

INFOWATCH

InfoWatch Traffic Monitor 7.7

Installation Guide

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1 Introduction

This guide contains information on installation, configuration, update and uninstallation of InfoWatch Traffic Monitor (IW TM).

1.1 Who Should Read this Guide

This document is intended for InfoWatch company technical support service and support engineers of InfoWatch partner companies.

1.2 Set of Documents

For more information see the following documents:

- «*InfoWatchTraffic Monitor. Installation Guide*».

The document describes how to install, configure, update, and uninstall the InfoWatch Traffic Monitor.

- «*InfoWatch Traffic Monitor. Administration Guide*».

Contains information on System administration (database, server-end).

- «*InfoWatch Traffic Monitor. User Guide*».

The document describes operation with InfoWatch Traffic Monitor: configuration setting, data export/import, creating policies for objects processing.

- «*InfoWatch Traffic Monitor. Configuration files guide*».

The document describes the frequently used configuration files.

1.3 Technical Support

If you cannot resolve issues which arise when using the System or have questions regarding the use of the System, you can contact the Technical Support Service:

- If you purchased the product from an InfoWatch partner, contact the Technical Support Service of this partner company.
- If you purchased the product directly from InfoWatch, you can contact our Technical Support Service at support@infowatch.com.

Technical Support Service is available to assist you Mon-Fri, 7 AM – 9 PM (Moscow time, GMT+3), except weekends and public holidays in Russian Federation.

You can also visit online support at our website at: http://infowatch.com/support.

Before contacting the Technical Support Service, please refer to the Knowledge Base at our web-site: https://kb.infowatch.com/. The knowledge base may already contain the answer to your question or a description of the problem you are having.

2 Getting Ready to Install

In this chapter, you can find information on:

- System Deployment Schemes and Installation Types;
- Hardware and Software Requirements;
- Operating System and Network Configuration Requirements;
- Configuring Remote Database.

2.1 System Deployment Schemes and Installation Types

InfoWatch Traffic Monitor System can be delivered in several variants. The features depend on the installation mode, the database in use (Oracle / PostgreSQL or Postgres Pro Enterprise), and the edition (Standard / Enterprise).

Traffic Monitor installation kit contains installation templates. Each template is a set of components to be activated after the System is deployed. Sets of components are consistent with servers functional roles. Servers roles identified at installation stage facilitate the System deploy plan, reduce the time of installation and make it easy to operate. Using templates also makes it easier a large-scale System to be maintained.

Regardless the template selected, Traffic Monitor server will have all components installed and the template is used to define a set of components activated.

One server can have few templates at the same time.

There are four templates available to install:

- **Database**;
- **Indexer service**;
- **Web console**;
- **Traffic interceptors**.

> **Important!**
>
> The **Database**, **Indexer service** and **Web console** templates should be in a single copy within one cluster.

In all templates, the following services will be started after the installation:

- `iwtm-consul` - provides service-to-service cooperation;
- `iwtm-nagios` - a set of sensors to control the system state.

2.1.1 Database template

The template includes a DBMS and modules to control the server state.
The DBMS provides storage of data analisys results, information about intercepted objects and applied policies. If you are going to connect to an already deployed database, then a DBMS client will be installed on the server with the Database template. Using this client, components of other templates will send data to a remote database.

The following processes belong to the Database template:

Process name	Purpose brief description
`iw_agent`	Required to manage the configuration of the System

Process name	Purpose brief description
`iw_system_check`	Controls the System state

2.1.2 Indexer template

The template contains components to index text of objects intercepted by System and stored in the database. Also, the template components are used to index metadata of interception and audit events. The template modules allow using queries to search by events. To perform fulltext search, the Sphinx engine is used.

The following processes belong to the Indexer template:

Process name	Purpose brief description
`iw_agent`	Required to manage the System's configuration
`iw_indexer`	Used to perform fulltext search on events
`iw_is`	Performs metadata indexing
`iw_metainfo_fetcher`	Data sampling for indexing from the database
`iw_system_check`	Controls the System state

Warning!

The following processes should be in a single copy within one cluster:

- `iw_indexer`;
- `iw_is`.

Otherwise, there will be data inconsistencies in the System.

2.1.3 Web console template

The template contains components of the Traffic Monitor Management console - graphical user interface. Also, this template includes text and graphical object classifiers and license components.

You can use the Management console to administrate and manage Traffic Monitor: monitor summary, create policies and protected objects, add contacts, review events, export data and create reports.

The following processes belong to the Web console template:

Process name	Purpose brief description
`iw_adlibitum`	Provides integration with LDAP catalogues

Process name	Purpose brief description
`iw_agent`	Required to manage System's configuration
`iw_blackboard`	Responsible for: • adding/removing status to persons/workstations from policies; • adding new contacts; • adding new applications to automatic tips search; • adding notifications from policies to queue.
`iw_bookworm`	Used as System directory
`iw_configerator`	Builds configuration for Device Monitor
`iw_deliver`	Dispatches e-mail messages from quarantine as per Security officer solution
`iw_image_autoling`	Automatic classification of graphical objects
`iw_kicker`	Component interacts with other services and is required to/for: • import/export configuration; • add sample documents; • operation of `iw_image_autoling` and `iw_text_autoling` processes; • make notifications; • reports and queries operation.
`iw_licensed`	License management
`iw_sample_compiler`	Makes digital fingerprints from downloaded sample documents
`iw_system_check`	System state control
`iw_tech_tools`	Help utilities for content analysis module
`iw_text_autoling`	Automatic classification of text objects
`iw_updater`	Downloads configuration from database
`iw_warpd`	Manages text data extraction from intercepted objects

Warning!

The following processes should be the only one as per one cluster:

- `iw_adlibitum` ;

- `iw_bookworm`;
- `iw_configerator`;
- `iw_deliver`;
- `iw_image_autoling`;
- `iw_kicker`;
- `iw_licensed`;
- `iw_text_autoling`.

Otherwise, there will be data inconsistencies in the System.

2.1.4 Interceptors template

The template contains the modules responsible for data collection and analysis, policies appliance. The template components provide with in stream/at the gateway traffic Interception sent via protocols:

- SMTP;
- POP3;
- HTTP;
- HTTPS;
- OSCAR;
- NRPC;
- IMAP;
- ICAP.

Also, the template components may interact with Device Monitor subsystem. The template components may also interact with external systems, the special adapters, used for this purpose. Unlike the others, Interceptors template can be installed few times within one cluster. Using it you can easily scale the System. To provide processes effective operation which are high loading the server, you are recommended using few Traffic Monitor servers with this template.

The following processes are included to Interceptors template:

Process name	Purpose brief description
`iw_agent`	Required to manage System's configuration
`iw_analysis`	Is used for context analysis of: • objects from external systems • HTTP and ICQ traffic from Sniffer module • objects in Device Monitor events that do not relate to mail protocols
`iw_blackboard`	Responsible for: • adding/removing status to persons/workstations from policies; • adding new contacts; • adding new applications to automatic tips search; • adding notifications from policies to queue.
`iw_capstack`	Processes traffic sent via POP3, IMAP, NRPC protocols. Disabled by default

Process name	Purpose brief description
`iw_cas`	Intercepted data context analysis
`iw_icap`	HTTP traffic processing, which was received from ICAP client
`iw_messed`	Used to process SMTP messages and objects in Device Monitor events that relate to mail protocols
`iw_pas`	Service to process data after analysis
`iw_proxy_icq`	Receives copy of ICQ traffic in copy mode from Sniffer. Disabled by default
`iw_proxy_http`	Receives copy of HTTP traffic in copy mode from Sniffer. Disabled by default
`iw_proxy_smtp`	Receives copy of SMTP traffic in copy mode from Sniffer. Disabled by default
`iw_qmover_client`	Client part of module to send objects to remote database. Disabled by default
`iw_sniffer`	Receives copy from switcher's SPAN port. Disabled by default
`iw_smtpd`	Receives SMTP messages
`iw_system_check`	System state control
`iw_updater`	Downloads configuration from database
`iw_warpd`	Manages text data extraction from intercepted objects
`iw_xapi_xapi`	Receives objects from Infowatch Device Monitor
`iw_xapi_puppy`	Receives objects from external systems
`iw_x2db`	Downloads objects to database
`iw_x2x`	Converts objects from interceptors to standart format. Resends modified data to `iw_x2db` process

Note:

See the description of processes in «*InfoWatch Traffic Monitor. Administration Guide*», "List of Traffic Monitor Server End Processes".

2.1.5 Traffic Monitor primary editions

The following typical solutions can be:

- **InfoWatch Traffic Monitor Standard** is a solution for companies using up to 500 workstations. It has a set of restrictions as compared to Enterprise version (see details on our official site). The solution is deployed on a single server.
- **InfoWatch Traffic Monitor Enterprise** is an integrated scalable solution with a flexible configuration of components. The most extensive configuration can include the following components:
- **Separate Traffic Monitor Server with templates:**
  - **Database**;
  - **Indexer service**;
  - **Web console**;
  - **Traffic interceptors**.

    > **Note:**
    >
    > You should not install or run applications (especially server ones) on Traffic Monitor or Database server or use it as a file server.

  - **Device Monitor** is an interception module designed as server part with Management console and Agents deployed to workstations of a company. See the description of this module in "InfoWatch Device Monitor. User Guide".
  - **Adapters** are a set of interception modules for integration with external systems.

The following table describes the functional difference between System editions depending on the database in use.

Feature	TM Enterprise		TM Standard
	TM Enterprise Oracle	TM Enterprise PostgreSQL/ Postgres Pro Enterprise	TM Standard PostgreSQL
Storage period of intercepted data	Limited by storage size only		Limited by storage size only
Computers control	Control of using removable devices, communication ports, print control		Optional (the availability of InfoWatch Device Monitor computer control module using depends on data size and required storage period)
Scalability	The solution can be adapted for servicing a large number of employees (tens of thousands) scaling the company growth.		Designed for companies with up to 500 employees

Feature	TM Enterprise	TM Standard
	Can be used for geographically-distributed company branches connected by any communication channels	
Blocking traffic transfer when the violation was found	Yes	Optional (implementation is held by certified engineers only)
Integration scheme	Several options available: "in-line" integration, ICAP support, intercepting the traffic copy (SPAN, port mirroring, etc.)	Operating in traffic copy mode ("in-line" integration is optional)

There are following installation types:

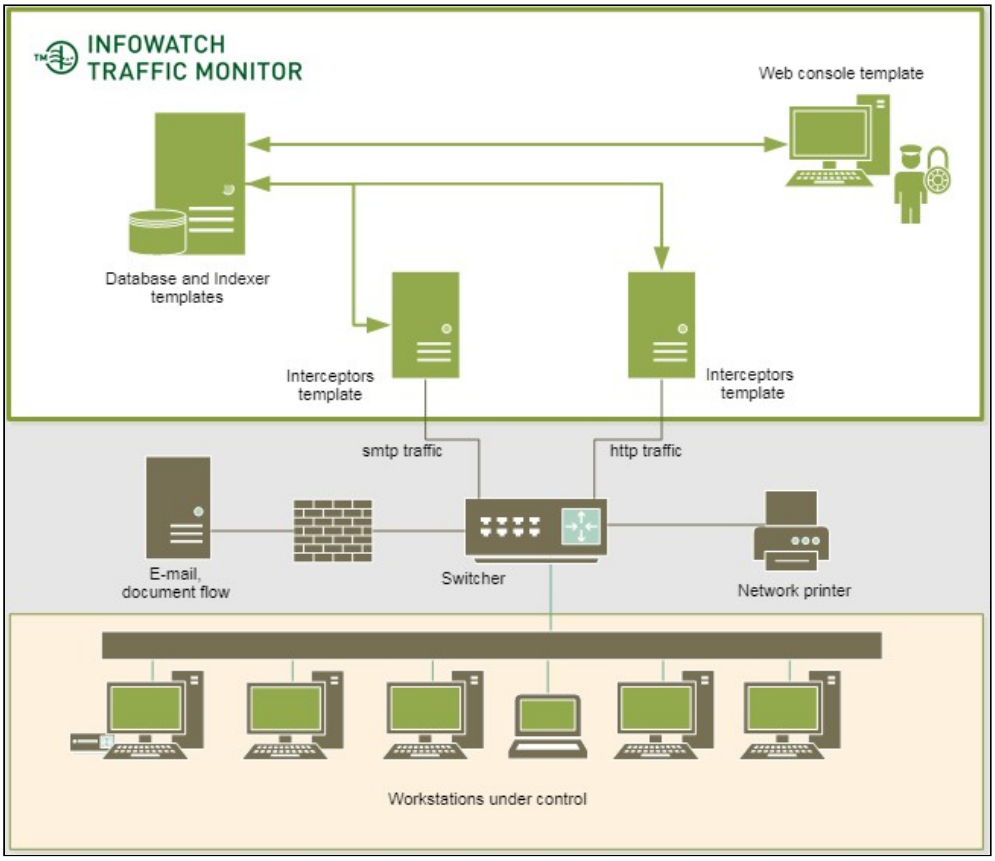
- *All-in-one Standard* – all the System components (with PostgreSQL DBMS) are installed on the same server. This installation type is used if, with respect to the assumed load, the server has resources for DBMS and TM services.
- *All-in-one Enterprise* – all the System components (together with Oracle Enterprise, PostgreSQL DBMS or Postgres Pro Enterprise) are installed on the same server. This installation type is used if, with respect to the assumed load, the server has resources for DBMS and TM services.
- *Distributed Installation of TM Enterprise* – Traffic Monitor components, DBMS (Oracle Enterprise, PostgreSQL or Postgres Pro Enterprise) are installed on different computers with the use of templates. This installation type is used if, with respect to the assumed load, DBMS and TM services cannot efficiently operate on the same server.

Examples of System deployment using Traffic Monitor installation templates

Example 1:

The System is installed on 4 servers:

1. Server with Database and Indexer templates.
2. Server with Web console template.
3. Two servers with Interceptors template.

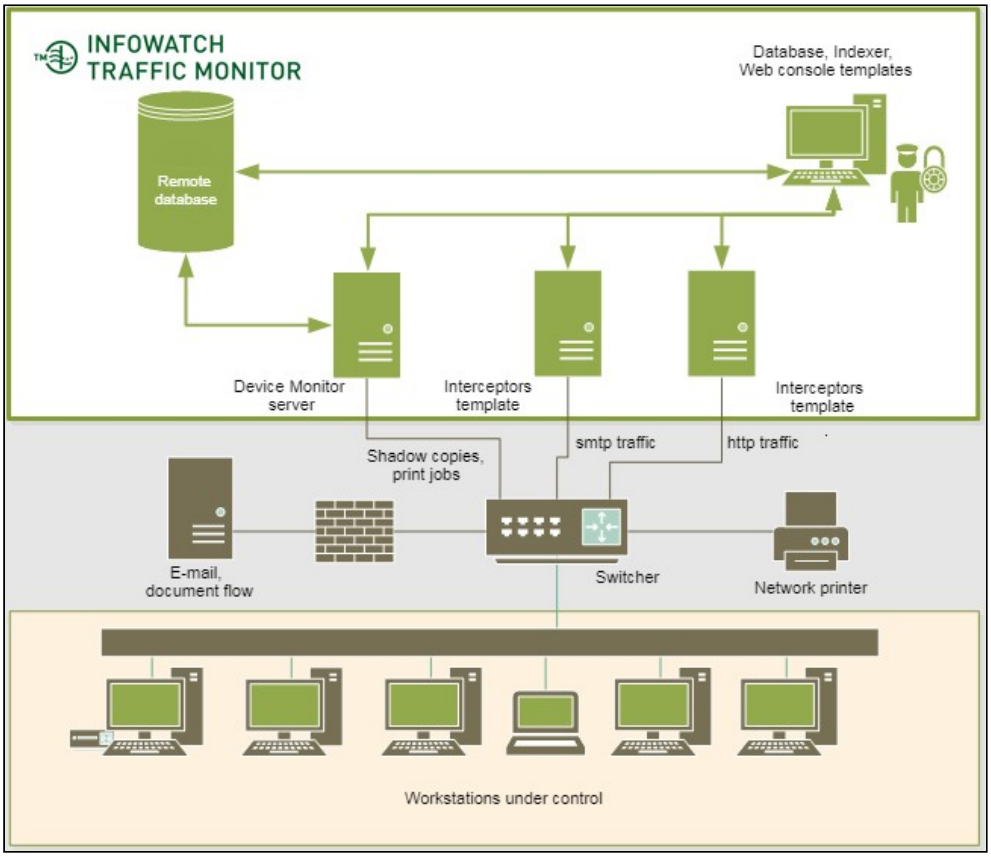


In the example below the Interceptors are installed on two servers to separate the load. According to interception purposes on each server you can disable interception modules which are not used.

Example 2:

The System is installed on 4 servers:

1. Server with Database, Indexer and Web console templates. Database template is installed connected to remote database, where Traffic Monitor security scheme is installed.
2. Two servers with Interceptors template.
3. Device Monitor server.



Interceptors are separated on two servers, remote database is used and Device Monitor Agents are operating on workstations under control.

Warning!

After installation, the Administrator configures the System depending on implementation purposes (see "*InfoWatch Traffic Monitor. Administration Guide*", "Configuring the System after Installation").

2.2 Hardware and Software Requirements

Hardware requirements for Traffic Monitor Server are defined based on the installation type, the estimated load on the System and parameters of the network, where the System is installed. Therefore, the equipment specification is determined individually in each case.

Variants of the System deployment schemes are described in "System Deployment Schemes and Installation Types". According to the article, there can be the following elements to install:

- **Server for "All-in-one" installation** is used for the following editions:
  - TM Standard - the Standard solution installation. *See the requirement for standalone TM Enterprise server*.
  - TM Enterprise - the Enterprise solution is installed in "All-in-one" mode. *See the requirements for standalone TM Enterprise server.*
- **Traffic Monitor Server** – standalone server or cluster of TM Enterprise servers. *See the requirements below.*

- **Database Server** – server for Oracle, PostgreSQL DBMS or Postgres Pro Enterprise. You should not install or run applications (especially server ones) on it or use this computer as a file server. *See the requirements below.*
- **Connectors** – their requirements are listed in the documentation supplied with connectors software.
- **Device Monitor Server and Device Monitor Agents** – the module, containing the agents on Windows and Linux systems. See the requirements in *"InfoWatch Device Monitor. Installation, Configuration and Administration Guide"*.
- **Management Console** is automatically installed together with Traffic Monitor Server and does not impose any additional hardware or software requirements for the server. To access Management Console, you should use Google Chrome or Mozilla Firefox browser of the actual version.

The Traffic Monitor Server hardware and software requirements are varied in a great range. So, the minimal configuration supposes the following constraints:

- OCR is disabled for all interceptors;
- the server does not accept data from Device Monitor.

A significant difference in the load on a certain interception channel can also influence the number and role of Traffic Monitor Servers: for example, the efficient traffic processing from Device Monitor you need to dedicate a separate servers for **iw_xapi_xapi** processes.

Estimated minimal software and hardware requirements are listed in the following table. We strongly recommend you to make a detailed configuration computation with the assistance of InfoWatch experts or specialists of partner company from which you have purchased the product.

Disk subsystem	**Processor**	**RAM**	**Software**	Additional requirements
TM Standard server				
RAID-array with fault tolerance: 300 GB	2CPU 6xC, 2,6 GHz	24 GB	• OS Red Hat Enterprise Linux 7.x (the latest version) with subscription, required for the update; • OS Oracle Linux 7.x starting from version 7.7.	The server should have a network interface with the assigned IP address. If interceptors are used on the server, requirements imposed by the interceptors should be fulfilled*
TM Enterprise server, less than 10 GB per day				
RAID-array with fault tolerance: 600 GB	2CPU 8xC + Hyper-threading (Intel® Xeon®	24 GB	• OS Red Hat Enterprise Linux 7.x (the latest version) with subscription,	The server should have a network interface with the assigned IP address.

Disk subsystem	**Processor**	**RAM**	**Software**	Additional requirements
	Processor E5-2640 v3 - 2,6 Hz)		required for the update; • OS Oracle Linux 7.x starting from version 7.7.	Requirements imposed by the interceptors should be fulfilled*
TM Enterprise server, from 10 GB per day to 50 GB per day				
RAID-array with fault tolerance	2SRVx2CPU 10xC	32-48 GB for each server	• OS Red Hat Enterprise Linux 7.x (the latest version) with subscription, required for the update; • OS Oracle Linux 7.x starting from version 7.7.	The server should have a network interface with the assigned IP address. If interceptors are used on the server, requirements imposed by the interceptors should be fulfilled*
TM Enterprise server, more than 50 GB per day				
RAID-array with fault tolerance	Calculated on demand	From 32GB for each server	• OS Red Hat Enterprise Linux 7.x (the latest version) with subscription, required for the update; • OS Oracle Linux 7.x starting from version 7.7.	The server should have a network interface with the assigned IP address. If interceptors are used on the server, requirements imposed by the interceptors should be fulfilled*
Oracle DB, PostgreSQL or Postgres Pro Enterprise server (Provides storage for traffic of 1-2 thousand users by 3 months; in case OCR and Device Monitor are used, the requirements are to be calculated on demand)				
RAID-array with fault tolerance: 500 GB	2CPU от 6xC, 2,6 GHz	16GB and more depending on data volume,	• OS Red Hat Enterprise Linux 7.x (the latest	Work on Postgres Pro Enterprise is supported only for Red Hat Enterprise Linux

Disk subsystem	**Processor**	**RAM**	**Software**	Additional requirements
To store logs (redo log for Oracle, xlog for PostgreSQL) it is required to provide u01 directory with additional space equal to RAM of DBMS server. In case RAM is lower than 20 GB, 20 GB should be provided for logs storage.		insertion and processing speed	version) with subscription, required for the update; • OS Oracle Linux 7.x starting from version 7.7.	and only for remote DB installation mode

Note:

You can install the System to the virtual environment: VMware, MS Hyper-V, or other virtualization systems.

* Traffic Monitor server can use interceptors which impose additional requirements:

- **iw_sniffer** can get a traffic copy from a switch with SPAN / Port Mirroring function (Cisco Catalyst 2960 Series is recommended) with a port configured for TRx mode (BOTH - receiving and sending within the same connection).
- **iw_icap** handles ICAP client built in any proxy server confirming RFC 3507 standard (for example SQUID 3.4.x or higher, Cisco IronPort S10 and Blue Coat SG Series). Please consult with InfoWatch support service before using a certain model to confirm the compatibility with the IW ICAP module. The proxy server should contain ICAP license; enabling ICAP support is performed according to support documentation of a certain proxy server.

2.3 Operating System and Network Server Configuration Requirements

To install successfully the System, the server should meet with the following requirements:

- Server should have
  OS Red Hat Enterprise Linux 7.x (last version)

  Note:

  You can also install the System on OS Oracle Linux. Thus use all the following instructions on System installation and operation.

  Warning!

  When loading OS Oracle Linux, please select Red Hat Compatible Kernel (RHCK), namely Oracle Linux Server 7.9, Kernel 3.10.0-1160.el7.x86_64

  After loading OS Oracle Linux:

  - delete the *uek-5.4.17* kernel by running the command:
    `yum remove kernel-uek-5.4.17`

- disable the *uek-ol7.repo* repository:
  `sed -i -e "s/enabled=.*/enabled=0/g" /etc/yum.repos.d/uek-ol7.repo`

- OS repositories should be configured to install the following packages:
  See how to configure a local repository on the Red Hat Enterprise Linux official website.
  - `redhat-lsb-core`;
  - `lshw`;
  - `ntp`;
  - `ntpdate`;
  - `tuned`;
  - `postfix;`
  - `perl-Dist-CheckConflicts;`
  - `perl-List-MoreUtils;`
  - `urw-base35-fonts-legacy.`

  See how to configure a local repository on the Red Hat Enterprise Linux official website.

  > **Note:**
  >
  > If you install Traffic Monitor on the server with no internet access, please make sure the offline access to specified repositories was provided.
  >
  > For example, you can configure local repositories mirrors.
  >
  > See how to configure a local repository mirror on the Red Hat Enterprise Linux official website.

- The following common repositories should be available depending on the operating system:
  - for OS Red Hat Enterprise Linux:
    - `os`;
    - `updates`;
    - `optional`;
  - for OS Oracle Linux:
    - `ol7_latest`;
    - `ol7_optional_latest`.
- Minimum Swap space is 500 Mb (for recommendations, see "Recommendations to Partition Server Disk Space during Installation in Different Modes").
  You may see the information on Swap space by entering the command:
  `swapon -s`
  How to configure the swap space you may read on the Red Hat Enterprise Linux official website;
- Mount points options should not contain `nosuid` and `noxattr` command options (you can check this when opening the file `/etc/fstab`);
- The server settings should be done correctly as follows (if you have network problems, please contact your system administrator):
  - External DNS server should resolve your hostname into IP address which is specified on one of server network interfaces;
  - IP address should belong to the range of private IP addresses:
    10.0.0.0 — 10.255.255.255 (RFC1918);
    172.16.0.0 — 172.31.255.255 (RFC1918);
    192.168.0.0 — 192.168.255.255 (RFC1918).

- The following command should be run:
  `ping -c 1 <hostname>`
  where `<hostname>` is your hostname.
  As a result of running command the package is successfully installed.
- Antivirus on the server should be configured to operate together with the System (see the knowledge base article "Antivirus configuration for Traffic Monitor server").

2.4 Configuring Remote Database

If you plan using a database, which is already deployed, you have to do the following:

1. Update the database to version, supported by Traffic Monitor.
2. In case you use PostgreSQL DBMS, make the preliminary configuration.

> **Warning!**
>
> Working with Postgres Pro Enterprise DBMS is supported only on OS Red Hat Enterprise Linux.

2.4.1 Configuring DBMS

To prepare a remote database of relevant version so that Traffic Monitor components were installed, the following actions should be taken on database server:

For PostgeSQL DBMS

1. Install additional packages, running the commands:
   `rpm -Uhv pg_pathman_13-1.5.12-1.rhel7.x86_64.rpm`
   `rpm -Uhv pgagent_13-4.0.0-4.rhel7.x86_64.rpm`
2. Stop `postgresql` and `pgagent` services operation using the commands:
   `systemctl stop postgresql-13`
   `systemctl stop pgagent-13`
3. Edit the file's content `/etc/systemd/system/postgresql-13.service`, replacing a specififed directory to `/u01/postgres`. You can perform the operation manually or using the command:
   `sed -i "s|Environment=PGDATA=/var/lib/pgsql/13.2/data /|Environment=PGDATA=/u01/postgres/|" /etc/systemd/system/postgresql-13.service`
4. To apply changes to service configuration, run the command:
   `systemctl daemon-reload`
5. Create directories for files and archives, initialize the database and change the directory's owner as well as the group to `postgres`:
   `mkdir -p /u01/postgres`
   `chown postgres:postgres /u01/postgres`
   `export PGSETUP_INITDB_OPTIONS=" --encoding=UTF8"`
   `sudo -u postgres /usr/pgsql-13/bin/initdb --encoding=UTF8 --locale=en_US.UTF-8 -D /u01/postgres/`
   `mkdir -p /u01/postgres/tmp`
   `chown postgres:postgres /u01/postgres/tmp`

```
mkdir -p /u02/pgdata
chown postgres:postgres /u02/pgdata
mkdir -p /u02/pgdata1
chown postgres:postgres /u02/pgdata1
mkdir -p /u02/arch
chown postgres:postgres /u02/arch
```

6. Create a configuration file `/u01/postgres/iwtm-postgres.conf`. or example, use the command as follows:
   `touch /u01/postgres/iwtm-postgres.conf`
7. Add to file `/u01/postgres/iwtm-postgres.conf` the following content:

```
# ------------------------------
# PostgreSQL configuration file
# ------------------------------
#
# IWTM custom values
listen_addresses = '*'
port = 5433
max_connections = 1000 # (change requires restart)
tcp_keepalives_idle = 60 # TCP_KEEPIDLE, in seconds'
tcp_keepalives_interval = 20 # TCP_KEEPINTVL, in seconds'
tcp_keepalives_count = 2 # TCP_KEEPCNT
shared_buffers = kB
huge_pages = try # on, off, or try
max_locks_per_transaction = 512
temp_buffers =  MB
work_mem = MB
effective_cache_size = MB
min_wal_size = MB
max_wal_size = MB
log_min_duration_statement = 120000 # -1 is disabled, 0 logs all statements
track_activity_query_size = 32768 # (change requires restart)
log_autovacuum_min_duration = 30000 # -1 disables, 0 logs all actions and
stats_temp_directory = '/u01/postgres/pg_stat_tmp'
autovacuum_max_workers = 5
autovacuum_naptime = 20
maintenance_work_mem = GB
autovacuum_freeze_max_age = 1000000000
shared_preload_libraries = 'pg_stat_statements,pg_pathman'
track_io_timing = on
track_activity_query_size = 32768
constraint_exclusion = off # on, off, or partition
```

Важно!

The configuration file's content above contains empty value fields as per parameters:

- `shared_buffers`
- `work_mem`
- `maintenance_work_mem`

- `effective_cache_size`
- `temp_buffers`
- `min_wal_size`
- `max_wal_size`

Configure these parameters according to official instructions.

8. Change the configuration file's owner and group to `postgres`:
```
chown postgres:postgres /u01/postgres/iwtm-postgres.conf
```
9. Add to `/u01/postgres/postgresql.conf` a link to `iwtm-postgres.conf` file using the command:
```
echo "include = 'iwtm-postgres.conf'" >> /u01/postgres/postgresql.conf
```
10. Configure the access file `pg_hba.conf` using the commands:
```
sed -i "s|local[[:space:]]*all[[:space:]]*all[[:space:]]*peer|local   all
          all                                     trust|" /u01/postgres/
pg_hba.conf
sed -i "s|
host[[:space:]]*all[[:space:]]*all[[:space:]]*127.0.0.1/32[[:space:]]*ident
|host    all             all             127.0.0.1/32            trust|" /
u01/postgres/pg_hba.conf
sed -i "s|
host[[:space:]]*all[[:space:]]*all[[:space:]]*::1/128[[:space:]]*ident|
host    all             all             ::1/128                 trust|" /
u01/postgres/pg_hba.conf
echo "# Enable not local access" >> /u01/postgres/pg_hba.conf
echo "host    postgres        all             0.0.0.0/0               md5"
>> /u01/postgres/pg_hba.conf
```
11. Run `postgresql` service and check its status using the commands:
```
systemctl enable postgresql-13
systemctl start postgresql-13
systemctl status postgresql-13
```
12. Change the DB administrator's default password:
```
su - postgres
psql -p 5433
alter user postgres password 'xxXX1234';
```
13. Create all required expansions running the queries below:
```
create extension if not exists adminpack;
create extension if not exists dblink;
create extension if not exists lo;
create extension if not exists xml2;
create extension if not exists tablefunc;
create extension if not exists intarray;
create extension if not exists file_fdw;
create extension if not exists "uuid-ossp";
create extension if not exists pgcrypto;
create extension if not exists pgrowlocks;
create extension if not exists autoinc;
create extension if not exists hstore;
create extension if not exists pg_stat_statements;
create extension if not exists pg_buffercache;
create extension if not exists pg_pathman;
```

`create extension if not exists pgagent;`

14. To exit enter the commands:
    `\q`
    `exit`
15. To configure `pgagent` in user OS run the commands:
    `touch /home/pgagent/.pgpass`
    `echo "127.0.0.1:5433:postgres:postgres:xxXX1234" > /home/pgagent/.pgpass`
    `chmod 0600 /home/pgagent/.pgpass`
    `chown pgagent:pgagent /home/pgagent/.pgpass`
    `usermod -s /bin/bash pgagent`
16. Create or edit the file `/etc/sudoers.d/pgagent`, to make the following content:

```
# allow pgagent to execute any command
pgagent ALL = (postgres) NOPASSWD: ALL
Defaults:pgagent !requiretty
```

17. Change the privilleges, owner and group as per `/etc/sudoers.d/pgagent` running the commands:
    `chmod 440 /etc/sudoers.d/pgagent`
    `chown root:root /etc/sudoers.d/pgagent`
18. Run `pgagent` and check its status using the commands:
    `systemctl enable pgagent-13`
    `systemctl start pgagent-13`
    `systemctl status pgagent-13`

Finalising the configuration make sure there are no critical errors in `/var/log/pgagent-13.log` and database logs.

For Postges Pro Enterprise DBMS

1. Stop `postgrespro` and `pgagent` services operation using the commands:
   `systemctl stop postgrespro-ent-13.service`
2. Copy to `/var/lib/pgpro/ent-13/data` the existing configuration file **`iwtm-postgres.conf`** or create in this directory a new file with the following content:

```
# ------------------------------
# Postgres Pro configuration file
# ------------------------------
#
# IWTM custom values

listen_addresses = '*'
port = 5433
max_connections = 1000                  # (change requires restart)
tcp_keepalives_idle = 60                # TCP_KEEPIDLE, in seconds'
tcp_keepalives_interval = 20            # TCP_KEEPINTVL, in seconds'
tcp_keepalives_count = 2                # TCP_KEEPCNT

shared_buffers = 128kB
```

```
huge_pages = try                        # on, off, or try

max_locks_per_transaction = 512
temp_buffers = 32MB
work_mem = 16MB
effective_cache_size = 4096MB

min_wal_size = 6144MB
max_wal_size = 6144MB
lc_messages = 'en_US.UTF-8'             # locale for system error message
log_directory = 'pg_log'
log_filename = 'postgresql.log'         # log file name pattern
log_rotation_age = 0                    # Automatic rotation of logfiles will happen
after that time. 0 disables.
log_rotation_size = 0                   # Automatic rotation of logfiles will happen
after that much log output. 0 disables.
log_min_duration_statement = 120000     # -1 is disabled, 0 logs all statements
track_activity_query_size = 32768       # (change requires restart)
log_autovacuum_min_duration = 30000     # -1 disables, 0 logs all actions and
stats_temp_directory = '/var/lib/pgpro/ent-13/data/pg_stat_tmp'

autovacuum_max_workers = 5
autovacuum_naptime = 20
maintenance_work_mem = 1GB
autovacuum_freeze_max_age = 10000000000

shared_preload_libraries = 'pg_stat_statements,pg_pathman'
track_io_timing = on
track_activity_query_size = 32768

constraint_exclusion = off              # on, off, or partition
standard_conforming_strings = on
```

Important!

The configuration file's content above contains example values as per parameters:

- `shared_buffers`
- `work_mem`
- `maintenance_work_mem`
- `effective_cache_size`
- `temp_buffers`
- `min_wal_size`
- `max_wal_size`

Configure these parameters according to official instructions.

3. Add to configuration file `/var/lib/pgpro/ent-13/data/postgresql.conf` the link to the file **`iwtm-postgres.conf`**.
   You can do it using the command:
   `echo "include = 'iwtm-postgres.conf'" >> /var/lib/pgpro/ent-13/data/postgresql.conf`

4. Edit the access file `/var/lib/pgpro/ent-13/data/pg_hba.conf`:
    a. After the strings:

```
# IPv6 local connections:
host    all             all             ::1/128                 md5
```

    add a string:

```
host    postgres        all             0.0.0.0/0               md5
```

    b. Replace the strings using the commands:

```
sed -i "s|
host[[:space:]]*all[[:space:]]*all[[:space:]]*127.0.0.1/32[[:space:]]*
md5|host    all             all             127.0.0.1/32
trust|" /var/lib/pgpro/ent-13/data/pg_hba.conf
sed -i "s|local[[:space:]]*all[[:space:]]*all[[:space:]]*peer|local
 all             all                                     trust|" /var/
lib/pgpro/ent-13/data/pg_hba.conf
```

5. Create a directory `/var/lib/pgpro/ent-13/data/ tmp` and assign its owner and group using the commands:
   `mkdir -p /var/lib/pgpro/ent-13/data/tmp`
   `chown postgres:postgres /var/lib/pgpro/ent-13/data/tmp`
6. Start the service `postgrespro`:
   `systemctl start postgrespro-ent-13.service`
7. Follow the link to load the package `pgagent_13-4.2.1-0.rhel7.x86_64.rpm`.
8. Install the package using the command:
   `yum install pgagent_13-4.2.1-0.rhel7.x86_64.rpm`
9. Change the default password of database administrator:

```
su - postgres
psql -p 5433
alter user postgres password 'xxXX1234';
```

10. Create all required expansions running the queries below:

```
create extension if not exists adminpack;
create extension if not exists dblink;
create extension if not exists lo;
create extension if not exists xml2;
create extension if not exists tablefunc;
create extension if not exists intarray;
create extension if not exists file_fdw;
create extension if not exists "uuid-ossp";
create extension if not exists pgcrypto;
create extension if not exists pgrowlocks;
create extension if not exists autoinc;
create extension if not exists hstore;
create extension if not exists pg_stat_statements;
create extension if not exists pg_buffercache;
create extension if not exists pg_pathman;
create extension if not exists pgagent;
```

11. To exit enter the commands:
    `\q`
    `exit`
12. To configure `pgagent` in user OS run the commands:
    `touch /home/pgagent/.pgpass`
    `echo "127.0.0.1:5433:postgres:postgres:xxXX1234" > /home/pgagent/.pgpass`
    `chmod 0600 /home/pgagent/.pgpass`
    `chown pgagent:pgagent /home/pgagent/.pgpass`
    `usermod -s /bin/bash pgagent`
13. Create `/etc/sudoers.d/iw-pgagent` with the following content:

```
# allow pgagent to execute any command
pgagent ALL = (postgres) NOPASSWD: ALL
Defaults:pgagent !requiretty
```

14. Change the privilleges, owner and group as per `/etc/sudoers.d/iw-pgagent`:
    `chmod 440 /etc/sudoers.d/iw-pgagent`
    `chown root:root /etc/sudoers.d/iw-pgagent`
15. Edit the configuration file `/etc/pgagent/pgagent_13.conf` using the commands:
    `sed -i --follow-symlinks "s/DBPORT=5432/DBPORT=5433/" /etc/pgagent/pgagent_13.conf`
    `echo "LD_LIBRARY_PATH=/opt/pgpro/ent-13/lib" >> /etc/pgagent/pgagent_13.conf`
16. Enable the service `pgagent`, run it and check its status using the commands:
    `systemctl enable pgagent_13`
    `systemctl start pgagent_13`
    `systemctl status pgagent_13`
17. Create a directory `/u02`:
    `mkdir /u02`
18. Mount disk storage in the `/u02` directory.
19. Create the directories for table spaces and their owner and group to `postgres`.:
    `mkdir /u02/pgdata`
    `mkdir /u02/pgdata1`
    `mkdir /u02/arch`
    `chown -R postgres:postgres /u02`

When you finish, make sure that there are no critical errors in `/var/log/pgagent_13.log` and the database logs.

3 Installing the System

This section contains instructions for each type of System installation.

Details on deployment this schemes in the existing infrastructure are described in «InfoWatch Traffic Monitor. Administration Guide».

Warning!

Before starting the installation, make sure that the environment, where the System will be deployed meets software and hardware requirements (see "Hardware and Software Requirements").

Installation of the server components of the InfoWatch Traffic Monitor system is performed using kickstart installer.

Note:

Traffic Monitor installation is not supported when connecting to server via HP Integrated Lights Out (ILO).

Traffic Monitor installer contains installation templates. Depending on the server purpose, a different set of components is to be installed.

See information on how to choose the installation type in "System Deployment Schemes and Installation Types".

Besides the installation from server console a graphical mode of installation is available. How to run the installer in graphical mode you can find in related installation articles.

You can also install Traffic Monitor in silent mode using a paremeters file `.options`. You can prepare the files where all required parameters are specified. Then you should copy these files together with Traffic Monitor distribution kits to servers where the System is planned to deploy. After this, you can run the installation on servers in silent mode, specifying the proper parameters files. Using it together with installation templates you can reduce the user role in System's primary deployment.

You can find the information on the desired installation type in the following articles:

- Installing Traffic Monitor Server and Database
  - All-in-one Installation Mode of TM Enterprise and TM Standard
  - Distributed Installation of TM Enterprise
  - Installing the System in silent mode using parameter file

Note:

InfoWatch Device Monitor installation is described in *"InfoWatch Device Monitor. Installation, Configuration and Administration Guide"*.

Note:

During IW Traffic Monitor installation the operations that require sysdba rights will be performed:

Oracle DBMS

- Creation of iwtm_logon_trg trigger which is used to provide iwtm_linux and iwtm_web users access to objects of iwtm scheme;

- Creation of sp_iwtm_execute_os_command procedure to run OS commands when creating, removing, archiving and restoring table space files;
- Setting user profile by default (password lifetime, password change limit and connection attempts limit);
- Setting sevice windows of dbms_scheduler;
- Disabling access to XDB using http protocol;
- Disabling dispatcher, as a particular server is used;
- Providing iwtm user with:
    - DB installation, update and uninstallation rights;
    - Daily tablespaces creation, removing, archiving and restoring rights;
    - Rights that are used in InfoWatch Traffic Monitor code;
    - Rights to access DB statistics.

PostgreSQL and Postgres Pro DBMS

- Creation of wraper function to read files, stop and break sessions, create table spaces and provide iwtm with rights for them;
- Removing all views and functions from iwtm scheme in order to create the required ones later during update to a new version;
- Providing iwtm user with:
    - Rights to create DB objects;
    - Rights to install, update, ininstall DB scheme;
    - Rights to create, remove, archive and restore tablespaces;
    - Rights to clear postgres server statistics that are used in pgstat diagnostics script;
    - Rights for statistic views and tables to collect statistics of DB operation;
    - Rights that are used in InfoWatch Traffic Monitor code;
    - Rights to view DB statistics;
    - Rights for pgagent scheme to create and manage jobs.

For information on pre-installed accounts, see "Pre-installed Server Settings".

When the installation of server components is finished, the Management console is available through the browser window by entering the URL:

- of the Traffic Monitor Server – if All-in-one installation mode is used;
- of the primary Traffic Monitor Server (server, where `web-gui` pack is installed) – if the System components are installed on different computers.

3.1 Installing Traffic Monitor Server and Database

You can find information on installing Traffic Monitor on Red Hat Enterprise Linux operating system in the following sections:

- All-in-one Installation Mode of TM Enterprise and TM Standard
- Distributed Installation of TM Enterprise
- Installing the System in silent mode using parameter file

3.1.1 All-in-one Installation Mode of TM Enterprise and TM Standard

All-in-one installation mode allows you to install all components of the System on the same computer. This type of installation is smilar to all templates installation on the same computer. The packages unpack will start before the installation process after all the perameters are specified.

Warning!

By default you are not allowed to install the System on server which has numbers at the beginning of its name. If you need to allow the server's name to begin with a number, use the command line to specify the value `1` of the parameter `--allow_digits_at_hostname_begin`.

Herewith, make sure that the network check is active – the parameter `--skip_check_network` should have the value `0` (the check is active by default).

The Traffic Monitor installer can work in two modes involving user:

- text mode in server console;
- graphical mode.

The installation steps and its sequence is similar in both modes.

Regardless the selected mode of installation, please take the following common actions:

1. To log into the System, enter login and password (you should enter as a **`root`** user).

   Warning!

   Before running the installation make sure that the server complies with the OS and network settings requirements.
   If you plan using a remote database, you should update it first to the version supported by Traffic Monitor.

   In case of using PostgreSQL DBMS or Postgres Pro Enterprise, you should preliminarily configure it.

   Working on Postgres Pro Enterprise is supported only for Red Hat Enterprise Linux and only in case of installation as remote database.
   Operation of Traffic Monitor on the same server with already deployed DBMS Postgres Pro Enterprise is possible, but during the installation you should also select use remote database server and specify the address `127.0.0.1`.

   Before installing to clear memory, it is recommended to reboot the server on which database will be deployed.

2. Connect external or local OS repositories.
   For example, you can find instructions on how to configure local Red Hat Enterprise Linux repository at the official web page.
3. Create a directory to locate the InfoWatch Traffic Monitor installer. For example, to create a directory named `distr` in the root of the file system run the following command:
   `mkdir /distr`
4. Copy the files from InfoWatch Traffic Monitor distributive into the created directory.
   - **`iwtm-installer-x.x.x.xxx-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux (where x.x.x.xxx is a number of build);
   - **`iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz`** - if you use PostgreSQL on Red Hat Enterprise Linux and Oracle Linux or Postgres Pro Enterprise DBMS;
   - **`iwtm-oracle-19.0.0.0.0-x.xx.x.tar.gz`** - if you use Oracle DBMS.

   As per our example:
   - **`iwtm-installer-7.7.0.101-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux;

- `iwtm-postgresql-13.8-7.7.0.101-rhel7.tar.gz` - if you use PostgreSQL DBMS on Red Hat Enterprise Linux or Oracle Linux or Postgres Pro Enterprise DBMS;
- `iwtm-oracle-19.0.0.0.0-7.7.0.101.tar.gz` - if you use Oracle DBMS.

> **Warning!**
>
> The following instruction describes installation using installer for Red Hat Enterprise Linux.

> **Note:**
>
> If you are using **Oracle DBMS** and Network File System (NFS), follow the steps below:
>
> - **in case you are using Oracle Real Application Clusters (RAC)**
>
> Set mount options according to the article from official website.
> - **in case you are not using RAC:**
>
> Check in mount point settings (by default `/etc/fstab`), that `noac` option is not used and `actimeo` parameter does not have `0` value.
>
> For details, see the article on the official website.

5. Enter the command to shift to Traffic Monitor distributive directory.
   As per our example:
   `cd /distr`
6. Before running the installation make the installer file executable. To do this use the following command :
   `chmod u+x ./iwtm-installer-x.x.x.xxx-rhel7`

As per our example:

```
chmod u+x ./iwtm-installer-7.7.0.101-rhel7
```

Installing in text mode using server console

To install Traffic Monitor Enterprise or Traffic Monitor Standard in All-in-one mode, take the following steps:

1. Start the Traffic Monitor installer running the command:
   `./iwtm-installer-x.x.x.xxx-rhel7`
   Our example command:
   `./iwtm-installer-7.7.0.101-rhel7`
   Preparations will be made to start the installation. At this stage the unpacking of Traffic Monitor installation files is not performed.

> **Warning!**
>
> If available configured OS repositories are missing, the preparation process will stop with the following error message:

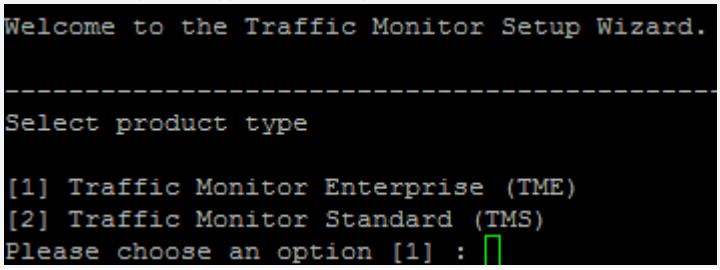
```
Preparing installation.../Warning: Failed to prepare installation:
Missing OS repos or unsupported OS. Please mount and/or enable OS packages
repository and try once again.

For details refer to
/var/log/infowatch/install/iwtm-installation_20211007114106.log or
/tmp/installbuilder_installer_11672.log if the first doesn't exist
Press [Enter] to continue:
```

To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files, specified in the error message.

After the unpacking is finished, a window to install Traffic Monitor will be displayed:



2. Select Traffic Monitor edition type:
   - **`Traffic Monitor Enterprise (TME)`** to install Enterprise edition;
   - **`Traffic Monitor Standard (TMS)`** to install Standard edition.

Warning!

When you install **`Traffic Monitor Standard (TMS)`** edition, you can select only PostgreSQL database.

For this, type the figure specified next to option selected, and press **Enter**.

Note:

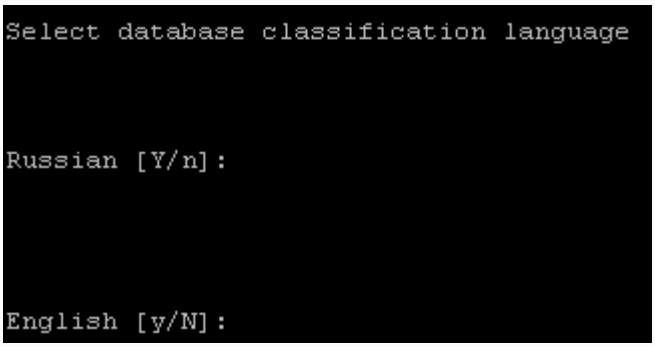
When installing via server console you can see the default value which is specified in square brackets next to input field. This value will be used in case of leaving the field empty and pressing **Enter**.

Пример

If you do not input a value as per picture above and press Enter, the item `[1] Traffic Monitor Enterprise (TME)` will be selected.

3. If **`Traffic Monitor Enterprise (TME)`** edition was selected, in the window of installation type select **`All-in-one`**.
4. Then select the main language of user interface management console, as well as date and time displaying format and preset configuration language:
   - **`Russian`**;
   - **`English`**.
5. Select the classification base language. A classification base includes preset policies, elements of technology configuration and protected objects. Yor can select few languages at once. Options will

be consistently displayed. To use an option type **Y**, to refuse it type **N**, to confirm selected option press **Enter**.

> **Note:**
>
> When installing via server console you can see the default value which is specified in square brackets next to input field. This value will be used in case of leaving the field empty and pressing **Enter**.
>
> **Default value using example**
>
> 
>

The following languages are available to select:

- `Russia`;
- `English`;
- `Malay`.

If you do not require to install a classification base, do not select any language.

6. Select the database storage type:
   - `Install database server locally` - to install locally on current server;
   - `Use remote database server` - to use on remotely deployed database. In this case the Traffic Monitor scheme will be added to remote database.

     > **Note:**
     >
     > Only `Use remote database server` is supported for Postgres Pro Enterprise DBMS.

7. In case **Enterprise** edition is selected, select a database the System to operate with:
   - `Oracle Database Enterprise Edition`
   - `PostgreSQL`

   > **Note:**
   >
   > If you use Postgres Pro Enterprise DBMS, select `PostgreSQL`.

8. If you use a remote database, please enter consistently:
   a. IP address and database server domain name.

> **Note:**
>
> To install Traffic Monitor on the same server with already deployed Postgres Pro Enterprise DBMS, specify the address `127.0.0.1`.

   b. Connection port
   c. The name of database to be used, where the scheme is to be added.

9. If required you can change the default values of DB authentication parameters.
   In case of positive answer the following parameters will be offered to change:
   - Password of user account having sysdba permissions;
   - Name of database schema owner;
   - Password of database schema owner's account;
   - Name of Linux services user account;
   - Password of Linux services account;
   - Name of web services user account;
   - Password of web services account;
   - Name of nagios user account;
   - Password of nagios account.
10. Select a data storage mode:
    - **`Norma`**`l` - (regular) - switching to the following partition (when it is specified) happens after the previous one is overflow.
    - **`Fast/Slow disks`** - dividing pools into fast and slow ones. Recent data are to be kept in fast pool and to be relocated to the slow ones in a number of days specified. Slow pool operates in `normal` mode.
    - **`Rotate`** - switching to the following partition happens every day once the previous one is overflow.
11. You can change the default values of database storage parameters.
    In case of positive answer you may change the following parameters:
    - **`Main tablespaces path`** - path to main tablespaces data storage directory;
    - If you've selected **`Fast/Slow disks`** mode:
      - **`Fast disk path`** - path to daily tablespace data storage directory in **`F ast/Slow disks`** mode;
      - **`Number of days to store daily tablespaces on fast disk`** - number of days to store in fast tablespaces in **`F ast/Slow disks`** mode;
    - **`Number of daily tablespaces paths`** - number of daily tablespaces paths, a number from 1 to 10;

      > **Note:**
      >
      > If you specify the value which is more than 1, then you should specify consistently the relevent number of pathes to daily tablespaces.

    - **`Daily tablespaces paths`** - path to daily tablespace data storage directory.
12. For daily tablespaces you can change the default values of archiving parameters.
    In case of positive answer:
    - **`Path to archiving`** - path to archived tablespaces files storage directory.

    The query to use each of the following parameters will be displayed in advance:

- **`Archive non-violation events`** - enable the automatic deletion of events that are considered non-violations. If enabled, please specify the the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive violation events`** - enable the automatic archiving of events that are considered violations. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive screenshots`** - enable the automatic archiving of screenshots received from Device Monitor Agents. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.

13. Similar to previous point you can configure the deletion parameters for daily tablespaces. If enabled, the default value for all the parameters - 90 days.
14. Specify the parameters to connect to Consul service:
    a. **`Network interface address`** - select IP address of network interface.
    b. **`Datacenter name`** - input name of Consul data center.
15. Select the server to be used to synchronize the time (NTP-server):
    - **`Use system NTP-server`**;
    - **`Set manually`** - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.
16. Then you can enable indexing of words exact match for Sphinx service.

> **Warning!**
>
> Enabling the indexing of words exact match will increase the size of index two times minimum.

17. If required, you can change the standard configuration of Sphinx service operation. In this case an offer to set a list of languages including morphological support will be displayed. Indexing will be performed according to selected languages. You can specify few languages using a space to separate them.

> **Note:**
>
> The language priority is in accordance with sequence of selected languages. English is to be added by default and it has the highest priority.

18. You can enable OCR technology. In this case you should select one system to be used:
    - **`ABBYY FineReader`**;
    - **`Tesseract`**.
19. If ABBYY Finereader is selected as OCR extractor:
    a. Select a recognition mode:
        - **`Quick`** – a fast mode;
        - **`Quality`** – a detailed mode providing higher quality of recognition.
    b. Confirm that you have an active license to use ABBYY Finereader. In case you have no active license, type **N** and press **Enter**. In this case ABBYY Finereader will be installed with no license. To use ABBYY Finereader you can manually add an active license later. For more details, please see "*InfoWatch Traffic Monitor. Administation Guide*" "Configuring OCR Extractors " article.
20. After all the parameters were set a message to start the installation and query to continue will be displayed.

```
Setup is now ready to begin installing Traffic Monitor on your computer.

Do you want to continue? [Y/n]:
```

Type **Y** to start the installation and press **Enter**.
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.

```
Please wait while Setup installs Traffic Monitor on your computer.

 Installing
 0% _____________ 50% _____________ 100%
 ########################################
```

The process may take some time.

21. After the installation is complete you can delete the packages created to install the System. When installation is successfully completed the data is recommended to delete.

> **Note:**
>
> If Consul service is configured incorrectly, the following warning message will be displayed:
>
> ```
> \Warning: You should run 'iwtm start' command manually after fixing problems with
> Consul.
> Press [Enter] to continue:
> ```
>
> To finish installation press **Enter**.
>
> **For correct work of System check and configure Consul service cluster**
>
> a. Start Consul service with the command:
> `service iwtm-consul start`
> To check the service status enter the command:
> `service iwtm-consul status`
> b. To check Consul enter the command:
> i. To display IP address of main server (leader) of cluster:
> `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
> ii. To display information about cluster members:
> `consul members`
> c. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
> After configuration is complete, repeat checking (step ii).
>
> If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

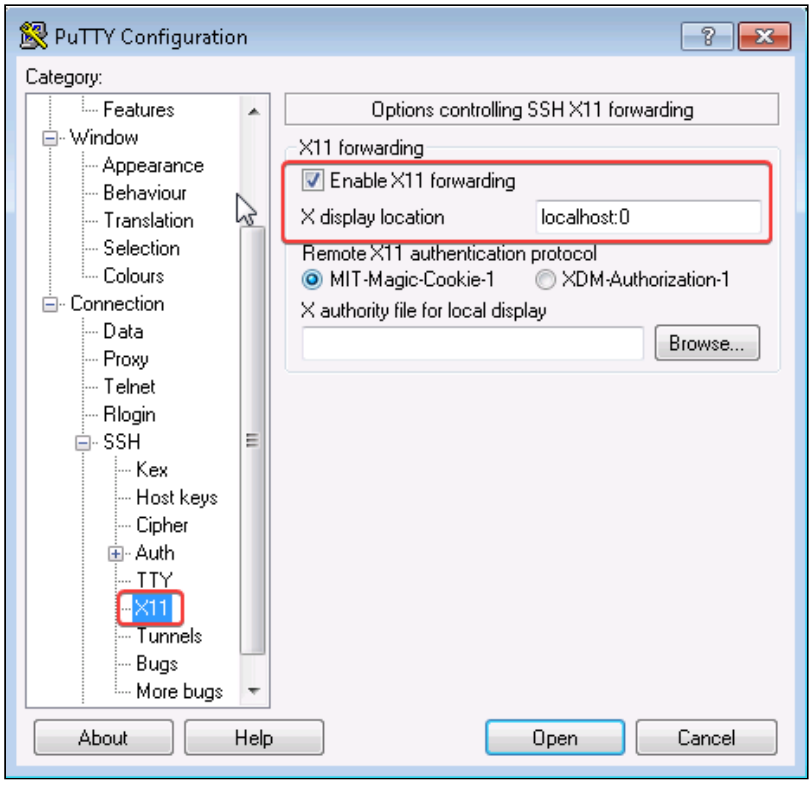
22. To apply the environment change you should certainly log off the System and log in again or restart the server.
23. If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`

Installing in graphical mode

X Window System uses a client - server model. To run the installer in the graphical mode **X11 Forwarding** is used to forward the graphical output of remote system. This let you work directly with Linux graphical applications on the computer which is connected to server. This mode is implemented via SSH connection.

To install Traffic Monitor Enterprise or Traffic Monitor Standard in All-in-one mode using graphical mode of installation, take the folowing steps:

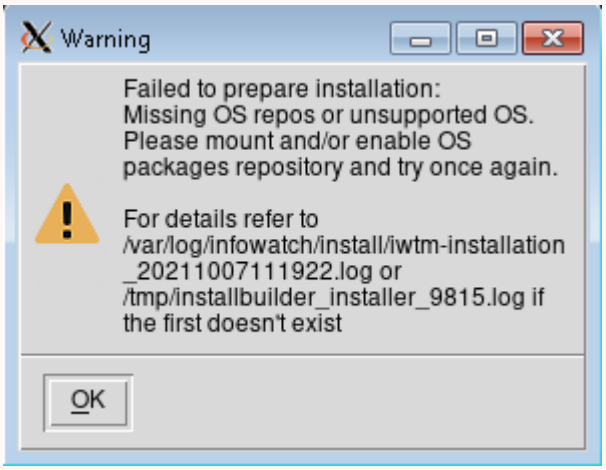
1. On the server, where Traffic Monitor components are planned to install:
   a. Install xauth utility using the command:
   `yum install xauth`
   b. In `/etc/ssh/sshd_config` configuration file uncomment the line "`X11Forwarding yes`". To do this, delete `#` placed before the line.
   c. Save changes in configuration file.
   d. Restart SSH service using the command:
   `systemctl restart sshd`
2. On the computer, where the graphical mode is to be used:
   a. To connect to Traffic Monitor installation server you will require a SSH client with enabled X11 Forwarding option, e.g. PuTTY.
   b. To start the installer in the graphical mode you will require an application configured to access to X Window System, for example:
      - Xming application - for OS MS Windows;
      - Gnome 3 shell - for OS Linux.
3. Run the application client which was previously configured to access to X Window System.
4. Connect to server, where Traffic Monitor components are planned to install, using selected SSH client.
   Example of PuTTY configuration window used to connect



5. To install Traffic Monitor run the installer using the command:
   `./iwtm-installer-x.x.x.xxx-rhel7`
   As per our example:
   `./iwtm-installer-7.7.0.101-rhel7`
   Preparations will be made to start the installation. At this stage the unpacking of Traffic Monitor installation files is not being performed.

Warning!

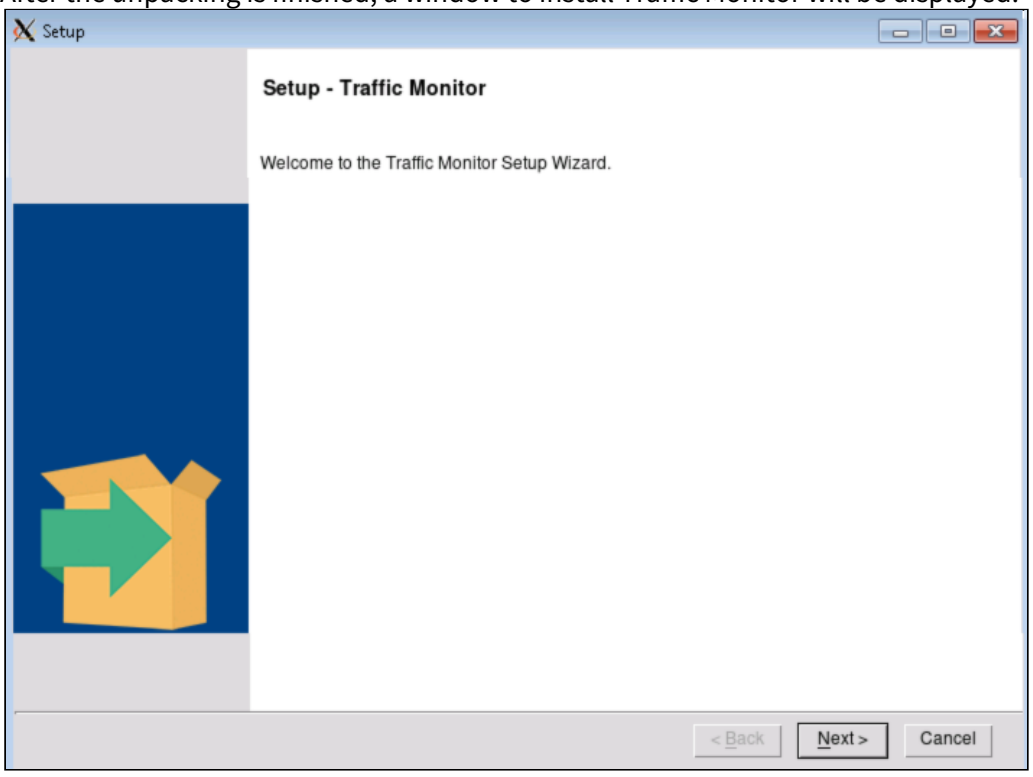
If available configured OS repositories are missing, the preparation process will stop with the following alert box:



To fix this error press **OK** to dismiss, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files specified in the alert box.

After the unpacking is finished, a window to install Traffic Monitor will be displayed:



To go to the next parameter press **Next** button, to go back press - **Back**. To exit the installer press **Cancel** button.

6. Select Traffic Monitor edition type:

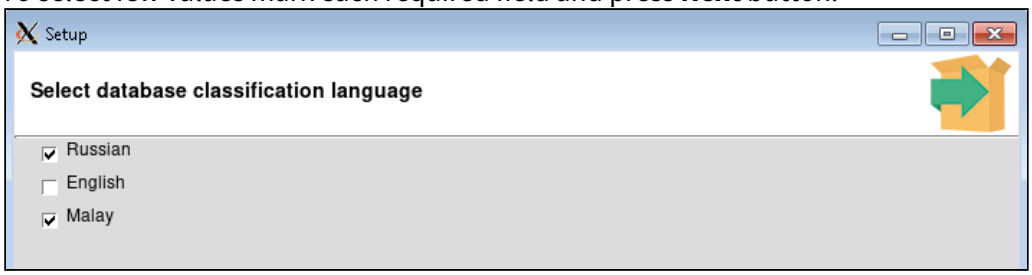


- `Traffic Monitor Enterprise (TME)` to install Enterprise edition;
- `Traffic Monitor Standard (TMS)` to install Standard edition.

> **Warning!**
>
> When you install `Traffic Monitor Standard (TMS)` edition, you can select only PostgreSQL database.

To select click in the checkbox next to required value and press **Next** button.

7. If `Traffic Monitor Enterprise (TME)` edition was selected, in the window of installation type select `All-in-one`.
8. Then select the main language of user interface management console, as well as date and time displaying format and preset configuration language:
   - `Russian`;
   - `English`.
9. Select the classification base language. A classification base includes preset policies, elements of technology configuration and protected objects. Yor can select few languages at once.
   To select few values mark each required field and press **Next** button.

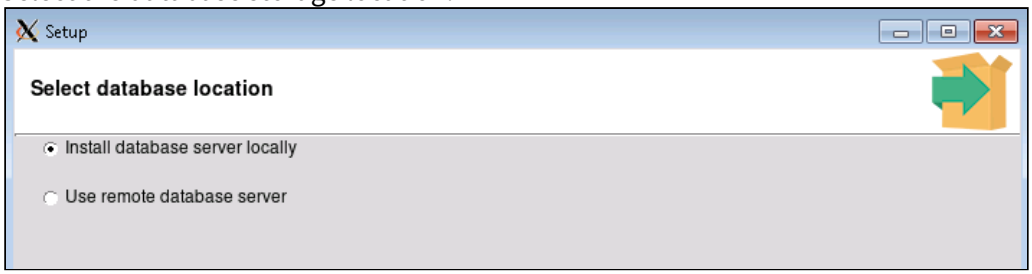


The following languages are available to select:

- `Russian`;
- `English`;
- `Malay`.

If you do not require to install a classification base, do not select any language.

10. Select the database storage location:



- `Install database server locally` - to install locally on current server;

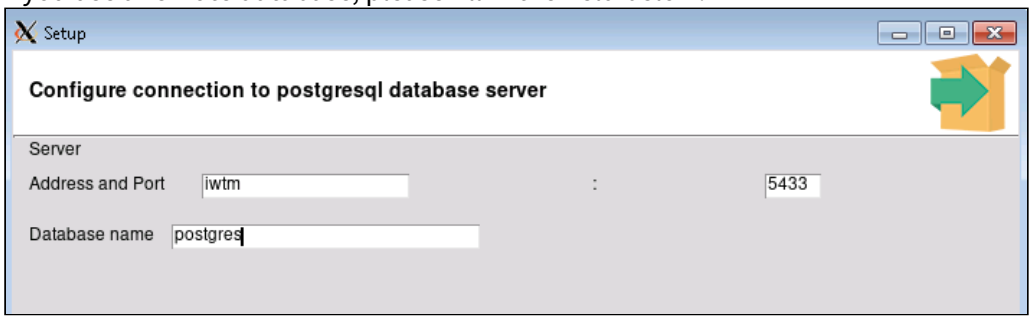
- **`Use remote database server`** - to use on remotely deployed database. In this case the Traffic Monitor scheme will be added to remote database.

> **Note:**
>
> Only **`Use remote database server`** is supported for Postgres Pro Enterprise DBMS.

11. In case **Enterprise** edition is selected, select a database the System to operate with:
    - **`Oracle Database Enterprise Edition`**
    - **`PostgreSQL`**

> **Note:**
>
> If you use Postgres Pro Enterprise DBMS, select PostgreSQL.

12. If you use a remote database, please fill in the field below:



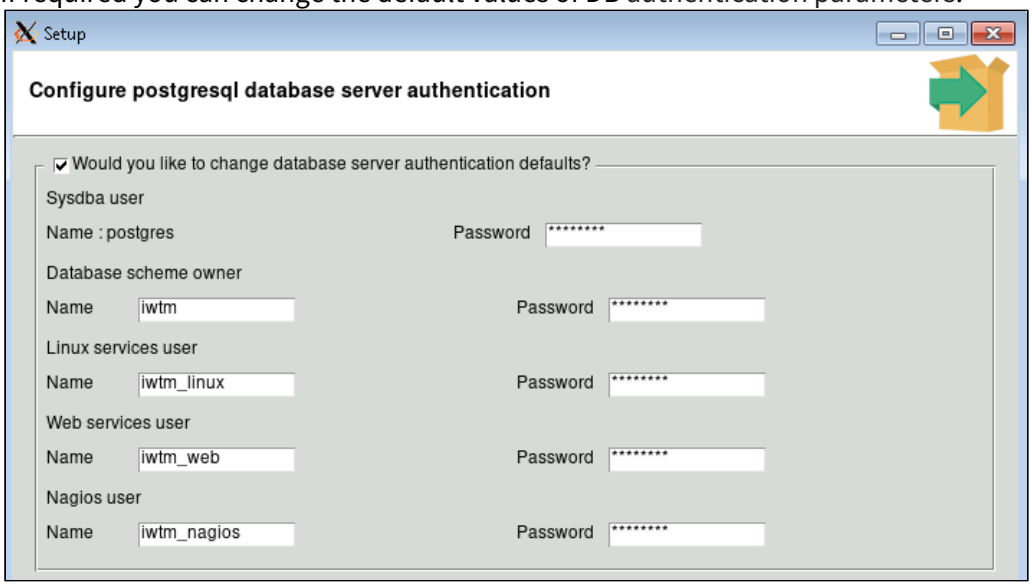
    a. **`Address and Port`** - IP address or database server domain name and connection port.

> **Note:**
>
> To install Traffic Monitor on the same server with already deployed Postgres Pro Enterprise DBMS, specify the address `127.0.0.1`.

    b. **`Database name`** - The name of database to be used, where the scheme is to be added.

> **Note:**
>
> In the graphical mode active fields contain the default values.

13. If required you can change the default values of DB authentication parameters.

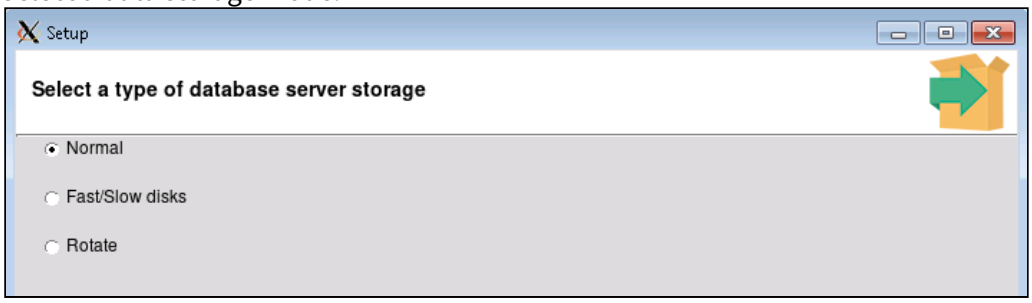


To edit the values mark the field next to question. This will let you edit the following sections:

- **`Sysdba user`** - Password of user account having sysdba permissions;
- **`Database scheme owner`** - Name and password of database schema owner;
- **`Linux services user`** - Name and password of Linux services user;
- **`Web services user`** - Name and password of web services user;
- **`Nagios user`** - Name and password of nagios user.

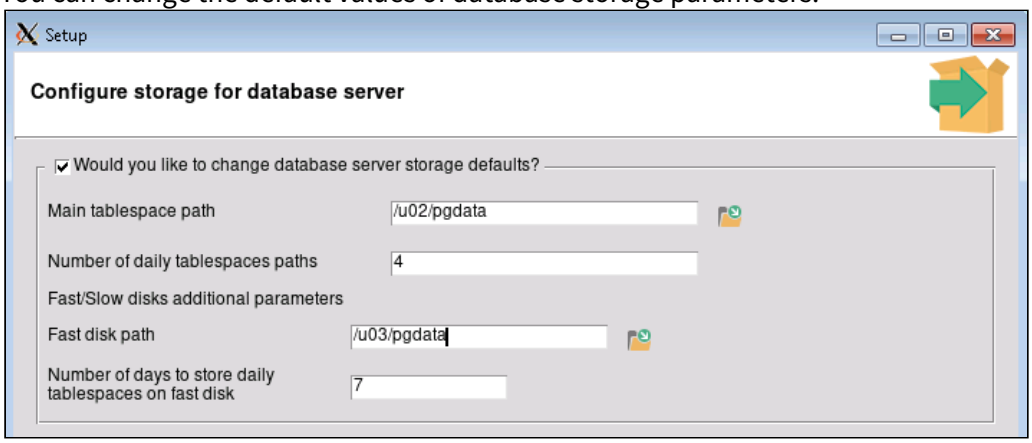
To leave the default values please do not mark the field and press **Next** button. In this case the fields cannot be edited and the installer will use the default parameters.

14. Select a data storage mode:



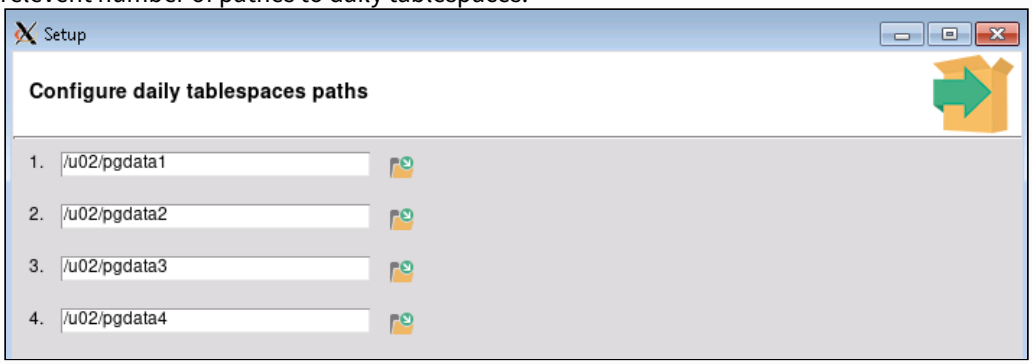
- **`Norma`** l - (regular) - switching to the following partition (when it is specified) happens after the previous one is overflow.
- **`Fast/Slow disks`** - dividing pools into fast and slow ones. Recent data are to be kept in fast pool and to be relocated to the slow ones in a number of days specified. Slow pool operates in normal mode.
- **`Rotate`** - switching to the following partition happens every day once the previous one is overflow.

15. You can change the default values of database storage parameters.



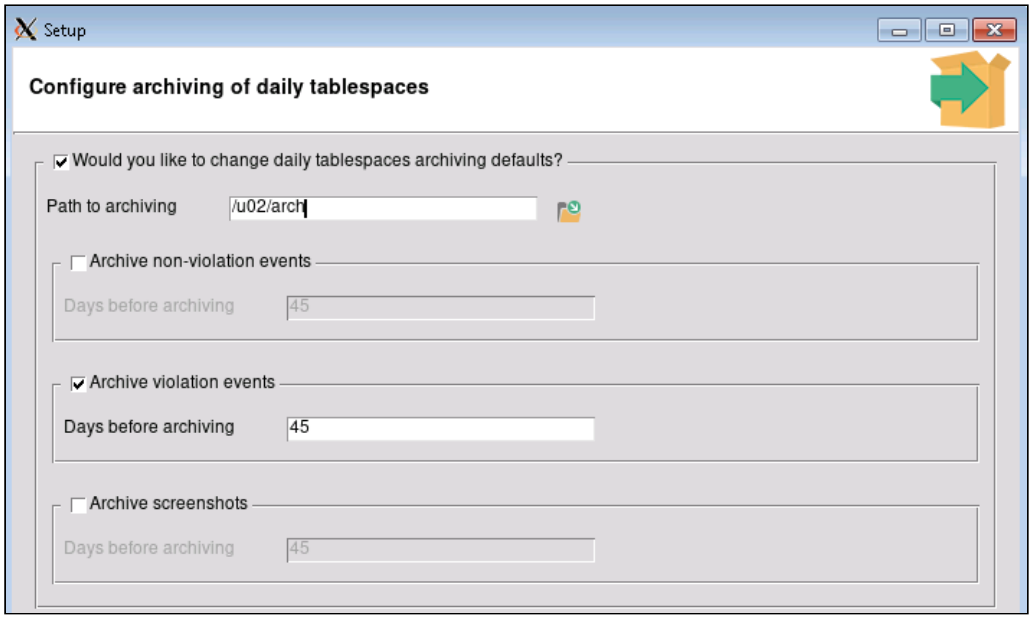
- **`Main tablespaces path`** - path to main tablespaces data storage directory;

  You can add the path to the field or specify it via file manager window using  button.
- If you've selected **`Fast/Slow disks`** mode:
  - **`Fast disk path`** - path to daily tablespace data storage directory in **`F ast/Slow disks`** mode;
  - **`Number of days to store daily tablespaces on fast disk`** - number of days to store in fast tablespaces in **`F ast/Slow disks`** mode;
- **`Number of daily tablespaces paths`** - number of daily tablespaces paths, a number from 1 to 10;

> **Note:**
>
> If you specify the value which is more than 1, then you should specify consistently the relevent number of pathes to daily tablespaces.
>
> 
>

- **`Daily tablespaces paths`** - path to daily tablespace data storage directory.

16. For daily tablespaces you can change the default values of archiving parameters.

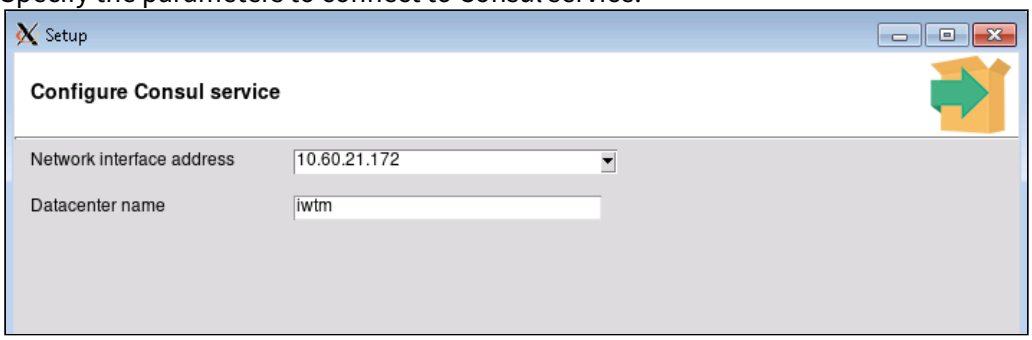


- **`Path to archiving`** - path to archived tablespaces files storage directory.

To use any parameter you should enable it:

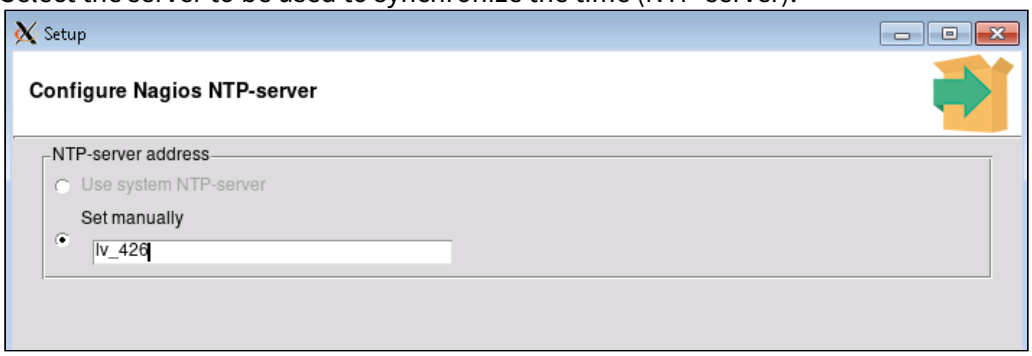
- **`Archive non-violation events`** - enable the automatic deletion of events that are considered non-violations. If enabled, please specify the the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive violation events`** - enable the automatic archiving of events that are considered violations. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive screenshots`** - enable the automatic archiving of screenshots received from Device Monitor Agents. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.

17. Similar to previous point you can configure the deletion parameters for daily tablespaces. If enabled, the default value for all the parameters - 90 days.
18. Specify the parameters to connect to Consul service:



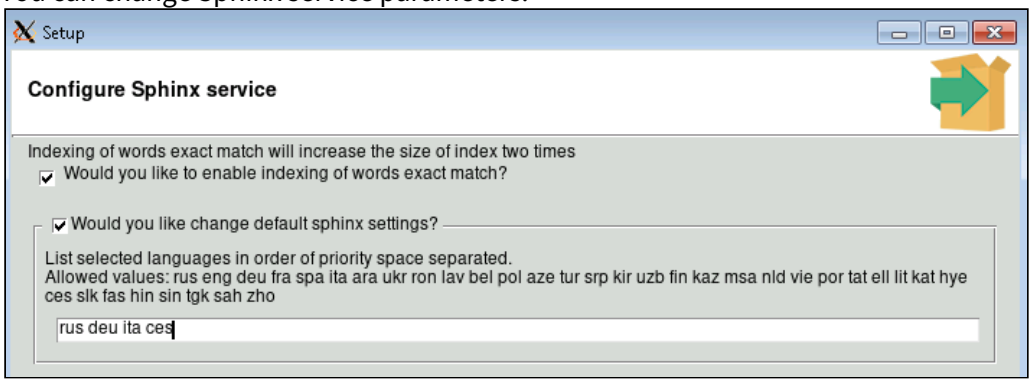
a. **`Network interface address`** - select IP address of network interface.
   To select from the list of parameters click ▼ and select the required value.
b. **`Datacenter name`** - input name of Consul data center.

19. Select the server to be used to synchronize the time (NTP-server):



- `Use system NTP-server`;
- `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.

20. You can change Sphinx service parameters:



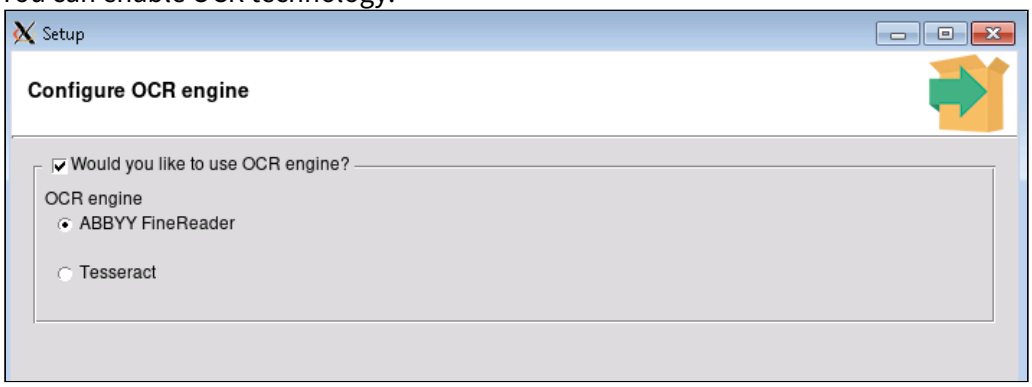
- `Enable indexing of words exact match`;

> **Warning!**
>
> Enabling the indexing of words exact match will increase the size of index two times minimum.

- If required, you can change the standard configuration of Sphinx service operation (`default sphinx settings`). In this case specify a list of languages including morphological support. Indexing will be performed according to selected languages. You can specify few languages using a space to separate them.

> **Note:**
>
> The language priority is in accordance with sequence of selected languages. English is to be added by default and it has the highest priority.

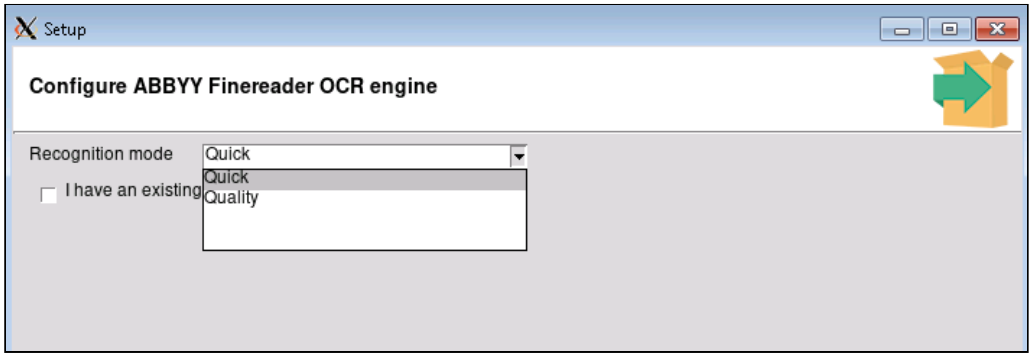
21. You can enable OCR technology.



In this case you should select one system to be used:

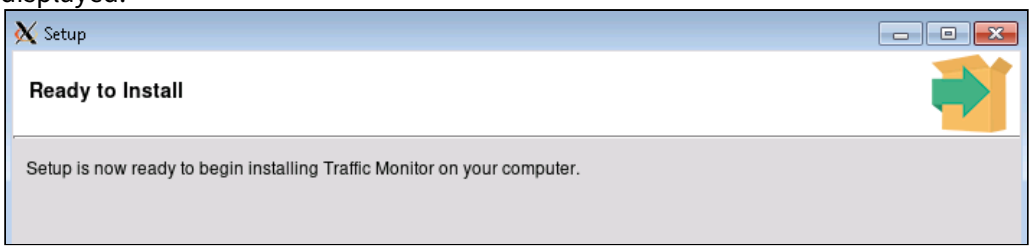
- `ABBYY FineReader`;
- `Tesseract`.

22. If ABBYY Finereader is selected as OCR extractor:

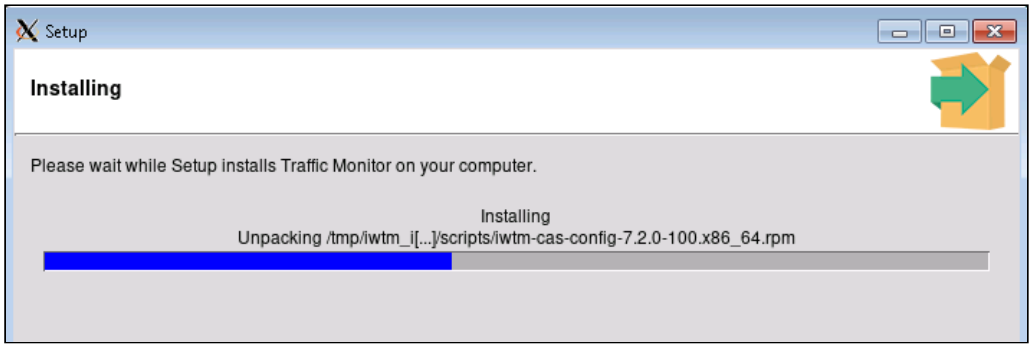


   a. Select a recognition mode:
      - `Quick` – a fast mode;
      - `Quality` – a detailed mode providing higher quality of recognition.
   b. Confirm that you have an active license to use ABBYY Finereader.
      In case you have no active license, leave the box empty. In this case ABBYY Finereader will be installed with no license. To use ABBYY Finereader you can manually add an active license later. For more details, please see "*InfoWatch Traffic Monitor. Administation Guide*","Configuring OCR Extractors " article.

23. After all the parameters were set a message to start the installation and query to continue will be displayed.



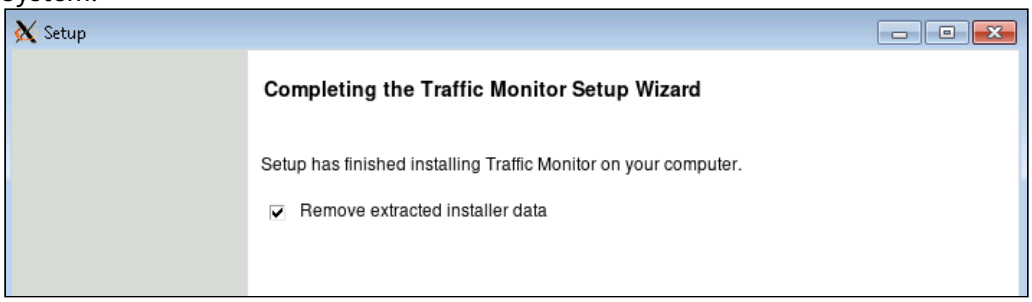
To start the installation and press **Next**.
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.



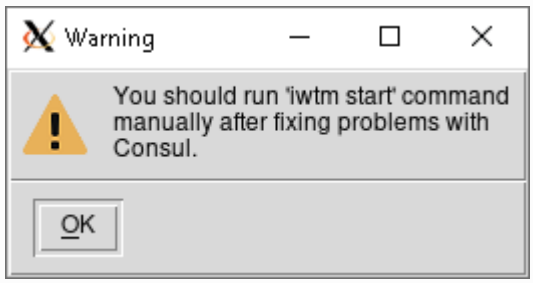
The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

24. When installation is successfully completed you can delete the packages created to install the System.



This data is recommended to delete. To do this mark the field **`Remove exctracted installer data`**.

> **Note:**
>
> If Consul service is configured incorrectly, the following warning message will be displayed:
>
> 
>
>
> To finish installation press **OK**.
>
> **For correct work of System check and configure Consul service cluster**
>
> a. Start Consul service with the command:
> `service iwtm-consul start`

To check the service status enter the command:
`service iwtm-consul status`

b. To check Consul enter the command:
   i. To display IP address of main server (leader) of cluster:
   `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
   ii. To display information about cluster members:
   `consul members`

c. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
   After configuration is complete, repeat checking (step ii).

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

25. To finalise the installation press **Finish**.
26. To apply the environment change you should certainly log off the System and log in again or restart the server.
27. If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`

As a result of installation, the System creates accounts listed in "Pre-installed Server Settings".

After the completion of installation the Management console is available through a browser: enter the URL of the Traffic Monitor Server.

The procedure of further System configuration is described in the document «*InfoWatch Traffic Monitor. Administration Guide*».

3.1.2 Distributed Installation of TM Enterprise

The Enterprise edition of the Traffic Monitor allows you to deploy the System, so that DBMS modules or web console were installed on different servers. Such installation is used if Traffic Monitor services and DBMS cannot efficiently operate on the same server with respect to the supposed load.

Important!

By default you are not allowed to install the System on server which has numbers at the beginning of its name. If you need to allow the server's name to begin with a number, use the command line to specify the value `1` of the parameter `--allow_digits_at_hostname_begin`.

Herewith, make sure that the network check is active – the parameter `--skip_check_network` should have the value `0` (the check is active by default).

To install the Traffic Monitor components easily on few servers there is a Traffic Monitor installer, containing installation templates which are used to distribute the load effectively and plan the deployment. For more details about templates please see "System deployment schemes and installation types".

There are four templates available to install:

- **Database**;
- **Indexer service**;
- **Web console**;
- **Traffic interceptors**.

The templates can be installed in random order.

Note:

We recommend installing the templates as per one cluster in the following order:

1. Database.
2. Indexer service.
3. Web console.
4. Interceptors.

One server can have few templates installed at the same time. Installing all the templates on one server is consistent with "All-in-one installation mode".

Warning!

Database, **Indexer service** and **Web console** templates should be the only one as per one cluster. **Interceptors** template can be used few times as per one cluster according to the planned System load.

The Traffic Monitor installer can work in two modes involving user:

- text mode in server console;
- graphical mode.

The installation steps and its sequence is similar in both modes.

Regardless the selected mode of installation, please take the following common actions:

1. To log into the System, enter login and password (you should enter as a **root** user).

   Warning!

   Before running the installation make sure that the server complies with the OS and network settings requirements.

   Each server should have unique and correct FQDN.

   If you plan using a remote database, you should update it first to the version supported by Traffic Monitor.

   In case of using PostgreSQL or Postgres Pro Enterprise DBMS, you should preliminarily configure it.

   Working on Postgres Pro Enterprise is supported only for Red Hat Enterprise Linux and only in case of installation as remote database.
   Operation of Traffic Monitor on the same server with already deployed DBMS Postgres Pro Enterprise is possible, but during the installation you should also select use remote database server and specify the address `127.0.0.1`.

2. Connect external or local OS repositories.
   For example, you can find instructions on how to configure local Red Hat Enterprise Linux repository at the official web page.
3. Create a directory to locate the InfoWatch Traffic Monitor installer. For example, to create a directory named `distr` in the root of the file system run the following command:

`mkdir /distr`

4. Copy the files from InfoWatch Traffic Monitor distributive into the created directory.
   - **`iwtm-installer-x.x.x.xxx-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux (where x.x.x.xxx is a number of build);
   - **`iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz`** - if you use PostgreSQL DBMS on OS Red Hat Enterprise Linux and Oracle Linux or Postgres Pro Enterprise DBMS;
   - **`iwtm-oracle-19.0.0.0.0-x.xx.x.tar.gz`** - if you use Oracle DBMS.

   As per our example:
   - **`iwtm-installer-7.7.0.101-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux;
   - **`iwtm-postgresql-13.8-7.7.0.101-rhel7.tar.gz`** - if you use PostgreSQL DBMS on OS Red Hat Enterprise Linux and Oracle Linux or Postgres Pro Enterprise DBMS;
   - **`iwtm-oracle-19.0.0.0.0-7.7.0.101.tar.gz`** - if you use Oracle DBMS.

   Warning!

   The following instruction describes installation using installer for Red Hat Enterprise Linux. It is also valid for Oracle Linux.

   Note:

   If you are using **Oracle DBMS** and Network File System (NFS), before running the installer:

   In case you are using Oracle Real Application Clusters (RAC)

   Set mount options according to the article from official website .

   In case you are not using RAC:

   Check in mount point settings (by default `/etc/fstab`), that `noac` option is not used and `actimeo` parameter does not have `0` value.

   For details, see the article on the official website.

5. Enter the command to shift to Traffic Monitor distributive directory.
   As per our example:

   ```
   cd /distr
   ```

6. Before running the installation make the installer file executable. To do this use the following command:
   `chmod u+x ./iwtm-installer-x.x.x.xxx-rhel7`

As per our example:
`chmod u+x ./iwtm-installer-7.7.0.101-rhel7`

Installing in text mode using server console

To install Traffic Monitor Enterprise in the text mode using server console, take the following steps:

1. Start the Traffic Monitor installer running the command:
`./iwtm-installer-x.x.x.xxx-rhel7`
Our example command:
`./iwtm-installer-7.7.0.101-rhel7`
Preparations will be made to start the installation. At this stage the unpacking of Traffic Monitor installation files is not performed.

> **Warning!**
>
> If available configured OS repositories are missing, the preparation process will stop with the following error message:
>
> ```
> Preparing installation.../Warning: Failed to prepare installation:
> Missing OS repos or unsupported OS. Please mount and/or enable OS packages
> repository and try once again.
>
> For details refer to
> /var/log/infowatch/install/iwtm-installation_20211007114106.log or
> /tmp/installbuilder_installer_11672.log if the first doesn't exist
> Press [Enter] to continue:
> ```
>
> To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.
>
> For more details on the error refer to the log files, specified in the error message.

After the unpacking is finished, a window to install Traffic Monitor will be displayed:

```
Welcome to the Traffic Monitor Setup Wizard.

-------------------------------------------
Select product type

[1] Traffic Monitor Enterprise (TME)
[2] Traffic Monitor Standard (TMS)
Please choose an option [1] :
```

2. Select **Traffic Monitor Enterprise (TME)** to install Enterprise edition. For this, enter the figure specified next to option selected, and press **Enter**.

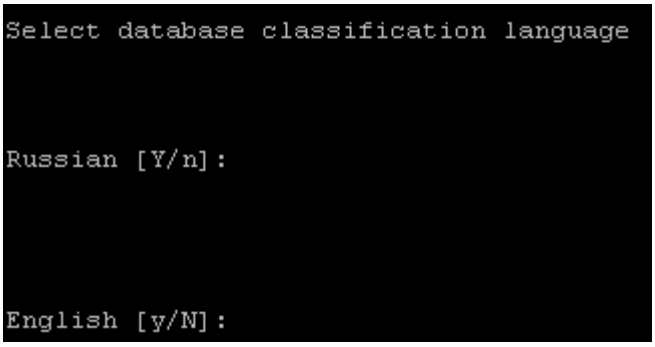
> **Note:**

When installing via server console you can see the default value, which is specified in square brackets next to input field. This value will be used in case of leaving the field empty and pressing **Enter**.

Example

If you do not input a value as per picture above and press **Enter**, the item `[1] Traffic Monitor Enterprise (TME)` will be selected.
Also, the default value, which is in square brackets can be specified with a capital letter .

Example:



3. In the window of installation type select `Distributed`.
4. Then selecting templates you can consistently specify which sets of components are to be used on current server after the installation.

Warning!

Sets of required components, template combinations and number of servers are specified in accordance with expected system loads and environment. In case remote database is used, install Database template together with at least one another template.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:



To finish installation press **Enter**.

Check and configure Consul service cluster for correct work of System

a. Start Consul service with the command:
`service iwtm-consul start`
To check the service status enter the command:

```
service iwtm-consul status
```

b. To check Consul enter the command:
   i. To display IP address of main server (leader) of cluster:
   `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
   ii. To display information about cluster members:
   `consul members`
c. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
   After configuration is complete, repeat checking (step ii).

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

Below you can find the instructions how to install each template on a separate server.

Installing Database template

If you've selected Database installation template:

1. Select the main language of user interface management console, as well as the date and time displaying format and preset configuration language:
   - **`Russian`** ;
   - **`English`** .
2. Select classification base language. A classification base includes preset policies, elements of technology configuration and protected objects. Yor can select few languages at once. Options will be consistently displayed.
   The following languages are available to select:
   - **`Russia`** ;
   - **`English`** ;
   - **`Malay`** .

   If you do not require to install a classification base, do not select any language.
3. Select database storage type:
   - **`Install database server locally`** - to install locally on current server;
   - **`Use remote database server`** - to use on remotely deployed database. In this case the Traffic Monitor scheme will be added to remote database.

     Note:

Only **Use remote database server** is supported for Postgres Pro Enterprise DBMS.

4. Select database the System to operate with:
   - **Oracle Database Enterprise Edition**
   - **PostgreSQL**

   > **Note:**
   >
   > If you use Postgres Pro Enterprise DBMS, select **PostgreSQL**.

5. I f you use a remote database, please enter consistently:
   a. IP address and database server domain name.

   > **Note:**
   >
   > To install Traffic Monitor on the same server with already deployed Postgres Pro Enterprise DBMS, specify the address `127.0.0.1`.

   b. Connection port.
   c. The name of database to be used, where the scheme is to be added.
6. If required you can change the default values of DB authentication parameters.
   In case of positive answer the following parameters will be offered to change:
   - Password of user account having sysdba permissions;
   - Name of database schema owner;
   - Password of database schema owner's account;
   - Name of Linux services user account;
   - Password of Linux services account;
   - Name of web services user account;
   - Password of web services account;
   - Name of nagios user account;
   - Password of nagios account.
7. Select data storage mode:
   - **Norma** l - (regular) - switching to the following partition (when it is specified) happens after the previous one is overflow.
   - **Fast/Slow disks** - dividing pools into fast and slow ones. Recent data are to be kept in fast pool and to be relocated to the slow ones in a number of days specified. Slow pool operates in normal mode.
   - **Rotate** - switching to the following partition happens every day once the previous one is overflow.
8. You can change the default values of database storage parameters:
   In case of positive answer you can change the following parameters:
   - **Main tablespaces path** - path to main tablespaces data storage directory;
   - If you've selected **Fast/Slow disks** mode:

- **Fast disk path** - path to daily tablespace data storage directory in **Fast/Slow disks** mode;
- **Number of days to store daily tablespaces on fast disk** - number of days to store in fast tablespaces in **Fast/Slow disks** mode;

- **Number of daily tablespaces paths** - number of daily tablespaces paths, a number from 1 to 10;

> **Note:**
>
> If you specify the value which is more than 1, then you should specify consistently the relevent number of pathes to daily tablespaces.

- **Daily tablespaces paths** - path to daily tablespace data storage directory.

9. For daily tablespaces you can change the default values of archiving parameters.
In case of positive answer:
   - **Path to archiving** - path to archived tablespaces files storage directory.

   The query to use each of the following parameters will be displayed in advance:
   - **Archive non-violation events** - enable the automatic deletion of events that are considered non-violations. If enabled, please specify the the number of days after which the event will be automatically archived, by default - 45 days.
   - **Archive violation events** - enable the automatic archiving of events that are considered violations. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.
   - **Archive screenshots** - enable the automatic archiving of screenshots received from Device Monitor Agents. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.
10. Similar to previous point you can configure the deletion parameters for daily tablespaces. If enabled, the default value for all the parameters - 90 days.
11. Specify the parameters to connect to Consul service:

a. **Network interface address** - select IP address of network interface.
b. Consul operation mode. Two modes are available:

- **Server**
- **Client**

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

c. **Datacenter name** - input name of Consul data center.
d. **Node name** - server name, where Traffic Monitor components are installed.
e. **Consul retryjoin servers** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
f. **Consul retryjoin port –** connection port to specified Consul servers.

12. Select the server to be used to synchronize the time (NTP-server):
    - **Use system NTP-server**;
    - **Set manually** - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.
13. After all the parameters were set a message to start the installation and query to continue will be displayed.

```
Setup is now ready to begin installing Traffic Monitor on your computer.

Do you want to continue? [Y/n]:
```

Type **Y** to start the installation and press **Enter**.
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.

```
Please wait while Setup installs Traffic Monitor on your computer.

 Installing
 0% _____________ 50% _____________ 100%
 ########################################
```

The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

14. After the installation is complete you can delete the packages created to install the System. When installation is successfully completed the data is recommended to delete.
15. To apply the environment change you should certainly log off the System and log in again or restart the server.
16. If you require the list of Traffic Monitor services to be displayed enter the command as follows: `iwtm status`

Installing Indexer template

If you've selected Indexer service installation template:

1. Select a database the System to operate with:

- `Oracle Database Enterprise Edition`
- `PostgreSQL`

> **Note:**
>
> DBMS type should comply with selected Database template.

- Specify consistently the database connection parameters:
  a. IP address and database server domain name
  b. Connection port
  c. The name of database to be used, where the scheme is to be added.
- If required you can change the default values of DB authentication parameters.
  In case of positive answer the following parameters will be offered to change:
  - Password of user account having sysdba permissions;
  - Name of Linux services user account;
  - Password of Linux services account;
  - Name of web services user account;
  - Password of web services account;
  - Name of nagios user account;
  - Password of nagios account.
- Specify the parameters to connect to Consul service:
  a. `Network interface address` - select IP address of network interface.
  b. Consul operation mode. Two modes are available:
  - `Server`
  - `Client`

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

  c. `Datacenter name` - input name of Consul data center.
  d. `Node name` - server name, where Traffic Monitor components are installed.
  e. `Consul retryjoin servers` - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
  f. `Consul retryjoin port –` connection port to specified Consul servers.
- Select the server to be used to synchronize the time (NTP-server):
  - `Use system NTP-server`;
  - `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.
- Then you can enable indexing of words exact match for Sphinx service.

Warning!

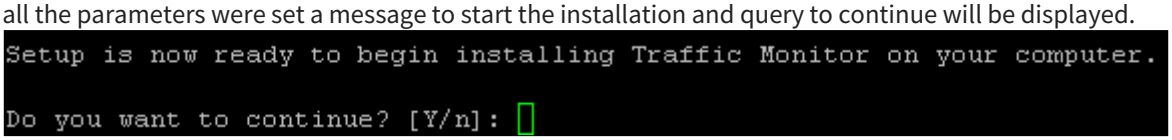
Enabling the indexing of words exact match will increase the size of index two times minimum.

- If required, you can change the standard configuration of Sphinx service operation . In this case specify a list of languages including morphological support. Indexing will be performed according to selected languages. You can specify few languages using a space to separate them.

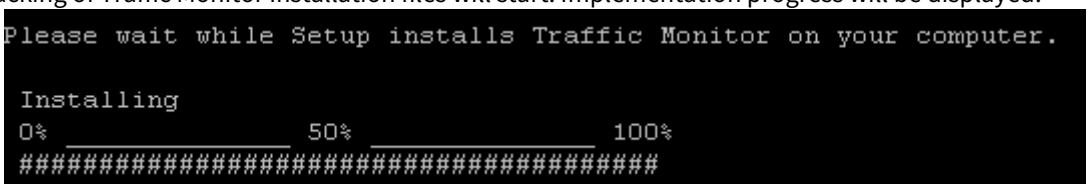
Note:

The language priority is in accordance with sequence of selected languages. English is to be added by default and it has the highest priority.

- After all the parameters were set a message to start the installation and query to continue will be displayed.



Type **Y** to start the installation and press **Enter** .
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.



The process may take some time.

Note:

If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

- After the installation is complete you can delete the packages created to install the System. When installation is successfully completed the data is recommended to delete.
- To apply the environment change you should certainly log off the System and log in again or restart the server.
- If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`

Installing Web console template

If you've selected Web console installation template:

1. Select a database the System to operate with:
   - **`Oracle Database Enterprise Edition`**
   - **`PostgreSQL`**

   Note:

   DBMS type should comply with the one selected for Database template.

2. Specify consistently the database connection parameters:

- IP address and database server domain name.
- Connection port
- The name of database to be used, where the scheme is to be added.

3. If required you can change the default values of DB authentication parameters.
   In case of positive answer the following parameters will be offered to change:
   - Password of user account having sysdba permissions;
   - Name of database schema owner;
   - Name of Linux services user account;
   - Password of Linux services account;
   - Name of web services user account;
   - Password of web services account;
   - Name of nagios user account;
   - Password of nagios account.
4. Specify the parameters to connect to Consul service:
   a. `Network interface address` - select IP address of network interface.
   b. Consul operation mode. Two modes are available:
      - `Server`
      - `Client`

      > **Warning!**
      >
      > One cluster must have an odd number of Consul servers, but not more than 5.

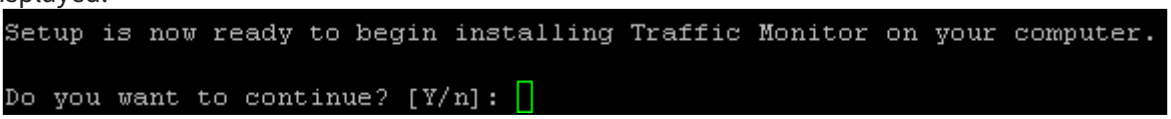
      c. `Da tacenter name` - input name of Consul data center.
      d. `Node name` - server name, where Traffic Monitor components are installed.
      e. `Consul retryjoin servers` - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
      f. `Consul retryjoin port –` connection port to specified Consul servers.
5. Select the server to be used to synchronize the time (NTP-server):
   - `Use system NTP-server`;
   - `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.
6. Then you can e nable indexing of words exact match for Sphinx service.

> **Note:**
>
> If you install Indexer and Web console templates on one server this parameter will not be requested by installer.

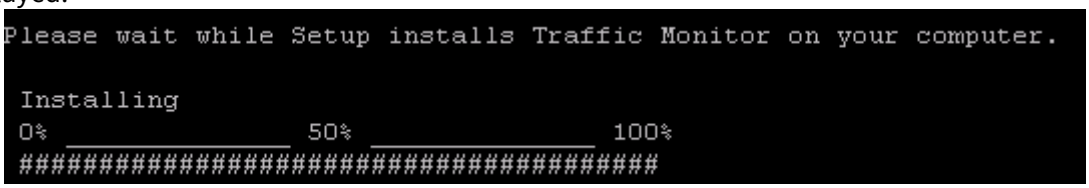
7. You can enable OCR technology.

> **Note:**
>
> OCR extractor can be selected when installing Interceptors template.

8. After all the parameters were set a message to start the installation and query to continue will be displayed.



Type **Y** to start the installation and press **Enter**.
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

9. After the installation is complete you can delete the packages created to install the System. When installation is successfully completed the data is recommended to delete.
10. To apply the environment change you should certainly log off the System and log in again or restart the server.
11. If you require the list of Traffic Monitor services to be displayed enter the command as follows: `iwtm status`

Installing Interceptors template

If you've selected Interceptors installation template:

1. Select a database the System to operate with:
   - **`Oracle Database Enterprise Edition`**
   - **`PostgreSQL`**

   > **Note:**
   >
   > DBMS type should comply with the one selected for Database template.

2. Specify consistently the database connection parameters:
   - IP address and database server domain name.
   - Connection port
   - The name of database to be used, where the scheme is to be added.
3. If required you can change the default values of DB authentication parameters.
   In case of positive answer the following parameters will be offered to change:
   - Password of user account having sysdba permissions;
   - Name of Linux services user account;
   - Password of Linux services account;
   - Name of web services user account;
   - Password of web services account;

- Name of nagios user account;
- Password of nagios account.

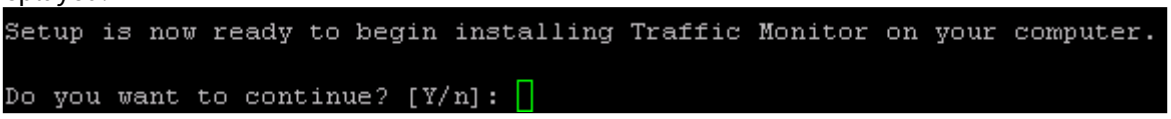
4. Specify the parameters to connect to Consul service:
   a. **`Network interface address`** - select IP address of network interface.
   b. Consul operation mode. Two modes are available:
      - **`Server`**
      - **`Client`**

   > **Warning!**
   >
   > One cluster must have an odd number of Consul servers, but not more than 5.

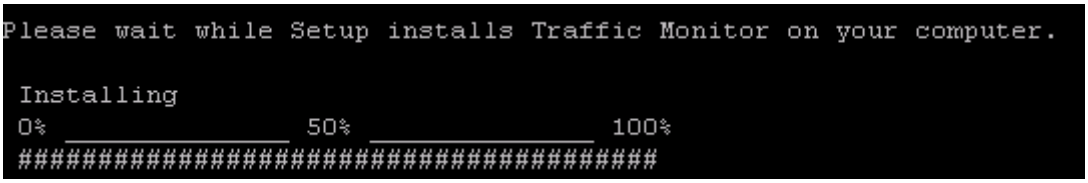
   c. **`Da tacenter name`** - input name of Consul data center.
   d. **`Node name`** - server name, where Traffic Monitor components are installed.
   e. **`Consul retryjoin servers`** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
   f. **`Consul retryjoin port –`** connection port to specified Consul servers.
5. Select the server to be used to synchronize the time (NTP-server):
   - **`Use system NTP-server`**;
   - **`Set manually`** - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.
6. You can enable OCR technology. In this case you should select one system to be used:
   - **`ABBYY FineReader`**;
   - **`Tesseract`**.

   > **Note:**
   >
   > For OCR operation you should enable the technology when installing Web console template.

7. If ABBYY Finereader is selected as OCR extractor:
   a. Select a recognition mode:
      - **`Quick`** – a fast mode;
      - **`Quality`** – a detailed mode providing higher quality of recognition.
   b. Confirm that you have an active license to use ABBYY Finereader. In case you have no active license, type **N** and press **Enter**. In this case ABBYY Finereader will be installed with no license. To use ABBYY Finereader you can manually add an active license later. For more details, please see "*InfoWatch Traffic Monitor. Administation Guide*" "Configuring OCR Extractors " article.
8. After all the parameters were set a message to start the installation and query to continue will be displayed.

   Type **Y** to start the installation and press **Enter** .The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

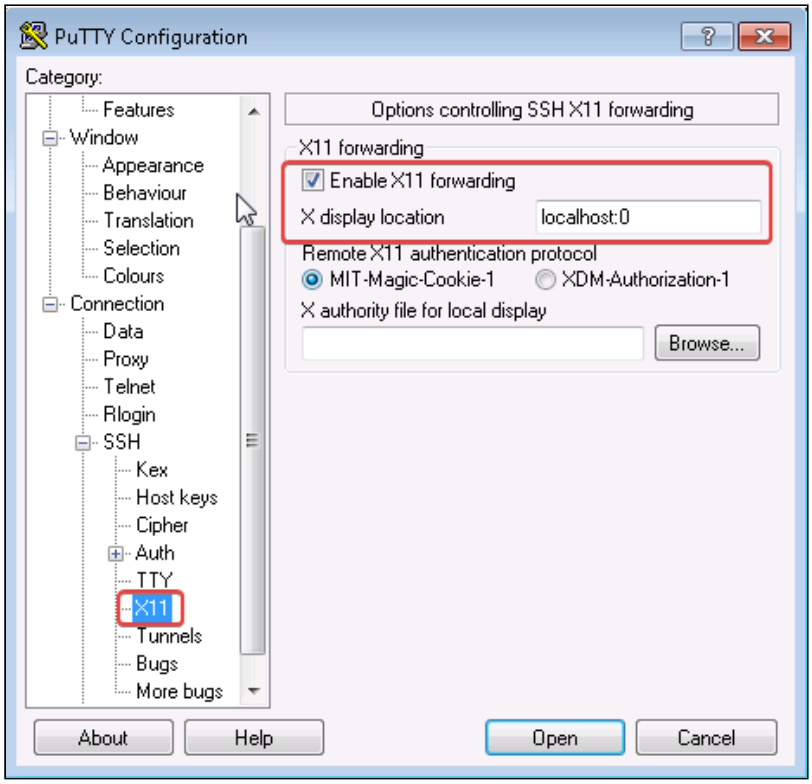
9. After the installation is complete you can delete the packages created to install the System. When installation is successfully completed the data is recommended to delete.
10. To apply the environment change you should certainly log off the System and log in again or restart the server.
11. If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`

Installing in graphical mode

X Window System uses a client - server model. To run the installer in the graphical mode **X11 Forwarding** is used to forward the graphical output of remote system. This let you work directly with Linux graphical applications on the computer which is connected to server. This mode is implemented via SSH connection.

To install Traffic Monitor Enterprise or Traffic Monitor Standard in All-in-one mode using graphical mode of installation, take the folowing steps:

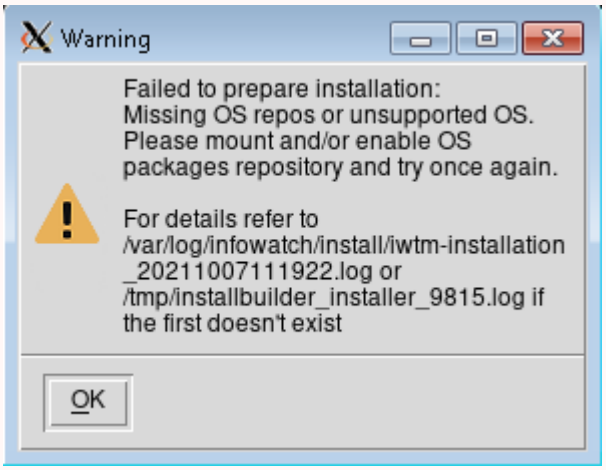
1. On the server, where Traffic Monitor components are planned to install:
a. Install xauth utility using the command:
`yum install xauth`
b. In `/etc/ssh/sshd_config` configuration file uncomment the line "`X11Forwarding yes`".
To do this, delete `#` placed before the line.
c. Save changes in configuration file.
d. Restart SSH service using the command:
`systemctl restart sshd`
2. On the computer, where the graphical mode is to be used:
a. To connect to Traffic Monitor installation server you will require a SSH client with enabled X11 Forwarding option, e.g. PuTTY.
b. To start the installer in the graphical mode you will require an application configured to access to X Window System, for example:
    - Xming application - for OS MS Windows;
    - Gnome 3 shell - for OS Linux.
3. Run the application client which was previously configured to access to X Window System.
4. Connect to server, where Traffic Monitor components are planned to install, using selected SSH client.
Example of PuTTY configuration window used to connect



5. To install Traffic Monitor run the installer using the command:
   `./iwtm-installer-x.x.x.xxx-rhel7`
   As per our example:
   `./iwtm-installer-7.7.0.101-rhel7`
   Preparations will be made to start the installation. At this stage the unpacking of Traffic Monitor installation files is not being performed.

   Warning!

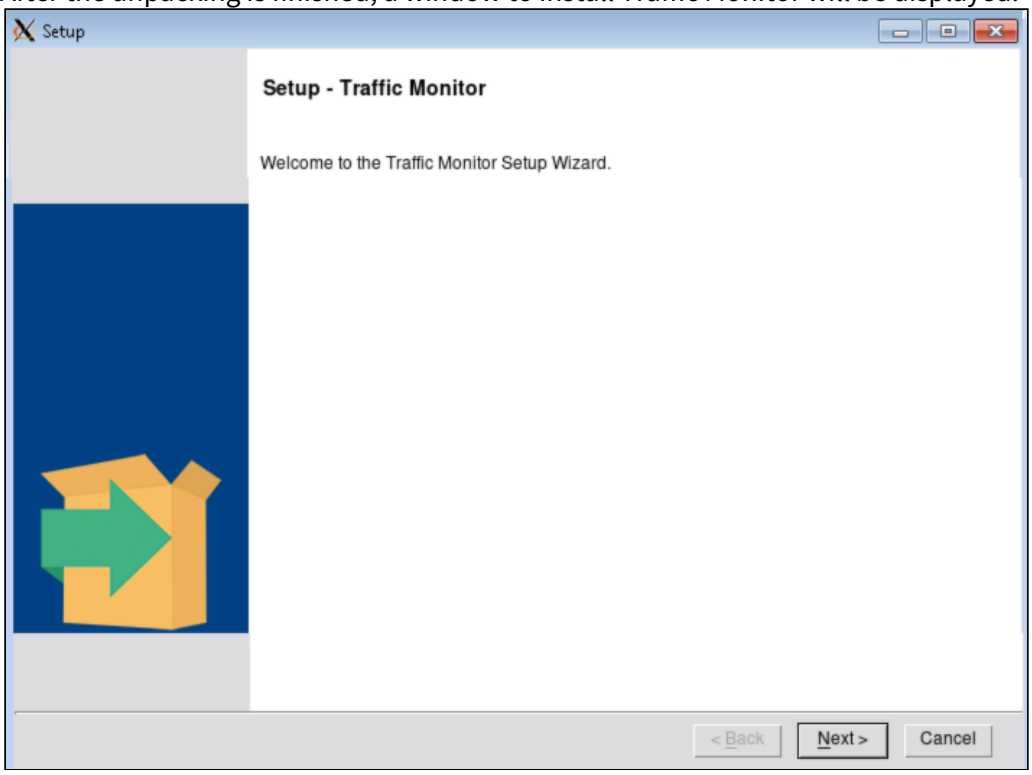
   If available configured OS repositories are missing, the preparation process will stop with the following alert box:

To fix this error press **OK** to dismiss, connect the standard OS repository, EPEL repository and restart the installer.

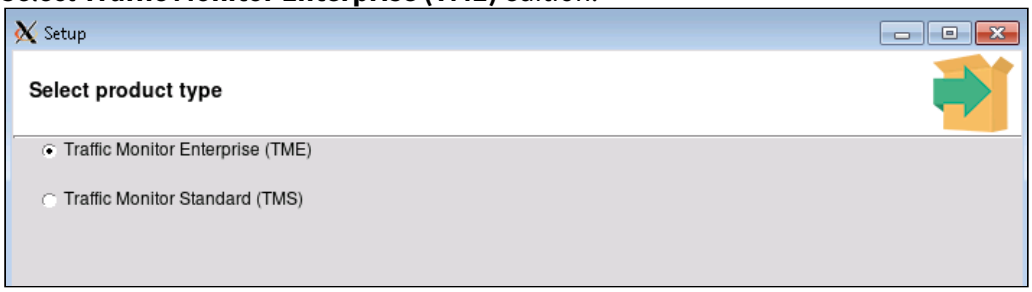
For more details on the error refer to the log files specified in the alert box.

After the unpacking is finished, a window to install Traffic Monitor will be displayed:



To go to the next parameter press **Next** button, to go back press - **Back**. To exit the installer press **Cancel** button.

6. Select **Traffic Monitor Enterprise (TME)** edition.



To select click in the checkbox next to required value and press **Next** button.

7. In the window of installation type select `Distributed`.
8. Then selecting templates you can consistently specify which sets of components are to be used on current server after the installation.



To select few values mark each required field and press **Next** button.

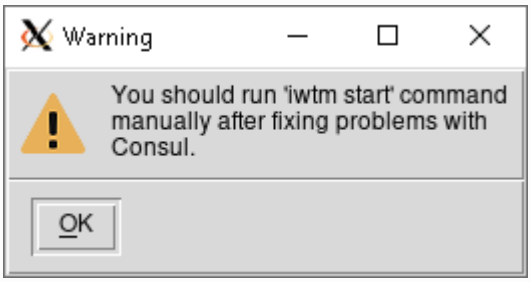
Warning!

Sets of required components, template combinations and number of servers are specified in accordance with expected system loads and environment.

In case remote database is used, install Database template together with at least one another template.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:



To finish installation press **OK** .

For correct work of System check and configure Consul service cluster

a. Start Consul service with the command:
`service iwtm-consul start`
To check the service status enter the command:

```
service iwtm-consul status
```

b. To check Consul enter the command:
   i. To display IP address of main server (leader) of cluster:

```
curl --noproxy 127.0.0.1
http://127.0.0.1:8500/v1/status/leader
; echo
```

ii. To display information about cluster members:
`consul members`

c. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
After configuration is complete, repeat checking (step ii).

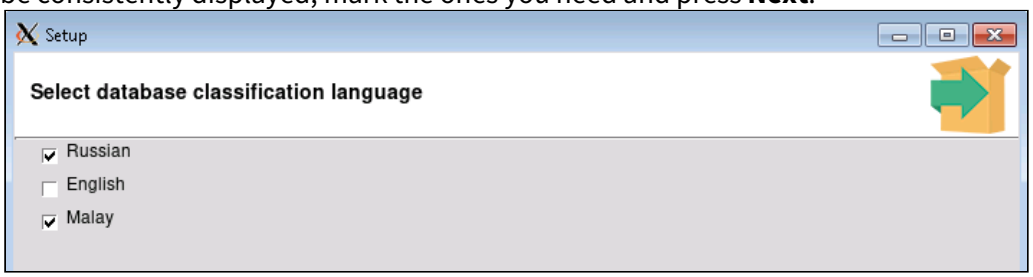
If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

Below you can find the instructions how to install each template on a separate server.

Installing Database template

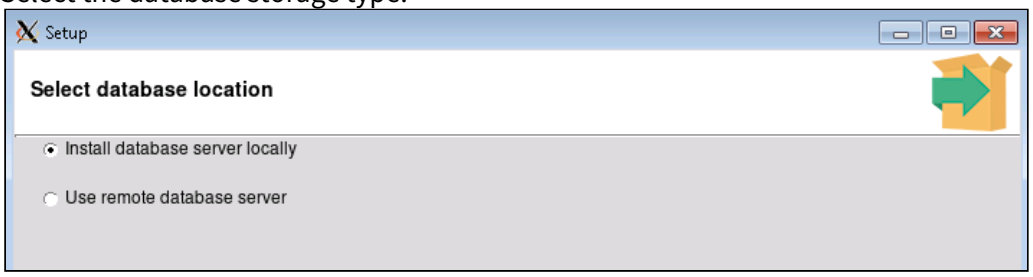
If you've selected Database installation template:

1. Select the main language of user interface management console, as well as date and time displaying format and preset configuration language:
   - **`Russian`** ;
   - **`English`** .
2. Select the classification base language. A classification base includes preset policies, elements of technology configuration and protected objects. Yor can select few languages at once. Options will be consistently displayed, mark the ones you need and press **Next**.



The following languages are available to select:
   - **`Russia`** ;
   - **`English`** ;
   - **`Malay`** .

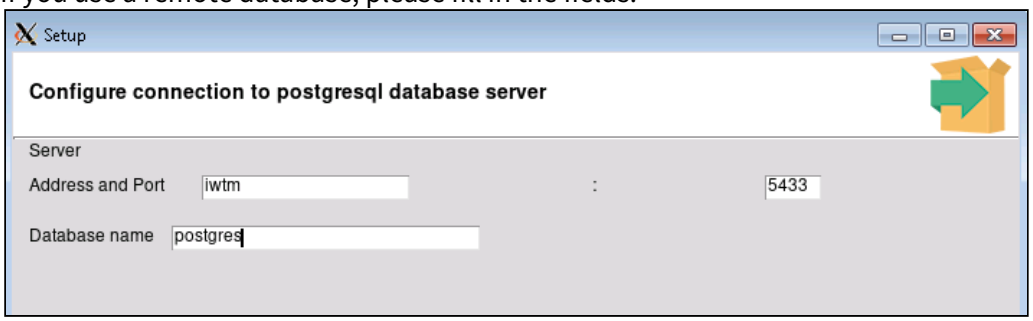
If you do not require to install a classification base, do not select any language.
3. Select the database storage type:



   - **`Install database server locally`** - to install locally on current server;

- **Use remote database server** - to use on remotely deployed database. In this case the Traffic Monitor scheme will be added to remote database.

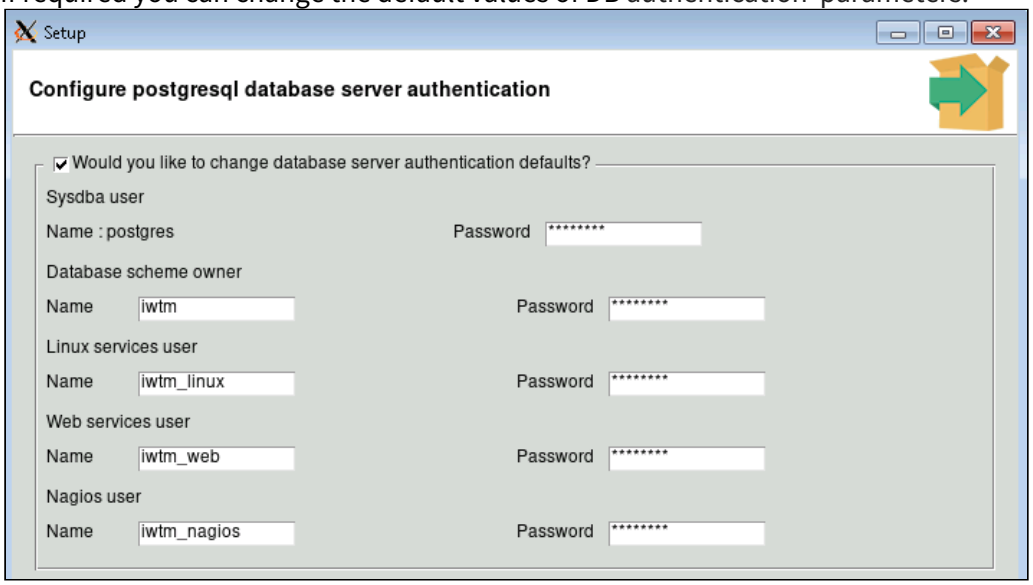
4. Select a database the System to operate with:
   - **Oracle Database Enterprise Edition**
   - **PostgreSQL**
5. If you use a remote database, please fill in the fields:



   - **Address and Port –** IP address and database server domain name and connection port.
   - **Database name** - The name of database to be used, where the scheme is to be added.

> **Note:**
>
> In the graphical mode active fields contain the default values.

6. If required you can change the default values of DB authentication parameters.

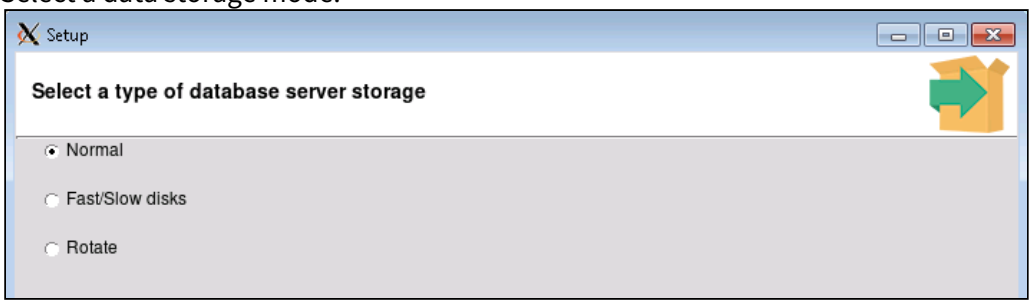


To edit the values mark the field next to question. This will let you edit the following sections:

- **Sysdba user** - Password of user account having sysdba permissions;
- **Database scheme owner** - Name and password of database schema owner;

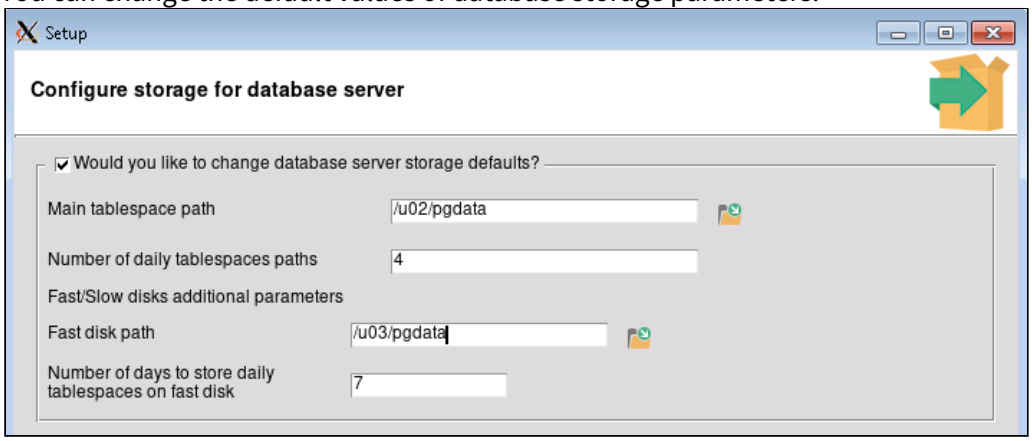
- **Linux services user** - Name and password of Linux services user;
- **Web services user** - Name and password of web services user;
- **Nagios user** - Name and password of nagios user.

7. Select a data storage mode:



- **Normal** - (regular) - switching to the following partition (when it is specified) happens after the previous one is overflow.
- **Fast/Slow disks** - dividing pools into fast and slow ones. Recent data are to be kept in fast pool and to be relocated to the slow ones in a number of days specified. Slow pool operates in normal mode.
- **Rotate** - switching to the following partition happens every day once the previous one is overflow.

8. You can change the default values of database storage parameters.



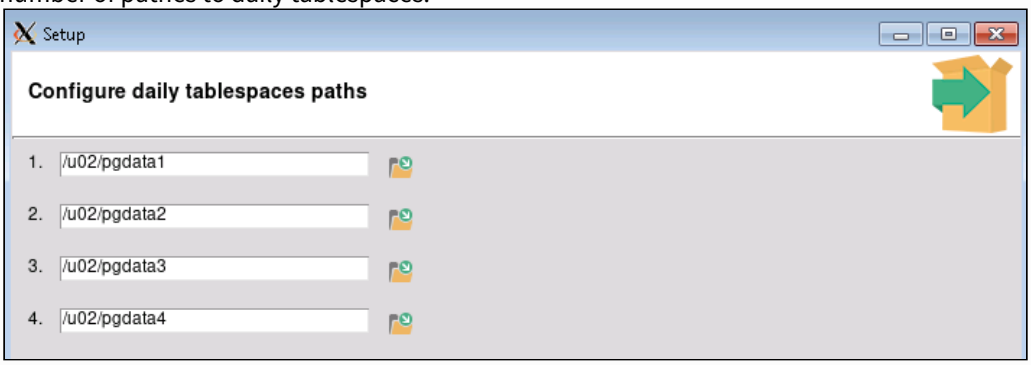
- **Main tablespaces path** - path to main tablespaces data storage directory;

  You can add the path to the field or specify it via file manager window using  button.
- If you've selected **Fast/Slow disks** mode:
  - **Fast disk path** - path to daily tablespace data storage directory in **F**

`ast/Slow disks` mode;

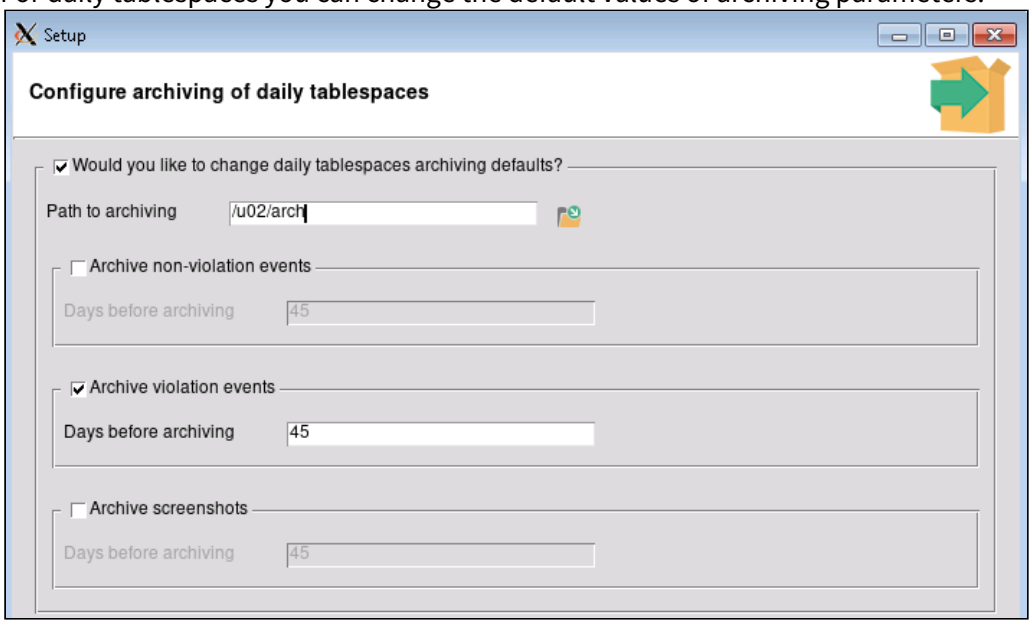
- `Number of days to store daily tablespaces on fast disk` - number of days to store in fast tablespaces in `F ast/Slow disks` mode;

- `Number of daily tablespaces paths` - number of daily tablespaces paths, a number from 1 to 10;

> **Note:**
>
> If you specify the value which is more than 1, then you should specify consistently the relevent number of pathes to daily tablespaces.
>
> 
>

- `Daily tablespaces paths` - path to daily tablespace data storage directory.

9. For daily tablespaces you can change the default values of archiving parameters.



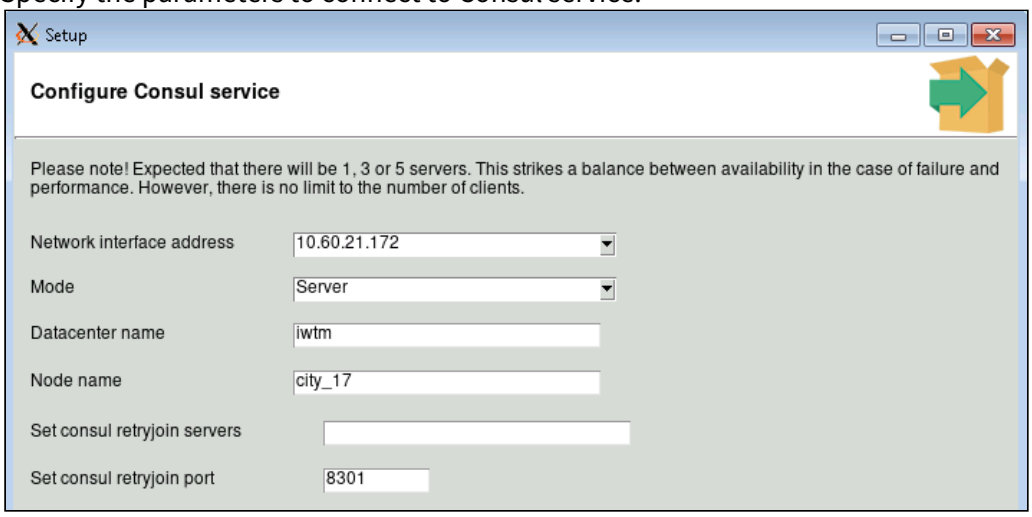
- **`Path to archiving`** - path to archived tablespaces files storage directory.

To use any parameter you should enable it:

- **`Archive non-violation events`** - enable the automatic deletion of events that are considered non-violations. If enabled, please specify the the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive violation events`** - enable the automatic archiving of events that are considered violations. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.
- **`Archive screenshots`** - enable the automatic archiving of screenshots received from Device Monitor Agents. If enabled, please specify the number of days after which the event will be automatically archived, by default - 45 days.

10. Similar to previous point you can configure the deletion parameters for daily tablespaces. If enabled, the default value for all the parameters - 90 days.

11. Specify the parameters to connect to Consul service:



a. **`Network interface address`** - select IP address of network interface. To select from the list of parameters click ▼ and select the required value.

b. Consul operation mode. Two modes are available:

- **`Server`**
- **`Client`**

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

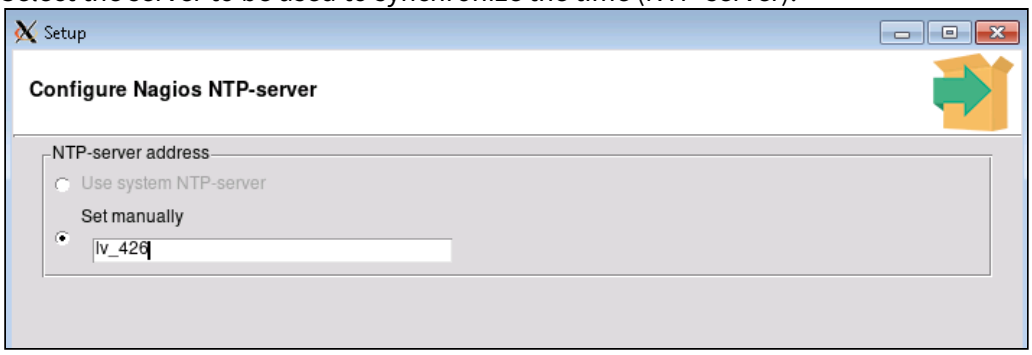
c. **`Database name`** - The name of database to be used, where the scheme is to be added.

d. **`Node name`** - server name, where Traffic Monitor components are installed.

e. **`Consul retryjoin servers`** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.

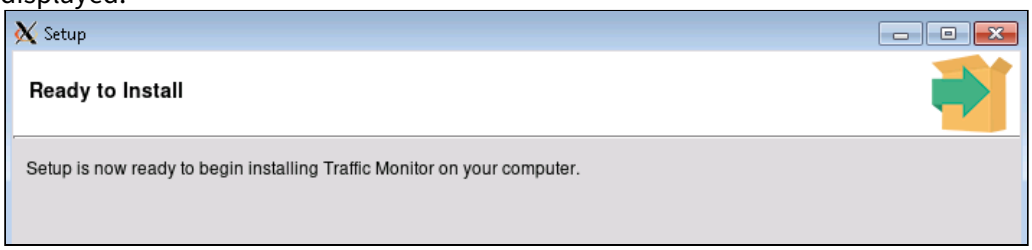
f. **`Consul retryjoin port –`** connection port to specified Consul servers.

12. Select the server to be used to synchronize the time (NTP-server):

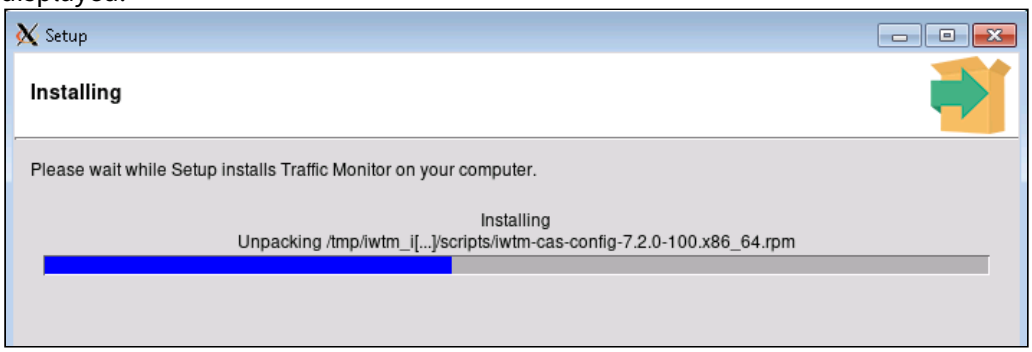


- `Use system NTP-server`;
- `Set manuall` y - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.

13. After all the parameters were set a message to start the installation and query to continue will be displayed.



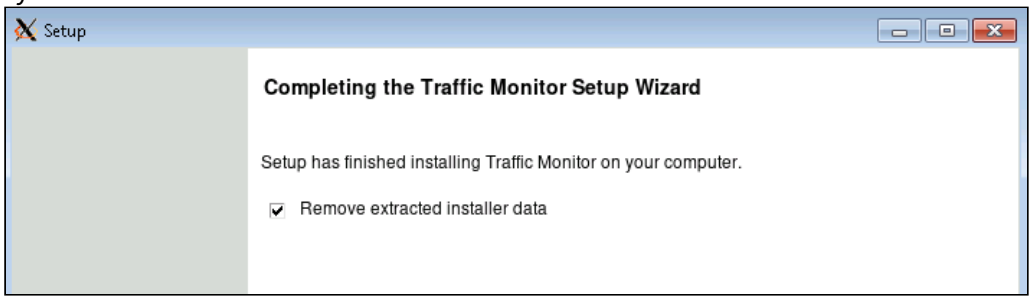
To start the installation and press **Nex**t
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed.



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

14. When installation is successfully completed you can delete the packages created to install the System.



This data is recommended to delete. To do this mark the field `Remove exctracted installer data` .
15. To finalise the installation press **Finish**.
16. To apply the environment change you should certainly log off the System and log in again or restart the server.

17. If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`

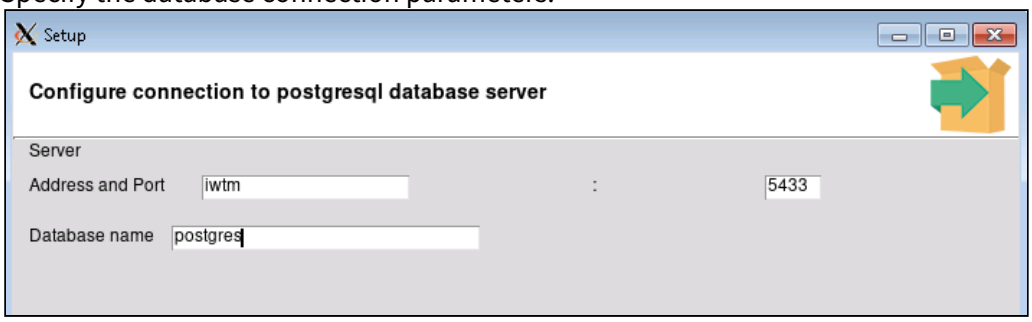
Installing Indexer template

If you've selected Indexer service installation template:

1. Select a database the System to operate with:
   - **`Oracle Database Enterprise Edition`**
   - **`PostgreSQL`**

   > **Note:**
   >
   > DBMS type should comply with the one selected for Database template.

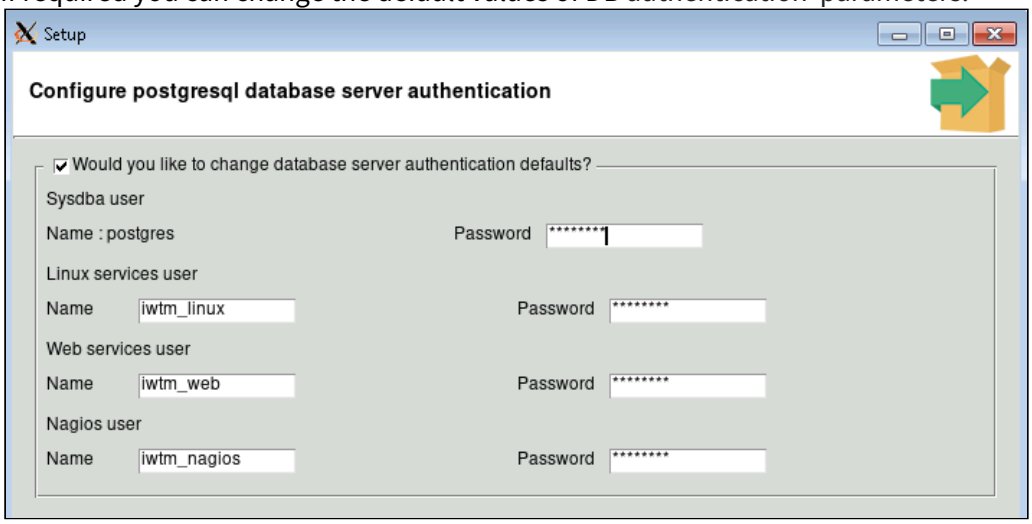
2. Specify the database connection parameters:



   - **`Address and Port –`** IP address, database server domain name and connection port.
   - **`Database name`** - The name of database to be used, where the scheme is to be added.

   > **Note:**
   >
   > In the graphical mode active fields contain the default values.

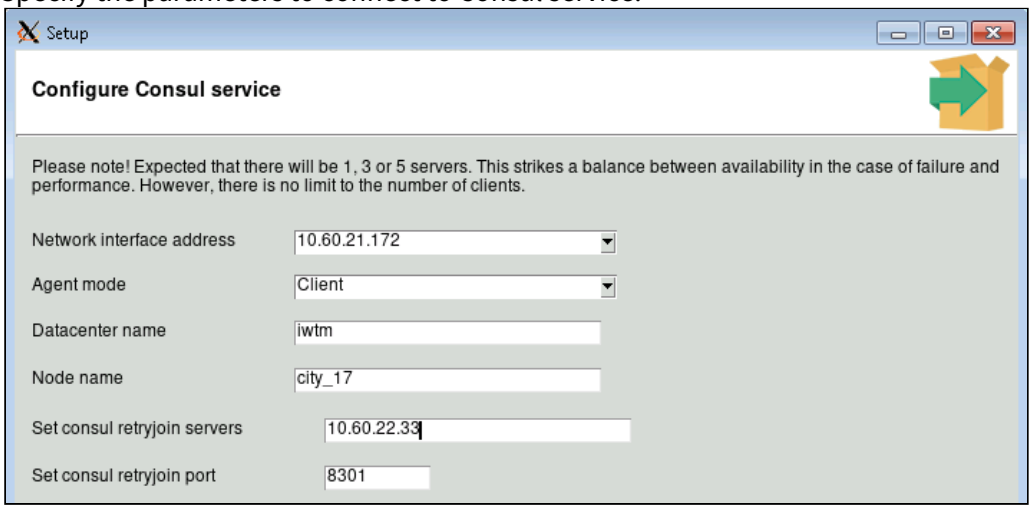
3. If required you can change the default values of DB authentication parameters.



To edit the values mark the field next to question. This will let you edit the following sections:

- **Sysdba user** - Password of user account having sysdba permissions;
- **Linux services user** - Name and password of Linux services user;
- **Web services user** - Name and password of web services user;
- **Nagios user** - Name and password of nagios user.

4. Specify the parameters to connect to Consul service:

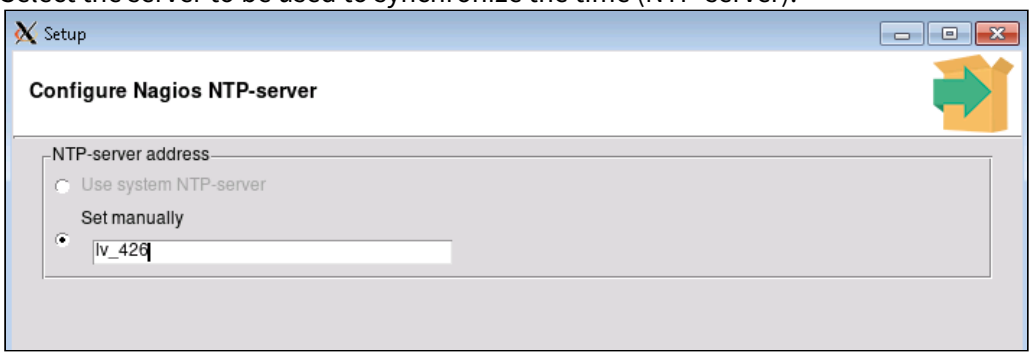


a. **Network interface address** - select IP address of network interface. To select from the list of parameters click ▼ and select the required value.
b. Consul operation mode. Two modes are available:
   - **Server**
   - **Client**

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

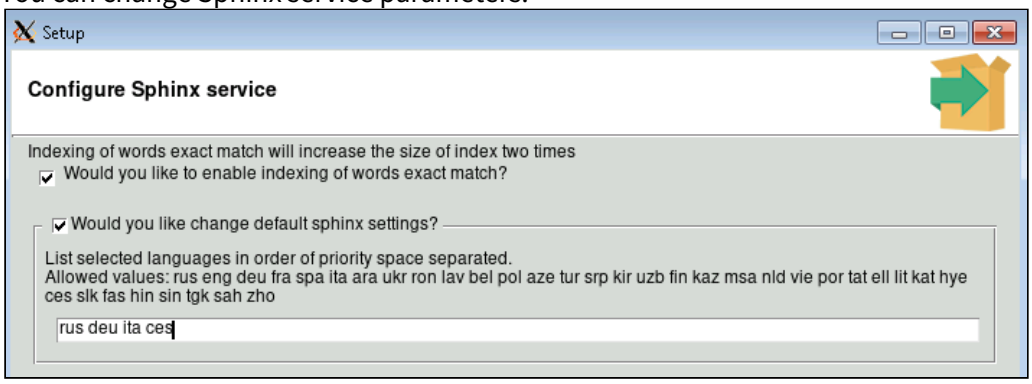
c. **Database name** - The name of database to be used, where the scheme is to be added.
d. **Node name** - server name, where Traffic Monitor components are installed.
e. **Consul retryjoin servers** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
f. **Consul retryjoin port –** connection port to specified Consul servers

5. Select the server to be used to synchronize the time (NTP-server):



- `Use system NTP-server` ;
- `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.

6. You can change Sphinx service parameters:



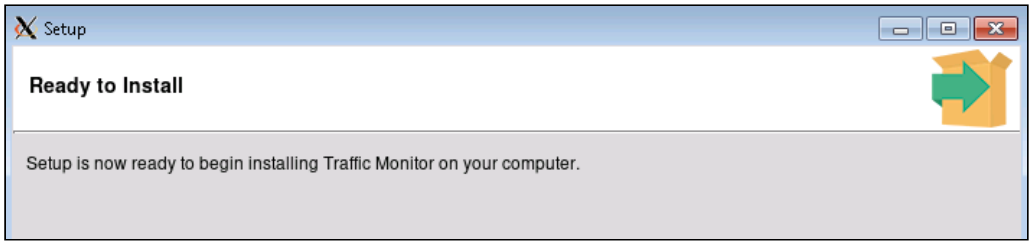
- `Enable indexing of words exact match` ;

> **Warning!**
>
> Enabling the indexing of words exact match will increase the size of index two times minimum.

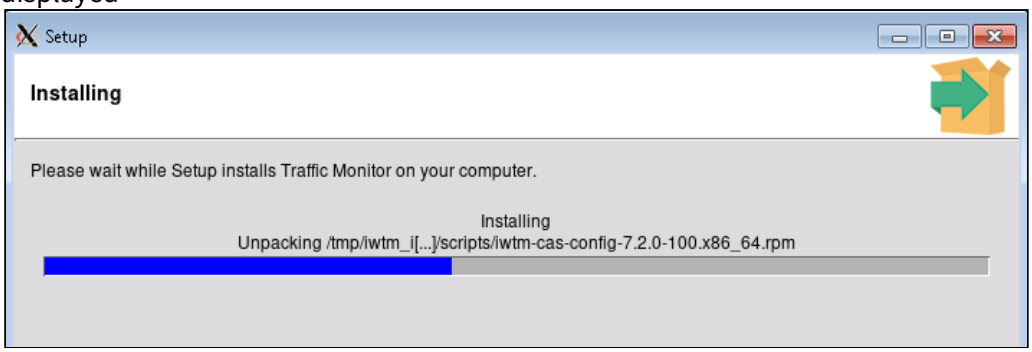
- If required, you can change the standard configuration of Sphinx service operation (`default sphinx settings`). In this case specify a list of languages including morphological support. Indexing will be performed according to selected languages. You can specify few languages using a space to separate them.

> **Note:**
>
> The language priority is in accordance with sequence of selected languages. English is to be added by default and it has the highest priority.

7. After all the parameters were set a message to start the installation and query to continue will be displayed.



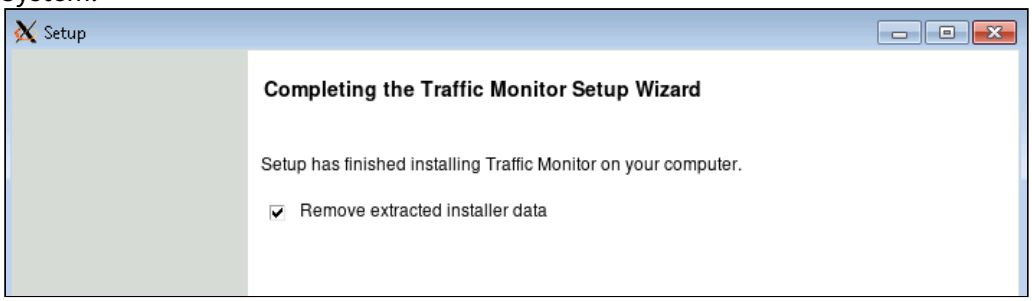
To start the installation and press **Nex**t
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

8. When installation is successfully completed you can delete the packages created to install the System.



This data is recommended to delete. To do this mark the field **`Remove exctracted installer data`** .
9. To finalise the installation press **Finish**.
10. To apply the environment change you should certainly log off the System and log in again or restart the server.
11. If you require the list of Traffic Monitor services to be displayed enter the command as follows: `iwtm status`

Installing Web console template

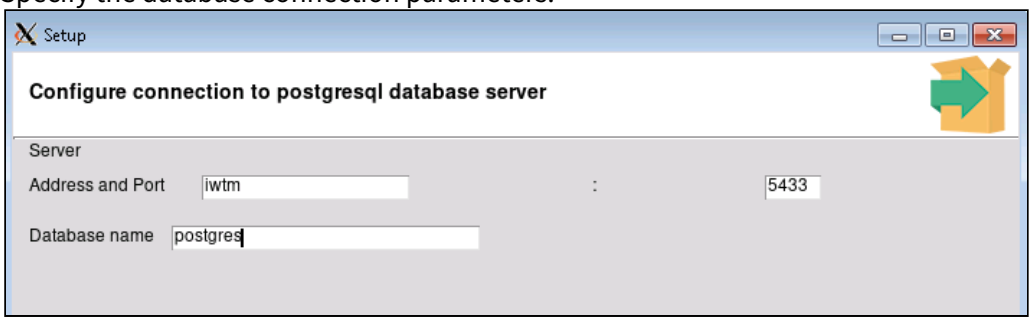
If you've selected Interceptors installation template:

1. Select a database the System to operate with:
   - **`Oracle Database Enterprise Edition`**

- **PostgreSQL**

> **Note:**
>
> DBMS type should comply with the one selected for Database template.

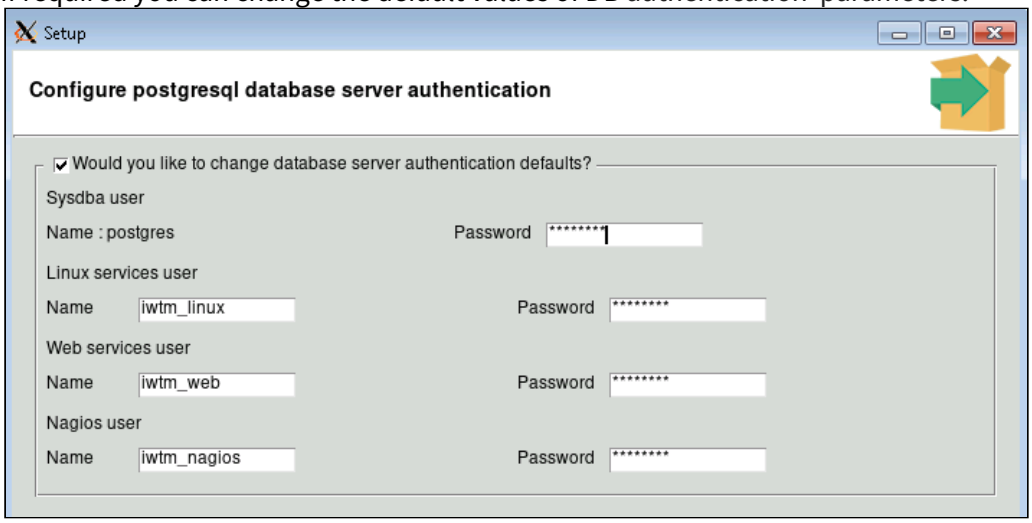
2. Specify the database connection parameters:



- **Address and Port** – IP address, database server domain name and connection port.
- **Database name** - The name of database to be used, where the scheme is to be added.

> **Note:**
>
> In graphical mode active fields contain the default values.

3. If required you can change the default values of DB authentication parameters.

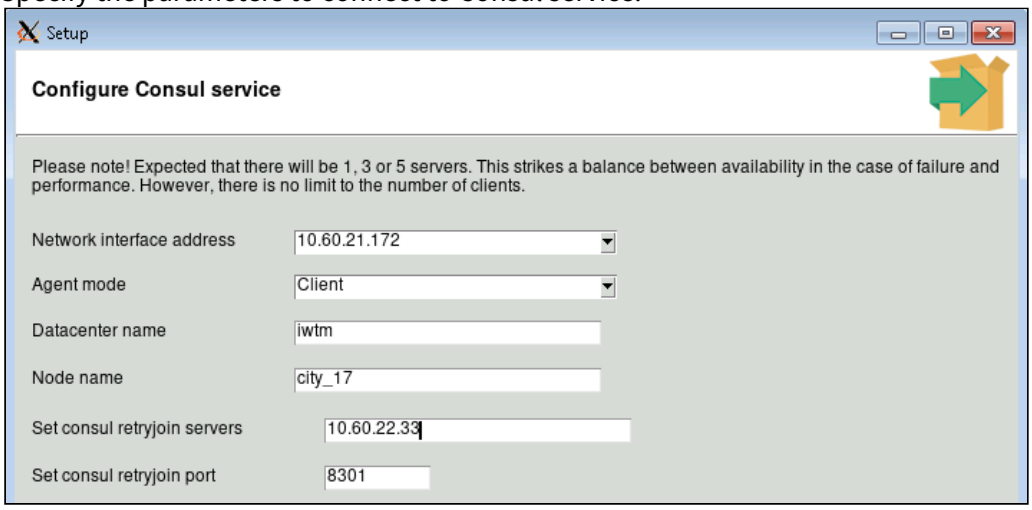


To edit the values mark the field next to question. This will let you edit the following sections:

- **Sysdba user** - Password of user account having sysdba permissions;
- **Database scheme owner** - Name of database owner;
- **Linux services user** - Name and password of Linux services user;

- **Web services user** - Name and password of web services user;
- **Nagios user** - Name and password of nagios user.

4. Specify the parameters to connect to Consul service:

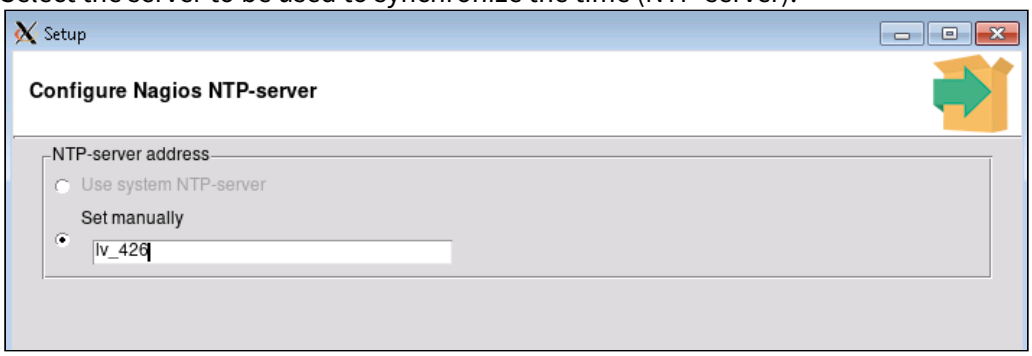


- **Network interface address** - select IP address of network interface. To select from the list of parameters click ▼ and select the required value.
- Consul operation mode. Two modes are available:
  - **Server**
  - **Client**

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

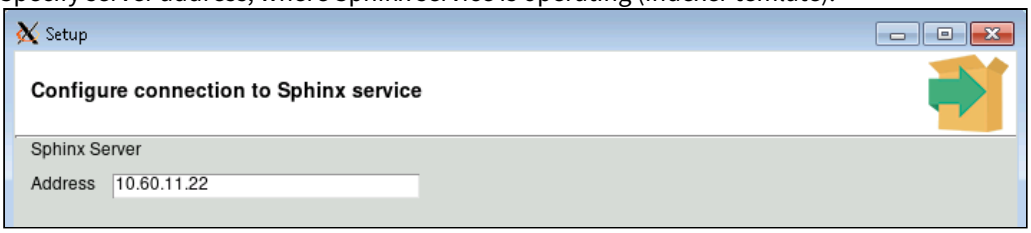
- **Database name** - The name of database to be used, where the scheme is to be added.
- **Node name** - server name, where Traffic Monitor components are installed.
- **Consul retryjoin servers** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
- **Consul retryjoin port –** connection port to specified Consul servers

5. Select the server to be used to synchronize the time (NTP-server):



- `Use system NTP-server`;
- `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.

- Specify server address, where Sphinx service is operating (Indexer temlate).



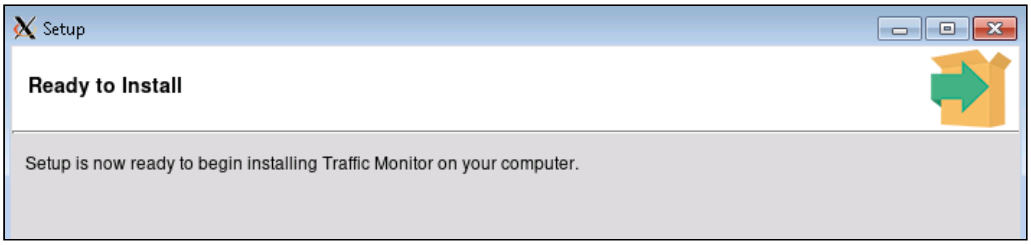
> **Note:**
>
> In case Indexer and Web console templates are installed on one server, this parameter will not be requested by installer.

- You can enable OCR technology.

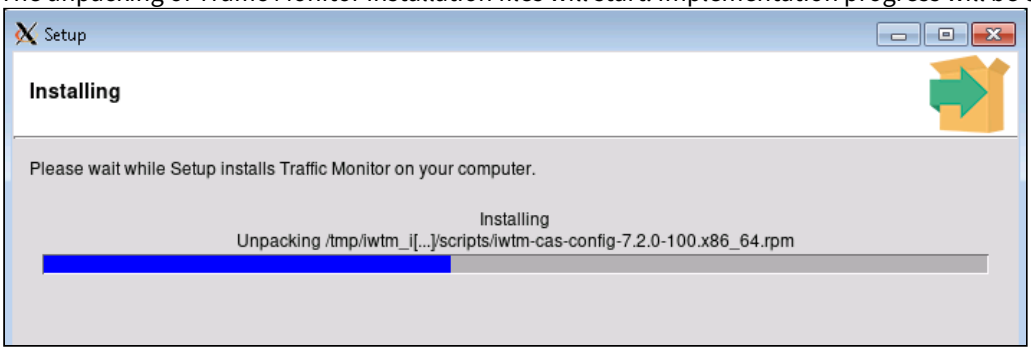


> **Note:**
>
> OCR is to be selected when installing Interceptors template.

- After all the parameters were set a message to start the installation and query to continue will be displayed.



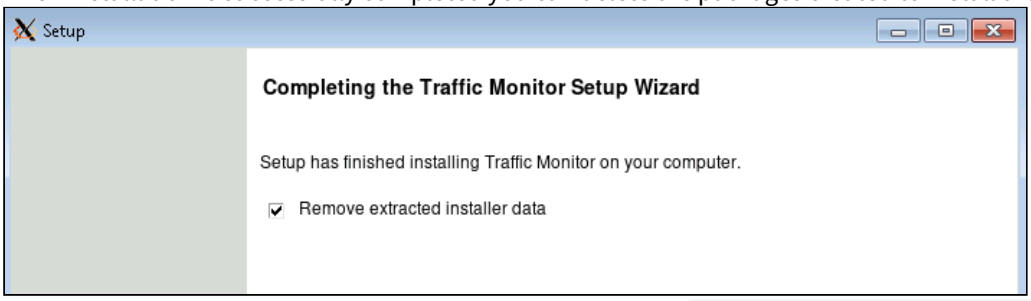
To start the installation and press **Nex**t
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

- When installation is successfully completed you can delete the packages created to install the System.



This data is recommended to delete. To do this mark the field **`Remove exctracted installer data`** .

- To finalise the installation press **Finish**.
- To apply the environment change you should certainly log off the System and log in again or restart the server.
- If you require the list of Traffic Monitor services to be displayed enter the command as follows:
  `iwtm status`

Installing Interceptors template

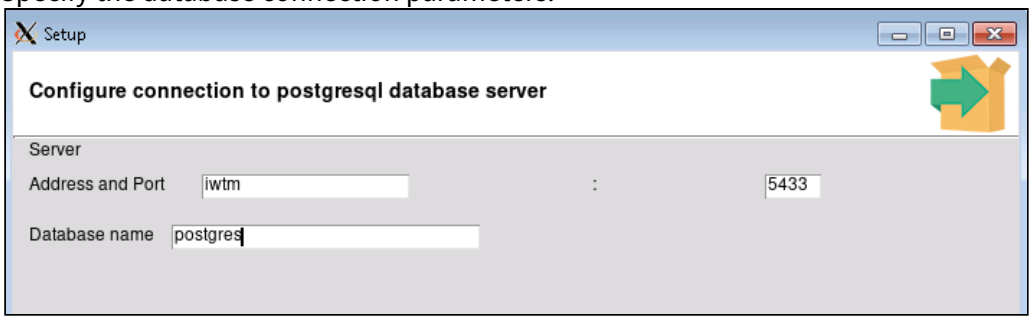
If you've selected Interceptors installation template:

1. Select a database the System to operate with:
   - **`Oracle Database Enterprise Edition`**
   - **`PostgreSQL`**

   > **Note:**

DBMS type should comply with the one selected for Database template.

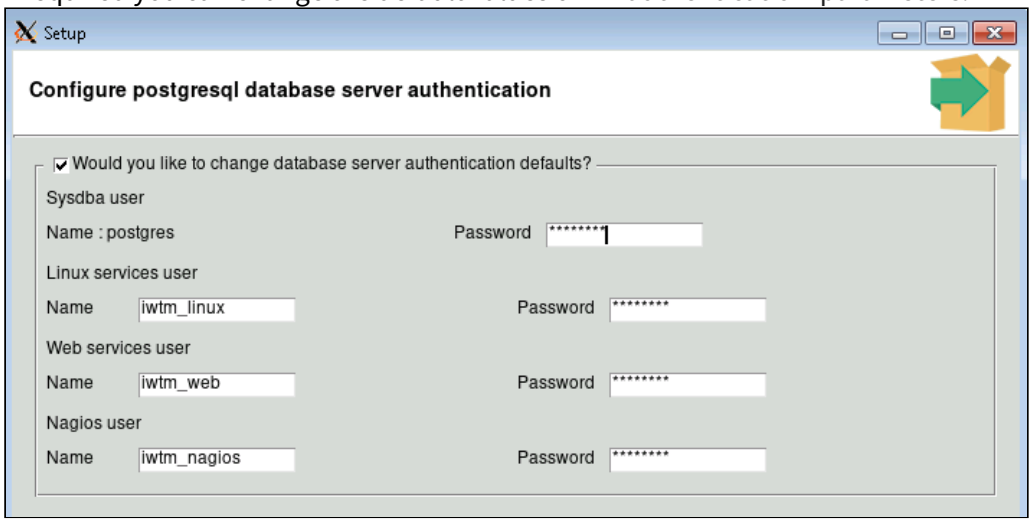
2. Specify the database connection parameters:



- **Address and Port -** IP address, database server domain name and connection port.
- **Database name** - The name of database to be used, where the scheme is to be added.

> **Note:**
>
> In graphical mode active fields contain the default values.

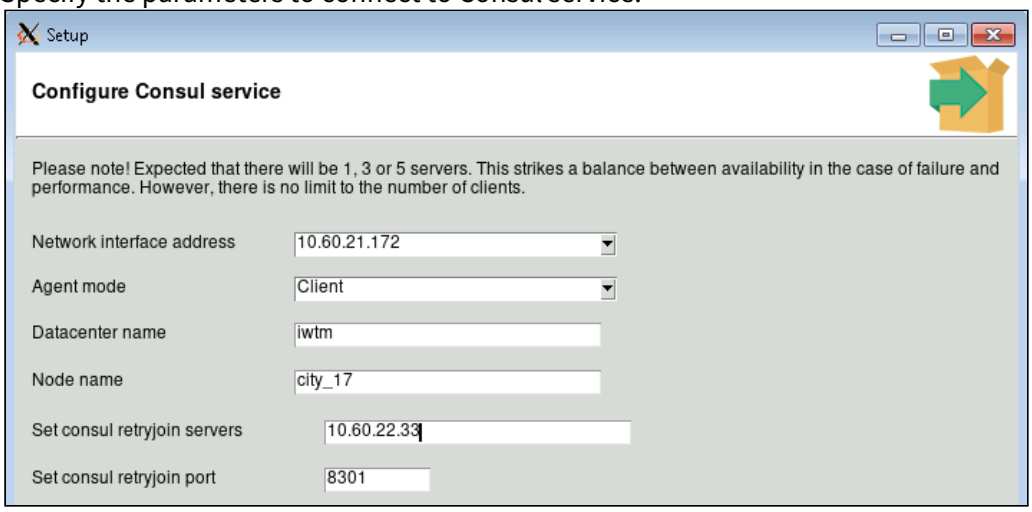
3. If required you can change the default values of DB authentication parameters.



To edit the values mark the field next to question. This will let you edit the following sections:

- **Sysdba user** - Password of user account having sysdba permissions;
- **Linux services user** - Name and password of Linux services user;
- **Web services user** - Name and password of web services user;
- **Nagios user** - Name and password of nagios user.

4. Specify the parameters to connect to Consul service:

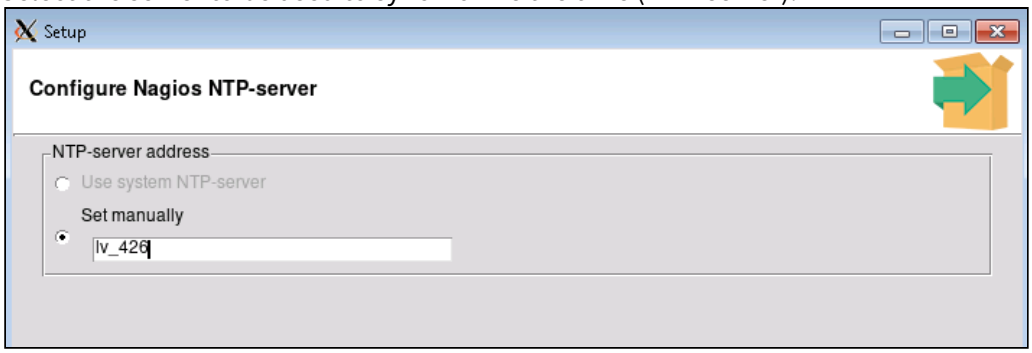


- **`Network interface address`** - select IP address of network interface. To select from the list of parameters click ▼ and select the required value.
- Consul operation mode. Two modes are available:
  - **`Server`**
  - **`Client`**

> **Warning!**
>
> One cluster must have an odd number of Consul servers, but not more than 5.

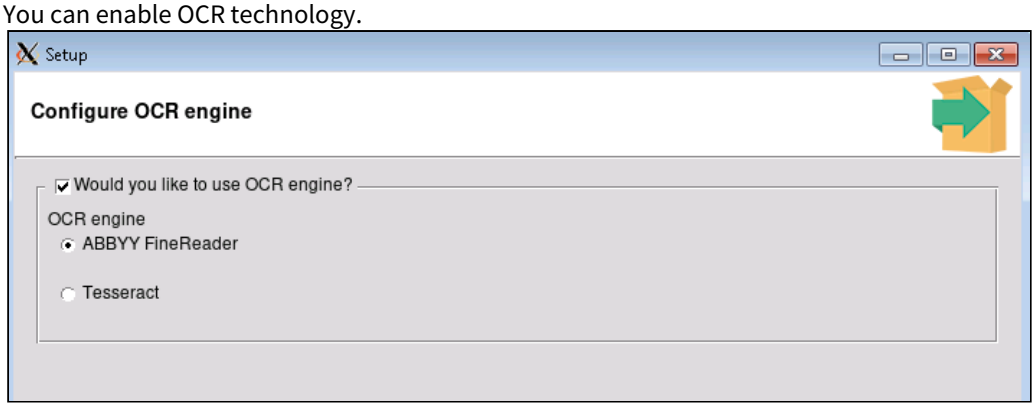
- **`Database name`** - The name of database to be used, where the scheme is to be added.
- **`Node name`** - server name, where Traffic Monitor components are installed.
- **`Consul retryjoin servers`** - list of Consul servers, which are required to connect to. Input values via comma separated list. If you have one Consul server per one cluster on the current computer, leave thy field empty.
- **`Consul retryjoin port –`** connection port to specified Consul servers

5. Select the server to be used to synchronize the time (NTP-server):



- `Use system NTP-server`;
- `Set manually` - you can manually specify NTP server name. If selected, you should input IP address or NTP server available.

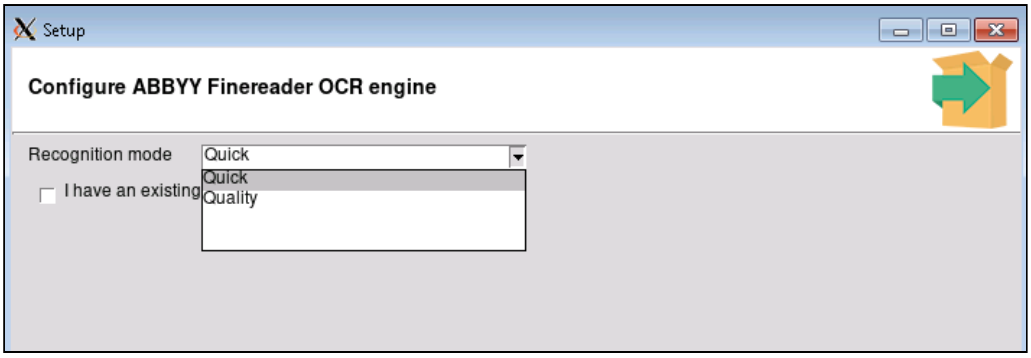
- You can enable OCR technology.



In this case you should select one system to be used:
- `ABBYY FineReader`;
- `Tesseract`.

> **Note:**
>
> For OCR operation you should enable the technology when installing Web console template.

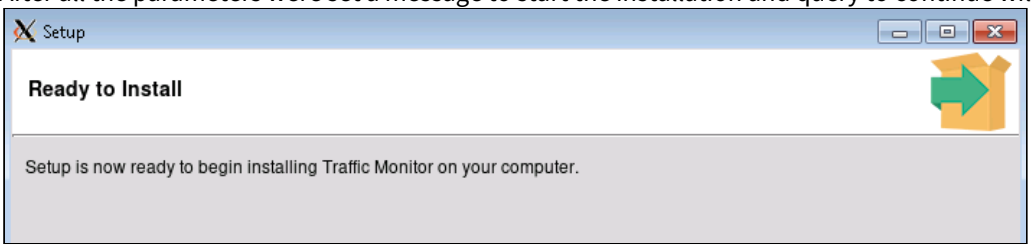
- If ABBYY Finereader is selected as OCR extractor:



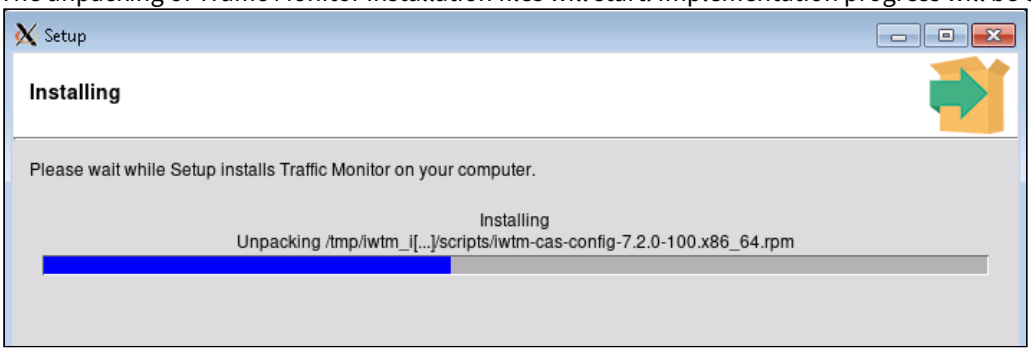
a. Select a recognition mode:
- `Quick` – a fast mode;
- `Quality` – a detailed mode providing higher quality of recognition.

b. Confirm that you have an active license to use ABBYY Finereader. In case you have no active license, type **N** and press **Enter**. In this case ABBYY Finereader will be installed with no license. To use ABBYY Finereader you can manually add an active license later. For more details, please see "*InfoWatch Traffic Monitor. Administation Guide*" "Configuring OCR Extractors " article.

- After all the parameters were set a message to start the installation and query to continue will be displayed.



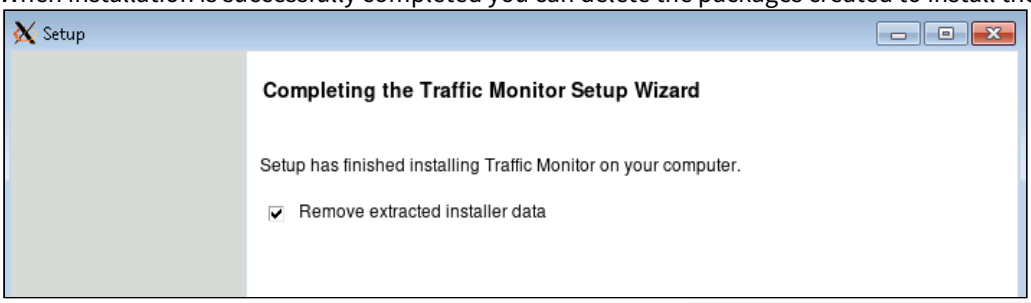
To start the installation and press **Nex** t
The unpacking of Traffic Monitor installation files will start. Implementation progress will be displayed



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

- When installation is successfully completed you can delete the packages created to install the System.



This data is recommended to delete. To do this mark the field **`Remove exctracted installer data`** .
- To finalise the installation press **Finish**.
- To apply the environment change you should certainly log off the System and log in again or restart the server.
- If you require the list of Traffic Monitor services to be displayed enter the command as follows:
`iwtm status`
As a result of installation, the System creates accounts listed in "Pre-installed Server Settings".

After the completion of installation the Management console is available through a browser: enter the URL of the Traffic Monitor Server.

The procedure of further System configuration is described in the document «*InfoWatch Traffic Monitor. Administration Guide*».

> **Note:**

If you require expand the System after is was installed anв add some additional servers you should register each of them in Consul cluster. For more details, please see «*InfoWatch Traffic Monitor. Administration Guide*», "Distributed installation" of "

Service-to-service cooperation setup (Consul service)" section.

The list of processes to be run on one server onsly is described in « *InfoWatch Traffic Monitor. Administration Guide* » " Check of Process Autostart" article. More details on how to enable and disable processes autostart please see "Enabling and Disabling Process Autorun" article. You can read more about the processes in « *InfoWatch Traffic Monitor. Administration Guide* » " List of Traffic Monitor Server End Processes" article.

3.1.3 Installing the System in silent mode using parameter file

To reduce a user's role in the System installation process there is a silent mode of installation. In this mode Traffic Monitor can be installed using default parameters.

An options file is realized to be used as a parameter file. In this file you can set required installation parameters. When starting the installation via parameter file, the values specified in this file will be considered the default parameters.

Before starting the installation make sure the common actions are performed:

1. To log into the System, enter login and password (you should enter as a **root** user).

   Warning!

   Before running the installation make sure that the server complies with the OS and network settings requirements. If you plan using a remote database, you should update it first to the version supported by Traffic Monitor.

   In case of using PostgreSQL or Postgres Pro Enterprise DBMS, you should preliminarily configure it.

   Working on Postgres Pro Enterprise is supported only for Red Hat Enterprise Linux and only in case of installation as remote database.
   Operation of Traffic Monitor on the same server with already deployed DBMS Postgres Pro Enterprise is possible, but during the installation you should also select use remote database server and specify the address `127.0.0.1`.

   Before installing to clear memory, it is recommended to reboot the server on which database will be deployed.

   Warning!

   By default you are not allowed to install the System on server which has numbers at the beginning of its name. If you need to allow the server's name to begin with a number, use the command line to specify the value 1 of the parameter `--allow_digits_at_hostname_begin`.

   Herewith, make sure that the network check is active – the parameter `--skip_check_network` should have the value 0 (the check is active by default).

2. Connect external or local OS repositories.
   For example, you can find instructions on how to configure local Red Hat Enterprise Linux repository at the official web page.

3. Create a directory to locate the InfoWatch Traffic Monitor installer. For example, to create a directory named `distr` in the root of the file system run the following command:
   `mkdir /distr`
4. Copy the files from InfoWatch Traffic Monitor distributive into the created directory.
   - **`iwtm-installer-x.x.x.xxx-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux (where x.x.x.xxx is a number of build);
   - **`iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz`** - if you use PostgreSQL DBMS on Red Hat Enterprise Linux and Oracle Linux or Postgres Pro Enterprise;
   - **`iwtm-oracle-19.0.0.0.0-x.xx.x.tar.gz`** - if you use Oracle DBMS.

   As per our example:
   - **`iwtm-installer-7.7.0.101-rhel7`** - for installation on Red Hat Enterprise Linux or Oracle Linux;
   - **`iwtm-postgresql-13.8-7.7.0.101-rhel7.tar.gz`** - if you use PostgreSQL DBMS or Postgres Pro Enterprise;
   - **`iwtm-oracle-19.0.0.0.0-7.7.0.101.tar.gz`** - if you use Oracle DBMS.

   Warning!

   The following instruction describes installation using installer for Red Hat Enterprise Linux.
   It is also valid for Oracle Linux.

   Note:

   When using Oracle DBMS and network file system, before running the installation:

   - **when using Oracle Real Application Clusters (RAC):**

     Install the mount options according to official website instructions.

   - **if RAC is not used:**

     Open the mount points (`/etc/fstab` by default) and make sure the `noac` option is not used and the value of `actimeo` is not set to `0`.

     For more details, please see official website info.

5. Enter the command to shift to Traffic Monitor distributive directory.
   As per our example:
   `cd /distr`
6. Before running the installation make the installer file is executable. To do this use the following command:
   `chmod u+x ./iwtm-installer-x.x.x.xxx-rhel7`
   As per our example:
   `chmod u+x ./iwtm-installer-7.6.0.101-rhel7`

Parameter file (option file)

The file contains the following parameters description:

<parameter's_name>=<parameter's_value>

You may leave comments using #.

Parameter file example:

```
# This file is just an example
product_type=tme
installation_type=distributed
template_database=1
template_indexer=1
template_web=1
template_interceptors=0
product_language=rus
```

The example above contains the parameters as follows:

- product edition type - Traffic Monitor Enterprise (TME);
- installation type - distributed;
- the templates used to be installed on the server:
  - Database;
  - Indexer;
  - Web console.
- main product language - Russian.

Warning!

The parameters which are not specified in the file will have the default values. The full list of parameters is specified in the table below.

To use the parameter file go to installer directory and run it using `--optionfile` specifying the file which was previosly created.

Example of using parameter file:

```
./iwtm-installer-7.6.0.101-rhel7 --optionfile /some_directory/option-file-example
```

An alternative way to use: give the parameter file the same name the installer has, but use `.options` extension and copy it to installer directory. In this case the running installer will consider the file parameters the default values.

Silent mode installation

To install in silent mode use `--mode unattended` option.

Level of interaction with user is set by `--unattendedmodeui` parameter, which has the following values:

- `none` - no information displayed while installing and no interaction is required;
- `minimal` - status of implementation is displayed while installing, no interaction is required;
- `minimalWithDialogs` - status of implementation is displayed while installing, pop-up windows can be displayed and interaction with user can be required.

Example of installer running command in silent mode with no user assistance and using parameter file:

```
./iwtm-installer-7.6.0.101-rhel7 --optionfile /some_directory/option-file-example --mode unattended --
unattendedmodeui minimal
```

Warning!

If available configured OS repositories are missing, the preparation process will stop with the following error message:

```
Preparing installation.../Warning: Failed to prepare installation:
Missing OS repos or unsupported OS. Please mount and/or enable OS packages
repository and try once again.

For details refer to
/var/log/infowatch/install/iwtm-installation_20211007114106.log or
/tmp/installbuilder_installer_11672.log if the first doesn't exist
Press [Enter] to continue:
```

To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files, specified in the error message.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:

```
\Warning: You should run 'iwtm start' command manually after fixing problems with
Consul.
Press [Enter] to continue:
```

To finish installation press **Enter**.

For correct work of System check and configure Consul service cluster

1. Start Consul service with the command:
   `service iwtm-consul start`
   To check the service status enter the command:
   `service iwtm-consul status`
2. To check Consul enter the command:
   a. To display IP address of main server (leader) of cluster:
      `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
   b. To display information about cluster members:
      `consul members`
3. If the IP address of cluster leader is not displayed, configure cluster of Consul service. After configuration is complete, repeat checking (step ii).

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

Note:

If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

In case the process is over with no errors, the packages created for installation will be removed by installer.

Full composition of parameter file

The table below contains full list of possible parameters and their default values.

> **Note:**
>
> `<ora|pg>` in default values means you should select one value in accordance with DBMS specified earlier:
>
> - `ora` - for Oracle DBMS;
> - `pg` - for PostgreSQL DBMS.

Name	Default value	Valid values	Description	Note
`use_debug`	`0`	`0, 1`	Enabling the scripts debug mode, which are a part of the installer	The parameter is used to collect the detailed logs in case of errors occured while the installer operation
`skip_check_swap`	`0`	`0, 1`	Disabling the check of Swap space volume	
`skip_check_space`	`0`	`0, 1`	Disabling the check of free space volume on disk	
`skip_check_ram`	`0`	`0, 1`	Disabling the check of RAM volume	
`skip_check_network`	`0`	`0, 1`	Disabling the check of available network	
`skip_check_tmp`	`0`	`0, 1`	Disabling the check of temporary directory	
`skip_check_home`	`0`	`0, 1`	Disabling the check of home directory	

Name	Default value	Valid values	Description	Note
`setup_cron_jobs`	`1`	`0, 1`	Set targets for cron planner	
`log_dir`	`/var/log/infowatch/install`		Path to log files directory	
`product_type`	`tme`	`tme, tms`	Traffic Monitor edition type	
`product_language`	`rus`	`rus, eng`	Main product language	
`installation_type`	`all_in_one`	`distributed, all_in_one`	Installation type	In case Traffic Monitor Enterprise edition is selected (`product_type=tme`)
`template_database`	`0`	`0, 1`	Install Database template	In case distributed installation is selected (`installation_type=distributed`)
`template_indexer`	`0`	`0, 1`	Install Indexer template	
`template_web`	`0`	`0, 1`	Install Web console template	
`template_interceptors`	`0`	`0, 1`	Install Interceptors template	
`db_classification_lang_ru`	`1`	`0, 1`	Set Russian for classification base	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected For Postgres Pro Enterprise DBMS only remote

Name	Default value	Valid values	Description	Note
`db_classification_lang_en`	`0`	`0, 1`	Set English for classification base	variant is supported
`db_classification_lang_ma`	`0`	`0, 1`	Malay is set for classification base	
`db_installation_type`	`local`	`local, remote`	Database location	
`db_type`	`postgresql`	`oracle, postgresql`	Selecting DBMS	Available when installing to OS Red Hat Enterprise Linux and edition type is Traffic Monitor Enterprise (`product_type=tme)` If you are going to use Postgres Pro Enterprise DBMS, select `postgresql.`
`db_server_address`	`iwtm`		Server address with Database template or remote database server address	For Indexer, Interceptors and Web console templates For all in one installation type and Database template when using a remote database (`db_installation_type=remote`) To install Traffic Monitor on the same server with already deployed DBMS Postgres Pro Enterprise, specify the address `127.0.0.1` .
`db_server_port`			Server port with database	
`db_name`	`postgres` or `iwtm` (according to `db_type` parameter)		Database name	

Name	Default value	Valid values	Description	Note
`db_sysdba_password`	`xxXX1234`		Password of SYSDBA user	
`db_scheme_owner_name`	`iwtm`		Name of database security scheme owner	In case all-in-one installation type (`installation_type=all_in_one`), Database template (`template_database=1`) or Web console template (`template_web=1`) are selected
`db_scheme_owner_password`	`xxXX1234`		Пароль владельца схемы базы данных	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_linux_user_name`	`iwtm_linux`		Name of Linux services user	
`db_linux_user_password`	`xxXX1234`		Password of Linux services user	
`db_web_user_name`	`iwtm_web`		Name of web services user	
`db_web_user_password`	`xxXX1234`		Password of web services user	
`db_nagios_user`	`iwtm_nagios`		Name of nagios user	
`db_nagios_password`	`xxXX1234`		Password of nagios user	

Name	Default value	Valid values	Description	Note
`db_auth_change_defaults`	`0`	`0, 1`	Change the default database connection parameters	
`db_storage_type`	`normal`	`normal, fast_slow, rotate`	Data storage mode	
`db_storage_main_tbs_path`	`/u02/<ora|pg>data`		Path to main tablespace	
`db_storage_dtbs_paths_number`	`1`	1 - 10	Number of pathes to daily tablespaces	
`db_storage_fast_disk_path`	`/u03/<ora|pg>data`		Path to directory where daily tablespaces are stored on fast drive	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) and `fast_slow` data storage mode (`db_storage_type=fast_slow`) are selected
`db_storage_dtbs_days_on_fast_disk`	`7`		Storage period of daily tablespaces data on fast drives, in days	
`db_storage_change_defaults`	`0`	`0, 1`	Change the database storage parameters	
`db_storage_dtbs_path_1`	`/u02/<ora|pg>data1`		Path to daily tablespace #1	Если выбран тип установки all-in-one (`installation_type=all_in_one`) или шаблон База данных (

Name	Default value	Valid values	Description	Note
`db_storage_dtbs_path_2`	`/u02/<ora|pg>data2`		Path to daily tablespace #2	`template_database=1`), также зависит от значения параметра `db_storage_dtbs_paths_number`
`db_storage_dtbs_path_3`	`/u02/<ora|pg>data3`		Path to daily tablespace #3	
`db_storage_dtbs_path_4`	`/u02/<ora|pg>data4`		Path to daily tablespace #4	
`db_storage_dtbs_path_5`	`/u02/<ora|pg>data5`		Path to daily tablespace #5	
`db_storage_dtbs_path_6`	`/u02/<ora|pg>data6`		Path to daily tablespace #№6	
`db_storage_dtbs_path_7`	`/u02/<ora|pg>data7`		Path to daily tablespace #7	
`db_storage_dtbs_path_8`	`/u02/<ora|pg>data8`		Path to daily tablespace #8	
`db_storage_dtbs_path_9`	`/u02/<ora|pg>data9`		Path to daily tablespace #9	
`db_storage_dtbs_path_10`	`/u02/<ora|pg>data10`		Path to daily tablespace #10	
`db_archiving_dtbs_path`	`/u02/arch`		Path to directory where archived tablespaces are stored	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_days_before_archiving_nonviolations`	`45`		Number of days to store events without violations before archiving	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_dat`

Name	Default value	Valid values	Description	Note
				`abase=1`) is selected, and `db_archive_nonviolations=1`
`db_archive_nonviolations`	`0`	`0, 1`	Archive events without violations	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_days_before_archiving_violations`	`45`		Number of days to store events with violations before archiving	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected, and `db_archive_violations=1`
`db_archive_violations`	`0`	`0, 1`	Archive events with violations	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_days_before_archiving_screenshots`	`45`		Number of days to store screenshots before archiving	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected,

Name	Default value	Valid values	Description	Note
				and `db_archive_screenshots=1`
`db_archive_screenshots`	`0`	`0, 1`	Archive screenshot events	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_archiving_dtbs_change_defaults`	`0`	`0, 1`	Change default archiving parameters	
`db_days_before_removing_nonviolations`	`90`		Number of days to store events without violations before deleting	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected, and `db_remove_nonviolations=1`
`db_remove_nonviolations`	`0`	`0, 1`	Delete events without violations	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_days_before_removing_violations`	`90`		Number of days to store events with violations before deleting	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=`

Name	Default value	Valid values	Description	Note
				`1`) is selected, and `db_remove_violations=1`
`db_remove_violations`	`0`	`0, 1`	Delete events with violations	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_days_before_removing_screenshots`	`90`		Number of days to store screenshot events before deleting	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected, and `db_remove_screenshots=1`
`db_remove_screenshots`	`0`	`0, 1`	Delete screenshot events	In case all-in-one installation type (`installation_type=all_in_one`) or Database template (`template_database=1`) is selected
`db_removing_dtbs_change_defaults`	`0`	`0, 1`	Change default deleting parameters	
`consul_bind_addr`	`<list_of_ip_addresses>`		Consul network interface address	

Name	Default value	Valid values	Description	Note
`consul_mode`	`server` - for Database template and All in one installation type `client` - for the rest of templates	`server, client`	Consul operation mode, server and client	
`consul_datacenter_name`	`iwtm`		Consul data center name	
`consul_node_name`	`<hostname>`		Node name	
`consul_retryjoin_manual`			List of Consul agents	
`consul_retryjoin_port`	`8301`		Port to connect Consul agents	
`ntp_manual_addr`			NTP server address	In case NTP server manual specification is selected (`ntp_mode=ntp_manual_addr`)
`ntp_mode`	`ntp_use_system`	`ntp_use_system`, `ntp_manual_addr`	NTP server type: • `ntp_use_system` - use system NTP-server; • `ntp_manual_addr` - specify NTP server manually.	
`sphinx_server_address`			Sphinx server address	In case Web console template (`template_web=1`) is selected and Indexer template

Name	Default value	Valid values	Description	Note
				(`template_indexer=0`) is not selected
`sphinx_exact_match_words`	`0`	`0, 1`	Enable exact word match indexing	In case all-in-one installation type (`installation_type=all_in_one`) or Indexer template (`template_indexer=1`) is selected
`sphinx_change_language_settings`	`0`	`0, 1`	Change list of sphinx languages	
`sphinx_langs`	`rus`	`rus eng deu fra spa ita ara ukr ron lav bel pol aze tur srp kir uzb fin kaz msa nld vie por tat ell lit kat hye ces slk fas hin sin tgk sah zho`	List of sphinx languages	Sequence of languages defines the priority
`ocr_enabled`	`1`	`0, 1`	Enable OCR using	In case all-in-one installation type (`installation_type=all_in_one`), Interceptors template (`template_interceptors=1`) or Web console template

Name	Default value	Valid values	Description	Note
				(`template_web=1`) are selected
`ocr_type`	`ts`	`fre` , ts	Selecting OCR extractor: • `fre` - ABBYY FineReader; • `ts` - Tesseract.	In case all-in-one installation type (`installation_type=all_in_one`) or Interceptors template (`template_interceptors=1`) is selected
`ocr_finereader_mode`	`quality`	`quick, quality`	OCR ABBYY FineReader operation mode	In case OCR ABBYFineReader (`ocr_type=fre`) is selected
`ocr_finereader_have_license`	`1`	`0, 1`	License issued for OCR ABBYY FineReader	
`db_unpack_dir`	`/tmp/iwtm_installer/database`	Line - path to directory	DB archive will be unpacked to derictory	Directory will be created automatically. You can specify an existing directory. In case the installation is over with no errors, the directory will be removed automatically.
`packages_unpack_dir`	`/tmp/iwtm_installer/packages`	Line - path to directory	Traffic Monitor installation packages will be unpacked to directory	Directory will be created automatically. You can specify an existing directory. In case the installation is over with no errors, the directory will be removed automatically.

3.2 Pre-installed Server Parameters

During installation of the System, the installer creates a set of parameters. You may need to address these parameters when configuring or using the System.

System installation directories (can be placed on different servers):

- Traffic Monitor server – **/opt/iw**
- DB – **/u01** and **/u02**

After the System is installed, please change the passwords:

- of `oracle` or `postgres` user (depends on which DB you are using);
- of Linux account (see details in the document "Traffic Monitor. Administration guide", "Changing the reset password").

Parameter	Oracle	PostgreSQL
DB connection port	1521	5433
DB name / SID or service name	iwtm	postgres

Parameters of Traffic Monitor database:

`oinstall` - a group of the Oracle DBMS installation owner, which includes the following users:

- `iwtm`, `oracle` - for Oracle DB
- `iwtm`, `root` - for PostgreSQL DB

Linux accounts:

Account	**Name**	**Password**
Superuser of Linux OS (root)	`root`	Specified during installation
Linux user on whose behalf the Traffic Monitor server processes will be executed	`iwtm`	No password
Database schema owner	`iwtm`	`xxXX1234`
Linux user on whose behalf Oracle database server processes will be executed **Note:** During installation of PostgreSQL database, this account is not created.	`oracle`	`xxXX1234`
Linux user on whose behalf PostgreSQL server processes will be executed	`postgres`	`xxXX1234`

Account	Name	Password
Note: During installation of Oracle database, this account is not created		

Database accounts:

Accounts which are available after starting:

- `sqlplus` - for Oracle;
- `psql` - for PostgreSQL

Purpose	Oracle account name	PostgreSQL account name	Password
Accounts for database administration	`sys`	`postgres`	`xxXX1234`
	`system`		
Account for Linux processes to access the database	`iwtm_linux`	`iwtm_linux`	`xxXX1234`
Account for Management Web Console to access the database	`iwtm_web`	`iwtm_web`	`xxXX1234`
Account for the monitoring subsystem (Nagios) to access the database	`iwtm_nagios`	`iwtm_nagios`	`xxXX1234`

Web console accounts:

Purpose	Name	Password
User administrator	`administrator`	`xxXX1234`
Security officer	`officer`	`xxXX1234`

Sphinx index directory: `/var/lib/sphinx`

Purpose	Name	Password
Linux user, which is used to run binary files and Sphinx indexes	`iwtm`	No password

4 Updating the System

Warning!

Traffic Monitor can be updated to version 7.7 from versions 7.5.x and 7.6.x. Releases history can be found in the article "InfoWatch Traffic Monitor Documentation".

Note:

The System is updated from a connected repository.

A repository is a folder that contains files and other folders and provides them on demand to the operating system. In other words, a repository is a storage from which programs can be installed or updated. Before using the repository, you need to connect the repository so that the operating system could access it.

You can find a Guide on how to work with the repository on the Red Hat Enterprise Linux official website.

Note:

Traffic Monitor upgrade is not supported when connecting to server via HP Integrated Lights Out (ILO).

Warning!

Before updating the System it is required to apply the configuration. If the configuration is not to be applied before the update, it is to be forced.

During the update, events are neither intercepted nor analyzed.

Примечание:

During IW Traffic Monitor update, the operations that require sysdba rights will be performed:

Oracle DBMS

- iwtm_logon_trg trigger creation that is used to provide iwtm_linux and iwtm_web users access to objects of iwtm scheme;
- Creation of sp_iwtm_execute_os_command procedure to run OS commands when creating, removing, archiving and restoring table space files;
- Setting user profile by default (password lifetime, password change limit and connection attempts limit);
- Setting sevice windows of dbms_scheduler;
- Disabling access to XDB using http protocol;
- Disabling dispatcher, as a particular server is used;
- Providing iwtm user with
    - DB installation, update and uninstallation rights;
    - Daily tablespaces creation, removing, archiving and restoring rights;
    - Rights that are used in InfoWatch Traffic Monitor code;
    - Rights to access DB statistics.

PostgreSQL DBMS

- Creation of wraper function to read files, stop and break sessions, create table spaces and provide iwtm with rights for them;
- Removing all views and functions from iwtm scheme in order to create the required ones later during update to a new version;
- Providing iwtm user with
  - Rights to create DB objects;
  - Rights to install, update, ininstall DB scheme;
  - Rights to create, remove, archive and restore table spaces;
  - Rights to clear postgres server statistics that are used in pgstat diagnostics script;
  - Rights for statistic views and tables to collect statistics of DB operation;
  - Rights that are used in InfoWatch Traffic Monitor code;
  - Rights to view DB statistics;
  - Rights for pgagent scheme to create and manage jobs.

Note:

In case `sudo i` command was used when installing the product, make sure you use the same command to update the System on RED OS.

Before the update, make sure that you have:

- Red Hat Enterprise Linux 7.x distribution disk ISO image;
- InfoWatch Traffic Monitor distributive of the version to which you want to update the System;
- access to a physical or a virtual server (or servers) which you want to update;
- password for the *root* user.

Also, before the update, you need to find out:

- the System installation type (it can be *All-in-one* or *Distributed installation*) - this information is required to choose the right instruction for the update;
- which DBMS is used (Oracle or PostgreSQL) - this information is required for updating the database schema and server components;
- the server where `web-gui` is installed - this information is required to clear the server cache after updating the database schema
  Tip: the package is installed on the server to which Traffic Monitor Management console is connected.

Before the update, take the following actions:

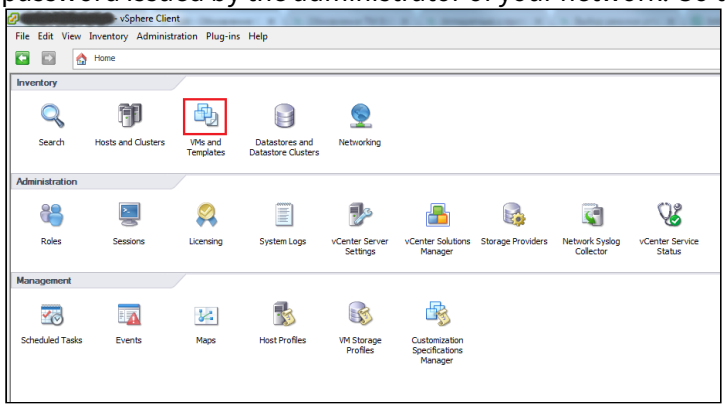
1. Turn on each server you want to update (in case it is off):
   - for a physical server - press the power button on the server (for details, see instructions for the server);
   - for the virtual server - run **Power On** command (see the example below).

     Note:

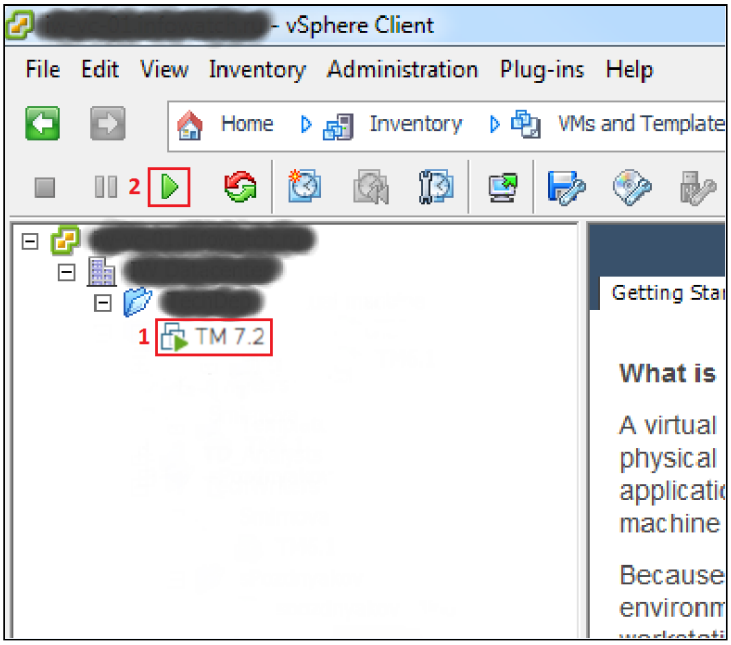
This instruction contains examples of working with a virtual server in the client application of one of the most common virtualization environments - VMware vSphere (VMware vSphere Client).

In frameworks, you can see interface areas that you need to click in the specified order to achieve the desired results.

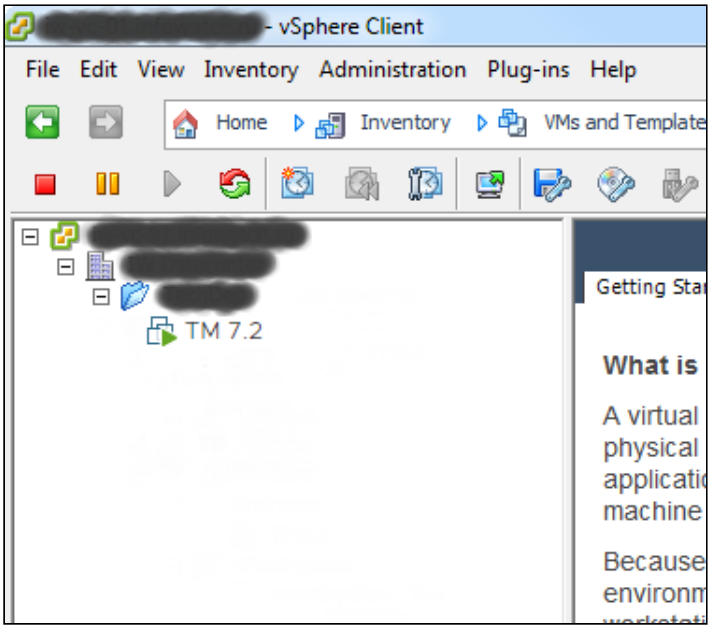
Run VMware vSphere Client application as administrator (right-click the application icon and select **Run as administrator**). Get authorized in the application using the login and password issued by the administrator of your network. Go to virtual machines:



Consistently expand all the nodes on the left side of the workspace until you see the required virtual server.
Turn on the virtual server:



Some time later, the virtual server will start and the client application will look as follows:



2. Connect InfoWatch Traffic Monitor distributive to the servers you want to update, using your OS or virtualization system resources.

Update the servers, following these instructions:

- Updating TM All-in-one Enterprise and Standard - updating the server with "All-in-One" installation type (*Enterprise* or *Standard*)
- Updating TM in case of Distributed Installation - updating the server with a distributed installation type (database and TM servers are installed separately).

> **Note:**
>
> For information on how to update Device Monitor Server and Agents, see *"InfoWatch Device Monitor. Installation, Configuration and Administration Guide"*.

> **Note:**
>
> After the System is updated, pre-installed privileges for complete queries and reports management are unavailable for users with *Security officer* and *Administrator* roles.

4.1 Updating TM All-in-one Enterprise and Standard

> **Warning!**
>
> Before updating Traffic Monitor we recommend updating the Device Monitor server first.

The Traffic Monitor installer can work in two modes involving user to update the System:

- text mode in server console;
- graphical mode.

The updating steps and its sequence is similar in both modes.

Silent mode is also available to reduce user's role.

Regardless the selected mode of update, the Management console or server terminal is required to update the System.

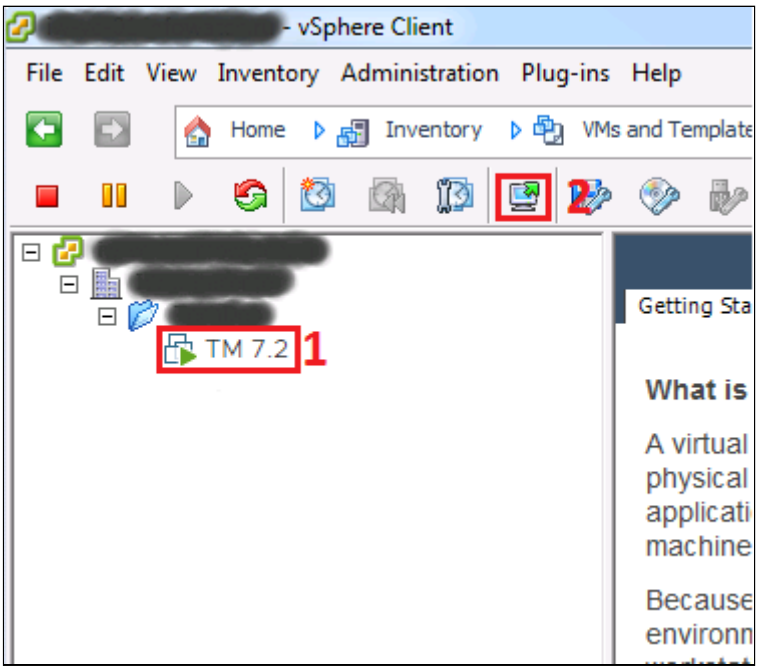
During the update all the Traffic Monitor packages will be delivered, but after update is over the installer will start only the services which were not disabled before the update.

> **Note:**
>
> In case the service was disabled, it will **not** be started after updating.
>
> In case the service was stopped, it will be started after updating.
>
> New services statuses will comply with statuses of initial installation.

The packages unpack will start not when the installer will be started, but directly before the updating.

Before updating the System, perform the following steps:

1. Open the console of the server being updated:
   - in the case of a physical server - the console is displayed on the screen of a monitor connected to the server;
   - in the case of a virtual server - run the **Launch Virtual Machine Console** command (see an example below).



   A window with the server console will open.
2. To log into the System, enter login and password (you should enter as a **root** user).

> **Tip:**

The commands within the console are entered from the keyboard and must be confirmed by pressing **Enter**. So, if the instruction tells you to enter the `command`, it means that you should enter the `command` and then press **Enter**. Once the command is executed, the invitation is displayed again - it is ended with `#` or `$` (depending on the user who logged in). Before typing the next command, make sure that an invitation is displayed at the command line.

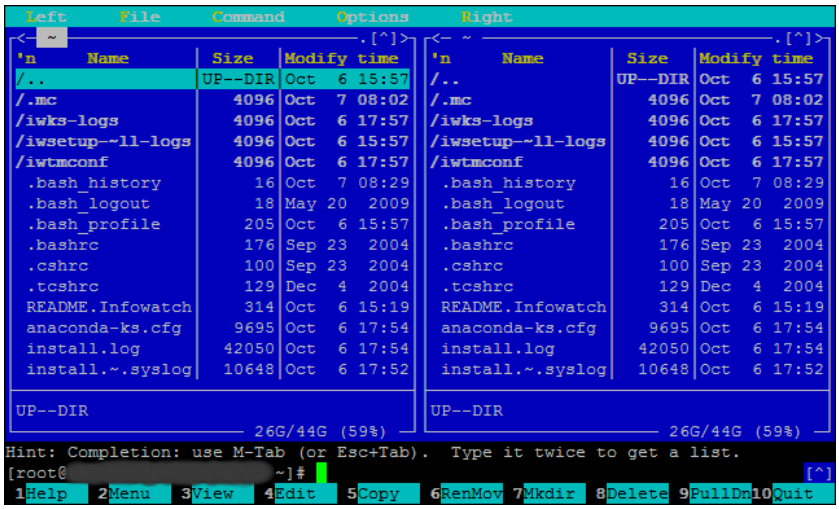
If you connect remotely via SSH, we recommend using the Screen utility. Thus you can avoid problems in case of a lost connection with the server being updated. When disconnecting from the utility, all the processes started are not to be interrupted and you may safely continue the System update.

Warning! Using Screen is highly recommended when working with DB and updating DBMS.

Basic commands:

- `screen` - start the utility;
- `Ctrl+a d` - disconnect from the screen (to be input within the screen window);
- `screen -ls` - display the list of screen running;
- `screen -r` - connect to the screen again;
- `screen -r name` - connect to a specific screen with «name»;
- `exit` - exit screen (to be input within the screen window).

3. Enter the command to call the file manager:
`mc`



The screen will display a window of *Midnight Commander* file manager where you can view files. You can navigate in the file manager using keyboard arrows and the **Enter** key or with a mouse. Besides, you can enter commands at the command line which is displayed in the lower part of the screen (for entering commands, no additional actions are required).
To go up one level, position the cursor in the **/..** field (the first line in the file manager) and press **Enter**.

4. Check the version and type of installation of the server you need to update. You can see the version and installation type in the file `/opt/iw/tm5/install_mode`.

Example of content:

```
"product_type": "tme",
"version": "7.5.0.131",
"all_in_one": true,
```

The example is given for a server with the type of installation *Traffic Monitor Enterprise All-in one* and the version *7.5.0.131*.

5. To exit the file manager (it is necessary for better commands executing) enter the command:
   `exit`

> **Warning!**
>
> Before running the installation make sure that the server complies with the OS and network settings requirements.
>
> After updating parameters of unit files the initialisation systems systemd will return to default values.

> **Attention!**
>
> In case an error occurs and you need to restore your database and restart the update from the last successfully completed step, we recommend to perform the following actions:

1. **Database and indexes backup**

   > **Warning!**
   >
   > To back up successfully, you should copy the files with their **rights**, **users** and **groups** saved.
   >
   > To do this, copy files into the **Linux file system** only (ex., Ext4 or XFS).
   >
   > Store backup copies either on a separate section of the server or on another server or on an external device. Make sure that the data will not be lost.
   >
   > Backup copies should be copied into their **original directories**, and **rights**, **users** and **groups should not be changed**.

   a. To stop Traffic Monitor services enter the command:
      `iwtm stop`
   b. Enter the command:
      `systemctl stop iwtm-php-fpm`
   c. Perform the backup:
      i. Depending on the database you are using and the version of Traffic Monitor, enter the command to stop the database:
         - for **Oracle DBMS**:
           `systemctl stop oracle`
         - for **PostgreSQL DBMS**:
           `systemctl stop postgresql-13`
      ii. Create your database backup. By default, the database is stored in the directories **`/u01`**, **`/u02`** etc.
      Store the database backup copies either on a separate section of the server or on another server or on an external device.

      > **Note:**

To specify the directories that contain the database, check the file content:

- /opt/iw/tm5/csw/oracle/database.conf (for **Oracle DBMS**)
- /opt/iw/tm5/csw/postgres/database.conf (for **PostgreSQL DBMS**)

iii. Perform indexes backup. To do this:
   1. Go to the directory `/opt/iw/tm5/etc` and open to view the file **`indexer.conf`**.
   2. In the parameter `"SphinxBaseDir"` you can see the path to the directorty that contains the indexes. In the parameter `"ArchiveDir"` you can see a relative path to indexes archive. The path is specified relating to the content of `"NookDir"` parameter.
   Copy the directories with indexes and indexes archives either on a separate section of the server or on another server or on an external device.

iv. Create the backup of `iw_adlibitum` service configuration. To do this:
   1. Go to the directory `/opt/iw/tm5/etc` and open the file **`adlibitum. conf`** to view.
   2. In the parameter `"ConfigDir"` you can see a relative path to the directory that contains the configuration of `iw_adlibitum` service. The path is specified relating to the content of `"NookDir"` parameter.
   Copy the directory with the configuration either on a separate section of the server or on another server or on an external device.

2. **Backup configuration of the environment**

   You are required to consider the specifics of backing up from the **Warning** note in the previous step. Go to these addresses and copy the files:

   - **For Oracle DBMS:**
     - `/opt/iw/tm5/etc/oracle/` - all files in the directory
     - `/etc/default/iwtm`
     - `/etc/profile.d/iw-oracle-env.sh`
     - `/etc/logrotate.d/iwtm-oracle-conf-server`
     - `/opt/iw/tm5/etc/oracle.conf`
   - **For PostgreSQL DBMS:**
     - `/etc/default/iwtm`
     - `/etc/profile.d/iw-postgresql-env.sh`
     - `/etc/profile.d/iw-postgresql-client-env.sh`
     - `/etc/sudoers.d/iw-pgagent`
     - `/etc/pgagent/pgagent-13.conf`
     - `/opt/iw/tm5/etc/postgresql/` - all files in the directory
     - `/opt/iw/tm5/etc/postgres.conf`

   Note:

In the directory `/tmp/iwtm_db_configs_backup` the installer automatically creates copies of files of environment settings. To make it easier for the user, the installer recreates in the directory the paths of original files. Use the paths when you need to copy the files to restore their initial state.

The backup copies created by the installer are stored untill uptate. They will be deleted after the update is complete.

Depending on the update mode, select the instruction:

- Updating the System over the installed one
- Updating the System via installation and restoring data from the backup copy (for PostgreSQL)

Updating the System over the installed one:

Warning!

We strongly recommend backing up the System, cloning it, and updating on this particular testing machine.

To upgrade the System, please take the following actions:

1. Copy the following files which are a part of InfoWatch Traffic Monitor distribution kit to `/root` dir ectory:
   - **`iwtm-installer-x.x.x.xxx-rhel7.run`** - for upgrade on Red Hat Enterprise Linux or Oracle Linux (where x.x.x.xxx is the build number)
   - **`iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz`** - if you use PostgreSQL DBMS;
   - **`iwtm-oracle-19.0.0.0.0-x.xx.x.tar.gz -`** if you use Oracle DBMS.

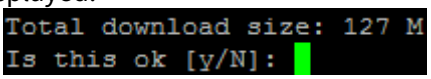
   As per our example:
   - **`iwtm-installer-7.7.0.101-rhel7`** - for upgrade on Red Hat Enterprise Linux or Oracle Linux;
   - **`iwtm-postgresql-13.8-7.7.0.101-rhel7.tar.gz`** - if you use PostgreSQL DBMS;
   - **`iwtm-oracle-19.0.0.0.0-7.7.0.101.tar.gz`** - if you use Oracle DBMS.

   Warning!

   The following instruction describes installation using installer for Red Hat Enterprise Linux. It is also valid for Oracle Linux.

2. To make the file **`iwtm-installer-x.x.x.xxx-rhel7`** executable, enter the command:
   `chmod u+x /root/iwtm-installer-x.x.x.xxx-rhel7`
   Our example command:
   `chmod u+x /root/iwtm-installer-7.7.0.101-rhel7`
3. Connect external or local OS repositories.
   For example, you can find instructions on how to configure local Red Hat Enterprise Linux repository at the official web page.

4. To update packages, enter:
   `yum upgrade`
   The following request will be displayed:

   To continue, type **Y** and then press **Enter**.
5. If you have the Prometheus system installed to stop the service you should run the following command::
   `systemctl stop iwtm-postgres_exporter` - for **PostgreSQL DBMS**
   `systemctl stop iwtm-oracledb_exporter` - for **Oracle DBMS**
6. Enter the command to go to Traffic Monitor distribution kit directory:
   `cd /root`

   > **Note:**
   >
   > Before starting the update, you are recommended to start the database service, in case it was stopped before. In accordance with DBMS used please type the command to run:
   >
   > - for **Oracle DBMS**
   >   `service oracle start`
   > - for **PostgreSQL DBMS**
   >   `systemctl start postgresql-13`

7. Automatic merging of Traffic Monitor configuration files of the old and new versions is implemented in the installer.

   > **Warning!**
   >
   > Automatic merging applies only to Traffic Monitor configuration files with the `.conf` extension that are located in the `/opt/iw/tm5/etc` directory.
   > Before merging, backup copies for source configuration files are created in the `/opt/iw/tm5/etc_conf_backup_<date_time>` directory. An example of the directory name: `/opt/iw/tm5/etc_conf_backup_06.05.2023_09:26:33`.
   > After merging, files with the `.rpmnew` extension, which relate to merged configuration files, will be deleted.
   > All steps will be logged in the `/var/log/infowatch/iwtm-install-<version>-<date>_<time>.log` file. An example of the log file name: `/var/log/iwtm-install-7.7.0.101-2023-09-10_09-56-25.log`.
   > You can also find information on the merge process in the `/var/log/infowatch/config_merge/` directory.
   > If during operations with a configuration file, some errors occur, the process will be stopped until the user corrects the errors. Restart the update after the errors are corrected.

   Run the installer using one of the modes:
   Updating in text mode using server console

   To update Traffic Monitor using server console, take the following steps:

   a. Start the Traffic Monitor installer running the command:
      `./iwtm-installer-x.x.x.xxx-rhel7`
      Our example command:

`./iwtm-installer-7.7.0.101-rhel7`
Preparations will be made to start the updating. At this stage the unpacking of Traffic Monitor files is not being performed.

> **Note:**
>
> Before starting the installation a warning about wrong owner of files may be displayed.
>
> ```
> Found wrong owner of files in directory /opt/iw/tm5. The list of files with the wrong owner can be viewed in
>  file /tmp/installbuilder_installer.log
>
> Press 'Yes' to automatically fix incorrect file owner.
>
> Press 'No' to abort installation and fix incorrect file owners manually. Also to fix incorrect file owners y
> ou can use utility /tmp/iwtm_installer/scripts/check_iwtm.sh
>                     [Y/n]:
> ```
>
> Type **Y** and press **Enter** to change the owner of files and continue running.
>
> Otherwise, you can enter **N** and press **Enter**, then make corrections manually or using `/tmp/iwtm_installer/scripts/check_iwtm.sh` script and start the installer again.

> **Warning!**
>
> If available configured OS repositories are missing, the preparation process will stop with the following error message:
>
> ```
> [root@spopov-rhel7-713 ~]# ./iwtm-installer-7.2.1.280-rhel7
>
> Preparing installation.../Warning: Failed to prepare installation:
> Missing OS repos or unsupported OS. Please mount and/or enable OS packages
> repository and try once again.
>
> For details refer to
> /var/log/infowatch/install/iwtm-installation_20211007114106.log or
> /tmp/installbuilder_installer_11672.log if the first doesn't exist
> Press [Enter] to continue:
> ```
>
> To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.
>
> For more details on the error refer to the log files, specified in the error message.

After this finished, a welcoming window will be displayed:

```
Welcome to the Traffic Monitor Setup Wizard.

-------------------------------------------------------------------------------
Confirm Infowatch Traffic Monitor Update


InfoWatch Traffic Monitor upgrade from 7.5.0.131 to 7.7.0.101 is available

Would you like to continue?


 [Y/n]:
```

It will contain all available updates for Traffic Monitor and DBMS.

b. To continue, type **Y** and press **Enter**. To exit the installer type **N** and press **Enter**.

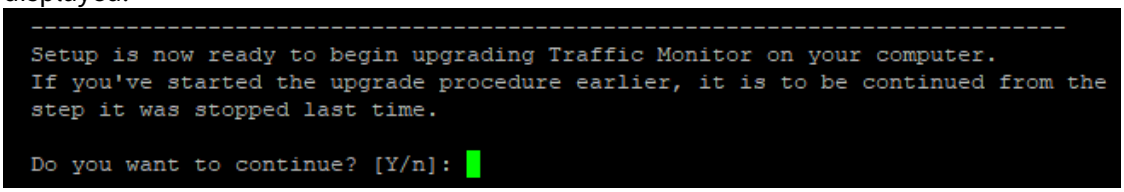
> **Note:**
>
> When updating via server console you can see the default value which is specified in square brackets as a figure or a capital letter next to input field. This value will be used in case of leaving the field empty and pressing **Enter**.

c. Confirm the Traffic Monitor services and database were stopped. Steps to confirm the stop and to select a mode will be missed in case the services were stopped manually before starting the installer.
d. Select a mode to stop Traffic Monitor:
   - `Quick stop -` quick stop without events processing;
   - `Waiting for stop -` wait till the current processing of events is finished `;`
   - `Waiting for emptying file queues -` wait till all the events are processed and all the file queues are empty before stopping.

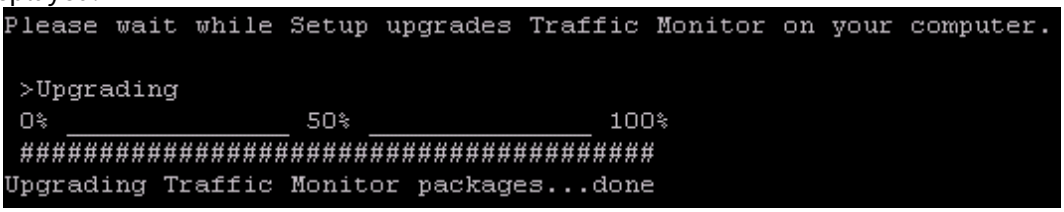
   To make a choice please enter the figure specified next to option selected, and press **Enter**.

> In case `Quick stop` is selected, the stopped services will have `failed` status before the update.

e. If you've selected `Quick stop` or `Waiting for stop`, events can be sent to error queue after Traffic Monitor resumes the work.
   To continue type **Y** and press **Enter**.
   While stopping an events proessing progress will be displayed.
f. After the services are stopped, a message to start the updating and query to continue will be displayed.



To start the updating type **Y** and press **Enter**.
The unpacking of Traffic Monitor updating files will start. Implementation progress will be displayed.



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

g. When updating is successfully completed the installer will offer starting the services which were stopped.

> **Warning!**
>
> After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files.
>
> After the update to manage the monitoring system use iwtm-nagios service.
> For example, to check Nagios status use the command:
> `systemctl status iwtm-nagios`

If you do not run the services, to recover the System's efficiency you should run it later manually.

> **Note:**
>
> If Consul service is configured incorrectly, the following warning message will be displayed:
>
> ```
> \Warning: You should run 'iwtm start' command manually after fixing problems with
> Consul.
> Press [Enter] to continue:
> ```
>
> To finish installation press **Enter**.
>
> **For correct work of System check and configure Consul service cluster**
>
> 1. Start Consul service with the command:
>   `systemctl start iwtm-consul`
>   To check the service status enter the command:
>   `systemctl status iwtm-consul`
> 2. To check Consul enter the command:
>   a. To display IP address of main server (leader) of cluster:
>   `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
>   b. To display information about cluster members:
>   `consul members`
> 3. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
>   After configuration is complete, repeat checking (step ii).
>
> If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

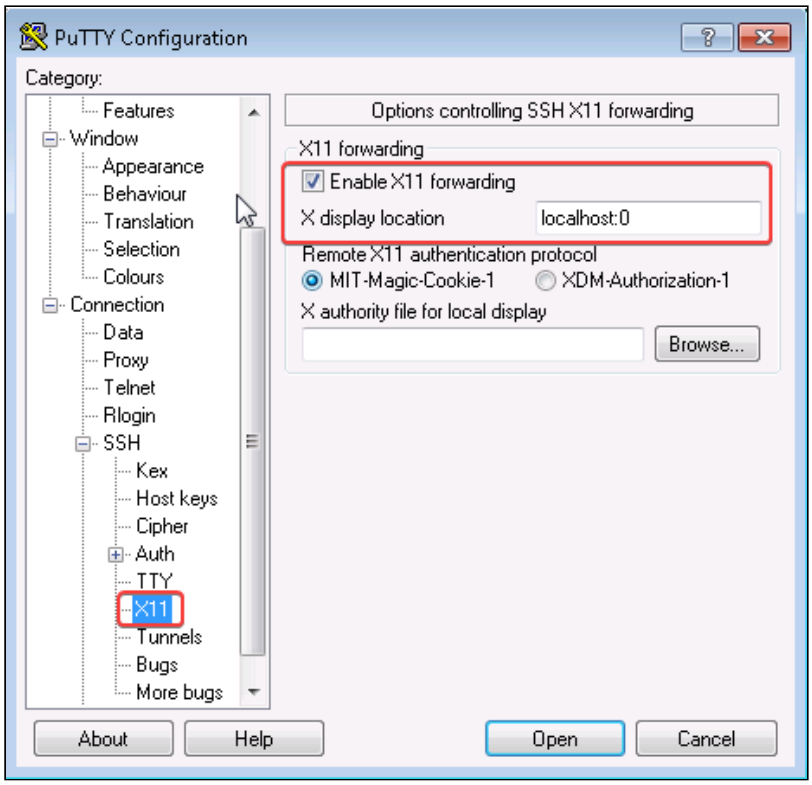
h. Before completeting the update the installer will offer deleting the packages created to update the System.
When update is successfully completed, this data is recommended to delete.
i. Wait till completion of installer operation.

Updating in graphical mode

X Window System uses a client - server model. To run the installer in the graphical mode **X11 Forwarding** is used to forward the graphical output of remote system. This let you work directly with Linux graphical applications on the computer which is connected to server. This mode is implemented via SSH connection.

To update Traffic Monitor using graphical mode of installation, take the folowing steps:

a. On the server, where Traffic Monitor components are planned to update:
   i. Install `xauth` utility using the command:
   `yum install xauth`
   ii. In `/etc/ssh/sshd_config` configuration file uncomment the line "`X11Forwarding yes`". To do this, delete `#` placed before the line.
   iii. Save changes in configuration file.
   iv. Restart SSH service using the command:
   `systemctl restart sshd`
b. On the computer, where the graphical mode is to be used:
   i. To connect to Traffic Monitor installation server you will require a SSH client with enabled X11 Forwarding option, e.g. PuTTY.
   ii. To start the installer in the graphical mode you will require an application configured to access to X Window System, for example:
      - Xming application - for OS MS Windows;
      - Gnome 3 shell - for OS Linux.
c. Run the application client which was previously configured to access to X Window System.
d. Connect to server, where Traffic Monitor components are planned to install, using selected SSH client.
   Example of PuTTY configuration window used to connect

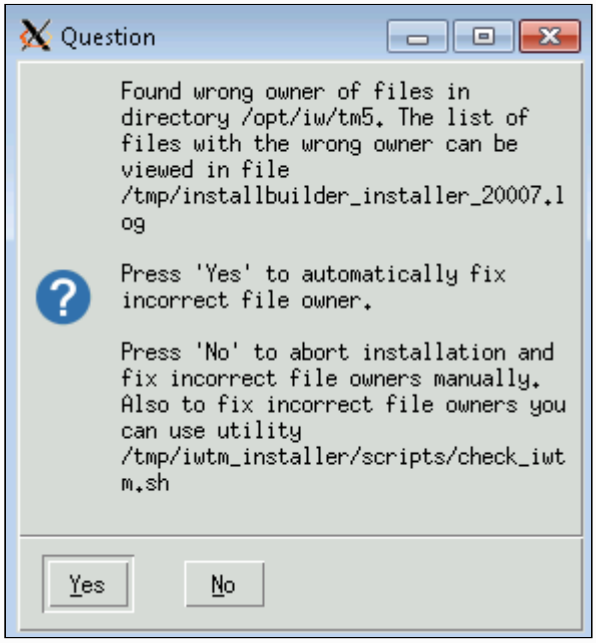


e. Run the installer using the command:
   `./iwtm-installer-x.x.x.xxx-rhel7`
   As per our example:
   `./iwtm-installer-7.7.0.101-rhel7`

Preparations will be made to start the installation. At this stage the unpacking of files is not being performed.

Note:

Before starting the installation a warning about wrong owner of files will be displayed.

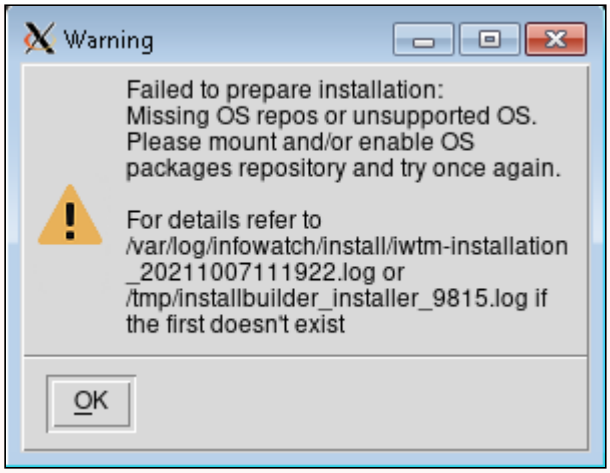


Press **Yes** to change the owner of files and continue running.

Otherwise, you can enter **N** and press **Enter**, then make corrections manually or using `/tmp/iwtm_installer/scripts/check_iwtm.sh` script and start the installer again.

Warning!

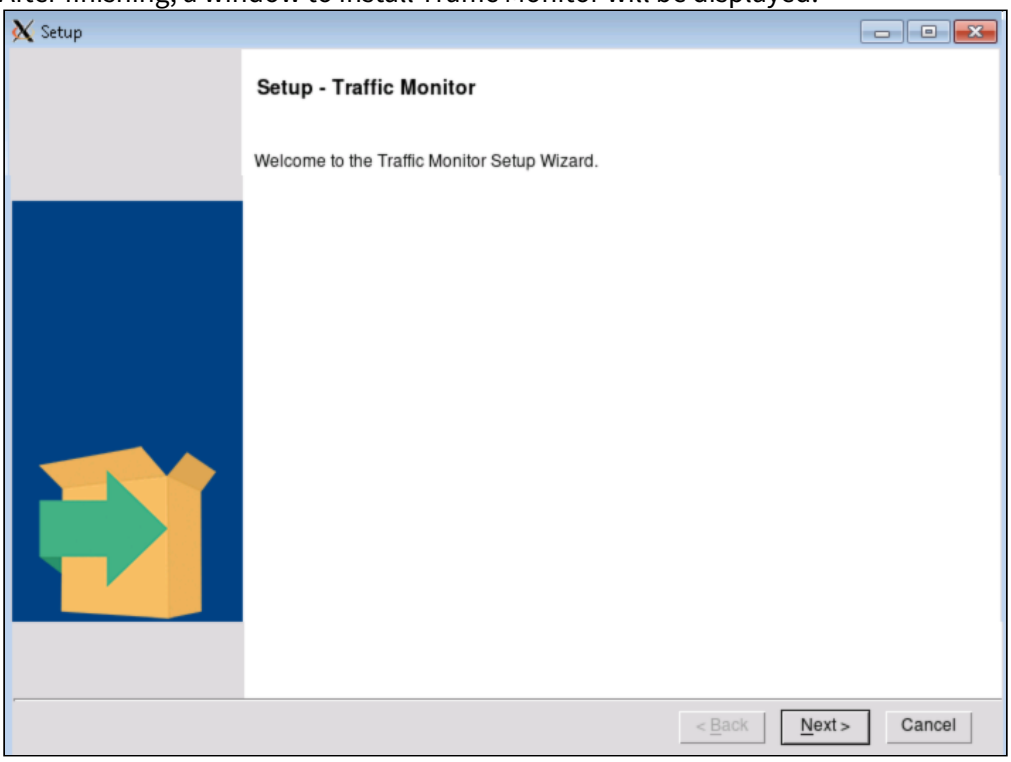
If available configured OS repositories are missing, the preparation process will stop with the following error message:



To fix this error press **OK** to exit, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files, specified in the error message.

After finishing, a window to install Traffic Monitor will be displayed:



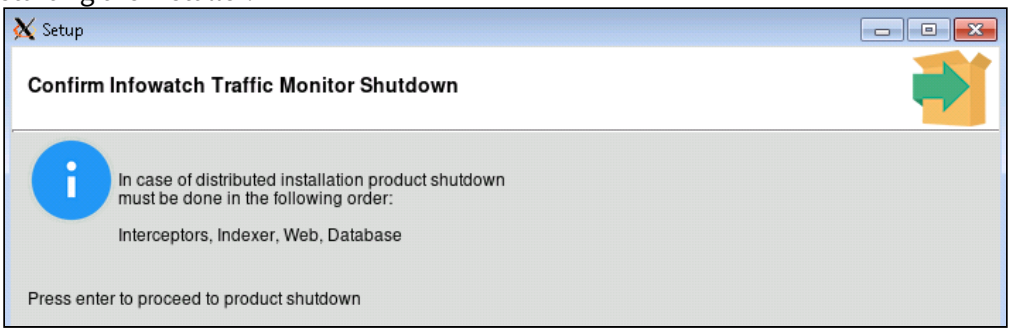
To go to the next parameter press **Next** button, to go back press - **Back**. To exit the installer press **Cancel** button.

f. The next window will contain data related to availabe upgrades for Traffic Monitor and DBMS.

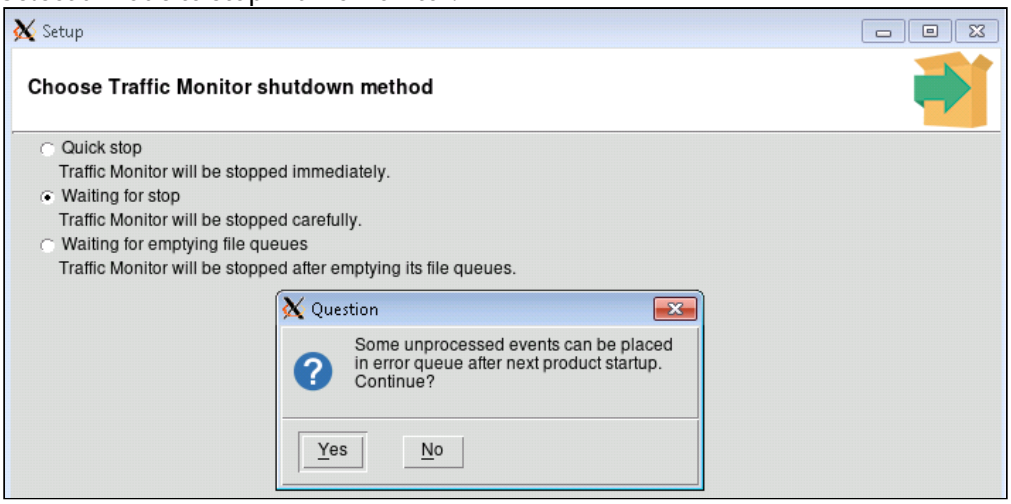


To continue press **Next**.

g. Confirm the Traffic Monitor services and database were stopped. Steps to confirm the stop and to select a mode will be missed in case the services were stopped manually before starting the installer.



h. Select a mode to stop Traffic Monitor:



- `Quick stop –` quick stop without events processing;
- `Waiting for stop –` wait till the current processing of events is finished;
- `Waiting for emptying file queues –` wait till all the events are processed and all the file queues are empty before stopping.

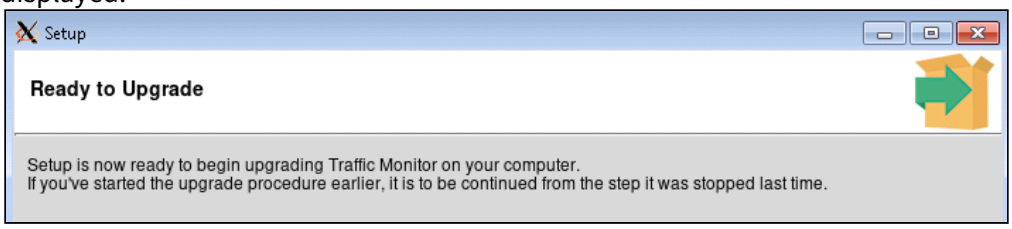
  To select click in the checkbox next to required value and press **Next** button.

> **Note:**
>
> In case `Quick stop` is selected, the stopped services will have `failed` status before the update.

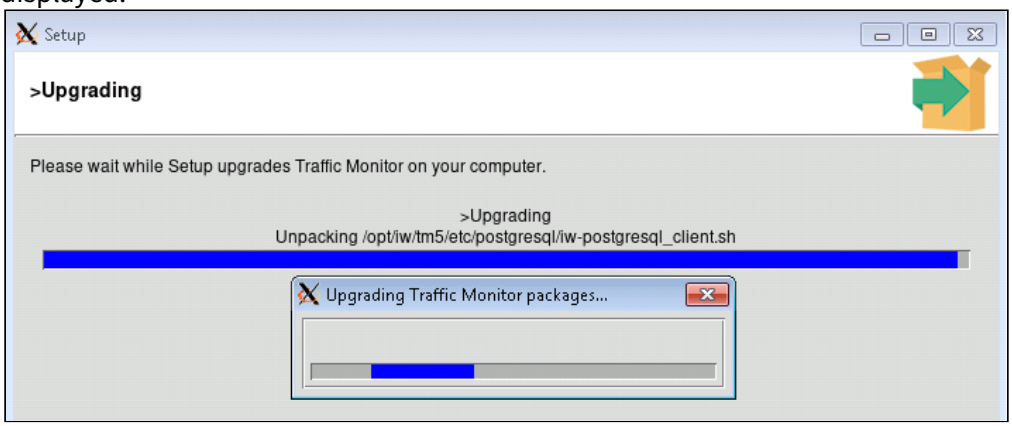
i. If you've selected `Quick stop` or `Waiting for stop`, events can be sent to error queue after Traffic Monitor resumes the work.

To continue press **Yes** button.
While stopping an events proessing progress will be displayed.

j. After the services are stopped, a message to start the updating and query to continue will be displayed.



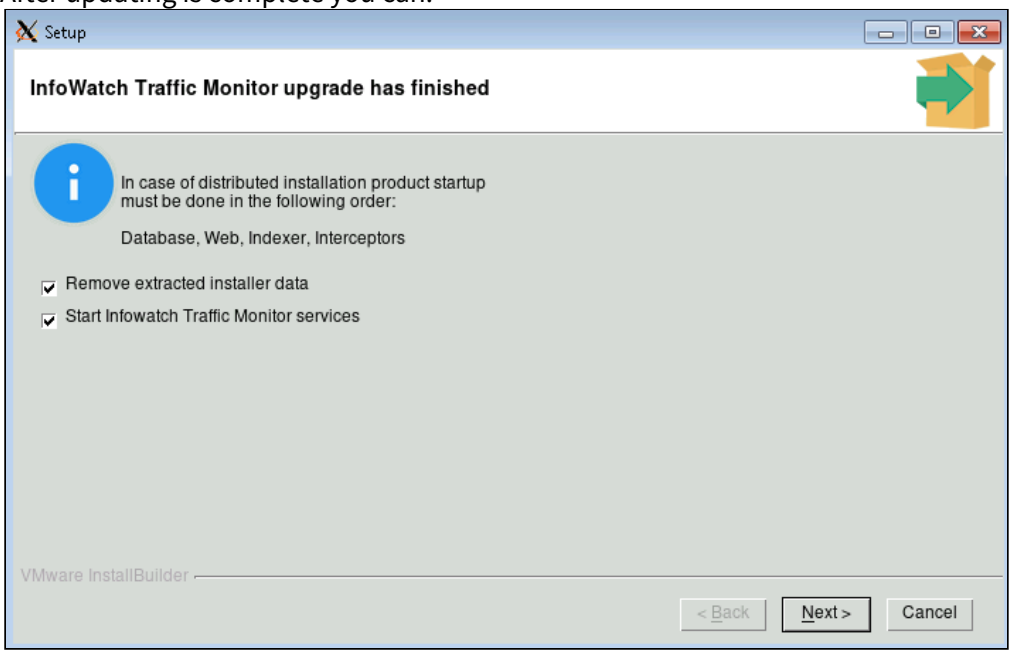
To start the updating press **Yes** button.
The unpacking of Traffic Monitor updating files will start. Implementation progress will be displayed.



The process may take some time.

> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

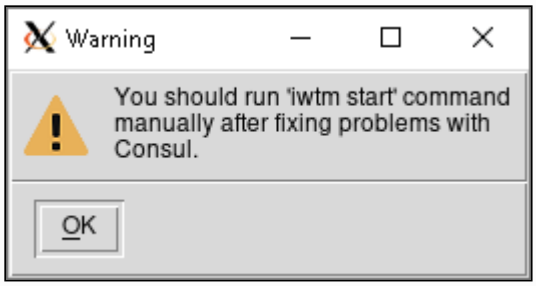
k. After updating is complete you can:



- **`Remove exctracted installer data –`** when updating is successfully completed you can delete the packages created to install the System. This data is recommended to delete.
- **`Start Infowatch Traffic Monitor services –`** start the stopped services. Otherwise, you need to restore System availability manually later.

> **Warning!**
>
> After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files.
>
> After the update to manage the monitoring system use iwtm-nagios service.
>
> For example, to check Nagios status use the command:
>
> `systemctl status iwtm-nagios`

Mark the checkboxes to select the actions you need:

> **Note:**
>
> If Consul service is configured incorrectly, the following warning message will be displayed:
>
> 
>
>
> To finish installation press **OK**.
>
> **For correct work of System check and configure Consul service cluster**
>
> i. Start Consul service with the command:
> `systemctl start iwtm-consul`
> To check the service status enter the command:
> `systemctl status iwtm-consul`
> ii. To check Consul enter the command:
> 1. To display IP address of main server (leader) of cluster:
> `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
> 2. To display information about cluster members:
> `consul members`
>
> iii. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
> After configuration is complete, repeat checking (step ii).

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

l. To finalise the installation press **Next**.

Updating in silent mode

To reduce a user's role in the System updating process there is a silent mode of installation. In this mode Traffic Monitor can be updated using default parameters.

An options file is realized to be used as a parameter file. In this file you can set required installation parameters. When starting the installation via parameter file, the values specified in this file will be considered the default parameters.

4.1.1 Parameter file (option file)

The file contains the following parameters description:

`<parameter's_name>=<parameter's_value>`

You may leave comments using #.

Parameter file example:

```
# This file is just an example
fix_incorrect_file_owners=1
cleanup_way=clean_fq
start_services_after_upgrade=1
```

The example above contains the parameters as follows:

- change wrong owner of files to correct one;
- before stopping the services wait until all events are processed and the queues are cleared;
- run the services after update.

Warning!

The parameters which are not specified in the file will have the default values. The full list of parameters is specified in the table below.

To use the parameter file go to installer directory and run it using `--optionfile` specifying the file which was previosly created.

Example of using parameter file:

```
./iwtm-installer-7.7.0.101-rhel7 --optionfile /some_directory/option-file-example
```

An alternative way to use: give the parameter file the same name the installer has, but use `.options` extension and copy it to installer directory. In this case the running installer will consider the file parameters the default values.

4.1.2 Silent mode installation

To update the System in silent mode use `--mode unattended` option.

Level of interaction with user is set by `--unattendedmodeui` parameter, which has the following values:

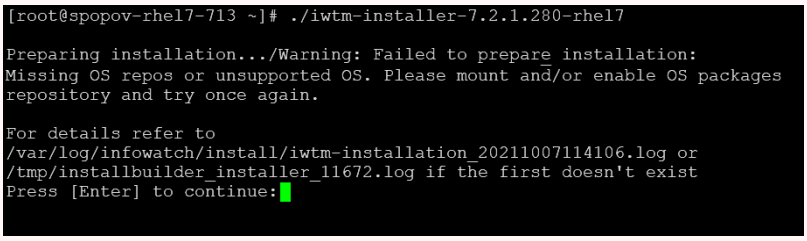
- `none` - no information displayed while updating and no interaction is required;
- `minimal` - status of implementation is displayed while updating, no interaction is required;
- `minimalWithDialogs` - status of implementation is displayed while updating, pop-up windows can be displayed and interaction with user can be required.

Example of installer running command in silent mode with no user assistance and using parameter file:

```
./iwtm-installer-7.7.0.101-rhel7 --optionfile /some_directory/option-file-example --mode unattended --unattendedmodeui minimal
```

Warning!

If available configured OS repositories are missing, the preparation process will stop with the following error message:



To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files specified in the error message.

Note:

In case the process is over with no errors, the packages created for installation will be removed by installer. If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:



To finish installation press **Enter**.

Check and configure cluster of Consul service for correct work of the System:

a. Start Consul service with the command:
`systemctl start iwtm-consul`
To check the service status enter the command:
`systemctl status iwtm-consul`
b. To check Consul enter the command:
   i. To display IP address of main server (leader) of cluster:
   `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
   ii. To display information about cluster members:
   `consul members`
c. If the IP address of cluster leader is not displayed, configure cluster of Consul service.
After configuration is complete, repeat checking (step ii).

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually.

4.1.3 Full composition of parameter file

The table below contains full list of possible parameters used for update and their default values.

Name	Default value	Valid values	Description	Note
`force_upgrade`	`0`	`0,1`	Forcible switch to updating mode, even if the versions do not match	
`fix_incorrect_file_owners`	`0`	`0,1`	The parameter defines if the wrong owner of files should be changed before the update	If the files to be updated have a wrong owner, the update will be interrupted
`cleanup_way`	`wait_stop`	`quick_stop, wait_stop, clean_fq`	Select the mode to stop services: • `quick_stop` (no events processing); • `wait_stop` (wait until current events	All events processing and file queues clearing mode (`clean_fq`) is available only when interception components are installed on server. In case this mode was selected but there is a lack of interception components on server, the current events processing

Name	Default value	Valid values	Description	Note
			processing is complete); • `clean_fq` - (before stopping wait until all events are processed and the queues are cleared)	mode will be used (`wait_stop`)
`start services after_upgrade`	`1`	`0,1`	The parameter defines if the installer should run the services after update	After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files. After the update to manage the monitoring system use iwtm-nagios service. For example, to check Nagios status use the command: `systemctl status iwtm-nagios`

8. Enter the command to find and display the list of files with `.rpmnew` extension at the console:
`find / -name "*rpmnew*" -print`
If the files have been found, they should be correctly merged with configuration files (see "Merging configuration files").

> **Note:**

To merge successfully the configuration files you should read the following articles on the official site:

- "What are rpmnew & rpmsave files?"
- "Recommendations on handling of rpmnew and rpmsave files following Red Hat Enterpries Linux system update"

9. Enter the command to call the file manager again:
   `mc`
10. In the directory `/opt/iw/tm5/etc/scripts/` there should be the file **`iwssid.lua`**. If it was not changed before the update, it is recommended to not change it. Otherwise, properly merge it with the configuration file **`iwssid.lua.rpmnew`** (see "Merging configuration files").
11. To exit the file manager:
    `exit`
12. If the installer has not complete its work before, select start of services and finish the update. If the installer has completed its work without running the services, start them manually or reboot the server to start all stopped services.
    To reboot the server:
    `reboot`

Warning!

After the start, Traffic Monitor connects to DB and loads the configuration file `cas_config.xml`. from it. Depending on size of the file, its loading may take some time.

During the loading process, the System may record error messages in log files:

- **/opt/iw/tm5/log/cas_config_compiler.log**

Error record

```
1 2019-10-07 17:00:57.351489 (3936:0x00007f4008de8880) [ERROR  ] :
<Root> Exception:.
Diagnostic information..
/sandbox/src/cas3/config/details/cas_factory.cpp(233): Throw in
function bool
cas::CasConfigFactory::LoadXmlConfig(cas::ConfigCreator::Ptr&, const
boost::filesystem::path&) const
Dynamic exception type:
boost::exception_detail::clone_impl<cas::ExceptionCasConfig>
```

- **/opt/iw/tm5/log/cas.log**

Error record

```
1 2019-10-03 17:39:13.348146 (14262:0x00007fe83892ba80) [WARNING] :
<Root> Prometheus server is off, therefore the statistics is
unavailable. That's what you wanted, isn't it?
```

```
2 2019-10-03 17:39:14.364655 (14262:0x00007fe83892ba80) [ERROR  ] :
<Root> Error when loading config of tech: Cannot open xml file with
 cas configuration: etc/config/cas/cas_config.xml
3 2019-10-03 17:39:14.364856 (14262:0x00007fe83892ba80) [ERROR  ] :
<Root> failed to initialize thrift server
Diagnostic information.
/sandbox/src/cas3/handler.cpp(682): Throw in function
 cas::Handler::LoadedConfigData
cas::Handler::GetLoadedConfigData(const prop::Property&, const Ptr&)
Dynamic exception type:
boost::exception_detail::clone_impl<tech::ExceptionTechLoadConfig>
std::exception::what: Cannot open xml file with cas configuration:
etc/config/cas/cas_config.xml
```

When `cas_config.xml` file loading is complete the System will stop recording errors and will operate normally.

If the System keeps recording errors for a long time, check the connection to the DB.

13. In Traffic Monitor, we have extended the list of default tasks that automatically delete obsolete tasks.
    Tasks for the `cron` scheduler are now specified in the `/etc/cron.d/iwtm_cleanup` file (file contents are described in the "Automatic deletion of unnecessary files in Traffic Monitor" article).
    For new tasks to work correctly:
    a. Delete obsolete tasks by editing the `cron` configuration file:
       `sudo crontab -e`
    b. Save changes and exit the configuration file editor.
    c. Restart the service:
       `systemctl reload crond`
14. If you haven't edited the previous `/etc/cron.d/iwtm_error_queue` file with tasks before the update, then skip this step.
    Otherwise, the `/etc/cron.d/iwtm_error_queue` file will be deleted and its contents will be saved in the `/etc/cron.d/iwtm_error_queue.rpmsave` file.
    For earlier added tasks to start working again, create a file for your tasks in the `/etc/cron.d/` directory and copy required tasks from `/etc/cron.d/iwtm_error_queue.rpmsave` to this file.

> **Note:**
>
> You can add your tasks to the `/etc/cron.d/iwtm_cleanup` file. On the next update, this file will be renamed to `/etc/cron.d/iwtm_cleanup.rpmnew` and replaced with a file with default content. After the next update, you will need to move added tasks from the `/etc/cron.d/iwtm_cleanup.rpmnew` file to a new `/etc/cron.d/iwtm_cleanup` file.
> To avoid moving tasks every time, you can create a separate file with your tasks in the `/etc/cron.d/` directory.

15. If you have the Prometheus system installed and in case the server has not been rebooted to stop the service you should run the following command:

`systemctl start iwtm-postgres_exporter` - for **PostgreSQL DBMS**
`systemctl start iwtm-oracledb_exporter` - for **Oracle DBMS**

16. Enter the command to clear cache of packages manager:
    `yum clean all`
17. Enter the command to clear cache:
    `redis-cli flushall`
18. Enter the command to test processes' start:
    `iwtm status`
    A list of processes and their statuses will be displayed.

Updating Traffic Monitor All-in-one server is complete. The version of the System in the **About** window of the Management Console will be changed. If the System includes other servers or subsystems to be updated, follow the instructions in this section.

Note:

After the DBMS was successfully update you can remove files which belongs to previous versions.

This can be done **only after** the System is completely updated and check is performed.

Before removing the files, please make sure that:

- the services arranged for this System are running and working;
- the Management concole contains no errors at System state section;
- old events are placed to DB. You can check this on Events section, using a query with corresponding date of interception;
- new events are sent to DB.

To remove the files run the following command:

- if you use PostgreSQL DBMS:
  `yum erase postgresql96*`
  `/u01/postgres/tmp/delete_old_cluster.sh`
- if you use Oracle DBMS:
  `su - "oracle" -c "rm -rf ${ORACLE_HOME}.backup"`

Warning!

If you have configured automatic synchronizations with LDAP servers, to guarantee the download of entities after update is completed, you should run the synchronization manually (for more details, please see "*Infowatch Traffic Monitor. User guide*", "Running Synchronization with Server Manually" article).

Note:

To display data correctly via Management console you should delete the cache in the browser you use. This can be done using the browser standard tools.

Updating the System via installation and restoring data from the backup copy (for PostgreSQL)

Warning!

We strongly recommend backing up the System, cloning it, and updating on this particular testing machine.
If you do not want to copy the data because you will mount the disk or the section containing your data, we recommend to backup them anyway.
After clear installation of the System you will need to set the configuration files of Traffic Monitor again. We recommend to store them so you can configure settings after the update.

1. To stop Traffic Monitor services, run the command:
   `iwtm stop`
2. Run the command:
   `systemctl stop iwtm-php-fpm`
3. Connect to DB and check the number of events it contains:
   a. To connect to the DB server, run the command in the console:
      `su - iwtm`
      `psql postgres iwtm -p 5433`
   b. Then run the command:
      `select count(1) from object;`
   c. To exit, run the command:
      `\q`
   d. Run the command:
      `exit`
4. Complete database and indexes backup.
5. Install a new version of Trafic Monitor.

   Warning!

   If the backup copies of your DB are stored on external devices, do not connect them during the update. You need to do it before restoring and updating the DB.

   When the update is complete, do not remove the packages created by the installer during the process of update (the point **Remove extracted installer data**).

6. To stop services, run the commands:
   `iwtm stop`
   `systemctl stop iwtm-php-fpm`
   `systemctl stop iwtm-nagios`
7. Enter the command to stop the DB:
   `systemctl stop postgresql-13`

   Note:

   To restore the initial state of clean installation, you can copy the directories `u01` and `u02`.

8. To change the access rights to the directory, enter the command:
   `chmod 777 /var/log/infowatch/update`
9. Copy reserve DB copy so that it was located the same way it was placed initially.

10. Go to the directory `u01` by running the command:
    `cd /u01`
11. To change the owner of the directories, use the command:
    `chown -R postgres:postgres postgres`
12. Go to the directory `u02` using the command:
    `cd /u02`
13. To change the owner of the directories, use the commands:
    `chown -R postgres:postgres arch`
    `chown -R postgres:postgres pgdata`
    `chown -R postgres:postgres pgdata1`
14. Enter the command to go to the directory that contains scripts:
    `/tmp/iwtm_installer/scripts`
15. From the directory run the script to update the DBMS by using the command:
    `./install_postgres.sh --distrib_path=<directory_with_DBMS_distributive> --tm_version=<new_version_of_Traffic_Monitor> --update`
    As per our example:
    `./install_postgres.sh --distrib_path=/root --tm_version=7.7.0.101 --update`

    > **Note:**
    >
    > In the example the distributive `iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz` is located in the `/root` directory.
    > To view the version of Traffic Monitor you have installed, enter the command:
    > `cat /opt/iw/tm5/version`

16. After the successfull update complete the command to check the status of DBMS service:
    `systemctl status postgresql-13`
17. Run the script to update the data scheme by using the command:
    `./install_dbschema.sh --tm_version=<new_version_of_Traffic_Monitor> --db_type=postgres --update`
    As per our example:
    `./install_dbschema.sh --tm_version=7.7.0.101 --db_type=postgres --update`
18. Complete the step 3 of the instruction to compare the number of events in the DB before and after the update.
19. Copy the backup copies of indexes and configurations of `iw_adlibitum` service so that they were located the same way it was placed initially.
    If the initial location is not the default one, then you will have to specify it in the corresponding sections of the configuration files (see steps ciii and civ).
20. Run the commands:
    `sudo -u iwtm touch /opt/iw/tm5/www/backend/protected/runtime/first_run`
    `iwtm restart kicker`
21. Run the command to reboot the server:
    `reboot`
    Wait untill the server is rebooted, then log in again by completing the steps 1-3 of the instruction before the update.
22. Enter the command to clear cache:
    `redis-cli flushall`
23. Enter the command to check statuses of the processes:
    `iwtm status`
    The list of processes and their statuses will be displayed.

Updating Traffic Monitor All-in-one server is complete. The version of the System in the **About** window of the Management Console will be changed. If the System includes other servers or subsystems to be updated, follow the instructions in this section.

> **Note:**
>
> Clear cache of your browser before starting the works, so the Console is displayed correctly. You can do it by using the standard tools of your browser.

4.2 Updating TM in case of Distributed Installation

> **Warning!**
>
> Before updating the Traffic Monitor server, we recommend updating the DM server first.

Versions before 7.2 contained two types of servers:

- TM server (TME Node Server installation type), which is in accordance to current Web console and Interceptors templates;
- DBMS server (TME DB Server), which is is in accordance to current Database and Indexer templates.

Traffic Monitor installation kit contains installation templates. Each template - is a set of components to be activated after the System is deployed. For more details please see "System Deployment Schemes and Installation Types".

There are four templates available to install:

- **Database**;
- **Indexer service**;
- **Web console**;
- **Traffic interceptors**.

All servers are to be updated, where Traffic Monitor components are installed.

The Traffic Monitor installer can work in two modes involving user to update the System:

- text mode in server console;
- graphical mode.

The updating steps and its sequence is similar in both modes.

Silent mode is also available to reduce user's role.

Regardless the selected mode of update, the Management console or server terminal is required to update the System.

During the update all the Traffic Monitor packages will be delivered, but after update is over the installer will start only the services which were not disabled before the update.

> **Note:**
>
> In case the service was disabled, it will **not** be started after updating.

In case the service was stopped, it will be started after updating.

New services statuses will comply with statuses of initial installation.

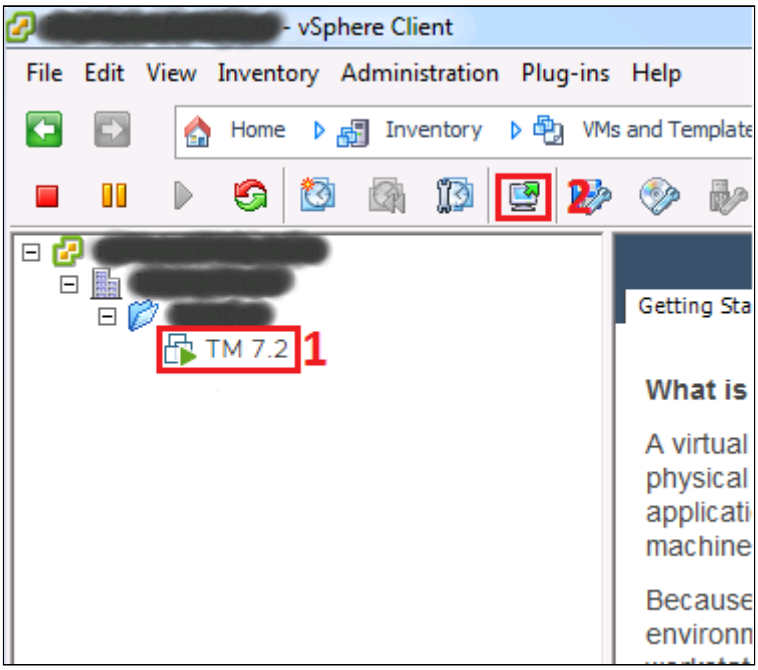
The packages unpack will start not when the installer will be started, but directly before the updating.

Warning!

Each server should have a unique correct FQDN.

Before updating the System, perform the following steps:

1. Open the console of the server being updated:
   - in the case of a physical server - the console is displayed on the screen of a monitor connected to the server;
   - in the case of a virtual server - run the **Launch Virtual Machine Console** command (see an example below).



   A window with the server console will open.
2. To log into the System, enter login and password (you should enter as a **root** user).

Tip:

The commands within the console are entered from the keyboard and must be confirmed by pressing **Enter**. So, if the instruction tells you to enter the `command`, it means that you should enter the `command` and then press **Enter**. Once the command is executed, the invitation is displayed again - it is ended with `#` or `$` (depending on the user who logged in). Before typing the next command, make sure that an invitation is displayed at the command line.

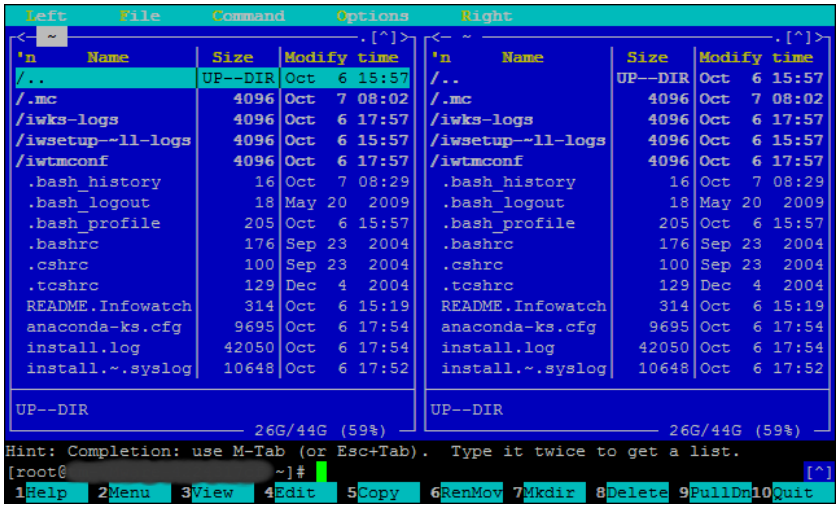
If you connect remotely via SSH, we recommend using the Screen utility. Thus you can avoid problems in case of a lost connection with the server being updated. When disconnecting from the utility, all the processes started are not to be interrupted and you may safely continue the System update.

Warning! Using Screen is highly recommended when working with DB and updating DBMS.

Basic commands:

- `screen` - start the utility;
- `Ctrl+a d` - disconnect from the screen (to be input within the screen window);
- `screen -ls` - display the list of screen running;
- `screen -r` - connect to the screen again;
- `screen -r name` - connect to a specific screen with «name»;
- `exit` - exit screen (to be input within the screen window).

3. Enter the command to call the file manager:
   `mc`



The screen will display a window of *Midnight Commander* file manager where you can view files. You can navigate in the file manager using keyboard arrows and the **Enter** key or with a mouse. Besides, you can enter commands at the command line which is displayed in the lower part of the screen (for entering commands, no additional actions are required).
To go up one level, position the cursor in the **/..** field (the first line in the file manager) and press **Enter**.

4. Depending on Traffic Monitor version you have to update the following actions may vary. Thus, check the version and installation of server to be updated:

Example of content

```
{
  "product_type": "tme",
  "version": "7.5.0.131",
  "all_in_one": false,
  "templates": {
    "db": {
      "local": true
    },
```

```
    "indexer": {},
  }
}
```

Record from the example corresponds to server of *Traffic Monitor Enterprise* version *7.5.0.131 distributed* installation. In the example *Database* and *Indexer* templates are activated. Local database is used.

5. To exit the file manager (it is necessary for better commands executing) enter the command: `exit`

Warning!

Before running the installation make sure that the server complies with the OS and network settings requirements.

After update is complete the systemd unit file parameters will return to default values.

Attention!

In case an error occurs and you need to restore your database and restart the update from the last successfully completed step, we recommend to perform the following actions:

1. **Database and indexes backup**

   Warning!

   To back up successfully, you should copy the files with their **rights**, **users** and **groups** saved.

   To do this, copy files into the **Linux file system** only (ex., Ext4 or XFS).

   Store backup copies either on a separate section of the server or on another server or on an external device. Make sure that the data will not be lost.

   Backup copies should be copied into their **original directories**, and **rights**, **users** and **groups should not be changed**.

   a. On all servers stop TM services: `iwtm stop`
   b. On server with web console:
      i. Enter the command `systemctl stop iwtm-php-fpm`
      ii. Create the backup of `iw_adlibitum` service. For this:
         1. Go to `/opt/iw/tm5/etc` and open the file **`adlibitum.conf`** to view.
         2. In "ConfigDir" parameter you can see a relative path to the directory where the configuration of `iw_adlibitum` service is. The path is specified in relation to the content of `"NookDir"` parameter. Copy the directory to a separate section of server or to another server or to an external device.
   c. On server with Indexer:

i. Enter the command to stop the service `iw_indexer` : `iwtm stop indexer`
ii. Create the indexer backup copy:
1. Go to `/opt/iw/tm5/etc` and open the file **`indexer.conf`** to view.
2. In " `SphinxBaseDir` " parameter you can see a relative path to the directory where the indexes are. In " `ArchiveDir` " parameter you can see a relative path to the indexers archive. The path is specified in relation to the content of `"NookDir"` parameter. Copy the directories to a separate section of server or to another server or to an external device.

d. On DBMS server:
i. Depending on the DBMS you use and the version of Traffic Monitor, enter tha command to stop the database:
- for DBMS **Oracle**
`systemctl stop oracle`
- for **DBMS PostgreSQL**
`systemctl stop postgresql-13`

> **Note:**
>
> To specify the directories that contain the database, check the file content:
>
> - /opt/iw/tm5/csw/oracle/database.conf (for **Oracle DBMS**)
> - /opt/iw/tm5/csw/postgres/database.conf (for **PostgreSQL DBMS**)
>
> Create your database backup. By default, the database is stored in the directories **`/u01`**, **`/u02`** etc.
> Store the database backup copies either on a separate section of the server or on another server or on an external device.

ii. Create a backup copy of indexes. To do this:
1. Go to `/opt/iw/tm5/etc` directory and open to view **`indexer.conf`** file.
2. `"SphinxBaseDir"` parameter contains a path to directory with indexes. " `ArchiveDir` " parameter contains a path to indexes archive. Path to archives is specified according to `"NookDir"` parameter content.
Copy the directories with indexes and indexes archives to different section or to external device.

2. **Backup configuration of environment**

You are required to consider the specifics of backing up from the **Warning** note in the previous step. Go to these addresses and copy the files:

- **For Oracle DBMS:**
  - `/opt/iw/tm5/etc/oracle.conf`
  - `/etc/default/iwtm`
  - `/etc/profile.d/iw-oracle-env.sh`
  - `/etc/logrotate.d/iwtm-oracle-conf-server`
  - `/opt/iw/tm5/etc/iw-oracle_client.sh`
  - `/opt/iw/tm5/etc/iw-oracle_server.sh`

- **For PostgreSQL DBMS:**
  - `/etc/default/iwtm`
  - `/etc/profile.d/iw-postgresql-env.sh`
  - `/etc/profile.d/iw-postgresql-client-env.sh`
  - `/etc/sudoers.d/iw-pgagent`
  - `/etc/pgagent/pgagent-13.conf`
  - `/opt/iw/tm5/etc/postgresql/ -` all files in the directory
  - `/opt/iw/tm5/etc/postgres.conf`

> **Note:**
>
> Also the installer makes copies of environment configuration file in `/tmp/iwtm_db_configs_backup` directory. For user comport the installer recreates in directory the paths of original files which can be used to copy back to initial state. Copies created by installed are stored untill successfull upgrade is complete. Once completed these copies are to be removed.

Depending on the version installed, choose the instruction:

- Updating the System over the installed one;
- Updating the System via installation and restoring data from the backup copy (for PostgreSQL).

Updating the System over the installed one

> **Warning!**
>
> We strongly recommend backing up the System, cloning it, and updating on this particular testing machine.
>
> You should stop the services using the installer and run the update in the following order:
>
> 1. Interceptors
> 2. Indexer
> 3. Web console
> 4. Database

The updating order is as follows:

Step 1. Updating All Servers

Step 2. Checking Consul Cluster

Step 3. Performing Healthcheck of System Internal Services

Step 4. Completing Servers Update

STEP 1. UPDATING ALL SERVERS

To update servers, please take the following actions as per each server:

1. Copy the following files which are a part of InfoWatch Traffic Monitor distribution kit to `/root` dir ectory:

- **`iwtm-installer-x.x.x.xxx-rhel7.run`** - for upgrade on Red Hat Enterprise Linux or Oracle Linux (where x.x.x.xxx is the build number)
- **`iwtm-postgresql-13.8-x.x.x.xxx.tar.gz`** - if you use PostgreSQL DBMS;
- **`iwtm-oracle-19.0.0.0.0-x.x.x.xxx.tar.gz -`** if you use Oracle DBMS.

As per our example:

- **`iwtm-installer-7.7.0.101-rhel7`** - for upgrade on Red Hat Enterprise Linux or Oracle Linux;
- **`iwtm-postgresql-13.8-7.7.0.101.tar.gz`** - if you use PostgreSQL DBMS;
- **`iwtm-oracle-19.0.0.0.0-7.7.0.101.tar.gz`** - if you use Oracle DBMS.

> **Warning!**
>
> The following instruction describes installation using installer for Red Hat Enterprise Linux. It is also valid for Oracle Linux.

2. To make the file **`iwtm-installer-x.x.x.xxx-rhel7`** executable, enter the command:
   `chmod u+x /root/iwtm-installer-x.x.x.xxx-rhel7`
   Our example command:
   `chmod u+x /root/iwtm-installer-7.7.0.101-rhel7`
3. Connect external or local OS repositories.
   For example, you can find instructions on how to configure local Red Hat Enterprise Linux repository at the official web page.
4. To update packages, enter:
   `yum upgrade`
   The following request will be displayed:
   ```
   Total download size: 127 M
   Is this ok [y/N]:
   ```
   To continue, type **Y** and then press **Enter**.
5. If you have the Prometheus system installed to stop the service on the server with Database template you should run the following command:
   `systemctl stop iwtm-postgres_exporter` - for **PostgreSQL DBMS**
   `systemctl stop iwtm-oracledb_exporter` - for **Oracle DBMS**
6. On the server with Database template before running the installer you are recommended to start database service in case it was stopped earlier. Depending on the DBMS you are using, enter one of the commands:
   - `service oracle start` (for DBMS **Oracle**)
   - `service postgresql-13 start` (for DBMS **PostgreSQL**)
7. Enter the command to go to Traffic Monitor distribution kit directory:
   `cd /root`
8. Automatic merging of Traffic Monitor configuration files of the old and new versions is implemented in the installer.

> **Warning!**
>
> Automatic merging applies only to Traffic Monitor configuration files with the **`.conf`** extension that are located in the `/opt/iw/tm5/etc` directory.
> Before merging, backup copies for source configuration files are created in the `/opt/iw/tm5/etc conf backup <date time>` directory. An example of the directory name: `/opt/iw/tm5/etc_conf_backup_11.12.2023_09:26:33`.
> After merging, files with the **`.rpmnew`** extension, which relate to merged configuration files, will be

deleted.
All steps will be logged in the `/var/log/infowatch/iwtm-install-<version>-<date>_<time>.log` file. An example of the log file name: `/var/log/iwtm-install-7.7.0.101-2023-11-19_09-56-25.log`.
You can also find information on the merge process in the `/var/log/infowatch/config_merge/` directory.
If during operations with a configuration file, some errors occur, the process is not stopped and other files are merged. Records concerning the errors will be added to the log file

Run the installer using one of the modes:
Updating in text mode using server console

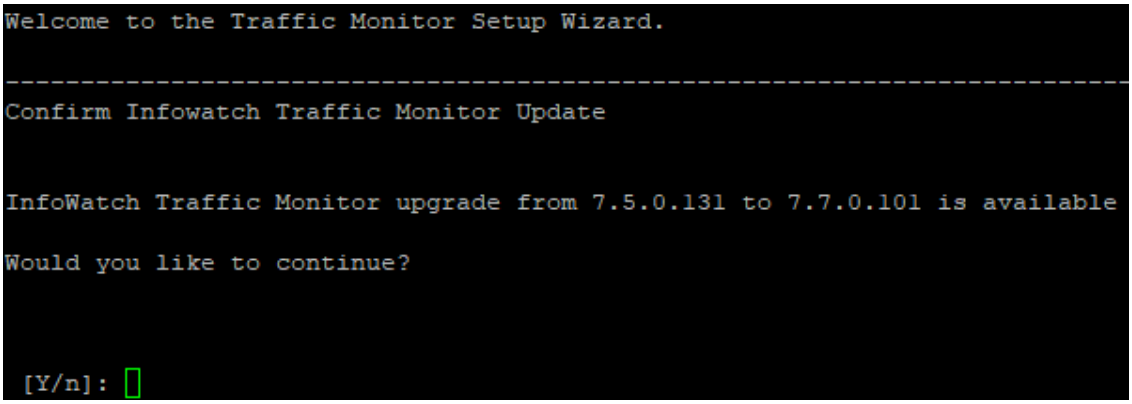
To update Traffic Monitor using server console:

a. Start the Traffic Monitor installer running the command:
`./iwtm-installer-x.x.x.xxx-rhel7`
Our example command:
`./iwtm-installer-7.7.0.101-rhel7`
The installer will prepare to run. At this step, files are not unpacked.

> **Note:**
>
> Before the installer is started, you may see a warning that the file owner is wrong.
>
> ```
> Found wrong owner of files in directory /opt/iw/tm5. The list of files with the wrong owner can be viewed in
>  file /tmp/installbuilder_installer.log
>
> Press 'Yes' to automatically fix incorrect file owner.
>
> Press 'No' to abort installation and fix incorrect file owners manually. Also to fix incorrect file owners y
> ou can use utility /tmp/iwtm_installer/scripts/check_iwtm.sh
>                     [Y/n]:
> ```
>
> Type **Y** and press **Enter** for the installer to change the file owner and continue running.
>
> Otherwise, you can enter **N** and press **Enter**, then edit the file owner manually or using the `/tmp/iwtm_installer/scripts/check_iwtm.sh` script and start the installer again.

> **Warning!**
>
> If available configured OS repositories are missing, the preparation process will stop with the following error message:
>
> ```
> Preparing installation.../Warning: Failed to prepare installation:
> Missing OS repos or unsupported OS. Please mount and/or enable OS packages
> repository and try once again.
>
> For details refer to
> /var/log/infowatch/install/iwtm-installation_20211007114106.log or
> /tmp/installbuilder_installer_11672.log if the first doesn't exist
> Press [Enter] to continue:
> ```
>
> To fix this error press **Enter** to exit, connect the standard OS repository, EPEL repository and restart the installer.
>
> For more details on the error refer to the log files specified in the error message.

After this finished, a welcoming window will be displayed:



This will contain all available updates for Traffic Monitor and DBMS.

b. To continue, type **Y** and press **Enter**. To exit the installer type **N** and press **Enter**.

> **Note:**
>
> When updating via server console you can see the default value which is specified in square brackets as a figure or a capital letter next to input field. This value will be used in case of leaving the field empty and pressing **Enter**

c. Confirm the Traffic Monitor services and database were stopped. Steps to confirm the stop and to select a mode will be missed in case the services were stopped manually before starting the installer.

> **Note:**
>
> If components of Traffic Monitor are operating on several servers, then you should stop them one after another in the following order:
>
> i. Interceptors
> ii. Indexer
> iii. Web console
> iv. Database

d. Select a mode to stop Traffic Monitor:

- `Quick stop` - quick stop without events processing;
- `Waiting for stop` - wait till the current processing of events is finished `;`
- `Waiting for emptying file queues –` wait till all the events are processed and all the file queues are empty before stopping `.` The mode is available only on servers with interception components.

> **Warning!**
>
> If interception and analysis components `iw_cas, iw_pas` are used on separate servers, then stopping interceptors and cleaning up file queues may be pending.
>
> We recommend to select a different mode or to stop the components manually.

To make a choice please enter the figure specified next to option selected, and press **Enter**.

> **Note:**
>
> In case `Quick stop` is selected, the stopped services will have `failed` status before the update.

e. If you've selected `Quick stop` or `Waiting for stop`, events can be sent to error queue after Traffic Monitor resumes the work.
To continue type **Y** and press **Enter**.
While stopping an events processing progress will be displayed.

f. After the services are stopped, a message to start the updating and query to continue will be displayed.

```
--------------------------------------------------------------------------------
Setup is now ready to begin upgrading Traffic Monitor on your computer.
If you've started the upgrade procedure earlier, it is to be continued from the
step it was stopped last time.

Do you want to continue? [Y/n]:
```

To continue type **Y** and press **Enter**.
The unpacking of Traffic Monitor updating files will start. Implementation progress will be displayed.

```
Please wait while Setup upgrades Traffic Monitor on your computer.

 >Upgrading
 0% _____________ 50% _____________ 100%
 ########################################
Upgrading Traffic Monitor packages...done
```

The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

g. Before completing the update the installer will offer deleting the packages created to update the System.
When update is successfully completed, this data is recommended to delete.

h. When updating is successfully completed the installer will offer starting the services which were stopped.

> **Note:**
>
> If Consul service is configured incorrectly, the following warning message will be displayed:

```
\Warning: You should run 'iwtm start' command manually after fixing problems with
Consul.
Press [Enter] to continue:
```

To finish installation press **Enter**.

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually after the checking described in step 3 of the instruction.

Warning!

Do not start services before you complete the update of the DBMS server and start it. You can wait and start the services after the update or continue without starting them in order to perform it later manually.

The services should be started in the order depending on the templates activated on them.

After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files.

After the update to manage the monitoring system use iwtm-nagios service.

For example, to check Nagios status use the command:

```
systemctl status iwtm-nagios
```

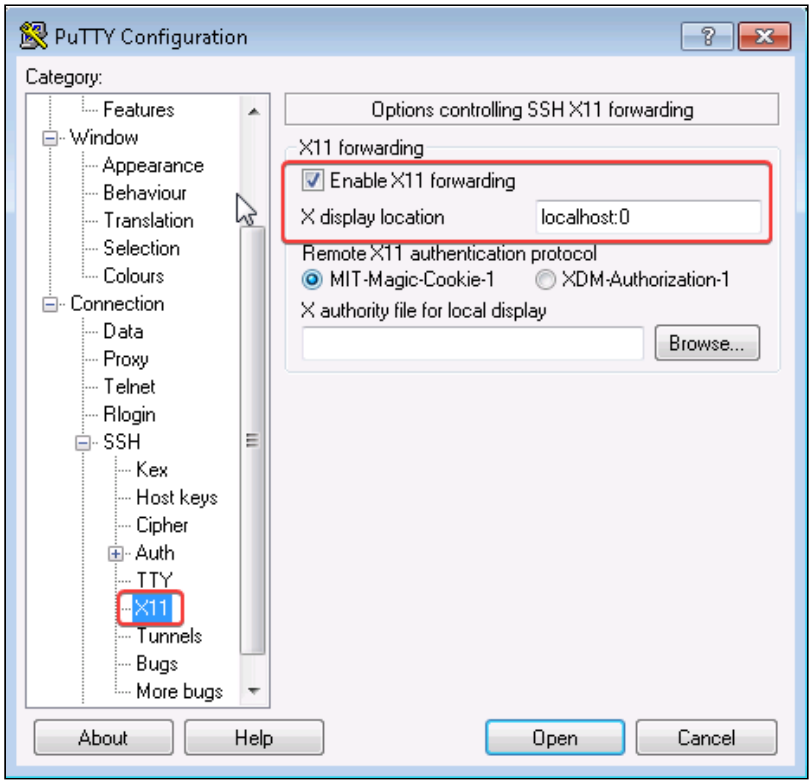
Updating in graphical mode

X Window System uses a client - server model. To run the installer in the graphical mode **X11 Forwarding** is used to forward the graphical output of remote system. This let you work directly with Linux graphical applications on the computer which is connected to server. This mode is implemented via SSH connection.

To update Traffic Monitor using graphical mode of installation, take the folowing steps:

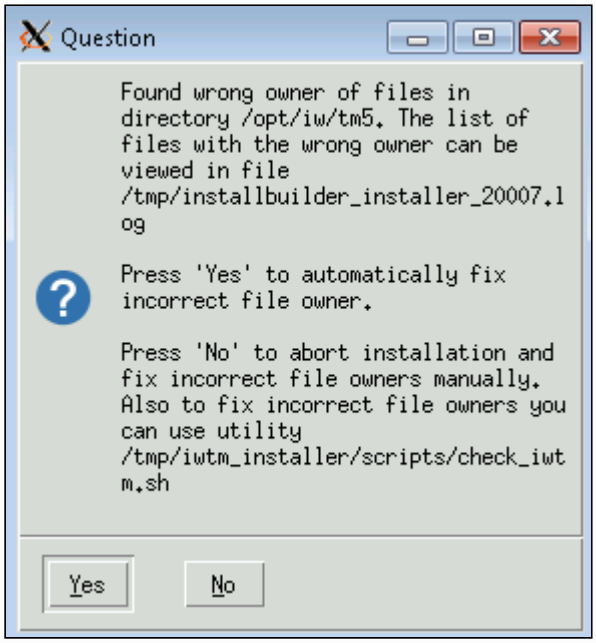
a. On the server, where Traffic Monitor components are planned to update:
   i. Install xauth utility using the command:
   `yum install xauth`
   ii. In `/etc/ssh/sshd_config` configuration file uncomment the line "`X11Forwarding yes`". To do this, delete `#` placed before the line.
   iii. Save changes in configuration file.
   iv. Restart SSH service using the command:
   `systemctl restart sshd`
b. On the computer, where the graphical mode is to be used:
   i. To connect to Traffic Monitor installation server you will require a SSH client with enabled X11 Forwarding option, e.g. PuTTY.
   ii. To start the installer in the graphical mode you will require an application configured to access to X Window System, for example:
      - Xming application - for OS MS Windows;
      - Gnome 3 shell - for OS Linux.
c. Run the application client which was previously configured to access to X Window System.
d. Connect to server, where Traffic Monitor components are planned to install, using selected SSH client.

Example of PuTTY configuration window used to connect



e. Run the installer using the command:
`./iwtm-installer-x.x.x.xxx-rhel7`
As per our example:
`./iwtm-installer-7.7.0.101-rhel7`
Preparations will be made to start the installation. At this stage the unpacking of files is not being performed.

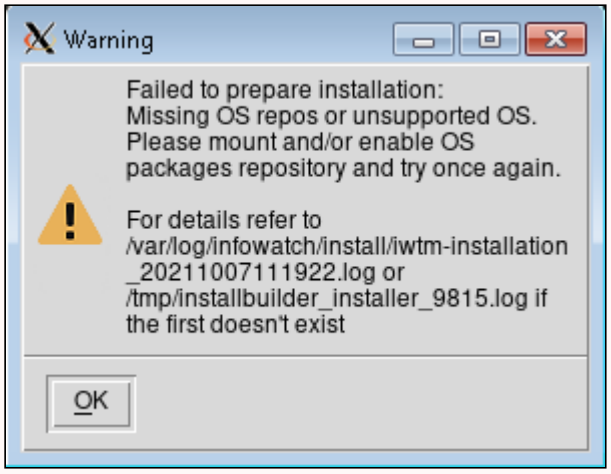
> **Note:**
>
> Before starting the installation a warning about wrong owner of files will be displayed.



Press **Yes** to change the owner of files and continue running.
Otherwise, you can enter **N** and press **Enter**, then make corrections manually or using `/tmp/iwtm_installer/scripts/check_iwtm.sh` script and start the installer again.

Warning!

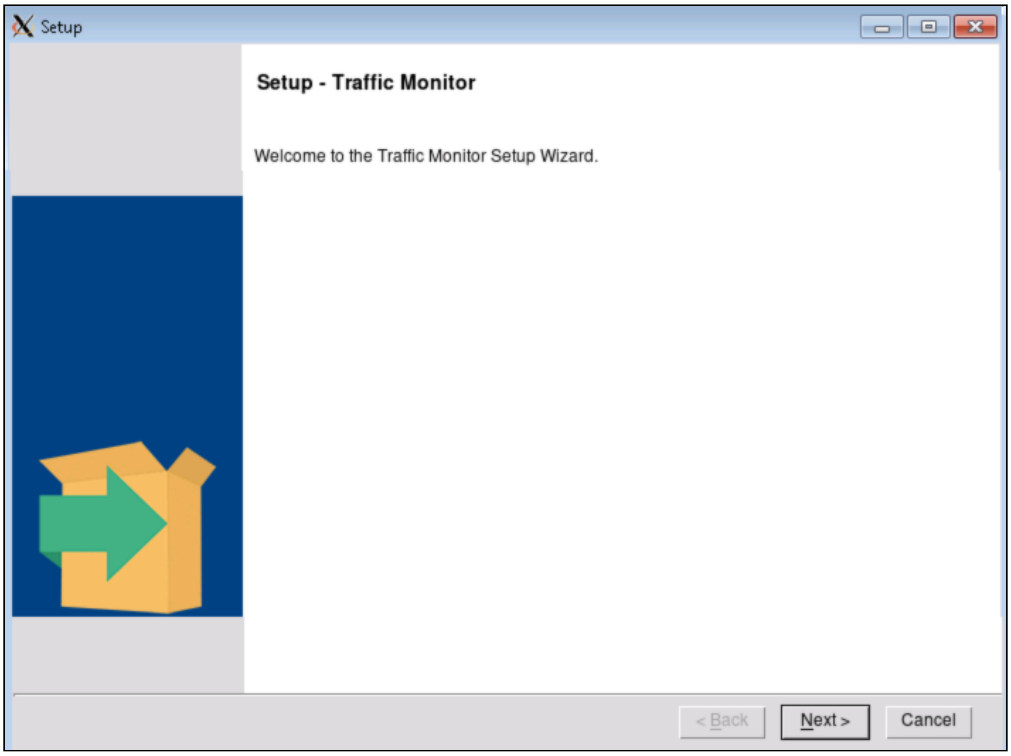
If available configured OS repositories are missing, the preparation process will stop with the following alert box:



To fix this error press **OK** to dismiss, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files specified in the alert box.

After finishing, a window to install Traffic Monitor will be displayed:



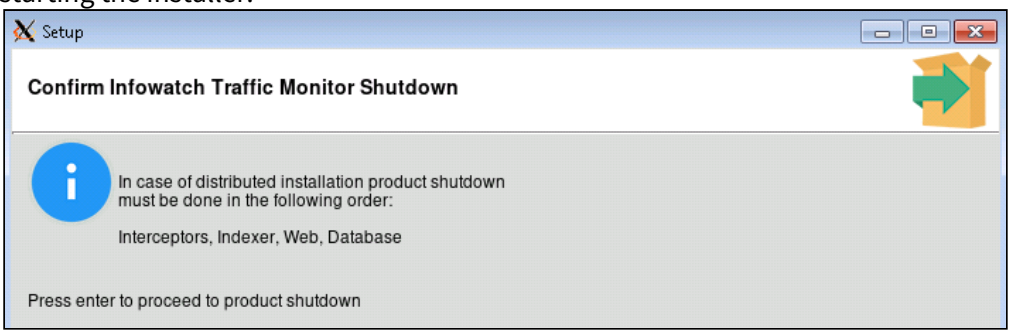
To go to the next parameter press **Next** button, to go back press - **Back**. To exit the installer press **Cancel** button.

f. The next window will contain data related to availabe upgrades for Traffic Monitor and DBMS.



To continue press **Next**.

g. Confirm the Traffic Monitor services and database were stopped. Steps to confirm the stop and to select a mode will be missed in case the services were stopped manually before starting the installer.

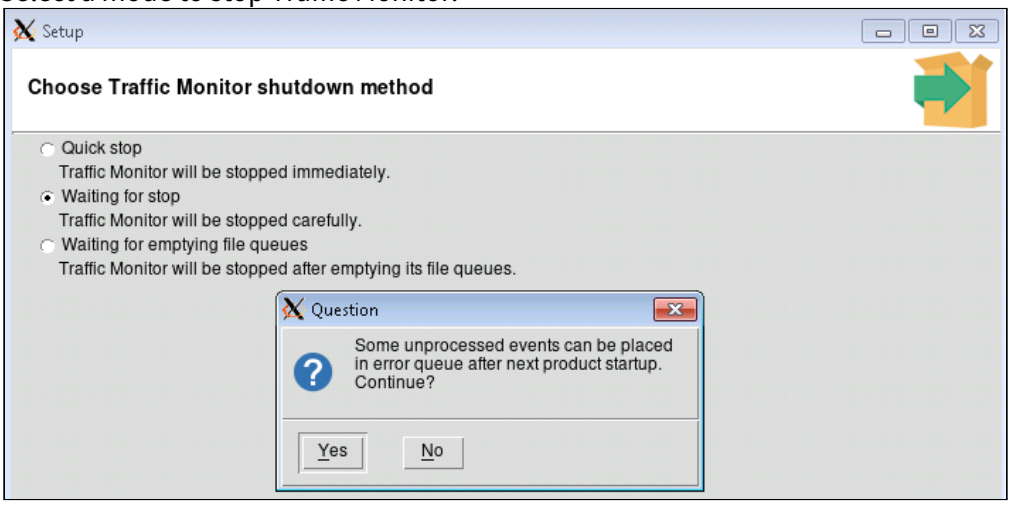


Note:

If components of Traffic Monitor are operating on several servers, then you should stop them one after another in the following order:

i. Interceptors
ii. Indexer
iii. Web console
iv. Database

h. Select a mode to stop Traffic Monitor:



- `Quick stop -` quick stop without events processing;
- `Waiting for stop -` wait till the current processing of events is finished;
- `Waiting for emptying file queues -` wait till all the events are processed and all the file queues are empty before stopping . The mode is available only on servers with interception components.

Warning!

If interception and analysis components `(iw_cas, iw_pas)` are used on separate servers, then stopping interceptors and cleaning up file queues may be pending.

We recommend selecting a different mode or to stop the components manually.

To select click in the checkbox next to required value and press **Next** button.

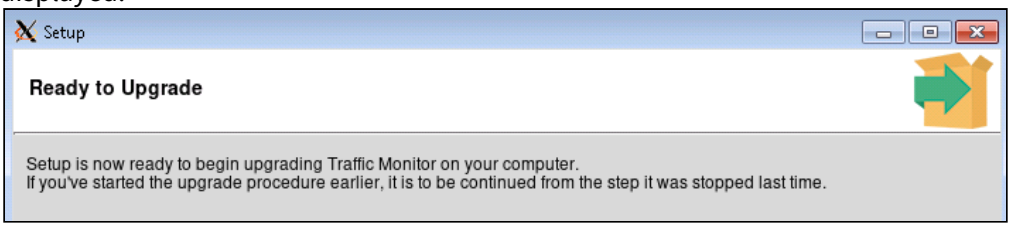
Note:

In case `Quick stop` is selected, the stopped services will have `failed` status before the update.

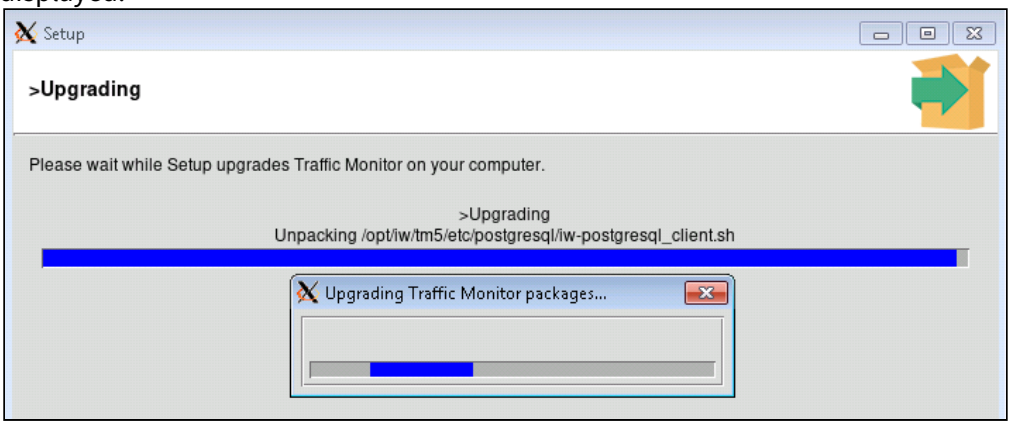
i. If you've selected `Quick stop` or `Waiting for stop`, events can be sent to error queue after Traffic Monitor resumes the work.
To continue press **Yes** button.

While stopping an events proessing progress will be displayed.

j. After the services are stopped, a message to start the updating and query to continue will be displayed.



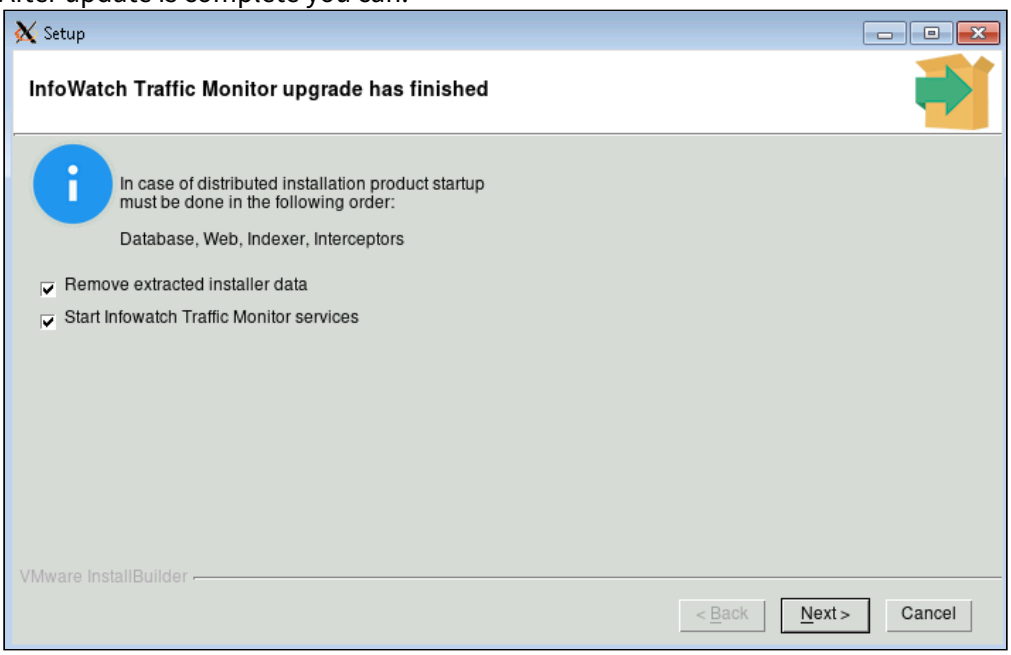
To start the updating press **Yes** button.
The unpacking of Traffic Monitor updating files will start. Implementation progress will be displayed.



The process may take some time.

> **Note:**
>
> If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

k. After update is complete you can:



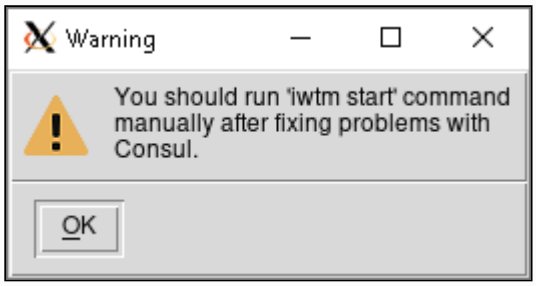
After updating is complete you can:

- `Remove exctracted installer data` - when updating is successfully completed you can delete the packages created to install the System. This data is recommended to delete;
- `Start Infowatch Traffic Monitor services` - start the services which were stopped.

To select click in the checkboxes next to required values and press **Next** button.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:



To finish installation press **Enter**.

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually after the checking described in step 3 of the instruction.

Warning!

Do not start services before updating and starting DBMS server. You can either wait and start the services after you update the DBMS server or continue without starting and do it later manually.

You are required to start the services in the order that depends on the templates activated on these services.

Do not start Traffic Monitor services before the server with DB template is updated and started.

After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files.

After the update to manage the monitoring system use iwtm-nagios service.

For example, to check Nagios status use the command:

```
systemctl status iwtm-nagios
```

l. To finalise the installation press **Next** or wait till completion of DBMS server update.

Updating in silent mode

To reduce a user's role in the System updating process there is a silent mode of installation. In this mode Traffic Monitor can be updated using default parameters.

An options file is realized to be used as a parameter file. In this file you can set required installation parameters. When starting the installation via parameter file, the values specified in this file will be considered the default parameters.

4.2.1 Parameter file (option file)

The file contains the following parameters description:

`<parameter's_name>=<parameter's_value>`

You may leave comments using #.

Parameter file example:

```
# This file is just an example
fix_incorrect_file_owners=1
cleanup_way=clean_fq
start_services_after_upgrade=1
```

The example above contains the parameters as follows:

- change wrong owner of files to correct one;
- before stopping the services wait until all events are processed and the queues are cleared;
- run the services after update.

Warning!

The parameters which are not specified in the file will have the default values. The full list of parameters is specified in the table below.

To use the parameter file go to installer directory and run it using `--optionfile` specifying the file which was previosly created.

Example of using parameter file:

```
./iwtm-installer-7.7.0.101-rhel7 --optionfile /some_directory/option-file-example
```

An alternative way to use: give the parameter file the same name the installer has, but use `.options` extension and copy it to installer directory. In this case the running installer will consider the file parameters the default values.

4.2.2 Silent mode installation

To update the System in silent mode use `--mode unattended` option.

Level of interaction with user is set by `--unattendedmodeui` parameter, which has the following values:

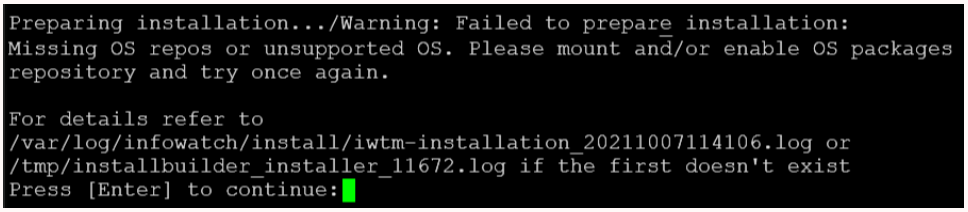
- `none` - no information displayed while updating and no interaction is required;
- `minimal` - status of implementation is displayed while updating, no interaction is required;
- `minimalWithDialogs` - status of implementation is displayed while updating, pop-up windows can be displayed and interaction with user can be required.

Example of installer running command in silent mode with no user assistance and using parameter file:

```
./iwtm-installer-7.7.0.101-rhel7 --optionfile /some_directory/option-file-example --mode unattended --unattendedmodeui minimal
```

Warning!

If available configured OS repositories are missing, the preparation process will stop with the following alert box:



To fix this error press **Enter** to dismiss, connect the standard OS repository, EPEL repository and restart the installer.

For more details on the error refer to the log files specified in the alert box.

Note:

In case the process is over with no errors, the packages created for installation will be removed by installer. If for any reason the installation process was interrupted, eliminate the cause and restart the installer. The installation will continue from the last step that was successfully completed.

Note:

If Consul service is configured incorrectly, the following warning message will be displayed:

```
\Warning: You should run 'iwtm start' command manually after fixing problems with
Consul.
Press [Enter] to continue:
```

To finish installation press **Enter**.

If the error occurs, the installer will not launch Traffic Monitor services when the installation is finished, so you need to start them manually after the checking described in step 3 of the instruction.

4.2.3 Full composition of parameter file

The table below contains full list of possible parameters used for update and their default values.

Name	Default value	Valid values	Description	Note
`force_upgrade`	`0`	`0,1`	Forcible switch to updating mode, even if the versions do not match	
`fix_incorrect_file_owners`	`0`	`0,1`	The parameter defines if the wrong owner of files should be changed before the update	If the files to be updated have a wrong owner, the update will be interrupted
`cleanup_way`	`wait_stop`	`quick_stop, wait_stop, clean_fq`	Select the mode to stop services: • `quick_stop` (no events processing);	If Traffic Monitor components are operating on several servers, then they should be stopped one after another in the following order:

Name	Default value	Valid values	Description	Note
			• `wait_stop` (wait until current events processing is complete); • `clean_fq` - (before stopping wait until all events are processed and the queues are cleared)	a. Interceptors b. Indexer c. Web console d. Data base All events processing and file queues clearing mode (`clean_fq`) is available only when interception components are installed on server. In case this mode was selected but there is a lack of interception components on server, the current events processing mode will be used (`wait_stop`) If components of interception and components of analysis (`iw_cas` , `iw_pas`) are operating on different servers, then stopping interceptors cleaning file queues might hung. It is recommended to use other modes or to stop them manually.
`start_services_after_upgrade`	`1`	`0,1`	The parameter defines if the installer should run the services after update	Do not start services before updating DBMS server. After update is complete Nagios monitoring system configuration will be changed to default values. In case you've edited Nagios configuration files before the update, its copies will be created in `/etc/infowatch/nagios/iwmon` as `.saved` files. Before starting the Traffic Monitor services move the configuration from `.saved` files to corresponding new configuration files. To manage the monitoring system after the update use iwtm-nagios service.

Name	Default value	Valid values	Description	Note
				For example, to check Nagios status use the command: `systemctl status iwtm-nagios` If Traffic Monitor components are operating on several servers, then they should be stopped one after another in the following order: a. Data base b. Web console c. Indexer d. Interceptors

9. Enter the command to find and display the list of files with **`.rpmnew`** extension:
`find / -name "*rpmnew*" -print`
In case these files are found, you should merge them correctly with configuration files (please see "Merging Configuration Files").

> **Note:**
>
> To merge successfully the configuration files please see the following articles:
>
> - "rpmnew and rpmsave files";
> - "Processing rpmnew and rpmsave after the System is updated Red Hat Enterprises Linux".

> **Важно!**
>
> When updating, do not change files **`database.conf`**, **`consul.json`**.
>
> On the server with Web console template after merging in **`web.conf`** configuration file, in search_meta block, in hostname parameter please specify DBMS server IP address.

10. On servers with Interceptors template in `/opt/iw/tm5/etc/scripts/` directory there should be a file **`iwssid.lua`**, it should be left with no changes in case it was not edited before the update. Otherwise it should be correctly merged with the file **`iwssid.lua.rpmnew`** (please see "Merging Configuration Files").

> **Note:**
>
> All configuration to work In line was moved to `luaengined.conf`.

11. Check Consul cluster - see the description below.

STEP 2. CHECKING CONSUL CLUSTER

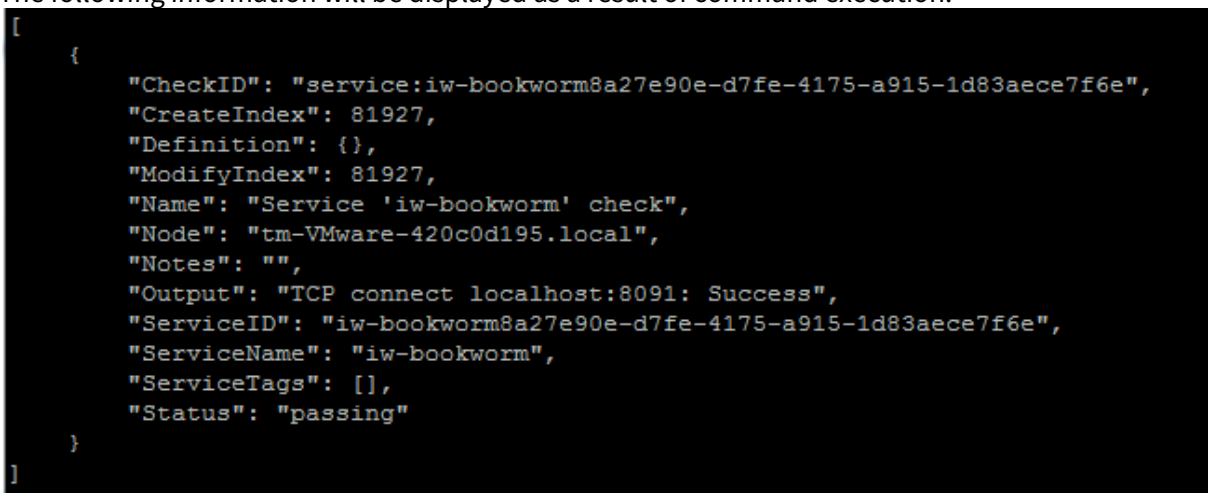
To check Consul cluster take the following steps:

1. Start Consul on all servers to be updated by running the command:
   `service iwtm-consul start`
   Enter the command to check status:
   `service iwtm-consul status`
2. To check Consul on DBMS server (TME DB Server), enter the command:
   a. To get the IP-address of the primary server in the cluster (leader):
      `curl --noproxy 127.0.0.1 http://127.0.0.1:8500/v1/status/leader ; echo`
   b. To get the information about cluster members:
      `consul members`
3. If no response with the IP-address of the cluster leader, or not all servers are listed as cluster members, configure Consul cluster.
   Recheck after configuration (step 2).
4. Perform health check of the System internal services - see the description below.

STEP 3. PERFORMING HEALTHCHECK OF SYSTEM INTERNAL SERVICES

Start services `iw_bookworm, iw_licensed, iw_updater` and `iw_kicker` , check the services status.

1. Run command to start `iw_bookworm` service**:**
   `iwtm start bookworm`
2. Service may need some time to start. Enter the command to check the service status:
   `curl -s http://localhost:8500/v1/health/checks/iw-bookworm | python -mjson.tool`
   The following information will be displayed as a result of command execution:



3. Check "Node" and "Status" blocks:
   a. "Node" block should contain node's name (that has a service being checked) in Consul cluster;
   b. "Status" block should be "passing".
4. There should be only one `iw_licensed` service running on the cluster. Start `iw_licensed` service using the command**:**
   `iwtm start licensed`
5. The service may need some time to start. Enter the command to check the status of `iw_licensed` service:
   `curl -s http://localhost:8500/v1/health/checks/iw-licensed | python`

`-mjson.tool`
Complete action 3 of the current step.

6. Run command to start `iw_updater` service:
   `iwtm start updater`
7. The service may need some time to start. Enter the command to check the status of iw_updater service:
   `curl -s http://localhost:8500/v1/health/checks/iw-updater | python -mjson.tool`
   Complete action 3 of the current step.
8. To check `iw_kicker` service you need to start `iw_blackboard`:
   `iwtm start blackboard`
9. There should be only one **`iw_kicker`** service running on the cluster. Start `iw_kicker` service using the command:
   `iwtm start kicker`
10. The service may need some time to start. Check `/opt/iw/tm5/log/web-console-error.log` file to check the status of `iw_kicker` service and find if any errors occurred during the update. Enter command:
    `grep -r 'error' /opt/iw/tm5/log/web-console-error.log || echo "All good"`
    Make sure the command address is correct. If no errors found, the `All good` message will be displayed.
11. Run command to stop services:
    `iwtm stop`
12. Finish update of DBMS server - see description below.

Important!

In case a service has not started successfully, check if there are errors in appropriate log file occured during the update. And contact InfoWatch technical service at support@infowatch.com.

Also, you can check the support section on our site:

www.infowatch.com/support.

Log files for checking:

- /opt/iw/tm5/log/bookworm.log - iw_bookworm service
- /opt/iw/tm5/log/updater.log - iw_updater service
- /opt/iw/tm5/log/licserv.log - iw_licensed service
- /opt/iw/tm5/log/web-console-error.log - iw_kicker service

To exclude errors, we recommend checking log files even if the services have been started successfully.

Recommended logging level - not lower than INFO. A log file can be missing if no errors registered.

STEP 4. COMPLETING SERVERS UPDATE

To complete servers update, the following action are to be taken as per each of the servers:

1. If the installer operation was not completed before, select the services running and finalise the update.
   In case the installer completed operation with no services started, run them manually or reboot the server to restart all the services.

Use the following command:
`reboot`

Warning!

Components of Traffic Monitor should be started in the following order:

a. Database
b. Web console
c. Indexer
d. Intercepters

Warning!

After the start, Traffic Monitor connects to DB and loads the configuration file `cas_config.xml`. from it. Depending on size of the file, its loading may take some time.

During the loading process, the System may record error messages in log files:

- **/opt/iw/tm5/log/cas_config_compiler.log**

Error record

```
1 2019-10-07 17:00:57.351489 (3936:0x00007f4008de8880) [ERROR  ] :
<Root> Exception:.
Diagnostic information..
/sandbox/src/cas3/config/details/cas_factory.cpp(233): Throw in
function bool
cas::CasConfigFactory::LoadXmlConfig(cas::ConfigCreator::Ptr&, const
boost::filesystem::path&) const
Dynamic exception type:
boost::exception_detail::clone_impl<cas::ExceptionCasConfig>
```

- **/opt/iw/tm5/log/cas.log**

Error record

```
1 2019-10-03 17:39:13.348146 (14262:0x00007fe83892ba80) [WARNING] :
<Root> Prometheus server is off, therefore the statistics is
unavailable. That's what you wanted, isn't it?
2 2019-10-03 17:39:14.364655 (14262:0x00007fe83892ba80) [ERRORâ€,â€
,] : <Root> Error when loading config of tech: Cannot open xml file
with cas configuration: etc/config/cas/cas_config.xml
3 2019-10-03 17:39:14.364856 (14262:0x00007fe83892ba80) [ERRORâ€,â€
,] : <Root> failed to initialize thrift server
Diagnostic information.
```

```
5  /sandbox/src/cas3/handler.cpp(682): Throw in function
    cas::Handler::LoadedConfigData
   cas::Handler::GetLoadedConfigData(const prop::Property&, const Ptr&)
6  Dynamic exception type:
   boost::exception_detail::clone_impl<tech::ExceptionTechLoadConfig>
7  std::exception::what: Cannot open xml file with cas configuration:
   etc/config/cas/cas_config.xml
```

When `cas_config.xml` file loading is complete the System will stop recording errors and will operate normally.

If the System keeps recording errors for a long time, check the connection to the DB.

2. In Traffic Monitor, we have extended the list of default tasks that automatically delete obsolete tasks.
   Tasks for the `cron` scheduler are now specified in the `/etc/cron.d/iwtm_cleanup` file (file contents are described in the "Автоматическое удаление ненужных файлов в Traffic Monitor" article).
   For new tasks to work correctly:
   a. Delete obsolete tasks by editing the `cron` configuration file:
      `sudo crontab -e`
   b. Save changes and exit the configuration file editor.
   c. Restart the service:
      `systemctl reload crond`
3. If you haven't edited the previous `/etc/cron.d/iwtm_error_queue` file with tasks before the update, then skip this step.
   Otherwise, the `/etc/cron.d/iwtm_error_queue` file will be deleted and its contents will be saved in the `/etc/cron.d/iwtm_error_queue.rpmsave` file.
   For earlier added tasks to start working again, create a file for your tasks in the `/etc/cron.d/` directory and copy required tasks from `/etc/cron.d/iwtm_error_queue.rpmsave` to this file.

   Note:

   You can add your tasks to the `/etc/cron.d/iwtm cleanup` file. On the next update, this file will be renamed to `/etc/cron.d/iwtm_cleanup.rpmnew` and replaced with a file with default content. After the next update, you will need to move added tasks from the `/etc/cron.d/iwtm_cleanup.rpmnew` file to a new `/etc/cron.d/iwtm_cleanup` file.
   To avoid moving tasks every time, you can create a separate file with your tasks in the `/etc/cron.d/` directory.

4. If you have the Prometheus system installed and in case the server with Database template has not been rebooted to stop the service you should run the following command:
   `systemctl start iwtm-postgres_exporter` - for **PostgreSQL DBMS**
   `systemctl start iwtm-oracledb_exporter` - for **Oracle DBMS**
5. On server with Web console template enter the command to clear cache of packages manager:
   `redis-cli flushall`
6. Enter the command to clear cache:
   `yum clean all`
7. Enter the command to test processes' start:

`iwtm status`
A list of processes and their statuses will be displayed.

Updating Traffic Monitor All-in-one server is complete. The version of the System in the **About the System** window of the Management Console will be changed. If the System includes other servers or subsystems to be updated, follow the instructions in this section.

Warning!

If you have configured automatic synchronizations with LDAP servers, to guarantee the download of essences after update is completed, you should run the synchronising manually (for more details please see "*Infowatch Traffic Monitor. User guide*",

"Running Synchronization with Server Manually" article).

Note:

To display data correctly via Management console you should delete the cache in the browser you use. This can be done using the browser standard tools.

Updating the System via installation and restoring data from the backup copy (for PostgreSQL)

Warning!

We strongly recommend backing up the System, cloning it, and updating on this particular testing machine.
If you do not want to copy the data because you will mount the disk or the section containing your data, we recommend to backup them anyway.
After clear installation of the System you will need to set the configuration files of Traffic Monitor again. We recommend to store them so you can configure settings after the update.

1. To stop Traffic Monitor services, run the command:
   `iwtm stop`
2. On the server with Web console template run the command:
   `systemctl stop iwtm-php-fpm`
3. On the server with Database template connect to DB and check the number of events it contains:
   a. To connect to the DB server, run the command in the console:
      `su - iwtm`
      `psql postgres iwtm -p 5433`
   b. Then run the command:
      `select count(1) from object;`
   c. To exit, run the command:
      `\q`
   d. Run the command:
      `exit`
4. Complete database and indexes backup.
5. Install a new version of Trafic Monitor.

> **Warning!**
>
> If the backup copies of your DB are stored on external devices, do not connect them during the update. You need to do it before restoring and updating the DB.
>
> When the update is complete, do not remove the packages created by the installer during the process of update (the point **Remove extracted installer data**).

6. To stop services on all servers, run the commands:
   ```
   iwtm stop
   systemctl stop iwtm-nagios
   ```
7. On the server with Web console template run the command:
   ```
   systemctl stop iwtm-php-fpm
   ```
8. On the server with Database template:
   a. Enter the command to stop the DB:
      ```
      systemctl stop postgresql-13
      ```

      > **Note:**
      >
      > To restore the initial state of clean installation, you can copy the directories `u01` and `u02`.

   b. To change the access rights to the directory, enter the command:
      ```
      chmod 777 /var/log/infowatch/update
      ```
   c. Copy reserve DB copy so that it was located the same way it was placed initially.
   d. Go to the directory `u01` by running the command:
      ```
      cd /u01
      ```
   e. To change the owner of the directories, use the command:
      ```
      chown -R postgres:postgres postgres
      ```
   f. o to the directory `u02` using the command:
      ```
      cd /u02
      ```
   g. To change the owner of the directories, use the commands:
      ```
      chown -R postgres:postgres arch
      chown -R postgres:postgres pgdata
      chown -R postgres:postgres pgdata1
      ```
   h. Enter the command to go to the directory that contains scripts:
      ```
      /tmp/iwtm_installer/scripts
      ```
   i. From the directory run the script to update the DBMS by using the command:
      ```
      ./install_postgres.sh --
      distrib_path=<directory_with_DBMS_distributive> --
      tm_version=<new_version_of_Traffic_Monitor> --update
      ```
      As per our example:
      ```
      ./install_postgres.sh --distrib_path=/root --tm_version=7.7.0.101 --
      update
      ```

      > **Note:**

In the example the distributive `iwtm-postgresql-13.8-x.x.x.xxx-rhel7.tar.gz` is located in the `/root` directory.
To view the version of Traffic Monitor you have installed, enter the command:
`cat /opt/iw/tm5/version`

j. After the successfull update complete the command to check the status of DBMS service:
`systemctl status postgresql-13`
k. Run the script to update the data scheme by using the command:
`./install_dbschema.sh --tm_version=<new_version_of_Traffic_Monitor> --db_type=postgres --update`
As per our example:
`./install_dbschema.sh --tm_version=7.7.0.101 --db_type=postgres --update`
l. Complete the step 3 of the instruction to compare the number of events in the DB before and after the update.

9. On the server with Indexer template copy the backup copies of indexes so that they were located the same way it was placed initially.
10. On the server with Web console template copy the backup copy of `iw_adlibitum` service configuration so that they were located the same way it was placed initially. If the initial location is not the default one, then you will have to specify it in the corresponding sections of the configuration files (see backup instructions).
11. On the server with Web console template run the commands:
`sudo -u iwtm touch /opt/iw/tm5/www/backend/protected/runtime/first_run`
`iwtm restart kicker`
12. Run the command to reboot the server:
`reboot`

Warning!

You should start components of Traffic Monitor one after another in the following order:

a. Database
b. Web console
c. Indexer
d. Interceptors

13. Enter the command to clear cache:
`redis-cli flushall`
14. Enter the command to check statuses of the processes:
`iwtm status`
The list of processes and their statuses will be displayed.

Updating Traffic Monitor All-in-one server is complete. The version of the System in the **About** window of the Management Console will be changed. If the System includes other servers or subsystems to be updated, follow the instructions in this section.

Note:

Clear cache of your browser before starting the works, so the Console is displayed correctly. You can do it by using the standard tools of your browser.

4.3 Merging Configuration Files

During the update of Traffic Monitor server configuration files (e.g, with **.conf**, **.cfg**, and **.lua** extensions) that were modified when using the previous version, cannot be overwritten with the new files. The new files are created in the same directories and with the same names, but with **.rpmnew** extension respectively. This is done to support the ability to change the structure of new file versions. For correct operation of the System it is required merging files of an old and a new version.

Important!

During the update, do not change the `web.conf`, `database.conf`, `consul.json` files.

You can use any method of file merging type described below.

4.3.1 Merging configuration files in Midnight Commander

Let's consider an example to merge **postgresql.conf** and **postgresql.conf.rpmnew** files.

Tip

To view the file content, press **F3**. For editing, press **F4**.

The **postgresql.conf** file looks like:

```
{
    "DB": "postgres",
    "Host": "localhost",
    "Password": "xxXX1234",
    "Port": 5433,
    "Username": "iwtm_linux"
}
```

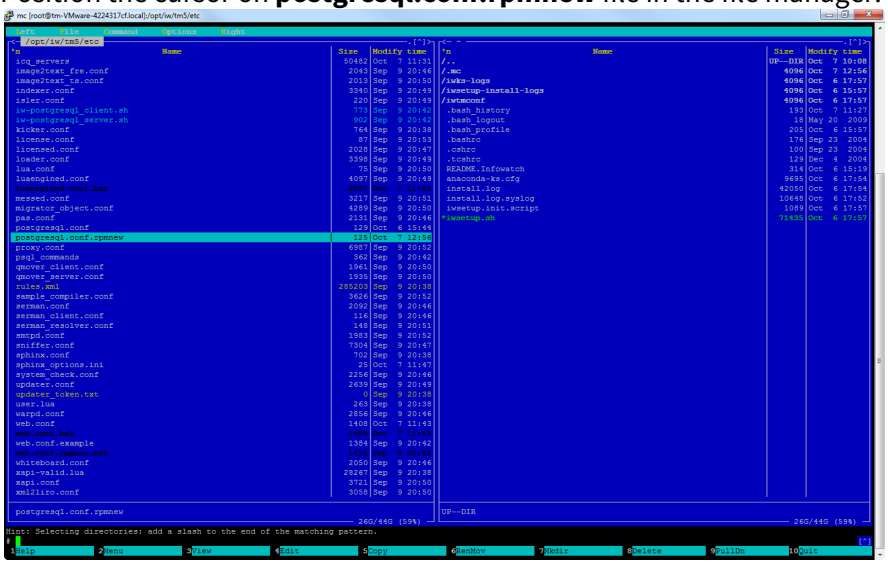
The **postgresql.conf.rpmnew** file looks like:

```
{
    "DB": "put postgresql database name here",
    "Password": "put postgresql password here",
    "Username": "put postgresql username here",
    "Port": 5432,
    "Host": "put postgresql host address here"
}
```

To merge these files, you need to copy data from sections of the **postgresql.conf** file to the corresponding sections of the **postgresql.conf.rpmnew** file. For this:

1. Go to `/opt/iw/tm5/etc` directory.

2. Position the cursor on **postgresql.conf.rpmnew** file in the file manager.



3. Press **F4**.
4. Replace the values in the file sections with the values from correspondings sections of the **postgresql.conf** file. The result looks like this:

```
{
    "DB": "postgres",
    "Password": "xxXX1234",
    "Username": "iwtm_linux",
    "Port": 5433,
    "Host": "localhost"
}
```

> **Note:**
>
> For the distributed installation type, the value of the "Host" field will be an IP address of the server where the DBMS is installed. For example, `"Host": "10.60.23.6",`

5. Press **F2**.
6. In the window that opens, confirm the file saving by clicking **Save**.
7. Press **F10**.
8. Position the cursor on the **postgresql.conf** file in the file manager.
9. Press **F8** to delete the **postgresql.conf** file.
10. In the window that opens, confirm the deletion by clicking **Yes**.
11. Select the **postgresql.conf.rpmnew** file in the file manager.
12. Press **F6**.
13. In the **to** field, enter `/opt/iw/tm5/etc/postgresql.conf` and press **Enter**.
    Now the System has only one PostgreSQL configuration file, which is **postgresql.conf**. It has a structure of the new version and the required content:

```
{
    "DB": "postgres",
    "Password": "xxXX1234",
    "Username": "iwtm_linux",
    "Port": 5433,
    "Host": "localhost"
}
```

4.3.2 Merging configuration files by means of vimdiff

To work with vimdiff the editor Vim should be installed on a server.

Let's consider an example of merging **user.lua** and **user.lua.rpmnew** files. After the update, the **user.lua. rpmnew** file appears (if the original **user.lua** file has been changed). You should copy all earlier specified values of parameters and settings from **user.lua** to **user.lua.rpmnew**. To do this:

1. Go to `/opt/iw/tm5/etc/scripts` directory.
2. In the command line, enter:
   `vimdiff user.lua.rpmnew user.lua`
3. Go into edit mode (**Insert** key).
4. If parameter values are different, copy the values from **user.lua** to **user.lua.rpmnew** manually.
5. Exitthe edit mode (**Esc** key).
6. Save the changes within **user.lua.rpmnew** and exit the editor (input **:wq**)
7. Close the file **user.lua** as moot (input **:q**).
8. Delete **user.lua** file.
9. Rename **user.lua.rpmnew** to **user.lua**.

Important!

To avoid data loss and System errors (Traffic Monitor server part configuration files) it is required to follow the instructions.

In case of any trouble while merging the configuration files you are recommended contacting InfoWatch service desk via support@infowatch.com.

The service desk is available from 7 AM till 9 PM Moscow time, from Monday to Friday, except weekends and public holidays.

You can also find the required info on http://www.infowatch.com/support.

Important!

To avoid System's improper operation you should avoid merging the following files with the files from older versions:

1. /etc/rc.d/init.d/postgresql-9.6.rpmnew
2. /etc/sgml/docbook/xmlcatalog.rpmnew

5 Uninstalling the System

The System uninstalling implies the deletion of all packages of the System as well as removal of a used database scheme. To completely delete the operating system and the DBMS you, for example, can execute formatting of used partitions by standard tools.

- See details on DB schema removal in "Deleting the Database Scheme".
- See details on Traffic Monitor removal in "Uninstalling Traffic Monitor" (all components which were installed on the server: web console, interception modules, DBMS containing DB data and others).
- See details on Device Monitor removal (Server and Clients) in *"InfoWatch Device Monitor. Installation, Configuration and Administration Guide"*.

After the InfoWatch Traffic Monitor Server removal completion please return the external infrastructure set to Traffic Monitor to original state:

- if there was an integration with a mail relay server – please make sure the Postfix settings are set to the original state;
- if the System performed interception and filtering of SMTP traffic – please configure the SMTP mail delivery through a corporate mail server, bypassing the InfoWatch Traffic Monitor server.

5.1 Deleting the Database Scheme

This instruction is relevant for the Oracle Database and PostrgreSQL.

> **Important!**
>
> Do not delete the database scheme from which the daily tablespaces were distracted for archiving. Otherwise, you will not be able to restore data from these tablespaces.
>
> The process of database deletion launches on the server with database installation template, including cases when remote database is used.

1. **Checking the Oracle DBMS**
   Make sure that:
   - the version of the installed database scheme corresponds to a version of a software package used for its removal;
   - the DBMS server is running;
   - in configuration file **database.conf** the name and the password of an account having SYSDBA permissions are specified correctly (values of parameters `sysdba` and `sysdba_password`).
2. **Stopping Traffic Monitor**
   a. Stop all TM server processes:
      `iwtm stop`
   b. Close all copies of the Management console;
   c. Stop the service:
      `service iwtm-php-fpm stop`
   d. Stop all the connections with a database scheme executed from other programs.
3. **Starting the schema removing**
   a. Go to directory
      `/opt/iw/tm5/csw/oracle` or `/opt/iw/tm5/csw/postgres`

b. Run script:
`./uninstall.sh`

4. **Removing old versions of configuration**
   a. Remove all content of the directory:
   `rm -rf /opt/iw/tm5/etc/configerator/*`

Important!

When deleting the database scheme, the following components are also deleted from the System:

- policies, including preinstalled ones (see "*Infowatch Traffic Monitor. User guide*", "Preinstalled Policies" article);
- queries and reports (see *Infowatch Traffic Monitor. User guide*", "Queries" and "Reports" sections);
- plugins and tokens (see "*Infowatch Traffic Monitor. User guide*", "Plugins" article).

To restore Device Monitor plugin, preinstalled queries, reports and to redeploy preinstalled policies after the deletion, the following actions are to be taken:

1. Create **/opt/iw/tm5/www/backend/protected/runtime/first_run** file on behalf of **iwtm** user;
2. Restart **iw_kicker** process:
   `iwtm restart kicker`

Then you need to manually add other plugins (see "*Infowatch Traffic Monitor. Administration guide*", "Adding plugin" article) and create required policies (see "*Infowatch Traffic Monitor. User guide*", "Creating Data Protection Policy" and "Creating Person Control Policy" articles).

Note:

If required, you may delete the database content and indexes as well. Delete it only if you're sure the data cannot be further required.

To do this:

1. Delete the directories u01 and u02 using the command:
   `rm -Rvf /u01 /u02`
2. Delete indexes using the command:
   `rm -Rvf /var/lib/sphinx`

5.2 Uninstalling Traffic Monitor

Warning!

If the database is located on the same server, where the unintstallation process is to be started, first, remove DBMS.

Uninstallation influences **only** the server where the removal command is run.

If you require to restore events when reinstalling Traffic Monitor, you are recommended to create a database reserve copy before processing the uninstallation (for more details see "*InfoWatch Traffic Monitor. Administration Guide".* Database Administration - **PostgreSQ**L > Database Backup "Creating Database Backup" section; **Oracle** > Database Backup "Creating Database Backup" section.

We also recommend prior making a copy of configuration settings.

Traffic Monitor uninstallation process starts running in console mode, using InfoWatch Traffic Monitor installer.

The following actions are to be taken to uninstall Traffic Monitor:

1. Enter login and password to log into operating system used (enter as a **root** user using the password created when the System was installed).
2. Stop Traffic Monitor processes by entering the command:
   `iwtm stop`
3. To remove Traffic Monitor packages, enter the commad:
   `yum remove `rpm -qa | grep iwtm``
   Preparing for removal will start.
4. Preparation finished, the list of packages to be removed will be displayed in a confirmation window:

   ```
   Transaction Summary
   ===========================
   Remove  78 Packages

   Installed size: 5.7 G
   Is this ok [y/N]:
   ```

   To continue, enter "**Y**" and press **Enter**.
   Traffic Monitor packages removal will start.
   Wait until the end of uninstalling process.

All Traffic Monitor services will be removed. After removal, the following entities will stay on the computer:

- configutation files, that were changed (changed files will get the suffix **.rpmsave**, for example, **web.conf.rpmsave**; unchanged files will be removed);
- objects queue (for details on how to remove files from the directory containing OS temporary files and Traffic Monitor file queues directory, see «*InfoWatch Traffic Monitor. Administration Guide", article "Deleting Temporary Files"*);
- configuration elements;
- license file;
- user account – InfoWatch Traffic Monitor owner and the group, this user was in;
- logs;
- distributives.

To remove all other files, you can remove the directory / `opt/iw` and all of its content by using OS tools.

Warning:

Before removal, make sure that directories do not contain some important information.

To remove a directory, you can use the command:

```
rm -Rvf /opt/iw
```

To be able to reinstall correctly:

1. Delete the file containing information about repository, which was created for product. Use the following command:
   `rm -f /etc/yum.repos.d/tm-x.x.x.xxx-release.repo`
   As per our example:
   `rm -f /etc/yum.repos.d/tm-7.7.0.101-release.repo`
2. If PostgreSQL was used, run the following command to delete the rest components:
   `yum remove phantomjs pgagent_13 pg_pathman13 redis postgresql13 postgresql13-libs postgresql13-server postgresql13-contrib`

> **Note:**
>
> In case of distributed installation of Traffic Monitor, the actions described above should be performed on each server.

6 Appendix A. Username and Password Recommendations

Requirements for usernames

- The username should be 1-20 characters long.
- The username may include English letters, digits, and underscore "_". It must begin with a letter.

Requirements for passwords

- The user password should be 8-128 characters long.
- The user password may cinclude the characters in accordance with any three conditions from the follwing four:

1. Capital letters in Latin characters (A-Z)
2. Lowercase letters in Latin characters (a-z)
3. Arabic numerals (0-9)
4. Characters: «#», «$», «!» or «%»

- The user password should not contain username or a part of username.
- The password is case-sensitive.

Requirements for DB user's passwords

- The user password should not contain the symbols «"» and «'».

Recommendations for strong passwords

- Recommended password length is 10-30 characters.
- The password must contain letters, digits, and characters.
- It is not advised to:
    - Include whole words or phrases into a password.
    - Use a series of the same character.
    - Start and end the password with the same character.
    - Create a new password by adding characters to your current password.

General recommendations

It is not recommended beginning a username or password with combinations: SYS_ and ORA_.
It is not recommended using Oracle reserved words in usernames or passwords:

ACCESS	EXCLUSIVE	MODE	SELECT
ADD	EXISTS	MODIFY	SESSION
ALL	FILE	NOAUDIT	SET
ALTER	FLOAT	NOCOMPRESS	SHARE
AND	FOR	NOT	SIZE
ANY	FROM	NOWAIT	SMALLINT
AS	GRANT	NULL	START
ASC	GROUP	NUMBER	SUCCESSFUL

AUDITBETWEEN	HAVING	OF	SYNONYM
BY	IDENTIFIED	OFFLINE	SYSDATE
CHAR	IMMEDIATE	ON	TABLE
CHECK	IN	ONLINE	THEN
CLUSTER	INCREMENT	OPTION	TO
COLUMN	INDEX	OR	TRIGGER
COMMENT	INITIAL	ORDER	UID
COMPRESS	INSERT	PCTFREE	UNION
CONNECT	INTEGER	PRIOR	UNIQUE
CREATE	INTERSECT	PRIVILEGES	UPDATE
CURRENT	INTO	PUBLIC	USER
DATE	IS	RAW	VALIDATE
DECIMAL	LEVEL	RENAME	VALUES
DEFAULT	LIKE	RESOURCE	VARCHAR
DELETE	LOCK	REVOKE	VARCHAR2
DESC	LONG	ROW	VIEW
DISTINCT	MAXEXTENTS	ROWID	WHENEVER
DROP	MINUS	ROWNUM	WHERE
ELSE	MLSLABEL	ROWS	WITH

7 Appendix B. Licenses for Third-Party Technologies

System contains third-party components distributed under MIT License (http://www.opensource.org/licenses/mit-license.html):

- Lua – http://www.lua.org/license.html
- LuaBind – http://www.rasterbar.com/products/luabind.html
- libxml2 – http://www.xmlsoft.org/

The System also uses software:

- Distributed under BSD license (http://www.opensource.org/licenses/bsd-license.php):
  - Stringencoders – http://code.google.com/p/stringencoders/
- Distributed under GNU GENERAL PUBLIC LICENSE (http://www.gnu.org/licenses/gpl-2.0.html):
  - Pdftotext – http://www.foolabs.com/xpdf/
  - Tnef – http://sourceforge.net/projects/tnef/
  - libcole.so – arturo@directmail.org; andy.scriven@research.natpower.co.uk
  - libhtmltree.so – pauljlucas@mac.com