Data Collector Agent Technical Requirements

Consider the following requirements prior to downloading and installing the Data Collection Agent on a system.

System Requirements:

- **Operating system** – Windows XP, Windows Server 2003, Windows Vista*
- Microsoft .NET Framework 2.0 installed
- Internet connected browser (Internet Explorer 7.0 recommended)
- **Ram** – Minimum 256MB
- **Network Card** – 100mbit of higher (system must have only ONE active network card)
- **Hardware** – Non-dedicated server powered on 24 hours a day, 7 days a week. If a server is not available, the Data Collector Agent can be installed on a desktop computer system that is powered on 24 hours a day, 7 days a week, but this method carries the rick of transmission difficulties.

Important

- Do not install the Data Collector Agent on a laptop.
- If you are using the Data Collection Agent to collect data via VPN, please be aware that due to the extended transmission, there is a risk of data loss.
- For larger networks more than 1 Data Collection Agent may be required.

Virtualization Software Support:

If you want to install the Data Collection Agent on a virtual machine, the following software will support the program installation:

- Microsoft Virtual Server 2005
- VMWare GSX

Please note – VMWare ESX is not a supported system

*Special Instructions for installing a Data Collection Agent on Windows Vista:

Windows Vista utilizes a new feature called Universal Account Control (UAC), which can potentially cause some installation problems with the Data Collection Agent and/or the Data Collection Agent Heath Check services. These issues can be avoided one of two ways:

The first option would be:

After downloading the Data Collection Agent installation file (DCA_Install.msi):
1. Right click on the DCA_Install.msi file and select Properties
2. Under the Compatibility tab, click to enable the Run as Administrator check box.
3. Proceed to installing the DCA.
    After the DCA is installed, repeat steps 1 and 2 above for the following two files:
    - C:\Program Files\Data Collector Agent\DCAService.exe
    - C:\Program Files\Data Collector Agent\Support\DCAServiceHC.exe

The other option is to turn off the UAC following the steps below as taken from:
http://technet.microsoft.com/en-us/library/cc709691.aspx

Turning off UAC

Use the following procedure to disable UAC.

To perform the following procedure, you must be able to log on with or provide the credentials of a member of the local Administrators group.

Important

Turning off UAC reduces the security of your computer and may expose you to increased risk from malicious software. We do not recommend leaving UAC disabled.

To turn off UAC

1. Click Start, and then click Control Panel.
2. In Control Panel, click User Accounts.
3. In the User Accounts window, click User Accounts.
4. In the User Accounts tasks window, click Turn User Account Control on or off.
5. If UAC is currently configured in Admin Approval Mode, the User Account Control message appears. Click Continue.
6. Clear the Use User Account Control (UAC) to help protect your computer check box, and then click OK.
7. Click Restart Now to apply the change right away, or click Restart Later and close the User Accounts tasks window.