

## AimBetter SQL Server Monitor

November 2018

### Installation

1. Download the current agent from our website at [https://update.aimbetter.com/AimBetter\\_Agent.zip](https://update.aimbetter.com/AimBetter_Agent.zip)
2. Unzip this file onto a computer inside your domain that meets the requirement [specifications](#) for Hardware and Operating System detailed below.
3. Set the required [configurations](#) as detailed below.
4. Set the required [permissions](#) as detailed below.
5. When prompted, enter the License Key and Identifier that have been provided by AimBetter in your email.

If you have any issues, please contact our support team at [International: +1 \(650\) 449-8622](tel:+16504498622)  
[Israel: +972 \(73\) 2313900](tel:+972732313900)

### Specifications

#### Requirement details for the agent

##### Hardware

Processor - 1 GHz Pentium® 4 CPU

Memory - 1 GB RAM

Hard disk space - 200 MB . This free disk space should exist on a local hard drive.

##### Operating system

Microsoft® Windows® 10 (32-bit and 64-bit)

Microsoft Windows 8.1 (32-bit and 64-bit)

Microsoft Windows 8 (32-bit and 64-bit)

Microsoft Windows 7 (32-bit and 64-bit)

Microsoft Windows Server 2016 (64-bit)

Microsoft Windows Server® 2012 R2 (64-bit)

Microsoft Windows Server 2012 (64-bit)

Microsoft Windows Server 2008 R2 (64-bit) – see [notes](#)

Microsoft Windows Server 2008 (32-bit and 64-bit) – see [notes](#)

Microsoft Windows Server 2003 (32-bit) – see [notes](#)

##### .NET

Minimum .NET 4.5. It is recommended that the latest .NET be installed.

##### Internet Access

Allow outbound traffic to [api.montarget.com](http://api.montarget.com) on port 433

## Monitoring scope of the agent

### SQL Server

AimBetter can monitor instances with the following versions:

- SQL Server 2017 (32-bit and 64-bit)
- SQL Server 2016 (32-bit and 64-bit)
- SQL Server 2014 (32-bit and 64-bit)
- SQL Server 2012 (32-bit and 64-bit)
- SQL Server 2008 R2 (32-bit and 64-bit) - see [notes](#)
- SQL Server 2008 (32-bit and 64-bit) - see [notes](#)
- SQL Server 2005 (32-bit) - see [note 1](#)

AimBetter supports all SQL Server sort orders, including case-sensitive and binary sort orders.

### Operating systems

- Microsoft Windows 10 (32-bit and 64-bit)
- Microsoft Windows 8.1 (32-bit and 64-bit)
- Microsoft Windows 8 (32-bit and 64-bit) – see [notes](#)
- Microsoft Windows 7 (32-bit and 64-bit)
- Microsoft Windows Vista (32-bit and 64-bit) – see [notes](#)
- Microsoft Windows Server 2016 (64-bit)
- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2012 (64-bit)
- Microsoft Windows Server 2008 (32-bit and 64-bit) – see [notes](#)
- Microsoft Windows Server 2003 (32-bit) – see [notes](#)

## Configuration

On each monitored instance, AimBetter requires the network setting *File and Print Sharing* to be *enabled* and any firewall to enable the following:

UDP packets:

Port 1434

Microsoft file sharing SMB:

User Datagram Protocol (UDP) ports from 135 through 139

Transmission Control Protocol (TCP) ports from 135 through 139

Direct-hosted SMB traffic without NetBIOS:

port 445 (TCP and UDP)

SQL Servers TCP port:

Open the TCP port as set in your system (default is 1433) and enable the following firewall programs:

Windows Management Instrumentation (WMI)

Performance Logs and Alerts.

## Permissions

### *During installation*

The AimBetter agent needs permission to start services.

### *During operation*

The minimum Windows privilege level required to run the AimBetter agent is Power User. AimBetter on SQL Server requires the permissions listed below to successfully connect to a SQL Server instance. This information is specified when a new Windows or SQL Server instance is configured through the AimBetter configuration.

### *Windows permissions required for the AimBetter agent*

Read/Write permissions to its own folder (C:/ProgramFiles(x86)/AimBetter).

To retrieve performance counter information, the AimBetter agent executes WMI queries and Performance Monitor reports against the Windows server on which SQL Server is currently running. To do this, the *AimBetter agent needs to have access to a Windows account* that can retrieve this information. This account should have *Membership* in the target computer's *Performance Log Users* group, or equivalent. This is the minimum required to complete this procedure.

On each Windows server this group should have permission to execute WMI. Follow these steps to grant WMI permissions:

Under *Services and Applications*, bring up the properties dialog of *WMI Control* (or run *wmimgmt.msc*). In the *Security* tab

Select *Root/CIMV2*

Select *Security*

Add *Performance Log Users*

Enable the options: *Enable Account* and *Remote Enable*.

Run *dcomcnfg*. At *Component Services* ➔ *Computers* ➔ *My Computer*, in the *COM security* tab of the *Properties* dialog click *Edit Limits* for both *Access: Permissions* and *Launch and Activation Permissions*.

Add *Performance Monitor Users* and allow *remote access*, *remote launch*, and *remote activation*.

Under *Component Services* ➔ *Computers* ➔ *My Computer* ➔ *DCOM Config*

Select *Windows Management Instrumentation* and give *Remote Launch* and *Remote Activation* privileges to *Performance Log Users Group*

### *SQL Server permissions required on the AimBetter agent*

Ensure each SQL Server connection from the AimBetter agent has the following level of access permissions to the SQL Server:

An account that is a member of the *sysadmin* server role (supporting all features)

OR



Download and run the optional script from our website [here](#). This will allocate only the specific permissions needed by the agent.

An account without correct operating permission will see the following message - *SQL Waits currently not supported.*

## Notes

Windows Server version 2003, SQL Server 2003, Windows Server version 2008 and SQL Server 2008 have been deprecated by Microsoft. WMI issues will no longer be investigated by support.

1. Installations on SQL Server 2005 must use AimBetter Agent version 2.0.18.3, available [here](#)