**Overview**

This document details how to setup usage data collection for on-prem MCMs. The solution uses a BASH shell script that runs nightly on a virtual machine that connects to each MCM and queries the local database. The results of the query are downloaded as a CSV then uploaded to Gainsight.

**Prerequisites**

* Must be able to SSH to a virtual machine running Ubuntu Server 16.04.3 LTS or higher and be able to elevate to superuser privileges.
* This virtual machine needs to have network access to all MCMs (though same subnet is not required).
* Know each MCM’s hostname or IP address.
* The PostgreSQL database on each MCM must be configured to be accessed remotely as well as locally. See <https://www.cyberciti.biz/tips/postgres-allow-remote-access-tcp-connection.html>.
* Be able to login to the MCM’s PostgreSQL database via TCP port 5432 with a valid database username and password with permissions to the nexperience database.
* Test to make sure the Ubuntu virtual machine can reach Gainsight with the command:
  + **curl** [**https://app.gainsight.com/v1.0/admin/connector/job/bulkimport**](https://app.gainsight.com/v1.0/admin/connector/job/bulkimport)
  + If you do not get a response, the MCM cannot reach Gainsight. Do not continue. If it returns a JSON formatted response (even with an error message), it’s working.

**Steps to install**

1. Install curl on Ubuntu (probably already installed):
   1. **sudo apt-get update**
   2. **sudo apt-get install curl**
2. Install git on Ubuntu (probably already installed):
   1. **sudo apt-get install git**
3. Install PostgreSQL 9.6.x+ on Ubuntu. See <https://www.digitalocean.com/community/tutorials/how-to-install-and-use-postgresql-on-ubuntu-16-04> for more details.
   1. **sudo apt-get install postgresql postgresql-contrib**
4. Using the postgres account, create a new database on Ubuntu called eventrecords:
   1. **createdb eventrecords**
5. Using either psql or pgAdmin, run this DDL to create this table in the eventrecords database:

CREATE TABLE cloudslist

(

url character varying(255) NOT NULL,

mcm\_ip\_address character varying(256),

sfname character varying(256),

env\_stat character varying(500) DEFAULT 'production'::character varying,

tz character varying(48) DEFAULT 'US/Pacific::character varying,

last\_sync date DEFAULT '2017-01-01'::date,

CONSTRAINT cloudslist\_pkey PRIMARY KEY (url)

)

WITH (

OIDS=FALSE

);

ALTER TABLE cloudslist

OWNER TO postgres;

1. Add a record to the cloudslist database for each MCM. Note that the url field should be an all-lowercase FQDN value rather than a URI (eg mobilecloud.perfectomobile.com). Time zone should be non-abbreviated following the standard “US/Pacific”.
2. Go to the /opt directory
   1. **cd /opt**
3. Clone the usage project
   1. **git clone** [**https://github.com/nstuyvesant/usage.git**](https://github.com/nstuyvesant/usage.git)
4. Edit the root user’s crontab
   1. **sudo nano /var/spool/cron/crontabs/root**
5. Add this line to the crontab (feel free to adjust the hour – currently set at 11 AM)
   1. 0 11 \* \* \* /opt/usage/usage-to-gainsight.sh >> /var/log/usage-to-gainsight.log
6. Save the file and exit
7. Edit /opt/usage/usage-to-gainsight.sh and modify the variables on lines 30-34 (values provided separately).
   1. **sudo nano /opt/usage/usage-to-gainsight.sh**
8. Save the file and exit
9. Change permissions of BASH shell script to allow execution by its owner
   1. **chmod o+x /opt/usage/usage-to-gainsight.sh**

That’s it. You’re done. It will run each day at 11 AM local time. If you’d like to check on the health of the script, please review /var/log/usage-to-gainsight.log.