

ManageEngine (Division of ZOH0 Corporation)
www.manageengine.com



ManageEngine IT360

MSP Edition

Installation Guide

[This document is a guideline for installing and running IT360 - MSP Edition, in a Production Environment. For any queries or request, send us an email to it360-eval@manageengine.com.]

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1. Introduction

This document applies to the installation of MSP Edition Architecture of IT360.

ManageEngine IT360 is an Integrated IT management solution, designed to monitor and manage IT Infrastructure for Small, Medium and Large enterprises. IT adds a business context to monitoring IT Resources, thereby helping the various stakeholders understand the impact of downtimes on their business.

An easy to use Web Console guides the user to monitor the availability and performance of the Network, Servers and Applications. The in-built ITIL ready Service Desk helps in reducing the complexity of workflows in production, and allows the IT Administrators to run the IT Operations easily and effectively.

ManageEngine IT360 provides you with an in-depth visibility into your business IT infrastructure. ManageEngine IT360 covers a wide range of services such as Application performance management, In-depth monitoring of performance and availability of network devices, Network traffic flow, and provide you with real-time network behavior and its impact on your business services. Its ITIL based service desk offers best practices to make sure that your IT Services are available 24x7x365.

1.1 About MSP Edition:

The MSP Edition has a **Distributed Architecture** and works in a **Central Server - Probe model**. The Central Server is the Master Server, which displays the data obtained by the Probe Server(s) from distributed locations. This data is displayed in a Centralized Console view.

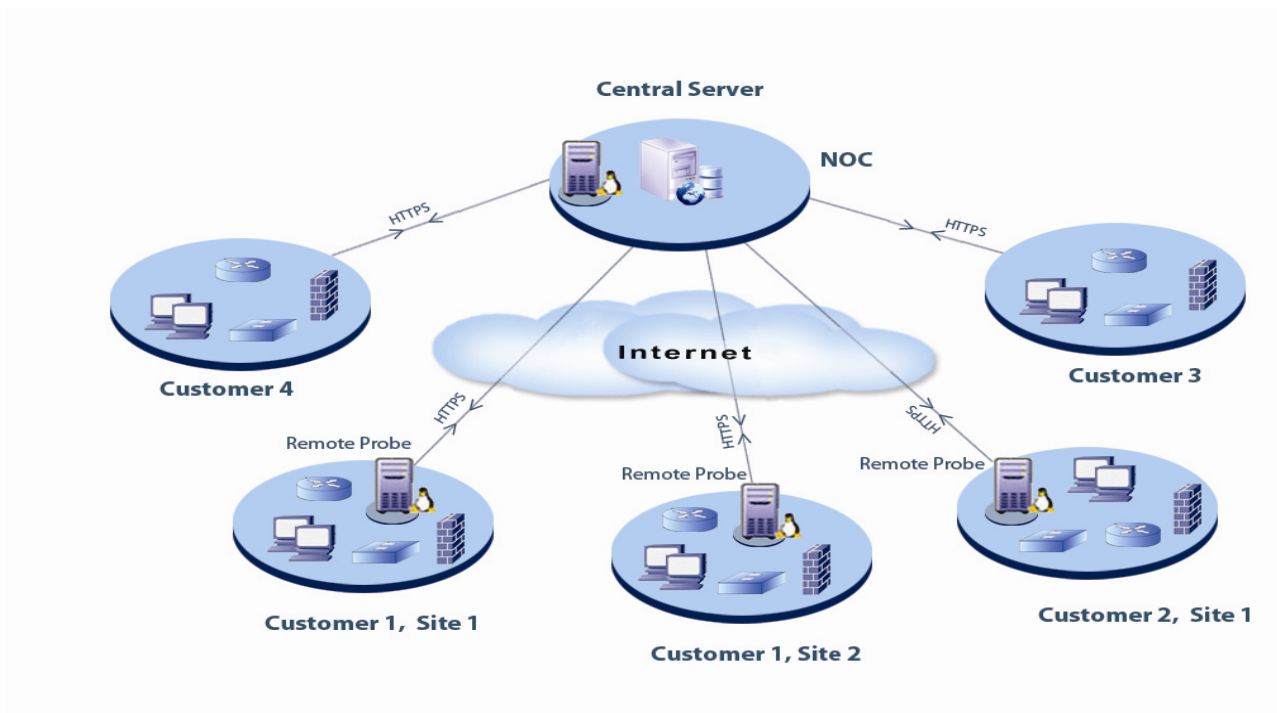
While installing the MSP Edition, you first need to install the Central Server, followed by the Probe Server(s) in the distributed location(s). The monitored information is sent from the Probe(s) to the Central Server, through secure transmission (https), and that information is available through the Central Console view.

Features:

- ✓ The ManageEngine IT360 – MSP Edition provides more secure communication through the **HTTPS** mode.
- ✓ It allows the user to configure different Service Level Agreements (SLAs) for different groups of critical devices.
- ✓ It supports Customer-Site segmentation that is used to differentiate Devices, Monitors and Assets of various customers.

- ✓ It provides you with an option to re-brand the solution. You can change the objects such as, Product Name and Logo. You can access the Re-branding option from Admin settings.

1.2 MSP Edition Architecture:



2. System Requirements

In order to install ManageEngine IT360 – MSP Edition, you need to ensure that you meet the minimum system requirements, so that the ManageEngine IT360 functions effortlessly. The following are the minimum and recommended system requirements for the MSP Edition.

Minimum:

Processor	2 GHz Quad Core Processor
RAM	8 GB
HDD	250 GB (SAS / SSD)
OS	32-bit 2003 / 2008 Windows Server MSP Edition
Backend Database	MySQL or MS SQL 2005 / 2008 Standard or MSP Editions Only
Browsers	IE 7.0 or Firefox 3.x and above

Recommended:

Processor	2 GHz Quad Core Processor
RAM	16 GB
HDD	250 GB (SAS / SSD)
OS	32-bit 2003 / 2008 Windows Server MSP Edition
Backend Database	MySQL or MS SQL 2005 / 2008 Standard or MSP Editions Only
Browsers	IE 7.0 or Firefox 3.x and above

- Note:**
1. It is recommended that you install the Central Server and Probe in **different** machines.
 2. Make sure that you have properly configured **DNS** for the server, in which IT360 is to be installed.
 3. If you require **Failover** support, then it is recommended that you use '**MSSQL**' as the backend database.

2.1 Excluding the IT360 folder from AV scanning

Important: After you decide to install IT360 – MSP Edition in a given folder in the Server, kindly make sure of the following:

For MYSQL Backend:

Exclude the folder '*<IT360_HOME>\MySQL\data*' and its sub-folders from any anti-virus scanning program.

For MSSQL Backend:

Exclude the MSSQL installation folder and its sub-folders, available in the Remote Server, from any anti-virus scanning program.

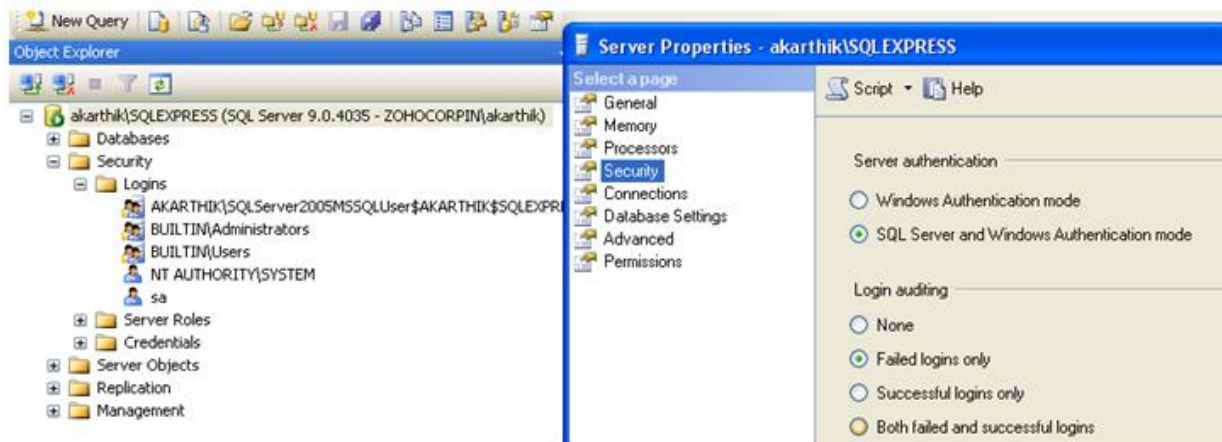
Note: Make sure that you have disabled the antivirus scanners and file system backups on the MYSQL/MSSQL data directories. Also, make sure that no one else is sharing the drive on some network share, where an antivirus or search indexer might be scanning.

3. Database Configuration for IT360 – MSP Edition

ManageEngine IT360 supports MySQL and MS SQL as the backend databases. MySQL is bundled by default in the product and is automatically installed, while installing IT360; you do not require any separate configuration steps, if you choose to use MySQL.

However, if MS SQL Server is required, you would need to procure a licensed version of MS SQL and configure the same to enable a connection to IT360. Here are the steps for the same:

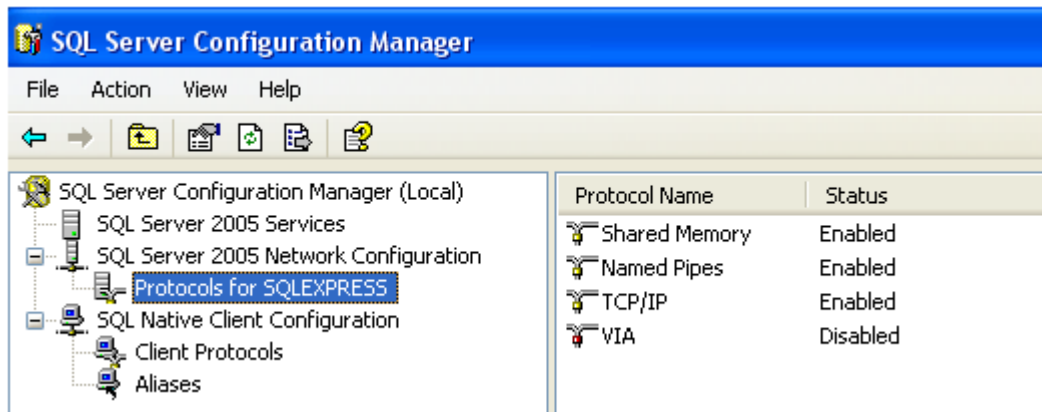
1. Ensure that the following Windows Services are running in the machine where SQL Server is installed:
 - **MSSQL Server**
 - **MSSQL Server Browser**
2. Ensure that you have the proper (Admin) privileges as per the steps given below:
 - a. **Preferred User Rights -> Admin User Privileges.**
 - b. **Use SQL Management Studio to configure user rights.**
 - c. **Server authentication should be SQL and Windows authentication mode.**



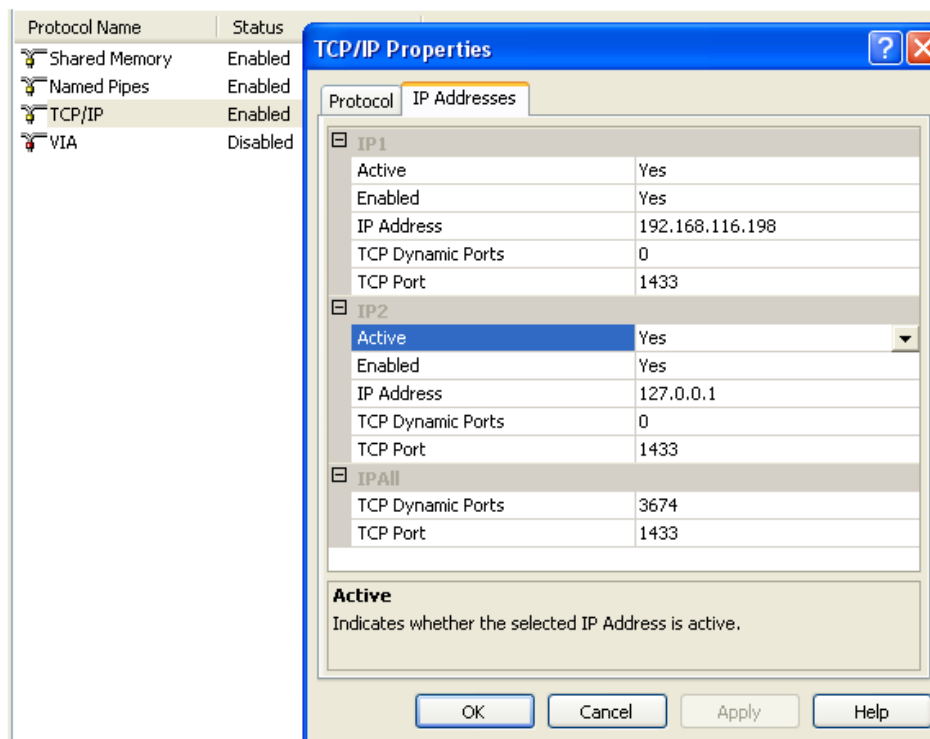
Once the Services are running, execute the following steps by using SQL Server Configuration Manager.

3. Under Server Roles, enable the following roles:
 - Public
 - Sysadmin
4. Under User Mapping, map 'master' to the User who is given Admin privileges.

5. Enable the following protocols in Protocols for MSSQLSERVER [SQL Server Configuration Manager – SQLServer Network Configuration – Protocols for MSSQLSERVER]:
 - a. Shared Memory
 - b. Named Pipes
 - c. TCP/IP



6. Right-click on TCP/IP, go to 'Properties' and then select 'IP Addresses'.



7. Make sure that the fields 'Active, Enabled and 'TCP Port' are configured, so that IT360 is able to connect to the SQL Server.

Note:

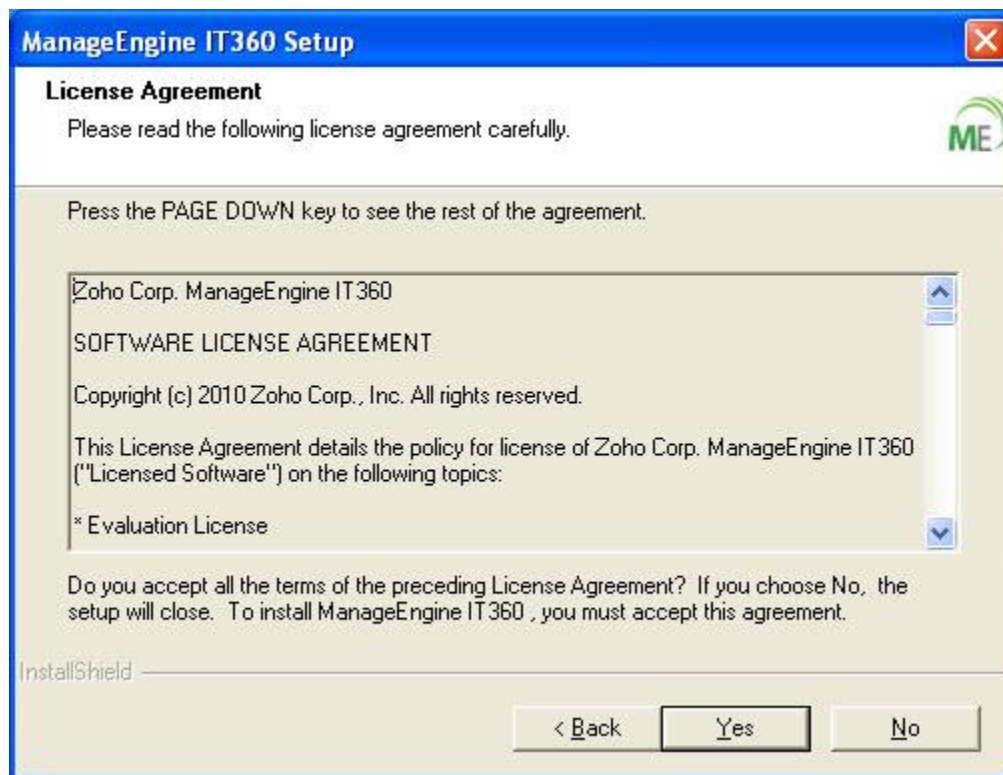
- Use a prefix to identify database related to IT360, while configuring database parameters
- If SQL Server is installed on a remote server, you have to copy the following files from SQL Server installation to '<IT360_HOME>\traffic\bin' folder. (for example)
 - ✓ *C:\Program Files\Microsoft SQL Server\90\Tools\Binn\bcp.exe*
 - ✓ *C:\Program Files\Microsoft SQL Server\90\Tools\Binn\Resources\1033\bcp.rll*
- IT360 stores raw traffic data for a certain period. This data has to be periodically written to the remote database server using SQL bulk copy tool - **bcp.exe**.
- Download the same version of MS SQL server Native Client and install it on the IT360 Server. This is required for IT360 to communicate to the remote database server.

4. Installing ManageEngine IT360 – MSP Edition

1. Refer to the [System Requirements](#), for installing IT360 – MSP Edition.
2. Make sure that you have [downloaded](#) the latest version of ManageEngine IT360 – MSP Edition.
3. Begin installing process by double clicking on **'exe'** file to start the installation.

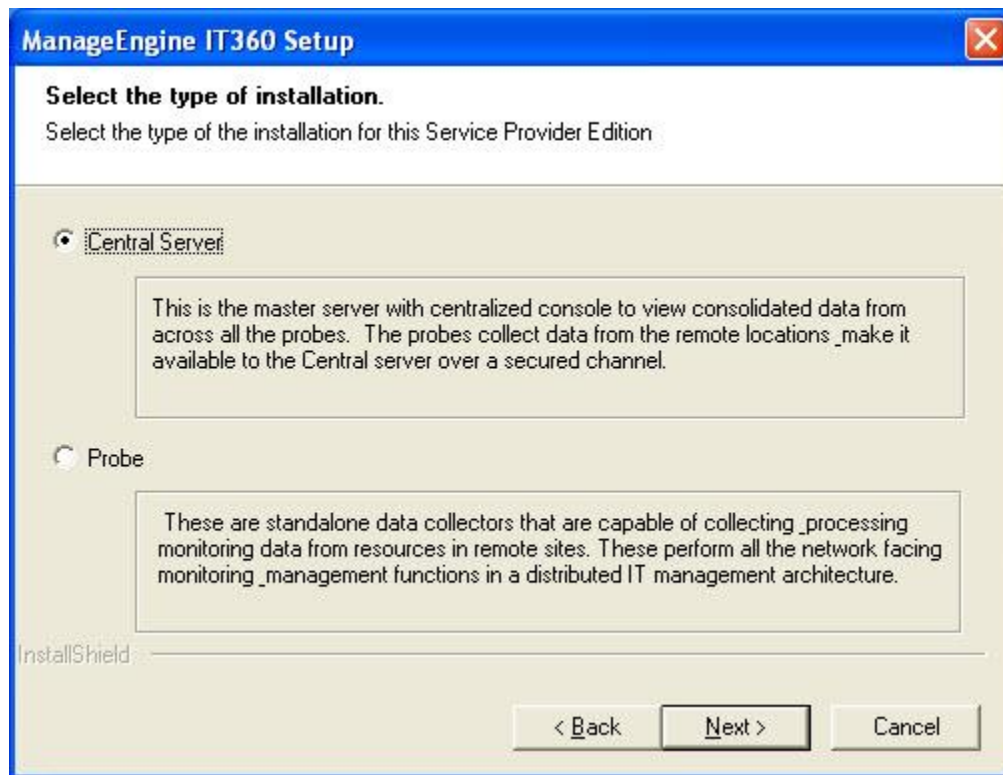


4. Go through the License Agreement and then click **'Yes'** to accept it to proceed to the installation folder.

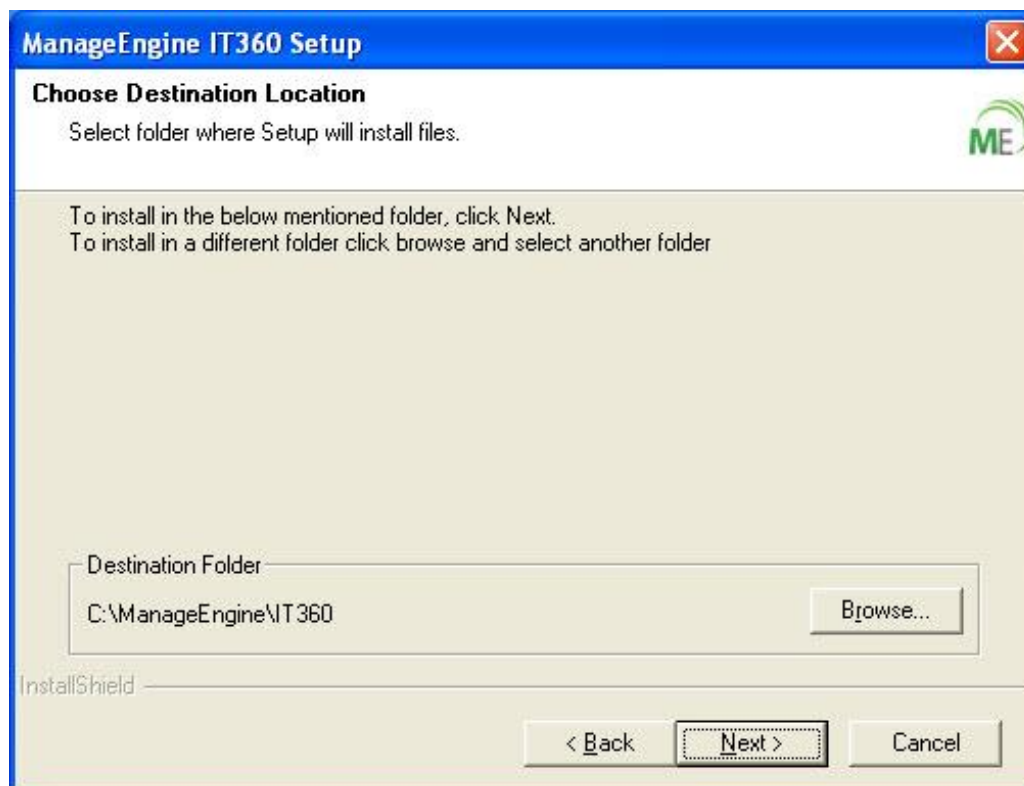


4.1 Central Server Installation:

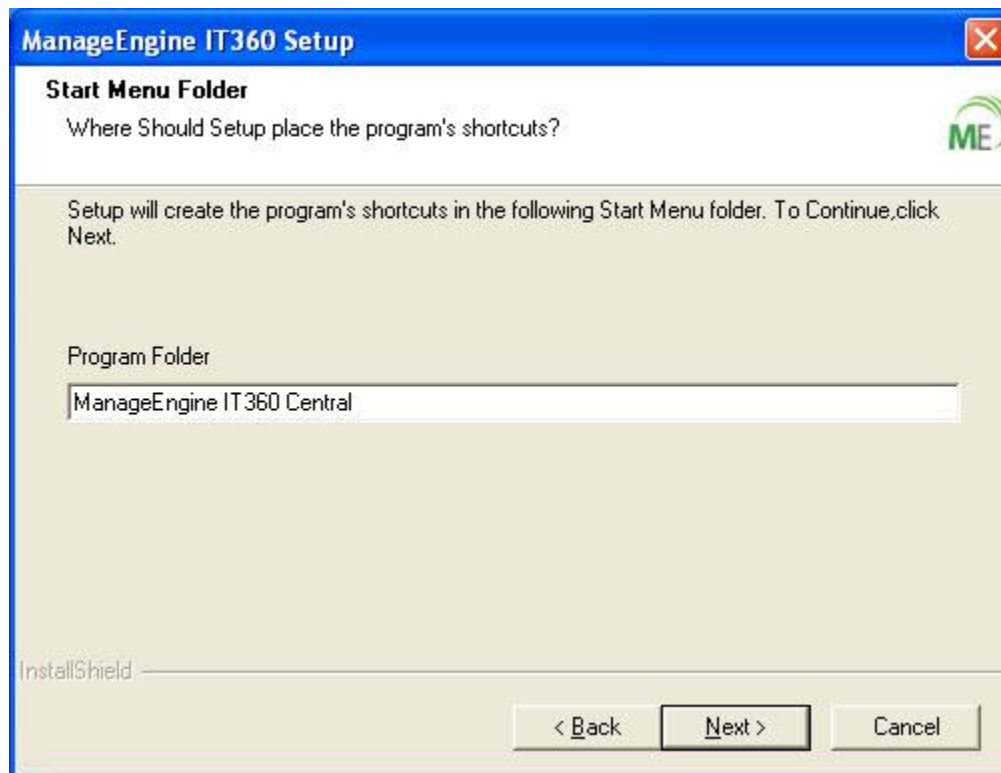
5. Choose the type of installation as **'Central Server'** and click **'Next'**.



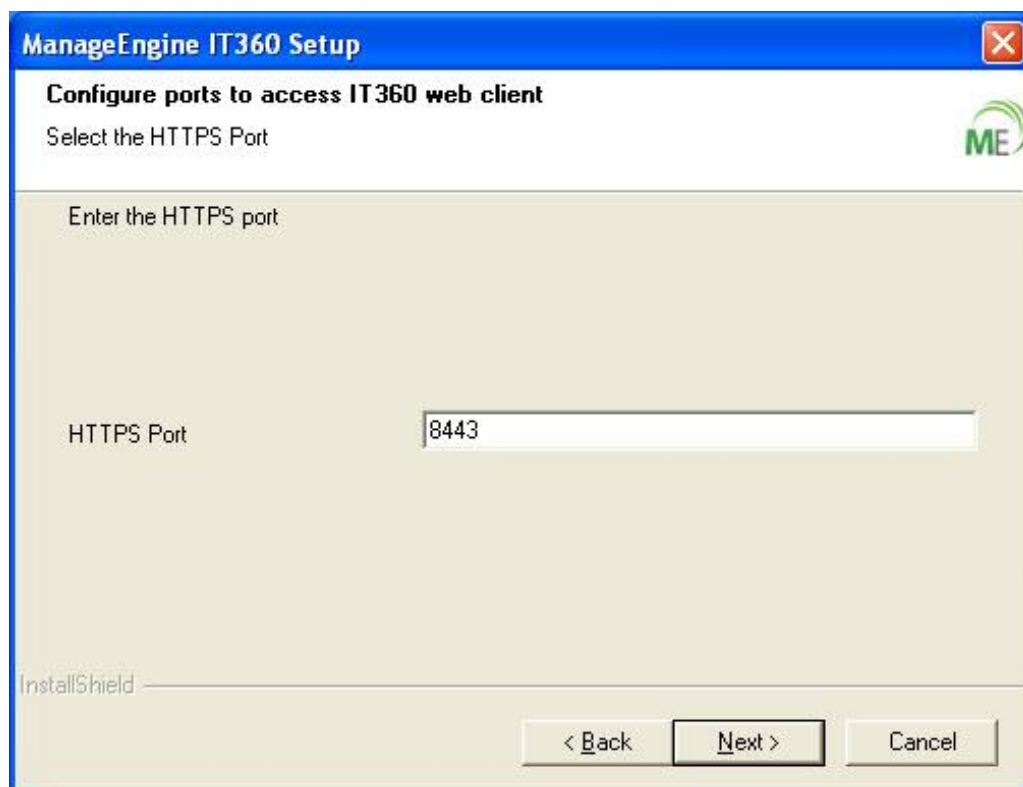
6. If you want to change the location of the installation folder of ManageEngine IT360 – MSP Edition (Central Server), then click on 'Browse' button. Else, click 'Next'. By default, it installs under "C:\ManageEngine\IT360".



7. Specify the **'Shortcut Name'** that will appear in the 'Start Menu' and click **'Next'**.



8. The next step is to configure the **HTTPS** port, in order to access the IT360 webclient. After entering the port number, click **'Next'**.

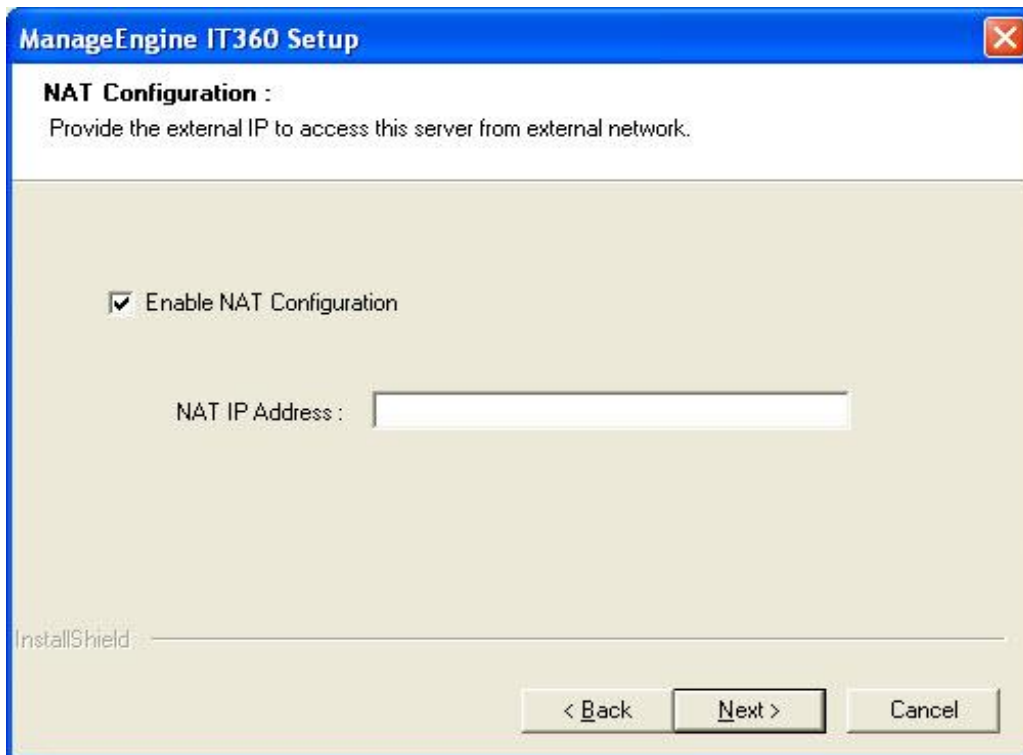


Note: The default port number for an **HTTPS** connection is **8443**. However, make sure that no other program uses the port number, you provide.

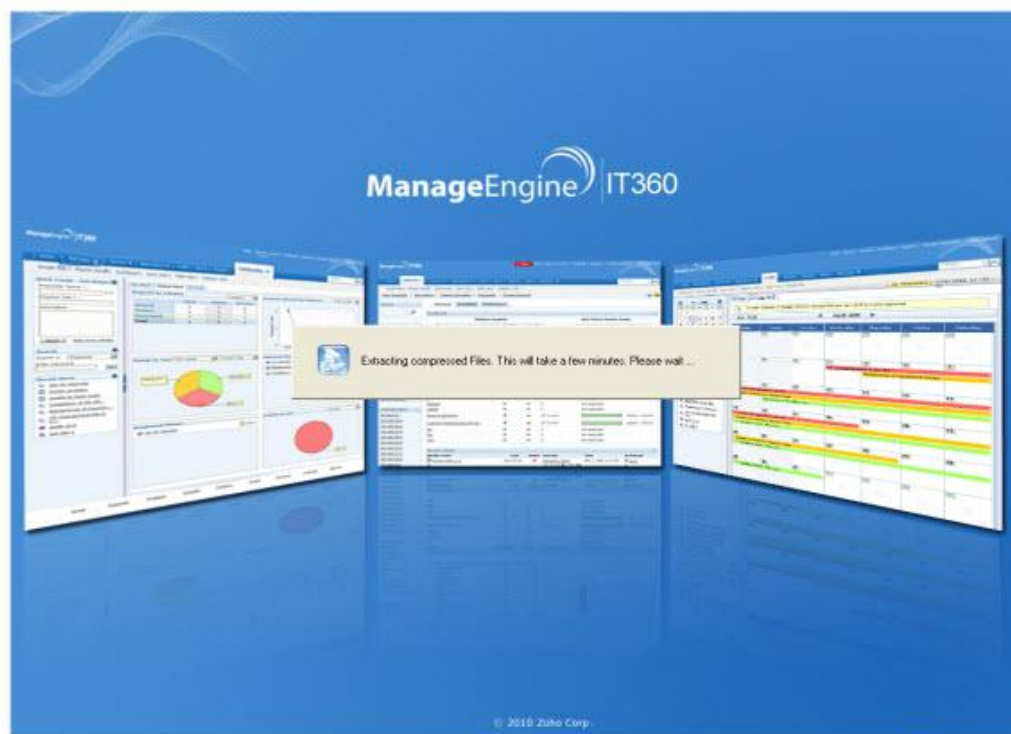
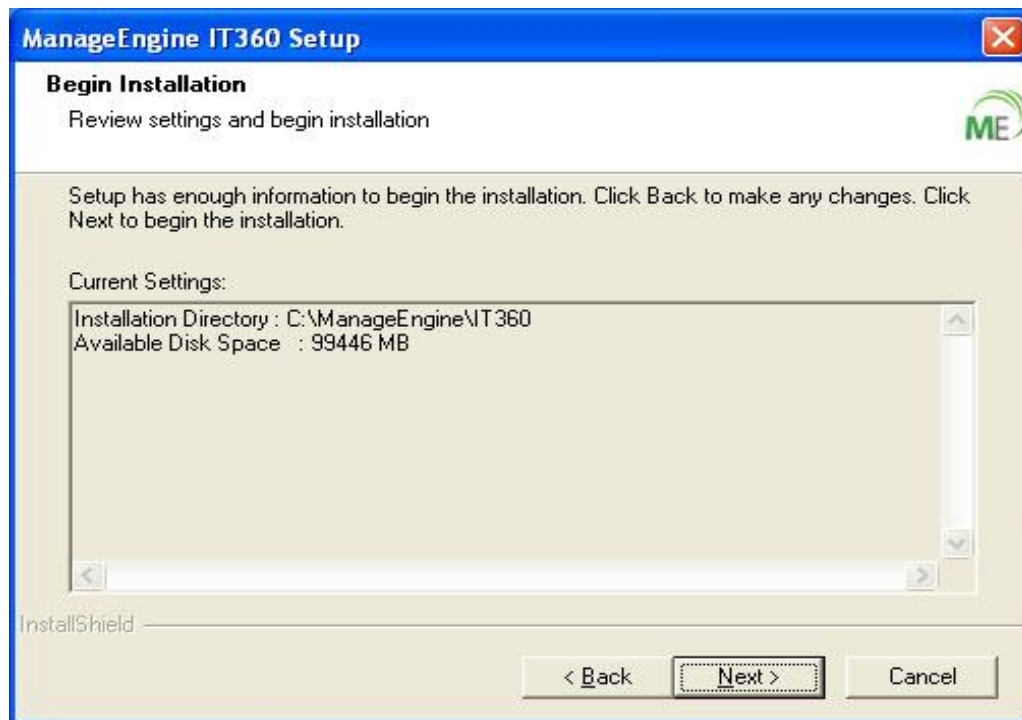
9. After configuring the port settings correctly, the setup wizard would require you enable the NAT configuration, in order to access the IT360 **Central Server** via a **Public network**. For this, do the following;

1. Enable the checkbox '**Enable NAT Configuration**' and enter the '**Public IP Address**' of the Server, where IT360 **Central Server** is being installed.
2. Click '**Next**'.

Note: If you do not require the NAT Configuration, simply click '**Next**', without enabling the checkbox.

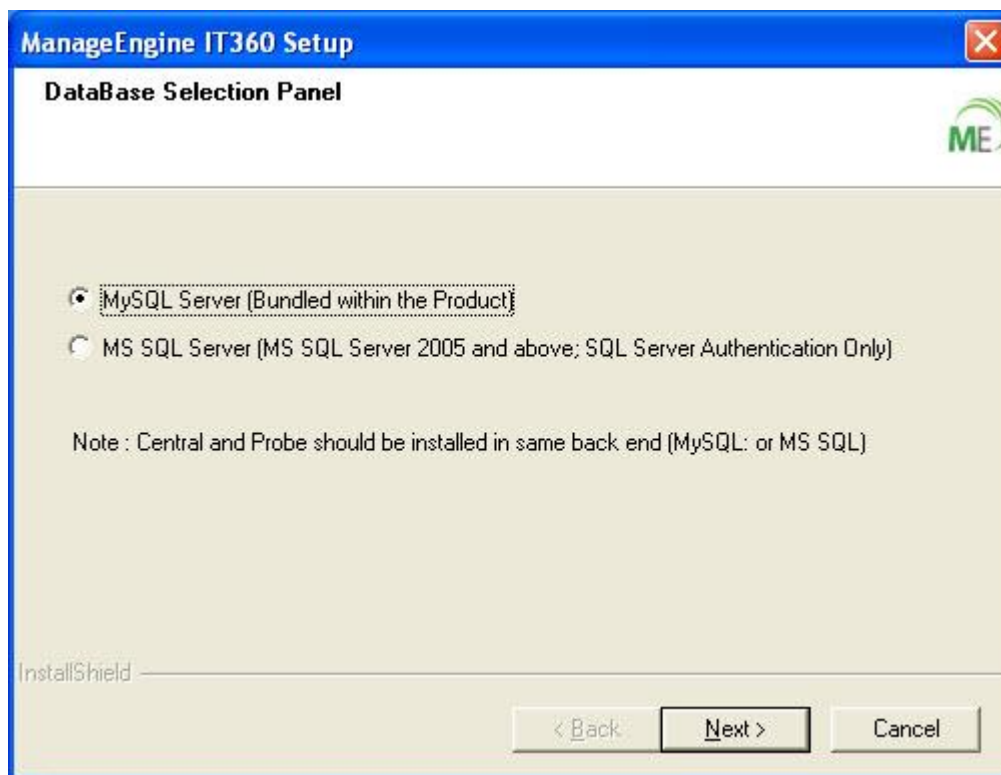


10. In the next couple of steps, the setup wizard would require you to confirm the installation settings. If you want to make any changes, click '**Back**', else click '**Next**' to begin the installation. It will take few minutes for the installation wizard to extract the files into the installation directory.



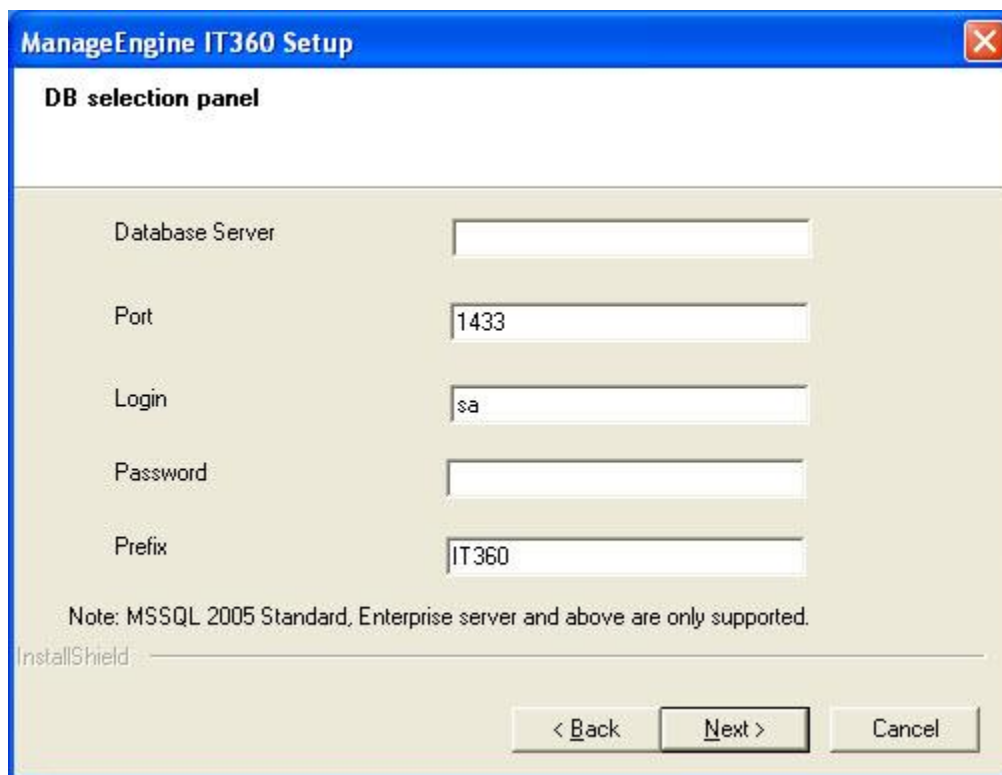
11. Choose either the in-built **MySQL Server** for storing polling information and other details, or **MS SQL Server**.

Note: The Central and Probe should be installed in the same backend (i.e. MySQL or MS SQL).



11.1 If you choose ‘**MS SQL Server**’, click ‘**Next**’, and provide the following details in the ‘DB selection panel’ that appears:

Enter the correct ‘**Database Server name**’, ‘**Port Number**’, ‘**Login details**’, ‘**Password**’ and ‘**Prefix**’ for ManageEngine IT360 – MSP Edition (Central Server). Once the database configuration is complete, proceed to click ‘**Next**’ to complete installation.



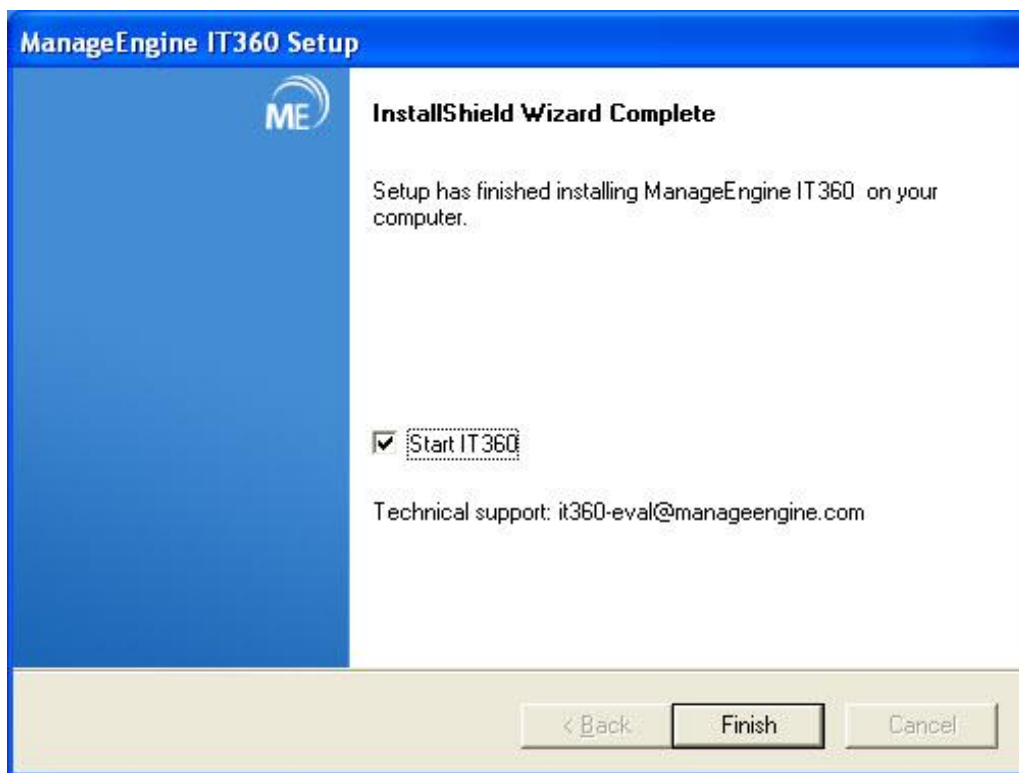
The screenshot shows a Windows-style dialog box titled "ManageEngine IT360 Setup" with a close button in the top right corner. The main area is titled "DB selection panel". It contains five input fields arranged vertically:

- Database Server: An empty text box.
- Port: A text box containing the value "1433".
- Login: A text box containing the value "sa".
- Password: An empty text box.
- Prefix: A text box containing the value "IT360".

Below the input fields, there is a note: "Note: MSSQL 2005 Standard, Enterprise server and above are only supported." At the bottom left, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

11.2 If you choose **MySQL Server**, simply click **'Next'** to complete installation.

12. Now, a wizard appears indicating the completion of the installation process. You can now choose to either start ManageEngine IT360 server and click **'Finish'**, or simply click **'Finish'** to complete the installation.



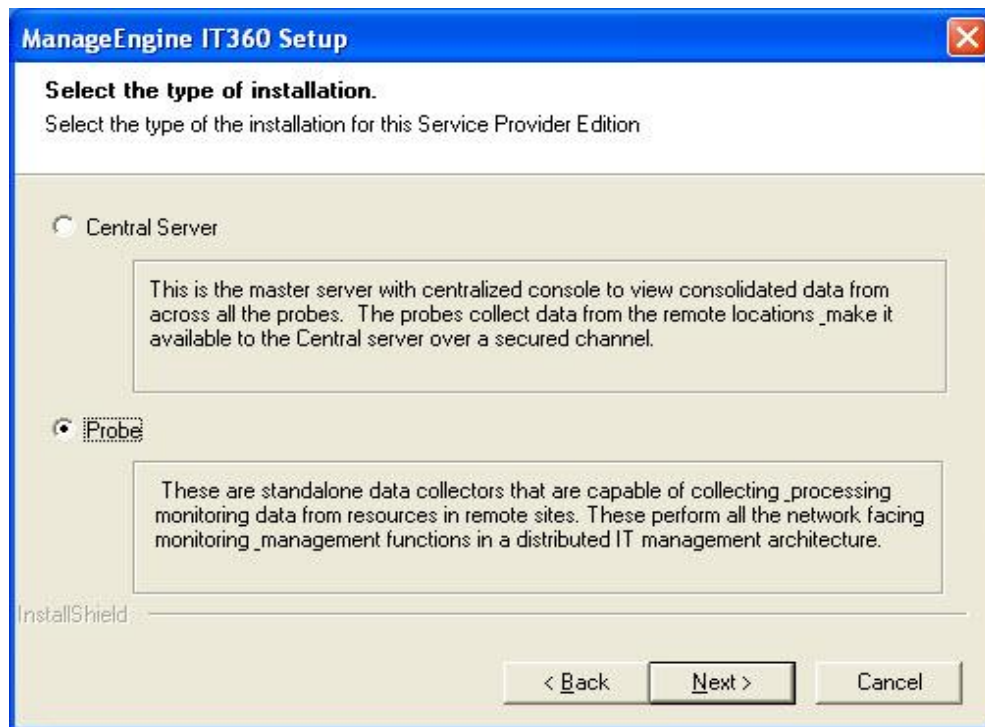
4.2 Probe Server Installation:

Once the Central Server installation is complete, you can start with the installation of the Probe Server. Before beginning the Probe Server installation, make sure of the following:

- ✓ You have made the required [configuration changes](#) in **Firewall**.
- ✓ The Central Server webclient is accessible from the Probe Server.
- ✓ The Central Server has fully started.

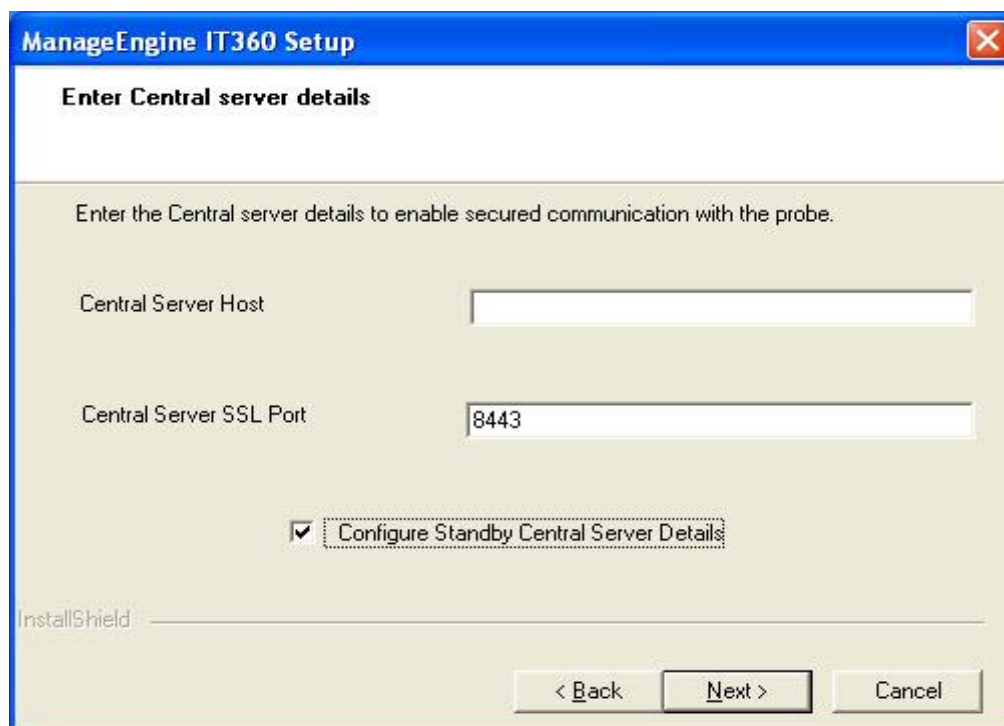
13. Repeat the steps [1-4](#) above.

14. After completing the steps 4, choose the type of installation as **'Probe'** and click **'Next'**.

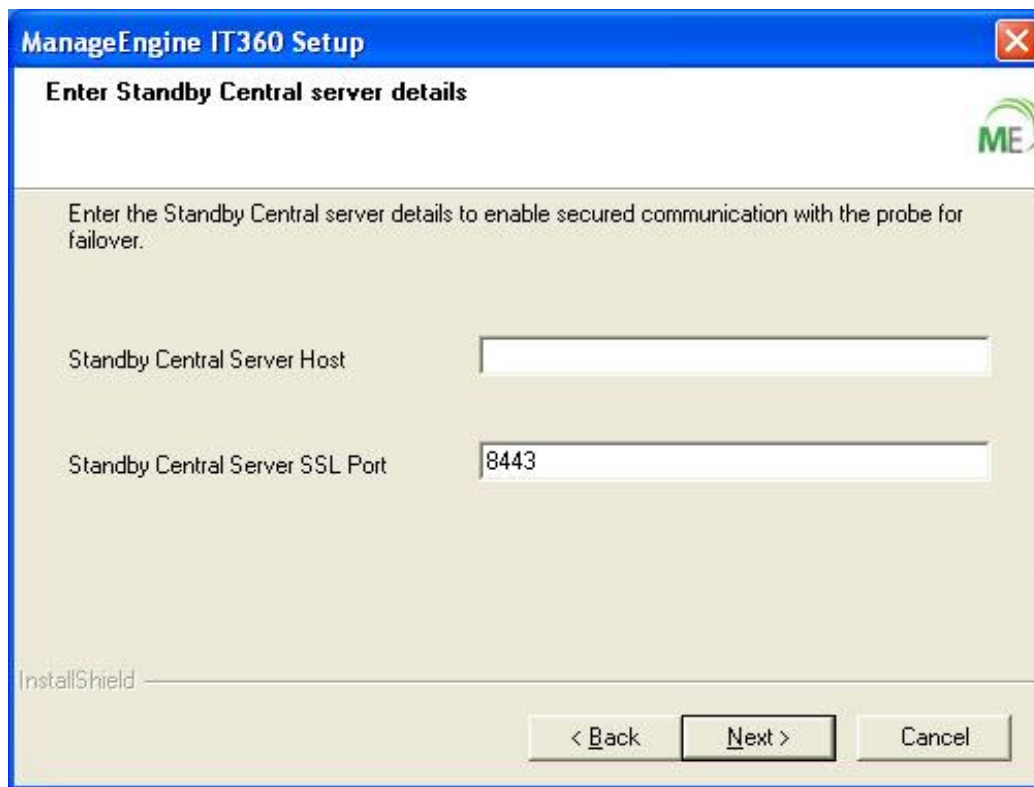


15. Now, configure the Central Server details, in order to enable secured communication with the Probe. You can do this by entering the '**Central Server Host**' name and '**Central Server SSL Port**' number.

Enable the '**Configure Standby Central Server Details**' checkbox, only if you have previously installed the Failover Secondary Central. Click '**Next**'.

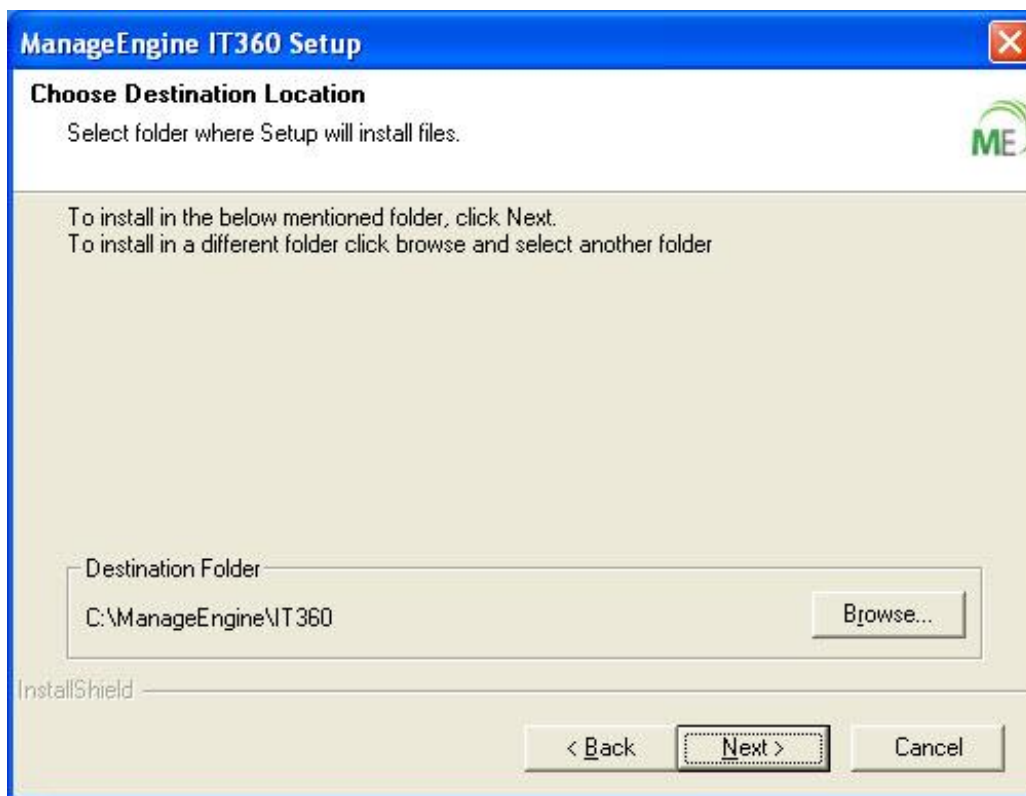


16. This step is applicable, only if you have enabled the **‘Configure Standby Central Server Details’** checkbox in the previous step. Here, simply enter the Standby Central Server details such as **‘Standby Central Server Host Name/IP’** and **‘Standby Central Server SSL Port Number’**, to enable secured communication with the Probe for Failover. Click **‘Next’**.

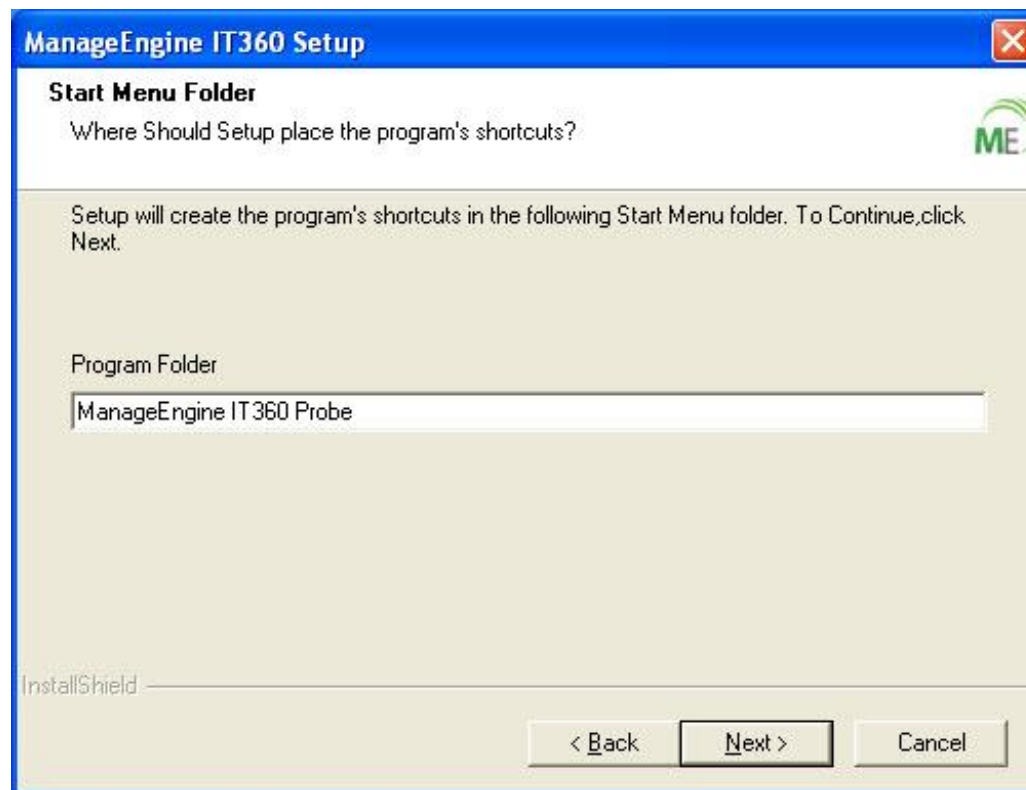


The screenshot shows a Windows-style dialog box titled "ManageEngine IT360 Setup". The main heading is "Enter Standby Central server details". Below the heading, there is a sub-heading "Enter the Standby Central server details to enable secured communication with the probe for failover." followed by a green "ME" logo. There are two input fields: "Standby Central Server Host" which is empty, and "Standby Central Server SSL Port" which contains the value "8443". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

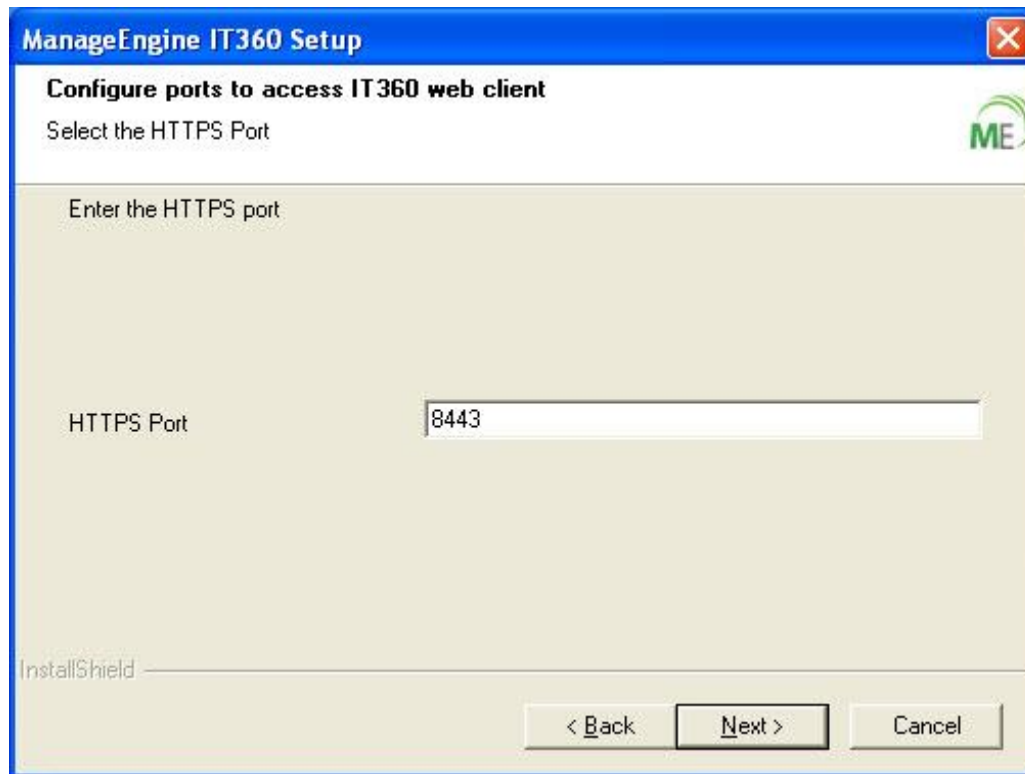
17. If you want to change the location of the installation folder of ManageEngine IT360 – MSP Edition (Probe Server), then click on **‘Browse’** button. Else, click **‘Next’**. By default, it installs under **“C:\ManageEngine\IT360”**.



18. Specify the **'Shortcut Name'** that will appear in the 'Start Menu' and click **'Next'**.



19. The next step is to configure the **HTTPS** port, in order to access the IT360 webclient. After entering the port number, click **'Next'**.

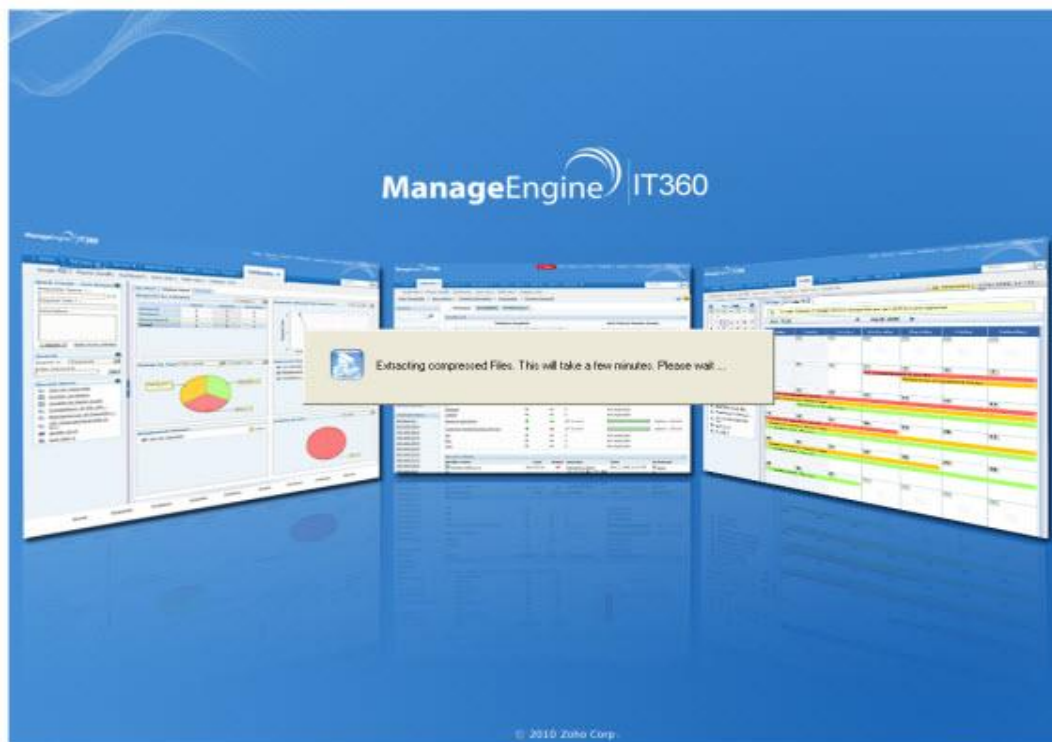
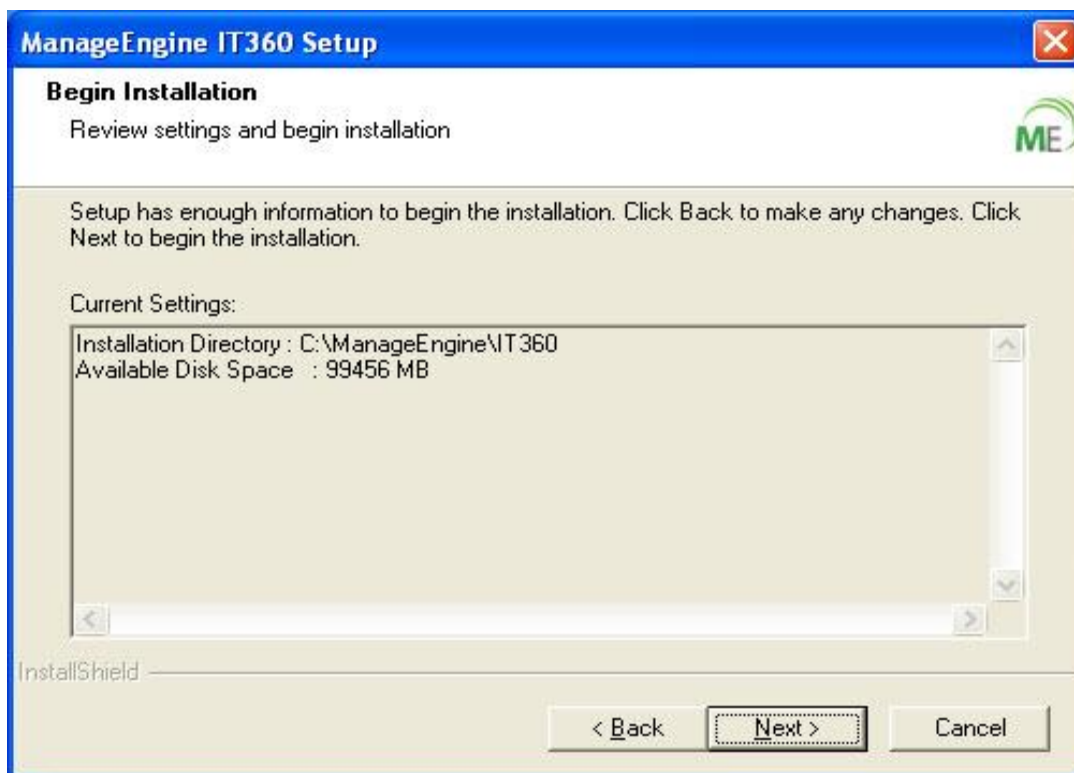


Note: The default port number for an **HTTPS** connection is **8443**. However, make sure that no other program uses the port number, you provide.

20. After configuring the port settings correctly, the setup wizard would require you enable the NAT configuration, in order to access the IT360 Probe via a **Public network**. For this, do the following;
- Enable the checkbox **'Enable NAT Configuration'** and enter the **'Public IP Address'** of the IT360 Probe Server, where IT360 Probe is being installed.
 - Click **'Next'**.

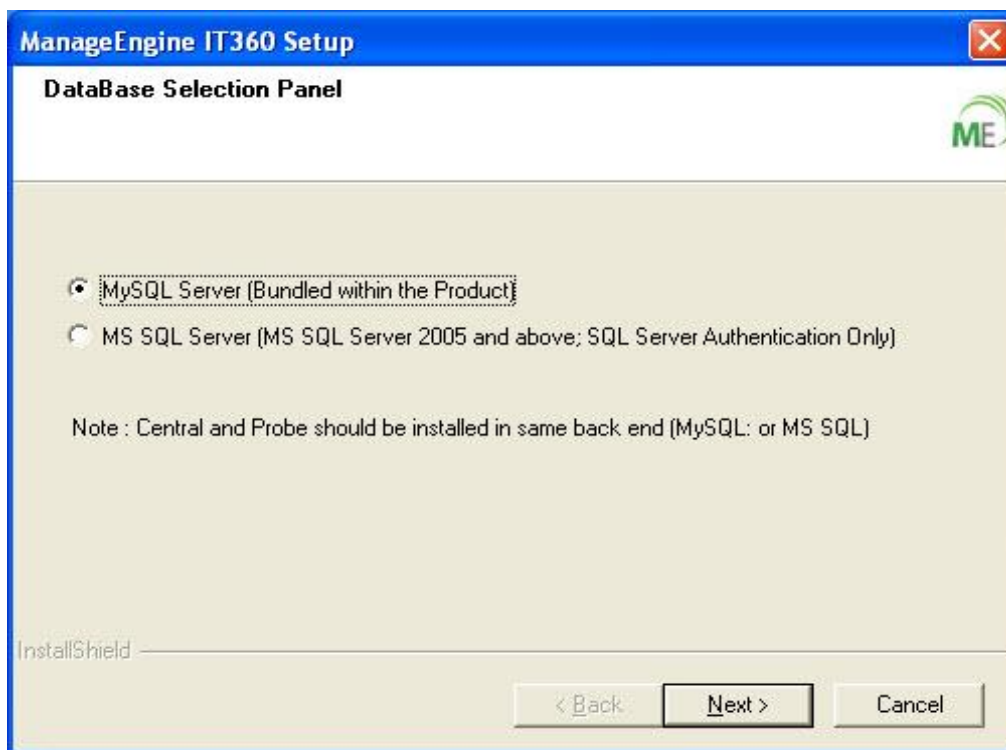
Note: If you do not require the NAT Configuration, simply click **'Next'**, without enabling the checkbox.

21. In the next couple of steps, the setup wizard would require you to confirm the installation settings. If you want to make any changes, click **'Back'**, else click **'Next'** to begin the installation. It will take few minutes for the installation wizard to extract the files into the installation directory.



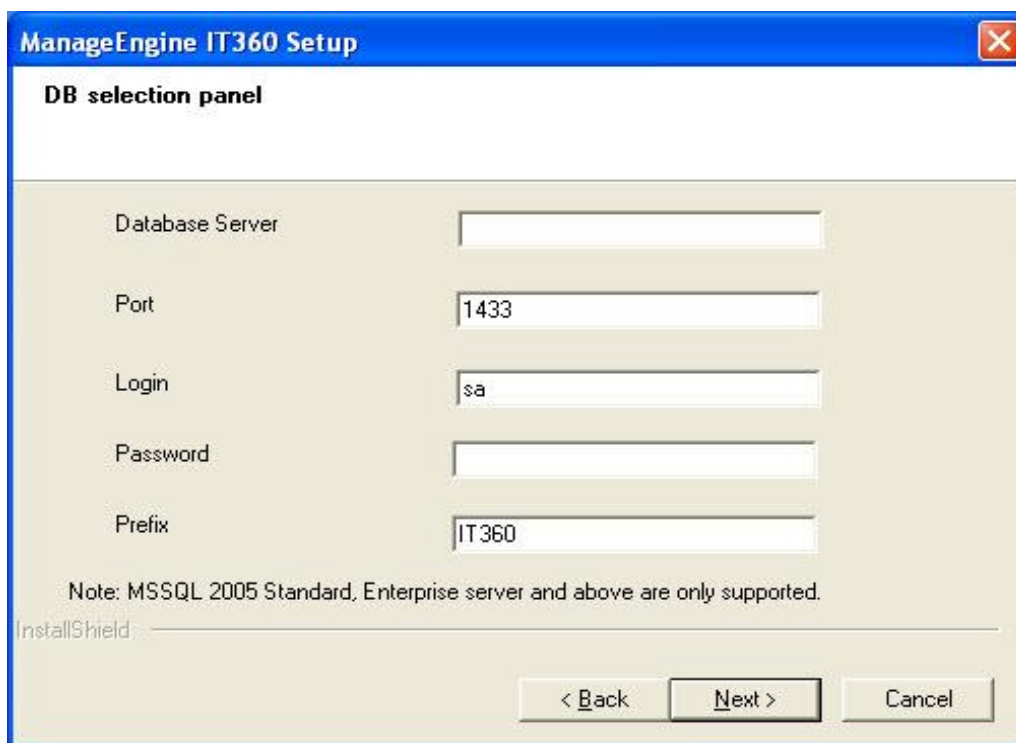
22. Choose either the in-built **MySQL Server** for storing polling information and other details, or **MS SQL Server**.

Note: The Central and Probe should be installed in the same backend (i.e. MySQL or MS SQL).



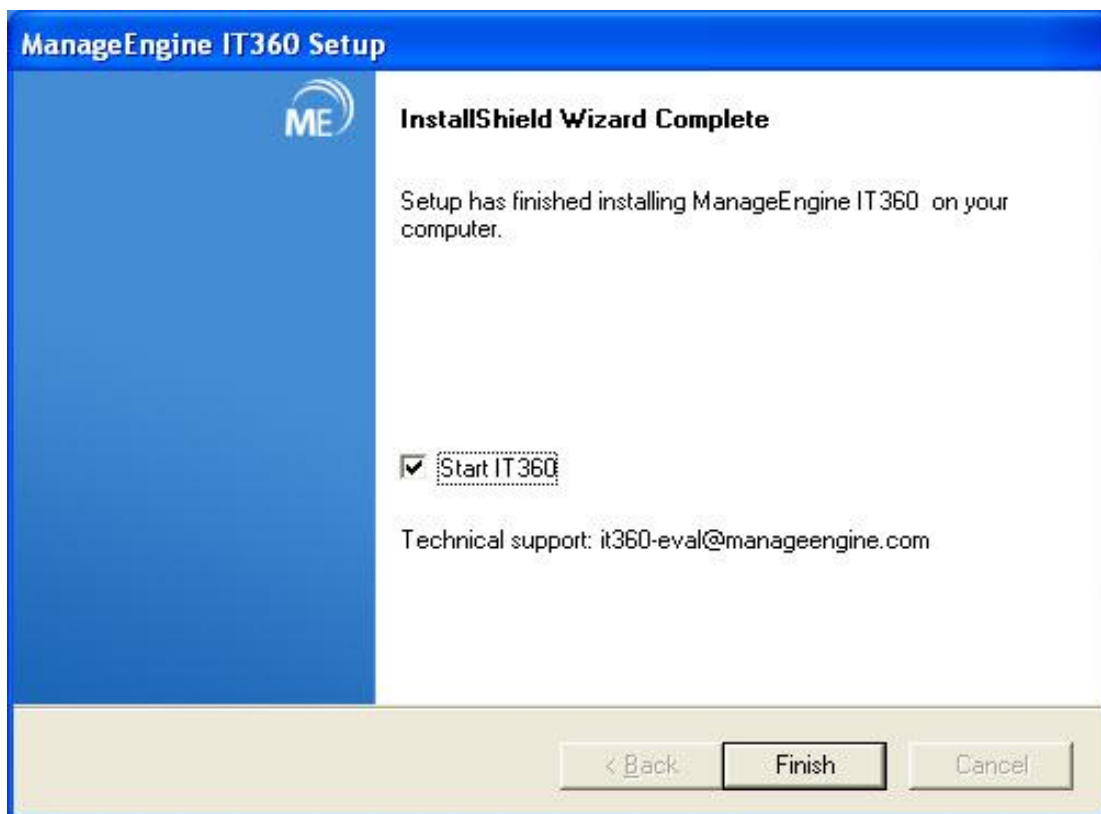
22.1 If you choose **'MS SQL Server'**, click **'Next'**, and provide the following details in the **'DB selection panel'** that appears:

Enter the correct **'Database Server name'**, **'Port Number'**, **'Login' details**, **'Password'** and **'Prefix'** for ManageEngine IT360 – MSP Edition (Probe Server). Once the database configuration is complete, proceed to click **'Next'** to complete installation.



22.2 If you choose **MySQL Server**, simply click **'Next'** to complete installation.

23. Now, a wizard appears indicating the completion of the installation process. You can now choose to either start ManageEngine IT360 server and click **'Finish'**, or simply click **'Finish'** to complete the installation.



Note: ManageEngine IT360 – MSP Edition is installed as a Windows service. Refer to ['Getting Started'](#) guide to begin monitoring your IT infrastructure.

5. Uninstalling ManageEngine IT360

There are three ways to uninstall ManageEngine IT360. You can follow any one of the methods to uninstall the product.

- [Uninstall through 'Add/Remove Programs' in Windows](#)
- [Uninstall through 'Start Menu' in Windows](#)
- [Uninstall by running the 'install exe' file](#)

5.1 Uninstall through Windows Add/Remove Programs

- Go to your **'Control Panel'** in Windows system.
- Double click on **'Add/Remove Programs'** option.
- It will display the list of programs installed in the system. Select ManageEngine IT360 and click **'Uninstall'**.

5.2 Uninstall through Start Menu in Windows

For Central Server:

- Navigate to 'Start → All Programs → ManageEngine IT360 Central → Uninstall'

For Probe Server:

- Navigate to 'Start → All Programs → ManageEngine IT360 Probe → Uninstall'

5.3 Uninstall by Running the Install Exe file

- Double click on the exe file of ManageEngine IT360
- It will ask you to confirm whether you would like to uninstall ManageEngine IT360.
- Click **'Yes'** to proceed with un-installation.

Note:

- All the above three un-installation methods will remove ManageEngine IT360 from your system. All folders, available by default, will be removed from the system.
- In case you face any issue while installing or un-installing the product, kindly contact ManageEngine IT360 support at it360-eval@manageengine.com. Send us a screenshot and/or '<IT360_HOME>\logs' and we will try to respond to you as soon as possible.

6. Reference for ManageEngine IT360

You can also refer to the online help document available in .zip format, for more information. You can download it, unzip to a location, and use it to configure and utilize ManageEngine IT360. Some helpful references, for using ManageEngine IT360, are given below:

- [ManageEngine IT360 Features](#)
- [ManageEngine IT360 Product Overview \(PDF\)](#)
- [Getting Started Guide \(PDF\)](#)
- [Online Help Document \(zip format\)](#)
- [Request Technical Support](#)
- [Request Personalized Demo for ManageEngine IT360](#)
- [Keep Track of Latest Updates through IT360 Blog](#)
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System Requirements:

Recommended – 2GHz Quad Core Processor, 16GB RAM, 250 GB (SAS/SSD) HDD, 32-bit 2003/2008 Windows Server MSP Edition; Backend Database: MS SQL 2005/2008 Standard or MSP Editions Only; Web Client: IE 7.0 & above – Firefox 3.0 & above.

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