

On-Premises v7.X Installation 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	10000	Servers 11-18	AllowLogons	Custom LE	CUXEN65TS01	5	36%
CUXEN65TS14	Ready	19 days, 22:20...	None	1840	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	90	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

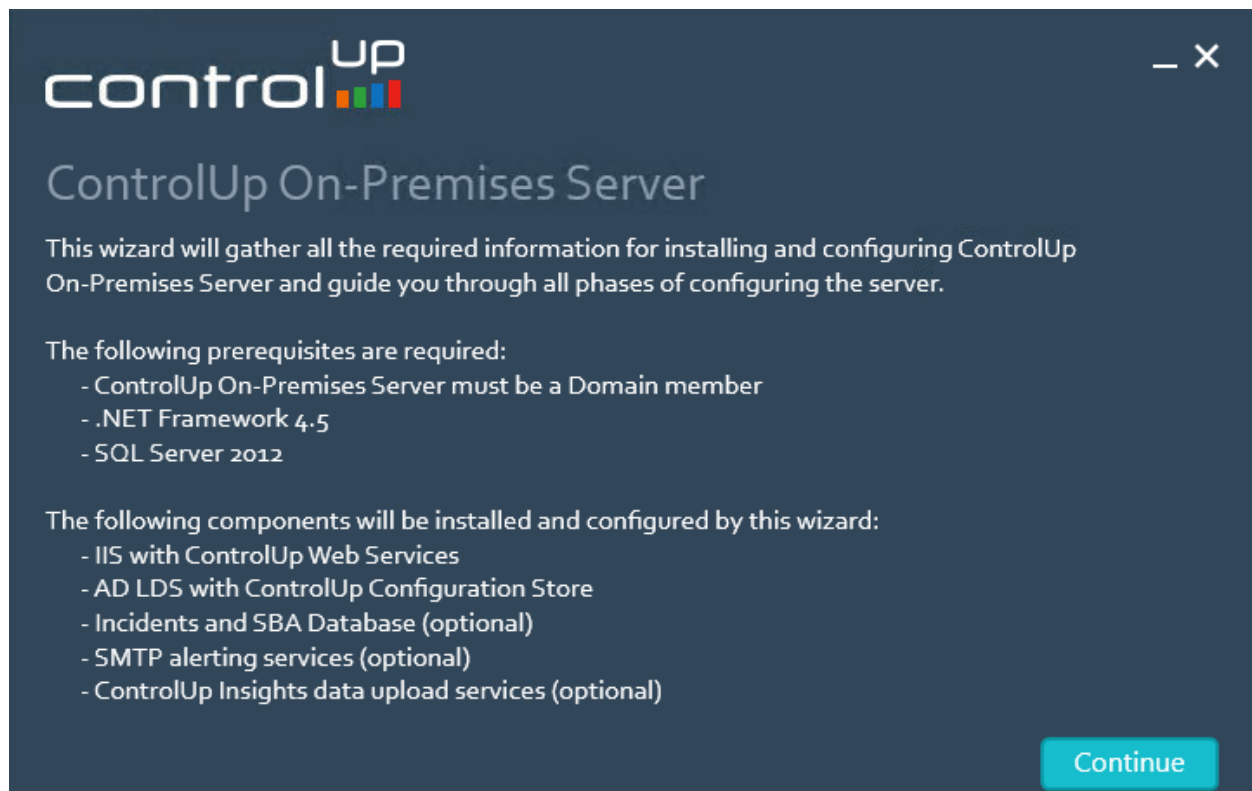


Figure 1: make sure the prerequisites are met before the installation.

End-User License Agreement



Figure 2: Please accept and click Next

controlUP

Insights On-Premises Configuration

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

☒ Install ControlUp Insights On-premises for historical reporting and analysis

Insights Server: Port:

Activity Files share:

☐ Skip ControlUp Insights On-premises installation

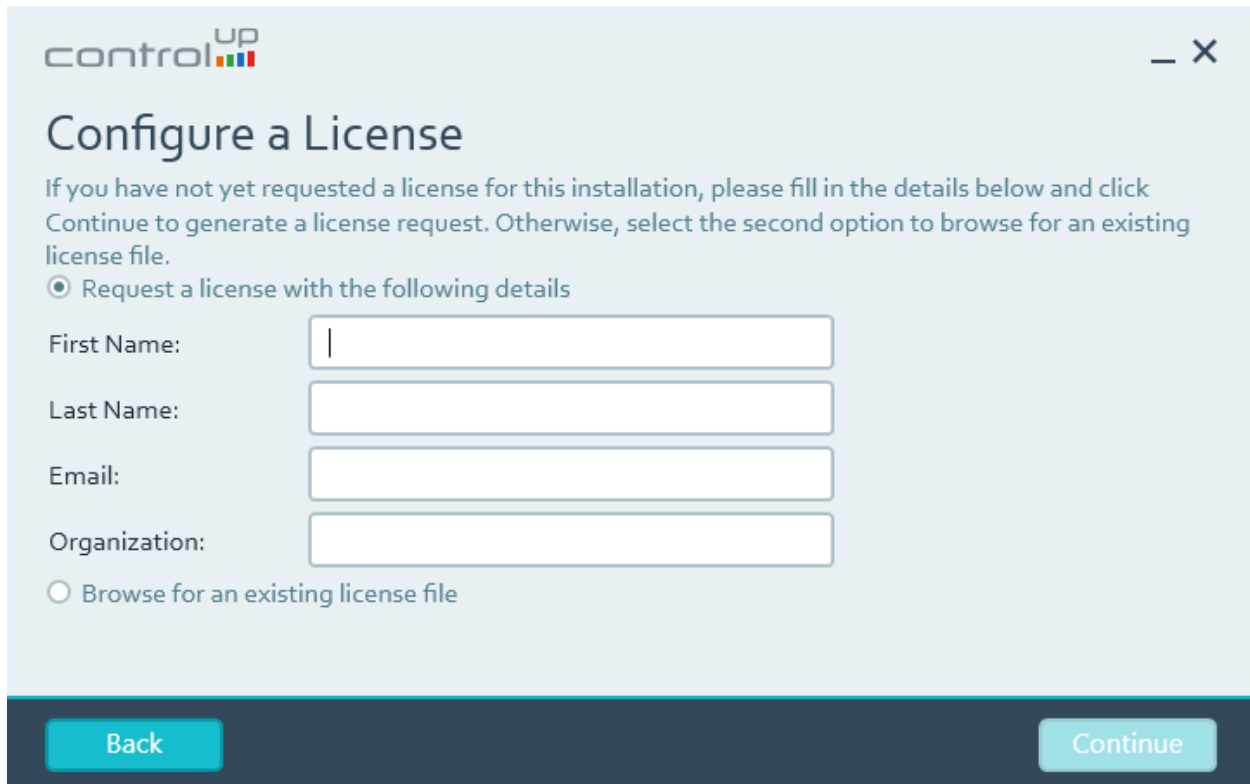
! The path must be a valid UNC path. A path to a local directory is not valid.

Back Continue

Figure 3: Set the Insights On-Premises Server name and UNC path for the Activity Files Folder or Skip in case you do not have IOP. 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.

Note: The Activity Files Folder UNC Share should NOT include \$ sign.

Configure a License



control^{UP}

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 4: 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

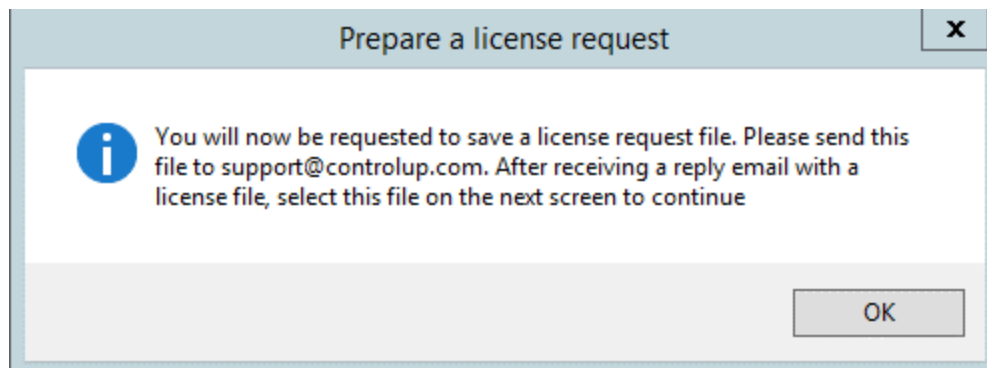


Figure 5: The wizard notifies the user a license file will be saved

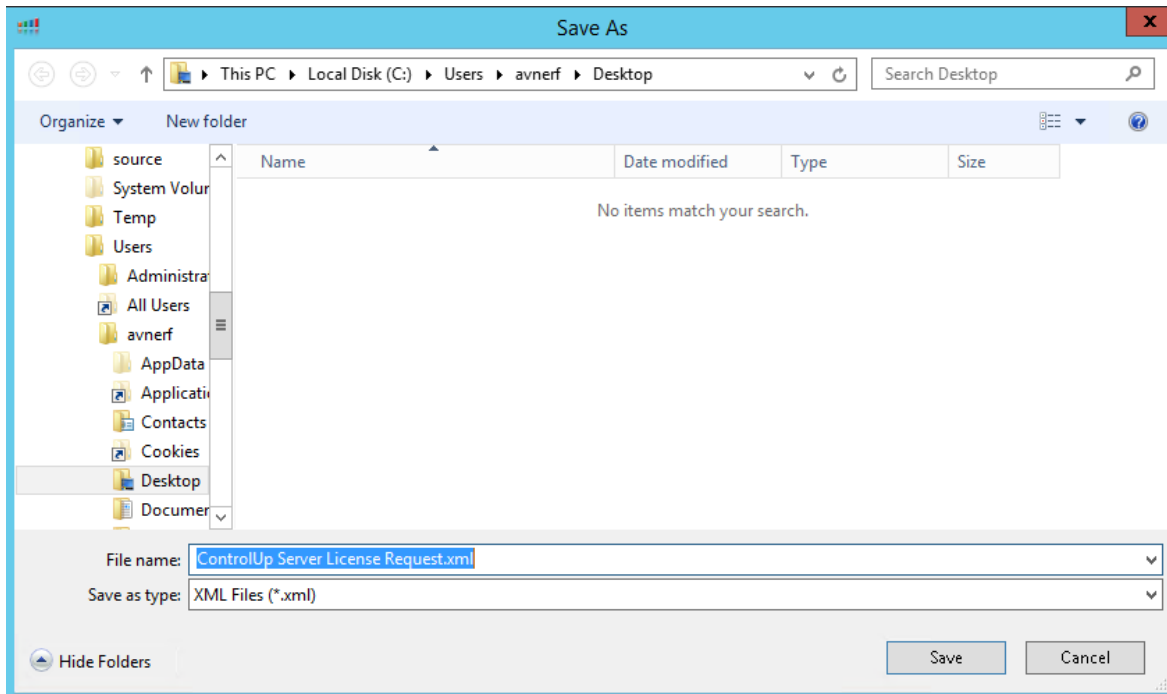
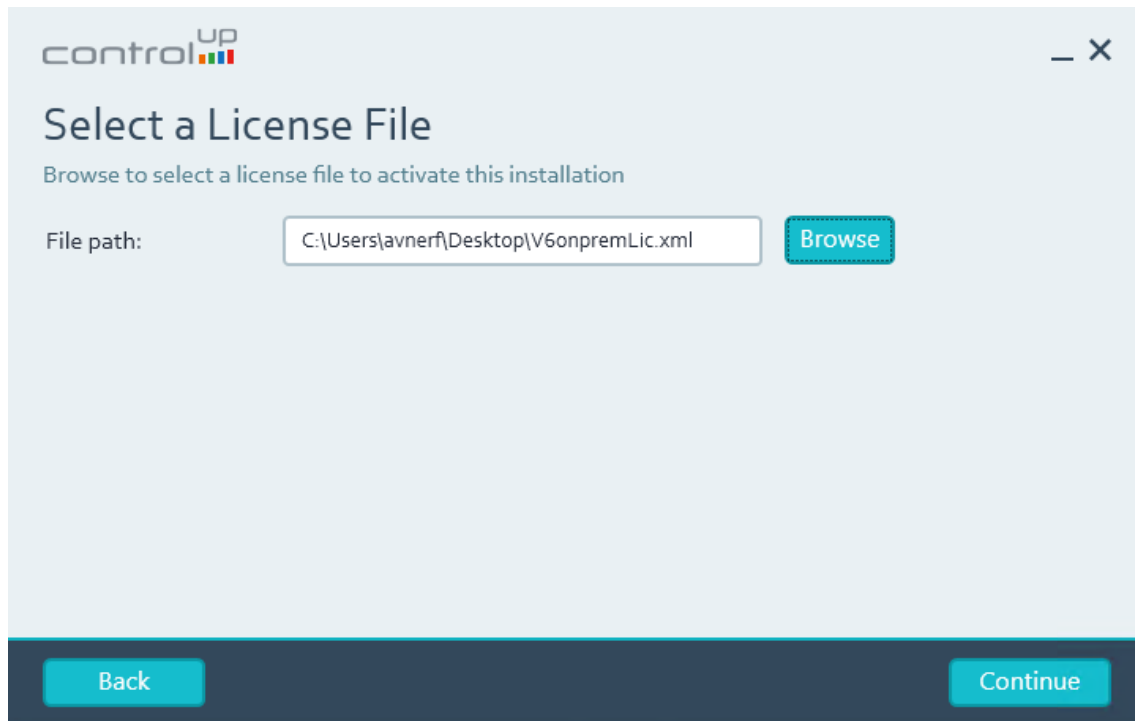


Figure 6: The license request should be saved and sent via email to support@controlup.com

Select a License File



control^{UP}

Select a License File

Browse to select a license file to activate this installation

File path:

Figure 7: Import the license xml file received from ControlUp

Features to Install

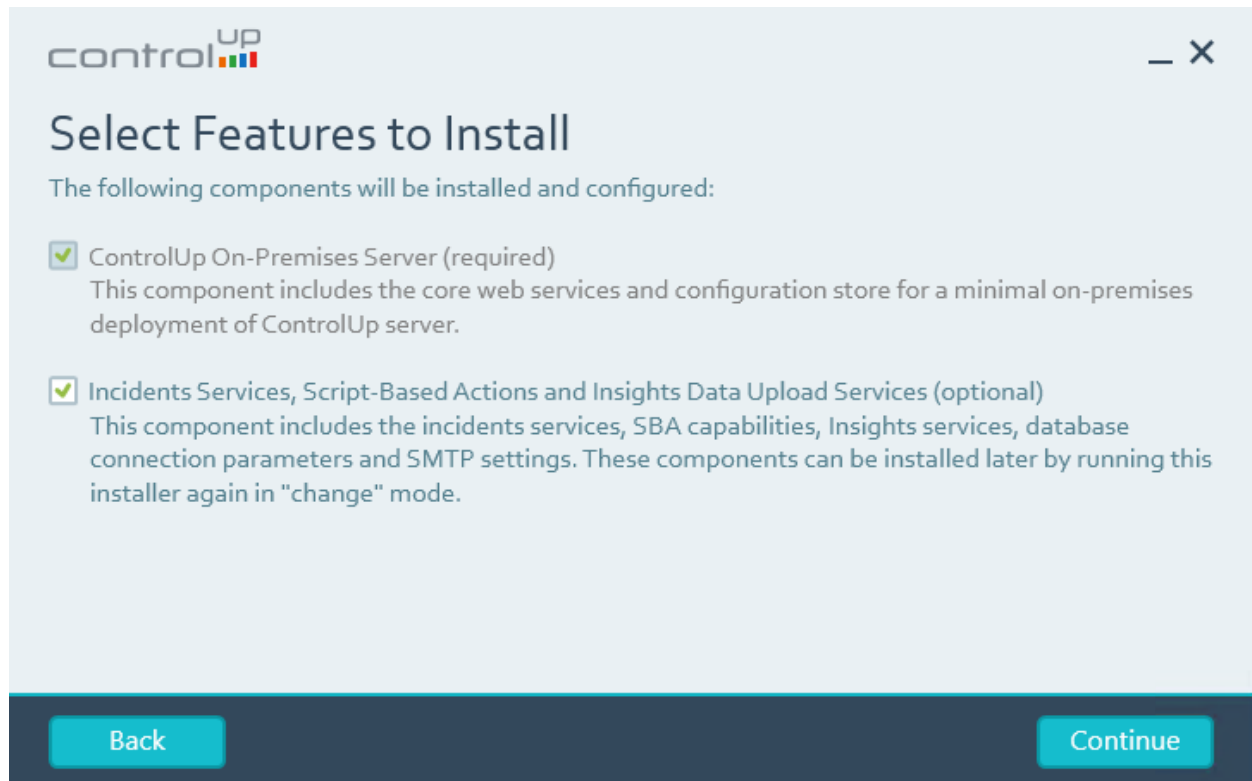


Figure 8: Description of ControlUp On-Premise Server components. ControlUp On-Premises Installation adds the IIS and LDS roles to the server and adds two services, ControlUp LDS Service and ControlUp Incidents Service

Selecting the Path

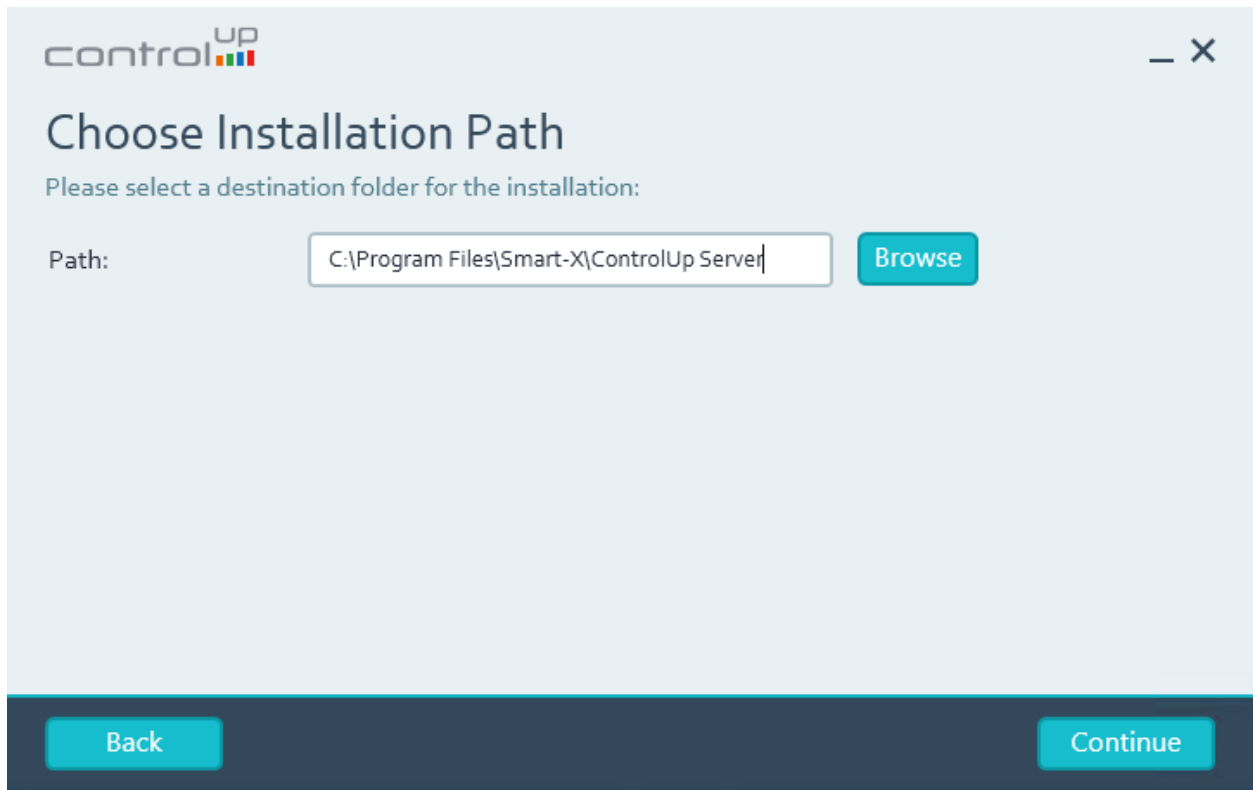
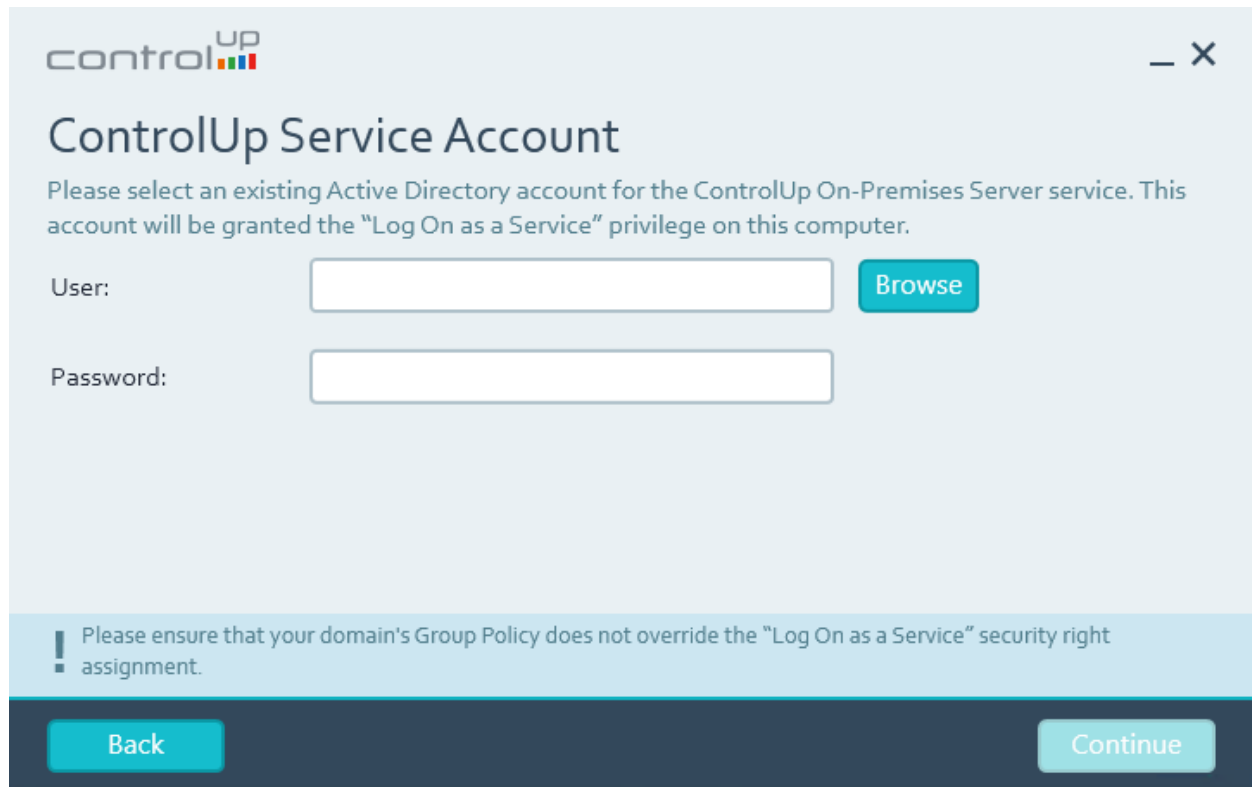


Figure 9: Select the destination path for the program

ControlUp On-Premises Service Account



The image shows a Windows-style dialog box titled "ControlUp Service Account". In the top-left corner is the "controlUP" logo, and in the top-right corner are window control icons (minimize, maximize, close). The main title "ControlUp Service Account" is centered. Below it, a message states: "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:" and "Password:". The "User:" field has a "Browse" button to its right. Below the "Password:" field is a large empty rectangular box. At the bottom of the dialog, there is a light blue informational bar with 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." The bottom of the dialog features a dark blue bar with two buttons: "Back" on the left and "Continue" on the right.

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 10: 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 screenshot shows the 'ControlUp Database' configuration window. At the top is the ControlUp logo and a close button. Below the title, a paragraph explains that the user must provide details to enable ControlUp to store incident data in a SQL database, and that clicking 'Continue' will generate a SQL script to create the necessary database objects. The configuration fields include: 'SQL Server' with the value 'V7SQL-DC', 'Port' with a spinner set to '1433', 'Database' with the value 'ControlUpDB', and two radio buttons for authentication: 'Use Windows Integrated Authentication' (selected) and 'Use SQL Authentication'. Below these are 'User' and 'Password' fields. The 'User' field contains 'V7CUPERTINO\svc_controlup' and has a 'Browse' button next to it. The 'Password' field is masked with dots. A blue information bar at the bottom of the form area contains 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.' At the very bottom are 'Back' and 'Continue' buttons.

controlup

ControlUp Database

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.

SQL Server: Port:

Database:

☒ Use Windows Integrated Authentication ☐ Use SQL Authentication

User:

Password:

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

Figure 11: 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

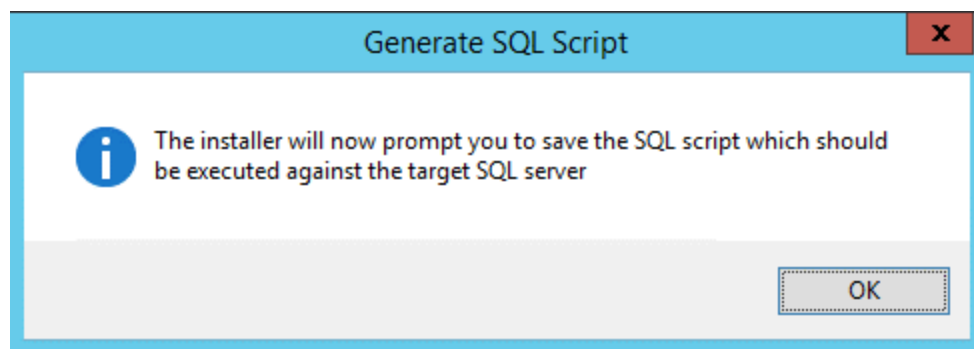


Figure 12: The wizard notifies the user that a SQL script will be created which contains the details entered in the previous step.

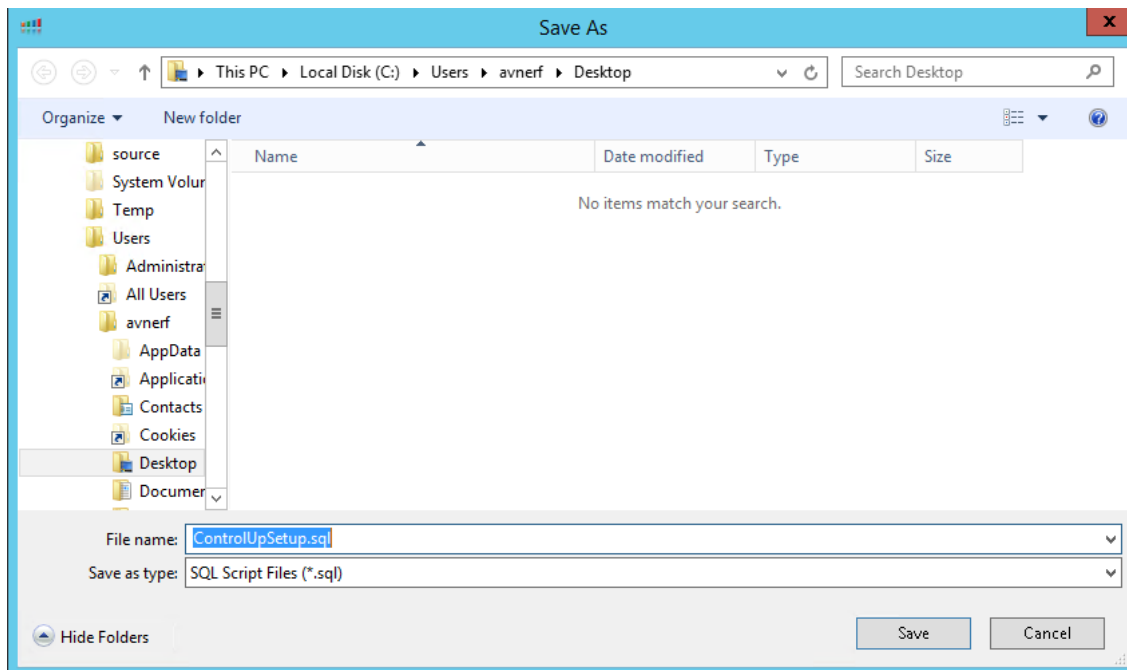


Figure 13: Select the location to save the SQL script. The script should be executed on the SQL server in order to create the Incidents database. If the database is not created the ControlUp console will work but no incidents will be presented in the incidents pane.

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"

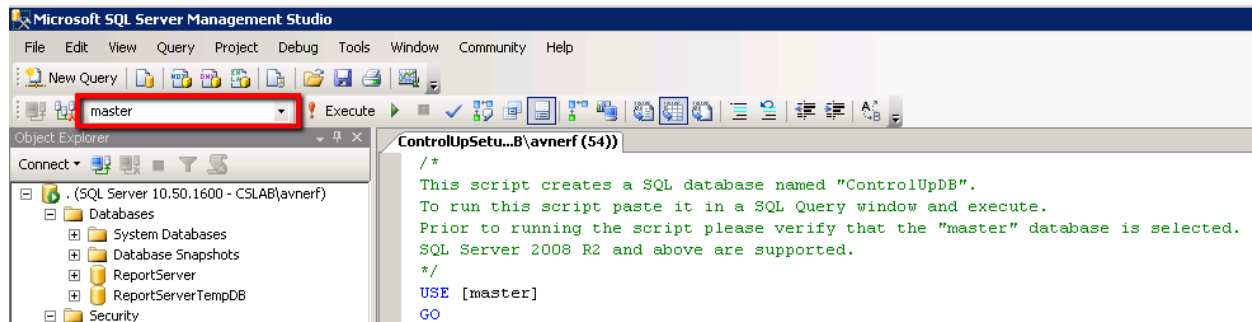


Figure 14: Make sure master database is selected

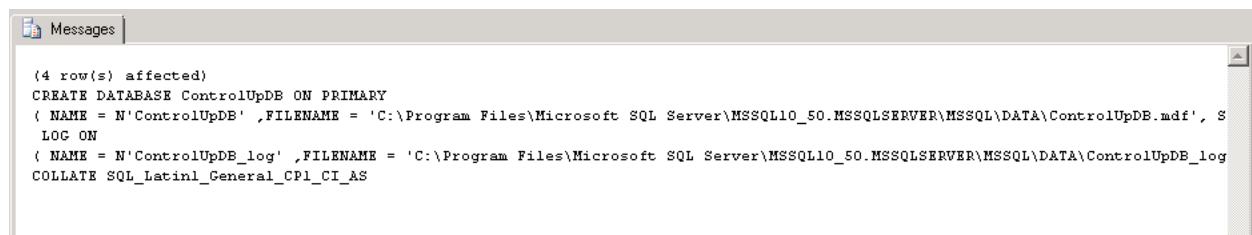
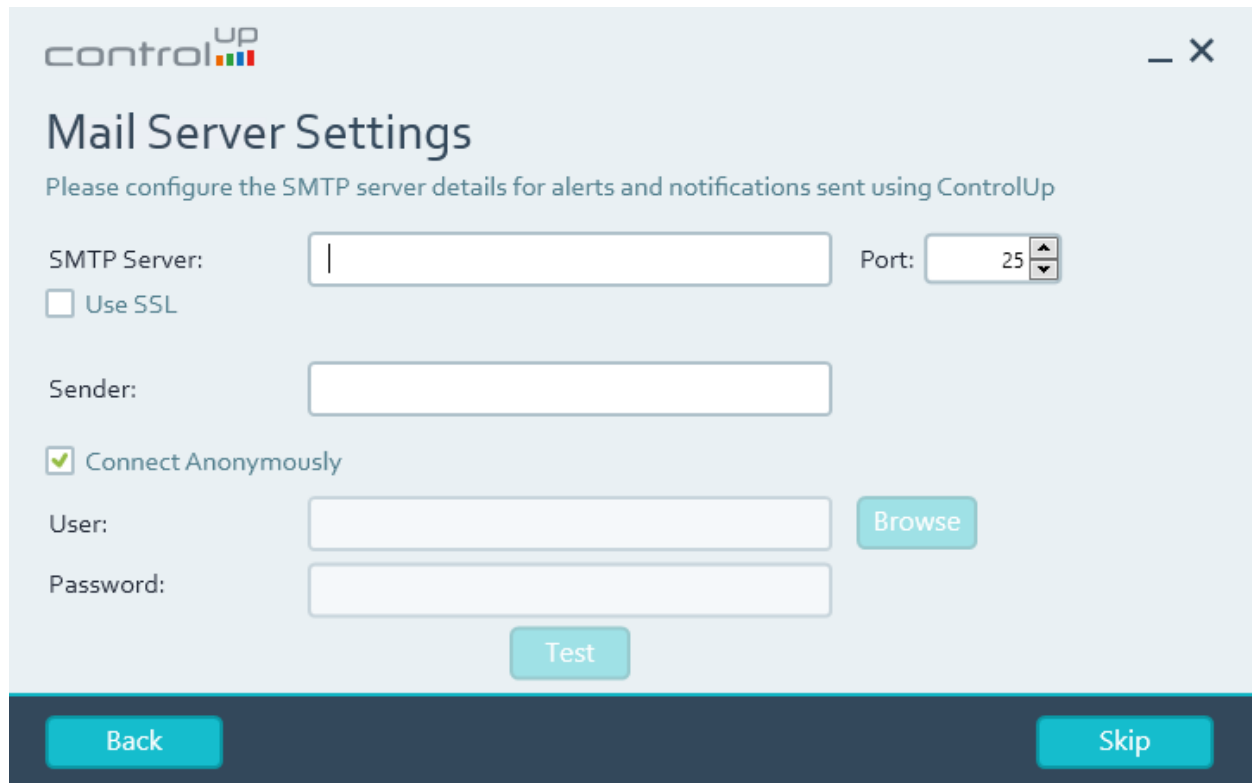


Figure 15: After the script finishes, make sure the above message is presented and ControlUp database was successfully created. In case you receive a different message, please update us at support@controlup.com, before continuing with the installation.

Mail Server Settings



The image shows a 'Mail Server Settings' dialog box from the 'controlUP' application. The dialog has a title bar with the 'controlUP' logo and a close button. The main title is 'Mail Server Settings', followed by a subtitle: 'Please configure the SMTP server details for alerts and notifications sent using ControlUp'. The form contains several fields: 'SMTP Server:' with a text input field, 'Port:' with a spinner box set to '25', a checkbox for 'Use SSL' (unchecked), 'Sender:' with a text input field, a checked checkbox for 'Connect Anonymously', 'User:' with a text input field and a 'Browse' button, and 'Password:' with a text input field. A 'Test' button is located below the password field. At the bottom of the dialog are 'Back' and 'Skip' buttons.

controlUP

Mail Server Settings

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

SMTP Server: Port:

☐ Use SSL

Sender:

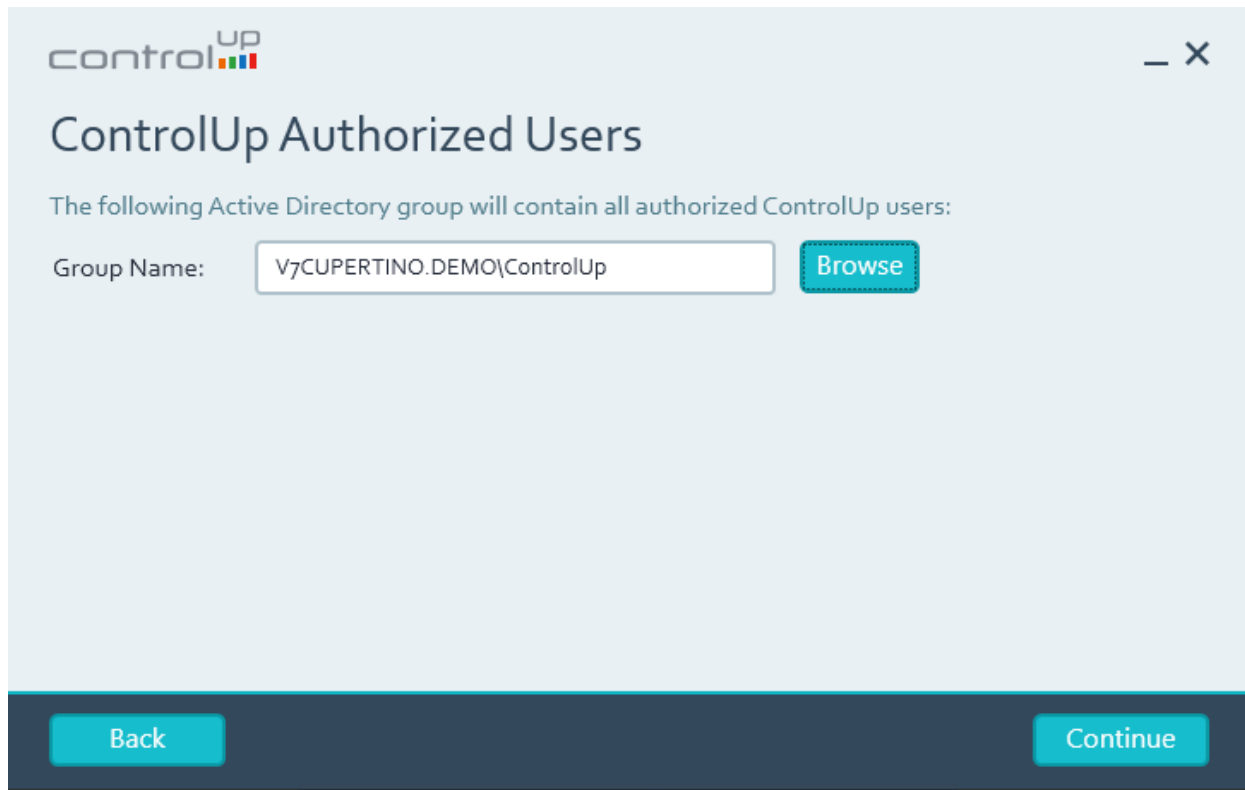
☒ Connect Anonymously

User:

Password:

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

ControlUp Authorized Users



The image shows a dialog box titled "ControlUp Authorized Users" with the ControlUp logo in the top left and window controls in the top right. Below the title, a message states: "The following Active Directory group will contain all authorized ControlUp users:". There is a text input field labeled "Group Name:" containing the text "V7CUPERTINO.DEMO\\ControlUp". To the right of the input field is a "Browse" button. At the bottom of the dialog, there are two buttons: "Back" on the left and "Continue" on the right.

control^{UP}

ControlUp Authorized Users

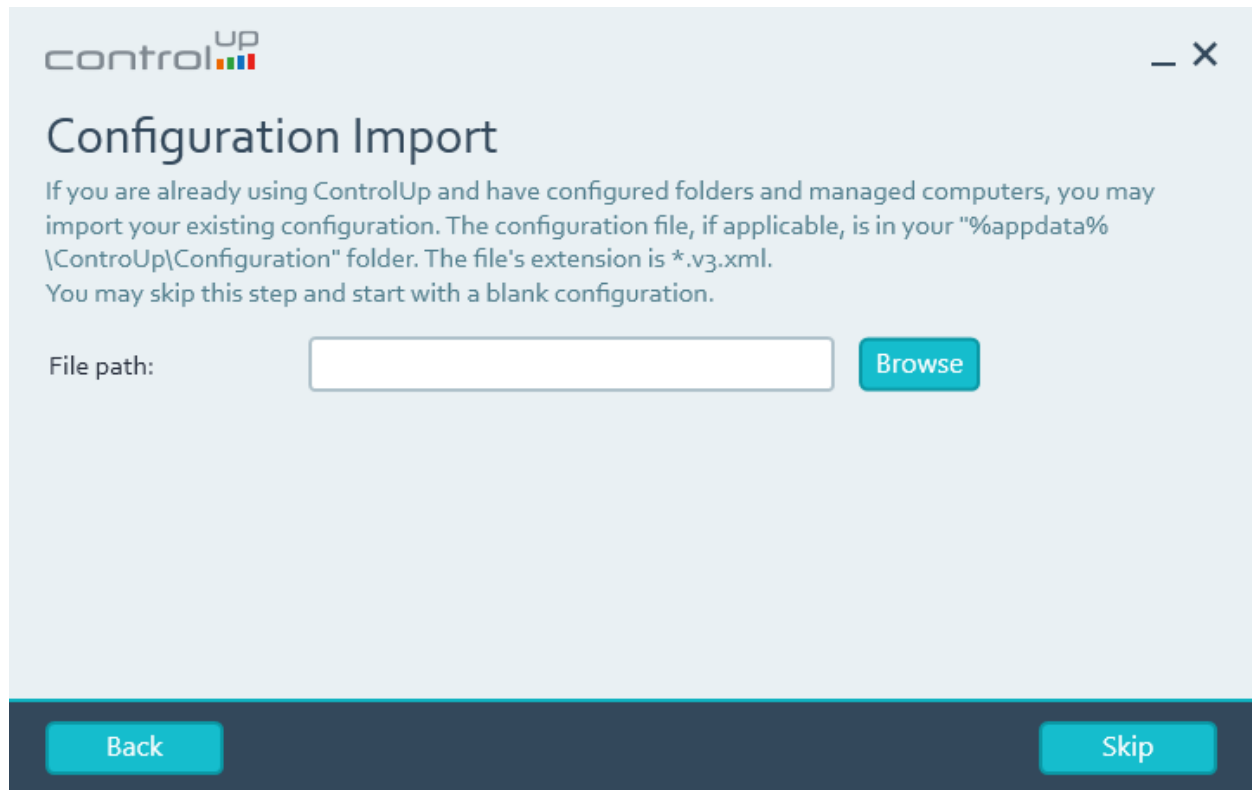
The following Active Directory group will contain all authorized ControlUp users:

Group Name: [Browse](#)

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

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

Configuration File



The image shows a 'Configuration Import' dialog box from ControlUp. The dialog has a title bar with the ControlUp logo and window controls. The main heading is 'Configuration Import'. Below it, a paragraph explains that users can import their existing configuration if they are already using ControlUp, mentioning the file path '%appdata%\ControlUp\Configuration' and the file extension '*.v3.xml'. It also states that users can skip this step. There is a 'File path:' label followed by a text input field and a 'Browse' button. At the bottom, there are 'Back' and 'Skip' buttons.

control^{UP}

Configuration Import

If you are already using ControlUp and have configured folders and managed computers, you may import your existing configuration. The configuration file, if applicable, is in your "%appdata%\ControlUp\Configuration" folder. The file's extension is *.v3.xml. You may skip this step and start with a blank configuration.

File path: [Browse](#)

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

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

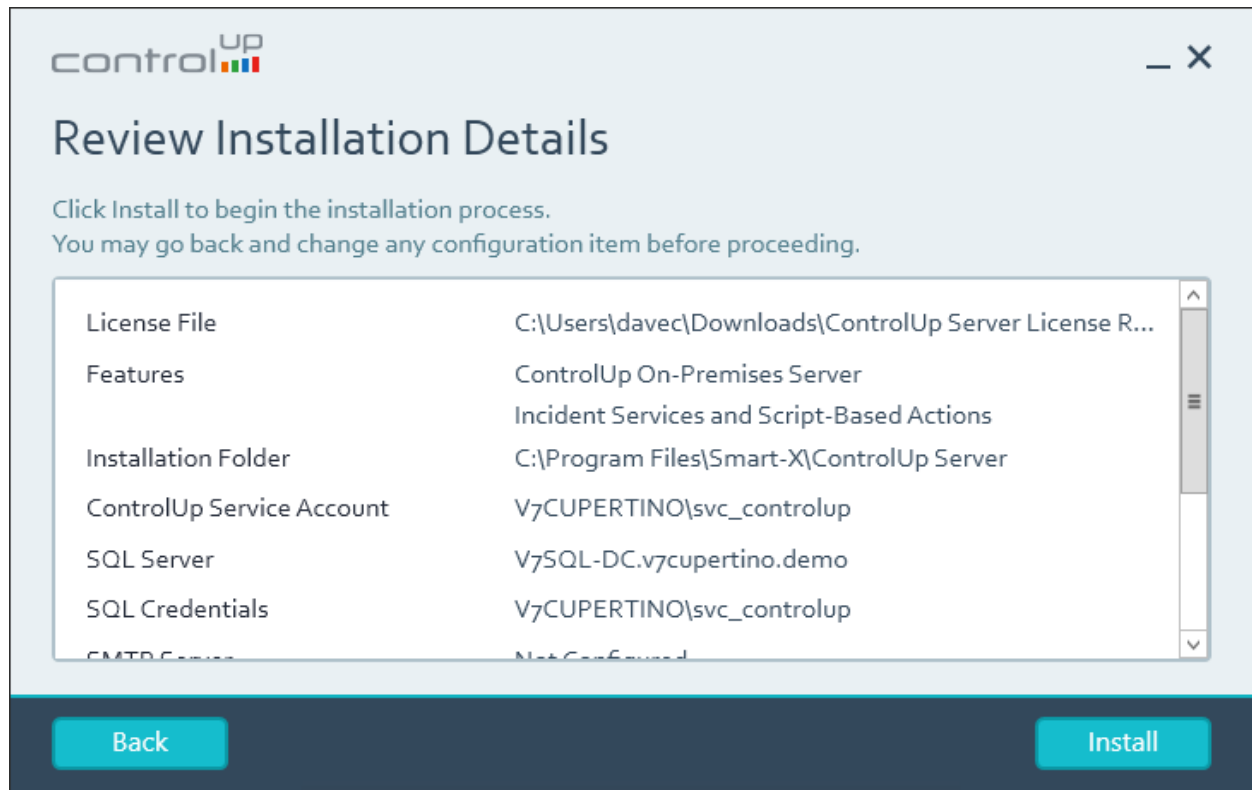


Figure 19: Review installation details

ControlUp On-Premises Installation Progress

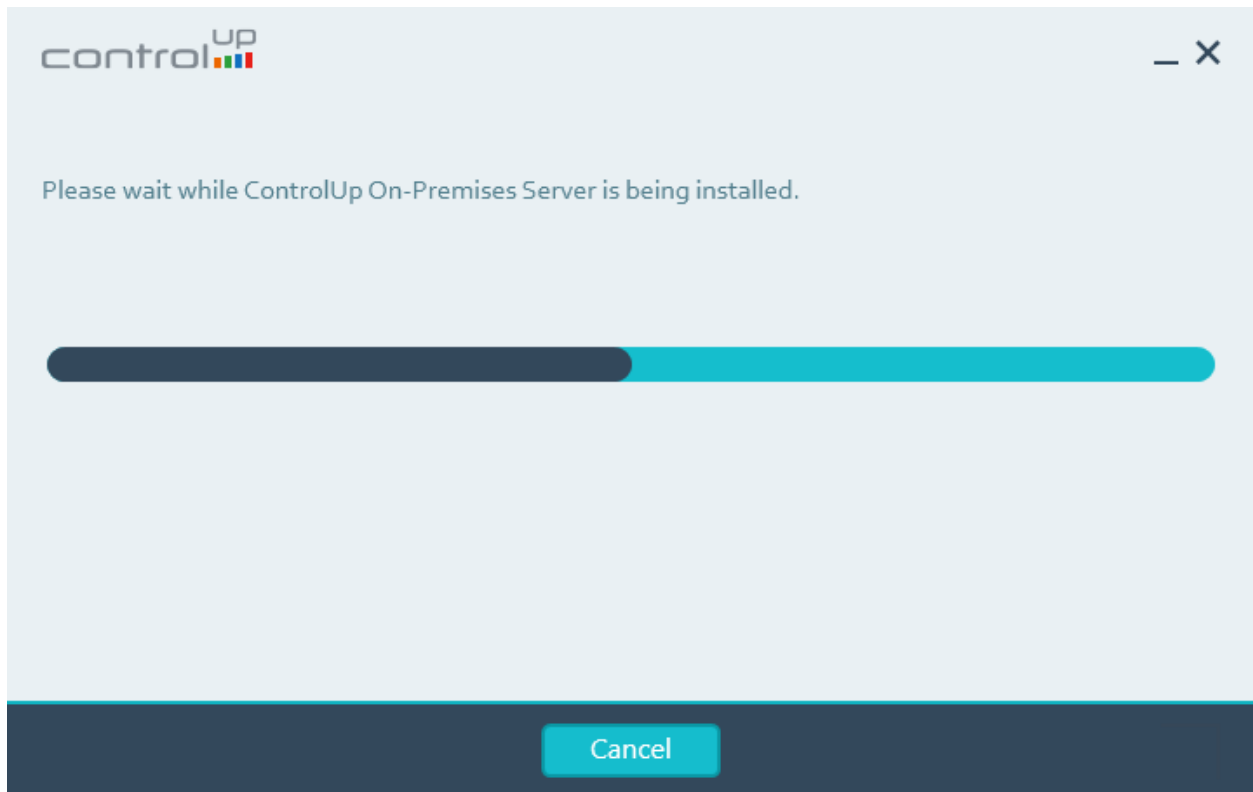


Figure 20: ControlUp On-Premise Installation Progress bar

Installation Complete

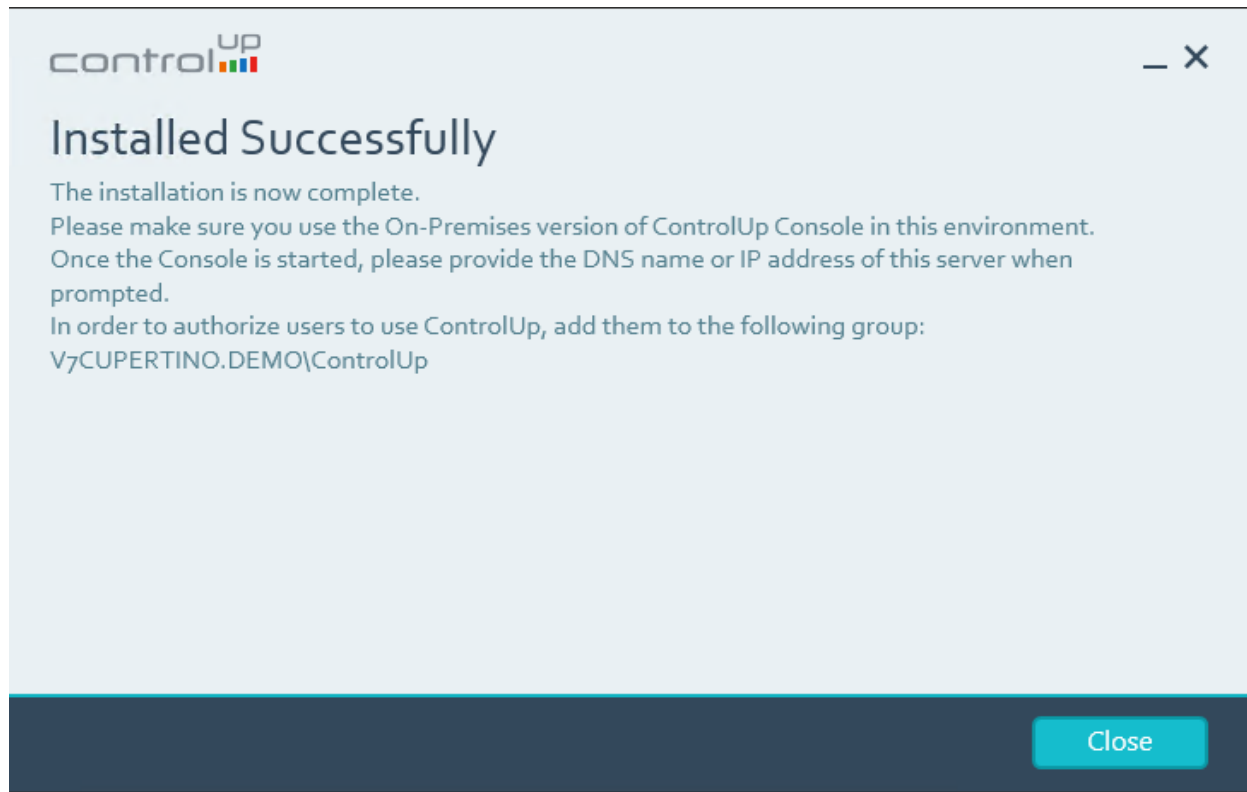


Figure 21: Summary of the installation which finished successfully

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

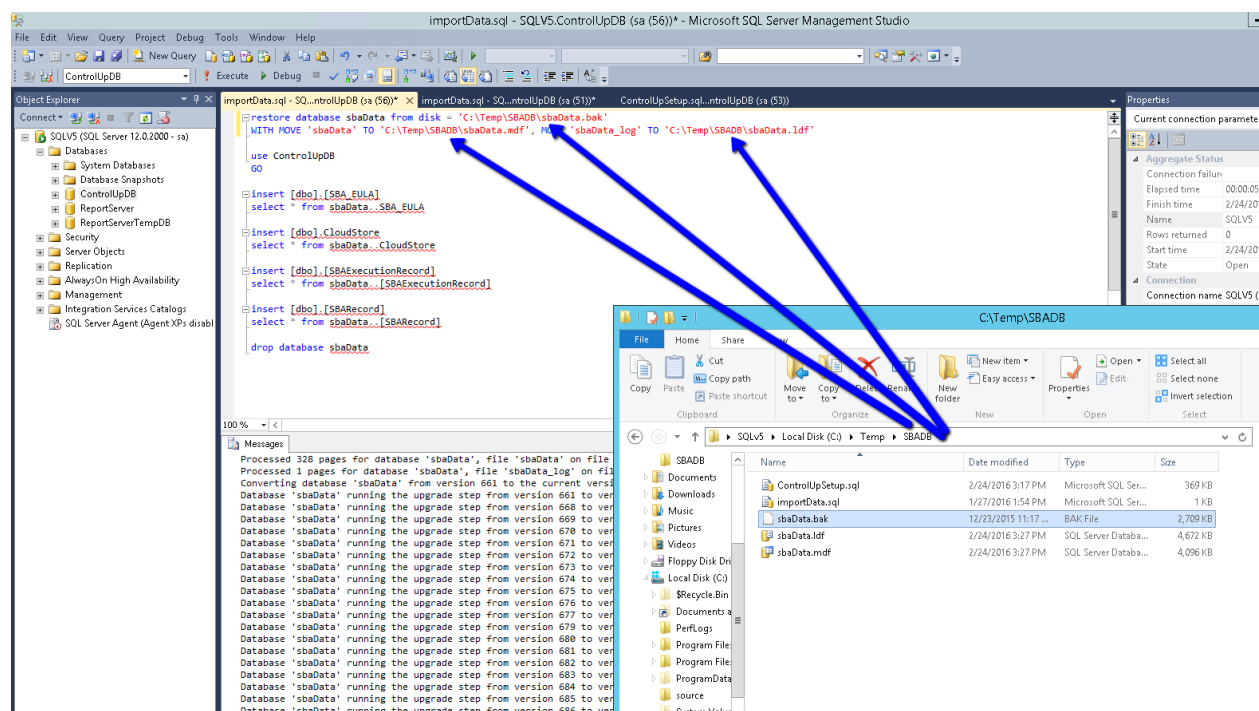


Figure 22: Import Script Based Actions

4. Once the script finished, the relevant SBA tables have been created. Now you can update the SBAs repository with the latest SBAs.
5. Copy the latest updates from SBA Package Update folder located in the 7.X On-Premises Installation Package, to your On-Premises server.
6. Extract the powershell module Import-SBA.zip to a folder on your on-prem server
7. Copy the ZIP file containing the SBA's (sba_06122017.zip) to the same folder with the PowerShell module.
8. Open powershell on your on-prem server and run the following commands:

- a. Import-Module "Path_to_the_extracted_directory_from_Import-SBA.zip\Sba.PowerShell.dll"
 - b. Import-Sba -SourcePath "Path_to_ZIP_file_containing_the_SBA's"
9. Once the Console is installed and launched you will see now that the SBAs are up to date.

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.

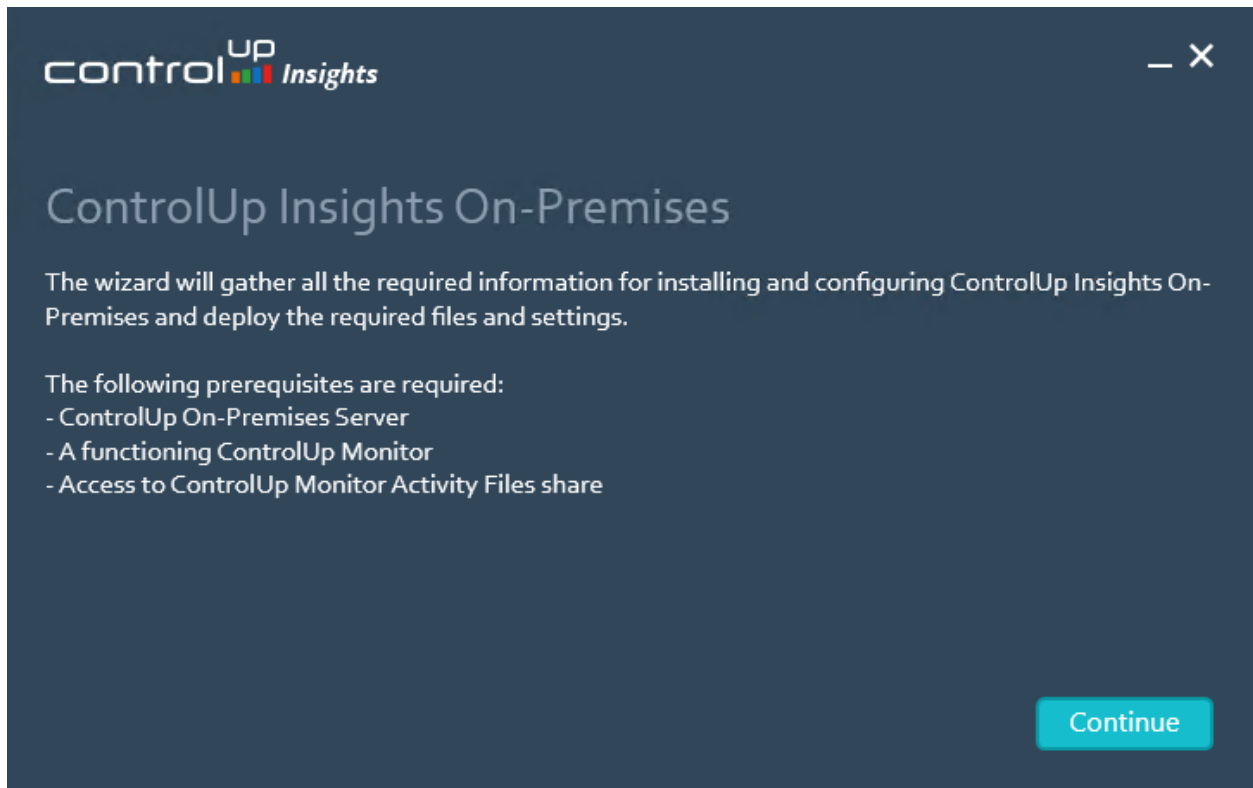


Figure 23: Insights prerequisites explained

End-User License Agreement



controlUP Insights

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 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

☒ I agree to the Terms of Use

Back Accept

Figure 24: Please accept and click Next

Selecting the Path

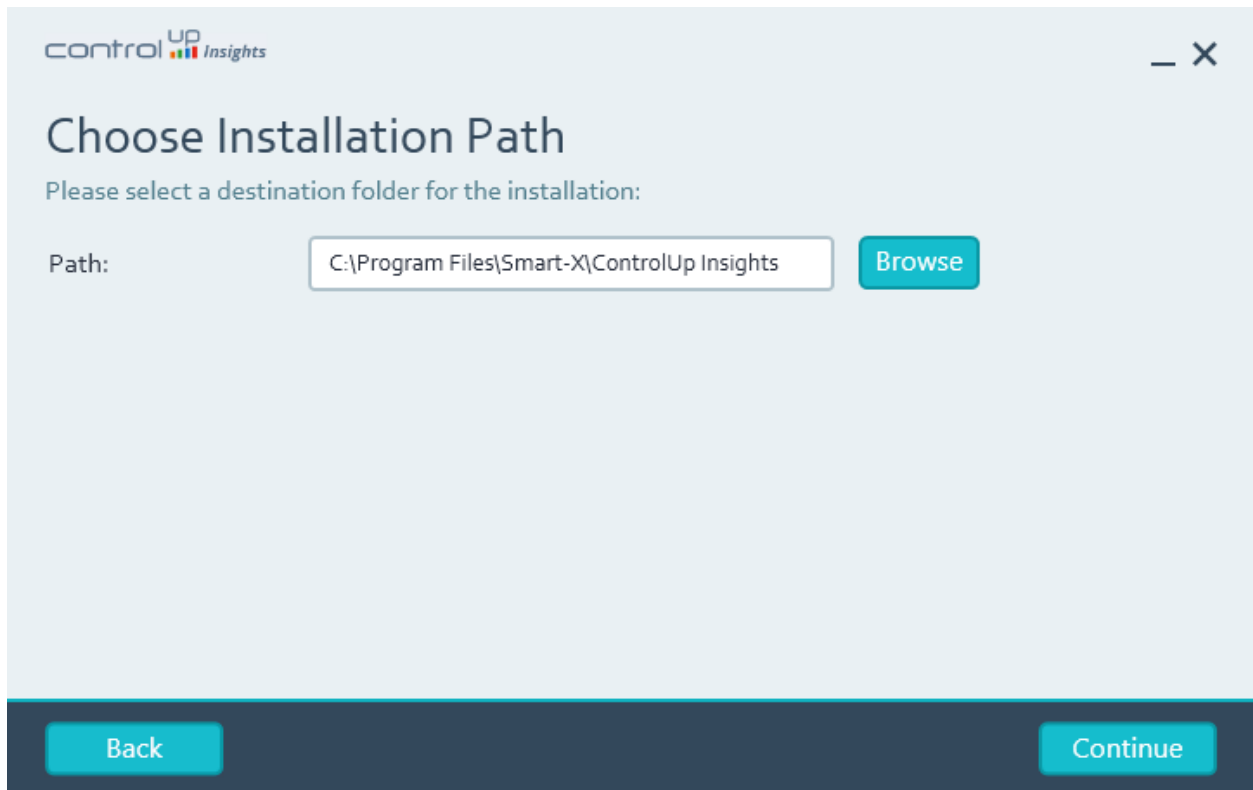
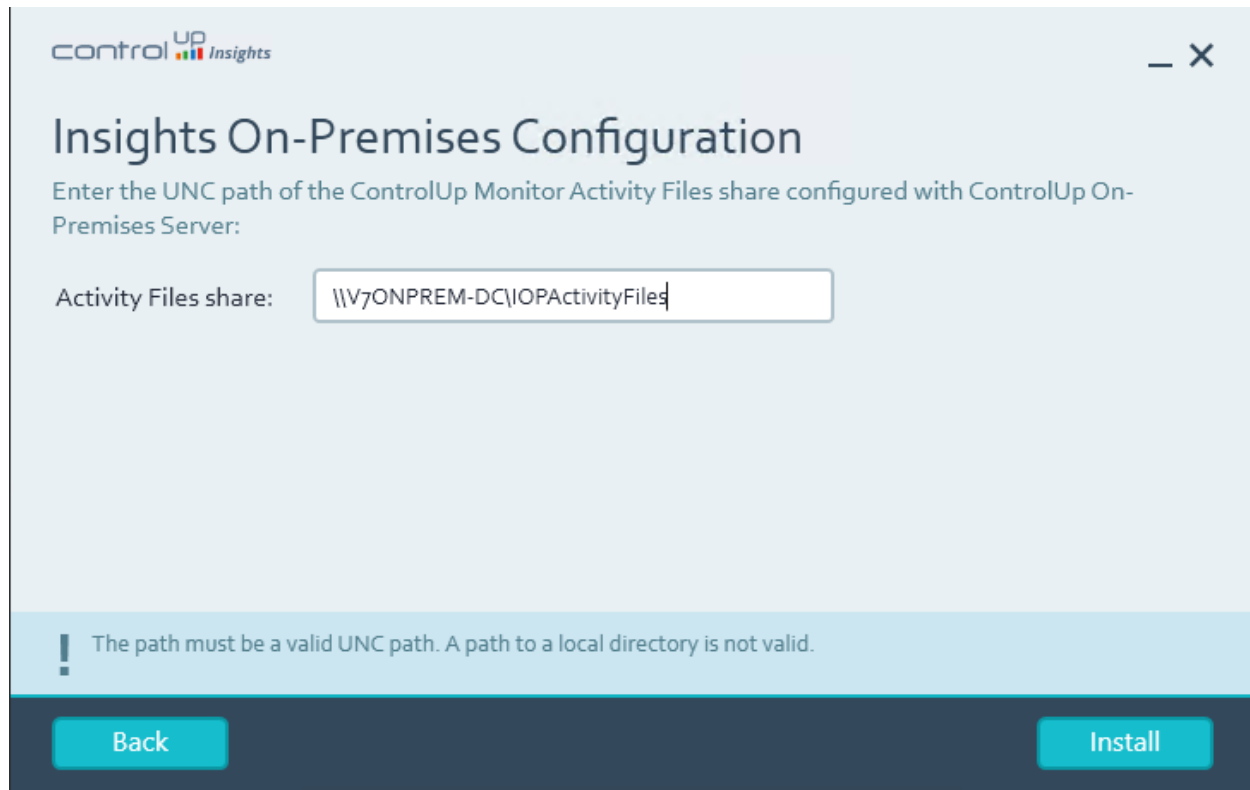


Figure 25: Select the destination path for the program

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 26: 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

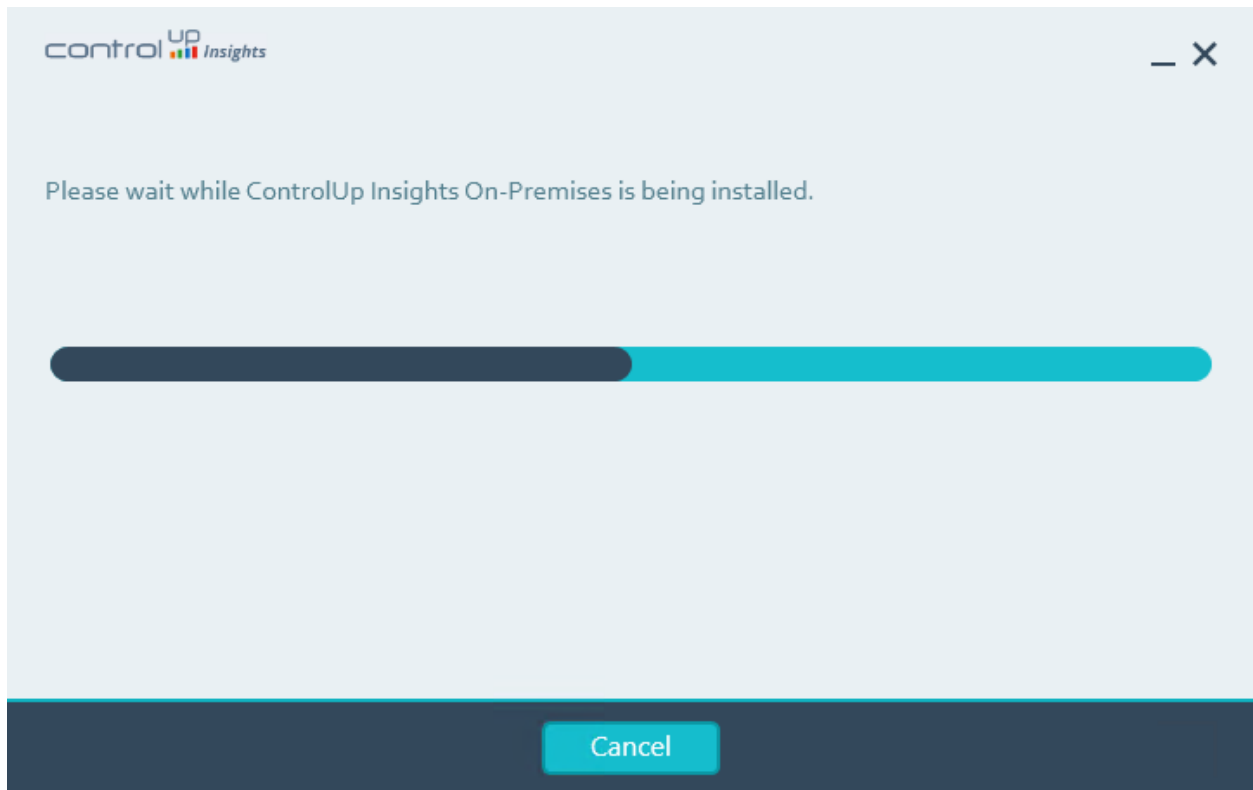


Figure 27: ControlUp On-Premise Insights Installation Progress bar

Installation Complete

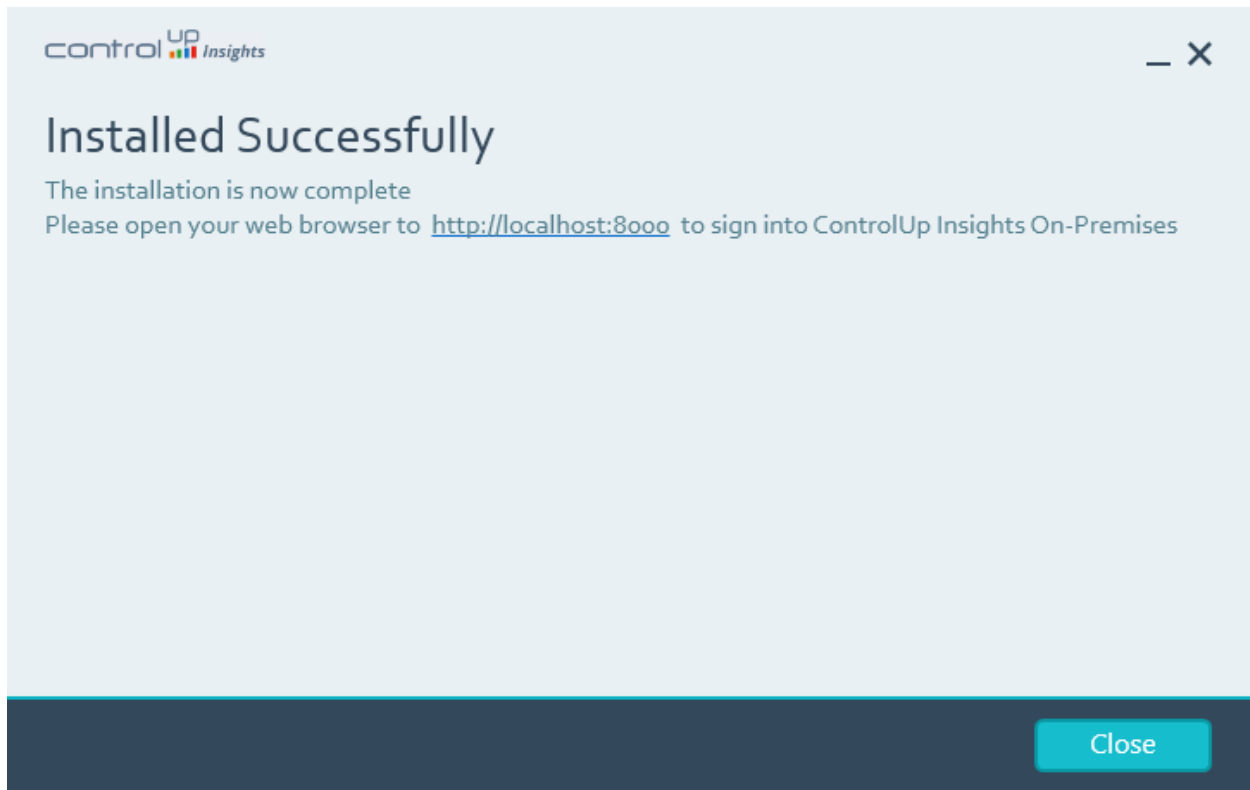


Figure 28: Summary of the installation which finished successfully.

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

End-User License Agreement for the Console

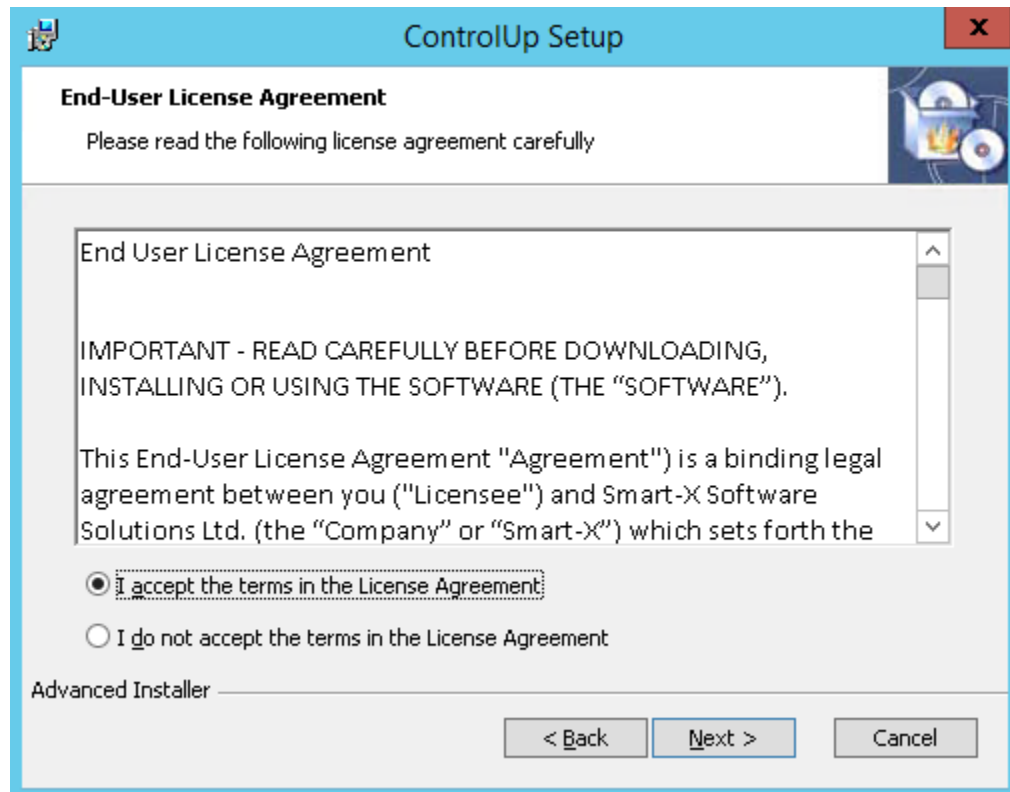


Figure 30: Accept the License Agreement

Installation Folder

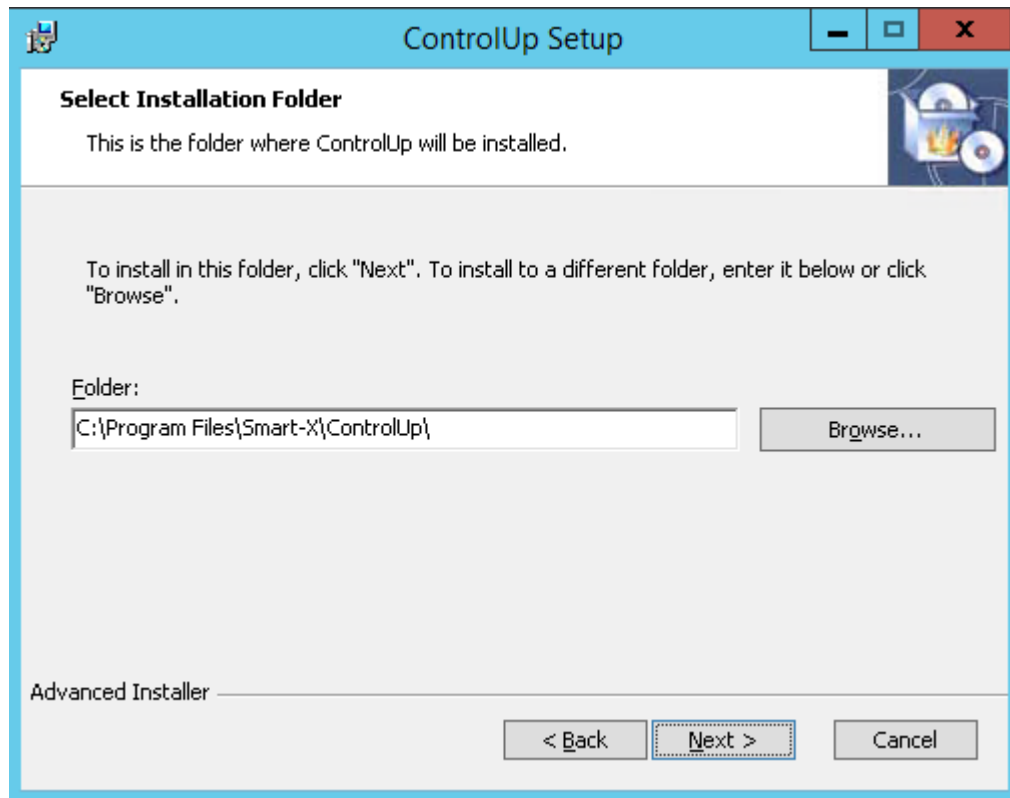


Figure 31: Select the path to the console's installation folder

Ready to Install the Console

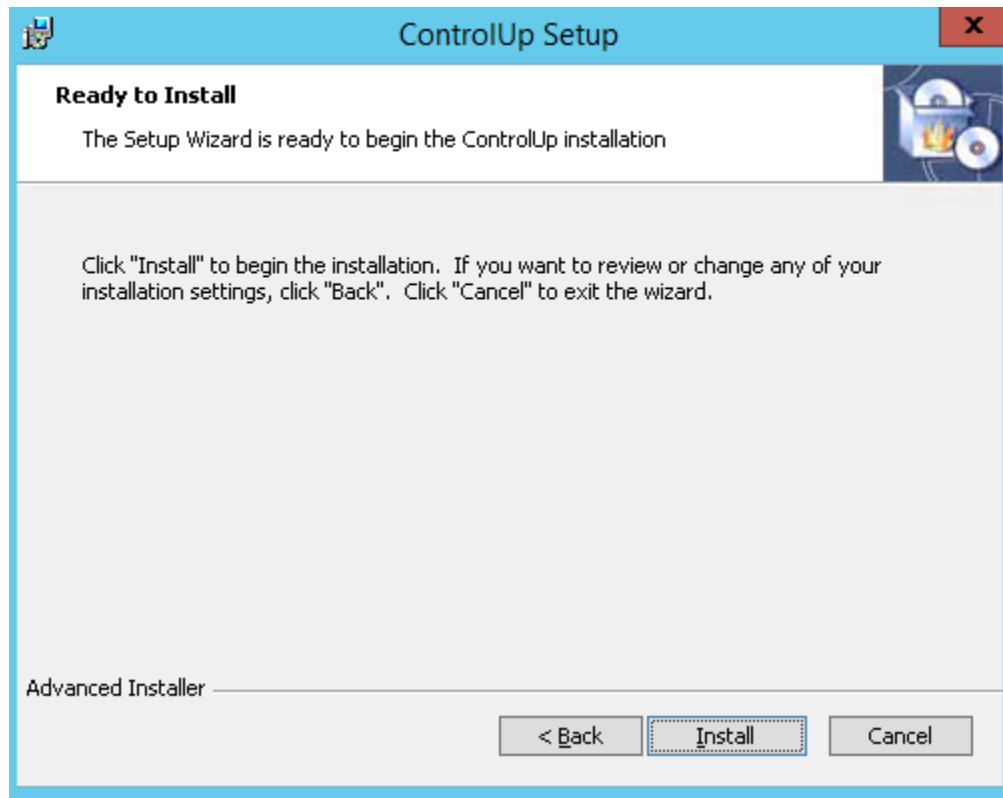


Figure 32: Click install when ready

Progress of the ControlUp Console installation

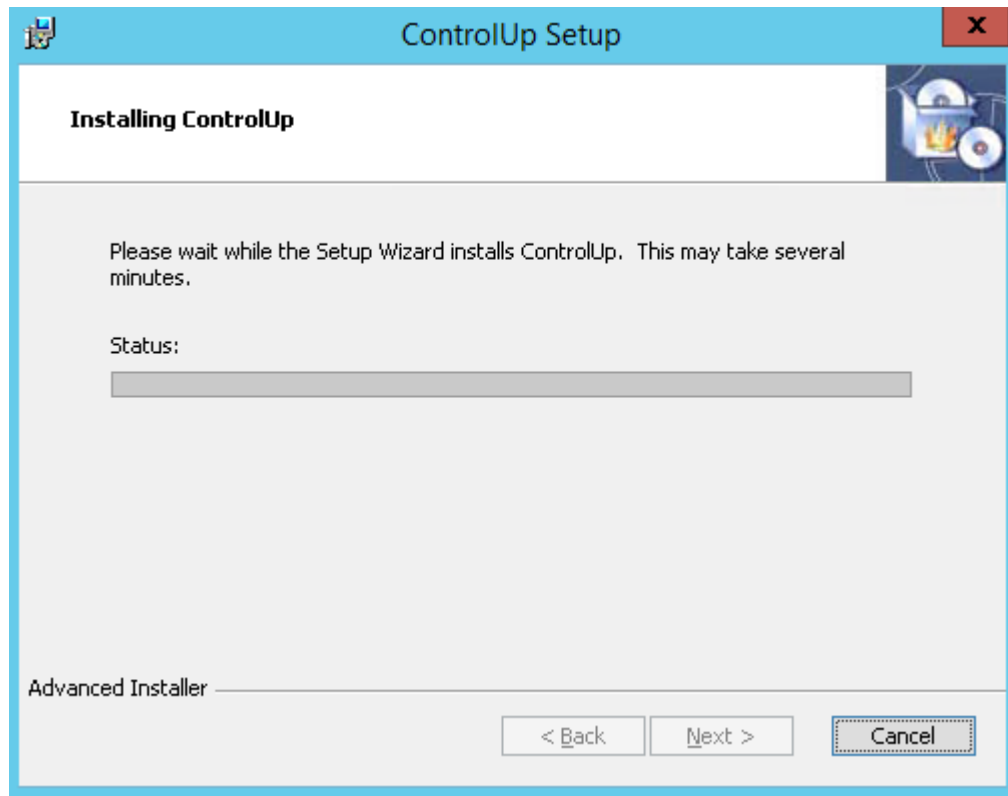


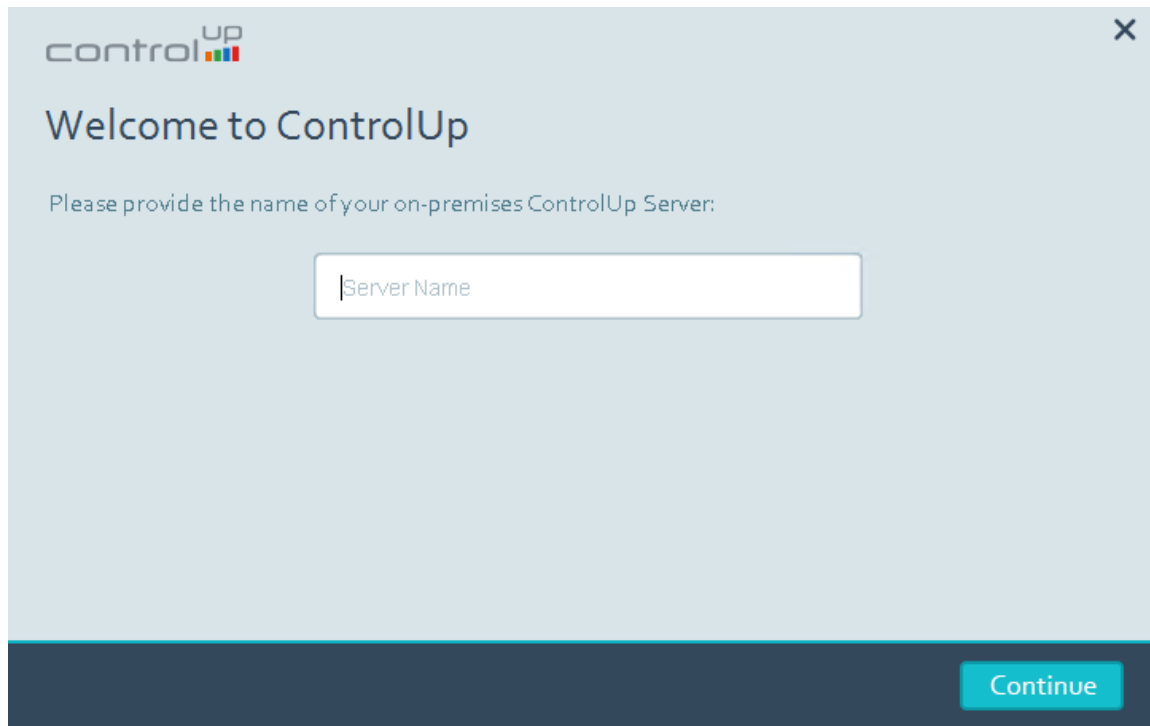
Figure 33: Shows the progress of the installation

ControlUp On-Premises Console Wizard Complete



Figure 34: 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 image shows a web application window titled "control up" in the top left corner. The main heading is "Welcome to ControlUp". Below this, a message reads: "Please provide the name of your on-premises ControlUp Server:". There is a text input field with the placeholder text "Server Name". In the bottom right corner, there is a teal button labeled "Continue". A close button (X) is visible in the top right corner of the window.

Figure 35: 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

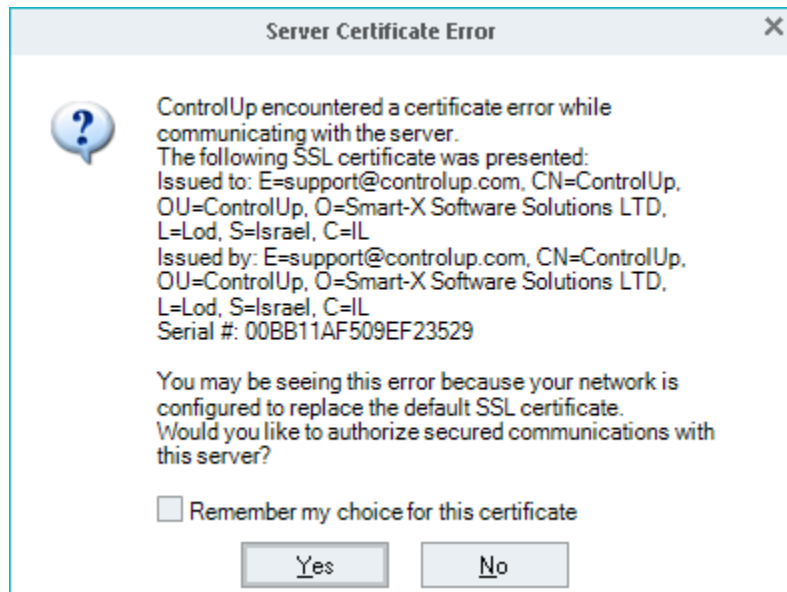


Figure 36: During the first initialization of the Console you should accept the certificate. The certificate will be stored in the local certificate store on the ControlUp server

ControlUp's On-Premises Console Launched Successfully

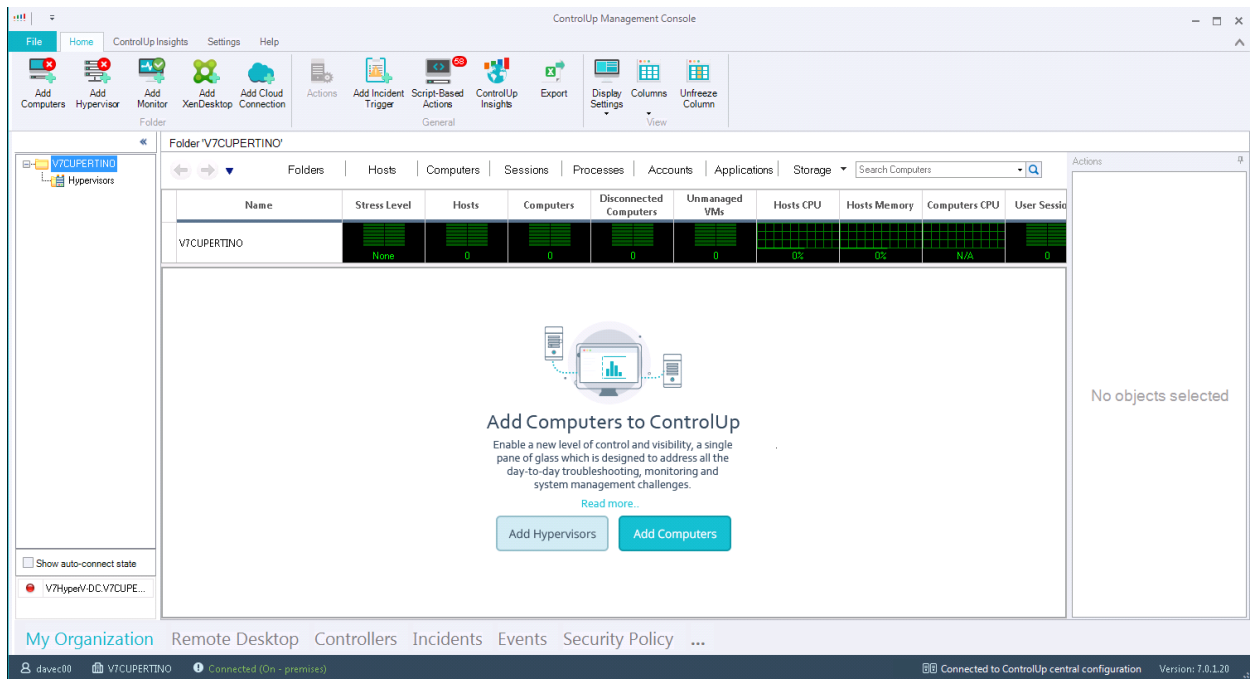


Figure 37: First time you login to ControlUp's Console

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:

The following are known issues in version 7:

- For AWS connections, when a data collector is set as a dedicated computer (and not console/monitor) the proxy settings are not passed to the data collector's agent
- Removing many computers (~1000) from the Console takes a lot of time (several minutes)
- Changing the tree definitions to show full computer name might cause the Console to freeze
- XenDesktop sessions with empty 'Associated user' field (a rare scenario which still creates sessions in the XD database) are counted for licensing purposes
- Sometimes, after disconnecting from Hypervisors, XenDesktop sites or AWS Cloud connections, "orphan" computer records might remain in the real-time Computers view. Restart the console to remove these records (internal bug #29752)
- Removing or adding logical disks on Managed Computers may cause ControlUp Agent service to log an error event to the Application log every 3 seconds until the next ControlUp Agent service restart