Quick Steps to Install eG Manager and Agents for SaaS Deployments

If you are an MSP, then use the quick steps provided in this document to install an eG manager in your environment and configure it to support full multi-tenancy. These simple steps will also help you install eG agents within your environment and enable your tenants to self-manage their monitoring infrastructure. For the detailed installation procedure, refer to *eG Installation Guide*.

The quick installation steps are:

- **Step 1: Download eG Manager**
- **Step 2: Obtain a valid license for the eG Manager**
- **Step 3: Ensure the availability of a database**
- **Step 4: Install and Configure the eG Manager**
- **Step 5: Configure the type of deployment**
- **Step 6: Deploy the license for the eG Manager**
- **Step 7: Upload the eG Agent packages to the eG Manager**
- **Step 8: Download and install the eG Agents**
- **Step 9: Administer eG Enterprise**

1 . Download eG Enterprise

To download the eG Enterprise, please connect to the following URL:

Website : http://www.eginnovations.com/eval716

Username : total@eginnovations.com

Password : P3rf0rm@nc3

Apart from the eG manager and agent install packages, this site also hosts a docs folder containing the manuals and other product-related documents. An eG documentation portal is also available, where you can browse and view eG monitoring and user manuals online. To access the portal, use the following URL:

Website : https://docs.eginnovations.com

Make sure that you have adequate hardware capabilities for the systems that will host the eG manager and agents.

Hardware and OS pre-requisites for the eG manager:

Memory	at least 4 GB RAM for a 32-bit host; a minimum of 8 GB RAM for a 64-bit host
Disk Space	at least 100 GB
Operating Systems	Red Hat Enterprise Linux 5 (or higher), CentOS 5.2 (or higher), Oracle Linux v6.x (or higher), Fedora Linux, Ubuntu, Debian, openSUSE, Windows 2008 server (OR) Windows 7 (OR) Windows 8 (OR) Windows 10 (OR) Windows 2012 (OR) Windows 2016 (OR) Windows 2019

Hardware and OS pre-requisites for the eG agent:

Memory	at least 512MB
Disk Space	at least 1 GB for installing the eG agent
Operating Systems	Solaris 7 (or higher), Red Hat Enterprise Linux 5 (or higher), AIX 4.3.3 (or higher), HP-UX 10 (or higher), Free BSD 5.4, Tru64 5.1, openSUSE 11 (or above), CentOS 5.2 (or above), Fedora Linux, Oracle Linux v6.x (or higher), Ubuntu, Debian, (OR) Windows 2008 server (OR) Windows Vista (OR) Windows 7 (OR) Windows 8 (OR) Windows 10 (OR) Windows 2012 (OR) Windows 2016 (OR) Windows 2019

2 . Obtain a valid license for the eG Manager

To obtain a valid license, please send an email to support@eginnovations.com requesting a license to use the product. Given below are the details of the license that will be sent to you:

Product	eG Enterprise
Validity	21 days
Number of agents	10
Number of websites	10
Platforms Supported	Solaris 7 (or higher), Red Hat Enterprise Linux 5 (or higher), AIX 4.3.3 (or higher), HP-UX 10 (or higher), Free

	BSD 5.4, Tru64 5.1, openSUSE 11 (or above), CentOS 5.2 (or above), Fedora Linux, Oracle Linux v6.x (or higher), Ubuntu, Debian (OR) Windows 2008 server (OR) Windows Vista (OR) Windows 7 (OR) Windows 8 (OR) Windows 10 (OR) Windows 2012 (OR) Windows 2016 (OR) Windows 2019
Other modules enabled	Integration Console, Reporter, Detailed Diagnosis

3 . Ensure the availability of a database

An Oracle database (version 11G / 12c / 18c / 19c) / Microsoft SQL Server (version 2008 R2/ 2012 / 2014 / 2016 / 2017 / 2019) / Microsoft Azure SQL Database is required to host the eG database. When installing the eG manager, specify the location of the database server.

If you want to use Oracle Database:

For the evaluation period, you can download a 90-day trial version of the Oracle database server from Oracle's Technology Network homepage. As per Oracle's licensing policy, you will need to an Oracle Web account to obtain the evaluation version.

The link from where you need to download the Oracle evaluation version:

http://www.oracle.com/technetwork/indexes/downloads/index.html

Once you connect to the above-mentioned URL, follow the steps below:

- Scroll down the list of Oracle Software Downloads displayed therein to locate the **Database** section.
- Click on the **Database 19c Enterprise/Standard Editions** link in this section to download it.
- Next, in the **Oracle Database Software Downloads** page that then appears, croll down the Oracle Database 19c section.
- Click on any **Download** link in that section that corresponds to the operating system on which the Oracle database server is to be installed.

If you want to use Microsoft SQL Database:

For the evaluation period, you can download a 180-days trial version of Microsoft SQL Server 2019 from the following link: https://www.microsoft.com/en-us/sql-server/sql-server-downloads.

While installing the SQL server, ensure that the installation of the server is performed in the case-insensitive mode. Also, make sure that the **Simple Recovery** mode is set.

You also have the option of using an existing Microsoft Azure SQL Database (if any) as the eG backend.

Please ensure that the database server has a tablespace with at least 100MB of space for hosting the eG database.

4 . Install and Configure the eG Manager

Now, proceed to install the eG manager and configure it to use either an Oracle / Microsoft SQL database. Please refer to the *eG Installation Guide* for detailed installation and configuration instructions.

Note:

- The eG manager can be installed on a Linux host from a super-user account only.
- The eG manager can be installed on a Windows host from a '*local/domain administrator*' account only.
- If installing on a Windows system, please reboot the server after the installation.
- Before installing the eG manager, make sure that no other Tomcat server pre-exists on the target manager host.

5 . Configure the type of deployment

Next, using the special web page that the eG manager's setup program provides, you can configure what type of eG manager deployment this is - i.e., you can indicate what the eG manager being installed will be monitoring. The options are as follows:

- Enterprise: This model is ideal if your eG manager will be monitoring only your organization's IT infrastructure. In this case, eG's agent-based/agentless monitors will be deployed on and will pull metrics from the components in your infrastructure only. The employees of your organization will be the primary stakeholders and consumers of the performance data so collected.

  Such a model is typically, administrator-driven. In other words, an administrator will be responsible for performing all administrative activities related to the eG manager - this includes, installing agents, managing the components, configuring thresholds, tests and alerting, managing users, building segments and services, defining zones, and more. The

other stakeholders - i.e., the employees - will usually be vested with only monitoring rights, or in some special cases, very limited administrative rights, as the administrator deems fit.

- SaaS: This model is ideal if you are a Managed Service Provider (MSP), providing infrastructure hosting and management services to multiple customers. Monitoring is quiet often a cloud-based service that an MSP offers to each of their customers. If you are an MSP, you will want the eG manager to not just monitor your infrastructure, but also that of your customers. This means that an eG manager centrally deployed in the MSP infrastructure will be managing agents deployed in the customer infrastructure as well.

  The SaaS model also helps where a single eG manager manages agents used by different departments (eg., Development, Testing, Support etc.) / support groups (Europe Support, EMEA Support, USA Support etc.) / IT domains (Network administration, Database administration, Windows administration etc.).

  With the SaaS model, eG Enterprise fully supports mult-tenancy. Unlike the Enterprise model, in SaaS, the administrator will not be the sole custodian of administrative rights. Instead, these rights will be delegated to the individual tenants - say, MSP customers, department heads/workers, support personnel who are part of different support groups, or IT domain experts. The tenants are thus empowered to deploy the agents they want, manage the components they wish to monitor, and customize accesses, monitoring, and alerting based on the requirements of their infrastructure. The central administrator will continue to hold unrestricted administrative rights, which will enable him/her to manage monitoring licenses of the tenants, oversee performance and problems across tenant infrastructures, and even override a tenant's monitoring configuration if required.

For a SaaS deployment of eG Enterprise, select the **Our Organization and our customers (SaaS)** option in this web page. Using this web page, you can also custom-define how your manager performs monitoring and alerting, enforce organizational security policies, and enable the auditing of manager operations, without even logging into the eG management console.

6 . Deploy the license for the eG Manager

Use the setup program of the eG manager to upload the trial license that has been provided to you to the eG manager's bin directory. Refer to the eG Installation Guide to know how.

You can also choose to manually copy the file to the bin directory. In this case, note that for a Windows installation of the eG manager, you have to copy the license file to the <EG_INSTALL_DIR>\bin directory. For a Linux installation of the eG manager on the other hand, make sure that you save the license in the '**/opt/egurkha/bin** directory.

Note:

If you do not save the license in the correct place, under the correct name, the eG manager will not start.

7 . Upload the eG Agent packages to the eG Manager

In a SaaS deployment, the tenants are empowered to download the eG agents they want from the eG manager console and deploy the agents on the components they wish to monitor. To facilitate this, the administrator should first upload the eG agent packages to the eG manager and make them available for download. To know how to achieve this, refer to eG Installation Guide.

8 . Download and install the eG Agents

Once the agent packages are uploaded to the manager, the tenant can login to the eG management console from a target agent host. To login, the tenant should use the same credentials they used (corporate email ID and password) to register with eG Enterprise for Saas. The console will then display the uploaded packages. To download a package, click on it. After successful download, extract the contents of the agent package to any folder on the agent host and run the setup script/batch file within. For more details, refer to eG Installation Guide

Note:

- Agent installation is performed silently.
- The eG agent can be installed on Unix hosts from a *super-user* account only.
- The eG agent can be installed on a Windows host from a '*local/domain administrator*' account only.
- The agent-manager communication is also automatically configured during setup.

9 . Administer eG Enterprise

The tenant can connect to the eG management console using the URL: http://<eGManagerIP>:<eGManagerPort>/, or https://<eGManagerIP>:<eGManagerPort>/ (if the manager is SSL-enabled).

If you are a tenant, then to administer eG Enterprise, you need to login to the eG administrative console using the same credentials you used (corporate email ID and password) when registering with eG Enterprise for Saas. Using the eG admin interface, a tenant can ready the components in their specific infrastructure for monitoring.

If you are an administrator, then to administer eG Enterprise, you need to login to the eG manager as the user *admin* with password *admin*. Using the eG admin interface, an administrator can manage

monitoring licenses of the tenants, oversee performance and problems across tenant infrastructures, and even override a tenant's monitoring configuration if required.

Please refer to the *Administering eG Enterprise* document to determine how to administer and use eG Enterprise.