

Installing IssueNet Solutions

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This article applies to the following:

Component(s):

Installer

Administrator

Solutions(s):

All

Summary

IssueNet solutions provide a variety of installers for different licensed product components, environments, and end users. Each solution offers its own set of installers that include the correct components to support the solution features. The target audience and installation steps are described for the following installers;

- [Solution Platform Installer](#)
- [Solution Relay Installer](#)
- [Solution Client Installer](#)
- [Solution Upgrades](#)

IssueNet solution components may be installed on any supported Microsoft operating system. IssueNet web applications and services require IIS 5.0 or better. IssueNet solution components require Microsoft .NET Framework 2.0 or better.

Solution Platform Installer

A complete IssueNet solution installation will include administrative tools, designers, client applications, license servers, notification servers, and network deployment infrastructure. The solution platform installer is designed to deploy all these components on the central IssueNet solution computer. The platform installer can also be used to deploy different components of the IssueNet solution to multiple machines if you choose to configure your environment as distributed over several machines for internal network issues. For instance you may choose to install the IssueNet Notification Services on a separate computer with MSMQ installed and access to an SMTP server while installing IssueNet web services to a different computer running IIS 6.0. To install distinct components to different computers just select the Custom option during installation and select the component you wish to install.

SQL Server Express

There is an IssueNet Platform installer that includes [SQL Server Express](#) for customers who do not have an instance of SQL Server available to host the IssueNet solution database. SQL Server Express will be installed before the IssueNet Platform proceeds.

The platform installer follows these steps:

- Welcome Screen
- License Agreement
- Customer Information
- Setup Type
- Web Site Selection
- Web Site Security
- IssueNet Central
- Program Group Selection
- Installation Finish



Web Site Selection

If you are installing on a machine that has IIS 5.0 or better you must select which web site the IssueNet web applications and services should be hosted under. Typically you would select the Default Web Site unless you already have created a specific web site to host IssueNet components. If you do not wish to install IssueNet web applications or services on this computer Click the **Back** button and select the **Custom** installation option. Unselect any or all of the components you do not want to install.

Web Site Security

IssueNet web applications and services require permissions to access system services such as database access, MSMQ access for notifications, and rights to run web services. This security context is governed by the user specified in the web.config file of each web application and service. The credentials you provide in the Web Site Security will be used to configure the web application and services that are installed. If you are unsure of which user account to use these sites can be configured after installation using the [Web Site Configuration Utility](#).

IssueNet Central

IssueNet Central is a web portal page to the IssueNet client using [ClickOnce](#) technology. This is the recommended way for users to access and IssueNet solutions. The users simply navigate to this web page and click the Launch button. When new upgrades are installed the users will receive the updates the next time they use an IssueNet solution. There is no separate installation or deployment requirement.

Installation Finish

After the IssueNet Platform installation is complete you may select to open the [IssueNet Assistant](#). If you are ready to create a new IssueNet database, select the **IssueNet Assistant** option and click the **Finish** button.

Solution Relay Installer

An IssueNet solution Relay installation will include only the web application components and the IssueNet Relay Assistant for configuration. IssueNet solution administration components are packaged in the IssueNet Platform installer.

The platform installer follows these steps:

- Welcome Screen
- License Agreement
- Customer Information
- Setup Type
- Web Site Selection
- Web Site Security
- Program Group Selection
- Installation Finish



Web Site Selection

If you are installing on a machine that has IIS 5.0 or better you must select which web site the IssueNet Relay web application should be hosted under. Typically you would select the Default Web Site unless you already have created a specific web site to host this IssueNet component.

Web Site Security

IssueNet Relay requires permission to access system services such as database access, MSMQ access for notifications, and web service access. This security context is governed by the user specified in the web.config file of the web application. The credentials you provide in the Web Site Security page will be used to configure the web application installed. If you are unsure of which user account to use these sites can be configured after installation using the [Web Site Configuration Utility](#).

Installation Finish

After IssueNet Relay installation is complete you may configure your web site using the [IssueNet Relay Assistant](#). If you

are ready to configure IssueNet Relay, select the **IssueNet Relay Assistant** option and click the **Finish** button.

Solution Client Installer

An IssueNet solution client installer is provided for end users who cannot access IssueNet Central or have a unique configuration requiring a local installation of the client application. The solution client installer only includes applications and components that end users would use to work with IssueNet solutions.

The platform installer follows these steps:

- Welcome Screen
- License Agreement
- Customer Information
- Setup Type
- Program Group Selection
- Installation Finish



Installation Finish

After the IssueNet Client installation is complete you may select to open the IssueNet Client. You will need to create a connection to the IssueNet solution you wish to access.

Solution Upgrades

Upgrading an existing solution is handled by the installer and the IssueNet Administrator. Any files that have been created or configured after the original installation such as activated license files or connection information will be untouched. If the upgrade requires changes to the existing IssueNet solution schema the client applications will inform the end users that the IssueNet solution needs to be upgraded using the IssueNet Administrator. When the IssueNet Administrator logs onto a solution it will prompt to upgrade the existing solution and automatically perform the necessary changes.

Additional Resources

- [Using the IssueNet Assistant](#)
- [Using the IssueNet Relay Assistant](#)
- [Pre-configuring IssueNet Central Connections](#)
- [Web Service Security Configuration](#)
- [License Activation and Configuration](#)

