Enable-Delete setup & troubleshooting



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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:

- 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.

	Archive hoose to delet	a data iyu muat arayida dhi		
		e data, you must provide db (owner credentials or (equivalent.
Approved By:	Delete N			
Password:				



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).

ă	Login Properties -	archivedelete		- 🗆 🗙			
Select a page	🖾 Script 🔻 🚺 Help						
Server Roles User Mapping Securables Status	Login name: Windows authentication SQL Server authentication Password: Confirm password: Specify old password Old password: Finforce password policy Enforce password expira	archivedelete		Search			
Connection	Mapped to certificate Mapped to asymmetric key Map to Credential		× ×	Add			
Server: 10.2.110.34	Mapped Credentials	Credential	Provider				
Connection: sa <u>View connection properties</u>							
Progress				Remove			
Ready	Default database: Default language:	master English	× ×				
			ок	Cancel			

8		Login Properties - archi	vedelete	- - ×				
Sel st a page	Script	▼ 🖪 Help						
General								
User Mapping	Users mar	oped to this login:						
Securables	Map	Database	User	Default Schema				
📑 Status		master						
		model						
		msdb						
	~	ObservelT	archivedelete	dbo				
	✓	ObserveIT_Archive_1	archivedelete	dbo				
	~	ObserveIT_Archive_Template	archivedelete	dbo				
	~	ObserveIT_Data	archivedelete	dbo				
		ReportServer						
		ReportServerTempDB						
		tempdb						
	4							
	Guest account enabled for: ObserveIT Database role membership for: ObserveIT							
	db_ac	cessadmin						
Connection	db_ba	ckupoperator						
Server	db_da	tareader tawriter						
	dbdd	lladmin						
Connection:	db_de	nydatareader						
OBSERVEIT-SYS\zeev.c	db_de	nydatawriter voer						
View connection properties	db_se	curityadmin						
	Obser	velTUsers						
Progress	✓ public							
Ready								
				OK Cancel				







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, ObservelT.Authentica	tion\Admin [Sign Oi	ut]		This Demo	version will exp	oire in 41 Days.	ObserveIT home - Share	<u>e idea - Help</u>
observe it	prise			Record a Windows &	and Rep Unix Se	lay ssions		dmix
	Server Diary	User Diary	DBA Activity	Configuration	Search	Reports	Threat Detection	About
	Schedule	Storag	ge Management	Log		Diary	Search	
Console Users Identification	Schedule A	rchive			-		-	
Servers	Successfully	Updated						
Server Groups								
Server Policies							Save Schedule	
Security	Schedule S	tatus and Info	rmation					
Alerts & Events	Enabled:		 Image: A start of the start of					_
Identify Theft Detection								



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.

Adva	anced settings:	
	Files and Folders	
	Always show icons, never thumbnails	
	Always show menus	
	Display file icon on thumbnails	
	Display file size information in folder tips	
	Display the full path in the title bar (Classic theme only)	
	🌗 Hidden files and folders	
	 Don't show hidden files, folders, or drives 	
	O Show hidden files, folders, and drives	
	Hide empty drives in the Computer folder	
	Hide extensions for known file types	
		-1

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

1	D	ata Link F	Prope	rties		×		
Provider	Connection	Advanced	All					
Specify 1. Sel	the following to ect or enter a s	connect to erver name:	SQL S	erver data:				
2. Ent (er information t Use <u>W</u> indov Use a speci User <u>n</u> ame: <u>P</u> assword:	to log on to t vs NT Integr fic user name	he serv ated se e and p	er: curity assword:	✓ <u>R</u> efres	h		
3. 🖲	<u>B</u> lank password Allow <u>saving</u> password <u>3</u> . Select the <u>d</u> atabase on the server:							
0	Attac <u>h</u> a datab Using the filer	ase file as a name:	databa	ase name:				
	LS							
		ОК		Cancel	Help			

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