

Vistara VCare-L Installation Guide



VCare-L Installation Guide

VistaraIT

This document describes the sequence of steps for the installation of VCare-L in your environment..

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1. Introduction

Delivering remote IT services in today's complex and mobile environment can be highly challenging. VCare comes with a bundle of benefits enabling you to remotely monitor and manage your devices with ease. VCare's built-in remote control system allows you to take control of any desktop or server in your environment even if the device is outside of your local network. The services of VCare are highly powerful, secure and reliable, providing you with a hassle-free environment to manage your devices.

Vistara VCare agents are available for Windows, Linux and mobile devices (Android and iOS). This guide deals with installation, validation and troubleshooting of VCare for Linux including Ubuntu and CentOS Operating Systems.

This document describes the sequence of steps to install VCare-Linux agent (hereafter referred to as "VCare") in your environment. The VCare resides on the managed device and establishes a secure pathway or tunnel between your IT infrastructure, data centre, and the Vistara Cloud. The agent collects monitoring data from the host and enables remote management of servers, applications and other elements of your network.

Note: File name of the agent installer should not be changed during the agent installation. Agent installs in silent mode and does not require reboot after agent install. This guide was created for VCare-L Agent version 1.1.0-7 and will be updated for future versions on an as-needed basis. This install guide will be kept relevant for the latest version of VCare-L.

2. Prerequisites

Below are the prerequisites for installation of VCare (Linux) at your site location. It lists the prerequisite modules required for Ubuntu, CentOS 5.x and CentOS 6.x, RHEL 5.x and RHEL 6.x

Warning: You must have root privileges to set VCare in your device.

2.1 Prerequisite modules for Ubuntu Operating Systems

Following the the prerequisite modules for Ubuntu:

1. python (≥ 2.5)
2. dmidecode
3. pciutils
4. python-openssl
5. python-twisted-core
6. python-twisted-web

You can use "apt-get" tool to get above required modules up as shown below:

- `sudo apt-get install python`
- `sudo apt-get install dmidecode`
- `sudo apt-get install pciutils`
- `sudo apt-get install python-openssl`

- `sudo apt-get install python-twisted-core`
- `sudo apt-get install python-twisted-web`

2.2 Prerequisite modules for CentOS 5.x / RHEL 5.x Operating Systems

Following are the prerequisite modules for CentOS 5.x Operating Systems:

1. Yum
2. python (≥ 2.4)
3. dmidecode
4. pciutils
5. pyOpenSSL
6. python-twisted-core ($\geq 8.2.0$)
7. python-twisted-web ($\geq 8.2.0$)
8. python-sqlite2
9. python-ctypes

You can use the “yum” tool to install the above listed modules as shown below:

- `yum install dmidecode`
- `yum install pciutils`
- `yum install pyOpenSSL`
- `yum install python-twisted-core`
- `yum install python-twisted-web`
- `yum install python-sqlite2`
- `yum install python-ctypes`

Note: In CentOS 5.x, the 'python-twisted-core' is not available in the default public repository. Hence it has to be installed from 'rpmforge' repository. Follow the instructions below to install it.

- `wget http://packages.sw.be/rpmforge-release/rpmforge-release-0.5.2-2.el5.rf.x86_64.rpm`
- `rpm -Uvh rpmforge-release-0.5.2-2.el5.rf.x86_64.rpm`
- `yum install python-twisted-core`

2.3 Prerequisite modules for CentOS 6.x / RHEL 6.x Operating Systems

Following are the prerequisite modules for CentOS 6.x Operating Systems:

1. yum
2. python (≥ 2.5)
3. dmidecode
4. pciutils
5. pyOpenSSL
6. python-twisted-core ($\geq 8.2.0$)
7. python-twisted-web ($\geq 8.2.0$)

You can use the “yum” tool to install the above listed modules as shown below:

- yum install dmidecode
- yum install pciutils
- yum install pyOpenSSL
- yum install python-twisted-core
- yum install python-twisted-web

3. Installation

You can install VCare on any machine by:

- (1) Downloading and installing VCare manually
- (2) Downloading an installation script which will download and install the agent automatically

3.1 Download and Install VCare manually

3.1.1 Download and Install VCare for Ubuntu Operating Systems manually

Downloading and installing VCare for Ubuntu is a two step process.

1. Downloading Agent
2. Installing Agent on your machine

3.1.1.1 Download VCare for Ubuntu Operating Systems

To download VCare for Ubuntu Operating Systems, follow the steps described below:

1. Open and log into the portal URL <<https://www.mspnocsupport.com>> from your device
2. Click on the **Client Name** that you wish to download the agent for, from Clients Quick Info/Onboarding section shown on the Dashboard page
3. Click **Install agents on devices** as shown in Figure 1

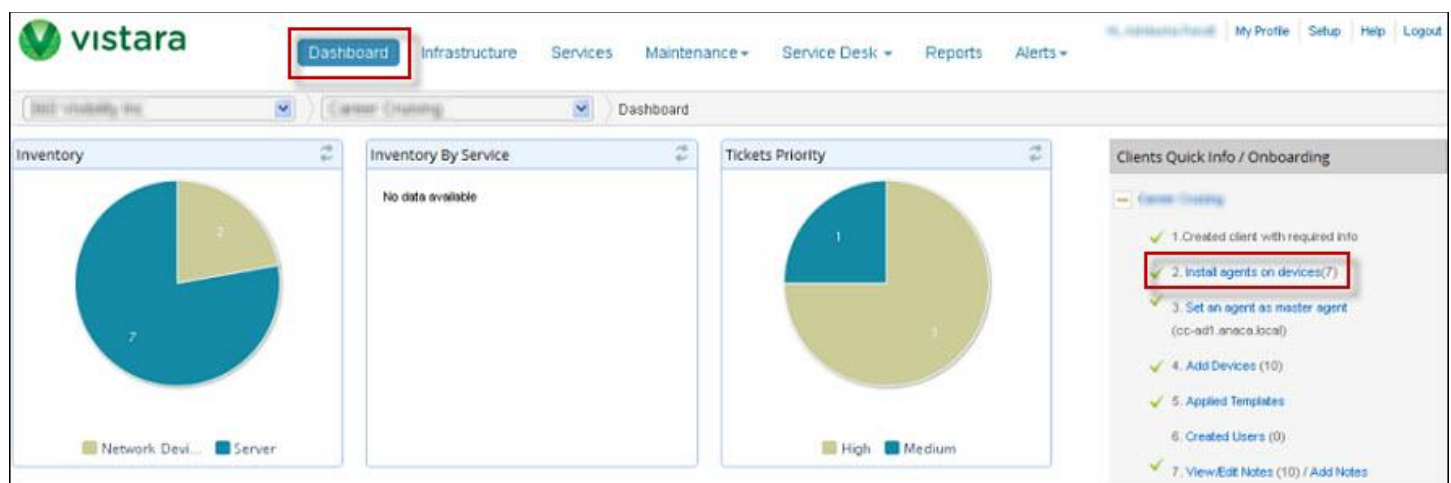


Figure 1 - Dashboard >> Install agents on devices

You will see the “Agent Download” window as shown in Figure 2.

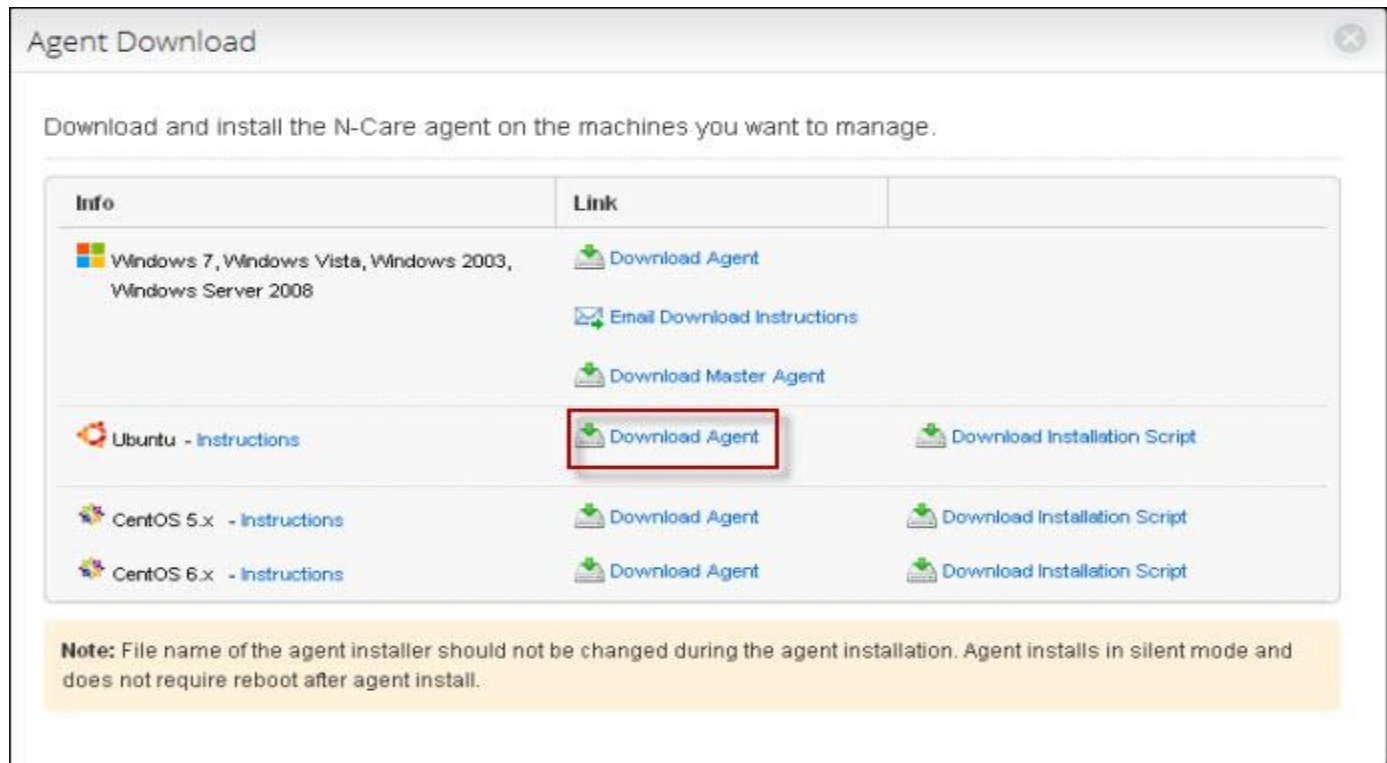


Figure 2 - Agent Download Window

- Click **Download Agent** next to Ubuntu as shown in Figure 2. You will see a confirmation window as shown in Figure 3.
- Click **OK**

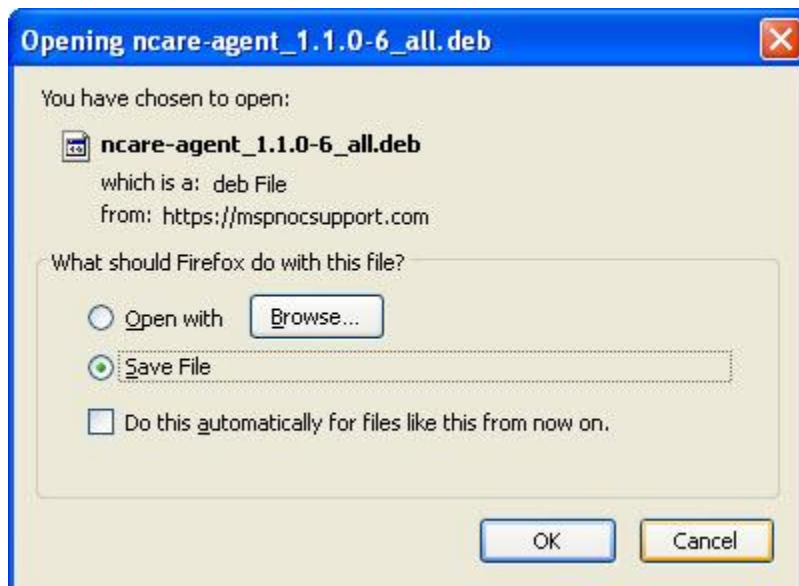


Figure 3 - Agent Download Confirmation Window

VCare for Ubuntu Operating Systems will be downloaded to your device.

3.1.1.2 Install Agent on your machine

To Install VCare after downloading, follow the steps described below:

1. Switch to directory where the agent was downloaded
2. Using the “dpkg” tool, type ***sudo dpkg -i ncare-agent_1.1.0-6_all.deb*** to install the agent
3. Start the agent with authentication token generated for your organization, type
sudo service ncare-agent start AJS7yafZJ23yFWuVUEMrkfzMXmGnv5XA

Note: The token “AJS7yafZJ23yFWuVUEMrkfzMXmGnv5XA” should be entered as shown without making any changes, otherwise the agent will not start. This token is unique to a customer.

The server will show up on the Partner Portal within a few seconds.

3.1.2 Download and Install VCare for CentOS manually

Downloading and installing VCare for CentOS is a two step process.

1. Downloading Agent
2. Installing Agent on your machine

3.1.2.1 Download VCare for CentOS

To download VCare for CentOS, follow the steps described below:

1. Open and log into the portal URL <<https://www.mspnocsupport.com>> from your device
2. Click on the **Client Name** that you wish to download the agent for, from Clients Quick Info/Onboarding section shown on the Dashboard page
3. Click **Install agents on devices** as shown in Figure 1

You will see the “Agent Download” window as shown in Figure 4.

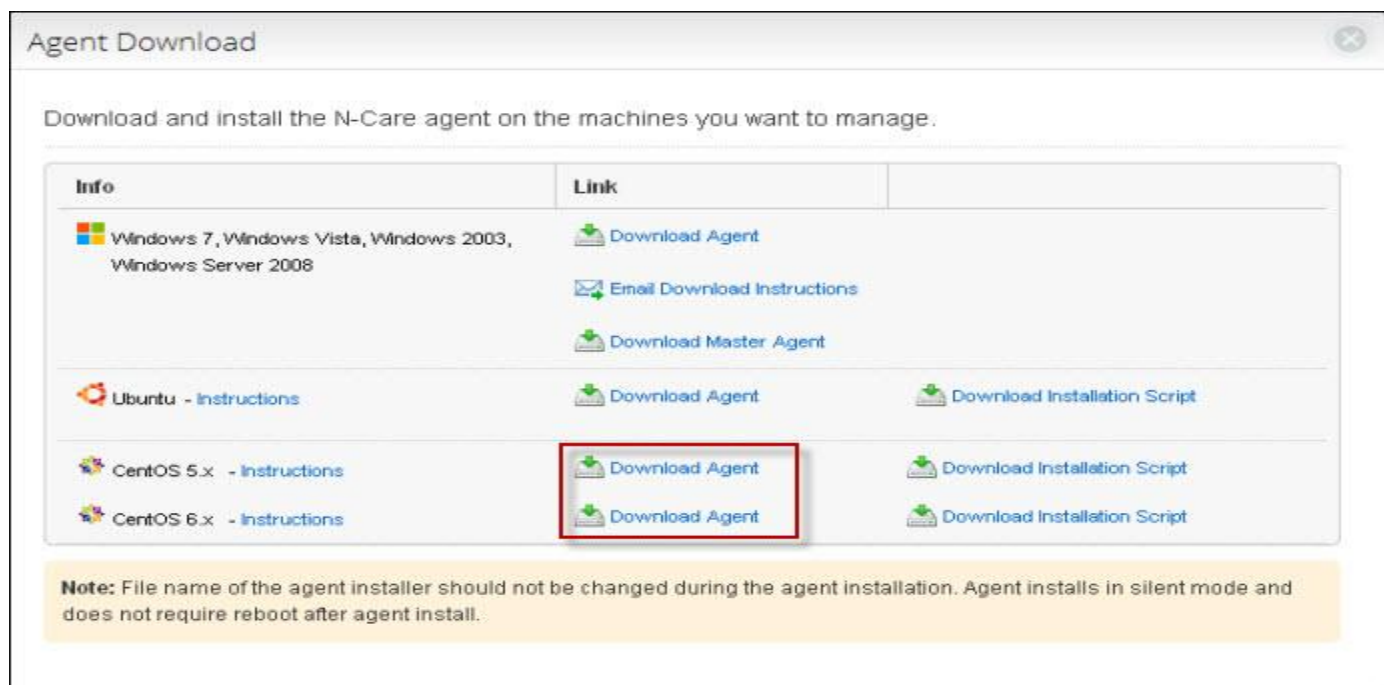


Figure 4 - Agent Download Window for CentOS

4. Click **Download Agent** next to CentOS as shown in Figure 4. You will see a confirmation window as shown in Figure 5.
5. Click **OK**

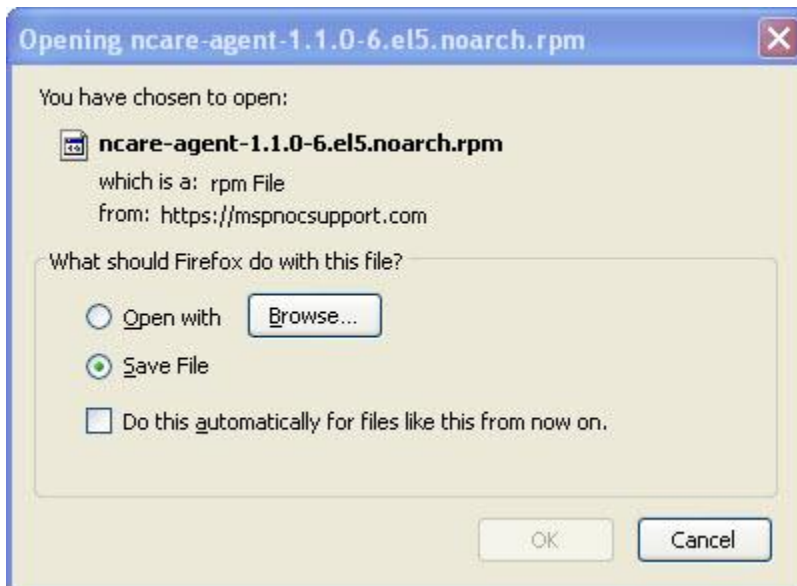


Figure 5 - Download Agent Confirmation Window for CentOS 5.x

For CentOS 6.x you will see a confirmation window as shown in Figure 6.

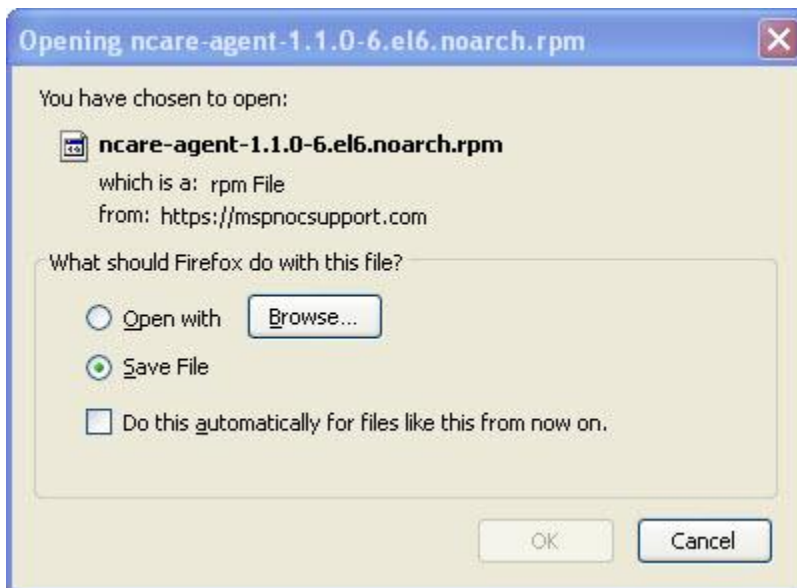


Figure 6 - Agent Download Confirmation Window for CentOS 6.x

VCare for CentOS will be downloaded to your device.

3.1.2.2 Install VCare on your machine

To Install VCare after downloading, follow the steps described below:

1. Switch to directory where the agent was downloaded
2. Using the “rpm” tool, to install agent for CentOS 5.x, type ***rpm -i ncare-agent-1.1.0-6.el5.noarch.rpm*** to install the agent . For CentOS 6.x type ***rpm -i ncare-agent-1.1.0-6.el6.noarch.rpm*** to install the agent.
3. Start the agent with authentication token generated for your organization, type ***service ncare-agent start AJS7yafZJ23yFWuVUEMrkfzMXmGnv5XA***

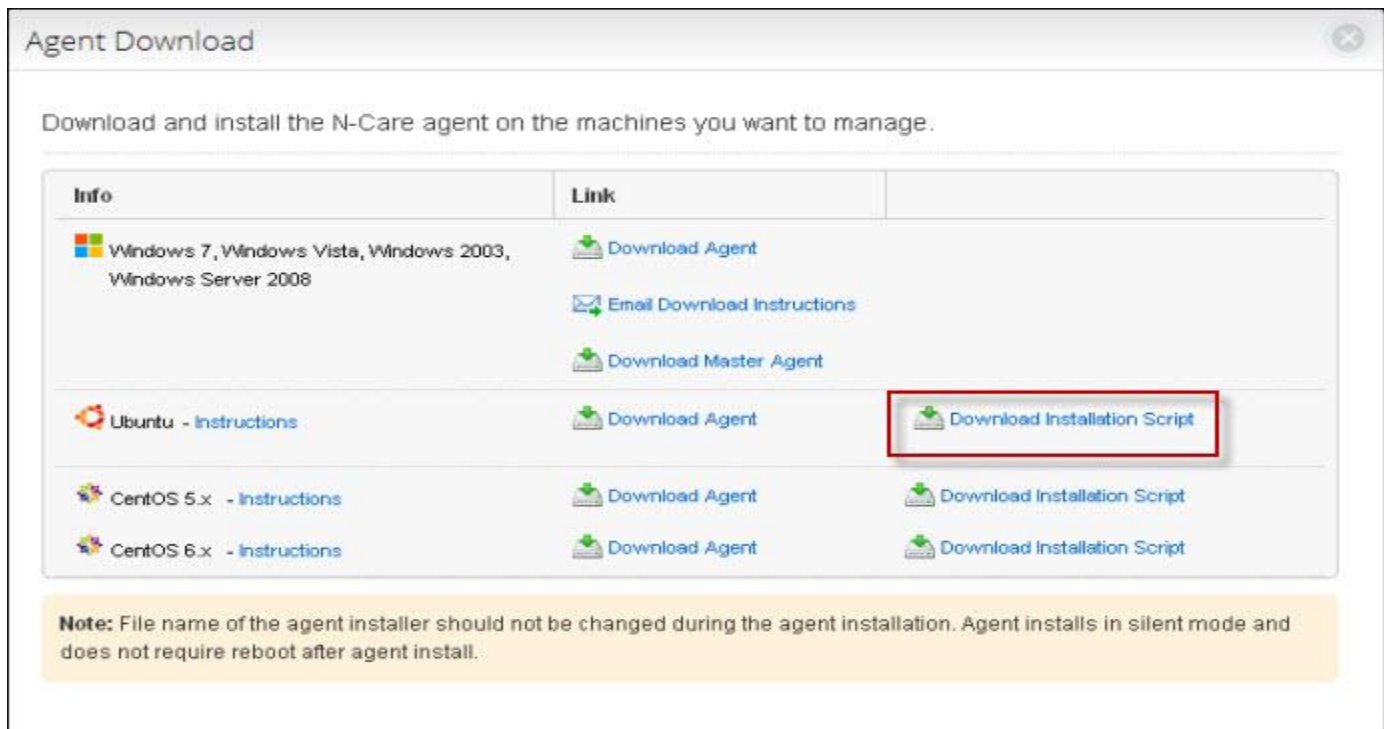
Note: The token “AJS7yafZJ23yFWuVUEMrkfzMXmGnv5XA” should be entered as shown without making any changes, otherwise the agent will not start.

The server will show up on the Partner Portal within a few seconds.

3.2 Automated VCare Deployment from the Portal

To automatically deploy VCare from the portal to your machine, follow the steps described below:

1. Open and log into the portal URL <https://www.mspnocsupport.com> from your device
2. Click on the **Client Name** that you wish to download the agent for, from Clients Quick Info/Onboarding section shown on the Dashboard page
3. Click **Install agents on devices** as shown in Figure 1 - Dashboard >> Install agents on devices
4. Click **Download Installation Script** next to your Operating System as shown in Figure 7



Agent Download

Download and install the N-Care agent on the machines you want to manage.

Info	Link
Windows 7, Windows Vista, Windows 2003, Windows Server 2008	Download Agent Email Download Instructions Download Master Agent
Ubuntu - Instructions	Download Agent Download Installation Script
CentOS 5.x - Instructions	Download Agent Download Installation Script
CentOS 6.x - Instructions	Download Agent Download Installation Script

Note: File name of the agent installer should not be changed during the agent installation. Agent installs in silent mode and does not require reboot after agent install.

Figure 7 - Download Installation Script

You will see a confirmation window as shown in Figure 4.

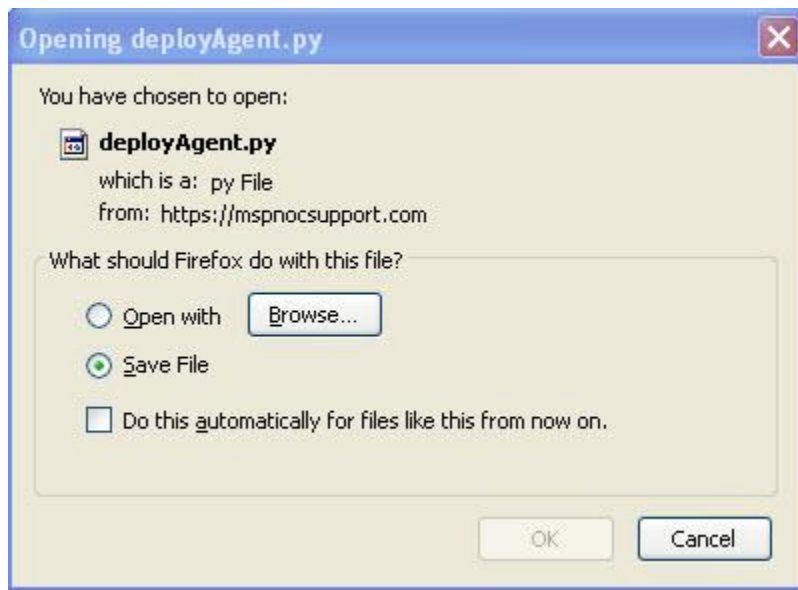


Figure 8 - Confirmation Window

5. Click **OK**. The file will be stored in your machine in downloads folder.
6. Type ***python deployAgent.py*** on your Linux machine to run the script

This will automatically download and install VCare on your machine. After completion, the server will show up on the Partner Portal within a few seconds.

Note: This script will install all the pre-requisites needed for the download and installation but it will not clean up any previous installations. Cleanup has to be done manually by the customer.

4. Frequently Asked Questions (FAQ)

Q1: Where do I get the unique key for my agent? Can I re-use the same key for all the agents in the portal or do I need a new unique key per agent?

A1. Unique key is generated for a client and is not agent specific. When you click on the Instructions for download, the unique key for that client is shown in the instructions. To see the instructions, refer to section:

- Download VCare for Ubuntu Operating Systems
- Download VCare for CentOS

Click on instructions next to the Operating Systems name and the unique key will be identified for the client in the instructions.

Q2: What outbound ports do I need to open from my environment for the agent to connect back to the Vistara server?

A2. You will need

- Firewall friendly port 443 and 8443 communications

Q3: I have a proxy in my environment? How do I configure the proxy settings on the VCare agent?

A3. There is no support for proxy settings yet as of VCare-L agent version 1.2.0. However, this is an active roadmap item and please do check back with us to know the current update on proxy support in VCare-L agents.

Q4: I tried to re-install the agent and it fails. What should I do?

A4: Follow the instructions below:

- Remove old agent folder cleanly by typing `rm -fr /opt/ncare`
- Install the agent
 - a. For Ubuntu Operating Systems, refer to section 3.1.1.2
 - b. For CentOS, refer to section 3.1.2.2
- Start the agent with the agent authentication key
 - a. For Ubuntu Operating Systems, refer to section 3
 - b. For CentOS, refer to section 3

Q5: I am still having problems in installing the agent or accessing it via the portal. What logs can I send you to help debug this issue?

A5. If you are having problems in installing the agent or accessing it via the portal, you can send us the following log file to debug the issue:

`/var/log/ncare/ncare-agent.log`

Q6: Can I use this VCare-L agent on RHEL 5.x and RHEL 6.x?

A5. Yes. The same VCare-L agent can be used for RHEL 5.x and RHEL 6.x as well. For RHEL 5.x please follow the instructions same as CentOS 5.x and for RHEL 6.x, please follow same as CentOS 6.x