# Connecting to Archer Insight from an On-Premises Installation

If you are using Archer Insight with an on-premises installation of the Archer Platform, you need to complete the following steps to connect to Archer Insight.

1. [Set up URL Rewrite for Archer in IIS](#Task2)
2. [Verify the setup](#Task3)

**Note:** If you are using Archer Insight in a SaaS environment, you must make sure that you're using the URL that was provided to the Insight Operations team. Vanity and Generic URLs together are not supported.

**Important:** Archer SaaS Operations is currently undergoing a migration process to move to new archerirm URLs and remove Generic URLs, so we strongly suggest providing Vanity URLs when working with Insight Operations.

## Before you begin

1. Verify that you have the following information ready:
   * Your Archer instance URL
   * **Note:** The Archer Insight application must be able to reach this URL over the internet. You must add Archer Insight IP addresses (provided by your Archer Professional Services consultant or the Insight Operations team) to your trusted IP list for incoming HTTPs (TCP 443) traffic.
   * Your instance name or number (PIN). For example, Archer, ArcherPROD, or 50010.
   * A list of public IP addresses associated with external facing resources, such as NAT gateways, DNS servers, and load balancers.
   * **Note:** Insight Operations must add all of your relevant IP addresses to their trusted IP list so that outgoing traffic from the on-premises Archer environment is allowed into the Archer Insight application through our firewalls.
   * That you have configured your firewall to enable port 443. If necessary, set up your load balancer to forward traffic from port 80 to port 443.
   * You have created an Insight Service user account. This account must be granted System Administrator privileges and be assigned the "Archer Services Parameter" security parameter. Credentials should be shared with Operations and will be stored for the application to use the Synchronization Service to be able to save data back into the Archer Platform.
2. Install IIS extensions on all machines that are running the Archer Web Server.

* **Important:** Configure your Microsoft Internet Information Services (IIS) settings to allow IIS to proxy requests to the external Insight endpoint. Verify Archer supports your IIS version by comparing it to the [Qualified and Supported Environments listed on the Archer Community](https://www.archerirm.community/t5/platform-use-case-documentation/archer-qualified-and-supported-environments/ta-p/568750).
  1. Go to [Microsoft Supported Downloads for IIS](https://www.iis.net/downloads/microsoft) (https://www.iis.net/downloads/microsoft).
  2. Download and install the following IIS extensions:
     1. [URL Rewrite](https://www.iis.net/downloads/microsoft/url-rewrite) (https://www.iis.net/downloads/microsoft/url-rewrite)
     2. [Application Request Routing](https://www.iis.net/downloads/microsoft/application-request-routing) (ARR) (https://www.iis.net/downloads/microsoft/application-request-routing)
     + **Important:** Verify that the version of ARR is compatible with your version of IIS.

1. After completing the previous steps, request the Insight Configuration Script from your account manager, Professional Services consultant, or the Insight Operations team.

## Task 1: Set up URL Rewrite for Archer in IIS

1. Run the Insight Configuration Script on each web server in your Archer environment.
2. In IIS, verify that the URL Rewrite module has one new rewrite rule.

## Task 2: Configure Application Request Routing (ARR) in IIS

1. Open Internet Information Services (IIS) Manager.
2. In the Connections panel on the left side, select the server to update.
3. In the IIS section, click Application Request Routing (ARR).
4. In the Actions panel on the right side, click Server Proxy Settings.
5. Select the Enable proxy checkbox, and in the Proxy Settings section, set the following:

The following table describes the settings.

| Setting | Value |
| --- | --- |
| HTTP version | Pass through |
| Keep alive | Selected |
| Time-out (seconds) | 45 |

1. Select the Reverse rewrite host in response headers checkbox, and in the Custom Headers section, set the following:

The following table describes the settings.

| Setting | Value |
| --- | --- |
| Preserve client IP | X-Forwarded-For |
| Include TCP port from client IP | Selected |
| Forwarding proxy header value | (Blank) |

1. In the Cache Setting sections, set the following:

The following table describes the settings.

| Setting | Value |
| --- | --- |
| Memory cache duration (seconds) | 69 |
| Enable disk cache | Selected |
| Enable request consolidation | Unselected |
| Query string support | Ignore query string |

1. In the Buffer Setting section, set the following:

The following table describes the settings.

| Setting | Value |
| --- | --- |
| Response buffer | 4096 |
| Response buffer threshold (KB) | 256 |

1. If you require a proxy to leave the internal network, in the Proxy Chain section, enter the location of your proxy server.
2. In the Proxy Type section, verify that Use URL Rewrite to inspect incoming requests is unselected.
3. Click Apply.

## Task 3: Verify the setup

1. Log into Archer as a non-sysadmin user.
2. Ensure that the user account that you are logged in with is assigned the Insight Risk Manager role.
3. Navigate to the subpath "/Insight-ui" on your Archer URL. For example, "grc.mycompany.com/Insight-ui".
4. If the site doesn't load, try the following:
   1. Open the IIS Rewrite module and do the following:
      1. Copy the URL setup in your rewrite rule. The URL should look something like this: https://[custom\_name].insight.archerirm.us/{R:1}
      * **Note:** For EMEA based customers, the URL will be insight.archerirm.eu.
      1. On your web server, paste this URL in the address bar of an internet browser, remove the "{R:1}" part from the URL, and press Enter.
   * If the configuration is valid, you should receive a blank page with a message that says you don't have access to view the Archer Insight application.
     + A 404 message means that the Application Request Routing configuration is incorrect. Review [Task 2](#Task2) to validate those settings.
     + A 504 message means that something is blocking outgoing traffic. Check your firewall settings to verify the following:
       - You have added the Insight IP addresses provided to you to your trusted IP list.
       - You have provided all of your relevant IP addresses (NAT gateways, DNS servers, or other internet facing identity) to your account manager.
     + 500 errors indicate there is either an issue connecting back from the Archer Insight environment or that the user you are using doesn't have access to the Insight record content. Try giving this user System Administrator permissions, but do not use the Sysadmin account. Report this error to your account manager and request support.
   1. Check to see whether the JsonWebToken exists:
      1. In your browser, open Developer Tools (often F12), go to the Application tab. In the Storage panel, and expand Cookies. You should see your Archer URL.
      2. In the cookies section, see whether a JsonWebToken cookie exists.
         * If the cookie does exist and you're not able to access the site, verify that you have the proper access rights assigned to the user within Archer Platform.
         * If the cookie doesn't exist, verify your configuration settings and that Archer Insight is currently available.