



syslog-ng Store Box 6.0.2

## Installation Guide

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### 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.

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## Preface

Welcome to the syslog-ng Store Box 6.0 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 12 describes the hardware specifications of the SSB appliance.

[syslog-ng Store Box Software Installation Guide](#) on page 18 describes how to install SSB on certified hardware.

[syslog-ng Store Box VMware Installation Guide](#) on page 19 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 6.0.



### 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 6.0 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

This section 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 [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](#)
- [IPMI firmware for syslog-ng Store Box T1](#)
- [IPMI firmware for IPMI firmware for syslog-ng Store Box T4](#)
- [IPMI firmware for IPMI firmware for syslog-ng Store Box T10](#)

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](#).

# Hardware specifications

The syslog-ng Store Box (SSB) appliances are built on high performance, energy efficient, and reliable hardware that are easily mounted into standard rack mounts.

The following sections provide detailed information of SSB appliances.

## syslog-ng Store Box (SSB) T1

**Unit:** 1

**Number of disk slots:** 2 (internal only)

**Redundant PSU:** 0

**Mainboard:** X8SIL-F

**Chipset:** Intel 3420

**NIC:**

- 2x Intel® 82574L Gigabit Ethernet Controller
- 1x Supermicro AOC-SG-i2 Dual GbE PCI-Ex4

**IPMI:** Nuvoton WPCM450, SMT (Latest ver.: 3.16)

**CPU:** 1x Intel Xeon X3430 2.4GHz Quad

**RAM:** 2x 4GB Samsung DDR3-1600 ECC/Unbuffered STD

**HDD:** 2x Seagate Constellation ES.3 1TB SATA III

**RAID:** Software RAID

**RAID type:** RAID1

**Chassis (H x W x D):** 43mm x 426mm x 356mm (1U)

**Chassis (H x W x D):** 1,7" x 16,8" x 14,0" (1U)

**Chassis:** SuperChassis 512-200B

**Weight:** 7,7 kg / 17 lbs

**Wattage IDLE:** 50 Watt

**Wattage LOAD:** 243 Watt

**System MTBF (h):** 42216 hours

**Electrical:** 100 - 240V, 60-50Hz, 4 - 2 Amp

**Operating temperature:** 10°C to 35°C

**Non-operating temperature:** -40°C to 70°C

**Humidity range:** 8% to 90%

**Non-operating humidity:** 5% to 95%

**Compliant to:** CE, cCSAus, FCC, VCCI-A

[Link to manufacturer documentation](#)

## syslog-ng Store Box (SSB) T4

**Unit:** 1

**Number of disk slots:** 4

**Redundant PSU:** 1

**Mainboard:** [X9SPU-F](#)

**Chipset:** Intel C216 Express PCH

### NIC

- 2x Intel® 82574L Gigabit Ethernet Controller
- 1x Supermicro AOC-SG-i2 Dual GbE PCI-Ex4

**IPMI:** Nuvoton WPCM450RA0BX, SMT (Latest ver.: 3.38)

**CPU:** 1x [Intel Xeon E3-1275v2 3.5GHz Quad](#)

**RAM:** 2x 4GB Samsung DDR3-1600 ECC/Unbuffered STD

**HDD:** 4x Seagate Constellation ES.3 2TB SATA III

### RAID:

- LSI MegaRAID SAS 9271-4i SGL
- + LSI LSIiBBU09 BBU

**RAID type:** RAID10

**Chassis (H x W x D):** 43mm x 437mm x 650mm

**Chassis: (H x W x D)** 1,7" x 17,2" x 25,6"

**Chassis:** [SuperChassis 815TQ-R500UB](#)

**Weight:** 16,5 kg / 38 lbs

**Wattage IDLE:** 60 Watt

**Wattage LOAD:** 547 Watt

**System MTBF (h):** 69667 hours

**Electrical:** 100 - 240V, 60-50Hz, 6.2 - 2.6 Amp

**Operating temperature:** 10°C to 35°C

**Non-operating temperature:** -40°C to 70°C

**Humidity range:** 8% to 90%

**Non-operating humidity:** 5% to 95%

**Compliant to:** CE, cCSAus, FCC, VCCI-A

[Link to manufacturer documentation](#)

## syslog-ng Store Box (SSB) T10

**Unit:** 2

**Number of disk slots:** 12

**Redundant PSU:** 1

**Mainboard:** [X9DRW-7TPF+](#)

**Chipset:** Intel® C602J

**NIC:**

- 1x Intel® 82599 Dual Port 10G SFP+
- 1x Intel® i350 Dual Port Gigabit Ethernet
- 1x Supermicro AOC-SG-i2 Dual GbE PCI-Ex4

**IPMI:** Nuvoton WPCM450 BMC, SMT (Latest ver.: 3.39)

**CPU:** 2x [Intel Xeon E5-2630v2 2.6GHz](#)

**RAM:** 8x 4GB Samsung DDR3-1600 ECC/Unbuffered STD

**HDD:** 13x Seagate Constellation.2 SAS 1TB 2.5"

**RAID:**

- LSI 2208 (1GB cache)
- + Supermicro BTR-0022L-LSI00279 BBU
- + [Chenbro CK22803 Expander](#)

**RAID type:** RAID50

**Chassis (H x W x D):** 89mm x 437mm x 684mm

**Chassis (H x W x D):** 3,5" x 17,2" x 26,93"

**Chassis:** [SuperChassis 219A-R920WB](#)

**Weight:** 23,6 kg / 52 lbs

**Wattage IDLE:** 106 Watt

**Wattage LOAD:** 987 Watt

**System MTBF (h):** 36683 hours

**Electrical:** 100 - 240V, 50-60Hz, 11 - 4.5 Amp

**Operating temperature:** 10°C to 35°C

**Non-operating temperature:** -40°C to 70°C

**Humidity range:** 8% to 90%

**Non-operating humidity:** 5% to 95%

**Compliant to:** CE, cCSAus, FCC, VCCI-A

[Link to manufacturer documentation](#)

## syslog-ng Store Box (SSB) Appliance 3000

**Unit:** 1 U

**Drive Bays:** 8 x 2.5

**Redundant PSU:** Yes

**NIC:** 4 x 1GBase-T Ethernet ports

**IPMI:** version 2.0

**CPU:** Intel Xeon E3-1275 3.60 Ghz 4 Core

**Memory:** 2x 16GB

**HDD:** 4x 2TB

**RAID:** LSI MegaRAID SAS 9361-4i

**RAID Type:** RAID 5

**Usable Storage:** 6TB

**Chassis (W x H x D):** 17.2" x 1.7" x 23.5" (437 x 43 x 650 mm)

**Weight:** 35 lbs (15.9kg)

**Wattage IDLE / LOAD:** N/A

**Electrical:** 500W Redundant AC-DC Power Supplies

**Operating Temperature:** 5°C to 35°C (41°F to 95°F)

**Non-operating Temperature:** -40°C to 60°C (-40°F to 140°F)

**Humidity Range:** 8% to 90% (non-condensing)

**Non-operating Humidity:** 5% to 95% (non-condensing)

**Compliant to:** CE, cCSAus, FCC, VCCI-A

[Link to manufacturer documentation](#)

### List of appliance ports



1. Redundant power supplies
2. Serial port
3. 2x USB ports
4. 2x USB ports
5. 2x RJ45 GbE Ethernet ports
6. VGA port
7. 4 x 1GBase-T Ethernet ports
8. Dedicated IPMI LAN port

## syslog-ng Store Box (SSB) Appliance 3500

**Unit:** 1 U

**Drive Bays:** 10 x 2.5

**Redundant PSU:** Yes

**NIC:**

- 2 x 1GBase-T Ethernet ports
- 2 x 10GBase-T Ethernet ports

**IPMI:** version 2.0

**CPU:** 2 x Intel Xeon Silver 4110 2.1 Ghz 8 Core

**Memory:** 8 x 8GB

**HDD:** 8 x 2TB + 1 HotSpare

**RAID:**

- LSI Avago CacheVault Power Module 02 (CVPM02) Kit
- 1 x Broadcom MegaRAID SAS 9361-16i +

**RAID Type:** RAID 50

**Usable Storage:** 12 TB

**Chassis (W x H x D):** 17.2" x 1.7" x 28.5" (437 x 43 x 724 mm)

**Weight:** 41 lbs (18.6kg)

**Wattage IDLE / LOAD:** N/A

**Electrical:** 750W Redundant AC-DC Power Supplies

**Operating Temperature:** 10°C to 35°C (50°F ~ 95°F)

**Non-operating Temperature:** -40°C to 60°C (-40°F to 140°F)

**Humidity Range:** 8% to 90% (non-condensing)



**Non-operating Humidity:** 5% to 95% (non-condensing)

**Compliant to:** CE, cCSAus, FCC, VCCI-A

[Link to manufacturer documentation](#)

**NOTE:** The syslog-ng Store Box (SSB) 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.

### List of appliance ports



1. Redundant power supplies
2. 2x RJ45 10GbE Ethernet ports
3. 2x 3.0 USB ports
4. Dedicated IPMI LAN port
5. Serial port
6. VGA port
7. 2 x 1GBase-T Ethernet ports
8. 2x SFP+ 10GbE ports

# 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

This section describes how to install a new SSB on a server.

# syslog-ng Store Box VMware Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 6.0 as a virtual appliance under a VMware ESXi server.

## Limitations of SSB under VMware

The following limitations apply to running version 6.0 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.
- Creating Quiesced snapshots is not supported. Disable this option when taking a snapshot of your SSB appliance, otherwise the boot firmware of the appliance becomes tainted.

# syslog-ng Store Box Hyper-V Installation Guide

This tutorial describes the possibilities and limitations of installing syslog-ng Store Box (SSB) 6.0 as a virtual appliance under a Hyper-V server.

## Limitations of SSB under Hyper-V

Version 6.0 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](#).

---

## 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.

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## Contacting us

For sales and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

## 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/>.

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- Chat with support engineers online
- View services to assist you with your product