



## CAM 14.2 Setup

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- Cherwell Service Management
- Cherwell Asset Management

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## Contents

<b>Installing CAM.</b>	<b>4</b>
◦ <b>Backing Up Your Existing CAM Database.</b>	<b>5</b>
◦ <b>Dialog Boxes.</b>	<b>7</b>
◦ <b>Setup Choices.</b>	<b>8</b>
◦ <b>Single Server Setup.</b>	<b>9</b>
◦ <b>Requirements Check.</b>	<b>10</b>
◦ <b>CAM Database Creation.</b>	<b>12</b>
◦ <b>CAM Database Account.</b>	<b>13</b>
◦ <b>CAM Web Components.</b>	<b>14</b>
◦ <b>Backing Up the CAM Database.</b>	<b>15</b>
◦ <b>Cherwell Asset Management Database Upgrade.</b>	<b>16</b>
◦ <b>Cherwell Asset Management Database Information (No Access Point).</b>	<b>17</b>
◦ <b>Enter CAM Web Components Connection Information.</b>	<b>18</b>
◦ <b>Cherwell Asset Management, Update Access Point.</b>	<b>19</b>
◦ <b>Cherwell Asset Management, Update Web Components.</b>	<b>20</b>
◦ <b>Installing On-premises Components in a Hosted Installation.</b>	<b>21</b>
◦ <b>Installing or Upgrading CAM in a Hosted Environment.</b>	<b>22</b>
◦ <b>CAM Access Points and Pre-14.1 Hosted Installations.</b>	<b>23</b>
◦ <b>Dialog Boxes.</b>	<b>25</b>
◦ <b>Customer Information.</b>	<b>26</b>
◦ <b>Setup Type.</b>	<b>27</b>
◦ <b>Feature Selection.</b>	<b>28</b>
◦ <b>Connection Configuration.</b>	<b>29</b>
◦ <b>Access Point Port.</b>	<b>30</b>
◦ <b>Ready to Install the Program.</b>	<b>31</b>
◦ <b>Remote CAM Database Installation.</b>	<b>32</b>
◦ <b>Installing the Tools.</b>	<b>33</b>
◦ <b>Creating the Database: with SQL Server Administrator Credentials.</b>	<b>34</b>
◦ <b>Creating the Database: without SQL Server Administrator Credentials.</b>	<b>35</b>
◦ <b>Installing the CAM External Connector.</b>	<b>38</b>
◦ <b>On-premises Installations.</b>	<b>39</b>
◦ <b>Hosted Installations.</b>	<b>40</b>
◦ <b>Installing CAM Administrator to Additional Machines.</b>	<b>41</b>
◦ <b>How to Install CAM Administrator on Another Machine.</b>	<b>42</b>
◦ <b>How to Disable the CAM Work Queue Service.</b>	<b>43</b>
◦ <b>How to Disable CAM Scheduled Tasks.</b>	<b>44</b>

## Installing CAM

The CAM Setup application walks you through the process of installing Cherwell Asset Management. You can click Help in many of the dialog boxes if you need additional information along the way.

It's important that you run the CAM Setup application from a local drive, not from a share.

# Backing Up Your Existing CAM Database

If you are upgrading from an earlier version, we recommend that you back up your existing CAM Database prior to performing the upgrade to this version.

## Preparing to Back Up the CAM Database

Before backing up the CAM Database, have the following information handy:

- The name of your CAM Database
- The SQL Server administrative account name (typically "sa") and password

If you have a full SQL Server installation, you can use the SQL Server Enterprise Manager utility to create the backup. If you do not have this tool, you can create a backup by using OSQL, the SQL command line utility.

## Backing Up from the SQL Server Machine

To back up your CAM Database from the machine where SQL Server is installed:

1. Bring up a DOS box.
2. Issue the following command:

```
osql -S<server-name\instance-if-any> -E -Q"BACKUP DATABASE
    <database-name> to disk = '<path>\<database-name>.bak' WITH
    INIT"
```

## Backing Up the Database from Another Machine

If you are creating the backup from a different machine (which still requires that OSQL is installed on the machine):

1. Bring up a DOS box.
2. Issue the following command:

```
osql -S<database-server> -U<user> -P<password>
-Q"BACKUP DATABASE <database-name> to disk = '<UNC path>\<database-name>.bak'
WITH INIT"
```

Where:

<database-server> is the name of the machine on which SQL Server is installed

<user> is the SQL Server administrative account (typically sa)

<password> is the password for that account

<database-name> is the name of your CAM Database

<UNC path> is the location you want the backup file written in the context of the SQL Server machine

For example, if your database server is called CAMdbSrv, you are using the default CAMDB database with a password of "sapwd" on the "sa: account and you have shared out a folder as "temp" on your database server, the command would be:

```
osql -SCAMdbSrv -Usa -Psapwd -Q"BACKUP DATABASE CAMDB to disk =  
      '\\CAMdbSrv\temp\CAM.bak' WITH INIT"
```



**Notes:** The \\CAMdbSrv\temp directory must exist and be shared out, and the CAM.bak file cannot exist; it will be created in the specified folder on the database server machine.

Important note: As mentioned above, the location of the backup file is specified in the context of the machine running SQL Server, NOT the machine on which the OSQL command is issued. This means that:

- If backing up using a local path specification, the path is on the SQL Server machine.
- If backing up to a network share, the account under which SQL Server is running must have proper credentials to access that share.

For more information on creating database backups, see Technical Note 1089 on the [Cherwell Customer Support Portal](#).

# Dialog Boxes

# Setup Choices

To get started installing Cherwell Asset Management, you must first decide which type of installation to perform. Read on for help on how to pick the correct option for your situation.

## Normal Install

Select this option if you want to install a full or evaluation version of the software. A normal install gives you more options as you install the product. This is also the best choice when you want to install Cherwell Asset Management components on multiple machines, including installing the CAM Database on a separate SQL Server machine. If you plan to install back-end components on multiple machines, run Setup on each machine and choose Normal Install each time. As each installation proceeds, select only the components you want to install on that machine.

## Single Server Install

Select this option if you are installing an evaluation of Cherwell Asset Management. The evaluation install is designed to install Cherwell Asset Management components on a single machine with minimal input from the user. When you choose this option, a separate instance of SQL Server 2014 Express is installed for the CAM Database.

## Remote Database Install

Select this option only when you want to install the CAM Database on a separate database server and at least one of the following is true:

- You cannot run a Normal install on that machine.
- You cannot install the Microsoft .NET Framework version 4.6.2 on that machine.



**Note:** The Cherwell Asset Management application is not installed when you select this option and a CAM Database is not created. This option only creates a Database Tools folder in the program folder. You must then use the instructions, utilities, and files found within that Database Tools folder to perform the actual remote database install on an SQL Server. See [Remote CAM Database Installation](#).



# Single Server Setup

Use this dialog box to specify where to install your Cherwell Asset Management evaluation.

## Location Option

- **Install Location**—Accept the default location or click Browse to select an existing folder. You cannot type in a folder name.

## Passwords Options

- **SA Password**—Type in a password to use for the system administrator SQL Server account. Using a "strong" password (a password that would appear to be random to a hacker) is recommended.
- **CAM Password**—Type in a password to use for accessing the CAM Database.

You'll need to confirm each password.

When you are finished, click Next to continue.

# Requirements Check

Cherwell Asset Management requires that several Microsoft components be installed prior to running the Setup program. The following sections describe each component.

If you need to install any of the provided components, click Refresh in this dialog box when you're done. Once you've met the requirements, you can click Continue to proceed with Cherwell Asset Management installation.

## Database Server Component

Microsoft SQL Server 2012 or above is required to host the CAM Database.

For evaluation purposes, you can use SQL Server Express. If SQL Server is not installed on this machine, click the Install SQL Express button to launch a stand-alone setup program to install SQL Server 2014 Express Edition. Note that if you plan to host your CAM Database on a different machine, you do not need to install SQL Server Express on your local machine.

## SQL Authentication

Cherwell Asset Management uses SQL authentication to access the CAM Database. If hosting the CAM Database on this machine, you must have a SQL authentication-enabled instance of SQL Server prior to continuing. If SQL Server is running on this machine but SQL authentication has not been configured, a warning will be displayed. You can click the Install SQL Express button to install a new instance of SQL Express with mixed mode authentication enabled.

For more information on SQL Server authentication mode, see the following Microsoft website:

- SQL Server: <http://msdn.microsoft.com/en-us/library/ms188670.aspx>

## Microsoft Internet Information Services (IIS)

A machine hosting the CAM Access Point, Reporting, Purchasing, License Analytics, or any combination of these must have IIS installed on it.

To install IIS on a Windows machine:

1. From the Control Panel, select Programs->Turn Windows features on or off.
2. Select the Internet Information Services (IIS) component.
3. Click Next to start the IIS installation.

To install IIS on a Windows server:

- Use the Server Manager application.

Notes:

- You may need your Windows installation media to install IIS.
- After installing IIS, make sure ASP.NET and Static Content support are enabled.

## **Microsoft .NET Framework**

The Microsoft .NET Framework is a collection of functionality required by all .NET enabled applications. All non-agent components of Cherwell Asset Management require .NET. If .NET is not installed, you can click the Install .NET button on the Requirements Check dialog box to install it.

## **Running the CAM Access Point on a Workstation Version of Windows**

If you are evaluating Cherwell Asset Management and plan to install the CAM Access Point on a workstation (versus on a machine running Windows Server), you may run into situations where agents or other Cherwell Asset Management components cannot connect to the access point machine. IIS settings allow you to increase the maximum number of connections above 10; however, doing so may violate your Windows license.

### **Related information**

[../cam\\_quick\\_start/QS\\_Requirements\\_for\\_running\\_Chерwell\\_Asset\\_Management.xml#concept13902](#)

## CAM Database Creation

Use this dialog box to specify the name and location for the CAM Database. The options are:

- **Database**—The default name is CAMDB, but you can enter another name here. Database names must begin with a letter (A-Z), underscore sign (\_), at sign (@), or number sign (#).
- **SQL Server Instance**—In most cases, you should leave this option set to the default instance name.
- **Install CAM Database files to**—Leave blank to let SQL Server decide>—Leave this option alone unless you want to install the CAM Database files to a specific location. In that case, click the Change button to open a dialog box where you can browse to the destination folder you want to use.

Click Next to continue with the installation.

## CAM Database Account

Use this dialog box to specify credentials for the CAM Database:

- **Username**—The default username for the CAM Database is CAMUser, but you can type in a new name here.
- **Password**—Enter the password for the user. If the above username already exists, the password you enter here must be the correct password for that account. Using a "strong" password (a password that would appear to be random to a hacker) is recommended.
- **Confirm Password**—Type in the password again, for confirmation.

Click Next to continue. You'll see an error message if you need to reenter credentials.

## CAM Web Components

Use this dialog box to specify how to configure the web components (the website to be used for Reporting, Purchasing, License Analytics, and the CAM Access Point). In most cases, you should accept the defaults.



**Note:** If you are performing a hosted installation, see [CAM Access Points and Pre-14.1 Hosted Installations](#).

- **Website:** Specifies the IIS website on which web-based components will be installed.
  - Leave this option at Default Website to let Cherwell Asset Management determine where the IIS website is located.
  - **Hosted installations only:** Click **Change** and select the Access Point website. For instructions, see [CAM Access Points and Pre-14.1 Hosted Installations](#)
- **Port:** Accept the default port, or click **Change** and select a port from a list. If you need help configuring a component to use a different port than when originally installed, please [contact technical support](#).
  - **Hosted installations only:** Click **Change** and select port 5002. See [CAM Access Points and Pre-14.1 Hosted Installations](#) for more information about circumstances that will require a port number change.
- **Use SSL:** This option specifies that the web components should use HTTPS (SSL) and is cleared by default. If you want to use SSL, first make sure your website is configured to use SSL; refer to IIS documentation for information on setting up SSL and specifying a certificate.
- **Install CAM web components to:** Accept the default location, or click **Browse** and specify a different destination.

Click **Next** to continue.

## Backing Up the CAM Database

Before you upgrade the CAM Database, it is recommended that you back up the existing database.

To do this, enter the full path of the backup file in the text box, or click **Browse** to find it. To manually back up the existing database, see [Backing Up Your Existing Database](#).

You can also choose not to back up your database, or you can cancel the installation.

## Cherwell Asset Management Database Upgrade

This dialog box opens when you are upgrading a CAM Database on a machine that does not have a CAM Access Point installed on it. Enter the following information about the CAM Database you're upgrading:

- **Instance**—From the drop-down list, select the instance of the database you want to use.
- **Database**—Select the name of the database to use from the list.
- **User name**—Type the name of the CAM Database user.
- **Password**—Type the user's password.

When you are finished, click Continue.



## Cherwell Asset Management Database Information (No Access Point)

This dialog box opens when you are upgrading the web components, and not upgrading the CAM Access Point or CAM Database. Enter the following information about the CAM Database:

- **SQL Server**—Select or type the SQL Server to use.
- **Instance**—Select the instance of the database you want to use.
- **User name**—Type the name of the CAM Database user.
- **Password**—Type the user's password.
- **Database**—Select the name of the database to use from the list.

When you are finished, click Continue.

## Enter CAM Web Components Connection Information

This dialog box opens when you are installing other components, but not the CAM Database, on your machine. Use this dialog box to provide the information needed to connect to the CAM Database, which you installed on another machine. Make sure to enter the same values for these options that you used where you installed the CAM Database.

The options are as follows:

- **Database Server**—Type the name of the database server. If you are installing the CAM Administration Service on the current machine, the machine name is already filled in here.

If your installation of SQL Server requires that you use a specific (non-default) port, you can enter it in this text box using the following format:

<Server name>,<port number>

Be sure to enter the appropriate instance name in the next text box.

- **Database Instance**—The default, CAM, is already entered here, but you can enter a different instance name here.
- **CAM Database**—The default name is CAMDB, but you can enter another name of an existing CAM Database here.
- **Username**—Enter the username you specified when you installed the CAM Database.
- **Password**—Enter the password for the above username, as specified when you installed the CAM Database. Using a "strong" password (a password that would appear to be random to a hacker) is recommended.

Click Next to continue.

## Cherwell Asset Management, Update Access Point

This dialog box opens when you are upgrading the CAM Access Point. The Setup program could not determine what settings to use, so you need to enter the following options. You may need to check your IIS configuration to determine what to enter here.

- **Website**—Select the website for the CAM Access Point.
- **Virtual directory**—Select the virtual directory (a mapping between a name and a physical disk location) for the CAM Access Point from the list.
- **Physical path**—Type or browse to the physical directory that contains the virtual directory.
- **Port**—Select which port the CAM Access Point should use.

When you are finished, click Continue.

## Cherwell Asset Management, Update Web Components

This dialog box opens when you are upgrading Cherwell Asset Management's web components but not the CAM Access Point. The Setup program could not determine what settings to use, so you need to enter the following options. You may need to check your IIS configuration to determine what to enter here.

- **Website**—Select the website where the web components are already installed.
- **Port**—Select which port the web components should use.
- **Path**—The root/home folder for the website you specified above should appear in this box.

When you are finished, click Continue.

# Installing On-premises Components in a Hosted Installation

The Hosted CAM Setup application walks you through the process of installing on-premises components of Cherwell Asset Management in a hosted installation.

# Installing or Upgrading CAM in a Hosted Environment

## Downloading CAM

To download the latest CAM image:

1. Log in to <https://cherwellsupport.com>
2. Click **Downloads**.
3. Click **Download Cherwell Asset Management**.

## Installing On-premises Components in a Hosted Environment

The Hosted Setup application installs two CAM components on-premises in a hosted environment:

- **Administration:** CAM Administrator and the CAM Administration Service. Together, these provide functionality to manage your CAM system. This component is typically installed on one or more machines.
- **CAM Access Point:** This component facilitates communication between each CAM Agent and the cloud. It is typically installed on a server-class machine on which the access point is running.

Additionally, once the above are installed, the CAM Agent is installed to each managed workstation or server, either from within CAM Administrator or by other third-party installation applications.

## Upgrading On-premises Components in a Hosted Environment

Upgrading a hosted environment requires coordination with Cherwell. Cherwell Technical Support will typically be your contact to help arrange the upgrade such that hosted and on-premises components can be updated properly.

To upgrade, run the Hosted Setup application. Refer to [CAM Access Points and Pre-14.1 Hosted Installations](#) for specific instructions.



### Note:

When upgrading either component, you may be prompted to reboot your machine. If you want to avoid a possible reboot, you can stop the CAM Administration Service, CAM Work Queue Manager, and CAM Access Point services (whichever are installed) prior to upgrading.

# CAM Access Points and Pre-14.1 Hosted Installations

The Hosted CAM Setup application walks you through the process of installing on-premises components in a hosted installation. If you are upgrading from CAM 14.0, we recommend migrating the CAM Access Point from the Windows service to IIS.

## Install CAM 14.1 or Later

Starting with CAM version 14.1, the CAM Access Point runs on Microsoft Internet Information Services (IIS) instead of running as a Windows service. By default, IIS will use port 80 or port 443 to communicate instead of port 5002, which was used by the access point proxy/Windows service in CAM 14.0. We recommend using the default IIS ports.

- If you installed CAM 14.0 and have CAM Agents pointing to an access point proxy, and you choose the default installation, you must update any agents that were connected to their old access point to point to the new port (e.g., port 80 or port 443). Follow the steps in [Installing or Upgrading CAM in a Hosted Environment](#), and in [CAM Web Components](#), specify your port.
- If you have installed CAM 14.0 and have CAM Agents pointing to an access point proxy, and you want to continue to use port 5002 and the URL defined in version 14.0 for your upgrade to version 14.1, complete the following steps to set up the website on port 5002 prior to installing the access point.

## To Continue to Use Port 5002 and the URL from CAM Version 14.0

### Validate the URL Used for the Access Point

1. From CAM Administrator, go to the Status panel and locate the **Access Points** section.
2. Copy the URL and port number, and then save them to reference and use in the subsequent steps.

### Uninstall the CAM Access Point

- Uninstall the CAM Access Point from the server. See [How to Manually Install, Uninstall, or Upgrade the CAM Agent](#).

### Create an Installation Folder

1. In Windows File Explorer, go to `C:\inetpub`.
2. Create a folder called **CAMAccessPoint**.

### Create a Top-level Site in IIS

1. Open IIS Manager.
2. From the **Connections** panel, right-click the **Sites** folder, and then select **Add Website**.
3. In the Add Website dialog box, enter the following values:

- **Site name:** CAMAccessPoint
- **Content Directory Physical path** (as created in the previous section): c:\inetpub\CAMAccessPoint
- **Binding Type:** http
- **IP address:** Select **All Unassigned** from the drop-down list.
- **Port:** Enter the port number you saved in Step 2 of Validate the URL Used for the Access Point.

4. Select **OK**.

### Run the Hosted On-Premises Access Point Installer

1. From Windows File Explorer, open the **Hosted On-Premises Access Point** folder and run setup.exe as an administrator.
2. Select **Next**.
3. Proceed through the installer steps, and when you get to the CAM Web Components dialog box, select **Change**.
4. Select the **CAMAccessPoint** site from the drop-down list.
5. Verify that the correct port is shown (typically 5002), then select **Continue**.
6. Verify that the path is correct in **Install CAM Web components to:**, then select **Next**.
7. In Connection Configuration, enter the hosted server's URL without the `https://`, and the username and password provided by Cherwell. Select **Next**.  
For any issues, [contact us](#).
8. Finish the installation.

### Update URLs for CAM Agents

Follow the instructions in [How to Manually Install, Uninstall, or Upgrade the CAM Agent](#). Update the Access Point URL to which the CAM Agent will report with the URL you saved in step 2 of Validate the URL Used for the Access Point.

### Related concepts

[How Cherwell Asset Management Works in a Hosted Installation](#)

[Installing or Upgrading CAM in a Hosted Environment](#)

[CAM Access Point](#)



# Dialog Boxes

## Customer Information

Use this dialog box to enter your name and organization. The Organization field is optional.

## Setup Type

Use this dialog box to specify how to install the on-premises components of Cherwell Asset Management in a hosted installation:

- Click **Complete** to install all features (CAM Administrator, the CAM Administration Service, and the CAM Access Point) to your local machine in the default folder.
- Click **Custom** to open a dialog box where you can specify which features to install, as well as enter another location for the installation.

## Feature Selection

You can specify the location of the access point in your hosted installation.

- **Access Point:** Installs the web service that provides the communications link through which the CAM Agent and the CAM Database exchange data.

You can also do the following from this dialog box:

- Click **Change** to install the selected feature(s) to another location. For more information, see [CAM Access Points and Pre-14.1 Hosted Installations](#).
- Click **Space** to see how much space is available on your machine, so that you can verify you have enough space to meet the disk space estimates for the selected features.

## Connection Configuration

Use this dialog box to enter the credentials for connecting to your hosted Cherwell Asset Management installation. Consult the email you received from Cherwell Software for what to enter in each of these fields:

- Remote Host



**Note:** Do not include `https://` in the Remote Host field. The setup automatically inserts `https://` into the path you enter.

- Connection Username
- Connection Password

## Access Point Port

The Access Point Port is the port number through which the CAM Agent machines communicate with the CAM Access Point.

This must be a free port that is open for inbound traffic through the firewall on the machine where you install the CAM Access Point. The default is 443. For more information about when different ports are used, see [CAM Access Points and Pre-14.1 Hosted Installations](#).

To find out which ports are in use, run the following command as an administrator from the Windows command prompt: `Netstat -A`. The following is an example of a portion of the information returned by this command:

```
Active Connections

Proto Local Address           Foreign Address         State
TCP   0.0.0.0:80              MachineName:0          LISTENING
TCP   0.0.0.0:135            MachineName:0          LISTENING
TCP   0.0.0.0:443            MachineName:0          LISTENING
TCP   0.0.0.0:5001           MachineName:0          LISTENING
TCP   10.1.0.123:55096       msnbot-65-52-108-221:https ESTABLISHED
TCP   10.1.0.123:55115       sippooldm10a23:https  ESTABLISHED
...
```

**Note:**



The values after the colons in the Local Address column (in this example, 80, 135, 443, 5001, 55096, and 55115) are the in-use ports. Specify an unused port for the CAM Access Point Proxy port (the default is 443).

# Ready to Install the Program

Click **Install** to launch the installation.

## Remote CAM Database Installation

If you can't run camsetup.exe on the database server itself, you can install the CAM Database remotely.

Normally, camsetup.exe is run on the database server and the database component is selected to create and initialize the CAM Database. However, in some situations, it may not be possible to run camsetup.exe on the database server itself. In these cases, you can install the CAM Database remotely by [installing a set of tools](#) on one machine and then running the tools to [create and initialize the CAM Database](#) on another machine.

Before proceeding:

- Make sure that the machine on which you run the tools has Microsoft .NET 4.6.2 or later installed on it.
- Verify that Microsoft SQL Server 2012 or later is installed on the machine on which you plan to install the CAM Database.

### Related information

[../cam\\_quick\\_start/QS\\_Requirements\\_for\\_running\\_Cherwell\\_Asset\\_Management.xml#concept13902](#)



# Installing the Tools

To install the tools required for creating the CAM Database:

1. Identify the machine on which to install the tools.

This machine must have Microsoft .NET 4.6.2 or later installed on it.

2. From this machine, run `camsetup.exe`.
3. Select the **Remote Database Install** option.

This option installs all required tools and scripts for remotely creating and initializing the CAM Database.

4. Advance through the screens, and click **Finish** when installation is complete.
5. Identify the machine on which to install the CAM Database, and verify that it has Microsoft SQL Server 2012 or later installed on it, and then click the appropriate link to continue:
  - [Creating the Database: with SQL Server Administrator Credentials](#)
  - [Creating the Database: without SQL Server Administrator Credentials](#)

# Creating the Database: with SQL Server Administrator Credentials



**Note:** If you don't have SQL Server administrator credentials for the machine on which the CAM Database is to be installed, see [Creating the Database: without SQL Server Administrator Credentials](#).

To create the CAM Database when you have SQL Server administrator credentials:

1. Identify the machine on which to install the CAM Database. This machine must have Microsoft SQL Server 2012 or later installed on it.
2. From the machine where you installed the tools, bring up a DOS prompt from the folder where you installed the tools (typically, C:\Program Files (x86)\Cherwell Asset Management\Database Tools).
3. Run dbinstall.exe with the following parameters:

```
/d <cam-database-name>
  /U <cam-database-user>
  /P <cam-database-user-pwd>
  /S <database-server-name[\instance]>
  /A <SQL-server-admin-user>
  /B <SQL-server-admin-pwd>
```

The following example creates the CAM Database (as CAMDB), creates the user that Cherwell Asset Management components use to connect to the database (CAMUser, mypassword), and initializes the CAM Database on the `sql2014` instance of the SQL server named `myserver`.

```
dbinstall.exe /d CAMDB /U CAMUser /P mypassword /S myserver\sql2014 /A
sa /B sapwd
```

If your Windows domain account has SQL Server administrator privileges, you can use the `/N` option in place of the `/A` and `/B` SQL credentials options.

# Creating the Database: without SQL Server Administrator Credentials



**Note:** If you are upgrading an existing CAM Database, you do not need SQL Server administrator credentials. In this case, you can follow the procedure outlined in [Creating the Database: with SQL Server Administrator Credentials](#). You'll run dbinstall.exe with the /N option in place of the /A and /B SQL credentials options.

To create the CAM Database when you don't have SQL Server administrator credentials, you need to work in tandem with someone who has those credentials as follows:

1. The user with SQL Server administrator credentials needs to create the CAM Database and user for you, following the steps described next. Note that the CAM Database machine must have SQL Server 2012 or later installed on it.
2. Once the CAM Database and user are created, you need to follow the second procedure below to initialize the database.

## Manually Creating the CAM Database and CAM Database User

Creation of the CAM Database and the CAM Database user requires database server administrative privileges. You can use the EMSQL tool (installed in the folder where you installed the tools, typically C:\Program Files (x86)\Cherwell Asset Management\Database Tools), another database tool such as SQL Management Studio, or the OSQL command line tool to execute these SQL commands.



**Note:** For complete command line OSQL syntax, bring up a DOS box and type OSQL.EXE -? to view the required syntax; each of the following steps require you to issue each specified SQL statement through OSQL.

All of the following SQL commands must be issued using the database administrator account (typically "sa") or with NT authentication under an account with database administrator permissions in SQL Server.

To create the CAM Database and CAM Database user with required rights to the database:

1. Create the CAM Database; for example:

```
CREATE DATABASE CAMDB
    ON (NAME='CAMDB_Data', FILENAME='E:\Databases\CAMDB_Data.mdf', SIZE=50MB)
    LOG ON (NAME='CAMDB_Log', FILENAME='E:\Databases\CAMDB_Log.ldf', SIZE=25MB)
```

This command creates a database called "CAMDB" with data and log files located in the E:\Databases\ folder.

2. Use the following command to select the CAM Database:

```
use CAMDB
```

3. Use the following commands to set the current database to the newly-created CAM Database and then create a database user named `CAMUser` with a password of `CAMpwd`:

```
if not exists (select * from sys.syslogins where loginname = N'CAMUser'
)
    CREATE LOGIN CAMUser WITH PASSWORD='CAMpwd', CHECK_EXPIRATION = OFF
, CHECK_POLICY = OFF
if not exists (select * from sys.database_principals where name = 'CAMU
ser') create user CAMUser
if not exists (select * from INFORMATION_SCHEMA.SCHEMATA where SCHEMA_N
AME = 'CAMUser')
    exec sp_executesql N'CREATE SCHEMA CAMUser AUTHORIZATION CAMUser'
ALTER USER CAMUser WITH DEFAULT_SCHEMA = CAMUser
```

4. Give the CAM database user required rights to the CAM Database; for example, run:

```
ALTER USER CAMUser WITH LOGIN = CAMUser
exec sp_grantdbaccess N'CAMUser', N'CAMUser'
exec sp_addrolemember N'db_owner', N'CAMUser'
    ALTER LOGIN CAMUser with DEFAULT_DATABASE = CAMDB
exec sp_password N'CAMpwd', N'CAMpwd', N'CAMUser'
```

These commands give the CAM Database user `db_owner` the privileges required to execute the initialization process. (Note: These statements must also be executed with the CAM Database as the current database.)

Once these commands are executed, the CAM Database and CAM Database user account are ready for initialization, which is described next.

## Initializing the CAM Database

After a user with SQL Server administrator credentials creates the CAM Database and user, you need to initialize the database:

1. From the machine where you installed the tools, bring up a DOS prompt from the folder where you installed the tools (typically, C:\Program Files (x86)\Cherwell Asset Management\Database Tools
2. Run dbinstall.exe with the following parameters:

```
/d <cam-database-name>  
/U <cam-database-user>  
/P <cam-database-user-pwd>  
/S <database-server-name[\instance]>  
/N
```

The following example initializes the CAM Database on the `sql2014` instance of the SQL server named `theserver` using the specified SQL user and credentials (`CAMUser`, `mycampwd`):

```
dbinstall.exe /d CAMDB /U CAMUser /P mycampwd /S theserver\sql2014 /N
```

## Installing the CAM External Connector

The CAM External Connector is a Cherwell Asset Management tool that enables you to use inventory data collected by other IT asset management (ITAM) tools directly within CAM by configuring and importing that data into a CAM Database. Once imported, you have access to that data from within CAM Administrator for license unit configuration, from Purchasing for purchase reconciliation, and from Reporting and License Analytics for all reporting activities.

## On-premises Installations

In order to use the CAM External Connector most effectively, consider the following to determine the best location of the CAM Database:

- Installing the CAM Database in its own SQL Server instance, but on the same machine as that hosting the other database. In this case, the import from the other database to the CAM Database will be faster. Each SQL Server instance has its own process and memory usage, but both databases must draw from the same overall pool of memory on the machine hosting SQL Server.
- Installing the CAM Database on a dedicated physical or virtual server with fast network access to the machine hosting the other database. In this case, the import from the other database to the CAM Database will be slower, but the memory needs of the CAM Database will not impact the other database.

Once you've determined where to perform the installation:

1. Install the CAM components to the desired machines. The CAM External Connector is automatically installed with the CAM Database and CAM Administrator components.



**Note:** The CAM External Connector is also installed as a part of the separate Database Tools install.

2. Launch CAM Administrator and enter your license key. You can skip running the Setup Wizard, as you will be importing data via the CAM External Connector.
3. On the Status panel, check to see if the Cherwell Software Identification Database (CSID) is up to date; if it isn't, update it.
4. Browse to location where the CAM External Connector is installed (for 64-bit installations, C:\Program Files (x86)\Cherwell Asset Management\Connector is the default).
5. Run CAMExternalConnector.exe to start the CAM External Connector tool.

Once you've configured the CAM External Connector, you can import directly from within the tool or schedule the import to run on a regular basis.

### Related information

[../cam\\_quick\\_start/QS\\_Requirements\\_for\\_running\\_Chерwell\\_Asset\\_Management.xml#concept13902](#)

[../cam\\_quick\\_start/QS\\_Installation\\_components.xml#concept5189](#)

[../cam\\_external\\_connector/Connector\\_Welcome.xml#concept729](#)

[../cam\\_setup\\_remote\\_database/Setup\\_Remote\\_CAM\\_Database\\_installation.xml#concept1534](#)

## Hosted Installations

The CAM External Connector is automatically installed with the CAM Administrator component. For best performance, install the CAM External Connector on the database server running SCCM. If that is not possible, install it on a workstation or server with at least 8 GB of RAM.

Once you've determined where to perform the installation:

1. Browse to location where the CAM External Connector is installed (for 64-bit installations, C:\Program Files (x86)\Cherwell Asset Management\Connector is the default).
2. Run CAMExternalConnector.exe to start the CAM External Connector tool.

Once you've configured the CAM External Connector, you can import directly from within the tool or schedule the import to run on a regular basis.

### Related information

[../cam\\_quick\\_start/QS\\_Requirements\\_for\\_running\\_Chervell\\_Asset\\_Management.xml#concept13902](#)

[../cam\\_quick\\_start/QS\\_Installation\\_components.xml#concept5189](#)

[../cam\\_external\\_connector/Connector\\_Welcome.xml#concept729](#)



# Installing CAM Administrator to Additional Machines

# How to Install CAM Administrator on Another Machine

For optimum performance, also install the CAM Administration Service on any machine where you install CAM Administrator.

To install CAM Administrator and the CAM Administration Service on another machine:

1. Copy the CAM installation package to the machine where you want to install it.

You downloaded the CAM installation package when you purchased the product.

2. On the machine where you copied the installation package, click `camsetup.exe`.
3. In the Setup Choices dialog box, select **Normal Install**.
4. In the Requirements Check dialog box, clear everything except the **Administrator** and **Administration Service** checkboxes. Verify that the names of these two components are in green, indicating that system requirements are met.
5. Proceed with the installation. If you are prompted with a feature selection dialog box, verify that only CAM Administrator and the CAM Administration Service are selected.

After installation completes, disable the CAM Work Queue Service and CAM scheduled tasks on that machine.

## Related information

[../cam\\_quick\\_start/QS\\_Requirements\\_for\\_running\\_Cherwell\\_Asset\\_Management.xml#concept13902](#)  
[Setup\\_additional\\_consoles\\_disable\\_scheduled\\_tasks.xml#ChangeMe](#)  
[Setup\\_additional\\_consoles\\_disable\\_work\\_queue.xml#ChangeMe](#)

## How to Disable the CAM Work Queue Service

After installing an additional instance of CAM Administrator and the CAM Administration Service, you should disable the CAM Work Queue Service on the second machine to avoid generating unnecessary database activity.

To disable the CAM Work Queue Service, use the Windows Services Control Panel to stop and disable the CAM Administration Service.

### **Related information**

[Setup\\_additional\\_consoles\\_disable\\_scheduled\\_tasks.xml#ChangeMe](#)

# How to Disable CAM Scheduled Tasks

After installing an additional instance of CAM Administrator and the CAM Administration Service, you can disable scheduled tasks on the second machine to avoid generating unnecessary database activity.

To disable the CAM scheduled tasks:

1. In the Windows Task Scheduler Control Panel, expand the Task Scheduler Library in the left pane.
2. Select the Cherwell Asset Management folder.

This populates the Task Scheduler window with the scheduled tasks installed by the CAM Administration Service.

3. Select all the scheduled tasks, right-click them, and select **Disable**.

This disables all of those scheduled tasks.

## Related information

[Setup\\_additional\\_consoles\\_disable\\_work\\_queue.xml#ChangeMe](#)