



HyBlue Download and Installation Quick Start

Welcome to HyBlue Windows Monitor, Patch, and Secure services. **Windows Monitor** keeps track of the operation of your computers in incredible depth, providing you with real-time and historical information to help manage your systems. **Patch** combines the information from Windows Monitor with the ability to manage all of your computer patches from one central location. **Secure** adds centrally-managed and –monitored virus, spyware, and security services to Patch. **Network Performance Monitor** gives you visibility into the network performance of SNMP devices and gives you a new way to monitor uptime of a variety of network services.

This document takes you through the installation of Windows Monitor, Patch, or Secure. Additional information on the operation of the services may be found in the Windows Monitor, Patch, and Secure QuickStart documents.

Overview

HyBlue's services are quick to set up and easy to use. By following the instructions below, you will be using Windows Monitor, Patch, or Secure in less time than you would typically spend installing a Windows Update.

Windows Monitor Features

1. Monitors computers for patch overall performance, security, configuration and health
2. Automatically alerts the technical contact with information to help resolve issues
3. Retains historical data for further review and reporting

Patch Features

Includes **Windows Monitor**, *plus* **Patch Management**:

1. Automatically gathers patch information at the device and/or group level
2. Allows you to determine when and how to deploy the patches

Secure Features

Includes **Patch**, *plus*:

1. Provides virus, spyware, worm, and hacker protection
2. Maintains uniform security anywhere in the world

Network Performance Monitor Features

1. Monitors network flow of SNMP devices

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2. Tests status and response time of any IP address on the Internet
3. Alerts automatically if performance conditions change or if an IP device is not available.

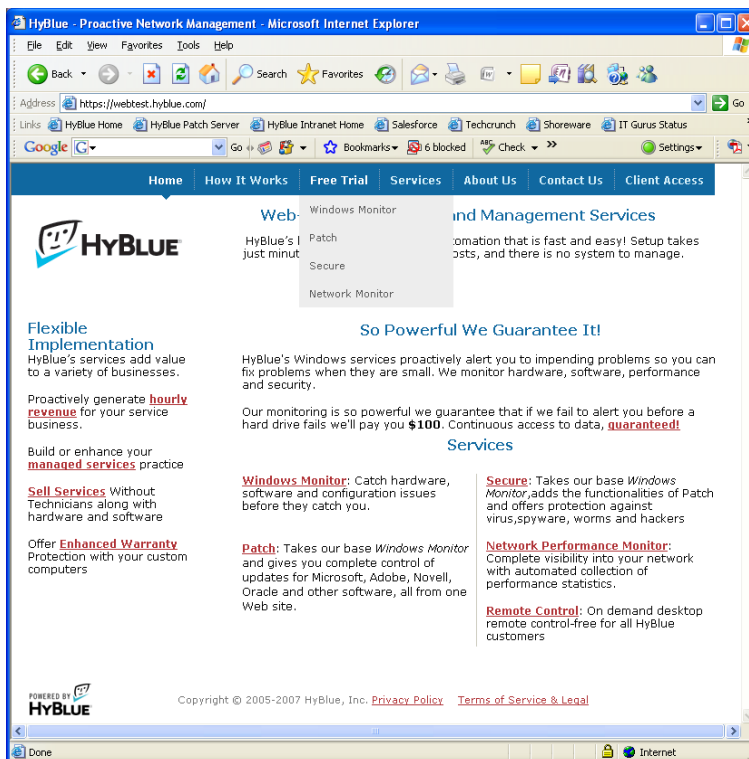
This document describes the configuration and installation of HyBlue Windows Monitor, Patch and Secure.

Existing Customers

If you already have an existing account with HyBlue, please refer to the **Existing Account** section.

Free Trial (First Time Setup)

HyBlue's services are easily installed on every computer in your network. Management service for a computer begins immediately upon successful installation, and the computer is automatically configured as part of your account.



Hover your mouse over "Free Trial".

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Select Service to Trial

You are given a choice of which HyBlue service to try.

Windows Monitor is the easiest to try, it works on any Windows computer and installs very quickly. It is a 4MB download.

Patch is also easy to try. No changes are required to computer but it is a larger download at 33MB.

Secure requires that all existing anti virus be removed from your computer before installation. It is a 91MB download.

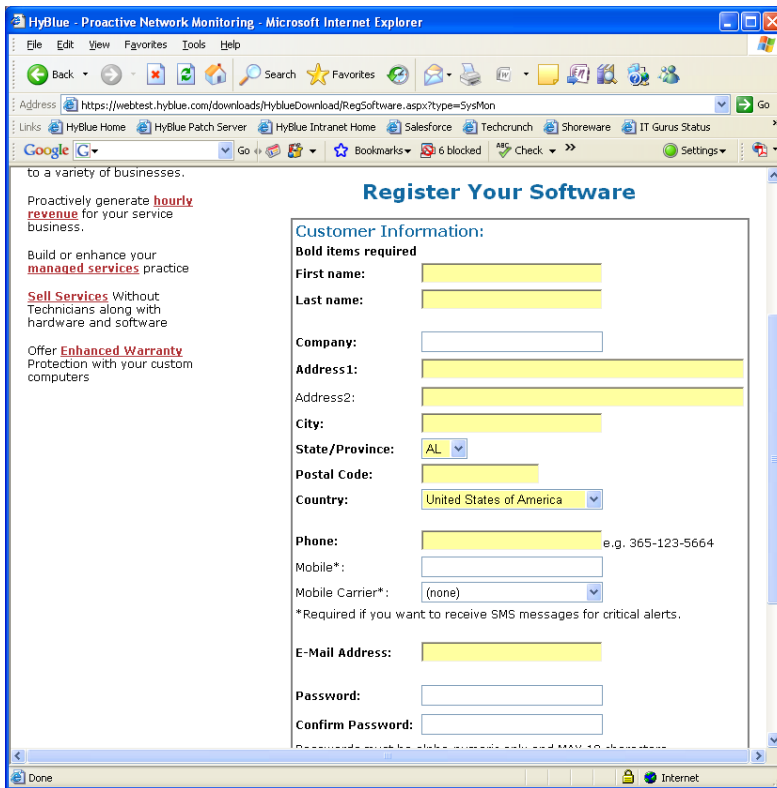
Network Performance Monitor does not require any modification to a computer to run. It is a 3MB download.

Register

After selecting the service you want to install you are taken to the Register your Software page as shown below. Simply fill in the items shown in bold on the page.

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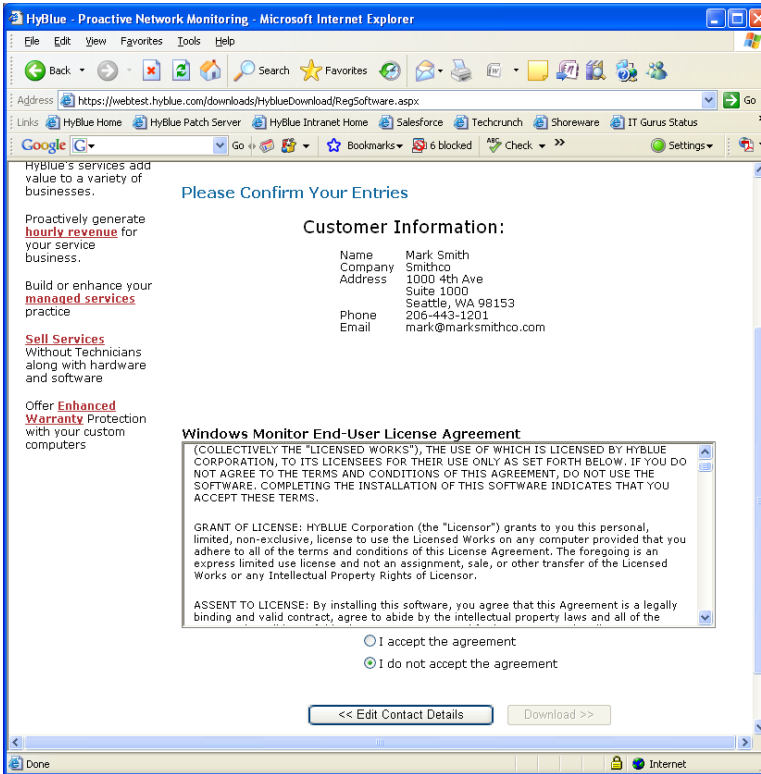
If you want to receive critical alerts via text message on your mobile phone, in addition to the email alerts, enter your mobile phone number and select your carrier from the dropdown box. Critical alerts include a server being down or a computer having a potentially fatal error. If you do not wish to receive these phone message, simply leave the mobile phone field blank.

Click the Continue button when you have finished filling out the fields.

Confirm and Accept

This page summarizes the information you entered on the previous screen and gives you an opportunity to change any information that is not correct. Accepting the End User License Agreement (EULA) will enable the Download button. Click the Download button to continue.

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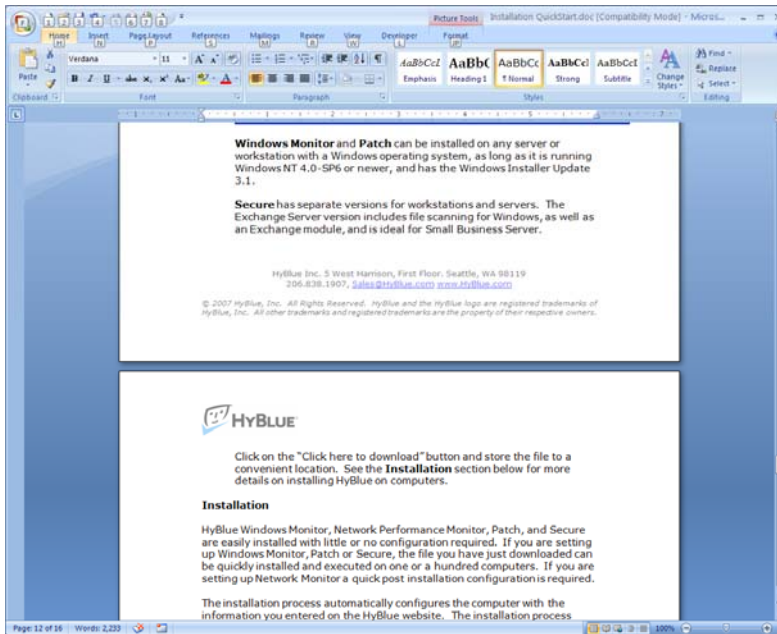


Download

This page lists and enables the HyBlue packages available for download based on your choices at the beginning of the process. "Click here to download" brings up a standard Windows download dialog box. Click "Save" and download the file to a convenient location. Note that the file name has a number in it. Do not change the filename as this number is how HyBlue's system identifies your computers.

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Each time this file is executed on a computer, that computer will automatically be set up on HyBlue's servers. Whether you use the installer once or a hundred times, every computer will be configured with the data you just entered.

When you login to HyBlue as shown below and set up a new customer, you will get a new numbered file corresponding to that customer.

For instructions on installing the software onto a computer, refer to the **Installation** section below.

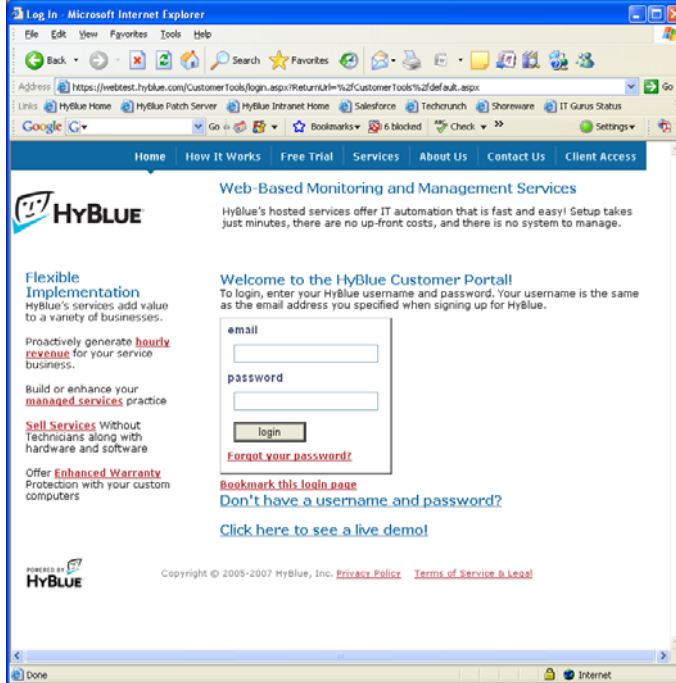
Existing Account

Add Computers or Customers

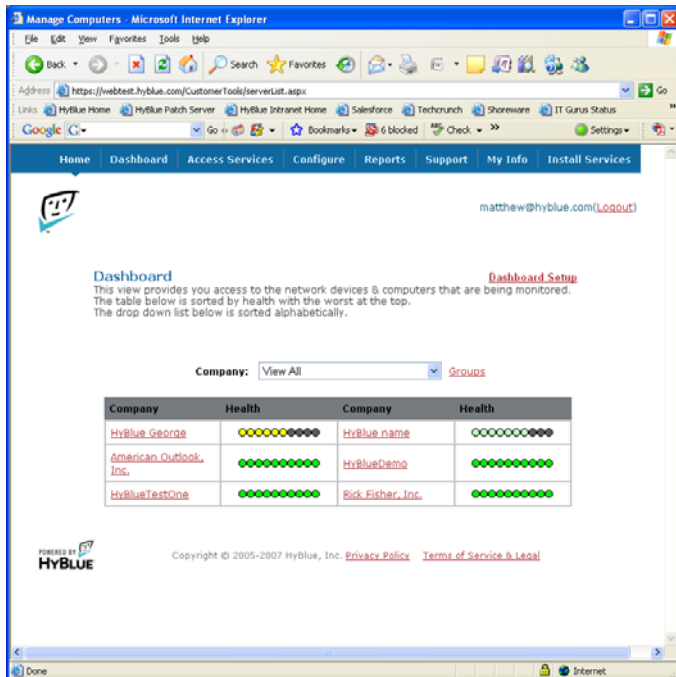
Once you have set up one computer with HyBlue and the software is successfully installed, your information is stored on the HyBlue website. This allows you to quickly add new customers or new computers to existing customers.

To set up additional computers or customers, click on the Client Access menu item from the HyBlue website, and log in using the email address and password you entered in your account registration information.

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The first screen you will see is the Dashboard.

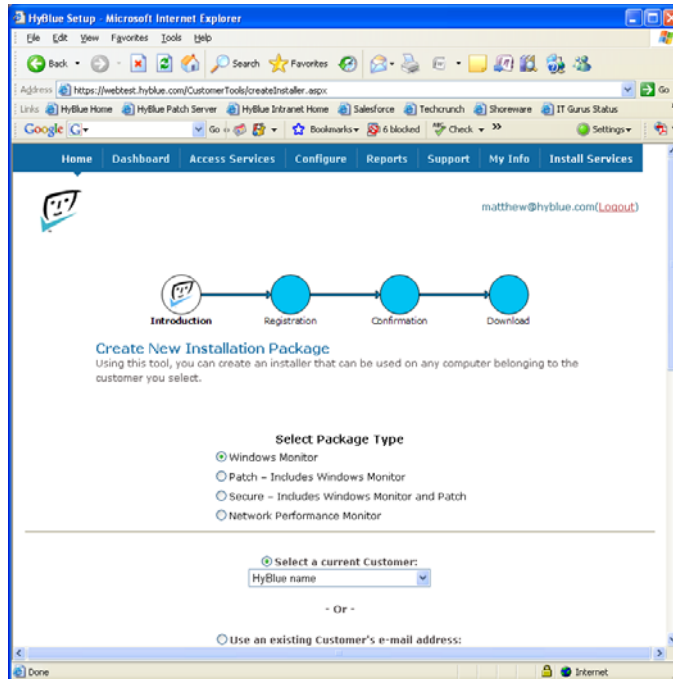


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Click on the Install Services menu item to bring up the Create New Installation Package screen.



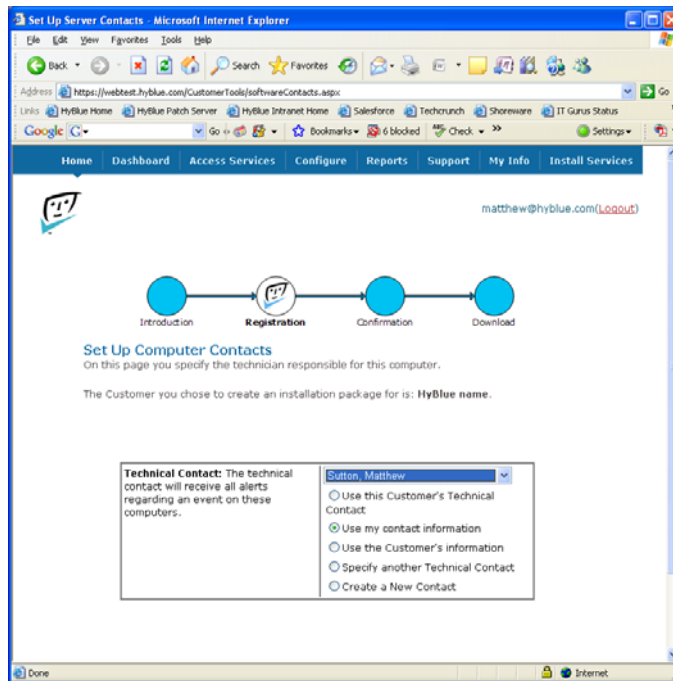
Select the package type, then choose one of the customer options. If you choose "Select a current Customer", the dropdown menu will list all existing customers for your account. If you choose "Create a new Customer", you will be prompted to enter registration information for that customer.

All new customers and any computers you add will be automatically associated with your account. Click the Continue button when you are finished.

Select Technical Contact

This page allows you to select the Technical Contact. Each computer running HyBlue software has a Technical Contact who receives the alerts from HyBlue's monitoring service. This person will have access to the Patch Management services on HyBlue's website if you are using Patch.

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There are several options for selecting the Technical Contact.

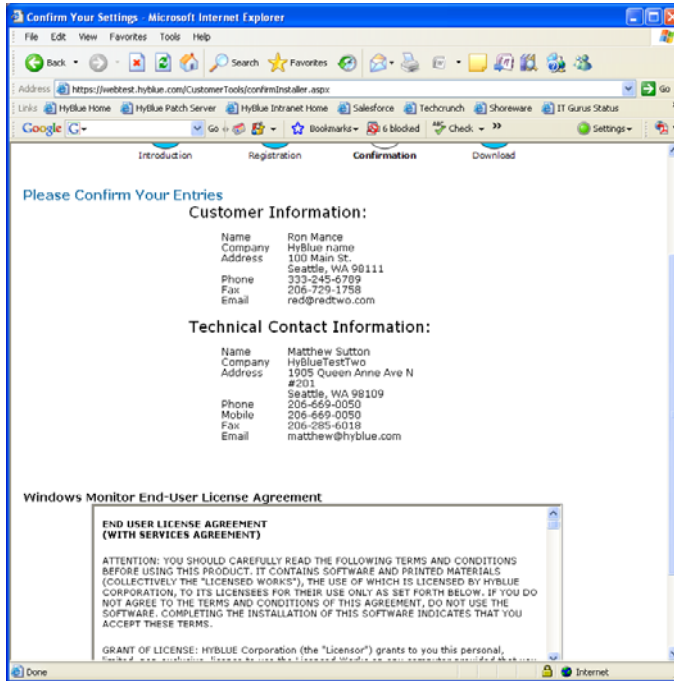
- For an existing Customer, you can use that Customer's existing Technical Contact.
- You can use the information of the user who is currently logged in (default).
- You can use the Customer's information.
- You can specify another Technical Contact who is already in the HyBlue system. Simply enter their email address.
- You can create a new Technical Contact. The registration form will appear when that option is selected.

Select a Technical Contact and click the Continue button.

Review and Accept

This screen allows you to confirm your Customer and Technical Contact information, and then to accept the End User License Agreement (EULA) for the software package you chose. If you selected Windows Monitor, Network Performance Monitor or Patch, you will see one EULA; if you selected Secure, you will see two EULAs. You must accept them both.

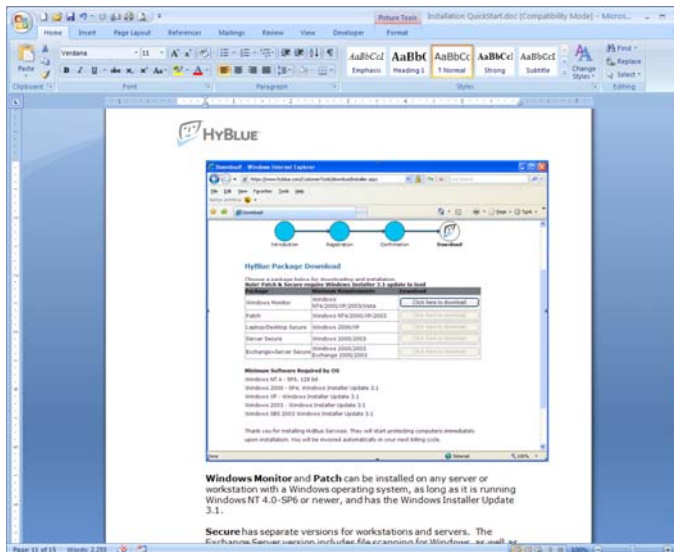
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Accept the EULA(s) and click the Continue button.

Download

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Windows Monitor and **Patch** can be installed on any server or workstation with a Windows operating system, as long as it is running Windows NT 4.0-SP6 or newer, and has the Windows Installer Update 3.1.

Secure has separate versions for workstations and servers. The Exchange Server version includes file scanning for Windows, as well as an Exchange module, and is ideal for Small Business Server.

Click on the "Click here to download" button and store the file to a convenient location. See the **Installation** section below for more details on installing HyBlue on computers.

Installation

HyBlue Windows Monitor, Network Performance Monitor, Patch, and Secure are easily installed with little or no configuration required. If you are setting up Windows Monitor, Patch or Secure, the file you have just downloaded can be quickly installed and executed on one or a hundred computers. If you are setting up Network Monitor a quick post installation configuration is required.

The installation process automatically configures the computer with the information you entered on the HyBlue website. The installation process connects each computer to the correct customer account and then starts the service.

Windows Monitor, Patch and Secure installation

There are three ways to install the HyBlue download:

1. Double-click on the file you downloaded, setup_hy2000####.exe, and follow the easy steps presented
2. Silently install it with a login script or group policies
3. Silently "push" the installation from one computer on the network.

Network Performance Monitor Installation

Installs by simply double clicking on the Setup_Hy2000####-net.exe. Network Performance Monitor requires .NET Framework 1.1 or greater and will automatically test for its presence and give you an opportunity to download .NET 1.1 and install it if required. You must install .NET Framework before continuing the installation of HyBlue Network Performance Monitor.

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Once the installation is complete, the HyBlue Configuration Manager automatically starts.

You will need to select which network items you want to monitor using this program. The top of the Configuration Manager is for selection of SNMP devices. You can simply click "Scan for Devices" and the local network will automatically be scanned. Devices are automatically added to the Devices Found section. You can deselect a device if desired.

To test status and availability you enter a Fully Qualified Domain Name (www.yourdomainname.com) or an IP address. Click Add to List and the Configuration Manager will quickly determine which TCP/IP ports are responsive on that address. It will then automatically select those ports for monitoring. Click Save and Close and the configuration is complete. Network monitoring will begin immediately.

Important Notes

Windows Monitor and Patch do not require a reboot, and the same installation package works on all of the operating systems listed below.

Minimum Configuration

- Windows NT 4.0-SP6 with 128 bit encryption and Windows Installer Update 3.1
- Windows 2000-SP4 with Windows Installer Update 3.1
- Windows XP with Windows Installer Update 3.1
- Windows 2003 with Windows Installer Update 3.1
- Windows Vista

All Small Business Server versions require their core operating system prerequisites as listed above.

Secure requires that all virus and spyware scanners be uninstalled – not simply stopped – for proper installation. The install will fail if any of these programs are still on the computer.

Secure's downloads are specific to the operating system of the computer receiving the installation. There are separate packages for workstations and servers, with an additional package for servers running Exchange.

Minimum Configuration

Workstation

- Windows 2000-SP4 with Windows Installer Update 3.1

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- Windows XP with Windows Installer Update 3.1
- **Server**
- Windows 2000-SP4 with Windows Installer Update 3.1
- Windows 2003 with Windows Installer Update 3.1
- SBS Servers with the core updates listed above

Resources

Information on silent and “push” installations is available at

- <https://www.hyblue.com/customertools/docs/howto/htSetupRemoteMonitoringSilently.htm> for use with login scripts and group policies, and
- <https://www.hyblue.com/customertools/docs/howto/htPushSetupPatchSecure.htm> for “push” installations.

Installation Status

Windows Monitor or Patch In most cases, a complete installation of these services takes less than two minutes.

If you are installing on your local computer, you will see the Installation Complete screen. If you see any other screen, including a website, there was a problem with the installation. Uninstall the software and then reinstall the package using the double-click method. If the problem persists, contact HyBlue Support at support@hyblue.com.

For silent and “push” installs, refer to the directions shown in the links provided in the **Resources** section of this document.

Status To check the installation’s success, look in the Windows Task Manager for the existence of specific processes:

Windows Monitor - Sensor.exe and Sensorwatchdog.exe

Patch Sensor.exe, Sensorwatchdog.exe and GravitixService.exe.

Network Performance Monitor NetMon_Sensor.exe and NetMon_sensorwatchdog.exe

If you are creating a new customer, you should immediately be able to log in at www.hyblue.com and see the customer name. Click on the customer name to access a page with ten green “lights”. The name of the computer will automatically appear

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there within a few minutes (typically less than five). More details, including Patch Management information, may take up to an hour to populate completely.

Network Performance Manager takes a few minutes to create the graphs, this is normal behavior.

Secure A complete installation of Secure can take 5 to 10 minutes.

For silent and “push” installs, refer to the directions shown in the links provided in the **Resources** section of this document.

Status To check the installation’s success, look in the Windows Task Manager for the existence of specific processes:

Secure Sensor.exe, Sensorwatchdog.exe, GravitixService.exe and NTRtScan.exe

These are the core processes for Secure. Logging into www.hyblue.com will also give the same results as discussed above for a Patch installation.



The Trend icon will appear in the system tray.

Troubleshooting and Support

While every effort has been made to create a quick and easy installation process, there are certain issues which are known to create problems during the installation. HyBlue maintains a support site at <https://www.hyblue.com/Customertools/support.aspx>. You need to be logged in to access this site.

Thank you for using HyBlue’s services. If you are running a free trial, you will be contacted within 14 days to check the progress of your trial and to set up an account. If you are an existing customer, you will be invoiced for computers that are on the system as of the 1st of the next month.

If you have further questions on the installation of HyBlue software, please contact HyBlue Support at 206.838.7238 or support@hyblue.com.

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