

# **ActiveBatch Health Service Installation Guide**

The ActiveBatch Health Service is a stand-alone Windows service that collects usage and analytical data, which is then anonymized and sent back to ActiveBatch. This data is used by ActiveBatch to determine usage and performance issues and then create proactive fixes that will be sent out to customers who've installed the Health Service via our Self-Healing Platform.

The data will also be used to provide you with a quarterly, automated Health Report, delivered via My ASCI. The reports will provide insight into your ActiveBatch environment by evaluating four key areas and then providing tactical recommendations to improve performance.

To learn more, check out these <u>additional resources</u> or contact Customer Success at success@advsyscon.com.

### Health Service Overview

#### **Health Service Components:**

- **Health Service:** The program is named AbatHealthService.exe. It's an executable that runs as a Windows service. Its job is to launch and monitor the Health Agent process.
- **Health Agent:** This is a program named AbatHealthAgent.exe. It is an executable that connects to the ActiveBatch database to collect and move the data.

#### **Prerequisites:**

- The Health Service must be installed on the Job Scheduler server.
- The Health Service version must match the ActiveBatch version.
- Supported versions include:
  - ActiveBatch V11, all service packs
  - ActiveBatch V12, all service packs
- An API Key, provided by Advanced Systems Concepts, Inc., which is accessible at My ASCI.

#### Installation:

- Run the installation as an administrator.
- Two installers, an .msi and an .exe, are available for each Health Service version.
  - V12 consists of an x64 kit
  - V11 includes x86 and x64 kits
- The Health Service kit type must match what was used to install the Job Scheduler.
- An x64 Job Scheduler installation must use the x64 Health Service kit. An x86 Job Scheduler installation must use the x86 Health Service kit.



- The installation kit installs the files.
  - After the installation, configuration is required using the ActiveBatch Management Console application. It will automatically launch after the software is installed.

#### **Post Installation Configuration:**

When using the ActiveBatch Management Console application to configure the Health Service, you will be prompted to enter the following information:

- **Confirmation Email Recipients:** A comma-separated list of email addresses that you provide. At least one email address must be entered. The email recipient(s) entered here will be sent an email confirmation that they have accepted the terms of the addendum.
- **API Key:** The API Key that is used to authenticate API calls made to the backend service. This is available at your My ASCI account.
- **Email Alert Recipients (optional):** A comma-separated list of email addresses that will be used to notify recipients when a new Health Report is available.
- **Service Account:** The Health Service must run using the same service account as the ActiveBatch Job Scheduler. The configuration application populates the read-only username field automatically. You will be required to enter the account's password.

## **Health Service Installation and Configuration**

- The upcoming installation images were taken when running the V12 64-bit .msi kit.
- Download the appropriate Health Service kit from My ASCI. Run the installer on the Job Scheduler server. Initially you will be presented with a Welcome page.



Click Next.



| Adde  | the "Addendum")                                      | Lloud Health Service             | ^  |
|---|--|----------------------------------|----|
| IMPORTANT NOTICES                             | i i i i i i i i i i i i i i i i i i i                |                                  |    |
| and (2) agree to thi<br>access or use the Clo | s Addendum. If You do not mee<br>oud Health Service. | et the above criteria, You may n | ot |

Read, then accept the terms of the License Agreement. Click Next.

| 🖟 ActiveBatch Health Service V12 Setup                       | - 🗆 X            |
|--|------------------|
| <b>Destination Folder</b><br>Select the installation folder. | ActiveBatch      |
| Install ActiveBatch Health Service V12 to:                   |                  |
| C:\Program Files\ASCI\                                       |                  |
| Change   |                  |
|  |                  |
|  |                  |
|  |                  |
| [  | Back Next Cancel |

The default installation folder is C:\Program Files\ASCI\. You have the option to change it. Click Next.



| 🕼 ActiveBatch Health Service V12 Setup   | -                                   |        |
|--|-------------------------------------|--------|
| Ready to Install   | ActiveBa                            | atch   |
| Click Install to begin the installation. Click Back to<br>installation settings. Click Cancel to exit the wiza | review or change any of your<br>rd. |        |
| Back   | Install                             | Cancel |

Click Install.

| SectiveBatch Management Console |  | - 🗆 X |
|---------------------------------|--|-------|
| Execution Agent                 |  | G     |
| Instance Reporting              |  |       |
| Egg instance neporting          | ActiveBatch Health Service V12 Setup – |       |
|                                 | Back Findh Cancel                      |       |

When the installation completes, the ActiveBatch Management Console application is automatically launched behind the Setup window. This the configuration application. Click the Finish button in the Setup window.

Note, if you inadvertently close the ActiveBatch Management Console application, the file's full path is C:\Program Files\ASCI\AbatHealthService\bin\abatmgmt.exe, when using the default installation folder.



| File Tools About                  |   |   |
|-----------------------------------|---|---|
| Execution Agent<br>Health Service | Health Service  | G |
| Instance Reporting                | This feature has been installed but needs to be configured. Click on Configure Installed Features to begin initial configuration.<br>Configure Installed Features |   |

Using the ActiveBatch Management Console, click on Health Service, then click on Configure Installed Features.

| 📽 Configure Health Service   | - 🗆 X  |
|------------------------------|--|
| 🚱 Configure                  | Health Service   |
| Usage Terms                  |  |
| Health Service Configuration | Usage Terms  |
| Health Service Credentials   |  |
| Review                       | PRODUCTS OR RESULTS OF THE USE THEREOF, WILL MEET YOUR OR ANY OTHER PERSON'S OR ENTITY'S<br>REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT BE COMPATIBLE OR WORK  |
| Readiness Checks             | WITH ANY OF YOUR OR ANY THIRD PARTY'S SOFTWARE, SYSTEM, OR OTHER SERVICES, OR BE SECURE, ACCURATE,<br>COMPLETE, FREE OF HARMFUL CODE, OR ERROR-FREE, OR THAT ANY ERRORS OR DEFECTS CAN OR WILL BE  |
| Configure                    |  |
| Complete                     | 12. Indemnincation. Any detense and indemnincation obligation provided to You in the License Agreement is deemed to include the<br>Service Materials, subject to any terms and conditions related thereto.   |
|                              | 13. Term; Termination; Survival. The terms and conditions set forth in this Addendum commence upon the date Your authorized representative clicks "I Agree" and continues through the remainder of the Subscription Term related to Your use of ActiveBatch unless (a) the License Agreement is terminated for any reason; (b) You provide 30 days' notice of termination of this Addendum for any reason or no reason to ASCI; or (c) ASCI discontinues the Cloud Health Service for any reason. Upon any such expiration or traminates, Batch and the service Materials immediately terminate. Sections 5 through 13 of this Addendum must be despired Materials immediately terminate. Sections 5 through 13 of this Addendum multi survive the expiration or termination of this Addendum on the ActiveBatch customer, please check the "I accept the above Usage Terms" and continue with the installation otherwise click Cancel and abort the installation. |
|                              | I accept the above Usage Terms Send acceptance confirmation to   |
|                              | < Back Next > Review Cancel  |

Accept the Usage Terms. The Usage Terms acceptance checkbox becomes enabled when you have read through the entire agreement. Next, enter one or more (comma-separated) email recipients to send the acceptance confirmation to. The "Next" button will not be enabled until you enter at least one email address in UPN format. When done, click Next.





Enter your API Key, which can be accessed at My ASCI.

| Tools About                  |                                 |     | -    |
|------------------------------|---------------------------------|-----|------|
| Configure Health Service     |                                 |     | ×    |
| 🚯 Configure                  | Health Service                  |     |      |
| Usage Terms                  |                                 |     |      |
| Health Service Configuration | Health Service Configuration    |     |      |
| Health Service Credentials   |                                 |     |      |
| Review                       | API Key                         |     |      |
| Readiness Checks             | Health Alert Email Recipients 🕕 |     |      |
| Configure                    |                                 |     |      |
| Complete                     |                                 |     |      |
|                              |                                 |     |      |
|                              |                                 |     |      |
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|                              |                                 |     |      |
|                              |                                 |     |      |
|                              |                                 |     |      |
|                              | < Back Next > Review            | Car | icel |

Next, enter one or more (comma-separated) email recipients who will be notified when a health report is available. This field is optional. Click Next.



| 📽 Configure Health Service  | - 🗆 X                                    |
|---|--|
| 🔅 Configure   | Health Service                           |
| Usage Terms<br>Health Service Configuration<br>Health Service Credentials | Health Service Credentials Configuration |
| Readiness Checks  | Service Account   Bassword  Password     |
| Complete  | Test Success                             |
|   | < Back Next > Review Cancel              |

Enter the password for the Windows service account that the Health Service will run under. It is using the same service account configured for the Job Scheduler. This account cannot be changed. To verify that the service account authenticates, click the Test button (optional), then click Next.

| 📽 Configure Health Service   |  | -      |     | ×   |
|--|--|--------|-----|-----|
| 🔅 Configure  | Health Service   |        |     |     |
| Usage Terms<br>Health Service Configuration<br>Health Service Credentials<br>Review<br>Readiness Checks<br>Configure<br>Complete | Confirm Component Configuration<br>Review each of the selected configuration settings before beginning readiness checks.<br>Confirmation Email Recipients<br>API Key<br>Email Alert Recipients<br>Service Account<br>Confirmation Email Recipients<br>Confirmation Ema |        |     |     |
|  | < Back Next >  | Verify | Can | cel |

Confirm your entries. Click the Back button to make any changes. Click Verify when ready. Upon doing so, the entries you have made will be verified, but not yet applied.



| Service Mealth Service  |   |                                     | $\times$ |
|---|---|-------------------------------------|----------|
| 🛞 Configure   | Health Service  |                                     |          |
| Usage Terms<br>Health Service Configuration<br>Health Service Credentials<br>Review | Validate System Prerequisites<br>Validate that your system is ready for configuration   |                                     |          |
| Readiness Checks<br>Configure<br>Complete   | <ul> <li>✓ Validate Service Account</li> <li>✓ Check credentials for "Train@advsyscon.com"</li> <li>✓ Validate API Key</li> </ul> | Completed<br>Completed<br>Completed |          |
|   |   | < Back Next > Configure Cance       | :        |

If the validation succeeds, you will see a green check to the left of the validated items. After a successful validation, click Configure to apply the configuration information.

| Service Mealth Service  |   | -  |  | ×   |
|---|---|--|--|-----|
| 🖏 Configure   | Health Service  |  |  |     |
| Usage Terms<br>Health Service Configuration<br>Health Service Credentials | Configuration Progress  |  |  |     |
| Readiness Checks<br>Configure<br>Complete                                 | <ul> <li>Send Confirmation Emails</li> <li>Configure Service 'abathealthservice'</li> <li>Granting required permissions to 'Train@advsyscon.com'</li> <li>Grant</li> <li>Start Service 'abathealthService.</li> </ul> | Comp<br>Comp<br>Ith:Comp<br>Comp<br>Comp<br>Comp<br>Comp<br>Comp<br>Comp | leted<br>leted<br>leted<br>leted<br>leted<br>leted<br>leted<br>leted<br>leted<br>leted |     |
|   | < Back Next >   | inish  | Can  | cel |

Wait until a green check appears to the left of all the items in the list. You will also see "Completed" on the right. The last task in the list is starting AbatHealthService. Click Finish when complete.





With a successful configuration, you will see a final completion page with "Success" at the top. You can review the results. Click Close when done. In the future, you can use the ActiveBatch Management Console application to modify the configuration or remove the Health Service.