



Install and Configure Guide

Version 10.0

# Table of Contents

---

Install and Configure .....	1
Table of Contents .....	2
About Insight .....	4
Insight Architecture .....	4
Install and Start the Appliance .....	5
Appliance Prerequisites .....	5
Install the Appliance .....	7
Start the Appliance and Change the Password .....	8
Configure the Appliance Network Identity .....	9
Log on .....	10
Log on to the Insight Console as Administrator .....	10
Update .....	11
Update Insight components .....	11
Update history .....	12
License .....	13
Upload a License .....	13
Networking .....	14
Configure Insight Network Settings .....	14
SSL Certificates .....	15
Upload .....	15
Backup .....	18
Generate .....	19
API Keys .....	21
Status/Diagnostics .....	22
Reboot Server .....	22
Download Logs .....	22
Passwords .....	23
Data Management .....	24
Configure Data Collection .....	25
Remove Data from an Insight Server .....	26
Excluded Processes .....	28
Insight Agent .....	29
Installed Files .....	29
Installed Services .....	29
Agent Installer .....	29
Command Line Installer .....	31

---

Registry Key Settings .....	32
Group Policy ADMX Files .....	34

# About Insight

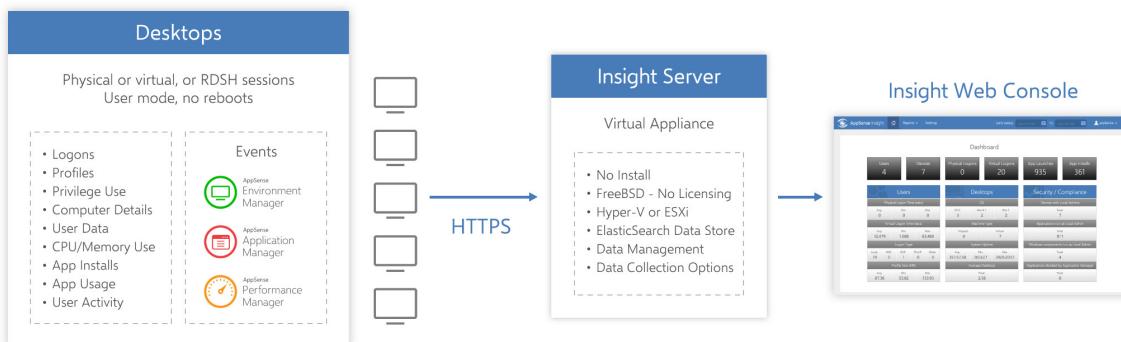
This guide describes how to install and set up the AppSense Insight appliance and agent. It also describes how to configure the Insight Console and provides an overview of the data that is collected.

AppSense Insight provides organizations with an understanding of the activities, trends, and needs of end users and their environments. When installed on endpoints, the Insight agent gathers data relating to the users, endpoints, platforms, and applications. The data is analyzed and displayed in the Insight Console through a variety of reports. Data from these reports can then be exported or printed and used to help organizations identify issues and improve efficiency.

Insight assists organizations by rationalizing:

- User profile types, sizes, and health, including the size of each constituent of the user profile.
- User logon to a granular level, including details of the individual components of the logon down to individual Group Policy items, Active Setup items, network mappings, scripts, and post-logon actions.
- User privilege utilization, including which applications require administrative privileges, how often they are used, by whom, and on which endpoints.
- User application interactions including, whether applications are locally installed, published remotely, virtualized, and when they were last used.
- User desktop delivery mechanisms to understand the utilization of each (VDI, Terminal Services, local desktop) across an enterprise.
- User data locations and sizes, including where users save common business data, the size of those locations, and the types of data.

# Insight Architecture



# Install and Start the Appliance

---

## Appliance Prerequisites

The appliance runs on a hypervisor or virtual machine server in the enterprise demilitarized zone (DMZ). From there the appliance provides secure communications using Secure Socket Layer (SSL) encryption.

## Hardware and Hypervisor

AppSense provides separate media for the following hypervisors:

- VMware ESXi versions 5.5 to 6.0
- Hyper-V 2012 R2 and later

Each virtual appliance requires a minimum of 4GB RAM and 4vCPUs.

For environments with over 4,000 users, it is recommended that your appliance has a minimum of 8 cores and 16GB of ram.

| For information about setting the upload frequency, see [Settings](#).

## Supported Operating Systems and Technologies

The supported operating systems and technologies are detailed in the Maintained Platform Matrix available on [appsense.com](#).

## DNS Settings

Insight requires internal DNS settings and a public DNS record. The appliance DNS settings must specify the DNS servers in the Active Directory and the domain names it should search.

To access the Insight service on the Internet, you must set up a public DNS record using the Insight server name. You can then use this public DNS name to generate the Certificate Signing Request (CSR) and apply for a publicly trusted SSL certificate.

## Ports

Configure the following IP ports:

Port	Description
TCP 443	The web administration interface is available over SSL on http port 443. Clients can also use this port but it is recommended that they connect to port 10443 so client traffic is segregated from the web administration interface.
TCP 10443	For optimum performance clients should connect to port 10443.
TCP 80	Reserved for future use.
UDP 53	Domain Name System (DNS) on UDP 53.

## Checklist of Required Information

To complete the installation and configuration of the Insight appliance you require the following information.

Hypervisor	Details
Hypervisor	VMware ESXi or Hyper-V
Insight Network	Details
Insight Appliance Name	<appliance name>
Appliance IP address	<IP address>
Subnet mask	<IP mask>
Gateway	<gateway IP>
DNS	Details
DNS servers	<IP addresses>
DNS search domains	<domain names>

# Install the Appliance

To install the Insight Appliance, the template must be imported into a hypervisor or virtual machine.

## Installing the Appliance on ESXi using vSphere Client

When deployed to ESXi, the OVF template defaults networking to "Host Only" and must be manually assigned the correct network before using the appliance

1. Download and extract the Insight ESXi zip on your local machine.
2. Start the VMware vSphere Client and log in to the host of vCenter Server.
3. From the menu, select **File > Deploy OVF Template** and follow the wizard.

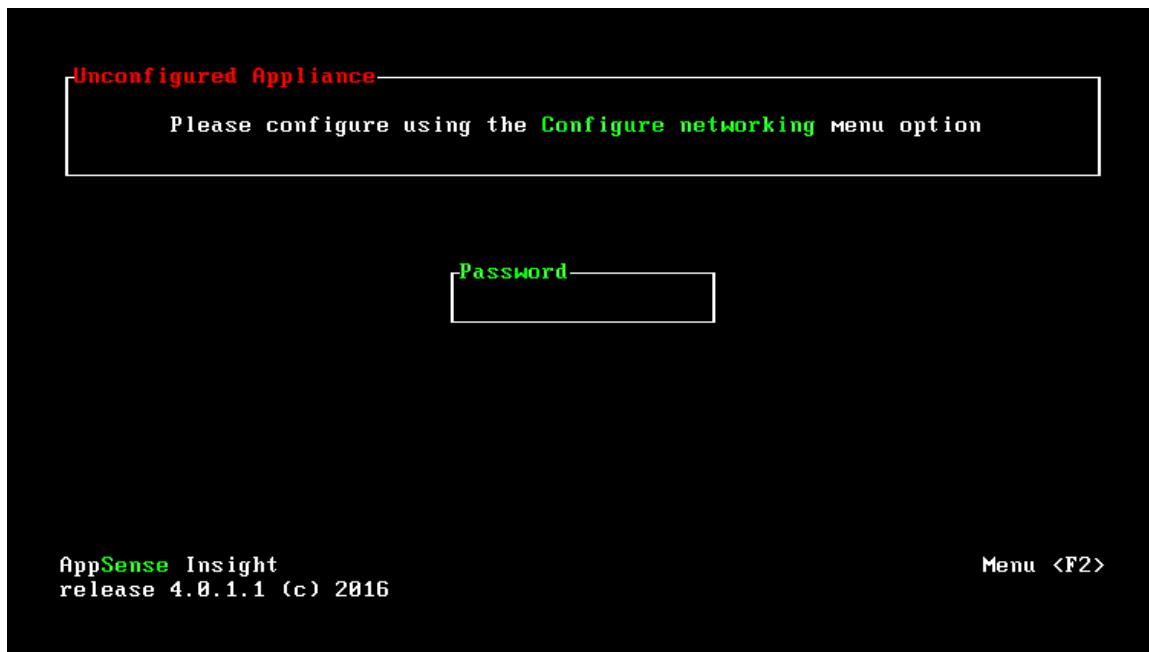
# Start the Appliance and Change the Password

**NOTE:** When you are deploying the appliance, connectivity can be lost when the appliance is migrated to another node, for example, following a reboot. Network configurations are not be applied because dynamic MAC addresses assigned in Hyper-V are lost when the node is moved. To solve this issue, configure a static MAC address in Hyper-V. **You must do this prior to booting the appliance for the first time.**

For further information, see [Microsoft KB 976724](#).

1. Start or power on the virtual machine and wait for the appliance to boot.
2. Press **F2** to display the password prompt and enter the default password: *AppSense*
3. The Main Menu displays. You must change your password before you can configure networking.
4. Select **Change Password** and press **Enter**.

The password prompt displays.



5. Type the default password, *AppSense*, and press **Enter**.
6. Type the new password and press **Enter**.
7. Type the new password again to verify it and press **Enter**.

The Main Menu displays with the Configure networking option now available.

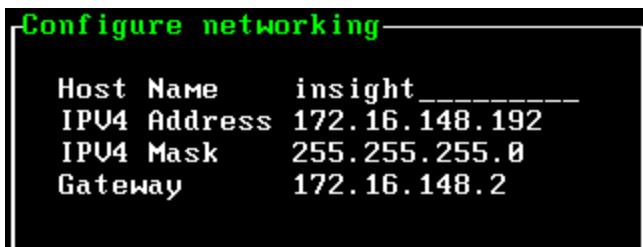
**CAUTION:** The appliance password cannot be recovered or reset, so make sure you remember it, or store it securely

# Configure the Appliance Network Identity

1. In the appliance console, press **F2**.  
The Password prompt displays.
2. Type the password and press **Enter**.  
The main menu displays.
3. Select Configure Networking and press **Enter**.



The Configure networking box displays.



4. Enter a host name.  
When you set a host name, the appliance uses it to generate a temporary self-signed SSL certificate.
5. Enter an IP address, subnet mask, and a default gateway.  
The default gateway is the IP address of the internal gateway to services that include, for example, the DNS server, the Active Directory service, the email server, and the file store.
6. Press **F10** to save the network settings.  
To apply the network settings, you need to reboot the appliance.
7. From the main menu, select **Reboot** and press **Enter**.

The server reboots, then displays the host name and IP address.

## Log on

The Insight console is used to complete the setup and administer AppSense Insight, as well as viewing the data collected via the agent.

## Log on to the Insight Console as Administrator

1. Open a web browser and enter `https://<server>` in the address, where `<server>` represents the fully qualified domain name (FQDN) of the Insight appliance, for example, `Insight.appsense.com`

**NOTE:** When you configure the appliance network settings, it generates a temporary, self-signed, SSL certificate that uses the unqualified server name specified. Your web browser indicates that there is a problem with the website's security certificate because it is self-signed and not issued by a trusted certification authority (CA). You can trust this temporary certificate initially and continue to the website. Replace this certificate with a trusted certificate containing the server's fully qualified name, see [SSL Certificates](#).

The browser connects to the Insight Admin Console for you to log in.

2. Log on to the console:
  - Username: *admin*.  
The username is case sensitive.
  - Password: The password you configured when you started the appliance.

# Update

View the current version of the Insight software you have installed and update the Insight Appliance by uploading a patch, supplied by AppSense.

**TIP:** Insight patches are available from [appsense.com](http://appsense.com).

## Update Insight components

Update

Browse to update file

(i) You will be automatically logged out and asked to sign in again when applying an update

Current Component Versions	Update History
Appliance Configuration Services	4.0.1.8
Appliance Text Console	4.0.1.1
Appliance Operating System	20160201
Fission Clustering Services	2.0.0.86
Patch Server	1.0.0.10
Insight Server	10.0.3.129
Insight Console	10.0.3.110
Insight Appliance Plugins	4.0.1.3
Indexing and search	3.0.1.5
Live data feed	3.1.3.1
High speed feed	1.0.0.22
Search Engine Appliance Plugins	4.0.1.2

1. Select **Settings > Update**.

The screen shows the current version of each of the installed components.

2. Click **BROWSE** and navigate to the required Insight BIN file.

### 3. Click **UPLOAD**.

A summary screen displays the current component versions and those of the uploaded update.

The screenshot shows a summary screen for an update. At the top, it says "Update". Below that is a green success message: "✓ File uploaded successfully. Click APPLY UPDATE NOW to reboot and apply the update. You will be logged out." To the left is a table titled "Current Versions" showing the current versions of various components. To the right is a table titled "After Update" showing the versions after the update is applied. At the bottom right are two buttons: "APPLY UPDATE NOW" and "CLOSE".

Component	Version
Insight Server	10.0.3.188
Insight Console	10.0.3.167
Insight Appliance Plugins	4.0.2.2
Search Engine Appliance Plugins	4.0.2.1

Component	Version
Insight Server	10.0.3.192
Insight Console	10.0.3.171
Insight Appliance Plugins	4.0.2.3
Search Engine Appliance Plugins	4.0.2.2

### 4. Click **APPLY UPDATE NOW**.

The appliance automatically reboots and the login screen is displayed once the update is complete.

## Update history

The screenshot shows the "Update History" page. It lists the following updates:

Date	Component	Version
2016-04-12 07:40:14 UTC	Insight Server	10.0.3.188
	Insight Console	10.0.3.167
	Insight Appliance Plugins	4.0.2.2
	Appliance Configuration Services	4.0.2.2
2016-04-08 09:42:35 UTC		

Select **Settings > Update** to view a history of the updates that have been applied to your Insight Appliance. The history shows when each update was applied and which component was included.

## License

To view details of the installed license, select **Settings > License**.

## Upload a License

The screenshot shows a user interface for uploading a license file. At the top, there's a text input field labeled "Browse to license file" with a "BROWSE" button to its right. Below this is a blue "UPLOAD" button. Underneath these buttons, there's a section titled "Current License Details" which lists the following information:

<b>Name</b>	Appsense Ltd - UK - Daresbury
<b>ID</b>	23754f0c-522e-48d7-979c-524fd18981c2
<b>Type</b>	Evaluation
<b>Issued</b>	December 4, 2015
<b>Expiry</b>	June 3, 2016

Below this section is another titled "Features" which lists the following details:

<b>Feature ID</b>	8B42547F-9BE6-4615-93F8-2ED466B9DC16
<b>Feature Name</b>	Insight
<b>License Count</b>	10
<b>Min Version</b>	1.3.*.*
<b>Max Version</b>	1.3.*.*
<b>Platform</b>	Flex

To obtain an Insight license, contact [customerservices@appsense.com](mailto:customerservices@appsense.com).

1. Select **Settings > License**.
2. Click **BROWSE** and navigate to your license file.
3. Click **UPLOAD**.  
Details of the uploaded license are displayed.
4. Click **APPLY LICENSE**.

If valid, the proxy server restarts and the license is applied. License Details are updated to show the newly applied license.

# Networking

In Network settings, you specify DNS the servers used to resolve Network Time Protocol (NTP) server addresses. You can also reconfigure the default external NTP servers with your own internal servers to ensure clocks are synchronized across your network.

## Configure Insight Network Settings

Fully Qualified Domain Name (FQDN)	
amcinsight-4	
<b>APPLY SETTINGS</b>	<b>CANCEL</b>

DNS Servers	
IP Address	+
172.16.0.1	

DNS Search Domains	
Domain	+
testing.local	

NTP Servers	
IP Address / FQDN	+
0.pool.ntp.org	×
1.pool.ntp.org	×
2.pool.ntp.org	×

1. Select Settings > Networking from the navigation pane.
2. Update the following settings as required:
  - Fully Qualified Domain Name (FQDN) of your insight server.
  - DNS Server IP address - Add the IP address of all DNS servers in your Active Directory.
  - DNS Search Domains - Add all domains required to resolve DNS lookups.
  - NTP Servers - Add the server addresses or FQDNs of the NTP servers you want to use. Insight is configured with the addresses of three default NTP servers. If you use your own NTP servers, replace the default addresses with the addresses of your own. You can use a maximum of three NTP servers and a minimum of one.

To update the settings, enter a new value and click the **+** button.

To remove a server or search domain, click the appropriate **x** button.

3. Click **APPLY SETTINGS** to update any changes to the FQDN.

# SSL Certificates

Use the SSL Certificates area to upload and backup certificates and to generate certificate change requests.

## Upload

Certificates for both Private and Public CAs can be applied to the Insight appliance. Most major public CA root certificates are included in the Insight appliance and in client operating systems for the computers and devices that support the Insight client.

You must have the root certificate from your Private CA. If your CA is a subordinate CA you will require its certificate (intermediate/chain), any other subordinate CA certificates and the root certificate.

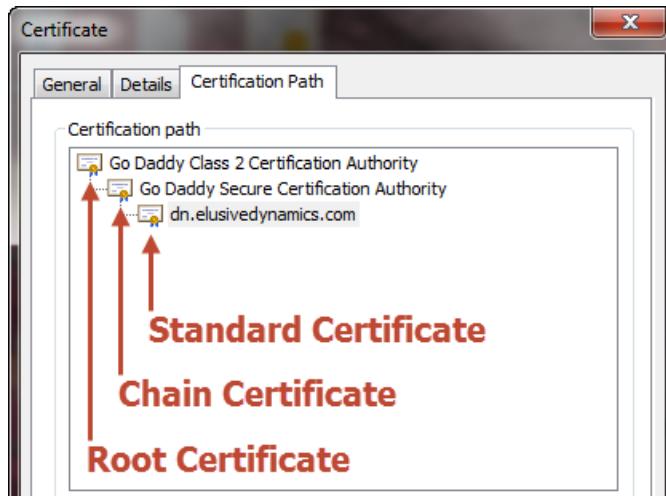
Insight uses 2048-bit RSA certificates in Base64 PEM format which must be installed in the following in order:

1. Root Certificate
2. Chain Certificate (Intermediate)

**NOTE:** If your intermediate certificate is a bundle, each certificate in the chain must be added in reverse hierarchical order.

3. Standard Certificate (Web)

The entire certificate chain is required for a successful upload.



## Apply a PKCS#12 Certificate to Insight

SSL Certificates

Original self signed certificate

Awaiting Certificate for CSR, expiration is for current certificate

Expires on April 7, 2018.

[Upload](#) [Generate CSR](#)

PKCS#12 Certificate (.pfx or .p12)  Certificate Chain

Certificate File:

Browse to Certificate File [BROWSE](#)

Certificate Password:

[UPLOAD](#)

1. Select **Settings > SSL Certificate > Upload**.
2. Select **PKCS#12 Certificate (.pfx or .p12)**.
3. Click **BROWSE** and select your certificate.
4. If the certificate uses password encryption, enter the appropriate password.
5. Click **UPLOAD**.

If successful, a message confirms that the certificate has uploaded. The web proxy service restarts and the uploaded certificate is applied.

# Apply a Chain Certificate to Insight

## SSL Certificates

Original self signed certificate

Awaiting Certificate for CSR, expiration is for current certificate

Expires on April 7, 2018.

Upload

Generate CSR

PKCS#12 Certificate (.pfx or .p12)  Certificate Chain

Certificate Type:

Root

Certificate File:

Browse to Certificate file

BROWSE

UPLOAD

1. Select **Settings > SSL Certificate > Upload**.
2. Select **Certificate Chain**.
3. Select **Root** from the Certificate Type drop-down.
4. Click **BROWSE** and select the root certificate for the chain.
5. Click **UPLOAD**.

If successful, a message confirms that the certificate has uploaded. The web proxy service restarts and the uploaded certificate is applied.

6. Repeat this process for your Intermediate and Server certificates.

# Backup

Upload    **Backup**    Generate CSR

Download a backup of the current SSL certificate in PKCS #12 (.p12) format

Please specify a password

**Important:** Do not lose or forget this password

**DOWNLOAD**

Download the current PKCS #12 / PFX certificate containing your encrypted SSL certificate and your private keys from your Insight appliance. You can use this when configuring new installations of the appliance without having to repeat the process of configuring an SSL certificate.

This option is not available if you are using the original self-signed Insight certificate.

1. Select **Settings > SSL Certificate > Backup**.
2. If required, enter an encryption password.

Encryption passwords are optional and add an extra level of security. If you set a password during download, it must be entered to successfully upload your certificate.

**CAUTION:** Passwords are non-recoverable, so it is important that you remember the password or store it in a safe location.

3. Click **DOWNLOAD** and save the certificate.

# Generate

Upload    Backup    **Generate CSR**

Host Name	<input type="text" value="https://insight.development.local"/>
Company / Organization Name	<input type="text" value="MyCompany"/>
Organizational Unit	<input type="text" value="Development"/>
City	<input type="text" value="Daresbury"/>
State / Province	<input type="text" value="Warrington"/>
Country	<input style="width: 150px;" type="text" value="United Kingdom"/> ▾
Point of Contact Email Address	<input type="text" value="user1@admin.com"/>

**GENERATE**    **RESET FORM**    **GET CSR**

The Insight Console generates CSRs for public and private certificate authorities. The certificates can then be uploaded and applied to the console.

1. Select **Settings > SSL Certificate > Generate**.

2. Select the **Generate CSR** Certificate type.

Click **GET CSR** to display the current signing request.

- 
3. Complete the fields for your certificate.

Field	Description
Host Name	The host name of your server.
Organization Name	The name of the organization requesting the certificate.
Contact Email	The point of contact for the certificate request.
City	The full name of the city where the organization is located. Do not use codes or abbreviations.
State/Province	The full name of the state or province where the organization is located. Do not use abbreviations or codes.
Country	The country where the organization is located.
Point of Contact Email Address	An email address within your organization.

4. Click **GENERATE**.

A text box displays the certificate request data.

5. Copy the entire text including the lines containing BEGIN CERTIFICATE REQUEST and END CERTIFICATE REQUEST and save it as a TXT file.
6. Click **OK** to close.

The certificate request can be submitted to a public certification authority or you can request a certificate using a private certification authority.

## API Keys

Provides the API key required by Insight agents to enable connection to your Insight appliance.

If you disable the API key, endpoints using that key cannot connect to your Insight server. If you regenerate your key, endpoints cannot connect with your server until they have been updated with the new API key.

KEY TYPE	ACCESS	KEY	REGENERATE
agent	<input checked="" type="radio"/> Enabled <input type="radio"/> Disabled	410b5227-e632-4957-89aa-	

# Status/Diagnostics

---

## Reboot Server

Reboot your server directly from the Insight console. Insight and its services are unavailable for the few minutes it takes to reboot.

Select **Settings > Status/Diagnostics** and click **REBOOT SERVER**.

---

## Download Logs

Download appliance logs, which are used by AppSense Support, to check your installation and performance and to troubleshoot your appliance. You may be asked for these reports when contacting AppSense about Insight. You can download a previously generated log or generate a new log.

Select **Settings > Status/Diagnostics**.

Details of the last generated log are displayed. Download that log or click **GENERATE NEW LOG** to create a new one.

# Passwords

Disable and enable accounts as required and change or set account passwords. There are three accounts with different access levels to cater for various user requirements:

Username	Dashboard Access	Reports Access	Settings Access
reports	✓	✓	✗
dashboard	✓	✗	✗
settings	✗	✗	✓

**NOTE:** The administrator account cannot be managed through the console. The password is set when you start the appliance. See [Installing and Starting the Appliance](#).

## Passwords

**i** The administrator account cannot be disabled. You must connect to the relevant server to change the administrator password.

USERNAME	ACCESS	PASSWORD
reports	Status: Enabled <a href="#">DISABLE</a>	<a href="#">CHANGE PASSWORD</a>
dashboard	Status: Disabled	<a href="#">ENABLE &amp; SET PASSWORD</a>
settings	Status: Disabled	<a href="#">ENABLE &amp; SET PASSWORD</a>

# Data Management

Configure the settings for the collection of data from endpoints and the removal of data from the server. To access these settings, select **Settings > Data Management**. The available data types are listed and include options for collecting and purging data. Where data has been collected, the number of events raised for each data type displays.

## Data Management

DATA TYPE	COLLECTION	EVENTS	ACTION
Environment Manager	<input checked="" type="checkbox"/>	45	PURGE
Application Manager	<input checked="" type="checkbox"/>	64	PURGE
Performance Manager	<input checked="" type="checkbox"/>	0	PURGE
User Logon	<input checked="" type="checkbox"/>	7,714	PURGE
User Data - Summary and Folder Information	<input checked="" type="checkbox"/>	0	PURGE
User Data - Individual File Information	<input type="checkbox"/>	0	PURGE
System	<input checked="" type="checkbox"/>	53	PURGE
Process	<input checked="" type="checkbox"/>	3,757	PURGE
Installation	<input checked="" type="checkbox"/>	0	PURGE
Network	<input type="checkbox"/>	0	PURGE
Security	<input type="checkbox"/>	0	PURGE

Total 11,633

**PURGE ALL**

### Purge By Age

Purge all data older than  days**PURGE NOW** Automatically run this task daily

### Minimum Agent Version

Only accept data from Insight agents above version

# Configure Data Collection

**Data Management**

DATA TYPE	COLLECTION	EVENTS	ACTION
Environment Manager	<input checked="" type="checkbox"/>	45	PURGE
Application Manager	<input checked="" type="checkbox"/>	64	PURGE
Performance Manager	<input checked="" type="checkbox"/>	0	PURGE
User Logon	<input checked="" type="checkbox"/>	7,714	PURGE
User Data - Summary and Folder Information	<input checked="" type="checkbox"/>	0	PURGE
User Data - Individual File Information	<input type="checkbox"/>	0	PURGE
System	<input checked="" type="checkbox"/>	53	PURGE
Process	<input checked="" type="checkbox"/>	3,757	PURGE
Installation	<input checked="" type="checkbox"/>	0	PURGE
Network	<input type="checkbox"/>	0	PURGE
Security	<input type="checkbox"/>	0	PURGE
Total		11,633	PURGE ALL

**Purge By Age**

Purge all data older than  days

**PURGE NOW**  Automatically run this task daily

**Minimum Agent Version**

Only accept data from Insight agents above version

Select the **Collection** check boxes for the data type you want to analyze. Data for the selected areas is collected from endpoints which have the Insight Agent installed and included set up to communicate with your server. The data is then analyzed and used in the appropriate Insight report.

**CAUTION:** Changing which data types are collected for can impact Insight reports functionality.

To further configure Data Collection, enter an Insight version number in the *Minimum Agent Version* section of the Data Management option. The server will only collect data from agents which match the version specified or are newer.

## Remove Data from an Insight Server

### Data Management

DATA TYPE	COLLECTION	EVENTS	ACTION
Environment Manager	<input checked="" type="checkbox"/>	45	<b>PURGE</b>
Application Manager	<input checked="" type="checkbox"/>	64	<b>PURGE</b>
Performance Manager	<input checked="" type="checkbox"/>	0	<b>PURGE</b>
User Logon	<input checked="" type="checkbox"/>	7,714	<b>PURGE</b>
User Data - Summary and Folder Information	<input checked="" type="checkbox"/>	0	<b>PURGE</b>
User Data - Individual File Information	<input type="checkbox"/>	0	<b>PURGE</b>
System	<input checked="" type="checkbox"/>	53	<b>PURGE</b>
Process	<input checked="" type="checkbox"/>	3,757	<b>PURGE</b>
Installation	<input checked="" type="checkbox"/>	0	<b>PURGE</b>
Network	<input type="checkbox"/>	0	<b>PURGE</b>
Security	<input type="checkbox"/>	0	<b>PURGE</b>

Total 11,633 **PURGE ALL**

### Purge By Age

Purge all data older than  days

**PURGE NOW**

Automatically run this task daily

Permanently remove unwanted data from your Insight server. You can purge all collected data or only that which relates to particular data types. Following a purge, data is permanently removed from the server and data collection starts again for purged data types. You have the following options when removing data:

- Remove data for individual data types - Click **PURGE** for the required data type.
- Remove data for all data types - Click **PURGE ALL**.
- Remove data for all data types based on the age of the data - In the Purge by Age settings, enter the required number of days and click **PURGE NOW**. All data for the applications selected for collection, which is older than the entered period of time, is deleted.

To set up a recurring task based on these settings, select **Automatically run this task daily**, otherwise data is kept indefinitely.

## Excluded Processes

Data for processes in the Excluded Properties table is still collected by the Insight agent but is not included in any report. The list is populated with default processes supplied by AppSense but can be modified to create a bespoke list.

To add a process, enter the process name and click **ADD**.

To remove processes, select all those which are no longer required and click **REMOVE SELECTED**.

Once the required updates have been made, click **SAVE**.

The screenshot shows the 'Settings' sidebar on the left with various options like System, Update, License, Networking, SSL Certificates, API Keys, Status / Diagnostics, and Passwords. Below that is the 'Data' section with Data Management and Excluded Processes selected. The main area is titled 'Excluded Processes' and contains a table with a header row 'PROCESS NAME'. Below the header are several rows of process names, each preceded by a checkbox. A grey arrow points from the 'Excluded Processes' link in the sidebar to the table in the main area.

	PROCESS NAME
<input type="checkbox"/>	alertsservices.exe
<input type="checkbox"/>	amagent.exe
<input type="checkbox"/>	amagentassist.exe
<input type="checkbox"/>	amdllinjectionassist.exe
<input type="checkbox"/>	ammessage.exe
<input type="checkbox"/>	ammessageassist.exe
<input type="checkbox"/>	amtimelimits.exe
<input type="checkbox"/>	appmgrgui.exe
<input type="checkbox"/>	ardencetray.exe
<input type="checkbox"/>	avm_hub.exe
<input type="checkbox"/>	avm_lobby.exe

# Insight Agent

When installed on endpoints, the Insight Agent analyses activity to provide data about users, profiles, and the endpoints.

---

## Installed Files

The Insight Agent installs the following files to %Program Files%\AppSense\Insight on endpoints:

File	Description
InsightService.exe	Standalone executable that hosts a Windows service. This service captures the static and dynamic information and sends it to the service.
InsightUpload.dll	A COM component that is instantiated from the service and is responsible for connecting to the server and sending the data.
InsightSenswrapper.dll	A wrapper library for Windows SENS. This library is consumed by the service to allow it to receive system event notifications.
InsightLogging.dll	A DLL responsible for debug logging to a log file and raising audit events to the Windows application event log.

---

## Installed Services

The installation creates the AppSense Insight Service from the InsightService.exe executable file. This service should be set to Automatic start and run under the LocalSystem account.

---

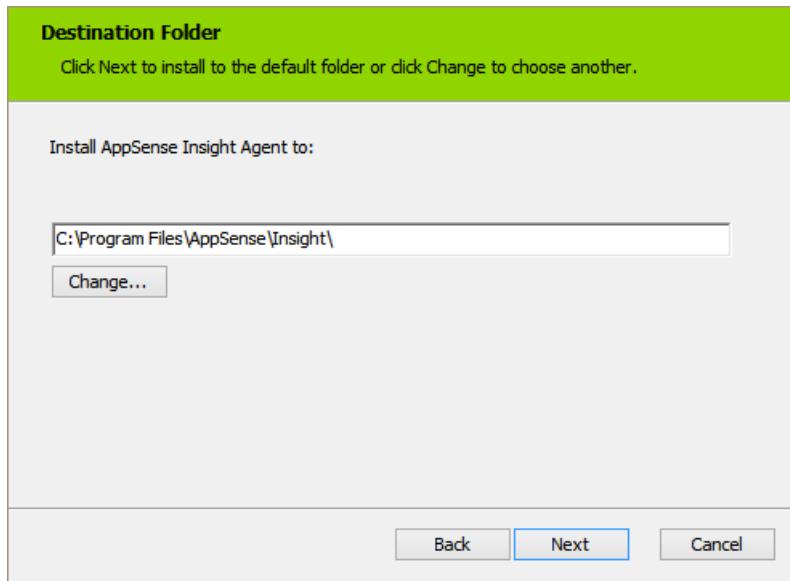
## Agent Installer

The Insight Agent installer comes in 32 and 64-bit formats and can be downloaded from <https://support.appsense.com/>.

1. Double-click the MSI compatible with the endpoint you are installing it on; either 32 or 64-bit.
2. Click **Next**.

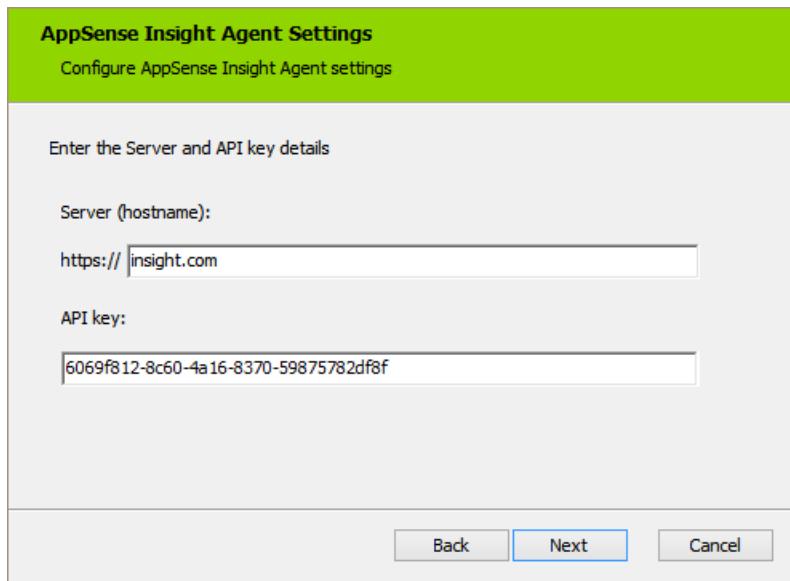
The License Agreement displays.

3. If you accept the terms of the license agreement, select the checkbox and click **Next**. The install location displays.



4. Browse to where you want to install the agent or use the default installation path: C:\Program Files\AppSense\Insight

The Insight Agent Settings dialog displays.



5. Enter your Insight hostname.
6. Enter in the API key for your server. You can copy the key from the Settings area in the Insight console.

For further details see [API Keys](#).

7. Click **Install** to start the installation.

8. Click **Finish** to complete the installation.
- 

## Command Line Installer

The installer supports command line options used to configure the server and API key when deploying the agent to endpoints.

The command line options populate the HKLM\Software\Policies\AppSense\Insight key with the relevant values. The command line options are:

- INSIGHT\_SERVER
- INSIGHT\_KEY

# Registry Key Settings

The AppSense Insight software reads its settings from the **HKLM\Software\Policies\AppSense\Insight** registry key. The following table lists the configuration values:

Value	Type	Description
Logging	DWORD	If set to 1, all logging is enabled. The log file InsightDebug.log is located in "%PROGRAMDATA%\AppSense\Insight". The last log file is kept with extension .old
Server	REG_SZ	The name of the server to which the Insight data should be uploaded. The name should have the following format: nextgen.appsensemobile.com
ApiKey	REG_SZ	The API generated on the Insight console that allows the service to connect to the REST API.
WriteToFile	DWORD	If set to non-zero, collected data will write to the "InsightLocal.log" file in the "%PROGRAMDATA%\AppSense\Insight" folder instead of sending it to the server.
UploadFrequency	DWORD	The length of time, in milliseconds, between data uploads from clients to the server. If this value is not present the default period is 120000 ms (two minutes). The setting should not exceed 20 minutes.
MaxEvents	DWORD	The number of events that can be uploaded per poll. Any events beyond the set number are added to the next poll. The default value is 1000.
CertificateFlags  <b>CAUTION:</b> For use in test labs only.	DWORD	<p>Suppress errors with the SSL Certificate for the target AppSense Insight Server. This is useful for Test Labs where distribution of the SSL certificate is problematic, or for diagnosing issues with the SSL Certificate. Apply the values as required:</p> <ul style="list-style-type: none"> <li>• 256 - Allow Untrusted Root Certificate Authority</li> <li>• 512 - Allow Invalid Certificate Usage</li> <li>• 4096 - Allow Invalid Common Name in Certificate</li> <li>• 8192 - Allow Invalid Certificate Date</li> <li>• 768 - Allow Untrusted Root CA &amp; Invalid Certificate Usage</li> <li>• 4352 - Allow Untrusted Root CA &amp; Invalid Common Name</li> <li>• 8448 - Allow Untrusted Root CA &amp; Invalid Certificate Date</li> <li>• 4608 - Allow Invalid Certificate Usage &amp; Invalid Common Name</li> <li>• 8704 - Allow Invalid Certificate Usage &amp; Invalid Certificate Date</li> </ul>

Value	Type	Description
		<ul style="list-style-type: none"> <li>• 4864 - Allow Untrusted Root CA, Invalid Certificate Usage &amp; Invalid Common Name</li> <li>• 8960 - Allow Untrusted Root CA, Invalid Certificate Usage &amp; Invalid Certificate Date</li> <li>• 12544 - Allow Untrusted Root CA, Invalid Common Name &amp; Invalid Certificate Date</li> <li>• 12800 - Allow Invalid Certificate Usage, Invalid Common Name and Invalid Certificate Date</li> <li>• 13056 - Ignore all Certificate Errors</li> </ul>

The default UploadFrequency and MaxEvents are recommended for environments with up to 4,000 users. For environments of between 4,000 and 15,000 users, increase these settings to the values shown in the table below. For larger environments, where the UploadFrequency is increased to 20 minutes, it is recommended that your appliance has a minimum of 8 cores and 16GB of ram.

Users	UploadFrequency	MaxEvents
0 to 4,000	2	1,000
4,001 to 15,000	20	2,000

**NOTE:** These recommended settings may require adjustment to get the optimum results for your particular environment.

# Group Policy ADMX Files

Download the ADMX template:

1. Navigate to [AppSense Support](#).
2. Click **Get Our Software > Insight**.
3. Download the ADMX template ZIP file: AppSense\_Insight\_Agent\_Configuration\_including\_Custom\_Settings\_ADMX\_Template.zip

The ZIP file contains:

- AppSense\_Insight\_Including\_Custom\_Settings.admx
- AppSense\_Insight\_Including\_Custom\_Settings.adml

The Insight Group Policy ADMX file can be used with both Local and the Domain-based Group Policy. Save the ADMX file and merge the language folder in **%systemroot%\PolicyDefinitions** to make the policies editable through Administrative Templates in either the Group Policy Object Editor or the Group Policy Management Console.

For further details about editing local and domain-based GPOs with ADMX files, see  
<https://msdn.microsoft.com/en-us/library/bb530196.aspx>

When you use the ADMX template to configure settings via a GPO, the registry values are written into the Policies section in HKLM.

Registry settings are evaluated in the following order, with highest priority applied:

- HKLM Policy (HKLM\Software\Policies\AppSense\Insight)
- HKLM (HKLM\Software\AppSense\Insight)

## Settings

Setting	Description
AppSense Insight Server FQDN	Determines which AppSense Insight Server the AppSense Insight Agent uploads data. The name must be the Fully Qualified Domain Name (FQDN) for the target server. For example, NAME.COMPANY.COM. Insight automatically prepends the server with HTTPS:// so the protocol is not required. If a protocol is added, communication with the server will fail. The default port (443) can be overridden by appending the FQDN, for example, NAME.COMPANY.COM:10443.
AppSense Insight Server API Key	Configures the API key that is passed to the server when uploading AppSense Insight data from the agent. Get the key from the server by navigating to <b>Settings &gt; API Keys</b> in the Insight Web Console.

## Custom Settings

Setting	Description
AppSense Insight Agent Upload Frequency	Determines how often Insight Data is sent to the AppSense Insight Server and how often checks are made for configuration changes to the event collection criteria specified in the <b>Settings &gt; Data Management</b> area of the AppSense Insight Web Console. If you enable this policy setting, you can select the number of milliseconds that should elapse between subsequent uploads of AppSense Insight data to the server. If you do not configure this policy setting, AppSense Insight data is sent to the server once every 2 minutes.
AppSense Insight Server SSL Certificate Flags	Suppress errors with the SSL Certificate for the target AppSense Insight Server. This is useful for Test Labs where distribution of the SSL certificate is problematic, or for diagnosing issues with the SSL Certificate.  <b>CAUTION:</b> For use in test labs only.
AppSense Insight Agent Local Mode	Enables Local Mode for the AppSense Insight Agent. If enabled, all AppSense Insight Agent data collected is written to the Analytics.log file in the %PROGRAMDATA%\AppSense\Insight folder instead of sending it to the AppSense Insight Server.
AppSense Insight Agent Logging	Enables debug logging for the AppSense Insight Agent. If enabled, the log file InsightDebug.log is created in the %PROGRAMDATA%\AppSense\Insight folder.
AppSense Insight Agent Event Log Filter	Determines which AppSense Insight event log events are raised by the AppSense Insight Agent. Use a comma-separated list of the Events you wish AppSense Insight to raise in the Event Log. Available Event IDs are: <ul style="list-style-type: none"><li>• 9800 - Server Connection Status</li><li>• 9801 - Server Connection Failure including HTTP error code</li><li>• 9802 - Events uploaded including the count of uploaded events</li></ul> Event ID 9800 & 9801 are raised by default prior to configuring this setting. Events are raised with Event Source of <i>AppSense Insight</i> .