GATEKEEPER

Hub Installation Guide

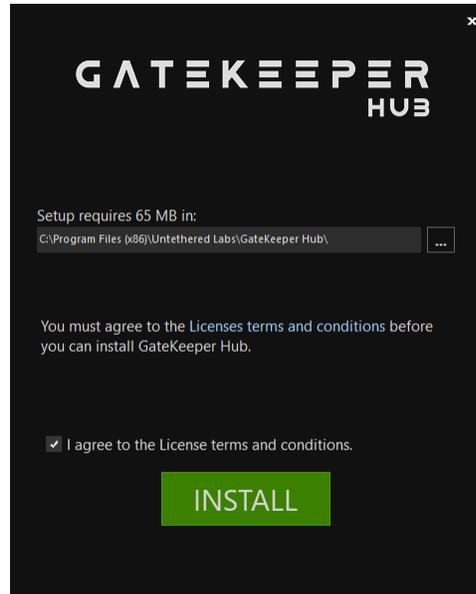## UNTETHERED LABS, INC.

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Contents

# 1 GateKeeper Hub Installation

Run the GateKeeper Hub installer downloaded on your computer. Confirm the location where you want to store the GateKeeper files on your computer. Start the installation by agreeing to the terms and conditions and clicking on **Install**.


The application will take a few minutes to install.

Click on **Finish** to launch the GateKeeper Hub Configuration Manager.
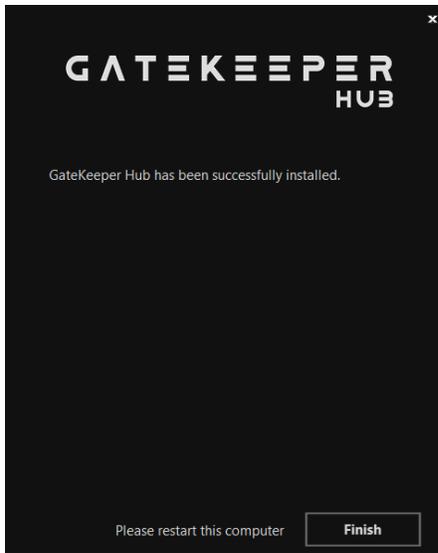
This will launch the GateKeeper Hub Configuration Manager. You don't have to restart the computer immediately. It is recommended though that the computer be restarted when the GateKeeper Hub application has been set up completely.

2 Configuring GateKeeper Hub

The GateKeeper Hub Configuration Manager is used connect the GateKeeper Hub to the SQL server. It can also be used to migrate the GateKeeper data from one database to other.
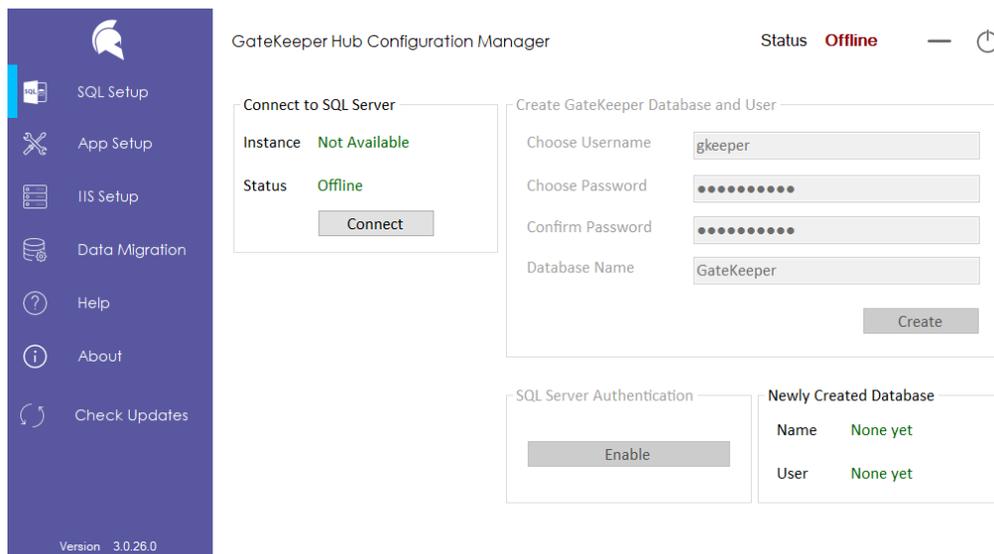
2.1 SQL Setup - Connecting to the SQL Server

Click on **Connect**, enter the computer's IP address with the SQL Server installed, followed by a '\' and the instance name of the SQL Server. If the SQL server is installed on the same machine, just leave it to the default '(local)'. Select Windows Authentication if your credentials have access to create a Database on

the SQL Server, otherwise select SQL Server Authentication to sign in with credentials having access to create a database.
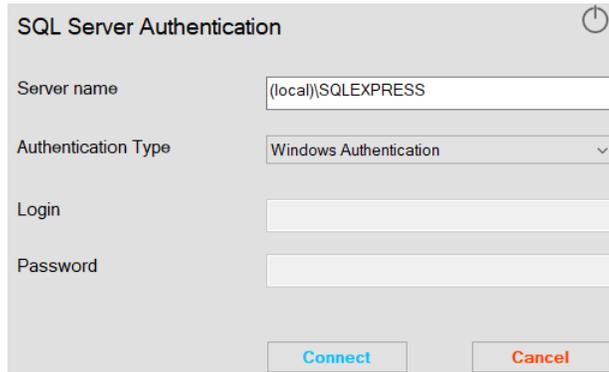

Click on Connect and the status will change to connected. If the information is not correct, you'll receive an error asking you to check the parameters and enter them again.

2.2 SQL Setup - Creating GateKeeper database and user

Click on **Create** to create a Database and user for GateKeeper on the SQL Server. The fields will be populated by default and you don't need to know the password as it is not used anywhere. You can also change the username and password if you want to.
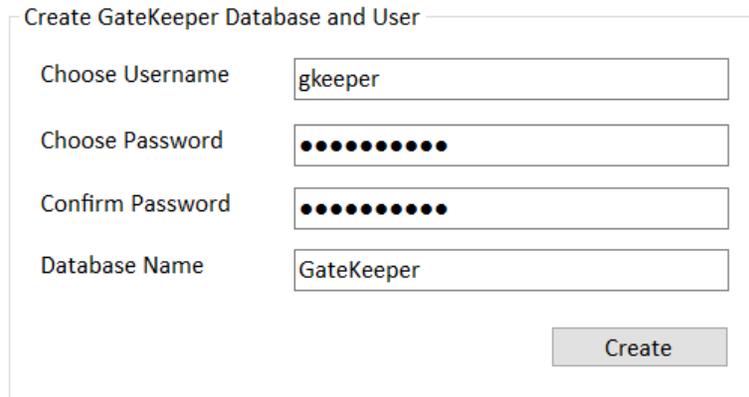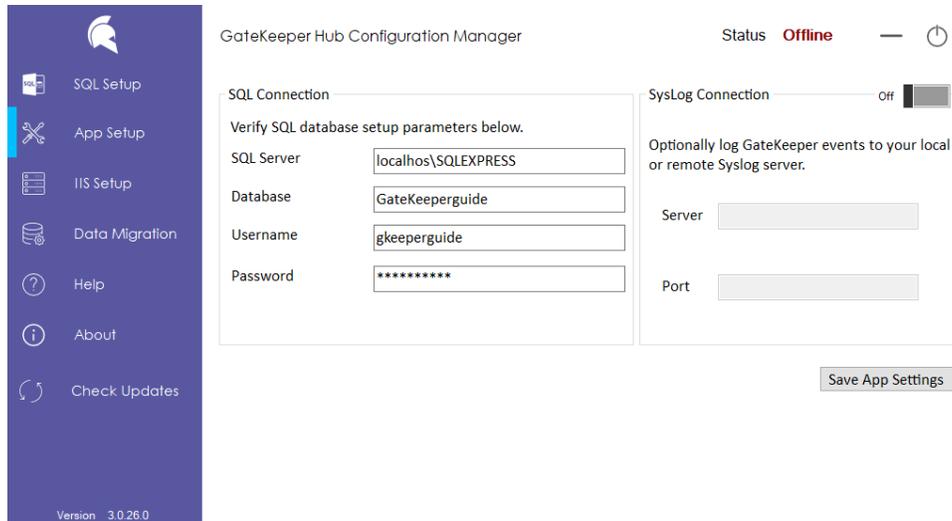

You'll see a notification asking you to verify these changes on the next Application Setup page.
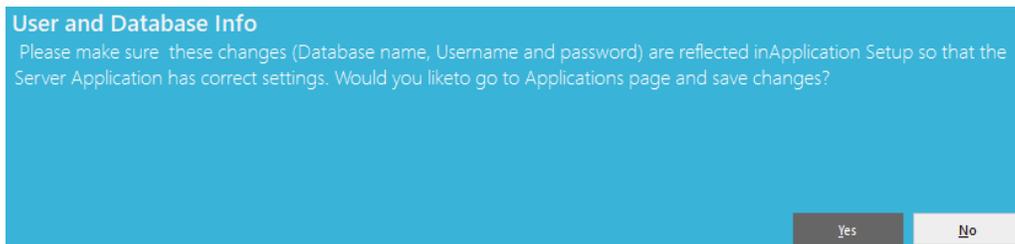
2.3 App Setup - Verifying the SQL Connection

Confirm the SQL server IP address, instance name and click on **Save App Settings**.

If you'd like to store the GateKeeper data on an already existing Syslog Server, turn **ON** the **SysLog Connection** and enter the IP address and port number for the SysLog Server. Click on **Save App Settings**.
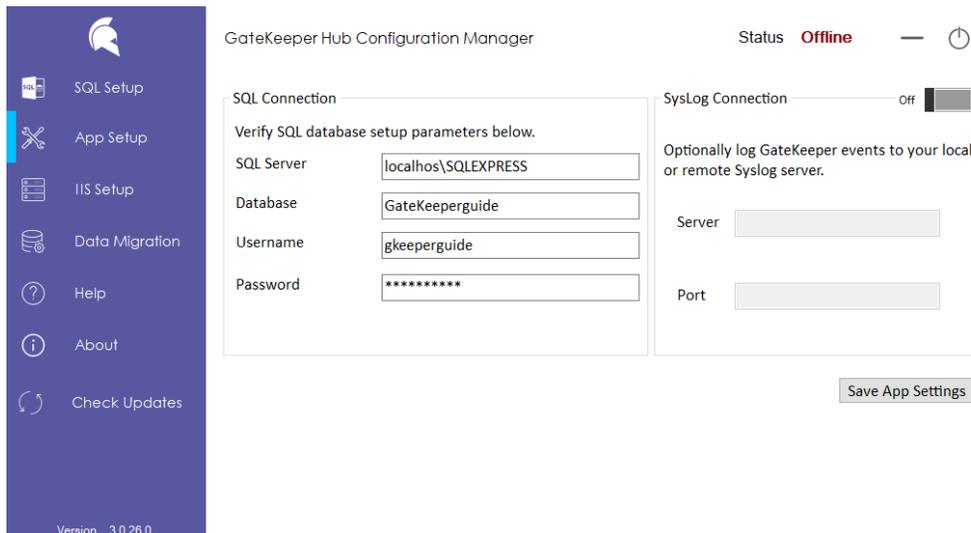

2.4   IIS Setup – Verification of IIS Application Pool and Port Number

After completing all the previous steps successfully, you'll be directed to the IIS Setup page. A notification will pop-up saying that the IIS was restarted successfully, just click on **OK**.

The **Status** on the top left should change from Offline to **Online**. This indicates that the GateKeeper Hub application is connected to your SQL Server and is up and running. If the Status comes Online, click on **Launch GateKeeper Hub** to login to the GateKeeper Hub Dashboard.
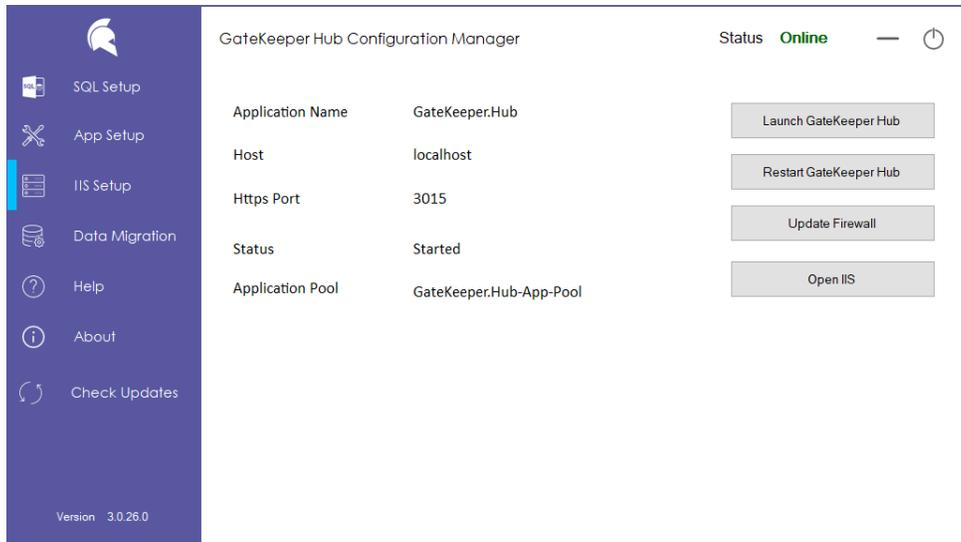
3 What to do if the Status doesn't come Online

If the Status doesn't come Online right away, let's check a couple of things.

3.1 Enabling TCP/IP Protocol for SQL Server

The SQL Server uses TCP/IP protocol, so we need to make sure it should be enabled. Open **Computer Management** from the Start Menu. Expand **Services and Applications**, expand **SQL Server Configuration Manager**, expand **SQL Server Network Configuration** and click on **Protocols for SQLEXPRESS (***or whatever the name of your SQL Server is***)**. On the right half of the window, right-click on **TCP/IP** under Protocol Name and **Enable** it.
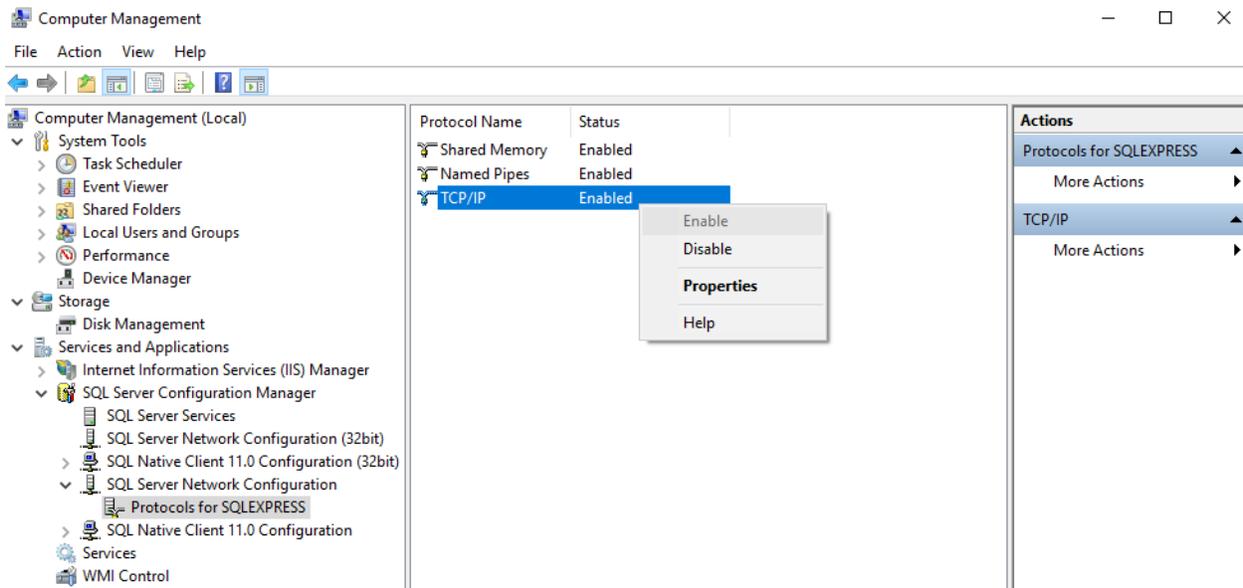
## 3.2   Step 2 – Enabling SQL Server Authentication

On the GateKeeper Hub Configuration Manager, go to the **SQL Setup** page and Enable the SQL Server Authentication.
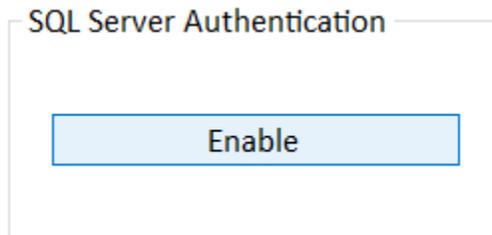
A notification will pop-up asking you to restart the SQL Server.

To restart the SQL Server, go back to Computer Management. Expand **Services and Applications**, expand **SQL Server Configuration Manager**, click on **SQL Server Services**. On the right half of the window, right click on **SQL Server** with the correct instance name in brackets and **Restart** it.
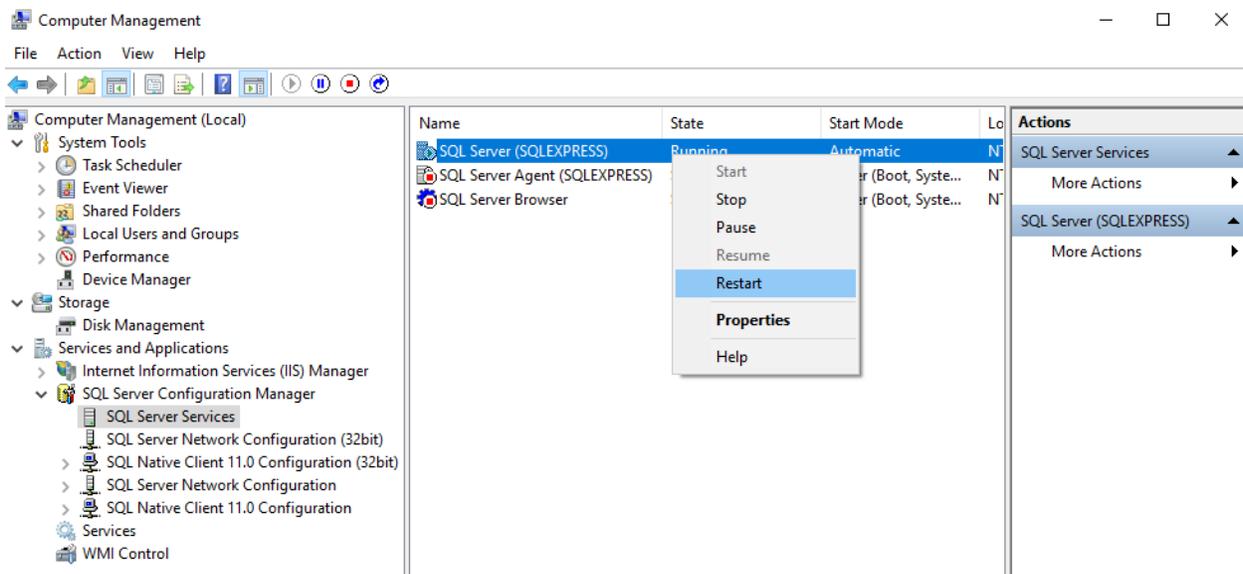
Now, if you go back to the GateKeeper Hub Configuration Manager the Server Status should be Online. Please click on the **Launch GateKeeper Hub** button on the IIS Setup page.

3.3 Manually Restarting GateKeeper Hub Website in IIS Manager

If the sever status still says "OFFLINE" open IIS Manager on your computer by going to the Start menu, click on All Programs -> Accessories -> Run. Then type in "inetmgr.exe" in the Open box and click OK

Navigate to the GateKeeper.Hub website on the left-most tab.

Click on the "Restart" link on the right-most tab.

Wait for about 10s to verify that the server status on the GateKeeper Hub manager has turned to "ONLINE".
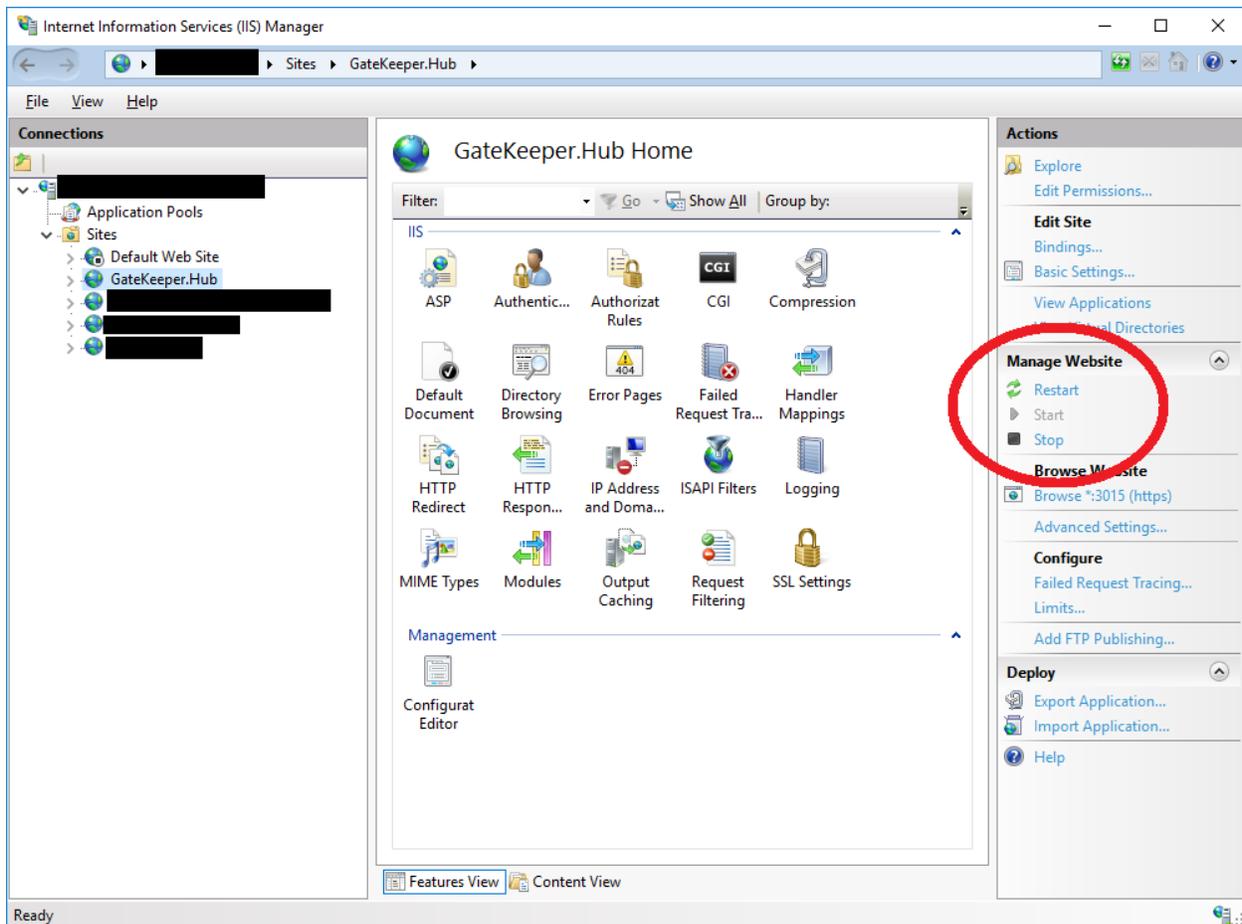

4 Data Migration

If you're an existing user of our 2.0 version of the GateKeeper application and would like to upgrade to the 3.0 version. We recommend you use this utility to migrate all the users, computers, devices and logs.
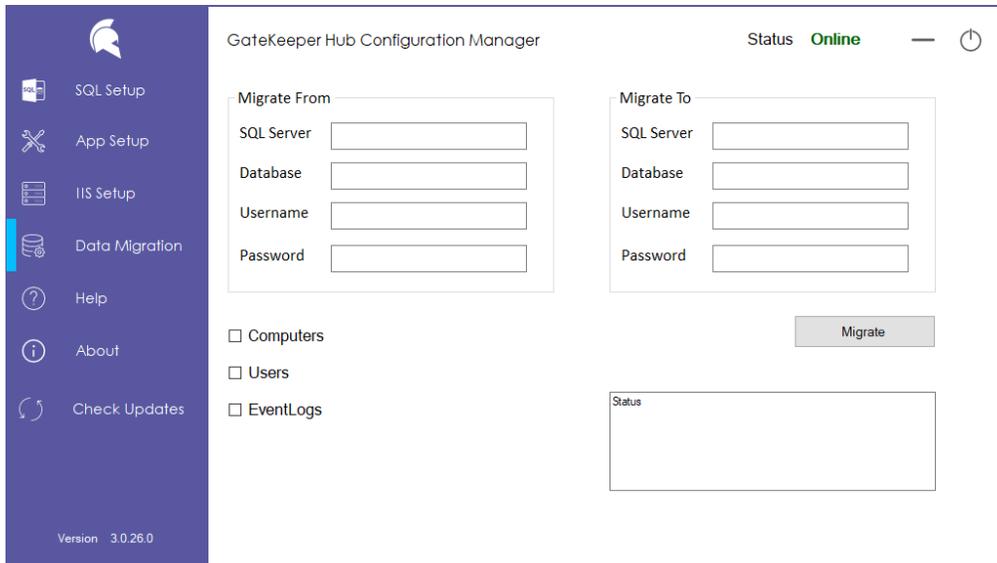
Enter the details for both the SQL servers like the instance name, database name, username and password. Select what you'd like to migrate like Computers/Users/EventLogs and click on **Migrate**. You'll have to reset the PIN on all the devices as we're not able to recover PINs from the old database. Also, since the user credentials are always stored in encrypted format, the utility will not be able to migrate them. You will have to manually add the Windows credentials for the users who have been migrated to the new version.

5   Help

The Help tab provides you with detailed instructions on how to configure the SQL server using the Hub Manager.
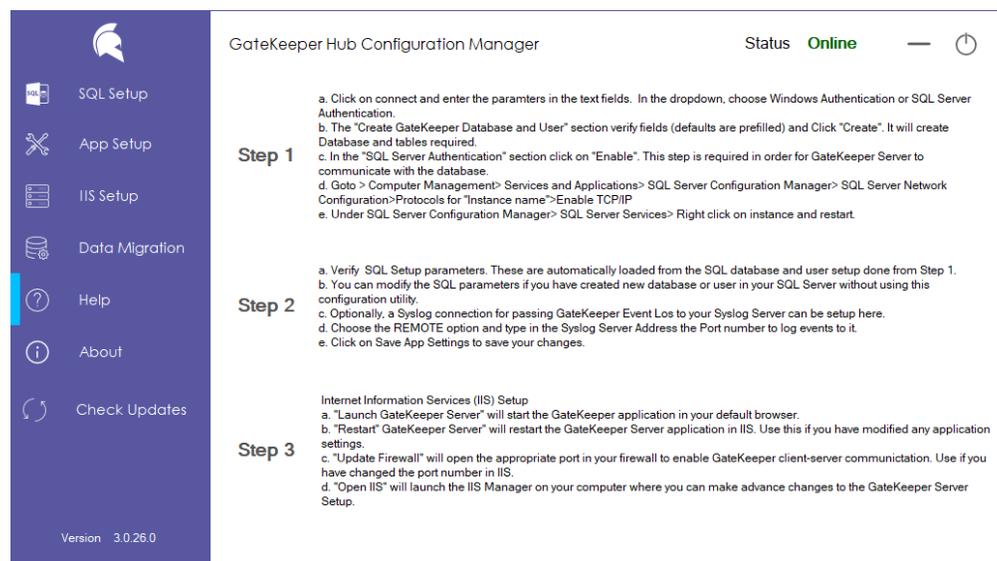
6   About

This page shows you which version of the application are using.

7 Check for Updates

This tab allows you to check and download the latest version of the application. Just click on Check for Updates.