

# Cireson True Software Asset Management

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INSTALLATION GUIDE

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## Introduction

True Software Asset Management, referred to as True SAM in the remainder of this document, is Cireson's new asset management solution for Microsoft licensing that allows you to effectively manage assets in your organization through the ability to:

- **Discover Assets** – Allows you to discover your IT assets and collect all-asset related data. True SAM provides various connectors to allow it to connect to potential sources of asset-related data such as Active Directory, Microsoft System Center Configuration Manager, Microsoft Licensing, and Office 365. True SAM also provides a connector that allows you to import data from .CSV files containing asset data from third-party sources.
- **Manager Asset Data** – True SAM allows you to create users, devices, licenses, and contracts to ensure you have a complete and accurate software inventory of your company. Data can be easily scoped using both standard and custom filters. Threshold-based alerts can be created based on your organization's utilization and minimum usage requirements. Tasks such as license position calculations and connector imports can be easily scheduled based on the needs of your business.
- **Normalize Inventory** – True SAM provides access to Cireson's continually updated global content library to help you create a normalized view of all software applications in your organization. Use the local content library to track applications that aren't found in the global content library.
- **Manage License Compliance** – Compliance can be calculated for every application in your inventory with any non-compliant items being flagged. True SAM provides flexibility in allowing you to configure usage thresholds to uncover under-utilized licenses. Use True SAM's license position summary to see across your entire organization the monetary value and quantity of under-utilized, non-compliant, and excess licenses, the end result allowing you to reduce software costs and optimize your spending by making sure you are using reclaimed licenses.

## Purpose and Audience

The purpose of this document is to explain how to install Cireson True SAM.

## Version History

Version	Date	Description
1.0	18 <sup>th</sup> January 2018	Final

## Related Documentation

Ref	Document	Status	Version
[1]	Cireson True SAM User Guide	Final	1.0
[2]	Cireson True SAM Troubleshooting Guide	Final	1.0

## Prerequisites and Assumptions

It is assumed that any readers of this document are competent with installing, configuring and using the various software components mentioned throughout this guide.

**NOTE:** Use and Troubleshooting of True SAM are covered in the User [1] and Troubleshooting [2] Guides.

This Installation Guide is based on an environment containing the following versions (see the **Minimum Requirements** section for details of supported configurations):

- Windows Server 2012 R2 for server resources
- SQL 2014 with Service Pack 2

If you are using different versions in your environment you will need to adjust the steps accordingly for those versions.

It is assumed that you have working network connectivity in the environment in which you plan to install True SAM and the relevant firewall ports have been opened. True SAM can use any ports that are open on your server, with port 80 being the default.

Notes prefaced by **NOTE:** are used to provide background information.

## Feedback

We are constantly looking to improve everything we do. If you have any feedback on this document or True SAM itself, please email [team@cireson.com](mailto:team@cireson.com).

Likewise, if you have any Feature Suggestions, please submit them in the True SAM area of the Feature Requests section at <https://community.cireson.com>

## Minimum Requirements

Although it is possible to import data and devices into True SAM through .CSV files, we recommend implementing True SAM in an environment containing Microsoft System Center Configuration Manager (ConfigMgr), as data contained within its database can easily be imported and used as the basis of the True SAM database.

Cireson True SAM can either be installed on the ConfigMgr site database server or on a separate server that has access to the site database server provided it meets the minimum requirements. The following items should be considered when deciding whether to install True SAM on the ConfigMgr site database server or a different server:

- The amount of data being consumed
- The number of users using True SAM
- The frequency of data imports to the True SAM database

Regardless of where you install True SAM, the target server has to meet the following minimum software requirements:

- **Microsoft Windows Server 2012 R2 x64 or later**
- **Microsoft SQL Server 2014 x64 or later** – Any version (i.e. Service Pack, Cumulative Update, etc.) of Microsoft SQL Server 2014 or later is supported by True SAM.
- **.NET Framework 4.6.2 or later** – The True SAM installer will automatically install this as part of the setup process if it is not already installed.
- **Disk Configurations** – No special disk configurations are required for True SAM.
- **Internet connection** – The server on which True SAM is to be installed requires a connection to the Internet. This is required to allow any dependencies required for True SAM to be downloaded at the time of installation

True SAM is a web-based application that can be accessed from the latest versions of a Microsoft Edge/Internet Explorer, or Google Chrome, running on a workstation.

## Installing the Prerequisites for Cireson True SAM

The following process needs to be followed in order to install the prerequisites for Cireson True SAM:

- [Account requirements](#)
- [Installing Microsoft SQL Server 2014](#)
- [Downloading True SAM](#)

### Account requirements

In order to install True SAM, you either need a local user account on the server where True SAM is to be installed or an Active Directory Service Account that has the following permissions:

- Local Administrator rights on the server hosting True SAM.

**NOTE:** The True SAM setup process will grant the **Logon as a Service** right to the user account used to run the True SAM installer if it has not already been granted.

- SQL DB rights on the server hosting the True SAM SQL database. If the True SAM database does not already exist, the user needs Create Database rights (**dbcreator**) on the server. If the True SAM database does already exist, the user needs appropriate access to the database in order to create and manage tables.

**NOTE:** The creation of the True SAM Service Account and assignment of the SQL DB rights is outside the scope of this document.

The account used for True SAM does not require any special permissions on the various servers hosting the various sources from which True SAM can retrieve data. If any specific permissions are required to access these servers, the user performing the action will be prompted to provide appropriate credentials at the relevant time.

After True SAM has been installed, the relevant connector(s) will need to be configured in order to retrieve data from relevant data sources to be imported to the True SAM database. Part of this configuration involves specifying the credentials that should be used every time the connector connects to the data source.

**NOTE:** Creating a Connector is detailed in *How do I create a new Connector?* section of the User Guide [1], which also contains details of how to manage existing Connectors.

Administrative access to True SAM is controlled through Role Based Access controls, details of which can be found in the *Configuring Role-Based Access Control* in the True SAM User Guide[1].

#### **NOTE: Multi-Domain/ Forest Environments**

In multiple Active Directory (AD) domain/forest environments, a single AD account typically cannot access resources in a foreign domain or forest. True SAM includes an Active Directory Connector which can access multiple areas in a single domain. The Connector also supports LDAP filtering. In multi-domain environments, multiple Active Directory Connectors can be configured to access different domains.

### Installing Microsoft SQL Server 2014

The installation of Microsoft SQL Server (SQL) version 2014 (or later) is outside the scope of this document. True SAM only requires that the SQL **Database Engine Services** feature be installed. Any SQL collation order can be used by True SAM.

### Downloading True SAM

True SAM can be downloaded from the following location:

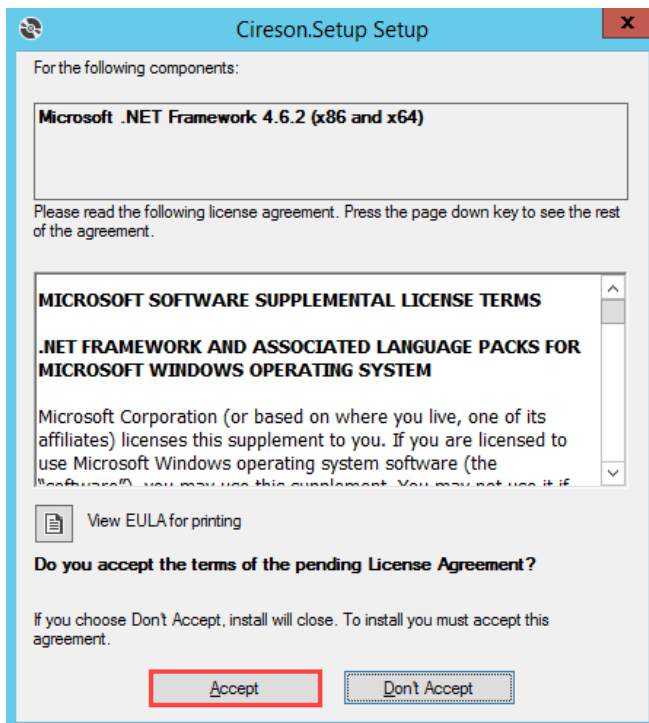
<http://softwaredownloads.cireson.com/#!/>

### Installing Cireson True SAM

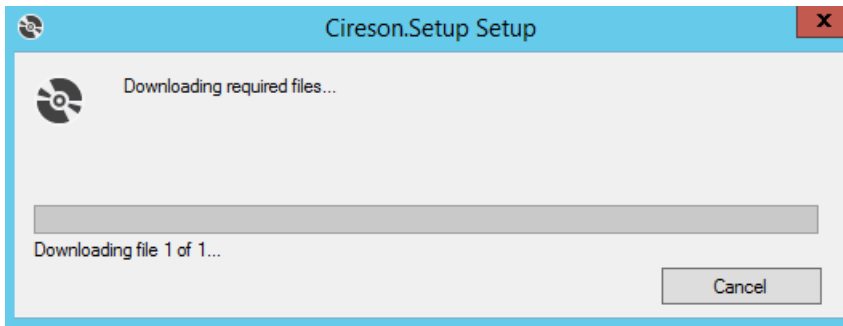
Now that the relevant prerequisites have been met, Cireson True SAM can be installed as detailed in this section.

To install True SAM:

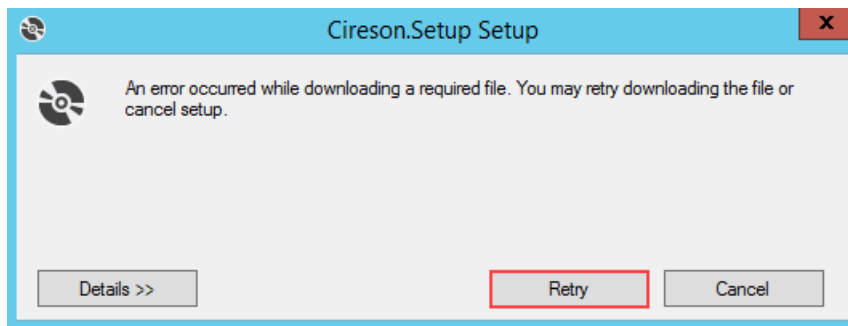
1. Login to the server that will host True SAM using the account created in the [Account requirements](#) section.
2. Navigate to the folder containing the CiresonTrue.Setup.application file.
3. Double-click **CiresonTrue.Setup.application**
4. True SAM requires Microsoft .NET Framework version 4.6.2. If this has been installed on the server on which you are installing True SAM, proceed to step 8. If it has not been installed the **Cireson.Setup Setup** dialog box will be shown. Click **Accept** to accept the License Agreement which will allow the True SAM setup program to automatically install .NET Framework version 4.6.2 for you.



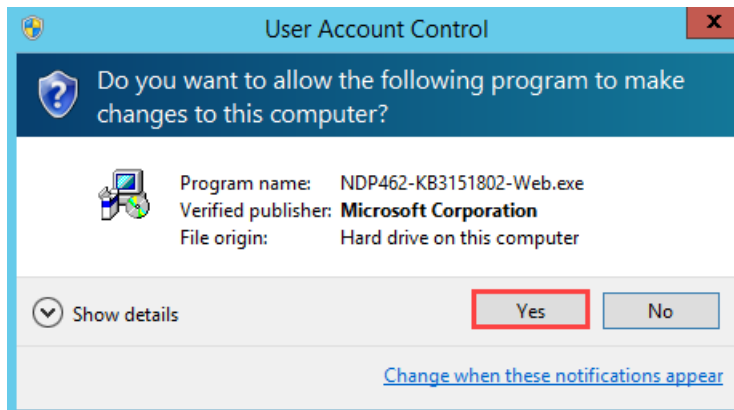
The setup process will then download and install .NET Framework 4.6.2



**NOTE:** If the server you are trying to install True SAM on does not have Internet connectivity, the download of .NET will fail as shown below. Resolve the issues with your Internet connectivity then click **Retry** to retry the download.

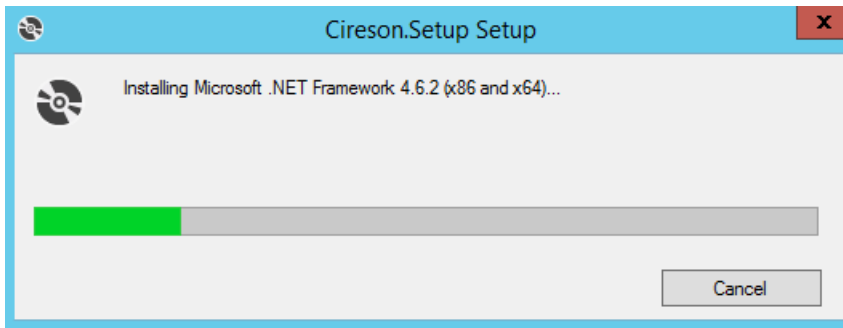


5. If the **User Account Control** dialog box is displayed asking if you want to allow the program **NDP462-KB3151802-Web.exe** to be run, click **Yes** as this is the installer for .NET 4.6.2.

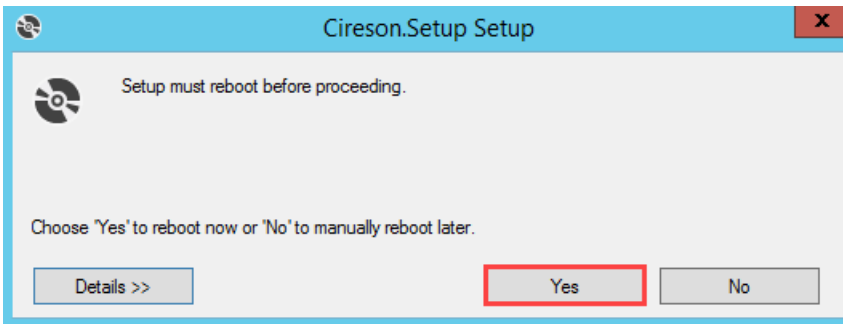




.NET Framework 4.6.2 will then be installed.



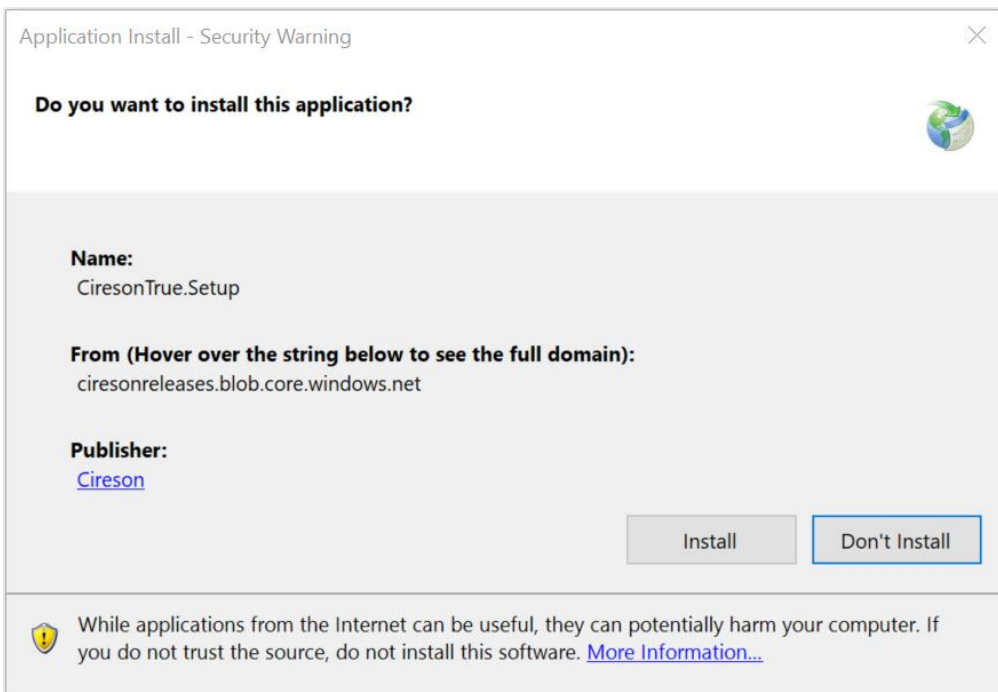
6. If prompted, click **Yes** to reboot the server.



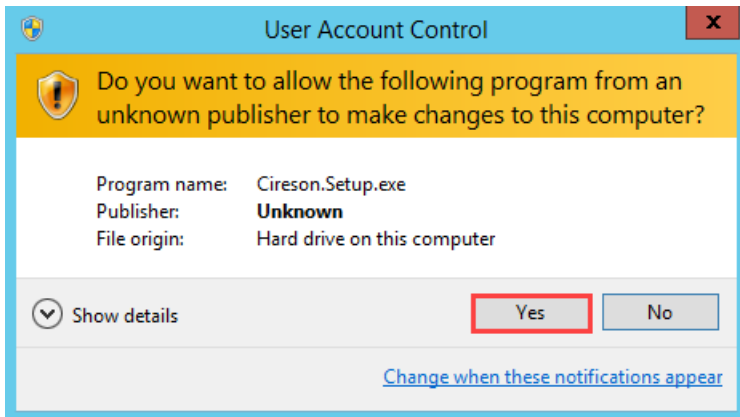
7. Login and re-run the **CiresonTrue.Setup.application**.

8. On the **Application Install – Security Warning** dialog box, click **Install** to allow the True SAM setup program to run.

**NOTE:** Clicking Install at this point will not automatically install True SAM, it merely allows the setup process to download the latest files needed by the True SAM Installer.

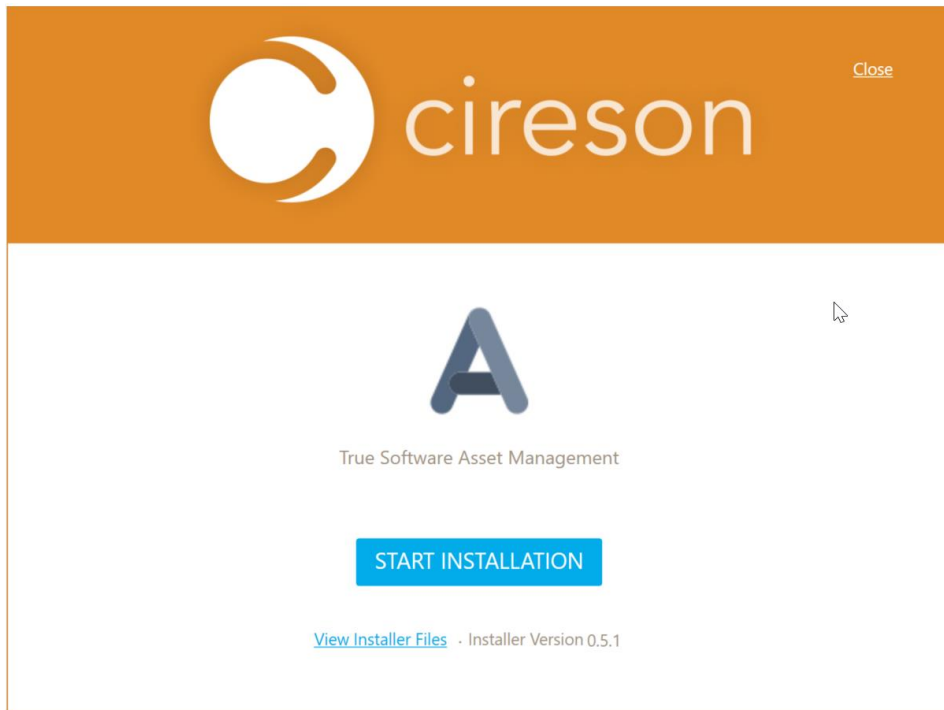


9. Click **Yes** on the **User Account Control** dialog box *if* it is displayed.



After a short **Initializing** screen, the installation screen will be displayed.

10. Click **START INSTALLATION**



11. In the **Service User Identity** field, enter the name of the True SAM Service Account created in the **Account requirements** section in the format **<domain>\<account\_name>** or **<machine>\<account\_name>**, for example, **Cireson\Cireson True**

**True Software Asset Management Installer** Close

### Service Credentials

Service User Identity: True-Doc\True\_Svd

Service User Password: [Empty]

### Service Settings

Cireson Customer Key: [Empty]

Service Name: CiresonTrueAssetManagement

Installation Drive: [Empty]

Service Options:  Run as Web Service

**Next**

12. In the **Service User Password** field, enter the password for the True Service Account.

**True Software Asset Management Installer** Close

### Service Credentials

Service User Identity: True-Doc\True\_Svc

Service User Password: [Masked]

### Service Settings

Cireson Customer Key: [Empty]

Service Name: CiresonTrueAssetManagement

Installation Drive: [Empty]

Service Options:  Run as Web Service

**Next**

13. In the **Cireson Customer Key** field, enter your product key.

The screenshot shows the 'True Software Asset Management Installer' window. The 'Service Credentials' section includes 'Service User Identity' (True-Doc\True\_Svc) and 'Service User Password' (masked with dots). The 'Service Settings' section has a red box around the 'Cireson Customer Key' field. Below it, 'Service Name' is 'CiresonTrueAssetManagement' and 'Installation Drive' is a dropdown menu. 'Service Options' includes a checked checkbox for 'Run as Web Service'. A 'Next' button is at the bottom right.

14. In the **Instance Name** field, enter the name you want to use for the True SAM service, for example, **CiresonTrueAssetManagement**

The screenshot shows the 'True Software Asset Management Installer' window. The 'Service Credentials' section is the same as in the previous screenshot. In the 'Service Settings' section, the 'Service Name' field is highlighted with a red box and contains the text 'CiresonTrueAssetManagement'. The 'Cireson Customer Key' field is empty. The 'Installation Drive' dropdown is also empty. The 'Run as Web Service' checkbox is checked. A 'Next' button is at the bottom right.

15. From the **Installation Drive** drop-down, select the drive where the True SAM program files are to be installed.

The screenshot shows the 'True Software Asset Management Installer' window. The 'Service Credentials' section includes a dropdown for 'Service User Identity' (True-Doc\True\_Svc) and a password field for 'Service User Password'. The 'Service Settings' section includes a 'Cireson Customer Key' field, a 'Service Name' field (CiresonTrueAssetManagement), and an 'Installation Drive' dropdown menu which is highlighted with a red box. Below this is the 'Service Options' section with a checked checkbox for 'Run as Web Service'. A 'Next' button is visible at the bottom right.

Scroll down to the **Service Options** section. Ensure the **Run as Web Service & Run as Worker Service** checkboxes are checked.

The screenshot shows the 'True Software Asset Management Installer' window, scrolled down to the 'Service Settings' section. The 'Service Name' field contains 'CiresonTrueAssetManagement' and the 'Installation Drive' dropdown is visible. The 'Service Options' section has two checked checkboxes: 'Run as Web Service' and 'Run as Worker Service', both of which are highlighted with red boxes. Below this is the 'Web Service Settings' section with fields for 'Web Service Listener Name' and 'Web Service Listener Port'. A 'Next' button is visible at the bottom right.

16. Scroll down to the **Web Service Settings** section. In the **Web Service Listener Name** field, if required enter the name of the host you want to accept the connection. For example **localhost** or a fully qualified domain name such as **true.contoso.com**

**NOTE:** You can leave the value in this field set to its default of \* (which means “any”).

**True Software Asset Management Installer** Close

Run as Worker Service

**Web Service Settings**

Web Service Listener Name: \*

Web Service Listener Port: 80

SSL Certificate: ⚠

SSL Port: 443

Add new certificates using the Manage computer certificates Control Panel App

**Database Settings**

Connection String: Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True LOOKUP

Next

17. In the **Web Service Listener Port** field, enter the port number to be used to communicate with the server hosting the Web Service Listener.

**NOTE:** Ensure the port entered in the **Web Service Listener Port** field is unique to avoid any potential port conflicts.

**True Software Asset Management Installer** Close

Run as Worker Service

**Web Service Settings**

Web Service Listener Name: \*

Web Service Listener Port: 80

SSL Certificate: ⚠

SSL Port: 443

Add new certificates using the Manage computer certificates Control Panel App

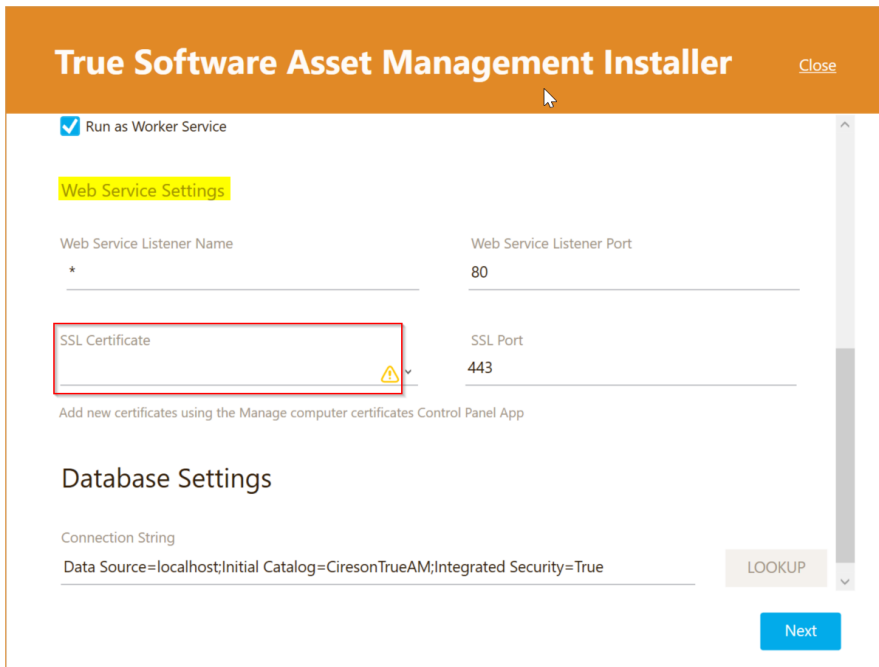
**Database Settings**

Connection String: Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True LOOKUP

Next

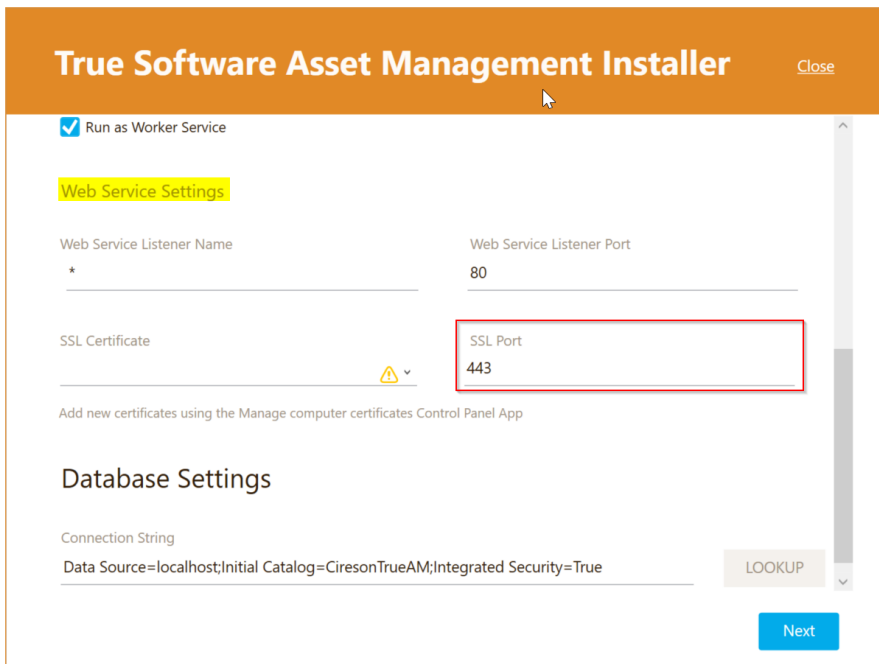
18. In the **SSL Certificate** field make sure the relevant certificate is selected from the dropdown list.

**NOTE:** Although SSL is not a requirement, we do recommend using it in production environments.



The screenshot shows the 'True Software Asset Management Installer' window. At the top, there is a 'Close' button. Below the title bar, there is a checked checkbox for 'Run as Worker Service'. The 'Web Service Settings' section is highlighted in yellow. It contains four fields: 'Web Service Listener Name' with an asterisk, 'Web Service Listener Port' with the value '80', 'SSL Certificate' with a dropdown arrow and a warning icon, and 'SSL Port' with the value '443'. Below these fields is a link: 'Add new certificates using the Manage computer certificates Control Panel App'. The 'Database Settings' section follows, with a 'Connection String' field containing 'Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True' and a 'LOOKUP' button. At the bottom right is a blue 'Next' button.

19. In the **SSL Port** field, enter the relevant port number if you do not want to use the default of **443**



This screenshot is identical to the previous one, showing the 'True Software Asset Management Installer' window. In this view, the 'SSL Port' field, which contains the value '443', is highlighted with a red box. All other elements, including the 'Web Service Listener Name', 'Web Service Listener Port', 'SSL Certificate', 'Database Settings', and 'Next' button, remain the same.

20. Verify that the **Connection String** field under the **Database Settings** section has been populated.

**True Software Asset Management Installer** Close

Run as Worker Service

**Web Service Settings**

Web Service Listener Name: \* \_\_\_\_\_ Web Service Listener Port: 80

SSL Certificate: \_\_\_\_\_ SSL Port: 443

Add new certificates using the Manage computer certificates Control Panel App

**Database Settings**

Connection String: Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True LOOKUP

Next

21. If the SQL database to be used by True SAM has not been created go to step 29. If the SQL database to be used by True SAM has already been created, click **LOOKUP**

**True Software Asset Management Installer** Close

Web Service Settings

Web Service Listener Name: \* \_\_\_\_\_ Web Service Listener Port: 80

SSL Certificate: \_\_\_\_\_ SSL Port: 443

Add new certificates using the Manage computer certificates Control Panel App

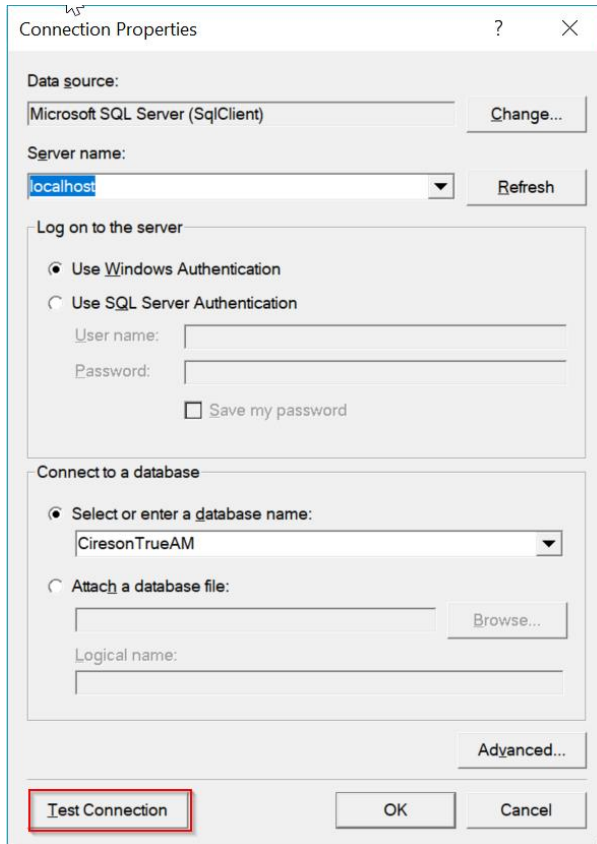
**Database Settings**

Connection String: Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True LOOKUP

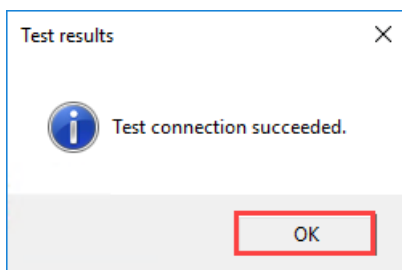
Next



22. On the **Connection Properties** screen, click **Test Connection** to test the connection to the SQL server that will host the True SAM database.



23. Click **OK** on the **Test results** dialog box stating **Test connection succeeded**



**NOTE:** If the SQL database to be used by True SAM has already been created and you receive the error message below, you will need to troubleshoot why the setup process cannot connect to the True SAM database:

**This connection cannot be tested because the specified database does not exist or is not visible to the specified user**

24. Click **OK** to close the **Connection Properties** screen.

25. Click **Next**

**True Software Asset Management Installer** Close

Run as Worker Service

**Web Service Settings**

Web Service Listener Name: \*      Web Service Listener Port: 80

SSL Certificate:      SSL Port: 443

Add new certificates using the Manage computer certificates Control Panel App

**Database Settings**

Connection String: Data Source=localhost;Initial Catalog=CiresonTrueAM;Integrated Security=True      LOOKUP

**Next**

The **Settings Validation** page will then be displayed.

**True Software Asset Management Installer** Close

**Settings Validation Failed**

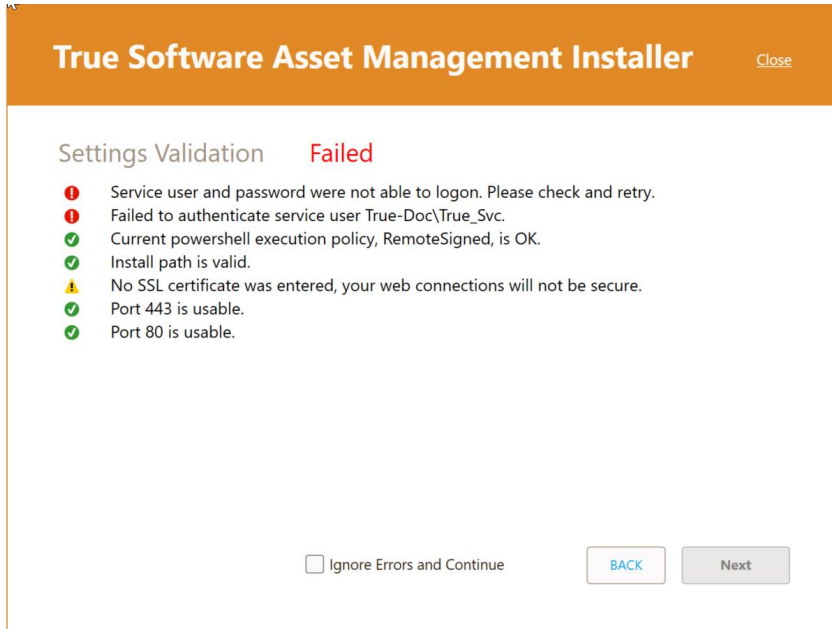
- Service user and password were not able to logon. Please check and retry.
- Failed to authenticate service user True-Doc\True\_Svc.
- Current powershell execution policy, RemoteSigned, is OK.
- Install path is valid.
- No SSL certificate was entered, your web connections will not be secure.
- Port 443 is usable.
- Port 80 is usable.

Ignore Errors and Continue      **BACK**      **Next**

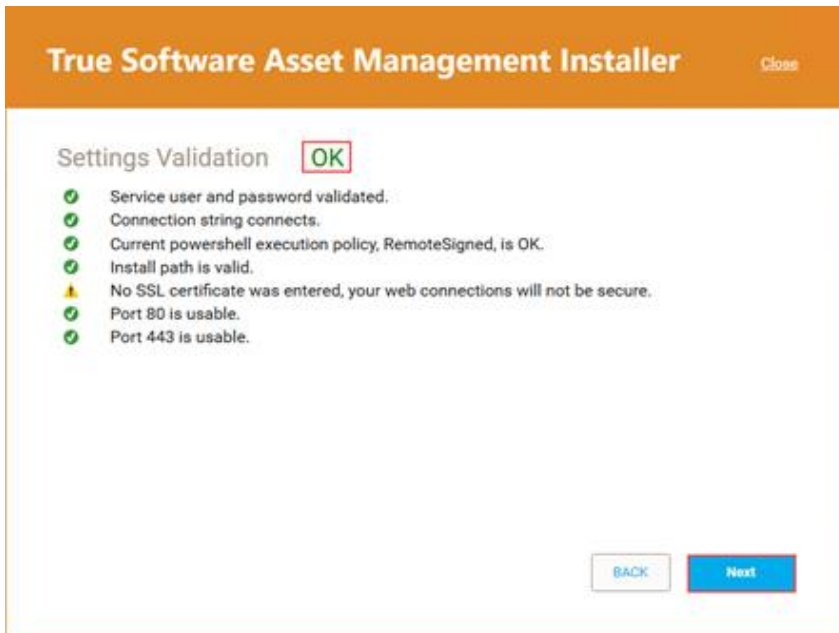
26. If this page shows **Failed**, correct any items with red alerts besides them (clicking **Back** if required to return to the previous page), then click **Next** retry the installation.

**NOTE:** If you are not planning to use SSL, you can safely ignore the warning about the SSL certificate not being entered.

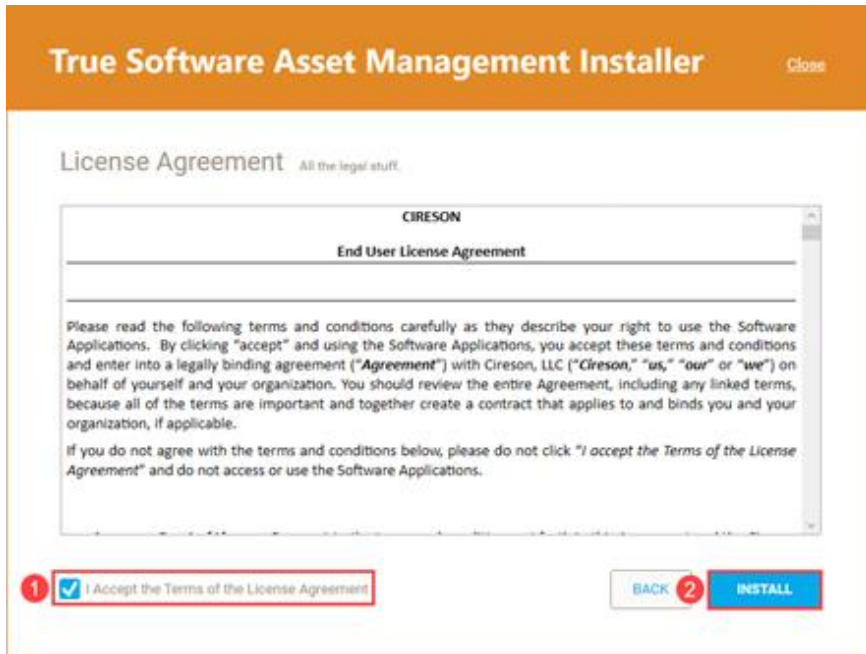
If you want to attempt the installation despite any errors, check the **Ignore Errors and Continue** checkbox which will then allow you to click **Next**



Otherwise, if the page shows **OK**, click **Next**



27. On the **License Agreement** page, check the **I Accept the Terms of the License Agreement** checkbox then click **INSTALL**

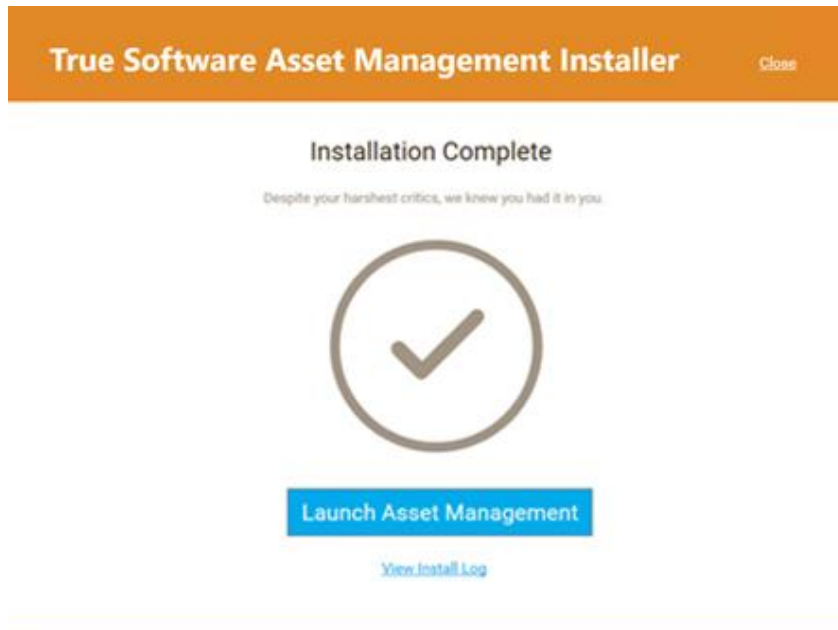


The **Installing** screen will then display the progress of the installation.



**TIP:** You can monitor the setup process by opening the `<date_time_stamp>-setuplog.txt` in CMTrace which is stored in the `%AppData%\Cireson.Setup` folder. Alternatively, make a copy of the file and open it in Notepad to review progress which will allow the setup process to continue writing to the original setup log.

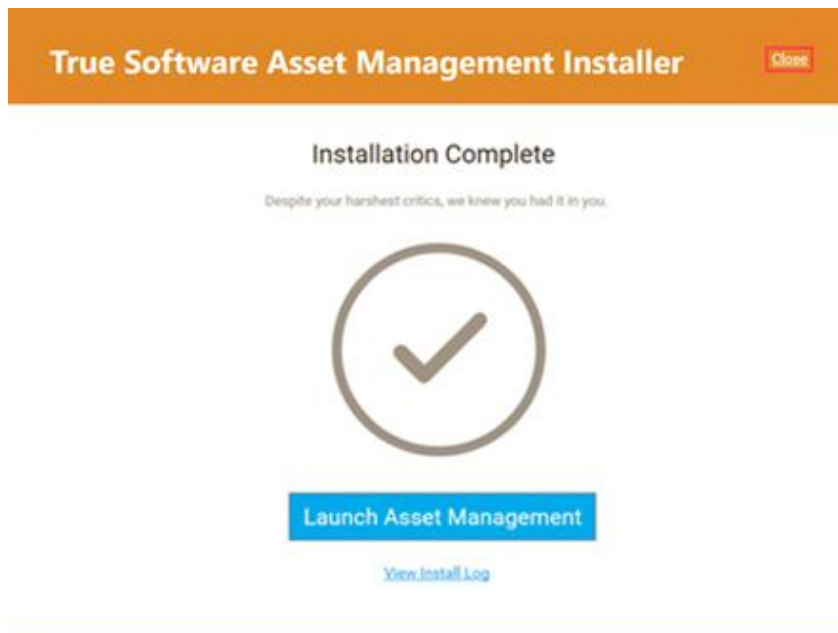
Once the installation has completed the **Installation Complete** screen is displayed.



28. Either click:

- **Launch Asset Management** to load True SAM
- or*
- **View Install Log** to view the installer log in case of any problems.

29. Click **Close** to close the **True SAM Installer**



This completes the installation process for installing Cireson True SAM. Refer to the True SAM User Guide [1] for details of how to configure and use True SAM.

## Appendix A – Uninstalling True SAM

This Appendix details the process that should be followed in order to uninstall Cireson True SAM.

Uninstalling True SAM is a two-part process:

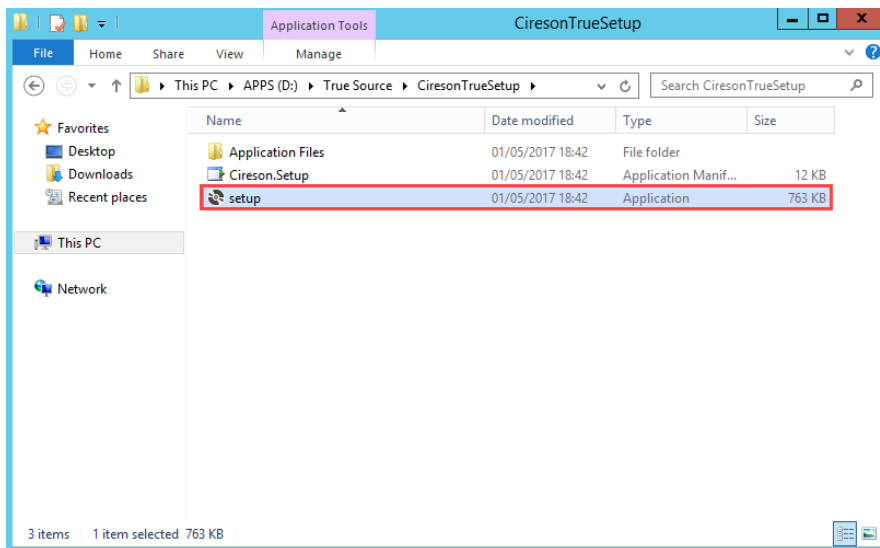
- Uninstalling the True SAM service
- Uninstalling the True SAM Installer

**NOTE:** Uninstalling True SAM does not drop the True SAM SQL database nor does it remove .NET Framework 4.6.2 if it was installed by the True SAM installer. If either/both of these components needs to be removed, you will need to manually remove these as the processes for doing so are outside the scope of this document.

### Uninstalling the True SAM service

The first phase of uninstalling True SAM is to uninstall the True SAM service, the process for which is detailed below:

1. Login to the server hosting True SAM, using the account used to originally install True SAM.
2. Navigate to the folder containing the True SAM setup files.
3. Double-click **setup.exe**

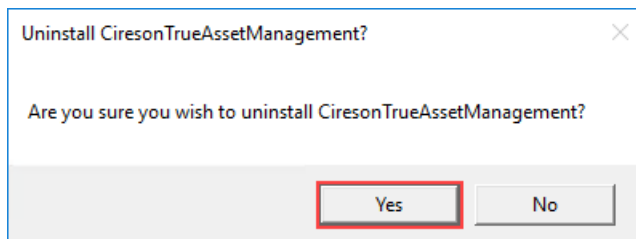


The **Initializing** screen will then be displayed, and a short delay, the installation screen will be displayed.

4. Click **Uninstall Service**



5. On the **Uninstall CiresonTrueAssetManagement** dialog box stating **Are you sure you wish to uninstall CiresonTrueAssetManagement?** click **Yes**

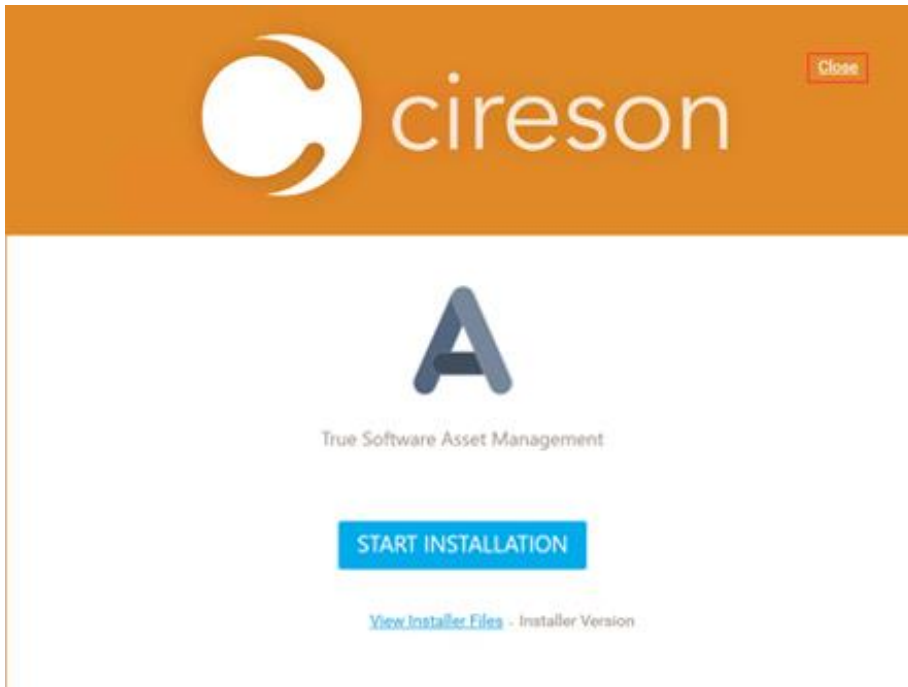


A Command Prompt will then be started as the script to uninstall the True SAM service is run.

```
C:\Cireson.Platform.Host\Cireson.Platform.Host.exe
Cireson.Platform.Host.exe-Service name: Platform_CiresonTrueAssetManagement
Cireson.Platform.Host.exe-Service display name: Platform_CiresonTrueAssetManagement
Cireson.Platform.Host.exe-Service description: Platform_CiresonTrueAssetManagement
Cireson.Platform.Host.exe-Stopping service...
Cireson.Platform.Host.exe-Uninstalling service...
Uninstalling assembly 'C:\Cireson.Platform.Host\Cireson.Platform.Host.exe'.
Affected parameters are:
  assemblypath = C:\Cireson.Platform.Host\Cireson.Platform.Host.exe
  logfile = C:\Cireson.Platform.Host\Cireson.Platform.Host.Installlog
Removing EventLog source Platform_CiresonTrueAssetManagement.
Service Platform_CiresonTrueAssetManagement is being removed from the system...
Service Platform_CiresonTrueAssetManagement was successfully removed from the system.
```

Once completed, the Command Prompt will automatically be closed.

6. Click **Close** to close the installation screen.

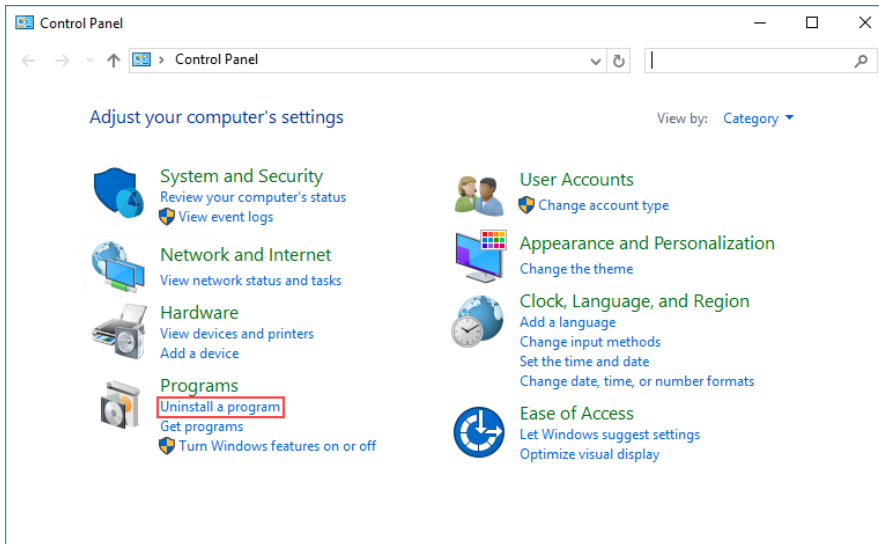




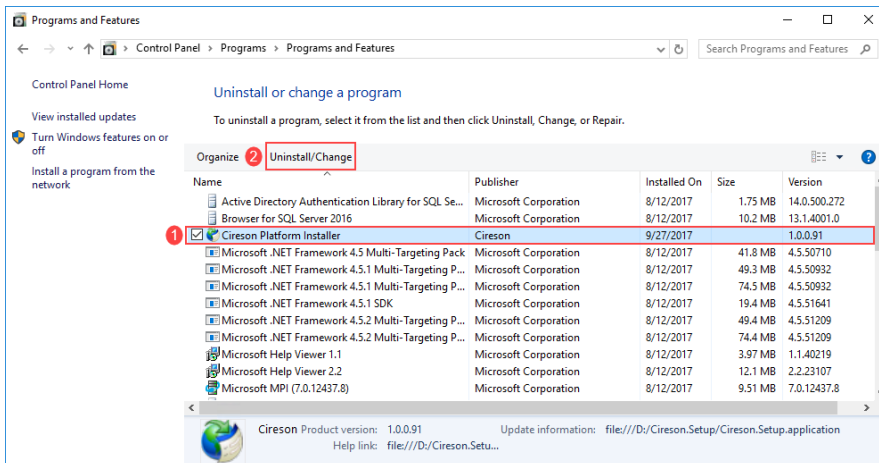
## Uninstalling the True SAM Installer

The second phase of uninstalling True SAM is to uninstall the True SAM Installer from Control Panel, the process for which is detailed below:

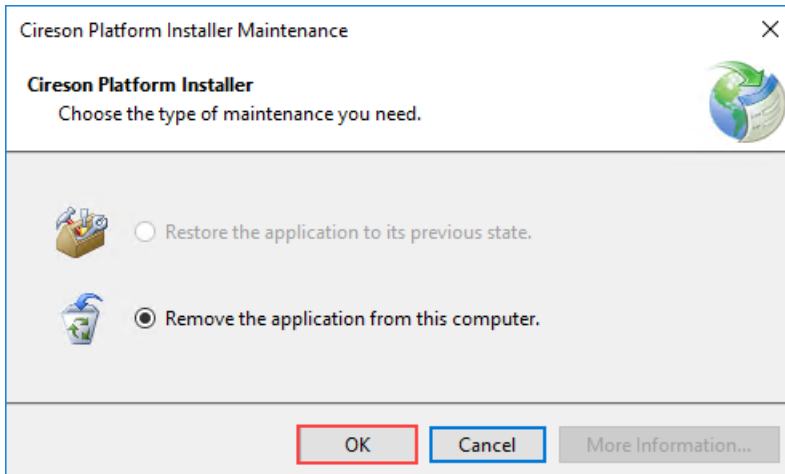
1. Login to the True SAM server and load **Control Panel**
2. Under **Programs** click **Uninstall a program**



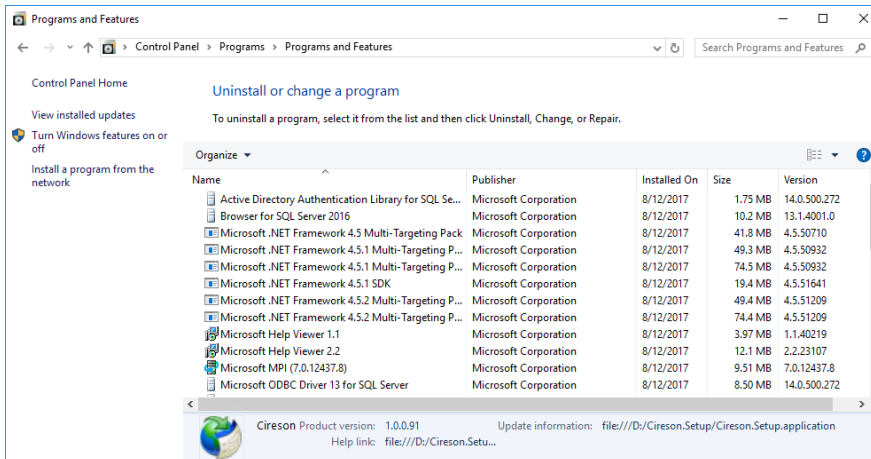
3. On the **Uninstall or change a program** screen click **Cireson Platform Installer** then click **Uninstall/Change**



4. On the **Cireson Platform Installer** dialog box, ensure the **Remove the application from this computer** option is selected then click **OK**



The **Cireson Platform Installer** is no longer listed on the **Uninstall or change a program** screen



This completes the uninstall of True SAM.