



# **NerveCenter 6.0.0x Server Installation Guide for Microsoft Windows Platforms**

**Windows  
Version 6.0.02**

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NCWIG6002-1

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## NerveCenter 6.0.02 Server Windows Installation Guide

This Installation Guide describes how to install NerveCenter Server on the following Windows platforms that meet the requirements documented in the *NerveCenter 6.0 Release Notes*:

**Table 1: Windows Platform Requirements**

Windows Component		NerveCenter Component	
		Server	Desktop
<b>Operating System</b>	Windows 7 Professional / Ultimate Windows Vista Business / Ultimate SP2 Windows Server 2008 R2 Windows Server 2003 R2 Windows XP Professional SP3	Any 32- or 64-bit version (Windows Server R2 or Windows 7 recommended)	Any 32- or 64-bit version
<b>IP Addressing</b>	Fixed IPv4 address and hostname	Required	N/A
<b>Web Browser</b>	Internet Explorer 8,9 Firefox 3.x+ Google Chrome 15+	Optional (IE9 or Firefox 12 recommended)	Optional (IE9 or Firefox 12 recommended)
<b>Network Management</b>	HP OpenView NNM 7.53 IBM Tivoli Netcool/OMNIBus Hitachi IT Operations Analyzer	Optional	N/A
<b>PDF Reader</b>	Adobe Acrobat Reader 7+	Optional	Optional

**Note:**

The NerveCenter Desktop toolset is available as a separate installation, and unlike NerveCenter Server installations does NOT require a license. Use the NerveCenter Desktop installer for systems which need to access NerveCenter Servers, but do not require a NerveCenter Server installation for themselves.

**Table 2: NerveCenter Component List**

NerveCenter Component	Server Installation	Desktop Installation
NerveCenter Administrator (ncadmin)	Included	Included
NerveCenter Client (client)	Included	Included
NerveCenter Cmd (nccmd)	Included	Included
Documentation (html & pdf)	Included	Included
NerveCenter MIB Compiler (mibTool) and MIB Modules	Included	Included
NerveCenter Server	Included	-
NerveCenter Database Utilities	Included	-
NerveCenter SNMP Utilities	Included	-
NerveCenter Platform Integration Utilities	Included	-
NerveCenter Sample Alarm Model Library	Included	-
Perl Environment	Included	-
<i>Requires License</i>	<i>Yes</i>	<i>No</i>



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## Preparing to Install NerveCenter Server

This section provides some general installation notes, describes the NerveCenter licensing model and lists prerequisites that each system must meet before NerveCenter can be installed.

If you are upgrading from a prior NerveCenter release, a set of steps is provided starting on page 12 which need to be performed before installing NC6.0.02 Server on your Windows system.

## Installation Notes

### Note:

You **CANNOT** install multiple versions of NerveCenter Server on the same system.

However, multiple installations of NerveCenter Desktop application installation **CAN** be placed on the same system.

Contact Customer support for more information at [support@logmatrix.com](mailto:support@logmatrix.com).

## About NerveCenter Server Licensing

NerveCenter Server installations use a licensing mechanism. Whereas releases prior release NC5.1 used serial numbers or license keys, subsequent releases require a license file for each installed NerveCenter Server. Note that this only applies to NerveCenter Server.

You will receive a *hostname.dat* file for each NerveCenter server you are licensing. You must copy this file to *installation\_path\conf\*. NerveCenter *Server processes cannot be started without this file.*



## New Installation Prerequisites

Before you install NerveCenter Server, make sure you meet the prerequisites in Table 4.

**Table 4: Prerequisites for Installing NerveCenter on Windows**

If you are installing...	You Must...
NerveCenter Server	<p>Be able to log in as a Windows Administrator. If you are installing on a workstation or server, you must be a member of the local Administrators group (or a member of a group that is a member of the local Administrators group). If you are installing on a Windows domain controller, your user ID must be a member of the Domain Admins group.</p> <p>Verify that the machines on which NerveCenter will be running meets the system requirements for your environment as described in the <b>NerveCenter Release Notes</b>.</p> <p>Have installed the Microsoft Windows Simple Network Management Protocol (SNMP) component services and SNMP trap services. If NerveCenter will manage SNMPv3 agents, then the Microsoft SNMP Trap service must be turned off and disabled on the installation machine. If you are not managing SNMPv3 agents, then start the services.</p> <p>Verify that the system on which you are installing the server has a fixed IP address (i.e., not DHCP).</p> <p>Obtain a license file (<i>hostname.dat</i>) from LogMatrix for each machine that will be running the NerveCenter server.</p> <p>Add two Groups to either the host or the Windows domain, as appropriate for your environment: <b>NerveCenter Admins</b> and <b>NerveCenter Users</b>.</p>
A NerveCenter Server and integrating with Microsoft SQL Server	<p>Verify that the correct version of SQL Server, as stated in the NerveCenter Release Notes, is installed and running.</p> <p>Be able to log in to SQL Server with system administrator (<b>sa</b>) rights, as only <b>sa</b> can create devices.</p>



## Running the NerveCenter Server Installer

You should exit all open applications before installing NerveCenter Server.

- 1) After downloading the NerveCenter Server Installation File (.MSI File), double click on the NerveCenter Installation File and the installation procedure will begin.
- 2) Click *Next* on the Welcome NerveCenter Server Setup window.
- 3) Click the *I Agree* button on the License Agreement window, if you agree with the Licensing Agreement. Then click *Next*.

- 4) On the Select Installation Folder window, the default installation folder is as follows:

For 64bit Windows OS is c:\Program Files (x86)\Logmatrix\NerveCenter\

For 32bit Windows OS it is c:\Program Files\Logmatrix\NerveCenter\

If you want to change the installation folder, click *Browse* button to select the appropriate folder.

- 5) Click *Next* on the Confirm Installation window to start the installation.
- 6) If the operating system on the host system is either Windows 7, Server 2008 or Server 2008 R2, a User Account Control window will pop up for the permission to run the NerveCenter Installer. Click the *Yes* button to continue.
- 7) Click *Close* to complete the installation.

If you had any problems with the installation, open the Windows Event Log, review the options and any error messages, fix the problem and continue.



## Post Installation Steps

Following the installation step, check and ensure the following items.

- 1) Copy the License file (*hostname.dat*) to the **installation\_path\conf** directory.

On a 32-bit system, for the default install path, this is

**C:\Program Files\LogMatrix\NerveCenter\conf\**

On a 64-bit system, for the default install path, this is

**C:\Program Files (x86)\LogMatrix\NerveCenter\conf\**

- 2) Ensure NerveCenter's two Groups exist and are populated per your environment's requirements.

These Groups need to be defined either on the host or the Windows Domain as appropriate

**NerveCenter Admins**

**NerveCenter Users**

- 3) Run the PostInstallSetup script. The script is located in the 'Bin' directory.

On a 32-bit system, for the default install path, this is

**C:\Program Files\LogMatrix\NerveCenter\bin\**

On a 64-bit system, for the default install path, this is

**C:\Program Files (x86)\LogMatrix\NerveCenter\bin\**

Instructions:

1. Open a Windows Command Prompt.

(On Windows 7, Server 2008 or Server 2008 R2 start the Command Prompt by selecting "Run as administrator".)

2. "cd" to the NerveCenter 'Bin' folder.

3. Enter ".\postinstallsetup"

- 4) Now move to the next section 'Setting up the Database on Windows'.



## Setting up the Database on Windows

When you install NerveCenter for the first time or move the NerveCenter database to a new location, you must either set up a new NerveCenter database or reconnect to an existing NerveCenter database.

If you create a new database, you can use **Microsoft Access** or **Microsoft SQL Server** (2000 or 2005). As part of the creation process, a serialized database file is imported into the database. This serialized file contains the base set of NerveCenter objects, including polls, masks, alarms, etc.

LogMatrix NerveCenter supplies a wizard called **DBWizard** and a command-line version of the wizard. You can use either one to set up your database. If you are installing NerveCenter on many computers, you may want to use the wizard to set up the first database, then save your configuration settings and use them with the command-line version of DBWizard to save time on subsequent setup routines.

### To start the DBWizard

Select *start > all programs > LogMatrix NerveCenter > DBwizard*

### To create a NerveCenter database

- 1) Select Full Database Creation and Installation, and click *Next*.
- 2) Select Microsoft SQL Server or Microsoft Access, and click *Next*.
- 3) If **Microsoft SQL Server** database is selected, proceed with section To create a Microsoft SQL Server database.
- 4) If **Microsoft Access** database is selected, proceed with the section To create a Microsoft Access Database.

### To create a Microsoft SQL Server database

- 1) Enter an **ODBC Data Source Name** or keep the default name, and click *Next*.
- 2) On the ODBC Data Source window, enter the **Server Host Name**, **Server User ID**, **Server Password**, and **Database Name**, and click *Next*.  
**Note:** Each NerveCenter Server must have its own database. Servers cannot share a database. You must supply a User ID with database administrator rights (such as **sa**), including the right to create devices.
- 3) Enter the data device information and click *Next* on the SQL Server Data Device Information window.
- 4) **SQL Data Device Name:** The SQL data device to be used by the database. If the database already exists, the existing device name is used. If the database does not exist, it is created when you specify the data device name. Select a device from the list or enter a new name.

- 5) **File Path and Name:** Fully qualified path to the SQL data device file. (use the Universal Naming Convention convention **\\machine\path** if the file is on a different machine.) The default path is that of the SQL master device; you can enter a different path, but the directory you use must exist. If the file already exists, the operation fails; if the file exists but is not used by a specified device, it is deleted and re-created.
- 6) **Data Device Size in MB:** Size of the data device. 10 MB is the suggested minimum (NerveCenter will verify that the device has sufficient space). This field is required only if you entered a new device name.
- 7) Enter the log device information and click *Next* on the SQL Server Log Device Information window.
- 8) **SQL Log Device Name:** The log device to be used by the database. This field is required only if you entered a new data device name. Select a device from the list or enter a new name.
- 9) **File Path and Name:** Fully qualified path to the SQL data device file. (use the Universal Naming Convention convention **\\machine\path** if the file is on a different machine.) This field is required only if you specified the log device name. If the file already exists, the operation fails; if the file exists but is not used by a specified device, it is deleted and re-created.
- 10) **Log Device Size in MB:** Size of the log device. 10 MB is the suggested minimum (NerveCenter will verify that the device has sufficient space). This field is required only if you entered a new device name.
- 11) Enter fully qualified paths to the SQL Script File and Serialized Database File, and then click *Next*.  
**Note:** The default script, `NCScript.sql`, creates the NerveCenter SQL database. Use this script only when creating a new database. The default serialized database file, `NCEExport.asc`, contains default values for the new database. Use this file only when creating a new database.
- 12) To create an SQL database with the settings that you just specified, select **Create and Execute InstallDB** and click *Next*.
- 13) If you are creating multiple databases on different machines, select **Create InstallDB command file with name** and enter the file name, then click *Next*.
- 14) Verify that the settings are correct and click *Finish*. If necessary, you can use the *Back* button to return to the previous dialog boxes and make corrections.
- 15) When the installation is complete, click *OK*.



### To create a Microsoft Access Database

- 1) On the ODBC for Access window, enter an **ODBC Data Source Name** or keep the default name.
- 2) LogMatrix NerveCenter ships with a default Access database, called NCAccess.mdb. It is located in the NerveCenter Db folder. Specify this default Access database in the **Location of Access Database** field. Click *Next* on the ODBC for Access window.
- 3) On the NerveCenter Paths and Files window, the NC SQL Script File Name field is grayed out because Access database tables are created for you automatically. Enter a fully qualified path to the **Serialized Database File** and then click *Next*.
- 4) On the Finish window, to create an Access database with the settings that you just specified, select **Create and Execute InstallDB**.
- 5) If you are creating multiple databases on different machines, select **Create InstallDB command file with name** and enter the file name. **DBWizard** will create an IDB file with the settings from this installation, which you can load into **DBWizard** when you run it on the other machines.
- 6) Click *Next* to complete the setup.
- 7) On the Events Status window, verify the settings are correct and click *Finish*. If necessary, you can use the *Back* button to return to the previous dialog boxes and make corrections.
- 8) When the installation is complete, click *OK*.



## Upgrade Steps (from a prior version of NerveCenter)

### Note: About NerveCenter Server Licensing

NerveCenter Server installations use a licensing mechanism. Whereas releases prior to release NC5.1 used serial numbers or license keys, subsequent releases require a license file for each installed NerveCenter Server. Note that this only applies to NerveCenter Server.

If performing an upgrade from a prior version of NerveCenter, follow the listed steps.

### Pre Installation Upgrade Steps

1) Note the file system location of the current NerveCenter Server install.

The default locations are one of the following.

- C:\Program Files\OpenService\NerveCenter
  - C:\Program Files (x86)\OpenService\NerveCenter
  - C:\Program Files\LogMatrix\NerveCenter
  - C:\Program Files (x86)\LogMatrix\NerveCenter
  - Other:
- 

2) Note the ODBC handle used to link the current NerveCenter Server to its database.

Run **NerveCenter Administrator** (ncadmin.exe) and log into the NerveCenter Server running on this system. Once logged in, select 'Server' on the application's menu bar and then select 'Server Status'. The resulting dialog window will contain several tabs. Select the 'Database' tab and note the value for 'Data Source Name'.

**Data Source Name:** \_\_\_\_\_

Exit the NerveCenter Administrator application.

3) Save the NerveCenter Server license file.

NC Release Version	Location	Action
<5.1	Find license string via NCadmin – license tab	Copy 32 character string and contact LogMatrix for exchange
>5.1	conf\ folder	Copy to a safe location

NOTE: The license file is named to match your system hostname and given a “.dat” suffix. Ex:

“server043.dat” would be the license file name if the system is named “server043”.

4) Save the NerveCenter MIB files.

In the mib\ folder of the current NerveCenter installation, locate the NerveCenter MIB files and copy them to a safe location. These files are “nervectr.mib” and possibly “mibnamemap.txt” – this second file might not be present, depending on how your NerveCenter MIB was prepared.

If MIB Modules have been added to the NerveCenter MIB, save the text files containing these modules. The file “mibcomp.txt” is often the file that lists the MIB modules that have been included in the current NerveCenter MIB. This can be used to locate added modules.

5) Stop the NerveCenter Server.

Using the Windows *Services* control display (Under Windows “Administrative Tools”) select the “NerveCenter” service and stop it.

If “NerveCenter SNMP” and/or “NerveCenter SNMP Agent” are listed as a Windows Services, select and stop these as well.

Exit the Windows *Services* control display.

6) Export (Serialize) the NerveCenter Database.

Once the NerveCenter Server has been stopped, run **serializedb**. Using **serializedb**, export the current database to a file, using the “asc” format.

Note: On Windows 7 and Windows Server 2008, **serializedb** must be run as an administrator. After creating the asc file, copy it to a safe location.

Exit the **Serializedb** application.

7) Uninstall the current NerveCenter product.

Select NerveCenter, as listed in the Windows *Add or Remove Programs* or *Programs and Features* control dialog and uninstall it.

8) Rename or back up the remaining LogMatrix or OpenService tree.

The uninstaller will remove only files that the prior NerveCenter Installer created. Thus if files remain under the path where NerveCenter had been installed, these should be examined and possibly saved.

9) Remove the ODBC handle that had referenced the prior NerveCenter database.

Open the *Data Sources (ODBC)* control, found under “Administrative Tools”. On the “System DSN” tab, select and remove the ODBC handle for the removed NerveCenter Server. The item to select and remove is the one noted above, step 2 of this sequence.

10) Continue with next section (Running the NerveCenter Installer).



## Running the NerveCenter Server Installer

You should exit all open applications before installing NerveCenter Server.

- 1) After downloading the NerveCenter Server Installation File (.MSI File), double click on the NerveCenter Installation File and the installation procedure will begin.
- 2) Click **Next** on the Welcome NerveCenter Server Setup window.
- 3) Click the **I Agree** button on the License Agreement window, if you agree with the Licensing Agreement. Then click **Next**.
- 4) On the Select Installation Folder window, the default installation folder is as follows:

For 64bit Windows OS is c:\Program Files (x86)\Logmatrix\NerveCenter\

For 32bit Windows OS it is c:\Program Files\Logmatrix\NerveCenter\

If you want to change the installation folder, click **Browse** button to select the appropriate folder.

- 5) Click **Next** on the Confirm Installation window to start the installation.
- 6) If the operating system on the host system is either Windows 7, Server 2008 or Server 2008 R2, a User Account Control window will pop up for the permission to run the NerveCenter Installer. Click the **Yes** button to continue.
- 7) Click **Close** to complete the installation.

If you had any problems with the installation, open the Windows Event Log, review the options and any error messages, fix the problem and continue with the next section (*Post Installation Steps*).



## Post Installation Steps

Following the installation step, check and ensure the following items.

- 1) Copy the License file (*hostname.dat*) to the **installation\_path\conf** directory.

On a 32-bit system, for the default install path, this is

**C:\Program Files\LogMatrix\NerveCenter\conf\**

On a 64-bit system, for the default install path, this is

**C:\Program Files (x86)\LogMatrix\NerveCenter\conf\**

- 2) Ensure NerveCenter's two Groups exist and are populated per your environment's requirements. These Groups need to be defined either on the host or the Windows Domain as appropriate

**NerveCenter Admins**

**NerveCenter Users**

- 3) Run the PostInstallSetup script. The script is located in the 'Bin' directory.

On a 32-bit system, for the default install path, this is

**C:\Program Files\LogMatrix\NerveCenter\bin\**

On a 64-bit system, for the default install path, this is

**C:\Program Files (x86)\LogMatrix\NerveCenter\bin\**

Instructions:

1. Open a Windows Command Prompt. (On Windows 7, Server 2008 or Server 2008 R2 start the Command Prompt by selecting "Run as administrator".)

2. "cd" to the NerveCenter 'Bin' folder.

3. Enter ".\postinstallsetup"

- 4) Now move to the following section ***Restoring Data After an Upgrade.***



## Restoring Data After an Upgrade

If you are upgrading from NerveCenter 5.1, follow the appropriate database procedure as detailed below. If you are upgrading from an earlier NerveCenter release (5.0 or prior), contact LogMatrix Customer Support for assistance.

### If you are using a Microsoft SQL Server database

- 1) Jump to the section 'To create a Microsoft SQL Server database' (page 9) in order to create a Microsoft SQL database. Then return here and proceed with importing your saved, serialized .asc database file.
- 2) From the Windows **Start Menu**, select **DBWizard** from the NerveCenter program group.
- 3) On the DBWizard Start screen, select **Run an SQL script** and click *Next*.
- 4) On the ODBC Data Source screen, enter your **ODBC Data Source Name** and click *Next*.
- 5) On the SQL Server Information screen, enter the **Server Host Name**, **Server User ID**, **Server Password**, and **Database Name**, and then click *Next*.
- 6) On the NerveCenter Paths and Files window, select the appropriate *installation\_path*\db\From5Xto60.sql SQL script to run and your serialized database file (\*.ASC) to convert and then click *Next*.
- 7) On the Finish screen, create an SQL database with the settings that you just specified, select **Create and Execute InstallDB**, and click *Next*.
- 8) On the Status screen, verify that the settings are correct and click *Finish*.  
If necessary, you can use the *Back* button to return to the previous dialog boxes and make corrections.
- 9) When the upgrade is complete, click *OK*, and the wizard creates the NerveCenter database.



### If you are using a Microsoft Access database

- 1) Jump to the section 'To create a Microsoft Access Database' (page 11) in order to create a Microsoft Access database. Then return here and proceed with importing your saved, serialized .asc database file.
- 2) From the Windows **Start Menu**, select **DBWizard** from the NerveCenter program group.
- 3) On DBWizard Start screen, select **Load Serialized File** and click *Next*.
- 4) On the select DBMS screen, select **Microsoft Access** and click *Next*.
- 5) Enter the path to your Access database (typically NCAccess.mdb), and click *Next*.
- 6) Enter the path to your serialized database file (typically NCEExport.asc), and click *Next*.

**CAUTION:** If you specify NCEExport.asc, DBWizard overwrites the current database with the NerveCenter's default database. If you intend to concatenate behavior models instead of overwriting the existing database, use the Import facility instead.

- 7) On the Finish screen, select **Create and Execute InstallDB** and click *Next*.
- 8) On the Status screen, verify that the settings are correct and click *Finish*.
- 9) If necessary, you can use the *Back* button to return to the previous dialog boxes and make corrections.
- 10) When the upgrade is complete, click *OK* and the wizard creates the NerveCenter database.



## LogMatrix Technical Support

LogMatrix is committed to offering the industry's best technical support to our customers and partners. You can quickly and easily obtain support for NerveCenter, our proactive IT management software.

### Professional Services

LogMatrix offers professional services when customization of our software is the best solution for a customer. These services enable us, in collaboration with our partners, to focus on technology, staffing, and business processes as we address a specific need.

### Educational Services

LogMatrix is committed to providing ongoing education and training in the use of our products. Through a combined set of resources, we can offer quality classroom style or tailored on-site training.

## Contacting the Customer Support Center

### Telephone Support

Phone: 1-800-892-3646 or 1-508-597-5300

### E-mail support

E-mail: [techsupport@logmatrix.com](mailto:techsupport@logmatrix.com).

### Electronic Support

LogMatrix has a Web-based customer call tracking system where you can enter questions, log problems, track the status of logged incidents, and check the knowledge base.

When you purchased your product and/or renewed your maintenance contract, you would have received a user name and password to access the LogMatrix Call Tracking System using SalesForce. You may need to contact your contracts or NerveCenter administrator for the username and password for your account with SalesForce.

If you have not received or have forgotten your log-in credentials, please e-mail us with a contact name and company specifics at [techsupport@logmatrix.com](mailto:techsupport@logmatrix.com).

We are committed to providing ongoing education and training in the use of our products. Through a combined set of resources, we offer quality training to our global customer base.

### Online Access

For additional NerveCenter support information, please go the LogMatrix website [www.logmatrix.com](http://www.logmatrix.com) for access to the following sections of information.

-  Patches and Updates – latest installation files, patches and updates including documentation for NerveCenter.
-  Software Alerts – latest software alerts relative to NerveCenter.



### **User Community Access**

You can seek as well as share advice and tips with other NerveCenter users at <http://community.logmatrix.com/LogMatrix/>.