



**NetIQ Security Solutions for IBM i**  
**Trinity Guard Product Suite**  
**Installation and Configuration Guide 2.1**  
Revised August 2019

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**What's New in Version 2.1**

IBM has changed the way open source packages are distributed, therefore additional details and resources are now provided in the instructions for the following task:

- [Resolve Agent Pre-requisite Issues](#)

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# ***1. Installation and Configuration Introduction***

---

This guide provides installation and configuration instructions for the complete suite of TG products (i.e., TGAudit, TGSecure, etc.) and the web application (TGCentral) used to manage TG products from a central location.

## **Installation**

Use this guide to do the following:

- Install TG products onto an agent ([IBM i server](#)) machine
- Install TGCentral onto a host (web server)--either a [Windows](#) or [Linux](#) machine

## **Configuration**

Use this guide to do the following:

- [Configure TG products installed on an agent](#)
- [Configure TGCentral installed on a web server](#)





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## 2. Agent

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### 2.1. IBM i

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#### **IBM® i OS Instructions**

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Use this section to do the following:

- [Check the IBM i OS requirements](#)
- [Install TG products on an agent](#)
- [Uninstall TG products from an agent](#)
- [Upgrade TG products on an agent](#)

**See also**

[TGMenu Configuration](#)

TGAudit Configuration

TGSecure Configuration

#### **IBM® i OS Requirements**

---

TG products are supported on the following IBM i OS versions:

- V6R1
- V7R1
- V7R2
- V7R3

**Important:** This product does not support the emulator (workstation) display size of 24x80. You must change the display to size of 27x132. If you do not change the display size, you will receive the error message **CPF4169**.

**See also**

[Change Emulator Display Size](#)

[IBM i Instructions](#)

[TGMenu Configuration](#)

#### **Install TG Products on IBM i Series Server**

---

Use this task to install the available TG products on an IBM i Series server. This task describes the following:

**Step 1:** [Extract the compressed installation files](#)

**Step 2:** [Locate the installation program](#)

**Step 3:** [Log into the FTP IBM i Server](#)

**Step 4:** [Transfer and run installation program](#)

## Extract Installation Files

To extract the installation files

- 1) Locate the **TGINSTALL.zip**.
- 2) Save the zip file to the desired location on the server.
- 3) extract the files.

## Locate theallation Program

### To Locate the SVF file Inst

- 1) Access the unzipped installation files.
- 2) Locate the **tginstall.svf** file.

## Log into FTP IBM i Server

To log into the FTP IBM i server

- 1) At a Windows command prompt, enter the following:  
**FTP <IBM i system name>**
- 2) Press **ENTER**.

## Transfer and Run Installation Program

To FTP the files and run the installation program

At the FTP prompt, execute the following commands:

Command	Value
Change transfer mode to binary	BIN
Create save file on IBM i server	QUOTE RCMD CRTSAVF QGPL/TGINSTALL
Transfer tginstall.svf to IBM i server	PUT c:\<path to>\tginstall.svf QGPL/TGINSTALL
Restore TGINSTALL library	QUOTE RCMD RSTLIB TGINSTALL DEV(*SAVF) SAVF(QGPL/TGINSTALL) MBROPT(*ALL) ALWOBJDIF(*ALL)
Run installer	QUOTE RCMD TGINSTALL/TGINSTALL INSTYPE(*INSTALL) EULA(*ACCEPT) BATCH(*NO)

See also

[IBM i Instructions](#)

[TGMenu Configuration](#)

## ***Uninstall TG Products from IBM i Series Server***

---

Use this task to uninstall TG products from your IBM i Series server. This task describes the following:

Step 1: [Log into the IBM i Server](#)

Step 2: [Remove the TG product files](#)

Step 3: [Delete the TGINSTALL library](#)

Step 4: [Delete the TGOWNER object](#)

Step 5: [Delete the TGAUTL object](#)

### **Log into the IBM i Server**

To access the IBM i Main Menu

- Sign into your IBM i server.

### **Remove the TG Product Files**

To remove the TG product files

- 1) At the **Selection or command** prompt, enter **TGINSTALL/TGINSTALL INSTTYPE(\*REMOVE)**.
- 2) Press **Enter**.

### **Delete the TGINSTALL Library**

To delete the TGINSTALL library

- 1) At the **Selection or command** prompt, enter **DLTLIB LIB(TGINSTALL)**.
- 2) Press **Enter**.

### **Delete the TGOWNER Object**

To delete the TGOWNER object

- 1) At the **Selection or command** prompt, enter **DLTUSRPRF USRPRF(TGOWNER)**.
- 2) Press **Enter**.

### **Delete the TGAUTL Object**

To delete the TGAUTL object

- 1) At the **Selection or command** prompt, enter **DLTAUTL AUTL(TGAUTL)**.
- 2) Press **Enter**.

See also

[IBM i Instructions](#)

## ***Upgrade TG Products on IBM i Series Server***

---

Use this task to upgrade the available TG products on an IBM i Series server. This task describes the following:

Step 1: [Extract the compressed installation files](#)

Step 2: [Locate the installation program](#)

Step 3: [Log into the FTP IBM i Server](#)

Step 4: [Transfer the installation program](#)

Step 5: [Restore the install library](#)

Step 6: [Run the upgrade command](#)

## Extract Installation Files

To extract the installation files

- 1) Locate the **tginstall.zip**.
- 2) Save the zip file to the desired location on the server.
- 3) extract the files.

## Locate SVF File

To locate the SVF file

- 1) Access the unzipped installation files.
- 2) Locate the **tginstall.svf** file.

## Log into FTP IBM i Server

To log into the FTP IBM i server

- 1) At a Windows command prompt, enter the following:  
**FTP <IBM i system name>**
- 2) Press **ENTER**.

## Transfer Installation Program

To transfer the installation file

At the FTP prompt, execute the following commands:

Command	Value
Change transfer mode to binary	BIN
Delete old save file on IBM i server	QUOTE RCMD DLTOBJ OBJ(QGPL/TGINSTALL) OBJTYPE(*FILE)
Create new save file on IBM i server	QUOTE RCMD CRTSAVF QGPL/TGINSTALL
Transfer tginstall.svf to IBM i server	PUT c:\<path to>\tginstall.svf QGPL/TGINSTALL

# Restore Installation Library

To restore the installation library

At the FTP prompt, execute the following commands:

Command	Value
Restore TGINSTALL library	QUOTE RCMD RSTLIB TGINSTALL DEV(*SAVF) SAVF(QGPL/TGINSTALL) MBROPT(*ALL) ALWOB JDIF(*ALL)

## Run Upgrade Command

To run the upgrade command

- 1) Sign into your IBM i server.
- 2) At the **Selection or command** prompt, enter **TGINSTALL/TGINSTALL INSTYPE(\*UPGRADE) EULA(\*ACCEPT) BATCH(\*NO)**.
- 3) Press **Enter**.

```
MAIN                                IBM i Main Menu                                System:
Select one of the following:

  1. User tasks
  2. Office tasks
  3. General system tasks
  4. Files, libraries, and folders
  5. Programming
  6. Communications
  7. Define or change the system
  8. Problem handling
  9. Display a menu
 10. Information Assistant options
 11. IBM i Access tasks

 90. Sign off

Selection or command
==> TGINSTALL/TGINSTALL INSTYPE(*UPGRADE) EULA(*ACCEPT) BATCH(*NO)
```

See also

[IBM i Instructions](#)

[TGMenu Configuration](#)

## 2.2. Agent Configuration

### Configure TGMenu

Use this task to configure the TGMenu (which provides access to TGAudit and TGSecure). This task describes the following:

Step 1: [Log into the IBM i Main Menu](#)

Step 2: [Add License Key](#)

Step 3: [Add Authorized Users](#)

Step 4: [Configure NetServer](#)

Step 5: [Change Emulator Display Size](#)

Step 6: [Enable Report Filter Modifications](#)

Step 7: [Apply Fix](#)

Step 8: [Display List of Fixes](#)

See also

[IBM i OS Requirements](#)

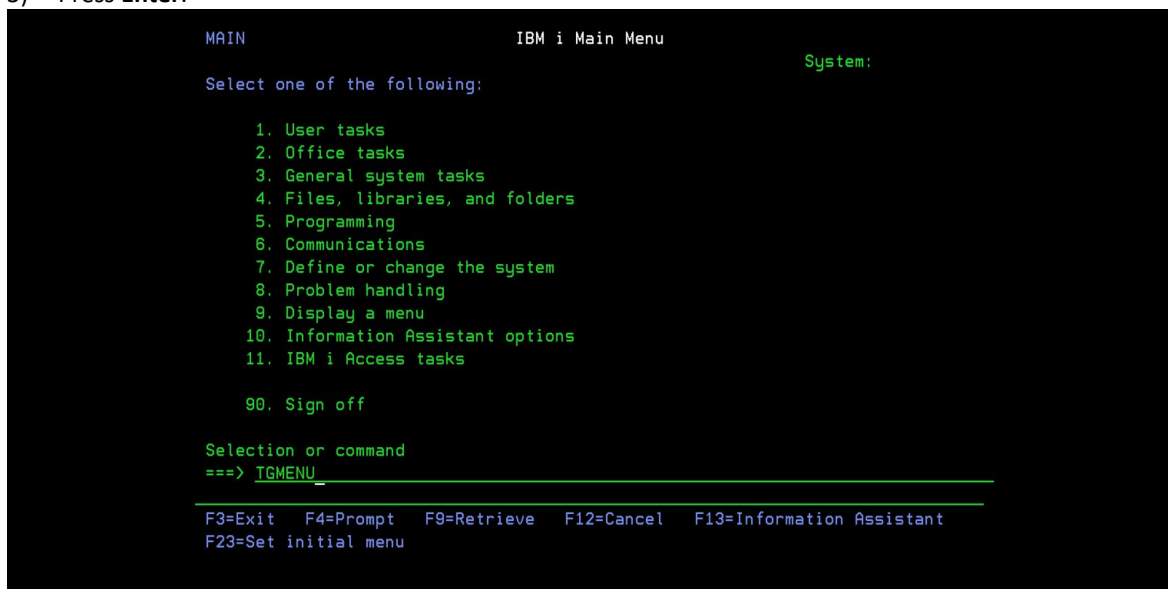
## Step 1 - Log In

---

Use this task to log in from the **TG - Main** menu.

To access the TG Main menu

- 1) Sign into your IBM i server.
- 2) At the **Selection or command** prompt, enter **TGMENU**.
- 3) Press **Enter**.



```
MAIN                                IBM i Main Menu                                System:
Select one of the following:

    1. User tasks
    2. Office tasks
    3. General system tasks
    4. Files, libraries, and folders
    5. Programming
    6. Communications
    7. Define or change the system
    8. Problem handling
    9. Display a menu
   10. Information Assistant options
   11. IBM i Access tasks

    90. Sign off

Selection or command
==> TGMENU
-----
F3=Exit  F4=Prompt  F9=Retrieve  F12=Cancel  F13=Information Assistant
F23=Set initial menu
```

**Note:** The TG Main menu is displayed.

See also

[TGMenu Configuration](#)

## Step 2 - Add License Key

---

Use this task to do the following:

- [Obtain license key](#)
- [Add license key](#)
- [Display product version](#)

- [Display product license status](#)

To use the product, you must have a valid license key. If a valid license key is not present, a message appears in the **System Operator** (QSYSOPR) message queue.

**Note:** A 14-day trial license is provided at the time of installation, so you can immediately begin using the product, but if you purchased a license, add it immediately to avoid any issues.

## Obtain License Key

**To obtain a license key**

- 1) Access the customer portal at [www.trinityguard.com](http://www.trinityguard.com).
- 2) Create a ticket requesting a license key.

**Note:** A single license key will be issued. The key will provide access to all licensed TG products. See Display License Status for instruction on viewing the license status of available TG products.

## Add License Key

**To add a license key**

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **80** (Licensing Status).
- 4) Press **Enter**.
- 5) Press the **F6** (Add Key) function key on your keyboard.
- 6) Enter the license key.
- 7) Press **Enter**.

## Display Product Version

**To display product version**

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **80** (Licensing Status).
- 4) Press **Enter**.
- 5) Under **License Information**, see the **Product Version** field.

## Display Product License Status

**To display product license status**

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **80** (Licensing Status).
- 4) Press **Enter**.
- 5) Under **License Information**, see the product status (**Y** -licensed, **N** - not licensed).

**See also**

[TGMenu Configuration](#)

## Step 3 - Add Authorizing Users

---

Use this task to do the following:

- [Display list of authorized users](#)
- [Add authorized user](#)

**Important:** To use the product, the administrator must grant you access.

**Tip:** If you are the administrator, don't forget to add yourself.

During installation, the following users are automatically authorized to use the product:

- QSECOFR
- The user profile that installed the product

## Display Authorized Users

Use this task to display the list of current authorized users.

### To display authorized users

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **70** (Work with TG Product Users).
- 3) Press **Enter**.

**Note:** The **Edit Authorization List** interface displays.

## Add Authorized Users

Use this task to add an authorized user.

### To add authorized users

- 1) Access the **Edit Authorization List** interface.
- 2) Press the **F6** (Add new users) function key on your keyboard.
- 2) In the **User** column, enter the user profile of the user you want to add.
- 3) In the **Object Authority** column, enter **\*ALL**.
- 4) Press **Enter** twice.

### See also

[TGMenu Configuration](#)

## Step 4 - Configure NetServer to Enable Report Viewing

---

Use this task to configure a share drive on the NetServe. This allows the system to save and immediately display reports generated in HTML, XML, or CSV formats on your screen.

- [Enable additional report outputs \(XML, HTML, CSV\)](#)
- [Create share folder](#)
- [Restrict permission to share folder](#)
- [Add IBM i Server to host table](#)
- [Map network drive to share folder](#)



**Important:** Because this share folder stores report outputs, it is important to ensure permissions to the folder are restricted to only those individuals with appropriate job-related responsibilities.

## Enable Additional Report Outputs

Use this task to enable the displaying of XML, HTML, and CSV formats of reports.

### To enable displaying of report outputs

- 1) Start NetServer.
- 2) At an i5/OS command, enter the following:

**STRTCPSVR SERVER(\*NETSVR)**

- 3) Click **Enter**.

## Create Share Folder

Use this task to create the share drive on which reports are to be saved.

### To create a share folder on which to save the report outputs

- 1) Create a NetServer file share called **TrinityGuard**:

**System i Navigator → [Your Connection] → Network → Servers → TCP/IP**

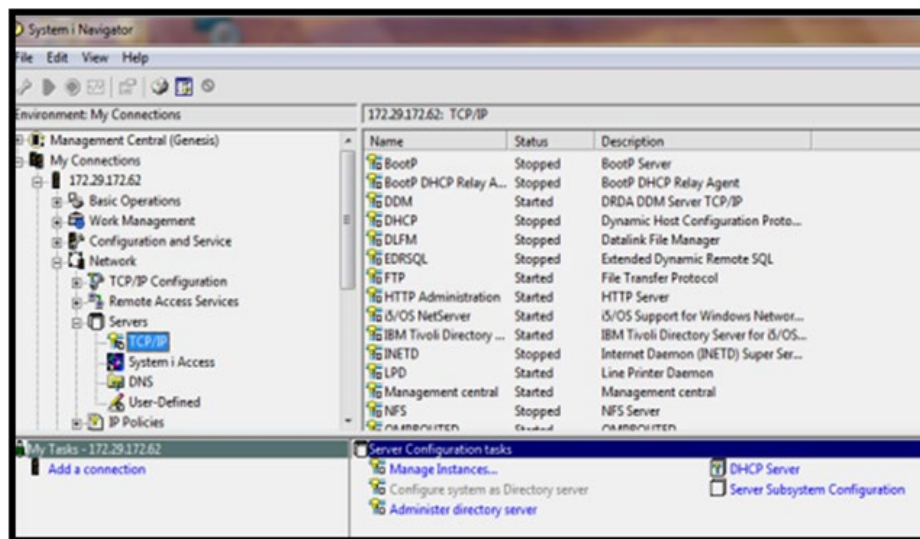


Figure: System i Navigator

- 2) Right-click **i5/OS NetServer** and select **Open**.
- 3) Right-click **Shared Objects**, and select **New → File**.

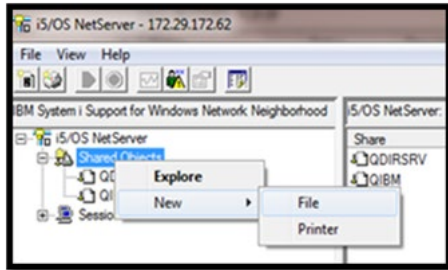


Figure: i5/OS NetServer

- 4) On the **General** tab, assign the new share the following attributes:
  - Name: **TrinityGuard**
  - Description
  - Access level
  - Maximum number of users
  - Path name: **/TrinityGuard**
- 5) Click **OK**.

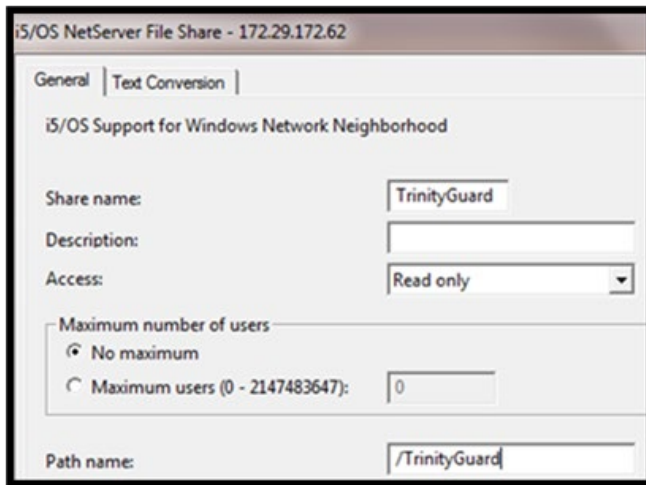


Figure: i5/OS NetServer File Share

## Restrict Permission to Share Folder

To restrict permission to the share folder

- 1) Right click on the **TRINITYGUARD** share and select **Permissions**.

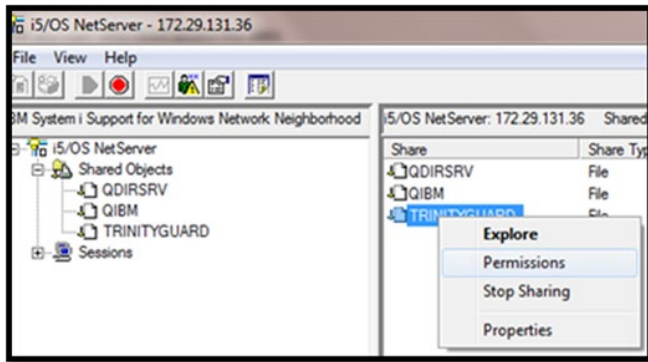


Figure: i5/OS NetServer

- 2) Click on the **Add** button:
- 3) Enter the profile name for the user you want to add.



Figure: Trinityguard – Add Users and Groups

- 4) Click **OK**.
- 5) Select the desired permissions levels.

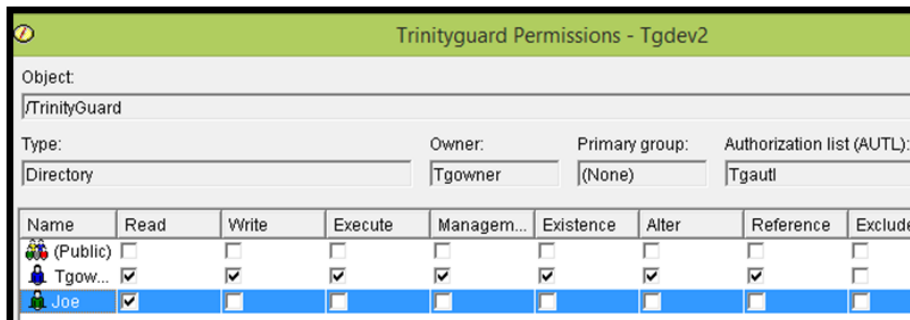


Figure: Trinityguard Permissions

- 6) Click **OK**.

**Tip:** By default, when a user is authorized to use the product through the green screen menu, they inherit permissions to this folder through the product authorization list.

## Add IBM i Server to Host Table

### To add IBM i server to the host table

Update the hosts table on your PC to include the IBM i server IP address and server name.

- 1) Open a text editor.
- 2) Edit the file C:\Windows\System32\drivers\etc\hosts:

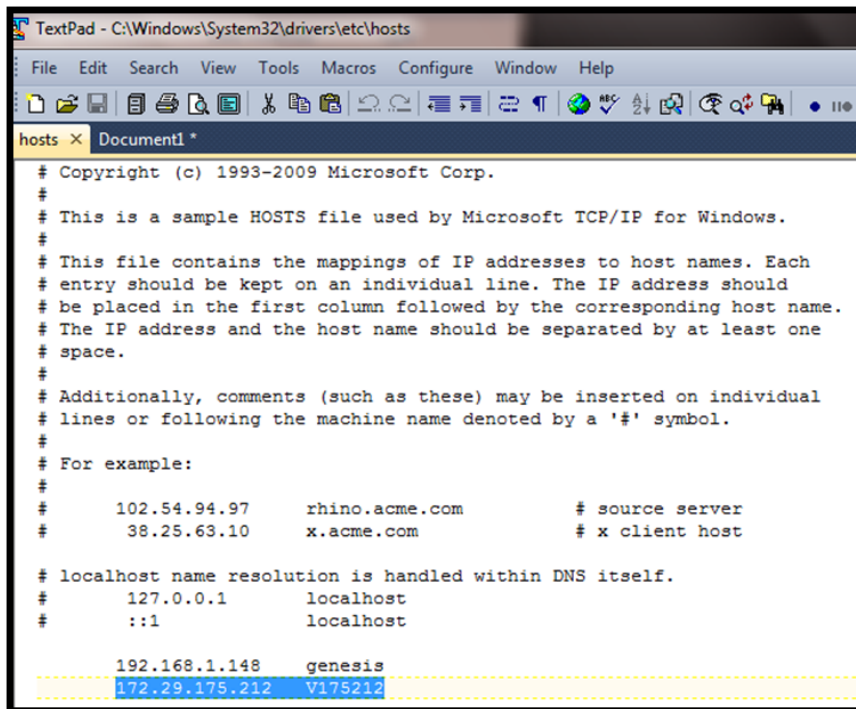


Figure: Host File

## Map Network Drive to Share Folder

To map a network drive to the share folder

**Note:** The specific steps for this task will vary based on your operating system, so use these instructions as a guide, not as an absolute.

- 1) Open **My Computer**.
- 2) Click on **Map network drive**.

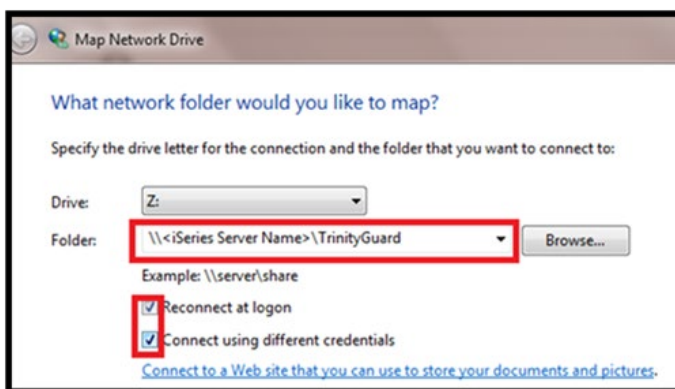


Figure: My Computer

- 3) Select a drive letter.

4) Enter the path to the **TrinityGuard** share folder.

**Important:** Use the IBM i system name, not the IP address.

5) Select that the following options:

- **Reconnect at logon**
- **Connect using different credentials**



Figure: Map Network Drive

6) Click the **Finish** button.

7) Enter your i5/OS user profile and password.

8) Select the **Remember my credentials** option.

9) Click **OK**.



Figure: Windows Security

**Alternatively**, you can map the network drive from a Windows command prompt by using the following command:  
**NET USE \* \\<IBM i Server Name>\TrinityGuard /USER:IBM i-username IBM i-password**

**See also**

[TGMENU Configuration](#)

## Step 5 - Change Emulator Display Size

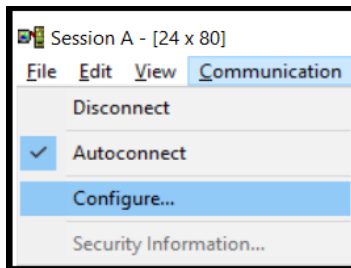
Use this task to change the emulator (workstation) display size to 27x132.

**Important:** This product does not support the emulator (workstation) display size of 24x80.

If you are not using the display size of 27x132, you will receive the error message **CPF4169**.

**To change the emulator display size**

- 1) From the IBM i session menu, click **Communication > Configure**.



- 2) In the **Type of emulation** group box, change **Size** to **27x132**.
- 3) Click **OK**.

See also

[TGMenu Configuration](#)

## Step 6 - Enabling Report Filter Modifications

---

Use this task to set the LMTCPM (Limited Capabilities) attribute to **\*NO**.

**Important:** If this attribute is set to **\*YES**, the user will have limited editing capabilities that might impact filtering.

To set the LMTCPM attribute to **\*NO**

- 1) Access the **IBM i Main** menu.
- 2) At the **Selection or command** prompt, enter **3** (General system task)
- 3) Press **Enter**.
- 4) At the **Selection or command** prompt, enter **10** (Security)
- 5) Press **Enter**.
- 6) At the **Selection or command** prompt, enter **6** (Work with user profiles)
- 7) Press **Enter**.
- 8) In the **User profile** field, enter the desired user ID.
- 9) Press **Enter**.
- 10) In the **OPT** column beside the user ID, enter **2** (Change).
- 11) Press **Enter**.

**Note:** The **Change User Profile** interface is displayed.

**Alternatively**, use the **CHGUSRPRF** command to access this interface.

- 12) In the **Limit capabilities** field, enter **\*NO**.
- 13) Press **Enter**.

See also

[TGMenu Configuration](#)

## 2.3. Fixes

---

### Fix Files

---

TGFix is a tool introduced in version 2.0 that allows you to install fixes via the TG menu quickly and easily. The feature also includes verification features that ensure the fix is installed properly.

## See also

[Save Fix to Agent Server](#)

[Manage Fixes](#)

[Display List of Fixes](#)

# Save Fix to Agent Server

---

Use this task to save the TGFix file to the agent server. You must FTP the fix file to the server before you can apply it.

## To save the fix to the agent server

- 1) Open a DOS or command window.
- 2) Type the following command, substituting the name of the iSeries server for [system-name].

**FTP [system-name]**

**Alternatively:** You can use the iSeries IP (internet address) instead of the system name.

- 3) Use the iSeries command **GO TCPADM** to find the address.
- 4) Select option **7**.
- 5) Select option **1**.
- 6) Type a user ID at the FTP prompt and press **Enter**.
- 7) Type the password at the FTP prompt and press **Enter**.
- 8) Type the following command to create the TGFIX library if it does not exist on your iSeries server:

**quote rcmd crtlib TGFIX**

- 9) Type the following command to create the save file if it does not exist on your iSeries server:

**quote rcmd crtsavf TGFIX/TGF018001**

- 10) Type the following command to transfer the file using binary image mode:

**binary**

- 11) Type the following command to identify the path, where [path] is the folder where you saved the file in Step 2:

**lcd [path]**

- 12) Type the following command to transfer the file from the PC to the iSeries:

**put TGF018001.svf TGFIX/TGF018001**

- 13) Type the following command to end FTP:

**quit**

- 14) Type the following command to close the DOS window:

**exit**

## See also

[Fix Files](#)

[Apply Fix](#)

[Display List of Fixes](#)

## Manage Fixes

---

Use this task to do the following:

- [Apply fix](#)
- [Remove fix](#)

**Note:** If you are working with a newly release version, there might not be fixes necessary/available. You will be notified as fixes become available.

## Apply Fix

Use this task to apply a fix.

**Tip:** The fix file must be [saved on the agent server](#) before attempting to apply it.

### To apply a fix

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **TGFIX**.
- 3) Press the **F4** (Prompt) function key.

**Note:** The **TG Fix Manager (TGFIX)** interface is displayed.

- 4) Complete the following fields:

Field	Description
Fix ID	Enter the fix ID, which should be provided to you in the following format: (TGFVVVXXX) Where: <b>TGF</b> = TG Fix <b>VVV</b> = Three-digit version number. <b>FFF</b> = Three-digit numeric number (assigned sequentially) to each fix <b>Note:</b> For example, TGF020001 would be the 1st (001) TG fix for version 2.0 (020)
Fix action to perform	Enter <b>*APY</b>

- 5) Press **Enter**.

**Note:** The TGFix program performs validations before applying the fix (e.g., is the fix file present on the agent server, has the fix already been applied, etc.)

## Remove Fix

Use this talk to remove a fix.

### To remove a fix

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **TGFIX**.
- 3) Press the **F4** (Prompt) function key on your keyboard.

**Note:** The **TG Fix Manager (TGFIX)** interface is displayed.

- 4) Complete the following fields:



Field	Description
Fix ID	<p>Enter the fix ID, which should be provided to you in the following format: (TGFVVVXXX)</p> <p>Where:</p> <p><b>TGF</b> = TG Fix</p> <p><b>VVV</b> = Three-digit version number.</p> <p><b>FFF</b> = Three-digit numeric number (assigned sequentially) to each fix</p> <p><b>Note:</b> For example, TGF020001 would be the 1st (001) TG fix for version 2.0 (020)</p>
Fix action to perform	Enter <b>*RMV</b>

5) Press **Enter**.

#### See also

[Fix Files](#)

[Save Fix to Agent Server](#)

[Display List of Fixes](#)

## Display List of Fixes

Use this task to display the list of fixes applied to the agent.

#### To display the list of fixes

- 1) Access the **TG Main** menu.
- 2) At the **Selection or command** prompt, enter **80** (Licensing Status).
- 3) Press **Enter**.
- 4) Press the **F6** (Add Key) function key on your keyboard.
- 5) Enter the license key.
- 6) Press **Enter**.

Field	Description
Fix ID	<p>The Fix ID is based on the following nomenclature: <b>TGFVVVFFF</b></p> <p>Where:</p> <p><b>TGF</b> = TG Fix</p> <p><b>VVV</b> = Three-digit version number.</p> <p><b>FFF</b> = Three-digit numeric number (assigned sequentially) to each fix</p> <p><b>Note:</b> For example, TGF020001 would be the 1st (001) TG fix for version 2.0 (020)</p>
Applied Date	Date on which the fix was applied to the system
Apply User	User who applied the fix

#### See also

[Fix Files](#)

[Manage Fixes](#)

---

## 3. Central

---

### 3.1. Windows

---

#### **Windows® OS Instructions**

---

Use this section to do the following:

- [Check the Window OS requirements](#)
- [Install TGCentral on a Windows machine](#)
- [Uninstall TGCentral on a Windows machine](#)
- [Upgrade TGCentral on a Windows machine](#)

See also

[TGCentral Configuration](#)

#### **Windows® OS Requirements**

---

TGCentral is supported on the following Windows OS versions (64 bits):

- Windows 7
- Windows 8
- Windows 10
- Windows Server 2008
- Windows Server 2012
- Windows Server 2016

Prerequisites:

- Google Chrome (latest version)

**Note:** PostgreSQL (database) is not a prerequisite, but be aware that it is required (will be installed) as part of the TGCentral installation.

See also

[Windows Instruction](#)

[TGCentral Configuration](#)

#### **Install TGCentral on Windows Server**

---

Use this task to install TG Central on a Windows server. This task describes the following:

**Step 1:** [Upload the compressed installation file to the Windows server](#)

**Step 2:** [Run the Installation Program](#)

### **Step 1 - Upload Compressed Installation File to Server**

To upload the compressed installation file to server

- 1) Locate the **tgcentral-xxx.exe**.
- 2) Use whatever method or tool you have available to upload the file to the Windows server.

## Step 2 - Run the Installation Program

Use this task to run the installation program.

**Tip:** Installation of PostgreSQL is performed in the default port: 5432. Ensure this port is available. Also, make note that TGCentral is installed as a service.

### To run the installation program

- 1) Navigate to the location of the extracted installation files.
- 2) Right-click on the **tgcentral-xxx.exe** program.
- 3) Select **Run as Administrator**.
- 4) Follow the instructions provided in the wizard.

**Note:** On completion of the installation, you will receive a notification. The notification displays the URL from which you need to complete the product configuration. You can also enter the URL manually into your browser (<http://<ip address>:10000>).

**Tip:** If you are given the option to select a browser, select Chrome. Chrome is required for the product configuration.

### See also

[Windows Instruction](#)

[TGCentral Configuration](#)

---

## *Uninstall TGCentral from Windows Server*

Use this task to uninstall TGCentral from a Windows Server.

### To uninstall TGCentral

- 1) Access the location of the TGCentral program files.

**Note:** Unless the default path was changed at the time of installation, the files are commonly installed at `c:\program files(x86)\TGCentral`.

- 2) Right-click on the **tgcentral-uninstall.xxx.exe** program (where xxx is the version number).
- 3) Select **Run as Administrator**.
- 3) Follow the instructions provided in the wizard.

**Tip:** You can also use the uninstall feature available through the Windows menu or the **Control Panel**.

**Note:** As part of the uninstall process, the TGCentral database is delete, but PostgreSQL is not removed.

### See also

[Windows Instruction](#)

---

## *Upgrade TGCentral from Windows Server*

Use this task to upgrade TGCentral from a Windows Server.

Follow the [Windows installation instructions](#). The installer detects the previous version and proceeds to make the necessary updates.

See also

[Windows Instruction](#)

[TGCentral Configuration](#)

## 3.2. Linux

---

### **Linux® OS Instructions**

---

Use this section to do the following:

- [Check the Linux OS requirements](#)
- [Install TGCentral on a Linux machine](#)
- [Uninstall TGCentral on a Linux machine](#)
- [Upgrade TGCentral on a Linux machine](#)

See also

[TGCentral Configuration](#)

### **Linux® Requirements**

---

TG products are supported on the following Linux versions:

- RedHat/CentOS 6/7
- Ubuntu 12.04/14.04/16.04
- Debian 7/8
- SUSE 11/12

Prerequisites:

- PostgreSQL
- Google Chrome (latest version)

**IMPORTANT:** If Linux is your OS, then Internet access is required during the TG product installation so that the installer can download a copy of PostgreSQL 10. If Internet access isn't available, then you must install PostgreSQL 10 for your specific OS version and architecture prior to running the TG product installer. You can download PostgreSQL 10 at <https://www.postgresql.org/download/>.

See also

[Linux Instructions](#)

[TGCentral Configuration](#)

### **Install TGCentral on Linux Server**

---

Use this task to install the TGCentral on a Linux server. This task describes the following:

**Step 1:** [Upload the compressed installation file to the Linux server](#)

**Step 2:** [Extract the compressed installation files](#)

**Step 3:** [Locate and run the installer script](#)

## Step 1 - Upload Compressed Installation File to Server

To upload the compressed installation file to server

- 1) Locate the **tgcentral-xxx.tar.gz** file (where xxx is the version number).
- 2) Use whatever method or tool you have available to upload the file to the Linux server.

## Step 2 - Extract the Compressed Installation Files

To extract the installation files

- 1) Navigate to the location of the **tgcentral-xxx.tar.gz** file.
- 2) Use the **tar** (tap archive) command to extract the compressed files.  
At the command prompt, enter **tar - xzvf tgcentral-xxx.tar.gz**.

## Step 3 - Locate the Installer Script

To run the installation program

- 1) Navigate to the location of the extracted installation files.  
At the command prompt, enter **cd tgcentral-xxx**.
- 2) Use the **sudo** (superuser do) command to run the **install.sh** file.  
At the command prompt, enter **sudo sh install.sh**.

**Note:** On completion of the installation, you will receive a notification. The notification will display the URL from which you will need to complete the product configuration. You can also enter the URL manually into your browser (<http://<ip address>:10000>).

See also

[Linux Instructions](#)

[TGCentral Configuration](#)

## Uninstall TGCentral from Linux Server

---

Use this task to uninstall TGCentral from a Linux Server.

To uninstall TGCentral

- 1) Navigate to the location on the server where the installation files are stored.  
At the command prompt, enter **cd tgcentral.xxx** (where xxx is the version number).
- 2) Use the **sudo** (superuser do) command to run the **uninstall.sh** file.  
At the command prompt, enter **sudo sh uninstall.sh**.

See also

[Linux Instructions](#)

## Upgrade TGCentral from Linux Server

Use this task to install the TGCentral on a Linux server. This task describes the following:  
Follow the [Linux installation instructions](#). The installer detects the previous version and proceeds to make the necessary updates.

See also

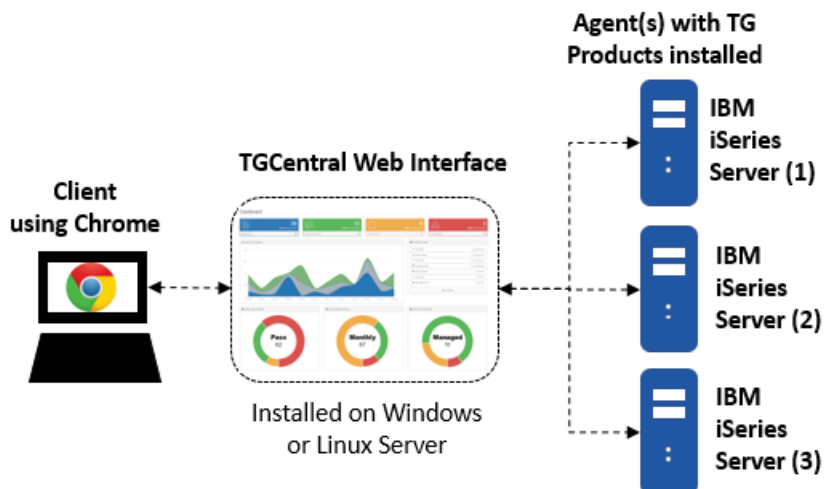
[Linux Instructions](#)

[TGCentral Configuration](#)

## 3.3. Central Configuration

### Configure TGCentral

Use this task to configure TGCentral after installation on either a Windows or Linux server.  
The configuration process involves modifications to the agent (IBM i server) as well as to TGCentral (web interface).



#### Required Storage

Ensure the following minimum storage requirements are met:

- OS versions Ubuntu, CentOS, Windows Server2012 and above or Windows 10 Professional
- Storage 200GB space
- Memory 2GB memory
- Server Based Intel i5 or above

**Required Programs** (which are available from the Entitled Systems Support website <http://www-304.ibm.com/servers/eserver/ess/index.wss>)

- 5770SS1 Option 30 (Qshell)
- 5770SS1 Option 33 (PASE)
- 5733OPS (Open source for IBM i) Options \*BASE
- 5733OPS (Open source for IBM i) Options 2
- 5733OPS (Open source for IBM i) Options 4

- 5770DG1 IBM HTTP Server for i
- 5733SC1 OpenSSH, OpenSSL, zlib Option 1

**Required PTFs** (which are available from the IBM Fix Central website <https://www-945.ibm.com/support/fixcentral>)

- SF99225 (If on IBM i 7.3)
- SF99223 (If on IBM i 7.2)
- SF99123 (If on IBM i 7.1)

## TGCentral Installation

Download and install all required licensed programs and PTFs prior to attempting the configuration.

**Note:** The only third-party components provided with the TG Product installation are the python modules, which require a licensed version of python.

## TGCentral Configuration

Step 1: [Access TGCentral IP address](#)

Step 2: [Link TGCentral to PostgreSQL Database](#)

Step 3: [Create TGCentral administrator login](#)

Step 4: [Set TGCentral website security parameters](#)

Step 5: [Review TGCentral configuration details](#)

## Agent Configuration

Step 1: [Display agent details](#)

Step 2: [Set agent status to active](#)

Step 3: [Resolve agent pre-requisite issues](#)

Step 4: [Inform agent of TGCentral IP address](#)

# Step 1 - Access TGCentral IP Address

Use this task to access TGCentral.

**Tip:** Use Chrome as your browser to configuration TGCentral.

## To access the TGCentral IP Address

- 1) Launch Chrome.
- 2) Enter IP address at which TGCentral is installed in the address bar (e.g., <http://<ip address>:10000>).

# Step 2 - Link TGCentral to PostgreSQL Database

Use this task to link to the product database.

**Note:** To use the product, you must have an existing PostgreSQL database installed and running.

## To link to the PostgreSQL database

- 1) Using the **Database** tab, enter the location of the PostgreSQL database.



**Tip:** If the database resides on the same host, enter localhost.

- 2) Enter new database password.
- 3) Confirm Database password.
- 4) Click **Next**.

## Step 3 - Create TGCentral Administrator Login

Use this task to create an admin login. The system automatically adds the admin (who has the highest level of permissions) as the first user. It is then the responsibility of the admin to add additional users as necessary.

### To create an admin login

- 1) From the **Configuration** tab, complete the required fields.
  - Email
  - Username
  - Full name
  - Password
  - Confirm password
- 2) Click **Next**.

## Step 4 - Set TGCentral Security Parameters

Use this task to set ports and SSL (Secure Socket Layer) secure connection parameters.

### To link to the PostgreSQL database

- 1) Using the **Parameters** tab, enter the appropriate ports and SSL certificate keys.

**Note:** You can access the keys in the compressed installation file.

- 2) Click **Next**.

## Step 5 - Review TGCentral Configuration Details

Use this task to verify the configuration settings before launching the product.

### To review the configuration settings

- 1) Using the **Overview** tab, review the configuration details.

**Tip:** If you need to make modifications, click the **Previous** button.

- 2) Click **Save Configuration**.

## Step 1 - Display Agent Details

Use this task to display the status of the agent.

### To display agent details

- 1) Sign into IBM i.
- 2) At the **Selection or command** prompt, enter **TGMENU** to access the **TG Main** menu.
- 3) At the **Selection or command** prompt, enter **10** (TGCentral Configuration).

**Note:** The **TGCentral Configuration** interface is displayed.

4) Review the agent installation and configuration details.

Field	Description
Agent Subsystem Status	Status of the TGCentral communication subsystem TGCMN (in library TGPROD) necessary for TGCentral to communicate with the IBM i agent: <b>*ACTIVE</b> - Communication subsystem is active <b>*INACTIVE</b> - Communication subsystem is inactive
Pre-requisite Software Installed	Status of the pre-requisite software necessary for TGCentral to communicate with the IBM i agent: <b>*NO</b> - pre-requisite software not installed <b>*YES</b> - pre-requisite software installed
Pre-requisite modules Installed	Status of the pre-requisite modules necessary for TGCentral to communicate with the IBM i agent: <b>*NO</b> - pre-requisite modules not installed <b>*YES</b> -pre-requisite modules installed
TGCentral IP Address	IP address of the TGCentral server communicating with the IBM i agent
TGCentral Server Name	Name of the TGCentral server communicating with the IBM i agent
Communication Port	Port used by the TGCentral server to communicate with the IBM i agent <b>Tip:</b> IBM i communication is performed via Port 7444. You can change the port if required. Uses port 80 (non-ssl) or 443 (SSL). This can be changes as well via the tgcentral.conf file. The configuration file is located at the installation root directory (the Windows default install path is c:/program files/tgcentral).
SSL Enabled	<b>TRUE</b> - SSL is enabled <b>FALSE</b> - SSL is disabled <b>Tip:</b> The protocol used depends on the IBM open SSL library (5733-SC1) you install. PTF level and details are described in the <a href="#">IBM community wiki</a> .
Send Incoming Transactions	Flag indicating whether TGSecure incoming transactions are sent to TG Central in real-time <b>*YES</b> - Enabled sending of incoming transaction <b>*NO</b> - Disable sending of incoming transactions <b>Note:</b> <b>*NO</b> is the default setting.
Send TGDetect Alerts	Flag indicating whether TGDetects alerts are sent to TG Central in real-time <b>*YES</b> - Enabled sending of alerts <b>*NO</b> - Disable sending of incoming transactions <b>Note:</b> <b>*NO</b> is the default setting.
Log Status	Identifies the level of detail used to create the log: <b>CRITICAL</b> - Log only critical errs <b>ERROR</b> - Log all errors

**WARNING** - log warning and errs

**INFO** - log info, warning, and errs

**DEBUG** - log everything (Note: This level of detail will take the most system resources to generate.)

**Tip:** The log file is stored at TrinityGuard/Agent directory.

## Step 2 - Set Agent Status to Active

Use this task to set the status of the agent to **\*ACTIVE**. Only active agents are detected (seen) by TGCentral. An agent must be active for you to begin managing it using TGCentral.

**To set agent status to active:**

- 1) Access the **TGCentral Configuration** interface (option 10).
- 2) Update the Agent Configuration section with the TGCentral server data IP address.
- 3) Press the **F24** (Update Config) function key.
- 4) Press the **F22** (Start Agent) function key.

## Step 3 - Resolve Agent Pre-requisite Issues

Use this task to identify issues with pre-requisites (i.e., software and modules). This step is only necessary if pre-requisites are missing (Status = **\*NO**.)

**To resolve agent pre-requisite Issues:**

- 1) Access the **TGCentral Configuration** interface.
- 2) Press the **F20** (Pre-requisite Status) function key.

**Note:** The **TGCentral Pre-requisite Status** interface is displayed.

- 3) Do the following as necessary for your specific installation case:

If	Then
Your installation cannot locate the pre-requisite module(s)	Press the <b>F20</b> (Install Pre-requisite Modules) function key to attempt to locate the files
Your installation cannot locate the XML Service(s)	Press the <b>F21</b> (Install Pre-requisite Modules) function key to attempt to locate the files
Your installation cannot locate the pre-requisite software	Press the <b>F22</b> (Install Pre-requisite Software) function key to attempt to locate the files

- 4) Follow the instructions provided on each screen.
- 5) Ensure that the following license programs are installed via command **DSPSFWRSC**.
  - 5770SS1 Option 30 (Qshell)
  - 5770SS1 Option 33 (PASE)
  - 5733OPS (Open source for IBM i) Options \*BASE
  - 5733OPS (Open source for IBM i) Options 2
  - 5770DG1 IBM HTTP Server for i
  - 5733OPS (Open source for IBM i) Options 4
  - 5733SC1 OpenSSH, OpenSSL, zLib Option 1

**Tip:** If the license programs are missing, download and install them from the **Entitled Systems Support** website <http://www-304.ibm.com/servers/eserver/ess/index.wss>.

- Go here for instructions on installing any missing open source RPM files: <http://ibm.biz/ibmi-rpms>.
  - We recommend that you use **Access Client Solutions** (ACS) to install the RPM support.
  - Go here for ACS tech notes: **Getting started with Open Source Package Management in IBM i ACS:** <https://www-01.ibm.com/support/docview.wss?uid=nas8N1022619>.
  - Go here for IBM i box ssh configuration instructions: **IBM i Open SSH & Open SSL Community:** <https://www.ibm.com/developerworks/community/groups/service/html/communityview?communityUuid=38f2c9b4-5ddb-485f-b3e9-37e520a3fd82>
- 6) Ensure that the following group PTFs are installed via command **WRKPTFGRP**.
- SF99225 (If on IBM i 7.3)
  - SF99223 (If on IBM i 7.2)
  - SF99123 (If on IBM i 7.1)

**Tip:** If the PTFs file are missing, download and install them from the **IBM Fix Central** website <https://www-945.ibm.com/support/fixcentral>.

**Alternatively**, the following PTFs are installed for license program 5733OPS via command **DSPPTF**.

- SI59035
- SI60567
- SI60568

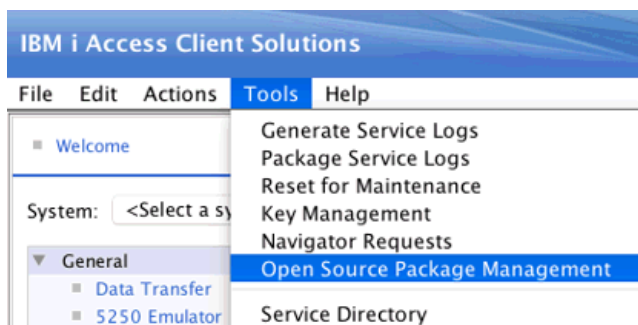
**Tip:** Download required PTFs via IBM Fix Central website <https://www-945.ibm.com/support/fixcentral>.

## Step 4 - Install Python packages

Use this task to install the Python packages.

**To install Python packages:**

- 1) Access the **IBM i Access Client Solution** interface.
- 2) On the menu bar, choose **Tools > Open Source Package Management**.



**Note:** The list of currently installed open source packages are displayed.

- 3) Click the **Available packages** tab.

**Note:** The list of packages available for installation are displayed.

- 4) Select the following packages:

Package	Version	System
Python3	3.6.8-1	IBM
Python3-ibm db	2.0.5.9-0	IBM

Python3-idna	2.8-0	IBM
Python3-itolkit	1.6.1-0	IBM
Python3-pip	9.0.1-2	IBM
Python3-setuptools	36.0.1-2	IBM
Python3-six	1.10.0-0	IBM
Python3-wheel	0.29.0-2	IBM

5) Click the **Install** button.

**Note:** The installation confirmation screen is displayed.

6) Enter **Y** at the command prompt to confirm.

## Step 5 - Inform Agent of TGCentral IP Address

Use this task to inform the agent of the TGCentral IP address. Once you established this connection, the agent can begin communicating with TGCentral.

**To enter the TGCentral IP Address:**

- 1) Access the **TGCentral Configuration** interface.
- 2) In the **TGCentral IP Address** field, enter the IP address at which TGCentral Web interface is currently installed.

Use this task to identify issues with pre-requisites (i.e., software and modules). This step is only necessary if pre-requisites are missing (Status = **\*NO.**)

**See also**

[Windows OS Requirements](#)

[Linux OS Requirements](#)

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## 4. Appendix

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### 4.1. Libraries and Commands

---

The following libraries are installed:

- TGPROD
- TGDATA
- TGINSTALL
- TGBACKUP - Created at time of upgrade

The commands are installed in the QGPL library:

- TGMENU – TGAudit Main Menu
- TGRPT – Run a Report
- TGCARD – Run Report Card
- TGWRKRPT – Work with Reports
- TGWRKCARD – Work with Report Cards
- TGLICSTS – Work with Licensing Status

### 4.2. TGCentral FAQs

---

[Where is the log file stored?](#)

[How do I adjust the log levels?](#)

[How do I change the SSL certificate?](#)

[What if the TGCentral logon page doesn't appear after installation on a Linux server?](#)

[What do I do if the TGCentral install fails?](#)

[What if TGCentral won't load on a user's machine?](#)

[What if I forget my admin password?](#)

[What if a report won't stop running \(processing\)?](#)

[What if I do if my PostgreSQL is corrupted?](#)

[Which TGCentral files should I backup on a daily basis?](#)

### ***Where are the log files stored?***

---

#### **Trinity Guard Log Files**

The log files are stored in the following directory: /Trinityguard/Logs/

This directory stores the log file that track the events that occur between the middle tier and the IBM i server.

In this directory, you should find the following 4 log files:

- tgagent.log — Identifies requests made by the agent to TGCentral and includes information about the routing of those requests
- tgrequest.log — Information about the execution (running) of reports and report cards on the agent
- tgtasks.log — Information about the creation of reports and report cards created on the agent

- `tgjam_sync.log` — Information about the Job Activity Monitor (JAM), including the import/export of job activity rules

### TGCentral Log Files

The log files are stored in the following directory: `/TGCentral-1.XX/log/`

This directory stores the log file that track the events that occur between the GUI and the middle tier.

In this directory, you should find the following log file:

- `tgcentral.log`

## *How do I adjust the log levels?*

---

### Adjust Trinity Guard Log Files located on IBM i Server

Use this task to adjust the log levels. By default, only **CRITICAL** issues are logged. If you would like lower the log lever (include more issues), you must adjust the log level.

**Note:** The log files have a max size in bytes of 1,024,000 with a backup count of 5. The rotation process is automatic.

#### To adjust the log levels

- 1) Sign into IBM i server.
- 2) At the **Selection or command** prompt, enter **TGMENU** to access the **TG Main** menu.
- 3) At the **Selection or command** prompt, enter **10** (TGCentral Configuration).
- 3) Press **Enter**.

**Note:** The **TGCentral Configuration** interface is displayed.

- 4) Enter the desired log level in the **Log Status** field.

**Note:** By default, the log status is set to **CRITICAL**.

### Adjust TGCentral Log Files Located on Windows Machine

#### To adjust the TGCentral log file:

- 1) Navigate directory in which you have TGCentral installed (main directory).
- 2) Locate the `tgcentral.conf` file.
- 3) Modify the parameters as necessary.

### Adjust TGCentral Log Files Located on Linux Machine

#### To adjust the TGCentral log file

- 1) From the command line, enter the following:

```
cd tgcentral-1.x.x
```

- 2) From the command line, enter the following:

```
sudo nano tgcentral.conf
```

- 3) Edit the parameters as necessary.

- 4) Press **Ctrl + x**.
- 5) Press **y** to save the changes

## Adjust TGCentral Log Files Located on Windows Machine

### To adjust the TGCentral log file

- 1) From the command line, enter the following:

```
cd tgcentral-1.x.x
```

- 2) From the command line, enter the following:

```
sudo nano tgcentral.conf
```

- 3) Edit the parameters as necessary.

## How do I change the SSL certificate?

---

Use this task when you want to change the default TGCentral SSL certificate to a customer SSL certificate.

### To change the SSL certificate

- 1) Sign into TGCentral.
- 2) Select **Admin** in the **Navigation** (left) pane.
- 3) Select **Settings**.
- 4) Select the **SSL Certificate** tab.
- 5) Document the location (directory path) of the SSL certificate.
- 6) Navigate to the location of the SSL certificate and replace the existing certificated file with your custom certificate.

## What if the TGCentral logon page doesn't appear after installation?

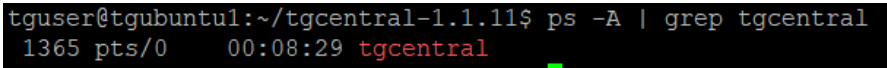
---

## Linux Installation

Use this task to ensure that both the “tgcentral” process and the “postgresql” service is running. Both the process and service must be running for the TGCentral login page to appear.

### To troubleshoot the missing TGCentral logon page on a Linux machine

- 1) Ensure that the “tgcentral” process is running by executing the following command:

Command	Expected Result
<pre>ps -A   grep tgcentral</pre>	<p>Your results will not be identical, but should look similar to the following:</p> 

- 2) If the process is not running, access the directory in which TGCentral is installed (main directory) and use the following command to start the process:

```
sudo sh start.sh
```

- 3) Ensure the “postgresql” service is running by execute the following command:



Command	Expected Result
<pre>sudo service postgres ql status</pre>	<p>Your results will not be identical, but should look similar to the following:</p> <pre> tguser@tgubuntu1:~/tgcentral-1.1.11\$ sudo service postgresql status ● postgresql.service - PostgreSQL RDBMS    Loaded: loaded (/lib/systemd/system/postgresql.service; enabled; vendor preset:    Active: active (exited) since Thu 2018-02-01 10:49:16 CST; 2h 53min ago    Process: 1135 ExecStart=/bin/true (code=exited, status=0/SUCCESS)    Main PID: 1135 (code=exited, status=0/SUCCESS)       Tasks: 0      Memory: 0B         CPU: 0     CGroup: /system.slice/postgresql.service  Feb 01 10:49:16 tgubuntu1 systemd[1]: Starting PostgreSQL RDBMS... Feb 01 10:49:16 tgubuntu1 systemd[1]: Started PostgreSQL RDBMS.</pre>

- 4) If the service is not running, access the terminal and use the following command:

```
sudo service postgresql start
```

## Windows Installation

Use this task to ensure that both the "TGCentral" and "PostgreSQL" services are running. Both services must be running for the TGCentral login page to appear.

### To troubleshoot the missing TGCentral logon page on a Windows machine

- 1) On your keyboard press, the **Windows** key + **R**.

**Note:** The **Run** dialog appears.

- 2) In the **Open** field, enter **services.msc**.

**Note:** The **Services** dialog appears.

- 3) Locate the following services and validate that the services are running:

Name	Status must be
PostgreSQL	Running
TGCentral	Running

- 3) If they are not running, right click the service and select **Start**.

## What do I do if the TGCentral install fails?

Use this task when your install fails.

### To troubleshoot the TGCentral installation

- 1) Ensure all system requirement have been met.

**Note:** See the TGCentral Installation guide for prerequisites, which is available from the Customer Portal at [TrinityGuard.com](http://TrinityGuard.com).

- Verify that you have administrator privileges before attempting to run the TGCentral installation.
- Verify that your firewall is not excluding the TGCentral executable file (TGCentral-x.x.exe) from running.
- Ensure you TGCentral license is valid and has not expired.

5) If you are still having issues after completing step 1-5, contact support via the Customer Portal at [TrinityGuard.com](http://TrinityGuard.com).

## ***What if TGCentral won't load on a user's machine?***

---

Use this task if you are unable to connect to the TGCentral server.

**Note:** Complete these steps on the server on which TGCentral is installed.

- 1) Access the **Control Panel**.
- 2) Select **System and Security**.
- 3) Select **Windows Firewall**.
- 4) Select **Allow an app or feature through Windows Firewall**.
- 5) Click **Change settings**.
- 6) Click **Allow another app**.
- 7) Click **Browse**.
- 8) Navigate to the directory in which TGCentral is installed (main directory), and choose **tg.exe** to add it to the list of allowed apps.
- 9) Once you add **tg.exe** to the list, check (select) all three options: Domain, Private, Public.
- 10) Click **OK**.

**Note:** If you are using Linux, complete similar steps according to your firewall configuration. Ensure that your firewall is not excluding the **tgcentral** service on Linux.

## ***What if I forget my admin password?***

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Unfortunately, the admin password is encrypted and cannot be retrieved if lost. Companies often have security policies that address the preservation and tracking of administrative passwords; therefore, contact your local security officer for assistance.

## ***What if a report won't stop running?***

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Use this task to stop a report from running and to diagnose what might be causing the delay.

**To stop a report from running:**

- 1) Log into TGCentral.
- 2) In the left pane, select **Activity**.

**Note:** The **Report Activity** interface is displayed.

- 3) Click the **Action** button beside the report that shows the status of **Processing**.
- 4) Select **Delete**.

### **Option 1: Message Wait (MSGW)**

**To diagnose if the message wait (MSGW) time is causing the issue:**

- 1) Sign into your IBM i server.
- 2) At the **Selection or command** prompt, enter WRKACTJOB SBS(TGCMN) to access a list of working jobs.

**Note:** The **Work with Activity Jobs** interface is displayed.

- 3) Locate any jobs with the status MSGW (message wait).
- 4) In the **Opt** column beside the job, enter **7** (Display message).
- 5) Enter **\*NOMAX**
- 6) Press **Enter**.

**Note:** This changes the message wait time to \*NOMAX.

### **Option 2: Print file (PRTF)**

**To diagnose if the print file (PRTF) is causing the issue:**

- 1) Sign into your IBM i server.
- 2) At the **Selection or command** prompt, enter CHGPRTF FILE(QPRINT) MAXRCDS(\*NOMAX).

**Note:** This changes the printer file size to \*NOMAX.

### **Option 3: Log File (LOGCLPGM)**

**To diagnose if the log file (LOGCLPGM) is causing the issue:**

- 1) Sign into your IBM i server.
- 2) At the **Selection or command** prompt, enter JOBD(TGPROD/TGAGENT) LOG(0 99 \*NOLIST) LOGCLPGM(\*NO) and JOBD(TGPROD/TGREQUEST) LOG(0 99 \*NOLIST) LOGCLPGM(\*NO).

**Note:** This change the log level of the job descriptions (TGREQUEST and TGAGENT in library TGPROD) to the minimum.

## ***What if I do if my PostgreSQL is corrupted?***

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Restore tgcentraldb database. For more information, refer to the PostgreSQL documentation.

## ***Which TGCentral files should I backup on a daily basis?***

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Follow the recommends provided by your security office. However, for your convenience, we recommend that you include the following in your regular backup procedures:

- Config files
- Database files