

SkyPoint Installation Guide

This guide provides instructions for installing SkyPoint in Red Hat Enterprise Linux (RHEL)-based, Debian-based operating systems

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Installation Requirements

This guide provides installation instructions for SkyPoint on Red Hat Enterprise Linux (RHEL)-based, Debian-based operating systems.

Before you begin

Table 1: Operating System Requirements

Operating System	
Debian	Debian 9 or higher, Ubuntu 16.04 LTS or higher
Rhel	Red Hat Enterprise Linux 7 or higher, CentOS 7 or higher

Table 2: Hardware Requirements

Minimum Hardware Requirements	
Processor	Intel Dual Core or better
Memory	Minimum 16GB (Memory must be increased depending on the number of devices)
Hard Disk	1 TB hard disk

Software Prerequisites

- OpenJDK 8
- PostgreSQL
- TFTP
- Apache

Installing SkyPoint

New Installation of 1.0.x

1. Download the latest software in NMS system.
2. Execute the following command for the new installation of SkyPoint 1.0.x
\$ sudo dpkg -i skypoint_1.0.17.20240502_amd64.deb
3. Once the installation is completed, go to **"/opt/skypoint/bin"** folder and execute the following command
\$ sudo ./installnconfigure.sh
4. Wait until the installation is completed, which will start the SkyPoint service automatically
5. Check the active status of SkyPoint by using the following command
\$ sudo service skypoint status or
\$ sudo ./skypoint status or **\$ sudo ./skypoint -v status**

```
● skypoint.service - SkyPoint server
   Loaded: loaded (/etc/systemd/system/skypoint.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2024-05-30 13:20:29 CST; 8s ago
     Process: 31085 ExecStop=/opt/skypoint/bin/skypoint stop (code=exited, status=0/SUCCESS)
    Main PID: 11384 ExecStart=/opt/skypoint/bin/skypoint -Q start (code=exited, status=0/SUCCESS)
   Main PID: 31864 (java)
      Tasks: 0 (limit: 4915)
   CGroup: /system.slice/skypoint.service
           └─ 31864 /usr/bin/java -Djava.endorsed.dirs=/opt/skypoint/lib/endorsed -Dopennms.home=
```

6. Open the browser and enter the following address:
http://localhost:8980/skypoint or replace **"localhost"** with the IP address.
The default username and password are **admin/admin**

Upgrading SkyPoint

- Stop the SkyPoint server by executing the below command
\$ sudo service skypoint stop
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint stop
- Download the latest software in NMS system
- Execute the following command for the new installation of SkyPoint 1.0.X
\$ sudo dpkg -i skypoint_1.0.17.20240506_amd64.deb
- Once the installation is completed, go to **"/opt/skypoint/bin"** folder and execute the following command.
\$ sudo ./installnconfigure.sh

- Wait until the installation is completed, which will start the SkyPoint service automatically
- Check the active status of skypoint by using the following command
\$ sudo service skypoint status
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint status or **\$ sudo ./skypoint -v status**
- Open the browser and enter the following address:
http://localhost:8980/skypoint or replace "localhost" with the IP address.
The default username and password are **admin/admin**

Manually stop the SkyPoint server

- Stop the SkyPoint server by executing the below command
\$ sudo service skypoint stop
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint stop

Manually start the SkyPoint server

- Start the SkyPoint server by executing the below command
\$ sudo service skypoint start
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint start

Check the status of SkyPoint

- Check the status of the SkyPoint server by executing the below command
\$ sudo service skypoint status
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint status or **\$ sudo ./skypoint -v status**
These logs below will be shown on the console if NMS runs properly.

```
root@fae-MacBookPro:/opt# sudo service skypoint status
● skypoint.service - SkyPoint server
   Loaded: loaded (/etc/systemd/system/skypoint.service; enabled; vendor preset: enabled)
   Active: active (running) since Thu 2024-05-30 13:20:29 CST; 8s ago
     Process: 31085 ExecStop=/opt/skypoint/bin/skypoint stop (code=exited, status=0/SUCCESS)
     Process: 11384 ExecStart=/opt/skypoint/bin/skypoint -Q start (code=exited, status=0/SUCCESS)
    Main PID: 31864 (java)
      Tasks: 0 (limit: 4915)
     CGroup: /system.slice/skypoint.service
            └─ 31864 /usr/bin/java -Djava.endorsed.dirs=/opt/skypoint/lib/endorsed -Dopennms.home=
```

Troubleshooting and Debugging

Once the installation is complete and "**installnconfigure.sh**" command is executed, and NMS is not started properly follow the below steps.

Restart SkyPoint Service

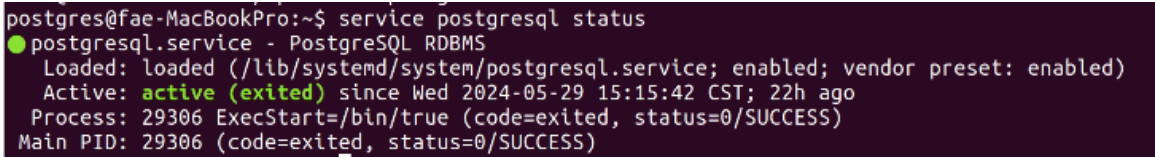
- Restart the service by
 - Stopping the SkyPoint server by executing the below command
\$ sudo service skypoint stop
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint stop
 - Start the SkyPoint server by executing the below command
\$ sudo service skypoint start
or go to **/opt/skypoint/bin** folder and execute the below command
\$ sudo ./skypoint start

Check Java

- Check the version of Java installed
 - **\$ java -version**
 - The output should contain the following text
openjdk version "1.8.0_362"
- If the above step output is not showing JDK in the text. run the following command from the SkyPoint installation folder - **/opt/skypoint/bin**
 - **\$./runjava -s**
 - Check for the following output
runjava: found an appropriate JRE

Check Postgres

- Check if Postgres is installed
 - Enter the following command to switch to postgres user
\$ sudo su - postgres
 - Enter the following command to check the postgres version
\$ psql -version

- Check if the postgres version is supported by SkyPoint (**v9.5 - v.11**)
 - Check postgres service active state
\$ sudo service postgresql status


```
postgres@fae-MacBookPro:~$ service postgresql status
● postgresql.service - PostgreSQL RDBMS
   Loaded: loaded (/lib/systemd/system/postgresql.service; enabled; vendor preset: enabled)
   Active: active (exited) since Wed 2024-05-29 15:15:42 CST; 22h ago
     Process: 29306 ExecStart=/bin/true (code=exited, status=0/SUCCESS)
    Main PID: 29306 (code=exited, status=0/SUCCESS)
```
 - If postgres is not running, start the postgres using the following command
\$ sudo service postgresql start
- To exit from postgres user: **exit**; to quit from postgres version: **/q or /quit**

Check SkyPoint

- Go to the SkyPoint installation folder (**/opt/skypoint/bin**) and execute the following command
\$ sudo ./install -dis
 The output should show the following text **Upgrade completed successfully!**
- Start the SkyPoint service
\$ sudo service skypoint start or
\$ sudo ./skypoint start

If you have completed all the steps above and the Skypoint service still has issues, please try the following steps.

Remove SkyPoint

- Go to the SkyPoint installation folder (**/opt/skypoint/bin**)
\$ cd /opt/skypoint/bin
- Stop SkyPoint
\$ sudo service skypoint stop (Stop SkyPoint service) or **\$./skypoint stop**
- Go back to opt folder from **/opt/skypoint/bin**
\$ cd ../../ (Go back twice)
- Remove SkyPoint
\$ sudo apt purge skypoint-webapp-jetty
\$ sudo apt purge skypoint-core
\$ sudo apt purge skypoint

Drop and create a new database

Please note that dropping the database will erase all existing data. Proceed with caution. Backup the database first!

- Switch to postgres user
\$ sudo su - postgres
- Drop database
\$ dropdb opennms or dropdatabase opennms (either one of the commands will work)
- Create a new database
\$ createdb -O opennms opennms
\$ exit

Troubleshooting

If you encounter the issue **"Error StatusLogger Reconfiguration Failed ..."**, please follow the steps below to resolve it.

```
runjava: skipping... JAVA_HOME not set
runjava: Checking JRE in user's path: "/usr/bin/java"...
runjava: found an appropriate JRE in user's path: "/usr/bin/java"
runjava: value of "/usr/bin/java" stored in configuration file
ERROR StatusLogger Reconfiguration failed: No configuration found for '54a097cc'
at 'null' in 'null'
=====
OpenNMS Installer
=====
Configures PostgreSQL tables, users, and other miscellaneous settings.

WARNING: unable to load /opt/skypoint/etc/opennms.properties
WARNING: unable to load /opt/skypoint/etc/rrd-configuration.properties
java.lang.reflect.InvocationTargetException
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(NativeMethodAccessorImpl...
```

- Remove SkyPoint by following the steps on the previous page
- Drop the OpenNMS database and create a new one by following the steps on the previous page (**Please note that dropping the database will erase all existing data. Proceed with caution. Backup the database first!**)
- Reinstall SkyPoint by following the steps on page 3 of this guide

If you encounter a blank page when you open the NMS page on the browser, please try to restart the SkyPoint service (see page 5).

Supported Browsers

SkyPoint supports the following browsers:

Table 3: Supported Browsers

Browser	Versions
Google Chrome	Version 90.0.4430.93 or later
Mozilla Firefox	Version 88.0.1 or later