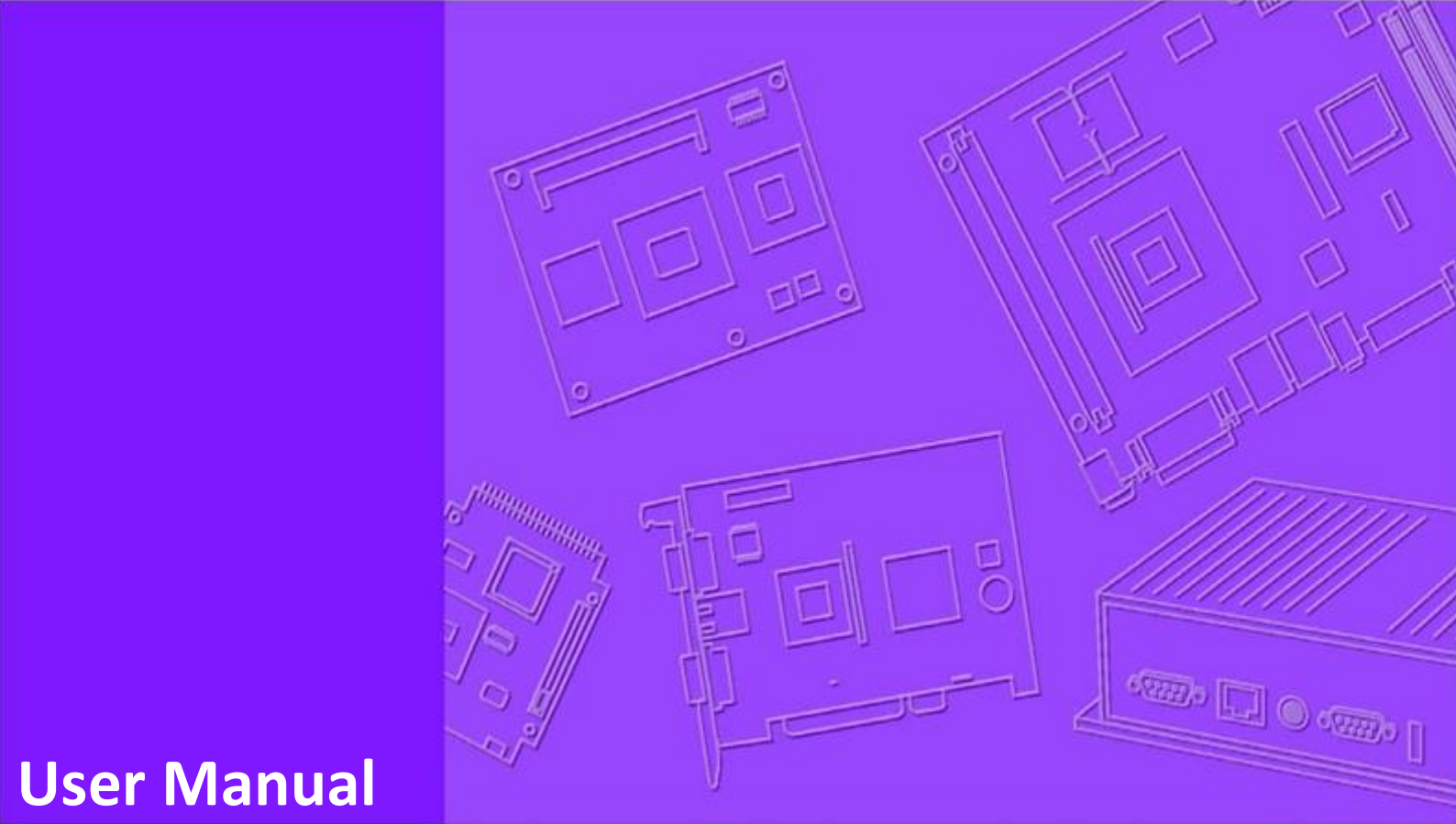




User Manual

WISE-PaaS/RMM 3.1

Wireless IoT Sensing Embedded
Remote Monitoring and Management Agent
RMM-Agent User Manual
V1.7

ADVANTECH

Enabling an Intelligent Planet

Change Log:

Date	Version	Description / Major change
2015/07/18	V0.1	Rison Yeh, create draft document
2015/07/19	V1.0	Tung Yi, 1 st format release
2015/09/16	V1.1	Tung Yi, Revised
2015/10/13	V1.2	Scott Chang, Add Linux installation and configuration
2015/12/22	V1.3	Rison Yeh, Review and revise format
2016/01/29	V1.4	Lillian Tseng, Unify font to Calibri
2016/05/25	V1.5	Winnie Weng, modify the description for installation steps, add document version on the front page
2016/05/31	V1.6	Zach Chih, change susiaccess to RMM in Linux & add Yocto
2017/08/11	V1.7	Matt Lin, add suggestions for version in Lesson “Software Installation”

Table of Content

1. SOFTWARE INSTALLATION	3
1.1. Windows Agent Installation	3
1.1.1. Installation	3
1.1.2. Uninstallation	11
1.2. Linux Agent Installation - CentOS	14
1.2.1. Installation	14
1.2.2. Uninstallation	16
1.3. Linux Agent Installation – RISC_Yocto.....	17
1.3.1. Installation	17
1.3.2. Uninstallation	20
2. WINDOWS AGENT CONFIGURATION.....	20
2.1. Agent Console	20
2.2. Connect to Server	21
3. LINUX AGENT CONFIGURATION	23
3.1 CentOS	23
3.1.1 Agent Service Control	23
3.1.2 Setup Agent	24
3.1.3 Check Agent Connection Status.....	25
3.2 RISC_Yocto	26
3.2.1 Agent Service Control	26
3.2.2 Setup Agent	26
3.2.3 Check Agent Connection Status.....	28

1. Software Installation

Before installation, you are strongly suggested to use same version RMM server and RMM agent to make sure all functionalities work normally. You should upgrade agent service along with every server upgrade, and vice versa.

1.1. Windows Agent Installation

1.1.1. Installation

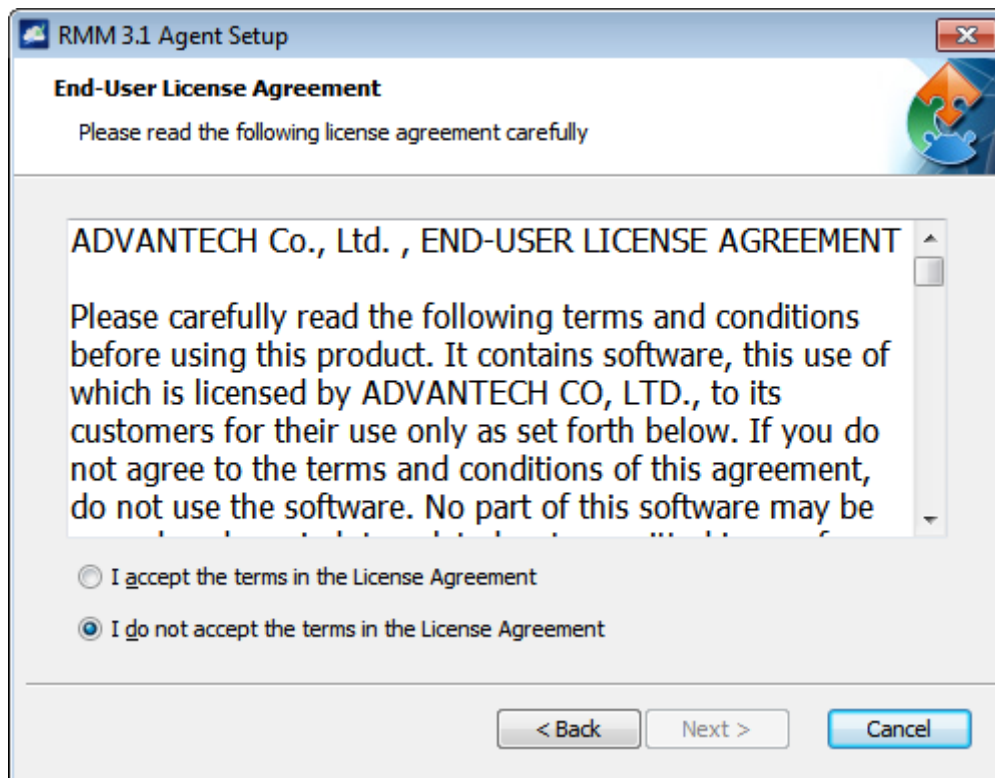
Double click “RMM 3.1 AgentSetup.exe” to install RMM Agent program.

- **Start Installation**



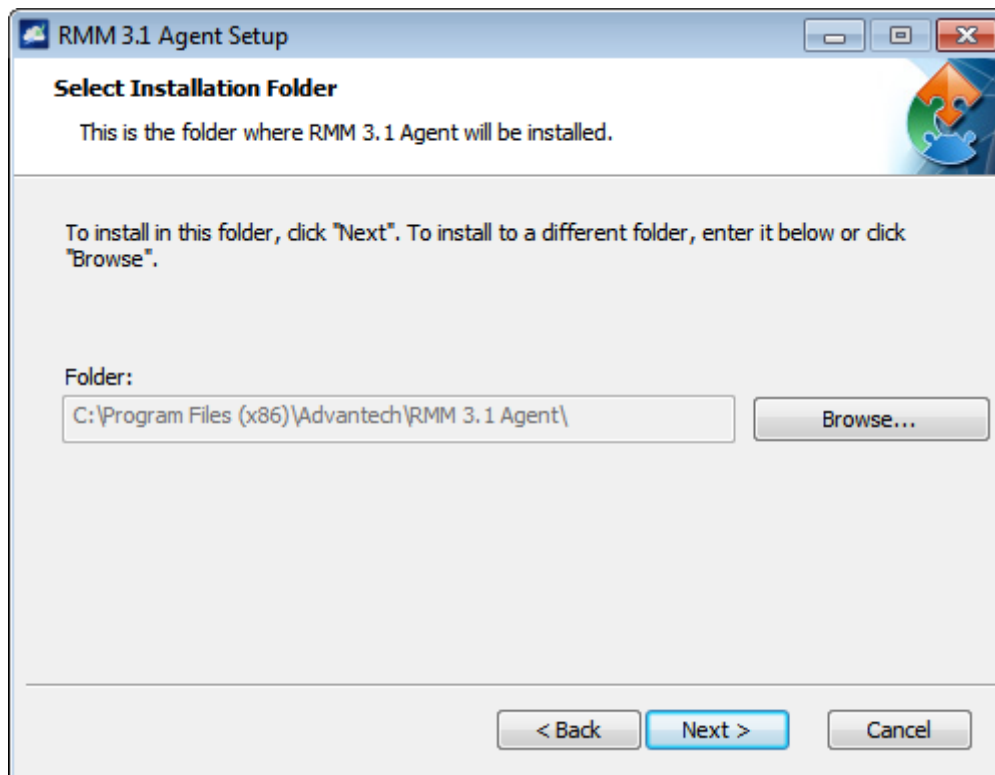
- **Check End-User License Agreement**

Please read the license agreement carefully. Check "I accept the terms in the License Agreement" if you agree. Then click the "Next" button.



- **Select Installation Folder**

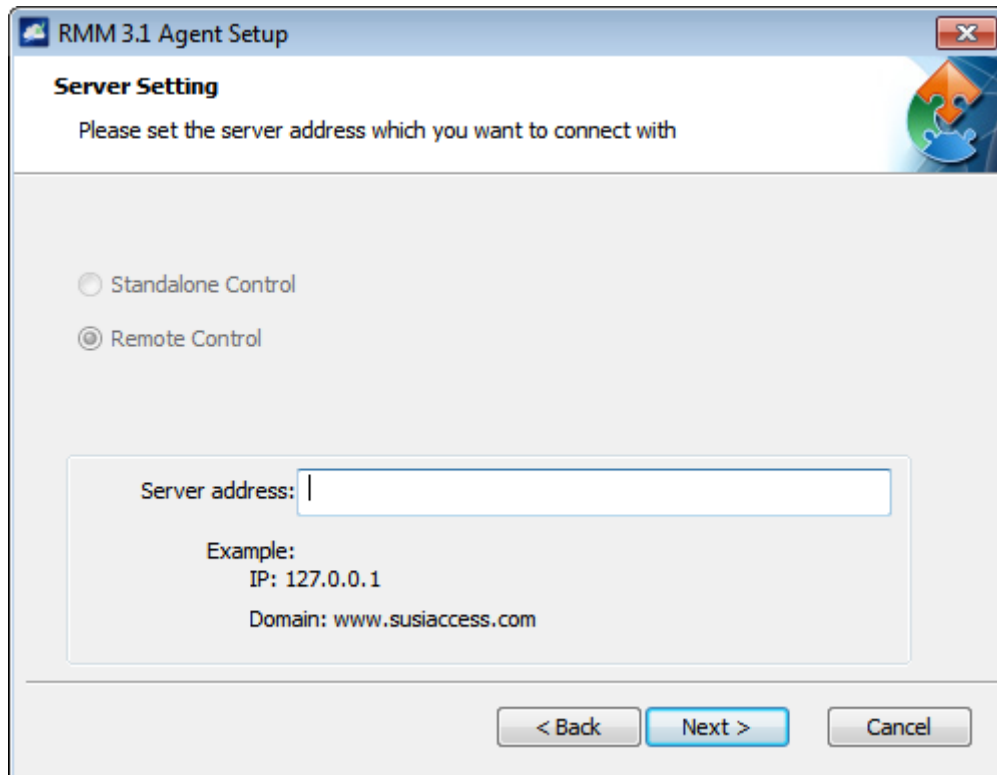
Select the folder to be installed.



- **Server Settings - Set Remote Management Server URL/IP.**

A. Standalone Control

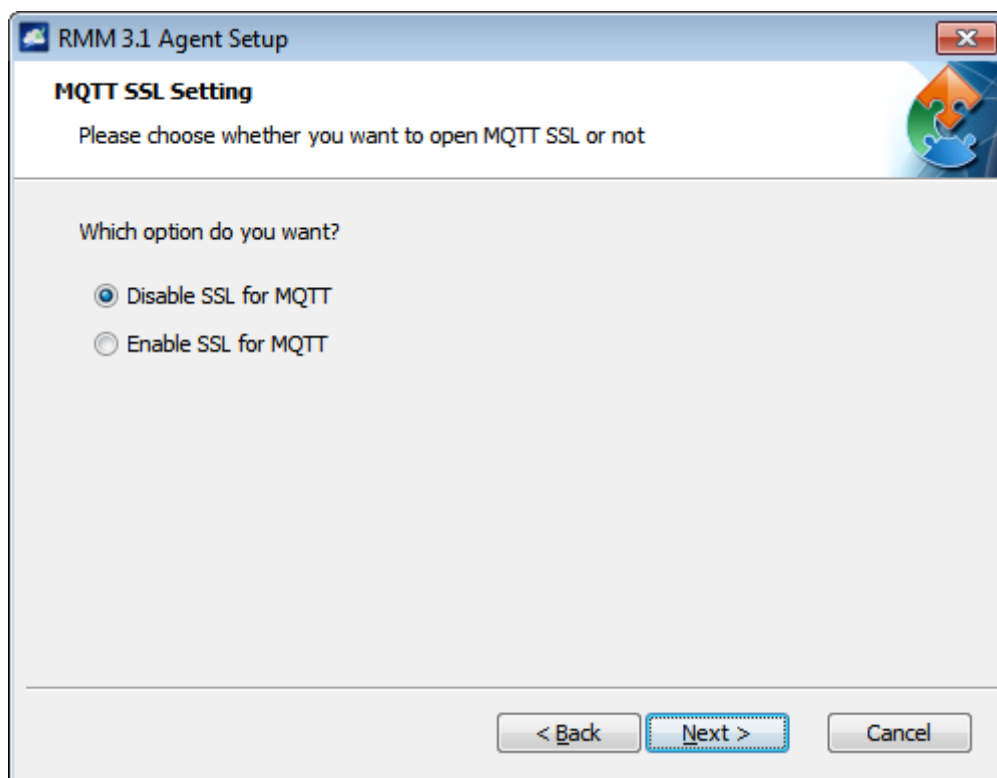
B. Remote Control – Set Remote Management Server URL/IP.



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Server Setting' tab selected. The window title is 'RMM 3.1 Agent Setup'. The main heading is 'Server Setting'. Below the heading is the instruction 'Please set the server address which you want to connect with'. There are two radio buttons: 'Standalone Control' (unselected) and 'Remote Control' (selected). Below the radio buttons is a text input field labeled 'Server address:'. Below the input field is an example showing 'IP: 127.0.0.1' and 'Domain: www.susiaccess.com'. At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- **MQTT SSL Settings**

Choose either disable or enable SSL for MQTT.

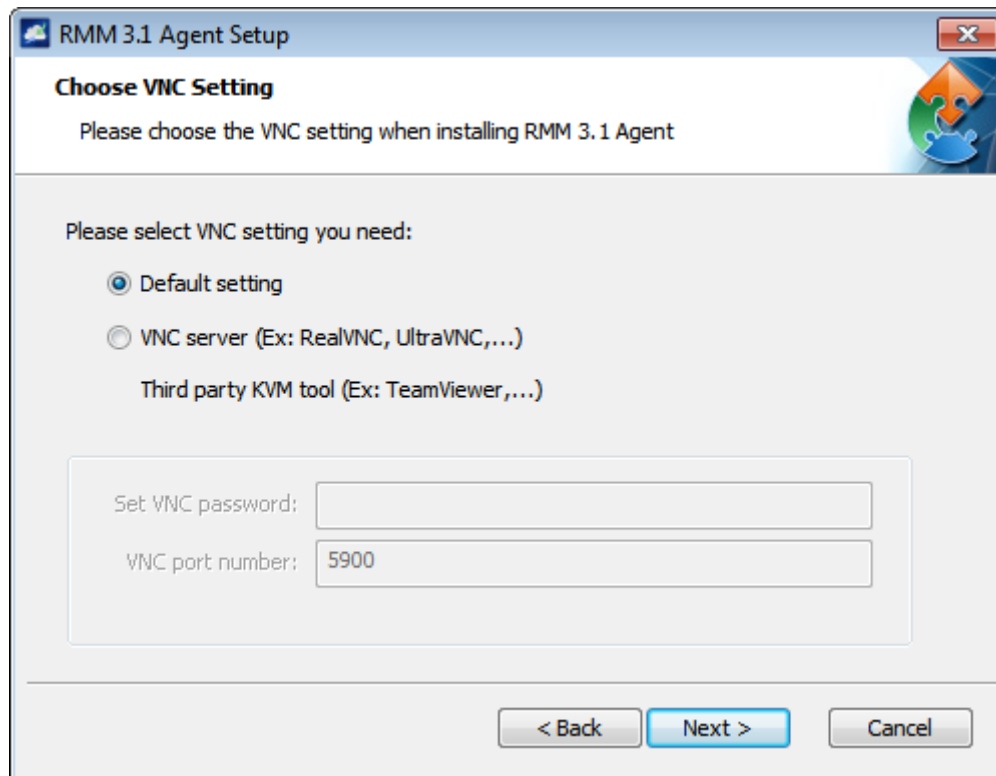


The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'MQTT SSL Setting' tab selected. The window title is 'RMM 3.1 Agent Setup'. The main heading is 'MQTT SSL Setting'. Below the heading is the instruction 'Please choose whether you want to open MQTT SSL or not'. Below the instruction is the question 'Which option do you want?'. There are two radio buttons: 'Disable SSL for MQTT' (selected) and 'Enable SSL for MQTT' (unselected). At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

- **VNC Setting**

Please select VNC setting when installing RMM 3.1 Agent.

A. Set as Default RMM Built-in VNC.



RMM 3.1 Agent Setup

Choose VNC Setting

Please choose the VNC setting when installing RMM 3.1 Agent

Please select VNC setting you need:

☒ Default setting

☐ VNC server (Ex: RealVNC, UltraVNC,...)

Third party KVM tool (Ex: TeamViewer,...)

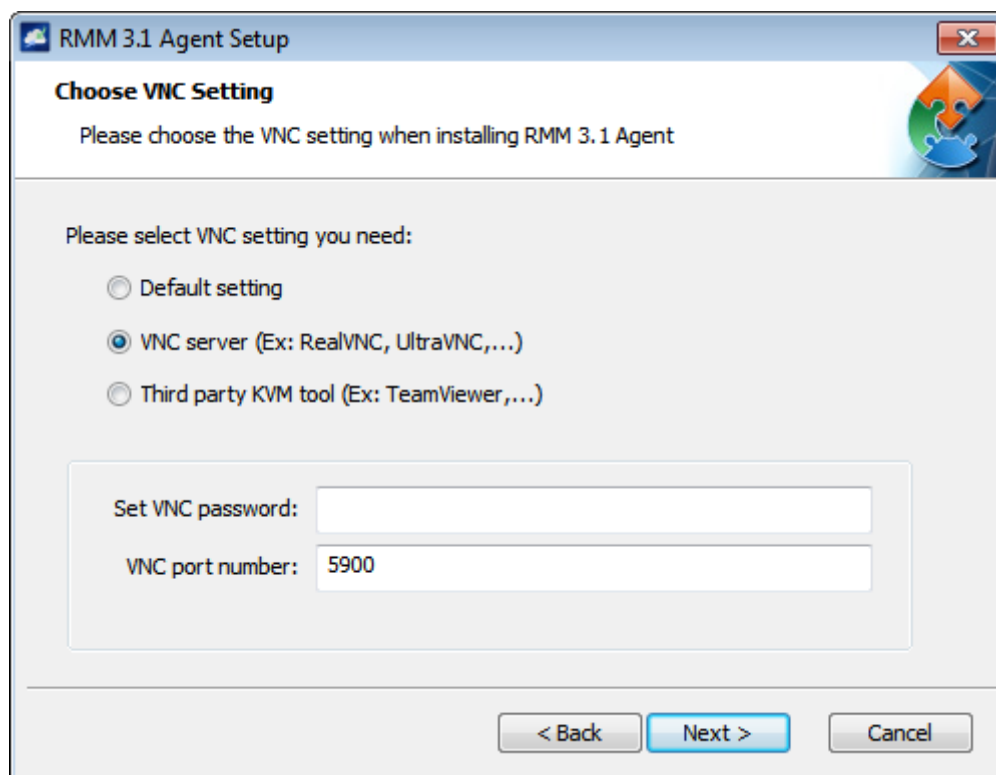
Set VNC password:

VNC port number:

< Back Next > Cancel

B. Use other User-defined VNC server.

Input VNC server password and port number



RMM 3.1 Agent Setup

Choose VNC Setting

Please choose the VNC setting when installing RMM 3.1 Agent

Please select VNC setting you need:

☐ Default setting

☒ VNC server (Ex: RealVNC, UltraVNC,...)

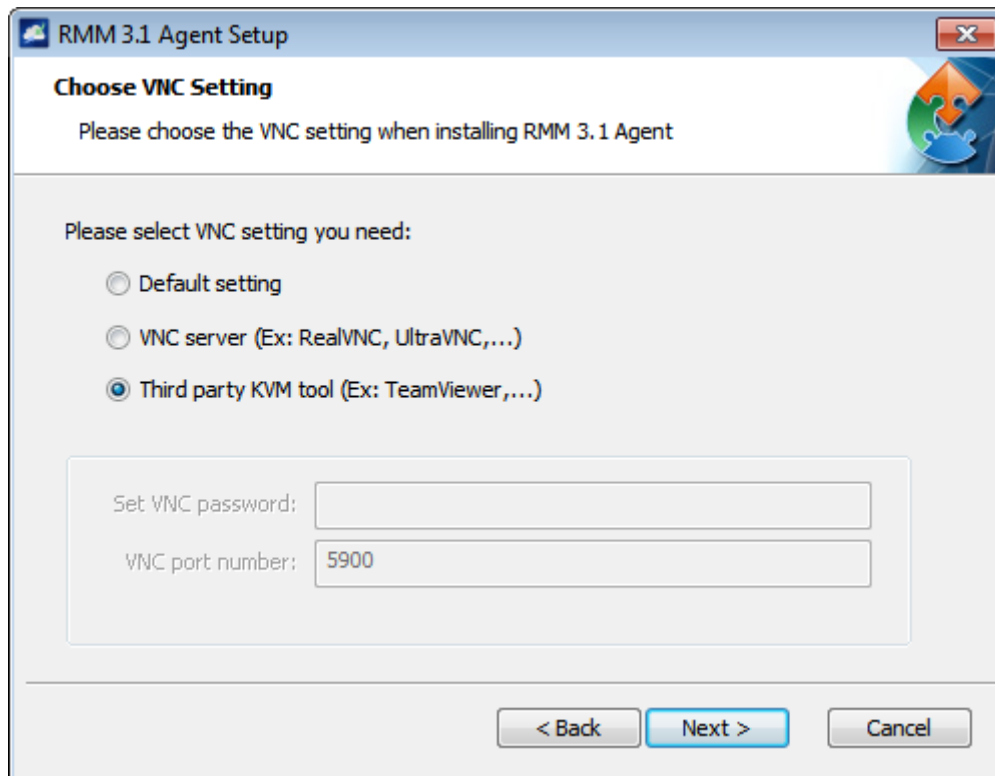
☐ Third party KVM tool (Ex: TeamViewer,...)

Set VNC password:

VNC port number:

< Back Next > Cancel

C. Disable RMM Built-in VNC and use other third party KVM tool.

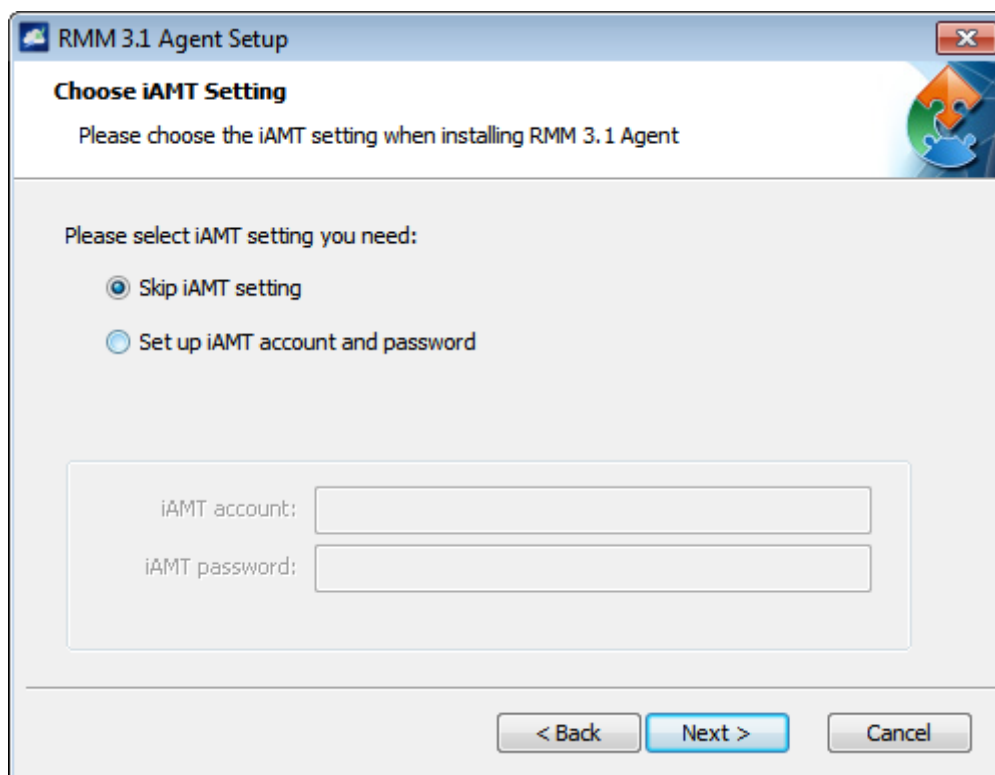


The dialog box is titled "RMM 3.1 Agent Setup" and "Choose VNC Setting". It contains a sub-header "Please choose the VNC setting when installing RMM 3.1 Agent" and a puzzle piece icon. Below this, it says "Please select VNC setting you need:" followed by three radio button options: "Default setting", "VNC server (Ex: RealVNC, UltraVNC,...)", and "Third party KVM tool (Ex: TeamViewer,...)". The third option is selected. Below the options are two text input fields: "Set VNC password:" (empty) and "VNC port number:" (containing "5900"). At the bottom are three buttons: "< Back", "Next >", and "Cancel".

- **iAMT Settings**

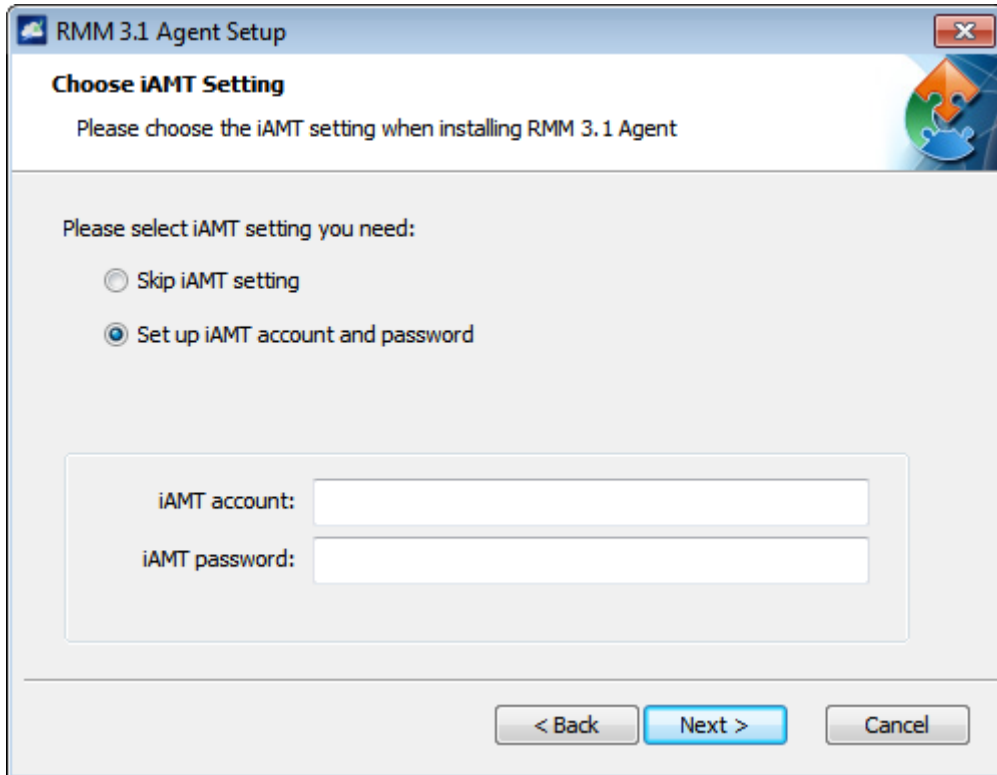
Please choose the iAMT setting when installing RMM 3.1 Agent.

A. Skip iAMT setting



The dialog box is titled "RMM 3.1 Agent Setup" and "Choose iAMT Setting". It contains a sub-header "Please choose the iAMT setting when installing RMM 3.1 Agent" and a puzzle piece icon. Below this, it says "Please select iAMT setting you need:" followed by two radio button options: "Skip iAMT setting" (selected) and "Set up iAMT account and password". Below the options are two text input fields: "iAMT account:" (empty) and "iAMT password:" (empty). At the bottom are three buttons: "< Back", "Next >", and "Cancel".

B. Set up iAMT



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Choose iAMT Setting' tab selected. The window title bar includes a close button. The main area contains the instruction 'Please choose the iAMT setting when installing RMM 3.1 Agent' and a sub-instruction 'Please select iAMT setting you need:'. Two radio buttons are present: 'Skip iAMT setting' (unselected) and 'Set up iAMT account and password' (selected). Below these is a form with two text boxes labeled 'iAMT account:' and 'iAMT password:'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

RMM 3.1 Agent Setup

Choose iAMT Setting

Please choose the iAMT setting when installing RMM 3.1 Agent

Please select iAMT setting you need:

☐ Skip iAMT setting

☒ Set up iAMT account and password

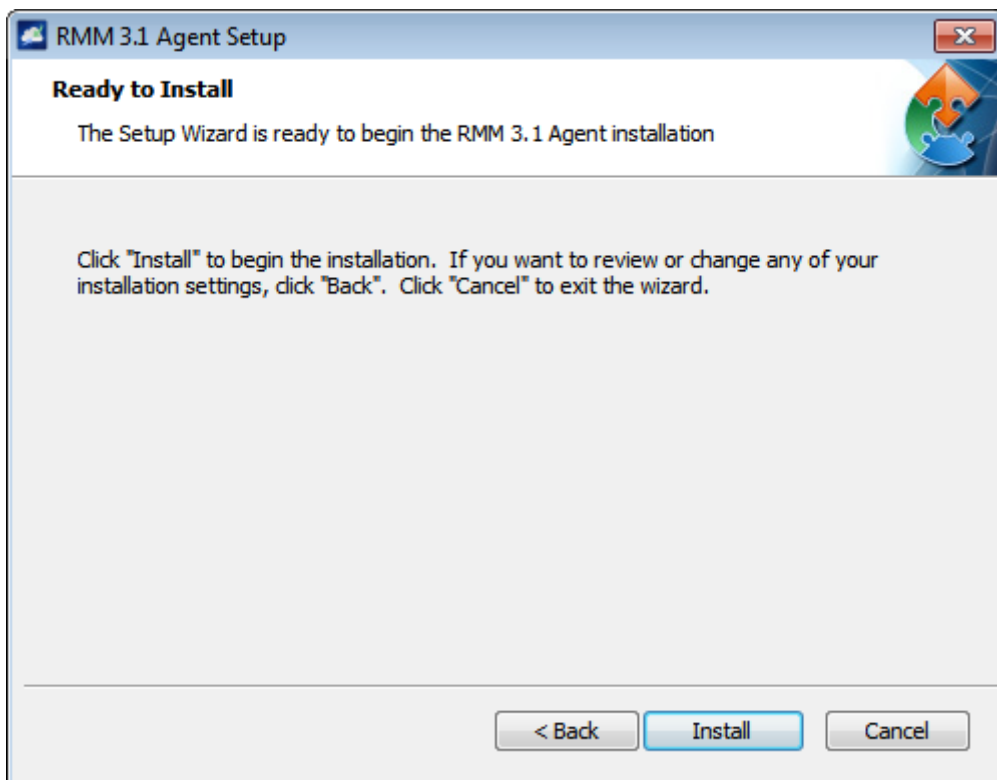
iAMT account:

iAMT password:

< Back Next > Cancel

- **Start Installing.**

Click the "Install" button to begin the installation.



The screenshot shows the 'RMM 3.1 Agent Setup' window with the 'Ready to Install' tab selected. The window title bar includes a close button. The main area contains the instruction 'The Setup Wizard is ready to begin the RMM 3.1 Agent installation' and a detailed instruction: 'Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.' At the bottom, there are three buttons: '< Back', 'Install', and 'Cancel'.

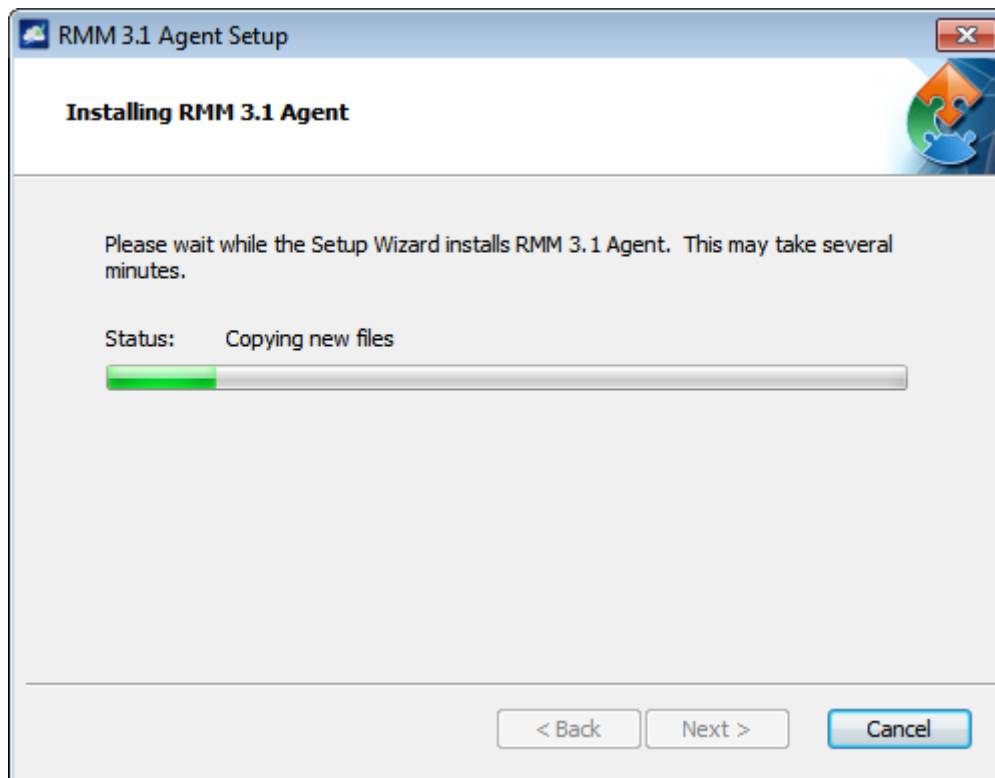
RMM 3.1 Agent Setup

Ready to Install

The Setup Wizard is ready to begin the RMM 3.1 Agent installation

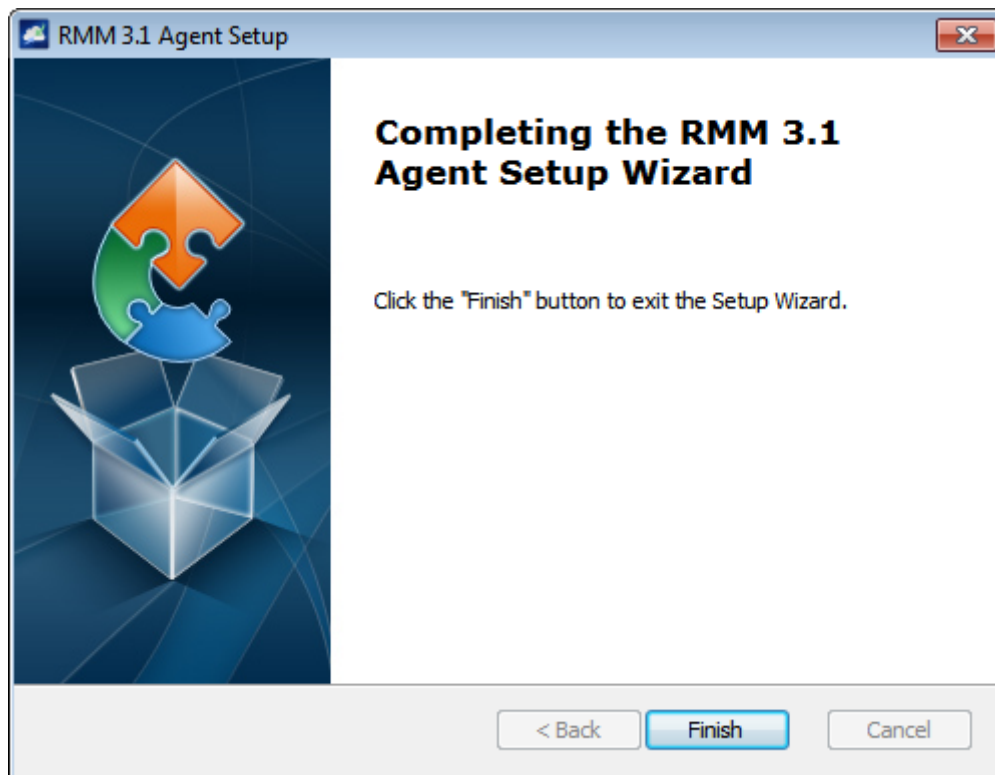
Click "Install" to begin the installation. If you want to review or change any of your installation settings, click "Back". Click "Cancel" to exit the wizard.

< Back Install Cancel



- **Installation Completed.**

Click the "Finish" button to exit the Setup Wizard.





Click  to start standalone agent.

1.1.2. Uninstallation

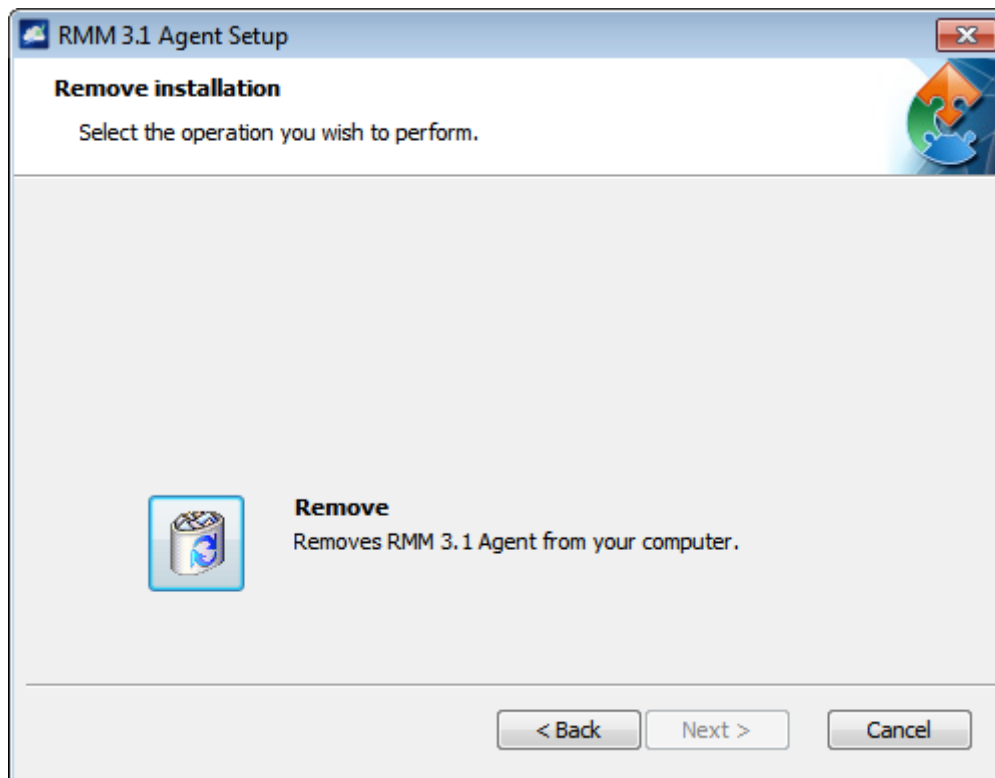
- **Start to uninstall “RMM Agent”**

Double click “**RMM 3.1 AgentSetup.exe**” to uninstall the RMM Agent program.



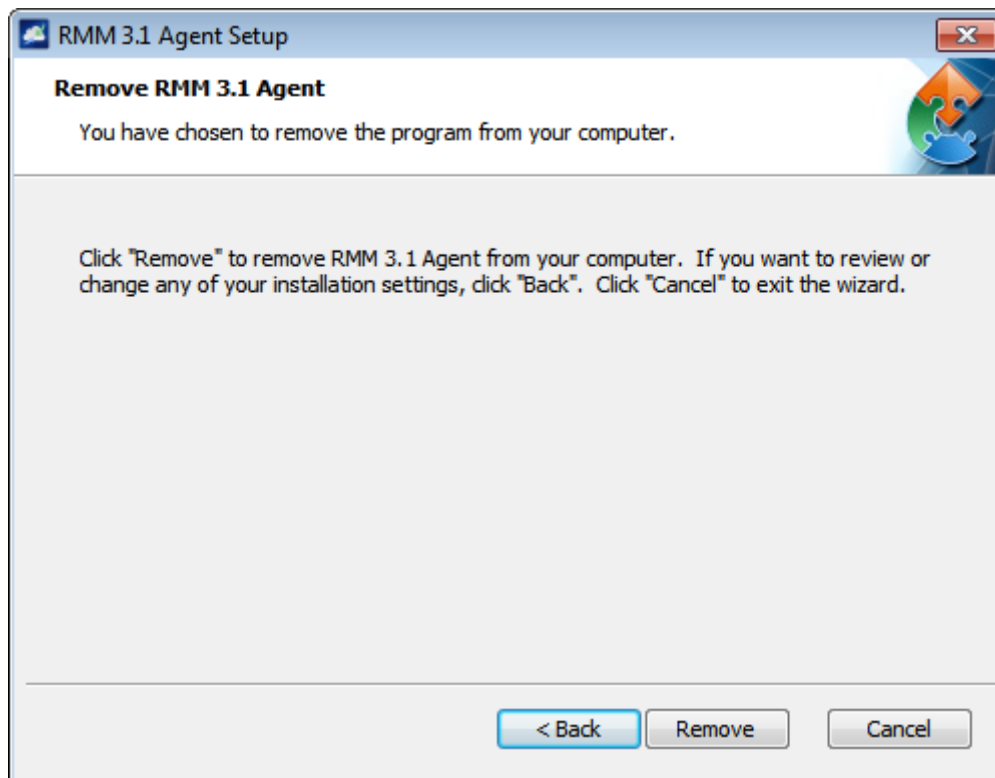
- **Remove installation**

Click the “Remove” icon to start uninstallation.



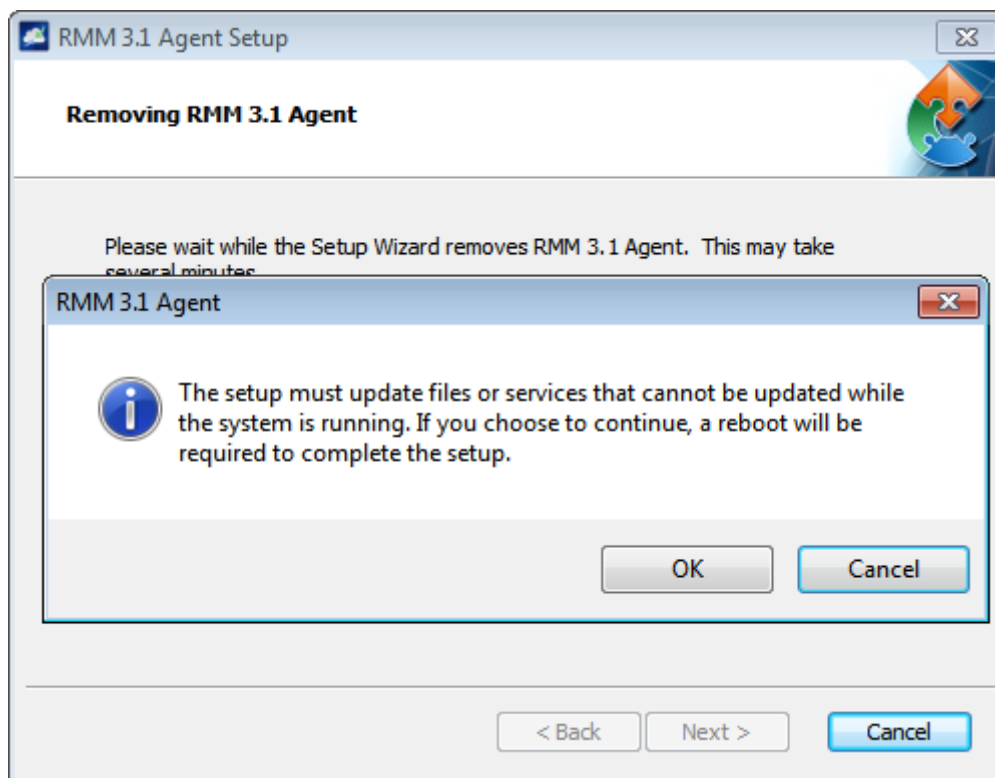
- **Confirm the uninstallation for RMM Agent**

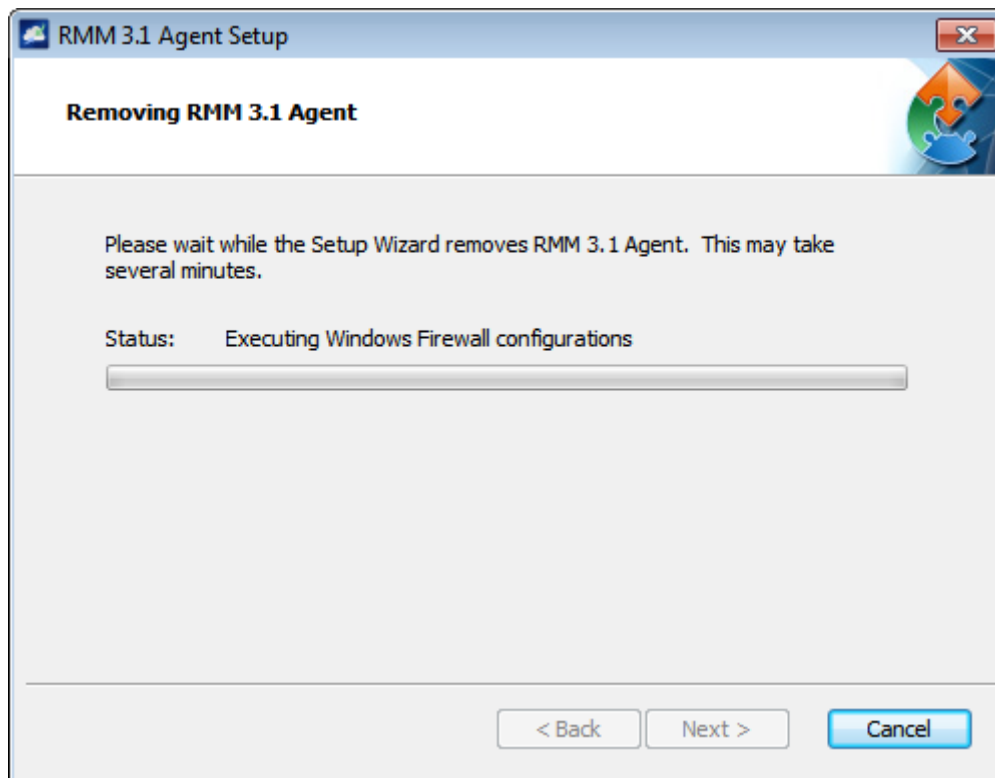
Click the “Remove” button to remove RMM3.1 from your computer.



- **Confirm that running services will be stopped and removed.**

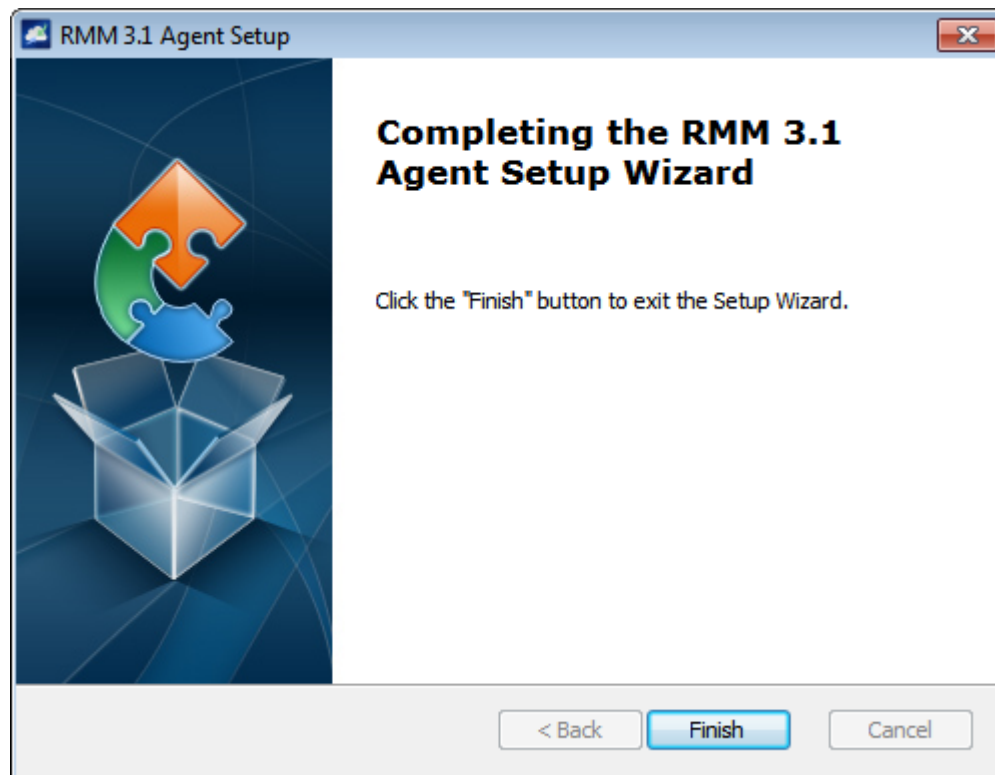
Click “OK” to continue the uninstallation process.





- **Uninstallation completed.**

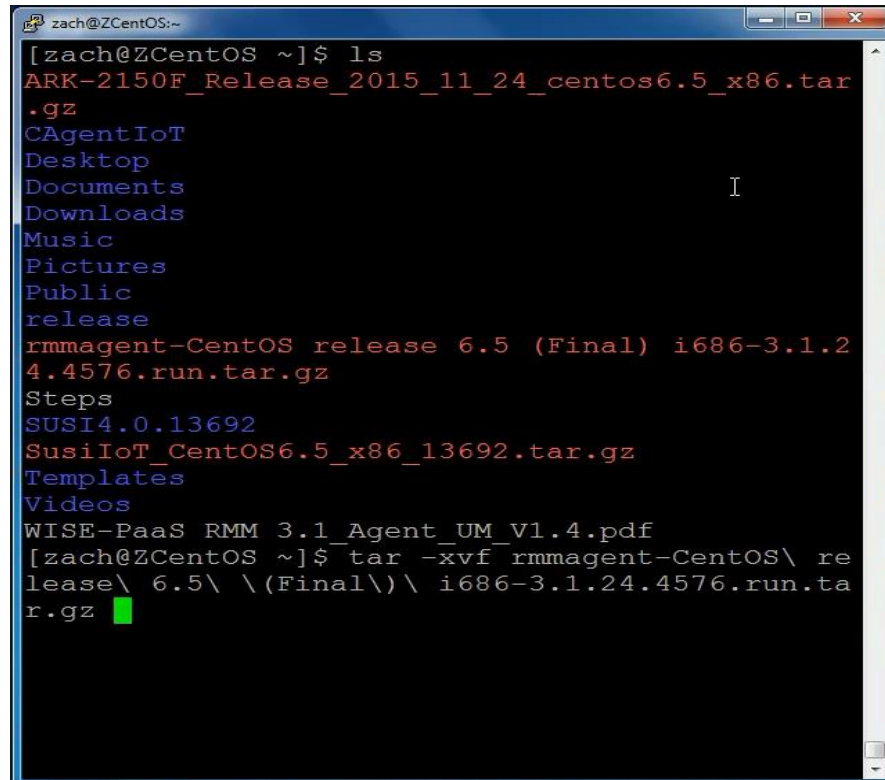
Click the "Finish" button to exit the Setup Wizard.



1.2. Linux Agent Installation - CentOS

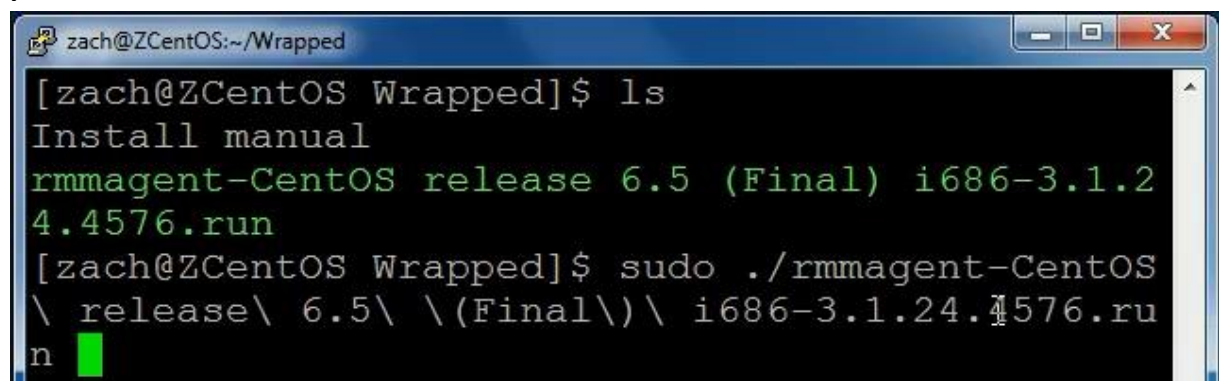
1.2.1. Installation

- Untar the “RMM Agent” installer to “Wrapped” folder



```
zach@ZCentOS:~  
[zach@ZCentOS ~]$ ls  
ARK-2150F_Release_2015_11_24_centos6.5_x86.tar  
.gz  
CAgentIoT  
Desktop  
Documents  
Downloads  
Music  
Pictures  
Public  
release  
rmmagent-CentOS release 6.5 (Final) i686-3.1.2  
4.4576.run.tar.gz  
Steps  
SUSI4.0.13692  
SusiiIoT_CentOS6.5_x86_13692.tar.gz  
Templates  
Videos  
WISE-PaaS RMM 3.1_Agent_UM_V1.4.pdf  
[zach@ZCentOS ~]$ tar -xvf rmmagent-CentOS\ re  
lease\ 6.5\ \ (Final\)\ i686-3.1.24.4576.run.ta  
r.gz
```

- Change directory to “Wrapped” folder and execute the installer with superuser permissions



```
zach@ZCentOS:~/Wrapped  
[zach@ZCentOS Wrapped]$ ls  
Install manual  
rmmagent-CentOS release 6.5 (Final) i686-3.1.2  
4.4576.run  
[zach@ZCentOS Wrapped]$ sudo ./rmmagent-CentOS  
\ release\ 6.5\ \ (Final\)\ i686-3.1.24.4576.ru  
n
```

- Enter the setup mode by clicking y

```

zach@localhost:~/Wrapped
./AgentService/VNC' -> '/usr/local/AgentService/VNC'
./AgentService/VNC/x11vnc' -> '/usr/local/AgentService/VNC/x11vnc'
./AgentService/VNC/websockify' -> '/usr/local/AgentService/VNC/websockify'
./AgentService/libSAGatherInfo.so' -> '/usr/local/AgentService/libSAGatherInfo.so'
./AgentService/libSAConfig.so.3.1.30.5430' -> '/usr/local/AgentService/libSAConfig.so.3.1.30.5430'
restore config files
'/tmp/tmp.U1XF562Ptf/agent_config.xml' -> '/usr/local/AgentService/agent_config.xml'
'/tmp/tmp.U1XF562Ptf/agent_config_def.xml' -> '/usr/local/AgentService/agent_config_def.xml'
'/tmp/tmp.U1XF562Ptf/logger.ini' -> '/usr/local/AgentService/logger.ini'
'/tmp/tmp.U1XF562Ptf/log.ini' -> '/usr/local/AgentService/log.ini'
'/tmp/tmp.U1XF562Ptf/Modbus_Handler.ini' -> '/usr/local/AgentService/Modbus_Handler.ini'
Install SAWatchdog service
Install SAWebsockify service
Install SAAgent service
=====
Now will check whether the following packages installed:
  libxml2 openssl libcurl libXtst libX11 libmosquitto1 redhat-lsb-core xterm
  sqlite
=====
All the packages is installed!
Setup Agent [y/n] (default:n): y

```

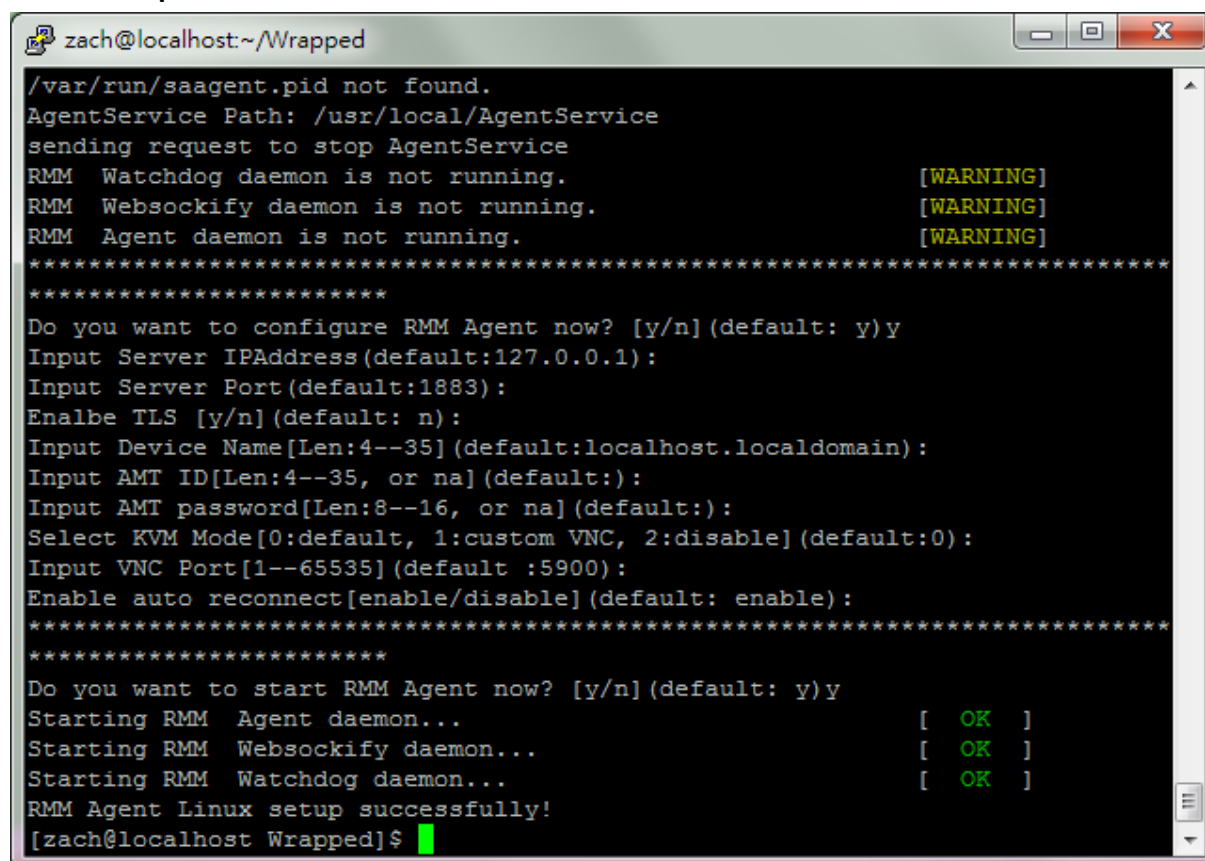
- Complete the configuration step by step

```

zach@localhost:~/Wrapped
===== AgentService Linux Setup =====
==
*****
*****
FireWall is disabled
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Watchdog daemon is not running. [WARNING]
RMM Websockify daemon is not running. [WARNING]
RMM Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) y
Input Server IPAddress (default: 127.0.0.1):
Input Server Port (default: 1883):
Enable TLS [y/n] (default: n):
Input Device Name [Len: 4--35] (default: localhost.localdomain):
Input AMT ID [Len: 4--35, or na] (default: ):
Input AMT password [Len: 8--16, or na] (default: ):
Select KVM Mode [0: default, 1: custom VNC, 2: disable] (default: 0):
Input VNC Port [1--65535] (default: 5900):
Enable auto reconnect [enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y) y

```

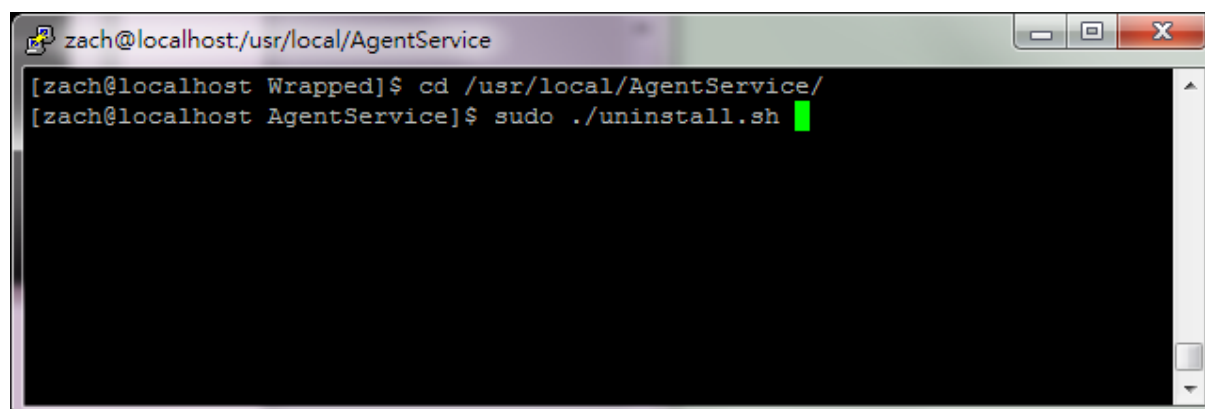

- **Install Completed**



```
zach@localhost:~/Wrapped
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Watchdog daemon is not running. [WARNING]
RMM Websockify daemon is not running. [WARNING]
RMM Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) y
Input Server IPAddress(default:127.0.0.1):
Input Server Port(default:1883):
Enable TLS [y/n] (default: n):
Input Device Name[Len:4--35] (default:localhost.localdomain):
Input AMT ID[Len:4--35, or na] (default:):
Input AMT password[Len:8--16, or na] (default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable] (default:0):
Input VNC Port[1--65535] (default :5900):
Enable auto reconnect[enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y) y
Starting RMM Agent daemon... [ OK ]
Starting RMM Websockify daemon... [ OK ]
Starting RMM Watchdog daemon... [ OK ]
RMM Agent Linux setup successfully!
[zach@localhost Wrapped]$
```

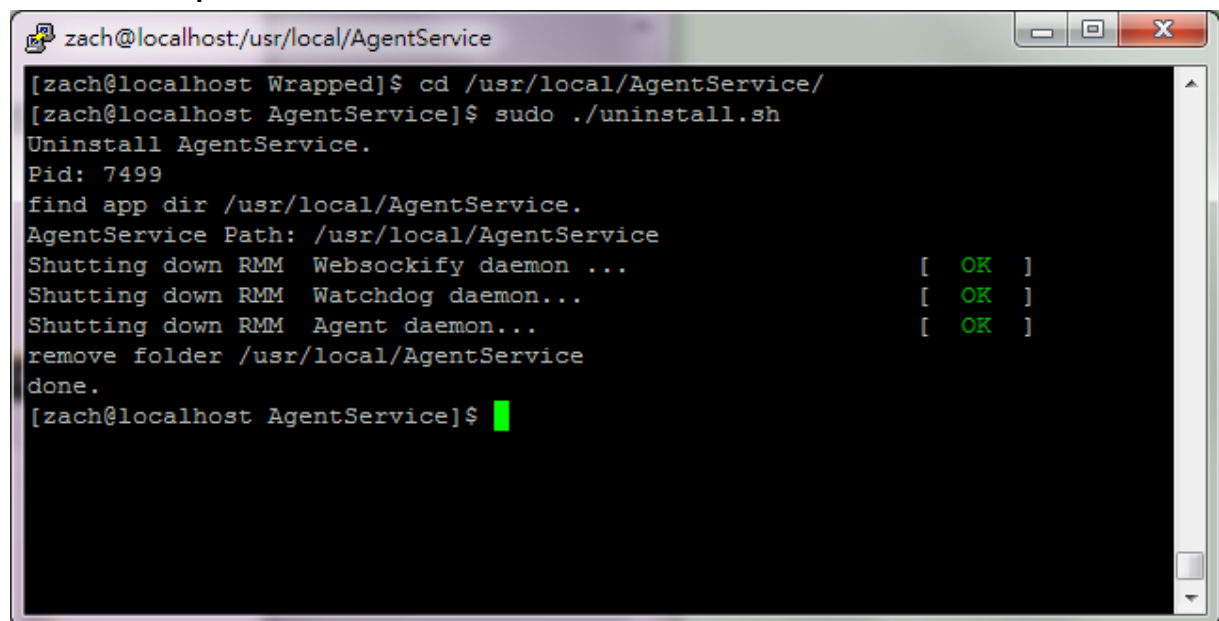
1.2.2. Uninstallation

- **Change directory to ‘/usr/local/AgentService’, and execute ‘uninstall.sh’ with superuser permissions**



```
zach@localhost:/usr/local/AgentService
[zach@localhost Wrapped]$ cd /usr/local/AgentService/
[zach@localhost AgentService]$ sudo ./uninstall.sh
```

- **Uninstall Completed**

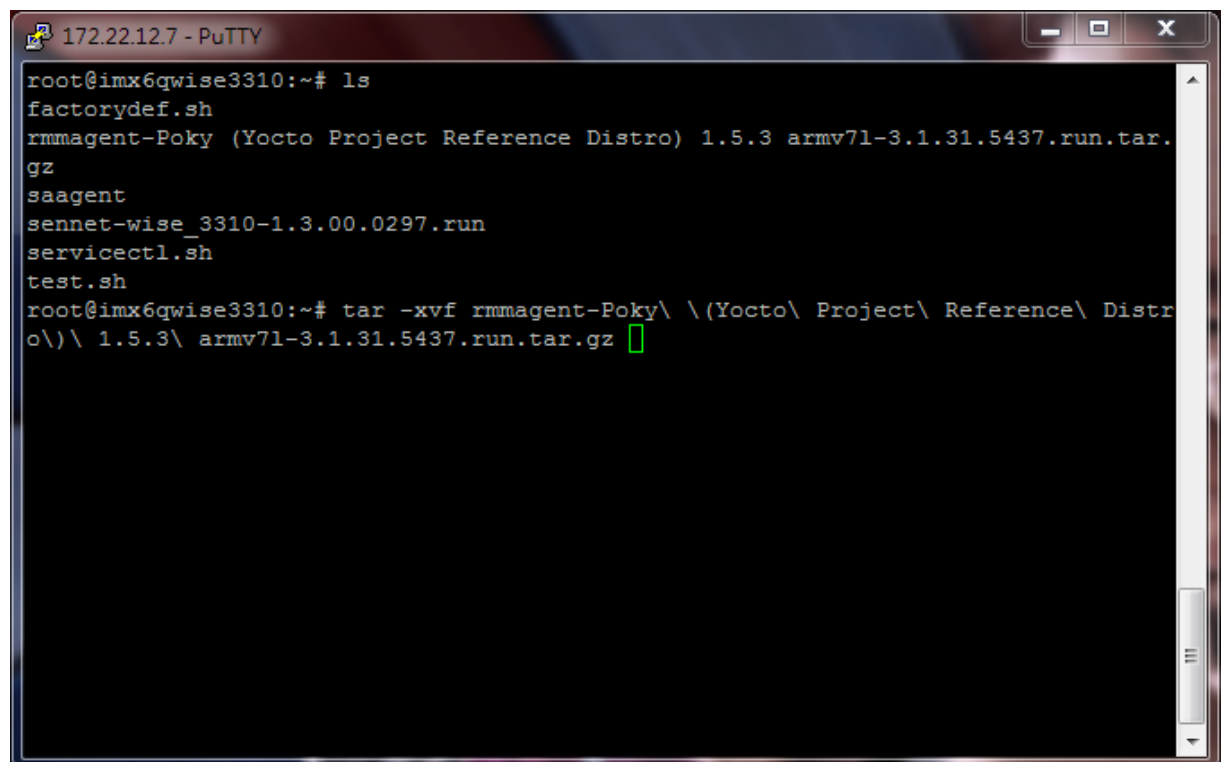


```
zach@localhost/usr/local/AgentService
[zach@localhost Wrapped]$ cd /usr/local/AgentService/
[zach@localhost AgentService]$ sudo ./uninstall.sh
Uninstall AgentService.
Pid: 7499
find app dir /usr/local/AgentService.
AgentService Path: /usr/local/AgentService
Shutting down RMM Websockify daemon ... [ OK ]
Shutting down RMM Watchdog daemon... [ OK ]
Shutting down RMM Agent daemon... [ OK ]
remove folder /usr/local/AgentService
done.
[zach@localhost AgentService]$
```

1.3. Linux Agent Installation – RISC_Yocto

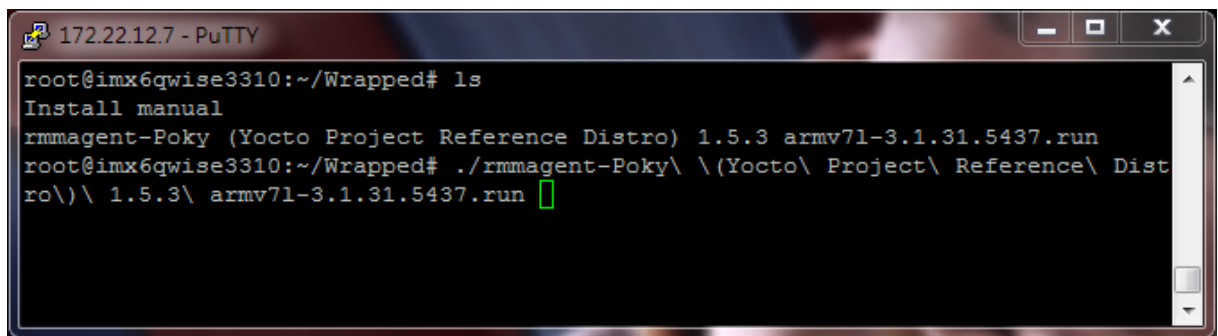
1.3.1. Installation

- **Untar the “RMM Agent” installer to “Wrapped” folder**



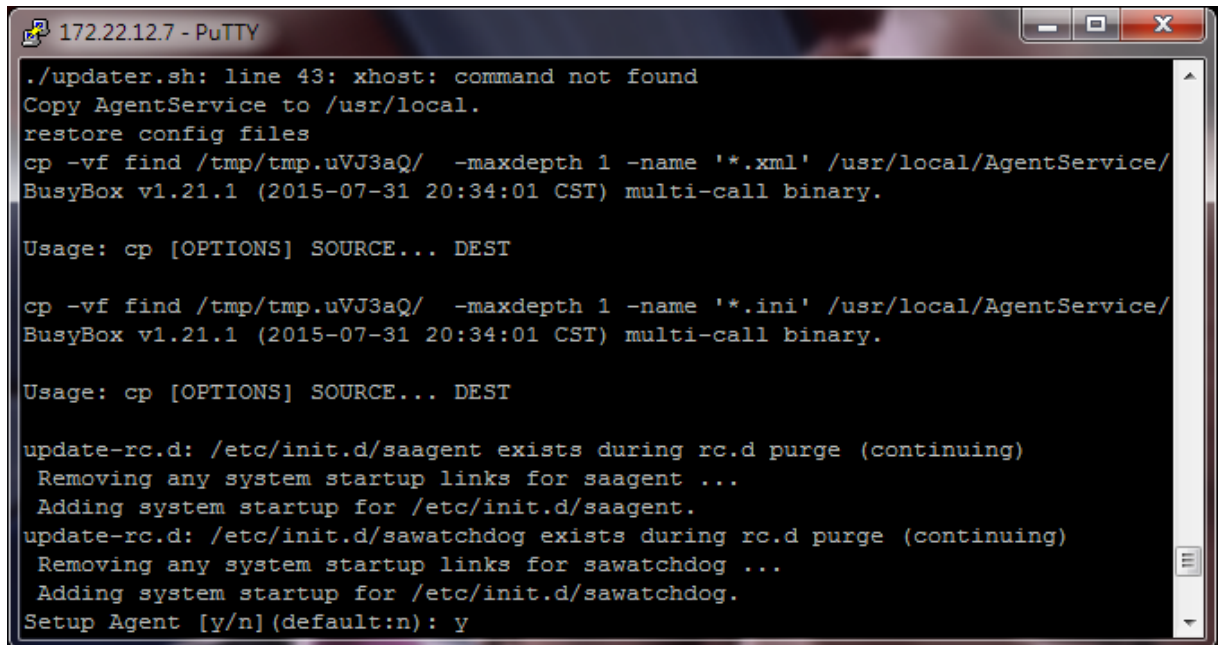
```
172.22.12.7 - PuTTY
root@imx6qwise3310:~# ls
factorydef.sh
rmmagent-Poky (Yocto Project Reference Distro) 1.5.3 armv7l-3.1.31.5437.run.tar.gz
saagent
sennet-wise_3310-1.3.00.0297.run
servicectl.sh
test.sh
root@imx6qwise3310:~# tar -xvf rmmagent-Poky\ \ (Yocto\ Project\ Reference\ Distr
o)\ 1.5.3\ armv7l-3.1.31.5437.run.tar.gz
```

- **Change directory to “Wrapped” folder and execute the installer with superuser permissions**



```
172.22.12.7 - PuTTY
root@imx6qwise3310:~/Wrapped# ls
Install manual
rmmagent-Poky (Yocto Project Reference Distro) 1.5.3 armv7l-3.1.31.5437.run
root@imx6qwise3310:~/Wrapped# ./rmmagent-Poky\ \ (Yocto\ Project\ Reference\ Dist
ro\)\ 1.5.3\ armv7l-3.1.31.5437.run
```

- Enter the setup mode by clicking y



```
172.22.12.7 - PuTTY
./updater.sh: line 43: xhost: command not found
Copy AgentService to /usr/local.
restore config files
cp -vf find /tmp/tmp.uVJ3aQ/ -maxdepth 1 -name '*.xml' /usr/local/AgentService/
BusyBox v1.21.1 (2015-07-31 20:34:01 CST) multi-call binary.

Usage: cp [OPTIONS] SOURCE... DEST

cp -vf find /tmp/tmp.uVJ3aQ/ -maxdepth 1 -name '*.ini' /usr/local/AgentService/
BusyBox v1.21.1 (2015-07-31 20:34:01 CST) multi-call binary.

Usage: cp [OPTIONS] SOURCE... DEST

update-rc.d: /etc/init.d/saagent exists during rc.d purge (continuing)
Removing any system startup links for saagent ...
Adding system startup for /etc/init.d/saagent.
update-rc.d: /etc/init.d/sawatchdog exists during rc.d purge (continuing)
Removing any system startup links for sawatchdog ...
Adding system startup for /etc/init.d/sawatchdog.
Setup Agent [y/n] (default:n): y
```

- Complete the configuration step by step

```
172.22.12.7 - PuTTY
Removing any system startup links for sawatchdog ...
Adding system startup for /etc/init.d/sawatchdog.
Setup Agent [y/n] (default:n): y
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Agent daemon is not running.
RMM Agent daemon is not running.
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) y
Input Server IPAddress (default: 127.0.0.1):
Input Server Port (default: 1883):
Enable TLS [y/n] (default: n):
Input Device Name [Len: 4--35] (default: imx6qwise3310):
Input AMT ID [Len: 4--35, or na] (default: ):
Input AMT password [Len: 8--16, or na] (default: ):
Select KVM Mode [0: default, 1: custom VNC, 2: disable] (default: 0):
Input VNC Port [1--65535] (default: 5900):
Enable auto reconnect [enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y) █
```

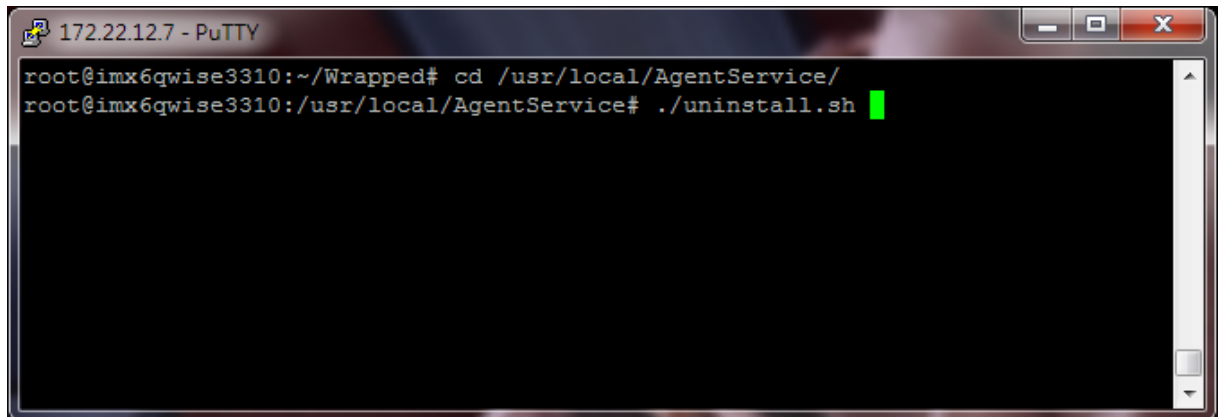
- **Install Completed**

```
172.22.12.7 - PuTTY
FireWall is disabled
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Agent daemon is not running.
RMM Agent daemon is not running.
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) y
Input Server IPAddress (default: 127.0.0.1):
Input Server Port (default: 1883):
Enable TLS [y/n] (default: n):
Input Device Name [Len: 4--35] (default: imx6qwise3310):
Input AMT ID [Len: 4--35, or na] (default: ):
Input AMT password [Len: 8--16, or na] (default: ):
Select KVM Mode [0: default, 1: custom VNC, 2: disable] (default: 0):
Input VNC Port [1--65535] (default: 5900):
Enable auto reconnect [enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y)

RMM Agent Service Starting...
Starting RMM Agent daemon...
Starting RMM watchdog daemon...
RMM Linux setup successfully!
root@imx6qwise3310:~/Wrapped# █
```

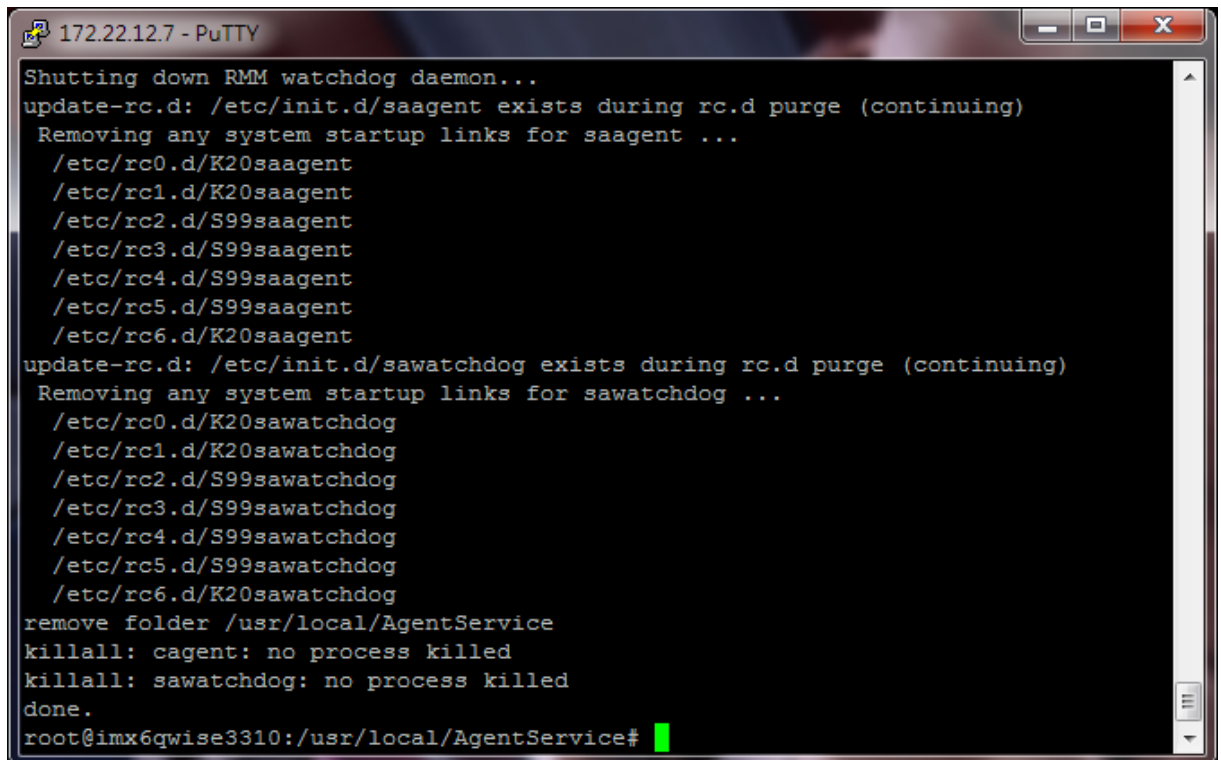
1.3.2. Uninstallation

- Change directory to '/usr/local/AgentService', and execute 'uninstall.sh' with superuser permissions



```
172.22.12.7 - PuTTY
root@imx6qwise3310:~/Wrapped# cd /usr/local/AgentService/
root@imx6qwise3310:/usr/local/AgentService# ./uninstall.sh
```

- Uninstall Completed



```
172.22.12.7 - PuTTY
Shutting down RMM watchdog daemon...
update-rc.d: /etc/init.d/saagent exists during rc.d purge (continuing)
Removing any system startup links for saagent ...
/etc/rc0.d/K20saagent
/etc/rc1.d/K20saagent
/etc/rc2.d/S99saagent
/etc/rc3.d/S99saagent
/etc/rc4.d/S99saagent
/etc/rc5.d/S99saagent
/etc/rc6.d/K20saagent
update-rc.d: /etc/init.d/sawatchdog exists during rc.d purge (continuing)
Removing any system startup links for sawatchdog ...
/etc/rc0.d/K20sawatchdog
/etc/rc1.d/K20sawatchdog
/etc/rc2.d/S99sawatchdog
/etc/rc3.d/S99sawatchdog
/etc/rc4.d/S99sawatchdog
/etc/rc5.d/S99sawatchdog
/etc/rc6.d/K20sawatchdog
remove folder /usr/local/AgentService
killall: cagent: no process killed
killall: sawatchdog: no process killed
done.
root@imx6qwise3310:/usr/local/AgentService#
```

2. Windows Agent Configuration

2.1. Agent Console

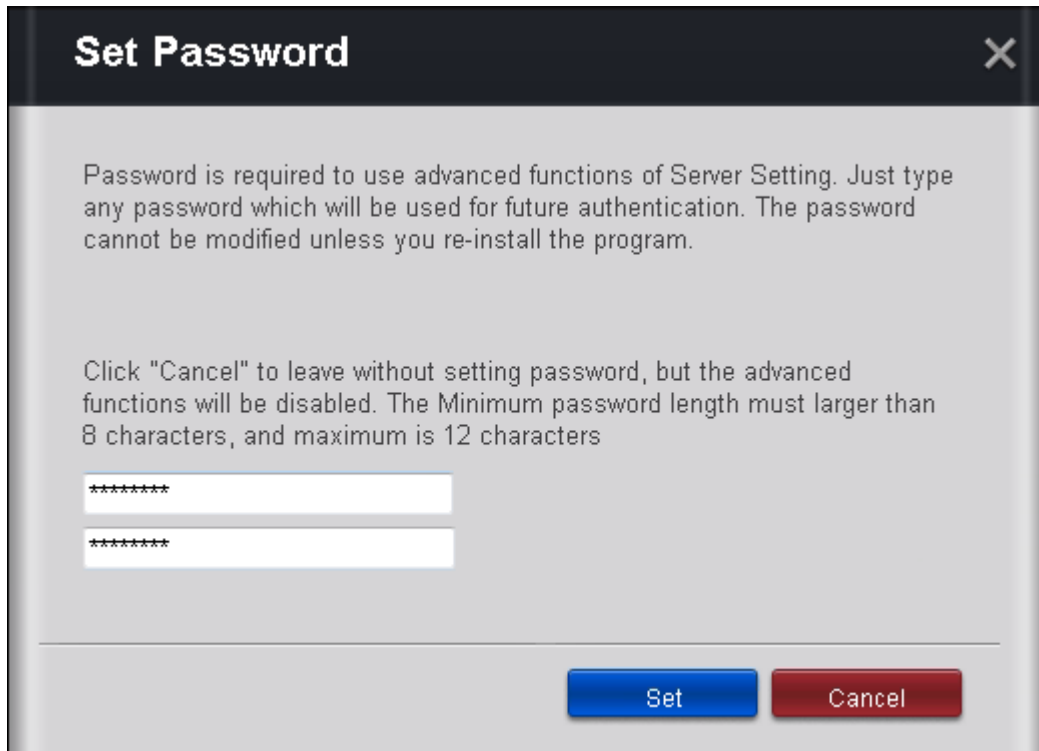
To use WISE-PaaS/RMM, users must install the Agent software on the monitored device. After installing the agent software, users can launch the agent program from the desktop shortcut.



2.2. Connect to Server

Double-click the agent shortcut under desktop to call agent standalone.

In first time execution, user needs to setup the password to protect the Agent.



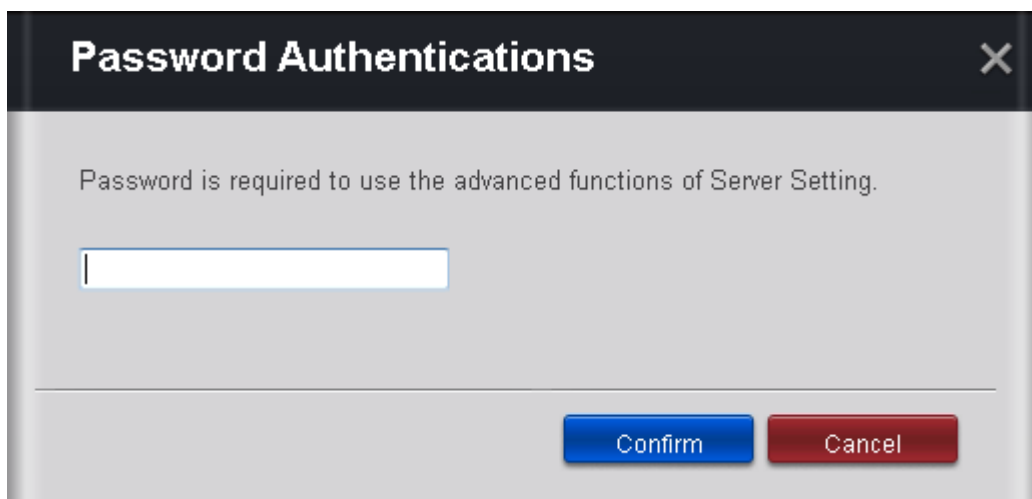
Set Password [X]

Password is required to use advanced functions of Server Setting. Just type any password which will be used for future authentication. The password cannot be modified unless you re-install the program.

Click "Cancel" to leave without setting password, but the advanced functions will be disabled. The Minimum password length must larger than 8 characters, and maximum is 12 characters

[Set] [Cancel]

After the password setup, user needs to enter the password to lunch the Server Setting dialog.



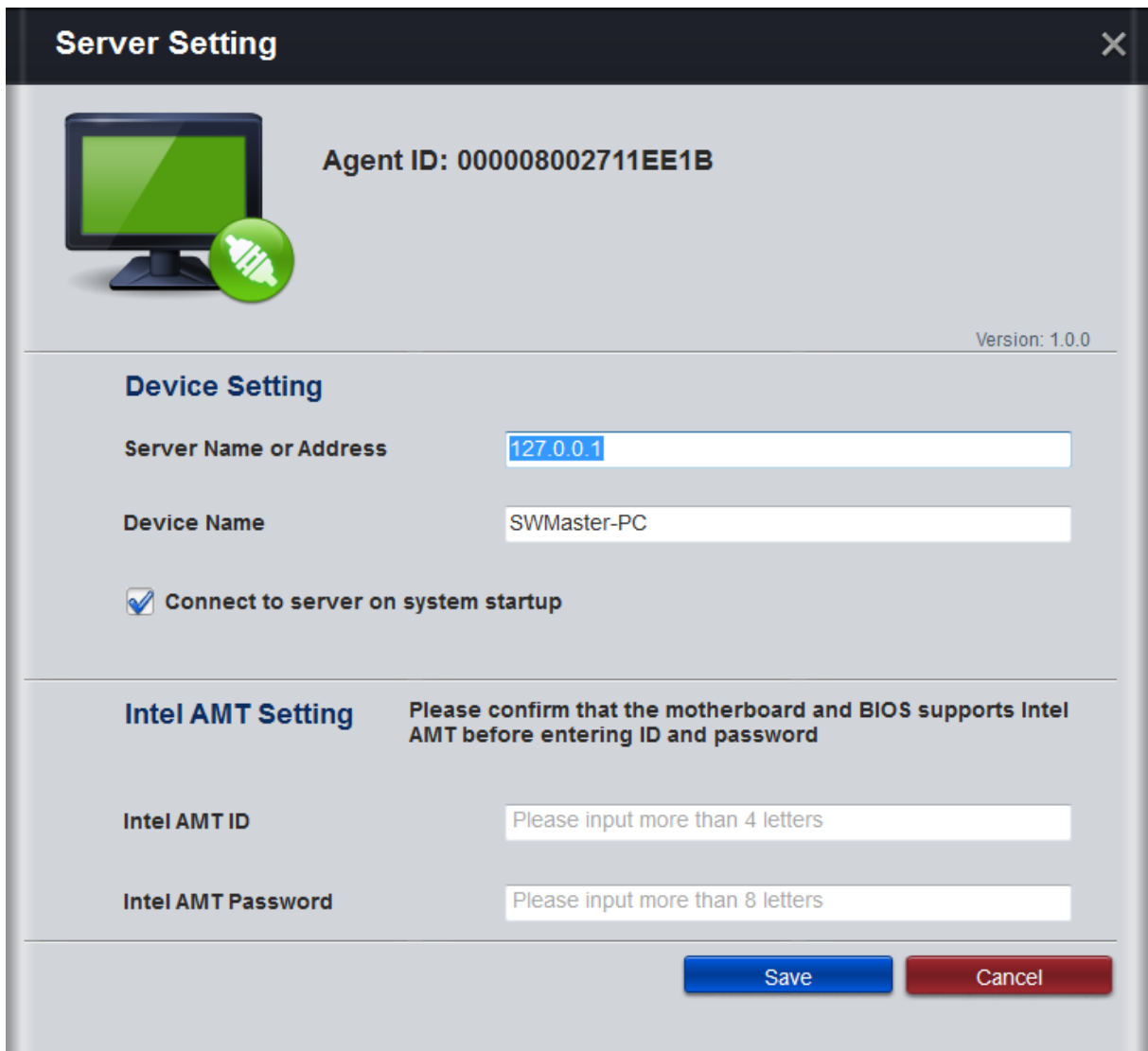
Password Authentications [X]

Password is required to use the advanced functions of Server Setting.

[Confirm] [Cancel]

In the following window, enter the server IP address or server name and the device name, and then click “Save & Connect” button to establish the connection to server. If the device’s motherboard supports Intel AMT, users can also enter AMT’s account ID and password here, then after connecting to the server, the administrator can use Remote KVM to connect to the device via Intel AMT even when the device is powered off.

Note: The device’s BIOS must be pre-configured to enable Intel AMT so that RMM can use it.



Server Setting [X]

Agent ID: 000008002711EE1B

Version: 1.0.0

Device Setting

Server Name or Address: 127.0.0.1

Device Name: SWMaster-PC

☒ Connect to server on system startup

Intel AMT Setting Please confirm that the motherboard and BIOS supports Intel AMT before entering ID and password

Intel AMT ID: Please input more than 4 letters

Intel AMT Password: Please input more than 8 letters

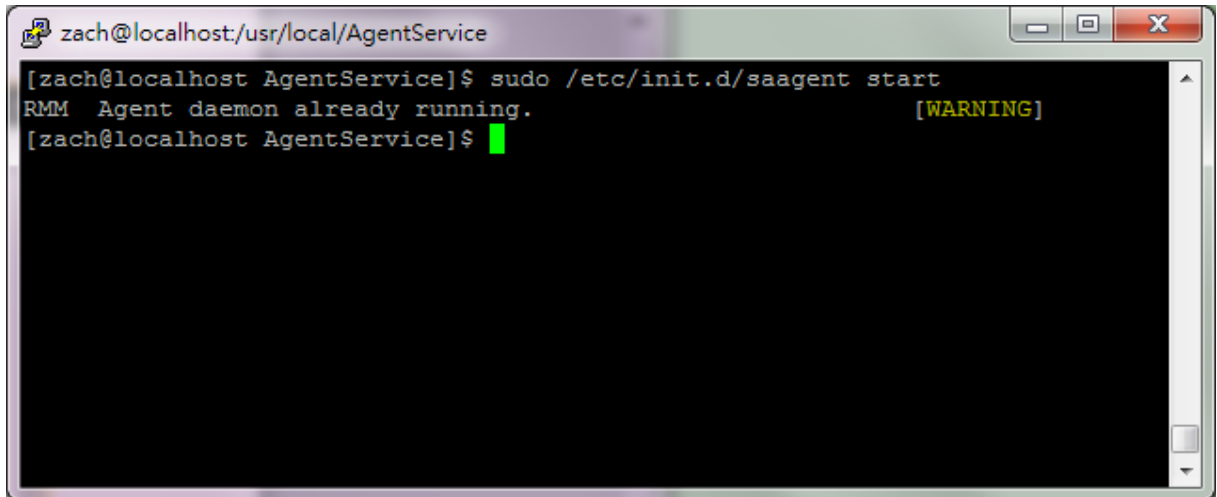
Save Cancel

3. Linux Agent Configuration

3.1 CentOS

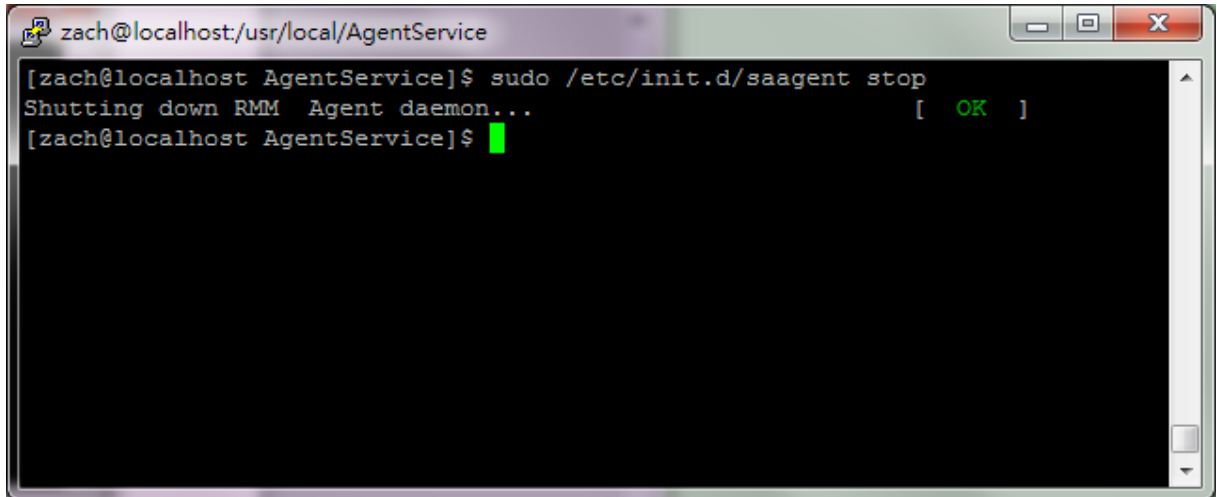
3.1.1 Agent Service Control

- Start Agent Service



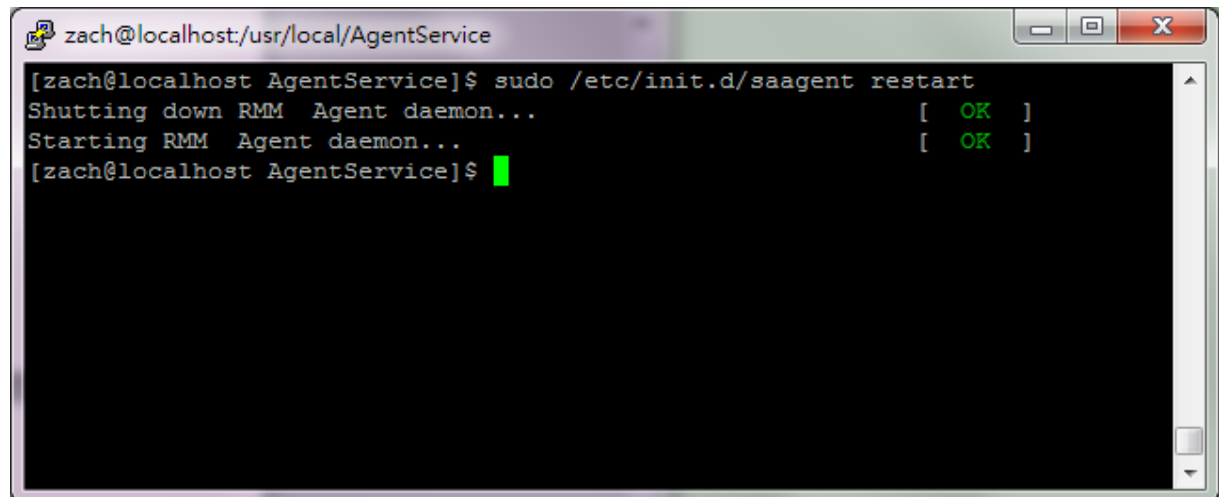
```
zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ sudo /etc/init.d/saagent start
RMM Agent daemon already running. [WARNING]
[zach@localhost AgentService]$
```

- Stop Agent Service



```
zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ sudo /etc/init.d/saagent stop
Shutting down RMM Agent daemon... [ OK ]
[zach@localhost AgentService]$
```

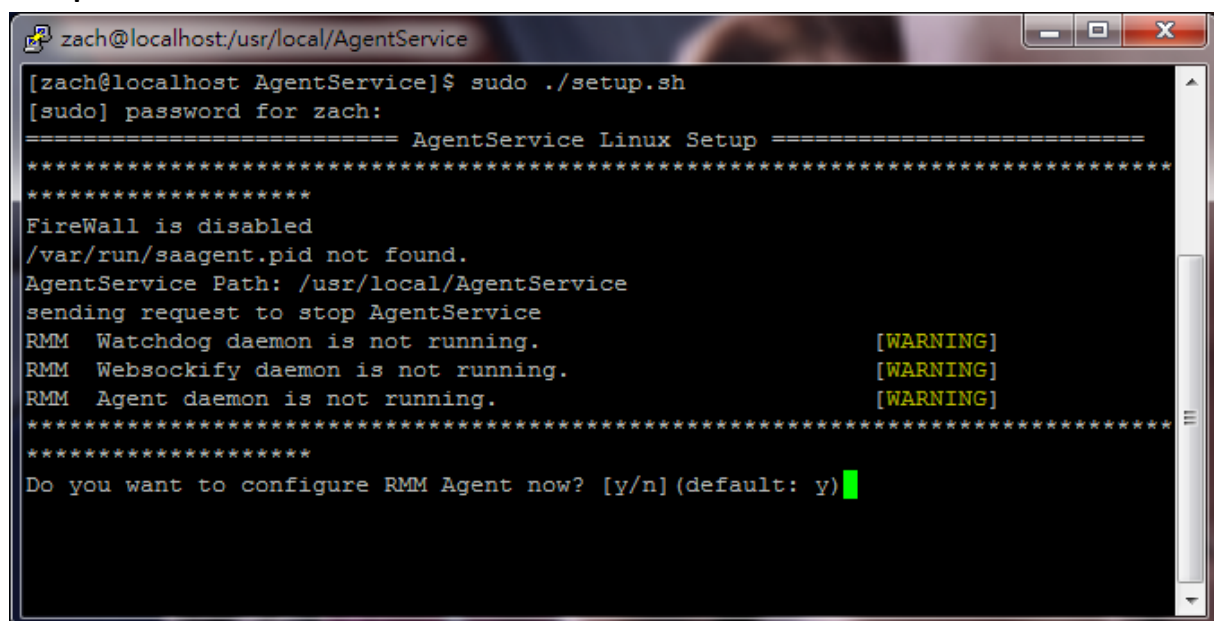

- **Restart Agent Service**



```
zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ sudo /etc/init.d/saagent restart
Shutting down RMM Agent daemon... [ OK ]
Starting RMM Agent daemon... [ OK ]
[zach@localhost AgentService]$
```

3.1.2 Setup Agent

- **Change directory to '/usr/local/AgentService' and execute 'setup.sh' with superuser permissions.**



```
zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ sudo ./setup.sh
[sudo] password for zach:
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Watchdog daemon is not running. [WARNING]
RMM Websockify daemon is not running. [WARNING]
RMM Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y)
```

- Complete the configuration step by step to setup the agent.

```

zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ sudo ./setup.sh
[sudo] password for zach:
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
/var/run/saagent.pid not found.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
RMM Watchdog daemon is not running. [WARNING]
RMM Websockify daemon is not running. [WARNING]
RMM Agent daemon is not running. [WARNING]
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y)y
Input Server IPAddress (default:127.0.0.1):
Input Server Port (default:1883):
Enable TLS [y/n] (default: n):
Input Device Name[Len:4--35] (default:localhost.localdomain):
Input AMT ID[Len:4--35, or na] (default:):
Input AMT password[Len:8--16, or na] (default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable] (default:0):
Input VNC Port[1--65535] (default :5900):
Enable auto reconnect[enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y)

```

3.1.3 Check Agent Connection Status

- Change directory to '/usr/localAgentService' and use 'cat' command to check 'agent_status' file. If return 0 means the agent cannot connect to server, return 1 means the agent connected to server.

```

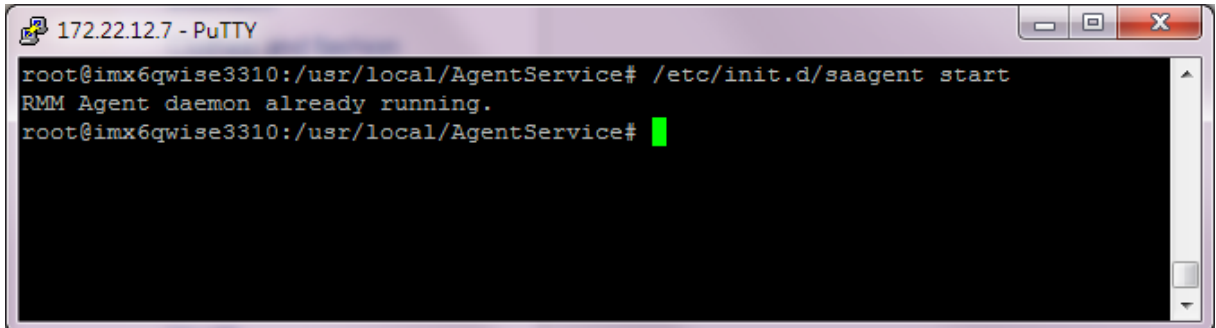
zach@localhost:/usr/local/AgentService
[zach@localhost AgentService]$ cat agent_status
0
[zach@localhost AgentService]$

```

3.2 RISC_Yocto

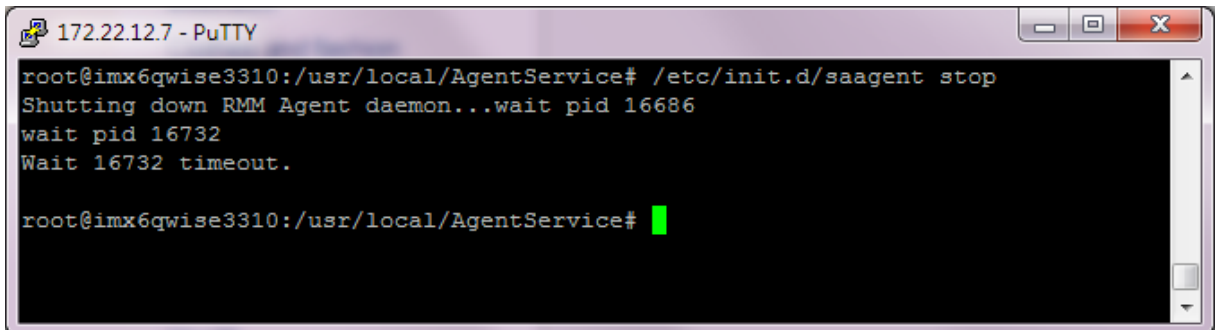
3.2.1 Agent Service Control

- Start Agent Service



```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# /etc/init.d/saagent start
RMM Agent daemon already running.
root@imx6qwise3310:/usr/local/AgentService#
```

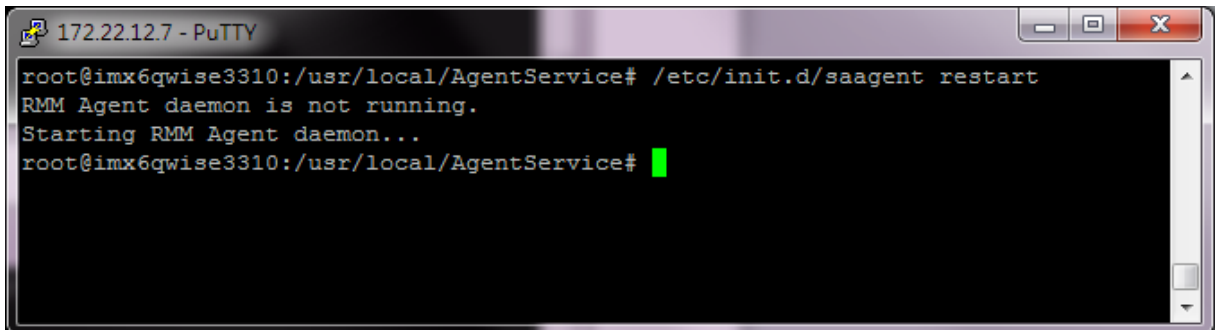
- Stop Agent Service



```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# /etc/init.d/saagent stop
Shutting down RMM Agent daemon...wait pid 16686
wait pid 16732
Wait 16732 timeout.

root@imx6qwise3310:/usr/local/AgentService#
```

- Restart Agent Service



```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# /etc/init.d/saagent restart
RMM Agent daemon is not running.
Starting RMM Agent daemon...
root@imx6qwise3310:/usr/local/AgentService#
```

3.2.2 Setup Agent

- Change directory to '/usr/local/AgentService' and execute 'setup.sh' with superuser permissions.

```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# ./setup.sh
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
Pid: 21870
find app dir /usr/local/AgentService.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
Shutting down RMM Agent daemon...wait pid 21870
wait pid 21915
Wait 21915 timeout.

Shutting down RMM watchdog daemon...
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) ☐
```

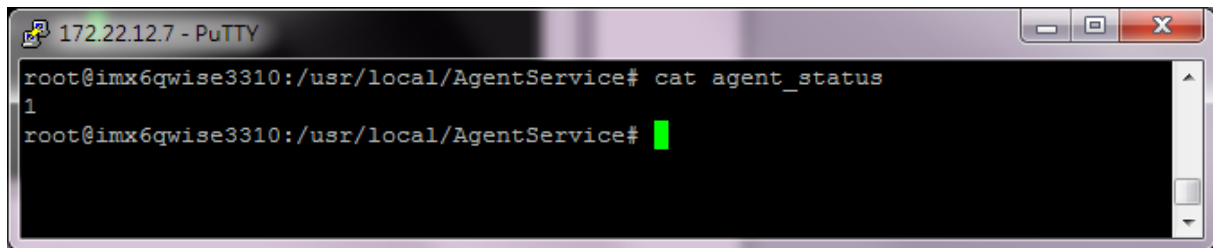
- Complete the configuration step by step to setup the agent.

```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# ./setup.sh
===== AgentService Linux Setup =====
*****
*****
FireWall is disabled
Pid: 21870
find app dir /usr/local/AgentService.
AgentService Path: /usr/local/AgentService
sending request to stop AgentService
Shutting down RMM Agent daemon...wait pid 21870
wait pid 21915
Wait 21915 timeout.

Shutting down RMM watchdog daemon...
*****
*****
Do you want to configure RMM Agent now? [y/n] (default: y) y
Input Server IPAddress(default:127.0.0.1):
Input Server Port(default:1883):
Enable TLS [y/n] (default: n):
Input Device Name[Len:4--35] (default:imx6qwise3310):
Input AMT ID[Len:4--35, or na] (default:):
Input AMT password[Len:8--16, or na] (default:):
Select KVM Mode[0:default, 1:custom VNC, 2:disable] (default:0):
Input VNC Port[1--65535] (default :5900):
Enable auto reconnect[enable/disable] (default: enable):
*****
*****
Do you want to start RMM Agent now? [y/n] (default: y) ☐
```

3.2.3 Check Agent Connection Status

- Change directory to '/usr/local/AgentService' and use 'cat' command to check 'agent_status' file. If return 0 means the agent cannot connect to server, return 1 means the agent connected to server.



```
172.22.12.7 - PuTTY
root@imx6qwise3310:/usr/local/AgentService# cat agent_status
1
root@imx6qwise3310:/usr/local/AgentService#
```