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Savision iQ

INSTALLATION AND UPGRADE GUIDE

RELEASE 2.9

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Installation and Upgrade Guide
Release 2.9 - February 5, 2020

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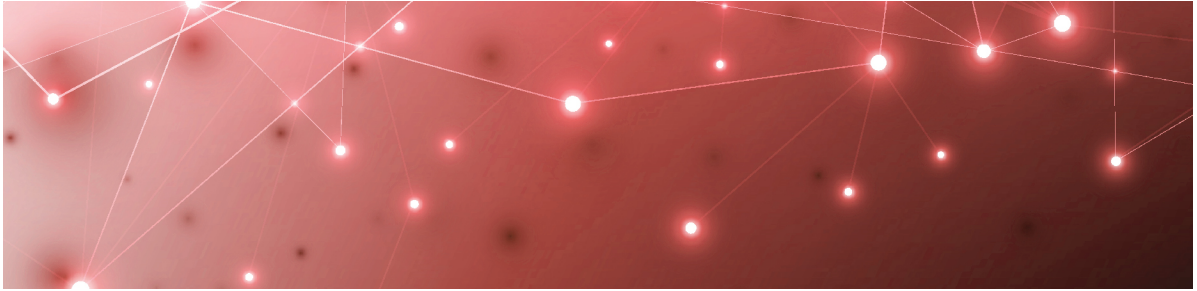
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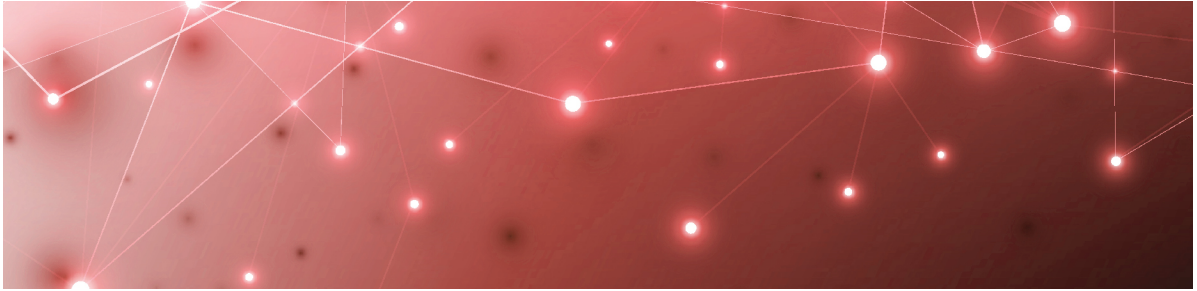
Introduction

Document Purpose and Intended Audience

This guide is intended to help you install Savision iQ or upgrade to Release 2.9. It contains information about the system requirements and the supported integrations.

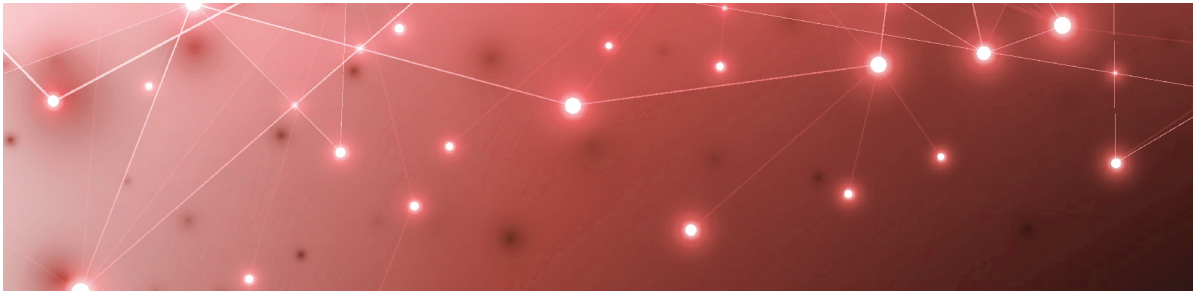
Revision History

Document Date	Description
February 5, 2020	Savision iQ Installation and Upgrade Guide, Release 2.9



About Savision iQ

Savision iQ is a powerful IT Operations Analytics solution that integrates all your existing monitoring tools, cloud platforms and ITSM systems. Savision iQ improves troubleshooting, decreases downtime and makes reporting easier. Using Elasticsearch, it can handle IT alerts in milliseconds, correlating them to help you understand the business impact and automate incident workflows. Straight out of the box, your teams can start to analyze data, streamline alerts and incident workflows and create business value dashboards.



Planning

The following sections provide information about the requirements that your system must meet before you can install or upgrade Savision iQ.

- ["Server Requirements" on page 7](#)
- ["IIS Roles and Features" on page 8](#)
- ["Java" on page 9](#)
- ["SQL Database" on page 10](#)
- ["Elasticsearch" on page 10](#)
- ["Active Directory" on page 10](#)
- ["Firewall Access" on page 11](#)
- ["Supported Upgrade Paths" on page 12](#)

Server Requirements

You can install Savision iQ on a Windows Server 2012 (or higher) running IIS 8.0 (or higher). The server must be a member of an Active Directory domain, and Savision iQ must be installed by a Domain user with local Admin rights.

Martello recommends that you install Savision iQ on its own server. The following table lists the minimum requirements and recommendations for the server.

Table 1: Server Requirements and Recommendations

Component	Minimum Requirement	Recommended
Processor	1.4 GHz	2 GHz or faster
	2 cores	4 cores
Memory	8 GB RAM; assign 4 GB to Elasticsearch	16 GB or greater, but not greater than 64 GB; assign 8 GB to Elasticsearch
Available Server Disk Space (Program Files Directory)	2 GB per integration	10 GB or greater per integration
Available SQL Server Disk Space	20 MB	100 MB
.NET Framework	4.6.2 or higher	4.6.2 or higher

IIS Roles and Features

The Savision iQ installer can add the roles and features needed for Savision iQ to function properly.

If you want to install the roles and features manually, add the roles and features listed in the table below to your Windows Server:

Table 2: Server Requirements and Recommendations

Web Server Components	Type
Roles	
Common	Default Document
	Static Content
Health and Diagnostics	HTTP Logging. Optional, but recommended for troubleshooting.
Security	Request Filtering
	Windows Authentication

Web Server Components	Type
Application Development	.NET Extensibility 4.5
	NET 4.5
	ISAPI Extensions
	ISAPI Filters
	WebSocket Protocol. Optional, but recommended.
Management Tools	IIS Management Console. Optional, but recommended for troubleshooting and advanced configuration.
Features	
.NET Framework 4.6 Features	.NET Framework 4.6
	NET 4.5
	WCF Services:
	<ul style="list-style-type: none"> • HTTP Activation

In addition, ensure that you enable the following:

- Automatic start-up for the Windows Process Activation (WAS).
- World Wide Web Publishing (W3SVC) services.



Note: Savision iQ is installed as a new website with a self-signed certificate running on port 59212. You can change the port using the IIS Management Console under the bindings for the Savision iQ website.

Java

Savision iQ uses Elasticsearch to store the majority of its data. This allows it to retrieve information quickly. Elasticsearch requires Java JRE V8 (at least u131 or higher), Java JDK version 11, or Java JDK version 12.

You can download and install Oracle Java SE from the following link:

<https://www.oracle.com/technetwork/java/javase/downloads/index.html>

Please note that you may need a commercial license from Oracle to use Oracle Java SE. Alternatively, you can use Amazon Corretto, a no-cost, production-ready distribution of the OpenJDK supported by Amazon. Amazon Corretto 11 is available at the following link:

<https://docs.aws.amazon.com/corretto/latest/corretto-11-ug/downloads-list.html>

After you install a valid version of Java, ensure that the environment variable "JAVA_HOME" is correctly set.

SQL Database

Savision iQ stores configuration information in a SQL database. Martello recommends that you use SQL Server 2012 or higher. The server can be a locally running instance or an instance running in a cluster. Savision iQ is also compatible with SQL Express.

If you are evaluating the software or wish to use SQL Express, you can download it using the following link: <https://www.microsoft.com/en-us/download/details.aspx?id=55994>.

During the installation, you are prompted to enter the SQL instance and user credentials that have permission to create a database. This same user account is used as the app pool account for Savision iQ. After the installation is complete, you can adjust the account to a lower privilege level, as long as the account continues to have read/write permissions to the Savision iQ database.



Note: Savision iQ requires the collation of your SQL instance to be case insensitive.

Elasticsearch

Savision iQ release 2.6 and higher requires Elasticsearch version 6.8. If it is not already installed, a single-node deployment of Elasticsearch is installed with Savision iQ. This single-node deployment is suitable for evaluations and small deployments; however, you may wish or need to move to a larger Elasticsearch environment. For guidelines about sizing please refer to the following link:

<https://www.elastic.co/guide/en/elasticsearch/guide/current/hardware.html>

Active Directory

By default, Savision iQ queries the Global Catalog for available domain controllers and works with users and groups from all the domains in the forest.

To allow a user to target a specific Active Directory domain controller, you must edit the `Web.config` file. Add the following lines to the `<appSettings>` section:

```
<add key="ad.dc" value="" />
<add key="ad.user" value="" />
<add key="ad.password" value="" />
<add key="ad.domains" value="*" />

<add key="ad.scan_trusted_domains" value="false" />
<add key="ad.ignore_token_groups" value="true" />
```

If you use default values, the application reverts to the current Active Directory Forest settings.

```
<add key="ad.dc" value="<empty or Domain Controller>" />
<add key="ad.domains" value="<* or domains to query, separated by
comma>" />
```

The parameter `scan_trusted_domains` tells Savision iQ to look for trusted domains in AD and is by default set to `false`.

The parameter `ignore_token_groups` tells Savision iQ to ignore retrieving AD User groups by token groups. It is `true` by default.

These two parameters can make Savision iQ slow if they are enabled.

Firewall Access

By default, Savision iQ is installed as a website running under port 59212. You can change the port number if you wish.

Each integration has its own requirements for access. Your firewall rules for outbound traffic must allow Savision iQ to communicate with the integrated system.

The following table lists the ports used by each monitoring system or ITSM that integrates with Savision iQ. Some systems allow you to customize the port.

Table 3: Ports Required by Integrated Systems

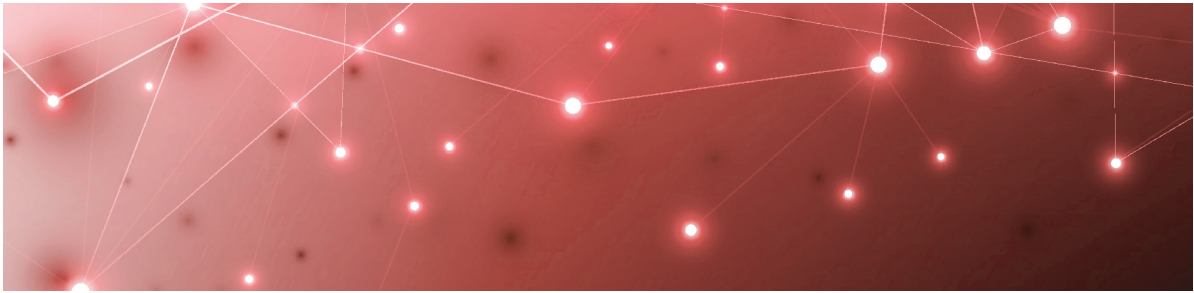
Monitoring System Or ITSM	Port
Amazon Web Services (AWS)	80 and 443
AppDynamics	443
CA APM	8081
Cherwell	80 or 443
Cisco Prime	80 or 443
Derdack Enterprise Alert	80 (default) configurable by the Savision iQ administrator using the following format: <server>:<port>
Ivanti Service Management (Powered by HEAT)	Service Management: 443 Cloud instance: 443 On-Premises: 80 or 443
Jira Software	443 (Default)
Microsoft Azure	443

Monitoring System Or ITSM	Port
Microsoft Office 365	443
Nagios Core and XI	443 or configured in the URL
PowerShell	No ports are needed. The PowerShell integration runs on the Savision iQ web server or on the Windows Server that a Savision iQ Remote Agent is running on.
PRTG	Customizable port
ServiceNow	443
SolarWinds	17778
Splunk	8000 and 8089
System Center Operations Manager	5724
TopDesk	443
VMware vCenter	443
WhatsUp Gold	1433 (Default SQL server port)
Zabbix	80 (Default)

Supported Upgrade Paths

You can upgrade to Savision iQ 2.9 from Release 2.6.1.

If your currently installed version is Release 2.5.x, you must upgrade to Release 2.6.1 before upgrading to Release 2.9. Please contact itops-support@martellotech.com for more information.



Install or Upgrade Savision iQ

Use the procedures in this section to install or upgrade Savision iQ.

Before you Begin

- Ensure that your system meets all the prerequisites listed in ["Planning " on page 7](#).
- Download the installation package from our website at <https://www.martellotech.com/downloads>.

The installation package contains the following installers:

- Savision iQ-2.9.exe
- Savision iQ Agent-2.9.exe
- Elasticsearch-6.8.1.exe—This file is included in the installation package but is not required if you are upgrading from Release 2.6.2 or higher.

After you download the installation package, complete the following tasks:

Task	Description
Choose one of the following options: <ul style="list-style-type: none">• "Install Savision iQ" on page 13• "Upgrade Savision iQ" on page 14	Install a new instance of Savision iQ, or upgrade an existing instance.
"Install Remote Agents" on page 16	Optional. Install a remote agent only if the source system is not accessible from the Savision iQ web server.
"Add a License Key" on page 17	Activate the license.

Install Savision iQ

Use the following procedure to install Savision iQ.

Before you Begin

Savision iQ needs to access information that is stored on the SQL server. Before you begin, ensure that you have the server instance and the credentials for the SQL server that is used to store this metadata.

If you do not have a full SQL server, you can use SQL Server Express. The Savision iQ installer provides a link. If you are using this option, ensure that you record the connection string that SQL Express generates; you will need this connection string during the installation process. The connection string uses the following format: <machine_name>\SQLExpress.

1. Right-click the `Savision iQ-2.9.exe` file and select **Run As Administrator**.
2. Click **Next** at the welcome screen.
3. Click on **I accept the agreement** and then click **Next**.
4. On the **Connect to SQL Server** page, enter the SQL server instance as well as the credentials of a user that has rights to create the database.



Note: If you do not have a SQL Server, you can click on **Install SQL Server Express** to install the express version of SQL Server. This option is useful if you have a small environment or would like to use Savision iQ for demonstration or evaluation purposes.

5. Click **Verify**. When the credentials are verified, click **Next**.
6. Select the destination where you want to install Savision iQ and click **Next**.
7. Optional. Click on **Create a desktop shortcut** and click **Next**.
8. If Elasticsearch is not already installed on this server, the Elasticsearch installer launches. When the Welcome to the Elasticsearch Setup Wizard displays, click **Next**.
9. Click **I accept the agreement** and click **Next**.
10. Select the destination where you want to install Elasticsearch and click **Next**.
11. When the Elasticsearch installation is complete, click **Finish**. Savision iQ continues its installation. It verifies the IIS Roles and Features and adds any requirements that are missing.
12. When the installation is complete, click **Finish**. Savision iQ launches.

Upgrade Savision iQ

Use the information in this section to perform the following tasks:

- ["Understand the Upgrade Process" on page 15](#)
- ["Upgrade the Software" on page 15](#)

Understand the Upgrade Process

The Savision iQ installer supports an in-place upgrade. If you made manual changes to the `web.config` file, those changes are preserved during an in-place upgrade. If you choose to uninstall and reinstall the software, instead of performing an in-place upgrade, any manual changes that you made in the `web.config` file are lost when you install the new version. In addition, uninstalling and reinstalling the software will not remove any data from the SQL server and Elasticsearch data stores.

This release of Savision iQ requires Elasticsearch version 6.8. The Savision iQ installer package contains an installer for Elasticsearch that upgrades an Elasticsearch node from 5.6. or 6.5 to 6.8. If Elasticsearch is installed on the same machine as Savision iQ, the Savision iQ installer executes the Elasticsearch installer automatically. In the case of an Elasticsearch cluster, you must execute the Elasticsearch installer on all Elasticsearch nodes before you install Savision iQ.

If you are upgrading from release 2.5.x to 2.9, Savision iQ reindexes all `savisioniq_*` indices in Elasticsearch after the installation. This process can take several hours. During that time, the indices being processed are not accessible and no data from those indices is visible in Savision iQ.

Upgrade the Software

Use the following procedure to upgrade Savision iQ.

Before you Begin

- Backup any PowerShell scripts from the PSScripts folder.
- Stop the app pool. The app pool automatically restarts after the upgrade is complete.
- View the current binding information on the Savision iQ website, making note of ports, SSL certificates, and host name information. You may need to restore some of these settings after the upgrade.

1. Right-click the `Savision iQ-2.9.exe` file and select **Run As Administrator**.
2. Click **Next** at the welcome screen.
3. Click on **I accept the agreement** and then click **Next**.
4. On the **Connect to SQL Server** page, enter the SQL server instance as well as the credentials of a user that has rights to create the database. You must enter the same SQL Server instance that you entered in the initial installation of Savision iQ.



Note: If you do not have a SQL Server, you can click on **Install SQL Server Express** to install the express version of SQL Server. This option is useful if you have a small environment or would like to use Savision iQ for demonstration or evaluation purposes.

5. Click **Verify**. When the credentials are verified, click **Next**.

6. Select the destination where you want to install Savision iQ and click **Next**.
7. Optional. Click on **Create a desktop shortcut** and click **Next**.
Savision iQ continues its installation. It verifies the IIS Roles and Features and adds any requirements that are missing.
8. When the installation is complete, click **Finish**.
Savision iQ launches.

Post-Upgrade Tasks

Complete the following steps:

- Stop the app pool.
- Remove the following folder: C:\Users\
{AppPoolUser}\AppData\Roaming\SavisioniQ_Snapshots
- Start the app pool.

Install Remote Agents

When you install Savision iQ, it will install an agent locally on the server. For most installations the local agent is all that is needed. In some cases, you may need to install a remote agent to access certain systems you want Savision iQ to integrate with. For example, you need to install a remote agent when the source system is not accessible from the Savision iQ web server.

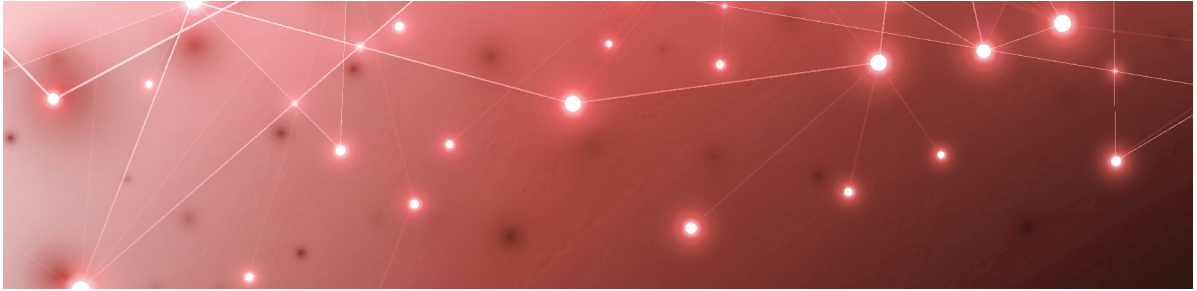
The remote agent installs as a Windows service.

1. From the remote computer, open your browser and log into Savision iQ.
2. From the main menu, select **Settings > Agents**.
3. Click the **Download Agent** icon in the bottom corner of the page.
The AgentInstaller.zip file downloads.
4. Extract the files.
There are two files: Savision iQ Agent-2.9.exe and Setup.cmd.
5. Choose one of the following options:
 - Double-click the Setup.cmd to launch the installer with the Savision iQ web server URL pre-populated.
 - Right-click on Savision iQ Agent-2.9.exe and select **Run As Administrator**.
6. Click **Next** on the welcome screen.
7. Select **I accept the agreement** and click **Next**.
8. Enter the URL of the Savision iQ web server, as well as your Savision iQ Administrator credentials; click **Verify**.
9. Enter the destination where you want to install the agent and click **Next**.
10. Click **Finish** when the installation is complete.
After a few moments, the remote agent is listed as an available agent in Savision iQ.

Add a License Key

After you purchase a license, the support team sends you an email with the license key attached in a text file. Use this procedure to activate the license.

1. From the main menu, select **Settings**.
2. Click the **Licensing** tab.
3. Click the **Add License** button.
4. Paste your license key in the dialog box and click **Activate**.



Configure Elasticsearch

By default, the Savision iQ installation will install Elasticsearch on the web server. It is not bound to an external IP address so there is no user authentication enabled. This works fine in an evaluation scenario or with limited users, integrations and data.

If you use Savision iQ in a more demanding scenario, Martello recommends that you set up a multi-node Elasticsearch cluster. Documentation about how to set this up can be found here:

<https://www.elastic.co/guide/en/elasticsearch/reference/current/setup.html>.

When security is required, such as when Elasticsearch is installed on a different machine, you need to use X-Pack (you can also do monitoring with X-Pack). Elasticsearch has changed the way X-Pack works. You can find more details here:

<https://www.elastic.co/products/x-pack/open>.

Connection settings are configured in the `web.config` under `<connectionStrings>`. The Elasticsearch connection string can be defined as follows:

Default

```
<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://localhost:9200" /> Multi node cluster:
```

```
<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://ESNode1:9200;http://ESNode2:9200;http://ESNode3:9200" />
```

With Authentication

```
<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://ESServer:9200, Username=iquser,
Password=secret" />
```

Allocate Memory

By default, Elasticsearch is set up to use 2 GB of memory. Ensure that you assign additional memory. For information about the memory requirements, see "[Server Requirements](#)" on page 7.

1. Open the `jvm.options` file.

The file is located where you installed Elasticsearch. The default location is:

C:\Program

Files\Savision\Elasticsearch\elasticsearch\config\jvm.options.

2. Edit the file to change the heap space as shown below. The heap space controls the amount of memory that Elasticsearch uses.

JVM Configuration

```
## JVM configuration
#####

## IMPORTANT: JVM heap size
#####

##

## You should always set the min and max JVM heap ## size to the same
value. For example, to set

## the heap to 4 GB, set:

##

## -Xms4g
## -Xmx4g
## ## See

https://www.elastic.co/guide/en/elasticsearch/reference/current/heapsize.html

## for more information

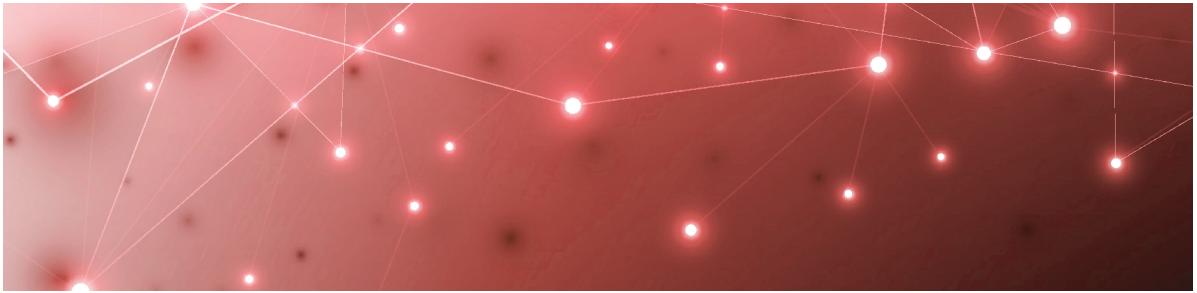
##

#####

# Xms represents the initial size of total heap space
# Xmx represents the maximum size of total heap space
-Xms2g <--These are the values you want to change.
-Xmx2g <--
```

Martello recommends that you change both values to -Xmx4g.

3. After you have changed the values, save the file.
4. From **Services**, stop and restart the Elasticsearch service.



Configure Integrations

Use the information in this section to complete the following tasks:

- Collect the information that you need for your integrations; review ["Required Information" on page 20](#)
- ["Add an Integration" on page 20](#)

Add an Integration

Use this procedure to integrate a monitoring system with Savision iQ.

Before you Begin

- For a list of the information required by each integration, see ["Required Information" on page 20](#).

1. From the main menu, select **Settings**.
The Integrations tab displays the currently installed integrations.
2. Click the **Add** button at the bottom of the page.
3. Select a monitoring system from the dialog box.
4. Enter the information required for the monitoring system.
5. Enter the following information:
 - **Discovery Interval**—The interval for collecting components and relationships. The default value is 3600 seconds.
 - **Operation Interval**—The interval for collecting alerts, incidents, and component health states. The default value is 120 seconds.
6. Click **Save**.

Required Information

Before you add an integration, ensure that you have all of the information required to access the monitoring system. The information required varies depending on the monitoring system that you are connecting to.

The user permissions in the source system are important, because those permissions determine the access that Savision iQ has to the source system. If the user in the source system does not have sufficient permissions, some data may not be visible in Savision iQ and some functionality—such as the ability to close an alert—may not work.

Use the links below to find a list of the information required for each integration.

- "Amazon Web Services " on page 21
- "AppDynamics" on page 22
- "Azure" on page 23
- "Azure Insights" on page 24
- "BMC Remedy IT Service Management Suite" on page 25
- "CA Application Performance Management" on page 26
- "Cherwell" on page 26
- "Cisco Prime" on page 27
- "Derdack Enterprise Alert" on page 28
- "Email Notification" on page 28
- "Google Cloud Platform" on page 29
- "Icinga2" on page 30
- "Ivanti Service Management" on page 31
- "Jira Software" on page 32
- "Microsoft System Center Operations Manager " on page 32
- "Mitel Performance Analytics" on page 33
- "Nagios Core and Xi" on page 34
- "Office 365" on page 37
- "PowerShell" on page 38
- "PRTG Network Monitor" on page 39
- "Savision API" on page 40
- "ServiceNow" on page 40
- "Solar Winds" on page 41
- "Splunk" on page 42
- "TopDesk" on page 43
- "VMware vCenter" on page 43
- "WhatsUp Gold" on page 44
- "Zabbix" on page 45

Amazon Web Services

You must configure permissions in Amazon Web Services (AWS) before you can integrate it with Savision iQ. The permissions must be assigned to the account that is used to access Savision iQ. To assign these permissions, Martello provides a permissions policy that you can copy into AWS. For instructions, see the following Knowledge Base article: <https://support.martellotech.com/knowledgeBase/9521026>

Configure the following properties when you integrate AWS with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote Agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Region	The region determines the URL used.
Access Key	—
Secret Access Key	—
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

AppDynamics

Configure the following properties when you integrate AppDynamics with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	Required.
Tenant Account Name	The AppDynamics tenant account name.
Username	A user in the account
Password	The password for the account.

Property	Description
Collect infrastructure events	Select the checkbox to enable.
Collect application events	Select the checkbox to enable.
Collect policy violation events	Select the checkbox to enable.
Calculate service availability health by worse case roll-up	Select the checkbox to enable.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Optional Event Types

In Savision iQ, you can select which events are collected. To simplify the types of events in Savision iQ, we define them into three types:

- Infrastructure
- Application
- Policy violation

You can read more details about event types on the [AppDynamics Events Reference](#) page.

Azure

Before you Begin

Before Savision iQ can integrate with Microsoft Azure, you must complete setup tasks in Azure. For more information, see the following Martello Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/9443244>

Configure the following properties when you integrate Microsoft Azure with Savision iQ:

Property	Description
Azure Environment	Port 443
Tenant ID	Use the information provided in the Tenant ID properties in Microsoft Azure.

Property	Description
Subscription ID	Use the information provided in the enterprise application in Microsoft Azure.
Client ID	Use the information provided in the application registration in Microsoft Azure.
Client Secret	This information is part of the application registration in Microsoft Azure.
Agents	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Azure Insights

You must complete setup tasks on Azure Insights before you can integrate it with Savision iQ. For more information, see the following Martello Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/9362697>

Configure the following properties when you integrate Azure Monitor with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Tenant ID	Use the information provided in the Tenant ID properties in Azure Monitor.

Property	Description
Client ID	Use the information provided in the application registration in Azure Monitor.
Client Secret Key	This information is part of the application registration in Azure Monitor.
Subscription IDs	Use the information provided in the enterprise application in Azure Monitor.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

BMC Remedy IT Service Management Suite

Configure the following properties when you integrate BMC Remedy with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL to Mid-Tier Server	The server that facilitates the web console and the REST API.
URL to Action Request (AR) System API	The server that facilitates the web services. You must enable the API in your BMC Remedy environment.
AR Server Name	Find the name using the registry key HKLM\SOFTWARE\Remedy\ARServer\ServerNameList
Dataset ID	The BMC Remedy environment includes multiple datasets. To collect information from more than one dataset, enter the IDs separated by a comma.
Username	A user in the account
Password	The password for the account.

Property	Description
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

CA Application Performance Management

Configure the following properties when you integrate CA Application Performance Management (CA AMP) with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	The URL to the rest API endpoint. Port 8081 is the default.
Username	A user in the account
Password	The password for the account.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Cherwell

Configure the following properties when you integrate Cherwell with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agents	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.

Property	Description
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	Default ports are 80 for HTTP or 443 HTTPS.
Authentication Mode	OAuth2 authentication is not currently available.
Client ID	Refer to the Cherwell website to obtain a Client ID for Savision iQ. https://cherwellsupport.com/
Username	A user in the account
Password	The password for the account.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.



Note: Due to a limitation of the Cherwell API, the timezone of the Savision iQ Server/Agent must be the same as the Cherwell server.

Cisco Prime

Configure the following properties when you integrate Cisco Prime with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	—
Username	A user in the account
Password	The password for the account.

Property	Description
API Version	Use the highest version available for your Cisco Prime version.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Derdack Enterprise Alert

Configure the following properties when you integrate Derdack Enterprise Alert with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Server	The hostname, FQDN or IP address of the Derdack server.
Use SSL	Optional.
Username	A user in the account.
Password	The password for the user.
Response URL	URL that can be used to navigate from Derdack Enterprise Alert to Savision iQ.

Email Notification

Configure the following properties when you integrate Email Notification with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.

Property	Description
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
From Email	The sending email address.
SMTP Server	The address of the SMTP server.
Port	The port to access the server
Username	The username for the email account.
Password	The password for the account.
Enable SSL	Optional.
Send emails as HTML	Optional.

Google Cloud Platform

You must complete setup tasks on Google Cloud Platform (GCP) before you can integrate it with Savision iQ. For more information, see the following Martello Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/9362640>.

Configure the following properties when you integrate GCP with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.

Property	Description
Integration file	<p>Select the JSON file that you stored on the Savision iQ server.</p> <p>If you do not see the file in the drop-down list, ensure that you copied it to the following folder, and then refresh iQ in your browser:</p> <pre>%Install Path%\Savision\Savision iQ\Integrations\GoogleCloudCompute</pre>
Webhook Listener URL	<p>Enter the URL, including the port number, of the Webhook Listener in the following format: https://<Server>:<Port></p> <p>Example: https://webhook.martello.com:59213</p>
Webhook Listener Username	Enter the same Username that you specified during the Webhook Listener setup.
Webhook Listener Password	Enter the same Password that you specified during the Webhook Listener setup.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Icinga2

Configure the following properties when you integrate Icinga2 with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Server	The server Icinga2 is installed on.
Port	The port to access the server.

Property	Description
Secure Connection (HTTPS)	Select the checkbox to use HTTPS.
Username	A user in the account
Password	The password for the account.
Base URL	The URL used to open the Icinga2 web console from Savision iQ.
Host URL	URL used to retrieve the data.
Service URL	URL that is used to navigate from Savision iQ to Icinga2 from a service component.
Host Group URL	URL that is used to navigate from Savision iQ to Icinga2 from a host component.
Service Group URL	URL that is used to navigate from Savision iQ to Icinga2 from a service group component.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Ivanti Service Management

Configure the following properties when you integrate Ivanti Service Management with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	Include the port access to the instance, typically 80 or 443.
Username	A user in the account.
Password	The password for the account.

Property	Description
On-Premises	Optional.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Jira Software

Configure the following properties when you integrate Jira Software with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	The default port is 8080
Type	Savision iQ supports Jira on-premises.
Username	A user in the account
Password	The password for the account.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Microsoft System Center Operations Manager

Configure the following properties when you integrate Microsoft System Center Operations Manager (SCOM) with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.

Property	Description
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Management Server	Port 5724.
Username	A SCOM username.
Password	The password for the SCOM account.
URL	Optional. URL to Live Maps Portal.
Load component states directly from SQL Server?	Select the checkbox to enable this function.
Load relationships per object?	Select the checkbox to enable this function.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Mitel Performance Analytics

Configure the following properties when you integrate Mitel Performance Analytics (MPA) with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
MPA URL	The URL of the MPA instance.
Login	The email address used to access the account.
Password	The password for the account.
Container GUID	Optional. The GUID of the container in MPA.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.

Property	Description
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Nagios Core and Xi

Before you Begin

The Nagios integration supports two modes. Select one of the following modes and complete the prerequisites before you add the integration in Savision iQ:

- ["Nagios Core API Mode" on page 35](#): Savision iQ pulls data from Nagios using the JSON API shipped with Nagios since release 4.0.7.
- ["Savision API Mode" on page 36](#): Savision iQ communicates with Nagios using the custom CGI endpoint shipped with Savision iQ.

The Nagios integration allows Savision iQ to interface with the majority of the current Nagios distributions, such as Nagios Core, Nagios XI, Icinga, Check_MK, Shinken.



Tip: For Nagios Core and Xi, you must install the CGI script if you want to use the Acknowledge Alerts feature. For the other Nagios forks, like Shinken or Check_MK, the Savision API Mode—including the installation of the CGI scripts—is required. The CGI scripts require the LiveStatus module to be installed.

Configure the following properties when you integrate Nagios Core and Xi with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Nagios API	Choose one of the APIs.
Server	The server Nagios is installed on.
Port	The port to access the server.

Property	Description
Secure Connection (HTTPS)	Optional.
Username	The username used to authenticate with Nagios.
Password	Password used to authenticate with Nagios.
Savision iQ Endpoint URL	URL used to retrieve the data when the Savision API mode is chosen.
Base URL	The URL used to open the Nagios web console from Savision iQ.
Host URL	URL used to retrieve the data when the Savision API mode is chosen.
Service URL	URL that is used to navigate from Savision iQ to Nagios from a service component.
Host Group URL	URL that is used to navigate from Savision iQ to Nagios from a host component.
Service Group URL	URL that is used to navigate from Savision iQ to Nagios from a service group component.
Discovery Interval	Required. How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	Required. How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Nagios Core API Mode

Core API mode has the following requirements:

- Nagios Core 4.0.7 and up
- Python 2.7+ with modules cgi, cgitb, JSON installed
- Nagios must be configured to allow external commands. In your `nagios.cfg`, ensure the following settings have the required values:
 - `check_external_commands = 1` to enabled external commands.
 - `command_check_interval = -1` to check for external commands as often as possible.
- Restart Nagios after you make the changes listed above.

CGI Script Installation

Copy the `savisioniq.cgi` script from the Unity iQ installation (`{SavisioniQ}\Integrations\Nagios\Core Api\savisioniq.cgi`) folder into the

Nagios `cgi-bin` folder. On Nagios Core 4 and up the folder is `/usr/local/nagios/sbin`. Other Nagios installations maybe different.

Make sure that the `savisioniq.cgi` CGI Script is executable and associated with the user and group that is allowed to run Nagios. On Nagios Core 4 the user and group are **nagios**.

```
sudo chmod +x /usr/local/nagios/sbin/savisioniq.cgi
```

```
sudo chown nagios:nagios /usr/local/nagios/sbin/savisioniq.cgi
```

Configuration

Open the `savisioniq.cgi` script with an editor and change the following parameters to match your current Nagios configuration:

- **command_file** has to be set to the same value as **command_file** in your `nagios.cfg` (by default `/usr/local/nagios/var/rw/nagios.cmd`).
- **status_file** has to be set to the same value as **status_file** in your `nagios.cfg`.

Savision API Mode

Savision API mode has the following requirements:

- Python 2.7+ with modules `cgi`, `cgitb`, `JSON` installed.
- Any Nagios distribution that supports `MK_LiveStatus`.

If `MK_Livestatus` is not installed, you can install it manually. Refer to this article for more information: http://mathias-kettner.com/checkmk_livestatus.html.

The recommended `MK_LiveStatus` version is 1.4.0p34

CGI Script Installation

Copy the `savisioniq.cgi` script and the `livestatus.py` module from the Unity iQ installation (`{SavisioniQ}\Integrations\Nagios\Savision Api`) folder into the Nagios `cgi-bin` folder. On Nagios Core 4 and up the folder is `/usr/local/nagios/sbin`. Other Nagios installations may be different.

Make sure that the `savisioniq.cgi` CGI Script is executable and associated to the user and group that is allowed to run Nagios. On Nagios Core 4 the user and group are **nagios**.

```
sudo chmod +x /usr/local/nagios/sbin/savisioniq.cgi
```

```
sudo chown nagios:nagios /usr/local/nagios/sbin/savisioniq.cgi
```

Configuration

Enable the `LiveStatus` TCP Unix socket. By default, it is set to `localhost`, port 6557.

Open the `savisioniq.cgi` script with an editor and find the `LiveStatus` connection properties and change them to match your current `LiveStatus` configuration:

```
cmk_livestatus_nagios_server = "localhost"
```

```
cmk_livestatus_tcp_port = 6557
```

Office 365

Use the information in this section to configure an integration with Microsoft Office 365.



Note: Service incidents and events from Office365 display as alerts in Savision iQ. The health state and alert severity is based on the service incident status.

Before you Begin

You must create and register an application in the Azure Active Directory so that Savision iQ can connect with the Microsoft Office 365 Service Communications API and collect the data from it. The tenant admin needs to consent to the application's permissions.

Perform the following steps:

1. Open a RDP session to your Savision iQ machine.
2. Open the PowerShell command line as an administrator.
3. Execute the PowerShell script located in
%Savision%\Integrations\Office365\Register-ApplicationInAzure.ps1.
To execute the script, provide the following:
 - Username
 - Password
 - Name for the connector



Note: The name for the connector has to be the same as the name of the integration in Savision iQ—this is necessary when you unregister the application.

4. Copy the script output. It contains the Client ID, Client Secret Key, Application Name, and Link for the tenant admin.
5. Share the link from the script with a Microsoft 365 tenant administrator.
6. The tenant admin receives a permissions request form. Click **Accept**.

Configure the following properties when you integrate Microsoft Office 365 with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Tenant ID	Required.
Client ID	A user in the account
Client Secret Key	The password for the account.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Uninstall

1. Delete the integration in Savision iQ.



Note: Copy the name of the integration since you will need it for the script.

2. Open a Savision iQ machine.
3. Open the PowerShell command line as an administrator.
4. Execute a PowerShell script located in
`%Savision%\Integrations\Office365\ UnregisterFromAzure_{Name of the integration}.ps1.`
The script deletes the registered application in the Azure Active Directory.
5. Delete the script.

PowerShell

Configure the following properties when you integrate PowerShell with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.

Property	Description
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Username	User credentials to use used as the "Run As Account"
Password	The password for the account.
Script	Select a PowerShell script from the drop-down menu. Scripts are available in the menu after you copy them to the Savision iQ > PSScripts folder.

PRTG Network Monitor

Configure the following properties when you integrate PRTG Network Monitor with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	Default ports are 80 or 443.
Username	Admin user for PRTG.
Password	The password for the PRTG admin.
Roll-up worst sensor state to components and groups	Optional. By default, PRTG does not roll-up the worst sensor state. When you enable this option, Savision iQ calculates the states of the devices and groups based on the worst state of the related sensors.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Savision API

This entry is not an active integration. It uses an API endpoint on the Elasticsearch server to push data into Savision iQ. This approach allows you to use the same filters that are use for the data from other integrations.

Configure the following properties when you integrate the Savision API with Savision iQ:

Property	Description
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

For more information about the API, refer to the Savision iQ REST API Guide, available on the Partner Portal at <https://partners.martellotech.com/> or on the software downloads page at <https://martellotech.com/downloads/>.



Note: This is not an active integration. This approach uses an API endpoint on the Elasticsearch server to push data into Savision iQ.

ServiceNow

Before you Begin

Configure your ServiceNow instance to work with Savision iQ:

- Install the Savision iQ ServiceNow app in your instance of ServiceNow.
- Create a user with the following roles:
 - x_savis_iq.Savision iQ Role
 - itil
 - itil_admin
 - personalize_choices
- Specify port 443 for Port Access to the Instance.
- Install the Savision iQ application from the ServiceNow app store at <https://store.servicenow.com/>.

Configure the following properties in Savision iQ when you add the ServiceNow integration:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Instance Address	Use port 443 to connect to your ServiceNow instance.
Username	Enter the credentials for the user you created.
Password	The password for the user.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Solar Winds

Configure the following properties when you integrate Solar Winds with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Server Name	Port 17778 access to the SolarWinds Server.
Connection Type	Possible values are HTTPS or NET TCP. If you choose NET TCP, set the FQDN of the SolarWinds server in the web.config file or in the Savision.UnityiQ.Agent.exe.config file in the case the integration is hosted by a remote agent.

Property	Description
Username	Administrative credentials for the account.
Password	The password for the account.
URL	URL to Orion.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.



Note: We use the SolarWinds Information Service (SWIS) to load data from SolarWinds Orion:
<https://github.com/solarwinds/OrionSDK/wiki/About-SWIS>

Splunk

Configure the following properties when you integrate Splunk with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
Management URL with a port	Default Port: 8089
Web URL with a port	Default Port: 8000
Username	The user of the account.
Password	The password for the account.
To add default Splunk alert rules	Check to enable.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

TopDesk

Configure the following properties when you integrate TopDesk with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	Default ports are 80 or 443.
Username	Use an operator account that has privileges to access the API. You must use an operator account; the account cannot be an administrator account.
Password	The password for the Operator account.
Load asset data	Select to enable.
Cache asset data	Select to enable.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

VMware vCenter

Configure the following properties when you integrate VMware vCenter with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
vCenter Server	Port 443 access to your vCenter Server.

Property	Description
Username	A user in the account
Password	The password for the account.
Use Single Sign-on (SSO)	Optional.
SSO Endpoint override	Configure the URL to the SSO endpoint.
vSphere Client Type	Select which web client is used to navigate from Savision iQ to VMware vCenter.
vSphere Client URL	The URL to the VMware vCenter web client.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

WhatsUp Gold

Configure the following properties when you integrate WhatsUp Gold with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
SQL Server	SQL Server instance the WhatsUp database is on.
Use SQL Authentication	Optional.
User	Enter a user that has read permissions on the WhatsUp database.
Password	The password for the user account.
Console URL	URL to the web console of WhatsUp Gold. This URL is used to navigate from Savision iQ to WhatsUp Gold.

Property	Description
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.

Zabbix

Configure the following properties when you integrate Zabbix with Savision iQ:

Property	Description
Source	Read-only. The name of the source system.
Agent	Select a server to communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on it.
Name	Provide a name for the integration; this name displays on the Savision iQ interface.
URL	URL to the endpoint where <code>api_jsonrpc.php</code> is located.
Username	A user in the account
Password	The password for the account.
Discovery Interval	How often the objects are loaded from the integrated system. The default is 3600 seconds.
Operation Interval	How often health states, alerts, and/or incidents are collected. The default is 120 seconds.



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