

EdgeView Service Control Center (EdgeView SCC) Installation Guide

EdgeView Version 14.1.0

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Introduction

This document describes how to install the EdgeView Service Control Center (EdgeView SCC) version 14.1.x on VMware ESXi 5.0, ESXi 5.1, and ESXi 5.5.0.



Note:

EdgeView Virtual Appliance (EVA) has been renamed to EdgeView Service Control Center (EdgeView SCC).

Audience

This document is intended for network administrators and system administrators whose primary function is to install an application layer on top of an existing virtualized environment. An understanding of VMware ESXi and vSphere clients is necessary to perform the EdgeView installation. The information in this document is written for experienced Windows or Linux system administrators who are familiar with virtual machine technology and datacenter operations.

Supported VMware Platforms

EdgeView SCC version 14.1.x supports the following VMware platforms:

- VMWare ESXi Version 5.0 Build 623860
- VMWare ESXi Version 5.1 Build 799733
- VMWare ESXi Version 5.5.0 Build 2068190



Important

The instructions provided here require that VMware ESXi has been installed with one of the Supported Platforms. Customers that attempt to use EdgeView SCC with an ESXi version other than those explicitly listed may experience unexpected problems. For questions or concerns, please contact your Edgewater technical support representative.

Distribution Format

The files for installing EdgeView as a virtual appliance are stored in Open Virtual Machine Format (OVF). OVF files can be deployed from any local file system accessible from the vSphere Client machine, or from a remote web server.

EdgeView SCC is distributed as an Open Virtual Appliance (OVA) file. An OVA file is a packaged OVF file saved in a single archive using .TAR packaging. To install EdgeView, the OVA file needs to be deployed on the VMware vSphere client as described here.

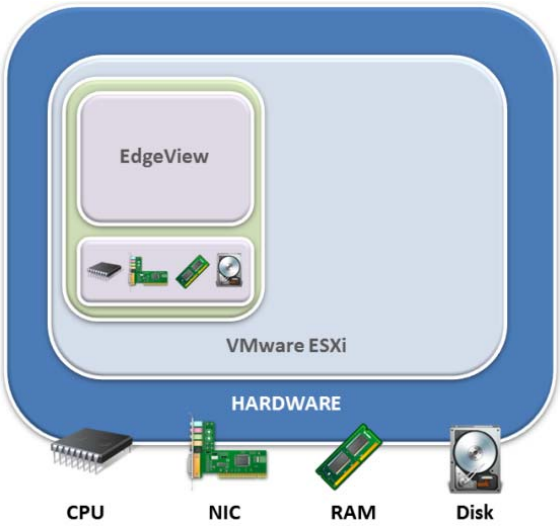
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Before You Begin

1. Deploy VMware ESXi before you begin the EdgeView installation.
2. Verify that the EdgeView SCC OVA file is reachable from vSphere through a URL or local file. This is mandatory.

Initial Setup

The target installation is shown below where one EdgeView instance is running on top of VMware ESXi:



The initial default configuration for EdgeView is delivered to support 101-1000 EdgeMarcs. However, if the number of EdgeMarcs deployed is outside this range, the hardware configuration/requirements are different. Refer to the EdgeView System Specifications and Considerations for details.

Initial EdgeView hardware default configuration requirements:

- vCPU/Core: 4
- RAM: 16 GB
- NIC interface: 1
- Disk space: 500 GB

Note:

It is not necessary to create additional virtual hard drives for this small deployment scenario.

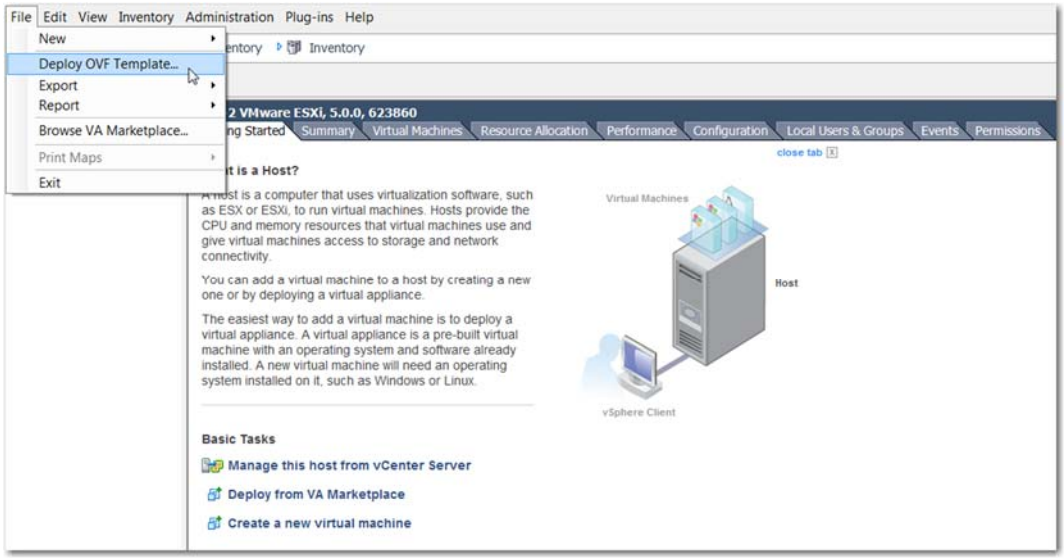
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Deploying the EdgeView SCC OVA File

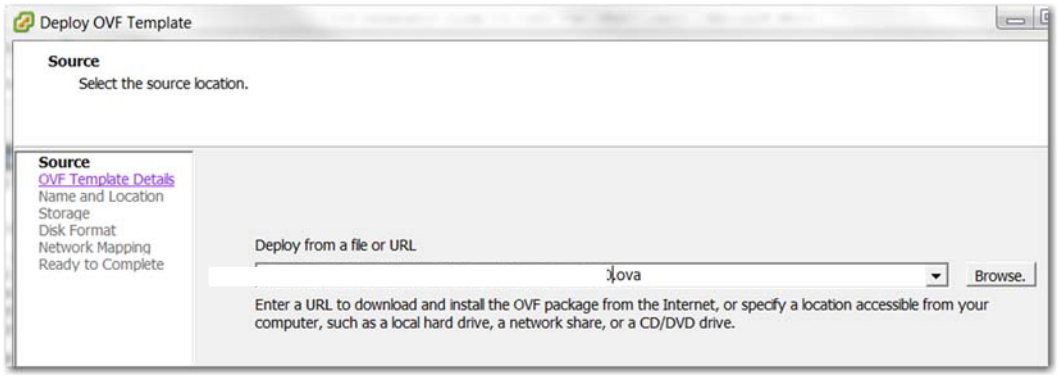
Note:

The screens shown in these procedures are for VMware ESXi version 5.0.0 and vSphere client version 5.0.0.

1. Log in to vSphere to access the VMware ESXi Host.
2. Select **File > Deploy OVF Template**.

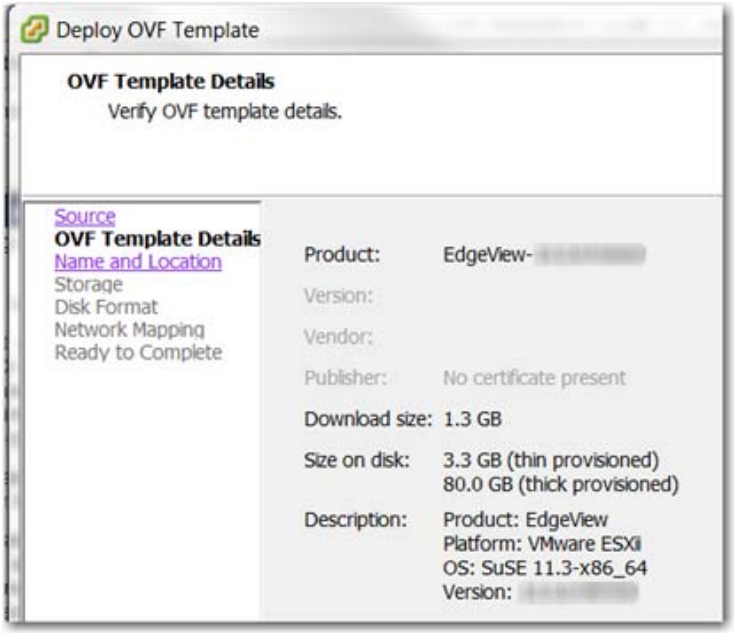


3. In the Deploy OVF Template page, follow the instructions received in the License email from Edgewater Networks to deploy the OVA from a file on your local hard drive.

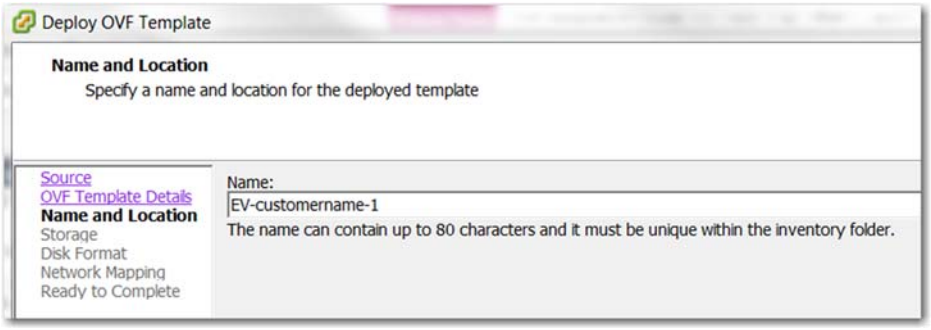


4. Click **Next**.
5. View the details in the OVF Template Details page and click **Next**.

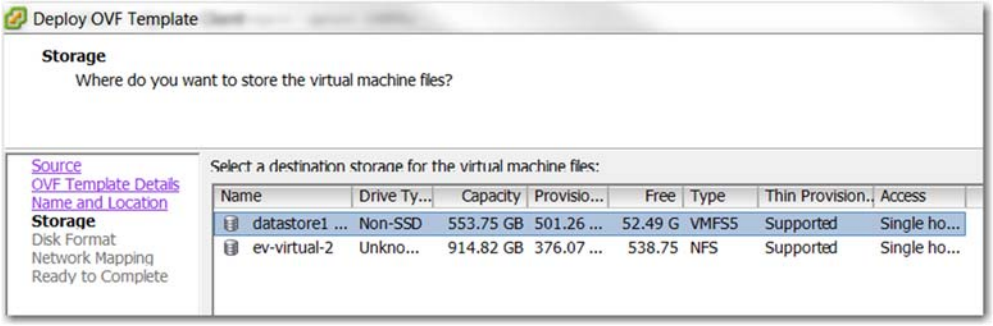
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6. On the Name and Location page, enter a name for this EdgeView SCC. For example: companyname-1. This name will be displayed in the vSphere client Inventory folder.

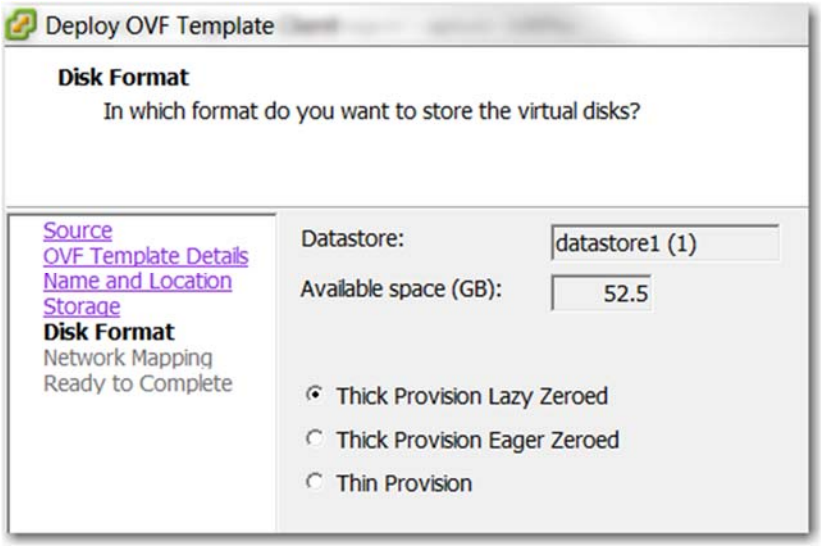


7. Click **Next**.
8. Select a Destination Storage for the Virtual Machine Files and click **Next**.

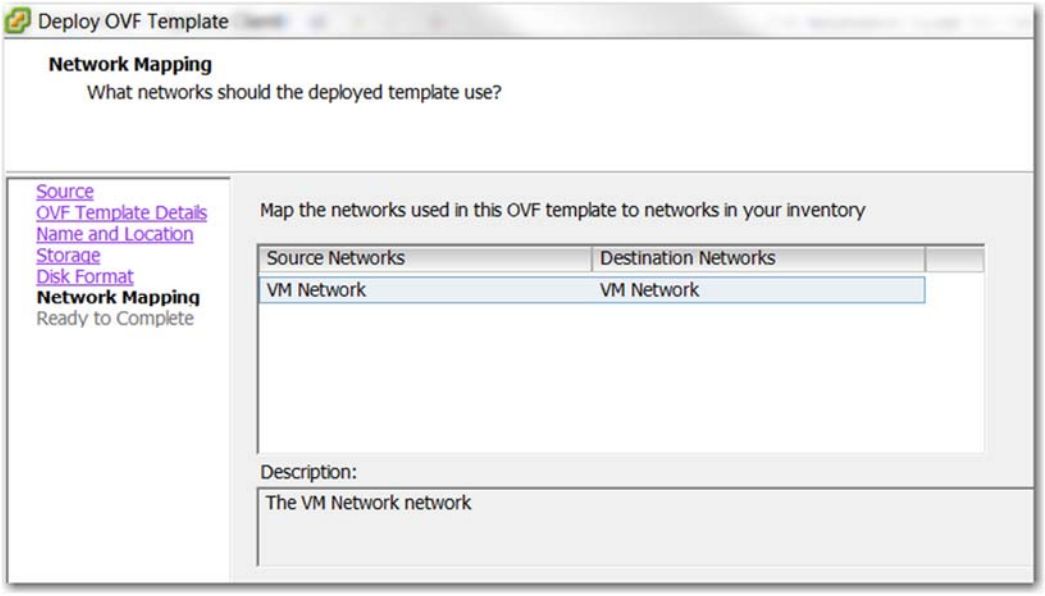


9. On the Disk Format page, select **Thick Provisioned** as the disk format to store the virtual machine virtual disks and click **Next**.

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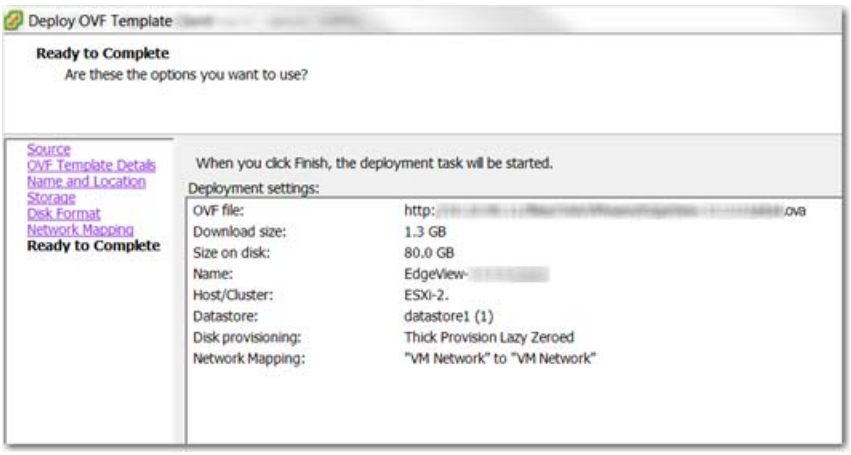


10. Select the network mapping that applies to your infrastructure (default is **VM Network**) and click **Next**.

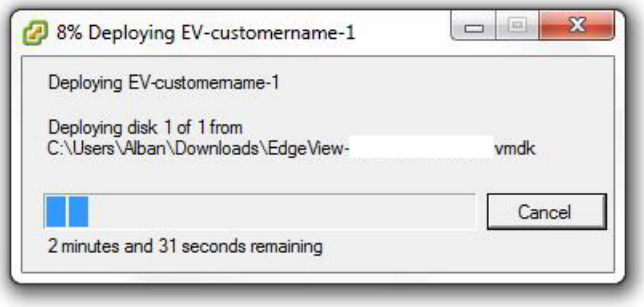


11. Review your settings. If you are satisfied, click **Finish**. Otherwise, click the **Back** button to change your settings.

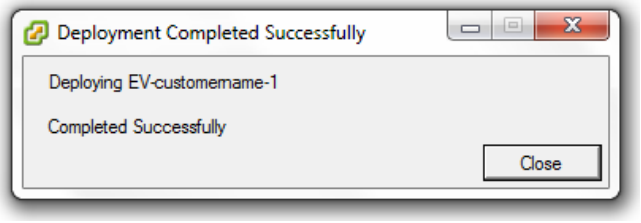
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The progress of the import task appears in the vSphere Client Status panel.

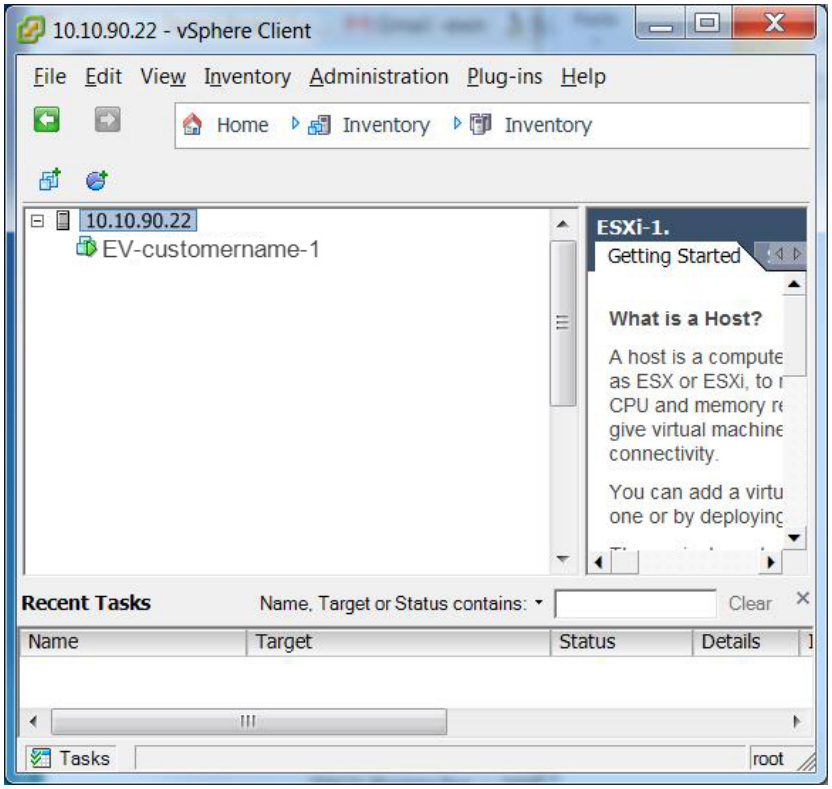


When the deployment completes successfully, the following screen displays:

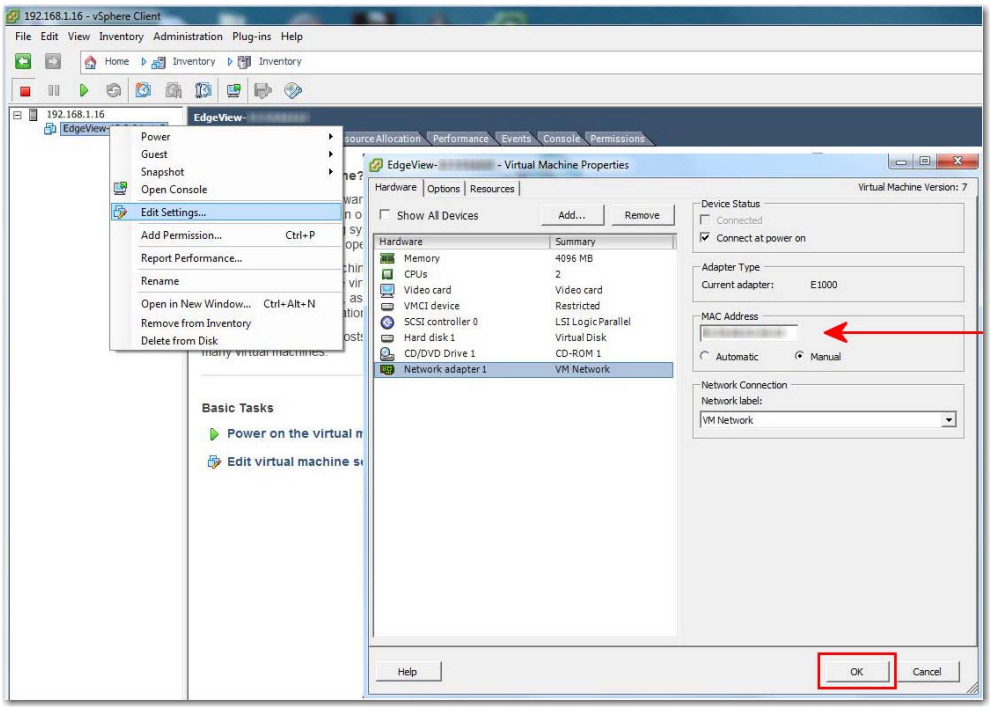


The EdgeView instance (My Company Name) will be added in the “Inventory” folder shown in the vSphere client interface.

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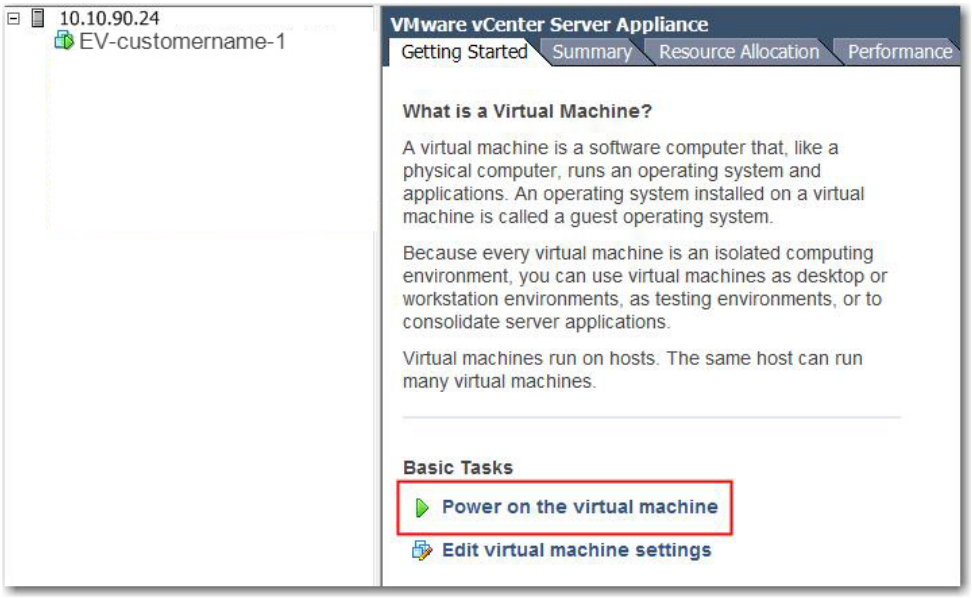


12. Open the vSphere client and change the MAC address to match the MAC address received in the License email sent to you from Edgewater Networks.
13. Click **OK**.



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14. In the vSphere Getting Started screen, select **Power on the virtual machine** in the “Basic Tasks” section of the screen:



The EdgeView network interface is automatically assigned through VMware ESXi DHCP.

Installing EdgeView Reports

EdgeView Reports is available as a licensed add-on for EdgeView. The Product and Support license keys for EdgeView Reports are part of the EdgeView license keys. The EdgeView Product License key includes the number of users for concurrent login on EdgeView Reports. The email you receive from Edgewater Network which contains the license keys includes instructions for deploying the EdgeView Reports OVA from a file on your local hard drive. The email will include the license key and URL to the location of the OVA file. For example:

http://12.34.56.11/files/OVA/VMware/EdgeReport-14.1.0.ova

Follow the instructions received in the license email from Edgewater Networks to deploy the EdgeView Reports OVA from a file on your local hard drive. Refer to Deploying the EdgeView Virtual Appliance OVA File for details. When deployment is complete, the EdgeView Reports instance (for example, the name you assigned to EdgeView Reports when installing the OVA) will be added in the “Inventory” folder shown in the vSphere client interface.

The EdgeView Reports network interface is automatically assigned through VMware ESXi DHCP.

Refer to the following documents in the Edgewater Networks Knowledgebase (http://edgewaternetworks.force.com/kb/) for details on how to setup and use EdgeView Reports:

- EdgeView Reports Release Notes for Release 14.1.x

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- Setting Up EdgeView Reports on EdgeView
- EdgeView Reports User Guide
- EdgeView Reports Administrator Guide

Deploying EdgeView on High Availability Systems

To ensure reliable redundancy for HA systems, each EdgeView must be deployed on a different VMware host.

Configuring EdgeView Administrative Settings

EdgeView SCC provides a text-based system administration menu (also referred to as the TUI) to allow the system root user to configure EdgeView for initial deployment and to perform various administrative tasks. The system “root” user is normally the System or Network Administrator at a company charged with the task of configuring servers on the corporate network.

The following core configuration tasks can be configured through the TUI:

- Rebooting and Shutting down EdgeView
- Configuring Network Cards (IP Address and Default Gateway)
- Configuring Hostname and DNS Servers
- Configuring Network Date and Time
- Configuring Outbound Mail Settings
- Creating and Loading System Configuration XML
- Installing and Configuring High Availability (HA)
- Troubleshooting using Sanity and Health Check Tools

Refer to the *EdgeView System Administration Guide* on the Edgewater Networks Knowledgebase for instructions on how to use the TUI to configure administrative settings for EdgeView: http://edgewaternetworks.force.com/kb/

Using EdgeView

For details on how to use EdgeView, refer to the *EdgeView User Guide Release* 14.1 available from the Edgewater Networks Knowledgebase: http://edgewaternetworks.force.com/kb/

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Installing EdgeView Product and Support License Keys

EdgeView requires Product and Support License keys to enable features of the product and to allow the product to receive TAC support service, respectively. These license keys are also required to install patches and perform upgrades.

You need two license keys:

- EdgeView Product License key
- Support License key

When you purchase an EdgeView and a Support License, Edgewater Networks will email you a Product License key and Support License key. The email will include the MAC address, license key, and URL to the location of the OVA file.

If you later add more nodes or features to your EdgeView Product License, Edgewater Networks will send you a new license key. You will need to enter the key in EdgeView to activate the new Product License. Also, if your Support License expires, you will need to enter a new Support License key.

Installing the EdgeView Product License Key

The EdgeView Product License specifies the number of EdgeMarcs (and similar nodes), endpoints, and conduits that can be managed by EdgeView. An EdgeView product license is purchased based upon the number of nodes you need. You can add additional nodes; if you do so, you will need to update the product license key in EdgeView. Refer to Updating an EdgeView Product License Key for details.

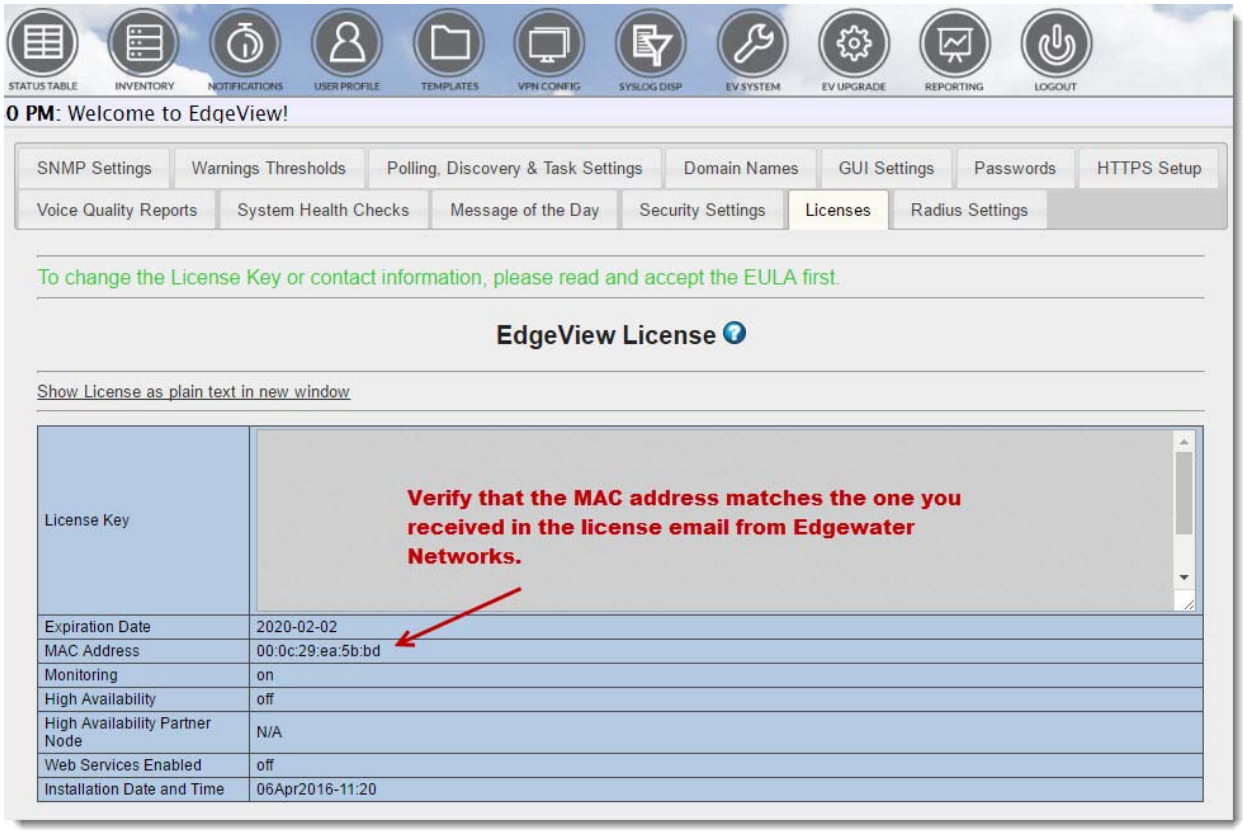
Before installing the EdgeView Product License key, consider the following:

- The Product License may have an expiration date that will disable the license after the expiration date.
- The Product License key is very large (requiring a copy/paste due to its size).
- The Product License key has a token to track whether this EdgeView can use the Web Service API (Enabled=on) or not (Enabled=off).
- You must read and accept the End-User License Agreement for any new or updated license.
- A link to Show License as plain text in new window will display the decoded license key contents in a text window that can be copied/pasted easily for support calls, for example.
- High Availability (HA) has three possible values: off, primary and secondary. The primary indicator should be used only on the HA primary system. Similarly, the secondary indicator should be used only on the secondary system. When HA is set to primary or secondary, a new field known as the High Availability Partner Node is required. This is the MAC address of the other HA system, namely the secondary system's MAC if on the primary and vice versa. If HA is off, this field displays N/A.

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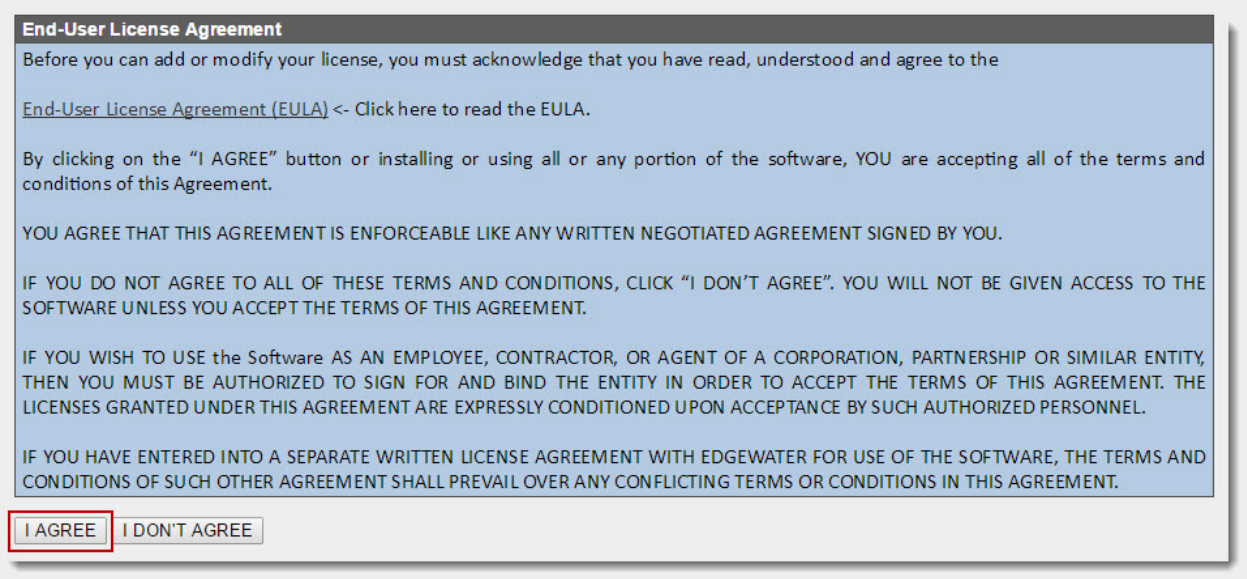
To install the EdgeView Product License Key:

1. Select **EV System > System Settings**.
2. Select the **Licenses** tab. The EdgeView License Key screen displays. The MAC Address field will be pre-populated with the MAC address you set in vSphere. Verify that the MAC address matches the one you received in the License email from Edgewater Networks.

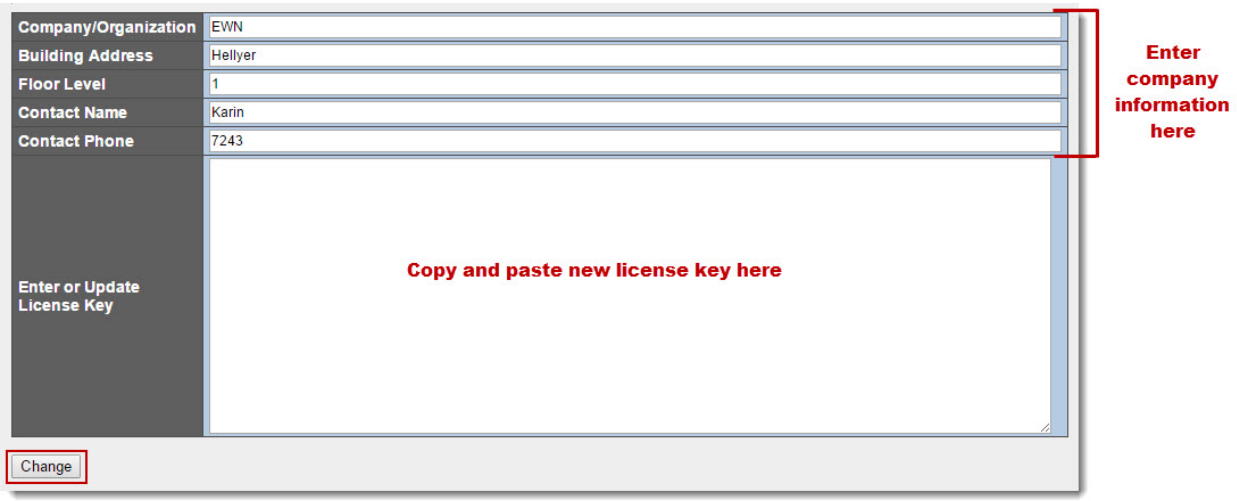


3. Click **I Agree** to accept the End User License Agreement.

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4. In the next screen enter your company and contact information.

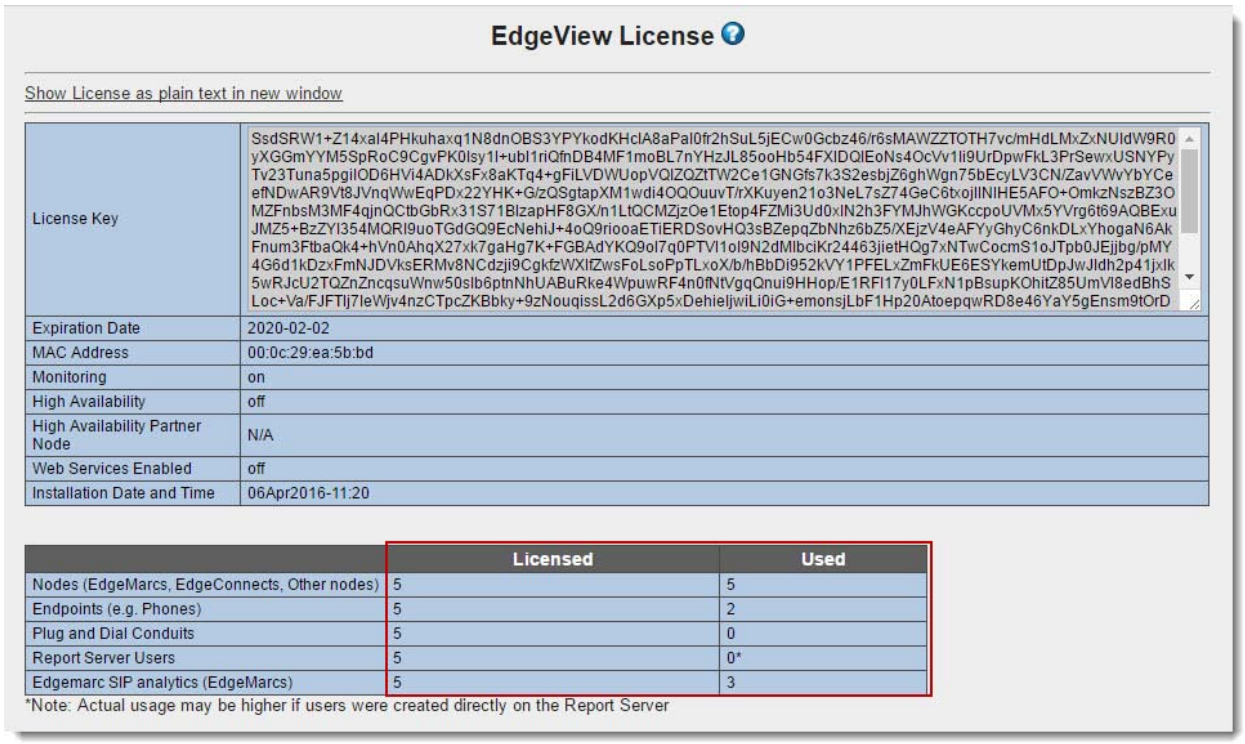


5. Copy and paste the product license key you received in email from Edgewater Networks into the **Enter or Update License Key** box.
6. Click **Change**. The license key will appear as encrypted text in the license key text box. Once the system accepts the product license key, the following text will appear in green at the top of the screen:



The number of licensed nodes along with the License Agreement will be shown at the bottom of the page.

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EdgeView License

Show License as plain text in new window

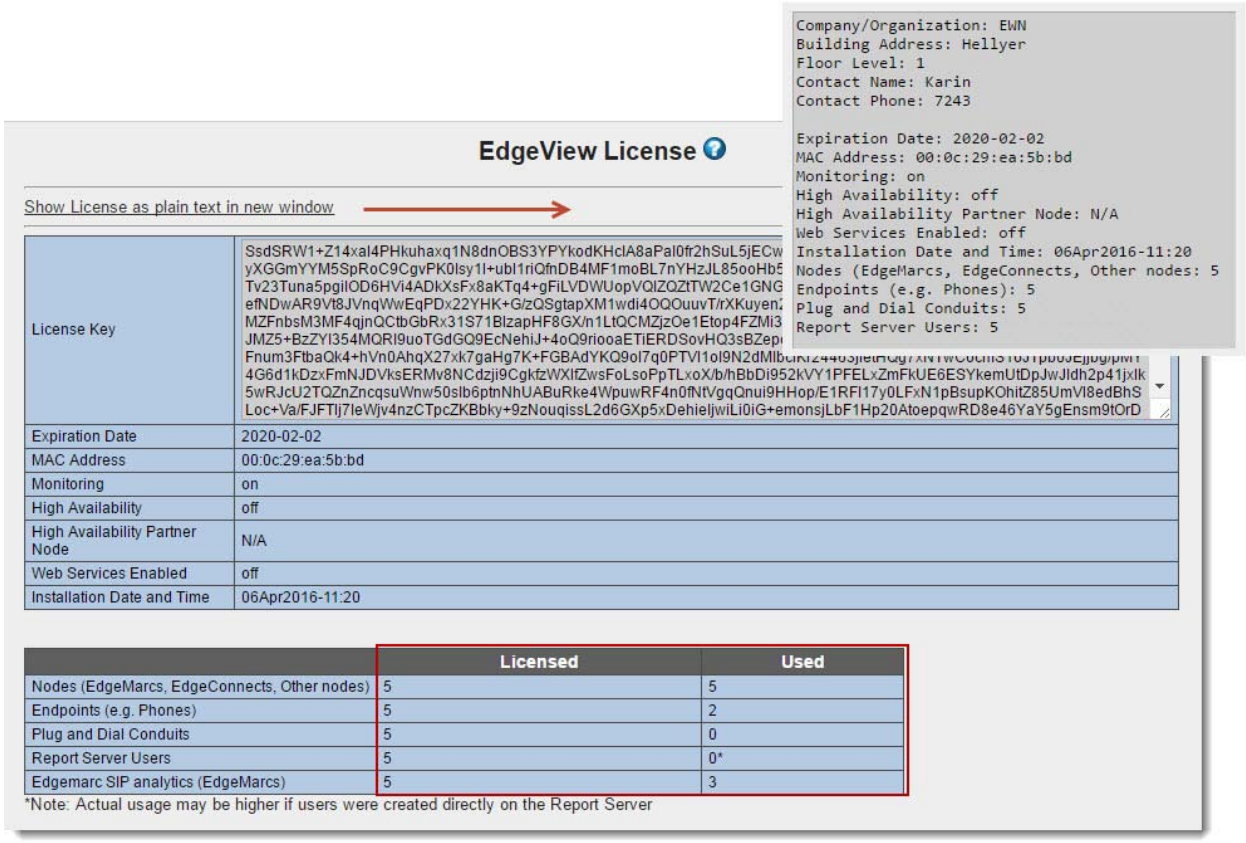
License Key	SsdSRW1+Z14xal4PHkuhaxq1N8dnOBS3YPYkodKHclA8aPal0fr2hSuL5jECw0Gcbz46/r6sMAWZZTOTH7vc/mHdLMxZxNUIdW9R0 yXGGmYYM5SpRoC9CgvPK0lsy1l+ubl1riQfnDB4MF1moBL7nYHzJL85ooHb54FXlDQlEoNs4OcVv1li9UrDpwFkL3PrSewxUSNYPy Tv23Tuna5pgilOD6HVi4ADkXsFx8aKTq4+gFiLVDWUopVQlZQZtTW2Ce1GNGfs7k3S2esbjZ6ghWgn75bEcyLV3CN/ZavVWvYbYCe efNDwAR9Vt8JVnqWwEqPDx22YHK+G/zQSgtapXM1wdi4OQOuuvT/rXKuyen21o3NeL7sZ74GeC6txojlINIHE5AFO+OmkzNszBZ3O MZFnbsM3MF4qjnQCtbGbRx31S71BlzapHF8GX/n1LtQCMZjzOe1Etop4FZMi3Ud0xIN2h3FYMJhWGKccpoUVMx5YVrg6t69AQBExu JMZ5+BzZYI354MQRI9uoTGdGQ9EcNehiJ+4oQ9riooaETiERDSovHQ3sBZepqZbNhz6bZ5/XEjzV4eAFYyGhyC6nkDLxYhogaN6Ak Fnum3FtbaQk4+hVn0AhqX27xk7gaHg7K+FGBAdYKQ9ol7q0PTVl1ol9N2dMlbciKr24463jietHQg7xNTwCocmS1oJTpb0JEjjbg/pMY 4G6d1kDzxFmNJDVksERMv8NCdzji9CgkfzWXlfZwsFoLsoPpTLxoX/b/hBbDi952kVY1PFELxZmFkUE6ESYkemUtDpJwJldh2p41jxIk 5wRJcU2TQZnZncqsuWnw50slb6ptnNhUABuRke4WpuwRF4n0fNtVgqQnui9HHop/E1RFl17y0LFxN1pBsupKOhitZ85UmVl8edBhS Loc+Va/FJFTlj7leWjv4nzCTpcZKBbky+9zNouqissL2d6GXp5xDehieljwiLi0iG+emonsjLbF1Hp20AtoepqwRD8e46YaY5gEnsm9tOrD
Expiration Date	2020-02-02
MAC Address	00:0c:29:ea:5b:bd
Monitoring	on
High Availability	off
High Availability Partner Node	N/A
Web Services Enabled	off
Installation Date and Time	06Apr2016-11:20

	Licensed	Used
Nodes (EdgeMarcs, EdgeConnects, Other nodes)	5	5
Endpoints (e.g. Phones)	5	2
Plug and Dial Conduits	5	0
Report Server Users	5	0*
Edgemarc SIP analytics (EdgeMarcs)	5	3

*Note: Actual usage may be higher if users were created directly on the Report Server

7. To view the license as plain text, click **Show License as Plain Text in New Window**:

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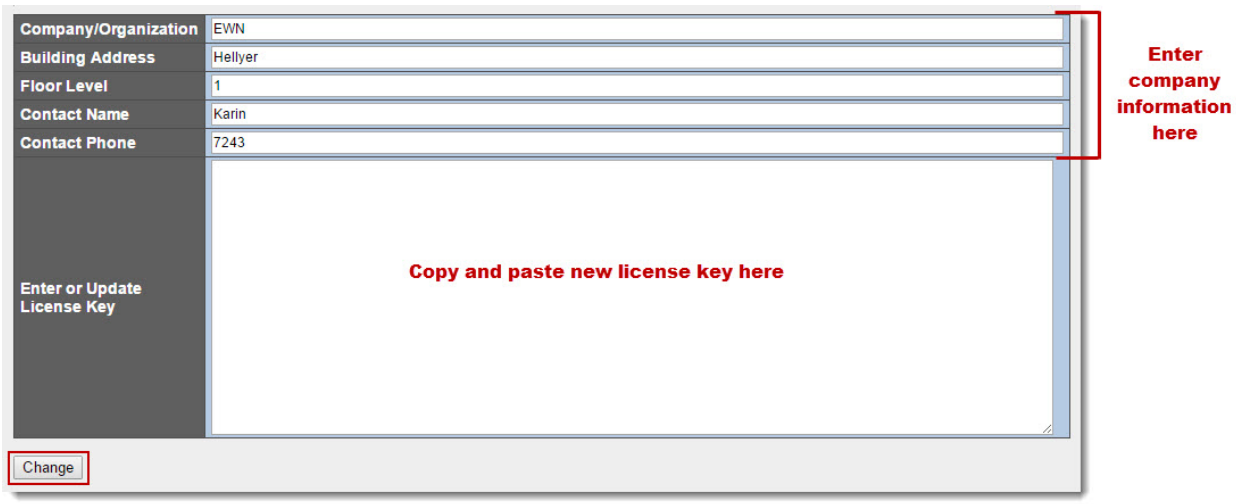
Updating an EdgeView Product License Key

If you later add more nodes to your EdgeView Product License, Edgewater Networks will send you a new license key. You will need to enter the key to activate the new Product License as follows:

To change the License Key or the contact information, please read and accept the EULA first.

1. Select **EV System > System Settings**.
2. Select the **Licenses** tab. The EdgeView License page displays.

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3. In the **Enter or Update License Key** box, enter the Product License Key provided by Edgewater Networks.
4. Click **Change**.

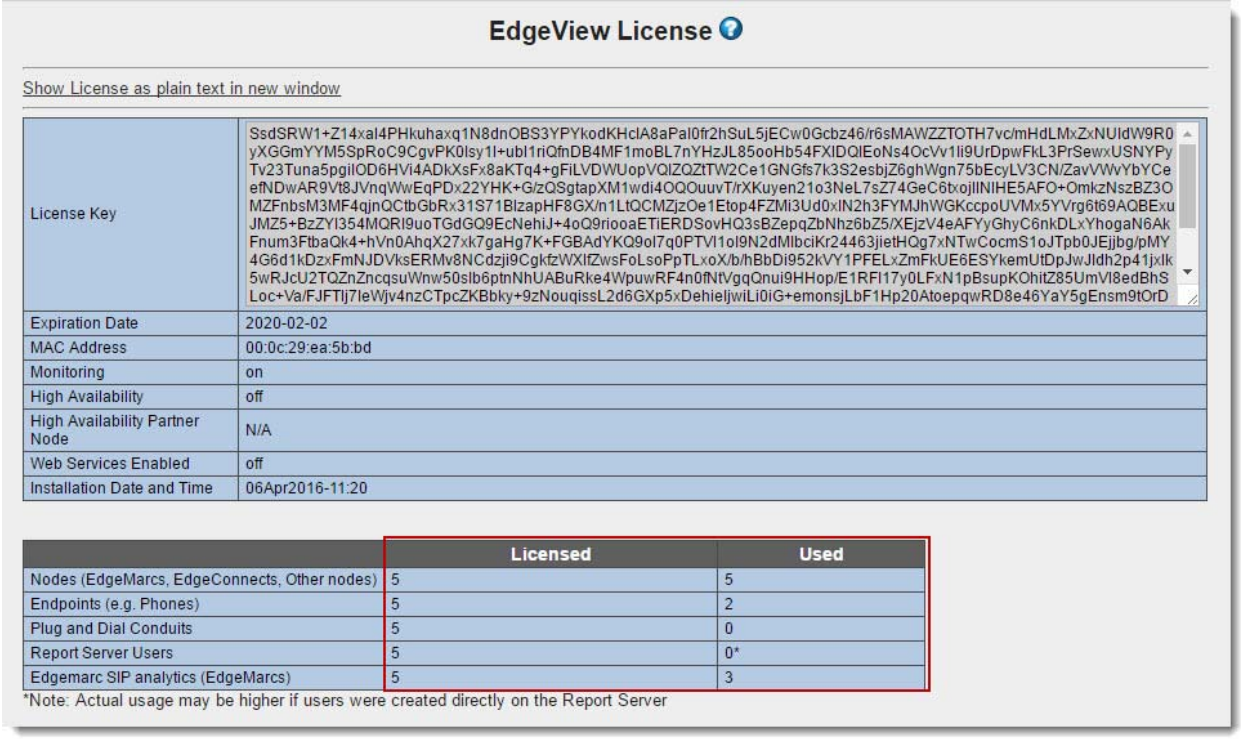
Viewing the Number of Licensed Nodes

Your EdgeView Product License specifies the maximum number of nodes that can be managed by EdgeView. The total number of nodes governed by users cannot exceed the number of nodes specified in your license agreement. Nodes include EdgeMarcs, EdgeConnects, SNMP nodes, and Third-party nodes.

To determine the number of nodes in your license agreement:

1. Select **EV System > System Settings** from the menu.
2. In the System Settings page, select the **Licenses** tab. The number of nodes that can be managed by EdgeView (per your license agreement) and the number of nodes that are already being used are displayed in the middle section of the screen.

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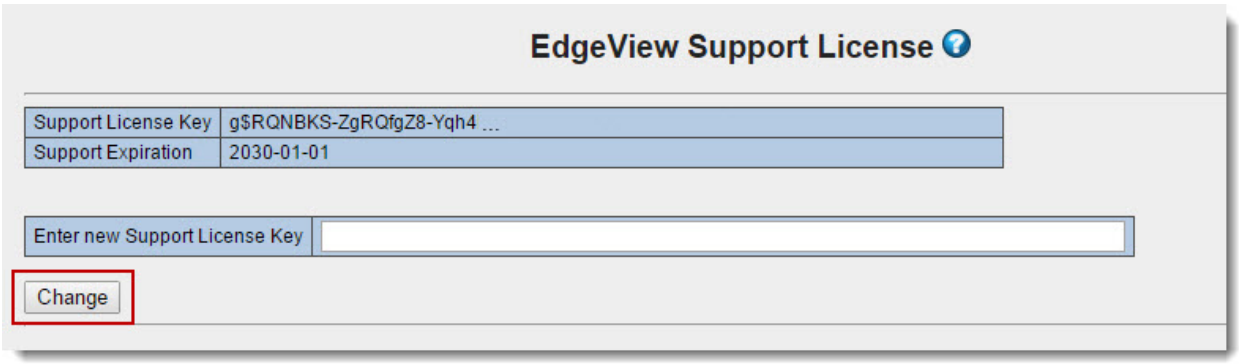
If you have exceeded the node limit and you attempt to add a node, you will receive a warning message.

Installing the EdgeView Support License Key

The EdgeView Support License allows for upgrades and patches until the expiration date. It does not affect other product functions before or after the expiration date. When the support license expires, contact your Edgewater Networks support representative for a new one.

To install the Support License key:

1. At the bottom of the EdgeView License page (**EV System > System Settings > Licenses** tab), enter the EdgeView Support License key. This is the support license key sent to you in email from Edgewater Networks.
2. Click **Change**.



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Once the system accepts the support license key, the following text appears in green at the top of the screen:

EdgeView Support License Key changed (see below for any errors)

The support expiration date will be shown in the Support Expiration field and the end user license agreement will be displayed on the screen.

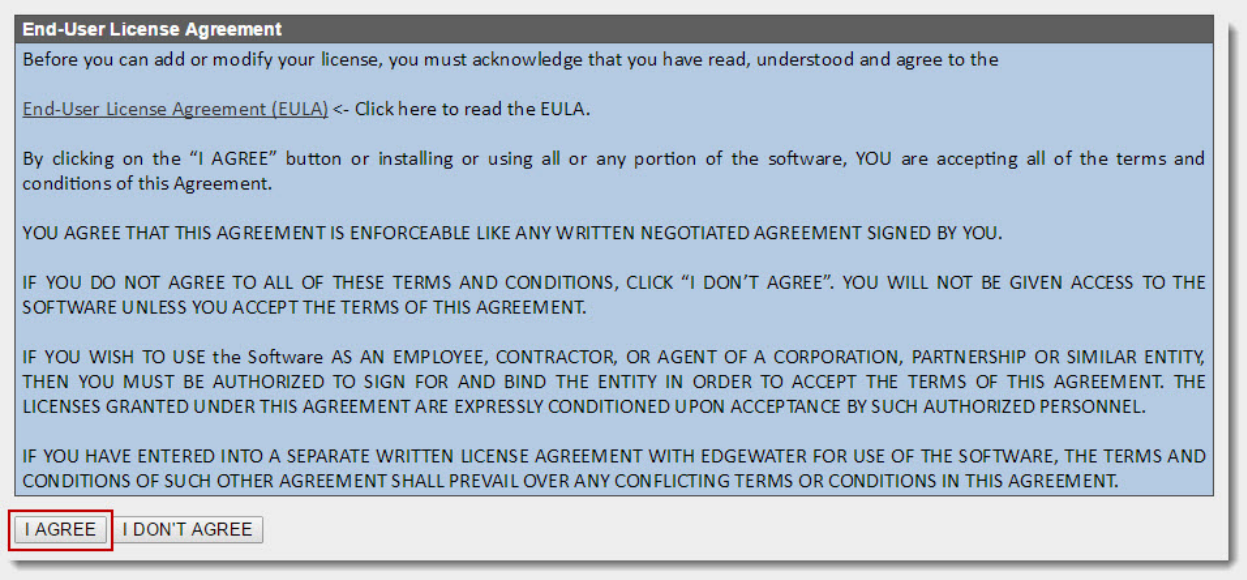
Updating the EdgeView Support License Key

When your Support License expires, EdgeView is still operational but you can no longer do patch upgrades or install new software on EdgeView. A red alert displays at the top of the EdgeView License page when the Support License is about to expire.

Contact your EdgeView support representative to renew your Support License and obtain a new license key.

To activate a new Support License:

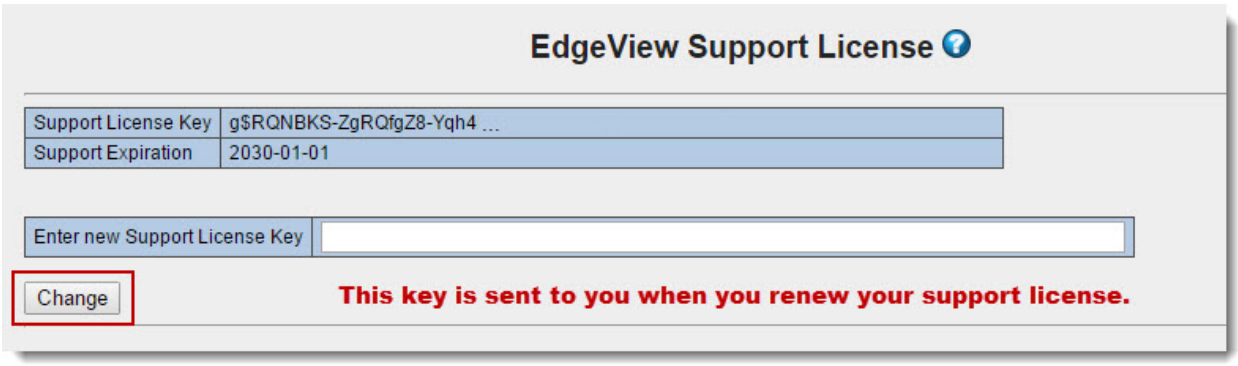
1. Select **EV System > System Settings**.
2. Select the **Licenses** tab. The EdgeView License page displays.
3. Click **I Agree** to acknowledge the end-user license agreement.



4. In the **EdgeView Support License** section of the page, paste the new Support License key (sent to you by Edgewater Networks) into the **Enter New Support License Key** box.
5. Click **Change**.

The new Support License expiration date will be updated in EdgeView and you will now be able to upgrade EdgeView when new software is available.

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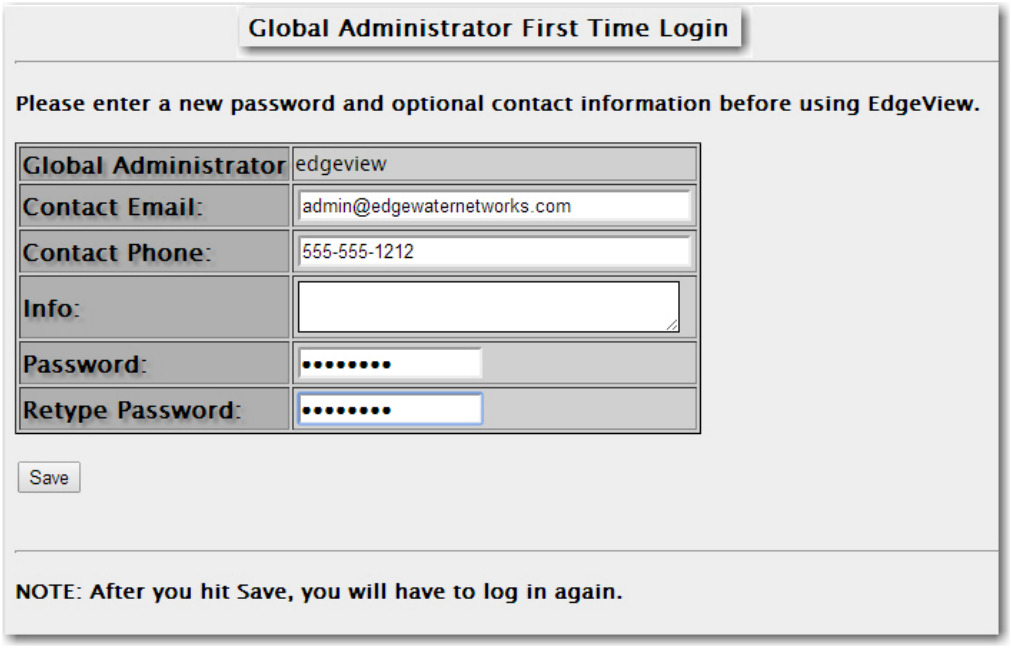


Installing EdgeView License Keys the First Time

The first time you log in to EdgeView, you will immediately be prompted to change the global login credentials on the EdgeView Security Change Notification screen. Once you have changed the login credentials, the EdgeView License Key screen displays for you to install the EdgeView Product License key and Support License key.

To install the EdgeView Product and Support License Keys for the first time:

1. Open a browser window and enter the IP address or fully qualified domain name (FQDN) of EdgeView in the address bar. The EdgeView Login page displays.
2. Log in with the default login credentials (edgeview, edgeview for both the User Name and Password) and click **Log In**.
3. You will immediately be prompted to change the global login credentials.



4. Enter a new password and optional contact information. If your system administrator has enabled the strict password setting, the password will be required to have 6-8 characters, two or more character types, and no dictionary

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words. Character types include lowercase letters, uppercase letters, digits and the rest of the allowed characters.

5. Click **Save**. The login screen will re-display.
6. Log in with your new credentials.
7. Follow the instructions for Installing the EdgeView Product License Key and Installing the EdgeView Support License Key described previously.

EdgeView System Specifications and Considerations

Distribution for EdgeView contains recommended specifications for disk size, number of core processors and RAM. Using tools provided by the Virtual Platform vendor (e.g. vSphere), you can modify the recommended specifications to suit your needs.

Hard Disk Size

The EdgeView SCC OVA has a default allocation of 248 GB. If you require a larger allocation of your main disk, please contact your Edgewater Networks support representative for instructions on how to increase your hard disk size. This is a multi-step process and may not be supported on your host.

You may wish to increase the disk if, for example, data used for EdgeView Reports needs to display reports for an entire year.

Configuration Options

If your deployment contains a large number of EdgeMarcs, you may wish to consider using the External Database configuration option or the “Additional Storage” option from the System Administrator menu to offload non-database related disk resources such as Signal Capture files, syslog files or backups.

Database Backups

Edgewater Networks also recommends that database backups be stored in a separate location from the drive itself regardless of whether you have configured EdgeView to use the Additional Storage option. You may, however, prefer to keep a few days backups on the hard drive. Even compressed, these files can take several hundreds of gigabytes if the database is large. During the backup process, the system temporarily requires at least double the database size (uncompressed) in order to copy and then compress the data. If possible on your Guest system, factor in the expected database size when calculating your allocations requirements especially if you wish to keep several days' worth of backups.

Signal Capture Files

Signal Capture files can consume a lot of disk space. You may wish to keep captures for over a month. While there are automated features in EdgeView to cull signal captures on a daily basis, when the retention period is particularly long, additional space should be allocated or the “Additional Storage” feature should be used.

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Custom Deployments

If you plan to alter the default specifications, Edgewater Networks provides the following suggested values below. Your particular deployment may require alterations to these suggested values. The default specifications for the initial OVA are provided in BOLD.

The Default OVA size, 248 GB, should NOT be expanded on older hosts as it can affect the ability to do a “snapshot” to back up the system or save it before upgrading. If additional space is needed for your deployment, it is highly recommended that the Additional Storage feature (with another virtual hard disk) be used. If this Additional Storage is used to offload captures, syslogs and backups, then EdgeView should have no problem storing over 1 years’ worth of data even when the database is stored locally.

Expected Number of EdgeMarcs	OVA Size	Other Virtual Hard Disk (Captures, Syslogs, Backups)	Cores	RAM	Notes
Less than 100	248 GB	None	2	4 GB	Not necessary to create additional Virtual HDs for this small deployment.
101-1,000	248 GB	300 GB*	4	8 GB	Other drive size requirements may vary significantly by deployment. May also be limited by the host and physical drives.
1,001-5,000	248 GB	1.5 TB*	6	10 GB	
5,001-20,000	248 GB	1.5 to 6 TB**	10	16 GB	Lower end of range requires archiving, culling
20,001-50,000	248 GB	1.5 to 15 TB**	16	32 GB	Lower end of range requires archiving, culling

* Per 1,000 EdgeMarcs, typical deployments (in GB) require the following: Capture=200, Syslog=40, Backups=60. 200+40+60=300 GB. More than 256 GB may not be supported on some hosts.

** It is expected that customers would limit the number of Signal Captures, archive syslogs, and limit backups under these large deployments. Therefore, 1.5 TB may be sufficient.

Obtaining Further Assistance

Please contact the Edgewater Networks Technical Assistance Center by sending email to support@edgewaternetworks.com or calling +1 (408) 351-7255.

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