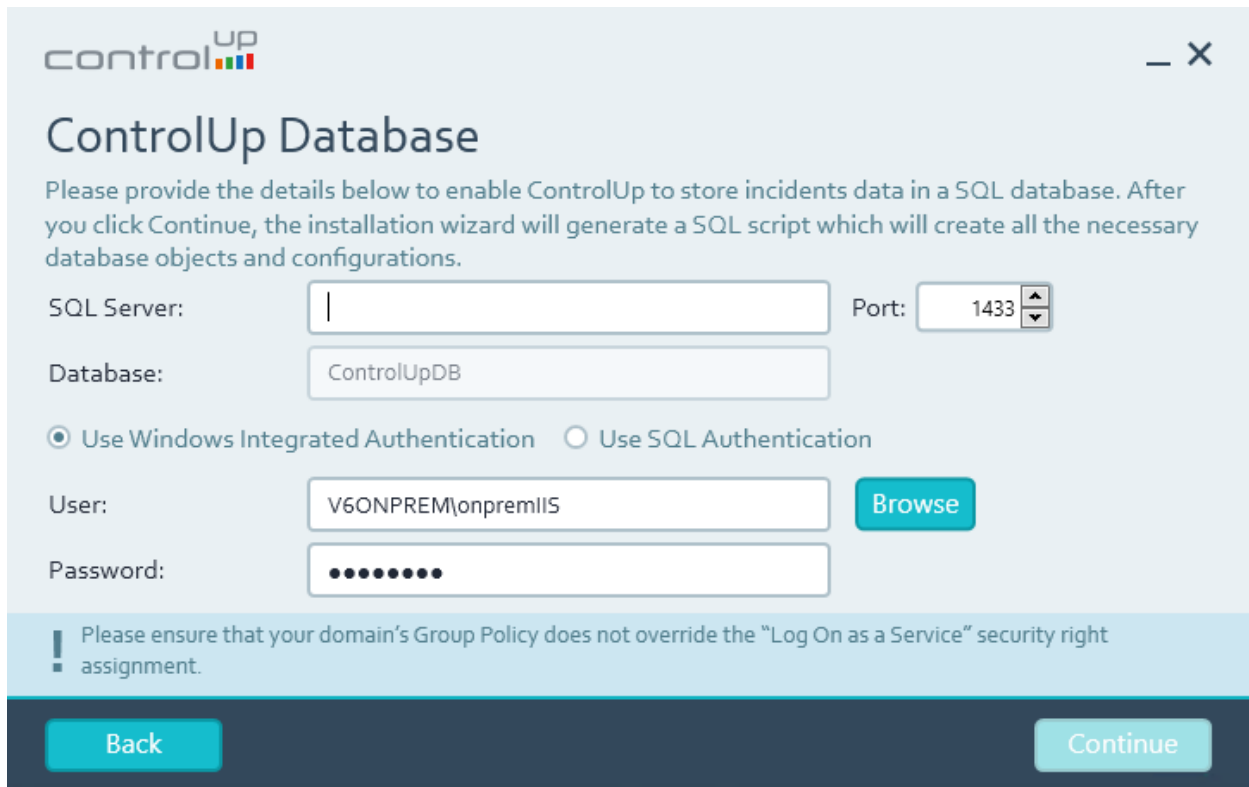
ControlUp On-Premises Service Account



The image shows a Windows-style dialog box 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 dark blue bar with "Back" and "Continue" buttons. A light blue banner at the bottom of the main area contains 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."

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" with the ControlUp logo in the top left. The window contains the following fields and options:

- SQL Server:** An empty text input field.
- Port:** A spinner box set to 1433.
- Database:** A text input field containing "ControlUpDB".
- Authentication:** Two radio buttons: "Use Windows Integrated Authentication" (selected) and "Use SQL Authentication".
- User:** A text input field containing "V6ONPREM\jonpremiIS" and a "Browse" button to the right.
- Password:** A password input field with 10 dots.

At the bottom, there is a blue bar 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 this bar are two buttons: "Back" and "Continue".

Figure 10: Select the SQL server (and instance if exists), define the port, and select the user authentication (**Note:** Using the SA account is not supported).

ControlUp On-Premises Database Script

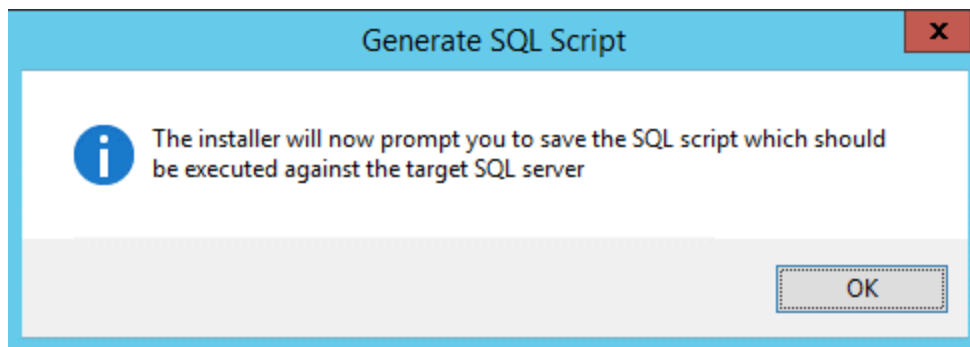


Figure 11: The wizard notifies the user that a SQL script will be created which contains the details entered in the previous step.

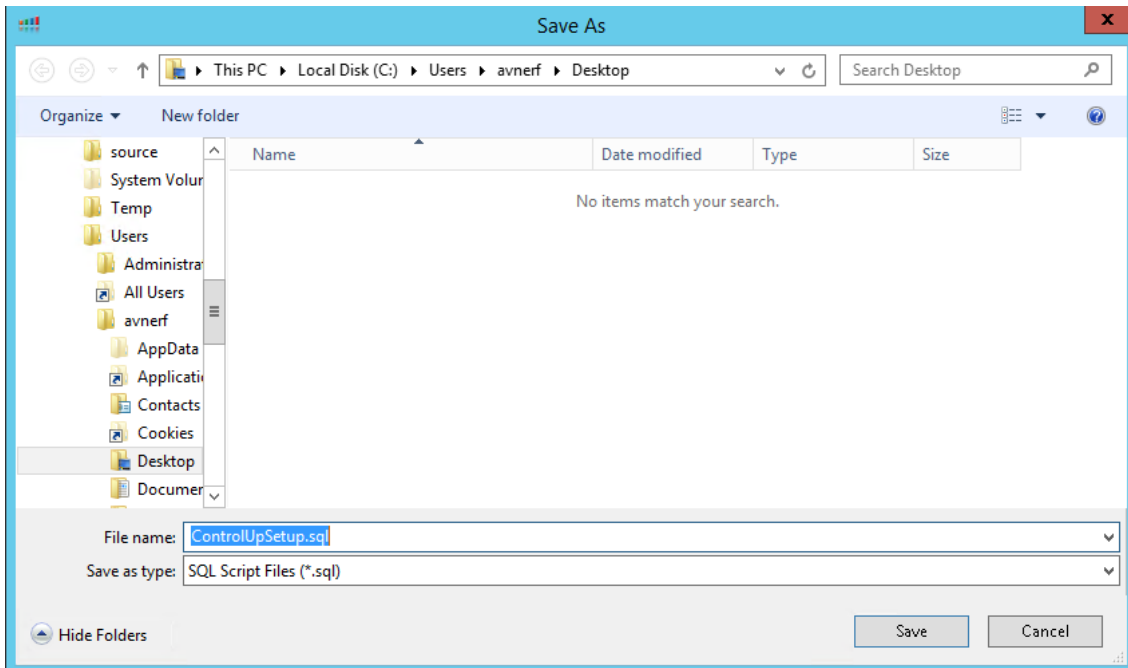


Figure 12: Select the location to save the SQL script. The script should be executed on the SQL server in order to create the Incidents database. If the database is not created the ControlUp console will work but no incidents will be presented in the incidents pane.

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"

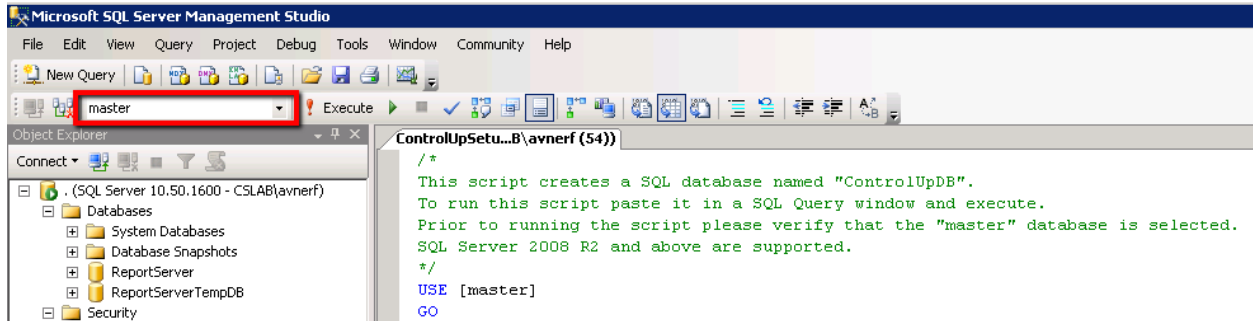


Figure 13: Make sure master database is selected

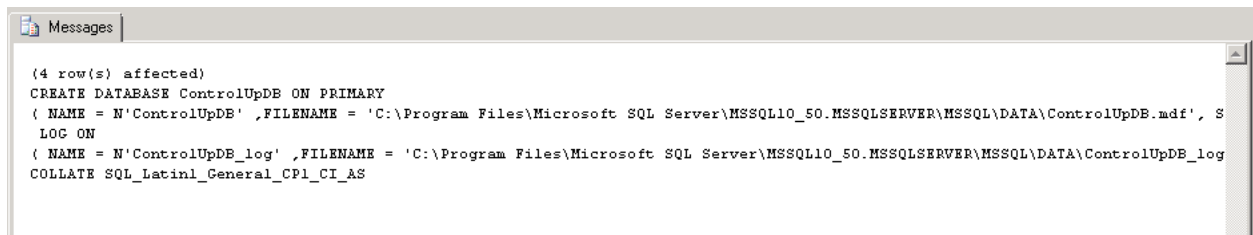


Figure 14: After the script finishes, make sure the above message is presented and ControlUp database was successfully created. In case you receive a different message, please update us at support@controlup.com, before continuing with the installation.

control UP

Insights On-Premises Configuration

Set the Insights On-Premises Server name and a UNC path for the Activity Files folder.

Insights Server: Port:

Activity Files share:

! The path must be a valid UNC path. A path to a local directory is not valid.

Back Next

Figure 15: Set the Insights On-Premises Server name and UNC path for the Activity Files Folder. Be aware of the IOPS and disc space in the prerequisites guide. These files are not removed by default, you can move 1 day old files aside and zip them as a backup for your Insights data. **Please give modify permissions to the primary AD account, which is defined in the Identity of the Monitor Settings, on the shared folder of the activity files. (For more details click [here](#))**

In addition please make sure the computer account of the IOP server has both read NTFS and share permissions on the file share. (activity files shared folder)

Unless changed the default account is "local system" which should use the computer account to do anything remotely. If you have a service account then that needs to have read NTFS and Share file permissions.

Mail Server Settings

controlUP

Mail Server Settings

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

SMTP Server: Port:

Use SSL

Sender:

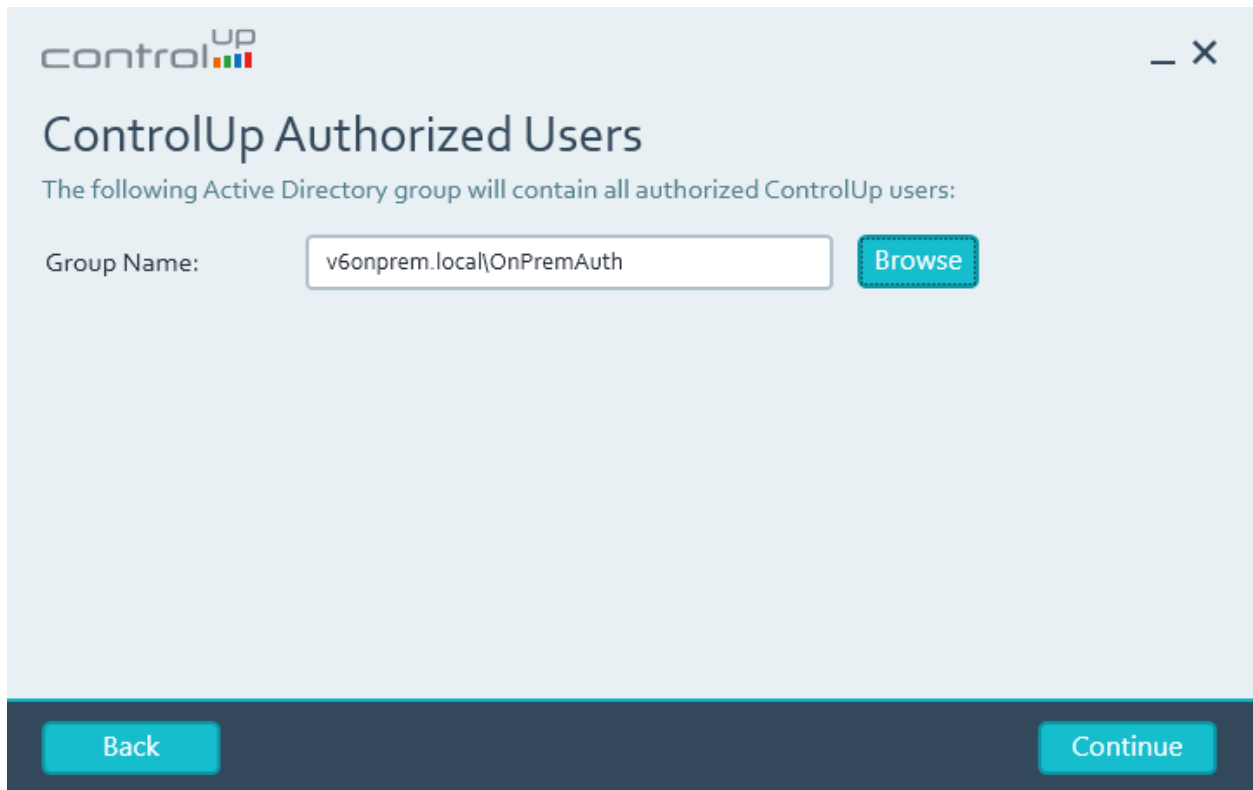
Connect Anonymously

User:

Password:

Figure 16: Select the local SMTP server which will be used for sending Incidents Triggers Alerts

ControlUp Authorized Users



control^{UP}

ControlUp Authorized Users

The following Active Directory group will contain all authorized ControlUp users:

Group Name: [Browse](#)

[Back](#) [Continue](#)

Figure 17: please select the global group you created for the Console users

Configuration File

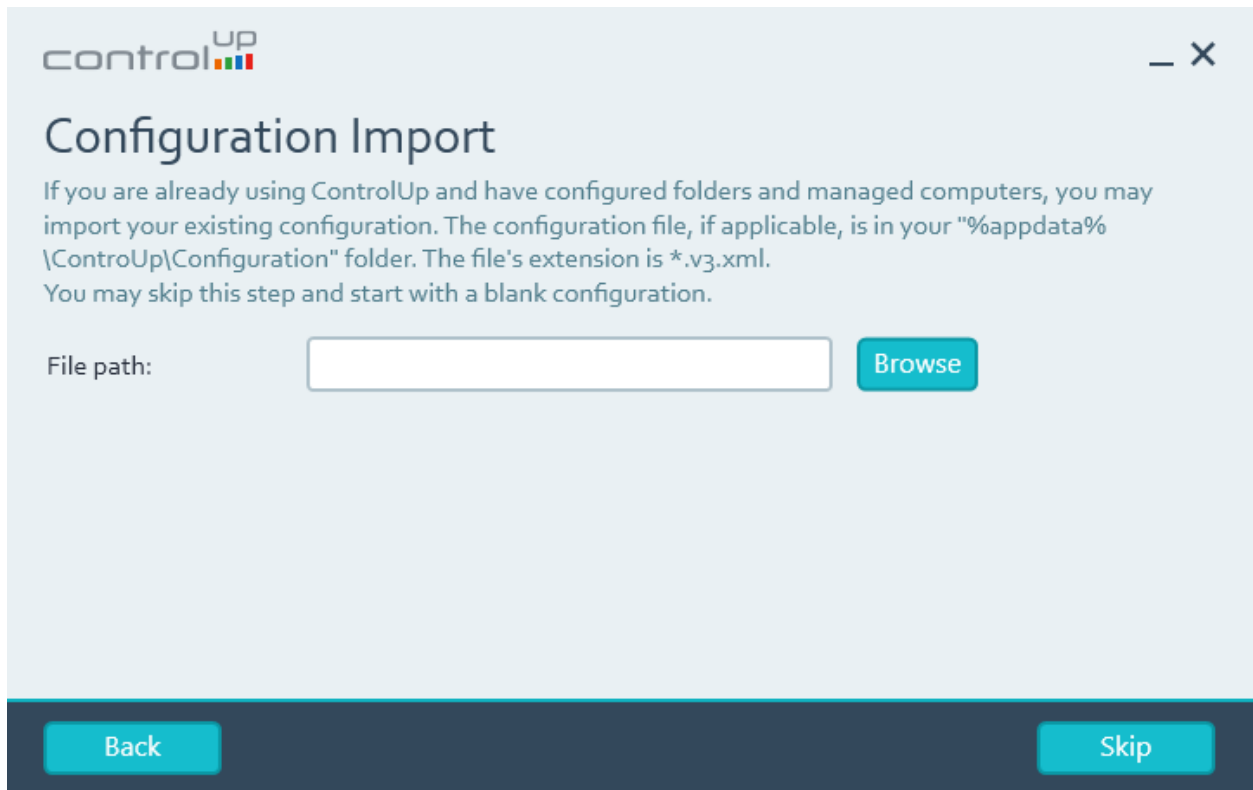


Figure 18: Select the configuration file, if exists, in order to import your current ControlUp configuration (does not support import of other organization's configuration)

Review Installation Details



controlUP

Review Installation Details

Click Install to begin the installation process.
You may go back and change any configuration item before proceeding.

License File	C:\Users\avnerf\Desktop\V6onpremLic.xml
Features	ControlUp On-Premises Server Incident Services and Script-Based Actions
Installation Folder	C:\Program Files\Smart-X\ControlUp Server
ControlUp Service Account	V6ONPREM\onpremlis
SQL Server	10.1.82.101\v6onprem
SQL Credentials	V6ONPREM\onpremlis
SMTP Server	Not Configured

Back Install

Figure 19: Review installation details

ControlUp On-Premises Installation Progress

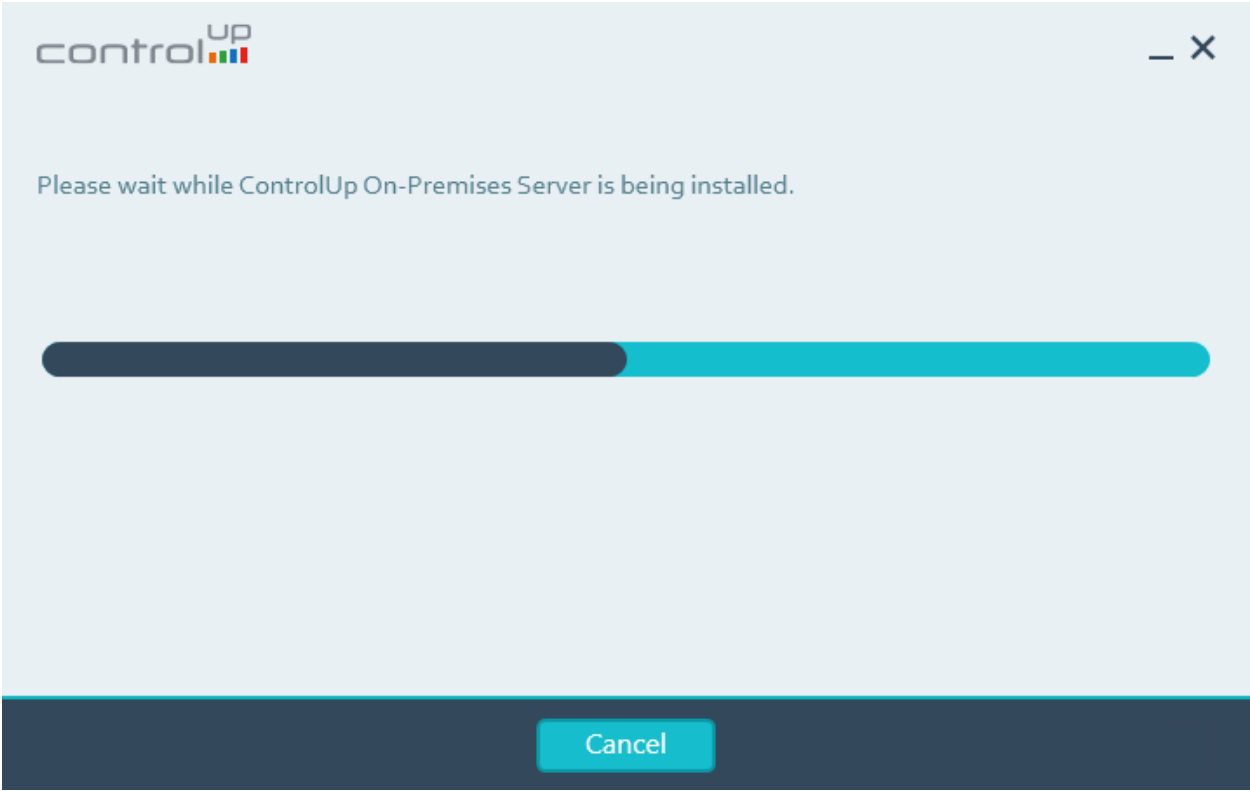


Figure 20: ControlUp On-Premise Installation Progress bar

Installation Complete



Figure 21: 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.

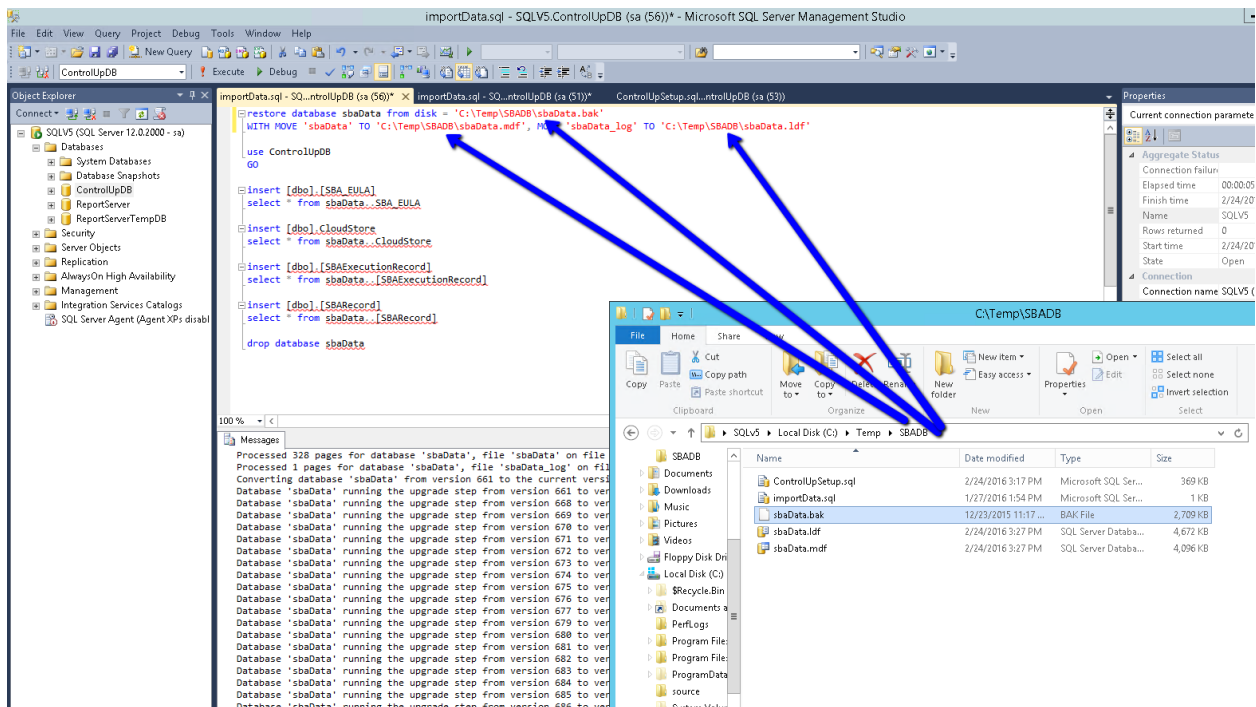


Figure 22: Import Script Based Actions

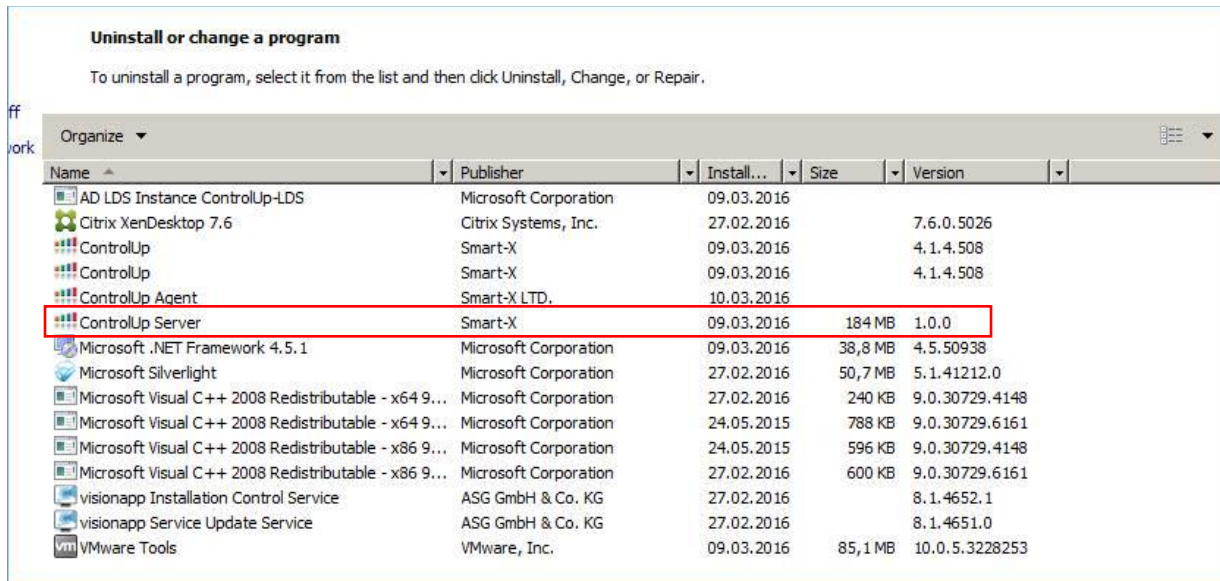
3. Once the script finished you will find the scripts in the ControlUp Console under Organizational Scripts in the Script Based Actions

3. Upgrading from v4.1

If you are a v4.1 user, please follow these guidelines before you start.

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.



Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Install...	Size	Version
AD LDS Instance ControlUp-LDS	Microsoft Corporation	09.03.2016		
Citrix XenDesktop 7.6	Citrix Systems, Inc.	27.02.2016		7.6.0.5026
ControlUp	Smart-X	09.03.2016		4.1.4.508
ControlUp	Smart-X	09.03.2016		4.1.4.508
ControlUp Agent	Smart-X LTD.	10.03.2016		
ControlUp Server	Smart-X	09.03.2016	184 MB	1.0.0
Microsoft .NET Framework 4.5.1	Microsoft Corporation	09.03.2016	38,8 MB	4.5.50938
Microsoft Silverlight	Microsoft Corporation	27.02.2016	50,7 MB	5.1.41212.0
Microsoft Visual C++ 2008 Redistributable - x64 9...	Microsoft Corporation	27.02.2016	240 KB	9.0.30729.4148
Microsoft Visual C++ 2008 Redistributable - x64 9...	Microsoft Corporation	24.05.2015	788 KB	9.0.30729.6161
Microsoft Visual C++ 2008 Redistributable - x86 9...	Microsoft Corporation	24.05.2015	596 KB	9.0.30729.4148
Microsoft Visual C++ 2008 Redistributable - x86 9...	Microsoft Corporation	27.02.2016	600 KB	9.0.30729.6161
visionapp Installation Control Service	ASG GmbH & Co. KG	27.02.2016		8.1.4652.1
visionapp Service Update Service	ASG GmbH & Co. KG	27.02.2016		8.1.4651.0
VMware Tools	VMware, Inc.	09.03.2016	85,1 MB	10.0.5.3228253

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.

4. The Upgrade Process

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

1. Run the latest v6 installer as administrator. The latest installer can be found [here](#).

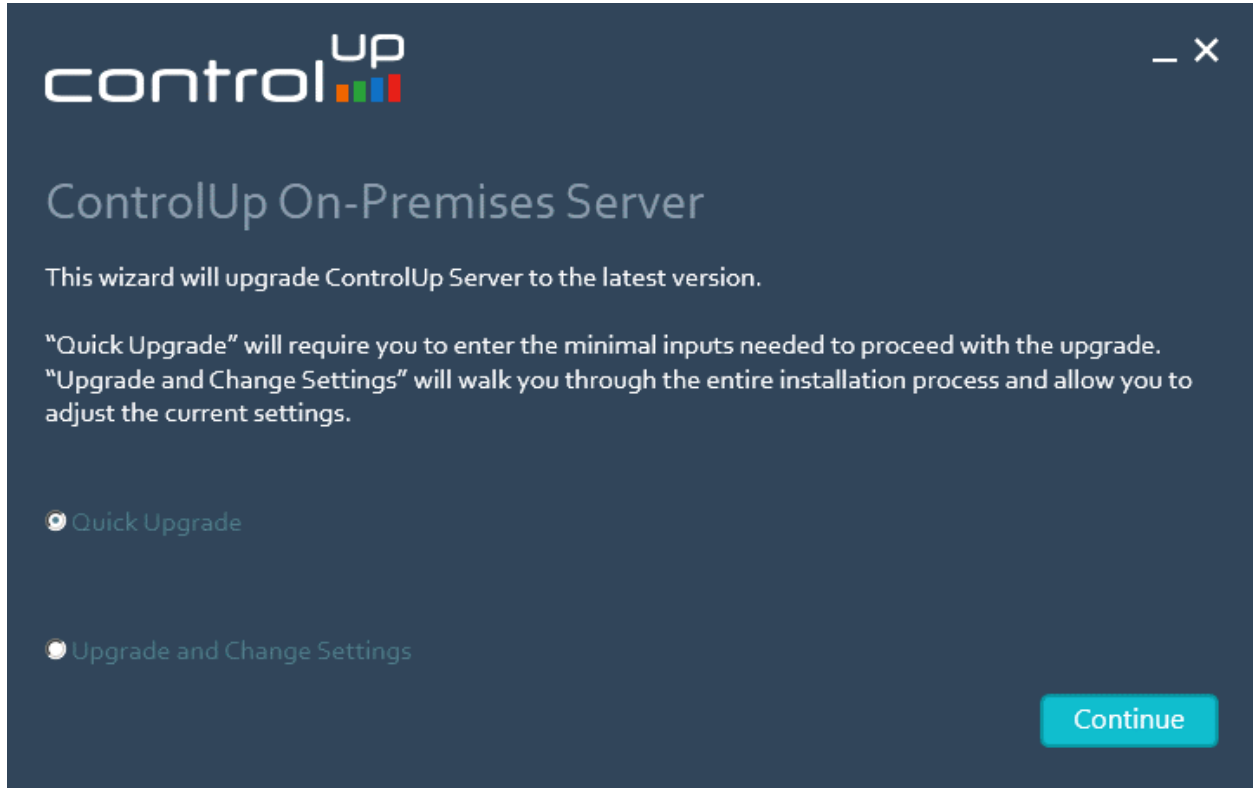


Figure 23: Once you launch the installer as administrator choose to upgrade

Validate ControlUp Service Account

control^{UP}

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.

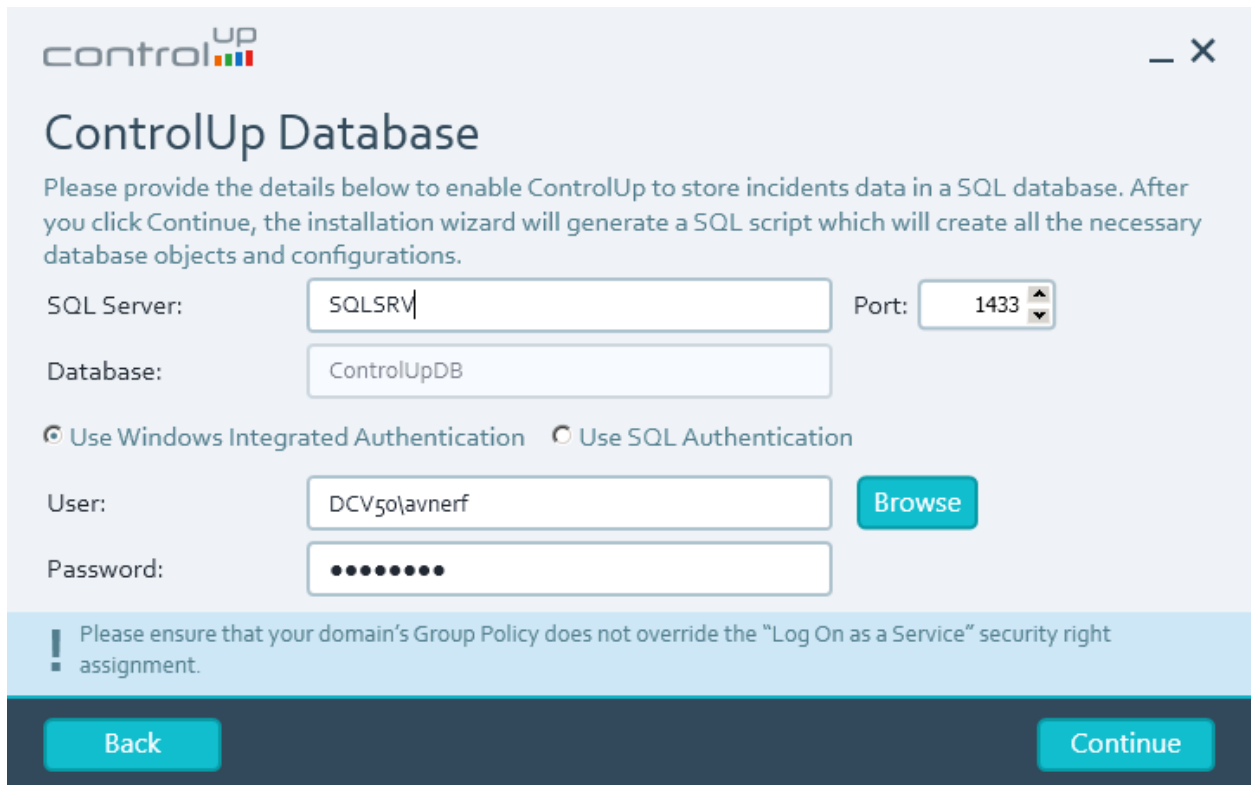
User:

Password:

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

Figure 24: 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 options:

- SQL Server:** A text box containing "SQLSRV".
- Port:** A spinner box set to "1433".
- Database:** A text box containing "ControlUpDB".
- Authentication:** Two radio buttons: "Use Windows Integrated Authentication" (selected) and "Use SQL Authentication".
- User:** A text box containing "DCV50\avnerf" and a "Browse" button.
- Password:** A text box with masked characters (dots).

Below the fields is a light blue informational 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." At the bottom of the window are two buttons: "Back" on the left and "Continue" on the right.

Figure 25: Make sure the details are correct and click Continue

Generate SQL Script

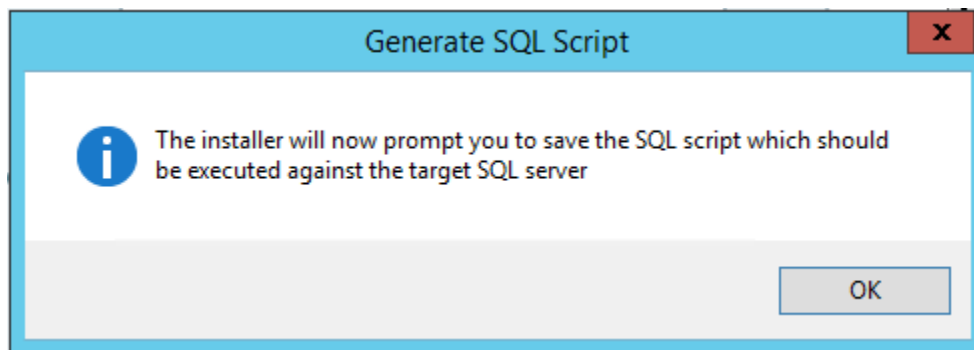


Figure 26: Click OK to export SQL script

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.

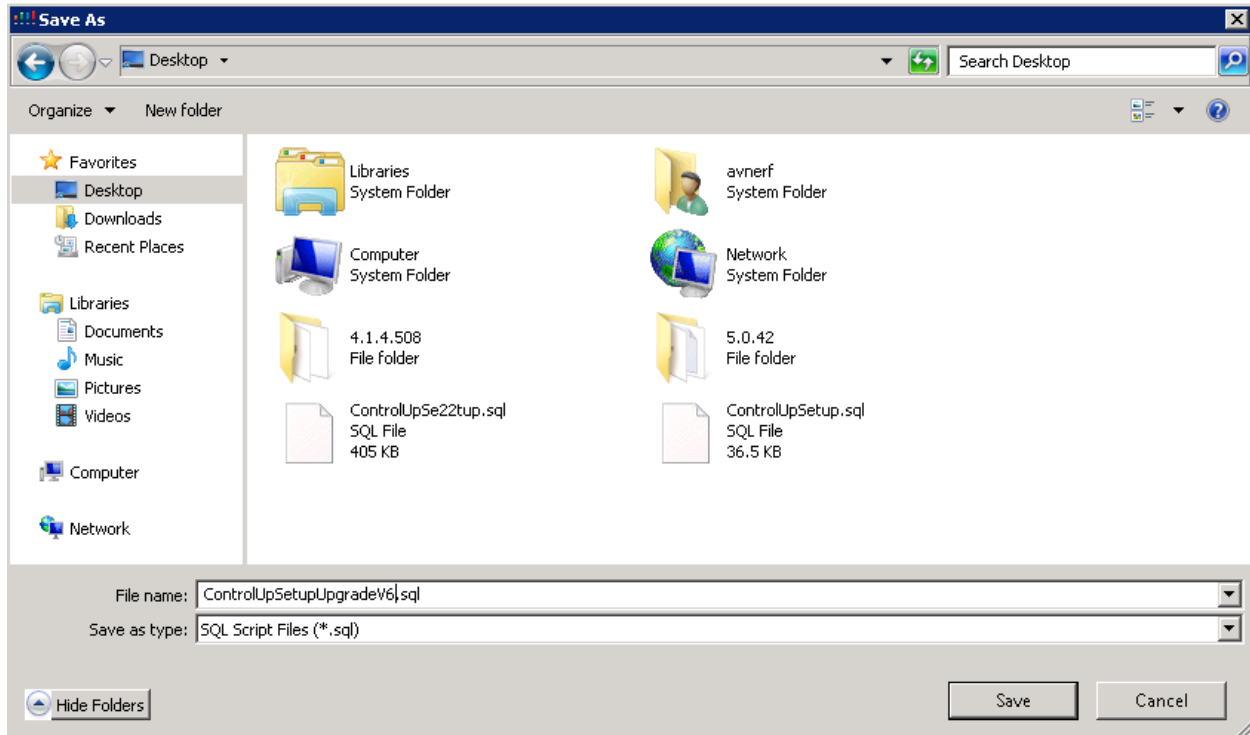


Figure 27: Save the Script to the SQL server and run it on ControlUp DB to update it

control up

Insights On-Premises Configuration

Set the Insights On-Premises Server name and a UNC path for the Activity Files folder.

Insights Server: Port:

Activity Files share:

! The path must be a valid UNC path. A path to a local directory is not valid.

Back Next

Figure 28: Set the Insights On-Premises Server name and UNC path for the Activity Files Folder. **Please give modify permissions to the Network Service account (which runs the ControlUp Monitor service) on the shared folder of the activity files.**

Upgrade the Server

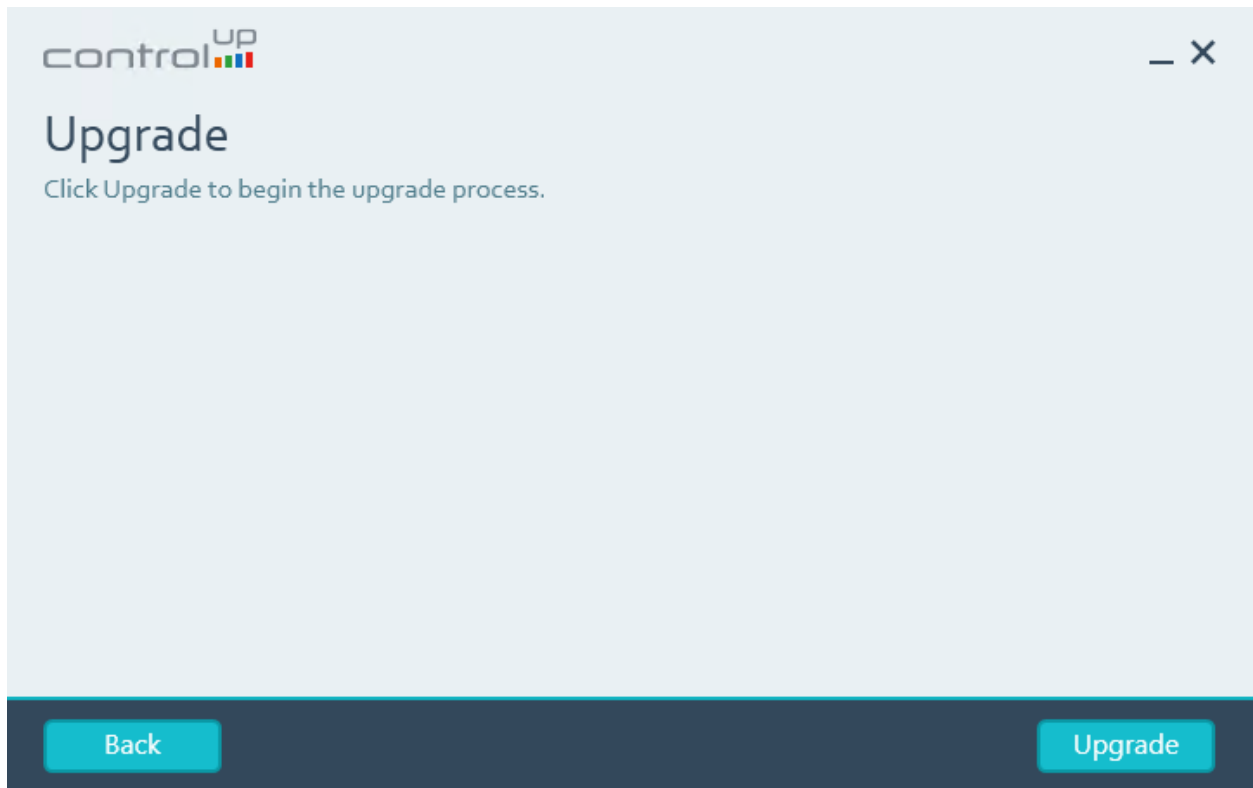


Figure 29: Choose to upgrade

Upgrade Process

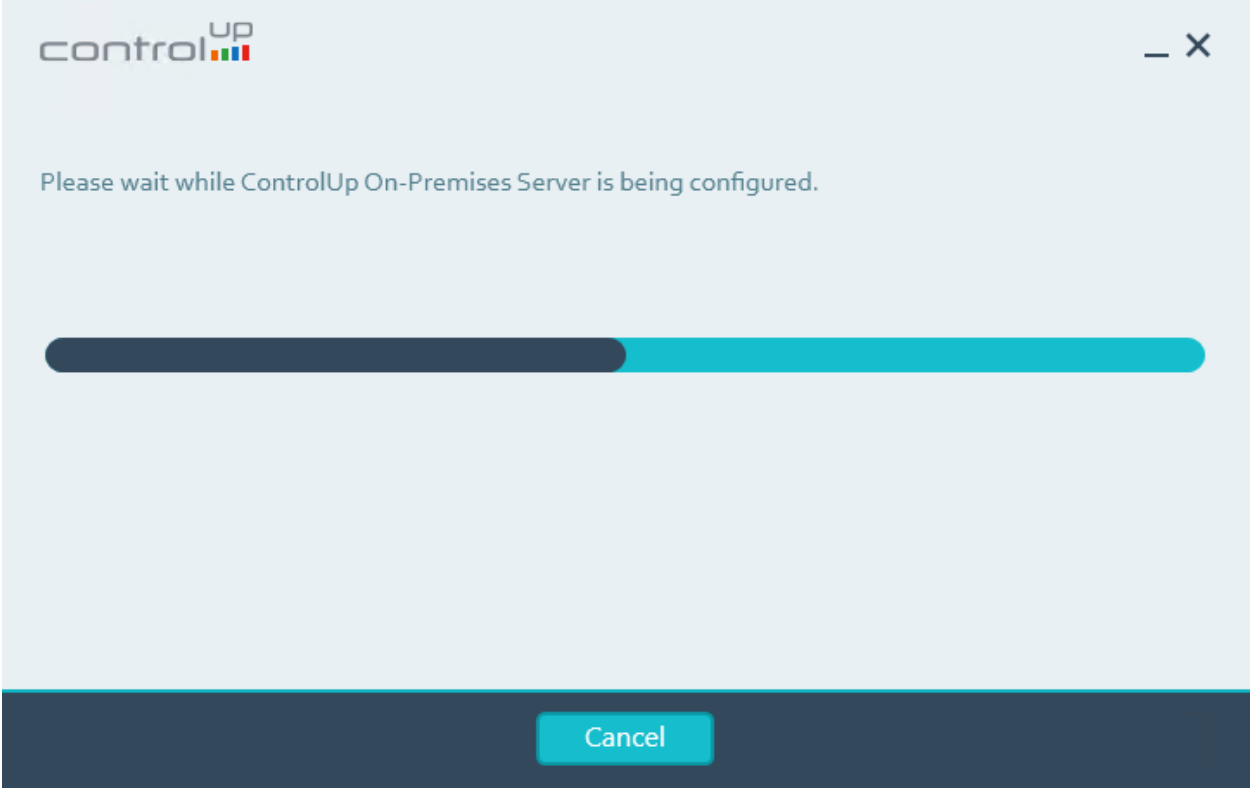


Figure 30: Upgrade Process

Upgrade Finished

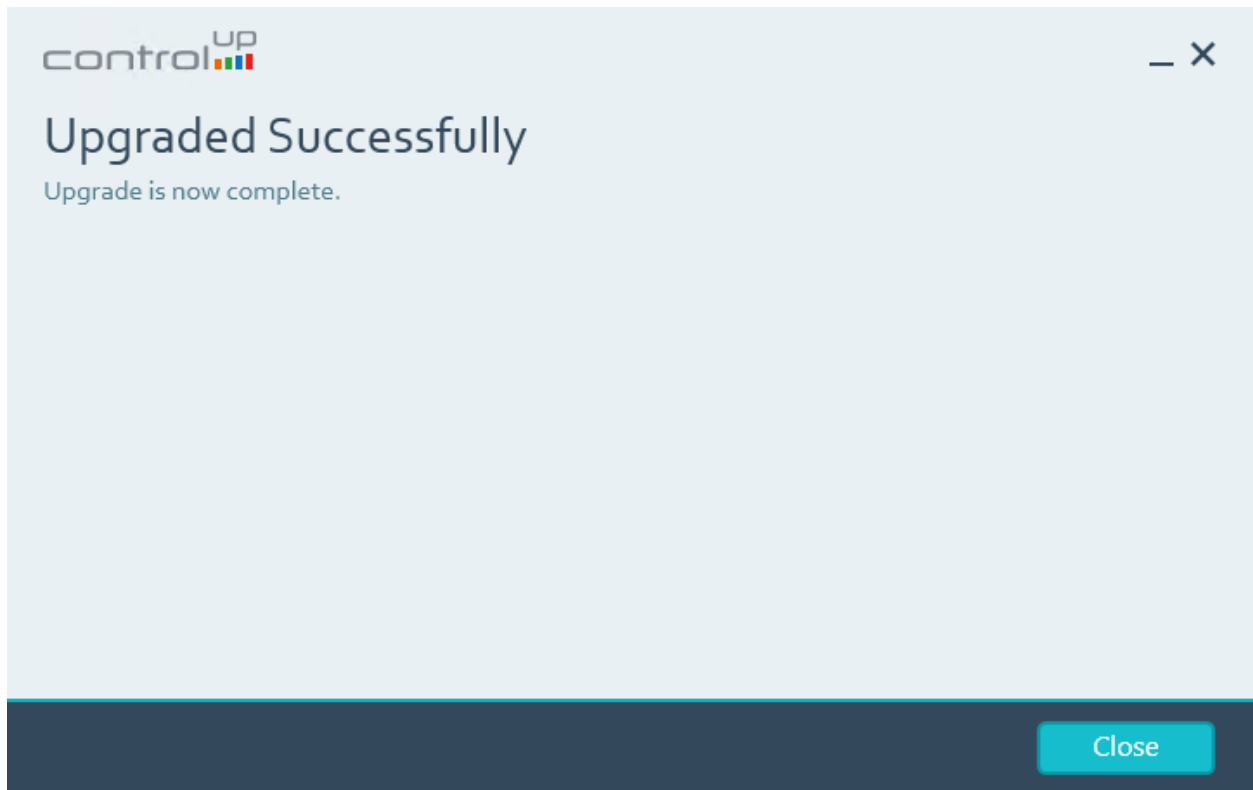


Figure 31: Upgrade finished successfully

Adding Script Based Actions for customers upgrading from v4 (v5 upgrade skip this step)

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.

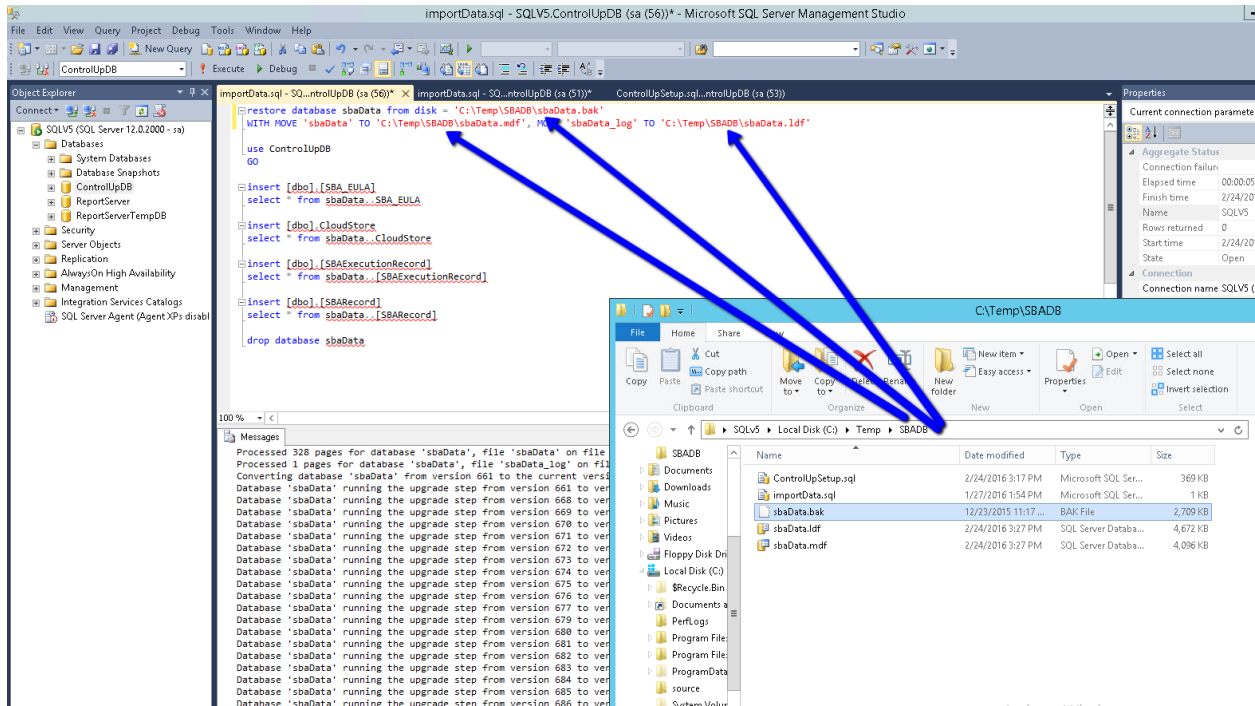


Figure 32: Import Script Based Actions

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

Installing the ControlUp On-Premises Insights

ControlUp Insights is an analytics and reporting solution that enables system administrators to analyze and research historical activity on their virtualization hosts, guest VMs, physical servers and desktops. ControlUp Insights collects, stores, and presents reports on data from the following major domains :

- Resource utilization metrics
(e.g. CPU, RAM, I/O, disk space, network bandwidth)
- Performance and User Experience metrics
(e.g. storage latency, network protocol latency, logon duration)
- Process Activity
(e.g. process start and end events, process performance and resource consumption)
- User activity metadata
(e.g. username, logon/logoff time, user session state transitions, application launches and terminations)

In order to improve visibility and control over IT assets, ControlUp Insights also correlates data from the above domains. For example, virtualization host performance bottleneck that occurred in the past may be analyzed in depth by drilling into irregular guest VM activity and perhaps even deeper into the activity of individual applications or background processes inside that VM that might have contributed to the resource shortage.

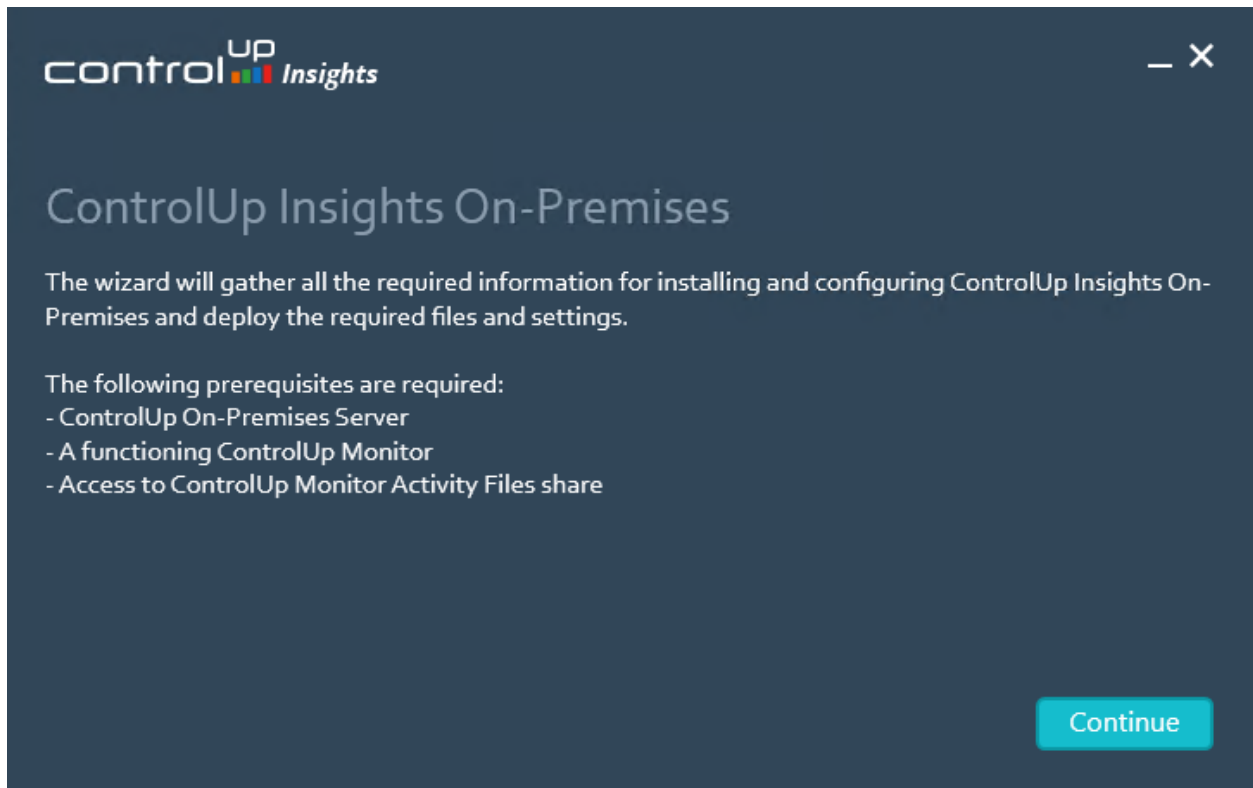


Figure 33: Insights prerequisites explained

End-User License Agreement



The screenshot shows a software window titled "control UP Insights" with a close button in the top right corner. The main heading is "End-User License Agreement". Below this is a scrollable text area containing the following text:

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 ControlUp Technologies Ltd. (the "Licensor", "Company" or "ControlUp Technologies") 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 ControlUp Technologies.

BY INSTALLING, DOWNLOADING, COPYING OR USING THE SOFTWARE, THE LICENSEE DECLARES THAT HE CAREFULLY READ AND UNDERSTOOD AND ACCEPTED THE TERMS OF

Below the text area is a checkbox labeled "I agree to the Terms of Use" which is checked. At the bottom of the window are two buttons: "Back" on the left and "Accept" on the right.

Figure 34: Please accept and click Next

Selecting the Path

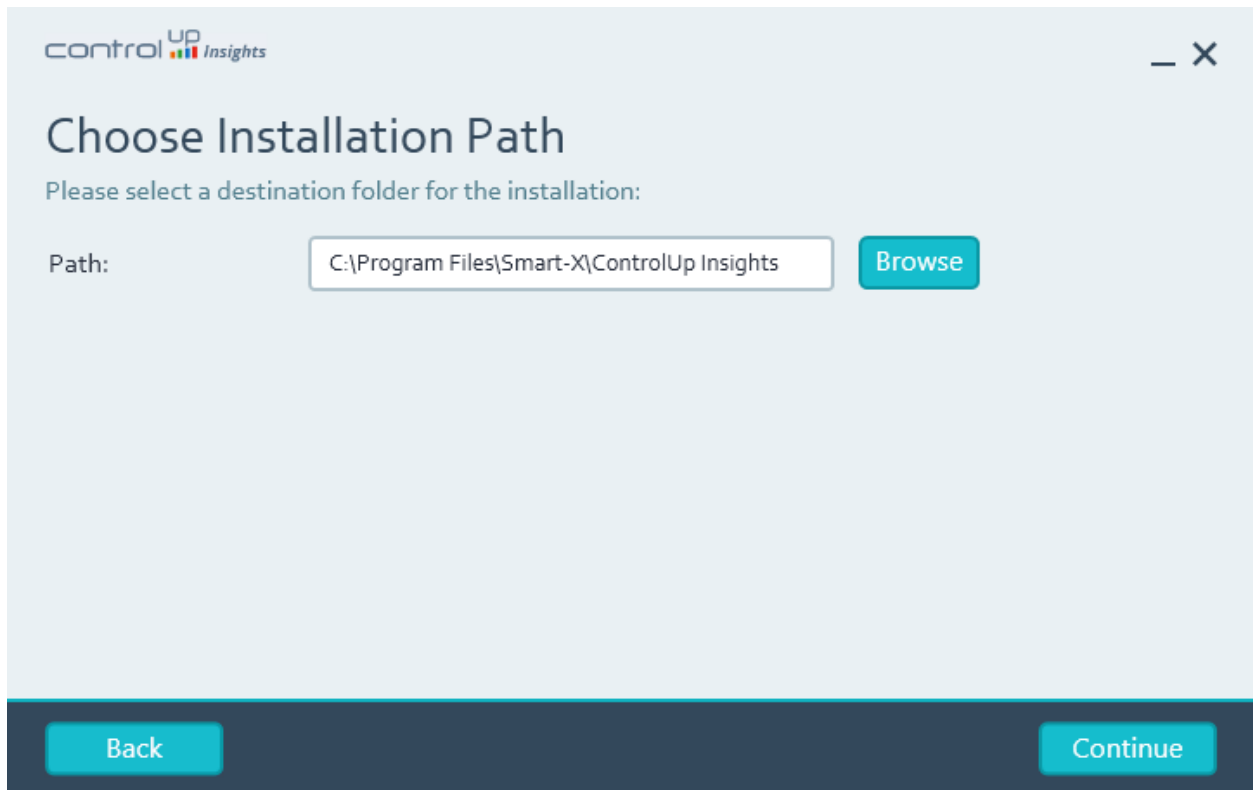
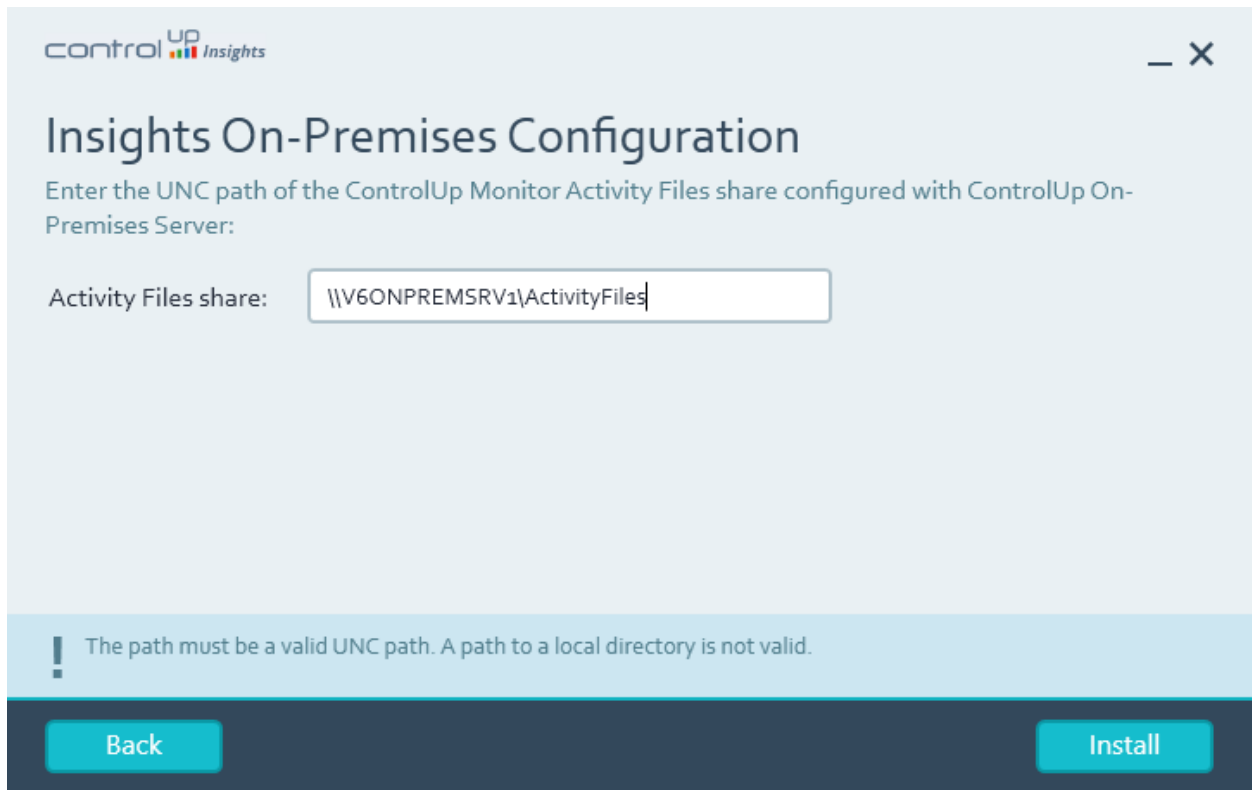


Figure 35: Select the destination path for the program

Insights Activity Files Configuration



controlUP Insights

Insights On-Premises Configuration

Enter the UNC path of the ControlUp Monitor Activity Files share configured with ControlUp On-Premises Server:

Activity Files share:

! The path must be a valid UNC path. A path to a local directory is not valid.

Back Install

Figure 36: Select the destination path of the activity files share. **Please verify that Network Service account has modify permissions on this folder, otherwise files will not be created.**

ControlUp On-Premises Insights Installation Progress

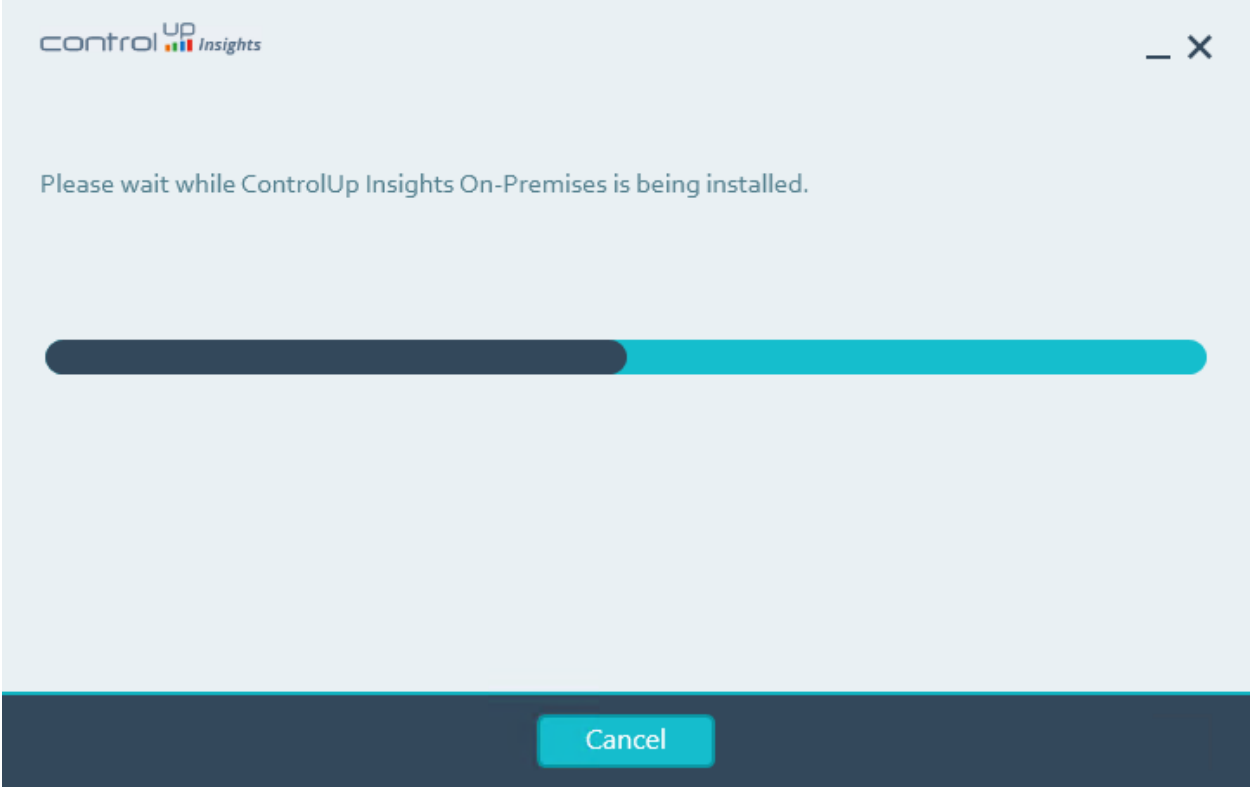


Figure 37: ControlUp On-Premise Insights Installation Progress bar

Installation Complete

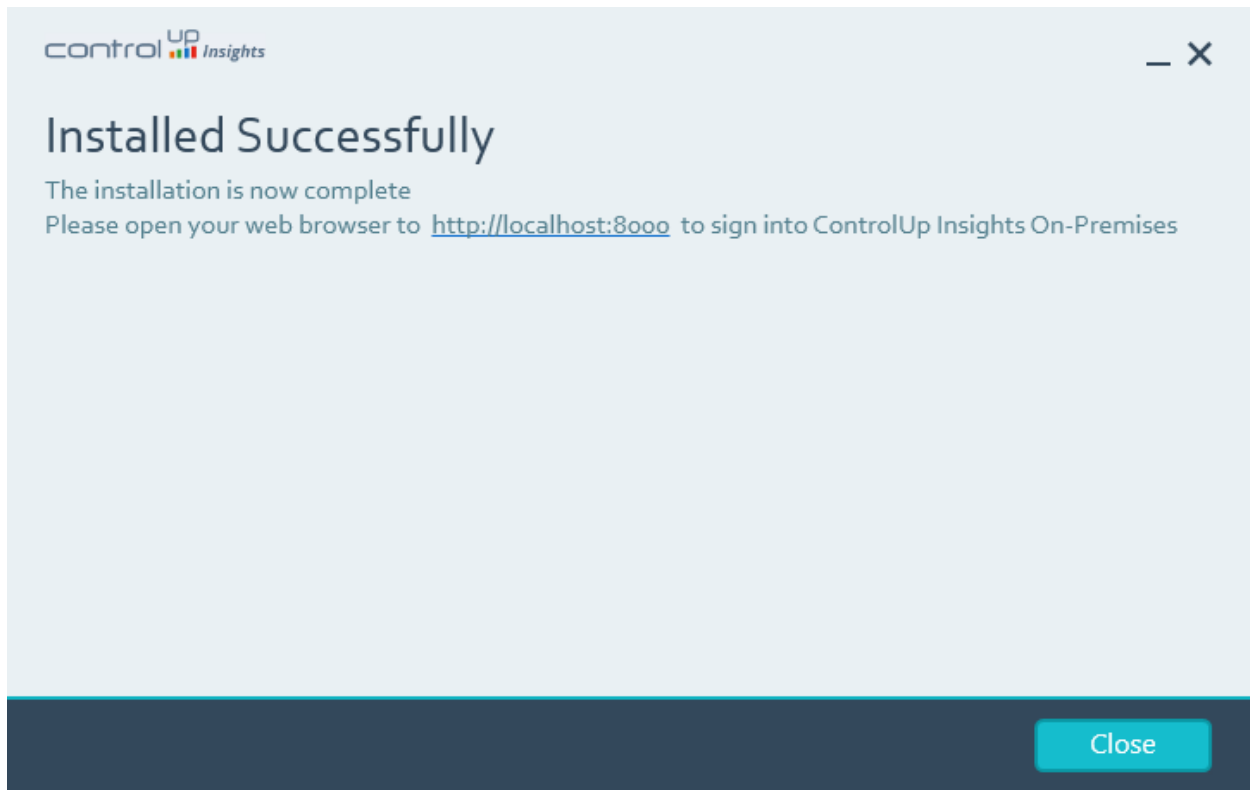


Figure 38: Summary of the installation which finished successfully.

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

End-User License Agreement for the Console

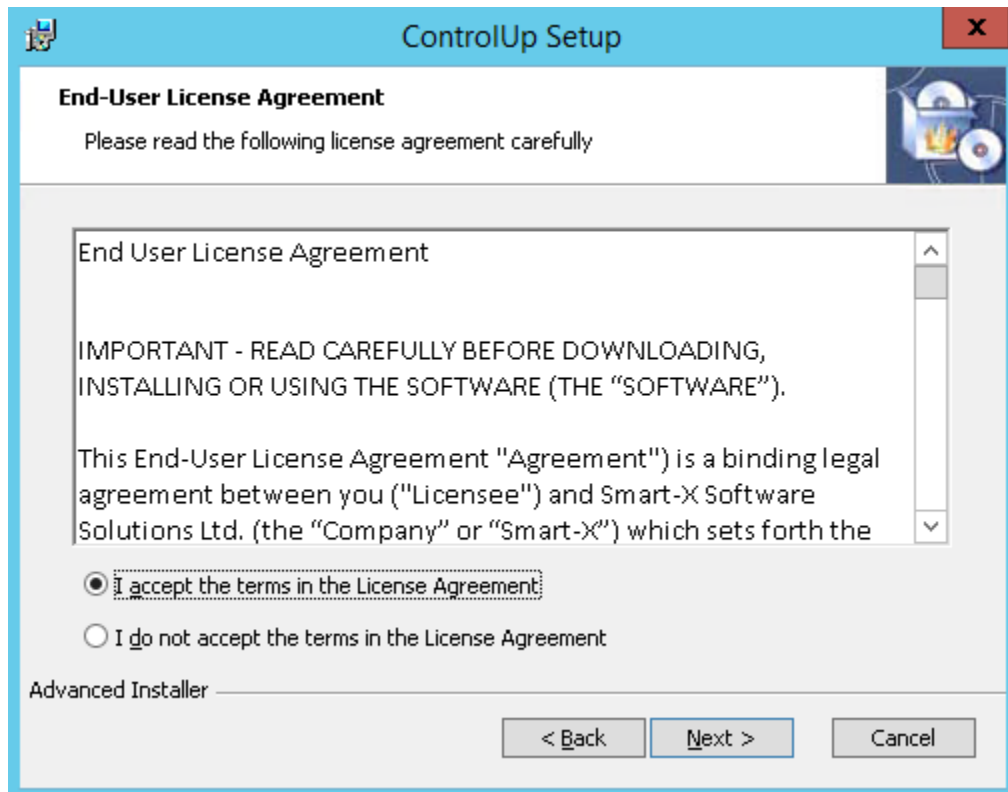


Figure 40: Accept the License Agreement

Installation Folder

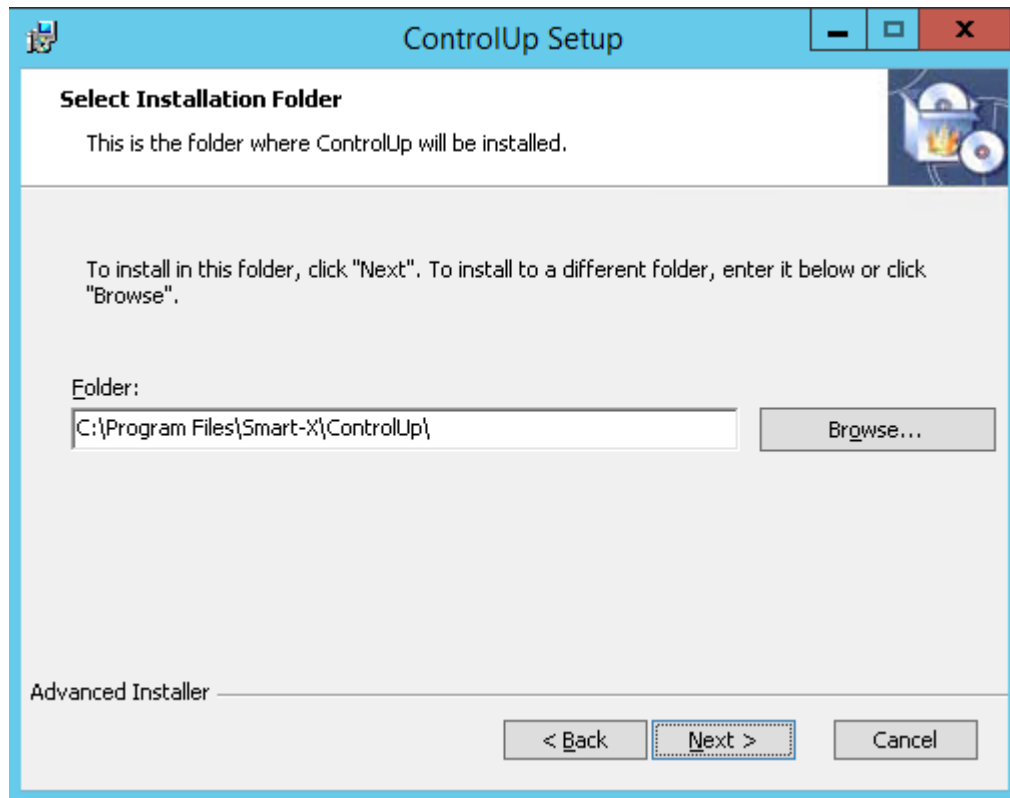


Figure 41: Select the path to the console's installation folder

Ready to Install the Console

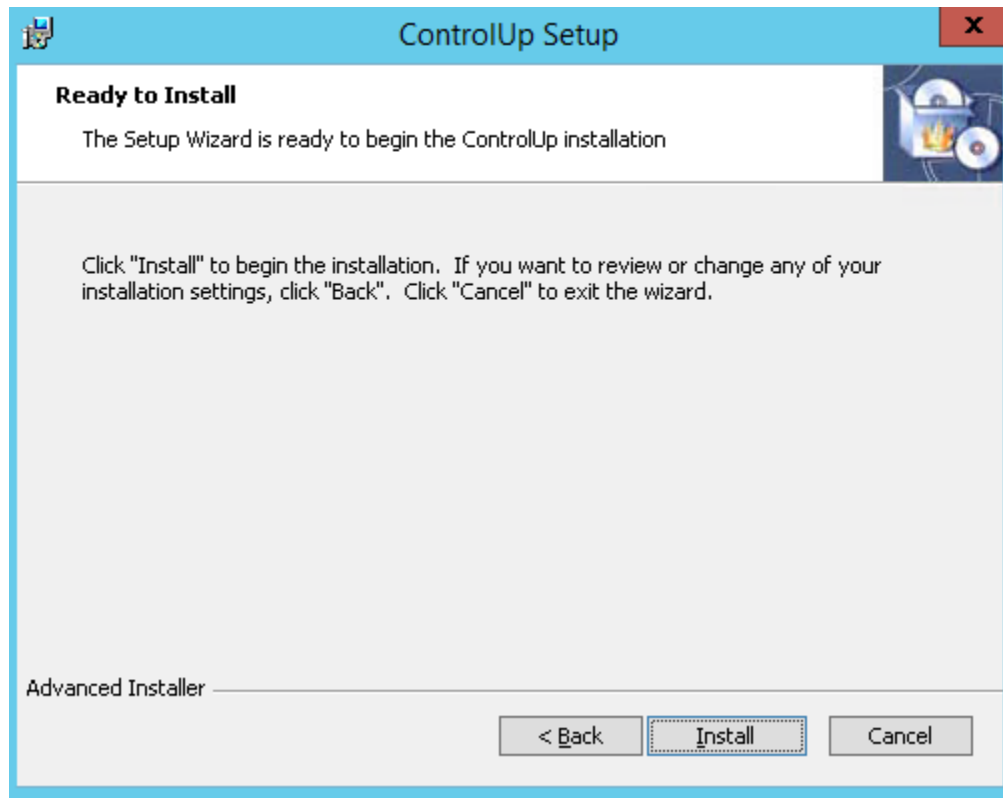


Figure 42: Click install when ready

Progress of the ControlUp Console installation

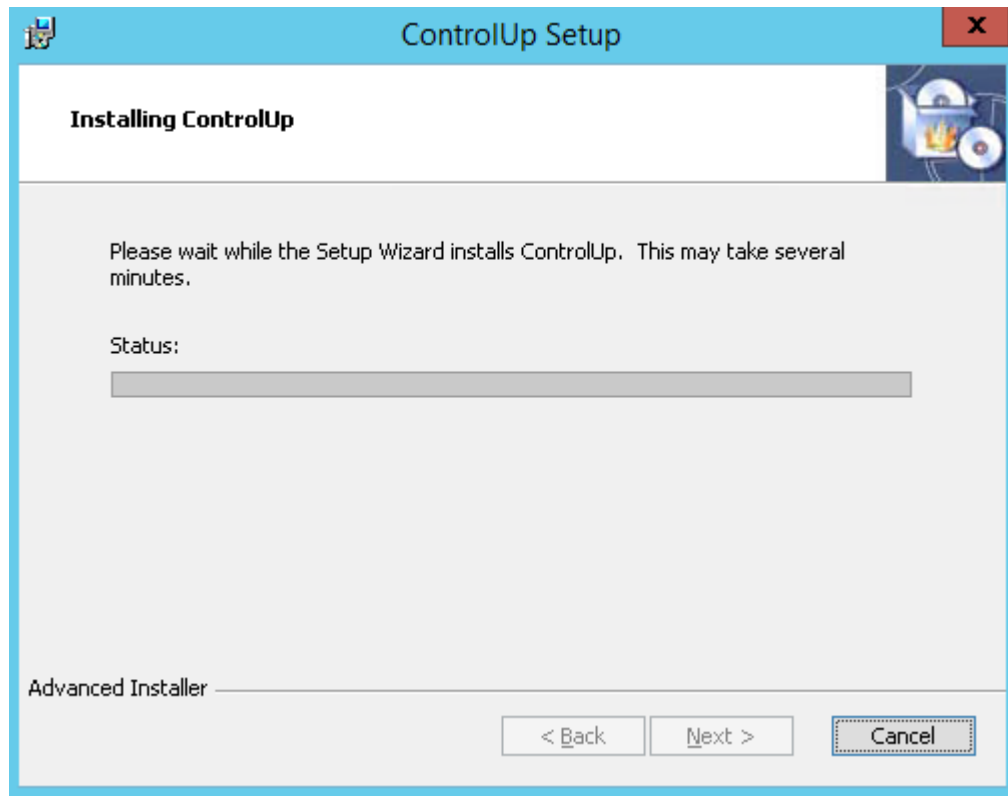


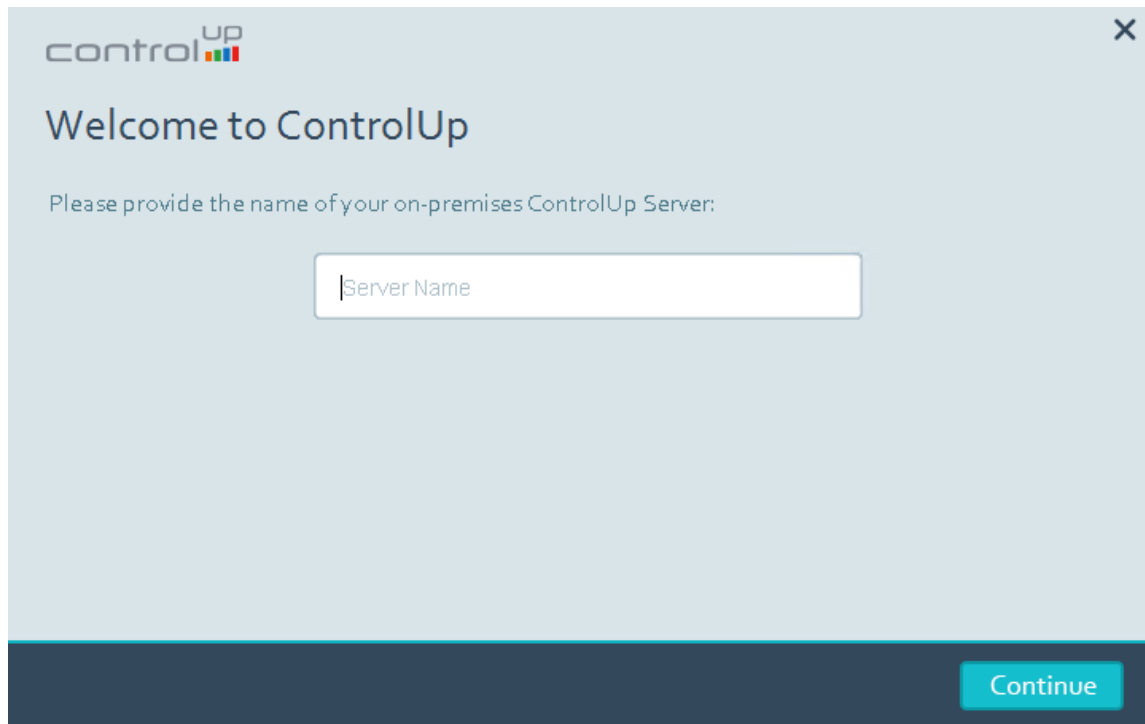
Figure 43: Shows the progress of the installation

ControlUp On-Premises Console Wizard Complete



Figure 44: 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 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 45: 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

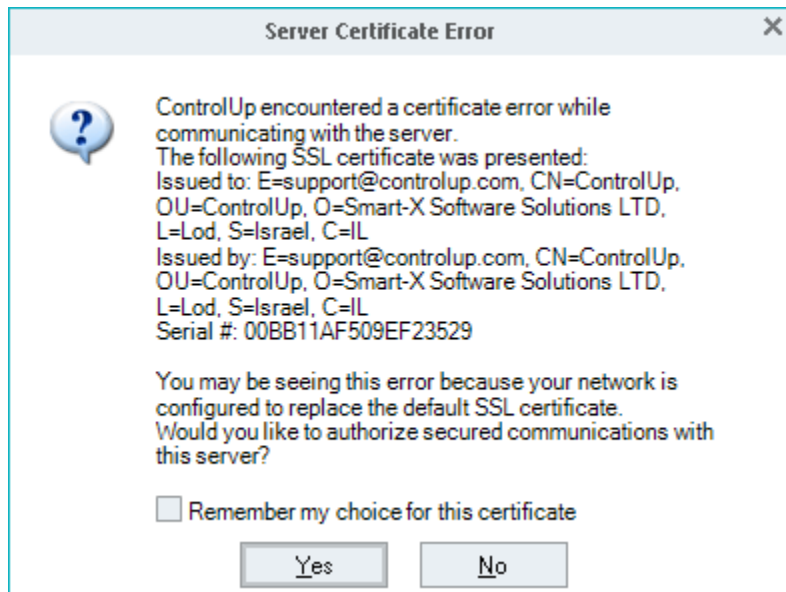


Figure 46: During the first initialization of the Console you should accept the certificate. The certificate will be stored in the local certificate store on the ControlUp server

ControlUp's On-Premises Console Launched Successfully

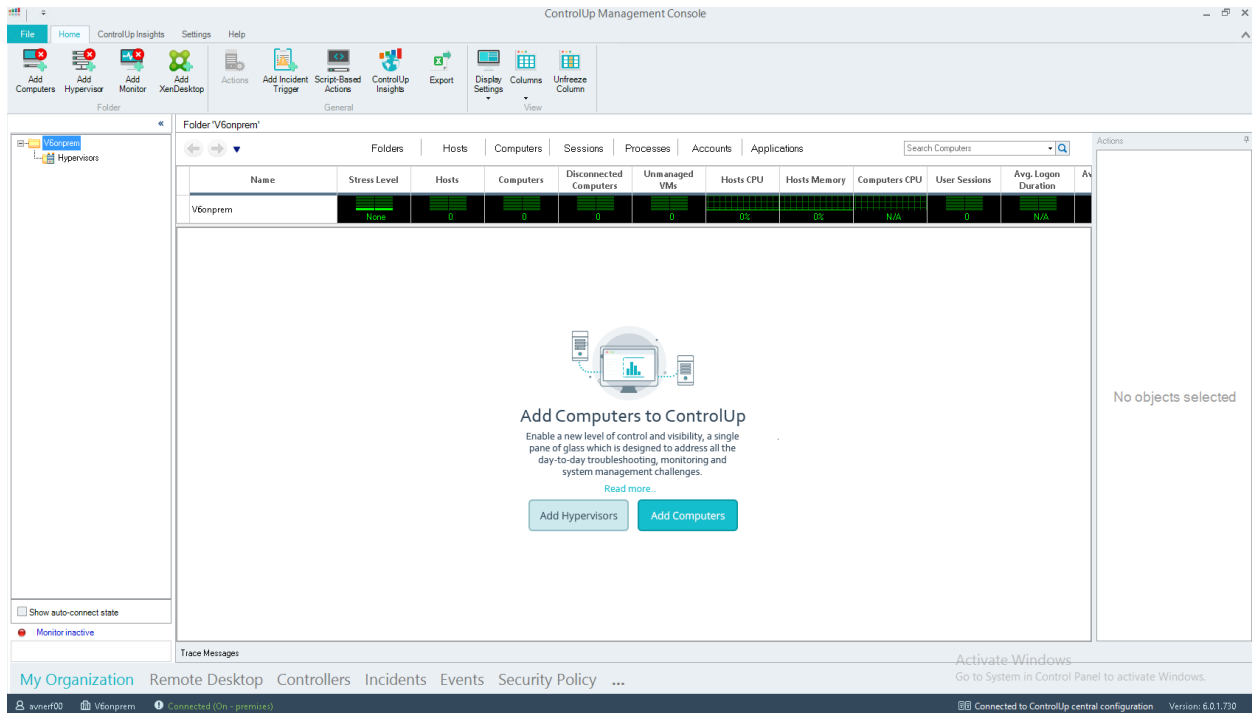


Figure 47: First time you login to ControlUp's Console

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.

Adding a Monitor

ControlUp Monitor is a component principally equivalent to ControlUp Console, but without an interactive user interface. Once installed and started, ControlUp Monitor signs into your ControlUp organization and connects to your managed computers. The Monitor starts receiving system information and performance updates from your organization, and responsible to export that data to your Insights on-premises server

Main benefits of adding a Monitor:

ControlUp Monitor offers a number of benefits to admins who require continuous monitoring of their resources:

1. After a Monitor is installed in the organization, monitoring of resources is a continuous process, running 24/7 regardless of the presence of active ControlUp Consoles in the network. Multiple Monitor instances automatically provide mutual backup and high availability for monitoring.
2. Monitors can be configured to alert ControlUp users about incidents that cannot be detected by ControlUp Console. For example, only the Monitor records "Computer Down" incidents, since detection of this incident requires continuous monitoring.
- 3. The Monitor is mandatory for exporting activity files for the Insights On-Premises**

Adding a monitor can be done from the ControlUp Console -> Settings -> Monitor Settings -> Add Monitor.

For more information, how to add a monitor, please refer to these articles: [Add Monitor](#) and [The ControlUp Monitor](#)

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 “,”