



Instance Monitor for Crystal Enterprise

Installation & Administration Guide

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OVERVIEW

The purpose of *Instance Monitor* is to add additional specific functionality to Crystal Enterprise. This functionality includes primarily generating an email identifying any failed reports.

COMPONENTS

Instance Monitor is comprised of 1 software component that acts as the control centre for the Instance Monitor System (much like the APS for Crystal Enterprise). It should be installed only once per Crystal Enterprise system. *Instance Monitor* has its own maintenance screen to manage its configuration.

DEMO VERSION LIMITATIONS & LICENSING

After downloading the demo version of *Instance Monitor*, a demo license is required to deploy it. Just email a request to apos@apos.on.ca for a demonstration license.

ENVIRONMENT REQUIREMENTS

Instance Monitor may be installed on any computer that has network access to the Crystal Enterprise environment. Some Crystal Enterprise components must be installed first. Alternatively, *Instance Monitor* can co-exist on any server that has Crystal Enterprise components installed.

CRYSTAL ENTERPRISE SERVER REQUIREMENTS

Crystal Enterprise v.8, v.8.5 or v.9

MAIL SERVER REQUIREMENTS

Any mail server that supports SMTP communications.

CRYSTAL ENTERPRISE SERVER REQUIREMENTS

Functioning Crystal Enterprise system.

END USER REQUIREMENTS

Crystal Enterprise standards.

CITRIX AND TERMINAL SERVER

Do not install *Instance Monitor* on a computer that is running Citrix or Terminal Server.
Contact APOS Systems Inc. for advice on how to proceed.

INSTALLATION STEPS

Note – *Instance Monitor* is normally installed on a computer that has all the Crystal Enterprise components installed on it. Please call for advice if your configuration is different.

Please follow these steps to install *Instance Monitor*:

- a) Obtain a demo license from apos@apos.on.ca
- b) Ensure that the computer is running Windows NT SP6, Windows 2000 (SP1 or greater) or Windows XP.
- c) Ensure that the current computer user has Administrator rights for the computer where you are installing *Instance Monitor*.
- d) Stop all unneeded applications, virus scan utilities, etc.
- e) Download the Instance Monitor Demo setup program from the Downloads section of www.apos.on.ca and save it to your local system environment.
- f) Run the setup program (InstanceMonitorCE??Setup.exe) – please contact apos@apos.on.ca to obtain the set-up password.
- g) The setup program may require a system reboot when it finishes. Rebooting is recommended, in order to ensure that IIS has restarted, etc.
- h) After the setup is completed successfully, replace the apos.lic license file in the directory where you installed *Instance Monitor*, using the one provided.
- i) From the Start menu, run APOS Instance Monitor Configuration, complete and test all elements.
- j) In Services, set the Instance Monitor service startup to Automatic if desired (recommended).
- k) Start the *Instance Monitor* service.

INSTALLATION TIPS AND TRICKS

A few general tips and tricks regarding installation and browsing reports with a Web browser . . .

NT / WIN 2000 ADMINISTRATOR RIGHTS

You MUST have Administrator rights to run the setup program successfully. Make sure you've logged onto NT/W2K as a user with Administrator rights or else the setup program may be denied the right to replace some core DLL's, etc.

INSTALLATION LOG

Installing *Instance Monitor* creates an Install.log file in the directory chosen as the main program location during setup. This log file can be reviewed with any editor to see a complete log of the installation process, including all dll's installed or bypassed due to version checking being performed. Please check this log file if you require any information on what files the setup procedure actually installed. If you need to contact APOS Systems Inc. for installation help please include this log.

BACKUP DURING INSTALLATION

Installing *Instance Monitor* checks the version and date of a number of critical files and if appropriate will replace and try to register them automatically. Any files that are replaced during installation will be copied to a \Backup directory within the directory chosen as the main program location during setup. Please check this directory to see what files have been replaced. This step is provided to ensure that you have a copy of any older dll's, etc. that have been replaced in case you need them for some reason.

REBOOT DURING INSTALLATION

Some computers have older versions of some system dll's that cannot be updated without a reboot. If installing *Instance Monitor* tries to replace such a file, Windows will force you to reboot your computer before continuing. If you are asked to reboot, simply run the setup again after the reboot. Make sure that you stop IIS (NT only) if you must rerun the setup after a reboot.

CLOSE ALL WINDOWS APPLICATIONS

You must make sure that no other Windows applications are running before starting the setup program. This is because the setup procedure may try to update some core Microsoft DLL's, etc. that could be in use by other applications. Also, make sure that any background programs like Viruscan utilities, etc. are not running before starting the setup program for the same reason.

INI FILE SETTINGS

Instance Monitor utilizes an ini file (InstMon.ini) to control many of its actions. This ini file can be edited manually except for the encrypted password and connection string. It is recommended that all changes to the ini file be made using the Instance Monitor Configuration screen. The ini file contains the following elements:

[SMTP] EMAIL SERVER CONNECTION INFORMATION WITH ENCRYPTED PASSWORD.

```
serverName=smtp.cambr.phub.net.cable.rogers.com
port=25
userName=apos
password=99607BB911EB9A42
returnAddress=apos@apos.on.ca
```

[PRODUCTION] EMAIL MESSAGE INFORMATION FOR EACH EMAIL TYPE.

```
Title=APOS Instance Monitor
Msg=The Following Instances Have Failed:
Email=fwalther@apos.on.ca; dclements@apos.on.ca
incReportName=YES
incStartTime=YES
incEndTime=YES
incParameterValues=YES
incSelectionCriteria=YES
incErrorMessage=YES
lgAPS=APOSTEST01
lgUserID=Administrator
lgPassword=99607BB92CE22A42
lgAuth=secEnterprise
```

[OTHER] HOW MANY MINUTES BETWEEN SCANS.

```
testingFreq=10
```

COMMAND LINE EXECUTION

Instance Monitor can be run in various ways from the Run command line in Windows, as follows:

<code>.. /APOSInstMon.exe /?</code>	List run time options available
<code>.. / APOSInstMon.exe /Setup</code>	Run Configuration
<code>.. / APOSInstMon.exe /App</code>	Run as an application
<code>.. / APOSInstMon.exe /I</code>	Install as a service
<code>.. / APOSInstMon.exe /U</code>	Uninstall as a service
<code>.. / APOSInstMon.exe /SI</code>	Silent install as a service
<code>.. / APOSInstMon.exe /SU</code>	Silent uninstall as a service

TROUBLESHOOTING TIPS

Here are some common challenges and tips:

INSTALL.LOG

Install.log is created by the setup procedure. You can check it for a detailed list of what was successfully installed or anything that failed. It can be found in the *Instance Monitor* directory location you specified during the setup procedure.

EVENT LOG

If *Instance Monitor* is running as a Service, it will write entries to the Event Log for your review. For example, if your license has expired or if your Crystal Enterprise system has more servers than you are licensed for, *Instance Monitor* will not function and an event will be recorded. When in doubt, check the event log.

TECHNICAL SUPPORT

EMAIL SUPPORT

If you are unsuccessful installing *Instance Monitor* and require assistance, please email the details of your problem to support@apos.on.ca

HELP DESK

Telephone help desk support is available at 519-653-8332.

ERROR MESSAGES

REVISION HISTORY

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