

Installing *Lumension*® Endpoint Management and Security Suite (L.E.M.S.S.) Using a Remote SQL Server

A Step-by-Step Guide

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Description

This step-by-step guide outlines how to successfully install *Lumension*® Endpoint Management and Security Suite (L.E.M.S.S.) version 7.0, 7.0 SP1, or 7.1 using a Remote SQL Database.

Step-by-Step Instructions: Installing L.E.M.S.S. using a Remote SQL Database

This document assumes that you are performing a new install of the L.E.M.S.S. server and plan to use a remote SQL Database for the L.E.M.S.S. Database. The following instructions illustrate the detailed steps that need to be considered and performed on the remote SQL server to ensure a successful L.E.M.S.S. install.

ClientAdmin and ServiceAdmin Accounts

There are two accounts that will need to be created prior to the installation of L.E.M.S.S.:

- ClientAdmin – Is used in IIS to provide access to the L.E.M.S.S. Web UI
- ServiceAdmin – Is a Service Account that runs all the L.E.M.S.S. services to give them access to SQL

To install L.E.M.S.S. to a remote SQL server these accounts will need to be set up as Domain accounts that will interface with both the Application Server and the DB server and must have free access to both at all times. It is recommended that you have two separate accounts for increased security; however, you can use the same account details for both if you wish to do so.

WARNING – It is imperative that both of these accounts be exempt from any domain policies and that they have a static password that does not change. If the password for these accounts is changed after installation, critical services and the web site will be rendered unable to start, and all communication to the SQL DB will cease.

Creating an SQL Server Instance to install the L.E.M.S.S DB

Your remote SQL server must be SQL Server 2005 SP3 or above (including SQL 2008 and SQL 2008 R2) in order for the L.E.M.S.S. DB install to succeed.

You will first need to determine whether you wish to install L.E.M.S.S. to the default instance of SQL, or to a named instance. Installing L.E.M.S.S. to the default instance is recommended only if no other application has been installed there already.

WARNING – It is highly recommended that the L.E.M.S.S. application be installed to a unique instance of SQL and not the default instance. Because of the unique nature of our DB

application, several changes are made to the instance of SQL when you install the L.E.M.S.S. application. There is a risk that applications may be modified or rendered unusable by installing the L.E.M.S.S. application in the same SQL instance, and Lumension cannot be held responsible for any resulting damage (Learn more in KB Article 736 at:

<http://www.lumension.com/kb/Home/L-E-M-S-S-/LEMSS-Remote-SQL-configuration-changes-that-may-af.aspx>.) If the default instance has already been used, then you will need to run the SQL installation file/disk on your SQL server to create a named instance instead. You can then reference that instance when you are installing L.E.M.S.S.

NOTE - The L.E.M.S.S. installer WILL NOT create a new SQL instance on your SQL server. Instead, you will need to install a named instance prior to installing L.E.M.S.S. or use the default instance if no other application is installed there already.

Configuring your SQL Instance to accept remote connections

Whether you are using the default SQL instance or a named instance you will need to configure that instance to accept a remote SQL connection. To do this, you will need to go to the SQL Server Configuration Manager, expand the SQL Server Network Configuration directory and select the instance that will contain the L.E.M.S.S. DB. Next, please double-click the TCP/IP protocol and ensure that it is enabled. Click on the IP Addresses tab and choose any available IP slot (1, 2 or 3) to enter the IP address of the L.E.M.S.S. server. Click OK twice. Next, select the SQL Server Services directory on your left and right-click on the SQL Server Instance that will contain the L.E.M.S.S. DB. Restart the SQL Service for that instance to implement the configuration changes that you just made.

NOTE – If you are going to connect to a named instance of SQL, ensure that the SQL server browser is set to “automatic” and is “running” in order to make the connection.

Adding the ClientAdmin and ServiceAdmin Accounts to SQL

Both the ClientAdmin and ServiceAdmin accounts will be interacting with the L.E.M.S.S. DB. To facilitate this, you will need to launch SQL Server Management Studio and login to the DB instance that will contain L.E.M.S.S. Expand “Security” and click on “Logins”. Now right-click on an empty space on the right and select “New Login”. Add the ClientAdmin/ServiceAdmin account by clicking on the “Search” button; then enter the name of the account and select the “Check Names” button to verify the account. As you are using domain accounts, you may first need to select the “Location” Button and change the location to the domain that contains your ClientAdmin/ServiceAdmin accounts and then click “Check Names” to verify.

NOTE - For the ServiceAdmin account you will need to select “Server Roles” and select the “sysadmin” role. You do not need to set any other permissions for either account; the required permissions for these accounts will be configured automatically during the L.E.M.S.S. install.

Beginning the L.E.M.S.S. installation

Now that the ClientAdmin and ServiceAdmin users have login accounts on your SQL server and your SQL server is configured for a remote connection, you are ready to begin your L.E.M.S.S. installation.

SQL Server Connection

During the L.E.M.S.S. installation, you will be prompted to specify the SQL server instance. Please select “Connect to an existing SQL Server Instance” and click “Next”.

In the next step, you will be asked to enter the server name for your SQL server and specify whether you are installing to the default instance of SQL or to a named instance. If installing to a named instance, please specify the name of the instance that you created for this purpose and click “Next”.

Now you will be asked to provide the credentials that will be used by the installer to configure the SQL server. This is usually done through Windows Authentication; however, you may also choose SQL Server Authentication if you have an SQL user with “sa” rights. Now click “Next”.

If everything has been set up correctly, you will now be taken to the SQL Server Configuration Requirements screen. If you don't see the SQL Server Configuration Requirements screen, then the L.E.M.S.S. installer has been unable to successfully connect to your SQL server with the credentials you provided. In this case, you may wish to try connecting to the remote SQL database using SQL Server Authentication and specifying a different account with “sa” rights to the SQL database.

If your attempts remain unsuccessful, then you may need to run the L.E.M.S.S. installer on the application server as the ServiceAdmin account. In this way, the installer will have the ability to interface with SQL to install the L.E.M.S.S. database. To do this, please log into the L.E.M.S.S. server using the ServiceAdmin account and then begin your L.E.M.S.S. installation.

If you have satisfied all these DB prerequisites, please click “Next” to select a drive to install your L.E.M.S.S. application and storage directory and complete the remainder of the installation.

Please review the “Upgrading to *Lumension*® Endpoint Management and Security Suite (L.E.M.S.S.) – A Step-by-Step Guide” for a comprehensive overview of the L.E.M.S.S. installation and upgrade.



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