

Data Workbench Client Installation Guide

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Data Workbench Client Installation Guide

Navigation title:

Instructions for installing the Data Workbench software and configuring the connection to the server.

Workstation Requirements

The following are requirements and recommendations for installing the Workstation (Client) in Data Workbench.

See [server system requirements](#) for additional Data Workbench system requirements.



Important: The server, report server, and client components are upgraded to run on 64-bit Windows operating systems.

Before You Begin

Make sure you have the these tasks completed before installing the Data Workbench Workstation (Client):

- **Add *Excluded Processes*** for *MS System Center Endpoint Protection in Windows 2012 Servers* for the following executables:

- **InsightServer64.exe**
- **ReportServer.exe**
- **ExportIntegration.exe**

This will allow "white list" rights for these interfacing executables.


- **Install Microsoft Excel to export analysis data.** To export data from workspaces as Microsoft Excel (.xls or .xlsx) files, the computer on which you install data workbench must have Excel installed and registered. If Excel has not been registered and data workbench tries to access it for the first time, Excel displays a registration dialog box. If you are not sure whether the copy is registered, start Excel manually, and if a registration dialog box appears, complete the registration process.



Note: With the release of Data Workbench 6.4, support for Excel 2007 has been discontinued. Also, because Data Workbench only runs on Microsoft Windows for 64-bit architecture, it is recommended that you also install a 64-bit version of Microsoft Excel.

- **Providing access to a printer for printing workspaces.** To print workspaces from data workbench, the computer on which you install data workbench must have access to a printer. Data workbench can print workspaces to color or monochrome printers and does not require postscript or other advanced printer features. For optimal results, Adobe recommends printing workspaces in color.
- **Implement security measures.** You should follow your company's normal enterprise security policies for data workbench computers. To serve its primary purposes, data workbench requires only the ability to connect to a server (via ports 80 and 443) and to any servers collecting data. You can use the data workbench hardware for any other purpose as long you maintain the data workbench software and allocate at least 10 GB of storage space for data workbench.
- To render visualizations accurately, the computer on which you install the workbench must have an appropriate **graphics adapter** installed (see Graphic Adapter requirements below).

Data Workbench Client Requirements

| | Required | Recommended |
|------------------|---|--|
| Operating System | Microsoft Windows 7 64-bit Microsoft Windows 8.1 64-bit  Note: Windows XP is not supported for Data Workbench 6.1 and later versions. | |
| Resolution | 1024 x 768 (XGA) | 1920 x 1200 (WUXGA) |
| Graphics Adapter | OpenGL hardware acceleration to support OpenGL 3.2 | Dedicated video adapter (e.g., NVIDIA or ATI adapter) |
| Processor | 1.2 GHz or higher Intel or AMD | ICore 2 Duo-Class |
| RAM | 2 GB | 4 GB |
| Connectivity | 512 Kbps link to the DPU | 2Mbps or faster link to the DPU |
| File System | NTFS | |
| Disk Storage | At least ten (10) GB or greater of free hard disk drive space | |
| Printing | Printer access (color or gray scale printers) for printing workspaces and reports | |
| Other | | Dedicated mouse Low-glare working environment Matte-surfaced monitor |

Workstation Setup Wizard

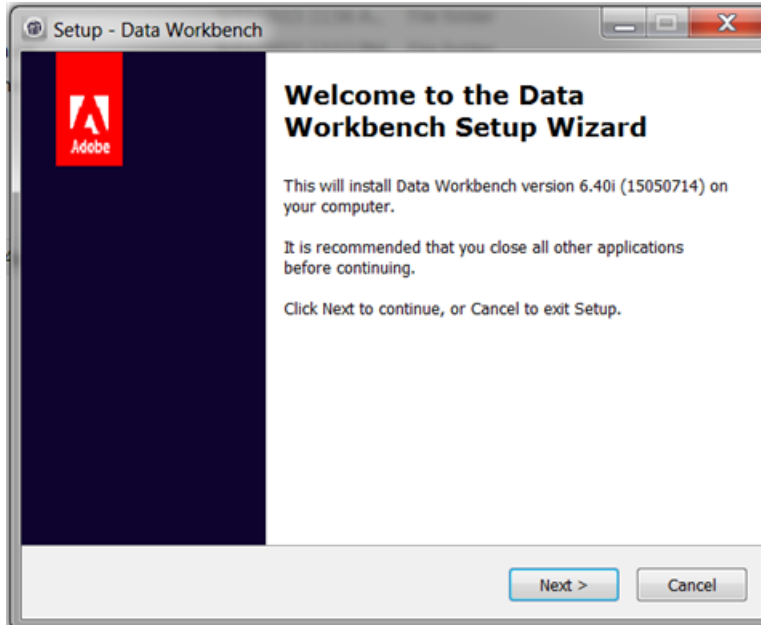
Data Workbench provides a set up wizard to install the workstation (client) application.

Installing the Workstation using the Setup Wizard

Launch the installation wizard executable and walk through each step to install the workstation client program. After installation of the workstation you can connect to servers and profiles.

1. Double-click the workstation installer executable.
2. Click **Yes** to allow the program to install on Windows.
3. Select a **Language** for the setup wizard.

The wizard will open:



4. Click **Next** on the **Welcome to Data Workbench Setup Wizard** dialog.
5. Select to install a **New Installation** or to **Upgrade or repair** an existing installation.

New Installation overwrites any previously installed files.

Upgrade updates your Workstation to the latest version or lets you repair an existing installation. Data Workbench will compare installed **Insight.exe** files and run the Workstation Setup Wizard if a newer version of the client is available.

6. Select install location:

Typical installs to a default folder and location.

- Program files are saved by default to:

C:\Program Files\Adobe\Adobe Analytics\Data Workbench

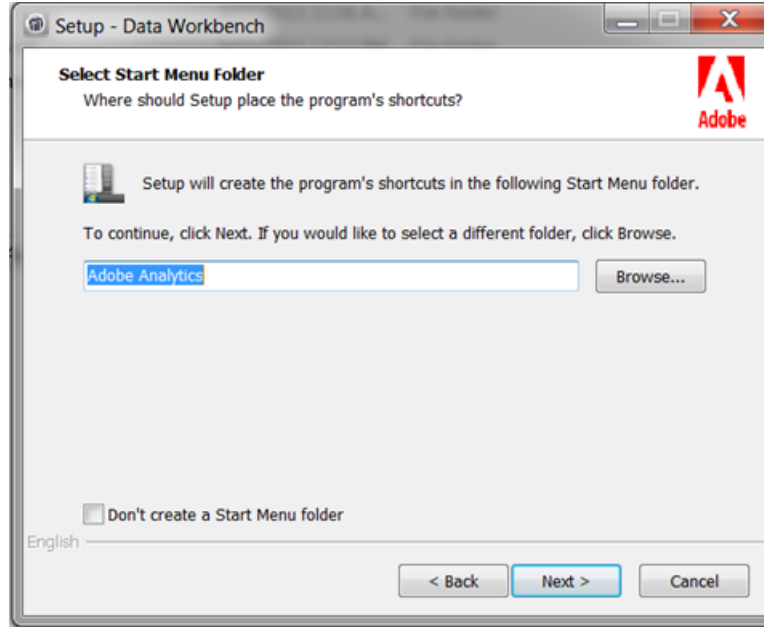
- Data Files (profiles, certificates, trace logs, and user files) are saved by default to:

C:\Users\\AppData\Local\Adobe\Adobe Analytics\Data Workbench\



Important: A generic **Insight.cfg** file without server details will be installed initially. It is recommended that you use the newly installed **Insight.cfg** file and customize it rather than moving a file from a previous installation. Because the path for installing the workstation has changed, the addition of fonts, removal of the *User Folder*, and the removal of the *TraceFileComponent* is recommended.

7. (optional) Select **Custom** to choose the language package and the location of the program and data files.
8. Select location for **shortcuts in the Start Menu**.



Click **Don't create a Start Menu folder** to not install a shortcut on the Windows Start Menu.

9. Click **Next**. A summary of selected file location paths and languages will display. Click **Install**.
10. Locate the **Data Workbench Certificate**.

If the setup wizard cannot find the Data Workbench certificate during installation, it will open a dialog to browse to the location of the certificate (a **.pem** file located by default in the client **Certificates** folder), or click **Skip** to find the certificate after installation.

Click **Install** after locating the certificate.

11. After the setup wizard is complete and Data Workbench installed, click **Finish** to complete setup.

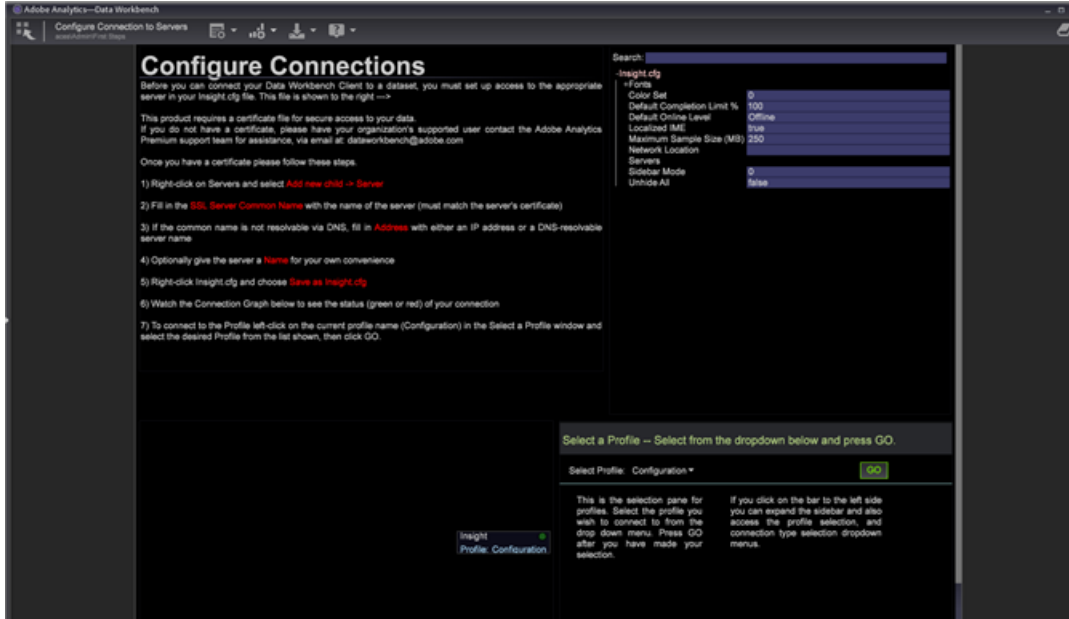


Note: The default log location for the Workstation Set up Wizard at
C:\Users

Select the **Launch application** checkbox to open the workbench after setup.

12. **Configure connections** to servers in the **Insight.cfg** file.

After installation of the workstation, the Enhanced Workstation Configuration Experience workspace will open with additional information about *entering server connection information* in the *Insight.cfg* file and an option to select a profile from the drop-down. You can also view the connection status to your servers.



Server connections to your profile will display graphically. Once you have provided server information the server icon will appear in the connection diagram. The connection is complete when the server connecting to the profile displays green.

Installation Folders

The Data Workbench folder structure has two installation locations:

- **Program Files**

The **Insight.exe** and supporting client files (**Insight.ini**) are now located by default at
 C:\Program Files\Adobe\Analytics\DataWorkbench

- **The Appdata folder.**

Insight.cfg, profiles, certificates, trace logs, and user files are now located by default at
 C:\Users\<<Winuser>\AppData\Adobe\Analytics\DataWorkbench\

You can set the path for the **Appdata** folder in the **Insight.ini** file:

```
[InitialSettings]
AppDataFolder=C:\Users\mhiatt\AppData\Local\Adobe\Adobe Analytics\Data
Workbench\
Locale=en-us
```

Uninstalling the Workstation

Data Workbench now includes an executable to uninstall the workstation (located by default at **Program Files\Adobe\Adobe Analytics\Data Workbench\unins000.exe**).

Launch and follow steps to remove the Data Workbench Workstation files from your hard drive.



Note: You can launch the **unins000.exe** executable from the folder, using the **Uninstall Data Workbench** shortcut from Start Menu, or from Control Panel > **Program and Features**.

Files Included in the Installation Package

Navigation title: Files Included in the Installation Package

Directories included in the install package for the Workstation in Data Workbench.

Program Files

The Workstation executable (**Insight.exe**) and supporting files are installed by default to this folder.


C:\Program Files\Adobe\Adobe Analytics\Data Workbench

| Directory | Description |
|---------------------|---|
| Insight.exe | The data workbench client executable. |
| insight.ini | Set language and the path for the Appdata folder. |
| Insight.zbin | Data workbench now supports an Input Method Editor (IME) as a secondary text entry process that allows you to enter international characters from your keyboard using a floating text box. Data workbench will support English by default but also allows you to load other files to support international languages, such as a virtual Chinese keyboard (Pinyin IME). A new dictionary file (Insight.zbin) is required by the client application to support the IME. |
| unins000.exe | Executable to uninstall Workstation and delete files. |

AppData Files

Data Files (**Insight.cfg**, Profiles, Certificates, trace logs, and user files) are saved by default to:

C:\Users\<Winuser>\AppData\Adobe\Analytics\DataWorkbench\

| Directory | Description |
|-------------------------|---|
| Insight.cfg | The data workbench configuration file. Defines parameters within which data workbench operates. See Configuring the Connection to the Server on page 19. |
| Base | Contains the program files for data workbench.  Note: You should not remove or alter any of these files. |
| Certificates | Contains the certificate file, trust_ca_cert.pem , and the named user digital certificate for data workbench. See Downloading and Installing the Digital Certificate on page 11. |
| Configuration | Contains the files that are used for Workstation configuration. |
| Geography | Files for graphic rendering of geographical visualizations. |
| Trace | Log files generated from the Workstation. |
| Profiles | <i>AdobeSC</i> , <i>Predictive Analytics</i> and other profile configuration files. |
| InsightSetup.exe | Setup wizard to install additional client computers in the Software/Insight folder. |

Installing the Input Method Editor

Data workbench now supports the Input Method Editor (IME) as a secondary text entry process for international languages.

IMEs allow you to enter international characters using a variety of methods suited for your local language. Data workbench provides an input dialog box that allows you to open and use your desired IME for text fields.



Note: For the data workbench 6.1 release, only the virtual Simplified Chinese keyboard will be supported. Inputting other languages through the IME could result in unexpected behavior.

Using an IME

To use the floating IME text input feature:

1. Click **Alt + Space** for any text input area.
2. Enter values using your system's IME.
3. Close the input dialog by selecting the **Enter** key or clicking the **OK** button.

The dialog will disappear and the characters will then appear in the selected field.

Updating the Insight.cfg file

To employ the IME, you must update the `Insight.cfg` file with this setting:

```
Localized IME = bool: true
```

If this setting does not exist in the configuration file, then pressing **Alt + Space** will not engage the IME feature.

Starting Insight in another language: To better support localized assets like a splash screen and to support multiple languages in the future, data workbench requires command-line arguments identifying the language to load. The default language is English.

Starting data workbench in Chinese requires you to invoke `Insight.exe` with the `"-zh-cn"` argument:

```
Insight.exe -zh-cn
```

(These command line arguments are not case sensitive.)

Installing the Terrain Images.cfg File

Navigation title: Installing the Terrain Images.cfg File

Steps to install the `Terrain Images.cfg` file on the server.

You install the `Terrain Images.cfg` file only if you want to make new terrain image layers to display on the globe visualization.

1. Copy the `Terrain Images.cfg` file from the `.zip` file provided to you by Adobe.
2. Paste the file in the **Components** folder in your server installation directory.

Setting up Localized Languages

Set up `insight.zbin` file to set the language of the client application.

Update the data workbench server components

The administrator must first complete these tasks to update these server components:

1. **Update to data workbench server 6.x.**

You need to update the data workbench server for localization by updating the `base\localization*.zbin` file. This `insight.zbin` file will then be copied to the client.

An `insight.zbin` file is included in the installation folder alongside the `insight.exe` file. If you connect to a server that doesn't provide you with language-specific `.zbin` files, then data workbench will proceed to use this file.

The backup `insight.zbin` file can be provided in any language. As a result, if you use data workbench in Chinese and connect to a server that doesn't support this language, then your data workbench client will still be in Chinese, even if the server changes your base profile and removes your `.zbin` files from the `Base/Localization` folder.

2. Update the data workbench report server.

The `insight.zbin` at the root folder of data workbench report server will be in English by default. As the administrator, you will be required to select and copy the `.zbin` file from the updated report server package and place it in the root directory of the data workbench report server. Like the client, the report server also requires the proper arguments for the selected language, such as `Insight.exe -zh-cn`

- a. Stop the report server services.
- b. Copy the `Localization` folder from the new report server package.
- c. From the `Localization` folder, copy the `Insight.zbin` file and place it in the root directory of the report server where the `Insight.exe` is located.
- d. Add any required arguments, such as `insight.exe -zh-cn`
- e. Restart the report server.

Update the data workbench client

After updating the server, follow these steps to update each client.

1. To make sure the client does not get updated from the server during this update, set your `Insight.cfg` argument to `False`.

```
Update Software = bool: false
```

2. Restart the client.
3. Navigate to the Software and Docs profile (SoftDocs profile) and download the required **insight.zbin** file from the client package: `Software\Insight Client\Insight_6.1.zip`
4. Move the `insight.zbin` file to the folder where `insight.exe` is located.
5. To make sure that the client files now gets updated from the server, change the `Insight.cfg` file argument to `True`:

```
Update Software = bool: true
```

I



Note: Your client will synchronize with the server and you will see a message stating that it is updating. At the conclusion of the download, you will get a message asking if you want to restart your client.

6. Click **OK** to restart the client.

If you get the following message, then it means the `zbin` file was not placed in the same location as the `Insight.exe`.

```
Insight Terminated: The backup dictionary file insight.zbin is missing.
```

Localized Splash Screens

Data workbench looks for the following splash screen files:

- English (default): `Base/Images/<version_product> Splash.png`
- Chinese (when started with `-zh-cn`): `Base/Images/<version_product> Splash zh-cn.png`.

If a splash screen is requested but missing, data workbench will access the English splash screen by default.

Downloading and Installing the Digital Certificate

Navigation title: Downloading and Installing the Digital Certificate

After you have installed the Data Workbench program files, you must download and install the digital certificate provided to you by Adobe.

Understanding Digital Certificates

Navigation title: Understanding Digital Certificates

Adobe uses X.509 digital certificates to identify and authenticate the client and server components that make up an implementation.

When you install data workbench, you must install the digital certificate that authorizes a named individual (for example, Jane Smith) to use the installed client application.



Note: If you need to migrate data workbench to another computer or another named user, you must obtain a new certificate from Adobe. To do so, contact Adobe ClientCare.

Data workbench presents this digital certificate to gain access to a server component. An administrator of a server component can restrict access to server resources based on the common name or organizational unit values that appear in the user's certificate.

The X.509 digital certificates installed with Adobe applications also enable its client and server components to exchange information over Secure Sockets Layer (SSL). SSL secures transmissions over HTTP using a public-and-private key encryption system. Adobe's implementation of SSL supports 1024-bit RSA keys and uses a 128-bit RC4 encryption algorithm.

In addition to security, the digital certificate that you install also functions as a license key that enables you to run data workbench. To function properly, a digital certificate must be node-locked and current, or the application will not start.

[Node-locked Certificates](#) on page 11

[Current Certificates](#) on page 11

[Using Digital Certificates on Computers Without Internet Access](#) on page 12

Node-locked Certificates

A node-locked certificate is a digital certificate that has been registered to the computer on which it is installed. Node locking permanently associates a certificate with a specific node identifier (a value that uniquely identifies a particular computer). To node lock your certificate, your computer must have Internet access to the Adobe License Server or to a proxy server that has access to the License Server.

If you are installing on a computer that cannot access the Internet, you must obtain and install a special pre-locked certificate as described in [Using Digital Certificates on Computers Without Internet Access](#) on page 12.

If you are installing on a computer that can access the Internet, your digital certificate is node-locked automatically the first time that you start data workbench. After being node-locked, the certificate cannot be used on any other computer. If you need to migrate data workbench to another computer, you must obtain a new, unlocked certificate from Adobe.

Current Certificates

Besides being node-locked, your digital certificate must be current. To remain current, your certificate must be re-validated on a regular basis (generally every 30 days, but can vary depending on your agreement with Adobe). If your computer has Internet access, the re-validation process is completely transparent. Data workbench automatically connects to the License Server and re-validates the certificate when necessary. If your computer

does not have Internet access, you must manually install an updated certificate as described in the following section.

Using Digital Certificates on Computers Without Internet Access

If you are installing on a computer that cannot access the Internet, you must request a pre-locked certificate for your installation of data workbench. A pre-locked certificate is a digital certificate that Adobe manually locks to the node identifier for the computer.

To request a pre-locked certificate, you must send the node identifier and your certificate number to Adobe ClientCare. To obtain the node identifier for your computer, contact Adobe ClientCare to request the Adobe **Node Identifier** utility. You also can obtain the node identifier from the alert that data workbench issues when it attempts to connect to the License Server and cannot. When you receive the pre-locked certificate, install it as described in the last two steps of *Installing Digital Certificates* on page 12.

When the certificate needs to be revalidated, you must download a new, validated certificate from the License Server and reinstall it on your computer (unless your agreement with Adobe states otherwise).


Installing Digital Certificates

Steps to download and install a digital certificate.

1. Open your web browser to `http://license.visualsciences.com`.



Note: Your browser might prompt you to present a digital certificate at this point. If it does, click **Cancel** to dismiss the dialog box.

2. On the login screen, enter the **Account Name** and the **Password** that you received from Adobe, then click **login**.
3. Locate the certificate that has been issued for your instance of data workbench (*Your Name.pem*) and click the  icon associated with that certificate.
4. When prompted to save the certificate, click **Save**.
5. Download the file to the **Certificates** folder in the directory where you installed data workbench.

This folder contains a certificate file named `trust_ca_cert.pem`. Both certificate files must always be present for data workbench to function.

Windows Certificate Store for Clients

The Windows Certificate Store for the Client (workstation) in Data Workbench allows you to store the client's certificate and private key in the Windows Certificate Store for SSL communication with servers.

The Windows Certificate Store for the Client is a new feature that allows you to store the SSL communication certificate and private key in the Windows Certificate Store rather than in `Insight/Certificates/<CertName>.pem` file. Using the Windows Certificate Store may be preferable if you use the certificate store for other applications and wish to do certificate management in one place, or for users that enjoy the additional Windows audit logging that the Windows Certificate store provides.



Note: Licensing with the license server is still maintained using the existing `<Common Name>.pem` file, and that the certificate obtained from the certificate store will only be used for communication to the servers that you specify.

Prerequisites

1. You must have access to the `certmgr.msc` file with the ability to import a certificate and key into the **Personal** store. (This should be true by default for most Windows users.)
2. The user doing the configuration must have a copy of the **OpenSSL** command-line tool.
3. The server and client must already be configured to use a custom SSL certificate, as described in [Windows Certificate Store for Clients](#) on page 12, giving instructions to store the client certificate in the Windows certificate store rather than storing it in the **Certificates** directory.

Configuring the Windows Certificate Store

The Windows Certificate Store for Clients is enabled following these steps:

Step 1: Import the user's SSL certificate and private key into the Windows Certificate Store.

In [Windows Certificate Store for Clients](#) on page 12 you are directed to put the SSL certificate and key in the following directory:

```
<DWB Install folder>\Certificates\
```

The certificate's name is `<Common Name>.pem` (such as `Analytics Server 1.pem` (not the `trust_ca_cert.pem` file.)

Before the certificate and private key can be imported, they must be converted from `.pem` format to a `.pfx` format, such as `pkcs12.pfx`).

1. Open a command prompt or terminal and navigate to the directory:

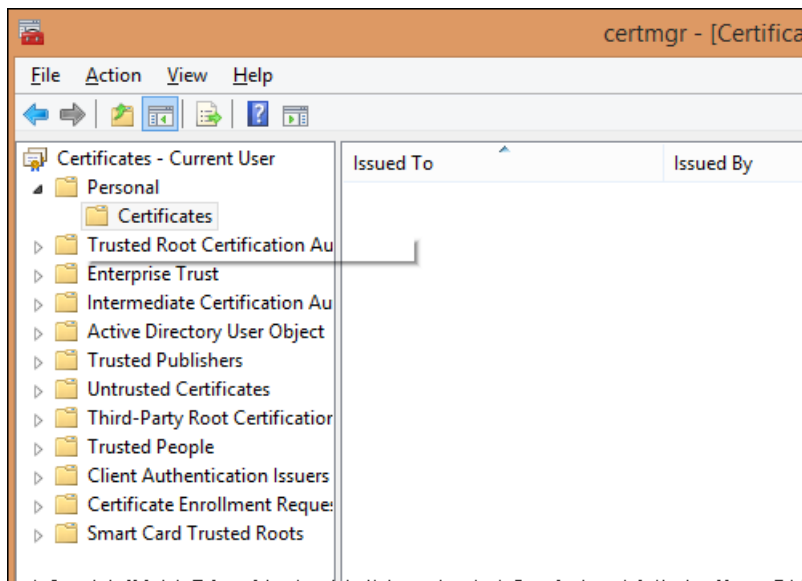
```
<CommonName>.pem c: cd \<DWB Install folder>\Certificates
```

2. Run `openssl` with the following arguments (with the actual `.pem` file name):

```
openssl pkcs12 -in "<Common Name>.pem" -export -out "<Common Name>.pfx"
```

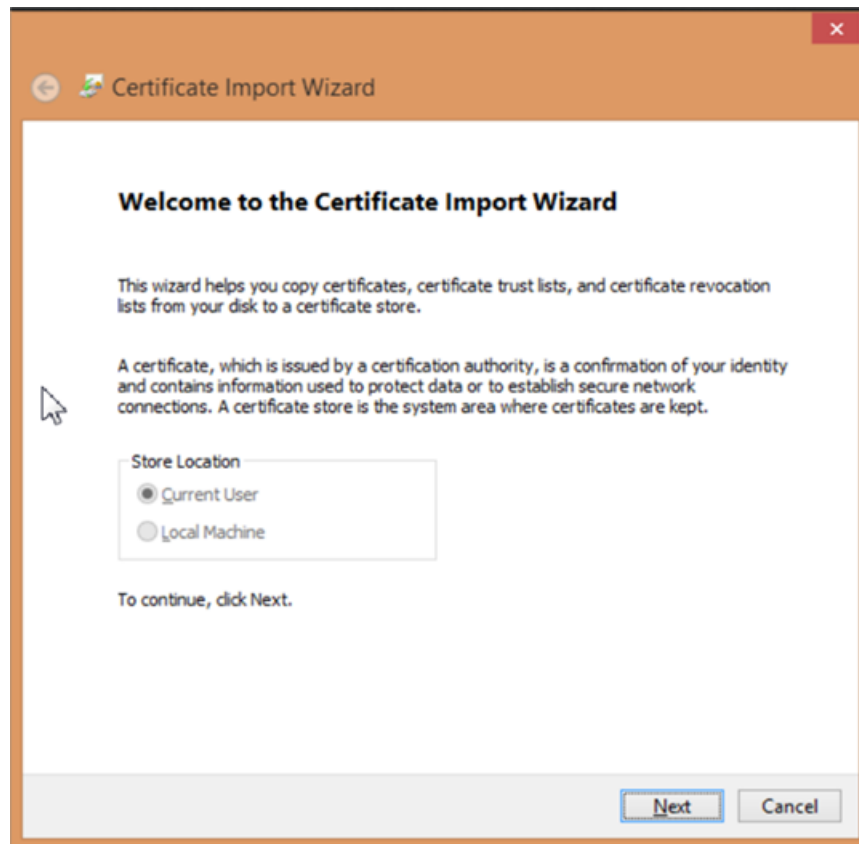
If prompted, hit **Enter** to skip entering an export password.

3. Run `certmgr.msc` from the run prompt, start menu, or command line.
4. Open the **Personal** certificate store for the current user.



5. Right-click **Certificates** and click **All Tasks > Import**.

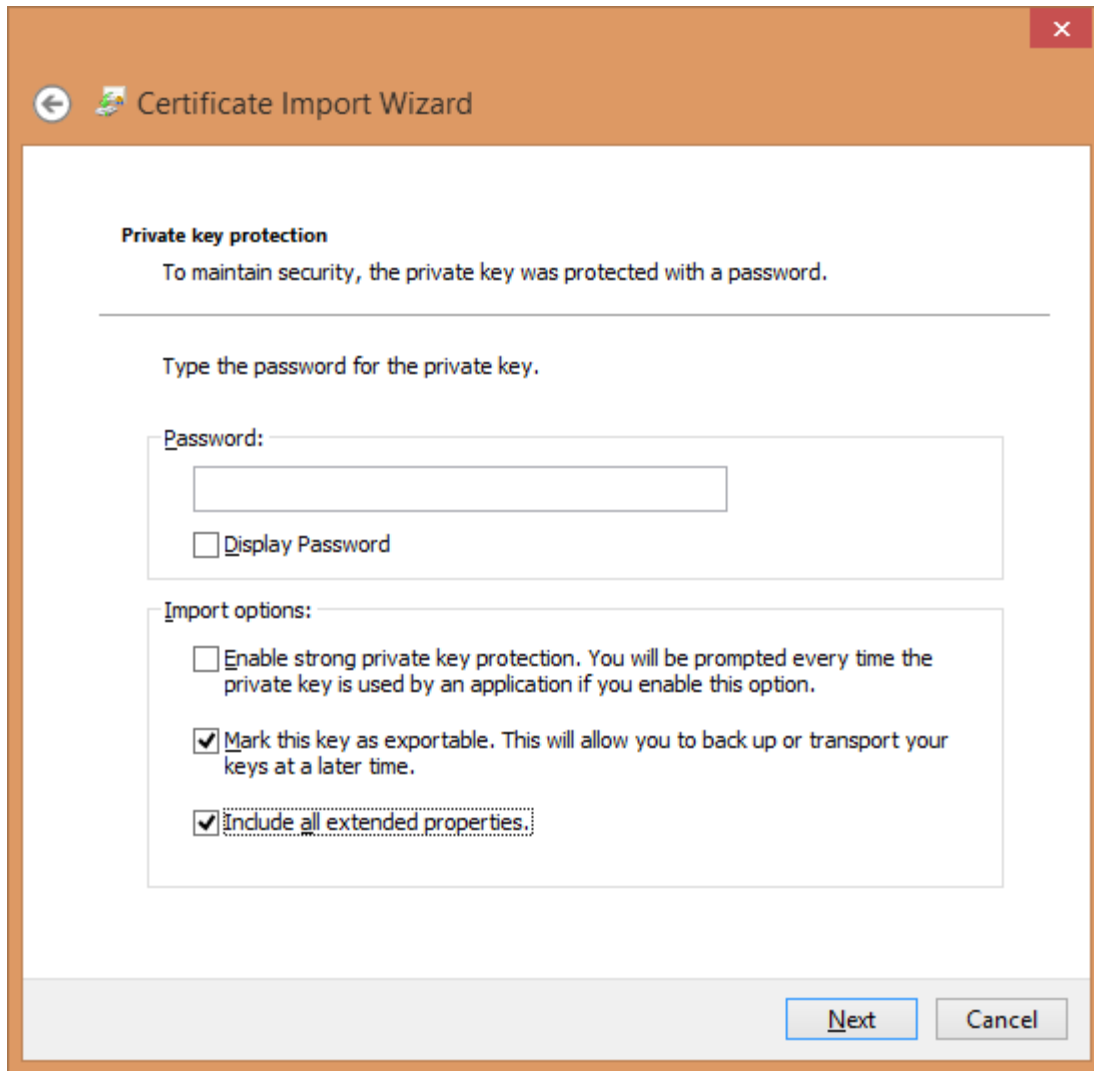
Make sure the **Current User** option is selected, then click **Next**.



6. Click **Browse** and select the <CommonName> .pfx file you created previously. You will have to change the file extension dropdown box from an X.509 Certificate to either **Personal Information Exchange** or to **All Files** in order to see it.

Select the file and click **Open**, and then **Next**.

7. Do not enter a password, and make sure that only the options **Mark this key as exportable** and **Include all extended properties** are selected.



Click **Next**.

8. Make sure that **Place all certificates in the following store** is selected, and that the certificate store listed is **Personal**. (If you're an advanced user, you can select another store at this point, but you'll have to change the configuration later.)
9. Click **Next** and then click **Finish**. You should see a dialog box telling you that the import was successful and see your certificate in the Certificates folder of the store.



Note: Pay particular attention to the **Issued To** and **Issued By** fields. You'll need these in the next step.

Step 2: Edit the Insight.cfg file.

The `Insight.cfg` file must be edited in order to direct Data Workbench to use the Windows Certificate Store feature. Each server entry in this file must have some additional parameters specified. If the parameters are omitted, the workstation will default to using the existing certificate configuration. If the parameters are specified but have incorrect values, the workstation will enter an error state and you will have to refer to the log file for error information.

1. Open the **Insight.cfg** file (located in the **Insight** installation directory).
2. Scroll down to the server entry that you wish to configure. If you wish to use the Windows Certificate store for every server, you have to make these modifications to every entry in the vector of `serverInfo` objects.
3. Add these parameters to their `Insight.cfg` file. You can do this from the workstation, or manually by adding the following parameters to the `serverInfo` object. (Be sure to use spaces instead of tab characters, and don't make other typographical or syntax errors in this file.)

```
SSL Use CryptoAPI = bool: true
SSL CryptoAPI Cert Name = string: <Common Name>
SSL CryptoAPI Cert Issuer Name = string: Visual Sciences,LLC
SSL CryptoAPI Cert Store Name = string: My
```

The boolean enables or disables the feature. The certificate name matches **Issuer To** in the certificate manager. The certificate issuer name matches **Issued By**, and the **Store Name** must match the certificate store name.



Note: The name "Personal" in the Certificate Manager (certmgr.msc) actually refers to the certificate store named **My**. Consequently, if you import your SSL communication certificate and key (.PFX) into the **Personal** certificate store as recommended, you must set the **SSL CryptoAPI Cert Store Name** string to "My". Setting this parameter to "Personal" will not work. This is a peculiarity of the Windows certificate store.

A full list of the predefined system stores can be obtained here: [https://msdn.microsoft.com/en-us/library/windows/desktop/aa388136\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/aa388136(v=vs.85).aspx). Your system might have additional certificate stores. If you wish to use a store other than "Personal" (such as **My**), you must obtain the canonical name of the certificate store and provide it in the `Insight.cfg` file. (The system store name "My" is inconsistently referred to as "My" and "MY" by the Windows documentation. The parameter does not appear to be case sensitive.)

4. After you have added these parameters and verified that the values match the list in the Windows Certificate Manager, save the `Insight.cfg` file.

You can now start the workstation (or disconnect/reconnect to the server). Data Workbench should load your certificate and key from the certificate store and connect normally.

Log output

When a certificate is not found or is invalid, this error message is thrown to the `HTTP.log` file.

```
ERROR Fatal error: the cert could not be found!
```



Note: The L4 logging framework can be enabled by setting up the `L4.cfg` file (see your account manager to set this up).

Using Custom Certificates in Data Workbench

Instructions for using custom certificates.

A certificate used by either the Data Workbench client or server needs to be signed by a trusted CA (Certificate Authority). Data Workbench customers receive certificates that are signed by the Visual Sciences CA. These certificates are trusted by the Data Workbench software, since the `trust_ca_cert.pem` (provided along with the Insight software and stored in the **Certificates** directory of both servers and clients) contains a *Root CA Certificate* for the Visual Sciences CA. These certificates are used for both licensing of the software and authentication when clients and servers communicate with each other using SSL. Only certificates issued by the Visual Sciences CA can be used for licensing, but other certificates may be used for communication and authentication. Certificates issued by CAs other than Visual Sciences are referred to below as *custom certificates*.

Important note: For servers and clients, Data Workbench software uses the certificate files installed in the client or server's **Certificates** directory or certificates explicitly identified in its configuration. However, you can also use the [Windows Certificate Store for Clients](#) on page 12 for clients.

The following instructions describe the procedures to be followed to use custom certificates for communication between Data Workbench clients and servers. Not every detail is a hard requirement and different variations in the process can be employed. However, the procedures below have been tested to work.

Setting up Custom Client Certificates

1. Add the certificate of the issuing CA to the `trust_cert_ca.pem`, which is installed in the **Certificates** directory of the client and that of every server in every cluster that is to be accessed using this custom certificate.
2. Obtain a custom certificate for each server in the cluster with the following conditions:
 - a. Certificate is formatted as a `.pem` certificate.
 - b. Certificate contains its key and is unencrypted (i.e., it has no password/pass phrase).

A certificate contains its key with one of the following lines:

```
BEGIN PRIVATE KEY
BEGIN RSA PRIVATE KEY
```

One way to remove the password phrase from a `.pem` certificate:

```
openssl rsa -in password-protected-cert.pem -out no-password-cert.pem
openssl x509 -in password-protected-cert.pem >> no-password.pem
```

- c. Certificate has the CN, O, OU, etc. as required for this client in the servers' `Access Control.cfg` file.
- d. Certificate was issued with a *purpose* *** of *client* (or both *server* **and** *client*).

To verify that a certificate has a purpose code of server and/or client, the following commands can be used:

```
openssl verify -CAfile trust_ca_cert.pem -purpose sslserver -x509_strict
custom_communications_cert.pem
openssl verify -CAfile trust_ca_cert.pem -purpose sslclient -x509_strict
custom_communications_cert.pem
```

For a server certificates, both commands should yield:

```
custom_communications_cert.pem: OK
```

For a client certificate, only the second command is required to yield OK.

3. Place the certificate in the client's **Certificates** directory.
4. In `Insight.cfg` under the *serverInfo* for each cluster that you want to use this certificate, make sure the *custom client cert* is named, such as:

```
Servers = vector: 1 items
  0 = serverInfo:
    SSL Client Certificate = string: my_custom_client_cert.pem
```

Setting up Custom Server Certificates

This section assumes that you have a cluster that is up and running, using Visual Sciences issued certificates, and the configuration follows common practices (such as the *Components for Processing Servers* directory on the master gets synchronized to the *Components* directories of all DPUs).

1. Add the certificate of the issuing CA to the `trust_cert_ca.pem` which is installed on every server in the cluster and every client that needs to communicate with this cluster.
2. Obtain a custom certificate for each server in the cluster with these requirements:
 1. Custom certificate is formatted as a `.pem` certificate.

-
2. Certificate contains its key and is unencrypted (i.e., it has no password/pass phrase).

A certificate contains its key if it has a line such as:

```
BEGIN PRIVATE KEY
BEGIN RSA PRIVATE KEY
```

One way to remove the password phrase from a .pem certificate:

```
openssl rsa -in password-protected-cert.pem -out no-password-cert.pem
openssl x509 -in password-protected-cert.pem >> no-password.pem
```

3. Certificate has the same CN as the `server_cert.pem` currently installed on the server.
4. Certificate was issued with a purpose of *server* and *client*.

To verify that a certificate has a purpose code of server and/or client, the following commands can be used:

```
openssl verify -CAfile trust_ca_cert.pem -purpose sslserver -x509_strict
custom_communications_cert.pem
openssl verify -CAfile trust_ca_cert.pem -purpose sslclient -x509_strict
custom_communications_cert.pem
```

For a server certificates, both commands should yield:

```
custom_communications_cert.pem: OK
```

For a client certificate, only the second command is required to yield OK.

3. Install each server's custom certificate in the **Certificates** directory of the server as `custom_communications_cert.pem`.
4. Using a text editor, add the following line to **Communications.cfg** file in both the *Components* and *Components for Processing Servers* directories, directly below the first line (`component = CommServer`):

```
Certificate = string: Certificates\\custom_communications_cert.pem
```

5. Restart all servers.

About Certificate Failure Warning

When the Insight server or client is looking for a **license** certificate in the **Certificates** directory, it tries to validate all the certificates (except `trust_ca_cert.pem`), against a hard coded copy of the Insight CA certificate, which fails on any custom certificate present in the directory. The server issues this warning:

```
Certificate failed to verify. Error 20 at 0 depth. Desc: unable to get local
issuer certificate. Cert details:
```

This warning can be safely ignored.

String Encryption

Encrypt passwords and other strings when communicating between the client and server.

When communicating between the Data Workbench client (workstation) and server, you can save a Value parameter (such as a password) with the Type of *EncryptedString*. This hides passwords (and only displays asterisks `*****`) and saves the string to the *Windows Credential Store* on the server with the corresponding key returned. This primarily stores credentials used in exports but can be used to encrypt any parameter.

- A new folder was added at Server\EncryptStrings.

This is where you set the configuration file to encrypt strings.

- A new configuration file was added at Server\Component\EncryptedStrings.cfg.

```
component = EncryptionComponent:
Path = Path: EncryptStrings\\*.cfg
```

This file polls the `Server\EncryptStrings` folder for encryption configuration files.

To encrypt a string:

1. Create an **EncryptedStrings.cfg** configuration file for a string with these fields set:

```
Names = vector: 1 items
  0 = NameEncryptValuePair:
    EncryptValue = EncryptedString: // left empty as input then output will
    be filled by server
    Name = string: // Name for identifier
    Value = string: // Value to be encrypted
```

- *Value* - This field contains the plain text string that needs to be encrypted.

This is server-side encryption only. The *Value* setting is encrypted only on the server computer.

- *Name* - This field contains a value identifying the encrypted string.
- *EncryptValue* - This field will be left empty in the input configuration file. The encrypted value will be returned in this field.

You can add multiple **NameEncryptValuePair** values for different fields for encryption.



Note: All empty Value fields will be removed.

2. Save the **EncryptedStrings.cfg** file to the `Server\EncryptStrings` folder.

Output file

An output file will be generated with the same name as the input file with a `<filename>.encrypted` extension. For example, if the input file is named `sample.cfg` then the output file will be named `sample.cfg.encrypted`.

Configuring the Connection to the Server

Navigation title: Configuring the Connection to the Server

After you have installed your data workbench software and digital certificate, you must start data workbench and configure its connection to the server.



Note: In some cases, the connection to the server may have been pre-configured by Adobe Consulting Services or your system administrator. If so, you do not need to complete this task.

When you start data workbench for the first time, it automatically connects to the Adobe License Server to register your digital certificate. To complete the registration process successfully, your computer must be connected to the Internet when you execute the following steps.



Note: If you have already requested, downloaded, and installed a pre-locked certificate as described in [Using Digital Certificates on Computers Without Internet Access](#) on page 12, data workbench will not attempt to connect to the License Server and you will not receive an error.

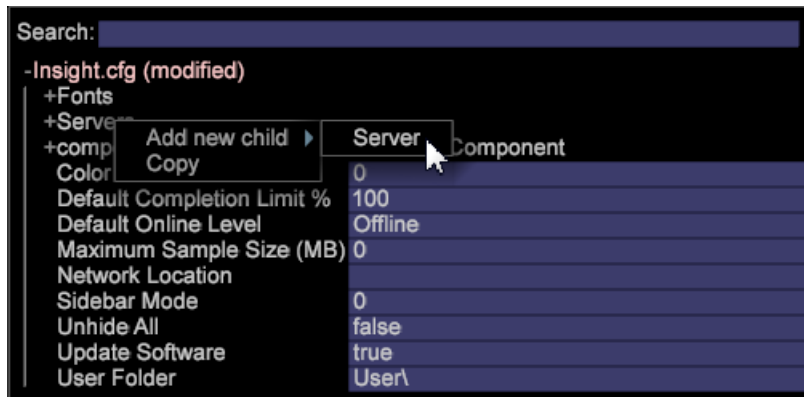
To configure the connection to the server

When working in a clustered environment, data workbench should be configured to access the master server to avoid synchronization issues. In data workbench you can view information about the processing servers in your cluster using the **Related Servers** menu item in the **Servers Manager**.

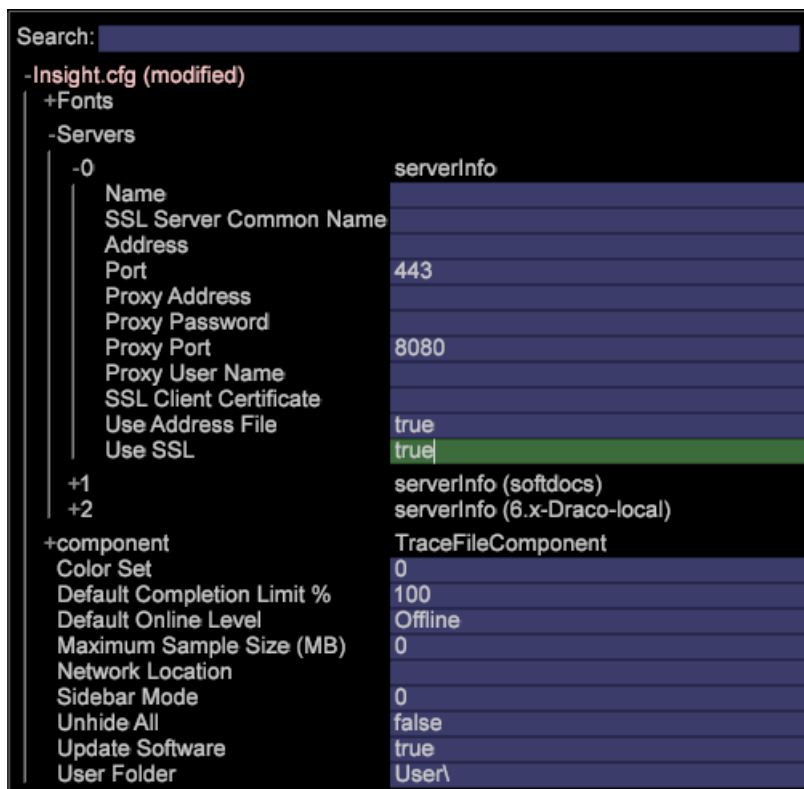
1. Launch data workbench.
2. On the **Worktop**, click **Admin**, then **First Steps**.
3. Click the **Configure Connection to Servers** thumbnail.

The **Servers Manager**, the `Insight.cfg` file, and instructions for configuring your `Insight.cfg` file are displayed.

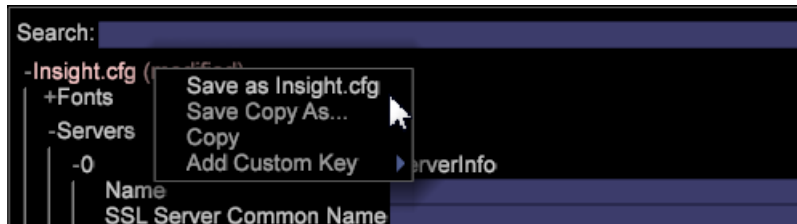
- In the `Insight.cfg` window, right-click **Servers** and click **Add new child> Server**.



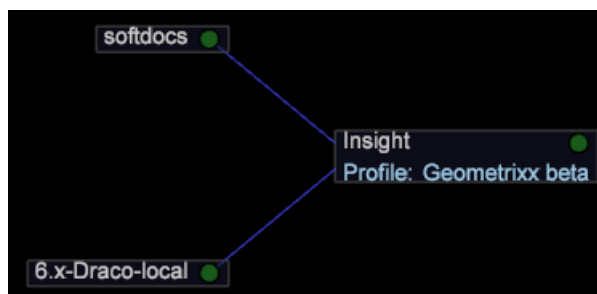
- Complete or modify the server parameters to provide data workbench with access to your master server.



- Repeat Step 4 and Step 5 for each server to which you want to configure a connection.
- To save your configuration changes, right-click **Insight.cfg (modified)** at the top of the window and click **Save as Insight.cfg**.



Insight attempts to connect to the servers using the settings that you have specified. If a connection is established, the Connection Graph displays a green node.



- **Green:** Indicates that the connection to the server is active.
- **Light Red:** Indicates a potential problem with the server, such as a drain on server processing, high memory usage, or low disk space.
- **Red:** Indicates that the connection to the server is not active.

If Data workbench cannot connect using the specified settings, a red node appears in the **Servers Manager**. If this happens, see [Connection Troubleshooting](#) on page 24.

Directories and Files Created after Setup

Navigation title: Directories and Files Created after Setup

When you start data workbench for the first time you can configure it to access a server with a list of available profiles.

The list of profiles are available on the server displayed in the **Switch Profile** menu. When you select a profile to use, the profile information (including related data and any specific workspaces or visualizations defined for the profile) is downloaded to your computer. As you download each profile, data workbench creates a folder within the installation directory using the profile name.

For example, if you select a profile named Sales, a folder named Sales appears in your data workbench directory. This folder contains the metrics, dimensions, workspaces, and visualizations defined in the Sales profile. After the initial loading of the profile, the profile can be used when working offline.

In addition, when you connect to the server for the first time from data workbench, the server creates the following directories in the data workbench installation directory.

- **Trace directory:** Within the Trace directory is the data workbench log file (`insight.log`). When the size of the `Insight.log` file reaches 100 MB, the file is renamed to `insight-1.log`. If a file of the name `insight-1.log` already exists, then `insight-1.log` is renamed to `insight-2.log`, and so forth, with a maximum of `insight-9.log`. The file `insight.log` always contains the most recent log information, and `insight-max.log` contains the oldest.
- **User directory:** Within the User directory are folders that correspond to each profile used to date, and within each profile folder are folders named Work and Workspaces. The directory `User\profile name\Workspaces` is

the default location in which data workbench workspace files are saved. `User\profile name\Work` is the default location in which data workbench visualizations and other custom work performed by the data workbench user are saved.

The following table lists the default locations of commonly accessed components.

Data Workbench Default Locations

| Component | Directory Location |
|----------------------|---|
| Saved visualizations | <code>Insight\User\profile name\Work\</code> |
| Saved Workspaces | <code>Insight\User\profile name\Workspaces\tab name\</code> |
| Saved .png files | <code>Insight\User\profile name\Work\</code> |
| Data cache | <code>Insight\User\Cache.db</code> |
| Insight.log file | <code>Insight\Trace\</code> |

Searching for Entries in a Configuration File

Navigation title: Searching for Entries in a Configuration File

The configuration tree in the `Insight.cfg` (or any `.cfg` file) includes a **Search** field.

You can search by key name, key type, or value to quickly locate an entry, to remove the need to scroll through expanded, large files for nested information. You can locate dimension names, server names, and so on. The following example shows matches for a search on the phrase map.

Search: **map**

-Detailed Status for Standard Profile Repository vsdevtest02

- Component Status
 - Addressing OK
 - Administrative Alerts OK
 - Administrative Event Logs OK
 - AsyncEngine OK
 - Communications OK
 - Disk Files OK
 - Profile Manager OK
 - SamplingActivity OK
- +Disk Space
- +Execution Engine
- +Hardware
- Memory Status
 - ServerMemoryStatus
 - +Address Space Map
 - +Heap Fragmentation 6408 KB
 - +Histogram
 - +Page File
 - +Physical
 - +Process Address Space
 - +SDAlloc
 - +Small Blocks
 - Address Space Load 95% (heavy)
- +Network Connections
- Performance
 - CPU Usage
 - +Log Processing
 - Transformation
 - +Bank - vsdevtest 5130.9 sec
 - +WalMart D 4144.9 sec
- Dimensions
 - Disk Usage
 - Bank - vsdevtest
 - map
 - Browser 7.989 MB
 - Browser Type 7.989 MB
 - Campaign 7.989 MB

Type a search phrase into this field to locate the data. Depending on the success of a match, the color of the field changes. Matches are shown highlighted and non-matches are dimmed. If there are no matches, the background of the search field turns red. When you press Enter, the config tree expands every place where there is a match and collapses where there is not a match.

You can also use regular expressions in the **Search** field. For example, you can use re: `*zip.*` for any entry containing the word “zip.”

To clear a search, press **Escape**.

Connection Troubleshooting

Navigation title:Connection Troubleshooting

Steps to determine a problem in establishing a connection with the server.

If data workbench cannot connect to the server(s) using the specified settings, a red node appears in the **Servers Manager**. This might occur, for example, if you configure the connection incorrectly or you do not have permission to view the server's status.

1. Right-click the red server node and click **Detailed Status**.
2. In the **Detailed Status** interface, click **Network Connections** and expand the numbered items. The **Status** parameter provides information about why data workbench is not able to establish a connection:
 - A status code in the 500s indicates a configuration error.
 - A status code of 403 usually indicates that you do not have permission to view the server's status.

You can view additional status information in the `insight.log` file. This log file is located in the Trace folder in the directory where you installed data workbench. To view the file, open it in a text editor such as Notepad.

If you need assistance understanding the information in the `insight.log` file, first contact your system administrator. If you require further assistance, contact Adobe ClientCare.

Upgrading Data Workbench

Navigation title:Upgrading Data Workbench

Information on upgrading your data workbench software.

Upgrading 6.4 to 6.5

Follow these steps to upgrade to Data Workbench v6.5.

Upgrade Requirements and Recommendations

Follow these requirements and recommendations when upgrading to Data Workbench 6.5.

- Changes in the **Components for Processing Servers\Communications.cfg** file require you to update this file for the DWB 6.5 release. The *SourceListServer*, *SegmentExportServer*, and *NormalizeServer* entries were removed. (DPU's should not be running *sourcelist*, *segment export*, or *normalize servers*.)
- Correlation Chord, Correlation Matrix, Association Chord, Association Matrix, Propensity Score and Best Fit Attribution visualizations are now multi-pass visualizations.

When there are more than one multi-pass visualizations in a workspace, Report Server will fail to generate reports by default with the error:

```
Too many Multipass visualizations in workspace ..... (has #, 1 allowed).
```

Avoid this error by updating your `ReportServer.cfg` file or add this line to your existing file in the *Reporting* section.

```
Max Multipass Per Slice = int: n
```

where n is the maximum number of multi-pass visualizations supported by Report Server in a workspace.

Upgrading 6.3 to 6.4

Follow these steps to upgrade to Data Workbench v6.4.

Upgrade Requirements and Recommendations

Follow these requirements and recommendations when upgrading to Data Workbench 6.4.



Important: It is recommended that you use the newly installed default configuration files and customize them, rather than moving files from a previous installation—with these exceptions:

- **Add *Excluded Processes*** for *MS System Center Endpoint Protection in Windows 2012 Servers* for the following executables:
 - **InsightServer64.exe**
 - **ReportServer.exe**
 - **ExportIntegration.exe**

This will allow "white list" rights for these interfacing executables.

- **Update the *Trust_ca_cert.pem* certificate on the servers.**
- **Reorganization of Attribution Profiles.**
 - The *Attribution* folder was renamed to ***Attribution - Premium*** (found in the default installation at *Profiles\Attribution - Premium*).
 - The *Premium* profile was removed and the workspace moved to the new ***Attribution - Premium*** folder.
- **Update *Attribution-Premium* settings.** If you have customized profiles with parameter settings that override the default *Adobe SC* profile, then you need to update the custom fields in these configuration files:
 - **Decoding Instructions.cfg**
 - **SC Fields.cfg**
- Because of this reorganization, you will want to remove the old *Attribution* and *Premium* folders from your server installation.

Change these settings

```
Profile = profileInfo:
  Active = bool: true
  Directories = vector: 6 items
    0 = string: Base\\
    1 = string: Geography\\
    2 = string: Predictive Analytics\\
    3 = string: Adobe SC\\
    4 = string: Attribution\\
    5 = string: Premium\\
```

to these settings:

```
Profile = profileInfo:
  Active = bool: true
  Directories = vector: 5 items
    0 = string: Base\\
    1 = string: Geography\\
    2 = string: Predictive Analytics\\
    3 = string: Adobe SC\\
    4 = string: Attribution - Premium\\
```

- **Update custom *Meta.cfg* files** (if necessary).

The ***Meta.cfg*** files in ***Base\Context*** and ***AdobeSC\Context*** folders have been updated in this release.

If you override the **meta.cfg** file during installation, then your profile copy needs to be updated with these parameters and the **metadata vector** appropriately entered:

```
94 = meta:
  path = string: SegmentExport:CRS Configuration/CRS Attributes
  acceptable children = vector: 1 items
    0 = Template:
      name = string: CRS Attributes
      value = CRSAttributeConfiguration:
        Attribute Name = string:
        Attribute Type(int,string) = string:
        Field Name = string:

95 = meta:
  path = string: SegmentExportQuery:CRS Configuration/Report Suite
  acceptable children = vector: 1 items
    0 = Template
      name = string: Add Report Suite
      value = string:
```

- **Set Report Server permissions** to generate Microsoft Excel reports On Windows 2012 servers.

1. Set permission of the root folder (**E:\ReportServer**) to *Everyone = full control*.
2. Create the following folders with appropriate permissions:

```
C:\Windows\SysWOW64\config\systemprofile\AppData\Local\Microsoft\Windows\INetCache
C:\Windows\System32\config\systemprofile\AppData\Local\Microsoft\Windows\INetCache
C:\Windows\System32\config\systemprofile\Desktop
C:\Windows\SysWOW64\config\systemprofile\Desktop
```



Note: If you are running Report Server on Windows Server 2012, you need to have Windows Server 2012 R2 installed.

3. Assign "SYSTEM" as the owner for these folders.

- **Add fonts to the Report Server.**

In the **ReportServer.cfg** file, add these fonts (for all languages):

```
Fonts = vector: 3 items
  0 = string: Arial
  1 = string: SimSun
  2 = string: MS Mincho
```

- **Update your version of Microsoft Excel** (if necessary).

With the release of Data Workbench 6.4, support for Excel 2007 has been discontinued. Also because Data Workbench only runs on Microsoft Windows for 64-bit architecture, it is recommended that you also install a 64-bit version of Microsoft Excel.

- **64-bit architecture** required for Workstation (Client) installation.
- **Run the Workstation Setup Wizard.**

Install the new version of the workstation (client) by downloading and launching **InsightSetup.exe** and stepping through the setup instructions. The setup wizard will install your files to a new location by default:

Program files are now saved by default to:

```
C:\Program Files\Adobe\Adobe Analytics\Data Workbench
```

Data Files (profiles, certificates, trace logs, and user files) are now saved by default to:

```
C:\Users\\AppData\Local\Adobe\Adobe Analytics\Data Workbench\
```

- **Add fonts to the Workstation.**

In the **Insight.cfg** file, add these fonts (for all languages):

```
Fonts = vector: 3 items
  0 = string: Arial
  1 = string: SimSun
  2 = string: MS Mincho
```

Upgrading 6.2 to 6.3

Follow these steps to upgrade to Data Workbench v6.3.

Upgrade Requirements and Recommendations

Upgrade Server:



Note: If you have customized profiles that take precedence over the default files provided in the Base package, then you will need to update these customized files:

- Update the **Meta.cfg** file (E:\..\<your custom profile>\Context\meta.cfg) to set updated password encryption for the FSU server.
 1. Open the meta.cfg file.
 2. Change the data type for **Proxy Password** from "string" to "EncryptedString" in the *Workstation Configuration* section.

```
Proxy User Name = string:
Proxy Password = EncryptedString: (from Proxy Password = String)
Use Address File = bool: true
```

- Update configuration files to take advantage of Fast Merge improvements during a transformation phase.

- **Communications.cfg** (E:\Server\Components\Communications.cfg)

```
18 = SourceListServer:
  URI = string: /SourceListServer/
  Listing Interval = int: 10 (new)
```

- **Disk Files.cfg** (at E:\Server\Components and E:\Server\Components for Processing Servers)

```
Disk Cache Size (MB) = double: 1024 (from double: 256)
Disk Cache Read Limit (MB) = double: 768 (new)
```

- **Log Processing Mode.cfg** (E:\Server\Profiles\<your profile>\Dataset\Log Processing Mode.cfg)

```
(changed)
Batch Bytes = int: 268435456
Cloud Bytes = int: 268435456
Real Time FIFO Bytes = int: 268435456

(new)
Cache Bytes = int: 32000000
Fast Input Decision Ratio = double: 200
Fast Input FIFO Bytes = int: 268435456
FIFO Hash Mask = int: 16383
Fast Merge Buffer Bytes = int: 536870912
Slow Merge Buffer Bytes = int: 268435456
Fast Merge Fan In = int: 64
```

```
Key Cache Size Logarithm = int: 21
Max Seeks = int: 512
Output Old Buffer Bytes = int: 536870912
Overflow FIFO Bytes = int: 67108864
Paused = bool: false
```



Note: To take advantage of the Fast Merge improvements, make sure you have at least 8 GBs of RAM per DPU.

- A new export file, `ExportIntegration.exe`, replaces the existing `TnTSend.exe` file on the Insight Server (`E:\Server\Scripts\TnTSend.exe`). This new export file supports both [Adobe Target](#) integration and coordination with the new Master Marketing Profile (MMP) and [Adobe Audience Manager](#).

You will need to update the following commands for TnT exports.

```
Command = string: TnTSend.exe
```

to

```
Command = string: ExportIntegration.exe
```

- In the **Adobe SC** profile, changes to the `Exclude Hit.cfg` file require a field to be declared in the associated `Decoding Instructions.cfg` file.



Note: If your Adobe SC profile includes a customized `Decoding Instructions.cfg` file, you will need to include a `DelimitedDecoder` argument to your customized file.

```
0 = DelimitedDecoder:
  Delimiter = string: \t
  Fields = vector: x items
  ...
  5 = string:
Changed to:
  5 = string: x-hit_source
```

Adding the `DelimitedDecoder` field allows you to take advantage of feature updates and to avoid possible Log Processing problems resulting from these updates.

- To run **Best Fit Attribution** with in Data Workbench, you need to update your server certificate (`.pem` file) to support Adobe Analytics Premium. The new certificate will have this entry:

```
Product = Premium
```

Upgrade Client:

- Once your server has been updated, your client can update automatically if the `Insight.cfg` file is configured properly:

1. Edit the `Insight.cfg` file.

```
Update Software = bool: true
```

Then **Save**.

2. Exit and launch the client.
3. Connect to the profile.

The client will automatically upgrade to Data Workbench 6.3.

4. Exit out of the client.
5. Edit `Insight.cfg`

-
- `Change Proxy Password = string:`
to `Proxy Password = EncryptedString:`
Remove the value of the previous Proxy Address and Proxy Password.

- **Save.**

6. Launch the client.
7. Edit `Insight.cfg`.
 - Enter Proxy Password for all the servers and Save.
 - Enter the Proxy Address for all the servers and Save.



Important: The Proxy Address and Proxy Password must be entered and saved from within the client.

8. Connect to the profile.



Note:

- Follow the exact upgrade sequence in order to avoid an account lockout. If the account is locked, please perform all the required changes in the exact sequence listed, save your work, and exit out of the client. Wait for the lockout to release (about 45 minutes), then launch the client again.
- The password modification should be performed in the client only due to the fact that the passwords are saved in Windows Credential Vault.

- Recommendation: New Windows Aero Themes.

Upgrade the look of your client application using any of the many Windows Aero Themes.

- Recommendation: Fonts for Chinese and Japanese versions:

Chinese:

- Arial
- SimSun

Japanese:

- MS Gothic
- Meiryo
- MS Mincho
- Arial
- SimSun



Note: *SimSun* can be used for Chinese and Japanese. If attempting to write in half-byte characters in Japanese, you also need to include *MS Mincho*. To enable these fonts in `Insight.cfg`, you can add these parameters.

```
0 = string: Arial
1 = string: SimSun
2 = string: MS Mincho
```

These fonts should be listed in the workstation configuration file: `Insight.cfg`.

Upgrade Report Server

-
- To run **Best Fit Attribution** with Report Server in Data Workbench, you need to update your Report Server certificate (.pem file) to support Adobe Analytics Premium. The new certificate will have this entry:

```
Product = Premium
```

Upgrade to Adobe Analytics Premium

- If using Best Fit Attribution, you will need to add **Premium** to your custom `Profile.cfg` for the client and receive new certificates from Adobe ClientCare for Server and Report Server.

Upgrading 6.1 to 6.2

Follow these steps to upgrade to Data Workbench v6.2.

Upgrade Requirements

- The Attribution profile is configured for users who have implemented the Adobe SC profile to employ the Analytics (SC/Insight) data feed. By default, the Marketing and Conversion events are employed as the default interactions evaluated in the rules-based models. See [Deploying the Attribution Profile](#) for additional information.
- For users of the Adobe SC profile upgrading to Data Workbench 6.2, if you are not using the default configurations, verify that the `x-bot_id` value in the `SC Fields.cfg` file is being decoded properly and that the `x-bot_id` field is listed properly in the `Decoding Instructions.cfg` and the `Exclude Hit.cfg` files. This will only be an issue if you have modified the configuration file from the default configuration.
- If you have deleted unused fields in the `Dataset > Log Processing > SC Fields.cfg` file for the Adobe SC profile, you will need to update to accommodate updated field values used for the Attribution profile (see [Deploying the Attribution Profile](#)).

Upgrading 6.0 to 6.1

Follow these steps to upgrade to Data Workbench v6.1.



Important: The client components are upgraded to run on 64-bit Windows operating systems.

Client Upgrade



Important: Before upgrading to **Client v6.1**, the administrator must first upgrade to **Server v6.1**

1. Launch `Insight.exe` and connect to any profile.

Allow the client to synchronize with the server and you will be upgraded to the **v6.1** client.

2. Launch the newly updated `Insight.exe` client file.
3. Modify the client configuration file, `Insight.cfg`, to support double-byte characters.

Data Workbench currently supports both English and Simplified Chinese. Select fonts to support both of these languages:

```
Fonts = vector: 2 items
0 = string: SimSun
1 = string: Arial
```

4. (optional) Employ the Input Method Editors (IME).

The IME allows you to input international characters.

See the [Installing the Input Method Editor](#) on page 8 for more information on using and configuring the IME.

-
- a. In the `Insight.cfg` file, set `Localized IME` setting to `true`.

```
# use localized Input Method Editor (OS language dependant)
Localized IME = bool: true
```

- b. Exit the client.
- c. Copy the downloaded **v6.1** client package to the install folder.

The `insight.zbin` file present in the install folder is a backup localization file, and must be present in the `Insight` directory. Other `.zbin` files can be employed depending on the command-line settings.

- d. To launch Simplified Chinese, create a shortcut that passes in the command-line setting `-zh-cn`, such as:

```
Insight.exe -zh-cn
```



Note: If you want to launch in English (default), no command-line change is necessary.

- e. Launch `Insight.exe` for English or the shortcut that you created for another language.
- f. Connect to your profile and allow the client to synchronize to the server.
- g. Exit out of the client and restart again after the profile synchronization to employ the most recent `.zbin` file.

The client installation is now complete.

Upgrading 5.5 to 6.1

Follow these steps to upgrade to Data Workbench v6.1.



Important: The client components are upgraded to run on 64-bit Windows operating systems.

Client Upgrade



Important: Before upgrading to **Client v6.1**, the administrator must first upgrade to **Server v6.1**.

1. Launch `Insight.exe` but **DO NOT** connect to any profiles.
2. Edit the `Insight.cfg` file to not update software automatically.

```
Update Software = bool: false
```

3. Connect to **Software and Docs** profile (`softdocs`).
4. Download `Software\Insight Client\v.6.10`.
5. (optional) Modify `insight.cfg` to support double-byte characters.

Data workbench currently supports both English and Simplified Chinese. Select fonts to support both of these languages:

```
Fonts = vector: 2 items
0 = string: SimSun
1 = string: Arial
```

6. Exit out of the client.
7. Copy the files in the downloaded **v6.1** client package to the `Install` folder.



Note: The `Insight.zbin` file in the install folder is a backup file used for localization, and must be present in the install directory. This file or other.zbinfiles will be used depending on the command-line settings passed when starting up.

For example, to launch Simplified Chinese, create a shortcut that passes in the command-line setting

```
Insight.exe -zh-cn
```

If you want to launch in English (default), then no command-line change is necessary.

8. Launch `Insight.exe` for English or the shortcut that you created for another language.
9. Connect to your profile and allow the client to synchronize with the server.
10. (optional) To employ the IME, make these changes to the `Insight.cfg` file:

```
Localized IME = bool: true
```

The Input Method Editor (IME) allows you to input international characters.

11. (optional) Edit the `Insight.cfg` file to automatically update software:

```
Update Software = bool: true
```

12. Restart again after the profile synchronization to employ the most recent `.zbin` file.

The client installation is now complete.

Contact and Legal Information

Information to help you contact Adobe and to understand the legal issues concerning your use of this product and documentation.

Help & Technical Support

The Adobe Marketing Cloud Customer Care team is here to assist you and provides a number of mechanisms by which they can be engaged:

- [Check the Marketing Cloud help pages for advice, tips, and FAQs](#)
- [Ask us a quick question on Twitter @AdobeMktgCare](#)
- [Log an incident in our customer portal](#)
- [Contact the Customer Care team directly](#)
- [Check availability and status of Marketing Cloud Solutions](#)

Service, Capability & Billing

Dependent on your solution configuration, some options described in this documentation might not be available to you. As each account is unique, please refer to your contract for pricing, due dates, terms, and conditions. If you would like to add to or otherwise change your service level, or if you have questions regarding your current service, please contact your Account Manager.

Feedback

We welcome any suggestions or feedback regarding this solution. Enhancement ideas and suggestions for the Analytics suite [can be added to our Customer Idea Exchange](#).

Legal

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