

# Burst Technology bt-LogAnalyzer SE™

**Installation Guide** 

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# Welcome

In this document, we describe how to install bt-LogAnalyzer SE<sup>™</sup>, an easy-to-use reporting tool that helps you evaluate employee Web and Email use in your organization.

The document contains the following sections.

- "Software and Hardware Requirements" this section lists system requirements for bt-LogAnalyzer installation
- "Installing bt-LogAnalyzer" this section provides instructions on installing and configuring the bt-LogAnalyzer software
- "Using 'Config' Files" this section provides a usage guide to application's configuration files.

# **1** Software and Hardware Requirements

bt-LogAnalyzer SE<sup>™</sup> is designed to work with the following software:

- Microsoft® Windows Server 2003, Microsoft® Windows Server 2008, or Microsoft® Windows 7 with all latest service packs installed.
- Microsoft SQL Server 2005 SP3 or above. SQL Server 2005 Express Edition a free version of Microsoft SQL Server 2005 is shipped with the bt-LogAnalyzer installation package.

You can have Microsoft® SQL Server and bt-LogAnalyzer installed on the same machine or on different machines. If you install them on different machines, you do not need to install any portion of bt-LogAnalyzer on the machine running Microsoft® SQL Server.

# 2 SQL Design

Microsoft SQL Server best practices specify:

Isolate log from data at the physical disk level. When this is not possible (e.g., consolidated SQL environments) consider I/O characteristics and group similar I/O characteristics (i.e. all logs) on common spindles.

Combining heterogeneous workloads (workloads with very different IO and latency characteristics) can have negative effects on overall performance (e.g., placing Exchange and SQL data on the same physical spindles).

Always place log files on RAID 1+0 (or RAID 1) disks. This provides better protection from hardware failure and better write performance.

**Note:** In general RAID 1+0 will provide better throughput for write-intensive applications. The amount of performance gained will vary based on the HW vendor's RAID implementations. Most common alternative to RAID 1+0 is RAID 5. Generally, RAID 1+0 provides better write performance than any other RAID level providing data protection, including RAID 5.

Prior to installing bt-LogAnalyzer, please make sure that:

- Microsoft® Internet Information Services (IIS) is installed on the computer where you are going to install the bt-LogAnalyzer web interface. The version of IIS should comply with the operating system running on this computer. IIS presence is not required when installing bt-LogAnalyzer in "Remote Log Data Loader" mode.
- Microsoft® ASP.Net 2.0 or 3.5 is installed on the computer where you are going to install the bt-LogAnalyzer web interface. The latest service pack for that version of ASP.Net must be installed as well.
- The LA7 services account has local admin rights.
- For Windows Server 2008 or Windows 7 operating systems, the following Windows components must be installed:
  - 'IIS 6 Management Compatibility'
  - 'IIS 6 Metabase Compatibility'
  - 'IIS 6 Scripting Tools'
  - 'IIS Management Scripts and Tools'
  - 'ASP.NET'
- Microsoft® SQL Server is installed on the computer where the bt-LogAnalyzer databases should be stored. Please note that you should also create a service account and define the connection credentials to use during the installation process. Note: The service account must be given the 'db\_owner' role for all 3 databases.
- Install 'Basic Authentication' and 'Windows Authentication' under 'Security' in 'Add Role Services'

When choosing your system configuration, please consult the following pages to obtain the Microsoft® products hardware requirements:

Microsoft® Windows Server 2003:

http://technet.microsoft.com/en-us/windowsserver/bb430827.aspx

Microsoft ® SQL Server 2005:

http://www.microsoft.com/sqlserver/2005/en/us/system-requirements.aspx

# 3 Installing bt-LogAnalyzer

The bt-LogAnalyzer SE<sup>™</sup> installation program uses InstallShield Wizard. To install the bt-LogAnalyzer SE<sup>™</sup> software, run the bt-LogAnalyzer Installation program **Setup.exe** and follow the onscreen instructions.

#### 3.1 Step-by-Step Installation Instructions

1. Start the bt-LogAnalyzer installation program **Setup.exe**.

The InstallShield Wizard screen is displayed.



The License Agreement screen is displayed.

🙀 bt-LogAnalyzer 7 - InstallShield Wi	izard		×
License Agreement Please read the following license agree	ment carefully.	Tim	
			-
End-User License Ag	reement For	bt-LogAnaly	zer
WARNING! - CAREFULLY F CONDITIONS OF THIS END ("EULA") BEFORE DOWNI COPYING, OR USING BT-L "PROGRAM"). THE BT-LC	D-USER LICI LOADING, IN OGANALYZI	ENSE AGREE ISTALLING, ER (THE	
C I accept the terms in the license agreer			Print
$\odot$ [ $\underline{d}$ o not accept the terms in the license	agreement		
InstallShield			
	< <u>B</u> ack	Next >	Cancel

3. Read the License Agreement, click "I accept the terms in this license agreement" and click "Next" to continue with the install.

The Destination Folder screen is displayed.

<b>ion Folder</b> xt to install to this folder, or click Change to install to a different fo	lder.
Install bt-LogAnalyzer 7 to: C:\Program Files\Burst Technology\bt-LogAnalyzer 7\	<u>C</u> hange

**Note**: By default, the bt-LogAnalyzer program will be installed in **C:\Program Files\Burstek\bt-LogAnalyzer**. To install the bt-LogAnalyzer program in a different folder, click "**Change**..." and select the folder.

4. After you select the installation folder, click "Next" to continue with the install.

The Setup Type screen is displayed.

🙀 bt-LogAnaly	zer 7 - InstallShield Wizard 🛛 🔀
Setup Type Choose the s	setup type that best suits your needs.
Please select	a setup type.
• Recom	nended
1	Default program installation options will be used.
C <u>C</u> ustom	n de la companya de l
<b>1</b>	Select this option to customize program installation options. Recommended for advanced users.
C <u>R</u> emote	e Log Data Loader
<b>B</b>	Installs Log Data Loading component only. Recommended for advanced users.
InstallShield	·····
	< <u>B</u> ack <u>N</u> ext > Cancel

- 5. Choose the Setup Type that best fits your needs.
  - If you select "Recommended", the default configuration of bt-LogAnalyzer SE<sup>™</sup> will be installed (see "If you select "Remote Log Data Loader", only log data loading components of bt-LogAnalyzer SE<sup>™</sup> will be installed.
  - Recommended Installation".)

**Note:** If you choose the recommended installation, you will not be able to select the database server engine. Instead Microsoft® SQL Server 2005 Express Edition will be installed. If you want to use already existing instance of Microsoft® SQL Server 2000/2005, please select "Custom".

- If you select "Custom", the bt-LogAnalyzer SE<sup>™</sup> installation program will allow you to customize product installation options as following:
  - Specify SQL Server instance to be used for bt-LogAnalyzer SE<sup>™</sup> data storage
  - Customize bt-LogAnalyzer SE<sup>™</sup> database names
  - Select bt-WebFilter integration mode to use the same URL Control List managed by specified instance of bt-WebFilter
  - Specify bt-LogAnalyzer SE<sup>™</sup> Web based user interface name
- If you select "Remote Log Data Loader", only log data loading components of bt-LogAnalyzer SE<sup>™</sup> will be installed.

#### 3.2 Recommended Installation

6. From the bt-LogAnalyzer Setup Type screen, select "Recommended" and click "Next" to continue with the install.

The Select SQL Server Type screen is displayed. (The options on this screen have default values and are not available when performing a "Recommended" Install.)

zer 7 - InstallShield Wizard	×
erver Type Server type	
t SQL Server type you use as a database engine.	
rver 2005 Express Edition	
Choose this to use the free version of Microsoft SQL Server 2005 Express Edition. It will be installed by the bt-LogAnalyzer 7 installation program.	
rver	
bt-LogAnalyzer 7 will use a Microsoft SQL Server to store the database. SQL Server must be already installed.	
< Back Next > Cancel	1
	erver Type Server type Server type you use as a database engine. ver 2005 Express Edition Choose this to use the free version of Microsoft SQL Server 2005 Express Edition. It will be installed by the bt-LogAnalyzer 7 installation program. ver bt-LogAnalyzer 7 will use a Microsoft SQL Server to store the database. SQL Server must be already installed.

The SQL Server 2005 Express Edition Instance Name screen is displayed. (The options on this screen have default values and are not available when performing a "Recommended" Install.)

bt-LogAnalyzer 7 - InstallShield	Wizard		×
SQL Server 2005 Express Edition Choose instance name	Instance Name	100	
Please specify the name of the insta	ance of SQL Server 20	05 Express Edition.	
New SQL Server 2005 Express E	dition Instance Name:		
147			
stallShield			
	<u> </u>	<u>N</u> ext >	Cancel

8. Click "Next".

The Setup Integration Mode screen is displayed. (The options on this screen have default values and are not available when performing a "Recommended" Install.)

ietup Integr	ation Mode			
Choose bt-W	/ebFilter integration m	node.		Lat
Please select	mode.			
© Stand-a	ilone			
¢	bt-LogAnalyzer 7 category storage	will function in stand-	alone mode and use it:	s own
C Integra	ted			
È		will function in conjur luct and use its categ	nction with the original ory storage	
Server Name	<u> </u>			
		Browse		
allShield ——				
		< <u>B</u> ack	Next >	Cancel

The Setup Report Generator Credentials screen is displayed.

bt-LogAnaly	zer 7 - InstallShield V	Vizard		1
	t Generator Credentia ork Account name and pa		100	141
	bt-LogAnalyzer 7 is instal r Account and Password			, or Enter an
Account:	DOMAIN\user_id			
Password:	****			
stallShield —				
		< <u>B</u> ack	Next >	Cancel

**Note**: If log files are stored on a network drive, provide a network account and password that will have access to the log files.

• If your log files are stored on a local machine, click "Next" to continue with the install.

 If log files are stored on a network drive, provide a network account and password which will have access to the log files. This account must also have Administrator privileges for the machine where bt-LogAnalyzer SE<sup>™</sup> is being installed and be in the format "Domain\User". Click "Next" to continue with the install.

The Web Interface Install screen is displayed. (The options on this screen have default values and are not available when performing a "Recommended" Install.)

bt-LogAnalyzer 7 - InstallSl	hield Wizard	>
Web Interface Install Install bt-LogAnalyzer 7 Web I	Interface	1 MAR
setup, run reports and view re software on their local machine To access bt-LogAnalyzer 7 W URL into browser's address ba	'eb Interface from users' machines please input t r: http://VSOPKOWMXPOTTO/LogAnalyzer7/	LogAnalyzer 7
bt-LogAnalyzer 7 Web Inte LogAnalyzer7	ertace Name	
stallShield	<pre></pre>	Cancel

10. Click "Next".

The Setup URL Control List Automatic Update screen is displayed.

Enable automatic URL	Control List updat	e	
C Every <u>d</u> ay			
• Every week on	Monday	•	
C Every month on	1	*	
Erom the following UR	L:		
http://www.burstek.	com/release/v4		
Run Automatic Upd Login:	ites as:		
Password:			

**Note**: Check the **"Enable automatic URL Control List update**" box and define the updates schedule, the URL the updates are available at (this is provided by Burstek), and the Run Automatic Updates login and password, if necessary (this will enable you to automatically download Control List updates if you require authentication for permission to download files).

11. Click "Next".

The Add Product Shortcut screen is displayed.

🙀 bt-LogAnalyzer 7 - InstallShield Wizard	×
Add Product Shortcut Create Product Icon	
☑ Place shortcut for bt-LogAnalyzer 7 on my Des	ktop
InstallShield	Next > Cancel

**Note**: Check the "**Place shortcut for bt-LogAnalyzer 7 on my Desktop**" box if you want the installation program to create a shortcut for bt-LogAnalyzer  $SE^{TM}$  Web based user interface and place on your currently logged on user's Desktop.

12. Click "Next".

**Note:** The Ready to Install the Program screen is displayed (see 'Remote Log Data Loader Installation)

#### **3.3 Custom Installation**

13. From the bt-LogAnalyzer Setup Type screen, select "**Custom**" and click "Next" to continue with the install.

The Select SQL Server Type screen is displayed.

Select the type of database server to store the bt-LogAnalyzer SE<sup>™</sup> database — either new instance of Microsoft SQL Server 2005 Express Edition or already existing instance of Microsoft SQL Server 2000/2005.

bt-LogAnaly	zer 7 - InstallShield Wizard
Select SQL Se	
50 	: SQL Server type you use as a database engine.
• <u>S</u> QL Ser	ver 2005 Express Edition
P	Choose this to use the free version of Microsoft SQL Server 2005 Express Edition. It will be installed by the bt-LogAnalyzer 7 installation program.
C <u>S</u> QL Ser	ver
	bt-LogAnalyzer 7 will use a Microsoft SQL Server to store the database. SQL Server must be already installed.
stallShield	

14. Click "Next".

If the **SQL Server 2005 Express Edition** option was selected, this free version of MS SQL Server 2005 will be installed later during bt-LogAnalyzer SE<sup>™</sup> Installation. In this case, the SQL Server 2005 Express Edition Instance Name screen is displayed.

🙀 bt-LogAnalyzer 7 - InstallShield Wizard	×
SQL Server 2005 Express Edition Instance Name Choose instance name	
Please specify the name of the instance of SQL Server	2005 Express Edition.
New SQL Server 2005 Express Edition Instance Nam	ie:
InstallShield	Next > Cancel

**Note**: If bt-LogAnalyzer SE<sup>™</sup> is installed with SQL Server 2005 Express Edition, the install program will use default values for the product's databases and for database server administrator account.

If the **SQL Server** option was selected, the Database Server screen is displayed. Please be aware that Microsoft SQL Server should be already installed prior to installing bt-LogAnalyzer SE<sup>™</sup>.

Select database se	erver and authentica	ation method	155	- Pal
database servers. '		the way to authe	w or click Browse to s enticate your login us	
sqlserver			•	Browse
Connect using:				
C Windows aut	entication credentia	als of current use	r	
• Server auther	ntication using the L	ogin ID and passv	word below	
	sa			
Login ID:	lea			
Login ID: Password:	>d  *****			

Specify the database server name and connection credentials to connect to the database server.

**Note**: If you select **Windows authentication credentials** option, it is necessary to specify appropriate Windows account on **Setup Report Generator Credentials** screen. That account must have permissions for connecting to specified MS SQL Server instance.

#### 15. Click "Next".

If the **Windows authentication** option was selected, the install program displays Advanced Database Server Options screen allowing user to specify SQL authentication credentials to be used by the install program itself. This option should be used if the install program cannot connect to the selected SQL Server instance using Windows authentication. After the install, LA SE<sup>™</sup> will use Windows authentication as specified on Database Server screen.

	se Server Options database option for install program
specified for bt-Log	thentication for the install program even if Windows authentication is Analyzer 7. This can be useful if any Windows authentication related issues Istall. After the install, bt-LogAnalyzer 7 will use Windows authentication as itication to connect to selected SQL Server during the install
Login ID:	sa
<u>P</u> assword:	
allShield	

The Select SQL Database Names screen is displayed.

ot-LogAnalyzer 7 - InstallShield Wi	izard		
elect SQL Database Names Choose SQL database names		100	1 ball
Please define names of the databases generated reports.	to store the bt-Lo	gAnalyzer settings, log	data and
bt-LogAnalyzer Settings DB			
LAEE_Settings			
bt-LogAnalyzer Lo <u>gd</u> ata DB			
LAEE_Data			
bt-LogAnalyzer <u>R</u> eports DB			
LAEE_Reports			
allShield	1		
	< <u>B</u> ack	Next >	Cancel

Specify the names of the databases to store (1) the application settings, (2) data loaded from logs and (3) generated reports, or leave default values.

17. Click "Next".

**Note:** If using SQL Server, the service account used to run the LA SE<sup>™</sup> services must be given the db\_owner role for the 3 databases on the SQL Server.

The Setup Integration Mode screen is displayed.

🚽 bt-LogAnalyz	er 7 - InstallShield Wizard 🛛 🗙
Setup Integra	tion Mode
Choose bt-We	bFilter integration mode.
Please select r	node.
🖲 <u>S</u> tand-al	one
	bt-LogAnalyzer 7 will function in stand-alone mode and use its own category storage
C Integrate	ed
Ô	bt-LogAnalyzer 7 will function in conjunction with the original bt-WebFilter Product and use its category storage
<u>S</u> erver Name:	
	Browse
nstallShield ———	
	< <u>B</u> ack <u>Next</u> > Cancel

#### Note:

- If you do not have the bt-WebFilter software installed on another server across the local network (LAN), select Standalone. The bt-LogAnalyzer components and category storage (URL Control List) components will be installed.
- If you have the bt-WebFilter software installed on another server across the local network (LAN), and you want bt-LogAnalyzer SE<sup>™</sup> to share the same URL Control List with that instance of bt-WebFilter software, select Integrated. Enter the Server Name of the computer where the bt-WebFilter software resides. The bt-LogAnalyzer SE<sup>™</sup> software will function in conjunction with the original bt-WebFilter software and use the bt-WebFilter category storage.
- If you have the bt-WebFilter software installed with Microsoft TMG Server:

- Uncheck the 'Enforce Strict RPC Compliance' in the properties of the TMG system policy rule labeled "Allow RPC from Forefront TMG to trusted servers"

- Allow RPC communication between the TMG and LogAnalyzer servers.

**NOTE:** The local firewall on the TMG server must be configured to allow RPC communication from the LogAnalyzer server. Since RPC uses dynamic port allocation, extra configuration my be required to control which ports RPC is using so that the firewall can be configured to forward only these Transmission Control Protocol (TCP) ports. This can be configured by following the steps in the following article: <u>http://support.microsoft.com/kb/154596</u>

#### 18. Click "Next".

The Setup Report Generator Credentials screen is displayed.

🙀 bt-LogAnaly	zer 7 - InstallShield Wizard	×
	t Generator Credentials ork Account name and password.	
	bt-LogAnalyzer 7 is installed on the same machine as the log data, or Enter an r Account and Password if the logs reside on a Network drive.	
Account:	DOMAIN\user_id	
Password:	****	
InstallShield —	< <u>B</u> ack <u>N</u> ext > Cancel	1

**Note**: If log files are stored on a network drive, provide a network account and password that allows access to the log files.

- If your log files are stored on a local machine, click "Next" to continue with the install.
- If log files are stored on a network drive, provide a network account and password that allows access to the log files. This account must also have Administrator privileges for the machine where bt-LogAnalyzer SE<sup>™</sup> is being installed and be in the format "Domain\User".

Click "Next" to continue with the install.

The Web Interface Install screen is displayed.

/eb Interface Install	in the second second
Install bt-LogAnalyzer 7 Web Int	erface
	Interface on this server will allow corporate users to create,
setup, run reports and view resu software on their local machines	Its with no need of installing any portion of bt-LogAnalyzer :
	Interface from users' machines please input the following
URL into browser's address bar:	http://VSOPKOWMXPOTTO/LogAnalyzer7/
bt-LogAnalyzer 7 Web Interf	ace Name
LogAnalyzer7	
1	
aliShield	

19. Click "Next" to continue with the install.

The IIS Setup Automation screen is displayed.

🙀 bt-LogAnalyze	er 7 - InstallShield V	Wizard		×
MS IIS Setup A Specify IIS opt	Automation tions to be setup auton	natically	100	1 miles
	SP.NET 2.0 on MS Inte NET 2.0 in Web Service		ervices	
InstallShield		< <u>B</u> ack	Next >	Cancel

Marking checkboxes on this screen causes the install program to automatically detect if ASP.NET 2.0 is registered properly on the machine, allows IIS Extensions, and to make all necessary adjustments automatically.

20. Click "Next" to continue with the install.

The Setup URL Control List Automatic Update screen is displayed.

Enable automatic URL	Control List upo	late		
<u>A</u> t: 00]:01 C Every day				
<ul> <li>Every <u>u</u>ay</li> <li>Every <u>w</u>eek on</li> </ul>	Monday	-		
C Every month on	Thomady .			
<u>From the following UR</u>	_J≜ to			
http://www.burstek.	12/11	ŧ	_	
⊢Run Automatic Upda	ates as:			
L <u>o</u> gin:				
Password:			-	

Check the "Enable automatic URL Control List update" box and define the updates schedule, the URL the updates are available at (this is provided by Burstek), and the Run Automatic Updates login and password, if necessary (this will enable you to automatically download Control List updates if you require authentication for permission to download files).

#### 21. Click "Next".

The Download Latest URL Control List Update screen is displayed.

Download	alyzer 7 - In Latest URL	Control List	Update	-  -bb-	DI Cashalishas	data	×
				e latest o	RL Control List up	uate	Bre
	oad the lates the following		List				
	://www.burst		selv4				-
Jucch	///////.baise	en compresea	50794				
stallShield	-						
575 W 10 10 10 10 10 10 10 10 10 10 10 10 10				: <u>B</u> ack	<b>[</b>		

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Check the "Download the latest URL Control List" box if you want the install program to download the latest URL Control List updates from Burstek's Web site.

22. Click "Next".

The Add Product Shortcut screen is displayed.

🛃 bt-LogAnalyzer 7 - InstallShield V	Vizard		×
Add Product Shortcut Create Product Icon		100	14
✓ Place shortcut for bt-LogAnalyz	er 7 on my Desktop		
InstallShield	< <u>B</u> ack	Next >	Cancel

**Note**: Check the "Place shortcut for bt-LogAnalyzer 7 on my Desktop" box if you want the installation program to create shortcut for bt-LogAnalyzer  $SE^{TM}$  Web based user interface.

Note: The Ready to Install the Program screen is displayed. (See Completing the Install)

#### 3.4 Remote Log Data Loader Installation

23. From the bt-LogAnalyzer Setup Type screen, select "Remote Log Data Loader" and click "Next" to continue with the install.

The 'Main bt-LogAnalyzer SE<sup>™</sup> Server Location' screen is displayed.

lain' bt-LogAnalyzer 7 9	11 ADD WHEN
Specify where 'main' instan	nce of bt-LogAnalyzer 7 is located over the network.
	nalyzer 7 is a full-component installation of the product. It handles
Server name:	nce of remote Log Data Loader will load log information into.
la7main	

Specify host name or IP address of the server where the 'main' version of bt-LogAnalyzer SE<sup>TM</sup> is installed.

#### 24. Click "Next".

The Setup Report Generator Credentials screen is displayed.

🙀 bt-LogAnaly	zer 7 - InstallShield Wizard	×
	t Generator Credentials ork Account name and password.	
	bt-LogAnalyzer 7 is installed on the same machine as the log da r Account and Password if the logs reside on a Network drive.	ata, or Enter an
Account:	DOMAIN\user_id	
Password:	*****	
a state of the		
InstallShield —	< <u>B</u> ack <u>N</u> ext >	Cancel

**Note**: If log files are stored on a network drive, provide a network account and password that allows access to the log files.

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- If your log files are stored on a local machine, click "Next" to continue with the install.
- If log files are stored on a network drive, provide a network account and password, which allows access to the log files. This account must also have Administrator privileges for the machine where bt-LogAnalyzer SE<sup>™</sup> is being installed and be in the format "Domain\User".

The Ready to Install the Program screen is displayed.

#### 3.5 Completing the Install

The application is ready to be installed, when the Ready to Install the Program screen appears.

😸 bt-LogAnalyzerEE - InstallShield Wizard					
Ready to Install the Program The wizard is ready to begin installation.					
Click Install to begin the installation.					
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.					
InstallShield					
< Back Install Cancel					

26. Click "Install" to install the bt-LogAnalyzer Program.

27. When the install is completed, click "Finish" to exit the Wizard.

#### Installation is now complete!

# 4 Troubleshooting

This section provides solutions to the most common issues experienced by bt-LogAnalyzer SE<sup>™</sup> users during product installation and/or usage.

#### 4.1 Installing and Using Remote Log Data Loader Component

1. It is recommended that 'main' instance of the product be already installed prior to installing Remote Log Data Loader Component.

2. The following protocols must be enabled on ISA Server:

IP Port	Direction	Destination Host	Client Host	Description
1433	TCP/Outbound	SQL Server machine	ISA Server machine	Allows 'remote' LA $SE^{TM}$ instance to access LA $SE^{TM}$ SQL Server for reading product settings and to write loaded log data.
				<b>Note</b> : Specific SQL Server's IP port can vary, so it is necessary to check the exact IP port value.
				<b>Note</b> : Using SQL Server 2005/2008 Express Edition may require enabling 'Microsoft SQL (UDP)' protocol on ISA Server.
8082	TCP/Outbound	'Main' LA SE <sup>™</sup> machine	ISA Server machine	Allows 'remote' LA SE <sup>™</sup> instance to read SQL Server connection settings from 'main' LA SE <sup>™</sup> .
8083	TCP/Outbound	'Main' LA SE <sup>™</sup> machine	ISA Server machine	Allows 'remote' LA $SE^{TM}$ instance to interact with 'main' LA $SE^{TM}$ task scheduler.
8083	TCP/Outbound	ISA Server machine	'Main' LA SE <sup>™</sup> machine	Allows main' LA $SE^{TM}$ instance to interact with 'remote' LA $SE^{TM}$ task scheduler.
8086	TCP/Outbound	ISA Server machine	'Main' LA SE <sup>™</sup> machine	Allows 'Test Log Source' feature on 'main' LA $SE^{TM}$ instance to work with 'remote' LA $SE^{TM}$ instance.

3. Ensure that SQL Server instance used by LA SE<sup>™</sup> is available across the network. Please refer to 'Using Remote SQL Server Instance for LA SE<sup>™</sup> section for more information.

- 4. If 'main' LA SE<sup>™</sup> machine location in 'remote' LA SE<sup>™</sup> settings is specified using hostname, it is necessary to ensure that ISA Server allows 'DNS', 'NetBios Datagram', and 'NetBios Name Service' protocols. Otherwise, it is necessary to use IP addresses or to setup 'hosts' file accordingly.
- 5. ISA Server's Monitoring feature can be used to determine specific ports requested by 'main' or 'remote' LA7 instances.
- 6. If LA SE<sup>™</sup> related ISA Server rules are configured after LA SE<sup>™</sup> Remote Log Data Loader installation, 'LA7DataLoader' and 'LA7Main' LA SE<sup>™</sup> services on ISA Server machine should be re-started.

## 4.2 Using Remote SQL Server Instance for LA SE<sup>™</sup>

 If remote SQL Server instance is selected during LA SE<sup>™</sup> setup, or if 'LA7 Remote Log Data Loader' feature is used, it is necessary to ensure that SQL Server instance used by both 'main' and 'remote' instances of LA SE<sup>™</sup> has 'TCP/IP' protocol enabled. Also, 'SQL Server Browser' service must be enabled and running on 'main' LA SE<sup>™</sup> machine. 'SQL Server Configuration Manager' may be used also.

# 4.3 Accessing LA SE<sup>™</sup> User Interface Remotely

- 2. When LA SE<sup>™</sup> is configured to work with a remote SQL Server using 'Windows' authentication mode, accessing product's user interface from a remote (non-LA SE<sup>™</sup>) machine could be an issue.
- 3. To enable remote access to LA SE<sup>™</sup> user interface, the following adjustments should be done:
  - Setup LA SE<sup>™</sup>'s Application Pool to run under the same account as other LA SE<sup>™</sup> services.
    - Expand the Application Pools folder under IIS manager
    - Right-click 'LAEEAppPool' and click 'Properties'
    - Select the 'Identity' tab
    - Click the 'Configurable' option and enter the account that is running the LA SE<sup>™</sup> services
    - Add the same account to local 'IIS\_WPG' group
  - Set 'identity impersonate' to 'false' in the 'Web.Config' file. The default install location is 'C:\Program Files\Burst Technology\bt-LogAnalyzer 7\Web Interface\Web.Config'
- 4. Starting from v1.36, LA SE<sup>™</sup> install program automatically sets up Web based user interface to allow remote access in the way described above. Upgrading from previous versions requires the same settings to be done manually.

# 4.4 Installing LA SE<sup>™</sup> on Windows Server 2008 or Windows 7

- 5. When installing LA SE<sup>™</sup> on a Windows Server 2008 or Windows 7 under user account other than built-in local 'Administrator,' the install program may not register or 'enable' ASP.NET properly. Corresponding notification will be displayed while the install process continues.
- 6. If the issue appears, it will be necessary to manually register or 'enable' ASP.NET after the install process completes.
- 7. To avoid this issue, the install program should be run under built-in local 'Administrator' account.

# 4.5 Re-installing LA SE<sup>™</sup> along with SQL Server 2005 Express Edition

- 1. When re-installing LA SE<sup>™</sup> with SQL Server 2005 Express Edition ('Recommended' setup mode), the install program may fail if LA SE<sup>™</sup> database files were left from a previous installation. The error message would say 'Error 27506. Error executing SQL script <...> The database '<>' does not exist. <...>'.
- 2. To avoid this issue, remove LA SE<sup>™</sup> database files from SQL Server 2005 Express Edition installation folder. Files of both MDF and LDF type should be deleted.
- 3. If only LA SE<sup>™</sup> is being re-installed while leaving already existing instance of SQL Server 2005 Express Edition, LA SE<sup>™</sup> database files must not be deleted.

# 4.6 Attaching previous LA SE<sup>™</sup> databases to a reinstallation

**NOTE:** Prior to reinstalling LA SE<sup>TM</sup>, make sure that the version being installed matches already existing\prior LA SE<sup>TM</sup> databases.

To Verify LA SE<sup>™</sup> database version:

- Navigate to the services folder in the LA SE<sup>™</sup> installation directory (Default install location is C:\Program Files\Burst Technology\bt-LogAnalyzer 7\Services)
- 2. Run the 'BurstTechnology.LogAnalyzerEE.LogsExporter.exe' executable.
- 3. The 'LAEESettings\_BaseVersion\_\*.csv' file will show the database version.

To reinstall LA  $SE^{TM}$  and use the prior databases:

- 1. Reinstall LA SE<sup>™</sup> with TEMP databases (Do NOT name them with prior names as it will cause the old databases to be overwritten.
- 2. After the LA SE<sup>™</sup> installation, run the log exporter utility again to verify identical database versions
- Once the database versions have been verified as identical, open the LAEEConnectionStrings.config file in both the 'Services' and 'Web Interface' sub-folders. (Default install location is C:\Program Files\Burst Technology\bt-LogAnalyzer 7)
- 4. Please note there are three entries in both files. Each of them references one of three LA SE<sup>™</sup>'s databases in the 'Initial Catalog' sub-string. After reinstalling LA SE<sup>™</sup>, it is necessary to change those references to match 'older' (original) database names for both files.
- 5. Delete TEMP databases and restart LA7Main service.

# **5** "Baseline" Installation Settings

This section provides details on the default product and environment settings for the most typical installation configurations for MS Windows Server 2003 R2 and Windows Server 2008 R2 operating systems.

#### 5.1 IIS Options

- 1. 'LogAnalyzer7' Virtual directory
  - 'LAEEAppPool' Application pool should be specified for the 'LAEEApplication' Web application.
  - ASP.NET 2.0 should be installed and registered on the Virtual directory.
  - 'Basic' and/or 'Integrated' authentication methods should be enabled on the Virtual directory.
- 2. 'LAEEAppPool' Application pool
  - 'Network Service' account should be specified for the Application pool's 'Identity' if no user account was specified during product install. If particular user was specified during product install, that user should be specified for the Application pool's 'Identity'.
  - 'Managed Pipeline Mode' for Windows Server 2008 R2 operating system should be set to 'Classic'.
  - '.Net Framework Version' for Windows Server 2008 R2 operating system should be set to '2.0'.

# 5.2 Account Rights

- 1. LA7 Services
  - If particular user account was specified during product install, the following LA7 services should be running under that account:
    - LA7DataCategorizer
    - LA7DataLoader
    - LA7Main
    - LA7ReportGenerator
  - If no user account was specified during product install, the above services should be running under the 'Local System' account.
- 2. SQL Server connections
  - If 'Windows' authentication method is used for LA7 connections to SQL Server, the following accounts should be granted with necessary rights to connect and work with SQL Server:
    - If particular user account was specified during product install, that account should have 'db\_owner' role for every LA7 database.
    - If no user account was specified during product install, LA7's machine name should have 'db\_owner' role for every LA7 database.
  - If 'SQL' authentication method is used for LA7 connections to SQL Server, the SQL Server user used should have 'db\_owner' role for every LA7 database.

## 5.3 DCOM Options

- 1. 'FStorageSrv' Service
  - 'FStorageSrv' service should be running under 'Local System' account, regardless of whether any particular user account was specified during the product install.
  - All the security principals listed below should have 'Launch and Activation' permissions as follows:
    - Local machine's 'Administrators' group
    - 'INTERACTIVE'
    - 'NETWORK SERVICE'
    - 'SYSTEM'
  - All the security principals listed below should have 'Access' permissions as follows:
    - 'SELF'
    - 'SYSTEM'