



TECHNICAL BULLETIN

Installing a Probe on a MiCollab Blade using MSL 10.3.31 or later

SEPTEMBER 7, 2016

Overview

Mitel recently introduced changes in MSL 10.3.31. Some of those changes mean that the procedure to install a Probe on a MiCollab blade must be updated.

This document contains the updated procedure. It supersedes the procedure published previously in the *MarWatch 5.1 System Guide* and the *MarWatch 5.1 Probe Installation and Configuration Guide*, November 2015.

Prerequisites

The procedure in this document applies only when installing a Probe on a MiCollab blade that uses MSL 10.3.31 or later software.

If your MiCollab blade uses an earlier version of MSL, then continue to use the procedure published previously in the *MarWatch 5.1 System Guide* and the *MarWatch 5.1 Probe Installation and Configuration Guide*, November 2015.

Procedure: MiCollab Blade Installation, MSL 10.3.31 or later

The Probe software can be installed on a MiCollab server as a blade.

Note: Mitel does not provide support or warranty for the Probe blade installation on a MiCollab server.

To manually install the Probe software downloaded from the Probe dashboard as a blade on a MiCollab server:

1. Start an SSH session to the MiCollab system. Log in as `root` with the admin password.
2. Put the ISO image from the Probe dashboard onto the `/root` directory of the MiCollab server using one of the following methods:
 - Download the ISO image to your local computer and then use SSH to copy the file to the MiCollab server.
 - Download the ISO image to your local computer and then put it on a USB memory stick.
 - Download the ISO image directly from the MarWatch server to the MiCollab server.
3. Mount the ISO image to the Linux system using the `mount -o loop` command.
4. Install the blade using the `install_blade -cdrom` command.
5. If your MiCollab is running MSL 10.3.31 or later, run the following command:
`signal-event app-post-install`

Example – Copying a local ISO image using scp

This assumes the following:

- You have already downloaded the ISO image to your local computer.
- The ISO image file name is `Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso`.
- The IP address of the MiCollab server is `10.10.5.10`.

The `scp` command to copy from your local system to the MiCollab `/root` directory is:

```
scp Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso root@10.10.5.10:/root/
```

Example – Copying a local ISO image using WinSCP

This assumes the following:

- You have already downloaded the ISO image to your local computer.
- The ISO image file name is `Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso`.
- The IP address of the MiCollab server is `10.10.5.10`.

The procedure to copy from your local Windows machine to the MiCollab `/root` directory is:

1. Start the WinSCP application.
2. Connect to the MiCollab server.
3. Using the WinSCP GUI, drag the `Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso` file to the target MiCollab `/root` directory.

Example – Direct download of the ISO image

This assumes the following:

- The URL of the MarWatch server is `https://mycompany.com`.
- You have not already downloaded the ISO image to your local computer.

The `wget` command to download the ISO image from the MarWatch server to the MiCollab `/root` directory is:

```
wget https://mycompany.com/ProbeSoftware/MarProbe-Installer.noarch.iso
```

Example – Mounting and Installing ISO Image When Using SSH

In this example, the ISO image file name is `Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso`. MiCollab is running MSL 10.3.31 or later.

The Linux commands to mount the ISO image and install the blade are:

```
mkdir /mnt/cdrom
mount -o loop Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso /mnt/cdrom
install_blade -cdrom Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386
signal-event app-post-install
```

Example – Mounting and Installing ISO Image When Using USB Stick

In this example, the USB stick's storage name is `sdd1` and the ISO image file name is `Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso`. The MiCollab is running MSL 10.3.31 or later.

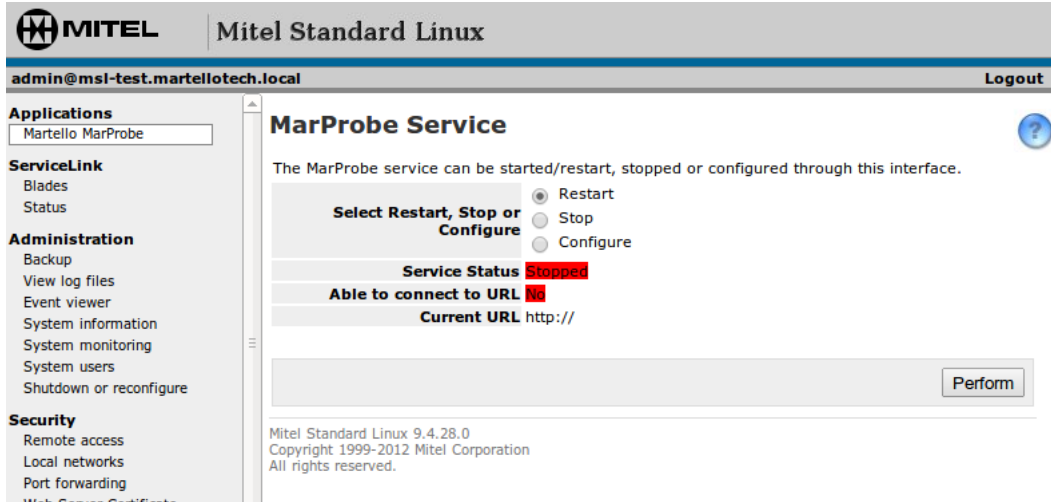
The Linux commands to mount the ISO image and install the blade are:

```
mkdir /mnt/usbflash
mount /dev/sdd1 /mnt/usbflash
cp /mnt/usbflash/Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso /root/
mkdir /mnt/cdrom
mount -o loop Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386.iso /mnt/cdrom
install_blade -cdrom Blade-MarWatch_MarProbe-5.0-r0SNAPSHOT.i386
signal-event app-post-install
```

Post Blade Installation Configuration

After installing the Probe blade, you must configure the Probe. You are presented with a new link in the Applications menu: Martello MarProbe.

Click on the **Martello MarProbe** link to open the **MarProbe Application** Menu.



The web interface for the Probe service has three options; **Restart**, **Stop** and **Configure**. To perform an action, select an option and click the **Perform** button.

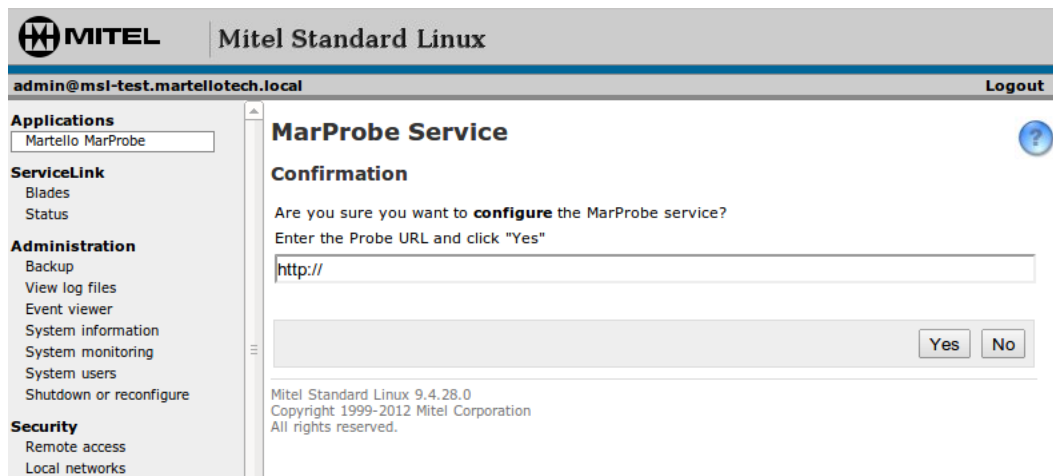
By default **Restart** is selected. It performs a restart of the Probe service. The **Stop** option forces the Probe service to stop. The **Configure** option is used to apply a Probe URL from the MarWatch device page for the Probe.

When the Probe service is initially installed, there is no Probe URL configured and the service is stopped.

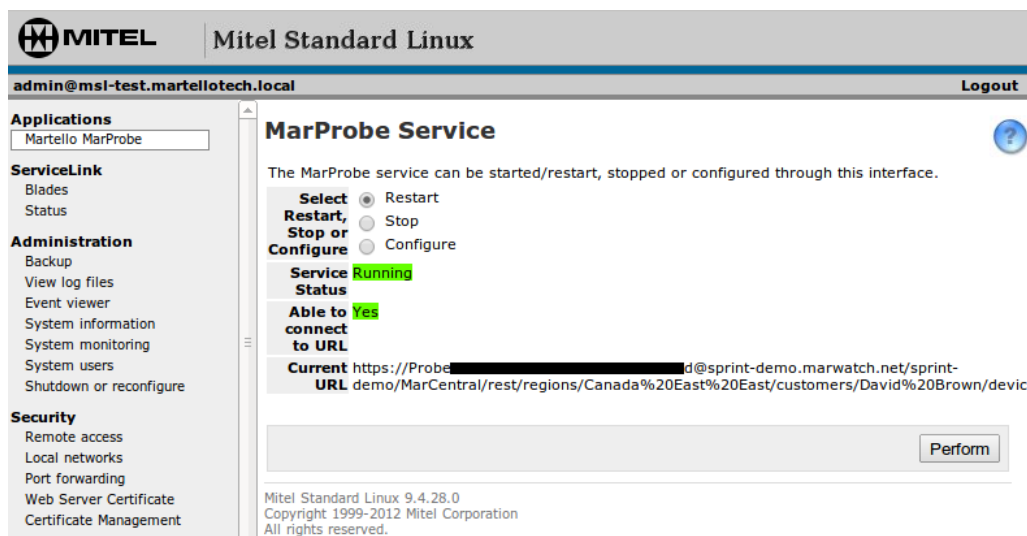
Note: After installation or upgrade of the Probe blade, you may be unable to **Restart**, **Stop** or **Configure** the Probe service. This is a known MSL issue. The workaround is to quit the web browser, wait 15 minutes for all session timers to expire and try again.

To configure a URL for the Probe service, select the **Configure** option and click **Perform**.

Enter the URL from the Probe Software panel in MarWatch into the Probe URL text box, and click **Yes**. This applies the URL to the system and the restarts the Probe service.



After the service is restarted, the MarProbe Application interface shows the Probe service status and whether or not MarWatch is reachable from the Probe (that is, that the Probe can resolve the hostname in the URL and establish a connection to the MarWatch server identified by that hostname).



The Service Status shows the status of the Probe, either Running or Stopped.

If the MSL server can connect to the URL specified, the **Able to connect to URL** field shows Yes. If not, it shows No.

This feature facilitates troubleshooting connectivity issues by allowing arbitrary URLs to be tested, similar to pinging a server. For example, if `http://www.google.com` is entered as the configured URL, the MSL server attempts to retrieve the contents of `http://www.google.com` and report the result of that action.

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