Enable-Delete setup & troubleshooting

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

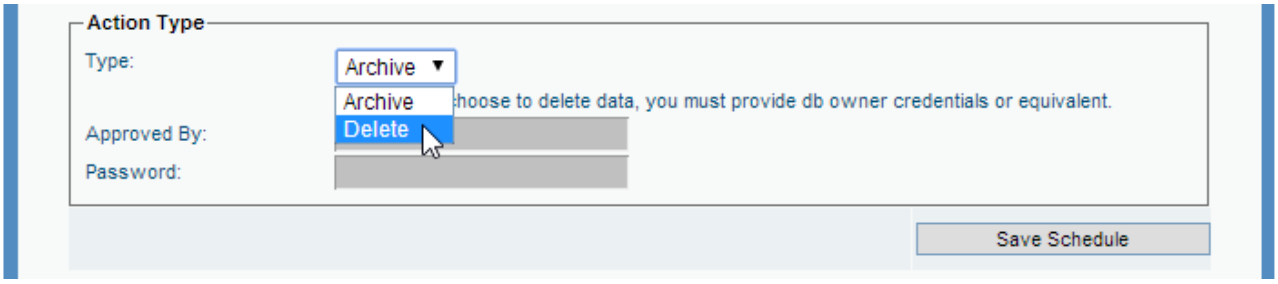
This option can be available after specific configuration change you need to do on the system.

Enableing-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.



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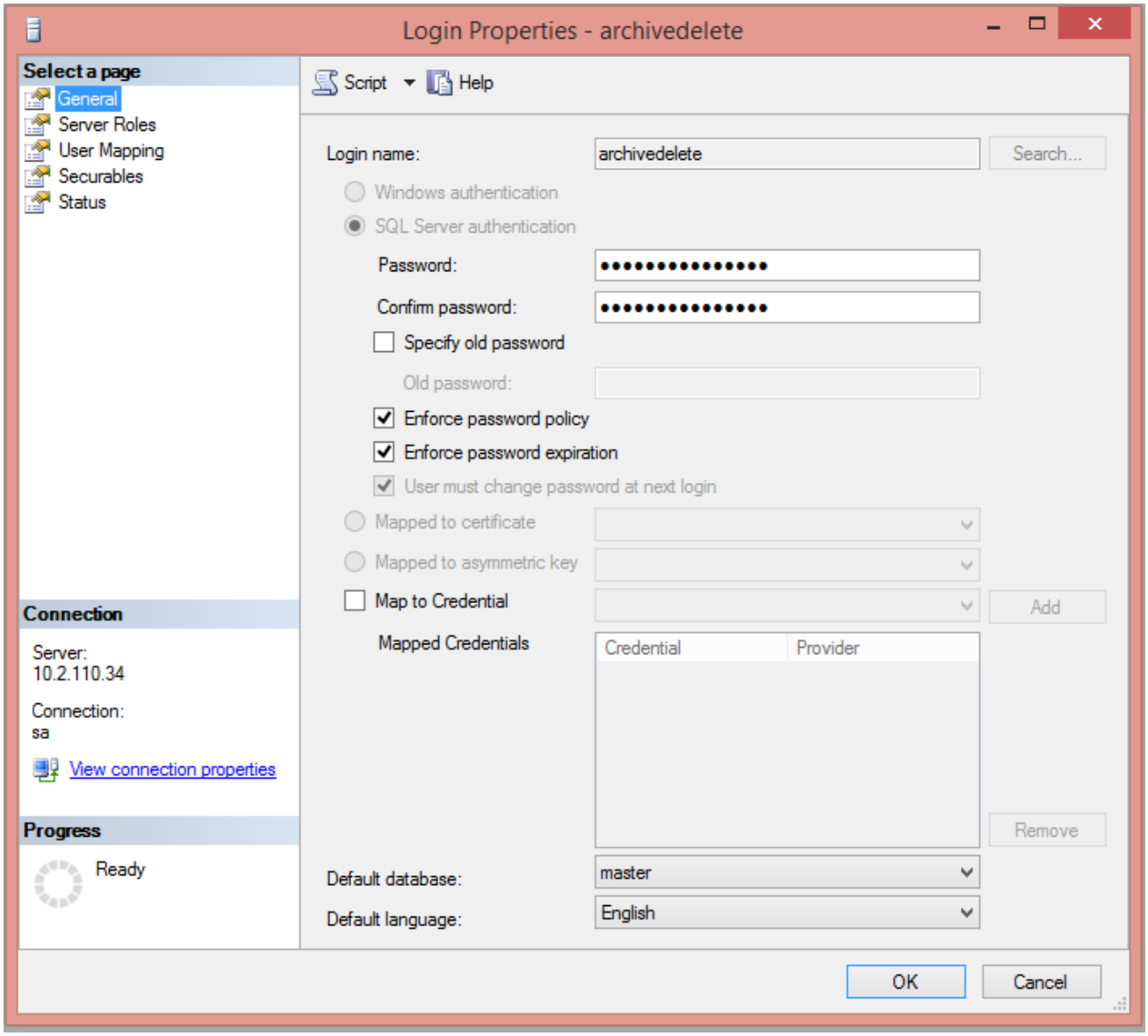
Special Requirements Needed

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 ObserveIT Databases and assign Role of dbo (db_owner).



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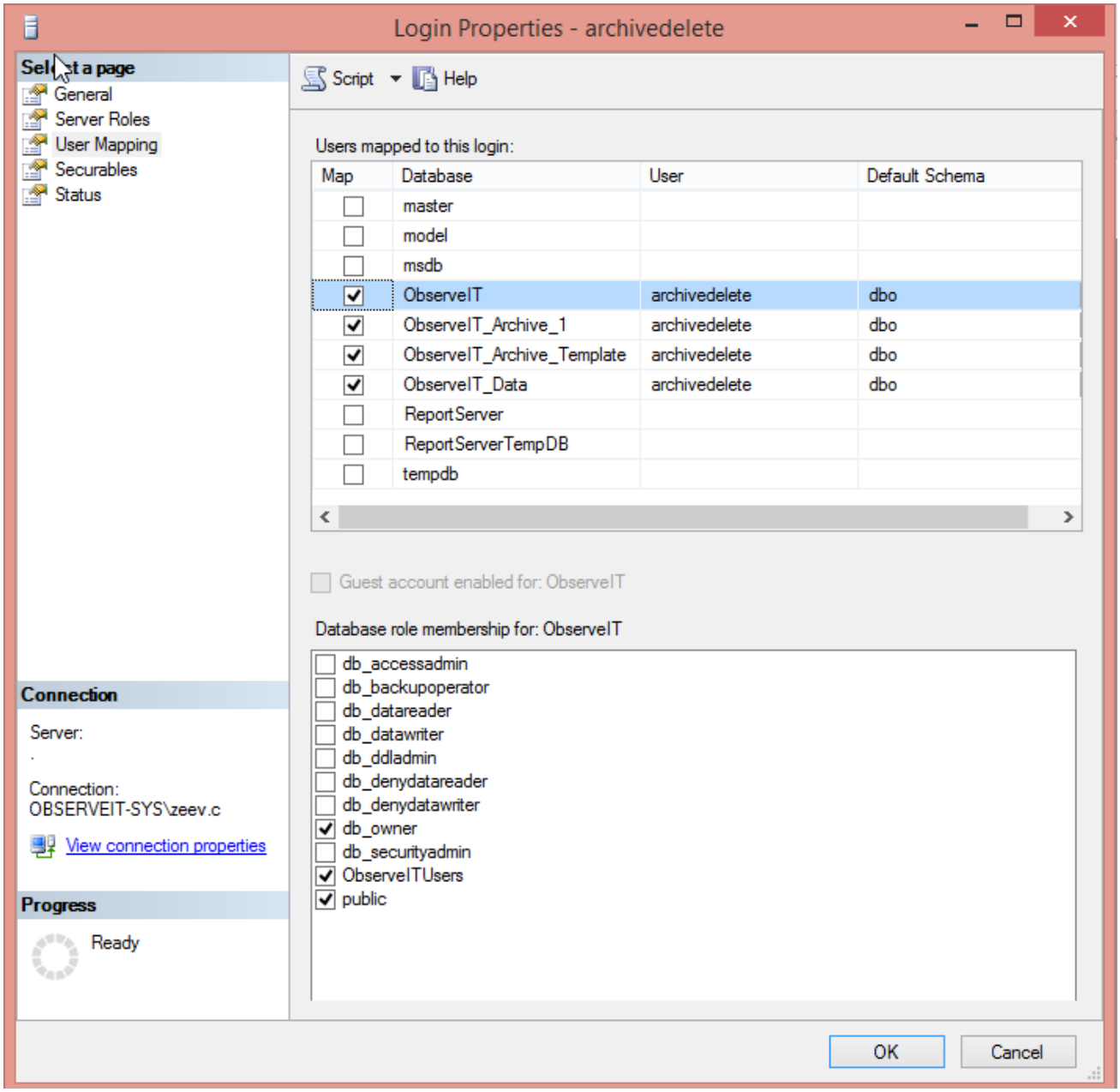

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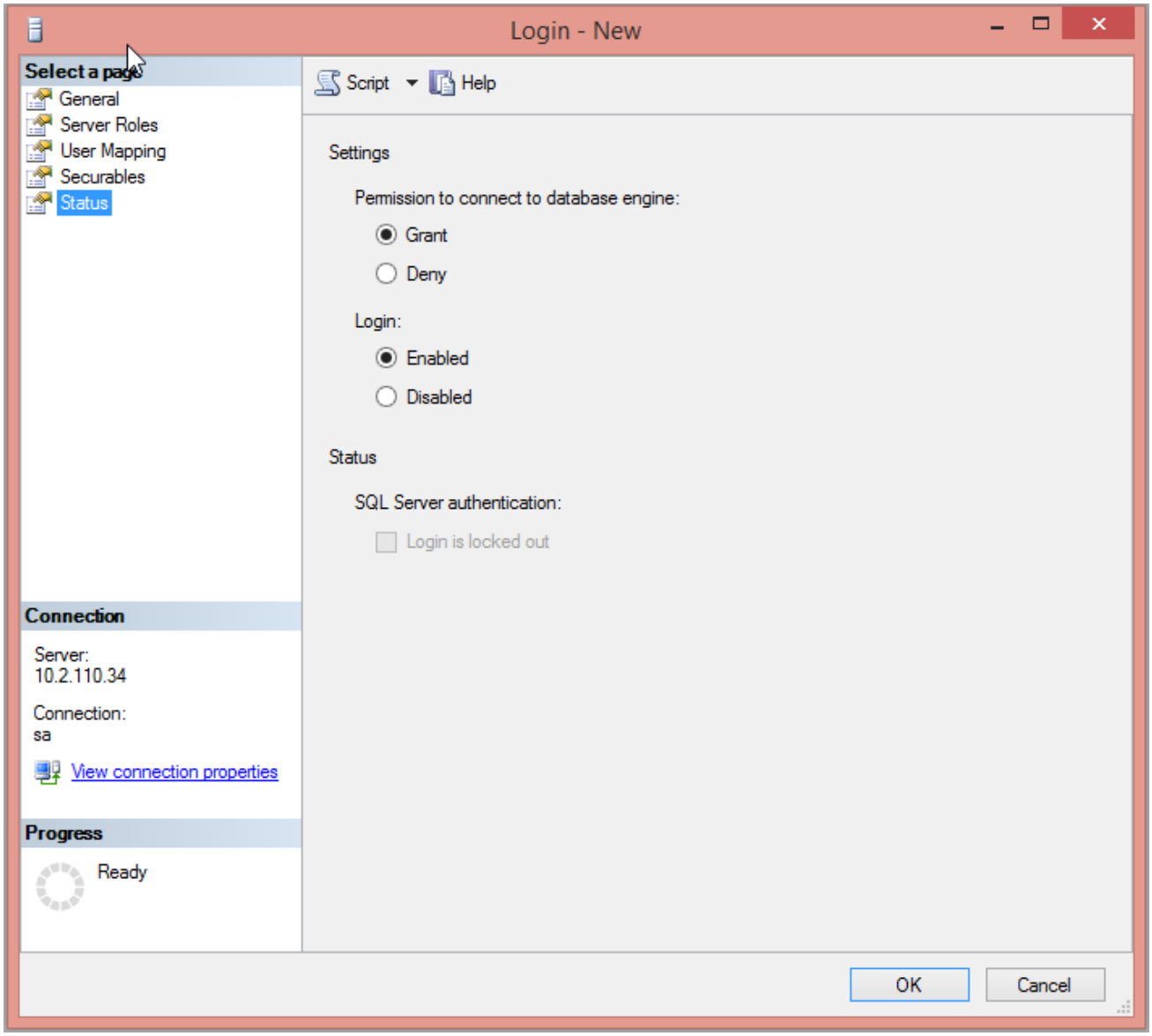

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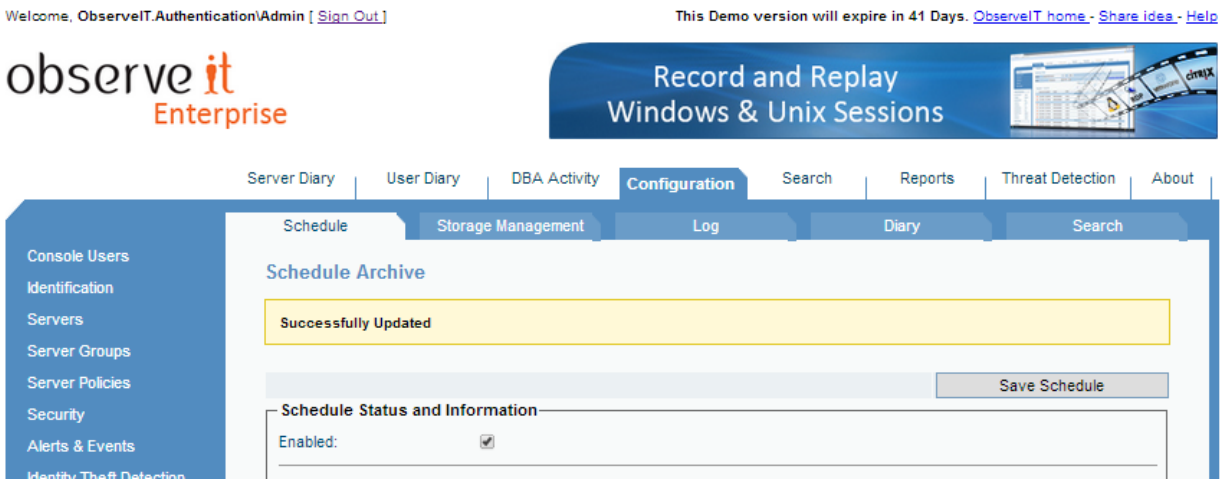
Configuring Enable-Delete option

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'.



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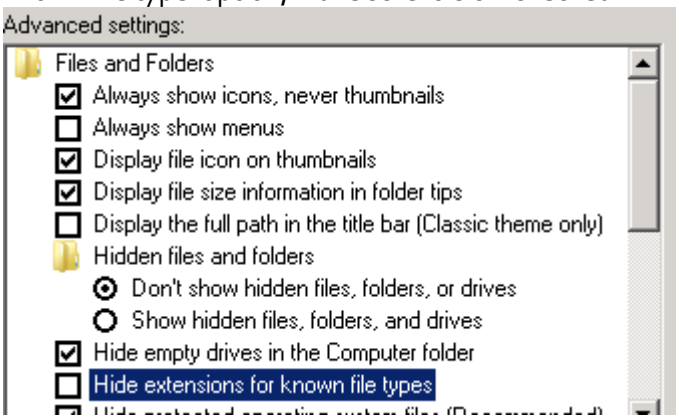
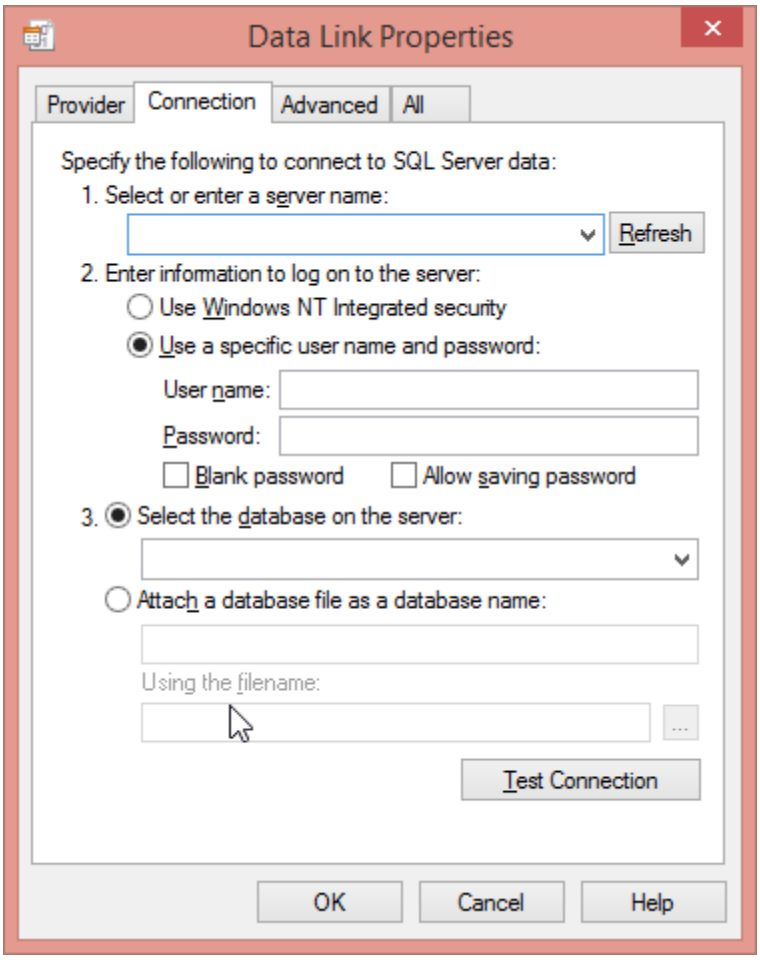
Troubleshoting

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.

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