



VOSS Insights Analytics Install Guide

Release 25.1

June 17, 2025

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1. What's New

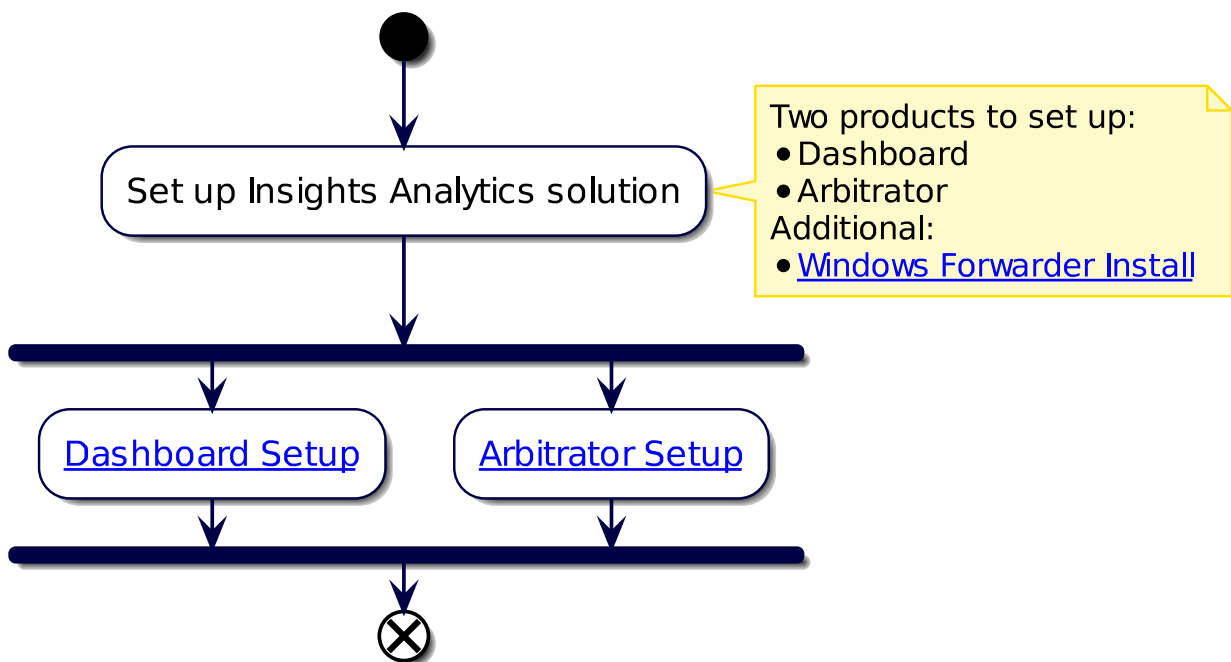
1.1. Analytics Install Guide: Release 25.1

- EKB-22789: Default openldap to non standard port. See: [Arbitrator and Dashboard System Connectivity](#)

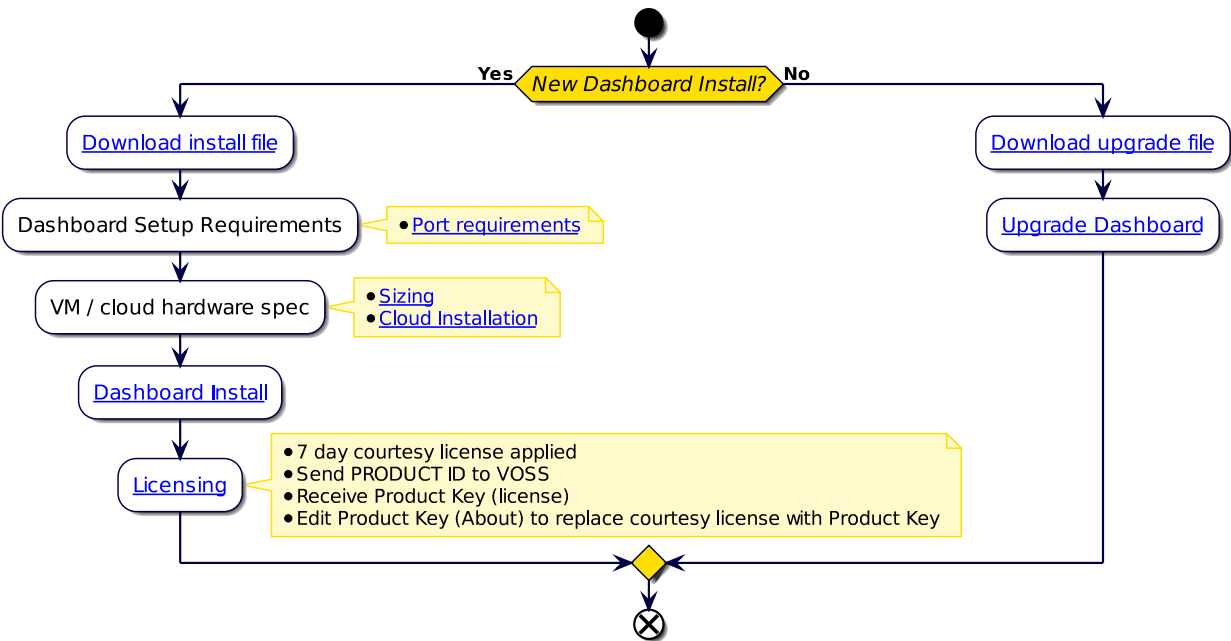
Added details on LDAP ports not open by default for Arbitrator and Dashboard.

2. Insights Analytics Quickstart

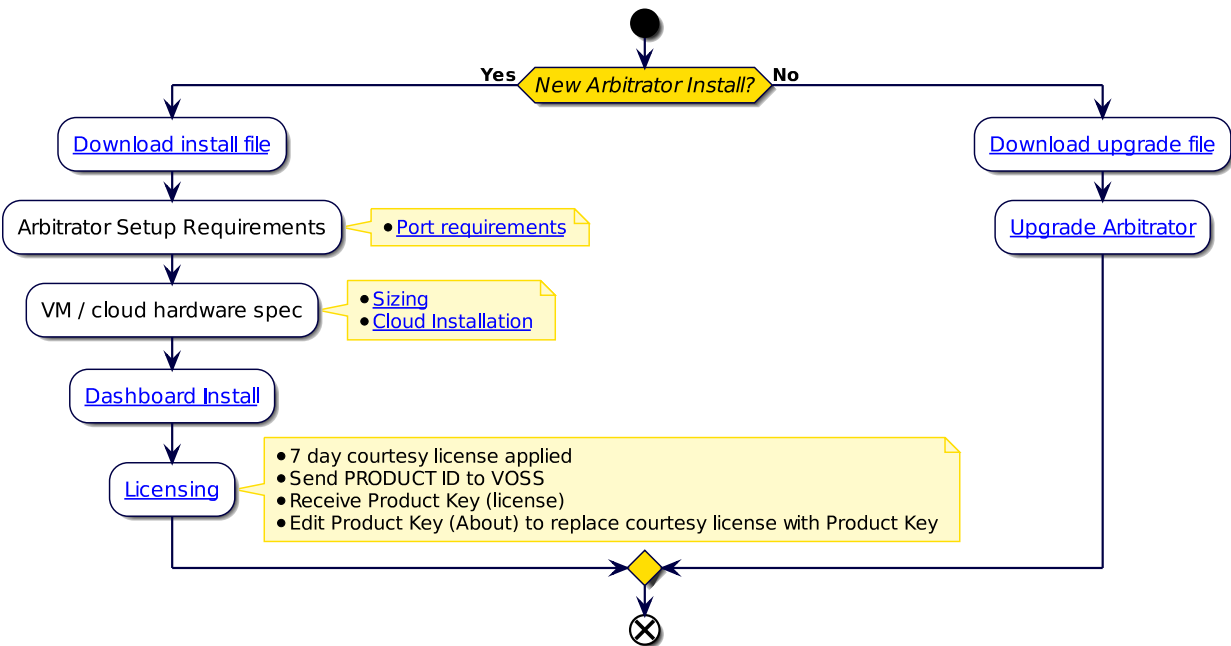
2.1. Insights Analytics Setup Overview



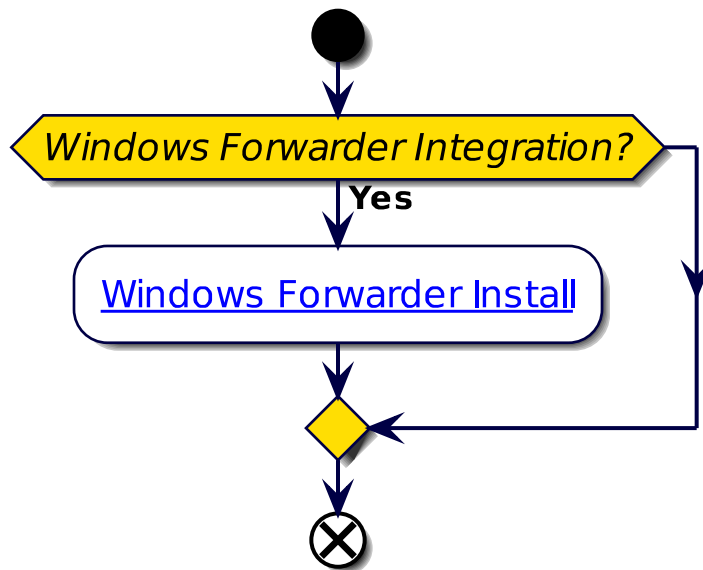
2.2. Dashboard Setup



2.3. Arbitrator Setup



2.4. Dashboard Integrations



2.5. Analytics Solution Documentation

2.5.1. Additional Reference Documentation

- Dashboard Release Notes
- Compatibility Matrix
- Dashboard Install Guide
- Dashboard and Arbitrator Maintenance and Upgrade Guide
- Dashboard Administration Guide
- Dashboard API Guide
- Platform Guide
- Arbitrator Release Notes
- Compatibility Matrix
- Arbitrator Install Guide
- Dashboard and Arbitrator Maintenance and Upgrade Guide
- Arbitrator Administration Guide
- Arbitrator API Guide
- Platform Guide
- VOSS Insights Windows Forwarder Install Guide

3. Download

3.1. Dashboard Download

- Dashboard OVA file:
 1. Log in on the [VOSS Customer Portal](#)
 2. Go to **Downloads > VOSS Insights > Insights Dashboard > <release number> > New Installation.**
 3. Download the .ova file
 4. Verify that the original .sha256 checksums on the download site server match.
 - **system checksum media/<ova_file>**Checksum: <SHA256>
- Dashboard upgrade file:
 1. Log in on the [VOSS Customer Portal](#)
 2. Go to **Downloads > VOSS Insights > Insights Dashboard > <release number> > Upgrade.**
 3. Download the .lxsp upgrade file.
 4. Verify that the original .sha256 checksums on the download site server match.
 - system checksum media/<lxsp_file>**Checksum: <SHA256>

4. VMWare Specification and Requirements

4.1. Dashboard Reporting VM Sizing Specifications

Size	Cores (vCPU)	CPU Spec (Ghz)	Memory (Gb)	Storage (Gb)	Storage Spec	Network
Up to 5k users	8	2,8	16	500	SSD preferred Thick Eager Zero 15k HDD 1500 IOPS	1GB
5k to 20k users recom- mended option	12	2,8	32	500	SSD preferred Thick Eager Zero 15k HDD 1500 IOPS	1GB
20k to 40k users	16	2,8	128	500/1000	SSD preferred Thick Eager Zero 15k HDD 1500 IOPS	1GB

- The specs for 5k up to 20k users is the recommended option.

4.2. Cloud Installation

The VMWare specification and requirements for each product can be used as guidelines when preparing for cloud installations.

For example, for the example minimum sizes below, the VM specifications are best matched by the cloud VM types indicated:

- Google Cloud products

Product	Size	Cloud VM Specification
Arbitrator	< 5k users	n2-standard-8
Dashboard	< 10k users	n2-standard-8
Raptor	N/A	custom
DS-9	< 1,000 flows/sec	n2d-standard-16

- Amazon Web Services

Product	Size	Cloud VM Specification
Arbitrator	< 5k users	t2.2xlarge
Dashboard	< 10k users	t2.2xlarge
Raptor	N/A	t2.small
DS-9	< 1,000 flows/sec	m6g.4xlarge

- Microsoft Azure

Product	Size	Cloud VM Specification
Arbitrator	< 5k users	B8ms
Dashboard	< 10k users	B8ms
Raptor	N/A	B1ms
DS-9	< 1,000 flows/sec	D16 v5

5. Port Requirements

5.1. Arbitrator and Dashboard System Connectivity

This table includes connectivity requirements between Insights Arbitrator, Reporting Dashboard, as well as connectivity between these and the following: VOSS Automate, NTP, DNS and AD.

Source	Destination	Port / protocol	Notes
Arbitrator Server / Dashboard Server	Arbitrator Server / Dashboard Server	443, 5432, 5000, 60514, 64514, 64515, 65515, 65516, 64005, 64004, 62009, (all TCP)	Intra-system communication and queries - Bi-directional
Arbitrator Server	Arbitrator Server	62002, 62003, 62004, 62005, 62006, 11501, 30501, 30503, 40501, 40503 (all TCP)	VOSS Fabric TLS tunnel Connection Ports – Bi-directional between Customer systems and NOC systems for event forwarding
Arbitrator Server / Dashboard Server	Network Resources (NTP, DNS)	53, 123 UDP	Time and DNS
Client PC – GUI Interface and CLI Management Access	Arbitrator Server / Dashboard Server	443, 8443, 22, 80 TCP	User Interface Access
VOSS Automate	Dashboard Server	27020	Database access

Note: LDAP ports: 389 and 636 for TCP/UDP are not available for the Arbitrator and Dashboard server. If these ports are required for Dashboard server communication, refer to the configuration settings for LDAP in the **Configuration** chapter the *Dashboard Administration Guide*.

5.2. Cisco UC Monitoring System Connectivity

Source	Destination	Port / protocol	Notes
Monitored Cisco UC system	Correlation Server / Dashboard Server	514 tcp/udp, 22 tcp, 162 udp	Cisco syslog, snmp trap, CDR/CMR file transfer
Correlation Server	Monitored Cisco UC system	443 tcp, 8443 tcp, 22 tcp, 21 tcp, 161 udp	Correlation server AXL query, ssh and snmp query

5.3. MS Teams System Connectivity

Source	Destination	Port / protocol	Notes
Cloud Arbitrator	Dashboard Server	5432 TCP	Pushes data to the dashboard to display dashboard data
Client PC - GUI Interface and CLI Management Access	Correlation Server / Dashboard Server	443, 8443, 22, 80 TCP	User Interface Access
Arbitrator	Microsoft (https://graph.microsoft.com/v1.0)	443 TCP	The Arbitrator pulls the full call record details directly from Microsoft, using the https://graph.microsoft.com/v1.0 API.

5.4. NetFlow and DS9 Monitoring System Connectivity

5.4.1. Communication ports between NetFlow Source and DS9

Source	Destination	Protocol	Port	Direction	Description
NetFlow Source	DS9	UDP	4739	Unidirectional	IPFIX (Optional)
NetFlow Source	DS9	UDP	2055	Unidirectional	NetFlow v9 (Optional)
NetFlow Source	DS9	UDP	9996	Unidirectional	NetFlow v5 (Optional)
NetFlow Source	DS9	UDP	6343	Unidirectional	Sflow v5 (Optional)
DS9	NetFlow Source	UDP	161	Unidirectional	SNMP queries

5.4.2. Communication ports between Dashboard Server Users and Dashboard Server

Source	Destination	Protocol	Port	Direction	Description
Dashboard users	Dashboard Server	TCP	443	Unidirectional	HTTPS (GUI access)

5.4.3. Communication ports between the DS9 Server and Dashboard Server

Unless the DS9 and Dashboard Servers are located in the same subnet, system administrators need to ensure the following network ports are open between these two components.

Source	Destination	Protocol	Port	Direction	Description
Dashboard Server	DS9	TCP	5432	Unidirectional	Data repository access
Dashboard Server	DS9	TCP	8082	Unidirectional	Data repository access
Dashboard Server	DS9	TCP	443	Unidirectional	DS9 System Stats and management
DS9	Dashboard Server	UDP	514	Unidirectional	DS9 System Logs

5.4.4. Communication ports that are required for remote management purposes

Source	Destination	Protocol	Port	Direction	Description
Admin users	DS9	TCP	22	Unidirectional	SSH (remote CLI access) and file transfer
Admin users	Dashboard Server	TCP	22	Unidirectional	SSH (remote CLI access) and file transfer
Admin users	Dashboard Server	TCP	443	Unidirectional	WEB access

5.5. VOSS Automate Port Usage

VOSS Automate port usage for each node type:

Protocol	Ports	WebProxy node	Application node	Database node
ssh / sFTP	TCP 22	X	X	X
http	TCP 80	X	X	
https	TCP 443, 8443	X	X	
snmp	TCP/UDP 161, 162	X	X	X
mongodb	TCP 27017, 27030		X	
mongodb	TCP 27019, 27020			X
LDAP	TCP/UDP 389 (636 TLS/SSL)		X	
NTP	UDP 123		X	
SMTP	TCP25		X	X

5.6. Skype for Business Monitoring System Connectivity

Source	Destination	Port / protocol	Notes
VOSS Forwarder installed on Windows Machine	Customer SfB Monitoring Server (SQL)	1433	Collection of CDR/QoS Data. SfB monitoring server is typically deployed on the SfB Front-End Server (Option 1)
VOSS Forwarder installed on Windows Machine	Separate Customer SfB Reporting Server - QoE DB (SQL)	1433	Collection of CDR/QoS Data from the Reporting (QoE) Server that is a replication of the SfB Monitoring Server (Option 2)
VOSS Forwarder installed on Windows Machine	Arbitrator Correlation	62009-62010, 514	Management and Syslog Traffic
VOSS Forwarder installed on Windows Machine	Dashboard / Reporting	62009-62010, 5432-5433, 80, 443, 514, 1194	Management and Syslog Traffic
SfB Monitoring Server	Dashboard / Reporting	1433	SQL Transactional Data Replication
SfB Monitoring Server	Arbitrator Correlation	80, 443	SDN Traffic
SfB Monitoring Server	Dashboard / Reporting	80, 443	SDN Traffic

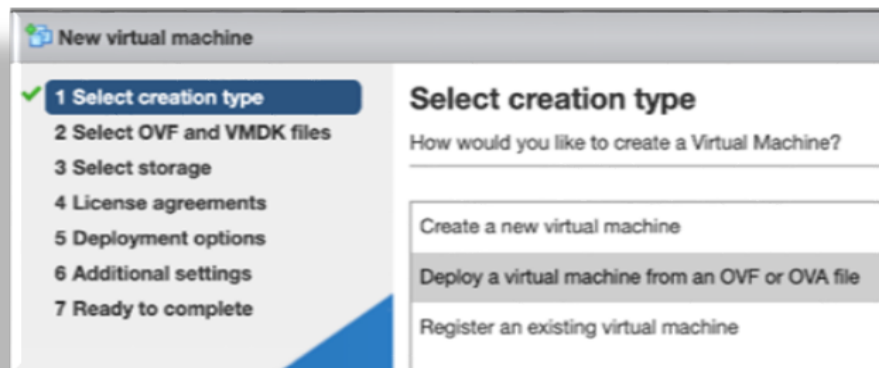
6. Deploy and Networking Setup

6.1. Deploy and VM Installation

6.1.1. Base Install and Configuration

This procedure installs the base system, and involves the following tasks:

- Download the OVA.
 - Deploy the OVA.
 - Run the VM.
 - Log in as admin.
 - Change your password.
 - Configure network settings.
1. Download the OVA for your system to a directory accessible by the VM client.
 2. Deploy the OVA:
 1. Select the downloaded OVA file, and choose a VM name.



2. Configure storage settings via the **Select storage** menu, based on the recommended hardware specifications for the required configuration.

See the *VMWare Specification and Requirements* for your system.
3. Configure the network mappings based on the recommended hardware specifications for the required configuration.

See the *VMWare Specification and Requirements* for your system.

3. Run the VM, and monitor installation of the packages (this may take some time).

```
Info: install_package : Unpacking /mnt/cd/pkg/iana-etc.lxp
Info: install_package : Unpacking /mnt/cd/pkg/nan-pages.lxp
Info: install_package : Unpacking /mnt/cd/pkg/attr.lxp
Info: install_package : Unpacking /mnt/cd/pkg/bc.lxp
Info: install_package : Unpacking /mnt/cd/pkg/berkeley-db.lxp
Info: install_package : Unpacking /mnt/cd/pkg/bglibs.lxp
Info: install_package : Unpacking /mnt/cd/pkg/bridge-utils.lxp
Info: install_package : Unpacking /mnt/cd/pkg/dhcpd.lxp
Info: install_package : Unpacking /mnt/cd/pkg/diffutils.lxp
Info: install_package : Unpacking /mnt/cd/pkg/dnapi.lxp
Info: install_package : Unpacking /mnt/cd/pkg/ethtool.lxp
Info: install_package : Unpacking /mnt/cd/pkg/expat.lxp
Info: install_package : Unpacking /mnt/cd/pkg/gmp.lxp
Info: install_package : Unpacking /mnt/cd/pkg/lsf.lxp
Info: install_package : Unpacking /mnt/cd/pkg/ndadm.lxp
Info: install_package : Unpacking /mnt/cd/pkg/ncurses.lxp
Info: install_package : Unpacking /mnt/cd/pkg/net-tools.lxp
Info: install_package : Unpacking /mnt/cd/pkg/patch.lxp
Info: install_package : Unpacking /mnt/cd/pkg/paxctl.lxp
Info: install_package : Unpacking /mnt/cd/pkg/perl-SSLeay.lxp
Info: install_package : Unpacking /mnt/cd/pkg/popt.lxp
Info: install_package : Unpacking /mnt/cd/pkg/speex.lxp
Info: install_package : Unpacking /mnt/cd/pkg/strace.lxp
Info: install_package : Unpacking /mnt/cd/pkg/tar.lxp
```

Once all packages are installed, the VM is automatically powered off, confirmed via the auto-poweroff message on the console.

```
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
DHCPDISCOVER on eth0 to 255.255.255.255 port 67
No DHCPOFFERS received.
Unable to obtain a lease on first try. Exiting.
useradd: user 'admin' already exists
mount: /mnt/target/dev: device is busy
```

The system reboots. Wait until you see the **About** console, which displays placeholder values for hostname, version, license, days licensed and remaining, and so on.

```

                          About
=====
Hostname: <hostname>
Version:  <version>
Theme:   <theme>
Flavor:

```

(continues on next page)

(continued from previous page)

```

License:  NNNNN-NNNNN-NNNNN-NNNNN-NNNNN
Days Licensed:  nnnnn
Days Remaining:  nnnnn
Product Key:
Website:  <website>
Kernel:  Linux n.nn.nn-lxt-3 x86_64 GNU/Linux

<hostname> login:

```

4. Log in:

- On the **About** console, at **<hostname> login:**, log in as admin. For the password, use the last 10 characters of the value at **License**, *excluding the dash*.

Important: The **License** key value is *only* displayed on the **About** console. When you *ssh* in, it is not visible, thus, you must copy the admin password from the **About** console.

- Once logged in, the **Administration** menu displays (the image displays an example for DS9):

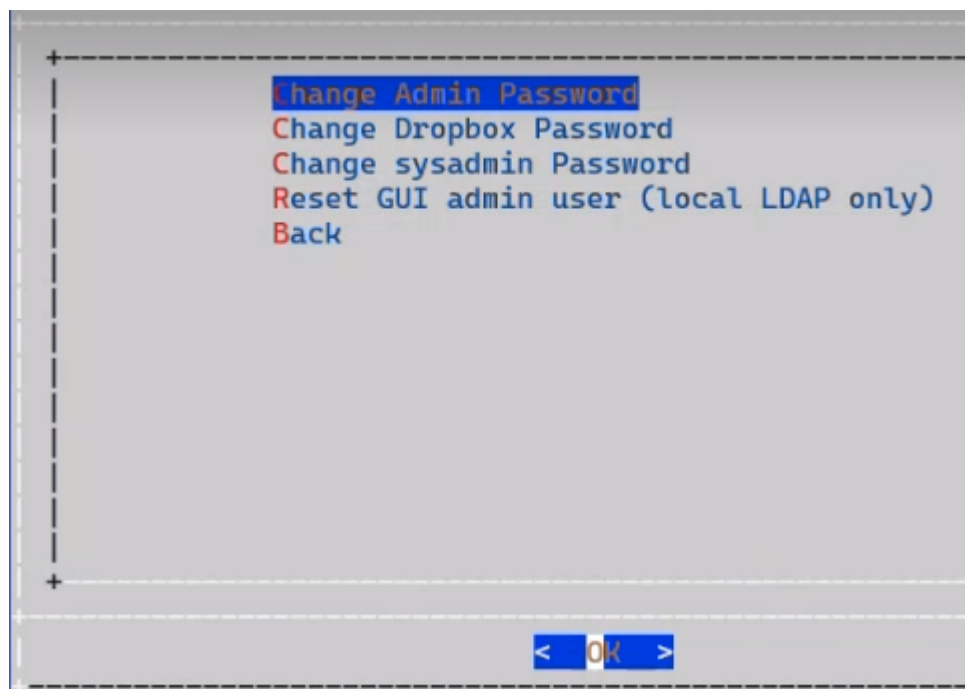


5. Change your password:

On the **Administration** menu, select **Change Passwords**, then change your password.

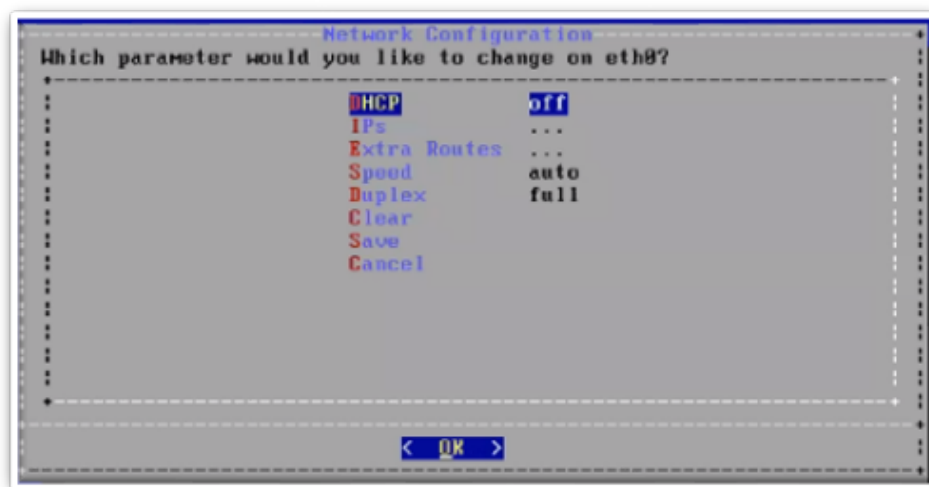
Note:

- It is strongly recommended that you change your password immediately.
- The **Reset GUI admin user** option on the allows for this admin user's password reset.

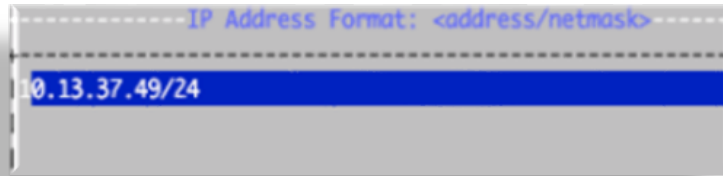


6. Configure network settings:

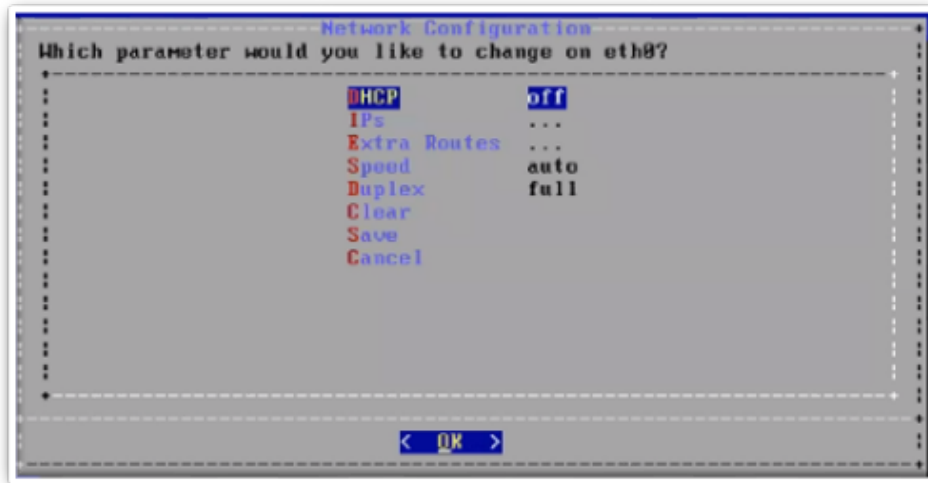
- a. On the **Administration** menu, select **Network Configuration**.
- b. Configure interface settings via the **Interface Settings** menu:
 - i. Select the relevant interface.



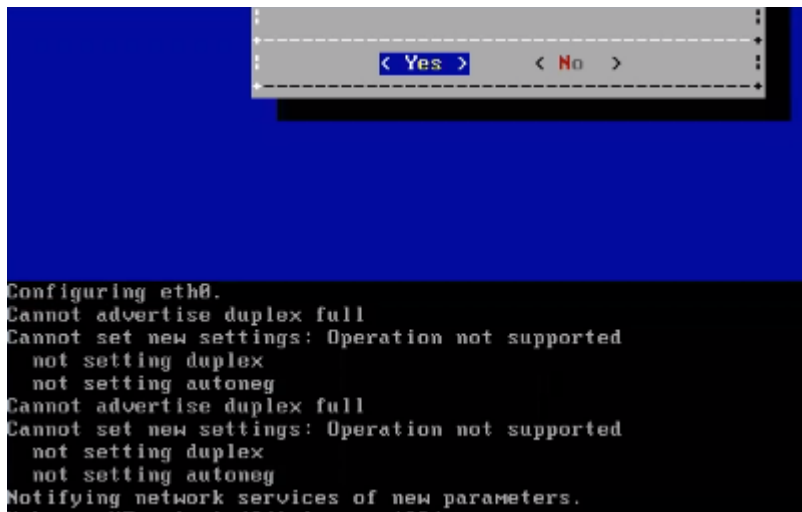
- ii. Select **IPs**, then set the IP address and netmask in the format `nn.nn.nn.nn/24`, and save your changes.



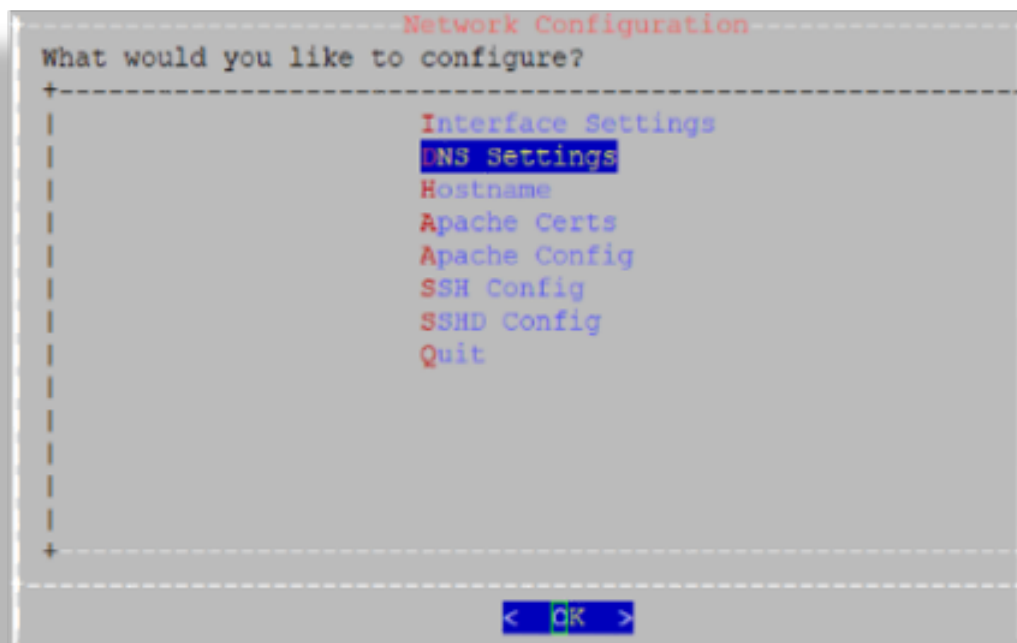
c. Configure the default gateway via the **Extra Routes** menu.



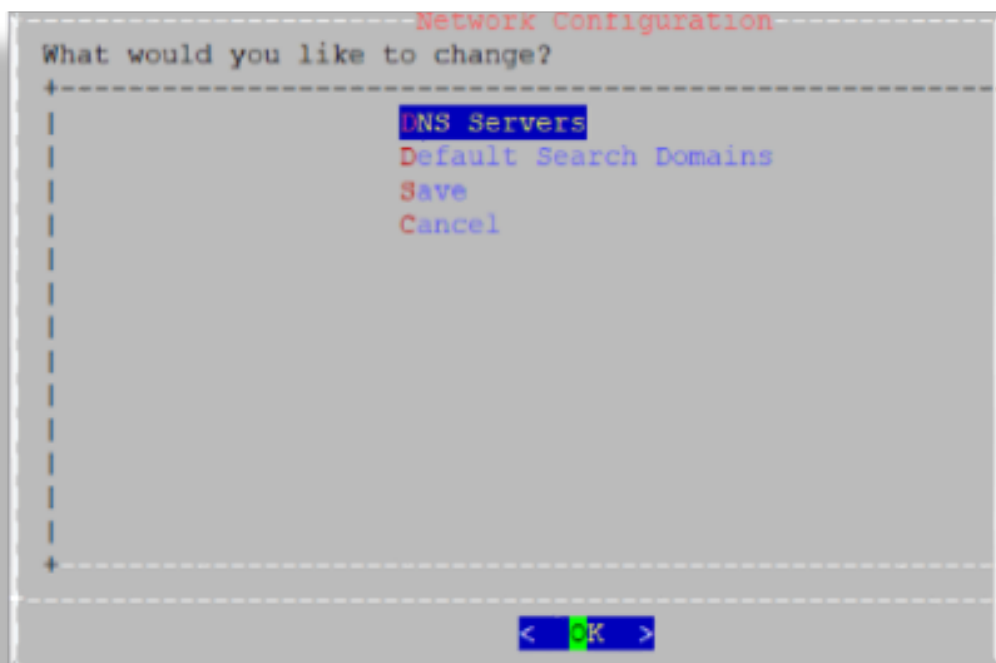
- Use the following format for the entry: *default <gateway IP address>*
- The word *default* is required. For additional route entries use the *<subnet> <gateway>* format. Similar to what would be done on a Linux system at the CLI.



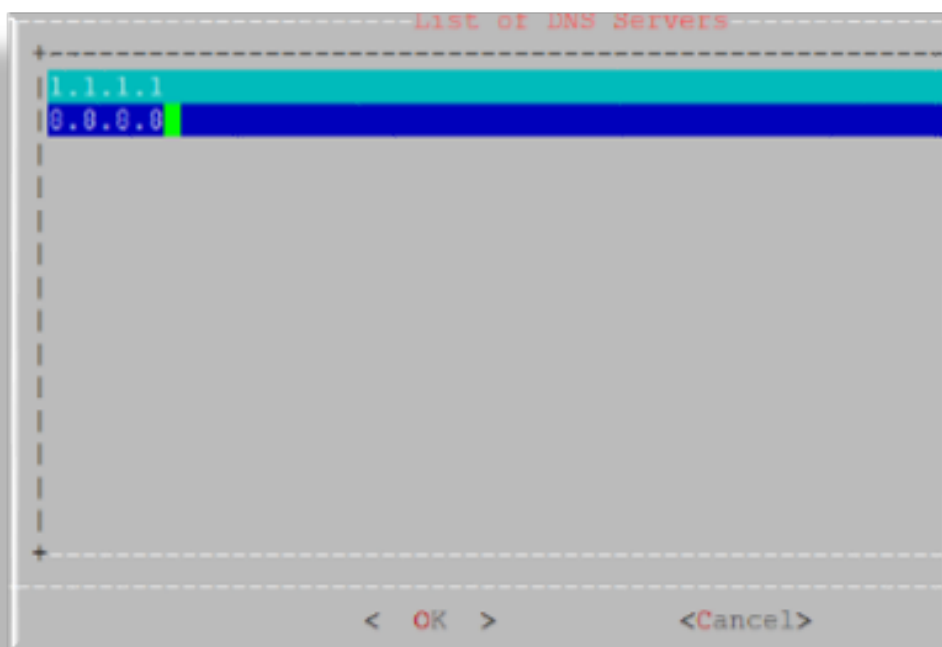
d. Configure DNS settings via the **DNS Settings** menu:



a. Select **DNS Servers**.



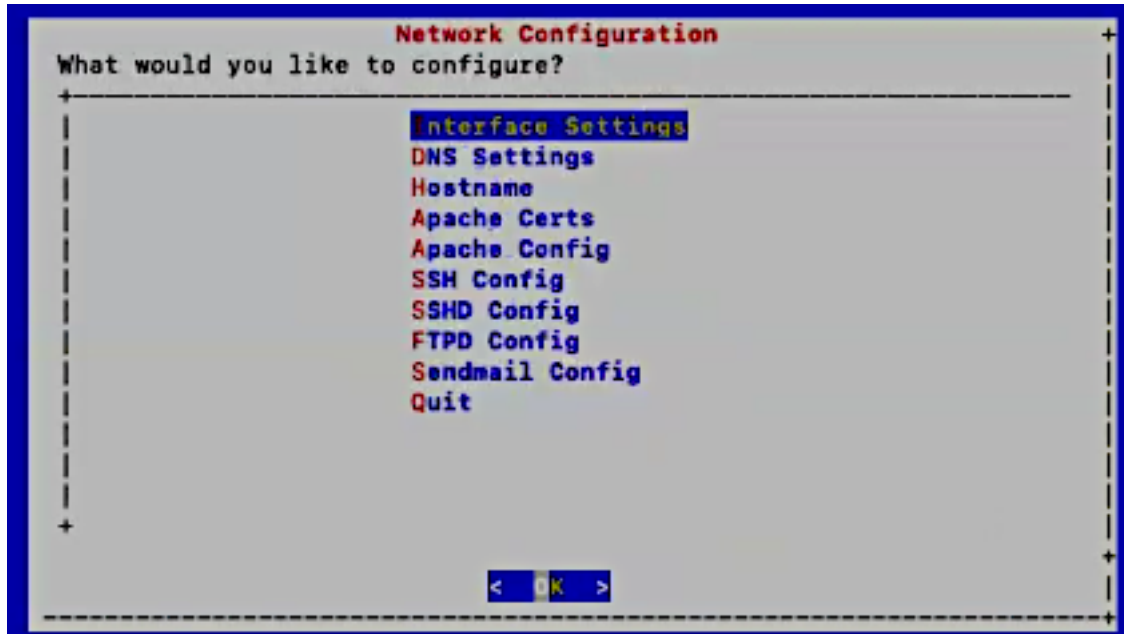
b. Add the IP address for each DNS server, one per line, then click **OK**.



c. Click **Save**.



e. Configure the hostname via the **Hostname** menu, then save to trigger the update.
The console displays a message, *Updating hosts*. This setup may take a few minutes.

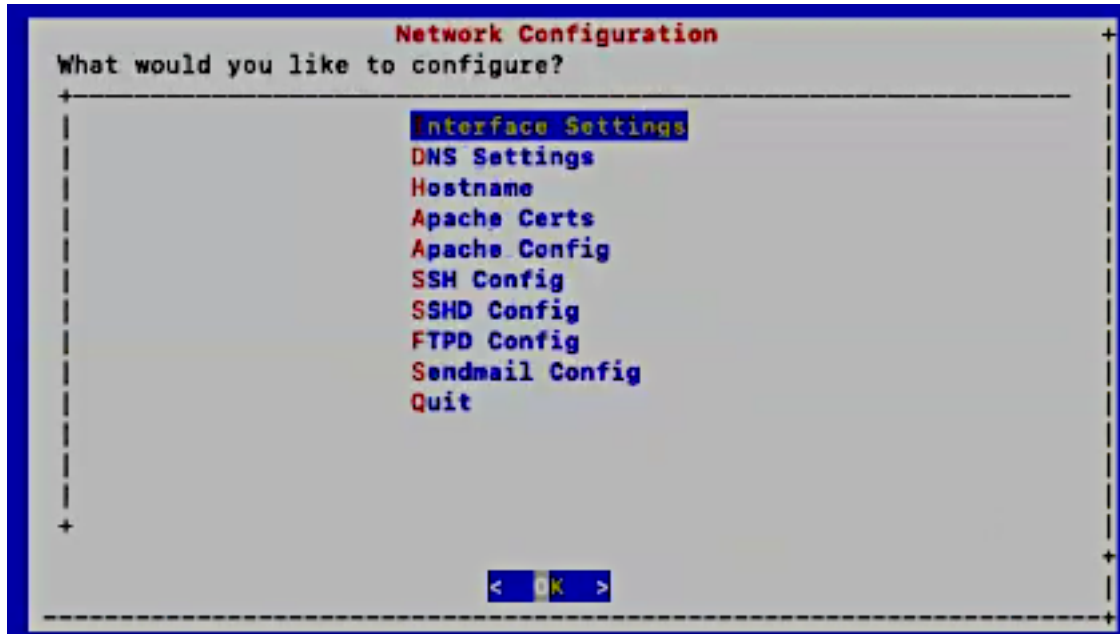


f. Update SSL ciphers via the **Apache Config** menu.

```
SSLCipherSuite HIGH: !MEDIUM: !ADH: !LOW
```

Note:

- SSLCipherSuite defaults to HIGH encryption.
- For SSLProtocol, only TLSv1.2 is supported.
- OpenLDAP defaults to HIGH encryption.
- OpenSSH does not support weak ciphers.
- On system upgrade, if the contents of this configuration are no longer valid, then the contents will be reset to an empty state.



- g. Configure SSH settings via the **SSH Config**.

Custom entries can be added, if required. The following entries have been added:

```
kexalgorithms
diffie-hellman-group14-sha1
diffie-hellman-group-exchange-sha1
hostkeyalgorithms
ssh-rsa
```

Note: On system upgrade, if the contents of this configuration are no longer valid, then the contents will be reset to an empty state.

- h. Configure SSHD via the **SSHD Config** menu.

Note:

- Multi-line entries can be added, if required. For example, for CUCM v11.5 support, see: [Multi-line CUCM Cipher Support](#).
- This step is relevant *only* to an Insights Assurance solution and its integration with Cisco UC systems. This step is *not* relevant to the DS9 and Insights NetFlow solution.
- On system upgrade, if the contents of this configuration are no longer valid, then the contents will be reset to an empty state.

- i. Enable/disable FTPD or restart the FTPD daemon:

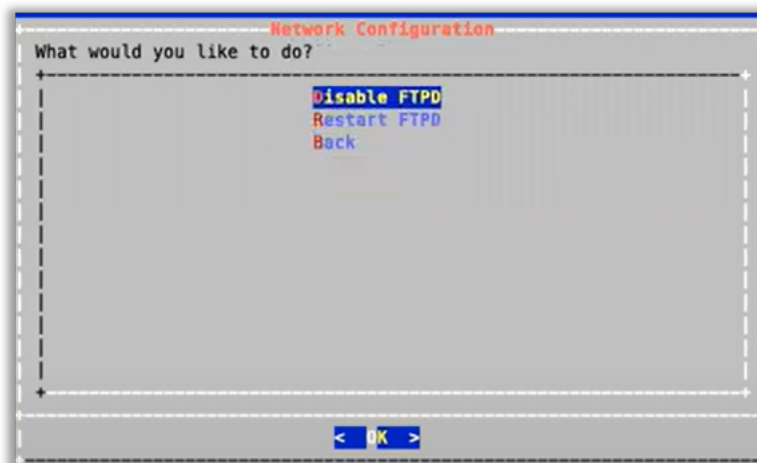
1. On the **Administration** menu, select **Network Configuration**.
2. Select **FTPD Config**.

Important: On new installs, the FTPD daemon is disabled by default.

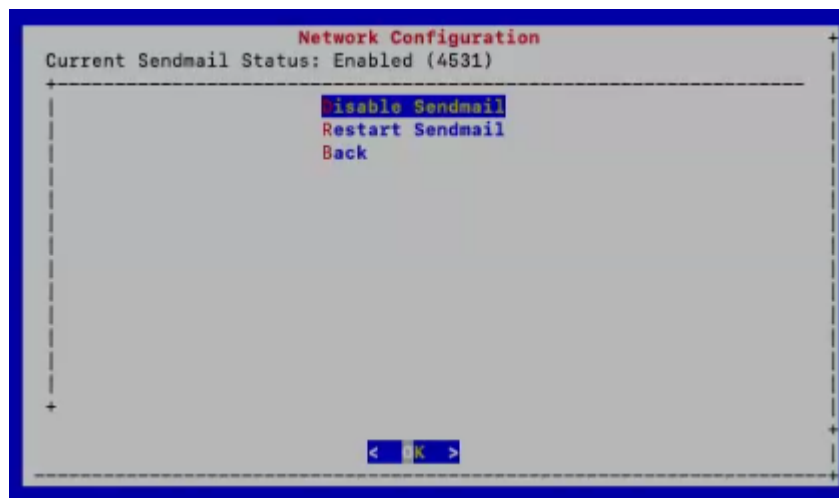
It is strongly recommended that the FTPD daemon remains disabled, unless there is a good reason you need to use it. It has been seen that enabling the FTPD daemon may introduce a system vulnerability.

FTPD is typically *only* required in rare situations, where FTP is the only way to transfer files to the server. Instead of using FTPD, it is recommended that you use the drop account with SCP or SFTP.

The drop account username is “drop”. You can set the password via the **Administration** menu.



j. Enable/disable Sendmail or restart Sendmail on port 25:



1. On the **Administration** menu, select **Network Configuration**.
2. Select **Sendmail Config**. The current status of the service is displayed on the menu.
Choose to enable, disable or restart the service as required.
7. Base system installation is now complete. Select **Quit** to exit the **Administration** menu on the console.
Continue with product registration, and with the configuration of your system through the GUI:
 - Insights Dashboard
 See the VOSS Automate Database Setup section in the VOSS Insights Install Guide.

- Insights Arbitrator (relevant only to an Insights Assurance solution and its integration with Cisco UC systems)

See the Install Arbitrator System section in the VOSS Insights Install Guide.

- Insights DS9

Note: Prior to opening the DS9 GUI, reboot the system.

See the DS9 Product Registration and Configuration on the Dashboard section in the VOSS Insights DS9 for NetFlow Install Guide.

6.1.2. Multi-line CUCM Cipher Support

This section provides details for the use of the **SSHD Config** menu option.

Note: This section is not relevant to the DS9 and Insights NetFlow solution. This solution is relevant only to an Insights Assurance solution and its integration with Cisco UC systems.

You can copy the keys into the screen in a comma separated list (without spaces).

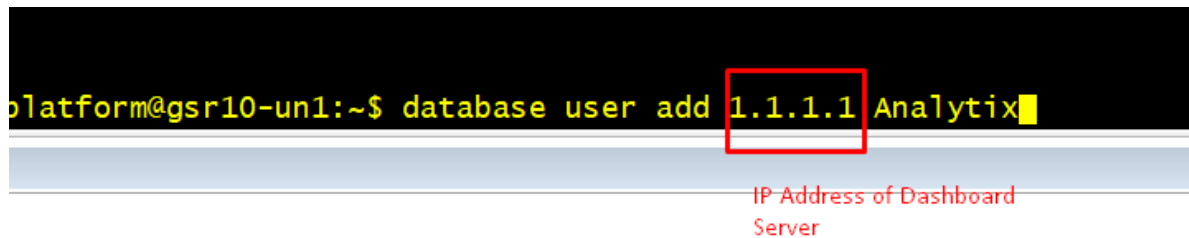
For CUCM v11.5 support:

```
kexalgorithms diffie-hellman-group1-sha1,diffie-hellman-group14-sha1,diffie-hellman-
↪group-exchange-sha1
ciphers aes128-cbc,3des-cbc,aes128-ctr,aes192-ctr,aes256-ctr,aes128-gcm@openssh.com,
↪aes256-gcm@openssh.com
macs hmac-md5,hmac-sha1,hmac-sha2-256,hmac-sha1-96,hmac-md5-96
hostkeyalgorithms ssh-rsa,ssh-dss
```

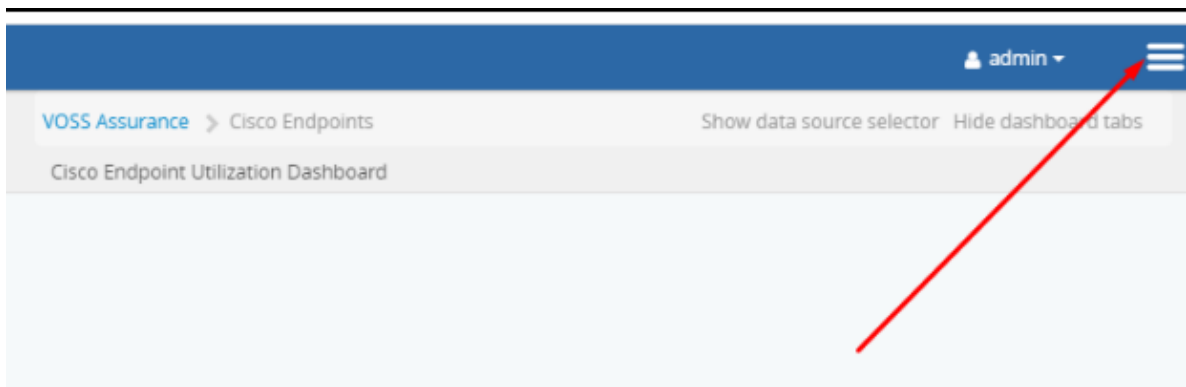
7. VOSS Automate Database and System Setup

7.1. VOSS Automate Database Setup

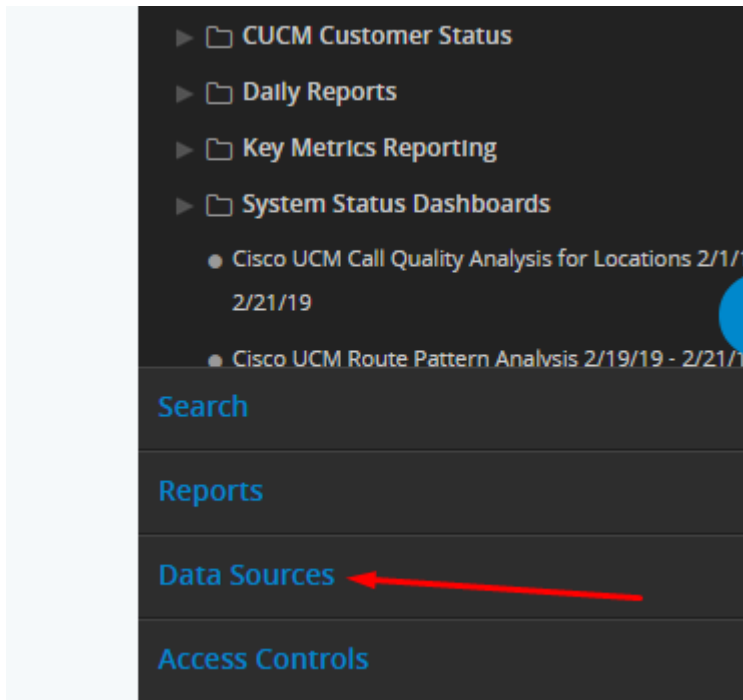
1. Add a Database user - this is a Read only user



2. Take note of the username and password you just configured
3. Log in to the GUI on the Dashboard Server username admin — password admin
4. Click the toolbar Hamburger Menu icon adjacent to the admin menu.



5. Click **Data Sources**.



6. Click **New Data Source**.

A screenshot of the 'Data Sources' configuration page. At the top, there's a dropdown menu showing '172.30.15.120'. Below it is a blue button labeled 'New Data Source', which is highlighted with a red arrow. Underneath the button is a dashed line. Below the dashed line, there are three fields: 'Name' with the value '172.30.15.120', 'Data Source Type' with a dropdown menu showing 'Remote Arbitrator Postgres Database', and 'Host' with the value '172.30.15.120'.

7. Choose **Voss Mongo Database**, and change AuthSource from *admin* to *VOSS*.

Data Source Type

Voss Mongo Database

Ip
localhost

Port
27020

Db
VOSS

Username
admin

AuthSource
VOSS

Password
.....

Ssl
true

Alias

Cancel Save

8. Fill out the form presented:

- At **Name**, fill out a name for the data source.
- At **Data Source Type**, choose the data source type.
- At **IP**, set the IP address of VOSS Automate UN1/primary database node.
- Fill out values for **Port** and **DB**.
- At **Username**, fill out the username you set on VOSS Automate.
- At **AuthSource**, change the AuthSource from admin to VOSS.
- Fill out the password set up in VOSS Automate.
- Set SSL to True.

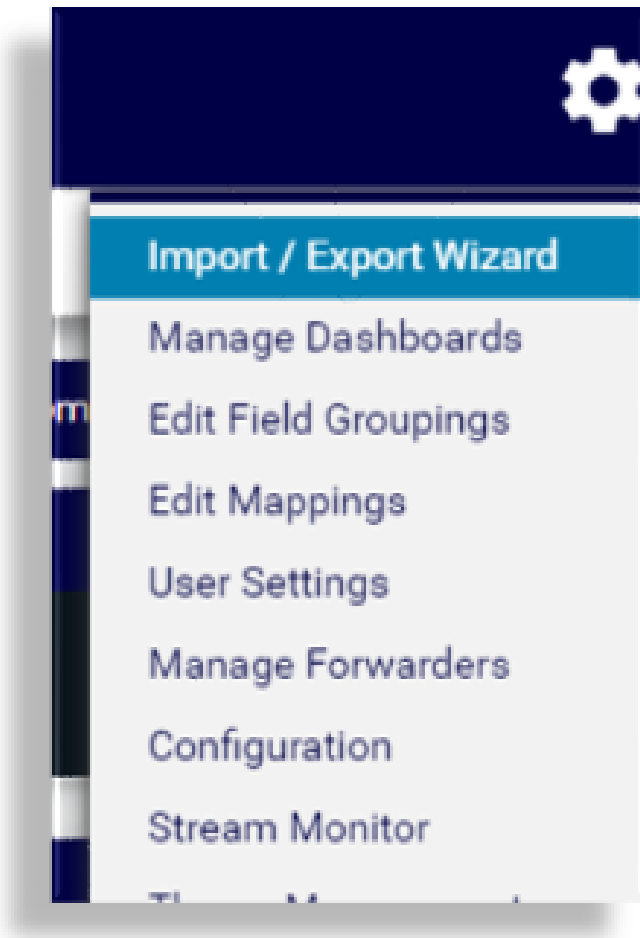
9. Repeat the steps above to add the Arbitrator as a Data Source:

- Fill out a name for the data source.

- Select the data source type (Remote Arbitrator Postgre Database), and fill in the rest of the fields.
- At **Host** set the IP address of the Arbitrator.
- Fill out the port.

7.2. Install Dashboard System

1. Log in to the Dashboard Server: admin/admin
2. On the toolbar, click the **System Configuration** icon (Cog) to display the admin menu, then select **Import/Export Wizard**.



3. Click **Choose file**, then navigate to the file you wish to import (dashboard files have the .lxt file extension).

VOSS VOSS Insights Search Dashboards

Import Export

Import

Select file type

☒ Default import file

☐ CSV mapping

Select a file to import

Can be a .txt or .csv file.

For a CSV mapping file, make sure there is no header line. File will be parsed using one of two orders:

First order: key,value.

Second order: type,key,value. (with type has values 0:Regex, 1: Greater Than, 2: Less Than, 3: Range, 4: Equals) (Range's format is 'Min : Max')

Choose File No file chosen

UPLOAD

4. Click **Upload**.
5. Log in to the Dashboard CLI as admin/admin.
6. Select **Voss - Force Collection**, then click **OK** to sync VOSS Automate data into the dashboard.

Administration

Please choose from the following options.

+ ^(-)

| Resize Disk

| Restart Dashboard Services

| Restart openldap

| Restart Reporter Services

| Upgrade

| **Voss - Force Collection**

| Voss - Force Collection Transactions

| Voss - Manual Sync

| VPN Client Configuration

| VPN Group Name

| VPN Server Configuration

| VPN Server Connections

| Power Off

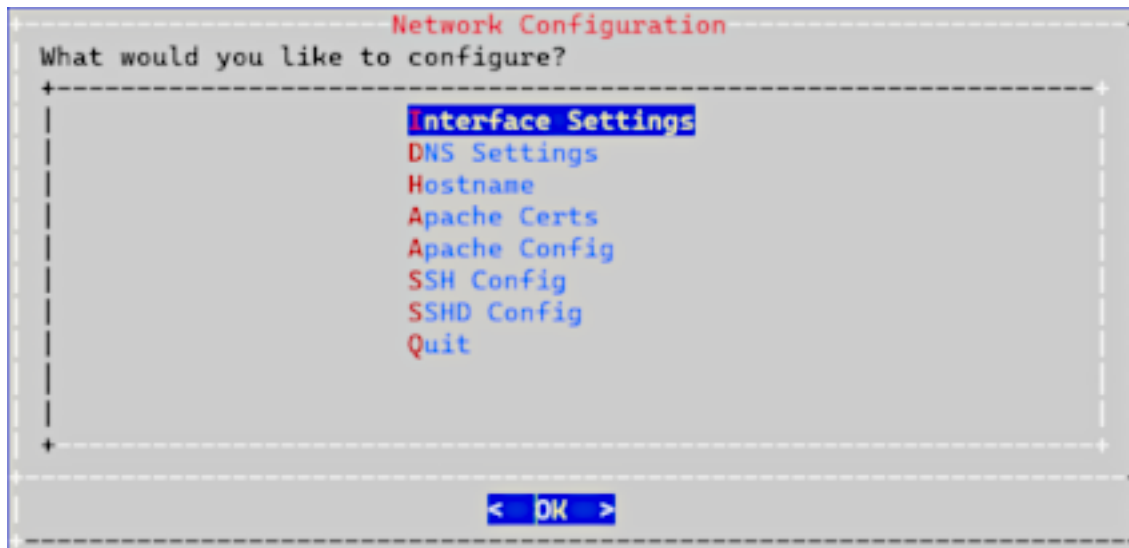
+ v(+) 92%

< OK >

8. Certificates

8.1. Add or Update Certificates

Users can now update SSL Certificates and SSL keys from the Admin console menu.



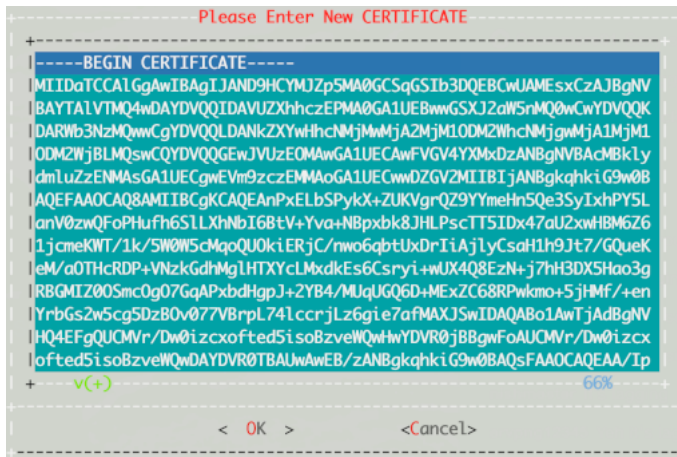
8.1.1. Add Certificates

To add your own certificate, you will need both the certificate and private key.

1. SSH to the system using admin account
2. Select **Network Configuration**
3. Select **Apache Certs**
4. Select **Insert Cert**
5. Paste in customer certificate

A certificate has the following header and footer

```
--BEGIN CERTIFICATE--  
--END CERTIFICATE--
```



6. Select **Insert Private Key**

7. Paste in customer private key

A private key has the following header and footer

```
--BEGIN PRIVATE KEY--
--END PRIVATE KEY--
```



8. Select **Display Cert Details** to view certificate details.

9. Select **Back** and exit the menu.

10. Refresh the browser. The system should be using the new certificate.

8.1.2. Update Certificates

If you want to generate a new unsigned certificate or to reset a certificate and private key:

1. SSH to the system using admin account
2. Select **Network Configuration**
3. Select **Apache Certs**
4. Select **Generate New Unsigned Cert**

5. When prompted, fill in the information requested.

```
Generating a 2048 bit RSA private key
.....+++
writing new private key to '/etc/apache2/server.key'
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:
```

6. Select **Back** and exit the menu.
7. Refresh browser. The system should be using the new unsigned certificate.

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Flowchart

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