



# NerveCenter 8.4 Linux Installation (Pre-Release Copy)

June 2018

**Linux**  
NCL184-00-01

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## Document History

✳ NCL184-00-01, June 2018

Website: <http://www.logmatrix.com>  
Documentation: <http://docs.logmatrix.com/NerveCenter>  
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## 1 Overview

This document provides instruction on how to prepare a Linux system for use with **NerveCenter 8.4.00**, how to install NerveCenter on the Linux host and how to manage NerveCenter together with the Linux host following the installation.

This document is only a guide and is not intended to be a definitive set of instructions for all sites to follow. Your site requirements will dictate deviations. In general, these steps may be followed to prepare most Linux systems for use with NerveCenter 8.4.00.

### 1.1 Terminology

NerveCenter is commonly deployed through two types of installations: NerveCenter *Servers* and NerveCenter *Clients*. In addition, there is the *Web Interface*, which is a set of services installed on the same host as the NerveCenter Server, providing a web application to the web browsers on your desktops and hand-held devices.

- ✱ The **NerveCenter Server** is the software package that is installed on a Linux system and runs as a service on that platform.
- ✱ The **NerveCenter Client** is the software package that is installed on Microsoft Windows desktops and is used to access NerveCenter Servers running in your environment.
- ✱ The **NerveCenter Web Interface** is a set of software services that are installed on the same Linux system as the NerveCenter Server. This set of services delivers to your local web browsers the ability to access the NerveCenter Server.

When NerveCenter Server is installed on a Linux host, the result is the addition of NerveCenter as a runnable *service* much like other network services (ex: DNS, DHCP, LDAP Directory Servers, etc.). Thus, the installed NerveCenter Server software package is referred to as the **NerveCenter Service**.

A running NerveCenter Service consists of a collection of processes, each providing function-specific duties as part of NerveCenter's overall network management operation. Core to this is the NerveCenter *Server process*, better referred to as **nserver** so as to distinguish it apart from references to the overall NerveCenter Server software package. Other key processes of the NerveCenter Service are its *SNMP Pollers*, each referred to as an **nscnmpoller**, associated SNMP Stacks and various notification listeners.

The NerveCenter Client software package, which runs on Windows desktops, provides the means for monitoring and configuring NerveCenter Servers. It consists of an **Administrator** application, used for configuration review and editing, and a **Client** application, used for monitoring, creating and editing NerveCenter's alarm models, polls and trap masks.

This document focuses on installation and configuration of the NerveCenter Server software package. A separate document covers installation and usage of the NerveCenter Client package; see <http://docs.logmatrix.com/NerveCenter/8.4.00/>.

## 1.2 Applicable Linux Distributions











LogMatrix develops and tests NerveCenter 8.x for use on a set a of commercial Linux distributions. LogMatrix strongly recommends selecting a Linux distribution from this set.

### Supported Linux Distributions

- ✳ **Red Hat Enterprise Linux 7.3+ (RHEL7.3)** for x86-64
- ✳ **Community Enterprise Operating System 7.3+ (CentOS7.3)** for x86-64
- ✳ **Oracle Linux 7.3+** for x86-64

If your site has a need for a Linux distribution outside of this set, contact LogMatrix for assistance.

### 1.2.1 NerveCenter OS Support Matrix

NerveCenter Release	RedHat Enterprise Linux / CentOS Linux					
	RHEL7.x/CentOS7.x		RHEL6.x/CentOS6.x		RHEL5.x/CentOS5.x	
	x86-64	x86	x86-64	x86	x86-64	x86
NC8.x						
NC7.1						
NC7.0						
NC6.2						

**Notes:**



- \* **NerveCenter 8.x** is incompatible with RedHat Enterprise Linux 6 (**RHEL6**) or earlier and thus also Community Enterprise Operating System 6 (**CentOS6**) and earlier plus **Oracle Linux 6** and earlier.
- \* Use **NerveCenter 7.0** or **7.1** if your site is running RHEL6, CentOS6 or Oracle Linux 6.
- \* Use **NerveCenter 6.1** or **6.2** if your site is running RHEL5, CentOS5 or Oracle Linux 5.

LogMatrix highly recommends obtaining support access for whichever Linux distribution you select and keeping your host system(s) updated with the latest patches.

## 2 Linux Host Preparation

The following aspects of the host Linux system need to be considered.

### 2.1 Network Configuration

While not required, LogMatrix recommends as a best practice that the Linux host's network connections are configured to use static IPv4, and optionally IPv6, addresses. If DHCP is required for your environment, LogMatrix recommends that the DHCP Service is configured to provide a permanent reservation for the Linux host system.

### 2.2 Groups and Users Accounts

NerveCenter 8.x requires two entries, 'ncadmins' and 'ncusers', be defined in the Linux host's group database (typically the file /etc/group). These groups are required to exist at the point of installation and will be used thereafter by NerveCenter during its operation.

Create the 'ncadmins' and 'ncuser's groups through the toolset provided with the Linux distribution. Ex: *groupadd(8)*, *adduser(8)*, and *usermod(8)* on RHEL7, CentOS7 and Oracle Linux 7.

```
# groupadd ncadmins  
# groupadd ncusers
```

NerveCenter Server runs in the context of a designated user account. This account must be a member of the 'ncadmins' group. There is no required name for this account.

**Note:** NerveCenter installation can occur before the 'ncadmins' group is populated. However in order for the NerveCenter installation to be completed, one or more user accounts need to be added to the 'ncadmins' group. Instruction in section 4.1.1 User Account Selection revisits this step.

### 2.3 Host Software Package Provisioning

NerveCenter 8.x consists of only 64-bit applications. As a result, no 32-bit software packages need to be present.

### 2.3.1 RHEL7, CentOS7, and Oracle Linux 7

Ensure the following 64-bit packages and their dependencies are installed before installing NerveCenter. The typical method for package management is through the use of 'yum'

To check whether your Linux host has these packages installed, use rpm(8). This can be done from a standard account. To add a package, use yum(8) from the 'root' account.

**Table 1 Required Software Packages**

Package	How to Check	How to Add
Glibc	<b>\$ rpm -q glibc</b>	<b># yum install glibc</b>
Libgcc	<b>\$ rpm -q libgcc</b>	<b># yum install libgcc</b>
libxml2	<b>\$ rpm -q libxml2</b>	<b># yum install libxml2</b>
libstdc++	<b>\$ rpm -q libstdc++</b>	<b># yum install libstdc++</b>

Additionally, the following 64-bit packages will be needed if your usage of NerveCenter evolves to include usage of the Perl modules listed in the right-hand column of To check whether your Linux host has these packages installed, use rpm(8). This can be done from a standard account. To add a package, use yum(8) from the 'root' account.

Table 2 . NerveCenter itself does not require these Perl modules so these packages are needed only if your usage of NerveCenter or its Perl 5.24.0 environment comes to require them.

To check whether your Linux host has these packages installed, use rpm(8). This can be done from a standard account. To add a package, use yum(8) from the 'root' account.

**Table 2 Optional Software Packages**

Package	Command	Used by Perl module(s)
Openssl	<b># yum install openssl</b>	<b>Net::SSLeay</b>
Libcurl	<b># yum install libcurl</b>	<b>WWW::Curl</b>
Libdb	<b># yum install libdb</b>	<b>DB_File</b>
Gdbm	<b># yum install gdbm</b>	<b>NDBM_FILE GDBM_File:w</b>





## 2.4 Host Firewall Configuration

The NerveCenter Service – the NerveCenter Server and its related components – running on the Linux host are accessed over your network from client applications running on Windows desktops. The NerveCenter 8.x Windows Desktop is the typical means for accessing NerveCenter Servers running in your environment. For this access to work, the Linux firewall where the NerveCenter Server is running needs to be configured per the instructions below.

**Note:** This setup can be deferred until after NerveCenter is installed.

**Note:** Post installation, you can take advantage of the firewalld setup at `/opt/OSInc/Samples/firewall/firewalld`. If you are using `firewalld(1)`, see whether this script can be used directly or adapted to define the NerveCenter service firewall allowances per your site's policies.

### 2.4.1 TCP/UDP Ports

To permit network access to the NerveCenter Service, the following ports need to be examined on the Linux host firewall. To review and change the firewall configuration use the management tool provided with your Linux distribution. Ex: `/usr/bin/firewall-config` on RHEL7 and CentOS7 and Oracle Linux 7.

**Table 3 NerveCenter TCP Ports**

80/tcp 9090/tcp	Allows web browser access to the NerveCenter Web User-Interface.
32504/tcp	Allows the NerveCenter Service to receive connections from NerveCenter Administrator ( <code>ncadmin.exe</code> ) and NerveCenter Client ( <code>ncclient.exe</code> ) applications running on Windows desktops.  This port assignment is configurable via the 'Connections' tab of the NerveCenter Administrator application. The NerveCenter Service retains this value in its configuration file at <code>/opt/OSInc/conf/nervecenter.xml</code> .
32505/tcp	Allows the NerveCenter Service to receive notifications sent by other NerveCenter Servers and for NerveCenter Servers to access each other's Node Lists.  Should your site have only one NerveCenter Server installation or not require NerveCenter-to-NerveCenter Informs or Node List acquisition, this port does not need to be open.  This port assignment is configurable via the 'Connections' of the NerveCenter Administrator application. The NerveCenter Service retains this value in its

	configuration file at /opt/OSInc/conf/nervecenter.xml .
32506/tcp	<p>Allows the NerveCenter Service to receive connections from NerveCenter Command (nccmd.exe), a command-line utility, running on Windows systems.</p> <p>Should your site not plan to use the NerveCenter Command utility from remote desktop hosts, this port does not need to be open.</p> <p>This port assignment is configurable via the 'Connections' tab of the NerveCenter Administrator application. The NerveCenter Service retains this value in its configuration file at /opt/OSInc/conf/nervecenter.xml .</p>
32508/tcp	<p>Allows the NerveCenter Service to receive connections to its API interface from scripts running on remote systems.</p> <p>Should your site not plan to use the NerveCenter API from remote systems or desktops, this port does not need to be open.</p> <p>This port assignment is configurable via the 'Connections' tab of the NerveCenter Administrator application. The NerveCenter Service retains this value in its configuration file at /opt/OSInc/conf/nervecenter.xml .</p>

In order to receive SNMP Notifications or to allow NerveCenter to respond to SNMP queries, two UDP ports need to be enabled in the firewall.

**Table 4 NerveCenter UDP Ports**

161/udp	<p>Allows the optional SNMP Management Interface component of the NerveCenter Service to receive incoming SNMP requests (Get, GetNext, GetBulk) from other network management platforms.</p> <p>Should you not have a need to poll the NerveCenter Service via SNMP, this port does not need to be open.</p> <p>This port assignment is configurable via the 'SNMP' tab of the NerveCenter Administrator application. The NerveCenter Service retains this value in its configuration file at /opt/OSInc/conf/nervecenter.xml .</p> <p>The NerveCenter SNMP Management Interface is not enabled by default. Setup is provided via the 'SNMP Agent' tab of the NerveCenter Administrator application.</p> <p><b>Note: If you are running the SNMP service provided by your Linux distribution (most likely <i>snmpd</i> from the <i>net-snmp</i> packages), this will also be using 161/udp by default. If you want to run both the NerveCenter SNMP Management Interface and the net-snmp service, one or the other needs to be</b></p>
---------	---

	set to use a different port. Refer to the documentation at <a href="http://net-snmp.org/">http://net-snmp.org/</a> on how to configure net-snmp.
162/udp	<p>Allows NerveCenter Server to receive incoming SNMP notification messages (Trap and Inform PDUs) sent from SNMP Agents and other SNMP Management Applications.</p> <p>Should you not need to receive SNMP notifications, this port does not need to be open.</p> <p>This port assignment is configurable via the 'SNMP' tab of the NerveCenter Administrator application. The NerveCenter Service retains this value in its configuration file at <code>/opt/OSInc/conf/nervecenter.xml</code> .</p> <p>Note: If you are running the SNMP Trap Receiver provided by your Linux distribution (most likely <code>snmptrapd</code> from <code>net-snmp</code>), this will also be using 162/udp by default. If you want to run both allow NerveCenter to receive SNMP notifications and run the net-snmp <code>snmptrapd</code> service, one or the other needs to set to use a different port. Refer to the documentation at <a href="http://net-snmp.org/">http://net-snmp.org/</a> on how to configure net-snmp.</p>

## 2.4.2 ICMP Filtering

Review the firewall configuration's filtering of incoming ICMP traffic.

NerveCenter relies on ICMP and ICMPv6 messages for *Echo Request* and *Echo Reply* (the 'ping' command) as well as being able to receive *Destination Unreachable* notifications. These three ICMP message types need to be permitted through the firewall.

Additionally, NerveCenter can be used to monitor all incoming ICMP and ICMPv6, but only to the extent permitted by the firewall ICMP Filtering rules.

## 2.5 Linux Services Configuration

### 2.5.1 SNMP Services

If your host is running the SNMP services provided with your Linux distribution (likely `net-snmp`), they and the NerveCenter installation might conflict. Review the host service configuration and the service configuration of the net-snmp Master Agent (`snmpd`) and Trap Receiver (`snmptrapd`) to find whether these services are enabled and which ports they are accessing.

The net-snmp Master Agent and Trap Receiver will open 161/udp and 162/udp respectively by default.

If the NerveCenter Service is to be receiving incoming SNMP notification traffic, either NerveCenter or net-snmp must be configured to use a port other than 162/udp.



If the NerveCenter SNMP Management Interface is to be enabled, either NerveCenter or the net-snmp service must be configured to use a port other than 161/udp.

Refer to <http://net-snmp.org/> for documentation on how to configure and operate net-snmp.

## 2.5.2 RPC Services

NC8.x does not rely upon or use RPC.

Historic: NerveCenter releases before v7.0 required a configured and running RPC service on the Linux host. This requirement is entirely removed for NerveCenter 7.0 and higher.

## 3 NerveCenter Installation

There are several components to install. The NerveCenter Web Interface is constructed upon a web service architecture; these installation instructions move through the steps needed to build this on your host.

Before starting the installation, ensure that the system is up-to-date on patches.

All steps will need to be done using the 'root' account.

```
# yum -y update
```

### 3.1 NerveCenter Server Installation

NerveCenter Server installs to `/opt/OSInc`. The NerveCenter Server installation process will add `/var/opt/NerveCenter` beneath `/var/opt`. It will also create the file `/etc/pam.d/nervecenter` if none exists. Likewise, it will create file `/etc/ld.conf.so.d/nervecenter.conf` if none exists.

Complete the following steps in order to install NerveCenter Server on the Linux host.

1. Receive and expand the installation kit.

```
# gunzip NC8400-20180531-01-LINUX.tar.gz  
# tar -xvf NC8400-20180531-01-LINUX.tar
```

This creates a folder `NC8400/` in the file system beneath where the command is executed.

2. Install the NerveCenter product.

Installation is managed by the nc-install script. If you want to install only the NerveCenter core service (NerveCenter Server) then at the `'ready>'` prompt, enter `"install nervecenter"`, and if you want to install the core service plus the web interface, enter `"install all"`.

```
# cd NC8400/BIN
```

```
# ./nc-install
```

NerveCenter Installer - LogMatrix NerveCenter v8.4

This installer enables you to install and remove NerveCenter components. This includes the base NerveCenter Service as well as its web service components. The script also provides a means for checking the status of components, a means for starting and a means for stopping them.

Use the 'help' command the 'list' command to show the available command set and how to use them.

```
ready> install all or install nervecenter
```

```
Install all ? [y/n]> y
```

```
Installation:
```

```
Installing nervecenter:
```

```
LogMatrix NerveCenter v8.4 (GA)(8400 BLD01) for CentOS 7
```

```
Copyright (C) 2018 LogMatrix, Inc. All Rights Reserved.
```

This installer will install LogMatrix NerveCenter v8.4 on this host.

Do you wish to proceed? (y/n)

```
y
```

Is this to be a trapcenter install? (y/n)

```
n Answering with 'n' will install NerveCenter and 'y' will install TrapCenter
```

**Note:** At the point where the core nervecenter component is installed, it will check whether the groups 'ncadmins' and 'ncusers' are defined for this system. If they are not, it will complain and exit. If this occurs, add the missing group(s) and then restart the installation with "**./nc-install**". The installer does not automatically add these groups.

During the installation, request the following components: **m s**

**m** – MIB Compiler

**s** – Server



As the installation proceeds, it will prompt whether to continue after each component completes. Respond with “y” to continue and with “n” if you see an issue. For any issues, contact customer support.

When the component installations have completed, the script will return to the “**ready>**” prompt. You can check the result by entering “**status**”. To exit, use “**quit**” or “**exit**”.

```
ready> status
Status:
  Service Components:
    nginx: installed and running
    mongo: installed and running
    nodejs: installed and running
    nervecenter: installed, not running

  Content Components:
    ncnod: installed
    ncnangular: installed

  Feature Components:
    ncnmotd: installed
    ncnutil: installed

ready> quit
```

## 4 NerveCenter Post-Installation

Following the installation, several setup steps need to be taken. Once these are performed, the service is ready for usage.

### 4.1 Permissions

The following sections present the permission setup required for configuring NerveCenter into the Linux host environment.

#### 4.1.1 User Account Selection

The NerveCenter Service is associated with a user account at runtime. Operations that NerveCenter performs are granted and limited based on the privileges granted to the selected account.

To setup the runtime account association, perform the following steps:

1. Select or create an account that will be used as the NerveCenter runtime account.



2. Add the selected account to the 'ncadmins' group in Linux group database (typically /etc/group).

**Note:** The 'ncadmins' group needs to always contain this selected account but may contain additional accounts. All accounts that are a member of 'ncadmins' are granted NerveCenter Administrator access when logging in to the NerveCenter Service through the NerveCenter Client, Administrator or Command applications.

3. Optionally, setup the NerveCenter Startup Authorization File (ncstart-authorized).

This file is used as a protection over which accounts are allowed to run the NerveCenter Service. If the file is present, then only accounts listed in the file may start the NerveCenter Service. If the file is not present, then any member of the 'ncadmins' group may start the NerveCenter Service.

Create or edit */opt/OSInc/conf/ncstart-authorized* so that it contains each permitted account name between colons on separate lines.

Ex: if the permitted accounts are 'nervecenter' and 'admin', then the file should contain two lines

```
[01] :nervecenter:  
[02] :admin:
```

4. Optionally, setup the NerveCenter Startup User File (ncstart-user).

This file is used to identify the account to be used when NerveCenter is started at system boot or is started from a command prompt. If this file is present, its content names the account that is to be used. If this file is not present, then NerveCenter will run as the super-user account.

Create or edit the file */opt/OSInc/conf/ncstart-user* so that it contains the name of this account as its sole content on the first line. If NerveCenter is setup to be started at system boot time, this file is accessed to determine the account that is to be used for NerveCenter's operation.

Ex: if NerveCenter is to run as account 'nervecenter', then the file should contain 'nervecenter' is its sole content.

```
[01] nervecenter
```

**Note:** Unlike the *ncstart-authorized* file, the name in *ncstart-user* is not delimited with ':'s.  
**Note:** Unlike the *ncstart-authorized* file, there can only be one entry in *ncstart-user*.



**Note:** If you setup NerveCenter with both a *ncstart-authorized* and a *ncstart-user* file, ensure that the two files agree. The account named in *ncstart-user* must also be named in *ncstart-authorized*.

### 4.1.2 File Permission Setup

To ensure permissions are correct, run the script `/opt/OSInc/nc/bin/ncpermissions`. This script sets the owner, group, and access values for NerveCenter's directories and files under `/opt/OSInc` and `/var/opt/NerveCenter`.

#### # `/opt/OSInc/nc/bin/ncpermissions`

**Note:** *ncpermissions* is meant for execution by the super-user account. Other accounts will not have privileges needed to set directory and file ownerships and permissions.

The command `/opt/OSInc/nc/bin/nccheckdirs` can be subsequently used to verify some of these directory settings.

#### # `/opt/OSInc/nc/bin/nccheckdirs`

**Note:** *nccheckdirs*, if run by the super-user account, will correct errors found in directory ownership and permission settings. When run by regular accounts, *nccheckdirs* will perform the checks but not attempt repairs.

## 4.2 License

The NerveCenter Service requires a license. A license is needed for each host where the NerveCenter Service will run. (A license is *not* needed to run the NerveCenter Desktop applications.) To obtain a license, whether for product evaluation, for permanent development or for production usage, contact Customer Support at LogMatrix.

The license for each host is supplied as a file. It needs to be placed at `/opt/OSInc/conf` such that it is named using the output from `hostname(1)` [ `/bin/hostname` ]. The file needs to end with a `.dat` suffix.

For example, if the output from `/bin/hostname` is "nms01", then the license for the host needs to be added to `/opt/OSInc/conf/` and named "nms01.dat".

If the output from `/bin/hostname` contains domain designations, then this needs to be included in the file's naming.

For example, if the output from `/bin/hostname` is "nms01.acme-services.co.uk", then the file needs to be named "nms01.acme-services.co.uk.dat".





## 4.3 Service Registration

This section provides instruction on how to change whether NerveCenter should be registered to start at system boot.

### 4.3.1 RHEL7, CentOS7, Oracle Linux 7

Note: The NerveCenter installation script asks whether the NerveCenter Service should be registered to start a boot time. If this was agreed to, the following step has already been performed.

RHEL7/CentOS7/OracleLinux7 use the systemd mechanism for managing the service units to be started at system boot time. NerveCenter integrates with this through with the script 'ncservice' located in /opt/OSInc/nc/install/. Using the script, you can 'install' it as a member of the service units to be managed by the systemd mechanism and thereby cause the NerveCenter Service to be started at system boot.

- ✿ To check whether NerveCenter Service is configured as a boot-time service:

Perform the following:

```
# /opt/OSInc/nc/install/ncservice isinstalled
```

or

```
# systemctl is-enabled nervecenter
```

- ✿ To register NerveCenter Service to be started at system boot:

Perform the following:

```
# /opt/OSInc/nc/install/ncservice install
```

or

```
# cd /usr/lib/systemd/system
# cp /opt/OSInc/nc/install/nervecenter.service ./nervecenter.service
# chown root:root nervecenter.service
# chmod 644 nervecenter.service
# systemctl enable nervecenter.service
```

Either command set will add the NerveCenter service unit file to the set of service units registered with systemd(1) and enable ncservice as a boot-time service.

- ✿ To unregister NerveCenter Service from being started at system boot:

Perform the following:

```
# /opt/OSInc/nc/install/ncservice uninstall
```



or

### **#systemctl disable nervecenter.service**

This will unregister the NerveCenter service unit file from the set of services to be considered a boot-time service.

## **4.4 Linux Link Editor/Loader Cache**

The NerveCenter Installer adds sets of shared libraries to a collection of directories under /opt/OSInc/lib. Before the NerveCenter Server can be started, this directory needs to be added to the Linux host's link loader database.

### **4.4.1 Shared Library Registration Setup**

Note: The NerveCenter installation script asks whether it should register its shared libraries. If this was agreed to, the following steps have already been performed.

To register NerveCenter's shared libraries with the host's link editor/loader, perform the following steps:

```
# cp /opt/OSInc/nc/install/ldconfig-nervecenter.conf /etc/ld.so.conf.d/  
# /sbin/ldconfig
```

### **4.4.2 Shared Library Registration Verification**

To verify the registration, execute the following command. The output should be a listing of 3 shared libraries.

```
# /sbin/ldconfig -p | grep OSInc
```

**Table 5 Verifying Link Loader/Editor Cache Setup**

```
# /sbin/ldconfig -p | grep OSInc  
  
libxerces-c-3.1.so (libc6) => /opt/OSInc/lib/libxerces-c-3.1.so  
libvdes56.so (libc6) => /opt/OSInc/lib/libvdes56.so  
libvdes40.so (libc6) => /opt/OSInc/lib/libvdes40.so  
#
```

### **4.4.3 Shared Library Binding Verification**

The link loader/editor cache can be further checked by running ldd(1) [ /usr/bin/ldd ] on several of the NerveCenter binaries. The output from ldd shows the resolution that the Linux link editor/loader will perform when these binaries are started. If any of the entries are marked with "not found," then the link loader cache needs further preparation. Should this occur, contact LogMatrix Support for assistance.



**Table 6 Verifying Link Loader Bindings**

<p>Check 1: Verify ldd resolves run-time library bindings for NerveCenter Server (ncserver)</p>
<pre># /usr/bin/ldd /opt/OSInc/nc/bin/ncserver  linux-gate.so.1 =&gt; (0x00ebc000) libpthread.so.0 =&gt; /lib/libpthread.so.0 (0x003dd000) librt.so.1 =&gt; /lib/librt.so.1 (0x00402000) libstdc++.so.6 =&gt; /usr/lib/libstdc++.so.6 (0x00b7f000) libm.so.6 =&gt; /lib/libm.so.6 (0x007ef000) libgcc_s.so.1 =&gt; /lib/libgcc_s.so.1 (0x007d0000) libc.so.6 =&gt; /lib/libc.so.6 (0x00196000)</pre>
<p>Check 2: Verify ldd resolves run-time library bindings for NerveCenter SNMP Poller (ncsnmpoller)</p>
<pre># /usr/bin/ldd /opt/OSInc/nc/bin/ncsnmpoller  linux-gate.so.1 =&gt; (0x00ebc000) libpthread.so.0 =&gt; /lib/libpthread.so.0 (0x003dd000) librt.so.1 =&gt; /lib/librt.so.1 (0x00402000) libstdc++.so.6 =&gt; /usr/lib/libstdc++.so.6 (0x00b7f000) libm.so.6 =&gt; /lib/libm.so.6 (0x007ef000) libgcc_s.so.1 =&gt; /lib/libgcc_s.so.1 (0x007d0000) libc.so.6 =&gt; /lib/libc.so.6 (0x00196000) /lib/ld-linux.so.2 (0x00634000)</pre>
<p>Check 3: Verify ldd resolves run-time library bindings for NerveCenter Security (ncsecurity)</p>
<pre># /usr/bin/ldd /opt/OSInc/nc/bin/ncsecurity  linux-vdso.so.1 =&gt; (0x00007fff235b5000) libpam.so.0 =&gt; /lib64/libpam.so.0 (0x0000003ba1c00000) libxml2.so.2 =&gt; /usr/lib64/libxml2.so.2 (0x0000003b9a400000) libz.so.1 =&gt; /lib64/libz.so.1 (0x0000003b93c00000) libstdc++.so.6 =&gt; /usr/lib64/libstdc++.so.6 (0x0000003b9e000000) libm.so.6 =&gt; /lib64/libm.so.6 (0x0000003b93800000) libgcc_s.so.1 =&gt; /lib64/libgcc_s.so.1 (0x0000003b9dc00000) libc.so.6 =&gt; /lib64/libc.so.6 (0x0000003b92800000) libaudit.so.1 =&gt; /lib64/libaudit.so.1 (0x00007fb9588d0000) libdl.so.2 =&gt; /lib64/libdl.so.2 (0x0000003b93000000) libcrypt.so.1 =&gt; /lib64/libcrypt.so.1 (0x0000003b9e800000) /lib64/ld-linux-x86-64.so.2 (0x0000003b92400000) libfreebl3.so =&gt; /lib64/libfreebl3.so (0x0000003b9e400000)</pre>

## 4.5 Initial Data Migration

This section only applies when the NerveCenter installation is to include a Node List either as an upgrade of a prior NerveCenter version or as an import to this system from another NerveCenter system. Skip this section if there is no Node List that is to be imported.



Initially, the node collection in the included mongo database will be empty. The included data migration utility should be used for migrating the Node List from the NerveCenter Node List (/opt/OSInc/db/nervecenter.node) to the mongo database. This utility can be invoked as shown:

```
# cd /opt/OSInc/components/apps_pack/ncutil_njs
# ./ncmigrate
```

The above utility can be executed to synchronize the NerveCenter Node List (/opt/OSInc/db/nervecenter.node) and the mongo database at any time. The NerveCenter service should not be running when this synchronization is performed; run 'ncstop' to stop the service.

## 4.6 Updating the Message of the Day (MOTD)

The web user-interface included in NC8.x permits an optional *message of the day* feature. This feature can be used for posting general site policy statements about accessing critical resources or for posting notes to users.

The MOTD feature is disabled by default but can be enabled and setup through a command-line utility.

To invoke the MOTD utility use either

```
# source /opt/OSInc/userfiles.ncenv
# ncmotd
```

or

```
# /opt/OSInc/bin/ncmotd
```

## 5 Starting and Stopping the NerveCenter Service

### 5.1 Starting NerveCenter

NerveCenter Service can be started from the command-line or by the system at boot.

For either a boot-time startup or a command prompt startup, NerveCenter Server will run using the user account indicated in /opt/OSInc/conf/ncstart-user or else as the super-user account if this file is not present.

#### 5.1.1 Boot-time Start

On RHEL7, CentOS7 and Oracle Linux 7, NerveCenter is started by *systemd*(1)

#### 5.1.2 Command-line Start

The NerveCenter Service may be started from a command prompt.

If your installation is for the NerveCenter core only, execute:



```
# /opt/OSInc/bin/ncstart
```

If your installation is for NerveCenter core plus the web interface, execute:

```
# /opt/OSInc/bin/ncstatus
ready> start all
Start all? (y/n) y
```

Note: For NerveCenter Service to be started from the command prompt (`/opt/OSInc/bin/ncstart`), the command needs to be run from a session using the super-user account or a user account that is a member of the 'ncadmins' group. If the file `/opt/OSInc/conf/ncstart-authorized` is present, then the login must match an entry from that file.

## 5.2 Stopping NerveCenter

The NerveCenter Service can be stopped by the super-user account or by the account named in `ncstart-user` or else by the user account that ran `/opt/OSInc/bin/ncstart`.

```
# /opt/OSInc/bin/ncstop
```

or

```
# /opt/OSInc/bin/ncstatus
ready> stop nervecenter    To stop the NerveCenter Server component
ready> stop all            To stop all components
```

Note: Attempts to halt the NerveCenter Service via other accounts other than the super-user account or the account that started NerveCenter will fail as they will not have the privileges required to halt the processes.

## 5.3 Checking Whether NerveCenter Has Been Started

The status of whether the NerveCenter Service is running can be checked.

```
# /opt/OSInc/bin/ncstatus
ready> status
```

## 5.4 Example of Starting and Stopping NerveCenter

The following shows a sequence of checking, starting, checking, stopping and then again checking the NerveCenter Service. These steps can be performed by a login that is a member of 'ncadmins'.

**Table 7 Example NerveCenter Service Start/Stop Sequence**

Step 1. Checking whether the NerveCenter Service is current running
---

	<pre>\$ /opt/OSInc/bin/ncstatus ready&gt; status</pre>	<p>Asks whether NerveCenter Service and components are current running.</p>
<p>Step 2. Start the NerveCenter Service</p>		
	<pre>\$ /opt/OSInc/bin/ncstart  Or  \$ /opt/OSInc/bin/ncstatus ready&gt; start all  or  ready&gt; start nervecenter</pre>	<p>Start the NerveCenter Service (starts ncserver and its components)</p>
<p>Step 3: Checking whether the NerveCenter Service is running</p>		
	<pre>RHEL7/CentOS7/OracleLinux7: \$ /opt/OSInc/bin/ncstatus -p nervecenter is running  Processes: ncserver (pid 22080) 14.4%cpu</pre>	<p>The 'ncstart' in Step 2 has launched the service.</p> <p>The "-p" argument tells ncstatus to list the running processes.</p>
<p>Step 4: Stop the NerveCenter Service</p>		
	<pre>Either:  \$ /opt/OSInc/bin/ncstatus ready&gt; stop all  or  ready&gt; stop nervecenter  Or:  \$ /opt/OSInc/bin/ncstop  Stopping NC Server ... 5795 waiting 3 seconds for ncserver to terminate. waiting 3 seconds for ncserver to terminate. Stopping NC SNMP Poller(s) ... 5875 waiting 3 seconds for ncsnmppoller(s) to terminate.</pre>	<p>Shutdown the NerveCenter Service</p>
<p>Step 5: Check whether the NerveCenter Service is currently running</p>		

	<pre>\$ /opt/OSInc/nc/ncstatus -p nervecenter is stopped</pre>	Shows that the 'ncstop' in Step 4 has succeeded.
--	--	--

## 6 Verifying Login Access

Attempts to log into the NerveCenter Service pass through the same process as logging in to the host as with *scp*, *ssh* or *login*. NerveCenter registers with the host PAM subsystem and can be administratively configured and monitored just as with *scp*, *ssh* or *login*.

This section explains NerveCenter's login mechanism and provides the steps needed for adding and maintaining account access to the NerveCenter Service.

### 6.1 Managing the PAM Integration

The NerveCenter Installer creates the file *nervecenter* in */etc/pam.d* if the file did not previously exist. If */etc/pam.d/nervecenter* existed before the execution of the NerveCenter Installer, the file is not overwritten or changed by the installation. (This procedure is a safeguard to prevent updates or upgrades from overwriting changes that may have been made to */etc/pam.d/nervecenter* )

A set of default PAM integration files can be found in */opt/OSInc/nc/install* . The NerveCenter 7.0 Installer creates */etc/pam.d/nervecenter* by copying in one of:

- \* *pam\_nervecenter\_rhel7* for RHEL7 and CentOS7 hosts, or
- \* *pam\_nervecenter\_oracle7* for Oracle Linux 7 hosts.

NerveCenter's PAM integration is explained in 'Chapter 11: Managing NerveCenter Security' of the manual **Managing NerveCenter**. The administrators for the Linux host should review */etc/pam.d/nervecenter* and edit its contents to suite the checks and actions appropriate for the host.

#### Table 8 PAM Documentation References

NerveCenter 8.0 documentation on managing PAM registration.  
See Chapter 11: 'Managing NerveCenter Security'

[http://docs.logmatrix.com/NerveCenter/8.0.00/documentation/pdf/managing\\_nervecenter/managing\\_nervecenter.pdf](http://docs.logmatrix.com/NerveCenter/8.0.00/documentation/pdf/managing_nervecenter/managing_nervecenter.pdf)

RedHat Enterprise Linux 6 documentation on PAM.

See Chapter 2: 'Using Pluggable Authentication Modules (PAM)'

[https://access.redhat.com/documentation/en-US/Red\\_Hat\\_Enterprise\\_Linux/6/html/Managing\\_Smart\\_Cards/index.html](https://access.redhat.com/documentation/en-US/Red_Hat_Enterprise_Linux/6/html/Managing_Smart_Cards/index.html)

Oracle Linux 6 documentation on PAM.

See Section 23.7. 'About Pluggable Authentication Modules' of 'Administrator's Guide for Release 6', and

See Section 3.5. 'Configuring and Using Pluggable Authentication Modules' of 'Security Guide for Release 6'

[http://docs.oracle.com/cd/E37670\\_01/E41138/html/ol\\_pam\\_sec.html](http://docs.oracle.com/cd/E37670_01/E41138/html/ol_pam_sec.html)

[http://docs.oracle.com/cd/E37670\\_01/E36387/html/ol\\_pam\\_sec.html](http://docs.oracle.com/cd/E37670_01/E36387/html/ol_pam_sec.html)

## 6.2 Managing User Access

Only the login accounts that are members of the group 'ncadmins' or else the group 'ncusers' may be used to access the NerveCenter Service.

There are four means of accessing a NerveCenter 8.x Service.

- \* The Web Interface can log into a NerveCenter Service if the named user is a member of either the 'ncadmins' or 'ncusers' group.
- \* The NerveCenter Administrator (ncadmin.exe) application can log on to a NerveCenter Service only if the named user is a member of 'ncadmins'.
- \* The NerveCenter Client (ncclient.exe) application can log on to a NerveCenter Service if the named user is a member of either 'ncadmins' or 'ncusers', but is given full editing abilities only when logged on with an account named in 'ncadmins'.
- \* The NerveCenter Command-line Utility (nccmd.exe) can log onto a NerveCenter Server if the named user is a member of either 'ncadmins' or 'ncusers', but is give full editing abilities only when logged on with an account named in 'ncadmins'.
- \* The NerveCenter Perl API can log onto a NerveCenter Server if the named user is a member of either 'ncadmins' or 'ncusers'. Full editing access is granted if the named account is in either group.





Group membership for either the 'ncadmins' or 'ncusers' groups must be explicitly declared in the host's group database (typically /etc/group). To associate an account with either group through the primary group setting of an account, as held in host password database (typically /etc/passwd), is not sufficient on some hosts; be sure the host's group database names all group members for 'ncadmins' and 'ncusers'. Use the appropriate configuration tool for reviewing and editing the host group database.

### 6.3 Testing User Access

Access to the NerveCenter Service can be tested on the Linux host. This is done through an application that mimics the checking done by the NerveCenter Service when it is accessed by NerveCenter's Administrator, Client or Command-Line applications. The NerveCenter Service does not need to be running for this test to occur; it operates independently of the service's status.

To test user access, perform the following as the super-user:

```
# /opt/OSInc/nc/bin/nctestlogin
```

The application will ask for an account name and a password. The password is not shown as it is being entered. Use "-show" on the command-line if you want to visually check that the password is being correctly entered.

**Table 9 Sample nctestlogin Session**

```
# /opt/OSInc/nc/bin/nctestlogin -show

nctestlogin Version 8.4.00 (8400 BLD01), Linux(e17)/x86-64 (64-bit) Copyright
(C) 1989-2018 LogMatrix Inc.

Reading /opt/OSInc/conf/nervecenter.xml
PAM Registration: default, servicename{nervecenter}, authcheck{enabled},
accountcheck{enabled}

Enter user name and password. Or press Enter to quit.
login: ncadmin
password: my-secret-nervecenter-password
[2018-03-24 16:59:43] Begin authentication check for ncadmin@localhost
1. Check for User account
2. Begin PAM access. Using service name "nervecenter"
3. PAM Authentication Check
4. PAM Account Management Check
5. End PAM access
6. Checking Group Membership
   - Searching group 'root'. Members: (no match)
   - Searching group 'ncadmins'. Members: "ncadmin" (match)
   - Success. Granted 'ncadmins'-level access
[2018-03-24 16:59:43] "ncadmin" login granted with "ncadmins" access.
[2018-03-24 16:59:43] End authentication check for ncadmin@localhost
```

Enter user name and password. Or press Enter to quit.  
login:

The nctestlogin performs the same set of checks, in the same sequence, as done by a running NerveCenter Service. The output shows the progression of six steps. If any step fails, the process stops.

Step	Success / Failure Criterion
1. Check for User account	<p>Attempts a check, using <code>getpwnam(3)</code>, of the known user accounts as defined for the host's password database (ie: <code>/etc/passwd</code>, NIS, LDAP, etc.).</p> <p>Success: The account exists.</p> <p>Failure: Cannot find the account in the password database. Verify how accounts are set up on the host, being aware of possible Samba, NIS or LDAP integrations (ex: RedHat Directory Server, SUSE LDAP Server, Microsoft Active Directory service, etc.).</p>
2. Begin PAM access	<p>Opens connection to PAM using <code>pam_start(3)</code>.</p> <p>Success: PAM is accessible.</p> <p>Failure: Unable to access PAM. Check that the super-user account is running <code>nctestlogin</code>. Verify presence, proper syntax and content of <code>/etc/pam.d/nervecenter</code>.</p>
3. PAM Authentication Check	<p>Verifies the provided account name and password using <code>pam_authenticate(3)</code>.</p> <p>See the "auth" entries in <code>/etc/pam.d/nervecenter</code></p> <p>Success: The provided account and password are a valid combination.</p> <p>Failure: The combination is not valid. Verify the validity of the password. Verify that account is in good standing (ex: the password may have expired).</p>
4. PAM Account Management Check	<p>Verifies account standing and performs other checks using <code>pam_acct_mgmt(3)</code>.</p>

	<p>See the “account” entries in <i>/etc/pam.d/nervecenter</i></p> <p>Success: The named account is in good standing.</p> <p>Failure: Some quality of the account fails a check. (ex: the account is expired or administratively locked out)</p>
5. End PAM access	<p>Closes connection to PAM. Uses <code>pam_end(3)</code>.</p> <p>Always succeeds.</p>
6. Checking Group Membership	<p>Evaluates whether the named account is named by the groups ‘ncadmins’ or else ‘ncusers’. The check is done through <code>getnam(3)</code>, thereby checking the host’s group database (ie: <i>/etc/group</i>, NIS, LDAP, etc.).</p> <p>Success: The account is named by ‘ncadmins’ or else ‘ncusers’.</p> <p>Failure: Either the groups are missing from <i>/etc/group</i> or membership is missing from the groups.</p>

## 7 NerveCenter 8.4.00 / Linux Installation Checklist

- Prepare Host System
  - Ensure fixed IPv4 addressing
  - Update Host OS patches
  - Create groups 'ncadmins' and 'ncusers'
  - Add required 64-bit software packages
  - Configure firewall
  - Check *net-snmp* service configuration
- Install NerveCenter
  - Select install location (default: /opt/OSInc): \_\_\_\_\_
  - Select 'm s'
  - Choose whether to register NerveCenter for boot-time startup (y/n): \_\_\_\_\_
- Configure NerveCenter
  - Permissions: run /opt/OSInc/nc/bin/ncpermissions
  - Add license file as /opt/OSInc/conf/<hostname>.dat
  - Select NC Service user account(s)
    - Optional: Create or select primary account: \_\_\_\_\_
    - Add account(s) to group 'ncadmins'
    - Optional: Setup file /opt/OSInc/conf/ncstart-authorized
    - Optional: Setup file /opt/OSInc/conf/ncstart-user
- Test NerveCenter Configuration
  - Check shared library registrations: Run "/sbin/ldconfig -p"
  - Check boot-time-registration: Check file /etc/init.d/ncservice
  - Check PAM integration: Review file /etc/pam.d/nervecenter
  - Check account access. Run /opt/OSInc/nc/bin/nctestlogin



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Phone: 1-800-892-3646 or 1-508-597-5300

### E-Email support

E-mail: [techsupport@logmatrix.com](mailto:techsupport@logmatrix.com).

### Online Access

For additional NerveCenter support information, please go the LogMatrix website [www.logmatrix.com](http://www.logmatrix.com) for access to the following sections of information.

- \* Software Alerts – latest software alerts relative to NerveCenter.
- \* User Community Access

You can seek as well as share advice and tips with other NerveCenter users at

<http://community.logmatrix.com/LogMatrix/> .

### Contact [Support@logmatrix.com](mailto:Support@logmatrix.com) for:

- \* Patches and Updates – latest installation files, patches and updates including documentation for NerveCenter.



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