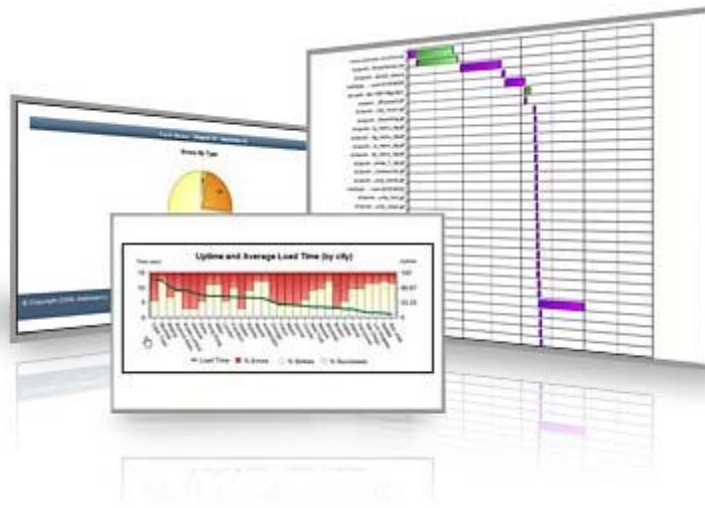




## Internal Agent | Installation Guide



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## Chapter 1

# Welcome

Welcome to the internal monitoring solution, Internal Agent. Webmetrics Internal Agent is a server-side application that enables enterprises to monitor the uptime and performance of websites and applications from within their internal networks. When used in conjunction with Webmetrics external performance monitoring services, which test website and application performance externally from our network, companies can capture a holistic view of application uptime and performance from both the internal and global user perspectives.

The following installation guide describes how to install and set up your new Internal Agent.

## Chapter 2

# Installation

### 2.1 Installing the VM

#### 2.1.1 What is a VM?

VM stands for Virtual Machine. A VM is a self-contained environment emulation. In order to use a VM, you need software which can run the VM emulation. The free software that is required to be used is the VMware Player™, and can be downloaded from [www.vmware.com/products/player](http://www.vmware.com/products/player).

#### 2.1.2 Downloading VMware

Since the VM will be monitoring your network 24/7, choose a reliable server with connectivity to the service you wish to monitor to install VMware on.

1. Go to [www.vmware.com/products/player](http://www.vmware.com/products/player).
2. Click on 'Download VMware Player' near the bottom of the page.
3. Download and install the appropriate version for your operating system.

#### 2.1.3 Get the Internal Agent VM

The Internal Agent VM image can be downloaded from [www.webmetrics.com/products/internal\\_agent.html](http://www.webmetrics.com/products/internal_agent.html). Download the zip file to the same computer that VMware was installed on (approx 1GB is required). After downloading the zip file, unzip it to the location you would like the VM to reside.

#### 2.1.4 Running the VM

As a part of the Internal Agent zip archive, there are several VMware files. To run the VM, either double click on the '.vmx' file, or when the VMware Player is run, it will ask you for the location of the VMware Configuration File (\*.vmx).

#### 2.1.5 Initial Boot

At this point, the virtual machine will start booting. Wait a few minutes until you see the VM status page appear. This status page shows the agent name and version, whether the agent can connect to the external network, and account schedules/information.

Write down the name of the agent as it appears on this page, this information will be used later. For example:

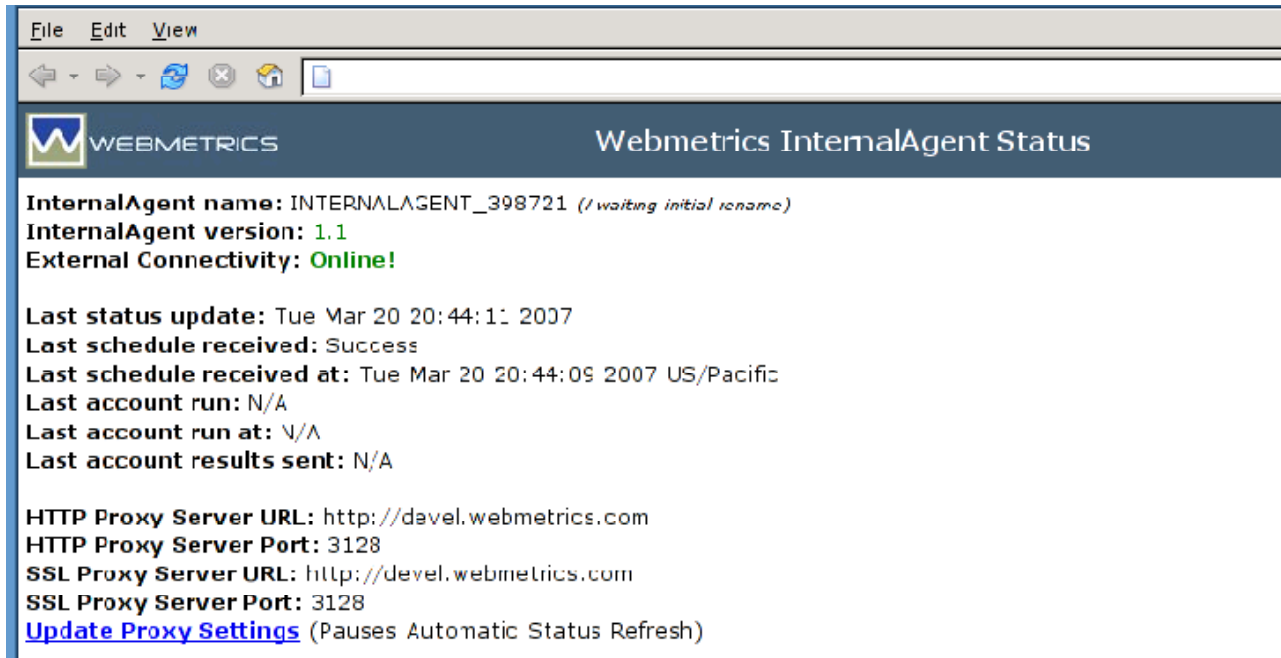


Figure 2.1: Status page of the Internal Agent

### 2.1.6 Proxy Server Configuration

Internal Agent supports both HTTP and SSL proxy servers. Both of these can be configured from status page. To configure the proxy server settings, click on the 'Update Proxy Server Settings' link on the status page. The proxy settings menu will expand:

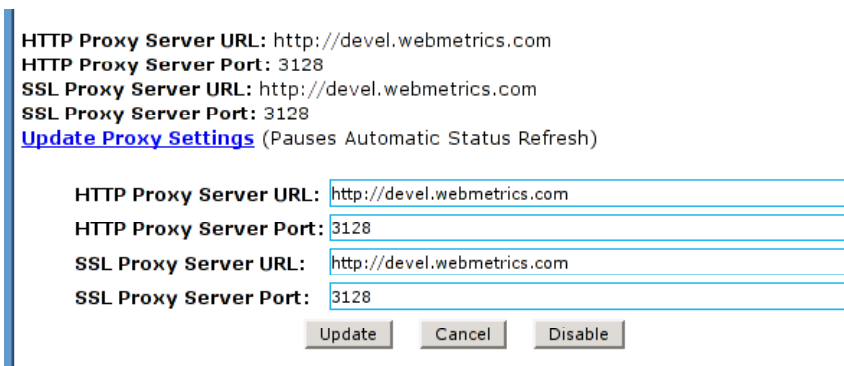


Figure 2.2: Status page with proxy settings menu expanded

Next, enter the URL and port for the HTTP and SSL servers, then click 'Update'. Clicking 'Disable' will clear the current proxy settings, directing Internal Agent to use a direct connection to the Internet. Clicking the 'Cancel' button will cause the proxy settings menu to close without affecting the proxy settings.

## Notes

- When you click on the virtual machine, it will take control of mouse movements and you will be unable to move the mouse outside of the virtual machine. To release the mouse from the virtual machine's control, press 'ctrl-alt'.
- The status page of the virtual machine is constantly refreshed, showing the current status of the virtual machine. You should not navigate away from this page, or log in to your Webmetrics account from inside the virtual machine. The only time this page stops being refreshed is when the proxy settings menu is expanded. Once the menu is collapsed, the page will resume automatic refresh.
- If Internal Agent is deployed behind a firewall without any direct external connectivity, the agent may take several minutes for initialization. Once the agent is initialized, proxy settings can be updated to enable external connectivity.
- If connectivity has failed check that this machine can contact the external network, and if not, please contact [support@webmetrics.com](mailto:support@webmetrics.com).
- If Internal Agent cannot access the Internet with the proxy settings that have been set, it will take up to several minutes for the status page to reflect both the new settings as well as the fact that external connectivity is down. You may either wait for the agent to update the status page or click the 'Stop' button at the top and re-enter the settings.
- The virtual machine's screen may go black after several minutes of inactivity.
- The virtual machine needs to be running 24/7. If you need to reboot the virtual machine, click on 'Shutdown Internal Agent'. The virtual machine will then shutdown. Click the green play button to start the VM again.

## Chapter 3

# Configuration

### 3.1 Configuring Your Account

#### 3.1.1 Adding the Internal Agent

The next step in configuring your Internal Agent is to add it to your account as an agent to be monitored from.

1. On any workstation (not inside the VM), log in to the Webmetrics Web Console ([www.webmetrics.com/login.html](http://www.webmetrics.com/login.html)).
2. Click on 'Services' on the top of the page to go to the global services options.
3. Click on the 'Internal Agents' tab. If this tab is not visible, contact Webmetrics support to enable Internal Agents for your account [support@webmetrics.com](mailto:support@webmetrics.com).
4. Under the 'Add Internal Agent' section, in the 'Initial Name' field, enter the name of the Internal Agent as previously recorded from the VM status screen.
5. In the 'New Name' field, enter the name that you would like this agent to be called.
6. Click on 'Add Internal Agent'. This will take several minutes. The Internal Agent will now appear in the list of active Internal Agents.
7. Navigate to the settings tab of the service you wish to add the Internal Agent to.
8. Click on 'Monitoring Agents' at the bottom of the page.
9. The Internal Agent you just added will appear in the list of excluded agents for gold accounts, service, simply choose the Internal Agent as either the primary or secondary monitoring agent.

**Congratulations, you have successfully configured your Internal Agent!**

### 3.1.2 Deactivating an Internal Agent

To deactivate an agent from your account:

1. Log in to the Webmetrics Web Console.
2. Click on 'Services' on the top of the page to go to the global services options.
3. Click on the 'Internal Agents' tab. If this tab is not visible, contact Webmetrics support to enable Internal Agents for your account.
4. In the 'Deactivate' column, select the name of the Internal Agent you would like to deactivate.
5. The Internal Agent is now removed from the list of active agents as well as from each account that used that Internal Agent.
6. The inactive Internal Agent is now added to the list of Inactive Internal Agents if you wish to add this agent back to your account at a later time.

### 3.1.3 Renaming an Internal Agent

To rename an Internal Agent:

1. Log in to the Webmetrics Web Console.
2. Click on 'Services' on the top of the page to go to the global services options.
3. Click on the 'Internal Agents' tab. If this tab is not visible, contact Webmetrics support to enable Internal Agents for your account.
4. Rename the agent:
  - In the 'Rename' column, select the Internal Agent you would like to rename.
  - Enter the new name in the 'New Name' field.
  - Click 'Rename'. This will take several minutes.

For further information about Webmetrics products and services, call 1-877-524-8299 or email [sales@webmetrics.com](mailto:sales@webmetrics.com).

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