

On-Premises v7.X Installation Guide

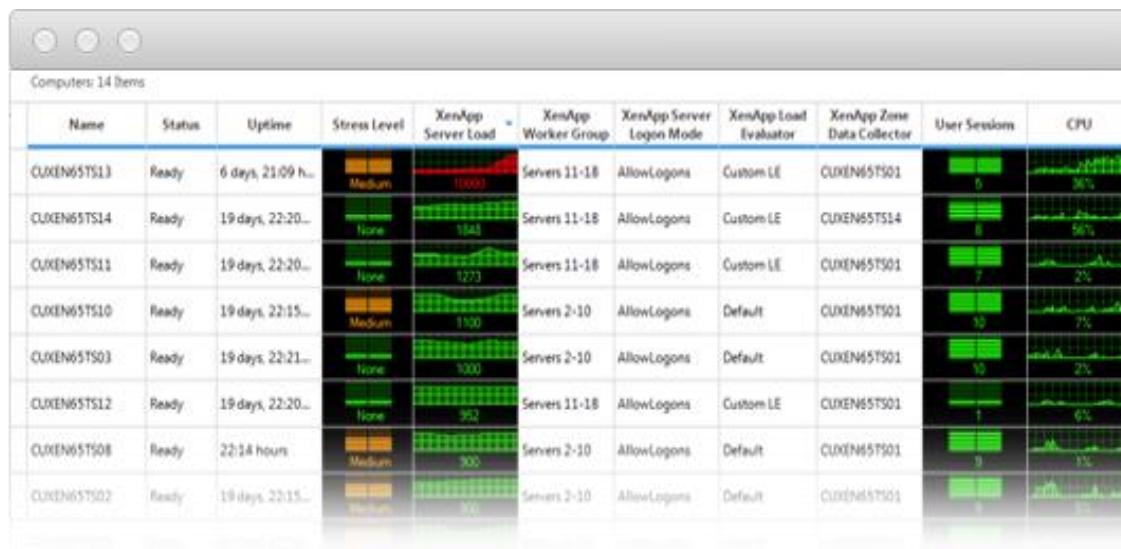


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ControlUp's On Premises Server Installation Wizard

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



- X

ControlUp On-Premises Server

This wizard will gather all the required information for installing and configuring ControlUp On-Premises Server and guide you through all phases of configuring the server.

The following prerequisites are required:

- ControlUp On-Premises Server must be a Domain member
- .NET Framework 4.5
- SQL Server 2012

The following components will be installed and configured by this wizard:

- IIS with ControlUp Web Services
- AD LDS with ControlUp Configuration Store
- Incidents and SBA Database (optional)
- SMTP alerting services (optional)
- ControlUp Insights data upload services (optional)

[Continue](#)

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

[End-User License Agreement](#)

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 Inc. (the Licensor, Company or ControlUp) 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.

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

Insights On-Premises Configuration

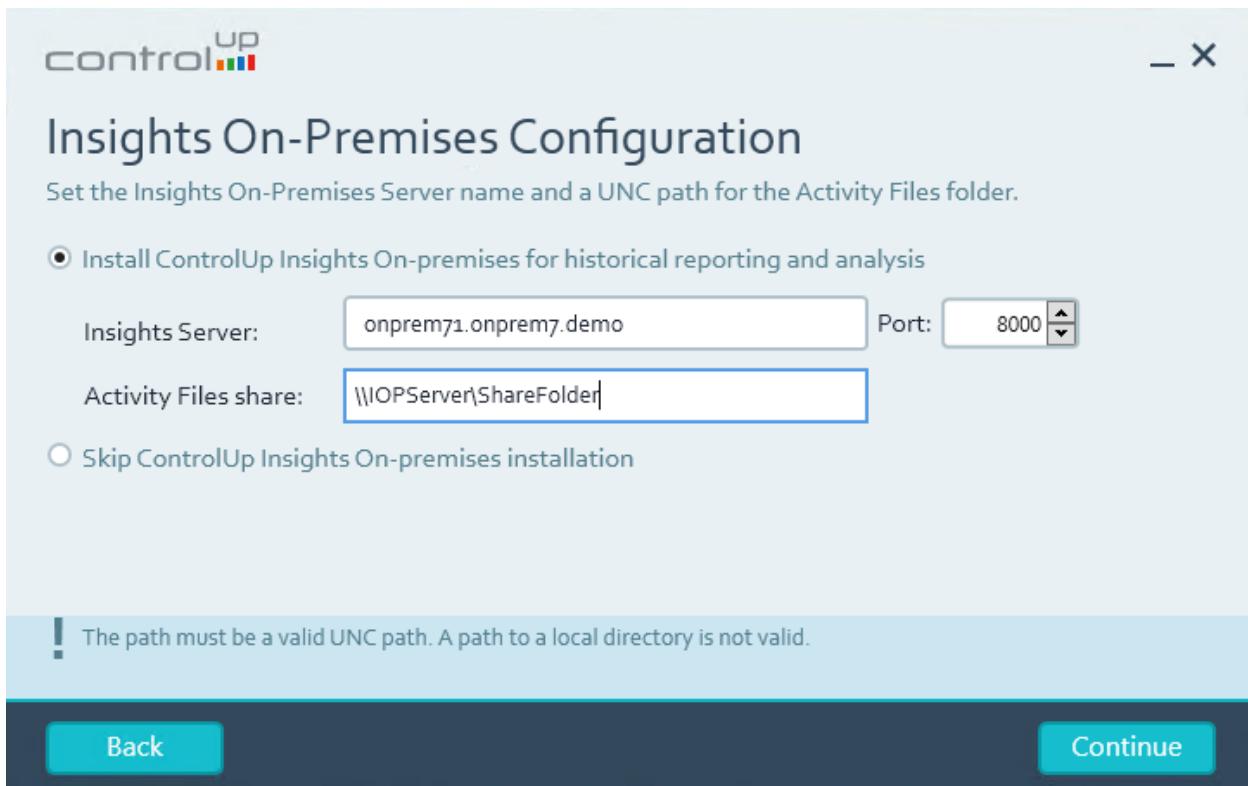


Figure 3: Set the Insights On-Premises Server name and UNC path for the Activity Files Folder or Skip in case you do not have IOP. Be aware of the IOPS and disc space in the prerequisites guide. These files are not removed by default, you can move 1 day old files aside and zip them as a backup for your 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

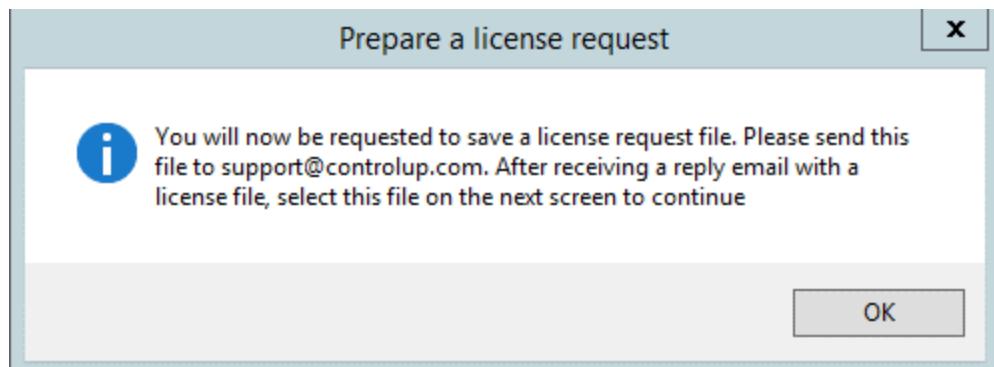


Figure 5: The wizard notifies the user a license file will be saved

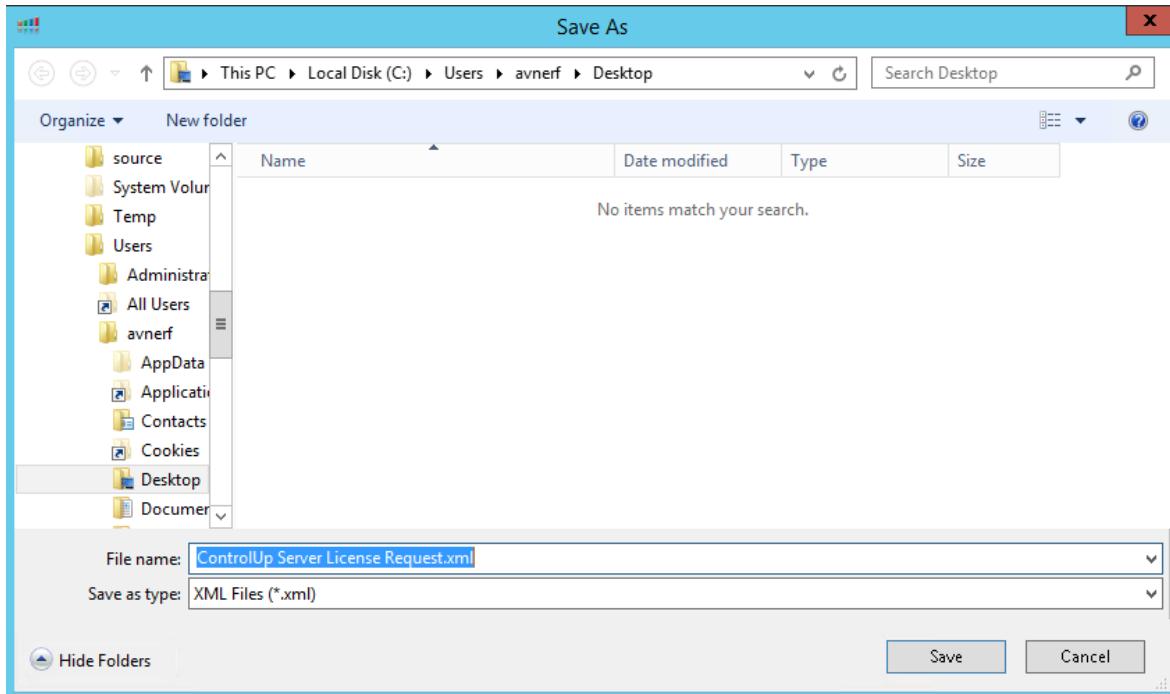


Figure 6: The license request should be saved and sent via email to support@controlup.com

Select a License File



Figure 7: Import the license xml file received from ControlUp

Features to Install

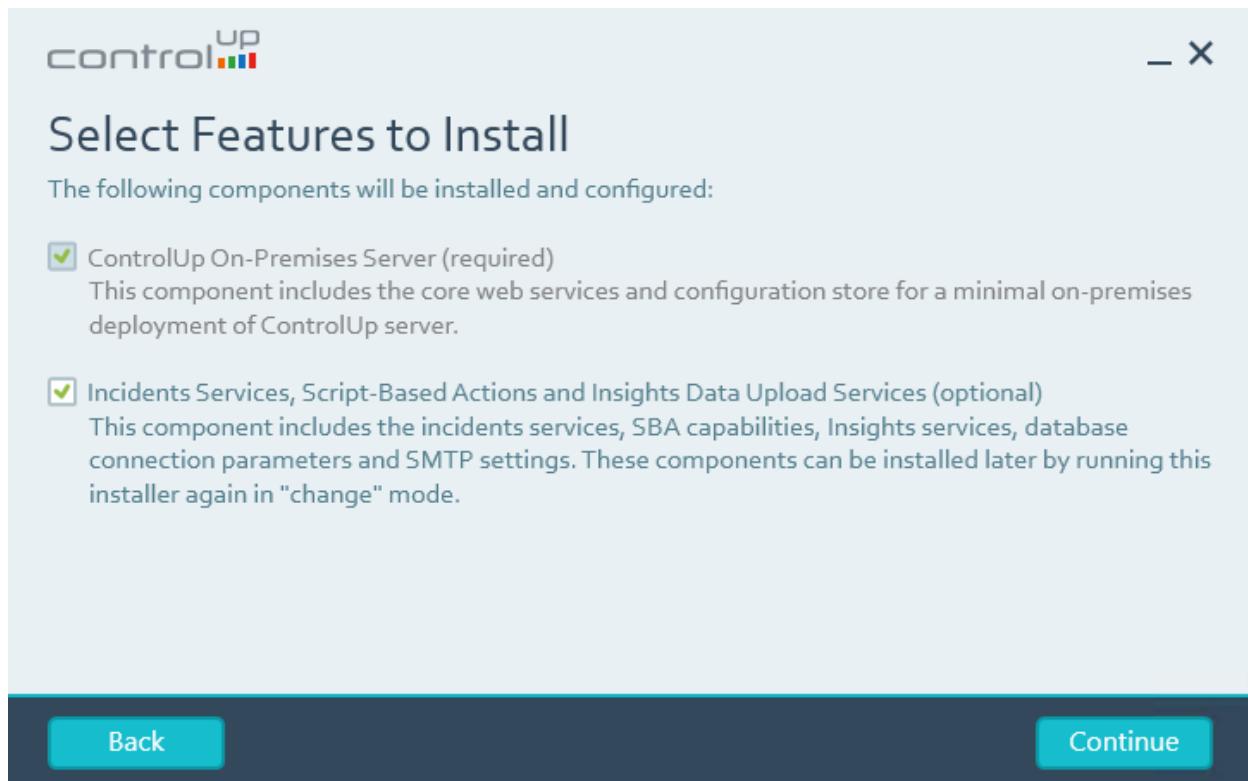


Figure 8: Description of ControlUp On-Premise Server components. ControlUp On-Premises Installation adds the IIS and LDS roles to the server and adds two services, ControlUp LDS Service and ControlUp Incidents Service

Selecting the Path

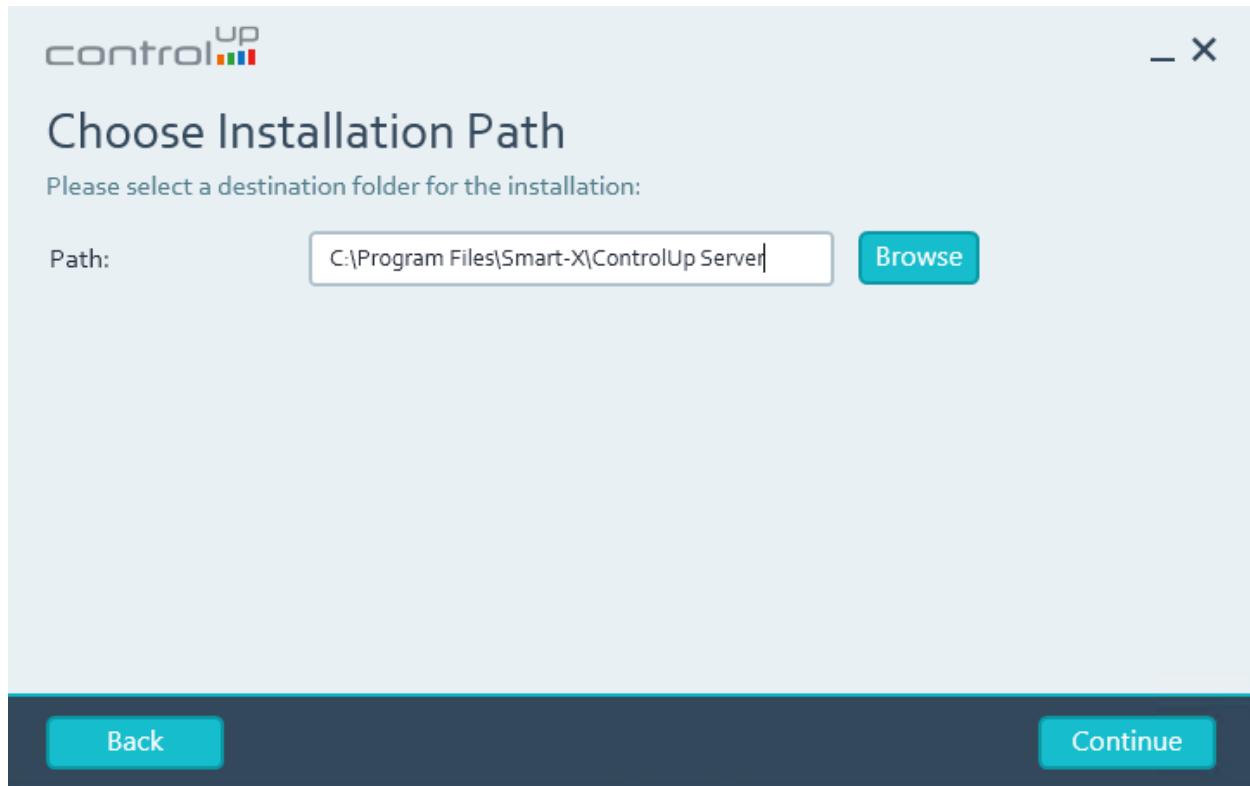


Figure 9: Select the destination path for the program

ControlUp On-Premises Service Account

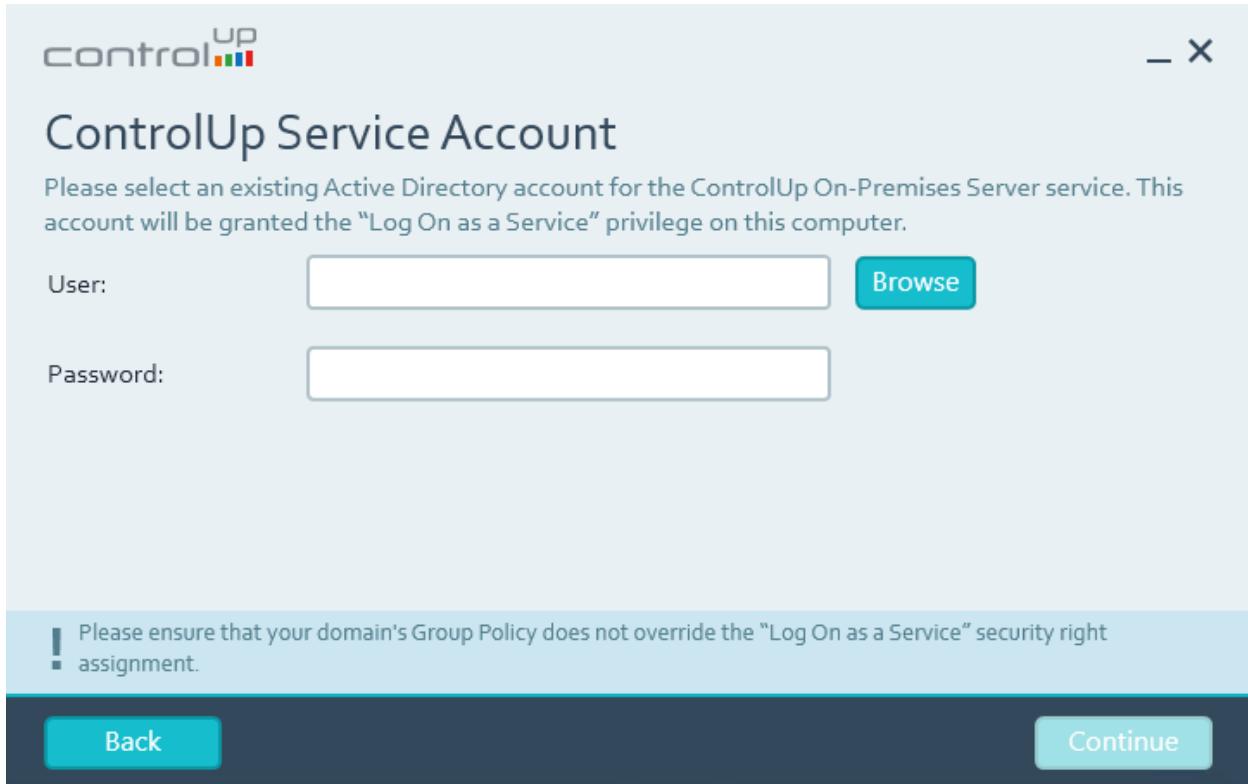


Figure 10: Select the AD account which will be used to run the ControlUp Service and as the identity for the IIS Application Pools.

ControlUp Database

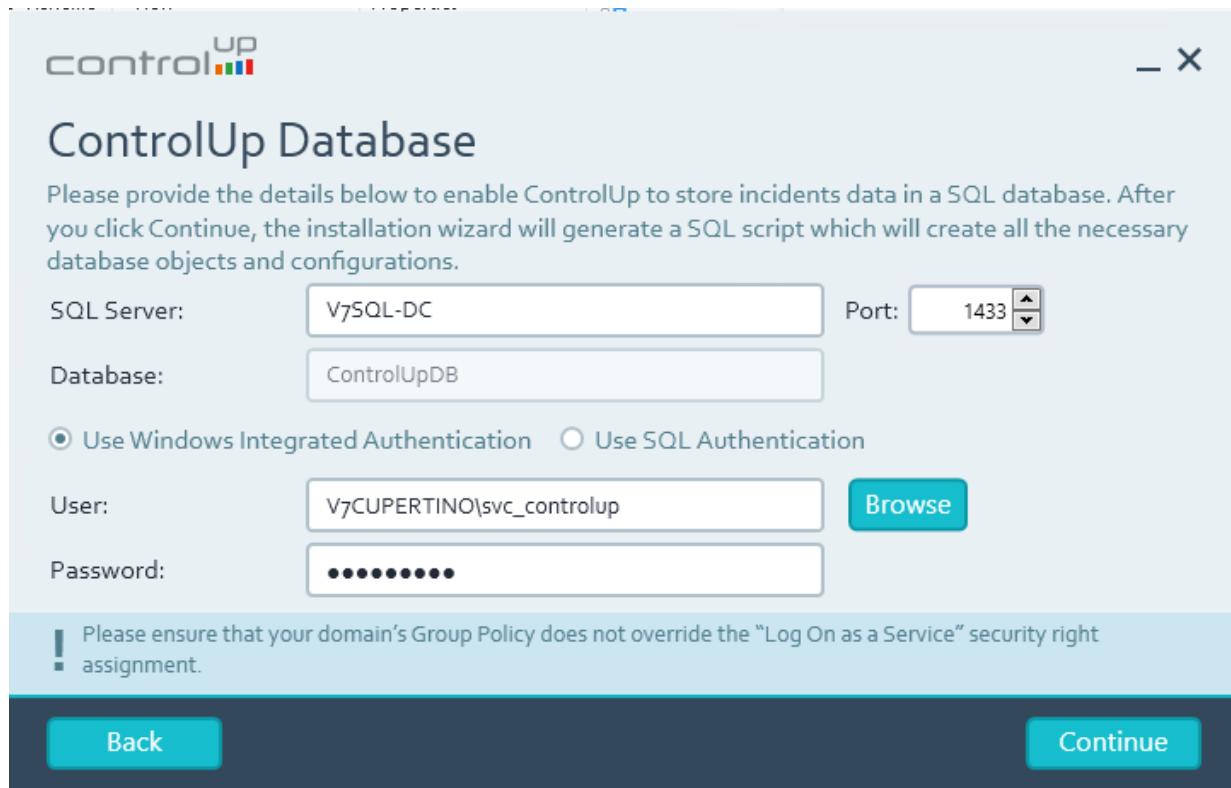


Figure 11: Select the SQL server (and instance if exists), define the port, and select the user authentication (**Note:** Using the SA account is not supported).

ControlUp On-Premises Database Script

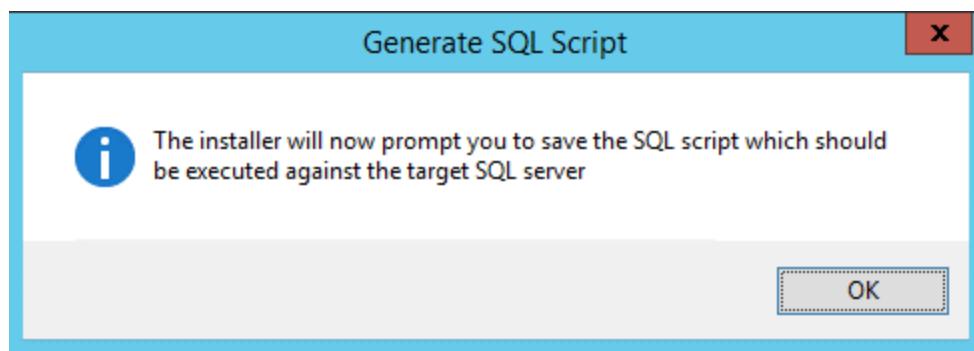


Figure 12: The wizard notifies the user that a SQL script will be created which contains the details entered in the previous step.

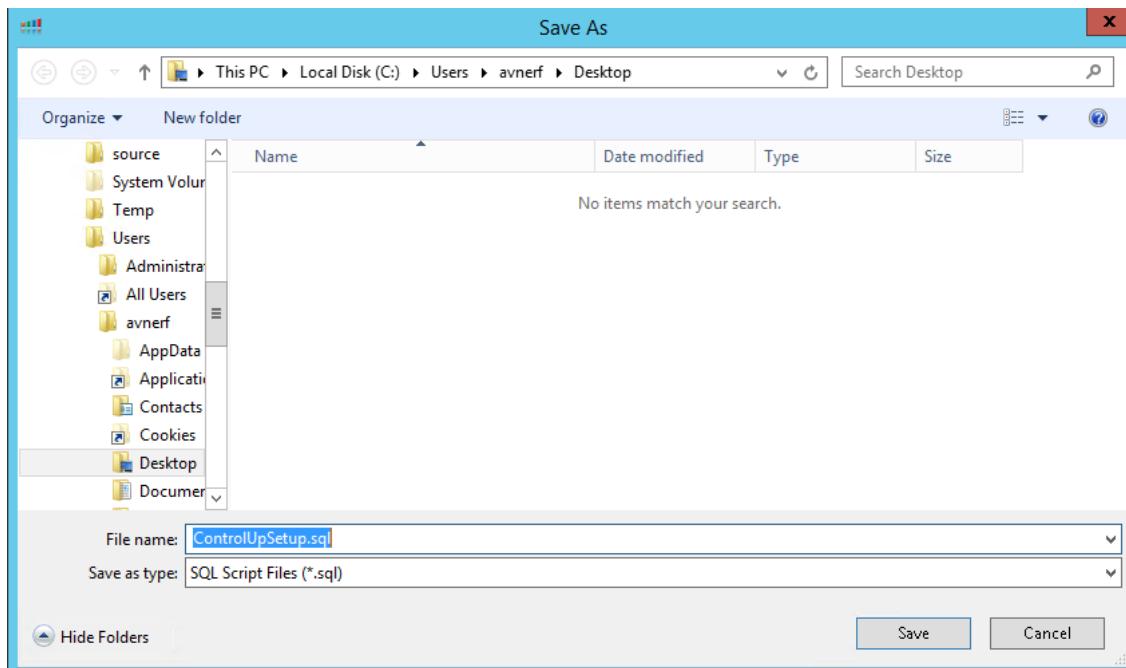


Figure 13: Select the location to save the SQL script. The script should be executed on the SQL server in order to create the Incidents database. If the database is not created the ControlUp console will work but no incidents will be presented in the incidents pane.

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"

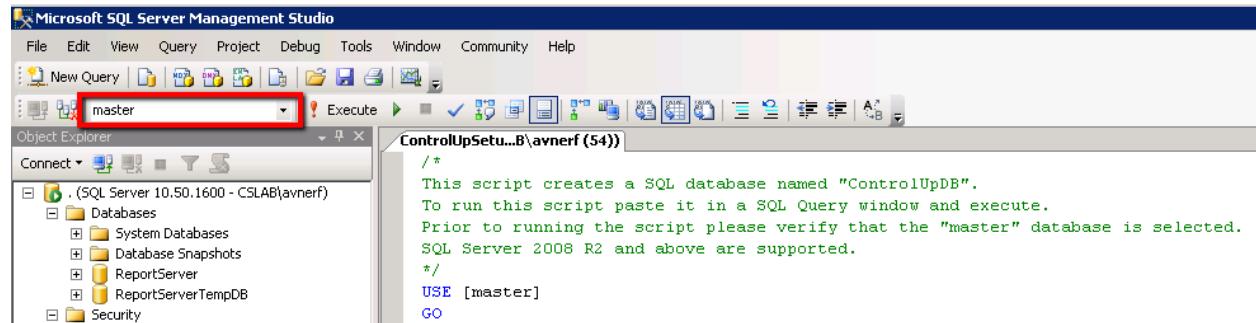
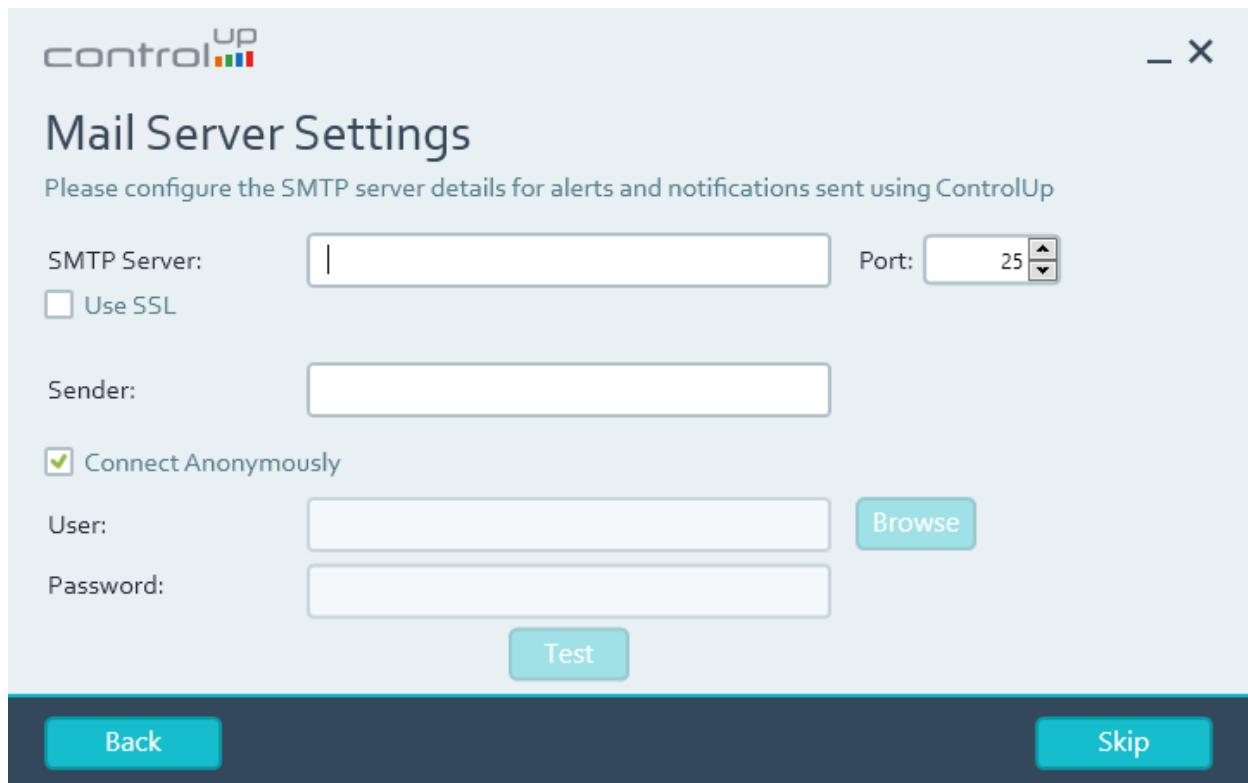


Figure 14: Make sure master database is selected



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 screenshot shows a configuration window for 'Mail Server Settings'. The title bar has the 'controlUP' logo and a close button. The main title 'Mail Server Settings' is displayed, with a sub-instruction: 'Please configure the SMTP server details for alerts and notifications sent using ControlUp'. The configuration fields include:

- 'SMTP Server:' input field (empty)
- 'Port:' dropdown menu set to '25' with up/down arrows
- 'Use SSL' checkbox (unchecked)
- 'Sender:' input field (empty)
- 'Connect Anonymously' checkbox (checked)
- 'User:' input field (empty)
- 'Browse' button (blue)
- 'Password:' input field (empty)
- 'Test' button (blue)

At the bottom, there are 'Back' and 'Skip' buttons.

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

ControlUp Authorized Users

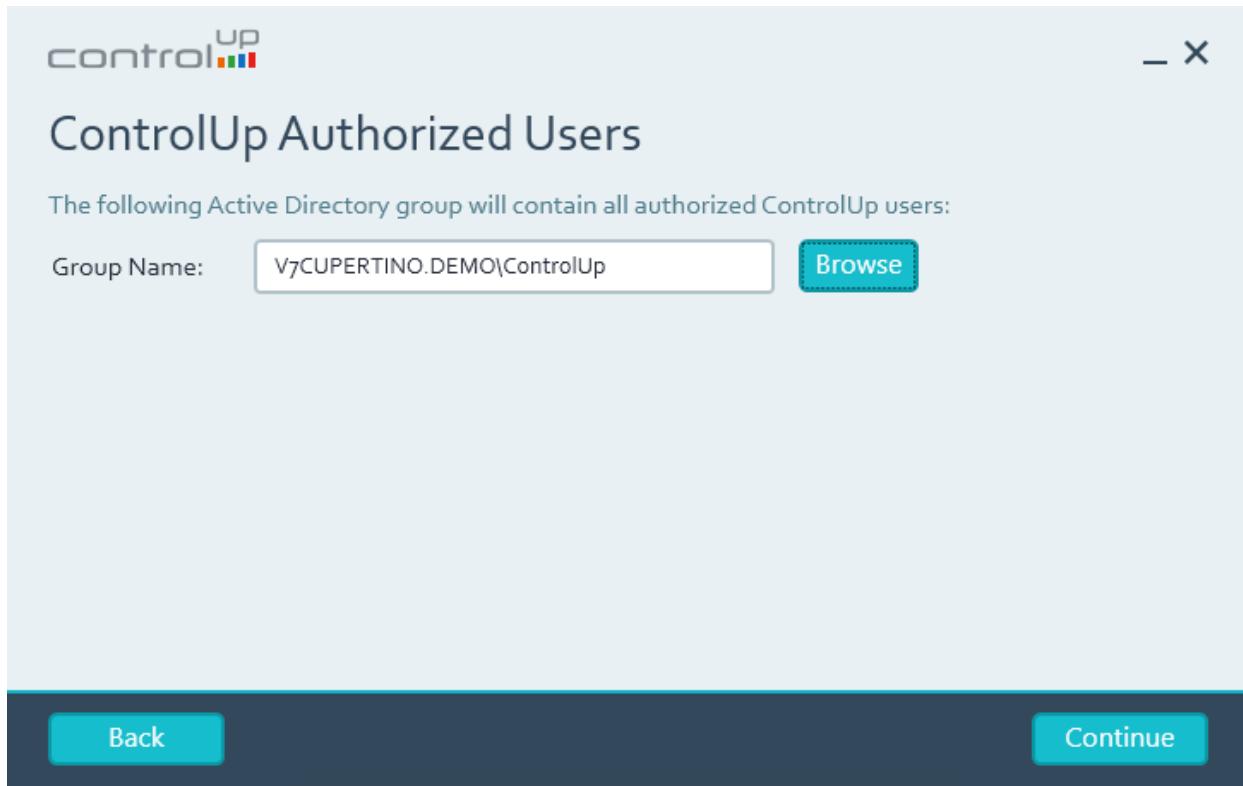


Figure 17: please select the global group you created for the Console users

Configuration File

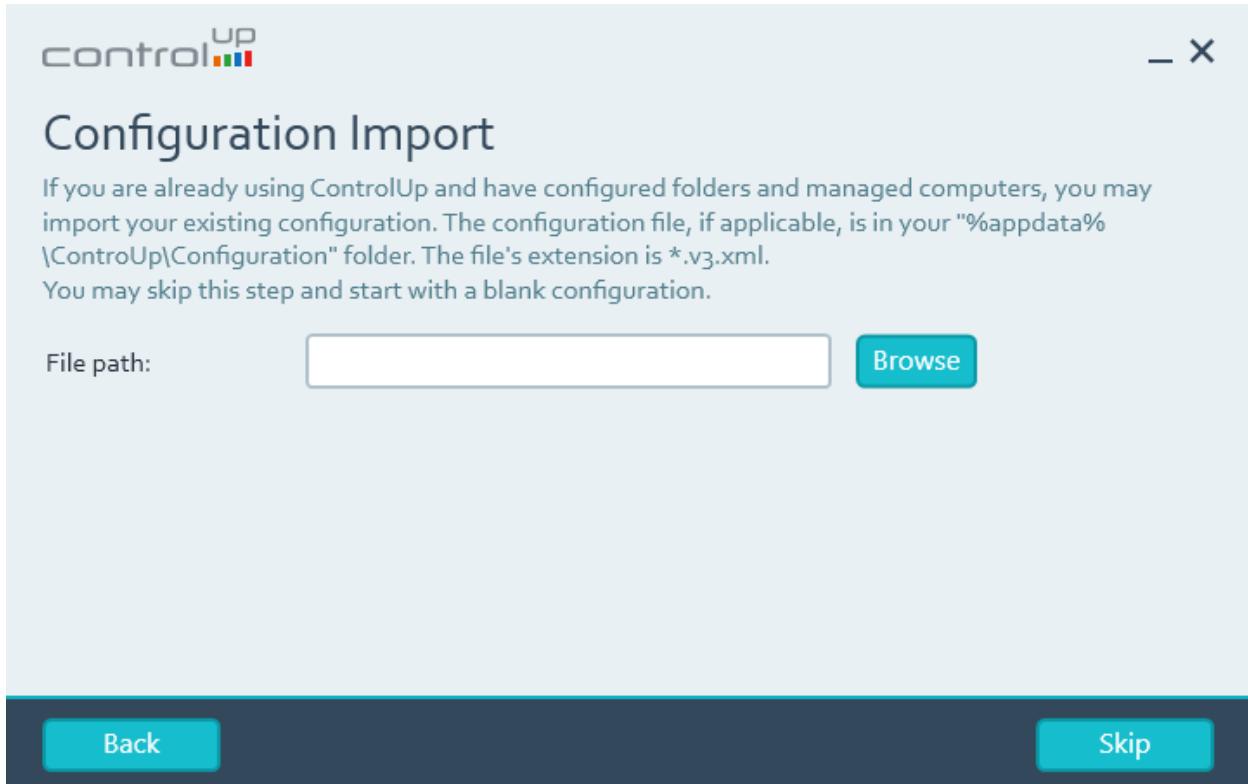


Figure 18: Select the configuration file, if exists, in order to import your current ControlUp configuration (does not support import of other organization's configuration)

Review Installation Details

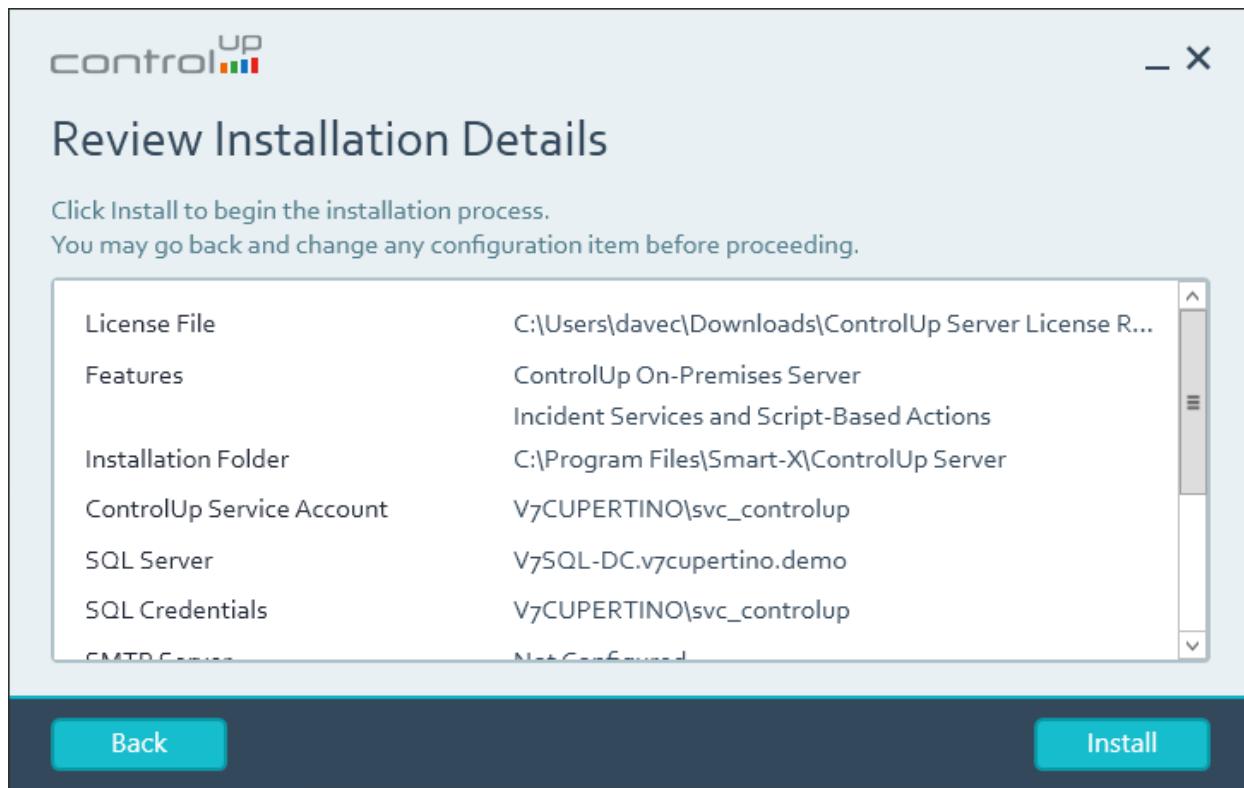


Figure 19: Review installation details

ControlUp On-Premises Installation Progress

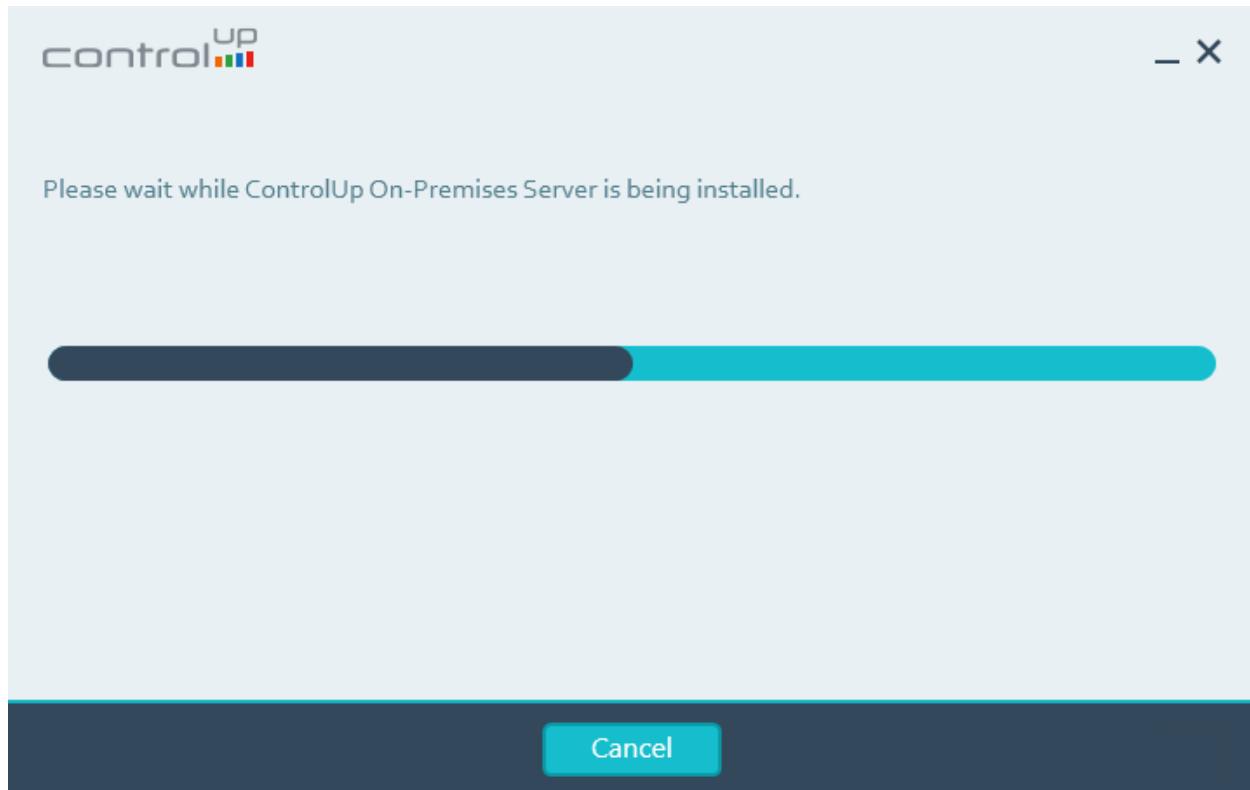


Figure 20: ControlUp On-Premise Installation Progress bar

Installation Complete

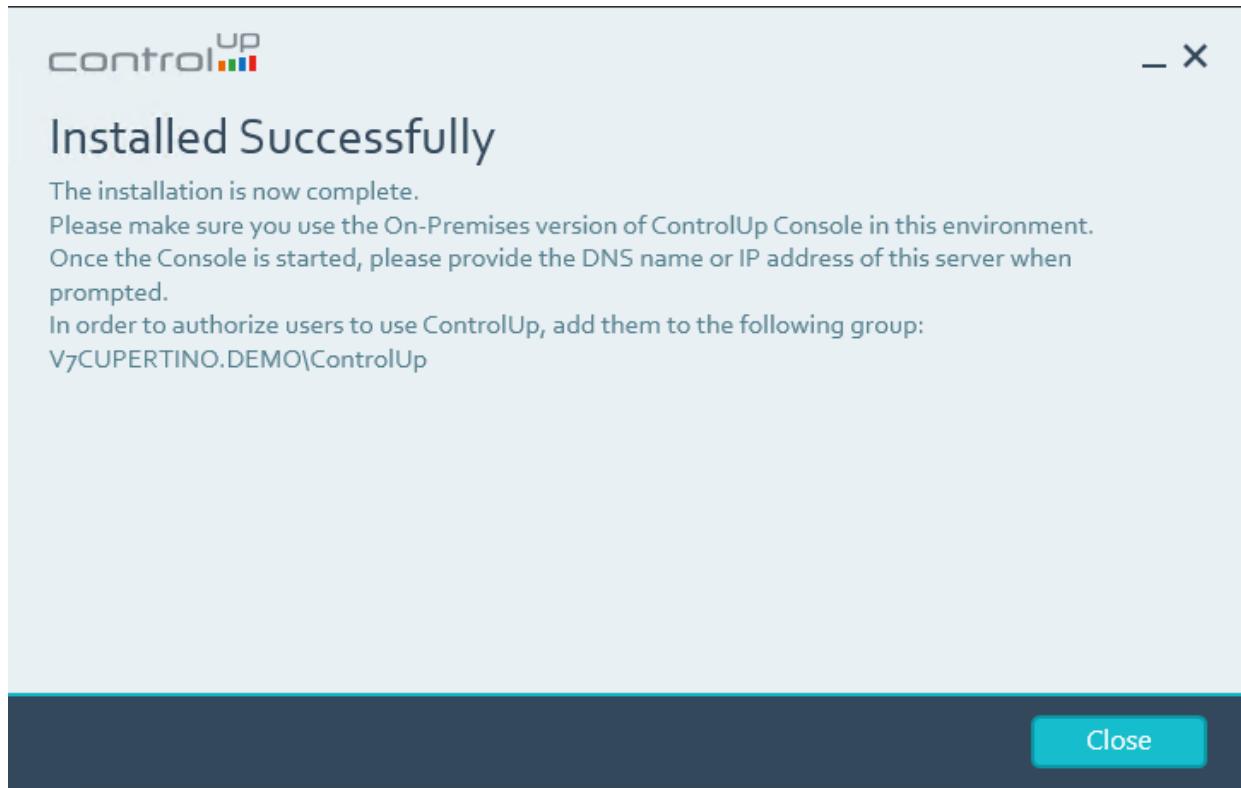


Figure 21: Summary of the installation which finished successfully

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.

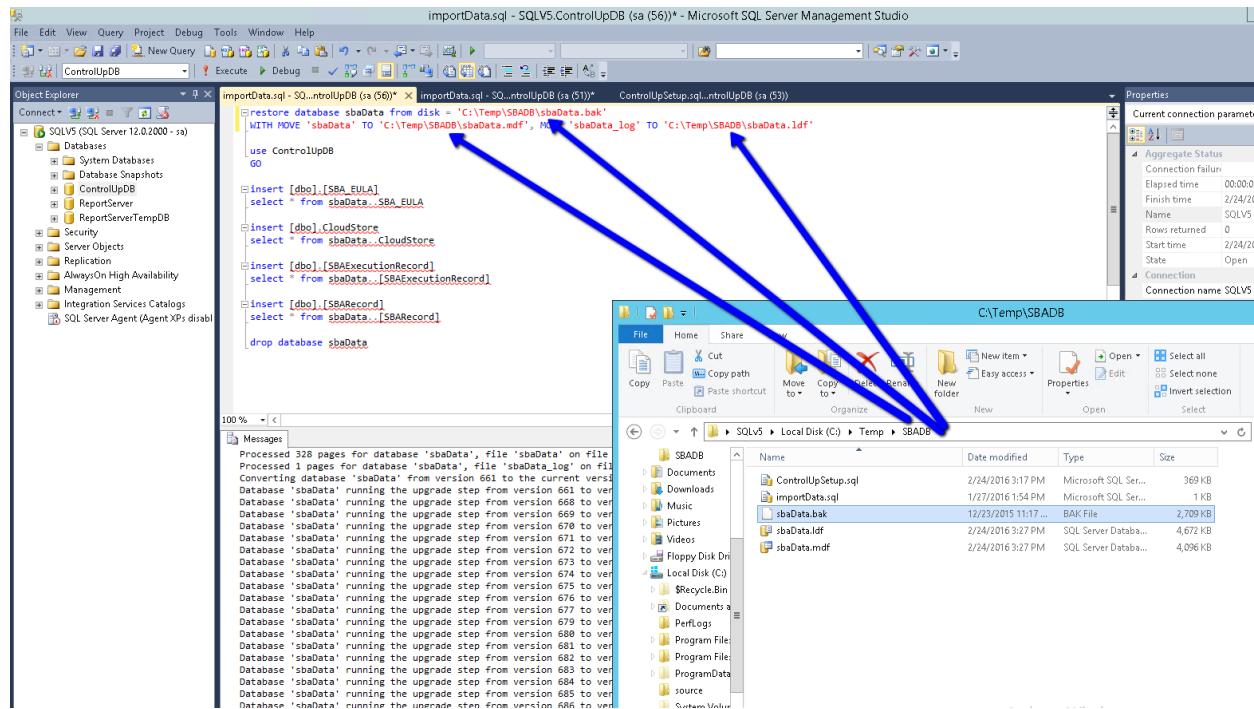


Figure 22: Import Script Based Actions

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.

ControlUp On-Premises Insights Prerequisites

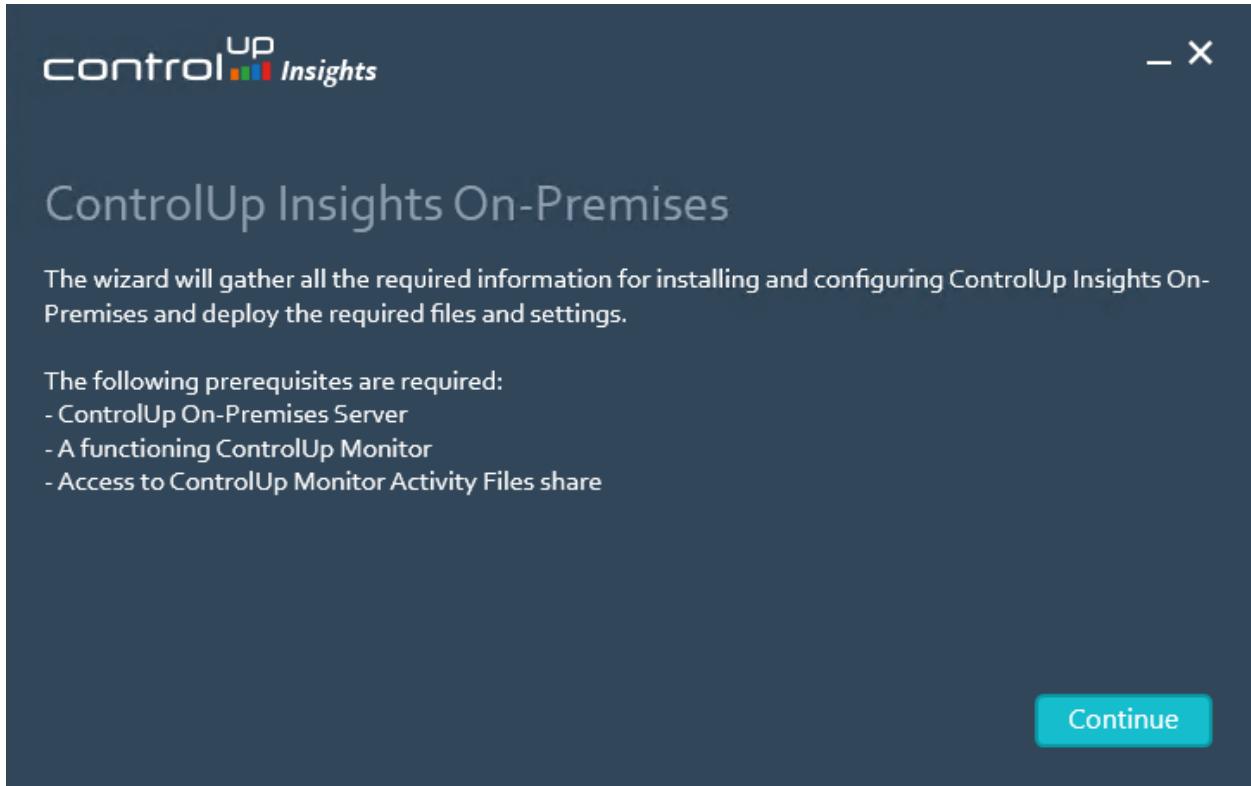


Figure 23: Insights prerequisites explained

End-User License Agreement



Figure 24: Please accept and click Next

Selecting the Path

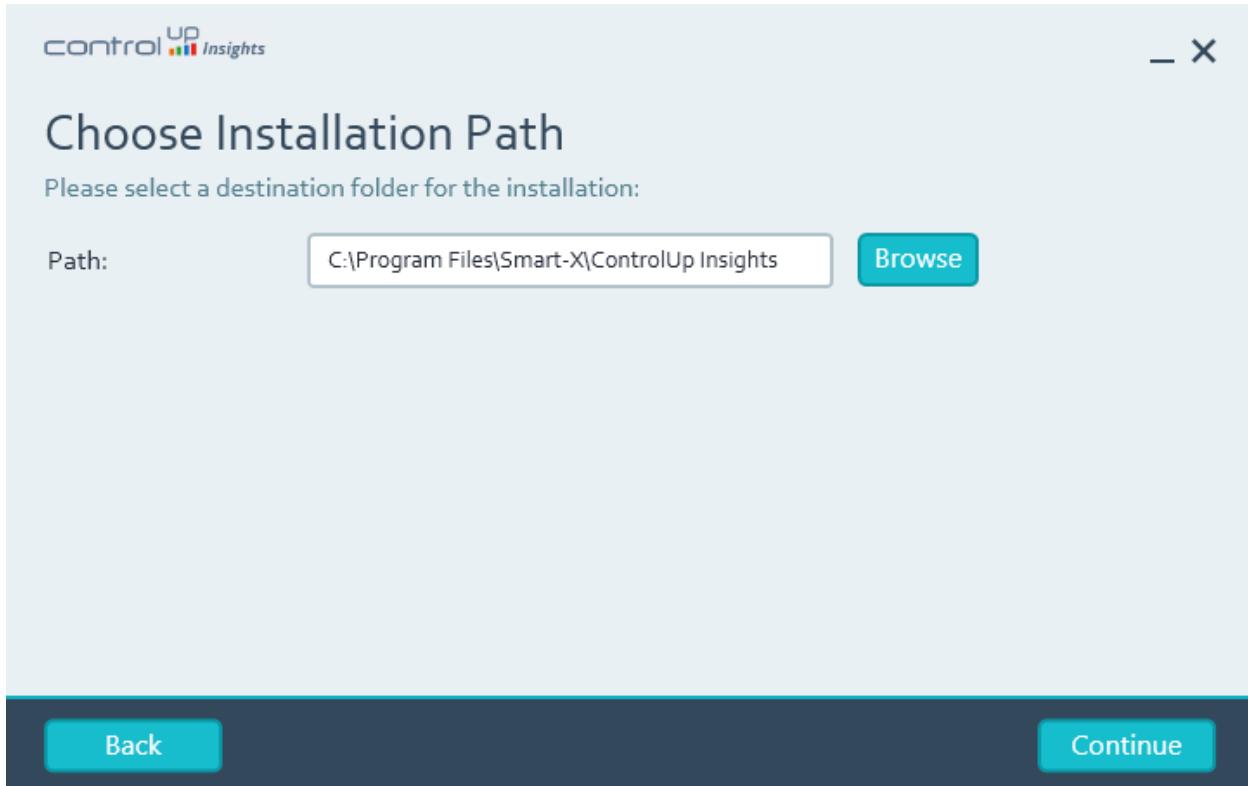


Figure 25: Select the destination path for the program

Insights Activity Files Configuration

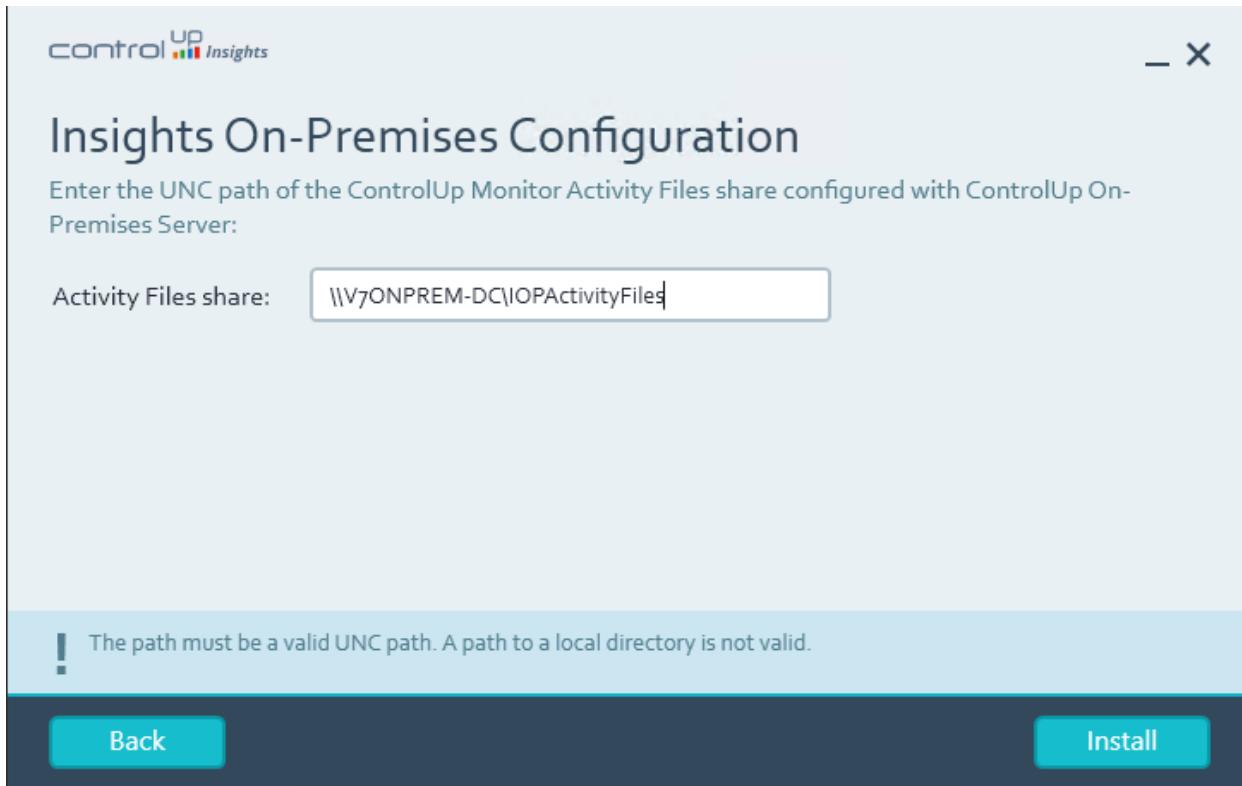


Figure 26: Select the destination path of the activity files share. **Please verify that Network Service account has modify permissions on this folder, otherwise files will not be created.**

ControlUp On-Premises Insights Installation Progress

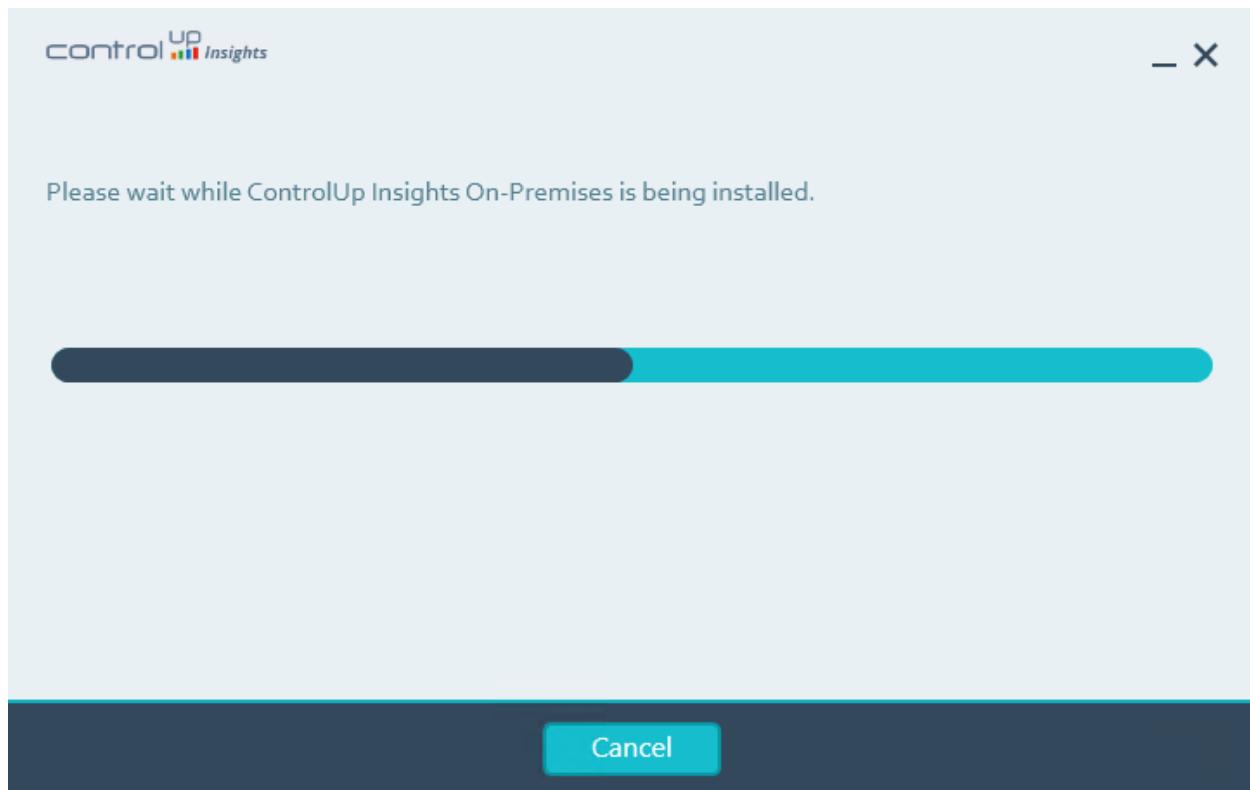


Figure 27: ControlUp On-Premise Insights Installation Progress bar

Installation Complete

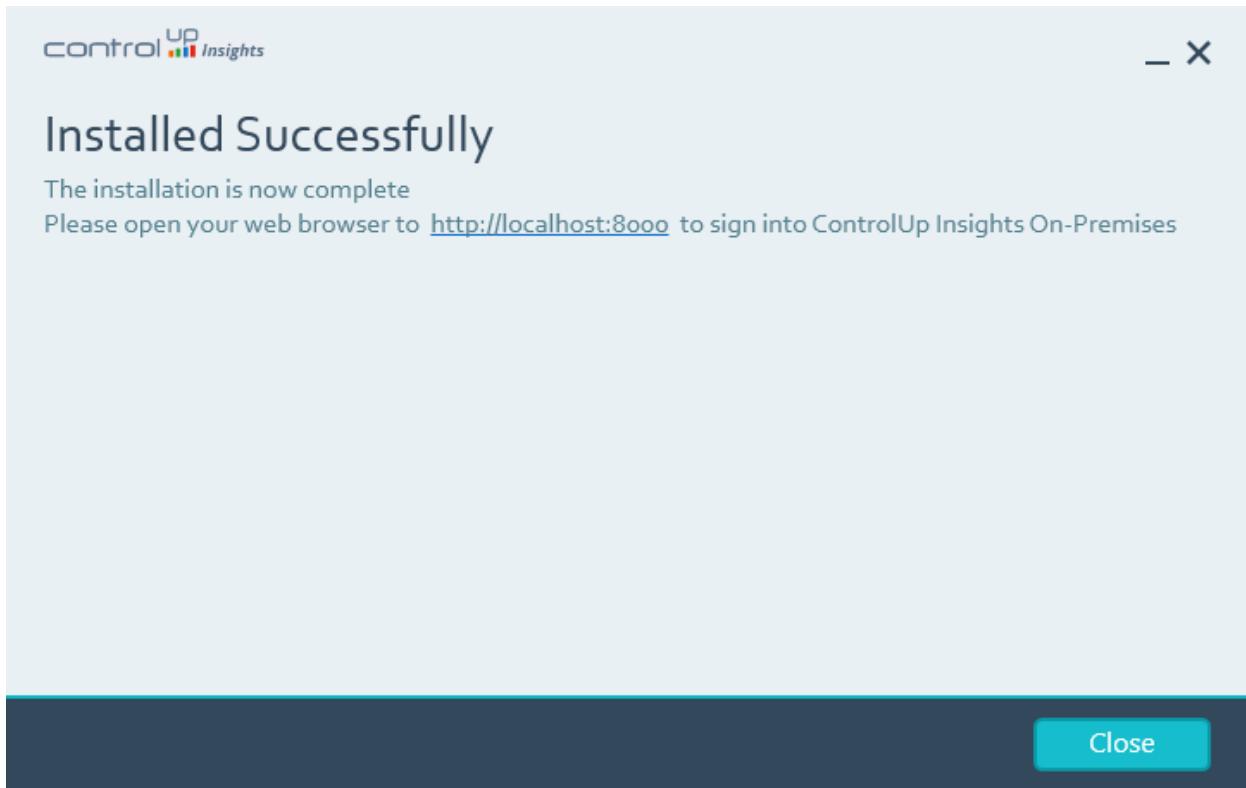


Figure 28: Summary of the installation which finished successfully.

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

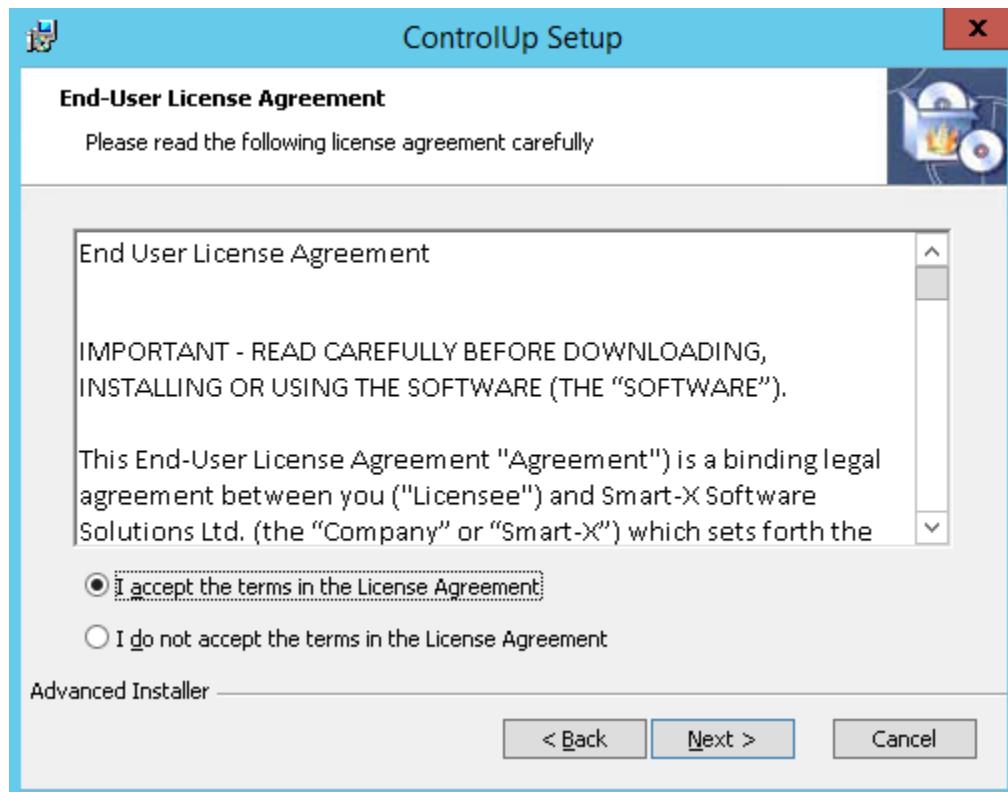


Figure 30: Accept the License Agreement

Installation Folder

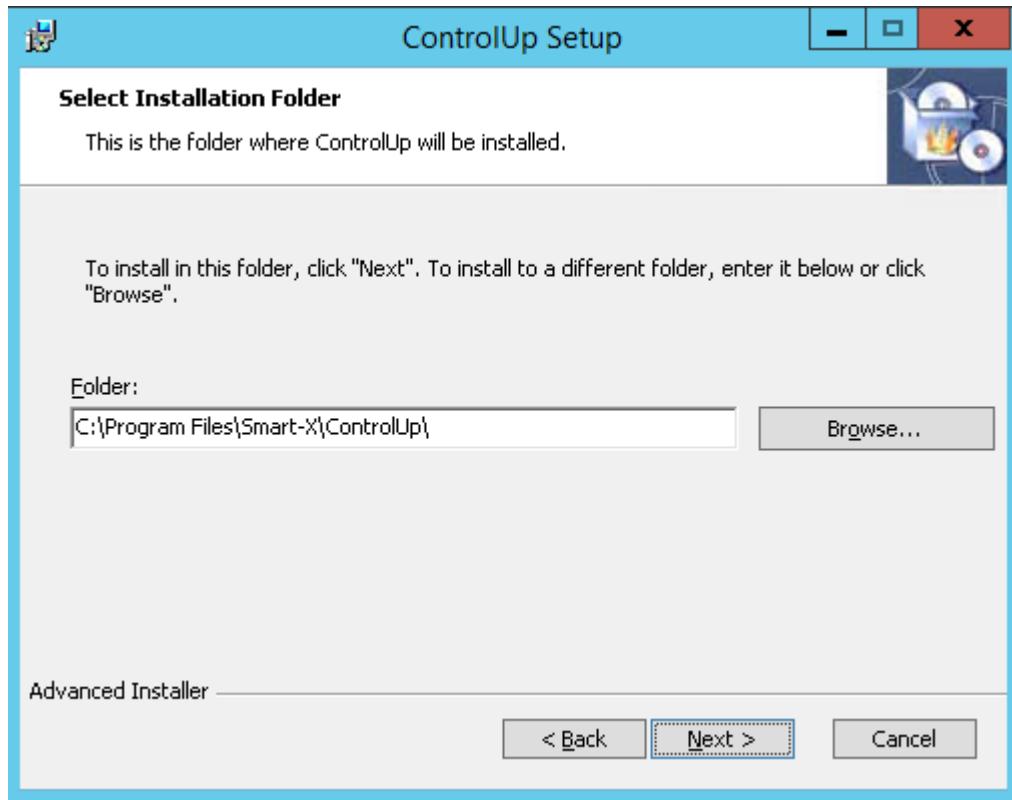


Figure 31: Select the path to the console's installation folder

Ready to Install the Console

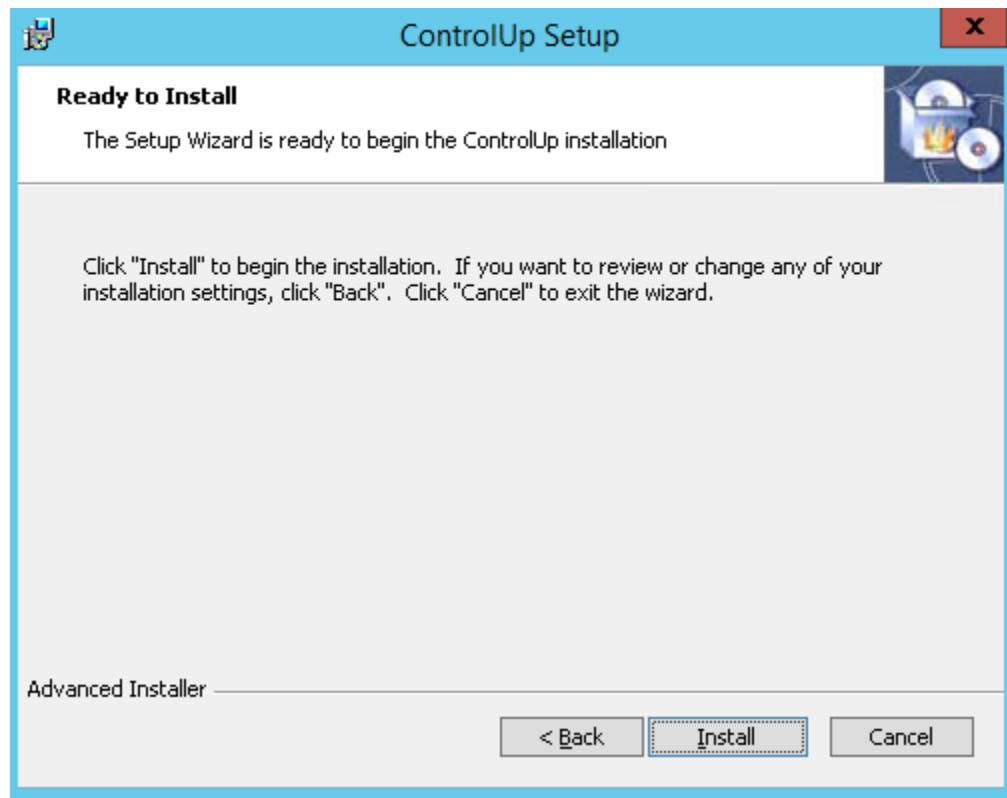


Figure 32: Click install when ready

Progress of the ControlUp Console installation

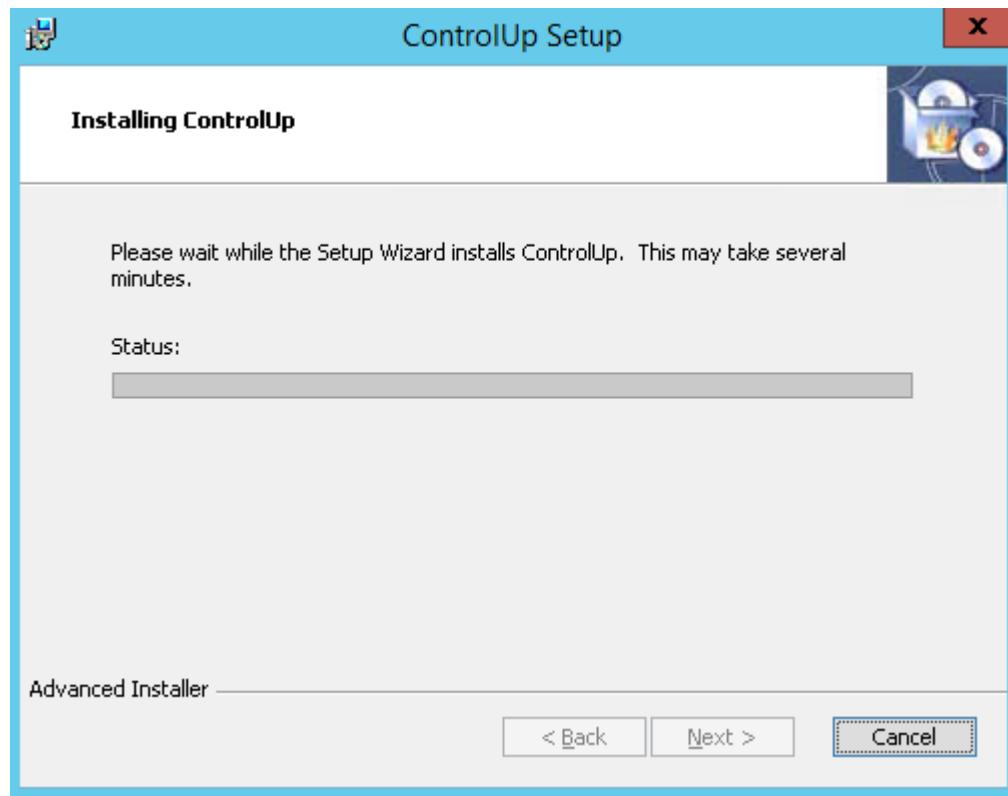


Figure 33: Shows the progress of the installation

ControlUp On-Premises Console Wizard Complete

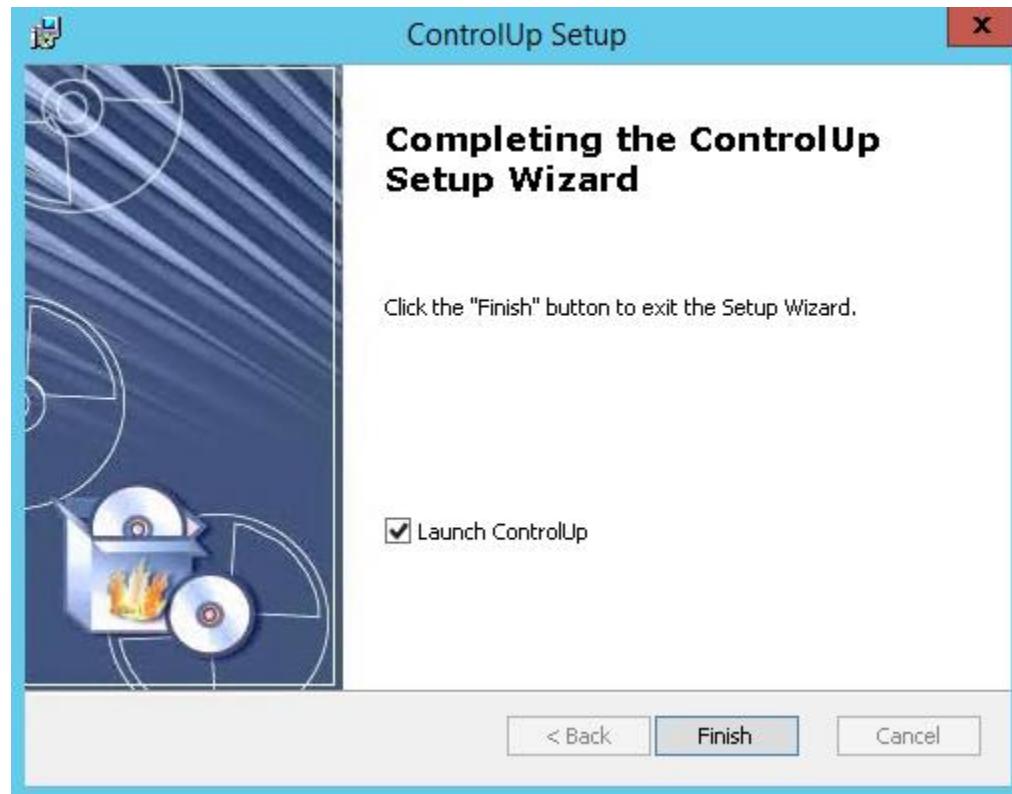


Figure 34: When ready, click Finish to complete the installation. Launching the Console after clicking the Finish button is optional.

Launching the ControlUp On-Premises Console

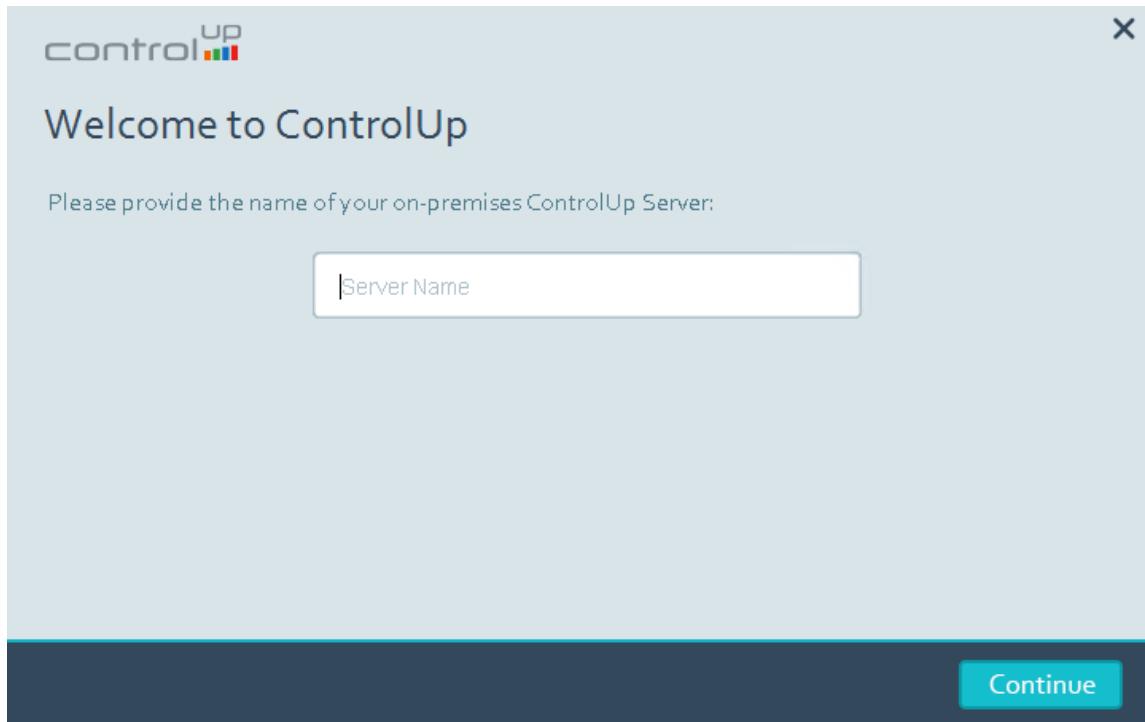


Figure 35: When you launch the Console for the first time, you will need to provide the ControlUp's On-Premises Server name or IP address. Do not use "localhost", it will cause an issue when you try to add a Monitor.

ControlUp On-Premises Certificate

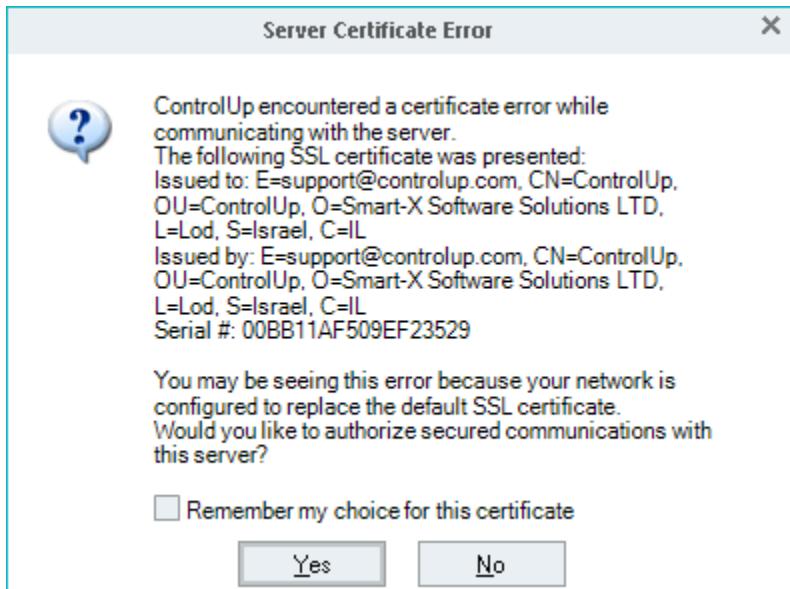


Figure 36: During the first initialization of the Console you should accept the certificate. The certificate will be stored in the local certificate store on the ControlUp server

ControlUp's On-Premises Console Launched Successfully

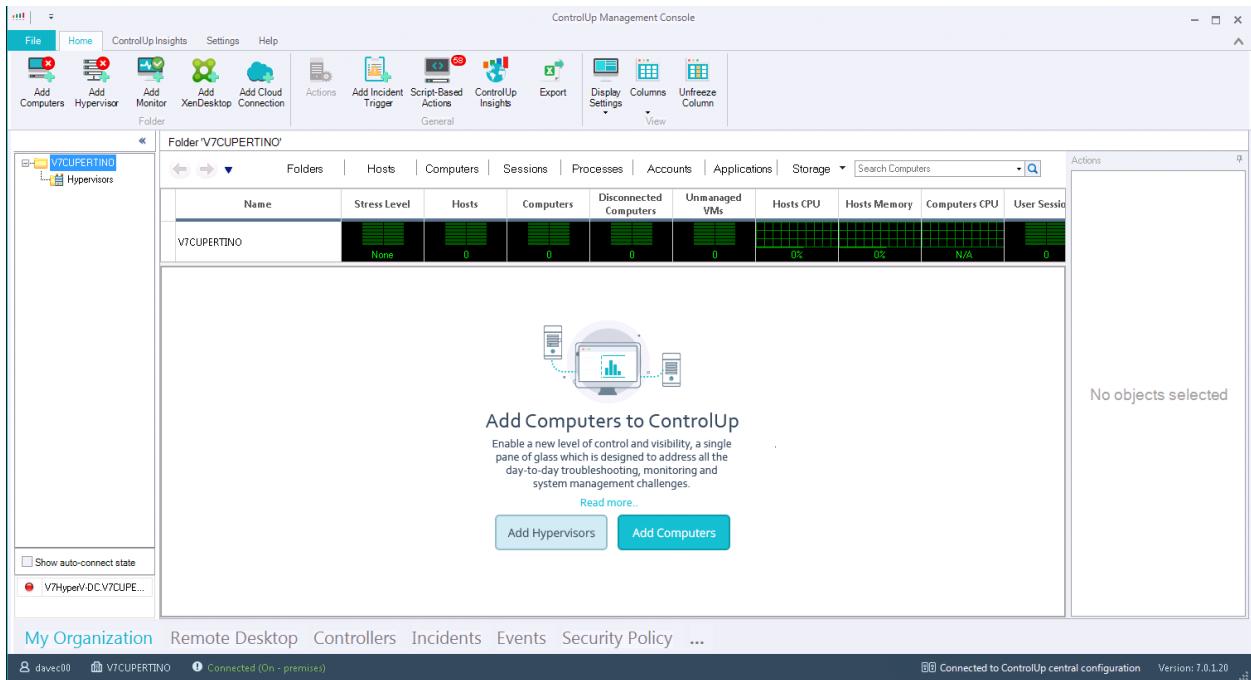


Figure 37: First time you login to ControlUp's Console

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