



Install ITOM Collector

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Install ITOM Collector

Installation requirements for ITOM Collector

Before installing ITOM Collector, ensure that your systems are prepared with the necessary software and meet all required prerequisites.

Prerequisites for the ITOM Collector server VM:

- Supported operating system: Debian 12, Windows Server 2016, Ubuntu 20.04 LTS, Red Hat Enterprise Linux (RHEL) 8.x, Amazon Linux 2023, or newer versions of these operating systems.



The recommended operating systems are Debian 12, Windows Server 2016, or newer versions.

- Resource requirement: The VM resource requirements based on the number of NetApp nodes monitored are as follows:
 - 2-10 nodes: 4 CPUs, 8 GB RAM, 40 GB Disk
 - 12-20 nodes: 8 CPUs, 16 GB RAM, 40 GB Disk
- Configuration requirement: Ensure that a read-only account and SNMP are configured on the monitored devices. The ITOM Collector server VM also needs to be configured as an SNMP trap host and Syslog server on the NetApp cluster and cluster switches, if applicable.

Networking requirements

The networking requirements of ITOM Collector are listed in the following table.

Source	Destination	Protocol	Ports	Description
ITOM Collector	NetApp ONTAP cluster management IPs	HTTPS, SNMP	TCP 443, UDP 161	Monitoring of the ONTAP controllers
NetApp ONTAP cluster and node management IPs	ITOM Collector	SNMP, Syslog	UDP 162, UDP 514	SNMP traps and Syslogs from controllers
ITOM Collector	Cluster switches	SNMP	UDP 161	Monitoring of switches
Cluster switches	ITOM Collector	SNMP, Syslog	UDP 162, UDP 514	SNMP traps and Syslogs from switches
ITOM Collector	StorageGRID nodes IPs	HTTPS, SNMP	TCP 443, UDP 161	SNMP monitoring of StorageGRID
StorageGRID nodes IPs	ITOM Collector	SNMP, Syslog	UDP 162, UDP 514	SNMP traps from StorageGRID
ITOM Collector	Keystone Collector	SSH, HTTPS, SNMP	TCP 22, TCP 443, UDP 161	Keystone Collector monitoring and remote management

ITOM Collector	Local DNS	DNS	UDP 53	Public or private DNS services
ITOM Collector	NTP server(s) of choice	NTP	UDP 123	Time keeping

Install ITOM Collector on Linux systems

Complete a few steps to install ITOM Collector, which will collect metrics data in your storage environment. You can install it on either Windows or Linux systems, depending on your requirements.



Keystone support team provides a dynamic link to download the ITOM Collector setup file, which expires in two hours.

To install ITOM Collector on Windows systems, refer to [Install ITOM Collector on Windows systems](#).

Follow these steps to install software on your Linux server:

Before you begin

- Verify that the Bourne shell is available for the Linux installation script.
- Install the `vim-common` package to get the `xxd` binary required for the ITOM Collector setup file.
- Ensure the `sudo` package is installed if planning to run ITOM Collector as a non-root user.

Steps

1. Download the ITOM collector setup file to your Linux server.
2. Open a terminal on the server and run the following command to change the permissions and make the binaries executable:

```
# chmod +x <installer_file_name>.bin
```
3. Run the command to start the ITOM collector setup file:

```
# ./<installer_file_name>.bin
```
4. Running the setup file prompts you to:
 - a. Accept the end-user license agreement (EULA).
 - b. Enter the user details for the installation.
 - c. Specify the installation parent directory.
 - d. Select the collector size.
 - e. Provide proxy details, if applicable.

For each prompt, a default option is displayed. It is recommended to select the default option unless you have specific requirements. Press the **Enter** key to choose the default option. When the installation completes, a message confirms that the ITOM Collector is installed successfully.



- The ITOM Collector setup file makes additions to `/etc/sudoers` to handle service restarts and memory dumps.
- Installing ITOM Collector on the Linux server creates a default user called **ITOM** to run ITOM Collector without root privileges. You can choose a different user or run it as root, but it is recommended to use the ITOM user created by the Linux installation script.

What's next?

On successful installation, contact the Keystone support team to validate the successful installation of ITOM Collector through the ITOM support portal. After verification, the Keystone support team will configure the ITOM Collector remotely, including further device discovery and monitoring setup, and will send a confirmation once the configuration is complete. For any queries or additional information, contact keystone.services@netapp.com.

Install ITOM Collector on Windows systems

Install ITOM Collector on a Windows system by downloading the ITOM Collector setup file, running the InstallShield wizard, and entering the required monitoring credentials.



Keystone support team provides a dynamic link to download the ITOM Collector setup file, which expires in two hours.

You can install it on Linux systems based on your requirements. To install ITOM Collector on Linux systems, refer to [Install ITOM Collector on Linux systems](#).

Follow these steps to install ITOM collector software on your Windows server:

Before you begin

Ensure ITOM Collector service is granted **Log on as a service** under Local Policy/User Rights Assignment in the Windows server's local security policy settings.

Steps

1. Download the ITOM collector setup file to your Windows server.
2. Open the setup file to start the InstallShield wizard.
3. Accept the end-user license agreement (EULA). The InstallShield wizard extracts the necessary binaries and prompts you to enter credentials.
4. Enter the credentials for the account that ITOM Collector will run under:
 - If ITOM Collector is not monitoring other Windows servers, use local system.
 - If ITOM Collector is monitoring other Windows servers in the same domain, use a domain account with local administrator permissions.
 - If ITOM Collector is monitoring other Windows servers that are not part of the same domain, use a local administrator account and connect to each resource with local administrator credentials. You may choose to set the password so that it does not expire, to reduce authentication issues between ITOM Collector and its monitored resources.
5. Select the collector size. The default is the recommended size based on the setup file. Proceed with the suggested size unless you have specific requirements.
6. Select *Next* to begin the installation. You can use the populated folder or choose a different one. A status box displays the installation progress, followed by the InstallShield Wizard Completed dialog box.

What's next?

On successful installation, contact the Keystone support team to validate the successful installation of ITOM Collector through the ITOM support portal. After verification, the Keystone support team will configure the ITOM Collector remotely, including further device discovery and monitoring setup, and will send a confirmation once the configuration is complete. For any queries or additional information, contact keystone.services@netapp.com.

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