# HERO Quick Start Guide

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# Welcome

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Hello, and thank you for choosing HERO!
I'll guide you quickly and easily through HERO installation process.

First of all, connect to the machine where you want to install HERO.
**Unzip the build file with command:**

```
tar -xzf <HERO file>.tar.gz
```

# Checking HERO BOX Prerequisites 1/4

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Let’s now check HERO box prerequisites.

Assuming you are installing HERO on a Linux box, I’m expecting **8 GB of RAM** to be available for Docker.

We will run **4 prerequisite checks**, and then proceed with the installation.

# Checking HERO BOX Prerequisites 1/4

**Note:** You can find additional information at the following links:

https://docs.docker.com/compose/install/
https://docs.docker.com/install/

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First, verify that **docker** and **docker-compose** are installed, configured, and ready to use.
For Windows installation, verify that Docker Hyper-V option is enabled.
Type:

```
docker-compose --version
```

If the command output shows a minimum version of 1.23, all is fine. Otherwise, install the required version.
The following command might help you:

```
sudo pip install docker-compose
```

# Checking HERO BOX Prerequisites 2/4

**How to edit the limits.conf file:**

Supposing you are installing HERO with user id *hero*, run the following steps:

Add or modify soft and hard limit rows in the file as follow:

hero soft nofile 65536
hero hard nofile 65536

Activate the new values by running the following command:

sysctl -p

Login again with user id *hero* before starting any process

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HERO requires some values to be set for **ulimit** parameter, for Linux OS. Run the following command:

```
ulimit -S -v
ulimit -H -v
```

If the returned value is unlimited or higher than 65536, then you are fine. Otherwise, you can change it by editing the following file (as root user):

```
sudo vi /etc/security/limits.conf
```

# Checking HERO BOX Prerequisites 3/4

**How to edit the sysctl.conf file:**

Add the following as the last row (or edit the row if present):

vm.max_map_count=262144

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Now, verify the available virtual memory.
Run the command:

```
sysctl vm.max_map_count
```

If the command output shows a minimum value of 262144, all is fine.
Otherwise, change the value by editing the following file:

```
sudo vi /etc/sysctl.conf
```

# Checking HERO BOX Prerequisites 4/4

**Note:** If you need more info on SELinux, see:

https://www.thegeekdiary.com/how-to-disable-or-set-selinux-to-permissive-mode/

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We are almost done!

The last check is needed only if you are installing on RHEL or CentOS distros. Run the command:

```
getenforce
```

If the command returns “Permissive” or “Disabled”, you are fine. Otherwise, run the command:

```
sudo setenforce 0
```

# Installing HERO BOX

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Fine! You are ready to start the HERO installation.

Take note of the **IP address** or **hostname** of the HERO box.
This value will be used by the monitored machines to connect back to HERO, so be sure that it is reachable.

Start HERO installation by running the command:

```
./installHERO.sh
```

**Note:** For more information, see:

https://help.hcltechsw.com/solutions/hero/1.0.0.5/topic.htm#t=Installation_Guide%2FInstallation_Guide.htm

# Configuring the machines to be monitored

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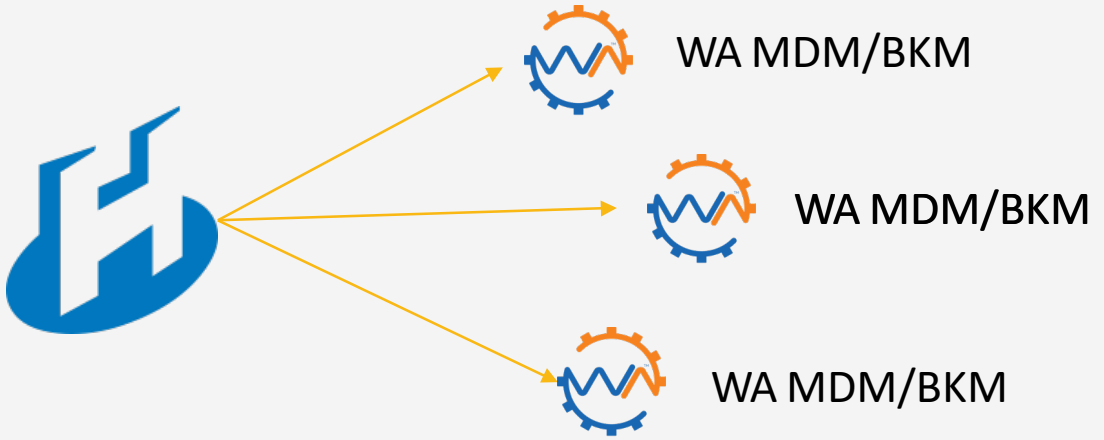
Let’s configure the machines that you want to monitor.

HERO uses an agentless technology, and connects to the machines to be monitored with **SSH** protocol, on both Windows and Linux.





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# Adding servers to be monitored 1/3

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If the installation completed successfully, you should have access to HERO with the following link:

https://<hostname_or_ip>/Dashboard/

Connect with browser. Chrome and Firefox are the supported ones.

Login with admin/admin and, from the main page, create an environment.

# Adding servers to be monitored 2/3

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Click on the just created environment and add a new server.

Type the needed information, and proceed.

If something goes wrong, follow the instructions in the next section to troubleshoot the issue.

# Adding servers to be monitored 2/3

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If the discovery fails:

- By using the provided user/password, check that **ssh** connection to the machine with a standard client is possible (port must be opened). From the HERO box, run the command: ssh <server_to_discover> and verify that it works.
- Check that **.bashrc** on the target machine is not producing output (typical on WA machines).
- If using dockerized version of WA, check that user can create a “docker image”. If not, add the user to the “docker” group.
- If targeting a Windows machine, check that all the prerequisites are met. Check that Pyhton has the correct version and it is 64-bit.

# Adding servers to be monitored 3/3

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**Activate the monitors**.
On top of the server card, you can find a «monitor» link.

Click it, and activate all the monitors you want.

Wait for one minute and check that all the activated monitors become green, red, or yellow.

If not, run the following step.

# Adding servers to be monitored 3/3

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If the monitors are not getting colored, it means that the monitored server is not connecting back to HERO.

- Manually connect to the machine being monitored via ssh client and run the monitors manually. Monitors are located under deployPath (usually userHome\<ip/ hostname>\HERO\). Check for any error.
- Be sure HERO server is reacheable, https port is opened, and curl is working. The https is configurable, so it is the one specified at installation time.

# Checking KPI

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Open the KPI panel by clicking the link on top of the server card.

If the link is not showing up, set the **default index pattern** ( an r* index pattern is normally created by the installation, select it on the left side and click on the “set as default on the top right side). Return back to the environment page and open KPI.

Now it is time to **enjoy HERO!**