



SNOW | LICENSE MANAGER™ 2010

Version 5.0

Installation Guide

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Contents

About this document	3
Install Snow License Manager 2010.....	4
Completing the installation	11
Converting data from License Manager 3.4	12
Adding inventory data to Snow License Manager	13

About this document

This document describes how to install a complete Snow License Manager 2010 (Enterprise Edition) system. It also covers upgrades from Snow License Manager 2009 and how to convert data from a Snow License Manager 3.4 database to the new Snow License Manager 2010 database.

VERY IMPORTANT!

Please read before beginning the installation:

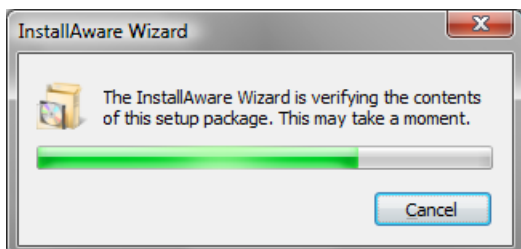
1. Snow License Manager 2010 only supports Snow Inventory 3.2 (Snow Inventory External Data Provider sends information to Snow Inventory 3.2 and is therefore compatible with Snow License Manager 2010)
2. BEFORE YOU BEGIN – MAKE SURE YOU BACK UP ALL YOUR DATABASES!
3. WHEN UPGRADING – The Snow License Manager 2010 setup package supports upgrades from all Snow License Manager 2009 versions (4.0.00-4.1.00). For converting earlier versions of Snow License Manager, only the 3.4 version is supported.

It's recommended that you uninstall the Snow License Manager 2009 compliance and reporting services before you start the upgrade. You can do this from the Windows control panel – add/remove software.

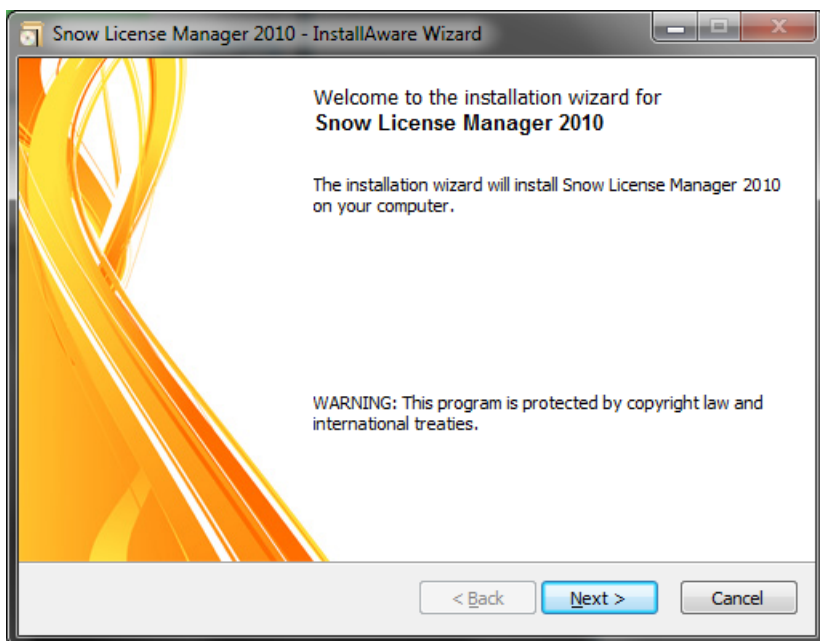
4. Check that your server meets the system requirements for this application. See separate document - **System Requirements for Snow License Manager 2010** - available for download at www.snowsoftware.com.
5. Note that the Snow License Manager and Snow Inventory databases have to be installed on the same SQL-Server and that the Inventory database (SNOWDB) have to be in place before installing Snow License Manager 2010
6. If you install Snow License Manager 2010 on a **Windows Server 2008** or **Windows Server 2008 R2** it is not enough to install using an account with administrative rights; you must use the specific "Administrator" account. You must also start the setup with the "Run as Administrator" option. You must also follow these steps after installation:
 - a. Make sure that you have installed ASP.NET as a role on your IIS server.
 - b. Make sure that the Network Service account has the right privileges (read, write and execute) on the subfolder "Web" under Snow License Manager 2010.
 - c. Set the ApplicationPool identity in IIS to Network Service
7. Have the installation packages ready
8. Have the database administration account (sa or equivalent) and password available
9. Have your license key for Snow License Manager 2010 available

Install Snow License Manager 2010

Make sure you have all requirements at hand before continuing. Double click on **SnowLicenseManager2010Setup.exe** to begin the installation. Please observe that if you install Snow License Manager 2010 on a **Windows Server 2008** or **Windows Server 2008 R2** it is not enough to install using an account with administrative rights; you must use the specific "Administrator" account. You must also start the setup with the "Run as Administrator" option.



Wait while the setup package is uncompressed and verified.

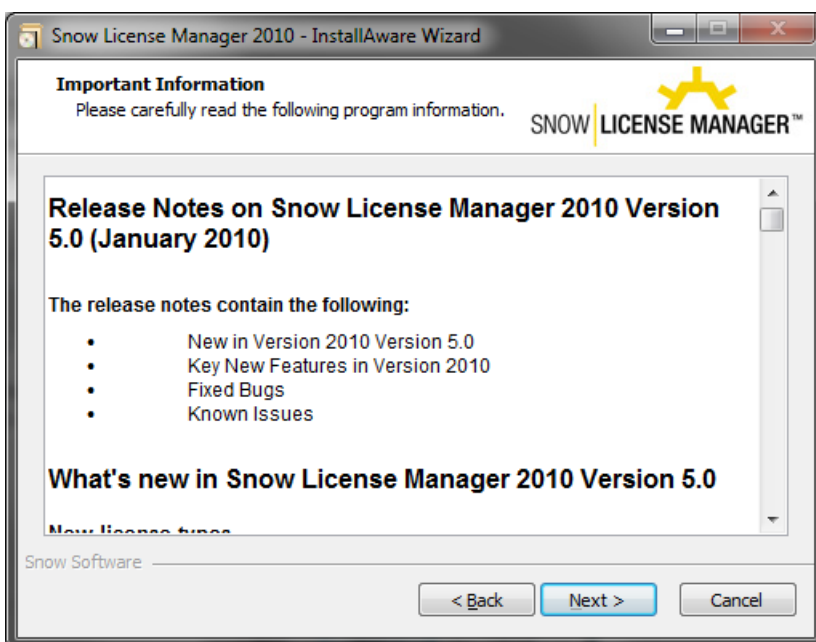


Click Next to continue.



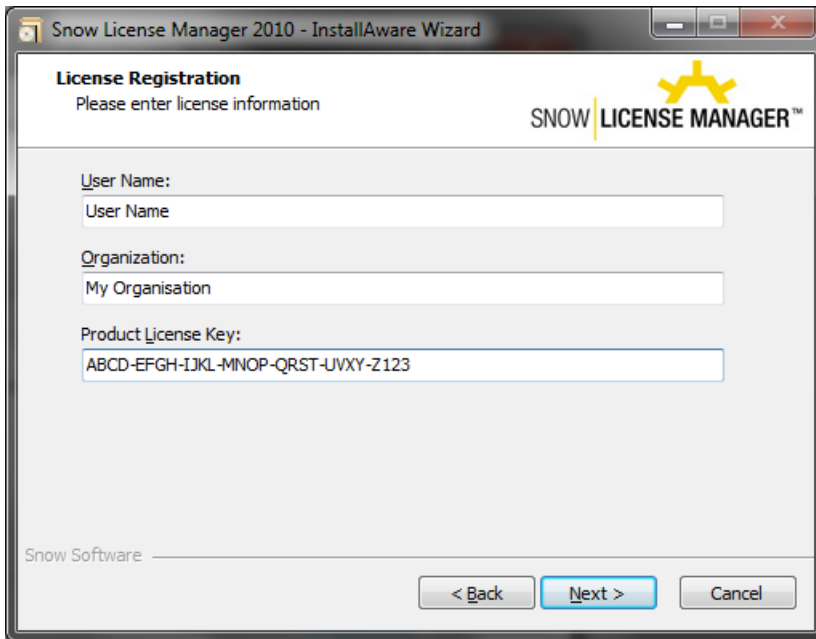
Before you can continue you have to read and accept the EULA for Snow License Manager 2010.

Click Next to continue.



The Release Notes gives you first-hand information on all new features in Snow License Manager 2010.

Click Next to continue.



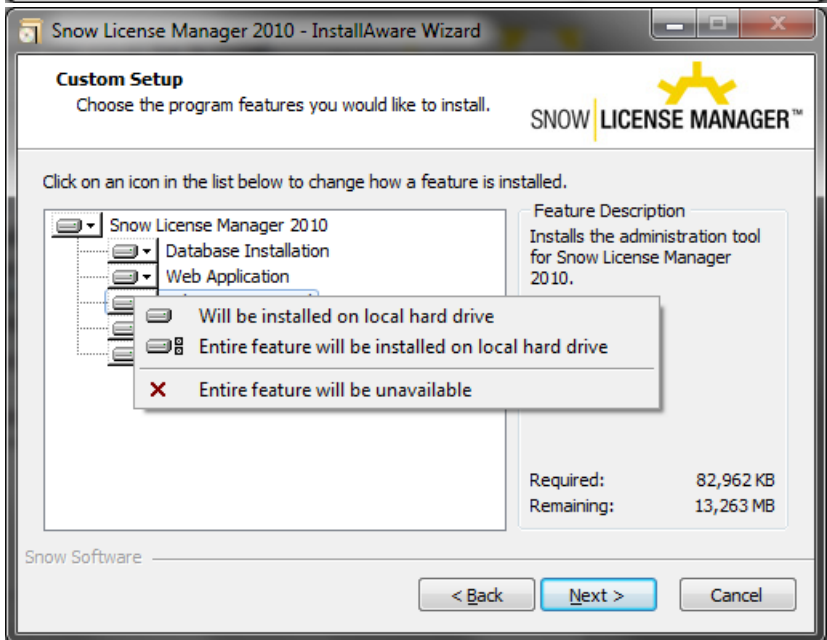
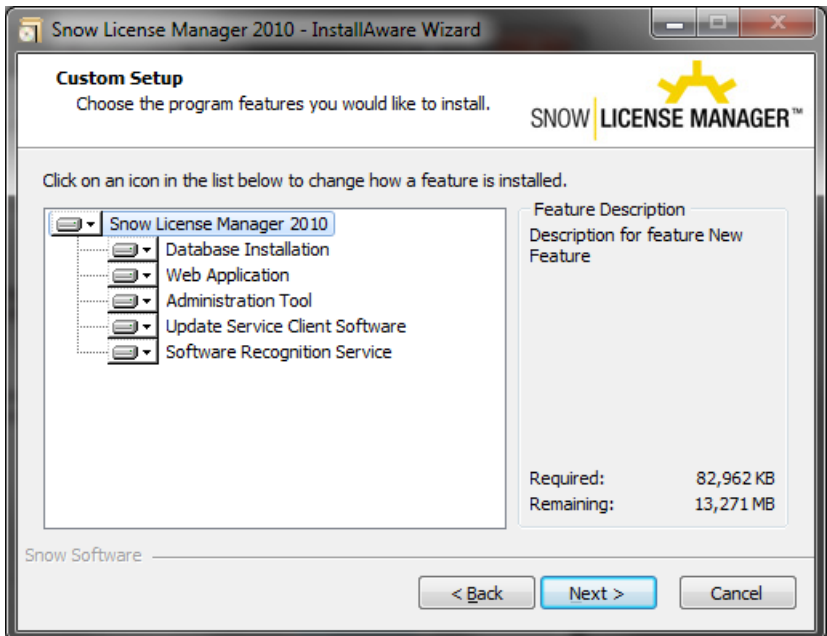
Enter your name, company and license key.

Click Next to verify the license and continue.



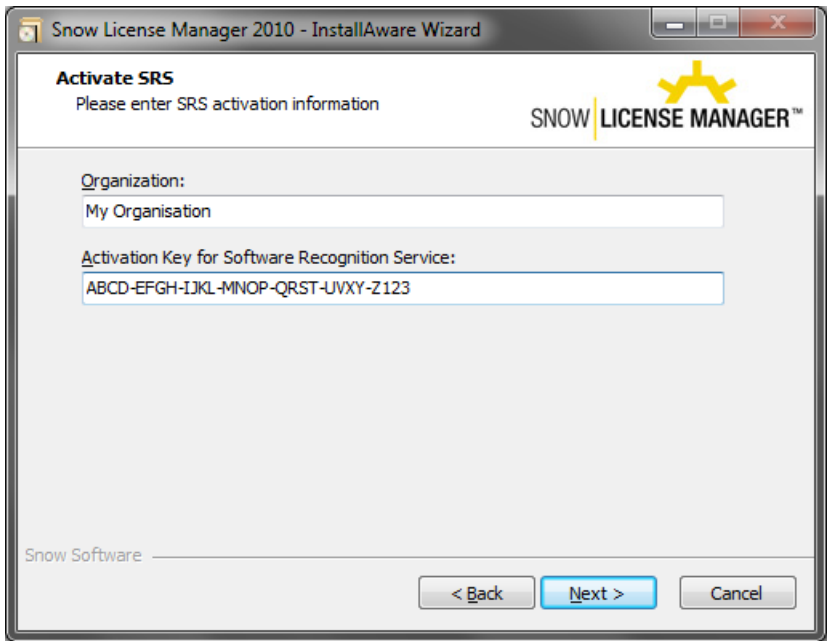
Select the preferred type of installation – Complete or Custom. Note that if you select the complete installation you need to have a valid SRS-product activation key. If you select the complete installation, skip the next step in this instruction.

Click Next to continue.



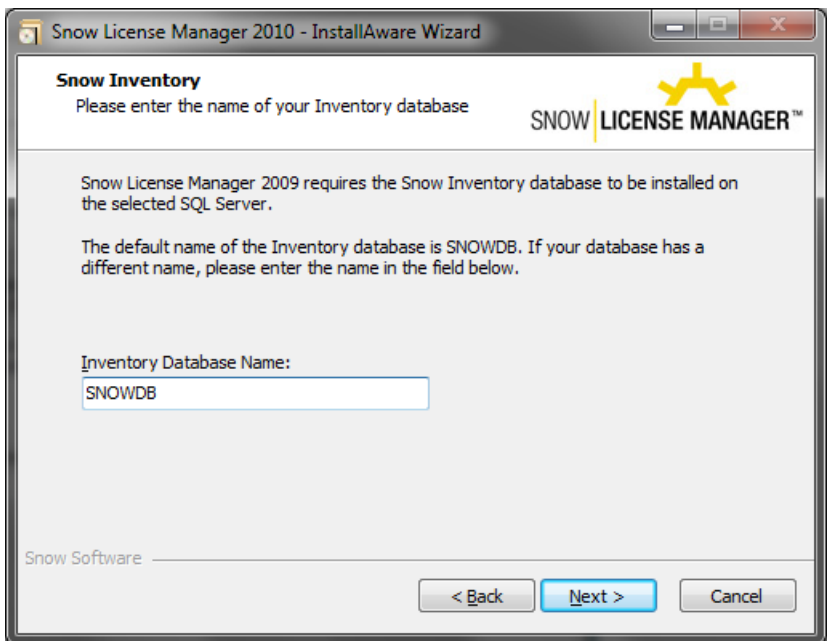
If you selected the custom installation you will be presented with the available products in this installation package. Choose what you want to install by right clicking each product and select the correct item from the menu.

Click Next to continue.



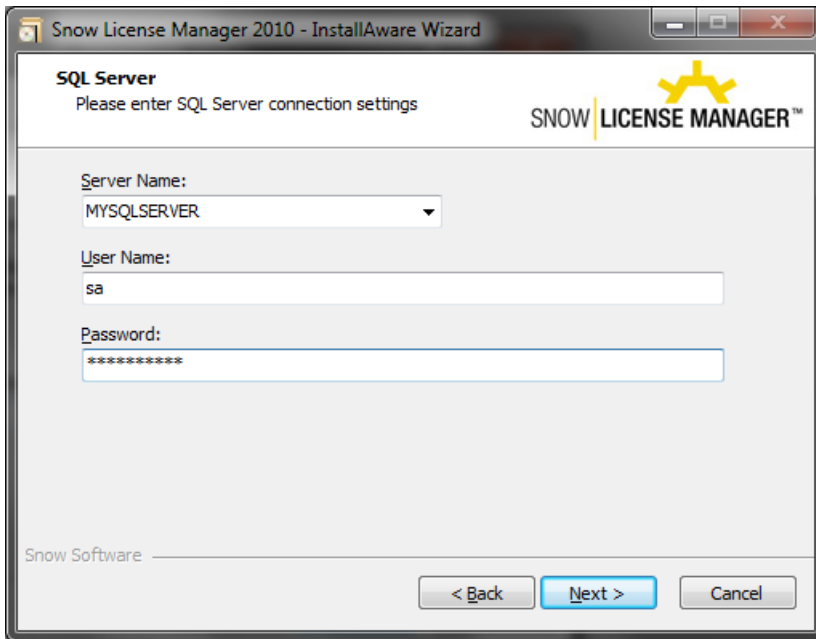
If you have selected Complete installation or chose to install SRS, you need to activate the SRS feature by entering your SRS-product activation key (not the same key as the Snow License Manager 2010 product key).

Click Next to verify the license and continue.



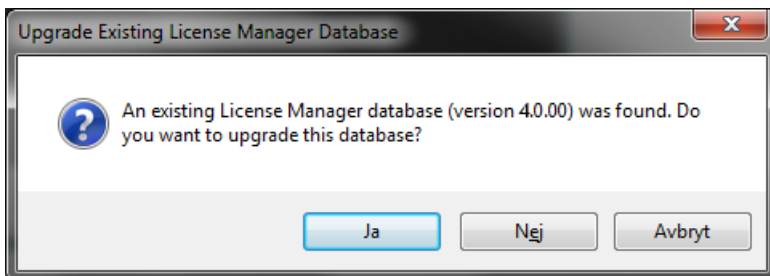
Enter the name of your Snow Inventory database (normally SNOWDB).

Click Next to continue.

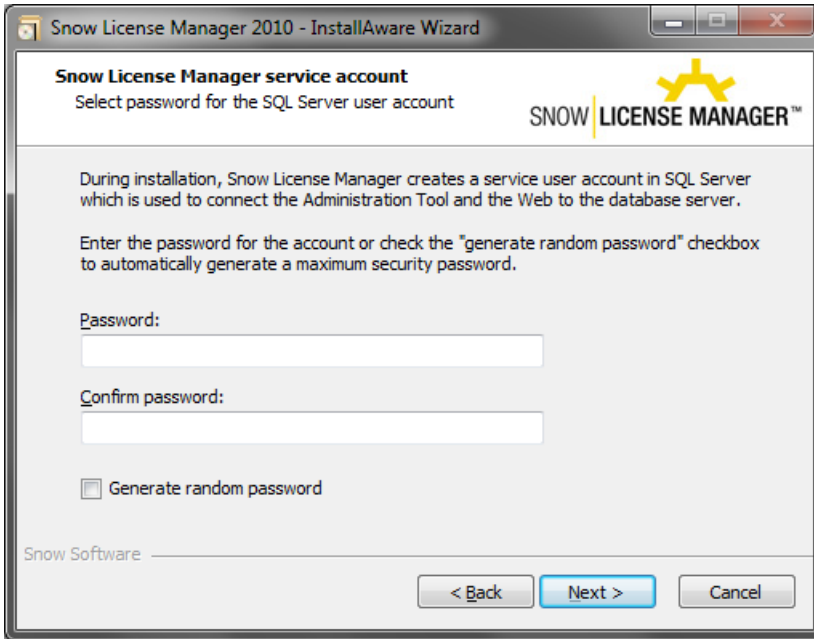


Enter the server name for your SQL Server. Enter the SQL Server database administration account (sa or equivalent) and password for the server. If you are installing the software on a virtual machine, be sure to type in the complete machine name – **it's not recommended to use localhost as server name.**

Click Next to continue.

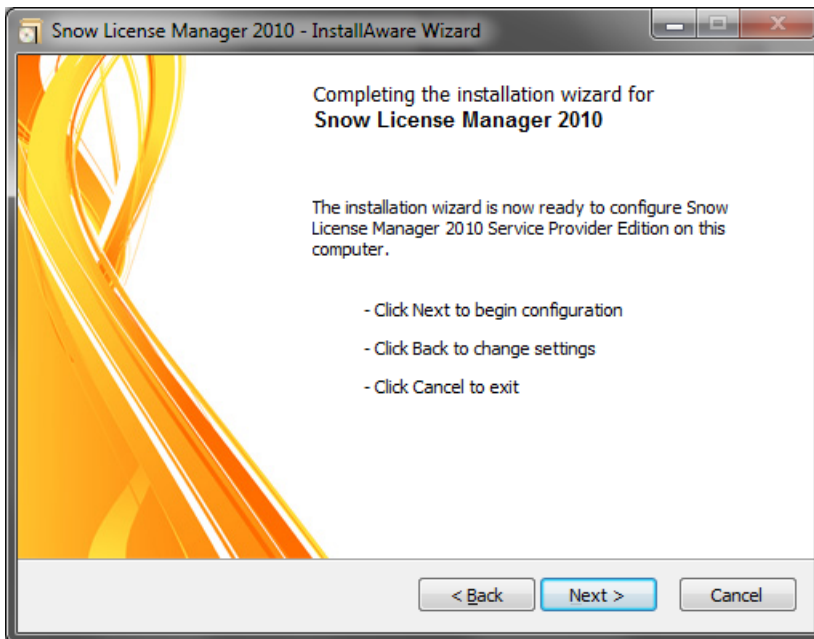


If you are upgrading a previous version of Snow License Manager, the setup package will ask you to verify if you want to upgrade the database. If you want to upgrade your current database – click the **Yes** button. If you do not want to upgrade and instead perform a clean install – then click on the **No** button. The setup will then delete the old database and install a new Snow License Manager 2010 database. To select another server click **Cancel**.



During installation Snow License Manager creates a service user account in SQL Server which is used to connect both the Administration Tool and the Web application to the database server. You can either set the password for the account yourself or select to create a random one. The service user account is never used by regular users, only by the system itself. **This does not apply when upgrading from Snow License Manager 2009.**

Click Next to continue.



You're now ready to complete the installation.

Click Next to start installing.

The License Manager installation takes a while to complete. During the installation the setup program executes several time consuming data actions. **Do not terminate the program even if the setup program seems to be inactive.**

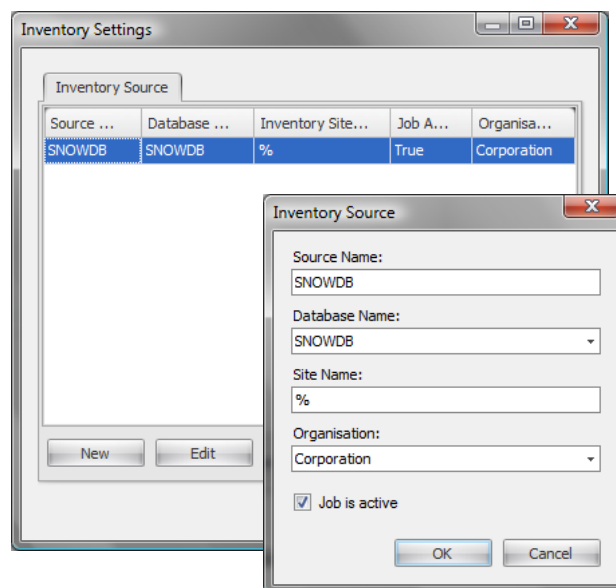
Completing the installation

Step 1 (skip this step if you selected not to install the web application)

- Open MMC (Microsoft Management Console) module for Internet Information Services
- Select Web Service Extensions
- Make sure that the following web service extensions are allowed on the server
 - ASP.NET v2.0.x
- If you are not using a hostname to identify your website (i.e. www.myserver.com) you have to stop any websites on the server using the TCP port 80. If you plan to use more than one website on the server it's highly recommended that you use hostnames for each website.
- Close the MMC module

Step 2

- Start the Snow License Manager Administration Tool
Logon using the following credentials:
Username: administrator
Password: xyz
- On the top menu, go to *Tools* and select *Inventory Settings*. Double click on the source SNOWDB or select it and click on Edit. Make sure that the *Job is active* checkbox is checked and that the site name is correct (or % for all inventory data)
- Click OK to save



Converting data from License Manager 3.4

When upgrading to Snow License Manager 2010 from License Manager 3.4 the upgrade is done through a conversion of data in the old database rather than an actual upgrade. This means that the License Manager 3.4 database and application will be intact and working even after the upgrade. The only affected software is the Snow Update Service which is replaced when installing Snow License Manager 2010.

Before starting the conversion, make sure that all the necessary software is installed and that you have followed the instructions in this manual completely. It is also recommended that you backup the SnowLicenseManager (2010) database and the LicenseManagerDB (3.4) database. The conversion tool is for inventoried and meta information only – no system users, groups or roles are converted.

During the conversion the following information is transferred and/or converted to the Snow License Manager 2010 database:

- Applications
- Organisation structures
- Meta information for inventoried computers
- Meta information for inventoried users
- Meta information for applications
- Agreements
- License purchase records

Service Providers

If you are converting a Service Provider platform you need to manually add all customers, customer data sources and customer agreements before you start the conversion.

The conversion tool

You find the conversion software in the Tools folder of the installation folder for Snow License Manager 2010, normally **C:\Program files\Snow Software\Snow License Manager 2010\Tools**.

Start the database conversion wizard by double clicking **DatabaseConverter.exe**.

IMPORTANT – The conversion tool can only be run once on the SnowLicenseManager database. Therefore it's recommended that you backup your SnowLicenseManager database before you start the conversion. If the conversion fails or if you for some reason need to re-convert the database, you simply restore the database and run the conversion software again.

Adding inventory data to Snow License Manager

License Manager Data Update

- Start Snow License Manager Administration Tool
- On the top menu, select Tools followed by License Manager Data Update
- Click on Start Job, which is located in the lower section of the box, to start the License Manager Data Update job in SQL Server. The duration of the job may vary depending on the amount of data in your Inventory database

When the job is finished with success, you will be able to log in to Snow License Manager Web and see all data. You will also be ready to start the filtering and grouping of applications in the Snow License Manager Administration tool.

