XYZ Agent Installation Guide

Contents

Chapter 1. Add New User

The following steps describe how to add new users to the system.

This task is the pre-requisite to XYZ Agent installation. To be able to install the XYZ agent, one needs to be an account owner or have administrative privileges assigned to them by an account owner.

1. On the XYZ UI, navigate to the Account dropdown menu.
2. Click on the Account Settings, and find the Users section.
3. Check if the user who is going to install the Agent, already exists in the list.
4. If not, click the New User button, fill in the required information and Save the details.

Chapter 2. Install XYZ Agent

Steps to install XYZ Agent without Docker containers.

This section lists the steps to install the XYZ Agent. It is important to note that the following steps can be performed only by users with administrative privileges. Refer to the section Add New User *(on page 1)* for more details.

1. Change to *root* user on the machine where the agent is to be installed.
2. Download the latest version of linux.tar.gz from Release Notes *(on page 3)*
3. Run *cheesemaker install xyz* on the downloaded file.
4. Follow the steps to setup and configure the agent. Remember to change the default name that the application ships with, to your application name.
5. Reboot the server once the setup is completed successfully.
6. Upon server restart, verify that the installation succeeded by confirming that your application shows up in the dashboard. If you skipped renaming the application in Step 4 above, the name of the application will show up as the default name provided by XYZ. Check out Change Default Application Name *(on page 6)* to fix the issue.
7. You are all set. Once the application is configured as per your requirements, use XYZ Insights *(on page 4)* to run queries and make dashboards for your presentations.

Chapter 3. Release Notes

Release Notes for XYZ Agent Installation binaries.

Chapter 4. XYZ Insights

Documentation and Best Practices.

Chapter 5. Missing Application

ISSUE: Applications not showing up on Application Dashboard after installation.

CAUSE: This issue may be due to basic compatibility problems between the environment and your application. For example, there are a few extra steps to install the agent on an environment with Docker containers than the steps to install the same agent on an environment without Docker containers.

RESOLUTION: Follow the steps below to troubleshoot and resolve this issue:

1. Download the correct agent binaries for your environment.
2. Follow the right set of instructions to install the agent on your environment.
3. Make sure you are running the installer with *root* privileges.

Chapter 6. Change Default Application Name

ISSUE: Unknown application on the dahsboard after successful installation.

CAUSE: If the installation completed successfully but you do not recognize the name of the application that shows up on the dashboard, the most likely cause is that you did not change the default application name shipped with the XYZ Agent to your company specific application name during the agent installation and configuration.

RESOLUTION: Follow the steps below to troubleshoot and resolve this issue:

1. If your application is already sending data to XYZ, in order to save this data, you will have to settle just by changing the application name in the UI. This will not change any of the installation related configuration or ini files.
2. On the other hand, if this is a fresh install and no data has been shared with XYZ yet, use one of the following ways to modify the application name in the underlying configuration:
    - Change the name in xyz.ini file by using 'xyz.appname'.
    - Change the name by using INI settings for each directory.
    - Change the name by making a REST API call.