

Softwatch Quick Installation Start Guide

Thank you for choosing our services.

This guide will help you with the initial installation of the agent and the chrome extension (both necessary for the accurate collection of usage data).

Getting Help

If you need help, we are at your service. You can read our [FAQ](#) or contact our support team by [opening a support ticket](#). We will get back to you within a few hours, or the following day if your request is received after hours.

Getting Started

Getting started is easy. You should have received an email right after registering that includes:

1. Our software agent to be deployed on all machines.
2. This Quick Start Guide.
3. Login details to the online server.

Planning Your Deployment

Softwatch uses a small footprint agent which is installed on every workstation, laptop or terminal server in your entire organization. The agent requires no user intervention and periodically collects and reports the local computer inventory and software usage to our server. The agent allows you to easily keep track of mobile and remote computers that do not visit your office frequently.

There are many ways to deploy Softwatch's agent across your network. We recommend using Standard Deployment Tools, Domain Logon Scripts or Active Directory GPO.

Softwatch Agent Prerequisites:

1. The agent requires local administrator rights
2. On Windows 10 local users should gain the following privileges: Read & Execute / List folder contents / Read to C:\Temp folder
3. System user requires write permissions to \Program Files (x86)\OptimizeIT
4. The agent will send encrypted information to the server (either EU or US). You can identify the located server by the ending letters of your company identifier
 - a. US customers <https://collectit.softwatch.com:443>
 - b. EU customers: <https://cloudit-eu.softwatch.com:443>
5. The information will contain uploaded files and standard http(s) traffic. Please configure your firewall/proxy accordingly.
6. For proxy configurations please make sure the system account has internet access
7. Please whitelist / set exceptions to the following processes in your Firewall and Antivirus:
 - a. CollectIT (32 bit) → (CollectIT.exe)
 - b. CollectIT Service → (CollectITService.exe)
8. The memory requirement for each logged in user is ~14MB

Installing the Softwatch Agent

Step 1:

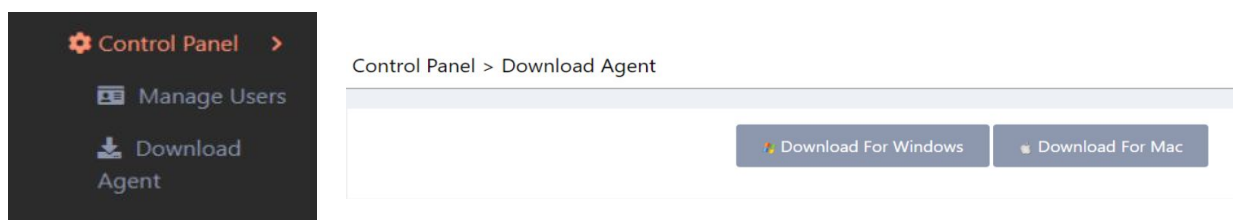
Login with your username and password to:

US environment: <https://dashboard.softwatch.com/login/>

EU environment: <https://dashboard-eu.softwatch.com/login/>

(If you have received the agent, you can skip this download phase)

In the navigation pane on the left side of your screen, choose Control Panel → Download Agent and click “Download for Windows” and/or “Download for Mac” (if applicable):



Once the download has been completed, unzip and install the agent (file name: CollectIT-company_name-version-signed) by running the file as an administrator then close when the process has finished (alongside any other pop-up web pages).

Now that the agent is installed, it will run and then report your local computer inventory and software usage to our server. This is something that will happen immediately, so once the agent is running it should appear in the Machines page within a few seconds.

If the installation pops up a message that the agent is unable to communicate with the Softwatch servers, please check if you are behind a proxy that requires authentication. ([See here for proxy configuration](#)).

Softwatch has developed a lightweight and non-obtrusive way to analyze usage of Web apps via browsers. We currently support Internet Explorer (IE), Opera and Google Chrome. IE and Opera don't require anything but the agent, whilst Google Chrome analysis requires installing a simple Chrome extension. The easiest way to accomplish this is by [using a group policy](#) that will enable you to gain control over several Chrome settings, including pushing out Extensions and making sure they stay enabled on the users' browsers. If you are just testing the Agent on several machines and would prefer to manually install this Chrome extension, please do so from [this link](#).

Step 2:

Once you verify that everything is up and running on your machine, you can move on to the automated process of pushing out the agent to your entire IT environment. You can do this with any deployment tool you have available and the only required parameter for a silent deployment is **/S** (please note that this is a capital S). We would like to refer you once again to [the installation prerequisites](#) . Making sure that all of them are fulfilled will ensure a swift and easy deployment.

Login to the Web Interface

To login to your online account go to [Softwatch](#) (US environment) or [Softwatch](#) (EU environment) and use the Company name, Username and password provided to you during the setup phase.

The Login Page

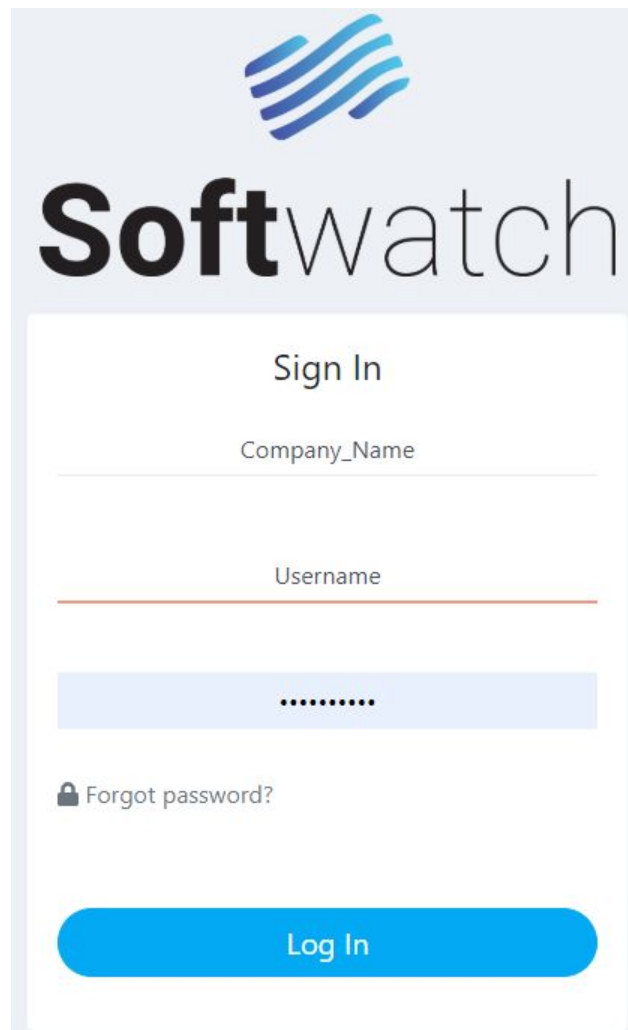
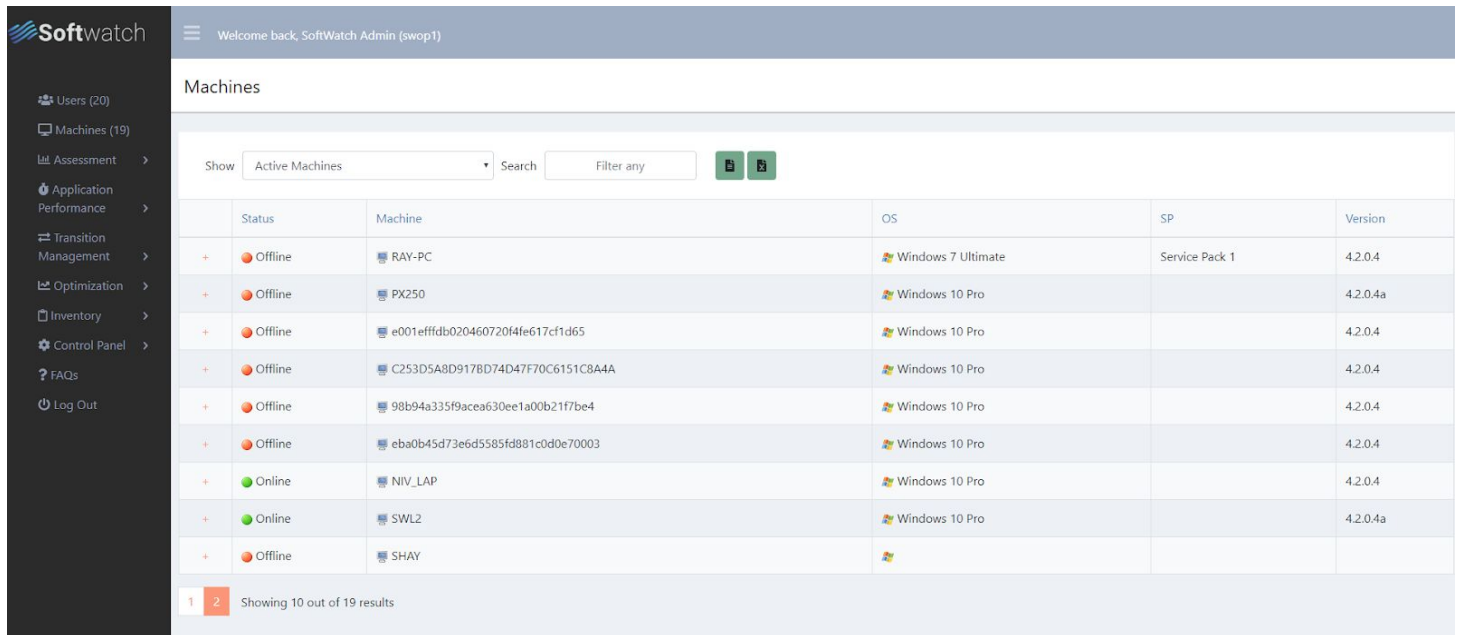
A screenshot of the Softwatch login page. At the top, there is the Softwatch logo (a blue wave icon) and the word "Softwatch" in a large, bold, sans-serif font. Below the logo, the text "Sign In" is centered. Underneath, there are three input fields: the first is labeled "Company_Name", the second is labeled "Username", and the third is a password field with a light blue background and a series of dots. Below the password field, there is a link that says "Forgot password?" with a small lock icon to its left. At the bottom of the form, there is a large, rounded blue button with the text "Log In" in white.

Figure 1: Softwatch Login Screen

Once you are logged into the system you can view your reporting machine(s) under the machines tab:



	Status	Machine	OS	SP	Version
+	Offline	RAY-PC	Windows 7 Ultimate	Service Pack 1	4.2.0.4
+	Offline	PX250	Windows 10 Pro		4.2.0.4a
+	Offline	e001efffdb020460720f4fe617cf1d65	Windows 10 Pro		4.2.0.4
+	Offline	C253D5A8D917BD74D47F70C6151C8A4A	Windows 10 Pro		4.2.0.4
+	Offline	98b94a335f9acea630ee1a00b21f7be4	Windows 10 Pro		4.2.0.4
+	Offline	eba0b45d73e6d5585fd881c0d0e70003	Windows 10 Pro		4.2.0.4
+	Online	NIV_LAP	Windows 10 Pro		4.2.0.4
+	Online	SWL2	Windows 10 Pro		4.2.0.4a
+	Offline	SHAY	Windows 10 Pro		

Figure 2: Softwatch Machines Tab

Your machine status should be green if the installation was successful. If it's not green, then wait 8 min and check again. If the color hasn't changed – [let us know](#).

We are confident you will find Softwatch very useful and we look forward to helping you get ready for Google Apps transition.

The Softwatch Support Team is at your service. [Contact us](#) whenever you need us.

APPENDIX

Agent installation command line options

/S - run in silent mode (no gui).

/LOG=c:\collectit_install.log - log to file.

/SERVER=server.softwatch.com - report to server other than the preconfigured one.

/HASH=foobarbaz - provide HASH other than the preconfigured one.

/TEMPDIR=c:\Temp\CollectIT - override TEMP directory.

/PROXY=1.2.3.4:8080 - provide proxy address (if needed).

/PROXYUSER=proxyusername - provide proxy credentials.

/PROXYPASS=proxypassword - provide proxy credentials.

/SERVICEUSER=DOMAIN\username - provide credentials for windows service (by default it uses SYSTEM account).

/SERVICEPASS=servicepassword - provide credentials for windows service (by default it uses SYSTEM account).

Command line install with proxy configuration (example)

```
CollectIT.exe /S /PROXY=1.2.3.4:8080 /PROXYUSER=domain.local\username  
/PROXYPASS=asecret
```

(replace CollectIT.exe with the name of the CollectIT agent executable file that you have, and the rest of the values based on your config)

Group Policy push of Softwatch's Chrome Extension

Google provides an option between an ADM file (windows 2003 server) and an ADMX file (windows 2008).

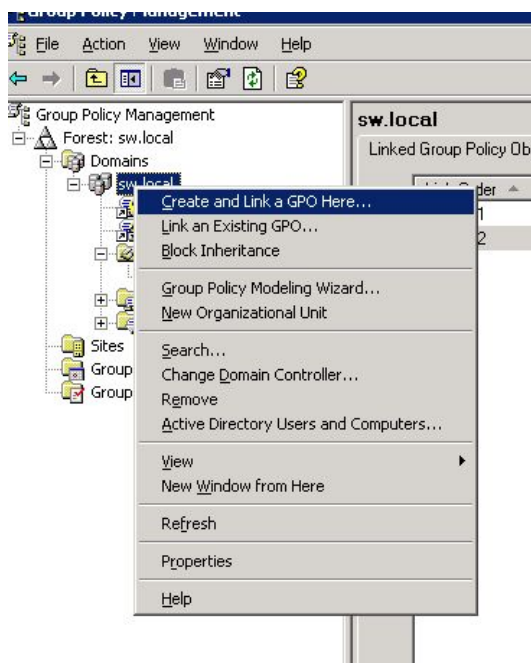
Once imported, the ADM/X file will add additional options to your Group Policy Object.

[Click here to download the ADM file](#) (Server 2003)

[Click here to download the ADMX file](#) (Server 2008)

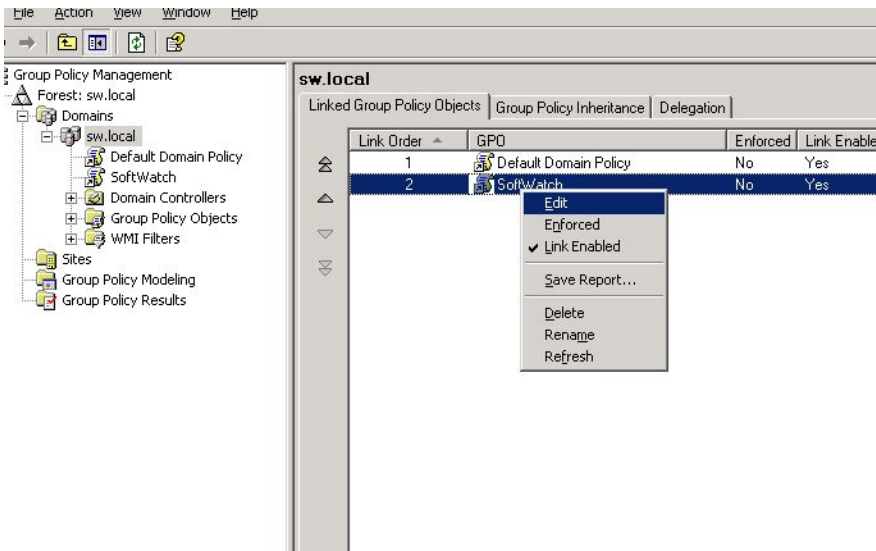
Please open your Group Policy Management console.

Right-click your domain and select "Create and Link a GPO here".



Name your new GPO (in our case we just name it Softwatch)

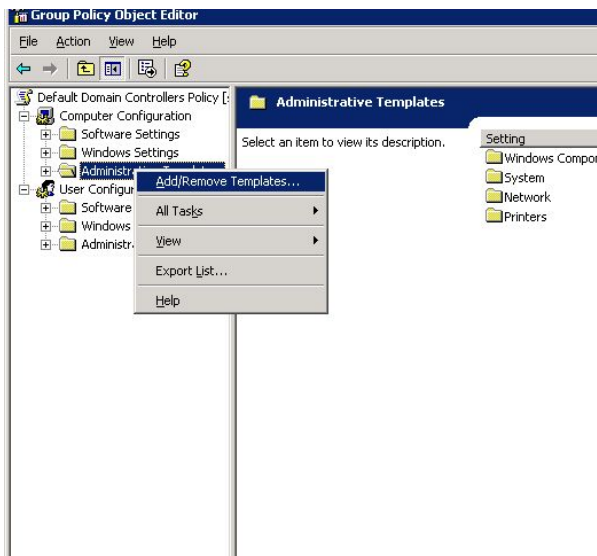
Right Click your new GPO and select "Edit". You should get a new window. In it:



Expand Computer Configuration

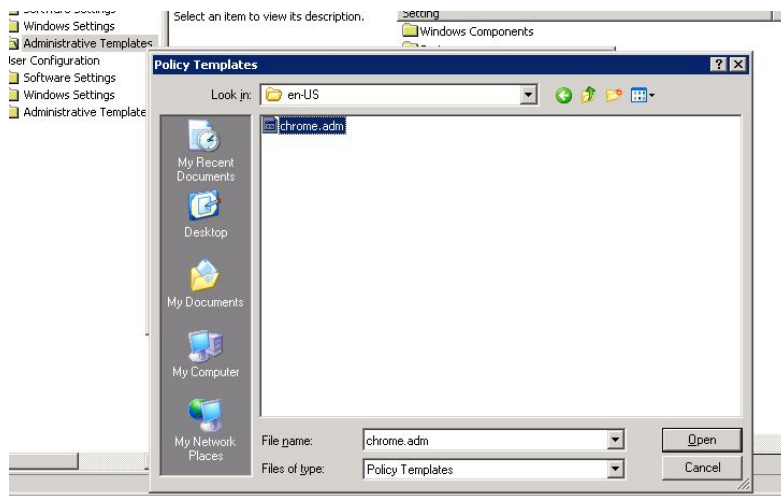
Right Click “Administrative Templates”

Click on “Add/Remove Templates”



Click on “Add”

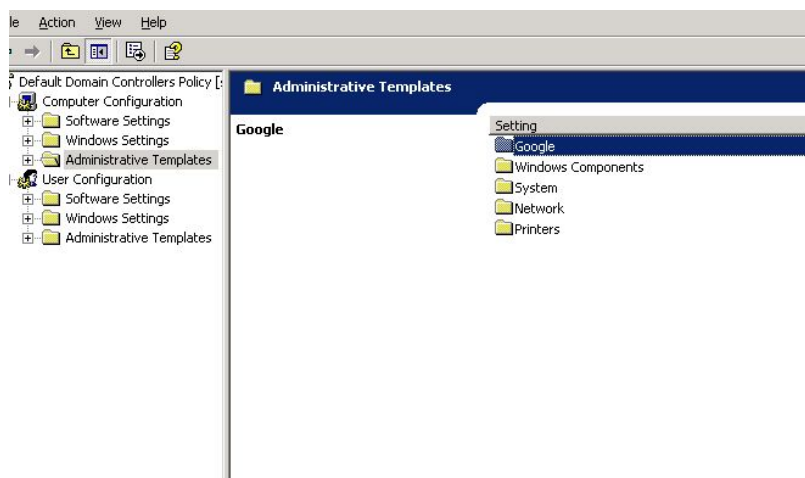
Point to the ADM/ADMX file



Click "Open"

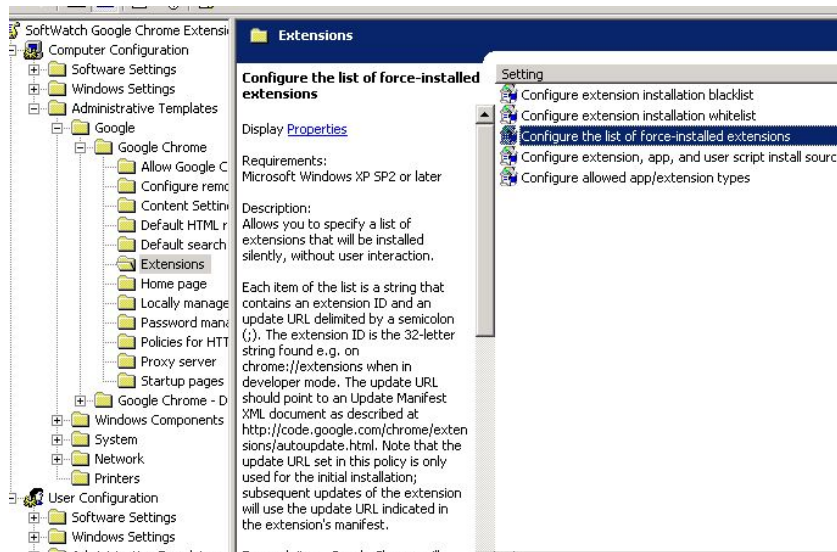
Click "Close"

You should now see "Google" as an additional folder inside the Administrative Templates.

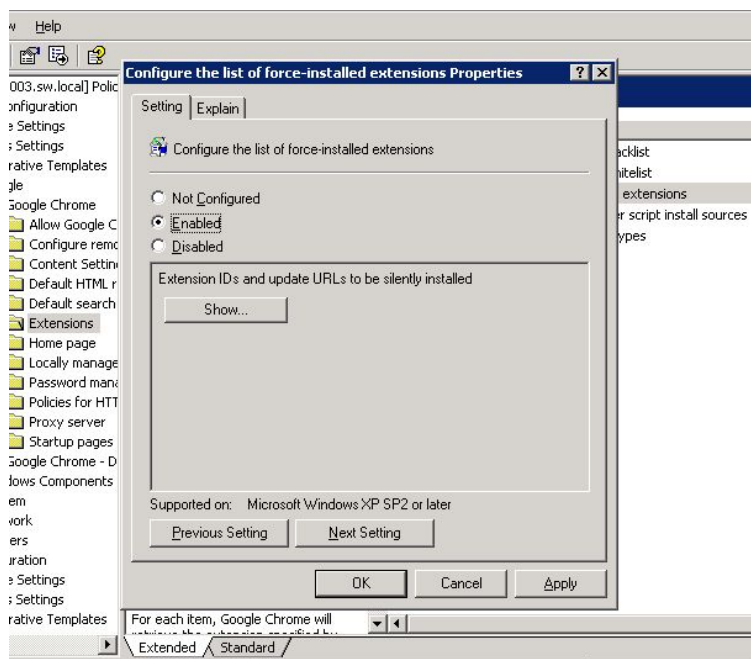


Inside Administrative Templates, please expand "Google" -> "Google Chrome" -> "Extensions":

Double click on "Configure the list of force-installed extensions"



Select "enabled"

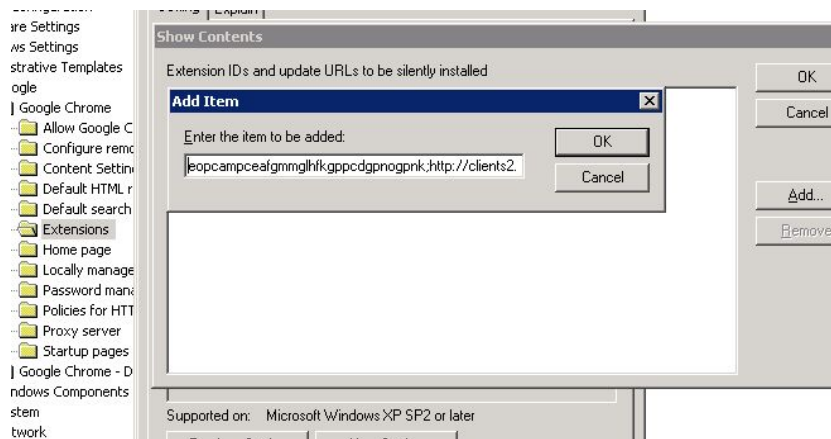


Click "Show"

Click "Add"

Paste the following line into the text holder:

```
cckleakeepmngndbpfaikeegpejklidcc;http://clients2.google.com/service/update2/crx
```



Click “OK”

Click “OK”

Click “Apply” and “OK”

Your users should now get the extension during the next policy update.

Version Changes

#	Change Description	Pages	Changed by	Date	Version
1	Updates	All	Yariv M	July 14, 2019	V1
2	Link updates	All	Ianir H	Sept 23, 2019	V2
3	Link updates	12	Ianir H	Nov 10, 2019	V3