Installation Instructions

Requirements and informations for the installation

Server-Eye uses only 256bit SSL-encrypted HTTPS connections for communication with our cloud servers. In your firewall, only connections from the OCC connector to the outside via https need to be enabled.

When going from the internal network to the internet, the SSL port 443 must be open.
Nothing has to be opened from the outside in!

We recommend allowing all connections to * .server-eye.de. If your firewall does not support this general authorization, the following domains should be authorized:

config.server-eye.de
queue.server-eye.de
push.server-eye.de
occ.server-eye.de
static.server-eye.de
data.server-eye.de

If it is not possible to authorize an entire domain name, please authorize the following IP addresses:

212.89.133.108
188.40.101.107
212.89.153.158

It is only the OCC Connector that needs these authorizations, the sensorhubs do not need a connection to the internet. The sensorhubs communicate within the network via the two ports 11000 and 11002. These ports should therefore be enabled internally in the network, but these ports do not have to be opened to the outside in the external firewall.

Further information is available at https://www.server-eye.de/en/support/

Note on Multi-Client Capability
As a tester, you cannot incorporate any other (test) customers under your structure. Full multi-client capability is only available once your account has been upgraded, free of charge and risk-free, to the status of reseller or partner.

We are available to assist you over the phone via our hotline at +31(0)183 – 62 44 44 weekdays between 9 a.m. and 5 p.m. CET.

The first installation of Server-Eye

Please download the Server-Eye Client from the download area of our website (server-eye.de) which is accessed via the green button in the menu bar, then start the „Setup.exe"-file on a server/client in your network.

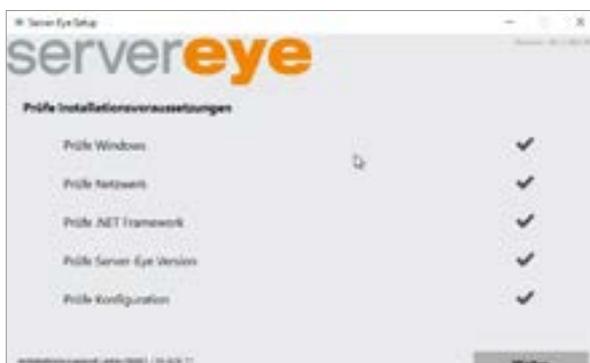**1. Begin the installation by clicking on the "Install" button**

2. After the successful installation, please start the wizard by clicking on the button "Launch Wizard"

The wizard will now guide you, step by step, through the set-up process. Start the set-up process by clicking on the "Next" button.

3. The assistant verifies whether your client/server meets the requirements

You need an installed Microsoft .NET Framework Version 4.6 with Service Pack 1 on the system. If a proxy server is running within your network, the network verification detects this and allows you to save the data.

3.1 Proxy Query

If you get a proxy query during the verification, you have to enter your proxy data in the next window and you can immediately verify the entered data by clicking on "Test Proxy Settings":

4. You will not yet have an account during the first installation. So, you need to select the button „Create New Account"

5. Please enter the details of your company here

6. Please enter your details here

You will need the e-mail address and the password you entered after successfully installing the software in order to log into our Online Control Center (OCC). This is your first administrator account.

7. Complete setting up your Server-Eye account

8. Successfully completed

After successfully setting up your account, you can now log into occ.server-eye.de and administer your system, add Sensors, create Notifications and much more.

8.1 If the set-up is not successful

First verify the requirements and specifications. If all of these are met and you still receive the message below, please run the error reporting tool and send the zipped file with a short description of the error to sales@infinigate.nl.