INSTALLATION AND CONFIGURATION GUIDE

Trial version

FOUR9S

OCTOBER 2026

FOUR9S
www.four9s.es

1. Introduction **2**

1.1. About Four9s 2

1.2. Background 2

1.3. Licensing Model 2

2. System Architecture **2**

3. Pre-requisites for the Trial **3**

4. Core (server) installation **5**

4.1. Deployed components 8

5. Desktop application (dashboard) **10**

5.1. Dashboard installation 10

5.2. Connection to DataService 11

5.3. Initial LogIN 11

5.4. Activation of trial licenses 12

6. Adding and monitoring SQLServer instances **13**

6.1. Instance Connection Requirements 13

6.2. Step-by-Step guide for onboarding 13

7. Technical support and additional resources **15**

8. List of figures and screenshots **16**

1. Introduction

1.1. About Four9s

Four9s is an advanced, end-to-end observability and monitoring solution built specifically for Microsoft SQL Server environments (version 2008 and above). It gives you **real-time** visibility into performance, helps you quickly pinpoint bottlenecks, and ensures high availability for your databases.

1.2. Background

Four9s was launched in 2019 as a spin-off from ***Grupo Retabet***. It was developed to fill a clear gap in the market for a dedicated tool capable of meeting the rigorous technical demands of high-performance, mission-critical SQL Server environments.

1.3. Licensing Model

Four9s operates on an annual subscription model per monitored instance.

> **Important note on the trial version:** When you activate this free evaluation, you will receive two 15-day licences, allowing you to test the software with zero commitment on up to two different SQL Server instances..

2. System Architecture

All components in the Four9s ecosystem are designed to run either centrally or across a distributed setup. For this trial version, all services can easily be hosted on a single server running a **64-bit Windows** operating system.

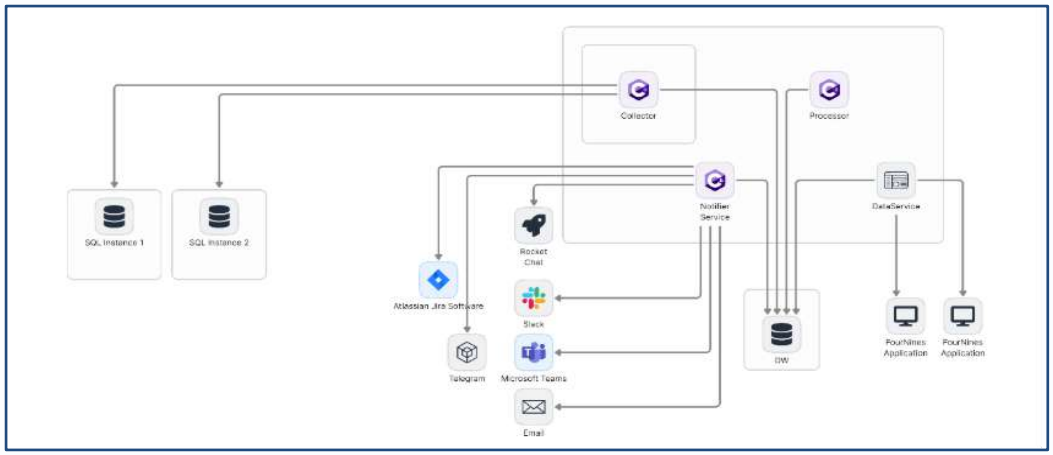


Figure 1: Four9s system architecture diagram.

Component	Description	Technology / Hosting
FourNinesCollector	Agent responsible for gathering metrics and connecting to SQL Server instances.	Windows Service (FourNinesCollectorService)
FourNinesProcessor	Processes and analyses the metrics received from your instances.	Windows Service (FourNinesProcessorService)
FourNinesNotifier	Handles alerts and notifications (Email, Teams, Slack, Telegram, Jira, Rocket.Chat).	Windows Service (FourNinesNotifierService)
FourNinesDataService	Central API/web service that exposes collected performance data.	IIS (Site: fournines.local)
Data Warehouse (DW)	Central database where historical metrics are stored.	SQL Server Instance (Database: FourNines)
FourNines Application	Desktop console/dashboard for management and querying.	Desktop Application (via .NET Core)

3. Pre-requisites for the Trial

Before starting the installation, please make sure your environment meets the following technical requirements:

1. **Supporting SQL Server Instance:** : Install SQL Server 2016 or higher on the machine hosting the Four9s services (any edition is suitable for trial testing).

> **Note:** In the final commercial release, a fully licensed SQL Server version will be installed at no extra cost.

2. **SQL Admin User (sysadmin):** Create a user with the 'sysadmin' server role on the SQL server (supports both Mixed/SQL authentication and Windows Integrated authentication).

3. **Windows Service Account:** A dedicated Windows user account is required (a domain account is recommended).

- *Local security policies*: The service account must have the local **'Log on as a service'** right (you can check this in secpol.msc → Local Policies → User Rights Assignment).

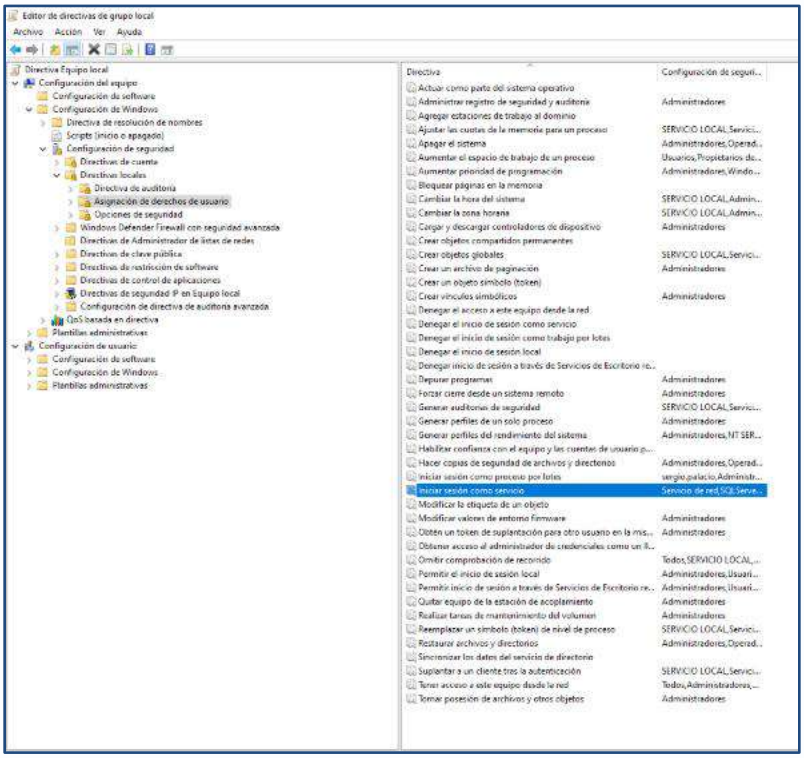


Figure 2: Local policy configuration for logging on as a service.

- *Group membership*: The account must belong to the local **'Performance Monitor Users'** group on every SQL Server instance you plan to monitor.

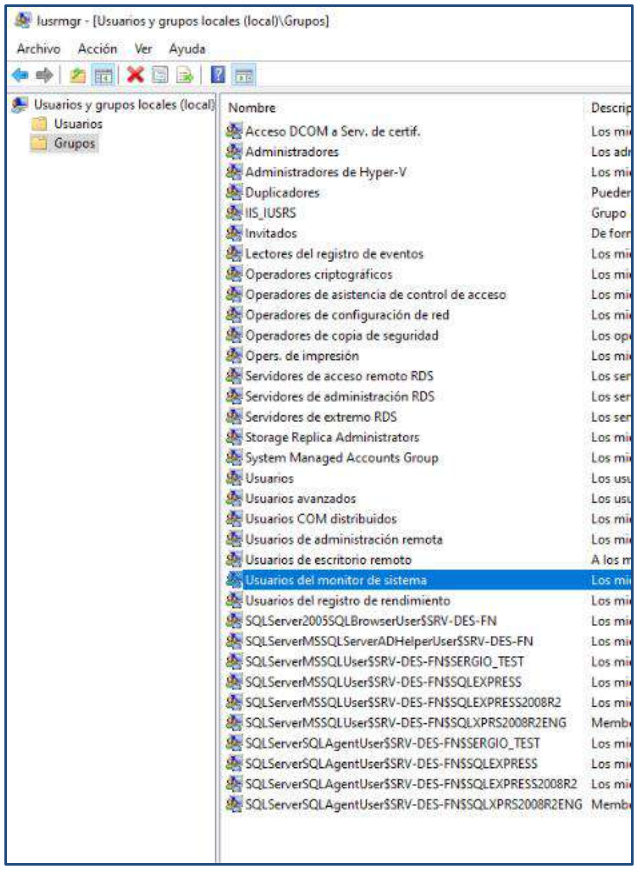


Figure 3: Assigning permissions within the Performance Monitor Users group.

4. **Network ports:** Ensure inbound network traffic on **Port 445 (SMB/RPC)** is allowed on all monitored SQL Servers from the machine running the Four9s agents.

5. **Storage space:** Set aside at least 20 GB of free disk space for the storage database and service logs..

4. Core (server) installation

1. Download the official Four9s setup package and launch the unified installer: FourNinesCoreInstaller.exe.

2. **Installing Dependencies:** If the system lacks IIS (Internet Information Services) or the required .NET Core runtime, the installer will set them up automatically. Should the setup prompt for a system restart, go ahead and reboot — once you log back in with the same account, installation will resume automatically.

3. **Selecting components:** In the component selection window, keep all main components selected and **click Next.**

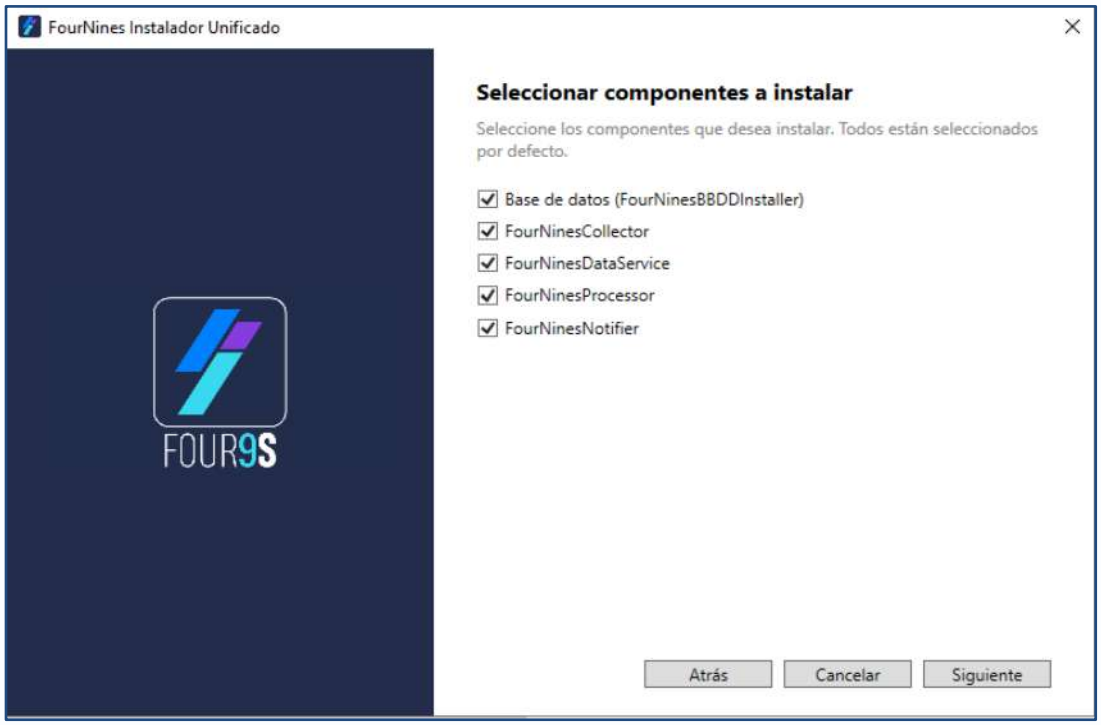


Figure 4: Selecting components in the unified installer.

4. **Service account:** Enter the credentials for your pre-configured Windows domain service account.

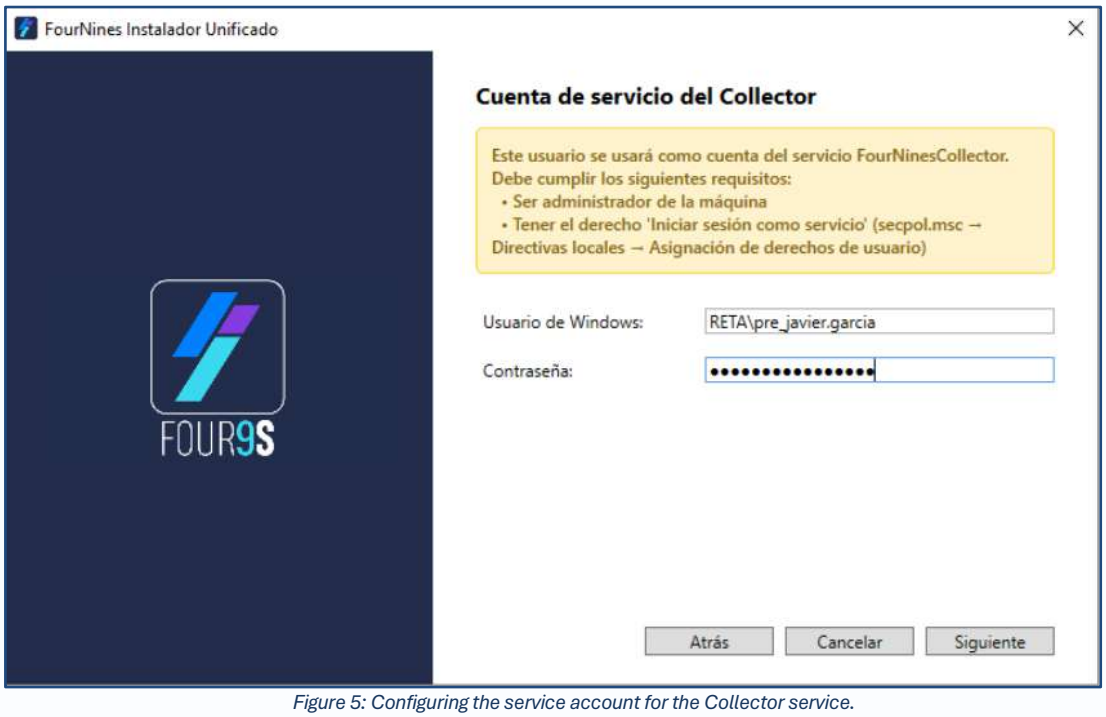


Figure 5: Configuring the service account for the Collector service.

5. **Database Connection Configuration.** Set up your database connection as follows:
    - Select your preferred authentication method (Windows or SQL). If using Windows, enter the account using DOMAIN\username format.
    - Enter the local SQL Server instance name and verify that the account holds ***sysadmin*** privileges.
    - Click Test Connection. Once *'Connection test: OK'* appears, **click Install.**

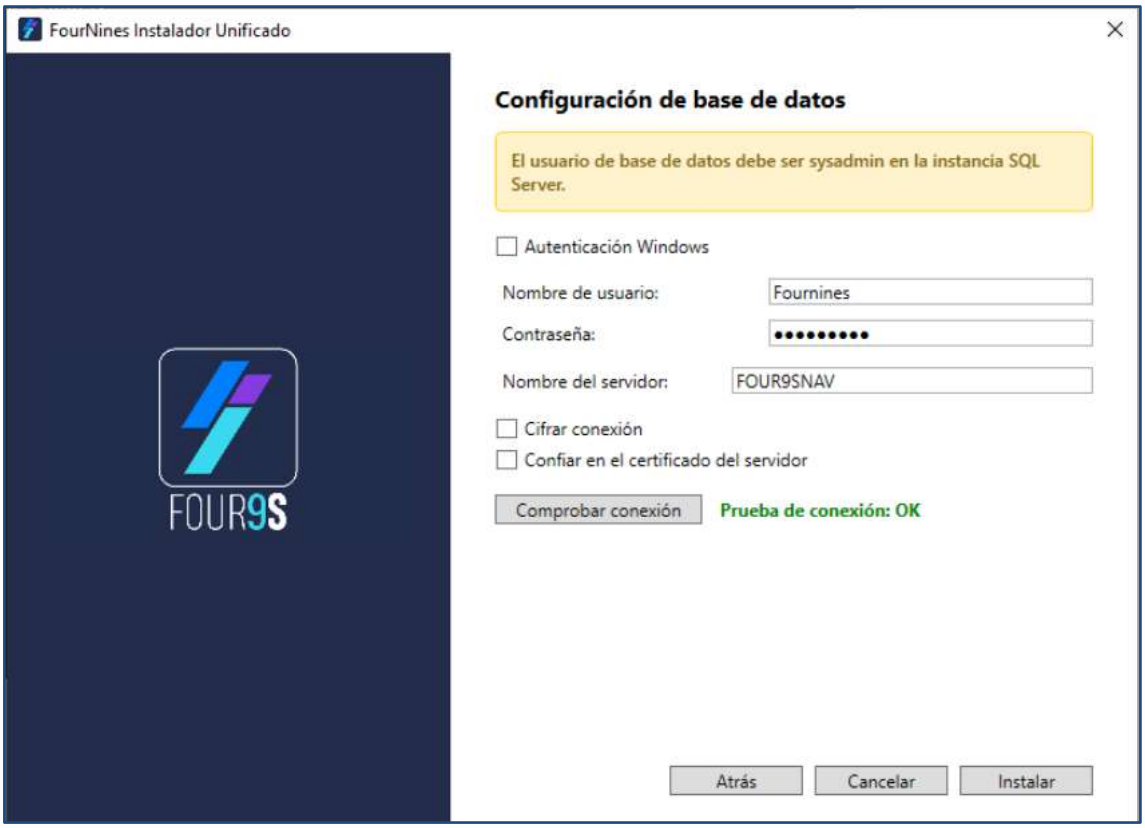


Figure 6: Successful connection test with the supporting database.

6. **Installation progress:** Sit back and wait for all installation tasks to complete successfully.

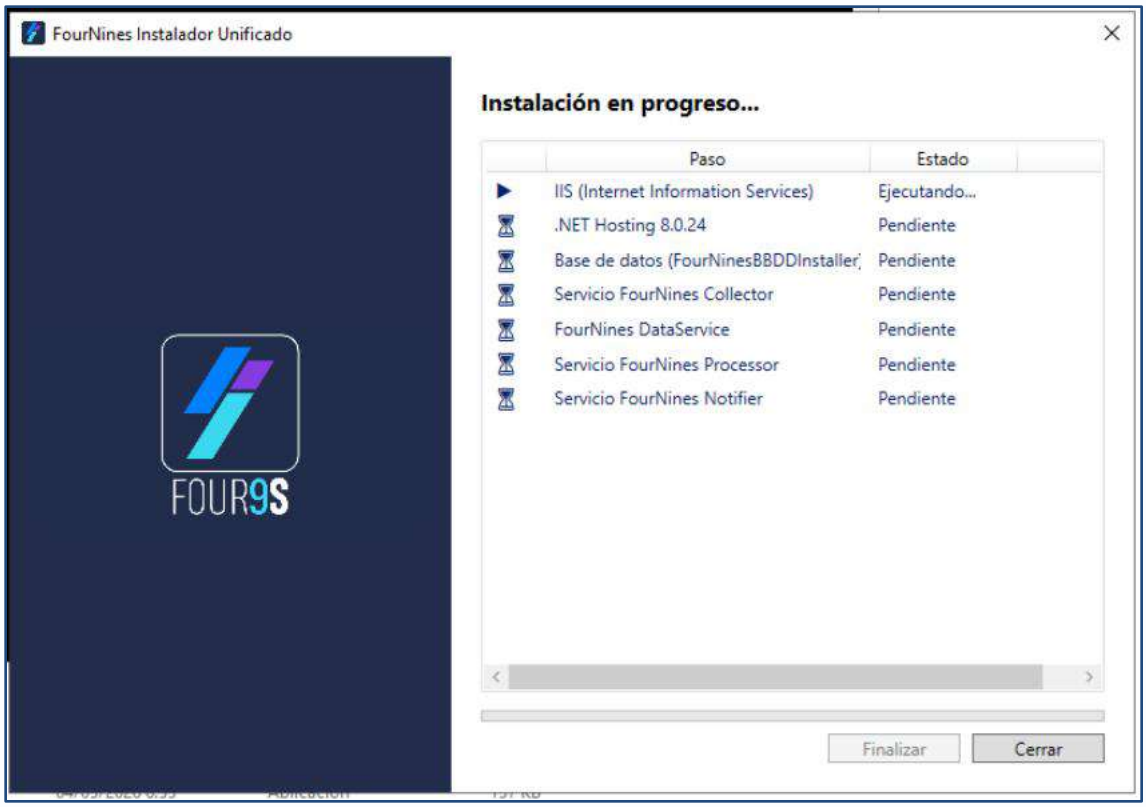


Figure 7: Server installation progress.

4.1. Deployed components

Once setup finishes, the installer will have configured the following components on your system:

- **Internet Information Services (IIS):** web fournines.local hosting the application FourNinesDataService within its own AppPool (FourNinesPool).

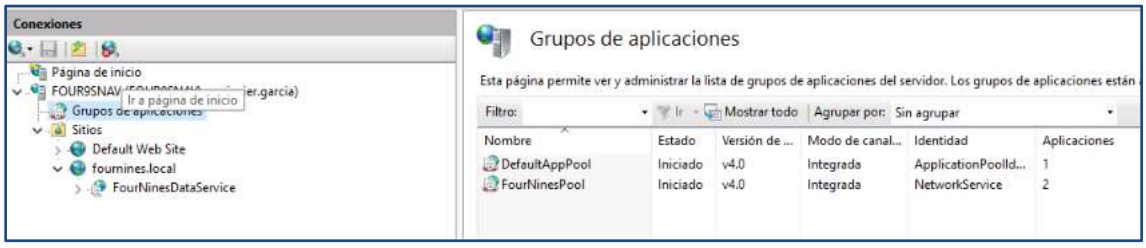


Figure 8: IIS Manager showing the site and configured application pool

- **Windows services:** Three background services running under your specified service account:
  - FourNinesCollectorService
  - FourNinesNotifierService
  - FourNinesProcessorService

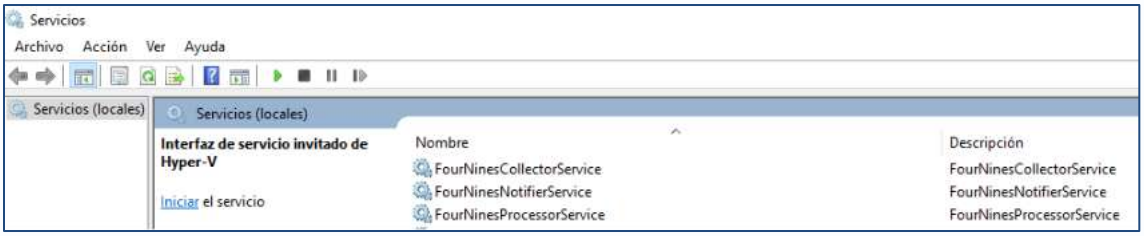


Figure 9: Windows Services console displaying active Four9s services.

- **SQL Server database:** Creation of a database named FourNines on the specified SQL Server to store telemetry and performance metrics.

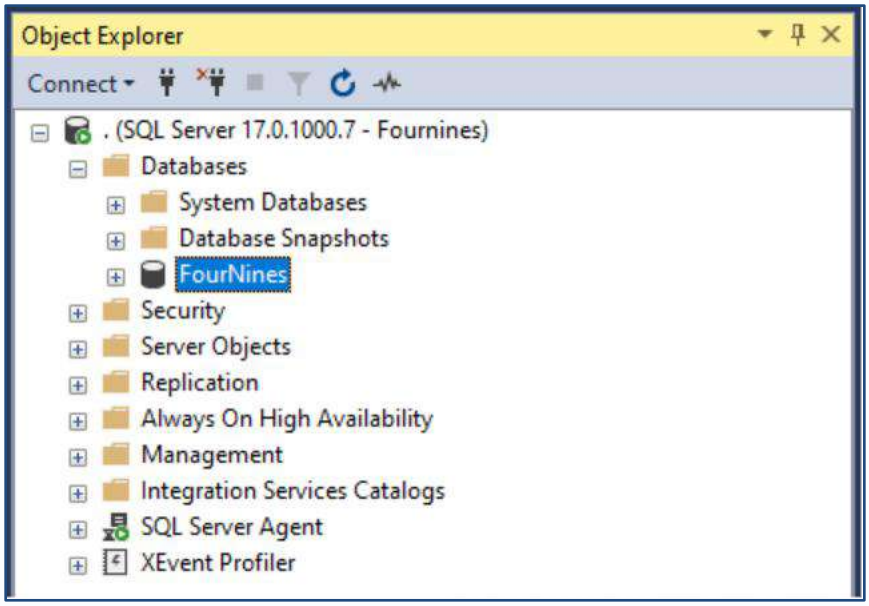


Figure 10: FourNines database created in SQL Server Management Studio (SSMS)

5. Desktop application (dashboard)

5.1. Dashboard installation

The client console is used for managing licences, onboarding instances, and visualizing metrics. You can install it on the local server or on remote workstations.

1. Run the installer package FourNinesDashboard-vX.XX.XX.msi / .exe.
2. Follow the setup wizard instructions. Any additional.NET Core libraries required will be installed automatically

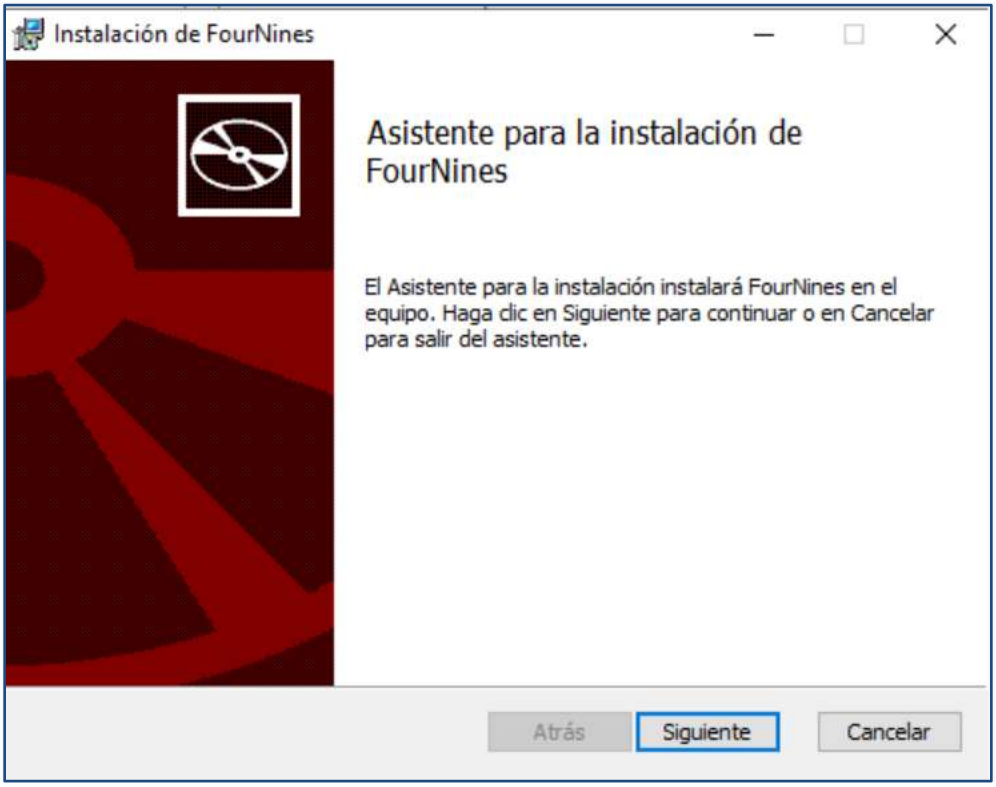


Figura 11: Setup wizard for the FourNines Dashboard

5.2. Connection to DataService

1. When launching the app for the first time, you will be prompted to configure the central service connection.
2. Enter the IP address or FQDN of the server where FourNinesDataService was installed
3. Leave the Port field empty (unless you customized the default IIS port).
4. Click **Test Connection**. Once confirmed ('Test completed successfully'), click **OK / Save**.

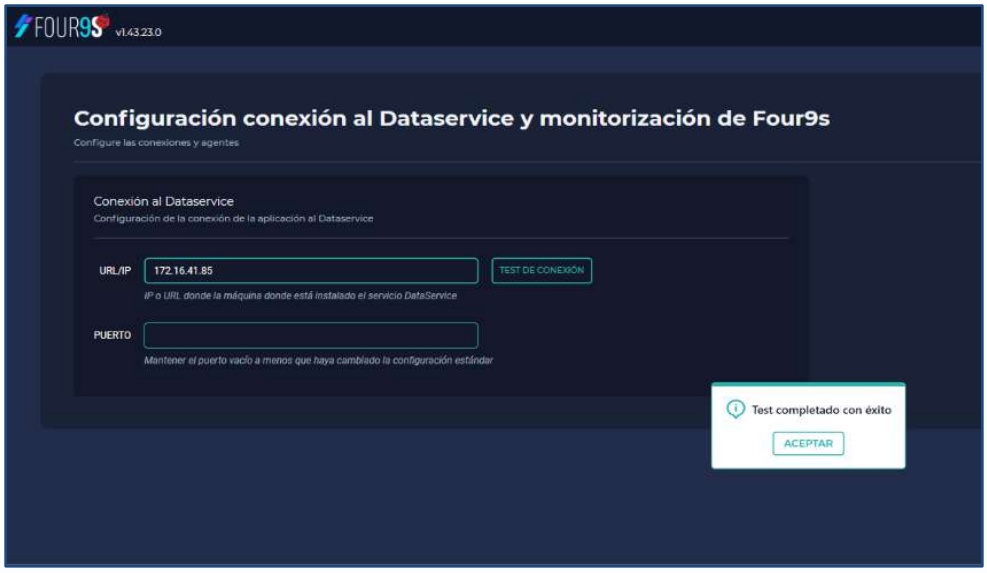


Figure 12: DataService connection configuration and validation

5.3. Initial LogIN

Log in via the sign-in screen using the default credentials:

- **Authentication type:** Four9s
- **Username:** Fournines
- **Password:** Fournines

> **Recommendation:** We strongly recommend updating the admin password or setting up dedicated user accounts with specific roles after completing initial setup.



Figure 13: Four9s desktop application sign-in screen.

5.4. Activation of trial licenses

1. After logging in for the first time, a banner will notify you that your licence is not yet active.

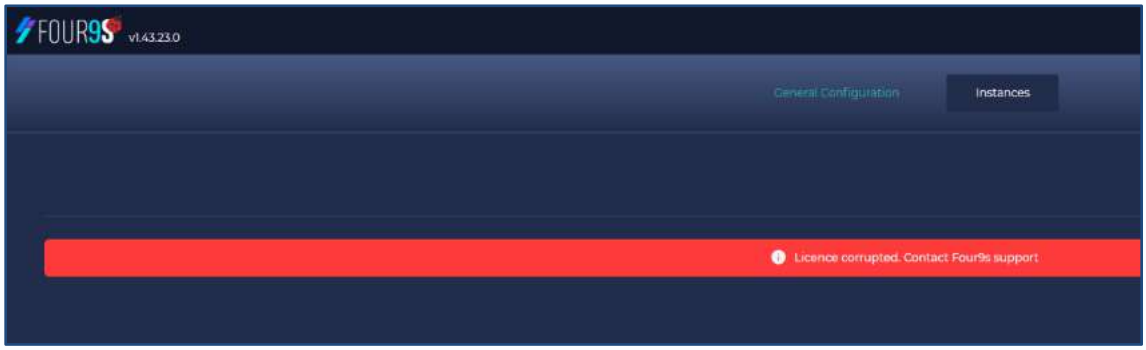


Figure 14: : Warning banner indicating inactive licence.

2. **Access to licenses:** Navigate to **General Configuration** in the top menu and click the help icon (?) or open licence management.

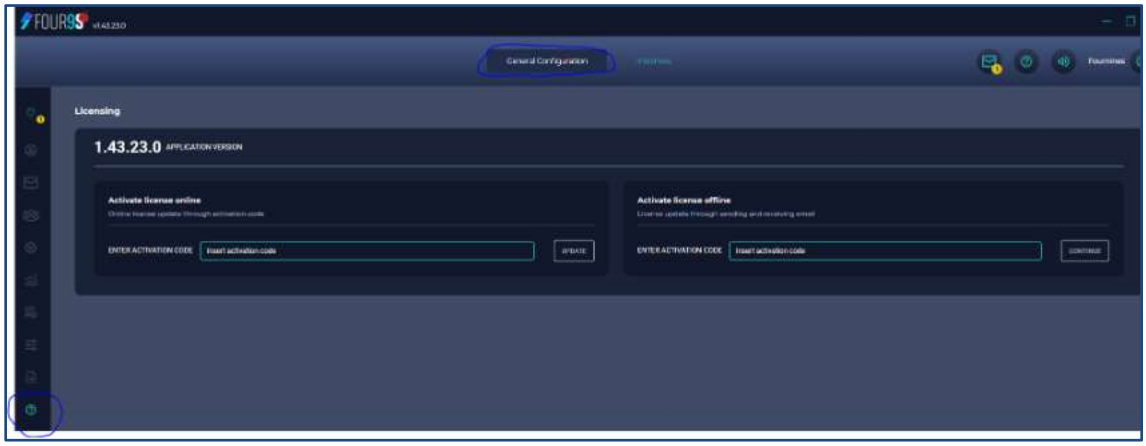


Figure 15: Accessing the licencing module via General Configuration.

3. ***Online* activation:** If your machine has internet access, enter the activation code provided by sales and click **UPDATE**.

4. ***Offline* activation:** If working in an isolated environment, use the manual update option following the on-screen steps or contact support.

5. Once registered, your two **15-day evaluation subscriptions** will appear in the list. Click **Activate** Subscription to start your trial period.

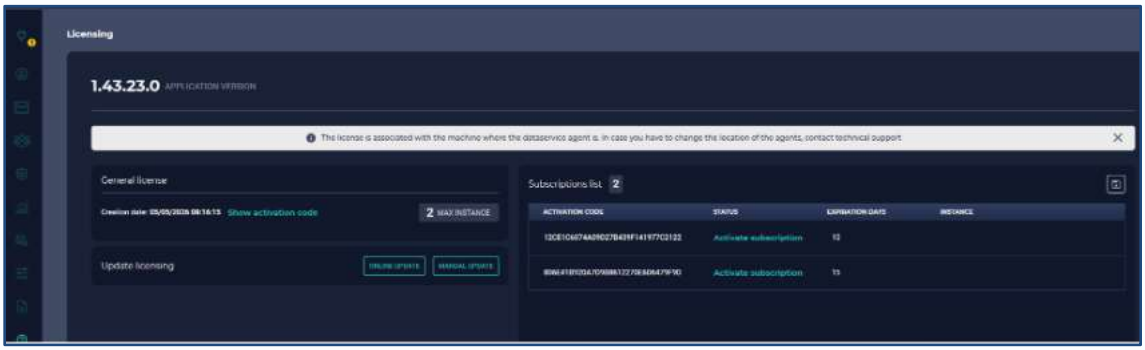


Figura 16: List of trial subscriptions ready for activation.

6. Adding and monitoring SQLServer instances

6.1. Instance Connection Requirements

Before connecting a target SQL Server instance to Four9s, double-check that the target machine meets these criteria:

- SQL Server version **2008** or newer.
- Connection account with '**sysadmin**' privileges (SQL o Windows).
- Port **445 (SMB)** open in the target server's firewall.
- SQL **Default trace** must be enabled.
- The Four9s service account must belong to the local 'Performance Monitor Users' group on the target machine.

6.2. Step-by-Step guide for onboarding

1. In the Four9s dashboard, click the **Instances tab** in the top navigation bar.
2. Click the **Create New Instance** button



Figure 17: Instances tab and option to create a new instance.

3. Fill up the set-up form:
    - **Instance Description:** An internal alias or friendly name to identify the server.

- **Data Source:** IP address (including port if non-standard 1433), Hostname, or SQL Server instance name (e.g., SERVER\INSTANCE).
- **Authentication Type:** Choose Windows (uses the FourNinesCollectorService service account) or SQL (enter dedicated credentials with sysadmin role).

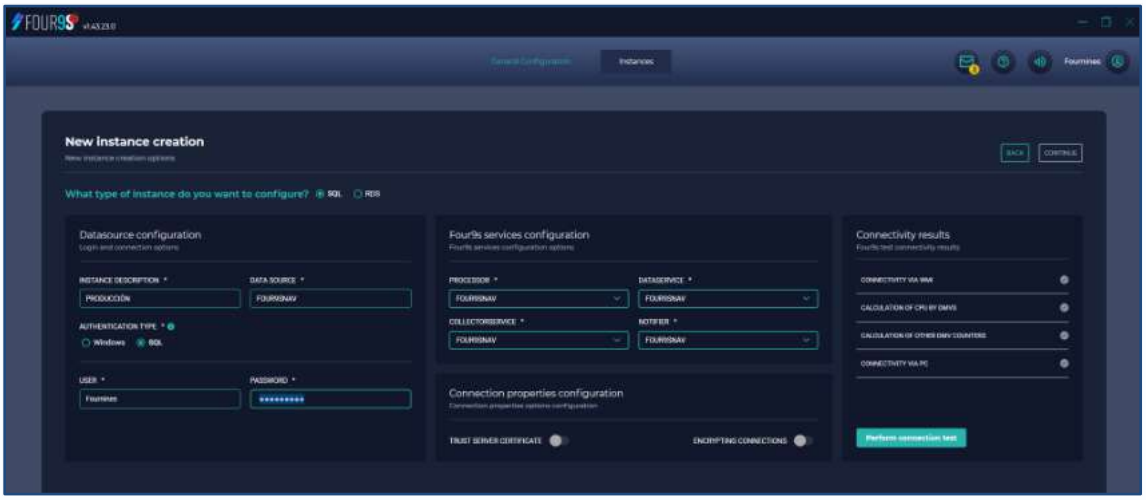


Figure 18: New instance creation form and connectivity test.

4. Run connectivity check: Click **Perform connection test**. The system will validate:
   - WMI connectivity
   - CPU validation via DMVs
   - Other DMV counter calculations
   - Connectivity via PC

5. Once all checks display a green tick, click **Continue** in the top-right corner.

6. Assign one of your active 15-day trial licences and click **Create Instance**.



Figure 19: Assigning evaluation subscription to the new instance.

Within seconds, Four9s will start collecting and displaying real-time telemetry for your SQL Server.

7. Technical support and additional resources

If you run into any issues during installation or setup, our support team is here to help:

- **Support Email**: info@four9s.es
- **Built-in Documentation**: Accessible anytime via the question mark icon **(?)** in the top-right corner of the dashboard.
- **Video Demonstration**: Watch the full step-by-step walkthrough on YouTube.: Vídeo demostración de Four9s en YouTube.

8. List of figures and screenshots

Figure 1: Four9s system architecture diagram.

Figure 2: Local policy configuration for logging on as a service.

Figure 3: Assigning permissions within the Performance Monitor Users group.

Figure 4: Selecting components in the unified installer.

Figure 5: Configuring the service account for the Collector service.

Figure 6: Successful connection test with the supporting database.

Figure 7: Server installation progress.

Figure 8: IIS Manager showing the site and configured application pool.

Figure 9: Windows Services console displaying active Four9s services.

Figure 10: FourNines database created in SQL Server Management Studio (SSMS).

Figure 11: Setup wizard for the FourNines Dashboard.

Figure 12: DataService connection configuration and validation.

Figure 13: Four9s desktop application sign-in screen.

Figure 14: Warning banner indicating inactive licence.

Figure 15: Accessing the licencing module via General Configuration.

Figure 16: List of trial subscriptions ready for activation.

Figure 17: Instances tab and option to create a new instance.

Figure 18: New instance creation form and connectivity test.

Figure 19: Assigning evaluation subscription to the new instance