



Installation and Deployment

Help Documentation

Installation and Deployment

SmarterStats System Requirements

The initial requirements for using SmarterStats are minimal. One of the unique benefits of SmarterStats is the ability to manage the resources it consumes. Therefore, the resources used by SmarterStats can be adjusted to work in any environment with a variety of other desktop or server applications. For example; on a machine with multiple concurrent applications running, the system requirements can be adjusted to account for a number of different factors on the server (e.g., other processes that are running, the size of individual web sites, the amount of traffic, the size of the log files generated, etc.).

Currently, SmarterStats supports these common log file types: W3C, IIS, NCSA, NCSA Extended, Apache, Apache NCSA, and IPlanet Common Logs. Rotating logs not supported.

Minimum Requirements

- 450 MHz Processor
- 256MB RAM
- 100MB Hard Disk Space (only allows for SmarterStats, .NET framework and small web site logs)
- IIS 6* or higher with the Microsoft .NET 3.5 Framework (including all applicable service packs and/or patches).
- Windows Operating System:
 - Windows XP (Home or Professional, SP2 recommended)
 - Windows Vista
 - Windows 2003
 - Windows 2008
- The Management Web Interface supports the following browsers:
 - Internet Explorer 5.5 and higher
 - Firefox 1.5 and higher
 - Opera 8.5 or higher
 - Mozilla 1.7 or higher
 - End Users can access the Customer Portal Web Interface from most major browsers

*SmarterStats includes a basic Web server so that the product is fully functional upon installation□even without the existence of IIS or other web servers. In medium to high volume

environments it is recommended that IIS 6 or higher be installed in place of the SmarterStats Web Server for increased performance and security.

Sample Installation

A sample installation of 150 Sites locally or through UNC and 50 Sites scheduled through FTP with an average daily log file of 15 MBs per site would require the following configuration:

- Windows 2003 or higher
- RAM: 256MB
- CPU: PIII 800
- DISK: 1/3 of the total space that would be required to store the raw LOG formats
- IIS 6 or higher

SmarterStats Enterprise Edition Remote Service

The Remote Service itself can run on any server where log files reside. Extremely large sites (i.e. more than 1,000,000 visits) with extremely large log files may require the service to use up to 256MB of RAM. Obviously, this should be taken into consideration when looking at a specific web server's hardware configuration (CPU, available memory, etc.).

Minimum Requirements for Web servers where the Remote Service will be utilized are:

- Microsoft .NET 3.5 Framework (including all applicable service packs and/or patches).
- Windows Operating System:
 - Windows XP (Home or Professional, SP2 recommended)
 - Windows Vista
 - Windows 2003
 - Windows 2008

Finally, the Web Interface communicates with the Remote Service via port 50003. Firewalls or any other security measures that might prohibit communication from this port must have rules established to open this port.

Additional configuration information is available in the online Help, in supplemental documentation, or by contacting sales@smartertools.com.

NOTE: Every installation and environment is unique. Extra load caused by excessive volume and/or other factors may require more disk space, memory, database allocation, etc. No warrantee or guarantee is expressed or implied as to the efficacy or viability of these recommendations for a particular environment or application.

Installation

SmarterStats comes as a single installation file that contains everything necessary to run the product. The SmarterStats installer can be downloaded from www.smartertools.com. The FREE Edition and the licensed version of SmarterStats are both contained within this installation file, so it will not be necessary to download or install the file again if you purchase a license after trying the FREE Edition.

Note: If you are using Enterprise Edition and installing the product on a remote server, use the service MSI installer package instead of the standard installer.

Note: Users of Windows 2003 Advanced Server may need to install SmarterStats from Add/Remove Programs in the control panel in order for file permissions to be properly set.

If you have IIS 6.0 or later, it is recommended that you run the SmarterStats web interface under IIS instead of using the built-in web server for performance reasons. See the topic [Running as an IIS site](#) for more information.

Running Web Interface Under IIS

By default, SmarterStats will install a basic web server that allows you to start using SmarterStats immediately after installation. However, it is recommended that you move SmarterStats to a more robust and secure web server, such as Microsoft's Internet Information Server (IIS). To configure SmarterStats to run under IIS 5.0 or higher, follow the step-by-step instructions below. For IIS7 in Windows 2008, please see the end of this page.

This section explains how to setup SmarterStats as its own IIS site (recommended method). If you wish to run SmarterStats as a virtual directory under an existing IIS site, [click here](#).

Note: This topic assumes that you are familiar with IIS and how it works. SmarterTools recommends that you use the web server included with SmarterStats if you do not feel comfortable using IIS.

Note: Several steps that were necessary under previous versions of SmarterStats are no longer necessary, and thus have been removed from this topic.

Install IIS (if necessary)

	Click on Start -> Control Panel -> Add Remove Programs
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	Click on Add / Remove Windows Components.
--	---

	Check the box for Internet Information Services (IIS).
--	--

	Complete the Wizard and wait for the installation to complete.
--	--

	<p>If Microsoft.Net mappings are not correct (for example, if you install IIS after Microsoft.Net), run the following at the command prompt (replace "\Windows\" with "\WinNT\" for Windows 2000 installations):</p> <ul style="list-style-type: none"> • c: • cd \Windows\Microsoft.Net\Framework\v3.5 • aspnet_regiis -i
--	--

Disable the SmarterStats Web Server

While not absolutely necessary, this step will improve security on your server and is highly encouraged.

These steps will stop and disable the Web Server included with SmarterStats. They will also have the side-effect of disabling the shortcut to SmarterStats on your desktop until you update it with the new URL for SmarterStats.

	Click on Start -> Program Files -> SmarterTools -> SmarterStats -> Configure SmarterStats Web Server
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	Click on the Stop button
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	Change the Startup Mode to Disabled and click on the Apply button
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	Click on the Close button
--	---------------------------

Add SmarterStats to IIS

	Click on Start -> Control Panel -> Administrative Tools -> Internet Information Services (IIS)
--	--

	Right-click on the web sites tree on the left of the page and choose New -> Web Site
--	--

	When asked for a description, enter SmarterStats
--	--

	Choose the IP address to use for web interface. If this IP address is shared with another web site, you will need to use a different port or Host Headers. For more information about using Host Headers, refer to the IIS documentation.
--	---

	For Path, use "C:\Program Files\SmarterTools\SmarterStats\MRS" (or use the location in which you installed SmarterStats).
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	Leave the "Allow anonymous access to this web site" box checked.
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	When asked what permissions to grant, choose only Read and Run Scripts.
--	---

	Finish the wizard
--	-------------------

Verify IIS Settings

	If you are using Windows 2003, verify that the ASP.NET v2 Web Service Extension is set to Allowed in IIS. If you do not see ASP.NET under Web Service Extensions, ensure that ASP.NET is enabled in the Application Server. (Control Panel -> Add / Remove Programs -> Windows Components -> Application Server -> Details)
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	In IIS, right-click on the Config directory for the SmarterStats site and choose properties. Uncheck the Read flag and click on OK. If asked, choose to apply the change to child objects as well.
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	Ensure that the default document for the site is Default.aspx (under the Documents tab)
--	---

Update DNS

	If any domains are already setup with pointers to SmarterStats, make sure to update their DNS records to point to the new IP address.
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Test the Site

	Open up a web browser, and type in the IP address of the site you just added.
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To Configure IIS7 for Windows 2008

Disable the SmarterStats Web Server

	Click Start -> Program Files -> SmarterTools -> SmarterStats -> Configure SmarterStats Web Server
--	---

	Click Stop
--	------------

	Change the Startup mode to Disable and click Apply
--	--

	Click Close
--	-------------

Add an Application Pool

	Click Start -> Control Panel -> Administrative Tools -> Internet Information Service (IIS) Manager
--	--

	Right click Application Pools and select "Add Application Pool"
--	---

	Name the pool "SmarterStats" (or something similar)
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	Set Managed Pipeline Mode to "Classic" and click OK
--	---

Add SmarterStats to IIS

	Click Start -> Control Panel -> Administrative Tools -> Internet Information Service (IIS)
--	--

	Select Server Name -> Open ISAPI and CGI Restriction -> Verify that ASP.NET v.2. 0 is allowed (If not, right click on ASP.NET v2.0 and select "Allowed")
--	--

	On the left side of the page, right click Sites and choose "Add Website"
--	--

	Name the site "SmarterStats"
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	If you created an Application Pool name other than "SmarterStats" click Select and choose the correct Application Pool.
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	For the physical path, browse to the SmarterStats\MRS folder. The default location is C:\Program Files\SmarterTools\SmarterStats\MRS
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	For Binding, choose an IP Address to use for Webmail. If this IP address is shared with another Web site, you will need to use a different port of Host Headers. For more information about using Host Headers, refer to the IIS documentation.
--	---

	Click OK
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Running Web Interface Under an Existing IIS Site

By default, SmarterStats will install a basic web server that allows you to start using SmarterStats immediately after installation. However, it is recommended that you move SmarterStats to a more robust and secure web server, such as Microsoft's Internet Information Server (IIS). To configure SmarterStats to run under an existing web site in IIS 5.0 or higher, follow the step-by-step instructions below.

This section explains how to setup SmarterStats as a virtual directory under an existing IIS site. This is not the recommended method. While it will function properly, it is recommended that you set SmarterStats up as its own IIS site instead. To learn how to set SmarterStats up on its own IIS site, [click here](#).

Note: This topic assumes that you are familiar with IIS and how it works. SmarterTools recommends that you use the web server included with SmarterMail if you do not feel comfortable using IIS.

Note: It is important that SmarterStats runs as only a single instance on your server. SmarterStats will not function with separate virtual directories on the same server. This is the primary reason a dedicated IIS site is recommended.

Disable the SmarterStats Web Server

While not absolutely necessary, this step will improve security on your server. As a result, while not mandatory, this step is highly encouraged.

These steps will stop and disable the Web Server included with SmarterStats. They will also have the side-effect of disabling the shortcut to SmarterStats on your desktop until you update it with the new URL for SmarterStats.

	Click on Start -> Program Files -> SmarterTools -> SmarterStats -> Configure SmarterStats Web Server
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	Click on the Stop button
--	--------------------------

	Change the Startup Mode to Disabled and click on the Apply button
--	---

	Click on the Close button
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Add SmarterStats to an IIS Site

	Click on Start -> Control Panel -> Administrative Tools -> Internet Information Services (IIS)
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	Open up the Web Sites tree and locate the site under which you want to place SmarterStats
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	Right-click on the web site and choose New -> Virtual Directory
--	---

	When asked for an Alias, enter "SmarterStats", "Stats", or another name. This will be used in the URL to get to web interface, as in http://www.example.com/SmarterStats .
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	For Path, use "C:\Program Files\SmarterTools\SmarterStats\MRS" (or use the location in which you installed SmarterStats).
--	---

	When asked what permissions to grant, choose only Read and Run Scripts.
--	---

	Finish the wizard
--	-------------------

Verify IIS Settings

	If you are using Windows 2003, verify that the ASP.NET v2 Web Service Extension is set to Allowed in IIS. If you do not see ASP.NET under Web Service Extensions, ensure that ASP.NET is enabled in the Application Server. (Control Panel -> Add / Remove Programs -> Windows Components -> Application Server -> Details)
--	---

	In IIS, right-click on the Config directory for the SmarterStats site and choose properties. Uncheck the Read flag and click on OK. If asked, choose to apply the change to child objects as well.
--	--

	Ensure that the default document for the site is Default.aspx (under the Documents tab)
--	---

Update DNS

	If any domains are already setup with SmarterStats, make sure to update their DNS records to point to the new site, if needed.
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Test the Site

	Open up a web browser, and type in the URL of the virtual directory (ex. http://www.example.com/virtualdirectory).
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Activating SmarterStats

UPDATE: Activating an installation on this version requires manual activation. Please contact the SmarterTools Sales Department for assistance.

In order for SmarterStats to function for more than a single web site, the product must be activated. If you move SmarterStats to another server, you may have to re-activate the product in order for it to work. To get to the product activation wizard, go to the Settings area of the application and choose Activate Product.

If you have any difficulties activating SmarterStats, please contact SmarterTools support. Information can be found at www.smartertools.com.

There are two types of activation modes in which SmarterStats can run. The Free mode allows most functionality for a single site. As the name states, the FREE Edition costs nothing. Activating with a

License Key allows you to enter a valid license key that has been purchased from SmarterTools. Limits to the number of sites that can be added, along with limits on functionality, depend on the license key that you purchase.

Activate License Key

If you chose to activate a license key, you will need a valid license key and password that were emailed to you when you obtained your license key. Enter in the information from the email into the boxes and click on Activate Now to complete the activation.

Note: Activation of a license key requires the server to contact SmarterTools over port 443 (HTTPS). Please ensure that any firewall or internet security software you have installed allows an outgoing TCP port 443 request.

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Performing a Full Uninstall

Note: Following these steps is not necessary to upgrade an existing installation.

The steps below can be taken to completely delete all SmarterStats related files and data from a system.

- Uninstall SmarterStats through Control Panel->Add/Remove Programs
- Delete the install folder which is at "c:\Program Files\SmarterTools\SmarterStats" by default
- Delete any SmarterLogs folders. Each site can have it's own SmarterLogs directory which is set in the sites settings. By default, all sites use "c:\SmarterLogs" for their SmarterLogs directory.

Note: Remote SmarterStats services are cleaned in the same way.

Installation Checklist

This checklist highlights the important steps to get SmarterStats up and running. For more details on each item, click on the more info links.

	Run the installer, and choose a location to install the files. more info
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	If you have IIS 6.0 or later, convert the web interface to run under IIS. more info
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	Login to SmarterStats as the System Administrator. more info
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	Activate SmarterStats (if you have a license key). more info
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	Add additional sites to SmarterStats. more info
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Upgrade Instructions

To upgrade an older version of SmarterStats to the most recent release, perform the instructions below.

Please note that if you are upgrading from a version previous to 4.x, and you are not running under the Free Edition, you will need to upgrade your license key first.

Enterprise Edition Users

Users of Enterprise Edition that have installed the remote service on machines other than the web interface server should update the remote service first before updating the main SmarterStats server.

From a previous 4.x release

For example, if you are upgrading from SmarterStats 4.0 to SmarterStats 4.1.

- Backup your SmarterStats installation and data
- Download and run the installer for the updated version ([download here](#))
- When asked where to install the product, install into the same location as it was installed before (by default C:\Program Files\SmarterTools\SmarterStats)
- All configuration data and email will be preserved

From a release before 4.x

For example, if you are upgrading from SmarterStats 3.x to SmarterStats 4.x.

- Backup your SmarterStats installation and data
- Ensure you have a valid license key for SmarterStats 4.x
- Uninstall your current version of SmarterStats. All configuration data and email will be preserved.
- Download and run the installer for the updated version ([download here](#))
- When asked where to install the product, install into the same location as it was installed before (by default C:\Program Files\SmarterTools\SmarterStats)
- If you are not running the Free Edition, log into SmarterStats as the system admin (site ID = "admin"), go to Help -> Activate Product and reactivate with your license key.