TIBCO LogLogic® Universal Collector

Installation

Software Release 2.9
December 2018

Document Updated: March 2019

TIBC®

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Contents

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The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product. To access the latest documentation, visit https://docs.tibco.com.

Product-Specific Documentation

The following documents for this product can be found on the TIBCO Documentation site:

- *TIBCO LogLogic® Universal Collector Installation Guide*
- *TIBCO LogLogic® Universal Collector User's Guide*
- *TIBCO LogLogic® Universal Collector Release Notes*

How to Contact TIBCO Support

You can contact TIBCO Support in the following ways:

- For an overview of TIBCO Support, visit http://www.tibco.com/services/support.
- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support portal at https://support.tibco.com.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to https://support.tibco.com. If you do not have a user name, you can request one by clicking Register on the website.

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Installation

Before you run the installer on your Windows or Linux system, you must have appropriate permissions.

According to your requirement, you might have to install TIBCO LogLogic® Universal Collector on one or more machines. Ensure that you have local administrator privileges on the Windows machine to install LogLogic® Universal Collector.

Installation Type	Case
Graphical mode	To install LogLogic® Universal Collector on a single machine.
Console mode	To install LogLogic® Universal Collector on a single machine.
Silent mode	To rapidly deploy LogLogic® Universal Collector on multiple machines with no interaction with your machine.

Before you use LogLogic® Universal Collector to collect logs from remote windows sources, ensure that the Windows user account control is turned off.

Requirements

This section describes the basic hardware and software requirements for installing LogLogic® Universal Collector.

General Security Considerations

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

Full security

The administrator must ensure that the machines on which LogLogic® Universal Collectors are installed are fully secured. These machines must 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 consists of at least eight characters in length. It must 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 that can expose admin rights.

User Account Considerations for Linux Systems

This section provides user account recommendations to be followed when installing LogLogic® Universal Collector on Linux.

- You can install LogLogic® Universal Collector by using a root or non-root account. However, to configure TIBCO LogLogic® Management Center agent during the installation of LogLogic® Universal Collector you must log in as root user.

- If you use non-root account for installation ensure that the port number must start from 1024 to create a Syslog collector.

- You must use the same account for installing and uninstalling LogLogic® Universal Collector.
- If you use non-root account to install LogLogic® Universal Collector, you must start loglogic-uc manually.

Supported Platforms

The machine where LogLogic® Universal Collector is installed must be safe and secured by a reliable administrator. It must also be synchronized according to an Network Time Protocol (NTP) server (for reliable time management). Following table lists the supported operating systems for the remote sources and the machine where LogLogic® Universal Collector is installed.

Type	Operating Systems
Microsoft Windows	Microsoft Windows 2016 64-bit
	Microsoft Windows 2012 R2 64-bit
	Microsoft Windows 10 64-bit
	Microsoft Windows 2008 R2 64-bit
	Microsoft Windows 7 64-bit
Linux	Red Hat Enterprise Linux (RHEL) 7.x 64-bit
	Red Hat Enterprise Linux (RHEL) 6.x 64-bit
	SUSE Linux Enterprise Server (SLES) 12.x 64-bit
	SUSE Linux Enterprise Server (SLES) v11 64-bit

Hardware Requirements

The following table outlines the hardware requirements to install LogLogic Universal Collector:

Type	Minimum Configuration
Multi-core CPU	2 GHz
	CPUs running at a higher CPU frequency may increase the sustained MPS value; however, it does not increase the sustained Log Source count.
	More CPU cores do not increase the sustained MPS value; however, they do increase the sustained Log Source count.
Disk Space	5 GB

Type	Minimum Configuration
RAM	2 GB for local collection (Agent mode) or 4 GB for remote Windows collection (Collector mode)
	After LogLogic Universal Collector Console is installed, you can check for the following items: • Memory used by LogLogic Universal Collector service compared with the maximum memory size allocated to LogLogic Universal Collector on the About page • LogLogic Universal Collector Version • LogLogic Universal Collector Revision

Ports

This section describes the ports used by LogLogic® Universal Collector and LogLogic® Management Center Agent.

LogLogic® Universal Collector

To use LogLogic® Universal Collector along with TIBCO LogLogic® Log Management Intelligence, you must open specific TCP ports.

Ports	Direction	Use
5515	Outbound	For secured connection with LogLogic® LMI. (although default can be configured)
5516	Outbound	For nonauthenticated and nonencrypted connection with LogLogic® LMI.
514	Inbound	Default port for Syslog collector. You can configure this from GUI.
514	Outbound	Default port for Syslog forwarder. You can configure this from GUI.

Ensure that LogLogic® Universal Collector - LogLogic® LMI network connection is not blocked by a firewall.

TIBCO LogLogic® Management Center Agent

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

For details about configuring LogLogic® Management Center ports, see Installing Universal Collector.

Ports	Direction	Use
21616	Outbound	Port number used by LogLogic® Management Center Agent to notify LogLogic® Management Center about the changes.

Ports	Direction	Use
2098	Inbound	RMI Server Port number. The default value is 2098. This must be a number between 1024 to 65535.
2099	Inbound	RMI Registry Port number. The default value is 2099. This must be a number between 1024 to 65535.

Ensure that LogLogic® Universal Collector - LogLogic® Management Center network connection is not blocked by a firewall.

Windows Logs

The following table lists the ports used to collect the Windows logs:

Ports	Direction	Use
135	Inbound	Remote Procedure Call service, used to remotely manage services
445	Inbound	Server Message Block (SMB), used for data transfer

LogLogic® Universal Collector uses the dynamic ports to collect logs from Windows.

For Windows Server 2008 and later versions, and Windows Vista and later versions, the default dynamic port range is as follows:

- Start port: 49152
- End port: 65535

If your computer network environment uses only Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, Windows 2016, Windows 10, Windows 7, or Windows Vista, you must enable connectivity over the high port range of 49152 through 65535.

If your computer network environment uses only versions of Windows earlier than Windows Server 2008 and Windows Vista, you must enable connectivity over the low port range of 1025 through 5000.

For more details see https://support.microsoft.com.

Limitations

LogLogic® Universal Collector does not provide large scale–enabled management software for the standalone LogLogic® Universal Collectors 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 LogLogic® Universal Collector Console is 1024x768.

The installer requires Oracle Java 1.8 or OpenJDK Java 1.8 to be installed on the system, and also the Java executable must be in the user's PATH. On Linux, it is good practice to install Java by using an RPM (SUSE, Red Hat) so that Java is automatically available in the user's path.

When you obtain third-party software or services, it is your responsibility to ensure you understand the license terms associated with such third-party software or services and comply with such terms.

LogLogic® Universal Collector can collect Windows Event Logs on Windows systems. However, it cannot collect Windows Event Logs from Windows systems if LogLogic® Universal Collector is installed on Linux systems.

Prerequisites

This section describes the basic requirements that must be met before installing LogLogic® Universal Collector.

For the information about the supported version of Java and .Net Framework, see *TIBCO LogLogic® Universal Collector Readme*.

- **Java**

  You must have Oracle Java or OpenJDK Java installed on your machine.

  Ensure that the installed Java version must have the same architecture (32-bit or 64-bit) as the operating system. If not, the LogLogic® Universal Collector monitor shows collection failures. For example, a 64-bit JVM must be used by LogLogic® Universal Collector with 64-bit operating system.

  If you have Java 1.8.0 U201 and higher versions installed, you must perform the following actions to ensure that the logs are forwarded successfully:

  - For secure ULDP forwarder: Enable both the authentication and encryption settings.
  - For secure TCP syslog forwarder: Remove the anon cipher suite from the `jdk.tls.disabledAlgorithms` property in the `java.security` file. Then, restart the LogLogic® Universal Collector service and console.

    To migrate from Oracle Java to OpenJDK Java, see Migrating from Oracle Java to OpenJDK Java.

- **.NET Framework version**

  On Windows, you must have .NET Framework installed on the LogLogic® Universal Collector host machine to collect Windows event logs. If the .NET Framework is not installed, an error is generated in the log file and the collection does not work correctly even though the LogLogic® Universal Collector installation is successful.

  You must install the .NET Framework 4.7.x version for all the supported Windows operating system.

- **Latest Windows Service Pack**

  You must install latest service pack on the LogLogic® Universal Collector host machine when collecting Windows event logs.

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.

Prerequisites

You must modify the **User Account Control** settings for Windows systems.

Procedure

1. Go to **Control Panel** > **System and Security** > **Change User Accounts Control Settings**.

2. On the User Account Control Settings page, 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

This section describes the procedure to start the graphical mode for installing LogLogic® Universal Collector on Windows and Linux systems.

On Windows

Procedure

1. Log in as Local Administrator.

2. Run the LogLogic® Universal Collector setup program: `TIB_loguc_xxx_setup_windows.exe`
    An installation wizard is displayed.

On Linux

Procedure

1. Connect to the machine.

2. Set the permission to the installer file by using the following command:
    `chmod 755 <installer file>`

3. Open the LogLogic® Universal Collector executable file by using the following command:
    `TIB_loguc_xxx_setup_linux.bin -i swing`

Installing Universal Collector

This section describes the procedure to install LogLogic® Universal Collector.

Prerequisites

On Windows, Microsoft Visual C++ 20xx Redistributable is automatically installed on your computer. This is the main component for LogLogic® Universal Collector to run successfully. Therefore, do not uninstall it when LogLogic® Universal Collector is running.

Procedure

1. Read the Introduction page and click **Next**.

2. Read the License Agreement. 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 window. The Data Folder contains the following:

    *   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 1 GB of disk space is required to install LogLogic® Universal Collector with one LMI connection.

5. To configure LogLogic® Management Center Agent, select **Configure MC Agent**. LogLogic® Management Center is a software solution that enables you to manage assets, schedule software upgrades, monitor system health for all assets, and backup and restore asset data.

   If you do not intend to install LogLogic® Management Center, then do not configure LogLogic® Management Center Agent and click **Next** to go directly to the LGPL License Agreement page.

6. On the Get User Input - LogLogic® Management Center Agent Configuration page, provide the following values and click **Next**.

   - In the **Management Center Host** field, enter the IP Address of LogLogic® Management Center. This enables LogLogic® Management Center to manage its Agents and for each LogLogic® Management Center Agent to send information about its assets and health to LogLogic® Management Center.

   - In the **MC Notification Port** field, enter the port that LogLogic® Management Center Agents use to communicate with Management Center.

   - In the **Repositories** field, enter the URL that LogLogic® Management Center Agent uses to discover upgradeable artifacts.

7. On the Get User Input - LogLogic® Management Center Agent Advanced Configuration page, provide the following values and click **Next**.

   In the **Server Port** field, enter the server port used by the LogLogic® Management Center Agent for monitoring.

   In the **Registry Port** field, enter the registry port used by the LogLogic® Management Center Agent for monitoring.

8. On the Verify LogLogic® Management Center Agent Settings page, check if the information is correct and click **Next**.

   > The LogLogic® Management Center Agent is always installed in the `mcagent` directory located in your installation folder path. For more information about LogLogic® Management Center and LogLogic® Management Center Agent, including configuring and verifying LogLogic® Management Center Agent Settings after installation of LogLogic® Management Center, and instructions on installing the Agent as a service, see the *TIBCO LogLogic Management Center Administration Guide*.

9. On the LGPL License Agreement page, accept the license agreement, and click **Next**. This license is required for installing and using LogLogic® Universal Collector.

10. On the Download Assemblies page, you can automatically download the assemblies from TIBCO or select the previously downloaded assemblies and click **Next**.
    If you have previously downloaded the assemblies, you must specify the absolute path to the assemblies .zip file. For example: `c:\Users\Administrator\Downloads\TIB_loguc_lgpl_<version of uc>.zip`. The installer cannot continue if you do not specify the absolute path to the zip file.

    > You must use the assemblies available from TIBCO. To download the LGPL assemblies from TIBCO, go to http://public.tibco.com/pub/tibco_oss/loguc/ and download the file applicable for your LogLogic® Universal Collector version.

11. On the Pre-Installation Summary page, 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 located in `<UC_HOME>\logs`. A `wrapper.log` is also created when the LogLogic® Universal Collector 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

This section describes the procedure to uninstall LogLogic® Universal Collector.

On Windows

Procedure

1. Log in as Local Administrator.
2. Go to `<UC_HOME>\uninstaller` folder, run `uninstall.exe`.
3. On the Uninstall Universal Collector page, click **Uninstall.**
4. Click **Done** to close the window.
5. To delete the residual data, delete the `<UC_HOME>` directory.

   ⚠ | Data once deleted cannot be recovered.

On Linux

Procedure

1. Connect to the machine.
2. Go to the installation folder and enter the following command to get the **Uninstall** window :
   `./uninstaller/uninstall`
3. On the Uninstall Universal Collector page, click **Uninstall.**
4. Click **Done** to close the window.
5. To delete the residual data, delete the `<UC_HOME>` directory.

   ⚠ | Data once deleted cannot be recovered.

Installing in Console Mode

By using the console mode you can install the software in a non-Windows environment.

Starting Console Mode

This section describes the procedure to start the console mode for installing LogLogic® Universal Collector on Windows and Linux systems.

On Windows

Procedure

1. Connect to the machine as Local Administrator.
2. Open a command prompt and from the installation folder, enter the following command:
   `TIB_loguc_xxx_setup_windows.exe -i console`

On Linux

Procedure

1. Connect to the machine.

2. Set the permissions to the installer file by using the following command:
   ```
   chmod 755 <installer file>
   ```

3. From the installation folder, execute the LogLogic® Universal Collector installer file:
   ```
   ./TIB_loguc_xxx_setup_linux.bin
   ```

Installing Universal Collector

This section describes the procedure to install LogLogic® Universal Collector.

Procedure

1. Read the introduction and press enter until you are asked to accept the license.

2. Type y (for yes) to accept the license, and then press enter.

3. Enter the path to the LogLogic® Universal Collector Installation directory, and 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 (to restore log collection).

   LogLogic® Universal Collector internal logs.

5. Type the number **2** and press enter if you want to configure the LogLogic® Management Center Agent now. TIBCO LogLogic Management Center (MC) is a product which enables you to centrally monitor health and status of LogLogic® Universal Collector Assets and perform upgrade tasks. If you do not intend to configure LogLogic® Management Center 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 LogLogic® Management Center . This enables LogLogic® Management Center to manage its Agents and for each LogLogic® Management Center Agent to send information about its assets and health to LogLogic® Management Center.

   In the **MC Notification Port**, enter the port that LogLogic® Management Center Agents use to communicate with Management Center.

   In the **Repositories**, enter the URL that LogLogic® Management Center Agent to discover upgradeable artifacts.

7. In the **Get User Input - Server Port**, enter the server port used by the LogLogic® Management Center Agent for monitoring.

8. In the **Get User Input - Server Registry Port Registry Port**, enter the registry port used by the LogLogic® Management Center Agent for monitoring.

9. In the **Verify MC Agent Settings**, check if all the data are correct and press enter.

The LogLogic® Management Center Agent is always installed in the `mcagent` directory located in your installation folder path. For more information about LogLogic® Management Center and LogLogic® Management Center Agent, including configuring and verifying LogLogic® Management Center Agent Settings after installation of LogLogic® Management Center, and instructions on installing the Agent as a service, see the *TIBCO LogLogic Management Center Administration Guide*.

10. In the **LGPL License Agreement**, press enter until you are asked to accept the license, press **y** (for yes) to accept the license and press enter.
This license is required for installing and using LogLogic® Universal Collector.

11. By using the **Download Assemblies**, press **1** and enter to either automatically download the assemblies from TIBCO or press **2** and enter to select the previously downloaded assemblies or press enter to accept the default option.
If you have previously downloaded the assemblies, you must specify the absolute path to the assemblies .zip file. For example: `c:\Users\Administrator\Downloads\TIB_loguc_lgpl_<version of uc>.zip`. The installer cannot continue if you do not specify the absolute path to the .zip file.

> You must use the assemblies available from TIBCO. To download the LGPL assemblies from TIBCO, go to http://public.tibco.com/pub/tibco_oss/loguc/ and download the file applicable for your LogLogic® Universal Collector version.

12. On the Pre-Installation Summary page, press enter and wait until the installation process has finished.

13. An Installation Complete prompt opens. 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

This section describes the procedure to uninstall LogLogic® Universal Collector.

On Windows

Procedure

1. From the uninstaller folder, enter the following command:
   `uninstall.exe -i console`

2. To delete the residual data, delete the `<UC_HOME>` directory.

   > ⚠ Data once deleted cannot be recovered.

On Linux

Procedure

1. Connect to the machine.

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.

5. To delete the residual data, delete the `<UC_HOME>` directory.

⚠️ | Data once deleted cannot be recovered.

Installing in Silent Mode

It is good practice to install in silent mode when you decide to rapidly deploy LogLogic® Universal Collectors on several machines.

Starting Silent Mode

Procedure

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

Parameters	Description
`INSTALLER_UI`	Indicate the installation mode, for example, silent 📝 | You can also indicate another type of installation mode such as 'console' or 'gui'.
`USER_INSTALL_DIR`	Indicate the LogLogic® Universal Collector installation directory, for example, `/opt/LogLogic/Universal_Collector`
`USER_INPUT_INSTALL_DATA_DIR`	Indicate the LogLogic® Universal Collector data directory, for example, `/opt/LogLogic/Universal_Collector`
`USER_INPUT_LGPL_URL`	Indicate the location where you have downloaded the endorsed .zip file from TIBCO. Do not specify this property if you want the installer to automatically download the zip file from TIBCO.
`configureMCAgent`	Set this value to '1' to tell the installer you want the LogLogic® Management Center Agent configured and installed as a service.
`mcHost`	Indicate the LogLogic® Management Center Host. Default value: 127.0.0.1 but it must be changed to the IP address where LogLogic® Management Center is running.

Parameters	Description
`mcNotificationPort`	Indicate the LogLogic® Management Center Notification Port. Default value: 21616.
`rmiServerPort`	RMI Server Port. Default value: 2098.
`rmiRegistryPort`	RMI Registry Port. Default value: 2099.
`agentAddress`	Set IP address of the LogLogic® Management Center Agent. Default value: empty string. This field must be empty unless the LogLogic® Management Center Agent is hosted on a multi-homed host.
`enableHeartbeat`	Default value: true.
`heartbeatInterval`	Default value: 720.
`org.ops4j.pax.url.mvn.repositories`	Set the location of repositories (to have the LogLogic® Management Center Agent point to multiple repositories in case the first one in the list is not available.)

Installing Universal Collector

This section describes the procedure to install LogLogic® Universal Collector.

On Windows

Procedure

1. Create the installation file, for example, `silent.txt`.

2. Enter the following parameters in the installation file:

   - `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 LogLogic® Management Center Agent if you want to manage LogLogic® Universal Collector by using LogLogic® Management Center:

   `org.ops4j.pax.url.mvn.repositories=https://<MC Host IP>:7433/mc/repo`

   `configureMCAgent=1`

```
mcHost=<MC Host IP>

mcNotificationPort=21616
```

4. Start the installation by using the following command:
   ```
   C:\Temp\UC>TIB_loguc_xxx_setup_windows.exe -f silent.txt
   ```

Result

The installation is complete.

> If the installation has not been completed successfully, open the
> `Universal_Collector_Install_[Timestamp].log` to check the error messages. This file is located in
> `<UC_HOME>/logs`.

On Linux

Procedure

1. Open a shell program.

2. Set the permission to the installer file by using the following command:
   ```
   chmod 755 <installer file>
   ```

3. Create and complete the installation file, for example, `silent.txt`.

4. Enter the following parameters and its values in the installation file:

   ```
   INSTALLER_UI
   ```

   ```
   USER_INSTALL_DIR
   ```

   ```
   USER_INPUT_INSTALL_DATA_DIR
   ```

   ```
   USER_INPUT_LGPL_URL
   ```

   The following parameter values are an example for a root user :

   ```
   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 LogLogic® Management Center Agent if you want to manage LogLogic® Universal
   Collector by using LogLogic® Management Center:

   ```
   org.ops4j.pax.url.mvn.repositories=https://<MC Host IP>:7433/mc/repo
   ```

   ```
   configureMCAgent=1
   ```

   ```
   mcHost=<MC Host IP>
   ```

   ```
   mNotificationPort=21616
   ```

6. Start the installation by using the following command:

   ```
   sh ./TIB_loguc_xxx_setup_linux.bin -f silent.txt
   ```

Result

The installation is complete.

> If the installation has not been completed successfully, open the
> `Universal_Collector_Install_[Timestamp].log` to check the error messages. This file is located in
> `<UC_HOME>/logs`.

Uninstalling Universal Collector

This section describes the procedure to uninstall LogLogic® Universal Collector.

On Windows

Procedure

1. In the `silent.txt` file, which you have created when installing LogLogic® Universal Collector,
   enter the following uninstall information:
   `INSTALLER_UI=silent`

2. Go to the uninstall folder: `<UC_HOME>`

3. Start the uninstall process by using the following command:
   `uninstall.exe`

4. To delete the residual data, delete the `<UC_HOME>` directory.

   > ⚠ Data once deleted cannot be recovered.

On Linux

Procedure

1. Log in to a shell program.

2. In the `silent.txt` you have created when installing LogLogic® Universal Collector, enter the
   uninstall information:
   `INSTALLER_UI=silent`

3. Go to the installation folder: `<UC_HOME>/uninstaller`

4. Start the uninstall process by using the following command:
   `./uninstall`

5. To delete the residual data, delete the `<UC_HOME>` directory.

   > ⚠ Data once deleted cannot be recovered.

Configuring LogLogic® Universal Collector Default Parameters

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

Procedure

1. Stop the LogLogic® Universal Collector service. For details, see Starting and Stopping LogLogic®
   Universal Collector Service.

2. Open `<UC_HOME>\conf\uc.properties` file by using a text editor.

3. Update the configuration parameter values and save the file.
   The following properties can be updated after installation.

Parameters	Description
`USER_INPUT_INSTALL_DATA_DIR`	The location of the data storage directory. The default location is `<UC_HOME>/`.
	📝 Use the forward slash (/), and not the backward slash (\) as the directory path separator.

4. Run the following command to reflect the changes:
   Windows: `<UC_HOME>\bin\setup.bat`

   Linux: `<UC_HOME>/bin/setup`

5. Start the LogLogic® Universal Collector Service. For details, see Starting and Stopping LogLogic® Universal Collector Service.

Starting and Stopping LogLogic® Universal Collector Service

The LogLogic® Universal Collector Service is automatically activated after the installation. You can manually start and stop the LogLogic® Universal Collector Service as well.

On Windows

Procedure

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, on Windows click **Start** and enter the `services.msc` command in the search box. In the **Services** window, double-click **loglogic-uc** and then select **Start** to start the service or **Stop** to stop the service.

On Linux

Procedure

1. Log in as a root user.

2. To start the service: `service loglogic-uc start`

3. To stop the service: `service loglogic-uc stop`

Configuring the Real Time Access Parameters

To regulate the real-time file collector's ability when the CPU consumption is high, configure the parameters in the `uc.properties` file.

Procedure

1. Stop the LogLogic® Universal Collector service. For details, see Starting and Stopping LogLogic® Universal Collector Service.

2. Open `<UC_HOME>\conf\uc.properties` file by using a text editor.

3. Update the following parameter values and save the file.

Parameters	Description
`fileReadInterval`	Defines the time interval to access a file in milliseconds. You can increase this interval to reduce the file read frequency. Default value: 10 milliseconds
`fileReadThrottle`	Defines the maximum number of messages collected per second. Default value: 0 (This means that no limitation is defined for message collection.)

4. Start the LogLogic® Universal Collector service. For details, see Starting and Stopping LogLogic® Universal Collector Service.

Migrating from Oracle Java to OpenJDK Java

This section describes the procedure to migrate from Oracle Java to OpenJDK Java. If LogLogic® Universal Collector is already installed, set up a clean environment by removing Oracle Java and installing OpenJDK Java.

For details about the supported versions of OpenJDK, see *TIBCO LogLogic® Universal Collector Readme*.

Procedure

1. Stop the LogLogic® Universal Collector and MCAgent services and close the LogLogic® Universal Collector console. For more details, see Starting and Stopping LogLogic Universal Collector Service.

2. Uninstall the LogLogic® Universal Collector service and the MCAgent service by running the following command:

   Windows:

   - `<UC_HOME>\bin\uninstall-service.bat`

   - `<UC_HOME>\mcagent\bin\uninstall-service.bat`

   Linux:

   - `<UC_HOME>/bin/uninstall-service`

   - `<UC_HOME>/mcagent/bin/uninstall-service`

3. Uninstall the current version of Oracle Java.

4. Install the latest version of OpenJDK Java.

5. Install the LogLogic® Universal Collector services and the MCAgent service by running the following commands:

   Windows:

   - `<UC_HOME>\bin\install-service.bat`

   - `<UC_HOME>\mcagent\bin\install-service.bat`

   Linux:

   - `<UC_HOME>/bin/install-service`

   - `<UC_HOME>/mcagent/bin/install-service`

6. Start the LogLogic® Universal Collector and MCagent services.

Upgrading LogLogic Universal Collector from Earlier Version

You can upgrade LogLogic® Universal Collector from the earlier version.

When upgrading manually from version 2.8.0 to version 2.9.0 without Management Center:

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 LogLogic® Universal Collector and shut down the LogLogic® Universal Collector console. For instructions, see Starting and Stopping LogLogic® Universal Collector Service.

3. Run the uninstall.exe command from <UC_HOME>\uninstaller.

4. On the Uninstall Universal Collector page, 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 select the same directory where the earlier version of LogLogic® Universal Collector was installed.

On Linux

1. Connect to the machine.

2. Stop LogLogic® Universal Collector and shut down the LogLogic® Universal Collector console. For instructions, see Starting and Stopping LogLogic® Universal Collector Service.

3. Uninstall the earlier version. Go to the uninstaller folder and enter the following command:./ uninstall.

4. Follow the instructions to complete the process.

5. Download the new installer file (TIB_loguc_xxx_setup_linux.bin).

6. Run the new installer file.

   When choosing the installation path, you must select the same directory where the earlier version of LogLogic® Universal Collector was installed.

Upgrading LogLogic® Universal Collector by using LogLogic® Management Center

You must first upload the LogLogic® Universal Collector upgrade files into the LogLogic® Management Center Artifact Repository. After LogLogic® Management Center recognizes the updated LogLogic® Universal Collector version is available, you can upgrade LogLogic® Universal Collector by using the LogLogic® Management Center Web UI.

Procedure

1. Download the following files from TIBCO Software Product Sites:

   a) `TIB_loguc_xxx_mcbundle.zip`

   b) `TIB_loguc_lgpl_xxx.ZIP`

   > To download the LGPL assemblies from TIBCO, go to http://public.tibco.com/pub/tibco_oss/loguc/ and download the file applicable for your LogLogic® Universal Collector version.

2. Upload these two files into the LogLogic® Management Center Artifact Repository. For instructions refer to the *TIBCO LogLogic Management Center Administration Guide*.

3. Upgrade LogLogic® Universal Collector version by using the LogLogic® Management Center Web UI. For instructions refer to the *TIBCO LogLogic Management Center Administration Guide*.