



Preparing for Your Server Installation



Congratulations on your purchase of the SONAR Server solution! This guide is intended to help you prepare the machine that you will be installing the SONAR server software onto. It covers the requirements in detail, and offers basic information on how to setup up many of the requirements. Please be sure to have all of these requirements installed and configured before you SONAR installation appointment. Awareness Technologies is here to help you, but cannot provide support for the pre-requisite hardware and software.

Hardware:

The minimum requirements for the SONAR server are as follows:

- CPU: Dual Xeon or Opteron Processors (dual core is acceptable)
- RAM: 2 GB
- Storage: Allow 25 GB of storage for the SONAR Data Base files; additionally expect 15MB – 100 MB of storage per user per month. This figure varies greatly depending on the user's activities and the recording settings that you have applied in SONAR. During SONAR setup, you will be able to select the location for your Database and Storage files, but the SONAR application is installed on your system drive (\Program Files). Please be sure to allow for 2.5 GB for the SONAR application. This includes Visual Studio and .NET files installed by the SONAR Setup Wizard.

This meets most of our customers' needs up to 500 monitored users. Adding users, configuring aggressive monitoring, or failing to clear out old database records will require more performance from your hardware. A sales or support agent can suggest additional recommendations if you plan to monitor beyond 500 users.

Operating System:

- Windows Server 2003 Service Pack 2. If you are unsure of the Windows version or Service Pack of your server, do the following:
Right click "My Computer" and select "Properties". The windows version and service pack information will be displayed in the "General" tab. If you have no service pack, or service pack one, you can update by using "Windows Update" found in Start Menu>All programs. The following link provides additional information on Service pack 2:
<http://technet.microsoft.com/en-us/windowsserver/bb229701.aspx>
- IIS (Internet Information Services 6 or better). IIS 6.0 is not installed on Windows 2003 by default; if you are unsure how to install IIS please refer to the following document:
<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/750d3137-462c-491d-b6c7-5f370d7f26cd.mspx?mfr=true>
it is not necessary to set up a website for SONAR in IIS. You can use the existing 'Default Website' in IIS. The SONAR installation wizard will build the required website elements.
- MSMQ (Microsoft Message Queuing). MSMQ is generally not installed on Windows 2003 by default; if you are unsure how to install MSMQ please refer to the following document:
<http://technet.microsoft.com/en-us/library/bb684791.aspx>
you only need to install MSMQ; you do not need to create or configure any message queues. The SONAR installation wizard will build and configure the required queues.
- Indexing Service. The Indexing service is installed and enabled by default in Windows 2003. If you have disabled the Indexing Service, you will need to re-enable it. This can



be done via the “Services” panel found in “Administrative Tools”. The “Startup type” for the Index Service needs to be set to “Automatic”.

Database:

- MS SQL Server 2005 with Service Pack 2. Please note that SONAR will not work on the Express version of MS SQL Server 2005. We recommend the Standard or Enterprise versions. You can also use the Workgroup version, however the Workgroup SQL licensing limits the amount of RAM that can be used, and this may cause poor performance for larger databases or deployments. If you are unsure of your version of SQL you can run the following script in the SQL Server Management Studio. It will return your version, service pack, and edition info.
 - Open the SQL Server Management Studio (it’s typically in all programs > MS SQL server2005).
 - Connect to the server you will be using for SONAR.
 - Click on “New Query”.
 - Paste in:
SELECT SERVERPROPERTY('productversion'), SERVERPROPERTY ('productlevel'), SERVERPROPERTY ('edition')
 - Hit execute or the F5 key.

If you have no service pack or have service pack 1 you will need to update MS SQL Server 2005. For more information on SP2 for please refer to the following document: <http://www.microsoft.com/downloads/details.aspx?FamilyId=d07219b2-1e23-49c8-8f0c-63fa18f26d3a&displaylang=en>

- SQL Reporting Services. When installing MS SQL server 2005 be sure to place a “check” next to “Reporting Services” in the “Components to Install” step of the setup wizard. If you have already installed your SQL server Database, and did not include Reporting Services, you will need to re-run the MS SQL server 2005 Setup. In this case, since you have already installed the Database, you only need to select “Reporting Services” during setup. Please take a look at the additional requirements in this document, as there may be other SQL items that you are missing that can also be installed during this setup.

After installation you’ll need to be sure that Reporting Services is configured.

- Open up the “Reporting Services Configuration Manager” Located in All Programs>Microsoft SQL Server 2005>Configuration Tools.
 - Select the Machine and Instance Name you are using for your SONAR Database and click Connect.
 - A list of elements will be displayed on the left side of the window; if they are configured they will have a green check mark. You will need to configure them if they do not have a check mark. If you are unsure on how to configure them, select the default options.
- SQLXML4 Component. This component is not necessarily installed with MS SQL Server 2005 by default. If it is installed, it will appear in the Add/Remove Programs list on your server. If you need to install it, run the SQL server setup. Note that SQLXML4 is a Client Component; if your SQL setup package includes more than one disk you will need to use the disk that contains the Client Components. Additionally, SQLXML4 is not immediately apparent during the SQL setup. When selecting “Components to install”



- you will need to click the “Advanced” button. SQLXML4 is contained within the “Client Components”. Please note that if you are planning to use a separate computer for your SQL database, SQLXML4 must be installed on both the computer used for your SQL database and the computer used for the SONAR application.
- SQL Server Management Studio. This is not necessarily installed with MS SQL Server 2005 by default. If it is installed you can find it in All Programs>Microsoft SQL Server 2005. If you need to install it, run the run the SQL server setup. Note that the Management Studio is a Client Component; if your SQL setup package includes more than one disk you will need to use the disk that contains the Client Components. Additionally, the Management Studio is not immediately apparent during the SQL setup. When selecting “Components to install” you will need to click the “Advanced” button. The Management Studio is contained within the “Client Components”.
 - Configure your Database for “SQL Server and Windows Authentication”. If you are not sure how to do this, please do the following:
 - Open the SQL Server Management Studio (it’s typically in all programs > MS SQL server2005).
 - Connect to the server you will be using for SONAR.
 - Right click the name of the server. It’s on the left side under the "Connect" button.
 - Select “Properties” then select “Security”.
 - Make sure that "SQL Server and Windows Authentication mode" is selected
 - If you had to select it, you will need to restart the SQL server service (mssqlserver); go to administrative tools>services>SQL server (mssqlserver)>click “Restart the service”
 - Domain Name. The SONAR desktop agents transmit data back to the SONAR reporting server over HTTP (or HTTPS see SSL info below), a domain name (e.g. mycompany.com) resolving to the IP of your server is recommended. If you do not already have a registered domain name, you will need to register one. There are a variety of registration services you can use, an example is GoDaddy.com. As an alternate to the domain name, you can use the computer name of your server instead. This is generally much more limited, as all of the SONAR desktop agents must be able to resolve the computer name of your server. If you plan to monitor desktops outside your local or company network, a domain name is critical.
 - SSL. If you would like to protect the data during transmission, a standard SSL certificate will need to be purchased for the domain name and installed on the SONAR reporting server. If you plan to monitor desktops outside your local or company network, SSL is highly recommended.

For detailed information concerning SQL Server 2005 physical configuration best practices, please refer to the following document:

<http://www.microsoft.com/technet/prodtechnol/sql/bestpractice/pdpliobp.mspx>