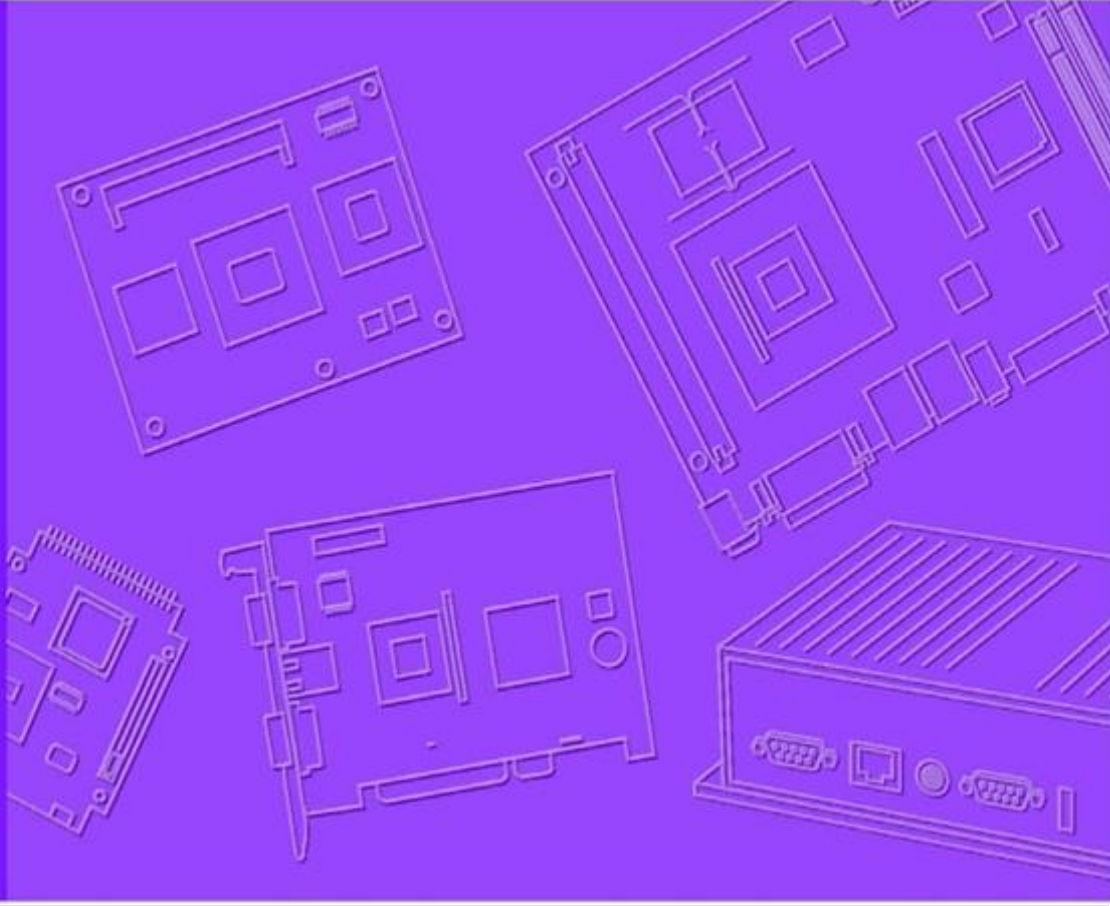

User Manual

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, 1st 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

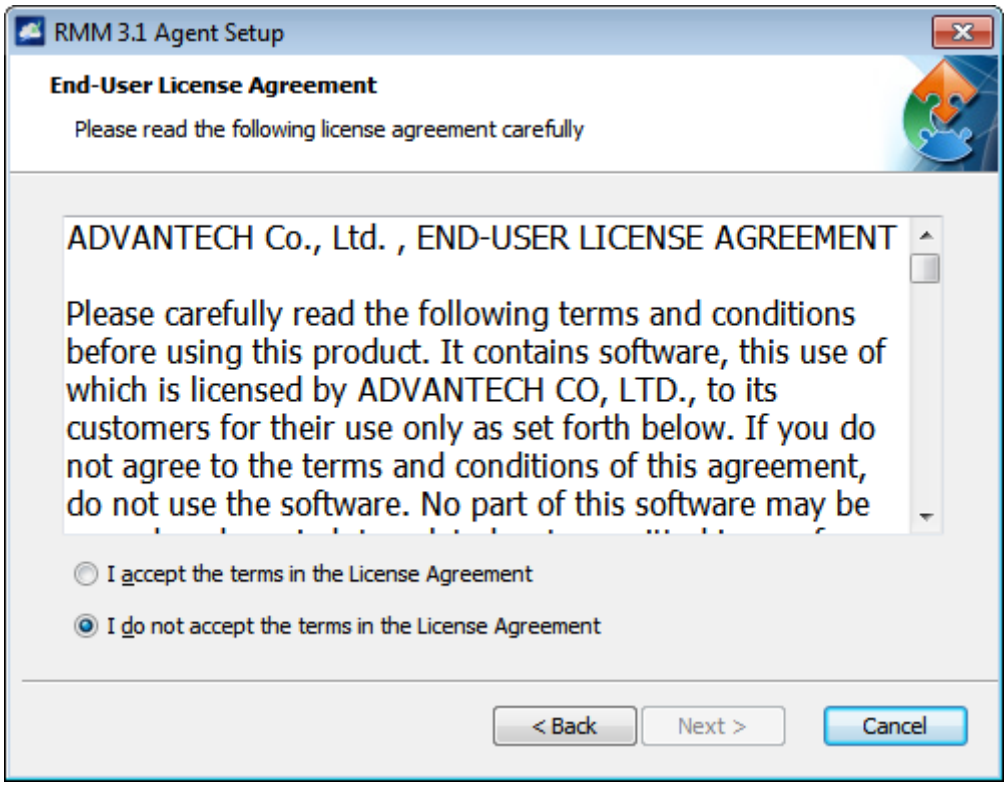
1.1. Windows Agent Installation

1.1.1. Installation

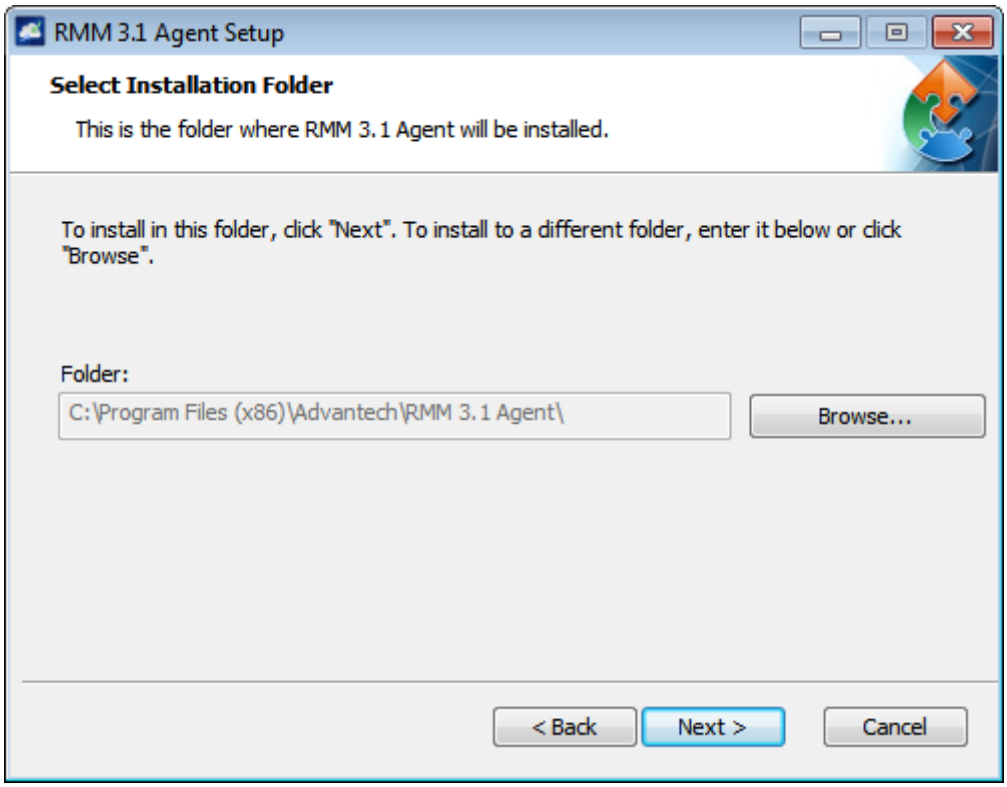
Double click: “RMM 3.1 AgentSetup.exe” to install RMM Agent program.

- **Start Installation**

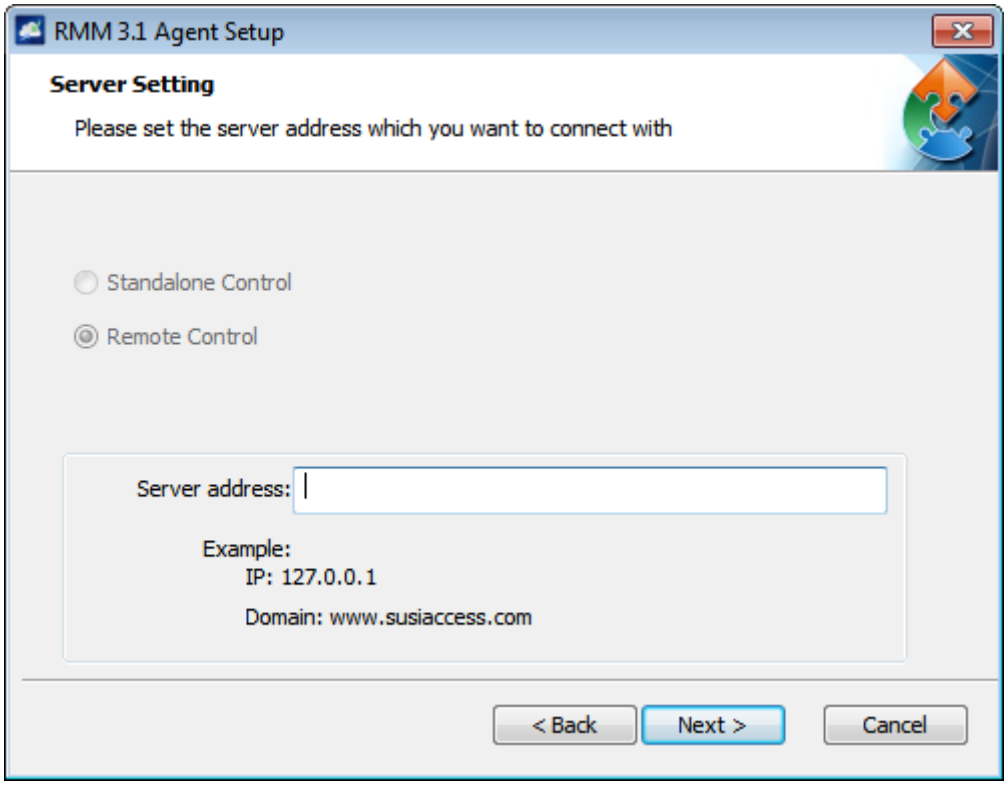
- **Read End User License Agreement**



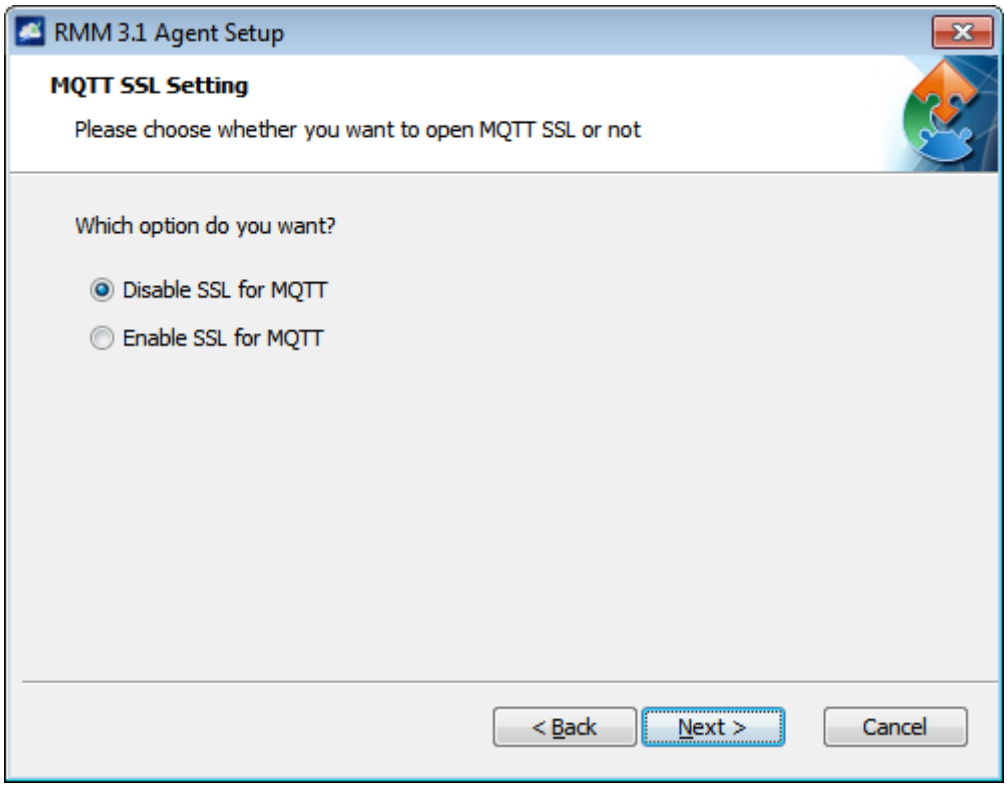
- **Select Installation Folder**



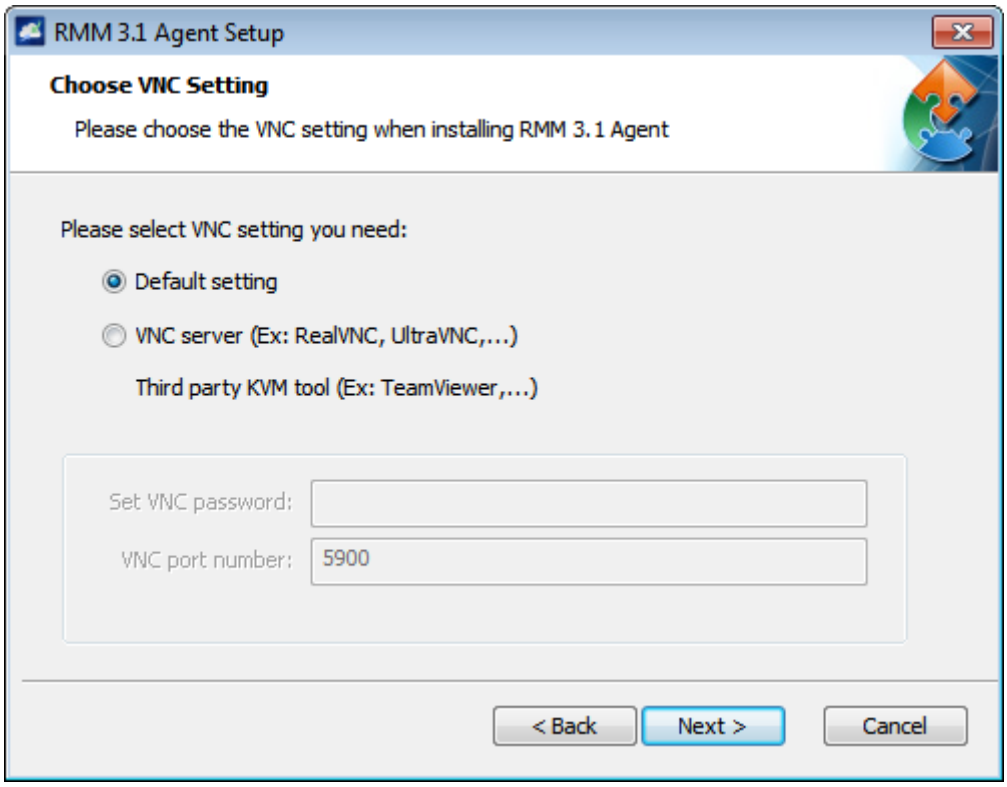
- **Server Settings - Set Remote Management Server URL/IP.**



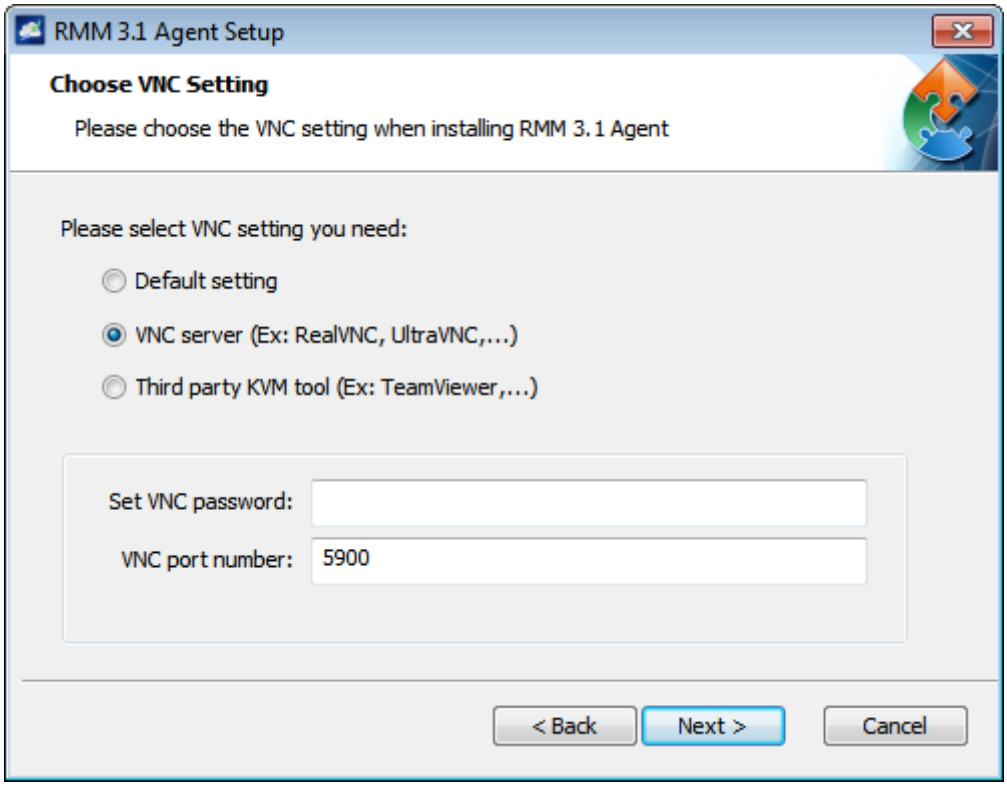
- **A. SLL Settings – Enable or Disable SSL**



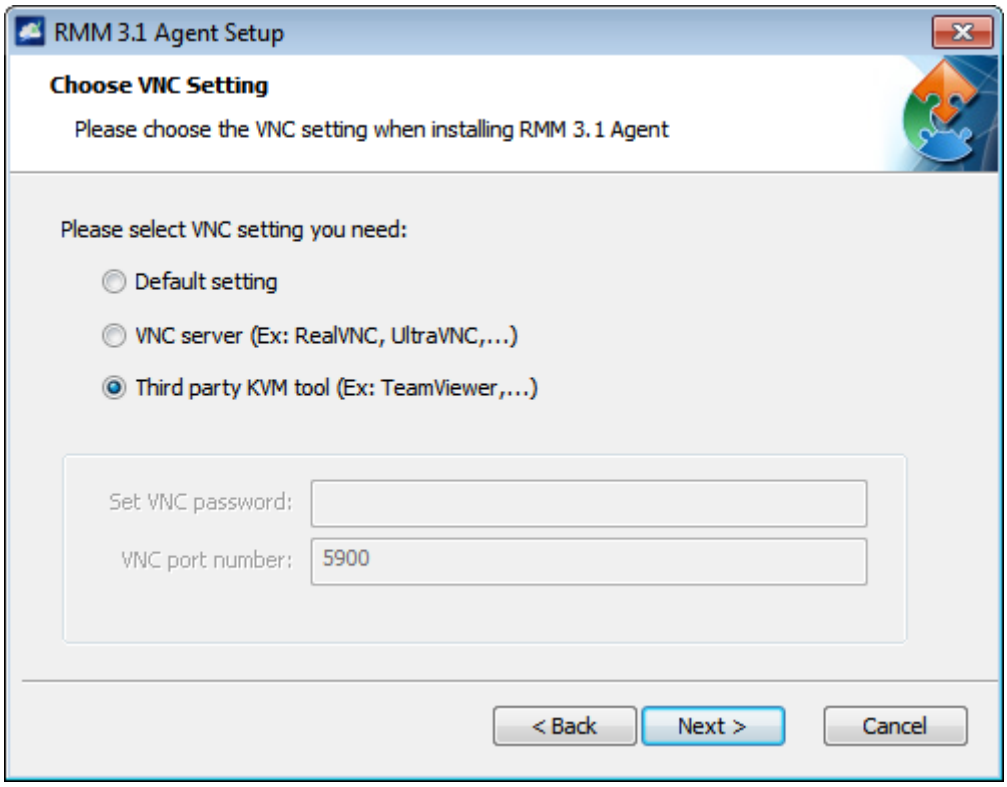
- **A. VNC Setting – Set as Default RMM Built-in VNC.**



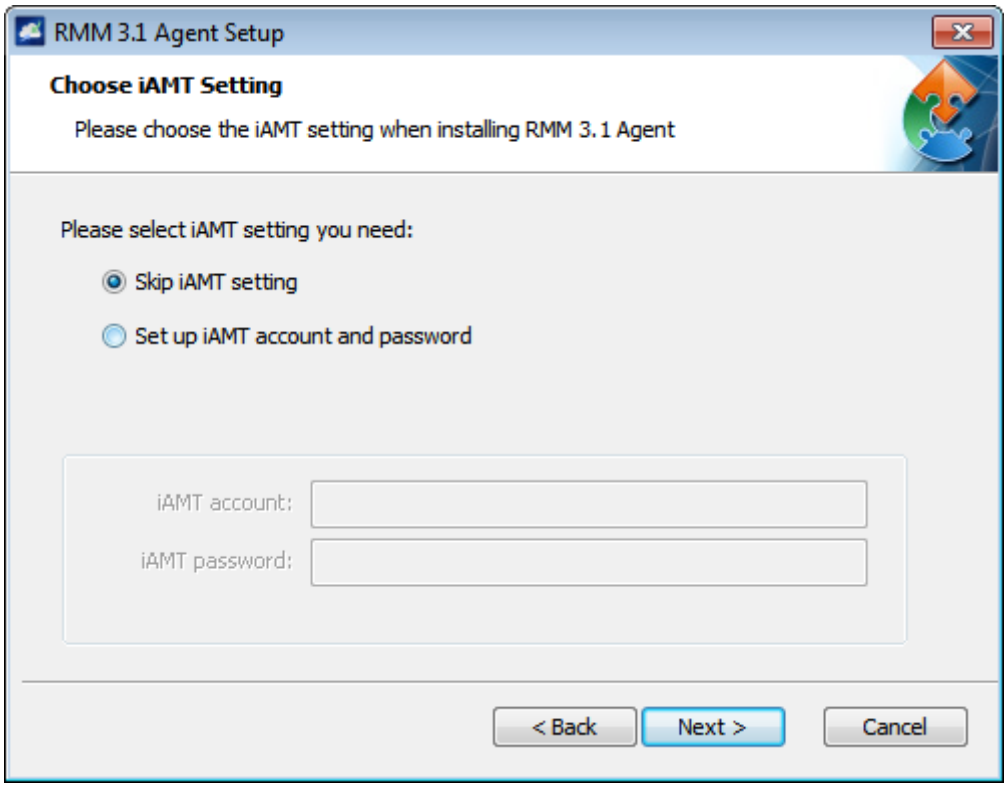
- **B. VNC Setting –Use other User-defined VNC server.**
  Input VNC server password and port number



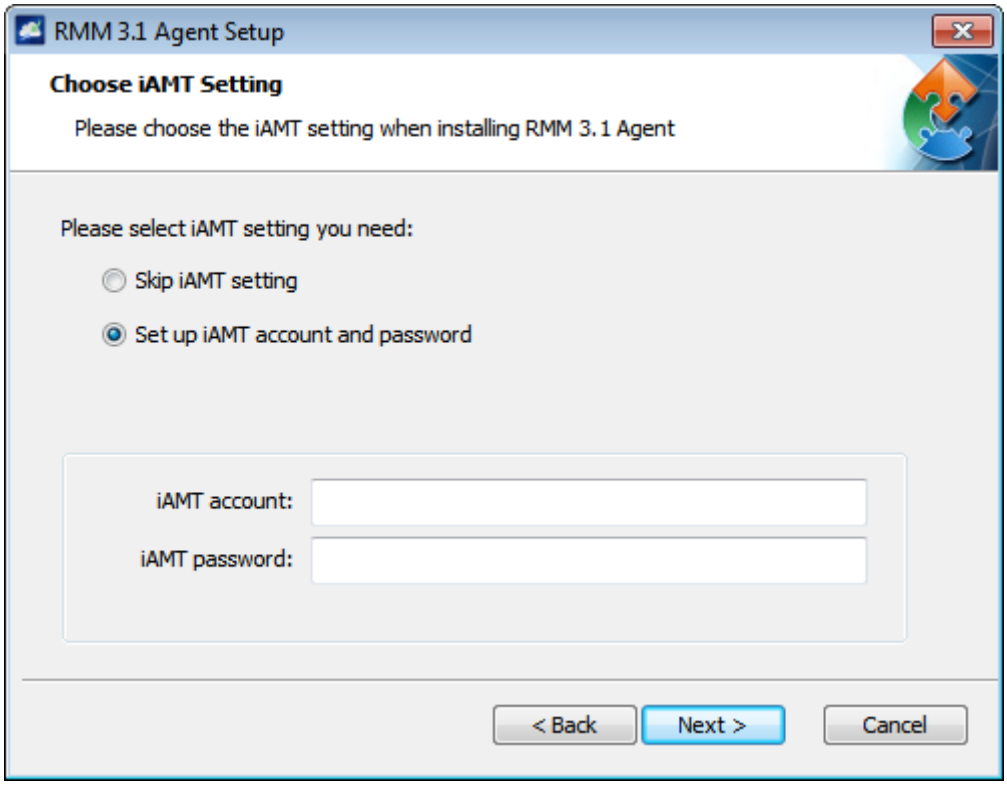
- **C. VNC Setting –Disable RMM Built-in VNC and use other third party KVM tool.**



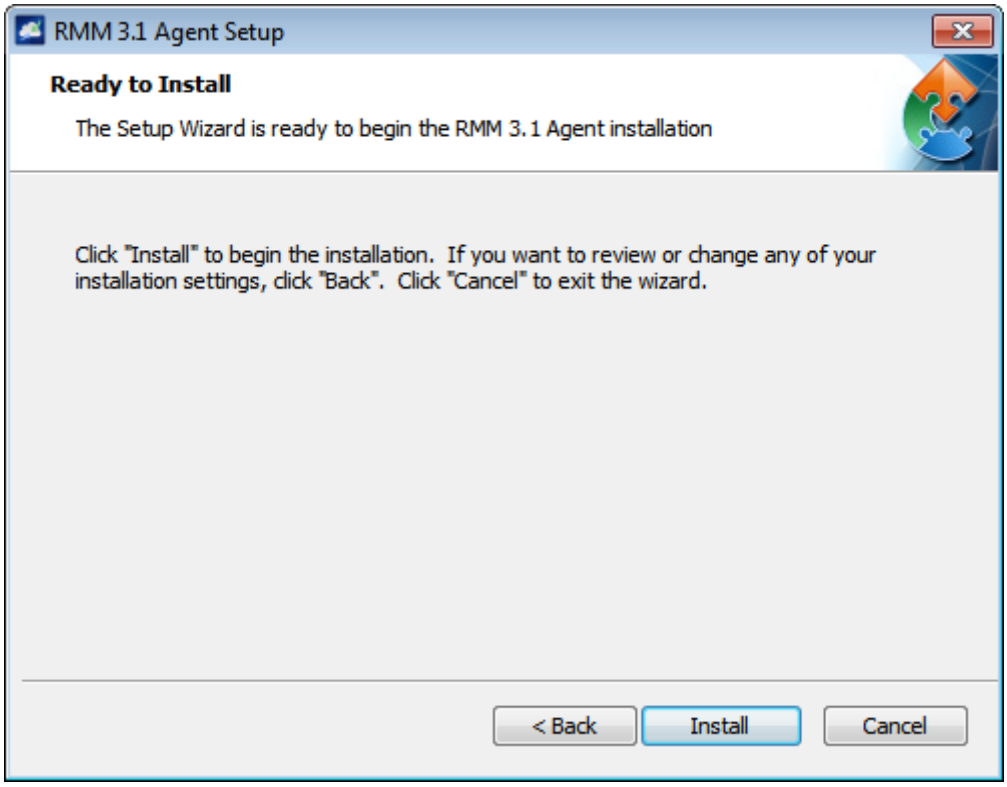
- **A. iAMT Settings – Skip IAMT**

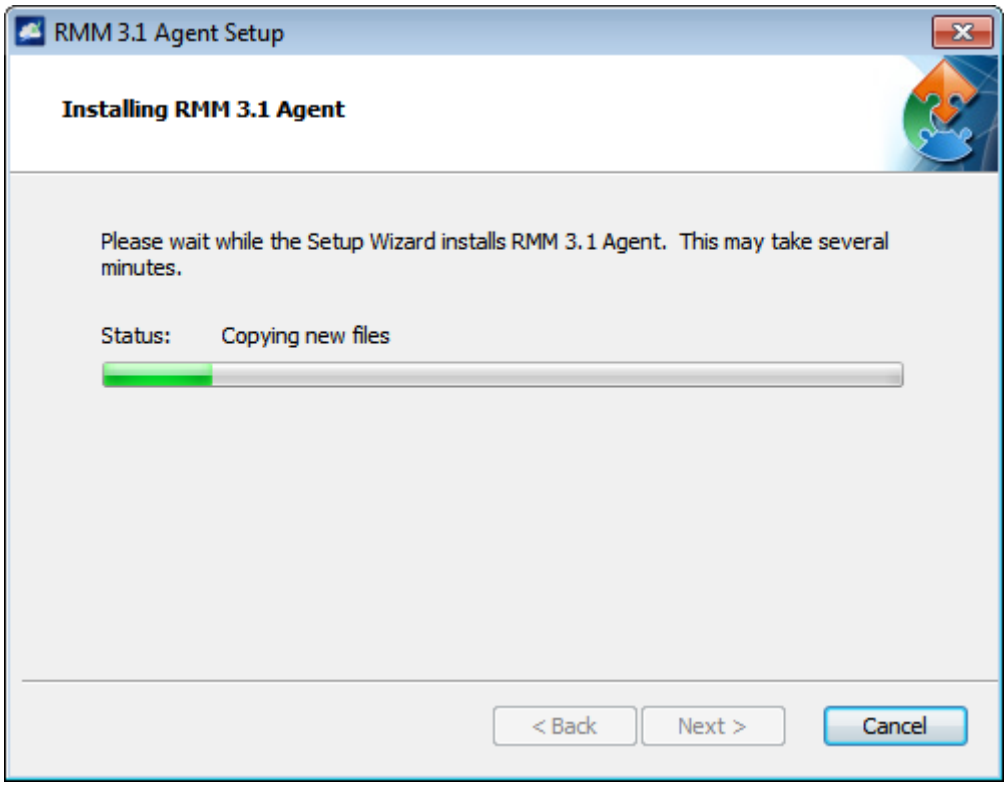


- **B. iAMT Settings – Set up IAMT**

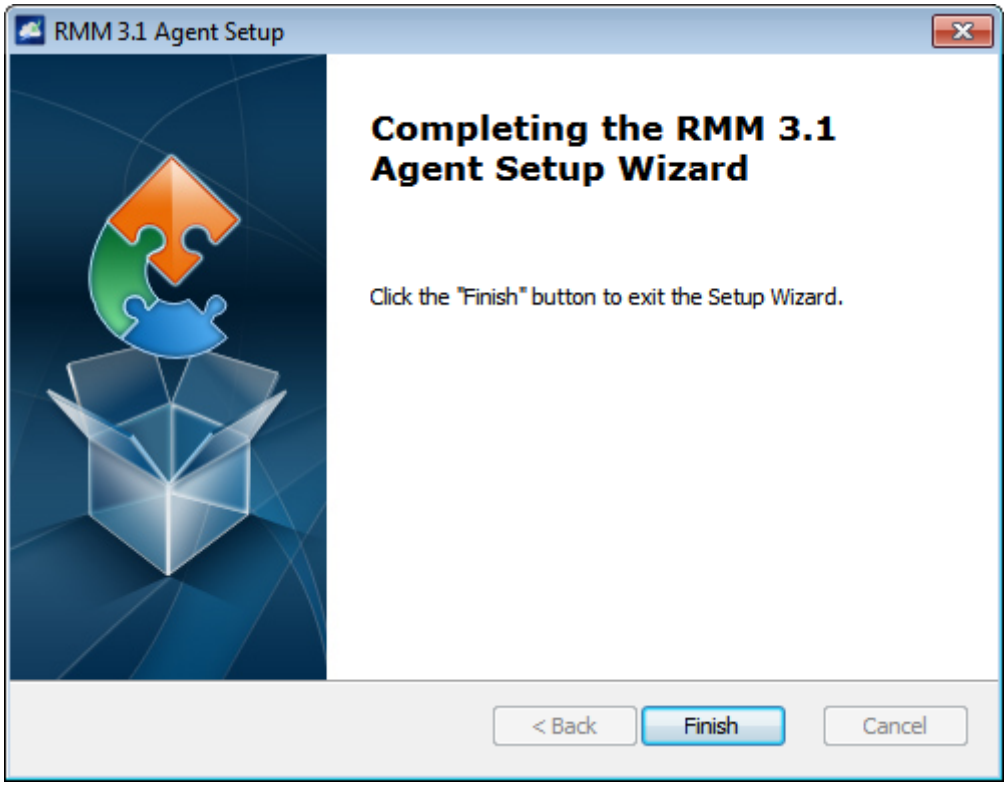


- **Start Installing.**





- **Installation Completed.**



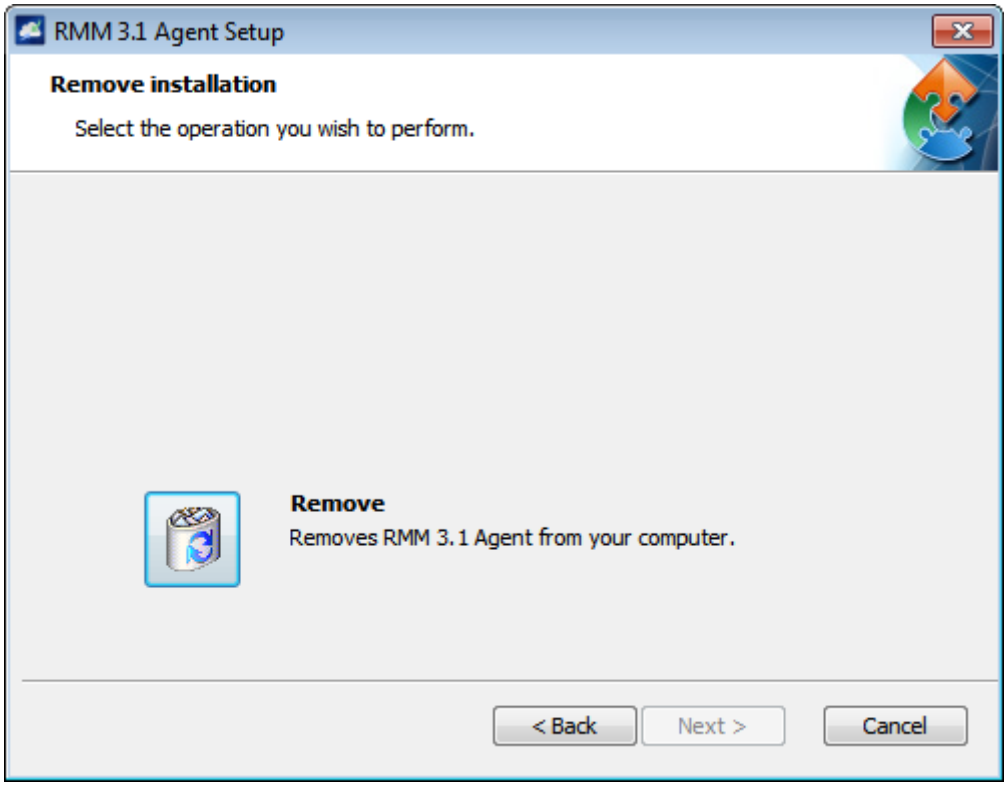
Click

to start standalone agent.

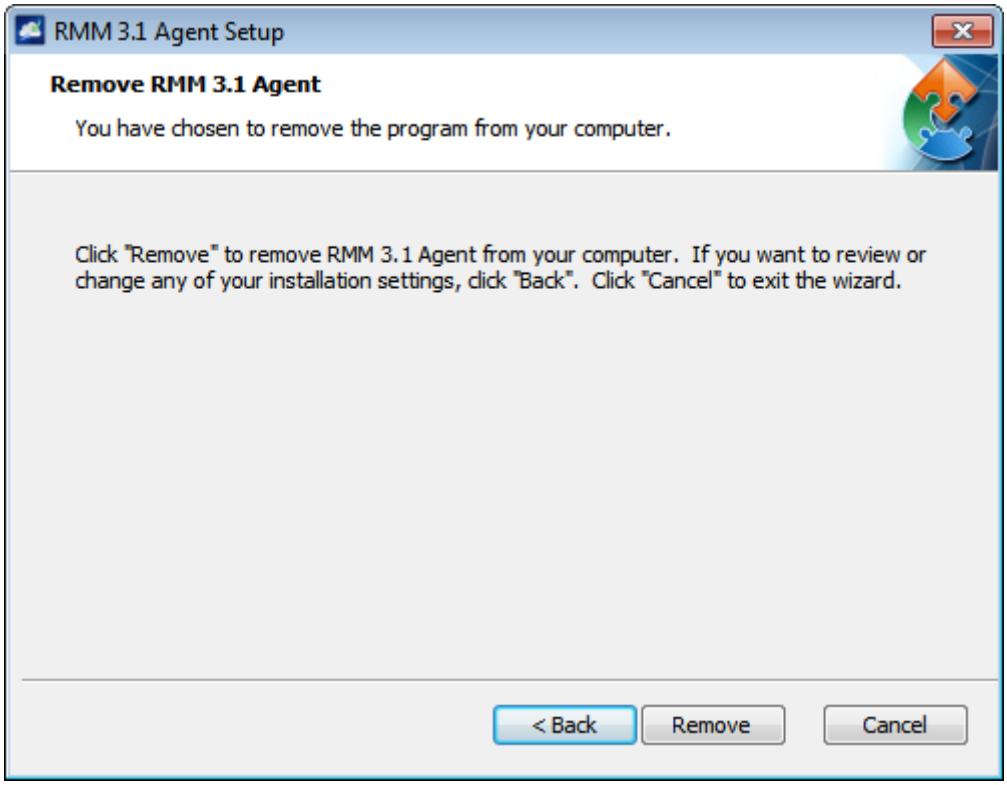
1.1.2. Uninstallation

- **Start to uninstall “RMM Agent”**

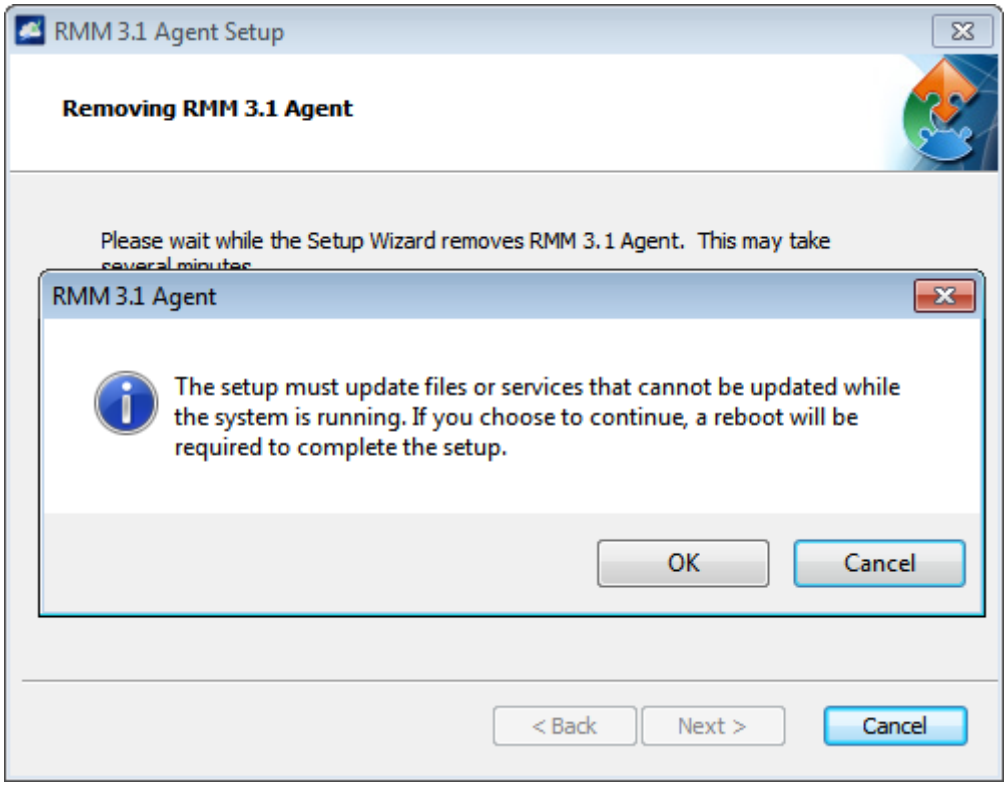
- **Click “Remove”.**

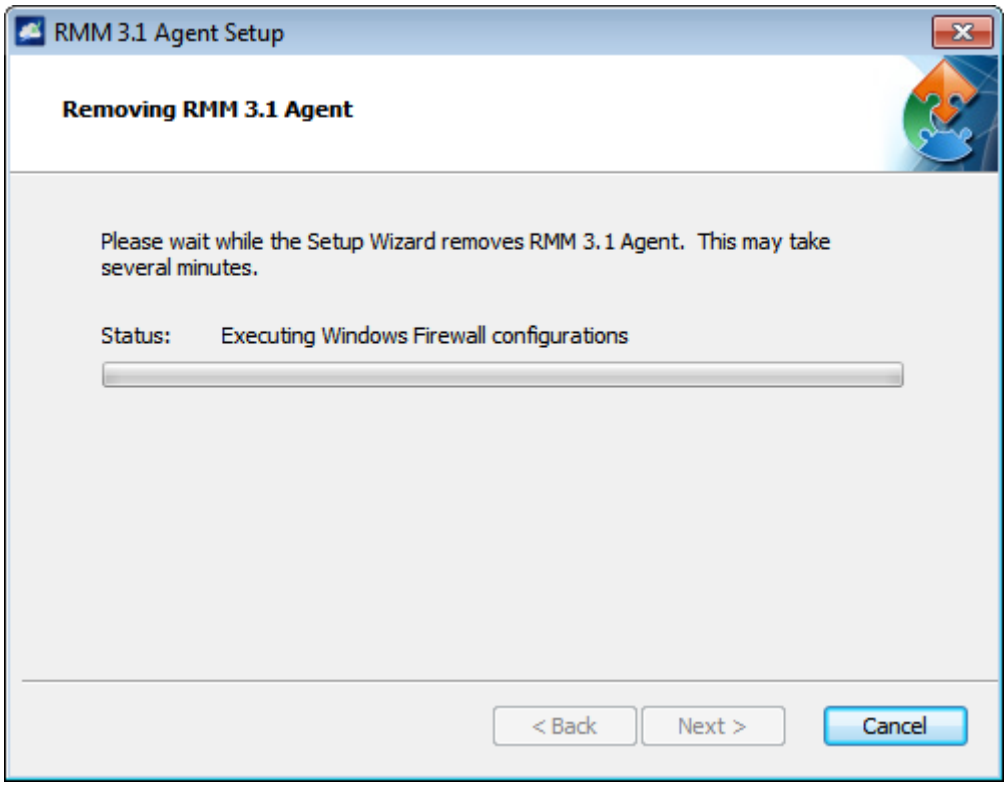


- **Confirm to uninstall “RMM Agent”**

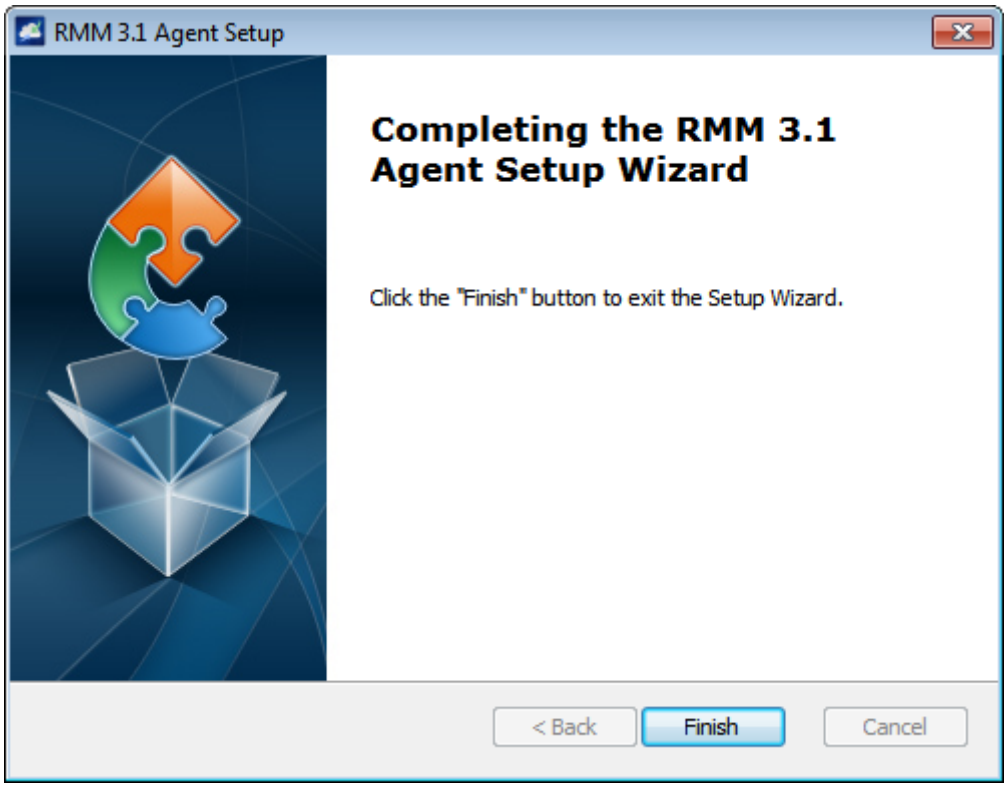


- **Uninstall progress**





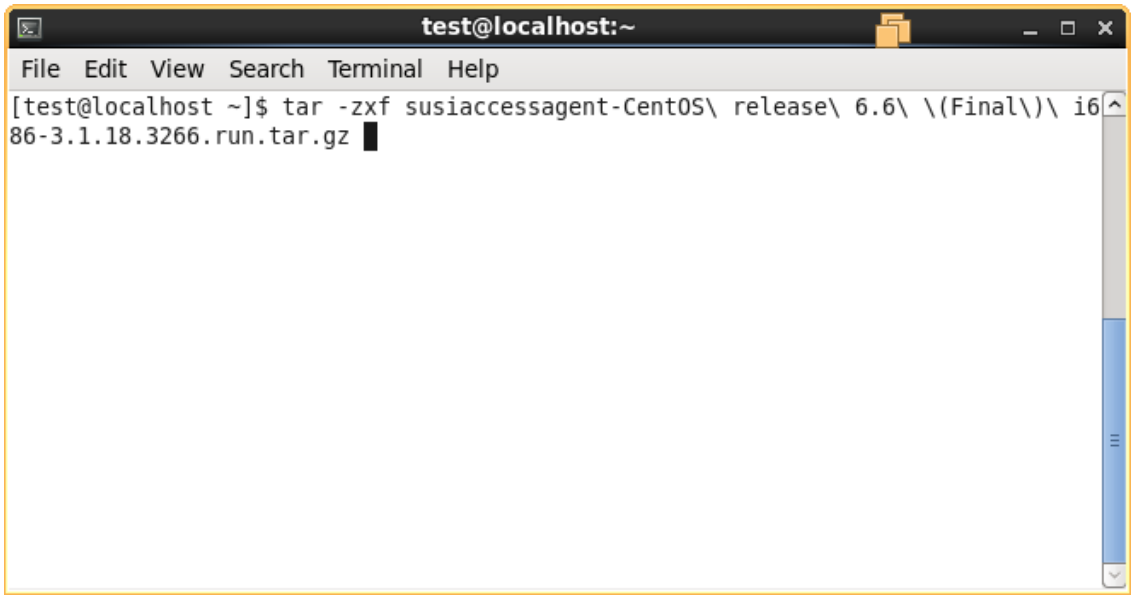
- **Uninstalling completed.**



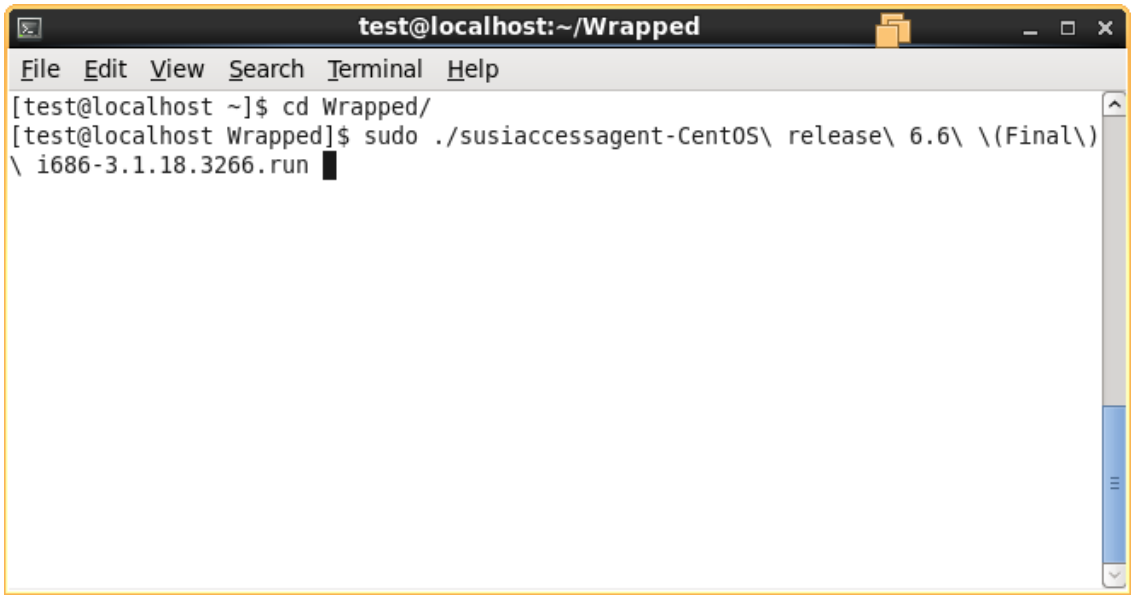
1.2. Linux Agent Installation

1.2.1. Installation

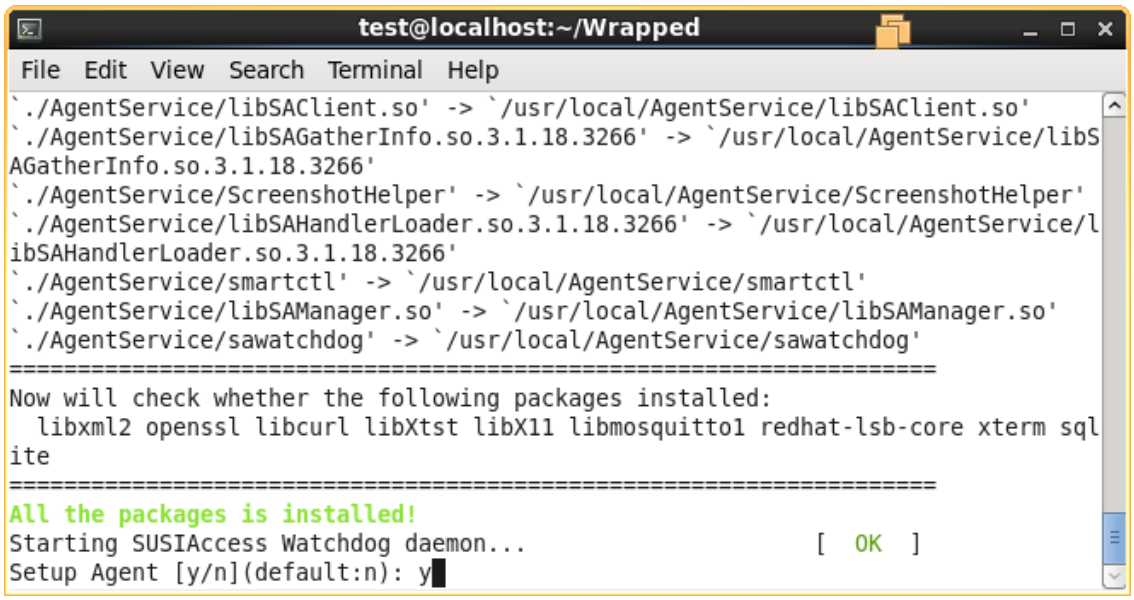
- **Untar the “RMM Agent” installer to “Wrapped” folder**



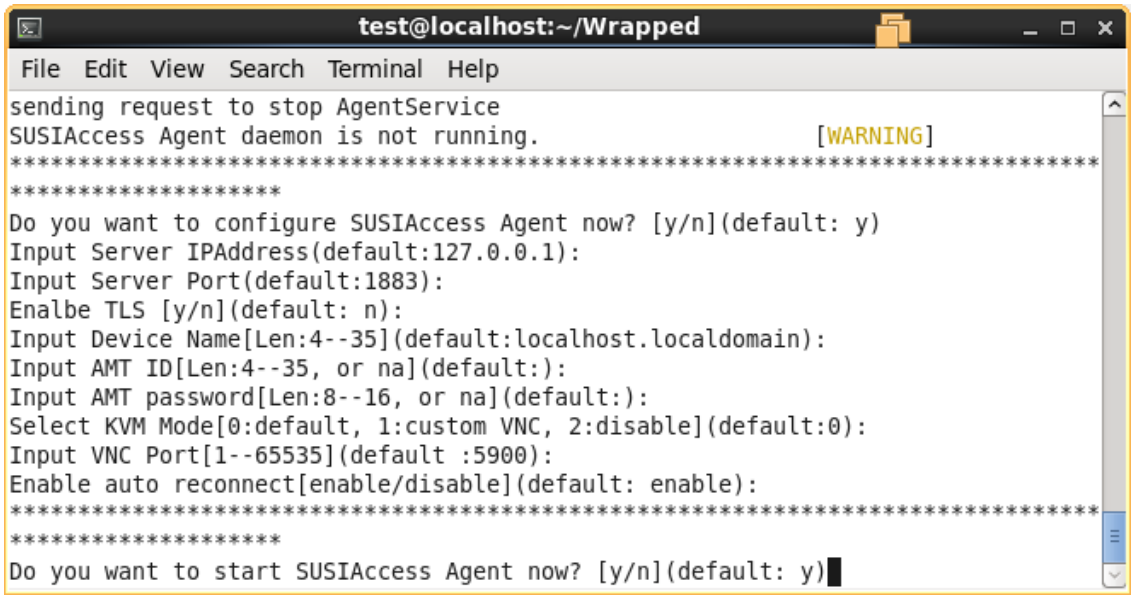
- **Change directory to “Wrapped” folder and execute the installer with uperuser permissions**



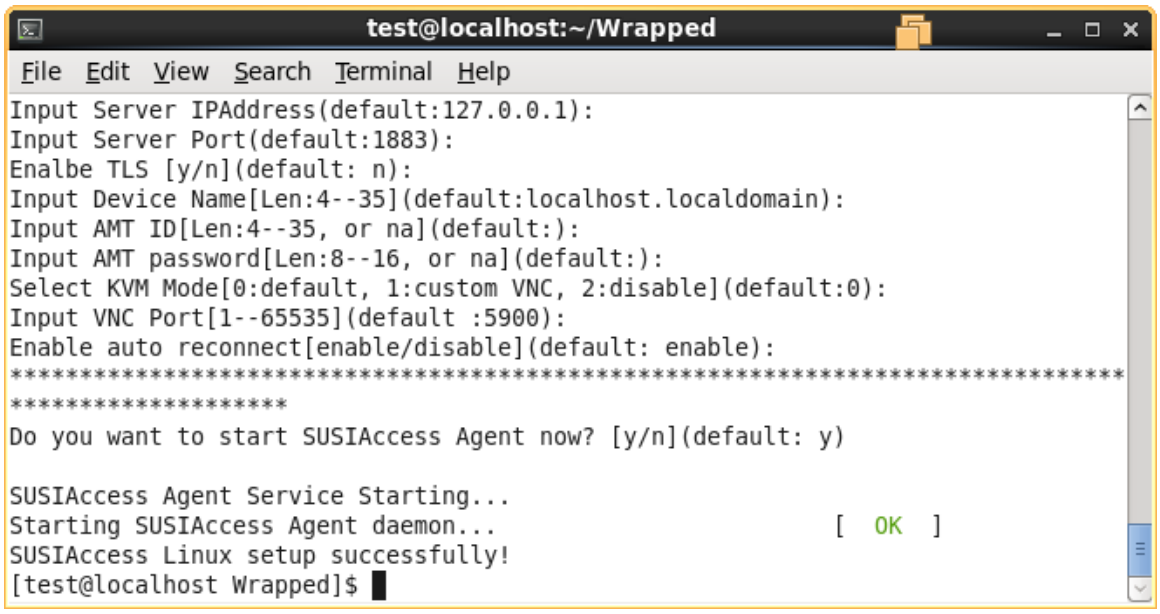
- **Enter the setup mode by clicking y**



- **Complete the configuration step by step**

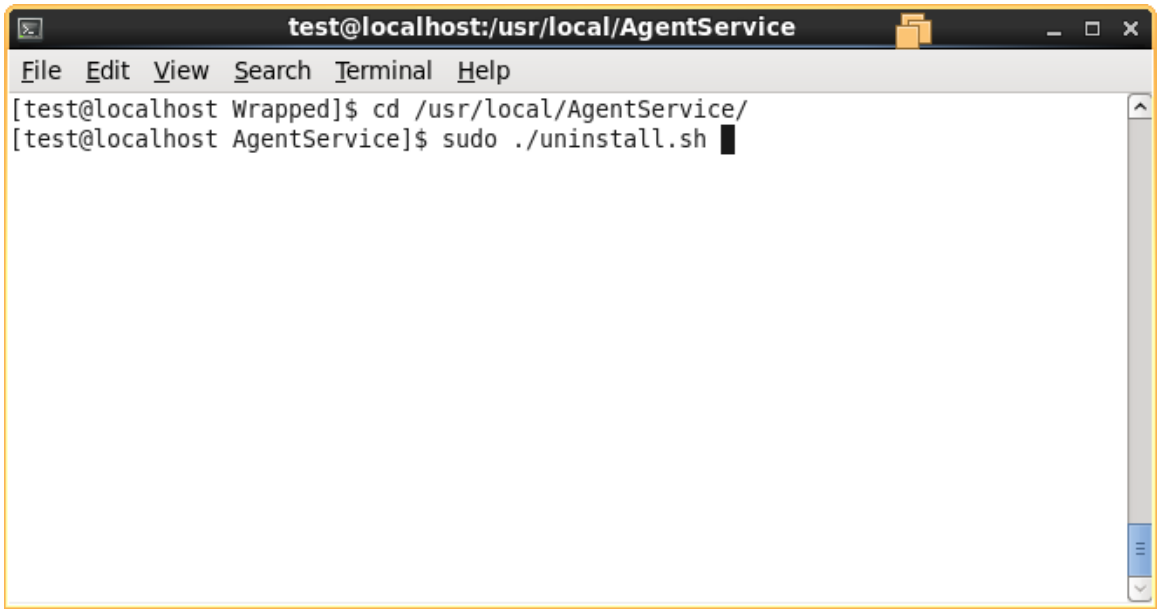


- **Install Completed**

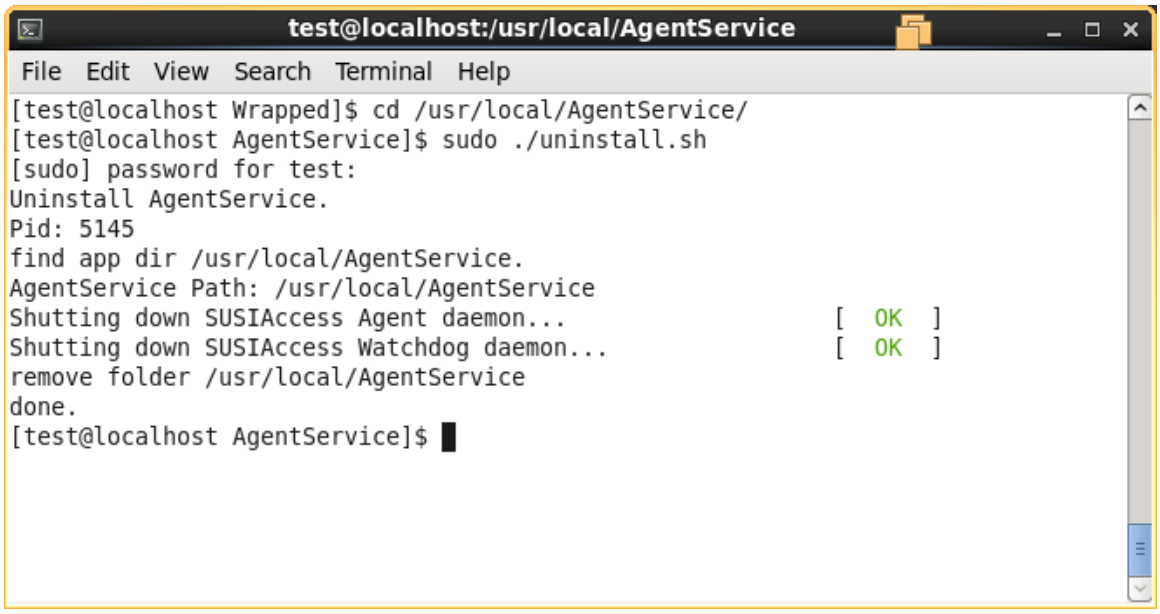


1.2.2. Uninstallation

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



- **Uninstall Completed**



2. Windows Agent Configuration

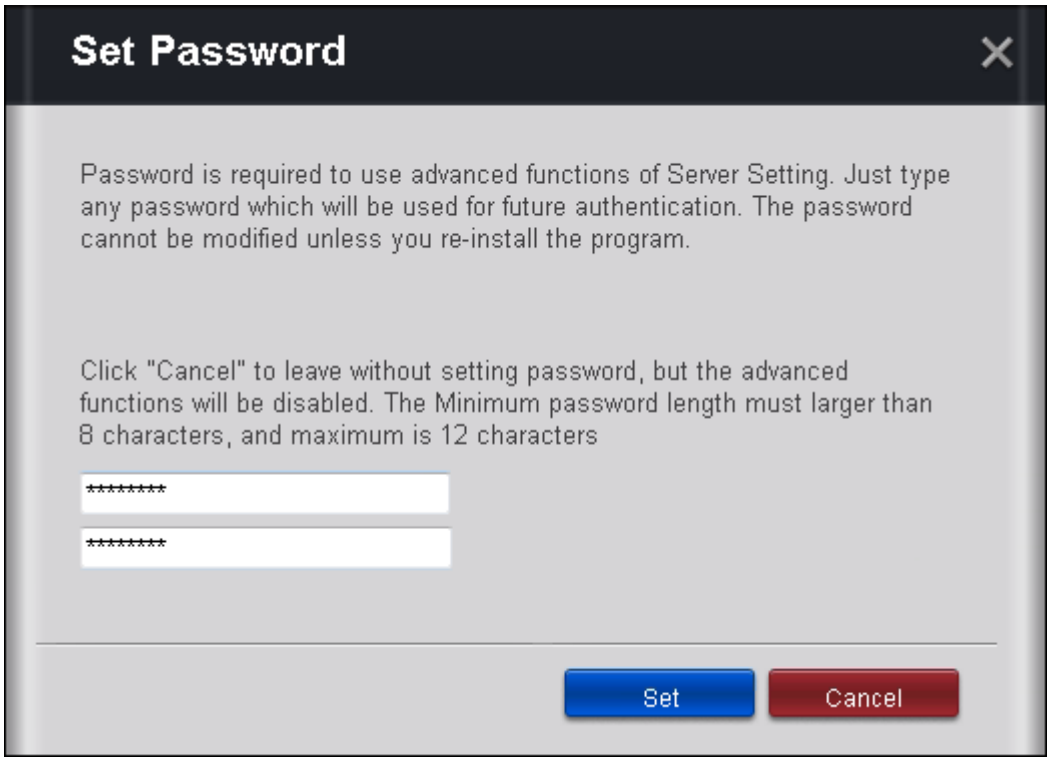
1.1. Agent Console

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.

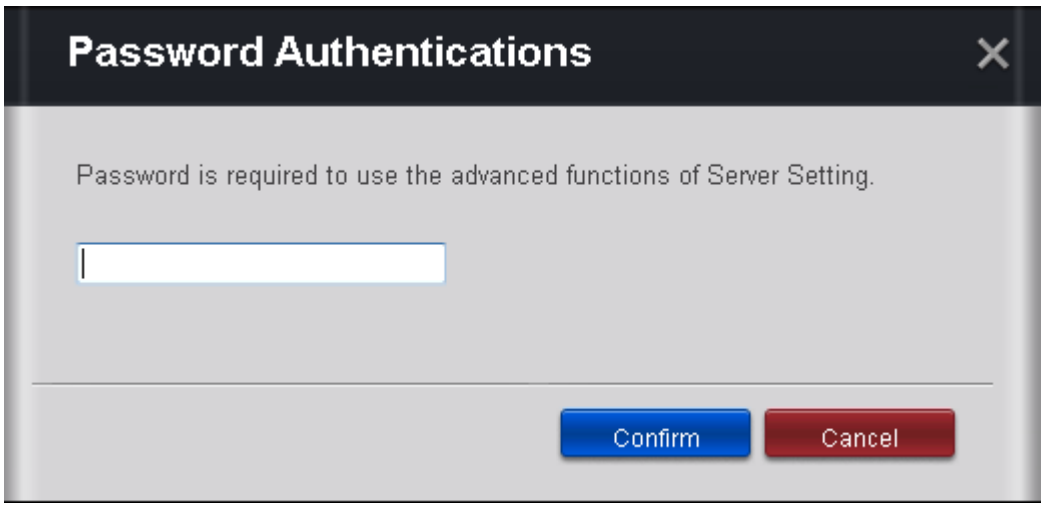
1.2. Connect to Server

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.

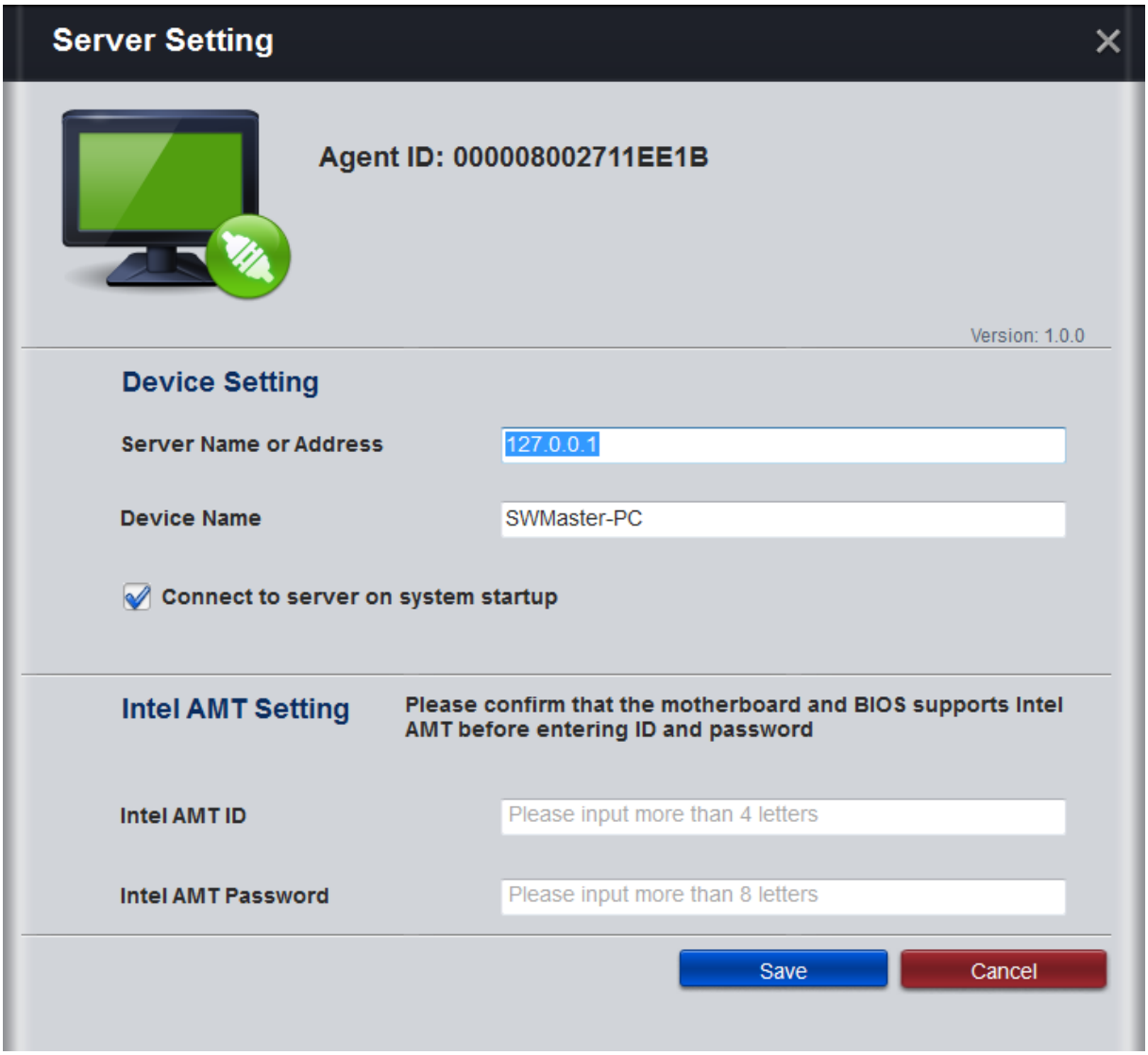


After the password setup, user needs to enter the password to lunch the Server Setting dialog.



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.

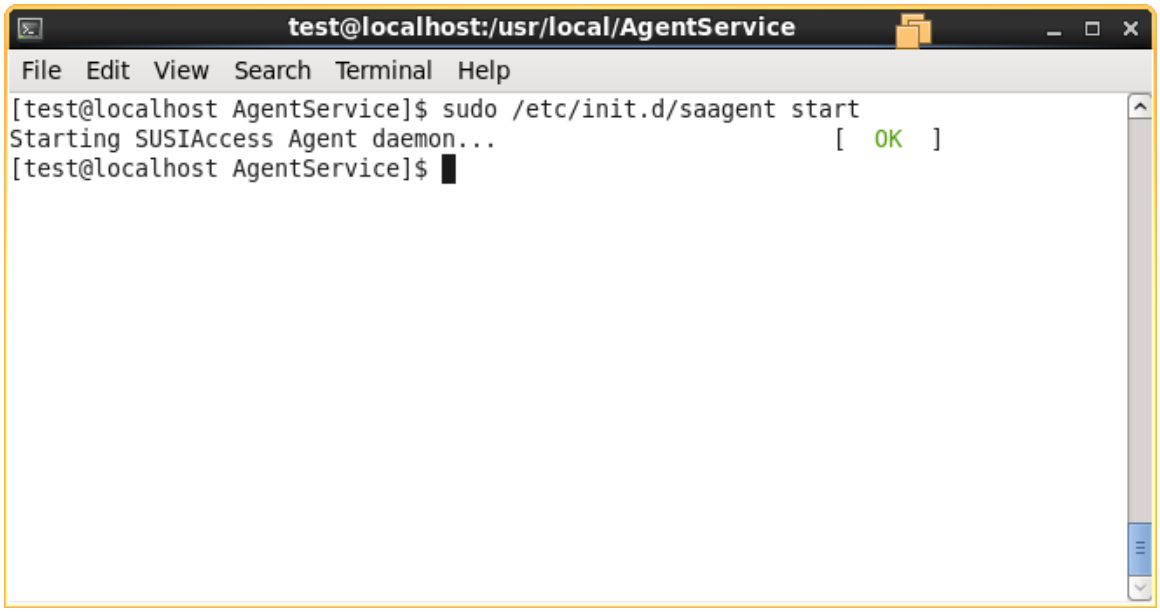

Server Setting
Agent ID: 000008002711EE1B
Version: 1.0.0
Device Setting
Server Name or Address
127.0.0.1
Device Name
SWMaster-PC
Connect to server on system startup
Intel AMT Setting
Please confirm that the motherboard and BIOS supports Intel AMT before entering ID and password
Intel AMT ID
Please input more than 4 letters
Intel AMT Password
Please input more than 8 letters
Save
Cancel

3. Linux Agent Configuration

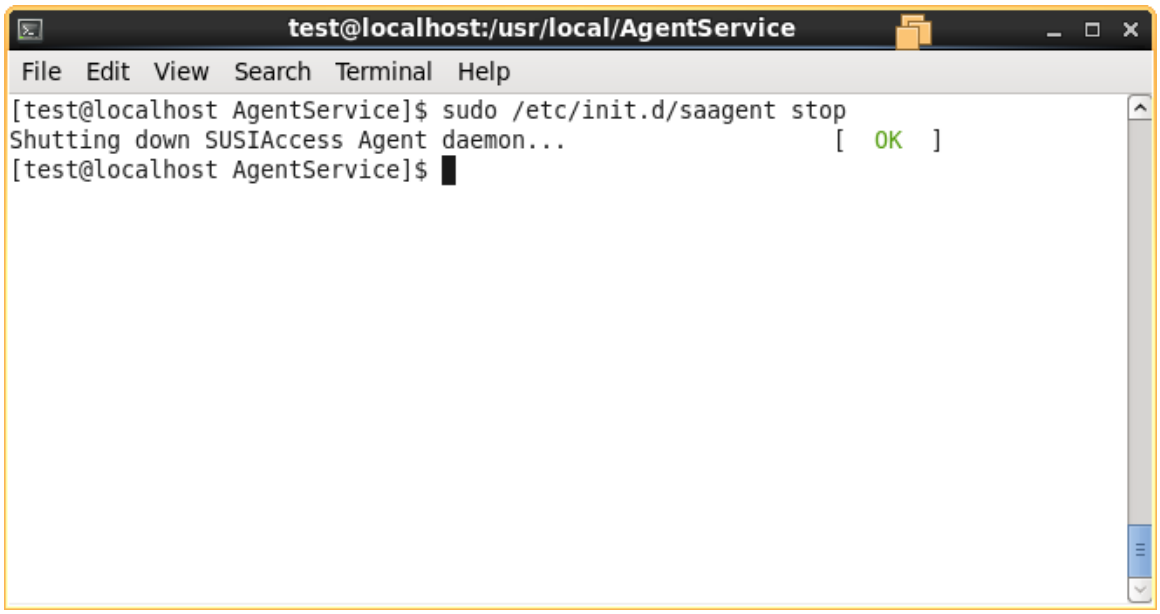
2.1. Agent Service Control

1.2.3. CentOS

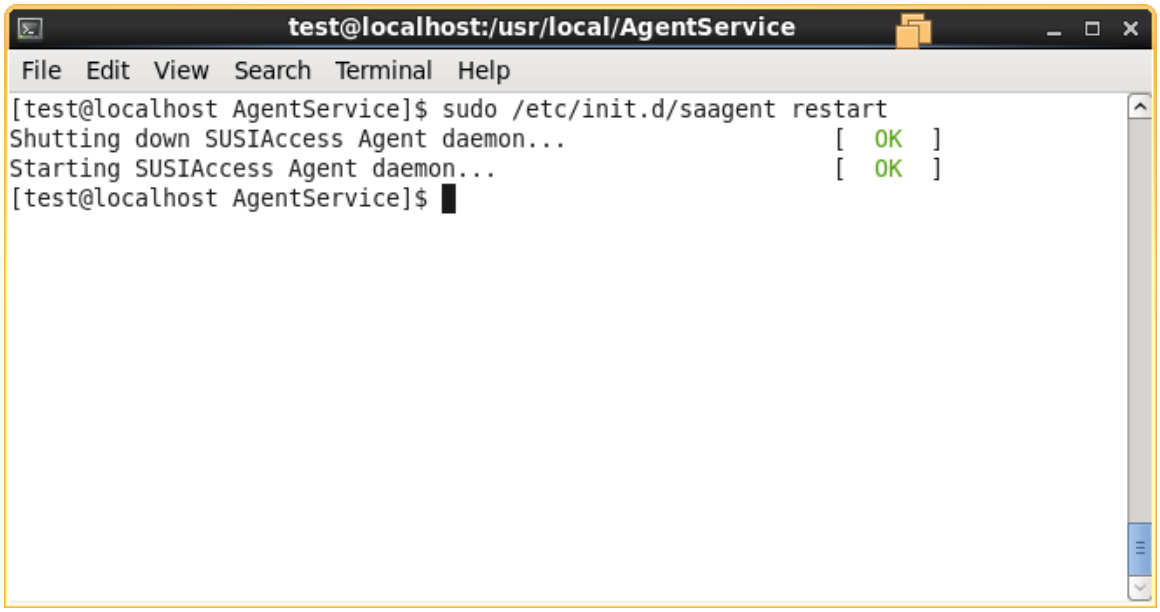
- **Start Agent Service**



- **Stop Agent Service**

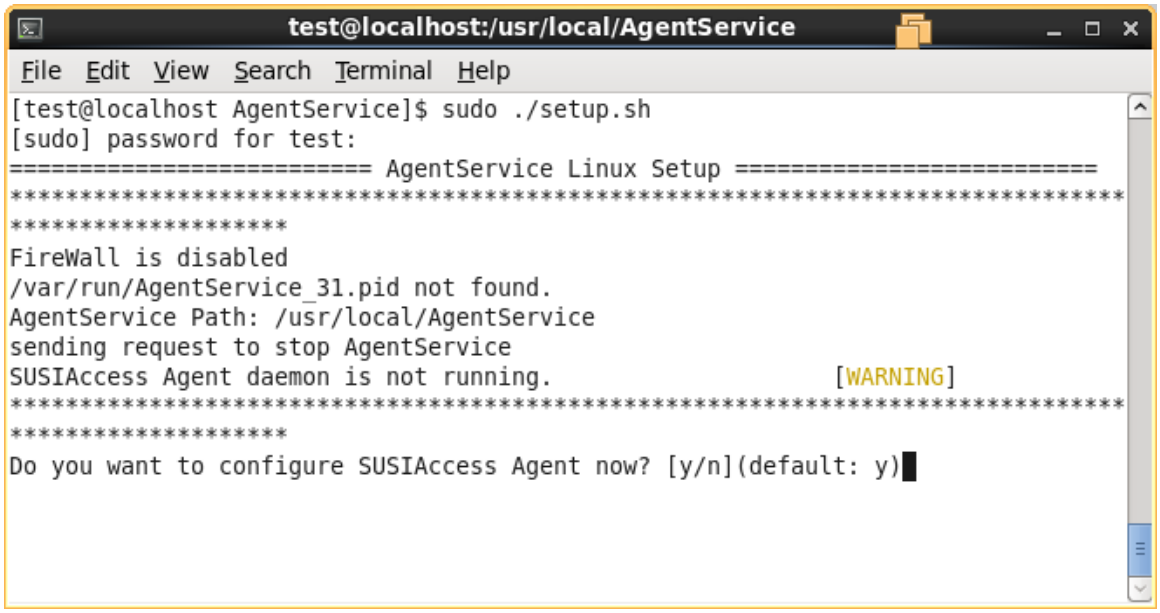


- **Restart Agent Service**

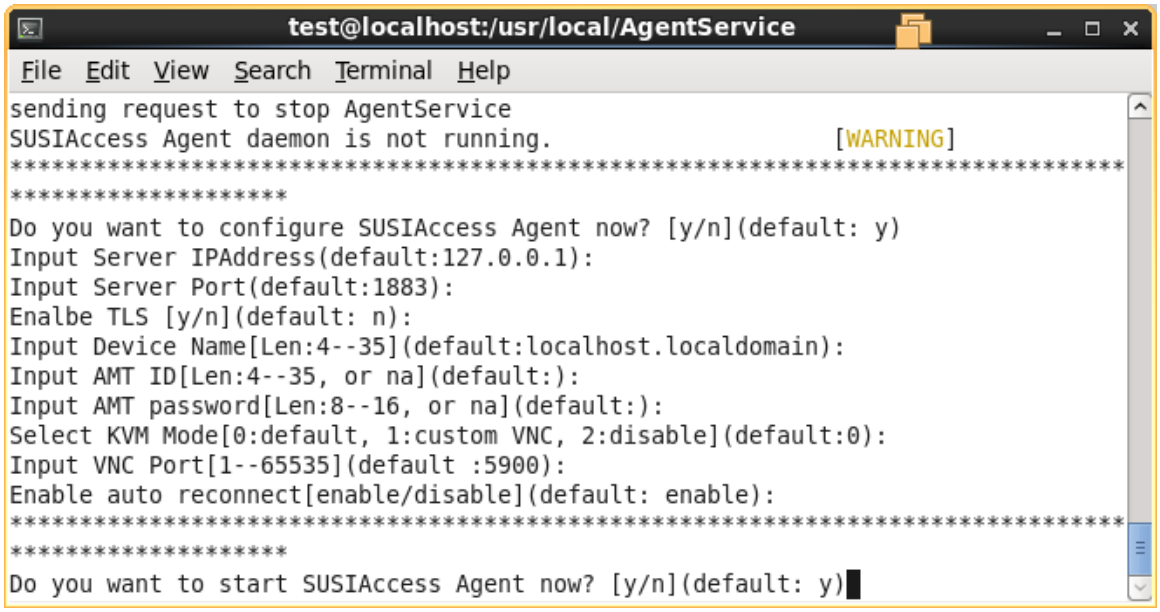


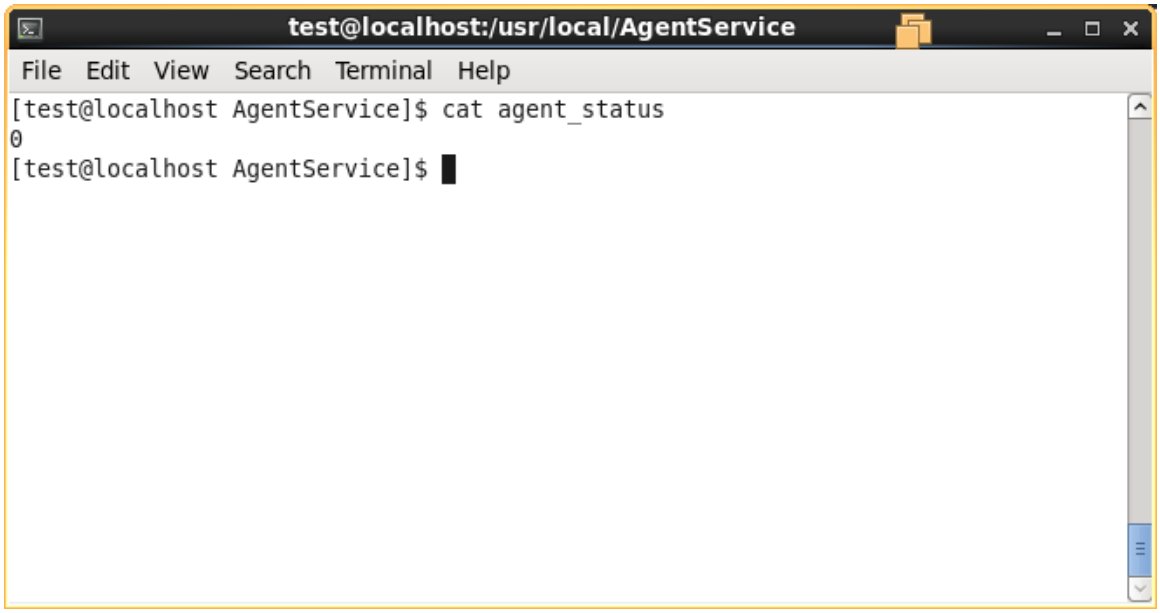
2.2. Setup Agent

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



Complete the configuration step by step to setup the agent.



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.