



syslog-ng Store Box 6.1

Installation Guide

**Copyright 2019 One Identity LLC.**

**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.  
Attn: LEGAL Dept  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

**Patents**

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

**Trademarks**

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at [www.OneIdentity.com/legal](http://www.OneIdentity.com/legal). All other trademarks are the property of their respective owners.

**Legend**

 **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

# Contents

<b>Preface</b> .....	<b>4</b>
Summary of contents .....	4
Target audience and prerequisites .....	4
Products covered in this guide .....	5
About this document .....	5
<b>Introduction</b> .....	<b>6</b>
<b>Package contents inventory</b> .....	<b>7</b>
<b>syslog-ng Store Box Hardware Installation Guide</b> .....	<b>8</b>
Installing the SSB hardware .....	8
Installing two SSB units in HA mode .....	12
<b>Hardware specifications</b> .....	<b>13</b>
<b>syslog-ng Store Box Software Installation Guide</b> .....	<b>15</b>
Installing the SSB software .....	15
<b>syslog-ng Store Box VMware Installation Guide</b> .....	<b>18</b>
Limitations of SSB under VMware .....	18
Installing SSB under VMware ESXi/ESX .....	18
<b>syslog-ng Store Box Hyper-V Installation Guide</b> .....	<b>21</b>
Limitations of SSB under Hyper-V .....	21
Installing SSB under Hyper-V .....	22
<b>Increasing the virtual disk size of SSB under a virtual machine</b> .....	<b>24</b>
Increasing the virtual disk size of SSB version 4.9 or later under a virtual machine ....	24
<b>About us</b> .....	<b>25</b>
Contacting us .....	25
Technical support resources .....	25

## Preface

Welcome to the syslog-ng Store Box 6.1 Installation Guide.

This document describes how to set up the syslog-ng Store Box (SSB) hardware and install SSB on certified hardware or as a VMware virtual appliance.

### Summary of contents

[Introduction](#) on page 6 provides background information and describes the main purpose of the syslog-ng Store Box Installation Guide.

[Package contents inventory](#) on page 7 lists the contents of the package you receive with the syslog-ng Store Box (SSB).

[syslog-ng Store Box Hardware Installation Guide](#) on page 8 describes how to set up the SSB hardware.

[Hardware specifications](#) on page 13 describes the hardware specifications of the SSB appliance.

[syslog-ng Store Box Software Installation Guide](#) on page 15 describes how to install SSB on certified hardware.

[syslog-ng Store Box VMware Installation Guide](#) on page 18 describes how to install SSB as a VMware virtual appliance.

### Target audience and prerequisites

This guide is intended for system administrators, network administrators, and system integrators responsible for server administration processes within an organization.

The following skills and knowledge are necessary for a successful SSB administrator:

- At least basic system administration knowledge.
- An understanding of networks, TCP/IP protocols, and general network terminology.

- An understanding of system logging and the protocols used in remote system logging.
- Familiarity with the concepts of the syslog-ng and the syslog-ng Agent for Windows applications.
- Working knowledge of the UNIX or Linux operating system is not mandatory but highly useful.

## Products covered in this guide

This guide describes how to set up and install the syslog-ng Store Box version 6.1.



### NOTE:

Users of the syslog-ng Store Box are entitled to use the syslog-ng Premium Edition application as a log collector agent for SSB. This guide does not cover the installation and configuration of syslog-ng Premium Edition, for details, see the [syslog-ng Store Box Documentation page](#).

## About this document

This guide is a work-in-progress document with new versions appearing periodically. The latest version of this document can be downloaded from the [syslog-ng Store Box Documentation page](#).

## Introduction

The aim of this guide is to provide detailed, step-by-step instructions on how to set up and install syslog-ng Store Box on unpacking it and any subsequent occasions that might require the re-installation of the product.

Note that the contents of this document were previously included in the syslog-ng Store Box Administrator Guide. This standalone guide was created to:

- Improve how information is organized in the syslog-ng Store Box documentation set.
- Make it easier for users to find information relevant to their roles, context, and how they use the product.

---

## Package contents inventory

Carefully unpack all server components from the packing cartons. The following items should be packaged with the syslog-ng Store Box:

- A syslog-ng Store Box appliance, pre-installed with the latest syslog-ng Store Box firmware.
- syslog-ng Store Box accessory kit, including the following:
  - syslog-ng Store Box 6.1 Packaging Checklist (this document).
  - GPL v2.0 license.
- Rack mount hardware.
- Power cable.

The default BIOS and IPMI passwords are in the documentation.

## syslog-ng Store Box Hardware Installation Guide

This section describes how to set up the syslog-ng Store Box (SSB) hardware. Refer to the following documents for step-by-step instructions:

- *syslog-ng Store Box Appliance 3000*: see the *SC113 Chassis Series User's Manual, Chapter 6: Rack Installation*, available online at <https://www.supermicro.com/manuals/chassis/1U/SC113.pdf>.
- *syslog-ng Store Box Appliance 3500*: see the *SuperServer 1029U-T Series User's Manual, Chapter 2: Server Installation*, available online at <https://www.supermicro.com/manuals/superserver/1U/MNL-1973.pdf>.

The manuals are also available online at the [syslog-ng Store Box Documentation page](#). Note that SSB hardware is built to custom specifications: CPU, memory, network card, and storage options differ from the stock chassis. You can find the hardware specifications in [Hardware specifications](#)

- For details on how to install a single SSB unit, see [Installing the SSB hardware](#).
- For details on how to install two SSB units in high availability mode, see [Installing two SSB units in HA mode](#).

## Installing the SSB hardware

The following describes how to install a single SSB unit.

### **To install a single SSB unit**

1. Unpack SSB.
2. *Optional step*: Install SSB into a rack with the slide rails. Slide rails are available for all SSB appliances.
3. Connect the cables.



a. **For general networks:**

Connect the Ethernet cable facing your LAN to the Ethernet connector labeled as 1. This is the external interface of SSB. This interface is used for the initial configuration of SSB, and for communication between SSB and the clients. (For details on the roles of the different interfaces, see ["Network interfaces" in the Administration Guide.](#))

**For 10Gbit-only networks:**

Connect the cable facing your LAN to the SFP+ connector labeled as A. This is the external interface of SSB. This interface is used for the initial configuration of SSB, and for communication between SSB and the clients. (For details on the roles of the different interfaces, see ["Network interfaces" in the Administration Guide.](#))

**NOTE:**

For a list of compatible connectors, see [Linux\\* Base Driver for 10 Gigabit Intel® Ethernet Network Connection Overview](#). Note that SFP transceivers encoded for non-Intel hosts may be incompatible with the Intel 82599EB host chipset found in SSB.

**CAUTION:**

**Do not leave any unused SFP/SFP+ transceiver in the 10Gbit interface. It may cause network outage.**

- b. Connect an Ethernet cable that you can use to remotely support the SSB hardware to the IPMI interface of SSB. For details, see the following documents:

For syslog-ng Store Box Appliance 3000 and 3500, see the [X9 SMT IPMI User's Guide](#).

**CAUTION:**

**Connect the IPMI before plugging in the power cord. Failing to do so will result in IPMI failure.**

**⚠ CAUTION: SECURITY HAZARD!**

The IPMI interface, like all out-of-band management interfaces, has known vulnerabilities that One Identity cannot fix or have an effect on. To avoid security hazards, One Identity recommends that you only connect the IPMI interface to well-protected, separated management networks with restricted accessibility. Failing to do so may result in an unauthorized access to all data stored on the SSB appliance. Data on the appliance can be unencrypted or encrypted, and can include sensitive information, for example, passwords, decryption keys, private keys, and so on.

For more information, see [Best Practices for managing servers with IPMI features enabled in Datacenters](#).

**📘 NOTE:**

The administrator of SSB must be authorized and able to access the IPMI interface for support and troubleshooting purposes in case vendor support is needed.

The following ports are used by the IPMI interface:

- Port 623 (UDP): IPMI (cannot be changed)
  - Port 5123 (UDP): floppy (cannot be changed)
  - Port 5901 (TCP): video display (configurable)
  - Port 5900 (TCP): HID (configurable)
  - Port 5120 (TCP): CD (configurable)
  - Port 80 (TCP): HTTP (configurable)
- c. *Optional step:* Connect the Ethernet cable to be used for managing SSB after its initial configuration to the Ethernet connector labeled as 2. This is the management interface of SSB. (For details on the roles of the different interfaces, see "[Network interfaces](#)" in the [Administration Guide](#).)
  - d. *Optional step:* Connect the Ethernet cable connecting SSB to another SSB node to the Ethernet connector labeled as 4. This is the high availability (HA) interface of SSB. (For details on the roles of the different interfaces, see "[Network interfaces](#)" in the [Administration Guide](#).)
4. Power on the hardware.
  5. Change the BIOS password on the syslog-ng Store Box. The default password is ADMIN or changeme, depending on your hardware.
  6. Change the IPMI password on the syslog-ng Store Box. The default password is ADMIN or changeme, depending on your hardware.

**NOTE:**

Ensure that you have the latest version of IPMI firmware installed. You can download the relevant firmware from the One Identity Knowledge Base:

- [IPMI firmware for syslog-ng Store Box Appliance 3000](#)
- [IPMI firmware for syslog-ng Store Box Appliance 3500](#)

To change the IPMI password, connect to the IPMI remote console.

**NOTE:**

If you encounter issues when connecting to the IPMI remote console, add the DNS name or the IP address of the IPMI interface to the exception list (whitelist) of the Java console. For details on how to do this, see the Java FAQ entry titled [How can I configure the Exception Site List?](#)

7. Following boot, SSB attempts to receive an IP address automatically via DHCP. If it fails to obtain an automatic IP address, it starts listening for HTTPS connections on the 192.168.1.1 IP address.

To configure SSB to listen for connections on a custom IP address, complete the following steps:

- a. Access SSB from the local console, and log in with username root and password default.
- b. In the Console Menu, select **Shells > Core shell**.
- c. Change the IP address of SSB:

```
ip addr add <IP-address>/24 dev eth0
```

Replace <IP-address> with an IPv4 address suitable for your environment.

- d. Set the default gateway using the following command:

```
ip route add default via <IP-of-default-gateway>
```

Replace <IP-of-default-gateway> with the IP address of the default gateway.

- e. Type exit, then select **Logout** from the Console Menu.
8. Connect to the SSB web interface from a client machine and complete the Welcome Wizard as described in ["The Welcome Wizard and the first login" in the Administration Guide](#).

**NOTE:**

The syslog-ng Store Box Administrator Guide is available on the [syslog-ng Store Box Documentation page](#).

# Installing two SSB units in HA mode

The following describes how to install SSB with high availability support.

## **To install SSB with high availability support**

1. For the first SSB unit, complete [Installing the SSB hardware](#) on page 8.
2. For the second SSB unit, complete Steps 1-3 of [Installing the SSB hardware](#) on page 8.
3. Connect the two units with an Ethernet cable via the Ethernet connectors labeled as 4.
4. Power on the second unit.
5. Change the BIOS and IPMI passwords on the second unit. The default password is ADMIN or changeme, depending on your hardware.
6. Connect to the SSB web interface of the first unit from a client machine and enable high availability mode. Navigate to **Basic Settings > High Availability** . Click **Convert to Cluster**, then reload the page in your browser.
7. Click **Reboot Cluster**.
8. Wait until the slave unit synchronizes its disk to the master unit. Depending on the size of the hard disks, this may take several hours. You can increase the speed of the synchronization via the SSB web interface at **Basic Settings > High Availability > DRBD sync rate limit**.

## Hardware specifications

SSB appliances are built on high performance, energy efficient, and reliable hardware that are easily mounted into standard rack mounts.

**Table 1: Hardware specifications**

Product	Redundant PSU	Processor	Memory	Capacity	RAID	IPMI
SSB T-1	No	Intel(R) Xeon(R) X3430 @ 2.40GHz	2 x 4 GB	2 x 1 TB	Software RAID	Yes
SSB T-4	Yes	Intel(R) Xeon(R) E3-1275V2 @ 3.50GHz	4 x 4 GB	4 x 2 TB	LSI MegaRAID SAS 9271-4i SGL	Yes
SSB T-10	Yes	2 x Intel(R) Xeon(R) E5-2630V2 @ 2.6GHz	8 x 4 GB	13 x 1 TB	LSI 2208 (1GB cache)	Yes
syslog-ng Store Box Appliance 3000	Yes	1x Intel Xeon E3-1275 3.60GHz 8Core	2 x 16 GB	4x2 TB NLSAS	LSI MegaRAID SAS 9361-4i Single	Yes
syslog-ng Store Box Appliance 3500	Yes	2x Intel Xeon Silver 4110 2.1Ghz 8Core (=16Core)	8 x 8 GB	9x2 TB NLSAS	1 x Broadcom MegaRAID SAS 9361-16i + LSI Avago CacheVault Power Module 02 (CVPM02) Kit	Yes

The syslog-ng Store Box Appliance 3500 is equipped with a dual-port 10Gbit interface. This interface has SFP+ connectors (not RJ-45) labeled A and B, and can be found right of the Label 1 and 2 Ethernet interfaces. If you want faster communication, for example, in case

of high data load, you can connect up to two 10G SFP+ transceivers. These transceivers are not shipped with the original package and have to be purchased separately.

# syslog-ng Store Box Software Installation Guide

This section describes how to install the syslog-ng Store Box (SSB) software on a certified hardware.

Note that installing and reinstalling SSB can take a long time, especially for a HA cluster. There are no supported workarounds for reducing the necessary downtime. One Identity recommends testing SSB in a virtual environment, and using physical hardware only for verifying HA functionality and measuring performance.

## Installing the SSB software

The following describes how to install a new SSB on a server.

### *To install a new SSB on a server*

1. Log in to your [support portal](#) account and download the latest syslog-ng Store Box installation ISO file. Note that you need to have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within the [support portal](#).
2. Mount the ISO image, or burn it to a CD-ROM.
3. Connect your computer to the IPMI interface of SSB. For details, see the following documents:  
For syslog-ng Store Box Appliance 3000 and 3500, see the [X9 SMT IPMI User's Guide](#).
4. Power on the server.
5. Log in to the IPMI web interface, and boot the syslog-ng Store Box installation CD on the server using a virtual CD-ROM. For details, see the following documents:  
For syslog-ng Store Box Appliance 3000 and 3500, see the [X9 SMT IPMI User's Guide](#).
6. When the syslog-ng Store Box installer starts, select **Installer**, press **Enter**, and wait until the server finishes the boot process.
7. Select **Install a new SSB** and press **Enter** to start the installation process. Depending

on the size of the disks, the installation process takes from a few minutes to an hour to complete. The progress of the installation is indicated in the **Installation Steps** window.

8. The installer displays the following question: **Warning, all data on the hard drive (s) will be erased. Are you sure?** Select **Yes** and press **Enter**.
9. The installer displays the MAC addresses of the network interfaces found in the SSB unit. Record these addresses.
10. The installer displays the product name (the SSB configuration that was installed). If the product name displayed does not match the product you wanted to install, complete the following steps:
  - a. Check that the hardware configuration of the appliance matches the specifications provided by One Identity.
  - b. If the configuration matches the specifications but the installer displays a different product name, [contact our Support Team](#).
11. During the **Finishing the Setup** step, the installer performs RAID synchronization.
  - Select **Yes** to perform the RAID synchronization. RAID synchronization is a two-step process, the progress of the active step is indicated on the progress bar. Wait until both steps are completed. Note that this synchronization takes several hours (about 8 hours on average).
  - Select **No** to skip the RAID synchronization. Note that the system will automatically perform the synchronization after the first boot, but in this case the process will take several days.
12. After the installation is finished, press **Enter** to return to the main menu.
13. Select **Reboot** and press **Enter** to restart the system. Wait until the system reboots.
14. Connect your computer to the EXT interface of SSB. Create an alias IP address for your computer that falls into the 192.168.1.0/24 subnet (for example, 192.168.1.10). For details, see ["The initial connection to SSB" in the Administration Guide](#).
15. Open the <http://192.168.1.1> URL in your web browser and verify that the Welcome Wizard of the syslog-ng Store Box is available.

**NOTE:**

For details on the supported web browsers and operating systems, see ["Supported web browsers" in the Administration Guide](#).



Figure 1: The Welcome Wizard

Welcome License Networking Users Certificate Finish

## Welcome to syslog-ng Store Box

### Import old configuration

You can use your old exported configuration or continue clicking 'Next'!

Configuration:  No file selected.

Encryption password:

16. Power off the system.

## syslog-ng Store Box VMware Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 6.1 as a virtual appliance under a VMware ESXi server.

### Limitations of SSB under VMware

The following limitations apply to running version 6.1 of SSB under VMware:

- SSB can be installed under the following VMware versions:
  - VMware ESXi 4.0 or later.
  - VMware ESX 4.0 or later.
- SSB can only use fixed disk space assigned to the virtual host, it is not possible to use on-demand disk allocation scenarios. To increase the size of the virtual disk, see [Increasing the virtual disk size of SSB under a virtual machine](#).
- If High Availability (HA) operation mode is required in a virtual environment, use the HA function provided by the virtual environment.
- Hardware-related alerts and status indicators of SSB may display inaccurate information, for example, display degraded RAID status.

### Installing SSB under VMware ESXi/ESX

The following describes how to install a new SSB under VMware ESXi or ESX.

## To install a new SSB under VMware ESXi or ESX

1. Create the virtual machine for SSB using the following settings:
  - Guest operating system: *Linux/Ubuntu 64-bit*.
  - Allocate memory for the virtual machine. SSB requires a minimum of 1 GiB of memory, in addition to the memory limit of the indexed logspaces. The recommended size for the memory depends on the exact environment, but consider the following:
    - The base system requires 256 MiB.
    - The syslog-ng server running on SSB requires between 128 MiB and 1 GiB of memory, depending on the message load and on the configuration of SSB.
    - For every logspace, SSB requires additional memory to index the incoming messages. The amount of memory allocated for the indexer can be set individually for every logspace.
  - The hard disk controller must be *LSI Logic Parallel*.
  - Do not use RAID for the hard disk, use the data duplication features of your virtual environment instead. That way, a single hard disk is sufficient for the system. If you need to use the built-in RAID support of SSB for some reason, use two hard disks, and SSB will automatically use them in software RAID.

**⚠ CAUTION:**  
**Hazard of data loss** When you install or reinstall SSB in a virtual environment, always create new hard disks. Using existing hard disks can cause unexpected behavior and operational problems.

  - Configure a fixed size disk with at least 8 GiB space.  
About 5 GB is required for the base system, the remaining disk space is used to store data. To increase the initial disk size, see [Increasing the virtual disk size of SSB under a virtual machine](#).
  - SSB requires that you use either 1 network card or 4 network cards, all of them must be *VMXNET3*.
2. After creating the virtual machine, edit the settings of the machine. Set the following options:
  - a. Under **Options > VMware Tools**, enable the **Shutdown, Suspend, Reset** options, otherwise the SSB administrator will not be able to access these functions from the SSB web interface.
  - b. Under **Options > Boot options**, enable the **Force BIOS Setup** option. This is required to be able to check the system time (and modify it if needed) before installing SSB.
3. Log in to the [support portal](#) and download the latest syslog-ng Store Box installation ISO file. Note that you need to have purchased SSB as a virtual appliance or have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within the [support portal](#).
4. Mount the ISO image and boot the virtual machine. Follow the on-screen instructions

to install SSB.

Once installation successfully completes, the virtual machine will restart automatically.

In case installation fails, a message will be displayed instructing you to press Ctrl+Alt+Delete to reboot the virtual machine.

# syslog-ng Store Box Hyper-V Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 6.1 as a virtual appliance under a Hyper-V server.

## Limitations of SSB under Hyper-V

Version 6.1 of SSB has no special support for running under Hyper-V. While the basic functionality of SSB is not affected by running as a virtual appliance, the following limitations apply:

- If High Availability (HA) operation mode is required in a virtual environment, use the HA function provided by the virtual environment.
- Hardware-related alerts and status indicators of SSB may display inaccurate information, for example, display degraded RAID status.
- When running SSB under Microsoft Hyper-V, ensure that the network interfaces are actually connected to the network. When running under Hyper-V, SSB indicates on the **Basic Settings > Network > Ethernet links** page that there is a link, even if the network interface is configured and enabled, but not connected to the network.
- When rebooting SSB in Hyper-V, the following critical error message may appear in the event log of the Hyper-V host:

```
<Virtual machine name> was reset because an unrecoverable error occurred on a virtual processor that caused a triple fault.
```

This is normal, there is no problem with SSB. For details, see [Triple fault in event log shows reset of Linux virtual machines](#).

# Installing SSB under Hyper-V

The following describes how to install a new SSB under Hyper-V.

## To install a new SSB under Hyper-V

1. Create the virtual machine for SSB using the following settings:
  - Choose **Generation 1** for the virtual machine.
  - Allocate memory for the virtual machine. SSB requires a minimum of 1 GiB of memory, in addition to the memory limit of the indexed logspaces. The recommended size for the memory depends on the exact environment, but consider the following:
    - The base system requires 256 MiB.
    - The syslog-ng server running on SSB requires between 128 MiB and 1 GiB of memory, depending on the message load and on the configuration of SSB.
    - For every logspace, SSB requires additional memory to index the incoming messages. The amount of memory allocated for the indexer can be set individually for every logspace.
  - Configure a fixed size disk with at least 8 GiB space.

About 5 GB is required for the base system, the remaining disk space is used to store data.
  - Do not use RAID for the hard disk, use the data duplication features of your virtual environment instead. That way, a single hard disk is sufficient for the system. If you need to use the built-in RAID support of SSB for some reason, use two hard disks, and SSB will automatically use them in software RAID.

### ⚠ CAUTION:

**Hazard of data loss** When you install or reinstall SSB in a virtual environment, always create new hard disks. Using existing hard disks can cause unexpected behavior and operational problems.

- SSB requires that you use either 1 network card or 4 network cards. If you wish to use more than one network card, then after completing the steps of the **New Virtual Machine Wizard**, add the additional network cards in the **Settings** of the virtual machine.

### ⚠ CAUTION:

**Hyper-V offers two kinds of virtual Network Adapters (NICs): Legacy and Synthetic. Due to a known issue (Hyper-V network adapters are mapped to a different eth on every boot), using Legacy and Synthetic NICs within the same configuration will result in improper network setup. If you have to use more than one NICs, we recommend using only Legacy NICs.**

2. Log in to your [support portal](#) account and download the latest syslog-ng Store Box installation ISO file. Note that you need to have purchased SSB as a virtual appliance or have partner access to download syslog-ng Store Box ISO files. If you are a partner but do not see the ISO files, you can request partner access within the [support portal](#).
3. Mount the ISO image and boot the virtual machine. Follow the on-screen instructions to install SSB.

Once installation successfully completes, the virtual machine will restart automatically.

In case installation fails, a message will be displayed instructing you to press Ctrl+Alt+Delete to reboot the virtual machine.

---

## Increasing the virtual disk size of SSB under a virtual machine

### Increasing the virtual disk size of SSB version 4.9 or later under a virtual machine

SSB can only use fixed disk space assigned to the virtual host. If you must increase the size of the virtual disk, complete the following steps.

#### Prerequisites:

The following prerequisites are essential for the resize procedure to work:

- The machine that SSB is running on has to be a virtual machine. This procedure will not work on a physical machine.
- The version running on the virtual machine must be a newly installed SSB version 4.9 or later. This procedure will not work in case of an SSB that was upgraded from an earlier version.
- No software RAID.

#### ***To increase the size of the virtual disk***

1. To ensure that no data is lost in case of an error, create a full system backup (configuration and data backup). For detailed instructions, see "[Data and configuration backups](#)" in the [Administration Guide](#).
2. Power down the virtual machine.
3. Increase the storage size.
4. Restart SSB.

If you have encountered any errors, [contact our Support Team](#).



One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

## Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

## Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to videos at [www.YouTube.com/OneIdentity](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product