



CAM 14.2 Quick Start

Legal Notices

© 2021 Cherwell Software, LLC. All Rights Reserved.

Cherwell, the Cherwell logo, and mApp are trademarks owned by Cherwell Software, LLC and are registered and/or used in the United States and other countries. ITIL® is a registered trademark of AXELOS Limited. All other product or company names referenced herein are used for identification purposes only and are or may be trademarks or registered trademarks of their respective owners.

Some or all parts of the mApp product are covered by one or more claims of U.S. Patent No. 9, 612, 825.

The information contained in this documentation is proprietary and confidential. Your use of this information and Cherwell Software products is subject to the terms and conditions of the applicable End-User License Agreement and/or Nondisclosure Agreement and the proprietary and restricted rights notices included therein.

You may print, copy, and use the information contained in this documentation for the internal needs of your user base only. Unless otherwise agreed to by Cherwell and you in writing, you may not otherwise distribute this documentation or the information contained here outside of your organization without obtaining Cherwell's prior written consent for each such distribution.

The Cherwell Software product suite includes:

- Cherwell Service Management
- Cherwell Asset Management

[Contact Cherwell Software](#)

Contents

- Quick Start. 4**
- **Product Requirements. 5**
- **CAM Enterprise Recommendations. 9**
- **Setup Wizard. 11**
- **Getting Started Checklist. 12**
- **Where to Install Each Component. 13**
- **Pre-installation Considerations. 15**
- **Installing All Components on One Windows Server. 16**
- **Installing Components to Different Machines. 17**
- **Installing/Upgrading the CAM Agent. 18**
- **Upgrading to a New CAM Version. 19**
- **Evaluating CAM. 21**
- **Evaluation Tips. 22**
- **Evaluation to Production. 23**
- **After Rolling Out to Production. 26**
- **Quick Start Cards. 28**

Quick Start

Product Requirements

Certain resources are required to install and use Cherwell Asset Management (CAM).

Additional considerations for enterprise customers are covered in [CAM Enterprise Recommendations](#).

Cherwell Asset Management System Requirements

CAM includes several integrated components for data collection, administration, and reporting. You can install all components on one server or on multiple servers depending on your specific requirements. If you choose to install all components to a single server, you should ensure that the selected machine meets the memory requirements shown for the CAM Database, later in this topic.

For evaluation purposes, you can install and run all components on a workstation running Windows 7 or above.

CAM Administrator and the CAM Administration Service

CAM Administrator, typically installed on the product administrator's desktop, is the primary interface for configuring and using CAM to accomplish such tasks as configuring the product, installing the CAM Agent, initiating inventories, and enabling application metering.

The CAM Administration Service is a component that manages data moving between CAM Administrator and the CAM Database. The CAM Administration Service also handles scheduled maintenance tasks such as network and virtual environment discovery as well as automatic software identification and configuration.

Requirements: 2.0 GHz; Windows Workstation 7 SP1 or above or Windows Server 2012 or above; Microsoft .NET 4.6.2 or above.

You should always install the CAM Administration Service on the same machine(s) where you install CAM Administrator. The CAM Administration Service should not be installed on the same machine as the CAM Access Point.

Number of Computers	Recommended RAM	Recommended Processor(s)
0–5,000	8 GB	
5,001–25,000	16 GB	
25,001–50,000	32 GB	Dual-core, 64-bit
50,001+	64 GB	Dual-core, 64-bit

CAM External Connector

The CAM External Connector is a utility that facilitates importing of hardware and software inventory data collected by other IT asset management tools into a CAM Database for analysis. CAM supports importing data from Microsoft's SCCM.

Requirements: Microsoft .NET Framework 4.6.2 or above; Microsoft System Center Configuration Manager (SCCM) 2012 or above.

SQL Server administrator credentials to provide access to the SCCM database are also required. Write access is recommended; read-only access is supported but will result in lower import performance.

Note: Use the requirements specified above for the machine on which the CAM Database is installed. Cherwell recommends that you run the CAM External Connector on the CAM Database machine; if your SCCM installation is on the same machine, your requirements may be greater.

Reporting, Purchasing, and License Analytics User Interfaces

Reporting is the interface used to deliver reports via a browser. Reports are generated from data residing in the CAM Database, and you can use and create filters in Reporting to report precisely on the data you want.

Purchasing is the interface used to deliver purchasing information via a browser. Purchasing allows you to specify hardware and software purchase, lease, and contract information, and reconcile that information with inventoried IT assets.

License Analytics is the interface used to deliver advanced licensing data via a browser. License Analytics provides contract and use-rights based analysis of your licensing position for Microsoft products.

Requirements: Current versions of Chrome, Firefox, Microsoft Edge, or Internet Explorer.

Reporting, Purchasing, and License Analytics for On-Premises Installations

These components deliver Reporting, Purchasing, and License Analytics functionality. Installing Reporting, Purchasing, and License Analytics on the same IIS server allows users of these applications to only log in once.

Requirements: 2.0 GHz; Windows Server 2012 or above; Microsoft .NET Framework 4.6.2 or above; Microsoft Internet Information Services (IIS) corresponding to the operating system.



Note: For evaluation on a workstation version of Windows, you may need to modify Windows firewall settings to allow inbound HTTP access.

Number of Computers	Recommended RAM
0–5,000	8 GB
5,001–25,000	16 GB
25,001–50,000	32 GB
50,001+	64 GB

CAM Access Point for Hosted and On-Premises Installations

The CAM Access Point is a Microsoft IIS-based web application that manages CAM Agent/CAM Database communications.



Important: Do not install a CAM Access Point on the same machine as the CAM Administration Service.

Requirements for a hosted installation: 2.0 GHz; 32 GB RAM; Windows Server 2012 or above; Microsoft .NET Framework 4.6.2 or above; Microsoft Internet Information Services (IIS) corresponding to the operating system. Deploy a CAM Access Point for every 5000 agents, with the expectation that performance may vary depending on network performance/topology and system load.

Requirements for an on-premises installation: 2.0 GHz; 32 GB RAM; Windows Server 2012 or above; Microsoft .NET Framework 4.6.2 or above; Microsoft Internet Information Services (IIS) corresponding to the operating system. Deploy a CAM Access Point for every 20,000 agents, with the expectation that performance may vary depending on network performance/topology and system load.

CAM Agent

The CAM Agent gathers computer inventory and software usage data from machines. The agent sends this data to the CAM Access Point, which writes the data into the CAM Database. The agent also prevents the launch of unauthorized and/or unlicensed applications.

Microsoft Windows requirements: Windows 7 SP1/Windows Server 2008 R2 or above, including both 32- and 64-bit. (The product will allow installation of the agent on earlier versions, but it is not supported.)

For centralized deployment via CAM Administrator, domain administrator or local administrator credentials are required, and Windows firewalls on targeted machines must either be configured to allow remote access, or disabled.

Citrix Server requirements: Citrix XenApp™

CAM Database for On-Premises Installations

The CAM Database is a Microsoft SQL Server database that stores inventory, usage, and control information from workstations; application and machine configuration data; purchasing data; and the Cherwell Software Identification Database (CSID), which is used to identify applications.

Requirements: 2.0 GHz; SQL Server 2012 or above from an account with sysadmin privileges and with the SQL Server Browser Service running; Microsoft .NET Framework 4.6.2 or above (required for automated database creation/initialization). SQL Server 2014 Express Edition is included with the product.



Note:

SQL Server Express Edition should only be used for evaluation purposes.

TLS Support Notes

- All CAM server-side components, hosted communication components, on-premises components, and CAM Agents support TLS version 1.2.
- To use TLS 1.2, you must have SQL Server 2016 or above, or an appropriately patched version of SQL Server 2012 or 2014. More information is available from Microsoft at <https://support.microsoft.com/en-us/help/3135244/tls-1.2-support-for-microsoft-sql-server>.
- CSM Authentication only: The CSM version must be 9.1+ and using a version of SQL Server that supports TLS version 1.2.

The CAM Database can reside on any Microsoft SQL Server, although the RAM requirements may vary greatly depending on other SQL Server-based applications. The CAM Database will consume

approximately 1.5 MB of data for every computer for which data is collected. The following are guidelines based on running the CAM Database on a dedicated SQL Server:

Number of Computers	Recommended RAM	Recommended Processor(s)
0–5000	16 GB	
5001–25,000	32 GB	Dual-core, 64-bit
25,001–50,000	64 GB	Dual-core, 64-bit
50,001+	*	

* CAM Database performance is highly dependent on the overall load on the SQL Server. For large sites, a dedicated SQL Server is strongly recommended. See [CAM Enterprise Recommendations](#) for more information.

Other Requirements

- Domain administrator or local administrator credentials for centralized CAM Agent deployment and virtual environment discovery.
- [sudo](#) credentials for Linux/Unix/Mac OS discovery.
- Database administrator credentials for initial CAM Database creation.
- Depending on your configuration, you may also need credentials for SNMP discovery and SCOM import operations.

For More Information

For further clarification on implementation requirements, please contact camsupport@cherwell.com

Related concepts

[CAM Enterprise Recommendations](#)

CAM Enterprise Recommendations

Certain resources are required for Microsoft SQL Server and Microsoft Internet Information Services (IIS) for CAM Enterprise customers.

Overview

On-premises implementations in the enterprise can vary drastically depending on the customer environment. This section provides details on the resources required for Microsoft SQL Server and Microsoft Internet Information Services (IIS) for CAM Enterprise customers. The CAM Database requirements listed in [Product Requirements](#) should be considered minimums.

Server Infrastructure

These server-side CAM components rely on Microsoft technologies:

- The CAM Database runs on Microsoft SQL Server.
- CAM Access Points run on Microsoft Internet Information Services (IIS). CAM Agents communicate via HTTP/HTTPS to CAM Access Points, which use .NET to send agent data to the CAM Database.
- The web components (Reporting, Purchasing, and License Analytics) rely on IIS.

Performance Factors

The primary determination for adequate performance is the configuration of Microsoft SQL Server. The following factors can affect performance:

- Sizing (RAM, CPU, and RAID configuration) of Microsoft SQL Server.
- The number of agents deployed.
- How often the agents send inventory data.
- How many applications are being metered in the environment.

Microsoft SQL Server

The sizing and configuration of Microsoft SQL Server is critical to the success of the CAM implementation. CAM performance is dependent on CPU performance, available RAM, and SQL Server disk performance. For SQL applications with heavy resource requirements, Microsoft recommends you “scale up” by adding more resources to the SQL Server.

The performance of Microsoft SQL Server is also influenced by the type of drives and RAID arrays implemented. For example, if you have more than 30,000 CAM Agents, Cherwell strongly recommends you have a dedicated physical server for Microsoft SQL Server. Customers with 100,000 installed CAM Agents should allocate 128 GB of RAM on a dedicated physical server.

Ultimately, CAM will support large enterprise environments as long as the Microsoft SQL Server environment is sized appropriately.



Note: If you use TLS, see **TLS Support Notes** in [Product Requirements](#).

Microsoft SQL Server in Virtual Environments

Although Cherwell recommends the CAM Database be on a dedicated physical server, you can run CAM on a virtualized Microsoft SQL Server as long as larger environments adequately scale Microsoft SQL Server, the virtual server, and the physical host.

CAM Access Points

The CAM Access Point is a web service that runs on Microsoft IIS. Typically, CAM Access Points are not sources of performance issues. The CAM Access Point sends XML data to the CAM Access Point based on the schedule defined in CAM Administrator. The CAM Access Point accepts the XML data and forwards it to the CAM Database for processing.

By default, the inventory schedule is monthly. You can increase the agent inventory frequency, but for sites larger than 10,000 machines, Cherwell recommends the frequency be no more than once per week. In addition, the CAM Agent can collect software usage data. Cherwell recommends that you target usage collection for a specific set of applications rather than collect usage data for all applications in the environment.

Deployment Recommendations

Cherwell recommends that you have as few CAM Access Points as possible. Every added CAM Access Point increases the load on the Microsoft SQL Server. It is also recommended that you locate CAM Access Points on the same subnet as the Microsoft SQL Server for best performance.

However, a CAM Access Point can reside on a remote network when required by your infrastructure. The number of CAM Access Points may also depend on your specific requirements for load balancing traffic on the Microsoft IIS Servers and managing network traffic from remote sites.

For More Information

For further clarification on implementation requirements, please contact camsupport@cherwell.com

Setup Wizard

The Setup Wizard performs various tasks to help you get started using Cherwell Asset Management. It starts automatically the first time you run CAM Administrator. You can also run it at any time from the Help menu.

Once the Setup Wizard starts, simply follow the on-screen instructions.

The Setup Wizard does the following:

- Ensures that the Cherwell Software Identification Database (CSID) is up to date
- Discovers machines and users on your domain
- Installs the CAM Agent to your local machine, and then performs a hardware and software inventory on it
- Checks that the CAM Access Point is up and running
- Automatically identifies applications and configures Windows applications into license units
- Provides instructions for viewing inventory and usage data in a variety of reports

Notes for Proxy Servers

- If the CAM Administrator machine uses a proxy server, you won't be able to use the Setup Wizard to install the CAM Agent on the machine. Instead, you'll need to first install the CAM Agent from CAM Administrator so that you can specify the proxy server settings, and then you can use the Setup Wizard to run other tasks like collecting inventory, configuring license units, and so on.
- If you experience issues updating the CSID, see [Troubleshooting Proxy Server Settings](#).





CAM Agent Installation Issues

If you have any issues installing the CAM Agent, see [Machine Installation Help](#).

Getting Started Checklist




Several steps are recommended before, during, and after installing Cherwell Asset Management.

This topic includes sections that are noted as only relevant in certain configurations:



 Hosted installations;  On-premises installations;  CSM authentication;  CAM authentication

The following steps are recommended to help get you started using Cherwell Asset Management.

Before Installing:


- Review the [requirements](#) for installing Cherwell Asset Management.
-  Locate an email message from Cherwell Software that outlines the installation process and provides login credentials.
-  Familiarize yourself with the [components](#) of the product and plan where to install each of them.
- Analyze your network for any [pre-installation issues](#).
-  Upgrading customers: See [Upgrading to a New CAM Version](#).

Installing Server Components:

-  Refer to the email message you received from Cherwell Software for complete installation instructions.
-  If you are installing all components on one server, see [Installing All Components on One Windows Server](#) for help with the process. If you are installing server components to different servers, see [Installing Components to Different Machines](#) for help with the process.

After Installing:





The first time you run CAM Administrator, the Setup Wizard starts and walks you through the steps to perform several common tasks. You can also use the Setup Checklist for help getting the most out of your use of Cherwell Asset Management.







 If you plan to use CSM authentication at your site, please see [Checklist for Using CSM Authentication](#) for procedures for using CSM authentication with Cherwell Asset Management.

Where to Install Each Component

Certain CAM components must be installed in certain locations.

This topic includes sections that are noted as only relevant in certain configurations:

 Hosted installations;  On-premises installations;  CSM authentication;  CAM authentication

Component	Where to Install
CAM Administrator and the CAM Administration Service	<p>System administrator's machine, and on any machines where you plan to allow other administrators to have full or limited permissions.</p> <p> If you plan to have multiple administrators, see Administrator User Policies and CAM Certificate Manager.</p> <p> User access is controlled from within Cherwell Service Management. It's recommended that you don't install these components on the same machine as the CAM Access Point or CAM Access Point Proxy. See Checklist for Using CSM Authentication for background information and procedures for using CSM authentication with Cherwell Asset Management.</p>
CAM Database	<p> A machine running Windows 2008 Server R2 SP1 or above with Microsoft SQL Server 2012 or above (including Express editions for smaller implementations). SQL Server 2014 Express Edition is provided with the product and can be installed on a machine running Windows 7 or above for evaluation purposes.</p> <p> Cherwell Software manages the CAM Database.</p>
Reporting, Purchasing, and License Analytics	<p> A machine running Windows 2008 Server R2 SP1 or above with Microsoft Internet Information Services (IIS). For evaluation purposes, you can install on a machine running Windows 7 or above. Install these web applications on the same machine.</p> <p> Cherwell Software manages the web applications; you do not install them on premises.</p>

Component	Where to Install
CAM Access Point	<p>■ A machine running Windows 2008 Server R2 SP1 or above with Microsoft Internet Information Services (IIS). Note: For evaluation purposes, you can install on a machine running Windows 7 or above.</p> <p>■ Refer to the email message you received from Cherwell Software for instructions on installing the CAM Access Point Proxy. You install this component on premises.</p>
CAM External Connector	Any machine capable of running CAM Administrator or the CAM Administration Service.
CAM Certificate Manager	Any machine capable of running CAM Administrator or the CAM Administration Service.
CAM Agent	Any machine running Windows 7 or above, or any server running Windows 2008 Server R2 or above.

Pre-installation Considerations

There are some general issues to consider before you install Cherwell Asset Management and deploy it to your entire organization or group.

These factors will help you think about the best way to plan your installation and deployment.

- **Network environment**—Gather information such as the network operating system and version used; the network topology; the number of servers, workstations, sites, and users; and if there is a multi-user Windows environment (for example, Citrix or Terminal Server).
- **Workstation characteristics**—Consider such factors as the workstation operating system, networking method, if there is a corporate standardized desktop, whether applications are loaded on the workstation or run from the network, what administrative rights Windows users have, and how remote users connect to the network.
- **Deployment schedule**—Test CAM Agent deployment first with a group of 25 or so workstations. Once you are sure your deployment will go smoothly, deploy the CAM Agent to remaining workstations according to the plan and schedule that works best for your organization.
- **Ongoing administration**—Cherwell Asset Management requires ongoing maintenance and administration to perform optimally and continue to provide you with the information you need. Identify the ongoing administration tasks for your installation and who will be responsible for performing them.

Installing All Components on One Windows Server

You can install all Cherwell Asset Management components on one machine. This option is most commonly used when evaluating the product.

This topic applies to on-premises installations.

Before installing Cherwell Asset Management, make sure you review the [requirements](#) for running the product, the [components](#) of the product, and [your network](#).

To install all CAM server components on one machine:

1. From the system administrator machine, open cam.zip and extract the cam[version] folder from it.
2. From the cam[version] folder, run camsetup.exe.
3. Setup verifies that the required Microsoft components are installed on your machine and displays a dialog box that prompts you to install any missing components.
4. Select Single Server Install and follow the prompts in the subsequent dialog boxes, specifying the information required to perform the installation. For evaluation purposes, the Single Server Install option includes installation of a \CAM instance of SQL Server Express to host the CAM Database; if you want to use an existing SQL Server instance, you should use the Normal Install option instead.
5. Continue with Setup until the installation is complete. You may be prompted to reboot.

Installing Components to Different Machines

You may choose to install CAM components on multiple servers.

This topic applies to: On-premises installations

Installing Components to Different Machines

Before installing Cherwell Asset Management, make sure you review the [requirements](#) for running the product, the [components](#) of the product, and [your network](#). Also, determine where to install each component before proceeding.

If you want to install different server components to different machines or use an existing SQL Server instance, follow the steps in **To install components to different machines** below.



Note: All components except CAM Administrator and the CAM Administration Service should be installed on machines running Windows Server; CAM Administrator and the CAM Administration Service can be installed on a machine running Windows Server or Workstation.

To install components to different machines:

1. From the machine where you want to install the CAM Database, open cam.zip and extract the cam[version] folder from it.
2. From the cam[version] folder, run camsetup.exe.
3. Select **Normal Install** and click **Next**.
4. Select all the components you want to install on the server; as noted, you should always run Setup on the server where the CAM Database will be installed first. Setup verifies that the required Microsoft components are installed on your machine and displays a dialog box that prompts you to install any missing components. Follow the instructions and proceed with the installation.
5. Continue with the Setup program until finished. You may be prompted to reboot.
6. Follow steps 1–5 on the other machines where you want to install each remaining component and adjust your selections in the Requirements Check dialog box.

Launching CAM Administrator for the First Time

Once you have completed installation of all non-agent components, you are ready to launch CAM Administrator and start using Cherwell Asset Management. If this is a new installation, you will be prompted to enter a license key; you should have received this key via email when you downloaded the Cherwell Asset Management installation package. If you did not receive a key, please contact us at:

<http://www.cherwell.com/contact>

Enter the license key and click **OK** to begin using Cherwell Asset Management.

Installing/Upgrading the CAM Agent

You can install the CAM Agent via the Setup Wizard or manually, step by step. You can upgrade manually or automatically.

Installing the CAM Agent

When starting CAM Administrator, you are prompted to run the Setup Wizard to install the CAM Agent and perform several tasks to get Cherwell Asset Management up and running. In order to inventory and/or meter machines in your network, you need to install the CAM Agent on each of them.

To install the CAM Agent outside of the Setup Wizard, click one of the following for step-by-step instructions:

- [How to Install the CAM Agent to Machines Listed in the Machines Panel](#)
- [How to Install the CAM Agent by Machine Name or IP Address](#)
- [How to Install the CAM Agent to Multiple Machines by IP Addresses](#)
- [How to Install the CAM Agent Manually](#)
- [How to Install the CAM Agent Using a Batch File or Script](#)

Updating/Upgrading the CAM Agent on Machines

It's recommended that you upgrade agent machines to the current version when possible. To see which version of the CAM Agent is available, see the Status panel. This panel also tells you how many machines are running earlier versions of the agent; pre-10.0 versions are not supported.

Tip: You can automate the upgrade process using the [agent self-upgrade feature](#).

Upgrading to a New CAM Version

You can upgrade to a new version from CAM versions 13.0 and later.

This topic applies to on-premises installations.



Note: The Access Point Proxy in CAM version 14.0 and earlier must be uninstalled prior to installing CAM version 14.1.

When you run `camsetup.exe` on a machine containing an older version of CAM components, those components will be upgraded.

Upgrade to a new CAM version using `camsetup.exe`:

1. Back up your existing CAM Database. See [Backing Up Your Existing CAM Database](#) for detailed instructions.
2. Download the `cam.zip` file and extract the `cam[version]` folder from it.
3. From the `cam[version]` folder, run `camsetup.exe` on each workstation or server where the components below are installed.

If earlier versions of these CAM components are installed to different machines, update them by running `camsetup.exe` on each machine, in the following order:

- a. Database

Notes:

If a previously installed version of the database was moved, when you're prompted to enter a database name, give the "new" database the same name as the previously installed version. When prompted, enter the username and password used for the previously installed version of the database.

If you backed up your database in step 1, you can skip the prompts to back up your database.

If you can't run `camsetup.exe` on your database machine, follow the instructions in the next section.

- b. Access Point
 - c. Administrator & Administration Service
 - d. Reporting, License Analytics, and Purchasing
4. Continue with the setup until the installation is complete. You may be prompted to reboot.

Upgrade the CAM Database without using `camsetup.exe`

If you can't or don't want to run `camsetup.exe` on your SQL Server, see [Remote CAM Database Installation](#).



Note: This also applies to installation on SQL Clusters.

Related information

[QS_QuickStart_Guide.xml#concept3213](#)

[QS_Requirements_for_running_Chervell_Asset_Management.xml#concept13902](#)

[QS_installing.xml#concept1656](#)

[QS_Installing_Server_Components_to_Different_Machines.xml#concept2626](#)

Evaluating CAM

Evaluation Tips

Cherwell Asset Management includes several features designed to help you evaluate the product, including a Setup Wizard to help you get started and the Setup Checklist to help you better understand the wide range of features the product provides.

You can also view a set FAQs and other resources at the [Cherwell Customer Support Portal](#).

Cherwell Software recommends that you deploy Cherwell Asset Management to a test group of machines prior to a complete company deployment. A test deployment lets you:

- Test on organization-specific applications.
- Test in the organization's environment.
- Become familiar with Cherwell Asset Management and all of its components.





Related information

[QS_Pre_Installation_Considerations.xml#concept1571](#)

Evaluation to Production


The process of moving to a production installation varies, depending on how you set up your evaluation and whether you are changing to a hosted environment or going from CAM authentication to CSM authentication.

This topic includes sections that are noted as only relevant in certain configurations:


 Hosted installations;  On-premises installations;  CSM authentication;  CAM authentication

During evaluation, all Cherwell Asset Management non-agent components are often installed on a single server, on premises. Once you have completed your evaluation, you may want to move one or more of these components to other machines or, depending on the size and network topology of your organization and the people involved in your software asset management processes, install additional CAM Access Points or instances of CAM Administrator and the CAM Administration Service.





The process of moving to a production installation varies widely depending on how you set up your evaluation and whether you are changing to a hosted environment or going from CAM authentication to CSM authentication.

 See the [Checklist for Using CSM Authentication](#) for procedures for using CSM authentication with Cherwell Asset Management.

This topic presents basic guidelines for moving from an evaluation to a production installation.

 Refer to the email you received from Cherwell Software for more information on setting up your environment.

Before starting the processes described below, you should take a few minutes to plan your production system. Cherwell Asset Management gives you great flexibility in where each of its non-agent components is installed. Where you install depends on the number of agents, your server(s) hardware, and your network topology. Here are some general guidelines:

- A server running full SQL Server is recommended for most installations above 500 seats. SQL Server provides more extensive tools and greater scalability than SQL Server Express and your system will perform better and be easier to maintain.
-  You will need a machine running a server version of Windows (Windows 2008 Server R2 SP1 or above) to host the CAM Database, CAM Access Point, Reporting, Purchasing, and License Analytics components. (Workstation installations of IIS do not allow enough simultaneous connections to manage anything other than a small evaluation installation.)
- A Cherwell Asset Management installation consists of a single CAM Database ( and a single Cherwell Service Management database in hosted installations). Depending on the size of your installation and where your agents are located, you may want to install one or more  CAM Access Points or  CAM Access Point proxy to best facilitate agent communication.

- It's recommended that you install on the same machine as Reporting.

In most environments, you should install the CAM Administration Service on the same machine(s) running CAM Administrator. This provides the best performance in transferring data between these two components.

If you used the Single Server Install option in Setup, you'll likely move to full SQL Server. To do this, you can either:

- Start with a new CAM Database: Run Setup on your production SQL Server to create the new CAM Database. (If your production database is on the same machine, but just uses a different SQL Server instance, you need to uninstall the CAM Database component and reinstall it to the new SQL Server.) In this situation, you will lose all your evaluation data.
- or -
- Back up your evaluation database and restore it to a different SQL Server. In this situation, your existing evaluation data will be retained.

In either case, you need to make changes to the four web applications' (CAM Access Point, Purchasing, Reporting, and License Analytics) configuration files to point to the new database. Further, when you next launch CAM Administrator, do the following:

1. Open the Tools/Connection/CAM Database dialog box and provide the CAM Administration Service with the new database information.
2. Restart CAM Administrator.
3. Re-enter your license key.

If you choose to reinstall any of the web application components, you are prompted for the database location as a part of that installation process. However, as noted above, for any that are not reinstalled, you'll need to update their configuration files. For details, see Technical Note 1086 on the [Cherwell Customer Support Portal](#).

If you reinstall the CAM Access Point, you also need to update any agents to specify their new location. You can do this from within CAM Administrator:

1. Click **Machines** to view the Machines panel; then, click the **Installed** node in the tree on the left to view a list of machines on which the agent is installed.
2. Select all machines, right-click your selection, and choose **Install/Update installation CAM Agent**.
3. Make sure the new Access Point URL is shown in the dropdown list.
4. Make sure the **Overwrite existing installations** checkbox is unchecked.
5. Provide the required credentials.
6. Click **Install**.

This will not reinstall CAM Agents; rather, it will update the CAM Access Point information each agent uses to communicate with the CAM Database.

These instructions do not cover every possible scenario, but should give you a general sense of how to go about implementing your production system. Once you've moved to a production installation, you can [clean up your evaluation environment](#).

After Rolling Out to Production

Once you move to a production environment, there are some tasks necessary to clean up your evaluation environment.

This topic describes some tasks to perform when to clean up your evaluation environment after you roll out Cherwell Asset Management to your production environment.

Deleting the Original Evaluation CAM Database

If you choose to redeploy your Cherwell Asset Management system to a new database or you restored your evaluation database to a production SQL Server, you may safely delete the original evaluation CAM Database. To remove a database you are no longer using, use SQL Server Management Studio to issue the following SQL command to the database server on which the database was installed:

```
DROP DATABASE <database-name>
```

You must access the database server using administrator credentials to perform this operation. Alternately, you can use the OSQL tool and issue the following command:

```
osql.exe /S <database-server> /U  
      <admin-username>
```

```
/P <admin-password> /Q "DROP  
      DATABASE <database-name>"
```

where:

- <database-server> is the name of the machine on which your evaluation database is installed
- <admin-username> is the SQL Server administrator account, normally "sa"
- <admin-password> is the administrator account password
- <database-name> is the name of your evaluation CAM Database

Uninstalling SQL Server Express

If you performed a single server install, you may also want to uninstall SQL Server Express from the machine you used for your evaluation. Other vendors do use SQL Server within their applications, so make sure that it is not being used by any other programs before uninstalling.

Uninstalling Cherwell Asset Management Components

If you've moved other components to other machines, you may want to uninstall those components from the evaluation machines.

Quick Start Cards

Quick Start Cards (QSCs) provide a short, graphical overview of specific CAM features. Click one of the following links to open a PDF that you can print or distribute electronically. A PDF reader is required.

- [Installing CAM](#)
- [Get Started with CAM](#)