

ObserveIT Service Account Manual Configuration

This solution provides instructions on how to change the ObserveIT user from using the default user with local SQL rights, to user SSPI configuration with an Active Directory account.

This documentation will explain how to perform the following steps:

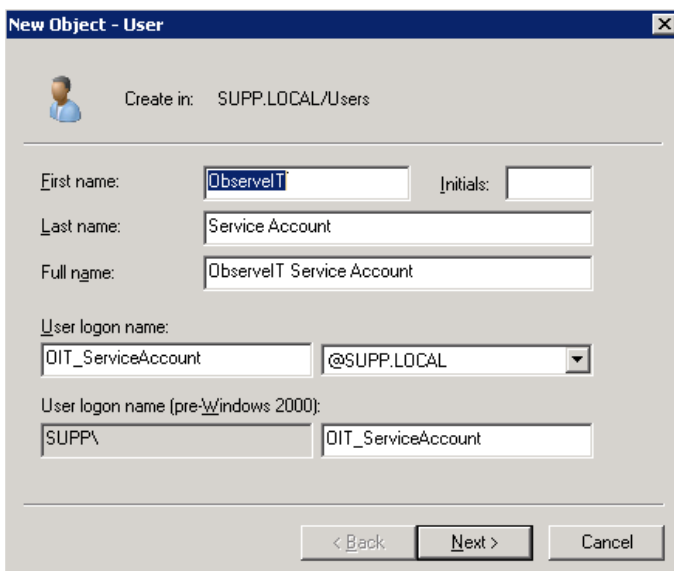
1. Create the service account and its required permissions
2. Grant the new account permissions on the SQL server, IIS and file share (if used)
3. Change the connection strings on the ObserveIT components to use the AD account.

Important Notice: Before starting this process, please make sure to have a full working backup of all ObserveIT production databases.

Revision 2.1

Creating the Service account

1. Open the Active Directory users and computers and create the ObserveIT service account under the OU where you will place the ObserveIT service account.
2. Create the Service account user. Make sure to uncheck “User must change password at next logon” and check the “Password Never Expires”
3. Add the user to the local server Administrators and IIS_IUSERS groups



New Object - User

Create in: SUPP.LOCAL/Users

First name: Initials:

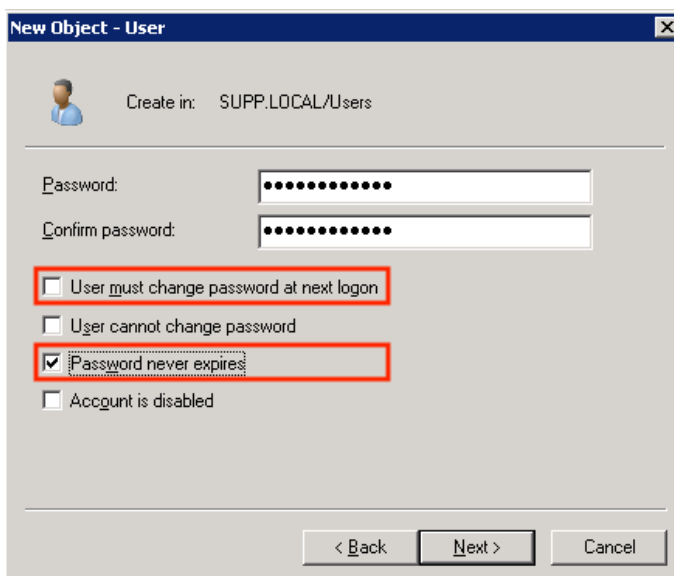
Last name:

Full name:

User logon name: @SUPP.LOCAL

User logon name (pre-Windows 2000):

< Back Next > Cancel



New Object - User

Create in: SUPP.LOCAL/Users

Password:

Confirm password:

User must change password at next logon

User cannot change password

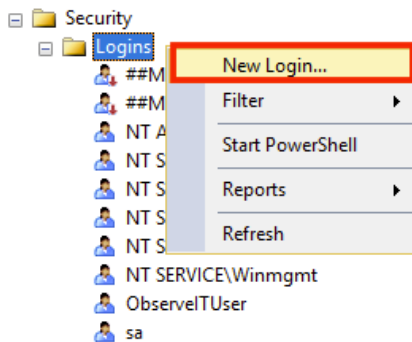
Password never expires

Account is disabled

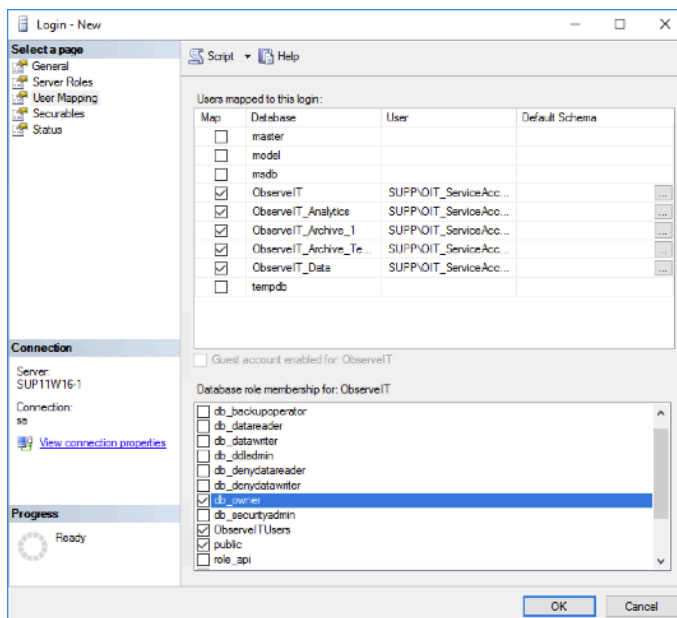
< Back Next > Cancel

Change user permissions for the service account on the ObserveIT databases:

1. Open the SQL Server Management Studio
2. Expand the server name
3. Expand “Security”
4. Expand “Logins”
5. Right click on “Logins” and select “New Login”



6. Add the service account
7. Select “User mapping” and grant the service account DBO and ObserveITUsers permissions on all the ObserveIT databases.



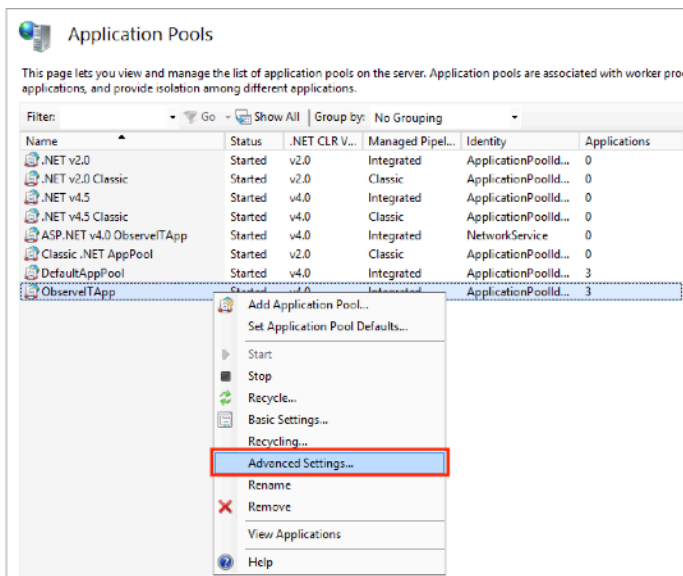
* Note: If you are using ObserveIT version lower then ObserveIT v7.4.0 you will also need to add the ObserveIT application server machine account to the SQL Server Management Studio logins.

Simply add the ObserveIT Application server hostname with \$ at the end.

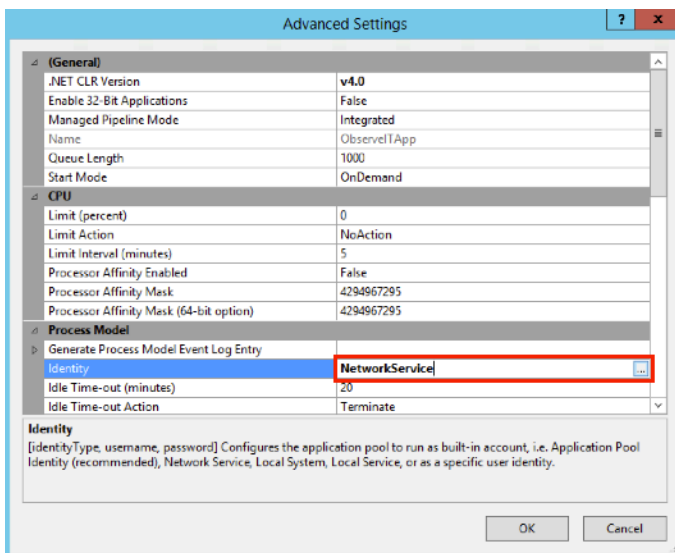
Example: If the ObserveIT application server host name is OITApp, then add: OITApp\$

Grant SSPI user permissions on IIS

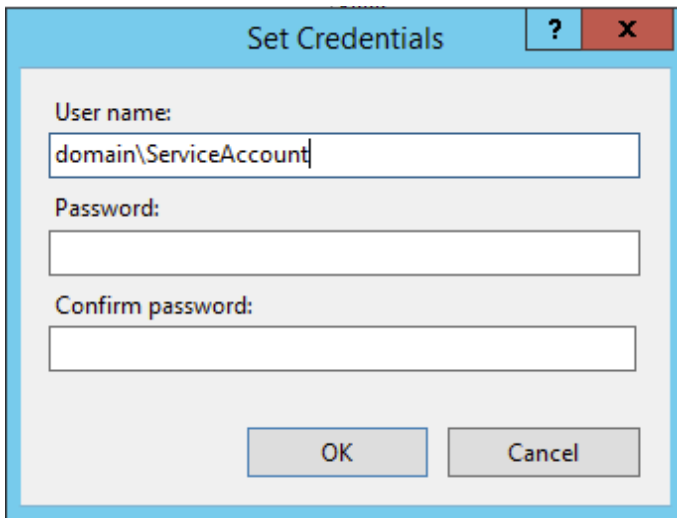
1. Open the IIS management console
2. Expand the server name
3. Select “Application Pools”



4. Right click on the ObserveIT application pool and select “Advanced Settings”
5. Select “Identity”



6. Select “Custom Account” and click on “Set”
7. Add the Service account username and Password, then click “Ok”.
8. Click on “Ok” in the following windows:
 - Application Pool Identity
 - Advanced Settings
9. Close the IIS management console.



A screenshot of a Windows-style dialog box titled "Set Credentials". The dialog has a light blue title bar with a question mark icon and a close button (X). The main area is light gray and contains three text input fields. The first field is labeled "User name:" and contains the text "domain\ServiceAccount". The second field is labeled "Password:" and is empty. The third field is labeled "Confirm password:" and is empty. At the bottom of the dialog are two buttons: "OK" and "Cancel".

Provide permissions for the service account on the ObserveIT file share:

If the ObserveIT system is using a file share to store the screenshots, please add the service account permissions on the screenshots and archive folder

1. Navigate to the ObserveIT screenshot folder
2. Right click on the ObserveIT screenshot folder and select Share With, and click Specific people.
3. Type in the ObserveIT service account and click Add.
4. At the Permission Level for the account choose "Read/Write".
5. Click Share.
6. Perform steps 3-8 for the ObserveIT Archive folder, for example: OITArchive.

Change the ObserveIT connection strings:

Locate the connection string in each of these files and change the SQL server name or IP:

* **Note:** In older installations, the installation might be under “c:\Program files (x86)”

On the application server(s):

- "C:\Program Files\ObserveIT\Web\ObserveITApplicationServer\Web.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

In ObserveIT 5.7 and above:

- "C:\Program Files\ObserveIT\RuleEngineService\bin\ActivityAlerts.Service.exe.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

On the Web Console:

- "C:\Program Files\ObserveIT\Web\ObserveITWeb.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

```
<add name="ConnectionStringVarUserPass" connectionString="Data Source={Your_SQL_Server};Initial Catalog=ObserveIT;User ID={0};Password={1}" />
```

- "C:\Program Files\ObserveIT\NotificationService\ObserveIT.WinService.exe.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

In ObserveIT 5.8 and above:

- "C:\Program Files\ObserveIT\HealthMonitor\bin\ObserveIT.HealthMonitor.Service.exe.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

In ObserveIT 6.0 and above:

- "C:\Program Files\ObserveIT\UserAnalytics\bin\ObserveIT.UserAnalytics.Service.exe.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

- "C:\Program Files\ObserveIT\Web\ObserveITAnalyticsMvc\web.config”

```
<add name="ConnectionString" connectionString="Data Source={Your_SQL_Server};Initial Catalog={0};User ID=ObserveITUser;Password={1}" />
```

Change the ObserveIT services login:

In order for the services on the server to be able to log in with the new service account, the logins of the services must be changes.

1. Open the services console
Click **Start + R**, then type services.msc
2. Locate the ObserveIT services, and perform the following steps for each of the services:

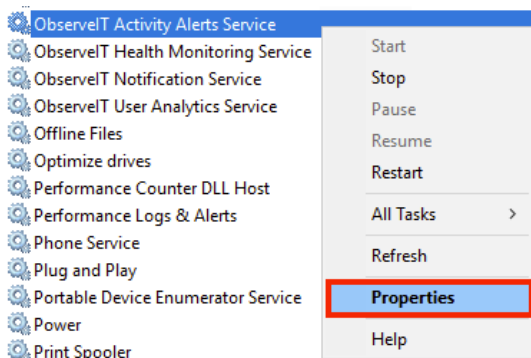
On the Application Server

- ObserveIT Activity Alerts Service

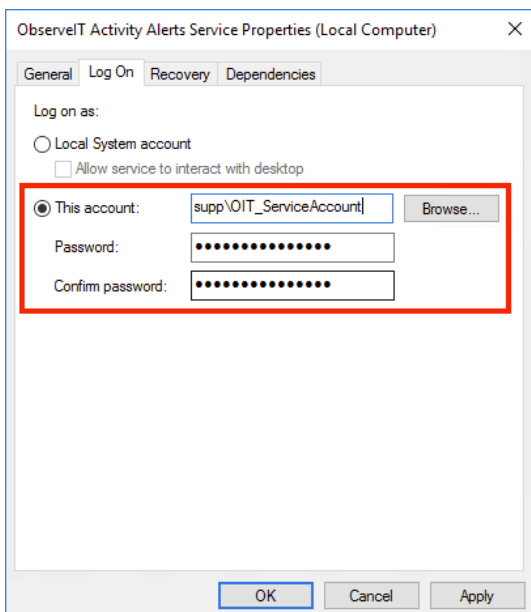
On the Web Console Server

- ObserveIT Health Monitoring Service
- ObserveIT Notification Service
- ObserveIT Analytics Service

3. Right click on the service and select Properties.



4. Open the “Log On” Tab
5. Select “This Account”, and enter the service account credentials.



6. Confirm the operation by clicking on “Ok”
7. Right click on the service and select “Restart”
8. After completing to change the all ObserveIT service, open CMD as administrator and run IISRESET

NOTE: Please make sure to perform IISRESET, and restart all the ObserveIT services, or the new settings will not take place.