

## 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 Web browser and log in, uninstall AIM.

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

The AIS administrator can install AIM and the JUNOScope software on the same server. JUNOScope is not required, but is recommended to automatically configure JUNOS and install AI-scripts onto multiple devices at once. It is recommended that you install and set up the JUNOScope software before you install AIM. (See *“Installing and Setting Up JUNOScope Software for AIS” on page 19.*)



**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.

This chapter includes the following sections:

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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  <b>NOTE: GNU Privacy Guard (GPG) is required to be installed on Solaris.</b>
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 Mozilla Firefox.

## Information Requested During Installation

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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. You can 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, see “Connecting to the AIM Application and Logging In” on page 32.
- 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 a new port number must be entered. Enter a port number from 1 to 65535.
- 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 AIM application. Enter a port number from 1 to 65535. Port number 1122 is the default.
- Username and group for the installation directory—Prompted only if the install is performed by root.) Type the name and group (not root) 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 can not 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 port 3306 is in use, displays a warning, and returns you to the port screen to input a different port number.

3306 is the MySQL default port number.

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## DNS Access

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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

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The AIM installer will generate an Install ID for licensing purposes. 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

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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 <download file name>.tgz file.

## Running the AIM Application Installer

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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:

```
hostname% <installer location>./install.bin
```

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

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:

```
hostname% <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

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This section describes the modifications that can be made to the ai\_manager.rc file in the /opt/aim/ directory for the following:

- Receiving Email from the AIM Application on page 28

The contents of the ai\_manager.rc file are as follows (bold text indicates the values that can be modified):

```
;; 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
```

### ***Receiving Email from the AIM Application***

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” on page 28). For the changes to take effect, you must restart the aimService (see “Starting and Stopping AIM Application Services” on page 29).

## Starting and Stopping AIM Application Services

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**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.

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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 29) or start them individually (see “Starting Each Service Individually” on page 29). If you start the services individually, start them in the following order:

1. `mysql`—Open source database used to store information required for AIM application operation. For more detail about the command options for starting `mysql` see “`mysql`” on page 30.
2. `jboss`—The underlying AIM application server. For more detail about the command options for starting `jboss`, see “`jboss`” on page 30.
3. `aimService`—Background service that is required to communicate with Juniper Support Systems. For more detail about the command options for starting `aimService`, see “`aimService`” on page 31.

### Starting All Services Simultaneously

To start all of 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:

```
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`

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

### Stopping All Services Simultaneously

To stop all of 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

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This AIM application installer provides four scripts used for starting and stopping the required services:

- mysql on page 30)
- jboss on page 30)
- aimService on page 31)
- allservices on page 31)

### mysql

The 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 or not MySQL Server is currently 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 if it's running, and starts it again.



- **restart console**—Stops the jboss Service currently running and starts it again in a new console window.
- **check**—States whether or not the jboss Service is currently running.
- **help**—Displays the help message.

## ***aimService***

This section provides a reference for the aimService command options. aimService is the background service which is required to communicate with the Juniper Home Base.

### **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 if it's running, and starts it again.
- **restart console** - Stops the AIM application service currently running and starts it again in a new console window.
- **check** - States whether or not the AIM application service is currently running.
- **help** - Displays the 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 if they are running, 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 or not **mySQL**, **jboss Service**, and **AIM application services** (on this workstation) are currently running.
- **help** - displays the help message.

## Connecting to the AIM Application and Logging In

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You can connect to the AIM application from a client workstation running a supported Web browser, see “AIM System Requirements” on page 24.

This section includes the following information:

- Connecting to the AIM Application on page 32
- Logging In to the AIM Application on page 33

### 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/AIM`**  
 or  
**`http:// 123.123.123.123:8080/AIM`**

The Advanced Insight Manager Login dialog box appears.



Advanced Insight Manager™

[Home](#) | [Help](#) | [About](#) | [Logou](#)

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Username

Password

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## 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 12-06-2007 at 23:09:20. Currently there are 108 incidents (0 new) and 4 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

The default AIM username is **admin**; the default password is **aimadmin**. You should the change the password to a more secure one.

To change the AIM administrator password, follow these steps:

1. Once logged into AIM, 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

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You can uninstall the AIM application by running the uninstaller, located in the *<installation directory>/AIM\_Uninstaller* directory.

To uninstall the AIM application, following these steps:

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

```
hostname% <installation directory>/AIM_Uninstaller/AIMUninstaller
```

## AIM Application Installation Directory Structure

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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)
|-README - text file detailing how to start the services
|-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)
```