



installation guide

Document Version 3.0 SP1

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Installation Preface

Overview

This document describes the procedure for installing the AVIcode .NET MP for MOM 2005.

System Requirements

AVIcode .NET Management Pack

The Management Pack contains all of the rules and scripts necessary to manage your .NET monitoring

- MOM 2005, and any system requirements imposed by MOM 2005

Intercept Server Agent

The Intercept Server Agent component runs on the “Monitored System” (the computer hosting the .NET applications you would like to monitor) and requires:

- Operating System: Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Professional, Windows XP Professional, Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition or Windows Server 2003 Web Edition operating system
- Supported Frameworks: .NET Framework Redistributable Package version 1.1 and 2.0. If using the 1.1 framework, you must also have the Microsoft .NET Framework 1.1 Service Pack 1, or one of the following hotfixes from Microsoft:
 - a. For Windows 2000: .NET Framework Hotfix KB840861 and .NET Framework Hotfix KB840512 (Ask AVIcode Technical Support about obtaining these hotfixes)
 - b. For Windows 2003: .NET Framework Hotfix KB840861 and .NET Framework Hotfix KB840512 (Ask AVIcode Technical Support about obtaining these hotfixes)

Intercept SE-Viewer

The Intercept SE-Viewer component runs on the “Management System” (the server that will report the collected exception and performance issues) and requires:

- Operating System: Windows 2000 Server, Windows 2000 Advanced Server, Windows 2000 Professional, Windows XP Professional, Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition or Windows Server 2003 Web Edition operating system
- Server: IIS 5.0 or IIS 6.0
- Supported Frameworks: .NET Framework Redistributable Package version 1.1 and 2.0
- Browser: Internet Explorer 6.0

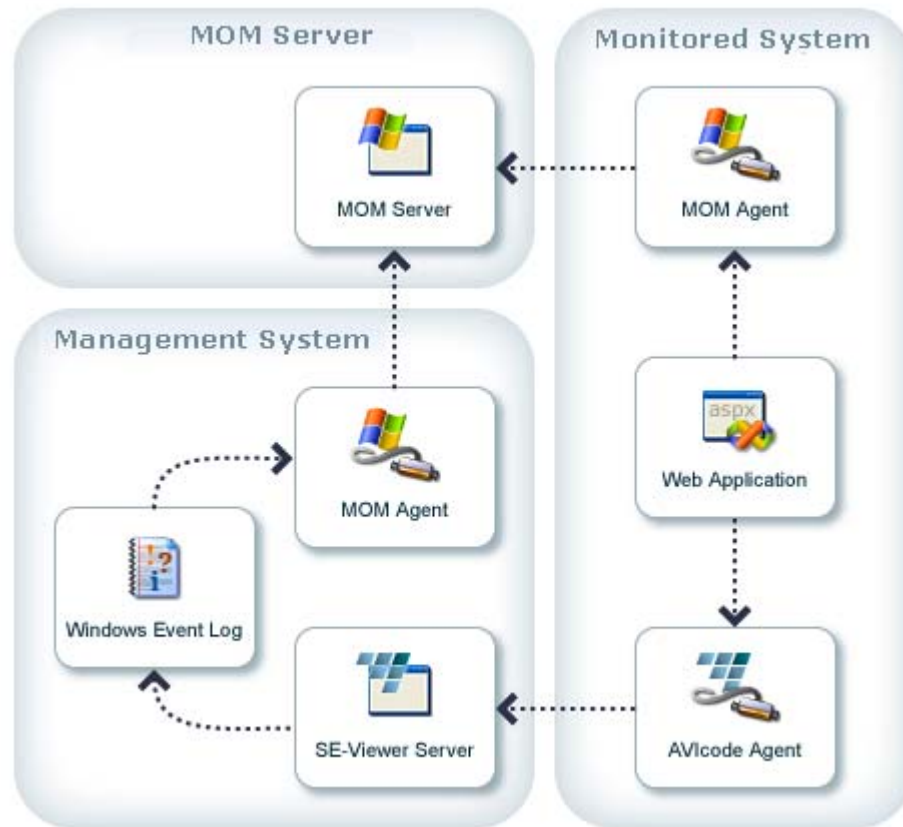
Preparing for Installation

To facilitate the installation of the .NET Management Pack, it is considered a good practice to:

- Print this installation guide
- Understand the .NET Management Pack Architecture in the Architecture Overview section of this document.
- Understand the Deployment Scenarios section of this document.
- Copy the AVIcode .NET Management Pack msi installer to a location that can be accessed by your “MOM Management Server”, and/or your “Management System” (if different from the MOM Server). It may be helpful to burn the downloaded file to a CD or DVD.

Architecture and Components

The AVIcode .NET Management Pack gathers information about .NET performance and exception events. The following diagram outlines how events are routed between each component in the AVIcode .NET Management Pack.



AVIcode Agent on your Monitored Computer, which monitors your .NET applications running under IIS. AVIcode's Agents attach on the fly to any .NET Application to collect information about critical exceptions and performance degradation events. AVIcode Agents are deployed to the monitored computer via a MOM task and a MOM Agent.

AVIcode SE-Viewer Server on your Management Server^{*}, which receives events gathered by the AVIcode Agents and routes them to MOM. Events are sent from the AVIcode Agents to the AVIcode SE-Viewer Server via HTTP, and routed to the MOM Server via the Windows Event Log and a MOM Agent.

MOM 2005 and the .NET Management Pack on your Management Server^{*} where you can view your events in the .NET Applications folder of the MOM Event View. The Management Pack contains all of the rules and scripts necessary to manage your .NET monitoring.

*** NOTICE:** AVIcode SE-Viewer Server and MOM Server may reside on the same, or separate, Management Servers

MOM Agent

The MOM agent runs on each computer that you want to monitor. Although the MOM Agent may not be needed in order to monitor an application server, it is needed in order to correctly deploy the AVIcode .NET Management Pack.

Intercept Server Agent

AVIcode Intercept Server Agent provides two monitors:

- Intercept Exception Monitor – collects exception information from .NET applications.
- Intercept Performance Monitor – collects performance information from .NET applications.

The Intercept monitors attach to any .NET application on the fly, without any code modifications or recompilation of the monitored application. The Intercept Server Agent uses standard common language runtime (CLR) mechanisms, so that it will have no behavioral effect on the monitored application.

Intercept Exception Monitor

Intercept Exception Monitor captures all application exception events, and reports all critical, and optionally all non-critical, application and system error exceptions. Intercept Exception Monitor can filter out non-critical exceptions at an early stage, with minimal performance impact to the monitored software. Intercept defines critical errors as being those that lead to a monitored component's failure. For ASP.NET applications, a critical exception results in the user seeing either the standard or a custom error page. For web services, critical exceptions are those that ASP.NET serializes into valid SOAP messages on the server-side, and deserializes to SoapExceptions on the ASP.NET client.

Intercept Exception Monitor collects runtime information about the call stack, function parameters, local variables and object variables, and lets users correlate exceptions to the offending line of source code [*Enterprise Edition Only*].

Intercept Exception Monitor feeds the exception data into MOM, and into Intercept's own Event Viewer [*Enterprise Edition Only*].

Intercept Performance Monitor

Intercept Performance Monitor measures application performance so that you can quickly identify and quantify root cause performance problems in a production environment and effectively prioritize your problem resolution efforts. Intercept Performance Monitor allows you to monitor the performance of your application at runtime without modifying your code, and to capture resource specific performance data.

Intercept Performance Monitor collects performance information about the communications of monitored components with external systems, such as SQL servers, Web Services, TCP/IP servers, OLE DB providers and others. It tracks request times for external resource calls, and raises an event if request times exceed predefined thresholds. The performance event information appears in a tree structure, where the root of the tree is the top-level function of a monitored component, and the leaves of the tree are calls to external systems. If the monitored component is a web application, the tree Root node is a page-process request call. If the monitored component is a web service, the tree Root node is a web-service function call. Intercept Performance Monitor also collects the runtime information about external system calls (i.e., query strings and query parameters for SQL calls, function names and function parameter values for web service calls).

Intercept Performance Monitor feeds the performance data into MOM, and into Intercept's own Event Viewer [*Enterprise Edition Only*].

Intercept Management Console

The Intercept Management Console [*Enterprise Edition Only*] provides a convenient way to configure monitored applications in Intercept Studio. It allows system administrators to add applications, to select either performance or event monitoring, and to set thresholds and options.

Intercept SE-Viewer

Intercept SE-Viewer (Structured Event Viewer) is a centralized event Management System for enterprise monitoring. Installed under IIS, it uses inputs from Intercept Exception Monitor and Intercept Performance Monitor to send events to MOM, allowing data center personnel to monitor deployed .NET applications for slowdowns, faults and failures, and immediately pinpoint the source of problems. Intercept SE-Viewer provides root cause diagnosis down to the source-code

level [*Enterprise Edition Only*] without developers having to alter the code.

Intercept Visual Studio Plug-in [*Enterprise Edition Only*]

AVIcode Intercept Visual Studio Plug-in installs onto a developer's workstation, and provides easy integration between Intercept SE-Viewer and Microsoft Visual Studio. To use, a developer drills down the event to the line of defective source code displayed in SE-Viewer, and is then able to open the original source code in Visual Studio.

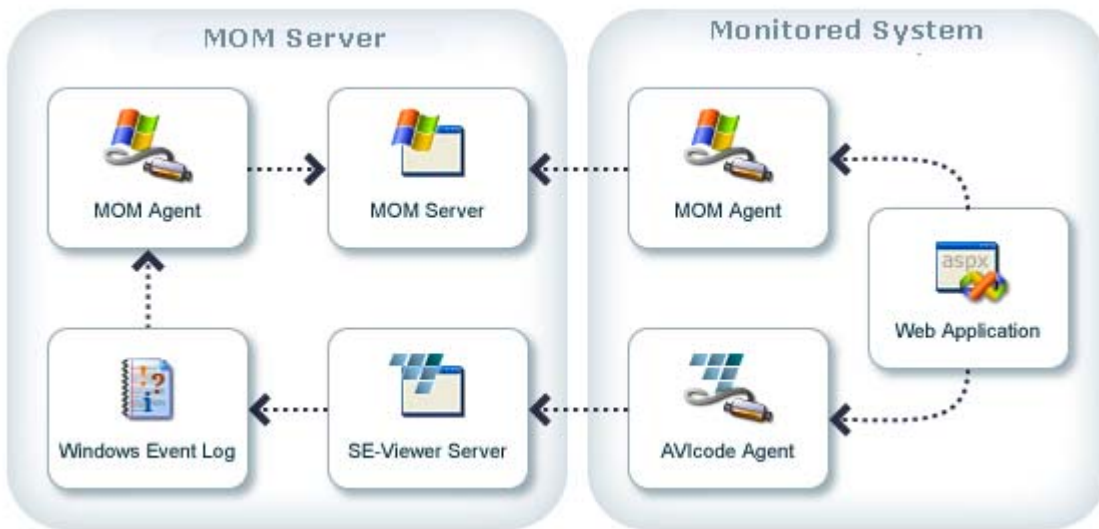
Deployment Scenarios

The following sections describe deploying the AVIcode .NET Management Pack for MOM 2005 into these system configurations: Single Server, Multi-Server and Failover.

Please carefully read the section that most closely matches your MOM deployment.

Single Server Deployment

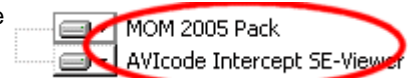
This section provides basic instructions for deploying the AVIcode .NET Management Pack for MOM 2005 onto a single computer with Microsoft® Operations Manager (MOM) 2005. Please consult the "Microsoft Operations Manager 2005 Deployment Guide" for details on deploying MOM 2005.



The deployment scenario in this chapter describes how you can deploy the management components the AVIcode .NET Management pack onto the same computer as the management components of MOM, and the AVIcode Agent to a Monitored Computer with a MOM Agent.

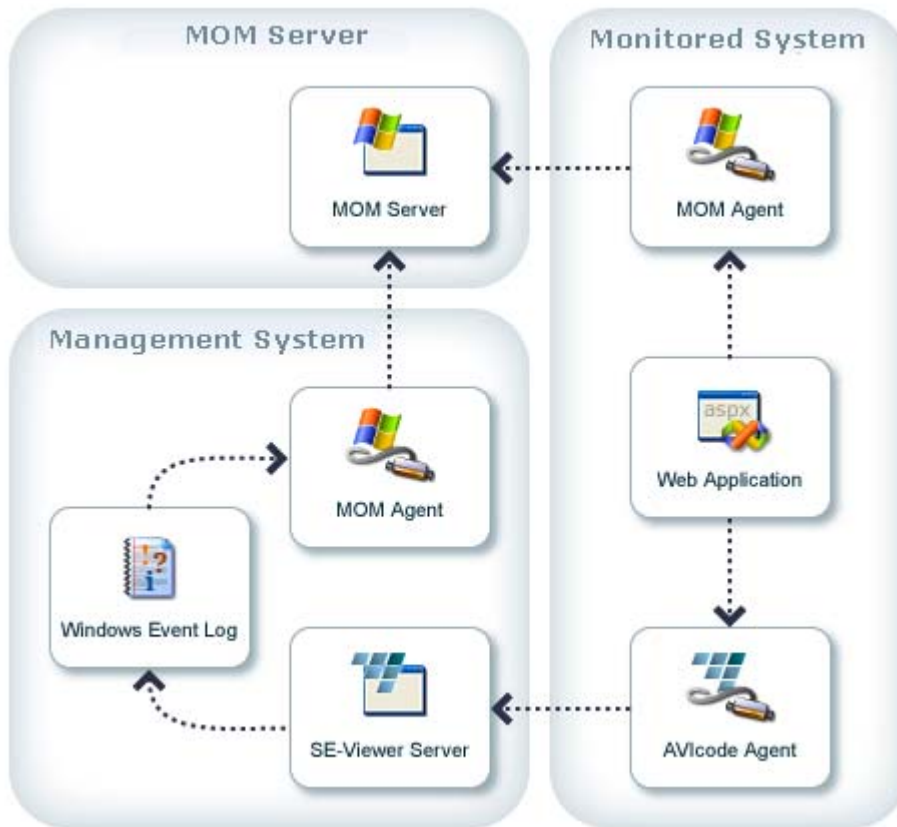
To deploy the management components the AVIcode .NET Management pack onto the same computer as the management components of MOM, and the AVIcode Agent to a Monitored Computer with a MOM Agent:

- Set up MOM 2005 on your MOM Server
- Install both components from AVIcode's Management Pack msi installer onto the same Management System where SE-Viewer Server is indicated on the above diagram. SE-Viewer will install under IIS.
- From the MOM Operator Console, deploy the AVIcode Agents to the Monitored System.
- Verify the deployment



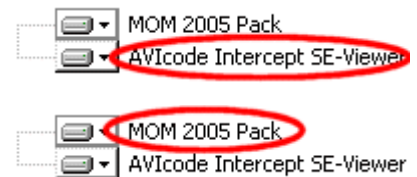
Multi-Server Deployment

This section provides basic instructions for deploying the AVIcode .NET Management Pack for MOM 2005 onto a separate computer from Microsoft® Operations Manager (MOM) 2005 server. Please consult the "Microsoft Operations Manager 2005 Deployment Guide" for details on deploying MOM 2005.



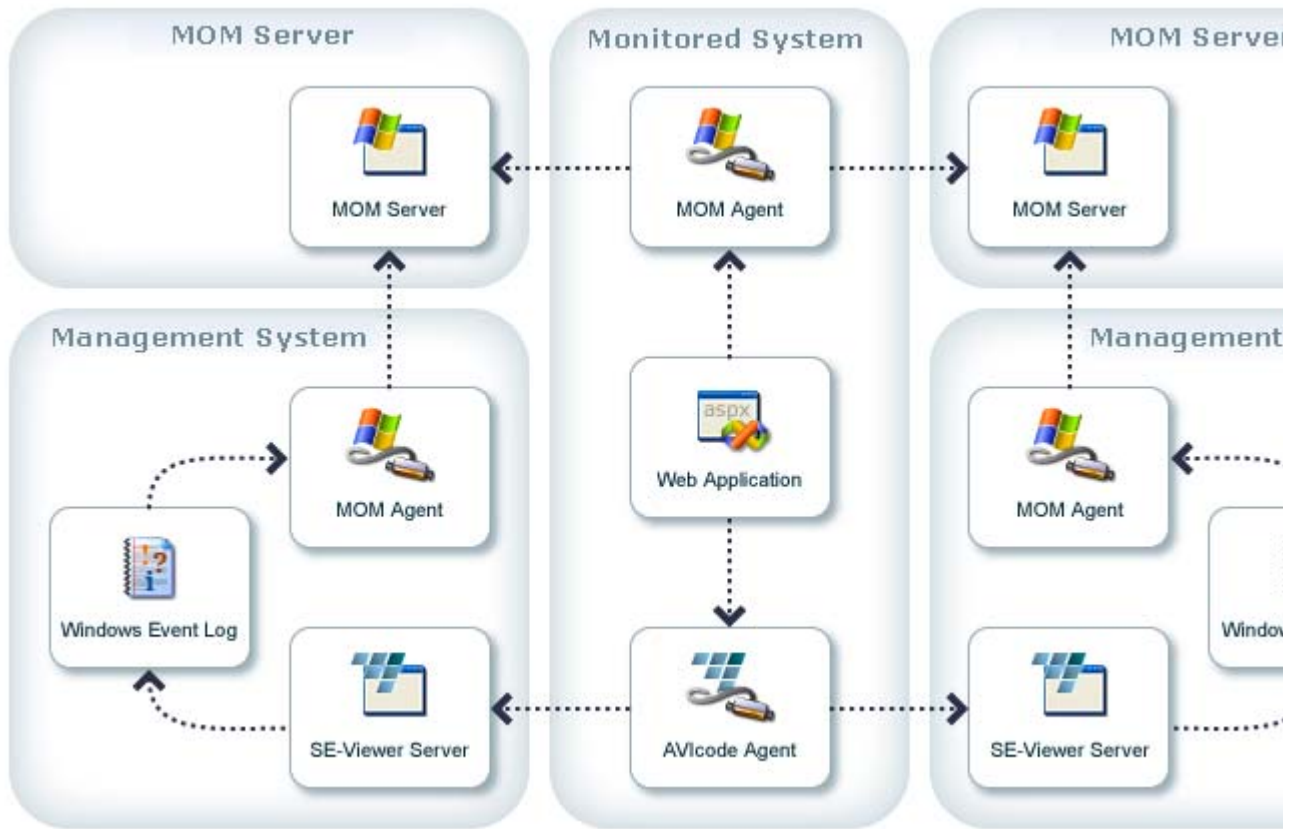
To deploy the SE-Viewer Server and AVIcode Agents each onto systems other than your MOM Server:

- Set up MOM 2005 on your MOM Server
- Install the AVIcode Intercept SE-Viewer component from AVIcode's Management Pack msi installer on a Management System (where SE-Viewer Server is indicated on the above diagram). AVIcode Intercept SE-Viewer will install under IIS.
- Install the MOM 2005 Pack component from AVIcode's Management Pack msi installer onto the MOM Server with MOM Server. During the installation, set the SEViewer location to the DNS location of the SEViewer Server.
- From the MOM Operator Console, deploy the AVIcode Agents to the Monitored System.
- Verify the deployment



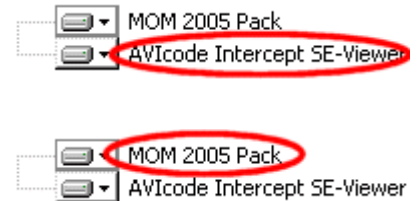
Failover Deployment

This section provides basic instructions for deploying the AVIcode .NET Management Pack in a load-balanced environment with MOM 2005 deployed on a separate computer in a failover configuration. Please consult the "Microsoft Operations Manager 2005 Deployment Guide" for details on deploying MOM 2005.



To deploy the management components the AVIcode .NET Management pack into a load balanced system, and the AVIcode Agent to a Monitored System with a MOM Agent:

- Set up MOM 2005 in a failover configuration
- Install the AVIcode Intercept SE-Viewer component from AVIcode's Management Pack msi installer on each Management System (where SE-Viewer Server is indicated on the above diagram). AVIcode Intercept SE-Viewer will install under IIS, and should be configured for load balancing between each of the SE-Viewer installations.
- Install the MOM 2005 Pack component from AVIcode's Management Pack msi installer onto each of the MOM Servers with MOM Server. During the installation, set the SEViewer location to the DNS location of each SEViewer Server.
- From the MOM Operator Console, deploy the AVIcode Agents to the Monitored System.
- Verify the deployment



Installing the Management Pack

Overview

The installation of the AVIcode .NET Management pack is a two part process.

1) Run the msi installer package that you downloaded to unpack files into the destination folder of your choosing (by default *[drive]:\Program Files\MOM 2005 Management Packs\Avicode .NET MOM 2005 MP SP1*). The packed files include:

- the user manual: AVIcode .NET MP Manual.chm
- the end user license agreement: AVIcode EULA.rtf
- the product installer package: AVIcodeNetMP.msi

2) Run the AVIcodeNetMP.msi to install the product. The msi installs the .NET Management Pack, and the AVIcode SE-Viewer Server. Before installing the management pack, decide whether you wish to:

- Install both the .NET Management Pack and the AVIcode SE-Viewer Server on the MOM Server (follow the Single Server instructions)
- Install the .NET Management Pack on the MOM Server and the AVIcode SE-Viewer Server onto a separate management system

Please follow the instructions for doing either a first-time installation or upgrading your existing installation.

First Time Installation



If you are performing a new installation, please

- Follow the appropriate sections of the installation guide for either Single Server or Multi-server installations
- Optionally follow the directions for configuring the Management Pack to use SQL Server



.NET MP Single and Multi Server Installation Instructions

Installing the AVIcode .NET Management Pack - Single Server

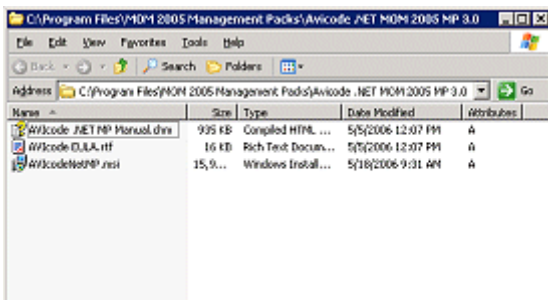
Install the MP and SE-Viewer on the MOM Server

- **NOTICE:**  Do not repeat these steps if you have already extracted the files from the first msi installer, and go directly to the  which marks the second part of the installation.
- Identify your MOM server. This is the server onto which you installed MOM 2005
- Unpack the files . Copy the AVIcodeNetMP.msi installer file onto the MOM server. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the unpacking process. Click 'Next' to proceed with the installation.
- **License Agreement;** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to *[drive]:\Program Files\MOM 2005 Management Packs\AviCode .NET MOM 2005 MP 3.0*. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the 'Install' button
- **Installing AVIcode .NET Management Pack:** Wait for the files to unpack
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

Open the .NET Management Pack Installation folder now.

-  Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:**  Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you

through the Management Pack installation process. Click 'Next' to proceed with the installation.

- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Custom Setup:** For a single server installation, you will install both the MOM 2005 Management Pack and the AVIcode Intercept SE-Viewer.



Do not de-select either of these options. By default, the files will be installed to *[drive]:\Program Files\AVIcode\Intercept*. You may select to unpack the files to a different destination folder. If you wish to install the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'

- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use "localhost" for SEViewer location. Example of a valid SEViewer location is "mom.mycompany.com".

Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'

 I already have an Operations or Enterprise Edition license.

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'

First Name

Last Name

Company

Email

Phone

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- Follow the directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'


1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.



- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVIcode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVIcode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVIcode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.

- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVIcode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVIcode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVIcode .NET Application Monitoring" folder to activate either performance or exception monitoring.

NOTICE:  IMPORTANT: Do not attempt to manually import the MOM2005Pack.akm file in your Avicode\Intercept\MOM2005Pack\ installation folder

Installing the AVIcode .NET Management Pack - Multi Server



Install the MP on the MOM Server

- **NOTICE:**  Do not repeat these steps if you have already extracted the files from the first msi installer, and go directly to the  which marks the second part of the installation.
- Identify your MOM server. This is the server onto which you installed MOM 2005
- Unpack the files . Copy the AVIcodeNetMP.msi installer file onto the MOM server. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the unpacking process. Click 'Next' to proceed with the installation.
- **License Agreement;** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to *[drive]:\Program Files\MOM 2005 Management Packs\Avicode .NET MOM 2005 MP 3.0*. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the

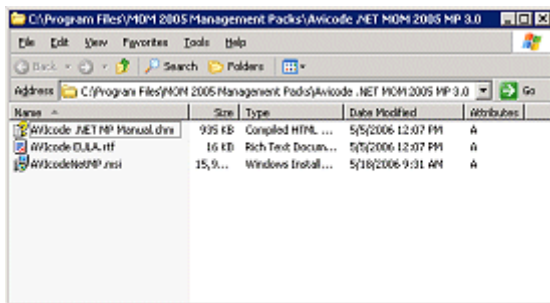
'Install' button

- **Installing AVIcode .NET Management Pack:** Wait for the files to unpack
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

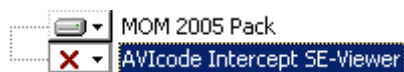
Open the .NET Management Pack Installation folder now.

-  Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:**  Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the Management Pack installation process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Custom Setup:** For a multi-server installation, you will install only install the MOM 2005 Management Pack on the MOM server



Disable the installation for AVIcode Intercept SE-Viewer. By default, the files will be installed to [drive]:\Program Files\AVIcode\Intercept. Click 'Next'

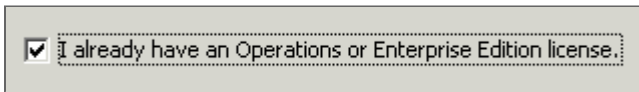
- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use "localhost" for SEViewer location. Example of a valid SEViewer location is "mom.mycompany.com".

mom.mycompany.com

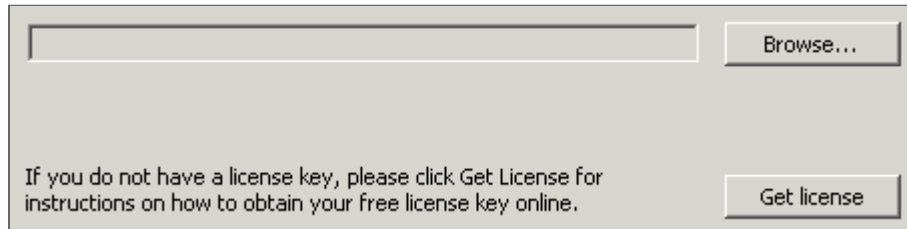
Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'



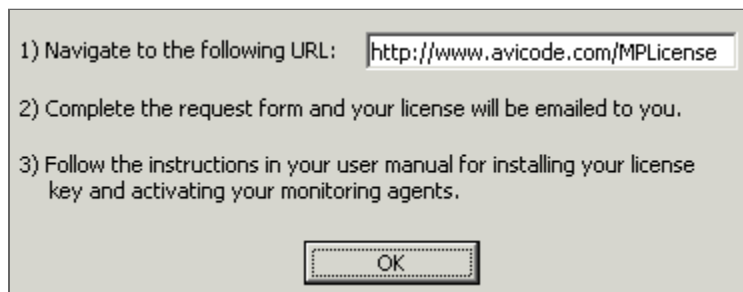
I already have an Operations or Enterprise Edition license.

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.



If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'



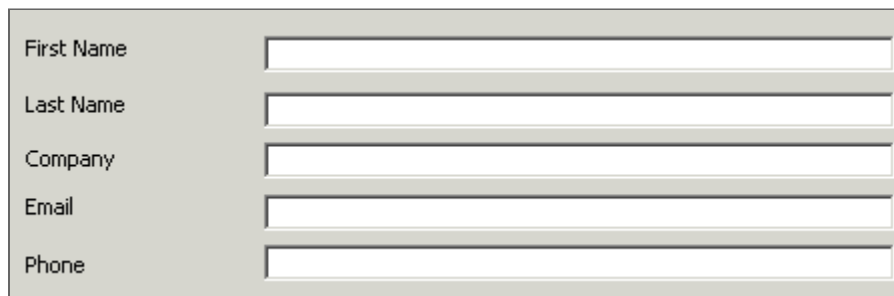
1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'



First Name

Last Name

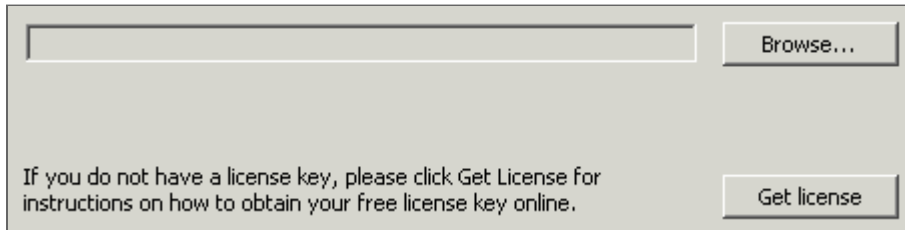
Company

Email

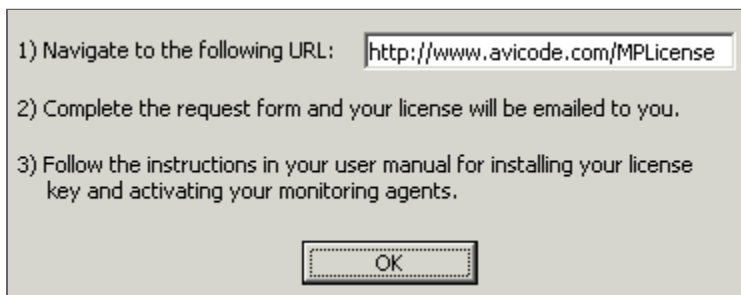
Phone

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button




- Follow the directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'





- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVicode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVicode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVicode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.



- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVicode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVicode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVicode .NET Application Monitoring" folder to activate either performance or exception monitoring.

NOTICE:  IMPORTANT: Do not attempt to manually import the MOM2005Pack.akm file in your \Avicode\Intercept\MOM2005Pack\ installation folder

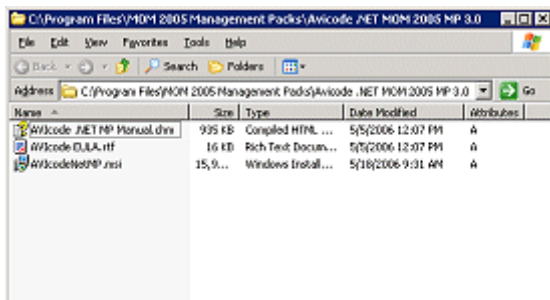
Install SE-Viewer on the Management System

- **NOTICE:**  Do not repeat these steps if you have already extracted the files from the first msi installer, and go directly to the  which marks the second part of the installation.
- Identify your Management System. The Management System is the machine where you collect and view all events generated from your various Monitored Systems. Intercept SE-Viewer Server installs as a virtual directory on your Management System and receives events gathered by the Intercept Server Agents and to routes them to MOM.
- Unpack the files. Copy the AVIcodeNetMP.msi installer file onto the Management System. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the unpacking process. Click 'Next' to proceed with the installation.
- **License Agreement;** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to *[drive]:\Program Files\MOM 2005 Management Packs\Avicode .NET MOM 2005 MP 3.0*. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the 'Install' button
- **Installing AVIcode .NET Management Pack:** Wait for the files to unpack
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

Open the .NET Management Pack Installation folder now.

-  Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:**  Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the Management Pack installation process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to

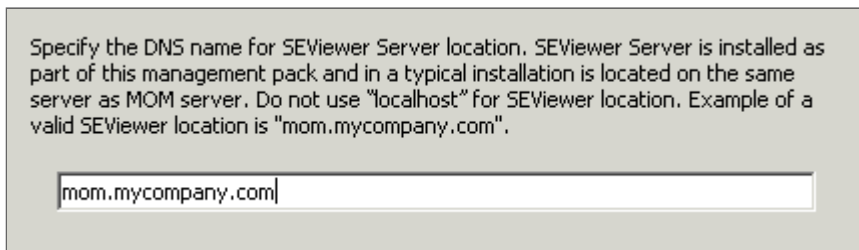
restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'

- **Custom Setup:** For a multi-server installation, you will install only install the AVIcode Intercept SE-Viewer on the Management System



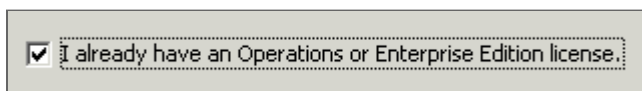
By default, the files will be installed to *[drive]:\Program Files\AVIcode\Intercept*. You may select to unpack the files to a different destination folder. If you wish to install the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'

- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

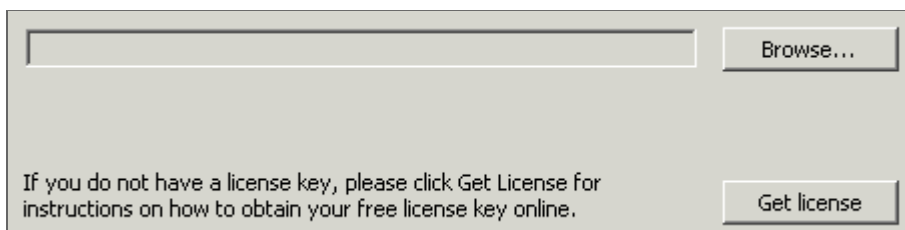
A screenshot of a dialog box with the following text: "Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use 'localhost' for SEViewer location. Example of a valid SEViewer location is 'mom.mycompany.com'." Below the text is a text input field containing "mom.mycompany.com".

Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'

A screenshot of a checkbox that is checked, with the label "I already have an Operations or Enterprise Edition license".

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.

A screenshot of a dialog box with a text input field and a "Browse..." button. Below the input field is the text: "If you do not have a license key, please click Get License for instructions on how to obtain your free license key online." and a "Get license" button.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'

First Name

Last Name

Company

Email

Phone

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- Follow the directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVIcode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVIcode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVIcode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.

- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVIcode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVIcode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVIcode .NET Application Monitoring" folder to activate either performance or exception monitoring.

Configure Management Pack for use with Microsoft SQL Server 2000

By default, the AVIcode .NET Management Pack will write all events to a Microsoft Access database. For use in a production environment, AVIcode recommends configuring the Management Pack to use a SQL Server database.

From your management server, open the SE-Viewer Configuration file. You may edit the configuration file via Microsoft Visual Studio .NET, or by using a text editor:

- ▣ Start
- ▣ Programs
- ▣ AVIcode Intercept Studio
- ▣ Intercept Configuration
- ▣ SE-Viewer Configuration

You may edit the configuration file via Microsoft Visual Studio .NET, or by using a text editor.

The first step to prepare your environment is to identify the server on which you will install the SE-Viewer database. Once this is determined, create and configure the database.

Following are the steps for configuring SE-Viewer to use with Microsoft SQL Server 2000.

- Install Microsoft SQL Server 2000 on appropriate server.
- Create a database named "SEViewer" on Microsoft SQL Server 2000.
- Run the SEViewer.sql script in the created database. The script is located in the "Database" subfolder of the SE-Viewer root folder.
- Open the SE-Viewer configuration file
- Find the <userdata> section
- Comment out or remove "DataSourcePath" key.
- Uncomment the "connectionString" key
- Set proper settings for connection string.
(Typical required settings are server name, login and password)

Example:

Before:

```
<userdata>
<add key="DataSourcePath" value="Database\SEViewer.mdb" />
<!--
<add key="connectionString" value="Provider=SQLOLEDB;network=dbmssocn;
Server=localhost;database=SeViewer;uid=;pwd=;" />
-->
</userdata>
```

After:

```
<userdata>
<!--
<add key="DataSourcePath" value="Database\SEViewer.mdb" />
-->
<add key="connectionString" value="Provider=SQLOLEDB;network=dbmssocn;
Server=localhost;database=SeViewer;uid=;pwd=;" />
</userdata>
```


- Run the Database\DBInit.exe utility. This utility will check connection to the database, write errors to the output and to the event log in case of problems and initialize database with default values needed for correct functionality.

Upgrading from Earlier Versions

If you are upgrading from an earlier version of the Management Pack, please read each of the next sections and follow the instructions under each for upgrading the Management Pack, Agents and Database.



Upgrade from Earlier Versions of the Management Pack and SE-Viewer

The Management Pack and SE-Viewer must be upgraded in the same configuration that they were installed in. If both were originally installed together in a single server deployment, then follow the directions under 'Single Server Installation and Deployment'. If each was installed on separate servers in a multi-server deployment, then follow the directions under 'Multi-Server Installation and Deployment'.



NOTICE:  When asked to specify the DNS name of the server during the installation, be sure that you enter it exactly the same way as you did in the original installation. Do not change this name while upgrading.

Single Server Installation and Deployment

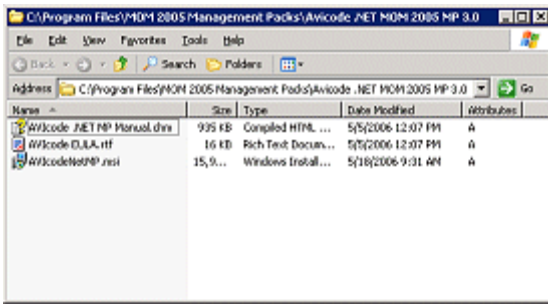
Install the MP and SE-Viewer on the MOM Server

- **NOTICE:**  Do not repeat these steps if you have already extracted the files from the first msi installer, and go directly to the  which marks the second part of the installation.
- Identify your MOM server. This is the server onto which you installed MOM 2005
- Unpack the files. Copy the AVIcodeNetMP.msi installer file onto the MOM server. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the unpacking process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to `[drive]:\Program Files\MOM 2005 Management Packs\AviCode .NET MOM 2005 MP 3.0`. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the 'Install' button
- **Installing AVIcode .NET Management Pack:** Wait for the files to unpack
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

Open the .NET Management Pack Installation folder now.

-  Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:**  Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the Management Pack installation process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Custom Setup:** For a single server installation, you will install both the MOM 2005 Management Pack and the AVIcode Intercept SE-Viewer.



Do not de-select either of these options. By default, the files will be installed to *[drive]:\Program Files\AVIcode\Intercept*. You may select to unpack the files to a different destination folder. If you wish to install the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'

- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use "localhost" for SEViewer location. Example of a valid SEViewer location is "mom.mycompany.com".

mom.mycompany.com

Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'

I already have an Operations or Enterprise Edition license.

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button

- Follow the directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'


1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVIcode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVIcode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVIcode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.



- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVIcode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVIcode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVIcode .NET Application Monitoring" folder to activate either performance or exception monitoring.

NOTICE:  **IMPORTANT:** Do not attempt to manually import the MOM2005Pack.akm file in your Avicode\Intercept\MOM2005Pack\ installation folder



- Deploy the new AVIcode agents out to all agent servers, by following the instructions in the User Manual under 'Agent Deployment & Configuration'

Multi-Server Installation and Deployment

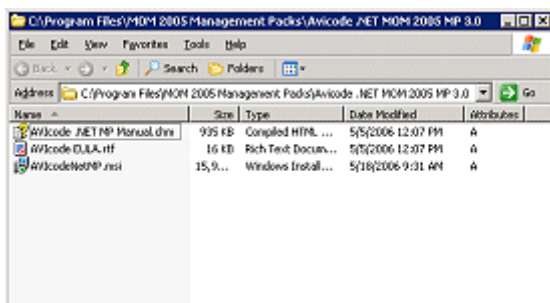
Install the MP on the MOM Server

- **NOTICE:**  Do not repeat these steps if you have already extracted the files from the first msi installer, and go directly to the  which marks the second part of the installation.
- Identify your MOM server. This is the server onto which you installed MOM 2005
- Unpack the files . Copy the AVIcodeNetMP.msi installer file onto the MOM server. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the unpacking process. Click 'Next' to proceed with the installation.
- **License Agreement;** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to *[drive]:\Program Files\MOM 2005 Management Packs\Avicode .NET MOM 2005 MP 3.0*. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the 'Install' button
- **Installing AVIcode .NET Management Pack:** Wait for the files to unpack
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

Open the .NET Management Pack Installation folder now.

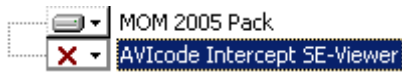
-  Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:**  Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the Management Pack installation process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'

- **Custom Setup:** For a multi-server installation, you will install only install the MOM 2005 Management Pack on the MOM server



Disable the installation for AVIcode Intercept SE-Viewer. By default, the files will be installed to *[drive]:\Program Files\AVIcode\Intercept*. You may select to unpack the files to a different destination folder. If you wish to install the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'

- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use "localhost" for SEViewer location. Example of a valid SEViewer location is "mom.mycompany.com".

Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'

 I already have an Operations or Enterprise Edition license.

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'

First Name

Last Name

Company

Email

Phone

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

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1) Navigate to the following URL:

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- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVIcode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVIcode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVIcode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.

- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVIcode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVIcode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVIcode .NET Application Monitoring" folder to activate either performance or exception monitoring.

NOTICE:  **IMPORTANT:** Do not attempt to manually import the MOM2005Pack.akm file in your Avicode\Intercept\MOM2005Pack\ installation folder

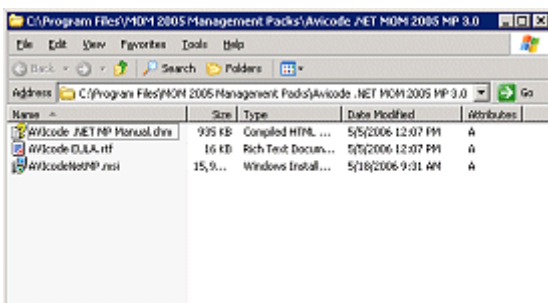
Install SE-Viewer on the Management System

- Identify your Management System. The Management System is the machine where you collect and view all events generated from your various Monitored Systems. Intercept SE-Viewer Server installs as a virtual directory on your Management System and receives events gathered by the Intercept Server Agents and to routes them to MOM.
- Unpack the files. Copy the AVIcodeNetMP.msi installer file onto the Management System. Double-click the file to launch the wizard to unpack the AVIcode .NET Management Pack files.
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- **License Agreement;** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and your organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'
- **Destination folder:** By default, the files will be unpacked to *[drive]:\Program Files\MOM 2005 Management Packs\AVIcode .NET MOM 2005 MP 3.0*. You may select to unpack the files to a different destination folder. If you wish to unpack the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'
- **Ready to Install the Program:** Setup now has enough information to unpack the files onto the machine. Click the 'Install' button
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- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. Leave the 'Open the .NET Management Pack Installation folder now' selected so that you can continue with the installation. Click Finish to close the installation wizard.

Open the .NET Management Pack Installation folder now.

- Prepare to install the Management Pack. After the Installer successfully unpacks the .NET Management Pack onto the computer, it display the installation folder. Note that this is the location of the User Manual. **NOTICE:** Because the User Manual is a .chm file, certain Microsoft security patches will make it impossible to view this file if it is stored on a remote network drive. If you open the User Manual and see the message "this page cannot be displayed" instead of the topic text, please move the manual to a local drive on your computer.

Locate the AVIcodeNetMP.msi file. Double-click the AVIcodeNetMP.msi file to launch the wizard to install the AVIcode .NET Management Pack



- **Welcome:** The AVIcode .NET Management Pack Setup prepares the Install Shield Wizard, which will guide you through the Management Pack installation process. Click 'Next' to proceed with the installation.
- **License Agreement:** Read and accept the license agreement. Click 'Next'
- **Customer Information:** The Customer Information window allows you enter your user and organization name, and to restrict application access if desired. Enter your user name and organization name. Select whether anyone other than the user you indicated can access this application. Click 'Next'

- **Custom Setup:** For a multi-server installation, you will install only install the AVIcode Intercept SE-Viewer on the Management System



By default, the files will be installed to *[drive]:\Program Files\AVIcode\Intercept*. You may select to unpack the files to a different destination folder. If you wish to install the files to a different folder, click the 'Change...' button, and browse to the desired folder. Click 'Next'

- **Configure AVIcode .NET Management Pack:** Specify the DNS name of the SE-Viewer location, which for a single-server installation will be the DNS name of the MOM server, such as *mom.companyname.com*. Click 'Next'

Specify the DNS name for SEViewer Server location. SEViewer Server is installed as part of this management pack and in a typical installation is located on the same server as MOM server. Do not use "localhost" for SEViewer location. Example of a valid SEViewer location is "mom.mycompany.com".

Steps when you already have a license file

- **Free Operations Edition License:** Select the checkbox 'I already have an Operations or Enterprise Edition License'. Click 'Next'

 I already have an Operations or Enterprise Edition license.

- **Locate License:** Click the 'Browse...' button, and navigate to and select your license key, or click the 'Get license' button if you cannot locate your license key. If you were able to locate your license key, click 'Next' to continue the installation.

If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.

- If you cannot locate your license key, you may click the 'Get license' button on the screen above. This will provide you with directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'

1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

Steps when you do not have a license file and outside internet connectivity is available

- **Free Operations Edition License:** Enter your first name, name, company name, email address and phone number to register for your license key. **NOTICE:** AVIcode adheres to strict requirements regarding the privacy and security of your information. You may read more about AVIcode's privacy policy at <http://www.avicode.com/siteprivacypolicy.htm>. Click 'Next'

First Name	<input type="text"/>
Last Name	<input type="text"/>
Company	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>

Steps when you do not have a license file and outside internet connectivity is not available

- **Locate License:** Click the 'Get license' button

<input type="text"/>	<input type="button" value="Browse..."/>
If you do not have a license key, please click Get License for instructions on how to obtain your free license key online.	
<input type="button" value="Get license"/>	

- Follow the directions for registering for a new key which will be emailed to you. Click 'OK'. Once you receive your license key by email, save it to a disk location that is accessible from your MOM server. Use the 'Browse...' button on the 'Locate License' screen to load the license file. Click 'Next'


1) Navigate to the following URL:

2) Complete the request form and your license will be emailed to you.

3) Follow the instructions in your user manual for installing your license key and activating your monitoring agents.

- **Ready to Install the Program:** Setup now has enough information to install the files onto the machine. Click the 'Install' button.
- **Installing AVIcode .NET Management Pack:** Wait for the files to install
- **InstallShield Wizard Completed:** After the Installer successfully installs the Instrumentation Pack onto the computer, it will present the "InstallShield Wizard Completed" window. This window reminds you that you need to do each of the following tasks:
 1. Use the 'Deploy Agent' task in the MOM task pane under the 'AVIcode .NET Application Monitoring' folder to deploy agents out to your servers running .NET applications,
 2. Verify the agent deployment status in the MOM State View
 3. Start exception or performance monitoring using the 'Start Monitoring' task in the 'AVIcode .NET Application Monitoring' folder and
 4. Refer to the User Manual for details as to how to perform these tasks
- Acknowledge that you have read each of the required tasks by selecting the checkbox next to each task. Click Finish to close the installation wizard.


- 1) **Deploy Agents:** In the MOM task pane, use the Deploy Agent task in the "AVIcode .NET Application Monitoring" folder.
- 2) **Verify Agents:** In the MOM State View, select the computer and view the deployment status of the AVIcode Agent in the State Details.
- 3) **Activate Agents:** In the MOM task pane, use the Start Monitoring task in the "AVIcode .NET Application Monitoring" folder to activate either performance or exception monitoring.

- **NOTICE:**  If you are using an existing SQL db, make sure to upgrade your existing SQL database to 3.x (see the section on upgrading your database)
- Follow the directions under upgrading agents to upgrade to the new 3.x agents

Upgrade from Earlier Versions of the Agents

To upgrade the agents (monitoring will automatically be stopped, and the old version will be uninstalled). Please follow the instructions to 'Deploy the Agents' in the User Manual.


Upgrade from Earlier Versions of the Database

NOTICE:  Access databases from version 2.x cannot be upgraded. A new, empty version 3.x Access database will be created when you upgrade, and you may skip reading this section. SQL databases from version 2.x can be upgraded to a 3.x database. Continue reading for instructions about how to do this.

Convert the SQL Database Structure

In order to work with the latest version of Intercept Studio, the prior installation's SE-Viewer database must be upgraded by running the appropriate database conversion SQL scripts.

- Use Microsoft SQL Server Enterprise Manager to navigate to the server that contains the Intercept Studio “seviewer” database. (The path to the server and database name are in the database connection string from the “seviewer.config” file in step 3.3)
- Use Enterprise Manager to back-up the “seviewer” database.
- Using the Enterprise Manger “SQL Query Analyzer”, load and run the following SQL scripts against the “seviewer” database. The scripts are located in the “Database” directory under the Intercept Studio installation. (By default, Intercept Studio is installed at: “C:\Program Files\AVIcode\Intercept”)

NOTICE:  Depending upon your prior installation of Intercept Studio, you must selectively run the following upgrade scripts in the correct order. Each script is named following the format: *Upgrade_MajorNumA_MinorNumA_to_MajorNumB_MinorNumB.sql*. You must run each upgrade script, in order, starting with the script for your existing installation, continuing with each intermediate upgrade, and finishing with the upgrade to the new version. For example, if you wanted to upgrade from version 1.2 to version 3.0, the you would have to run all of the following scripts in the order presented:

- Upgrade_1_2_to_2_3.sql
- Upgrade_2_3_to_2_3_3.sql
- Upgrade_2_3_3_to_2_3_4.sql
- Upgrade_2_3_4_to_3_0_0.sql

Run the SQL Database Upgrade Utility

In order to work with the latest version of Intercept Studio, the prior installation's SE-Viewer database must be upgraded by configuring and running the Database Upgrade Utility.

- Using Windows Explorer, navigate to the “SEViewer\Utilities” directory under the Intercept Studio installation. (By default, Intercept Studio is installed at: “C:\Program Files\AVIcode\Intercept”)
- Using “Note Pad” to open the “dbconverter.exe.config” file
- Within the “dbconverter.exe.config” file, navigate to the XML node “appSettings”.
- Within the “appSettings” node, find the entry: “<add key=“connectionString” value=“[...]” />” (where [...] represents a SQL Connection String.)
- Update the entry's SQL Connection String
- Save the changes to dbconverter.exe.config and close Note Pad.
- Run the “dbconverter.exe” program located in the “Utilities” directory.

Configure the SE-Viewer Database Connection

The new installation of SE-Viewer has over-written the prior installation's database configuration settings. These database configuration settings must be returned to their prior state in order for SE-Viewer to connect to the newly upgraded Microsoft SQL database. Please follow the directions under 'Configure to Use SQL Server' under 'First-time Installation'

After Installing

After completing the installation, please take the time to review the User Manual in order to familiarize yourself with some of the finer details of the AVIcode .NET Management Pack. The User Manual is available on your MOM server via:

- Start
- Programs

- ▢ AVIcode .NET Management Pack
- ▢ User Manual

Additional product details are available on your Management System (where you installed SE-Viewer Server) via:

- ▢ Start
- ▢ Programs
- ▢ AVIcode Intercept Studio
- ▢ Intercept User Manual

Technical Support

Please join the AVIcode Technical Support forum where you can access the latest information about AVIcode products, request enhancements and post questions that you may have.

The forum address is:

support.avicode.com

Please include version information about your installation. You may get the version information by:

- open the 'Start' menu from your desktop
- open the 'Control Panel'
- select 'Add or Remove Programs'
- click on the entry for the AVIcode .NET Management Pack, AVIcode Intercept Server Agent, AVIcode Intercept SE-Viewer or AVIcode Intercept Visual Studio Plug-in
- click the 'Click here for support information' link

Also include any errors that may appear in the Windows Application Log.

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