Goliath Intelligent Agent Installation/Update Instructions

This document will guide you through the process of updating or installing the Goliath Intelligent Agent. Please see the Table of Contents below for the appropriate instructions.

Table of Contents

I. Windows Agent Installation/Update Instructions

A. Automated Installation/Update via the Goliath Console

Below are instructions for pushing the Intelligent Agent install/update out to Windows 2008 R2 or newer machines from the Goliath console. **Please note, there is no reboot required when installing or updating the agent**.

1. Open Goliath Performance Monitor and select the **'Configure'** tab and then the **'Inventory'** submenu.
2. At the bottom of the page, click the **'Manage Agents'** button.
3. If this is the first time an agent is being installed to a server, select the **'Deployment Settings'** button and enter administrative credentials in order to access the server. This is also applicable for machines that are being shown as 'disconnected' in the product. If you are updating an agent that is connected to the product already, please proceed to the next step.
4. Select the server(s) that you would like to update/install the agent on and click the **'Install/Update Agents'** bottom at the bottom of the screen.
5. Depending on the number of agents that are being installed or updated, the process may take about 2-10 minutes to complete. You will be prompted when the installation/update is complete.
6. Once the installation is complete, click the **'Close'** button to return to the Inventory page. Here, you can confirm the agents are connecting in by confirming that there is a green box in the 'stat' column for that machine. Please note, you may need to refresh the screen after a few minutes.

B. Manual Installation/Update via the Installer

Below are instructions for installing and/or updating the Intelligent Agent from a Windows 2008 R2 or newer. **Please note, there is no reboot required when installing or updating the agent**.

1. Download the agent to the Windows machine that you would like to monitor using the instructions in Appendix A.
2. Launch the Goliath Intelligent Agent setup installer (**InstallAgent.exe**) and click **'Next'**
3. Enter the IP Address or FQDN of the Goliath Server. If you are unsure of this information, please see the instructions in Appendix B on how to obtain it.
4. Enter the Goliath Agent Port used for communication and click **'Next'**. If you are unsure of the port number, please see the instructions in Appendix C on how to obtain it.
5. Next, the installer will ask if the machine where this installation is taking place is a Gold Image or Template. Keep the default option of **'No'** selected and click **'Next'**
6. Confirm the agent install directory, this should remain "C:\Program Files\MonitorIT" unless there is no C drive.
7. Confirm the installation settings then click **'Next'** to start the installation.
8. After 1-2 minutes the installation will complete, click **'Finish'**.

C. Manual Installation/Update – Silent

I.   Prepare the Files

There are three files that are required for a Silent Install of the Goliath Intelligent Agent, and will need to be updated with the parameters for your environment for the silent install to be successful:

- **InstallAgent.exe**: Agent Installer
- **SetupVars.ini**: Defines the parameters that will be passed through to the installer
- **InstallOrUpdateAgent.bat**: Bat file that will execute the installer silently and reference path to SetupVars.ini

These files are located in the Goliath Performance Monitor install directory on the Goliath Server. The default path is **C:\Program Files (x86)\ MonitorIT\Agent\Windows**

A. Update SetupVars.ini

Please update the appropriate fields in the SetupVars.ini file to reflect the below information:

- `%AppFolder%`: This should contain the directory in which the agent will be installed
- `%ServerIPAddress%`: This is the IP Address of the Goliath Server
  - o   Please see the instructions in [Appendix B](#) on how to obtain this information.
- `%ServerPort%`: This is the port in which the agent will communicate on
  - o   Please see the instructions in [Appendix C](#) on how to obtain this information.
- `%AgentName%`: This is an optional field where you can define a name for the agent to register as in the technology. If left blank, the hostname will be used

B. Update InstallOrUpdateAgent.bat

The InstallOrUpdateAgent.bat file contains two paths, please update the appropriate paths in the InstallOrUpdateAgent.bat file to reflect the below information.

- The first path is to designate where the InstallAgent.exe file is located. This should be the fully qualified path, like a UNC path using FQDN to the file in a file share.
- The second path is to designate where the SetupVars.ini file is located. This should be the fully qualified path, like a UNC path using FQDN to the file in a file share. If the path is unknown but the INI file will exist in these same location as the EXE file, use .\ before the INI filename to reference the current path.

II.   Deploy the Files

A. Agent Repository/Share

The installer and .ini files, InstallAgent.exe & SetupVars.ini, will need to be stored in a location or repository from which the Bat file will be able to connect to them.

B. Bat File Execution

The Bat file need to be deployed to the location where you will execute the silent install, or incorporated into any scripts for deployment.

D. Manual Installation via Command Prompt

Below are instructions for installing and/or updating the Intelligent Agent on a <u>Windows 2008 R2 or newer machine</u>. In order install the agent manually via command prompt you will need additional files, please see <u>Appendix G</u> for directions on how to obtain these files.

1. Sign into the machine where you would like to install the agent.
2. Open Windows File Explorer and Navigate to **'C:\Program Files'**
3. Create a folder called **'MonitorIT'**
4. Gather the files specified in <u>Appendix G</u> and add them to the **'MonitorIT'** folder
5. Open command prompt (use **RunAsAdmin**), and perform the following commands:

   ```
   cd "C:\Program Files\MonitorIT"
   ```

   Then `AgentService.exe –i` **arg1 arg2** `"C:\Program Files\MonitorIT\RpmAgent.exe"`

   Where `Arg1` is Goliath Server IP address/FQDN (see <u>Appendix B</u> for instructions on how to obtain this) and `Arg2` is the agent port which allows communication to Goliath (see <u>Appendix C</u> for instructions on how to obtain this)

   For example, `AgentService.exe –i` **192.168.1.100 8282** `"C:\Program Files\MonitorIT\RpmAgent.exe"`

6. Start the Goliath Agent Service. From the command prompt:

   ```
   AgentService.exe –s
   ```

   There is no need to reboot the server. The GPM Agent will automatically attempt connection to the GPM Server after about a 30 second delay.

II.   Windows Agent Installation/Update Instructions for Machines Connecting Via Master Agent

A. Automated Installation/Update via the Goliath Console

Below are instructions for pushing the Intelligent Agent install/update out to Windows 2008 R2 or newer machines from the Goliath console. **Please note, there is no reboot required when installing or updating the agent**.

1. Open Goliath Performance Monitor and select the **'Configure'** tab and then the **'Inventory'** submenu.
2. At the bottom of the page, click the **'Manage Agents'** button.
3. Select the **'Deployment Settings'** button at the bottom of the page
4. A new pane will appear, use the drop-down menu to choose the Master Agent that the agents will connect through. If you do not see the Master Agent server in the drop down list, please consult Appendix E to confirm the Master Agent configuration. Also, the master agent must appear in the manage agents list.
5. Enter one-time administrative credentials in order to access the machines and then click **'Ok'**
6. Select the server(s) that you would like to install/update the agent on and click the **'Install/Update Agents'** bottom at the bottom of the screen.
7. Depending on the number of agents that are being installed or updated, the process may take about 2-10 minutes to complete. You will be prompted when the installation/update is complete.
8. Once the installation is complete, click the **'Close'** button to return to the Inventory page. Here, you can confirm the agents are connecting in by confirming that there is a green box in the 'stat' column for that machine. Please note, you may need to refresh the screen after a few minutes.

III. Citrix PVS/MCS Gold Image Agent Installation/Update Instructions

Below are instructions for installing and/or updating the Intelligent Agent in the PVS Gold Image for <u>Windows Server 2008 R2 or newer and Windows 7 or newer</u>. **Please note, there is no closing process required for the agent**.

1. Download the agent to the PVS/MCS Gold Image using the instructions in <u>Appendix A</u>.
2. Launch the Goliath Intelligent Agent setup installer (**InstallAgent.exe**) and click **'Next'**
3. Enter the IP Address or FQDN of the Goliath Server. If you are unsure of this information, please see the instructions in <u>Appendix B</u> on how to obtain it.
4. Enter the Goliath Agent Port used for communication and click **'Next'**. If you are unsure of the port number, please see the instructions in <u>Appendix C</u> on how to obtain it.
5. The installer will ask whether the machine where the installer is currently running is a Gold Image, Master Image or Template. Select the radio button for **'Yes'** and then click **'Next'**
6. Confirm the agent install directory and click **'Next'**. This should remain "C:\Program Files\MonitorIT" unless there is no C drive. If using PVS, **DO NOT INSTALL TO THE WRITE CACHE DRIVE.**
7. Confirm the installation setting then click **'Next'** to start the installation.
8. After 1-2 minutes the installation will complete, click **'Finish'**.
   a) *Please note, once selecting finish it may take a minute for the installer window to close.*
9. No additional steps are required to be added to your normal closing process for the agent. Follow your normal process for provisioning the Gold Image.

IV.   VMware Horizon Master Virtual Desktop for Instant Clones or View Composer

Below are instructions for installing and/or updating the Intelligent Agent for <u>Windows Server 2008 R2 or newer and Windows 7 or newer.</u>

1. Download the agent to the Virtual Machine serving as your Master Virtual Desktop using the instructions in <u>Appendix A</u>.
2. Launch the Goliath Intelligent Agent setup installer (**InstallAgent.exe**) and click **'Next'**
3. Enter the IP Address or FQDN of the Goliath Server. If you are unsure of this information, please see the instructions in <u>Appendix B</u> on how to obtain it.
4. Enter the Goliath Agent Port used for communication and click **'Next'**. If you are unsure of the port number, please see the instructions in <u>Appendix C</u> on how to obtain it.
5. The installer will ask whether the machine where the installer is currently running is a Gold Image, Master Image or Template. Select the radio button for **'Yes'** and then click **'Next'**
6. Confirm the agent install directory and click **'Next'**. This should remain "C:\Program Files\MonitorIT" unless there is no C drive.
7. Confirm the installation setting then click **'Next'** to start the installation.
8. After 1-2 minutes the installation will complete, click **'Finish'**.
    a) *Please note, once selecting finish it may take a minute for the installer window to close.*
9. No additional steps are required to be added to your normal closing process for the agent. Follow your normal process for provisioning the Gold Image.

V. Agent Auto-Deployment

Below are instructions for installing the Intelligent Agent install using the 'Agent Auto-Deployment' functionality which will automatically install the agent based on your current reboot schedule as an additional deployment option rather than installing the agent into your Gold Image.

1. Open Goliath Performance Monitor and select the **'Configure'** tab and then the **'Groups'** submenu
2. Select the entry for the delivery group in which the agent will be installed on and click the **'Edit'** button at the bottom of the page
3. A new window will appear, choose the button named **'Inventory Management'** located in the middle of the screen
4. Check the **'Enable Agent Auto-Deployment'** box at the top of the page
5. Enter administrative credentials, these credentials will be used to access the machine and run the installation files
6. Optionally, edit the Agent Install Directory. Please do no install the agent into the write cache drive
7. Chose the Deployment Schedule that fits your current configuration:
    a) The option for **'Auto-Deploy Agent if Off-line Longer Than'** will attempt to reinstall an agent that has been offline longer than the specified time. For example, if your VDI machines reboot every time a user logs off and the machines take about 2 minutes to come back online you would enter 4 minutes.
    b) The option for **'Auto-Deploy Agent by Schedule'** will attempt to install the agent at the specified date/time. For example, if your XenApp session hosts reboot every day between 2:00 am and 4:00 am you would specify 5:00 am.
8. When finished click the **'Apply'** button to save the schedule
9. Lastly, click the **'Save'** button to apply the schedule to the machines in the group

Note: If the Agent Auto-Deployment fails to install the agent on the first attempt, it will try two more times. If the third attempt fails, the technology will not try again until the following day.

VI. Linux/Unix Agent Installation/Update Instructions

Please note: If you are running a previous version of the Linux Agent and would like to you update the agent to a new version, you will need to delete the previous agent before proceeding. Please reference Appendix F for the instructions on how to perform these steps.

Also, the Linux/Unix Agent is implemented in Java to provide wide compatibility across all Linux/Unix variations including Solaris, HP-UX and AIX. However, a JRE (Java Run-time Engine) is required. If you need Java, check this official site for Oracle (who now owns SUN, the Java creators) for the appropriate JRE: http://www.oracle.com/technetwork/java/javase/downloads/jre-6u25-download-346243.html

For Fedora Core, run the following command: `yum install java`

For Debian Core, run the following command: `sudo apt-get install openjdk-6-jre`

1. Create a directory on the target machine to hold the Agent files. Recommended locations are: `“/opt/monitorit/”` and `“/home/monitorit/”`
2. In the **'GPM Server Install Path > MonitorIT\Agent\Linux-Unix'** folder, find and copy the two files, **'MonitorITAgent.jar'** and **'MonitorITAgentStart.jar'** to a folder of your choice on the Linux/Unix Server, for example `'/opt/MonitorIT'`, using WinSCP, FileZilla, or another file transfer tool.
3. Open the command prompt from the directory where you copied the files:
    ```
    nohup /FullyQualifiedPathToTheInstalledJava/bin/java -cp
    MonitorITAgentStart.jar AgentStart -s GPMIPAddress -p 8282 &
    ```

    where ***FullyQualifiedPathToTheInstalledJava*** is the location where java is installed, ***GPMIPAddress*** is the IP Address or FQDN of the Goliath Server, and ***8282*** is the agent communication port. If you are unaware of the IP Address or FQDN of the Goliath Server, please see Appendix B. If you are unaware of the agent communication port, please see Appendix C.

    For example, to connect back to GPM server at 192.168.1.100 with agent port 5454 when the java program is located at `'/usr/bin'` the installation command would be:
    ```
    nohup /usr/bin/java -cp MonitorITAgentStart.jar AgentStart -s
    192.168.1.100 -p 5454 &
    ```


4. Put the command in your `'rc.local'` file or equivalent so the Agent will run on start-up.
5. If your `'rc.local'` file is located in `'/etc'` you would perform the following commands from the console command prompt:
    a. Open the `'rc.local'` file to edit: `'vi /etc/rc.local'`
    b. Find the last line in the file and append the install command used earlier by using the **`'vi'`** insert command: `i`

   c. Using the example from earlier, where the agent files are located at '`/opt/MIT`' and the MIT server is located at 192.168.1.100, you would enter:

```
nohup /usr/bin/java -cp /opt/MIT/MonitorITAgentStart.jar AgentStart -
s 192.168.1.100 -p 5454 &
```

   d. Click the Esc key to exit insert mode, and enter the command to save and close: `wq!`

Please Note: Once the Agent is installed, you will be able to subsequently update it remotely from the central Goliath Server display from the **'Configure > Inventory'** screen using **'Manage Agents'**

VII. Appendix

A. Pull the Goliath Intelligent Agent down from the Goliath Server

1. Start up and sign into the Gold Image or the machine in which you'd like to install the agent.
2. Open a web browser
3. Navigate to **_http://nn.nn.nn.nn:##/InstallAgent.exe_** where **nn.nn.nn.nn** is the IP Address or FQDN of the Goliath Server and **##** is the web port for the Goliath Server. If you are unsure of the IP Address or FQDN of the Goliath Server, please see the instructions in Appendix B on how to obtain it. If you are unsure of the web port for the Goliath Server, please see the instructions in Appendix D on how to obtain it.

B. Determining the Goliath Server IP Address/FQDN

1. Sign into the Goliath Server
2. Navigate to the install directory of Goliath Performance Monitor. The default location is **C:\Program Files (x86)\MonitorIT**
3. Open the Bin directory
4. Launch **'MonitorITCFU.exe'** as administrator
5. Within the application, go to File and Open
6. Navigate to the Bin directory of the Goliath Performance Monitor install directory. The default location is **C:\Program Files (x86)\MonitorIT\Bin**
7. Select the file named **'default.btc'** to open
8. The Goliath Server IP address or FQDN is located in the **'Server IP Addr'** field.

C. Determining the Goliath Agent Port

1. Sign into the Goliath Server
2. Navigate to the install directory of Goliath Performance Monitor. The default location is **C:\Program Files (x86)\MonitorIT**
3. Open the Bin directory
4. Launch **'MonitorITCFU.exe'** as administrator
5. Within the application, go to File and Open
6. Navigate to the Bin directory of the Goliath Performance Monitor install directory. The default location is **C:\Program Files (x86)\MonitorIT\Bin**
7. Select the file named **'default.btc'** to open
8. The Goliath Agent port is located in the **'Agent Port'** field.

D. Determining the Goliath Web Port

1. Sign into the Goliath Server
2. Navigate to the install directory of Goliath Performance Monitor. The default location is **C:\Program Files (x86)\MonitorIT**
3. Open the Bin directory
4. Launch **'MonitorITCFU.exe'** as administrator
5. Within the application, go to File and Open
6. Navigate to the Bin directory of the Goliath Performance Monitor install directory. The default location is **C:\Program Files (x86)\MonitorIT\Bin**

7. Select the file named **'default.btc'** to open
8. The Goliath Agent port is located in the **'Web Port'** field.

E. Confirm the Master Agent Configuration

1. Sign into the Goliath Server and navigate to the 'Configure>Inventory' page
2. Confirm that the Master Agent is appearing in inventory and has an agent version of at least 11.7.2.X or newer. If not, update the agent.
3. Edit the Master Agent inventory object and confirm the checkbox for 'Enable Master Agent' is checked and that there is a Master Agent Listen Port defined. If not, please make these changes.

F. Uninstalling the Linux Agent

1. To stop the Agent once it has been running, execute the following command from the directory where you have copied the files:

   ```
   /FullyQualifiedPathToTheInstalledJava/bin/java -cp
   MonitorITAgent.jar com.breakoutsoft.agent.Agent –shutdown
   ```

   Again, using the earlier example where the `java` program is located at `'/usr/bin'` and MonitorIT is located in the `'/opt/MonitorIT'` directory, perform the following steps:

   a. Go to the `MonitorIT` directory: `cd /opt/MonitorIT`

   ```
   root@SVR-LIND:~
   login as: root
   root@10.20.1.76's password:
   Last login: Fri May  6 11:56:47 2011 from 10.20.1.50
   [root@SVR-LIND ~]# cd /opt/MonitorIT
   ```

   b. Execute the command:

   ```
   /usr/bin/java –cp MonitorITAgent.jar com.breakoutsoft.agent.Agent
   –shutdown
   ```

   ```
   root@SVR-LIND:/opt/MonitorIT
   login as: root
   root@10.20.1.76's password:
   Last login: Fri May  6 11:56:47 2011 from 10.20.1.50
   [root@SVR-LIND ~]# cd /opt/MonitorIT
   [root@SVR-LIND MonitorIT]# /usr/bin/java -cp MonitorITAgent.jar com.breakoutsoft
   .agent.Agent -shutdown
   ```

2. Then delete the directory where the Agent files are installed and remember to remove the command-line from the `'rc.local'` file or equivalent file used when installing the agent.

   a. Go to the directory where the files are located, if the agent files are located in a directory called MonitorIT within /opt then: `cd /opt`

```
root@SVR-LIND:/opt
login as: root
root@10.20.1.76's password:
Last login: Fri May  6 12:22:57 2011 from 10.20.1.50
[root@SVR-LIND ~]# cd /opt
[root@SVR-LIND opt]# ls -l
total 4
drwxr-xr-x 2 root root 4096 May  6 12:16 MonitorIT
[root@SVR-LIND opt]# 
```

b.   Execute the command to delete the directory: `rm –r MonitorIT`

```
root@SVR-LIND:/opt
login as: root
root@10.20.1.76's password:
Last login: Fri May  6 12:30:48 2011 from 10.20.1.50
[root@SVR-LIND ~]# cd /opt
[root@SVR-LIND opt]# ls -l
total 4
drwxr-xr-x 2 root root 4096 May  6 12:16 MonitorIT
[root@SVR-LIND opt]# rm -rf MonitorIT
[root@SVR-LIND opt]# ls -l
total 0
[root@SVR-LIND opt]# 
```

c.   Remove the startup scripts (varies by operating system) from `init.d`

d.   Remove the agent from the Goliath console by going to **'Configure>Inventory'** selecting the server, and choosing delete at the bottom of the page. Otherwise, Goliath will report the agent as **'down'** or **'unavailable'**

G. Configuring the Linux Agent to Start Automatically

In most cases, you will want the Agent to start up when the Linux or Unix machine boots, and to run all of the time. Linux and Unix systems refer to these types of processes as *daemons*. You will create a script that is located in a special directory used by the operating system to start daemon processes when the machine boots. The location of this directory, and the script itself, varies from one operating system to another.

a.   Linux:

Linux-based operating systems such as Red Hat, SUSE, Ubuntu and Debian launch daemon processes using scripts located in the '`/etc/rc.d/init.d/`' directory. These scripts are used to start and stop the processes. Below is a script to use to run the Goliath Agent. Change the script as needed to account for the address of the Goliath server and agent communication port, the location of the Agent files, etc. If you are unaware of the IP Address or FQDN of the Goliath Server, please see Appendix B. If you are unaware of the agent communication port, please see Appendix C. The script should be called '`monitorit`'

```
#!/bin/sh
# description: MonitorIT Daemon Service
#

JAVA_EXEC=/usr/bin/java
AGENT_JAR=/opt/monitorit/MonitorITAgentStart.jar
MIT_SERVER=10.20.30.40
MIT_PORT=82

start () {
echo -n $"Starting monitorITd:"
# start daemon
$JAVA_EXEC -cp $AGENT_JAR AgentStart -s $GPM_SERVER -p $GPM_PORT
RETVAL=$?
return $RETVAL
}
stop () {
# stop daemon
echo -n $"Stopping $prog:"
$JAVA_EXEC -cp $AGENT_JAR AgentStart -shutdown
RETVAL=$?
return $RETVAL
}
restart() {
stop
start
}
case $1 in
start)
start
;;
stop)
stop
;;
*)
echo $"Usage: monitoritd {start|stop|restart}"
exit 3
esac
exit $RETVAL
```

b. Solaris:

Solaris launches daemon processes using scripts located in the '/etc/ init.d/' directory. These scripts
are used to start and stop the processes. Below is a script to use to run the Goliath Agent on a Solaris
machine. Change the script as needed to account for the address of the Goliath server and agent
communication port, the location of the Agent files, etc. If you are unaware of the IP Address or FQDN of the
Goliath Server, please see Appendix B. If you are unaware of the agent communication port, please see
Appendix C. The script should be called 'monitorit'

```
#!/bin/sh
# shell script to start/stop MonitorIT Agent
```

```
# accepts start|stop arguments
case "$1" in

'start')
# Start Agent
echo "starting monitorit"
/usr/bin/java -cp /opt/monitor/MonitorITAgentStart.jar
AgentStart -s GPM_SERVER -p GPM_PORT
;;

'stop')
# Stop tomcat
echo "stopping monitorit"
/usr/bin/java -cp /opt/monitor/MonitorITAgentStart.jar
AgentStart -shutdown
;;
;;
Esac
```

d. Mac OS X:

Mac OS X from Apple runs only on Apple's Macintosh computers. This includes the server Mac Pro machine, and the desktop oriented iMac and MacBook Pro machines. The MonitorIT Agent supports Mac OS X. It can be used to monitor activity on desktop machines and servers.

On Mac OS X, the MonitorIT Agent files should be installed in '/Applications/MonitorIT'. Mac OS X launches daemon processes using scripts located in the '/Library/LaunchDaemons' directory. Below is a script to use to run the Goliath Agent. Change the script as needed to account for the address of the Goliath server and agent communication port, the location of the Agent files, etc. If you are unaware of the IP Address or FQDN of the Goliath Server, please see Appendix B. If you are unaware of the agent communication port, please see Appendix C. The script should be called '\com.goliathtechnologies.monitorit.plist'

```
<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN"
"http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
<key>Label</key>
<string>monitorIT</string>
<key>WorkingDirectory</key>
<string>/Applications/MonitorIT</string>
<key>ProgramArguments</key>
<array>
<string>/usr/bin/java</string>
<string>-cp</string>
<string>MonitorITAgentStart.jar</string>
<string>AgentStart</string>
<string>-s</string>
<string> GPM_SERVER </string>
<string>-p</string>
<string> GPM_PORT </string>
```

```
</array>
<key>RunAtLoad</key>
<true/>
<key>LaunchOnlyOnce</key>
<true/>
<key>ServiceDescription</key>
<string>monitorIT</string>
</dict>
</plist>
```

H. Gathering the Manual Agent Installation Files

1. Sign into the Goliath Server
2. Open Windows File Explore and navigate to the Goliath install directory
   a. By default, this is **C:\Program Files (x86)\MonitorIT**
3. Open the **Agent** directory and then open the **Windows** directory
   a. For example, **\MonitorIT\Agent\Windows**
4. Select and copy the following files to the desired machine:
   a. AgentEvents.dll
   b. AgentService.exe
   c. MISNMP.dll
   d. RpmAgent.exe