

## Enable-Delete setup & troubleshooting

ObserveIT has an option to remove the recording of Screenshots and Metadata from the system completely.

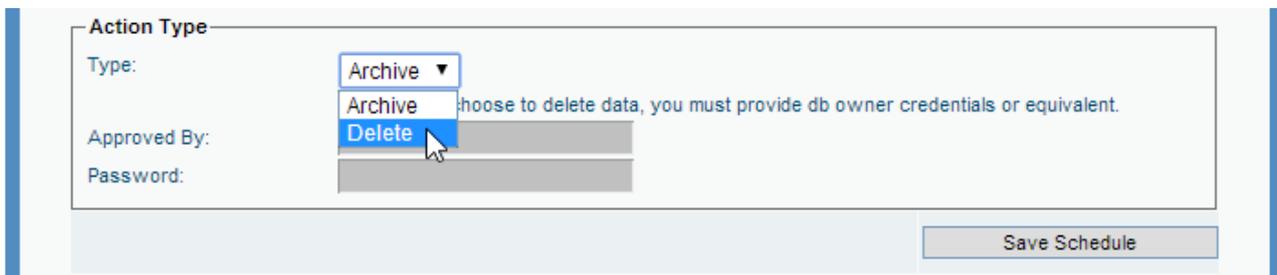
This option can be available after specific configuration change you need to do on the system.

### Enabling-Delete setup on the system

In order to enable the delete option, you should follow these steps on the Application Server installation:

1. Backup Web.config file of the ObserveIT Web Console  
(By default it is located on this location, C:\Program Files(x86)\ObserveIT\Web\ObserveIT\Web.config):
2. Edit the file and add the following line to Web.config file under the <appSettings> section:  
`<add key="EnableDelete" value="true"/>`
3. Save the file.
4. Log off and logon back to ObserveIT management console.

Now a new Delete option has been added to the configuration section in the Web-Console: 'Configuration-> Archive', the option is seen at the bottom of the page under 'Action Type' section.



The screenshot shows a web form titled 'Action Type'. It contains a 'Type:' dropdown menu with 'Archive' selected. Below the dropdown, there is a text input field for 'Approved By:' and a password input field for 'Password:'. A blue tooltip is visible over the 'Delete' option in the dropdown menu, containing the text: 'Choose to delete data, you must provide db owner credentials or equivalent.' At the bottom right of the form, there is a 'Save Schedule' button.

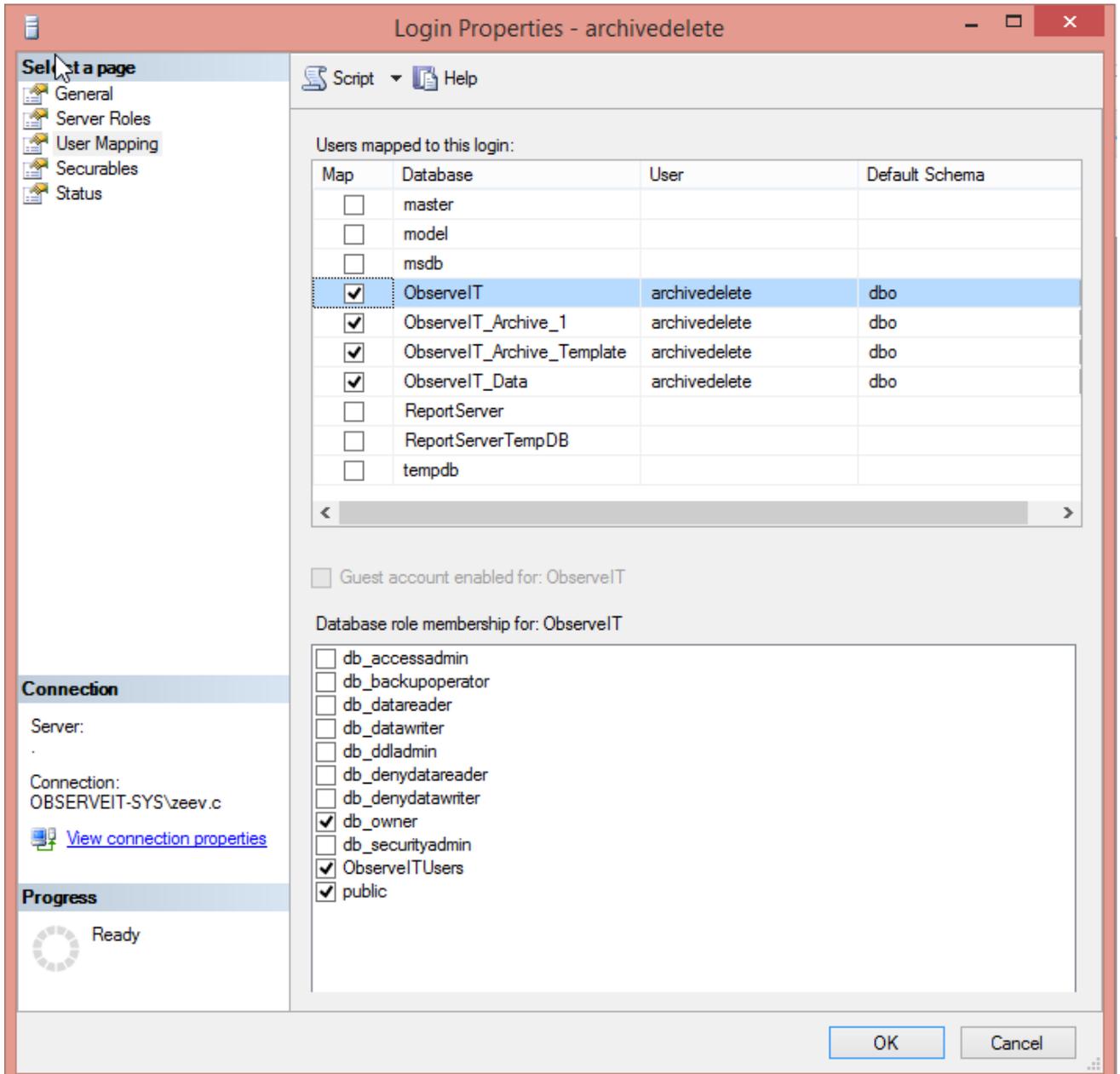
## Special Requirements Needed

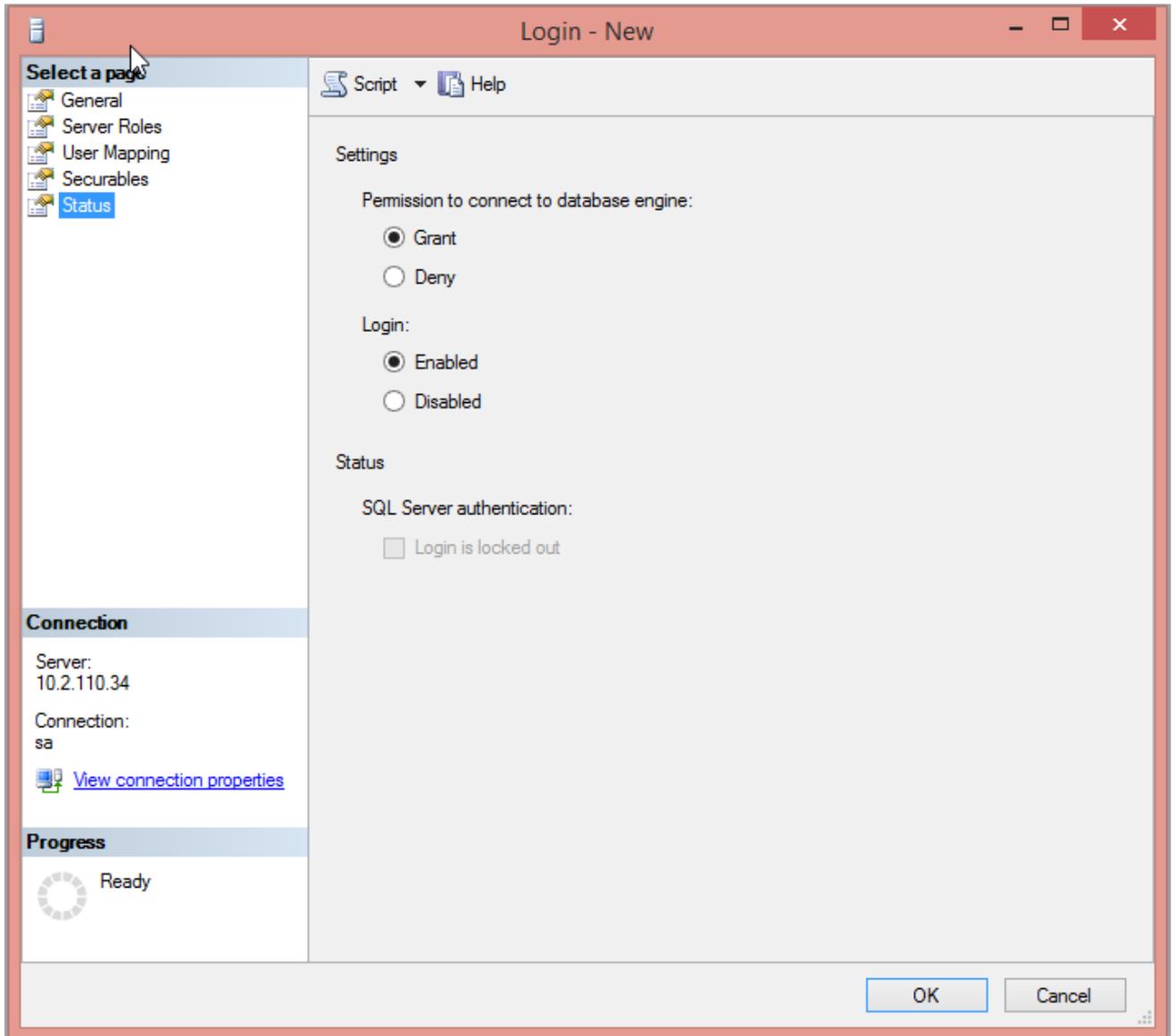
The process of the Archive-Delete can be activated only by using a special **SQL User** that meets the following requirements:

- 1) User is defined locally on the SQL Server, not a Windows user.
- 2) Needs to be configured as 'SQL Server authentication'.
- 3) Mapping the user to ObservelT Databases and assign Role of dbo (db\_owner).

The screenshot shows the 'Login Properties - archiveddelete' dialog box. The 'General' tab is selected. The 'Login name' is 'archiveddelete'. The 'Authentication' section has 'SQL Server authentication' selected. The 'Password' and 'Confirm password' fields are filled with masked characters. The 'Specify old password' checkbox is unchecked. The 'Old password' field is empty. The 'Enforce password policy', 'Enforce password expiration', and 'User must change password at next login' checkboxes are checked. The 'Mapped to certificate', 'Mapped to asymmetric key', and 'Map to Credential' options are unchecked. The 'Mapped Credentials' table is empty. The 'Default database' is 'master' and the 'Default language' is 'English'. The 'OK' and 'Cancel' buttons are at the bottom right.

Credential	Provider
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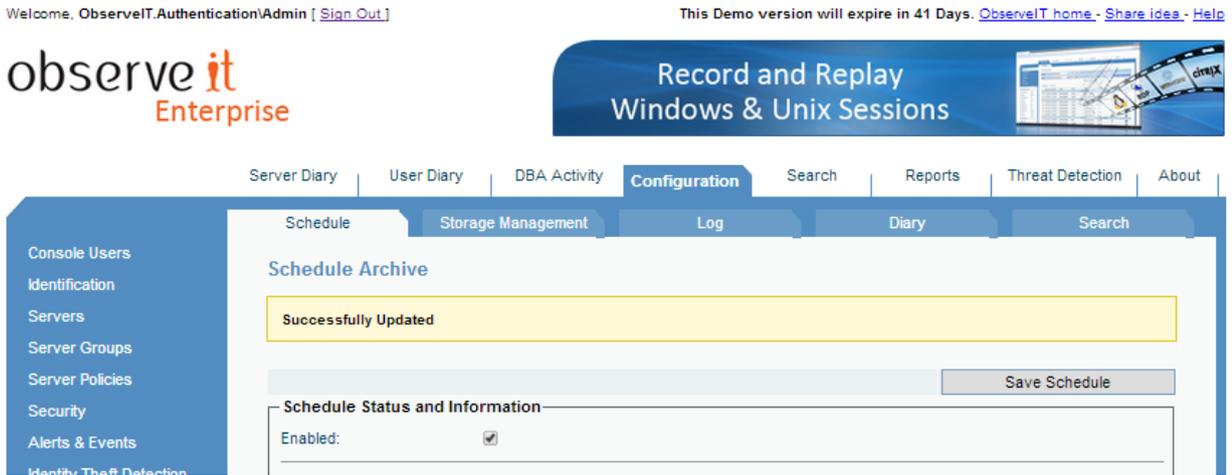




## Configuring Enable-Delete option

Under Web-Console -> Configuration -> Archive, at the bottom section 'Action Type' you need to select 'Delete' and then type in the SQL User and password you created locally on the SQL Server.

You should get the following: 'Successfully Updated'.



Welcome, [ObserveIT.Authentication\Admin](#) [ [Sign Out](#) ]

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Enterprise

Record and Replay  
Windows & Unix Sessions

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**Schedule Archive**

Successfully Updated

Save Schedule

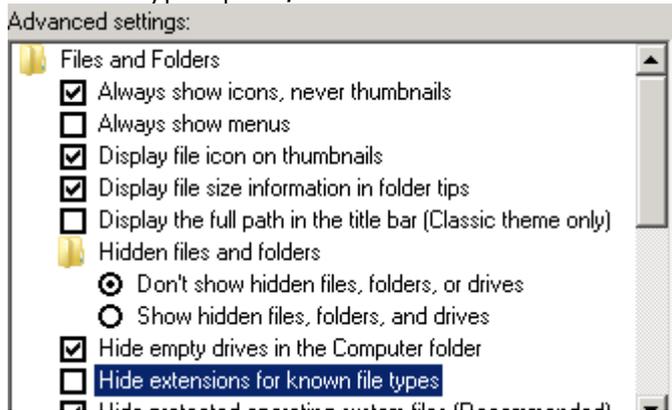
**Schedule Status and Information**

Enabled:

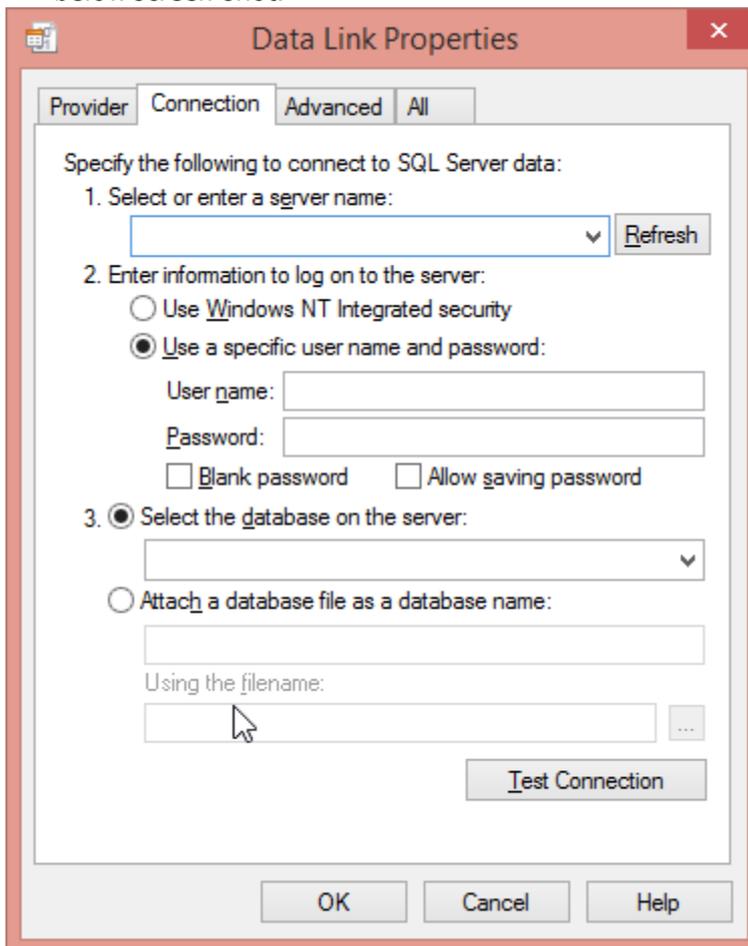
## Troubleshooting

In case you do not get the above result, you need to follow these steps:

- 1) Check that the user is properly configured on the SQL Server locally, as described above and on the screenshots.
- 2) Check communication from to the SQL Server using the user you have created, follow these steps: From your work-station/application server:
  - I. Create an empty text file and name it: **test.udl** (Pay attention to the 'Hide extensions for known file type' option, make sure it is un-checked.



- II. Double-click it, a window will popup asking to enter the Database Credentials, as seen in the below screen-shot.



- 3) If you still have issues, try connecting with the user locally on the SQL Server.