INSTALLATION AND UPGRADE GUIDE

Kiwi CatTools

Version 3.12.4

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Kiwi CatTools 3.12.4 System Requirements

Updated: October 16, 2024

⚠️ SolarWinds strongly recommends that you install Kiwi CatTools on a server that is **neither** public, **nor** internet-facing. To learn about best practices for configuring your Kiwi CatTools installation securely, see Best practices to secure SolarWinds products.

Before you install Kiwi CatTools, verify that your server meets the following minimum hardware and software requirements, and that the required ports are open.

Hardware and software requirements

Hardware and Software	Requirements
Operating System	- Windows Server 2022 - Windows Server 2019 - Windows Server 2016 - Windows Server 2012 R2 - Windows 10 - Windows 8.1
Hard drive space	200 MB
CPU	1.2 GHz
RAM	256 MB
.NET Framework	Microsoft .NET Framework 4.8

Port Requirements

Kiwi CatTools 3.12.4 uses the following ports.

Port	Protocol	Service	Direction	Description
22	TCP / UDP	SSH Server	Bidirectional	SSH port for CatTools to transfer configs
23	Telnet	Telnet Server	Outbound	Telnet port for CatTools to transfer configs
25	TCP	SMTP Service	Outbound	SMTP email port that CatTools uses for alerting
514	UDP/TCP	Syslog Service	Outbound	Sends log messages to a syslog server
161	UDP	Kiwi Trap Service	Outbound	Sending SNMP traps to a trap receiver
69	UDP	TFTP Server	Bidirectional	TFTP port for CatTools to transfer config-files
4400	TCP	Kiwi CatTools Service	Bidirectional	Internal communication between the CatTools service and CatTools Manager.

Install Kiwi CatTools

Use the following information to prepare the environment, install Kiwi CatTools, and enter a license key.

Prepare the server

☐	Review release notes	Review the Kiwi CatTools release notes.
☐	Review system requirements	Verify that the server meets the hardware and software requirements.
☐	Run all Windows updates	Check for and **run all Microsoft Windows Updates** on the server. If a Windows update runs, your system might reboot.
☐	Open ports	Verify that the server's firewall allows traffic to pass through the required ports for Kiwi CatTools.
☐	Check for antivirus software	Determine if any antivirus software is installed on the server where you plan to install Kiwi CatTools. Exclude the SolarWinds directory. For example, on Windows Server 2016, exclude the directory:

```
C:\ProgramData\SolarWinds\
```

For a full list of antivirus exclusions, see Files and directories to exclude from antivirus scanning.

ⓘ Do not exclude executable files. SolarWinds assumes that `C:\` is the default volume.

Installation

Follow these instructions to install Kiwi CatTools.

☐	Download the installation file	1. Log in to the SolarWinds Customer Portal. If you do not have a SolarWinds account, see Access the Customer Portal to create an account. 2. Locate Kiwi CatTools under Latest Downloads for Your Products. 3. Click Choose Download. Evaluators: Download your free 14-day evaluation from www.solarwinds.com/kiwi-cattools.
☐	Run the installation file	1. Log in to your server as an administrator. 2. Extract the contents of the downloaded installation ZIP file to the server. 3. Run `Kiwi_CatTools_<version>.setup.exe`. If .NET Framework 3.5 is not installed, you are prompted to install it. Click Download and install this feature. Then restart `Kiwi_CatTools_<version>.setup.exe`.

☐ Complete the Kiwi CatTools Setup Wizard

1. On the Welcome dialog box, click Next.

2. If you agree with the license agreement, click Next.

3. Specify whether you want to install Kiwi CatTools as a service or an application.

> 💡 When installing Kiwi CatTools you must choose to install Kiwi CatTools as an **application** or as a **service**:
>
> - Installing CatTools as an application is recommended if you need to run one-off or attended activities or for infrequent or part-time users who are running CatTools on their own personal computers.
> - Installing CatTools as a service is recommended for Enterprise customers, as well as anyone running unattended activities, who need to make use of around-the-clock scheduling, or who are dedicating a machine specifically for CatTools to run on.
>
> For more information on the differences between application mode and service mode, see Installing CatTools as an application or a service.

4. If you are installing Kiwi CatTools as a Service:

   a. Select Install CatTools as a Service, and click Next.

   b. Choose to install the service using either the local system account or an admin account.

   c. If installing using an administrator account, enter the account's user name and password.

   d. Click Next.

5. If you are installing Kiwi CatTools as an Application:

   a. Select Install CatTools as an Application.

   b. Click Next.

6. Select the shortcuts to create, and click Next.

7. Specify the installation location, and click Install.

The installer displays status messages as Kiwi CatTools is installed.

☐ Close the Wizard.

Click **Finish** to close the Kiwi CatTools Setup Wizard and open the Kiwi CatTools Manager.

Next steps

- After installation, see the Kiwi CatTools Getting Started Guide for configuration and troubleshooting tips.
- Enter a license key to activate the licensed edition of Kiwi CatTools.

Activate a Kiwi CatTools license key

After installing Kiwi CatTools, you can access all features for 14 days without a license. After the 14-day trial period, you must enter a license key to continue to access licensed features.

Activate licenses online

If Kiwi CatTools is connected to the internet, you can activate the license online. If your server does not have internet access, see Activate licenses offline.

1. Complete the following steps to retrieve your license activation key from the Customer Portal.

   ⓘ If you are evaluating KCT or have received a license activation key from a SolarWinds representative, continue with step 2.

   a. Log in to the SolarWinds Customer Portal. If you do not have a SolarWinds account, see Access the Customer Portal to create an account.

   b. Choose Licenses > Manage Licenses.

   c. Locate the license, and expand it.

   d. Copy the activation key.

2. In the Kiwi CatTools Manager, select Help > Enter registration details.

3. Select "I have internet access and an activation key...".

4. Enter the license / activation key, and click Next.

   If you are using a proxy server to activate your license, check "I access the internet through a proxy server" and enter the proxy address, port, username, and password, as necessary.

5. Enter the registration information, and click Next.

6. Restart the Kiwi CatTools Manager.

Activate licenses offline

Manual license activation is necessary if your server does not have internet access or is having activation issues due to a proxy server.

ⓘ Offline activation requires a transfer of files between the KCT server and a computer connected to the Internet. You can use email, shared storage, or a USB flash drive to transfer the files.

1. In the Kiwi CatTools Manager, click Help > Enter registration details.

2. Select `This server does not have internet access. Guide me through offline, manual activation`, and click Next.

3. Click Copy Unique Machine ID.

4. Paste the Unique Machine ID into a text editor document. You will use this ID in the next step.

5. Complete the following steps to obtain a license activation file from the Customer Portal.

> 💡 If you are evaluating KCT and have received a license activation file from a SolarWinds representative, continue with step 7.

   On a computer with internet access:

   a. Log in to the SolarWinds Customer Portal

   b. Browse to Licenses > Manage Licenses.

   c. Locate the Kiwi product you are activating.

   d. Click Activate license manually.

   e. Enter the required contact information. The activation key is entered for you and cannot be changed.

   f. Enter the Unique Machine ID copied from Step 3.

   g. Click Generate License File to download your license key (`.lic`) file.

   h. Save this file to a location on your product's server.

6. Open the activation window and browse to the saved License Key File location.

7. Click Open.

8. Click Next to apply the key.

9. Once the activation has been confirmed, click Finish.

10. Click Restart Syslog Server.

Kiwi CatTools 3.12.4 Upgrade Guide

Supports: Kiwi CatTools 3.12.4 and earlier

Preflight checklist

Complete the checklist below to prepare for upgrading Kiwi CatTools.

☐	Review release notes	Review the Kiwi CatTools release notes.
☐	Review system requirements	Verify that the server meets the hardware and software requirements.
☐	Run all Windows updates	Before the upgrade, check for and **run all Microsoft Windows Updates** on the server. As you upgrade, if a Windows update runs, your system might reboot.
☐	Check for and disable anti-virus software	Determine if any anti-virus software is installed on the server where you plan to install Kiwi CatTools. To ensure the installation goes smoothly, exclude the SolarWinds directory. For example, on the Windows Server 2012 R2, exclude the following directories: • `C:\ProgramData\SolarWinds`

Upgrade Kiwi CatTools

When you upgrade to the latest version of Kiwi CatTools, your devices, scheduled actions, and other configuration settings are preserved. If you previously entered a license key, the key is automatically applied to the new version.

> ⚠️ If you upgrade from KCT 3.12.2, the Kiwi CatTools database will automatically update and your data will be re-encrypted using AES (Advanced Encryption Standard). If the database updates, the changes cannot be reverted.

While a typical upgrade takes approximately one minute to perform, this does not include the time required to backup your system or perform upgrade validation testing.

💡 **When updating Kiwi CatTools** you must choose to install the Kiwi CatTools update as an **application** or as a **service**:

- Installing CatTools as an application is recommended if you need to run one-off or attended activities or for infrequent or part-time users who are running CatTools on their own personal computers.

- Installing CatTools as a service installation is recommended for Enterprise customers, as well as anyone running unattended activities, who need to make use of around-the-clock scheduling, or who are dedicating a machine specifically for CatTools to run on.

For more information on the differences between application mode and service mode, see Installing CatTools as an application or a service.

	Backup your existing installation	Make a full backup of your existing installation, including the database. See Backup current database. ⚠️ It is critical to create a backup of your KCT database from a previous version of KCT. If you downgrade from KCT 3.12.2 to a previous version, the data in the KCT database cannot be retrieved once the upgrade is complete.
☐	Uninstall the current version	1. Select File > Exit to close the console. 2. Uninstall Kiwi CatTools using Windows Control Panel > Uninstall a program. 3. If Kiwi CatTools Manager is installed, click Yes when you are prompted to uninstall it.
☐	Download the installation file	1. Go to the SolarWinds Customer Portal and log in. If you do not have a SolarWinds account, see Access the Customer Portal to create an account. 2. Locate Kiwi CatTools under Latest Downloads for Your Products. 3. Click Choose Download.
☐	Run the installation file	1. Log in using an administrator level account. 2. Extract the contents of the downloaded installation .zip file to the server. 3. Run `Kiwi_CatTools_<version>.setup.exe`. If .NET Framework 4.8 is not installed, you are prompted to install it. Click Download and install this feature. Then restart `Kiwi_CatTools_<version>.setup.exe`

☐	Complete the Kiwi CatTools Setup wizard	1. On the Welcome dialog box, click Next.

2. If you agree to the license agreement, click Next.

3. Specify whether you want to install Kiwi CatTools as a [service](#) or an [application](#).

   - Installation as a service allows the program to run without the need for a user to log in to Windows. This option also installs CatTools Manager which is used to control the service.
   - Installation as an application requires a user to log in to Windows before running the program.

4. If you are installing Kiwi CatTools as a Service:

   a. Select Install CatTools as a Service, and click Next.

   b. Choose to install the service using either the local system account or an admin account.

   c. If installing using an administrator account, enter the account's username and password.

   d. Click Next.

5. If you are installing Kiwi CatTools as an application:

   a. Select Install CatTools as an Application.

   b. Click Next.

6. Select the shortcuts to create, and click Next.

7. Specify the installation location, and click Install.

The installer displays status messages as Kiwi CatTools is installed.

☐	Close the Wizard	Click Finish to close the Kiwi CatTools Setup wizard and open Kiwi CatTools Manager.
☐	Start CatTools in application mode	Start the new update in **application mode** the first time, then change to service mode, if required.

Troubleshooting installing or upgrading Kiwi CatTools

There are a number of resources available if you are experiencing issues after installing or upgrading Kiwi CatTools. See Troubleshooting or THWACK Kiwi CatTools for more troubleshooting resources.

If the issue persists, contact support or submit a ticket in the Customer Portal.