

# SolarWinds

## Log & Event Manager Quick Start Guide

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SolarWinds LEM, version 5.4-5.2.2012

## **About SolarWinds**

SolarWinds, Inc develops and markets an array of network management, monitoring, and discovery tools to meet the diverse requirements of today's network management and consulting professionals. SolarWinds products continue to set benchmarks for quality and performance and have positioned the company as the leader in network management and discovery technology. The SolarWinds customer base includes over 45 percent of the Fortune 500 and customers from over 90 countries. Our global business partner distributor network exceeds 100 distributors and resellers.

## **Contacting SolarWinds**

You can contact SolarWinds in a number of ways, including the following:

<b>Team</b>	<b>Contact Information</b>
Sales	1.866.530.8100 <a href="http://www.solarwinds.com">www.solarwinds.com</a>
Technical Support	<a href="http://www.solarwinds.com/support">www.solarwinds.com/support</a>
User Forums	<a href="http://thwack.com">http://thwack.com</a> .

## **Conventions**

The documentation uses consistent conventions to help you identify items throughout the printed and online library.

<b>Convention</b>	<b>Specifying</b>
<b>Bold</b>	Window items, including buttons and fields.
<i>Italics</i>	Book and CD titles, variable names, new terms
Fixed font	File and directory names, commands and code examples, text typed by you
Straight brackets, as in [value]	Optional command parameters
Curly braces, as in {value}	Required command parameters
Logical OR, as in value1 value2	Exclusive command parameters where only one of the options can be specified

## **Documentation Library**

The following documents are included in the documentation library:

<b>Document</b>	<b>Purpose</b>
Administrator Guide	Provides detailed setup, configuration, and conceptual information.
Page Help	Provides help for every window in the user interface
Release Notes	Provides late-breaking information, known issues, and updates. The latest Release Notes can be found <a href="#">here</a> .

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## Chapter 1

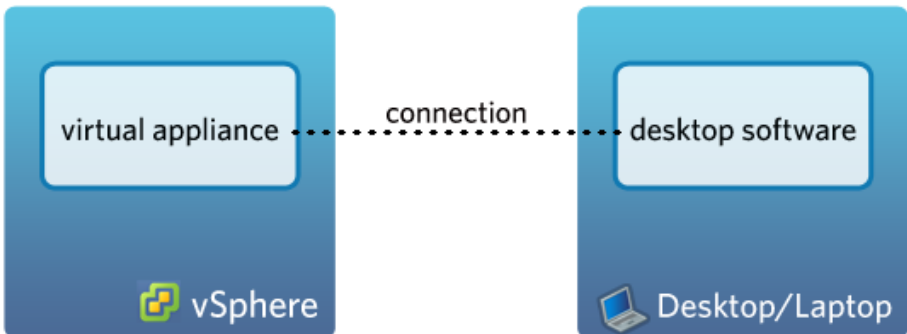
# Installation Process

SolarWinds Log & Event Manager is a two-part installation requiring you to separately install its two components. Install the virtual appliance first, followed by the desktop software component.

**Note:** You must have VMware vSphere 4.0 or later to install the virtual appliance. If you do not have vSphere, see our [online demo](#).

A complete LEM installation includes the following components:

- The virtual appliance to collect and process log and event information
- The desktop software allows you to view the information from a desktop or laptop



### ***What is the difference between a virtual appliance and desktop software?***

A virtual appliance (also called an OVF template) functions more or less like a virtual machine. It appears as a virtual machine in vSphere. You deploy the virtual appliance using vSphere. The OVA file must be deployed from within vSphere for it to work.

The desktop software runs on a machine's operating system. It is installed by double-clicking an executable (.exe) file, which then takes you through the install screens.

## Requirements

Before installing, make sure your hardware and software meet these minimum requirements.

The following table provides the minimum installation requirements for the SolarWinds LEM virtual appliance:

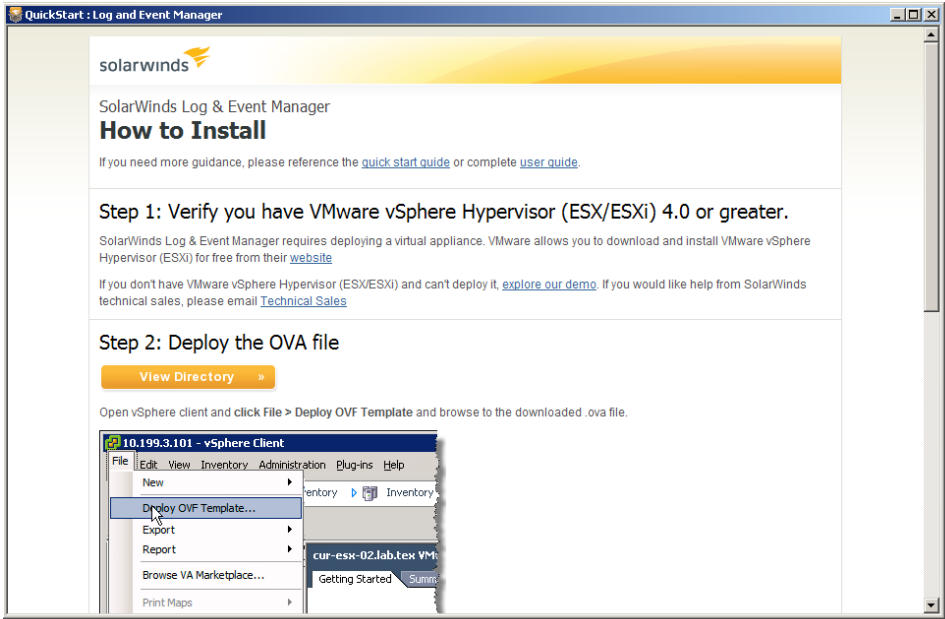
Software/Hardware	Requirements
Virtualization Platform	<ul style="list-style-type: none"> <li>VMware vSphere 4 or later</li> <li>Microsoft Hyper-V 2008 R2</li> </ul>
CPU Speed	2 GHz
Memory	8 GB
Hard Drive Space	250 GB

The following table provides the minimum installation requirements for the SolarWinds LEM Reports:

Software/Hardware	Requirements
Operating System	Windows XP, Windows Vista, Windows 7, Windows Server 2003, Windows Server 2008, Windows Server 2008 R2
CPU Speed	1 GHz Pentium III or equivalent
Memory	1 GB
Hard Drive Space	5 GB
Environment Variables	The ability to install all software with administrator rights

## Preparing the Installation Files

Double-click the *SolarWinds Log and Event Manager.exe* file to extract the application files to a folder on your desktop. Follow the prompts shown in the Quick Start: Log and Event Manager splash screen.





## Chapter 2

# Installing the Virtual Appliance

This chapter discusses installing the SolarWinds LEM VMware virtual appliance. The files in each executable contain the virtual appliance image to deploy SolarWinds Log & Event Manager using either:

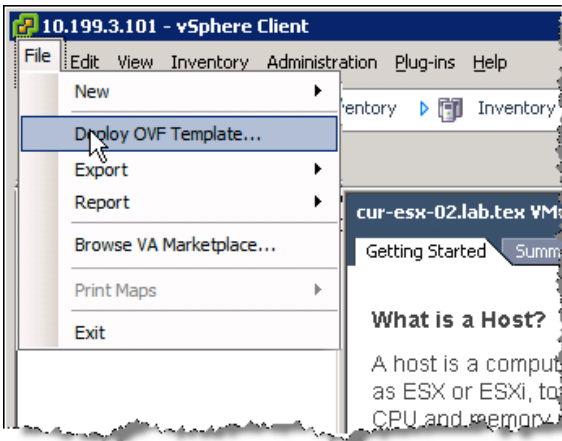
- VMware vSphere
- [Microsoft Hyper-V](#)

## Deploying LEM Using VMware vSphere

Deploy LEM using VMware vSphere version 4 or higher.

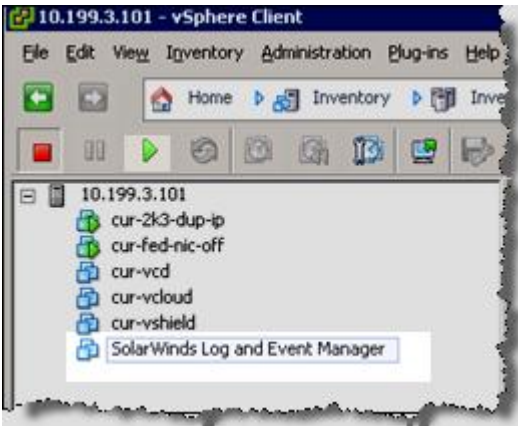
### To install the virtual appliance using the vSphere Client:

1. Start the VMware vSphere Client and log on with VMware administrator privileges.
2. Click **File > Deploy OVF Template**.

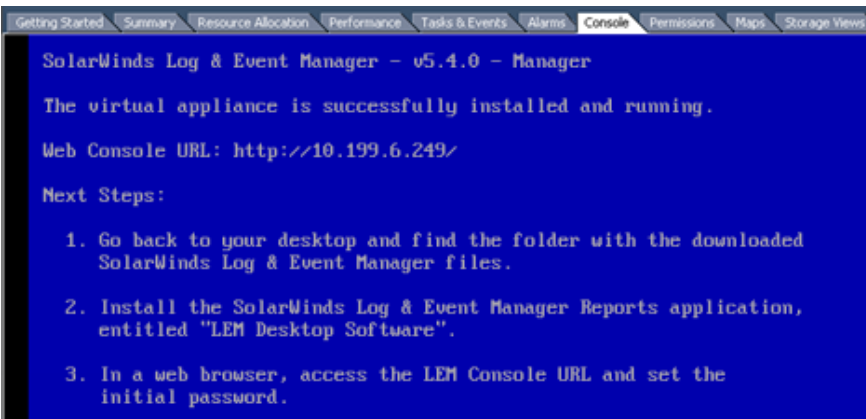


3. Click **Browse** to select the `Deploy First - LEM Virtual Appliance.ova` file in the SolarWinds Log & Event Manager folder on your desktop, and then click **Next**.
4. Complete the setup wizard.
5. Select **Thin provisioned** as the disk format, and then click **Next**.
6. Click **Close** after the OVF deployment completes successfully.

7. Select the **SolarWinds Log and Event Manager** virtual appliance and then click **Play**.



8. Click the **Console** tab.



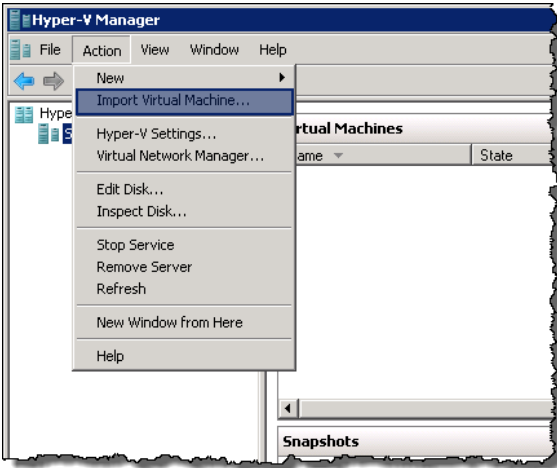
9. To start the LEM web console, launch a web browser and enter the Web Console URL shown in the Console tab.

## Deploying LEM Using Microsoft Hyper-V

Deploy LEM using Microsoft Hyper-V 2008 R2.

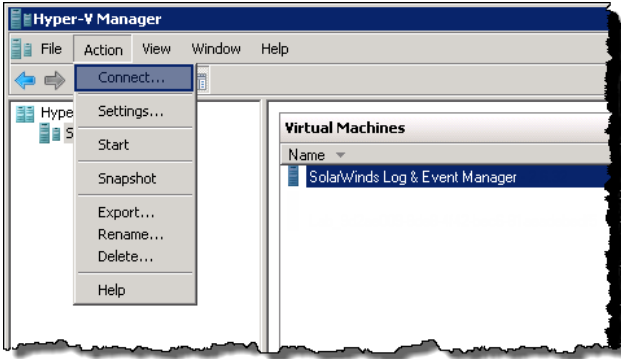
To install the virtual appliance using Hyper-V:

1. Open Hyper-V Manager.
2. Click **Action > Import Virtual Machine.**

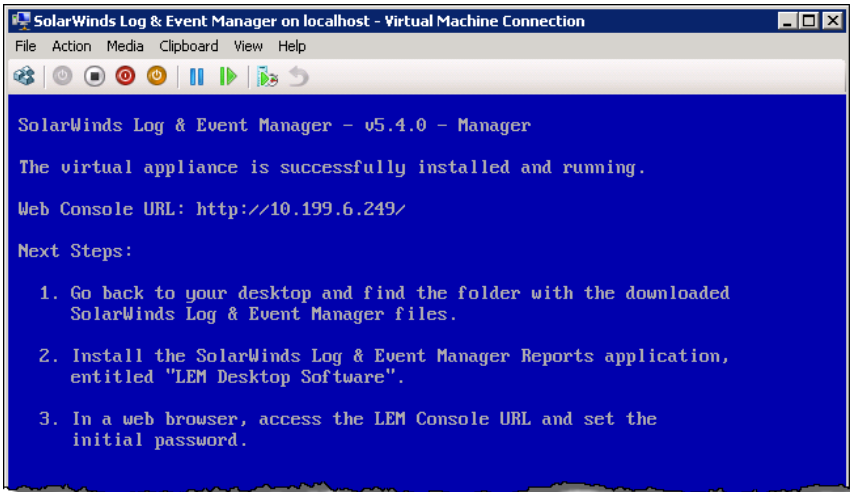


3. Click **Browse** to open the **SolarWinds Log and Event Manager** folder extracted to the desktop during installation.
4. Select the **SolarWinds Log & Event Manager** folder.
5. Click **Select Folder.**
6. Select **Copy the virtual machine (create a new unique ID)** and **Duplicate all files so the same virtual machine can be imported again** on the Import Virtual Machine window and then click **Import.**

7. Select the newly created SolarWinds Log & Event Manager virtual appliance and then click **Action > Connect**.



8. In the virtual console window, click **Action > Start** and wait for the virtual appliance to start.



9. To start the LEM web console, launch a web browser and enter the Web Console URL shown in the Virtual Machine Connection screen.

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## Chapter 3

# Installing the LEM Reports

After installing the virtual appliance, install the SolarWinds Log & Event Manager Reports.

### To install the SolarWinds LEM Reports:

1. Click the **Install Desktop Software** button.
2. Click **Run**.
3. Click **Next**.
4. Review the Requirements for Installation information and then click **Next**.
5. Click **Begin Install** to begin the installation process.
6. Click **Next**.
7. Click **Finish**.



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## Chapter 4

# Connecting to the Web Console

When you have installed the LEM Reports, you are ready to connect to the LEM web console.

### To access the web console:

1. To start the LEM web console, launch a web browser and enter the Web Console URL provided during the configuration of VMware vSphere or Microsoft Hyper-V.
2. Click **Connect**.  
**Note:** The default credentials are **admin** and **password**.
3. Accept the End User License Agreement, and then click **OK**.
4. After logging in, the LEM web console requires that you change your LEM password after installation.  
**Note:** This password must be between 6 and 40 characters, and must contain at least one capital letter and one number.
5. Click **OK**.



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## Chapter 5

# Going from Evaluation to Production

Your evaluation version of SolarWinds Log & Event Manager can be upgraded to a fully functional production version after you purchase a license from SolarWinds.com. These procedures must be completed in the following order to activate your virtual appliance and desktop software correctly:

- Activating the License Key on the Desktop Software
- Activating the Virtual Appliance
- Importing the SSL Certificate to the Desktop Software
- Reconnecting the Virtual Appliance to the Desktop Software

## *Activating the License Key on the Desktop Software*

1. In the LEM Console, navigate to **Manage > Appliances**.
2. Click the **License** tab in the Properties area.
3. Enter the License Key in the **Key** field.

**Note:** You must be an Administrator to perform this operation.

4. Enter your **Name, Email, and Phone**.
5. Click **Activate**.
6. Click **OK** when the license has been successfully activated.

## **Activating the Virtual Appliance**

1. On the virtual appliance, click the **Console** tab, and then scroll to the bottom of the page.
2. Using your arrow keys, navigate to **Advanced Configuration**, and then press **Enter**.
3. At the `cmc>` prompt, enter `appliance`  
The prompt changes to `cmc : :acm#` indicating you are in the appliance configuration menu.
4. At the `acm>` prompt, enter `activate`
5. Enter and validate your password.

6. Select **Yes** to specify a **Static IP** (recommended), and then set the following properties:
  - IP Address
  - Subnet Mask
  - Gateway
  - Fully qualified domain name of the DNS domain
  - DNS server IP address
7. Select **Yes** to specify a hostname, or **No** to accept the default hostname. The following is information on hostname conventions:
  - Standard hostname naming conventions must be observed.
  - Hostname labels may contain only the ASCII letters `a` through `z` (in a case-insensitive manner), the digits `0` through `9`, and the hyphen (`-`).
  - Hostnames cannot start with a digit or a hyphen, and must not end with a hyphen.
  - No other symbols, punctuation characters, or white spaces are permitted.
8. Select **Yes** to specify a whitelist of IP addresses that can access reports. This is the recommended setting.

**Note:** You can enter `viewnetconfig` at the `cmc : :acm#` prompt to confirm the network configurations configured above.
9. To ensure secure communication between the desktop software and the virtual appliance, the SSL certificate is automatically exported from the virtual appliance after activation is completed. Follow the prompts to export the certificate to a network share.

## Reconnecting the Virtual Appliance to the Desktop Software

After activating your license on the virtual appliance, the desktop software automatically attempts to reconnect. If it has been disconnected, or if the hostname changed, you need to delete and add your appliance in

**Manage > Appliance** on the desktop software.

## Importing the SSL Certificate to the Desktop Software

**Note:** This procedure is only applicable for the desktop console.

After activation, the LEM Console connects with the virtual appliance using secure communications.

### To import the virtual appliance CA SSL Certificate to the Certificate store:

1. Locate and double-click the certificate on the network share.
2. Click **Install Certificate**.
3. Click **Next** and select **Place all certificates in the following store**.
4. Click **Browse**.
5. Select **Trusted Root Certification Authorities**, click **OK**, and then click **Next**.
6. Click **Finish**.
7. Click **Yes** to confirm that you trust the certificate

## Resolving the Hostname

**Note:** This procedure is only applicable for the desktop console.

The computer running the LEM Console must be able resolve the hostname of the appliance via DNS or a manual entry in the hosts file. Failing to resolve the hostname results in an inability to connect, or an unreliable communication.

Configure forward and reverse DNS entries (a HOST and PTR record) for your appliance on your DNS server. When creating the DNS entries, use the default hostname or the hostname you specified when the virtual appliance was imported.

If you cannot configure DNS directly on your DNS server, configure a hosts file on the computer by editing `Windows\System32\drivers\etc\hosts` in a text editor and adding a line with your virtual appliance's IP address and hostname (space or tab separated).

## More Information

For more information on using SolarWinds Log & Event Manager, see the [SolarWinds Log & Event Manager User Guide](#).