

IDERA DASHBOARD

4.8.2

I D  R A

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1 Welcome to the IDERA Dashboard help wiki

IDERA Dashboard is a common technology designed to support multiple IDERA products with an integrated user experience across these products. Log in from anywhere to check the status of your monitored SQL Server instances and diagnose any issues. The customizable web dashboard makes sure the information most important to you is right where you want it.

View the current status of monitored instances, drill down into single instance details, view occurrences of performance issues, and see a roll-up of all active alerts. The IDERA Dashboard provides at-a-glance status of top issues and alerts with easy drill-down capabilities so you can identify and diagnose issues quickly.

1.1 IDERA Dashboard documentation

- [Run IDERA Dashboard over TLS \(HTTPS\)](#)
- [Resolving the certificate error message](#)

2 Other IDERA Dashboard-supported product documentation

2.1 Monitoring & Performance

- [SQL Business Intelligence Manager product help](#)
- [SQL Diagnostic Manager product help](#)
- [SQL Inventory Manager product help](#)
- [SQL Workload Analysis product help](#)

2.2 Backup and Administration

- [SQL Enterprise Job Manager product help](#)
- [SQL Safe Backup product help](#)

2.3 Security & Compliance

- [SQL Compliance Manager product help](#)

3 Customer Support

- [Customer Support Portal](#)

4 New Features and Fixed Issues

4.1 4.8.2 New Features

No new features for this version.

4.2 4.8.2 Fixed Issues

- **SQLCORE-5621** Fixed a high CPU usage issue caused by openjdk.

4.3 4.8.1 New Features

No new features for this version.

4.4 4.8.1 Fixed Issues

- **SQLCORE-5566** Patched a security risk related to Apache Log4j.

4.5 4.8 New Features

No new features for this version.

4.6 4.8 Fixed Issues

- **SQLCORE-5578** IDERA Dashboard now allows up to 10 simultaneous sessions with the same user credentials.
- **SQLCORE-5568** IDERA Dashboard now supports Apache Log4j version 2.17.
- **SQLCORE-5524** Encrypted passwords longer than 128 characters used to get cropped after a service restart; now the maximum length allowed is 255 characters.
- **SQLCORE-5577** SQLDM alerts and data are now shown when connected to IDERA Dashboard from outside the server and through a VPN.
- **SQLCORE-5523** Users who are part of a group are now able to see SQLDM data in the Details View and Alerts tabs.

Other Versions

- [Version 4.6](#)
- [Version 4.2](#)
- [Version 3.8](#)
- [Version 3.2](#)
- [Version 3.0](#)

5 Known Issues

IDERA strives to ensure our products provide quality solutions for your SQL Server needs, but despite the efforts, IDERA Dashboard 4.8 has the known issues that we describe on this page. If you need further assistance with these issues or others, please contact [IDERA Support](#).

5.1 Known Issues

- **SQLCORE-5608** Username validation is not case-sensitive.
- **SQLCORE-5609** A NullPointerException error might occur when accessing the About section from different products' main pages.
- **SQLCORE-5610** In the Overview tab, when a user Filters by Product, the filter text is still visible after refreshing or switching to another page and coming back, even though the filter is no longer applied.
- **SQLCORE-5611** The user session does not expire.
- **SQLCORE-5612** In the Manage Tags tab, applied filters are not removed when deselected, though appearing deselected.
- **SQLCORE-5551** On SQLSafe, Backup and Restore operations from the Web Console are not working for both local and remote instances.

Other Versions

- [Version 4.6](#)
- [Version 4.2](#)
- [Version 3.8](#)
- [Version 3.2](#)
- [Version 3.0](#)

6 Welcome to IDERA Dashboard

The IDERA Dashboard is a common technology framework designed to support the entire IDERA product suite. The IDERA Dashboard allows users to get an overview of the status of their SQL Servers and hosted databases all in a consolidated view while providing users the means to drill into individual product dashboards for details.

Need help using IDERA Dashboard? See the following topics:

- [Installing the IDERA Dashboard](#)
- [Run IDERA Dashboard over TLS \(HTTPS\)](#)
- [Resolving the certificate error message](#)

The table below shows the IDERA products and version numbers that support the latest IDERA Dashboard:

Product	Product Version
SQL Diagnostic Manager	10.4, 10.5, and 10.5.1
SQL Enterprise Job Manager	2.4
SQL Inventory Manager	2.6.3
SQL Safe	8.5.2, 8.6, and 8.6.1
SQL Workload Analysis	1.7.1

6.1 About IDERA

At IDERA, we deliver a new generation of tools for managing, administering, and securing your Microsoft Windows Servers, including SQL Server, PowerShell and Microsoft Dynamics. We employ numerous industry experts worldwide who are devoted to bringing proven solutions to you, the administrator. IDERA provides solutions that help you ensure server performance and availability and reduce administrative overhead and expense. Our award-winning products install in minutes, configure in hours and deploy worldwide in days. IDERA is a Microsoft Gold Certified Partner headquartered in Houston, Texas, with offices in London, UK, Melbourne, Australia, and Sao Paulo, Brazil.

6.1.1 IDERA products

Our tools are engineered to scale from managing a single server to enterprise deployments with thousands of servers. IDERA products combine ease of use with a design that installs in minutes, configures in hours, and deploys worldwide in days. To learn more about IDERA products, visit the [IDERA Web site](#).

6.1.2 Contact IDERA

Please contact us with your questions and comments. We look forward to hearing from you. For support around the world, please contact us or your local partner. For a complete list of our partners, please see our [Web site](#).

Sales	713.523.4433 1.877.GO.IDERA (464.3372) (only in the United States and Canada)
Sales Email	sales@idera.com
Support	713.533.5144 1.877.GO.IDERA (464.3372) (only in the United States and Canada) https://idera.secure.force.com/
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7 Software Requirements

Other Versions

- [Version 4.6](#)
- [Version 4.2](#)
- [Version 3.8](#)
- [Version 3.2](#)
- [Version 3.0](#)

7.1 IDERA Dashboard services requirements


You need to comply with the following requirements to install the IDERA Dashboard:

Type	Requirement	Suggestions
Microsoft .NET Framework version	4.0 or later	<p>Make sure to install this software prior to the installation of the IDERA Dashboard.</p> <p>For more information about the .NET Framework, see the MSDN article: .NET Framework Versions and Dependencies.</p>
Microsoft Library	msolap.dll	<p>The msolap.dll file needs to be installed where the data collection service runs. The installation will search for the file and if it is not found, it will prompt the user to install the file. This file can be installed by downloading and installing from the latest version of the SQL Server Feature Pack from Microsoft SQL Server 2016 Feature Pack (choose the ENU\x64\SQL_AS_OLEDB.msi installer).</p>
Operating System	<p>Windows Server 2008 R2 (86-bit)</p> <p>Windows Server 2008 R2 (64-bit)</p> <p>Windows Server 2012 R2 (64-bit)</p> <p>Windows Server 2016 (64-bit)</p> <p>Windows Server 2019 (64-bit)</p> <p>Windows 10 (64-bit)</p>	

7.2 IDERA Dashboard repository requirements

The IDERA Dashboard supports any of the following versions for hosting its repositories:

- SQL Server 2008 R2 - All Editions
- SQL Server 2012 R2 - All Editions
- SQL Server 2014 - All Editions
- SQL Server 2016 - All Editions
- SQL Server 2017
- SQL Server 2019

 The IDERA Dashboard database repository can be stored in SQL Server 2017 installed on Linux machines (Linux Enterprise 7.3, Ubuntu 16.04).

7.3 Browser requirements


The IDERA Dashboard user interface can be accessed via web with the following browsers:

- Internet Explorer IE 10.x+
- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari

7.4 Port requirements

The IDERA Dashboard uses the following ports by default:

- Idera Dashboard Core Services port: **9292**
- Idera Dashboard Web Application Service port: **9290**
- Idera Dashboard Web Application Monitor port: **9094**
- Idera Dashboard Web Application SSL port: **9291**

 The IDERA Dashboard Web Application service comes with TLS already set up. For more information on running the IDERA Dashboard over TLS, see [Run IDERA Dashboard over TLS \(HTTPS\)](#).

8 Permission Requirements

IDERA Dashboard requires specific permissions and rights for properly functioning services and repository.

8.1 Recommended permissions for trial installations

Type	Requirement
Windows Permissions	Your Windows logon account has local Administrator permissions.
SQL Server Privileges	Your Windows logon account is a member of the sysadmin fixed server role on the SQL Server instance.

8.2 Required permissions for production installations

Account	Action	Requirement
Windows user account	<ul style="list-style-type: none"> Allows you to perform IDERA Dashboard tasks, such as adding an instance, using standard SQL authentication. Allows you to create the IDERA Dashboard Repository database. Allows you to access the IDERA Dashboard Repository. Allows you to start/restart the IDERA Dashboard Service. 	<ul style="list-style-type: none"> Windows administrator permission on the IDERA Dashboard computer. Read and write privileges on the IDERA Dashboard Repository database, execute privileges for stored procedures.
SQL Server login	<ul style="list-style-type: none"> Allows you to perform IDERA Dashboard tasks, such as adding an instance, using standard SQL authentication. Allows you to create the IDERA Dashboard Repository database. Allows you to access the IDERA Dashboard Repository. Allows you to start/restart the IDERA Dashboard Service. 	<ul style="list-style-type: none"> <code>sysadmin</code> OR <code>dbcreator</code> and <code>securityadmin</code> permissions. Read and write privileges on the IDERA Dashboard Repository database, execute privileges for stored procedures.

Account	Action	Requirement
IDERA Dashboard Service account	<ul style="list-style-type: none"> Allows you to install IDERA Dashboard Allows the IDERA Dashboard Service to access the IDERA Dashboard Repository database. Allows you to start/restart the IDERA Dashboard Service. 	<ul style="list-style-type: none"> Windows administrator permission on the IDERA Dashboard computer.

8.3 Required permissions for managing elements

Action	Requirement
Manage users	Managing user account must have Administrator privileges on the domain Active Directory where the users reside.
Manage instances	Managing user account must have Administrator privileges on the instance.
Manage products	Managing user account must have Administrator privileges to edit the products.

8.4 IDERA Dashboard Roles

Assigning permissions to these registered users can be done from the Manage Users window available from the Administration menu. IDERA Dashboard includes the following user roles:

- Dashboard Administrator
- Dashboard Guest
- Product Administrator
- Product User
- Product Guest

Assign these unique roles to each IDERA product and the combination of product and role equate a permission for user.

To learn more about User Roles, see [Manage Users](#).

9 Installing the IDERA Dashboard


Other Versions

- [Version 4.6](#)
- [Version 4.2](#)
- [Version 3.8](#)
- [Version 3.2](#)
- [Version 3.0](#)

This section guides you through the installation of the IDERA Dashboard, a common technology framework for IDERA products.

Before you install the IDERA Dashboard, be sure to have:

- A local administrator account on the machine where you are installing the product.
- Microsoft .NET 4.0 Framework or later installed.

 The IDERA Dashboard Web Application service comes with SSL already set up. By default, SSL works with a self-signed certificate. This certificate can be used for encryption only and does not prove the identity of the server. That default certificate is not signed by any well-known Certification Authority (CA), and is intended only for use in testing purposes. When a user attempts to open the SSL version of the IDERA Dashboard Web interface, a warning appears in the browser window. For more information about running the IDERA Dashboard over SSL, see [Run IDERA Dashboard over TLS or SSL](#).

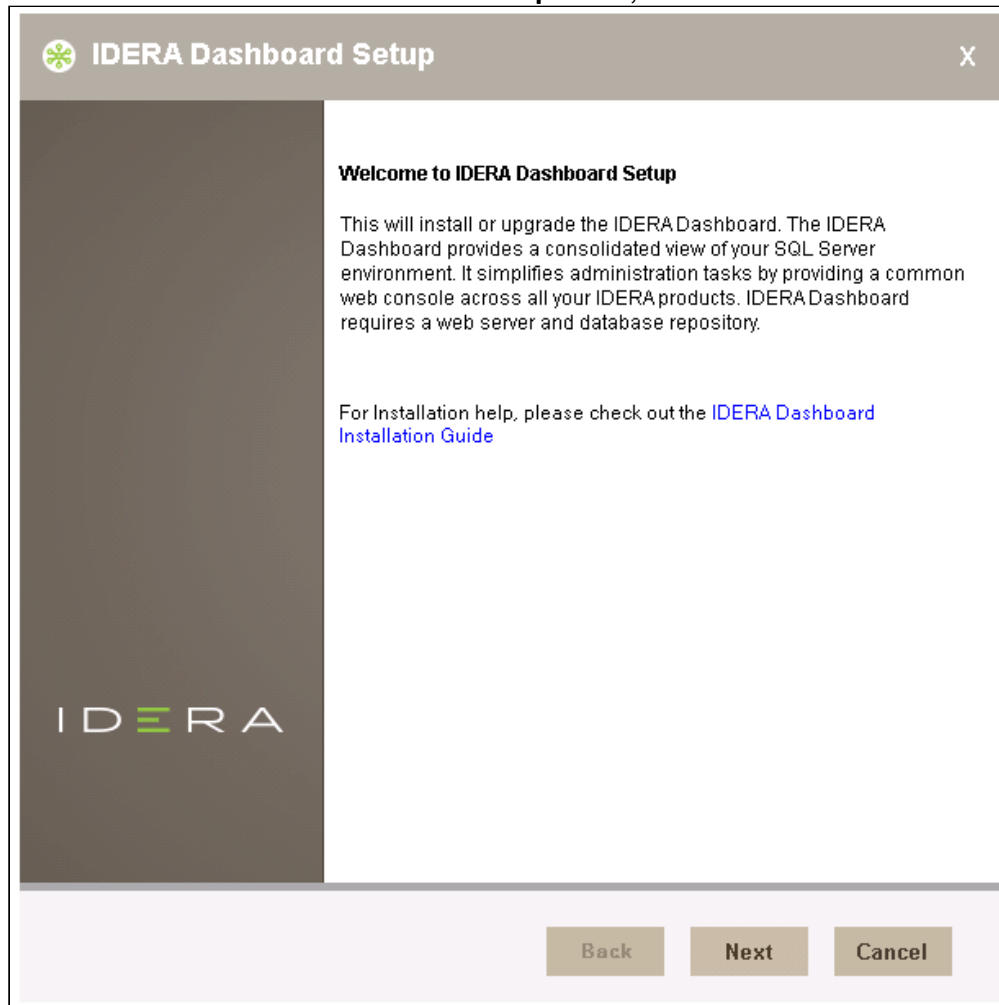
9.1 Start your installation

You can install the IDERA Dashboard on any computer that meets or exceeds the [product requirements](#).

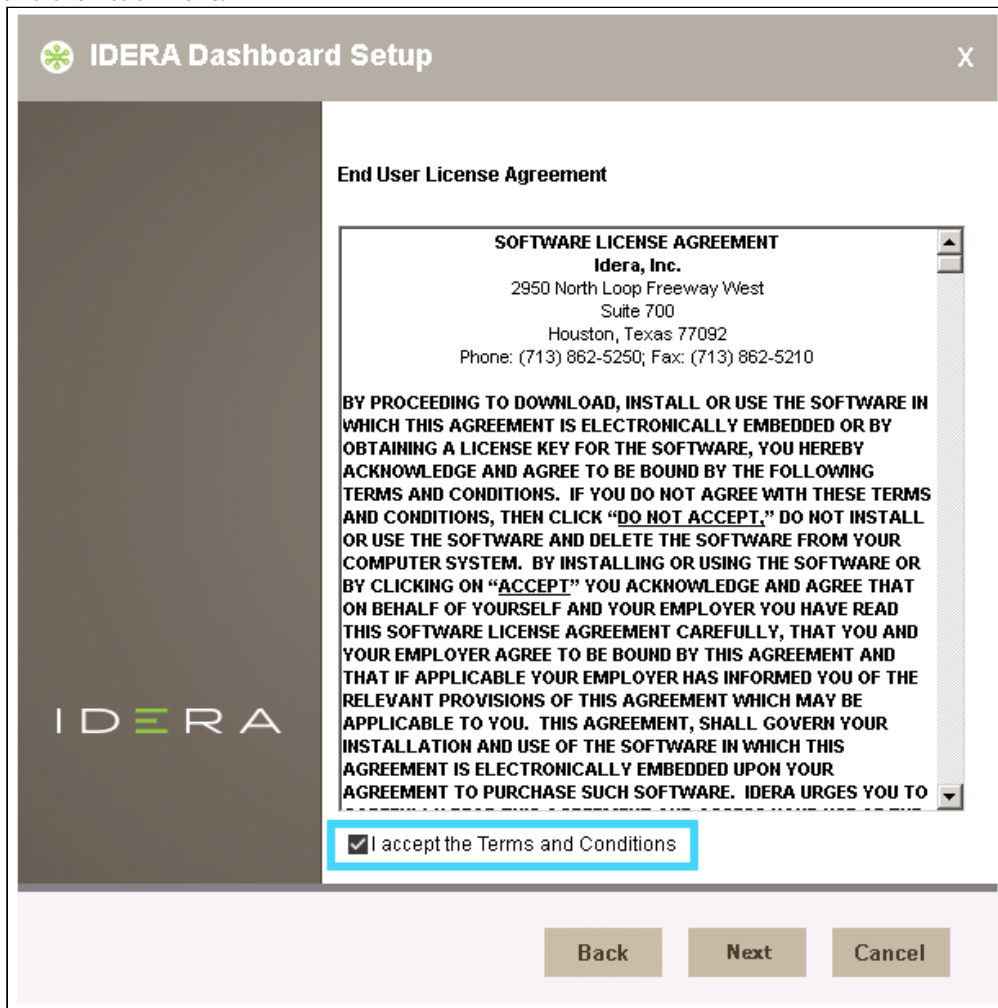
To start installing the IDERA Dashboard:

1. Run `IderaDashboardSetup` in the root of the installation kit.

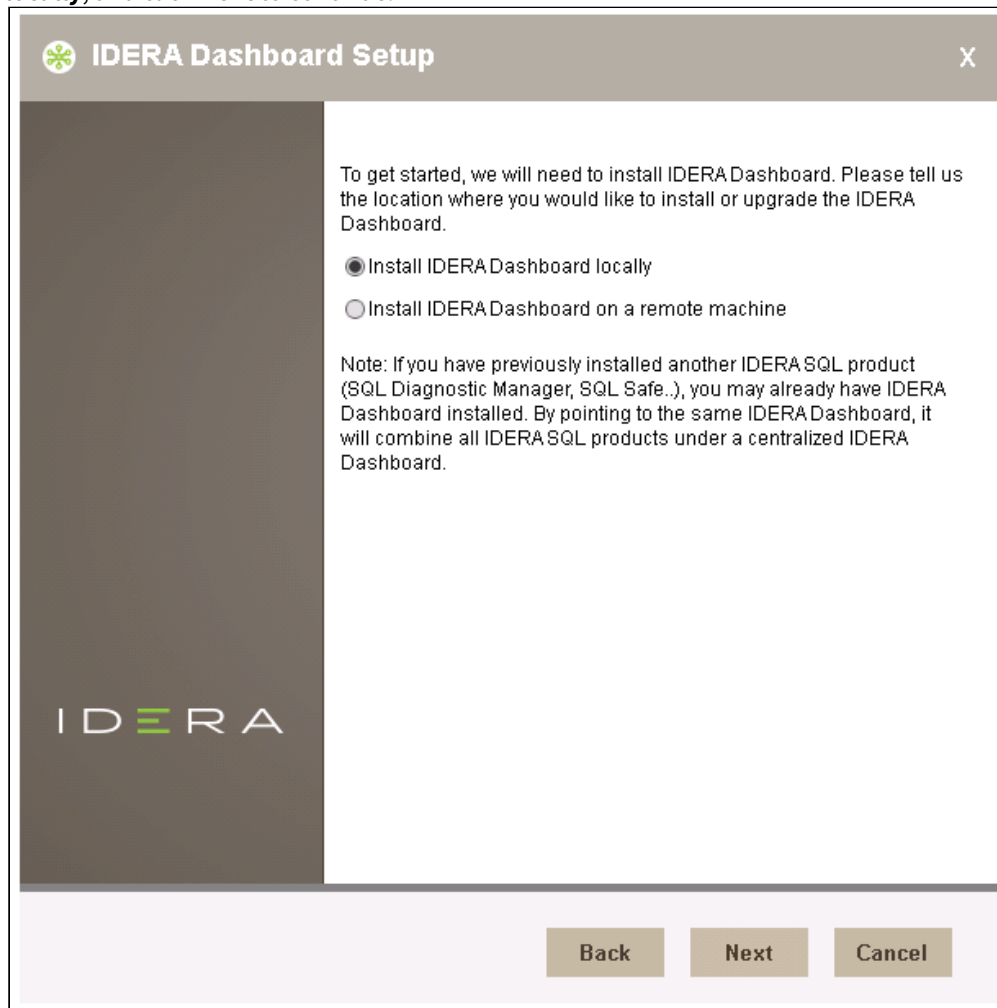
2. On the **Welcome to the IDERA Dashboard Setup** wizard, click **Next** to continue with the installation.



- Review the license agreement. To accept this license agreement, click **I accept the Terms and Conditions**, and then click **Next**.



4. To Install the IDERA Dashboard on the server you are working in, select **Install the IDERA Dashboard locally**, and click **Next** to continue.



5. To install the IDERA Dashboard remotely, provide the **Dashboard URL**, **Dashboard Administrator Credentials**, the **Hostname**, and then click **Next** to continue.

IDERA Dashboard Setup X

To get started, we will need to install IDERA Dashboard. Please tell us the location where you would like to install or upgrade the IDERA Dashboard.

Install IDERA Dashboard locally

Install IDERA Dashboard on a remote machine

Note: If you have previously installed another IDERA SQL product (SQL Diagnostic Manager, SQL Safe.), you may already have IDERA Dashboard installed. By pointing to the same IDERA Dashboard, it will combine all IDERA SQL products under a centralized IDERA Dashboard.

Please provide IDERA Dashboard URL, admin info and hostname for existing Dashboard.

Enter Dashboard URL:

Enter Dashboard Administrator Credentials

Domain \ Username:

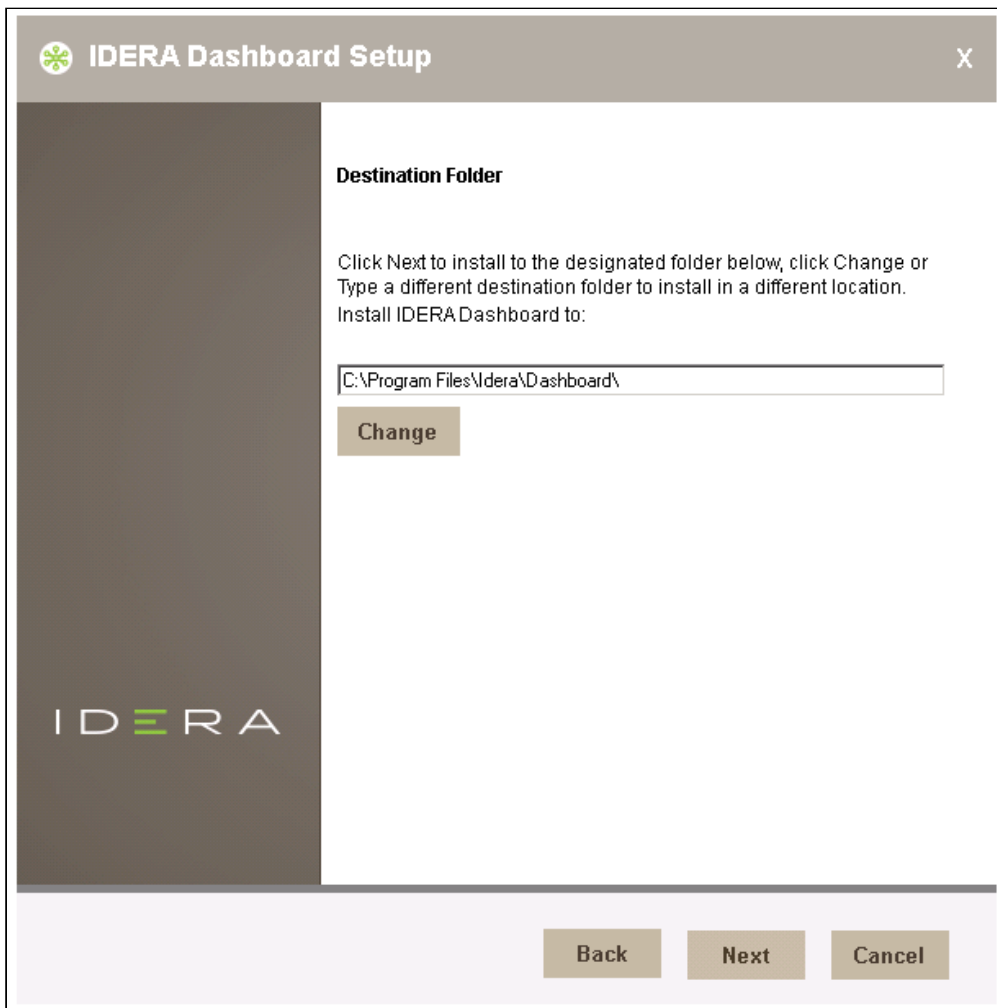
Password:

Hostname:

Back Next Cancel

9.2 Select an installation location

You can use the default install location or specify a different path (**Change**). For your first installation, we recommend using the default location. Click **Next** to continue with the installation.



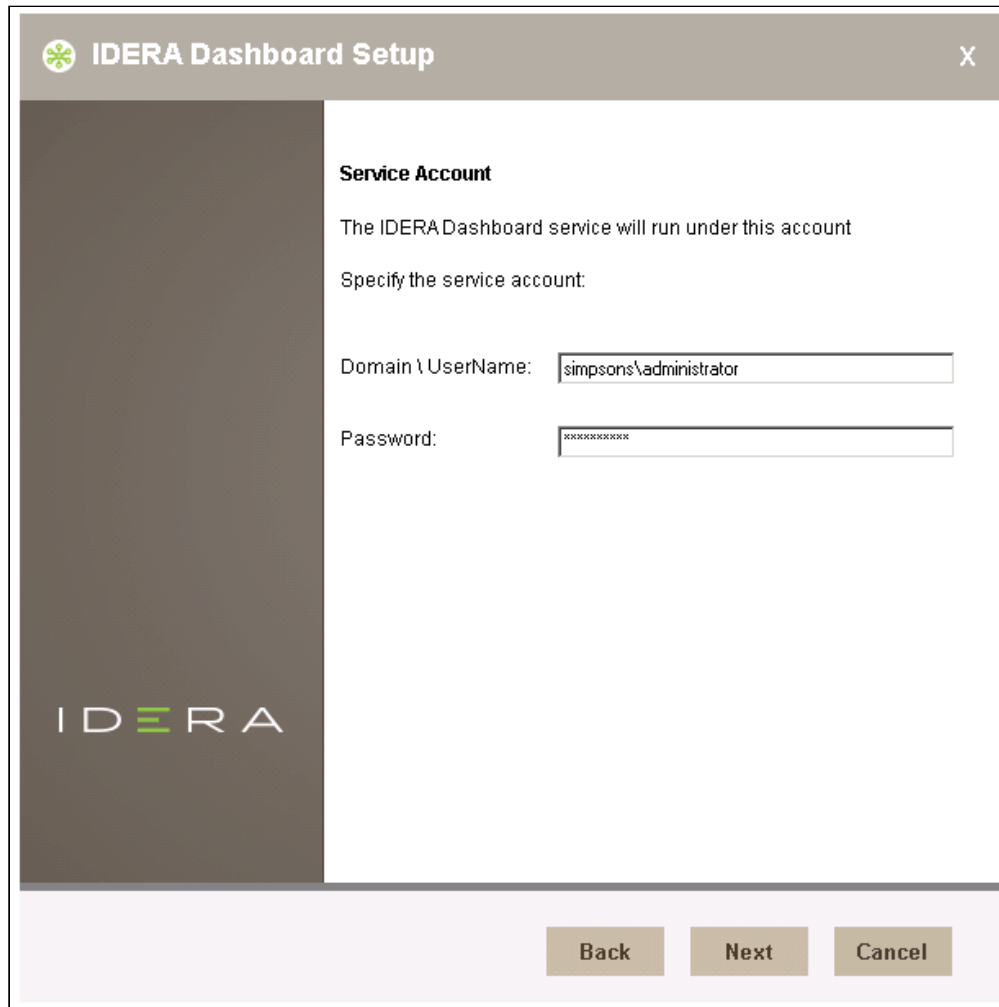
9.3 Select a Windows user account to use for the service account

The IDERA Dashboard uses this account to connect, discover, and gather configuration information from SQL Servers in your Business environment. The installer grants the "Log on as a Service" right to the account that you specify.

To specify a service account:

1. On the **Service Account** window, type appropriate credentials in the provided fields under which the services run.

2. Click **Next**.



The screenshot shows a dialog box titled "IDERA Dashboard Setup" with a close button (X) in the top right corner. The dialog is divided into two main sections. On the left is a dark vertical bar with the IDERA logo. The right section is titled "Service Account" and contains the following text: "The IDERA Dashboard service will run under this account" and "Specify the service account:". Below this text are two input fields. The first is labeled "Domain \ UserName:" and contains the text "simpsons\administrator". The second is labeled "Password:" and contains a series of asterisks "*****". At the bottom of the dialog, there are three buttons: "Back", "Next", and "Cancel".

9.4 Select service ports to use for the IDERA Dashboard

The IDERA Dashboard uses ports **9291**, **9290**, **9292**, and **9294** for the web application and dashboard services respectively. However, you can specify different service ports.

To specify a service port:

1. On the Ports window, specify the ports you want the Web Application and Dashboard Services to use.

IDERA Dashboard Ports X

IDERA Dashboard offers encrypted and non-encrypted communications. Specify the ports to be used by IDERA Dashboard. If a firewall is enabled, make sure it allows TCP traffic through these ports

IDERA Dashboard Web Application Ports

HTTPS Port (Encrypted Transmission) ⓘ

HTTP Port (Non-Encrypted Transmission) ⓘ

IDERA Dashboard Service Ports

Core Service Port ⓘ

Web Application Service Port ⓘ

Back Next Cancel

2. Verify that the Firewall allows TCP (Transmission Control Protocol) traffic through your specified ports.
3. Click **Next**.

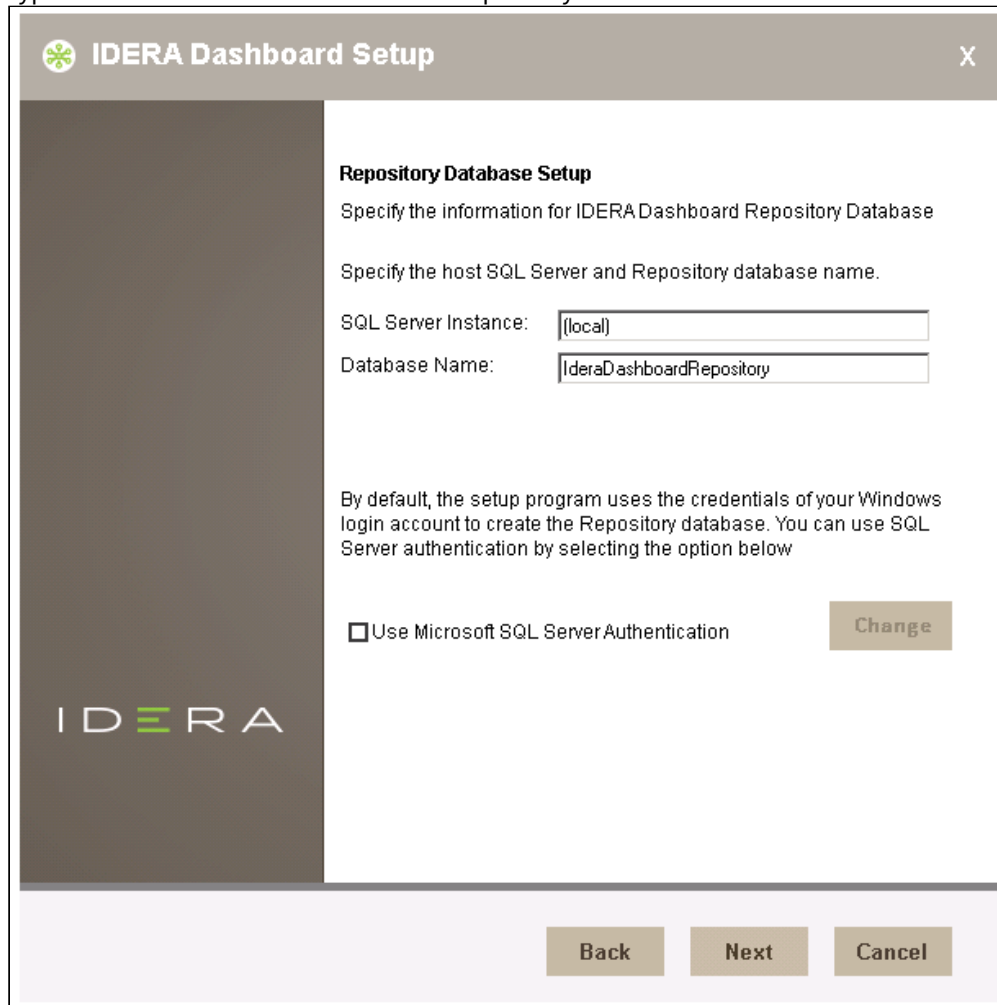
9.5 Select a SQL Server instance to use for the IDERA Dashboard Repository database

The IDERA Dashboard is where all the Dashboard's configuration and aggregated data are stored.

To specify the SQL Server instance to install the Repository database on:

1. On the **Repository Database Setup** screen, specify the SQL Server instance you want to use for the IDERA Dashboard Repository database.

2. Type the name for the IDERA Dashboard Repository database.



The screenshot shows a window titled "IDERA Dashboard Setup" with a close button (X) in the top right corner. The main content area is titled "Repository Database Setup" and contains the following text: "Specify the information for IDERA Dashboard Repository Database" and "Specify the host SQL Server and Repository database name." Below this, there are two input fields: "SQL Server Instance:" with the value "(local)" and "Database Name:" with the value "IderaDashboardRepository". A paragraph of text explains: "By default, the setup program uses the credentials of your Windows login account to create the Repository database. You can use SQL Server authentication by selecting the option below". There is a checkbox labeled "Use Microsoft SQL Server Authentication" which is currently unchecked, and a "Change" button to its right. At the bottom of the window, there are three buttons: "Back", "Next", and "Cancel". The IDERA logo is visible in the bottom left corner of the window's content area.

3. If your SQL Server environment uses **SQL Server Authentication**, select the check box and click **Change** to enter SQL Server credentials. By default, the IDERA Dashboard uses your Windows credentials when connecting to the Repository database.

4. If you use **Microsoft SQL Server Authentication**, a new window displays where you can type the respective SQL Server login and password, Click **OK** to continue.




The screenshot shows a dialog box titled "IDERA Dashboard Setup" with a close button (X) in the top right corner. The dialog contains the following elements:

- A dark vertical bar on the left side with the IDERA logo at the bottom.
- Text: "Please enter your SQL Authentication Credentials"
- Label: "Username:" followed by a text input field.
- Label: "Password:" followed by a text input field.
- Two buttons: "Ok" and "Cancel".

9.6 Complete the installation

Review the information on the **Ready to install the IDERA Dashboard** wizard and click **Install** to proceed.

 IDERA Dashboard Setup X

Ready to install IDERA Dashboard

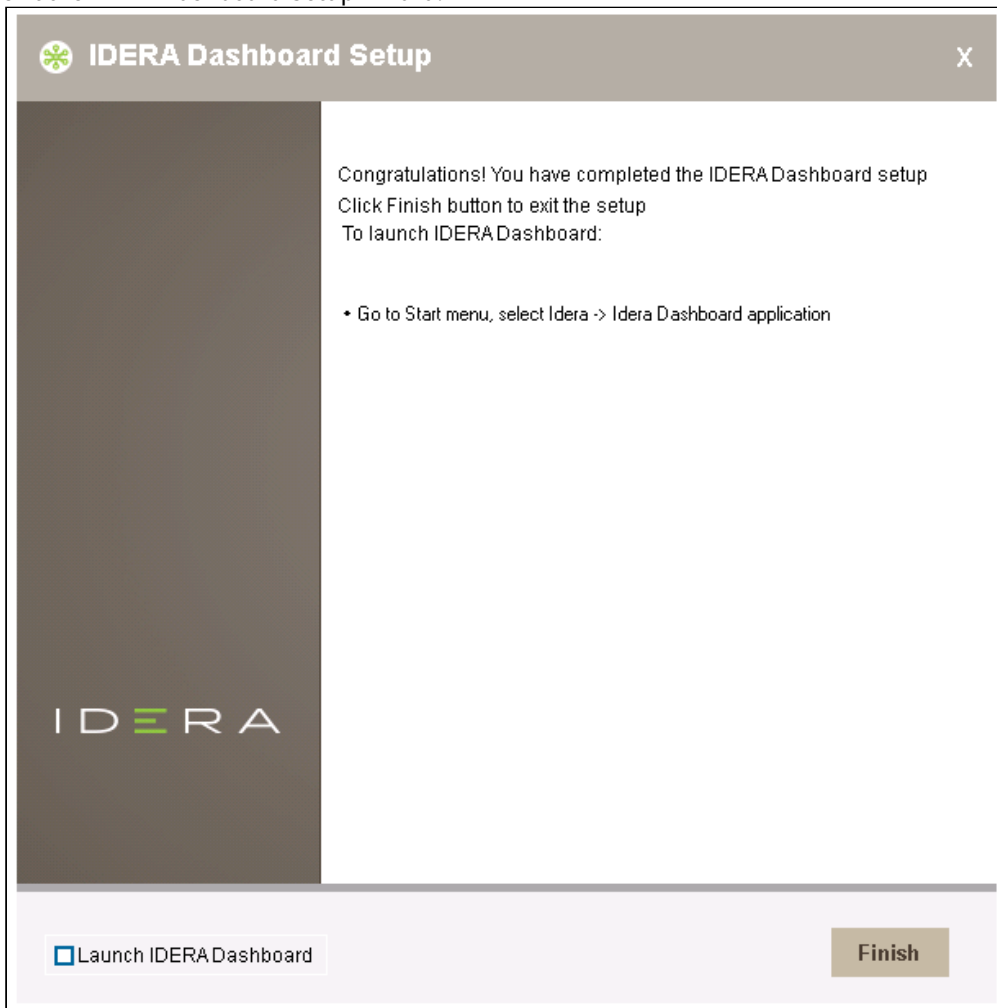
Setup will grant these accounts access to:

IDERA Dashboard Service Account: **simpsons\administrator**

Use this account to log into the IDERA Dashboard and grant other users access from the IDERA Dashboard Administration tab.

IDERA

Check the **Launch IDERA Dashboard** checkbox to run the application after the installation finishes. Click **Finish** to exit the IDERA Dashboard Setup Wizard.



The IDERA Dashboard installation is complete.

10 Run IDERA Dashboard over TLS or SSL

The IDERA Dashboard Web Application service comes with TLS1.2 already set up. By default, TLS works with a self-signed certificate. This certificate can be used for encryption only and does not prove the identity of the server.

That default certificate is not signed by any well-known Certification Authority (CA) and is intended only for use in testing purposes. When a user attempts to open the TLS version of the IDERA Dashboard Web interface, a warning appears in the browser window.

If you decide to continue working with this self-signed certificate, you must perform several steps to "accept" the certificate before you can access the site. This step usually occurs only the first time you access the site. Then the self-signed certificate is stored in the browser database marked as trusted. This scenario is suitable for testing purposes.

If you want to obtain a CA-signed certificate, use the steps below to obtain a certificate signed by a well-known CA. The role of a CA is to verify that the IDERA Dashboard Web Application you are trying to access actually has the name you are trying to access it by and that this server actually belongs to your organization.

10.1 Obtaining a CA-signed certificate

Certificates are issued by trusted third-party Certification Authorities (CAs). Many CAs simply verify the domain name and issue the certificate, whereas others (VeriSign, etc.) verify the existence of your business, the ownership of your domain name, and your authority to apply for the certificate, providing a higher standard of authentication.

Every browser comes with a pre-defined list of well-known CAs.


Along with the name of your organization and the name of your server, a CA-signed certificate contains the public key of the server. This public key is used by the browser to encrypt data sent to the server. There is a private key on the server. The server uses the private key to decrypt the data encrypted by the public key. The private key should be kept secure on the server to prevent unauthorized access.

For more information about public key cryptography, see http://en.wikipedia.org/wiki/Public-key_cryptography. To learn more about certificates and the steps to buy a certificate, refer to a CA website such as:

- [VeriSign](#)
- [Thawte](#)
- [CAcert](#)
- [GoDaddy](#)

10.2 Generating a certificate request

Before the CA can issue you the certificate, you should generate a private key and the certificate request and send it to the CA for signing. The certificate request and the private key should be generated using the `openssl` command unless otherwise instructed by the CA.

 While generating the private key and certificate request, replace the `openssl` command with the full path to binary, for example, `C:\openssl\bin\openssl`.

10.3 Importing the certificate into the Trust-Store

The following steps show you how to install an SSL certificate purchased from a Certification Authority. Your SSL vendor may have different instructions, please check with them for proper certificate installation. The following examples refer to GoDaddy and VeriSign.

1. Copy your private Key file (`wildcard.idera.com.key`) and Certificate file (`wildcard.idera.com.crt`) in PEM format, on the root directory where IDERA Dashboard Services host (i.e. "`C:\Program Files\Idera\Dashboard`").
2. Download OpenSSL for Windows from <http://gnuwin32.sourceforge.net/packages/openssl.htm>. Select the **'Complete package, except sources'** option, and copy the `.exe` file in the root file where the IDERA Dashboard services host, right-click and Run as Administrator to install the program.
3. Start a Windows Command Prompt by clicking **Start > Command Prompt** (right-click on Command Prompt to run as Administrator). Alternatively, you can go to **Start > Run** and then type `cmd` without quotes and press <Enter>.
4. Use the `cd C:\` command to go to the root directory of the disk C:\, where you copied the Key and Certificate files.
5. Run the following commands to convert the key and the certificate from PEM to DER format.

```
"C:\OpenSSL\bin\openssl"
```


```
pkcs8 -topk8 -nocrypt -in wildcard.idera.com.key -inform PEM -out  
wildcard.idera.com.key.der -outform DER
```

```
"C:\OpenSSL\bin\openssl" x509 -in wildcard.idera.com.crt -inform PEM -out  
wildcard.idera.com.crt.der -outform DER
```

6. Use the `cd` command to go to the directory where the keytool is located:


```
cd "C:\Program Files\Idera\Dashboard\WebApplication\JRE\bin"
```
7. To create the new keystore file, you have to download the `ImportKey` utility <https://discourse.igniterealtime.org/uploads/default/original/2X/2/2638b26131247f7d11132bd2e3fba0e1ec87156b.zip>.
8. Access IDERA's FTP server by navigating to the path <ftp://downloads.idera.com/> in Internet Explorer (then follow the instructions on that page to log in), or by using the link in Windows File Explorer. Use the following credentials:
Username: `ImportKeyDownload`
Password: `03gXm6tv`
9. Unzip the `ImportKey` utility to `C:\Program Files\Idera\Dashboard\WebApplication\JRE\bin\` directory.
10. In your Command Promp window, run the following command. It will launch the `ImportKey` utility and create the keystore file (default name is `keystore.ImportKey`) in your home directory (in Windows 2008 it is usually `C:\Users\<your username>`). The private key and the certificate will be placed there.

```
java ImportKey c:\wildcard.idera.com.key.der c:\wildcard.idera.com.crt.der
```

 The keystore and key passwords both must be set to **password**. To do this, proceed with the next step.

11. The following command allows you to set the password for your keystore file. The default password is **importkey**. Enter it when prompted, in your Command Promp window, and then type the new password,

which must be set to **password**.


```
keytool -storepasswd -keystore c:\Users\Administrator\keystore.ImportKey
```

12. This command will allow you to set the password for the key file in the keystore. The default password is **importkey**. Enter it when prompted, and then type the new password, which must be set to **password**.

```
keytool -keypasswd -alias importkey -keystore c:\Users\Administrator\keystore.ImportKey
```

13. Use Internet Explorer to download the intermediate certificate chain for the Certification Authority (CA). For example, point Internet Explorer to <https://certs.godaddy.com/repository>.
14. Save the intermediate certificate chain to the root directory of the disk `C:\` on the server hosting the IDERA Dashboard services.
15. Import the received trusted certificate into your keystore file, by running the following command in your Command Prompt window:

```
keytool -import -alias intermed -file c:\sf_issuing.crt -keystore c:\Users\Administrator\keystore.ImportKey -trustcacerts
```

 Internet Explorer may change the file extension. If the command above does not work, try `sf_issuing.cer` instead of `sf_issuing.crt`.

16. Open Windows File Explorer on the machine hosting the IDERA Dashboard services. Navigate to the following directory `C:\Program Files\Idera\Dashboard\WebApplication\`
17. Rename the file `keystore` to `keystore.old`.
18. Then rename the file `C:\Users\\keystore.ImportKey` to `C:\Program Files\Idera\Dashboard\WebApplication\conf\keystore`, and move that file into `"C:\Program Files\Idera\Dashboard\WebApplication\conf"`.
19. Finally, restart the IDERA Dashboard Web Application service to complete the setup, and log into the IDERA Dashboard to verify that the certificate has been successfully applied.

keytool Options

- **alias**. All keystore entries are accessed via unique aliases. Aliases are case-insensitive. An alias is specified when you add an entity to the keystore using the `-import` command. Subsequent keytool commands must use this same alias to refer to the entity.
- **file**. Define absolute or relative path to your certificate file. If you define only the file name, it means, that the file is located in the root directory.
- **keystore**. Each keytool command has a `-keystore` option for specifying the name and location of the persistent keystore file for the keystore managed by keytool. A keystore is created when you use `-import` command to add data to a keystore that does not already exist. If you do not specify a `-keystore` option, the default keystore is a file named `.keystore` in your home directory (as determined by the "user.home" system property). If that file does not already exist, it will be created.

Read more about Java keytool for Windows:

<http://java.sun.com/javase/6/docs/technotes/tools/windows/keytool.html>


11 Upgrade Tomcat 7 manually

To manually update Tomcat 7.0 perform the steps below:

1. Open Windows Services Manager and stop **Idera Dashboard Web Application Service**.
2. Go to the official Apache Tomcat 7 downloads website (<https://tomcat.apache.org/download-70.cgi>), and download the zip files for **Core** and **Embedded** located under **Binary Distributions**.
3. Extract the Jar libraries of the **lib** folder from the **Core** zip folder.
4. Replace the Jar libraries in the installed IDERA Dashboard lib folder (i.e. "C:\Program Files\Idera\Dashboard\WebApplication\lib").
5. Extract the Jar libraries of the **embedded** zip folder.
6. Replace the Jar libraries in the installed IDERA Dashboard **lib** folder (i.e. "C:\Program Files\Idera\Dashboard\WebApplication\lib").
7. Open Windows Services Manager and start **Idera Dashboard Web Application Service**.


Steps to validate IDERA Dashboard Tomcat version:

1. Open Windows Command Prompt.
2. Type the DOS command to enter the IDERA Dashboard Web Application Lib folder (e.g. "cd C:\Program Files\Idera\Dashboard\WebApplication\lib")
3. Type the following command:
java -cp catalina.jar org.apache.catalina.util.ServerInfo

 To execute this command, you need to have Java installed and the JAVA HOME path set on the system. [Click here](#) for more information.

4. The output should be as shown below:

```
C:\Program Files\Idera\Dashboard\WebApplication\lib> java -cp catalina.jar org.a
pache.catalina.util.ServerInfo
Server version: Apache Tomcat/7.0.82
Server built:   Sep 29 2017 12:23:15 UTC
Server number: 7.0.82.0
OS Name:       Windows Server 2012 R2
OS Version:    6.3
Architecture: x86
JVM Version:   1.8.0_151-b12
JVM Vendor:    Oracle Corporation
```

 The **Server number** indicates the Tomcat version IDERA Dashboard is currently using.

12 Migrate IDERA Dashboard Repositories

The SQL Server backup and restore components provide the option to migrate repositories between instances. You can use these components to migrate the IDERA Dashboard Repositories between SQL Server Windows and SQL Server Linux instances.

Restore and Backup Repositories

For instructions on backup operations go [here](#). For instructions on restore operations go [here](#).

Based on the source and destination you have two possibilities to migrate IDERA Dashboard repositories:

1. 12.1 The source and destination instances are connected to each other over the network

You can use Windows SQL Server Management Studio for the entire migration process when the SQL Server Windows instance can connect to the SQL Server Linux instance.

Follow the steps below to migrate the IDERA Dashboard Repository from a SQL Server Linux instance to a SQL Server Windows instance. Apply the same steps the other way around as well.

- Stop **Idera Core Services** and **Idera Web Application Services** on Windows Services Manager.
- Open SQL Server Management Studio.
- Connect to the SQL Server Linux instance from SQL Server Management Studio on Windows and identify the IDERA Dashboard repository you want to migrate.
- Back up the IDERA Dashboard repository. This generates a .bak file in a specified folder.
- Copy the .bak file from the Linux machine to the Windows machine where SQL Server Windows is installed.
- Open SQL Server Management Studio and connect to the SQL Server Windows instance.
- Perform a restore operation of the .bak file in the SQL Server Windows instance.
- Once successfully restored the repository, go to the **CoreService** folder (i.e. "*C:\Program Files\Idera\Dashboard\CoreService*").
- Open **IderaDashboardCoreServices.exe**, change the value of the setting **RepositoryHost** for the SQL Server Windows Instance name, and save the changes.
- Start **Idera Dashboard Core Services** and **Idera Dashboard Web Application Services**.

2. 12.2 The source and destination instances are not connected to each other over the network

When connecting to the Linux SQL Server instance from Windows SQL Server Management Studio is not possible, you need to perform the backup of the IDERA Dashboard Repository on the Linux machine and restore it on the Windows machine. To achieve this, Microsoft provides sqlcmd command line tools. Find command line tools installation instructions [here](#).

Find the commands to backup and restore databases using sqlcmd [here](#).

Follow the steps below to perform the repository migration:

- Stop **Idera Core Services** and **Idera Web Application Services** on Windows Services Manager.
- Log into the Linux machine.
- Connect to the SQL Server Linux instance.
- Identify and backup the IDERA Dashboard Repository using the sqlcmd commands.

- Copy the .bak file.
- Log in to SQL Server Windows instance machine and paste the .bak file to any desired directory.
- Open SQL Server Management Studio and connect to the Windows instance.
- Perform the restore operation of the .bak file as mentioned [here](#).
- After the restore operation is complete, go to the **CoreService** folder (i.e. "*C:\Program Files\Idera\Dashboard\CoreService*").
- Open **IderaDashboardCoreServices.exe**, change the value of the setting **RepositoryHost** for the SQL Server Windows instance name and save the changes.
- Start **Idera Dashboard Core Services** and **Idera Dashboard Web Application Services**.

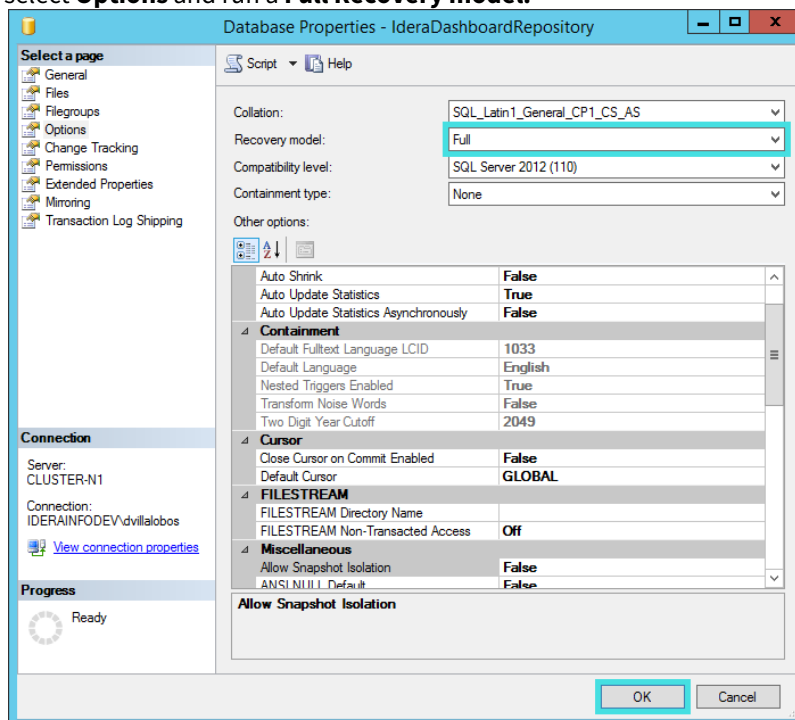
To restore the IDERA Dashboard Repository on Linux, you can use SQL Server Management Studio to create a backup of the IDERA Dashboard Repository, then copy the .bak file to the Linux machine, and perform a restore operation using sqlcmd commands.

13 Configure IDERA Dashboard database for High Availability

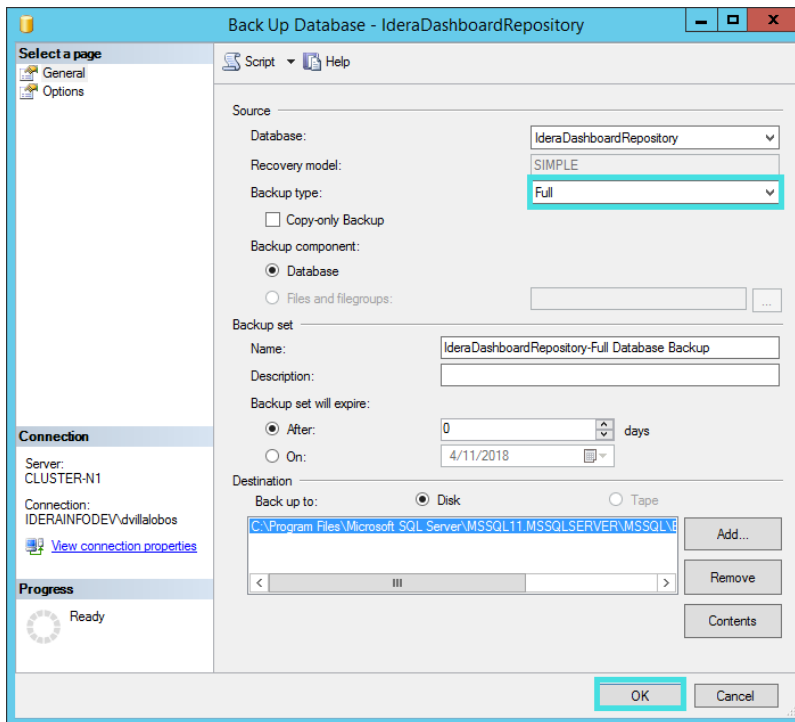
To Install the IDERA Dashboard on any machine with the repository hosted on a High Availability SQL Server Instance, make sure you have set up a Windows Failover Cluster and a SQL Server Instance for High Availability. Find more information [here](#).

13.1 Installation Steps for IDERA Dashboard on a High Availability Group

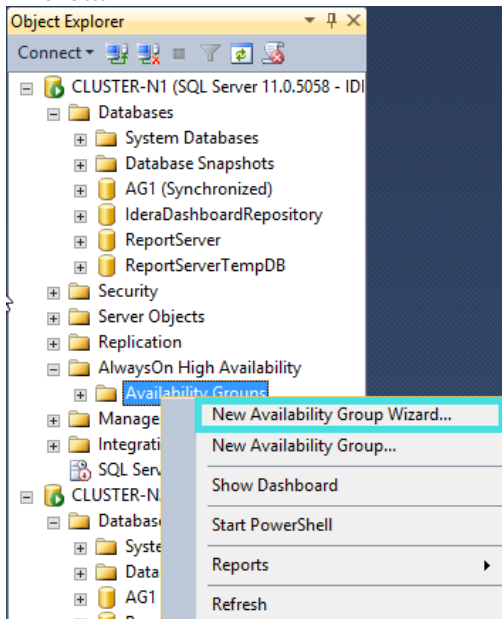
1. Install the IDERA Dashboard on your machine following the [Installation Steps](#).
2. Go to **SQL Server Management Studio** and connect to the SQL Server Instance where you installed the IDERA Dashboard.
3. Under Databases, right-click on the **IderaDashboardRepository** and select **properties**. On the wizard, select **Options** and run a **Full Recovery model**.



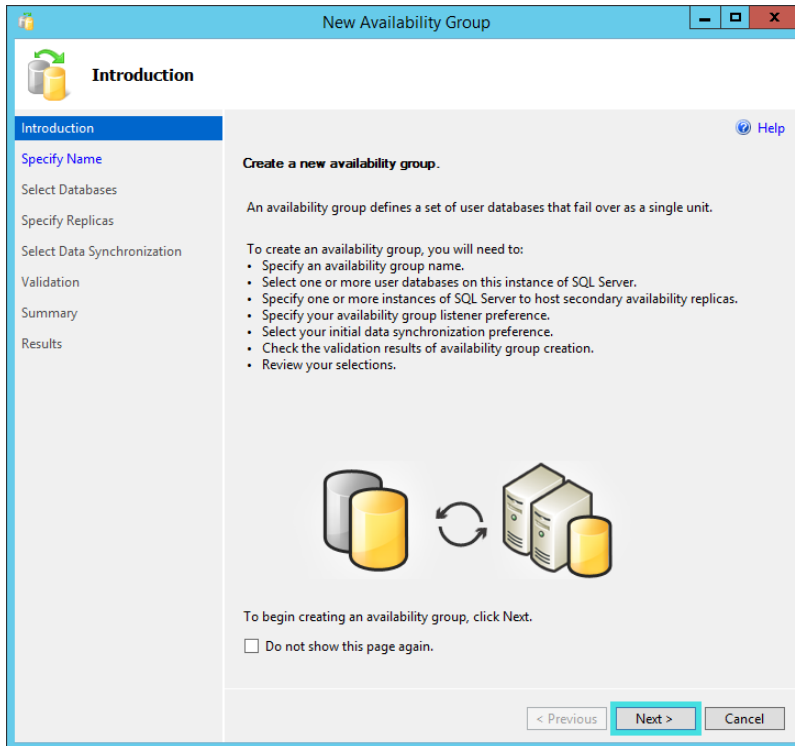
4. Right click on **IderaDashboardRepository**, select **Tasks**, and run a **Full Back up**.



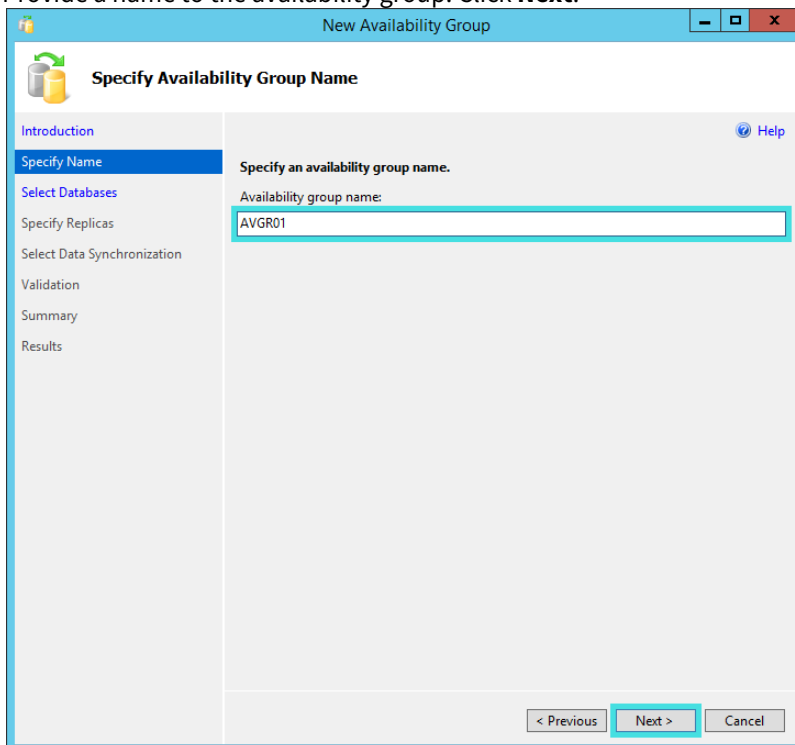
- To configure your Availability Group, right-click on **Availability Groups** and select **New Availability Group Wizard...**



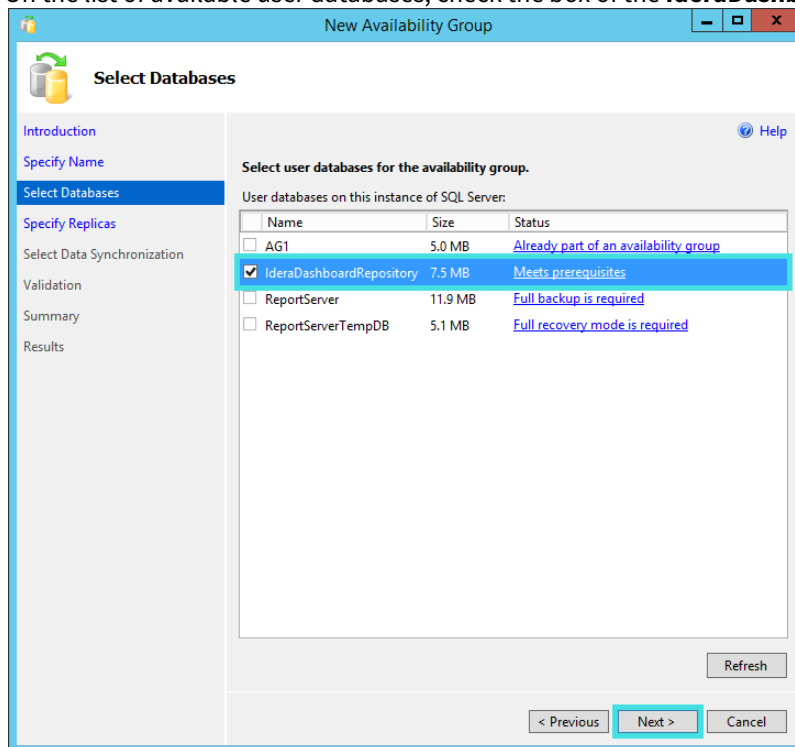
6. On the **Introduction** wizard click **Next**.



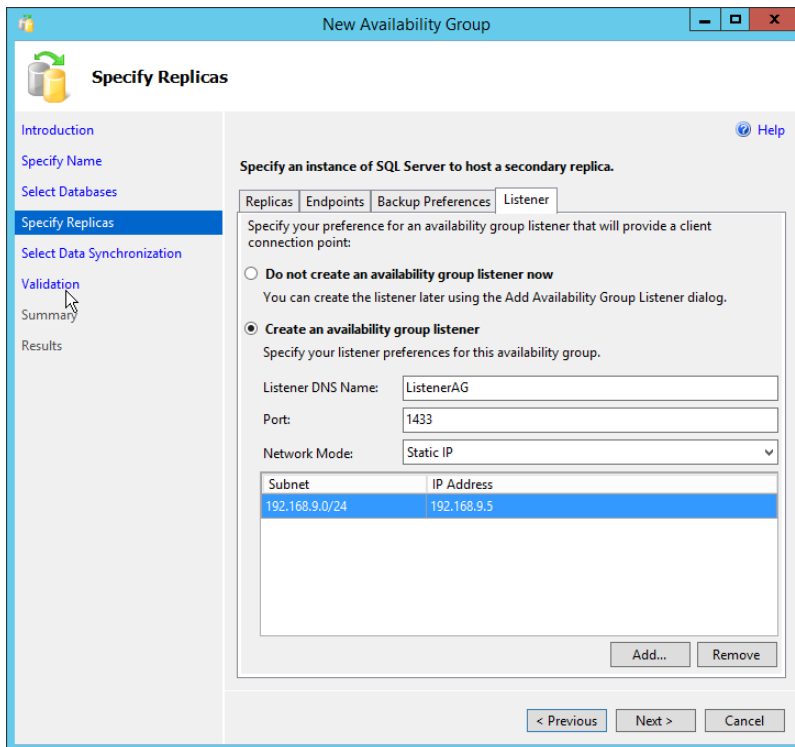
7. Provide a name to the availability group. Click **Next**.



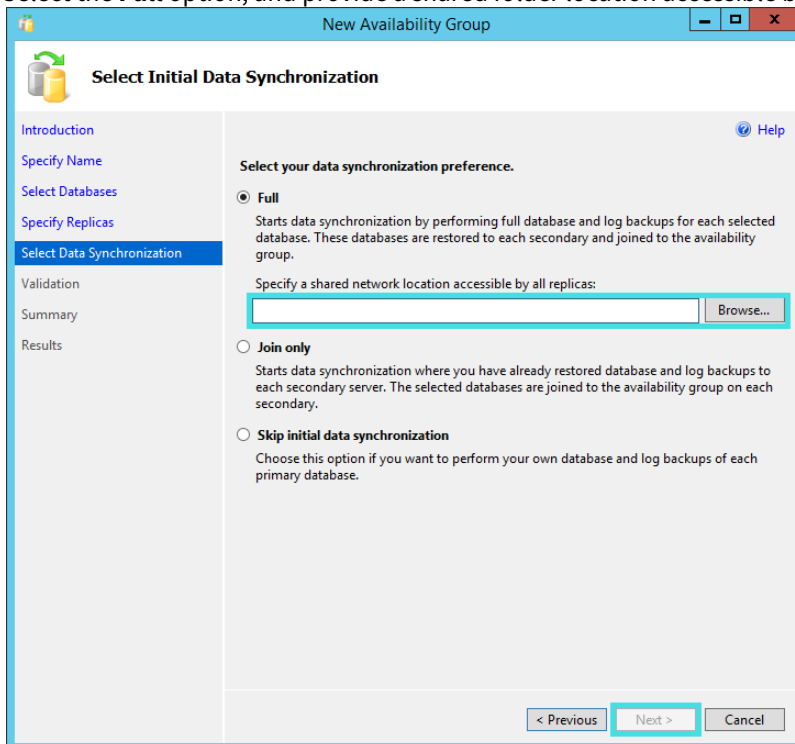
- On the list of available user databases, check the box of the **IderaDashboardRepository** database.



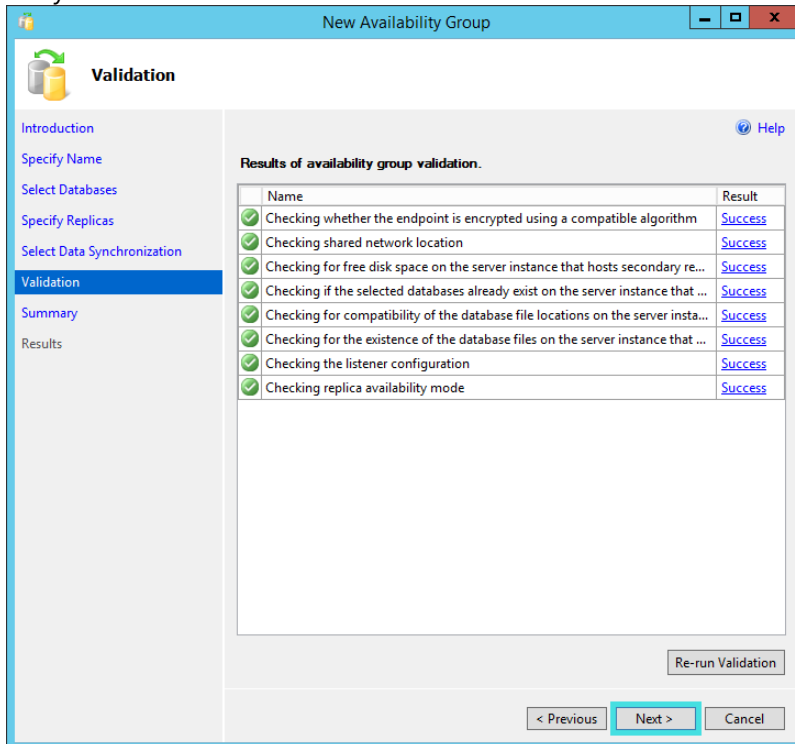
- The **Specify Replicas** page, displays as default the server where you are configuring your High Availability Group, click **Add Replica...**, and browse the servers to be included on the Availability Group.
- Check the boxes of **Automatic Failover (Up to 2)**, **Synchronous Commit (up to 3)**, and select **No** on the **Readable Secondary** option, on all your replicas.
- On the **Endpoints** tab, make sure that the port number value is **5022**.
- On the **Listener** tab, provide a **Listener DNS Name** with the port number **1433** and click **Add...**, in the **Add IP Address** dialog box, enter your preferred virtual IP address in the **IPv4 Address** field. Click **OK**. Click **Next**.



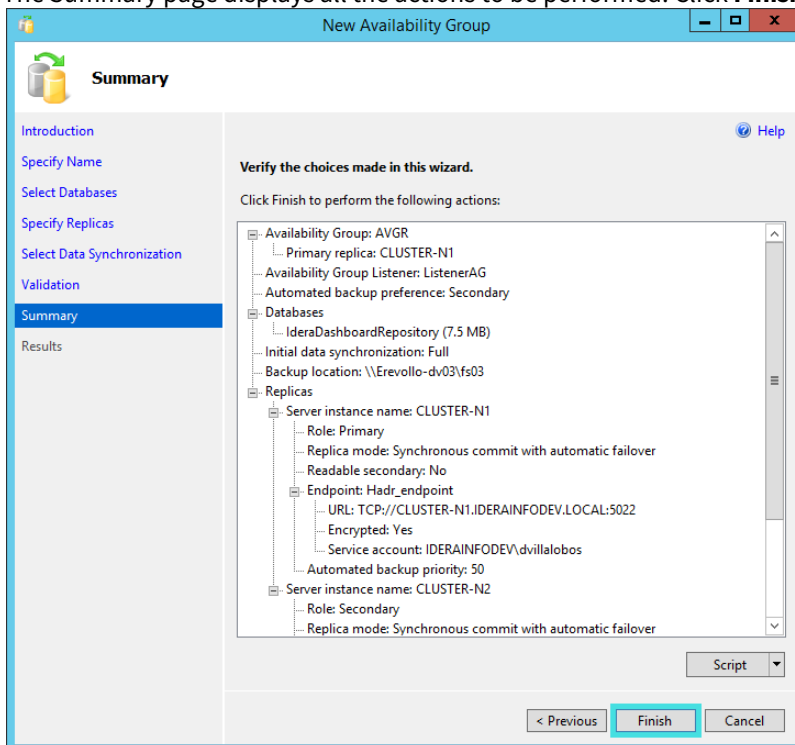
13. Select the **Full** option, and provide a shared folder location accessible by all replicas. Click **Next**.



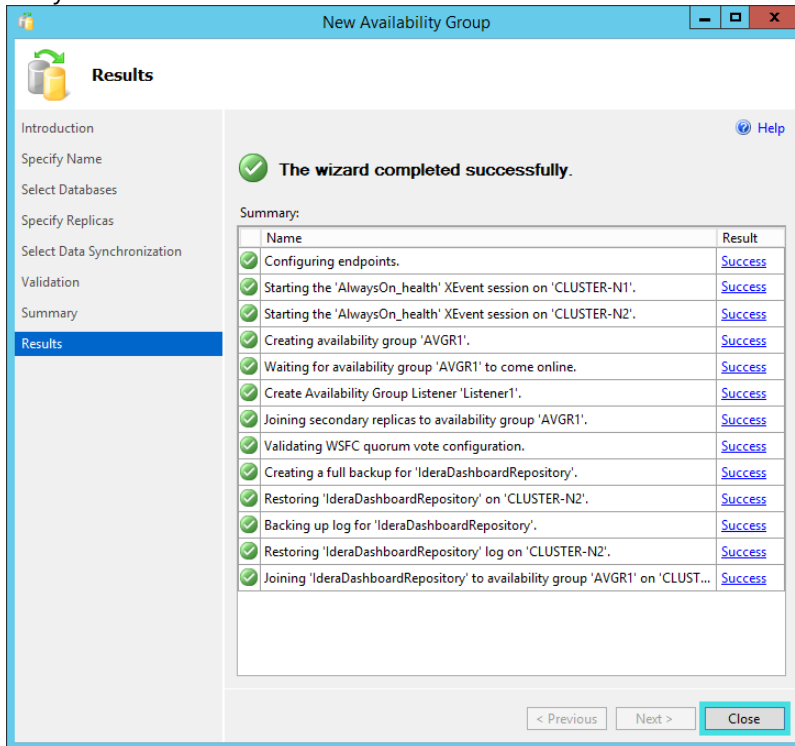
14. Verify that all results return **Success**. Click **Next**.



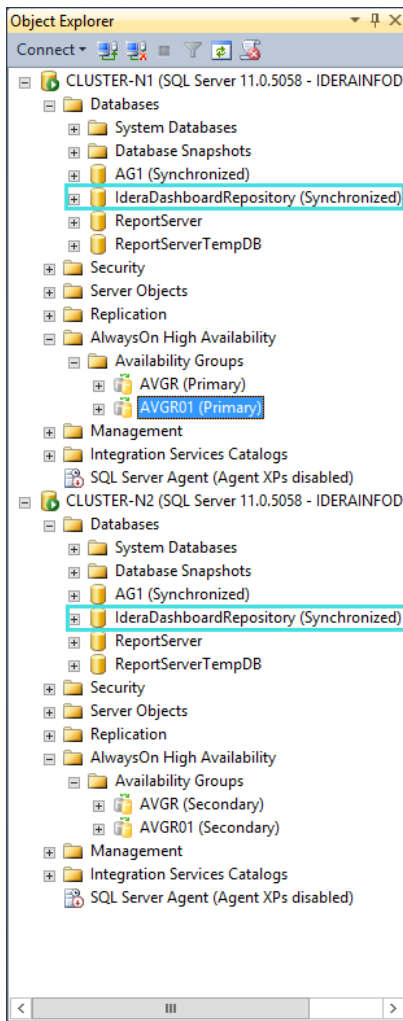
15. The Summary page displays all the actions to be performed. Click **Finish** when ready.



16. Verify that all results return **Success**. Click **Close**.



17. On **SQL Server Management Studio**, you can verify that the **IderaDashboardRepository** database is **Synchronized** on the configured Replicas.



14 Upgrade Java 8 manually

The IDERA Dashboard comes with a Java SE Runtime Environment 7 already set up.

To manually update the Java SE Runtime Environment 8 perform the steps below:

1. Open Windows Services Manager and stop the **Idera Dashboard Core Service** and the **Idera Dashboard Web Application Service**.
2. Go to the official ORACLE website (<http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>), accept the License Agreement, and download the JRE patch.
3. Extract the JRE files and review that they contain a bin and a lib folder along with other individual files.
4. Replace the JRE files in the IDERA Dashboard JRE folder (i.e. "C:\Program Files\Idera\Dashboard\WebApplication\JRE").
5. Open Windows Services Manager and start the **Idera Dashboard Core Service** and the **Idera Dashboard Web Application Service**.
6. To validate the Java version, on the JRE folder open the **release** file with a notepad editor.

15 Advanced Filtering Grid

The advanced filtering allows you to apply multiple filters using conditional statements such as AND, OR, or NOT, and operators like Does not contain, Contains, Equals, Does not equal.

The principal function of this filtering option is the **Advanced Filter** button.

15.1 Advance Filter


When you select the Advanced Filter button, a drop-down menu opens with a list of configured filters.

At the top of the drop-down list, you have the option to **Create New Filter**, the button opens a new wizard:

On the **Custom Filter Name** define a name for the filter.

The **Add Filter** button adds a row of parameters to define the filter, according to the order, on each raw field you can select:

First Column	Second Column	Third Column	Fourth Column
<ul style="list-style-type: none"> • SQL Server • Status • Edition • # of DBs • Size (MB) • Owner • Location • Clustered • Discovery methods 	<ul style="list-style-type: none"> • Contains • Between • After • Before • >= • <= • Equals 	<ul style="list-style-type: none"> • List of instances • Instances status (UP, DOWN). • Edition (PRO, ULTIMATE, Enterprise) • Number of databases (10, 20, 30) • Size (MB) (100 MB, 200 MB, 600 MB) • Owner (Product Manager, Developer) • Location (CA, Austin) • Clustered (No, Yes) • Discovery methods (Browser, Service, Service 1) • Range of date and time 	<ul style="list-style-type: none"> • AND • OR • NOT

 The third column varies according to the first and second columns.

You can add as many rows as you require in your filter.

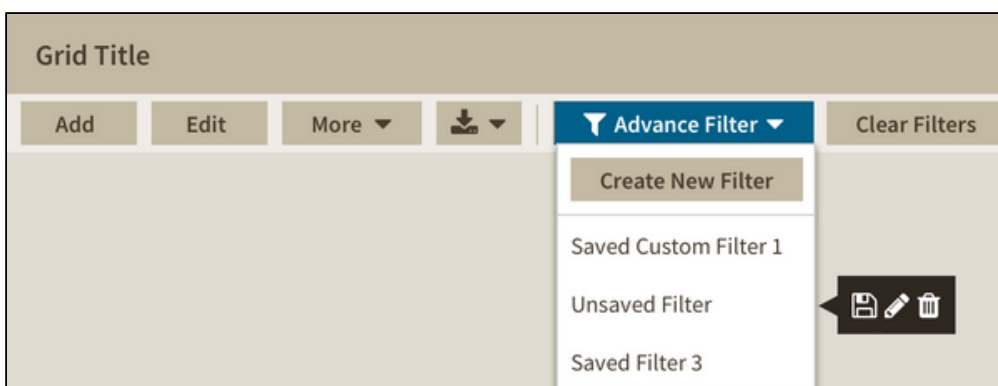
After configuring your filter you can **Apply Filters without Saving** and the filter will be available in the principal drop-down list with an **Unsaved Filter** name.

Or **Save and Filter** and the filter will be saved with the name you assigned to it. After saving a tag will be placed above the grid.

Pointing to the filter name, the **Edit** and **Delete** options will display. The **Save** option will only be available for Unsaved filters.

The **Edit** opens the advanced filtering wizard again, you can change parameters and Apply or Save your filter.

The **Delete** option deletes the filter permanently.



15.2 Export Filter

You can export the filtered results in three different formats:

- Excel
- CSV
- HTML

15.3 Clear Filters

When there are no filters applied this button is disabled.

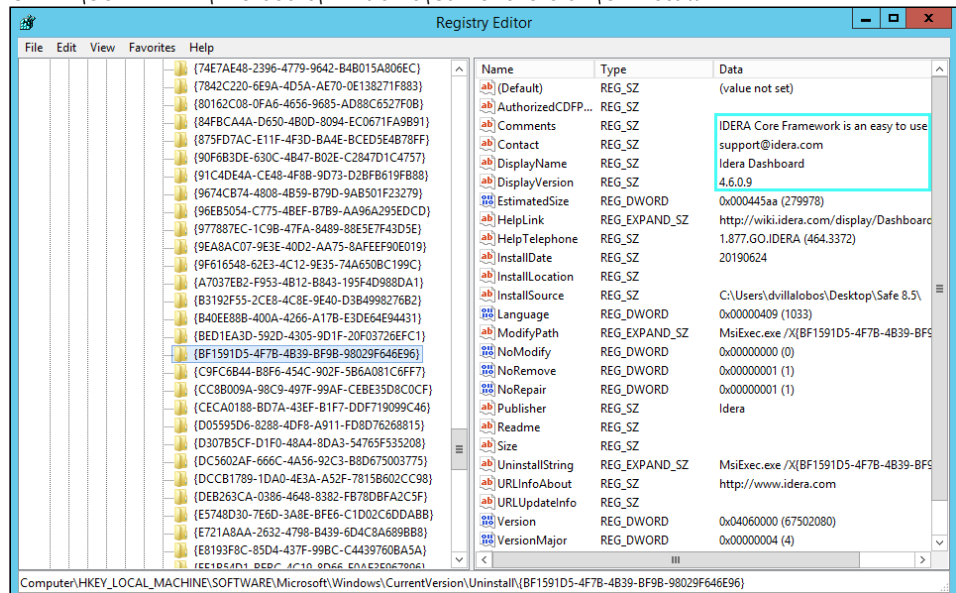
With this option enabled, you can remove the tag filters placed above the grid. If only one filter is selected before clicking the **Clear Filters** button, only that filter is deleted.

16 Uninstalling the IDERA Dashboard

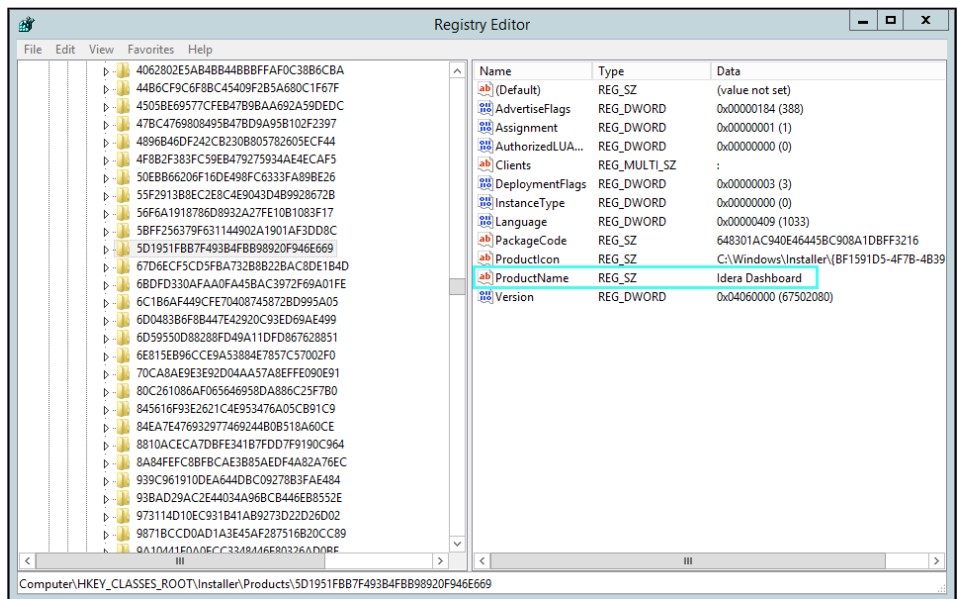
⚠ At the end of the process, you need to reboot the server.

The uninstallation process requires a list of steps to delete all services:

1. Back up the Windows Registry as a safety measure.
2. Stop the **Idera Dashboard Core Service** and the **Idera Dashboard Web Application Service** at the Services window.
3. Open the Command Prompt and execute:
 - a. `sc delete IderaDashboardCoreService`
 - b. `sc delete IderaDashboardWebAppService`
4. Open the Registry Editor and delete the following registry keys:
 - a. Delete CWF from: `KEY_LOCAL_MACHINE\SOFTWARE\Idera`
 - b. Locate and Delete the IDERA Dashboard GUID from:
`HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall`



- c. Locate and Delete the Dashboard GUID from: `KEY_CLASSES_ROOT\Installer\Products`



5. Reboot the server.
6. Delete the entire Dashboard folder from: C:\Program Files\Idera
7. Run the Command Prompt as Administrator and execute: `msiexec /i "C:\Program Files\Idera\SQLdm x64 Installation Kit\x64\IderaDashboard.msi" /L*v %USERPROFILE%\Desktop\DashboardInstall.txt`

17 IDERA Dashboard PDF

This page contains a direct link to the IDERA Dashboard help in PDF format. This format is suitable for printing and for saving on your local PC for further reference. The PDF includes all pages from the relevant help published on wiki.idera.com.

- [IDERA Dashboard 4.8 PDF](#)
- [IDERA Dashboard 4.8.1 PDF](#)

18 Copy of Run IDERA Dashboard over TLS

note The IDERA Dashboard Web Application service comes with TLS1.2 already set up. By default, TLS works with a self-signed certificate. This certificate can be used for encryption only and does not prove the identity of the server.

That default certificate is not signed by any well-known Certification Authority (CA) and is intended only for use in testing purposes. When a user attempts to open the TLS version of the IDERA Dashboard Web interface, a warning appears in the browser window.

If you decide to continue working with this self-signed certificate, you must perform several steps to "accept" the certificate before you can access the site. This step usually occurs only the first time you access the site. Then the self-signed certificate is stored in the browser database marked as trusted. This scenario is suitable for testing purposes.

If you want to obtain a CA-signed certificate, use the steps below to obtain a certificate signed by a well-known CA. The role of a CA is to verify that the IDERA Dashboard Web Application you are trying to access actually has the name you are trying to access it by and that this server actually belongs to your organization.

18.1 Obtaining a CA-signed certificate

Certificates are issued by trusted third-party Certification Authorities (CAs). Many CAs simply verify the domain name and issue the certificate, whereas others (VeriSign, etc.) verify the existence of your business, the ownership of your domain name, and your authority to apply for the certificate, providing a higher standard of authentication.

Every browser comes with a pre-defined list of well-known CAs.

Along with the name of your organization and the name of your server, a CA-signed certificate contains the public key of the server. This public key is used by the browser to encrypt data sent to the server. There is a private key on the server. The server uses the private key to decrypt the data encrypted by the public key. The private key should be kept secure on the server to prevent unauthorized access.

For more information about public key cryptography, see http://en.wikipedia.org/wiki/Public-key_cryptography. To learn more about certificates and the steps to buy a certificate, refer to a CA website such as:

- [VeriSign](#)
- [Thawte](#)
- [CAcert](#)
- [GoDaddy](#)

18.2 Generating a certificate request

Before the CA can issue you the certificate, you should generate a private key and the certificate request and send it to the CA for signing. The certificate request and the private key should be generated using the `openssl` command unless otherwise instructed by the CA.

i While generating the private key and certificate request, replace the `openssl` command with the full path to binary, for example, `C:\openssl\bin\openssl`.

18.3 Importing the certificate into the Trust-Store

The following steps show you how to install an SSL certificate purchased from a Certification Authority. Your SSL vendor may have different instructions, please check with them for proper certificate installation. The following examples refer to GoDaddy and VeriSign.

1. Copy your private Key file (`wildcard.idera.com.key`) and Certificate file (`wildcard.idera.com.crt`) in PEM format, on the root directory where IDERA Dashboard Services host (i.e. "`C:\Program Files\Idera\Dashboard`").
2. Download OpenSSL for Windows from <http://gnuwin32.sourceforge.net/packages/openssl.htm>. Select the **'Complete package, except sources'** option, and copy the `.exe` file in the root file where the IDERA Dashboard services host, right-click and Run as Administrator to install the program.
3. Start a Windows Command Prompt by clicking **Start > Command Prompt** (right-click on Command Prompt to run as Administrator). Alternatively, you can go to **Start > Run** and then type `cmd` without quotes and press <Enter>.
4. Use the `cd C:\` command to go to the root directory of the disk C:\, where you copied the Key and Certificate files.
5. Run the following commands to convert the key and the certificate from PEM to DER format.

```
"C:\OpenSSL\bin\openssl"
```


```
pkcs8 -topk8 -nocrypt -in wildcard.idera.com.key -inform PEM -out  
wildcard.idera.com.key.der -outform DER
```

```
"C:\OpenSSL\bin\openssl" x509 -in wildcard.idera.com.crt -inform PEM -out  
wildcard.idera.com.crt.der -outform DER
```

6. Use the `cd` command to go to the directory where the keytool is located:


```
cd "C:\Program Files\Idera\Dashboard\WebApplication\JRE\bin"
```
7. To create the new keystore file, you have to download the `ImportKey` utility <https://discourse.igniterealtime.org/uploads/default/original/2X/2/2638b26131247f7d11132bd2e3fba0e1ec87156b.zip>.
8. Access IDERA's FTP server by navigating to the path <ftp://downloads.idera.com/> in Internet Explorer (then follow the instructions on that page to log in), or by using the link in Windows File Explorer. Use the following credentials:
Username: `ImportKeyDownload`
Password: `03gXm6tv`
9. Unzip the `ImportKey` utility to `C:\Program Files\Idera\Dashboard\WebApplication\JRE\bin\` directory.
10. In your Command Promp window, run the following command. It will launch the `ImportKey` utility and create the keystore file (default name is `keystore.ImportKey`) in your home directory (in Windows 2008 it is usually `C:\Users\<your username>`). The private key and the certificate will be placed there.

```
java ImportKey c:\wildcard.idera.com.key.der c:\wildcard.idera.com.crt.der
```

 The keystore and key passwords both must be set to **password**. To do this, proceed with the next step.

11. The following command allows you to set the password for your keystore file. The default password is **importkey**. Enter it when prompted, in your Command Promp window, and then type the new password,

which must be set to **password**.


```
keytool -storepasswd -keystore c:\Users\Administrator\keystore.ImportKey
```

12. This command will allow you to set the password for the key file in the keystore. The default password is **importkey**. Enter it when prompted, and then type the new password, which must be set to **password**.

```
keytool -keypasswd -alias importkey -keystore c:\Users\Administrator\keystore.ImportKey
```

13. Use Internet Explorer to download the intermediate certificate chain for the Certification Authority (CA). For example, point Internet Explorer to <https://certificates.godaddy.com/repository/>.
14. Save the intermediate certificate chain to the root directory of the disk `C:\` on the server hosting the IDERA Dashboard services.
15. Import the received trusted certificate into your keystore file, by running the following command in your Command Prompt window:

```
keytool -import -alias intermed -file c:\sf_issuing.crt -keystore c:\Users\Administrator\keystore.ImportKey -trustcacerts
```

 Internet Explorer may change the file extension. If the command above does not work, try `sf_issuing.cer` instead of `sf_issuing.crt`.

16. Open Windows File Explorer on the machine hosting the IDERA Dashboard services. Navigate to the following directory `C:\Program Files\Idera\Dashboard\WebApplication\`
17. Rename the file `keystore` to `keystore.old`.
18. Then rename the file `C:\Users\\keystore.ImportKey` to `C:\Program Files\Idera\Dashboard\WebApplication\conf\keystore`, and move that file into `"C:\Program Files\Idera\Dashboard\WebApplication\conf"`.
19. Finally, restart the IDERA Dashboard Web Application service to complete the setup, and log into the IDERA Dashboard to verify that the certificate has been successfully applied.

keytool Options

- **alias**. All keystore entries are accessed via unique aliases. Aliases are case-insensitive. An alias is specified when you add an entity to the keystore using the `-import` command. Subsequent keytool commands must use this same alias to refer to the entity.
- **file**. Define absolute or relative path to your certificate file. If you define only the file name, it means, that the file is located in the root directory.
- **keystore**. Each keytool command has a `-keystore` option for specifying the name and location of the persistent keystore file for the keystore managed by keytool. A keystore is created when you use `-import` command to add data to a keystore that does not already exist. If you do not specify a `-keystore` option, the default keystore is a file named `.keystore` in your home directory (as determined by the "user.home" system property). If that file does not already exist, it will be created.

Read more about Java keytool for Windows:

<http://java.sun.com/javase/6/docs/technotes/tools/windows/keytool.html>