SOME TIBCO SOFTWARE EMBEDS OR BUNDLES OTHER TIBCO SOFTWARE. USE OF SUCH EMBEDDED OR BUNDLED TIBCO SOFTWARE IS SOLELY TO ENABLE THE FUNCTIONALITY (OR PROVIDE LIMITED ADD-ON FUNCTIONALITY) OF THE LICENSED TIBCO SOFTWARE. THE EMBEDDED OR BUNDLED SOFTWARE IS NOT LICENSED TO BE USED OR ACCESSED BY ANY OTHER TIBCO SOFTWARE OR FOR ANY OTHER PURPOSE.

USE OF TIBCO SOFTWARE AND THIS DOCUMENT IS SUBJECT TO THE TERMS AND CONDITIONS OF A LICENSE AGREEMENT FOUND IN EITHER A SEPARATELY EXECUTED SOFTWARE LICENSE AGREEMENT, OR, IF THERE IS NO SUCH SEPARATE AGREEMENT, THE CLICKWRAP END USER LICENSE AGREEMENT WHICH IS DISPLAYED DURING DOWNLOAD OR INSTALLATION OF THE SOFTWARE (AND WHICH IS DUPLICATED IN THE LICENSE FILE) OR IF THERE IS NO SUCH SOFTWARE LICENSE AGREEMENT OR CLICKWRAP END USER LICENSE AGREEMENT, THE LICENSE(S) LOCATED IN THE “LICENSE” FILE(S) OF THE SOFTWARE. USE OF THIS DOCUMENT IS SUBJECT TO THOSE TERMS AND CONDITIONS, AND YOUR USE HEREOF SHALL CONSTITUTE ACCEPTANCE OF AND AN AGREEMENT TO BE BOUND BY THE SAME.

This document contains confidential information that is subject to U.S. and international copyright laws and treaties. No part of this document may be reproduced in any form without the written authorization of TIBCO Software Inc.

TIBCO, Two-Second Advantage, and LogLogic are either registered trademarks or trademarks of TIBCO Software Inc. in the United States and/or other countries.

Enterprise Java Beans (EJB), Java 2 Platform Enterprise Edition (J2EE), Java Runtime Environment (JRE), Java Message Service (JMS), and all Java-based trademarks and logos are trademarks or registered trademarks of Oracle Corporation in the U.S. and other countries.

All other product and company names and marks mentioned in this document are the property of their respective owners and are mentioned for identification purposes only.

THIS SOFTWARE MAY BE AVAILABLE ON MULTIPLE OPERATING SYSTEMS. HOWEVER, NOT ALL OPERATING SYSTEM PLATFORMS FOR A SPECIFIC SOFTWARE VERSION ARE RELEASED AT THE SAME TIME. SEE THE README FILE FOR THE AVAILABILITY OF THIS SOFTWARE VERSION ON A SPECIFIC OPERATING SYSTEM PLATFORM.

THIS DOCUMENT IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

THIS DOCUMENT COULD INCLUDE TECHNICAL INACCURACIES OR TYPOGRAPHICAL ERRORS. CHANGES ARE PERIODICALLY ADDED TO THE INFORMATION HEREIN; THESE CHANGES WILL BE INCORPORATED IN NEW EDITIONS OF THIS DOCUMENT. TIBCO SOFTWARE INC. MAY MAKE IMPROVEMENTS AND/OR CHANGES IN THE PRODUCT(S) AND/OR THE PROGRAM(S) DESCRIBED IN THIS DOCUMENT AT ANY TIME.

THE CONTENTS OF THIS DOCUMENT MAY BE MODIFIED AND/OR QUALIFIED, DIRECTLY OR INDIRECTLY, BY OTHER DOCUMENTATION WHICH ACCOMPANIES THIS SOFTWARE, INCLUDING BUT NOT LIMITED TO ANY RELEASE NOTES AND "READ ME" FILES.

Copyright © 2002-2014 TIBCO Software Inc. ALL RIGHTS RESERVED.

TIBCO Software Inc. Confidential Information
Contents

Preface............................................................................................................................... 5
Related Documentation........................................................................................................ 6
Typographical Conventions.............................................................................................. 7
Connecting with TIBCO Resources.................................................................................. 8

Chapter 1 Installation................................................................................................. 9
Requirements.................................................................................................................. 9
General Security Considerations................................................................................... 10
Supported Platforms...................................................................................................... 11
Hardware Requirements................................................................................................. 12
Ports.............................................................................................................................. 13
Limitations.................................................................................................................... 14
Prerequisites.................................................................................................................. 15
JRE................................................................................................................................. 16
Installing in Graphical Mode......................................................................................... 16
Starting Graphical Mode............................................................................................... 17
Installing Universal Collector....................................................................................... 18
Uninstalling Universal Collector.................................................................................... 20
Installing in Console Mode........................................................................................... 20
Starting Console Mode.................................................................................................. 21
Installing Universal Collector....................................................................................... 22
Uninstalling Universal Collector.................................................................................... 24
Installing in Silent Mode............................................................................................... 24
Starting Silent Mode...................................................................................................... 25
Installing Universal Collector....................................................................................... 26
Uninstalling Universal Collector.................................................................................... 28
Configuring UC Default Parameters............................................................................. 28
Starting and Stopping UC Service................................................................................ 29

Chapter 2 Upgrade.................................................................................................... 31
TIBCO LogLogic® Universal Collector (UC) is a software agent that collects logs from any device or log source and forwards them to either an LMI Appliance using the proprietary Universal Log Data Protocol (ULDP) or to a Syslog server using the User Datagram Protocol (UDP), or Transmission Control Protocol (TCP). UC collects the information from four types of log sources: Syslog, Windows Event Logs, Real-Time File pull, or Remote File pull.
Related Documentation

The following documents contain information about Universal Collector:

- **Release Notes** — Provides specific release information including product information, new features and functionality, resolved issues, known issues, upgrade instructions, and any late-breaking information.
- **Installation Guide** — Provides instructions for installing, configuring, and uninstalling the Universal Collector.
- **User Guide** — Describes how to collect and forward logs with the Universal Collector. In addition, the guide describes how to administer the Universal Collector.
- **Online Help** — Web Help is embedded in UC. Access Online Help by clicking the **Help** menu from the main page. From the application, click 🛠️ on any screen to display the corresponding Help topic.
## Typographical Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold font</strong></td>
<td>Indicates menu names, field names, button names, tab names and emphasis. For example: Click the <strong>Forwarding</strong> tab.</td>
</tr>
<tr>
<td><strong>Code font</strong></td>
<td>Indicates file names, commands, and directory path. For example: <code>&lt;UC_HOME&gt;\logs</code></td>
</tr>
<tr>
<td><strong>Italic font</strong></td>
<td>Italic font is used in the following ways:</td>
</tr>
<tr>
<td></td>
<td>• To indicate a document title. For example: See <em>TIBCO LogLogic Universal Collector User Guide</em>.</td>
</tr>
<tr>
<td></td>
<td>• To define new terms. For example: A <em>keystore</em> is a database of keys and certificates.</td>
</tr>
<tr>
<td></td>
<td>• To indicate a variable in a command or code syntax that you must replace. For example: <code>MyCommand pathname</code>.</td>
</tr>
<tr>
<td><strong>Key combinations</strong></td>
<td>Key name separated by a plus sign indicate keys pressed simultaneously. For example: <strong>Ctrl+C</strong>.</td>
</tr>
<tr>
<td></td>
<td>Key names separated by a comma and space indicate keys pressed one after the other. For example: <strong>Esc, Ctrl+Q</strong>.</td>
</tr>
<tr>
<td><img src="image" alt="Note Icon" /></td>
<td>The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.</td>
</tr>
<tr>
<td><img src="image" alt="Tip Icon" /></td>
<td>The tip icon indicates an idea that could be useful, for example, a way to apply the information provided in the current section to achieve a specific result.</td>
</tr>
<tr>
<td><img src="image" alt="Warning Icon" /></td>
<td>The warning icon indicates the potential for a damaging situation, for example, data loss or corruption if certain steps are taken or not taken.</td>
</tr>
</tbody>
</table>
Connecting with TIBCO Resources

How to Join TIBCOmmunity
TIBCOmmunity is an online destination for TIBCO customers, partners, and resident experts. It is a place to share and access the collective experience of the TIBCO community. TIBCOmmunity offers forums, blogs, and access to a variety of resources. To register, go to http://www.tibcommunity.com.

How to Access TIBCO Documentation
After you join TIBCOmmunity, you can access the documentation here: http://docs.tibco.com.

How to Contact TIBCO Support
For comments or problems with this manual or the software it addresses, contact TIBCO Support as follows:

• For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:
  http://www.tibco.com/services/support

• To contact TIBCO LogLogic Support, visit this site:
  https://support.tibco.com/loglogic.htm

Entry to this site requires a username and password. If you do not have a username, you can request one.
Chapter 1

Installation

Before you run the installer on your Windows or UNIX system, you must have appropriate permissions. According to your needs, you may decide to install UC on one or several machines. In all cases, make sure you have administrator privileges on the machine where you want to install UC.

<table>
<thead>
<tr>
<th>Type of Installation</th>
<th>Recommended if</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graphical mode</td>
<td>You want to install UC on a single machine on a Windows platform.</td>
</tr>
<tr>
<td>Console mode</td>
<td>You want to install UC on a single machine on a Red Hat, SUSE Linux Enterprise platform, AIX or Solaris.</td>
</tr>
<tr>
<td>Silent mode</td>
<td>You want to rapidly deploy UC on multiple machines with no interaction with your machine.</td>
</tr>
</tbody>
</table>

Upgrading UC from 32-bit to 64-bit platform and vice-versa is **not** supported.

Topics

- Requirements
- Installing in Graphical Mode
- Installing in Console Mode
- Installing in Silent Mode
- Configuring UC Default Parameters
- Starting and Stopping UC Service

Requirements

Your system must meet the basic hardware and software requirements before you install the product.
**General Security Considerations**

This section provides security recommendations to be followed when installing the Universal Collector in a secure manner.

**Full security**

The administrator must ensure that the machines on which Universal Collectors are installed are fully secured. These machines should be located in a physically secure environment in which only trusted personnel have access.

**Password**

The administrator must ensure that the default admin password to connect to the machine is changed. A good password has a combination of alphabetic and numeric characters and comprises at least eight characters in length. It should be known by a very restricted number of people.

**Updates**

All operating systems and software installed on the machine must be correctly updated to avoid any security breach which could expose admin rights.
## Supported Platforms

The machine where the Universal Collector is installed must be safe and secured by a reliable administrator. It must also be synchronized according to a NTP server (for reliable time management).

<table>
<thead>
<tr>
<th>Type</th>
<th>Operating Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft Windows</td>
<td>Microsoft Windows 2012 64-bit</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows 2008 R2 64-bit</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows 2008 32-bit and 64-bit</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows 7 32-bit and 64-bit</td>
</tr>
<tr>
<td></td>
<td>Microsoft Windows 2003 R2 32-bit and 64-bit</td>
</tr>
<tr>
<td>Linux/Unix</td>
<td>IBM AIX 7.1 64-bit</td>
</tr>
<tr>
<td></td>
<td>Red Hat Enterprise Linux (RHEL) v6 32-bit and 64-bit</td>
</tr>
<tr>
<td></td>
<td>Red Hat Enterprise Linux (RHEL) v5 32-bit and 64-bit</td>
</tr>
<tr>
<td></td>
<td>SUSE Linux Enterprise Server (SLES) v11 32-bit and 64-bit</td>
</tr>
<tr>
<td></td>
<td>Oracle Solaris 10 Sparc 64-bit</td>
</tr>
<tr>
<td></td>
<td>Oracle Solaris 10 x86 64-bit</td>
</tr>
<tr>
<td></td>
<td>Oracle Solaris 11 Sparc 64-bit</td>
</tr>
<tr>
<td></td>
<td>Oracle Solaris 11 x86 64-bit</td>
</tr>
</tbody>
</table>
# Hardware Requirements

<table>
<thead>
<tr>
<th>Type</th>
<th>Minimum Configuration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-core CPU</td>
<td>• 2GHz&lt;br&gt;• CPUs running at a higher CPU frequency may increase the sustained MPS value; however, it will not increase the sustained Log Source count&lt;br&gt;• More CPU cores do not increase the sustained MPS value; however, they will increase the sustained Log Source count</td>
</tr>
<tr>
<td>Disk Space</td>
<td>5GB</td>
</tr>
<tr>
<td>RAM</td>
<td>2GB for local collection (Agent mode) or 4GB for remote Windows collection (Collector mode)</td>
</tr>
</tbody>
</table>

Once UC Console is installed, you can check the memory used by UC service compared to the maximum memory size allocated to UC in the About screen (Help > About) as well as the version and revision number.
This section describes the ports used by UC and the MC Agent.

**UC**
To use the Universal Collector along with the LMI, you must open specific TCP ports according to the versions of LMI currently in use.

<table>
<thead>
<tr>
<th>Port</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>5514</td>
<td>For non-authenticated and non-encrypted connection with LMI v5.0 and v5.1</td>
</tr>
<tr>
<td>5515</td>
<td>For authenticated and/or encrypted secure connection with LMI v5.0 or later (although default can be configured)</td>
</tr>
<tr>
<td>5516</td>
<td>For non-authenticated and non-encrypted connection with LMI v5.2 or later</td>
</tr>
</tbody>
</table>

Make sure that the UC - LMI network connection is not blocked by a firewall.

**MC Agent**
The MC Agent communicates with Management Center about the Asset's features. To use the Universal Collector along with the MC, you must open specific TCP ports that are used by the MC Agent. These are the default ports, but you can configure it at any time.

<table>
<thead>
<tr>
<th>Port</th>
<th>Direction</th>
<th>Use</th>
</tr>
</thead>
<tbody>
<tr>
<td>21616</td>
<td>Outbound</td>
<td>Port number used by MC Agent to notify MC about the changes.</td>
</tr>
<tr>
<td>2098</td>
<td>Inbound</td>
<td>RMI Server Port number. The default value is 2098. This must be a number between 1024 to 65535.</td>
</tr>
<tr>
<td>2099</td>
<td>Inbound</td>
<td>RMI Registry Port number. The default value is 2099. This must be a number between 1024 to 65535.</td>
</tr>
</tbody>
</table>

Make sure that the UC - LMI network connection is not blocked by a firewall.
Limitations

UC v2.5.0 will not provide large scale–enabled management software for the standalone UCs as it is assumed that in large scale enterprise environments IT has already implemented scalable solutions for deploying and monitoring software applications.

The minimum resolution to display UC Console is 1024x768.

The installer requires JRE 7 to be installed on the system, and also the java executable must be in the user’s PATH. On Linux/Unix, it is recommended to install the JRE using an RPM (SUSE, Red Hat, AIX) so that java is automatically available in the user’s path.

UC can collect Windows Event Logs on Windows systems. However, it is not supported on Linux systems.
Prerequisites

This section describes the basic requirements that must be met before you install UC.

- **Java**
  
  You must have JRE 7u5 or later installed on your machine. Older versions of JRE 7 are not supported. Make sure you do not have multiple JRE instances installed on your system.

  Make sure that the installed JAVA version must have the same architecture (32-bit or 64-bit) as the operating system. If not, the UC monitor shows collection failures. For example, a 32-bit JVM must be used by UC with 32-bit operating system.

- **.NET Framework 4.0**
  
  On Windows, you must have .NET Framework 4.0 installed on the UC host machine to collect Windows event logs. If not, an error will appear in the log file and collection will not work correctly even though the UC installation is successful.

- **Latest Windows Service Pack**
  
  You must install latest service pack on the UC host machine when collecting Windows event logs.
Before installing UC 2.5.0, you must have JRE 7u5 or later installed on your machine. Older versions of JRE 7 are not supported. Make sure you do not have multiple JRE instances installed on your system.

- On Windows: At startup, UC will attempt to discover JRE from the system PATH. If you install the JRE on Windows using the JRE installer, then you will not experience any problems as long as you install it using the installer defaults and do not change the location where the JRE is to be installed.
- On Linux/Unix: It is recommended to install the JRE using an RPM (SuSE, Red Hat, AIX).

If you make any changes to the location where you install the JRE, you must restart the service(s).

On Windows, run `UC_HOME\bin\uninstall-service.bat` and then `UC_HOME\bin\install-service.bat` to ensure that the service has the correct environment.

On Linux/Unix, run `UC_HOME/bin/uninstall-service` and then `UC_HOME/bin/install-service`.

### Installing in Graphical Mode

When you run the installer in the GUI mode, the installer prompts you for information about the installation environment, and you can do other customizations.

To begin with, you must modify the **User Account Control** settings.

1. Go to **Control Panel > System and Security > click Change User Accounts Control Settings**.
2. In the **User Account Control Settings** screen, move the slider to the **Never notify position** and click **OK**.
3. If you are asked to enter an administrator password, enter and confirm the password.
Starting Graphical Mode

On Windows

1. Log in as Local Administrator. You do not need to have Domain Administrator rights, a Local Administrator account level is sufficient to run the setup program.
2. Run the UC setup program. An installation screen is displayed.

On Linux/Unix

1. Connect to the machine as user root.
2. Set the permission to access to the installer folder with the command:
   chmod 755 <installer file>
3. Launch the Universal Collector executable file and enter:
   TIB_loguc_xxx_setup_unix.bin -i gui
Installing Universal Collector

On Windows, Microsoft Visual C++ 2012 Redistributable Update 3 will be automatically installed on your computer. This is the main component for UC to run successfully. Therefore, do not uninstall it when UC is running.

1. Read the Introduction screen and click Next.
2. Read the License Agreement screen. Select the option to accept the license and click Next.
3. If required, change the installation folder path in the Choose Install Folder and click Next.
4. Enter the absolute path of the data folder in the Get User Input screen. The Data Folder will contain:
   - The spool file with all the collected logs (the default size is 100MB).
   - Metadata about collected logs (to restore log collection).
   - LogLogic Universal Collector internal logs.
   - A file spool of 100 MB is dedicated to each LMI connection. Therefore, a minimum of 200 MB of disk space is required to install the UC with one LMI connection.
5. Select Configure MC Agent if you wish to Configure MC Agent now. TIBCO LogLogic Management Center (MC) is a software which enables you to centrally monitor health and status of UC Assets and perform upgrade tasks.
   If you do not intend to install MC, then do not configure the MC Agent and click Next to go directly to the LGPL License Agreement screen.
6. In the Get User Input - MC Agent Configuration screen, provide the following values and click Next.
   - In the Management Center Host field, enter the IP Address of MC. This enables MC to manage its Agents and for each MC Agent to send information about its assets and health to MC.
   - In the MC Notification Port field, enter the port that MC Agents use to communicate with Management Center.
   - In the Repositories field, enter the URL that MC Agent will use to discover upgradeable artifacts.
7. In the Get User Input - MC Agent Advanced Configuration screen, provide the following values and click Next.
   - In the Server Port field, enter the server port used by the MC Agent for monitoring.
   - In the Registry Port field, enter the registry port used by the MC Agent for monitoring.
8. In the Verify MC Agent Settings screen, check if the information is correct and click Next.
   - The MC Agent is always installed in the mcagent directory located in your installation folder path.
   - For more information about MC and MC Agent, including configuring and verifying MC Agent Settings after installation of MC, as well as instructions on installing the Agent as a service, refer to the TIBCO LogLogic Management Center Administration Guide.
9. In the LGPL License Agreement screen, accept the license agreement, and click Next.
   This license is required for installing and using UC.
10. Using the Download Assemblies screen, you can automatically download the assemblies from TIBCO or select the previously downloaded assemblies and click Next.
    You must use the assemblies available from TIBCO.
11. In the Pre-Installation Summary screen, click Install to complete the installation.
12. When the installation is completed, click **Done**. If the installation has not been completed successfully, open the `Universal_Collector_Install_[Timestamp].log` to check error messages. This file is in `<UC_HOME>\logs`. A `wrapper.log` is also created when the UC service starts.

For security reasons, only the administrator group, the file owner, and the system group are allowed to access this folder.
Uninstalling Universal Collector

On Windows
1. Log in as Local Administrator. You do not need to have Domain Administrator rights, a Local Administrator account level is sufficient to run the uninstall program.
2. Display the Uninstall window from Program Files > LogLogic > Universal Collector > click Uninstall.
3. In the Uninstall Universal Collector screen, click Uninstall.
4. Click Done to close the window.

On Linux/Unix
1. Connect to the machine as user root.
2. Go to the installation folder and enter the following command:
   ./uninstaller/uninstall
3. Follow the procedure as explained above.

Installing in Console Mode

Using the Console mode you can install the software in a non-windows environment. After you prepare the system, you can run the installer in console mode.
Starting Console Mode

On Windows

1. Connect to the machine as **Local Administrator**.
2. Open a command prompt.
3. From the installation folder, enter the command:
   
   TIB_loguc_xxx_setup_windows.exe -i console

On Linux/Unix

1. Connect to the machine as user **root**.
2. Set the permission to access to the installer folder with the command:
   
   chmod 755 <installer file>
3. From the installation folder, launch the Universal Collector executable file:
   
   TIB_loguc_xxx_setup_unix.bin
Installing Universal Collector

1. Read the introduction and press Enter until you are asked to accept the license.
2. Press y (for yes) to accept the license and press Enter.
3. Enter the path to the UC Installation directory, then press Enter.
4. Enter the path of the data folder. The default directory for data storage is usually appropriate, however, you can change it. Press Enter to use the default setting. It contains:
   - The spool file containing all collected logs (default size is 100MB).
   - Metadata about collected logs (in order to restore log collection).
   - The UC internal logs.
5. Type the number 2 if you want to configure the MC Agent now. TIBCO LogLogic Management Center (MC) is a product which enables you to centrally monitor health and status of UC Assets and perform upgrade tasks.
   - If you do not intend to configure MC Agent, then type the number 1 and press Enter to go the LGPL License Agreement.
6. In the Get User Input - MC Agent Configuration, provide the following values and press Enter:
   - In the Management Center Host, enter the IP Address of MC. This enables MC to manage its Agents and for each MC Agent to send information about its assets and health to MC.
   - In the MC Notification Port, enter the port that MC Agents use to communicate with Management Center.
   - In the Repositories, enter the URL that MC Agent will use to discover upgradeable artifacts.
7. In the Get User Input - Server Port, enter the enter the server port used by the MC Agent for monitoring.
8. In the Get User Input - Server Registry Port Registry Port, enter the registry port used by the MC Agent for monitoring.
9. In the Verify MC Agent Settings, check if all the data are correct and press Enter.
   - The MC Agent is always installed in the mcagent directory located in your installation folder path. For more information on MC and MC Agent, including configuring and verifying MC Agent Settings after installation of MC, as well as instructions on installing the Agent as a service, refer to the TIBCO LogLogic Management Center Administration Guide.
10. In the LGPL License Agreement, press y (for yes) to accept the license and press Enter.
    - This license is required for installing and using UC.
11. Using the Download Assemblies, press 1 to either automatically download the assemblies from TIBCO or press 2 to select the previously downloaded assemblies or press Enter to accept the default option.
    - You must use the assemblies available from TIBCO.
12. In the Pre-Installation Summary, press Enter and wait until the installation process has finished.
13. An Installation Complete prompt appears. Press Enter to validate the installation.
   - If the installation has not been completed successfully, open the Universal_Collector_Install_[Timestamp].log to check error messages. This file is located in <UC_HOME>/logs.
For security reasons, only the root account and the file owner are allowed to access this folder.
Uninstalling Universal Collector

On Windows

From the uninstall folder, enter the following command:

`uninstall.exe -i console`

On Linux/Unix

1. Connect to the machine as user `root`.
2. Go to the installation folder and enter the following command:

`./uninstaller/uninstall`

3. Press `Enter` and decide whether you want to keep configuration data or not after the uninstallation process by selecting the appropriate option.
4. Press `Enter`. The uninstallation is in progress.

Installing in Silent Mode

The silent mode is recommended when you decide to rapidly deploy UCs on several machines.
Starting Silent Mode

You must create an installation file in which you must enter the following values:

<table>
<thead>
<tr>
<th>Values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSTALLER_UI</td>
<td>Indicate the installation mode, for example, silent. You can also indicate another type of installation mode such as ‘console’ or ‘gui’.</td>
</tr>
<tr>
<td>USER_INSTALL_DIR</td>
<td>Indicate the UC’s installation directory, for example, /opt/LogLogic/Universal_Collector</td>
</tr>
<tr>
<td>USER_INPUT_INSTALL_DATA_DIR</td>
<td>Indicate the UC’s data directory, for example, /opt/LogLogic/Universal_Collector</td>
</tr>
<tr>
<td>USER_INPUT_LGPL_URL</td>
<td>Indicate the location where you have downloaded the endorsed zip file from TIBCO. Don’t specify this property if you want the installer to automatically download the zip file from TIBCO.</td>
</tr>
<tr>
<td>configureMCAgent</td>
<td>Set this value to ‘1’ to tell the installer you want the MC Agent configured and installed as a service.</td>
</tr>
<tr>
<td>mcHost</td>
<td>Indicate the MC Host. Default value: 127.0.0.1 but it should be changed to the IP address where MC is running.</td>
</tr>
<tr>
<td>mcNotificationPort</td>
<td>Indicate the MC Notification Port. Default value: 21616.</td>
</tr>
<tr>
<td>rmiServerPort</td>
<td>RMI Server Port. Default value: 2098.</td>
</tr>
<tr>
<td>rmiRegistryPort</td>
<td>RMI Registry Port. Default value: 2099.</td>
</tr>
<tr>
<td>agentAddress</td>
<td>Set IP address of the MC Agent. Default value: empty string. This field must be empty unless the MC Agent is hosted on a multi-homed host.</td>
</tr>
<tr>
<td>enableHeartbeat</td>
<td>Default value: true.</td>
</tr>
<tr>
<td>heartbeatInterval</td>
<td>Default value: 720.</td>
</tr>
<tr>
<td>org.ops4j.pax.url.mvn.repositories</td>
<td>Set the location of repositories (to have the MC Agent point to multiple repositories in case the first one in the list is not available.)</td>
</tr>
</tbody>
</table>
Installing Universal Collector

On Windows

1. Create the installation file, for example, silent.txt.
2. Enter the installation information:

   ```
   INSTALLER_UI=silent
   USER_INSTALL_DIR=C:\Program Files\LogLogic\Universal Collector
   USER_INPUT_INSTALL_DATA_DIR=C:\Program Files\LogLogic\Universal Collector
   USER_INPUT_LGPL_URL=C:\Users\<user>\Downloads\xxx.lgpl.zip
   ```

   The USER_INPUT_LGPL_URL is an optional parameter if you have already downloaded the endorsed zip file from TIBCO.

3. Configure MC Agent if you want to manage UC using MC:

   ```
   configureMCAgent=1
   mcHost=mc.host.loglogic.com
   mcNotificationPort=21616
   ```

4. Start the installation using the following command:

   ```
   C:\Temp\UC>TIB_loguc_xxx_setup_windows.exe -f silent.txt
   ```

   The installation is complete.

   If the installation has not been completed successfully, open the Universal_Collector_Install.log to check error messages. This file is by default located in C:\Program Files\LogLogic\Universal Collector\<DATA_DIR>\data\logs.

On Linux/Unix

1. Open a Shell program and login as root.
2. Set the permission to access to the installer folder with the command:

   ```
   chmod 755 <installer file>
   ```

3. Create and complete the installation file, for example, silent.txt.
4. Enter the installation information:

   ```
   INSTALLER_UI=silent
   USER_INSTALL_DIR=/opt/LogLogic/Universal_Collector
   USER_INPUT_INSTALL_DATA_DIR=/opt/LogLogic/Universal_Collector
   USER_INPUT_LGPL_URL=/root/Downloads/xxx.lgpl.zip
   ```

   The USER_INPUT_LGPL_URL is an optional parameter if you have already downloaded the endorsed zip file from TIBCO.

5. Configure MC Agent if you want to manage UC using MC:

   ```
   configureMCAgent=1
   mcHost=mc.host.loglogic.com
   mNotificationPort=21616
   ```

6. Start the installation using the following command:
bash-3.2# sh ./TIB_loguc_xxx_setup_unix.bin -f silent.txt

The installation is complete.

If the installation has not been completed successfully, open the Universal_Collector_Install.log to check error messages. This file is by default located in /opt/LogLogic/Universal_Collector/logs.
Uninstalling Universal Collector

On Windows
1. In the silent.txt you have created when installing UC, enter the uninstall information:
   INSTALLER_UI=silent
2. Go to uninstall folder:
   C:\Program Files\LogLogic\Universal Collector\uninstaller
3. Start the uninstall process using the following command:
   uninstall.exe
   The uninstallation is complete.

On Linux/Unix
1. Open a Shell program and login as root.
2. In the silent.txt you have created when installing UC, enter the uninstall information:
   INSTALLER_UI=silent
3. Go to the installation folder:
   /opt/LogLogic/Universal_Collector/uninstaller
4. Start the uninstall process using the following command:
   ./uninstall
   The uninstallation is complete.

Configuring UC Default Parameters

During installation, if the parameters are set with the default values, you can change the configuration values later.

1. Stop the UC service. For details, see Starting and Stopping UC Service on page 29.
2. Open C:\Program Files\Universal Collector\conf\uc.properties file using a text editor.
3. Update the configuration parameter values and save the file.
   The following properties can be updated after installation.

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>USER_INPUT_INSTALL_DATA_DIR</td>
<td>The location of the data storage directory. The default location is C:/Program Files/Universal Collector/data. Make sure to use / (and not ) for directory path separator.</td>
</tr>
</tbody>
</table>

4. Run the following command:
   C:\Program Files\Universal Collector\bin\setup.bat
Starting and Stopping UC Service

The UC Service is automatically activated after the installation. You can manually start and stop the UC Service as well.

**On Windows**

1. Log in as *Local Administrator*.
2. Open the command prompt and run the command to start the service: `net start loglogic-uc`
3. Open the command prompt and run the command to stop the service: `net stop loglogic-uc`

Alternatively, in Windows from **Start** > **Right-click on Computer** > **Manage** > **Services and Applications** > **Services** > Double-click on **Universal Collector** and then select **Start** or **Stop** the service.

**On Linux/Unix**

1. Login as a *root* user.
2. To start the service: `service loglogic-uc start`
3. To stop the service: `service loglogic-uc stop`
Chapter 2

Upgrade

You can upgrade UC from the previous version.

When upgrading manually from v2.3.0 or v2.4.0 to v2.5.0:

1. Before you start the upgrade process, refer to the *TIBCO LogLogic Universal Collector Release Notes* for the latest information.

On Windows

1. Log in as **Local Administrator**.
2. Stop UC service and shut down the UC console. For instructions, see **Starting and Stopping UC Service** on page 29.
3. Uninstall the previous version from **Program Files > LogLogic > Universal Collector** > click **Uninstall**.
4. In the **Uninstall Universal Collector** screen, click **Uninstall**.
5. Click **Done** to close the window.
6. Download the new installer file *(TIB_loguc_xxx_setup_windows.exe)*.
7. Run the new installer file.

When choosing the installation path, you must choose the same directory where the previous version of UC was installed.

On Linux/Unix

1. Log in as a **root** user.
2. Stop UC service and shut down the UC console. For instructions, see **Starting and Stopping UC Service** on page 29.
3. Uninstall the previous version. Go to the **uninstall** folder and enter the following command:

   ```shell
   ./installer/uninstall
   ``
4. Follow the instructions to complete the process.
5. Download the new installer file *(TIB_loguc_xxx_setup_unix.bin)*.
6. Run the new installer file.

   When choosing the installation path, you must choose the same directory where the previous version of UC was installed.

When upgrading from v2.4.0 to v2.5.0 using TIBCO LogLogic Management Center (MC):

You must first upload the UC upgrade files into the MC Artifact Repository. Once MC recognizes the updated UC version is available, you can upgrade UC using the MC Web UI.

1. Download the following files from TIBCO Software Product Download Site:
   a. TIB_loguc_xxx_mcbundle.zip
   b. TIB_loguc_lgpl_xxx.html
2. Upload these two files into the MC Artifact Repository. For instructions refer to the *TIBCO LogLogic Management Center Administration Guide*.

3. Upgrade UC version using the MC Web UI. For instructions refer to the *TIBCO LogLogic Management Center Administration Guide*. 