



## Ten Steps for an Easy Install of the eG Enterprise Suite

*(Acquire, Evaluate, and be more Efficient!)*

- ☐ **Step 1: Download the eG Software; verify hardware and operating system pre-requisites**
- ☐ **Step 2: Obtain a valid license for the eG manager**
- ☐ **Step 3: Install JDK on the eG manager system**
- ☐ **Step 4: Ensure that the required database is available in your network**
- ☐ **Step 5: Install and Configure the eG manager**
- ☐ **Step 6: Deploy the eG manager license**
- ☐ **Step 7: Install and Configure the eG agents**
- ☐ **Step 8: Start the eG Manager**
- ☐ **Step 9: Administer the eG Enterprise Suite**
- ☐ **Step 10: Start the eG Agent**

## Step 1 Downloading the eG software from the eG web site

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

Website: <http://www.eginnovations.com/eval62>

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.

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 2 GB RAM for a 32-bit host; a minimum of 4 GB RAM for a 64-bit host

Disk Space: at least 1 GB

Operating Systems: Solaris 10 (or higher) or 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 2012 (OR) Windows 2016

### **Hardware and OS pre-requisites for the eG agent:**

Memory: at least 512 MB

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.

## Step 2 Obtain a valid license

To obtain a valid license, please send an email to [support@eginnovations.com](mailto: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 Suite
Validity	:	21 days
Number of agents	:	10
Number of websites	:	10
Platforms Supported	:	Solaris 7 (or higher), Red Hat Enterprise Linux 3 (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), (OR) Windows 2008 server (OR) Windows Vista (OR) Windows 7 (OR) Windows 8 (OR) Windows 10 (OR) Windows 2012
Other modules enabled	:	Integration Console, Reporter, Detailed Diagnosis

## Step 3 Install JDK on the eG manager system

On the system where you will be installing the eG manager, please install JDK 1.7 (or its variants) for your OS platform.

**Note:**

JDK 1.8 is not supported.

The JDK for Windows is pre-bundled into the eG manager installable for Windows platforms. For Unix platforms, you may have to download the JDK.

To download the JDK, use the following URL: <http://www.oracle.com/technetwork/java/archive-139210.html>. Doing so brings up an **Oracle Java Archive** page. Scroll down the page to locate the **Java SE** section. Then, click on the **Java SE 7** link in this section. A **Java SE 7 Archive Downloads** page will then appear. Scroll down the page and click on the **Java SE Development Kit 7u80**. Doing so will prompt you to accept a license agreement; select the **Accept License Agreement** option to accept it. Then, a list of JDK **Downloads** per operating system will appear. Click on the JDK download that corresponds to the operating system of your choice. You will then be asked to login to your Oracle Web account and proceed with the download.

## Step 4 Ensure that a database server is available

An Oracle database (version 10G / 11G / 12c) / Microsoft SQL Server (version 2008 / 2012 / 2014) 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>

Scroll down the list of Oracle **Software Downloads** displayed therein to locate the **Database** section. Click on the **Database 12c Enterprise/Standard Editions** link in this section to download it. Next, in the **Oracle Database Software Downloads** page that then appears, **Accept the license agreement** and scroll down the **Oracle Database 12c Release 1 Enterprise Edition** section. Click on any 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 MS SQL Database:***

For the evaluation period, you can download a 180-days trial version of MS SQL Server 2014 from the following link: <http://www.microsoft.com/sqlserver/en/us/get-sql-server/try-it.aspx>.

While installing the SQL server, ensure that the installation of the server is performed in the **case-insensitive** mode.

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

For evaluation purposes, you have the option of using MS SQL Server 2005/2008/2012 Express as the backend for a Windows 2008/Windows 7/Windows 8/Windows 2012 manager. The eG manager setup itself allows you to install and use MS SQL Server 2005/2008/2012 Express. However, before commencing manager installation, the MS SQL Server 2005/2008/2012 Express installable must be available in the eG manager host. To ensure this, prior to installing the eG manager using the MS SQL Server 2012 Express for instance, download its free installable from the URL, <http://www.microsoft.com/en-in/download/details.aspx?id=29062>, to any location on the eG manager host. Then, go to the command prompt, switch to the download directory, and issue the command **<ExecutableName>/x** to extract the installation-related files from the executable. When prompted for the directory to which the files are to be extracted, specify a directory on your local host and click the **OK** button therein to proceed with the extraction. All the necessary files will then be extracted from the executable into the specified directory.

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

## Step 5 Install and Configure the eG Manager

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

### Note:

- The eG manager can be installed on a Solaris/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 therefore, make sure that no other Tomcat server pre-exists on the target manager host.

## Step 6 Deploy the license for the eG Manager

The trial license that will be provided to you should be saved in the eG manager's bin directory.

For Windows, if your eG installation directory is 'C:\Program Files\eGurkha', the license should be saved in a file named 'C:\Program Files\eGurkha\bin\license'.

For Linux and Solaris, if your eG installation location is '/opt/egurkha/', the license should be saved in a file named '/opt/egurkha/bin/license'.

### Note:

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

## Step 7 Install and Configure the eG Agent

For the agent installation and configuration procedure, refer to the eG Installation Guide.

**Note:**

- Agent installation does not require a reboot of the system.
- 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.

## Step 8 Start the eG Manager

To start the eG manager on Linux/Solaris, execute the command `/opt/egurkha/bin/start_manager`

To start the eG manager on Windows, follow the menu sequence: Start -> eG Monitoring Suite -> eG Manager -> Start Manager.

## Step 9 Administer the eG Enterprise Suite

After starting the eG manager, connect to the eG management console using the URL: <http://<eGManagerIP>:<eGManagerPort>/>, or <https://<eGManagerIP>:<eGManagerPort>/> (if you have SSL-enabled the eG manager during installation).

To administer the eG Enterprise suite, login to the eG manager as the user *admin* with password *admin*.

Please refer to the Administering eG Enterprise document to determine how to administer and use the eG Enterprise suite of products.

**Note:**

To administer the eG Enterprise system, you will require Internet Explorer 10, 11, or Edge, Mozilla Firefox v18 or higher, or Chrome v28.

## Step 10 Start the eG Agent

To start the eG agent on Unix hosts, login to the host as the eG user, and run the command **/opt/egurkha/bin/start\_agent**

To start the eG agent on Windows hosts, follow the menu sequence: Start -> eG Monitoring Suite -> eG Agent -> Start Agent.

### Pre-requisites for eG Manager/Agent Installation and Configuration:

Before setting out to manage your environment using eG Enterprise, you need to make sure that certain pre-requisites are fulfilled. Typically, these requirements may differ according to the composition of your target infrastructure – i.e., according to the number and type of applications to be monitored in your environment. For a detailed list of pre-requisites, refer to the *eG Installation Guide* or the application-specific sections of the *eG Implementer's Guide*.

Given below are some of the key pre-requisites for monitoring using eG Enterprise:

- The eG manager should be adequately sized to handle the current and anticipated monitoring load of your environment. While detailed sizing guidelines are available in the *Sizing the Hardware and Database required by an eG Manager* document, its best to remember that the load is a key determinant of not just the eG manager size, but also its location. For instance, if the eG manager is expected to manage only a few agents, you can deploy the manager even on a VM executing on a virtual host. For large deployments of the eG manager however, it would be good practice either allot a dedicated server for this purpose, or allocate sufficient resources to the VM that will be hosting the eG manager.
- To start the eG manager/agent on a Unix operating system, the eG manager install user and the eG agent install user (as the case may be) should possess execute permissions to the */sbin/ifconfig* command.
- If you intend to monitor one/more applications in an 'agentless manner' – i.e., using a remote agent – then the following rules apply:
  - If a Windows host or a Windows-based application is to be monitored in an agentless manner, then make sure that the **ADMIN\$** share is enabled on the target host.
  - The remote agent used for monitoring Windows hosts / Windows-based applications should run using the 'domain administrator' privileges.
  - Both the aforesaid rules also apply while monitoring Windows VMs in an 'agentless' manner. For a complete list of pre-requisites pertaining to VMware environments, please refer to the *Monitoring VMware Infrastructures* document.
- The eG agent monitoring some specific applications may require special privileges for execution; the tests executed by these agents may hence need to be configured with the credentials of a user who is vested with the required privileges. A few examples have been cited below:
  - To monitor an MS SQL server 2000/7, the tests require *Sysadmin* privileges. To monitor an MS SQL server 2005/2008/2012/2014, the tests require *CONNECT SQL*, *VIEW ANY DATABASE*, and *VIEW SERVER STATE* privileges.
  - To monitor an Oracle database server, you will need to configure the tests with the credentials of a user with *select\_catalog\_role* and *connect* privileges.
  - Tests that report the performance of network devices will have to be configured with an SNMP community string.