

Installation Guide

Savision iQ V2.5.1

Installation Guide — Savision iQ V2.5.1

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1. Introduction

1.1 About this Guide

This guide is intended to help you install Savision iQ. It will outline the system requirements necessary to complete the installation of Savision iQ as well as any requirements for setting up individual integrations.

1.2 Understanding Savision iQ

Savision iQ is a powerful IT Operations Analytics solution that integrates all your existing monitoring tools, cloud platforms and ITSM systems. Savision iQ improves troubleshooting, decreases downtime and makes reporting easier. Using Elasticsearch, it can handle millions of IT alerts in milliseconds, correlating them to understand the business impact and automate incident workflows. Straight out of the box, your teams can start to analyze data, streamline alerts and incident workflows and create business value dashboards.

2. System Requirements

Before you begin, it is helpful to know all the system requirements needed to install Savision iQ. There are a few moving parts and certain components that can be spread across multiple servers to allow for stability.

2.1 Server Requirements

Savision iQ needs to be installed on a Windows Server 2012 (or higher) running IIS 8.0 (or higher) running on a DOMAIN. It is recommended that Savision iQ is installed on its own server.

Component	Minimum Requirement	Recommended
Processor	1.4 GHz	2 GHz or faster
Memory	8 GB Ram	16 GB or greater, but not greater than 64 GB
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

2.2 IIS Roles and Features

Roles

- Web Server (IIS)
 - Common
 - Default Document

- Static Content
- Health and Diagnostics
 - HTTP Logging [optional, but recommended for troubleshooting]
- Security
 - Request Filtering
 - Windows Authentication
- Application Development
 - .Net Extensibility 4.5
 - NET 4.5
 - ISAPI Extensions
 - ISAPI Filters
 - WebSocket Protocol [optional, but recommended]
- Management Tools
 - IIS Management Console [optional, but recommended for troubleshooting and advanced configuration]

Features

- .NET Framework 4.6 Features
 - .NET Framework 4.6
 - NET 4.5
 - WCF Services
 - HTTP Activation

Enable automatic start-up for the Windows Process Activation (WAS) and World Wide Web Publishing (W3SVC) services (enabled by default).

After the install, Savision iQ will be installed as a new website with a self-signed cert running on port 59212. This can be changed using the IIS Management Console under the bindings for the Savision iQ website.

2.3 Java JRE

Savision iQ uses Elasticsearch to store a majority of its data. This allows it to have fast retrieval of information. Elasticsearch requires Java JRE V8 (at least u131 or higher).

You can download and install Java, following this link: <http://www.oracle.com/technetwork/java/javase/downloads/server-jre8-downloads2133154.html>.

2.4 SQL Database

Savision iQ does need to store configuration information into a SQL database. It is recommended that it is SQL Server 2012 or higher. This can be a locally running instance or an instance running in a cluster. This is your choice – we are even compatible with using SQL Express.

If you are in an eval or wish to use SQL Express, it can be downloaded here: <https://www.microsoft.com/en-us/download/details.aspx?id=55994>.

During the install, you will be asked for the Instance and a set of credentials that have permissions to create a database. This same user account will be used as the app pool account for Savision iQ. After the install, this can be adjusted to a lower privileged account, as long as it has read/write permissions to the Savision iQ database.

2.5 Elasticsearch

If not already installed, a single-node deployment of Elasticsearch will be installed during the installation. This is suitable for evaluations and small deployments, however, there may come a time that you wish or need to move to a larger Elasticsearch environment. For guidelines on sizing please refer to the following link: <https://www.elastic.co/guide/en/elasticsearch/guide/current/hardware.html>.

2.6 Other Considerations

Some of this information has been stated in previous sections, but it is best to put it all together.

- The server being used for Savision iQ MUST be a member of an Active Directory domain.
- Savision iQ must be installed by a Domain user with local Admin rights.
- During the install, a user will be required to gain access to SQL. This user MUST have the ability to create a database (at least during the install).

2.6.1 Firewall Access

By default, Savision iQ is installed as a website running under port 59212. This can be changed to a port of your choosing, i.e. port 443.

Each integration will have their own requirements for access. These outbound rules must be available for Savision iQ to communicate with the different systems. Please keep in mind that some systems have the ability to customize the port.

- System Center Operations Manager: 5724
- SolarWinds: 17778
- Nagios Core and XI: 443 or configured in the URL
- VMware vCenter: 443
- Microsoft Azure: 443
- Amazon Web Services (AWS): 80 and 443
- ServiceNow: 443
- Ivanti Service Management (HEAT Software is now Ivanti): 443
 - Cloud instance: 443
 - On-Premise: 80 or 443
- Derdack Enterprise Alert: 80 (default) configurable by iQ admin using <server>:<port> format.
- CA APM: 8081
- PRGT: Customizable port
- TopDesk: 443
- PowerShell: No ports are needed. The PowerShell integration runs on the Savision iQ web server or the remote agent that it is running on.
- Cherwell: 80 or 443
- Cisco Prime: 80 or 443
- Jira Software: 443 (Default)
- WhatsUp Gold: Default SQL Server port is 1433
- Zabbix: 80 (Default)

3. Installation

3.1 Savision iQ

After the prerequisites have been completed, you may begin with the installation.

The installation package contains 3 installers:

- Savision iQ-2.5.1.exe
- Savision iQ Agent-2.5.1.exe
- Elasticsearch-5.6.7.exe

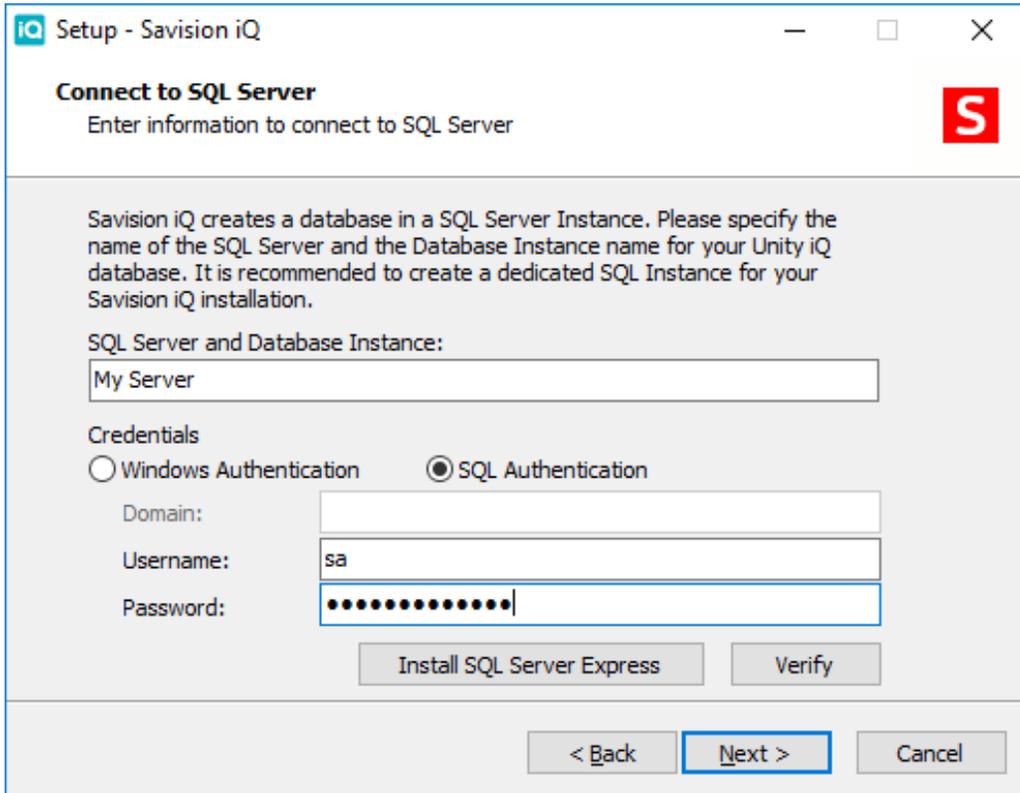
Only concern yourself with “Savision iQ-2.5.1.exe”, which will start the installation process.

Name	Date modified	Type	Size
 Savision iQ-xx.exe	x/xx/xxxx xx:xx	Application	53,927 KB
 Savision iQ Agent-xx.exe	x/xx/xxxx xx:xx	Application	12,923 KB
 Elasticsearch-xxx.exe	x/xx/xxxx xx:xx	Application	32,265 KB

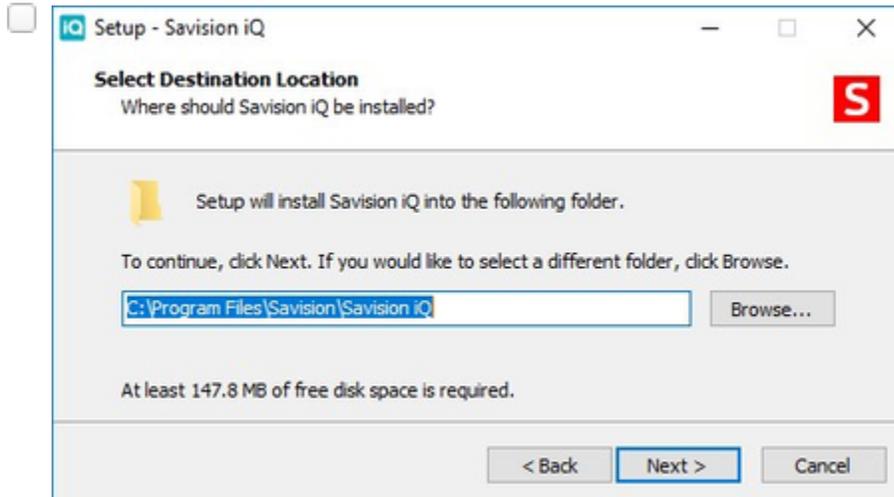
1. Start by right-clicking on the “Savision iQ-2.5.1.exe” file, and selecting “Run As Administrator”.
2. Click “Next” at the welcome screen.
3. Click on “I accept the agreement” then click “Next”.
4. Enter in the SQL server instance as well as the credentials that have rights to create the database. Once they are entered, click “Verify”. Assuming that passes, click “Next”.

Note: Clicking “Install SQL Server Express” will install SQL Server Express. Installing SQL Server Express is useful if you do not have a SQL server, have a small environment or would like to use it for demo purposes.



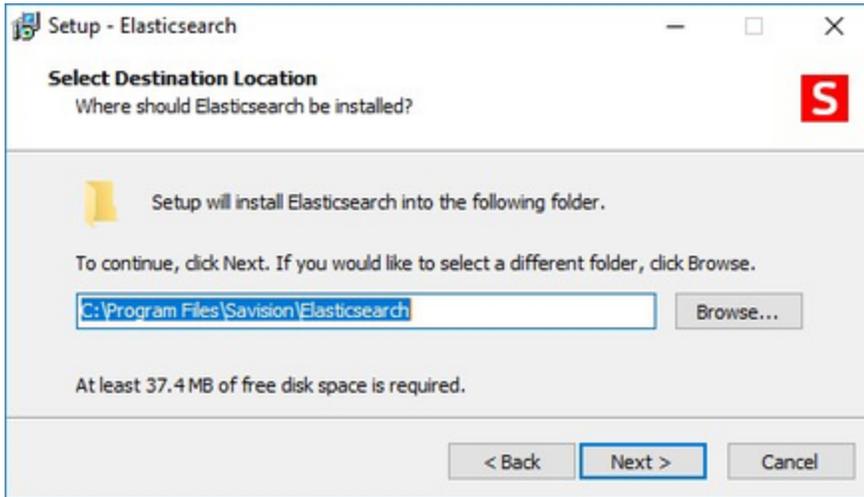


5. Select the destination where you want to install Savision iQ, then click “Next”.

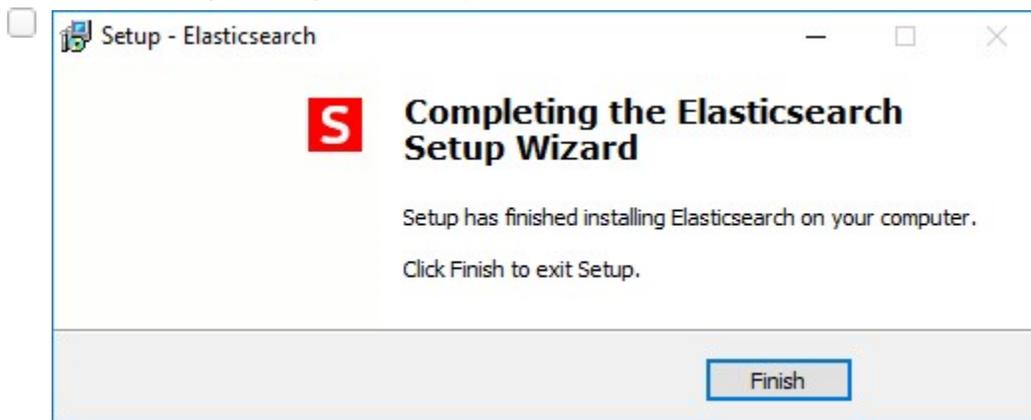


- 6. If desired, you can click on “Create a desktop shortcut”, then click “Next”.
- 7. Assuming you don’t have Elasticsearch installed on this server, the installer will launch the Elasticsearch installer. Click “Next” at the “Welcome to the Elasticsearch Setup Wizard”.
- 8. Click on “I accept the agreement”, then click “Next”.
- 9. Select the destination where you want to install Elasticsearch, then click “Next”.





10. Elasticsearch will now begin installing, once it is complete, click on "Finish".



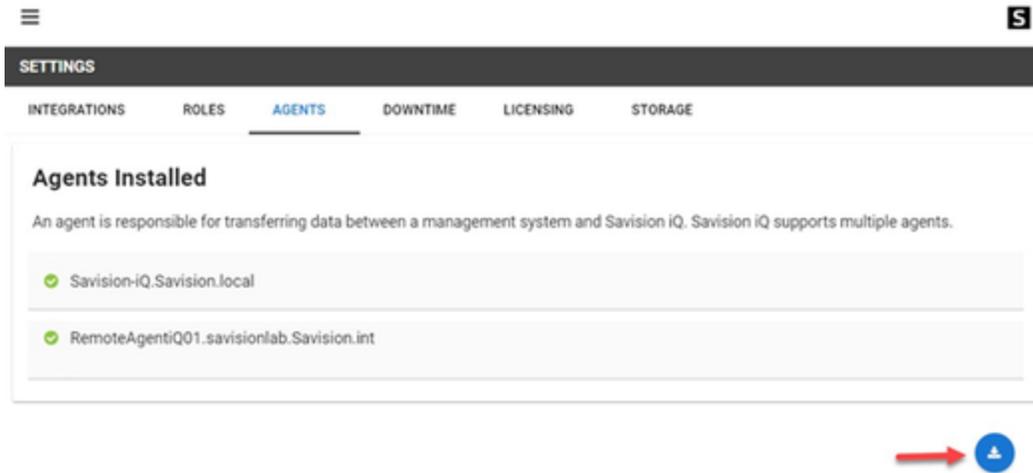
11. At this point, Savision iQ will continue its installation. The first step is to check the IIS Roles which may add any missing requirements at this stage.
12. Once it is complete, you can click "Finish". The Launch Savision iQ option is already checked.

3.2 Remote Agents

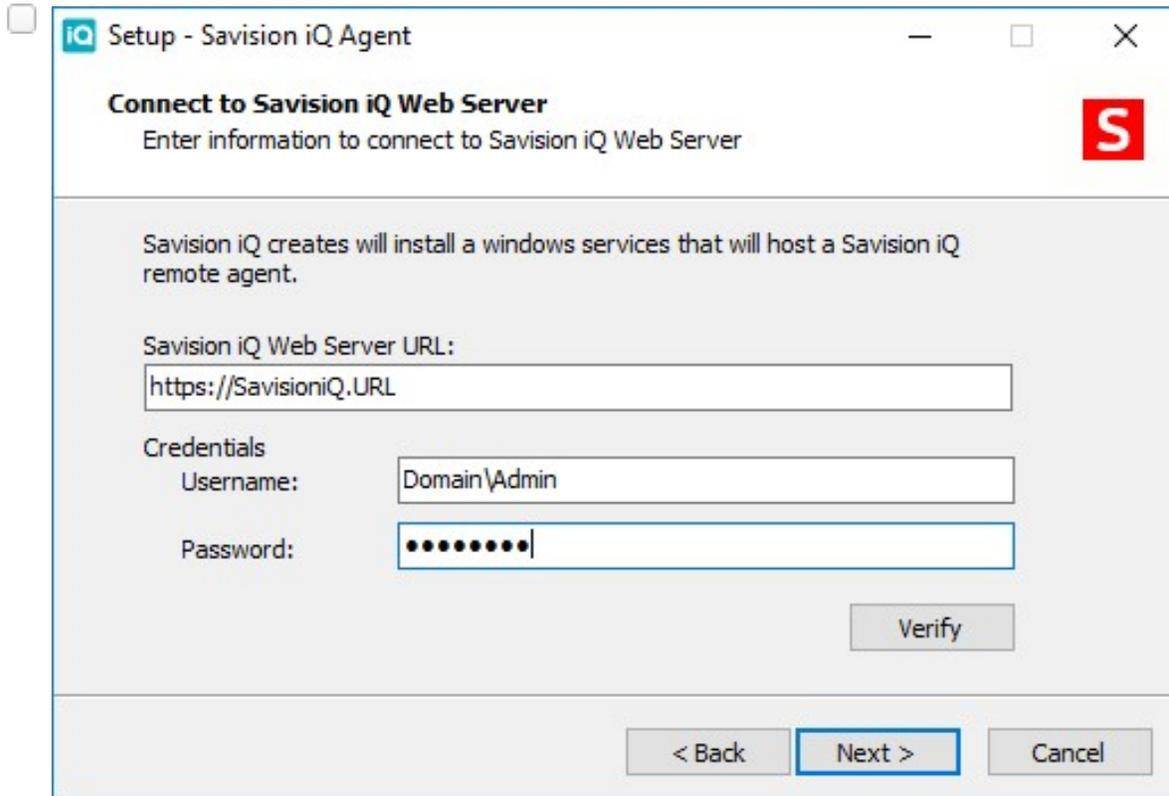
When you install Savision iQ, it will install an agent locally on the server. For most installations that is all that is needed. In some cases, you may need to install a remote agent to access certain systems you want Savision iQ to integrate with. The remote agent installs as a Windows service.

1. From the remote computer, open your browser and log onto Savision iQ.
2. From the menu (top left), go to "Settings", then click on "AGENTS".





3. Click on the “Download Agent” button in the lower right-hand corner.
4. This will download a zip file named “AgentInstaller”. Extract the files, then browse to that location.
5. There will be two files: Savision iQ Agent-2.5.1.exe and “Setup.cmd”. Double-clicking the Setup.cmd will launch the installer with the Savision iQ web server URL pre-populated. You can also right-click on “Savision iQ Agent-2.5.1.exe” and select “Run As Administrator”.
6. Click “Next” on the welcome screen.
7. Select “I accept the agreement” and then click “Next”.
8. Enter the “Savision iQ Web Server URL” as well as your Savision iQ Administrator credentials, then click “Verify”.



9. Enter the Destination you wish to install the agent, then click “Next”.
10. Once it is done installing, click “Finish”. After just a few moments, it should be listed as an available agent in Savision iQ.

4. Elasticsearch Configurations

By default, the Savision iQ installation will install Elasticsearch on the web server. It is not bound to an external IP address so there is no user authentication enabled. This works fine in an evaluation scenario or with limited users, integrations and data.

Using Savision iQ in a more demanding scenario, we advise to set up a multi-node Elasticsearch cluster. Documentation about how to set this up can be found here: <https://www.elastic.co/guide/en/elasticsearch/reference/current/setup.html>.

When security is required, i.e. when Elasticsearch is installed on a different machine, you need to use x-pack (you can also do monitoring with x-pack). You can find details on how to install x-pack here: <https://www.elastic.co/guide/en/elasticsearch/reference/current/setupxpack.html>.

Connection settings are configured in the web.config under **<connectionStrings>**. The Elasticsearch connection string can be defined as followed:

Default:

```
<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://localhost:9200" /> Multi node cluster:

<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://ESNode1:9200;http://ESNode2:9200;http://ESNode3:9200" />
```

With Authentication:

```
<add name="defaultElasticSearchConnection"
connectionString="Nodes=http://ESServer:9200, Username=iquser,
Password=secret" />
```

4.1 Memory Configuration

By default, Elasticsearch is set up to use 2 GB of memory but if you need to improve performance, this can be increased.

Open and edit the "jvm.options" file, which is located where you installed Elasticsearch. By default, this will normally be located at: "C:\Program Files\Savision\Elasticsearch\elasticsearch\config\jvm.options".

Near the top of the file, you can change the heap space to control the amount of memory Elasticsearch uses.

JVM Configuration

```

## JVM configuration

#####

## IMPORTANT: JVM heap size

#####

##

## You should always set the min and max JVM heap ## size to the same
value. For example, to set

## the heap to 4 GB, set:

##

## -Xms4g

## -Xmx4g

## ## See

https://www.elastic.co/guide/en/elasticsearch/reference/current/heapsize.html

## for more information

##

#####

# Xms represents the initial size of total heap space

# Xmx represents the maximum size of total heap space

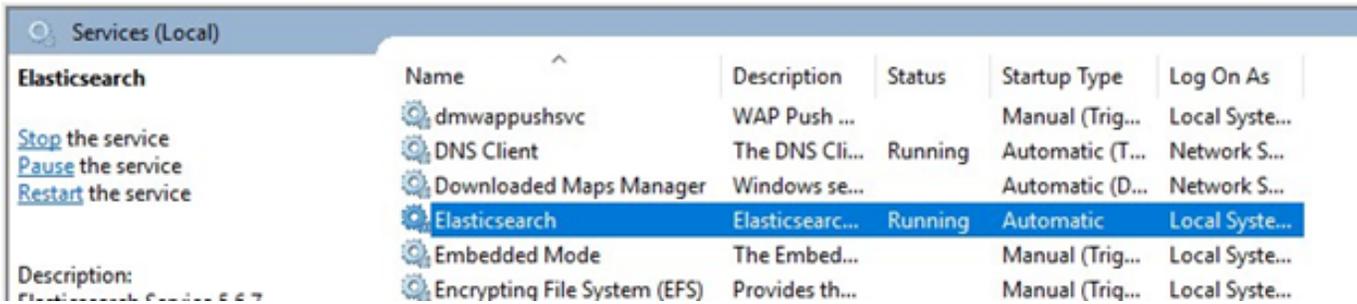
-Xms2g    <--These are the values you want to change.

-Xmx2g    <--

```

It is recommended that you change both to "-Xmx4g" initially. Once you have changed these values, save the file.

From Services, stop and restart the "Elasticsearch" service.



5. Supported Integrations

- System Center Operations Manager (SCOM)
- SolarWinds
- Nagios Core and Xi
- VMware vCenter
- Microsoft Azure
- Amazon Web Services (AWS)
- ServiceNow
- Ivanti Service Management
- Derdack Enterprise Alert
- CA Application Performance Management (CA APM)
- PRTG Network Monitor
- TopDesk
- PowerShell
- Cherwell
- Cisco Prime
- Jira Software
- WhatsUp Gold
- Zabbix
- Email Notifications
- Savision API

6. Integration Setups

It is important that Savision iQ Administrators know of server and port details in order to connect to monitoring and ITSM systems. Savision iQ uses the permissions set up in these systems to determine the information it can retrieve. For example, if the credentials used in iQ have a read-only permission, Savision iQ users will not be able to write to this system. Integration defaults and advanced settings are listed below.

6.1 System Center Operations Manager (SCOM)

6.1.2 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Management Server (Required) (Port 5724 access to the management server)
- Username (Required) (SCOM user credentials)
- Password (Required)
- URL (Optional URL to Live Maps Portal)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)

- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.2 SolarWinds

6.2.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Server Name (Required) (Port 17778 access to the SolarWinds Server)
- Username (Required) (Administrative credentials)
- Password
- URL (URL to Orion)
- Connection Type (Possible values: Https or Net Tcp. If Net Tcp is chosen, the user will have to set the SolarWinds server's FQDN in the **web.config**, or in the **Savision.UnityIQ.Agent.exe.config** file in the case that the integration is hosted by a remote agent.)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has an Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

Note: We use the SolarWinds Information Service (SWIS) to load data from SolarWinds Orion: (<https://github.com/solarwinds/OrionSDK/wiki/About-SWIS>)

6.3 Nagios Core and Xi

6.3.1 Nagios Core and Xi Setup

The Nagios integration supports 3 modes:

- Core API*:
Savision iQ will pull data from Nagios using the Json API shipped with Nagios since release 4.0.7
- Savision API*:
Savision iQ will communicate with Nagios using the custom CGI endpoint shipped with iQ.
- Icinga2

The Nagios integration allows Savision iQ to interface to the majority of the current Nagios distributions: Nagios Core, Nagios XI, Icinga, Check_MK, Shinken, etc.

Core API

- **Requirements**

- Nagios Core 4.0.7 and up
- Python 2.7+ with modules cgi, cgitb, json installed

- **Prerequisites**

Nagios needs to be configured to allow external commands. In your `nagios.cfg` be sure the following settings have the required value:

- `check_external_commands = 1` to enabled external commands.
- `command_check_interval = -1` to check for external commands as often as possible.

Restart Nagios after you made the changes.

- **CGI Script Installation**

Copy the **savisioniq.cgi** script from the Unity iQ installation (`{SavisionIQ}\Integrations\Nagios\Core Api\savisioniq.cgi`) folder into the Nagios **cgi-bin** folder. On Nagios Core 4 and up the folder is `/usr/local/nagios/sbin`, whereas in other Nagios installations it might be different.

Make sure that the CGI Script is executable and associated to the user and group that is allowed to run Nagios (On Nagios Core 4 the user and group are **nagios**).

```
sudo chmod +x /usr/local/nagios/sbin/savisioniq.cgi
```

```
sudo chown nagios:nagios /usr/local/nagios/sbin/savisioniq.cgi
```

- **Configuration**

Open the **savisioniq.cgi** script with an editor and change the following parameters to match your current Nagios configuration.

- **command_file** has to be set to the same value as **command_file** in your **nagios.cfg** (by default **/usr/local/nagios/var/rw/nagios.cmd**).
- **status_file** has to be set to the same value as **status_file** in your **nagios.cfg**.

Savision API

- **Requirements**

Any Nagios distribution that supports **MK_LiveStatus**

If **MK_Livestatus** is not installed, it can be installed manually. Check this article for more information:

http://mathias-kettner.com/checkmk_livestatus.html

The **MK_LiveStatus** version recommended is **1.4.0p34**

Python 2.7+ with modules **cgi**, **cgitb**, **json** installed

- **CGI Script Installation**

Copy the **savisioniq.cgi** script and the **livestatus.py** module from the Unity iQ installation (**{SavisionIQ}\Integrations\Nagios\Savision Api**) folder into the Nagios **cgi-bin** folder. On Nagios Core 4 and up the folder is **/usr/local/nagios/sbin**, whereas in other Nagios installations it might be different.

Make sure that the **savisioniq.cgi** CGI Script is executable and associated to the user and group that is allowed to run Nagios (On Nagios Core 4 the user and group are **nagios**).

```
sudo chmod +x /usr/local/nagios/sbin/savisioniq.cgi
```

```
sudo chown nagios:nagios /usr/local/nagios/sbin/savisioniq.cgi
```

- **Configuration**

In order to work, we have to enable the LiveStatus TCP Unix socket. By default, it is set to localhost, port 6557.

Open the **savisioniq.cgi** script with an editor and find the LiveStatus connection properties and change them to match your current LiveStatus configuration:

```
cmk_livestatus_nagios_server = "localhost"
```

```
cmk_livestatus_tcp_port = 6557
```

- **Icinga2**

For Icinga2, the endpoint must be configured manually because Icinga2 doesn't have a cgi-bin folder. The configuration tested was Icinga2 + IcingaWeb2.

In order to install the CGI script, we have to create a virtual directory in Apache.

**Open the `/etc/httpd/conf.d/icingsweb2.conf` file with an editor and add a new virtual directory.
Here's an example:**

```
ScriptAlias /nagios/cgi-bin "cgi-bin folder"

<Directory "cgi-bin folder">

# SSLRequireSSL

Options ExecCGI

AllowOverride None

<IfModule mod_authz_core.c>

# Apache 2.4

<RequireAll>

Require all granted

</RequireAll>

</IfModule>

<IfModule !mod_authz_core.c>

# Apache 2.2

Order allow,deny

Allow from all

</IfModule>

</Directory>
```

Add your own authentication scheme to the directory.

Restart Apache to refresh configuration. Proceed as usual and copy scripts to the cgi-bin folder selected

- **Shinken + Thruk**

Same as Icinga2. Create a directory where to save the cgi script.

Create a configuration file in Apache same as above and restart Apache.

Acknowledging Alerts

To call the API End Point, make a GET request to:

```
http(s)://nagiosadmin:password@nagiosserver/nagios/cgi-bin/savisioniq.cgi
```

The request must be of Content-Type **application/json**. The body must include the command type (**alert.acknowledge|alert.unacknowledge**), the HOSTNAME and the SERVICEDESC if we are acknowledging an alert related to a service.

Ex. to acknowledge an alert related to a specific service:

```
{ "messages": [ { "id": "Alert Id", "type": "alert.acknowledge",
"data": { "HOSTNAME": "localhost", "SERVICEDESC": "HTTP" } } ] }
```

To unacknowledged the same alert:

```
{ "messages": [ { "id": "Alert Id", "type": "alert.unacknowledge",
"data": { "HOSTNAME": "localhost", "SERVICEDESC": "HTTP" } } ] }
```

Icinga2

Configure the API as explained in

<https://www.icinga.com/docs/icinga2/latest/doc/12-icinga2-api/>

The Icinga2 REST API uses **SSL** and listen on port 5665

The API user must have the permissions to execute actions in order to be able to acknowledge alerts.

For Icingaweb2 as frontend these are the other parameters:

Host Url: "/icingaweb2/monitoring/host/show?host={0}"

Service Url: "/icingaweb2/monitoring/service/show?host={0}&service={1}"

Host group Url: "/icingaweb2/monitoring/list/hosts?hostgroup_name={0}"

Service Group Url: "/icingaweb2/monitoring/list/services?servicegroup_name={0}"

** In the Core API and Savision API, in order to Acknowledge alerts, the CGI script needs to be installed in Nagios. While connecting to the Nagios Core, Nagios XI does not require to update your Nagios distribution (except if you want to use the Acknowledge Alerts feature), in order to connect to all the other distros the administrator must update the Nagios installation with the provided CGI Script and the **LiveStatus** module needs to be installed. Most of the current Nagios Distributions have LiveStatus installed because they rely on it to communicate with the front ends.*

6.3.2 Savision iQ Setup

After following the steps above, you can add the integration in Savision iQ. Navigate to "Settings" in the menu and click the "+" button to add your integration (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Nagios API (Pick one of the API's described in the previous sections)
- Server (Required)
- Port
- Secure Connection [HTTPS] (Optional)
- Username (Required) (User Credentials)
- Password (Required)
- Savision iQ Endpoint URL
- Host URL
- Service URL
- Host Group URL
- Service Group URL
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)

- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.4 VMware vCenter

6.4.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- vCenter Server (Required) (Port 443 access to your vCenter Server)
- Username (Required)
- Password (Required)
- URL
- Use Single Sign-on [SSO] (Optional)
- SSO Endpoint override
- URL
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.5 Microsoft Azure

6.5.1 Microsoft Azure Setup

Before Savision iQ can integrate with Microsoft Azure, a number of things need to be configured and 4 pieces of information need to be collected. See how to do this below:

Create an app registration

1. Click on "Azure Active Directory"
2. Click on "App registrations"
3. Click on "+ New application registration"
4. Provide a Name for the application (e.g. "Savision iQ")
5. Provide a Sign-on URL (e.g. "<http://www.savision.com>")
6. Copy the Application ID from this screen (used as Client ID in Savision iQ)
7. Click on Settings
8. Click on Keys
9. Create a new Key and be sure to copy the "Value" field (used as Client Secret in Savision iQ)

Create an Enterprise Application

1. Click "Azure Active Directory"
2. Click "Enterprise applications"
3. Click "All applications"
4. Click "New application"
5. Click "Application you're developing"
6. Click the link "Ok, take me to App Registrations to register my new application."
7. Choose "App apps" in the drop-down list
8. Click "Savision iQ"
9. Click "Create Service Principle" link in the most right panel. **Add app to subscriptions access control (IAM)**
10. In the search box, type "subscriptions"
11. Click on "Subscription" from results (key icon)
12. Copy the Subscription ID from this screen (used as Subscription ID in Savision iQ)
13. Click on "Access control" (IAM)
14. Click Add
15. Choose "Reader" for Role
16. Assign access to needs to be Azure AD user, group, or application
17. Select "Savision iQ"

18. Click on the search result "Savision iQ"
19. Click "Save"

Lookup Tenant ID

1. Click on "Azure Active Directory"
2. Click on "Properties"
3. Copy the Directory ID from this screen (used as Tenant ID in Savision iQ).

To be able to connect Savision iQ with Azure, you need the following information from the instructions above:

1. Client ID (Application ID)
2. Client Secret (Application Key value)
3. Subscription ID
4. Tenant ID

6.5.2 Savision iQ Setup

After following the steps above, you can add the integration in Savision iQ. Navigate to "Settings" in the menu and click the "+" button to add your integration (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Azure Environment (Port 443 Access to Azure)
- Tenant ID (Required)
- Subscription ID (Required)
- Client ID (Required)
- Client Secret (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.6 Amazon Web Services (AWS)

6.6.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Region (Required) (Port 80 and 443 access to AWS)
- Access Key (Required)
- Secret Access Key (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.7 ServiceNow

6.7.1 ServiceNow Setup

With the correct privileges, Savision iQ is able to load components and incidents from ServiceNow. For Savision iQ to create and update incidents, the Savision iQ ServiceNow Store app needs to be installed in your instance of ServiceNow.

Below are instructions on how to install and configure the Savision iQ app in ServiceNow:

- Login to your ServiceNow instance using an administrator account
- Install the Savision iQ application from the store
- Create a user with the roles "x_savis_iq.Savision iQ Role", "itil", "itil_admin" and "personalize_choices"
- Use this user in Savision iQ when adding the integration

- Port Access to the Instance. Typically, 443

6.7.2 Savision iQ Setup

After following the steps above, you can add the integration in Savision iQ. Navigate to "Settings" in the menu and click the "+" button to add your integration (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Instance Address (Required) (Port 443 to your ServiceNow instance)
- Username (Required)
- Password (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.8 Ivanti Service Management

6.8.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (Port Access to the Instance. Typically, 80 or 443)
- Username (Required) (User credentials)
- Password (Required)
- On-Premises (Optional)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.9 Derdack Enterprise Alert

6.9.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Server (Required)
- Use SSL (Optional)
- Username (Required) (User Credentials)
- Password (Required)
- Password URL
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)

6.10 CA Application Performance Management (CA APM)

6.10.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (URL to the rest API endpoint 8081 is the default port)
- Username (Required) (Credentials)
- Password
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.11 PRTG Network Monitor

6.11.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (Default ports are 80 or 443)
- Username (Required) (Admin Credentials to PRTG)
- Password (Required)
- Roll-up worst sensor state to components and groups? (Optional)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.12 TopDesk

6.12.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (Default ports are 80 or 443)
- Username (Required) (User Credentials – Operator account)
- Password (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.13 PowerShell

6.13.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Username (Required) (User credentials to use used as the "Run As Account")
- Password (Required)
- Script (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)

6.14 Cherwell

6.14.1 Cherwell Setup

Please see https://cherwellsupport.com/CherwellAPI/Documentation/en-US/csm_rest_obtaining_client_ids.html?scroll=ObtainingApiClientIds on how to obtain a Client ID for Savision iQ.

6.14.2 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (Default ports are 80 for HTTP or 443 HTTPS)
- Authentication Mode (Required) (OAuth2 authentication is not currently available)
- Client ID (Required)
- Username (Required)
- Password (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

Note: Due to a limitation of the Cherwell API, the timezone of the Savision iQ Server/Agent must be the same as the Cherwell server.

6.15 Cisco Prime

6.15.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (URL of the API endpoint Default port is 443)
- Username (Required)
- Password (Required)
- API Version (1-4) (Use the highest version available for your Cisco Prime version. v1 since 2.2, v2 since 3.0, v3 since 3.2 and v4 since 3.4)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.16 Jira Software

6.16.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (The default port is 8080)
- Type (Required) (We support Jira Software on premises)
- Username (Required)
- Password (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.17 WhatsUp Gold

6.17.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- SQL Server (Required) (Note: SQL Server instance the WhatsUp database is on.)
- Use SQL Authentication (Optional)
- User (Required) (User needs read permissions on the WhatsUp database.)
- Password (Required)
- Console URL
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.18 Zabbix

6.18.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- URL (Required) (This should point to the endpoint `api_jsonrpc.php` is located.)
- Username (Required)
- Password (Required)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

6.19 Email Notifications

6.19.1 Savision iQ Setup

To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- From Email (Required)
- SMTP Server (Required)
- Port (Required)
- Username
- Password
- Enable SSL (Optional)
- Send emails as HTML (Optional)
- Agents (Required) (Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.)
- Name (Required)

6.20 Savision API

6.20.1 Savision iQ Setup



To add your integration in Savision iQ, navigate to "Settings" in the menu and click the "+" button (located at the bottom-right section of your screen).

Here is a list of properties you will need:

- Agents (Required) [Pick a server that will communicate with the source system. This can be the Savision iQ web server or a machine that has a Savision iQ Remote agent installed on.]
- Name (Required)
- Discovery Interval (Required) (How often the objects are loaded from the integrated system. The default is 3600 seconds.)
- Operation Interval (Required) (How often health states, alerts, and/or incidents are collected. The default is 120 seconds.)

[View Savision iQ API documentation](#)

**Note that this is not an active integration. This is using an API endpoint on the Elasticsearch server for pushing data into Savision iQ.*