



User Manual

WISE-PaaS/RMM 3.1

Wireless IoT Sensing Embedded
Remote Monitoring and Management Agent
RMM-Agent User Manual

ADVANTECH

Enabling an Intelligent Planet

Change Log:

Date	Version	Description / Major change
2015/07/18	V0.1	Rison Yeh, create draft document
2015/07/19	V1.0	Tung Yi, 1 st format release
2015/09/16	V1.1	Tung Yi, Revised
2015/10/13	V1.2	Scott Chang, Add Linux installation and configuration
2015/12/22	V1.3	Rison Yeh, Review and revise format
2016/01/29	V1.4	Lillian Tseng, Unify font to Calibri

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1. Software Installation

1.1. Windows Agent Installation

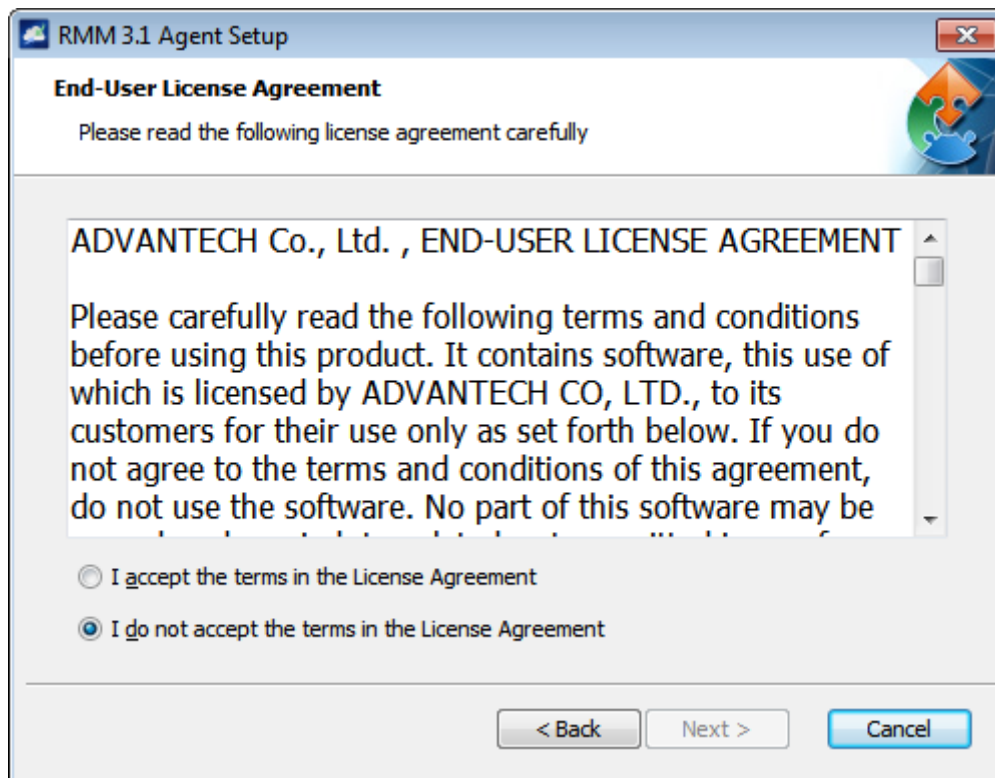
1.1.1. Installation

Double click: “**RMM 3.1 AgentSetup.exe**” to install RMM Agent program.

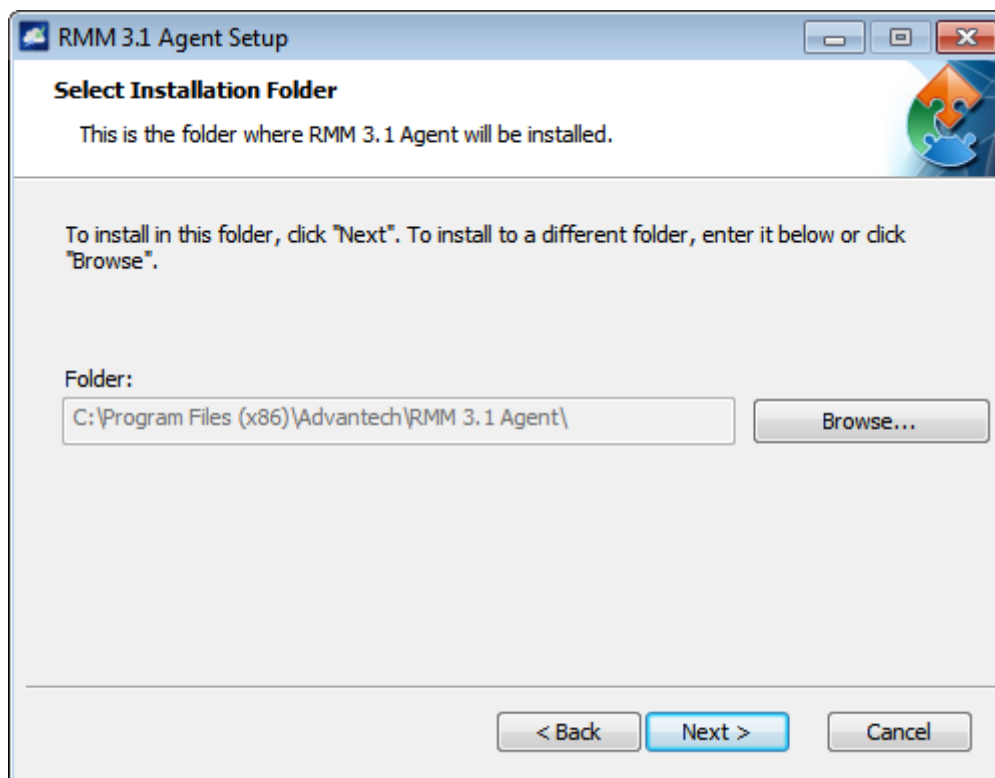
- **Start Installation**



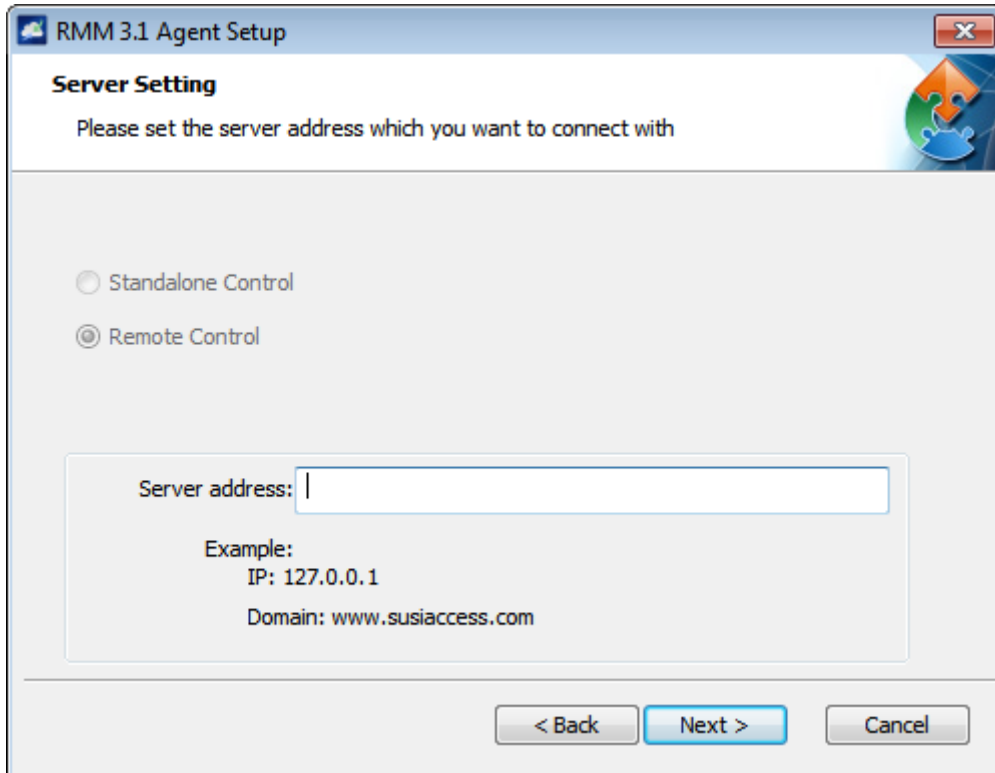
- **Read End User License Agreement**



- **Select Installation Folder**



- **Server Settings - Set Remote Management Server URL/IP.**



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Server Setting' tab selected. The window title bar includes a close button. The main content area has a header 'Server Setting' and a sub-header 'Please set the server address which you want to connect with'. Below this, there are two radio buttons: 'Standalone Control' and 'Remote Control', with 'Remote Control' being selected. A text input field labeled 'Server address:' is present, with a placeholder example showing 'IP: 127.0.0.1' and 'Domain: www.susiaccess.com'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

Server Setting

Please set the server address which you want to connect with

☐ Standalone Control

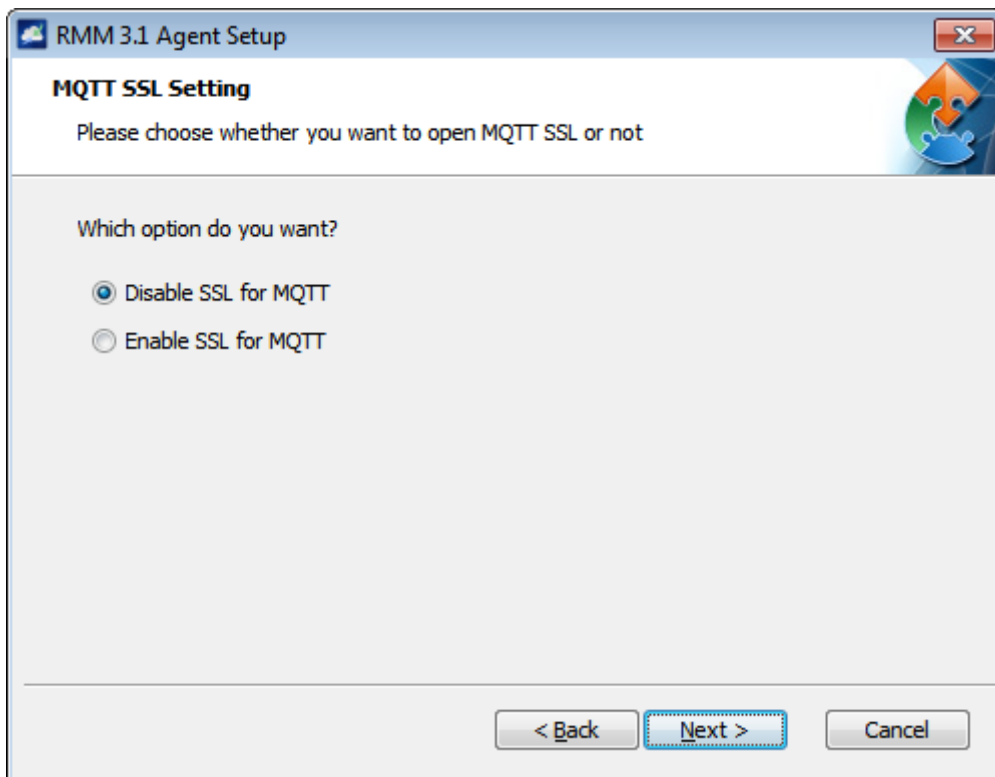
☒ Remote Control

Server address:

Example:
IP: 127.0.0.1
Domain: www.susiaccess.com

< Back Next > Cancel

- **A. SLL Settings – Enable or Disable SSL**



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'MQTT SSL Setting' tab selected. The window title bar includes a close button. The main content area has a header 'MQTT SSL Setting' and a sub-header 'Please choose whether you want to open MQTT SSL or not'. Below this, there is a question 'Which option do you want?' followed by two radio buttons: 'Disable SSL for MQTT' (which is selected) and 'Enable SSL for MQTT'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

MQTT SSL Setting

Please choose whether you want to open MQTT SSL or not

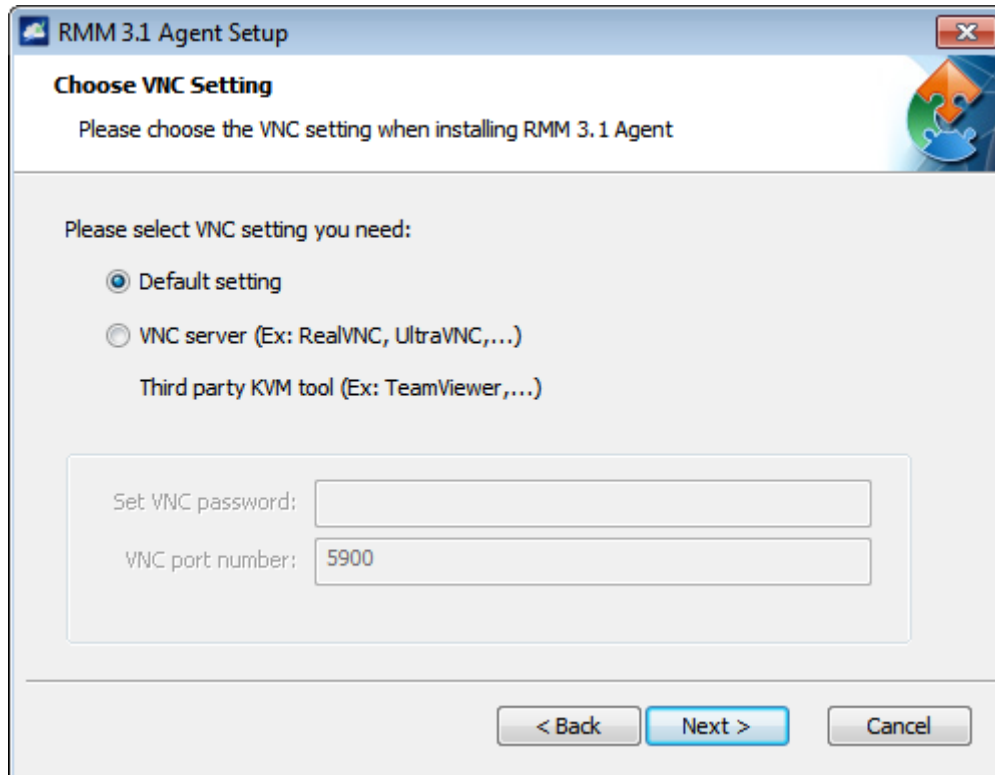
Which option do you want?

☒ Disable SSL for MQTT

☐ Enable SSL for MQTT

< Back Next > Cancel

- **A. VNC Setting – Set as Default RMM Built-in VNC.**



RMM 3.1 Agent Setup

Choose VNC Setting

Please choose the VNC setting when installing RMM 3.1 Agent

Please select VNC setting you need:

☒ Default setting

☐ VNC server (Ex: RealVNC, UltraVNC,...)

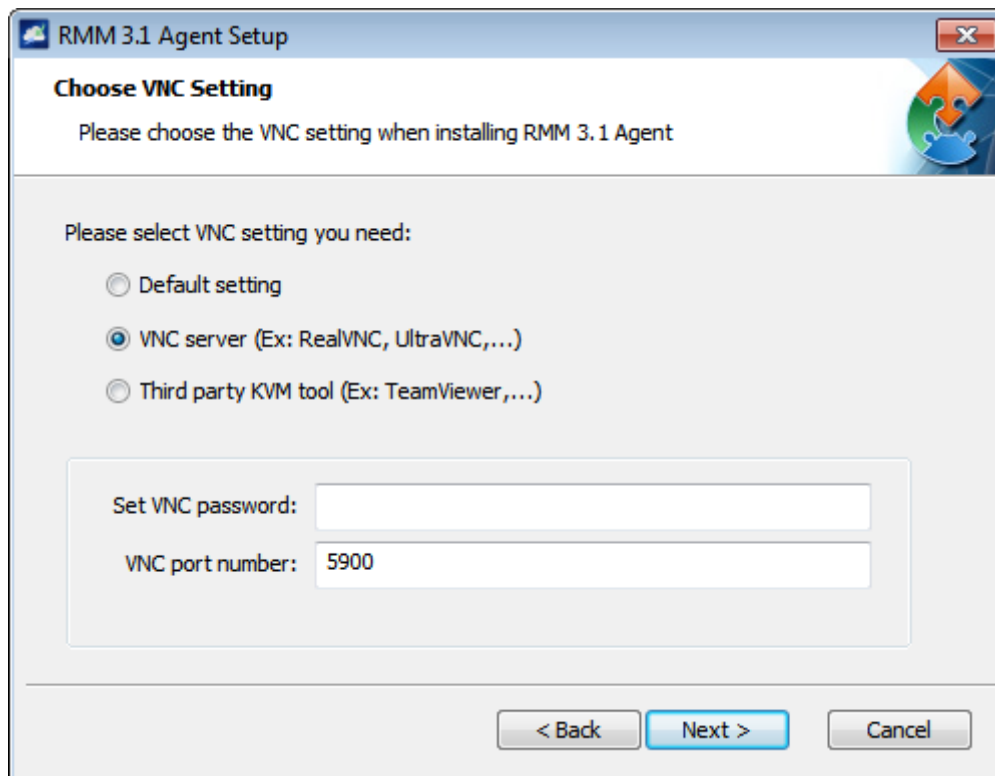
Third party KVM tool (Ex: TeamViewer,...)

Set VNC password:

VNC port number:

< Back Next > Cancel

- **B. VNC Setting –Use other User-defined VNC server.**
Input VNC server password and port number



RMM 3.1 Agent Setup

Choose VNC Setting

Please choose the VNC setting when installing RMM 3.1 Agent

Please select VNC setting you need:

☐ Default setting

☒ VNC server (Ex: RealVNC, UltraVNC,...)

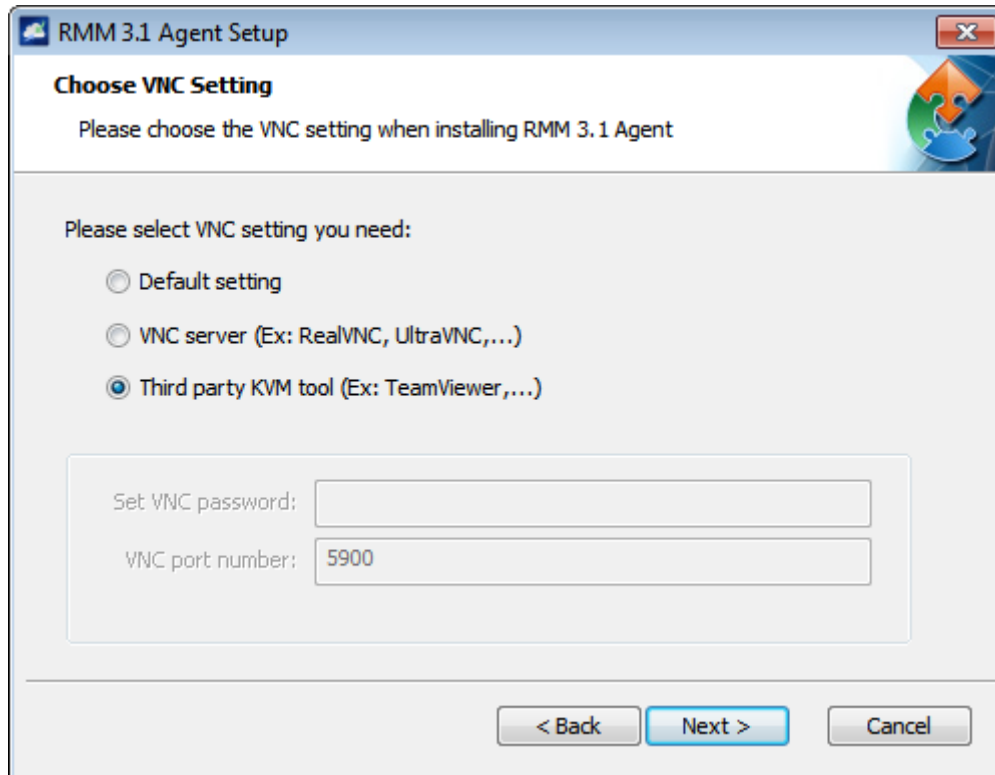
☐ Third party KVM tool (Ex: TeamViewer,...)

Set VNC password:

VNC port number:

< Back Next > Cancel

- C. VNC Setting –Disable RMM Built-in VNC and use other third party KVM tool.



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Choose VNC Setting' tab selected. The window title bar includes a close button. The main heading is 'Choose VNC Setting' with a sub-instruction: 'Please choose the VNC setting when installing RMM 3.1 Agent'. Below this, a prompt says 'Please select VNC setting you need:'. There are three radio button options: 'Default setting', 'VNC server (Ex: RealVNC, UltraVNC,...)', and 'Third party KVM tool (Ex: TeamViewer,...)'. The third option is selected. Below the radio buttons are two text input fields: 'Set VNC password:' (empty) and 'VNC port number:' (containing '5900'). At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

Choose VNC Setting

Please choose the VNC setting when installing RMM 3.1 Agent

Please select VNC setting you need:

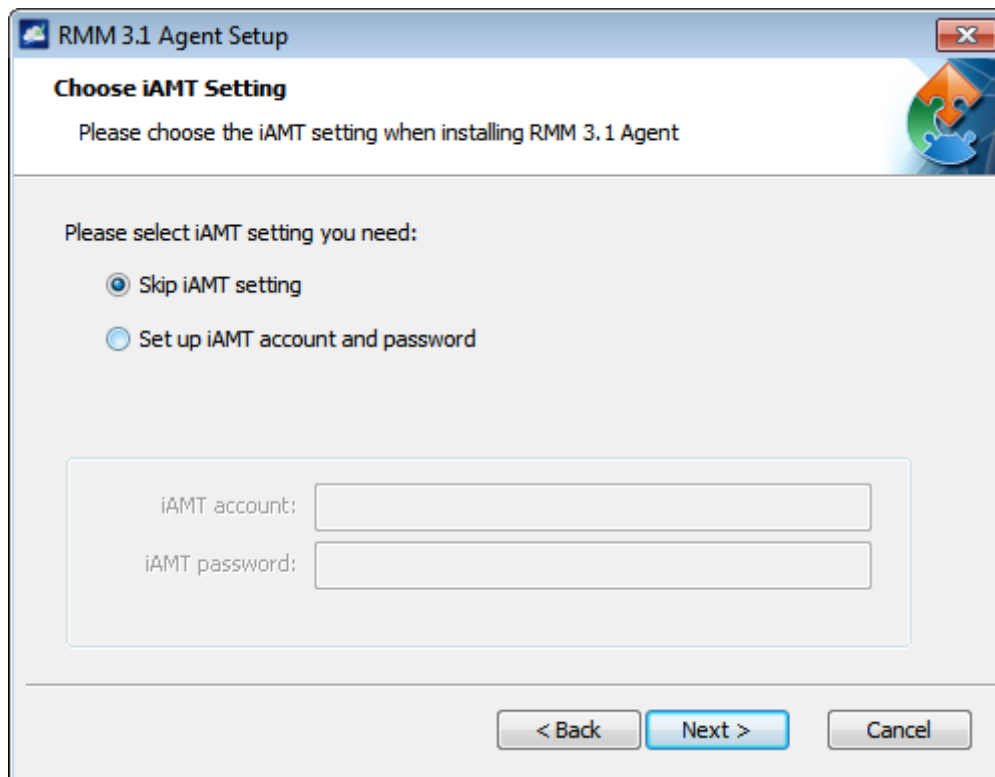
- ☐ Default setting
- ☐ VNC server (Ex: RealVNC, UltraVNC,...)
- ☒ Third party KVM tool (Ex: TeamViewer,...)

Set VNC password:

VNC port number:

< Back Next > Cancel

- A. iAMT Settings – Skip IAMT



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Choose iAMT Setting' tab selected. The window title bar includes a close button. The main heading is 'Choose iAMT Setting' with a sub-instruction: 'Please choose the iAMT setting when installing RMM 3.1 Agent'. Below this, a prompt says 'Please select iAMT setting you need:'. There are two radio button options: 'Skip iAMT setting' and 'Set up iAMT account and password'. The first option is selected. Below the radio buttons are two text input fields: 'iAMT account:' (empty) and 'iAMT password:' (empty). At the bottom right are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

Choose iAMT Setting

Please choose the iAMT setting when installing RMM 3.1 Agent

Please select iAMT setting you need:

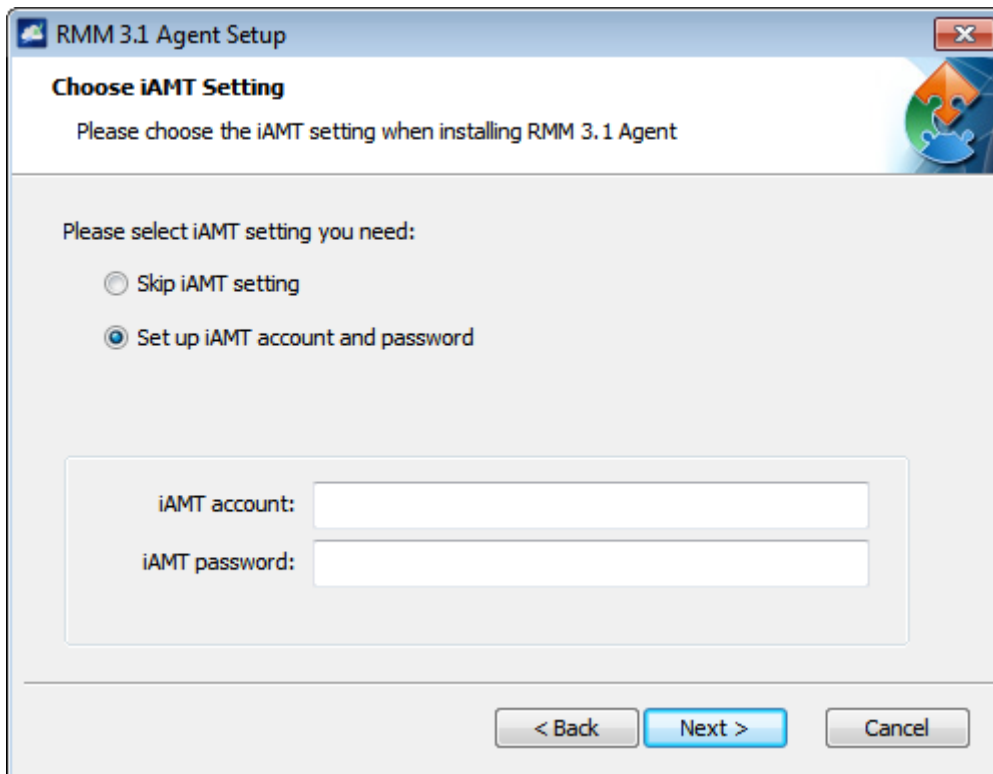
- ☒ Skip iAMT setting
- ☐ Set up iAMT account and password

iAMT account:

iAMT password:

< Back Next > Cancel

- **B. iAMT Settings – Set up iAMT**



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Choose iAMT Setting' tab selected. The window title bar includes a close button. The main content area has a sub-header 'Choose iAMT Setting' and a prompt 'Please choose the iAMT setting when installing RMM 3.1 Agent'. Below this, it says 'Please select iAMT setting you need:' followed by two radio button options: 'Skip iAMT setting' and 'Set up iAMT account and password'. The second option is selected. Below the options is a form with two text input fields labeled 'iAMT account:' and 'iAMT password:'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

Choose iAMT Setting

Please choose the iAMT setting when installing RMM 3.1 Agent

Please select iAMT setting you need:

☐ Skip iAMT setting

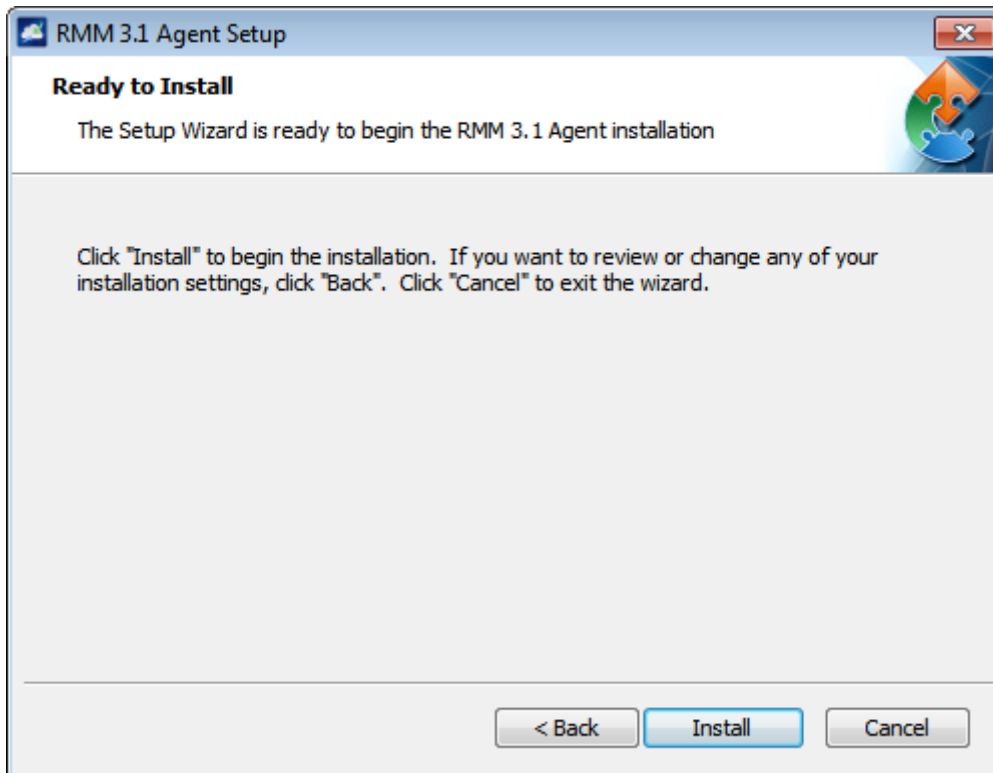
☒ Set up iAMT account and password

iAMT account:

iAMT password:

< Back Next > Cancel

- **Start Installing.**



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Ready to Install' tab selected. The window title bar includes a close button. The main content area has a sub-header 'Ready to Install' and a message 'The Setup Wizard is ready to begin the RMM 3.1 Agent installation'. Below this, it says 'Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.' At the bottom right, there are three buttons: '< Back', 'Install', and 'Cancel'.

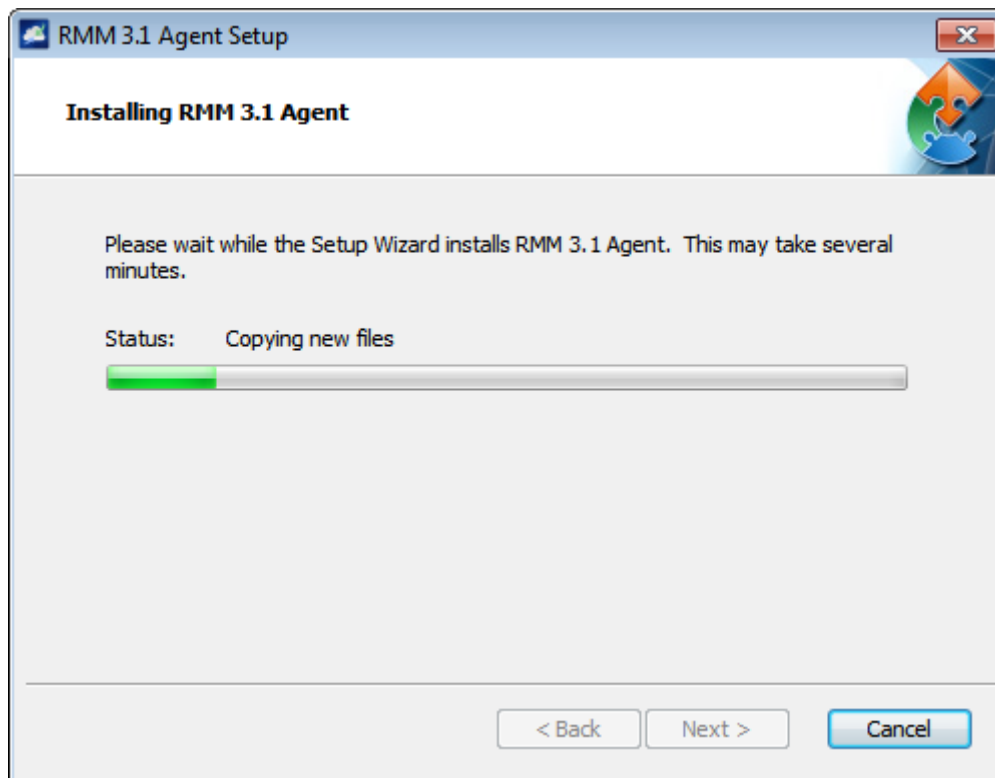
RMM 3.1 Agent Setup

Ready to Install

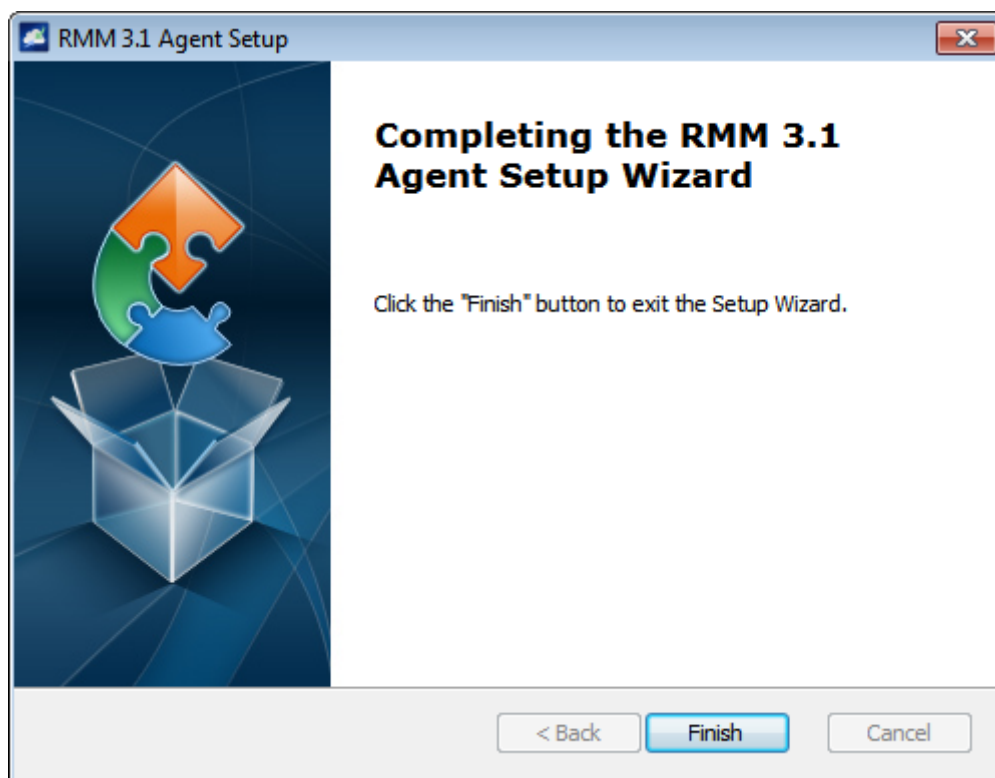
The Setup Wizard is ready to begin the RMM 3.1 Agent installation

Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.


< Back Install Cancel



- **Installation Completed.**





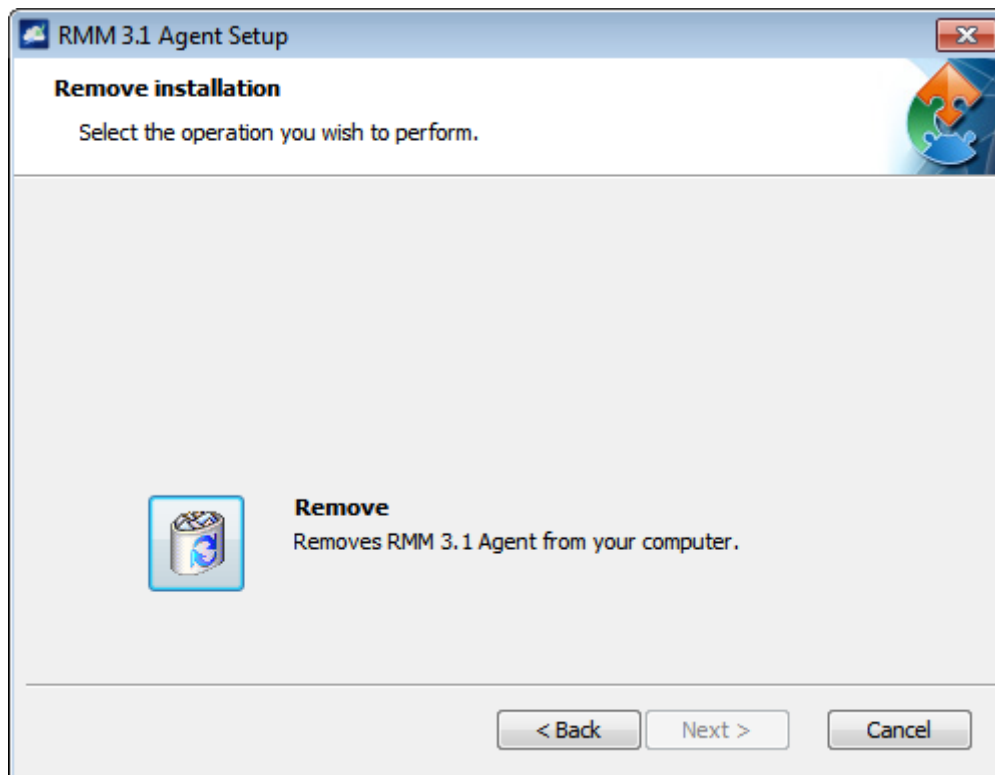
Click  to start standalone agent.

1.1.2. Uninstallation

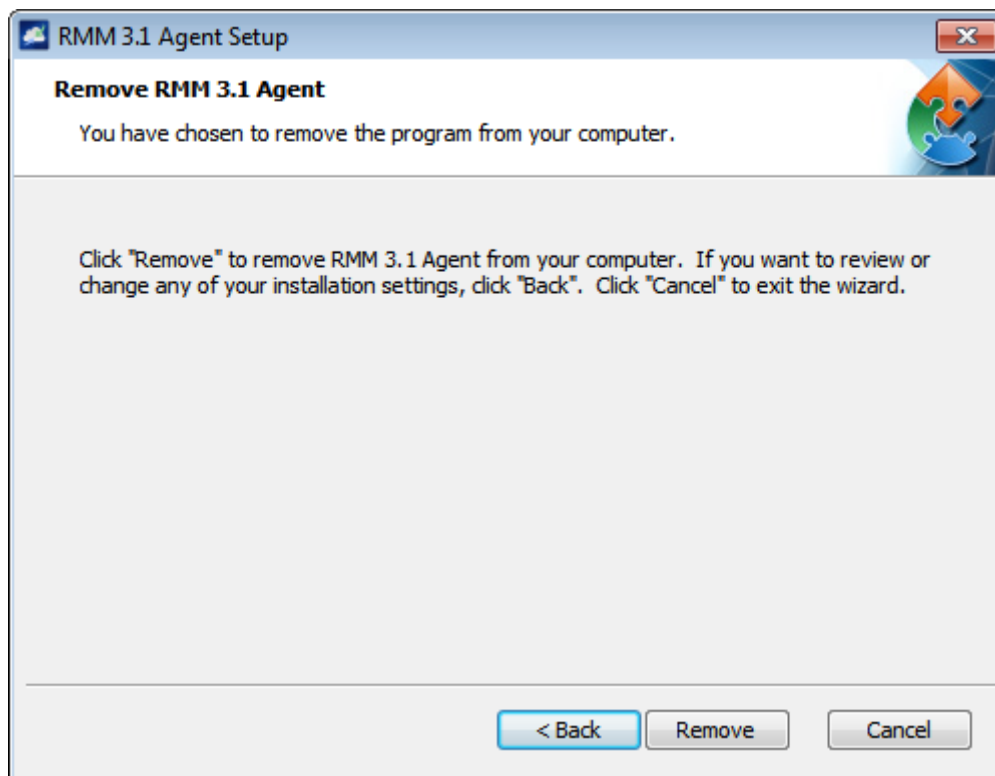
- Start to uninstall “RMM Agent”



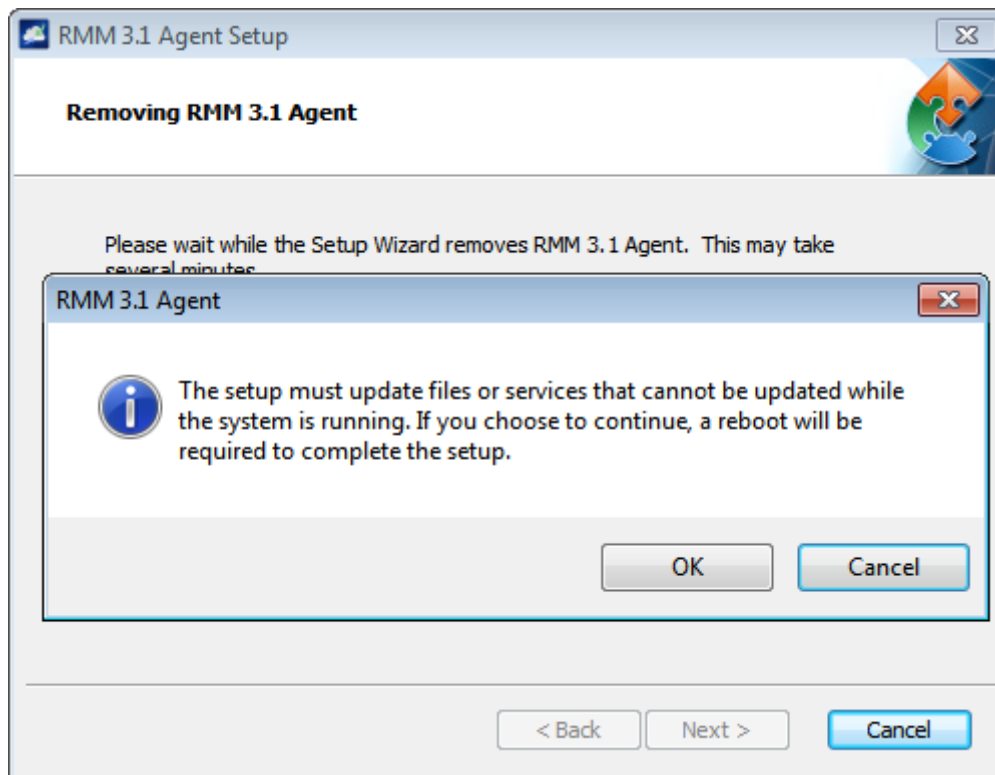
- Click “Remove”.

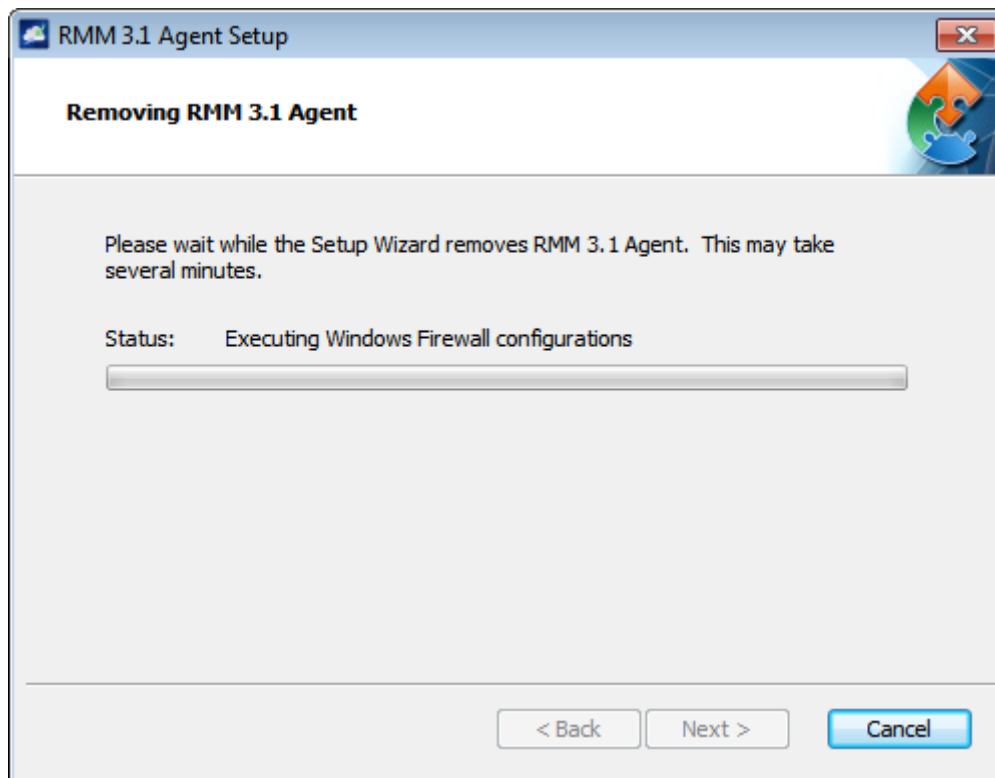


- Confirm to uninstall “RMM Agent”

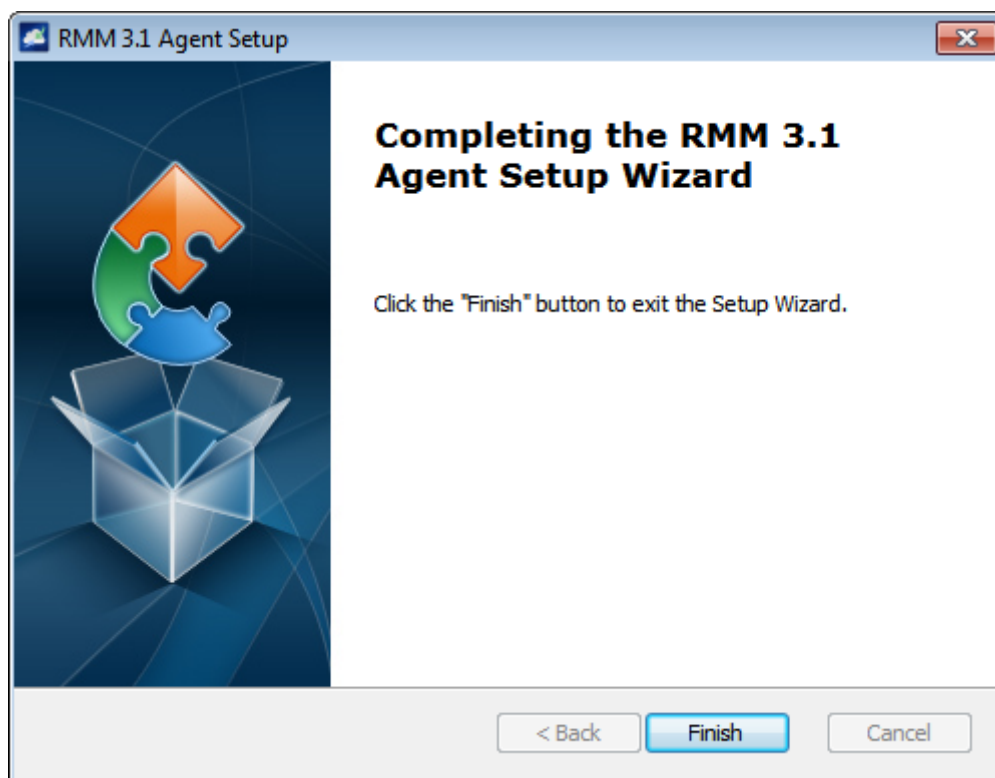


- Uninstall progress





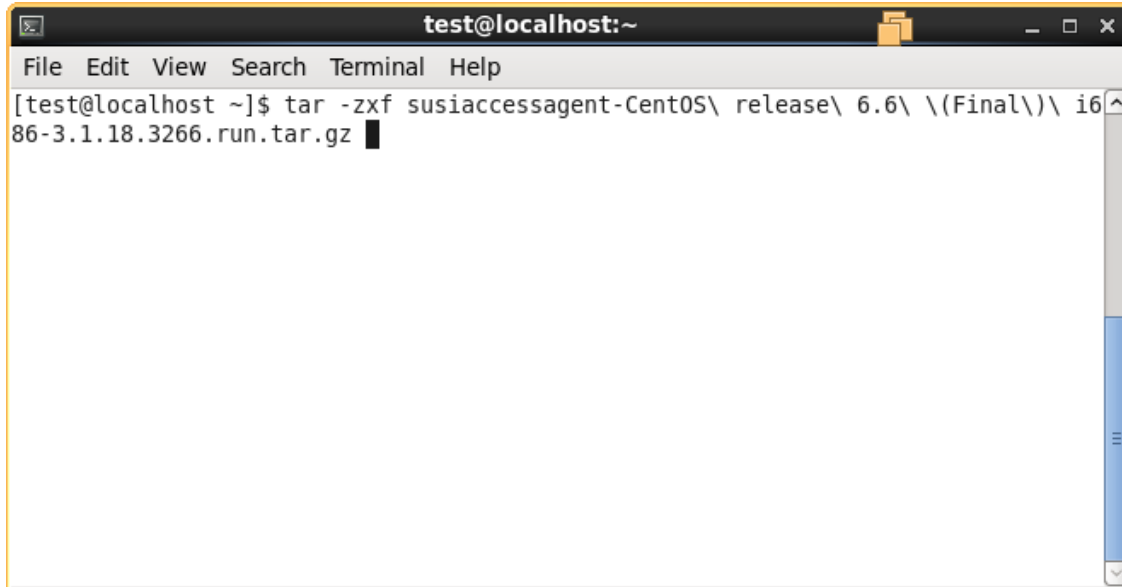
- Uninstalling completed.



1.2. Linux Agent Installation

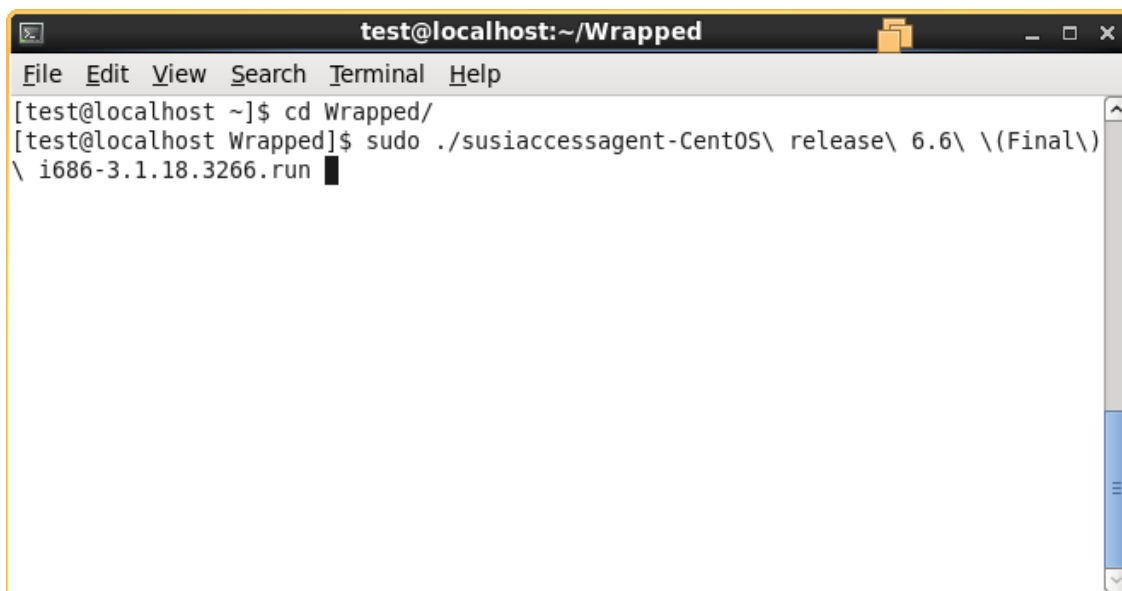
1.2.1. Installation

- Untar the “RMM Agent” installer to “Wrapped” folder



A terminal window titled "test@localhost:~" with a menu bar (File, Edit, View, Search, Terminal, Help). The command entered is: `[test@localhost ~]$ tar -zxf susiaccessagent-CentOS\ release\ 6.6\ \ (Final\)\ i686-3.1.18.3266.run.tar.gz`. The cursor is at the end of the command.

- Change directory to “Wrapped” folder and execute the installer with uperuser permissions



A terminal window titled "test@localhost:~/Wrapped" with a menu bar (File, Edit, View, Search, Terminal, Help). The commands entered are: `[test@localhost ~]$ cd Wrapped/` and `[test@localhost Wrapped]$ sudo ./susiaccessagent-CentOS\ release\ 6.6\ \ (Final\)\ i686-3.1.18.3266.run`. The cursor is at the end of the second command.

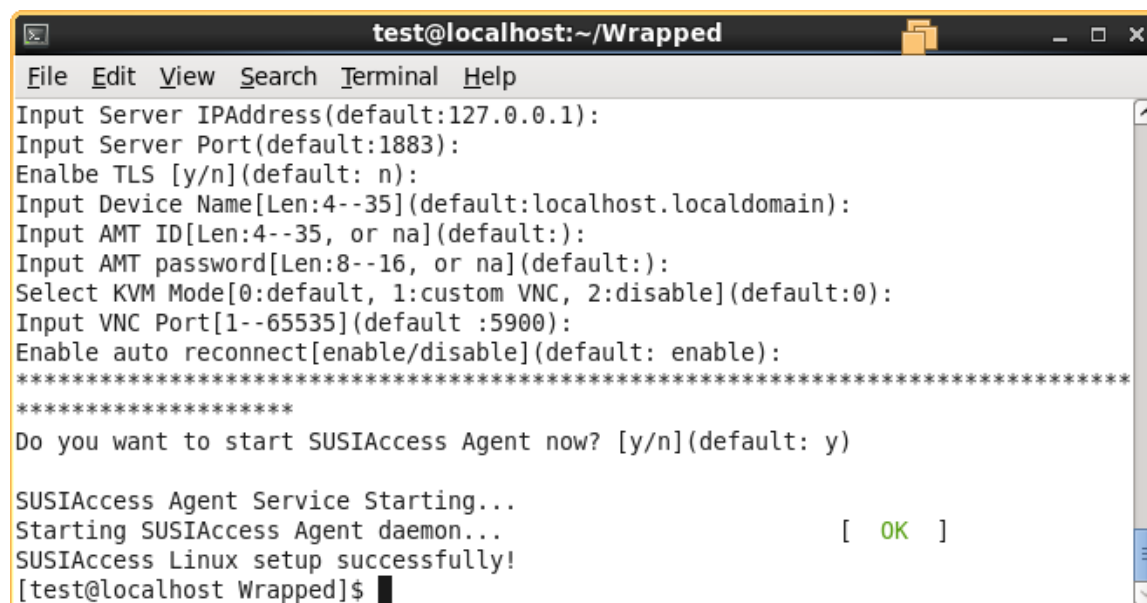
- Enter the setup mode by clicking y

```
test@localhost:~/Wrapped
File Edit View Search Terminal Help
`./AgentService/libSAClient.so' -> `/usr/local/AgentService/libSAClient.so'
`./AgentService/libSAGatherInfo.so.3.1.18.3266' -> `/usr/local/AgentService/libSAGatherInfo.so.3.1.18.3266'
`./AgentService/ScreenshotHelper' -> `/usr/local/AgentService/ScreenshotHelper'
`./AgentService/libSAHandlerLoader.so.3.1.18.3266' -> `/usr/local/AgentService/libSAHandlerLoader.so.3.1.18.3266'
`./AgentService/smartctl' -> `/usr/local/AgentService/smartctl'
`./AgentService/libSAManager.so' -> `/usr/local/AgentService/libSAManager.so'
`./AgentService/sawatchdog' -> `/usr/local/AgentService/sawatchdog'
=====
Now will check whether the following packages installed:
  libxml2 openssl libcurl libXtst libX11 libmosquitto1 redhat-lsb-core xterm sqlite
=====
All the packages is installed!
Starting SUSIAccess Watchdog daemon... [ OK ]
Setup Agent [y/n](default:n): y
```

- Complete the configuration step by step

```
test@localhost:~/Wrapped
File Edit View Search Terminal Help
sending request to stop AgentService
SUSIAccess Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure SUSIAccess Agent now? [y/n](default: y)
Input Server IPAddress(default:127.0.0.1):
Input Server Port(default:1883):
Enable TLS [y/n](default: n):
Input Device Name[Len:4--35](default:localhost.localdomain):
Input AMT ID[Len:4--35, or na](default:):
Input AMT password[Len:8--16, or na](default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable](default:0):
Input VNC Port[1--65535](default :5900):
Enable auto reconnect[enable/disable](default: enable):
*****
*****
Do you want to start SUSIAccess Agent now? [y/n](default: y)
```


- **Install Completed**

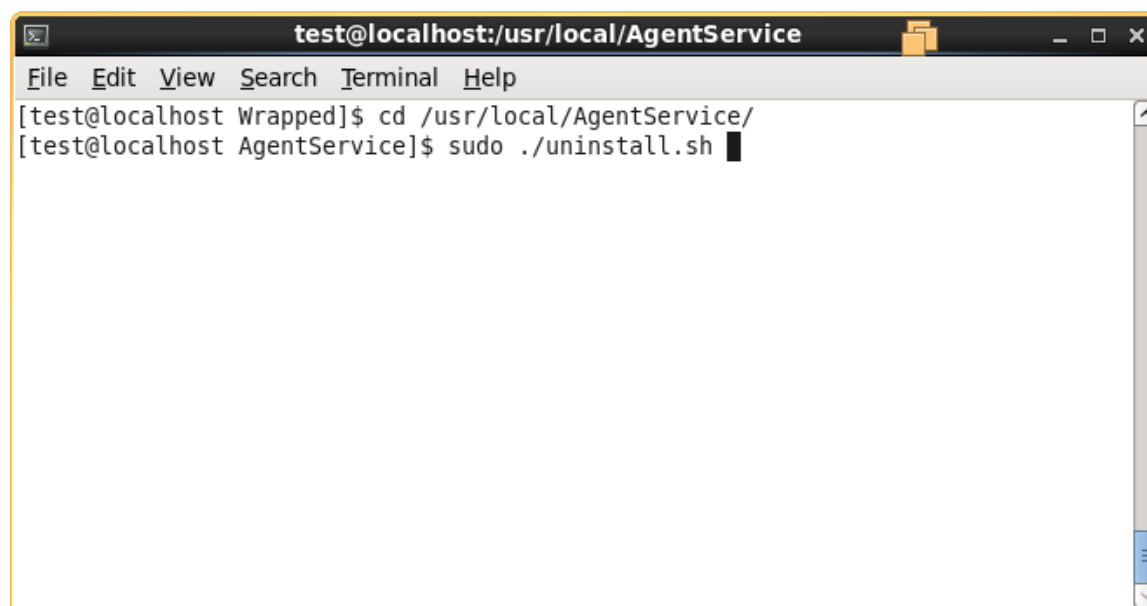


```
test@localhost:~/Wrapped
File Edit View Search Terminal Help
Input Server IPAddress(default:127.0.0.1):
Input Server Port(default:1883):
Enalbe TLS [y/n](default: n):
Input Device Name[Len:4--35](default:localhost.localdomain):
Input AMT ID[Len:4--35, or na](default:):
Input AMT password[Len:8--16, or na](default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable](default:0):
Input VNC Port[1--65535](default :5900):
Enable auto reconnect[enable/disable](default: enable):
*****
*****
Do you want to start SUSIAccess Agent now? [y/n](default: y)

SUSIAccess Agent Service Starting...
Starting SUSIAccess Agent daemon... [ OK ]
SUSIAccess Linux setup successfully!
[test@localhost Wrapped]$
```

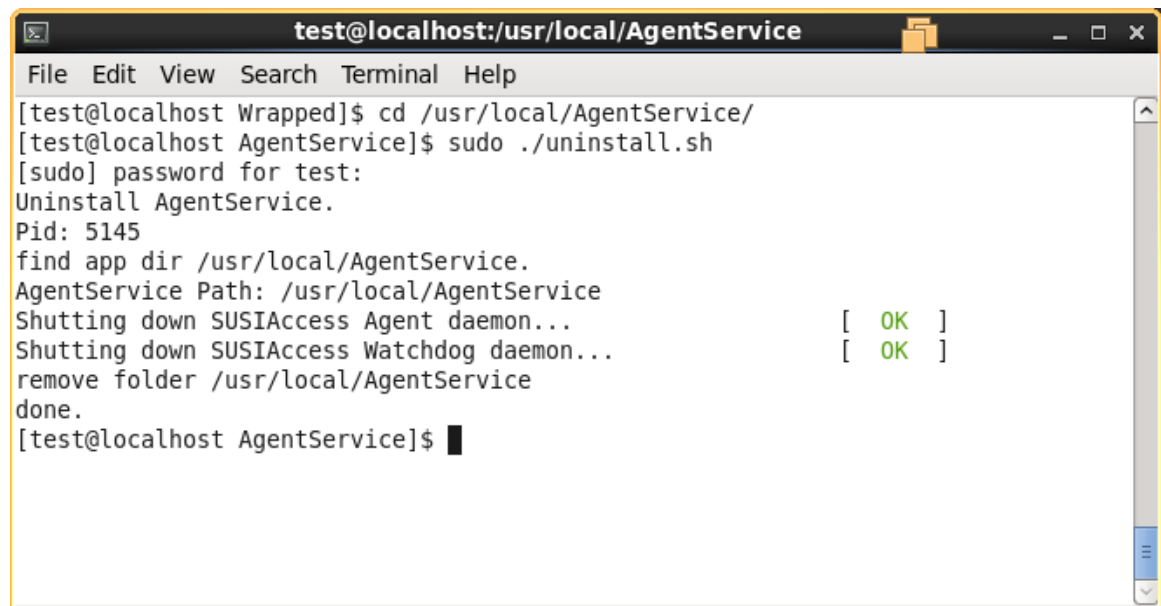
1.2.2. Uninstallation

- **Change directory to '/usr/local/AgentService', and execute 'uninstall.sh' with superuser permissions**



```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost Wrapped]$ cd /usr/local/AgentService/
[test@localhost AgentService]$ sudo ./uninstall.sh
```

- **Uninstall Completed**



A terminal window titled "test@localhost:/usr/local/AgentService" with a menu bar (File, Edit, View, Search, Terminal, Help). The terminal shows the following commands and output:

```
[test@localhost Wrapped]$ cd /usr/local/AgentService/  
[test@localhost AgentService]$ sudo ./uninstall.sh  
[sudo] password for test:  
Uninstall AgentService.  
Pid: 5145  
find app dir /usr/local/AgentService.  
AgentService Path: /usr/local/AgentService  
Shutting down SUSIAccess Agent daemon... [ OK ]  
Shutting down SUSIAccess Watchdog daemon... [ OK ]  
remove folder /usr/local/AgentService  
done.  
[test@localhost AgentService]$
```

2. Windows Agent Configuration

1.1. Agent Console

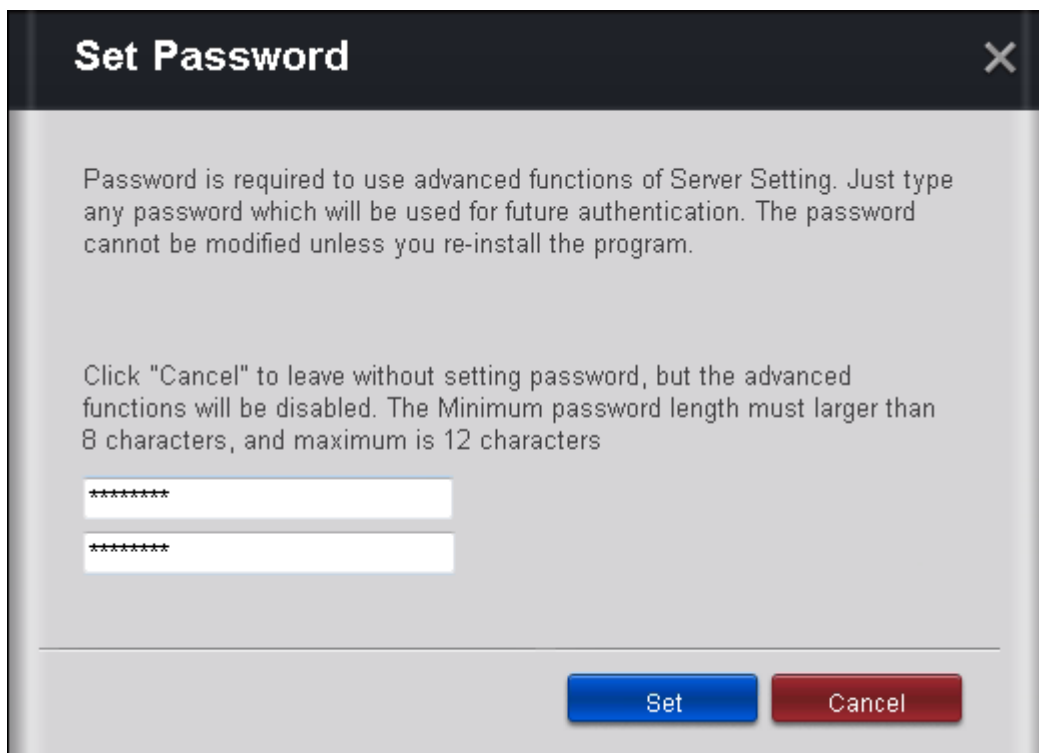
To use WISE-PaaS/RMM, users must install the Agent software on the monitored device. After installing the agent software, users can launch the agent program from the desktop shortcut.



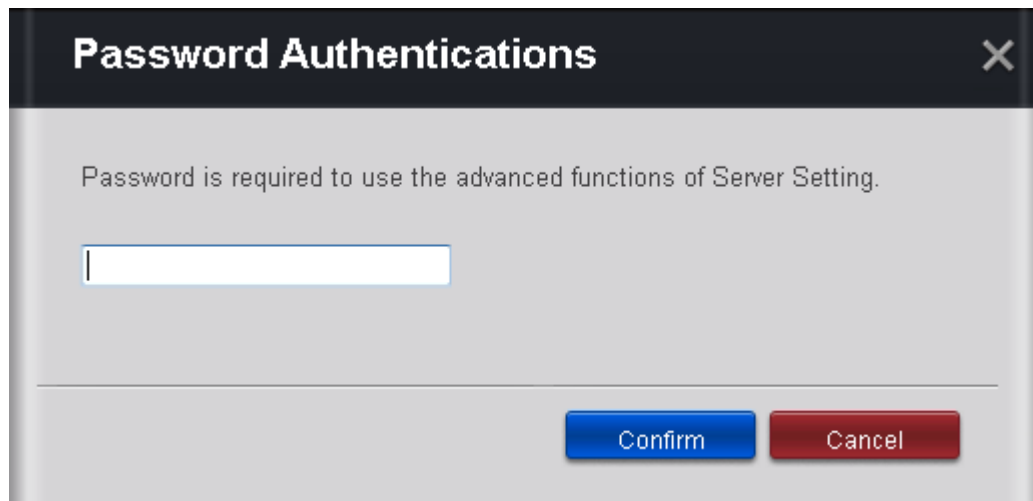
1.2. Connect to Server

Double-click the agent shortcut under desktop to call agent standalone.

In first time execution, user needs to setup the password to protect the Agent.



After the password setup, user needs to enter the password to lunch the Server Setting dialog.

A dialog box titled "Password Authentications" with a close button (X) in the top right corner. The main text reads "Password is required to use the advanced functions of Server Setting." Below this text is a single-line text input field. At the bottom right, there are two buttons: a blue "Confirm" button and a red "Cancel" button.

Password Authentications X

Password is required to use the advanced functions of Server Setting.


Confirm Cancel

In the following window, enter the server IP address or server name and the device name, and then click “Save & Connect” button to establish the connection to server. If the device’s motherboard supports Intel AMT, users can also enter AMT’s account ID and password here, then after connecting to the server, the administrator can use Remote KVM to connect to the device via Intel AMT even when the device is powered off.

Note: The device’s BIOS must be pre-configured to enable Intel AMT so that RMM can use it.

Server Setting

×



Agent ID: 000008002711EE1B

Version: 1.0.0

Device Setting

Server Name or Address

127.0.0.1

Device Name

SWMaster-PC

☒ Connect to server on system startup

Intel AMT Setting

Please confirm that the motherboard and BIOS supports Intel AMT before entering ID and password

Intel AMT ID

Please input more than 4 letters

Intel AMT Password

Please input more than 8 letters

Save

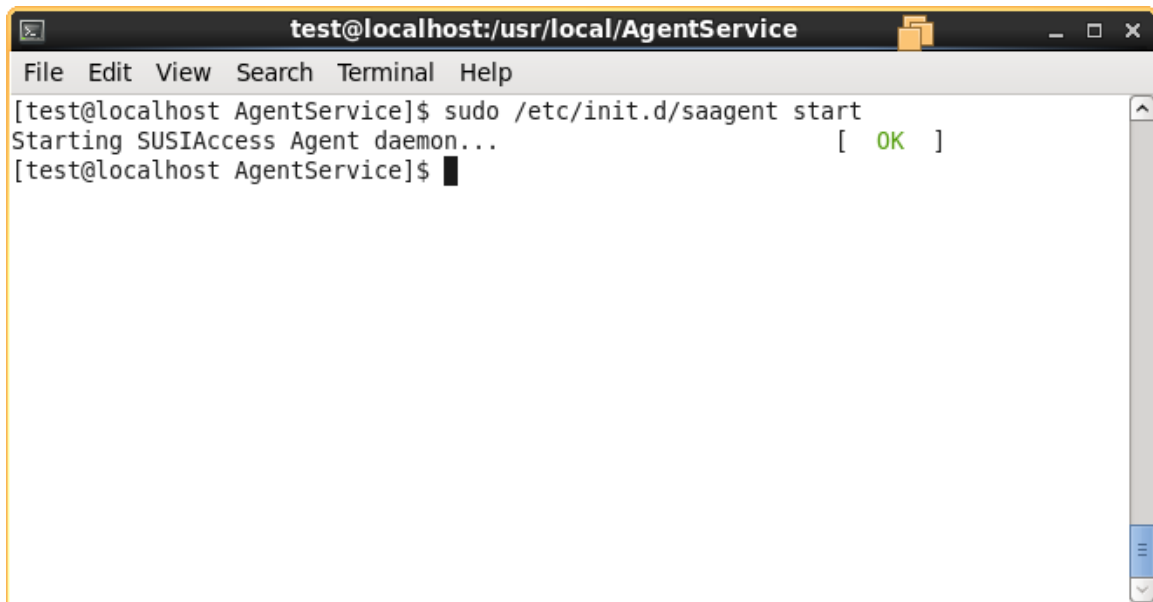
Cancel

3. Linux Agent Configuration

2.1. Agent Service Control

1.2.3. CentOS

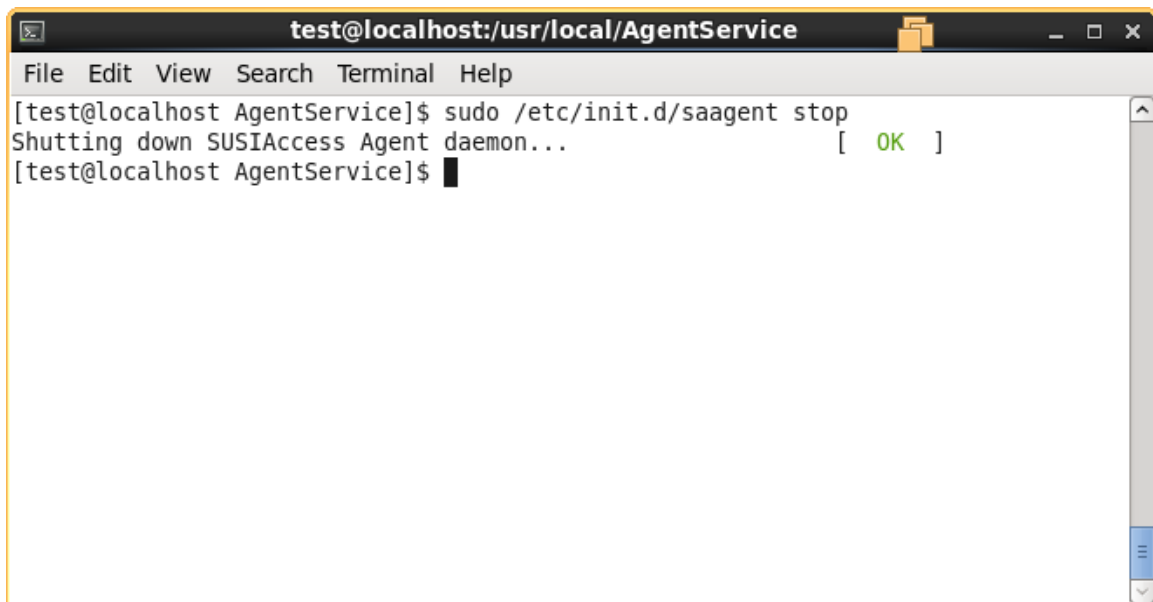
- Start Agent Service



A terminal window titled 'test@localhost:/usr/local/AgentService' with a menu bar (File, Edit, View, Search, Terminal, Help). The terminal shows the command 'sudo /etc/init.d/saagent start' being executed. The output is 'Starting SUSIAccess Agent daemon...' followed by a green '[OK]' status. The prompt returns to '[test@localhost AgentService]\$'.

```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost AgentService]$ sudo /etc/init.d/saagent start
Starting SUSIAccess Agent daemon... [ OK ]
[test@localhost AgentService]$
```

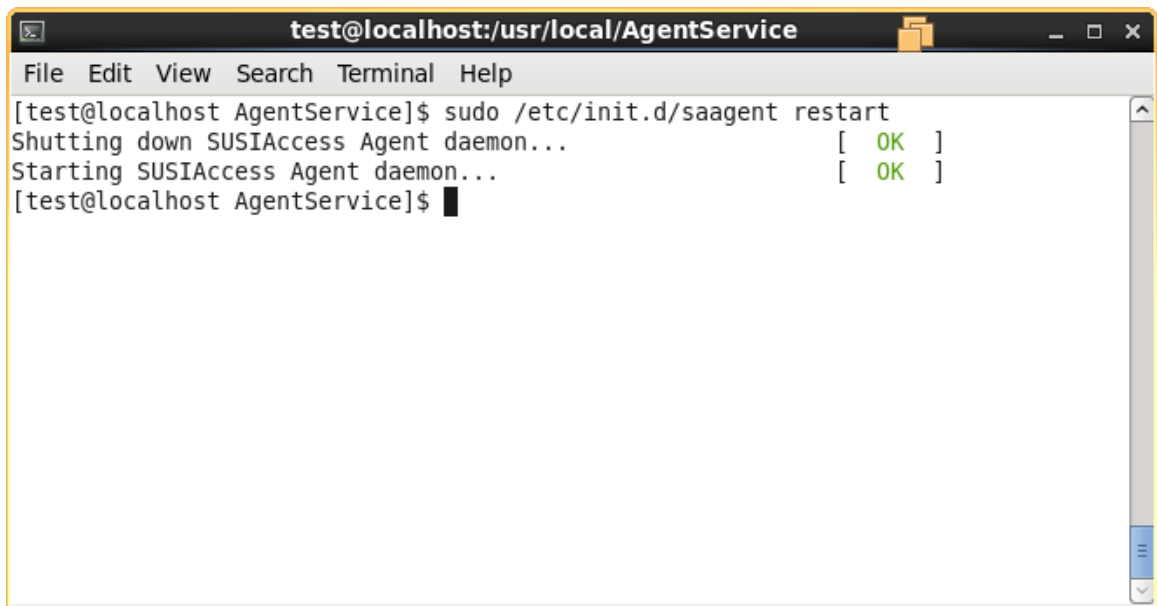
- Stop Agent Service



A terminal window titled 'test@localhost:/usr/local/AgentService' with a menu bar (File, Edit, View, Search, Terminal, Help). The terminal shows the command 'sudo /etc/init.d/saagent stop' being executed. The output is 'Shutting down SUSIAccess Agent daemon...' followed by a green '[OK]' status. The prompt returns to '[test@localhost AgentService]\$'.

```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost AgentService]$ sudo /etc/init.d/saagent stop
Shutting down SUSIAccess Agent daemon... [ OK ]
[test@localhost AgentService]$
```

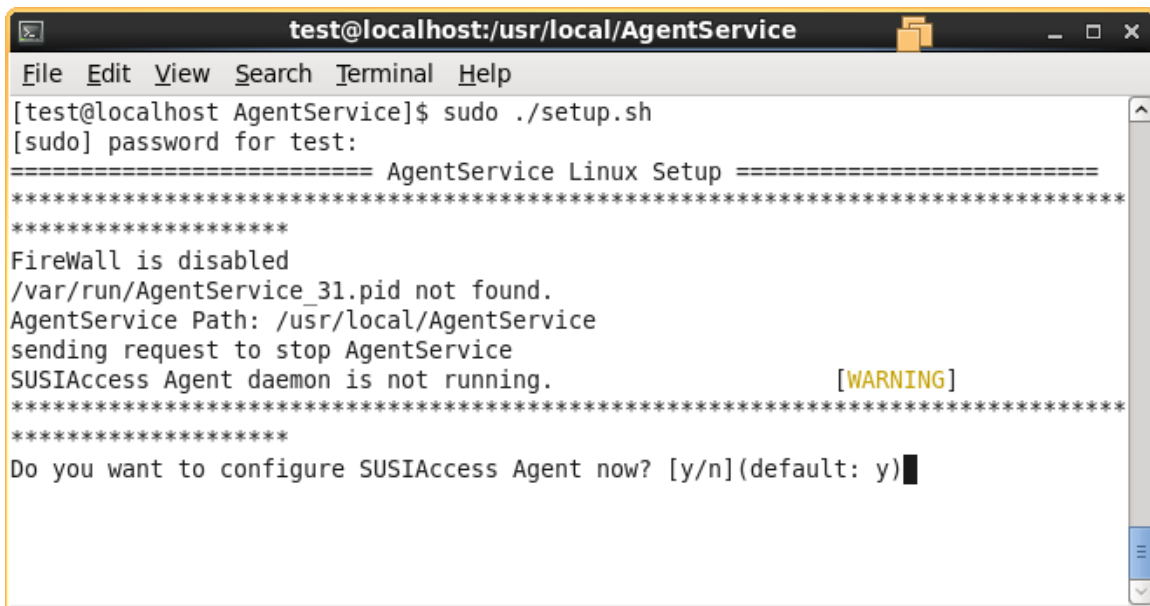
- Restart Agent Service



```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost AgentService]$ sudo /etc/init.d/saagent restart
Shutting down SUSIAccess Agent daemon... [ OK ]
Starting SUSIAccess Agent daemon... [ OK ]
[test@localhost AgentService]$
```

2.2. Setup Agent

Change directory to '/usr/localAgentService' and execute 'setup.sh' with superuser permissions.



```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost AgentService]$ sudo ./setup.sh
[sudo] password for test:
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
/var/run/AgentService_31.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
SUSIAccess Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure SUSIAccess Agent now? [y/n](default: y)
```

Complete the configuration step by step to setup the agent.

```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
sending request to stop AgentService
SUSIAccess Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure SUSIAccess Agent now? [y/n](default: y)
Input Server IPAddress(default:127.0.0.1):
Input Server Port(default:1883):
Enable TLS [y/n](default: n):
Input Device Name[Len:4--35](default:localhost.localdomain):
Input AMT ID[Len:4--35, or na](default:):
Input AMT password[Len:8--16, or na](default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable](default:0):
Input VNC Port[1--65535](default :5900):
Enable auto reconnect[enable/disable](default: enable):
*****
*****
Do you want to start SUSIAccess Agent now? [y/n](default: y)
```

2.3. Check Agent Connection Status

Change directory to '/usr/localAgentService' and use 'cat' command to check 'agent_status' file. If return 0 means the agent cannot connect to server, return 1 means the agent connected to server.

```
test@localhost:/usr/local/AgentService
File Edit View Search Terminal Help
[test@localhost AgentService]$ cat agent_status
0
[test@localhost AgentService]$
```