EuroForm

JetAdvice Edge Installation Guide

JetAdvice Edge Installation Guide

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Contents

Introduction **4**
What should you expect from this guide? 4

1. JetAdvice Edge Requirements **5**
1.1 Windows Requirements 5
1.2 Raspberry Pi Installation Requirements 6

2 Installing JetAdvice Edge **7**
2.1 Windows Installation 7
2.2 Raspberry Pi Installation 11
2.2.1 Download and Install 11
2.2.2 Accessing and starting JetAdvice Edge 13

3. Menus and functions **15**
3.1 Overview 15
3.2 Data 16
3.3 Settings 16
3.3.1 IP Ranges 17
3.3.2 SNMP v1/v2 19
3.3.3 SNMP v3 20
SNMP v3 security level options 21
Security level 21
3.3.4 Proxy 23
3.4 Help 24
3.4.1 Troubleshoot 24
3.4.2 About 25

4. Troubleshooting **26**
4.1 Migrating from a DCA to Edge 26
4.2 Missing the JetAdvice Edge icon after installation? 26
4.3 General JetAdvice Edge Troubleshooting 26
4.4 Raspberry Pi - Restarting the Services 26
4.5 Raspberry Pi - Uninstalling JetAdvice Edge 26

Introduction

JetAdvice Edge is the new and improved Connector for the JetAdvice Manager product family - used for data collection and device management.

- New technology: The JetAdvice Edge replaces the JetAdvice Data Collector. However, the JetAdvice Data Collector will still be available for special needs and environments that do not support the .NET Core specifications.
- Always up to date: JetAdvice Edge can receive updates ensuring that customers always have access to the latest version.
- Intelligent collection: JetAdvice Edge does more than collect data. It adapts to the needs of your devices, collecting at different intervals to stay in touch more frequently.

What should you expect from this guide?

This document explains how to install the JetAdvice Edge for the different platforms; Windows and Raspberry Pi.

1. JetAdvice Edge Requirements

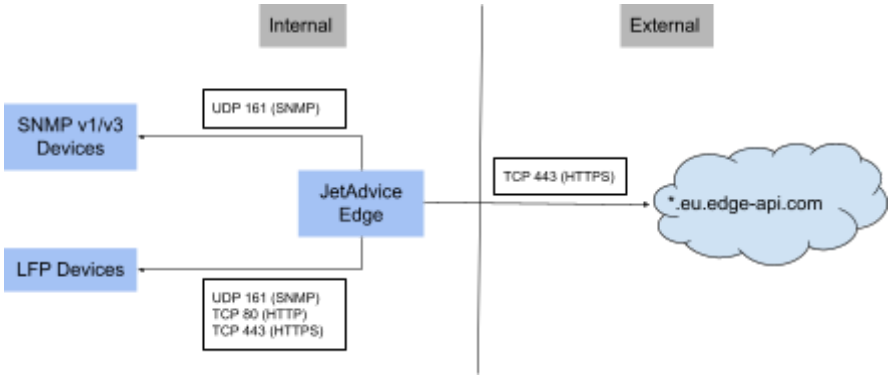
Installing the JetAdvice Edge is the main requirement for JetAdvice customers that collect data from devices to use the MPS functions in JetAdvice Manager, JetAdvice Premium and JetAdvice Connect.

1.1 Windows Requirements

Basic installation information for the JetAdvice Edge on a Server or PC.

Operating requirements

- Access to the Internet or HTTP proxy server



Port Requirements from Edge Installation

Destination Network	Direction	Protocol	Port
External (*.eu.edge-api.com)	Outbound	TCP	443 HTTPS
Internal (Networks with Devices)	Outbound	UDP	161 SNMP
Internal (Networks with Devices)	Outbound	TCP	443 HTTPS
Internal (Networks with Devices)	Outbound	TCP	80 HTTP

The supported operating systems

- Windows 7 SP1 (x86 and x64)**
- Windows 8 (x86 and x64)
- Windows 10 (x86 and x64)
- Windows Server 2008 R2 SP1 (x64)
- Windows Server 2012 (x64)
- Windows Server 2012 R2 SP1 (x64)
- Windows Server 2016 (x64)
- Windows Server 2019 (x64)

Hardware minimum requirements

- 1 GHz or faster processor
- 1 GB of RAM
- ~500 MB of available hard disk space

**** Windows 7 SP1 (x86 and x64) has reached its End of Life at Microsoft and is no longer supported. JetAdvice Edge should work on this OS but is not guaranteed.**

1.2 Raspberry Pi Installation Requirements

Basic installation information for the JetAdvice Edge on Raspberry Pi.

Operating requirements

- Access to the Internet or HTTP proxy server
    - HTTPS port 443

The supported operating system:

- Raspian (Jessie/Stretch/Buster)

> **NOTE:** Other Raspbian/Lite versions, non-desktop versions, will work, but may not have the complete graphical capabilities to display the user interface (UI). Therefore they need to be managed through the JetAdvice Manager portal.

Hardware minimum requirements

- Raspberry Pi models 2, 3 and 4
- 1GHz
- ~500 MB of available hard disk space

2 Installing JetAdvice Edge

Whether you are a new customer or an existing customer using the Data Collector Agent (DCA) you will be able to install JetAdvice Edge to get all the benefits!

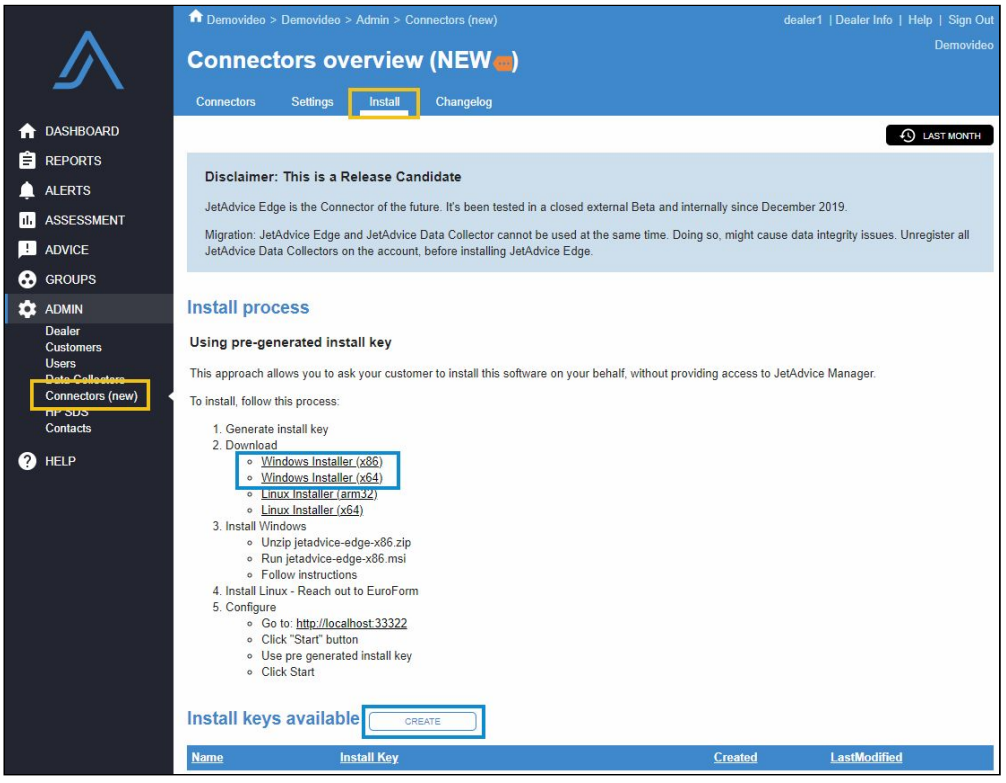
- New Customers - start by following the instructions below
- Migrating an old DCA? - See FAQ then follow the instructions below

2.1 Windows Installation

Installation file(s) and Install key can be accessed and created from the **Admin>Connectors>Install** page on your JetAdvice account.

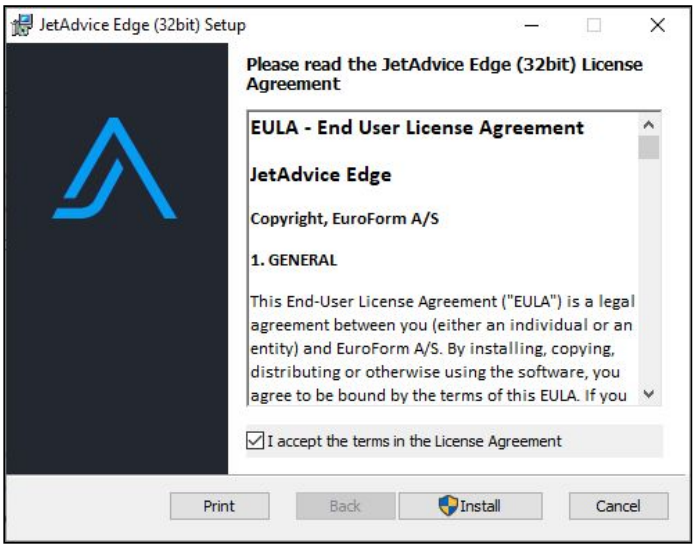
When an Install Key is created, it not only provides the unique key related to your account, it also defines the default SNMP v1/v2 community name setting 'public' making it ready to discover and collect from your devices.

- Create Install Key and DownloadJetAdvice Edge
  - Create installation key (and copy for later use)
  - Choose Windows Installer

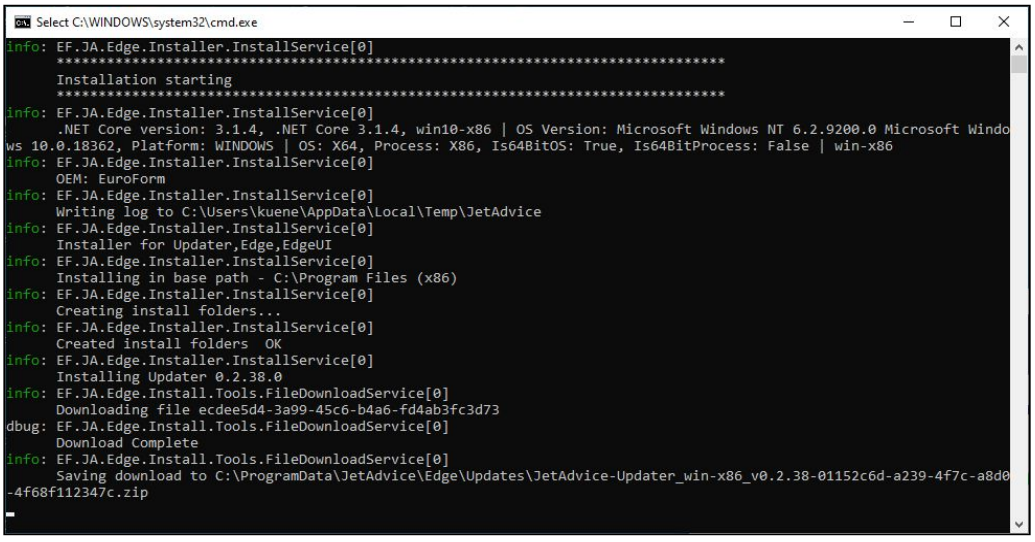


- Unzip all files
- Run the MSI file

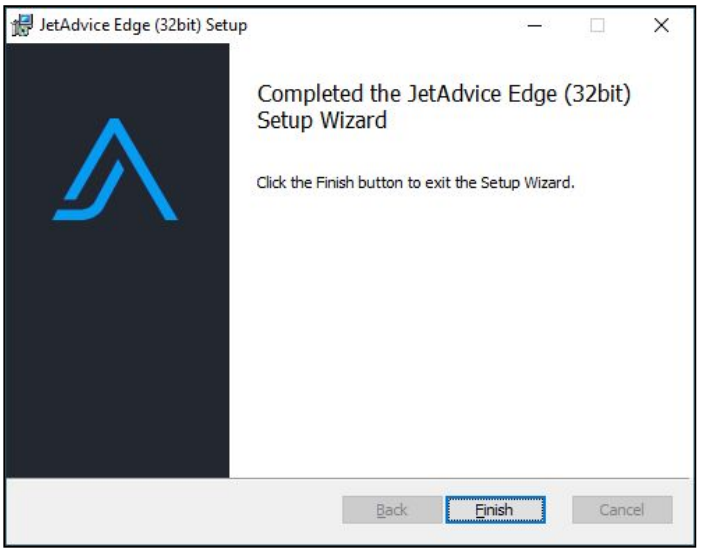
- Agree to the End User License Agreement to begin the installation



- Installation will proceed

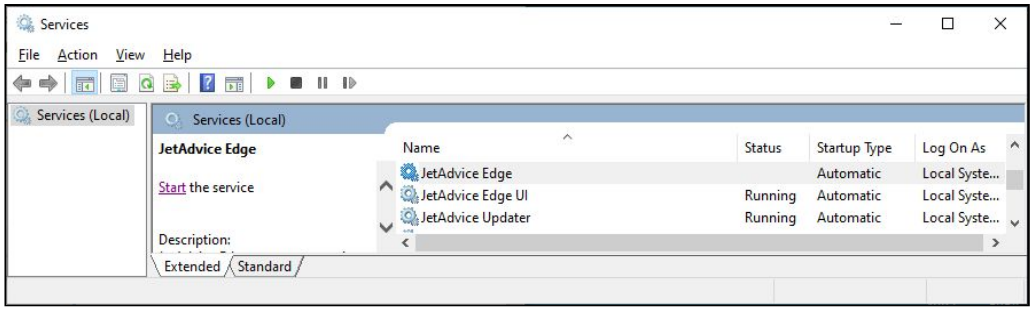


- Press Finish when the installation is complete



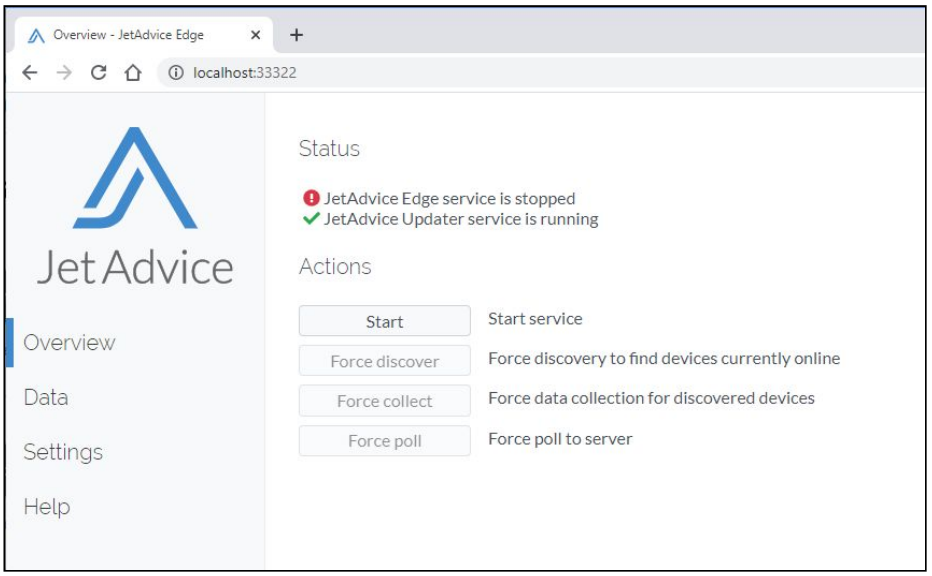
- Installation is complete - The successful installation can be seen in two ways:
  - The desktop icon will be present

  - Windows Services console; three new services will be present and two running

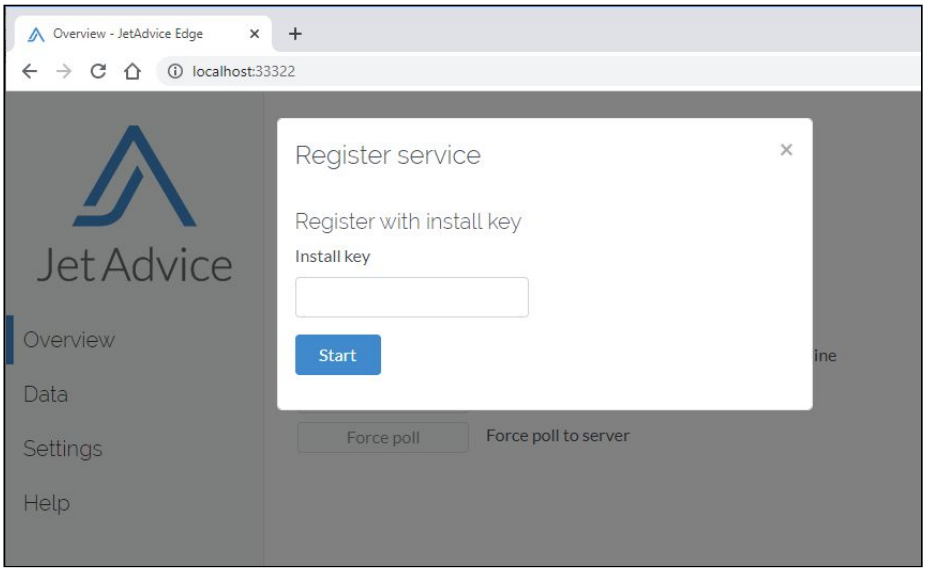


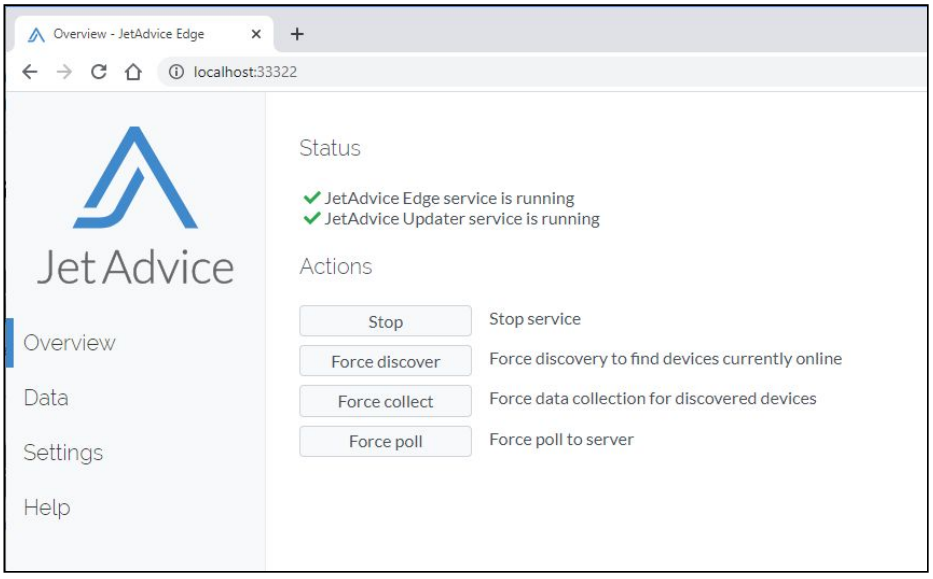
- Register the JetAdvice Edge
  - Access the desktop icon

  - Press the Start button and add the previously created Install Key to start and activate the JetAdvice Edge



- Paste the previously created Install key and press Start



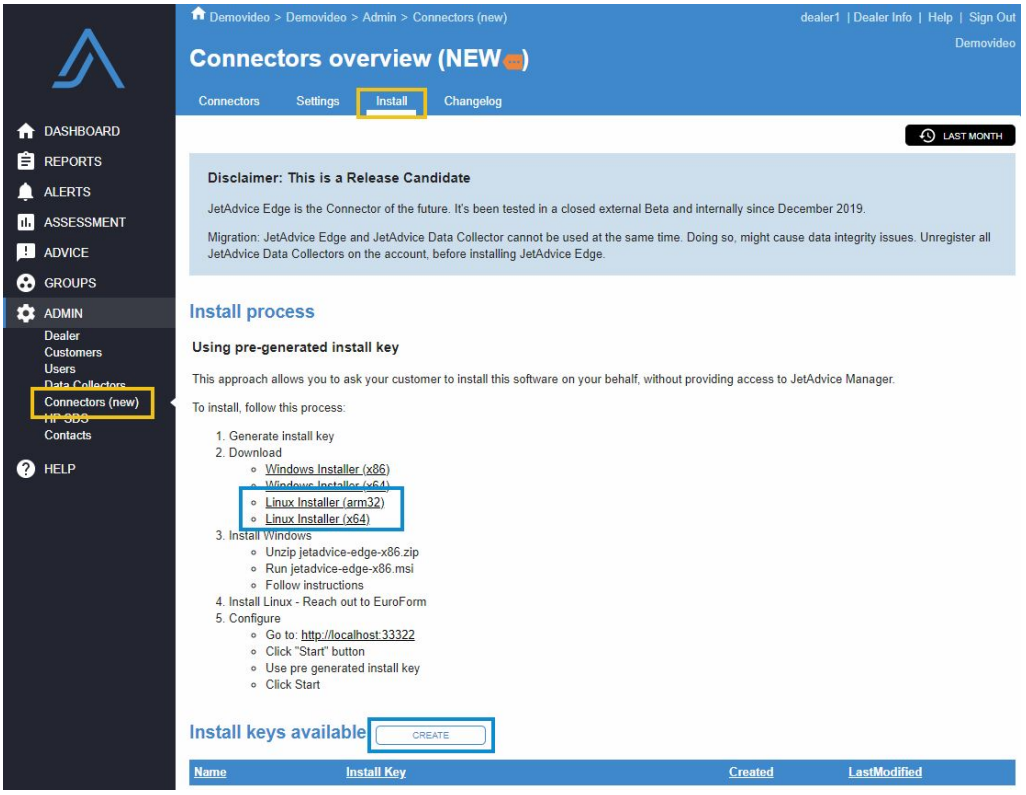


2.2 Raspberry Pi Installation

Installation file(s) and Install key can be accessed and created from the **Admin>Connectors>Install** page on your JetAdvice account. When an Install Key is created, it not only provides the unique key related to your account, it also defines the default SNMP v1/v2 community name setting 'public' making it ready to discover and collect from your devices.

2.2.1 Download and Install

- Create Install Key and DownloadJetAdvice Edge
  - Create installation key (and copy for later use)
  - Choose the Linux Installer
    - (arm) RaspberryPi
    - (x64) Linux



Download and run from Command Window

Once you have chosen 32bit or 64bit, follow the instructions below to install using the respective 32bit or 64bit paths.

- Open a Command window
  - cd /home/pi/Downloads
  - wget *(link)*
    32bit https://app.jetadvice.com/install/edge/jetadvice-edge-linux-arm.tar
    64bit https://app.jetadvice.com/install/edge/jetadvice-edge-linux-x64.tar
- Create a folder to unpack the download into:
  - sudo mkdir /home/pi/edgeinstaller

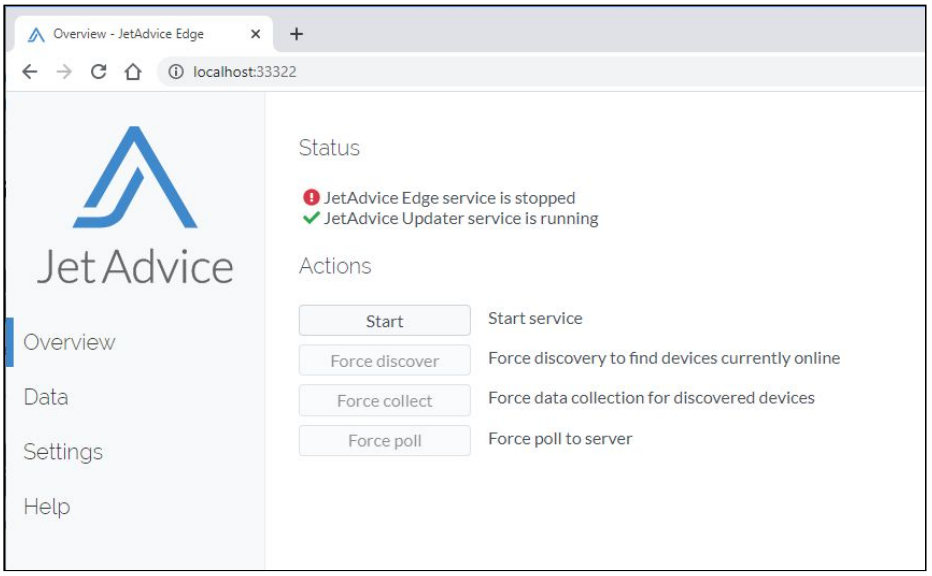
- Unpack the download:
    - **32bit** sudo tar -xvf /home/pi/Downloads//jetadvice-edge-linux-arm.tar -C /home/pi/edgeinstaller
    - **64bit** sudo tar -xvf /home/pi/Downloads//jetadvice-edge-linux-x64.tar -C /home/pi/edgeinstaller
- Go to the edgeinstaller folder
    - cd /home/pi/edgeinstaller
- Grant the Installer execute permissions:
    - sudo chmod +x Installer
- Run the installer with the install switch:
    - sudo ./Installer install
- Agree to the End User License Agreement to begin the installation
- Installation will proceed
- Press Finish when installation is complete

2.2.2 Accessing and starting JetAdvice Edge

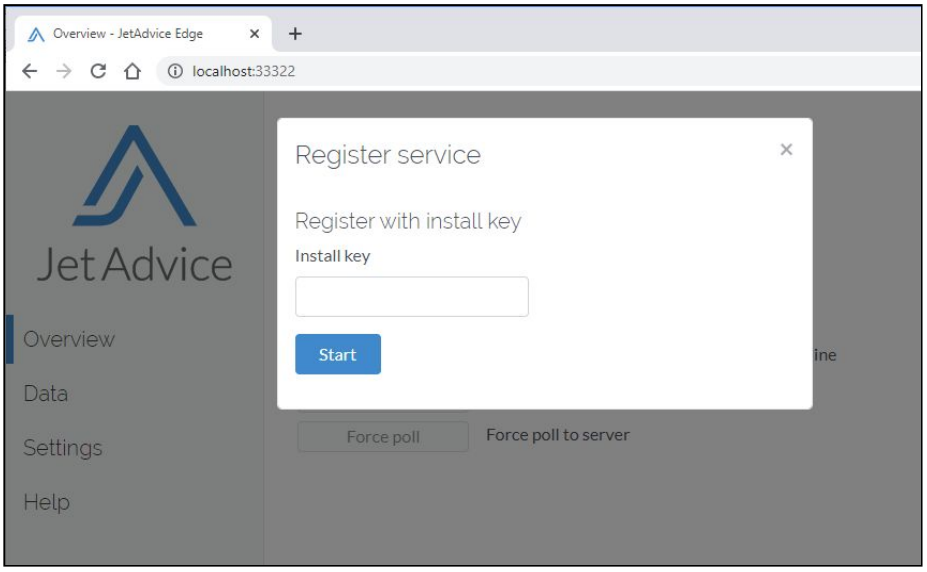
After installation there will be an Icon on the desktop - Launch JetAdvice Edge to activate and register the connector.

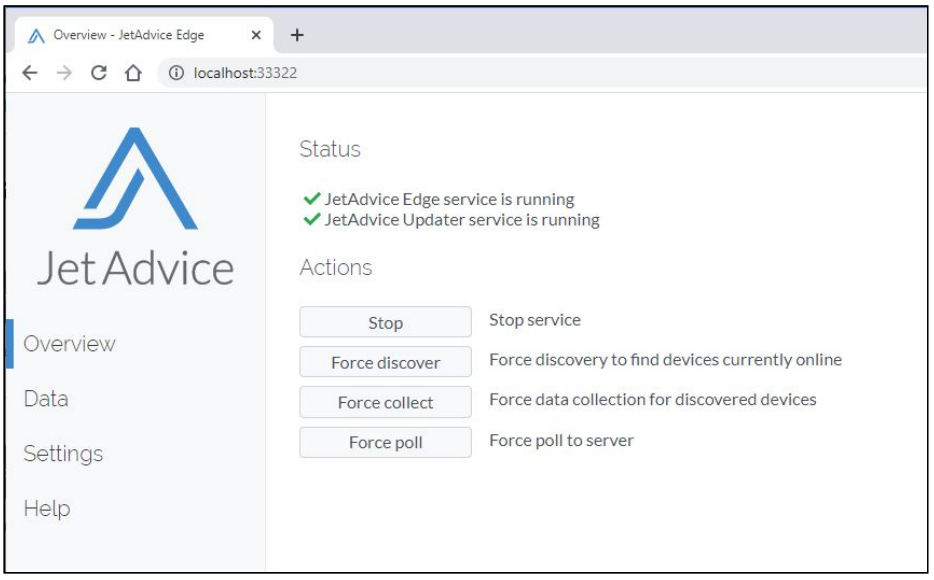
- Open the link on the desktop icon

- Press the Start button



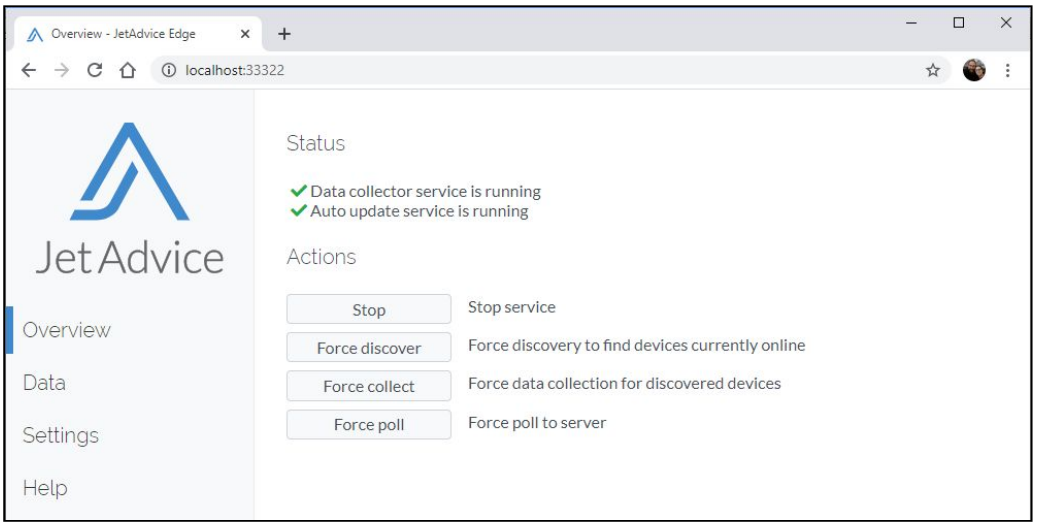
- Paste the previously created Install key and press Start




Overview - JetAdvice Edge
localhost:33322
Jet Advice
Overview
Data
Settings
Help
Status
JetAdvice Edge service is running
JetAdvice Updater service is running
Actions
Stop
Stop service
Force discover
Force discovery to find devices currently online
Force collect
Force data collection for discovered devices
Force poll
Force poll to server

3. Menus and functions

JetAdvice Edge is a simple Connector tool used to capture and communicate data from end-customer imaging devices to the JetAdvice Servers. All data becomes available in JetAdvice Manager, JetAdvice Premium and JetAdvice Connect.



> **NOTE:** When the JetAdvice Edge is installed and running, there is very little interaction and maintenance on a regular, or even long-term, basis. All settings are available in the online portal.

3.1 Overview

Provides a general status of the JetAdvice Edge with options for further activity.

Start/Stop
Use it to stop and start the JetAdvice Edge.
If stopped, data will not be collected from the devices.

> **NOTE:** JetAdvice Edge will restart automatically when the server or PC is restarted.

Force discover
Initiates a Discover to search for new devices at the next poll request on the defined ranges set in the Settings page.

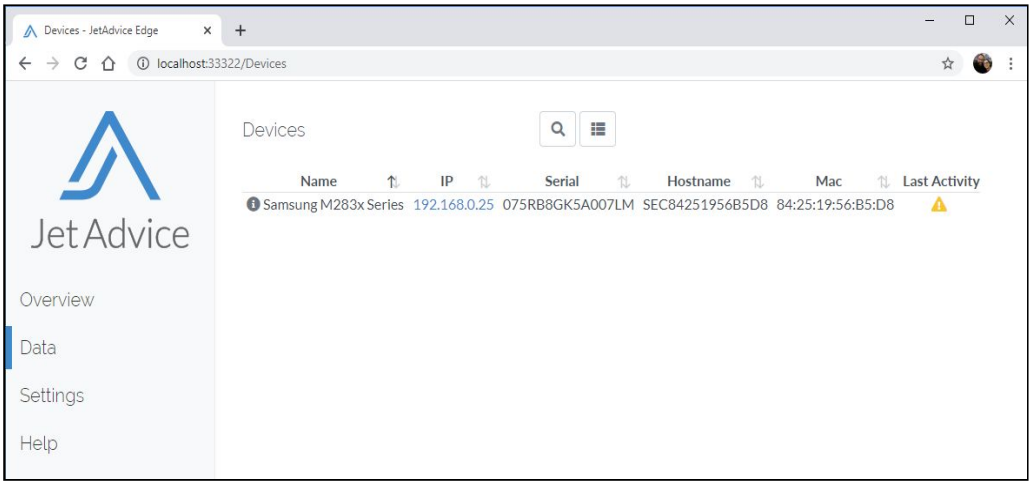
Force collect
Initiates a Collection to collect data on devices defined by ranges set in the Settings page at the next poll request.

Force poll
Initiates poll request to force the JetAdvice Edge to pick up any pending requests (Force discover or Force collect).

3.2 Data

Shows the devices seen by the JetAdvice Edge and their last activity.

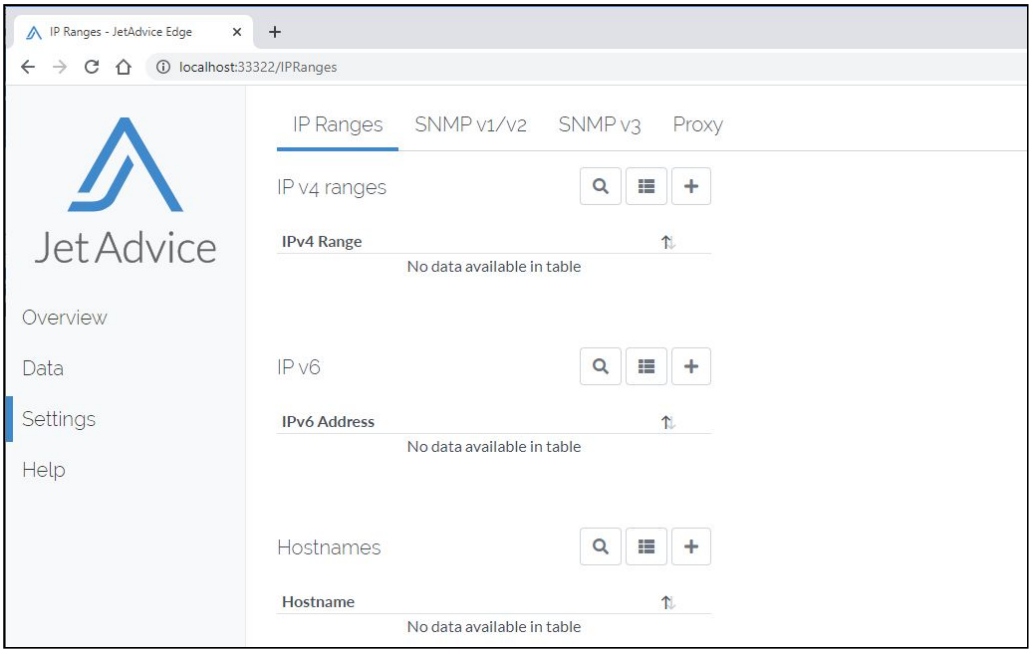
Pressing the “i” icon to the left of the printer name will launch your JetAdvice account in your browser taking you directly to the device overview page.



NOTE: Devices displayed here are all of the devices ever seen on the account, not only what this Edge connector has seen.

3.3 Settings

The Settings section allows management of IP ranges and network settings to best discover and collect from devices on the network. During the installation step, an IPv4 range will be automatically added, using the PC/Server/Pi IP scheme to start discovering immediately.



3.3.1 IP Ranges

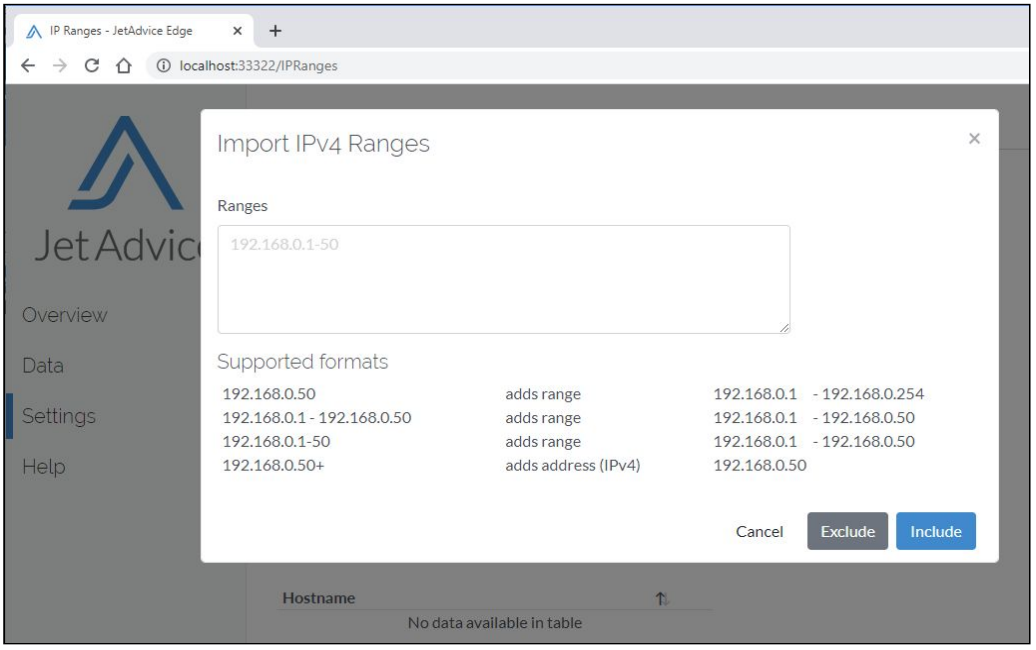
Add and manage ranges where the JetAdvice Edge should look for devices across your networks.

Adding ranges is done by pressing the "+" symbol in the preferred range type and then typing the new IP Range or using copy-paste to import many ranges at one time.

IPv4

See and manage IPv4 IP ranges used by the JetAdvice Edge.

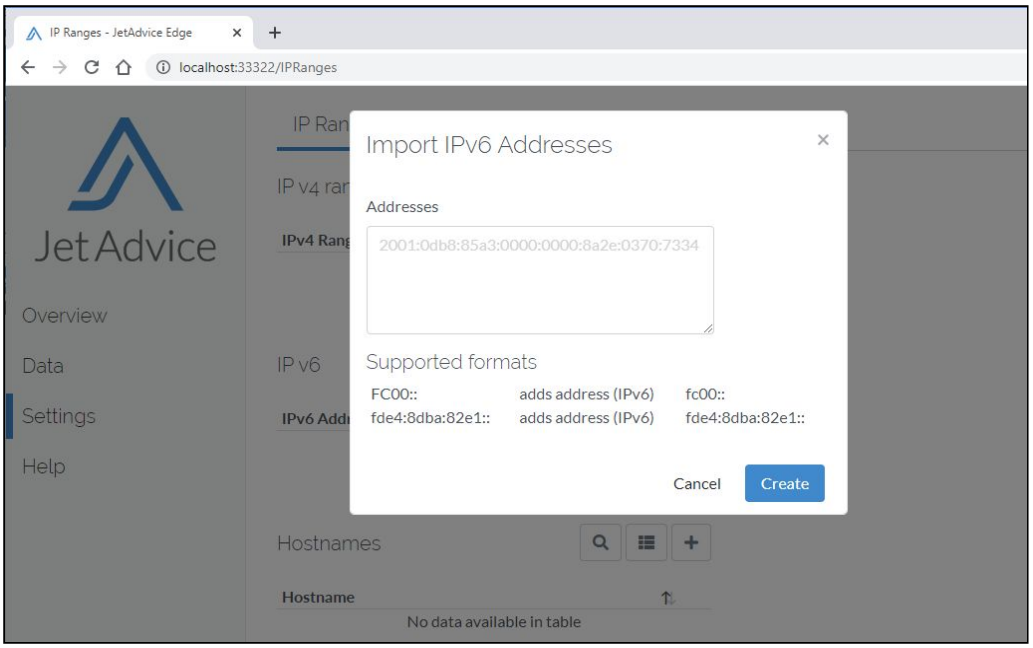
Pressing the "+" symbol shows format options when adding IPv4 ranges.



IPv6

See and manage IPv6 IP ranges used by the JetAdvice Edge.

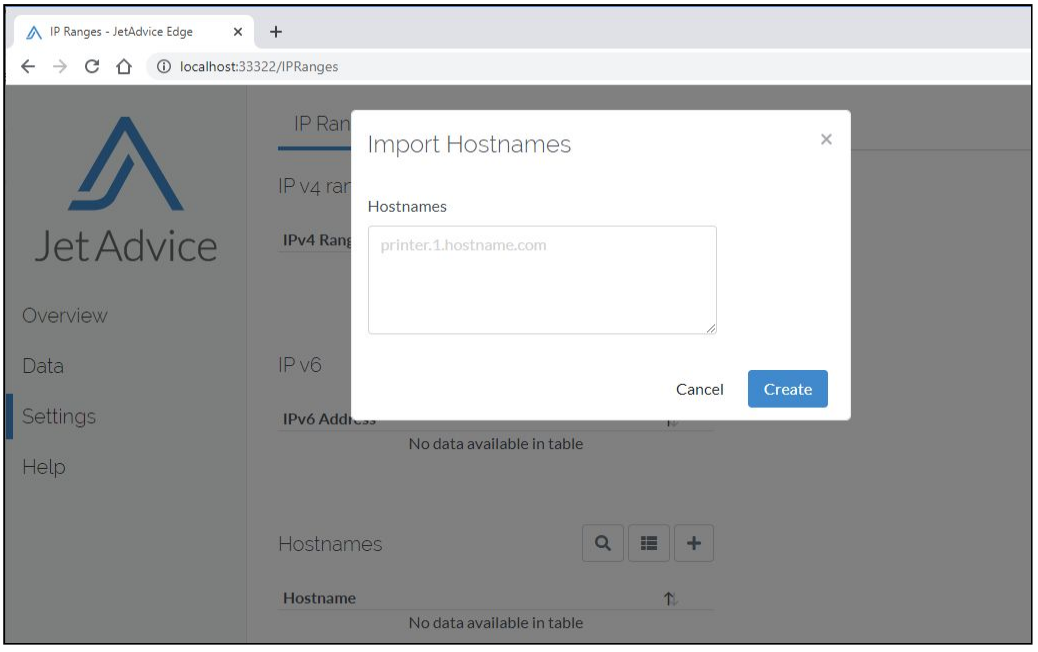
Pressing the "+" symbol shows format options when adding IPv6 ranges.



Hostnames

See and manage Hostnames used by the JetAdvice Edge.

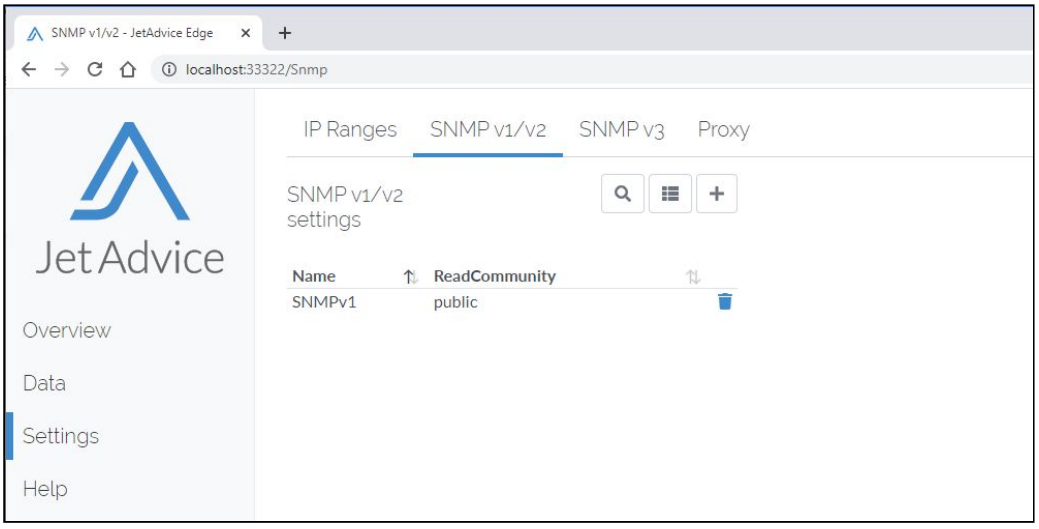
Pressing the "+" symbol shows the format option when adding Hostnames.



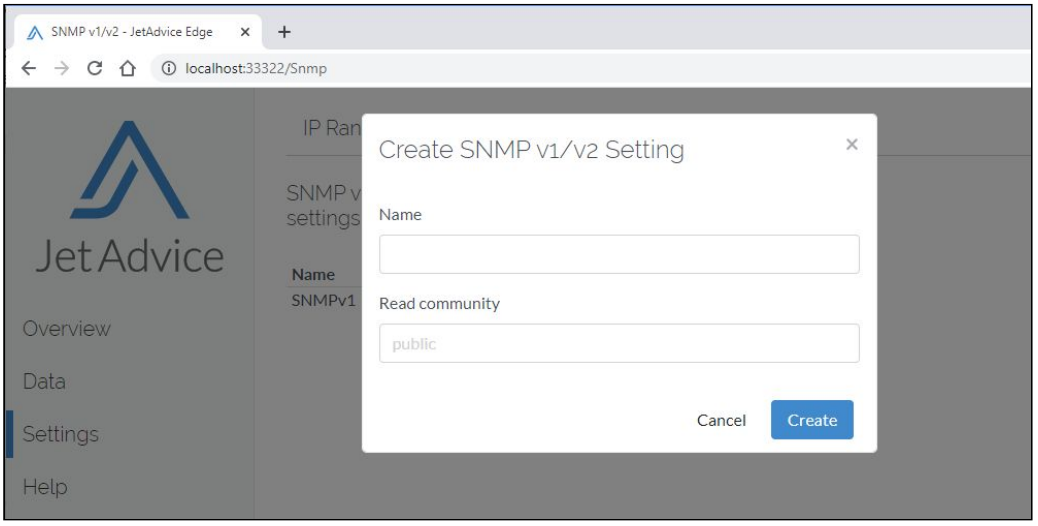
3.3.2 SNMP v1/v2

Shows your currently defined SNMP settings and the ability to add your SNMP Name and "Read" community details.

The default community name for SNMPv1/v2 is "public" which is automatically created when an Install Key is created.



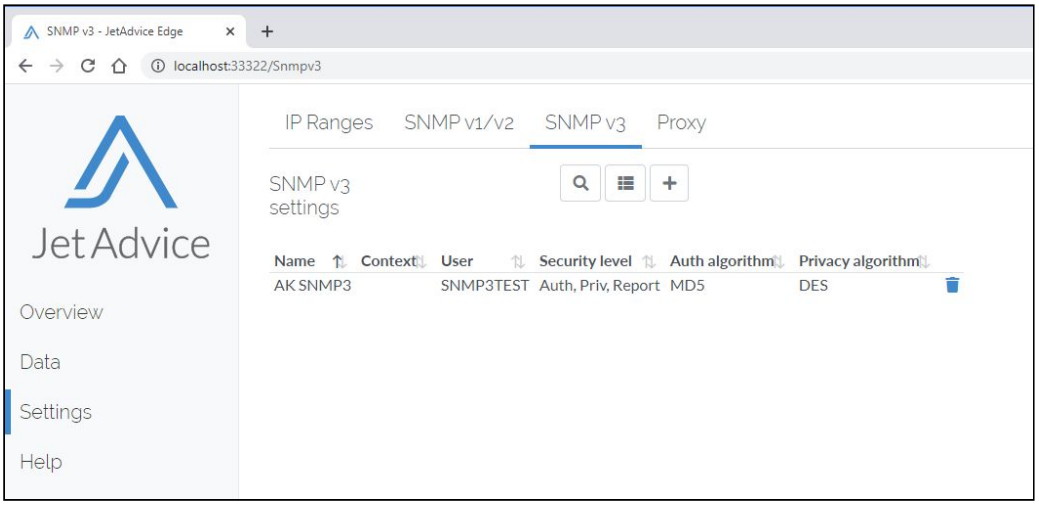
Adding a new setting requires a Name and the preferred community name after pressing the Plus (+) symbol and then pressing create.



3.3.3 SNMP v3

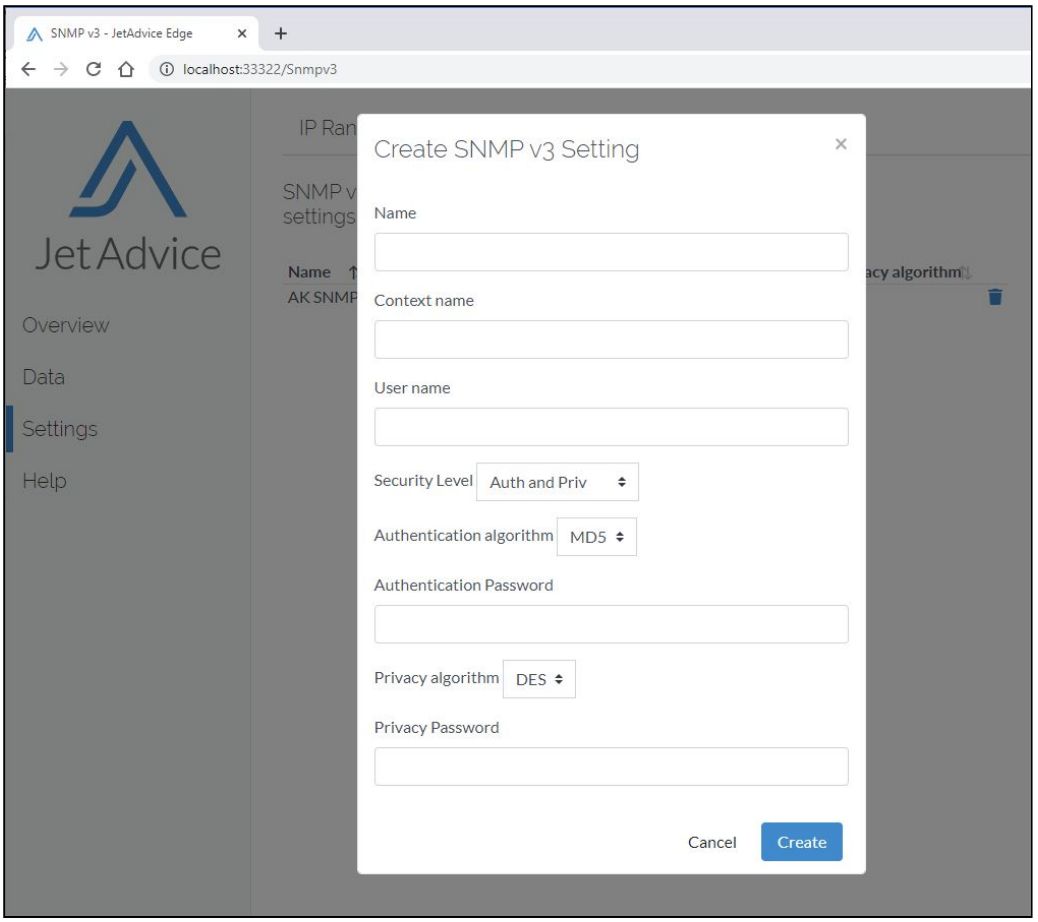
The SNMPv3 settings in JetAdvice Edge need to match the configured SNMPv3 settings on the devices.

If the settings are not the same, the SNMPv3 authentication will fail and the JetAdvice Edge won't be able to discover or collect data from the device.



NOTE: Best practice for configuring SNMPv3 for your devices can be found here: https://www.us-cert.gov/ncas/alerts/TA17-156A

SNMP v3 Setting options when pressing the “+” symbol.



SNMP v3 security level options

Below you’ll find descriptions of the different field options for SNMP v3 settings. All fields are mandatory except Context name.

Name

Name used to describe SNMP v3 settings to help differentiate between different settings used.

Context name

An octet string which typically can be snmpEngineID. Please contact your network administrator for further details.
Context name is case sensitive as the passwords.

User name

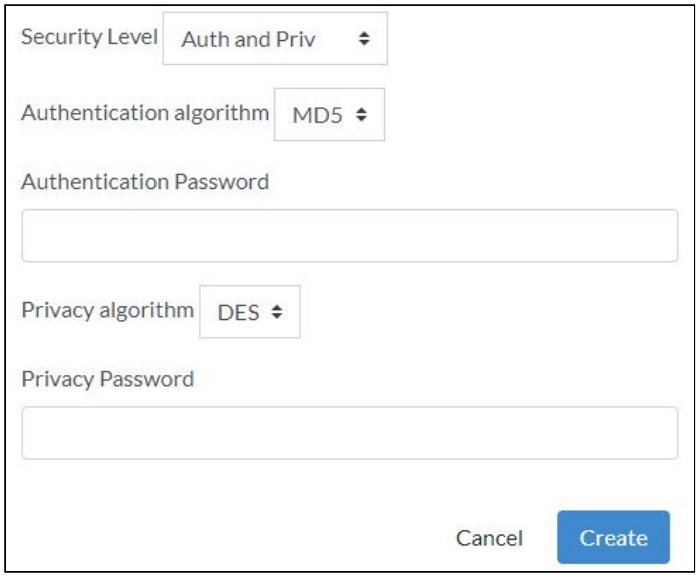
Username to be used with the desired security level(s).

Security level

There are three options for security. Each option has different requirements which will be reflected when selected.

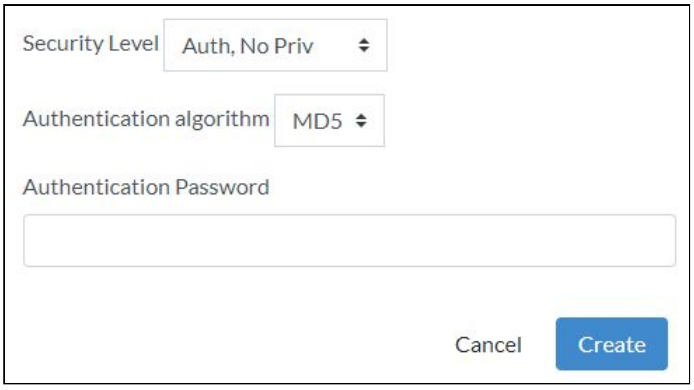
Auth and Priv

Communication with authentication and privacy. Requires both settings for Authentication and Privacy.



- Set authentication algorithm preference of MD5 or SHA
- Set authentication password
- Set Privacy algorithm preference of AES or DES
- Set authentication password

Auth, no Priv
Communication with authentication and without privacy. Requires settings for only Authentication.

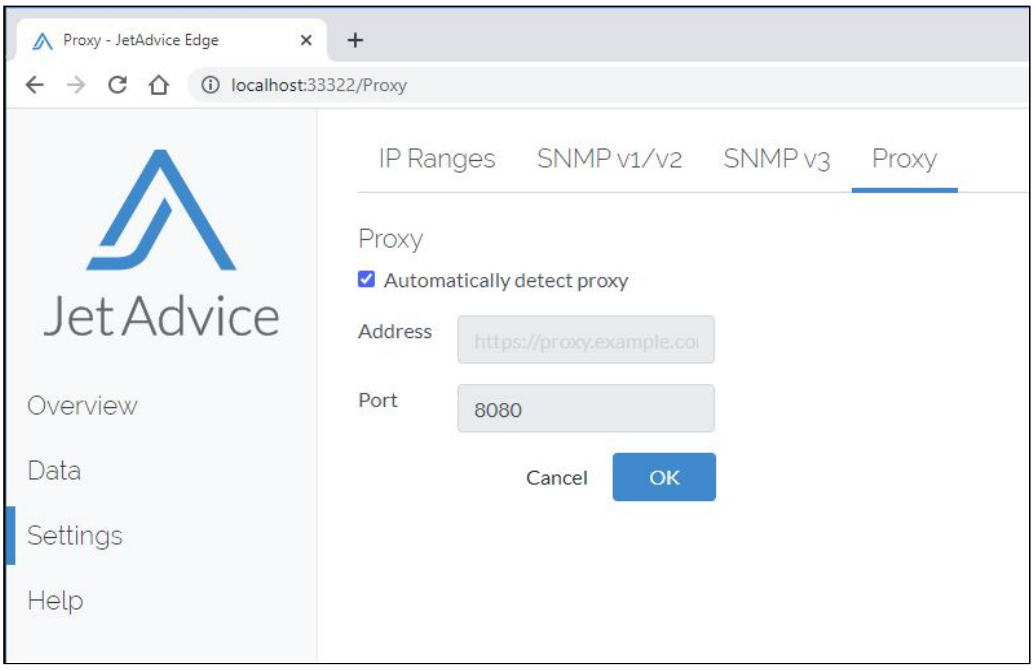


- Set authentication algorithm preference of MD5 or SHA
- Set authentication password

No Auth, No Priv
Communication without authentication and privacy. Does not require any authentication settings.

3.3.4 Proxy

Configure and test your proxy settings. By default, “Automatically detect Proxy” is enabled. This allows most users to use the service without further settings.

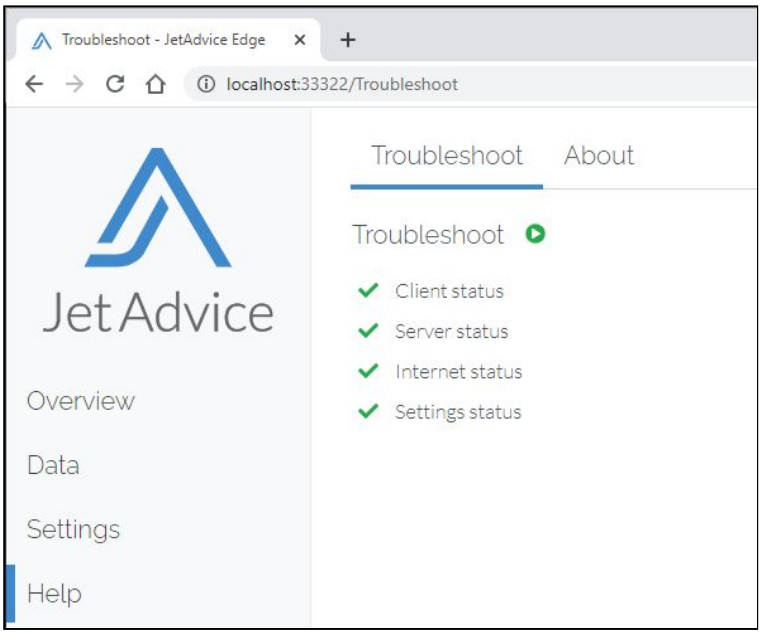


3.4 Help

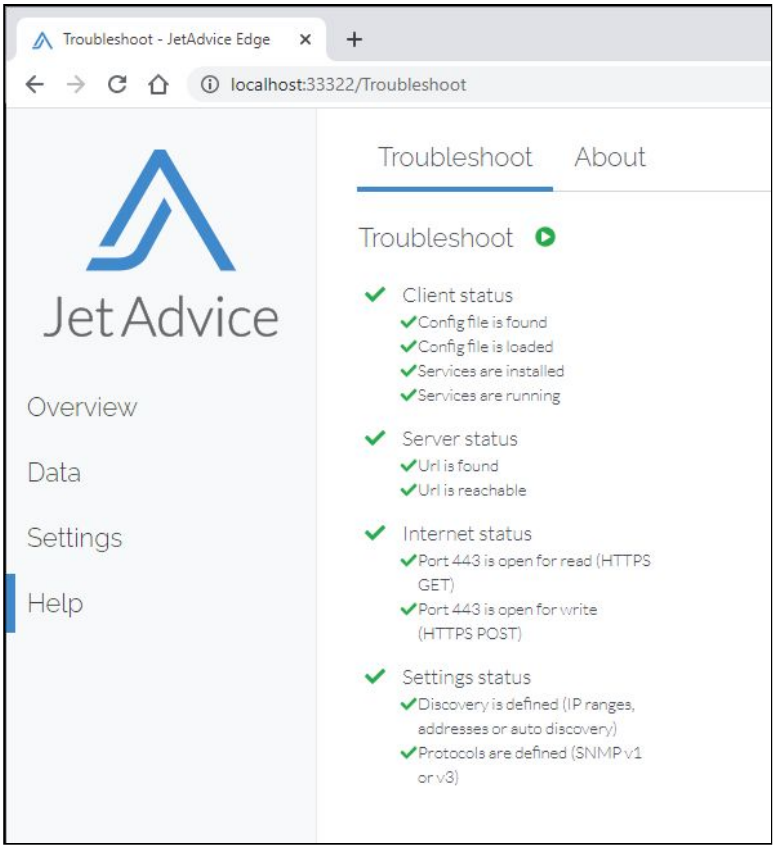
Further information and troubleshooting to help provide assistance with the installation.

3.4.1 Troubleshoot

When pressing the green arrow, a check process is initiated to ensure that all required components are working and have access to the required ports.

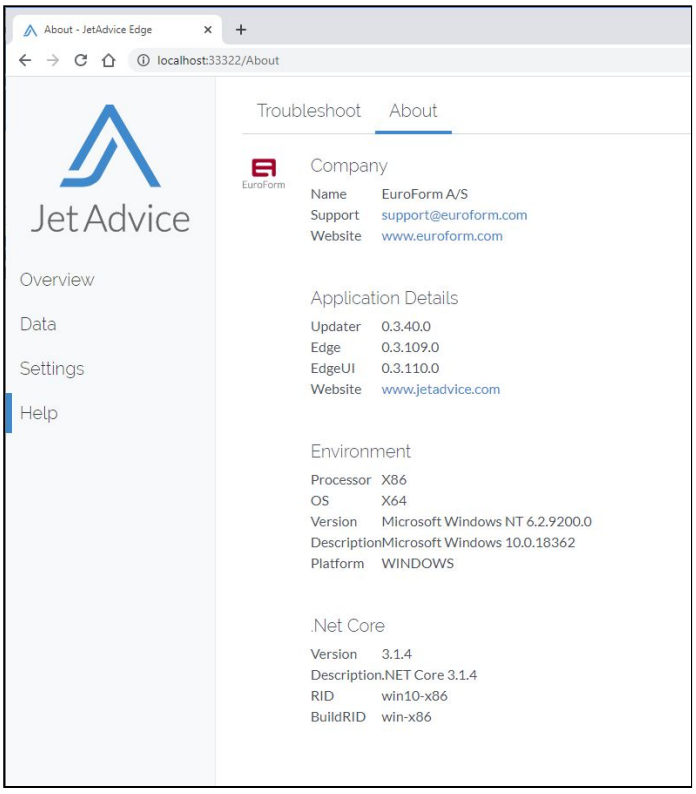


Expanding each status shows the components and their status.



3.4.2 About

Shows installed versions of JetAdvice Edge and components. Contact information for our support is also available if there are any questions or concerns.



4. Troubleshooting

These troubleshooting resources are there to help ensure the best bi-directional communication between the customer installation and the JetAdvice servers.
The FAQ section online in the JetAdvice portal contains tips and FAQ's about the installation of JetAdvice Edge.

4.1 Migrating from a DCA to Edge

The steps to migrate all of the network ranges, IP addresses and SNMP information to an Edge connector are available in this FAQ.

> **FAQ:** Migrate data collector settings to Edge connector

4.2 Missing the JetAdvice Edge icon after installation?

The JetAdvice program runs as a Local Host on your computer and can be accessed by opening a web browser and typing in http://localhost:33322/

> **NOTE:** The Local Host link will only open the interface on the PC/Server that the Edge connector is installed on. Keep in mind, there is always access through the JetAdvice portal to manage the settings remotely.

4.3 General JetAdvice Edge Troubleshooting

A comprehensive FAQ section that covers most scenarios.

> **FAQ:** JetAdvice Edge troubleshooting

4.4 Raspberry Pi - Restarting the Services

Scripts to Start/Stop the services in Raspberry Pi environments

- JetAdvice-Edge:
  - Start: sudo systemctl start JetAdvice-Edge.service
  - Stop: sudo systemctl stop JetAdvice-Edge.service
- JetAdvice-Updater:
  - Start: sudo systemctl start JetAdvice-Updater.service
  - Stop: sudo systemctl start JetAdvice-Updater.service
- JetAdvice-Edge-Ui:
  - Start: sudo systemctl start JetAdvice-Edge-UI.service
  - Stop: sudo systemctl stop JetAdvice-Edge-UI.service

How to check the status of your service

- systemctl status JetAdvice-Edge.service

4.5 Raspberry Pi - Uninstalling JetAdvice Edge

- From the folder that contains the Installer (**/home/pi/edgeinstaller**)
- Use the terminal to run the installer with the uninstall switch
  - sudo ./Installer uninstall