## INSTALLATION GUIDE

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ABOUT THIS DOCUMENT

This document describes how to install a complete Snow License Manager 7.0 system. The document also covers upgrades from Snow License Manager 2009 (4.x), 2010 (5.x), 2011 (6.0), 6.1, and 6.2.

PREREQUISITES

Very important! Read before beginning the installation.

- Verify that the server meets the system requirements for this product; see the document *System Requirements for all Snow products*, which is available for download at [www.snowsoftware.com/int/download](http://www.snowsoftware.com/int/download)

- It is highly recommended that you install all dependent Snow products before installing Snow License Manager.
  - Regardless of which inventory solution you use, you have to install the **Snow Inventory server** as the inventory data source for Snow License Manager.
  - All external inventory data sources need to report to Snow Inventory via the **Snow Integration Manager** (formerly known as the Snow External Data Provider). If you are using an external inventory data source, you have to install the **Snow Integration Manager**.
  - To fully utilize the features in Snow License Manager (such as Microsoft App-V support, Oracle support, and Web application metering), install:
    - **Snow Inventory Client for Windows**, version 3.5 or later
    - **Snow Inventory Data Receiver**¹ (IDR), version 2.0 or later
    - **Snow Inventory Data Processor** (IDP), version 4.4.01 or later
  - To utilize the features of VDI detection and VDA licensing in Snow License Manager, install:
    - **Snow Inventory Client for Windows**, version 3.7 or later in your virtual desktop infrastructure
  - To utilize the features of Active Directory Discovery in Snow License Manager, install:
    - **Snow Active Directory Discovery Service**
    - **Snow Inventory Data Processor** (IDP), version 4.5 or later

¹ When installing the IDR, you will be asked to enter the host name of Snow License Manager (SLM endpoint). Enter the host name you plan to use. You can change the host name later, in the utility Snow Inventory Data Receiver – Configuration.
- Note that Snow License Manager and Snow Inventory databases must reside on the same SQL Server.

- If you install Snow License Manager on a Windows Server 2008 SP1, Windows Server 2008 R2, or Windows Server 2012, start the setup with the Run as Administrator option. Follow these steps before installation:
  - Make sure you have ASP.NET 4.5 with all features enabled as a role on your server.
  - If you are using the IIS (Internet Information Services) to host other web applications, make sure you have a web hostname or a specific port assigned to the Snow License Manager website.

- Have the license key for Snow License Manager available as well as your organization/company name, as supplied by Snow Software.

- If you plan to install and activate the Software Recognition Service (SRS), have the SRS activation key available.

- Have an SQL user account with database administration privileges (sa or equivalent account with sysadmin rights) and password available.

- Upgrade from a previous version:
  - Snow License Manager setup package supports upgrades from:
    - Snow License Manager 2009 versions (4.0.00-4.1.02)
    - Snow License Manager 2010 versions (5.0.00-5.1.08)
    - Snow License Manager 2011 versions (6.0.00-6.0.10)
    - Snow License Manager 6.1 versions (6.1.00-6.1.xx)
    - Snow License Manager 6.2 versions (6.2.00-6.2.xx)

    To convert earlier versions of Snow License Manager, you must first upgrade to Snow License Manager 2009 at least.

  - Previous versions of Snow License Manager must be uninstalled.

- **BEFORE YOU BEGIN – BACK UP ALL YOUR DATABASES!**
INSTALLATION

Make sure that the requirements listed in *System Requirements for all Snow products* are fulfilled before continuing with the installation.

To start the installation, double-click the setup file `SnowLicenseManagerSetup.exe`.

**NOTE:** If you install Snow License Manager on a Windows Server 2008 SP1, Windows Server 2008 R2, or Windows Server 2012, start the setup with the **Run as Administrator** option.

UNINSTALL A PREVIOUS VERSION

If the setup program detects a previous version of Snow License Manager, you are prompted to remove this version before upgrading. The Snow License Manager database is not affected by the removal.

UPGRADE FROM 6.1 OR 6.2

For Snow License Manager 6.1 and 6.2 versions, the uninstallation is performed via the installation wizard.

1. Click **Uninstall**.

   Wait while the setup program removes the previous version of the Snow License Manager.
2. Click **Finish** to exit the installation wizard.

To start the upgrade, double-click the setup file **SnowLicenseManagerSetup.exe** once again.

**UPGRADE FROM VERSION 2011 (6.0) AND EARLIER**

For earlier versions of Snow License Manager, the software must be removed manually using **Add-Remove Programs** in Windows control panel.
INSTALL SNOW LICENSE MANAGER

1. The installation wizard for Snow License Manager is started.

2. Click Next.

3. Read and accept the End User License Agreement for Snow License Manager.

4. Click Next.

5. The Release Notes gives first-hand information on all new features in Snow License Manager.

6. Click Next.
7. Select the installation folder for Snow License Manager. Note that the setup program will create all sub-folders necessary for the installation. You only provide the top folder where you want the software installed.

8. Click Next.

9. Enter your Organization/Company name and Product License Key for Snow License Manager, as supplied by Snow Software.

The product activation option is selected by default, and an attempt will be made to activate Snow License Manager over the Internet during installation. If your server is not connected to the Internet or if you are using some kind of proxy, uncheck the activation checkbox and perform the activation manually when the installation of Snow License Manager is completed.

10. Click Next.

NOTE: To manually activate Snow License Manager, use the Web Configurator tool which is located in the Tools folder of the Snow License Manager installation.
11. Enter the **Activation Key** for the Software Recognition Service - or -

Select the **Do not install the Software Recognition Service** option if you do not plan to use the service.

12. Click **Next**.

13. Enter the name of the Snow Inventory database (normally SNOWDB). If you are using multiple Snow Inventory databases, enter all database names separated by comma (,).

**Inventory data offset** states the number of days in the computers’ scanning history that the system will include when transferring computer data from Snow Inventory to Snow License Manager. Default setting is **Optimized for Snow Inventory**, which sets the offset to 1 day. If you are using Snow Integration Manager (formerly known as Snow External Data Provider) – select **Optimized for Snow External Data Provider**... which will increase the offset to 7 days.

14. Click **Next**.
15. Select **SQL Server Name** from the drop-down list.  
Be sure to enter the complete server name – it is not recommended to use *localhost* as server name.

16. Enter **User Name** and **Password** of the SQL Server database administration account (sa or equivalent account with sysadmin rights).

17. Click **Next**.

18. If you are upgrading from a previous version of Snow License Manager, the setup program will ask you to verify an upgrade of the database.
   - To upgrade the current database, click **Yes**.
   - To perform a clean install instead, click **No**. The setup program will then delete the old database and install a new Snow License Manager database.
   - To select another server, click **Cancel**.

This step is not available during upgrade.

19. During installation, Snow License Manager creates a service account in the SQL Server, which is used to connect both Snow Management and Configuration Center and the Snow License Manager Web UI to the database server. You can either set the password for the account yourself, or select to create a random one. The service account is never used by regular users, only by the system itself.

20. Click **Next**.
This step is not available during upgrade.

21. Enter Name and Abbreviation of the currency to be used as base currency. This currency will be displayed as default throughout Snow License Manager and is the currency from which all other currencies will be calculated.

22. Select Base currency rate (EUR and USD would normally be set to 1, SEK would be set to 100). This rate will be used when adding other currencies in Snow License Manager, which will be set based on their relationship to the base currency rate.

23. Click Next.

24. Click Next to start the installation.
25. Snow License Manager is installed. Do not terminate the installation even if the setup program seems to be inactive.

26. Click Finish to exit the wizard.

To complete the installation, see instructions in the sections that follow.

**NOTE:** If you have performed an upgrade, you must run the Data Update Job at least once before the user will be able to see all data in the Snow License Manager Web UI. See section *Add inventory data to Snow License Manager.*
COMPLETE THE INSTALLATION

STEP 1

1. Open the **MMC** (Microsoft Management Console) module for the Internet Information Services.

2. Select **Web Service Extensions**.

3. Make sure the following web service extension is allowed on the server:
   - ASP.NET

4. If you are not using a hostname to identify your website (for example www.myserver.com), you have to stop any websites on the server using the TCP port 80, or select another port for Snow License Manager. If you plan to use more than one website on the server, it is highly recommended that you use hostnames for each website.

5. For installation of Snow License Manager on a Windows Server 2008 SP1, Windows Server 2008 R2, or Windows Server 2012, verify that ASP.NET 4.5 is enabled as a role on the IIS server.

6. If you installed Snow License Manager and were unable to activate the product, or the website log states that the hardware key could not be extracted, do the following:
   - Set the identity for the Snow License Manager application pool in the IIS to Local System.
   - If necessary, re-activate the product with the Web Configurator tool, which is located in the Tools folder of the Snow License Manager installation.

7. Close the MMC module.
STEP 2


2. In the left menu, select the connection to Snow License Manager.

3. Login using the following credentials:
   - Username: Administrator
   - Password: xyz

4. In the Category menu (to the left), select Configuration | Inventory source.

5. In the Inventory Source view, click Add Inventory.

6. In the Inventory Source window, do the following:
   - Enter a Source name of the data source.
   - Select the Snow Inventory database from the Database name drop-down list (normally SNOWDB).
   - Enter the Site name. To increase the performance of the data update job, use % as a wildcard character.
   - Select an Organization node to automatically connect users or computers from this inventory source to the node.
     Select <Do not set> if users and computers should not be connected to a node.
   - Select the Enable data updates option.
   - Click OK.

7. In the Inventory Source list, verify that the source is Active (True).
ADD INVENTORY DATA TO SNOW LICENSE MANAGER

NOTE: The Data Update Job must be run both after a new installation and after an upgrade; otherwise the user will not be able to see all data in the Snow License Manager Web UI.

DATA UPDATE JOB

1. Start Snow Management and Configuration Center and login to the Snow License Manager connection.
2. In the Category menu (to the left), select Administration | Data Update Job.
3. In the Data update job view, click Data update job.
4. The duration of the job depends on the amount of data in your Inventory database. The progress of the job is displayed in the action log. When completed, “Job finished successfully” is displayed in the action log.

When the job is successfully finished, you will be able to login to the Snow License Manager Web UI and see all data.