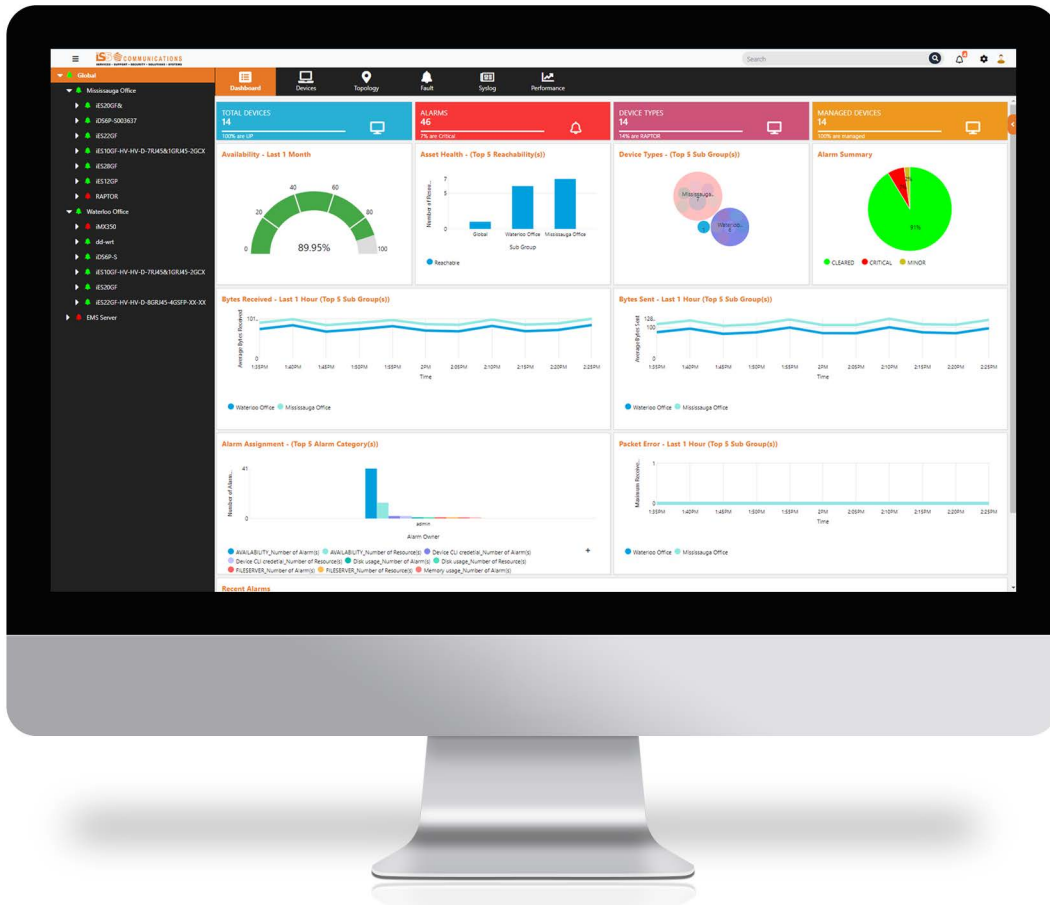


# RAPTOREye Linux Installation Guide



Version 1.9.0, June 2022



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# 1. Overview

This document provides installation and upgrade instructions for the following products:

Product Name	Version	Release Date
RAPTOREye	1.9.0	June 2022
RAPTOREye	1.8.0	March 2022
RAPTOREye	1.7.1	December 2021
RAPTOREye	1.7.0	September 2021
RAPTOREye	1.6.0	June 2021
RAPTOREye	1.5.1	April 2021
RAPTOREye	1.5.0	March 2021
RAPTOREye	1.4.0	December 2020
RAPTOREye	1.3.0	September 2020
RAPTOREye	1.2.0	June 2020
RAPTOREye	1.1.0	March 2020
RAPTOREye	1.0.0	December 2019

## 1.1. Upgrade Support

This document contains upgrade procedures supporting the following.

Product Name	From Version	To Version
RAPTOREye	1.8.0	1.9.0
RAPTOREye	1.7.1	1.9.0
RAPTOREye	1.7.0	1.9.0
RAPTOREye	1.6.0	1.9.0
RAPTOREye	1.5.1	1.9.0
RAPTOREye	1.5.0	1.9.0
RAPTOREye	1.4.0	1.9.0

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Product Name	From Version	To Version
RAPTOREye	1.3.0	1.9.0
RAPTOREye	1.2.0	1.9.0
RAPTOREye	1.1.0	1.9.0
RAPTOREye	1.0.0	1.9.0

## 1.2. Introduction

The RAPTOREye Linux Installation Guide contains the information and steps required to install RAPTOREye on Linux.

Please read each section carefully and ensure to complete all steps before proceeding further with the installation.

RAPTOREye supports two types of installation:

- New Installation
- Upgrade Installation

## 2. Prerequisites

This section lists the prerequisites to install RAPTOREye.

### 2.1. License

RAPTOREye requires a valid license file. Contact [iS5 Support](#) to obtain a license file for RAPTOREye. Once a license file is obtained, copy it to the machine which will run RAPTOREye.

### 2.2. Software Dependencies

The following packages should be present before installation:

- bc
- unzip
- net-tools
- fontconfig
- libicu
- zip

The packages may be installed with the following command:

```
sudo yum install <package_name>
```

### 2.3. Ports

The following ports are required for RAPTOREye to run. The installer will check if there are any conflicts with the ports listed below and issue a warning before continuing.

Port	Protocol
22	SFTP
69	TFTP
80	HTTP
161	SNMP
162	SNMP Trap
443	HTTPS
514	Syslog

---

Port	Protocol
3528	Management osgi-http
4447	Remoting Connector
4712	Transaction Recovery Environment
4713	Management HTTP & HTTPS, Transaction Status Manager
8009	AJP Connector
9990	Management HTTP
9999	Management Native
55432	PostgreSQL

## 3. Requirements

This section lists the requirements to install RAPTOREye.

### 3.1. RAPTOREye Binaries

The following files are the official releases of RAPTOREye:

File	Checksums
RAPTOREye-LinuxInstaller-1.9.0.bin	<b>SHA-256</b> 18fe1354a800e2880322c45591be3dc7d3a1ec2e3b599e6a08eaefdac5f76677 <b>SHA-1</b> 7a505d3419fc0cdfd7dd73dc3dc873de44676d72
RAPTOREye-LinuxInstaller-1.8.0.bin	<b>SHA-256</b> 3a39a410ca02851dd253ce0bed992fed9b05919ecf40deda810af6f5da5c6574 <b>SHA-1</b> e2885eaff30b924c43ac5fcd3df4d09079a5dd17
RAPTOREye-LinuxInstaller-1.7.1.bin	<b>SHA-256</b> 83e786bcb395993965e9e955a16f0024992021b7c7bc219b48bb1ddf658d6b4b <b>SHA-1</b> 14cd5c7a4f06f22982c85ba8c73087c094338f59 <b>MD5</b> f68cc785c12aa4c7301bda078dc29b8d
RAPTOREye-LinuxInstaller-1.7.0.bin	<b>SHA-256</b> bc267036cabb8c99af71801bc1d2aff3f582e8668cdaac99d368ec39e074d643 <b>SHA-1</b> a919b113da059200258bc130540acc93fee9c027 <b>MD5</b> 09d3f31e9753baa080e224c0fd61cb4b
RAPTOREye-LinuxInstaller-1.6.0.bin	<b>SHA-256</b> 27db3e82614203df82e7f3031b8780deb2a8155f55bfa3adcbabe1763c7040a2 <b>SHA-1</b> 0144568e93b683be2a046afe1a5edba8f7982a7b <b>MD5</b> 5cfb53c2fa97980afd556ca918651f0e

File	Checksums
RAPTOREye-LinuxInstaller-1.5.1.bin	<b>SHA-256</b> 767c03d5d72611760aada6ef90e14005b33a416349430930f71b6d1bbae2897e <b>SHA-1</b> f5369d43d74144ec52d436c36f986b1a706960f0 <b>MD5</b> f533998d0ae3a698afa50123150864c5
RAPTOREye-LinuxInstaller-1.5.0.bin	<b>SHA-256</b> b9d01b67484e341fddd93b586f9063dcf6af9aaac5bf77204f9776070ac7d23 <b>SHA-1</b> 2595f506154d69b31de250ecb5303f59a027fc86 <b>MD5</b> 0816ce95db673de4cfc961568c6a0cf1
RAPTOREye-LinuxInstaller-1.4.0.bin	<b>SHA-256</b> c9d53cfe9433c95cd3b79f45ce0ff0f75fa3f07672422f2df1bcb38b3357e054 <b>SHA-1</b> 9d9b2c495a8139d0da5528d53ebf0acf936d1e99 <b>MD5</b> 66f408536cd9a160f7426c89200fd0ac
RAPTOREye-LinuxInstaller-1.3.0.bin	<b>SHA-256</b> 6bad3678753e99bb9be612bf6eea8af3e28d317397d34c2bdbefcd547d39d382 <b>SHA-1</b> 2c77408d59be5b39b7ba57cd03369f04511ef6f3 <b>MD5</b> 4978d3dc8cb1259f604f5907f6a6b195
RAPTOREye-LinuxInstaller-1.2.0.bin	<b>SHA-256</b> 62e5f0e94aa610c7636cbdc4cfe755b3ebcef5256a6281a65f7389b90a7b70e <b>SHA-1</b> bffa0f405137cb1d75182e25ca5643e80c27a633 <b>MD5</b> c11c7d952104cea23d4dbe8dbe68505e



File	Checksums
RAPTOREye-LinuxInstaller-1.1.0.bin	<b>SHA-256</b> c6c9a9bd7cc69e7a33819ca7014bc994fbd05064c37b9df47aa5b5f25ec182e0 <b>SHA-1</b> 26840f6036548ee15cae10123526025f8aacc129 <b>MD5</b> 8bc83bc5e81e03742388d31bcdeb12ca
RAPTOREye-LinuxInstaller-1.0.0.bin	<b>SHA-256</b> 3cb4024977473b0c3b1522c4df70fe528cd4ce9dacdf385ac99058fb76b62612 <b>SHA-1</b> 6c803d8e55d7ec57527a6985a4d7429a7d3557cd <b>MD5</b> 84a682218b7ed2f5e31ca7ab5618a29a

## 3.2. Software Requirements

RAPTOREye can run on the following version of Linux:

- CentOS 7.x

## 3.3. Supported Web Browsers

The following web browsers are required to run RAPTOREye:

- Mozilla Firefox: <https://www.mozilla.org/en-US/firefox/new/>
- Google Chrome: <https://www.google.com/chrome/>

It is recommended to use a screen resolution of 1366 x 768 or higher.

## 3.4. Hardware Requirements

The minimum resource requirements for the RAPTOREye server are:

- Processor: Quad Core 2.66 GHz
- Memory (RAM): 8 GB
- Disk Space: 100 GB

The minimum resource requirements for the web browser client are:

- Processor: Single Core 2.66 GHz
- Memory (RAM): 2 GB

- Disk Space: 20 GB

## 4. Installing RAPTOREye - New Installation

This section describes how to install RAPTOREye on Linux as a new installation.

CONTEXT:

The following steps are involved in a new installation of RAPTOREye:

1. Login as a user who is a member of the **wheel** group.
2. Ensure the RAPTOREye installer has execute permissions.  
FOR EXAMPLE: `chmod +x RAPTOREye-LinuxInstaller-1.9.0.bin`
3. Run the RAPTOREye installer.  
FOR EXAMPLE: `sudo ./RAPTOREye-LinuxInstaller-1.9.0.bin`  
STEP RESULT: You should see the following:

```
Welcome and thank you for using the RAPTOREye.
```

```
Please choose any of the below options and press 'Enter'
```

```
*****
```

```
                RAPTOREye Setup
```

```
*****
```

- ```

1. Install/Upgrade RAPTOREye - 1.9.0
2. Uninstall existing RAPTOREye installation
3. Quit
```

```
*****
```

```
Enter an option from the above menu :
```

4. Enter **1** to install RAPTOREye.  
STEP RESULT: The following prompt will appear:

```
You have chosen the option - Install RAPTOREye.
```

```
RAPTOREye 1.9.0 INSTALLER SETUP
```

```
Preparing to commence RAPTOREye Network Management System installation.
```

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The EULA can be found at: <https://is5com.com/terms-and-conditions/>.

Do you agree with the terms above? [ YES (y) | NO (n) ] :

5. Read the License Agreement then **enter y** then press **enter**

**Note:**The full RAPTOREye License Agreement can be found at the following URL:  
<http://is5com.com/terms-and-conditions/>

STEP RESULT: The installer will perform the following checks:

**Note:** The IP address and OS Version might be different then what is shown below

10.2.0.12 address is selected from ifconfig command result.

RAPTOREye server ip will be 10.2.0.12

OS : CentOS Linux release 7.9.2009 (Core)

Architecture : x86\_64

Both OS and Architecture are supported by RAPTOREye 1.9.0.

Going to perform memory checks..

Memory checks done..

Going to perform disk space checks..

Disk space checks done..

No RAPTOREye installation found at /opt/product/iS5/NMS. Proceeding with fresh installation...

6. The following prompt will appear:

STEP RESULT:

Enter PostgreSQL DB username [Default: admin] :

7. Press **Enter** to accept the default username or type in the preferred username and press **Enter** to continue.

STEP RESULT: The following prompt will appear:

```
Enter password [Default: admin123]:
```

8. Press **Enter** to accept the default password or type in the preferred password and press **Enter** to continue.

STEP RESULT: The following prompt will appear:

```
Enter the location of the license file in the system : [Example:  
/root/LicenseFile]:
```

9. Type in the full path to where the RAPTOREye license file is located and press **Enter**.

FOR EXAMPLE: /root/LicenseFile

STEP RESULT: The following will occur:

- The installer will check the required ports are available. If the ports are not available, the installer will show a warning. You will need to make those ports available and start the installation again.

```
Going to perform port availability checks...
```

```
Port availability checks successful.
```

- The installer will check if the linux firewall is enabled. If a firewall is enabled, you will be notified with a warning message and you can disable the firewall.

```
Going to perform firewall checks...
```

- The installer will unzip all required packages and copy the license file to the required location.

```
Installing RAPTOREye ...
```

```
Please wait while packages are unzipped ...
```

```
is5_NMS_Complete_Linux.zip successfully unzipped
```

```
jre_Linux64bit.zip successfully unzipped.
```

```
Copying license files ...
```

```
License files successfully copied.
```

- The installer will start PostgreSQL and create a database. During this process the installer will ask you to input the Postgres password 3 times. Please enter the same password as chosen previously.

Please wait while starting PostgreSQL ...

Startup may ask for the database password up to three times. Reminder: the password entered was "admin123".

Password for user admin:

Password for user admin:

Password for user admin:

– The RAPTOREye server will run as a service (service name is **nms**).

**Note:** The IP address, password and log file name may be different than what is shown below

Starting RAPTOREye as a service ...

Server startup may take a while, please check server log files for completion.

Checking whether RAPTOREye server has started ...

RAPTOREye Server Started Successfully.

Now you can start managing your iS5 RAPTOREye devices by connecting to the RAPTOREye Web interface at <https://10.2.0.12>

Default Username: admin and Password: admin123

The log file from this installation is available at  
/opt/product/iS5/NMS/server/ems/log/RAPTOREye\_install\_20210316-104946.log

Installation Successful

RESULT:

RAPTOREye has now been successfully installed.

## 5. Installing RAPTOREye - Upgrade Installation

This section describes how to upgrade RAPTOREye on Linux.

PREREQUISITE:

A previously released version of RAPTOREye has been installed on the system you intend to upgrade.

CONTEXT:

The following steps are required to upgrade RAPTOREye.

1. Login as a user who is a member of the **wheel** group.
2. Ensure the RAPTOREye installer has execute permissions.  
FOR EXAMPLE: `chmod +x RAPTOREye-LinuxInstaller-1.9.0.bin`
3. Run the RAPTOREye installer.  
FOR EXAMPLE: `sudo ./RAPTOREye-LinuxInstaller-1.9.0.bin`

STEP RESULT: You should see the following:

```
Welcome and thank you for using the RAPTOREye.
```

```
Please choose any of the below options and press 'Enter'
```

```
*****
```

```
RAPTOREye Setup
```

```
*****
```

- ```
1. Install/Upgrade RAPTOREye - 1.9.0
2. Uninstall existing RAPTOREye installation
3. Quit
```

```
*****
```

```
Enter an option from the above menu :
```

4. Enter **1** to upgrade RAPTOREye.

STEP RESULT: The following prompt will appear:

```
You have chosen the option - Install RAPTOREye.
```

```
RAPTOREye 1.9.0 INSTALLER SETUP
```

Preparing to commence RAPTOREye Network Management System installation.

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The EULA can be found at: <https://is5com.com/terms-and-conditions/>.

Do you agree with the terms above? [ YES (y) | NO (n) ] :

5. Read the License Agreement then **enter y** then press **enter**

**Note:**The full RAPTOREye License Agreement can be found at the following URL:

<http://is5com.com/terms-and-conditions/>

STEP RESULT: The following prompt will appear:

```
RAPTOREye installation already exists (1.8.0) at /opt/product/is5/NMS
```

```
Do you want to upgrade it to the latest version?: YES(y)/NO(n)
[Default:YES]:
```

6. Press **Enter**.

STEP RESULT: The following will occur:

- The installer will perform the migration check and stop the existing RAPTOREye server.
- The installer will perform Memory and Disk space checks.
- The installer will confirm the required ports are available. If the ports are not available, the installer will show a warning. You will need to make those ports available and start the installation again.
- The installer will check if a firewall is enabled. If a firewall is enabled, you will be notified with a warning message and you can disable the firewall.

7. The installer will prompt if you would like to restore the old SSL certificate.

FOR EXAMPLE: Do you want to resotre old SSL Certificate? [ YES (y) | NO (n) ] [Default: NO]:

8. Type **y** and press **Enter** to restore the SSL certificate.

STEP RESULT: The following will occur:

- The installer will restore the SSL certificate.
- The installer will restore the database and other settings from the backup.
- The RAPTOREye service will start.

RESULT:

RAPTOREye has now been successfully upgraded.



## 6. Start RAPTOREye Server

This section describes how to start the RAPTOREye Server.

CONTEXT:

The following step is required to start the RAPTOREye server:

1. To start the RAPTOREye server manually, open a terminal on the RAPTOREye server machine and run the following command:

FOR EXAMPLE: `sudo service nms start`

To view startup progress of the service refer to the `ems.log` file available in:  
`/opt/product/iS5/NMS/server/ems/log`.

RESULT:

RAPTOREye has now been successfully started.

## 7. Stop RAPTOREye Server

This section describes how to stop the RAPTOREye Server.

CONTEXT:

The following step is required to stop the RAPTOREye server:

1. To stop the RAPTOREye server manually, open a terminal on the RAPTOREye server machine, and run the following command.

FOR EXAMPLE: `sudo service nms stop`

RESULT:

RAPTOREye has now been successfully stopped.