Installing SmartSense on HDP HDF

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SmartSense installation

Installing Hortonworks SmartSense Tool (HST) on a Hortonworks Data Platform (HDP) Hortonworks Data Flow (HDF) cluster involves meeting minimum system requirements, installing SmartSense, and choosing how bundles will be uploaded to Hortonworks.

SmartSense system requirements

To run SmartSense, your system must meet the following requirements.

Your system must meet requirements in the following areas:

- Operating system requirements
- JDK requirements
- Browser requirements
- Software requirements
- Ambari requirements
- Requirements for activity analysis

Operating system, JDK, and browser requirements

To learn about the operating system, JDK, and browser requirements for SmartSense, refer to the Support Matrix.
Related Information
Support Matrix

Software requirements

You must install the following packages on each of the hosts in your cluster. These packages are used to gain a more complete diagnostic profile of the cluster.

- wget
- sysstat
- dstat
- lsof
- net-tools
- Python2, version 2.6 or later

Ambari requirements

SmartSense is integrated with and deployed through Apache Ambari. Ambari integration is certified with Apache Ambari 2.4.x or later.SmartSense can be installed on an HDF cluster with Ambari 2.7.0 and later and it can be used with HDF 3.2.x or later.

Requirements for activity analysis

To use SmartSense activity analysis, you need the following component versions:

- Apache Tez 0.5.2 or later
- HDP 2.3 - 2.3.4.7+
- HDP 2.4 - 2.4.x
- HDP 2.5 - 2.5.x
- HDP 2.6 - 2.6.x

> **Note:**
>
> Ensure that your YARN App Timeline Server (ATS) is at least version 1.5. For information on how to upgrade to 1.5, refer to the Timeline Server 1.5 documentation.

Installing SmartSense

Installing SmartSense involves reviewing HST server placement, reviewing activity analyzer placement, and adding SmartSense service in Ambari. Installing SmartSense involves installing SmartSense manually, reviewing HST server placement, and adding SmartSense service in Ambari.

Download and Install SmartSense

Perform these steps to install SmartSense on your HDF cluster.

Steps

1. Obtain root permissions by running sudo su
2. Install SmartSense on all nodes of the cluster:

   CentOS and RHEL:

   ```
   yum install smartsense-hst -y
   ```

   Ubuntu and Debian:

   ```
   apt-get update
   apt-get install smartsense-hst -y
   ```

   SUSE:

   ```
   zypper install smartsense-hst -y
   ```

   > **Note:**
   >
   > You must perform this step on all nodes of the cluster.
3. Log into the node which runs ambari server.
4. Run the following command to add Smartsense to the HDF stack:

   ```
   hst add-to-ambari
   ```
5. Restart the ambari server:

   ```
   ambari-server restart
   ```

After performing these steps, log in to the Ambari web UI and add the SmartSense by using the "Add Service" wizard.

HST server placement

You should designate one node in the HDP cluster as the HST server, so that this component can efficiently consolidate the data collected by all HST agents into a single downloadable file (referred to as a *bundle*). Any of the management nodes, such as Ambari Server, Metrics Server, and so on, are good choices for the HST server placement.

Administrators and each HST agent in the cluster must have network access to the HST server. This connectivity is required for agents to consolidate their data and for Hadoop administrators to download completed bundles. For a full list of ports and a data flow diagram, refer to SmartSense ports and traffic flow documentation.

Activity analyzer placement

The Activity Analyzer component has the ability to extract, aggregate, and store utilization data for all three supported analyzers: HDFS, YARN, and MapReduce & Tez.

Before installing SmartSense, you should understand how and where to deploy and place these analyzers. You must install multiple Activity Analyzer instances, the exact number depending on which analyzers that you are planning to use and if HDFS is configured for NameNode HA.

> **Note:**
>
> Activity Analyzers need HDFS, YARN, MR, and Tez clients installed on the same host as the analyzer.

HDFS analyzer

For HDFS analysis, an Activity Analyzer needs to be deployed to each NameNode in the cluster. These instances will automatically begin processing the fsimage on startup and will reprocess the latest fsimage data once every 24 hours. By default, when deployed on a NameNode, these Activity Analyzers do not process YARN, or MapReduce & Tez utilization data; This is to reduce the amount of processing done on servers hosting critical services like the NameNode.

Resource requirements: HDFS Analyzer typically runs for a very short period of time, its resource consumption depending on fsImage size. For example, analyzing a 200-million-object fsImage is anticipated to take less than 15 minutes; HDFS Analyzer is mostly a single-threaded process and consumes up to one core during this execution time.

YARN, MapReduce & Tez analyzer

Activity Analyzers deployed to the NameNodes in the cluster do not process any utilization data besides HDFS. Therefore, to process YARN, MapReduce, and Tez utilization data, another instance of the Activity Analyzer needs to be deployed to another node in the cluster, preferably on a non-master node. On startup, the Activity Analyzer will check to ensure that it's not deployed to a NameNode, and then will begin to process YARN, MapReduce, and Tez utilization data. This Activity Analyzer individually starts and schedules analysis for YARN applications, MapReduce and Tez jobs. Both the YARN, and MapReduce and Tez analysis constantly polls for completed applications or jobs. Upon completion, each is analyzed and the utilization data is stored in the Ambari Metrics System

Add the SmartSense service

Use these steps to add SmartSense service in Ambari.

Before you begin

- You should know your SmartSense ID and account name (both are available in the Hortonworks support portal in the **Tools** tab).
- You must also ensure that an Ambari agent is running on the same host as the Ambari server.

Procedure

1. If you are using Ambari version 2.4.x, and want to use SmartSense 1.5.x, you must first download and install it, as described in the instructions for downloading and installing SmartSense binary.
2. From the Ambari web UI, select **Add Service** from the **...** drop-down menu.
3. From the list of installable services, select **SmartSense**, and then click **Next**.
4. On the **Assign Masters** page, select cluster nodes for the HST server, activity analyzer, and activity explorer, and then click **Next**.

   - For a list of criteria to determine the best node to select for HST server, see the HST server placement documentation.
   - For a list of criteria to determine the best nodes to select for activity analyzers see the activity analyzer placement documentation.

5. On the **Customize Services** page, validate the values in the following fields, as appropriate to your environment:

Table 1: Ambari web UI options for customizing SmartSense service

UI Option	Description
Configuration Tab: Basic Property: Customer account name	Your account name, available from the **Tools** tab in Hortonworks support portal
Configuration Tab: Basic Property: SmartSense ID	Your SmartSense ID, available from the **Tools** tab in Hortonworks support portal
Configuration Tab: Basic Property: Notification Email	The email address notified when SmartSense bundles have been received and recommendations are ready for your review
Configuration Tab: Basic Property: Enable Flex Subscription	Use this option only if you have an existing Hortonworks flex support subscription. You must enter your Flex Subscription ID.
Configuration Tab: Basic Property: Bundle Storage Directory	The directory on the HST server that will be used to store completed bundles Because bundles can be large, this directory should have at least 1GB of free space.
Configuration Tab: Basic Property: Server Temporary Data Directory	The directory on the HST server that is used to assemble results from HST Agents into completed bundles This directory must be large enough to handle the intermediate results of HST agent collection data: at least 5 GB of free space.
Configuration Tab: Basic Property: Agent Temporary Data Directory	The directory on the HST server that is used to assemble results from HST Agents into completed bundles This directory must be large enough to handle the intermediate results of HST agent collection data: at least 5 GB of free space.
Configuration Tab: Activity Analysis Property: Password for user 'admin'	Password for the activity explorer admin user.

Click **Next**.

The Ambari Stack Advisor assesses your cluster configuration and might alert you to configuration issues. Note that this is not related to SmartSense, and is simply what Ambari does upon adding any service. SmartSense never makes configuration changes to your cluster. No cluster services need to be restarted after installing SmartSense, and any configuration changes that are noticed should be reverted.

If you have a kerberized cluster, you will be prompted for the KDC admin credentials during this step.

6. On the **Review** page, click **Deploy** to complete your SmartSense service installation.

7. Exit the wizard.

> **Note:**
>
> When activity analyzer is installed, Ambari may prompt to restart HDFS, YARN, and AMS services in order for activity analyzer to be able to communicate with these services. To restart these services select **Restart All Required** from the **...** drop-down menu.

Related Information
HST server placement

Installing SmartSense gateway

If your HST server host does not have outbound internet access, you can connect it to a single SmartSense gateway that does. A single gateway can support multiple internal HST server deployments, uploading all of their bundles to Hortonworks for support as well as proactive analysis.

Using the SmartSense gateway involves knowing where to place it, installing it, and integrating it with Ambari.

SmartSense gateway placement

You must deploy the SmartSense gateway on a host in a network zone that has both outbound internet access and inbound access from all HST server instances. The connectivity between the HST server and the gateway is secured using mutually authenticated SSL.

By default, TCP port 9450 is used to register HST server instances with the gateway. After initial registration, TCP port 9451 is used for the authenticated API communication between the HST server and the gateway. Both the registration and API communication ports are configurable in the gateway hst-gateway.ini file.

Outbound connections from the SmartSense gateway to the external Hortonworks SmartSense analysis environment use HTTPS to transmit bundles to Hortonworks. Specific connectivity details for the SmartSense environment are outlined in SmartSense ports and traffic flow.

Related Information

SmartSense ports and traffic flow

Install and start SmartSense gateway

The SmartSense gateway is not managed by Ambari and must be installed manually. It is included in the same smartsense-hst-$HST_VERSION package used for the HST server and HST agent. You can access this package in your Ambari repository; Additionally, it is available or on the Tools tab of the Hortonworks support portal. Once you have the package, perform these steps:

Procedure

1. Install the SmartSense package on the chosen gateway host:

   • RHEL, CentOS, or SLES:

   ```
   # rpm -ivh smartsense-hst-$HST_VERSION.rpm
   ```

   • Ubuntu or Debian:

   ```
   # dpkg -i smartsense-hst_$HST_VERSION.deb
   ```

2. Configure the gateway by editing the /etc/hst/conf/hst-gateway.ini file:

   • Specify the path to the JDK to be used by the gateway in the [java] section:

   ```
   [java]
   home={$path_to_your_JAVA_HOME}
   ```

   • To configure HTTPS connectivity, refer to SmartSense gateway setup for the HTTPS user name, password, host, and port details. To view this article, you need a valid Hortonworks support account.

3. Start the gateway:

   ```
   # hst gateway start
   ```

   On startup, the gateway attempts to connect to the configured HTTPS host, and if the connection fails, the gateway does not start and logs the reason for connectivity failure to the /var/log/hst/hst-gateway.log file.

4. Integrate the gateway with the HST server by following the instructions for integrating the gateway with Ambari-managed SmartSense .

What to do next

If you deploy the gateway on a server that is also hosting an HST agent, and that HST agent has been deployed through Ambari, and Ambari is configured for nonroot operation, you should run the SmartSense gateway as the same user that the Ambari agent is configured to run as.

Additionally in this specific scenario, you must modify the following permissions using the commands below. In this example "ambari" is the user the Ambari agent has been configured to run as:

```
chown -R ambari:hadoop /var/lib/smartsense/hst-gateway
chown -R ambari:hadoop /var/log/hst
chown -R ambari:hadoop /var/run/hst
```

Related Information
Integrating gateway with Ambari-managed SmartSense
SmartSense Gateway Setup (Salesforce Article)

Integrating gateway with Ambari-managed SmartSense

Since SmartSense gateway is embedded, there is no need to preform these additional configuration steps to integrate the gateway.

You only need to perform them if your gateway server is not embedded (i.e. explicitly installed on some host other than HST server).

In such a case, you need to specify the gateway host in the Gateway configuration tab in Ambari 2.4.x or later, by providing the fully qualified domain name of the host running the gateway.

Table 2: Ambari web UI options for integrating HST gateway

Ambari 2.4+	Note
Configuration Tab: Gateway Property: Gateway host	The fully qualified domain name of the host running the gateway

When enabled, the gateway automatically uploads completed bundles to Hortonworks when a capture is completed.

SmartSense uninstallation

Use these instructions to uninstall SmartSense gateway.

Uninstall SmartSense Gateway

To remove the SmartSense gateway, follow these steps:

Procedure

1. Ensure that the SmartSense gateway is stopped:

```
# hst gateway stop
```

2. Remove the smartsense-hst package:

  • RHEL, CentOS, r SLES:

```
# rpm -e smartsense-hst
```

- Ubuntu or Debian:

```
# dpkg -r smartsense-hst
```

3. Remove logs produced by the gateway:

```
# rm /var/log/hst/hst-gateway.*
```

SmartSense upgrade scenarios

Depending on your current and target SmartSense versions, you can upgrade SmartSense in place (without uninstallation), or you can uninstall your current version and replace it with new SmartSense.

Table 3: SmartSense Upgrade Scenarios

Current SmartSense Version	Target SmartSense Version	Upgrade Path
1.0	1.5.x - Ambari managed	Uninstall, Install with Ambari
1.1 - Ambari managed	1.5.x - Ambari managed	In-place upgrade
1.2.x - Ambari managed	1.5.x - Ambari managed	In-place upgrade
1.3.x - Ambari managed	1.5.x - Ambari managed	In-place upgrade
1.4.x - Ambari managed	1.5.x - Ambari managed	In-place upgrade

Related Information
Add the SmartSense service

Perform in-place upgrade with Ambari 2.5 or newer

You can upgrade to SmartSense 1.5.x without uninstalling SmartSense:

Procedure

1. Log in to Ambari web UI and stop the SmartSense service.
2. Upgrade binaries on the HST server and all HST agents on every node in the cluster, assuming that the Ambari repository is configured on all nodes in the cluster:

- RHEL or CentOS:

```
yum clean all
yum info smartsense-hst
```

In the info output, visually validate that there is an available version containing "1.5.x":

```
yum upgrade smartsense-hst
```

- SLES:

```
zypper clean
zypper info smartsense-hst
```

In the info output, visually validate that there is an available version containing "1.5.x":

```
zypper up smartsense-hst
```

- Ubuntu or Debian:

```
apt-get clean all
apt-get update
apt-cache show smartsense-hst | grep Version
```

In the info output, visually validate that there is an available version containing "1.5.x":

```
apt-get install smartsense-hst
```

3. Upgrade Ambari service and Ambari view by running the hst upgrade-ambari-service command as the root user from the machine running the Ambari server. You can run the command in the interactive or non-interactive mode:

Interactive mode example:

```
# hst upgrade-ambari-service
Please enter Ambari Server hostname (ambari-server.hortonworks.local):
Please enter Ambari Server port (8080):
Please enter Ambari admin user id (admin):
Please enter password for admin:

Un-installing old view ...
Installing new view ...
Removing deprecated alerts ...
Updating SmartSense configurations in Ambari ...

SmartSense service upgrade completed!
NOTE: It is required to restart Ambari Server for changes to reflect.
 Please restart ambari using 'ambari-server restart'
```

Non-interactive mode example:

```
# hst upgrade-ambari-service -u admin -p 8080 -H ambari-
server.hortonworks.local -P MySecurePassword123
Un-installing old view ...
Installing new view ...
Removing deprecated alerts ...
Updating SmartSense configurations in Ambari ...
SmartSense service upgrade completed!
NOTE: It is required to restart Ambari Server for changes to reflect.
 Please restart ambari using 'ambari-server restart'
```

4. Restart the Ambari
server:

```
# ambari-server restart
```

5. After the packages are upgraded and the HST upgrade is complete, log in to Ambari web UI and start all SmartSense services.

6. Skip this step if your current version is 1.3 or higher: Since SmartSense 1.3.0 introduced two new components, activity analyzer and Activity Explorer, you need to add these components to Ambari. To do this:

- In Ambari web UI, click on **Hosts** and then navigate to the host on which you want to install the components.

  Note:

  Refer to the Activity analyzer placement documentation for advice on which hosts to choose when placing the activity analyzer.

- Click on **Add** and add activity analyzer and then activity explorer component.
- Start activity analyzer and activity explorer components by selecting **Start** next to the component name.

7. Ensure that all components are upgraded by triggering a SmartSense analysis capture, and ensure that the capture finishes successfully.

8. If you have HST gateway installed, you need to also upgrade your HST gateway:

   - If the HST gateway is installed on the same node as HST Server or HST Agent, then the HST gateway will get upgraded along with them.
   - If the HST gateway is a standalone node outside of the cluster, perform upgrade steps described in the documentation related to upgrading SmartSense gateway.

Related Information
Upgrade SmartSense gateway
Activity analyzer placement

Perform in-place upgrade with Ambari 2.4

When using SmartSense 1.1 or 1.2, you can upgrade to SmartSense 1.5.x without uninstalling SmartSense:

Procedure

1. Download the SmartSense 1.5.x binaries from the **Tools** tab of the Hortonworks Support Portal.

2. Log in to Ambari web UI and stop the SmartSense service.

3. The SmartSense 1.5.x binaries need to be manually copied to every node in the cluster.

4. Once the binaries have been manually copied, they need to be used to upgrade the HST server and HST agents on every node in the cluster. To do so, follow the steps below:

   - RHEL, CentOS, or SLES:

     ```
     rpm -Uvh smartsense-hst-HST_VERSION.rpm
     ```

   - Ubuntu or Debian:

     ```
     dpkg -i smartsense-hst-HST_VERSION.deb
     ```

5. Upgrade Ambari service and Ambari view by running the hst upgrade-ambari-service command as the root user from the machine running the Ambari server. You can run the command in the interactive or non-interactive mode:

   Interactive mode example:

   ```
   # hst upgrade-ambari-service
   Please enter Ambari Server hostname (ambari-server.hortonworks.local):
   Please enter Ambari Server port (8080):
   Please enter Ambari admin user id (admin):
   Please enter password for admin:

   Un-installing old view ...
   Installing new view ...
   Removing deprecated alerts ...
   Updating SmartSense configurations in Ambari ...

   SmartSense service upgrade completed!
   NOTE: It is required to restart Ambari Server for changes to reflect.
    Please restart ambari using 'ambari-server restart'
   ```

   Non-interactive mode example:

   ```
   # hst upgrade-ambari-service -u admin -p 8080 -H ambari-
   server.hortonworks.local -P MySecurePassword123
   Un-installing old view ...
   ```

```
Installing new view ...
Removing deprecated alerts ...
Updating SmartSense configurations in Ambari ...
SmartSense service upgrade completed!
NOTE: It is required to restart Ambari Server for changes to reflect.
  Please restart ambari using 'ambari-server restart'
```

6. Restart the Ambari server:

```
# ambari-server restart
```

7. After the packages are upgraded and the Ambari Service upgrade is complete, log in to Ambari web UI and start SmartSense service.

8. Skip this step if your current version is 1.3 or higher: Since SmartSense 1.3.0 introduced two new components, activity analyzer and activity explorer, you need to add these components to Ambari. To do this:

  a. In Ambari web UI, click on **Hosts** and then navigate to the host on which you want to install the components.

  > **Note:**
  >
  > Refer to the Activity analyzer placement section for advice on which hosts to choose when placing the activity analyzer.

  b. Click on **Add** and add activity analyzer and then activity explorer component.

  c. Start activity analyzer and activity explorer components by selecting **Start** next to the component name.

9. Ensure that all components are upgraded by triggering a SmartSense analysis capture, and ensure that the capture finishes successfully.

10. If you have HST gateway installed, upgrade your HST Gateway:

  • If the HST gateway is installed on the same node as HST server or HST agent, then the HST gateway will get upgraded along with them. This is true for Ambari managed and non-Ambari managed nodes.

  • If the HST gateway is a standalone node, perform upgrade steps described in the documentation related to upgrading SmartSense gateway.

Related Information
Activity analyzer placement
Upgrade SmartSense gateway
Hortonworks Support Portal

Upgrade SmartSense gateway

To upgrade a standalone instance of SmartSense gateway, perform the following upgrade steps:

Before you begin
If you are running an SFTP-based gateway and SmartSense version 1.3.0 or newer, we recommend that you upgrade to HTTPS-based gateway. For instructions, refer to documentation related to upgrading to HTTPS gateway. If you are using SmartSense versions earlier than 1.3.0 with a SmartSense 1.5.x gateway, in order to retain backwards compatibility with the older SmartSense versions using the gateway, ensure that only SFTP is used as the smartsense.upload.provider.type in the gateway configuration.

Procedure

1. On the host running the HST gateway, stop the hst-gateway process:

```
hst gateway stop
```

2. Upgrade binaries on that node:

- RHEL, CentOS, or SLES:

```
rpm -Uvh smartsense-hst-$HST_VERSION.x86_64.rpm
```

- Ubuntu or Debian:

```
dpkg -i smartsense-hst-$HST_VERSION.deb
```

3. Start the hst-gateway process:

```
hst gateway start
```

Related Information
Upgrading to HTTPS gateway

Upgrading to HTTPS gateway

If you are running an SFTP-based gateway and SmartSense version 1.3.0 or newer, we recommend that you upgrade to HTTPS-based gateway.

You can do this by setting the property smartsense.upload.provider.type to HTTPS in gateway configuration and refer to this article for the HTTPS user name, password, host, and port details: SmartSense gateway setup. To view this article, you need a valid Hortonworks support account.

Related Information
SmartSense Gateway Setup (Salesforce Article)

SmartSense ports and traffic flow

When deploying SmartSense in an enterprise environment, you must carefully plan your network architecture. SmartSense functionality relies on how multiple internal clusters create bundles and then send them through a central SmartSense gateway to the hosted Hortonworks environment for analysis or to Hortonworks support to troubleshoot support cases.

The following graphic illustrates how data traffic flows along various communication channels between cluster nodes and SmartSense ports:
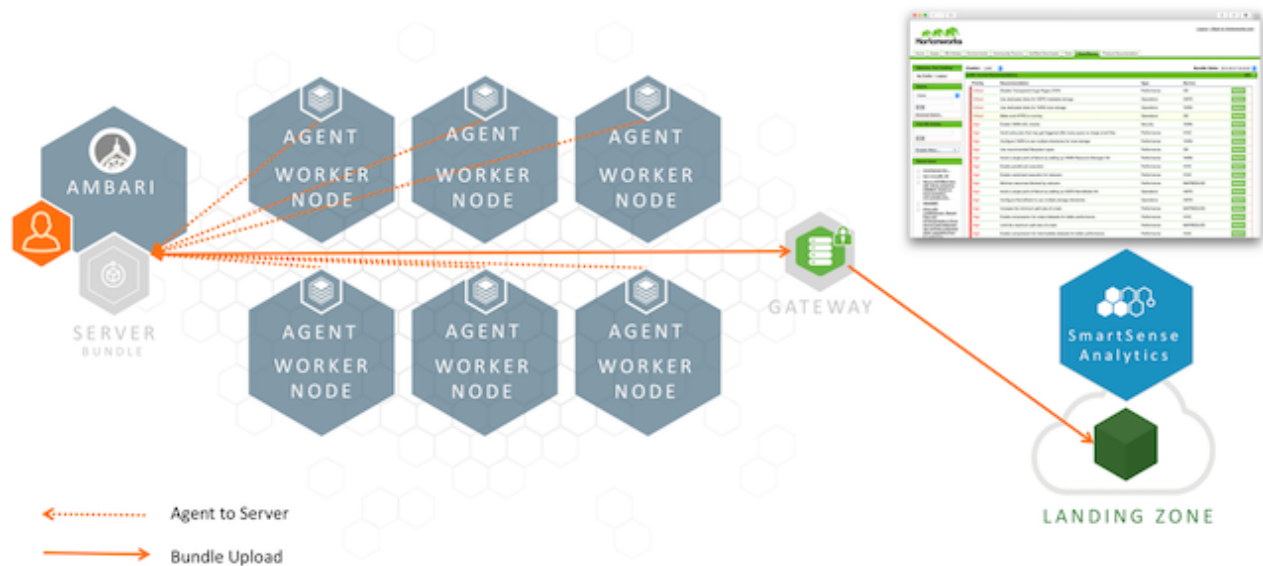
The communication channels illustrated here are described in the following sections:

User interface or Ambari View to HST server

When using SmartSense without Ambari, users access the web UI directly, whereas when using Ambari, they use Ambari View to communicate with the server.

Table 4: Ports: User interface or Ambari View to HST server

Source Component	Destination Component	Destination Port	Purpose
User interface or Ambari View	HST server	tcp/9000	Web UI communication
Zeppelin activity explorer UI	Zeppelin server	tcp/9060	Web UI communication

HST agents to HST server

All communication between the HST server and HST agents is initiated by the agent, using the following ports:

Table 5: Ports: HST agents to HST server

Source Component	Destination Component	Destination Port	Transport Security	Purpose
HST agent	HST server	tcp/9440	One-way SSL	Agent registration
HST agent	HST server	tcp/9441	Two-way SSL	Anonymized bundle transfer

HST agents register themselves with the HST server, and when invoked to capture data, use the same port to securely transmit captured data back to the HST server.

HST server to SmartSense gateway

All communication between the HST server and the SmartSense gateway is initiated by the server, using the following ports:

Table 6: Ports: HST server to SmartSense gateway

Source Component	Destination Component	Destination Port	Transport Security	Purpose
HST server	SmartSense gateway	tcp/9450	One-way SSL	HST server registration
HST server	SmartSense gateway	tcp/9451	Two-way SSL	Encrypted bundle transfer

HST servers register themselves with the SmartSense gateway using the two-way SSL registration port (tcp/9451), and when bundle capture is complete, this port is used to securely stream the bundle file to the SmartSense gateway.

SmartSense gateway to Hortonworks

Hortonworks does not initiate communications to the SmartSense gateway, all communication is initiated by the SmartSense gateway to Hortonworks. For this interaction, the following ports are used:

Table 7: SmartSense Gateway to Hortonworks

Source Component	Destination Component	Destination Port	Purpose
Gateway	Hortonworks	tcp/443	HTTPS bundle upload

As bundles are captured, the HST server uses the two-way SSL communication channel to securely stream the bundle file to the SmartSense gateway. After this process starts, the SmartSense gateway opens up a secure connection to Hortonworks, using the HTTPS port to upload the bundle.

You have two options when configuring the communication between the SmartSense Gateway and Hortonworks:

• Allow firewall access from the gateway to a CNAME using port 443.

  The Hortonworks HTTPS servers utilize Elastic Load Balancing from Amazon Web Services. The CNAME is recommended as the number of instances, and IPs of instances used by the load balancer are fluid. Using the CNAME provides the greatest availability.

• Allow firewall access from the gateway to a pair of static IPs using port 443.

  These IPs do not change, and they use "round-robin" DNS for load balancing. This is the least preferred option, because instance availability is not quickly updated in DNS.

For Details about setting up the SmartSense gateway see our SmartSense gateway setup Knowledge Base article. To get the specific details on the static IP addresses used with SmartSense, see our SmartSense Static IPs Knowledge Base article. To view both of these articles, you need a valid Hortonworks support account.

Related Information
SmartSense Gateway Setup (Salesforce Article)

SmartSense installation troubleshooting

This section includes steps for troubleshooting issues that you might encounter during SmartSense installation.

SmartSense SSL troubleshooting

SmartSense components use SSL for protecting communications between the HST server and agents, and between the HST server and SmartSense gateway. If installation issues arise, you can reset these SSL certificates.

HST Server

1. To reset the HST server SSL certificate database, which forces all HST agents to regenerate their certificates, use the hst reset command:

```
# hst reset
Resetting SmartSense Server will remove server and all registered agent
 certificates and reset the certificate database. Do you want to continue?
 [y/n] (default: n): y
SmartSense Server is currently running and needs to be stopped in order to
 reset. Do you want to stop the SmartSense Server? [y/n] (default: n): y
SmartSense Server stopped
SmartSense Server reset completed.
Do you want to restart SmartSense Server? [y/n] (default: y): y
Server PID at: /var/run/hst/hst-server.pid
Server out at: /var/log/hst/hst-server.out
Server log at: /var/log/hst/hst-serer.log
Waiting for server start . . . . . . .
```

2. Next, you must manually reset each individual HST agent after running this command. For instructions on how to reset the agents, see the following HST Agent section.

HST agent

Perform these steps in the following cases:

- An individual agent is having issues related to SSL when communicating with the HST server.
- You have just reset the HST server SSL certificate database (see the HST Server section above). In this case, you must perform these steps on each individual HST agent.

1. Use the hst reset-agent command to remove all certificates registered with the HST server for the specific agent.

2. Next, run hst setup-agent -q to register the agent with the server and download new certificates.

```
# hst reset-agent
Resetting SmartSense Agent will remove all certificates registered with
 SmartSense server.  Do you want to continue? [y/n] (default: n): y
SmartSense Agent reset completed.
# hst setup-agent -q
```

SmartSense gateway

If HST server is having issues related to SSL when communicating with the SmartSense gateway, you can use the hst gateway reset to remove all HST server certificates registered with the specific gateway.

From the SmartSense gateway, you can execute the following process:

```
# hst gateway reset
Resetting SmartSense Gateway will remove all certificates and reset the
 certificate database.  Do you want to continue? [y/n] (default: n): y
SmartSense Gateway stopped
SmartSense Gateway reset completed.
Gateway has to be started to create new certificates.  Do you want to start
 the Gateway? [y/n] (default: y): y
SmartSense Gateway PID at: /var/run/hst/hst-gateway.pid
SmartSense Gateway out at: /var/log/hst/hst-gateway.out
SmartSense Gateway log at: /var/log/hst/hst-gateway.log
Waiting for Gateway start . . . . . . . . . .
SmartSense Gateway started.
```

Reporting issues

If you have encountered a functional issue or observed a security issue, you can raise a support ticket in the Hortonworks support portal. To open a new support case, navigate to the **Cases** tab and click **Create New Case**. During case creation choose **Product Component: SmartSense**.

Related Information

Hortonworks Support Portal

Enabling flex support subscription

If you would like to use an existing Hortonworks flex support subscription for your cluster, you can enable it during SmartSense service installation or later by using the following steps.

Procedure

1. From the Ambari web UI, select the SmartSense service.

2. Select Configs>Basic.

3. Click the toggle button next to Enable Flex Subscription to enable flex subscription.

4. Enter your Flex Subscription ID, for example, "FLEX-01234567889".

5. Click the Save button to save the configuration changes.

6. Enter a description for the configuration change and click Save.

7. Click OK to confirm.

8. Click Restart>Restart All Affected to restart SmartSense service.

Results

After performing these steps, your flex subscription is enabled for the cluster.

Related Information

Hortonworks Flex Support Subscription