NETOP AGENT INSTALLATION MANUAL

NetOp Cloud

Prerequisites and Deployment Process

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§ Document Information

Revision History

Revision	Date	Summary of Changes
Rev 1.0	Feb 2025	First draft

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1 About This Document

1.1 Purpose

This document describes the installation procedure for the NetOp Agent

The NetOp Agent is a software application that provides secure, private, and reliable communication between the customer site and the NetOp Cloud services. It is installed on-premises on a commercial-off-the-shelf (COTS) server and acts as a lean collector broker, collecting metrics from network appliances and passing it to NetOp for processing.

1.2 Intended Audience

This document is intended for technical personnel involved in the design, specification, or deployment of NetOp Agent. at a customer site**.**

1.3 References and Related Information

[1] none

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2 Agent Prerequisites

2.1 Overview

NetOp Agent can run on either physical or virtual machines. Using a virtual machine is common and allows customers to augment their existing infrastructure with edge intelligence such as NetOp Agent. The Agent is agnostic towards the underlying virtualization technology. It works on VMs powered by platforms such as Hyper-V and vSphere.

2.2 Minimum System Requirements

Minimum system requirements for installing NetOp Agent are as follows:

- 1 gigahertz (GHz) or faster with four or more cores on 64-bit processor
- 8 GB RAM
- 256 GB SSD storage
- 1x 1Gbps ETH NIC (two preferred)

2.3 Supported Operating Systems

NetOp Agent host machine requires one of the following OS:

- Ubuntu server 24.04 LTS
- Ubuntu server 22.04 LTS

2.4 Firewall, Network and Security Settings

As a collector and a broker, NetOp Agent's typical location in the network is the DMZ, with firewall protection to the WAN and LAN. When implemented properly, a DMZ subnet provides an organization with the ability to isolate its local network from the Internet.

For networks which do not require absolute isolation from the Internet, such as typical enterprise or venue networks, it is common to locate the Agent behind the organization firewall, without the use of DMZ.

To allow network segregation it is recommended using two physical network interfaces on the Agent host machine. One towards the customer network (LAN) and the other towards the NetOp cloud (WAN).

The LAN interface IP address should be in the same subnet as the customer network devices.

The WAN interface is the host machine default-gateway.

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If LAN interface and the customer network devices are not on the same subnet, a routing rule should be added to the host machine routing table to ensure the LAN interface is used, instead of the default-gateway, for all packets designated to these devices.

2.4.1 WAN Exposed Ports and FQDN

Table 1 below provides details on WAN-exposed port numbers.

Table 1. WAN Exposed Port Numbers

To	Protocol	Port	Notes
All outbound communication	HTTPS	443	

Initial installation and lifecycle management of the NetOp Agent requires communication with the Docker repository on:

- docker.io
- gcr.io/netop-engineering

Additional connection is required to the following FQDN and all its sub domains:

- monitor.opscenter.cloud

2.4.2 LAN Exposed Port Numbers

Table 2 below provides details on LAN-exposed port numbers.

Table 2. LAN Exposed Port Numbers

To	Protocol	Port	Notes
Network device	SNMP	162	
Network device	syslog	514	

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3 Installation Process

3.1 Overview

The installation process is based on an Ubuntu machine which is prepared by the customer, and a self-installation script that configures the machine environment, installs the NetOp Agent software.

3.2 Requirements

3.2.1 Resource Access

Prior to starting the installation procedure, please verify the following:

- You have the sudo password for the Ubuntu machine.
- You have access to the NetOp web application as well as permissions to add a new “integration” for your organization. This is required to obtain the Agent configuration file that is needed during the installation procedure.

Alternatively, you may obtain an Agent configuration file from the NetOp support team.

3.2.2 Machine OS

The installation procedure is applicable for specific OS release versions, as described in the supported operating systems in this document

Please verify this before starting the installation:

```
lsb_release -a
```

3.3 Obtain the configuration file from NetOp

3.3.1 Access NetOp WEB UI

1. Select the required customer from the “Account” Menu
2. From the left menu, select the “Integration” page
3. Click on the large NetOp Icon to create a new NetOp Agent integration and give it a descriptive name. This name is used for display only.
4. Click on save
5. Locate the newly created line on the list with the vendor “NetOp Agent”
6. Download the “registration.conf” file using the download button from the Agent row
7. Copy the file from your laptop to the machine you wish to install the NetOp Agent on

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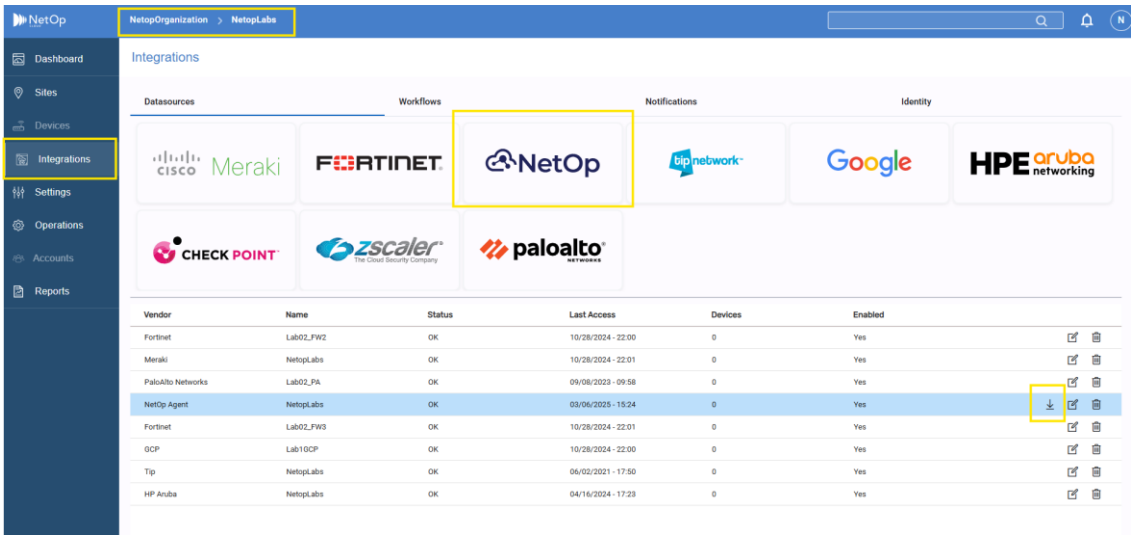


Figure 1 - NetOp Agent Integration

> **IMPORTANT!**
>
> Keep the file in a safe place since it holds sensitive information regarding your Agent identification. You can only download the file once.
>
> If you lose the file before it is used, please create a new integration.

3.3.2 Copy the config file to the host machine

Place the file in the host machine at the directory you would like to install the Agent, or create a new file and copy the file content, using vi or similar editor.

3.4 Environment Preparation

- **Download the NetOp installation package:**

```
wget https://storage.googleapis.com/netop-agent/release/netop-agent.run
```

- **Change the file permissions:**

```
chmod +x netop-agent.run
```


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3.5 Installation Process

Ensure the registration.conf file is located at same directory as the netop-agent.run file.

Execute the Agent installation script:

```
./netop-agent.run
```

Follow the instructions of the installation script.

At the end of the installation process, you should see the message “installation complete!”

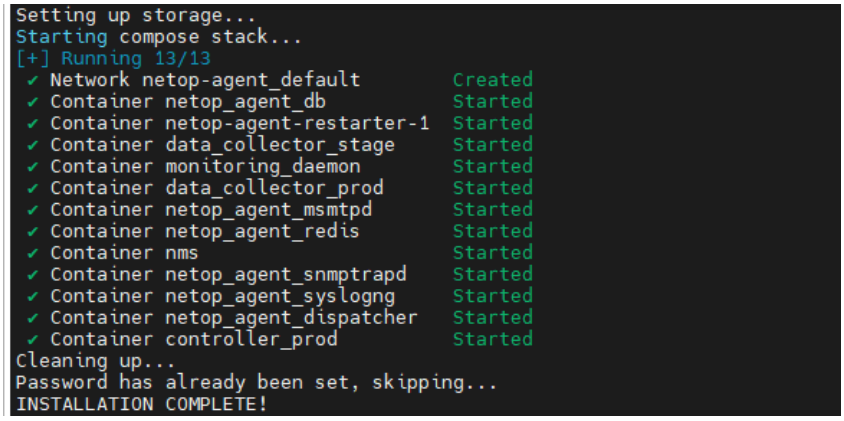


Figure 2 - Installation Complete

3.6 File Cleaning

Upon successful installation, you may remove the registration.conf file, as it is not required anymore and includes sensitive information.

3.7 More Information

3.7.1 Stop or Uninstall

The installation package created the directory “netop-agent”. The script netopctl.sh is located under this directory.

You can use the following command to start, stop or uninstall the NetOp Agent:

```
netop-agent/netopctl.sh start|stop|uninstall
```


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4 Agent configuration

Upon successful completion of the installation the Agent will register with the NetOp Cloud, and you will be able to see it under “Setting” at the NetOp WEB UI.

- Log in to NetOp using your credentials
- Select the customer and the site of the Agent you would like to configure
- From the left menu select “Settings” page --> SNMP tab
- Find the desired Agent name from the list

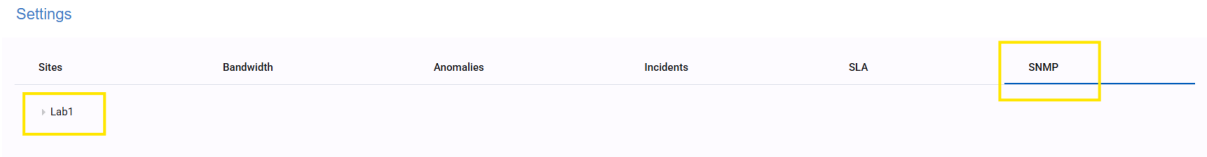


Figure 3 - SNMP Settings For the Agent

If you the required Agent name does not appear on this page, the Agent registration process has failed. This is often the result of blocked communication to the NetOp Cloud services from the customer site. For assistance, please contact NetOp support.

4.1 Automatic SNMP Asset Discovery

NetOp will scan the customer network, discover, and add the required customer devices to the site managed assets in NetOp. To allow this, the following configuration is required:

4.1.1 Setting SNMPv2 Credentials

If the customer site includes devices that are managed with SNMPv2, add a row for each SNMPv2 community string required.

SNMPv2 community strings are essentially passwords used to access and manage devices in a network. It may be a default community strings, such as “public” or “private”, or custom community strings, which are often recommended for security.

NetOp only requires read-only access, hence the default community string is “private”

4.1.2 Setting SNMPv3 Credentials

If the customer site includes devices that are managed with SNMPv3, add a row for each SNMPv3 credentials set required.

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4.1.3 Device Subnets

NetOp will scan all the subnets provided and search for managed devices, using the above credentials.

The provided subnets can be /32 to indicate a specific device IP address, or a full range to scan.

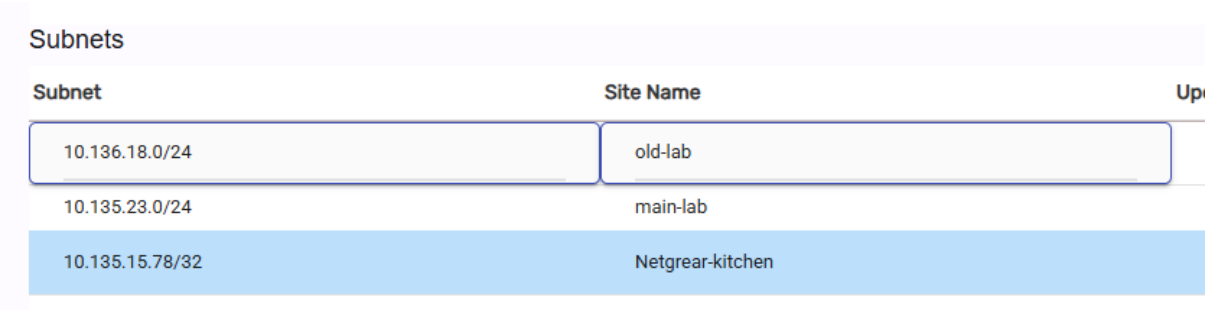


Figure 4 - Subnet configuration example

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