Analytics Plus

Best Practices Guide

This document is a collection of a few recommended guidelines that would help users deploy or evaluate ManageEngine Analytics Plus.

Minimum system requirements

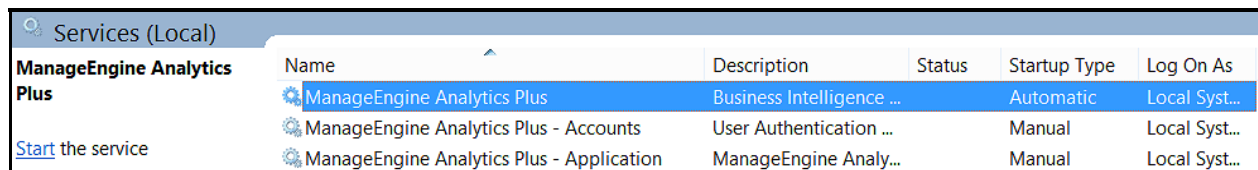The following table defines the minimum system requirements to install and use Analytics Plus.

Edition	Deployment	Operating System	Processor	Memory	Hard Disk	Supported Browsers
Professional Edition	For evaluation and testing	Windows 7 or above (32bit/64bit)	1 GHz	4 GB	80 GB	Firefox v40 and above. Google Chrome v40 and above.
	Production	Windows 2008 and 2008 R2 or above (32/64bit)	1 GHz	4 GB	250 GB	
Personal Edition	All deployments	Windows 7 or above (32bit/64bit)	1 GHz	4 GB	80 GB	

Important note: Analytics Plus can be installed on the same server that may be running other ManageEngine software, provided there are enough resources available on that server. Please keep the other ManageEngine software running at the time of Analytics Plus installation in order to avoid port conflict on the server.

Startup and shutdown procedure

Analytics Plus installs the following three windows services on the host server.

1. ManageEngine Analytics Plus
2. ManageEngine Analytics Plus - Accounts
3. ManageEngine Analytics Plus - Application

To Start Analytics Plus

Right click **ManageEngine Analytics Plus** service and click **Start**. This automatically starts the other two services. You do not have to independently start the **ManageEngine Analytics Plus - Accounts** or **ManageEngine Analytics Plus - Application** service. Also, refrain from setting the startup mechanism of these services to **Automatic**.

To Stop Analytics Plus

Right click **ManageEngine Analytics Plus** service and click **Stop**. This will automatically stop the other two services.
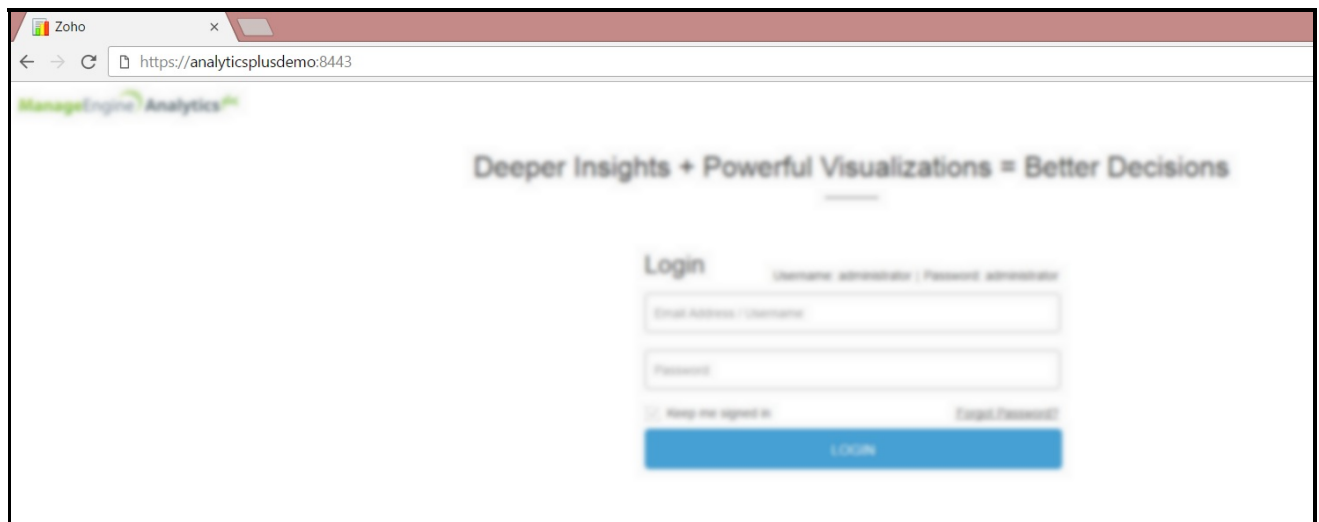
Accessing Analytics Plus web-client

Analytics Plus can be accessed from the server on which it is installed or from other workstations on the network using one of the recommended web browsers (refer system requirements).

URL format to access the application-

https://<hostname>:<port number>

Replace **<hostname>** with the host name of the server on which Analytics Plus is installed. Replace **<port number>** with the port number on which Analytics Plus is installed. The default port number is **8443**, unless changed at the time of installation.

Applying a valid SSL certificate

The Analytics Plus web-client can be accessed only over an HTTPS connection. Your browser may issue a security warning when you access the application due to a self-signed certificate. It is perfectly safe to bypass the security warnings and access the web-client.

Apply an SSL certificate to permanently avoid such security warnings. Click here for steps to apply a certificate.
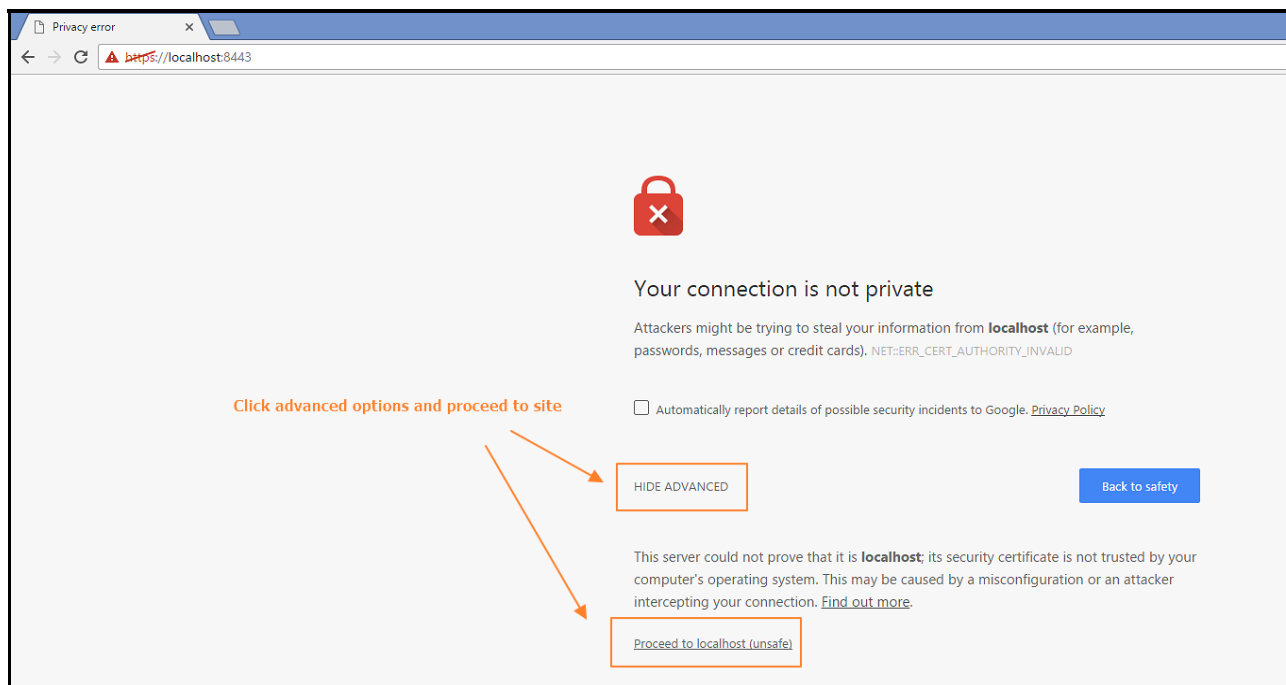
Email Configuration

The email server setting is one of the first few configurations you should set up. A working email server configuration is essential to -

1. Adding new users into the application.
2. Sharing visualizations.
3. Resetting or retrieving forgotten passwords. You can retrieve forgotten passwords only through email.

To configure email server go to, **Settings → Mail configuration**.
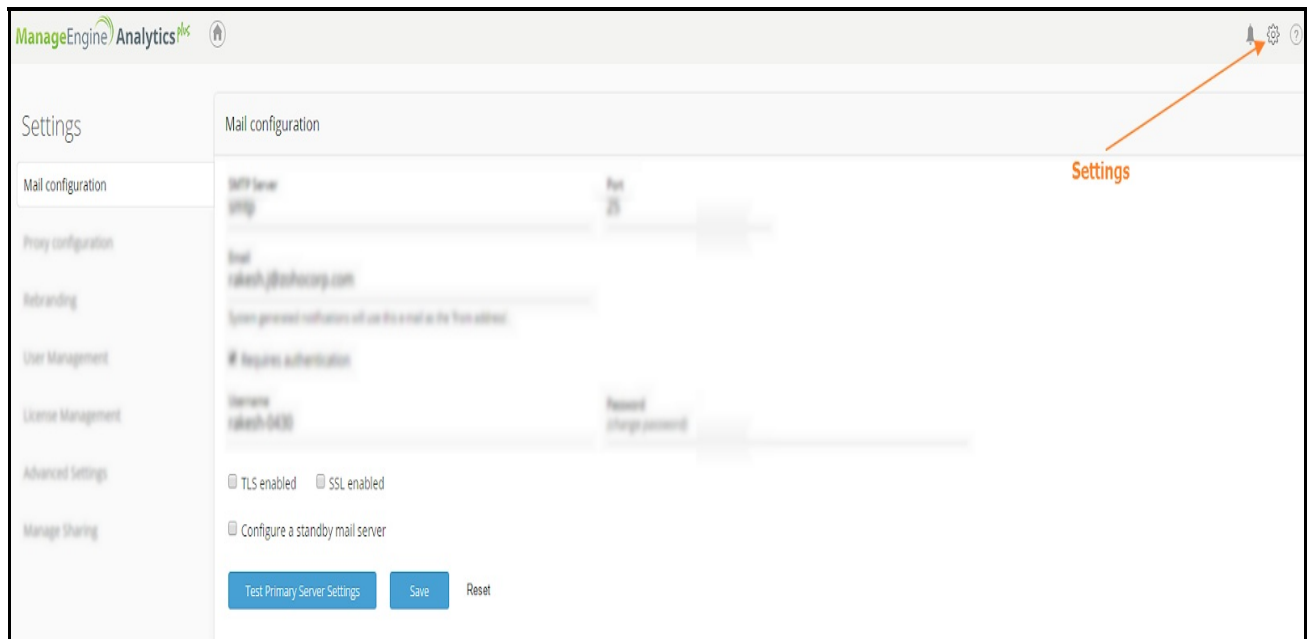
License Management

A fresh installation of Analytics Plus comes with a 30 day trial period. A license extension for a period of 15 days is provided to evaluators on request. Please contact sales@mageengine.com or our local resellers/partners for extensions.

To access your license information, go to **Settings → License Management**. This page can be used to track usage summary and apply new licenses.

Periodic Backup and Crash Recovery

It is recommended to take a regular backup of your Analytics Plus data and configuration.

Backup procedure

1. Stop the **ManageEngine Analytics Plus service**.
2. Open the command prompt (as administrator) and change the directory to **<Analytics Plus home>\bin**
3. Run the command **backupDB.bat** and wait for the script to take a complete backup of your installation.

```
C:\ManageEngine\AnalyticsPlus\bin>backupDB.bat
Backup Started

Backup Directory  : C:\ManageEngine\AnalyticsPlus\bin\\..\Backup
Backup File Name  : OfflineBackup_20161110171347.zip

Completed ...
```

1. A compressed ZIP file will be created in the location **<Analytics Plus home>\Backup**

Restore procedure

1. Install a new copy of Analytics Plus. The new copy should be of the same build number as your original installation.
2. Start the **ManageEngine Analytics Plus service** and make sure the application is accessible.
3. Stop the ManageEngine Analytics Plus service.
4. Open the command prompt (as administrator) and change the directory to **<Analytics Plus home>\bin**
5. Run the command **restoreDB.bat <full directory path of your backup ZIP file>**

```
C:\ManageEngine\AnalyticsPlus\bin>restoreDB.bat C:\ManageEngine\AnalyticsPlus\Backup\OfflineBackup_20161110171347.zip
Restore DB Started

File Name          : C:\ManageEngine\AnalyticsPlus\Backup\OfflineBackup_20161110171347.zip

Completed ...
```

1. Once the restoration is complete, start the **ManageEngine Analytics Plus service**

Performance Fine Tuning

In most cases, you wouldn't need to increase the memory used by the Analytics Plus processes. But if you feel the application is slowing down, you can increase the heap memory allocated to it.

Open the **Wrapper.conf** file present in the **<Analytics Plus home>\reports\conf** directory and search for the string **Maximum Java Heap Size (in MB)**. Change the value of **wrapper.java.maxmemory=** from 1024 to a maximum of 4096. This allocates 4GB of memory to the Analytics Plus processes.

Make sure that you do not allocate all available memory on the server to Analytics Plus.

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=128

# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=1024

# Application parameters.  Add parameters as needed starting from 1
wrapper.app.parameter.1=com.adventnet.afw.Starter
```

ManageEngine Integrations

Helpdesk software (ServiceDesk Plus, ServiceDesk Plus MSP and SupportCenter Plus)

1. Analytics Plus generates a lot of historical trending reports using data from your helpdesk application. Choose a **Synchronize From** date that is as far back enough as possible to get useful analytics.

2. If you choose to change/reset the password of the Analytics Plus user that was used to setup the integration, make sure to update it in the admin panel of the respective helpdesk product (**Admin tab → Advanced Analytics or Integrations**).

3. If you face trouble with the integration, please compress and send logs from both Analytics Plus and the helpdesk software to analyticsplus-support@manageengine.com

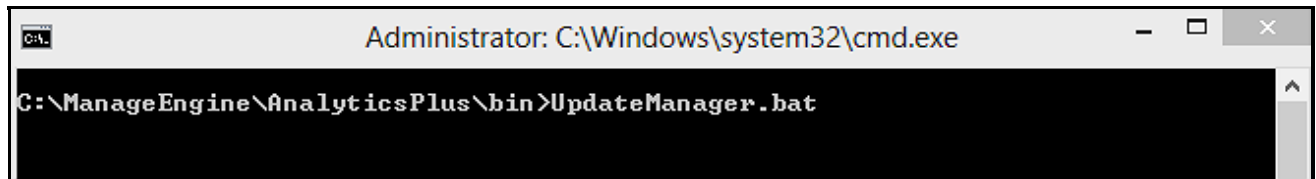**OpManager and Applications Manager integration**

1. Use the trial version of the Analytics Plus professional edition if you wish to test the OpManager and Applications Manager integration, rather than using the personal edition. Due to the limitation in the number of rows allowed (25,000) in the personal edition, the integration might fail depending on the amount of data in the respective monitoring software.

2. The API key used to setup the integration with OpManager and Applications Manager should be that of a user with admin privileges.

3. Integrate the central/admin server of your monitoring software with Analytics Plus if you are using the distributed edition of OpManager or Applications Manager.

Upgrading to the latest version

It is recommended to upgrade to newer versions of the software at least once every 2 months. Check announcements on our <u>user community</u> regularly for news about latest versions.

To upgrade to the latest version, stop Analytics Plus, take a folder backup of the Analytics Plus installation directory and then run **UpdateManager.bat** file present in the **<Analytics Plus home>\bin** directory.

Important Note: Open the command prompt **as administrator** and then run the **UpdateManager.bat** script to avoid upgrade failures due to insufficient permissions.

Contact Support /Technical Assistance

The best way to get in touch with our tech support team is using the **Contact Support** option under the **Help** icon. Check the **Send diagnostic information** when you are reporting a problem with the application.

User community: https://forums.manageengine.com/analytics-plus

Email: analyticsplus-support@manageengine.com

Phone: +1-888-720-9500

Website: https://www.manageengine.com/analytics-plus/support.html

Useful Resources

Overview Presentation: http://ow.ly/vDu4306ijSX

How to Videos: http://ow.ly/rrjT306ijVR

Online Demo: https://analyticsplusdemo.manageengine.com

Feature List: https://www.manageengine.com/analytics-plus/features.html