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1. Overview

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

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

1.1. Upgrade Support

This document contains upgrade procedures supporting the following.

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

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

1.2. Introduction

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

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

RAPTOREye supports two types of installation:

- New Installation
- Upgrade Installation

2. Prerequisites

This section lists the prerequisites to install RAPTOREye.

2.1. License

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

2.2. Software Dependencies

The following packages should be present before installation:

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

The packages may be installed with the following command:

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

2.3. Ports

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

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

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

3. Requirements

This section lists the requirements to install RAPTOREye.

3.1. RAPTOREye Binaries

The following files are the official releases of RAPTOREye:

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

File	Checksums
RAPTOREye-LinuxInstaller-1.5.1.bin	SHA-256 767c03d5d72611760aada6ef90e14005b33a416349430930f71b6d1bbae2897e SHA-1 f5369d43d74144ec52d436c36f986b1a706960f0 MD5 f533998d0ae3a698afa50123150864c5
RAPTOREye-LinuxInstaller-1.5.0.bin	SHA-256 b9d01b67484e341fddd93b586f9063dcf6af9aaac5bfb77204f9776070ac7d23 SHA-1 2595f506154d69b31de250ecb5303f59a027fc86 MD5 0816ce95db673de4cfc961568c6a0cf1
RAPTOREye-LinuxInstaller-1.4.0.bin	SHA-256 c9d53cfe9433c95cd3b79f45ce0ff0f75fa3f07672422f2df1bcb38b3357e054 SHA-1 9d9b2c495a8139d0da5528d53ebf0acf936d1e99 MD5 66f408536cd9a160f7426c89200fd0ac
RAPTOREye-LinuxInstaller-1.3.0.bin	SHA-256 6bad3678753e99bb9be612bf6eea8af3e28d317397d34c2bdbefcd547d39d382 SHA-1 2c77408d59be5b39b7ba57cd03369f04511ef6f3 MD5 4978d3dc8cb1259f604f5907f6a6b195
RAPTOREye-LinuxInstaller-1.2.0.bin	SHA-256 62e5f0e94aa610c7636cbdcb4cfe755b3ebcef5256a6281a65f7389b90a7b70e SHA-1 bffa0f405137cb1d75182e25ca5643e80c27a633 MD5 c11c7d952104cea23d4dbe8dbe68505e

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

3.2. Software Requirements

RAPTOREye can run on the following version of Linux:

- CentOS 7.x

3.3. Supported Web Browsers

The following web browsers are required to run RAPTOREye:

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

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

3.4. Hardware Requirements

The minimum resource requirements for the RAPTOREye server are:

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

The minimum resource requirements for the web browser client are:

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

- Disk Space: 20 GB

4. Installing RAPTOREye - New Installation

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

CONTEXT:

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

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

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

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

```
*****
```

```
                RAPTOREye Setup
```

```
*****
```

- ```

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

```

```

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

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

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

```
RAPTOREye 1.9.0 INSTALLER SETUP
```

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

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

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

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

STEP RESULT: The installer will perform the following checks:

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

10.2.0.12 address is selected from ifconfig command result.

RAPTOREye server ip will be 10.2.0.12

OS : CentOS Linux release 7.9.2009 (Core)

Architecture : x86\_64

Both OS and Architecture are supported by RAPTOREye 1.9.0.

Going to perform memory checks..

Memory checks done..

Going to perform disk space checks..

Disk space checks done..

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

6. The following prompt will appear:

STEP RESULT:

Enter PostgreSQL DB username [Default: admin] :

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

STEP RESULT: The following prompt will appear:

Enter password [Default: admin123]:

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

STEP RESULT: The following prompt will appear:

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

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

FOR EXAMPLE: /root/LicenseFile

STEP RESULT: The following will occur:

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

Going to perform port availability checks...

Port availability checks successful.

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

Going to perform firewall checks...

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

Installing RAPTOREye ...

Please wait while packages are unzipped ...

is5\_NMS\_Complete\_Linux.zip successfully unzipped

jre\_Linux64bit.zip successfully unzipped.

Copying license files ...

License files successfully copied.

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

Please wait while starting PostgreSQL ...

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

Password for user admin:

Password for user admin:

Password for user admin:

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

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

Starting RAPTOREye as a service ...

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

Checking whether RAPTOREye server has started ...

RAPTOREye Server Started Successfully.

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

Default Username: admin and Password: admin123

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

Installation Successful

RESULT:

RAPTOREye has now been successfully installed.

## 5. Installing RAPTOREye - Upgrade Installation

This section describes how to upgrade RAPTOREye on Linux.

### PREREQUISITE:

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

### CONTEXT:

The following steps are required to upgrade RAPTOREye.

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

STEP RESULT: You should see the following:

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

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

```

```

```
RAPTOREye Setup
```

```

```

```
1. Install/Upgrade RAPTOREye - 1.9.0
```

```
2. Uninstall existing RAPTOREye installation
```

```
3. Quit
```

```

```

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

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

STEP RESULT: The following prompt will appear:

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

```
RAPTOREye 1.9.0 INSTALLER SETUP
```

Preparing to commence RAPTOREye Network Management System installation.

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

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

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

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

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

STEP RESULT: The following prompt will appear:

RAPTOREye installation already exists (1.8.0) at /opt/product/iS5/NMS

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

6. Press **Enter**.

STEP RESULT: The following will occur:

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

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

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

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

STEP RESULT: The following will occur:

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

RESULT:

RAPTOREye has now been successfully upgraded.



## 6. Start RAPTOREye Server

This section describes how to start the RAPTOREye Server.

CONTEXT:

The following step is required to start the RAPTOREye server:

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

FOR EXAMPLE: `sudo service nms start`

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

RESULT:

RAPTOREye has now been successfully started.

## 7. Stop RAPTOREye Server

This section describes how to stop the RAPTOREye Server.

CONTEXT:

The following step is required to stop the RAPTOREye server:

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

FOR EXAMPLE: `sudo service nms stop`

RESULT:

RAPTOREye has now been successfully stopped.