## Pre-Requisites

To be able to install the XYZ agent, one needs to be an Account owner or have administrative privileges assigned to them by the account owner.

Following steps enable account owners to add new users and grant them administrative privileges before installation can begin.

1. On the XYZ UI, navigate to the Account dropdown.
2. Click on Account Settings, and find the Users section.
3. If the user does not already exist in the list, click the New User button, fill in the required information, and Save.

NOTE: You can also use REST API call to get the list of existing account users.

1. Proceed with agent installation.

## Steps to Install XYZ Agent on Linux Environment Without Docker Containers

Follow the steps outlined here to install the XYZ agent on a standard Linux environment. These steps are specific to environments without any Docker containers.

1. Change to root user on the machine where the agent is to be downloaded and installed.
2. Download the latest version of linux.tar.gz from [Release Notes](#_RELEASE_NOTES).
3. Run “cheesemaker install xyz” on the downloaded file.
4. While following the steps to setup and configure the agent, make sure 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.

NOTE: If you skipped step 4) above for any reason, the name of the application will show up as the default name provided by XYZ. Look for ISSUE 2 in the [troubleshooting guide](#_Installation_Troubleshooting_Guide), to fix this issue.

1. You are all set! Once the application is configured as per your requirements, use [XYZ Insights](#_Insights_–_Documentation) to run queries and make dashboards for your presentations.

For further help, refer the [Installation Troubleshooting Guide](#_Installation_Troubleshooting_Guide) and the [XYZ Diagnostics Tool](#_New_Relic_Diagnostics) for help with the XYZ agent you are using.

## Installation Troubleshooting Guide

Here are some common issues seen during or after installation of the XYZ agent.

ISSUE 1: Applications not showing up on Application Dashboard after installation.

Cause: This may be due to basic compatibility problems between the environment and your application. For example, the steps to install the agent on an environment with Docker containers involves a few extra steps apart from the steps to install the same agent on an environment without Docker containers.

Resolution:

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 to have root access when running the installer.

ISSUE 2: Installation completed successfully but you don’t recognize the application showing up on the dashboard.

Cause: This happens when you do not change the default application name shipped with the XYZ agent to your company specific application name during the agent installation/configuration.

Resolution: Here are a few ways to 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:
   1. Change the name in xyz.ini file by using ‘xyz.appname’
   2. Change the name by using INI settings for each directory.
   3. Change the name by making a REST API call.

## Insights – Documentation and Best Practices

## XYZ Diagnostics Tool

# RELEASE NOTES