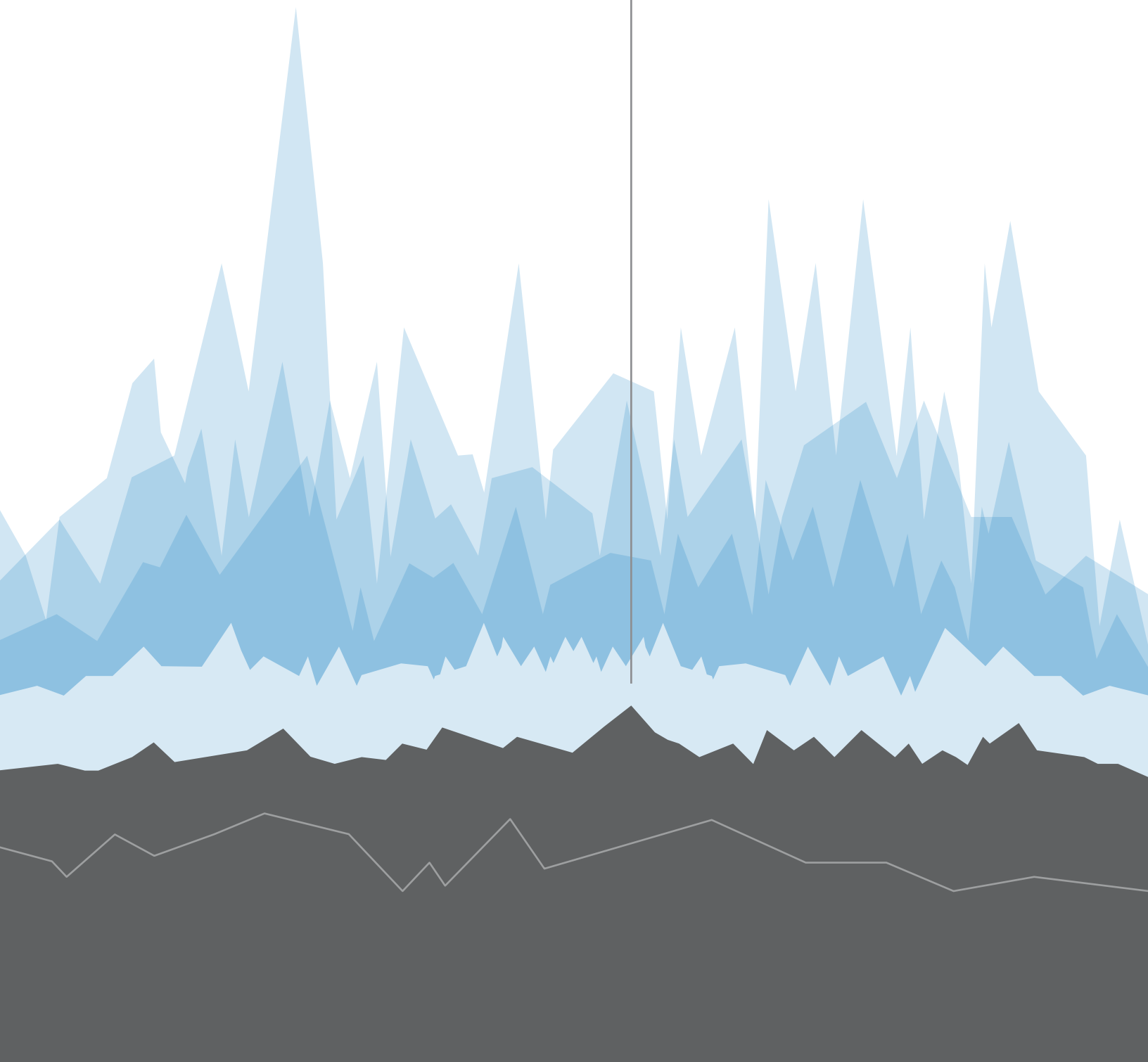
IPSWITCH ANALYTICS

Release Notes
Version 1.0.0



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Overview

Ipswitch Analytics™ is a web-based application for IT professionals that offers a single viewpoint into file transfer and processing activity on all of your MOVEit Central and DMZ servers. It is designed to be the system of record for all auditable activities that occur across your entire MOVEit system. Ipswitch Analytics captures transaction, processing and system data that may be located on MOVEit servers in different geographical regions and then presents that data in a web browser for analysis.

Ipswitch Analytics's interactive Monitor graphs current high-level activity across one or more MOVEit servers to verify system status, identify file transfer impacts to business and discover actionable information for real-time response to issues. Ipswitch Analytics's customizable Reports show both detailed and high-level transfer and processing metrics across one or more MOVEit servers. Run reports on demand, or schedule reports for delivery to select business groups on a one-time or recurring basis. Transfer and Workflow reports provide a window into the transactions that occur on your MOVEit servers, and help identify file transfer impacts to business for planning purposes. User Audit and Security reports help administrators track user actions, failed logins and IP lockouts across multiple MOVEit servers and on the Ipswitch Analytics Server itself, providing the necessary tools to trace abusive or malicious activity within the enterprise.

Ipswitch Analytics offers end-to-end visibility of critical business processes while providing IT departments with the tools they need to collect actionable business intelligence and provide audit trails to meet regulatory compliance. The simple-to-use and flexible web interface makes it easy to retrieve key performance metrics across multiple MOVEit systems using a single tool.

System Requirements

Analytics Server Requirements (on page 3)
Analytics Agent Requirements (on page 3)
Web Browser and Additional Requirements (on page 3)

Analytics Server Requirements

Ipswitch Analytics Server Requirements			
System size (determined by number of Agents. One agent per MOVEit server/SQL database)	Small	Medium	Large
# of Analytics Agents	5 or fewer	6-10	11-20
Minimum RAM[1]	4 GB	8 GB	16 GB
Recommended RAM[2]	8 GB	16 GB	32 GB
Hard disk drive[3]	1 TB	2 TB	4 TB
CPU	4 Core 2.2 GHz		
Network Interface Card	Gigabit Ethernet. The Ipswitch Analytics Server machine must have network access to the Ipswitch Analytics Agent.		
Windows Server OS	64-bit 2012 R2, 2012, 2008 R2 running on an administrator account		
Virtual Machine	VMWare ESX 5, Hyper-V 2008, 2012		

1. The amount of RAM required depends on the number of MOVEit servers and their estimated number of monthly transactions. The Ipswitch Analytics Server installer tunes the Ipswitch Analytics PostgreSQL database automatically based on the RAM detected during installation.
2. Recommended RAM improves user experience and query performance.
3. The amount of hard drive space required depends on the number of MOVEit servers and their estimated number of monthly transactions. Higher numbers of transactions and/or tasks might require a larger hard drive. A transaction includes uploads, downloads, and Central steps. If you are not sure of your MOVEit activity level, see ***Estimating Monthly Transactions*** (***https://docs.ipswitch.com/MOVEit/Analytics1.0/Help/Admin/index.htm#28863.htm***).
   Recommended: 1 or 2 months after you install the Ipswitch Analytics server, check your system to verify that you have enough hard drive space to retain all of your data.

The Ipswitch Analytics Server must be installed on a dedicated physical or virtual machine. Do not install the Ipswitch Analytics Server on a machine that hosts a MOVEit server or a MOVEit database.

Analytics Agent Requirements

Ipswitch Analytics Agent Requirements
1 GB of free disk space
512 MB of free RAM
Network connectivity with the MOVEit database and the Ipswitch Analytics Server. The Agent machine does not need network connectivity with the MOVEit server.
One or more working MOVEit systems with On-maintenance: ▪ MOVEit File Transfer Server (DMZ) 7.5, 8.0 or 8.1 ▪ MOVEit File Transfer (DMZ) High Availability and Disaster Recovery 7.5, 8.0 or 8.1 ▪ MOVEit Central 7.2, 8.0 or 8.1 ▪ MOVEit Central Failover 7.2, 8.0 or 8.1
Supported MOVEit databases: ▪ Microsoft SQL Server 2012 Standard/Enterprise (local or remote) ▪ Microsoft SQL Server 2008 R2 Standard/Enterprise (local or remote) ▪ Microsoft SQL Server 2008 Standard/Enterprise (local or remote) ▪ MySQL 5.1.x - 5.5 (local only) You can install only one Agent per machine (physical or virtual machine) and one Agent per SQL instance. *Recommended:* Install the Agent on the same machine that hosts the MOVEit database.
(optional) Virtual machines running on: ▪ VMware ESX (32-bit and 64-bit guest servers) ▪ Microsoft Hyper-V (32-bit and 64-bit guest servers) ▪ Hardware and software requirements for the virtual machine are the same.

For more information on MOVEit Central and MOVEit DMZ hardware requirements, see:

- ***MOVEit DMZ Installation Guide*** (***http://docs.ipswitch.com/MOVEit/DMZ8.1/manuals/MOVEit%20DMZ%20Installation%20Guide.pdf***)
- ***MOVEit Central Installation Guide*** (***http://www.ipswitch.com/moveit81installation***)

Web Browser and Additional Requirements

Supported Web Browsers
Chrome 40 or 41 (Windows only) Microsoft Internet Explorer 10 or 11 (Windows only) Mozilla Firefox 36 or 37 (Windows, Mac, and RedHat Linux) Safari 7 or 8 (Mac only)

Additional Requirements
Adobe Reader is required to read exported PDF reports.

Known Issues in version 1.0.0

ID	Category	Issue
UREP-3051	Server Installation	In some circumstances, during the installation of the Ipswitch Analytics Server, the following error message appears: An error occurred during Tomcat SSL configuration. Please configure this manually in server.xml. If you receive this message: 1. Click OK to close the error message box, and then allow the installation program to complete. 2. Manually configure the certificates. Follow the instructions in this Knowledge Base article: http://ipswitchft.force.com/kb/articles/FAQ/How-do-I-import-my-production-SSL-certificate-into-the-Analytics-(Tomcat)-service
UREP-2459	Server Installation	Using Ipswitch_Analytics_Base_v1.exe to uninstall the product fails to remove the Analytics Server directory. However, using the Control Panel to uninstall correctly removes the directory.
UREP-2874	Server Installation	Different password policies are used in the following situations: ▪ SSLPassword for self-signed certificates generated by the installer ▪ Passwords for sysadmin/feeder/postgres accounts Current rules for self-signed certificate passwords are: ▪ Minimum 8 and maximum of 20 characters. ▪ Alphanumeric characters only. ▪ Include a minimum of one uppercase letter. ▪ Include a minimum of one lowercase letter. ▪ Blank passwords are not allowed. ▪ Mismatched passwords are not allowed. The sysadmin/feeder/postgres accounts should use these same rules. Notes: ▪ The "alphanumeric characters only" rule for sysadmin/feeder accounts eliminates incompatibility issues that might be caused by certain special characters. ▪ The upper/lowercase policy is not enforced on sysadmin/feeder/postgres accounts.

ID	Category	Issue
UREP-2900	Server Installation	During Server installation, on the page where you configure the password for the self-signed certificate's private key. If you misconfigure the common name (CN) (for example, by typing an illegal character in the URL string) you can proceed to the next screen, but the installation fails.
UREP-3004	Server Installation	During Server installation, on the page where you select a custom directory for PostgreSQL data, if you select "New Directory" and specify the name of an existing directory, a message appears, correctly indicating that the directory already exists. However, if you specify a name for a new (non-existing) directory, you receive the "directory already exists" message again.
UREP-3011	Server Installation	After Server installation, if the Ipswitch Analytics Server service fails to start, the installation fails but does not complete its rollback tasks. Before you can run the installation program again, you must remove several directories and settings, as follows: 1. Reboot the server. 2. Delete the Ipswitch and PGdata directories. 3. Run regedit and go to the following location: HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services 4. Delete the IpswitchPostgresql and the tomcat directories. 5. Reboot the server again, and then rerun the installation.
UREP-2337	Server Installation	If the system administrator's email address uses an invalid email format, the installation program does not report an error. After installation finishes, you must re-verify the system administrator email address in the UI.
UREP-3043	Server and Agent Installation	The Help button on installation screens cannot open the Installation Guide or the Quick Start Guide when IE is the default browser and Adobe Reader is not already installed on the machine prior to installing Ipswitch Analytics. *Workaround*: Install Acrobat Reader, then view the Quick Start Guide at http://www.ipswitch.com/moveitanalyticsQSG1 and the Installation Guide at http://www.ipswitch.com/analytics01installation.
UREP-3003	Agent Installation	During Agent installation, on the Database Settings page, if you select the wrong database type but provide all other information correctly, and then click Next, you receive an error message that contains the wrong text: "The username/password combination provided is not valid" *Workaround:* Check the information that you provided on the Database Settings page, especially the database type.
UREP-2648	Core	If the session times out and you subsequently log in, an invalid web page might appear instead of the Reports tab.
UREP-2713	Exports	In reports that are exported in PDF format, some non-English characters do not appear correctly. *Workaround:* View the data from the user interface, or export the report as a CSV file.

ID	Category	Issue
UREP-2847	User Interface	On the Templates tab, if you attempt to delete a custom template that is associated with a schedule, a dialog box informs you that the template cannot be deleted. After you close the dialog box, the Templates tab no longer includes the Type, Updated by, and Updated fields. *Workaround:* Navigate away from the Templates tab and then return to it. The missing field names reappear.
UREP-3028	User Interface	On a Safari browser, you cannot export a report as a CSV file. The action fails. If you immediately try again to export the report to a CSV file, your session is terminated. *Workaround:* Use a Chrome or FireFox browser to export reports to CSV file.
UREP-3132	User Interface	After you run a template and produce a report, you can sort the report on any column except Status. If you sort on the Status column, the sorting feature locks, and you cannot sort on any column in any template. *Workaround:* Do either of the following: ▪ Log out and log back in, or ▪ Close and then reopen the browser.
UREP-2849	Monitoring	If changes are made to the DNS record of the analytics server so that it points to a different server, the agent.log file correctly shows that the user audit/ft/workflow cycles fail with the error "peer not authenticated". However, the following errors occur: ▪ The monitoring cycle continues to incorrectly state "OK" ▪ The monitoring page of the analytics server is marked as "Online" even though any action that takes place on the agent will not be propagated to the analytics server. *Workaround:* Restart the Agent service.
UREP-2959	Monitoring	While you are uploading files to DMZ, if you have Ipswitch Analytics open in a separate Safari browser window, values in the Monitor do not render correctly. *Workaround:* Switch to Reports and then back to the Monitor. The values are displayed properly.

Get Help

There are two ways for you to get help with Ipswitch Analytics:

- At the top of the screen, click about and select one of the following:

  User's Guide (for Partners, Monitors, Readers and Creators): Includes instructions for using Ipswitch Analytics.

  Administrator's Guide (for System Administrators and Administrators). Includes instructions for installing, managing and using Ipswitch Analytics.
- Visit the ***Ipswitch support website*** (***http://www.ipswitchft.com/support***). The main Support page contains links to all documentation and help videos, a form to submit a support request, and customer support telephone numbers.