

# Performance Analytics

*Powered by Horizon Business Insight*



Optional Configuration Guidelines for  
Horizon Business Insight

Release 15.0  
April 2010

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# Chapter 1 - Internet Browser Settings

This section provides useful information regarding certain browser settings necessary for Horizon Business Insight to properly display objects in the Viewer and other websites.

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**Important:** McKesson recommends that you always maximize your browser to the screen for use with Horizon Business Insight.

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## Internet Explorer browsers

The information in this section relates to use of Internet Explorer browsers.

### Website object access issue in Internet Explorer 8.0

Internet Explorer 8.0 users who access an HBI website by entering the IP address instead of the name of the server in the browser's address field, may encounter the following difficulties:

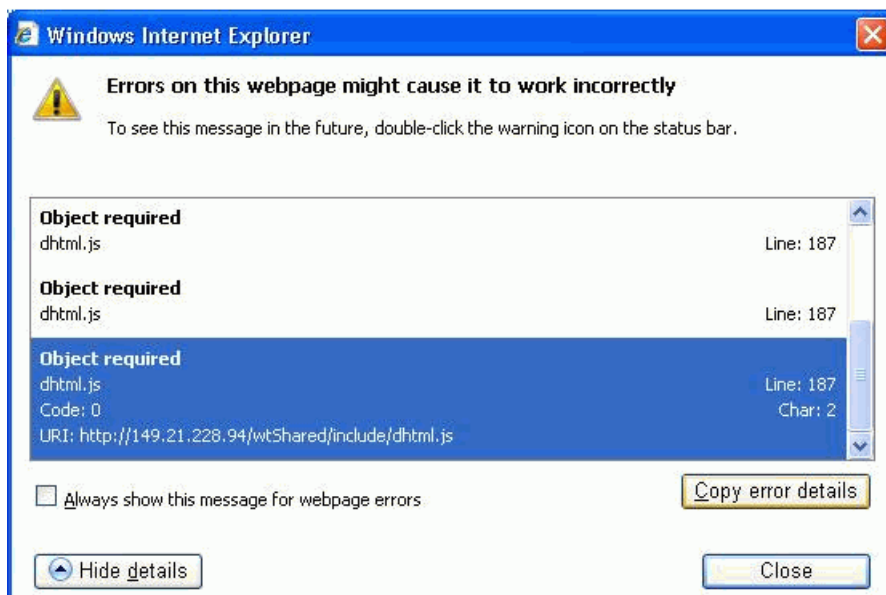
- HBI sub-options may not display when you hover over the primary option in the menu bar. For example, in the Subset Editor, when you hover over **Manage Subset**, the options to **Copy**, **Delete**, etc. may not be displayed.
- When you click on an HBI object to open it, you may encounter a message indicating that an error has occurred while loading the object.

To resolve this issue, follow the steps below:

- 1 Open Internet Explorer 8.0 and navigate to **Tools>Internet Options**.
- 2 Click on the Security tab.
- 3 Select **Local Intranet** as the Web content zone and then click **Sites**.
- 4 Click **Advanced**.
- 5 In the field labeled, Add this Web site to the zone, type the following:  
*http://[IP address of your HBI server]*
- 6 Click Add and then **OK**.
- 7 Click **OK** and then click **OK** again to close the Internet Options window.

## Compatibility View mode in Internet Explorer 8.0

Microsoft has noted some display problems that may occur with the use of Internet Explorer 8.0. If you have difficulty opening and displaying objects in the Horizon Business Insight web sites or you encounter the error message shown below, McKesson recommends that you enable **Compatibility View** in your browser.



To do so, select **Tools/Compatibility View Settings** from the Internet Explorer 8.0 menu bar and enable the check box labeled **Display all websites in Compatibility View**.

## Remove status bar

Users of Internet Explorer may notice that the buttons on certain popup windows are obscured by the status bar. To eliminate display of the status bar and the URL from the title bar on popup windows, you must enable the option to Allow script-initiated windows without size or position constraints.

To access this option in your browser, follow the steps below:

- 1 From the menu bar in your browser, select **Tools>Internet Options**.
- 2 Click on the Security tab.
- 3 Select Trusted Sites as the Web content zone.
- 4 Click **Sites** and enter the URL for the Horizon Business Insight server in the field labeled: Add this Web site to the zone: as shown below.

**https://[HBI server name]** where [HBI server name] is the name of the HBI server or the IP address depending on how users in your organization access the server.

- 5 Click Add, then **OK**.
- 6 Click Custom Level and scroll down on the Security Settings window.
- 7 Locate and enable the option: **Allow script-initiated windows without size or position constraints** and click **OK**.

---

**Note:** By default, this option is disabled when the browser is installed.

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- 8 Click **OK**.

## Firefox browsers

The information in this section relates to use of Firefox browsers.

### Known issue with Firefox 3.x in the Subset Editor

Problems have been identified with Firefox 3.x when the **Browse** option on the Subset Type page is used to navigate to an ASCII, Outcomes Advisor, TRENDSTAR or Horizon Performance Manager source file when creating a new subset. Database subset types are not affected nor are any other Subset Editor functions.



## Chapter 2 - Subset Editor - Installing Java Runtime - Client

The current version of Horizon Business Insight requires the Java Runtime Environment version 1.6.0\_17 or higher to be installed on your workstation before you can successfully run the Subset Editor.

When you first attempt to open a subset from the browser on your workstation, you may be prompted to upgrade your existing version of the plug-in.

- 1 Click Install to begin the upgrade on your workstation.
- 2 Select Typical as the install type and click Accept.
- 3 Click Finish when you are notified that the installation process is complete.

Once the Java runtime files are loaded, the subset you are opening or creating will open in the Java window.

**Note:** The Java Plug-in version 1.6.0\_17 includes an automatic update function that checks for new versions of the utility. We recommend that you turn off this option.

To do so, go to **Windows>Start>Settings>Control Panel>Java**. On the Java Control Panel window, click the Update tab and remove the checkmark from the option to **Check for Updates Automatically**. Click **Apply** and close the window.



## Chapter 3: Horizon Business Insight Server Configuration Window

The Horizon Business Insight Server Configuration window allows you to load your Horizon Business Insight product key, to establish administrative, user authentication, resource folder security, and SSL and DB settings. The window also provides settings specific to use of the Viewer and options for organizations with multiple entities as well as audit options for each of the HBI websites.

The required settings are established as part of your installation/upgrade process. This section describes all of the optional settings located on each tab on the window. To access the window and update the configuration options on your server, follow the steps below.

- 1 On the Horizon Business Insight server, navigate to the following location:  
C:\inetpub\wwwroot\webtrend\
- 2 Double-click on the file *wtserverconfig.exe* to open the multi-tabbed Horizon Business Insight Server Configuration window.

---

**NOTE:** If you make any changes to any of the options on this window, be sure to click **Update** to save your changes before you close the window.

In addition, you must reboot your server after you have completed all of your changes on this window.

---

## Product Key

Click **Product Key** located in the lower right corner of the window to display your Client Code and your Product Key which were provided to you with the Horizon Business Insight software.

The Client Code is your SAP code provided with the Horizon Business Insight software. The Product Key is case-sensitive.

## Help About

When you run the wtserverconfig.exe during the upgrade or installation of the Horizon Business Insight software, a registry key is updated.

Once you have completed the procedure, click **Help About** on the Horizon Business Insight Server Configuration window to display the number of the Horizon Business Insight release currently installed on your server.

## Security tab

The options on this tab allow you to establish your organizational Administrative, SSL and DB settings and to load your Product Key.

### DB Settings

DB Server Name - This field displays the name of your HBI server. Your HBI system cannot run properly without the appropriate information in this field.

### Administrative Settings

Prohibit Account Creation - Place a checkmark in the box to prevent the Horizon Business Insight Administrator from creating Accounts through the Horizon Business Insight Administrator Interface.

Allow creation of Database-type subsets - Place a checkmark in the box to allow users to create subsets from database tables and views. By default the option is not selected.

---

**IMPORTANT:** Modifications to the structure of a source table that is accessed by a View may cause problems with the subset created from the View and with highlights built from the subset.

Note that if the SCHEMABINDING option is included in the definition of the View, then HBI can detect modifications made in the underlying source table and provide users with the information necessary to update the subset and related highlights. When HBI detects a modified field that has been included in a highlight, a message is displayed indicating to the user that the current highlight is invalid due to changes in the structure of the underlying subset. Specific information about each subset field that has been modified is displayed in the subset's preview pane.

---

SSL Settings - This option is used only for secured servers. For more information, refer to the section of this manual entitled, "[Chapter 8 - Activating SSL for Horizon Business Insight](#)".

## Paths tab

The options on this tab allow you to establish multi-entity settings and report settings for multi-server installations.

### Report Settings

In the box provided in the Report Settings for multi-server installation area, enter the path to the SQL database server in UNC format.

You must enter the UNC path to the temp folder (shared) on the SQL database server as follows:

\\[SQLSERVERNAME]\Temp

### Multi-Entity Settings

Use these options if you need to limit the ability of Horizon Business Insight users to browse the server for Report and/or Subset files. For more information, refer to [“Chapter 9 - Configure Multi-Entity Root Folder Functionality”](#).

## Sites tab

The options on this tab allow you to establish audit options for the various HBI websites and to set Viewer preferences. Set the options on the Sites tab based on your organizational needs.

### Audit Options

Use this section to enable or disable auditing of user activities in the Horizon Business Insight websites. Select None from the dropdown box for each of the sites to disable auditing of user activities. Select Standard or Detailed to enable auditing and to define the amount of detail provided for the site when the Horizon Business Insight Activity Report, a system-generated highlight, is produced. (For the Viewer site, you cannot select Detailed. Detailed information about user activity for the Viewer site can be found in the Horizon Business Insight Utilization Report.)

For each site, the option captures user activity associated with administrative functionality. In general, the Standard level of auditing captures actions such as logging in and out, creating and deleting new entities and actions related to creating, deleting or editing data in Horizon Business Insight objects. By default, the Standard level of auditing is automatically enabled for all websites.

The Detailed level of auditing captures all of the actions included in the Standard level plus additional activities related to managing groups and users, editing entities and refreshing reports and resources in the Administrator site. Also captured at the Detailed audit level are actions performed in the Alert Editor and various preference modifications performed in the Scorecard Editor and the Highlight Editor.

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**Note:** When auditing is enabled, additional disk space is consumed on the server.

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### Viewer Settings

- Enable preferences when accessing highlight from scorecard, scorecard portlet, or metric portlet

Place a checkmark in the box to globally activate the option to display the user's preferences as established for highlights when the highlight is accessed by drilling down from a scorecard in the Viewer, from a scorecard portlet or a metric portlet in the Dashboard or from an HBI email. This is a global option which, when enabled, is applied to all user preferences for all highlights.

- Allow HTML tags in descriptions

Place a checkmark in the box to allow HTML tags, including hyperlinks, mail-to tags, images, lists, tables and font changes, to be rendered in scorecard descriptions. This is a global option. When activated, the functionality is allowed in all highlight, report, scorecard and alert descriptions.



## EBI tab

The options on this tab display your organization's subset permissions. The configuration shown on the EBI tab depends on whether your organization has purchased Enterprise HBI or the Limited License version of the software. The options are set based on your organization's product license key.

**Label** - This area should be blank unless your organization has activated SSL for Horizon Business Insight. (See [Activating SSL for Horizon Business Insight](#)).

**Subset Permissions** - You cannot change the settings in this area.

Enterprise Customers can create an unlimited number of subsets in the Subset Editor. The EBI tab will have the following configuration:

- Create, Open, Modify, Delete - enabled; Unlimited - enabled.

Limited License Customers will have one of the following configurations:

- If you can create a limited number of subsets in the Subset Editor, then:
  - Create, Open, Modify, Delete - enabled; Limited - enabled; Value = maximum number of standard subsets your organization is allowed to create.
- If you cannot create standard subsets in the Subset Editor, then:
  - Create, Open, Modify, Delete - not enabled; Limited - enabled; Value = zero.

System subsets are not counted toward the cap on the number of standard subsets available with your software package.

## Authentication tab

The options on this tab allow you to enable shared session and integrated authentication settings. Set the options on the Authentication tab based on your organizational needs.

### Shared Session Settings

If you intend to use the Horizon Business Insight software with the Horizon<sup>WP</sup> Physician Portal, you must place a checkmark in the SSS Enabled box.

When prompted, enter the Server URL based on the information provided in “[Chapter 12 - Horizon Business Insight Horizon Portlets](#)”.

### Integrated Authentication

Use these options to integrate authentication functionality with Microsoft Active Directory LDAP..

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**Note:** When you choose to use integration Authentication, only HBI accounts that are on the same domain as the HBI server will be able to use this feature.

---

- Enable Integrated Authentication - select this option to allow each user to determine the authentication process on the workstation when accessing Horizon Business Insight. Each user can select one of the following:
  - a Login using integrated authentication - log into HBI this time only without prompting for an authenticating password.
  - b Always login using integrated authentication - log into HBI every time without prompting for an authenticating password.
  - c Always prompt me for authentication - never log into HBI without prompting for an authenticating password.
- Default to Integrated Authentication - select this option to establish the login process for all Horizon Business Insight users. Users will always be logged into Horizon Business Insight without being prompted for an authenticating password.

---

**Note:** Active Directory logins can only be used with Internet Explorer.

---

When you enable Integration Authentication on your HBI server, you must make the following configuration change to the Internet Information Services (IIS) 6.0 software on your HBI server in order for users to successfully access the Subset Editor.

- 1 Log into Internet Information Services on your HBI server.
- 2 Expand **Local Computer/Web Sites/Default Web Site/wtSubset**.
- 3 Right-click on the **Applet** folder and then select **Properties** from the shortcut menu.
- 4 On the Applet Properties window, select the Directory Security tab.

- 5 In the **Authentication and access control** area, click **Edit**.
- 6 On the Authentication Methods window, change the User name field used to enable anonymous access to: **mts\_wtuser**.  
To do so, click **Browse** to navigate to the mts\_wtuser account.
- 7 Click **OK** to save your change then click **OK** again to close the Applet Properties window.
- 8 Exit Internet Information Services.
- 9 Restart the Internet Information Services software on your server.

## Resource Security tab

The options on this tab allow you to manage security for Resources and non-refreshed files based on your organization's business needs and security policies. The chart below describes the default access requirements currently in place for these types of files.

You do not need to make any changes on the Resource Security tab unless you want to change the default for one or more of these file types. The chart also describes the effect of enabling each of the options on the Resource Security tab.

Once you have read the information in this section, if you want to change the default access requirements for one or more of the file types, enable the associated option on the Resource Security tab.

By default, none of the options on this tab are selected; if you make changes, be sure to click Update to save your changes.

Default security access to resource and non-refreshed files relies on the location where the files are stored on the HBI server (Column A) and on users meeting the appropriate HBI access requirements (Column B). Column C describes the effect of enabling each of the options on the Resource Security tab.

Column A: Description	Column B: Default access requirements	Column C: Description of Resource Security options
<b>Refreshed files in HTML folder and its archive subfolder</b>		
<p>A refreshed resource file stored in a system-resource folder</p> <p><b>Note:</b> A "system-resource folder" is a folder that is automatically created when HBI is installed or upgraded. A subfolder you create in one of the system resource folders is referred to as a "custom resource subfolder."</p>	<p><u>If user meets these criteria:</u></p> <ul style="list-style-type: none"> <li>the user is logged into the HBI Viewer</li> </ul> <p>and</p> <ul style="list-style-type: none"> <li>the user has been granted access to the resource in HBI</li> </ul> <p><u>then user can access the file by:</u></p> <ul style="list-style-type: none"> <li>Opening the resource in the Viewer</li> <li>Clicking on a link in a highlight or report description</li> <li>Clicking on the link in another resource</li> <li>Typing the URL of the resource into the browser's address field (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul>	<p><u>Select:</u> Allow access for all HBI viewer users (Override HBI permissions) <u>to allow any user who is logged into the Viewer to access this file by:</u></p> <ul style="list-style-type: none"> <li>Opening the resource in the Viewer</li> <li>Clicking on a link in a highlight or report description</li> <li>Clicking on the link in another resource</li> <li>Typing the URL of the resource into the address field of the browser (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul>

Column A: Description	Column B: Default access requirements	Column C: Description of Resource Security options
		<p><u>Select:</u> Allow access for everyone (Override HBI permissions)</p> <p><u>to allow any user to access the file even when not logged into the Viewer by:</u></p> <ul style="list-style-type: none"> <li>Typing the URL of the resource into the browser's address field (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul>
The archived version of a refreshed resource file stored in its archive subfolder	Same as above	Same as above
<b>Non-refreshed files in HTML folder</b>		
<p>A file that is stored in a <u>system-resource folder</u> but has not be refreshed in HBI</p> <p><b>Note:</b> As this file has not been refreshed in HBI it is technically not an HBI resource.</p>	Access is denied	<p><u>Select:</u> Allow access for all HBI viewer users</p> <p><u>to allow any user who is logged into the Viewer to access this file by:</u></p> <ul style="list-style-type: none"> <li>Clicking on the link in a highlight or report description</li> <li>Clicking on the link in another resource (if user has access to these objects)</li> <li>Typing the URL of the resource into the browser's address field (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul> <p><u>Select:</u> Allow access for everyone</p> <p><u>to allow anyone to access the file even when not logged into the Viewer by:</u></p> <ul style="list-style-type: none"> <li>Typing the URL of the resource into the address field of the browser (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> <li></li> </ul>

Column A: Description	Column B: Default access requirements	Column C: Description of Resource Security options
<b>Files in HTML custom subfolders</b>		
<p>A file that is stored in a subfolder you create in one of the system-resource folders (referred to as a <u>custom resource subfolder</u>)</p> <p><u>Note:</u> Files stored in custom resource subfolders cannot be refreshed and are technically not HBI resources.</p>	<p><u>If user meets this criterion:</u></p> <ul style="list-style-type: none"> <li>the user is logged into the HBI Viewer</li> </ul> <p><u>then user can access the file by:</u></p> <ul style="list-style-type: none"> <li>Clicking on a link in a highlight or report description</li> <li>Clicking on the link in another resource (if user has access to this object)</li> <li>Typing the URL of the resource into the address field of the browser (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul>	<p><u>Select:</u> <i>Allow access for everyone to allow anyone to access this file even when not logged into the Viewer by:</i></p> <ul style="list-style-type: none"> <li>Clicking on the link in a highlight or report description</li> <li>Clicking on the link in another resource (if user has access to these objects)</li> <li>Typing the URL of the resource into the address field of the browser (or by accessing the file directly, e.g., by selecting the URL from the browser's list of Favorites).</li> </ul>

### Resource security constraints

A URL link to a resource or file that is included in a highlight or report description or another resource must exactly match the URL used to access the HBI Viewer website. If the representation of the host name and Viewer site are not identical in both URLs, access to the resource or file will be denied.

Following is a sample URL: *http://[host]/hbi\_viewer/resource/1\_7/text/sample.txt*

In order to avoid denial of access, verify that the items below are consistently represented:

- IP address used to represent the host is identical in both URLs;
- Host name used instead of IP address is identical in both URLs;
- If host name includes domain name (fully-qualified), domain name is included in both URLs;
- The case used for the host name and the Viewer site is identical in both URLs; i.e., *HBI\_Viewer* does not match *hbi\_viewer*.

## E-mail Notification tab

The new options found the E-mail Notification tab are not required for the operation of your Horizon Business Insight system. They allow you to designate specific information intended to improve alert e-mail functionality.

### From Address options

The **From Address for Update Notification** and the **From Address for Alert E-mail Distribution** options allow you to designate a specific e-mail address for use as the From address on alert e-mails to HBI users from the associated HBI option.

These options avoid the issue where e-mails sent from the default address, `Horizon_Business_Insight_Update_Notifier`, are blocked as SPAM and not delivered to the designated HBI users.

- **From Address for Update Notification**

When you select Specific, the e-mail address you type in the text box is used as the From address on all e-mails generated by the Notification option in the HBI Viewer. The e-mails from this option notify the designated subscribers that an update to a highlight, report, resource or scorecard has occurred.

- **From Address for Alert E-mail Distribution**

When you select Specific, the e-mail address you type in the text box is used as the From address on all e-mails generated by the E-mail/Distribution option in the HBI Alert Editor. The e-mails from this option notify the designated HBI users that the trigger defined in a highlight alert has been reached.

---

**Note:** The Alert Editor's E-mail /Content window allows users to select **Alert owner** as the Sender ("From"). When **Alert owner** is selected, the specific e-mail address entered on the Horizon Business Insight Server Configuration window is overridden only for the selected alert.

---

### URL Address option

Under certain circumstances, clicking the highlight link in the body of an alert e-mail does not open the associated highlight as intended. This issue is most often resolved by using the fully-qualified domain name of the HBI application server instead of the IP address in the URL.

If you want to use the fully-qualified domain name of your HBI application server in the URL link to the highlight, select Specific and type it in the text box provided. Be sure to type the information in the format shown here:

**[HBIserver name].[dnsdomain].com**

---

**Note to multi-server customers:** To properly use the URL Address option, you must run the `wtserverconfig.exe` on the HBI application server and on the SQL server. When the .exe file is run on the SQL server, be sure to enter the fully-qualified domain name for the HBI application server in the text box provided.

---





# Chapter 4 - Change the Splash Screen

Follow the steps below if you want to change the default splash screen that appears when using Horizon Business Insight.

- 1 As a precaution before changing the original splash page, make a backup by copying the following file on the HBI server to a separate directory:  
C:\inetpub\wwwroot\wtshared\splash\splash\_no\_logo.jpg
- 2 Create a new .jpg file called splash\_no\_logo.jpg which will be used as the new splash page. Note: This file must be exactly 400 pixels wide by 300 pixels high.
- 3 Replace the original splash\_no\_logo.jpg with the new file.



# Chapter 5: Horizon Business Insight Support Page

The Horizon Business Insight Support page allows you to review information about the setup of your Horizon Business Insight system. McKesson recommends that you review the Horizon Business Insight Support page after the installation or upgrade of your system.

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**Important:** Most of the Support Page options include an **Email this page** button. If you discover issues during your review of an option on the Support page, email the page to yourself and then log an ICSS service order for the Performance Analytics Customer Support Center requesting assistance. Be sure to attach a copy of the applicable Support page in the service order.

---

## Overview

You can access the Support Page from from your Horizon Business Insight server. To do so, log into the Horizon Business Insight Administrator web site

In the Address field in your browser, modify the text as shown below:

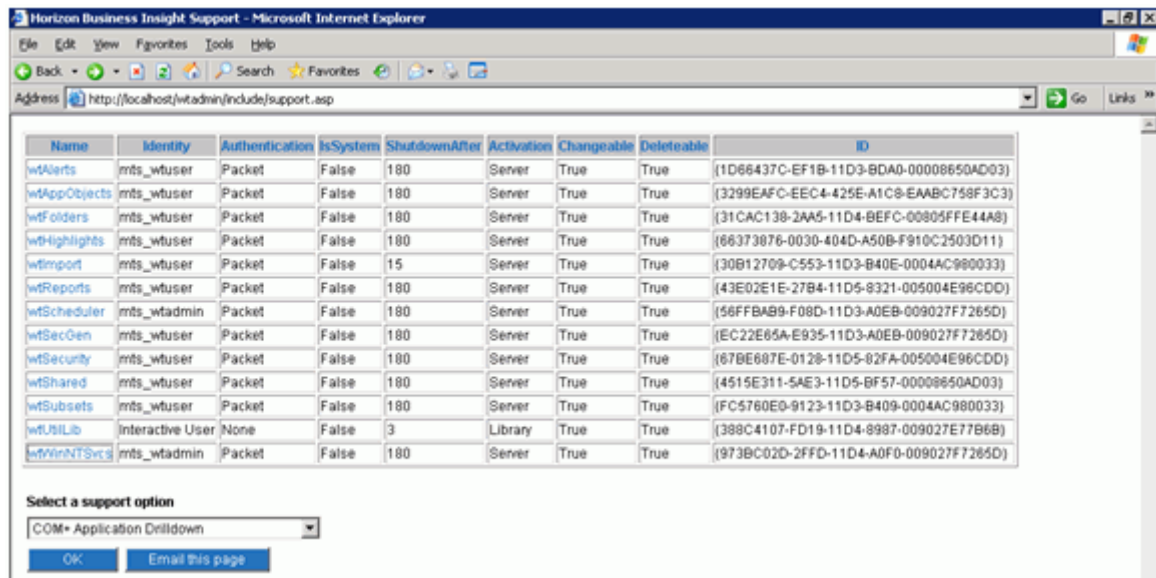
**`http://[yourservername]/wtadmin/include/support.asp`**

Following is a list of the options available from the Support page.

- Com+ Application Drilldown
- Show File Information for all COM+ dlls
- Show File Information for all System Files
- Component Instantiation Test
- Event Viewer
- Show Server License Information
- Email Test
- Show Database Information
- List Locked Alerts
- List Application Audit Settings
- List Metabase Differences
- List File and Share Permission Differences
- List File Hash Differences
- SQL Information and Check
- Show Install Paths
- HBI Upgrade Information

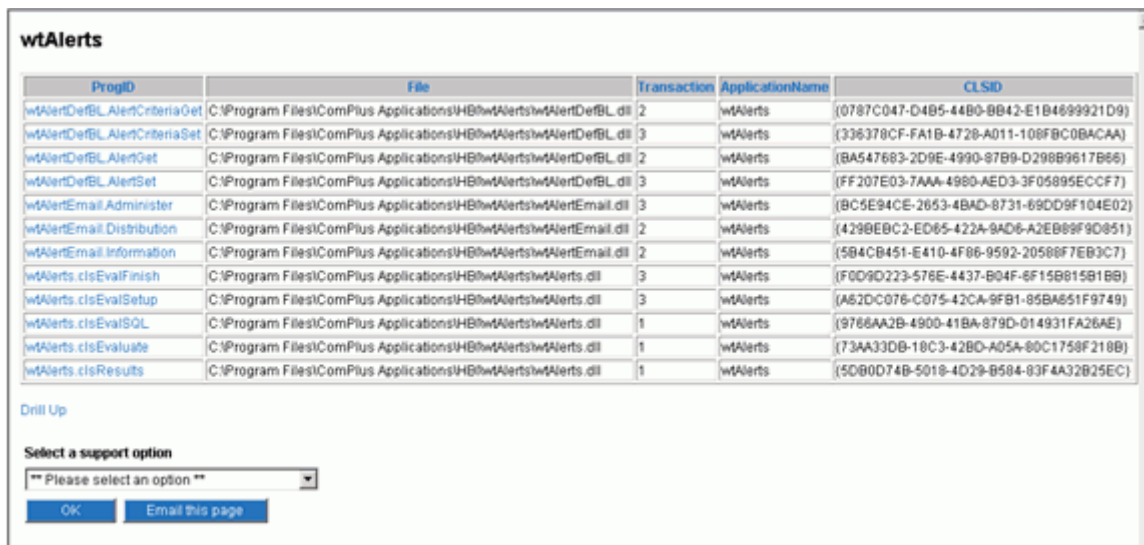
## Com+ Application Drilldown

Select the **COM+ Application Drilldown** Support option to display the COM+ applications which are installed on your Horizon Business Insight server by the standard HBI installation/upgrade procedures.



Drill down on an item in the name column for information about packages for the selected application, the path where each package is located and additional default information about the selected application as shown in the picture below.

### Drilldown view:



## Show File Information for all COM+ dlls

Select the **Show File Information for all COM+ dlls** Support option to display all of the COM+ dlls that are installed with a specific version on the Horizon Business Insight server. For each dll, file location, version, create date, modify date and size is also available.

File	Version	CreateDate	ModifyDate	Size
C:\Program Files\ComPlus Applications\HBHwAlerts\WAlertDefBL.dll	15.0.05	2/12/2009 8:01:10 PM	7/21/2009 11:01:38 PM	266240
C:\Program Files\ComPlus Applications\HBHwAlerts\WAlertEmail.dll	15.0.05	2/12/2009 8:01:14 PM	8/14/2009 11:01:16 PM	163840
C:\Program Files\ComPlus Applications\HBHwAlerts\WAlerts.dll	15.0.02	2/12/2009 8:01:20 PM	7/7/2009 11:01:38 PM	327680
C:\Program Files\ComPlus Applications\HBHwAppObjects\W0Graph.dll	15.0.07	3/3/2009 2:55:08 PM	9/8/2009 9:56:02 AM	462948
C:\Program Files\ComPlus Applications\HBHwFolders\W0b\MDDataBL.dll	15.0.03	1/29/2009 8:01:40 PM	7/21/2009 11:01:46 PM	32768
C:\Program Files\ComPlus Applications\HBHwFolders\W0b\MDDataDL.dll	15.0.04	2/12/2009 8:01:32 PM	7/21/2009 11:01:48 PM	45056
C:\Program Files\ComPlus Applications\HBHwFolders\W0b\WTSEC_FolderBL.dll	15.0.03	1/29/2009 8:01:38 PM	7/21/2009 11:01:40 PM	86016
C:\Program Files\ComPlus Applications\HBHwFolders\W0b\WTSEC_FolderDL.dll	15.0.04	2/12/2009 8:01:32 PM	7/21/2009 11:01:42 PM	217088
C:\Program Files\ComPlus Applications\HBHwHighlights\W0b\HighlightDefBL.dll	15.0.06	2/12/2009 8:01:42 PM	7/23/2009 11:14:44 AM	430080
C:\Program Files\ComPlus Applications\HBHwHighlights\W0b\HighlightLinking.dll	15.0.06	2/12/2009 8:01:50 PM	8/21/2009 11:01:18 PM	126976
C:\Program Files\ComPlus Applications\HBHwHighlights\W0b\Highlights.dll	15.0.03	2/26/2009 1:23:34 PM	7/9/2009 11:01:26 PM	462848
C:\Program Files\ComPlus Applications\HBHwHighlights\W0b\HighlightUpdate.dll	15.0.05	2/12/2009 8:01:46 PM	8/28/2009 11:17:46 AM	110592
C:\Program Files\ComPlus Applications\HBHwHighlights\W0b\Stats.dll	15.0.01	2/12/2009 8:01:48 PM	7/7/2009 11:02:02 PM	114688
C:\Program Files\ComPlus Applications\HBHwImport\W0b\Convert.dll	14.0.00	9/4/2008 10:12:10 AM	9/4/2008 10:12:10 AM	102400
C:\Program Files\ComPlus Applications\HBHwImport\W0b\DTSDTS.dll	15.0.01	2/12/2009 8:01:52 PM	7/7/2009 11:02:04 PM	122880
C:\Program Files\ComPlus Applications\HBHwReports\W0b\RefreshAudit.dll	15.0.01	2/12/2009 8:01:54 PM	7/7/2009 11:02:06 PM	110592
C:\Program Files\ComPlus Applications\HBHwReports\W0b\RefreshBL.dll	15.0.04	1/29/2009 8:02:06 PM	9/1/2009 3:49:26 PM	94208
C:\Program Files\ComPlus Applications\HBHwReports\W0b\RefreshDL.dll	15.0.04	2/12/2009 8:01:56 PM	7/21/2009 11:01:56 PM	102400
C:\Program Files\ComPlus Applications\HBHwReports\W0b\ReportBL.dll	15.0.04	2/12/2009 8:02:00 PM	7/21/2009 11:01:58 PM	163840
C:\Program Files\ComPlus Applications\HBHwReports\W0b\ReportDL.dll	15.0.04	2/12/2009 8:02:02 PM	7/21/2009 11:01:58 PM	167936
C:\Program Files\ComPlus Applications\HBHwReports\W0b\ReportFile.dll	14.0.00	1/5/2009 2:50:26 PM	1/5/2009 2:50:26 PM	57344
C:\Program Files\ComPlus Applications\HBHwReports\W0b\ResourceBL.dll	15.0.04	1/29/2009 8:02:14 PM	9/1/2009 3:49:30 PM	102400
C:\Program Files\ComPlus Applications\HBHwReports\W0b\ResourceDL.dll	15.0.04	2/12/2009 8:02:04 PM	9/1/2009 3:49:30 PM	110592
C:\Program Files\ComPlus Applications\HBHwSchedulers\W0b\WASP.dll	15.0.03	1/29/2009 8:02:20 PM	7/21/2009 11:02:06 PM	77824
C:\Program Files\ComPlus Applications\HBHwSchedulers\W0b\WTScheduler.dll	14.0.00	9/4/2008 10:15:28 AM	9/4/2008 10:15:28 AM	65536
C:\Program Files\ComPlus Applications\HBHwSecGen\W0b\SEC_Gen.dll	15.0.01	2/12/2009 8:02:06 PM	7/7/2009 11:02:18 PM	49152
C:\Program Files\ComPlus Applications\HBHwShared\W0b\Support.dll	15.0.01	2/12/2009 8:02:36 PM	7/7/2009 11:02:54 PM	155648
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\AuditLog.dll	15.0.01	2/12/2009 8:02:56 PM	7/7/2009 11:03:12 PM	106496
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\DaDatabases.dll	15.0.01	2/12/2009 8:02:42 PM	7/7/2009 11:02:56 PM	77824
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\DTsPackage.dll	15.0.01	2/12/2009 8:02:46 PM	7/7/2009 11:03:04 PM	86016
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\ExcelInterface.dll	11.2.00	6/19/2007 10:19:20 AM	6/19/2007 10:19:20 AM	81920
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\SSFieldMD.dll	15.0.02	2/12/2009 8:02:50 PM	7/7/2009 11:03:04 PM	151552
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\SSImportMD.dll	15.0.01	2/12/2009 8:02:50 PM	7/7/2009 11:03:06 PM	69632
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\SubsetEditor.dll	15.0.07	2/12/2009 8:02:44 PM	8/28/2009 11:18:00 AM	307200
C:\Program Files\ComPlus Applications\HBHwSubsets\W0b\SubsetMD.dll	15.0.01	2/12/2009 8:02:54 PM	7/7/2009 11:03:12 PM	180224
C:\Program Files\ComPlus Applications\HBHwTypeLib\W0b\TibCCConstants.tib	No version information available for this file	1/7/2009 11:27:30 PM	3/28/2006 12:00:54 PM	14920
C:\Program Files\ComPlus Applications\HBHwTypeLib\W0b\TibHighlights.tib	No version information available for this file	1/7/2009 11:27:30 PM	11/4/2008 11:03:40 AM	14568
C:\Program Files\ComPlus Applications\HBHwTypeLib\W0b\TibHipaaAudit.tib	No version information available for this file	1/7/2009 11:27:30 PM	11/13/2008 1:22:44 PM	17344
C:\Program Files\ComPlus Applications\HBHwTypeLib\W0b\TibShared.tib	No version information available for this file	1/7/2009 11:27:30 PM	12/5/2006 12:54:54 PM	2104
C:\Program Files\ComPlus Applications\HBHwTypeLib\W0b\TibSubsets.tib	No version information available for this file	1/7/2009 11:27:30 PM	10/27/2006 1:15:20 PM	21256
C:\Program Files\ComPlus Applications\HBHwUtil\W0b\FileSystemUtil.dll	15.0.00	1/5/2009 8:03:06 PM	4/17/2009 6:56:06 PM	32768
C:\Program Files\ComPlus Applications\HBHwUtil\W0b\License2.dll	15.0.00	1/5/2009 8:03:08 PM	4/17/2009 6:56:06 PM	45056
C:\Program Files\ComPlus Applications\HBHwUtil\W0b\SecUtilLib.dll	15.0.04	1/5/2009 8:03:10 PM	8/12/2009 11:01:36 PM	73728
C:\Program Files\ComPlus Applications\HBHwUtil\W0b\Session.dll	15.0.00	1/5/2009 8:03:10 PM	4/17/2009 6:56:48 PM	28672
C:\Program Files\ComPlus Applications\HBHwWinNTSvc\W0b\WinNTSvcAdmin.dll	15.0.01	2/12/2009 8:03:00 PM	7/7/2009 11:03:20 PM	172032
C:\Program Files\ComPlus Applications\HBHwWinNTSvc\W0b\WinNTSvc.dll	15.0.03	2/12/2009 8:02:58 PM	8/12/2009 11:01:38 PM	122880

Select a support option

Show File Information for all COM+ dlls

OK Email this page

## Show File Information for all System Files

The **Show File Information for all System Files** Support option should be run only if you are experiencing issues with your Horizon Business Insight system. If Horizon Business Insight is running as expected, you do not need to run this option.

When the option is run, a list of all required system level files (vb runtime files) is displayed on the page. (See picture on the next page.) Also displayed is the version number of the file that is currently running on your server and a file version status indicator. The version number for the files on your server is determined by such things as the levels of the various Microsoft patches that have been applied to the server.

A status of *Failed* for a particular file does not indicate that your Horizon Business Insight server has failed. Instead, a *Failed* status indicates that the version of the corresponding file currently installed on your server differs from the expected version of that file.

A *Failed* status should cause concern only in those cases where the currently installed version of the file is older than the expected version AND you are experiencing problems or issues when running Horizon Business Insight. In this situation, you should upgrade the *Failed* files on your server to at least the expected version.

Directory locations will differ depending on whether you are running Horizon Business Insight in a 32-bit or a 64-bit environment. All files must be present on the server.

Status	File Name	Version	File Size
✓	aspapi.dll	Installed: 4.1.00 Expected: 4.1.00	Installed: 81920 Expected: 81920
✗ Failed	atl.dll	Installed: 3.5.22842 Expected: 3.5.22830	Installed: 62976 Expected: 84992
✓	charmdir.lib	Installed: No version information available for this file Expected: No version information available for this file	Installed: 24 Expected: 24
✓	comcharmdir.dll	Installed: 4.1.00 Expected: 4.1.00	Installed: 1380352 Expected: 1380352
✓	comdig32.ocx	Installed: 6.0.8418 Expected: 6.0.8418	Installed: 140488 Expected: 140488
✓	hbilogmessages.dll	Installed: No version information available for this file Expected: No version information available for this file	Installed: 12288 Expected: 12288
✓	mfc42.dll	Installed: 6.6.80630 Expected: 6.6.80630	Installed: 1160704 Expected: 1160704
✓	mfc42u.dll	Installed: 6.6.80630 Expected: 6.6.80630	Installed: 1163776 Expected: 1163776
✓	mfcsubs.dll	Installed: 2001.12.47203959 Expected: 2001.12.47203959	Installed: 23040 Expected: 23040
✓	mscomctl2.ocx	Installed: 6.0.884 Expected: 6.0.884	Installed: 647872 Expected: 647872
✓	mscomctl.ocx	Installed: 6.1.9545 Expected: 6.1.9545	Installed: 1077336 Expected: 1077336
✓	msvbvm60.dll	Installed: 6.0.9782 Expected: 6.0.9782	Installed: 1386496 Expected: 1386496
✓	mscomctl.ocx	Installed: 6.1.9545 Expected: 6.1.9545	Installed: 1077336 Expected: 1077336
✓	msvbvm60.dll	Installed: 6.0.9782 Expected: 6.0.9782	Installed: 1386496 Expected: 1386496
✗ Failed	msvcp60.dll	Installed: 7.0.37901830 Expected: 7.0.37903959	Installed: 404480 Expected: 402944
✓	msvcrt.dll	Installed: 7.0.37903959 Expected: 7.0.37903959	Installed: 348672 Expected: 348672
✗ Failed	rpcrt4.dll	Installed: 5.2.37904502 Expected: 5.2.37904115	Installed: 629248 Expected: 642048
✓	scrun.dll	Installed: 5.6.08832 Expected: 5.6.08832	Installed: 151552 Expected: 151552
✓	tbinfo2.dll	Installed: 1.1.884 Expected: 1.1.884	Installed: 148480 Expected: 148480
✓	wskfile.exe	Installed: 1.2.00 Expected: 1.2.00	Installed: 16384 Expected: 16384
✓	wtsapi32.dll	Installed: 5.2.37903959 Expected: 5.2.37903959	Installed: 19456 Expected: 19456
✓	wtscheduler.exe	Installed: 15.0.04 Expected: 15.0.04	Installed: 28672 Expected: 28672

Select a support option

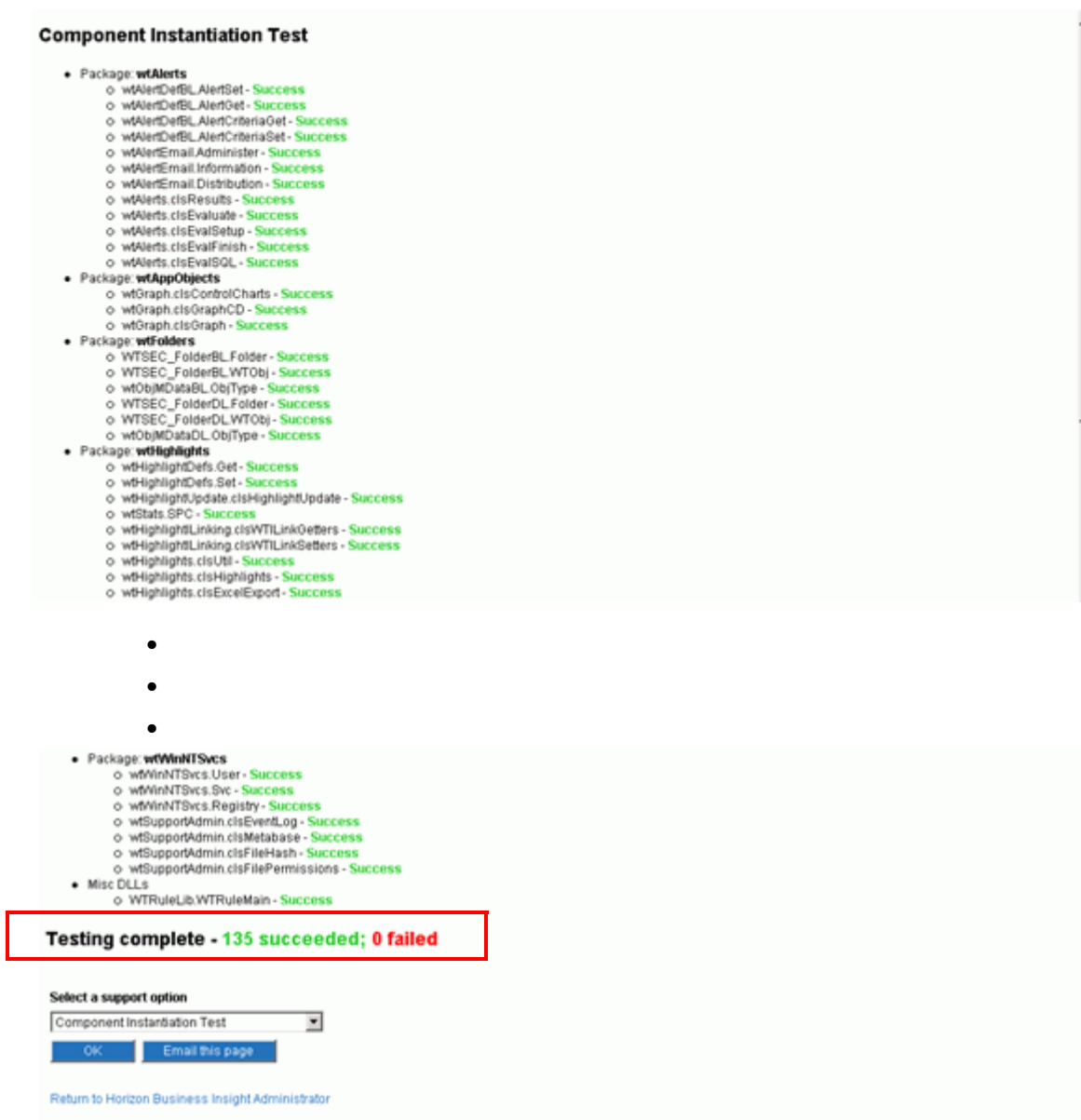
Show File Information for all System Files

OK

Email this page

## Component Instantiation Test

Select the **Component Instantiation Test** Support option to display the whether or not each component has been successfully installed or failed during the Horizon Business Insight installation process. If any component indicates “failed”, the overall Horizon Business Insight installation has not successfully completed and likely will result in errors and failures.



**IMPORTANT:** For HBI 15.0 if **Testing complete** (shown above) does not indicate 144 succeeded, use the **Email this page** option to send the page to yourself, then log an ICSS service order for the Performance Analytics Customer Support Center. Attach the emailed page to your service order.



## Event Viewer

Select the **Event Viewer** Support option to review any application, system or security event messages.

**Application Event Log**

RecordNumber	Event Type	TimeGenerated	Source	EventCategory	EventID	UserName	Computer
327	Error	3/14/2009 3:18:12 AM	MCKHBIPORTAL	None	1	N/A	HBISPV7
326	Error	3/14/2009 3:18:12 AM	MCKHBIPORTAL	None	1	N/A	HBISPV7
325	Error	3/14/2009 3:18:12 AM	MCKHBISERVLETS	None	1	N/A	HBISPV7
324	Error	3/14/2009 3:18:12 AM	MCKHBISERVLETS	None	1	N/A	HBISPV7
323	Information	3/11/2009 7:26:14 AM	VBRuntime	None	1	N/A	HBISPV7
322	Information	3/12/2009 6:18:30 AM	LoadPerf	None	1000	N/A	HBISPV7
321	Information	3/12/2009 6:18:30 AM	LoadPerf	None	1001	N/A	HBISPV7
320	Information	3/12/2009 6:17:29 AM	COM+	None	781	N/A	HBISPV7
319	Information	3/12/2009 12:37:10 AM	LoadPerf	None	1000	N/A	HBISPV7
318	Information	3/12/2009 12:37:09 AM	LoadPerf	None	1001	N/A	HBISPV7
317	Information	3/12/2009 12:33:07 AM	VMTools	None	105	N/A	HBISPV7
316	Information	3/12/2009 12:33:00 AM	EventSystem	None	4625	N/A	HBISPV7
315	Information	3/12/2009 12:33:00 AM	MSDTC	TM	4193	N/A	HBISPV7
314	Information	3/12/2009 12:28:55 AM	LoadPerf	None	1000	N/A	HBISPV7
313	Information	3/12/2009 12:28:55 AM	LoadPerf	None	1001	N/A	HBISPV7
312	Information	3/12/2009 12:27:54 AM	COM+	None	781	N/A	HBISPV7
311	Information	3/12/2009 12:25:46 AM	NET Runtime Optimization Service	None	1104	N/A	HBISPV7
310	Success	3/12/2009 12:25:46 AM	NET Runtime Optimization Service	None	1102	N/A	HBISPV7
309	Information	3/12/2009 12:25:44 AM	NET Runtime Optimization Service	None	1100	N/A	HBISPV7
308	Success	3/12/2009 12:25:44 AM	NET Runtime Optimization Service	None	1102	N/A	HBISPV7
307	Information	3/12/2009 12:25:44 AM	NET Runtime Optimization Service	None	1100	N/A	HBISPV7
306	Success	3/12/2009 12:25:44 AM	NET Runtime Optimization Service	None	1102	N/A	HBISPV7

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246	Information	3/12/2009 12:02:32 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
245	Information	3/12/2009 12:02:31 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
244	Information	3/12/2009 12:02:31 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
243	Information	3/12/2009 12:02:30 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
242	Information	3/12/2009 12:02:30 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
241	Information	3/12/2009 12:02:30 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
240	Information	3/12/2009 12:02:29 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
239	Information	3/12/2009 12:02:29 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
238	Information	3/12/2009 12:02:29 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
237	Information	3/12/2009 12:02:28 AM	MsiInstaller	None	11724	\\HBISPV7\Administrator	HBISPV7
236	Information	3/11/2009 11:55:25 PM	MsiInstaller	None	11707	\\HBISPV7\Administrator	HBISPV7
235	Information	3/11/2009 11:55:25 PM	LoadPerf	None	1002	N/A	HBISPV7
234	Information	3/11/2009 11:55:24 PM	LoadPerf	None	1000	N/A	HBISPV7
233	Information	3/11/2009 11:55:24 PM	LoadPerf	None	1000	N/A	HBISPV7
232	Information	3/11/2009 11:55:24 PM	LoadPerf	None	1002	N/A	HBISPV7
231	Information	3/11/2009 11:54:20 PM	ASP.NET 2.0.50727.0	Setup	1019	N/A	HBISPV7
230	Information	3/11/2009 11:54:20 PM	ASP.NET 2.0.50727.0	Setup	1025	N/A	HBISPV7
229	Information	3/11/2009 11:54:20 PM	ASP.NET 2.0.50727.0	Setup	1023	N/A	HBISPV7
228	Information	3/11/2009 11:54:19 PM	LoadPerf	None	1000	N/A	HBISPV7

Event Source:

# entries to display:

Filter:  =

Use the **Event Source** drop down list to filter the display. In the pictures above, the report is filtered to display Application events.

## Show Server License Information

Select the **Server Licence Information** Support option to display information about your Horizon Business Insight license.

**Server License Information**

Application License Info	
Client Code	PROTEST112
Product Key	7AC2FDCB2B323E054779D995973FA8C4D51A77
Highlights	True
Reports	True
Resource	True

Subset License Info	
Create	True
Open	True
Modify	True
Delete	True
Subsets capped	False
Subset limit	Unlimited

EBI Label Info	
Label	

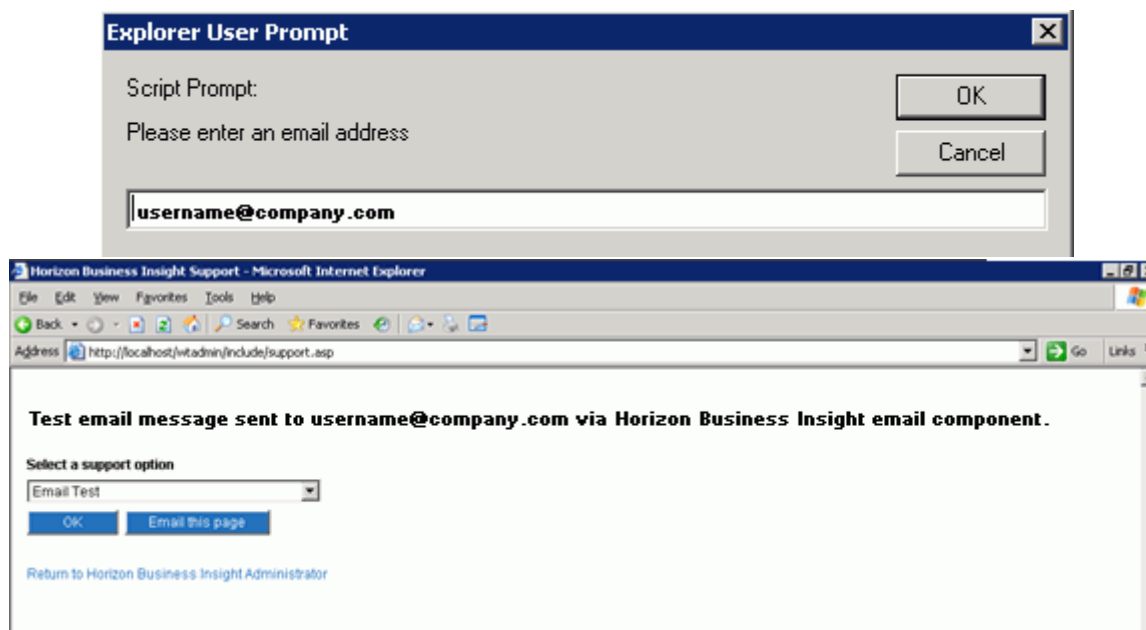
Select a support option  
Show Server License Information

OK Email this page

[Return to Horizon Business Insight Administrator](#)

## Email Test

Select the **Email Test** Support option to verify that the Email this page option in the Support page and the **Alert email** option in the Alert Editor are working properly.



When you use this option, a confirmation email is sent from *support.asp* to the address you entered in the prompt.

## Show Database Information

Select the **Show Database Information** Support option to show the Horizon Business Insight version information directly from the SQL database. This option also validates the connection to your SQL server/database.

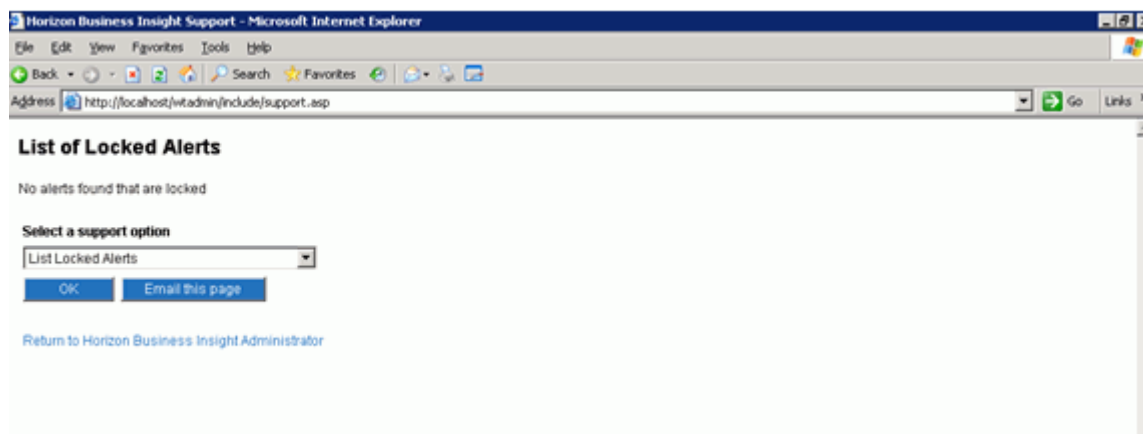
MajorVersion	MinorVersion	Revision	Created	Updated	Comments
11	2	0	1/8/2009 6:50:33 AM	1/8/2009 6:50:33 AM	HB1 11.2 database install scripts
11	2	1	1/8/2009 6:50:33 AM	1/8/2009 12:00:30 PM	HB1 11.2 SP1 database upgrade script
11	2	2	1/8/2009 6:50:33 AM	1/8/2009 12:00:31 PM	Horizon Business Insight 11.2 SP2 . Created on 10/20/2008 10:00 AM.
11	2	1	1/8/2009 6:50:33 AM	1/8/2009 12:03:18 PM	HB1 11.2 SP1 database upgrade script
11	2	2	1/8/2009 6:50:33 AM	1/8/2009 12:03:18 PM	Horizon Business Insight 11.2 SP2 . Created on 10/20/2008 10:00 AM.
14	0	0	1/8/2009 6:50:33 AM	3/12/2009 8:29:53 AM	HB1 14.0 database upgrade script
15	0	0	1/8/2009 6:50:33 AM	9/11/2009 12:22:52 PM	HB1 15.0 standalone dashboard 14 conversion script
15	0	0	1/8/2009 6:50:33 AM	9/11/2009 12:22:52 PM	HB1 15.0 database upgrade script
15	0	0	1/8/2009 6:50:33 AM	9/11/2009 12:22:53 PM	Horizon Business Insight 15.0 . Created on 09/9/2009 02:30 PM.
15	0	0	1/8/2009 6:50:33 AM	9/11/2009 12:34:33 PM	HB1 15.0 database upgrade script
15	0	0	1/8/2009 6:50:33 AM	9/11/2009 12:34:33 PM	Horizon Business Insight 15.0 . Created on 09/9/2009 02:30 PM.
15	0	0	1/8/2009 6:50:33 AM	9/14/2009 7:26:24 AM	Horizon Business Insight 15.0 . Created on 09/9/2009 02:30 PM.
15	0	0	1/8/2009 6:50:33 AM	9/14/2009 8:34:44 AM	HB1 15.0 database upgrade script
15	0	0	1/8/2009 6:50:33 AM	9/14/2009 8:34:44 AM	Horizon Business Insight 15.0 . Created on 09/9/2009 02:30 PM.

Select a support option  
 Show Database Information  
 OK Email this page

The row indicated in the picture above must indicate the current Horizon Business Insight release number.

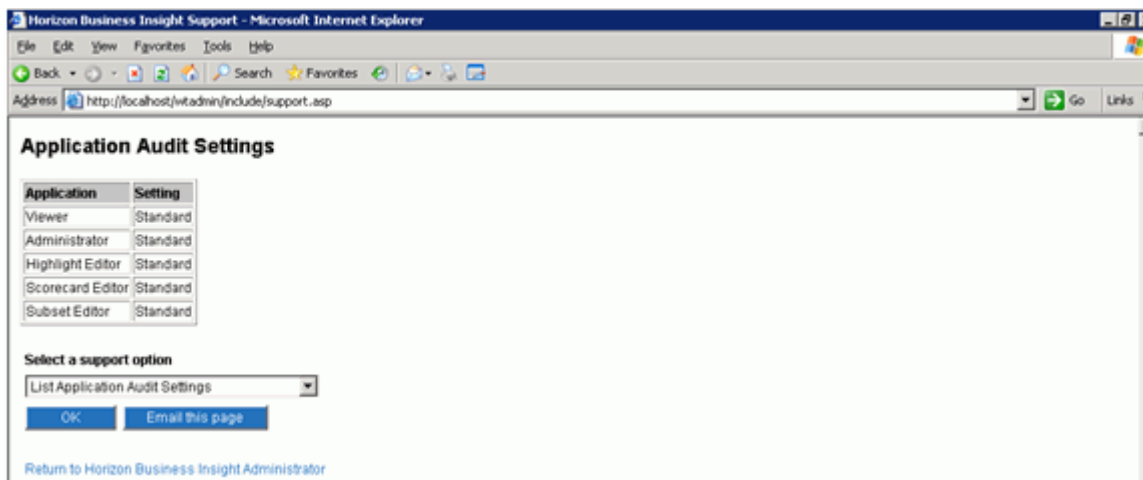
## List Locked Alerts

Select the **List Locked Alerts** Support option to display a list of alerts that are currently locked on your Horizon Business Insight system. Log an ICSS service order for the Performance Analytics Customer Support Center requesting assistance with locked alerts on your system.



## List Application Audit Settings

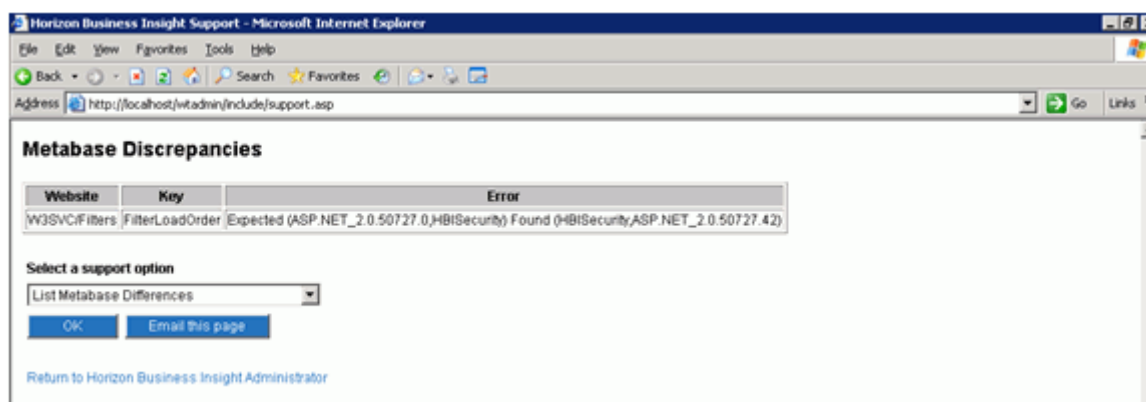
Select the **List Application Audit Settings** Support option to display information about your auditing settings in the Horizon Business Insight Administrator. These settings are established during installation/upgrade in the Horizon Business Insight Server Configuration window.



## List Metabase Differences

The **List Metabase Differences** Support option should be run only if you are experiencing issues with your Horizon Business Insight system. If Horizon Business Insight is running as expected, you do not need to run this option.

When this option is run, the **List Metabase Differences** Support option verifies key indicators of the Horizon Business Insight server IIS settings. This option only indicates discrepancies between the expected setting and the current setting on the server.



**Note:** If no discrepancies are found by this option, click the Back button on your browser to return to the list of Support Page options.

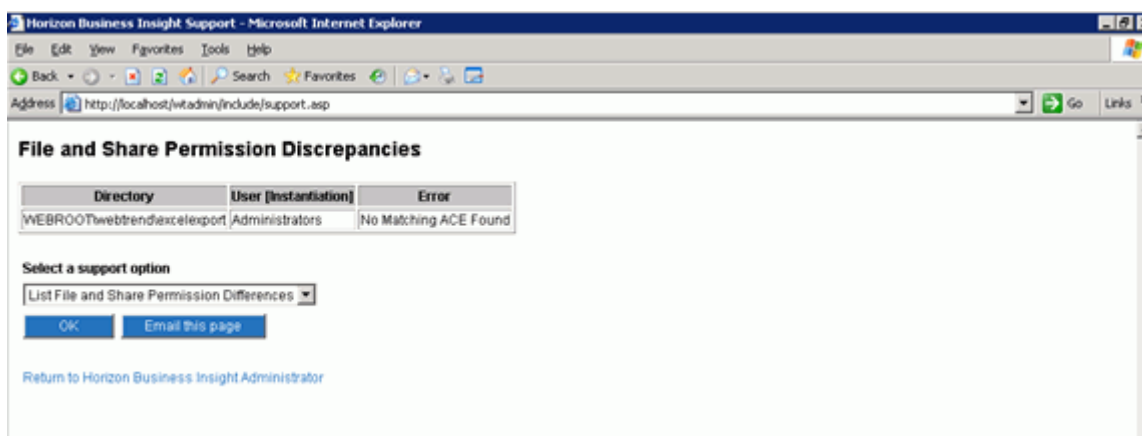
## List File and Share Permission Differences

The **List File and Share Permission Differences** Support option should be run only if you are experiencing issues with your Horizon Business Insight system. If Horizon Business Insight is running as expected, you do not need to run this option.

When this option is run, the **List File and Share Permission Differences** Support option verifies that Horizon Business Insight required permissions are properly set.

This option only indicates discrepancies between expected permissions and the current permission on the Horizon Business Insight server.

This page is blank if all file and share permissions are set as required for Horizon Business Insight to run properly.





## List File Hash Differences

The **List File Hash Differences** Support option should be run only if you are experiencing issues with your Horizon Business Insight system. If Horizon Business Insight is running as expected, you do not need to run this option.

When this option is run, the page should be blank.

If files are listed on this page, contact Performance Management Technical Support.

Directory	File	Error
c:\inetpub\wwwroot\webtrend	dashboard.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	Default.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	display_highlight.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	display_item.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	display_report.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	display_scorecard.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	events.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	header1.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	manageBookmarks.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	process_bookmarks.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	process_highlight.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	process_report.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	report_graph_options_handler.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	search.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	start.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	tbar_highlight.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend	user_pref_info.asp	MD5 Mismatch
c:\inetpub\wwwroot\webtrend\include	pref_menu.asp	MD5 Mismatch
c:\inetpub\wwwroot\witadmin	ListControls.asp	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_viewer\WebHelp	whstart.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_viewer\WebHelp	whthost.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_viewer\WebHelp	whtopic.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_viewer\WebHelp	whutils.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_Admin\WebHelp	whstart.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_Admin\WebHelp	whthost.js	MD5 Mismatch
c:\inetpub\wwwroot\help\plhbi_Admin\WebHelp	whtopic.js	MD5 Mismatch

## SQL Information and Check

Select the **SQL Information and Check** Support option to check information about the setup of SQL Server in your Horizon Business Insight system.

### SQL Check Information

Database	Item	Result
DATABASE	Authentication Mode	Mixed Mode
WebTrend	DB Size	812.1 MB
WebTrend	DB Free	209.0 MB
WebTrend	Log Size	59.1 MB
WebTrend	Log Free	55.1 MB
WebTrend	Collation	SQL_Latin1_General_CP1_CS_AS
WebData	DB Size	41268.0 MB
WebData	DB Free	2157.1 MB
WebData	Log Size	3654.7 MB
WebData	Log Free	3632.8 MB
WebData	Collation	SQL_Latin1_General_CP1_CS_AS
WebCache	DB Size	1752.5 MB
WebCache	DB Free	707.3 MB
WebCache	Log Size	962.2 MB
WebCache	Log Free	938.1 MB
WebCache	Collation	SQL_Latin1_General_CP1_CS_AS
tempdb	DB Size	500.0 MB
tempdb	DB Free	498.8 MB
tempdb	Log Size	0.5 MB
tempdb	Log Free	0.1 MB
tempdb	Collation	SQL_Latin1_General_CP1_CS_AS
WebPortal	DB Size	6.0 MB
WebPortal	DB Free	1.7 MB
WebPortal	Log Size	42.3 MB
WebPortal	Log Free	2.3 MB
WebPortal	Collation	SQL_Latin1_General_CP1_CS_AS
WebPortal	Recovery	Mismatch: FULL
DATABASE	Authentication Mode	Mixed Mode

Select a support option

SQL Information and Check

OK

Email this page

[Return to Horizon Business Insight Administrator](#)

## Show Install Paths

Select the **Show Install Paths** Support option to check registry information about the paths established when the wtinstallcheck.exe is run during the installation/upgrade process.

**Horizon Business Insight Support - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address <https://hadhbix64rd.amherst.hboc.com/wtadmin/include/support.asp>

### Install Paths

Name	Setting
Log Path	C:\HBI\WTLog\
ComPlus Applications Path	c:\Program Files (x86)\ComPlus Applications\HBI\
Database Server Name	hadhbix64rd
JBoss Path	C:\PROGRAM FILES\MCKESSON\HBI SOFTWARE\JBoss\
Installed HBI Version	15.0.25
Website Path	c:\inetpub\wwwroot\

**Select a support option**

Show Install Paths

OK Email this page

[Return to Horizon Business Insight Administrator](#)

The paths shown on this page should match the paths entered for the following when you ran the wtinstallcheck.exe file during the installation of your Horizon Business Insight server. The current version of HBI should also be noted.

Log Path	The location of the installation log files on your server.
Com Plus Applications Path	The location where the Com Plus applications are installed.
Database Server Name	The name of the HBI server where Microsoft SQL is installed
JBoss Path	<p>The location where the JBoss files are installed.</p> <p><b>x:\Program Files\McKesson\HBI Software\HBIversion#</b></p> <p>In the path above, x represents the drive letter on the HBI application server where you intend to install the JBoss utility files for the Dashboard.</p>
Installed HBI Version	The version number of the HBI software currently installed.
Web Sites Path	The location where the HBI websites are installed.

## HBI Upgrade Information

Select the **HBI Upgrade Information** Support Page option to notify the Performance Analytics Customer Support Center that you have successfully upgraded to or installed the new version of Horizon Business Insight.

The HBI Upgrade Information option provides our Support Representatives with the information they need to assist you should that be necessary. McKesson strongly recommends that you perform the steps below each time you successfully upgrade your Horizon Business Insight system.

Name	Setting
Customer/Hospital Name	TESTING
Customer/Enterprise ID	123
Installed HBI Version	15.0.0
Client Code	PROTEST112
Product Key	7AC2FDCB2B323E054779D995973FA8C4D51A77

Email message sent to [hbiupgrade@mckesson.com](mailto:hbiupgrade@mckesson.com).

Select a support option

HBI Upgrade Information

OK Email this page

[Return to Horizon Business Insight Administrator](#)

1 Enter your the following information in the table shown on the page:

- Customer/Hospital Name
- Customer/Enterprise ID (*optional*)

2 Select **Email this page** and enter the address shown below.

[hbiupgrade@mckesson.com](mailto:hbiupgrade@mckesson.com)

This is a non-responding email address used to record Horizon Business Insight upgrades.

**Note:** If you cannot send e-mail outside of your organization, email the page to yourself and then forward it to the address above.

3 Click **OK**. The page now displays the address where you directed the email.

## Chapter 6 - Add MIME types mapping

The Resource category Other, allows you to add files with various extensions. However, if you add Resource files with an extension that does not have a standard MIME type mapping on the server, a File Not Found error is generated. This error can be avoided by manually adding MIME values for file types you expect to import as Other Resources.

To add a new MIME type:

- 1 On the HBI server, from Internet Information Services (IIS) Manager, right-click on Local Computer and select Properties.
- 2 Click the MIME Types button and use the New option to enter the MIME type you want to use.



## Chapter 7 - Create a local FTP account

One way to import data files to your Horizon Business Insight server is through File Transfer Protocol (FTP). Use of FTP requires that you create an account with the proper privileges to the directories to which you will be transferring data.

Your FTP account can be a local or a domain account but should not be any of the standard HBI accounts (WTADMIN, MTS\_WTADMIN, MTS\_WTUSER). We recommend that you create a local account specifically for use with FTP. The account name should be easily recognizable, for example, *HBI\_FTP*. The account must have Read and Write security permissions to the directories where your data will be placed. If you are unfamiliar with the process for setting security permissions, please see your Windows System Administrator.

If you intend to use FTP to transfer files to HBI from TRENDSTAR, refer to the document, *Using Horizon Business Insight with TRENDSTAR*. The section of that document entitled, "FTP Export Setup for Highlight and Report Files" provides specific information for TRENDSTAR systems. You may need to update your IIS Manager settings on the HBI server.





# Chapter 8 - Activating SSL for Horizon Business Insight

## Introduction

Activating SSL security for Horizon Business Insight™ includes the following requirements. Instructions for completing each of the requirements are provided in this document.

Obtain a Certificate - The use of certificates provides Horizon Business Insight users with assurance that information sent and received via the Internet is protected. Obtaining a certificate requires that you generate and submit a Certificate Signing Request (CSR) and, when the certificate is received by your organization, that it be installed on the web site you intend to secure.

Enforce SSL Connections on the Server - This process defines the Horizon Business Insight web sites or associated pages that you have chosen to secure. It is recommended that you activate security for all Horizon Business Insight web sites. This document provides you with the instructions and information necessary to do so.

Update Settings on HBI Server Sites - Once you have enforced the SSL connections on the HBI server, you must make certain adjustments to each of the Horizon Business Insight web sites. In addition, you must run WTSERVERConfig.exe and reboot the server. Instructions for these procedures are provided in this document.

Enable SSL on Client Browsers -SSL security must be activated at the browser level for all client workstations as well as on the Horizon Business Insight server. Once you have completed the server-related processes noted above, use the instructions in this document to verify that SSL has been enabled on client browsers and, if necessary, to activate the SSL security feature on the browser.

## Supported server environments

This document provides you with the information you need to activate SSL security on a Horizon Business Insight Windows 2003 or a Horizon Business Insight 2008 server. Be sure to follow the instruction appropriate to your environment.

## Before you begin

Before you can activate the SSL security option in Horizon Business Insight, be sure you have completed the following:

- You have installed or upgraded your server to the current version of Horizon Business Insight.
- You are logged into the Horizon Business Insight.

## Obtain a certificate

As previously noted, Horizon Business Insight supports the use of server certificates. Client certificates are not currently supported.

### Generate a Certificate Signing Request (CSR)

A CSR provides information about your server to a third-party certificate authority (CA). The certificate issued to your organization by the CA will be associated with a Horizon Business Insight server and a web site.

A CSR is generated using the Microsoft Internet Information Server (IIS) console and includes the following information:

- Organization
- Organizational unit
- Country
- State
- Locality
- Common name - Use the fully-qualified domain name of the host server for Horizon Business Insight. For example, HBI.com where HBI is the name of the server and the server is part of the .com domain.)

Follow the steps appropriate to your environment below to generate a certificate signing request (CSR).

#### Generate a CSR in a Windows 2003 environment

Follow the steps below to generate a CSR in a Windows 2003 environment.

- 1 Open Windows Explorer and click **Desktop**.
- 2 Right-click **My Computer** and select **Manage** to display the Computer Management window shown below.
  - Expand the Services and Applications hierarchy.
  - Expand the Internet Information Services hierarchy to display the IIS console directory.
  - Right-click on **Default Web Site** and select **Properties**.
- 3 The Default Web Site Properties window is displayed.
  - Select the Directory Security tab.
  - Click the **Server Certificate** button located in the Secure communication area.
- 4 On Welcome to the Web Server Certificate Wizard window, click **Next**.
- 5 On the IIS Certificate Wizard Server Certificate window, select **Create a New Certificate**.

- Click **Next**.
- 6 On the Delayed or Immediate Request window, select **Prepare the request now, but send it later**.
    - Click **Next**.
  - 7 In the **Name** box on the Name and Security Settings window, type a simple name for the Horizon Business Insight server certificate. The name of the Default Web Site will be displayed.
    - Use the **Bit length** drop down to select a bit length for your encryption key. A higher bit length ensures stronger encryption. A minimum of 1024 bits is preferred by most Certificate Authorities.
    - Click **Next**
  - 8 The Organization Information window is displayed.
    - Enter your Organization's legal name and the name of your division, department or unit in the text boxes provided.
    - Click **Next**.
  - 9 Your site's Common Name window is displayed. The Common Name you enter here ties the certificate to the Horizon Business Insight server. Enter the valid DNS name for the Horizon Business Insight server including the domain name.

Once SSL has been activated on the server, the Common Name you enter here must be used in all URLs when accessing the server; otherwise, a security warning prompt will be displayed.

    - Click **Next**.
  - 10 Enter your Organization's Country/Region, State/province and City/locality in the text boxes provided on the Geographical Information window.

Do not use abbreviations for your state, province, country or region.

    - Click **Next**.
  - 11 The Certificate Request File Name window is displayed. You must save the information you have entered. When you submit your CSR to a Certificate Authority, you will paste the information from this file into the request.
    - Enter the name for the certificate information file. (Be sure to add a .txt extension to your file name.)
    - Use **Browse** to navigate to the location on the server where you want to save the file.
    - Click **Next** to finish.

**Generate a CSR in a Windows 2008 environment**

Follow the steps below to generate a CSR in a Windows 2008 environment.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Select **Server**, in middle pane, double-click **Server Certificates** located under **IIS**.
- 3 In the Server Certificates window, select **Create Certificate Request**.
- 4 On the Distinguished Name Properties window, enter the organizational details requested and then click **Next**.
  - The Common Name you enter on this window ties the certificate to the Horizon Business Insight server. Enter the valid DNS name for the Horizon Business Insight server including the domain name. Once SSL has been activated on the server, the Common Name you enter here must be used in all URLs when accessing the server; otherwise, a security warning prompt will be displayed.
  - Enter your organizations legal name.
  - Enter your Organization's Country/Region, State/province and City/locality in appropriate fields. Do not use abbreviations for your state, province, country or region.
- 5 Select a cryptographic service provider of your choice then click **Next**. You may select the default provider shown on the window.
- 6 The Certificate Request File Name window is displayed. You must save the information you have entered. When you submit your CSR to a Certificate Authority, you will paste the information from this file into the request.
  - Enter the name for the certificate information file. (Be sure to add a .txt extension to your file name.)
  - Use **Browse** to navigate to the location on the server where you want to save the file.
  - Click **Next** to finish.

## Sample CSR

A sample CSR is shown below. Your .txt file will include a header, a footer and contents. It will be encrypted as illustrated by the sample.

```
-----BEGIN NEW CERTIFICATE REQUEST-----
MIIDATCCAmoCAQAwbDEOMAwGA1UEAxMFcGxhbGxgDDAKBgNVBAsTA1BT
UzESMBAGA1UEChMJTWljcm9zb2Z0MRlwEAYDVQQHEwIDaGFyYbG90dGUx
FzAVBgNVBAGTDk5vcnRoIENhcm9saW5hMQswCQYDVQQGEwJVUzCBnzANB
gkqhkiG9w0BAQEFAAOBjQAwgYkCgYEAAtW1koGfdt+EoJbKdxUZ+5vE7TF1ZuT
+xaK9jEWHESfw11zoRKRHzHN0fIASnwg3vZ0ACteQy5SiWmFaJeJ4k7YaKU6c
hZXG3GqL4YiSKFaLpJX+YRiKMtmIJzFzict5GVVGHsa1IY0BDYDO2XOA1stGIH
CtENHOKpzdYdANRg0CAwEAaCCAVMwGgYKKwYBBAGCNw0CAzEMFgo1L
jAuMjE5NS4yMDUGCisGAQQBgjcCAQ4xJzA1MA4GA1UdDwEB/
wQEAwIE8DATBgNVHSUEDDAKBggrBgEFBQcDATCB/
QYKKwYBBAGCNw0CAjGB7jCB6wIBAR5aAE0AaQBjAHIAbwBzAG8AZgB0AC
AAUgBTAEEAIABTAEMAaABhAG4ABgBIAgWAIABDAHIAeQBwAHQABwBnAHI
AYQBwAGgAaQBjACAAUABYAG8AdgBpAGQAZQByA4GJAGKa0jzBn8fkxScrW
sdnU2eUJOMUK5Ms87Q+fjP1/
pWN3PJnH7x8MBc5isFCjww6YnIjD8c3OfYfjkmWc048ZuGoH7ZoD6YNfv/
SfAvQmr90eGmKOFFiTD+hl1hM08gu2oxFU7mCvfTQ/
2lbXP7KYFGEqaJ6wn0Z5yLOByPqblQZAAAAAAAAAAAAAwDQYJKoZIhvcNAQE
FBQADgYEAhpzNy+aMNHAmGUXQT6PKxWpaxDSjf4nBmo7oMhfC7ClvR0Mc
CQ+CBwuLzD+UJxl+kjgb+qwcOUkGX2PCZ7tOWzcXWNmn/
4YHQI0MGEXu0w67sVc2R9DIsHDNzeXLI0mjUl935qy1uoIR4V5C48YNsF4ejlgj
eCFsbCojJb9/2RM= -----END NEW CERTIFICATE REQUEST-----
```

## Request the certificate

Once you have completed the steps above to generate a CSR and saved the text file, you will need to submit the request to your chosen Certificate Authority. Contact the Certificate Authority directly for information on certificate levels provided and instructions on submitting the CSR.

## Install the certificate

When your certificate is received (usually via email or download) from the Certificate Authority you selected, it must be installed on the web site.

Before you install the certificate on the Horizon Business Insight server, copy the text of the certificate key (including the header and footer) that you received from the CA (it should be similar to the sample CSR displayed at the end of the previous section) into a .txt file and save it to the Horizon Business Insight server with a recognizable name, such as CERT.txt.

Once you have done so, follow the steps appropriate to your environment below to install your certificate on the Horizon Business Insight server.

### Install the certificate in a Windows 2003 environment

Follow the steps below to install the certificate in a Windows 2003 environment.

- 1 Open Windows Explorer and click **Desktop**.
- 2 Right-click **My Computer** and select **Manage** to display the Computer Management window shown below.
  - Expand the Services and Applications hierarchy.
  - Expand the Internet Information Services hierarchy to display the IIS console directory.
  - Right-click on the **Default Web Site** and select **Properties**.
- 3 The Default Web Site Properties window shown below is displayed.
  - Select the Directory Security tab.
  - Click the **Server Certificate** button located in the Secure communication area.
- 4 On Welcome to the Web Server Certificate Wizard window, click **Next**.
- 5 On the Pending Certificate Request window, select **Process the pending request and install the certificate**.
  - Click **Next**.
- 6 On the Process a Pending Request window, click **Browse** and navigate to the CERT.txt file that you saved on the Horizon Business Insight server.
  - Click **Next**.
  - Click **Next** again.
- 7 Click **Finish**.

**Install the certificate in a Windows 2008 environment**

Follow the steps below to install the certificate in a Windows 2008 environment.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Select **Server**, in middle pane, double-click **Server Certificates** located under **IIS**.
- 3 In Server Certificates window, select **Complete Certificate Request**.
- 4 On Complete Certificate Request window, click **Browse** and navigate to the CERT.txt file that you saved on the Horizon Business Insight server.
  - Type a Friendly Name for this certificate.
  - Click **OK**.



## Enforce SSL connections on the server

At this point you have requested and received your server certificate and installed it on the Horizon Business Insight server. This section provides instructions on activating SSL on the server to ensure secure communications between the server and client workstations.

Follow the steps below to enforce the SSL connections on the Horizon Business Insight web sites.

Be sure to follow the steps below appropriate to your Windows 2003 Server or Windows 2008 Server environment.

### Enforce SSL connections on a Windows 2003 server

Follow the steps below to enforce SSL connections on a Windows 2003 server.

- 1 Open Windows Explorer and click **Desktop**.
- 2 Right-click My **Computer** and select **Manage** to display the Computer Management window shown below.
  - Expand the Services and Applications hierarchy.
  - Expand the Internet Information Services hierarchy to display the IIS console directory.
  - Expand Websites and then right-click on **Default Web Site**.
  - Select **Properties**.
- 3 The Default Web Site Properties window is displayed.
  - Select the Web Site tab as shown above.
  - In the Web Site Identification area, locate the SSL Port: field.
  - The required SSL Port number is 443. If the field is blank, type the value in. If another number is displayed, highlight it and replace with the number 443. If you have not yet installed your server certificate, the field will be grayed out.)
- 4 Click **Advanced**. The Default Web Site Properties window is displayed:
  - Verify that the Multiple identities for this web site field displays the IP address and TCP Port of the HBI server. The IP Address should display as [All Unassigned] and the required port number is 80.
  - Verify that the Multiple SSL Identities for this web site field displays the IP Address as [All Unassigned} and the value 443 as the SSL Port.
  - If the TCP Port and SSL Port values are correct, click **Cancel** to return to the Default Web Site Properties window.
  - If the information on the window shown above is not correct, make the necessary changes the Default Web Site Properties window.
  - Close the Default Web Site Properties window. Move onto the next step.

- 5 The Computer Management window is displayed. In the left panel, be sure the Services and Applications, Internet Information Services and Default Web Site hierarchies are expanded.
- 6 Right-click on HBI\_Viewer in the hierarchy and select **Properties**.
- 7 On the Properties window, select the Directory Security tab.
  - Click **Edit** in the Secure Communications area of the window.
  - On the Secure Communications window, place a checkmark in the option to **Require Secure Channel (SSL)**.
  - Click **OK** to exit the Secure Communications window.
- 8 Click **OK** to close the Properties window.
- 9 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtAdmin.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.
- 10 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtHighlight.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.
- 11 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtSubset.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.
- 12 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtScorecard.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.
- 13 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtPortlets.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.
- 14 From the Computer Management window, in the Default Web Site hierarchy:
  - Right-click on wtWebServices.
  - Select **Properties**.
  - Repeat Steps 7 and 8 above.

15 From the Computer Management window, in the Default Web Site hierarchy:

- Right-click on jakarta.
- Select **Properties**.
- Repeat Steps 7 and 8 above.

16 Close the Computer Management window by clicking the X located in the upper right-hand corner of the window.

17 Open your browser and test the connection to each of the Horizon Business Insight server sites (HBI\_Viewer; wtAdmin; wtHighlight; wtSubset, wtScorecard, wtPortlets, wtWebServices, jakarta) using the http:// [servername/serversitename] URL.

If the SSL option is properly activated on the Horizon Business Insight server sites, the error message shown below will be displayed indicating the connections to the server can now only be accomplished using the following URL:

**https://[servername/serversitename]**

You have completed the steps necessary to activate the SSL option on the Horizon Business Insight server.

Move onto the next section of this document to modify the necessary Horizon Business Insight web site settings.

## Enforce SSL connections on a Windows 2008 server

Follow the steps below to enforce SSL connections on a Windows 2008 server.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Expand **Server**, expand **Sites**, select **Default Web Site**.
- 3 In right pane, select **Bindings...**
- 4 In Site Bindings window, click **Add**.
- 5 In the Add Site Bindings window, select **https** and **SSL certificate** and then click **OK**.
- 6 Close the Site Bindings window.
- 7 Expand **Default Web Site** and select **HBI\_Viewer** site.
- 8 In the middle pane, double-click on **SSL Settings**.
- 9 Select **Require SSL** and **Ignore Client certificates**.
- 10 In the right pane, select **Apply**.
- 11 Repeat steps 7 - 10 for each of the following sites:
  - wtAdmin
  - wtHighlight
  - wtSubset
  - wtScorecard
  - wtPortlets
  - wtWebServices
  - jakarta
- 12 Open your browser and test the connection to each of the Horizon Business Insight server sites (HBI\_Viewer; wtAdmin; wtHighlight; wtSubset, wtScorecard, wtPortlets, wtWebServices, jakarta) using the `http:// [servername/serversitename]` URL.

If the SSL option is properly activated on the Horizon Business Insight server sites, the error message shown below will be displayed indicating the connections to the server can now only be accomplished using the following URL:

**`https://[servername/serversitename]`**

You have completed the steps necessary to activate the SSL option on the Horizon Business Insight server.

Move onto the next section of this document to modify the necessary Horizon Business Insight web site settings.

## Update settings on HBI server sites

In order to complete the activation of SSL security on the Horizon Business Insight server, the following activities must be completed:

- Add a new Custom Error to each of the HBI server sites
- Adjust a setting on WTSubset web site
- Run WTServerConfig.exe
- Reboot the Horizon Business Insight Server

Follow the instructions below appropriate to your Windows server environment to update the settings on your HBI server sites.

### Add new custom error to HBI server sites

This section provides instructions for adding a new custom error to the existing settings on each of the HBI server sites: HBI\_Viewer; wtAdmin; wtHighlight and wtSubset.

Follow the instructions appropriate to your Windows 2003 Server or Windows 2008 Server environment.

#### Add new custom error to HBI Windows 2003 server sites

Follow these instructions to add a new custom error to your HBI Windows 2003 server sites.

- 1 From the Windows Start menu, select **Programs/Administrative Tools/Internet Services Manager**.
- 2 From the IIS window, expand Internet Information Server/[local machine]/Websites/Default Web Site (where [local machine] represents the name of the Horizon Business Insight server.)
  - Right-click on HBI\_Viewer.
  - Select **Properties**.
- 3 From the Properties window, select the Custom Errors tab.
  - Select the entry labeled: **403;4**
  - Click **Edit Properties**.

- 4 The Error Mapping Properties window shown below is displayed.



- From the Message Type drop down list, select **URL**.
  - Type the following address in the URL: text box:  
`/hbi_viewer/hbiError403_4.asp`
  - Click **OK**.
- 5 On the Properties window, click **OK** to close it.
- 6 From the Internet Information Services window, in the Default Web Site hierarchy:
- Right-click on wtAdmin.
  - Select **Properties**.
  - Repeat Steps 3 through 5 above. Enter the following URL in Step 4:  
`/wtadmin/hbiError403_4.asp`
- 7 From the Internet Information Services window, in the Default Web Site hierarchy:
- Right-click on wtHighlight.
  - Select **Properties**.
  - Repeat Steps 3 through 5 above. Enter the following URL in Step 4:  
`/wthighlight/hbiError403_4.asp`
- 8 From the Internet Information Services window, in the Default Web Site hierarchy:
- Right-click on wtSubset.
  - Select **Properties**.
  - Repeat Steps 3 through 5 above. Enter the following URL in Step 4:  
`/wtsubset/hbiError403_4.asp`
- 9 From the Internet Information Services window, in the Default Web Site hierarchy:
- Right-click on wtScorecard.

- Select **Properties**.
- Repeat Steps 3 through 5 above. Enter the following URL in Step 4:

/wtscorecard/hbiError403\_4.asp

- 10 The Internet Information Services window is displayed.
  - In the Explorer panel, expand the HBI\_Viewer hierarchy.
  - Locate the file named: hbiError403\_4.asp
  - Right-click the file and select **Properties**.
- 11 On the hbiError403\_4.asp Properties window, select the File Security tab.
  - Click **Edit** in the Secure Communication section of the window.
  - In the Secure Communications window, remove the checkmark from the **Require Secure Channel (SSL)** box by clicking in the box.
  - Click **OK** to close the Secure Communications window.
  - Click **OK** to close the Properties window.
- 12 Repeat step 10 and 11 above, in the Explorer panel on the Internet Information Services window:
  - wtAdmin
  - wtHighlight
  - wtSubset
  - wtScorecard
- 13 Close the Internet Information Services window by clicking the X in the top right hand corner of the window.
- 14 You have completed the necessary changes to the HBI server sites. Move onto the next section.

---

**Add new custom error to HBI Windows 2008 server sites**

Follow these instructions to add a new custom error to your HBI Windows 2008 server sites.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Expand **Server**, expand **Sites**, select **Default Web Site**.
- 3 Expand **Default Web Site**, select **HBI\_Viewer** site.
- 4 In middle pane, double-click **Error Pages**.
- 5 In right pane, Click **Add**.
- 6 In Add Custom Error Page window, select/enter the following:
  - Enter Status code: 403.4
  - Select: Execute a URL on this site and then type the URL shown below in the associated text box: /[HBI\_Viewer]/hbiError403\_4.asp
- 7 Click **OK**.
- 8 On the Error Pages window, select: 403.4.
- 9 In the right-pane, click **Edit Feature Settings...**
- 10 In Edit Error Pages Settings window, select **Custom error pages** and then click **OK**.
- 11 Repeat steps 3 - 10 above, replacing "HBI\_Viewer" in the site URL shown in step 6 with each of the following in turn:
  - wtAdmin
  - wtHighlight
  - wtSubset
  - wtScorecard
- 12 Expand **Default Web Site**, select **HBI\_Viewer** site.
- 13 In middle pane, click **Content View**.
- 14 Select the file "hbiError403\_4.asp", right click and choose **Switch to Features View**.
- 15 In middle pane, double-click **SSL Settings**.
- 16 On the SSL Settings window, remove the checkmark in the box labeled: **Require SSL**.
- 17 In right pane, select **Apply**.
- 18 Repeat the steps 12 - 17 for each of the sites listed below:
  - wtAdmin
  - wtHighlight



- wtSubset
- wtScorecard

You have now completed the necessary changes to the HBI server sites.

Move onto the next section.

## Adjust setting on wtSubset website

This section provides instructions for adjusting the settings in the wtSubset web site on the Horizon Business Insight server.

### Adjust setting on wtSubset website on Windows 2003 server

Follow the steps below to adjust setting on wtSubset website on Windows 2003 server.

- 1 From the Windows Start menu, select Programs/Administrative Tools/Internet Services Manager.
- 2 From the IIS window, expand Internet Information Server/[local machine]/ Websites/Default Web Site (where [local machine] represents the name of the Horizon Business Insight server).
  - Expand the wtSubset folder (located in the Default Web Site hierarchy).
  - Double-click on the Applet folder to open it.
  - Right-click on the util.asp file and select **Properties**.
- 3 From the Properties window, select the File Security tab.
- 4 Click **Edit** located in the Secure Communications area of the window shown below.
- 5 On the Secure Communications window, make sure the checkbox entitled Require Secure Channel (SSL) is not selected. (You can clear a checkmark from the box by clicking in it.)
  - Click **OK** to close the Secure Communications window.
  - Click **OK** to close the Properties window.
- 6 Close the Internet Information Services window by clicking the X in the top right hand corner of the window.
- 7 You have completed the changes to the wtSubset web site. Move onto the next section.

**Adjust setting on wtSubset website on Windows 2008 server**

Follow the steps below to adjust setting on wtSubset website on Windows 2008 server.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Expand **Server**, expand **Sites**, select **Default Web Site**.
- 3 Expand **Default Web Site**, expand **wtSubset** and select **Applet**.
- 4 In middle pane, click **Content View**.
- 5 Select the file "util.asp", right click and choose **Switch to Features View**.
- 6 In middle pane, double-click **SSL Settings**.
- 7 Remove Require SSL as shown below.
- 8 On the SSL Settings window, remove the checkmark in the box labeled: **Require SSL**.
- 9 In the right-pane, select **Apply**.

You have now completed the changes to the wtSubset web site.

Move on the next section.

## Update and verify options on HBI Server Configuration window

You must run the wtServerConfig executable file in order to reset the required options related to activating SSL for your Horizon Business Insight system. These options, noted below, are described in this section.

- SSL settings on the Security tab
- EBI settings on the EBI tab

**Note:** In addition to the SSL-specific settings noted above, it is recommended that you verify the accuracy of all settings on the HBI Server Configuration window. To do so, refer to the section of this document entitled, Establish HBI Server Configuration Settings.

Follow the steps below to set the options noted above.

- 1 Open Windows Explorer and navigate to the following location:  
x:\inetpub\wwwroot\webtrend\wtserverconfig.exe  
(where x represents the letter of the drive where your inetpub directory resides)
- 2 Double-click on the executable to open the multi-tabbed Horizon Business Insight Server Configuration window.
- 3 On the window, click the Security tab (default tab).
- 4 In the SSL Settings area of the window, type the common name shown on your SSL Certificate. The name you enter in this field, must exactly match the Common Name shown in the Subject line of the Horizon Business Insight server certificate received from the Certificate Authority.
- 5 Click **Update** to save your changes on the Security tab.

### EBI Tab

- 6 Click the EBI tab on the window:
- 7 In the EBI Settings area of the window, type a label in the text box.  
The label you enter in this field is displayed at the bottom of the Horizon Business Insight Viewer main window when users access the Viewer.
- 8 Click **Update** to save your changes on the EBI tab.

## Reboot the Horizon Business Insight server

You have completed the steps necessary to activate SSL-based security on your Horizon Business Insight server. Be sure to reboot the server at this time.

## Enable SSL on Horizon Business Insight client browsers

Once you have completed the activation of SSL on your server, remember to verify that SSL security is enabled at the browser level for all client workstations.

Based on the type of browser installed on each client workstation, verify that SSL has been enabled as follows:

### Internet Explorer Browsers

- 1 From the Internet Explorer main menu, select **Tools/Internet Options/Advanced** tab.
- 2 Scroll down in the list to the Security section and find: **SSL 3.0** (Internet Explorer 6.0 users, find **Use SSL 3.0.**)
- 3 Verify that the checkbox is selected. If not, click on the checkbox to select the option.

### Firefox Browsers

- 1 From the Firefox menu bar at the top of the window, select **Tools/Options.**
- 2 On the Options window, choose the Advanced tab.
- 3 In the Protocols area, verify that the option to **Use SSL 3.0** is selected.

## Troubleshooting SSL

This section provides some troubleshooting information related to activating and using SSL-based security for Horizon Business Insight.

### Internet Explorer security warnings

The following security screens may be encountered by Horizon Business Insight users with an Internet Explorer browser depending on the configuration of security settings in the client browser.

#### Security alerts

If your server certificate is not signed or if the certificate is signed but the Certificate Authority is not listed in the Horizon Business Insight client browser settings, the Security Alert shown below may be encountered by users on their workstations.

This warning appears the first time an Internet Explorer user accesses a Horizon Business Insight web site. Clicking Yes to proceed indicates that the user trusts the certification authority and the selected site is accessed.

If the common name for the site/server indicated on the security certificate differs from the site/server name entered by the user in the URL, the following warning will be displayed indicating a mismatch in the name of the site/server.

Click **Yes** to continue.

#### Security information

If you have elected to secure only certain pages or certain Horizon Business Insight web sites, the security window shown below will be displayed when a user attempts to access a non-secure area.

If encountered when opening an HTML-type Resource in the Horizon Business Insight Viewer, this message indicates that the selected Resource file contains one or more references to an unsecured site.

Click **Yes** to continue.





# Chapter 9 - Configure Multi-Entity Root Folder Functionality

## Introduction

Configuring multi-entity settings on the Horizon Business Insight server allows you to limit the ability of users to browse throughout the server for Report and/or Subset files from within the Horizon Business Insight application. Once you have enabled the server settings, you can use the Entities functionality in the Administrator to define the root folder and subdirectory path that users can access for files associated with each individual entity.

Enabling the Multi-Entity Root Folder functionality for individual entities requires caution to ensure that the physical location of files on the Horizon Business Insight server is accurately reflected in the Administrator and the Subset Editor. If the locations are not in sync, you will be unable to open subset definitions, perform subset imports, scheduled imports and report refreshes.

In general, if your subset and report source files are stored on the Horizon Business Insight server at the default locations shown below (where x: represents the network drive letter where the default directories are located on your HBI server) and you select the same drive letter for subset imports when you enable the multi-entity root folder functionality, reconfiguring your server should require only a minimum of time and effort for resolving source-file management issues.

- Subsets: ...\\wtfiles
- Reports: ...\\wtreports

Note the following additional information regarding the multi-entity root folder functionality:

- Once you have enabled this functionality on the Horizon Business Insight server, it is recommended that you do not subsequently attempt to disable the functionality.
- Enabling this functionality only restricts user access to source files from within the Horizon Business Insight application. Direct access by users to files stored on the Horizon Business Insight server must be controlled by your organization's network security policies.

This section discusses the following topics:

Topic	See Page
Configuring multi-entity settings	9-3
Updating entity root folder information in the Administrator	9-4
Additional information about HBI reports	9-5
Additional information about HBI subsets	9-5
Running scheduled imports	9-5

Before you begin the steps necessary to reconfigure your server to establish Multi-Entity Root Folder functionality in Horizon Business Insight, be sure to thoroughly review all information in this section.

## Configuring multi-entity settings

Follow the steps below to access the executable and enable the Multi-Entity Settings on the Horizon Business Insight server.

If you are not at the Horizon Business Insight Configuration window, follow steps 1 and 2 to open it, then continue to step 3.

- 1 On the Horizon Business Insight server, navigate to the following location:  
C:\inetpub\wwwroot\webtrend\
- 2 Double-click on the file *wtserverconfig.exe* to open the Horizon Business Insight Server Configuration window.
- 3 Click on the Paths tab.
- 4 Place a checkmark in the box(es) to **Use Entity Folder for Report Refresh** and/or **Use Entity Folder for Subset Import**.

You can enable either or both of these options.

- 5 If you enable the option for subset imports, select a drive letter for the default root folder from the dropdown box.

The drive letter you select for the subset entity folder becomes the default for all Horizon Business Insight entities and defines the directory on the server from which users can access subset source files.

---

**Note:** Once you click **OK** and confirm your settings on this window (Steps 5 and 6), you cannot change the drive letter you selected here. However, you can later on change the root folder for one or more entities in the Horizon Business Insight Administrator as discussed in the next section.

---

**Log Invalid Subsets to File** - choose this option to generate a log file listing the subset name and source file location of each subset whose source file is not located under the root folder you have selected. The log file is located on the server at: x:\HBI\wtlog\InvalidSubsets\_yyyymmdd.log (where yyyymmdd reflects the date the log file was generated).

- 6 Click **OK**.
- 7 At the confirmation prompt, click **Yes** to establish your multi-entity server settings.

Continue to the next section to modify the default root folder for individual Horizon Business Insight entities.

## Updating entity root folder information in the Administrator

The Entity Folder options you selected during the Horizon Business Insight server configuration, discussed in the previous section, define a default directory for all Report and/or Subset source files in all entities. If you want to define a different directory location for one or more Horizon Business Insight entities, you can do so via the Entities options in the Horizon Business Insight Administrator.

---

**IMPORTANT:** You must be sure that the root folder and subdirectory location for each entity as indicated in the Administrator matches the physical location on the Horizon Business Insight server of the source files assigned to that entity. If the location displayed in the Administrator differs from the actual location of the files for any entity, you must correct the mismatch either by moving the files on the server or by modifying the Root Folder information for the entity in the Administrator as necessary. For subset source files, it is also possible to correct the mismatch by changing the source file directory path in the Subset Editor.

---

Follow the steps below to set a root folder for an existing entity:

- 1 Log into the Administrator and click **Entities** in the left panel.
- 2 From the Entities list window, click the name of the entity for which you want to set a root folder.
- 3 In the **Report Root Folder** and/or **Subset Root Folder** text boxes (depending on whether you have enabled the Entity Folder option for Reports or Subsets or both), enter the new root directory and subdirectory path to the location of the source files on the Horizon Business Insight server.

---

**Remember:** All report and/or subset source files associated with the entity must be physically located on the server in the location you define here.

---

- 4 Click **Update**.

## Additional information about HBI reports

Once you have completed the steps to modify the entity's root folder in the Administrator, be sure to verify that the data displayed in the Subfolder box for Report Refreshes associated with the entity is correct:

- 1 Log into the Administrator and select **Entity** to access the desired entity.
- 2 Select **Reports/Refresh** and then open the refresh definition by clicking on the name.
- 3 Verify that the data in the **Subfolder** box reflects the directory location of your report files on the HBI server.
- 4 If the **Subfolder** data is incorrect, modify it as necessary.

## Additional information about HBI subsets

When the Entity Folder option has been enabled on the Horizon Business Insight server, the subset source files must reside on the server in the same subdirectory path under the entity's subset root folder as the *subdirectory path* under the shared directory where they resided prior to enabling the Entity Folder option. This is necessary before you can open an existing subset definition.

As such, if previous to enabling the Entity Folder option, your Horizon Business Insight server included a subdirectory structure under the WebTREND directory, it is recommended that you recreate the same subdirectory structure under the root directory selected for the entity. Doing so will simplify the process of matching the physical location of your files with the entity data in the Administrator.

If the source files are not stored on the server in the location indicated within the Horizon Business Insight application, you will encounter the following message when you attempt to open a subset in the Subset Editor.

*This subset cannot be opened because the source file is not under the entity's root directory. Please enter a valid source file path.*

Correct the directory path shown in the text box to reflect the correct location of the files on the directory indicated. Alternatively, you can move the source files to the location shown in the text box.

## Running scheduled imports

After you enable the Entity Folder option on the HBI server and update the subset information in the Administrator and Subset Editor, be sure to verify that the directory location for all subsets is correct before running Scheduled Imports.



# Chapter 10 - User Authentication and Passwords

## User authentication

**User Authentication** utilizes unique user identification (username and password) to control access to hardware and software applications and thus to sensitive patient information.

Horizon Business Insight relies on access control functionality available on your Horizon Business Insight Windows server to control and maintain user authentication. The Windows server access control, as it relates to the utilization and configuration of user passwords, is totally compatible with the Horizon Business Insight system.

The following table lists the password maintenance functions that are under the control of the Horizon Business Insight System Manager/Administrator. Note that the specifics of all functions are determined by your organization's security policy.

Function	Controlling Policy	Function Location
Set password minimum length	Password Policy	Domain/Local Server
Set password age	Password Policy	Domain/Local Server
Set password to expire Now	User Properties	Domain/Local Server
Set password to expire after x number of logins: At next login After x number of logins	User Properties User Properties	Domain/Local Server Domain/Local Server
Force user to change default passwords on first use	User Properties	Domain/Local Server
Control password reuse: Turn reuse control off or on Set length of time before reuse Set number of passwords stored in history	Password Policy Password Policy Password Policy	Domain/Local Server Domain/Local Server Domain/Local Server
Set password formatting characteristics: Minimum number of numeric characters Minimum number of alpha characters Minimum number of uppercase characters Minimum number of special characters	Password Policy Password Policy Password Policy Password Policy	Domain/Local Server Domain/Local Server Domain/Local Server Domain/Local Server

Function	Controlling Policy	Function Location
Allow text message on the change password window describing password policies	Local Policy Security Options	Domain
Change user password	HBI administrator	HBI
Invalid logins: Specify maximum number of invalid logins Allow account locking after maximum number of invalid logins reached	Account Lockout Policy Account Lockout Policy	Domain/Local Server Domain/Local Server
Provide account deletion/deactivation function	Computer Management	Domain/Local Server
Send alert to system manager after maximum invalid logins reached	Audit Policy, Event Viewer Properties	Domain/Local Server
Set a period of time to lock out the account	Account Lockout Policy	Domain/Local Server
Require manager/administrator intervention to re-activate	User Properties	Domain/Local Server
Set password maximum length	No limit specified	
Ensure Navigator keeps product passwords and password policies in synch	Password Policy Expiration	Domain/Local Server
Log invalid logins and any lockouts	Audit Policy	Domain/local Server

### Restricting unauthorized access to workstations

- Horizon Business Insight's automatic logout functionality terminates the current browser session after a period of inactivity in the Horizon Business Insight website.

When attempting to log back into the site, a user will be prompted for domain, user name and password. Users will also be prompted for identifying information when selecting a menu option that opens another Horizon Business Insight site. For example, a user must enter domain, user name and password when the Highlight Editor option is selected from the menu bar on the Subset Editor List window.

The automatic logout functionality applies to all of the Horizon Business Insight websites. The default timeout periods for the Horizon Business Insight websites are as follows:

- Scorecard Editor site 20 minutes
- All other HBI sites 60 minutes
- In addition, activating the Windows Screen Saver option on user workstations can restrict unauthorized access to the Horizon Business Insight sites from an unattended workstation. The screen saver option is located on the Control Panel/Display Properties window. Screen savers should be password protected and set to initiate after a minimum interval of inactivity.



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# Chapter 11 - HPM System Monitoring Statistics

This document contains step-by-step setup instructions for loading the Horizon Performance Manager script to your Horizon Business Insight™ server. Unless otherwise noted, follow the instructions in the order presented in this document.

These instructions assume that you have added the server to your domain and that you are logged on to an account with FULL Administrative Privileges for your particular domain.

---

**IMPORTANT:** The HPM script discussed in this manual is designed to be installed on your HBI system one time only. Once you have loaded the script, if you feel it needs to be reloaded, log an ICSS service order for the Performance Analytics Customer Support Center requesting assistance.

---

---

## HPM System Monitoring Statistics Subset

In addition to the standard SQL batch file that was run at install/upgrade to set up databases, the **HPM\_System\_Monitoring\_Statistics.sql** script must be run on the Horizon Business Insight server.

The **HPM\_System\_Monitoring\_Statistics.sql** script is included with the Horizon Business Insight installation or upgrade software executable that you downloaded from the McKesson Download Central website.

Depending on whether this is your initial installation of Horizon Business Insight or you are upgrading your software from an earlier version, the script can be found in the location noted below:

- **Initial installations:**

x\...HBI [*current release number*]\Server\DBScripts\Other McKesson Products\HPM

- **Upgrades:**

x\...HBI [*current release number*]\Upgrade\HBI\DBScripts\Other McKesson Products\HPM

Once you have located the **HPM\_System\_Monitoring\_Statistics.sql** script, follow the steps below:

- 1 Go to **Start/Programs/Microsoft SQL Server/SQL Server Management Studio**.
- 2 From the SQL Server Management Studio window, click **File/Connect**. (*You may be prompted with a Connect to SQL Server window.*)
  - From the Connect to SQL Server window, type in the HBI server name under SQL Server.
  - Select **Windows NT Authentication** and click **OK**.

## Load the HPM\_System\_Monitoring\_Statistics.sql

Follow the steps below to load the *HPM\_System\_Monitoring\_Statistics.sql* script.

- 1 From the SQL Server Query Analyzer screen, click **File/Open**.
- 2 From the Open Query File screen, browse to the location where you extracted the Horizon Business Insight software when you downloaded it from the McKesson Download Central website. The default location is:

*C:\McKesson\HBI [current release #]*

- 3 Navigate to the location shown below and click **Open**:

*...\Server\DBScripts\Other McKesson Products\HPM\HPM\_System\_Monitoring\_Statistics.sql*

- 4 From the SQL Query Analyzer, click **Edit/Replace**.
- 5 From the Replace window specify the following:

In the **Find** field, enter the following:

*[yourservername]\WTFiles\*

In the **Replace with** field, replace *[yourservername]* with the name of the HBI server:

For example, assume the name of the HBI server is amhnt02devo; you would change *[yourservername]\WTFiles* as shown below:

*amhnt02devo\WTFiles*

---

**Note:** WTFiles is the default directory for files transferred from HPM to be displayed as highlights in HBI. If you transferred the HPM performance text file to a different location on the HBI server, be sure to enter the directory path to the current location of these files in the **Replace with** field.

---

Click **Replace All**, then click **Cancel**.

- 6 From the SQL Server Query Analyzer screen, click **Query**.
- 7 Click the **Execute Query** icon on the toolbar (appears as a green 'play' symbol).
- 8 When the script is complete, carefully review the results.
- 9 Save the script results to a log file using the following process. (If the results window is not active, press **SHIFT+F6** until the focus returns.):

On the **File** menu, click **Save As**. If the file is untitled (has never been saved to disk before) you will be prompted for a file name; otherwise the current file name will be used and the current content will overwrite the existing file. No backup files of the existing file are created.

Navigate to the applicable location below and click **Save**. Note that the location where log files are saved on your system depends on the release number of the initial install of your Horizon Business Insight server.

- If your HBI system was newly installed with release 11.0 or later:

**C:\HBI\ WTLog\ HPM\_System\_Monitoring\_Statistics.log**

- If your HBI system was newly installed prior to release 11.0:

**C:\WEBTREND\WTLog\ HPM\_System\_Monitoring\_Statistics.log**

**10** Close the Horizon Business Insight Software script without saving your changes.

**11** Close SQL Server Query Analyzer and SQL Server Enterprise Manager.

You have loaded the HPM script. Move on to the next page to complete the installation and verification process.

## Reboot the Horizon Business Insight server

When you have completed the steps in the previous section, be sure to reboot the Horizon Business Insight server.

After you have rebooted, verify that your HPM subsets and highlights listed on the following page are present on the server. Then, follow the verification steps at the end of this section.

## Verify Horizon Performance Manager subsets and highlights

This section provides information on the subsets and highlights that are automatically created on your HBI server when the scripts described in the previous section are run on the server.

It is important that you verify that the subsets and highlights have been created on the server. To do so, follow the steps provided below.

### HPM subsets creates

The following table shows the subset created and added to your server when you run the HPM script described in this document. Also shown is the name of the text file associated with the subset and the default location of the file on the HBI server.

<b>HBI Subset</b>	HPM_System_Monitoring_Statistics
<b>Source file name</b>	DBSTATS_report.txt
<b>Default location of source file</b>	[yourHBIservername]\WTFiles

---

**Note:** When the text file noted above is imported into Horizon Business Insight, the date and time of the import process is appended to the file name:

*DBSTATS\_report[mmddyyyyhhmm].txt*

Each time a new file is imported, the corresponding date and time is appended to the file name.

---

## HPM highlights created

The highlights listed below are available with your Horizon Business Insight software. They have been designed specifically to assist Horizon Performance Manager customers to monitor system performance. When you run the SQL scripts discussed in this manual, the highlight are automatically properly formatted for you.

- *HPM - Average system usage showing application detail* - Use this highlight to track your job mix. An unfavorable alert is triggered when the application load exceeds thirty jobs. The alert job threshold can be reset by your HBI Administrator.
- *HPM - Average system usage with system load overlay* - Use this highlight to graphically compare your application usage to system load. An unfavorable alert is triggered when the system load exceeds a queue length of twenty. The alert load threshold can be reset by your HBI Administrator.

Highlight	Subset
HPM-Average system usage showing application detail	HPM_System_Monitoring_Statistics
HPM-Average system usage with system load overlay	HPM_System_Monitoring_Statistics

## Steps

Follow the verification steps below:

- 1 Log onto wtsubset and verify that the proper subsets are listed.
- 2 Navigate to the location below and verify that the proper text files reside in the WFiles directory.

Note that the location of your WFiles directory on the HBI server depends on the release number of the initial install of your Horizon Business Insight server.

- If your HBI system was newly installed with release 11.0 or later:

**C:\HBI\WFiles**

- If your HBI system was newly installed prior to release 11.0:

**C:\WEBTREND\WFiles**

- 3 Import to the subsets.
- 4 Log onto the HBI Viewer and verify that the proper highlights exist.
- 5 Open the highlights and verify that they contain data.

## Completing the set-up process

Once you have completed the instructions to run the script and verified that the subsets and highlights have been created on your HBI server, note the following before you attempt to use the Horizon Performance Manager monitoring highlights,:

- The Oracle Statspack utility software must be running on your Oracle server. Statspack takes a snapshot of the Horizon Performance Manager system performance activities every fifteen minutes. The statistical information collected by Statspack is then extracted from the database environment by a UNIX batch job and stored in a text files on the HPM application files system. The text files are saved for a maximum of three months.

Additional information on Statspack can be found in the *Horizon Performance Manager Operations Guide*. This document can be downloaded from the Horizon Performance Manager area of McKesson's Download Central website. It is included in the documentation zip file with the Horizon Performance Manager installation and upgrade guides.

- You must transfer the text file containing the performance data from the HPM applications file system to the WFiles directory on the Horizon Business Insight server before you can import the data into the Subset Editor. For information on how to transfer files, refer to the document entitled, *Using Horizon Business Insight with Horizon Performance Manager*.
- Use the Scheduler window in the Subset Editor to establish how often the performance data is imported from the Horizon Business Insight server into the Subset Editor and the performance highlights are updated.

Initially, we recommend that you schedule a daily import of your HPM performance data. A daily import will provide you with a retrospective view of your system performance; that is, how heavily the system was used yesterday. Later, if you choose, you can adjust the schedule to import as often as every fifteen minutes to provide you with near real-time monitoring.



# Chapter 12 - Horizon Business Insight Horizon Portlets

This document provides the instructions and information you need to configure the Horizon Portlets on your Horizon Business Insight server for use with the Horizon<sup>WP</sup> Physician Portal.

If your server is currently running a previous version of Horizon Business Insight, you **MUST** upgrade to the current version of Horizon Business Insight before proceeding. Log an ICSS service order for the Performance Analytics Customer Support Center for information on upgrading the server from previous versions.

This document contains step-by-step instructions for setting up the Horizon Business Insight server for use with the Horizon Portlets in a Windows 2003 and a Windows 2008 environment. Be sure you follow the instructions in each section of this document in the order presented.

---

**Note:** You must be logged into the server with Full Administrator privileges.

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# Update settings for wtPortalProvider application pool

This section contains instructions for configuring the wtPortalProvider application pool in a Windows 2003 and a Windows 2008 environment. Be sure to follow the instructions appropriate to your environment.

## Update settings for wtPortalProvider application pool in a Windows 2003 environment

Follow the steps below in IIS Manager to update the settings for the wtPortalProvider application pool in a Windows 2003 environment.

- 1 Log into IIS Manager and expand **Application Pools**.
- 2 Right click on the **wtPortalProvider** pool and select **Properties** from the shortcut menu.
- 3 Select the Performance tab.
- 4 Click to activate the option to **Enable CPU monitoring**. By default this option is not enabled.
- 5 Click **Apply**.
- 6 Click **OK**.

## Update settings for wtPortalProvider application pool in a Windows 2008 environment

Follow the steps below in IIS Manager to update the settings for the wtPortalProvider application pool in a Windows 2008 environment.

- 1 Open **Control Panel/Administrative Tool/Internet Information Services (IIS) Manager**.
- 2 Expand Server, select **Application Pools**.
- 3 In Middle pane, Select **wtPortalProvider**.
- 4 In Right pane, Select **Advanced Settings...**
- 5 In the Limit box in the CPU section, type: 100.
- 6 Click **OK**.

# Configuring the IIS sites - wtPortalProvider

This section contains instructions for configuring the IIS sites - wtPortalProvider in a Windows 2003 and a Windows 2008 environment. Be sure to follow the instructions appropriate to your environment.

## Configuring the IIS sites - wtPortalProvider in a Windows 2003 environment

Follow the steps below to configure the IIS sites for wtPortalProvider in a Windows 2003 environment.

- 1 Click **Start/Programs/Administrative Tools/Internet Services Manager/Internet Information Services** and expand **Web Sites/Default Web Sites**.
- 2 Right-click on **wtPortalProvider** and select **Properties** from the shortcut menu.
- 3 Deselect the option to **Index this resource**.
- 4 In the Applications Settings area, click **Create**.
  - From the Application Pool drop down list, select **wtPortalProvider**
  - Click **Configuration**.
- 5 Click the Options tab.
- 6 Verify that **Enable session state** is selected and change the **Session timeout** to 60 minutes (default value is 20 minutes).
- 7 Verify that **Enable buffering** is selected.
- 8 Verify that **Enable parent paths** is NOT selected.
- 9 Click **OK**.
- 10 Select the Documents tab.
- 11 Verify **Enable default content page** is NOT selected.
- 12 Select the Directory Security tab.
- 13 Select **Edit** located under **Authentication and Access Control**
- 14 On the Authentication Methods window, be sure that **Enable Anonymous Access** is the only check box selected.
- 15 Accept the default value for the username and password
- 16 If the **Integrated Windows Authentication** option is selected, uncheck the box to deselect it.
- 17 Click **OK**.
- 18 Click **OK** again.

## Configuring the IIS sites - wtPortalProvider in a Windows 2008 environment

Follow the steps below to configure the IIS sites for wtPortalProvider in a Windows 2008 environment.

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Expand **Server**, expand **Sites**, expand **Default Web Site**.
- 3 Select and right click **wtPortalProvider** and choose **Convert to Application**.
- 4 In right pane, select **Basic Settings**.
- 5 In Edit Application window, click **Select**.
- 6 In Select Application Pool window, select **wtPortalProvider** from drop down and click **OK**.
- 7 Click **OK** again in Edit Application window.
- 8 Select **wtPortalProvider** and double click **ASP**.
- 9 Verify the following in Behavior Section.
  - Enable Buffering - True
  - Enable Parent Paths - False
- 10 Set the following in **Services/Session properties** section.
  - Time-out - 01:00:00
- 11 In right pane, select **Apply**
- 12 Select **wtPortalProvider** and double click **Default Document**.
- 13 In right pane, select **Disable**.
- 14 Select **wtPortalProvider** and double click **Authentication**.
- 15 Verify that Anonymous Authentication is enabled and all other authentications are disabled.

## Establish Access for UserImages directory

The UserImages directory must be configured with the proper security permissions for use with the Horizon Portlets. Review the section entitled, “Set Security and Share Permissions for Folders, Subfolders and Files” in the installation guide [appropriate to your environment](#) for the proper security settings for the UserImages directory.

The *Security permissions for UserImages for wtportlets website* table in your installation guide reflects the minimum required permissions for your Horizon Business Insight server. If the permissions on your server are not set at or above the required level, use the instructions in the installation document to correct them now.

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**Note:** As noted in your installation guide, before you can set permissions for the WTUsers account you must add two instances of the account. If you have not already done so, follow the instructions provided in your installation guide.

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When you have verified that your security permissions for the UserImages directory are set properly, move on to the section entitled [Configure wtPortalProvider for IP restriction](#).

# Configure wtPortalProvider for IP restriction

This section contains instructions for configuring the wtPortalProvider for IP restriction in a Windows 2003 and a Windows 2008 environment. Be sure to follow the instructions appropriate to your environment.

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**Note:** Before you begin this configuration, be sure you have the IP address and/or URL of the Horizon Portal Server.

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## Configure wtPortal Provider for IP restriction in a Windows 2003 environment

- 1 From the IIS screen, select and right-click on the new **wtPortal Provider** site under Default Website and click **Properties**.
- 2 From the wtPortalProvider Properties screen, click the Directory Security tab.
- 3 From the Directory Security tab, click **Edit** under IP Address and Domain Name Restrictions.
- 4 From the IP Address and Domain Name Restrictions screen, select **Denied Access**.
- 5 Click **Add**.
- 6 From the Grant Access window, select **Single Computer**.
- 7 Enter the IP address of the PORTAL under IP Address.
- 8 Click **OK**.

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**Note:** If there is a need to configure two portals to point to the same Horizon Business Insight server, add another IP entry by choosing **Add** and following steps 6-8 again/

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- 9 From the IP Address and Domain Name Restrictions screen, click **OK**.
- 10 From the wtPortalProvider Properties screen, click **OK**.
- 11 From the IIS screen, expand wtPortalProvider directory.
- 12 Select **images**, right-click on images.
- 13 Click **Properties**.
- 14 From the images Properties screen, select the Directory Security tab.
- 15 From the Directory Security tab, click **Edit** under IP. Address and Domain Name Restrictions.
- 16 Select **Granted Access**; ensure there are no hosts listed.
- 17 Click **OK**.
- 18 From the images Properties screen, click **OK**.

## Configure wtPortal Provider for IP restriction in a Windows 2008 environment

- 1 Open **Control Panel/Administrative Tools/Internet Information Services (IIS) Manager**.
- 2 Expand **Server**, expand **Sites**, expand **Default Web Site**.
- 3 Select **wtPortalProvider** and double click **IPv4 Address and Domain Restrictions**.
- 4 In right pane, click **Edit Feature Settings**.
- 5 On the Edit IP and Domain name restrictions window, select **Deny** from the drop down list and click **OK**.
- 6 In right pane, click **Add Allow Entry**.
- 7 On the Add allow Restriction Rule window, type the IP address of the PORTAL in the **Specific IPv4 address** field and then click **OK**.  
  
If necessary to configure two portals to point to the same Horizon Business Insight server, repeat steps 6 and 7 to add another IP entry.
- 8 Expand **wtPortalProvider**, select **Images** and double click **IPv4 Address and Domain Restrictions**.
- 9 In right pane, click **Edit Feature Settings**.
- 10 On the Edit IP and Domain Restrictions Settings window, select **Allow** from the drop down list and then click **OK**.

## Horizon Portlets product key & SSL activation

The HBI Product Key module needs to be run in order to properly set up the Horizon Portlets.

If this is an install or an upgrade of a Horizon Business Insight server that also includes the Horizon Portlets, the Product Key was set when Horizon Business Insight was installed or the server was upgraded.

At this time, refer to the chapter in this document entitled, [Activating SSL for Horizon Business Insight](#) and perform the secured server configuration steps.

If you have an existing Horizon Business Insight server and you are attempting to add the Horizon Portlets, log an ICSS service order for the Performance Analytics Customer Support Center to obtain the Product Key information needed to complete the setup.



# Chapter 13 - Backup and Restore Guidelines

Horizon Business Insight is installed on an open system platform which gives administrators full access to the operating system and backend of the product. In keeping with Performance Management's Open System policy, this document contains guidelines on how to maintain backups for your Horizon Business Insight server.

## Recommended Software

McKesson does not have a preferred backup software package for Horizon Business Insight. While ArcServ is resold as an optional part of the standard Horizon Business Insight installation package, any backup software that can handle your version of Microsoft Windows Server and Microsoft SQL Server backups may be used. Issues with installation, upgrade, configuration and usage of backup software should be directed to the vendor of that software. Performance Management does not use ArcServ in-house and has not tested this product with Horizon Business Insight.

## File System Backup

The typical Horizon Business Insight server includes the following file systems that must be backed up.

- x:\HBI (or x:\WebTREND depending on the HBI release number that was initially installed)
- x:\inetpub\wwwroot\Webtrend\Resources
- x:\Program Files\Com Plus Applications\HBI\

If the directories noted above were installed in a different location or were moved after the installation was completed, the directory path will differ. The current locations can be found by viewing the Registry entries on your HBI server.

## Database Backup for Restore

The Microsoft SQL Server Horizon Business Insight databases should be backed up in their entirety. The typical Horizon Business Insight server includes the following databases that must be backed up.

- WebCache
- WebData
- WebTREND
- WebPortal

## Frequency of Backup

The frequency of backup procedures must be determined by the customer. McKesson, however, recommends you schedule backup procedures at least as follows:

- Daily incremental file system backup
- Daily full database backup
- Weekly full file system backup

## Guidelines for Restoring

Some of the issues that can result in the need to restore all or a portion of your Horizon Business Insight system are discussed in this section. The ability to restore file systems and databases assumes that you have been performing regular backups of these components of your Horizon Business Insight system.

**Database problems:** The Microsoft SQL Server Horizon Business Insight databases should be restored in their entirety. Single highlight or subset restore is not available.

Following are the databases that must be restored.

- WebCache
- WebData
- WebTREND
- WebPortal

When performing database restore procedures, always restore all databases from the same backup session to insure the databases match.

**File corruptions:** Single files can become corrupt or can be deleted. If this occurs, the following data can be restored in total or as single files.

- Resource directory data (x:\inetpub\wwwroot\webtrend\Resource)
- Subset input data (x:\HBI\wtfiles) (See Note.)
- Report input data (x:\HBI\wtreports) (See Note.)

The location of wtfiles and wtreports on your server depends on the HBI release that was initially installed. Customers who installed prior to HBI 11.0 will find wtfiles and wtreports at x:\webtrend\)

**Hardware issues - Loss of disk:** Hardware issues can usually be resolved by addressing the problem with the hardware vendor. Normally, hardware issues do not affect corruption of Horizon Business Insight or loss of data unless it relates to the disk. In this case, a complete file system and database restore is required. Log an ICSS service order for the Performance Analytics Customer Support Center to verify the steps that are needed in your particular situation.

## Planning a move to a new environment

If you are planning to move your Horizon Business Insight system to a new environment, log an ICSS service order for the Performance Analytics Customer Support Center to verify that the guidelines noted below are applicable to your situation. The bulleted items below reflect only general guidelines; they are not procedural steps.

- Install new hardware
- Install new operating system following the guidelines found in the *Horizon Business Insight Installation Guide*.
- Install Horizon Business Insight software following the guidelines found in the *Horizon Business Insight Installation Guide*.
- Restore your file system and database.

## Disaster Recovery

Restoring your entire Horizon Business Insight system is considered a restaging of the machine. In the event of a disaster, the restage process requires restoration of Horizon Business Insight file systems and databases from the most recent backup. Backup guidelines for Horizon Business Insight file systems and databases are provided earlier in this section.

Should you need to implement your disaster recovery plan, McKesson recommends that before you begin you log an ICSS service order for the Performance Analytics Customer Support Center for instructions specific to your situation.

However, in order to assist in planning for disaster recovery, following is a list of the general processes required to restage your Horizon Business Insight system:

- Install your current Microsoft Windows Server operating system.
- Install the Horizon Business Insight software and additional software requirements as indicated in the instructions for installing Horizon Business Insight provided with the documentation for this release.
- Recreate your local users, if any.
- Restore the following file systems from the most recent backup
  - X:\HBI (or X:\WebTREND depending on the HBI release that was initially installed)
  - X:\inetpub\wwwroot\Webtrend\Resources
- Restore the following databases from the most recent backup. Always restore all databases from the same backup session to insure the databases match.
  - WebCache
  - WebData
  - WebTREND
  - WebPortal

- Recreate your scheduled tasks

System recovery requires that all components of your Horizon Business Insight system be restored at the same release level. For example, backups of your Horizon Business Insight 14.0 file systems and databases should be restored to the Horizon Business Insight 14.0 software.