



# **XIA Configuration Server 2011**

Installation Quick Start Guide

Friday, 10 June 2011

# Contents

Requirements .....	3
XIA Configuration Server Requirements.....	3
SQL Server Requirements .....	5
XIA Configuration Server Access Requirements .....	6
Installation .....	7
Install XIA Configuration .....	9
XIA Configuration Server Account.....	12
Scanning your Infrastructure.....	18
Need more help? .....	22
Common Problems.....	23
You are prompted for a password when you attempt to access the XIA Configuration Server Web Interface.....	23
Setup fails with a “Service failed to start” error.....	24
ODBC Connect: timeout exceeded. ....	25
HTTP Error 401.2 – Unauthorized is shown on Windows 2008 .....	26
Validation Errors connecting to SQL Server.....	28
Error installing – “Could not load file or assembly” .....	30

# Requirements

## XIA Configuration Server Requirements

XIA Configuration Server is a Web Based application that can be hosted on a Windows Server running IIS.

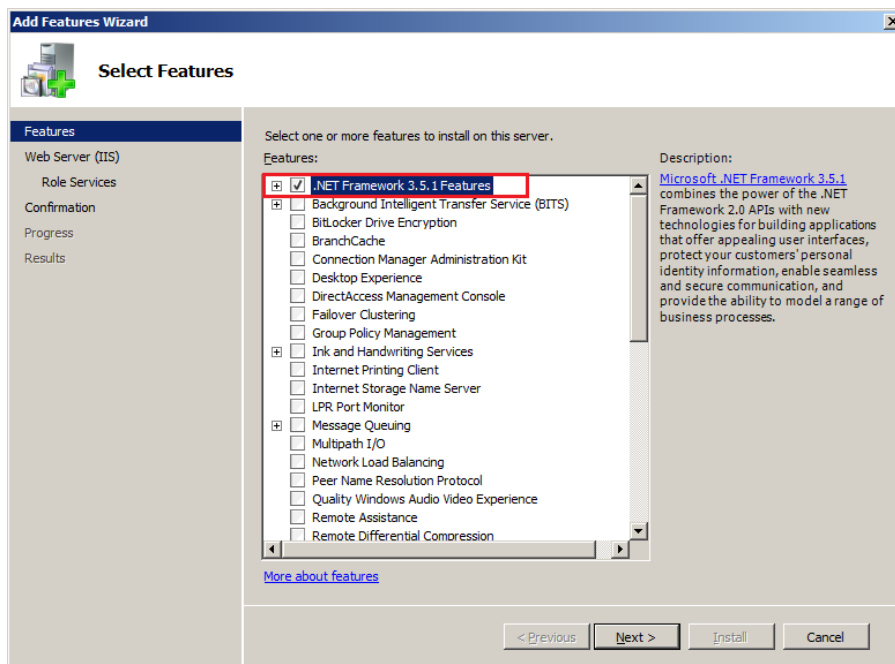
The following requirements must be met for the installation

- The Server must be running Windows Server 2003, Windows Server 2008 or Windows 2008 R2.

Windows Vista and Windows 7 are supported for test and evaluation purposes only.

- Microsoft .NET 3.5 must be installed.

(NOTE: For Windows 2008 R2 please install the *.NET Framework 3.5.1 Features* within the Add Features wizard).



- IIS must be installed
- For **Windows 2003** ensure that ASP.NET is installed into IIS with the ASP.NET v2.0.50727 Web Service Extension Enabled

- When installing onto **Windows Server 2008 and 2008 R2** please ensure that the following Role Services are installed for IIS
  - Common HTTP Features > Static Content
  - Application Development > ASP.NET
  - Security > Windows Authentication
  - Management Tools > IIS Management Console

## SQL Server Requirements

XIA Configuration Server requires that Microsoft SQL Server 2005 or SQL Server 2008 Express Edition with Advanced Features or greater Edition be installed before XIA Configuration Server is itself installed. Please note the following:

- SQL Server can be installed either on the same Server as XIA Configuration or an alternative Server
- The XIA Configuration Database stores potentially sensitive information such as Account Names and IP Addresses and therefore the server hosting both the XIA Configuration Server Application and the SQL Server Instance should be suitably secured.

It is recommended that Microsoft's best practices for SQL Server installation and security should be followed.

- For purposes of security and performance it is recommended that the SQL Instance used should be dedicated for XIA Configuration, this is however not a requirement.
- Microsoft Clustering (MSCS) of SQL Server is supported by XIA Configuration Server if required
- **NOTE:** If you use a case Sensitive Collation please ensure that the credentials for the XIA Server Account are entered in the correct case during setup.

### Don't have SQL Server?

If you currently do not have a suitable SQL Server Installation you can download SQL Server 2008 Express from the Microsoft Web Site

<http://www.microsoft.com/express/sql/download/>

## **XIA Configuration Server Access Requirements**

XIA Configuration Server Users access the system by a Standard Web Browser; the following Browsers are currently supported

- Internet Explorer 9
- Internet Explorer 8
- Internet Explorer 7
- Firefox 4
- Firefox 3
- Firefox 2

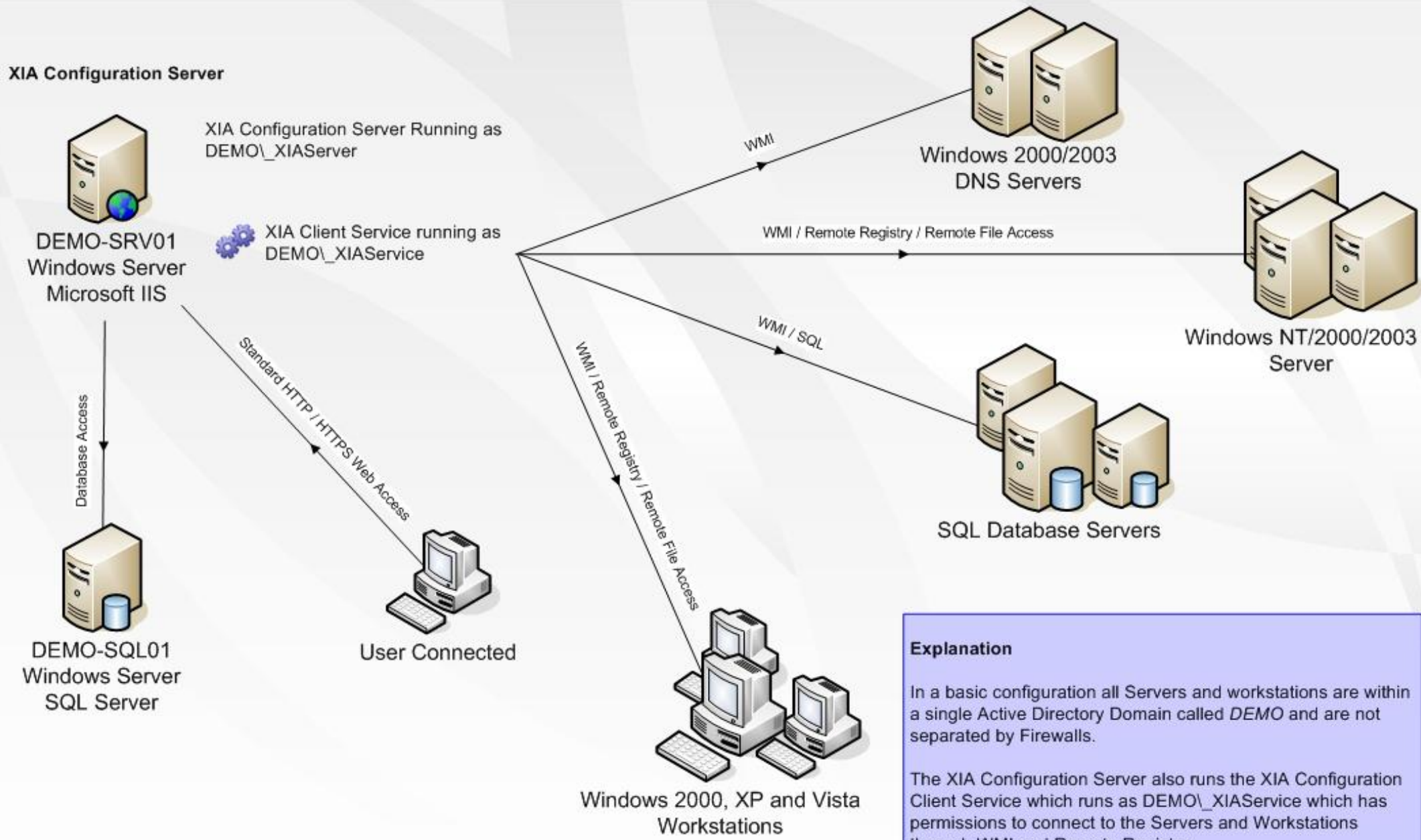
## Installation

The XIA Configuration Server is a Web Based Server Application that can be hosted by IIS on either Windows 2003 or Windows 2008 Server.

Please ensure that the prerequisites are met on the Requirements Section before proceeding.

As your network infrastructure or that of your customers range in complexity XIA Configuration can be deployed in different ways.

The following Diagram shows the simplest setup of XIA Configuration Server.



**Explanation**

In a basic configuration all Servers and workstations are within a single Active Directory Domain called DEMO and are not separated by Firewalls.

The XIA Configuration Server also runs the XIA Configuration Client Service which runs as DEMO\\_XIAService which has permissions to connect to the Servers and Workstations through WMI and Remote Registry.

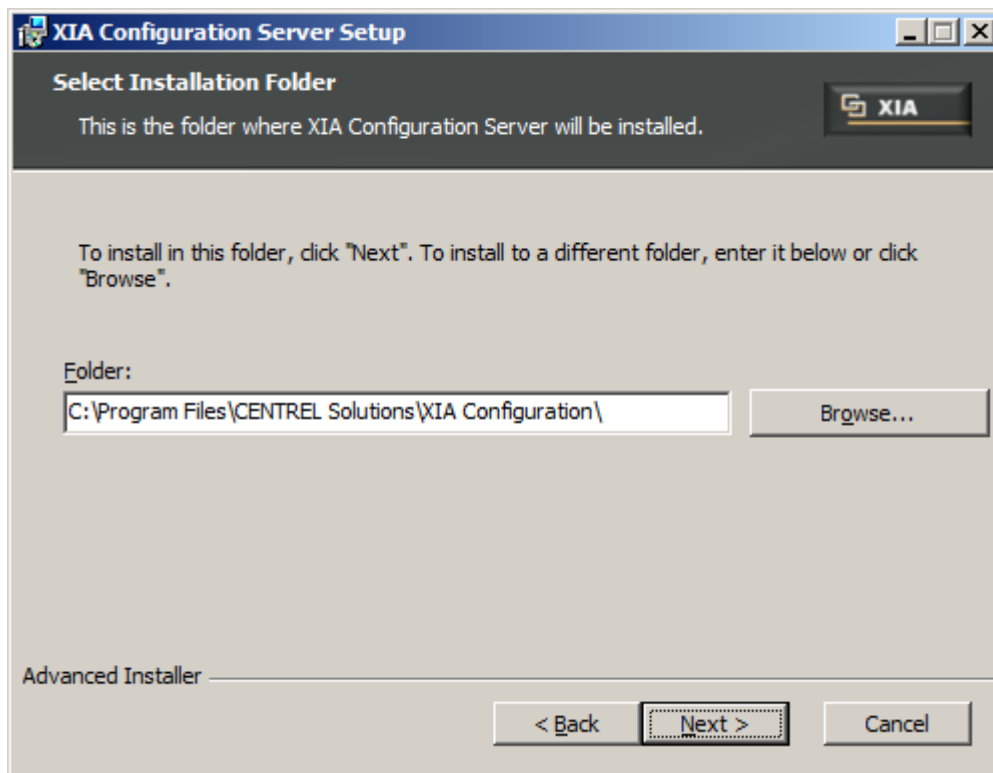
## Install XIA Configuration

1. On the Server onto which you wish to install XIA Configuration Server start the XIA Configuration setup file

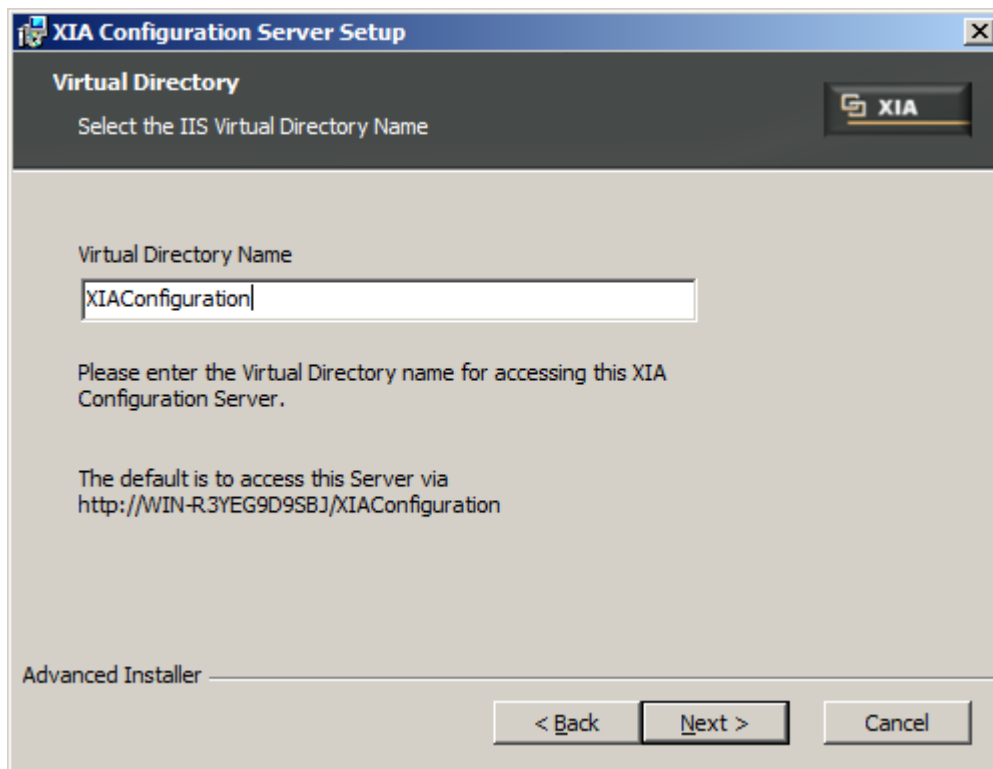


2. Please carefully read the license agreement and select whether you agree to the terms

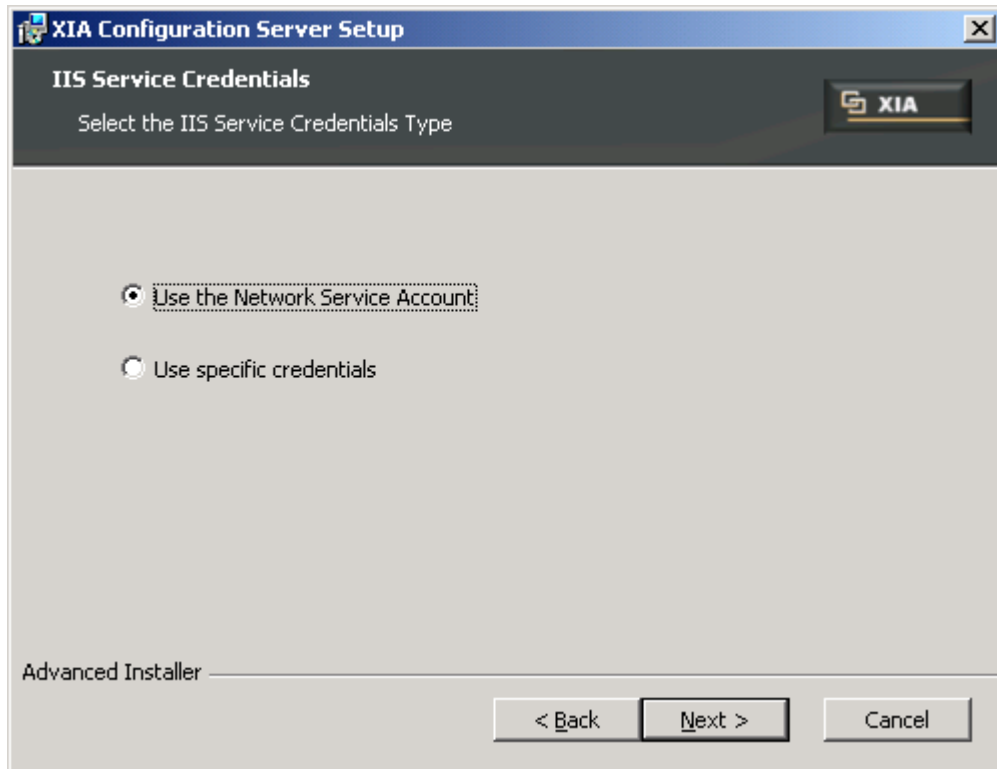
3. Select the installation directory



4. Select the Virtual Directory name. This will be created under the Default Web Site of the local IIS server.

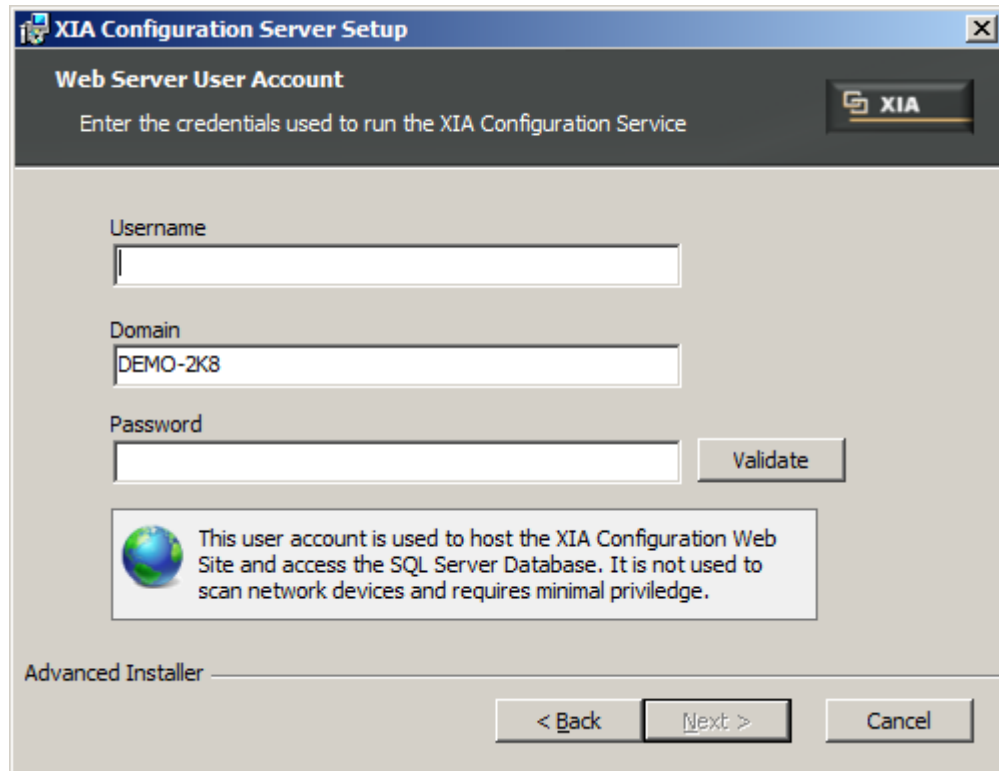


- Determine if you wish to run XIA Configuration Server using the Network Service account (recommended for a standard installation) or using specific credentials (more secure if the server is used for multiple functions).



6. If you decide to use specific credentials for the XIA Server Account enter these on the following form and click validate to validate the user account and password.

**NOTE:** If you are using the Network Service account please proceed to the following step.



The screenshot shows a Windows-style dialog box titled "XIA Configuration Server Setup". The main heading is "Web Server User Account". Below the heading, it says "Enter the credentials used to run the XIA Configuration Service". There are three input fields: "Username" (empty), "Domain" (containing "DEMO-2K8"), and "Password" (empty). To the right of the Password field is a "Validate" button. Below the input fields is a text box with a globe icon and the text: "This user account is used to host the XIA Configuration Web Site and access the SQL Server Database. It is not used to scan network devices and requires minimal privilege." At the bottom of the dialog, it says "Advanced Installer" and has three buttons: "< Back", "Next >", and "Cancel".

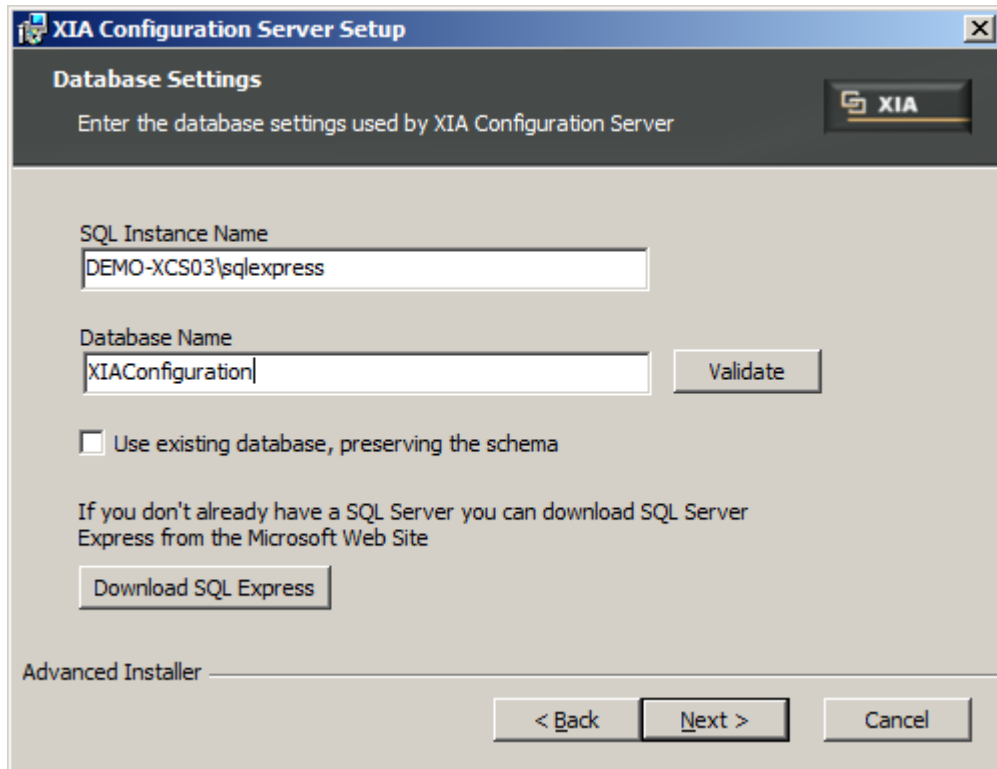
## XIA Configuration Server Account

This account will be used to access the XIA Configuration Database on the SQL Server and will be given full access to the configuration and data files on the XIA Configuration Server.

The Account:

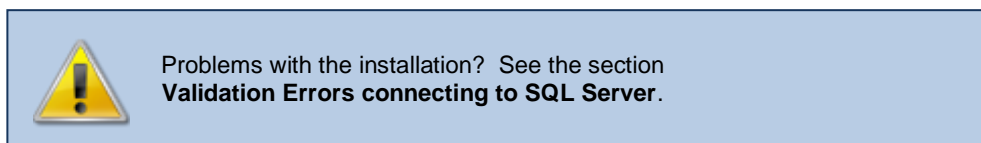
- Should be dedicated for this purpose
- Should not be given any specific privileges - all access will be configured by setup
- Has access to the potentially sensitive data within the XIA Configuration Database such as User Accounts and IP Addresses - therefore this account should have a suitably complex password.
- Will be configured as the Database Owner of the XIA Configuration Database
- Will be added to the IIS\_WPG or IIS\_IUSRS group
- Can be a Domain or Local account if SQL Server is hosted on the same machine as XIA Configuration, however should be a Domain account if SQL Server is hosted on an alternative Server.

7. Enter the Database server name and database name. If the database is running on a named instance enter in the format `servername\instancename` for example **demo-sql01\sqlexpress**. The default database name is XIAConfiguration.



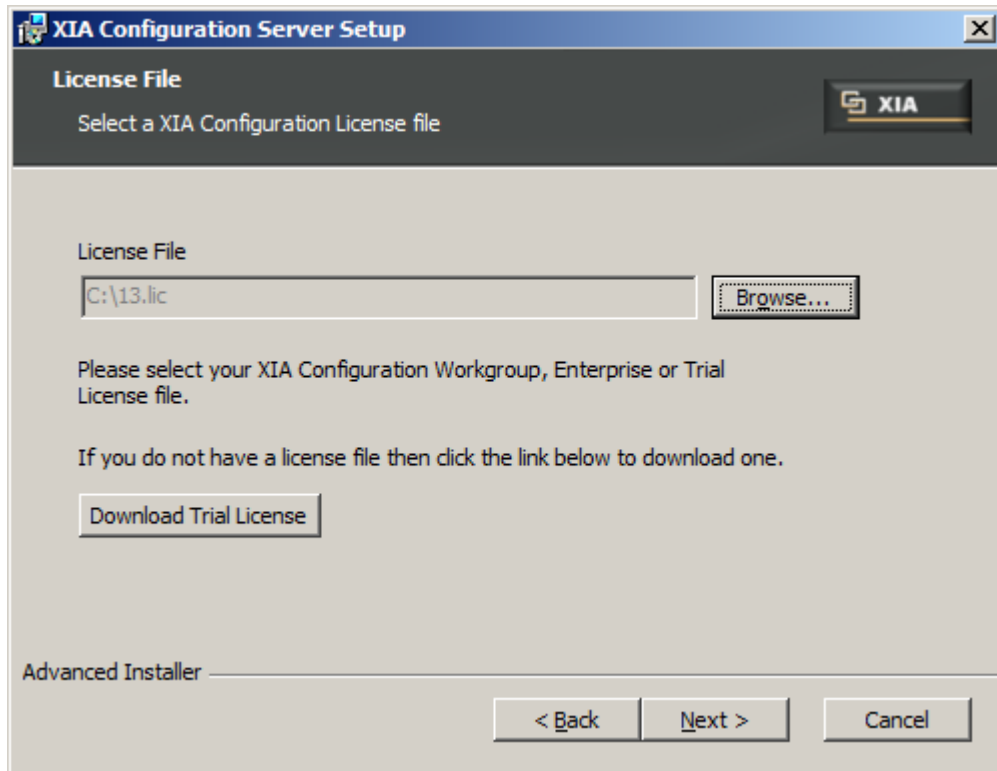
The screenshot shows the 'XIA Configuration Server Setup' dialog box, specifically the 'Database Settings' tab. The dialog has a title bar with the XIA logo and a close button. Below the title bar, the text 'Database Settings' is displayed, followed by the instruction 'Enter the database settings used by XIA Configuration Server'. There is a 'Validate' button next to the 'Database Name' field. The 'SQL Instance Name' field contains 'DEMO-XCS03\sqlexpress'. The 'Database Name' field contains 'XIAConfiguration'. There is a checkbox for 'Use existing database, preserving the schema' which is unchecked. Below this, there is a link to 'Download SQL Express' and a section for 'Advanced Installer' with navigation buttons for '< Back', 'Next >', and 'Cancel'.

8. Click "Validate" to validate this configuration.



9. Select your XIA Configuration license file when prompted.

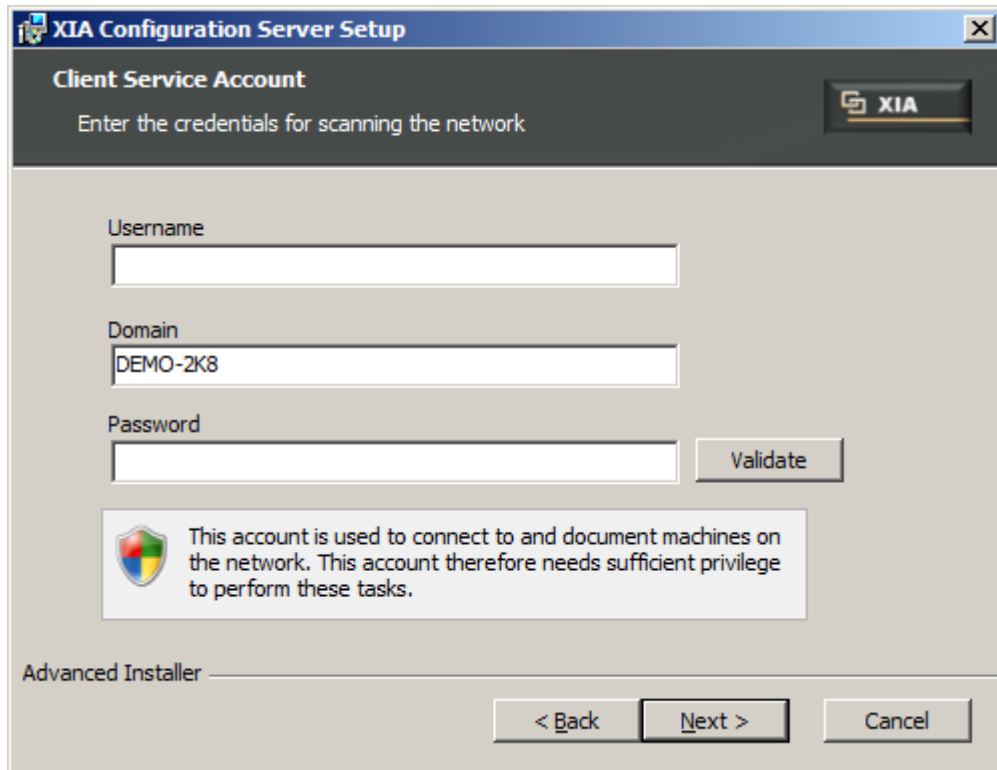
**NOTE:** Please ensure that the license file is found locally – selecting the license from a network location during installation is not supported.



10. Enter the XIA Configuration Service Account password when prompted and click validate to validate the account name and password.

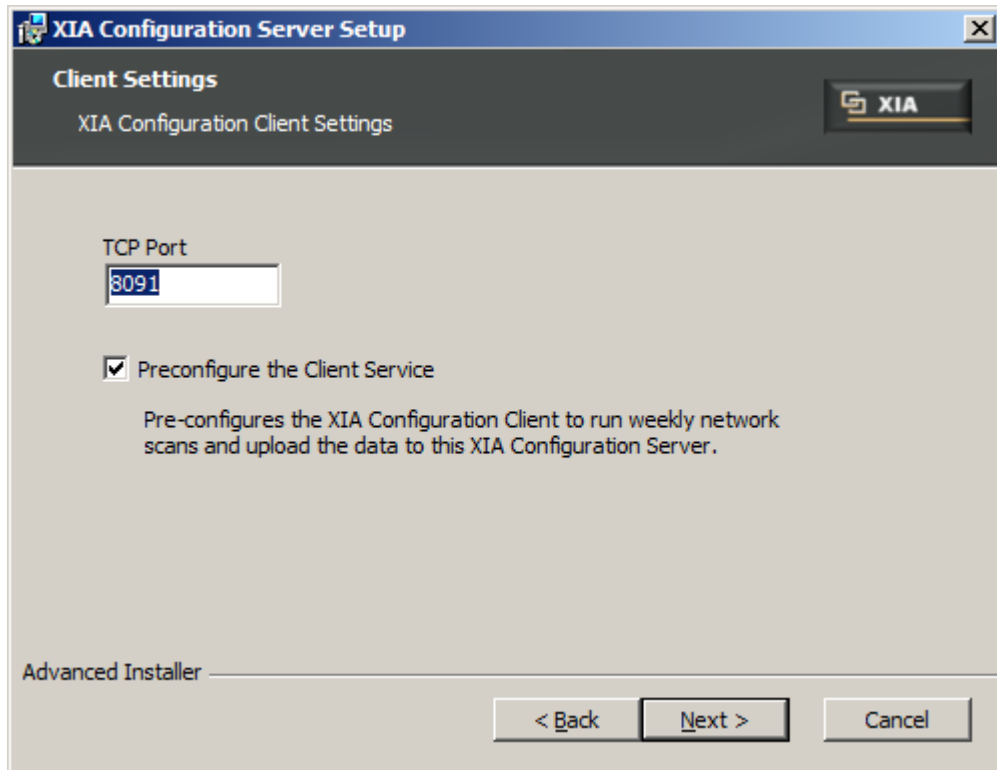
This account is used to scan the network infrastructure therefore this account

- Must be a local administrator account
- Needs access to the items that you wish to scan.

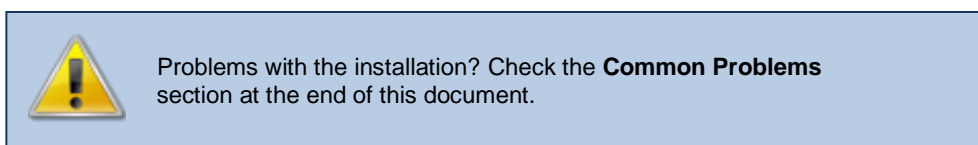


The screenshot shows a Windows-style dialog box titled "XIA Configuration Server Setup". The main heading is "Client Service Account" with a sub-heading "Enter the credentials for scanning the network". There are three input fields: "Username" (empty), "Domain" (containing "DEMO-2K8"), and "Password" (empty). A "Validate" button is positioned to the right of the password field. Below the fields is a warning box with a shield icon and the text: "This account is used to connect to and document machines on the network. This account therefore needs sufficient privilege to perform these tasks." At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The text "Advanced Installer" is visible in the bottom left corner of the dialog.

11. Enter the TCP Port number that the Client Service will listen for requests from the XIA Configuration Server and the Administrative Tools
12. Selecting “Preconfigure the Client Service” will allow setup to configure the XIA Configuration Client Service to scan the local Active Directory Domain for Servers and Computers and document Active Directory on a weekly basis. You can modify or delete this preconfigured Scan Profile by using the Administrative Tools when the install is complete.

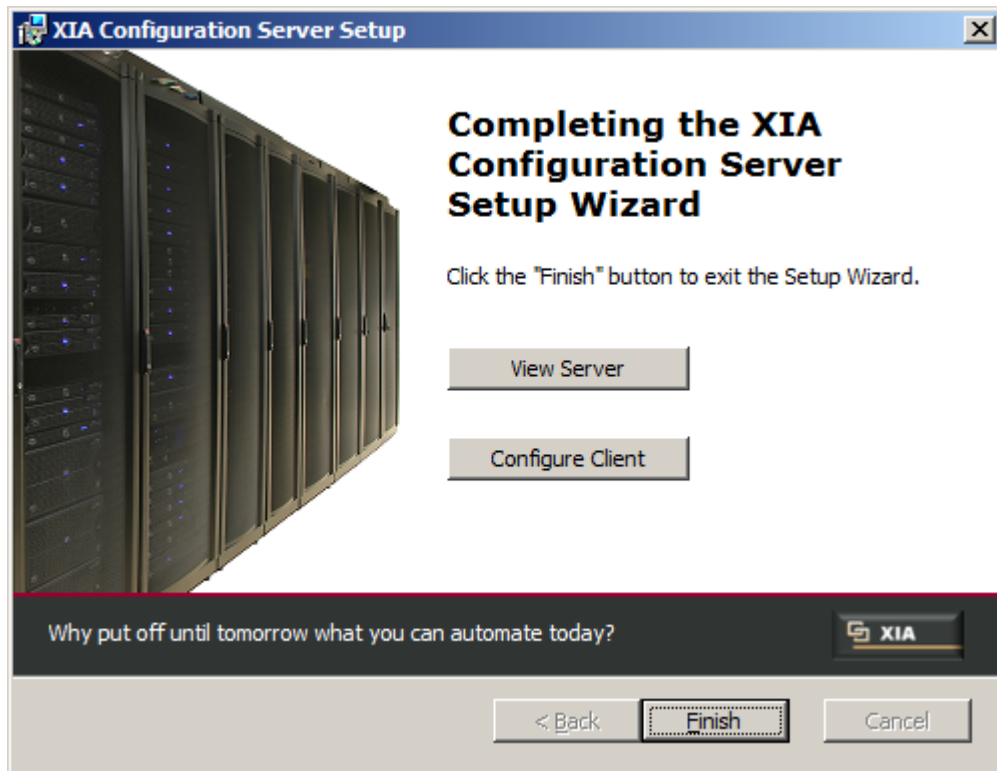


13. Setup will now begin



14. When the installation is complete you are able to "View Server" which launches your default web browser to the XIA Configuration Address.

You can also Configure Client which allows you to configure the detailed Scan Configuration including what to scan, and when.

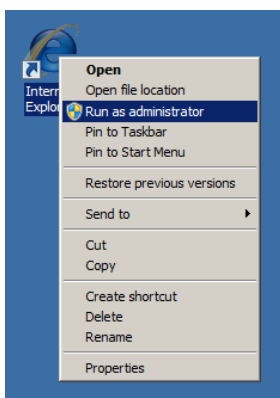


## Scanning your Infrastructure

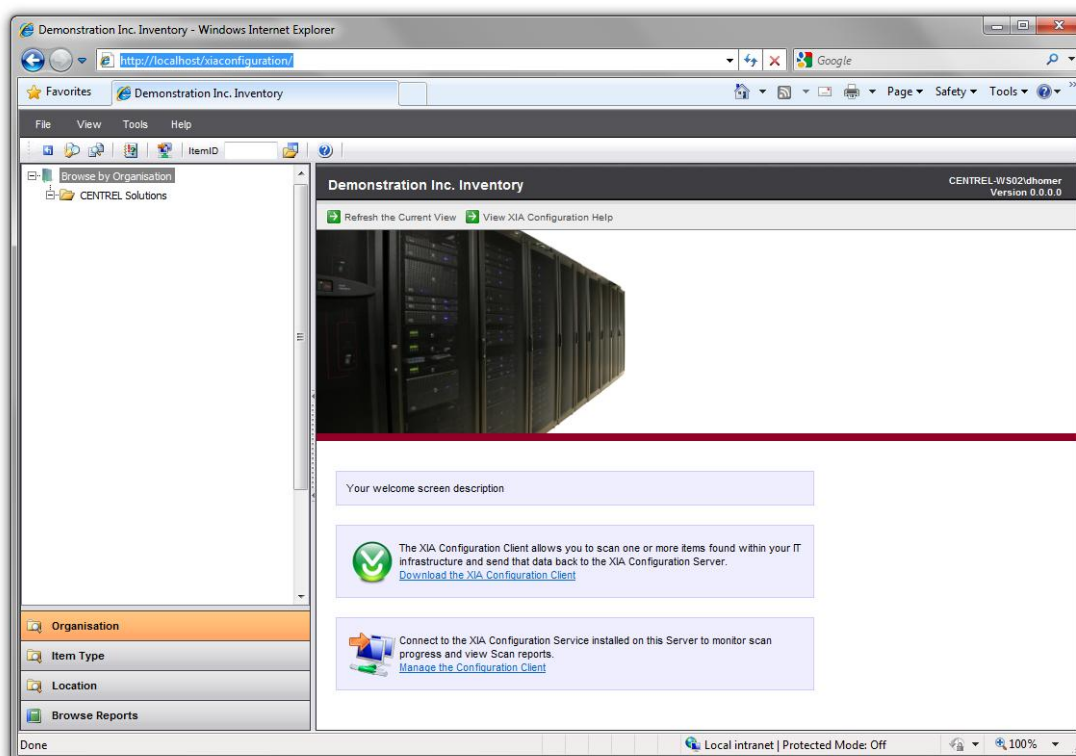
1. Once installed access the server by clicking “View Server” or by accessing the XIA Configuration URL from a browser.

If you cannot connect to the server check your IIS configuration. If you have specific settings you may need to specify an alternative URL – for example if you require SSL you may need to start the URL with https://

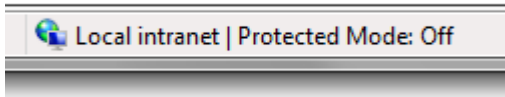
2. If you are using a version of Windows with UAC enable – for example Windows 2008 R2 please ensure that you start Internet Explorer with Administrator rights



3. You should see the main XIA Configuration server window



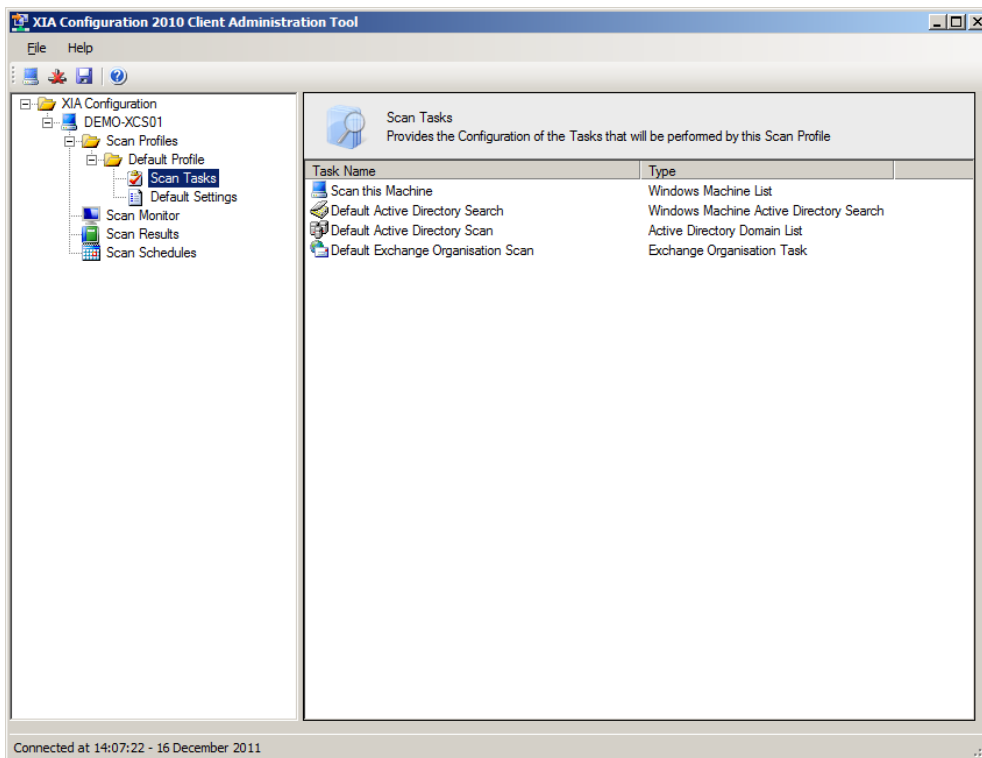
4. Make sure you are running in the Local Intranet zone



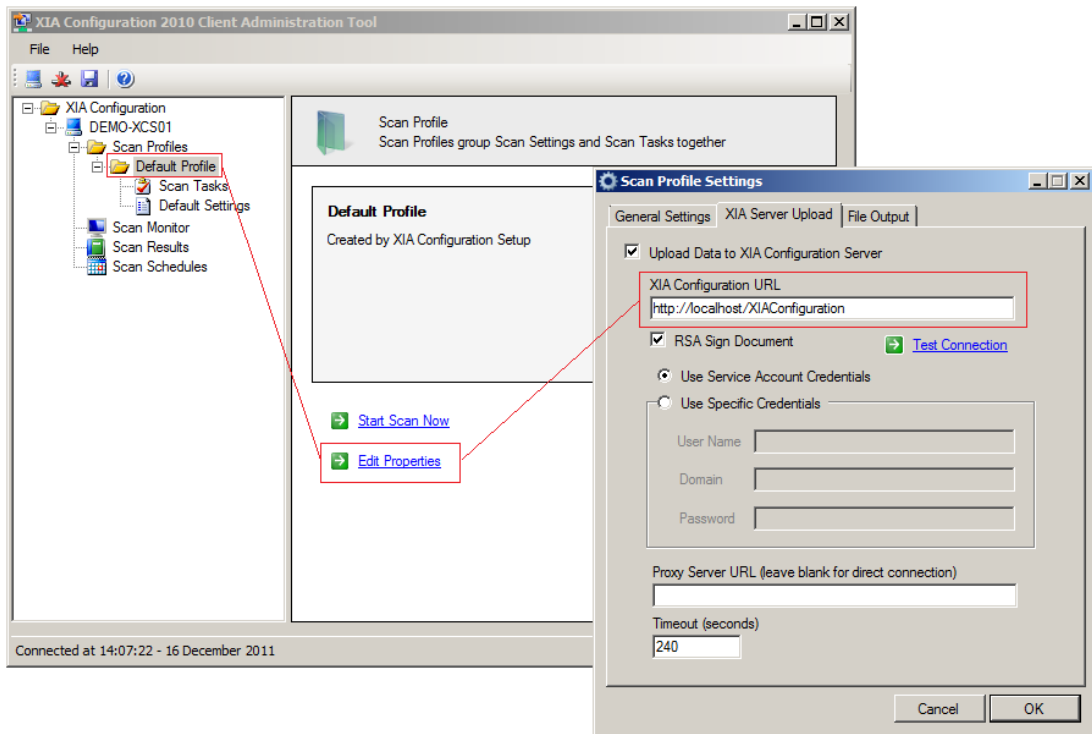
5. By default new items will be placed in the CENTREL Solutions container on the left.
6. From the desktop you can start the XIA Configuration Client



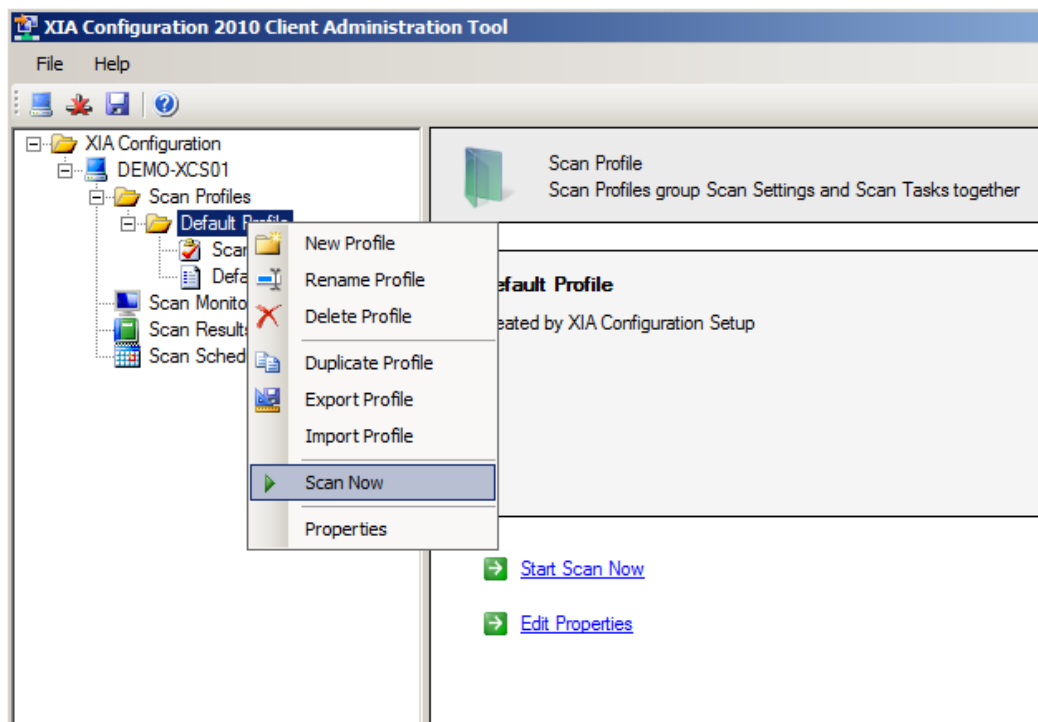
7. Within the client you can configure what is scanned with the Scan Profiles. You can right click and add additional scan tasks – such as scanning VMware systems here.



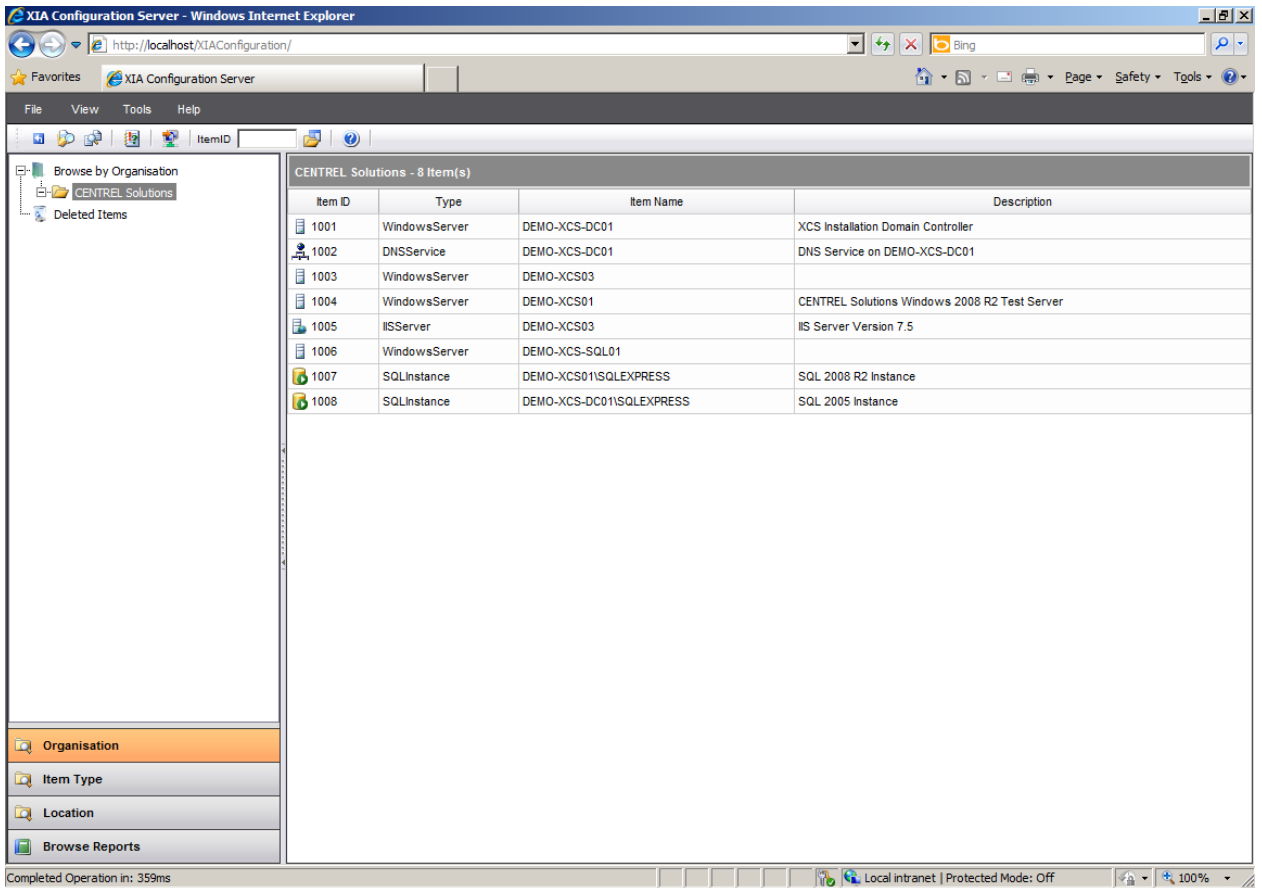
8. Ensure that the XIA Configuration URL matches the one that you connected to with the web browser. For example if you require SSL connections you may need to adjust the URL to start with https://



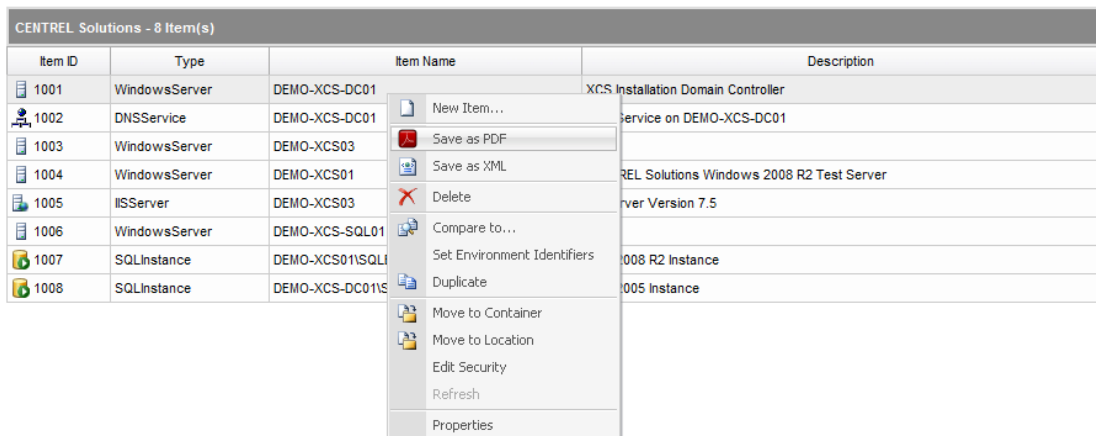
9. Once configured right click the scan profile and click **Scan Now**



- Refresh the view in the web browser and the items detected should start appearing in the web interface.



- Double click an item to view the full details. To export to PDF, simply right click the item and select **Save As PDF**



## Need more help?

If you would like more Help with XIA Configuration please see the XIA Configuration support page at

<http://www.centrel-solutions.com/XIAConfiguration/support.aspx>

You can contact us directly on  
[support@centrel-solutions.com](mailto:support@centrel-solutions.com)

## Common Problems

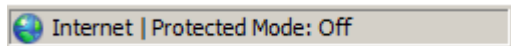
### **You are prompted for a password when you attempt to access the XIA Configuration Server Web Interface.**

#### **Issue**

When using Vista or Windows 2008 you find you are prompted for a password – clicking cancel displays an authorisation error

#### **Cause**

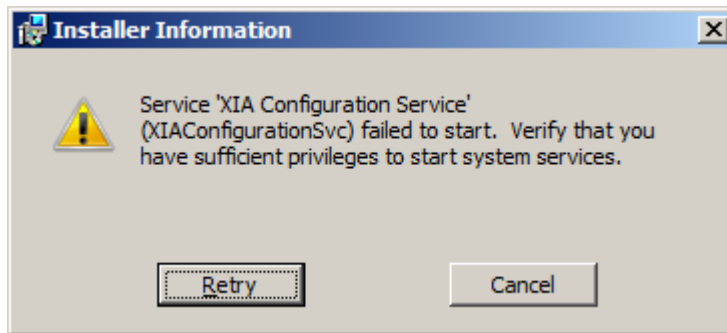
This is caused by the local server not being in your Intranet Zone and therefore the browser is not passing your current credentials to XIA Server.



#### **Solution**

Add the XIA Configuration URL to your Intranet Zone and ensure that access to the XIA Configuration Server is not being sent via a Proxy Server.

## Setup fails with a “Service failed to start” error.



### Issue

During the XIA Configuration Server installation you receive a Service failed to start error message.

### Cause

Setup grants the XIA Configuration Service account the *Logon as a Service* right during the installation, however if your network has a Group Policy in effect that configures the users granted this right then this setting is overwritten.

### Resolution

Modify the Group Policy object that is setting the Logon as a Service right, or alternatively use a logon that already has this right as the XIA Configuration Service account.

## ODBC Connect: timeout exceeded.

### Issue

During the installation the installer fails whilst “Executing install SQL Scripts”, a dialog box is shown with the error “ODBC Connect: timeout exceeded”.



### Cause

Dependant on your SQL Server configuration this may be seen if you are using

### Solution

When entering the SQL Server name use the server name instead of localhost – for example instead of “localhost\\sql express” use “*servername*\\sql express”.

# HTTP Error 401.2 – Unauthorized is shown on Windows 2008

Server Error in Application "DEFAULT WEB SITE/XIASERVER"

Internet Information Services 7.5

**Error Summary**

**HTTP Error 401.2 - Unauthorized**  
You are not authorized to view this page due to invalid authentication headers.

**Detailed Error Information**

Module: IIS Web Core	Requested URL: http://localhost:80/xiaserver/
Notification: AuthenticateRequest	Physical Path: C:\inetpub\wwwroot\XIAServer\
Handler: StaticFile	Logon Method: Not yet determined
Error Code: 0x80070005	Logon User: Not yet determined

**Most likely causes:**

- No authentication protocol (including anonymous) is selected in IIS.
- Only integrated authentication is enabled, and a client browser was used that does not support integrated authentication.
- Integrated authentication is enabled and the request was sent through a proxy that changed the authentication headers before they reach the Web server.
- The Web server is not configured for anonymous access and a required authorization header was not received.
- The "configuration/system.webServer/authorization" configuration section may be explicitly denying the user access.

**Things you can try:**

- Verify the authentication setting for the resource and then try requesting the resource using that authentication method.
- Verify that the client browser supports Integrated authentication.
- Verify that the request is not going through a proxy when Integrated authentication is used.
- Verify that the user is not explicitly denied access in the "configuration/system.webServer/authorization" configuration section.
- Create a tracing rule to track failed requests for this HTTP status code. For more information about creating a tracing rule for failed requests, click [here](#).

## Issue

When you connect to XIA Configuration hosted on Windows 2008 and Windows 2008 with a web browser you receive an error stating "HTTP Error 401.2 – Unauthorized" which also states that "You are not authorized to view this page due to invalid authentication headers."

The user account you are connected with is known to have the appropriate permissions.

## Cause

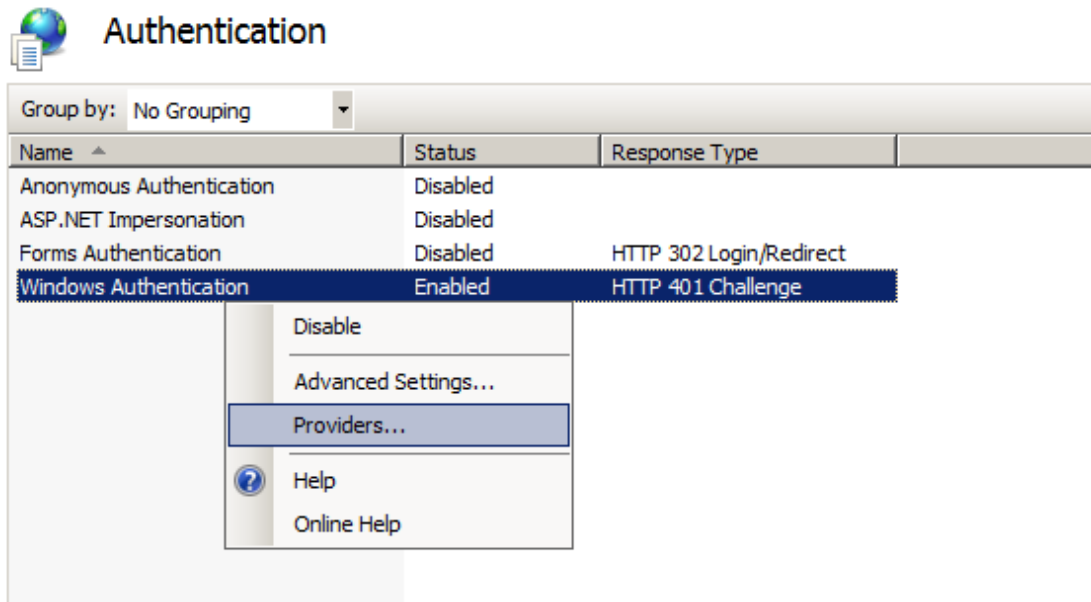
This is due to problems with the configuration of the authentication settings within IIS

## Solution

Open IIS Manager and select the XIA Configuration virtual directory and double click the Authentication icon.

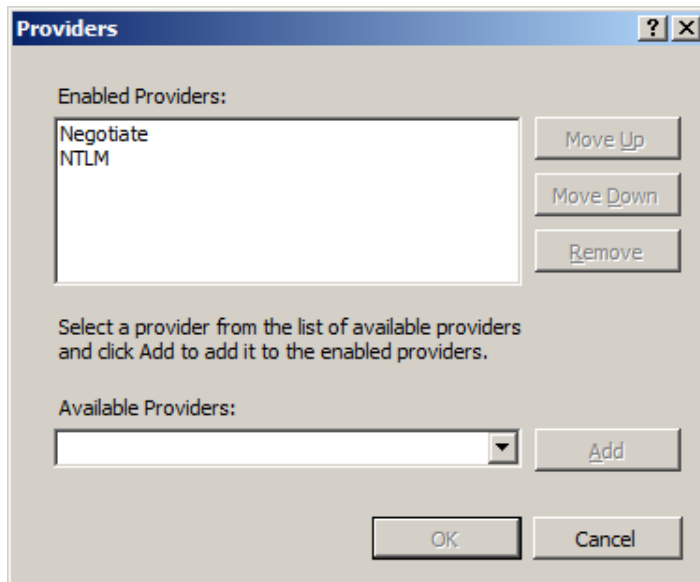


Ensure that Windows authentication is enabled and right click it and select “Providers...”

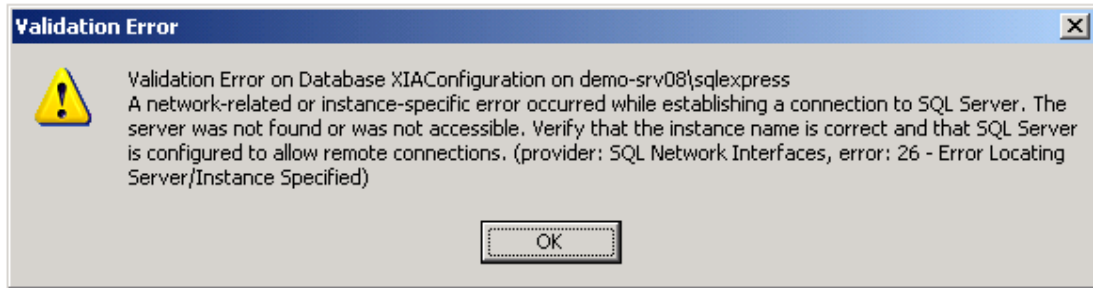


Ensure that both Negotiate and NTLM are in the list of Enabled Providers.

If they are not listed select them from the available providers drop down list and click add.



## Validation Errors connecting to SQL Server



### Issue

SQL Validation fails with “The server was not found or was not accessible”

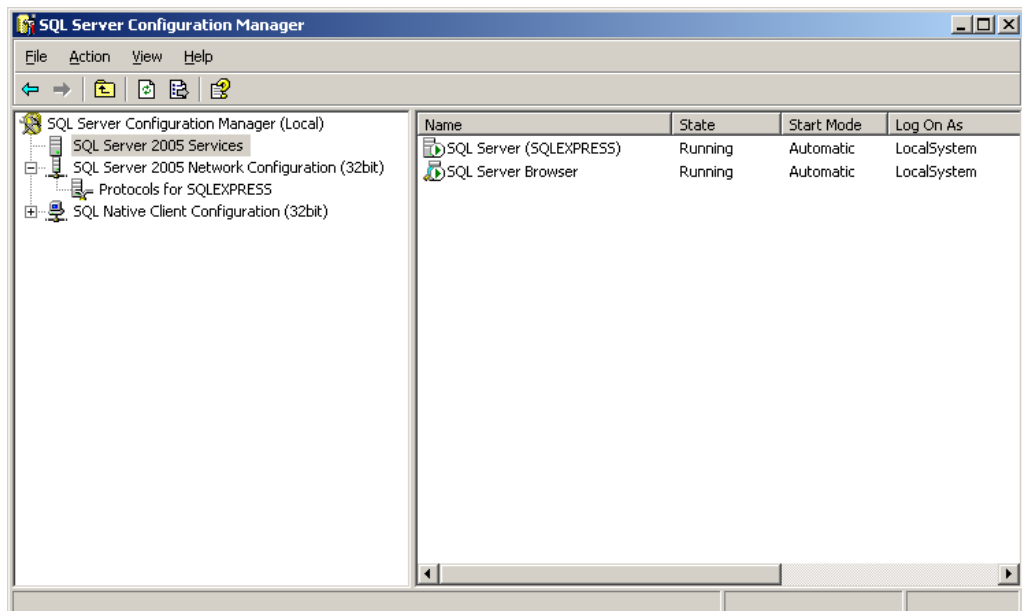
### Cause

This is a standard SQL Server troubleshooting error – several reasons could account for the XIA Setup application not being able to communicate with the SQL Server.

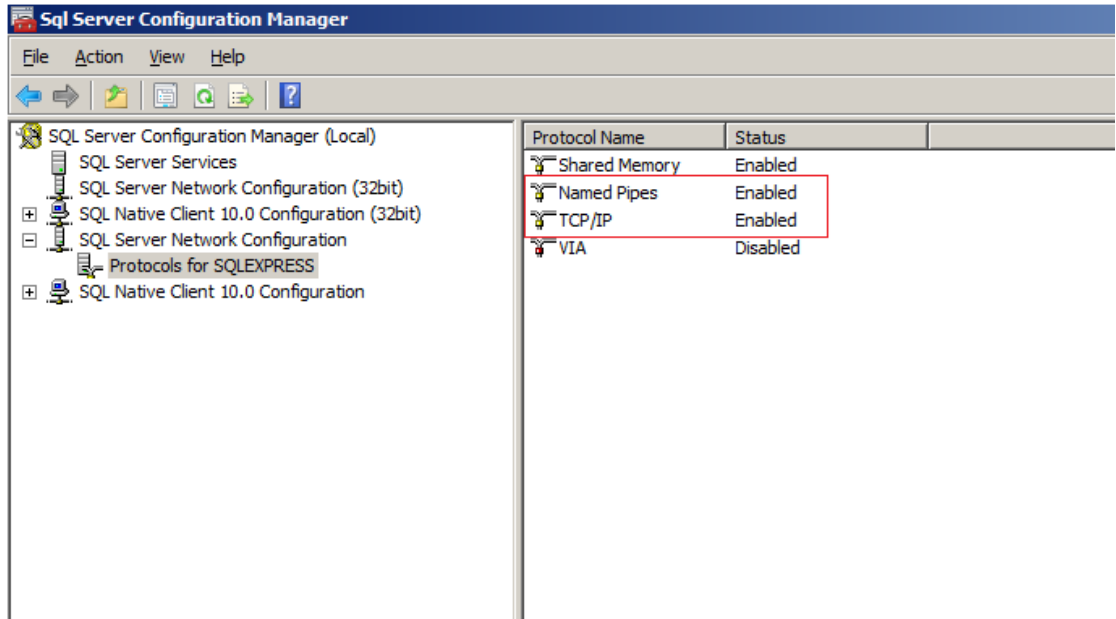
### Solution

- Ensure that the SQL Server name has been entered correctly
- Ensure that the SQL Server name can be resolved by the server onto which you are installing XIA Configuration Server e.g. ping *servername*
- If using a named instance, ensure that the instance name has been correctly entered in the format *servername\instancename*.
- When connecting to a SQL Server on a remote machine ensure that your user account has the appropriate permissions.
- Using SQL Server Configuration Manager ensure that the SQL Server service and if you are using a named instance that the SQL Server Browser are running.

**NOTE:** SQL Browser is only required if you are using a named instance and TCP connections.

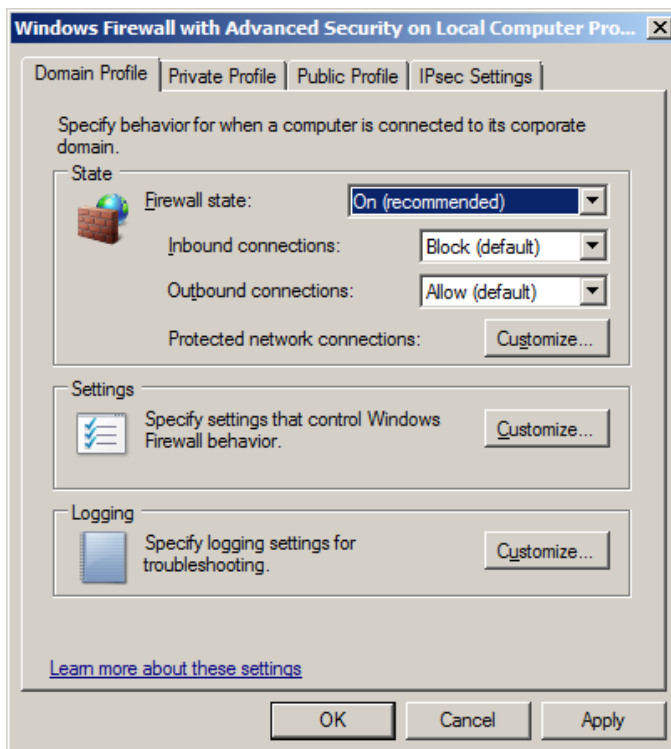


- When connecting to a SQL Server on a **remote machine** ensure that remote TCP connections or Named Pipes are enabled for the SQL Instance using the SQL Server Configuration Manager.



- Ensure there are no hardware or software **firewalls** blocking SQL access between the XIA Configuration Server machine and the SQL Server.

**Tip:** Try checking your Windows Firewall settings on the database server

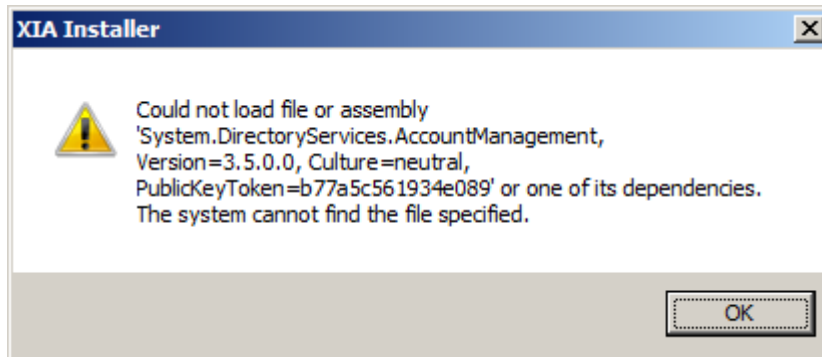


## Error installing – “Could not load file or assembly”

### Issue

When installing XIA Configuration Server you receive the error

“Could not load file or assembly ‘System.DirectoryServices.AccountManagement’



The installation fails to complete.

### Cause

This is because .NET Framework 4.0 is installed, however .NET Framework 3.5 is **not** installed.

The Microsoft .NET Framework 4.0 is designed to be installed alongside previous versions of the .NET Framework.

### Solution

Install .NET Framework 3.5.

**NOTE:** If you are using Windows Server 2008 R2 please install the .NET Framework 3.5 feature.

Please see “**SQL Server Requirements**” for more information.