

1: Preparing for Back-End Installation

<Roger Grainger, author>

This chapter describes how to prepare the computer(s) that will host the Visual IP InSight back-end components. This chapter covers the following topics:

- Typical or Custom Installation
- Creating a Windows NT user
- Creating a Mail Account
- Preparing All Back-End Computers
- Preparing for the Aggregator, Collector, and Web Server
- Preparing for the Database Server
- Setting Up SNMP Service
- Supporting Remote Access (Optional)

Typical or Custom Installation

Whether you are doing a typical installation or a custom installation, you will be dealing with the Visual IP InSight back-end components described in the following paragraphs.

Overview of Back-End Components

Visual IP InSight back-end components consist of:

- Database Server (Visual IP InSight uses SQL Server 7.0) with Visual IP InSight databases
 - Collector
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- Aggregator
- Web Server

These components are installed on one or more computers that you prepare as described in this chapter.

The Database Server supports the following Visual IP InSight databases:

- **Configuration Database.** This is an administrative database that stores information about the other databases that are needed in your environment.
- **Connection Performance Database.** This database allows you to view all the data related to connection performance of your dial-up network from a Client's perspective.
- **Dial Care Database.** This database allows you to view the connection experience of each individual customer on your network. Overall call history and details of each experience are available.
- **Network Performance (Dedicated).** This database stores data related to network performance over dedicated links.
- **Network Performance (Dial).** This database stores information gathered from network performance related to dial-up links.

Data is inserted into the databases once the Visual IP InSight license key is activated. The Web Server and Aggregator read information from the Configuration Database. They determine which of the other databases they need to connect to, where these databases are located, and the relevant login.

Typical Installation

A typical installation is designed for 250,000 or fewer Clients. In a typical installation, you place all the Visual IP InSight back-end components on one computer, prepared as described in this chapter.

Once you have prepared that computer as described in this chapter, you can install Visual IP InSight back-end software. The following figure shows a typical installation configuration.

Figure 1 Configuration of a Typical Visual IP InSight Installation



Custom Installation

A custom installation is the best choice if you will be supporting more than 250,000 Clients or you want to install Visual IP InSight back-end components on more than one computer. In a custom installation, you can place each Visual IP InSight component on a separate computer or place several back-end components on one computer or in any combination, after preparing the computers as described in this chapter. This type of installation offers these advantages:

- It supports random distribution connections in DNS for redundant Web access.
- It supports a random distribution across the Collector list on Clients that balances loads among Collectors.
- Aggregators can be used for a hot stand-by approach to maintenance.
- Aggregators can be used to upload the same data to a different database for testing purposes.
- Collector uploads can be divided among different Aggregators.

Once you have completed all the applicable preparations described in this chapter for the computers, you can install Visual IP InSight back-end software. The following figure shows a custom installation configuration.

Figure 2 Configuration of a Custom Visual IP InSight Installation



Hardware Requirements

Regardless of the type of installation, make sure all the Visual IP InSight hardware requirements have been met. These requirements are listed in the *Visual IP InSight Planning Guide*.

Visual IP InSight License Key

You can use Visual IP InSight with a trial license key or a full license key. The trial license key is valid only for a limited period; the full license key has no time limitation but can be limited depending on the Visual IP InSight Web-based applications you purchased.

Trial license key

If you are evaluating Visual IP InSight, Visual Networks will provide a trial license key valid only for a limited period. You need to know when your trial license key will expire. During the trial license key period you should monitor the Windows NT Application Event Log for warnings or errors involving the trial license key.

Full license key

Operating Visual IP InSight past the trial period requires a full license key that is made available for you to place in your system during the Visual IP InSight installation process. This license key has no expiry date but if you are an evaluator converting to a full production version of Visual IP InSight, you must replace the trial license key with a full license key. Contact your authorized Visual IP InSight supplier to get the full license key.

Visual IP InSight performs a license key check each time the Visual IP InSight Web-based applications are accessed. If an operation fails because of a license

key error, you can check the Windows NT Application Event Log for a detailed explanation of the problem. You should also monitor the Windows NT Application Event Log for warnings or errors from the license key manager.

If a license key error does cause an operation to fail, you must restart the Aggregator (using the Control Panel to restart the Visual IP InSight service) after a new license key is installed.

The license key file has a very specific format. Any modification of it could cause licensing functionality to fail.

Creating a Windows NT User

You must create a Windows NT user who is a member of the same domain as the Database Server. You must name this user “arbackend.” All of the Visual IP InSight back-end components access each other as this user. The name arbackend is hard coded into the system and cannot be changed.

During the initial installation of the system on each Server, you must add the arbackend user to the local administrator group.

Creating a Mail Account

You need to create an account on your POP-3/SMTP mail server to receive alerts. We recommend the name arbackend.

Preparing All Back-End Computers

All computers that will host Visual IP InSight back-end components must be prepared as described in this section.

Install Windows NT 4.0

All Visual IP InSight components run under Windows NT. Whether the Visual IP InSight installation is typical or custom, a computer on which Visual IP InSight back-end components will reside must have Windows NT 4.0.

We recommend that you change the rebooting time from 30 to 5 seconds on the Startup/Shutdown tab under Start/Settings/Control Panel/System, in the “Show list for” field. The boot sequence and the rebooting time are to speed up the rebooting process; however, this is not an installation requirement.

Make sure the time, date, and time zone settings are correct. The settings should reflect the time zone that you want to be associated with the data being collected. These same settings also must be specified as the Preferred Time Zone during installation.

FTP and Gopher are not necessary for any Visual IP InSight back-end computer and should be turned off.

Install Microsoft Internet Information Server

Install Microsoft Internet Information Server (IIS) Web Server 4.01. Also use Option Pack 4 for both a new installation of IIS 4.01 or to upgrade from IIS 3.0.

You should turn off logging to IIS using the Microsoft Management Console because the log file can get very large on a daily basis. If you do not turn off logging, you must purge the log files periodically. These files are in the Windows System folder under the sub-directory winnt/system32/logfiles. To turn off logging:

- 1 Start the Microsoft Management Console from IIS Manager.
- 2 Right-click on Default Web Site and select Properties.
- 3 Go to the Web Site tab and clear the Enable Logging option.

We strongly recommend that you have the IIS default Web site running. The installation program creates a virtual directory “IP InSight” under the default Web site on the Web Server computer.

We also recommend that you disable the logging for IIS, so disk space does not become an issue.

Install Windows Messaging Services

Make sure to install Windows Messaging Services during the installation of Windows NT 4.0. When installing Windows Messaging Services from the Selecting Components dialog:

- 1 Select Windows Messaging then click Details in the Windows Messaging window.
- 2 Select Internet E-Mail and deselect Microsoft Mail.
- 3 Select Windows Messaging Services.