



Analytics Plus



EVALUATOR'S GUIDE



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Installation

Minimum system requirements

OS	Processor	Memory	Hard drive space	Supported browsers
Windows 7 and above	1GHz	4GB	80GB	Firefox v40 and above
Ubuntu 14 Trusty Tahr				Google Chrome v40 and above
Ubuntu 16 Xenial Xerus				

Download and installation on Windows

Download link: <https://www.manageengine.com/analytics-plus/download.html>

To install Analytics Plus, double-click the installation file, then follow the on-screen instructions to complete the setup process.

Note: Please ensure that the installation directory or its parent directory names do not include any spaces.

Download and installation on Linux

Download link: <https://www.manageengine.com/analytics-plus/download.html>

Analytics Plus supports the following Linux operating systems: Ubuntu 12 Precise Pangolin, Ubuntu 14 Trusty Tahr, Ubuntu 16 Xenial Xerus, and Quantal Quetzal.

Ensure the file has execute permissions. To assign execute permissions, enter the following command:

```
chmod a+x ManageEngine_AnalyticsPlus_64bit.bin
```

To install Analytics Plus, execute the installation file by running the command below:

```
./ManageEngine_AnalyticsPlus_64bit.bin (or) sudo
./ManageEngine_AnalyticsPlus_64bit.bin
```

Mail server configuration

Click **Settings** in the top-right corner of the Analytics Plus console, then click **Mail configuration** in the left pane.

The Analytics Plus server requires mail server configuration to:

- Send credentials for login, as well as an activation link for new user accounts.
- Receive password reset emails.
- Email reports or dashboards.
- Set up scheduled reports.

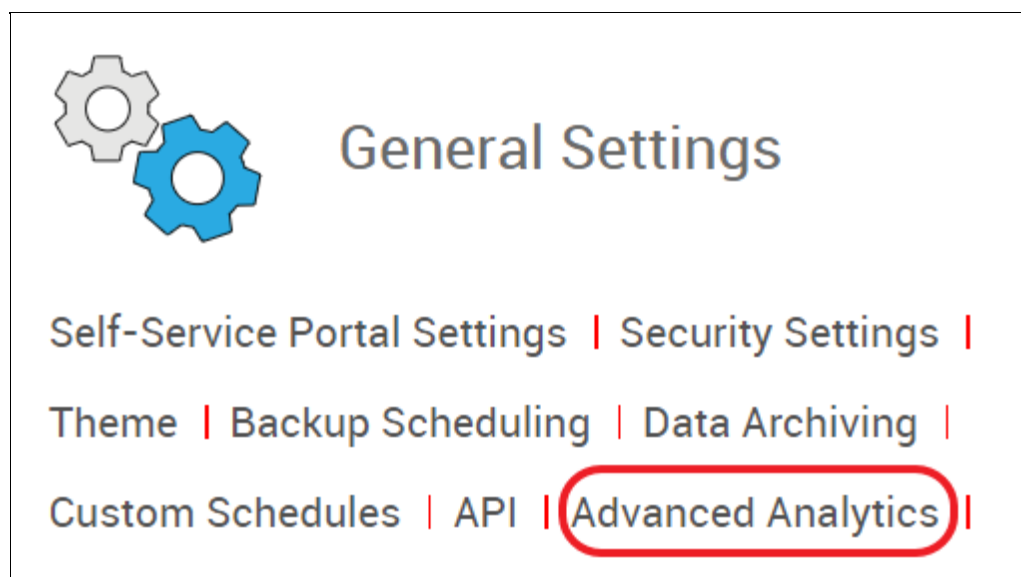
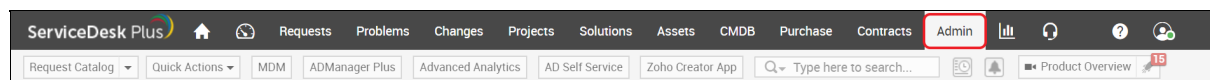
Out-of-the-box integrations

ServiceDesk Plus

Note: You must be running ServiceDesk Plus build number 9204 or above to use this integration.

Log in to **ServiceDesk Plus** with admin privileges.

Go to **Admin > General Settings > Advanced Analytics**.



Click on **Setup Advanced Analytics**. Choose the **Analytics Plus** radio button, enter the details of the server hosting Analytics Plus, and click **Save and Sync**.

Go to the **Analytics Plus console** and select the **ME ServiceDesk Plus Analytics database** to access over 100 prebuilt reports and dashboards built on more than 80 help desk KPIs.

Here are a few useful dashboards that are available by default when Analytics Plus is integrated with ServiceDesk Plus:

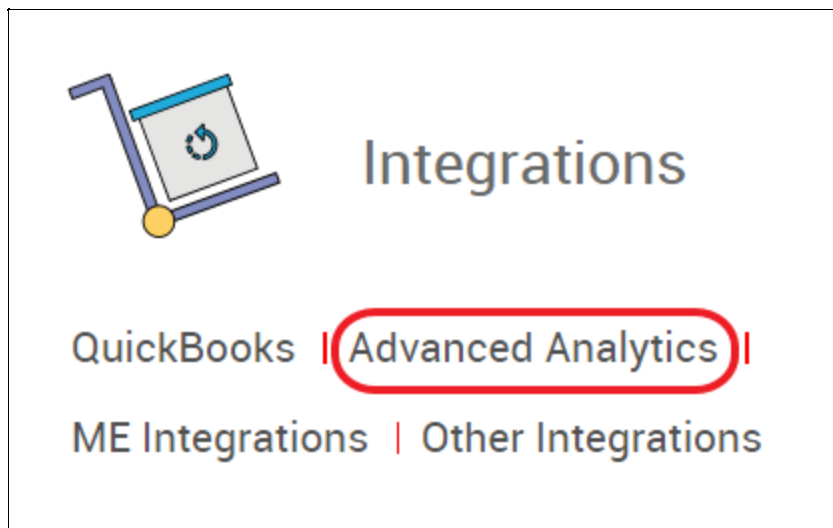
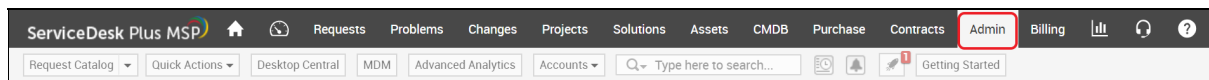
- CIO Dashboard <https://goo.gl/uhznMw>
- Service Desk Manager Dashboard <https://goo.gl/OnN7se>
- Incoming Tickets Dashboard <https://goo.gl/twEJeQ>

ServiceDesk Plus MSP

Note: You must be running ServiceDesk Plus build number 9005 or above to use this integration.

Log in to **ServiceDesk Plus MSP** with admin privileges.

Go to **Admin > Integrations > Advanced Analytics**.



Click on **Setup Advanced Analytics Integration**.

Choose the **Analytics Plus** radio button, enter the details of the server hosting Analytics Plus, and click **Save and Sync**.

Go to the **Analytics Plus console** and select the **ME ServiceDesk Plus MSP Analytics database** to access over 100 pre-built reports and dashboards built on more than 80 help desk KPIs.

Here are a few useful dashboards that are available by default when Analytics Plus is integrated with ServiceDesk Plus MSP:

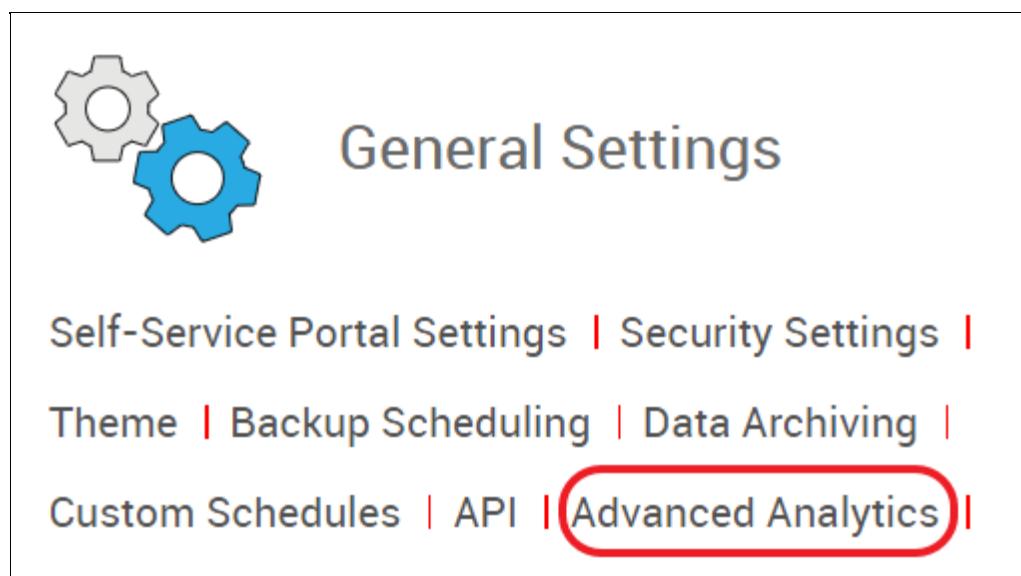
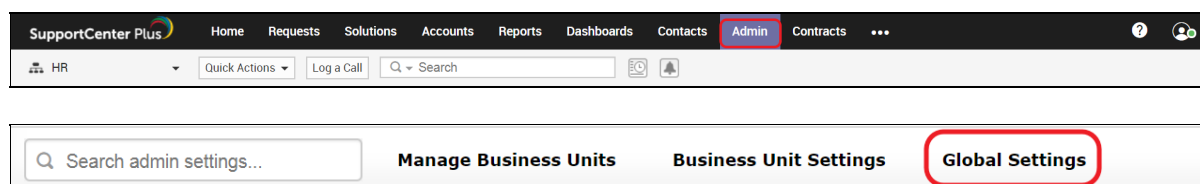
- CIO Dashboard <https://goo.gl/FmpjdS>
- MSP Dashboard <https://goo.gl/L9lkyi>
- Revenue Dashboard <https://goo.gl/7w8Yoz>

SupportCenter Plus

Note: You must be running SupportCenter Plus build number 8010 or above to use this integration.

Log in to SupportCenter Plus with admin privileges.

Go to **Admin > Global Settings > Integrations & Add-ons > Advanced Analytics**.



Click **Setup Advanced Analytics Integration**.

Choose the **Analytics Plus** radio button, enter the details of the server running Analytics

Plus, and click **Save and Sync**.

Go to the **Analytics Plus console** and select the **SupportCenter Plus Analytics database** to access over 100 prebuilt reports and dashboards built on more than 80 help desk KPIs.

Here are a few useful dashboards that are available by default when Analytics Plus is integrated with SupportCenter Plus:

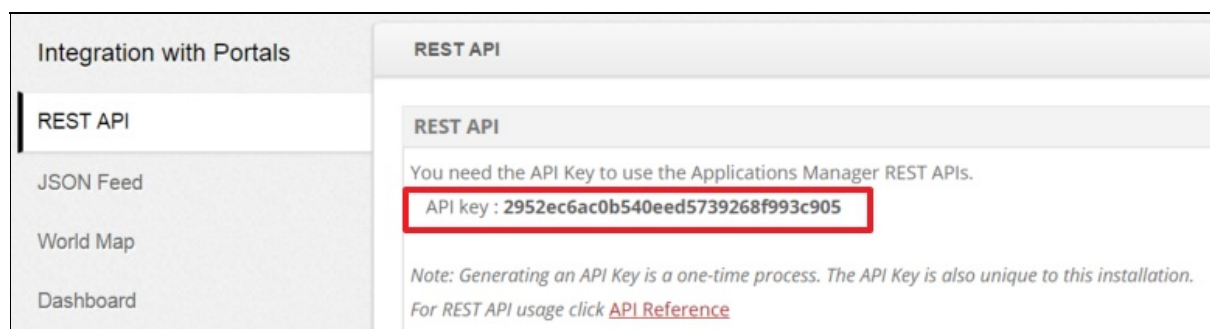
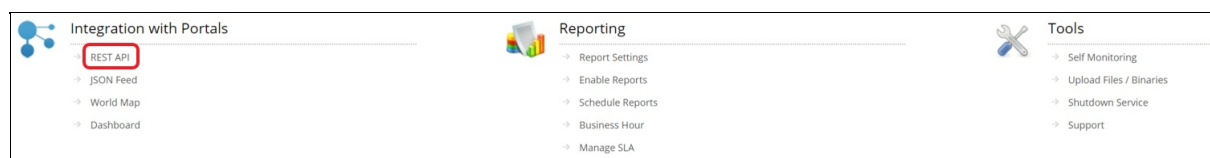
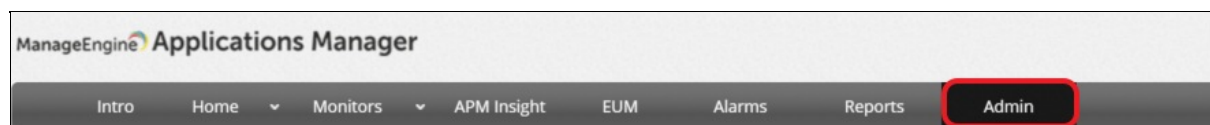
- CIO Dashboard <https://goo.gl/QN2cnV>
- Service Desk Manager Dashboard <https://goo.gl/dC7W9D>
- Support Rep Performance Dashboard <https://goo.gl/vVDSAk>

Applications Manager

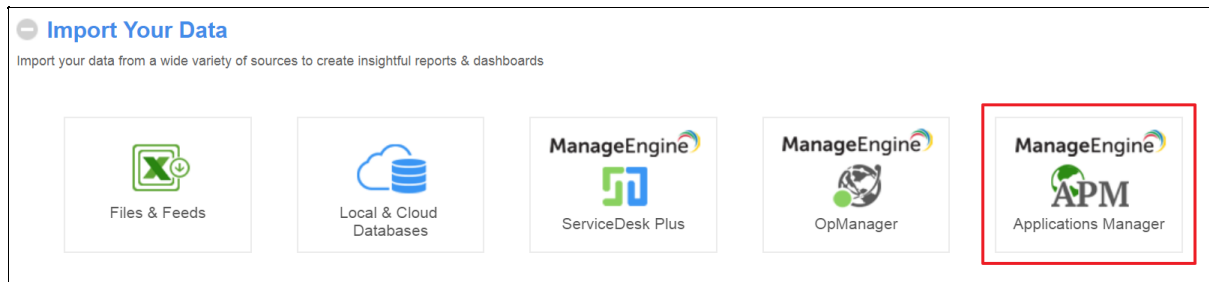
Note: You must be running Applications Manager build number 12810 or above to use this integration.

Log in to **Applications Manager** with admin privileges.

Click **Admin > Integration with Portals > REST API** and copy the **API key**.



Log in to **Analytics Plus** and click the **Applications Manager** tile in the **Import Your Data** section.



Enter the **Applications Manager web client URL** and paste the **copied API key** in the Applications Manager API Key text box. Choose the synchronization interval, and click **Sync Now**.

Here are a few useful dashboards that are available by default when Analytics Plus is integrated with Applications Manager:

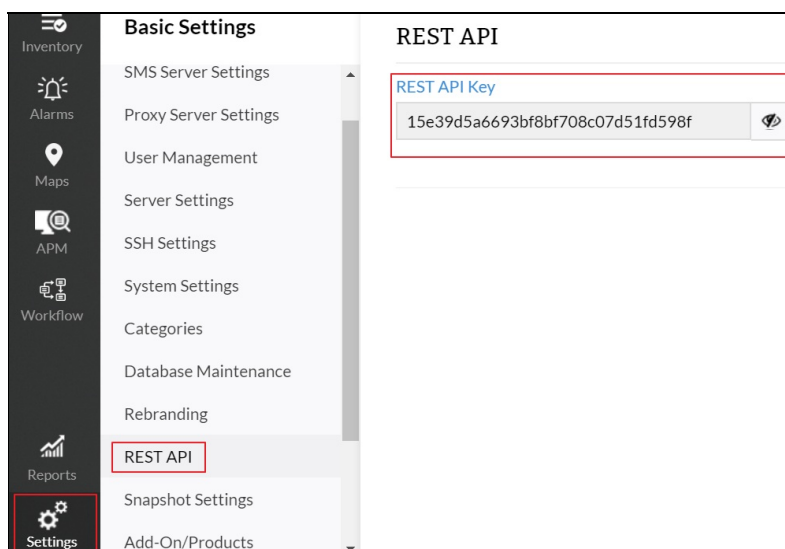
- Alarm History Overview <https://goo.gl/BRJr95>
- Performance Dashboard <https://goo.gl/cyCLpy>
- Monitor Group Overview <https://goo.gl/tCQ4PQ>

OpManager

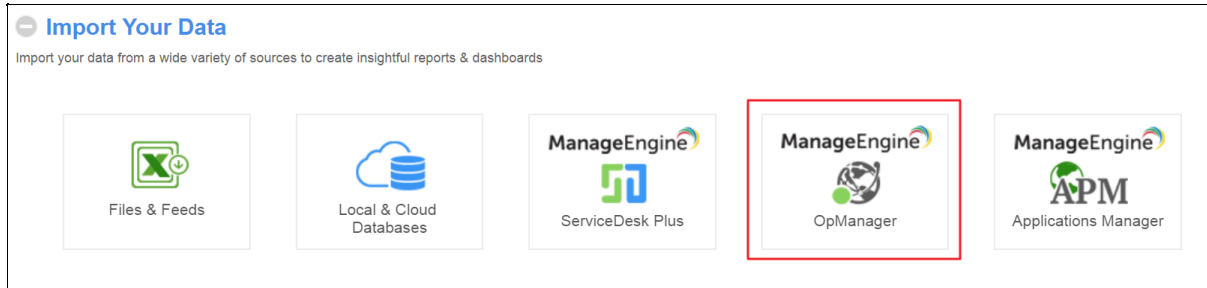
Note: You must be running OpManager build number 11600 or above to use this integration.

Log in to OpManager with admin privileges.

Go to **Settings > Basic Settings > REST API** and copy the **API key**.



Log in to **Analytics Plus** and click the **OpManager** tile in the **Import Your Data** section.



Enter the **OpManager web client URL** and paste the **copied API key** under Applications Manager API Key. Choose a synchronization interval, and click **Sync Now**.

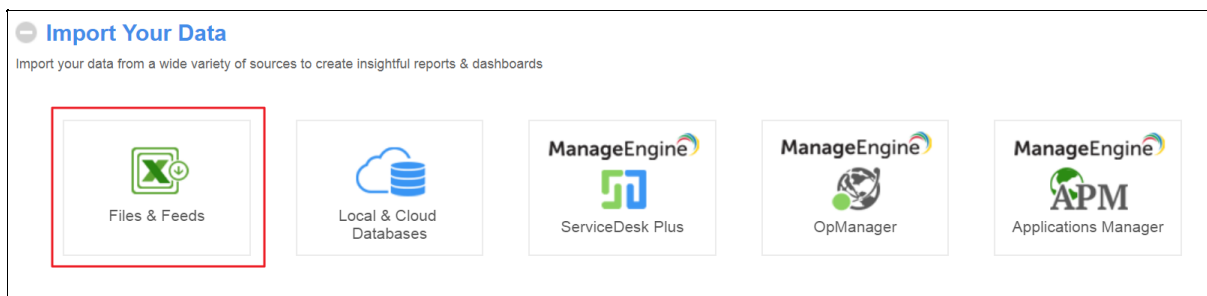
Here are a few useful dashboards that are available by default when Analytics Plus is integrated with OpManager.

- Alarm Trending Dashboard <https://goo.gl/Uot8OM>
- Performance Overview Dashboard <https://goo.gl/RBHWsV>
- KPI Dashboard <https://goo.gl/s2egJx>

Importing data from files and feeds

Analytics Plus supports importing data from CSV, XLS, JSON, HTML, and XML files.

Log in to **Analytics Plus** and click on the **Files & Feeds** tile in the **Import Your Data** section.



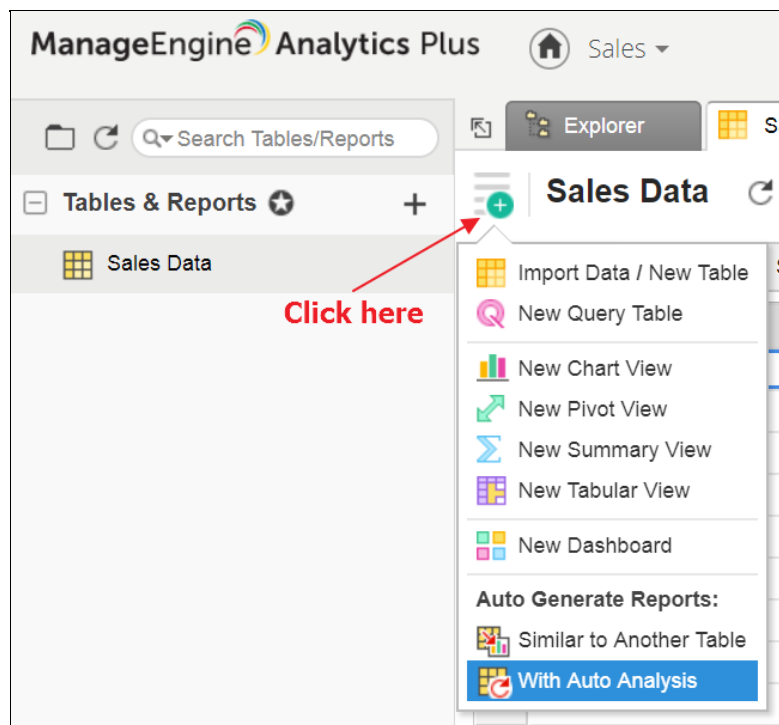
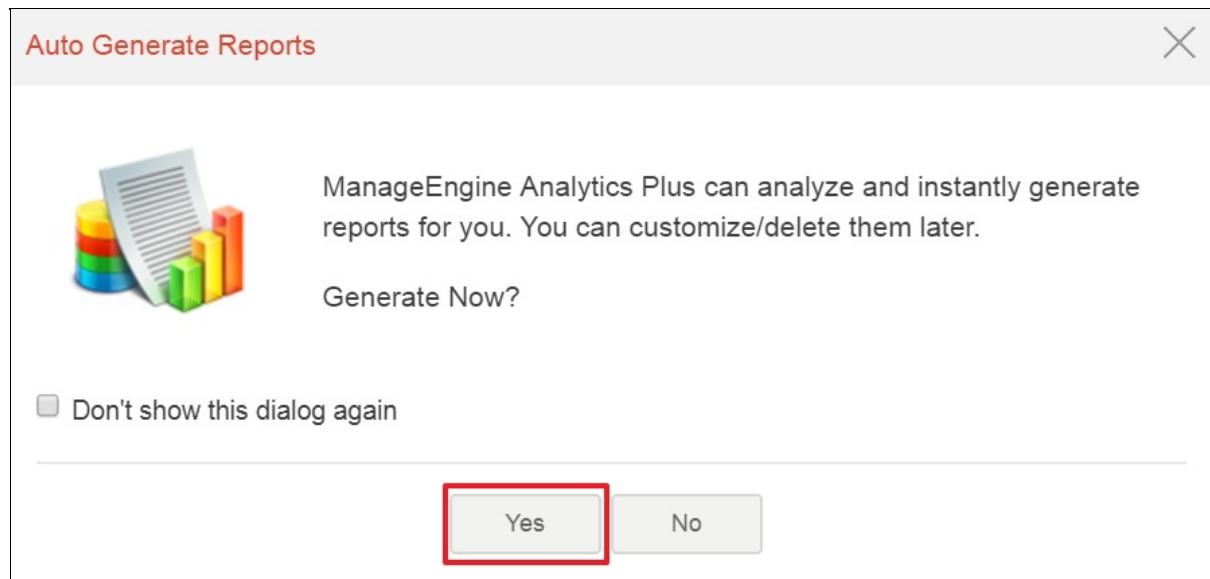
Name the database, choose the data location, and click **Next**. For details on data location, refer to the information provided below:

- **Pasted Data:** Choose this option if you wish to copy and paste data from a source file.
- **Local Drive:** Choose this option if the file is saved on a local computer or server.
- **Web URL:** Choose this option if the file is on a website.
- **FTP:** Choose this option if the file is on an FTP server.

Follow on-screen instructions to import your data.

Once the data is successfully imported, Analytics Plus will offer to analyze your data and create reports and dashboards automatically.

If you'd prefer to enable this Auto Analysis feature later, click the **Plus Sign (+)** > **Auto Analysis** under Auto Generate Reports.

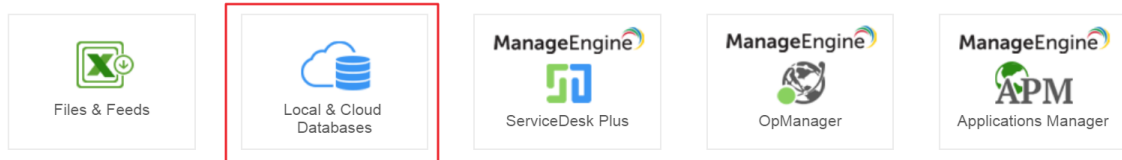


Importing data from local and cloud databases

Log in to **Analytics Plus** and click the **Local & Cloud Databases** tile in the **Import Your Data** section.

Import Your Data

Import your data from a wide variety of sources to create insightful reports & dashboards



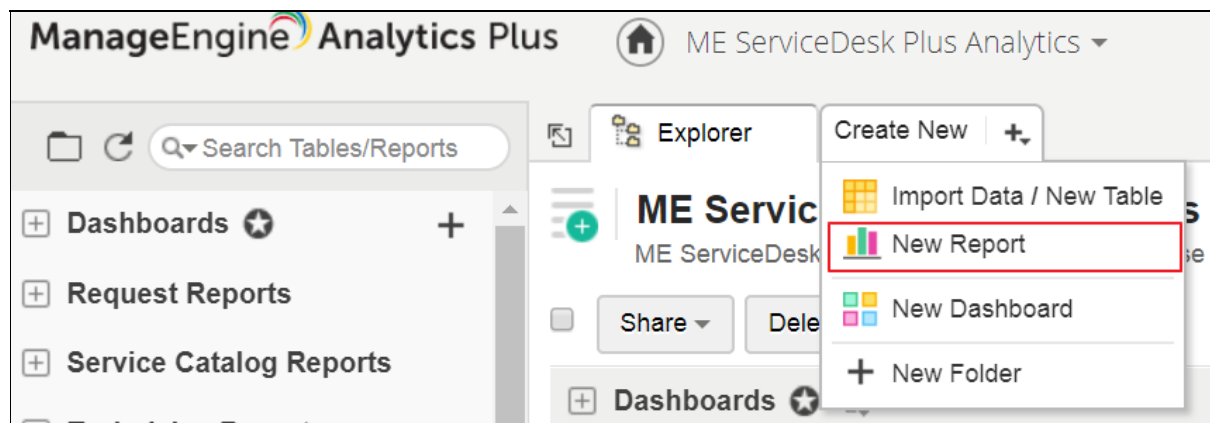
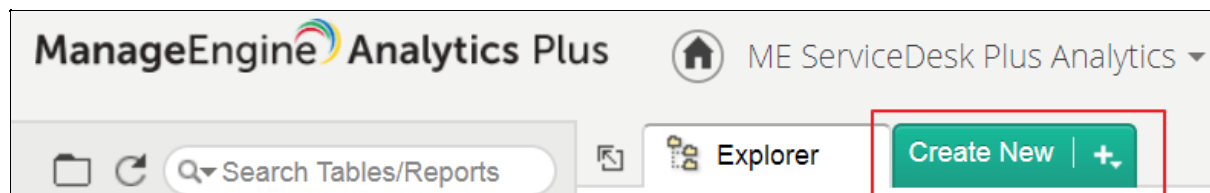
Choose the **Database Service Name** from the drop down, then select a **Database Type**. Enter the database connection details based on your chosen database, and click **Next**.

Select either **Single Table** or **Custom Query**. The single table option lets you import all data from one table into Analytics Plus, while the custom query option lets you enter a custom SQL query. The custom query option is useful for collecting and combining data from multiple tables. Click **Next** to complete the import process.

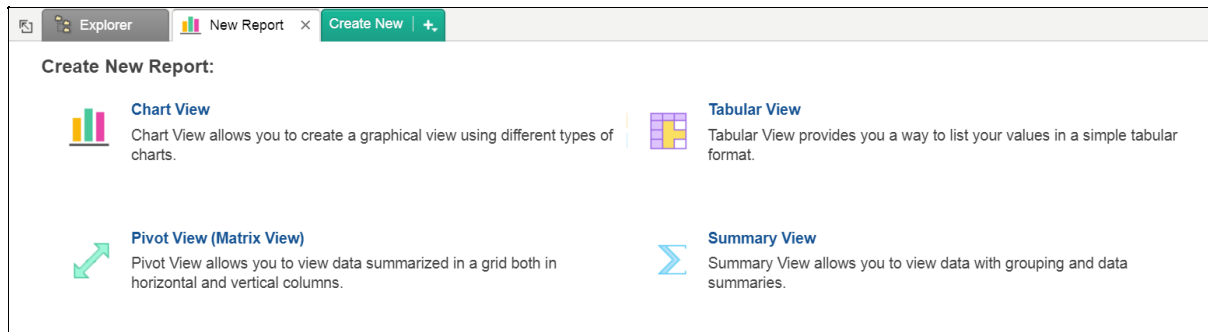
Creating reports

Analytics Plus provides a drag-and-drop interface for creating charts.

Select a database, click **Create New**, and choose **New Report**.



Choose the type of report you wish to build.

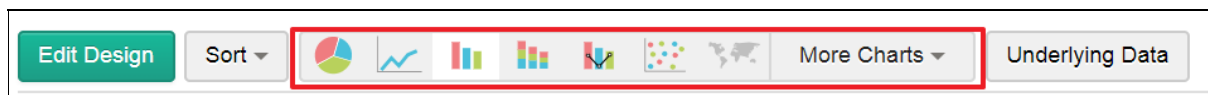


Choose the base table on which the report will be built, and click **OK**.

Drag columns and fields from the left pane and drop them in different sections on the right to build reports.

After dropping the columns, select **Click here to generate graph** to create a new chart.

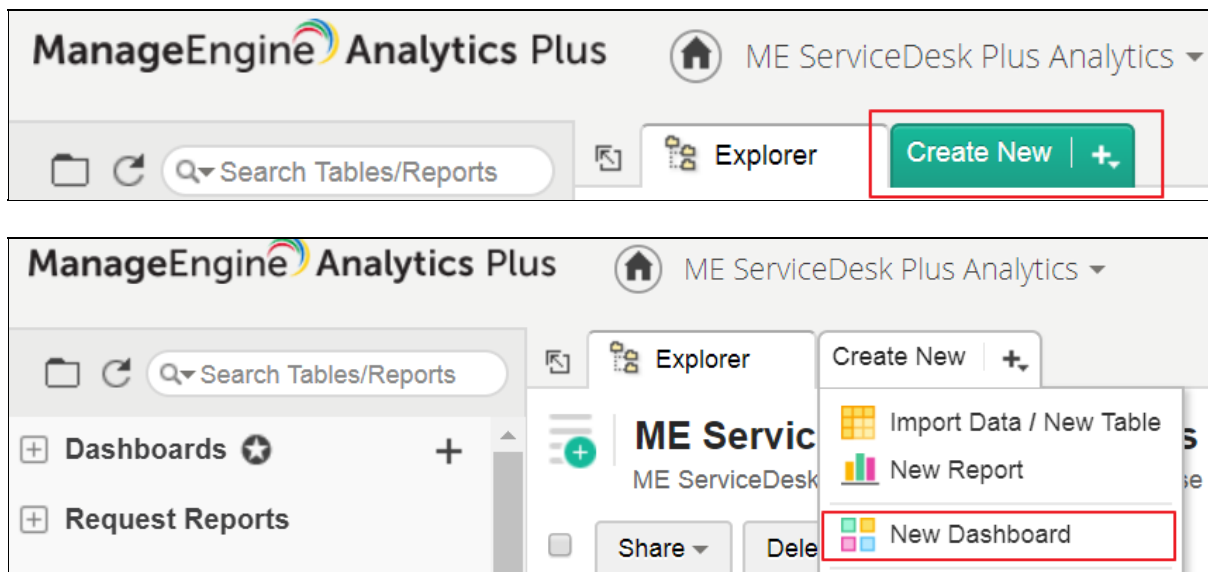
You can choose from a variety of visualizations from the chart panel as shown below.



Visit <https://goo.gl/ns4ATS> for detailed instructions on how to build reports.

Creating dashboards

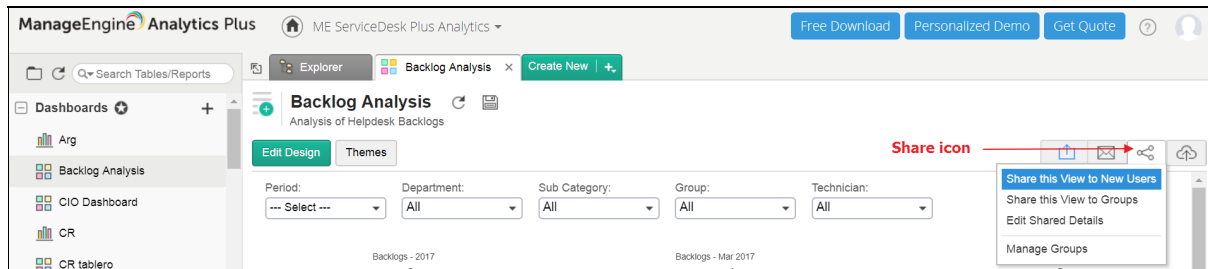
Click **Create New** in the top-left corner, and choose **New Dashboard**.



Drag and drop reports from the left pane to the canvas on the right to build your dashboard. Click **Save**, and choose where you'd like to save the report.

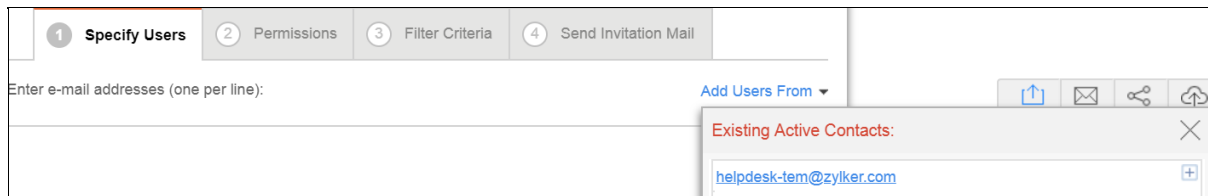
Sharing reports and dashboards

Open the report or dashboard that you wish to share and click the share icon.



You can choose to share visualizations with individual users or groups. If you choose to share them with individual users, specify the list of user email addresses (one email per line).

Alternatively, you can choose **Active User List** under the **Add Users From** drop-down menu to add users who are already part of Analytics Plus. Select the **user**, and click **Next**.

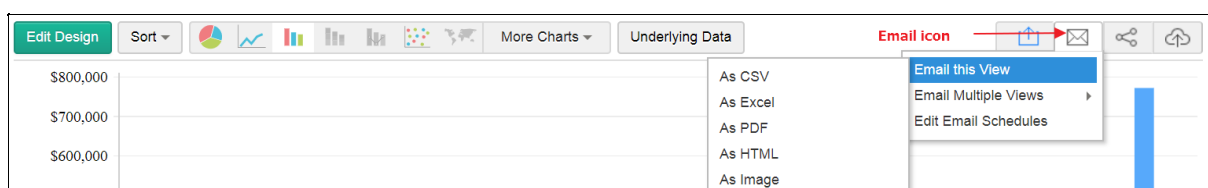


Set user permissions for the view and click **Next**. In the following screen, apply applicable filter criteria and click **Next**.

You can choose to notify users in the following screen. Click **Share** to finish sharing your report or dashboard.

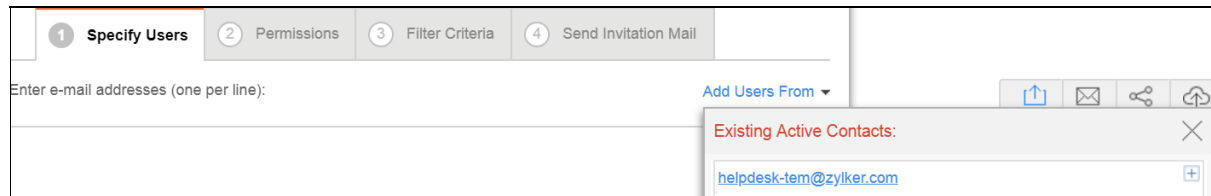
Scheduling reports and dashboards

Open the report that needs to be scheduled and click the **email** icon. Click **Email** > **Email this View** and then choose the type of attachment.



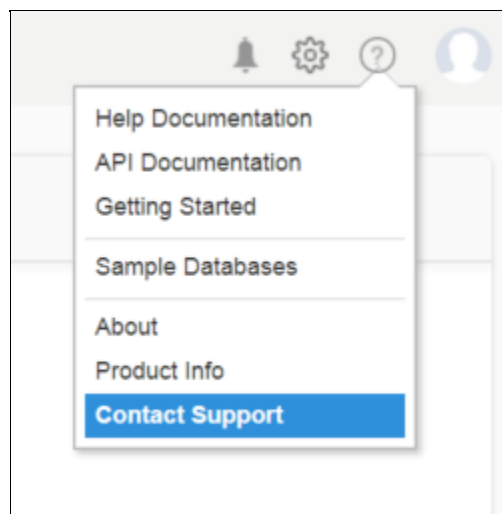
On the **Email** tab, enter the email addresses of any users you'd like to email the report to (one email address per line).

Choose a desired schedule for your report (Send Now, Daily, Weekly, Monthly, or Yearly) and mention the repeat interval along with the time at which the reports need to be sent, and click **Send**.



Contacting support

The best way to get in touch with our tech support team is using the **Contact Support** option under the **Help** icon in the top-right corner of your Analytics Plus console. Check the box next to **Send diagnostic info about your setup (Recommended)** when reporting a problem with the application.



User community: <https://forums.manageengine.com/analytics-plus>

Give us a call: +1.888.720.9500

Send us an email: analyticsplus-support@manageengine.com

Visit our website: <https://www.manageengine.com/analytics-plus/support.html>

Useful resources

How-To Videos: <https://goo.gl/4MWwdm>
Online Demo: <https://analyticsplusdemo.manageengine.com>
Feature List: <https://www.manageengine.com/analytics-plus/features.html>
Community: <https://pitstop.manageengine.com/portal/community/analytics-plus>
FAQ: <https://www.manageengine.com/analytics-plus/help/faq.html>