

# ParkView Agent FAQ



- What are the ParkView Hardware Monitoring™ Agent Server requirements?

- Pre-Packaged VM (VMware or Hyper-V): 2 CPU/4GB RAM/20GB HD
- Windows installer: 2 CPU/4GB RAM/800MB HD
- Linux installer: 2 CPU/4GB RAM/500MB HD

- What ports need to be opened for ParkView Hardware Monitoring™? There are several ports that may need to be opened:

*External:* ParkView requires an outbound only connection on port 3183 from the agent to our systems as described in the *ParkView Agent Installation Overview*.

*Internal:* ParkView uses ports according to device type and communication protocols. Here are some basic default ports used by the agent to connect to devices:

SNMP (Simple Network Protocol)	161
SSH	22, 443
WBEM	5989
HTTP	8080, 3033, 443
WMI	Various

- How long will the agent installation take? On average, most installations take about an hour.

- Download time approximately up to 10 minutes (depending on your download speed):

- Average VM Installation:

- Import - 20 minutes on average
- Configuration - 20 minutes on average

- Windows Installation:

- Installation – 40 minutes on average

- Linux Installation:

- Installation – 40 minutes on average
- Configuration – 20 minutes on average

- How many agents should I deploy? Most installations require only **ONE** agent. Larger installations or installations with devices across segmented networks may require additional agents and resources. Please consult your ParkView engineer before deploying more than one agent.

- Are there naming conventions or requirements for the agent? Yes, the hostname must be unique to our systems.

- Please DO NOT name the agent “parkview”, “parkviewagent”, “pvmonitor”, etc.

- Acceptable names include using your organization in the hostname. For example, *yourcompany-parkview*. If your organization requires strict naming conventions – these can also be used.

- How do I claim an agent for my account? Complete the following steps to claim your agent:

Confirm connectivity:

1. For VMs and Linux agent, log in to the VM and run the following command:

```
# netstat -nat | grep 3183
```

Look for an established connection

```
tcp        0      0 10.192.166.184:33838 52.167.178.67:3183 ESTABLISHED
tcp        0      0 10.192.166.184:34330 52.167.178.67:3183 ESTABLISHED
```

2. If the connection does not appear in the output, please run a traceroute to one of our destination IP addresses (*see ParkView Agent Installation Overview*)

```
# traceroute -p 3183 <destination IP>
```

Confirm that the traceroute is leaving your network. If not, please confirm firewall rules are in place.

Confirm agent hostname:

To determine the hostname to use in Agent Manager, use the following commands:

*Linux:*

```
# hostname -fqdn
```

Use the output for the hostname in Central Park Customer Portal > ParkView Hub > Agent Manager

*Windows:*

```
ipconfig /all
```

Use the hostname returned from the command. Please note: if there is a primary DNS suffix, append to the hostname with a "." in between.

Confirm agent IP address:

Run the following command:

*Linux:*

```
# ifconfig
```

*Windows:*

```
ipconfig
```

Confirm IP address, Gateway, Subnet mask, Domain

Enter hostname/IP address into Agent Manager:

Enter hostname and IP address into the Central Park Customer Portal >  
ParkView Hub > Agent Manager > *Claim Agent*

- Can I easily move my appliance? Yes, changes will need to be made to the ifcfg-ens192 file (for VMware) or ifcfg-eth0 file (for Hyper-V). The file is located at /etc/sysconfig/network-scripts. Once the ParkView Agent IP, Gateway, Subnet Mask, and DNS servers are updated - save the file and reboot the VM.