

HCLSoftware

HCL MyXalytics

Installation Guide
Version 6.6



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Document Revision History

This guide is updated with each release of the product or when necessary.

This table provides the revision history of this Installation Guide.

Version Date	Description
January, 2025	HCL_MyXalytics_v6.5_Installation_Guide
May, 2025	HCL_MyXalytics_v6.6_Installation_Guide

1 Preface

This section provides information about the HCL MyXalytics installation Guide distributed under the following topics:

- [Intended Audience](#)
- [About This Guide](#)
- [Related Documents](#)
- [Conventions](#)

1.1. Intended Audience

This document is intended for the administrators who are responsible for provisioning infrastructure required for installation of HCL MyXalytics.

1.2. About This Guide

This guide contains an overview of the HCL MyXalytics installer. It provides step-by-step information on how to install HCL MyXalytics. Administrators can install its components and its subcomponents which includes installation procedure of HCL MyXalytics installer through its Web-Based form.

1.3. Related Documents

The following documents can be referenced in addition to this guide for further information on the MyXalytics platform.

- Introduction to MyXalytics Guide
- MyXalytics Add-Ons Installation & Configuration guide
- MyXalytics Troubleshooting Guide

1.4. Conventions

The following typographic conventions are used in this document.

Table 1 – Conventions

Convention	Element
Boldface	Indicates graphical user interface elements associated with an action, or terms defined in text or the glossary
<u>Underlined blue</u>	Indicates cross-reference and links
<i>Italic</i>	Indicates document titles, occasional emphasis, or glossary terms
<code>Courier New</code> (Font)	Indicates commands within a paragraph, URLs, code in examples, and paths including onscreen text and text input from users
Numbered lists	Indicates steps in a procedure to be followed in a sequence
Bulleted lists	Indicates a list of items that is not necessarily meant to be followed in a sequence

2 HCL MyXalytics Overview

HCL MyXalytics helps you to effectively manage, visualize and optimize the cloud infrastructure by leveraging various techniques like rightsizing, scheduled instances, reserved / committed usage instances, waste elimination, and others. However, it also poses challenges around cloud cost visibility, optimization, and governance. Poor financial management, inadequate reporting capabilities and inability to predict the OPEX costs accurately are the realities of today's multi-cloud environments.

HCL MyXalytics helps organizations move up the maturity curve and enhance the user experience for employees and customers. By leveraging advanced natural language processing, HCL MyXalytics reduces human errors and increases productivity.

2.1 Pre-requisites

1. The Windows server version must be 2019 or above.
2. The SQL server version must be 2019 or above.
 - IIS should be installed and configured on to the MyXa server. To cross check if IIS is installed or not press "Window+R" the type "inetmgr" in the run option and click enter. If nothing is populating that means IIS is not configured in the system.
 - To Configure the IIS below steps, need to perform.

1. In Windows, navigate to **Control Panel > Programs > Programs and Features > Turn Windows features on or off** (left side of the screen).
2. Select the **Internet Information Services** checkbox. Select **OK**.

The IIS installation may require a system restart.

Figure 1 - Configure the IIS Steps

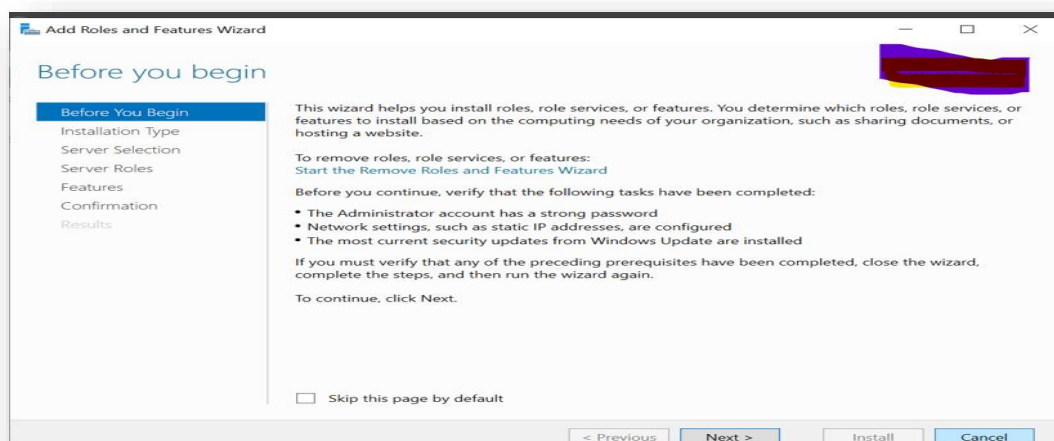


Figure 2 - Configure the IIS Steps (Cont.1)

- Click Next button as below screenshot.

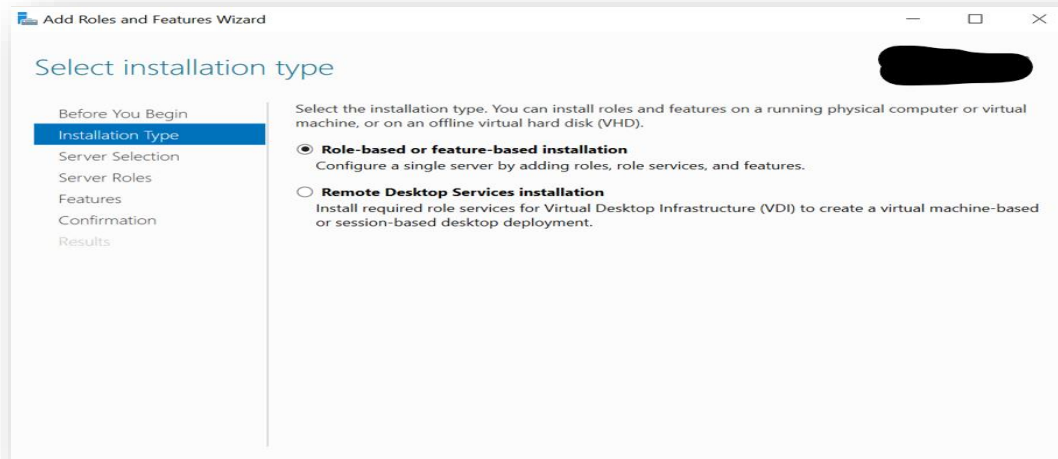


Figure 3 - Configure the IIS Steps (Cont.2)

- Click Next button as below screenshot.

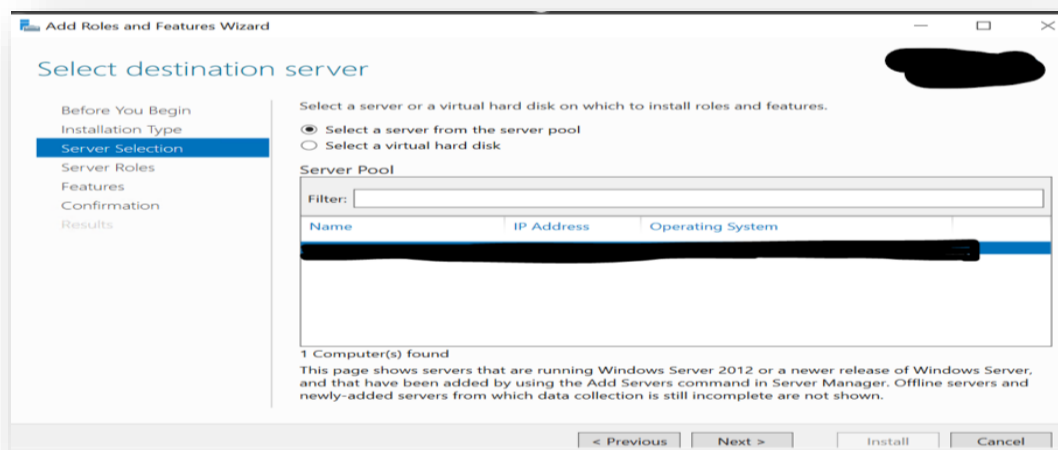


Figure 4 - Configure the IIS Steps (Cont.3)

- Now from the "Server Roles" select the option as below.

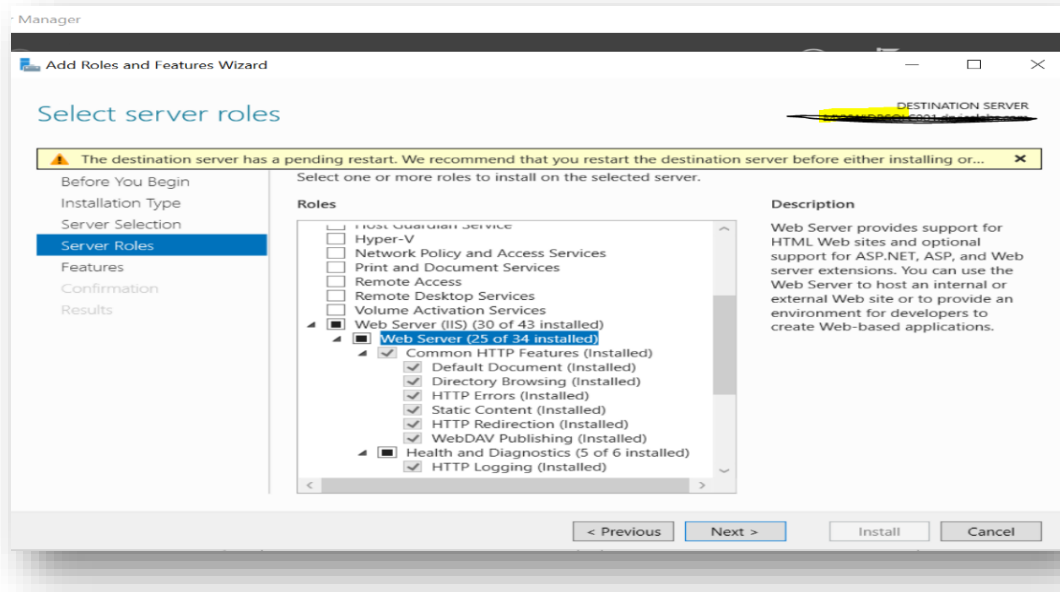


Figure 5 - Configure the IIS Steps (Cont.4)

- Now from the “Server Roles” select the option as below.

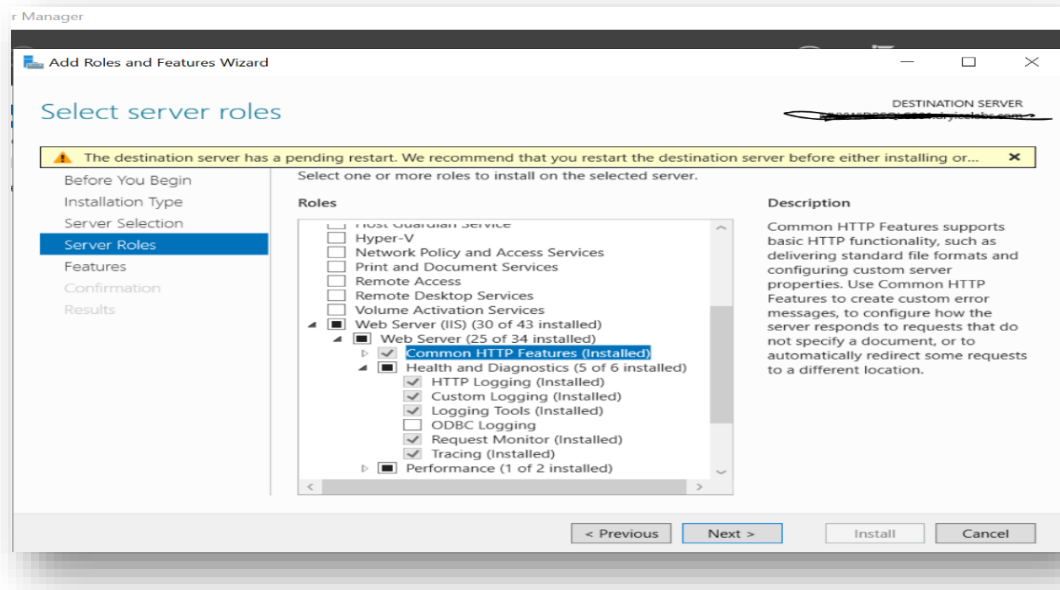


Figure 6 - Configure the IIS Steps (Cont.5)

- Now from the “Server Roles” select the option as below.

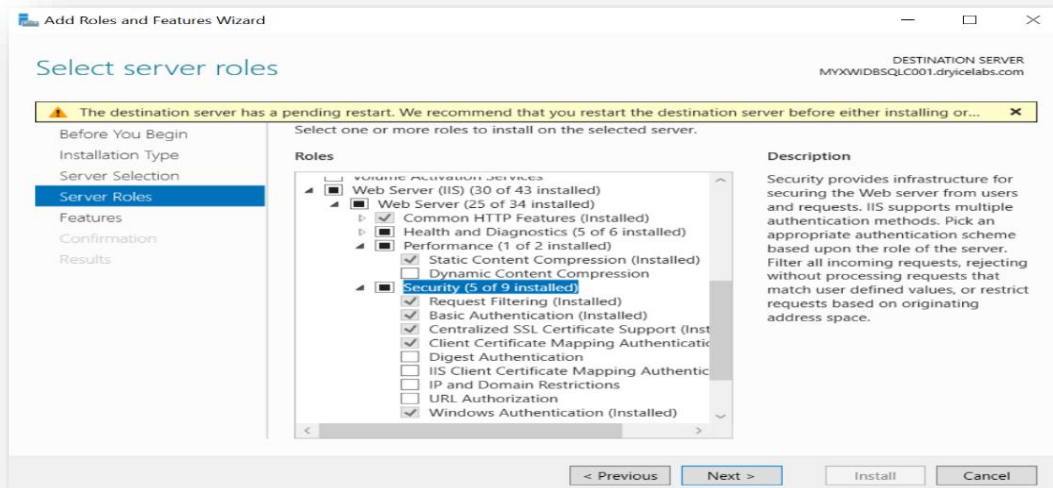


Figure 7 - Configure the IIS Steps (Cont.6)

- Now from the “Server Roles” select the option as below.

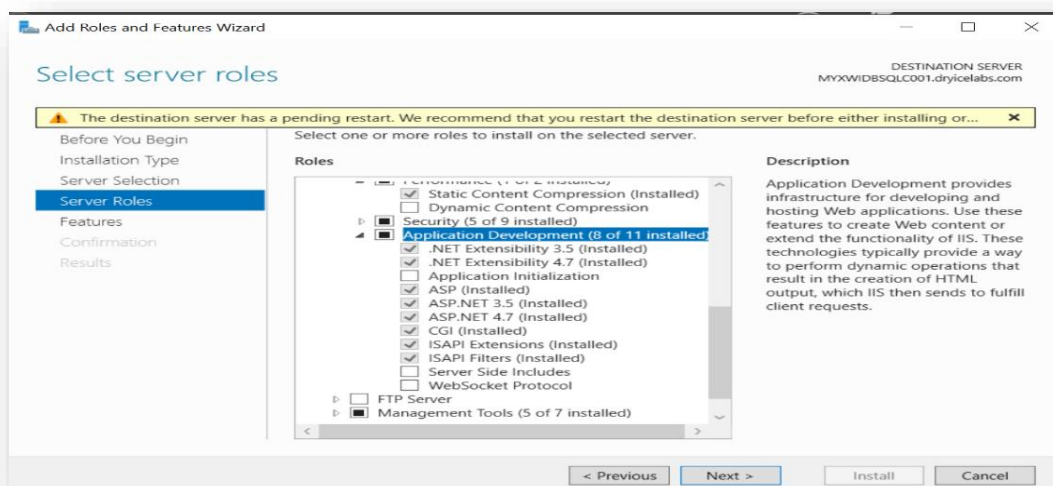


Figure 8 - Configure the IIS Steps (Cont.7)

- Now from the “Server Roles” select the option as below and click “Next” button.

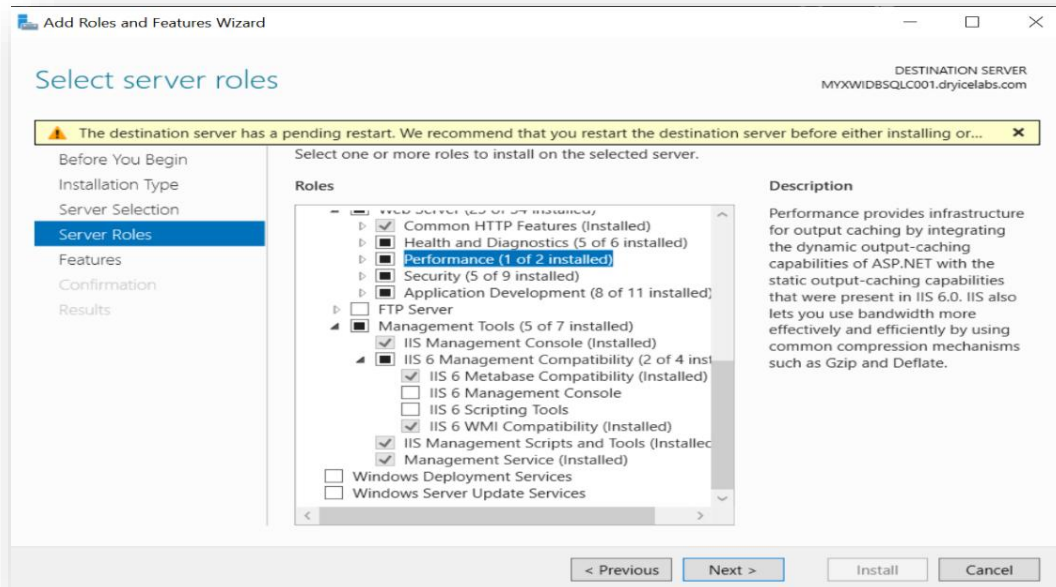


Figure 9 - Configure the IIS Steps (Cont.8)

- Now from the “Features” select the option as below.

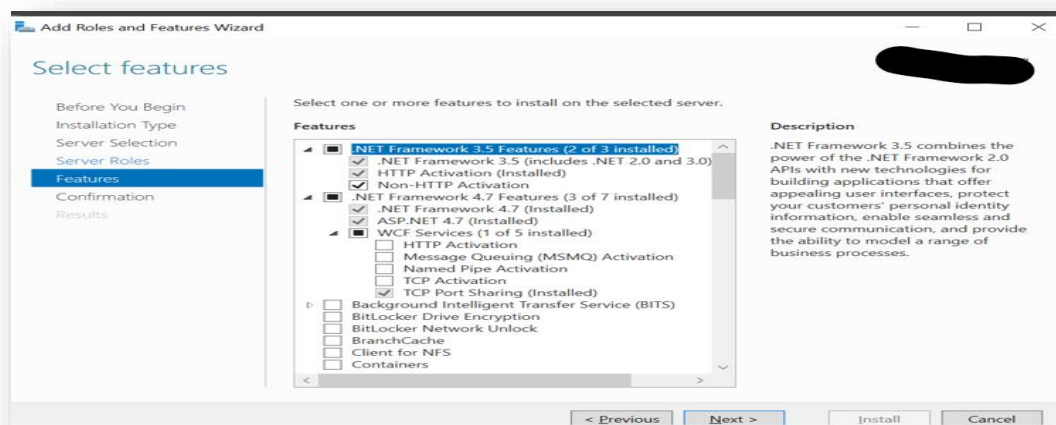


Figure 10 - Configure the IIS Steps (Cont.9)

- Kindly verify that all the required IIS features are installed as shown in the image.

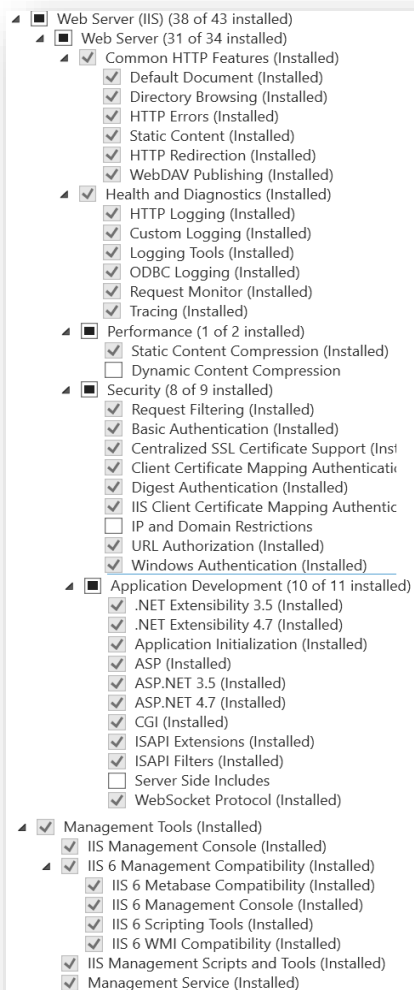


Figure 11 - Configure the IIS Steps (Cont.10)

- Click Next button as below screenshot. Supported version of .NET Hosting Bundles, framework, SDK required for the all the MyXalytics components on to the MyXalytics server. These bundles, framework, SDK are available on the Microsoft Official website. The currently supported version is mentioned below and all the Hosting Bundles and SKD's need to install Links are mentioned in the version below just click on the versions to download.

Table 2 – Software Version

Software	Version
Dot Net Framework	V4.8 (Note: Server restart is required)

Hosting Bundle

V 8.0 (follow steps as mentioned below)

ASP.NET Core Runtime 8.0.11

The ASP.NET Core Runtime enables you to run existing web/server applications. **On Windows, we recommend installing the Hosting Bundle, which includes the .NET Runtime and IIS support.**

IIS runtime support (ASP.NET Core Module v2)
18.0.24295.11

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm32 Alpine Arm64 Arm64 Alpine x64 x64 Alpine
macOS		Arm64 x64
Windows	x64 x86 Arm64 Hosting Bundle winget instructions	x64 x86 Arm64

Figure 12 - ASP.Net Core Runtime 8.0.11

Dot Net SDK

V8.0 (follow steps as mentioned below)

Build apps - SDK

SDK 8.0.404

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm32 Alpine Arm64 Arm64 Alpine x64 x64 Alpine
macOS	Arm64 x64	Arm64 x64
Windows	x64 x86 Arm64 winget instructions	x64 x86 Arm64
All	dotnet-install scripts	

Figure 13 - SDK 8.0.404

3. Now users need to open the PowerShell in window.

- To open PowerShell on Windows type PowerShell into the search bar as shown as below.

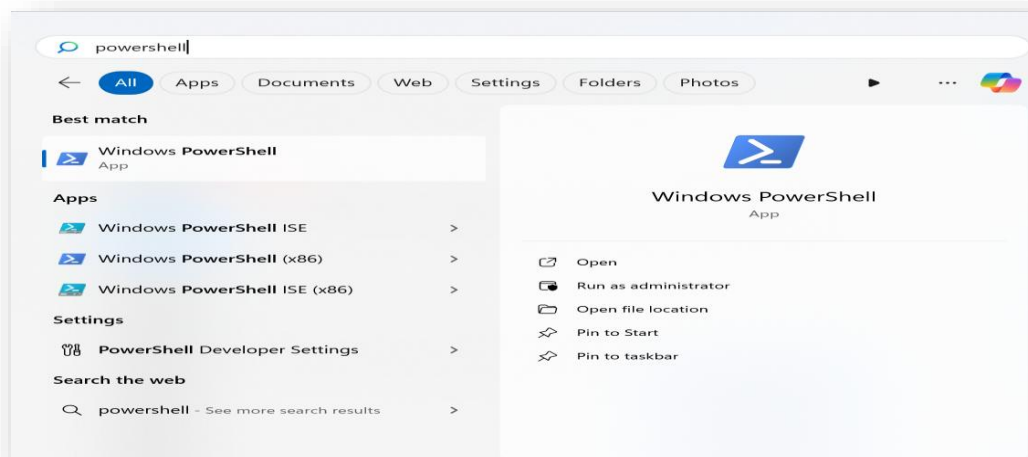


Figure 14 - PowerShell in window Opening Process

- To launch the PowerShell console, right-click on the Windows PowerShell application in the list and select Run as administrator as shown as below.

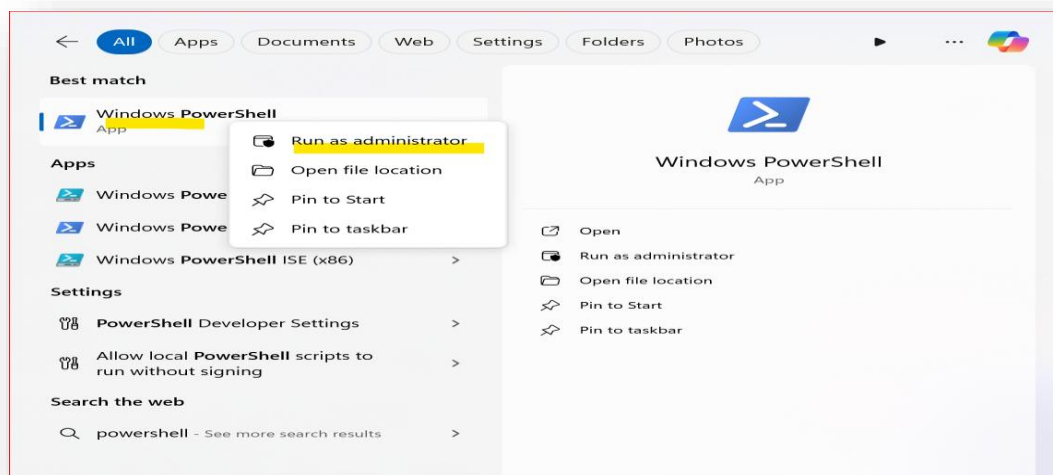


Figure 15 - PowerShell in window Opening Process (Cont.1)

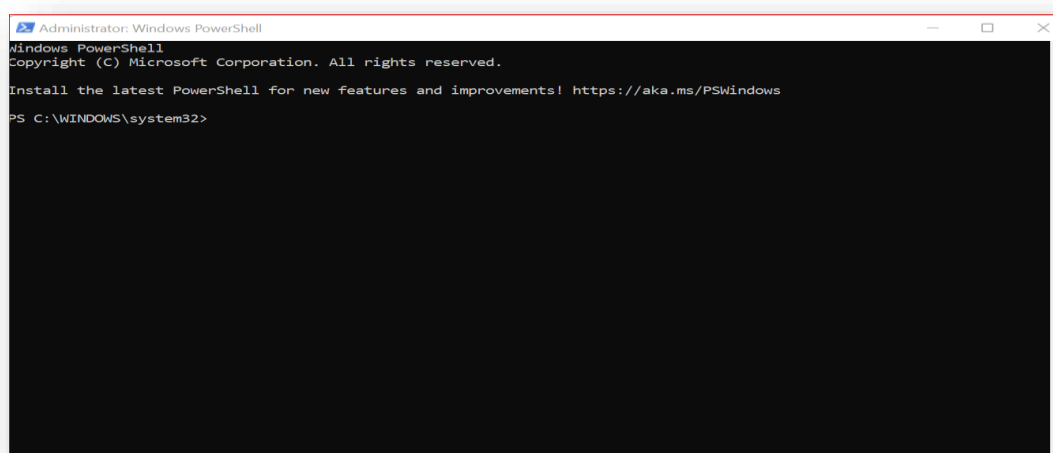


Figure 16 - PowerShell in window Opening Process (Cont.2)

- WinRM should be enabled on the machine (the system in which we are going to install the application as well as the other systems/machines where the other subcomponents like DME service/Metric service/Web API/scheduler service will install.).
- MyXalytics server's IPs need to be added as trusted host to allow remote communication with MyXalytics server during the installation process.

How To Enable:

Run the below command as per given sequence. where IP address is the IP of MyXalytics Prod Application Server.

Table 3- Command

Command	Example
---------	---------

Enable-PSRemoting

```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Install the latest PowerShell for new features and improvements! https://aka.ms/PSWindows

PS C:\WINDOWS\system32> Enable-PSRemoting
WinRM has been updated to receive requests.
WinRM service type changed successfully.
WinRM service started.

WinRM has been updated for remote management.
WinRM firewall exception enabled.

PS C:\WINDOWS\system32>
```

Figure 17 Enable-PSRemoting

Set-Item wsman:\localhost\Client\TrustedHosts -
value <IP Address>

For Single Server: Set-Item wsman:\localhost\Client\TrustedHosts -
value 10.1.xxx.xx

For multiple server: Set-Item wsman:\localhost\Client\TrustedHosts -
value '10.1.xxx.xx, 10.1.xxx.xx'

The above command will override the already
configured IPs under trusted hosts list.

4. Check in C driver if the folder named TEMP exists or not on the server in which the installer needs to install. If the folder does not exist, then create the folder named TEMP in C drive.
5. MyXalytics Server's Port should be free and accessible for use (for that we need to go to the IIS of the server and check the ports which are not in use only those need to add as highlighted yellow we can check the ports)

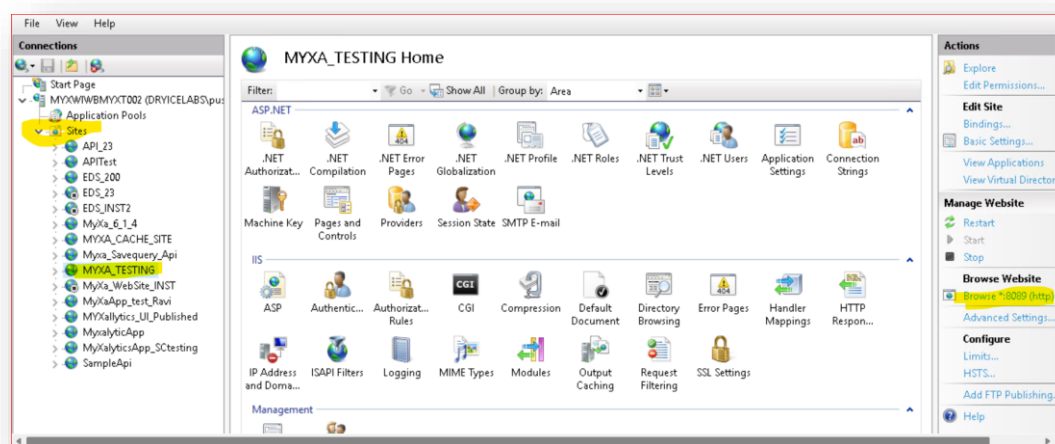


Figure 18 – MyXalytics Testing Home

6. MyXalytics Server should have a valid service account with Admin accessibility to establish the connectivity.
7. MyXalytics database server should have valid user id/password to establish the connectivity.
 - To get the mailer we need to configure the SMPT in the server but it's not a blocker.
 - For AD integration the user should know the domain name. AdUserid and AdPassword is optional.
8. The service/local account should have user right "Log on as a service."

How to do:

- a. Press Win+R to bring up the Run Window
 - b. Type in Secpol.msc
 - c. The press is launching the Local Security Policy Management Console.
 - d. Go to Local Policies > User Rights Assignment
 - e. Right-Click on the Log on as a service policy and select Properties.
 - f. Click the Add User or Group button and type in the desired account name.
 - g. Click the OK button.
9. Inventory folder and their child folder must be in same hierarchy and component binaries and database script should place into the designated folder according to installer type (new/upgrade) as mentioned in section <todo>.
- Installer appconfig file should follow the same configuration as mentioned in section <todo>
10. For upgrade configuration file name componentconfigcustomkeys should be properly configured in case of specific scenario mentioned in the section <todo>
- Validate if the directory c:\temp exists on servers where installer is running, and components are going to install.
 - The URL rewrite module should be installed in IIS of the machine(s) where web application will deploy.
 - To verify the URL rewrite module, open the IIS Manager in the machine(s) where web application going to be deployed. (see below figure)

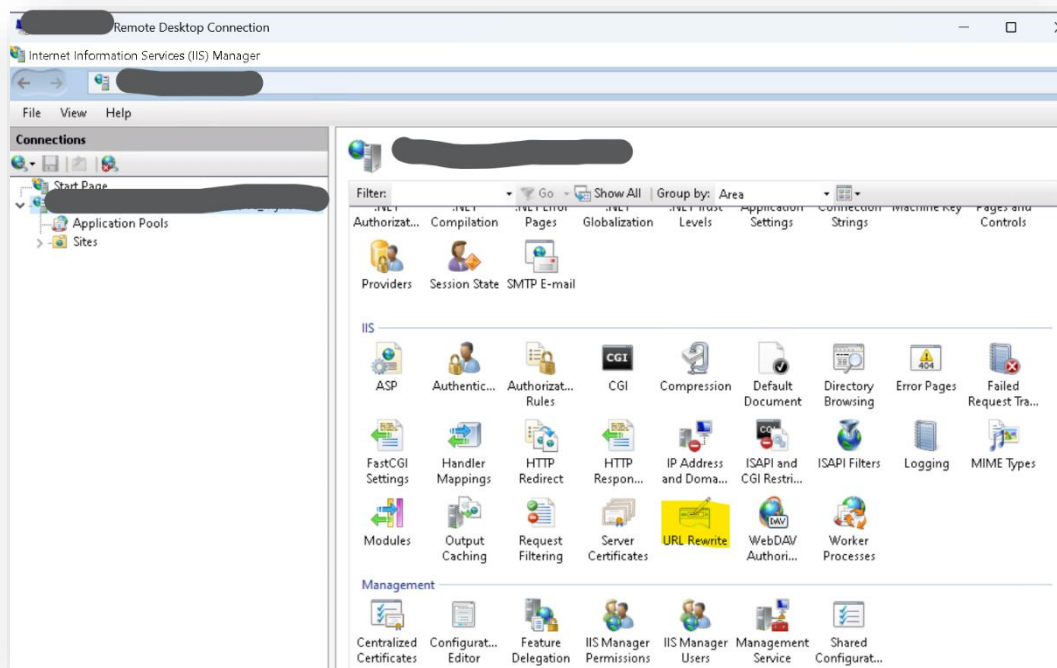


Figure 19 - URL Rewrite module

- Click on the machine name in left pane and check whether 'URL Rewrite' module is available in the IIS section in right pane.

- If it's not appeared in the IIS section you have to download the binary from below link and install in the machine(s) [URL Rewrite : The Official Microsoft IIS Site](#). Make sure you are installing the binary as per your machine configuration from the above link(x86/x64).
11. All tool details present in the installer metadata JSON should match the tool details in the ToolMaster table. For example, if two tools are configured, then ToolMaster should have four (2 Tool DBs, 1 MYDB, and 1 DME DB) records with nmToolID > 1000 (Custom one).

nmAutobid	nmToolId	nmToolTypeID	vcName	vcDescription	vcConnection	vcCustomDef
1301	1301	0	Admin Configuration	Admin Configuration	FF385856-8554-4C55-A54D-00301080A68F	SHARED
1302	1302	32	FinOps(base)	FinOps(base)	A77413EB-E9D3-4029-90AA-77C780CEBA49	SHARED
1303	1303	41	DME Config	NULL	AD7C058D-3A8B-47AF-8FCE-8E7814C0442	SHARED
1304	1304	35	Compute-optimized(base)	Compute-optimized(base)	17A0A19C-5D24-48FC-9921-F3FA00C4B3F	SHARED
1305	1305	1	MX_Moog	MX_Moog	ECEA2B0E-07E7-4A01-AF0B-ACA36C525C0E	SHARED
1306	1306	36	MX_SK	Service XChange	8C0548C8-9D8D-41D8-8A38-5C41155C00F8	SHARED
1307	1307	32	FinOps(base)_Instance_2	MX_Finops_41_Instance_Multitool_Feb12	758ED9A3-8C21-494F-A8D2-E8AD7C0A8B34	SHARED
1308	1308	35	Compute-optimized(base)_Instance_2	MX_Support_Instance_Multitool_Feb12	8888E344-894F-42EF-841E-135F708BA3C5	SHARED

Figure 20 - Tool Master Table

3 Installation flow

3.1 New Installation

This section lists the steps to install the MyXalytics components on all hosts. Ensure that user meets all requirements in the section Environment Preparation and Prerequisites to Run the Installer before starting the installation procedure.

To install MyXalytics components, perform the following steps:

1. Place the DEX installer zip file to server where user wants to run the installer.
2. Unzipped the folder and run the installer exe as 'Run as Administration.'

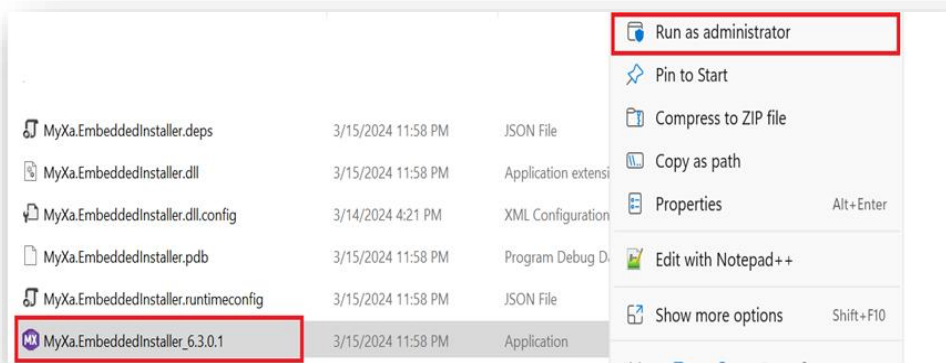


Figure 21 - MyXalytics Installation Process

3. On running the Installer, the following screen appears

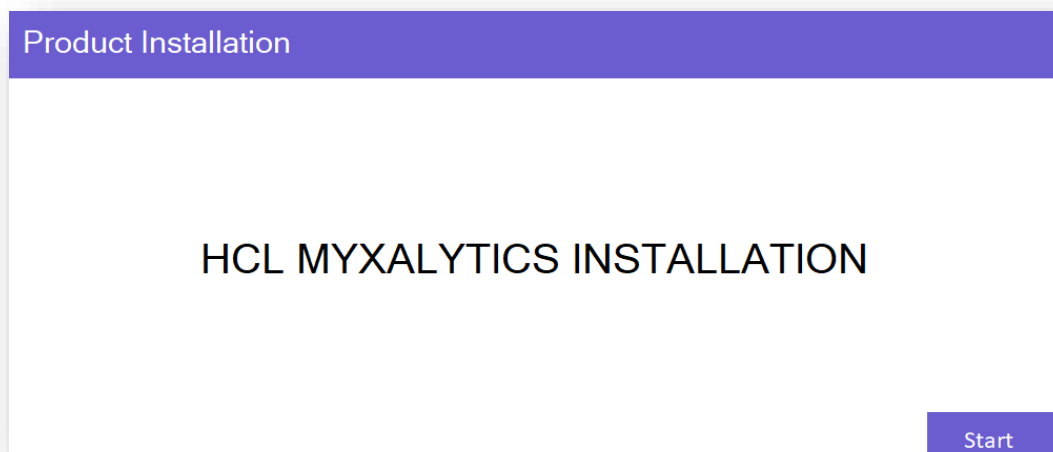


Figure 22 - Start Page

4. Click Start. It will extract associated installer components, and the following screen appears.

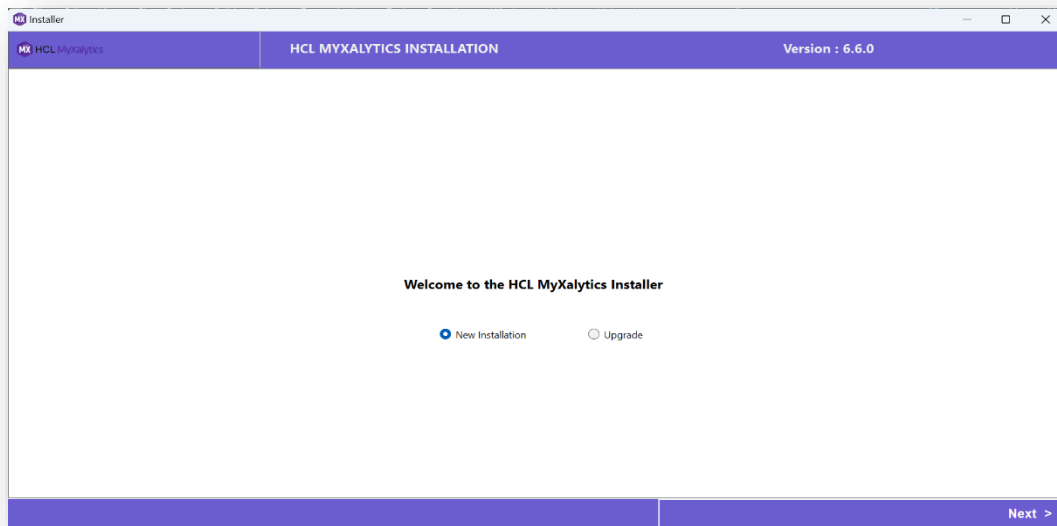


Figure 23 - Welcome Page

5. The current version of the installer is mentioned on the header.
6. The welcome page contains the following mode:
 - New Installation
 - Upgrade
7. Select the New Installation button on the welcome page.
8. Clicking on the Next button prompts the user to the component selection page.

3.1.1 Component Selection

The Component Selection page serves as a central hub for users to tailor the MyXalytics components to their specific needs.

It defines the features of different components along with their subcomponents that are to be installed.

The component selection pages contain the following components and its subcomponents.

1. Website:
 - Subcomponents: Database, Web API, Web App.
2. EDS: (Encryption Decryption Service)
 - Subcomponents: Database, Web API, Web App.
3. DME: (Data Mining Engine)
 - Subcomponents: Database, Service Config.
4. Scheduler:
 - Subcomponents: Service Config.
5. Metric:
 - Subcomponents: Service Config
6. Cache:
 - Subcomponents: Service Config, Web API

Component Configuration

MyXalytics

Database

WebApp

Web API

EDS

Database

Web API

DME

Database

Service

Scheduler

Service

Metric

Service

Cache

Service

Web API

SMTP Config

Service

Integrations

Pre-requisites Checker

MyXalytics

☐ Database		
☐ Web App	☒ Load Balanced	No. of Instances : 2
☐ Web API	☒ Load Balanced	No. of Instances : 2

EDS

☐ Database		
☐ Web API	☒ Load Balanced	No. of Instances : 2

DME

☐ Database		
☐ Service	☒ Multi Agent	No. of Instances : 2

Scheduler

☐ Service	☒ Multi Agent	No. of Instances : 2
----------------------------------	---	---

Figure 24 - Component Selection Page

MyXalytics

☒ Database		
☒ Web App	☒ Load Balanced	No. of Instances : 2
☒ Web API	☒ Load Balanced	No. of Instances : 2

EDS

☒ Database		
☒ Web API	☒ Load Balanced	No. of Instances : 2

DME

☐ Database		
☒ Service	☒ Multi Agent	No. of Instances : 2

Scheduler

☐ Service	☒ Multi Agent	No. of Instances : 2
----------------------------------	---	---

Figure 25 - Component Selection Page (Cont.)

Integrations:

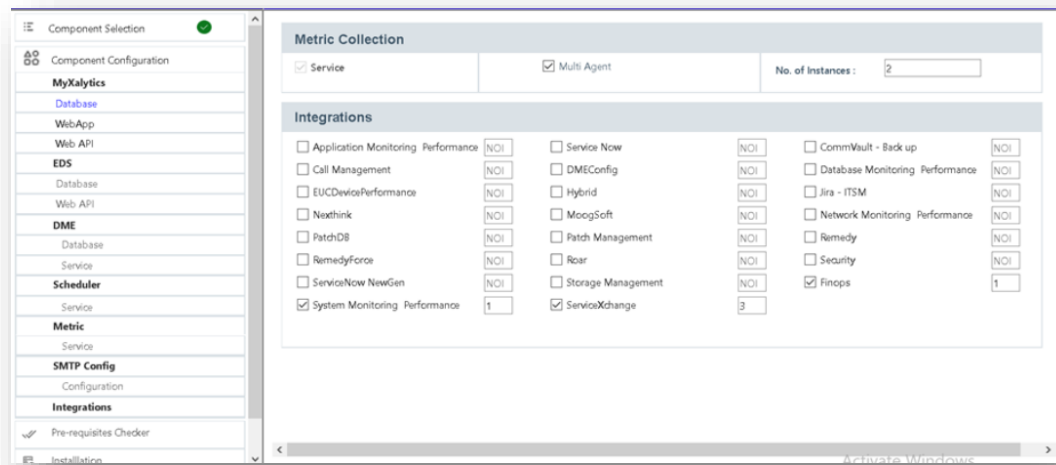


Figure 26 - Integrations Page

Users can choose tools from a list of integration databases (tool) by checking corresponding checkboxes. Each database is accompanied by a textbox, providing the option to specify the number of instances required for that database.

This feature accommodates diverse integration scenarios, allowing users to configure the number of instances independently for each selected database.

Validations

Component Selection page has some validations to ensure a coherent and well-configured setup.

- Integration database selection
- Users are required to select at least one integration database before proceeding to the next page.
- The number of instances on the selected database should range between 1 to 5.
- Load Balanced and Multi-Agent Instances
- Web App instances and multi-agent instances for services should be between 2 to 5, ensuring a balanced and scalable architecture.

Scheduler			
☒ Service	☐ Multi Agent		

Metric Collection			
☒ Service	☐ Multi Agent		

Integrations			
☐ Application Monitoring Performance	NOI	☒ Service Now	1
☐ Call Management	NOI	☐ DMEConfig	NOI
☐ EUCDevicePerformance	NOI	☐ Hybrid	NOI
☐ Nexthink	NOI	☐ MoogSoft	NOI
☐ PatchDB	NOI	☐ Patch Management	NOI
☐ RemedyForce	NOI	☐ Roar	NOI
☐ ServiceNow NewGen	NOI	☐ Storage Management	NOI
☐ System Monitoring Performance	NOI	☐ ServiceXchange	NOI
		☒ CommVault - Back up	1
		☐ Database Monitoring Performance	NOI
		☐ Jira - ITSM	NOI
		☐ Network Monitoring Performance	NOI
		☐ Remedy	NOI
		☐ Security	NOI
		☐ Finops	NOI

Figure 27 - Integrations and its Services

3.1.2 Database Details (MyXalytics MYDB)

This Database Details page offers users the chance to define database connection parameters for MyXalytics 'MYDB' Database that needs to be installed.

Component Configuration	
MyXalytics	
Database	☒
WebApp	
Web API	
EDS	
Database	
Web API	
DME	
Database	
Service	
Scheduler	
Service	
Metric	
Service	
Cache	
Service	
Web API	
SMTP Config	
Service	
Integrations	
Pre-requisites Checker	

Host Name/IP *	10.1.162.99
Database Instance Name	Enter Database Instance Name..
Authentication *	SQL Server Authentication
Domain	Enter Domain..
User ID *	sa
Password *	*****
Database Name *	New MX_MYDB_03072024
Port :	1433
Test Connection	

Figure 28 - MyXalytics Database

The Next button saves database details and prompts the user to the MyXalytics Web App page.

The following are the details to configure the MyXalytics database:

1. Hostname:
 - The server address on which the MyXalytics Core MYDB database will be created.
2. Database Instance Name:
 - A textbox allowing users to specify the instance name associated with the database, if applicable.

3. Authentication Type:

- A dropdown menu allowing users to choose between Windows Authentication and SQL Server Authentication for database access.

If Windows Authentication is selected, a textbox for Domain becomes enabled.

4. Domain:

- Users specify the domain associated with the user account for windows authentication.

5. User ID and Password:

- Textboxes for securely entering authentication credentials.

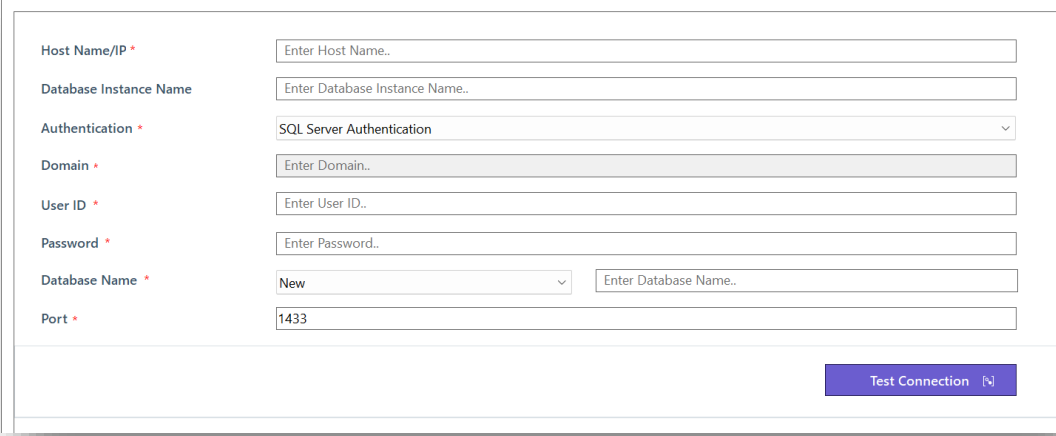
6. Database Name:

- A combo box offering choices between New and existing databases.
- If 'New' is selected, users can input a new database name in the adjacent textbox.
- Otherwise, if user wants to choose from the list of existing databases, then the user must validate the database details by clicking on 'Test Connection Button' which if successful, results in populating the combo box with the list of existing databases.

7. Port:

- To configure the port for the database connection.
- Test Connection The button validates the credentials and populate the databases name in the combo box if the connection is successful.

8. Next: the button prompts the user to the Web APP (MyXalytics) page.



The screenshot shows a configuration form for a database connection. It includes the following fields and controls:

- Host Name/IP ***: Textbox with placeholder "Enter Host Name.."
- Database Instance Name**: Textbox with placeholder "Enter Database Instance Name.."
- Authentication ***: Dropdown menu currently showing "SQL Server Authentication".
- Domain ***: Textbox with placeholder "Enter Domain..", which is enabled because "SQL Server Authentication" is selected.
- User ID ***: Textbox with placeholder "Enter User ID.."
- Password ***: Textbox with placeholder "Enter Password.."
- Database Name ***: A dropdown menu showing "New" and an adjacent textbox with placeholder "Enter Database Name..".
- Port ***: Textbox containing the value "1433".
- Test Connection**: A blue button with a right-pointing arrow icon.

Figure 29 - MyXalytics Database (Cont.1)

All fields marked with an asterisk (*) are mandatory.

3.1.3 Web APP (MyXalytics)

On the Web App Configuration page of MyXalytics Installer, users can dynamically configure the details for single/multiple instances scenario based on the number of instances entered in the component selection page for the MyXalytics website to be hosted. The 'Validate' button verifies the credentials entered.

Instance 1

HostName * ☐ : HTTPS

Port *

Site Name *

Account Type * ▼

Domain *

User ID *

Password *

Installation Path *

Validate

Figure 30 - MyXalytics (Web App)

The Validate button validates the form as per validation mentioned in validation section.

- The Next button prompts the user to the Web API (MyXalytics) page.

The following are the details to configure the Web App (MyExalytics) page.

1. Hostname:
 - The server's name for each instance where MyXalytics webapp component should be hosted.
2. Port:
 - Specifies the communication port for the instance.
3. Site Name:
 - The site name associated with each instance, will be created as a site in IIS
4. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
5. User ID:
 - User's unique id.
6. Password:
 - The Password associated with the provided User ID.
7. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
8. Installation Path:

- Users specify the installation path for each instance, ensuring proper deployment.

Figure 31 - Web App (MyXalytics) (Cont.)

Multi Instance scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- In the load balancer name at the top user should enter hostname/IP on which the load balancer has been configured.
- Load balancer input format should look like the following:
 - Address - [https or http + LB](#) + Port (ex: [http://myxawebapp.com:8082](#)")
 - Users configuring Web APP instances must ensure that the port and site name are unique with respect to hostname across all instances to prevent conflicts. (as mentioned in the validations section)
 - This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Figure 32 - MyXalytics (Web App) – Multi instances Scenario

Validations

MyXalytics Web App page has some validations to ensure a coherent and well-configured setup.

1. Port and Sitename
 - Users configuring Web API instances must ensure that the port and site name are unique with respect to hostnames across all instances to prevent conflicts.
2. Installation Path
 - The installation path specified for Web APP instances should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.
3. HTTPS Configuration
 - The HTTPS configuration for instance is not mandatory.

Error message will be highlighted in red. You can view the error details by hovering over red cross icon if error message is visible as 'validation failed'. A tooltip containing detailed error message will pop up. This is applicable to all the form components.

All fields marked with an asterisk (*) are mandatory.

3.1.4 Web API (MyXalytics)

On the Web API Configuration page of MyXalytics Installer, users can dynamically configure the details for single/multiple instances scenarios to host the Web API component based on the number of instances entered in the component selection page.

The Validate button validates the Web API form as per validation mentioned in validation section.

The Next button prompts the user to EDS Database Details page.

The following are the details to configure web API (MyXalytics) page:

1. Hostname:
 - The DEX application server's name where MyXalytics web API component needs to be hosted.
2. Port:
 - Specifies the port on which Web API site needs to be integrated.

3. Site Name:
 - A name which will be used for Web API site and application pool name in IIS.
4. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
5. Port:
 - Specifies port which will be associated with Web API site.
6. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
7. User ID:
 - User's unique identification to establish the connection to DEX application server.
8. Password:
 - Securely input the password associated with the provided User ID.
9. Installation Path:
 - Specify the path on which Web API executable code needs to be placed.

Page Layout is the same as Web APP as per Figure 11 - MyXalytics (Web App) – Multi instances Scenario

The screenshot shows a configuration form titled "Instance 1". It contains the following fields and options:

- HostName ***: Text input field with placeholder "Enter Host Name..". To its right is a checkbox labeled " : HTTPS".
- Port ***: Text input field with placeholder "Enter Port No..".
- Site Name ***: Text input field with placeholder "Enter Site Name..".
- Account Type ***: Dropdown menu with "Service Account" selected.
- Domain ***: Text input field with placeholder "Enter Domain..".
- User ID ***: Text input field with placeholder "Enter User ID..".
- Password ***: Text input field with placeholder "Enter Password..".
- Installation Path ***: Text input field with placeholder "Enter Installation Path..".

A blue "Validate" button is located at the bottom right of the form.

Figure 33 - MyXalytics (Web API)

Multi Instance scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- In the load balancer name at the top user should enter hostname/IP on which the load balancer has been configured. Load balancer input format should look like the following:
 - Address - [https or http + LB](#) + Port (ex: <http://myxawebapi.com:8083>)
 - Users configuring Web API instances must ensure that the port and site name are unique with respect to hostnames across all instances to prevent conflicts. (as mentioned in the validations section)
 - This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Validations

1. Port and Sitename

- Users configuring Web API instances must ensure that the port and site name are unique with respect to hostnames across all instances to prevent conflicts.

2. Installation Path

- The installation path specified for Web API instances should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

3. HTTPS Configuration

- The HTTPS configuration for instance is not mandatory. However, in the multi-instance scenario if one instance has HTTPS Configured then it's applied to all instances.

All fields marked with an asterisk (*) are mandatory.

3.1.5 Database Details (EDS)

The Database configuration page offers users the chance to define database connection parameters for EDS Database that need to be installed.

The Next button prompts the user to the EDS Web API page.

The Test connection button validates the credentials.

The screenshot displays the 'Database Details (EDS)' configuration interface. On the left, a sidebar titled 'Component Configuration' lists various system components, with 'Database' under the 'EDS' section currently selected. The main configuration area on the right contains several input fields: 'Host Name/IP' is set to '10.1.162.99'; 'Database Instance Name' is a text input; 'Authentication' is set to 'SQL Server Authentication'; 'Domain' is a text input; 'User ID' is set to 'sa'; 'Password' is a text input; 'Database Name' is set to 'New' with a dropdown menu; and 'Port' is set to '1433'. A 'Test Connection' button is located at the bottom right of the form.

Figure 34 - EDS database

The following are the details to configure EDS database page:

1. Hostname:
 - The server address on which the MyXalytics Core database will be created.
2. Database Instance Name:
 - A textbox allowing users to specify the instance name associated with the database, if applicable.
3. Authentication Type:
 - A dropdown menu allowing users to choose between Windows Authentication and SQL Server Authentication for database access.

If Windows Authentication is selected, a textbox for Domain becomes enabled.

4. Domain:
 - Users specify the domain associated with the user account for windows authentication.
5. User ID and Password:
 - Textboxes for securely entering authentication credentials.
6. Database Name:
 - A combo box offering choices between New and existing databases.
 - If New is selected, users can input a new database name in the adjacent textbox.
 - If the user wants to choose from the list of existing databases, they must validate the database details by clicking the Test Connection Button, which, if successful, results in populating the combo box with the list of existing databases.
7. Port:
 - To configure the port for the database connection.

3.1.6 Web API (EDS)

On the Web API Configuration page of EDS, users can dynamically configure the details for single/multiple instances scenarios based on the number of instances entered in the component selection page to host the Web API component.

The Next button prompts the user to DME Database Details page.

The Validate button verifies the credentials entered.

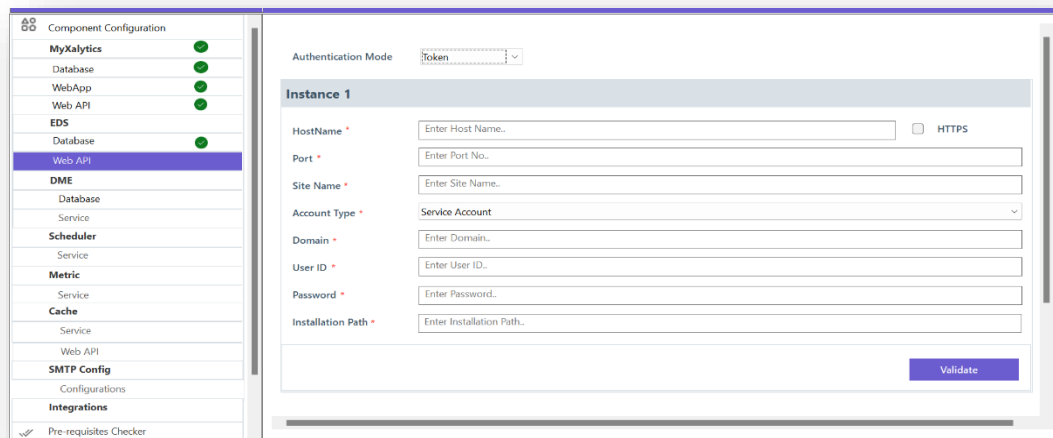


Figure 35 - Web API (EDS)

The following are the details to configure Web API (EDS) page:

1. Hostname:
 - The server's name for each instance where EDS web API component should be hosted.
2. Site Name:
 - Users set the site name associated with each instance.
3. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
4. Port:
 - Specifies the communication port for the instance, allowing distinct identification.
5. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
6. User ID:
 - User's unique identification within the specified domain.
7. Password:
 - Users securely input the password associated with the provided User ID.
8. Installation Path:
 - Users specify the installation path for each instance, ensuring proper deployment and organization.
9. Authentication Mode:
 - User can choose the authentication modes from the dropdown:
 - Token Based Authentication:

- EDS will be hosted with Token based authentication and respective dependent components will be configured accordingly.
- Certificate based Authentication:
 - EDS will be hosted with Certificate based authentication and respective dependent components will be configured accordingly.

Multi-Instance scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- In the load balancer name at the top user should enter hostname/IP on which the load balancer has been configured. Load balancer input format should look like the following:
 - Address - [https or http + LB](#) + Port (e.g.: <http://edswebapi.com:8084>)
 - Users configuring Web API instances must ensure that the port and site name are unique with respect to hostnames across all instances to prevent conflicts. (as mentioned in the validations section)

Page Layout is the same as Web APP as per Figure 32 - MyXalytics (Web App) – Multi instances Scenario

Validations

1. Port and Sitename
 - Users configuring EDS Web API instances must ensure that the port and site name are unique with respect to hostname across all instances to prevent conflicts.
2. Installation Path
 - The installation path specified for Web API instances should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.
3. HTTPS Configuration
 - The HTTPS configuration for instance is not mandatory. However, in the multi-instance scenario if one instance has HTTPS Configured then it's applied to all instances.

All fields marked with an asterisk (*) are mandatory.

3.1.7 Database Details (DME)

The Database Details page offers users the chance to define database connection parameters for DME Database that need to be installed.

The next button prompts the user to the metric service configuration page.

The test connection button validates the credentials.

The screenshot shows the 'Database Details (DME)' configuration window. On the left, the 'Component Selection' pane lists various components, with 'DME' and 'Database' highlighted. The main configuration area on the right includes the following fields:

- Host Name/IP**: Textbox with placeholder 'Enter Host Name..'
- Database Instance Name**: Textbox with placeholder 'Enter Database Instance Name..'
- Authentication**: Dropdown menu set to 'SQL Server Authentication'.
- Domain**: Textbox.
- User ID**: Textbox with placeholder 'Enter User ID..'
- Password**: Textbox with placeholder 'Enter Password..'
- Database Name**: A dropdown menu showing 'New' and a 'New' button next to it.
- Port**: Textbox containing '1433'.

A 'Test Connection' button is located at the bottom right of the configuration area.

Figure 36 - Database Details (DME)

The following are the details to configure DME database page:

1. Hostname:
 - The server address on which the DME database will be created.
2. Database Instance Name:
 - A textbox allowing users to specify the instance name associated with the database, if applicable.
3. Authentication Type:
 - A dropdown menu allowing users to choose between Windows Authentication and SQL Server Authentication for database access.
4. Domain:
 - Users specify the domain associated with the user account for windows authentication.
5. User ID and Password:
 - Textboxes for securely entering authentication credentials.
6. Database Name:
 - A combo box offering choices between New and existing databases.
 - If 'New' is selected, users can input a new database name in the adjacent textbox.
 - Else if user wants to choose from the list of existing databases, then the user must validate the database details by clicking on 'Test Connection Button' which if successful, results in populating the combo box with the list of existing databases.
7. Port:
 - To configure the port for the database connection.

If Windows Authentication is selected, a textbox for Domain becomes enabled.

3.1.8 Service Configuration (DME)

On the Service Configuration page of DME, users can dynamically configure the details for single/multiple instances scenarios based on the number of instances entered in the component selection page to host the service.

The Next button prompts the user to Scheduler Service Configuration page.

The Validate button verifies the credentials entered.

The screenshot shows a web form titled "Instance 1" for configuring a service. It includes the following fields and controls:

- Hostname ***: Text input with placeholder "Enter Hostname.."
- ServiceName ***: Text input with placeholder "Enter Service Name.."
- Service Display Name ***: Text input with placeholder "Enter Service Display Name.."
- Account Type :**: Dropdown menu with "Service Account" selected.
- Domain ***: Text input with placeholder "Enter Domain.."
- User ID ***: Text input with placeholder "Enter User ID.."
- Password ***: Text input with placeholder "Enter Password.."
- Service Binary Path ***: Text input with placeholder "Enter Service Binary Path.."
- Port ***: Text input with placeholder "Enter Port no.."
- Validate**: A blue button with a checkmark icon.

Figure 37 - Service Configuration (DME)

The following are the details to configure DME Service Configuration page:

1. Hostname:
 - Users specify the host's name associated with the server where the DME service needs to be installed
2. Port:
 - Specifies the port for the instance.
3. Service Name:
 - The unique name given to the service, distinguishing it within the system.
4. Service Display Name:
 - A user-friendly display name for the service, enhancing readability, which might or might not be the same as the service name.
5. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
6. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
7. User ID:
 - The user's unique id.
8. Password:

- The associated password, securely entered for authentication.

9. Service Binary Path:

- Users input the path to the service binary file, specifying the location of the service executable for specified location.

Validations

1. Service Name and Service Display Name.

- Users configuring services must ensure that the service name are unique with respect to hostname across all service configuration page to prevent conflicts. Same will apply for service display name.

2. Installation Path.

- The installation path specified for DME service should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

Multi-Instance Scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- Users configuring Service instances must ensure that the port and service name are unique with respect to hostname across all instances to prevent conflicts. (as mentioned in the validations section).

Figure 38 - Service Configuration (DME) – Multi Instances Scenario

Figure 39 - Service Configuration (DME) – Multi instances scenario (Cont.)

All fields marked with an asterisk (*) are mandatory.

3.1.9 Service Configuration (Scheduler)

On the Service Configuration page of Scheduler, users can dynamically configure the details for single/multiple instances scenarios based on the number of instances entered in the component selection page to host the service.

The Next button prompts the user to Metric Service Configuration page.

The Validate button verifies the credentials entered.

Figure 40 - Service Configuration (Scheduler)

The following are the details to configure Service Configuration scheduler page:

1. Hostname:
 - Users specify the host's name associated with the server where the Scheduler service needs to be installed.
2. Port:
 - Specifies the communication port for the instance.

3. Service Name:
 - The unique name given to the service, distinguishing it within the system.
4. Service Display Name:
 - A user-friendly display name for the service, enhancing readability, which might or might not be the same as the service name.
5. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
6. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
7. User ID:
 - The user's unique id within the specified domain.
8. Password:
 - The associated password, securely entered for authentication.
9. Service Binary Path:
 - Users input the path to the service binary file, specifying the location of the service executable for specified location.
10. Port:
 - Users define the communication port for the service, facilitating clear communication with other components.

Validations:

1. Service Name and Service Display Name
 - Users configuring services must ensure that the service name are unique with respect to hostname across all service configuration page to prevent conflicts. Same will apply for service display name.
2. Installation Path
 - The installation path specified for scheduler service should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

Multi Instance scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- Users configuring the service binaries must ensure that the service name is unique with respect to hostname across all instances to prevent conflicts. (as mentioned in the validations section). The same will be applied for service display name.

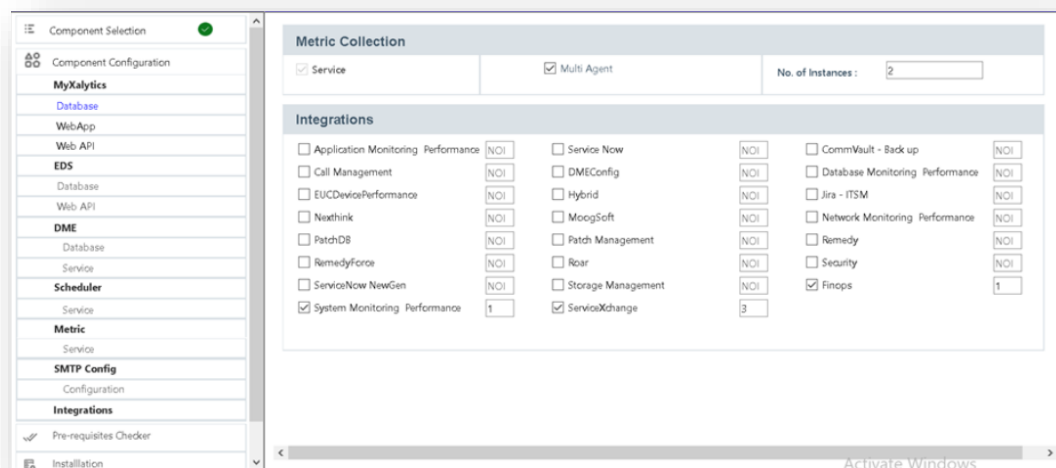


Figure 41 - Number of Instances (Component Selection Page)

Page Layout is the same as Figure 16 - Service Configuration (DME)

All fields marked with an asterisk (*) are mandatory.

3.1.10 Service Configuration (Metric)

On the Service Configuration page of Metric, users can dynamically configure the details for single/multiple instances scenarios based on the number of instances entered in the component selection page to host the service.

The Next button prompts the user to SMTP Configuration page.

The Validate button verifies the credentials entered.

The following are the details to configure Service Configuration (metric) page:

1. Hostname:
 - Users specify the host's name associated with the server, ensuring accurate service deployment.
2. Port:
 - Specifies the communication port for the instance, allowing distinct identification.
3. Service Name:
 - The unique name given to the service, distinguishing it within the system.
4. Service Display Name:
 - A user-friendly display name for the service, enhancing readability, which might or might not be the same as the service name.
5. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:

- To use a local system account for service execution.
6. Domain:

If using a service account, users provide the domain associated with the account for proper authentication.
 7. User ID:
 - The user's unique id within the specified domain.
 8. Password:
 - The associated password, securely entered for authentication.
 9. Service Binary Path:
 - Users input the path to the service binary file, specifying the location of the service executable for specified location.

Figure 42 - Service Configuration (Metric)

Validations

1. Service Name and Service Display Name.
 - Users configuring services must ensure that the metric service name are unique with respect to hostname across all service configuration page to prevent conflicts. Same will apply for service display name.
2. Installation Path.
 - The installation path specified for metric service binaries should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

Multi Instance Scenario

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- Users configuring the service instances must ensure that the port and service name are unique with respect to hostname across all instances to prevent conflicts. (as mentioned in the validations section)

3.1.11 Service Configuration (Cache)

On the Service Configuration page of Cache, users can dynamically configure the details for single/multiple instances scenarios based on the number of instances entered in the component selection page to host the service.

The Next button prompts the user to SMTP Configuration page.

The Validate button verifies the credentials entered.

The following are the details to configure Service Configuration (cache) page:

1. Hostname:
 - Users specify the host's name associated with the server, ensuring accurate service deployment.
2. Port:
 - Specifies the communication port for the instance, allowing distinct identification.
3. Service Name:
 - The unique name given to the service, distinguishing it within the system.
4. Service Display Name:
 - A user-friendly display name for the service, enhancing readability, which might or might not be the same as the service name.
5. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
6. Service Account:
 - To run the service with a specified service account.
7. Local Account:
 - To use a local system account for service execution.
8. Domain:
 - If using a service account, users provide the domain associated with the account for proper authentication.
9. User ID:
 - The user's unique id within the specified domain.
10. Password:
 - The associated password, securely entered for authentication.
11. Service Binary Path:
 - Users input the path to the service binary file, specifying the location of the service executable for specified location.

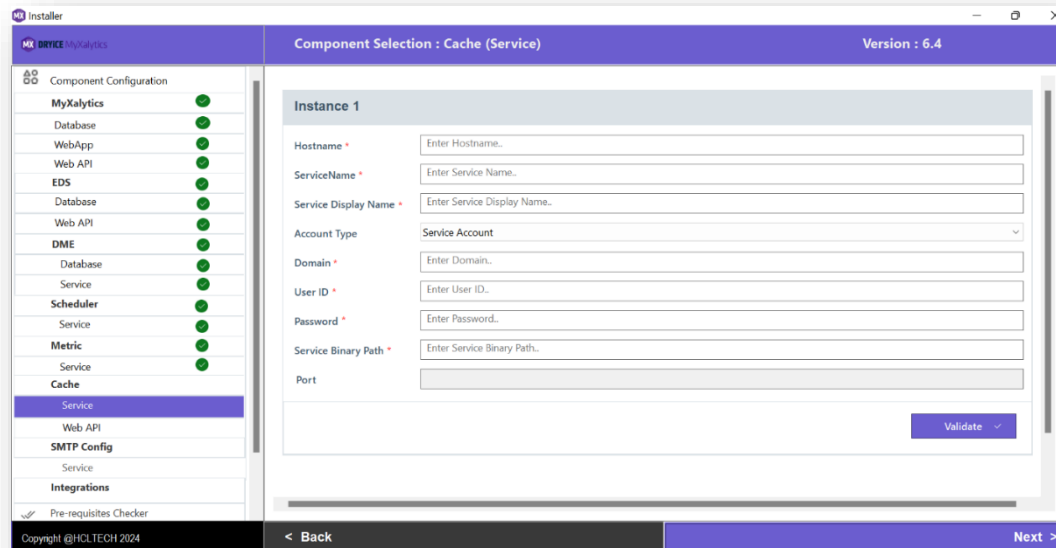


Figure 43 - Service Configuration – Component Selection (Cache)

Validations

1. Service Name and Service Display Name.
 - Users configuring services must ensure that the cache service name are unique with respect to hostname across all service configuration page to prevent conflicts. Same will apply for service display name.
2. Installation Path.
 - The installation path specified for metric service binaries should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

All fields marked with an asterisk (*) are mandatory.

3.1.12 Web API (Cache)

On the Web API Configuration page of MyXalytics Installer, users can dynamically configure the details for single instances scenarios to host the Web API component.

The Validate button validates the Web API form as per validation mentioned in validation section.

The Next button prompts the user to SMTP Configuration page.

The following are the details to configure web API (Cache) page:

1. Hostname:
 - The MyXalytics application server's name where Cache web API component needs to be hosted.
2. Port:
 - Specifies the port on which Web API site needs to be integrated.
3. Site Name:
 - A name which will be used for Web API site and application pool name in IIS.

4. Account Type:
 - A Dropdown menu offering flexibility in account configuration. Options include:
 - Service Account:
 - To run the service with a specified service account.
 - Local Account:
 - To use a local system account for service execution.
5. Port:
6. Domain:
7. User ID:
8. Password:
9. Installation Path:

Page Layout is the same as Web API as per Figure 12 - MyXalytics (Web API) – Multi instances Scenario

The screenshot shows the 'Component Configuration' window. On the left, a list of components is shown with green checkmarks indicating they are configured. The 'Web API' component is highlighted. On the right, the 'Instance 1' configuration form is displayed. It includes fields for HostName, Port, Site Name, Account Type (a dropdown menu), Domain, User ID, Password, and Installation Path. A 'Validate' button is located at the bottom right of the form.

Figure 44 – Component Selection - Web API (Cache)

Validations

1. Port and Sitename.
 - Users configuring Web API instance must ensure that the port and site name are unique with respect to hostnames across all instances to prevent conflicts.
2. Installation Path.
 - The installation path specified for Web API instances should be on a proper and accessible drive. The system checks if the drive exists, and it will create the directory. Throws a validation message if the drive doesn't exist.

3. HTTPS Configuration.

- The HTTPS configuration for instance is not mandatory.

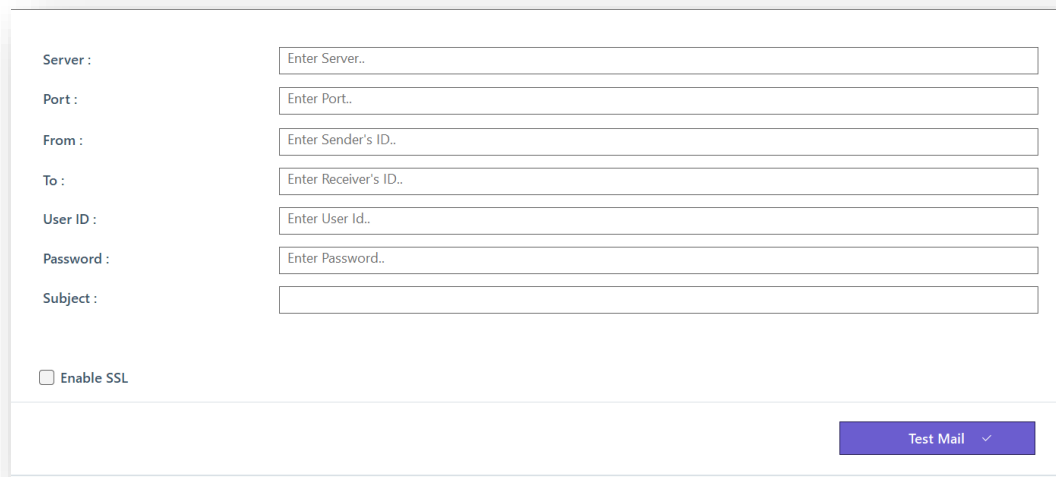
All fields marked with an asterisk (*) are mandatory.

3.1.13 SMTP Configuration

On the SMTP Configuration page of MyXalytics Installer, users can dynamically define parameters for configuring the simple mail transfer protocol (SMTP), ensuring precise email communication within the application.

The Next button prompts the user to Integrations page.

The Test Mail button validates the credentials.



The screenshot shows the SMTP Configuration page. It features a form with the following fields and labels:

- Server : Enter Server..
- Port : Enter Port..
- From : Enter Sender's ID..
- To : Enter Receiver's ID..
- User ID : Enter User Id..
- Password : Enter Password..
- Subject :

Below the fields is a checkbox labeled "Enable SSL". At the bottom right, there is a blue button labeled "Test Mail" with a small downward arrow.

Figure 45 - SMTP Configuration

The following are the details to configure SMTP Configuration page:

1. From (Sender ID):
 - Users input the email address from which emails will be sent.
2. To (Receiver ID):
 - Users specify the email address to which system notifications or messages will be directed.
3. SMTP Server:
 - Users provide the server address associated with the SMTP service, ensuring accurate routing.
4. User ID:
 - The unique user identification linked to the SMTP server for authentication.
5. Password:
 - The associated password, securely entered to authenticate with the SMTP server.
6. Port:
 - Users configure the port for SMTP communication, defining the communication channel.
7. Enable SSL:

- A checkbox providing users the option to enable Secure Sockets Layer (SSL) for enhanced security during communication. When checked, it indicates the use of SSL to encrypt the communication between the application and the SMTP server.

All fields marked with an asterisk (*) are mandatory.

3.1.14 Integrations

The Integrations Configuration page of MyXalytics Installer replicates the Database details page which offer user to define database connection details based on Tools selected in the component selection page under Integrations.

The number of databases to be configured corresponds to the number of instance of tools entered in 'NOI' textbox.

The Next button prompts the user to the Pre-Requisites checker page.

- The Test Connection button validates the credentials.

Storage Management

Host Name/IP *

Database Instance Name :

Authentication *

Domain *

User ID *

Password *

Database Name *

Port *

Figure 46 - Integrations (Databases)

ServiceXchange

Host Name/IP *

Database Instance Name :

Authentication *

Domain *

User ID *

Password *

Database Name *

Port *

Figure 47 - Integrations Databases (Cont.)

Database Details:

For each selected integration, a database details box is generated which includes:

1. Database Name:

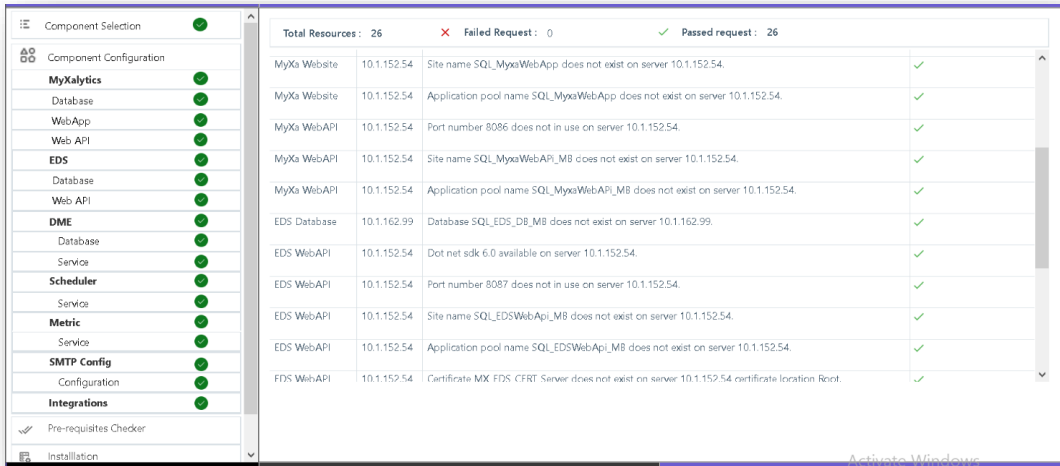
- Users define a unique name for the database associated with the integration.
2. Server:
 - Users input the server address associated with the database, ensuring accurate connection.
 3. User ID:
 - The user's identification for database authentication.
 4. Password:
 - The password associated with the provided User ID.
 5. Authentication:
 - A dropdown menu allowing users to choose between Windows Authentication and SQL Server Authentication for database access.
 6. Domain:
 - Users specify the domain associated with the user account for windows authentication.
 7. Database Instance Name:
 - A textbox allowing users to input the specific instance name if applicable.

If Windows Authentication is selected, a textbox for Domain becomes enabled.

All fields marked with an asterisk (*) are mandatory.

3.1.15 Pre-Requisites Checker

The Pre-requisite checker page ensures that the all the MyXalytics component's configured data should pass to some validations to meet essential requirements for a smooth installation. The following pre-requisites are examined.



Component Selection		Total Resources : 26	Failed Request : 0	Passed request : 26
MyXalytics	10.1.152.54	Site name SQL_MyxaWebApp does not exist on server 10.1.152.54.	✓	
Database	10.1.152.54	Application pool name SQL_MyxaWebApp does not exist on server 10.1.152.54.	✓	
WebApp	10.1.152.54	Port number 8086 does not in use on server 10.1.152.54.	✓	
Web API	10.1.152.54	Site name SQL_MyxaWebAPI_M8 does not exist on server 10.1.152.54.	✓	
EDS	10.1.152.54	Application pool name SQL_MyxaWebAPI_M8 does not exist on server 10.1.152.54.	✓	
Database	10.1.162.99	Database SQL_EDS_DB_M8 does not exist on server 10.1.162.99.	✓	
Web API	10.1.152.54	Dot net sdk 6.0 available on server 10.1.152.54.	✓	
DME	10.1.152.54	Port number 8087 does not in use on server 10.1.152.54.	✓	
Database	10.1.152.54	Site name SQL_EDSWebApi_M8 does not exist on server 10.1.152.54.	✓	
Service	10.1.152.54	Application pool name SQL_EDSWebApi_M8 does not exist on server 10.1.152.54.	✓	
Scheduler	10.1.152.54	Certificate MX_FDS_CERT Server does not exist on server 10.1.152.54 certificate location Root.	✓	
Service				
Metric				
Service				
SMTP Config				
Configuration				
Integrations				

Figure 48 - Pre-requisites Checker

Each row of this prerequisite- check gives you the information of For Which Component and for which server that prerequisite is checking and status of the same.

- Total Resource gives you the information of number of prerequisites items going to check, Success Request gives you the information of how prerequisites item many is passed and Failed Request give you the information of how many prerequisites failed.
- In case of success prerequisites green right icon will be displayed and in case of failure red cross icon will be displayed.
- In case of a failed prerequisite, an informative tooltip is displayed, guiding users with specific details about the error.
- If all prerequisites are successfully validated, the Validate button transforms into a Next button, signalling that the server is ready for installation.

3.1.16 Installation

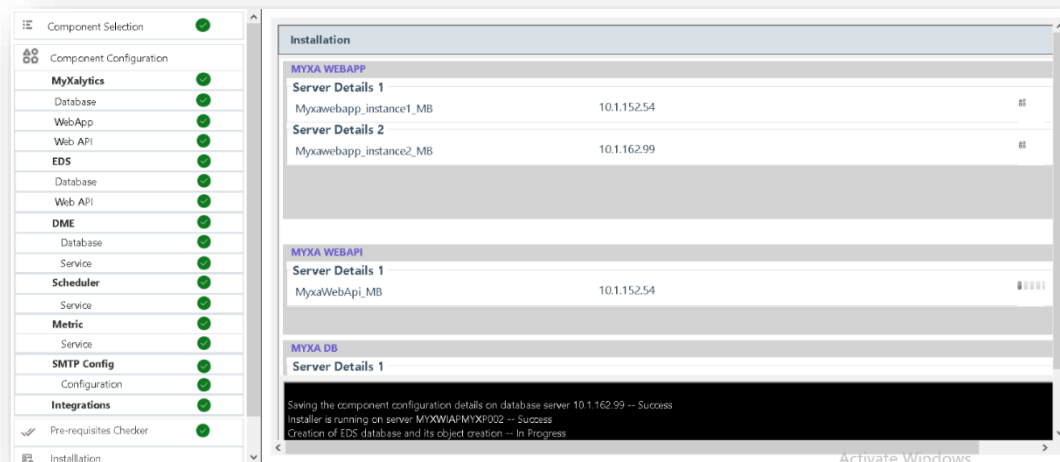


Figure 49 - Installation

The installation page shows the details of component type, site/service/database name, server name on which site/service/database going to be deployed and loader/status for that item.

- Each panel corresponds to a specific component and subcomponent with the given sitename, ensuring a modular and organized installation process.
- A loader prominently displays success or failure status after each component installation. This provides immediate feedback to users, confirming the successful deployment of a component or if an error occurred.
- While installation is in progress, detailed logs are generated in a black screen showing at bottom. These logs serve as a comprehensive record of the installation process.
- In the event of a failure during component installation, a tooltip appears, offering specific details about the encountered error.

3.1.17 Admin Configuration

On the Admin Configuration page, users can securely set up administrative credentials, ensuring smooth access and management of the application.

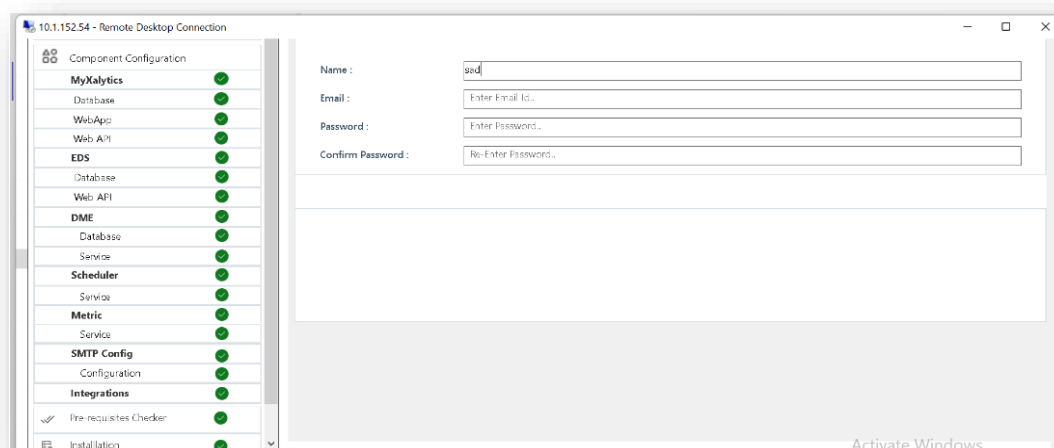


Figure 50 - Admin Configuration

Admin Details

1. Name:
 - Users input the admin's name.
2. Email:
 - Users specify the email address associated with the administrator account.
3. Password:
 - Users securely set the initial password for the admin account.
4. Confirm Password:
 - A confirmation textbox to ensure accuracy in the password entry.
5. User ID:
 - The user's identification.

All fields marked with an asterisk (*) are mandatory.

3.1.18 DME Service Shared Job Settings

Post installation attached is the list of shared jobs which will be automatically cloned (EngagementId ='BC07_Cloned'). All the connections will be updated for these jobs by Installer post installation. But below are few of the jobs which connection details must be updated manually (generate vault id and update in respective job's datasourceid). Later in upcoming releases it can be updated from Job Master console.

Table 4- Jobs Requiring Manual Connection Updates Post Installation

JobId	Job Name	Credentials
B9896	Azure_Customer_VM_AvailableSKUSizes	Azure customer credentials
B9850	Azure_Customer_VM_Details_KPIData_Dedicated	Azure customer credentials
B9851	AZURE_SUBSCRIPTION_Customer (Resource Subscription List)	Azure customer credentials
B9302	Cloud_ExchangeRateAzure	Azure US CSP credentials

B9340	Cloud_PriceListAzure	Azure US CSP credentials
B9347	Cloud_SKUListAzure	Azure US CSP credentials
B10104	GCP_Service	GCP Customer Credentials
B10107	GCP_SKUPriceList	GCP Customer Credentials

- Steps to update the connection details:
 - Menu → Configuration → Data Collection → Job Master



3.1.19 Add-on Features

To facilitate the user to fill the input textboxes for different components that are to be installed, the application provides different types of autofill functionalities:

When using the application for the first time: after filling in the details for MyXalytics Database and Web API, user will be prompted by a clickable recommendation dropdown as shown below.

Figure 51 - Configuration Recommendation

- After clicking the recommendation, entire form is filled in one go as shown below. The user can change the input textboxes if and as needed.

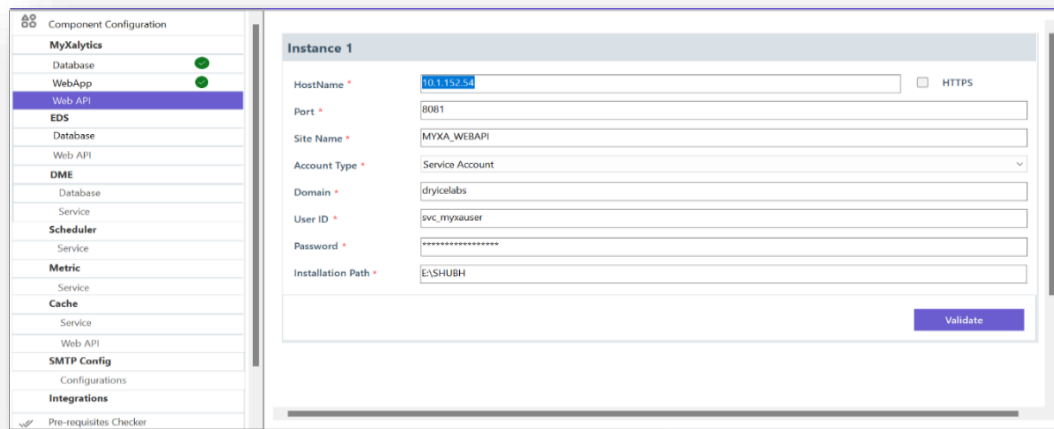


Figure 52 - Configuration Selected

- When using the application for second time: If you have already run the installer in your environment and then you are using the installer again, then installer provides the option to reuse the previously provided configurations as shown below.

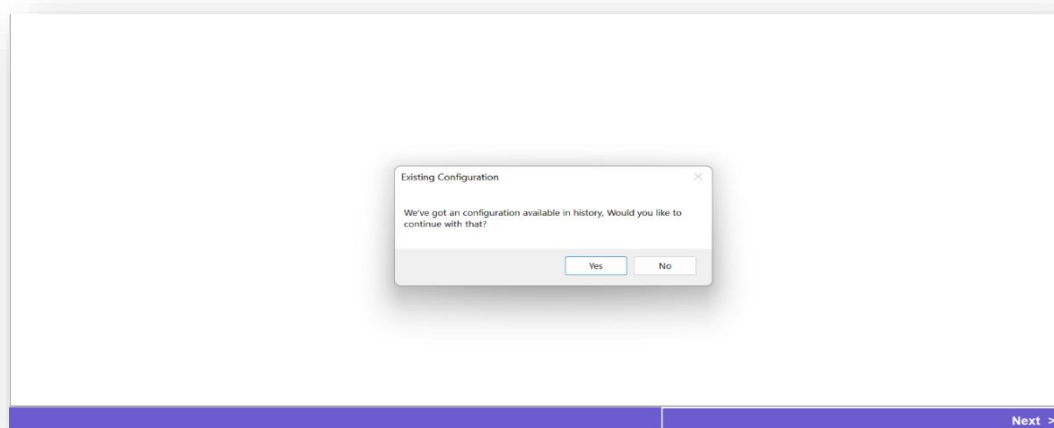


Figure 53 - Reuse previous Configurations

- After clicking on yes, the entire application gets pre-filled with the previously provided configurations in one go.

All fields marked with an asterisk (*) are mandatory.

4 Upgrade Flow

The Upgrade flow in the MyXalytics installer facilitates the seamless transition from an existing version to a newer release. When upgrading, a backup of the published folder is maintained for new installations which can be used if there's a need to revert to the previous version during an upgrade.

This streamlined process ensures minimal disruption while incorporating enhancements, and fixes.

4.1 MyaBaseDB Info

The MyXaBaseDBInfo page is the initial step in the upgrade flow, where users provide MYDB database details corresponding to the existing installation. which will be helping to get the existing installation and populate the onwards component pages. Here is some key feature and validations:

- The users enter details, including hostname, database instance name, authentication type, domain, username, password, and port. Additionally, they choose the database from a combo box populated by clicking the test connection button.

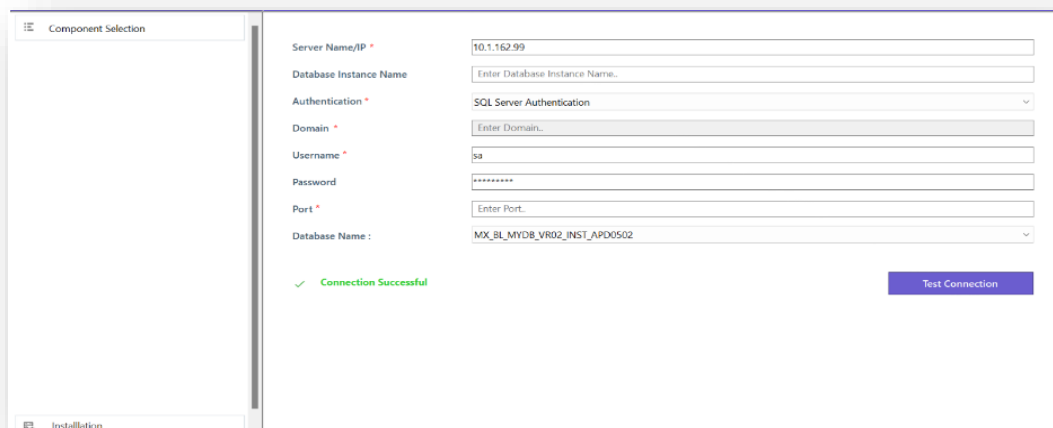


Figure 54 - MyXaBaseDBInfo

- Upon entering the required details, users click the “Test Connection” button. This initiates a connection test to verify the provided information. There is a validation to check whether the installer version is greater than the existing component installed version. This version comparison serves as a critical step in determining whether an upgrade is feasible.

All fields marked with an asterisk (*) are mandatory.

4.2 Upgrade Consent Form

The Upgrade Consent popup is designed to ensure acknowledge the significance of having a comprehensive backup of their existing installation.

The popup serves as a prompt for users to verify that they have successfully backed up all components and sub-components of their installation. This includes databases, server/services binaries.

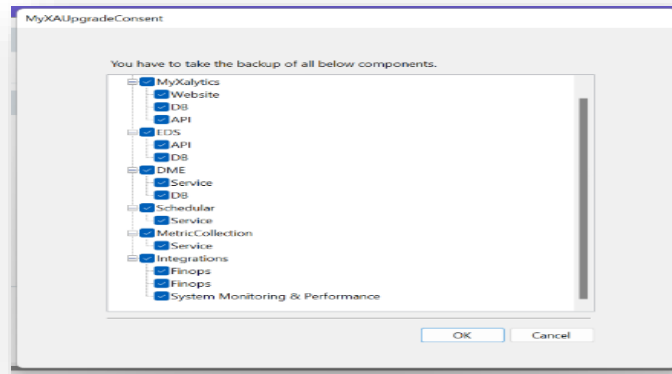


Figure 55 - Upgrade Consent Popup

4.3 Component Selection

The Component Selection Page in the upgrade flow mirrors the layout of the new installation flow, Key features are as follows:

- Component panels items such as MyXalytics, EDS, DME Scheduler, Metric, and Integrations database will be visible.
- Configuration saved during the last installation, such as load balancing, no. of instances, integrations database is pre-filled.
- Only the integration panel is enabled for modification. All other panels, corresponding to existing components, are disabled to preserve their configurations.
- Users can addon new integration database.
- Users can increase the instance count of the installed integration database. But one cannot be decreased once installed.

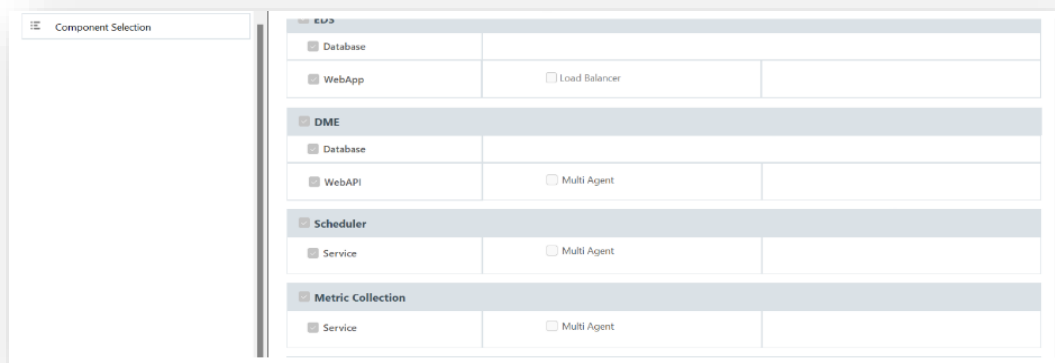


Figure 56 - MyXalytics Upgrade

Figure 57 - MyXalytics Upgrade (Cont.)

4.4 Web APP (MyXalytics)

The MyXalytics Web App page in the Upgrade flow replicates the structure of the new installation flow with specific adjustments. Key features are as follows:

- Same fields such as Hostname, sitename, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the Web APP component is pre-filled in their respective fields. This includes hostname, sitename, domain, installation path, no. of instances and port.

Figure 58 - MyXalytics Web Application – Upgrade

Multi Instance Scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- The enabled and disabled fields are same as that in the single instance scenario.

- This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Figure 59 - MyXalytics (Web App) – Multi Instances Scenario (Upgrade)

Figure 60 - MyXalytics (Web App) – Multi Instances Scenario (Cont.)

4.5 Web API (MyXalytics)

The MyXalytics Web API page in the Upgrade flow replicates the structure of the new installation flow with specific adjustments. The following are the Key features:

- Same fields such as Hostname, sitename, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the Web APP component is pre-filled in their respective fields. This includes hostname, sitename, domain, installation path, no. of instances and port.

- By maintaining consistency in layout and pre-filled information, the Web API page ensures a smooth and coherent upgrade process, minimizing the need for reconfiguration.

Figure 61 - Web API (MyXalytics) – Upgrade

Multi Instance Scenario

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- The enabled and disabled fields are same as that in the single instance scenario.
- This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Page layout is the same as Figure 32 - MyXalytics (Web App) – Multi instances Scenario and Figure 59 - MyXalytics (Web App) – Multi Instances Scenario (Upgrade)

4.6 Database Details (EDS)

The EDS Database Details page in the Upgrade flow replicates the structure of the new installation flow with specific adjustments. The Key features are as follows:

- Same fields such as Hostname, Database name, Authentication Type, port, domain, user id, password.
- The user Id Authentication type, port and password fields are enabled for modification.
- Users can only choose from existing databases in the database name field.
- Information saved during the new installation of the Database Details is pre-filled in their respective fields. This includes hostname, database instance name.
- By maintaining consistency in layout and pre-filled information, the Database Details page ensures a smooth and coherent upgrade process, minimizing the need for reconfiguration.

Figure 62 - Database Details (EDS) – Upgrade

4.7 Web API (EDS)

The EDS Web API page in the Upgrade flow replicates the structure of the new installation flow with specific adjustments.

The Key features are as follows:

- Same fields such as Hostname, sitename, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the Web APP component is pre-filled in their respective fields. This includes hostname, sitename, domain, installation path, no. of instances and port.
- By maintaining consistency in layout and pre-filled information, the Web API page ensures a smooth and coherent upgrade process, minimizing the need for reconfiguration.

Page layout is the same as Figure 32 - MyXalytics (Web App) – Multi instances Scenario and Figure 59 - MyXalytics (Web App) – Multi Instances Scenario (Upgrade)

Figure 63 - Web API(EDS) – Upgrade

Changes required to convert EDS from Certificate to Token auth type

1. Changes required in EDS appsettings.json.

- Authtype from 'C' to 'T'
- Add tokenExpiry

```
"Authorization": {  
  "Type": "C",  
  "IsEncrypted": "0"  
},  
"CacheEnabled": "False",  
"Certificate": {  
  "Name": "",  
  "Password": "",  
  "IsEncrypted": "0"  
},  
"EncryptedMode": "0",  
"Thumbprint": {  
  "Value": "",  
  "IsEncrypted": "0"  
},  
"TokenValidityInMinutes": 1440
```

Figure 64 - Authtype from 'Certificate' to 'Token'

2. Changes required in Consumer (EDS) configuration file

- Set edsconfig's Authtype from 'Certificate' to 'Token'

3. Update the installer metadata Json of existing release with key "AuthMode: T" and "IsHttps: false" as below (in case you want to perform upgrade through installer with EDS as Token based Authentication)

```

    },
    "EDSComponentConfig": {
      "Status": "Success",
      "StatusMessage": null,
      "EDSLoadbalancerConfig": {
        "IsApplicable": false,
        "ProtocolType": "",
        "VirtualIP": "",
        "Count": 1
      }
    },
    "AuthMode": "T",
    "DatabaseConfig": {
      "ServerName": "10.1.160.212",
      "DbInstanceName": "",
      "AuthenticationType": "Server",
      "UserName": "sa",
      "Password": "",
      "DbName": "MX_Vault_APD1507",
      "InstallationType": "Complete",
      "SourceDbName": "MX_Vault",
      "VaultId": null,
      "ModuleName": null,
      "ModuleDisplayId": null,
    }
  }
}

```

Figure 65 - Authtype from 'Certificate' to 'Token' (Cont.1)

```

"EDSComponentConfig": {
  "Status": "Success",
  "StatusMessage": null,
  "EDSLoadbalancerConfig": {
    "IsApplicable": false,
    "ProtocolType": "",
    "VirtualIP": "",
    "Count": 1
  }
},
"ApiConfigs": [
  {
    "HostName": "10.1.152.55",
    "WebSiteName": "EDS_WEBAPI_APD0208",
    "PortNo": "8084",
    "URL": null,
    "AccountType": "Service Account",
    "DomainName": "dryicelabs",
    "UserName": "svc_myxauser",
    "Password": "",
    "InstallationPath": "E:\\APD0208",
    "DirectoryName": "EDS_WEBAPI_APD0208",
    "CertificateName": "MX_EDS_CERT",
    "CertPassword": "1722568746",
    "CertPort": "8084",
    "IsCertificateAlreadyExist": false,
    "Status": "Success",
    "StatusMessage": "",
    "IsHttps": false,
    "IsHttpsEnabled": false
  }
]

```

Figure 66 - Authtype from 'Certificate' to 'Token' (Cont.2)

Update EDS site binding from https to http. below are the steps.

1. Go to IIS and select EDS site, right click and click on "Edit Bindings".

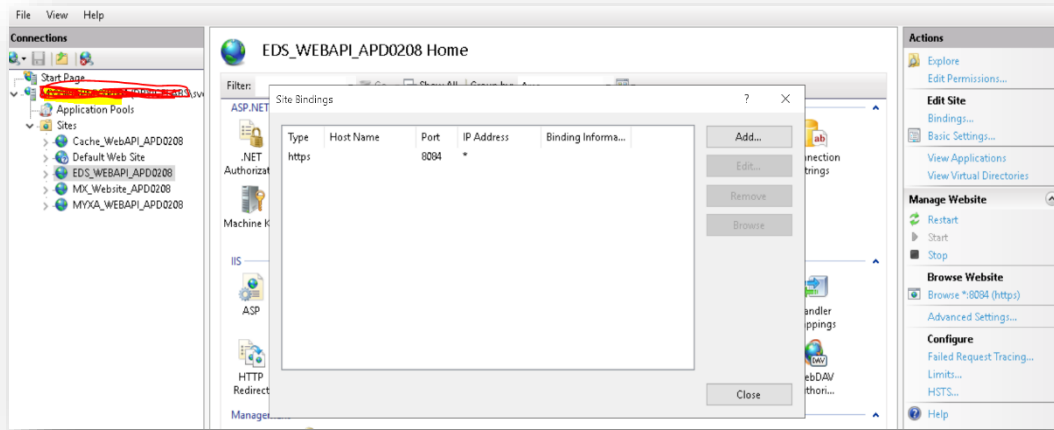


Figure 67 - SSL settings of EDS Site

- On "Site Binding" wizard, select the binding and click on Edit to open "Edit Site Binding" wizard. Note down the existing port for further use and update this with a new port number.

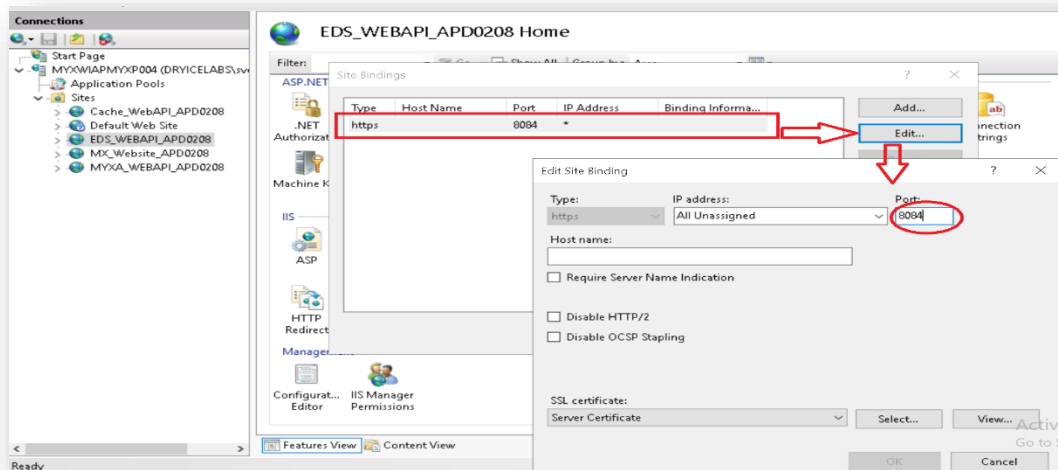


Figure 68 - SSL settings of EDS Site (Cont.1)

- Create new HTTP binding with port number which you noted in previous steps and delete the HTTPS binding.

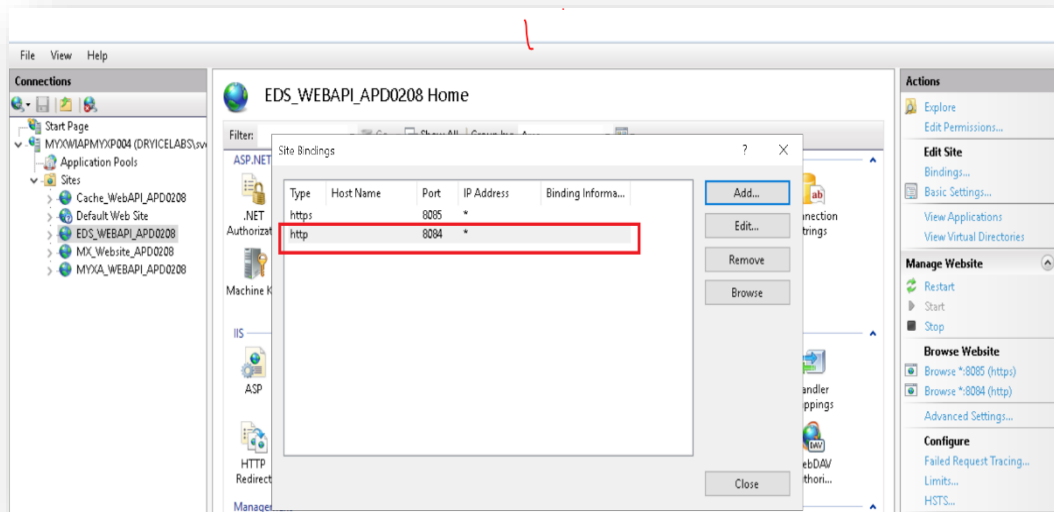


Figure 69 - SSL settings of EDS Site (Cont.2)

4. Go to SSL settings of EDS site and uncheck the "Required SSL" checkbox.

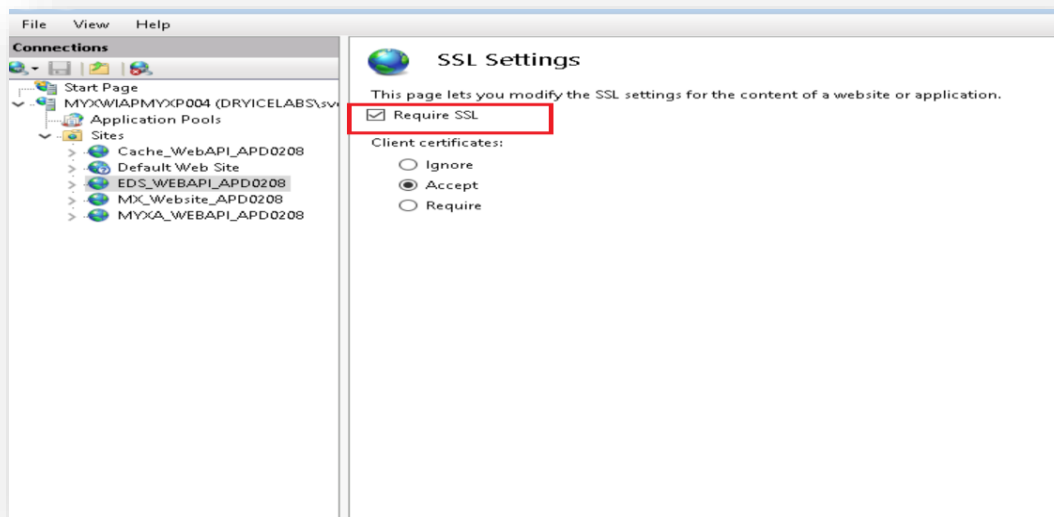


Figure 70 - Required SSL checkbox

5. Consume the EDS endpoint through postman to check if it is working.

Figure 72 - Database Details (DME) – Upgrade

4.9 Service Configuration (DME)

The DME service configuration page in the Upgrade flow replicates the layout as in the new installation flow with specific adjustments. The Key features are as follows:

- Same fields such as Hostname, service name, service display name account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the DME service component is pre-filled in their respective fields. This includes hostname, service name, service display name, domain, installation path, and port.

Figure 73 - Service Configuration (DME) – Upgrade

Multi Instance Scenario:

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- The enabled and disabled fields are same as that in the single instance scenario.
- This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Page layout is the same as Figure 38 - Service Configuration (DME) – Multi Instances Scenario.

4.10 Service Configuration (Scheduler)

The Scheduler Service Configuration page in the Upgrade flow replicates the layout as in the new installation flow with specific adjustments. The Key features are as follows:

- Same fields such as Hostname, service name, service display name, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the scheduler service component is pre-filled in their respective fields. This includes hostname, service name, service display name, domain, installation path and port.

The screenshot displays the 'Service Configuration (Scheduler) - Upgrade' interface. On the left, a sidebar lists various components with status indicators. The main configuration area, titled 'Instance 1', contains several input fields. The 'Hostname' field is pre-filled with '10.1.152.54'. The 'ServiceName' and 'Service Display Name' fields are pre-filled with 'MX_Scheduler_Service_INST_APD0502'. The 'Account Type' is set to 'Service Account'. The 'Domain' field contains 'drycelabs', 'User ID' contains 'aparesh.dev', and 'Password' is a placeholder 'Enter Password...'. The 'Service Binary Path' is 'E:\APD\Scheduler' and 'Port' is 'Enter Port...'. A 'Validate' button is located at the bottom right of the configuration area.

Figure 74 - Service Configuration (Scheduler) – Upgrade

Multi Instance Scenario

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- The enabled and disabled fields are same as that in the single instance scenario.
- This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Page layout is the same as Figure 38 - Service Configuration (DME) – Multi Instances Scenario.

4.11 Service Configuration (Metric)

The Metric Service Configuration page in the Upgrade flow replicates the layout as in the new installation flow with specific adjustments. The Key features are as follows:

- Same fields such as Hostname, service name, service display name, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the metric service component is pre-filled in their respective fields. This includes hostname, service name, service display name, domain, installation path, no. of instances and port.

The screenshot shows the 'Service Configuration (Metric) - Upgrade' page. On the left, a sidebar lists components: Component Selection, Component Configuration, MyXalytics, Database, WebApp, Web API, EDS, Database, Web API, DME, Database, Service, Scheduler, Service, Metric (selected), Service, SMTP Config, Configuration, Integrations, Pre-requisites Checker, and Installation. The main area is titled 'Instance 1' and contains the following fields: Hostname (10.1.152.54), ServiceName (MX_Metric_Service_INST_APD0502), Service Display Name (MX_Metric_Service_INST_APD0502), Account Type (Service Account), Domain (drycelabs), User ID (apwresh.dev), Password (Enter Password...), Service Binary Path (E:\APD\Metric), and Port (Enter Port...). A 'Validate' button is located at the bottom right of the form.

Figure 75 - Service Configuration (Metric) – Upgrade

Multi Instance Scenario

The number of instances is determined by the user's selection in the component selection page, streamlining the setup process for multiple instances.

- The enabled and disabled fields are same as that in the single instance scenario.
- This page provides a comprehensive and user-friendly interface for configuring distinct instances, enhancing flexibility, and accommodating diverse deployment requirements.

Page layout is the same as Figure 38 - Service Configuration (DME) – Multi Instances Scenario.

4.12 Service Configuration (Cache)

The Cache Service Configuration page in the Upgrade flow replicates the layout as in the new installation flow with specific adjustments. The Key features are as follows:

- Same fields such as Hostname, service name, service display name, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.

- Information saved during the new installation for the cache service component is pre-filled in their respective fields. This includes hostname, service name, service display name, domain, installation path, no. of instances and port.

The screenshot shows a 'Component Configuration' window with a sidebar on the left listing various components: MyXalytics, Database, WebApp, Web API, EDS, Database, Web API, DME, Database, Service, Scheduler, Service, Metric, Service, Cache, Service, Web API, SMTP Config, Service, Integrations, and Pre-requisites Checker. The 'Cache' component is selected. The main area displays 'Instance 1' configuration with the following pre-filled fields:

Field	Value
Hostname *	10.1.162.99
ServiceName *	Cache_Service_SC09
Service Display Name *	Cache_Service_SC09
Account Type	Service Account
Domain *	dryicelabs
User ID *	shubham-chaudhary
Password *	*****
Service Binary Path *	HSHSHUBH
Port	

A 'Validate' button is located at the bottom right of the configuration area.

Figure 76 - Service Configuration (Cache) – Upgrade

Page layout is the same as Figure 38 - Service Configuration (DME) – Multi Instances Scenario.

4.13 Web API (Cache)

The Cache Web API page in the Upgrade flow replicates the structure of the new installation flow with specific adjustments. The following are the Key features:

- Same fields such as Hostname, sitename, account type, port, domain, user id, password.
- Only the Account type, domain, user id and password fields are enabled for modification.
- Information saved during the new installation for the Web API component is pre-filled in their respective fields. This includes hostname, sitename, domain, installation path and port.
- By maintaining consistency in layout and pre-filled information, the Web API page ensures a smooth and coherent upgrade process, minimizing the need for reconfiguration.

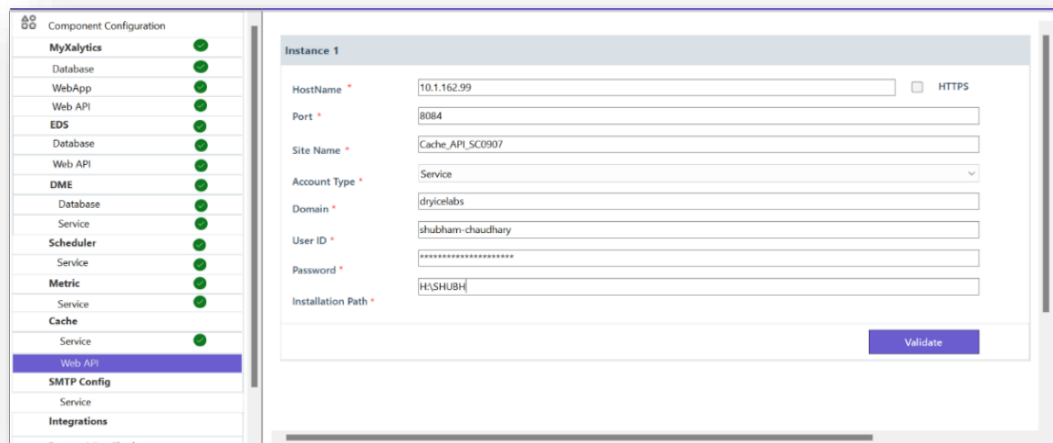


Figure 77 - Web API (Cache) – Upgrade

4.14 SMTP Configuration

On the SMTP Configuration page of MyXalytics Installer, users can dynamically define parameters for configuring the simple mail transfer protocol (SMTP), ensuring precise email communication within the application.

1. From (Sender ID):
 - Users input the email address from which emails will be sent.
2. To (Receiver ID):
 - Users specify the email address to which messages will be directed.
3. SMTP Server:
 - Users provide the server address associated with the SMTP service.
4. User ID:
 - The unique user identification linked to the SMTP server for authentication.
5. Password:
 - The associated password, entered to authenticate with the SMTP server.
6. Port:
 - Users configure the port for SMTP communication, defining the communication channel through which emails will be sent.
7. Enable SSL:
 - A checkbox providing users the option to enable Secure Sockets Layer (SSL) for enhanced security during communication. When checked, it indicates the use of SSL to encrypt communication between the application and the SMTP server.

All fields marked with an asterisk (*) are mandatory.

Component Configuration

- MyKalytics
- Database
- WebApp
- Web API
- EDS
- Database
- Web API
- DME
- Database
- Service
- Scheduler
- Service
- Metric
- Service
- SMTP Config
- Configuration
- Integrations
- Pre-requisites Checker
- Installation
- Configure Admin Detail

Server : smtp@gmail.com

Port : 587

From : hdmykalytics@hd.com

To : merinb@hd.com

User ID :

Password :

Error Subject :

Valid Domain :

☐ Enable SSL

Validate

Figure 78 – SMTP Configuration

4.15 Integrations

The Integrations page preserves the layout seen in new installations, with targeted adjustments to accommodate the upgrade process.

The Key features are as follows.

- Users are required to fill in the database details for the integration databases selected in the upgrade flow's component selection page.
- Only the authentication type, user id and password fields are enabled for installed integration database. For newly added tool and addon instance of existing tool, database details all field will be enabled like new installation.
- All the other functionalities will work similarly to other database detail pages.

Component Configuration

- MyKalytics
- Database
- WebApp
- Web API
- EDS
- Database
- Web API
- DME
- Database
- Service
- Scheduler
- Service
- Metric
- Service
- SMTP Config
- Configuration
- Integrations
- Pre-requisites Checker
- Installation
- Configure Admin Detail

Application Monitoring Performance

Host Name/IP * 10.1.162.69

Database Instance Name : Enter Database Instance Name.

Authentication * SQL Server Authentication

User ID * sa

Password * Enter Password.

Database Name * Ap15_AppPerf_M0

Port : 1433

Test Connection

Database Monitoring Performance

Host Name/IP * 10.1.162.69

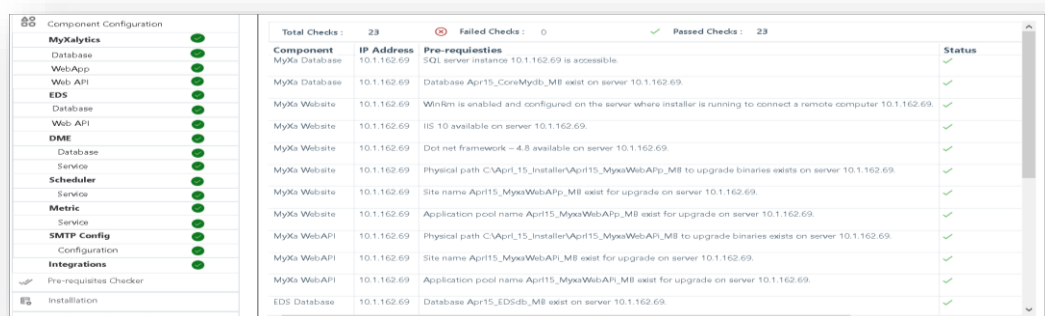
Database Instance Name :

Figure 79 - Integrations (Upgrade)

4.16 Pre-Requisites Checker (Upgrade)

The Pre-requisite checker page ensures that the target server meets essential requirements for a smooth installation. The following pre-requisites are examined.

- All the functionality of the upgraded pre-requisite checker will work similarly to the new installation pre-requisite. Please refer to the new pre-requisite installation checker for more information.



The screenshot displays the 'Pre-requisites Checker' window. On the left, a sidebar lists components: MyXalytics, Database, WebApp, Web API, EDS, Database, DME, Database, Scheduler, Scheduler, Metric, Metric, SMTP Config, Configuration, Integrations, Pre-requisites Checker, and Installation. The main area shows a table of checks. At the top, it indicates 'Total Checks : 23', 'Failed Checks : 0', and 'Passed Checks : 23'. The table has columns for Component, IP Address, Pre-requisites, and Status. All status icons are green, indicating successful checks.

Component	IP Address	Pre-requisites	Status
MyXa Database	10.1.162.69	SQL server instance 10.1.162.69 is accessible	✓
MyXa Database	10.1.162.69	Database Apr15_CorsMySql_M8 exist on server 10.1.162.69	✓
MyXa Website	10.1.162.69	WinRM is enabled and configured on the server where installer is running to connect a remote computer 10.1.162.69	✓
MyXa Website	10.1.162.69	IIS 10 available on server 10.1.162.69	✓
MyXa Website	10.1.162.69	Dot net framework - 4.8 available on server 10.1.162.69	✓
MyXa Website	10.1.162.69	Physical path C:\Apr15_Installer\April15_MyxaWebApp_M8 to upgrade binaries exists on server 10.1.162.69	✓
MyXa Website	10.1.162.69	Site name Apr15_MyxaWebApp_M8 exist for upgrade on server 10.1.162.69	✓
MyXa Website	10.1.162.69	Application pool name Apr15_MyxaWebApp_M8 exist for upgrade on server 10.1.162.69	✓
MyXa WebAPI	10.1.162.69	Physical path C:\Apr15_Installer\April15_MyxaWebAPI_M8 to upgrade binaries exists on server 10.1.162.69	✓
MyXa WebAPI	10.1.162.69	Site name Apr15_MyxaWebAPI_M8 exist for upgrade on server 10.1.162.69	✓
MyXa WebAPI	10.1.162.69	Application pool name Apr15_MyxaWebAPI_M8 exist for upgrade on server 10.1.162.69	✓
EDS Database	10.1.162.69	Database Apr15_EDSdb_M8 exist on server 10.1.162.69	✓

Figure 80 - Pre-requisites Checker

4.17 Features (Upgrade)

The installation page includes the deployment of all components, including MyXalytics, EDS, DME, Scheduler and Metric onto the designated server.

- Each panel corresponds to a specific component and subcomponent with the given sitename, ensuring a modular and organized installation process.
- A loader prominently displays success or failure status after each component installation. This provides immediate feedback to users, confirming the successful deployment of a component or if an error occurred.
- In the event of a failure during component installation, a tooltip appears, offering specific details about the encountered error. In the event of error during the installation process, the MyXalytics installer follows a stringent approach, necessitating an installation from scratch. This ensures a consistent and reliable setup, minimizing the risk of unresolved issues or data inconsistencies that may arise from attempting a rollback.

Retry Option for miscellaneous components upon failure in case of upgrade (only Upgrade):

1. MXDMEDATABASE MISC' section is executed after all apps/services/DB sections are completed. If any one of the above sections fail, then this section also fails as shown below.

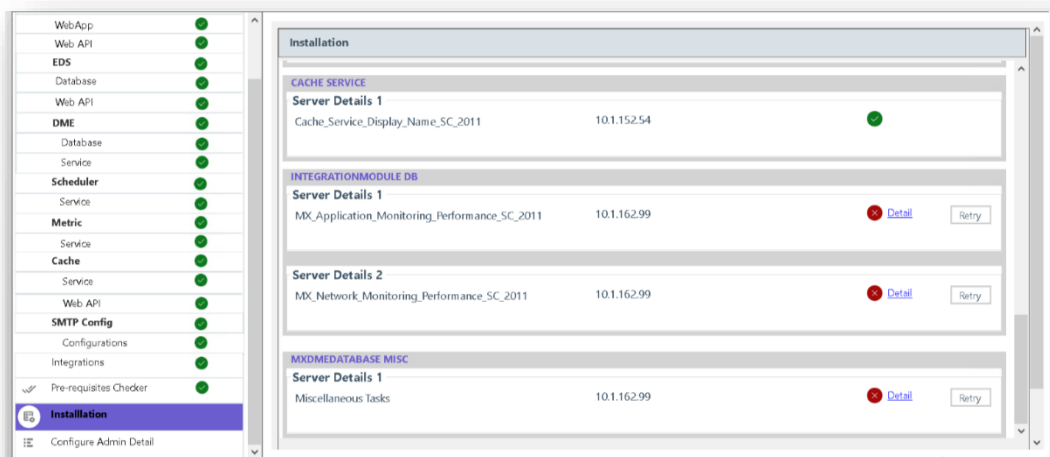


Figure 81 - Installation (Upgrade Cont.4)

- Once all databases' upgradations are successful upon retry, then only this section retry is possible. And if the retry fails due to some reasons (let say poor network/DB server not responding etc.) then the user can make the fixes (if possible) and retry the execution of this section as well.

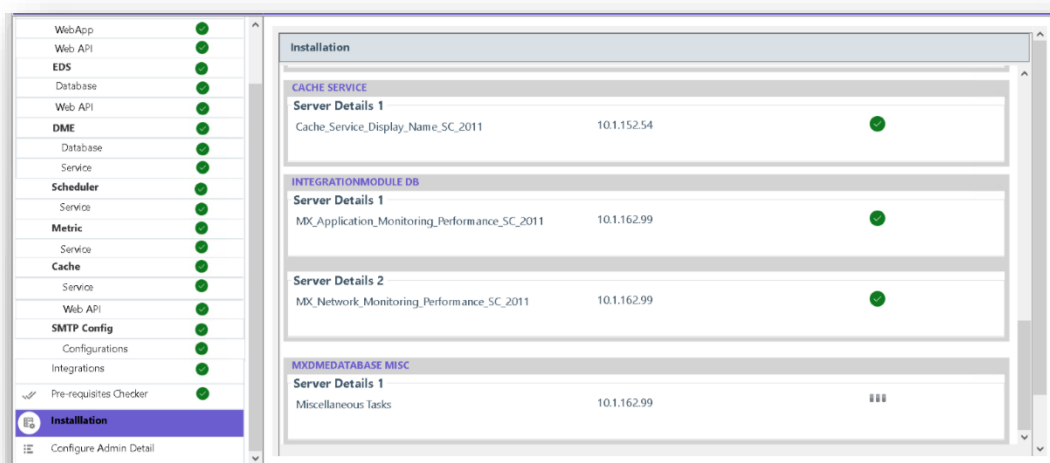


Figure 82 - Installation (Upgrade Cont.5)

- Once all the sections are upgraded successfully (including the miscellaneous section), the user can click the next button for upgrade completion.

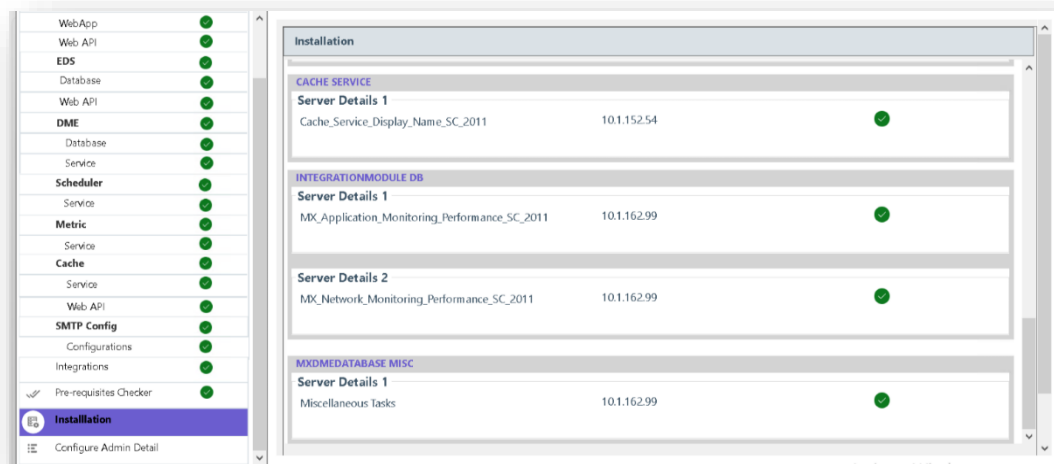


Figure 83 - Installation (Upgrade Cont.6)

4.17.1 Rollback Feature (For Any of database failed)

The Rollback feature is designed to handle failures in any of our databases, including MYDB, DME, and the Integration databases. All these databases operate within a transaction. If any failure occurs in any of these databases during the installation process, the installation will fail, and the system will automatically roll back to the previous version. This ensures that if we are upgrading from version x.x.x to version 6.6.0, any issues encountered will not affect the stability of the system, as it will revert to the last stable version.

Additionally, an error message will be displayed when the 'Detail' button is clicked on the respective database failure. This allows users to identify and fix the issue, incorporate the fixes into the installation build, and run the installer again.

The following steps illustrates the rollback features:

1. Start installation process
 - a. Upgrade from version x.x.x to version 6.6.0
2. Database operations
 - a. Mydb
 - b. Dme
 - c. Integration database
3. Transaction check
 - a. If any database operation fails:
 - b. Rollback to previous version
 - c. Display error message on 'detail' button click
 - d. User identifies and fixes the issue
 - e. Incorporate fixes into the installation build
 - f. Run the installer again
4. If all database operations succeed
 - a. Proceed with application and service installations
5. End installation process

4.17.2 Resume Feature (For Application and Services)

We have applications and services, including EDS, Website, Web API, Cache API, and services like DME, Scheduler, Metric, and Cache. During the installation process, once the database is successfully upgraded, the next step is the installation of applications and services. The installation sequence begins with EDS. If the EDS installation fails, the subsequent component installations will also fail. Detailed error messages will be displayed, allowing users to identify and fix the issues. After incorporating the fixes into the installer, users can use the resume functionality to continue the installation process.

Once EDS is installed successfully, the installation of other components will proceed independently, regardless of any failures. If all components are successfully installed, the Miscellaneous section will start. If any failure occurs in this section, users can again use the resume functionality to continue the installation.

The following defines the steps for resume flow:

1. Fill in MY DB details.
2. After validation, a popup will display all component details, indicating which components failed and which passed.
3. Verify the details in the popup.
4. Click "OK" to continue the resume process.
5. Fill in the passwords for all components forms.
6. Perform pre-requisite checks for the failed components.
7. Once pre-requisite checks are successful, click the "Next" button to continue the resume process.

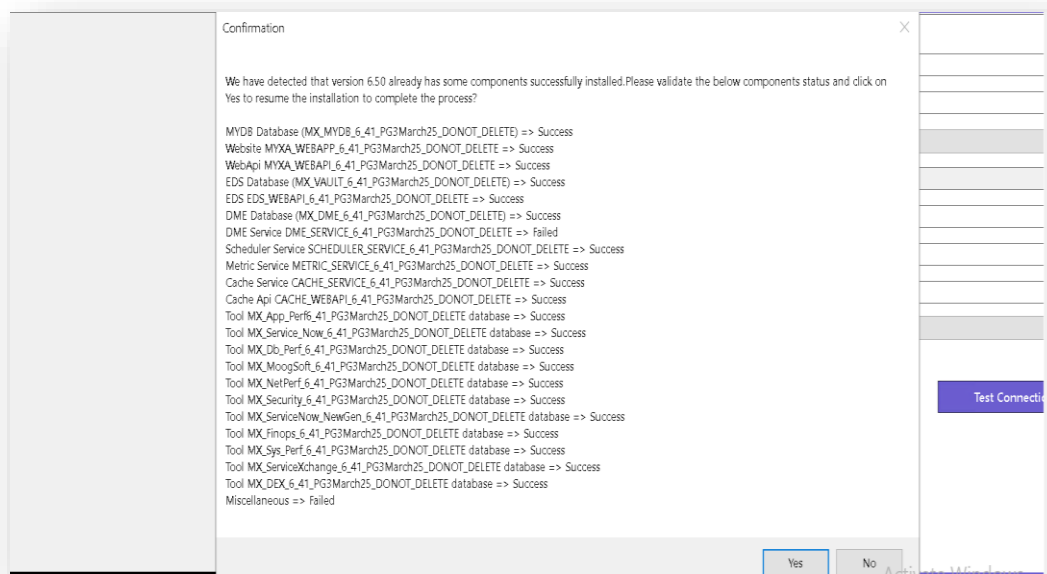


Figure 84 – Resume Confirmation Pop-up

4.18 Post Installation

1. For MyXalytics Website and Web API
 - Update the ENC section key with their respective values in the config files of MyXalytics website and Web API.
2. For DME

- Create a logs folder on desired location and update the path with AppPath key value in DME Config file.

4.19 Limitations

No Installation rollback in case of failure

- After the new installation, the user cannot change the instance count of the apps and services in the upgrade workflow.
- The environment must be set up manually before running the installer.
- Supported specific screen resolution (1900 X 1000)
- C:\Temp folders should be accessible on each server.
- Integration database instance count cannot be decreased once installed.
- In some servers, HTTPS protocol is not working with self-signed certificate. In that case, please purchase a CA authorized certificate and attach it to the sites.

4.20 Recommendations

Should have a backup of all databases, application, and service components before upgrading.

- When upgrading, the last installation should have been successful.
- For running the upgrade flow, the Json stored in MXComponentMetaData table should be available.
- The service account which is used to install the MyXalytics component shouldn't expire.

4.21 Uninstallation flow

This section lists the steps to uninstall the MyXalytics components on the server and database server.

Follow the steps below to complete the uninstallation process.

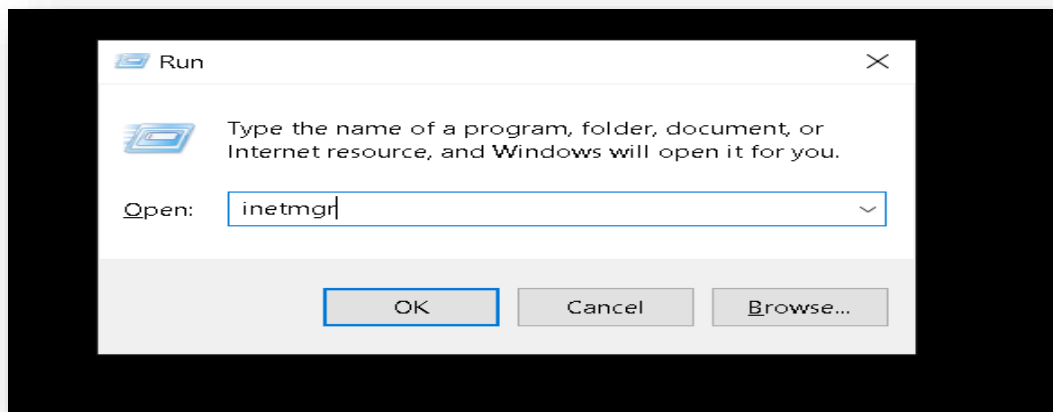


Figure 85 - Open Internet Information Services (IIS).

1. Press Windows + R to open the run dialog.
2. Type 'inetmgr' and press enter to open Internet Information Services (IIS).
3. In the IIS Manager window:
 - a. Expand the " MYXWIWBMXYT002 Home " node.

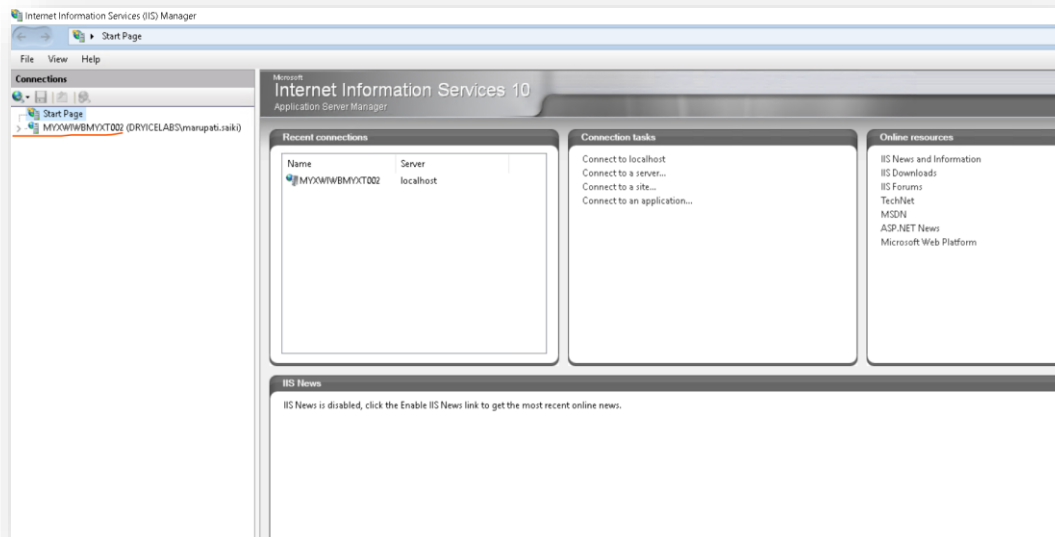


Figure 86 - Open Internet Information Services (IIS).

- b. Click on the dropdown arrow next to the "Sites".

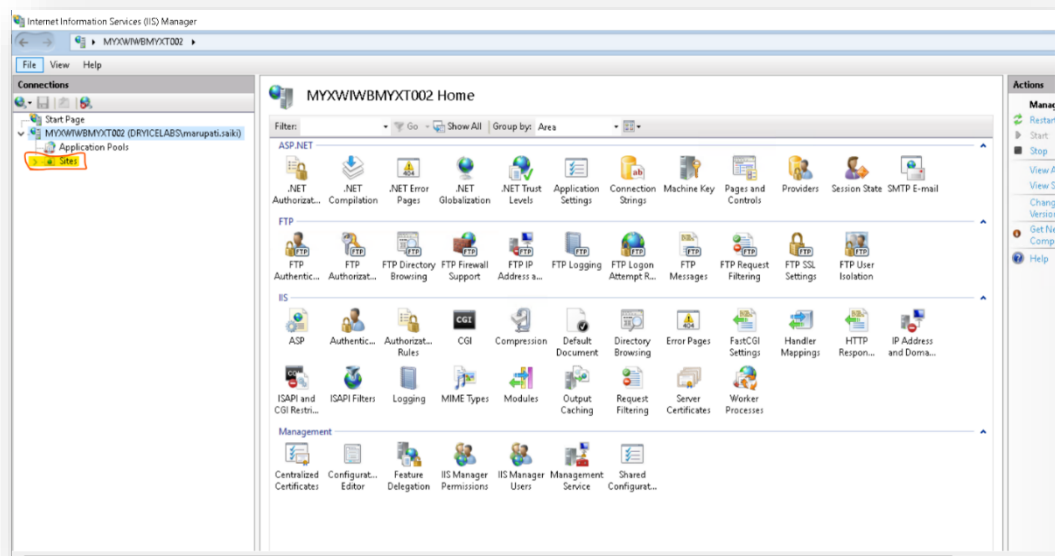


Figure 87 - open Internet Information Services (IIS).

- c. Select and click on the "MyXalyticsApp" site (this is WebApp application).

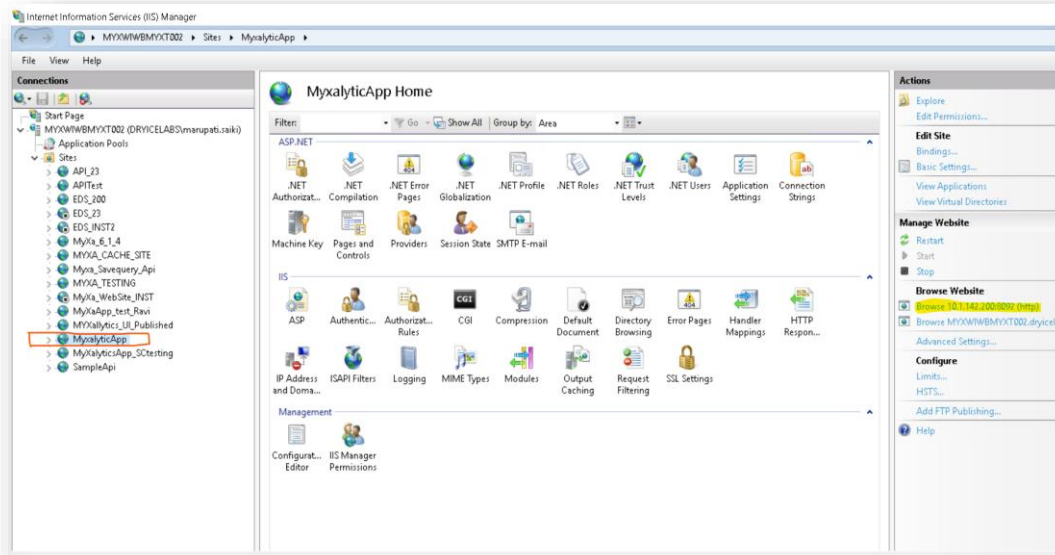


Figure 88 - MyXalyticsApp" site (WebApp application)

- d. Right-click on the "MyXalyticsApp" site and click on "Remove" to remove the site.

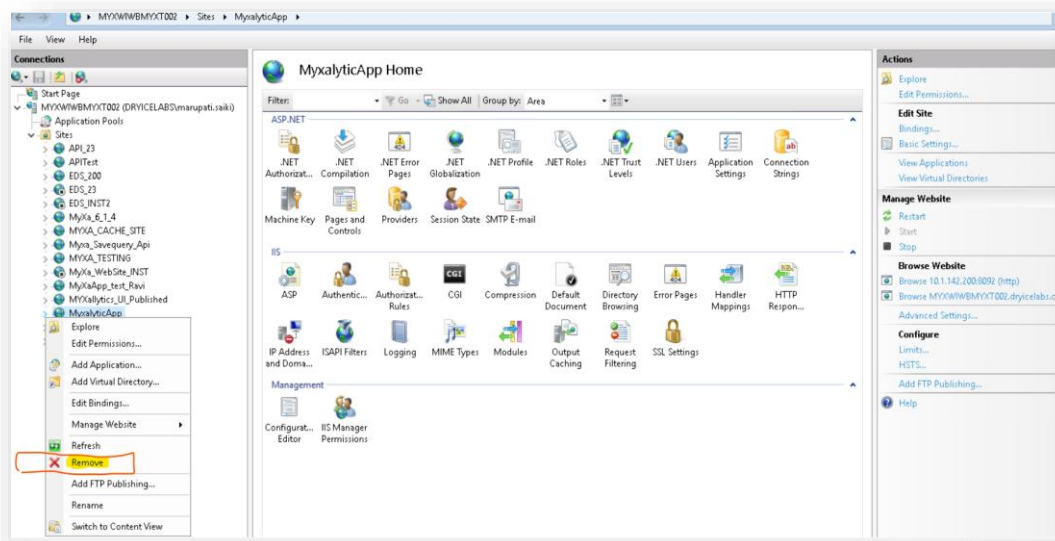


Figure 89 - MyXalyticsApp" site (WebApp application Cont.1)

It will be removed successfully.

- e. Select and click on the "MyXalyticsApi" site (Which Web API site name you have given).

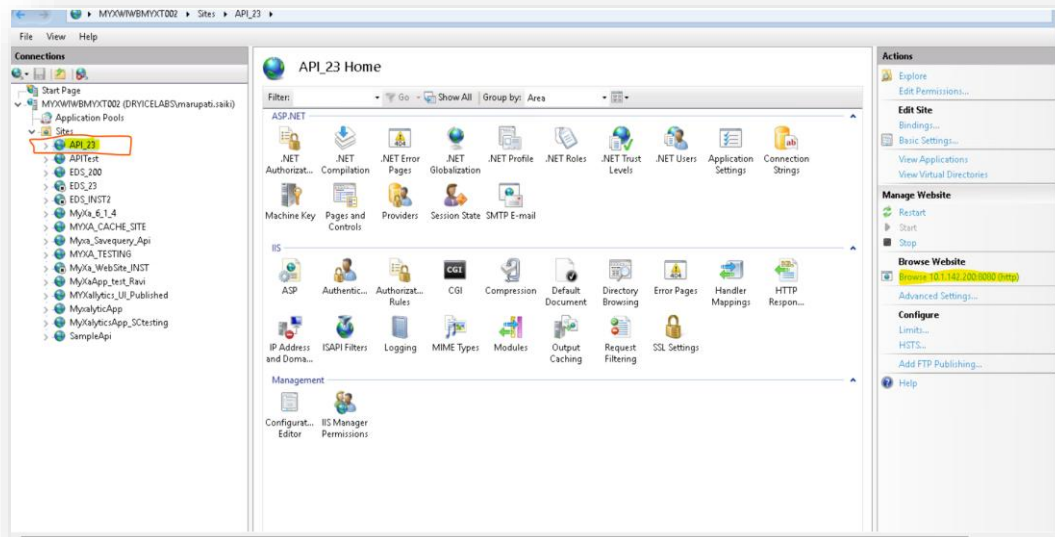


Figure 90 - MyXalyticsApi site

- f. Right-click on the "MyXalyticsApi" site and click on "Remove" to remove the site.

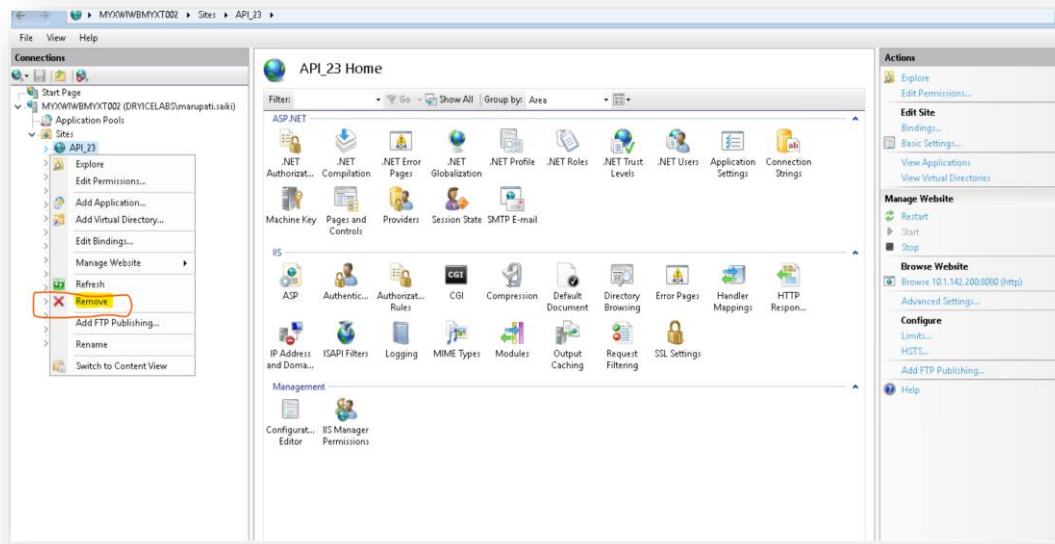


Figure 91 - MyXalyticsApi site (Cont.1)

It will be removed successfully.

- g. Select and click on the "EDS_200" site (Which EDS site name you have given).

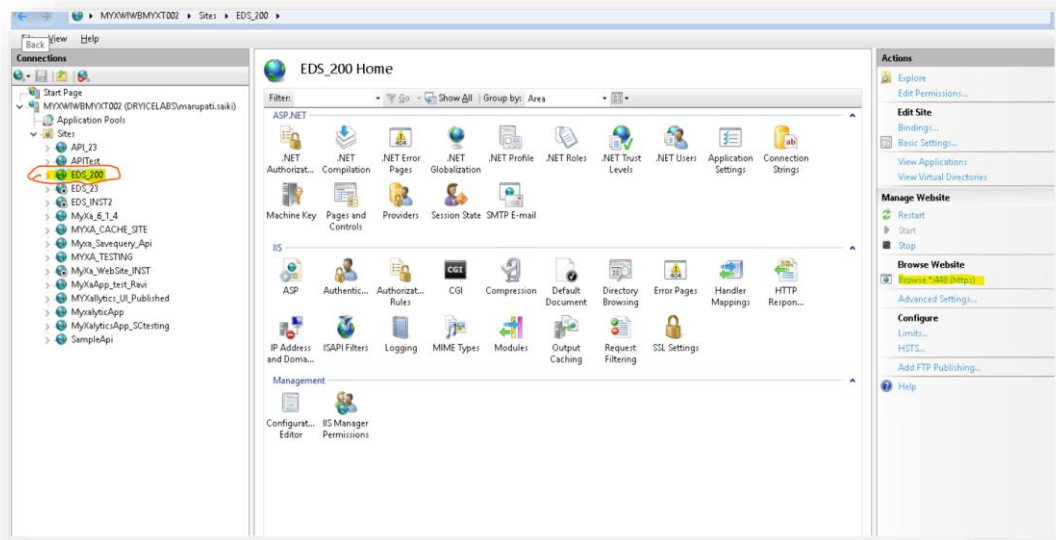


Figure 92 - EDS_200 Site

- h. Right-click on the " EDS_200" site and click on "Remove" to remove the site.

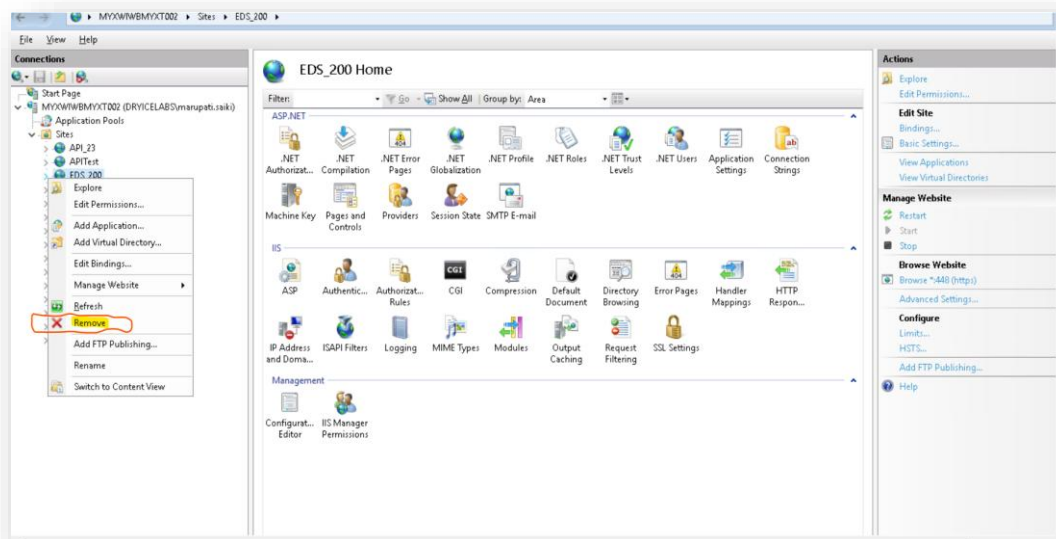


Figure 93 - EDS_200 Site (Cont.1)

It will be removed successfully.

Now all the sites are removed now we need to delete the application pools.

4. In the IIS Manager window:
 - a. Click on the "Application Pools" node.

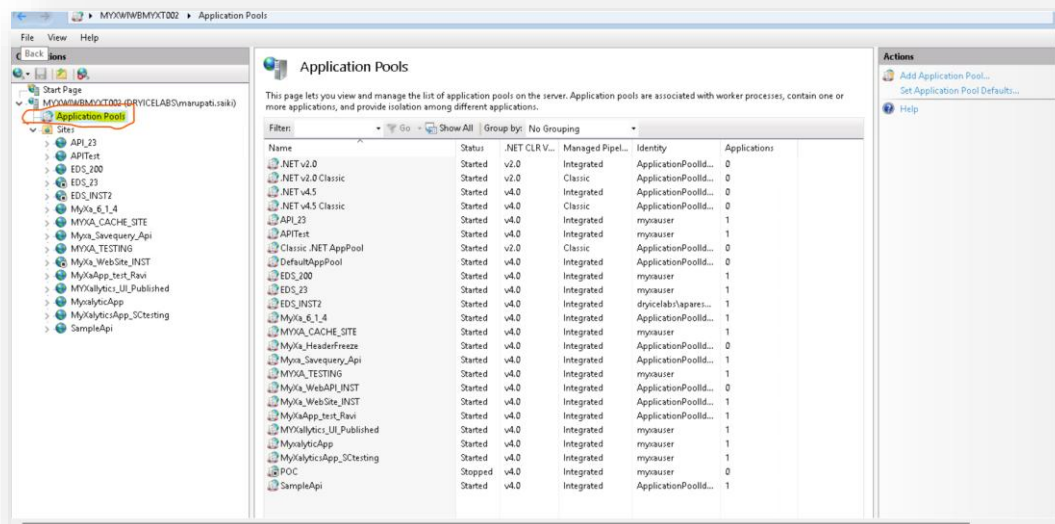


Figure 94 - Application Pools node

- b. Find and select the MyXalyticsApp in application pools (The Web APP site name you have given select that one).

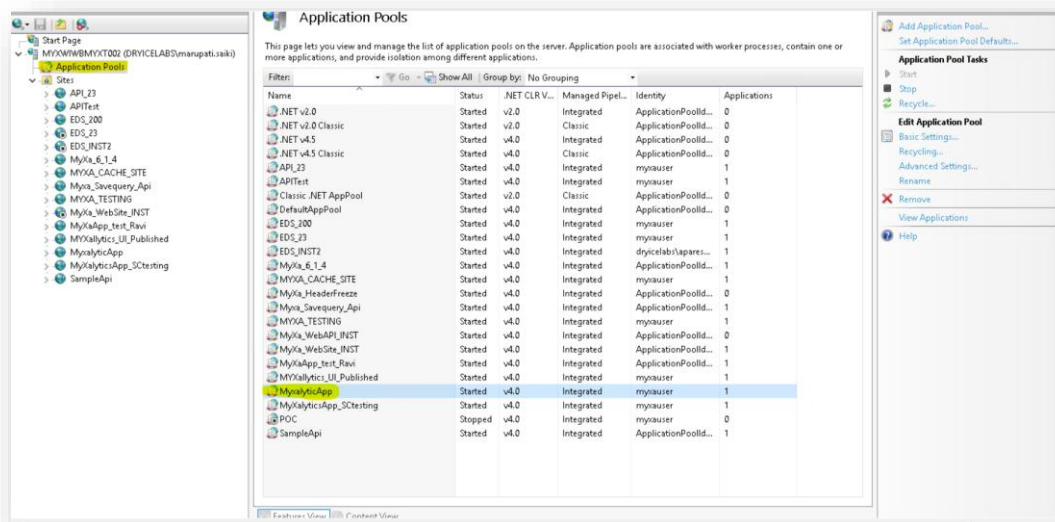


Figure 95 - Application Pools node (Cont.1)

- c. Right-click on MyXalyticsApp application pool and click on "Delete" to remove the application pools.

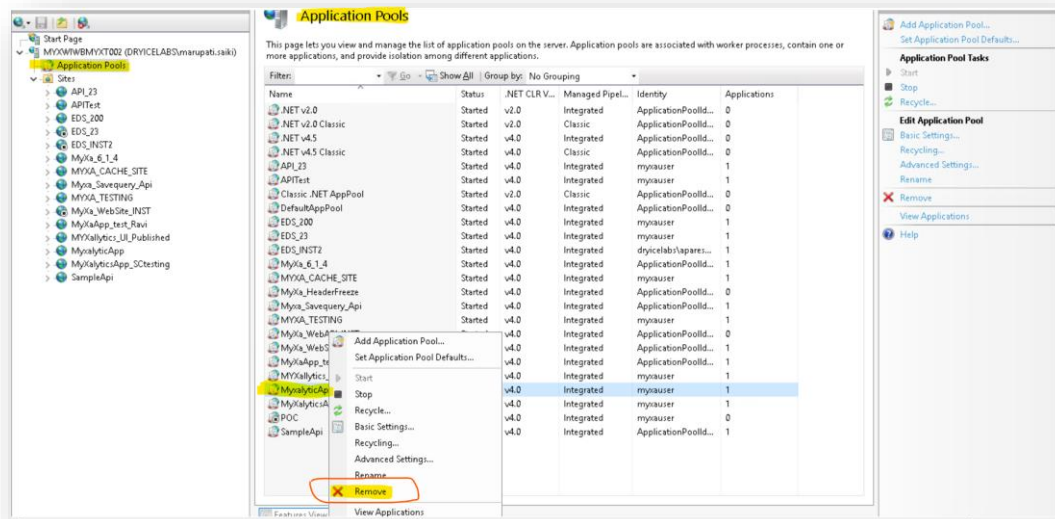


Figure 96 - Removal the application pools

It will remove successfully.

- d. Find and select the MyXalyticsAPI in application pools (The Web API site name you have given select that one)

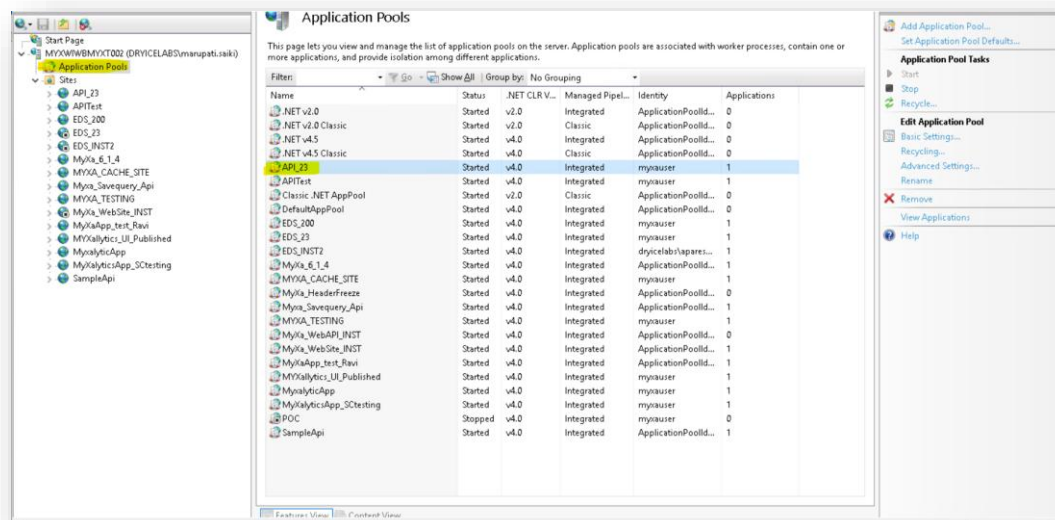


Figure 97 - MyXalyticsAPI application pool

- e. Right-click on MyXalyticsAPI application pool and click on "Delete" to remove the application pools.

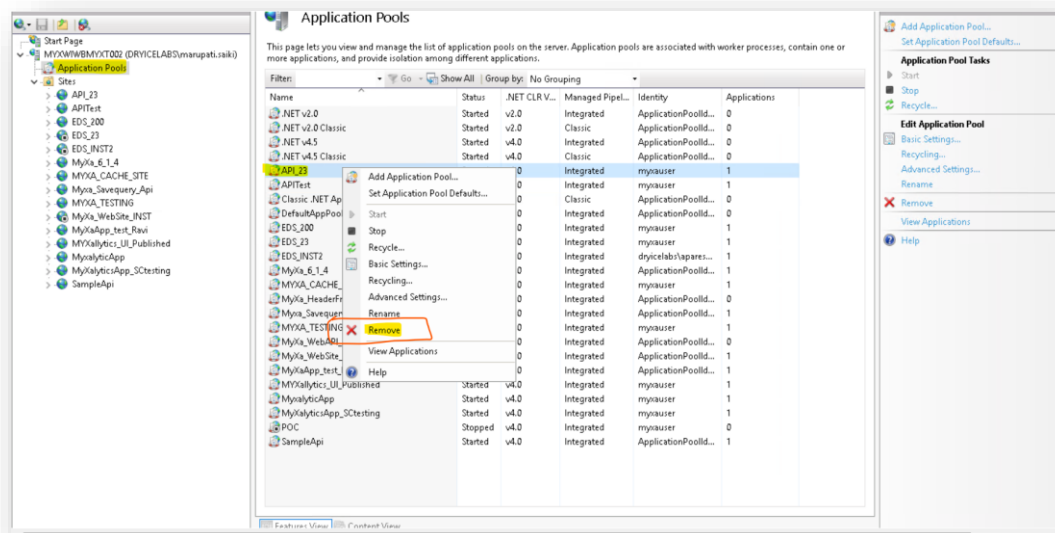


Figure 98 - MyXalyticsApi removal application pool

- f. It will be removed successfully.
- g. Find and select the EDS_200in application pools (The EDS site name you have given select that one).

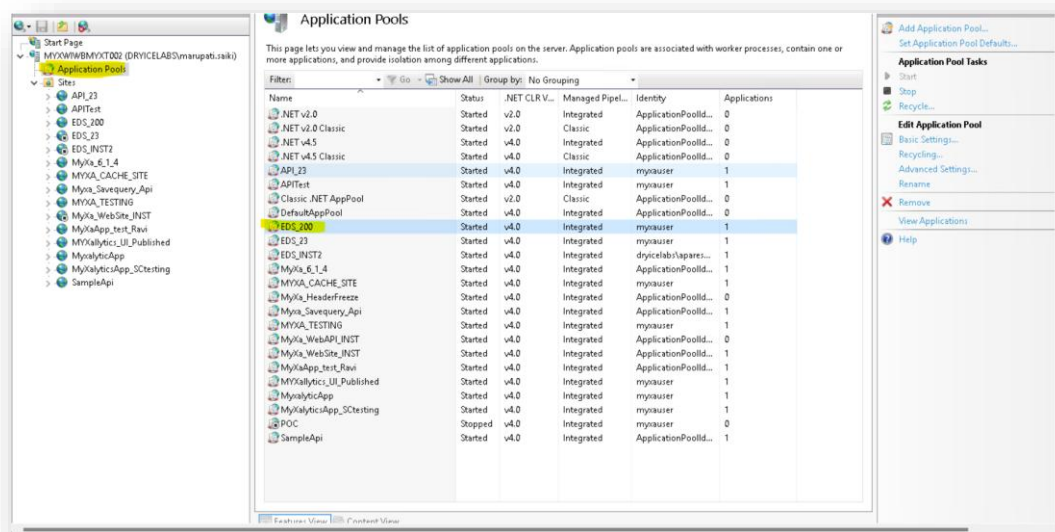


Figure 99 - EDS_200 in application pools

- h. Right-click on EDS_200 application pool and click on "Delete" to remove the application pools.

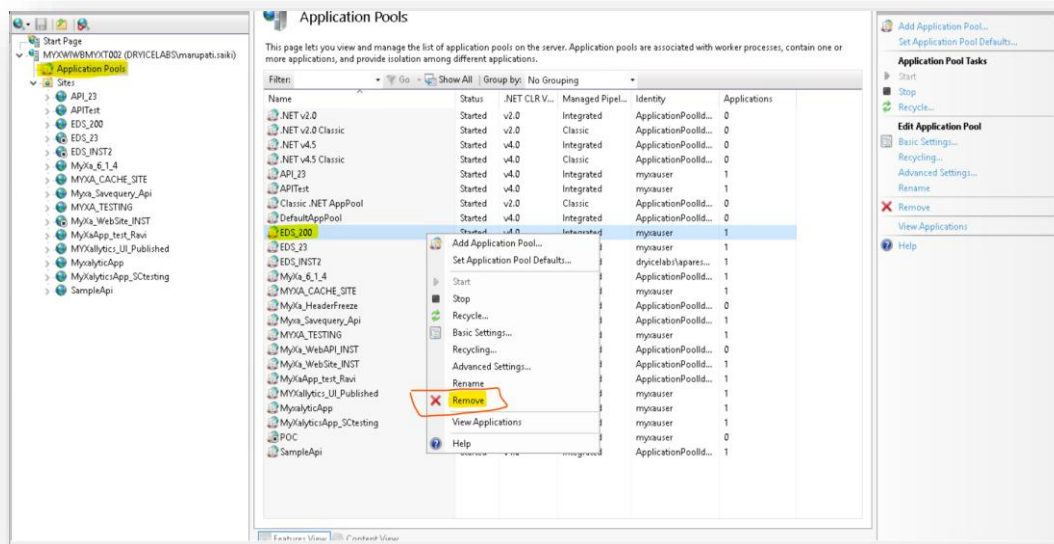


Figure 100 - EDS_200 in application pools (Cont.1)

It will remove successfully.

Now we need to remove the certificates created by installer while installation.

5. Press Windows + R to open the Run dialog.
6. Type "mmc" and press Enter to open the Microsoft Management Console (MMC).

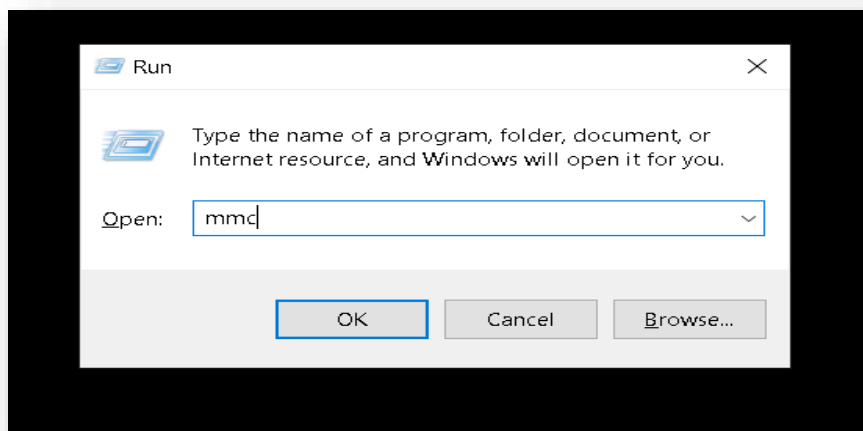


Figure 101 - Open the Microsoft Management

- a. You will get this pop up from User Account Control and click on "Yes".



Figure 102 - User Account Control

- b. In the MMC window:

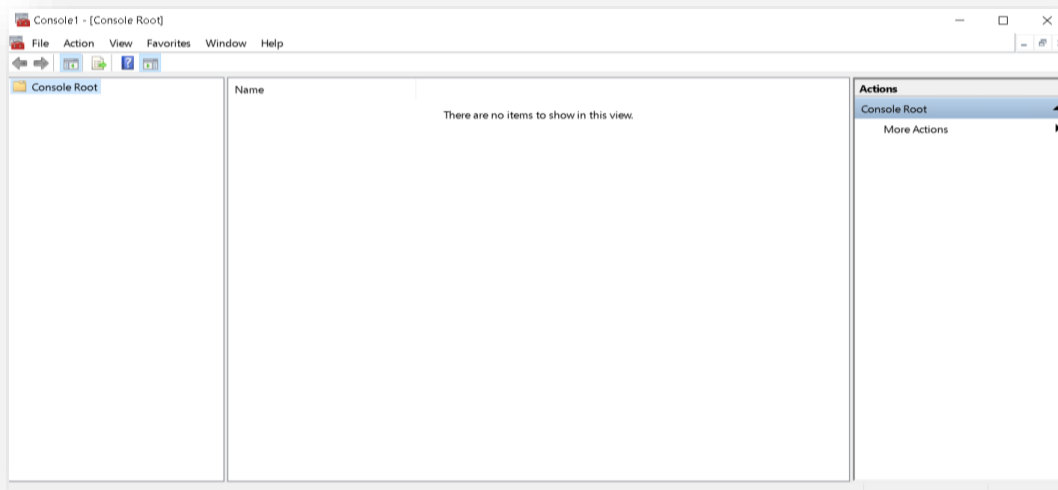


Figure 103 - User Account Control (Cont.1)

- c. Click on "File" on top right side and click on "Add/Remove Snap-ins"

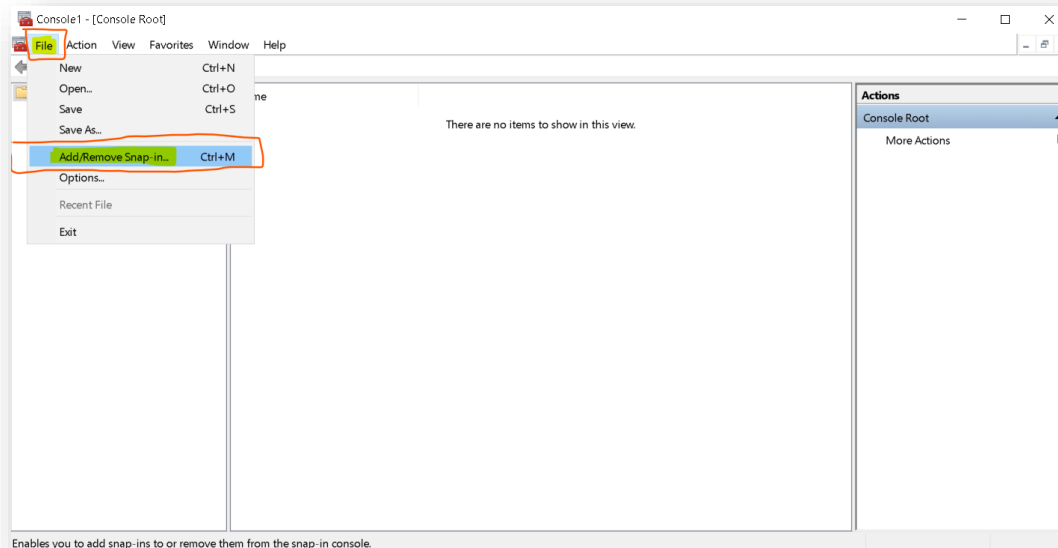


Figure 104 - User Account Control (Cont.2)

d. In the Add/Remove Snap-ins window:

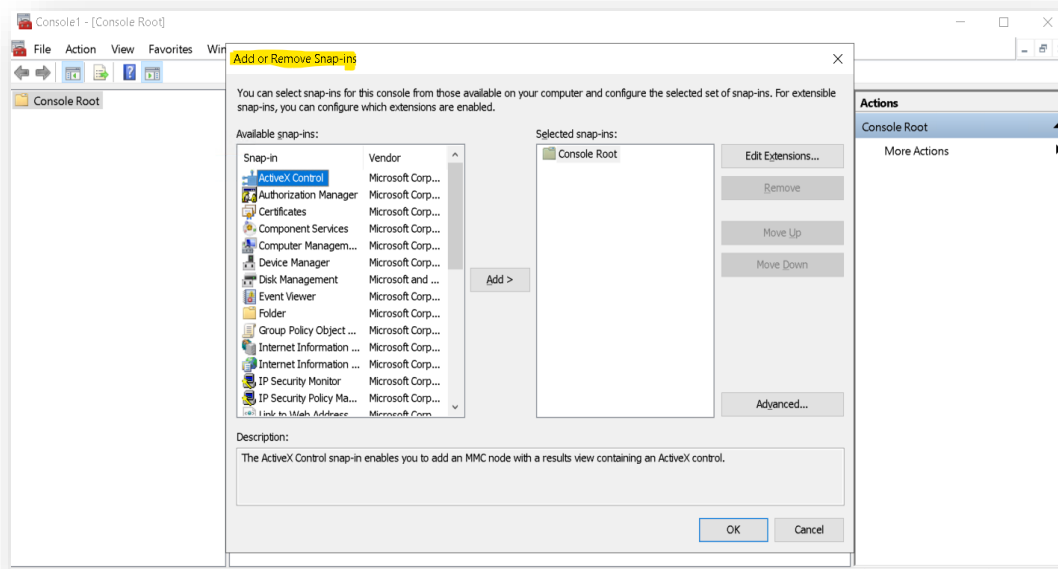


Figure 105 - Add/Remove Snap-ins window

e. Navigate to "Certificates" and click on "Add" certificates snap-in.

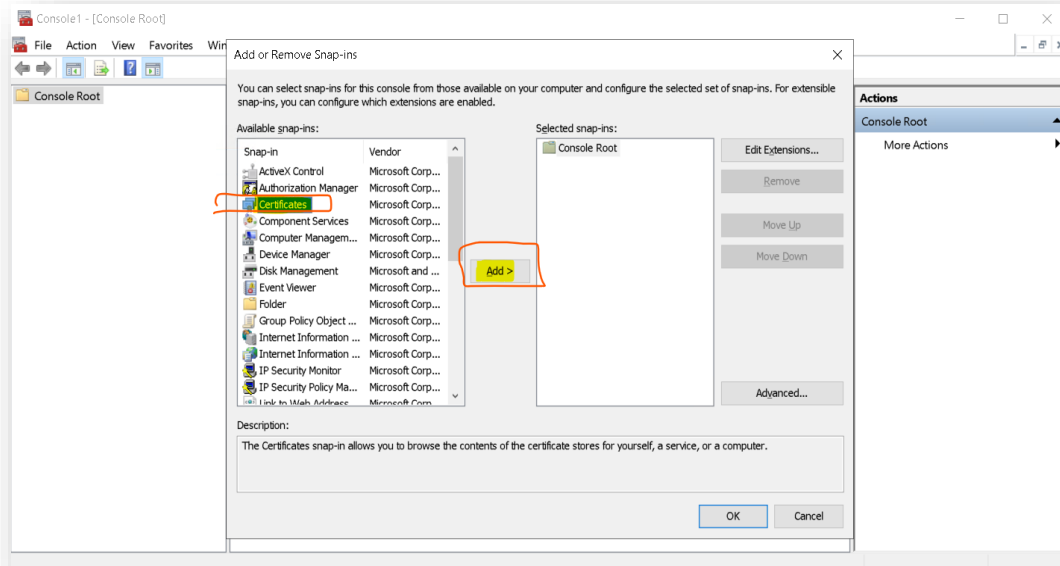


Figure 106 - Add/Remove Snap-ins window

- f. It will open the “Certificates snap-in” window:

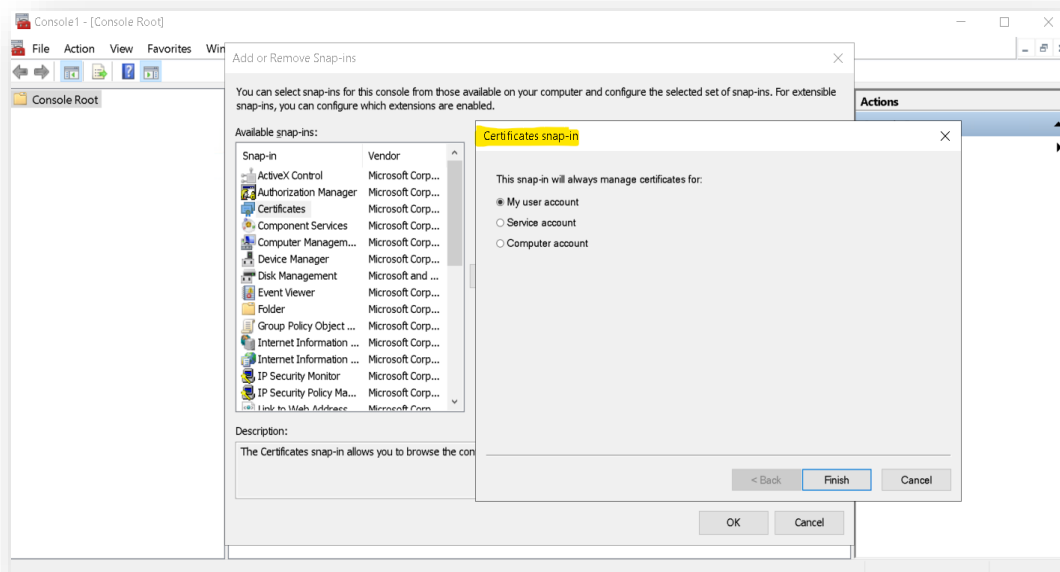


Figure 107 - Add/Remove Snap-ins window (Cont.1)

- g. Select “Computer account” which is the 3rd option.

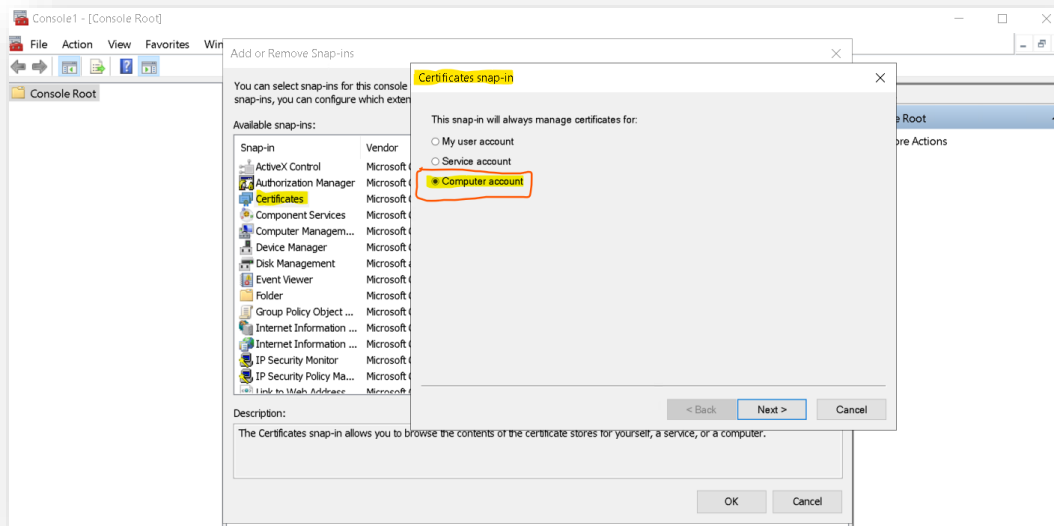


Figure 108 - Add/Remove Snap-ins window (Cont.2)

- h. It will open “Select Computer” window:
- Select “Local computer” and click on “Finish”

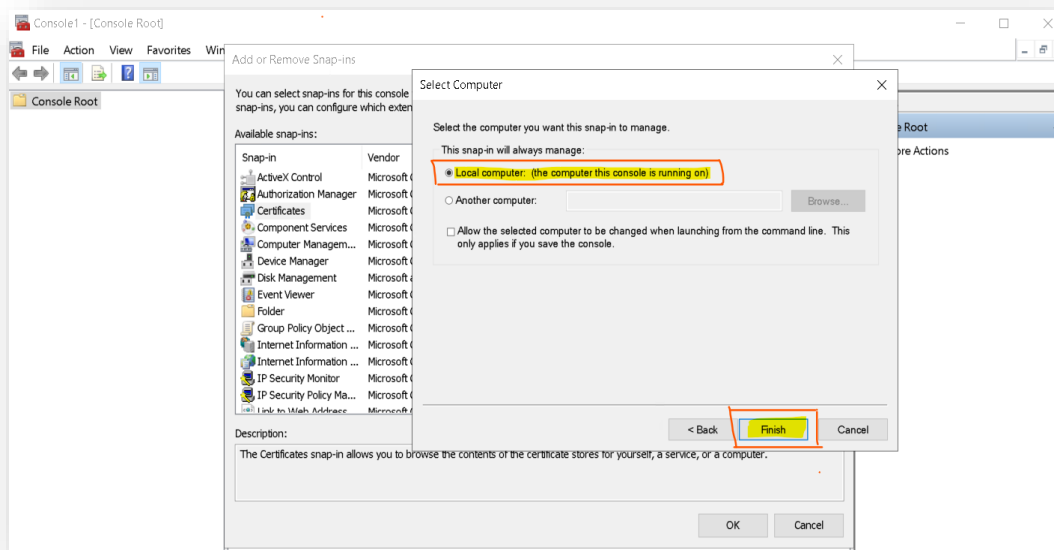


Figure 109 - Add/Remove Snap-ins window (Cont.3)

- i. In the Selected snap-ins your local computer certificates will be added

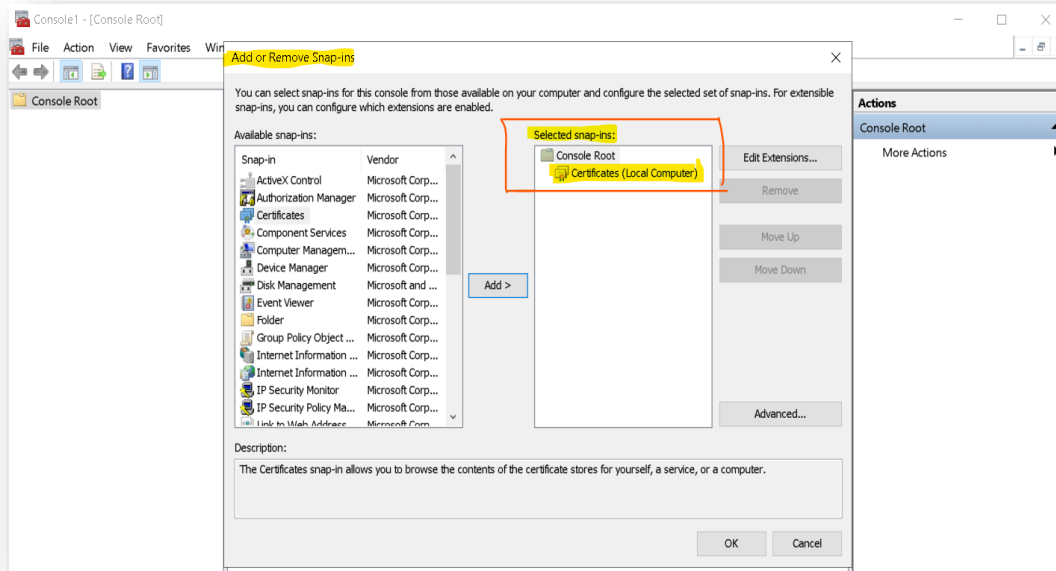


Figure 110 - Add/Remove Snap-ins window (Cont.4)

j. Now click on “OK” button.

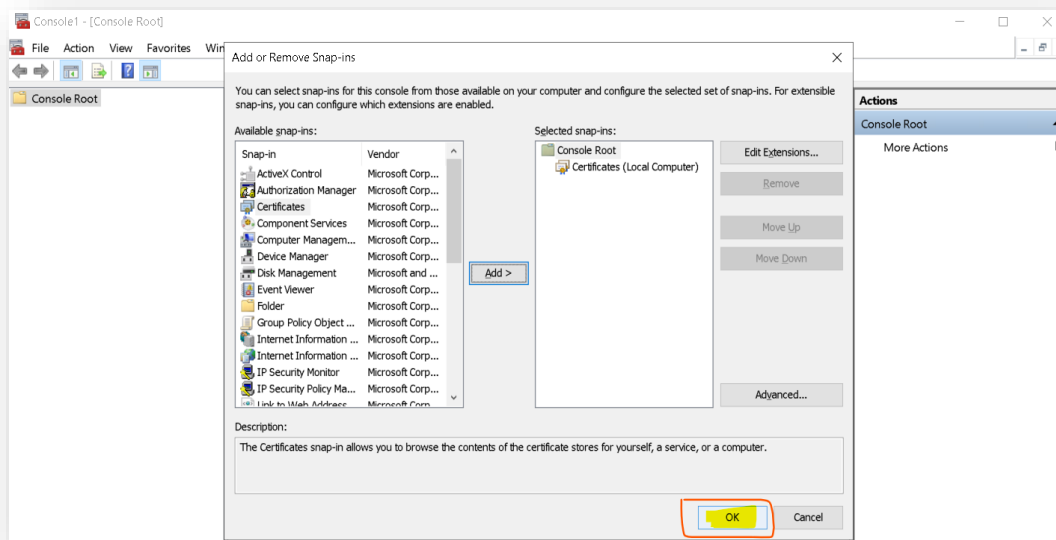


Figure 111 - Add/Remove Snap-ins window (Cont.5)

k. In your mmc console window, Under Console Root – you can see Certificates (Local Computer) is added.

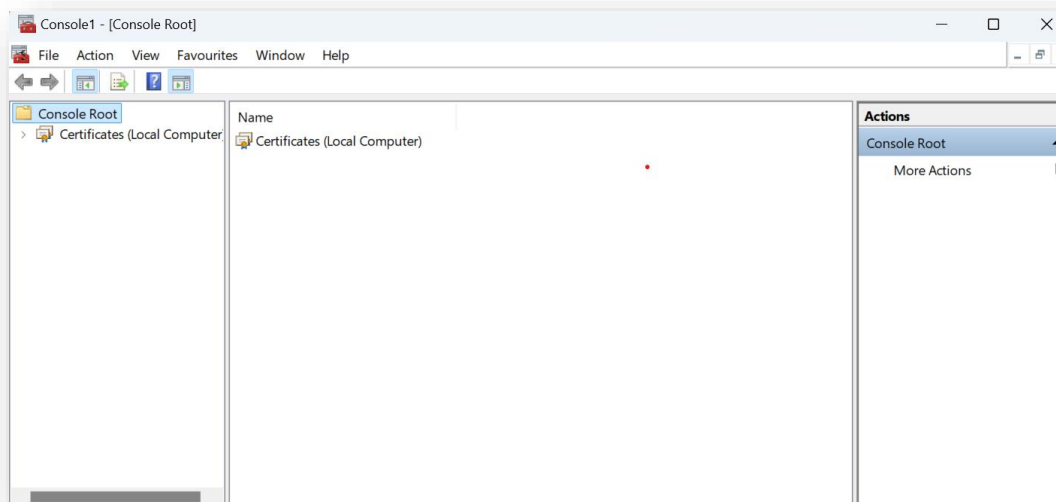


Figure 112 - Add/Remove Snap-ins window (Cont.6)

- l. Expand or double click on Certificates.
- m. Now you see your personal and Trusted Root Certificate Authorities and other files.
 - o Expand Personal Folder and you can find certificates folder.

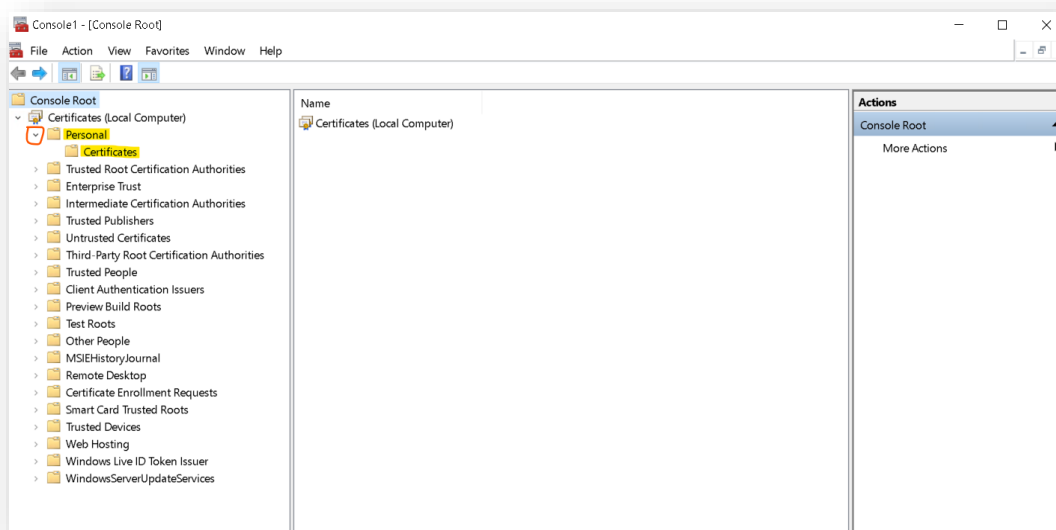


Figure 113 - Personal and Trusted Root Certificate and files

- o Click on "Certificates" and Find "MX_EDS_CERT_Client" and "MX_EDS_CERT_Server".

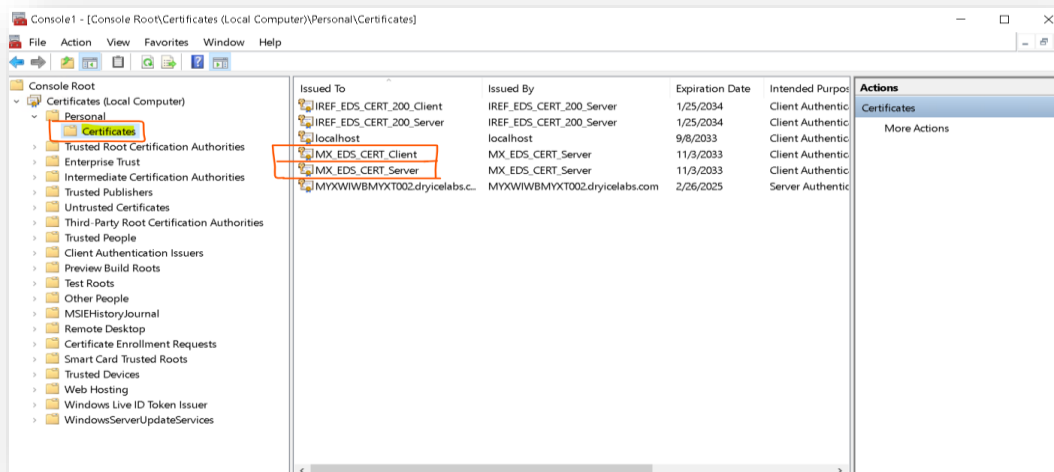


Figure 114 - MX_EDS_CERT_Client

- Right-click on “MX_EDS_CERT_Server” and click on “Delete” to remove the certificate.

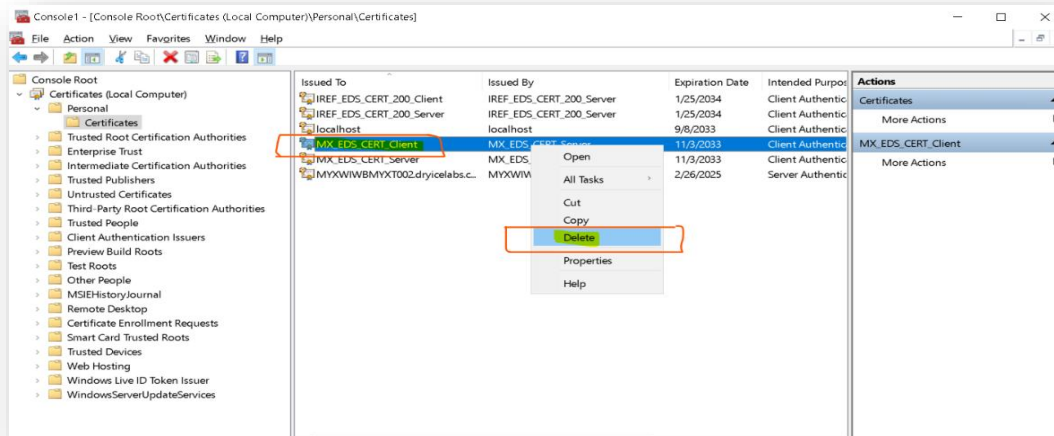


Figure 115 - MX_EDS_CERT_Servers

- Right-click on “MX_EDS_CERT_Server” and click on “Delete” to remove the certificate.
- Expand “Trusted Root Certificate Authorities” Folder and you can find “Certificates” Folder.

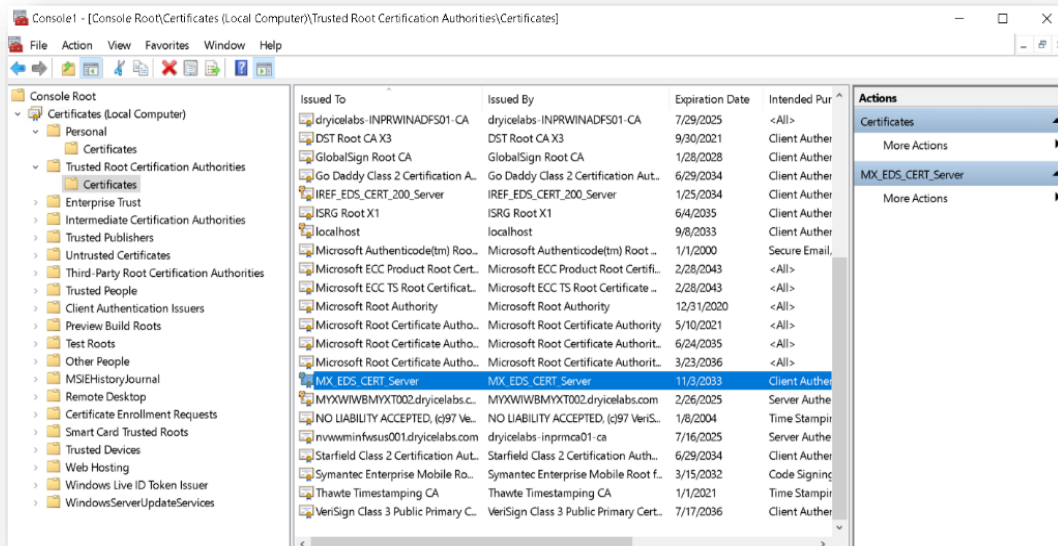


Figure 116 - MX_EDS_CERT_Server (Cont.2)

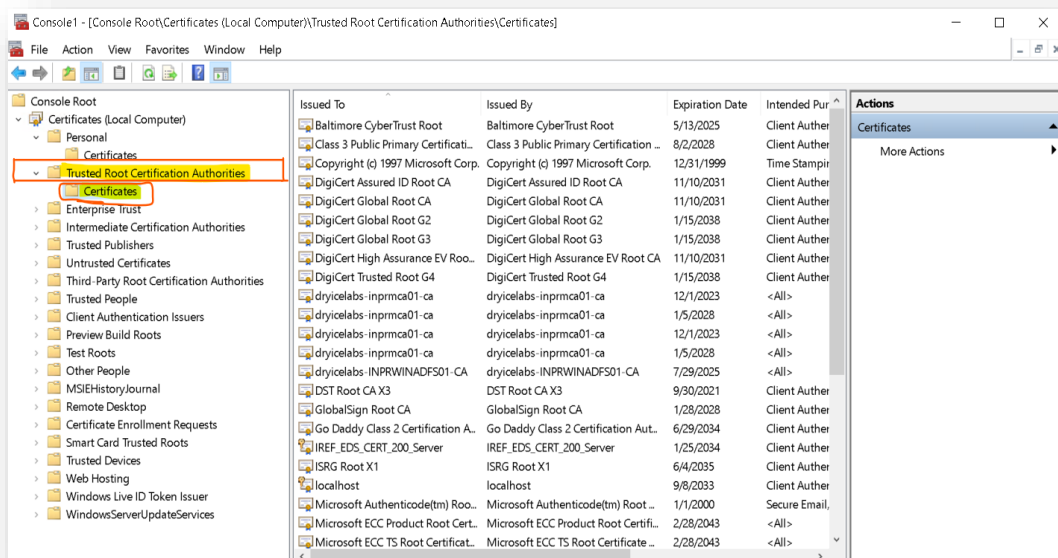


Figure 117 - MX_EDS_CERT_Server (Cont.3)

- Right-click on “MX_EDS_CERT_Server” and click on “Delete” to remove the certificate.
- Right-click on “MX_EDS_CERT_Server” and click on “Delete” to remove the certificate.

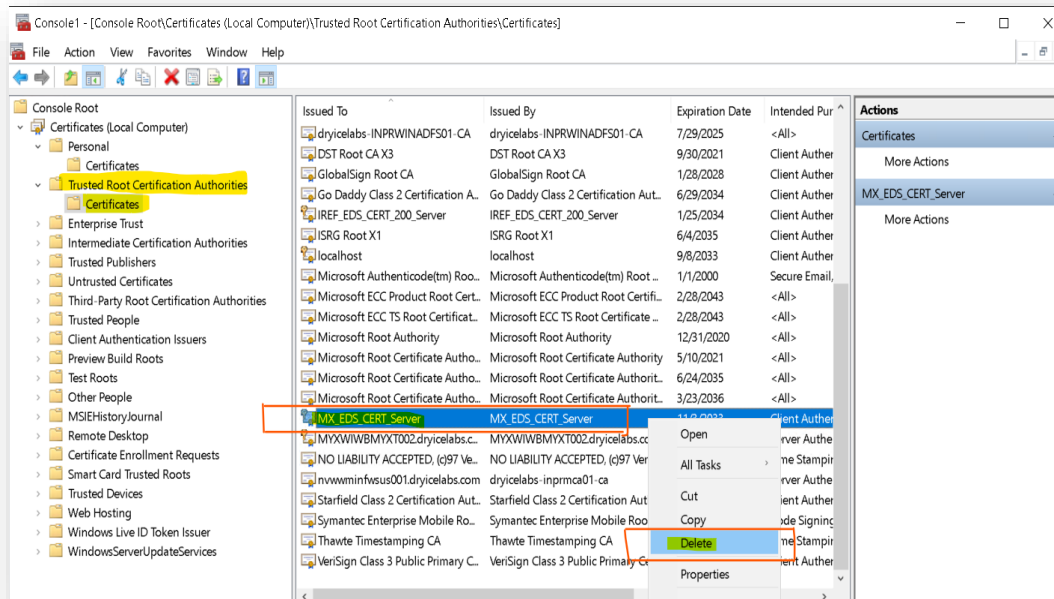


Figure 118 - MX_EDS_CERT_Server (Cont.4)

Now we need to remove the databases to delete the databases follow the steps as below.

7. Open your database management tool (SQL Server Management Studio) and Connect to your database server.

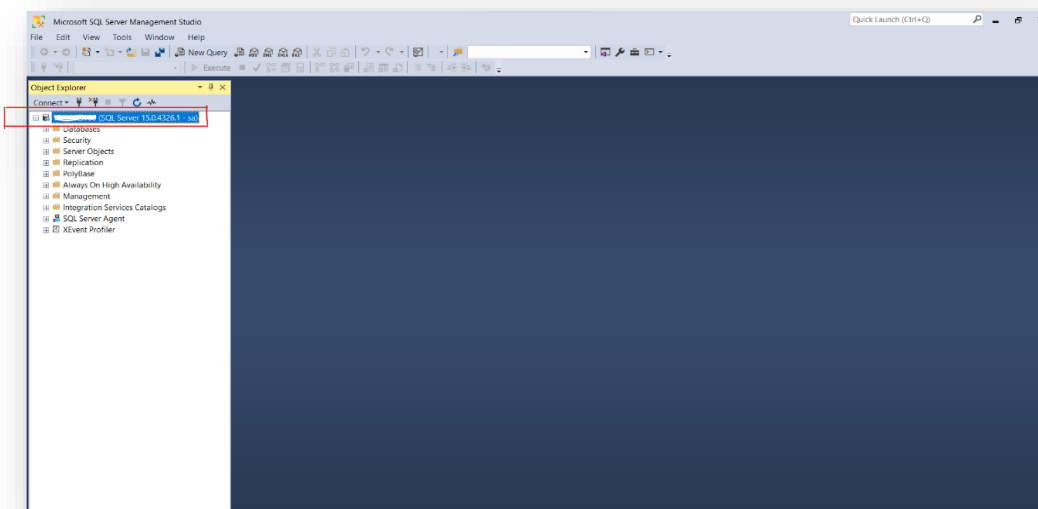


Figure 119 - SQL Server Management Studio

8. In the database management tool:
 - a. Expand database Folder.

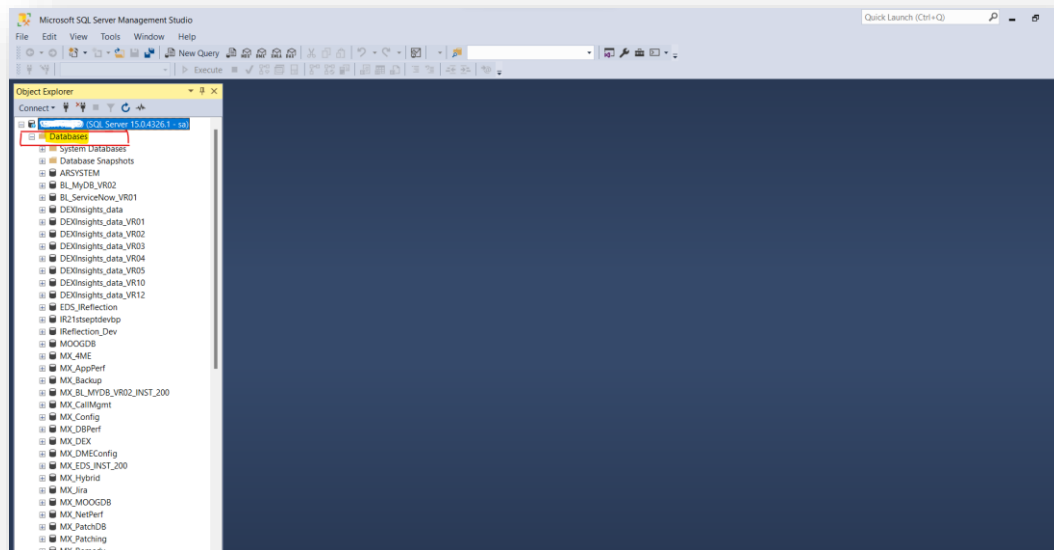


Figure 120 - Database management tool

- b. Locate the databases under Database – Database Snapshots to remove: [MX_DEX], [MX_DMEConfig], [MX_BL_MYDB_VR02_INST_200], and [MX_EDS_INST_200] (the database name as which you have entered while creating it through installer).
- c. Right-click on [MX_DEX] databases and select the "Delete" option from the context menu. (this will be MX_DEXs databased name which you have given at the time of creating it)

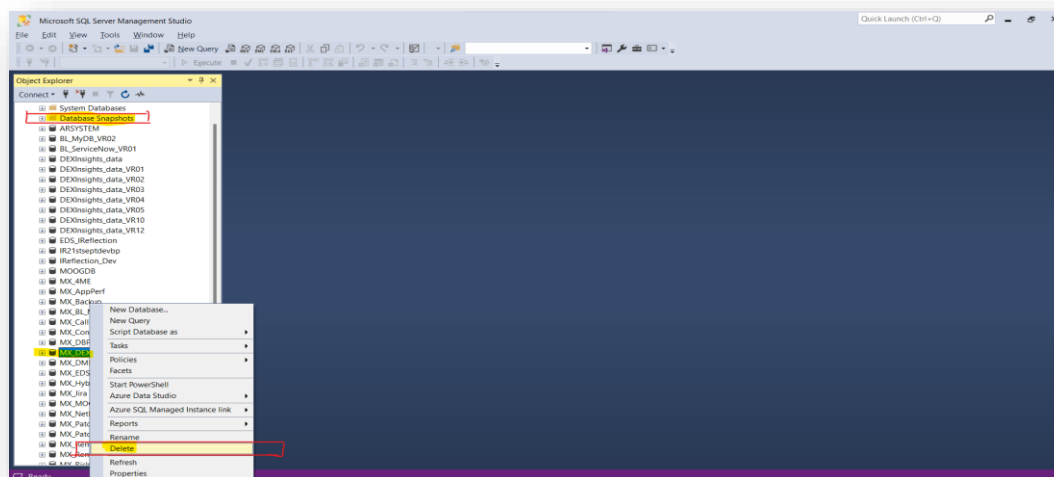


Figure 121 - Database management tool (Cont.1)

- d. Confirm the deletion when prompted and select the bottom check boxes “Delete backup and restore history information for databases” and “Close existing connections” and then Click on “OK”.

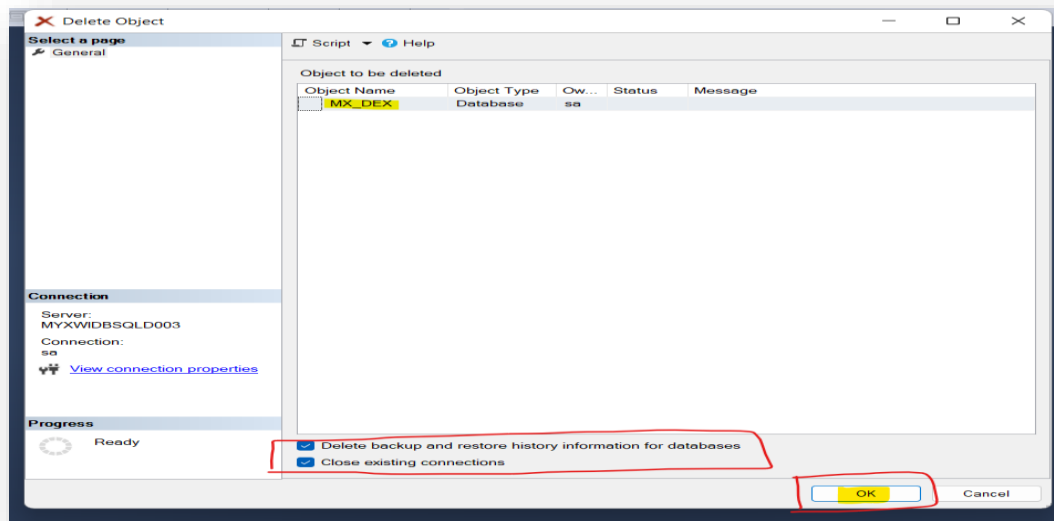


Figure 122 - Delete backup and restore historical information for databases

It will be deleted successfully.

- e. Right-click on [MX_EDS_INST_200] databases and select the "Delete" option from the context menu. (this will be EDS databased name which you have given at the time of creating it)

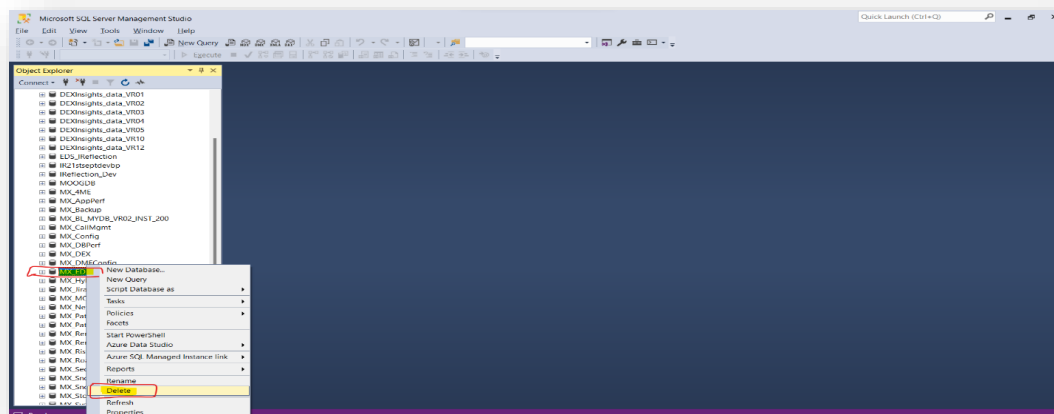


Figure 123 - Delete backup and restore historical information for databases (Cont.1)

- f. Confirm the deletion when prompted and select the bottom checkboxes "Delete backup and restore history information for databases" and "Close existing connections" and then Click on "OK".

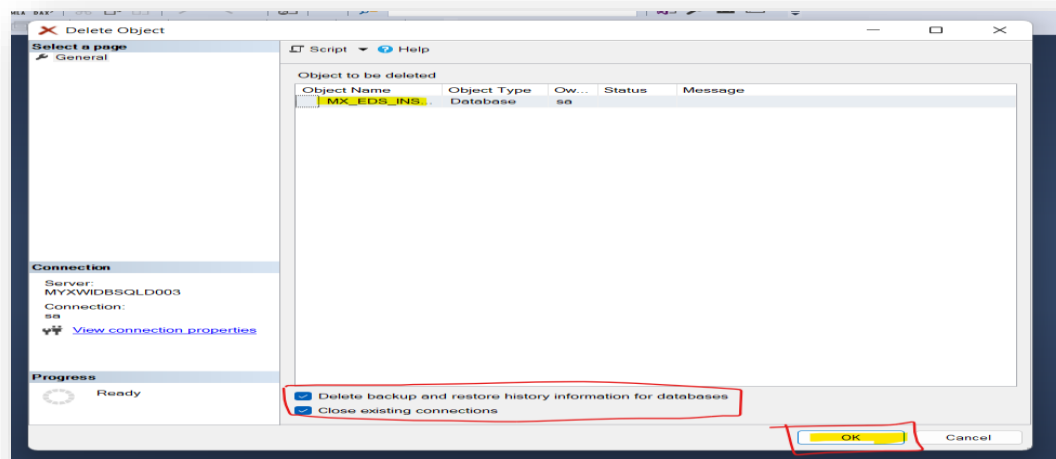


Figure 124 - Delete backup and restore historical information for databases (Cont.2)

It will be deleted successfully.

- g. Right-click on [MX_DMEConfig] databases and select the "Delete" option from the context menu. (this will be DMEConfig databased name which you have given sat the time of creating it)

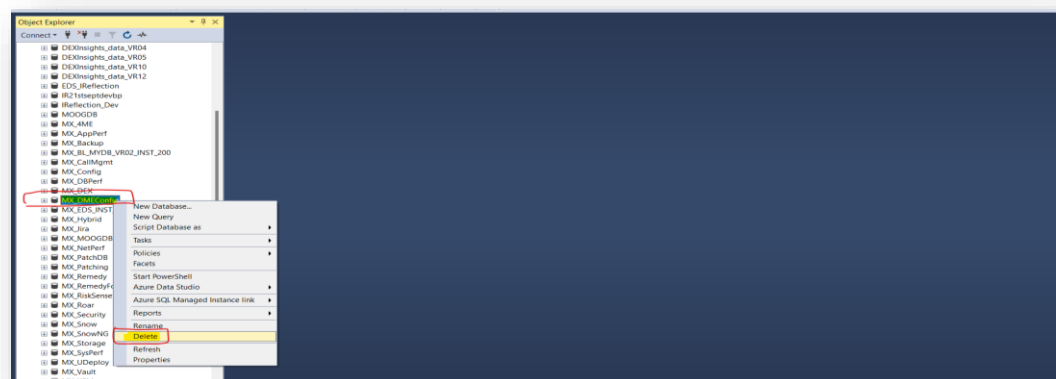


Figure 125 - Delete backup and restore historical information for databases (Cont.3)

- h. Confirm the deletion when prompted and select the tow check boxes “Delete backup and restore history information for databases” and “Close existing connections” and then Click on “OK”.

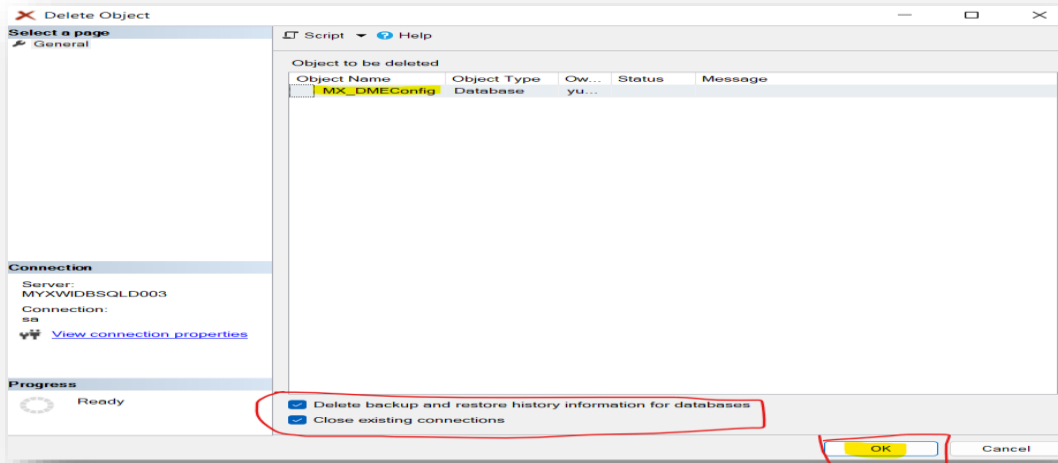


Figure 126 - I Delete backup and restore historical information for databases (Cont.4)

- i. Right-click on [MX_BL_MYDB_VR02_INST_200] databases and select the "Delete" option from the context menu. (this will be MyXalytics core database name which you have given at the time of creating it)

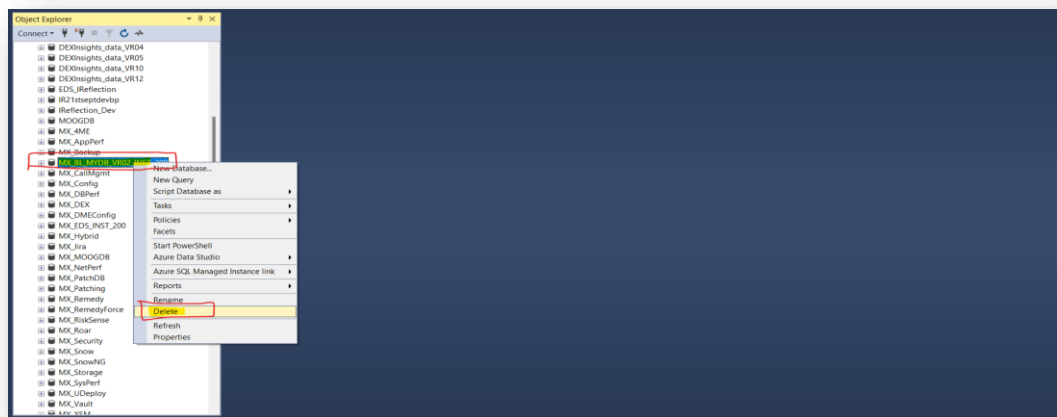


Figure 127 - Delete backup and restore historical information for databases (Cont.5)

- j. Confirm the deletion when prompted and select the tow check boxes “Delete backup and restore history information for databases” and “Close existing connections” and then Click on “OK”.

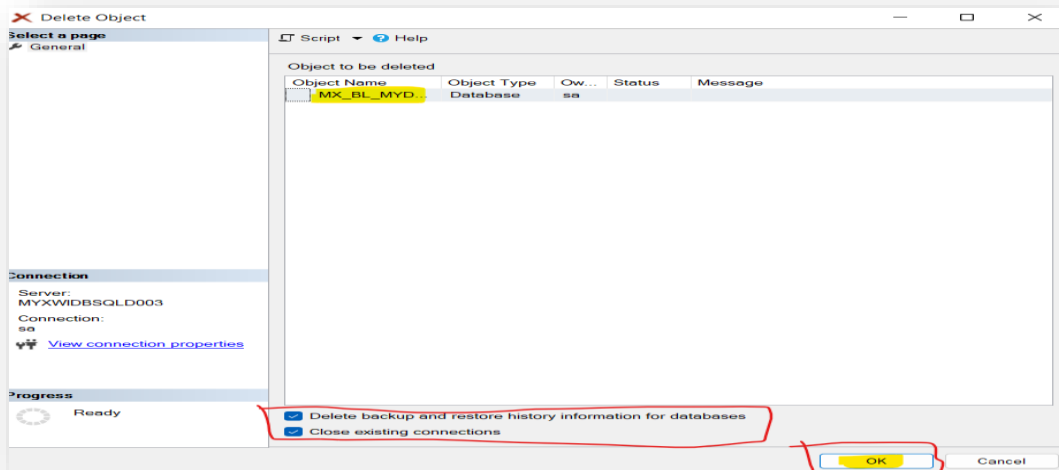


Figure 128 - Delete backup and restore historical information for databases (Cont.6)

It will be deleted successfully.

Now we need to remove the Services:

- Press “Window+R” now in the run write “services.msc” it will open the services section.
- Check your services name whatever you enter while installing the installer.

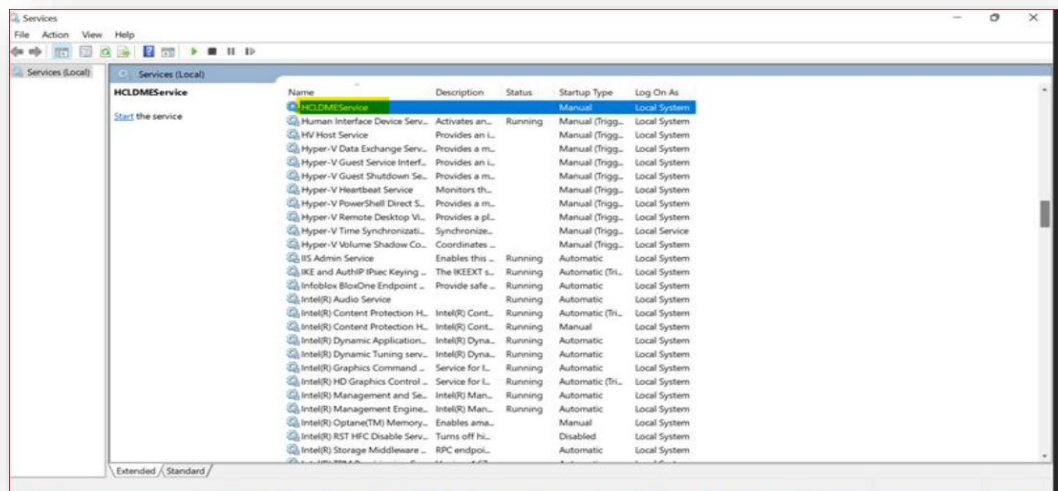


Figure 129 - Run write services.msc

- Check the name of the services, right click and view select the service name.

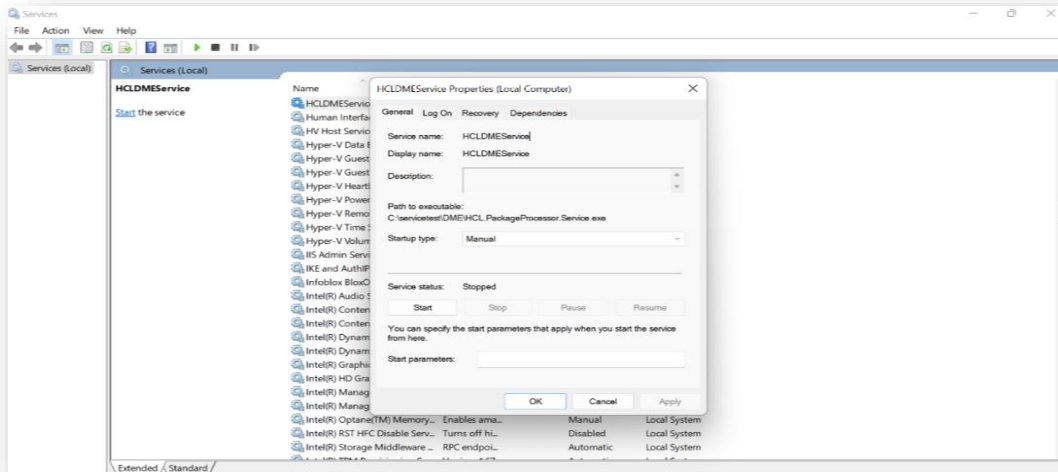


Figure 130 - Run write services.msc (Cont.1)

- First open the command prompt and run it as administrator.
 - `sc.exe delete <servicename>`

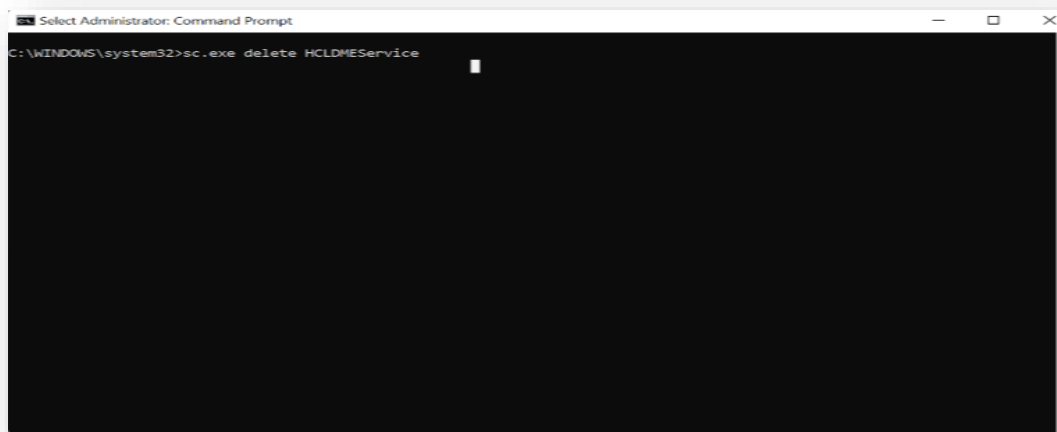


Figure 131 - `sc.exe delete <servicename>`

- Hit enter it will delete the service as shown in screenshot.

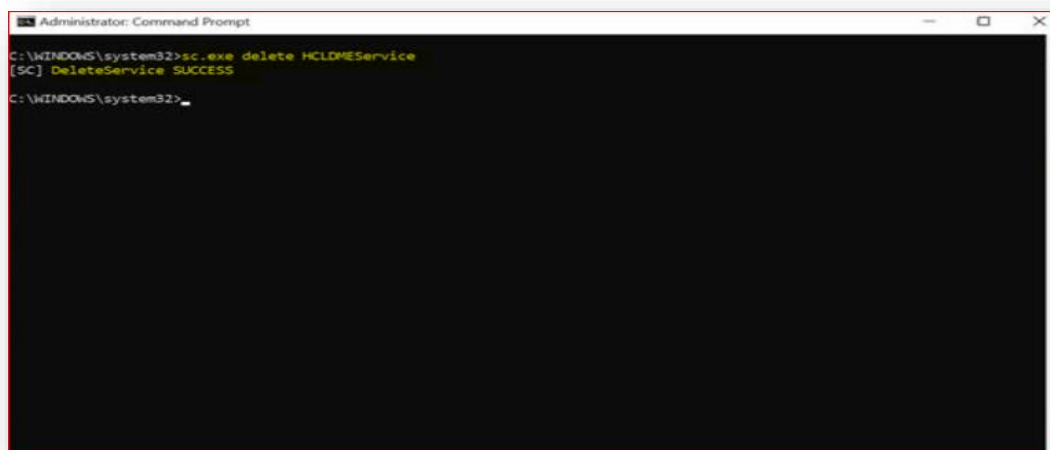


Figure 132 - sc.exe delete <servicename> (Cont.1)

Services will be deleted successfully.

- a. To delete the folder created by the installer exe while new installation, go to the installation path provided during installation procedure. e.g., C:\MYXA24Mar

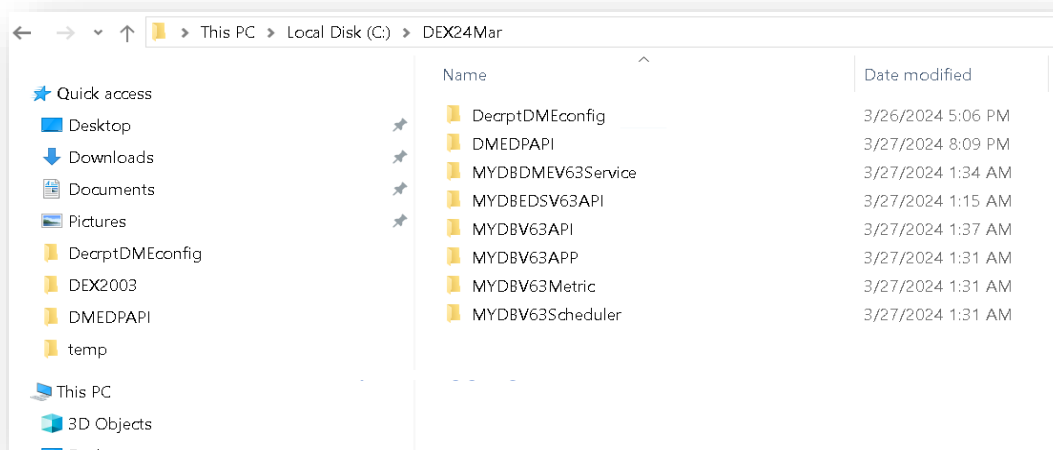


Figure 134 - Sc.exe delete <servicename> (Cont.2)

- b. To delete the installer zip folder Right click on the folder to delete.

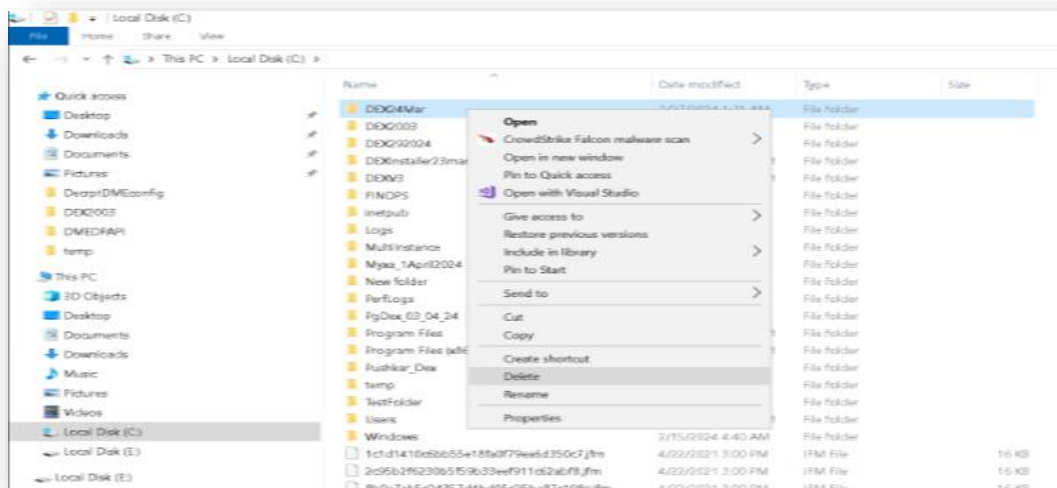


Figure 135 - sc.exe delete <servicename> (Cont.3)

- c. Finally delete the temp files from your system.

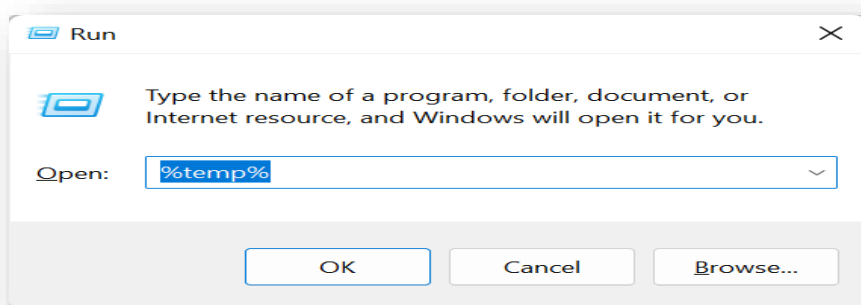


Figure 136 - Delete the temp files

- d. After it please select all the folders by pressing (Ctrl+A) and Press (Shift + Delete) and Click on Yes button. It will remove the binaries.

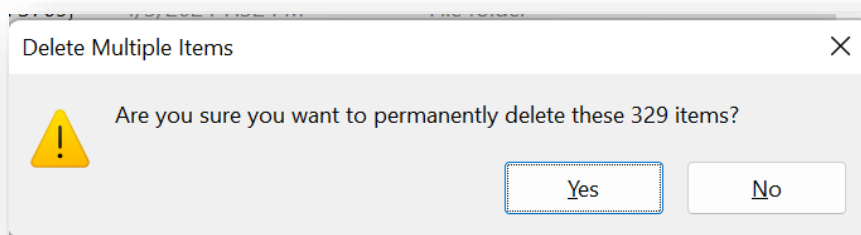


Figure 137 - delete the temp files (Cont.1)

4.22 DME Service Shared Job Settings

Post installation attached is the list of shared jobs which will be automatically cloned (EngagementId = 'BC07_Cloned').

All the connections will be updated for these jobs by Installer post installation. But below are few of the jobs which connection details must be updated manually (generate vault id and update in respective job's data source id).

Later in upcoming releases it can be updated from Job Master console.

Table 5 - Jobs Requiring Manual Connection Updates Post Installation (Cont.1)

JobId	Job Name	Credentials
B9896	Azure_customer_vm_availableskusizes	Azure customer credentials
B9850	Azure_customer_vm_details_kpidata_dedicated	Azure customer credentials
B9851	Azure_subscription_customer (resource subscription list)	Azure customer credentials
B9302	Cloud_exchangerateazure	Azure us csp credentials
B9340	Cloud_pricelistazure	Azure us csp credentials
B9347	Cloud_skulistazure	Azure us csp credentials
B10104	Gcp_service	Gcp customer credentials
B10107	Gcp_skupricelist	Gcp customer credentials

4.23 Decrypt and Update EDS Vault ID Details

To find the encrypted values and update the EDS Vault ID details, kindly refer to the document Releases "Update decrypted value in EDS using Rest API of EDS"

4.24 Troubleshooting

Issue – Failed (Generic error)

How to resolve:

- Go to MX_ComponentStepDetails Table available in MyXalytics MYDB database.
 - Run the script `Select * From MX_ComponentStepDetails Where vcStatus='Failed' and InstallerVersion='<IsnstalerVerison>'`
 - Check the vcComponent and vcSubComponent column for component and sub-component details.
 - Check the vcAction and vcActionDetails column to check action details for which error is coming.
 - Check the vcStatusMessage column to get the error details and resolve the issue accordingly.
 - If the MX_ComponentStepDetails is not populated with error details.
 - The user must refer to the text file generated called steplogger.txt which can be found in the root of the installer folder.

	nmlD	nmComponentMetaDataID	vcComponent	vcSubComponent	vcAction	vcActionDetails
1	1	1	MyXa	Database Configuration	Saving the component configuration details	Saving the component configuration details on data...
2	2	1	Installer	Installer	Installer is running on server MYXWIAPMYXP002	Installer is running on server MYXWIAPMYXP002
3	3	1	MyXa	DatabaseConfig	Database Configuration	Start of processing of DB script for database MX_B...
4	4	1	EDS	DBConfigs	EDS Database and its objects Creation on server ...	Creation of EDS database and its object creation
5	5	1	MyXa	DatabaseConfig	Database Configuration	Execution of complete DB release script started for ...
6	6	1	EDS	DBConfigs	EDS Database and its objects Creation on server ...	Creation of EDS database and its object creation
7	7	1	Common	CommonConfigs	Directory Creation	Creation of directory if drive exist for all the compon...
8	8	1	MyXa	DatabaseConfig	Database Configuration	Executing DB script query no 1000 for database M...
9	9	1	MyXa	DatabaseConfig	Database Configuration	Executing DB script query no 2000 for database M...
10	10	1	MyXa	DatabaseConfig	Database Configuration	Executing DB script query no 3000 for database M...

Figure 138 - MX ComponentStepsDetails Page

dtStartDateTime	dtEndDateTime	vcStatus	vcStatusMessage	vcCreatedBy	InstallerVersion
2024-02-19 03:36:50.020	2024-02-19 03:36:50.020	Success	NULL	MyXaInstaller	6.2
2024-02-19 03:36:50.617	2024-02-19 03:36:50.617	Success	NULL	MyXaInstaller	6.2
2024-02-19 03:36:50.687	2024-02-19 03:36:50.687	In Progress	NULL	MyXaInstaller	6.2
2024-02-19 03:36:50.687	2024-02-19 03:36:50.687	In Progress		MyXaInstaller	6.2
2024-02-19 03:36:50.877	2024-02-19 03:36:50.877	In Progress		MyXaInstaller	6.2
2024-02-19 03:36:50.687	2024-02-19 03:36:51.383	Success	AppsAndDbInstallation [MXAppsComponentsConfigur...	MyXaInstaller	6.2
2024-02-19 03:36:51.627	2024-02-19 03:36:51.627	In Progress	AppsAndDbInstallation [MXAppsComponentsConfigur...	MyXaInstaller	6.2
2024-02-19 03:37:05.933	2024-02-19 03:37:05.933	In Progress		MyXaInstaller	6.2
2024-02-19 03:37:08.003	2024-02-19 03:37:08.003	In Progress		MyXaInstaller	6.2
2024-02-19 03:37:09.643	2024-02-19 03:37:09.643	In Progress		MyXaInstaller	6.2

Figure 139 - MX ComponentStepsDetails (Cont.)

Issue Description:

“HTTP Error 403.16 – Forbidden: Your client certificate is either not trusted or is invalid.”

This issue might come during installation in case of one or more non-self-signed certificates exists in the Trusted Root Certification Authorities Certificate store.

(A non-self-signed certificate is any certificate for which the Issued to and Issued By values aren't an exact match).

Resolution:

To resolve this issue, you must move all the non-self-signed certificates from Trusted Root Certification Authorities Certificate store to the Intermediate Certification Authorities Certificate store.

Step 1: To get all non-self-signed certificates in the Trusted Root Certification Authorities Certificate store, run the below PowerShell command in the server where installation is going on.

- Get-Childitem cert:\LocalMachine\root -Recurse |
- Where-Object {\$_. Issuer -cne \$_. Subject}

Step 2: To move the non-self-signed certificates in the Trusted Root Certification Authorities Certificate store run the PowerShell command in the server where installation is going on.

- Get-Childitem cert:\LocalMachine\root -Recurse |
- Where-Object {\$_. Issuer -cne \$_. Subject} |
- Move-Item -Destination Cert:\LocalMachine\CA

5 Links

- i. [Download .NET 6.0 \(Linux, macOS, and Windows\) \(microsoft.com\)](#)
- ii. [Download .NET 7.0 \(Linux, macOS, and Windows\) \(microsoft.com\)](#)
- iii. [Download .NET 8.0 \(Linux, macOS, and Windows\) \(microsoft.com\)](#)
- iv. [Download .NET Framework 4.8 | Free official downloads \(microsoft.com\)](#)

6 Supports

For any additional queries, please reach out to us at teammyxalyticsps@hcl-software.com.

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