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Savision iQ

RELEASE NOTES

RELEASE 2.9.1

DOCUMENT DATE: APRIL 8, 2020

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Release Notes
Release 2.9.1 - April 8, 2020

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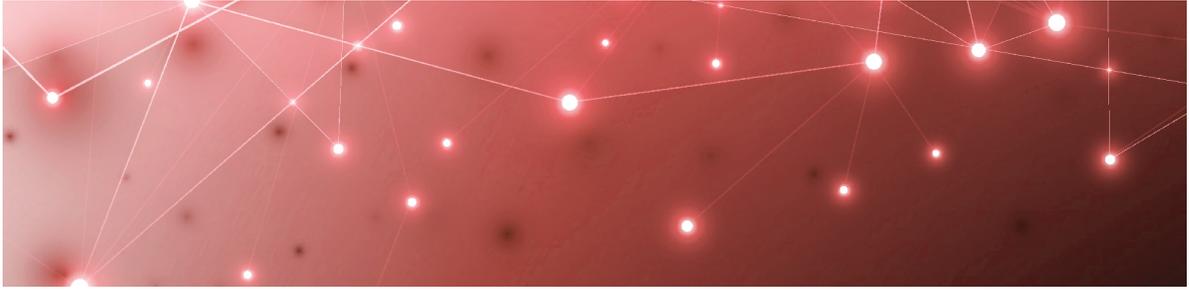
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Introduction

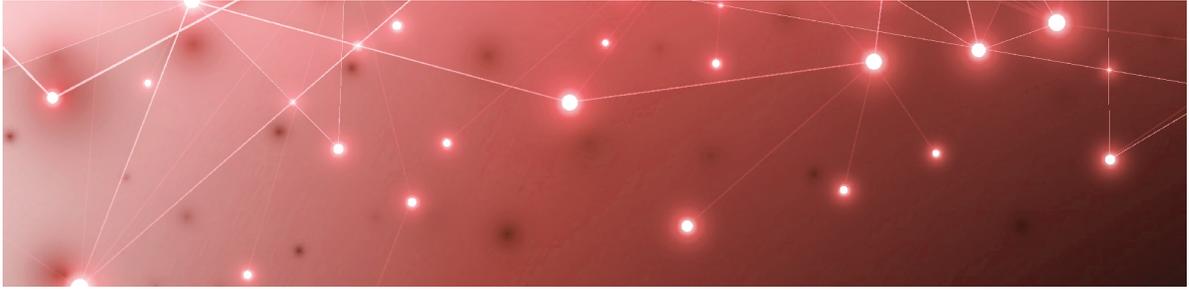
Savision iQ is a powerful analytics tool that works in conjunction with your existing IT monitoring and management systems. It collects alerts and health state information from a wide range of different sources and consolidates it under a single pane of glass.

Document Purpose and Intended Audience

This document summarizes the content introduced by Savision iQ release 2.9.1. It also provides information about upgrade and installation requirements. This document is intended for use by trained partners and end users.

Revision History

Document Date	Description
April 8, 2020	Savision iQ Release 2.9.1



Savision iQ 2.9.1

The information in this document applies to Savision iQ release 2.9.1. It describes the changes in this release and provides the information you need to upgrade or install the software.

New in this Release

Savision iQ release 2.9.1 includes the following new features and enhancements:

- ["Upgrades Retain Previous Settings " on page 6](#)
- ["Improved Search Capabilities " on page 6](#)
- ["Zabbix Improvements " on page 6](#)
- ["Mitel Performance Analytics " on page 7](#)

Upgrades Retain Previous Settings

When you upgrade to this release, the Savision iQ installer uses existing SQL server configuration information to complete the upgrade. You are prompted to provide SQL server information only if Savision iQ is unable to establish a connection using the previously configured credentials. The Savision iQ installer also uses existing Elasticsearch and IIS settings.

Improved Search Capabilities

Search capabilities using the Search bar have been improved. Savision iQ now returns search results based on partial words, without the need for wildcards at the end of the word. Hyphens are now treated like "and" operators.

Zabbix Improvements

When Zabbix generates an alert, it provides a number of parameters that describe important properties of the alert. Savision iQ now displays those properties for Zabbix alerts.

Mitel Performance Analytics

The following enhancements are added to the Mitel Performance Analytics (MPA) integration:

- When you view an alert from Mitel Performance Analytics (MPA), a toggle on the alert allows you to display fields that are editable in MPA and change the values of the alert properties.
- You can close an alert from MPA using the Savision iQ interface, or you can configure Savision iQ to automatically resolve alerts in MPA when the incident is closed in Savision iQ.

Fixed Issues

The following issues were fixed in the 2.9.1 release of Savision iQ.

Issue Type	Issue	Affected Version
Integration	Unable to retrieve SCOM components due to a re-indexing error.	2.9.1
Integration	Logs show 404 (Not Found) errors from Azure Insights.	2.9.0
Integration	A missing a property for a health rule in AppDynamics causes the object to be greyed out in Savision iQ.	2.9.1
Integration	Savision iQ displays an error when closing an alert from Splunk.	2.9.1
Integration	Changes made to the AppDynamics integration are not saved.	2.9.1
Application	Searches that include hyphens (-) do not return the expected results.	2.9.1
Integration	Many errors are written to log files when a new integration is added.	2.6.3
Application	Uptime column settings on the Business Services page are not updated after upgrade.	2.9.0

	<p>The following issues are resolved for the Google Cloud integration:</p> <ul style="list-style-type: none"> • Some Google Cloud components are not correctly related to their parent project. • Alerts are not pulled into Savision iQ. • The health state of VMs is not updated correctly. • Zones display even when there are no projects and objects loaded for those zones. 	2.8.0
Application	SLA graph displays incorrect information.	2.9.0
Integration	<p>Splunk improvements address the following issues:</p> <ul style="list-style-type: none"> • Alerts remained open. Alerts that are closed in Splunk are now closed in Savision iQ. • The option to Go To Source now displays the Splunk search pages for the alert rule. • Timestamps for Splunk data now match the time on the Savision iQ server. 	2.7.0 and 2.7.1
Integration	Errors that occurred when retrieving object alerts from Azure Insights have been resolved.	2.7.0
Integration	Components from AWS are missing when the account does not have read permissions for certain objects. To resolve this issue, copy the permissions policy provided by Martello into AWS. For instructions, see the Martello Knowledge Base article.	2.6.3
Application	Savision iQ is slow.	2.6.3
Integration	Errors connecting to Cisco Prime.	2.6.1

Known Issues

The following items are known issues in the 2.9.1 release of Savision iQ:

- "URL Used for Notifications" on page 10
- "Elasticsearch Errors After an Upgrade" on page 10
- "Elasticsearch Does Not Install " on page 11
- "Editing an Alert Field Causes Buttons to Work Incorrectly" on page 11
- "Savision iQ Launches on the Default Port" on page 11
- "Incorrect SLA Calculations " on page 11
- "Error: Limit of Mapping Depth" on page 11
- "Relationships Not Shown in Cisco Prime Integrations" on page 12
- "Increased Memory Usage in Elasticsearch" on page 12
- "BMC Remedy Error when Email is the Reported Source" on page 12
- "Open Alerts from CA APM" on page 12
- "Unexpected Results in Saved Searches" on page 12
- "Connection Error with Splunk" on page 13
- "Incorrect Data in Cisco Prime and TOPDesk" on page 13

URL Used for Notifications

When you create a board or business service, Savision iQ creates a URL for the item. The URL is based on how you are connected to Savision iQ at the time that you create the board or business service. For example, if you connect to Savision iQ through localhost, the URL is based on the localhost address. If you configure automatic notifications, this URL is included in the message sent to recipients. Recipients who click the link may see an "unable to connect" or "connection refused" message, or may be redirected to a search engine, depending on the browser.

If you configure email notifications, or if you use PowerShell to send notifications to other applications, you need to configure the URL used by the notifications. A script is available from our support team to help you change the URL. For more information, see the following Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/10320492>

Elasticsearch Errors After an Upgrade

Savision iQ typically installs Elasticsearch, however, if your deployment uses its own Elasticsearch cluster or uses a hosted Elasticsearch cluster, you may see errors after an upgrade. Savision iQ requires Elasticsearch indices to be closed, which may not be part of your configuration. For information about how to correct this problem, see the following Knowledge Base article:

<https://support.martellotech.com/knowledgeBase/10322935>

Elasticsearch Does Not Install

When you install Savision iQ on a computer that does not have Java, the Savision iQ installer prompts you to install it; however, after Java is installed, the installer skips the installation of Elasticsearch.

To resolve this issue, run the Savision iQ installer again.

Editing an Alert Field Causes Buttons to Work Incorrectly

When you view an alert in Savision iQ, some alerts include editable fields from the source system, depending on the integration. In this release, if you enter an address in the editable URL field, the **Go To Related Components** and the **Go To Source** buttons do not work correctly; these buttons open the URL that you added to the editable field.

Savision iQ Launches on the Default Port

By default, Savision iQ uses port 59212. When you launch Savision iQ from the installer or from the shortcut created by the installer, the application always uses port 59212, even if you have changed the default settings and configured the server to use a different port.

Incorrect SLA Calculations

SLA calculations for a business service may be incorrect for a period of up to 15 minutes if the health state of the service changes during that interval. Savision iQ makes SLA calculations every 15 minutes, and if the health state changes in between calculations, the interface continues to display information based on the previous health state until a new calculation is performed. For this reason, information such as the Current SLA value may drop and then revert to a higher number when the status is updated.

Error: Limit of Mapping Depth

You may see an error in the log file that contains the following text: "Limit of mapping depth [20] in index [<Index Name>] has been exceeded due to object field..."

If you see this error, increase the limit of the number of inner objects of the Elasticsearch index. You can do so by using curl to execute the following PUT request:

```
curl -u <username:password> -X PUT <Elasticsearch URL>/<Index Name>/_settings -H "Content-Type: application/json" -d '{"index.mapping.depth.limit": 50}'
```

To verify that the limit has been correctly updated, use curl to execute the following GET request:

```
curl -u <username:password> -X GET <Elasticsearch URL>/<Index Name>/_settings
```

Relationships Not Shown in Cisco Prime Integrations

In Cisco Prime integrations, Savision iQ displays objects and health states, but does not show the relationship between groups. This issue occurs if the group name in Cisco Prime includes a comma. To resolve this issue, ensure that there are no commas in the group names that you configure in Cisco Prime.

Increased Memory Usage in Elasticsearch

Savision iQ release 2.9.1 has a higher data throughput than in previous releases. Because of this, the memory usage of Elasticsearch could increase. Martello recommends that you increase the heap space when the elasticsearch log file contains the following messages:

```
[o.e.m.j.JvmGcMonitorService][UD2zDJd] [gc][215085] overhead, spent [1.2s] collecting in the last [2s]
```

For information about how to set the maximum Elasticsearch heap space, see the "Configure Elasticsearch" chapter in the *Savision iQ Installation and Upgrade Guide*, available on the Partner Portal at <https://partners.martellotech.com/> or on the Downloads page of the Martello website at <https://martellotech.com/downloads/>.

BMC Remedy Error when Email is the Reported Source

When you create a BMC Remedy incident in Savision iQ and select Email as the option for the **Reported Source** field, BMC Remedy reports an error.

Open Alerts from CA APM

When an alert rule in CA APM triggers an alert, the alert is reported in Savision iQ. If you subsequently disable the alert rule in CA APM while there are still open alerts, the alerts become inactive in CA APM but continue to display as open alerts in Savision iQ.

If you want to disable an alert rule in CA APM, you can avoid this issue by performing the following steps:

- In CA APM, lower the threshold that triggers the alert.
- Wait for Savision iQ to remove the alerts.
- Disable the alert rule in CA APM.

Unexpected Results in Saved Searches

A search for numeric values may not return all the expected results. For example, if a Component contains the integer property "Host ID" with value 123, searching for only the number 123 will not return that component. In order to get the desired results, you must specify the field name in the search: `source:solarWinds.hostID:123`. In this case, all the SolarWinds components that have the property "Host ID" equal to 123 are returned.

Connection Error with Splunk

After you upgrade to release 2.9.1, the Splunk integration may show an error message indicating that it is unable to connect to the source system.

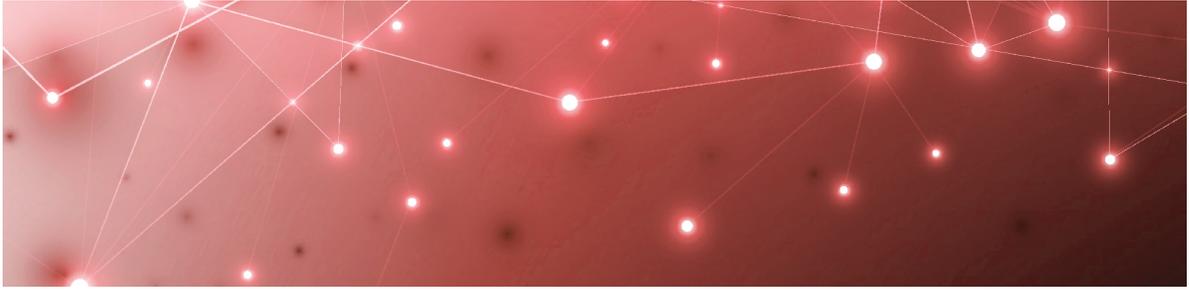
To fix this issue, remove the integration and then add it. From the main menu, select **Settings**. Use the **Delete** button to remove the integration, and then click the **Add** button at the bottom of the page and add the integration again.

In Savision iQ release 2.9.1, the Splunk integration is a beta version.

Incorrect Data in Cisco Prime and TOPDesk

After you upgrade to release 2.9.1, Cisco Prime and TopDesk integrations may show an incorrect number of components, and states may display as unknown.

To fix this issue, Martello has created a PowerShell script that clears the data from integration without affecting any of the objects that are discovered and placed in board or services. For instructions on how to use the script, see the following Knowledge Base article: <https://support.martellotech.com/knowledgeBase/9528506>.



Installation and Upgrade 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 14](#)
- ["IIS Roles and Features" on page 15](#)
- ["Java" on page 16](#)
- ["SQL Database" on page 17](#)
- ["Elasticsearch" on page 17](#)
- ["Active Directory" on page 17](#)
- ["Firewall Access" on page 18](#)
- ["Supported Upgrade Paths" on page 19](#)

Server Requirements

You can install Savision iQ on a Windows Server 2012 (or higher) running IIS 8.0 (or higher). We recommend that you use the latest available version of Windows Server. 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.

We recommend 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. We recommend that you install this on all IIS servers so you can manage them from a centralized Microsoft Management Console (MMC).
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.

We recommend that you 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>

Alternatively, 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.



Note: 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. We recommend 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.

For the PRTG integration, the port is customizable.

For the PowerShell integration, 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.

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

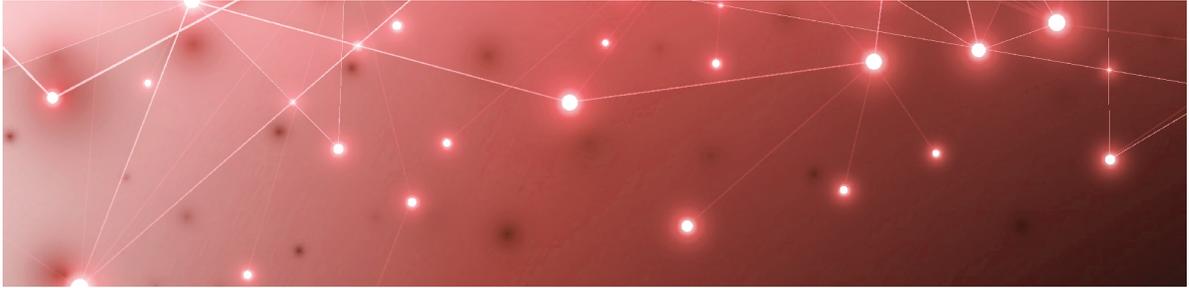
Monitoring System Or ITSM	Port
Amazon Web Services (AWS)	80 and 443
AppDynamics	443
CA APM	8081
Cherwell	80 or 443
Cisco Prime	80 or 443

Monitoring System Or ITSM	Port
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
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 2.9.1 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 2.9.1. 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 "[Installation and Upgrade Planning](#)" on page 14.
- Download the installation package from our website at:
<https://www.martellotech.com/downloads>
<https://www.paessler.com/itops-board>

The installation package contains the following installers:

- ITops Board Agent-2.9.2.exe
- ITops Board-2.9.2.exe
- Savision iQ-2.9.1.exe
- Savision iQ Agent-2.9.1.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
"Install Savision iQ" on page 21 Choose one of the following options: <ul style="list-style-type: none">• "Install Savision iQ" on page 21• "Upgrade Savision iQ" on page 22	Install a new instance of Savision iQ, or upgrade an existing instance.
"Install Remote Agents" on page 23	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 24	Activate the license.

Install Savision iQ

Use the following procedure to install Savision iQ. You must be a domain administrator with local administration privileges to complete this procedure.

Before you Begin

Savision iQ needs to access information that is stored on the SQL server. You can use a full SQL server, or you can use SQL Server Express. Before you begin, ensure that you have the server instance and the credentials for the SQL server that is used to store this metadata.

- For an SQL server, the default instance name is <SQL Server host name or IP Address>. The non-default instance name is <SQL Server host name or IP Address>\<instance name>.
- For SQL Server Express, the default instance name is <SQL Server host name or IP Address>\SQLExpress. The non-default instance name is <SQL Server host name or IP Address>\<instance name>.

If you do not have a full SQL server, the Savision iQ installer provides a link to SQL Server Express. 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. Ensure that Windows updates are installed and there are no pending reboots.

1. Right-click the Savision iQ-2.9.1.exe ITOps Board-2.9.2.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. When you choose this option, you can de-select the following features: SQL Server Replication and SQL Client Connectivity SDK.

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.

Next Steps

To complete the installation, perform the following procedures:

- Optional. Perform the procedure ["Install Remote Agents" on page 23](#) only if the source system is not accessible from the Savision iQ web server.
- To activate the installation, perform the procedure ["Add a License Key" on page 24](#)

Upgrade Savision iQ

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

- ["Understand the Upgrade Process" on page 22](#)
- ["Upgrade the Software" on page 22](#)

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 2.9.1, 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-2.9.1.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.

Next Steps

To complete the upgrade, perform the following procedures:

- Optional. Perform the procedure ["Install Remote Agents" on page 23](#) only if the source system is not accessible from the Savision iQ web server.
- To activate the installation, perform the procedure ["Add a License Key" on page 24](#)

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.

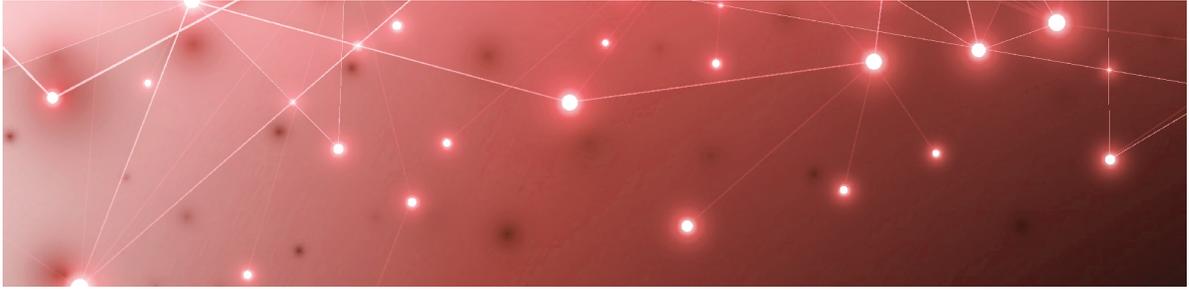
1. From the remote computer, open your browser and log into Savision iQ.

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-2.9.1.exe ITOps Board Agent-2.9.2.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-2.9.1.exe ITOps Board Agent-2.9.2.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**.



Contact

For additional information, please visit our support page at <https://support.martellotech.com>, or email our IT-Ops Support Team at itops-support@martellotech.com.



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