

ManageEngine (Division of ZOH0 Corporation)  
[www.manageengine.com](http://www.manageengine.com)



# ManageEngine IT360

*Professional Edition*

**Installation Guide**

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

## Table of Contents

1. Introduction.....	3
1.1 About Professional Edition:.....	3
1.2 Professional Edition Architecture:.....	3
2. System Requirements .....	4
2.1 Excluding the IT360 folder from AV scanning .....	5
3. Database Configuration for IT360 – Professional Edition.....	6
4. Installing ManageEngine IT360 – Professional Edition.....	12
5. Uninstalling ManageEngine IT360.....	19
5.1 Uninstall by Running the Install Exe file.....	19
5.2 Uninstall through Windows Add/Remove Programs .....	19
5.3 Uninstall through Start Menu in Windows .....	19
6. Reference for ManageEngine IT360.....	20

# 1. Introduction

This document applies to the installation of Professional [Standalone] 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.

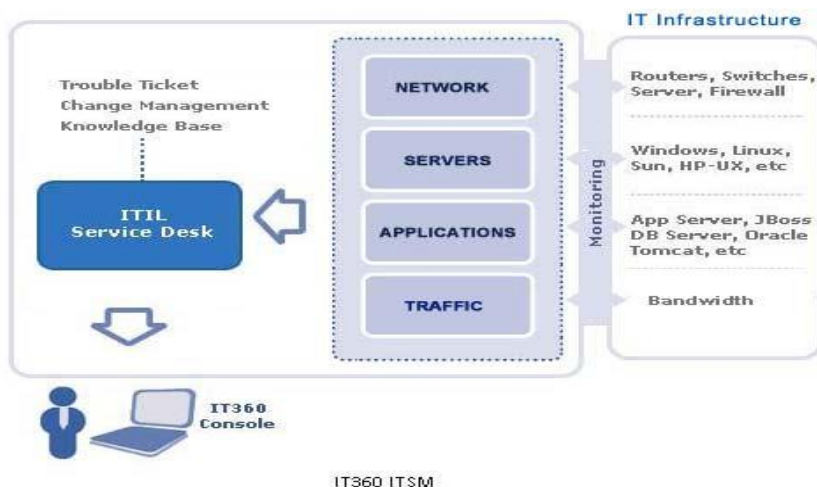
An easy to use Web Console guides the user to monitor the availability and performance of the Network, Servers and Applications. The in-built ITIL ready Service Desk helps in reducing the complexity of workflows in production, and allows the IT Administrators to run the IT Operations easily and effectively.

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 Professional Edition:

The Professional Edition is a Standalone installation version of IT360 that caters to small and medium enterprises. This requires only one server to run on, but is capable of monitoring your entire IT infrastructure. This does not require a Probe to monitor your IT infrastructure.

## 1.2 Professional Edition Architecture:



## 2. System Requirements

In order to install ManageEngine IT360 – Professional 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 standalone Professional Edition.

### Minimum:

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

### Note:

1. Make sure that you have properly configured **DNS** for the server, in which IT360 is to be installed.
2. 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 – Professional Edition in a given folder in the Server, kindly make sure 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 – Professional Edition

ManageEngine IT360 supports MySQL and MSSQL as the backend databases. MySQL is bundled, by default, in the product and is automatically installed, while installing IT360, hence no separate configuration steps are required, if you choose to use MySQL.

In case of MSSQL server, you would need to procure a licensed version of MSSQL and configure the same to enable a connection to IT360. This section explains in detail, the procedure to configure MSSQL in IT360.

- [Prerequisites](#)
- [Steps to be Performed in SQL Server Management Studio](#)
- [Steps to be Performed in SQL Server Configuration Manager](#)

#### Prerequisites:

Check the following conditions, before you proceed with the MSSQL Configuration:

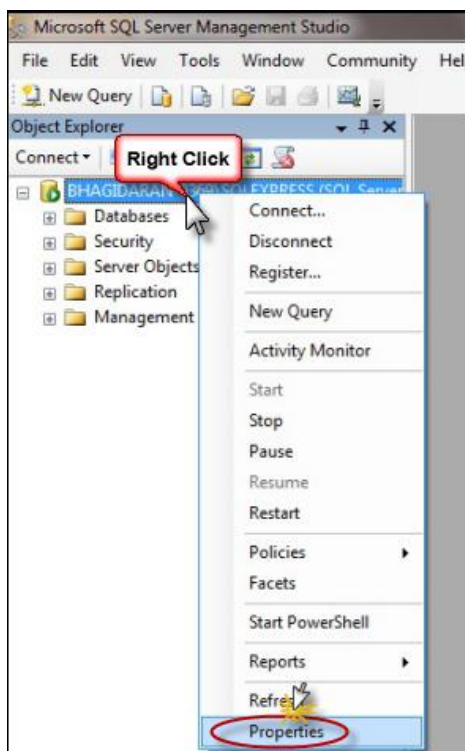
1. Open *Services.msc* and ensure that the following Windows Services are running:
  - SQL Server
  - SQL Server Browser

Service Name	Description	Status	Startup Type	Log On As
Server	Supports fil...	Started	Automatic	Local System...
Shell Hardware Detection	Provides no...	Started	Automatic	Local System...
Smart Card	Manages ac...	Started	Automatic	Local Service
Smart Card Removal Policy	Allows the s...		Manual	Local System...
SNMP Service	Enables Sim...		Manual	Local System...
SNMP Trap	Receives tra...		Manual	Local Service
Software Protection	Enables the ...		Automatic (D...	Network S...
SPP Notification Service	Provides So...		Manual	Local Service
SQL Active Directory Helper Service	Enables inte...		Disabled	Network S...
SQL Server (SQLEXPRESS)	Provides sto...	Started	Manual	Local System...
SQL Server Agent (SQL EXPRESS)	Executes jo...		Manual	Network S...
SQL Server Browser	Provides SQ...	Started	Manual	Local Service
SQL Server VSS Writer	Provides th...	Started	Automatic	Local System...
SSDP Discovery	Discovers n...	Started	Manual	Local Service
Storage Service	Enforces gr...		Manual	Local System...
Superfetch	Maintains a...	Started	Automatic	Local System...
System Event Notification Service	Monitors sy...	Started	Automatic	Local System...
Tablet PC Input Service	Enables Tab...		Manual	Local System...
Task Scheduler	Enables a us...	Started	Automatic	Local System...
TCP/IP NetBIOS Helper	Provides su...	Started	Automatic	Local Service

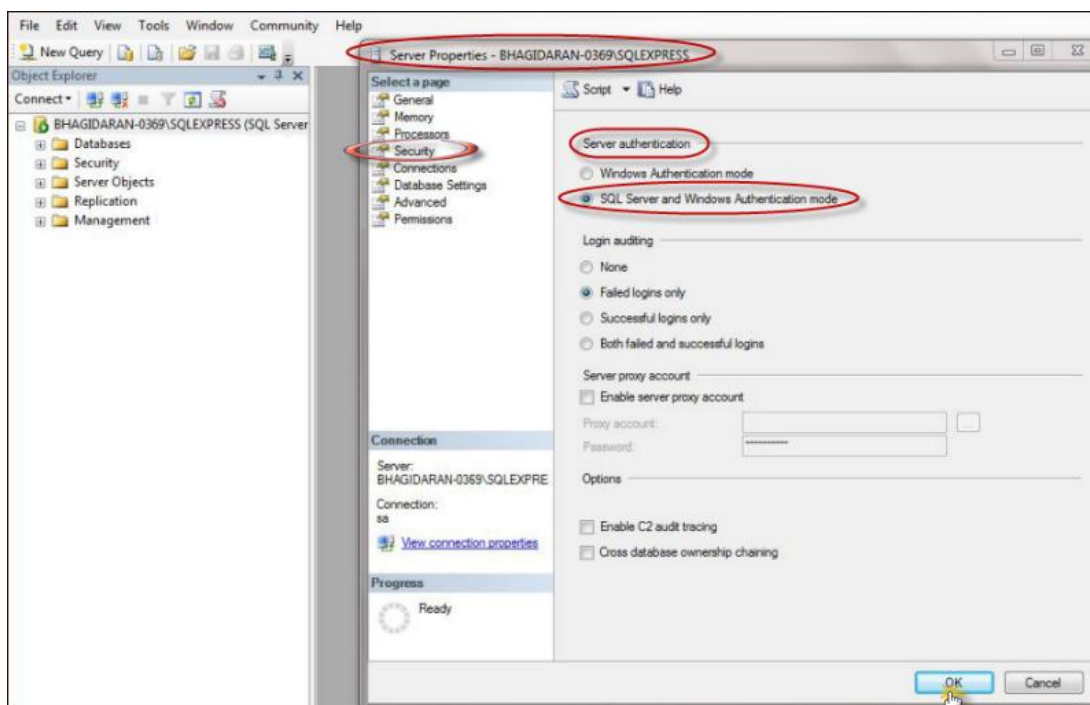
2. Ensure that you have proper privileges (i.e. Admin), before executing the steps given below.

## Steps to be performed in SQL Server Management Studio:

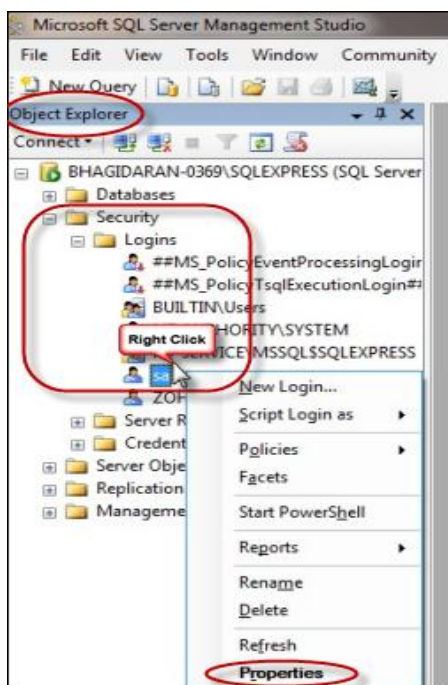
1. Under the **Object Explorer**, right click on the **named instance** and click **Properties**, as shown below.



2. In the **Server Properties** window displayed, select **Security** from the left panel. Now, on the right side, under **Server Authentication**, choose the option **SQL Server and Windows Authentication mode**. Click **OK**. (Refer the below screenshot)

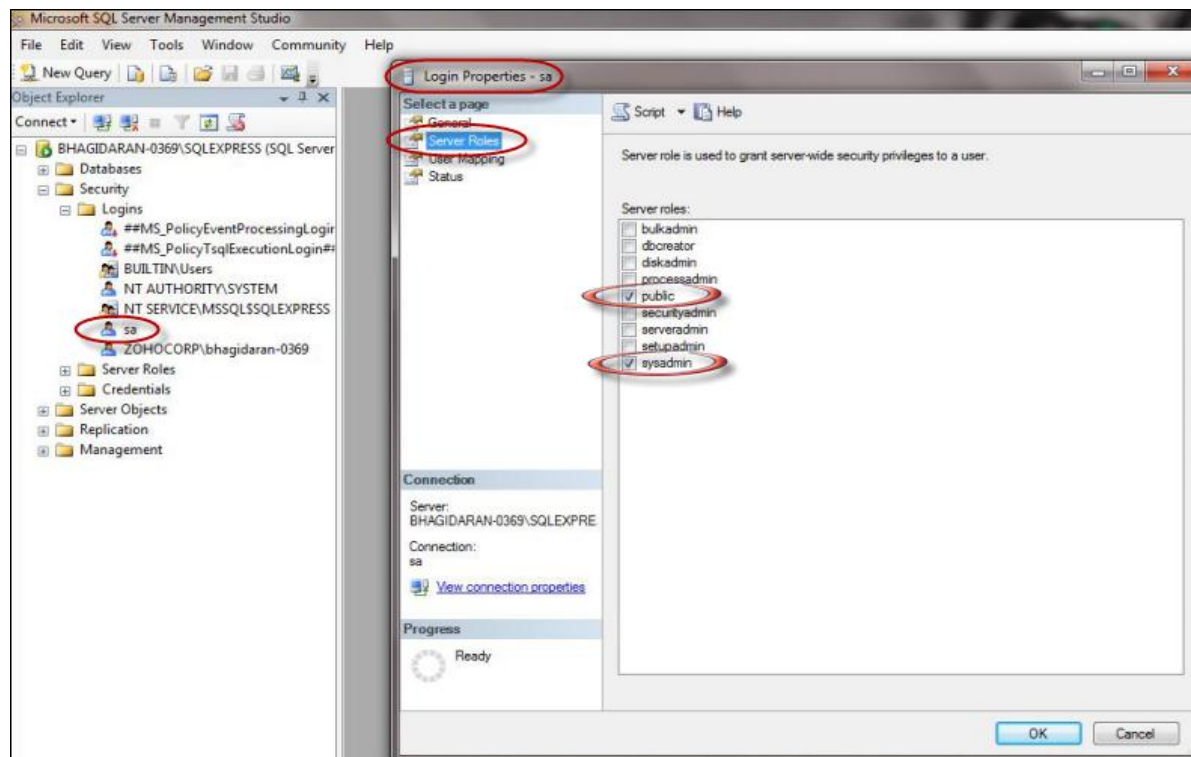


- Now again under the **Object Explorer**, under '**Security -> Logins**', right click on the **instance** and select **Properties**. (Refer the below screenshot)

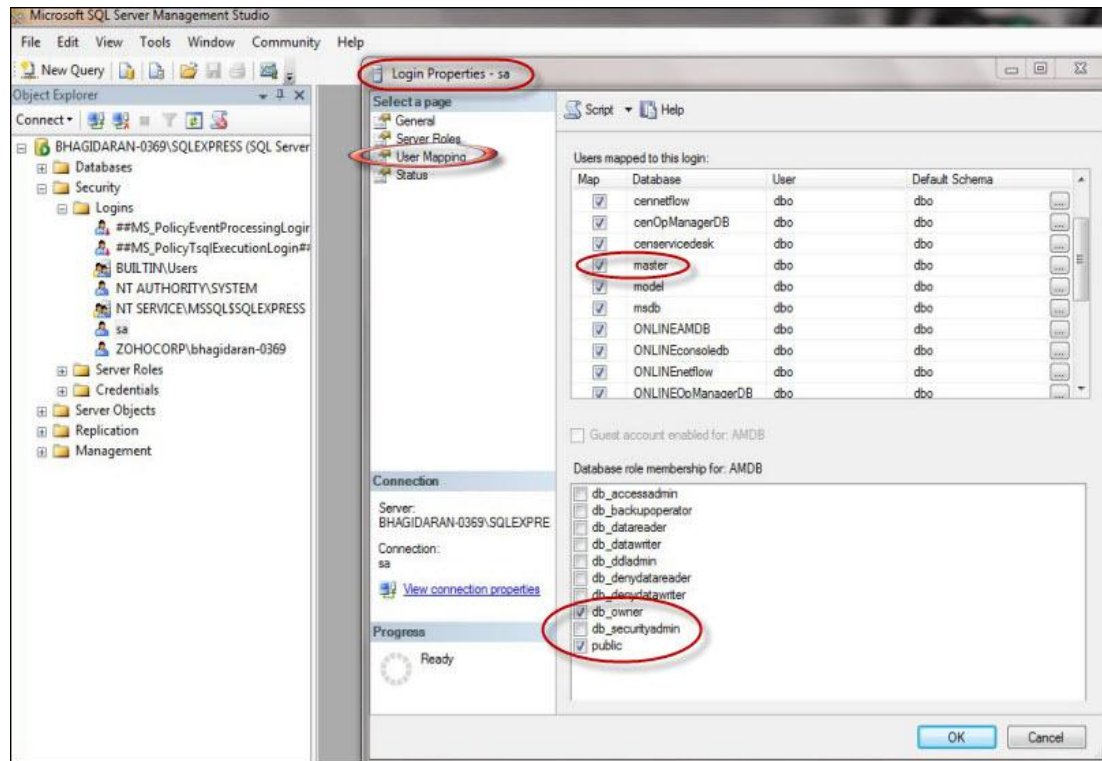


- In the **Login Properties** window displayed, do the following and click **OK**:

- Select **Server Roles** and check whether the **public** and **sysadmin** roles are selected. If not select those roles.



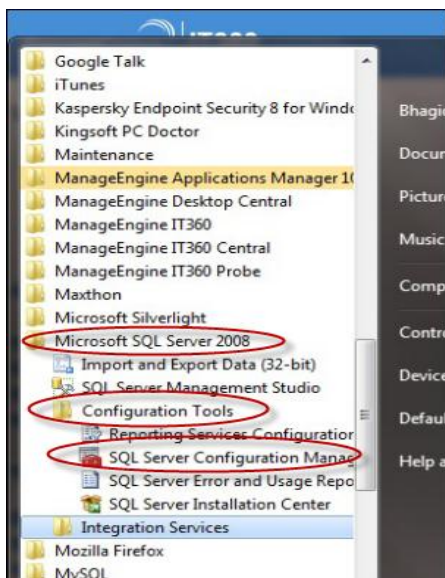
2. Select **User Mapping** and check whether **master DB** has **Admin** privilege, as shown below.



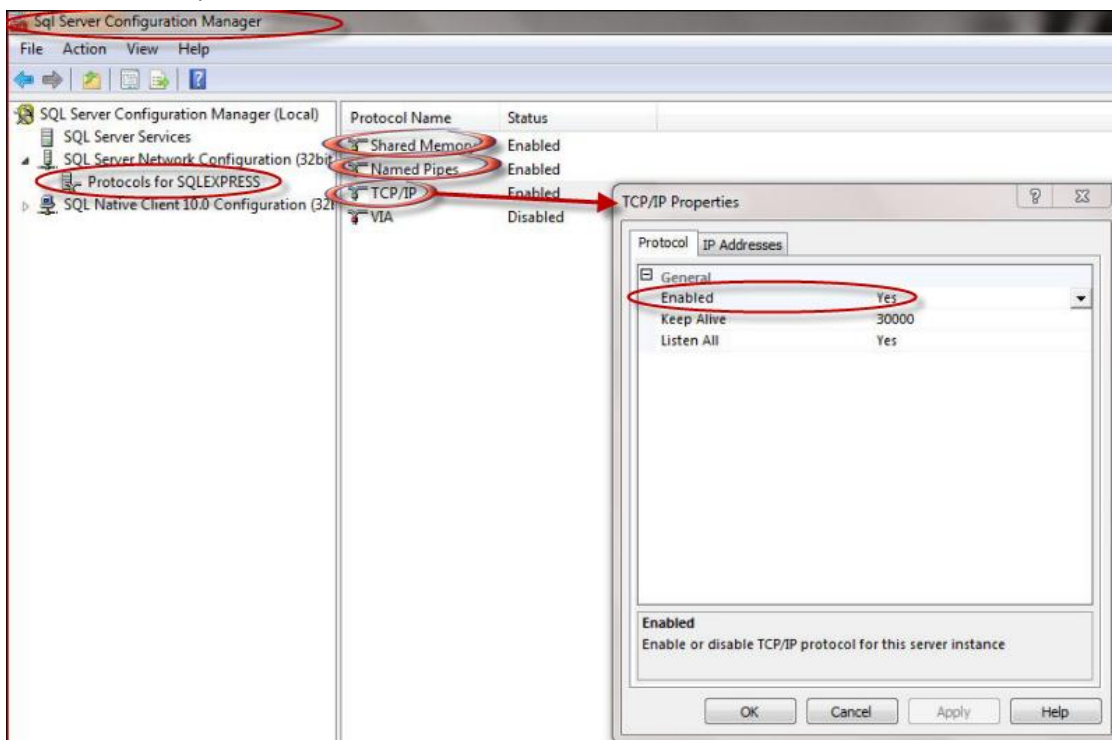
### Steps to be Performed in SQL Server Configuration Manager:

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

1. Navigate to '**Start -> Microsoft SQL Server -> Configuration Tools -> SQL Server Configuration Manager**' (See the below screenshot).

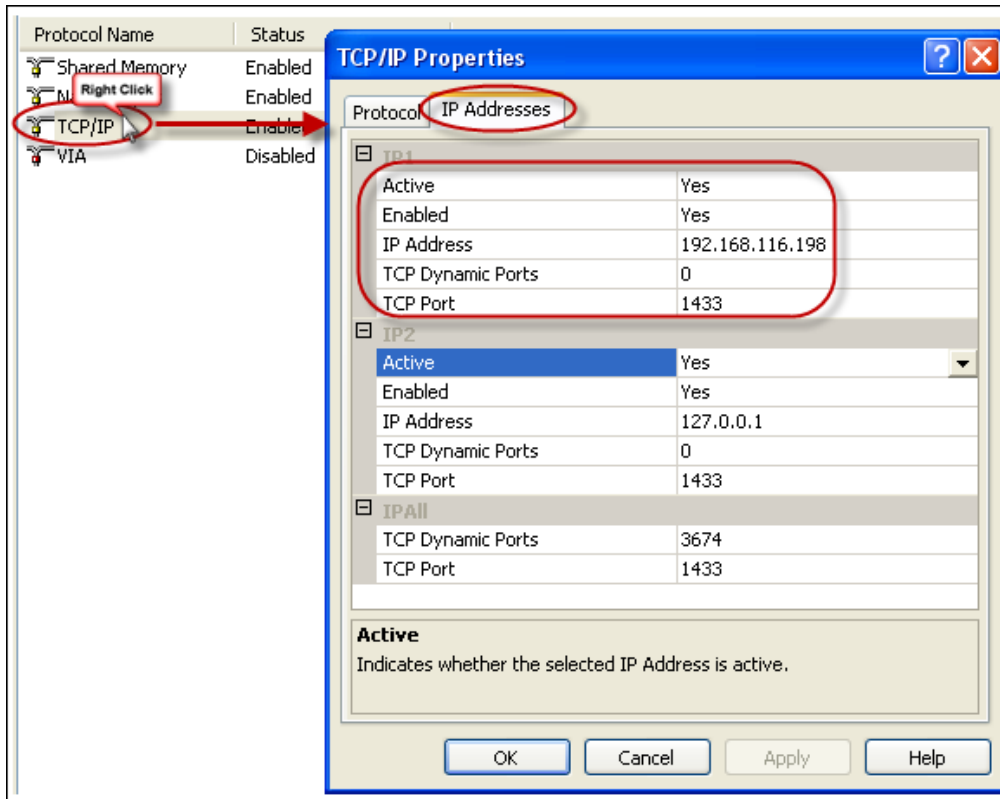


- From the left panel, select **Protocols for SQLEXPRESS** (as shown in the below screenshot).
- Right click on each of the following **Protocols**. In the corresponding **Properties** window displayed, set **Enabled=Yes**:
  - Shared Memory
  - Named Pipes
  - TCP/IP



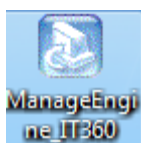
- Now, right click on the **TCP/IP** protocol. In the **TCP/IP Properties** window displayed, click the **IP Addresses** tab. Make sure that the fields '**Active**', '**Enabled**' and '**TCP Port**' are configured with the values, as shown in the below screenshot, so that IT360 is able to connect to the SQL Server.

**Note:** The default value for the **TCP Port** is **1433**; else enter the Port number, where MSSQL is running.

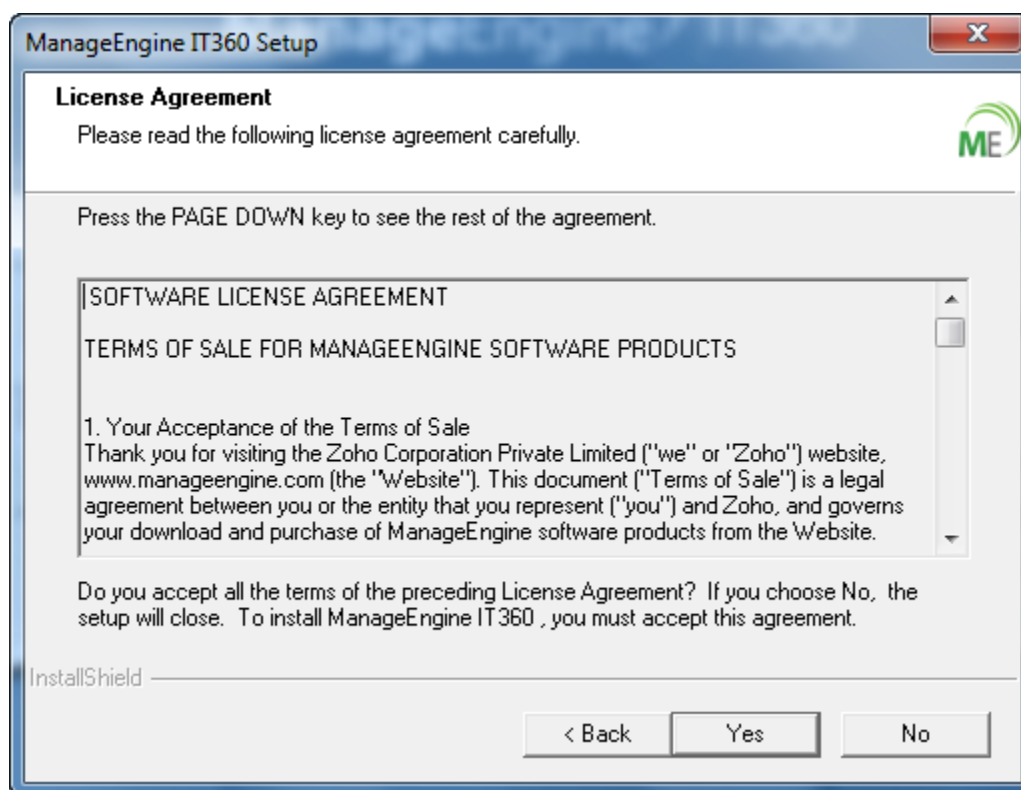


## 4. Installing ManageEngine IT360 – Professional Edition

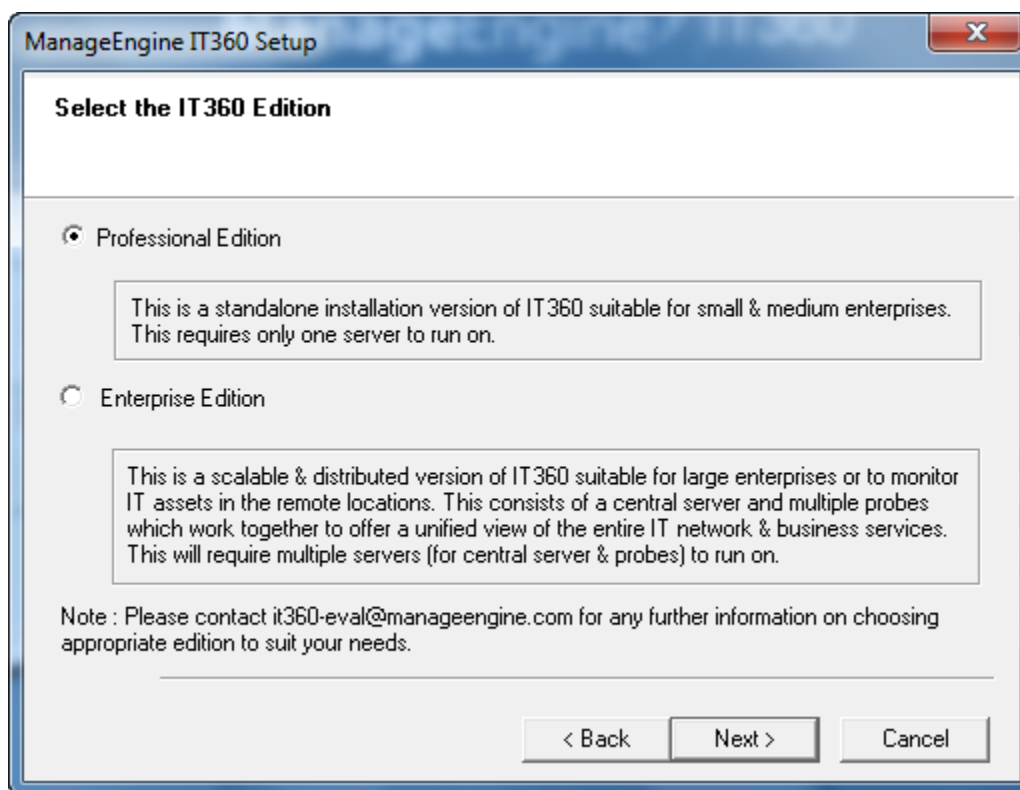
1. Refer to the [System Requirements](#), for installing IT360 – Professional Edition.
2. Make sure that you have [downloaded](#) the latest version of ManageEngine IT360.
3. Begin installing process by double clicking on **'exe'** file to start the installation.



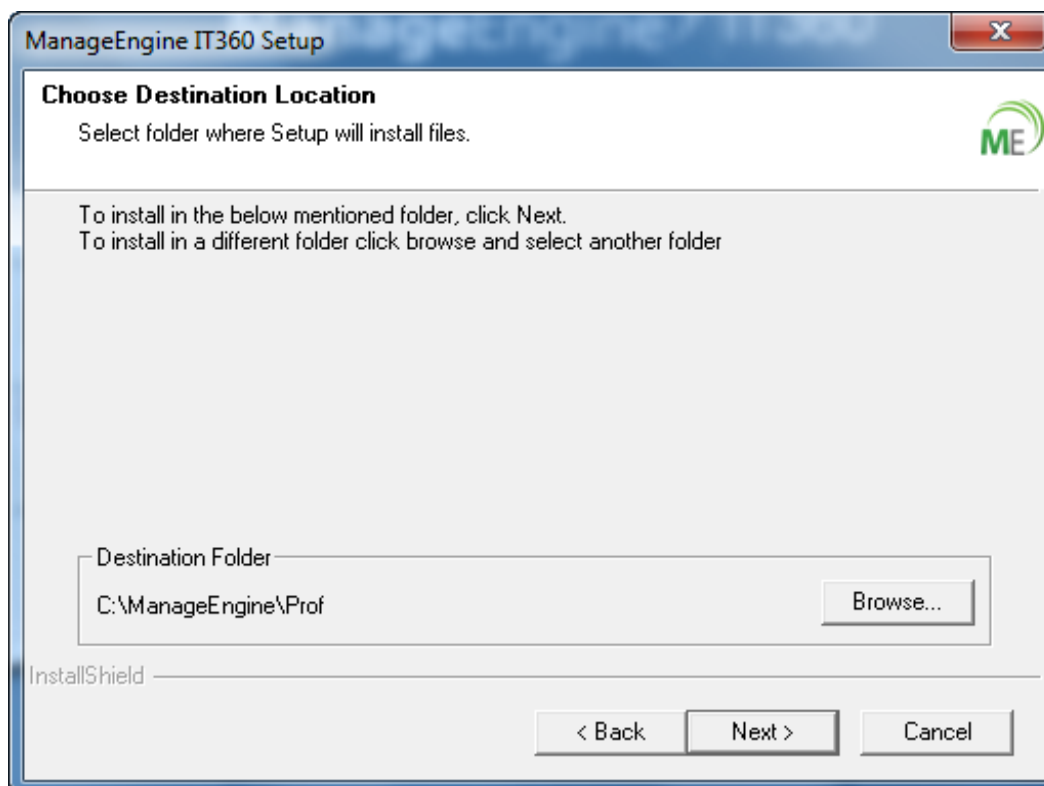
4. Go through the License Agreement and then click **'Yes'** to accept it to proceed to the installation folder.



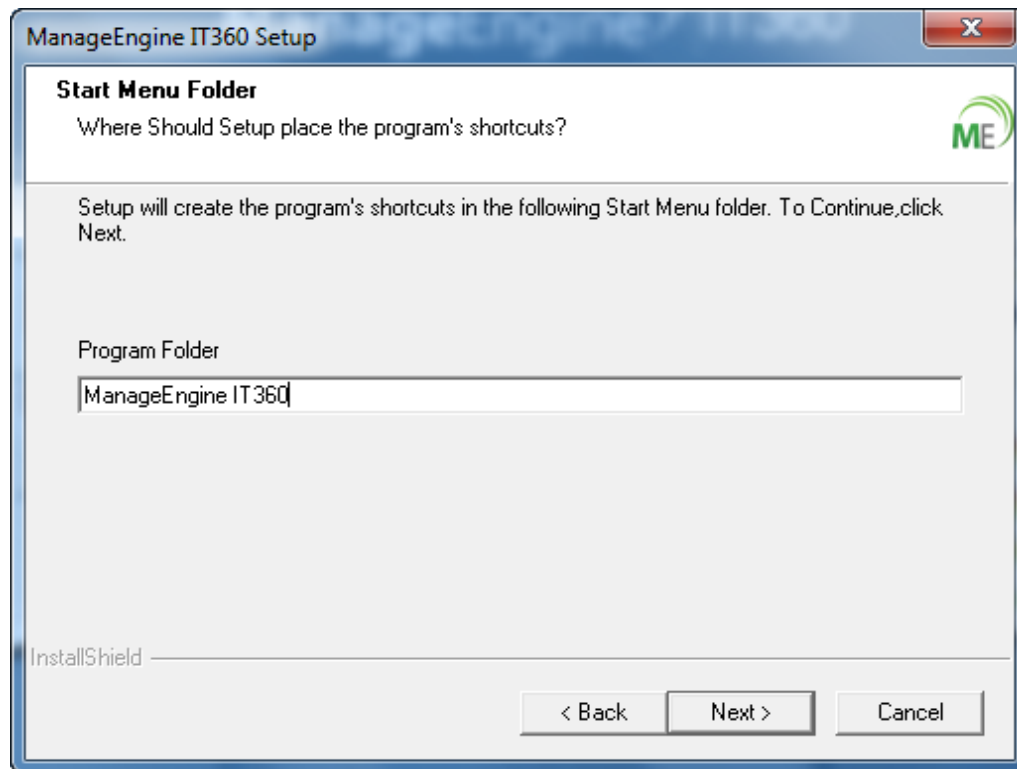
5. Choose **'Professional Edition'**, from the available options, for installation in your environment, and click **'Next'**.



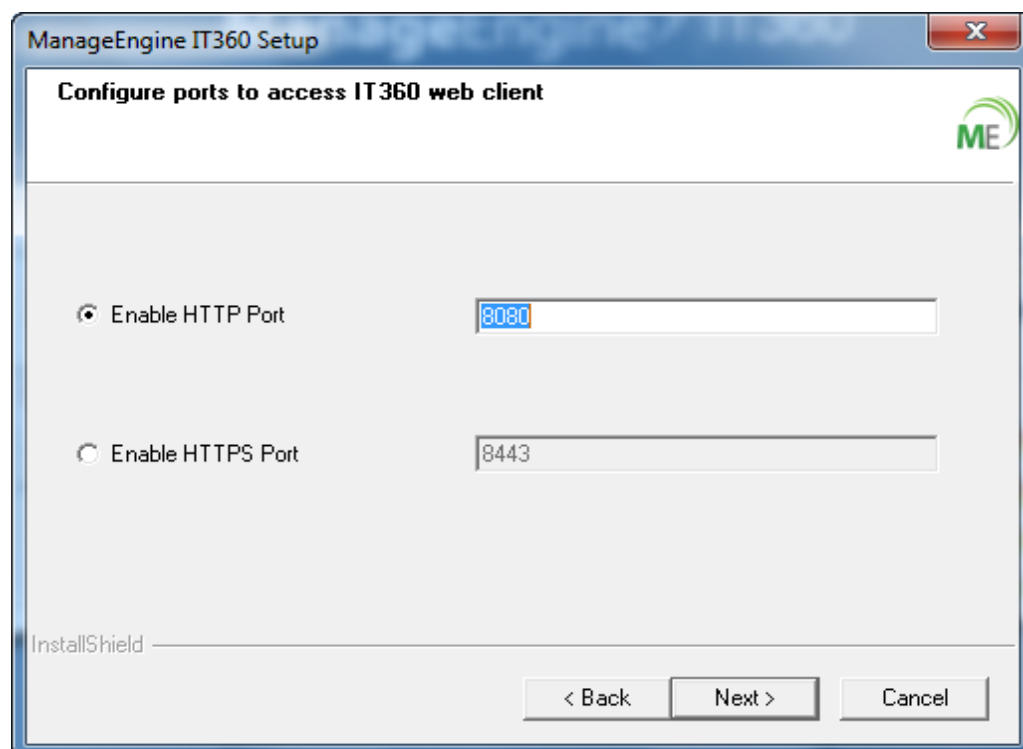
6. If you want to change the location of the installation folder of ManageEngine IT360 – Professional Edition, then click on 'Browse' button. Else, click 'Next'. By default, it installs under "C:\ManageEngine\IT360".



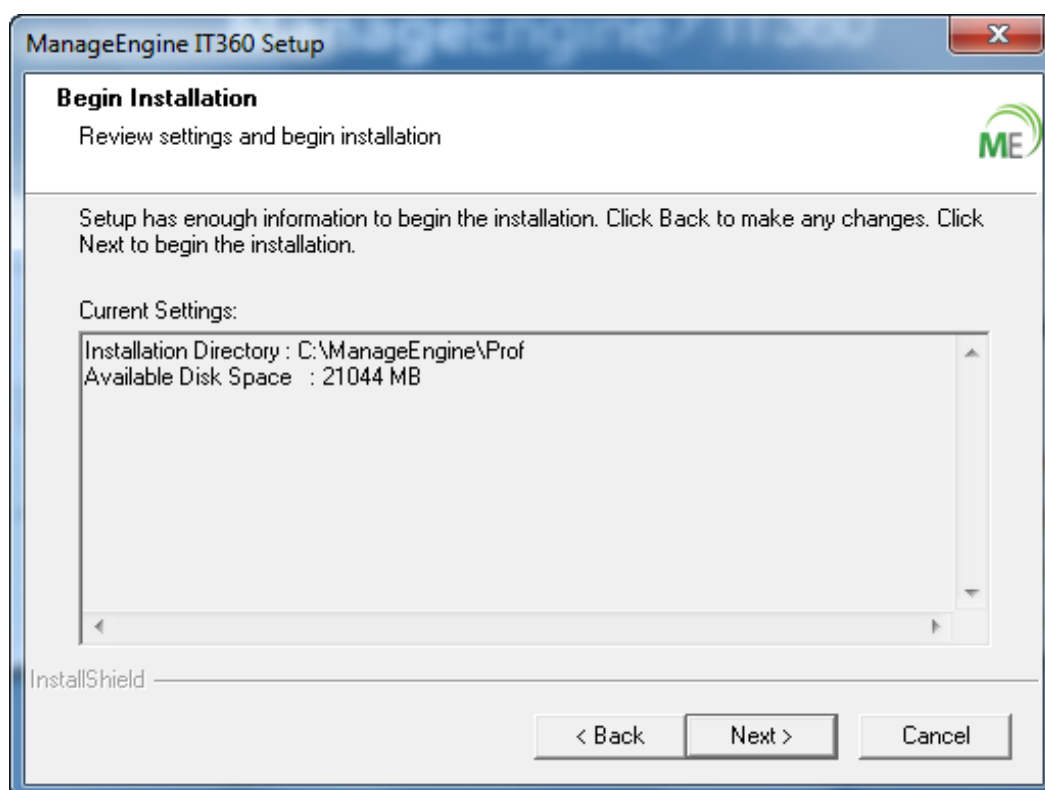
- Specify the **'Shortcut Name'** that will appear in the 'Start Menu' and click **'Next'**.



- The next step is to change the port number, through which the ManageEngine IT360 communicates. You can also choose to change the default port number or the type of communication (**HTTP** or **HTTPS**). After entering the port number, click **'Next'**.

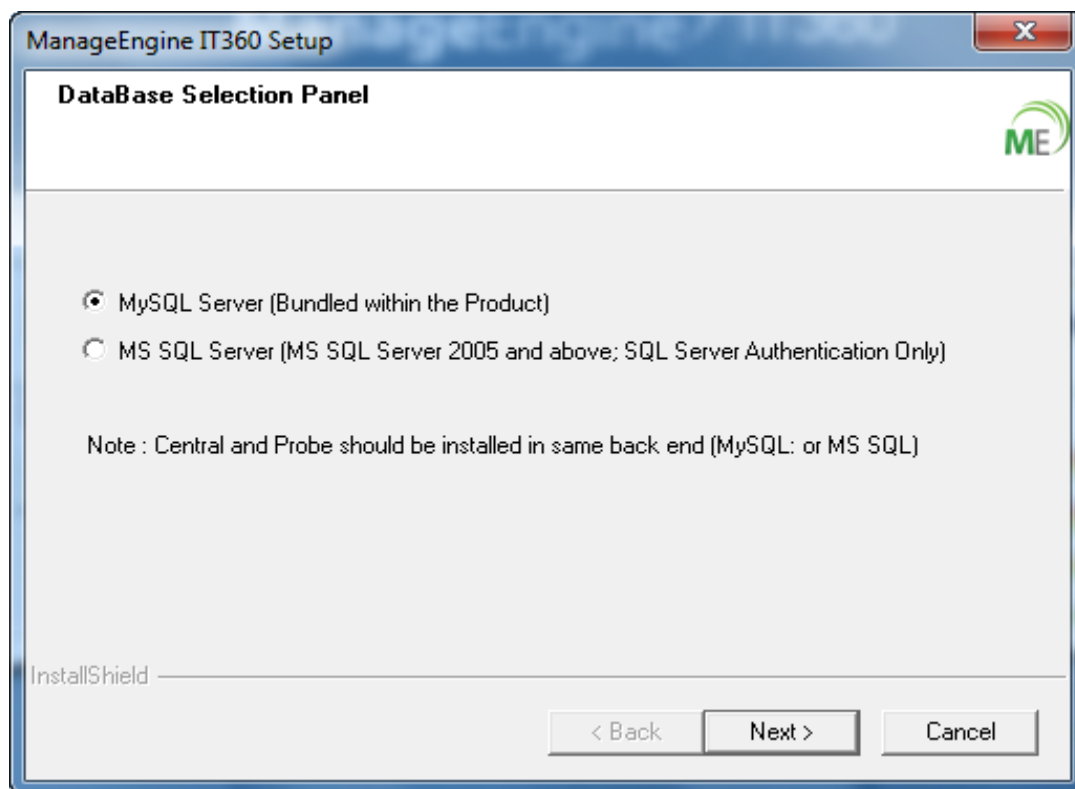


- Note:** i) The default port number for an **HTTP** connection is **8080**.
- ii) The default port number for an **HTTPS** connection is **8443**.
- iii) However, make sure that no other program uses the port number, you provide.
9. In the next couple of steps, the setup wizard would require you to 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.





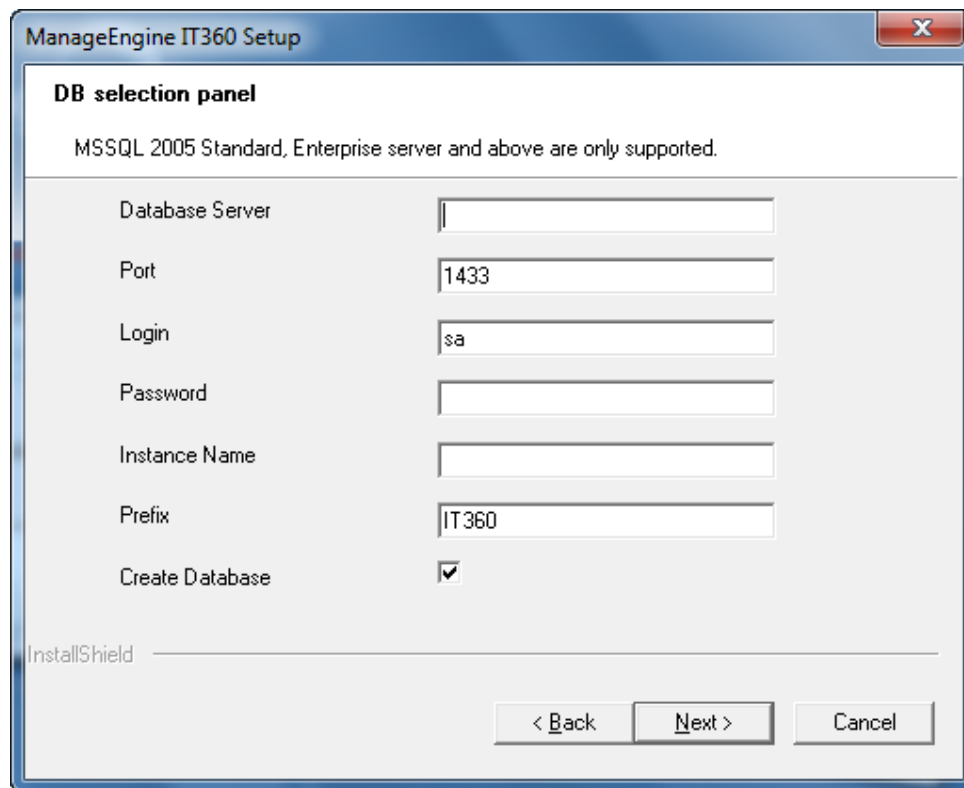
10. Choose either the in-built **MySQL Server** for storing polling information and other details, or **MS SQL Server**.



- 10.1 If you choose '**MS SQL Server**', click '**Next**', and do the following in the '**DB selection panel**' that appears:

- i. Enter the correct '*Database Server*' name, '*Port Number*', '*Login*' details, '*Password*', '*Instance Name*' and '*Prefix*' for ManageEngine IT360 – Professional edition. Also, make sure that the '*Create Database*' checkbox is checked, if you want the database to be created.
- ii. If no Named Instance is available for the MSSQL server, just leave the '*Instance Name*' field, blank.
- iii. If IT360 is installed as the Standby server, then the '*Create Database*' checkbox need not be checked.

Once the database configuration is complete, proceed to click '*Next*' to complete installation.



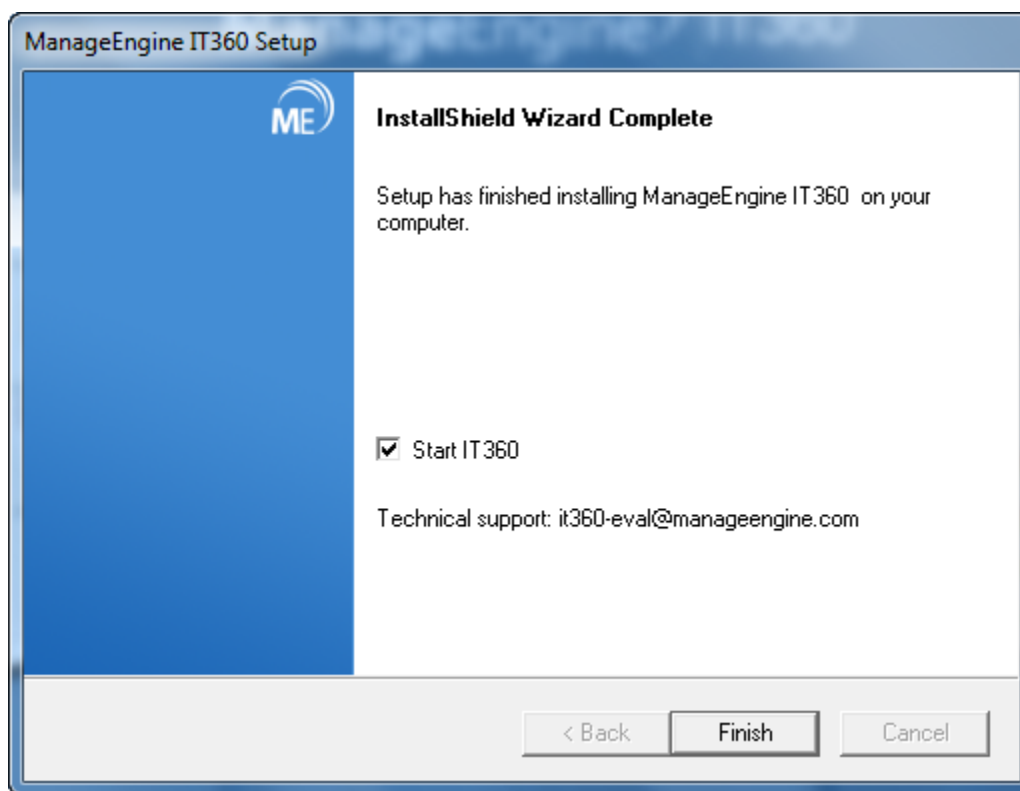
The screenshot shows the 'ManageEngine IT360 Setup' dialog box with the 'DB selection panel' active. The panel includes the text 'MSSQL 2005 Standard, Enterprise server and above are only supported.' Below this, there are several input fields: 'Database Server' (empty), 'Port' (1433), 'Login' (sa), 'Password' (empty), 'Instance Name' (empty), 'Prefix' (IT360), and 'Create Database' (checked). At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner of the dialog.

**Note:** If *MS SQL* is running on the same server, where IT360 is installed, the IT360 modules may get started, even before the database actually starts. To avoid this, change the **Startup Type** for the IT360 services as '**Automatic (Delayed Start)**', by following the below steps;

- i. Go to '*services.msc*'.
- ii. Right click on the '*ManageEngine IT360 Central*' service or '*ManageEngine IT360 Probe*' service, as applicable.
- iii. Select '*Properties*', change the '*Startup type*' to '*Automatic (delayed start)*' and click '*OK*'.

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

11. 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 – Professional 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 by running the **'install exe'** file
- Uninstall through **'Add/Remove Programs'** in Windows
- Uninstall through **'Start Menu'** in Windows

### 5.1 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.

### 5.2 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'**.

### 5.3 Uninstall through Start Menu in Windows

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

#### 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](mailto: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 Enterprise Edition; Backend Database: MS SQL 2005/2008 Standard or Enterprise Editions Only; Web Client: IE 7.0 & above – Firefox 3.0 & above.

**Minimum** – 2GHz Quad Core Processor, 8GB RAM, 250 GB (SAS/SSD) HDD, 32-bit 2003/2008 Windows Server Enterprise Edition; Backend Database: MS SQL 2005/2008 Standard or Enterprise Editions Only; Web Client: IE 7.0 & above – Firefox 3.0 & above.