Abstract

The purpose of this document is to help users install and configure EventTracker, and verify the expected functionality of all its components.

EventTracker is a reliable, policy driven solution to monitor and manage critical events generated by Windows (Vista/2008/2003/XP/2K), Solaris BSM, Unix (SYSLOG), SYSLOG-NG and SNMP devices. EventTracker is an enterprise grade solution that provides real-time alerts, secure warehousing, and flexible reporting.
# Installation Guide

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Introduction

EventTracker provides a unique combination of capabilities, including:

- Enterprise-wide, Single Console Event Management
- Rapid Integration with Active Directory
- USB Device Monitoring
- Automatic Remediation
- Reporting
- Analytics
- Real-time Alerting
- Enterprise Activity Monitoring
- File Integrity Monitoring
- Virtual Infrastructure Monitoring

This is the good time to familiarize yourself with the various product features as described on the Web site (http://www.prismmicrosys.com/eventTracker.php), or in the brochure of this package. This installation guide is designed as an easy reference, since we recognize the imperative importance of error free and painless installation experience.

Important: Prism strongly recommends users thoroughly read “Installing & Customizing Web Server (IIS)” document prior to installing EventTracker 7.0.
## System Requirements

For optimal performance, following are the hardware and software requirements to host EventTracker.

### Hardware Requirements [Min. Configuration]

Minimum hardware required to install and smoothly run EventTracker.

#### 32-bit installation

<table>
<thead>
<tr>
<th></th>
<th>Min. Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CPU</strong></td>
<td>2 GHz, 32-bit (x86) Xeon® Quad Core or equivalent</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>3 GB</td>
</tr>
<tr>
<td><strong>HDD</strong></td>
<td>10 GB Free Hard disk space for the application</td>
</tr>
</tbody>
</table>

#### 64-bit installation

<table>
<thead>
<tr>
<th></th>
<th>Min. Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CPU</strong></td>
<td>2.80 GHz, 64-bit (x64) Xeon® Dual Core or equivalent</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>4 GB</td>
</tr>
<tr>
<td><strong>HDD</strong></td>
<td>10 GB Free Hard disk space for the application</td>
</tr>
</tbody>
</table>

### Software Requirements

#### Operating Systems

EventTracker can be installed and run on the following operating systems (both 32-bit and 64-bit architecture):


**EventTracker Agent for Solaris**: Solaris 9, Solaris 10.
Components

Microsoft .NET Framework 3.5 SP1
Microsoft SQL Server 2005 Express Edition
IIS 6.0 and above

Web Browsers

Internet Explorer 7.0 and above
Pre-installation Instructions

EventTracker Web users are authenticated locally or against the Windows Active Directory. If you want “Local Account” authentication, then user accounts and group accounts should preexist on the target computer where EventTracker Web is to be installed. So, create user accounts and group accounts on the target computer before you attempt to install EventTracker Web.

If you want “Active Directory” authentication, then user accounts and group accounts should preexist in the Active Directory. So, create user accounts and group accounts in the Active Directory before you attempt to install EventTracker Web.

Creating Local User and Group Accounts

Note: To perform this procedure, you must be a member of the Administrators group on the local computer, or you must have been delegated the appropriate authority. If the computer is joined to a domain, members of the Domain Admins group might be able to perform this procedure.

Summary

What is the significance of creating “EventTracker” user group?

To log on to EventTracker Web, the user must be a member of “EventTracker” group. EventTracker Web user authentication operates locally, that is confined to a particular computer or within Active Directory context.

a. Create a local user group “EventTracker**” on the computer where EventTracker Web is to be installed.

b. Create a local user e.g. ETAdmin**.

Add ETAdmin user to EventTracker group. Members of this group can log on to EventTracker Web.

c. Add ETAdmin user to local Administrators group on the computer where EventTracker Web is to be installed.

** You can name user group and user with any name you prefer and need not necessarily be EventTracker and ETAdmin.
Creating EventTracker User Group

2. Expand the **Local Users and Groups** node.
3. Right-click **Groups** and then select **New Group**.
Type the name of the group in the **Group name** field. For example, you can type "EventTracker" as group name.
5 Click **Create**.
6 Click **Close**.
Creating User

7 Right-click "Users" and then select **New User**.
8 Type appropriately in the User Name, Full Name, Description, Password, and Confirm Password fields. For example, you can type “ETAdmin” as user name.

9 Select the Password never expires check box.
10. Click **Create**.

11. Click **Close**.
Adding User to EventTracker Group

12 Right-click the newly created user group and then select **Properties**.
Figure 9
13 Click **Add**.
14 Click **Locations**.

![Figure 11]

15 Select the location, typically the name of the computer.

![Figure 12]

16 Click **OK**.

![Figure 13]
17 Type the user name in the **Enter the object names to select** field.

18 Click **Check Names**.
19 Click OK.
Figure 17

20 Click **Apply** and then click **OK**.

### O/S W2K & Local User Account

If you are installing EventTracker on Windows 2000 with Local User Account, then do the following:

1. Click **Start -> Settings -> Control Panel -> Administrative Tools -> Local Security Policy.**

   ![Local Security Settings](image)

   **Figure 18**

2. Expand the **Local Policies** node.

3. Click **User Rights Assignment.**
4 Double-click **Act as part of the operating system** in the right pane.
5 Click Add.
6 Select the users "ASPNET" or "NETWORK SERVICE" and the user who logs in while installing EventTracker (Example: If you intend to use local account “ETAdmin” credentials, you have to add this user explicitly to Act as part of the operating system. The user should also have local admin privilege on that computer).

7 Click **Add**.
Figure 22

8  Click **OK**.
9 Click OK.

Creating Active Directory User and Group Accounts

**Note:** To perform this procedure, you must be a member of the Account Operators group, Domain Admins group, or the Enterprise Admins group in Active Directory, or you must have been delegated the appropriate authority.

**Summary**

a. Create a user group e.g. EventTracker** in the domain where EventTrackerWeb is to be installed.

b. Create a domain user e.g. ETAdmin**.
Add ETAdmin user to EventTracker group. Members of this group can log on to EventTracker Web.

c. Add ETAdmin user to local Administrators group on the computer where EventTracker Web is to be installed.

** You can name user group and user with any name you prefer and need not necessarily be EventTracker and ETAdmin.

Creating EventTracker Group

Create a **Global Scope Security Group** in the domain where EventTracker is to be installed.

2. Right-click the domain name, point to **New** and then select **Group**.
Figure 26
Figure 27

3 Type the name of the group in the **Group name** field.
4 Select **Group scope** as **Global**, if not selected.
5 Select **Group type** as **Security**, if not selected.
6  Click OK.
Creating User

7. Right-click **Users**, point to **New** and then **User**.
Figure 30
8 Type appropriately in the respective fields. For example, you can type "ETAdmin" as user name.
9 Click **Next >**.
10 Type the password in the **Password** and **Confirm Password** fields.
11 Select the **Password Never Expires** check box.
Figure 33

12 Click **Next >**.
13 Click Finish.
Adding User to EventTracker Group

14 Right-click the EventTracker group and then select Properties.
Figure 36
15 Click the Members tab.
16 Click Add.
17 Type the user name in the **Enter the object names to select** field.

![Select Users, Contacts, Computers, or Groups](image)

**Figure 39**

18 Click **Check Names**.

![Select Users, Contacts, Computers, or Groups](image)

**Figure 40**

19 Click **OK**.

![Select Users, Contacts, Computers, or Groups](image)

**Figure 41**
20  Click **Apply**.
21  Click **OK**.

**Adding User to Local Administrators group**

22  Add user to the Administrators group on the computer where EventTracker is to be installed.
Adding cross-domain users

Consider Domain A and Domain B exist in Forest 1 and EventTrackerWeb server is a member of Domain A. If a user in Domain B needs to access and administer EventTracker Web, add that user to EventTracker user group in Domain A. Since these two domains exist in the same forest, Windows creates automatic trust relationship between these two domains.
Adding cross-forest users

Consider Domain A and Domain B exist in Forest 1 and Domain C and Domain D exists in Forest 2. EventTrackerWeb server is a member of Domain A. If a user in Domain C needs to access and administer EventTracker Web, add that user to EventTracker user group in Domain A. Since these two domains exist in different forests, you need to create trust prior to adding users.
Figure 45

Windows Server 2003 forests: Create a forest trust. A forest trust lets you create a trust relationship between two separate Active Directory forests.

Windows Server 2000 forests: While it's true that you could create trusts between domains in two different Windows 2000 forests, you could not create trusts between different forests. If you wanted trusts to exist between all the domains in two separate forests, you had to create individual trust relationships for each trusting and trusted domain.
EventTracker Manager Installation Procedure


Installation can be initiated by the following methods.

1. Use the CD to execute etwrel7.exe.
2. Launch the downloaded self-extracting, executable program. The installation is geared to be intuitive and friendly. During install you will be asked to provide the path of the digital certificate. Certificate is validated against the latest CRL. Installation proceeds further only if the Certificate found to be valid.


Installation Process

1. Uninstall fully if any previous version of EventTracker exists on the computer.
2. Insert the CD in the CD-ROM, and the installation wizard should start automatically. If it does not, click Start -> Run, and type G:\etwrel7.exe (assuming your CDROM is drive G).

Setup prepares the InstallShield[R] Wizard for installation.

If the mandatory components are found to be installed, InstallShield[R] Wizard displays the EventTracker dialog box.

Figure 46
3. Click **Yes** to continue, had you created local / Active Directory user group and added users to that group prior to this installation attempt.

(OR)

Click **No** to abort the installation process.

InstallShield[R] Wizard displays the **Welcome** screen.

If the required components are not installed or found to be missing, InstallShield[R] Wizard displays the EventTracker Prerequisites dialog box with appropriate message.
4 Click **Cancel**.

InstallShield[R] Wizard safely exits the installation process.
5 Click **Finish**.

After installing the mandatory components, start installing EventTracker afresh.

6 Click **Next>**.

InstallShield[R] Wizard displays the **License Agreement** screen.
Accept the license agreement and then click **Next >**.

InstallShield[R] Wizard prompts you to provide the path of the certificate file.
8 Click the **Browse** button.

InstallShield[R] Wizard displays the **Select File** window.
Go to the appropriate folder and select the file. Click **Open**.

*InstallShield*[R] Wizard updates the folder path.
11 Click **Next >**.

InstallShield[R] Wizard displays the **Select Components** screen.
## EventTracker Components

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EventTracker Enterprise Edition</td>
<td>Agent component will also be installed along with the Manager Console. You can also deploy agent to the monitored computers using System Manager after installing the Manager Console.</td>
</tr>
<tr>
<td>EventTracker Enterprise Agent only</td>
<td>Select this option to install Agent alone on the target computer.</td>
</tr>
<tr>
<td>EventTracker Correlator</td>
<td>Optional component. Installing this component enables you to analyze user activities.</td>
</tr>
<tr>
<td>Change Audit</td>
<td>Optional component. Installing this component enables you to monitor and manage change over the enterprise. Agent component will also be installed along with the Manager Console. You can also deploy agent to the monitored computers using Client Manager after installing</td>
</tr>
</tbody>
</table>
SNMP TrapTracker

Optional component.
Installing this component enables you to monitor and manage traps sent by SNMP compliant devices.

StatusTracker

Optional component.
Installing this component enable you to monitor and manage TCP/IP networks, Web sites, applications, and ports in mission critical environment.

Change Audit Agent

Select this option to install Agent alone on the target computer.

12 Click Help to view setup tips.

13 Click Change to select a different destination folder other than the default one to install EventTracker.
Example: If "D:\Prism Microsystems" is selected, then InstallShield\[R\] Wizard installs EventTracker under "D:\Prism Microsystems\EventTracker"

![Change Current Destination Folder](image)

**Figure 56**  Change Current Destination Folder

14 Click **Space** to check the disk space available in the target computer.
Figure 57  Disk Space Requirements

15 Click **Next >**.

InstallShield® Wizard displays the **Select EventTracker Console type** screen.
**Figure 58** Standard Console

**EventTracker Console Types**

- **Standard**
  - Best for flat network topologies where all monitored nodes report directly to one (or redundant) EventTracker Console.
- **Collection Point**
- **Collection Master**
Figure 59  Collection Point Console

Collection Point

Used in hierarchical network topologies where monitored nodes report to a local EventTracker Console which in turn replicates its event log archive to a Collection Master.
Select a console type, and then click Next>.

If you select the Collection Point option, then InstallShield[R] Wizard displays Site or group name screen.
Type an appropriate name for the Collection Point, and then click **Next >**.

Few naming conventions you have to adhere to while providing the site or group name. InstallShield® Wizard displays a pop-up window if you provide site or group name with prohibited characters.

If you select the Change Audit component, InstallShield® Wizard displays Choose Store Location screen with the path of the folder to store Change Audit Snapshots.
InstallShield® Wizard displays the Ready to Install the Program screen.
Select the **Install Remedial Action EXEs on this machine** check box and then click **Install**. Remedial Action EXEs are copied in the EventTracker installation folder …\Program Files\Prism Microsystems\EventTracker\RemoteInstaller\Script

Click **Install**.

InstallShield[R] Wizard installs the selected components.
Installation Guide

Installing EventTracker

InstallShield[R] Wizard initializes the configuration settings required for proper operation of EventTracker.

After initializing the necessary configuration settings, InstallShield[R] Wizard displays the Basic configuration dialog box.
Select appropriate options and then click **OK**.

InstallShield[R] Wizard displays the **Alert and Report generation settings** window.
Figure 67  Alert and Report generation settings

20  Select/enter appropriately in the relevant fields and then click **Add**.

(OR)
Click **Skip** if you do not wish to add those basic settings.

InstallShield[R] Wizard displays the finish screen.
Figure 68

**Import existing event log entries** check box is selected by default, to import event logs into EventTracker.

Firewall blocks the incoming network connection, if getallevt.exe does not exist in the Program and Services Exceptions and displays a notification.

Click **Unblock** for the getallevt.exe to import event logs.

**Add a shortcut to the desktop** check box is selected by default, to add the EventTracker Control Panel to the desktop.

**Add EventTracker diagnostics as a startup program** check box is selected by default to notify problems about EventTracker if any.

21 Click **Finish** to conclude the installation process.

InstallShield R] Wizard displays the EventTracker Configuration screen.
22 Type valid user name and password in the User Name and Password fields respectively.

**Note:** EventTracker services run under this account. By default this user is assigned Administrator role to manage users.

23 Select a User Authentication option.

**Local Account:** Authentication is done locally on the computer where EventTracker is being installed. For more information see: Creating Local User and Group Accounts

**Active Directory:** Authentication is done in the Active Directory. For more information see: Creating Active Directory User and Group Accounts

24 Type the EventTracker Group name in the EventTracker Group field.

25 Type the length of time a user is allowed to remain inactive in the Session Duration field. If there is no user interaction with the application after this period, EventTracker kills the session and logs out the user.

26 Click OK.

After successfully validating the user credentials, InstallShield Wizard displays the Configuration message box.
27 Click **OK**.
Installing EventTracker Windows Agent

Pre-installation Instructions

- You MUST have Local Admin privileges on the remote systems where you want to remotely install the Agents.
- You can also install Agents with Domain Admin privileges.
- Make sure that the systems that you are selecting to monitor are accessible through the network, have disks that are shared for the Admin, and have disk space up to 5MB that can be used by the Agent.
- If the remote system is accessed through a VPN with a slow line speed, the install may take time and it is recommended that you schedule your activities accordingly.
- To monitor a system that supports SYSLOG messages (e.g. Unix, Linux, Cisco etc), configure that specific system to forward the SYSLOG messages to EventTracker Manager.

Installation Methods

There are 2 methods to deploy EventTracker Agents,

a. Using the System Manager that is installed as part of the EventTracker Manager. From this System Manager, EventTracker Agents can be deployed onto all computers identified as EventTracker Agents.

b. Using the same installation package and manually installing it on all computers identified as EventTracker Agents.

Deploying EventTracker Windows Agent Using System Manager

Installation procedure is identical for Windows Vista/2008/2003/XP/2K systems.

1 Click Start -> Programs -> Prism Microsystems -> EventTracker -> EventTracker Enterprise.

EventTracker displays the Login page.

2 Logon with valid user credentials.
EventTracker displays the Alerts Dashboard.

3. Click the **Admin** drop-down list at the upper-right corner.

4. Click the **Systems** hyperlink.

EventTracker displays the System Manager.

This console displays the list of systems that are members of all trusted domains. It will also indicate the OS Type, System status, Asset Value, and the Port through which the Agent communicates with the EventTracker Receiver.

5. Right-click the system group on the right-pane in which the target systems exist.

EventTracker displays the shortcut menu. From the shortcut menu, choose the **Install agent** option.

---

**Figure 71**

EventTracker displays the Install Agent window.
Select the check boxes against EventTracker and Change Audit to deploy EventTracker Windows and Change Audit agents to all managed computers.

(OR)
Select the respective check box against the systems where you want to deploy EventTracker Windows and Change Audit agents.

(OR)
Go to the appropriate page and move the mouse pointer over the target computer.
EventTracker displays the drop-down list.
Select the **Install agent** option from the drop-down list.

![Figure 72 - Install Agent](image_url)
EventTracker displays the Install Agent window.

6 Select the EventTracker check box to install EventTracker Windows Agent.
7. Select the **Change Audit** check box to install EventTracker - Change Audit Agent.
8. After verifying, if the displayed list consists correct computers, click **Next**.

EventTracker displays the option to install Remedial Action scripts. Remedial Actions are scripts or EXEs that can be launched at either the Agent or Manager side, in response to events.

If this option is enabled, predefined scripts will be placed in the EventTracker\Agent\Script folder at the Manager. These may be installed at the Agent side also, during deployment via the System Manager.

---

![Image](image.png)

**Figure 75**

9. Select the **Install default Remedial Action EXEs on this system** check box to install remedial action scripts.

EventTracker displays the Caution pop-up window.

---

![Image](image.png)

**Figure 76**  Caution
10 Click **OK** to install remedial action EXEs (OR) **Cancel** to not to install remedial action EXEs.
11 Click **Next** on the Install Agent window.

EventTracker displays the Install Agent window with default Client installation path on the remote computer. You can also modify this installation path.

![Install Agent window](image)

**Figure 77** Installation path

12 To install the agent in a different drive apart from the default one, type the installation path in the **Select installation path on the remote machines** field.
13 Select the **Create “Program Menu” shortcuts** check box to create shortcuts.
14 Type valid user credentials.
To set a more specific configuration, click **Advanced**.

Select the **Default** option to apply Manager side Agent configuration settings (etaconfig.ini).
(OR)

Select the **Custom config** option to select a custom configuration file, if you have one.

![Apply Configuration – Custom Configuration](image)

**Figure 80**  
Apply Configuration – Custom Configuration

17 Type the path of the custom configuration file in the **File** field.

18 Click **Install** to proceed with installation or click the **Cancel** button to go back and reselect computers. On clicking the Install button, Agent installation is performed on all selected computers one after the other.

EventTracker displays the pop-up window with appropriate message.

![Message from webpage](image)

**Figure 81**  
Installation progress

19 Click **OK**.

20 Click the **System Tools** drop-down list.

21 Click **Status**.

EventTracker displays the System Status window.
Select an option from the **Application** drop-down list. Available options are EventTracker & Change Audit.

Select an option from the **Status** drop-down list. Available options are All, Success, and Failed.

Select an option from the **Sort by** drop-down list. Available options are Date, System, Type, and Status.

Once the installation has been attempted on all the selected computers, EventTracker displays the result of the installations.
Click **Export** to export the System Status into Excel format.

Click **Close**.

Refresh the System Manager.

---

**Configuring EventTracker Windows Agent**

All configurations for Agent are set by default during installation. If you are interested in changing the configuration settings, double-click **EventTracker Agent Configuration** on the EventTracker Control Panel.
Figure 84  EventTracker Agent Configuration

Click appropriate tabs and configure the Agent as you wish.

Deploying EventTracker Windows Agent – Vista
Prerequisites

Following are the mandatory settings you ought to do on Vista systems before you deploy Vista Agent.

1. By default, the Startup Type of Remote Registry is manual. Modify the Startup Type as Automatic and Start the service.
2. Enable File and Printer Sharing.
3. Turn on and enable Network Discovery.
4. To configure Vista agent remotely, on Vista system add port no 14506 TCP to Firewall Exceptions.
5. The user must be domain administrator, member of domain admin, or must be added to the local administrator group the Vista system where the agent has to be deployed.

Installing / Uninstalling Vista Agent

Install and uninstall procedure for Vista Agent is identical to the procedures for other Windows Agents. No other additional configuration settings are required.

Manually Installing EventTracker Windows Agent

1. Insert the CD in the CD-ROM, and the installation wizard should start automatically. If it does not, click Start -> Run, and type `G:\etwrel7.exe` (assuming your CDROM is drive G).

   Setup prepares the InstallShield[R] Wizard for installation.

   If the mandatory components are found to be installed, InstallShield[R] Wizard displays the EventTracker dialog box.

   ![EventTracker](image)

   **Figure 85**

2. Click Yes to continue, had you created local / Active Directory user group and added users to that group prior to this installation attempt.
InstallShield® Wizard displays the **Welcome** screen.

3 Click **Next >**.

InstallShield® Wizard displays the **License Agreement** screen.
Accept the license agreement and then click Next >. InstallShield[R] Wizard prompts you to provide the path of the certificate file.
5 Click the **Browse** button.

InstallShield™ Wizard displays the **Select File** window.
6 Go to the appropriate folder and select the certificate file.
7 Click **Open**.

InstallShield[R] Wizard updates the folder path.
8 Click Next >.

InstallShield[R] Wizard displays the Select Components screen.
Click on an icon in the list below to change how a feature is installed.

Install to:
C:\Program Files\Prism Microsystems\  

InstallShield:
Help  Space  < Back  Next >  Cancel

**Figure 91  Select Components**

9  Click **Help** to view setup tips.
10 Click **Change** to select a different destination folder other than the default one to install EventTracker Agent.
11 Click **Space** to check the disk space available in the target computer.
12 Select the **EventTracker Enterprise Agent** option.
Click on an icon in the list below to change how a feature is installed.

![Feature Selection Screen]

Install to:
C:\Program Files\Prism Microsystems\

InstallShield[R] Wizard displays the Event Destination screen.

---

**Figure 92**  EventTracker Agent only

13 Click **Next >**.

InstallShield[R] Wizard displays the Event Destination screen.
14 Type the name of the computer where EventTracker Manager is installed in the **EventTracker Manager** field.

15 Select the **Change Audit Agent** option.
Click Next>.

InstallShield Wizard displays the Event Destination screen.
17 Type the name of the computer where EventTracker Manager is installed in the Change Audit Manager field.

18 Click Next>.

If you select both the Agents, InstallShield[R] Wizard displays the Event Destination screen with appropriate options to enter names of EventTracker and Change Audit Managers.
Click Next. InstallShield® Wizard displays the Ready to Install the Program screen.
Select the **Install Remedial Action EXEs on this machine** check box and then click **Install**.

InstallShield® Wizard installs the selected component.
InstallShield® Wizard initializes the configuration settings required for proper operation of EventTracker.

After initializing the necessary configuration settings, InstallShield® Wizard displays the Basic configuration dialog box.

**Figure 98 Installing EventTracker Agent**
21 Select appropriate options and then click **OK**.
22 Click **Finish** to complete the installation process.