

ControlPoint

Sensitive Content Manager Services

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Preface

ControlPoint Sensitive Content Manager (SCM) Services can be used as an alternative to the default ControlPoint Schedule Job Review timer job, which runs from SharePoint Central Administration as a means of checking for:

- content analysis (CA) jobs ready to be uploaded from ControlPoint to Sensitive Content Manager for scanning

AND

- scan results ready to be downloaded from Sensitive Content Manager to ControlPoint for further action.

ControlPoint SCM Services run as Windows Services, and offer the following advantages:

- unlike the ControlPoint Scheduled Job Review job, which checks for Sensitive Content Manager upload and results jobs on a fixed schedule (by default, every ten minutes), SCM Services carryout these checks continuously

AND

- because they support multi-threading, SCM Services are especially suited to very large content analysis jobs.

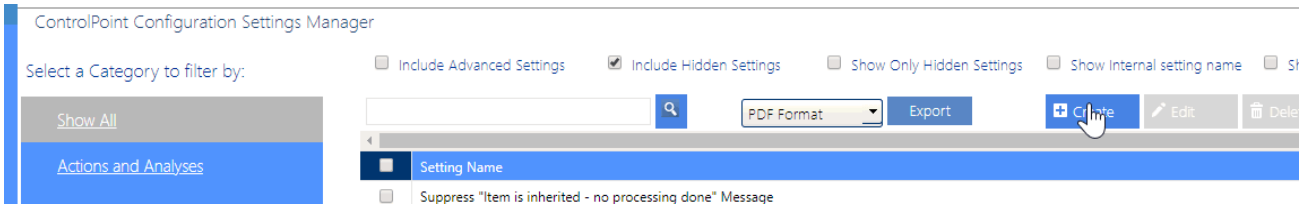
IMPORTANT: Before You Can Use SCM Services

Before you can use SCM Services as the interface between ControlPoint and Sensitive Content Manager, you must first disable the option to use the ControlPoint Scheduled Job Review for this purpose.

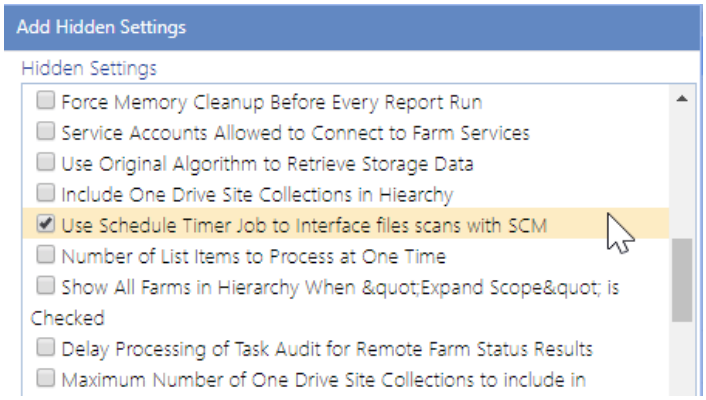
If you do not disable this option, ControlPoint will continue to use the Scheduled Job Review as the interface with SCM, even if the SCM Services are installed and configured.

To disable the use of the ControlPoint Scheduled Job Review as the interface with SCM:

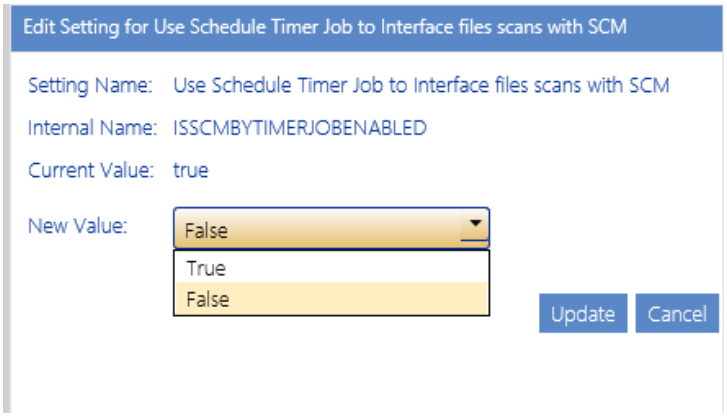
1. From the Manage ControlPoint panel, chose ControlPoint Configuration > ControlPoint Configuration Settings to display the ControlPoint Configuration Settings Manager.
2. Click **[Create]**.



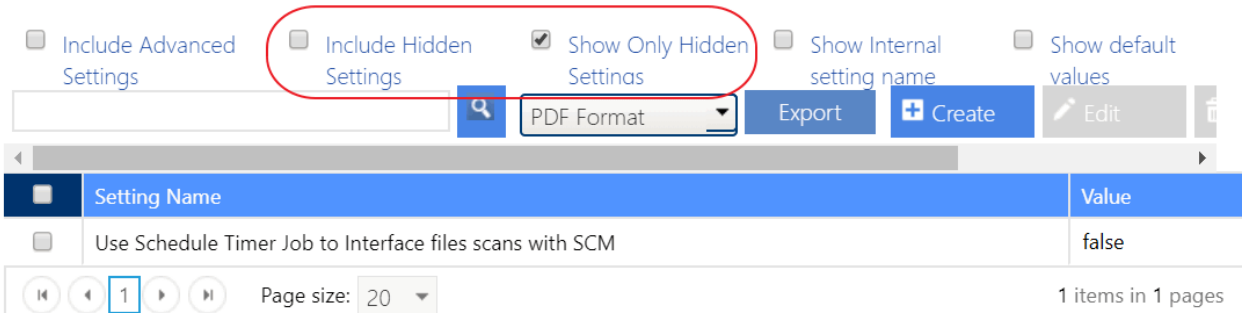
3. From the **Add Hidden Settings** dialog, select **Use Schedule Timer Jobs to interface file scans with SCM**.



4. Click **[Insert]**.
5. Change the **New Value** to **False**, then click **[Update].**



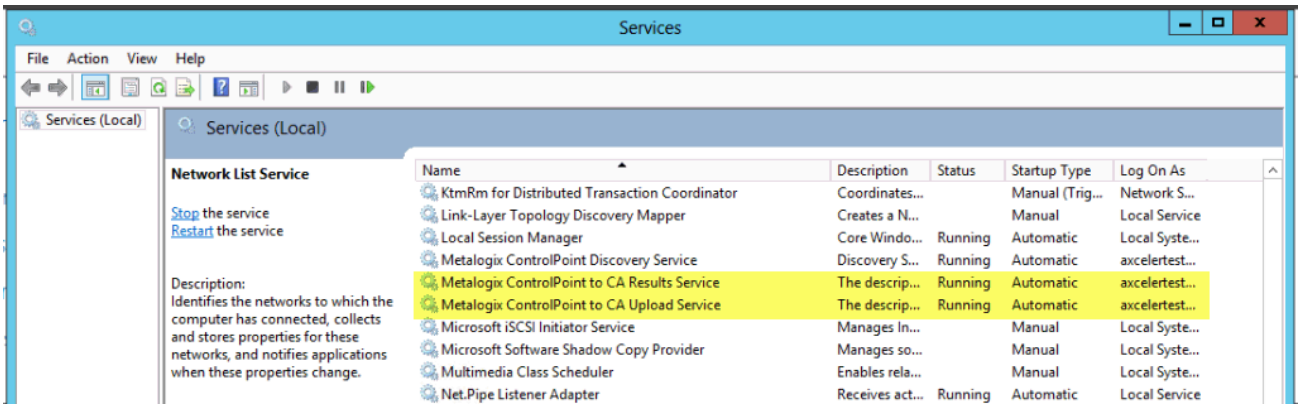
Note that, when a new setting is created, it is added to the **Special-Purpose** category. You can view it in the Settings list by ensuring that either **Include Hidden Settings** or **Show Only Hiden Settings** is checked.



Installing and Configuring SCM Services

The ControlPoint SCM Services run as Windows Services on the server where ControlPoint is installed.

Note that the letters CA in the name of each service stand for "content analysis."



Installing the SCM Services

Account Requirements

To install the ControlPoint Sensitive Content Manager (SCM) Services, use the ControlPoint Service Account.

NOTES:

- In addition to the Service Account Requirements that are described in the *ControlPoint Advanced Installation Guide* and the privileges granted to the account during installation of the ControlPoint application, the account must have permission to **Log on as a service**. If the account does not already have this permission, it will be granted automatically during the installation of the service.
- If you install SCM Services without specifying an account, they will be created under the local System Account, and you will need to change it to the ControlPoint Service Account before the SCM Services are run.

Locating SCM Services Files

The following files are needed to install the ControlPoint SCM Services for content analysis (CA):

- CPCAUploadService.exe
- CPCAResultsService.exe

These files are located in the applicable directory for the installation type:

- For ControlPoint on premises Standard installations:
  `C:\Program Files\Metalogix\ControlPoint\ControlPointFeature\CAServices`
- For ControlPoint on premises Native installations, files are located in the ControlPoint installation kit, in the following directory:

```
\\Native_Kit\Solutions artifacts\CAServices
```

NOTE: For Native installations, copy the CAServices folder from the Solutions artifacts folder to a more "permanent" location on your file system.

To install the ControlPoint SCM Services:

1 On the server where the ControlPoint application is installed, open a Command Prompt window using the **Run as Administrator** option.

2 Change the directory in the Command Prompt window to point to the location where the SCM Service files reside.

3 To install the Metalogix ControlPoint to SCM Upload Service (CPCAUploadService.exe):

a) At the prompt, type:
```
CPCAUploadService.exe -install -account [account_name] -password [password]
```

b) Press <Enter>.

4. To install the Metalogix ControlPoint to SCM Results Service (CPCAResultsService.exe):

a) At the prompt, type:
```
CPCAUResultsService.exe -install -account [account_name] -password
[password]
```

b) Press **<Enter>**.

Launching the SCM Services Setup Application

To launch the SCM Services Setup application:

1 Navigate to the location where the SCM Services files reside.

2 Open **CASetup.exe** (using the **Run as Administrator** option).

Configuring SCM Services

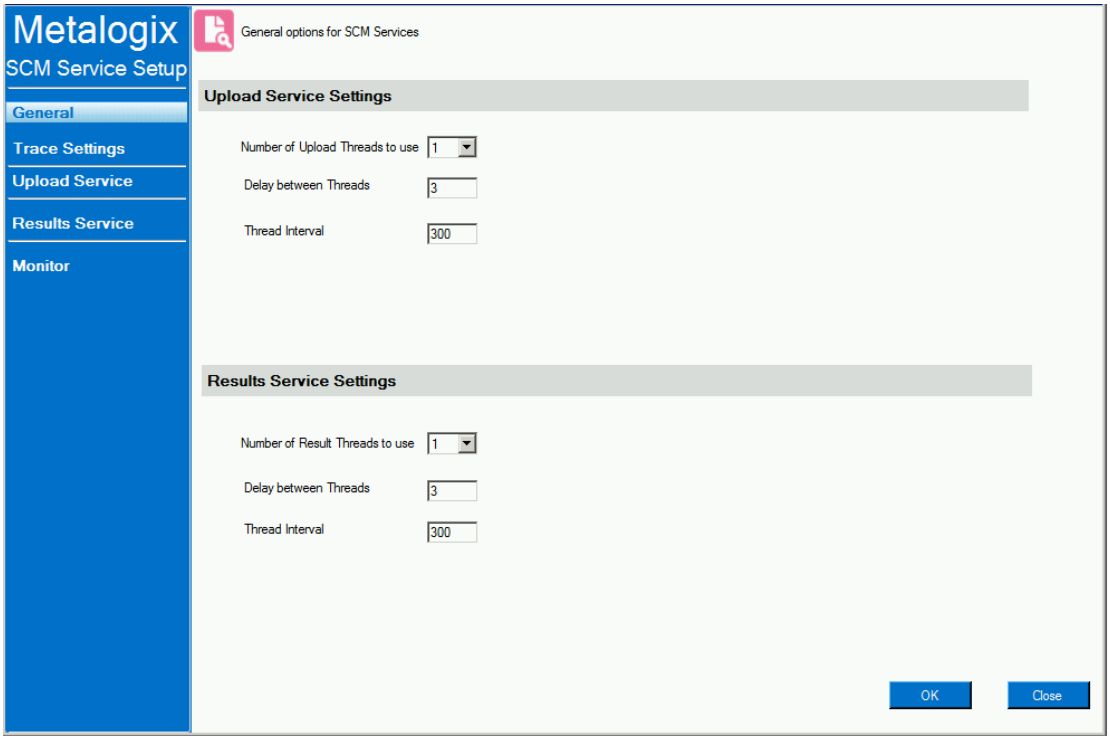
To configure SCM Services:

Launch the SCM Services Setup application.

General Options

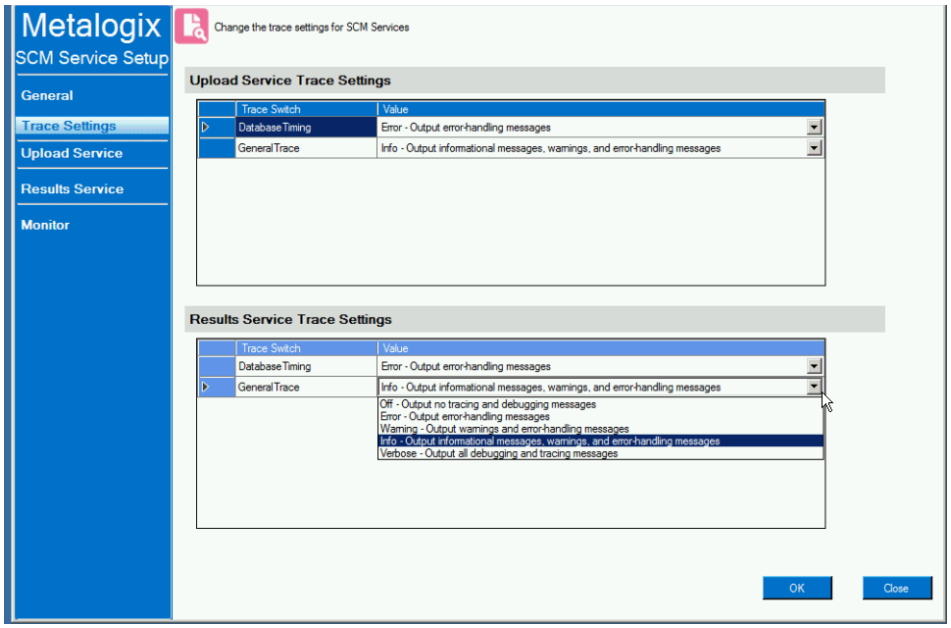
For both **Upload Service Settings** and **Results Service Settings**, you can adjust the number of threads used, the time delay between threads (in seconds) and the intervals (in seconds) at which each thread "wakes up" to check for files to be uploaded to and results to be downloaded from Sensitive Content Manager.

NOTE: The default values for these settings should be acceptable for most Sensitive Content Manager analysis jobs. However, you may want to adjust them if, for example you, are processing an exceptionally large number of large files and have sufficient system resources to handle multiple (up to four) threads. Be aware, however, that if you increase the number of threads and decrease the delay and/or thread interval, you may significantly increase the size of the log file(s).



Trace Settings

You can use the **Trace Settings** drop-downs to change the level of logging for components of each SCM Service.

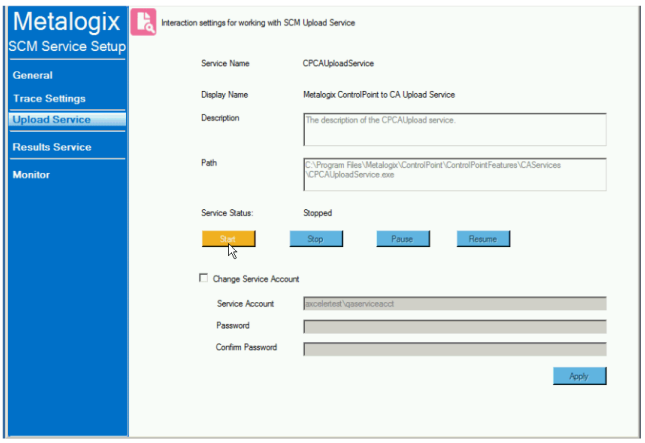


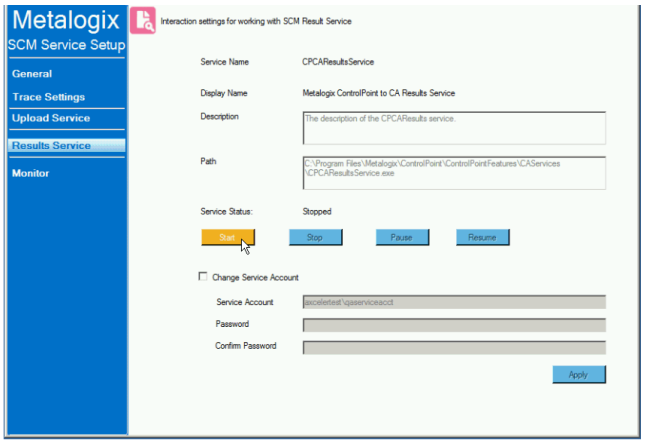
Remember to click **[OK]** to save any changes.

Starting Metalogix ControlPoint SCM Services and Updating Account Credentials

Before you can run SCM Services for the first time, both the Upload Service and Results Service must be started, either from:

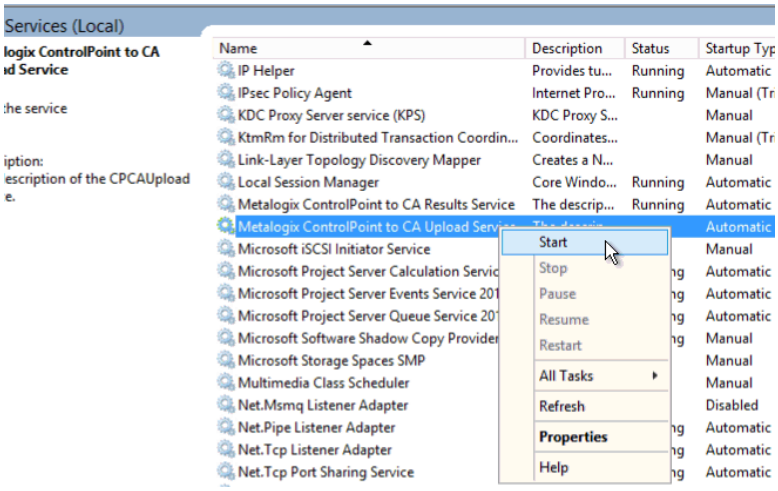
- the **Upload Service** and **Results Service** tabs





OR

- Windows Services Manager.

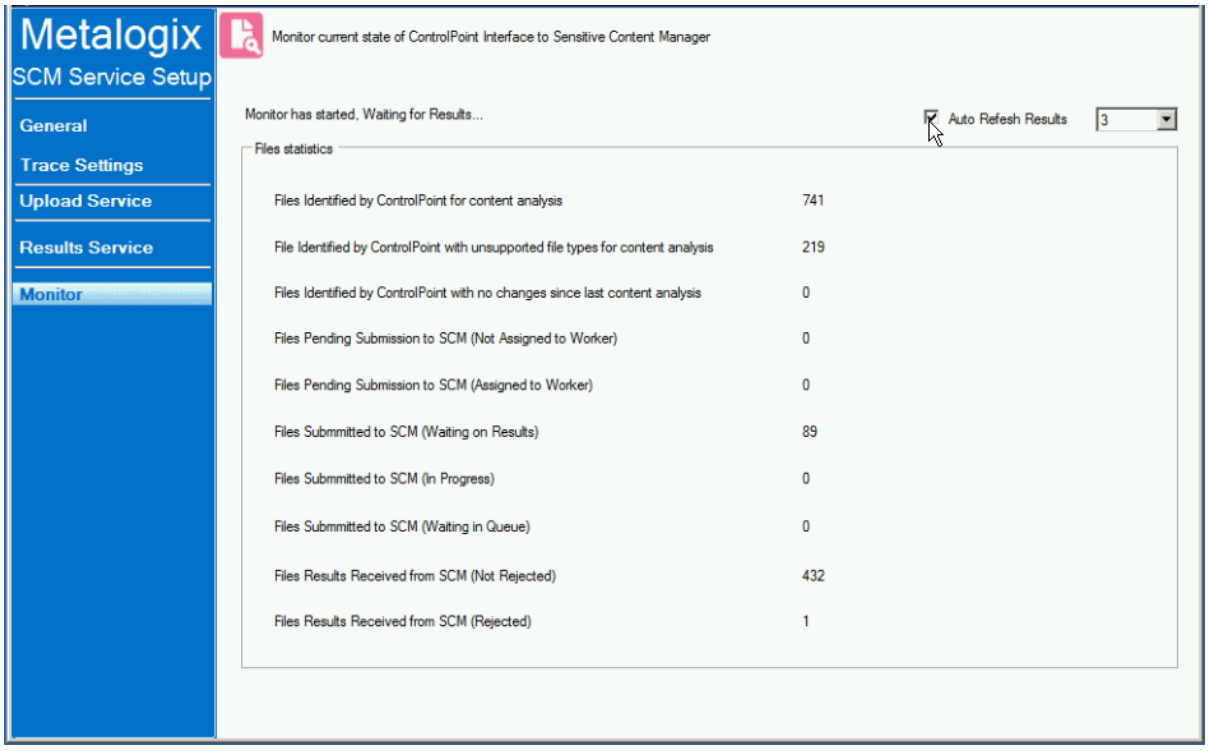


Because the SCM Service Account requires permissions that are already granted to ControlPoint Service Account, the Service Account should only be changed if the ControlPoint Service Account was not specified at the time the services were created.

Monitoring the Status of ControlPoint Interactions with SCM

You can monitor the progress of active file scans via the **SCM Services Setup - Monitor** tab. You can also choose to **Auto Refresh** the monitor at a rate of anywhere from 1 to 5 seconds.

NOTE: You can monitor the progress of files submitted/returned even if the ControlPoint Scheduled Job Review is being used as the interface with SCM.

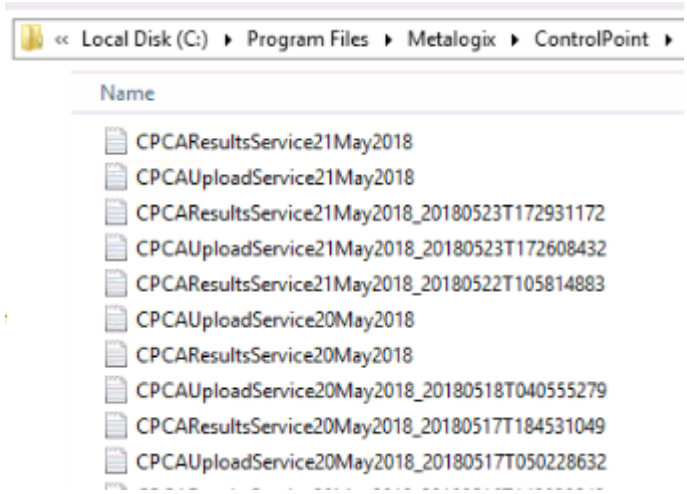


When all active jobs have been processed the following **Files statistics** are reset to 0:

- **Files Pending Submission to CA**, both "Assigned to Worker" (that is, files for which an upload thread has been designated) and "Not Assigned to Worker."
- **Files Submitted to CA** that are Waiting on Results, In Progress, and Waiting in Queue.

Viewing SCM Job Detail

You can view the details of ControlPoint SCM Upload Service and Results Service activity in the applicable log file, located in the folder where SCM CPCA Services files reside. At a minimum, a new log is created each week (with the date that the log was created appended to the file name). Once a log file exceeds 10KB, however, a new log is created with both a date *and* time stamp.



The level of detail recorded in the log depends on the SCM Trace Switch values. The size of the log file is also influenced by General Options.

Unistalling ControlPoint SCM Services

To uninstall the SCM Services:

1 On the server where SCM Services are installed, open a Command Prompt window using the **Run as Administrator** option.

2 Change the directory in the Command Prompt window to point to the location where the SCM Services files reside.

3 To uninstall the Metalogix ControlPoint SCM Upload Service, type the following:

```
CPCAUploadService.exe -uninstall
```

4 To uninstall the Metalogix ControlPoint SCM Results Service, type the following:

```
CPCAResultsService.exe -uninstall
```

NOTE: If you want to continue processing SCM jobs using the ControlPoint Scheduled Job Review, make sure the value of the ControlPoint Configuration Setting **Use Schedule Timer Jobs to interface file scans with SCM** is reset to **True.**