

# EM7 - SNMP Informant Install

From IntraWiki

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## Description

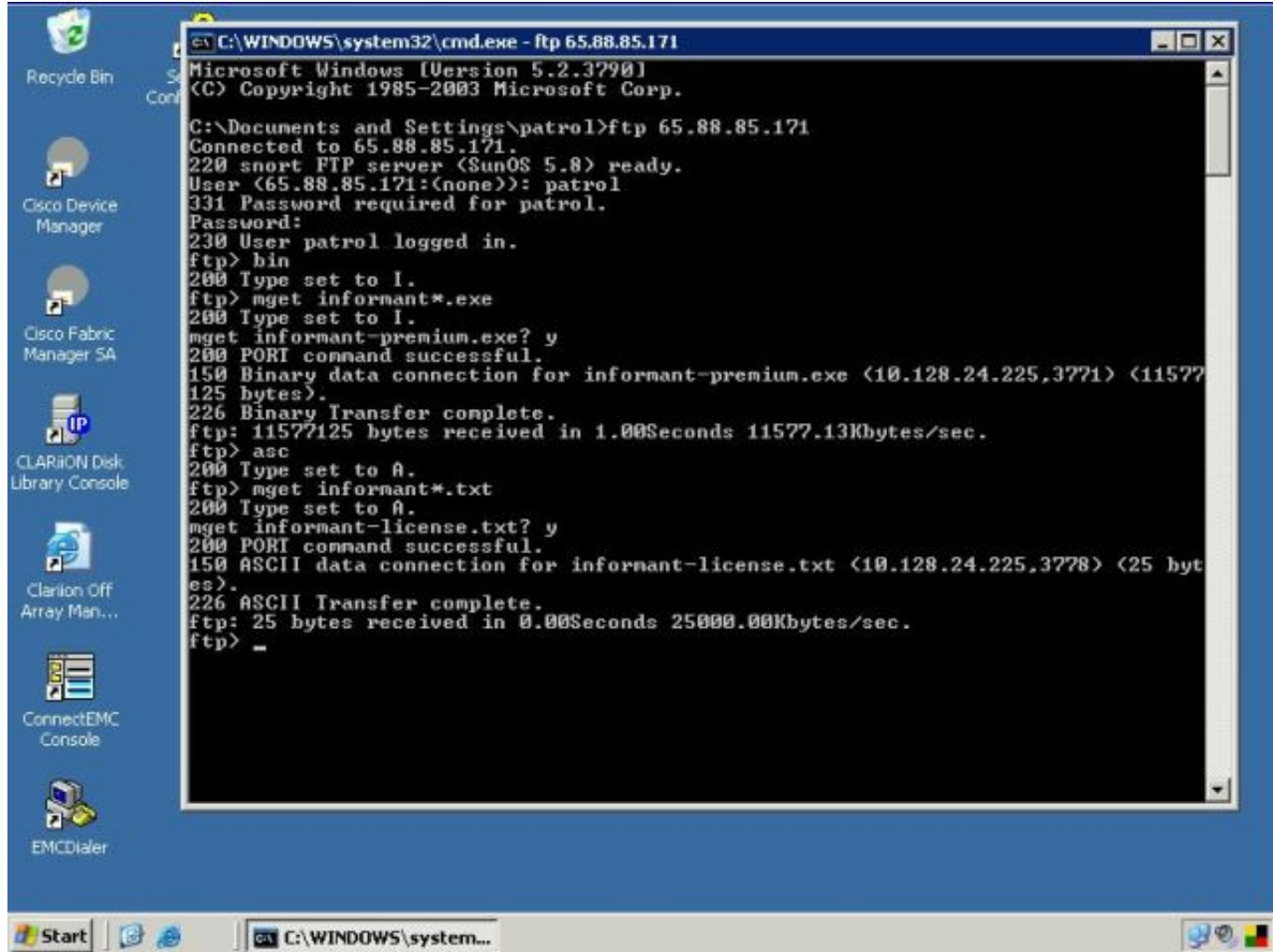
In order for Windows services to be automatically started, the SNMP Informant needs to be installed. The SNMP Informant can also provide access to SQL, Cluster and Exchange data using SNMP. **This is for CBTS internal use only, please do not distribute to customers. If a customer needs to do the install, you can e-mail them the file.**

## Installing SNMP Informant

1. Log into the box needing Informant via RDP (*mstsc*).
2. Open a command prompt and FTP to the repository containing the install as "informnt/Inform@nt987" (either **216.143.11.171**, **65.88.85.171** or **172.20.139.71**, depending on where you are coming from).

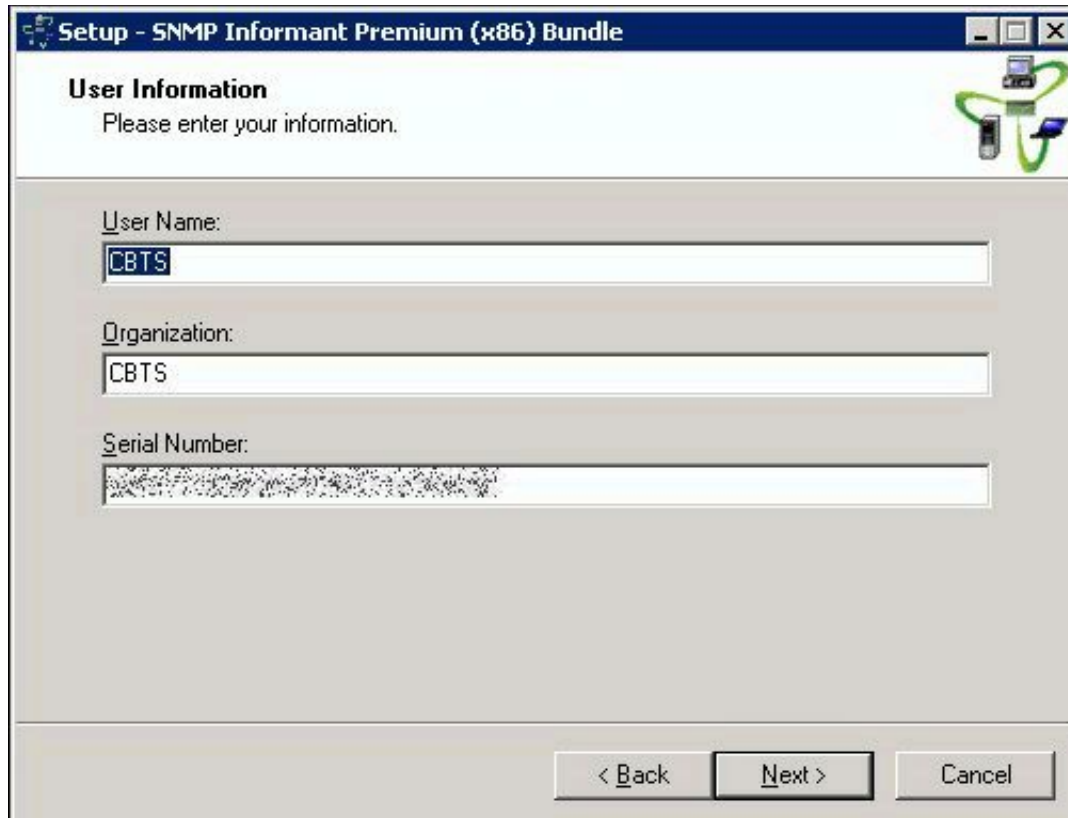
**NOTE: For Windows 2008/Windows 2008 R2 and Windows 2012 use this version: File:SNMP Informant 2014.1.exe.**

3. Download the Informant install from the **informant** directory (**mget informant\*.exe**).



4. Copy the following license number: QGT2ARZ8RP3W2V3NEUZNFNCZ.

5. Run the **informant-premium.exe** file and click on the **Next** and **I accept the agreement** prompts until you get to the license screen. Paste the license into the appropriate box and click **Next** until you get to the **Select Components** screen.



**Setup - SNMP Informant Premium (x86) Bundle**

**User Information**  
Please enter your information.

User Name:  
CBTS

Organization:  
CBTS

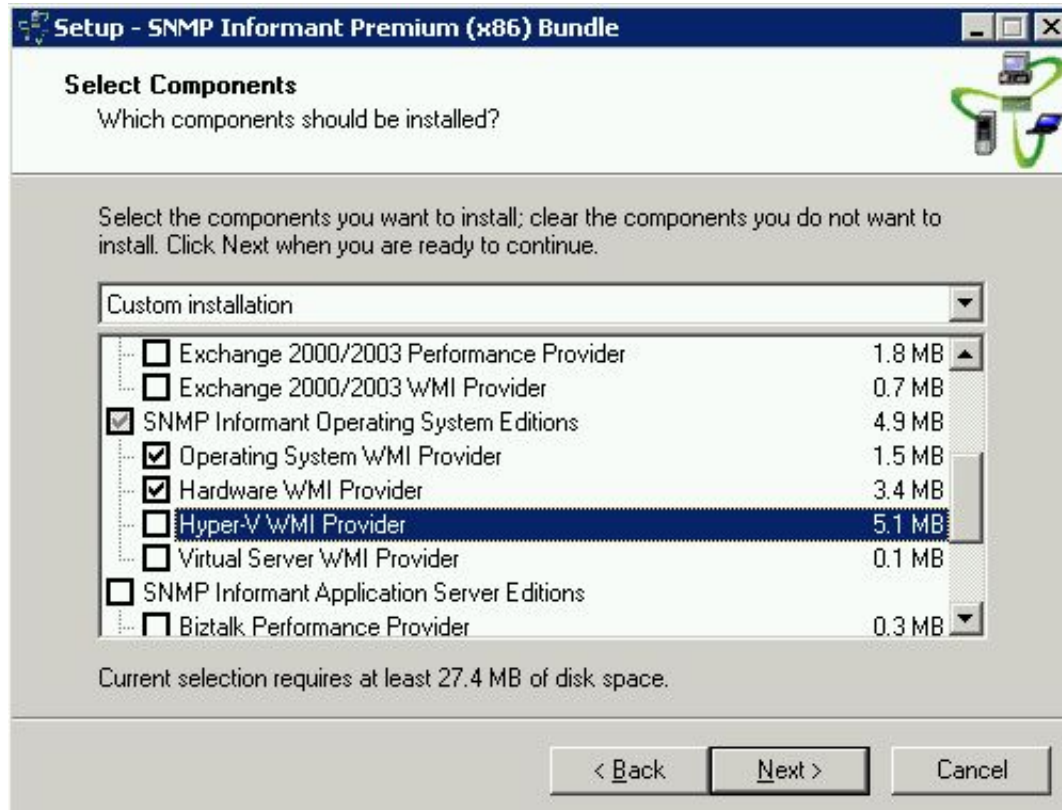
Serial Number:  
[Masked Serial Number]

< Back   Next >   Cancel

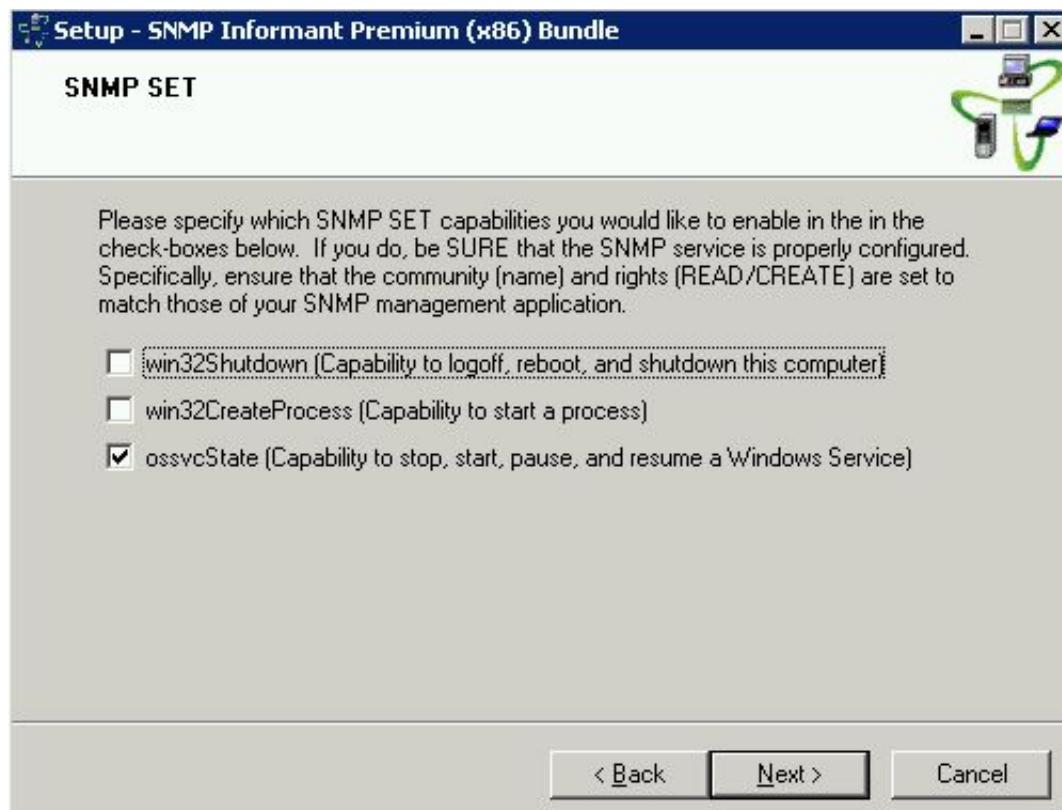
6. Select all available components and click **Next** until you get to the **Select Components** screen. Click the check boxes on any components that are to be monitored on this server. Select "SNMP Informant Advanced Performance Provider". Select "SNMP Informant Operating Systems Editions" and **uncheck** "Virtual Server WMI Provider" and **uncheck** "Hyper-V WMI Provider".

Please **check** "Hardware WMI provider" and "Operating System WMI Provider" under "SNMP Informant Operating Systems Editions".

Select the other agents as needed on the system.

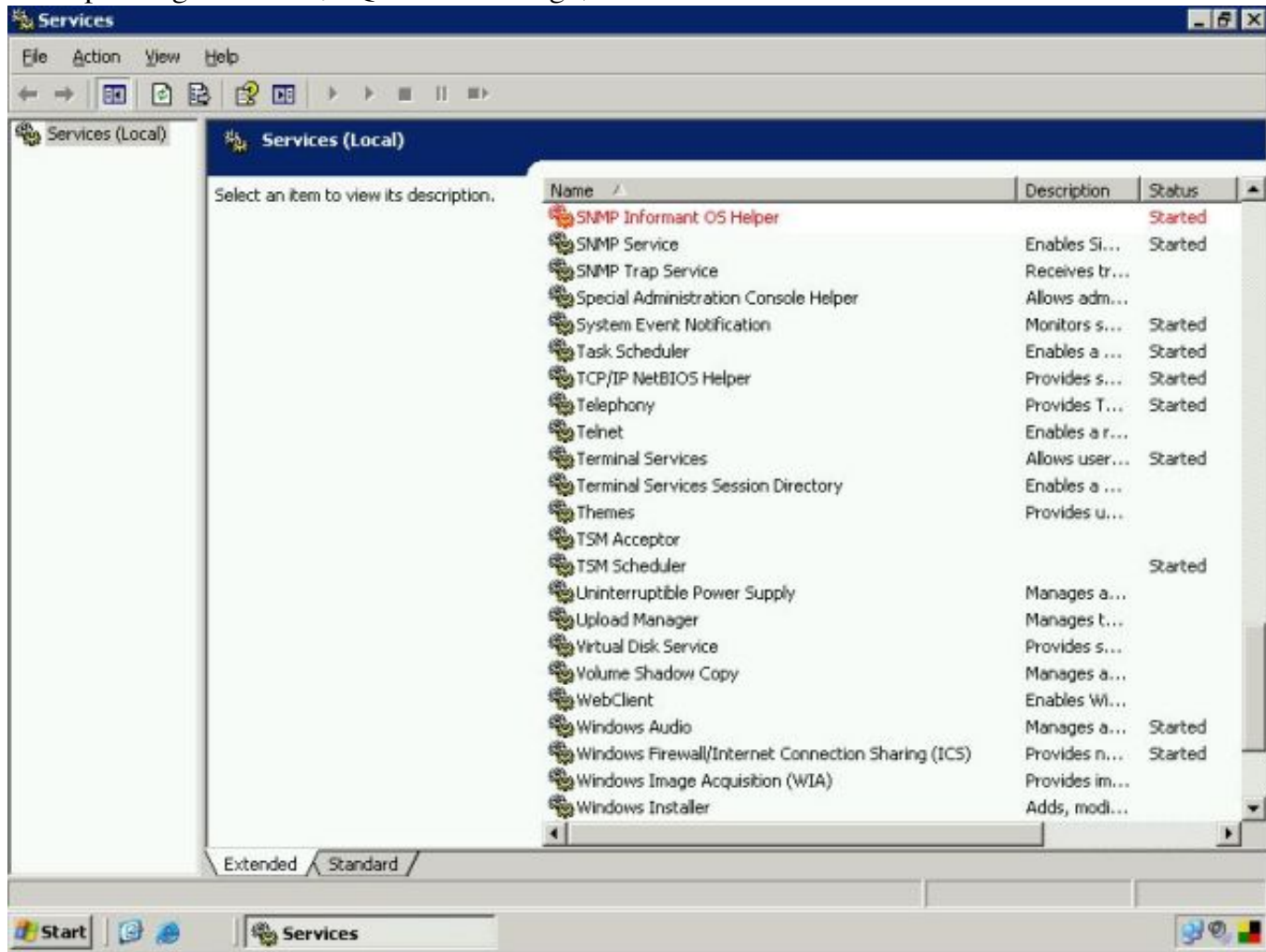


7. On the **SNMP SET** screen, click the bottom box to allow services to be restarted (**ossvcState**) and then **Next** and **Install**.



8. After the install is complete, you should see an **SNMP Informant OS Helper** service, as well as services

corresponding to Cluster, SQL and Exchange, if installed.



## Post Install

### Collection Check

At this point, you can do a rediscovery in EM7 and it you should see an event saying it found the SNMP Informant. If this isn't the case, make sure the service is started. If you selected SQL, Cluster or Exchange components, make sure you manually set these (**Select a New Report to Add** under the **Collections** tab for the device).

### Exchange Monitoring

If you are installing the Exchange agent, be sure to make the following registry change (in decimal, not hex):  
**HKLM\Software\WTCS\Informant\Exchange\WMI\GetInstanceTimeSpanClass\ExchangeQueue = 60000**

This will ensure that the values get updated every 60 seconds (as opposed to every 6 hours).

To prevent erroneous event log messages from the passive box not running Exchange, set the following registry entry as such:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\WTCS\Informant\ExchangeWM\EventFilterMask = 6**

## Active Directory Monitoring

If you are monitoring Active Directory, a file needs to be downloaded and imported on the server being monitored. Windows has a program called **evntwin.exe**, which facilitates the sending of traps based on events in the event log. Connect to the FTP server (see above), and download **AD-events.cnf** from the **install/SNMP-Informant** directory. Then, from the command line run **evntcmd AD-events.cnf** to import the traps and verify with **evntwin** that they are active.

## Troubleshooting

There may be instances where you will need to provide troubleshooting information to the WTCS support staff. This is done by setting a couple of registry entries.

1. Open the registry to HKEY\_LOCAL\_MACHINE\Software\WTCS\Informant\OperatingSystem
2. Create a REG\_DWORD key called **SnmpLogLevel**, and set the value to 5 (verbose)
3. Create a REG\_DWORD key called **SnmpLogType** and set the value to 2 (log to file)
4. Restart SNMP

You should then see an **informant\_os-1** file in the **C:\Program Files\SNMP Informant\operating\_system** directory.

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