Vistara Gateway
Installation Guide

Vistara Gateway (VG) Installation Guide

VistaraIT

This document describes the sequence of steps for the installation of VG in your environment.

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1. Introduction

Vistara Gateway (VG) is on-premise software used for 24x7 monitoring and management of servers, network, storage, and business critical applications that exist within a client's IT environment. Vistara Gateway can be deployed in any network with a DHCP address and can be changed to a static IP later. It automatically registers into the Vistara portal to establish and maintain a tunnel for all future communications.

This document describes the sequence of steps to install the ***Vistara Gateway - Virtual*** model (hereafter referred to as "***VG***") in your environment. The VG acts as a central gateway within your IT infrastructure, data center, or cloud, to collect monitoring data and to manage servers, applications and networks.

2. Prerequisites to set up the VG

Below are the prerequisites before you can install a VG at your site location.

1. Download the ISO from the onboarding wizard in the portal.
2. The VG can run on the following virtualization platforms: VMware, XenServer and KVM.
3. For the hardware requirements, see Appendix I.
4. Reserve a static IP in your network, and reserve a static MAC address on the ESX Server for the VG in your network. Make a note of the MAC address as you will be prompted to enter it in the one of the following steps.
5. Ensure that outbound connectivity from VG to *vistarait.com and *vistara.it on ports 22, 443 & 8443 is enabled. Configure your firewalls for this if necessary.

3. Nomenclature

All prior NetEnrich technology modules are now rebranded as Vistara. Following are the changes that you will see for names in the UI of the portal, as well as in user guides and documentation.

#	Module	Old Name	New Name
1	On-premise gateway that monitors and manages all endpoints in your environment	NetEnrich Services Gateway (NSG)	Vistara Gateway (VG)
2	Agent installed on each end-point which monitors and manages the host machine	N-Care	Vistara VCare (VC)
3	Agents installed on Windows® based operating system	N-Care agent for Windows	Vistara VCare for the Windows® operating system (VC-W)
4	Agents installed on Linux® based operating system	N-Care agent for Linux	Vistara VCare for the Linux® operating system (VC-L)

4. Supported Browsers

The following web browsers are supported for the Vistara portal.

- Mozilla Firefox version 14.0.x onwards with Oracle/Sun JRE 1.6.x or 1.7 plug-in
- Microsoft IE 9.0.x onwards
- Google Chrome 20.x onwards with Oracle/Sun JRE 1.6.x

5. Installation

5.1 Installing VG in VMware ESX Environments

The following steps explain in detail the installation of a VG in your environment.

1. As soon as you create and configure the VM (see Appendix II for more details on how to create a VM in a VMware ESX environment), you are prompted to install VG in your environment as shown in Figure 1. The installation will happen through the VMware console window.

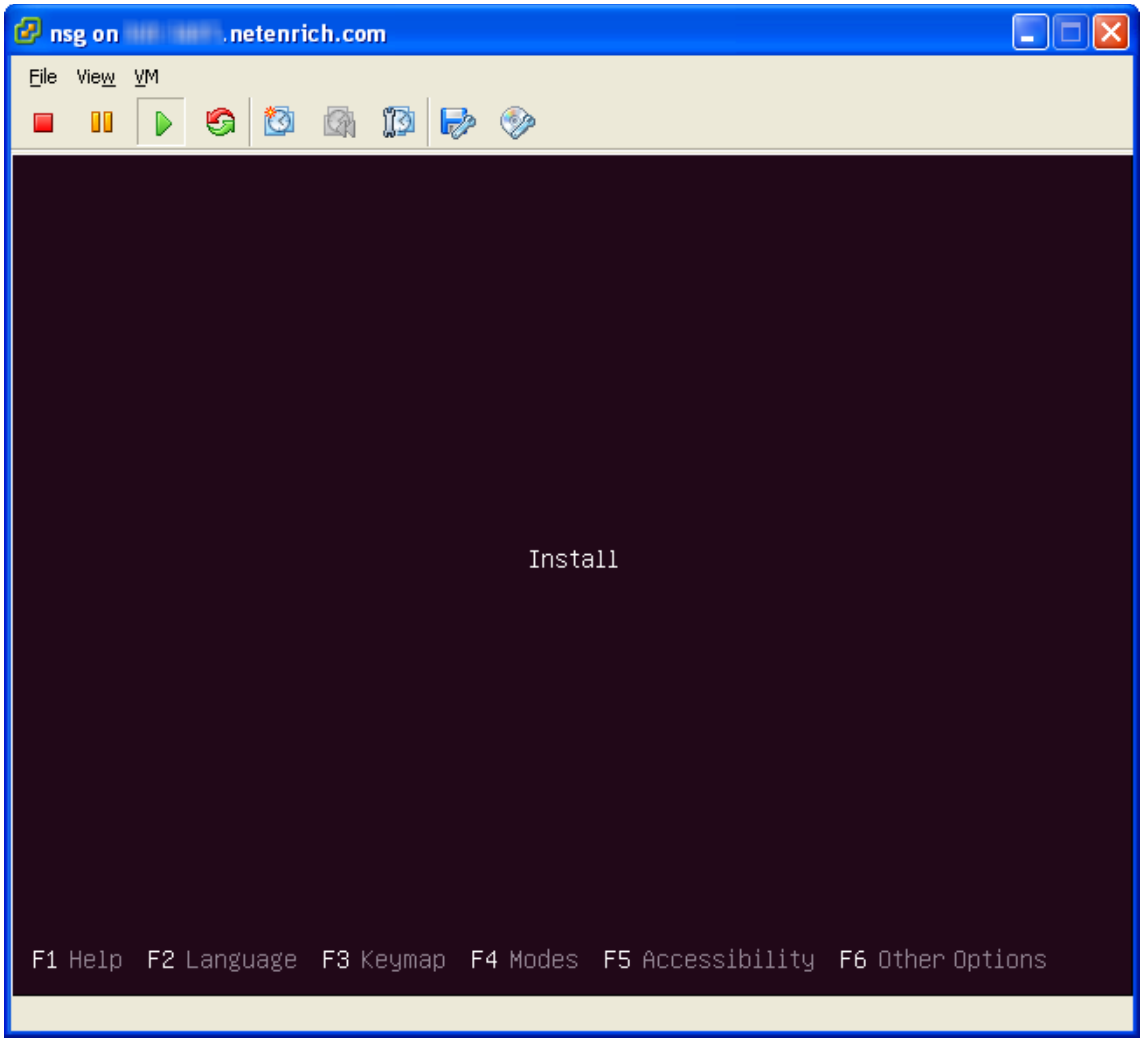

Figure 1 - Installation Window

Press ***Enter*** on your device's keyboard to start the installation process.

2. Figure 2 shows the installation in progress.

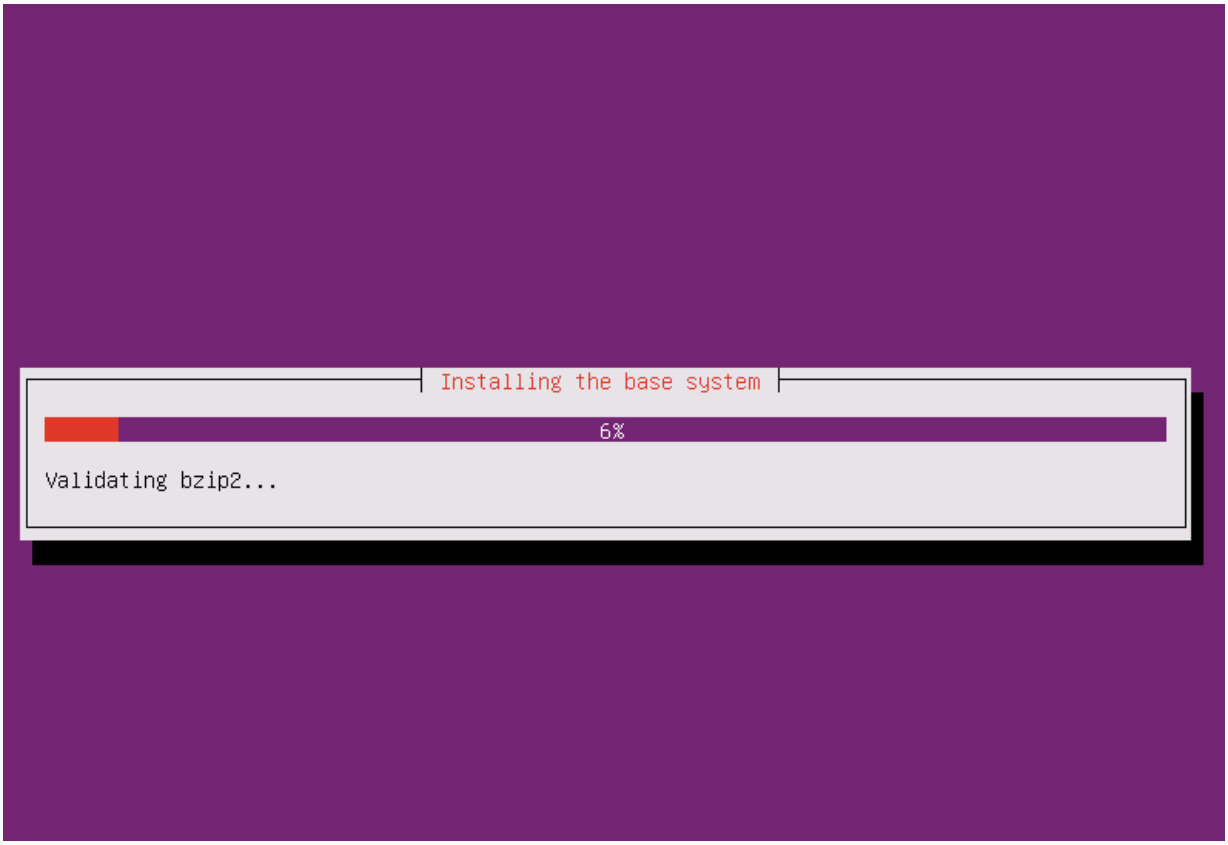

Figure 2 - Installation in Progress

3. Figure 3 shows that the installation is complete. Press ***Enter*** to continue to boot into your new system.

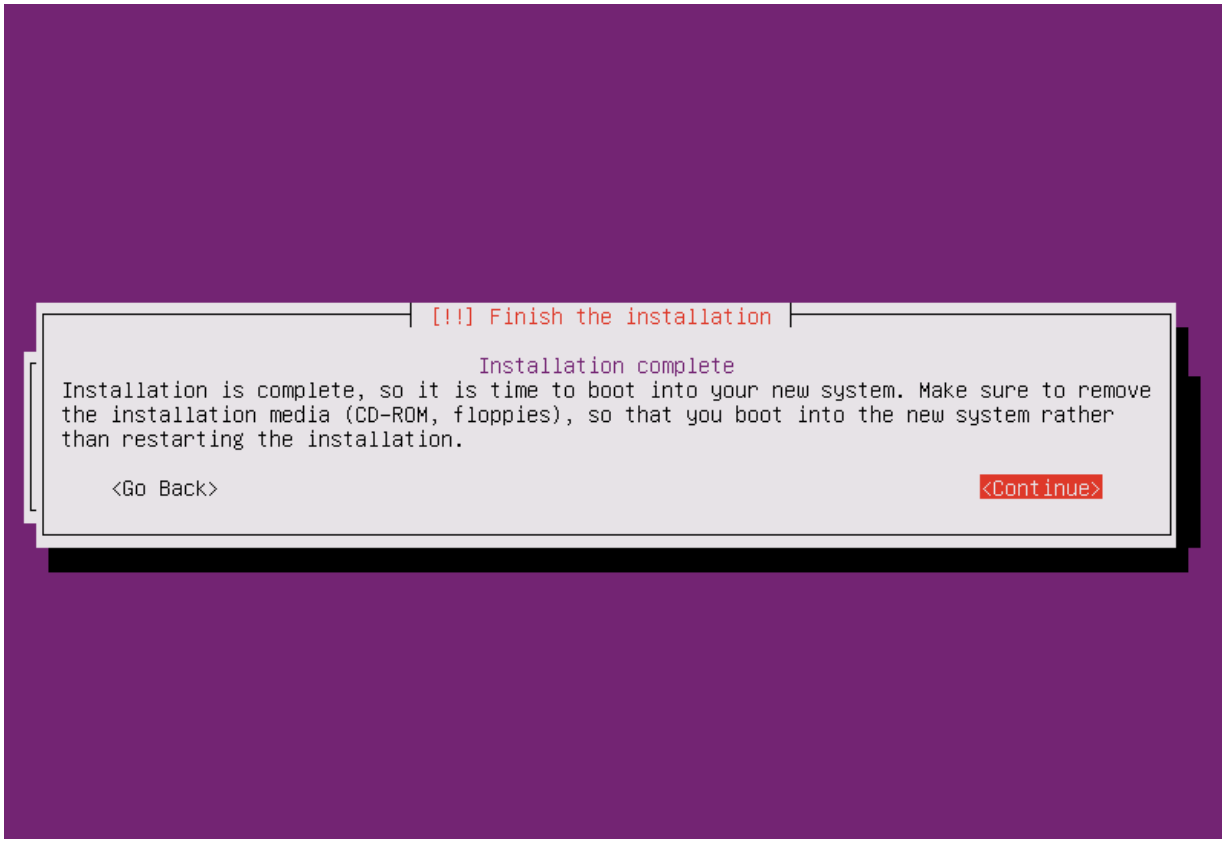

Figure 3 - Installation Complete

4. The VG login screen appears as shown in Figure 4. Enter the login as ***admin*** and press ***Enter***. You are then prompted for password. Enter ***Pass123*** and press ***Enter.***

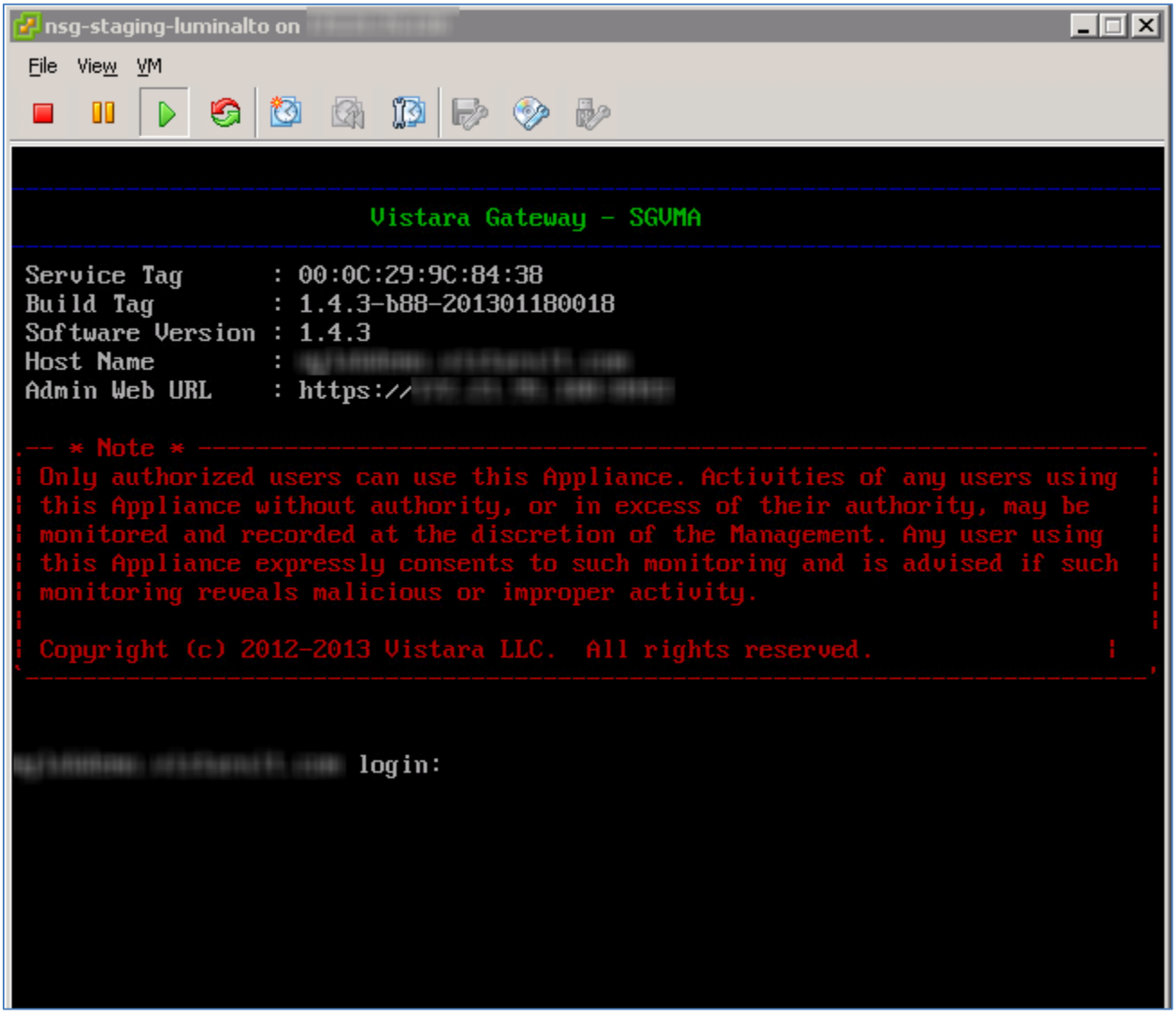

Figure 4 - Login Screen

5. The administration screen appears with general information about the VG as shown in Figure 5. In order to view or edit any information pertaining to VG, you have to press the ***Up*** or ***Down*** arrow keys to move your cursor to a specific option. While tabbing, the options are highlighted and you can stop at the desired option and press ***Enter*** to perform the necessary operations.

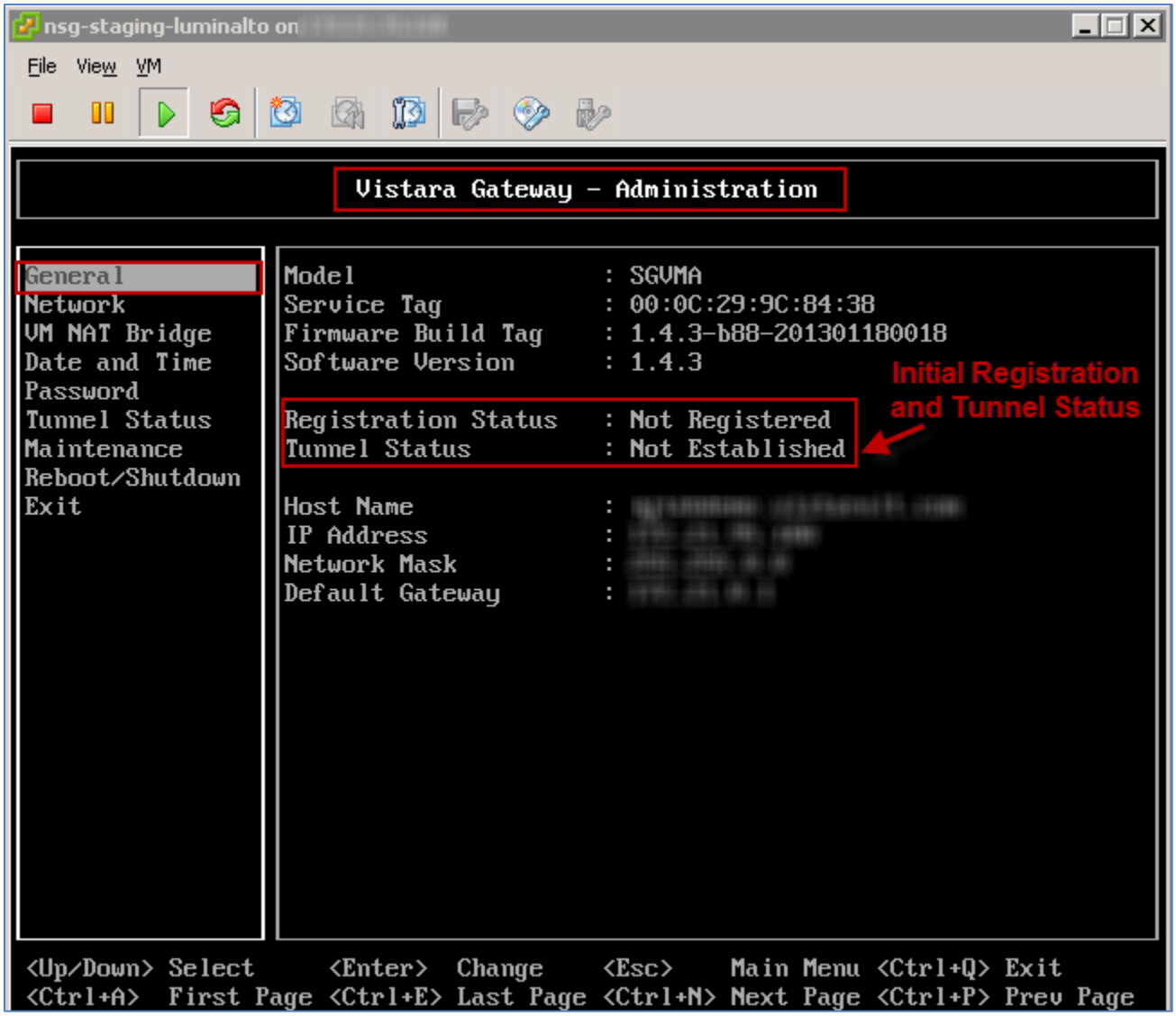

Figure 5 - VG Administration >> General Information

6. We **recommend** you to assign a static IP address to your VG. In order to achieve this, tab your selection to highlight the ***Network*** option and press ***Enter***. Figure 6 shows the network information pertaining to your VG.

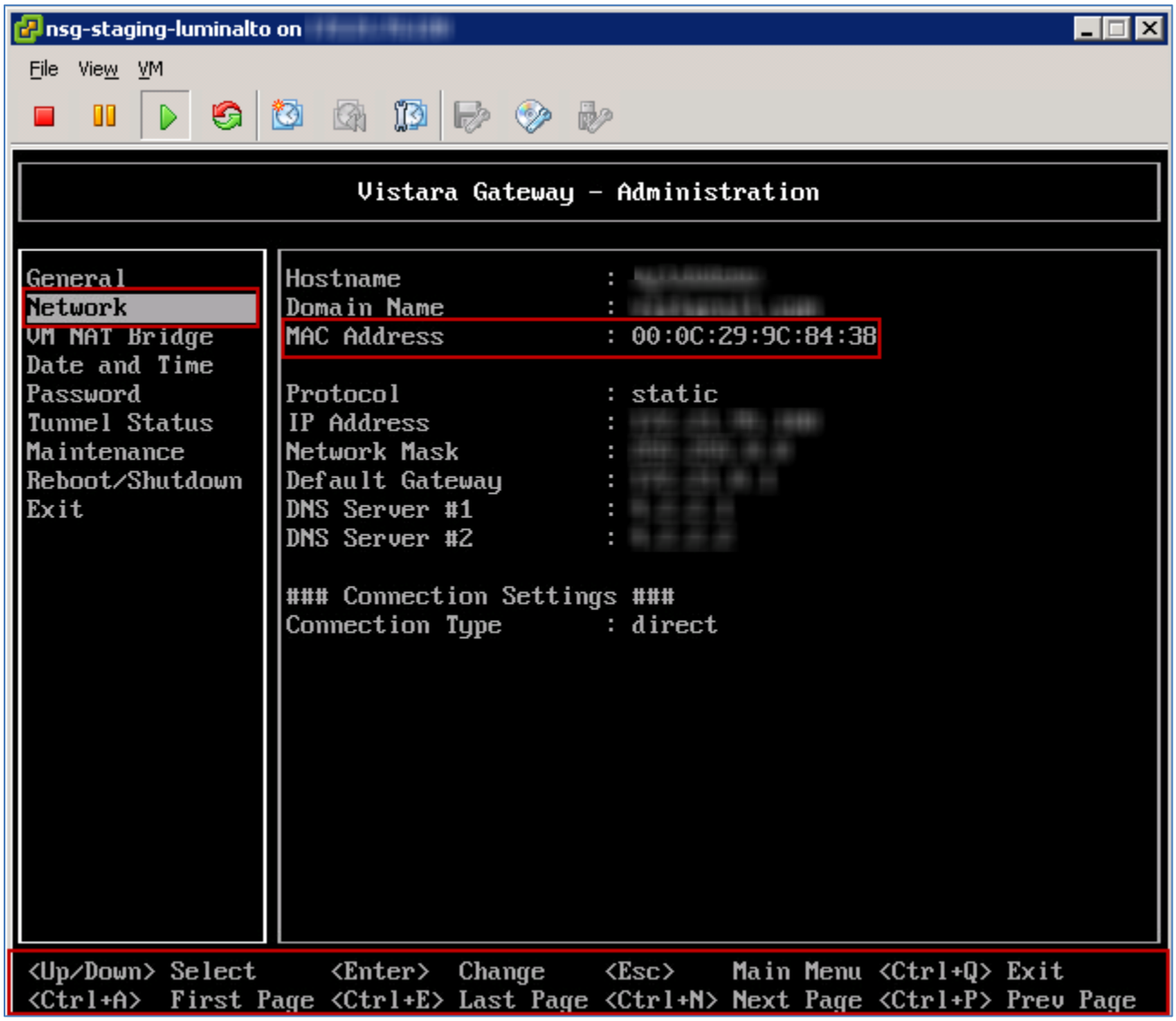

Figure 6 - VG Administration >> Network Information

7. The edit screen of the network information appears as shown in Figure 7. By default, the ***Use Dynamic IP Address*** option is checked. As per our recommendation, choose the ***Use Static IP Address*** option, provide all the details as per your network setup and click ***Save*** to commit the changes.

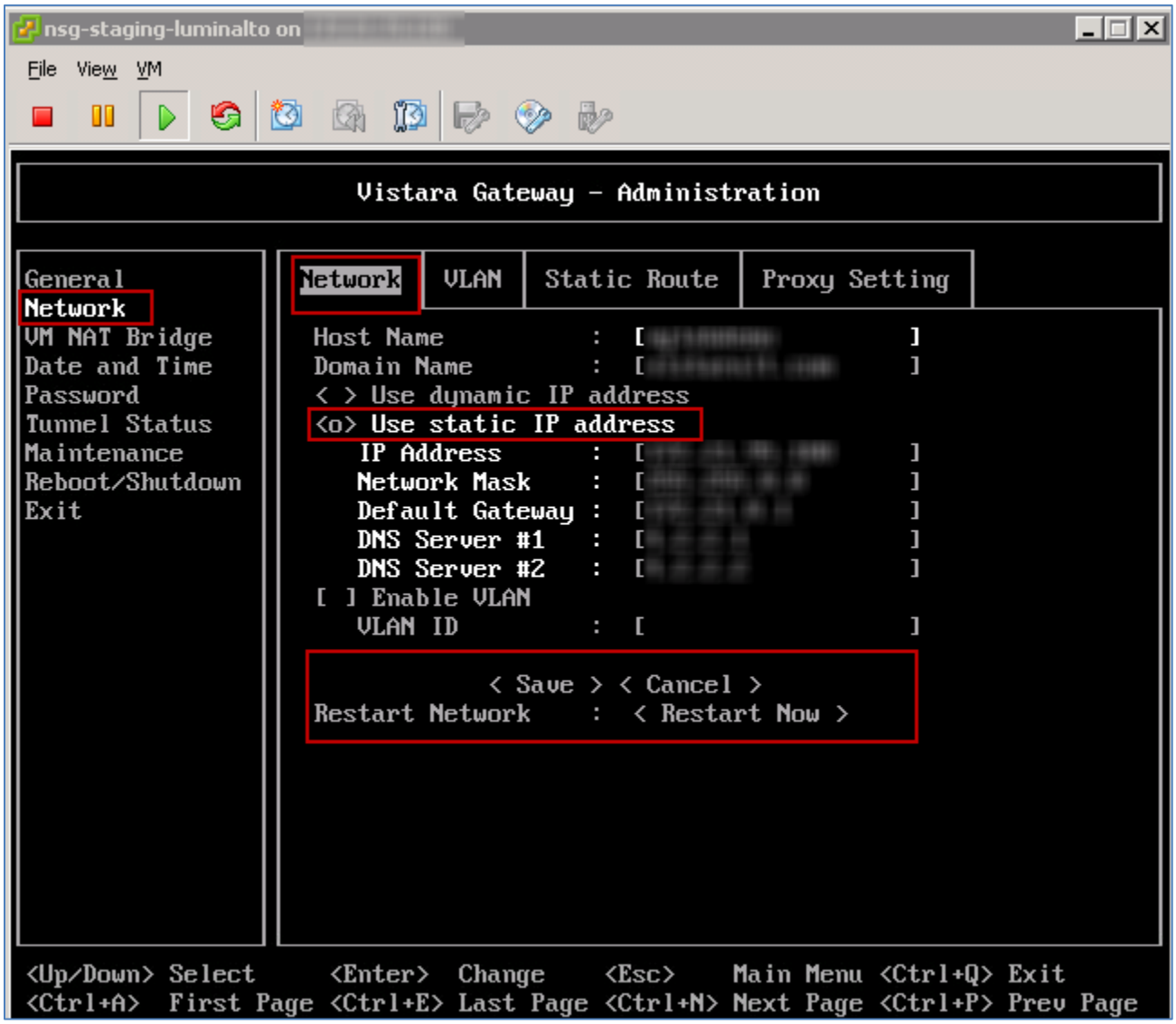

Figure 7 - VG Administration >> Network Information >> Edit Screen

8. The VG installation and assignment of a static IP address are complete. In order to register the VG with Vistara portal and establish a tunnel connection between VG and the Vistara portal, you need to make a note of the following information and enter each item when prompted in one of the following steps during onboarding.

    - Static IP Address of your VG as shown in Figure 6.
    - MAC Address of your VG as shown in Figure 6.

As soon as your VG registers with Vistara portal, you can refresh or re-visit the administrative serial console to validate that your VG is registered and that the tunnel connection has been established. Figure 5 shows the screen where you can check this information. Once the registration and tunnel establishment are finished, the ***Registration Status*** and ***Tunnel Status*** fields are updated as shown in Figure 8. If not, send an email to support@vistarait.com.

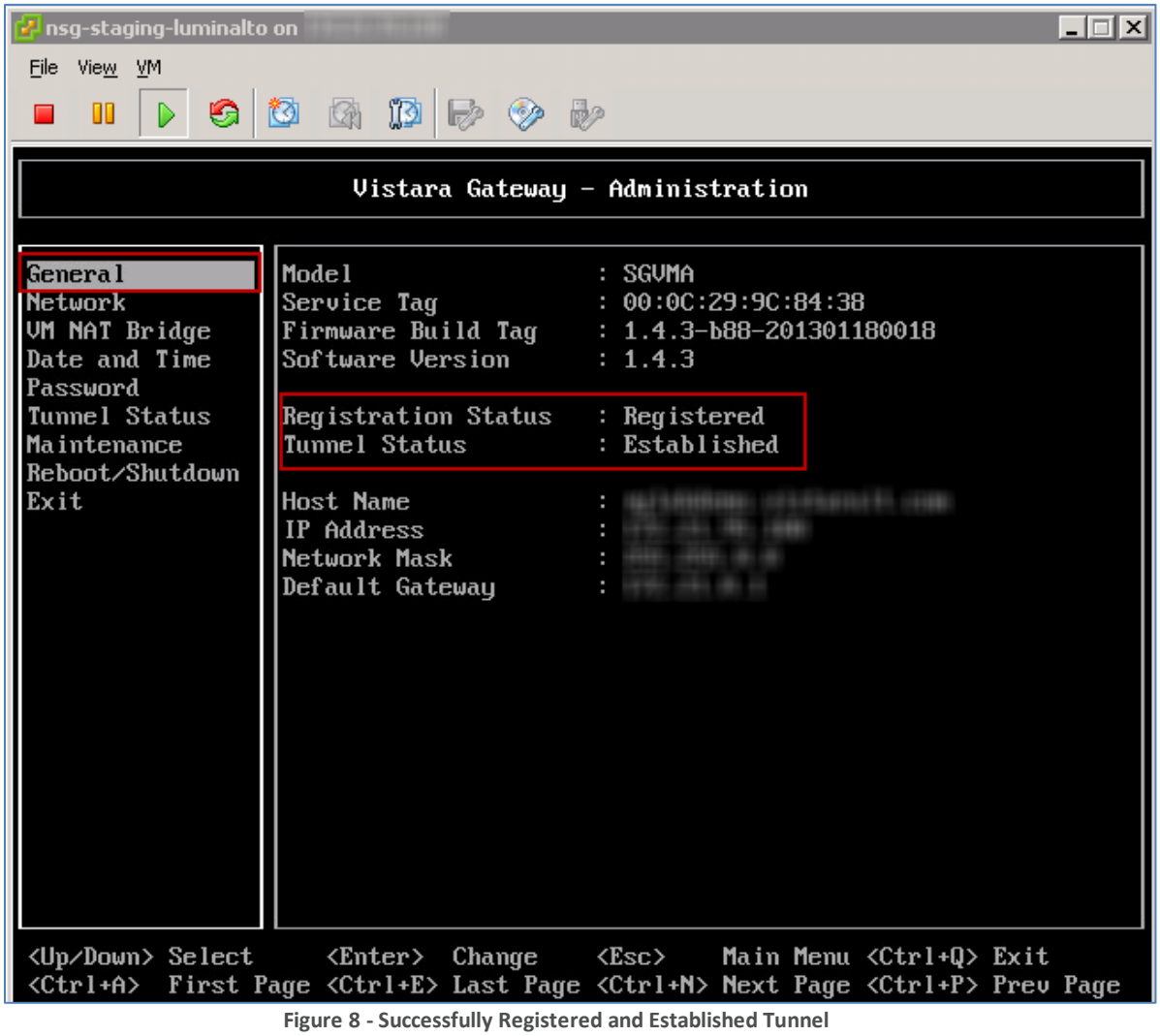

Figure 8 - Successfully Registered and Established Tunnel

With this you have successfully installed the VG and established a tunnel connection between your VG and the Vistara portal.

6. Frequently Asked Questions (FAQ)

Q1. What OS is the VG built on?
A. The VG is built on Ubuntu 10.04.4 64-bit TLS.

Q2. Once deployed, does the VG receive regular updates and upgrades?
A. VG is auto upgradable. It looks for updates once a day at Vistara, and if any update is available, it downloads the update and upgrades itself automatically.

Q3. How long does it take to install VG on a VM?
A. VG installation is quite straightforward and it takes less than 10 minutes.

Q4. Is communication secure between the Vistara portal and VG?
A. Yes, all data communication takes place with 256-bit SSL encryption.

Q5. Is it possible to replace VG with another VM, if it crashes?
A. Yes, it is very easy to replace the VG as all the data or config is maintained at the Vistara portal end. However, you will need to build the VM, configure the network setting on it and register as the same partner and client.

Q6. Is the VG supported on XenServer hypervisors?
A. Yes, VG can be configured on XenServer. Currently we support XenServer, VMware and KVM as the virtualization platforms.

Q7. Can we install VMware tools on VG built on a VMware Hypervisor?
A. Yes, you need to send an email to support@vistarait.com for detailed instructions.

Q8. What proxies does VG support?
A. Presently VG supports the HTTP CONNECT proxy with (or without) basic authentication. We are currently working on supporting additional proxies and hence request you to provide details on the proxy used in your network so that we can include them in our product enhancement plans.

7. APPENDIX I: Hardware Requirements

Infrastructure Size	Virtual Instance Requirements
Less than 25 devices (excluding desktops)	• 1 virtual CPU, 2 GB RAM/ 40 GB HDD / 1 NIC resources • Supported hypervisors are VMware ESXi, Citrix XenServer and KVM. (Microsoft Hyper-V is not supported yet.)
Less than 100 devices (excluding desktops)	• 2 virtual CPUs, 4 GB RAM/ 40 GB HDD / 1 NIC resources • Supported hypervisors are VMware ESXi, Citrix XenServer and KVM (Microsoft Hyper-V not supported yet)
Greater than 500 devices (excluding desktops)	• 4 virtual CPUs, 16 GB RAM/ 40 GB HDD / 1 NIC resources • Supported hypervisors are VMware ESXi, Citrix XenServer and KVM. (Microsoft Hyper-V is not supported yet.)
Greater than 1,000 devices at single site (excluding desktops)	Call

8. APPENDIX II: How to Create a Virtual Machine (VM) in a VMware Environment and Install a VG

The following steps explain in detail on the steps to create a virtual machine (VM) in a VMware environment, and to install a VG.

1. Login to the vCenter or ESX host through vSphere client with the credentials provided. Figure 9 shows the ***vCenter Server*** with its ***Virtual Machines*** (VMs), ***Datastores,*** etc.,

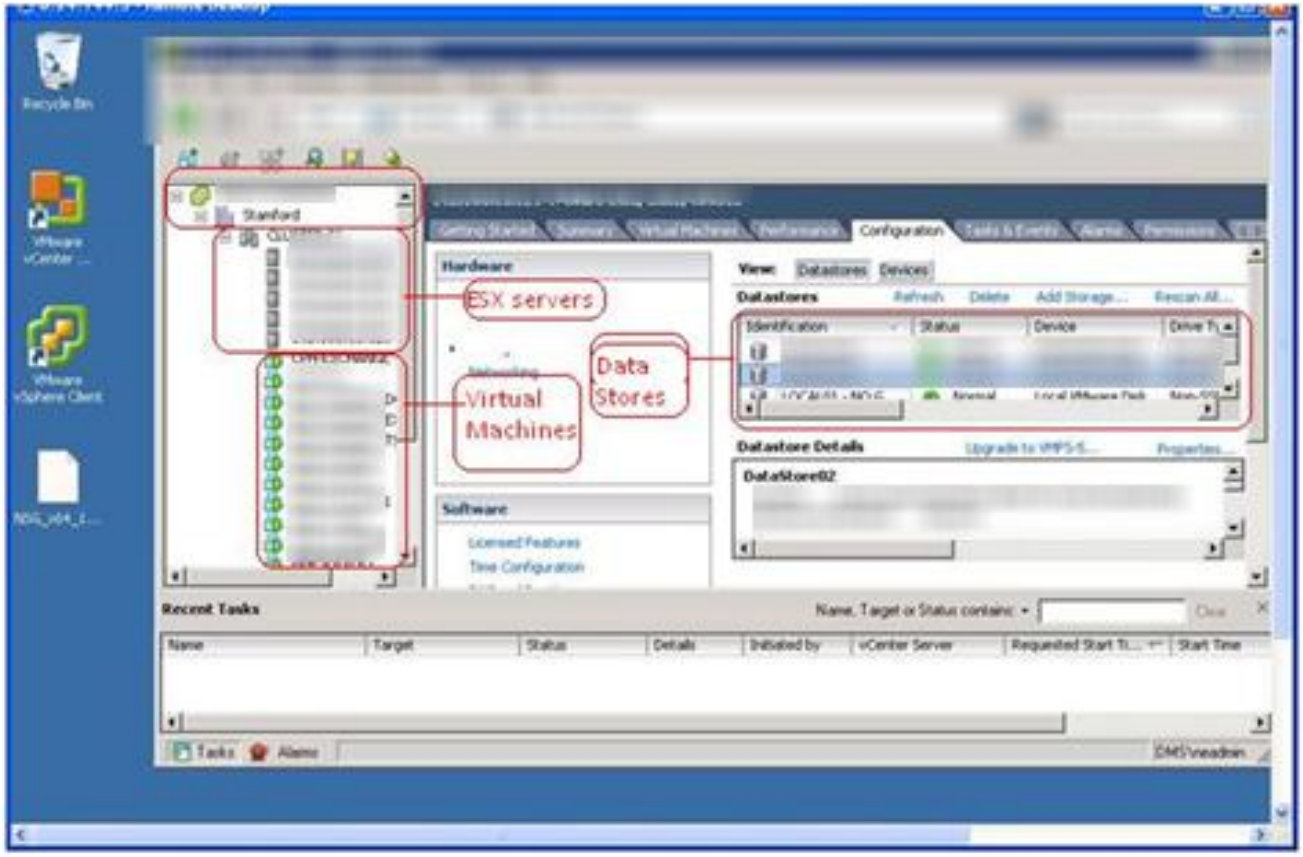

Figure 9 - VMware vSphere Client >> General View of ESX servers, Virtual Machines and Datastores

2. Right click on the recommended datastore, and choose ***Open*** to open the datastore. Click on ***Upload*** button and a window appears as shown in Figure 10. Choose ***Upload File*** to upload the ISO file of VG. This ISO image resides temporarily in the chosen datastore until it is installed.

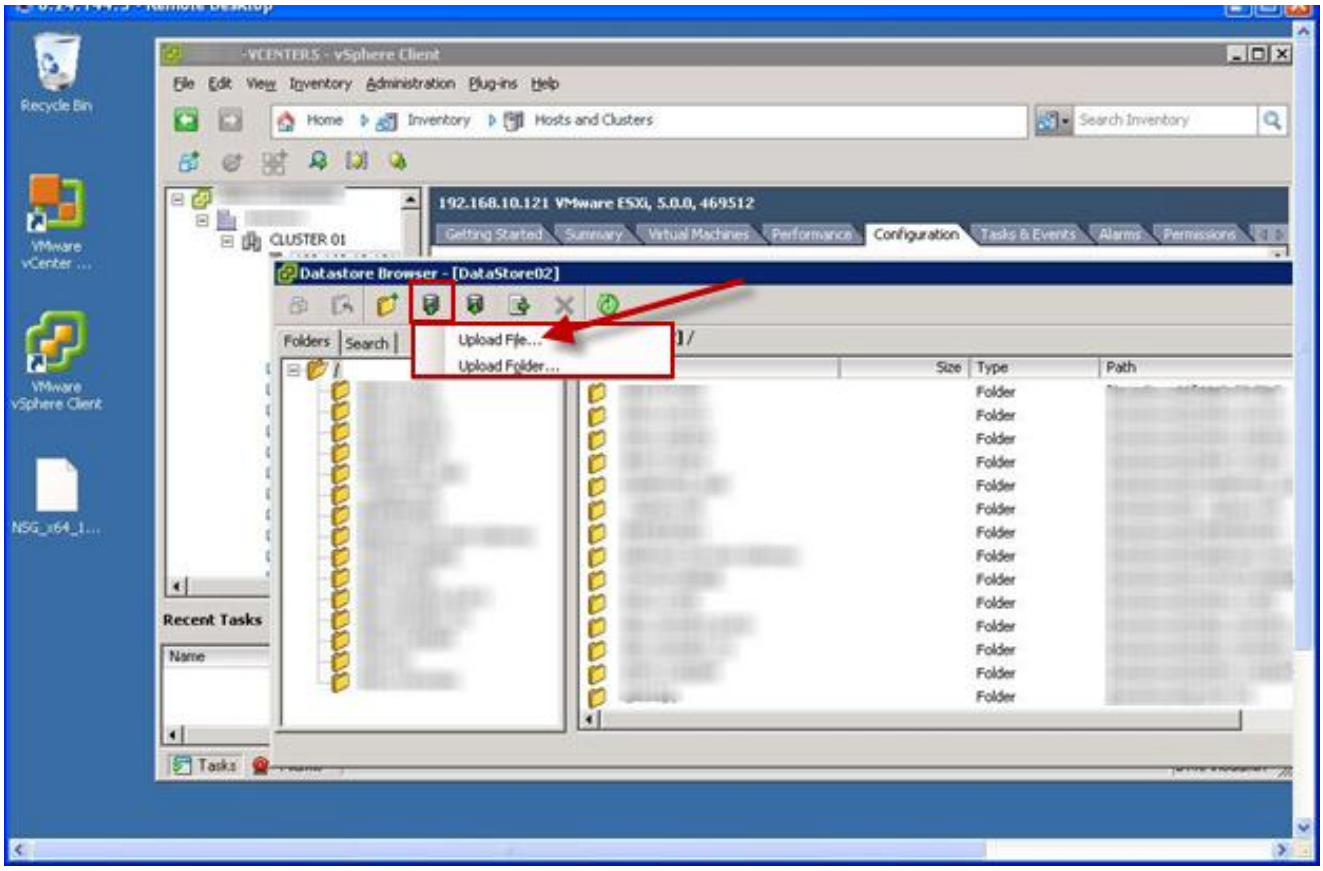

Figure 10 - VMware vSphere Client >> Datastore >> Upload the VG ISO Image

3. The progress of uploading an ISO image into the datastore is shown in Figure 11.

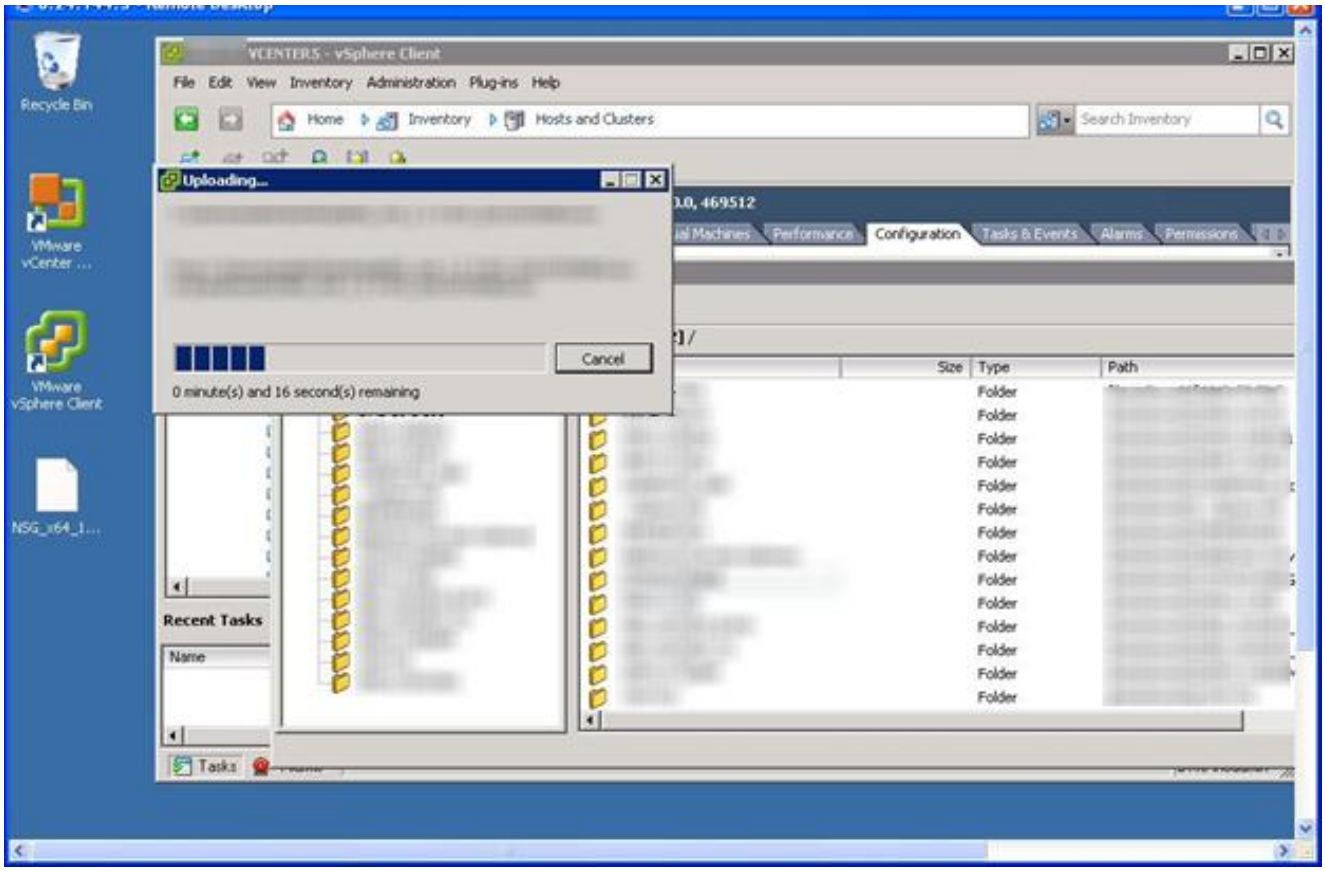

Figure 11 - VMware vSphere Client >> Datastore >> Uploading Progress

4. You can see that the ISO file is uploaded completely and shows in the datastore as shown in Figure 12.

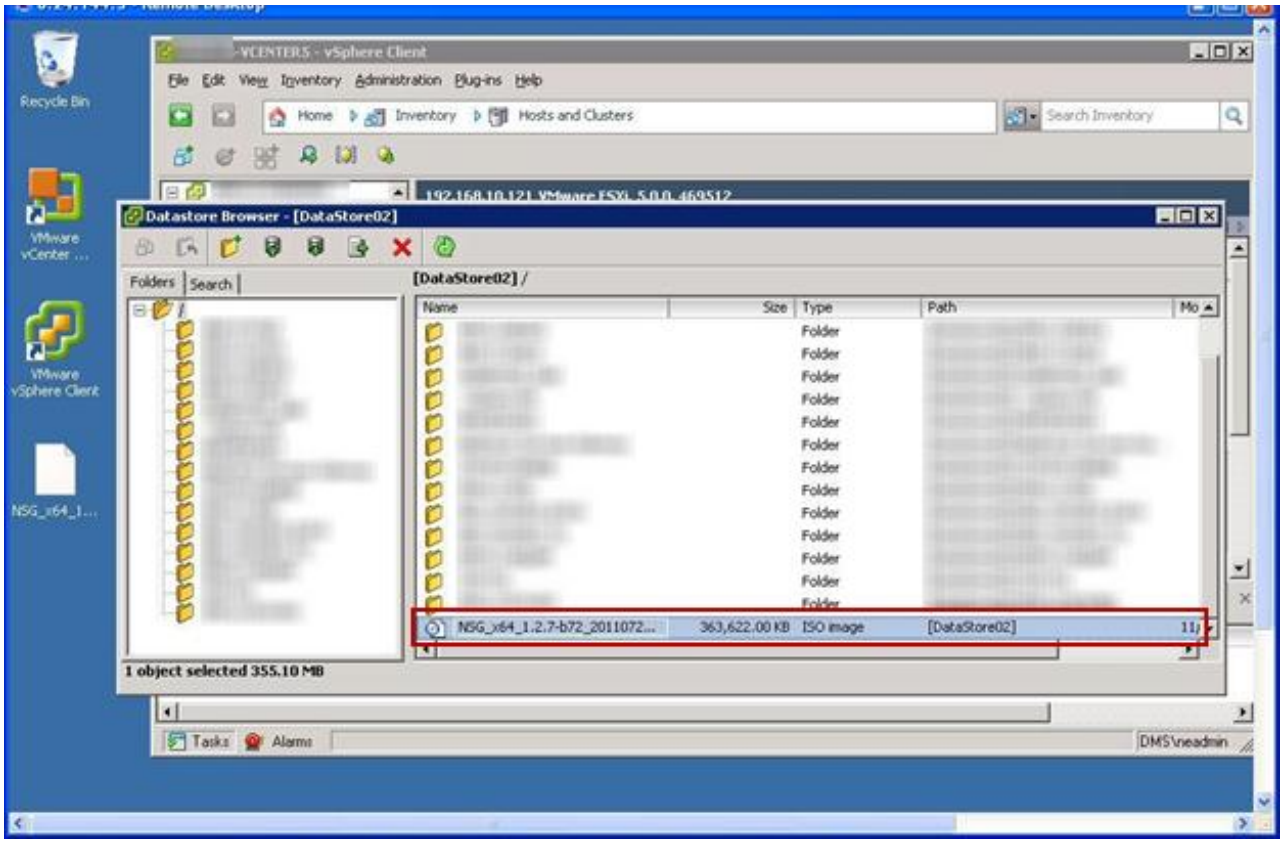

Figure 12 - VMware vSphere Client >> Datastore >> Upload Successful

5. Right click on the ESX host and click ***New Virtual Machine*** as shown in Figure 13, where it takes you to a wizard with couple of steps to create a VG.

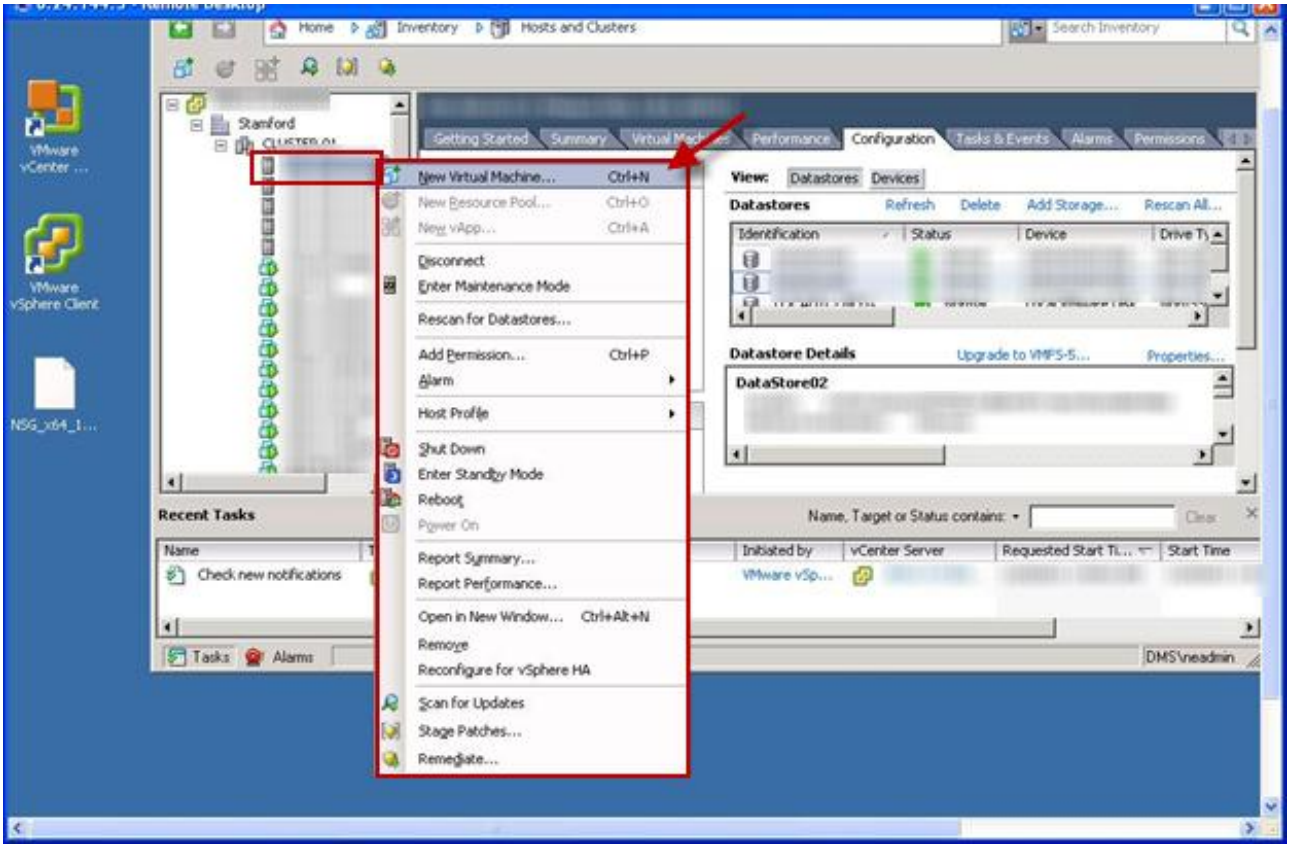

Figure 13 - VMware vSphere Client >> ESX Server >> Create a New VM

6. You need to configure the VM. The configuration steps are:

   Typical*:* This is the most common type of configuration.
   Custom: This option lets you modify your configuration.

Select ***Typical*** as shown in Figure 14 and click ***Next***.

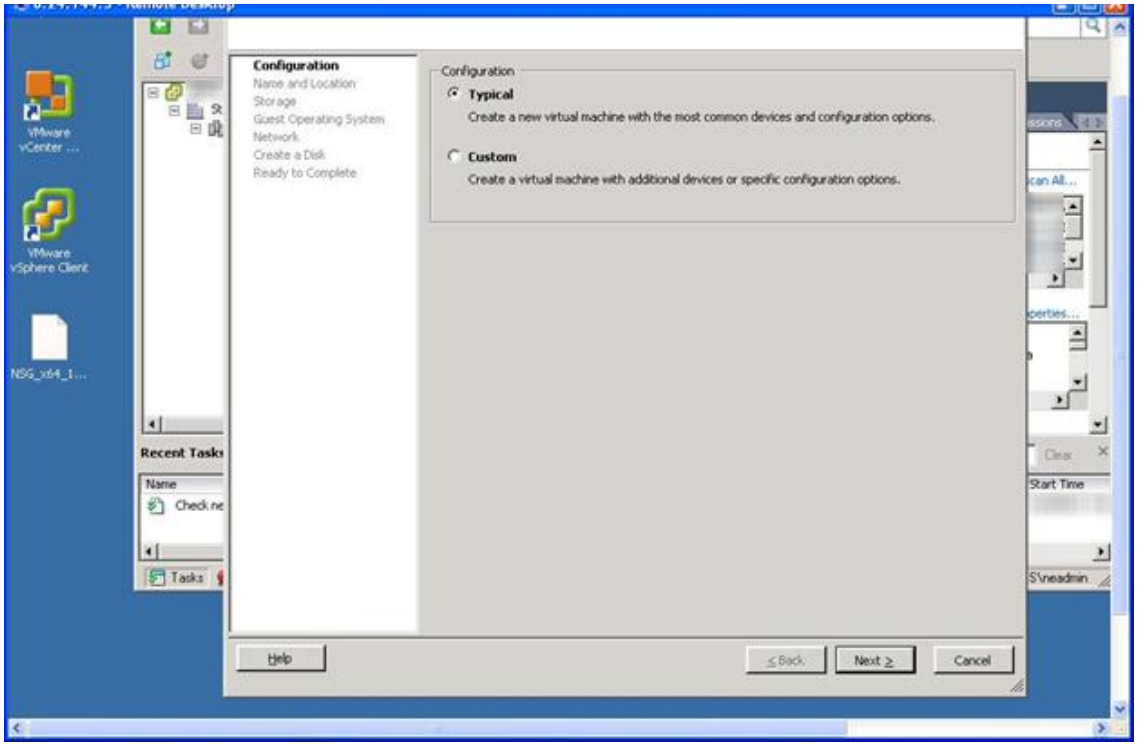

Figure 14 - VMware vSphere Client >> ESX Server >> Create a New VM >> Configuration Step 1

7. In the next step, provide a name for the VG instance such as “VG_ClientName” as shown in Figure 15 and click ***Next***.

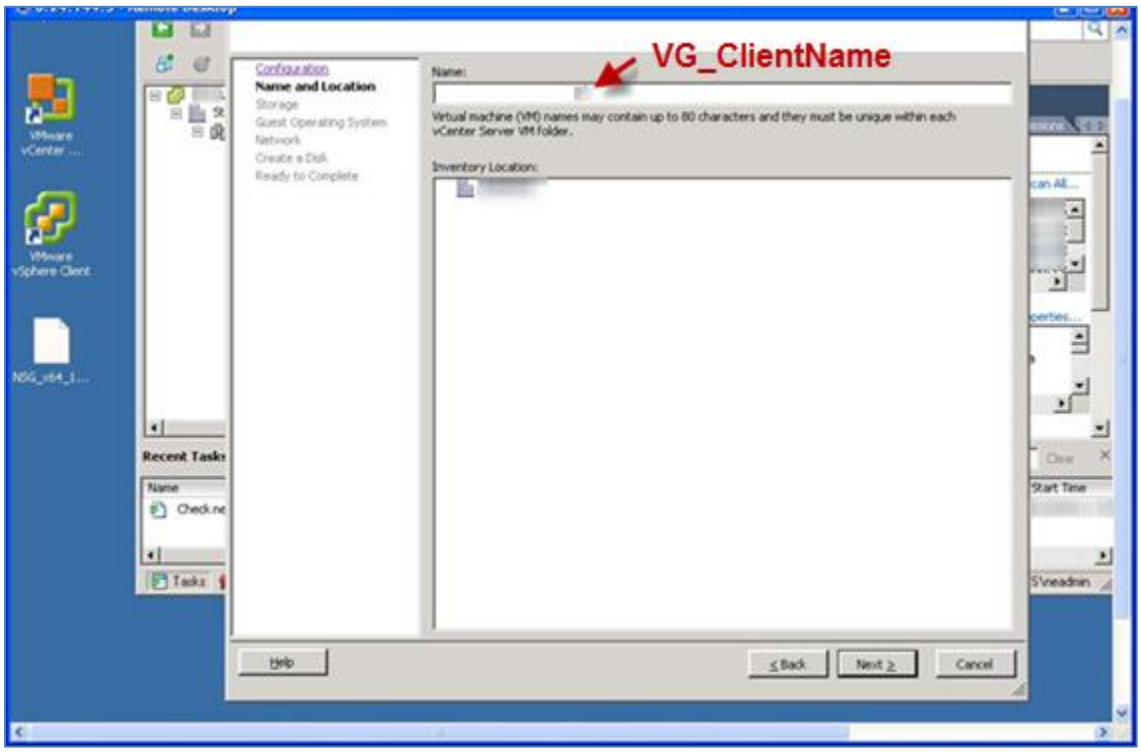

Figure 15 - VMware vSphere Client >> ESX Server >> Create a New VM >> Configuration Step 2

8. Select the datastore into which you want to install the VG, as shown in Figure 16, and click ***Next***.

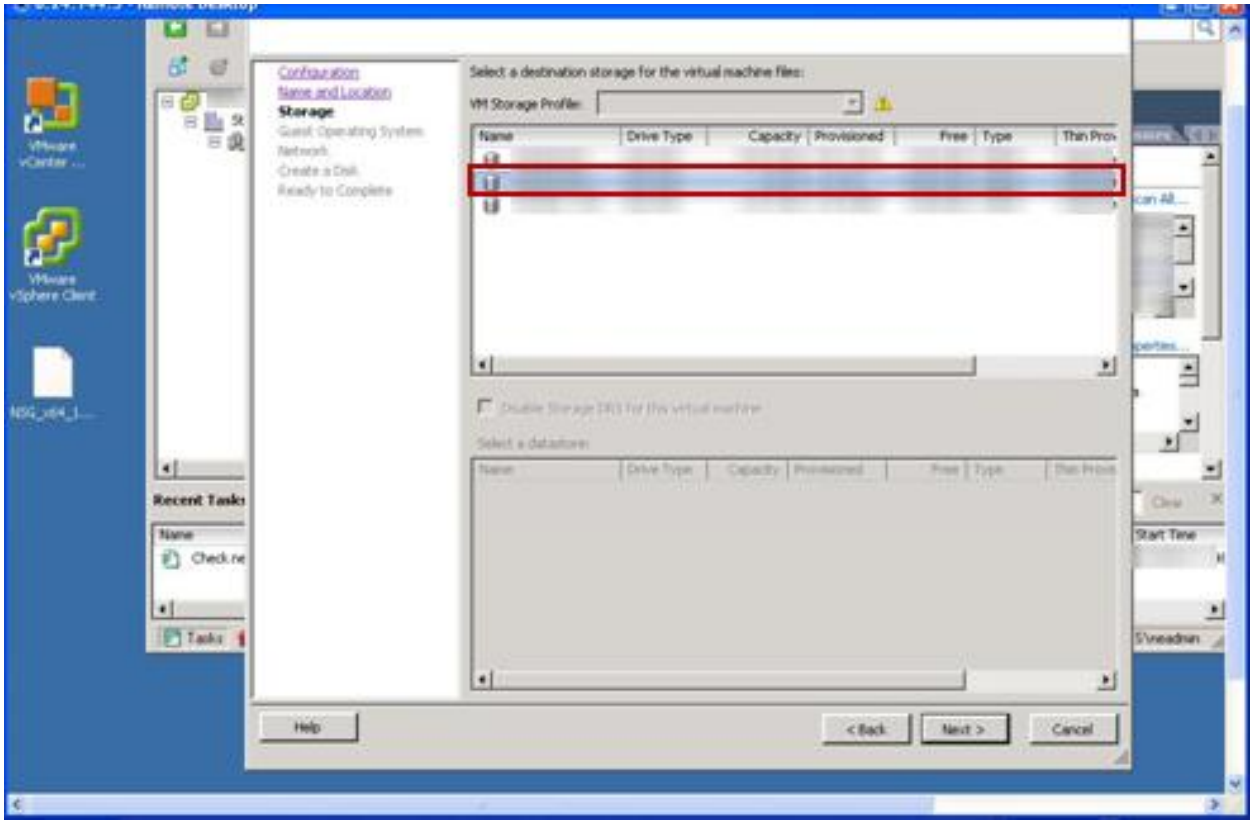

Figure 16 - VMware vSphere Client >> ESX Server >> Create a New VM >> Select the Datastore

9. Select the ***Linux*** option and chose the operating system (OS) from the version drop down as ***Ubuntu Linux(64 bit)*** as shown in Figure 17 and click ***Next***.

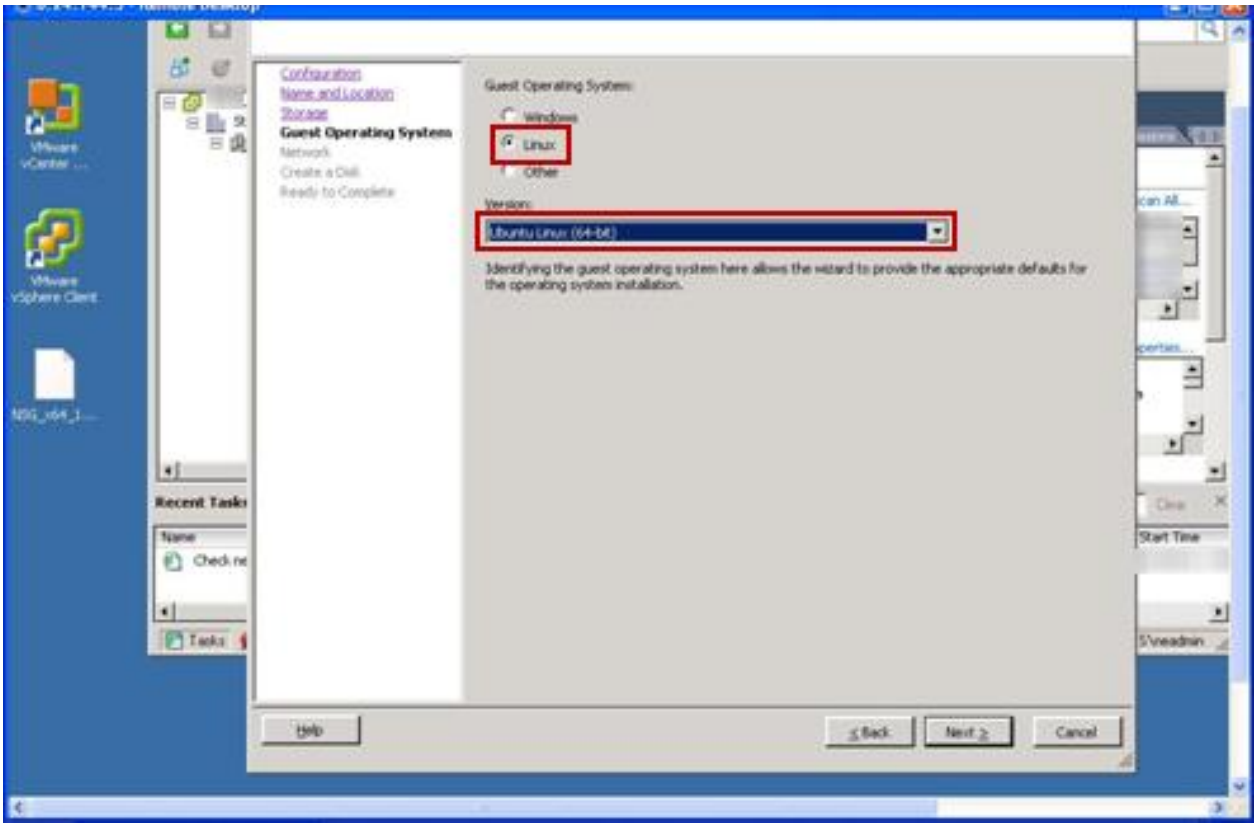

Figure 17 - VMware vSphere Client >> ESX Server >> Create a New VM >> Select the OS and Version

10. Provide the number of NIC cards that you want to connect. As per our default requirement, we need to select at least 1 NIC card as shown in Figure 18 and click ***Next***.

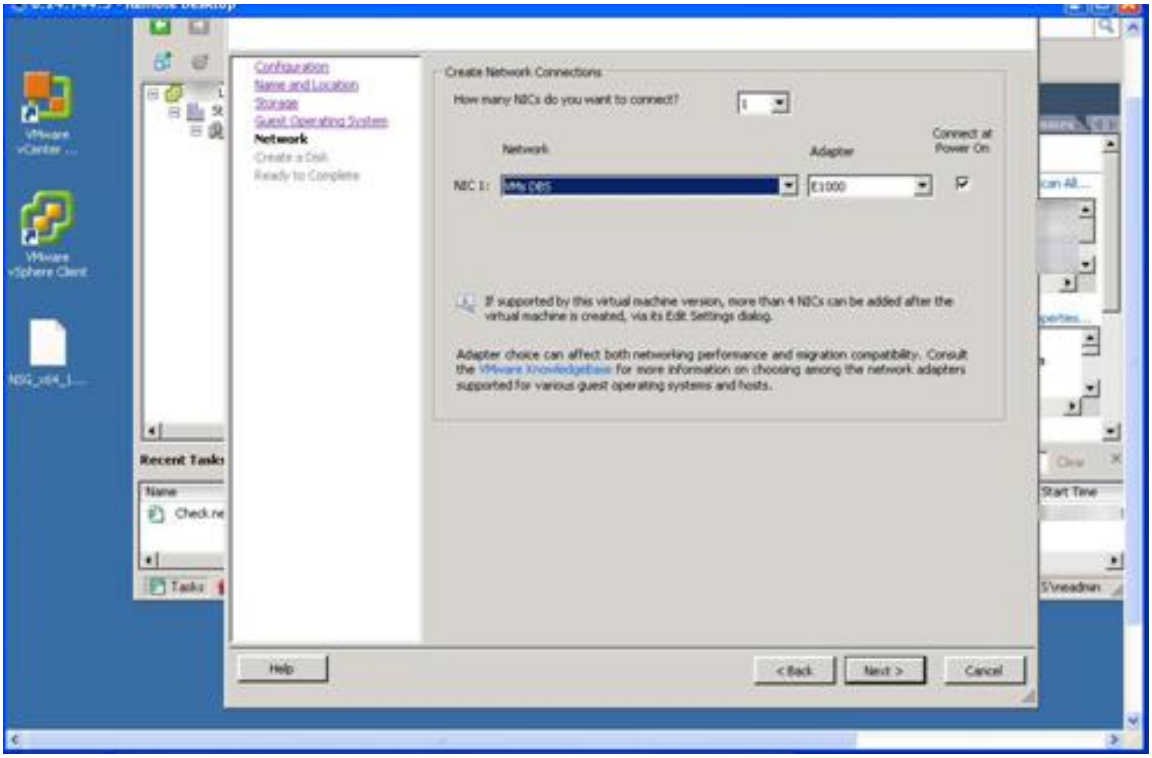

Figure 18 - VMware vSphere Client >> ESX Server >> Create a New VM >> Choose Number of NIC Cards

11. Select the virtual disk size with the option as ***Thin Provision*** as shown in Figure 19 and click ***Next***.

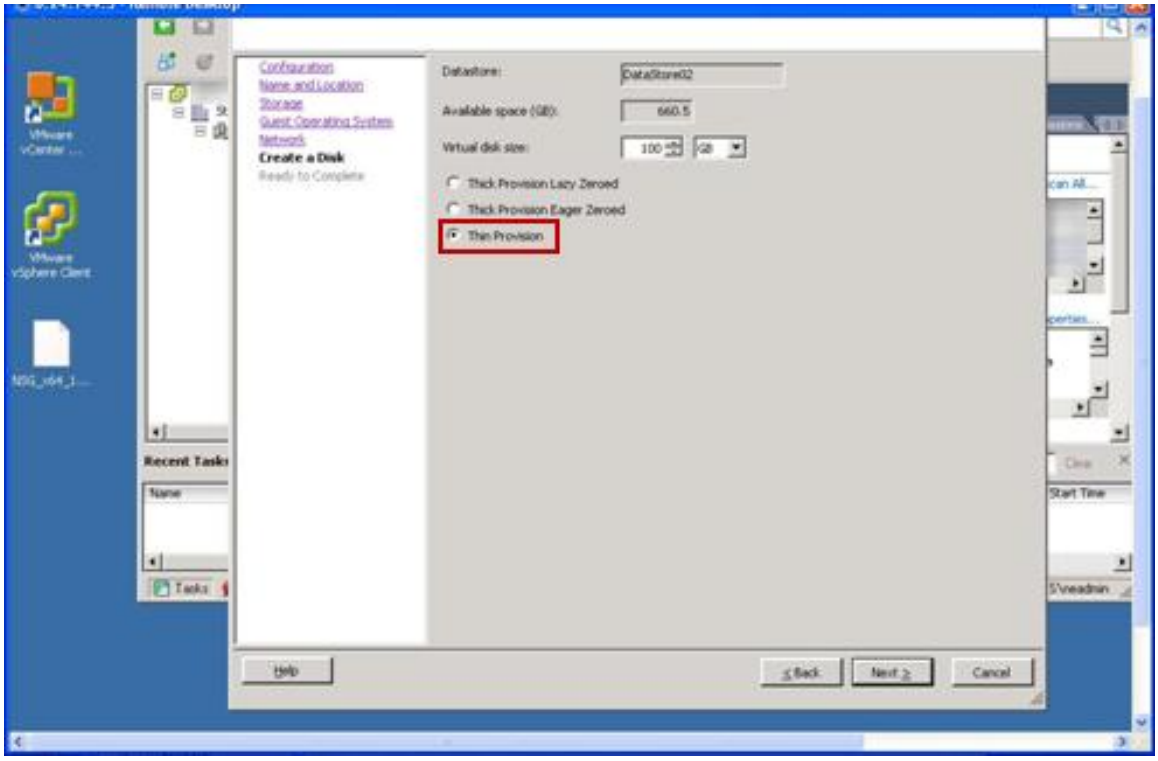

Figure 19 - VMware vSphere Client >> ESX Server >> Create a New VM >> Choose the Disk Size

12. Check the option ***Edit the virtual machine settings before completion*** as shown in Figure 20 and click ***Continue.***

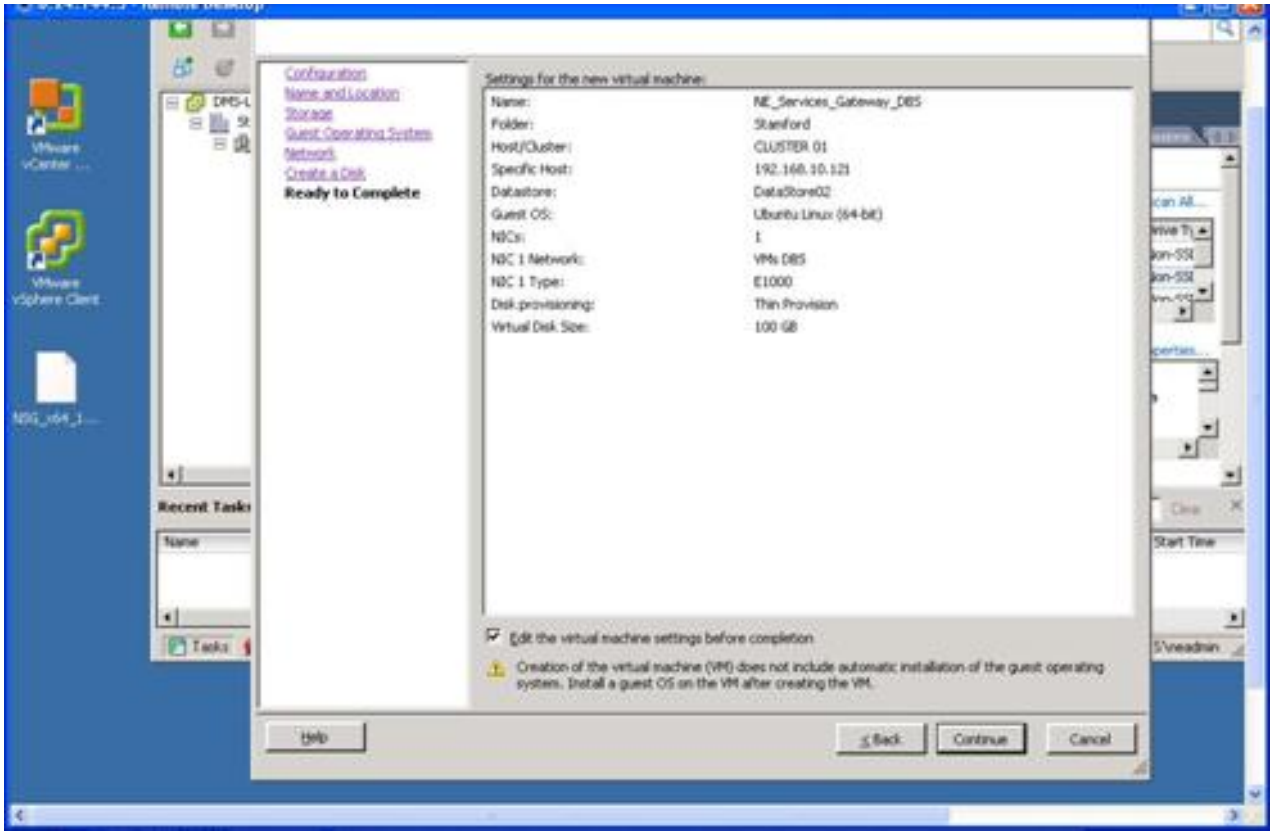

Figure 20 - VMware vSphere Client >> ESX Server >> Create a New VM >> Ready to Complete

13. You are prompted to adjust the VM's memory configuration. As recommended, choose 4 GB RAM as ***Memory Size*** as shown in Figure 21 and 40 GB as ***Hard Disk.***

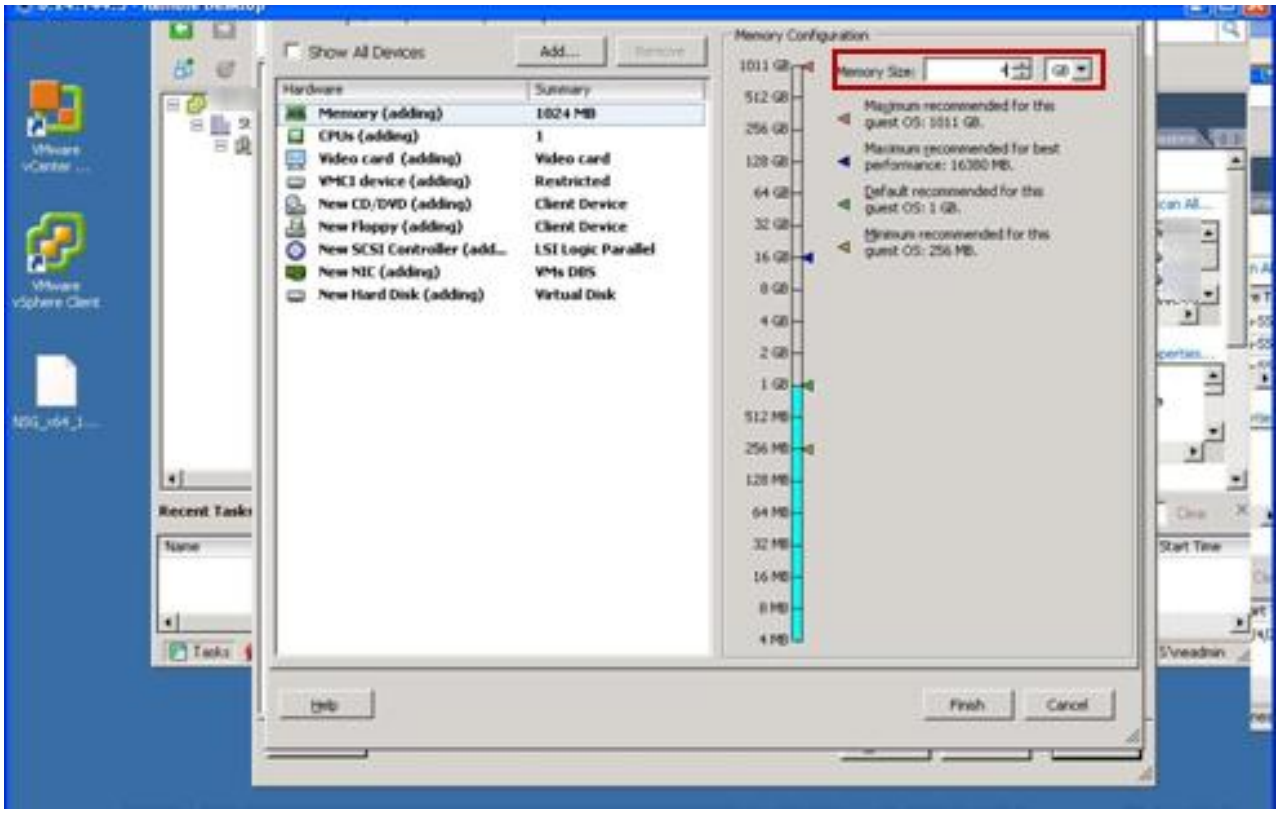

Figure 21 - VMware vSphere Client >> VM >> Edit the VM

14. Select the network adaptor and make sure that the adaptor type is E1000 and you assign a manual (static) MAC address as shown in Figure 22. Note down the MAC address for further communication.

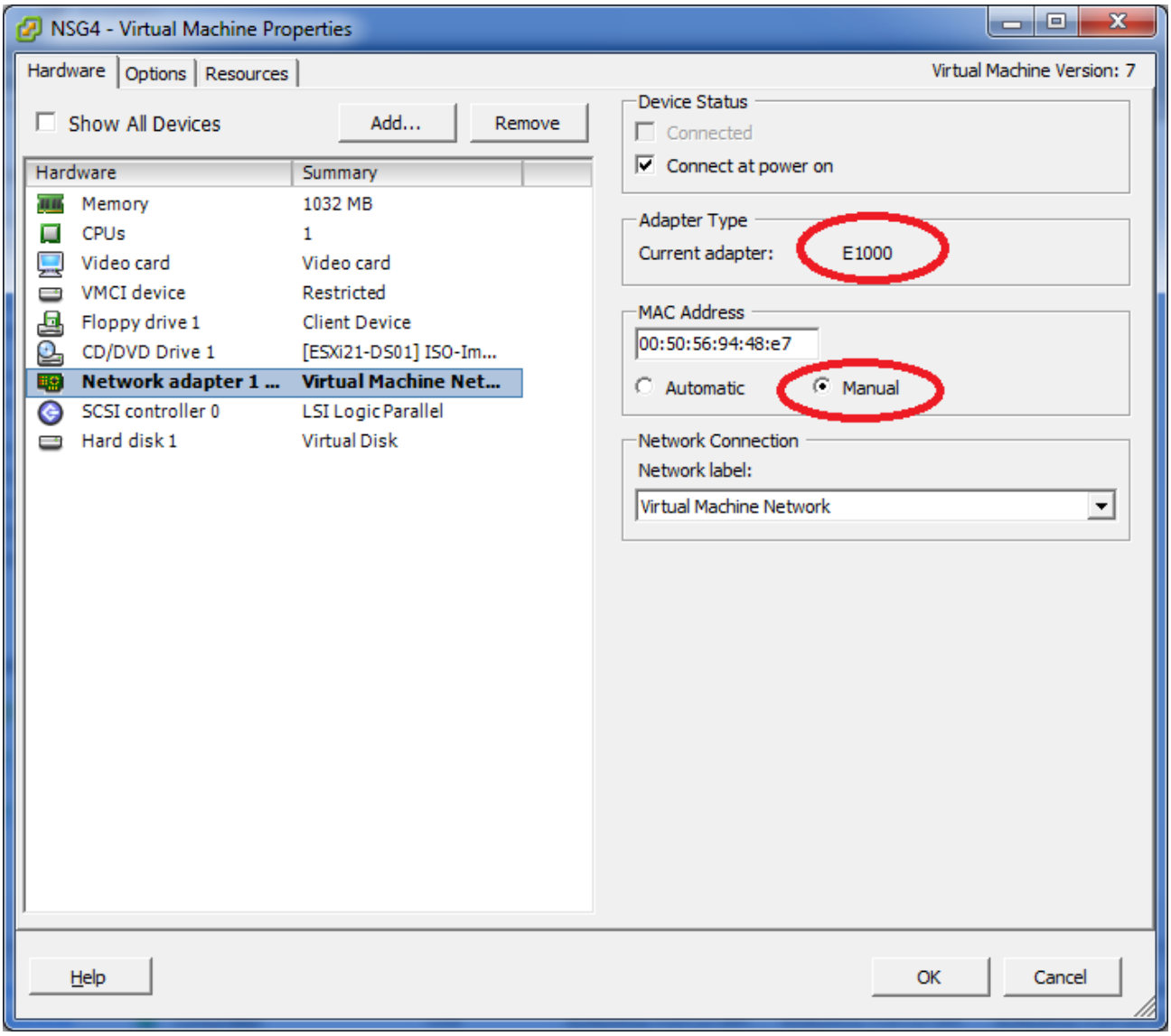

Figure 22 - VMware vSphere Client >> VM >> Network Adapter >> Adapter Type and MAC Address

15. Select the ***CD/DVD Drive 1*** and check the option for ***Connect at power on,*** select radio for choosing the ISO image from the appropriate datastore as shown in Figure 23.

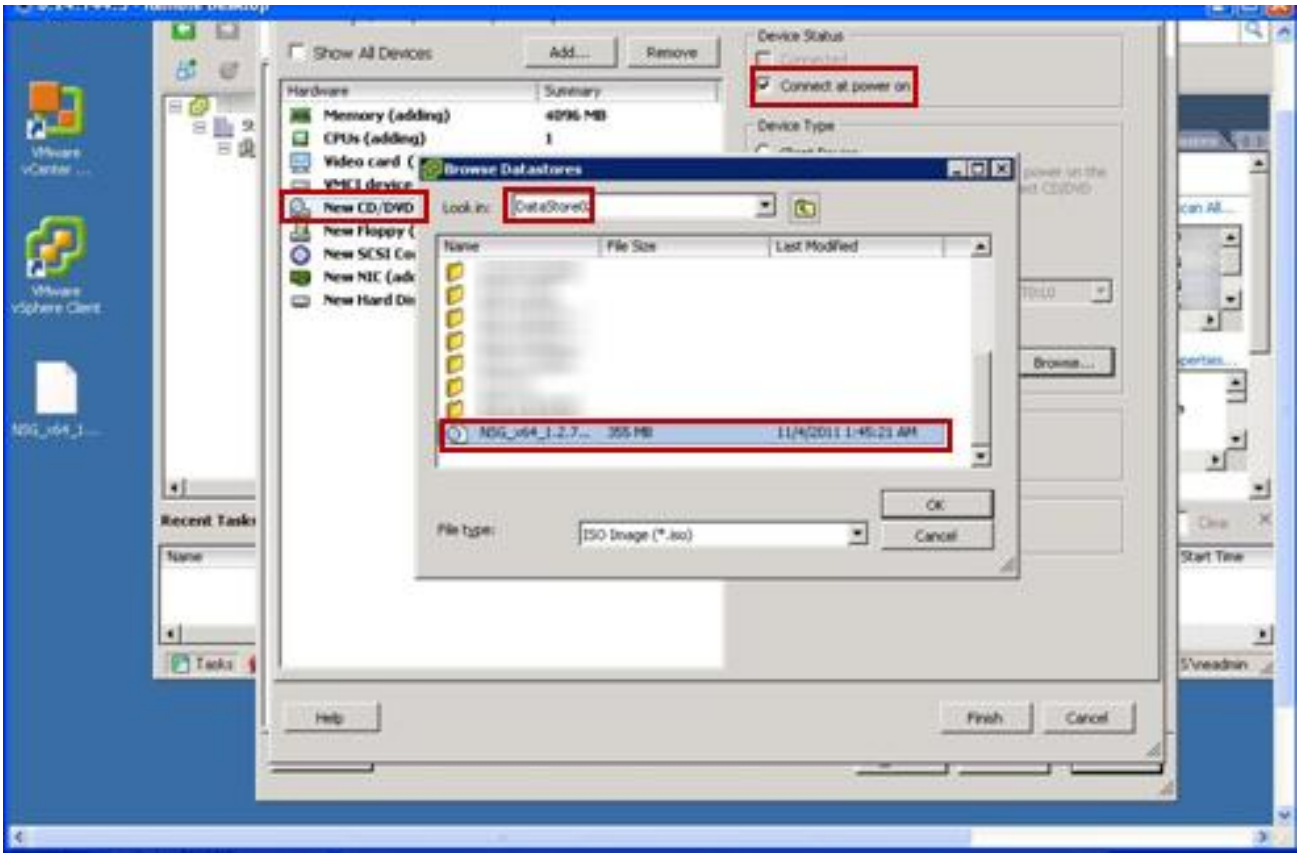

Figure 23 - VMware vSphere Client >> VM >> Choose the ISO Image from the Datastore Step 1

16. Browse the ISO image as shown in Figure 24 and click ***Finish*** to complete the creation of a virtual machine.

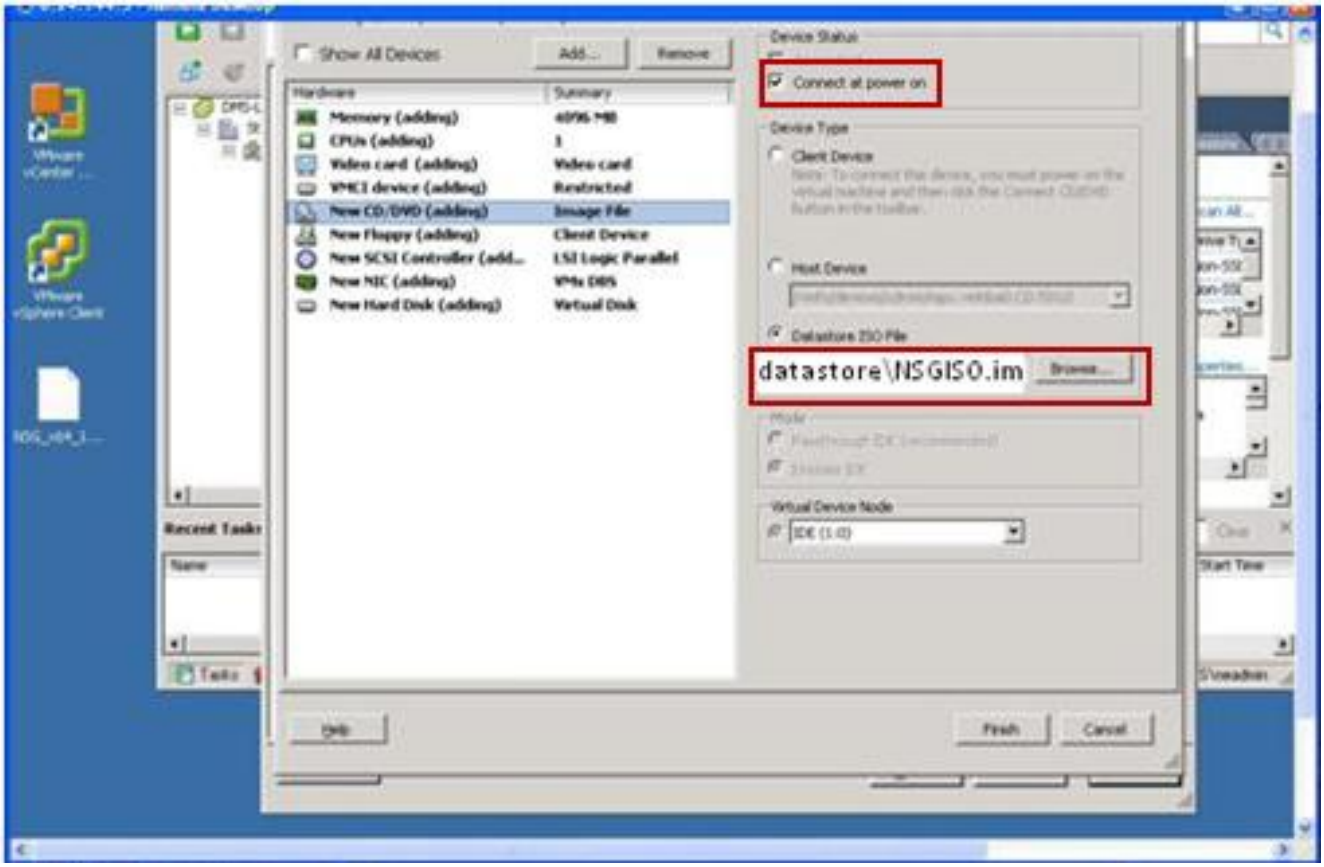

Figure 24 - VMware vSphere Client >> VM >> Choose the ISO Image from the Datastore Step 2

17. In the vSphere client window, select the new VM and right click. Select the ***Power on the VM*** option. This action will initiate the installation process of the VG.