



EyeOTmonitor

Installation Prerequisites



Welcome to EyeOTmonitor

We are looking forward to helping you install EyeOTmonitor in your environment. In order to ensure a seamless and productive session, we kindly ask that you review the prerequisites we provide in advance. This will greatly enhance the efficiency of our one-hour session together.

During the call, our team will guide you through the process of creating the necessary collectors/agents, adding devices to the platform, and establishing pertinent notifications. Your preparedness and active participation will be key to the successful configuration and optimization of your EyeOTmonitor experience.

Agent Installation Requirements

Host should be operating under one of these systems:

- Windows 10
- Windows 11
- Windows Server 2016
- Windows Server 2019
- Windows Server 2022

You should be logged in as local Administrator with FULL PERMISSIONS to the Agent host machine.

It is required to install the prerequisites software and to create new user account for the Agent to operate under.

Storage Requirements

At least 50GB of free disk space is required on drive c:\



Agent Installation Requirements Continued...

Internet Connectivity

The Agent on the host should be able to connect to ANY ports on the the following hosts below:

Please note the wildcard names. Some EyeOTmonitor server connections use temporarily generated random names.

eyeotmonitor.net

eyeotmonitor.io

*.**eyeotmonitor.net** (for example: api.eyeotmonitor.net, ap1.eyeotmonitor.net)

*.**eyeotmonitor.io** (for example: rap1.eyeotmonitor.io, rap2.eyeotmonitor.io)

..**eyeotmonitor.io** (for example: 6c3b2837-4930- 41ff-aca4.rap1.eyeotmonitor.io)

Connectivity to Local Devices

The Agent on the host should be able to connect to devices inside the network using UDP/IP and TCP/IP protocols and using the following ports: 21, 22, 23, 25, 80, 161, 443 or any other port number used by the device.

(if non standard ports are in use for the data and service protocols).

Platform Users

Please have emails and mobile numbers ready for the users who you will like to have added to the platform.



If EyeOTmonitor will be adding devices for you:

EyeOTmonitor's engineering team can add all the devices on the network into the platform. Leveraging remote access capabilities into the network, we can add all devices, create topology and geospatial maps, setup notifications and alerts, and configure devices with necessary protocols for monitoring. For this to happen, we would require that the customer provides us necessary information to access their environment and information about the devices themselves.

Prerequisites for EyeOTmonitor to Add Devices

Remote Network Access

EyeOTmonitor would need access to the remote network. This would either be a VPN connection or a remote desktop connection such as TeamViewer, AnyDesk, etc.

Access to EyeOTmonitor Agent Host

EyeOTmonitor engineering team will require administrator login and password to the Windows host that the EyeOTmonitor agent will be installed on.

Network and Device Information

The Customer would need to provide EyeOTmonitor engineering team all latest network documentation to build topology and geospatial maps. This would include any device IP, MAC address, serial number, and vendor information.

Credentials and Logins

The Customer would need to provide any and all logins for any devices on the network, including SSH, Telnet, HTTP, HTTPS, and enable passwords so that EyeOTmonitor could verify if the links between devices are correct.

SNMP Community Strings

If devices has SNMP community strings already enabled, EyeOTmonitor would require community strings for all devices. If the devices do not have SNMP community strings enabled, the customer should specify which community strings EyeOTmonitor should use to enable SNMP on those devices.