

Chapter 4

Installing Advanced Insight Manager

This chapter describes how to install the Advanced Insight Manager (AIM) application on a UNIX or Linux host in your network, connect to AIM using a Web browser, and log in. It also describes how to uninstall AIM.

This chapter also provides a reference for command options used with the AIM services, including `mysql`, `aimService`, `jboss`, and `allservices`.

If you are also installing the JUNOScope software, you can install AIM and JUNOScope on the same server. JUNOScope is not required, but is recommended to automatically configure JUNOS and install AI-scripts onto multiple devices at once. Install and set up the JUNOScope software before you install AIM. See “Installing and Setting Up JUNOScope Software for AIS” on page 21.



NOTE: It does not matter whether AI-Scripts or AIM is installed first. However, for both, it is necessary, to know the archive location (**archive-site destination**) used for devices to send incident and intelligence JMBs and for AIM to retrieve this data. You can add the archive location to the device JUNOS configuration for both AI-Scripts and AIM after the initial installation, but the components are not really usable until the archive location is configured.

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AIM System Requirements

You can install the AIM application on a Sun Solaris or Red Hat Enterprise Edition Linux server. Ensure that the server on which you install the AIM application meets the minimum system requirements. For a Sun Solaris server, see Table 9. For a Linux server, see Table 10.

Sun Solaris Server System Minimum Requirements

Before you install the AIM application on a Sun Solaris server, ensure that the server meets the minimum system requirements shown in Table 9.

Table 9: AIM Minimum Sun Solaris Server System Requirements

System	Minimum Requirement
Operating system	Solaris 9.0 and above NOTE: GNU Privacy Guard (GPG) is required to be installed on.
Processor	UltraSPARC III or equivalent
Speed	1.3 GHz or faster
RAM	1 gigabyte (GB)
Free disk space	1 GB

Red Hat Linux Server System Minimum Requirements

Before you install the AIM application software on a Linux server, ensure that the server meets the minimum system requirements shown in Table 10.

Table 10: AIM Minimum Linux Server System Requirements

System	Minimum Requirement
Hardware	Red Hat certified hardware platforms
Operating system	Red Hat Enterprise Linux ES version 3 and 4
Processor	Pentium 4 processor
Speed	2.8 GHz or faster
RAM	1 GB
Free disk space	1 GB

AIM Application Client Workstation Requirements

Ensure that the client workstation from which you connect to the AIM application is running either Microsoft Internet Explorer 6 or later or Mozilla Firefox.

Information Requested During Installation

The AIM application installer prompts you for the following information:

- AIM Software License Agreement—You must accept the agreement.
- Install directory—The directory in which to install the AIM application.
- JBoss server port numbers—The ports (http and https) on which the JBoss server listens for requests to the AIM application. Enter a port number from 1 to 65535. Port number 8080 is the default http port, and port 8443 is the default https port. This is the port number that you must provide when connecting to the AIM application from a Web browser, as described in “Connecting to the AIM Application and Logging In” on page 33.
- Database JNDI port number—The Java Naming and Directory Interface (JNDI) port on which the database listens for requests from the AIM Service. The port is checked for current use. If the port is in use, a warning is displayed and you must enter a port number from 1 to 65535. The default port number is 1099.
- E-mail settings (SMTP Protocol and E-Mail Address)—The settings required for having e-mails sent from an AIM Reaction Policy when you select the **Send Email to** option.
- AIM Service RMI port number—The port on which the AIM Service will listen for requests from the AIM application. Enter a port number from 1 to 65535. Port number 1122 is the default.
- Username and group for the installation directory—A non-root username and group, for example `aimuser` and `aimgroup` of the user that owns the AIM application installation. The username and group of the user must exist on the workstation.
- MySQL Port Number—Port number for the locally installed MySQL database. You can enter a port number from 1 to 65535. Port number 3306 is the default.



NOTE: The AIM application and the JUNOScope software installations cannot use the same MySQL port number. They are separate installations, each with their own MySQL sub-installation.

If the JUNOScope software MySQL instance is up and running, the AIM application installer detects that the default port 3306 is in use and displays a warning. The AIM installer returns you to the port screen to input a different port number.

DNS Access

The installer checks for Domain Name System (DNS) access. If DNS Lookup fails for `services.juniper.net`, the installer places the following value in the `ai_manager.rc` file, for direct IP Address access:

```
homeBaseURL=https://207.17.137.247
```

Install ID and Licensing

The AIM installer will generate an Install ID for licensing. The Install ID is displayed at the end of AIM installation on the Installation Complete screen. It can also be viewed in AIM on the License Management page under Settings. This ID is needed when contacting Juniper Networks to obtain a license file.

Downloading the AIM Application

To download the AIM application from the Juniper Networks download Web site, follow these steps:

1. Using a Web browser, go to the following location:

<https://www.juniper.net/support/csc/swdist-encr/swdist-ais/>

There are two AIM installer files:

- (Red Hat AIM Installer) RH_AIM1.0R1.tgz
 - (Sun Solaris AIM installer) SOL_AIM1.0R1.tgz
2. Log in to the Juniper Networks authentication system using your username and password supplied by a Juniper Networks representative.
 3. Download the AIM application to your local host.
 4. Extract the `install.bin` installer file from the downloaded `.tgz` file.

Running the AIM Application Installer

You can run the AIM application installer from either a graphical user interface or from the console. The default is to run the graphical user interface.

Running the Graphical Installer

To run the AIM application installer graphical user interface, follow these steps:

1. Start the AIM application installation software using the following command:

```
user@host> installer location/install.bin
```

Replace *installer location* with the location of the `install.bin` executable file.

2. Follow the onscreen instructions.

Running the Console Installer

To run the AIM application installer command-line interface, follow these steps:

1. Start the AIM application installer using the following command:

```
user@host> installer location ./install.bin -i console
```

Replace *installer location* with the location of the `install.bin` executable.

2. Follow the console instructions.

Configuring the `ai_manager.rc` file to Receive E-mail from AIM

To receive e-mail from the AIM application when you create a reaction policy, enter the `ai_manager.rc` file `smtp_protocol_value` and `sender` values as shown. The `ai_manager.rc` file is located in the `/opt/aim/` directory.

You are prompted for the E-mail settings (SMTP Protocol and E-Mail Address) during the AIM installation. This setting is necessary to receive e-mail from the AIM application when you set a Reaction Policy and select the **Send Email** to action. If you left the fields blank during the AIM installation process, you can add the values by modifying the `ai_manager.rc` file and adding the `smtp_protocol_value` and `sender` values as required. See “Configuring the `ai_manager.rc` file to Receive E-mail from AIM” on page 29. For the changes to take effect, you must restart the `aimService`. See “Starting and Stopping AIM Application Services” on page 30.

The contents of the `ai_manager.rc` file is as follows. Bold text indicates the values to enter):

```
;; Email Server Protocol Setting Parameters
;;
;; The AIM application will use Sun's default JavaMail provider and email
;; server protocol SMTP (Simple mail Transfer protocol) and POP (Post Office
;; protocol) to send and receive emails.
;;
;; The user will need to have the email account set up in order to send out the email
;; through AIM application as policy actions.
;;
smtp_protocol_value=smtp.juniper.net
sender=AIM@juniper.net
```

Starting and Stopping AIM Application Services



NOTE: For the `jboss`, `aimService`, and `allservices` scripts, if the `DISPLAY` environment variable is not set, or there is no “X” server installed on the system, do not use the `console` option. The `console` option attempts to start everything in a `dtterm` or `xterm` window.

You must start the following AIM application services before you can use a Web browser to connect and log in to the AIM application. You can start all services at once (see “Starting All Services Simultaneously” on page 30) or start them individually (see “Starting Each Service Individually” on page 30). If you start the services individually, start them in the following order:

1. `mysql`—Open source database that stores information required for AIM application operation. For more detail about the command options for starting `mysql` see “`mysql`” on page 31.
2. `jboss`—The underlying AIM application server. For more detail about the command options for starting `jboss`, see “`jboss`” on page 31.
3. `aimService`—Background service that communicates with Juniper Support Systems. For more detail about the command options for starting `aimService`, see “`aimService`” on page 32.

Starting All Services Simultaneously

To start all the services at once, use the following command:

```
user@host> /opt/aim/rc.d/allservices start
```

Starting Each Service Individually

To start each service individually, use the following commands in order:

```
user@host> /opt/aim/rc.d/mysql start
user@host> /opt/aim/rc.d/jboss start
```



NOTE: The `jboss` Service and database **MUST** be running before starting the `aimService`

```
user@host> /opt/aim/rc.d/aimService start
```

Stopping All Services Simultaneously

To stop all the services at once, use the following command:

```
user@host> /opt/aim/rc.d/allservices stop
```

Stopping Each Service Individually

To stop each service individually, use the following commands:

```
user@host> /opt/aim/rc.d/aimService stop
user@host> /opt/aim/rc.d/jboss stop
user@host> /opt/aim/rc.d/mysql stop
```

Using AIM Application Services Scripts

This AIM application installer provides four scripts with command options for starting and stopping the required services:

- mysql on page 31
- jboss on page 31
- aimService on page 32
- allservices on page 32

mysql

This section provides a reference for the mysql command options. MySQL is an open source database used to store information for AIM application operation. The MySQL server must be running prior to starting the JBoss service.

Command usage

```
mysql {[start|stop|check]}
```

- start—Starts the MySQL Server as a background process.
- stop—Stops the MySQL Server.
- check—States whether MySQL Server is running.

jboss

This section provides a reference for the jboss script command options. JBoss is the underlying server for the AIM application. The jboss Service is required to be running before starting the aimService.

Command usage

```
jboss {[start [console]]|stop|restart [console]|check|help}
```

- start—Starts the jboss Service as a background process.
- start console—Starts the jboss Service in a new window.
- stop—Stops the jboss Service.
- restart—Stops the jboss Service, and starts it again.

- **restart console**—Stops the jboss Service and starts it again in a new console window.
- **check**—States whether the jboss Service is running.
- **help**—Displays a help message.

aimService

This section provides a reference for the aimService command options. The aimService is the background service required to communicate with the JSS.

Command Usage

aimService {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts the AIM application service as a background process.
- **start console**—Starts the AIM application service in a new window.
- **stop**—Stops the AIM application service.
- **restart**—Stops the AIM application service, and starts it again.
- **restart console**—Stops the AIM application service and starts it again in a new console window.
- **check**—States whether the AIM application service is running.
- **help**—Displays a help message.

allservices

This section provides a reference for the allservices command options. The allservices script starts all services, one at a time, in the sequence required for the successful use of the AIM application.

Command Usage

allservices {[start [console]]|stop|restart [console]|check|help}

- **start**—Starts mySQL, jboss Service, and the AIM application service as background processes.
- **start console**—Starts mySQL in the background, then starts the jboss Service and the AIM application service in new windows.
- **stop**—Stops mySQL, jboss Service, and the AIM application service.
- **restart**—Stops mySQL, jboss Service, and the AIM application service, and starts them again.
- **restart console**—Stops mySQL, jboss Service, and AIM application service if they're running, then starts mySQL in the background, and jboss and aimService in new windows.

- `check`—States whether mySQL, jboss Service, and AIM application services (on this workstation) are running.
- `help`—Displays a help message.

Connecting to the AIM Application and Logging In

You can connect to the AIM application from a client workstation running a supported Web browser; see “AIM System Requirements” on page 26.

This section includes the following information:

- Connecting to the AIM Application on page 33
- Logging In to the AIM Application on page 34

Connecting to the AIM Application

To connect to the AIM application Web server and log in, follow these steps:

1. Start a Web browser.
2. Enter the following URL in the Address text box:

`http://installmachine:jbossport/AIManagerClient`

Replace *installmachine* with the name or IP address of the server on which the AIM application is installed, and *jbossport* with the port on which the AIM application Web server (JBoss) listens for HTTP requests. The default port number is 8080. For example:

`http:// myunixserver:8080/AIManagerClient`

or

`http:// 123.123.123.123:8080/AIManagerClient`

The Advanced Insight Manager Login dialog box appears.



Advanced Insight Manager™

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Username

Password

Logging In to the AIM Application

The default administrative username that you use to log in to the AIM application is **admin**. The initial password is **aimadmin**. The administrator can add new users for logging in and using the AIM application.

1. In the Username text box, type **admin**.
2. In the Password text box, type **aimadmin**.
3. Click Log In. The My AIM Home page appears.

Welcome newuser

You were last logged in on . Currently there are 0 incidents (0 new) and 0 intelligence messages (0 new).

Incidents owned/flagged to newuser as of 2007-12-10 17:52:14 (0)

Clear Flag								
!	Organization/ Device Group	Host ID	Synopsis	Occurred	Owner	Status	Case ID	Flag
No items found.								

Intelligence Messages owned/flagged to newuser as of 2007-12-10 17:52:14 (0)

Clear Flag						
Type	Organization	Synopsis	Issue Date	Received	Owner	Flag
No items found.						

Reaction Policies owned by newuser as of 2007-12-10 17:52:14 (0)

Create Policy					Enable	Disable	Delete
Name	Status	Trigger Type	Filter	Action			
No items found.							

Changing the AIM Administrator Password

You should change the default AIM password **aimadmin** to a more secure one.

To change the AIM administrator password, follow these steps:

1. Click the Settings tab.
2. Click Users in the left navigation tree. The Users page appears.
3. Select the admin user row in the Users Privileges table.
4. Click Edit. The User page appears.
5. Change the admin default password and confirm it.
6. Click Save Changes.

Uninstalling the AIM Application

You can uninstall the AIM application by running the uninstaller, located in the *installation directory/AIM_Uninstaller* directory.

To uninstall the AIM application, follow these steps:

1. On the host where you installed the AIM application, use the following command:

```
user@host> installation directory/AIM_Uninstaller/AIMUninstaller
```

AIM Application Installation Directory Structure

The following file and directory structure is created on the target AIM application software server:

```
INSTALL_DIR (Default - /opt/aim)
|-aim
|-ai_manager.rc (file used for configuring e-mail services)
|-LICENSE - text file containing the AIM licensing information
|-AIM_Uninstaller (directory containing the uninstaller)
|-bin (directory used for installed utilities and scripts)
|-data (directory used for logs, actual database files, database
  configuration sql scripts, etc.)
|-distfiles (directory containing the raw distributions of jboss
  and mysql distributions)
|-jboss (directory used for JBoss installation)
|-jre (directory used for the JRE)
|-mysql (directory used for mySQL installation)
|-aimService (directory containing the lib and executable jar for
  for the AIM Service)
|-rc.d (directory used for startup shell scripts)
```

