NetXMS
Installation Guide

Version 0.2.20

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1 Preface

This manual provides instructions for installing NetXMS components for UNIX, Windows, and NetWare.

1.1 Audience

This manual is intended for network administrators, responsible for NetXMS deployment and maintenance. The person installing NetXMS components must have a working knowledge of the appropriate operating system (UNIX, Windows, or NetWare).

1.2 Additional Documentation

For information on topics not covered in this manual, please see NetXMS User's Manual or Documentation section on NetXMS web site (http://www.netxms.org/documentation).

2 Requirements

Read this chapter and perform a thorough review of the system or systems onto which you are planning to install NetXMS software. The system/s must meet software, hardware, and configuration requirements listed in this chapter.

2.1 Server Requirements

2.1.1 Hardware

Minimum requirements: Pentium III 500 MHz, 256MB RAM, 100MB of free disk space.
Recommended: Pentium IV 1 GHz, 512MB RAM, 100MB of free disk space.

For non-Intel platforms, adequate hardware should be used.

2.1.2 Operating System

Server can run on the following operating systems:

- Linux
- FreeBSD
- Windows 2000, Windows XP, Windows Server 2003
- Solaris 8, 9 (Solaris 10 was not tested yet)

If you wish to compile NetXMS server with encryption support on UNIX, you should have OpenSSL package installed.

2.1.3 Database

The following database engines can be used as a backend:

- Microsoft SQL
- Oracle
- MySQL
- PostgreSQL
- SQLite

Database size and load is very hard to predict, because it is dependent on a number of monitored nodes and collected parameters. If you plan to install database engine on the same machine as NetXMS server, increase your hardware requirements accordingly.

2.2 Console Requirements

2.2.1 Hardware

Minimum requirements: Pentium III 500, 256 MB RAM, 30 MB of free disk space.
Recommended: Pentium IV 1GHz, 512 MB RAM, 30 MB of free disk space, video adapter capable of at least 1024x768 resolution with 32bit colors.

2.2.2 Operating System

NetXMS Console can run on Windows 2000, Windows XP, and Windows Server 2003. You can also run console on Linux under WINE (see http://www.winehq.com for more information).

2.3 Agent Requirements

2.3.1 Hardware

NetXMS agent can run on any hardware supported by target operating system, and requires approximately 1 MB of free disk space (depending on OS).

2.3.2 Operating System

NetXMS agent can be run on the following operating systems:

- Windows 95/98, NT 4.0, Windows 2000, Windows XP, Windows Server 2003
- Linux
- FreeBSD
- OpenBSD
- Solaris
- AIX
- HP-UX
- Novell NetWare 5.1 SP3, 6.0, 6.5
- IPSO

3 Server Installation and Upgrade

3.1 Installing NetXMS Server on UNIX

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-*VERSION*.tar.gz, for example netxms-0.2.11.tar.gz). Please note that in the following steps *VERSION* will be used as a substitution for an actual version number.

2. Unpack the archive:
```
$ tar zxvf netxms-VERSION.tar.gz
```

3. Change directory to netxms-version and run configure script:
```
$ cd netxms-VERSION
$ sh ./configure --with-server --with-mysql --with-agent
```

   Important arguments:
   - --prefix=DIRECTORY: installation prefix, all files go to the specified directory;
   - --with-server: build server. Don't forget to add at least one DB Driver as well;
   - --with-pgsql: build Postgres DB Driver (if you plan to use PostgreSQL as backend database);
   - --with-mysql: build MySQL DB Driver (if you plan to use MySQL as backend database);
   - --with-odbc: build ODBC DB driver (if you plan to connect to your backend database via ODBC; you will need UNIX ODBC package to do that);
   - --with-sqlite: build SQLite DB driver (if you plan to use embedded SQLite database as backend database);
   - --with-agent: build monitoring agent. It is strongly recommended to install agent on a server box;
   - --with-nxhttpd: build NetXMS web server;
   - --disable-encryption: Disable encryption support.

   To learn more about possible configure parameters, run it with --help option.

4. Run make and make install:
```
$ make
$ make install
```

5. Copy sample config files to desired locations:
```
$ cp contrib/netxmsd.conf-dist /etc/netxmsd.conf
$ cp contrib/nxagentd.conf-dist /etc/nxagentd.conf
```

   By default, both server and agent will look for configuration files in /etc directory. If you wish to place configuration files in a different location, don't forget to use –c command line switch for agent and –config-file command-line switch for server to specify an alternate location.

6. Create Database and User with access rights to this database. Below is an example for MySQL:
```
$ mysql -U root -p mysql
mysql> CREATE DATABASE netxms;
mysql> GRANT ALL ON netxms.* TO netxms IDENTIFIED BY 'PaSsWd';
mysql> \q
```

Please note that database that user you have created should have rights to create new tables.

7. Modify server configuration file (default is /etc/netxmsd.conf). It should look the following way:

```
DBDriver = /usr/local/lib/libnxddr_mysql.so
DBServer = localhost
DBName = netxms
DBLogin = netxms
DBPassword = PaSsWd
LogFile = /var/log/netxmsd
LogFailedSQLQueries = yes
```

Description of configuration parameters:

CodePage	Server's code page. Default value depends on your system, usually ISO8859-1. You should change it if you plan to use national characters in object names, comments, etc. This parameter will have no effect if server was compiled without iconv support.
DBDriver	Database driver to be used. You can use one of the following drivers: libnxddr_mysql.so Driver for MySQL database. libnxddr_pgsql.so Driver for PostgreSQL database. libnxddr_odbc.so ODBC connectivity driver (you can connect to MySQL, PostgreSQL, MS SQL, and Oracle via ODBC). libnxddr_sqlite.so Driver for embedded SQLite database. If you installed NetXMS with non-default prefix (default is /usr/local), you should change the path to database driver appropriately.
DBServer	Database server to connect to (for ODBC driver, name of ODBC source).
DBName	Database name (for SQLite driver, database file name).
DBLogin	Database user name.
DBPassword	Database user's password.
LogFile	Server's log file. To write a log to syslog (or Event Log on Windows), use *{syslog}* as file name.
LogFailedSQLQueries	Controls logging of failed SQL queries. Possible values are "yes" (default) or "no". It is recommended to keep this parameter set to "yes" to simplify diagnostics of database-related problems and bugs.

8. Modify agent's configuration file (/etc/nxagentd.conf). For detailed description of possible parameters, please consult NetXMS User's Manual. For the normal server's operation, you should add at least the following line to your agent's configuration file:

```
MasterServers = 127.0.0.1, your_server_IP_address
```

9. Initialise this database with nxdbmgr utility using sql-script in sql/dbinit_*DBTYPE*.sql. *DBTYPE* can be "mssql", "mysql", "pgsql", "oracle", or "sqlite".

MySQL example:

```
$ /usr/local/bin/nxdbmgr init /usr/local/share/netxms/sql/dbinit_mysql.sql
```

10. Run agent and server:

```
# /usr/local/bin/nxagentd -d
# /usr/local/bin/netxmsd -d
```

Now you have working NetXMS server.

3.2 Upgrading NetXMS Server on UNIX

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-VERSION.tar.gz, for example netxms-0.2.11.tar.gz). Please note that in the following steps VERSION will be used as a substitution for an actual version number.

2. Unpack the archive:
```
$ tar zxvf netxms-VERSION.tar.gz
```

3. Change directory to netxms-version and run configure script:
```
$ cd netxms-VERSION
$ sh ./configure --with-server --with-mysql —with-agent
```

   Be sure to include all options that were used at installation time.

4. Run make:
```
$ make
```

5. Stop NetXMS server.
6. Stop NetXMS agent.
7. Check database for possible inconsistencies:
```
$ nxdbmgr check
```

   Proceed to the next step only if database checker does not report any errors!

8. Run make install:
```
$ make install
```

9. Upgrade database:
```
$ nxdbmgr upgrade
```

10. Start NetXMS agent.
11. Start NetXMS server.

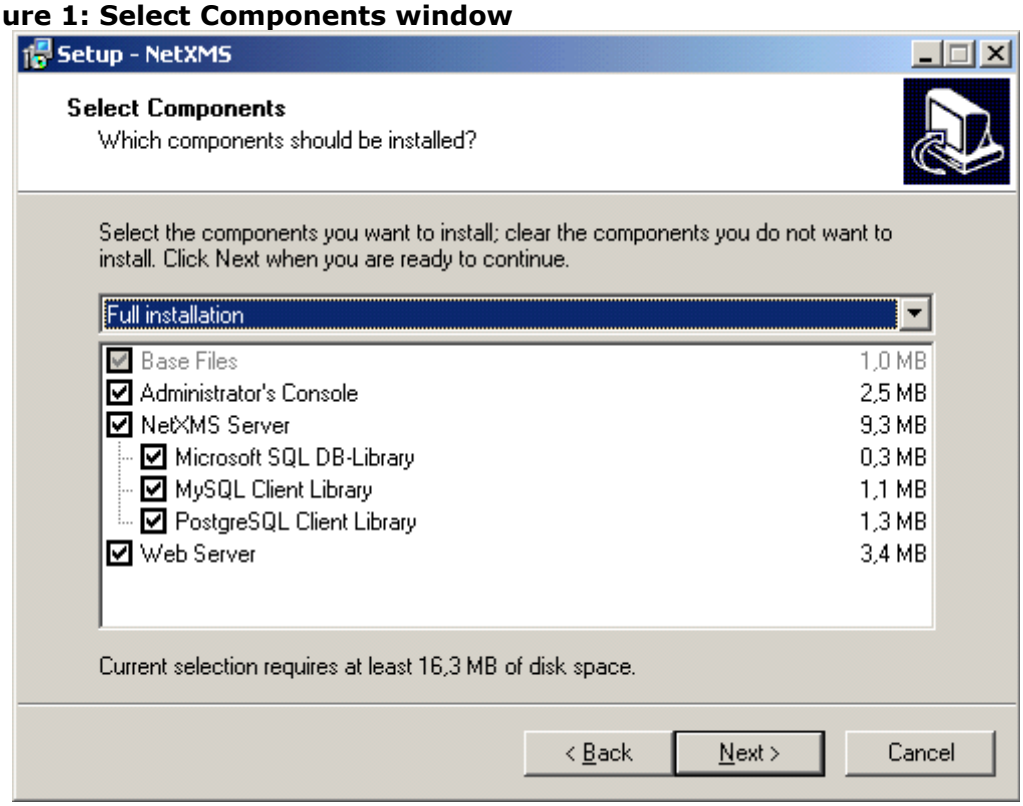
3.3 Installing NetXMS Server on Windows

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows installer (named netxms-VERSION.exe, for example netxms-0.2.20.exe). Please note that in following steps VERSION will be used as a substitution for an actual version number.

2. Run the installer package on your server machine. Installation wizard will be shown. Follow the prompts until the Select Components window opens (Figure 1).

3. On the Select Components window, select NetXMS Server option and an appropriate database client library. You do not have to install database client library from NetXMS package, if it is already installed on the machine.

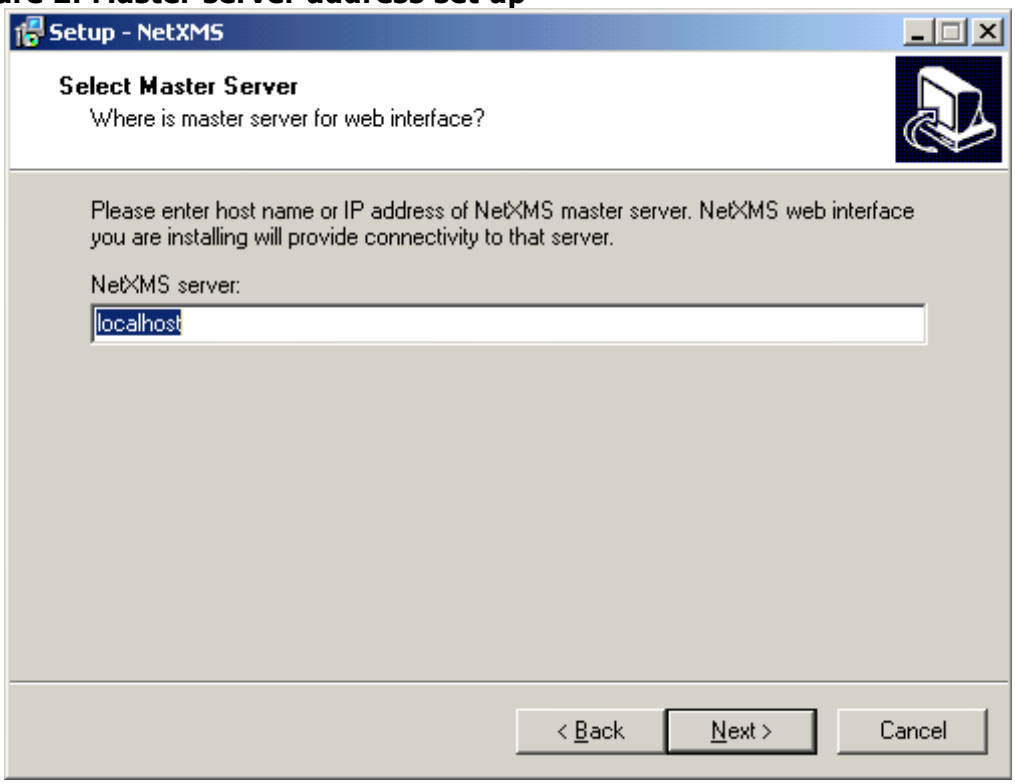
Figure 1: Select Components window



If you plan to use web interface, also select Web Server component, and if you plan to run NetXMS console from the same machine, select Administrator's Console option as well.

4. Follow the prompts until Ready to Install window opens. If the Web Server option was selected, you will be prompted for master server address. Set it to localhost (Figure 2):

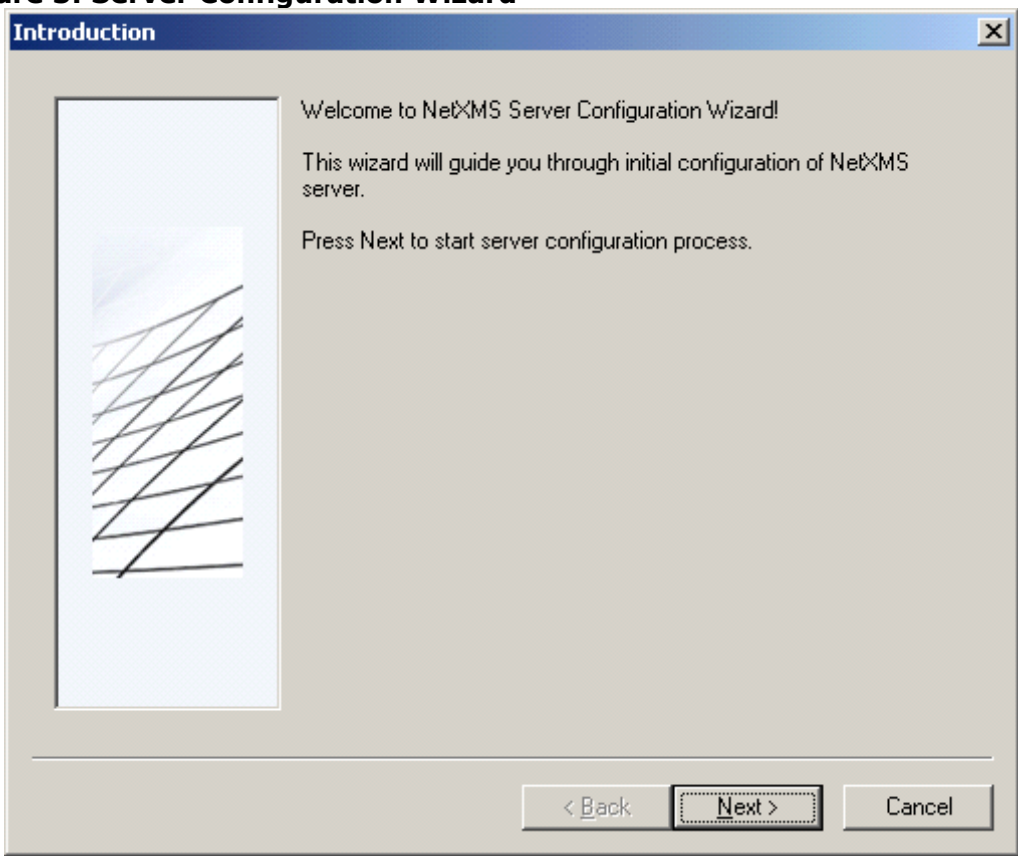
Figure 2: Master server address set up



5. On Ready to Install window, check whether everything is correct, then press the Install button.

6. After copying files, Server Configuration Wizard will open (Figure 3).

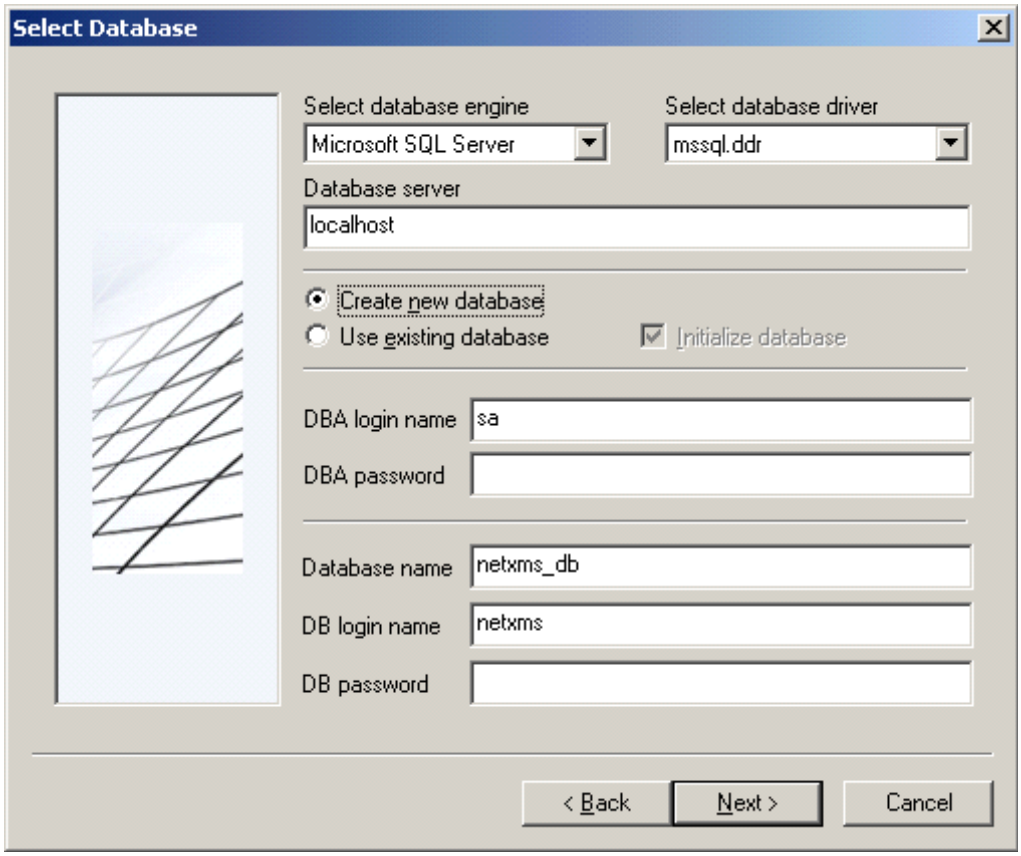
Figure 3: Server Configuration Wizard



Press the Next button to start NetXMS server configuration.

7. Database selection window will open (Figure 4):

Figure 4: Select Database window



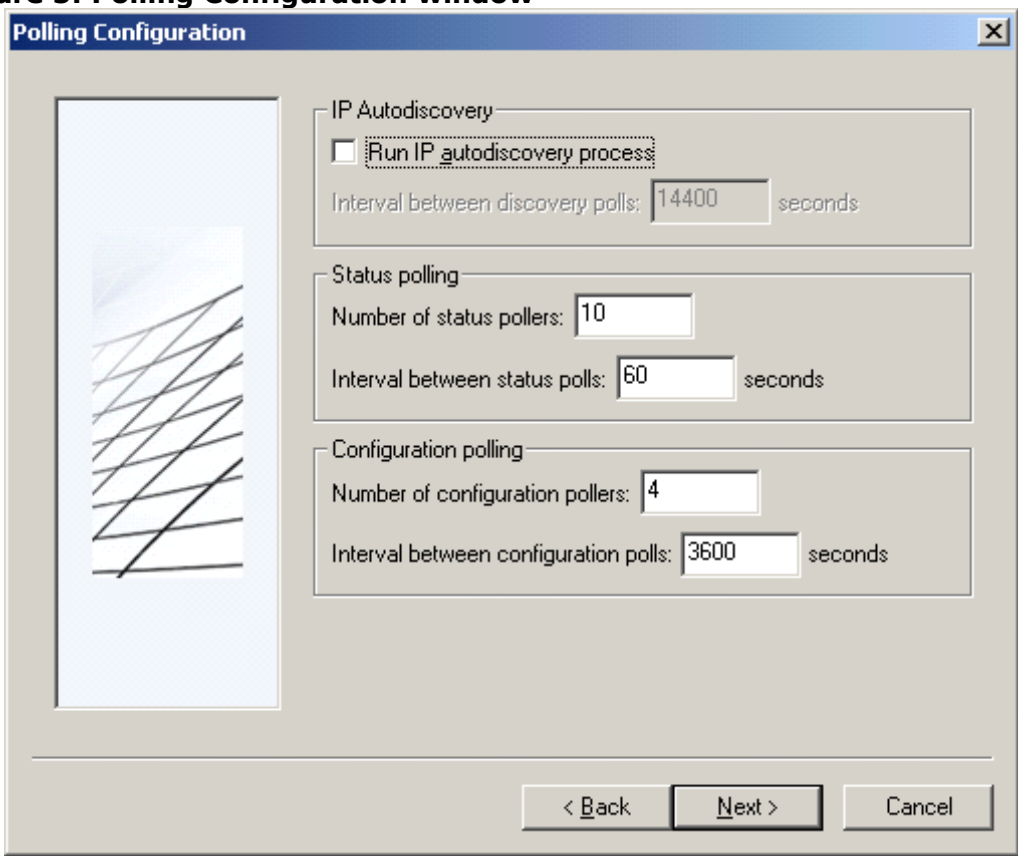
- Select the desired database engine and driver. For most databases, you will have two drivers available – native and ODBC. Please note that if you select ODBC, you will have to manually configure ODBC source.
- Enter the name of database server or ODBC source.
- In DBA login name and DBA password fields, enter database administrator's login name and password. You have to fill these fields only if you have chosen Create new database option.
- Enter the desired database name, database user name and password. If you are not using ODBC, the wizard will create database and a user for you. If ODBC is used, database and user should be created beforehand.

Microsoft SQL note:
If you wish to use Windows authentication for database connectivity, use * (asterisk) as a login name and leave the password field blank. If you specify asterisk as DBA login, user with which you are logged in to Windows should have administrative rights to the database server. If you use asterisk as DB login, you should run NetXMS Server service as a user with appropriate rights to the database.

Oracle note:
We recommend to use native database driver (oracle.ddr).

8. On the next window, you will be prompted for various polling parameters (Figure 5):

Figure 5: Polling Configuration window



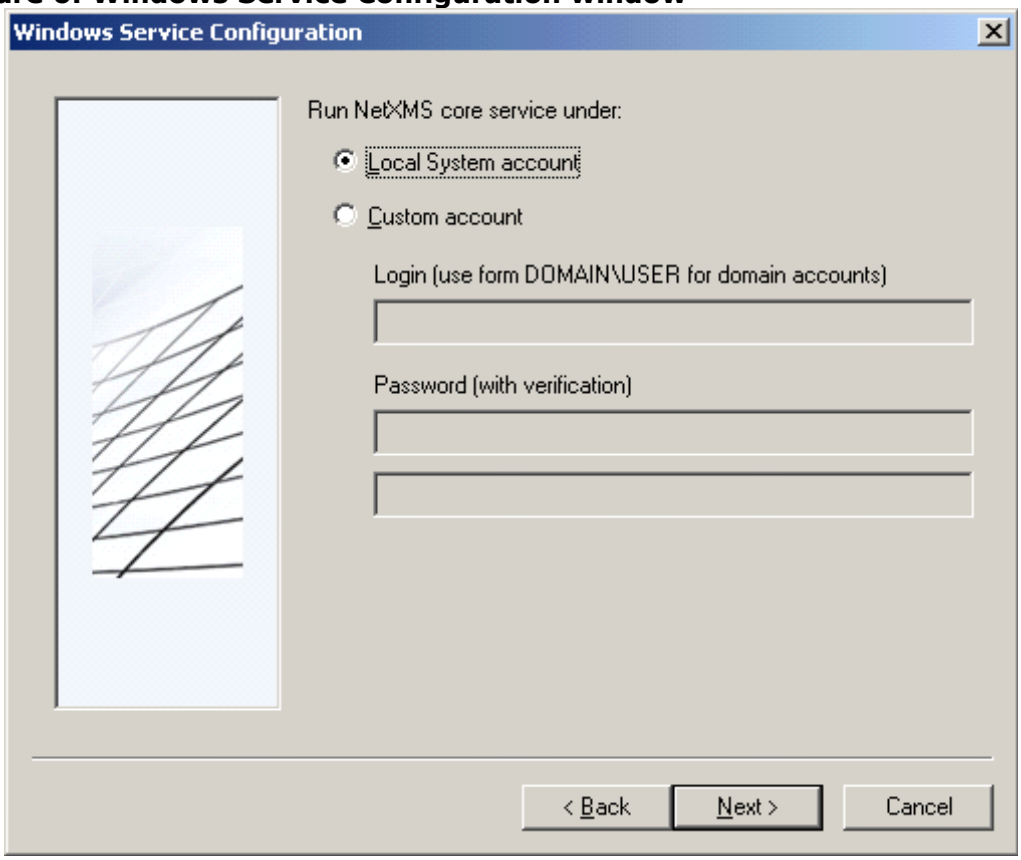
- Check Run IP autodiscovery process check-box, if you wish NetXMS server to automatically discover your IP network.
- Increase number of status and configuration pollers if you plan to monitor large number of nodes.

9. On the next window, enter address of your SMTP server. NetXMS will use it to send notification e-mails. If you have mobile phone attached to management server via serial cable or USB, select mobile phone driver and COM port; otherwise, select "<none>".

10. Then next window will prompt you for logging method. Either check Event Log or select file, and press the Next button.

11. Windows service configuration window will appear (Figure 6):

Figure 6: Windows Service Configuration window



In most situations, you can run NetXMS server under Local System account. You may need to run it under specific account if you are using Microsoft SQL database and Windows authentication, or for security reasons.

12. Follow the prompts until server configuration will be complete. After successful server configuration, installation will be finished, and you will have NetXMS server up and running.

3.4 Upgrading NetXMS Server on Windows

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows installer (named netxms-*VERSION*.exe, for example netxms-0.2.20.exe).

2. Stop NetXMS server.

3. Check database for possible inconsistencies:
   ```
   C:\NetXMS\bin> nxdbmgr check
   ```
   Proceed to the next step only if database checker does not report any errors!

4. Run NetXMS installer and follow the prompts. Normally, you will not need to change any settings on installation wizard windows. Alternatively, you can run the installer with /SILENT option to disable any prompts:
   ```
   C:\Download> netxms-0.2.20.exe /SILENT
   ```

5. Check whether NetXMS Server service is running again. If it's not, most likely you have to upgrade your database to newer version. To upgrade database, use nxdbmgr utility:
   ```
   C:\NetXMS\bin> nxdbmgr upgrade
   ```

6. Start NetXMS server, if it is not already started.

4 Console Installation

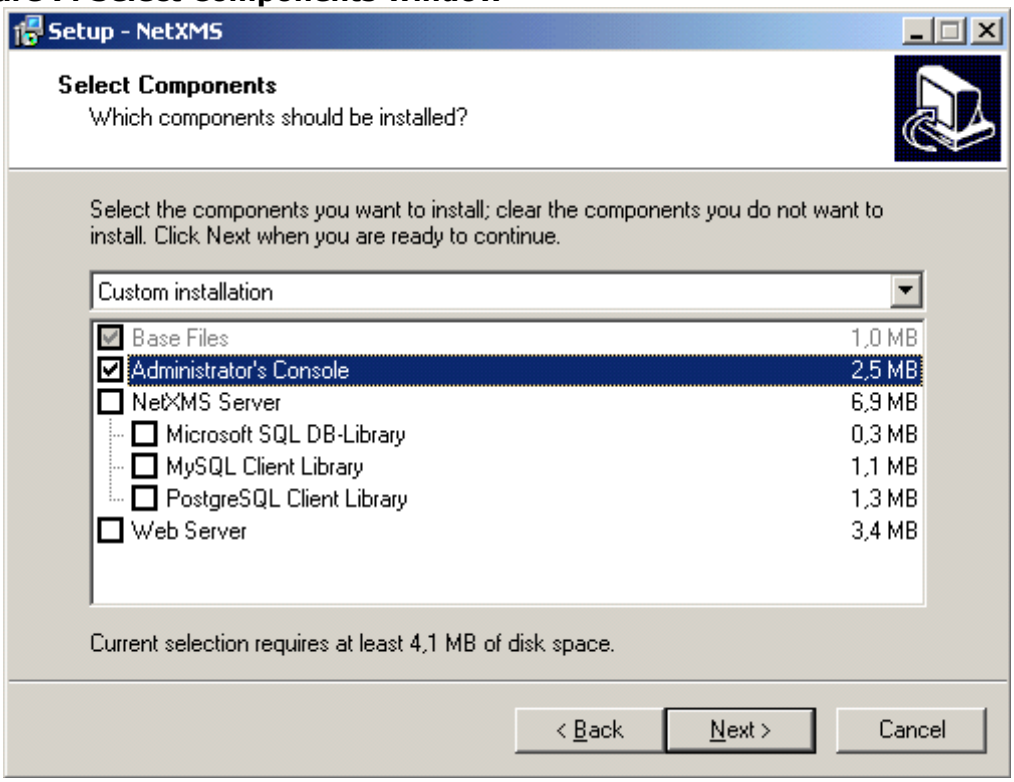
4.1 Installing NetXMS Console

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows installer (named netxms-*VERSION*.exe, for example netxms-0.2.20.exe).

2. Run the installer package on your workstation. Installation wizard will be shown. Follow the prompts until the Select Components window (Figure 7) opens.

3. On the Select Components window, select the Administrator's Console option.

Figure 7: Select Components window



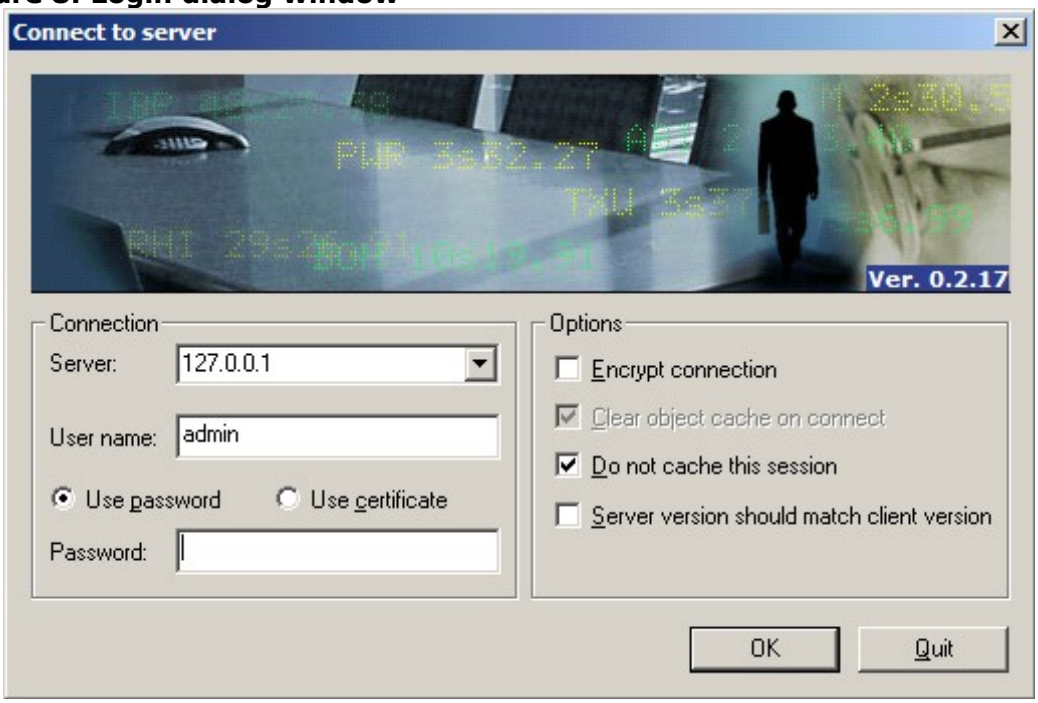
Press the Next button and follow the prompts until installation finishes.

4.2 Connecting to the NetXMS Server for the first time

After you have successfully installed NetXMS Server and Management Console, you are ready to start working with NetXMS.

1. Run console; login dialog will appear (Figure 8):

Figure 8: Login dialog window



2. Enter the address of your NetXMS server, or leave the default address (127.0.0.1), if you are starting console on the server machine. Use admin as login name and netxms as password.

5 Agent Installation and Upgrade

5.1 Installing NetXMS Agent on UNIX

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-*VERSION*.tar.gz, for example netxms-0.2.20.tar.gz). Please note that in the following steps *VERSION* will be used as a substitution for an actual version number.

2. Unpack the archive:
```
$ tar zxvf netxms-VERSION.tar.gz
```

3. Change directory to netxms-version and run configure script:
```
$ cd netxms-VERSION
$ sh ./configure --with-agent
```

   Important arguments:
   - --prefix=DIRECTORY: installation prefix, all files goes to specified directory;
   - --with-agent: build monitoring agent.

   To learn more about possible *configure* parameters, run it with --help option.

4. Run make and make install:
```
$ make
$ make install
```

5. Copy sample config file to desired location:
```
$ cp contrib/nxagentd.conf-dist /etc/nxagentd.conf
```

   By default, an agent will look for configuration file in /etc directory. If you wish to place configuration file in different location, don't forget to use –c command line switch to specify alternate location.

6. Modify agent's configuration file (/etc/nxagentd.conf). For detailed description of possible parameters, please refer to NetXMS User's Manual. At least, you should set the following parameters:
   MasterServers = *your_management_server_IP_address*
   LogFile = *log_file*
   FileStore = *place_for_agent_temporary_files*

7. Run agent:
```
# /usr/local/bin/nxagentd –d
```

   Now you have a working NetXMS agent.

5.2 Upgrading NetXMS Agent on UNIX

We highly recommend using centralized agent upgrade feature for agent upgrades. However, if you decide to upgrade an agent manually, it can be done in just a few steps:

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-*VERSION*.tar.gz, for example netxms-0.2.20.tar.gz). Please note that in the following steps *VERSION* will be used as a substitution for an actual version number.

2. Unpack the archive:
   ```
   $ tar zxvf netxms-VERSION.tar.gz
   ```

3. Change directory to netxms-version and run configure script:
   ```
   $ cd netxms-VERSION
   $ sh ./configure --with-agent
   ```

   Important *configure* arguments:
   - --prefix=DIRECTORY: installation prefix, all files go to a specified directory;
   - --with-agent: build monitoring agent.

   To learn more about possible *configure* parameters, run it with --help option.

4. Run make:
   ```
   $ make
   ```

5. Stop NetXMS agent.

6. Run make install:
   ```
   $ make install
   ```

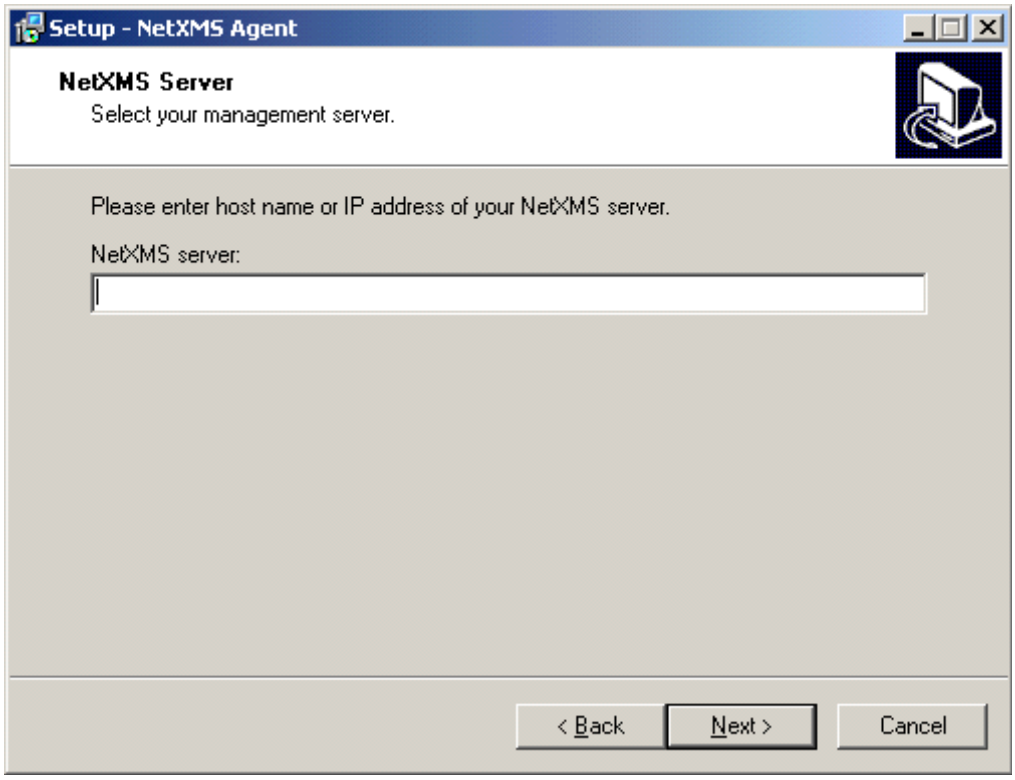
7. Start NetXMS agent.

5.3 Installing NetXMS Agent on Windows

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows Agent installer (named nxagent-*VERSION*.exe, for example nxagent-0.2.20.exe).

2. Run the installer package on target server. Installation wizard will be shown. Follow the prompts until the NetXMS Server window opens (Figure 9):

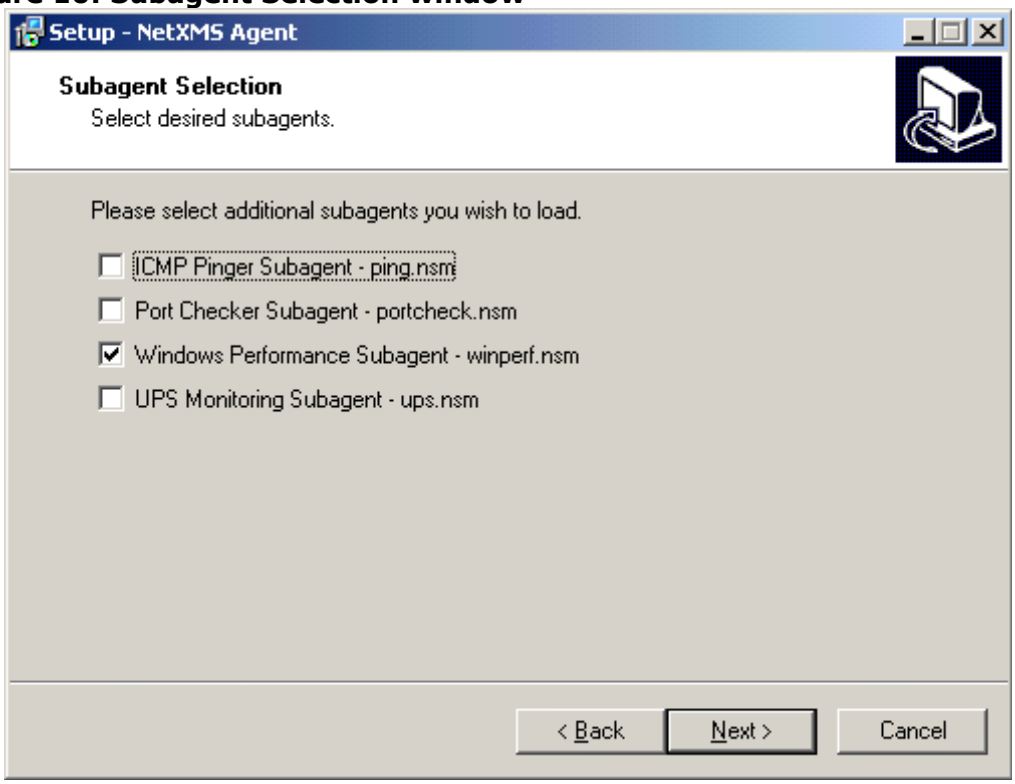
Figure 9: NetXMS Server window



Enter IP address or host name of your NetXMS server. You can specify multiple management servers, separating them by commas. Press the Next button to continue.

3. Subagent Selection window will open (Figure 10):

Figure 10: Subagent Selection window



In this window, you can select which subagents you wish to load. Each subagent extends agent's functionality, as described below:

ping.nsm	Adds possibility to send ICMP pings from monitored host. Ping round-trip times can be collected by management server;
portcheck.nsm	Adds possibility to check network services (like FTP or HTTP) from monitored host;
winperf.nsm	Adds access to Windows performance counters. This subagent is required if you need to collect CPU utilization from monitored host;
ups.nsm	Adds support for UPS monitoring. UPS can be attached to host via serial cable or USB.

For more information about subagents, please refer to NetXMS User's Manual.

4. Follow the prompts to complete the installation.

5.4 Upgrading NetXMS Agent on Windows

We highly recommend using centralized agent upgrade feature for agent upgrades. However, if you decide to upgrade agent manually, it can be done in just a few steps:

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows Agent installer (named nxagent-*VERSION*.exe, for example nxagent-0.2.20.exe).

2. Run NetXMS agent installer and follow the prompts. Normally, you will not need to change any settings on installation wizard dialog windows. Alternatively, you can run installer with /SILENT option to disable any prompts:

```
C:\Download> nxagent-0.2.20.exe /SILENT
```

5.5 Unattended installation of NetXMS Agent on Windows

Windows Agent installer (named nxagent-*VERSION*.exe, for example nxagent-0.2.20.exe), has various command line options for unattended installation. These options are following:

/SILENT	Don't show installation wizard, only a progress bar;
/VERYSILENT	Don't show anything;
/SUPPRESSMSGBOXES	Don't ask user anything;
/DIR=*path*	Set installation directory (default is C:\NetXMS);
/SERVER=*address*	Set address of master server (will be written to generated agent's configuration file as value for MasterServers parameter);
/SUBAGENT=*name*	Enable subagent *name*;
/NOSUBAGENT=*name*	Disable subagent *name*.

Valid subagent names are ECS, PING, PORTCHECK, WINPERF, and UPS. By default WINPERF is enabled and all others are disabled.
For example, to install agent silently (without any messages or progress bars), use Windows Performance and UPS management subagents, and set NetXMS management server address to 10.0.0.1, run the following command (it should be on one line):

```
C:\> nxagent-0.2.13.exe /VERYSILENT /SUPPRESSMSGBOXES /SERVER=10.0.0.1
/SUBAGENT=UPS
```

5.6 Installing NetXMS Agent on NetWare

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need archive with precompiled NetWare binaries (named netxms-*VERSION*-netware-binaries.tar.gz, for example netxms-0.2.20-netware-binaries.tar.gz).

2. Unpack arcive to the desired location on your NetWare server, for example, SYS:/NetXMS.

3. Copy sample configuration file to desired location. By default, an agent will look for configuration file in SYS:/etc directory. If you wish to place configuration file in different location, don't forget to use –c command line switch to specify alternate location.

4. Modify agent's configuration file (by default, SYS:/etc/nxagentd.conf). For detailed description of possible parameters, please refer to NetXMS User's Manual. At least, you should set the following parameters:
   MasterServers = *your_management_server_IP_address*
   LogFile = *log_file*
   FileStore = *place_for_agent_temporary_files*

5. Add the following line to your autoexec.ncf:
   ```
   LOAD install_dir/NXAGENTD.NLM
   ```
   If you agent's configuration file located in directory other than SYS:/etc, specify it on command line:
   ```
   LOAD install_dir/NXAGENTD.NLM –c config_file
   ```
   This will ensure automatic agent loading on server startup.

6. Load NetXMS agent by typing command used in previous paragraph on server console to load NetXMS agent.

5.7 Upgrading NetXMS Agent on NetWare

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need archive with precompiled NetWare binaries (named netxms-*VERSION*-netware-binaries.tar.gz, for example netxms-0.2.20-netware-binaries.tar.gz).

2. Stop NetXMS agent by entering the following command on server console:
   ```
   UNLOAD NXAGENTD.NLM
   ```

3. Unpack arcive to the directory on your NetWare server where NetXMS agent currently installed.

4. Start NetXMS agent by entering the following command on server console:
   ```
   LOAD install_dir/NXAGENTD.NLM
   ```

   If you agent's configuration file located in directory other than SYS:/etc, specify it on the command line:
   ```
   LOAD install_dir/NXAGENTD.NLM -c config_file
   ```

6 NetXMS Web Server Installation and Upgrade

6.1 Installing NetXMS Web Server on UNIX

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-*VERSION*.tar.gz, for example netxms-0.2.20.tar.gz). Please note that in the following steps *VERSION* will be used as a substitution for an actual version number.

2. Unpack the archive:
```
$ tar zxvf netxms-VERSION.tar.gz
```

3. Change directory to netxms-*VERSION* and run configure script:
```
$ cd netxms-VERSION
$ sh ./configure --with-nxhttpd
```

   Important arguments:
   - --prefix=DIRECTORY: installation prefix, all files goes to specified directory;
   - --with-nxhttpd: build NetXMS web server.

   To learn more about possible configure parameters, run it with --help option.

4. Run make and make install:
```
$ make
$ make install
```

5. Copy sample config file to desired location:
```
$ cp contrib/nxhttpd.conf-dist /etc/nxhttpd.conf
```

   By default, a web server will look for configuration file in /etc directory. If you wish to place configuration file in different location, don't forget to use –c command line switch to specify alternate location.

6. Modify web server's configuration file (/etc/nxhttpd.conf). For detailed description of possible parameters, please refer to NetXMS User's Manual. At least, you should set the following parameters:
   MasterServer = *your_management_server_IP_address*
   LogFile = *log_file*

7. Run web server:
```
# /usr/local/bin/nxhttpd -d
```

   Now you have a working NetXMS web server.

6.2 Upgrading NetXMS Web Server on UNIX

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need source archive (named netxms-*VERSION*.tar.gz, for example netxms-0.2.20.tar.gz). Please note that in the following steps *VERSION* will be used as a substitution for an actual version number.

2. Unpack the archive:
```
$ tar zxvf netxms-VERSION.tar.gz
```

3. Change directory to netxms-*VERSION* and run configure script:
```
$ cd netxms-VERSION
$ sh ./configure --with-nxhttpd
```

   Important arguments:
   - --prefix=DIRECTORY: installation prefix, all files go to a specified directory;
   - --with-nxhttpd: build NetXMS web server.

   To learn more about possible configure parameters, run it with --help option.

4. Run make:
```
$ make
```

5. Stop NetXMS web server.

6. Run make install:
```
$ make install
```

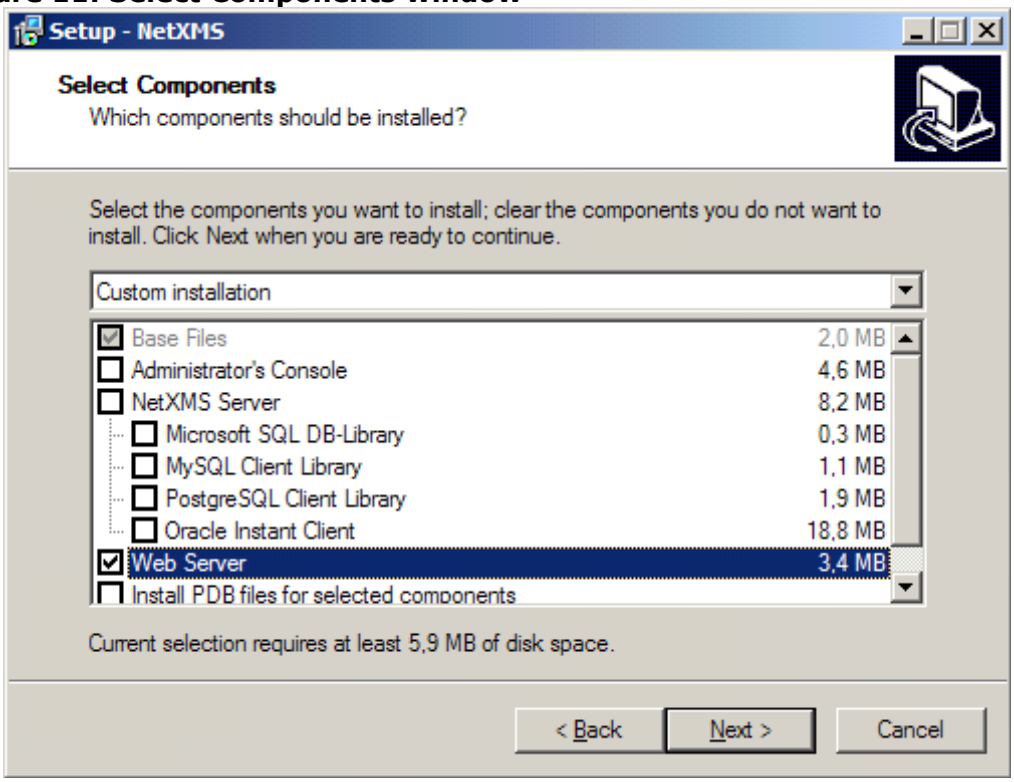
7. Start NetXMS web server.

6.3 Installing NetXMS Web Server on Windows

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows installer (named netxms-*VERSION*.exe, for example netxms-0.2.20.exe).

2. Run the installer package. Installation wizard will be shown. Follow the prompts until the Select Components window (Figure 11) opens.

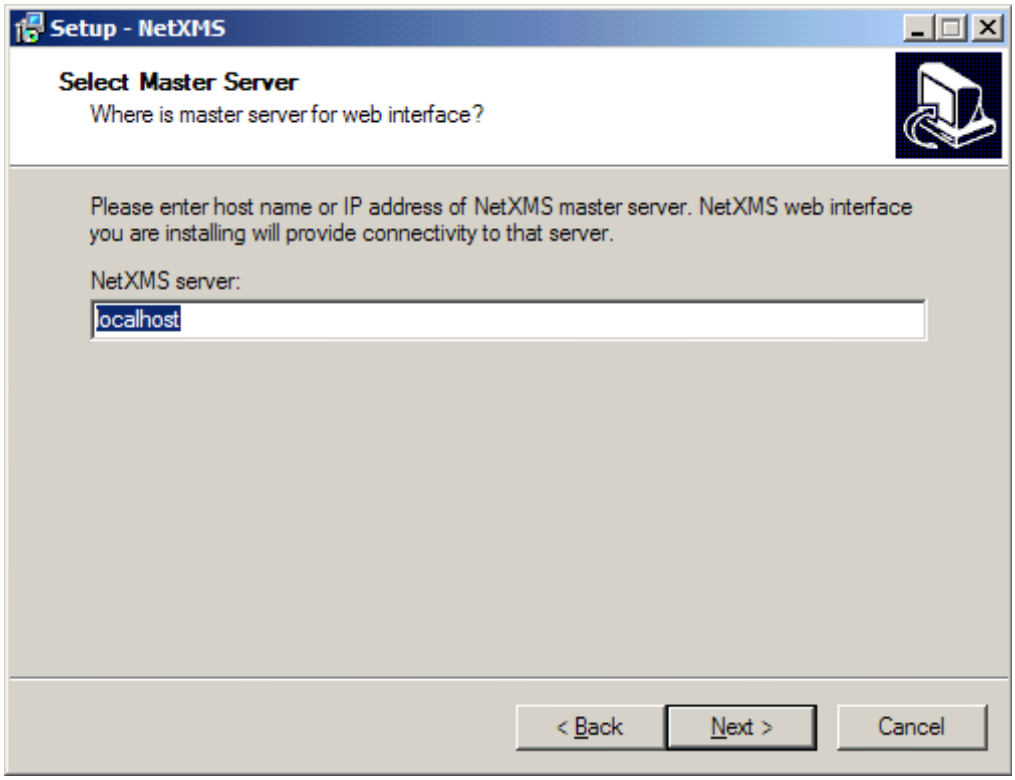
3. On the Select Components window, select the Web Server option.
   Figure 11: Select Components window



   Press the Next button and follow the prompts until the Select Master Server window (Figure 12) opens.

4. On the Select Master Server window, enter DNS name or IP address of your NetXMS server.

Figure 12: Select Master Server window



Press the Next button and follow the prompts until installation finishes.

6.4 Upgrading NetXMS Web Server on Windows

1. Download the latest version from http://www.netxms.org/download, if you don't have it. You will need Windows installer (named netxms-*VERSION*.exe, for example netxms-0.2.20.exe).

2. Run NetXMS installer and follow the prompts. Normally, you will not need to change any settings on installation wizard dialog windows. Alternatively, you can run installer with /SILENT option to disable any prompts:

```
C:\Download> netxms-0.2.20.exe /SILENT
```