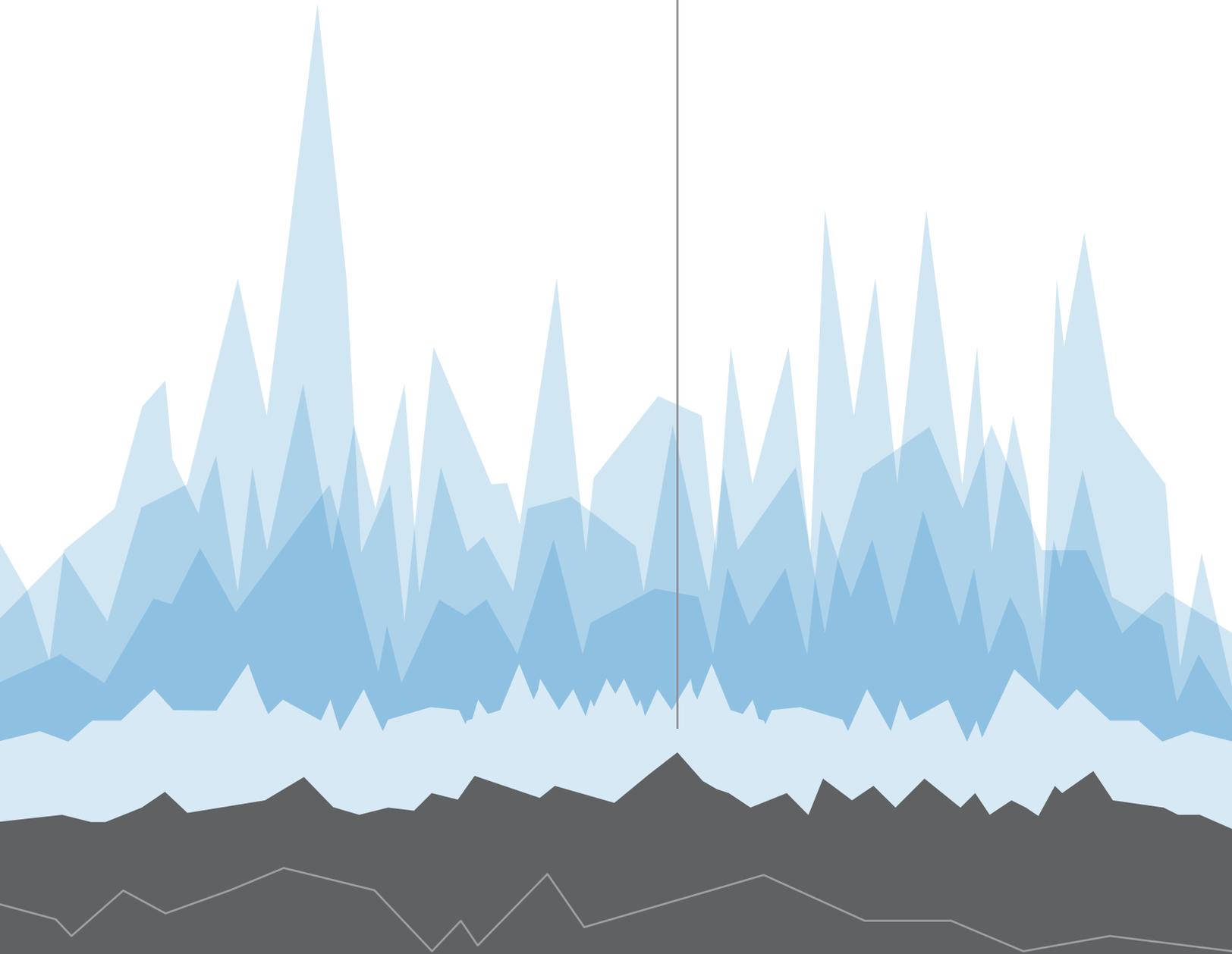




**IP SWITCH**  
ANALYTICS

## Installation Guide



## Document History

| <b>Product Name</b>                                   | <b>Date</b> |
|---|-------------|
| Ipswitch Analytics Installation Guide - Beta 2        | 05/2015     |
| Ipswitch Analytics Installation Guide - Version 1.0.0 | 06/2015     |

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# Introduction

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 2)

*Analytics Agent Requirements* (on page 5)

*Web Browser and Additional Requirements* (on page 6)

## 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 <sup>1</sup>   | 4 GB  | 8 GB   | 16 GB |
| Recommended RAM <sup>2</sup>   | 8 GB  | 16 GB  | 32 GB |
| Hard disk drive <sup>3</sup>   | 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* (on page 3). *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.

## Estimate Monthly Transactions

It's important to install the Ipswitch Analytics Server on a machine that has the hardware capacity to properly handle the number of transactions that occur on your MOVEit DMZ and Central systems. If you cannot estimate the number of monthly transactions, follow the instructions below to calculate the average MOVEit DMZ transactions per month and the average MOVEit Central transactions per month. Add the two together, and then return to Hardware Requirements > **Monthly MOVEit DMZ + MOVEit Central transaction estimate** to select a size.

**Note:** Complete the steps below for only the type of MOVEit servers on your system.

### MOVEit DMZ:

- 1 Select a MOVEit DMZ server that is representative of a typical DMZ server on your system.

**Note:** If you think the number of transfers varies widely on different MOVEit DMZ servers in your system, perform steps 2-3 for every MOVEit DMZ server. Do not complete step 5; instead, sum the average number of transactions from each DMZ server and then divide by the total number of DMZ servers.

- 2 Sign in as **sysadmin** and create the following report to estimate that server's average transfers per month:
  - Report Category: **File Transfer**
  - Report Type: **By Month**
  - Start/End Date: Select the **prior 12 months** if available, or as many months as possible within the last year.
- 3 Find the **Total transfers per report time period** by calculating the following: **(Total number of Uploads x 2) + Total number of Downloads**.
- 4 Find the **Average number of transfers per month** for this DMZ server by calculating the following: **Total transfers per report time period number** (calculated in step 3) / **Number of months in the report**.
- 5 Find the **Estimated Monthly MOVEit DMZ transactions** by calculating the following: **Average number of transfers per month x Number of MOVEit DMZ servers in your system**.

**Note:** Logins, logouts, and maintenance actions can be added as a factor when determining impact on the system but do not need to be calculated.

**MOVEit Central:**

- 1 Select a MOVEit Central server that is representative of a typical Central server on your system.
- 2 Select **View > Reports**.
- 3 For **Display**, select **File/Folder Activity**.
- 4 Click **Edit Filter**.
- 5 On the **File/Folder Activity** tab, select the following:
  - Status is: **Failure** and **Success**
  - Action is: **Upload**, **Download** and **Process**
  - Display any file/folder activity entries with errors, regardless of action
- 6 On the **Date/Time** tab, select **Continuous date/time range** and select the following:
  - **Start Date**: Enter a date 12 months prior to today.
  - **End Date**: Enter today's date.
- 7 On the **Limit** tab, limit results to the **10,000 Newest**.
- 8 Click **OK** to run the report. The **total number of transactions** displays at the bottom right. If the total number of transactions shows 10000, select the Large system size. Otherwise, find the **average number of MOVEit Central transactions** by calculating the following: **Total number of transactions** x **Number of MOVEit Central servers on your system**.

## Analytics Agent Requirements

| Ipswitch Analytics Agent Requirements   |
|---|
| <b>1 GB of free disk space</b>  |
| <b>512 MB of free RAM</b>   |
| <b>Network connectivity with the MOVEit database and the Ipswitch Analytics Server.</b> The Agent machine does not need network connectivity with the MOVEit server.  |
| <b>One or more working MOVEit systems with On-maintenance:</b> <ul style="list-style-type: none"><li>▪ MOVEit File Transfer Server (DMZ) 7.5, 8.0 or 8.1</li><li>▪ MOVEit File Transfer (DMZ) High Availability and Disaster Recovery 7.5, 8.0 or 8.1</li><li>▪ MOVEit Central 7.2, 8.0 or 8.1</li><li>▪ MOVEit Central Failover 7.2, 8.0 or 8.1</li></ul>  |
| <b>Supported MOVEit databases:</b> <ul style="list-style-type: none"><li>▪ Microsoft SQL Server 2012 Standard/Enterprise (local or remote)</li><li>▪ Microsoft SQL Server 2008 R2 Standard/Enterprise (local or remote)</li><li>▪ Microsoft SQL Server 2008 Standard/Enterprise (local or remote)</li><li>▪ MySQL 5.1.x - 5.5 (local only)</li></ul> <p>It is recommended that you install the Agent on the same machine that hosts the MOVEit database. You can install only one Agent per machine (physical or virtual machine) and one Agent per SQL instance.</p> |
| (optional) <b>Virtual machines running on:</b> <ul style="list-style-type: none"><li>▪ VMware ESX (32-bit and 64-bit guest servers)</li><li>▪ Microsoft Hyper-V (32-bit and 64-bit guest servers)</li><li>▪ Hardware and software requirements for the virtual machine are the same.</li></ul>  |

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.

## How Ipswitch Analytics Works

Ipswitch Analytics consists of one or more Ipswitch Analytics Agents that pull data periodically from MOVEit databases and send that data securely to the Ipswitch Analytics Server. The Ipswitch Analytics Server stores the data in a PostgreSQL database and presents it for analysis within a web browser when requested.

An Agent is required for each MOVEit database you want to include in Ipswitch Analytics. For example, if you have one MOVEit Central database and two MOVEit DMZ databases, you will need three Agents.

The standard perpetual base Ipswitch Analytics license supports two Agents connected with a single Server, however, a Ipswitch Analytics Server can support up to 20 Agents and up to 100 users may sign in to the Ipswitch Analytics Server concurrently. Please visit [How to Buy](http://www.ipswitchft.com/how-to-buy) (<http://www.ipswitchft.com/how-to-buy>) to purchase add-on Agent licenses or to convert from an evaluation license to a perpetual license.

**Note:** In a MOVEit Central High Availability environment, you install two Agents that use the same license but only one Agent is active at a time. See *Install Ipswitch Analytics Agents in High Availability Environments* (on page 46).

The installation package contains a Ipswitch Analytics Server install file and a Ipswitch Analytics Agent install file.

### The Ipswitch Analytics Server

The Ipswitch Analytics Server is a secure web server that uses Apache Tomcat to run as a Windows service. The Server receives data from each Agent periodically, consolidates that data into a dedicated PostgreSQL database that retains historical MOVEit data, and then presents that data in the form of reports and a real-time monitor within a web browser. Up to 100 users may sign in to the Ipswitch Analytics Server concurrently.

### Ipswitch Analytics Agents

An Agent is a Windows service that periodically captures the most recent data from a MOVEit database, formats and encrypts that data, and then sends the data to the Ipswitch Analytics Server securely via HTTPS. Data collection occurs every one minute for Monitor data and every two minutes for Reports. Agents have a small software footprint and use simple read-only queries that have minimal impact on MOVEit processing. The Agent's access to the MOVEit database is controlled by credentials entered during Agent installation. The Ipswitch Analytics Agent service typically runs on the Agent machine as an administrator user specified during installation, or in the context of the standard "LocalService" or "NetworkService" account.

## Configuration Options

Before installing Ipswitch Analytics, evaluate your current MOVEit system to determine the best installation configuration for your organization. Your organization's MOVEit servers may be located on stand-alone machines, separate from their MOVEit databases, or both MOVEit Server and MOVEit database may be installed on the same machine. Your organization may have numerous MOVEit servers, or perhaps only one or two MOVEit servers.

Consider the following components when deciding how to install Ipswitch Analytics within your existing MOVEit system:

- **The Ipswitch Analytics Server:** You must install the Server on a standalone machine. The Server installation includes the installation of a dedicated PostgreSQL database.
- **Ipswitch Analytics Agents:** You must install one Agent for each MOVEit database that you want to include in the Ipswitch Analytics environment for analysis. You can install an Agent on any machine that has network access to the MOVEit database; the Agent machine does not need network access to the MOVEit server. The Agent must also have network access to the Ipswitch Analytics Server, but cannot be installed on the Ipswitch Analytics Server. You can install only one Agent per machine (bare metal or virtual machine), and one Agent per SQL instance.
- **MOVEit Central Servers and Databases**
- **MOVEit DMZ Servers and Databases**

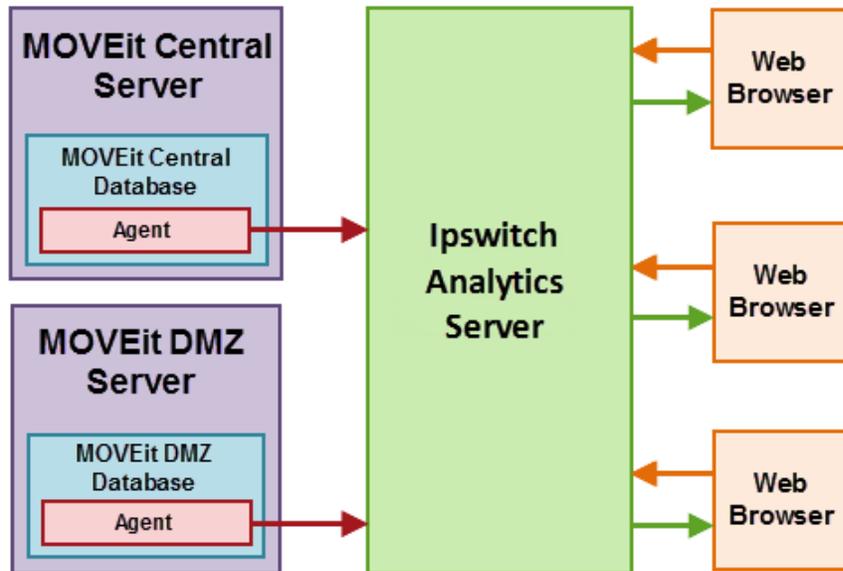
Below are some sample Ipswitch Analytics installation configurations. Each sample configuration includes only one MOVEit Central server and only one MOVEit DMZ server for demonstration purposes. Your system could have a different number of MOVEit servers. You can choose a different configuration for each MOVEit server if desired.

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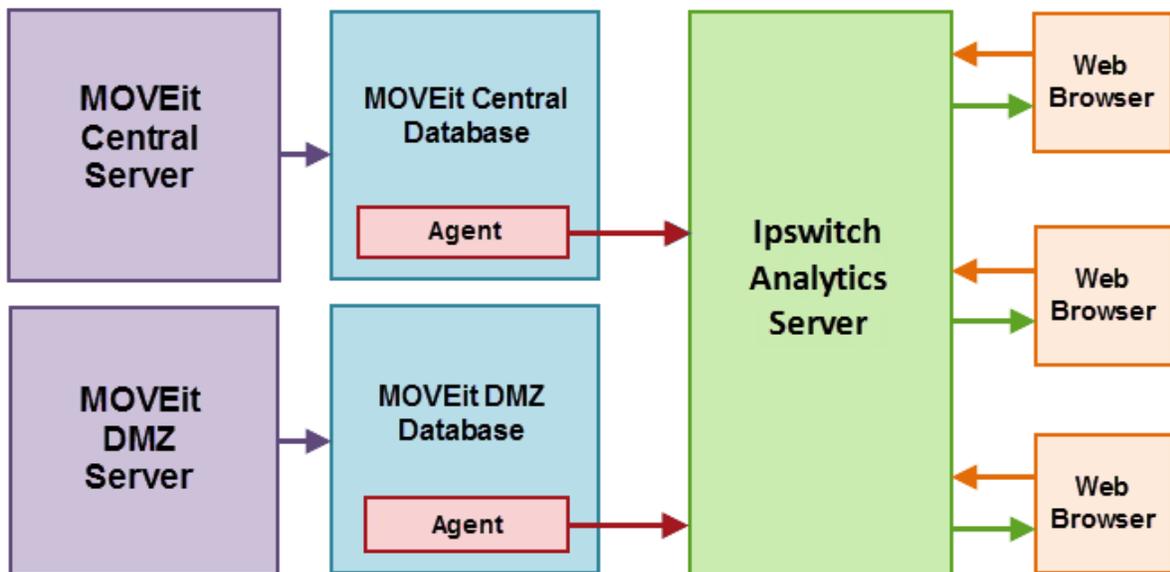
**Note:** The sample configurations show only three web browsers connecting to the Ipswitch Analytics Server, but the Ipswitch Analytics Server can support up to 100 concurrent web client users.

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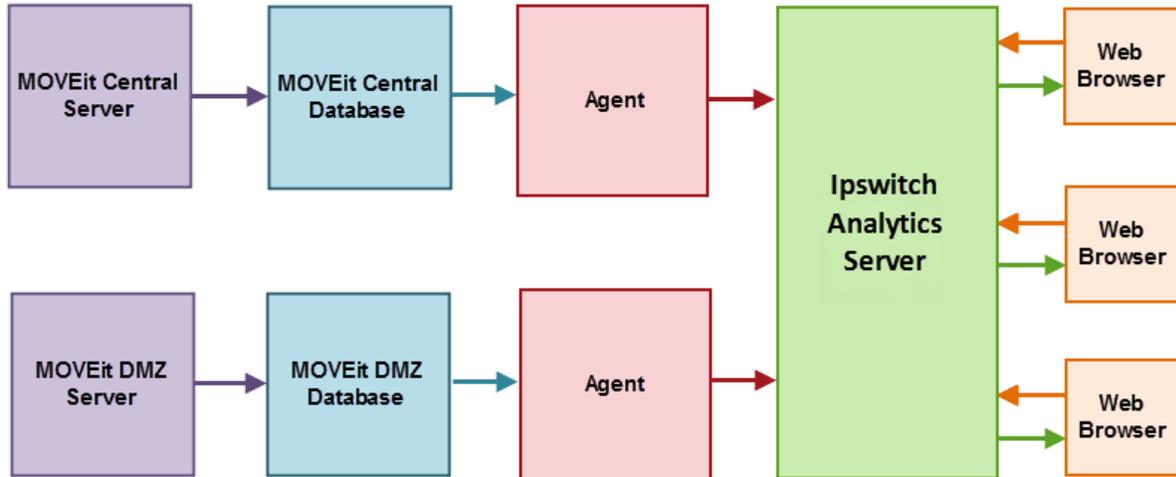
*MOVEit server, MOVEit database and Ipswitch Analytics Agent installed on same machine:*



*MOVEit server installed on a separate machine, with MOVEit database and Ipswitch Analytics Agent installed on the same machine:*

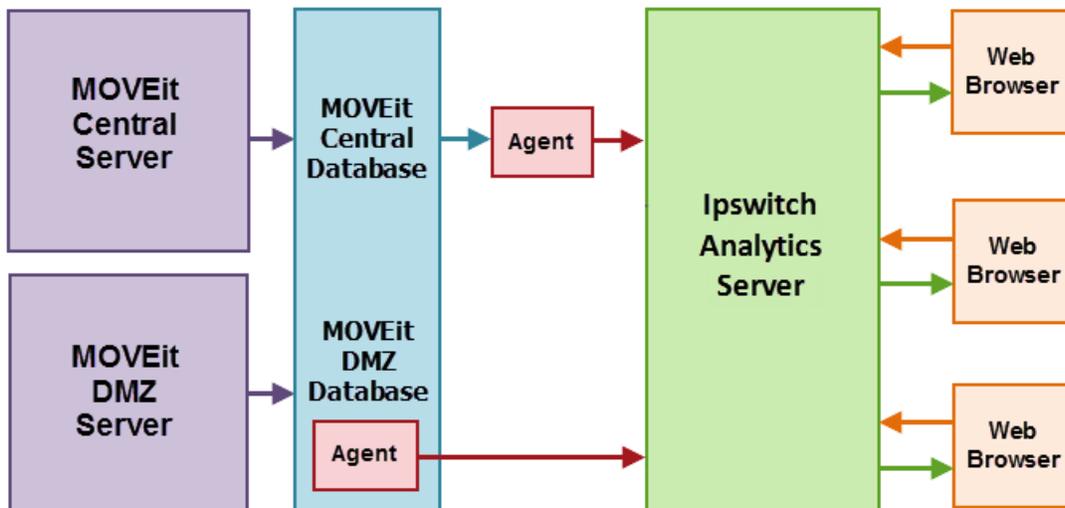


*MOVEit server, MOVEit database and Ipswitch Analytics Agent installed on separate standalone machines:*

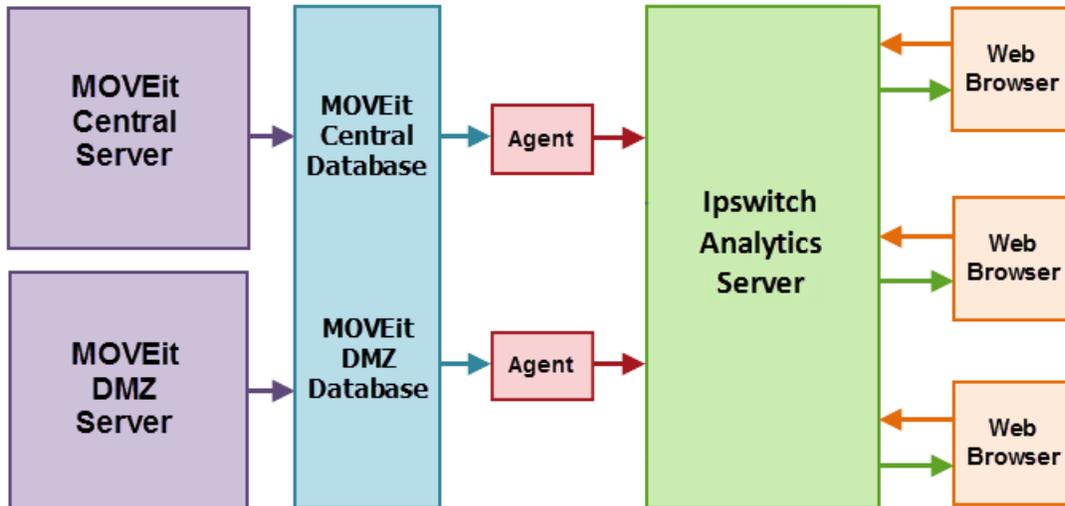


The following four configurations show MOVEit DMZ and MOVEit Central installed on standalone machines with both MOVEit SQL Server databases sharing a third standalone machine.

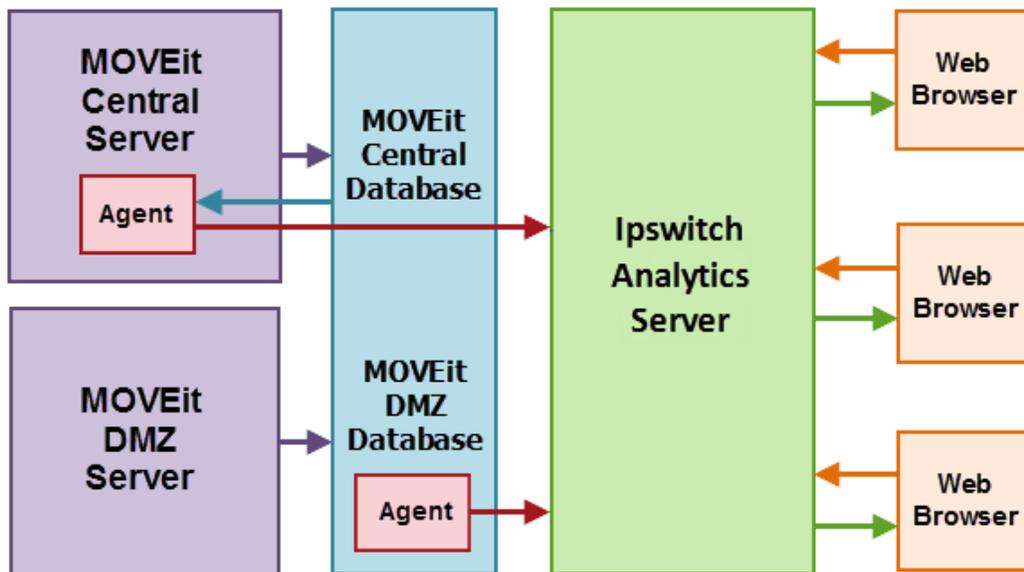
*One Agent installed on the SQL Server database machine and one Agent installed on a standalone machine (physical or virtual):*



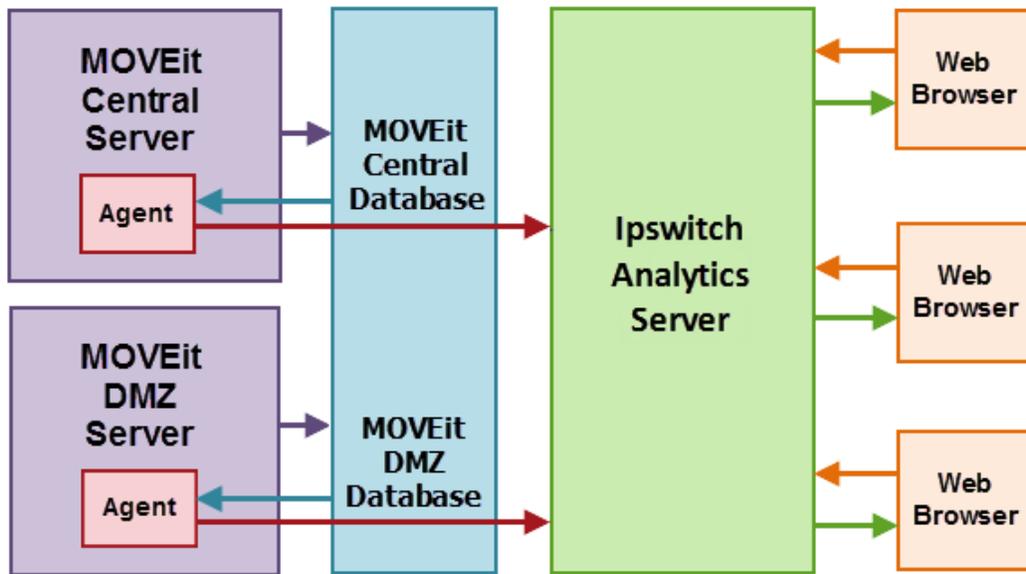
*Both Agents installed on standalone machines (physical or virtual):*



*One Agent installed on the SQL Server database machine, the other Agent installed on a MOVEit server:*



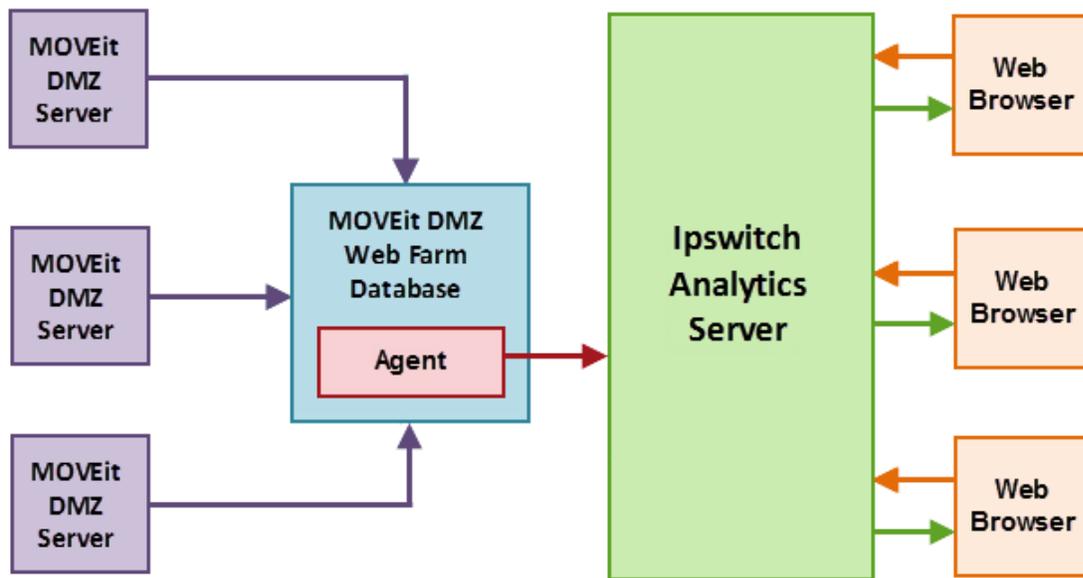
*An Agent installed on each MOVEit server:*



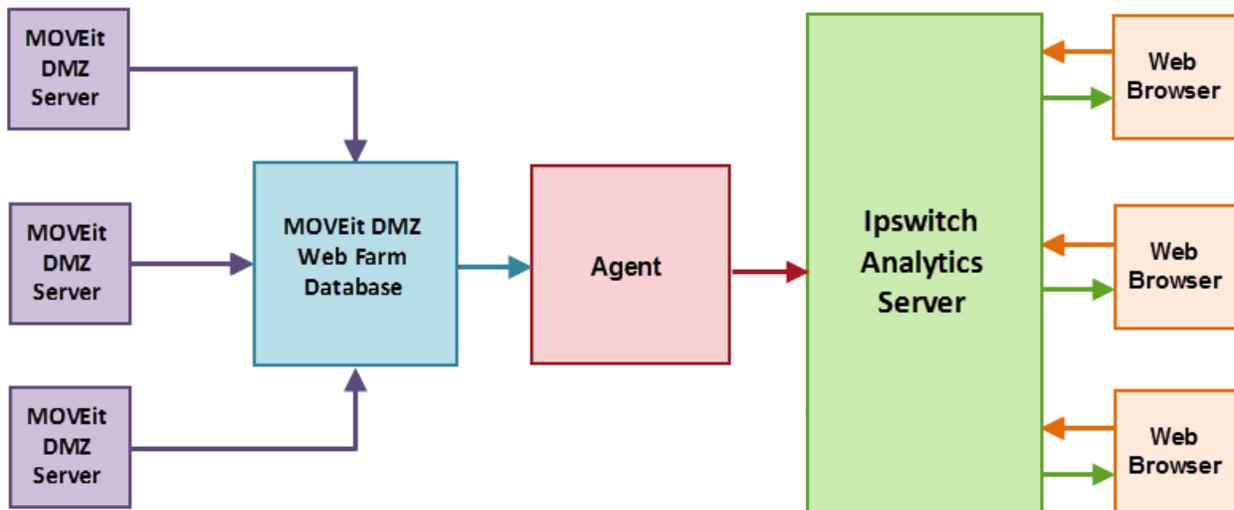
## MOVEit DMZ WEB FARMS

If your MOVEit DMZ system is set up as a **Web Farm**, it contains only one MOVEit database. Install only one Agent, either on the Web Farm database machine, or on a separate machine that has a network connection connects to the Web Farm database machine.

*MOVEit DMZ Web Farm database connected to multiple MOVEit DMZ servers. Ipswitch Analytics Agent installed on same machine as Web Farm database:*



*MOVEit DMZ Web Farm database connected to multiple MOVEit DMZ servers. Ipswitch Analytics Agent installed on a separate standalone machine that connects to the Web Farm database:*

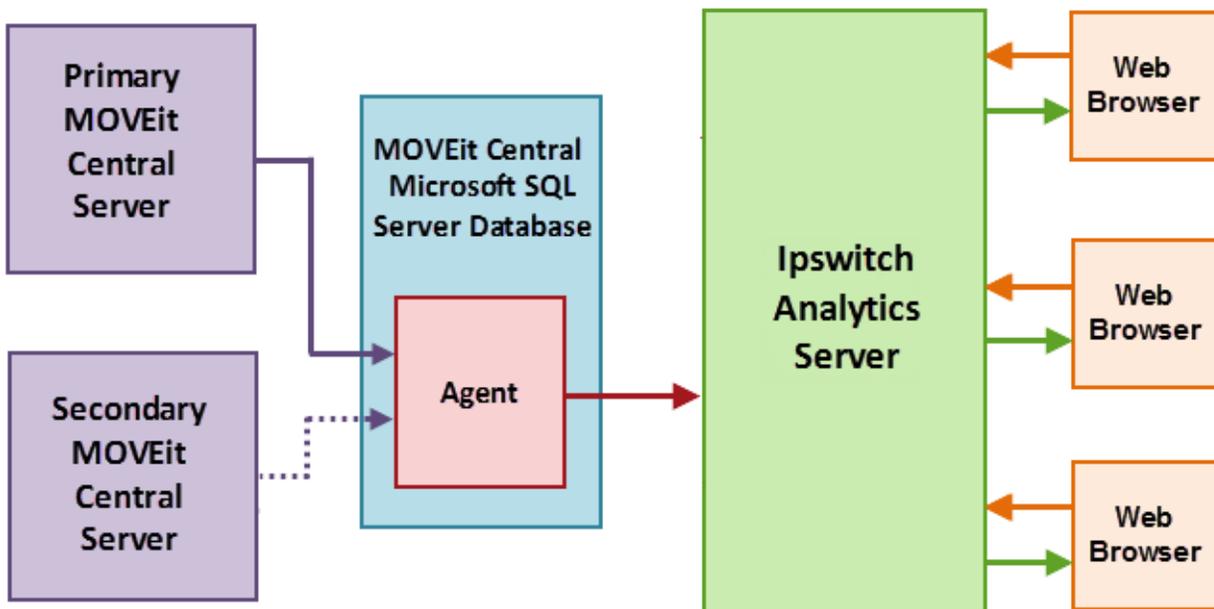


## MOVEit CENTRAL HIGH AVAILABILITY (HA)

If your MOVEit Central system is set up for **High Availability (HA)**, you will have a **primary** server and a **secondary (failover)** server that activates only if the primary server fails. Below are the two possible configuration options for installing Ipswitch Analytics into a MOVEit Central HA environment. Dotted lines indicate dormant connections.

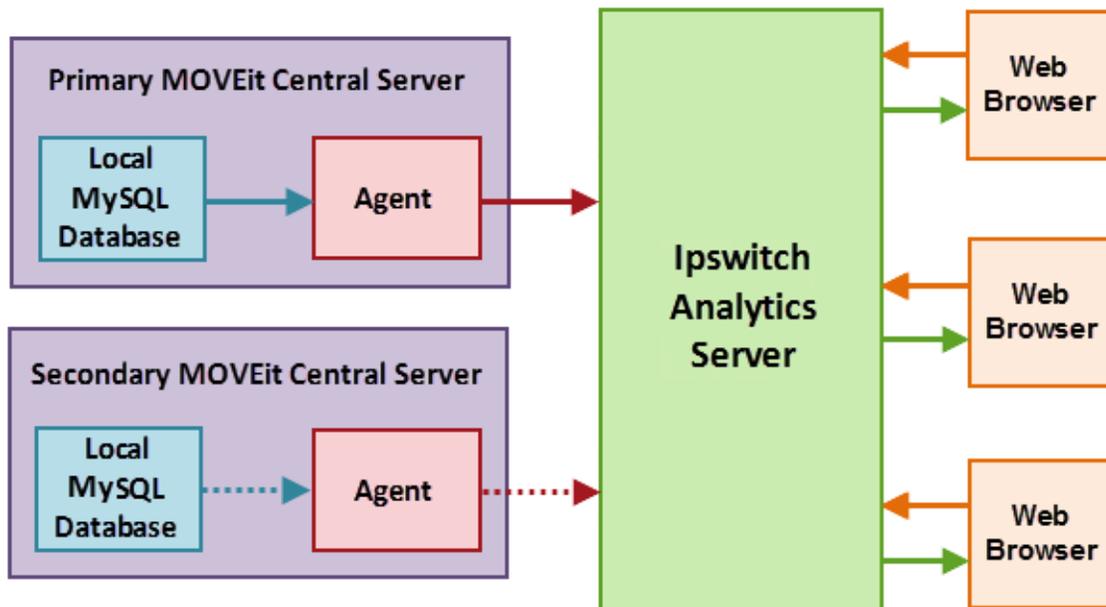
### *Single Microsoft SQL Server Database*

MOVEit Central primary and secondary servers point to the same Microsoft SQL Server database on a standalone machine. Install one Agent on the MOVEit Central Microsoft SQL Server database machine.



### *Two Local MySQL Databases*

In this scenario, the primary and secondary servers point to their own local MySQL databases. Install Agents on each MOVEit Central server. You can use a single Agent license for both the primary and secondary Agents since only one database will send data to the Agent at a time.



## Time Zones

Ipswitch Analytics Agents may collect data from multiple servers located in different geographic locations. When the Ipswitch Analytics Server receives a data record from an Agent, it converts the timestamp of that record to GMT (Greenwich Mean Time) before presenting it in a report. All queries also convert user-input times to GMT.

## Security

The following security methods are in place for Ipswitch Analytics:

### Passwords

Ipswitch Analytics uses the Advanced Encryption Standard (AES) to protect the passwords used to grant access to Ipswitch Analytics, and to protect access to the MOVEit database and the Ipswitch Analytics Server.

- **Ipswitch Analytics Agent:** The only sensitive data that the Agents store is the password to access the MOVEit DMZ/Central database tables and the Ipswitch Analytics Agent password to access the Ipswitch Analytics Server. The MOVEit database password is protected using standards-based, bi-directional AES256 encryption. The MOVEit database password is entered in plaintext during the install process and is encrypted before being stored in the configuration. When establishing a connection to the MOVEit database, the password is decrypted and passed to the JDBC driver. Internally, the JDBC driver encrypts the password using a value supplied by the database server before it is transmitted to the server for authentication. The plaintext password is never transmitted or stored.
- **Ipswitch Analytics Server:** The Ipswitch Analytics Server stores passwords for locally authenticated Ipswitch Analytics users and SMTP server login passwords. These passwords are protected using a one-way secure salted hash. When a local user is added to the system, the password that is entered in plain text will be hashed and stored in the database. When a local user attempts to sign in, the password that is supplied will be hashed and the resulting hash will be compared with the stored hash and the user will be authenticated if they are equal. When a local user password is changed, the new password must be entered twice. These two passwords will be compared against each other and if they are equal, the new password will be hashed and stored in the database. System Administrators can also set minimum and maximum password size and a password strength policy ranging from Very Tough to Almost None.

---

**Note:** Report data is not considered sensitive and is not encrypted in the database nor on the file system of the servers that generate the reporting data or on the Ipswitch Analytics Server.

---

All authentication information used by Ipswitch Analytics is encrypted or hashed. Encryption and hashing are done using the Java Simplified Encryption library (Jasypt). Details of the Jayspt library can be found at [www.jayspt.org](http://www.jayspt.org). For Ipswitch Analytics, hashing is done using the SHA-512 algorithm and utilizes the Jasypt library to enhance the protection using random salts and multiple iterations of the hashing function. Bi-directional encryption is done using Jasypt to provide password-based encryption. The password is based on a random number generated by the Ipswitch Analytics Server at install.

## Data Transmission

Communication between the Ipswitch Analytics Agents and the Ipswitch Analytics Server uses HTTPS, so data is always encrypted during transmission.

Communication between the web client browser and the Ipswitch Analytics Server uses HTTPS, so data is always encrypted during transmission.

## Certificates

Certificates are used for encryption of communications. The Ipswitch Analytics Server supports the use of certificates issued by a Certificate Authority and also supports the use of self-signed certificates.

When the Ipswitch Analytics Server is installed, a keystore is created and the certificates required for secure communication between the Ipswitch Analytics Agents and the Ipswitch Analytics Server and also between the client browser and the Ipswitch Analytics Server are added to the keystore.

# Get Help

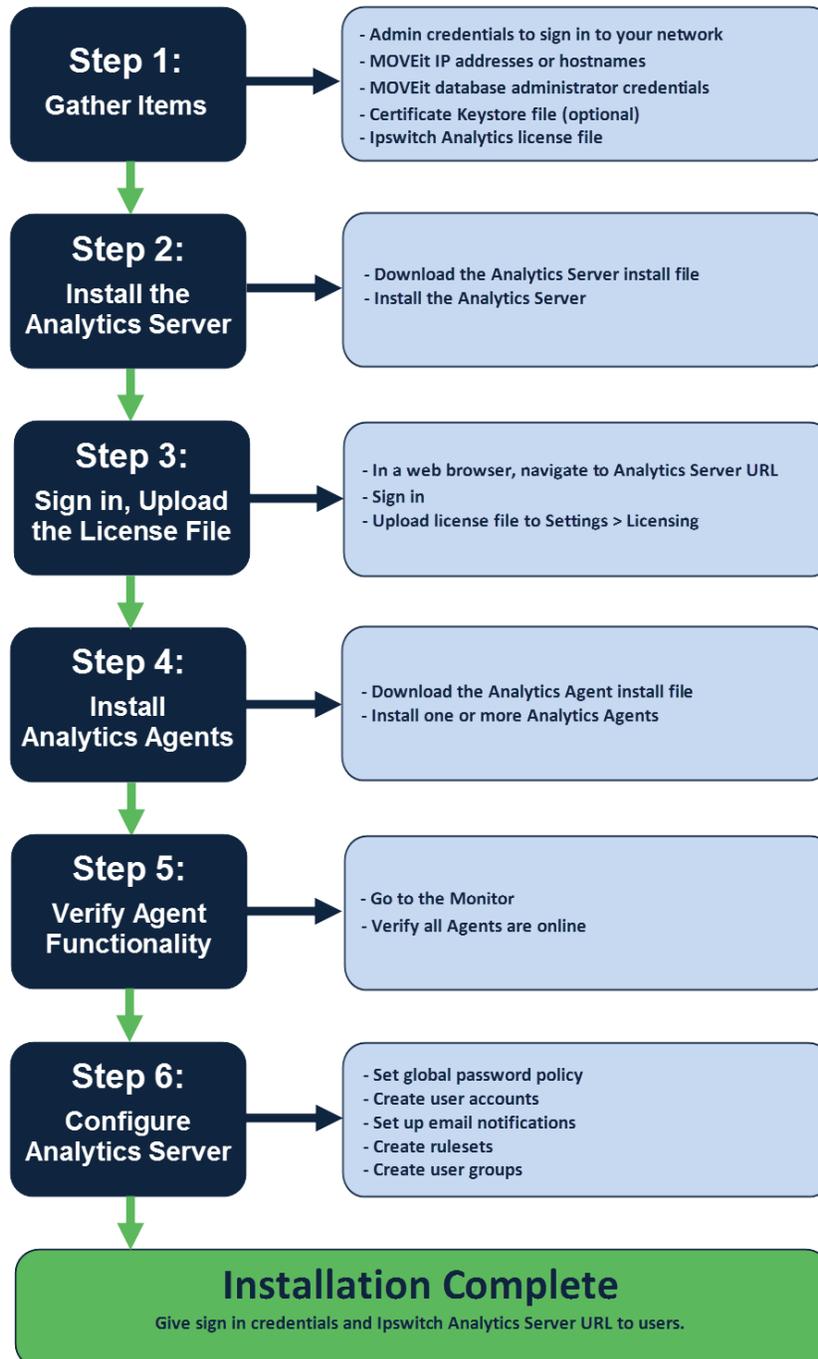
There are two ways for you to get help with Ipswitch Analytics:

- 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) (<http://www.ipswitchft.com/support>). On the main **Support** page you'll find links to all documentation and help videos, a form to submit a support request, and customer support telephone numbers.



# Install

Below is a high-level view of the installation process. Click any item to view instructions for that step.



# Step 1: Gather Items

Print the installation worksheet below. Prior to installation, gather the items in the Pre-installation Checklist. As you install the product, add your input values to the list.

## Installation Worksheet

### Pre-installation Checklist

- Windows Server Username: \_\_\_\_\_
- Windows Server Password: \_\_\_\_\_
- For each MOVEit database:
- Database Type: \_\_\_\_\_
- Database Name: \_\_\_\_\_
- IP address or hostname: \_\_\_\_\_
- Username: \_\_\_\_\_
- Password: \_\_\_\_\_
- Certificate keystore file. If you do not have a certificate keystore file, you may opt to create a 30-day self-signed certificate and import a certificate keystore file later.
- Ipswitch Analytics license file (evaluation or perpetual)

### Installation Input Values

Analytics Server Settings System Administrator username: \_\_\_\_\_

Analytics Server Settings: System Administrator password: \_\_\_\_\_

Analytics Server Settings: System Administrator email: \_\_\_\_\_

Agent Access username: \_\_\_\_\_

Agent Access password: \_\_\_\_\_

Tomcat Settings: HTTPS Connector Port (8443 default): \_\_\_\_\_

Tomcat Settings: Ipswitch Analytics Server URL: \_\_\_\_\_

Tomcat Service Logon Username: \_\_\_\_\_

Tomcat Service Logon Password: \_\_\_\_\_

Tomcat Service Logon Group (optional): \_\_\_\_\_

Tomcat certificate keystore password or self-signed certificate password: \_\_\_\_\_

Ipswitch Analytics Database Admin Username: \_\_\_\_\_

Ipswitch Analytics Database Admin Password: \_\_\_\_\_

Ipswitch Analytics Database Access Username: \_\_\_\_\_

Ipswitch Analytics Database Access Password: \_\_\_\_\_

Ipswitch Analytics Database Port: \_\_\_\_\_

Analytics Agent Truststore Password: \_\_\_\_\_

Next: **Step 2: Install the Analytics Server** (on page 21)

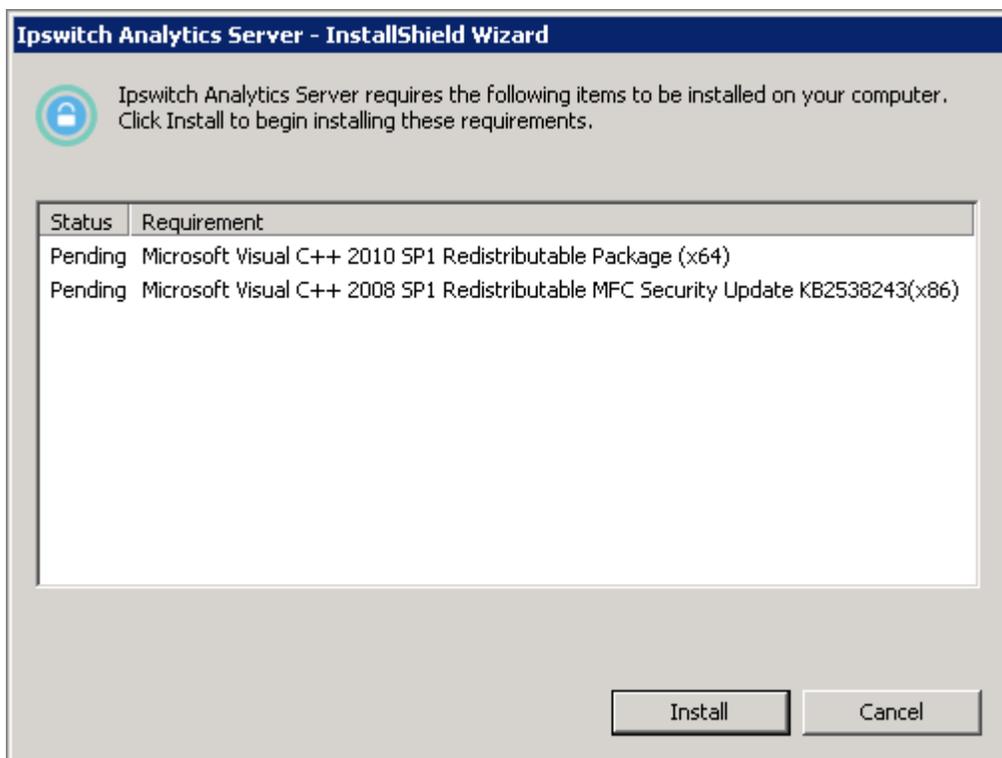
## Step 2: Install the Analytics Server

This topic shows you how to install the Ipswitch Analytics Server. You must install the Ipswitch Analytics Server on a dedicated physical or virtual machine. A PostgreSQL database will be installed on this machine as part of the Ipswitch Analytics Server installation. Do not install the Ipswitch Analytics Server on a machine that hosts a MOVEit server or a MOVEit database.

You do not have to stop your MOVEit server(s) to install the Ipswitch Analytics Server.

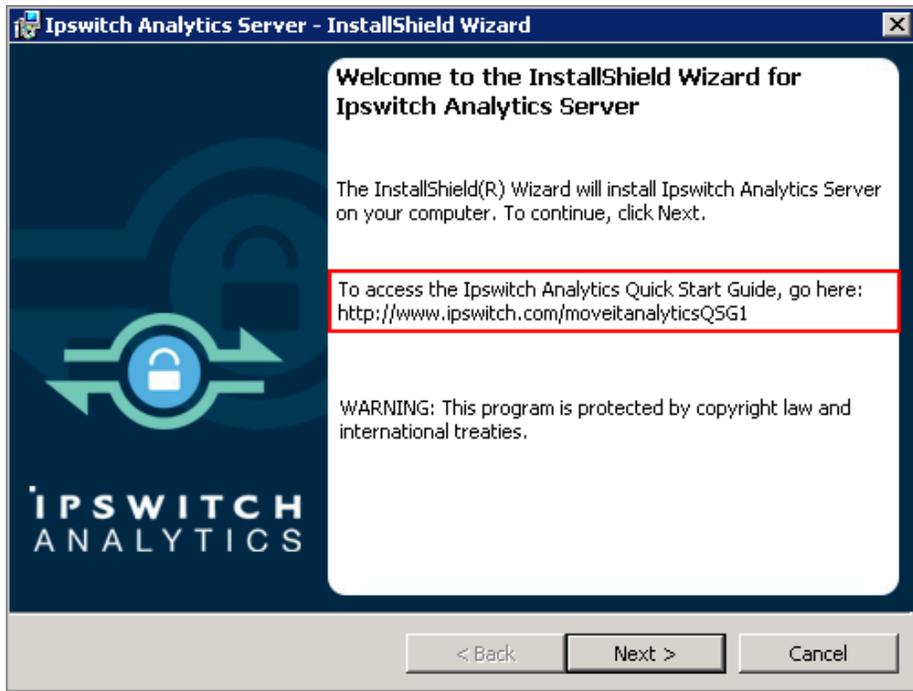
**High Availability Environments:** If you want to install Ipswitch Analytics in a MOVEit Central High Availability environment with primary and secondary (failover) databases, first Install the Ipswitch Analytics Server below, then *Install Ipswitch Analytics Agents in High Availability Environments* (on page 46).

- 1 Sign in as an **Administrator** on a Windows Server machine. This will be the account under which all Ipswitch Analytics Server processing occurs.
- 2 Download the Ipswitch Analytics Server install file: **lpswitch\_Analytics\_Base\_v1.exe**
- 3 Open **lpswitch\_Analytics\_Base\_v1.exe**.
- 4 If the machine does not have all of the prerequisite software installed, you may see this screen:

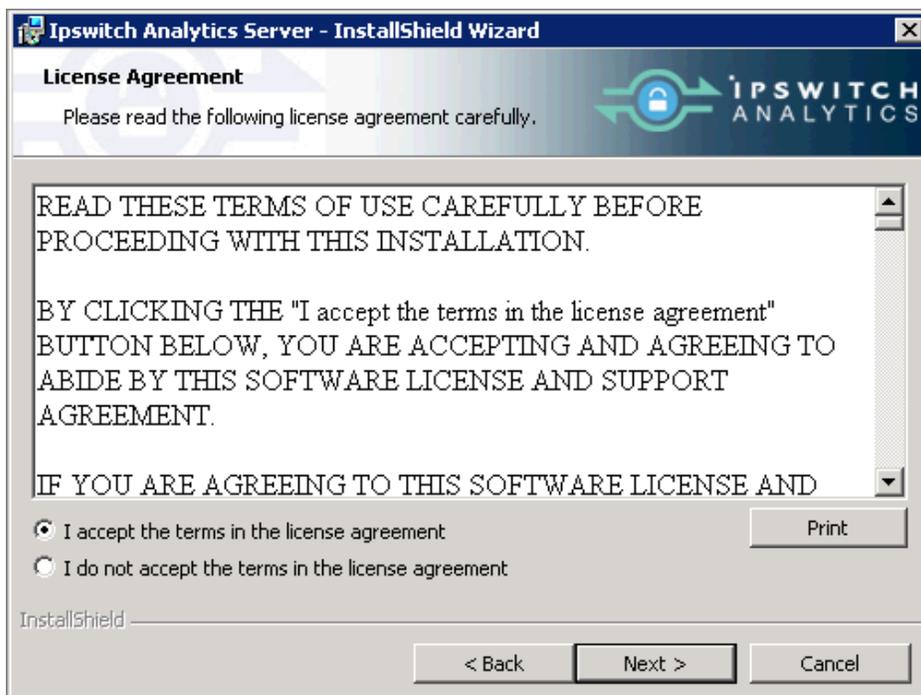


Click **Install** to install these necessary items.

The installer opens. Click **Next**.



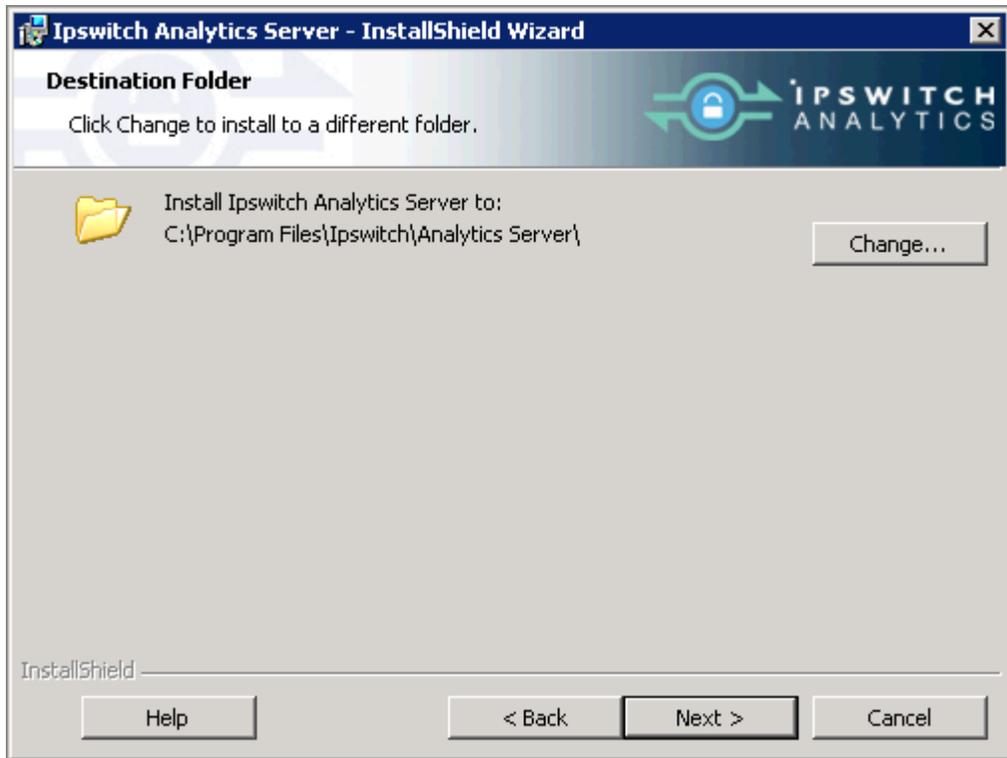
5 Accept the license agreement and click **Next**.



- 6 Select a **Destination Folder** where all Ipswitch Analytics Server installation files will install. By default, the Ipswitch Analytics Server installs into `c:\Program Files\Ipswitch\Analytics Server`. Click **Change...** to select a different directory.

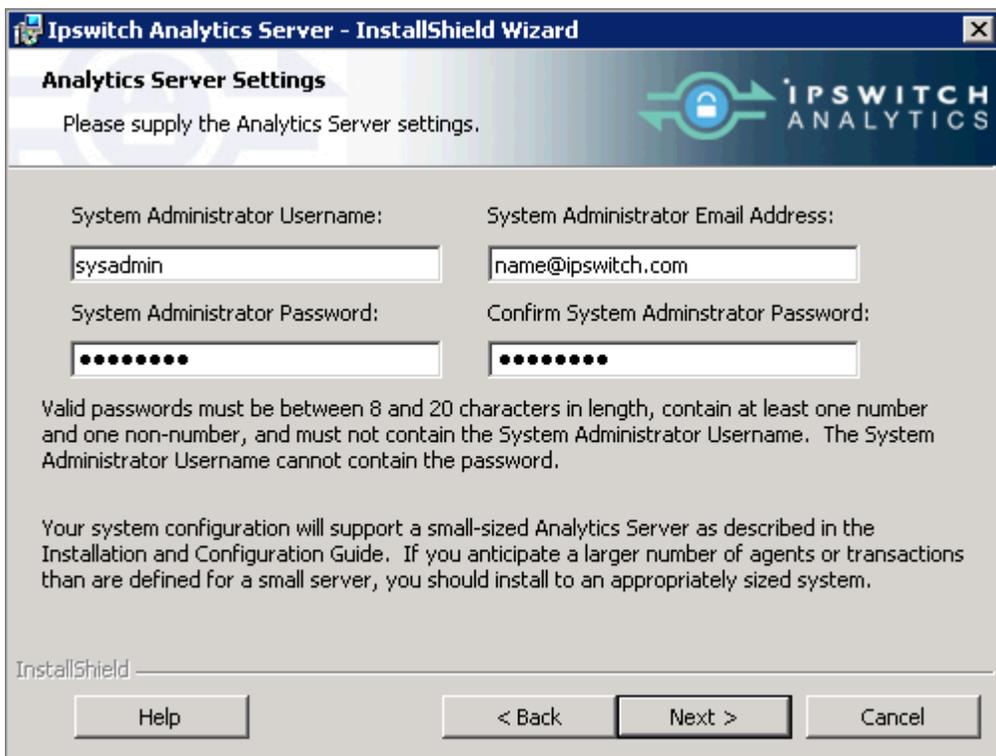
**Caution:** Do not specify a destination on a drive that is mapped to a network drive.

**Note:** You will set a location for the Ipswitch Analytics Server database files in a later step.



Click Next.

- 7 Enter the **Analytics Server Settings**. These settings allow System Administrator login access to the Ipswitch Analytics server.
- **System Administrator Username:** Enter the name of a user who will have access to all of Ipswitch Analytics. This user will be the only System Administrator initially. The default name is **sysadmin**.
  - **System Administrator Password:** Enter a password for the System Administrator. Valid passwords must be between 8 and 20 characters in length, contain at least one number and one non-number, and must not contain the System Administrator Username.
  - **System Administrator Email Address (and confirmation):** Enter an email address for the System Administrator.



**Ipswitch Analytics Server - InstallShield Wizard**

**Analytics Server Settings**

Please supply the Analytics Server settings.

System Administrator Username:

System Administrator Email Address:

System Administrator Password:

Confirm System Administrator Password:

Valid passwords must be between 8 and 20 characters in length, contain at least one number and one non-number, and must not contain the System Administrator Username. The System Administrator Username cannot contain the password.

Your system configuration will support a small-sized Analytics Server as described in the Installation and Configuration Guide. If you anticipate a larger number of agents or transactions than are defined for a small server, you should install to an appropriately sized system.

InstallShield

Help < Back Next > Cancel

The size of your system is indicated on this screen also. The installer detects your RAM size automatically to make the determination: 4 GB: **Small**, 8 GB: **Medium**, or 16 GB: **Large**.

Click **Next**.

## 8 Enter the Agent Access Settings:

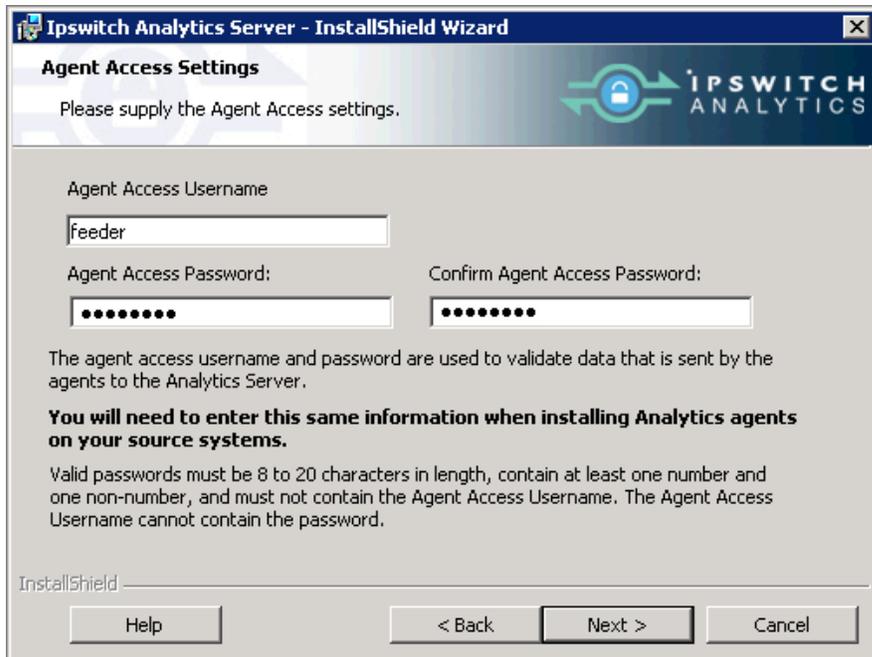
- **Agent Access Username:** This is the name that all Ipswitch Analytics Agents will use when authenticating with the Ipswitch Analytics Server. The default name is "**feeder**" (allowed characters: 'a'-'z', '0'-'9' and '\_'). This user account is only for Agent access to the Ipswitch Analytics Server. This username will display in the Users module once you sign in to Ipswitch Analytics.

**Tip:** You can change the Agent Access Username from the Users module after installation, but you'll also need to *modify the Agent install* (on page 92) for changes to take effect.

- **Agent Access Password** (and confirmation): Enter a password for the Agent to use when authenticating with the Ipswitch Analytics Server.

**Note:** This password uses standards-based, bi-directional AES256 encryption. The password is entered in plaintext during the install process and is encrypted before being stored in the configuration. The password will never be transmitted and it will only be stored in encrypted form.

**IMPORTANT:** Write down the Agent Access username and password. You will need these when you *install an Agent* (on page 37). This username will appear later as a user in the **Users** module, but it is used only for Agent access to the Ipswitch Analytics Server. If you change this Agent name or password later in the Users module, you must *modify the Agent* (on page 92) as well.

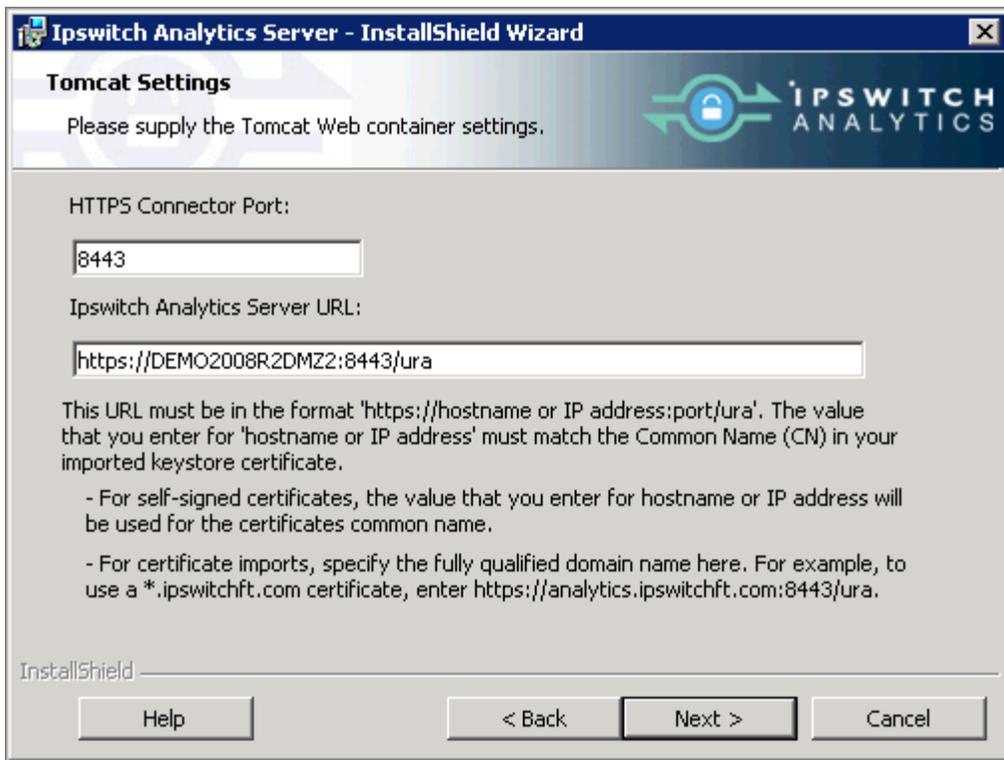


The screenshot shows a Windows-style dialog box titled "Ipswitch Analytics Server - InstallShield Wizard". The main heading is "Agent Access Settings" with a sub-instruction: "Please supply the Agent Access settings." The Ipswitch Analytics logo is in the top right. There are three input fields: "Agent Access Username" containing "feeder", "Agent Access Password" (masked with dots), and "Confirm Agent Access Password" (also masked with dots). Below the fields is explanatory text: "The agent access username and password are used to validate data that is sent by the agents to the Analytics Server." A bolded instruction states: "You will need to enter this same information when installing Analytics agents on your source systems." Further text specifies password requirements: "Valid passwords must be 8 to 20 characters in length, contain at least one number and one non-number, and must not contain the Agent Access Username. The Agent Access Username cannot contain the password." At the bottom, there are four buttons: "Help", "< Back", "Next >", and "Cancel".

Click **Next**.

**9 Enter Tomcat Settings:**

- **HTTPS Connector Port:** Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443 by default. Adhere to your IT security or other IT network policies when configuring ports.
- **Ipswitch Analytics Server URL:** This is the URL of the Ipswitch Analytics Server, and must be in the format **https://hostname or IP address:port/ura**. The value that you enter for hostname or IP address must match the Common Name (CN) in your imported keystore certificate.
  - **For self-signed certificates:** The value that you enter for hostname or IP address will be used for the certificate's common name.
  - **For certificate imports:** Specify the fully qualified domain name here. For example, to use a \*.ipswitch.com certificate, enter https://analytics.ipswitch.com:8443/ura.



The screenshot shows a Windows-style dialog box titled "Ipswitch Analytics Server - InstallShield Wizard". The main heading is "Tomcat Settings" and the instruction is "Please supply the Tomcat Web container settings." The dialog contains two input fields: "HTTPS Connector Port:" with the value "8443" and "Ipswitch Analytics Server URL:" with the value "https://DEMO2008R2DMZ2:8443/ura". Below the fields is explanatory text and two bullet points. At the bottom, there are buttons for "Help", "< Back", "Next >", and "Cancel".

**Tomcat Settings**  
Please supply the Tomcat Web container settings.

HTTPS Connector Port:  
8443

Ipswitch Analytics Server URL:  
https://DEMO2008R2DMZ2:8443/ura

This URL must be in the format 'https://hostname or IP address:port/ura'. The value that you enter for 'hostname or IP address' must match the Common Name (CN) in your imported keystore certificate.

- For self-signed certificates, the value that you enter for hostname or IP address will be used for the certificates common name.
- For certificate imports, specify the fully qualified domain name here. For example, to use a \*.ipswitch.com certificate, enter https://analytics.ipswitch.com:8443/ura.

InstallShield

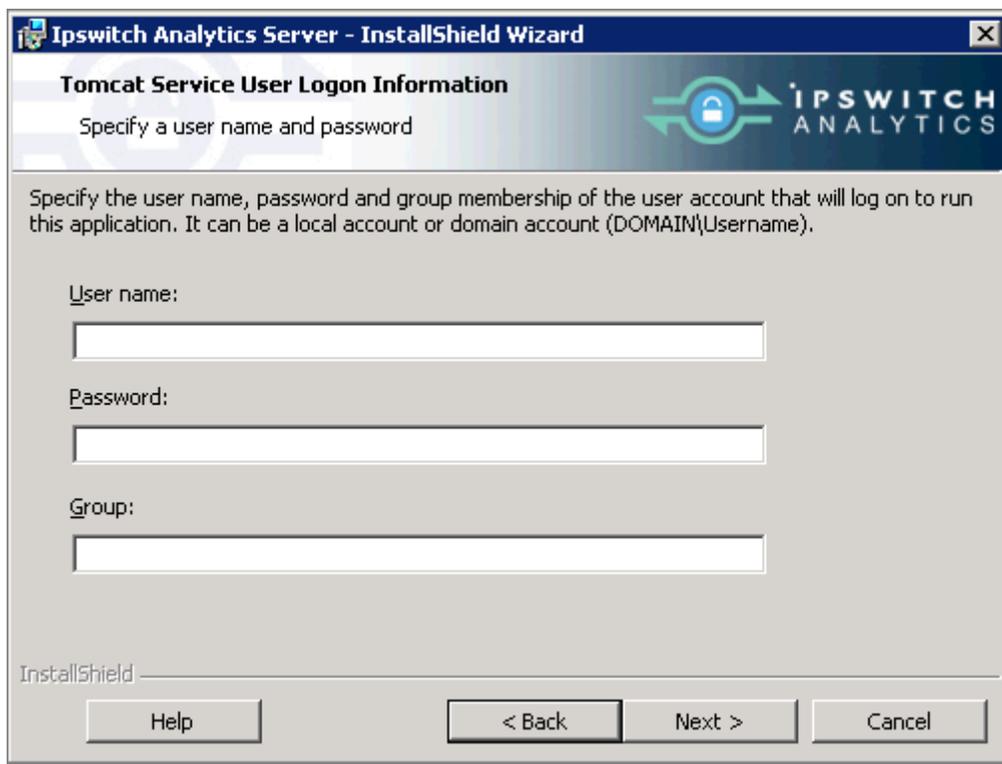
Help < Back Next > Cancel

**IMPORTANT:** Write down this information in the Installation Worksheet.

Click **Next**. The HTTPS Connector Port will be validated.

**10** Specify the **Tomcat Service User Logon Information**. Do you want to use an account other than the Local System account to sign in and run the Ipswitch Analytics Server service?

- **No** (default): Use the Local System account to sign in and run the Ipswitch Analytics Server service. This will be the account you used to log on to Windows.
- **Yes**: Specify a different account to sign in and run the service, then click **Next**. Enter a **User name**, **Password** and **Group** of the user account that will sign in to run the Ipswitch Analytics Server service.



**Ipswitch Analytics Server - InstallShield Wizard**

**Tomcat Service User Logon Information**  
Specify a user name and password

Specify the user name, password and group membership of the user account that will log on to run this application. It can be a local account or domain account (DOMAIN\Username).

User name:

Password:

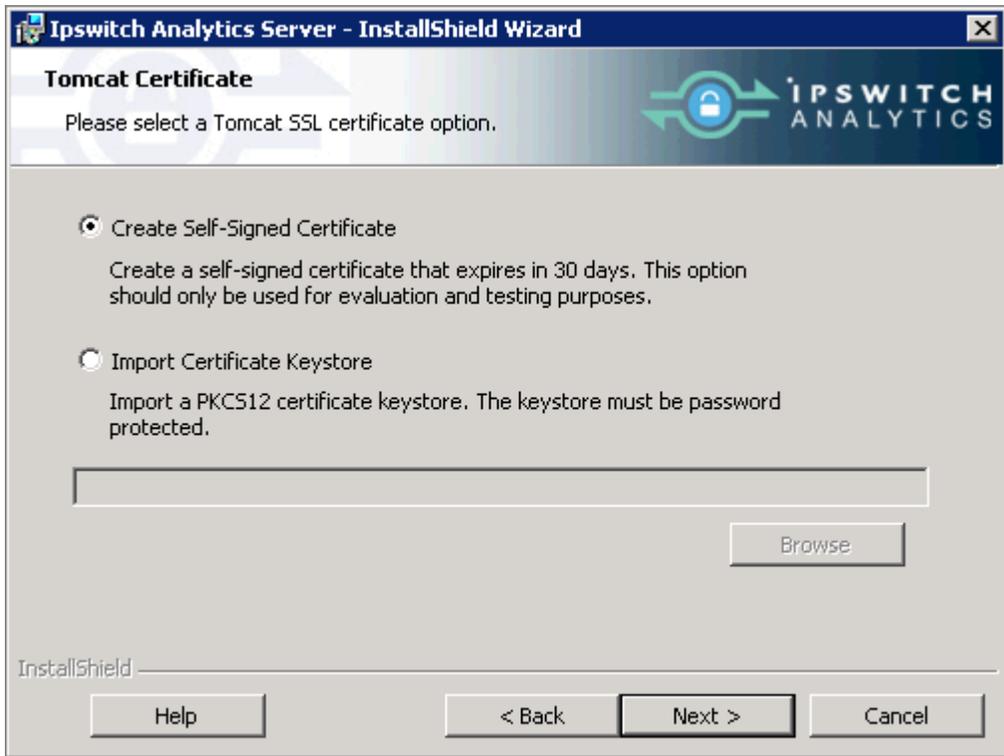
Group:

InstallShield

Help < Back Next > Cancel

Click **Next**.

- 11 Select a **Tomcat Certificate** option for the Ipswitch Analytics Server to validate identity certificates.

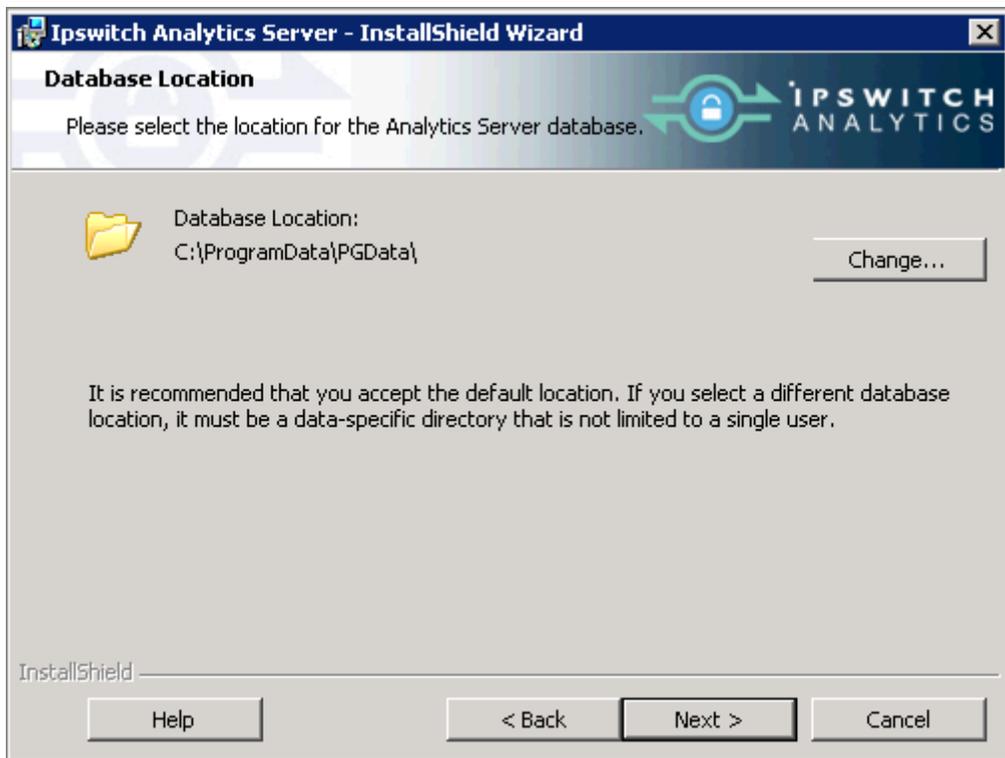


- **Create Self-Signed Certificate** (for Evaluation Accounts only): This certificate will expire in 30 days. Enter a **Password** for this certificate that is between 8 to 20 characters in length, contains only alphanumeric characters, and contains at least one number, one lower-case letter, and one upper-case letter. Click **Next**.
- **Import Certificate Keystore**: Import an SSL password-protected PKCS12 certificate keystore file with .PFX or .P12 file extension. Click **Browse** to locate the certificate keystore. The server certificate, private key and chain certificate are generated from this PKCS12 keystore.

**IMPORTANT:** If you import a certificate keystore that fails, you will not be notified of that fact during installation, and you will not be able to access the Ipswitch Analytics Server. To fix the certificate keystore, you need to update the certificates by *modifying the Ipswitch Analytics Server* (on page 92). If you select **Import Certificate Keystore**, click **Next** and enter the **Password** (and confirmation) for the keystore.

- 12** Select a **Database Location** for the Ipswitch Analytics Server's PostgreSQL database. MOVEit data collected from all Agents will feed into this database. The default location is **C:\ProgramData\PGData\**. It is recommended that you keep the default location, however, you may click **Change...** to select a different location.

**IMPORTANT:** If you select a different database location, it must be a data-specific directory that is not limited to a single user.



Click **Next**.

**13** Enter the **Ipswitch Analytics Database Settings**. This information is required to run the PostgreSQL database on the Ipswitch Analytics Server. A PostgreSQL database will be installed on this machine as part of the Ipswitch Analytics Server installation.

- **Admin Username:** This account is not used by the Ipswitch Analytics Server at all, but is created so that a database administrator can access the PostgreSQL database if necessary. It is recommended that you keep the suggested Admin Username.
- **Admin Password (and confirmation):** Enter a password for the Admin user. Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username.
- **Access Username:** This is the account that the Ipswitch Analytics Server web application will use to access the PostgreSQL database, both to insert data that arrives from the Ipswitch Analytics Agents, and to retrieve report and monitor data for display. It is recommended that you keep the suggested Access Username.
- **Access Password (and confirmation):** Enter a password for the Access user. Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username.
- **Database Port:** This port number is predefined to the standard PostgreSQL port, but you can change this to any unused port if desired (the installer will notify you if the port is already in use).

**Ipswitch Analytics Server - InstallShield Wizard**

**Ipswitch Analytics Database Settings**

Please supply the database access information.

Admin Username: postgres

Admin Password: ●●●●●●

Confirm Admin Password: ●●●●●●

Access Username: iprsuser

Access Password: ●●●●●●

Confirm Access Password: ●●●●●●

Database Port: 5432

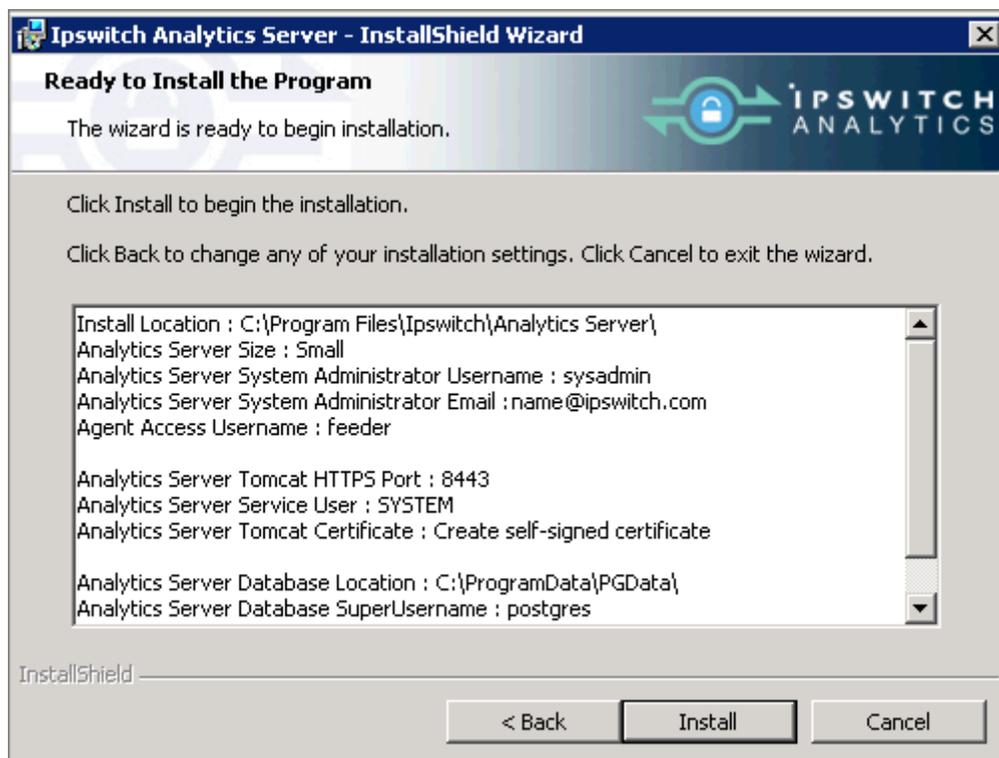
Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username. The username cannot contain the password.

InstallShield

Help < Back Next > Cancel

**Note:** Both the Admin and Access users will be able to access the PostgreSQL database using PostgreSQL tools; however, there should not be any need for you to access to PostgreSQL.

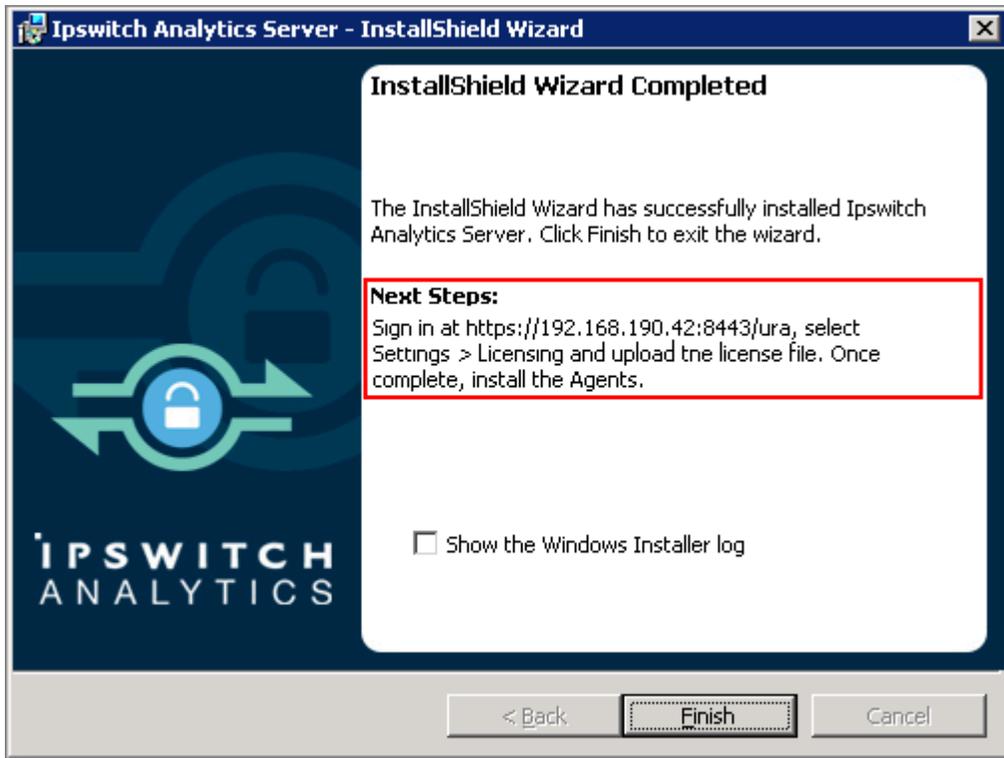
14 Review the installation settings, and then click **Install**.



After a few moments, the installation completes.

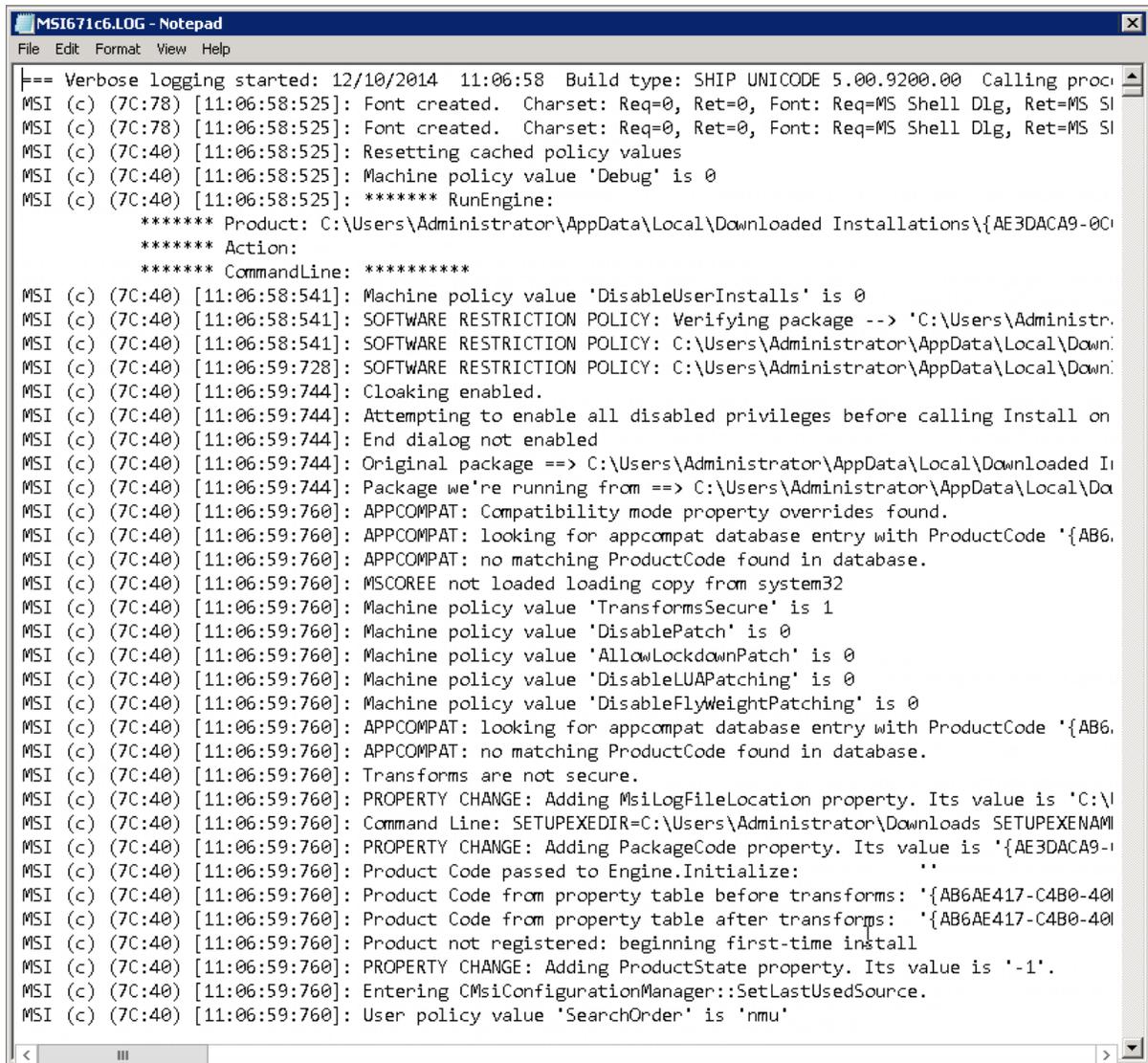
*Optional:* Click **Show the Windows Installer log** to view installation details after the installation completes.

**Tip:** You can view the install log later in the **Temp** directory

**15** Click **Finish**.

Copy the URL displayed in **Next Steps**. This is the Analytics Server URL. You will need it to complete the next Step. The URL in the image above is an example only.

If you opted to view the installer log, it will open automatically and look like this:



```

MSI671c6.LOG - Notepad
File Edit Format View Help
|=== Verbose logging started: 12/10/2014 11:06:58 Build type: SHIP UNICODE 5.00.9200.00 Calling proc
MSI (c) (7C:78) [11:06:58:525]: Font created. Charset: Req=0, Ret=0, Font: Req=MS Shell Dlg, Ret=MS SI
MSI (c) (7C:78) [11:06:58:525]: Font created. Charset: Req=0, Ret=0, Font: Req=MS Shell Dlg, Ret=MS SI
MSI (c) (7C:40) [11:06:58:525]: Resetting cached policy values
MSI (c) (7C:40) [11:06:58:525]: Machine policy value 'Debug' is 0
MSI (c) (7C:40) [11:06:58:525]: ***** RunEngine:
***** Product: C:\Users\Administrator\AppData\Local\Downloaded Installations\{AE3DACA9-0C
***** Action:
***** CommandLine: *****
MSI (c) (7C:40) [11:06:58:541]: Machine policy value 'DisableUserInstalls' is 0
MSI (c) (7C:40) [11:06:58:541]: SOFTWARE RESTRICTION POLICY: Verifying package --> 'C:\Users\Administr.
MSI (c) (7C:40) [11:06:58:541]: SOFTWARE RESTRICTION POLICY: C:\Users\Administrator\AppData\Local\Down.
MSI (c) (7C:40) [11:06:59:728]: SOFTWARE RESTRICTION POLICY: C:\Users\Administrator\AppData\Local\Down.
MSI (c) (7C:40) [11:06:59:744]: Cloaking enabled.
MSI (c) (7C:40) [11:06:59:744]: Attempting to enable all disabled privileges before calling Install on
MSI (c) (7C:40) [11:06:59:744]: End dialog not enabled
MSI (c) (7C:40) [11:06:59:744]: Original package ==> C:\Users\Administrator\AppData\Local\Downloaded I
MSI (c) (7C:40) [11:06:59:744]: Package we're running from ==> C:\Users\Administrator\AppData\Local\Da
MSI (c) (7C:40) [11:06:59:760]: APPCOMPAT: Compatibility mode property overrides found.
MSI (c) (7C:40) [11:06:59:760]: APPCOMPAT: looking for appcompat database entry with ProductCode '{AB6.
MSI (c) (7C:40) [11:06:59:760]: APPCOMPAT: no matching ProductCode found in database.
MSI (c) (7C:40) [11:06:59:760]: MSCOREE not loaded loading copy from system32
MSI (c) (7C:40) [11:06:59:760]: Machine policy value 'TransformsSecure' is 1
MSI (c) (7C:40) [11:06:59:760]: Machine policy value 'DisablePatch' is 0
MSI (c) (7C:40) [11:06:59:760]: Machine policy value 'AllowLockdownPatch' is 0
MSI (c) (7C:40) [11:06:59:760]: Machine policy value 'DisableLUAPatching' is 0
MSI (c) (7C:40) [11:06:59:760]: Machine policy value 'DisableFlyWeightPatching' is 0
MSI (c) (7C:40) [11:06:59:760]: APPCOMPAT: looking for appcompat database entry with ProductCode '{AB6.
MSI (c) (7C:40) [11:06:59:760]: APPCOMPAT: no matching ProductCode found in database.
MSI (c) (7C:40) [11:06:59:760]: Transforms are not secure.
MSI (c) (7C:40) [11:06:59:760]: PROPERTY CHANGE: Adding MsiLogFileLocation property. Its value is 'C:\
MSI (c) (7C:40) [11:06:59:760]: Command Line: SETUPEXEDIR=C:\Users\Administrator\Downloads SETUPEXENAM
MSI (c) (7C:40) [11:06:59:760]: PROPERTY CHANGE: Adding PackageCode property. Its value is '{AE3DACA9-
MSI (c) (7C:40) [11:06:59:760]: Product Code passed to Engine.Initialize: ''
MSI (c) (7C:40) [11:06:59:760]: Product Code from property table before transforms: '{AB6AE417-C4B0-40
MSI (c) (7C:40) [11:06:59:760]: Product Code from property table after transforms: '{AB6AE417-C4B0-40
MSI (c) (7C:40) [11:06:59:760]: Product not registered: beginning first-time install
MSI (c) (7C:40) [11:06:59:760]: PROPERTY CHANGE: Adding ProductState property. Its value is '-1'.
MSI (c) (7C:40) [11:06:59:760]: Entering CMsiConfigurationManager::SetLastUsedSource.
MSI (c) (7C:40) [11:06:59:760]: User policy value 'SearchOrder' is 'nmu'

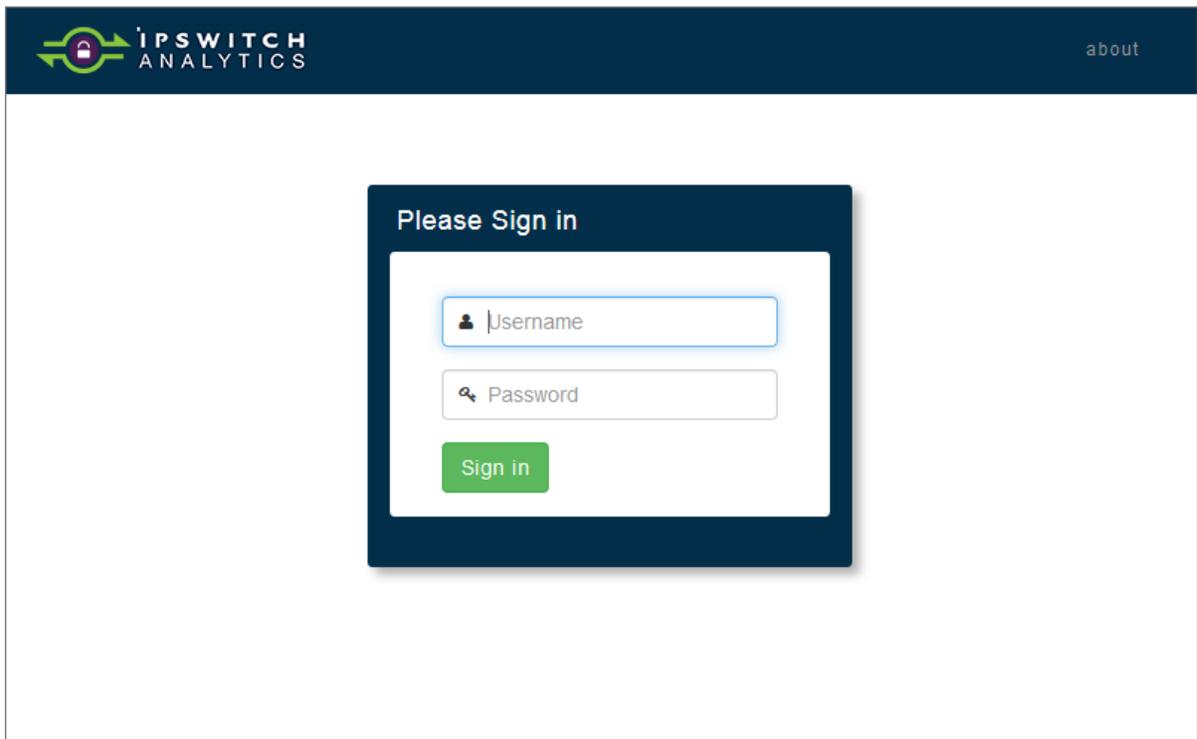
```

Next: *Step 3: Sign in and Upload the License File* (on page 34)

## Step 3: Sign in and Upload the License File

- 1 On the Analytics Server machine, open the Ipswitch Analytics Server shortcut:
  - **Windows Server 2008:** Click **Start > All Programs > Ipswitch Analytics Server > Ipswitch Analytics Server**.
  - **Windows Server 2012:** Open **c:\Program Files\Ipswitch\Analytics Server\AnalyticsServer.url**.

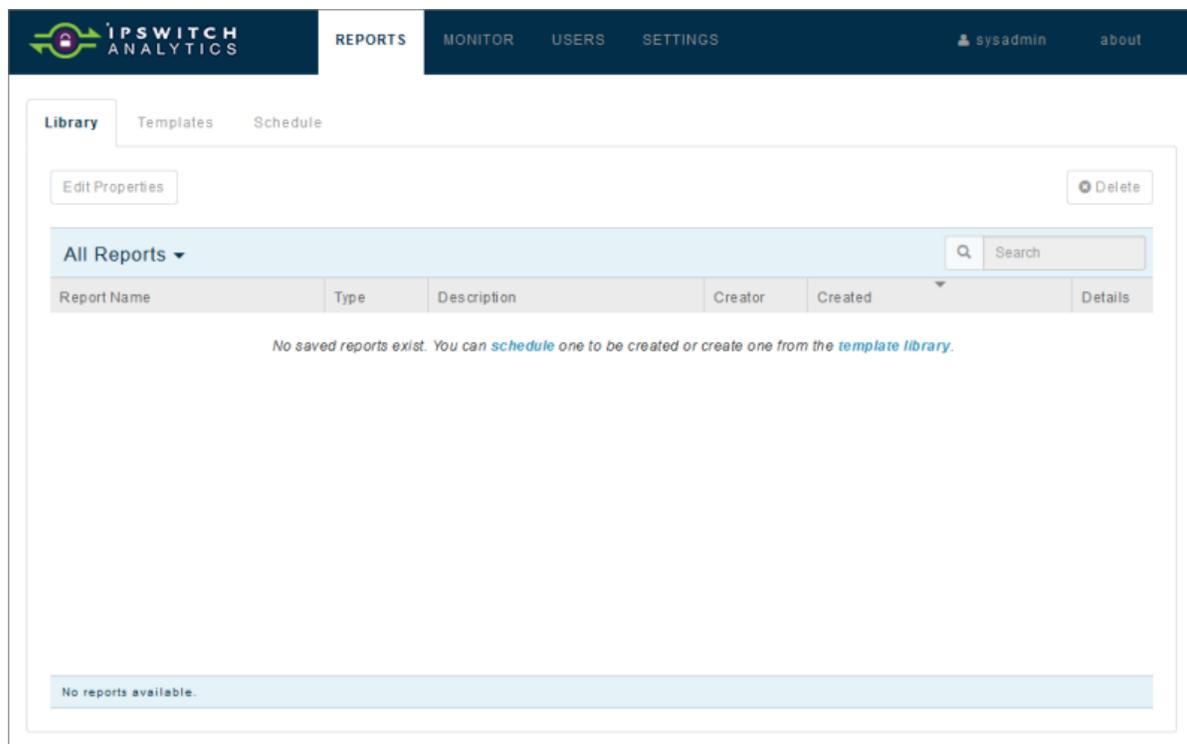
The Sign in page displays:



**Troubleshooting:** If the Ipswitch Analytics sign in page does not open, explore the possible causes below.

- The Ipswitch Analytics Server machine may be shut down or be in the process of restarting.
- On the Ipswitch Analytics Server machine, go to the **Control Panel > Administrative Tools > Services** to verify that the Ipswitch Analytics Server service is running. The service may have stopped running due to an unexpected application crash or a planned stoppage of the Tomcat service.
- Internet connectivity on the web browser machine or on the Ipswitch Analytics Server may be down in general.
- You may have entered a PKCS12 keystore certificate in an unsupported format during Ipswitch Analytics Server installation. The installer does not validate imported certificates. Try modifying the installation and select a keystore certificate with a .PFX or .P12 extension.

- 2 (Optional) If users will access the Analytics Server from outside the corporate firewall, go to an external computer not connected to your network, open a **web browser** (on page 2) and enter the Analytics Server URL in the address bar. If you are unable to connect to the Analytics Server from the external computer, you may need to configure your firewall to open the port.
- 3 Sign in using the **System Administrator** user name and password you created during the **Ipswitch Analytics Server installation** (on page 21). The main Ipswitch Analytics workspace appears:

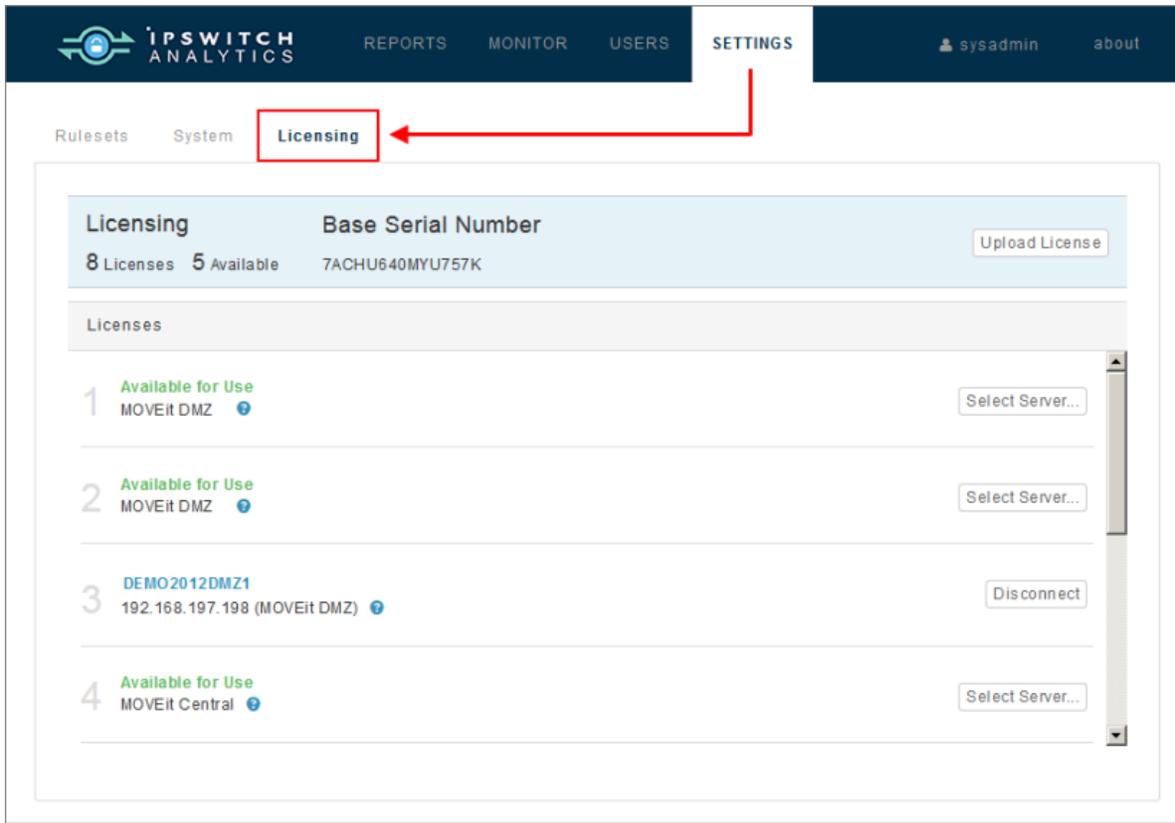


As System Administrator, you have access to the entire Ipswitch Analytics system.

**Troubleshooting:** if you are not able to sign in, explore the possible causes below.

- Verify that you entered the correct username and password on the sign in screen
- On the Ipswitch Analytics Server machine, go to the **Control Panel > Administrative Tools > Services** and verify that the **IpswitchPostgresql** service is running. The service may not be running due to an unexpected application crash or a planned stoppage of the service.

- 4 Go to the **Settings** module and select the **Licensing** tab.



- 5 Click **Upload License** and browse to select the license file you were given. The **Base Serial Number** populates with a long alpha-numeric number, and the following items update:
- **# Licenses:** The number of Agent licenses allowed by your license. The base Ipswitch Analytics license includes two Agent licenses that can be connected to either MOVEit server type; additional licenses are specific to the MOVEit server type.
  - **# Available:** The number of unused Agent licenses. Initially this number will match the number of licenses. When you install an Agent, the Agent will claim one of the available licenses.

The **Licenses** list below displays all Agent licenses available for use.

See [Licensing](https://docs.ipswitch.com/MOVEit/Analytics1.0/Help/Admin/index.htm#28525.htm) (https://docs.ipswitch.com/MOVEit/Analytics1.0/Help/Admin/index.htm#28525.htm) for more information on connecting and disconnecting Agents to a MOVEit database. Visit [How to Buy](http://www.ipswitchft.com/how-to-buy) (http://www.ipswitchft.com/how-to-buy) to purchase add-on Agent licenses.

Next: *Step 4: Install an Analytics Agent* (on page 37)

## Step 4: Install an Analytics Agent

**For MOVEit Central High Availability Environments (failover):** See *Install Analytics Agents in High Availability Environments* (on page 46).

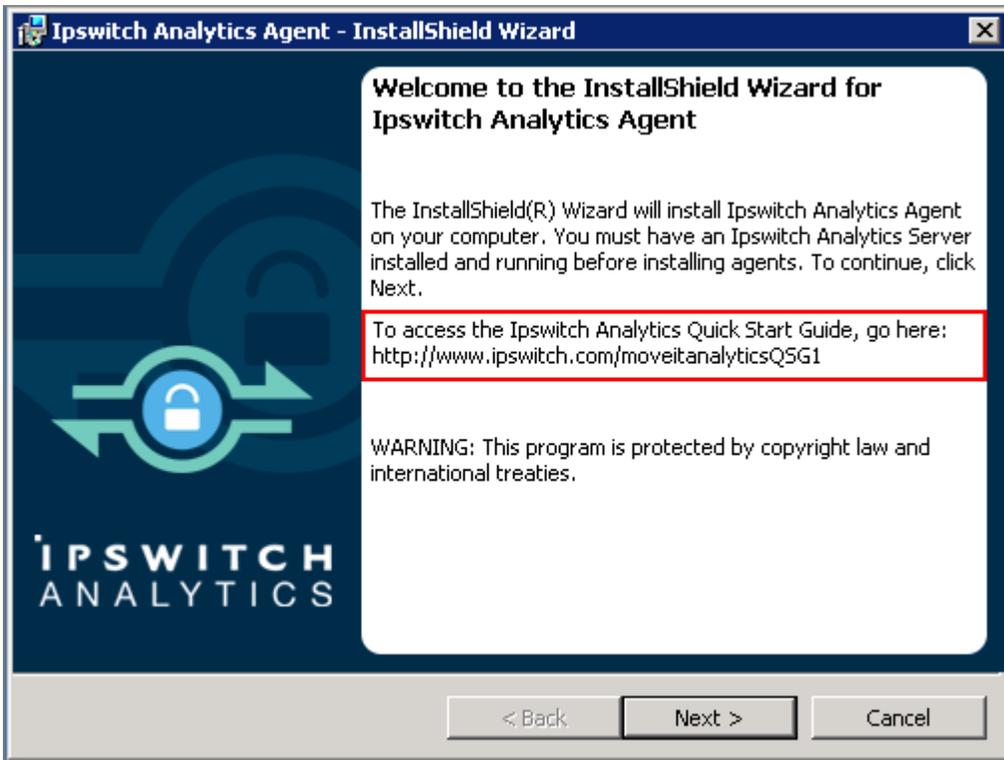
You must *install the Ipswitch Analytics Server* (on page 21) before installing an Agent. Install an Agent for each MOVEit database that you want to include in the Ipswitch Analytics environment. Install only one Agent per machine. It is recommended that you install an Agent on the machine that hosts the MOVEit database, but you may also install it on any machine that has network connectivity with the MOVEit database. See *Sample Installation Configurations* (on page 8) for help deciding where to install the Agent in your existing MOVEit system. Ipswitch Analytics does not support environments where MOVEit DMZ and MOVEit Central are installed on the same machine.

Each Ipswitch Analytics Agent uses one license. The standard Ipswitch Analytics package comes with two Agent licenses. To add another MOVEit server to the Ipswitch Analytics system later, simply install another Agent and purchase an add-on Agent license. Please visit [How to Buy](http://www.ipswitchft.com/how-to-buy) (<http://www.ipswitchft.com/how-to-buy>) to purchase add-on Agent licenses.

The machine that hosts the MOVEit database must be online and network accessible before you begin an Agent installation. You do not have to stop the MOVEit server to install an Agent. Agent installation will not significantly affect MOVEit DMZ and Central system performance.

- 1 Retrieve the **public certificate file** for the Ipswitch Analytics Server. There are two ways to do this:
  - **On the Agent machine:** Point a browser to the Ipswitch Analytics Server IP address or hostname and accept the certificate. Go into your browser's settings to manage certificates and export the public certificate associated with the Ipswitch Analytics Server. The exported certificate must be in one of the following file formats: .pem, .cer, .crt or .der. Place the exported certificate on the Agent machine's desktop or easily accessible file location.
  - **On the Ipswitch Analytics Server machine:** Copy `c:\Program Files\Ipswitch\Analytics Server\apache-tomcat-7\certs\servercert.pem` and place it on the Agent machine's desktop or other easily accessible location.
- 2 Sign in to a machine where you want to install the Agent using an account with administrator privileges. It is recommended that you install the Agent on the machine that hosts the MOVEit database. In some cases, this is also the machine that hosts the MOVEit DMZ or Central server.
- 3 Download the appropriate Ipswitch Analytics Agent install file:
  - 64-bit: **ipswitch\_Analytics\_Agent64\_v1.exe**
  - 32-bit: **ipswitch\_Analytics\_Agent32\_v1.exe**

- 4 Open the Ipswitch Analytics Agent installation file. Click **Next**.



- 5 Read the **License Agreement** and accept the terms. Click **Next**.
- 6 Select a **Destination Folder**. By default, the Agent installs into **c:\Program Files\ipswitch\Analytics Agent**. Click **Change...** to select a different directory. Click **Next**.
- 7 Enter the **Analytics Server Settings**. The Agent will forward data from the MOVEit server to the Ipswitch Analytics Server that you specify here.
  - **Ipswitch Analytics Server IP address or hostname:** (From the **Tomcat Settings**) For example, if you entered **https://analytics:8443/ura** for Ipswitch Analytics Server URL during installation of the Ipswitch Analytics Server, enter **analytics**.
  - **Port:** By default the Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443. Adhere to your IT security or other IT network policies when configuring ports.
  - **Agent Access Username:** Enter the username for the Agent to access the Ipswitch Analytics Server (see Installation Worksheet). This user will have the role "**Ipswitch Analytics Agent**" and no name or email is associated with it.
  - **Agent Access Password (and confirmation):** See Installation Worksheet.

**Ipswitch Analytics Agent - InstallShield Wizard**

**Analytics Server Settings**

Please supply the Analytics Server access information.

Ipswitch Analytics Server IP address or hostname:  Port:

Enter only the hostname or IP address. For example, if you entered https://analytics:8443/ura for the Ipswitch Analytics Server URL during the installation of the Server, you would enter 'analytics' here.

Agent Access Username:  Agent Access Password:  Confirm Agent Access Pwd:

Enter the same Agent Access username and password you entered during the Ipswitch Analytics Server installation.

InstallShield

Help < Back Next > Cancel

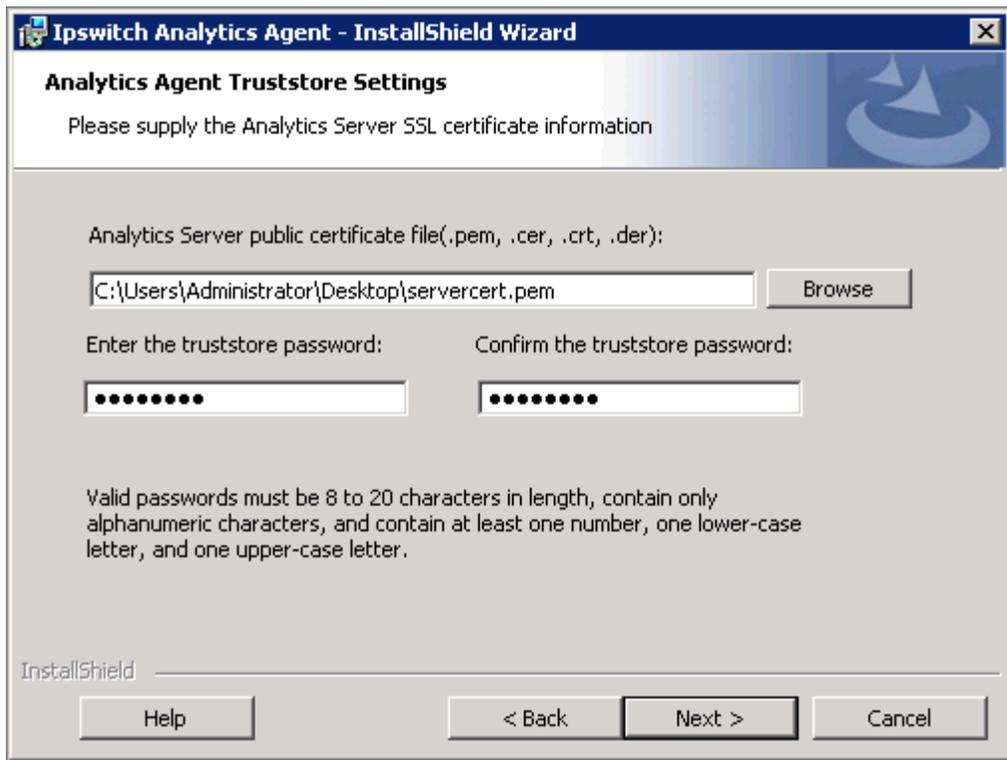
Click **Next**.

**8** Enter the **Analytics Agent Truststore Settings**:

- **Analytics Server public certificate file:** Browse to select the public certificate file that you located in the first step of the Agent installation. It will have the extension .pem, .cer, .crt, or .der.
- **Truststore password:** Enter the truststore password for the certificate. Write down this password and keep it safe. You will need it if you ever plan to *modify the Agent installation* (on page 92).

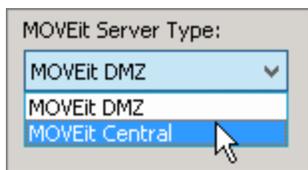
The installer will create the 'ipswitchcerts' truststore in /jre/lib/security.

**Important:** Do not use the .p12 or .pfx certificate file that you used during installation of the Ipswitch Analytics Server. If you select a certificate file that does not have the proper file format, the installation will roll back at the point when Ipswitch Analytics files install to the disk and the certificate attempts to import to the truststore.



Click **Next**.

- 9 If the machine on which you are installing the Agent does not contain an installation of MOVEit Central or DMZ, select the MOVEit server type for which you are installing this Agent.



Click **Next**.

## 10 Enter the **MOVEit Database Settings**.

- **Database Type:** Select either **MySQL** or **Microsoft SQL Server**, depending on the type of database used by the MOVEit server you selected in the prior step.
- **Authentication Type** (SQL Server only): Select the authentication type used for logon to the SQL Server. The currently used authentication type will be selected automatically.
  - **Windows:** SQL Server logon will use Windows authentication. If selecting this option, username must be entered in the **DOMAIN\User** format.
  - **SQL:** SQL Server logon uses a separate user/password created specifically for logon to the SQL Server database.
- **Database Name:** The name of the MOVEit database. This will be pre-populated if installing the Agent on the same machine as the MOVEit server.
- **Hostname or IP Address:** The location of the MOVEit database. If the MOVEit database is on the same machine as the MOVEit server, this will be **localhost**. If the MOVEit database and MOVEit server are on separate machines, this will be the Hostname or IP address of the machine where the database is located. If installing on a machine with no MOVEit DMZ or Central, the default database name will appear here (such as moveitdmz).

**Note:** If installing the Agent on a machine that contains an SQL Server database with multiple instances on the same server, Hostname or IP Address will prepopulate with the default value used by MOVEit Central or DMZ (for example, localhost\instance1). You can also enter a different instance. If the machine does not contain MOVEit DMZ or Central, the instance name will not prepopulate but must be entered manually.

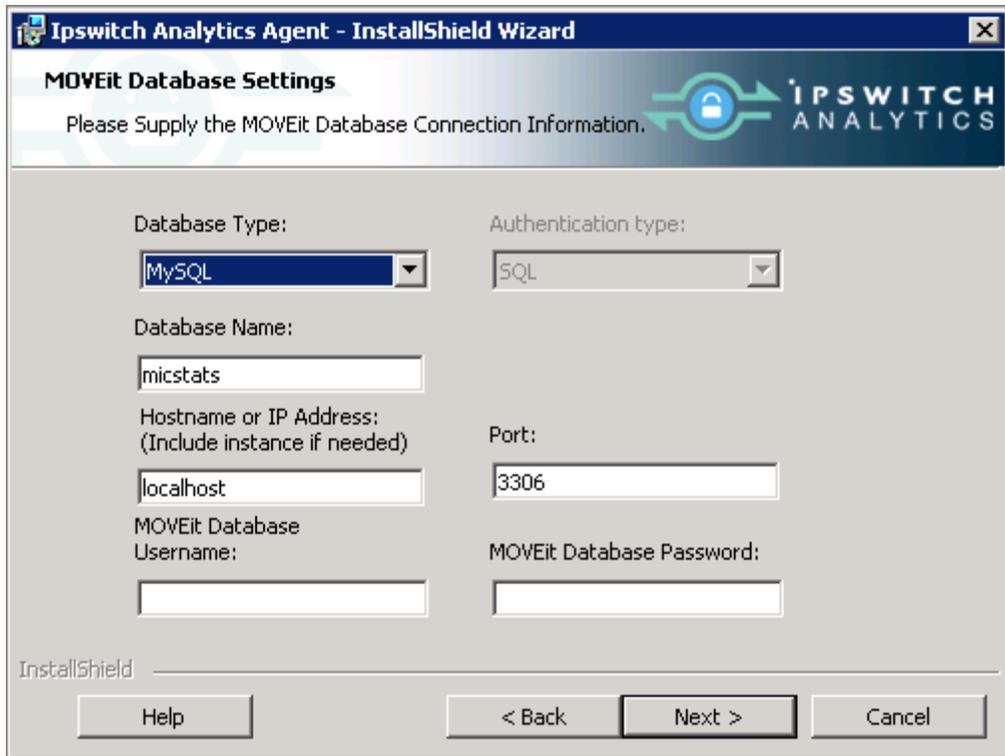
- **Port:** The port used to connect with the MOVEit database. The installer suggests a port number, but you may change the port number if necessary to match the port used by the MOVEit database. This will be pre-populated if installing the Agent on the same machine as the MOVEit server. If installing on a machine with no MOVEit DMZ or Central, the default port will appear here.

**Note:** If the MOVEit database is using a non-standard port number, you will need to remove the default port number shown and replace it with the non-standard port number.

- **Username and Password:** The username and password that allows access to the MOVEit database. For an SQL Server database: The Authentication Type selected above will determine what user credentials you enter here. Windows authentication requires that the username be in the **DOMAIN\User** format.

**Tip:** If you can't locate the username and password to the MOVEit database, look in `c:\MOVEitDMZ_Install.INI` file (DMZ) or `c:\MOVEitCentral_Install.INI` file (Central).

**Note:** The MOVEit database password is protected using standards-based, bi-directional AES256 encryption. The MOVEit database password is entered in plaintext during the install process and is encrypted before being stored in the configuration. When establishing a connection to the MOVEit database, the password is decrypted and passed to the JDBC driver. Internally, the JDBC driver encrypts the password using a value supplied by the database server before it is transmitted to the server for authentication. The plaintext password is never transmitted or stored.



The screenshot shows the 'Ipswitch Analytics Agent - InstallShield Wizard' window. The title bar includes the application name and a close button. The main window has a dark blue header with the text 'MOVEit Database Settings' and the Ipswitch Analytics logo. Below the header, it says 'Please Supply the MOVEit Database Connection Information.' The form contains the following fields:

- Database Type: A dropdown menu with 'MySQL' selected.
- Authentication type: A dropdown menu with 'SQL' selected.
- Database Name: A text input field containing 'micstats'.
- Hostname or IP Address: (Include instance if needed) A text input field containing 'localhost'.
- Port: A text input field containing '3306'.
- MOVEit Database Username: An empty text input field.
- MOVEit Database Password: An empty text input field.

At the bottom of the dialog, there is an 'InstallShield' logo and four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

Click **Next**.

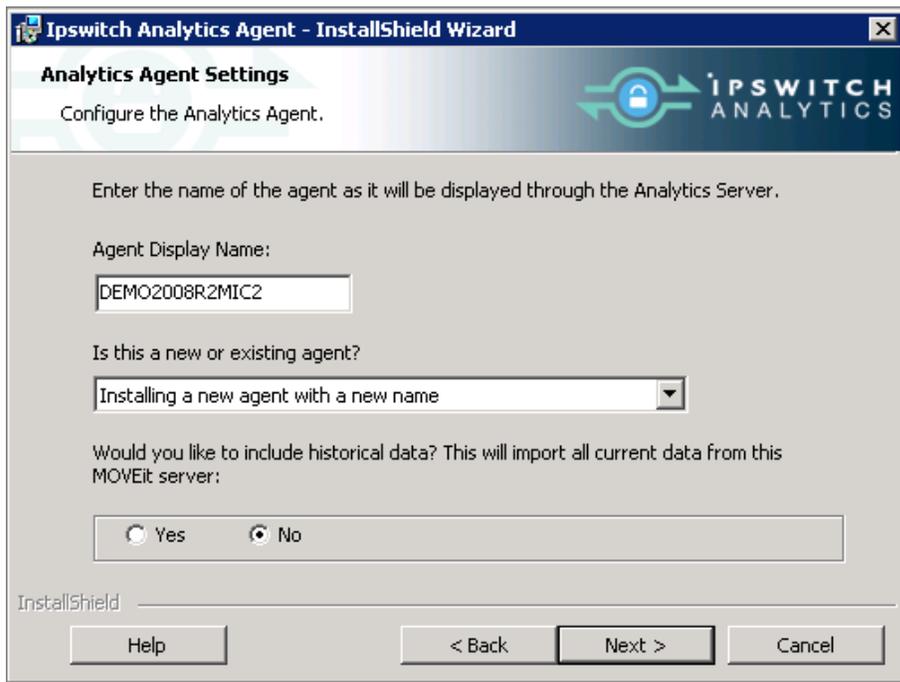
**Tip:** If the connection to the database fails, check that your firewall is open.

## 11 Enter the **Analytics Agent Settings**.

- **Agent Display Name:** Enter a name that will identify this MOVEit server within Ipswitch Analytics. This name will appear in the Monitor dashboard and in reports. You may want to use the name of the MOVEit server so it will be easy for users to recognize data coming from this MOVEit server within the Ipswitch Analytics interface.
- **Is this a new or existing agent?** Select an option:
  - **Installing a new agent with a new name:** The Agent Display Name has never been registered with the Ipswitch Analytics Server before. Agent display name must not be a repeat of an existing Agent Display Name on the Ipswitch Analytics Server.
  - **Installing an agent already known to Analytics Server:** An Agent was previously installed and registered with the same name and you want to use that Agent's name. Agent Display Name will be the same as the original Agent Display Name.

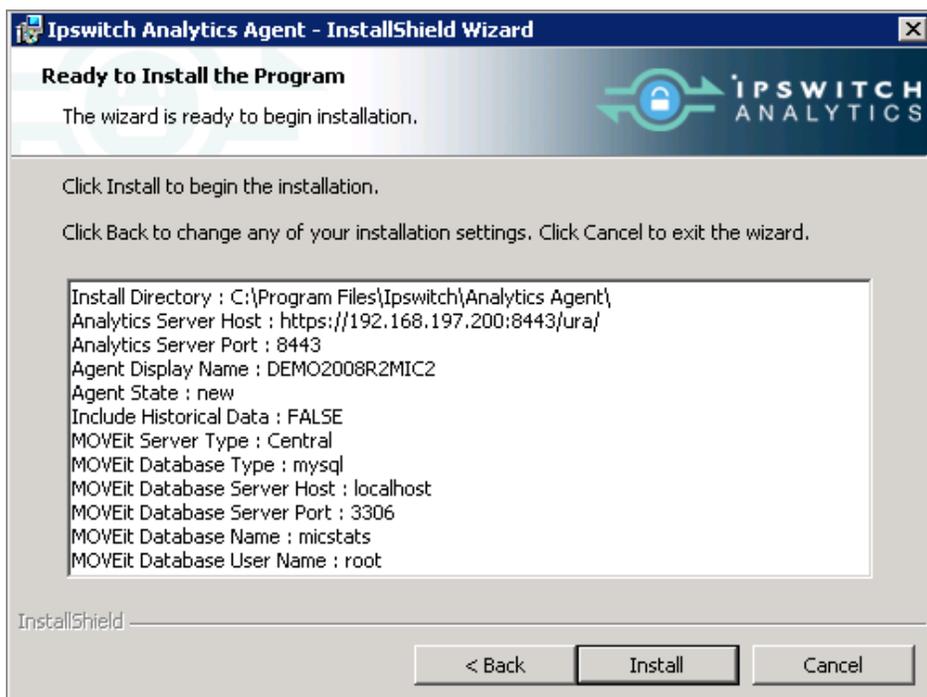
**Note:** If this Agent is already known to the Analytics Server, you must install it on the same type of MOVEit server. For example, if the Agent was installed on a MOVEit Central server in the past and you wish to reuse the Agent Display Name, you must install it on a MOVEit Central server again.
- Do you want to include historical data that already exists on the MOVEit server?
  - **Include Historical Data:** Ipswitch Analytics will include historical data from this MOVEit server.
  - **Start with current data:** Ipswitch Analytics reports will include data from this point forward only, and will not include any past data from this MOVEit server.

**Note:** You may want some MOVEit servers to include historical data but not others. Each Agent is a separate installation so you can select a different option here for each MOVEit agent.



Click **Next**.

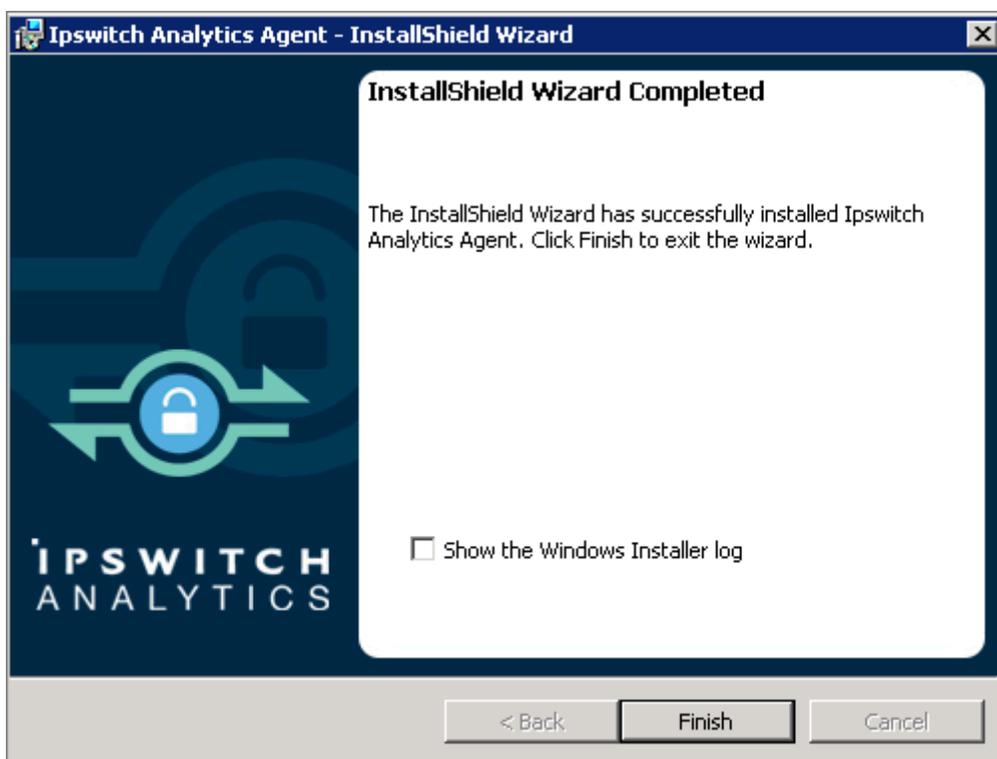
- 12 Review the installation setup. Click **Install** if you are happy with the installation setup, or click **Back** to make changes to the setup.



**Note:** If you click Cancel now, the install stops but the Agent installation folder will remain in the install directory you selected. You can safely delete the Analytics Agent directory to remove any files that linger after an interruption of the install process.

To view the installer log that includes detailed information about every step of the installation process, click **Show the Windows Installer log**. You can also view the install log at a later point at **c:\log.log**.

- 13 Click **Finish** to complete the install.



Installation of the Agent is complete. The **Ipswitch Analytics Agent** service is now running on this machine and will immediately begin reporting data to the Ipswitch Analytics Server. To disconnect this Agent, see [Licensing](#) in the *Ipswitch Analytics Administrator's Guide*.

Repeat these steps if necessary to install another licensed Agent for a different MOVEit database.

**Note:** If you opted to include historical data during Agent installation, it may take the Agent a few minutes to a few hours to retrieve that historical data and send it to the Ipswitch Analytics Server, depending on the amount of data in the MOVEit database. During this time, the MOVEit server will continue to be operational and you can begin using Ipswitch Analytics, but since the data capture is a trickle process, you will not see all historical data until the historical data capture process is complete. You will not be notified when the Agent finishes pulling all historical data, but you can verify that the historical data capture process is complete by running a report for a time range in the past.

Next: **Step 5: Verify Agent Functionality** (on page 64)

## Install Analytics Agents in High Availability Environments

This topic shows you how to install Ipswitch Analytics Agents in a MOVEit High Availability (HA) environment that includes a primary database and a secondary (failover) database. You must *install the Ipswitch Analytics Server* (on page 21) before proceeding.

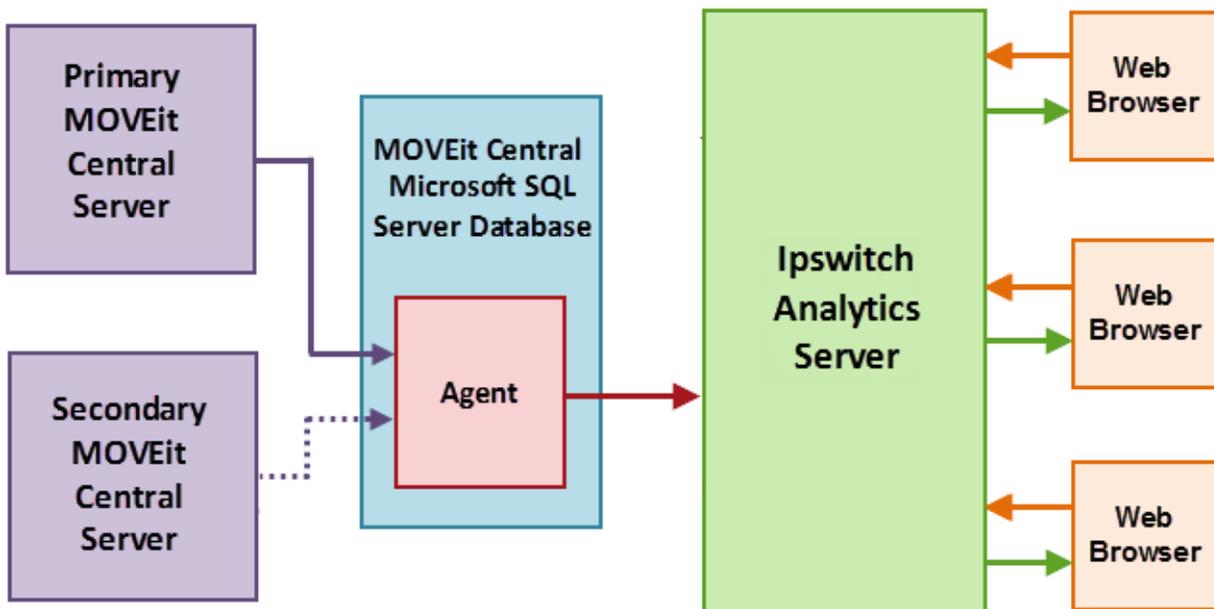
In a MOVEit Central High Availability environment, you install two Agents that use the same license, but only one Agent is active at a time.

You can install the Agents on the machine that hosts the MOVEit database, or on any machine that has network connectivity with the MOVEit database.

If your MOVEit Central system is set up for **High Availability (HA)**, you will have a **primary** server and a **secondary (failover)** server that activates only if the primary server fails. Below are the two possible configuration options for installing Ipswitch Analytics into a MOVEit Central HA environment. Dotted lines indicate dormant connections.

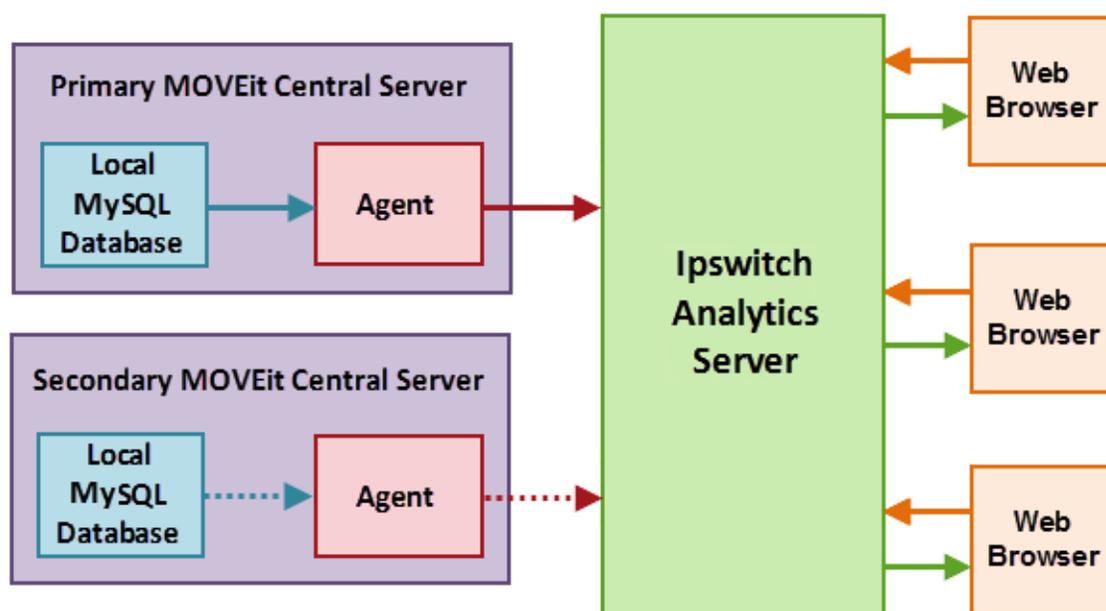
### *Single Microsoft SQL Server Database*

MOVEit Central primary and secondary servers point to the same Microsoft SQL Server database on a standalone machine. Install one Agent on the MOVEit Central Microsoft SQL Server database machine.



### *Two Local MySQL Databases*

In this scenario, the primary and secondary servers point to their own local MySQL databases. Install Agents on each MOVEit Central server. You can use a single Agent license for both the primary and secondary Agents since only one database will send data to the Agent at a time.



The machine that hosts the MOVEit database must be online and network accessible before you begin an Agent installation. You do not have to stop the MOVEit server to install an Agent. Agent installation will not significantly affect MOVEit DMZ and Central system performance.

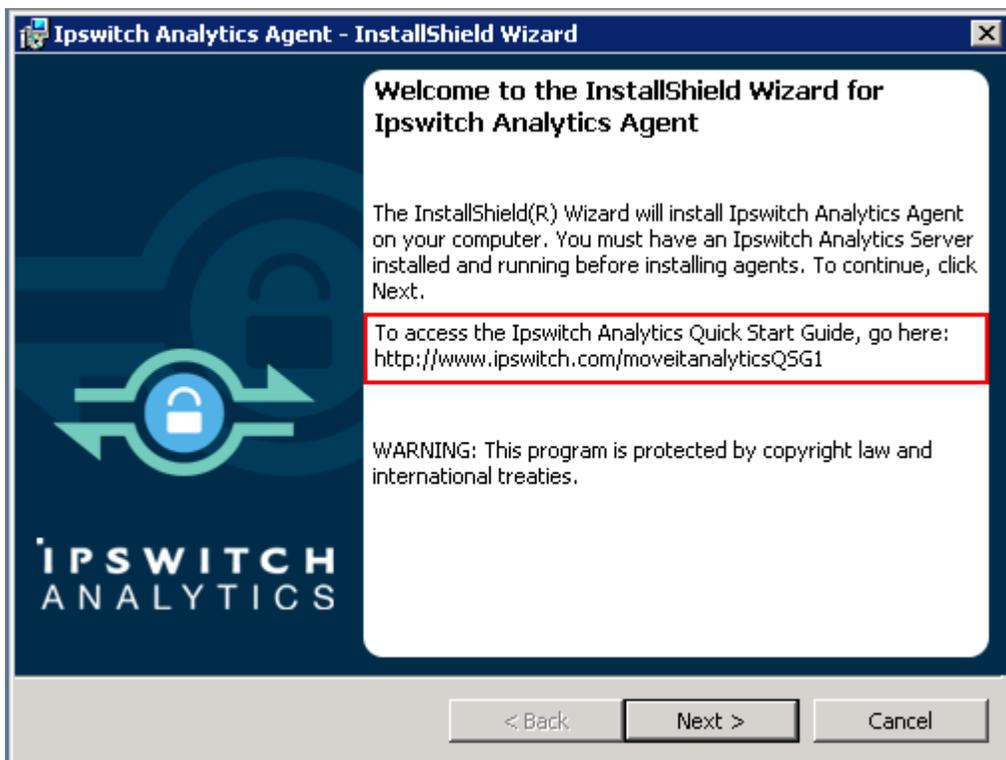
First you must install an Agent for the PRIMARY database machine and then install an Agent for the SECONDARY database machine:

***Install a Primary Agent*** (on page 47)

***Install a Secondary Agent*** (on page 55)

## Install a Primary Agent

- 1 Retrieve the **public certificate file** for the Ipswitch Analytics Server. There are two ways to do this:
  - **On the Agent machine:** Point a browser to the Ipswitch Analytics Server IP address or hostname and accept the certificate. Go into your browser's settings to manage certificates and export the public certificate associated with the Ipswitch Analytics Server. The exported certificate must be in one of the following file formats: .pem, .cer, .crt or .der. Place the exported certificate on the Agent machine's desktop or easily accessible file location.
  - **On the Ipswitch Analytics Server machine:** Copy `c:\Program Files\Ipswitch\Analytics Server\apache-tomcat-7\certs\servercert.pem` and place it on the Agent machine's desktop or other easily accessible location.
- 2 Sign in to a machine where you want to install the Agent using an account with administrator privileges. It is recommended that you install the Agent on the machine that hosts the MOVEit database. In some cases, this is also the machine that hosts the MOVEit DMZ or Central server.
- 3 Download the appropriate Ipswitch Analytics Agent install file:
  - 64-bit: `Ipswitch_Analytics_Agent64_v1.exe`
  - 32-bit: `Ipswitch_Analytics_Agent32_v1.exe`
- 4 Open the Ipswitch Analytics Agent installation file. Click **Next**.



- 5 Read the **License Agreement** and accept the terms. Click **Next**.
- 6 Select a **Destination Folder**. By default, the Agent installs into **c:\Program Files\Ipswitch\Analytics Agent**. Click **Change...** to select a different directory. Click **Next**.
- 7 Enter the **Analytics Server Settings**. The Agent will forward data from the MOVEit server to the Ipswitch Analytics Server that you specify here.
  - **Ipswitch Analytics Server IP address or hostname:** (From the **Tomcat Settings**) For example, if you entered `https://analytics:8443/ura` for Ipswitch Analytics Server URL during installation of the Ipswitch Analytics Server, enter **analytics**.
  - **Port:** By default the Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443. Adhere to your IT security or other IT network policies when configuring ports.
  - **Agent Access Username:** Enter the username for the Agent to access the Ipswitch Analytics Server (see Installation Worksheet). This user will have the role "**Ipswitch Analytics Agent**" and no name or email is associated with it.
  - **Agent Access Password (and confirmation):** See Installation Worksheet.

**Ipswitch Analytics Agent - InstallShield Wizard**

**Analytics Server Settings**

Please supply the Analytics Server access information.

Ipswitch Analytics Server IP address or hostname:  Port:

Enter only the hostname or IP address. For example, if you entered `https://analytics:8443/ura` for the Ipswitch Analytics Server URL during the installation of the Server, you would enter 'analytics' here.

Agent Access Username:  Agent Access Password:  Confirm Agent Access Pwd:

Enter the same Agent Access username and password you entered during the Ipswitch Analytics Server installation.

InstallShield

Help < Back Next > Cancel

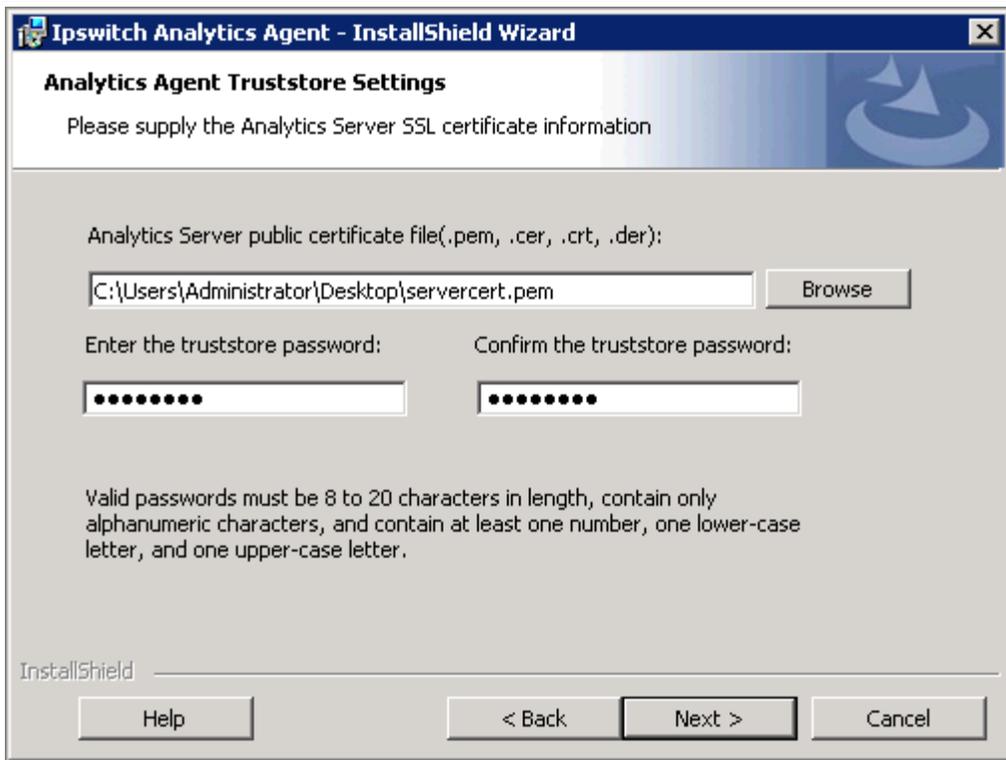
Click **Next**.

**8** Enter the **Analytics Agent Truststore Settings**:

- **Analytics Server public certificate file:** Browse to select the public certificate file that you located in the first step of the Agent installation. It will have the extension .pem, .cer, .crt, or .der.
- **Truststore password:** Enter the truststore password for the certificate. Write down this password and keep it safe. You will need when you *install an Agent for the secondary failover HA database* (on page 55), and if you ever have to *modify the Agent installation* (on page 92).

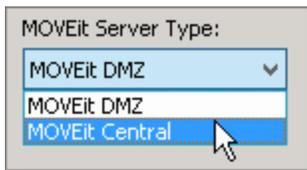
The installer will create the 'ipswitchcerts' truststore in /jre/lib/security.

**Important:** Do not use the .p12 or .pfx certificate file that you used during installation of the Ipswitch Analytics Server. If you select a certificate file that does not have the proper file format, the installation will roll back at the point when Ipswitch Analytics files install to the disk and the certificate attempts to import to the truststore.



Click **Next**.

- 9** If the machine on which you are installing the Agent does not contain an installation of MOVEit Central or DMZ, select **MOVEit Central** from the drop-down menu:



Click **Next**.

**10** Enter the **MOVEit Database Settings**.

- **Database Type:** Select either **MySQL** or **Microsoft SQL Server**, depending on the type of database used by the MOVEit server you selected in the prior step.
- **Authentication Type** (SQL Server only): Select the authentication type used for logon to the SQL Server.
  - **Windows:** SQL Server logon will use Windows authentication. If selecting this option, username must be entered in the **DOMAIN\User** format.
  - **SQL:** SQL Server logon uses a separate user/password created specifically for logon to the SQL Server database.
- **Hostname or IP Address:** The location of the MOVEit primary database. If it is on the same machine as the MOVEit server, this will be **localhost**. If the MOVEit primary database and MOVEit server are on separate machines, this will be the hostname or IP address of the machine where the primary database is located. If installing on a machine that does not contain MOVEit Central, the default database name will appear here (such as micstats).

---

**Note:** If installing the Agent on a machine that contains an SQL Server database with multiple instances on the same server, Hostname or IP Address will prepopulate with the default value used by MOVEit Central (for example, localhost\instance1). You can also enter a different instance. If the machine does not contain MOVEit Central, the instance name will not prepopulate but must be entered manually.

---

- **Port:** The port used to connect with the MOVEit primary database. The installer suggests a port number, but you may change the port number if necessary to match the port used by the MOVEit primary database. This will be pre-populated if installing the Agent on the same machine as the MOVEit Central server. If installing on a machine that does not contain MOVEit Central, the default port will appear here.

---

**Note:** If the MOVEit primary database is using a non-standard port number, you will need to remove the default port number shown and replace it with the non-standard port number.

---

- **Username** and **Password**: The username and password that allows access to the MOVEit primary database. If the primary database is an SQL Server database, the Authentication Type selected above will determine what user credentials you enter here. Windows authentication requires that the username be in the **DOMAIN\User** format.
- **Password**: The password required to sign in with the username above.

**Tip:** If you can't locate the username and password to the MOVEit database, look in `c:\MOVEitCentral_Install.INI` file.

**Note:** The MOVEit database password is protected using standards-based, bi-directional AES256 encryption. The MOVEit database password is entered in plaintext during the install process and is encrypted before being stored in the configuration. When establishing a connection to the MOVEit database, the password is decrypted and passed to the JDBC driver. Internally, the JDBC driver encrypts the password using a value supplied by the database server before it is transmitted to the server for authentication. The plaintext password is never transmitted or stored.

**Ipswitch Analytics Agent - InstallShield Wizard**

**MOVEit Database Settings**

Please Supply the MOVEit Database Connection Information.

Database Type:

Authentication type:

Database Name:

Hostname or IP Address: (Include instance if needed)

Port:

MOVEit Database Username:

MOVEit Database Password:

InstallShield

Help < Back Next > Cancel

Click **Next**.

**Tip:** If the connection to the database fails, check that your firewall is open.

## 11 Enter the Analytics Agent Settings.

- **Agent Display Name:** Enter a name that will identify this MOVEit Central server within Ipswitch Analytics. This name will appear in the Monitor dashboard and in reports. You may want to enter the MOVEit Central name in this name so it will be easy for users to identify data coming from this MOVEit server within the Ipswitch Analytics interface later.

- **Is this a new or existing agent?** Select an option:

- **Installing a new agent with a new name:** The Agent Display Name has never been registered with the Ipswitch Analytics Server before. Agent display name must not be a repeat of an existing Agent Display Name on the Ipswitch Analytics Server.
- **Installing an agent already known to Analytics Server:** An Agent was previously installed and registered with the same name and you want to use that Agent's name. Agent Display Name will be the same as the original Agent Display Name.

**Note:** If this Agent is already known to the Analytics Server, you must install it on the same type of MOVEit server. For example, if the Agent was installed on a MOVEit Central server in the past and you wish to reuse the Agent Display Name, you must install it on a MOVEit Central server again.

- Do you want to include historical data that already exists on the MOVEit server?

- **Include Historical Data:** Ipswitch Analytics will include historical data from this MOVEit server.

**Start with current data:** Ipswitch Analytics reports will include data from this point forward only, and will not include any past data from this MOVEit server.

Ipswitch Analytics Agent - InstallShield Wizard

**Analytics Agent Settings**  
Configure the Analytics Agent.

Enter the name of the agent as it will be displayed through the Analytics Server.

Agent Display Name:

Is this a new or existing agent?

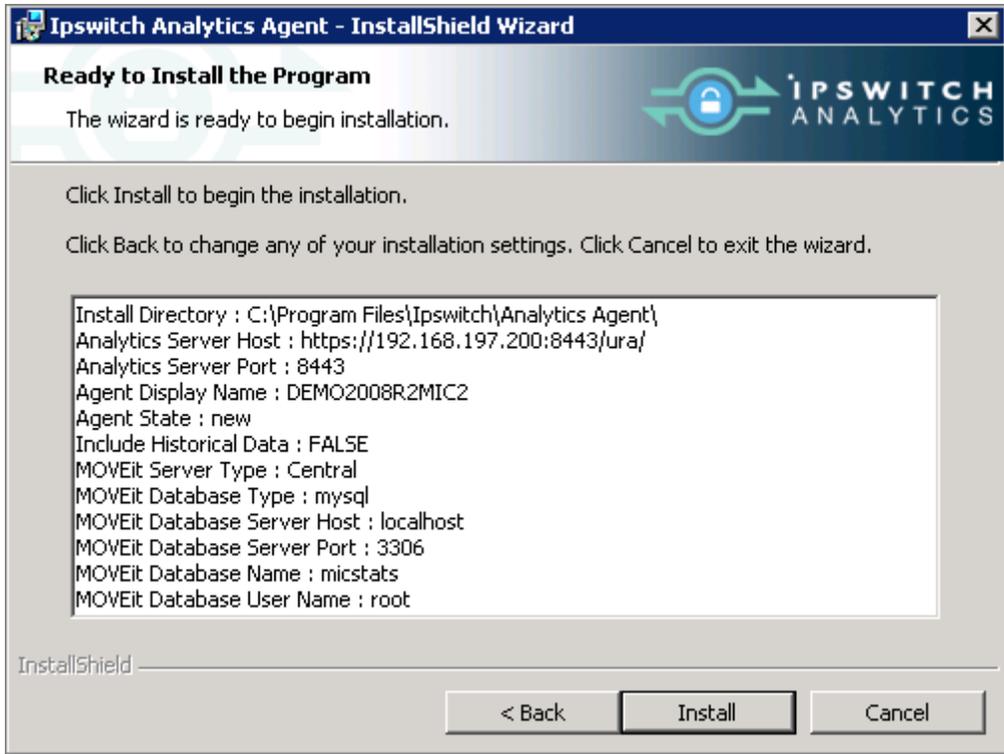
Would you like to include historical data? This will import all current data from this MOVEit server:  
 Yes  No

InstallShield

Help < Back Next > Cancel

Click **Next**.

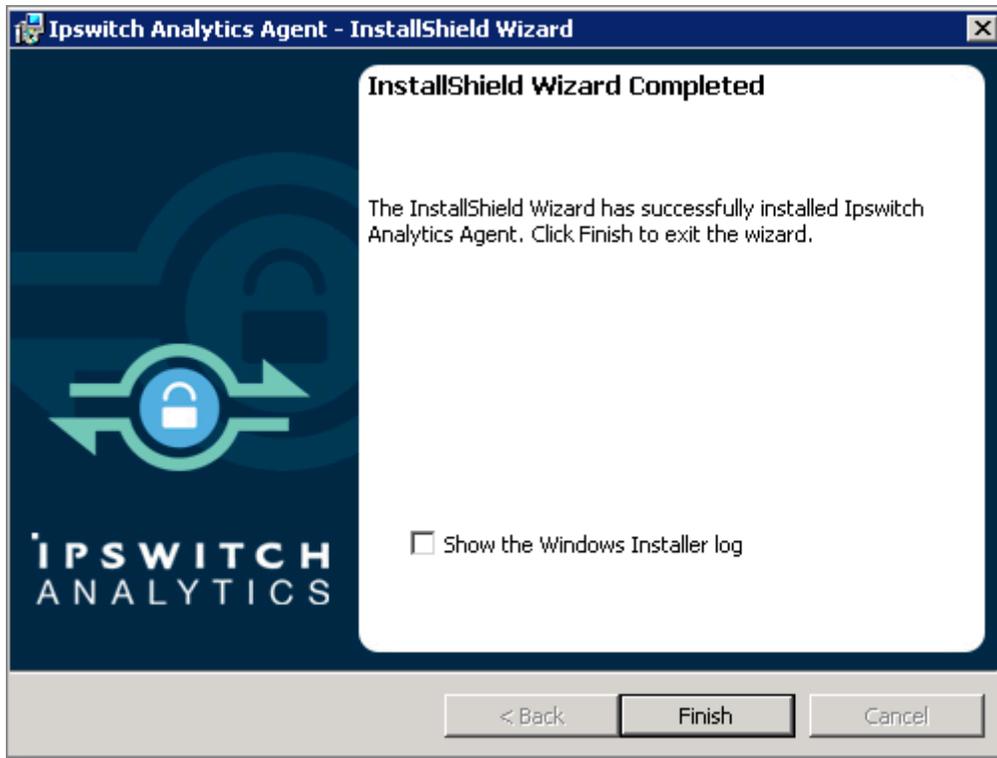
- 12 Review the installation setup. Click **Install** if you are happy with the installation setup, or click **Back** to make changes to the setup.



**Note:** If you click Cancel now, the install stops but the Agent installation folder will remain in the install directory you selected. You can safely delete the Analytics Agent directory to remove any files that linger after an interruption of the install process.

To view the installer log that includes detailed information about every step of the installation process, click **Show the Windows Installer log**. You can also view the install log at a later point at **c:\log.log**.

13 Click **Finish** to complete the install.



Installation of the primary Agent is complete. The **ipswitch Analytics Agent** service is now running on this machine and will immediately begin reporting data to the Ipswitch Analytics Server. To disconnect this Agent, see [Licensing](#) in the *Ipswitch Analytics Administrator's Guide*.

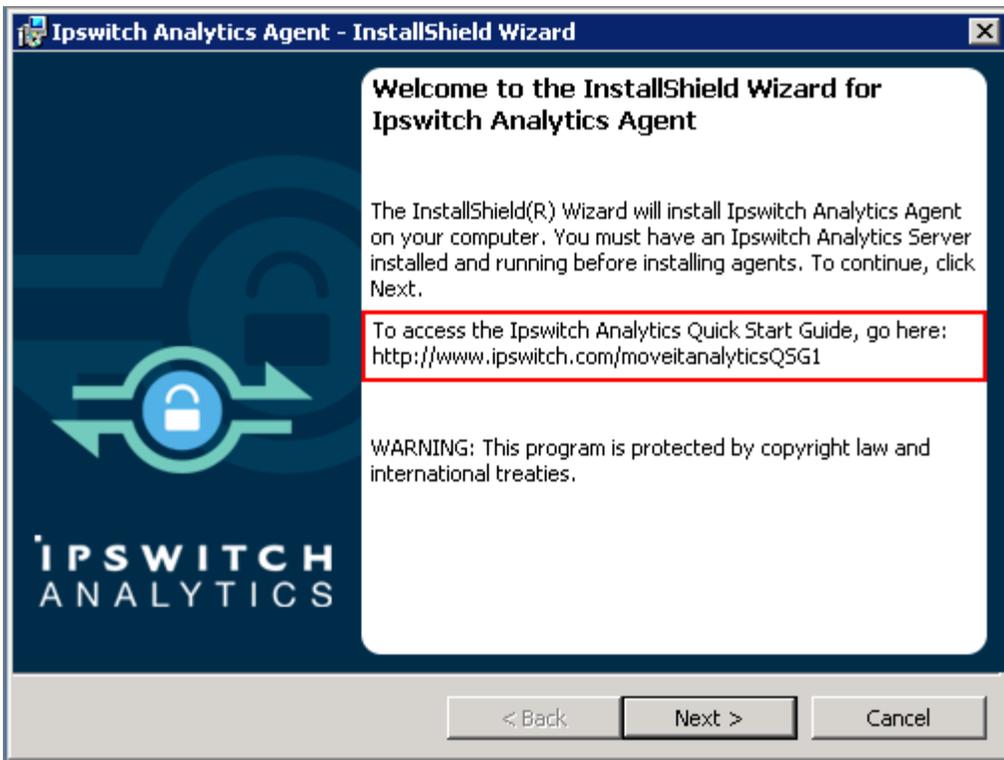
Next, *Install an Secondary Agent* (on page 55)

## Install a Secondary Agent

**Important:** You must *Install an Agent for the Primary HA Database* (on page 47) before proceeding.

- 1 Sign in to a machine where you want to install the SECONDARY Agent using an account with administrator privileges. Recommendation: Install the Agent on the machine that hosts the MOVEit database.
- 2 Copy the **public certificate file for the Analytics Server** from the primary Agent machine to the secondary Agent machine. Place it on the secondary Agent machine's desktop or other easily accessible location. You located this file in Step 1 of *Install a Primary Agent* (on page 47).
- 3 Open the appropriate Ipswitch Analytics Agent install file:
  - 64-bit: **ipswitch\_Analytics\_Agent64\_v1.exe**
  - 32-bit: **ipswitch\_Analytics\_Agent32\_v1.exe**

Click **Next**.



4 Read the **License Agreement**, select **I accept the terms in the license agreement**, and then click **Next**.

5 Select a **Destination Folder**.

By default, the Agent installs into **c:\Program Files\Ipswitch\Analytics Agent**. To install the Agent in a different directory, click **Change...** and select the desired directory.

When you are happy with the Destination Folder selection, click **Next**.

6 Enter the **Analytics Server Settings**. The Agent will forward data from the MOVEit secondary database to the Ipswitch Analytics Server that you specify here.

- **Ipswitch Analytics Server IP address or hostname:** (From the **Tomcat Settings**) For example, if you entered `https://analytics:8443/ura` for Ipswitch Analytics Server URL during installation of the Ipswitch Analytics Server, enter **analytics**.
- **Port:** By default the Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443. Adhere to your IT security or other IT network policies when configuring ports.
- **Agent Access Username:** Enter the username for the Agent to access the Ipswitch Analytics Server (see Installation Worksheet). This user will have the role "**Ipswitch Analytics Agent**" and no name or email is associated with it.
- **Agent Access Password (and confirmation):** See Installation Worksheet.

**Ipswitch Analytics Agent - InstallShield Wizard**

**Analytics Server Settings**

Please supply the Analytics Server access information.

Ipswitch Analytics Server IP address or hostname:  Port:

Enter only the hostname or IP address. For example, if you entered `https://analytics:8443/ura` for the Ipswitch Analytics Server URL during the installation of the Server, you would enter 'analytics' here.

Agent Access Username:  Agent Access Password:  Confirm Agent Access Pwd:

Enter the same Agent Access username and password you entered during the Ipswitch Analytics Server installation.

InstallShield

Help < Back Next > Cancel

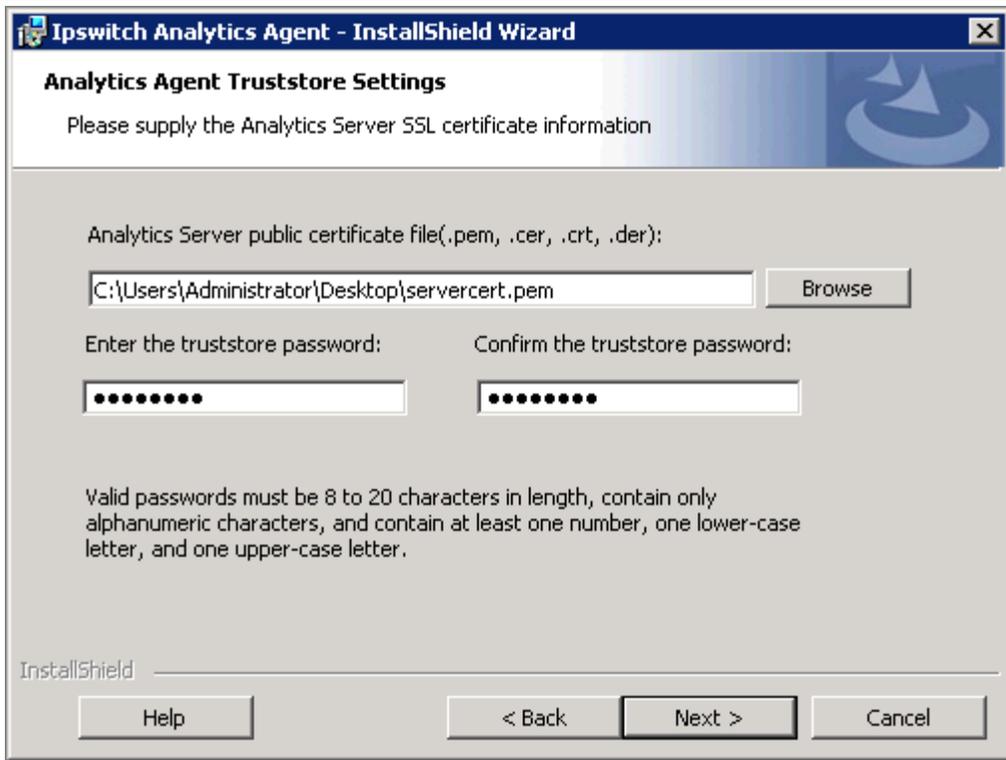
Click **Next**.

**7** Enter the **Analytics Agent Truststore Settings**:

- **Analytics Server public certificate file:** Browse to select the public certificate file that you located at the beginning of the Agent installation. It will have the extension .pem, .cer, .crt, or .der.
- **Truststore password:** Enter the same **truststore password** you entered for the Primary Agent installation.

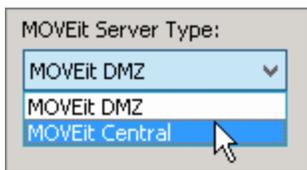
The installer will create the 'ipswitchcerts' truststore in /jre/lib/security.

**Important:** Do not use the .p12 or .pfx certificate file that you used during installation of the Ipswitch Analytics Server. If you select a certificate file that does not have the proper file format, the installation will roll back at the point when Ipswitch Analytics files install to the disk and the certificate attempts to import to the truststore.



Click **Next**.

- 8** If the machine on which you are installing the Agent does not contain an installation of MOVEit Central or DMZ, select **MOVEit Central** from the drop-down menu:



Click **Next**.

## 9 Enter the **MOVEit Database Settings**.

- **Database Type:** Select either **MySQL** or **Microsoft SQL Server**, depending on the type of database used by the MOVEit server you selected in the prior step.
- **Authentication Type** (SQL Server only): Select the authentication type used for logon to the SQL Server.
  - **Windows:** SQL Server logon will use Windows authentication. If selecting this option, username must be entered in the **DOMAIN\User** format.
  - **SQL:** SQL Server logon uses a separate user/password created specifically for logon to the SQL Server database.
- **Database Name:** The name of the secondary MOVEit database. This will be pre-populated if installing the Agent on the same machine as the MOVEit Central server.
- **Hostname or IP Address:** The location of the secondary MOVEit database. If it is on the same machine as the MOVEit server, this will be **localhost**. If the secondary MOVEit secondary and MOVEit server are on separate machines, this will be the hostname or IP address of the machine where the secondary database is located. If installing on a machine that does not contain MOVEit Central, the default database name will appear here (such as micstats).

**Note:** If installing the Agent on a machine that contains an SQL Server database with multiple instances on the same server, Hostname or IP Address will prepopulate with the default value used by MOVEit Central or DMZ (for example, localhost\instance1). You can also enter a different instance. If the machine does not contain MOVEit DMZ or Central, the instance name will not prepopulate but must be entered manually. .

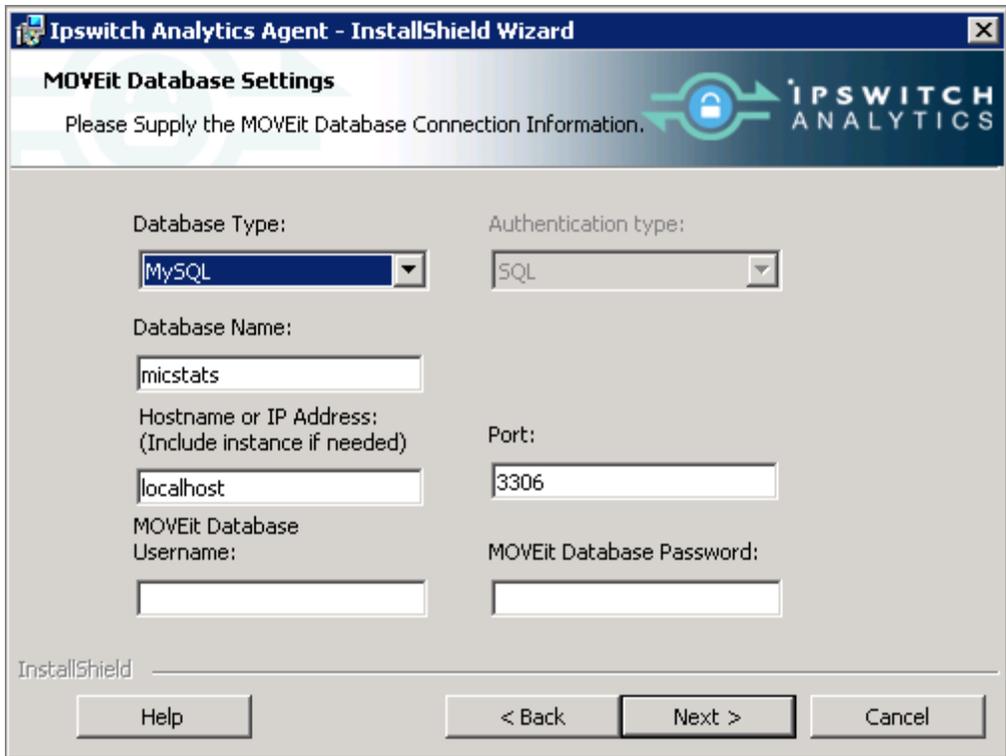
- **Port:** The port used to connect with the secondary MOVEit database. The installer suggests a port number, but you may change the port number if necessary to match the port used by the MOVEit secondary database. This will be pre-populated if installing the Agent on the same machine as the MOVEit Central server. If installing on a machine that does not contain MOVEit Central, the default port will appear here.

**Note:** If the primary MOVEit database is using a non-standard port number, you will need to remove the default port number shown and replace it with the non-standard port number.

- **Username and Password:** The username and password that allows access to the secondary MOVEit database. If the secondary database is an SQL Server database, the Authentication Type selected above will determine what user credentials you enter here. Windows authentication requires that the username be in the **DOMAIN\User** format.

**Tip:** If you can't locate the username and password to the MOVEit database, look in `c:/MOVEitCentral_Install.INI` file (Central).

**Note:** The MOVEit database password is protected using standards-based, bi-directional AES256 encryption. The MOVEit database password is entered in plaintext during the install process and is encrypted before being stored in the configuration. When establishing a connection to the MOVEit database, the password is decrypted and passed to the JDBC driver. Internally, the JDBC driver encrypts the password using a value supplied by the database server before it is transmitted to the server for authentication. The plaintext password is never transmitted or stored.



The screenshot shows the 'Ipswitch Analytics Agent - InstallShield Wizard' window. The title bar includes the application name and a close button. The main window has a header with the title 'MOVEit Database Settings' and the Ipswitch Analytics logo. Below the header, it says 'Please Supply the MOVEit Database Connection Information.' The form contains the following fields:

- Database Type: A dropdown menu with 'MySQL' selected.
- Authentication type: A dropdown menu with 'SQL' selected.
- Database Name: A text input field containing 'micstats'.
- Hostname or IP Address: (Include instance if needed) A text input field containing 'localhost'.
- Port: A text input field containing '3306'.
- MOVEit Database Username: An empty text input field.
- MOVEit Database Password: An empty text input field.

At the bottom of the dialog, there is an 'InstallShield' logo and four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

Click **Next**.

**Tip:** If the connection to the database fails, check that your firewall is open.

**10** Enter the **Analytics Agent Settings**:

- **Primary Agent Name:** Enter the primary Agent's **Agent Display Name**. You entered this value in the final step of the PRIMARY Agent's installation.
- **Is this a new or existing agent?:** This item is disabled.
- **Would you like to include historical data?** Select **Start with current data**.

**Ipswitch Analytics Agent - InstallShield Wizard**

**Analytics Agent Settings**  
Configure the Analytics Agent.

MOVEit Central Secondary server: Enter the same name as was used on the primary MOVEit Central server.

Primary Agent Name:

Is this a new or existing agent?

Would you like to include historical data? This will import all current data from this MOVEit server:

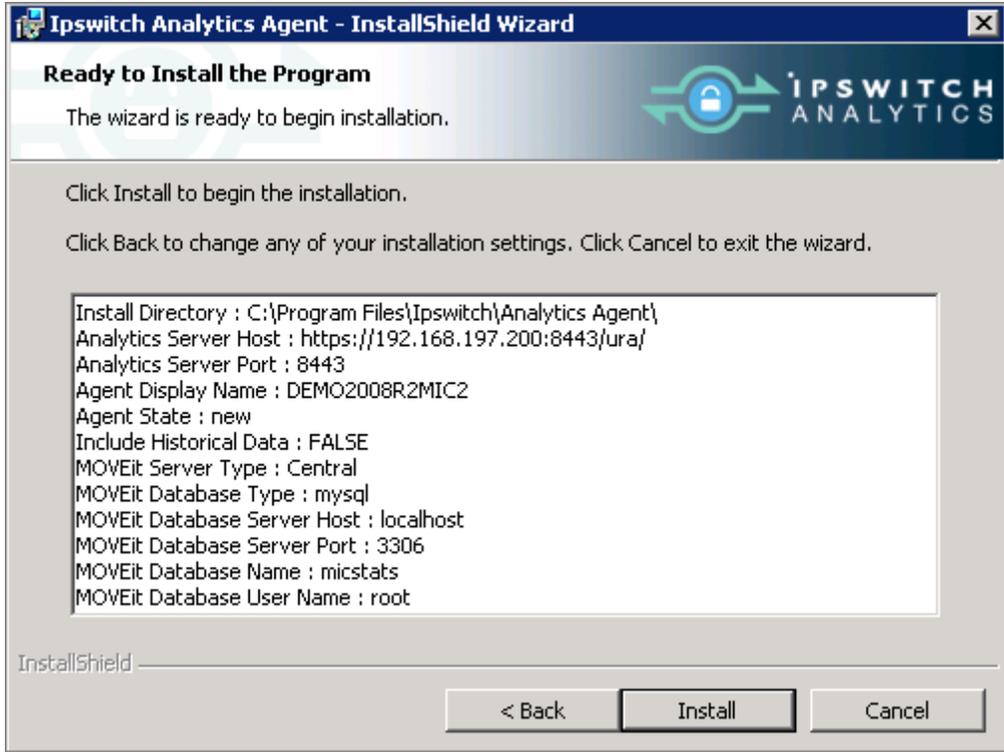
Include Historical Data     Start with current data

InstallShield

< Back    Next >    Cancel

Click **Next**.

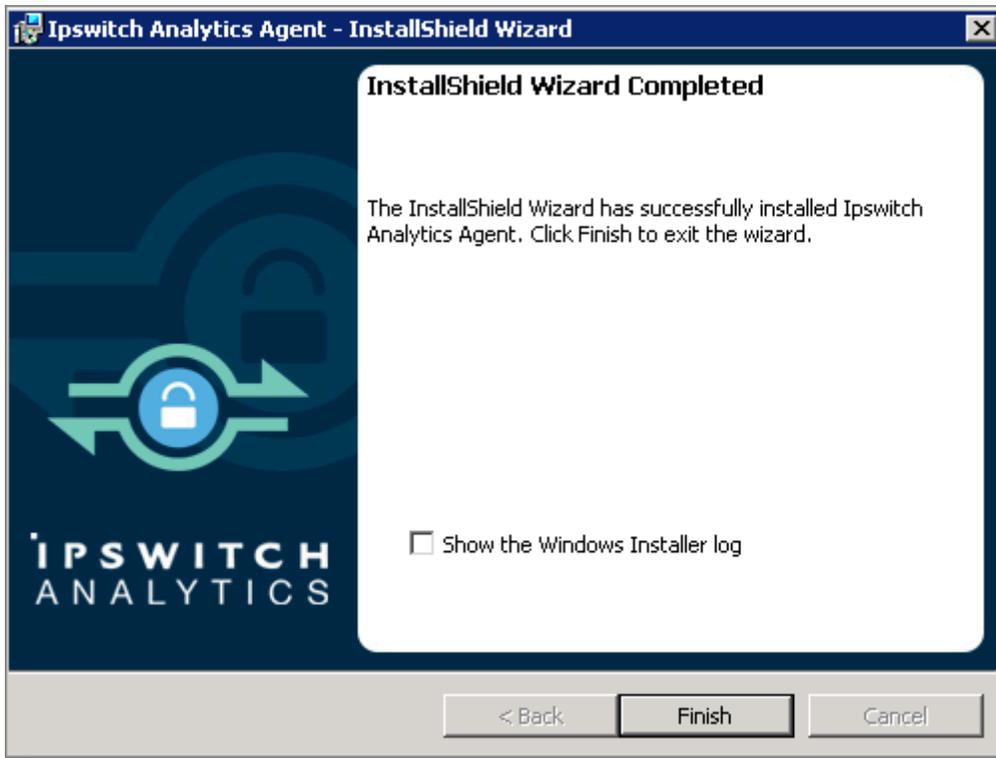
- 11 Review the installation setup. Click **Install** if you are happy with the installation setup, or click **Back** to make changes to the setup.



**Note:** If you click Cancel now, the install stops but the Agent installation folder will remain in the install directory you selected. You can safely delete the Analytics Agent directory to remove any files that linger after an interruption of the install process.

To view the installer log that includes detailed information about every step of the installation process, click **Show the Windows Installer log**. You can also view the install log at a later point at **c:\log.log**.

12 Click **Finish** to complete the install.



Installation of the secondary Agent is complete. The secondary **Ipswitch Analytics Agent** service is now running on this machine but will only report data to the Ipswitch Analytics Server if the primary database fails. This secondary Agent will not display in Settings > Licensing unless the primary database fails.

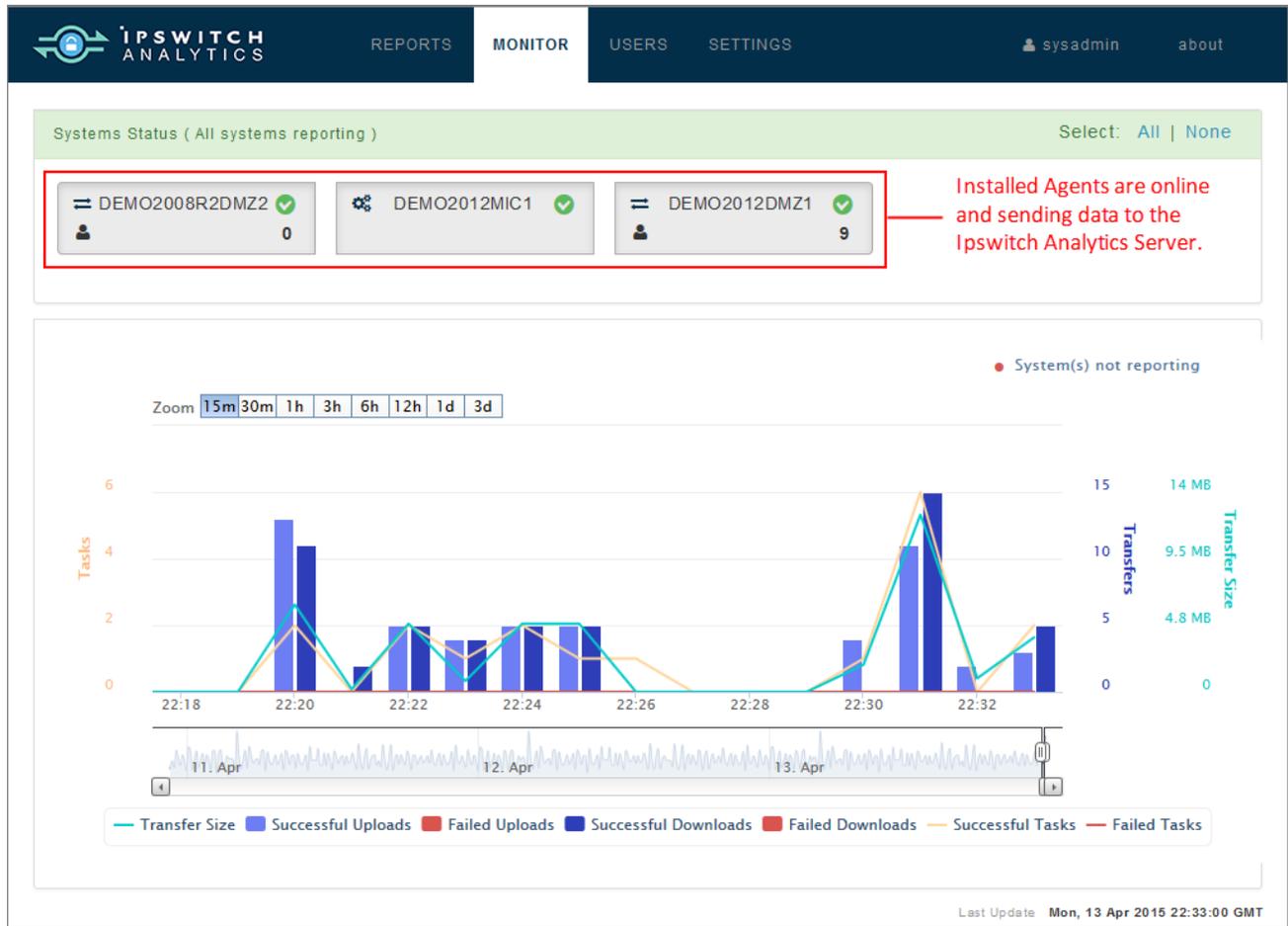
**Note:** If you opted to include historical data during Agent installation, it may take the Agent a few minutes to a few hours to retrieve that historical data and send it to the Ipswitch Analytics Server, depending on the amount of data in the MOVEit database. During this time, the MOVEit server will continue to be operational and you can begin using Ipswitch Analytics, but since the data capture is a trickle process, you will not see all historical data until the historical data capture process is complete. You will not be notified when the Agent finishes pulling all historical data, but you can verify that the historical data capture process is complete by running a report for a time range in the past.

Next: *Step 5: Verify Agent Functionality* (on page 64)

## Step 5: Verify Agent Functionality

After signing in, you should test the ability of Ipswitch Analytics Agents to retrieve data from their MOVEit databases and send that data to the Ipswitch Analytics Server:

In the web browser where you signed in earlier, navigate to the **Monitor** module:



The top of the workspace contains a Dashboard that displays all Agents that you installed. Verify that all Agents are Online  and sending data to the Ipswitch Analytics Server.

---

**Troubleshooting:** If any Agent's status is Unknown  or Offline , explore the possible causes below:

- The MOVEit database machine may be shut down or be in the process of restarting.
- The MOVEit database service may have stopped running. This could be due to an unexpected application crash or a planned stoppage of the database service. On the MOVEit database machine, go to the **Control Panel > Administrative Tools > Services**. Depending on the MOVEit database, make sure either the **Microsoft SQL Server** or the **MySQL** service is running.
- The Agent machine may be shut down or be in the process of restarting.
- The Ipswitch Analytics Agent service may have stopped running on the Agent machine. This could be due to an unexpected application crash or a planned stoppage of the Ipswitch Analytics Agent service. On the Agent machine, go to the **Control Panel > Administrative Tools > Services**. Verify that the **Ipswitch Analytics Agent** service is running.
- Internet connectivity may be down in general on the Agent machine or the MOVEit database machine.
- The Agent machine may not have network access to the MOVEit database machine or the Ipswitch Analytics Server machine due to firewall restrictions on those machines.
- The password that the Agent uses to access the MOVEit database may have expired or have been changed. Follow the steps in the Installation Guide to *modify an Agent Installation* (on page 92) to update the username and/or password to the MOVEit database.
- The HTTPS port on the Agent machine, the MOVEit database machine and/or the Ipswitch Analytics Server machine may not be open. Follow the steps in the Installation Guide to *modify an Agent installation* (on page 92) and *modify the Ipswitch Analytics Server installation* (on page 88) to update the port numbers for the MOVEit database machine and/or the Ipswitch Analytics Server machine.

If an Agent does not appear in the dashboard at all:

- Modify the Agent installation and make sure you enter the correct password for the Agent to access the Ipswitch Analytics Server on the **Analytics Server Settings** screen.
- Check the Agent log on the Agent machine, located at **c:\Program Files\Ipswitch\Analytics Agent\logs\agent.log** to see if the Agent is able to receive data from the MOVEit database, authenticate with the Ipswitch Analytics Server and send data to the Ipswitch Analytics Server.

**Sample Agent.log:**

```

2014-11-07_12:07:19.082 [Worker Daemon] INFO c.i.f.u.a.e.e.MonitoringTaskExecutor -
Monitoring Data Extraction Work Cycle Summary
Requested Period, sec 60 Actual previous period, sec 59.991 Time started 2014/11/07 12:07:19 Period utilization, % 0.05
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| # | Transition | Status | Duration (sec) | Start Time | End Time | Received (KB) | Sent (KB) | Comments |
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 1 | Cycle Initialization | OK | 0.000 | 2014/11/07 12:07:19 | 2014/11/07 12:07:19 | 0.000 | 0.000 | |
| 2 | Cycle Conformation | OK | 0.000 | 2014/11/07 12:07:19 | 2014/11/07 12:07:19 | 0.105 | 0.000 | |
| 3 | Data Acquisition | OK | 0.000 | 2014/11/07 12:07:19 | 2014/11/07 12:07:19 | 0.000 | 0.000 | |
| 4 | Data Transferral | OK | 0.032 | 2014/11/07 12:07:19 | 2014/11/07 12:07:19 | 0.000 | 1.025 | |
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+

2014-11-07_12:07:29.136 [Worker Daemon] INFO c.i.f.u.a.e.e.ReportingTaskExecutor -
Reporting Data Extraction Work Cycle Summary
Requested Period, sec 120 Actual previous period, sec 120.006 Time started 2014/11/07 12:07:29 Period utilization, % 0.07
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| # | Transition | Status | Duration (sec) | Start Time | End Time | Received (KB) | Sent (KB) | Comments |
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
| 1 | Cycle Initialization | OK | 0.000 | 2014/11/07 12:07:29 | 2014/11/07 12:07:29 | 0.000 | 0.000 | |
| 2 | Cycle Conformation | OK | 0.016 | 2014/11/07 12:07:29 | 2014/11/07 12:07:29 | 0.295 | 0.000 | |
| 3 | Data Acquisition | OK | 0.000 | 2014/11/07 12:07:29 | 2014/11/07 12:07:29 | 0.000 | 0.000 | Ids 8805120-8805127 Total estimate 8 |
| 4 | Data Transferral | OK | 0.063 | 2014/11/07 12:07:29 | 2014/11/07 12:07:29 | 0.000 | 9.215 | |
| 5 | Cursor Update | OK | 0.000 | 2014/11/07 12:07:29 | 2014/11/07 12:07:29 | 0.000 | 0.000 | |
-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+

```

To release an Agent license to use with a different MOVEit server, see the *Ipswitch Analytics Administrator's Guide* > *Manage* > [Licensing](#).

Next: **Step 6: Configure the Analytics Server** (on page 66)

## Step 6: Configure the Ipswitch Analytics Server

Complete each of the following steps to configure the Analytics Server for the first time.

- 1 **Set the Global Password Policy** (on page 67).
- 2 **Add user accounts** (on page 68).
- 3 If you plan to allow scheduled report delivery to email addresses, **Set Up Email Notifications** (on page 71).
- 4 Optionally **Create a Ruleset** (on page 74) to:
  - Block Creators from viewing and selecting specific MOVEit servers, organizations and usernames in the Templates Filter.
  - Limit a scheduled report to include only specific MOVEit servers, organizations and usernames.
- 5 Optionally **Create a User Group** (on page 81) to:
  - Allow only a specific group of users to view and/or manage a Library report
  - Deliver a scheduled report to a specific group of users

## Set the Global Password Policy

The default password policy requires that all Ipswitch Analytics user passwords:

- Be a minimum of eight characters
- Be a maximum of 20 characters
- Follow the **Sturdy** password policy: a password cannot be the username or a shorter version of it, cannot contain dictionary words, and must contain at least one numeric and one non-numeric character

To keep this policy, proceed to the next step: **Add User Accounts**. To select a stronger or weaker password policy, follow the steps below.

- 1 Go to the Analytics Server URL and sign in as System Administrator
- 2 Go to the **Settings** module and select the **System** tab.
- 3 Select **Password Policy**.
- 4 Select a password policy from the list of built-in user password policies, with strengths from low to high:
  - **Very Tough**: Password cannot contain or be a short version of the username and cannot contain popular dictionary words. Password must contain at least one numeric character, one non-numeric character, one special character (such as \$ or !), and contain uppercase and lowercase letters.
  - **Tough**: Password cannot contain or be a short version of the username and cannot contain popular dictionary words. Password must contain at least one numeric and one non-numeric character, and contain both uppercase and lowercase letters.
  - **Sturdy** (Default): Password cannot contain or be a short version of the username and cannot contain popular dictionary words. Password must contain at least one numeric and one non-numeric character.
  - **Minimal**: Password cannot contain or be short version of the username. Password must contain at least one numeric and one non-numeric character.
  - **Weak**: Password cannot contain or be short version of the username.
  - **Almost None**: Password cannot be the same as username.
- 5 For **User password minimum size**, enter the minimum number of characters the password must be.
- 6 For **User password maximum size**, enter the maximum number of characters the password can be.  
For more information on user password security measures in place with Ipswitch Analytics, see *Security* (on page 16).

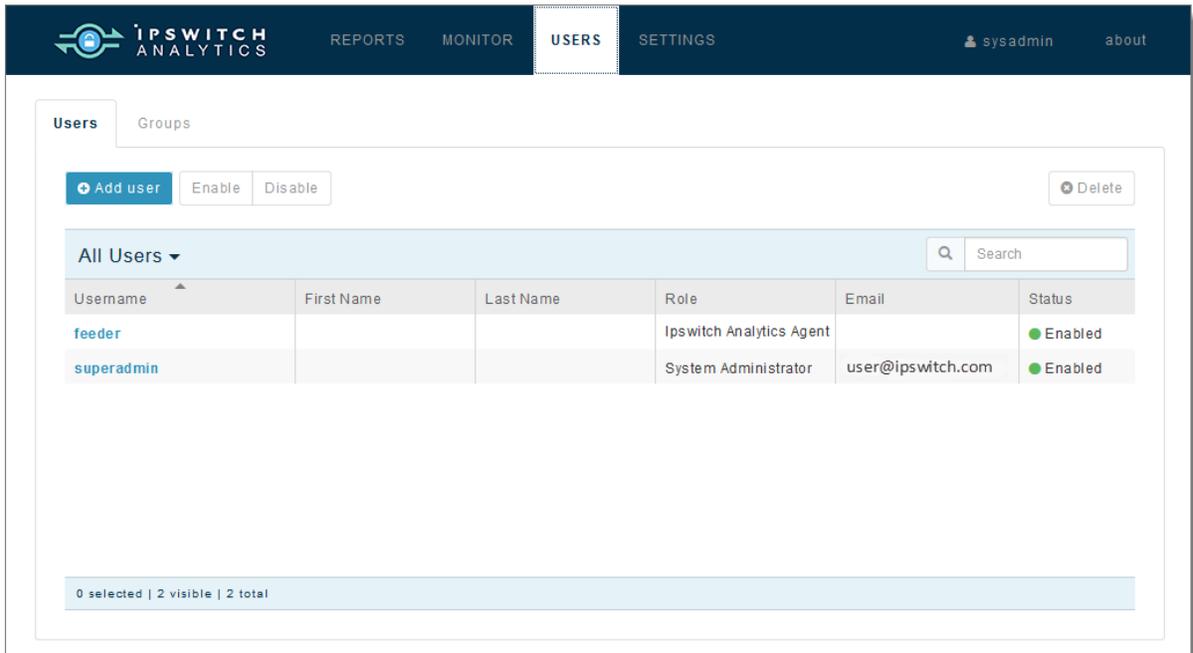
Next: *Add User Accounts* (on page 68)

## Add User Accounts

Access to Ipswitch Analytics requires a user account. Ipswitch Analytics user accounts are not connected to MOVEit user accounts.

**Note:** The same user can sign in to Ipswitch Analytics at multiple locations. Users can also share the same email address.

- 1 Open the **Users** module.



The screenshot displays the Ipswitch Analytics web interface. The top navigation bar includes 'REPORTS', 'MONITOR', 'USERS', and 'SETTINGS'. The 'USERS' module is selected, showing a 'Users' tab and a 'Groups' tab. The 'Users' tab contains an 'Add user' button, 'Enable', 'Disable', and 'Delete' buttons. Below these is a search bar and a table of users. The table has columns for Username, First Name, Last Name, Role, Email, and Status. Two users are listed: 'feeder' (Ipswitch Analytics Agent) and 'superadmin' (System Administrator). The status for both is 'Enabled'.

| Username   | First Name | Last Name | Role                     | Email             | Status  |
|------------|------------|-----------|--------------------------|-------------------|---------|
| feeder     |            |           | Ipswitch Analytics Agent |                   | Enabled |
| superadmin |            |           | System Administrator     | user@ipswitch.com | Enabled |

0 selected | 2 visible | 2 total

**Note:** The feeder username is used only for Agent access to the Ipswitch Analytics Server. It has the role of Ipswitch Analytics Agent and no name or email is associated with it. If you entered a different name for the Agent Access Username during Agent installation, it will show a different name. If you change the Agent Access Username or password here, you must **modify the Agent** (on page 92) and change it there also.

2 Click **Add User**. The **New user** screen displays:

The screenshot shows a 'New user' form with the following fields and controls:

- Username / Role:** A text input field containing 'Enter username' and a dropdown menu set to 'Reader'.
- Password:** A text input field containing 'zy0M+UAr', a 'Generate' button, and a 'Change...' button.
- Firstname (optional):** A text input field containing 'Enter firstname'.
- Lastname (optional):** A text input field containing 'Enter lastname'.
- Email address:** A text input field containing 'Enter email address'.
- Buttons:** 'Save' and 'Cancel' buttons at the bottom right.

- 3 Enter a unique alphanumeric **Username**. Duplicate names are not allowed, but you can reuse the name of a user who has been deleted. Names are case-sensitive.
- 4 Select a **Role** for the user using the drop-down list next to username. The user's Role controls access to Ipswitch Analytics modules and Ipswitch Analytics report types. Ipswitch Analytics comes with six predefined user roles:
- **Partner:** This user can only view Transfer and Workflow reports in the Library.
  - **Monitor:** This user can only view the Monitor.
  - **Reader:** This user can view the Monitor and Transfer and Workflow reports in the Library.
  - **Creator:** This user can create reports in the Templates and Schedule tabs. Creators can also view the Monitor and can view Transfer and Workflow reports in the Library. A ruleset can limit the MOVEit sources that a Creator can access when creating and running templates and creating schedules.
  - **Administrator:** This user has access to all Ipswitch Analytics modules except the Settings > System tab, and can view all report types, including User Audit and Security reports. This user can create rulesets, and can assign rulesets to schedules as an additional layer of MOVEit source control.
  - **System Administrator:** This user has full access to everything in Ipswitch Analytics. Only a System Administrator can manage all system settings and access all areas of Ipswitch Analytics.

The table below summarizes the permissions granted to each user role. Ipswitch Analytics modules display at the top of the table.

| Role                 | Reports                    |           |          | Monitor | Users     | Settings |        |           |
|----------------------|----------------------------|-----------|----------|---------|-----------|----------|--------|-----------|
|                      | Library                    | Templates | Schedule |         |           | Rulesets | System | Licensing |
| Partner              | Transfer and Workflow only | NO        | NO       | NO      | NO        | NO       | NO     | NO        |
| Monitor              | NO                         | NO        | NO       | YES     | NO        | NO       | NO     | NO        |
| Reader               | Transfer and Workflow only | NO        | NO       | YES     | NO        | NO       | NO     | NO        |
| Creator              | Transfer and Workflow only |           |          | YES     | Read only | NO       | NO     | NO        |
| Administrator        | YES                        | YES       | YES      | YES     | YES       | YES      | NO     | NO        |
| System Administrator | YES                        | YES       | YES      | YES     | YES       | YES      | YES    | YES       |

Follow your organization's accepted security practices when assigning roles.

- 5 Beneath **Password**, a suggested password displays.

New user

**Username / Role**

Reader ▾

**Password**

Generate Change...

**Firstname (optional)**

**Lastname (optional)**

**Email address**

Save
Cancel

To have the system suggest a different password, click **Generate**. A new randomly-generated password appears in the Password box. You can also click **Change** to create a custom password.

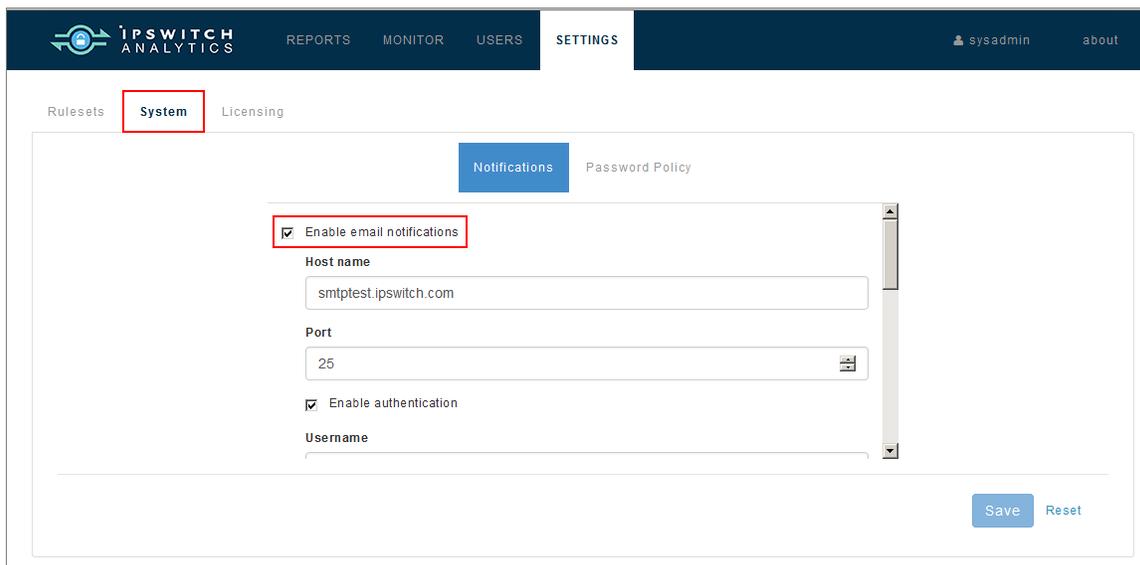
- 6 *Optional:* Enter a **Firstname** and **Lastname** for the user.
- 7 Enter the user's **Email address**. This is where the user will receive email notifications when scheduled reports are ready for viewing. The email address does not have to be unique; multiple users can share the same email address.
- 8 Click **Save**.
- 9 Give the following information to users so they can sign in to Ipswitch Analytics:
  - **Ipswitch Analytics Server IP address or hostname**
  - **Username**
  - **Password**

Next: *Set Up Email Notifications* (on page 71)

## Set up Email Notifications

If you want users to receive email notification when a scheduled report is ready for viewing, you must configure email notifications first.

- 1 Go to the **Settings** module.
- 2 Select the **System** tab.
- 3 Check **Enable Email Notifications** (this is unchecked by default). The email notification settings become editable.



The screenshot shows the Ipswitch Analytics web interface. The top navigation bar includes the Ipswitch Analytics logo and menu items: REPORTS, MONITOR, USERS, SETTINGS, and a user profile for 'sysadmin'. The 'SETTINGS' tab is active, and the 'System' sub-tab is selected. The 'Notifications' section is expanded, showing the following configuration:

- Enable email notifications
- Host name: smtpfest.ipswitch.com
- Port: 25
- Enable authentication
- Username: (empty field)

At the bottom right of the Notifications section, there are 'Save' and 'Reset' buttons.

**4** Enter the following information:

- **Host Name:** Host name or IP address of the SMTP server. This is the server that will deliver the outgoing email messages. For example: smtpstest.ipswitch.com or 192.168.1.1.
- **Port:** 25 is the default.
- **Enable Authentication:** This box must be checked to allow email notifications.
- **Username and Password:** The login credentials for the SMTP server.
- **Enable STARTTLS:** STARTTLS is a popular protocol used to communicate with the SMTP server. Most modern SMTP servers support it because it can use the same port for encryption. If set, and a socket factory hasn't been specified, this enables the use of a MailSSLConnectionFactory. When Enable STARTTLS is checked, enter values for the following:
  - **Hosts to trust for SSL connection:** Enter the host name or IP address of the hosts you want to trust. Wildcards are accepted ("\*" will trust all hosts). Enter multiple hosts separated by spaces.
  - **Socket connection timeout in milliseconds:** 10,000 is the default timeout, but you may want to set this higher if you have a slow network.
  - **Socket I/O timeout in milliseconds:** 30,000 is the default timeout, but you may want to set this higher if you have a slow network.
- **Enable HTML email (optional):** Sends email notifications in HTML format. If unchecked, email will be sent in plain text only.
- **From email address:** Enter an email address from which notifications will be sent.

---

**Note:** Supported email clients are: Gmail, Microsoft Outlook and Apple Mail.

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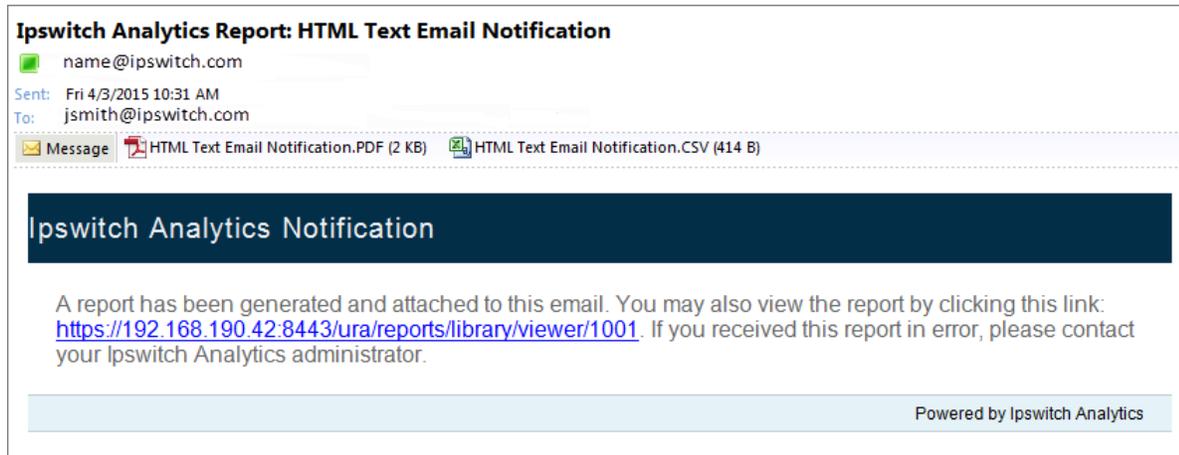
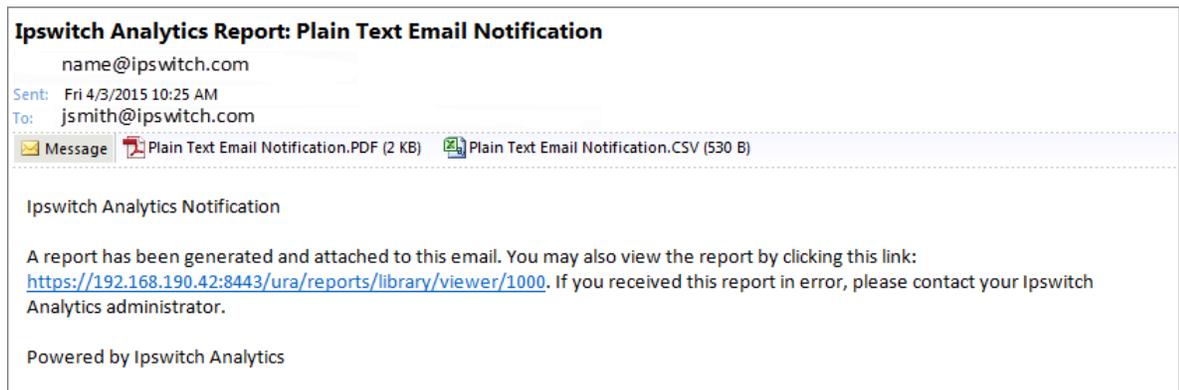
**5** Click **Save**.

You can also click **Reset** to return to the original default Notifications settings.

---

**Note:** If the Save button is not enabled, make sure you've completed all items in the prior step.

---

**EMAIL SAMPLES:***HTML email:**Plain text email:*

Next: *Create a Ruleset* (on page 74)

## Create a Ruleset

Your system may contain one or more MOVEit servers. Each MOVEit server contains one or more organizations, and each organization contains multiple users. These are your MOVEit data sources.

When users create a new template or edit an existing template in the Template Editor, a **Filter** displays all of your MOVEit sources by default. Users can include all MOVEit sources in a template, or select specific MOVEit sources to include, and even save their Filter selections as a custom template. If that template is then used as the basis for a scheduled report, the scheduled report will exclude any MOVEit data sources not allowed by that template's Filter.

To further restrict access to your MOVEit sources, you can create a ruleset that allows access to only specific MOVEit sources. After you create a ruleset, you can assign the ruleset to a:

- **User Group:** When working in the Template Editor, Creator members of the group will be blocked from viewing and selecting any MOVEit source not allowed by the ruleset. The Template Editor's Filter will display only the allowed MOVEit sources for selection.
- **Schedule:** Only Administrators and System Administrators can assign a ruleset to a schedule to provide an additional layer of MOVEit source control over scheduled report results.

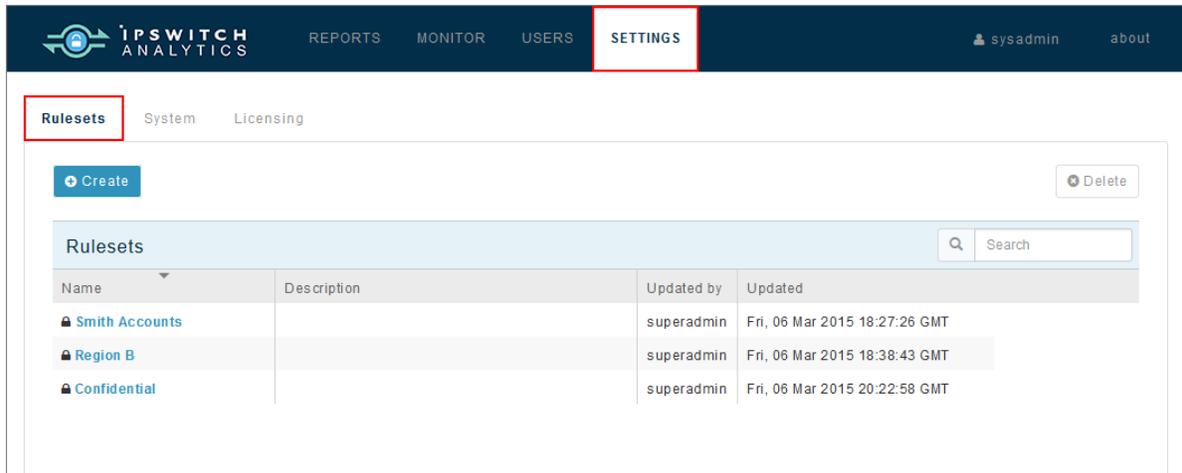
When both a filter and a ruleset are in place (for example, if the template used to create a schedule has specific Filter settings AND a ruleset is assigned to the schedule), they combine to include only the MOVEit sources allowed by both filter and ruleset.

Rulesets do not affect anything in the Monitor or any report that already resides in the Reports Library.

You must create a ruleset before you can assign it to a user group or schedule. Only Administrators and System Administrators can create rulesets in the **Settings** module.

➤ **To create a ruleset:**

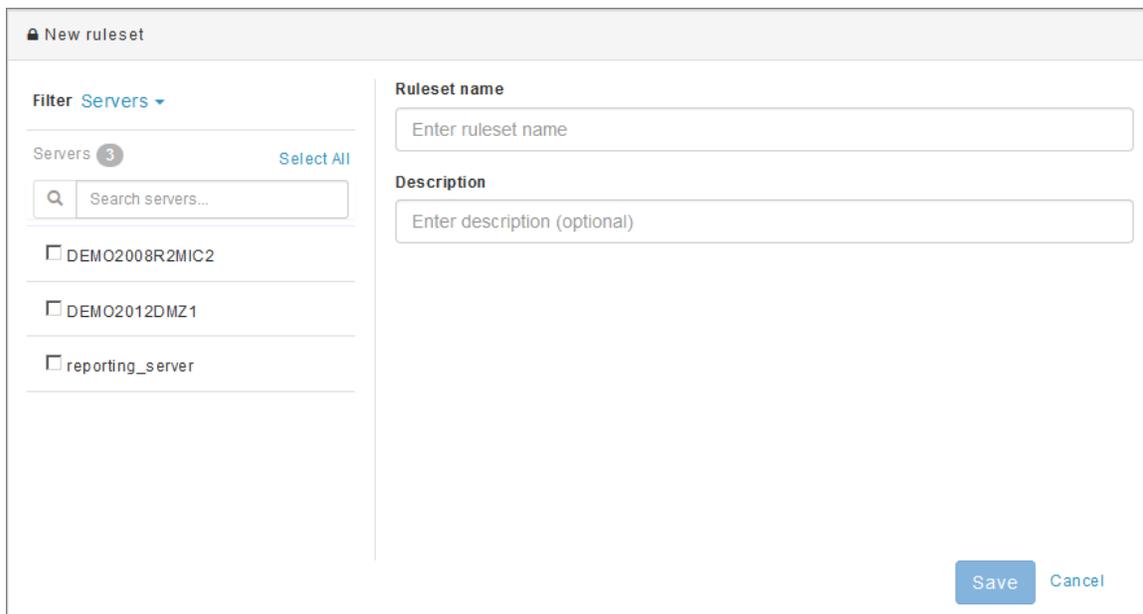
- 1 Open the **Settings** module.



The Rulesets tab displays. No rulesets display initially, however, after you create rulesets they will display in this window. You'll see each ruleset's **Name**, **Description**, the last user to update it (**Updated by**), and when it was last **Updated**. You can also select and delete a ruleset from this window.

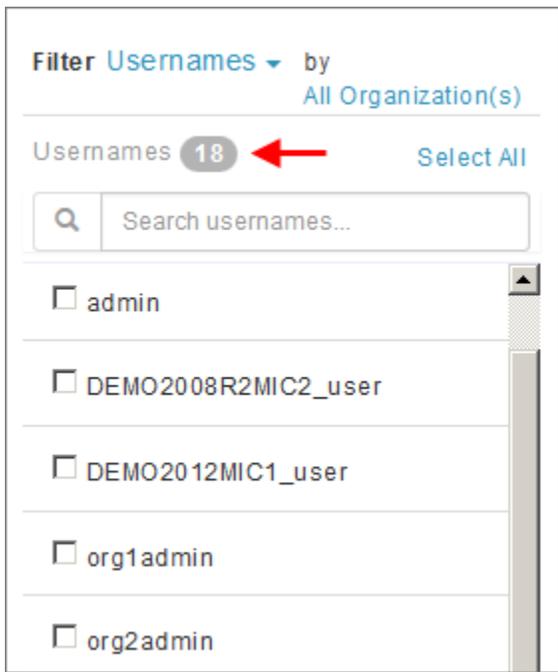
- 2 Click **Create**.

The **New ruleset** window displays.



All available MOVEit sources display on the left, and the **Ruleset name** and **Description** display on the right.

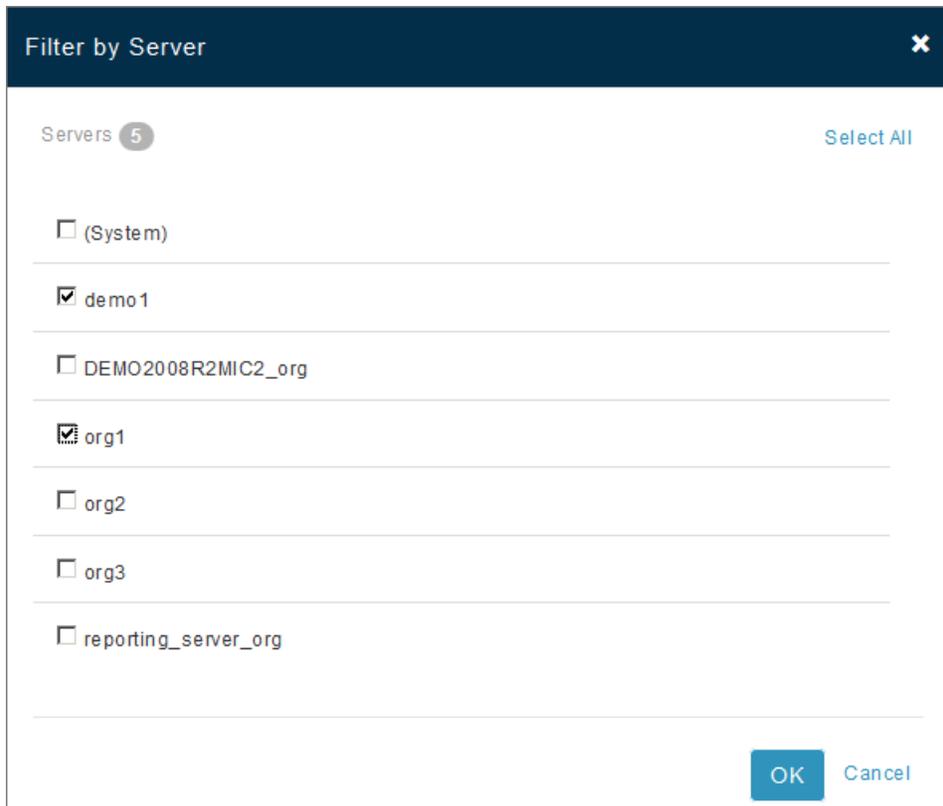
- 3 Enter a **Ruleset Name** and an optional **Description** on the right.
- 4 On the left, select a **Filter** that will limit data to only the MOVEit sources you select.  
The **Filter** drop-down menu lets you select the type of MOVEit source you want to view: **Servers**, **Organizations** or **Usernames**. The source list below updates to reflect your selection.  
For example, if you select Filter **Usernames**, the source list displays all usernames from **All Organization(s)** across your MOVEit system. The total count of items in the source list displays next to the selected MOVEit source type. In the example below, **18** usernames display in the list.



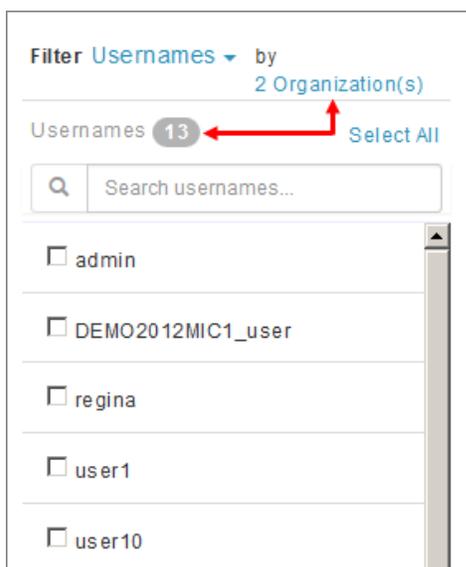
**Note:** **Servers** is the default MOVEit source type initially. All MOVEit servers to which you have access display in the list of Servers below.

Use the **Search** box to locate a specific server, organization or username in the source list when it contains a large number of items (the asterisk wildcard is accepted). Enter any portion of the name to view all results that contain that string.

To display only usernames from specific organizations, click **All Organization(s)**, select the organizations to include and click **Ok**.

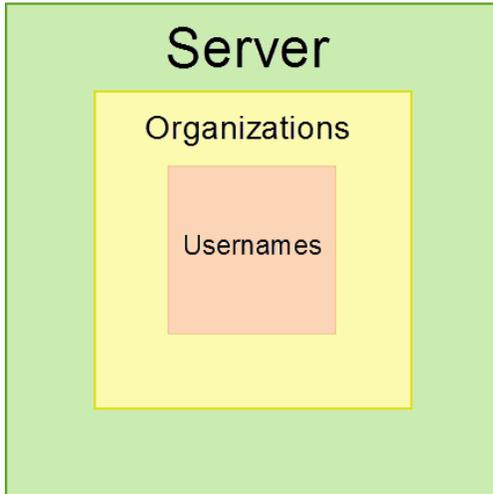


In this example, notice that only two organizations are selected. The source list of usernames now contains only 13 items from 2 Organization(s).



Similarly, if you selected **Organizations** for the Filter type, the source list will display all organizations from **All Server(s)** across your MOVEit system. To display only organizations that belong to specific servers, click **All Server(s)**, select the servers to include and click **Ok**.

Remember, MOVEit sources are nested: a server contains organizations that contain usernames:



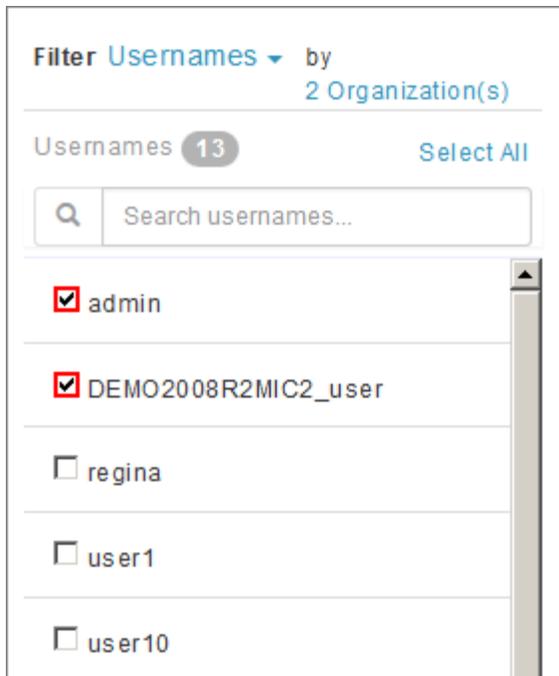
You can filter only one level above the current filter type. You cannot, for example, show in the source list only Usernames from specific Servers.

**Tip:** You can select a filter type even if the template does not include that data field. For example, you can select the Usernames filter even if the eventual report does not contain the Username field.

**Tip:** If you don't see a server, organization or username known to exist on your system, a MOVEit administrator may have added it recently. Sign out of Ipswitch Analytics and then sign in again.

**Note:** The Ipswitch Analytics Server displays as a server option for Administrators and System Administrators only.

- 5 Once you've customized the source list to your satisfaction, select individual items to include in the ruleset. Remember, this ruleset will allow only these specific MOVEit sources.

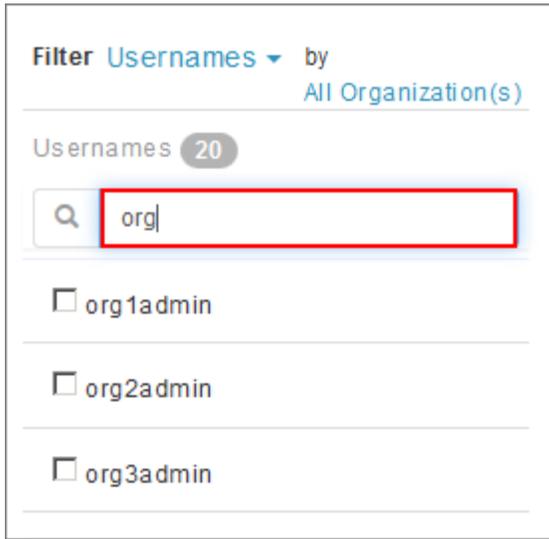


**Note:** Selecting no items is the same as selecting all items in the list. However, if you select one or more items in the list, only the items you select will be allowed by the ruleset and any items not explicitly selected will be denied.

**Warning:** If you select a different filter (Server, Organization or Username) after selecting items from the list, your selections will be lost.

**Note:** To include data for a single server that has had two different names in the past, you must select both server names in the Filter.

Use the **Search** box above the list to locate a specific server, organization or username within the list (the asterisk wildcard is accepted). Enter any portion of the name to view all results that contain that string. This is useful when there is a large number of items in the list, such as organizations that contain hundreds of usernames.



**6** Click **Save** after you've selected all MOVEit source items to include in the ruleset.

After you create a ruleset, Administrators and System Administrators can assign it to user groups and to schedules. For more information, consult the [Ipswitch Analytics Administrator's Guide](#) > Manage > *User Groups and Schedules*.

Next: *Create a User Group* (on page 81)

## Create a User Group

Create a user group if you want to:

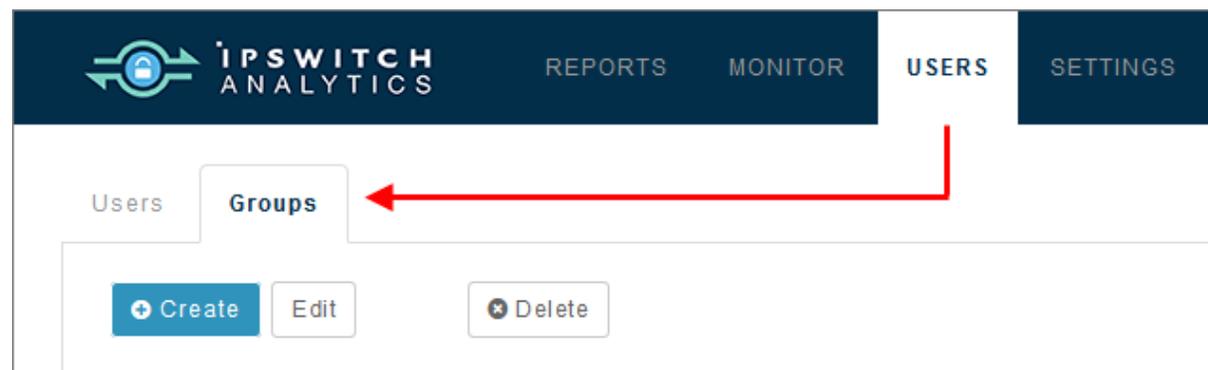
- Allow only a specific group of users to view and/or manage a Library report
- Deliver a scheduled report to a specific group of users
- Limit Creators within a user group to seeing in the Template Editor only those MOVEit sources allowed by the ruleset assigned to the user group

A user does not have to belong to any user group; user group membership is optional.

A user group includes the following data:

- **Use Group Name**
- **Description**
- **Ruleset** (optional). A ruleset blocks Creator users from viewing and selecting specific MOVEit servers, organizations and usernames in the Template Editor.
- **User members of the group**

User groups are located in the **Users** module under the **Groups** tab.



Only users with the role of **System Administrator** or **Administrator** can create and manage user groups. **Creators** have read-only access to the Groups tab.

All user groups display in the left panel, and the users that belong to the selected user group display in the right panel. Ipswitch Analytics comes with only one user group initially: **Everyone**. The Everyone user group contains all Ipswitch Analytics users.

| Username | First Name | Last Name | Role    | Email              |
|----------|------------|-----------|---------|--------------------|
| jgomez   | Jose       | Gomez     | Reader  | user3@ipswitch.com |
| msmith   | Mary       | Smith     | Creator | user2@ipswitch.com |
| jsmith4  | John       | Smith     | Reader  | user@ipswitch.com  |

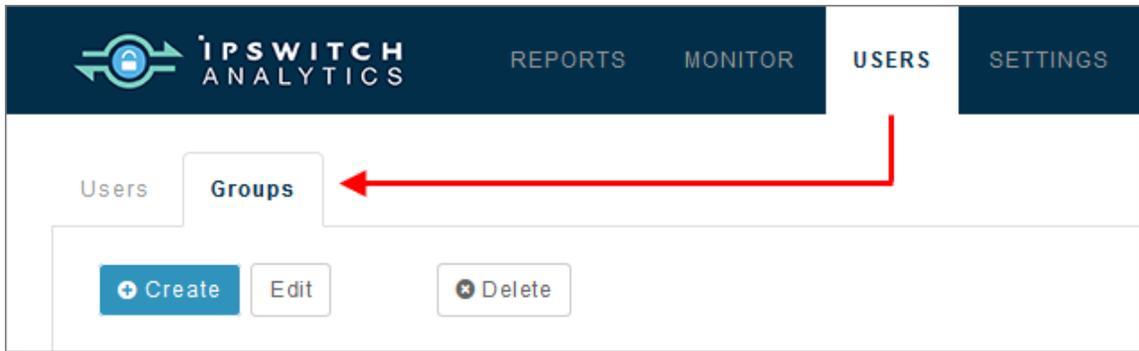
If a user group has a ruleset assigned to it, you'll see a lock next to the user group name. Hover your mouse over the lock to see the ruleset assigned to that user group.

User Groups

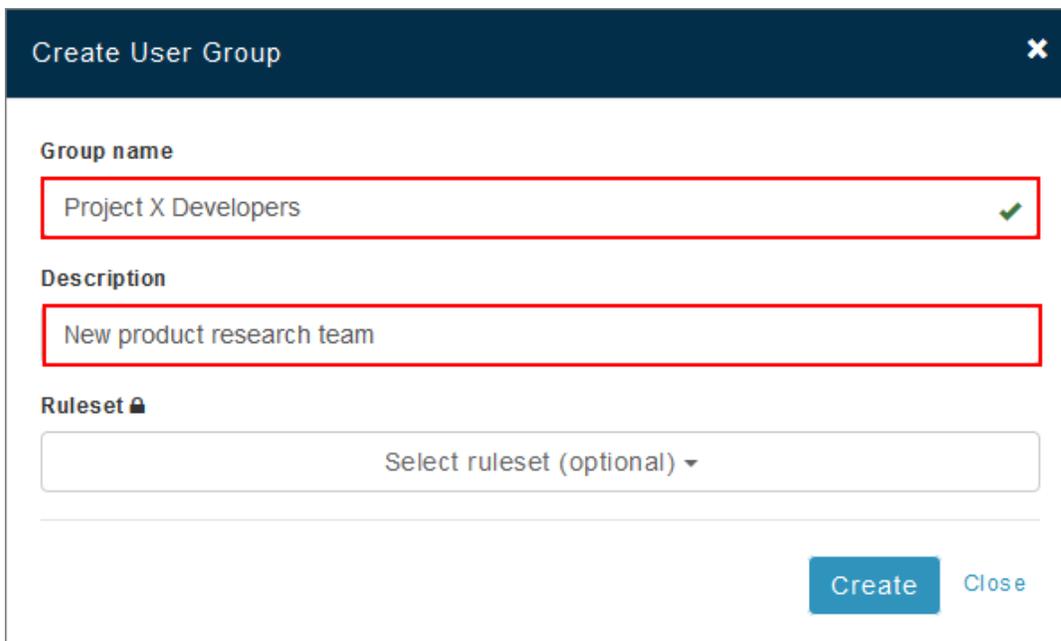
- East Coast Sales 3  
A user group for members of the East Coast Sales team
- Everyone 5  
A user group that contains all users in the system

➤ **To create a user group:**

- 1 Go to the **Users** module and select the **Groups** tab.



- 2 Click **Create**.
- 3 Enter a **Group name** and **Description**.

The 'Create User Group' dialog box is shown. It has a dark blue header with the title 'Create User Group' and a close button (X). The form contains three fields: 'Group name' with the value 'Project X Developers' and a green checkmark; 'Description' with the value 'New product research team'; and 'Ruleset' with a dropdown menu showing 'Select ruleset (optional)'. At the bottom right, there are 'Create' and 'Close' buttons.

- 4 *Optional:* Select a **Ruleset** for the group. A ruleset blocks Creators from viewing and working with specific MOVEit servers, organizations and users in the Templates and Schedule tabs. You can select only one ruleset per user group.

**Edit User Group** [X]

**Group name**  
Project X Developers

**Description**  
New product research team

**Ruleset**

Select ruleset (optional) ▾

- No ruleset
- Smith Accounts
- Region B

Save Close

**Note:** A ruleset must be created before you will see it in this list.

- 5 Click **Create**.

The new group appears in the User Groups list on the left.

Users **Groups**

Create Edit Delete Add user(s) Remove user(s)

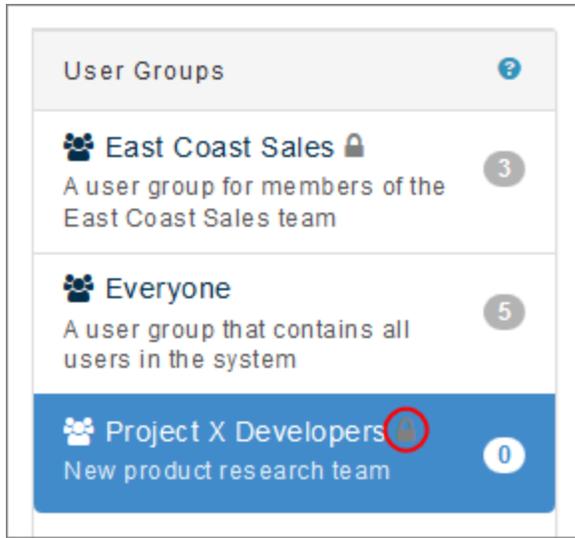
**User Groups**

- East Coast Sales 3  
A user group for members of the East Coast Sales team
- Everyone 5  
A user group that contains all users in the system
- Project X Developers** 0  
New product research team

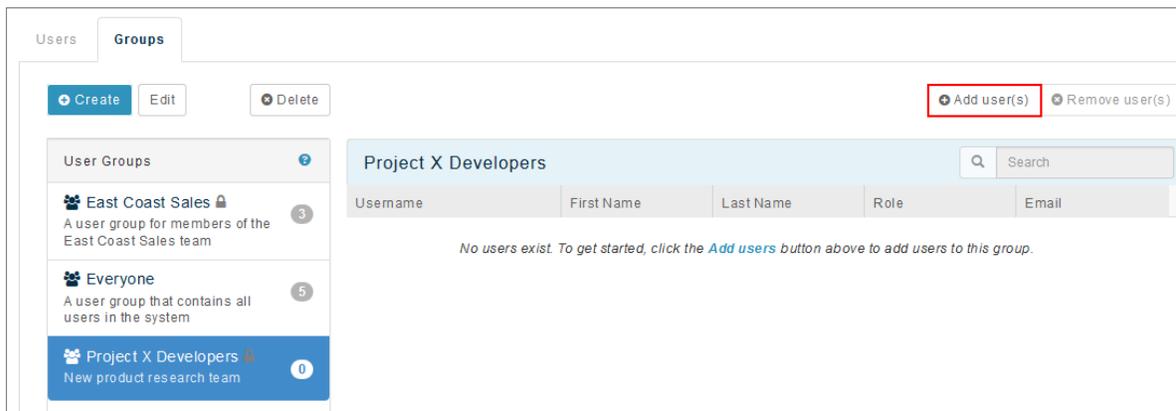
**Project X Developers** Search

| Username   | First Name | Last Name | Role | Email |
|--|------------|-----------|------|-------|
| No users exist. To get started, click the <a href="#">Add users</a> button above to add users to this group. |            |           |      |       |

If you assigned a ruleset, you'll see a lock icon next to the user group name. Hover your mouse over the lock icon to see what ruleset is assigned to that user group.

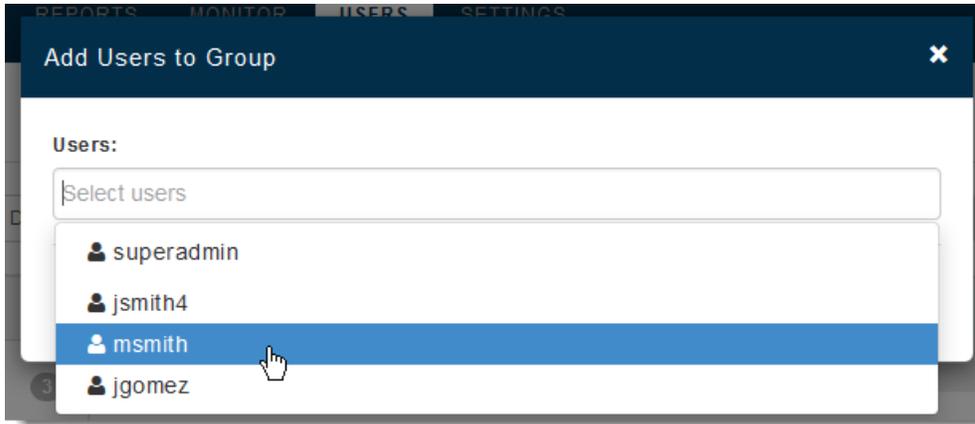


6 Now you can add users to the user group. Click **Add User(s)...**



- Click inside the **Select Users** box to select one or more users from the list that appears.

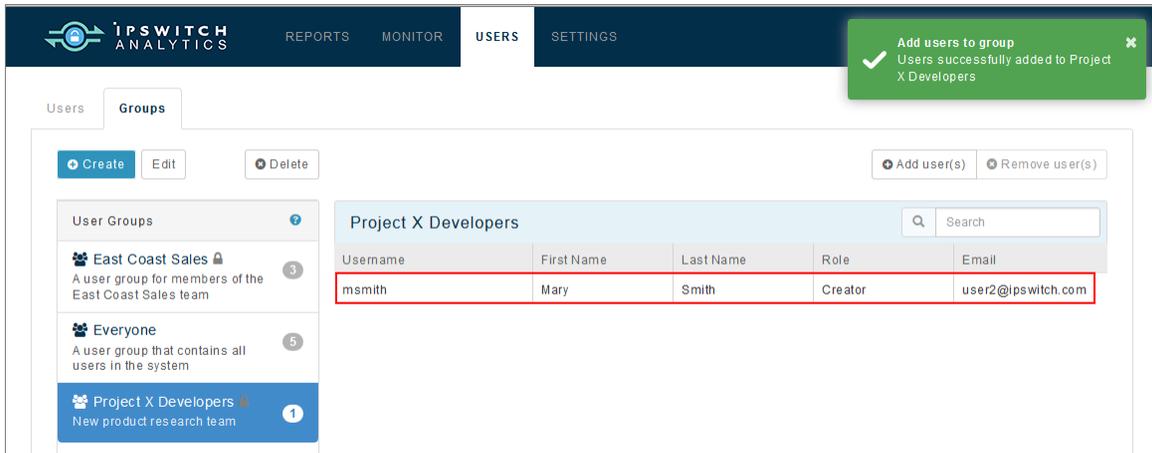
**Note:** Only users who are not already members of the group will appear here.



**Note:** A user group can contain 0 or more users.

- Click **Save**.

The user adds to the username list on the right. You can now select this user group as a schedule recipient, and grant Library report access to this user group.



**Note:** You can also select a user group and click **Delete** to remove that group, or click **Edit** to add or remove members from the group.

---

# Modify

After you've installed Ipswitch Analytics, you may need to modify the Ipswitch Analytics Server or an Ipswitch Analytics Agent installation to make changes to the original setup.

You may want to *modify an Ipswitch Analytics Server installation* (on page 88) to change:

- **Tomcat settings:**
  - HTTPS Connector Port
  - Ipswitch Analytics Server IP address or hostname (Analytics Server URL)
  - Tomcat Service Logon Account
  - Tomcat SSL certificate option (self-signed or certificate keystore)
  - Certificate passwords, or certificate keystore import
- **Analytics Server Database settings:**
  - Admin username and password
  - Access username and password
  - Port

You may want to *modify an Ipswitch Analytics Agent installation* (on page 92) to change:

- The Ipswitch Analytics Server IP address or hostname and/or port number
- The Agent Access Username and/or Password that the Agent uses to gain access to the Ipswitch Analytics Server
- The Ipswitch Analytics Server public certificate file and/or password
- The MOVEit Database Type, Authentication Type, IP address or hostname, Database Name, Port number, or login credentials used to access the MOVEit database (this may be required if your corporate security policy expires passwords after a set amount of time)
- The Agent Display Name (the name of the Agent as it appears in Ipswitch Analytics)

---

**Important:** If you upgrade a MOVEit server after installing an Agent on it, you must run the Agent install program on that server again and select Modify so the Agent will detect the proper MOVEit version number. If you fail to do so, the older server version number will be reported in Ipswitch Analytics.

---

## Modify the Ipswitch Analytics Server

You can modify the Ipswitch Analytics Server to update:

- **Tomcat settings:**
  - HTTPS Connector Port
  - Ipswitch Analytics Server IP address or hostname (Analytics Server URL)
  - Tomcat Service Logon Account
  - Tomcat SSL certificate option (self-signed or certificate keystore)
  - Certificate passwords, or certificate keystore import
- **Analytics Server Database settings:**
  - Admin username and password
  - Access username and password
  - Port

You do not have to stop your MOVEit server(s) or any of the Agents to modify the Ipswitch Analytics Server.

**Note:** You can change the System Administrator's name and password via the **User's** module.

- 1 Before you modify a Ipswitch Analytics Server setting, stop all Ipswitch Analytics Agents. Go to each Agent machine and under Administrative Tools select **Services**. Right-click **Ipswitch Analytics Agent** and select **Stop**.
- 2 Sign in to the Ipswitch Analytics Server machine using an account with administrator privileges.
- 3 Do one of the following:
  - Open **Ipswitch\_Analytics\_Base\_v1.exe**.
  - Open **Control Panel > Uninstall a program**, select **Ipswitch Analytics Server** and click **Change**.The installer opens.
- 4 Click **Next**.
- 5 Select **Modify**.
- 6 Select a category to modify:
  - **Tomcat:** Modify the HTTPS Connector Port, Tomcat SSL certificate option (self-signed or certificate keystore), and certificate passwords.
  - **Database:** Modify the database's admin username, admin password, access username, access password, and database port.
- 7 Click **Next**.

---

**8** Modify items in the category you selected:

**Tomcat:**

***Tomcat Settings:***

- **HTTPS Connector Port:** The installer suggests a port number, but you may change it if necessary. The Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443 by default. Adhere to your IT security or other IT network policies when configuring ports.
- **Ipswitch Analytics Server IP URL:** This will be the URL of the Ipswitch Analytics Server, and must be in the format **https://hostname or IP address:port/ura**. The value that you enter for hostname or IP address must match the Common Name (CN) in your imported keystore certificate.
  - **For self-signed certificates:** The value that you enter for hostname or IP address will be used for the certificate's common name.
  - **For certificate imports:** Specify the fully qualified domain name here. For example, to use a \*.ipswitch.com certificate, enter **https://analytics.ipswitchft.com:8443/ura**.

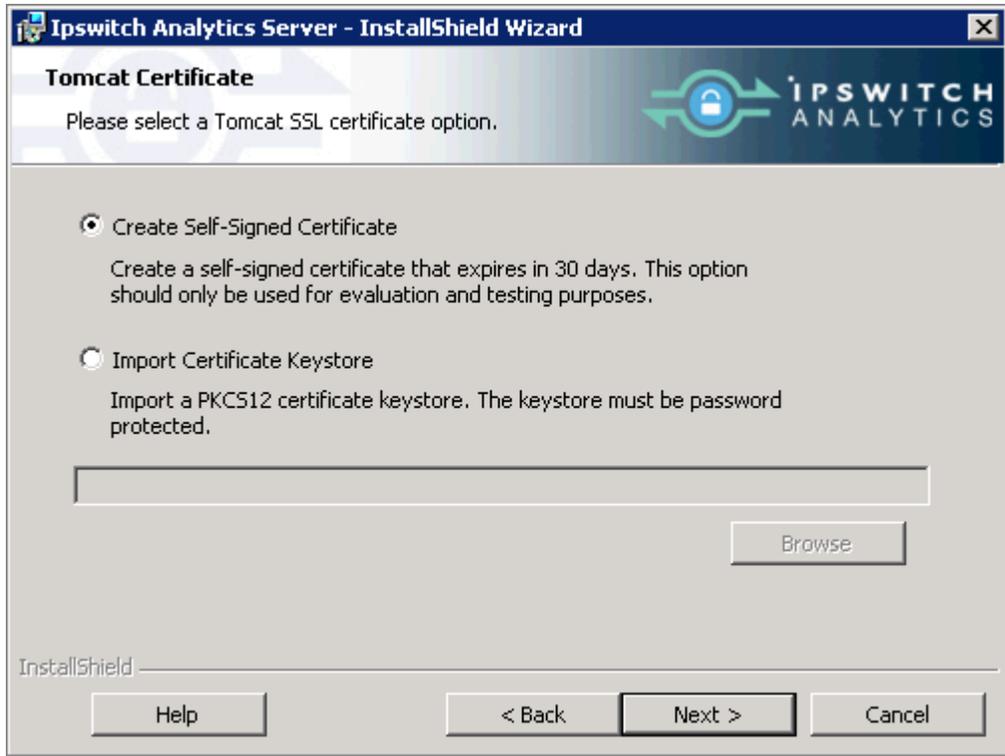
***Tomcat Service Logon Account:***

Do you want to use an account other than the Local System account to sign in and run the Ipswitch Analytics Server service?

- **No** (default): Use the Local System account to sign in and run the Ipswitch Analytics Server service. This will be the account you used to log on to Windows.
- **Yes:** Specify a different account to sign in and run the service, then click **Next** to advance to the next screen. Enter a **User name**, **Password** and **Group** of the user account that will sign in to run the Ipswitch Analytics Server service.

**Tomcat Certificate:**

Specify how you want the Ipswitch Analytics Server to validate identity certificates:



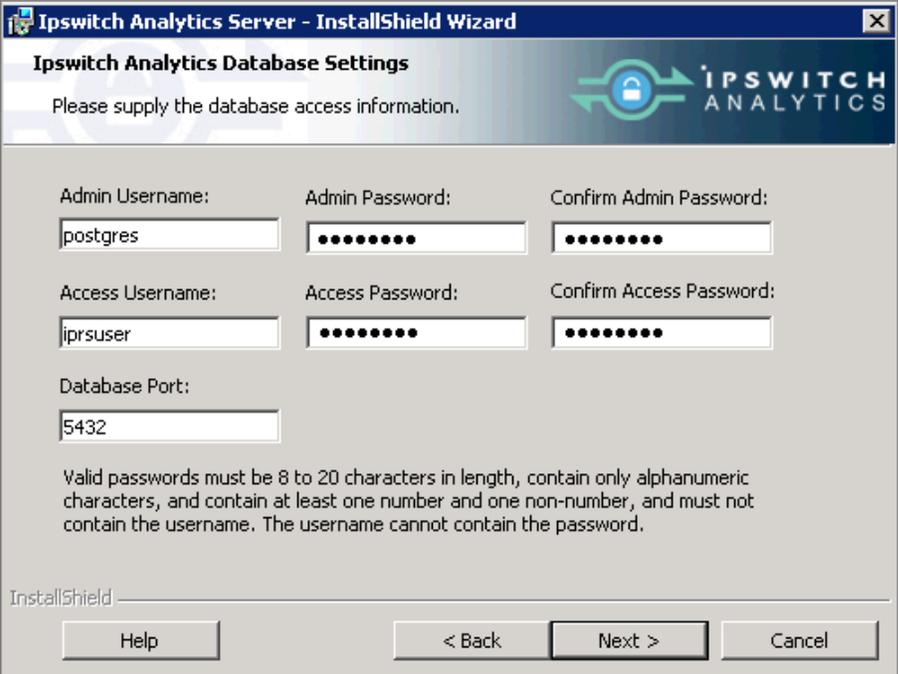
- **Create Self-Signed Certificate** (for Evaluation Accounts only): This certificate will expire in 30 days. Enter a **Password** for this certificate that is between 8 to 20 characters in length, contains only alphanumeric characters, and contains at least one number, one lower-case letter, and one upper-case letter. Click **Next**.
- **Import Certificate Keystore**: Import an SSL password-protected PKCS12 certificate keystore file with .PFX or .P12 file extension. Click **Browse** to locate the certificate keystore. The server certificate, private key and chain certificate are generated from this PKCS12 keystore.

**IMPORTANT:** If you import a certificate keystore that fails, you will not be notified of that fact during installation, and you will not be able to access the Ipswitch Analytics Server. To fix the certificate keystore, you need to update the certificates by *modifying the Ipswitch Analytics Server* (on page 92). If you select **Import Certificate Keystore**, click **Next** and enter the **Password** (and confirmation) for the keystore.

## Database:

Specify the Analytics Server **Database Settings**. This information is required to run the PostgreSQL database on the Ipswitch Analytics Server:

- **Admin Username:** This account is not used by the Ipswitch Analytics Server at all, but is created so that a database administrator can access the PostgreSQL database if necessary. It is recommended that you keep the suggested Admin Username.
- **Admin Password (and confirmation):** Enter a password for the Admin user. Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username.
- **Access Username:** This is the account that the Ipswitch Analytics Server web application will use to access the PostgreSQL database, both to insert data that arrives from the Ipswitch Analytics Agents, and to retrieve report and monitor data for display. It is recommended that you keep the suggested Access Username.
- **Access Password (and confirmation):** Enter a password for the Access user. Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username.
- **Database Port:** This port number is predefined to the standard PostgreSQL port, but you can change this to any unused port if desired (the installer will notify you if the port is already in use).



The screenshot shows the 'Ipswitch Analytics Database Settings' dialog box. The title bar reads 'Ipswitch Analytics Server - InstallShield Wizard'. The main heading is 'Ipswitch Analytics Database Settings' with the instruction 'Please supply the database access information.' and the Ipswitch Analytics logo. The form contains the following fields:

|                                       |   |  |
|---------------------------------------|---|--|
| Admin Username:                       | Admin Password:                           | Confirm Admin Password:                    |
| <input type="text" value="postgres"/> | <input type="password" value="••••••••"/> | <input type="password" value="••••••••"/>  |
| Access Username:                      | Access Password:                          | Confirm Access Password:                   |
| <input type="text" value="iprsuser"/> | <input type="password" value="••••••••"/> | <input type="password" value="••••~••••"/> |
| Database Port:                        | <input type="text" value="5432"/>         |  |

Valid passwords must be 8 to 20 characters in length, contain only alphanumeric characters, and contain at least one number and one non-number, and must not contain the username. The username cannot contain the password.

InstallShield

Buttons: Help, < Back, Next >, Cancel

**Note:** Both the Admin and Access users will be able to access the PostgreSQL database using PostgreSQL tools; however, there should not be any need for you to access to PostgreSQL.

- 9 When you've completed making the necessary modifications, click **Install**.
- 10 After the modify process completes, optionally select **Show the Windows Installer Log**.
- 11 Click **Finish**.

## Modify an Ipswitch Analytics Agent

**Note:** To change the Agent Access Username or password, change it first in the Ipswitch Analytics interface by editing the Ipswitch Analytics Agent user. Then run Modify below to change the Agent Access Username on all machines that have Agents that send data to the Ipswitch Analytics Server.

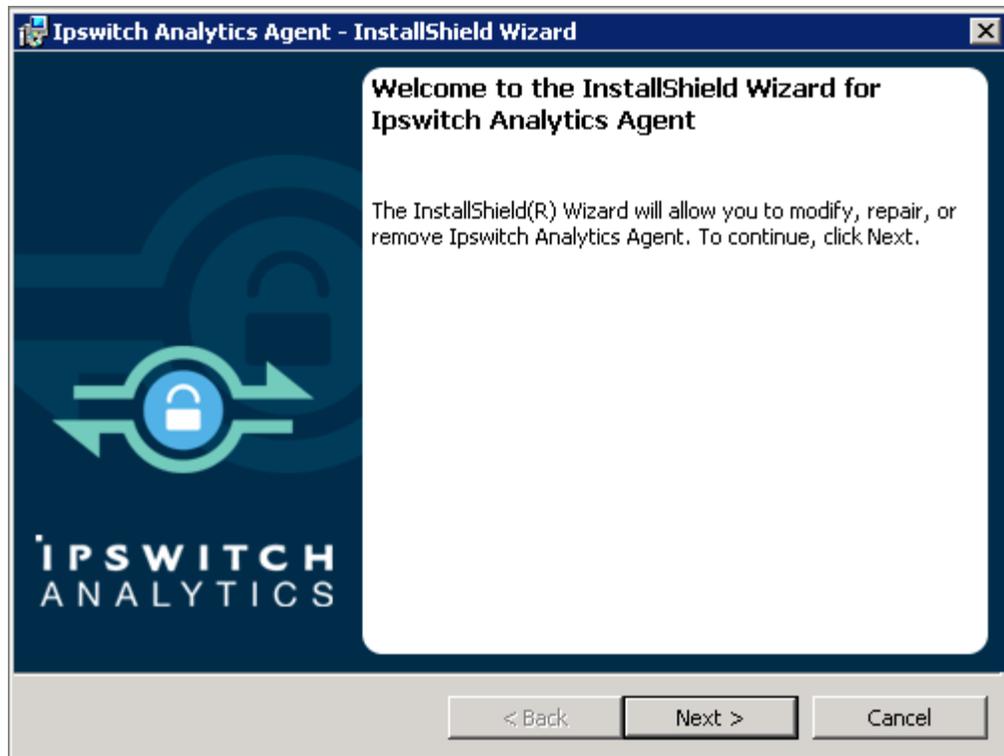
**Important:** During modification of the Agent you will be required to enter the original truststore password you entered during Agent installation. If you cannot remember that original password, you must first delete the truststore file from the Agent machine you are modifying, located at **c:\Program Files\Ipswitch\Analytics Agent\jre7\lib\security\ipswitchcerts** before proceeding.

The machine that hosts the MOVEit database must be online and network accessible before you begin an Agent modification. You do not have to stop the MOVEit server to modify an Agent. Agent modification will not significantly affect MOVEit DMZ and Central system performance.

- 1 If you need to modify the Ipswitch Analytics Server IP address or hostname, first complete the following steps. Otherwise, go to step 2.
  1. Sign in on the Agent machine with administrator privileges.
  2. Go to **Administrative Tools** and select **Services**. Right-click **Ipswitch Analytics Agent** and select **Stop** to stop the Agent service.
  3. Sign in on the Ipswitch Analytics Server machine.
  4. **Modify the Ipswitch Analytics Server** (on page 88) installation to make the necessary changes to the Ipswitch Analytics Server IP address or hostname.
  5. Return to the Agent machine and then proceed with step 3 below, making sure to update the Ipswitch Analytics Server IP address or hostname during the Agent modification process.
- 2 Sign in on the Agent machine with administrator privileges.

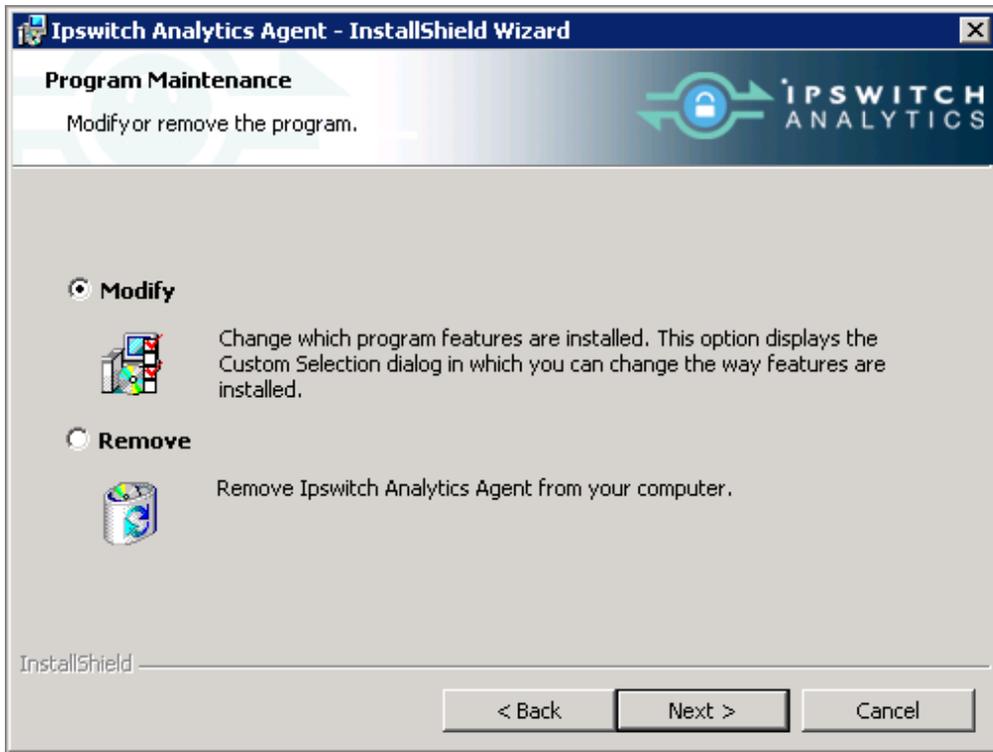
- 3 Open **Control Panel** > **Uninstall** and select **Change**.

The installer opens.



- 4 Click **Next**.

Program Maintenance displays. Modify is already selected. Click **Next**.



- 5 Enter the **Analytics Server Settings**. The Agent will forward data from the MOVEit server to the Ipswitch Analytics Server that you specify here.
  - **Ipswitch Analytics Server IP address or hostname:** (From the **Tomcat Settings**) For example, if you entered `https://analytics:8443/ura` for Ipswitch Analytics Server URL during installation of the Ipswitch Analytics Server, enter **analytics**.
  - **Port:** By default the Ipswitch Analytics Server is configured to accept HTTPS connections on port 8443. Adhere to your IT security or other IT network policies when configuring ports.
  - **Agent Access Username:** Enter the username for the Agent to access the Ipswitch Analytics Server (see Installation Worksheet). This user will have the role "**Ipswitch Analytics Agent**" and no name or email is associated with it.
  - **Agent Access Password (and confirmation):** See Installation Worksheet.

**Ipswitch Analytics Agent - InstallShield Wizard**

**Analytics Server Settings**

Please supply the Analytics Server access information.

Ipswitch Analytics Server IP address or hostname:  Port:

Enter only the hostname or IP address. For example, if you entered https://analytics:8443/ura for the Ipswitch Analytics Server URL during the installation of the Server, you would enter 'analytics' here.

Agent Access Username:  Agent Access Password:  Confirm Agent Access Pwd:

Enter the same Agent Access username and password you entered during the Ipswitch Analytics Server installation.

InstallShield

Help < Back Next > Cancel

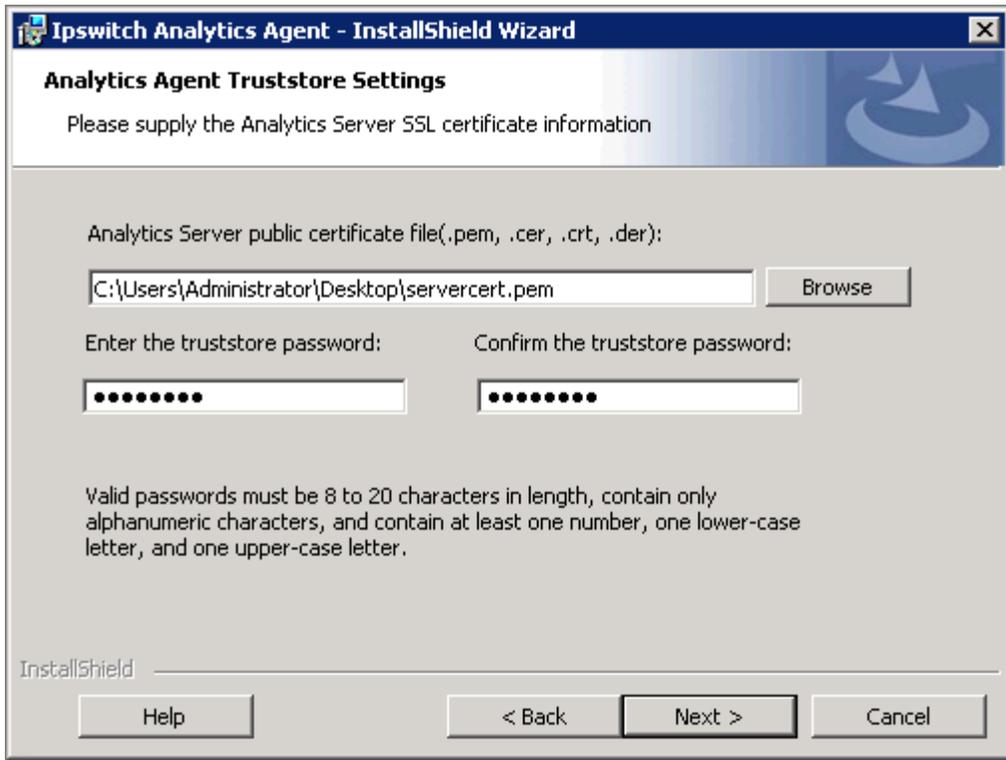
Click **Next**.

## 6 Enter the **Analytics Agent Truststore Settings**:

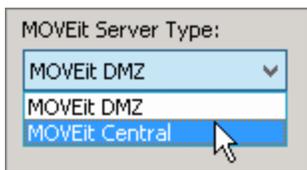
- **Analytics Server SSL Certificate.** Browse to locate the public certificate file for the Ipswitch Analytics Server. There are two ways to locate public certificate file for the Ipswitch Analytics Server:
  - **On the Agent machine:** Point a browser to the Ipswitch Analytics Server IP address or hostname and when prompted accept the certificate. Then go into your browser's settings to manage certificates and export the public certificate associated with the Ipswitch Analytics Server. The exported certificate must be in one of the following file formats: .pem, .cer, .crt or .der. Place the exported certificate on the Agent machine's desktop or other easily accessible location.
  - **On the Ipswitch Analytics Server machine:** Copy `c:\Program Files\Ipswitch\Analytics Server\apache-tomcat-7\certs\servercert.pem` and place it on the Agent machine's desktop or other easily accessible location.

**Important:** Do not use the .p12 or .pfx certificate file that you used during installation of the Ipswitch Analytics Server. If you select a certificate file that does not have the proper file format, the installation will roll back at the point when Ipswitch Analytics files install to the disk and the certificate attempts to import to the truststore.

- **Truststore password:** Enter the original **truststore password** that you used when you first installed the Agent. If you deleted the ipswitchcerts file before beginning Agent modification, enter a new password here.



- 7 If the machine on which you are installing the Agent does not contain an installation of MOVEit Central or DMZ, select the MOVEit server type for which you are installing this Agent.



Click **Next**.

## 8 Enter the **MOVEit Database Settings**.

- **Database Type:** Select either **MySQL** or **Microsoft SQL Server**, depending on the type of database used by the MOVEit server you selected in the prior step.
- **Authentication Type** (SQL Server only): Select the authentication type used for logon to the SQL Server. The currently used authentication type will be selected automatically.
  - **Windows:** SQL Server logon will use Windows authentication. If selecting this option, username must be entered in the **DOMAIN\User** format.
  - **SQL:** SQL Server logon uses a separate user/password created specifically for logon to the SQL Server database.
- **Database Name:** The name of the MOVEit database. This will be pre-populated if installing the Agent on the same machine as the MOVEit server.
- **Hostname or IP Address:** The location of the MOVEit database. If the MOVEit database is on the same machine as the MOVEit server, this will be **localhost**. If the MOVEit database and MOVEit server are on separate machines, this will be the Hostname or IP address of the machine where the database is located. If installing on a machine with no MOVEit DMZ or Central, the default database name will appear here (such as moveitdmz).

**Note:** If installing the Agent on a machine that contains an SQL Server database with multiple instances on the same server, Hostname or IP Address will prepopulate with the default value used by MOVEit Central or DMZ (for example, localhost\instance1). You can also enter a different instance. If the machine does not contain MOVEit DMZ or Central, the instance name will not prepopulate but must be entered manually.

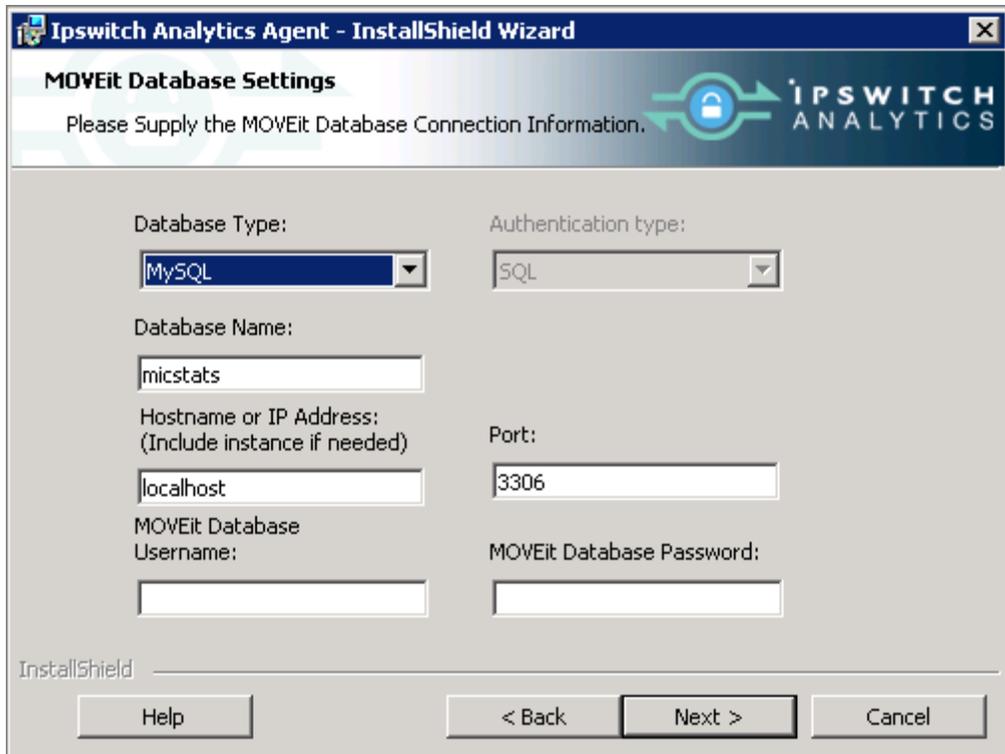
- **Port:** The port used to connect with the MOVEit database. The installer suggests a port number, but you may change the port number if necessary to match the port used by the MOVEit database. This will be pre-populated if installing the Agent on the same machine as the MOVEit server. If installing on a machine with no MOVEit DMZ or Central, the default port will appear here.

**Note:** If the MOVEit database is using a non-standard port number, you will need to remove the default port number shown and replace it with the non-standard port number.

- **Username and Password:** The username and password that allows access to the MOVEit database. For an SQL Server database: The Authentication Type selected above will determine what user credentials you enter here. Windows authentication requires that the username be in the **DOMAIN\User** format.

**Tip:** If you can't locate the username and password to the MOVEit database, look in `c:\MOVEitDMZ_Install.INI` file (DMZ) or `c:\MOVEitCentral_Install.INI` file (Central).

**Note:** The MOVEit database password is protected using standards-based, bi-directional AES256 encryption. The MOVEit database password is entered in plaintext during the install process and is encrypted before being stored in the configuration. When establishing a connection to the MOVEit database, the password is decrypted and passed to the JDBC driver. Internally, the JDBC driver encrypts the password using a value supplied by the database server before it is transmitted to the server for authentication. The plaintext password is never transmitted or stored.



**Ipswitch Analytics Agent - InstallShield Wizard**

**MOVEit Database Settings**

Please Supply the MOVEit Database Connection Information.

Database Type:

Authentication type:

Database Name:

Hostname or IP Address: (Include instance if needed)

Port:

MOVEit Database Username:

MOVEit Database Password:

InstallShield

Help < Back Next > Cancel

Click **Next**.

- 9 Change the **Agent Display Name** if necessary. This name will identify this MOVEit Central server within Ipswitch Analytics. The name will appear in the Monitor dashboard and in reports. You may want to enter the MOVEit server in this name so it will be easy for users to identify data coming from this MOVEit server within the Ipswitch Analytics interface later.

**Important:** Agent Display Names must be unique. If an Agent attempts to connect to the Ipswitch Analytics Server with a name that is already in use, the connection will be denied, the Agent will not appear in the Monitor dashboard, and reports will not contain any data from that Agent.

Ipswitch Analytics Agent - InstallShield Wizard

**Analytics Agent Settings**  
Configure the Analytics Agent.

Enter the name of the agent as it will be displayed through the Analytics Server.

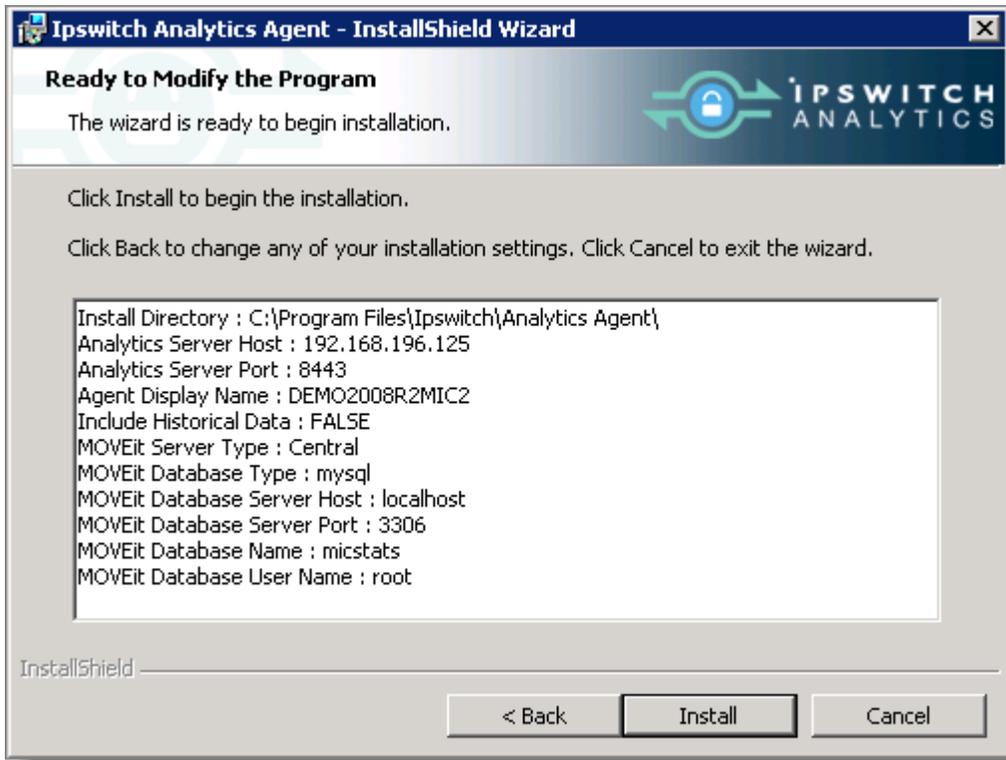
Agent Display Name:  
DEMO2008R2MIC2

Is this a new or existing agent?  
Installing an agent already known to Analytics Server

InstallShield

Help < Back Next > Cancel

- 10 Click **Next**.

**11** Review the modifications to the setup:

**Warning:** If you click **Install** now, the modification will proceed and you will NOT be able to back out your changes even if you click **Cancel** on the next screen.

**12** Click **Install** if you are happy with the installation setup, or click **Back** to make changes to the setup. After a few minutes, the modification completes.

To view the installer log that includes detailed information about every step of the modification process, click **Show the Windows Installer log**. You can also view the install log at a later point. It is located at **c:\log.log**.

**13** Click **Finish**.

Repeat these steps to modify another licensed Agent for a different MOVEit database.

# Remove

This topic describes how to remove the Ipswitch Analytics Server or an Ipswitch Analytics Agent from the machines on which they are installed. You might need to *remove the Ipswitch Analytics Server* (on page 101) or *remove an Ipswitch Analytics Agent* (on page 104) to move them to different machines, for instance.

## Remove the Ipswitch Analytics Server

**IMPORTANT:** If you plan to remove the Ipswitch Analytics Server and then reinstall it later AND you want to retain your existing Ipswitch Analytics Server database, follow the instructions here: *Remove and Reinstall the Ipswitch Analytics Server* (on page 103).

To remove the Ipswitch Analytics Server, first sign in to the Ipswitch Analytics Server machine using an account with administrator privileges.

You can remove the Ipswitch Analytics Server using the Control Panel or the Ipswitch Analytics Server installation file:

### Remove the Analytics Server using the Control Panel:

**WARNING:** If you remove the Ipswitch Analytics Server via the Control Panel, you will lose your entire Ipswitch Analytics Server database.

- 1 Open **Control Panel > Uninstall a program**.
- 2 Select **Ipswitch Analytics Server** from the list and click **Uninstall**.

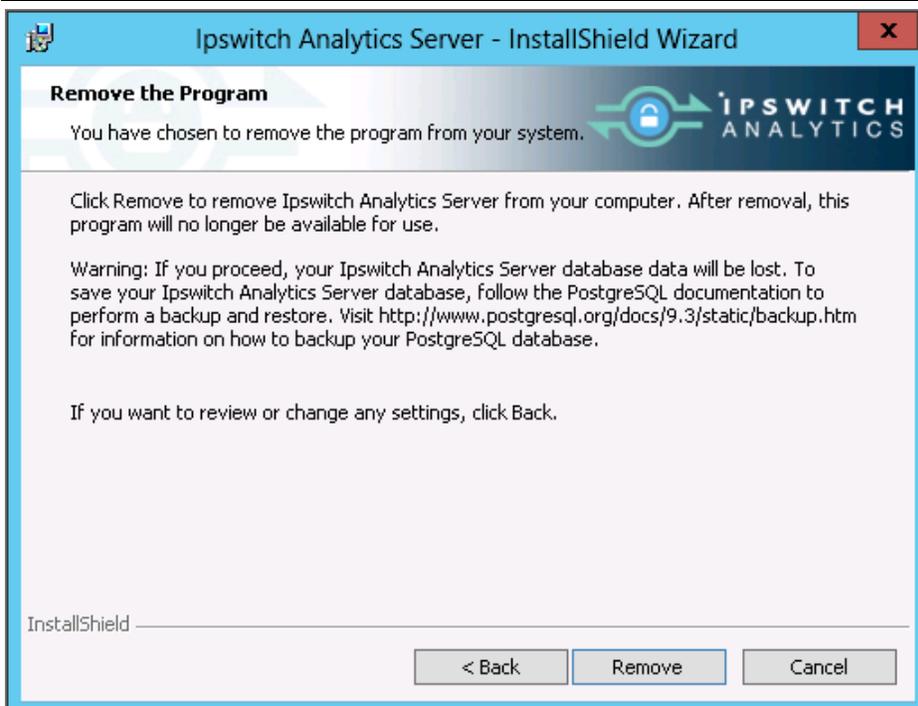
The Ipswitch Analytics Server uninstalls. No further action is required. When the process completes, the Ipswitch Analytics Server and its database will be removed from the machine.

**Remove the Analytics Server using the installation file:**

- 1 Open `Ipswitch_Analytics_Base_v1.exe`.
- 2 Click **Next**.
- 3 Select **Remove**.
- 4 Click **Next**.

A screen appears, warning you that if you proceed, your Ipswitch Analytics Server database data will be lost.

**WARNING:** If you wish to keep your Ipswitch Analytics Server database and reinstall Ipswitch Analytics Server later, cancel the removal now and follow the instructions here: ***Remove and Reinstall the Ipswitch Analytics Server*** (on page 103), which will show you how to preserve your Ipswitch Analytics Server database for later use. You can also visit the [PostgreSQL website](http://www.postgresql.org/docs/9.3/static/backup.htm) (<http://www.postgresql.org/docs/9.3/static/backup.htm>) for instructions on backing up your Ipswitch Analytics Server database.



- 5 Click **Remove**.
- 6 After several moments, click **Finish**.  
The Ipswitch Analytics Server and its database are removed.
- 7 Verify that `c:\Program Files\Ipswitch\Analytics Server` is removed. In some cases this folder may remain after a removal. Remove it manually if you see the Analytics Server folder remaining.

## Remove and Reinstall the Ipswitch Analytics Server

This topic shows you how to save your Ipswitch Analytics Server database, remove the Ipswitch Analytics Server, and then reinstall the Ipswitch Analytics Server.

- 1 Shut down all Ipswitch Analytics Agents. Go to each Agent machine and under **Administrative Tools** select **Services**. Right-click **Ipswitch Analytics Agent** and select **Stop**.
- 2 Sign in on the Ipswitch Analytics Server machine with administrative privileges.
- 3 Go to **Administrative Tools > Services**, right-click **Ipswitch Analytics Server** and select **Stop**.
- 4 Back up the Ipswitch Analytics Server database by following the [PostgreSQL documentation](http://www.postgresql.org/docs/9.3/static/backup.htm) (<http://www.postgresql.org/docs/9.3/static/backup.htm>).
- 5 Remove the Ipswitch Analytics Server. See *Remove the Ipswitch Analytics Server* (on page 101).
- 6 Install the Ipswitch Analytics Server. See *Install the Ipswitch Analytics Server* (on page 21).
- 7 Go to **Administrative Tools > Services**, right-click **Ipswitch Analytics Server** and select **Stop**.
- 8 Restore the Ipswitch Analytics Server database by following the [PostgreSQL documentation](http://www.postgresql.org/docs/9.3/static/backup.htm) (<http://www.postgresql.org/docs/9.3/static/backup.htm>).
- 9 Go to **Administrative Tools > Services**, right-click **Ipswitch Analytics Server** and select **Start**.
- 10 Go to each Agent machine, and under **Administrative Tools** select **Services**. Right-click **Ipswitch Analytics Agent** and select **Start**.

## Remove an Ipswitch Analytics Agent

Removing an Ipswitch Analytics Agent will remove all installation files, registry keys, shortcuts and the installation directory that were created during installation. The Ipswitch Analytics Server database will still contain all data sent from a removed Agent, and because of that, the removed Agent will continue to display as an option inside the Template Editor's Filter and inside the Rulesets Filter if data exists for that Agent on the Ipswitch Analytics Server.

➤ **To remove an Ipswitch Analytics Agent:**

- 1 Sign in on the Agent machine using an account with administrator privileges.
- 2 Do one of the following:
  - Open **Control Panel > Uninstall** and select **Uninstall**. No further action is required. The Agent removal is complete.
  - Open the Ipswitch Analytics Agent installation file and complete the steps below. Make sure you select the proper install file:
    - 64-bit: **ipswitch\_Analytics\_Agent64\_v1.exe**
    - 32-bit: **ipswitch\_Analytics\_Agent32\_v1.exe**.

The installer opens.

- 3 Click **Next**.
- 4 Select **Remove** and click **Next**.

The Installer is ready to remove the Agent.

**Warning:** If you proceed to click Remove, the Agent will uninstall and you will NOT be able to cancel it even if you click Cancel on the next screen.

- 5 Click **Remove**.
- 6 When the removal is complete, click **Finish**.

**Note:** If you need to reinstall the Agent on this same machine, you must manually remove the following folder after removal completes: **c:\Program Files\Ipswitch\Analytics Agent**. If you cannot remove it, terminate any program that may be accessing that directory, such as an antivirus program. If you still cannot delete the directory manually, reboot the machine and delete it after reboot.

If you plan to install an Agent on a different machine that will use the same Agent Display Name as the one you just removed, when installing the Agent select **Installing an agent already known to Analytics Server** on the screen where you enter the Agent Display Name.

