

# Deploying the Analytics Products iApp Template in the F5® BIG-IP® System

Analytics Products iApp Template Version 2.0.0

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## Objective

This document details how to deploy the Analytics products: Device ID+, Shape AI Fraud Engine (SAFE), and Recognize.

- Device ID+ creates a unique identifier for each device that visits the customer's site.
- SAFE is a fraud detection and prevention solution that blocks numerous types of fraud, including account takeover, malicious account creation, exploitation of stolen accounts, fraudulent applications, among others.
- Recognize rescues known, good consumers from the frustration of excessive logins and reauthentication, helping brands safely grow topline revenue. Recognize achieves this by accurately identifying, in real-time, returning consumers and other legitimate consumers through the power of deep analytics and the broad reach of the F5 network.

This document is for customers using the BIG-IP system on their web sites and mobile apps, who would also like to apply the monitoring and protection features offered by the Analytics Products.

## Prerequisites

Before deploying or upgrading an iApp in the F5® BIG-IP® system, you should ensure the following:

1. Your BIG-IP version is 12.1.0 or later, with the LTM Module provisioned and licensed.
2. You have backed up the BIG-IP configuration as described here: [Backing up your BIG-IP system configuration](#).
3. Your virtual server must have an HTTP profile and default pool attached to it.

## Deploying the Analytics Products iApp Template in the BIG-IP System

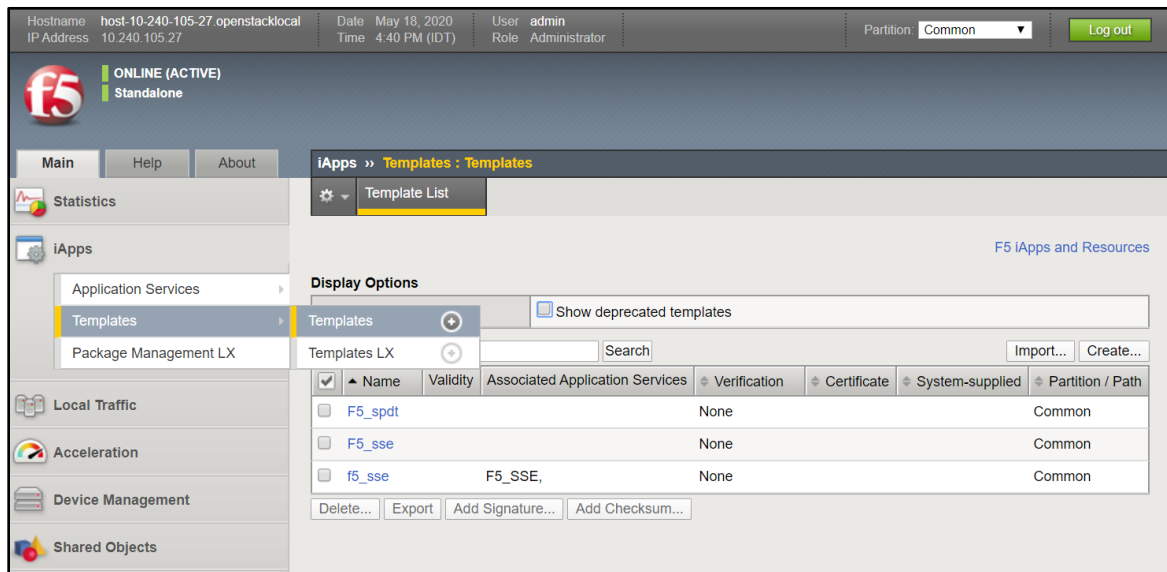
You deploy the iApp in the BIG-IP in two stages:

1. Import the Analytics Products iApp Template that you received from F5 to the BIG-IP.
2. Create the iApp in the BIG-IP, based on the imported template.

There are two options for creating the iApp, a basic configuration and an advanced configuration. To get started, F5 recommends starting with the basic configuration. If, after creating the iApp with the basic configuration, you need to fine tune the iApp to meet your system needs, see [Configuring Advanced iApp Settings](#).

## Import the Analytics Products iApp template to the BIG-IP

1. In the Main tab in the BIG-IP, go to **iApps>Templates>Templates**.

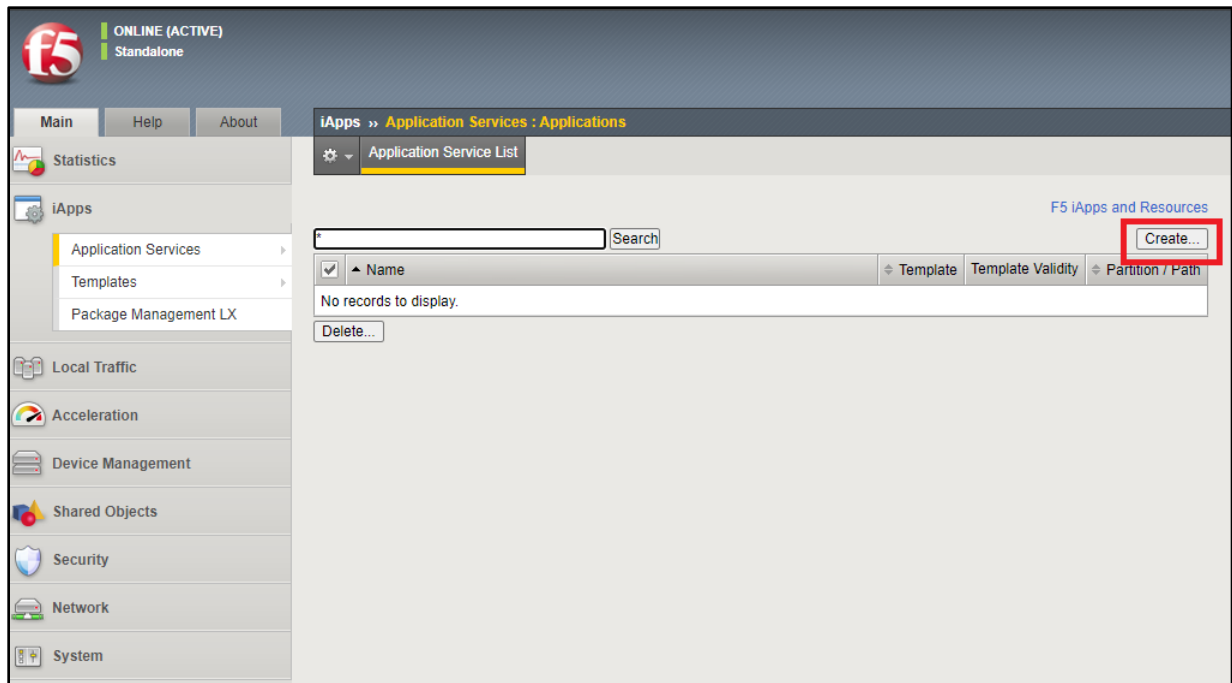


2. Click **Import**.
3. Click **Choose File**.
4. Select the Analytics Products iApp template provided to you from F5.
5. Click the check box next to Overwrite Existing Templates.
6. Click **Upload**.

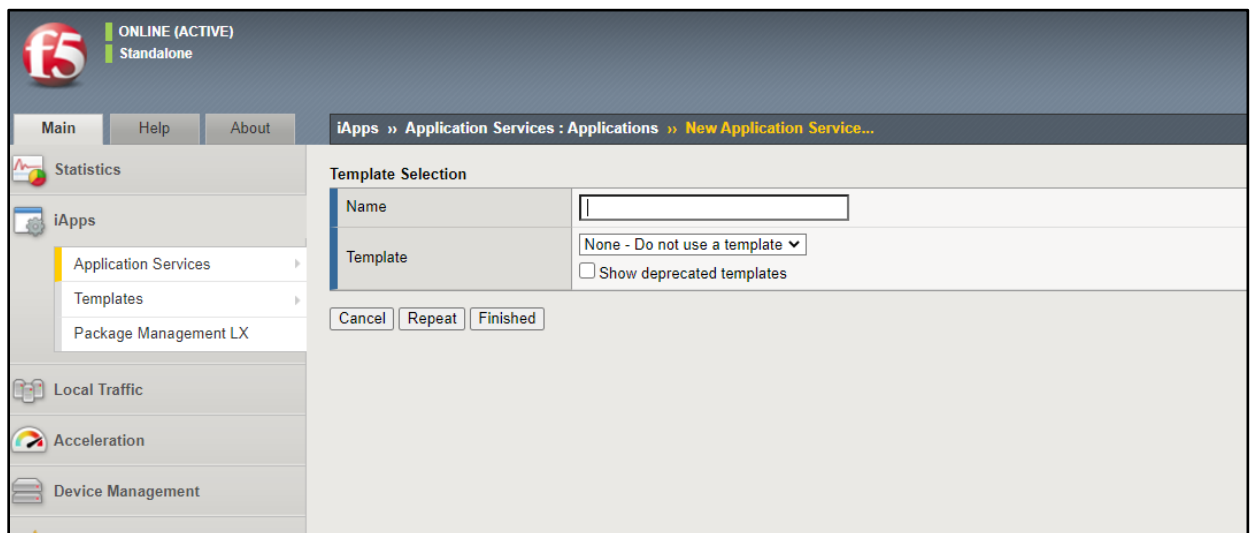
The Analytics Products iApp template is now displayed in the list of templates.

## Create the iApp in the BIG-IP

1. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
2. Click **Create**.



The New Application Service screen appears.



3. Assign a name to the iApp.
4. From the Template list, select the imported Analytics Products iApp template.

The Analytics Products iApp template configuration settings appear.

**iApps » Application Services : Applications » New Application Service...**

Template Selection: Basic

Name:

Template: F5.apg.analytics  
☐ Show deprecated templates

**Welcome to the Analytics Products iApp Template**

Introduction: Configure the BIG-IP to work with APG solution. For detailed information and configuration, see the deployment guide:  
[https://f5cloudservices.zendesk.com/hc/en-us/article\\_attachments/360099140934/Deploy\\_Analytic\\_Products\\_iApp\\_Template\\_in\\_BIG-IP\\_TAG\\_.pdf](https://f5cloudservices.zendesk.com/hc/en-us/article_attachments/360099140934/Deploy_Analytic_Products_iApp_Template_in_BIG-IP_TAG_.pdf)

Template Version: CHANGE\_ME

**iApp Settings**

Clean Before Deletion: No

Activate Kill-Switch: No

Configuration Level: Basic

**Enable Analytics Products**

Device ID+: Yes

SAFE: No

Recognize: No

**JS Injection Configuration**

JS URL:

**Virtual Server Configuration**

Note: Your virtual server must have an HTTP profile and default pool attached to it.

Application's Virtual Server(s) to Protect: Selected

Options: /Common  
cicd\_vs  
http\_81  
http\_demoBank  
https\_vs

Cancel Repeat Finished

5. In the Enable Analytics Products Settings section, enable the products on which you want to apply the iApp.
6. In the JS Injection Configuration section, at JS URL enter the path you received from the F5 Cloud Services portal (or from F5 support) for the JS injection.
7. If you are configuring an iApp for the SAFE and/or Recognize products, in the Cookie Decryption and Processing section:

**Note:** If you are configuring an iApp for the Device ID+ product only, Cookie Decryption and Processing settings are not relevant.

- Endpoints: Enter here the paths to the web pages on which you want to enable the product(s) functionality and recommendations.

**Note:** Endpoints are not case sensitive. Regardless of whether you use upper- or lower-case letters, all letters are set to lower-case.

If you configured at least one endpoint here, you must assign a value for Encryption Key for Cookie Decryption and Processing to work.

- Product: If you are creating an iApp for both SAFE and Recognize products, select on which product (SAFE, Recognize, or both) to apply the endpoint.
  - Encryption Key: Enter the Encryption Key you received from F5 for the recommendation cookie. The key must be base64 encoded.
8. In the Virtual Server Configuration section, at Application's Virtual Server(s) to Protect, select your web application's virtual server(s).

**Note:**

- Selecting at least one virtual server is mandatory. Your iApp will not run if it is not assigned to at least one virtual server.
- The virtual server(s) you select here must have an HTTP profile attached to it. If you select a virtual server that does not have an HTTP profile attached to it, you will not be able to complete iApp configuration.
- Every virtual server you select here must have a default pool attached to it.
- If you choose more than one virtual server here, they must all be the same type, either all HTTP or all HTTPS. To use virtual servers of different types, create an iApp for each type.
- The iApp must be deployed on the same partition as the virtual server(s) you select here.

9. Click **Finished**.

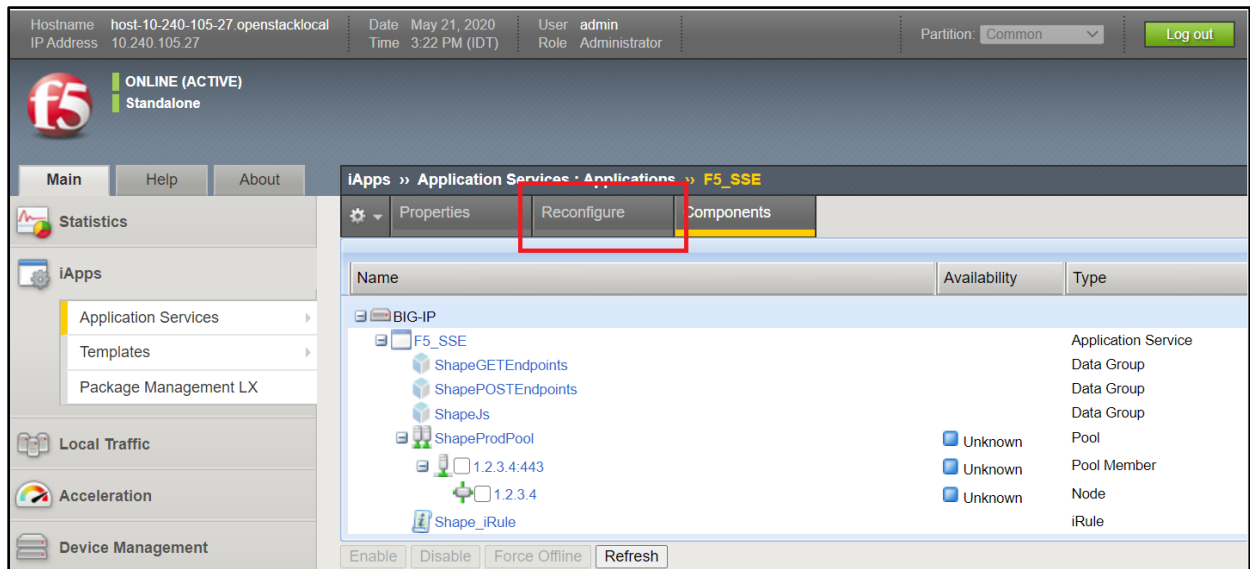
## Configuring Advanced iApp Settings

After you have created the iApp, you may want to fine tune the iApp configuration to better suit your system needs. These instructions present the advanced configuration options for the Analytics Products iApp template.

To configure advanced iApp settings:

1. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications** and select your iApp from the list.

2. Click the **Reconfigure** tab (see below).



3. At Configuration Level, select **Advanced**.

4. In the JS Injection Configuration section:

- Location for JS Injection: From the drop-down list, select a location in the HTML code of your webpage for the JS Injection.
- Script Attribute: Choose an attribute that is added at the end of the injected JS, either Async, Sync or Defer. This attribute determines how the JavaScript is loaded and executed.
- Inject JS in Specific Webpages Only: Select **Yes** to inject the JS in specific web pages of your web application. Select **No** to inject the JS in all web pages of your web application.
  - JS Injection Paths: If **Inject JS in Specific Webpages Only** = Yes, enter here the relative paths of the webpages in your application to receive the JS injections.
- Exclude JS Injection from Specific Webpages: Select **Yes** to exclude the JS injection from specific web pages in your web application.
  - JS Excluded Paths: If you set **Exclude JS injection from Specific Webpages** = Yes, enter here the relative paths of the web pages in your application that the JS injections should be excluded from.



5. If you are configuring an iApp for the SAFE and/or Recognize products, in the Cookie Decryption and Processing section:

**Note:** If you are configuring an iApp for the Device ID+ product only, Cookie Decryption and Processing settings are not relevant.

- SAFE Header Name to Add: Assign a header name for the fraud recommendation header, or use the default header name.
- Recognize Header Name to Add: Assign a header name for the device category header, or use the default header name.

6. In the Pool Configuration section:

- Cookie Persistence for the Service Pool: Select **Enable** if, after initial load-balancing, you want HTTP requests of the same session always sent to the same pool member in the Service Pool. Select **Disable** if you want the BIG-IP to perform standard load balancing.
- Domain: If you entered a relative path in JS URL, enter here a domain to receive HTTP requests, or use the default value. If you used a full path, the domain of the full path is automatically used.
- Add HTTP Health Check: Choose whether to perform the HTTP Health Check on the entire pool. The HTTP Health Check is performed in intervals of 5 seconds. If you activate the health check, the following related settings are displayed:
  - Liveness Path: The path to the site where the health check will be performed on the entire pool.
  - Port: The port on which the health check is performed.
  - Response Code: Enter the code that will indicate a successful health check result in the response from the site that was checked.

7. In the Advanced Features section:

- Add Connecting IP to Headers: Select **Yes** to add the connecting IP to the XFF header and to add an Analytic Header that includes the connecting IP.

**Note:** If an HTTP profile attached to one of the web application's virtual servers has an XFF header added to it and this setting is set to **Yes**, requests will show duplicate client IPs in the XFF headers. To avoid this situation, either remove the XFF header from the HTTP profile (see [here for more details](#)) or set this setting to **No**.

- Choose a Parent Server-Side SSL Profile for the Service Pool: Select an SSL profile (or use the default) that will be attached to a new virtual server for routing traffic to the Service Pool.

**Note:** Selecting an SSL profile here is mandatory, and only one SSL profile can be selected.

- Encrypting Virtual Server IP: A default IP is assigned. If you have a virtual server already configured to this IP, assign a different IP here.
- Use SNI: Select **Yes** to use Server Name Indication (SNI) for pool members.
- Enable Debug: Select **Yes** to enable debug logs.

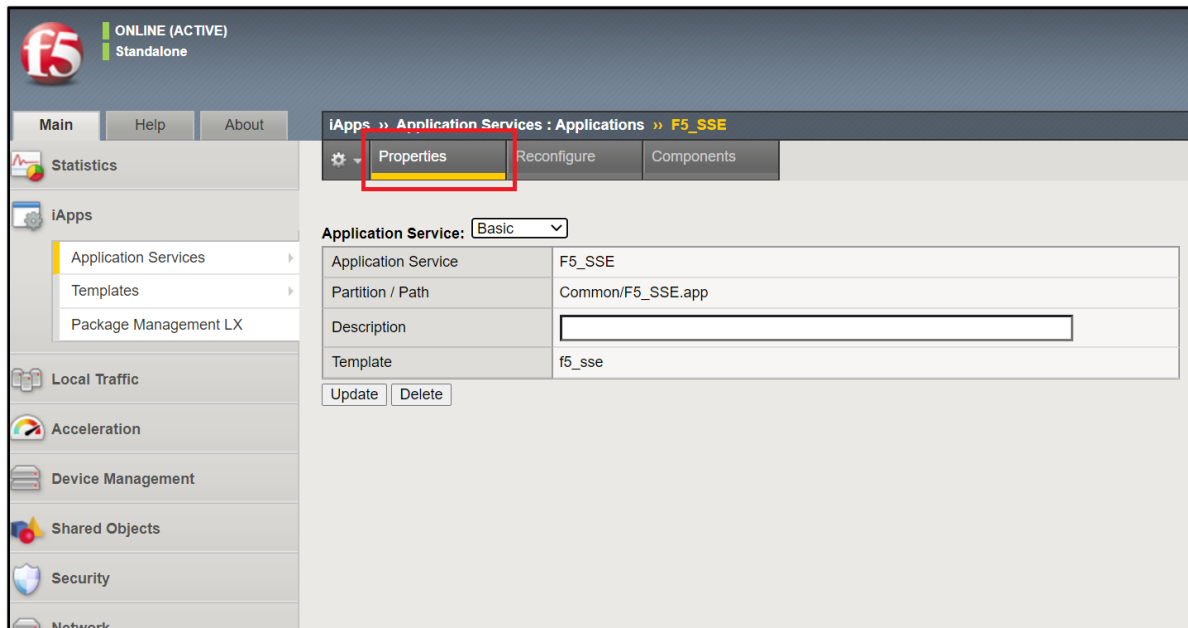
8. Click **Finished**.

## Disabling Strict Updates

After you initially create the iApp in the BIG-IP, by default the iApp is created so that you cannot make any configuration changes to the components of the iApp, such as iRules, pool members, and pool nodes.

You can change this default setting so that you can make changes to the iApp's components as follows:

1. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
2. In the iApp list, click on the iApp.
3. Click on the **Properties** tab.



4. At Application Service, select **Advanced**.
5. For Strict Updates, remove the check in the check box.
6. Click **Update**.

**Note:** Disabling strict updates should be implemented with caution. If you need to do this, F5 recommends that after making configuration changes in iApp components, re-enable the strict updates and do not leave this setting permanently disabled.

## How to change the Source Address Translation of the iApp's Virtual Server

The iApp creates a virtual server with default settings that are taken from the virtual server you selected at Application's Virtual Server(s) to Protect. To change the Source Address Translation of the iApp's virtual server:

1. Disable strict updates on the iApp, as explained in the previous section [Disabling Strict Updates](#).
2. In the Main tab in the BIG-IP, go to **Local Traffic>Virtual Servers>Virtual Server List**.
3. Select the virtual server of your iApp from the list. The name of the virtual server is <name of iApp>+\_apg\_ssl\_vs. For example, if the name of your iApp is **analytics**, the name of the virtual server will be **analytics\_apg\_ssl\_vs**.

4. In the virtual server properties screen, go to the Configuration section and at Source Address Translation, select one of the translation options: Auto Map, SNAT, or None.
5. Click **Update**.

**Note:** F5 recommends re-enabling strict updates after you complete this procedure.

## How to upgrade an iApp with a new template

There are two methods for upgrading an iApp with a new template, depending on whether the new iApp template has the same name as the old iApp template or if it has a different name than the old iApp template.

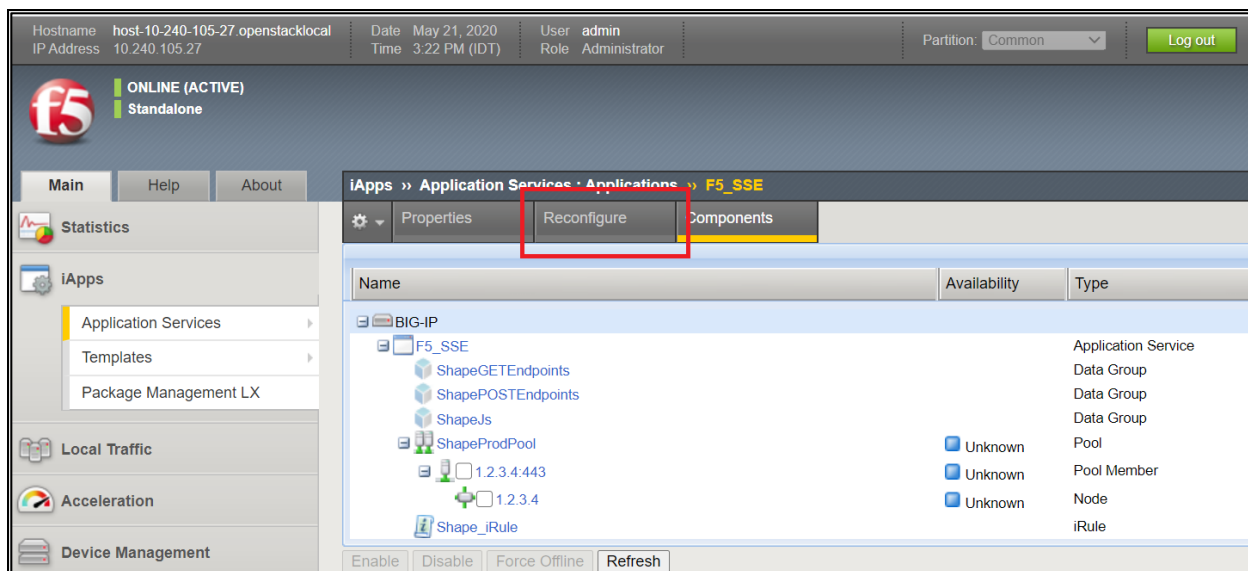
### Upgrade when the new iApp template has a different name than the old iApp template

**Note:** If there are any setting values in the old template that you want to use in the new template, make sure to record these values before deleting the old template.

1. Import the new Analytics Products iApp template to the BIG-IP, as explained in [Import the Analytics Products iApp template to the BIG-IP](#).
2. Delete the old iApp, as explained in [How to delete an iApp](#).
3. Configure the iApp with the new template, as explained in [Create the iApp in the BIG-IP](#).

### Upgrade when the new iApp template has the same name as the old iApp template

1. Import the new Analytics Products iApp template to the BIG-IP, as explained in [Import the Analytics Products iApp template to the BIG-IP](#).
2. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
3. In the iApp list, click on the iApp that you want to upgrade.
4. Click on the **Reconfigure** tab (see below).



5. Configure the iApp as explained in [Create the iApp in the BIG-IP](#).

## How to change run-time priority for iRules

When you create the iApp, an iRule is automatically created on every virtual server protected by the iApp. If the virtual server has other iRules running on it that are not related to iApp configuration, by default the iApp iRule will run last, after all other iRules. You can change the run-time priority of the iApp iRule so that it does not run last (or even runs first) in the following manner:

1. In the Main tab in the BIG-IP, go to **Local Traffic>Virtual Servers>Virtual Server List**.
2. Click on the virtual server where you want to change iRule priority.  
The Virtual Server Properties screen appears.
3. Click the **Resources** tab at the top.
4. In the iRules section, click **Manage**.

A list of the enabled iRules and available iRules appears. In the enabled list, the order in which the iRules are listed is the run-time order. The iRule at the top of the list runs first, the one after it runs second, and so on. If you have never changed run-time priorities before, the iApp iRule is at the bottom of the list.

5. Click on the iApp iRule and then click **Up** to move the iRule to the location you want in the list.
6. Click **Finished**.

## How to disable an iApp

You can disable an iApp so that it is not currently active, but not permanently deleted. When disabling an iApp, its configuration is maintained and when you re-activate it all configuration settings are intact. When the iApp is disabled, HTTP requests are sent to the web application's server directly without any intervention from Device ID+, SAFE, or Recognize.

To disable an iApp:

1. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
2. In the iApp list, click on the iApp that you want to disable.
3. Click on the **Reconfigure** tab.
4. In the General section, at Activate Kill-Switch select **Yes**.
5. Click **Finished**.

## How to delete an iApp

To delete an iApp:

1. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
2. In the iApp list, click on the iApp that you want to delete.
3. Click on the **Reconfigure** tab.
4. In the General section, at Clean Before Deletion select **Yes**.
5. Click **Finished**.
6. Go to **iApps>Application Services>Applications**.
7. In the list of iApps, select the check box next to iApp you are deleting.
8. Click **Delete**.
9. In the **Confirm** Delete screen, click **Delete** again.

**Note:** If an HTML profile was attached to the virtual server prior to creating the iApp, you need to re-attach it after deleting the iApp.

## Troubleshooting

1. If you receive the following error message when you click **Finish** to complete iApp configuration:

**01071912:3: HTTP\_REQUEST event in rule (/Common/target\_ssl\_vip) requires an associated HTTP or FASTHTTP profile on the virtual-server.**

This is because you have selected a virtual server(s) that does not have an HTTP profile attached to it.

To fix this problem, do the following:

- a. In the Main tab in the BIG-IP, go to **Local Traffic>Virtual Servers>Virtual Server List**.
  - b. From the list of virtual servers, select the virtual server that you want your iApp to run on.
  - c. In the Configuration section, for HTTP Profile (Client), select **http**.
  - d. Click **Update**.
  - e. Return to the iApp configuration, select your virtual server, and complete iApp configuration.
2. If you receive the following error message when you click **Finish** to complete iApp configuration:

**01071912:3: SSL::disable in rule (/Common/iapp-test\_APG\_iRule\_\_Common\_shop.f5se.com-http-vs) requires an associated SERVERSSL or CLIENTSSL or PERSIST profile on the virtual-server (/Common/shop.f5se.com-http-vs).**

This is because you have selected both HTTP and HTTPS virtual servers for your iApp. To fix this, you must select virtual servers of the same type, either HTTP or HTTPS.

3. If you use a FQDN in Service pool and receive the following error message when you perform **Clean before deletion**:

**01070110:3: Node address '/Common/\_auto\_34.95.74.240' is referenced by a member of pool '/Common/sse\_ProdPool'.**

You need to delete the node mentioned in the error message. Go to **Local Traffic>Nodes>Node List**, delete the node from the list, and then perform **Clean Before Deletion** again.

4. If you see duplicate IPs in the XFF header, this is because the XFF injection is enabled in both the HTTP profile and in the iApp. To disable the injection in the HTTP profile, do the following:
  - a. In the Main tab in the BIG-IP, go to **Local Traffic>Profiles>Services>HTTP**.
  - b. Select the HTTP profile that you use for your web application.
  - c. At Insert X-Forwarded-For choose **Disabled**.
  - d. Click **Update**.

You can also fix this issue by setting Add Connecting IP to Headers = No.

5. If you receive the following error message when you click **Finish** to complete iApp configuration:

**01070333:3: Virtual Server /Common/<IAPP\_NAME>\_ssl\_vs illegally shares destination address, source address, service port, ip-protocol, and vlan with Virtual Server /Common/<IAPP\_NAME>\_ssl\_vs.**

You need to change the Encrypting Virtual Server IP.

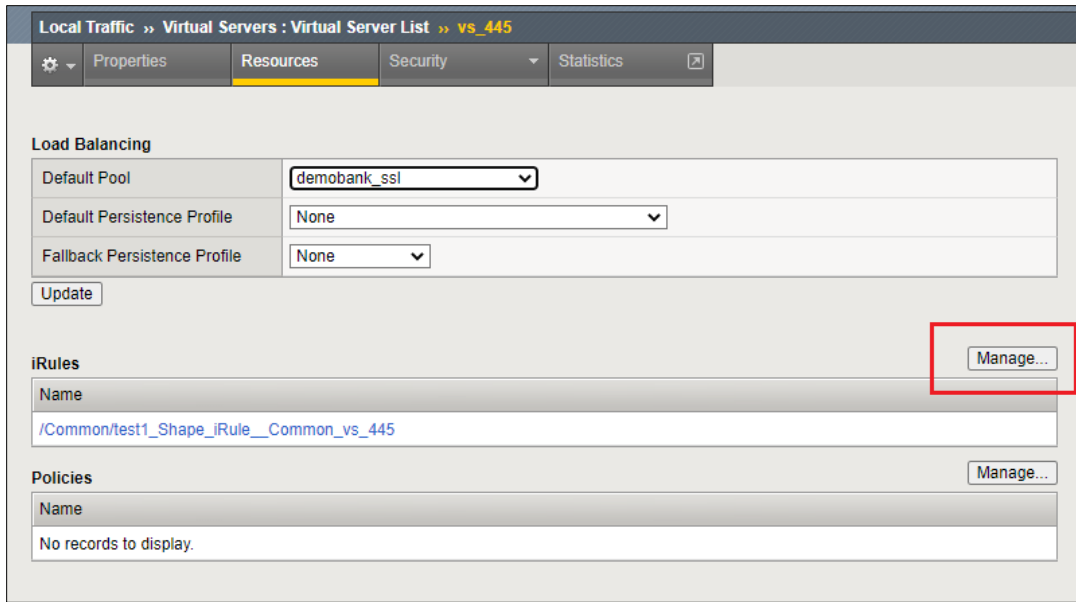
6. If you have already created an iApp, then import an updated iApp template with the same name as the original template, and receive the following error message:

**01070341:3: Virtual server <YOUR\_VS> references rule <YOUR\_IAPP\_NAME>\_apg\_iRule\_\_<YOUR\_VS> which does not exist.**

Do the following:

- a. In the Main tab in the BIG-IP, go to **Local Traffic>Virtual Servers>Virtual Server List**.
- b. From the list of virtual servers, select the virtual server of your iApp.
- c. Click the **Resources** tab at the top of the screen.
- d. In the iRules section, click **Manage** on the far right.





- e. In the Enabled column, select the iRule that appeared in the error message, and move it to the Available column.
  - f. Click **Finished**.
  - g. In the Main tab in the BIG-IP, go to **iApps>Application Services>Applications**.
  - h. In the iApp list, click on the iApp that you want to upgrade.
  - i. Click on the **Reconfigure** tab.
  - j. Click **Finished**.
7. If you receive the “Wrong cookie format” error message in a log, the cause of this is likely one of the following two problems:
- The cookie endpoint was configured but the Encryption Key is empty. Resolve this by either deleting the endpoint or adding the Encryption Key value.
  - Either the Encryption Key or cookie are not valid. Contact F5 support for assistance.

## Known Issues

1. **GUI limitation for settings with multiple entries:** There is a GUI limitation for the following settings that allow multiple entries:

- JS Injection Paths when Inject JS in Specific Webpages Only=**Yes**
- JS Excluded Paths when Exclude JS Injection from Specific Webpages=**Yes**
- Endpoints for Cookie Decryption and Processing

For all the settings listed above, if you delete an entry that is not at the bottom of the list you must click **Finished** before adding a new entry.

## Legal Notices

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