

AutoMonX Sensor Pack Installation Guide



AutoMonX

The Monitoring Automation Company

Date	Change	Author
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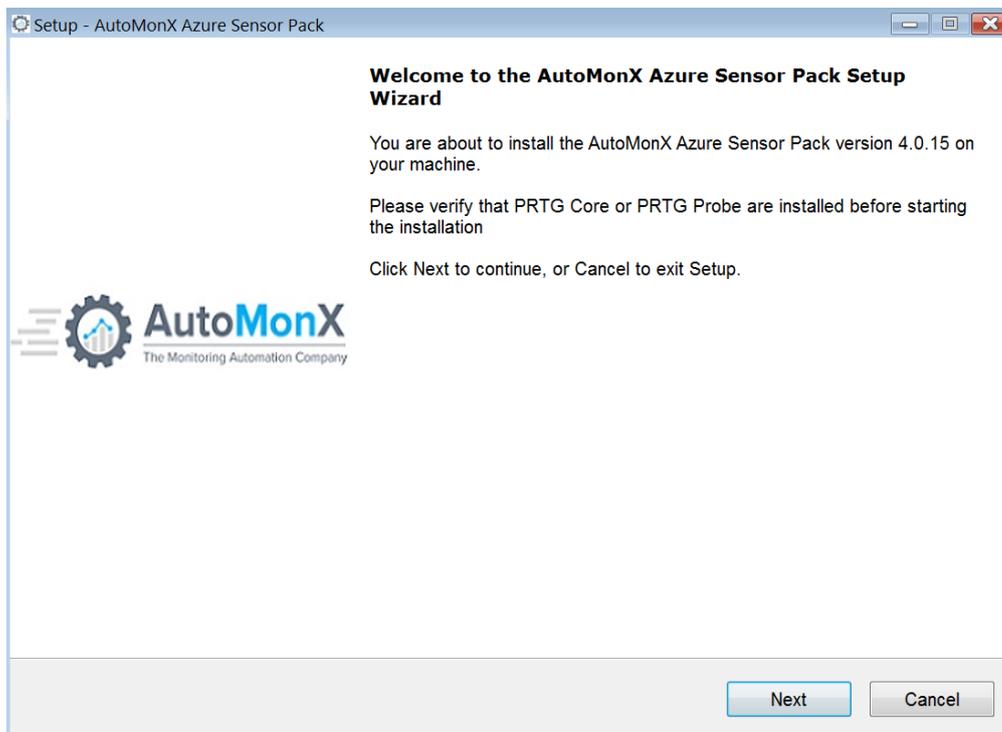
1 Purpose

The purpose of this document is to provide a detailed explanation of the AutoMonX sensor packs installation procedure. This guide applies to the following AutoMonX products:

- Azure Sensor Pack
- 3Par Sensor Pack
- Linux / Kubernetes Sensor Pack

2 Installer Overview

The installer will automatically install the AutoMonX sensor pack files on the server you have started it on. The installation process is only a few minutes long, please pay attention to the instructions and the information shown to you during the installation.



3 Installation Location and requirements

The installation must be started on a PRTG Probe or PRTG Core servers where you intend to run the AutoMonX sensor pack. The installer will copy the files to the following directory on a PRTG Probe or PRTG Core server:

"<drive>:\Program Files (x86)\PRTG Network Monitor\Custom Sensors\EXEXML"

Requirements:

Software Type	Versions	Comments
Windows OS	2012R2, 2016, 2019	Standard and Enterprise editions
Virtual Infrastructure	VMWare Cloud or On-Prem Azure VM	
PRTG Core and Probe deployments	17.x,18.x,19.x, 20.x	All On-Prem PRTG license types supported
PRTG Cloud	Supported	

4 Installation Progress

Start the installer as an administrator by right-clicking on the installer exe and choosing the “Run as Administrator” option. Listed below are installation steps:

1. [Initial Validation](#)
2. [Authentication to the PRTG Web Server](#)
3. [Clean up](#)
4. [Files Deployment](#)
5. [Services Installation](#)
6. [Configuration Migration](#)
7. [Lookup Files Reload](#)
8. [Desktop And Task Bar Icons](#)
9. [Configuration Update](#)
10. [Installation Conclusion](#)

4.1 Initial Validation

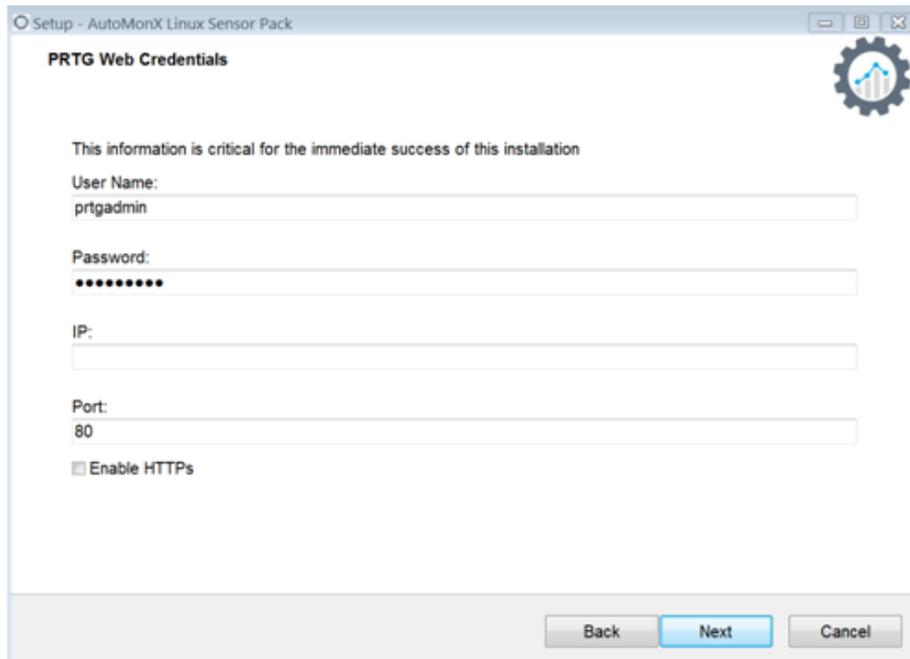
In this step, the installer validates that your machine is suitable for installation, and would check the following:

- PRTG Probe installation location on the file system
- PRTG Web Server Port and IP
- .Net Framework version requirements

After a successful validation, a welcome page would be presented.

4.2 Authentication to the PRTG Web Server

In this step you need to fill in the authentication credentials and the PRTG Web server IP or hostname. The credentials would be validated with PRTG web server.



If the installer cannot establish a connection to the server using the credentials, the installation will not continue.

4.3 Clean Up

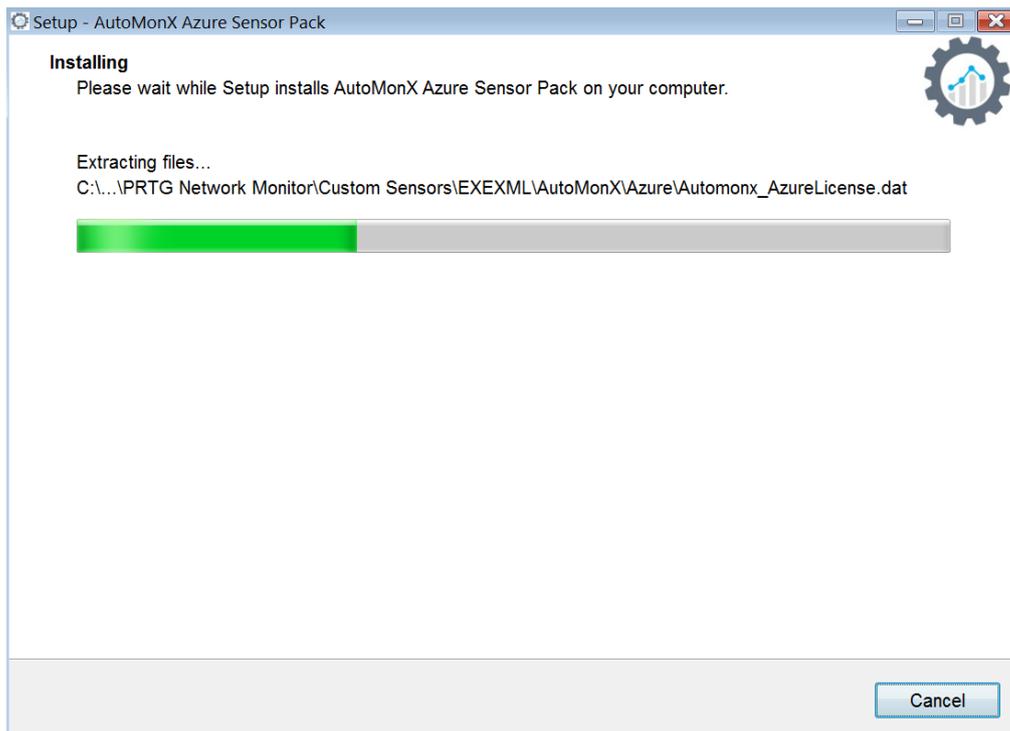
If a previous version of the product is already installed, existing sensor pack services are automatically **stopped and deleted**. These services will be **re-installed** later-on during one of the next steps of the installer.

4.4 Files Deployment

The sensor pack files are copied to the PRTG Probe installation path, typically to the following folder:

"..\PRTG Network Monitor\Custom Sensors\EXEXML "

The location is determined by the PRTG Probe path key in the Windows registry.



4.5 Services Installation

In this step, the AutoMonX sensor pack services are installed, this operation might take a few minutes. Below are the services that would be installed per the product you are installing:

Product	Services
Azure Sensor Pack	Automonx_PRTG_azure
3Par Sensor Pack	AutoMonX 3Par Sensor Service
Linux\Kubernetes Sensor Pack	Automonx_PRTG_KUBE Automonx_PRTG_linux

4.6 Configuration Migration

In this step the installer is automatically updating the configuration from AutoMonX previous software releases.

4.7 Lookup Files – PRTG Core Server Installation

You need the AutoMonX Azure Sensor Lookup files to properly display the sensor output in PRTG. If you are installing the Sensor pack on a PRTG Core server, the installer would automatically handle the Lookup files.

The installer will copy the files to "<drive>:\Program Files (x86)\PRTG Network Monitor\lookups\custom" folder. After copying the Lookup files to the PRTG Core Server, the installer will Reload the lookup files in PRTG.

Important:

In a PRTG Probe installation you would need to manually copy the OVL files from:

<drive>:\Program Files (x86)\PRTG Network Monitor\Custom Sensors\EXEXML\AutoMonX\OVL

to the PRTG Core server and place them into

<drive>:\Program Files (x86)\PRTG Network Monitor\lookups\custom folder.

After copying the Lookup files to the PRTG Core Server, you need to Reload the lookup files via the PRTG Web interface

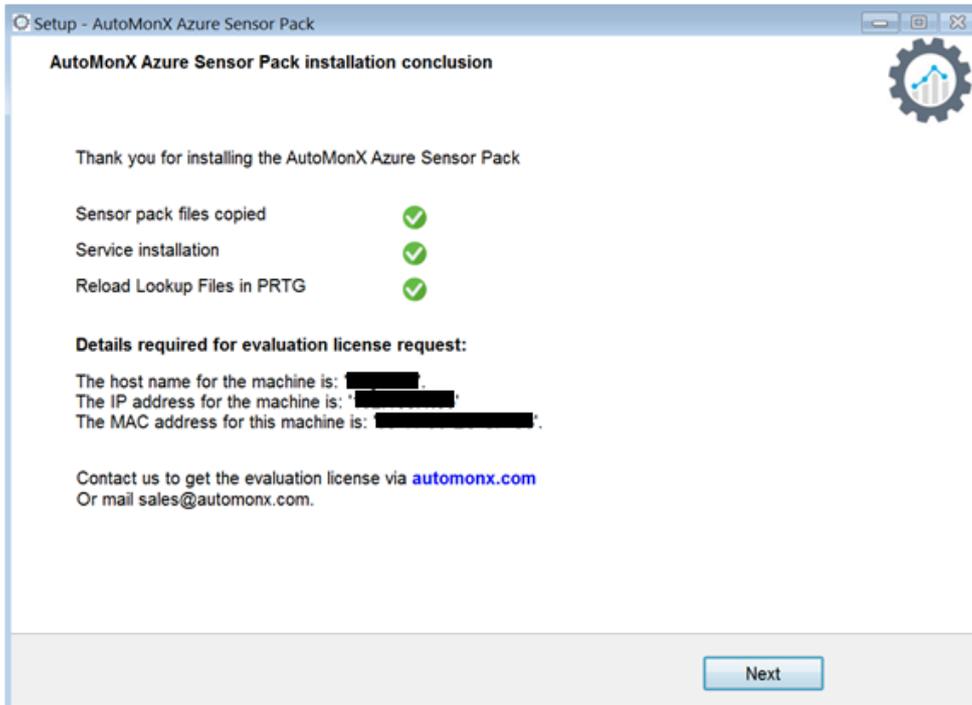
4.8 Desktop and Task Bar Icons

A desktop icon will be created with a shortcut for the AutoMonX *Discovery and Automation UI*. The shortcut would start the UI with elevated permissions.

A task bar icon with same settings as above is created as well.

5 Installation Conclusion

At the end of the installation the following page is displayed, showing the summary of the installation, including the server details, required for license evaluation request.

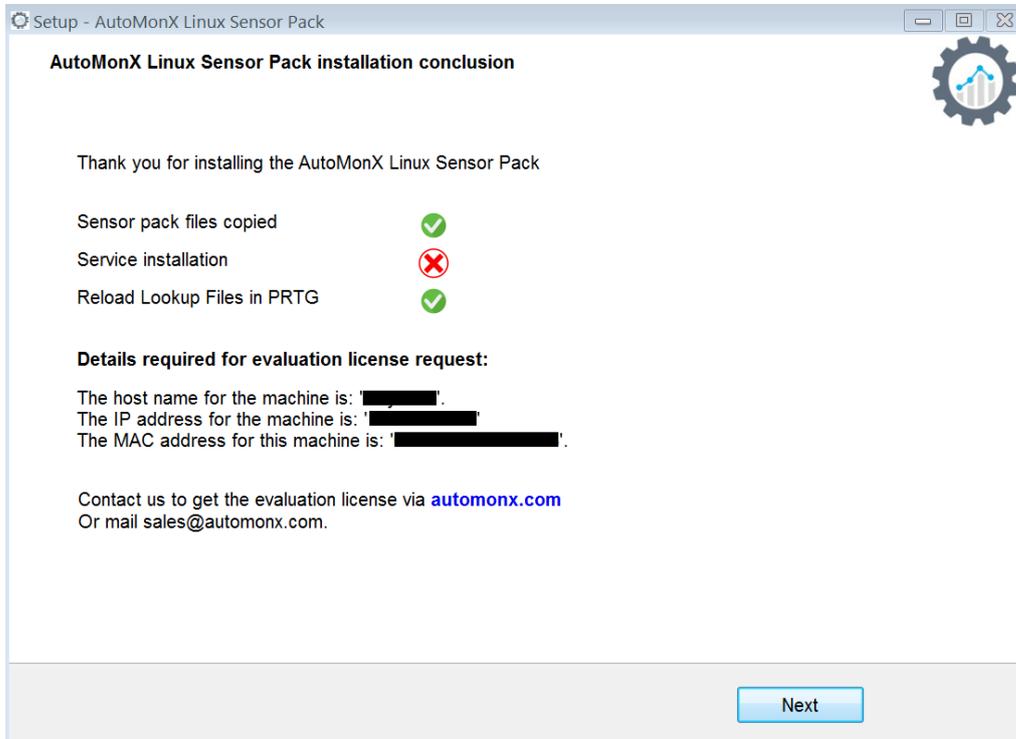


The server details would be also available in the folder below:

"..\PRTG Network Monitor\Custom Sensors\EXEXML\AutoMonX\Docs\MachineDetails.txt"

5.1 Unsuccessful Installation

In case of an unsuccessful installation, the installer will present you the conclusion page with a summary of issues encountered, for example:



In case of any issues encountered during the installation, an log would be generated in the following location:

"..\PRTG Network Monitor\Custom Sensors\EXEXML\AutoMonX\Common\InstallLogs"

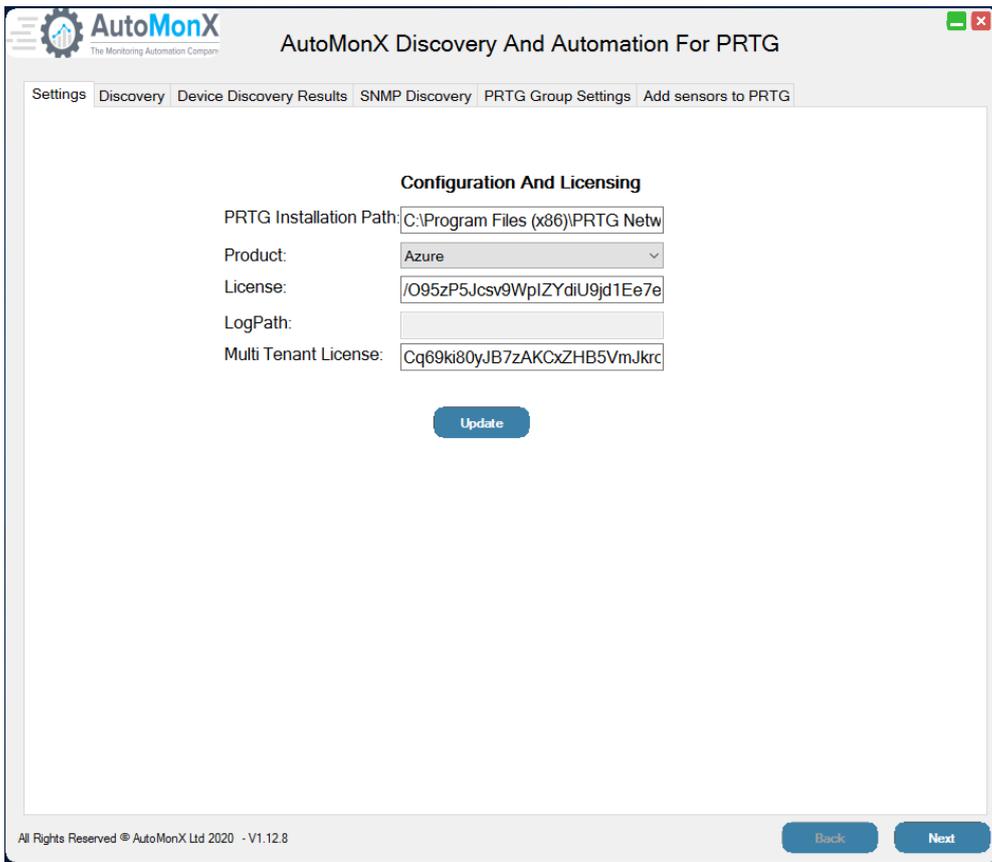
Make sure you attach the log file when you raise a ticket with our support team via support@automonx.com.

6 Product activation

If the installation was successfully completed, you can visit our web site and place a license evaluation request.

As mentioned in the previous section, the details required for evaluation license request are available at the end of the installation, and are saved in the Docs directory.

Additionally, the installer will offer you to start the *Discovery and Automation UI for the sensor pack*. Fill in the license string(s) you have received from the AutoMonX sales team in order to activate the sensor pack.



The screenshot shows a software window titled "AutoMonX Discovery And Automation For PRTG". The window has a menu bar with "Settings", "Discovery", "Device Discovery Results", "SNMP Discovery", "PRTG Group Settings", and "Add sensors to PRTG". The main content area is titled "Configuration And Licensing" and contains the following fields:

- PRTG Installation Path: C:\Program Files (x86)\PRTG Netw
- Product: Azure (dropdown menu)
- License: /O95zP5Jcsv9WpIZYdiU9jd1Ee7e
- LogPath: (empty text box)
- Multi Tenant License: Cq69ki80yJB7zAKCxZHB5VmJkrc

Below the fields is an "Update" button. At the bottom of the window, there is a footer with "All Rights Reserved © AutoMonX Ltd 2020 - V1.12.8" and two buttons: "Back" and "Next".

7 Uninstall

In case you wish to remove the *AutoMonX Sensor Pack*, use **Control Panel -> Programs -> Uninstall a program**.

And choose the AutoMonX program entry to uninstall the product.

The Uninstaller will remove the AutoMonX Sensor Pack software installed on your machine:

- Services
- Files

Your configuration files will remain in place, in case you wish to re-install our products.