Kodak

Smart Review System 1.0

Installation Guide

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Kodak

Smart Review System 1.0
Installation Guide

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1. INTRODUCTION

This guide explains how to install the Kodak® Smart Review System (SRS) software and perform initial configuration, subsequent configurations, and verification.

2. INSTALLATION OVERVIEW

The following table provides an overview of the steps that you must complete to install SRS, including estimated times for each step. If you are performing an upgrade to an existing SRS installation, you do not need to perform the steps in the following sections:

- Section 4, *Installing Oracle 9.2*
- Section 5, *Installing Oracle Patch 9.2.0.6*
- Section 6, *Installing IIS*
- Section 9, *Installing the TwAm Processor*

IMPORTANT: It is essential that your system has all of the requirements listed in Section 3, *Prerequisites* as not having met them initially may result in a need to re-ghost the server and start again.

Installation Step	**Estimated Time**	**Notes**
Review installation prerequisites	Depends on initial system conditions. Estimate between 0 and 60 minutes.	Carefully verifying that the prerequisites are met will save time later resolving installation difficulties.
Install Oracle 9.2	30 minutes	
Install Oracle patch 9.2.0.6	10 minutes	
Install IIS	5 minutes	
Tighten security on the server	5 minutes	
Install Smart Review System	40 minutes	This step is required for upgrades.
Install the TwAm Processor	5 minutes	
Install the SRS licenses	5 minutes	
Verify the SRS server installation	10 minutes	
Install the Smart Review client	10 minutes	This step is required for upgrades.
Total Installation Time	**2 to 3 hours**	

3. PREREQUISITES

Ensure that you have the following components before proceeding with the SRS installation:

- Server running Microsoft® Windows® 2003 Server R2 with Service Pack 2, including all Microsoft Windows critical updates.

  IMPORTANT: Microsoft Windows 2003 Server R2 with SP 2 is required. Older Windows 2003 Server versions (without R2) are not supported and installation will fail.

  IMPORTANT: Ensure that the server is running the *English* version of Microsoft Windows 2003 Server R2. If a non-English version is used, the SRS installation will fail.

- Recommended hardware specifications:

Hardware	**Specifications**
CPU	2 x 2.66 Ghz
Memory	4 GB (8 x 512 MB)
Disk	2 disks: **C:** System drive (40 GB or larger) **D:** Data drive (73 GB or larger)

  IMPORTANT: Ensure that the server name does not include any underscore ("_") characters.

  IMPORTANT: Ensure that the server locale is set to **English (United States)**under **Control Panel > Regional and Language Options > Regional Options > Standards and formats** until after SRS is installed. After installation, you can reset the server's locale, but the account that will be set up later in this guide to run SRS should always have **English (United States)** as the region/language.

- DVD-capable CD drive that is on or accessible from the SRS server
- An available USB port on the SRS server (to be used by the dongle)
- Dedicated 80 and 443 ports
- A Windows administrator account that is logged in to the server
- Windows Server 2003 R2 with SP2 Disk Set (Disk 1)
- The service File Services for Macintosh running on the server. This service is required for the installation of the TwAm Processor.

  To verify that this is already installed, select **Control Panel > Add/Remove Programs > Add/Remove Windows Components**. Select **Other Network File and Print Services**, and click **Details**. Verify that **File Services for Macintosh** is selected.

  IMPORTANT: If File Services for Macintosh is not running on the server, install it before you proceed with the SRS installation to avoid errors later.

- Client computer running Windows 2000 or XP, or Mac OS X® 10.3.9 or later

- Dongle for the server (black USB dongle)
- Two license keys (typically provided in an e-mail message or text file):
  - License key for the SRS server software
  - License key for the TwAm Processor software
- SRS DVD, containing:
  - Oracle® 9.2 software
  - Oracle 9.2.0.6 Patch
  - SRS Intel® Server Installer
  - SRS Mac and Intel Client Installers
  - TwAm Processor Installer
  - PartnerAPI.wsdl
  - PartnerAPICallback.wsdl

4. INSTALLING ORACLE 9.2

1. On the SRS DVD, navigate to the folder **Oracle9i\Oracle9.2\Disk1** and run **Setup.exe**. The target drive for the Oracle files should be the System drive. These instructions assume that the **C:** drive is the System drive and **D:** is the Data drive.

   IMPORTANT: The Oracle installer will not run when the path to its installer contains spaces. We recommend that you run the installer directly from the DVD where there are no spaces in its path, or rename your path to not contain spaces.

   IMPORTANT: The Oracle installer has been specifically configured for SRS and should be run from the location given above. Installing Oracle from alternative Oracle installer paths on the DVD will result in the need to re-ghost the server and start again.

2. The Oracle Universal Installer window appears, providing progress status. Let the installer run to completion; this may take 30 minutes or more, depending on the server's configuration. When the installation is complete, close the window.



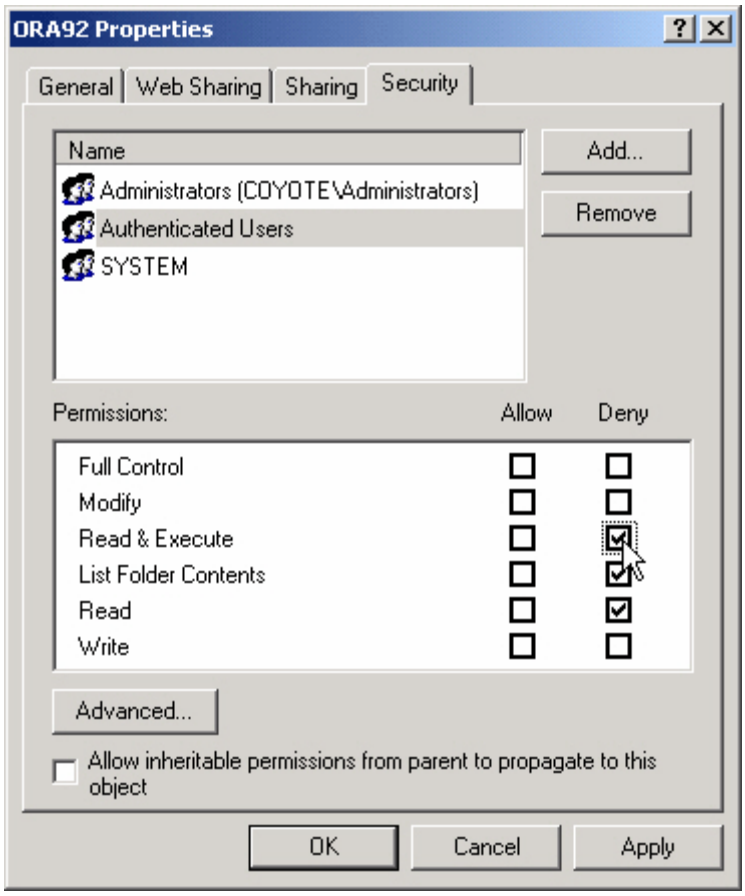
3. When the Oracle Enterprise Manager window appears, in the Add Databases to Tree dialog box, click **Cancel**, and close the Oracle Enterprise Manager window.

4. Although the desired permissions have been previously set, you must remove and then re-enable the permissions for them to take effect. If this is not done, the system will hang whenever the Oracle database is accessed. To remove and then re-enable the permissions:

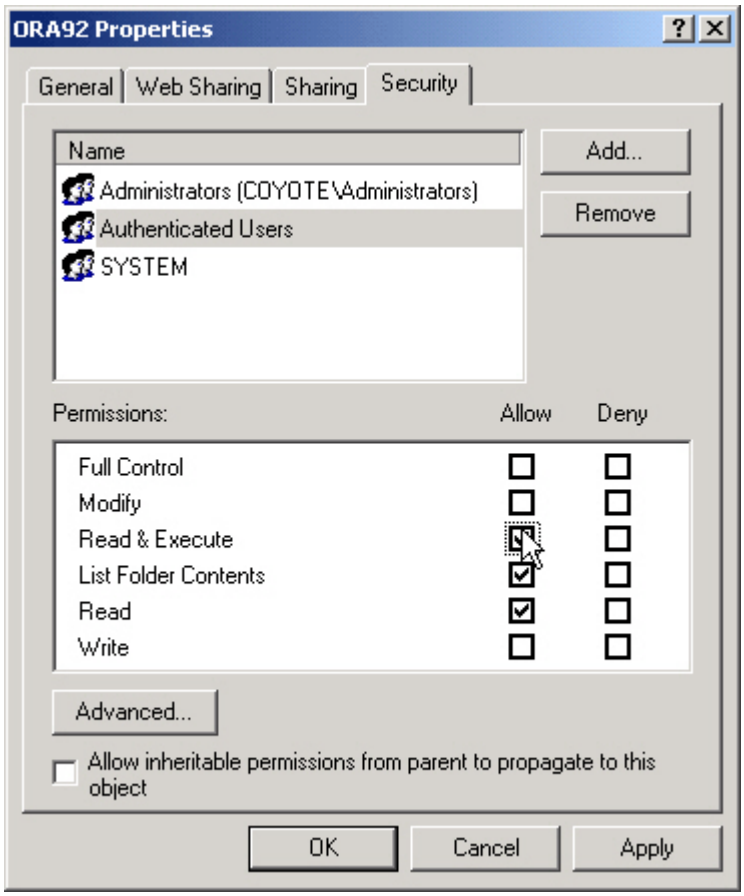
   a. In Windows Explorer, right-click the folder **C:\Oracle\ORA92**, and select **Properties**.

   b. On the **Security** tab, click **Authenticated Users**.

   c. In the **Permissions** area, beside **Read & Execute,** select **Deny** to remove the permissions. Other permissions (for example, List Folder Contents or Read) may also change at the same time. Click **Apply**, and click **Yes** when you are prompted to confirm that you want to continue. This may take several minutes to complete.



d. Beside **Read & Execute**, select **Allow** to restore the permissions. Click **Apply**, wait for the operation to finish (again, this may take a few minutes), and click **OK**.



5. Disable the OracleSynapseHTTPServer Service.
   a. Select **Computer Management > Services and Applications > Services**.
   b. Right-click **OracleSynapseHTTPServer**, and select **Properties**.
   c. Stop the service if it is started, and set the **Startup type** to **Disabled**.
6. Restart the server.

5. INSTALLING ORACLE PATCH 9.2.0.6

IMPORTANT: If this server is being shipped to a Japanese customer, DO NOT INSTALL the Oracle 9.2.0.6 patch. Instead, skip this section and go directly to the Section 6, *Installing IIS*. The installation of the Oracle 9.2.0.6 patch causes problems with Japanese task names and uploading files that contain long Japanese filenames, so it must not be installed on Japanese servers. If you accidentally do install the patch, you will need to re-ghost the server and start again.

1. Stop all Oracle and related services. From **Computer Management > Services and Applications > Services**, stop the following services:
   - OracleMTSRecoveryService
   - OracleSynapseAgent
   - Distributed Transaction Coordinator

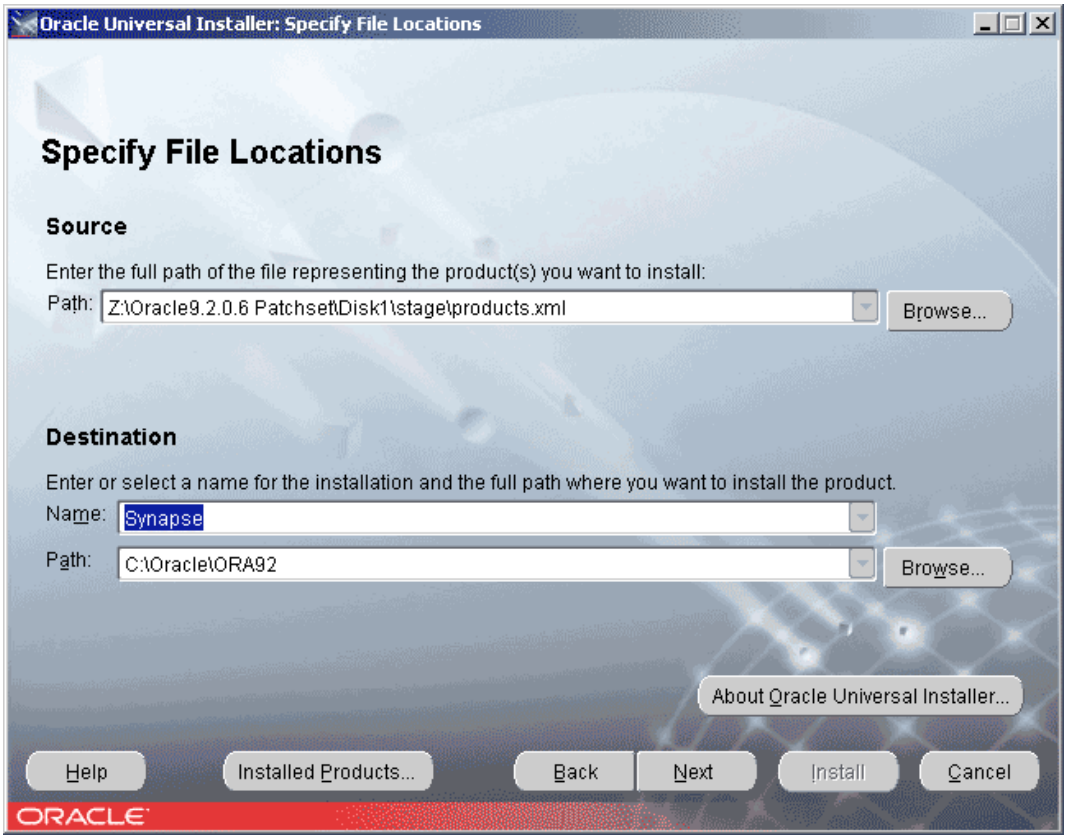
2. Install the Oracle 9.2.0.6 patch.

   a. Open a Command Prompt window and navigate to the folder **Oracle 9.2.0.6 Patchset\Disk1** on the SRS DVD.

   b. Type **setup.exe**. The Oracle Universal Installer window appears.

   c. Click **Next**. The Specify File Locations window opens.

   d. At the Specify File Locations screen, in the **Destination** area, select **Synapse** as the **Name** and verify that the **Path** is **C:\Oracle\ORA92**.



   e. Click **Next**. A progress bar appears as the initial software loads, and then the Summary window opens.

   f. Click **Install**. The installation proceeds, with a progress bar indicating the status. The installer may appear to pause for a minute near the end, with the progress bar reading 100%. When the installation is finished, the End of Installation window appears.

   g. Click **Exit**.

   h. When prompted to confirm that you want to exit, click **Yes**.

3. Reboot the server.

4. Verify that the Oracle patch was installed.

   a. From the **Start** menu, select **Programs > Oracle Installation Products > Universal Installer**.

   b. In the Welcome dialog box, click **Installed Products**.

   c. In the Inventory dialog box, expand **Oracle Homes > Synapse** in the tree structure.

      If the entry **Oracle 9iR2 Patch Set 9.2.0.6.0** is under **Synapse**, the patch is installed.

   d. Click **Close**, and **Exit**.

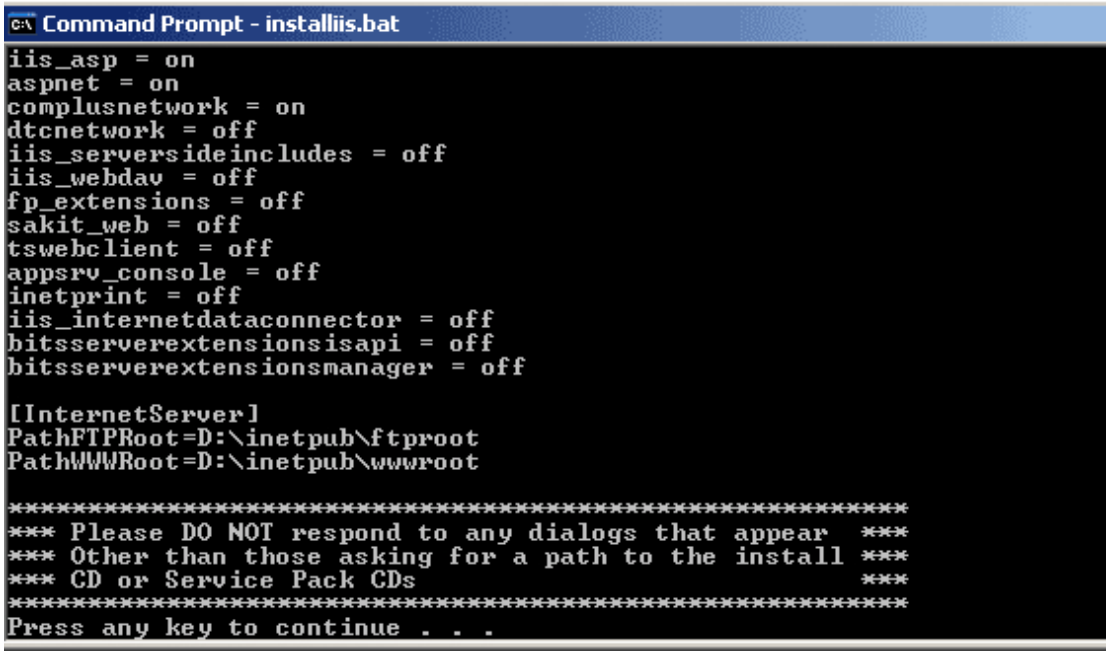
   e. When prompted to confirm that you want to exit, click **Yes**.

6. INSTALLING IIS

1. On the SRS DVD, navigate to the folder **SRS\Tools\bin**, and double-click **INSTALLIIS.bat**.

   Note: Subsequent steps require you to insert additional CDs into the CD drive. If the computer does not have a separate CD drive, you can copy the following three files from the SRS DVD to a temporary location on the local machine and run **INSTALLIIS.bat** from that location:

   - **INSTALLIIS.BAT**
   - **IIS.TXT**
   - **SecureIIS.vbs**



2. Follow the instructions.

3. When prompted, insert the Windows Server 2003 R2 Standard or Enterprise Edition with SP2 Disk Set (Disk 1).

7. TIGHTENING SECURITY ON THE SERVER

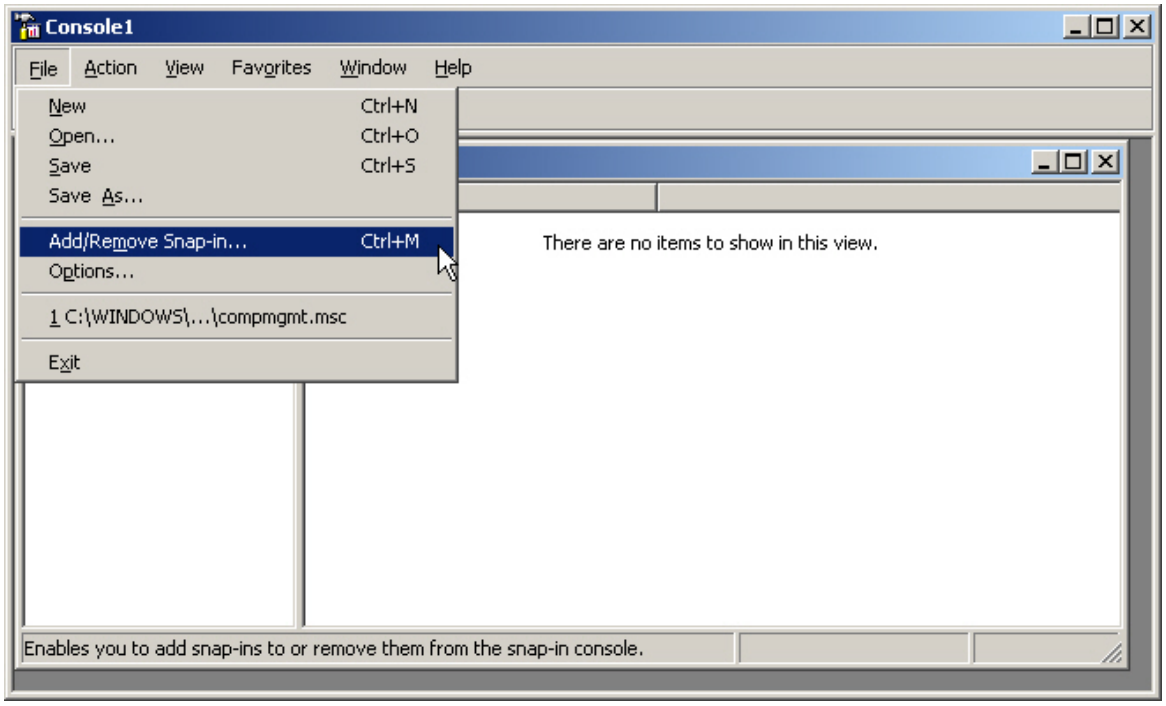
To tighten the SRS server's security against potential virus attacks, disable Web-based printing.

To disable Web-based printing:

1. From the **Start** menu, select **Run**.

2. In the **Open** box, type `mmc` and click **OK**.

3. From the **File** menu, select **Add/Remove Snap-in**.



4. On the **Standalone** tab, click **Add**.

5. From the list of available snap-ins, in the Add Standalone Snap-in dialog box, select **Group Policy Object Editor**, and click **Add**.

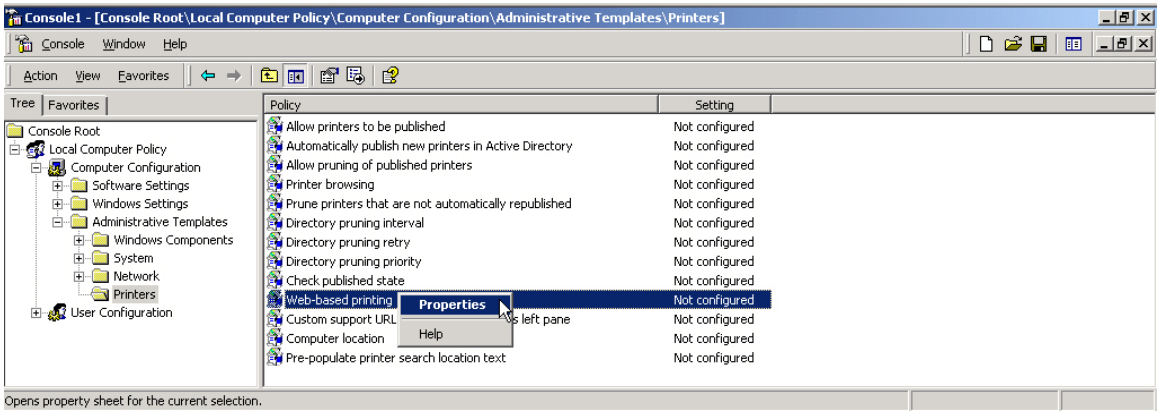
6. In the Select Group Policy Object dialog box, click **Finish**. Local Computer Policy is now listed in the Add/Remove Snap-in dialog box.

7. In the Add Standalone Snap-in dialog box, click **Close**.

8. In the Add/Remove Snap-in dialog box, on the **Standalone** tab, click **OK** to return to the Console Root window.

9. In the left pane, under the **Console Root** folder, expand **Local Computer Policy > Computer Configuration > Administrative Templates > Printers**.

10. In the right pane, right-click **Web-based printing** and select **Properties**.



11. On the **Setting** tab, select **Disabled**, and click **OK**.

12. Close the Console1 window.

13. When prompted to save the console settings, click **No**.

8. INSTALLING SRS

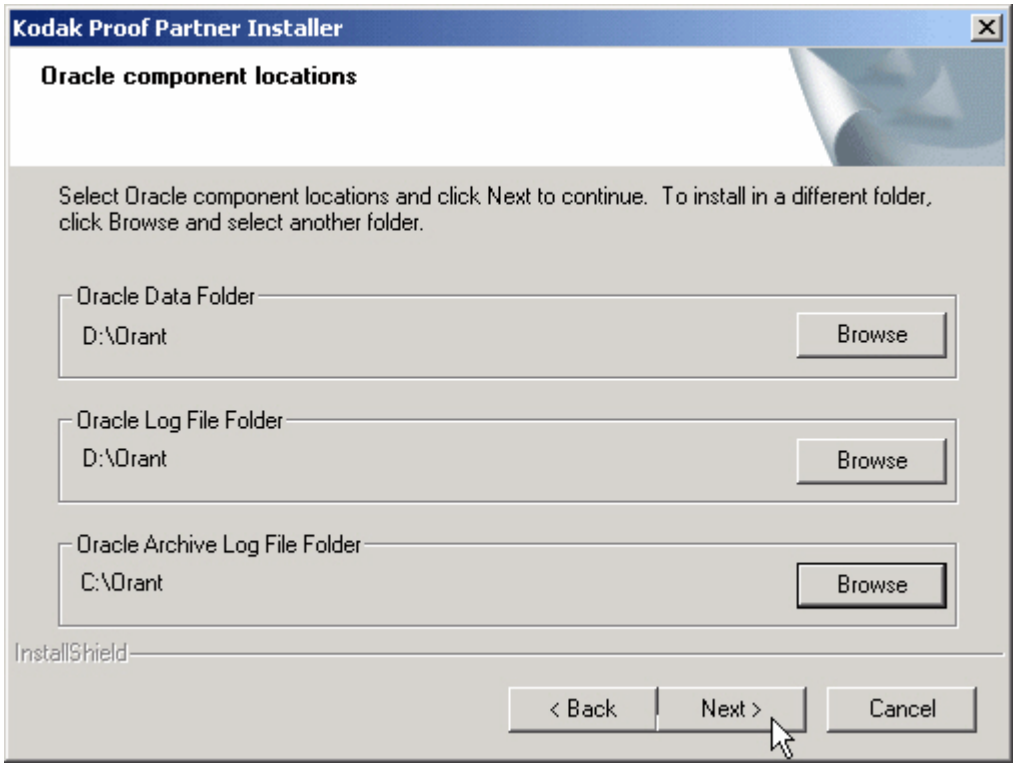
1. On the SRS DVD, navigate to the folder **SRS\SRSServer**, and double-click **setup.exe**. If you have done a prior installation and are upgrading, the installer will only ask you to authenticate the user account credentials you provided on the first installation. If you have forgotten you user account and password, these credentials are listed in the table in step 2.

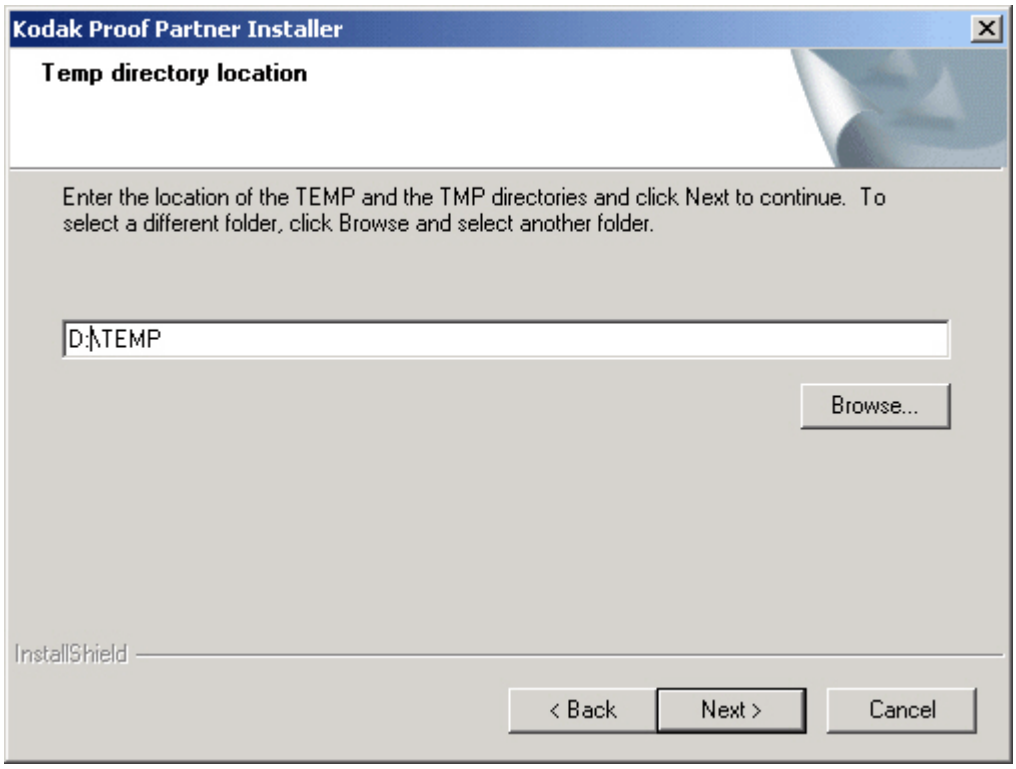
2. Follow the installation prompts.

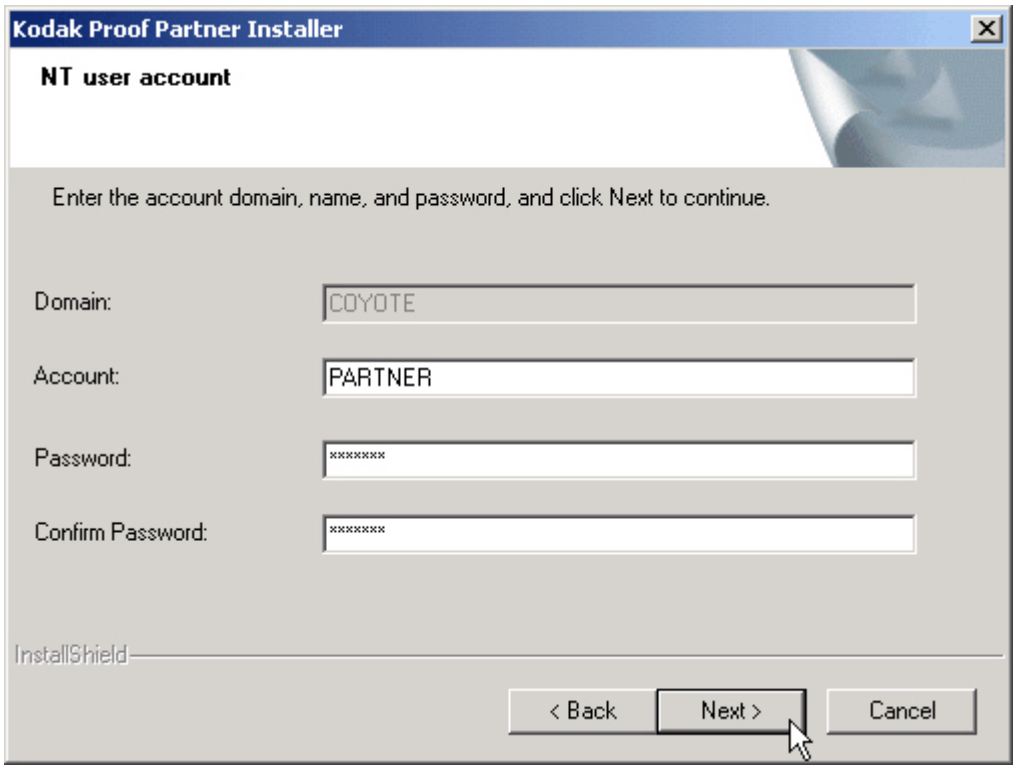
   When running the SRS Installer, the default settings are usually sufficient, except as noted in the following table:

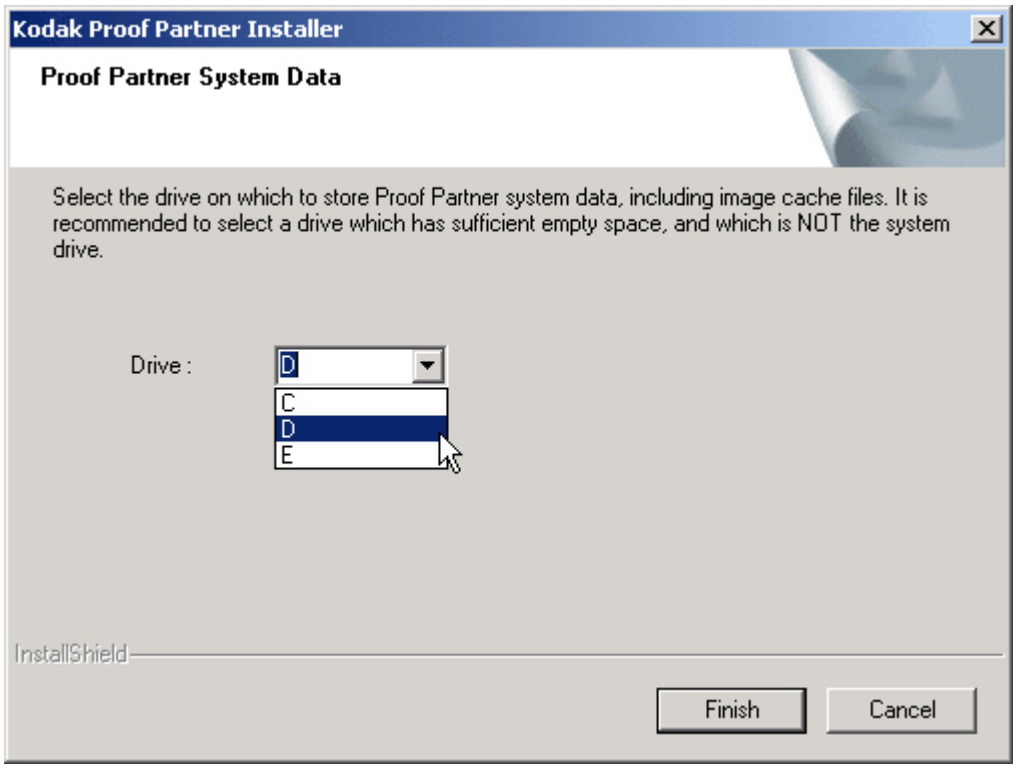
Field Name	Correct Setting	Notes
Oracle Data Folder	**D:\Orant**	
Oracle Log File Folder	**D:\Orant**	
Oracle Archive Log File Folder	**C:\Orant**	
TEMP directory	Change the directory to the desired location—for example, **D:\TEMP**.	We recommend that you select a drive that is *not* the System drive.
Use an Existing Account or Create a new User Account	Ensure that **Create a new User Account** is selected.	An option to create will not appear when upgrading the server.

User Account	Account: PARTNER Password: PARTNER **IMPORTANT:** Should you decide to use alternative credentials, such as a complex password, for this account, it is essential that you note these, as they will be used later in the first installation, and during subsequent upgrades.	The password is case-sensitive. **IMPORTANT:** We recommend selecting the option **Computer Management > System Tools > Local User and Groups > Users > Partner > General Tab > User cannot change password**. **IMPORTANT:** This account should be solely dedicated to SRS services to prevent account configurations that may affect SRS functionality.
SRS System Data	Select D:.	We recommend that you select a drive that is not the System drive and that has sufficient space, since the selection of this drive will have a significant impact on system performance.



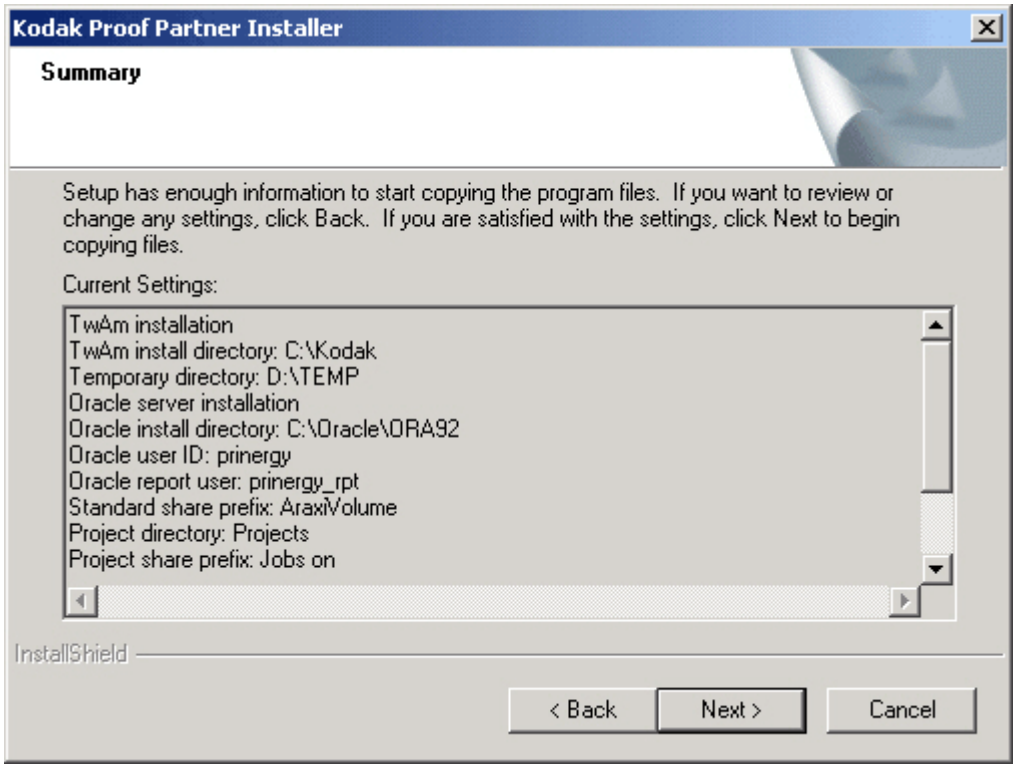

Kodak Proof Partner Installer
Temp directory location
Enter the location of the TEMP and the TMP directories and click Next to continue. To select a different folder, click Browse and select another folder.
D:\TEMP
Browse...
InstallShield
< Back
Next >
Cancel


Kodak Proof Partner Installer
NT user account
Enter the account domain, name, and password, and click Next to continue.
Domain:
COYOTE
Account:
PARTNER
Password:
****
Confirm Password:
****
InstallShield
< Back
Next >
Cancel



3. A summary window appears. Click **Next** to proceed with the installation. The installation proceeds and the installer updates the progress feedback.

   Note: The step to create the Oracle database may take a long time to complete (up to 30 minutes for a fresh installation).



4. When the installation is finished, click **Done**, and click **Finish**.

5. Click **Finish** to restart the computer. After restarting, the system may display several warning messages on first installation, including:

   a. Service Control Manager: At least one service or driver failed during system startup. Use Event Viewer to examine the event log for details.

   b. Insite System Configuration Error: NetBIOS over TCP/IP for WINS has not been enabled on a network adapter in this machine.

   c. Insite System Configuration Error: One or more network protocols are not configured correctly. Proper binding order of network protocols is required for optimum performance of Insite.

   d. Insite System Configuration Error: The TEMP and/or TMP user environment variables for the Insite service account will be set to the temp folder on the AraxiTemp volume.

   e. Insite System Configuration Error: The TCP/IP host name is incorrectly configured. Insite requires host name to be all lower case.

   f. Insite System Configuration Error: One or more network settings were changed. You need to restart this server for these changes to take effect.

6. Click **OK** to accept the requested changes. You may be prompted to restart the computer again.

7. On restart, the system may display an **Oracle Intelligent Agent Executable** error. You can safely ignore this error message and continue.

9. INSTALLING THE TWAM PROCESSOR

1. On the SRS DVD, navigate to the folder **TwAm Processor**.

   This folder contains the files **setupTwAmProcessor.bat** and **TwAmProcessor_[twamprocessorversion].zip**.

2. Open a Command Prompt window.

3. Navigate to the **TwAm Processor** folder.

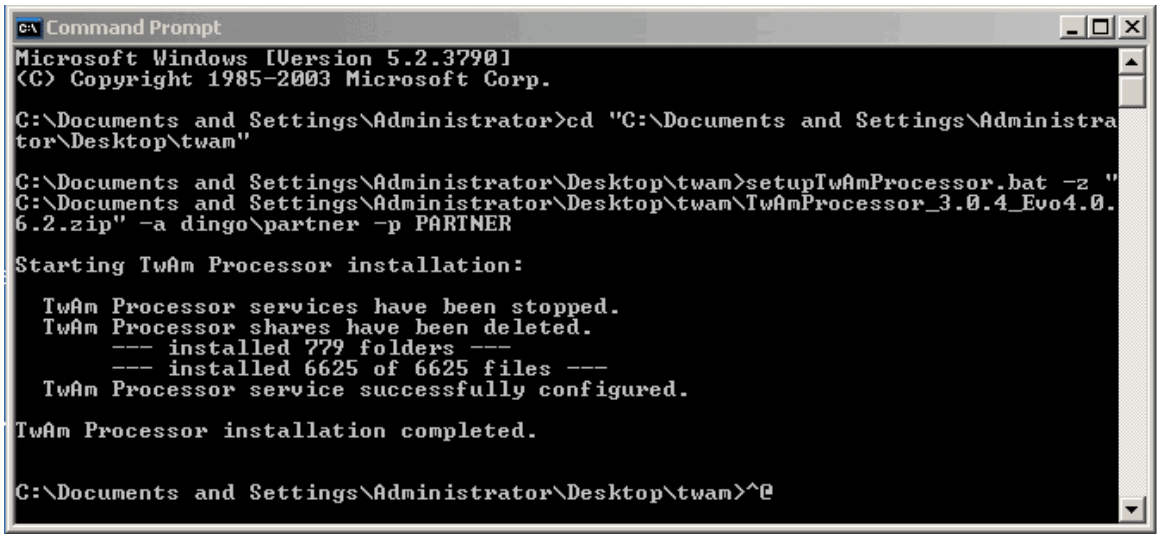
4. Type:

   ```
   setupTwAmProcessor.bat –z <zipfilename> –a <servername>\<username> –p
   <password>
   ```

   The user name and password should match those entered in Section 8, *Installing SRS*.

   For example:

   ```
   setupTwAmProcessor.bat –z TwAmProcessor_3.0.4_Evo4.0.6.2.zip –a
   COYOTE\PARTNER –p PARTNER
   ```



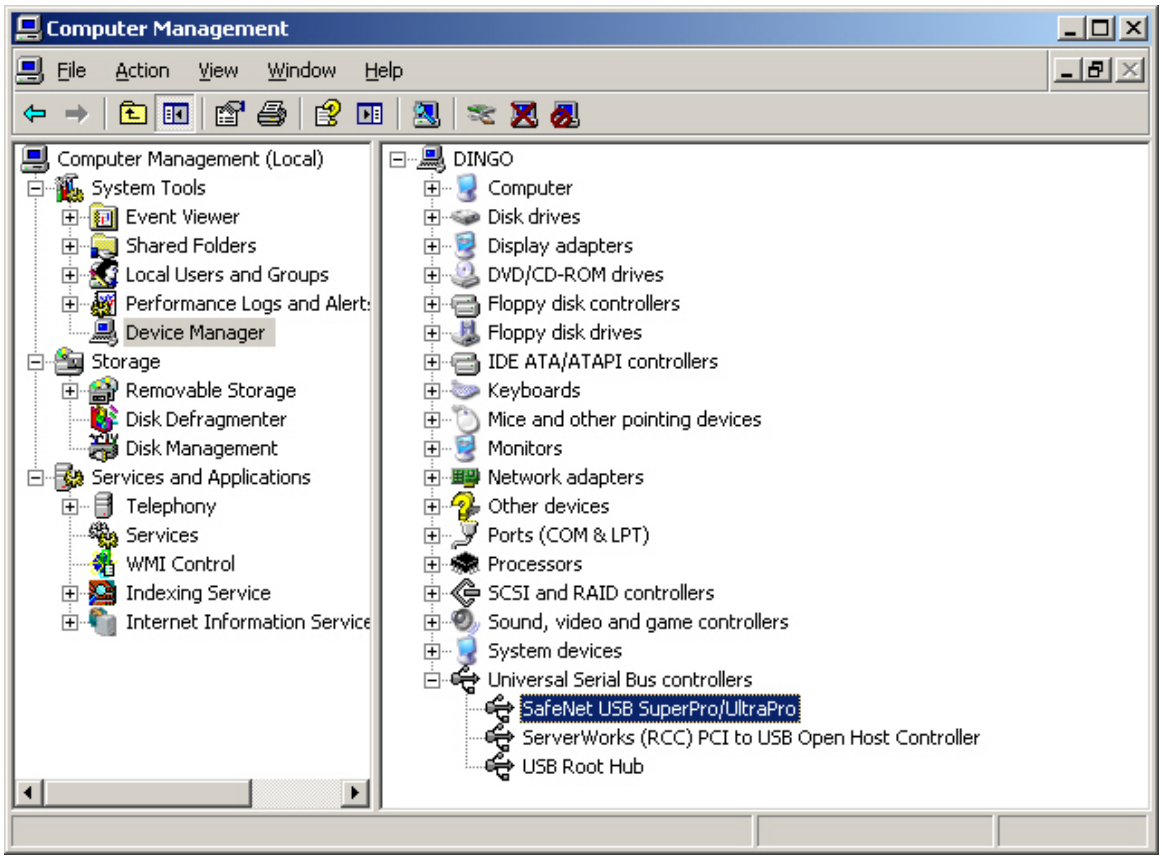
This script installs files in the **TwAmProcessor** subdirectory of the SRS installation directory.

5. When the installation is finished, the installer reports `TwAm Processor installation completed`. Close the Command Prompt window.

10. INSTALLING THE SRS LICENSES

1. Attach the dongle to the computer's USB port. This may invoke the Windows Found New Hardware wizard. If so, follow the prompts in the wizard. If not, restart the computer and, if prompted, follow the prompts in the hardware wizard.

2. Confirm that the computer recognizes the dongle by selecting **Computer Management > Device Manager > Universal Serial Bus Controllers > SafeNet USB SuperPro/UltraPro**.



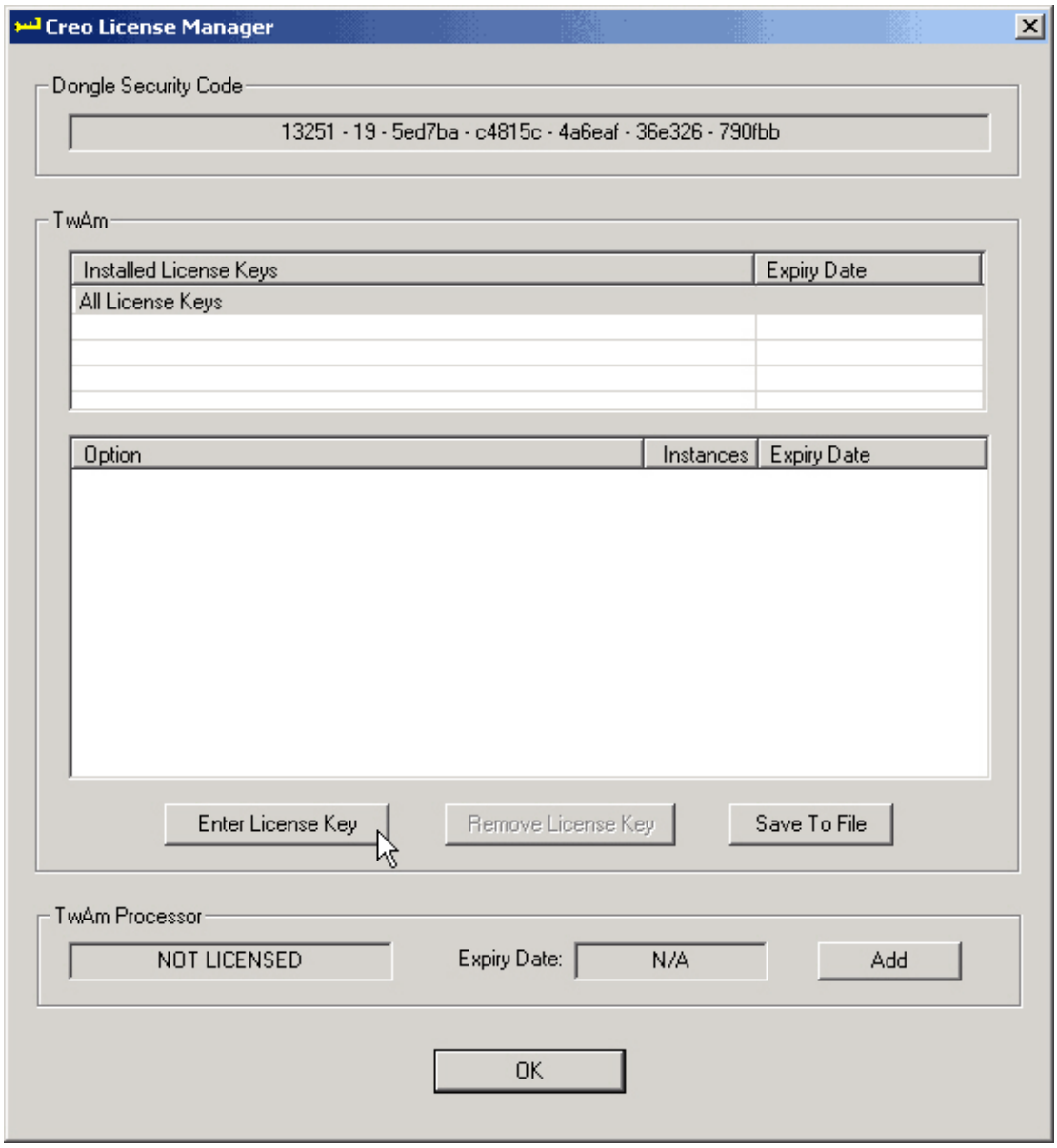
IMPORTANT: Ensure that you complete this step properly by restarting the server and confirming that the TwAm and TwAm Processor services start completely, to prevent errors later.

3. Obtain a copy of the license keys. These should be available as a prerequisite of the installation.

4. Install the SRS Server license key:

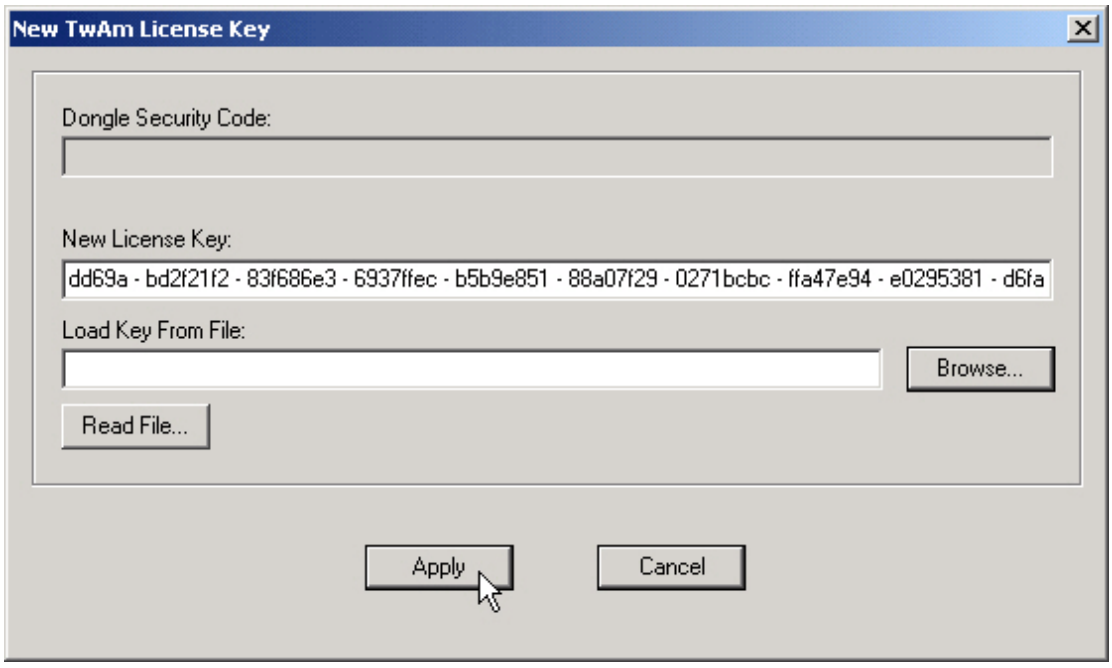
   a. From the **Start** menu, select **Programs > Kodak SRS > License Manager**.

   b. Verify that the Dongle Security Code for the dongle is displayed in the top **Dongle Security Code** box.



c. In the **TwAm** area, click **Enter License Key**.

d. Copy the SRS Server license key and paste it into the **New License Key** box.

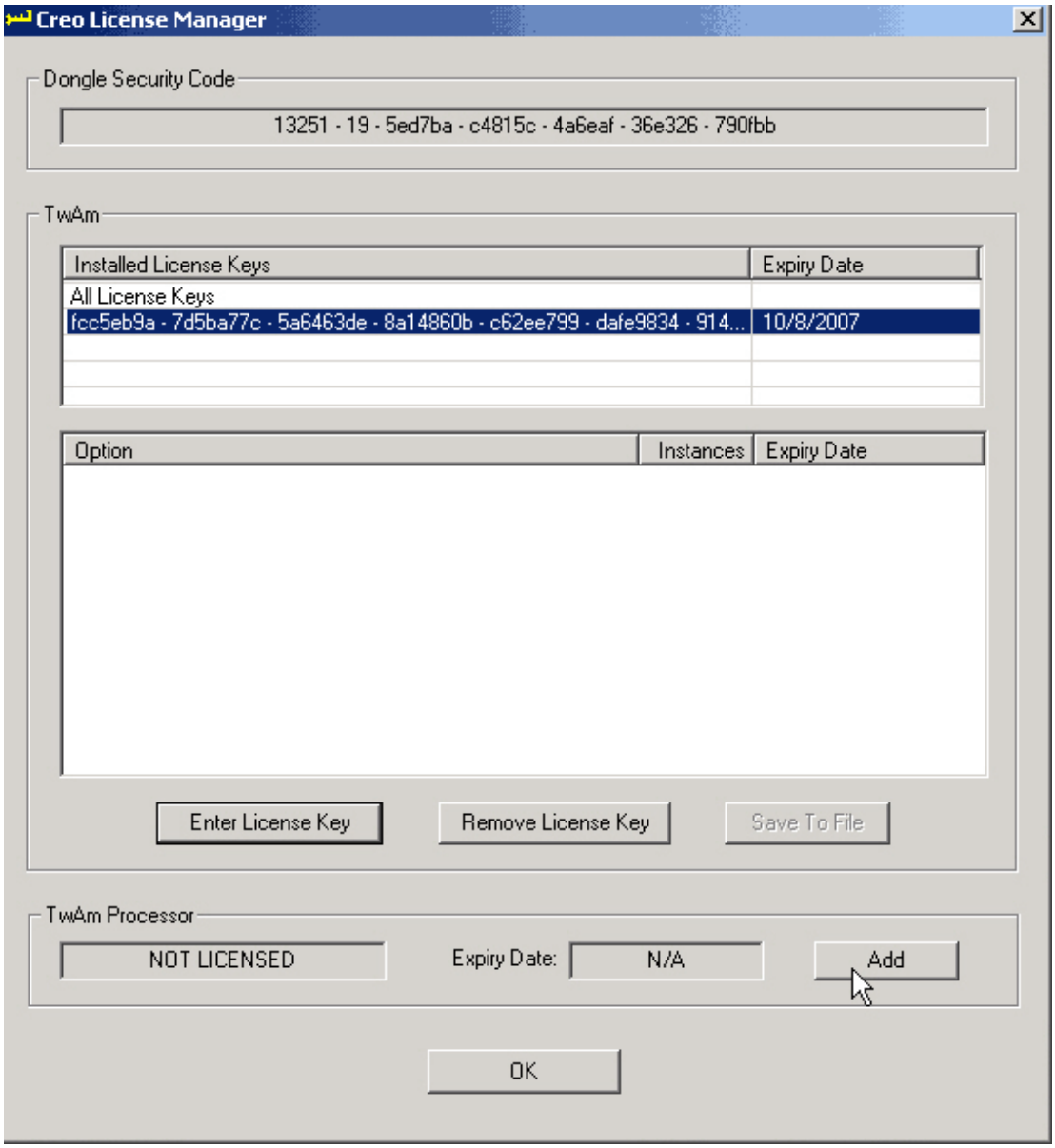


Note: License Manager will report an error if there are extra spaces at the end of the license key.

e. Click **Apply**.

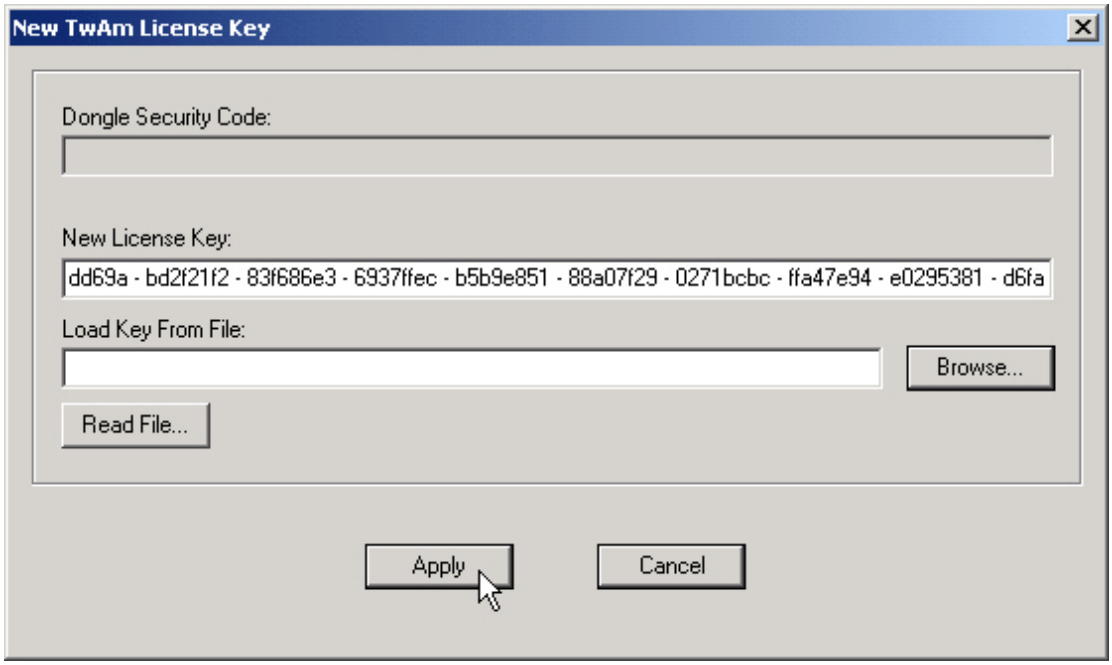
f. Click **Enter**.

g. The new license key should appear in the **TwAm** area.

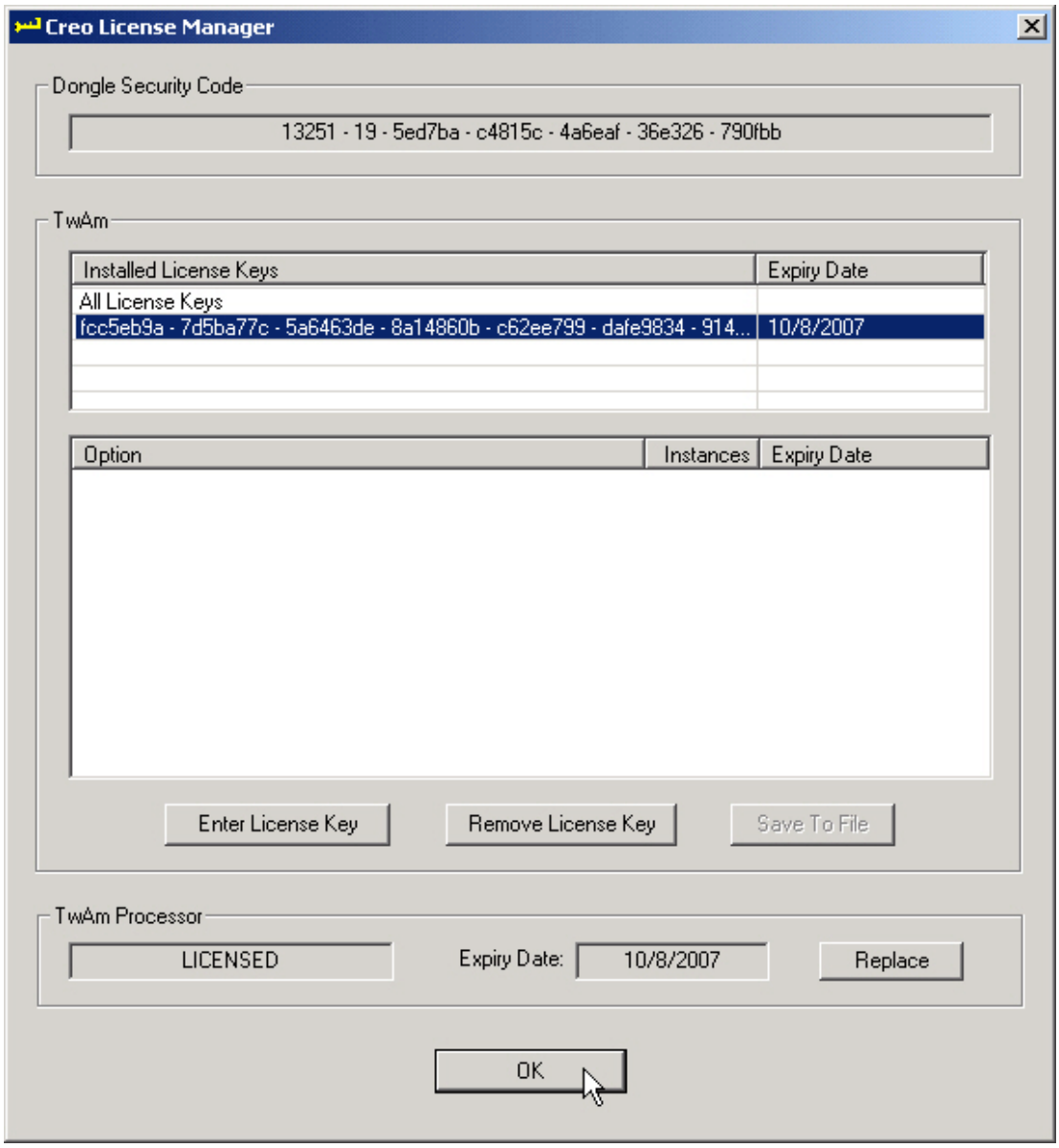


Leave License Manager open.

5. Install the TwAm Processor license key:
   a. In License Manager, in the **TwAm Processor** area, click **Add** or **Replace**.
   b. Copy the TwAm Processor license key and paste it into the **New License Key** box.



   c. Click **Apply**.
   d. Click **Enter**.
   e. The **TwAm Processor** area should display the status as **LICENSED**.



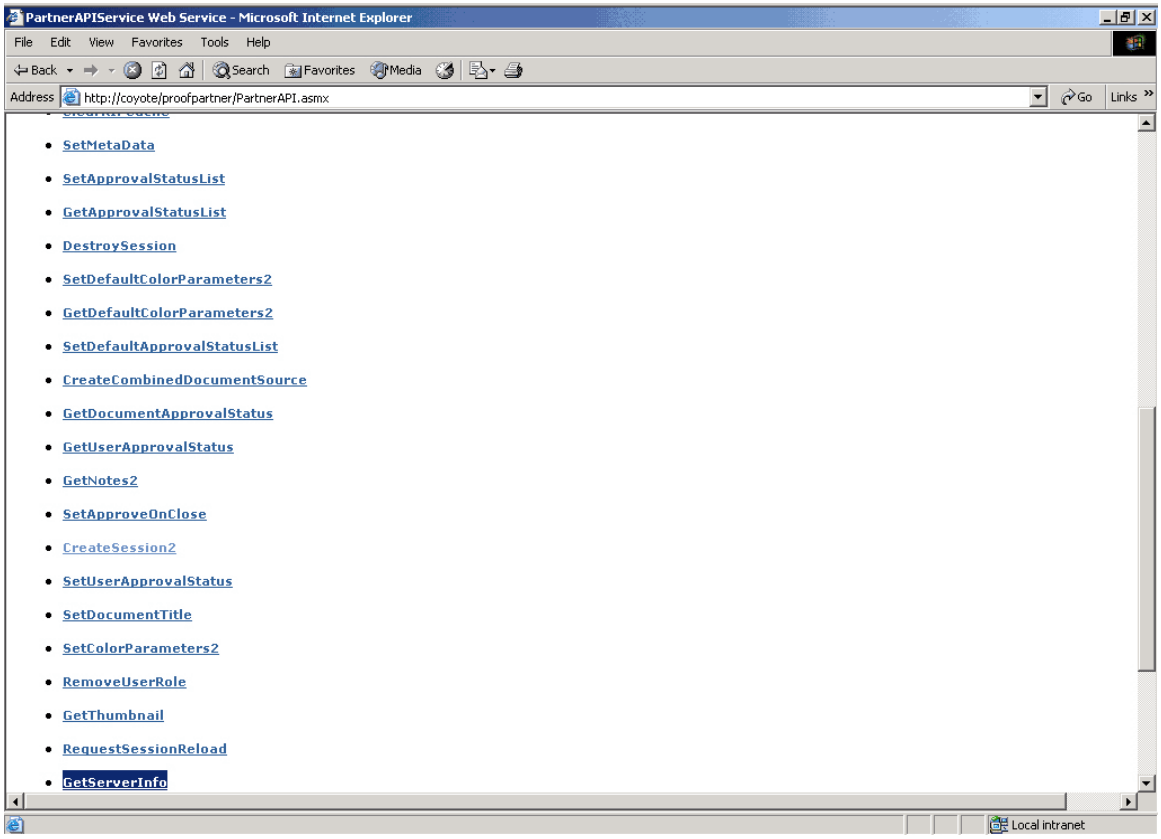
f. Click **OK** to close License Manager.

6. Restart the computer.

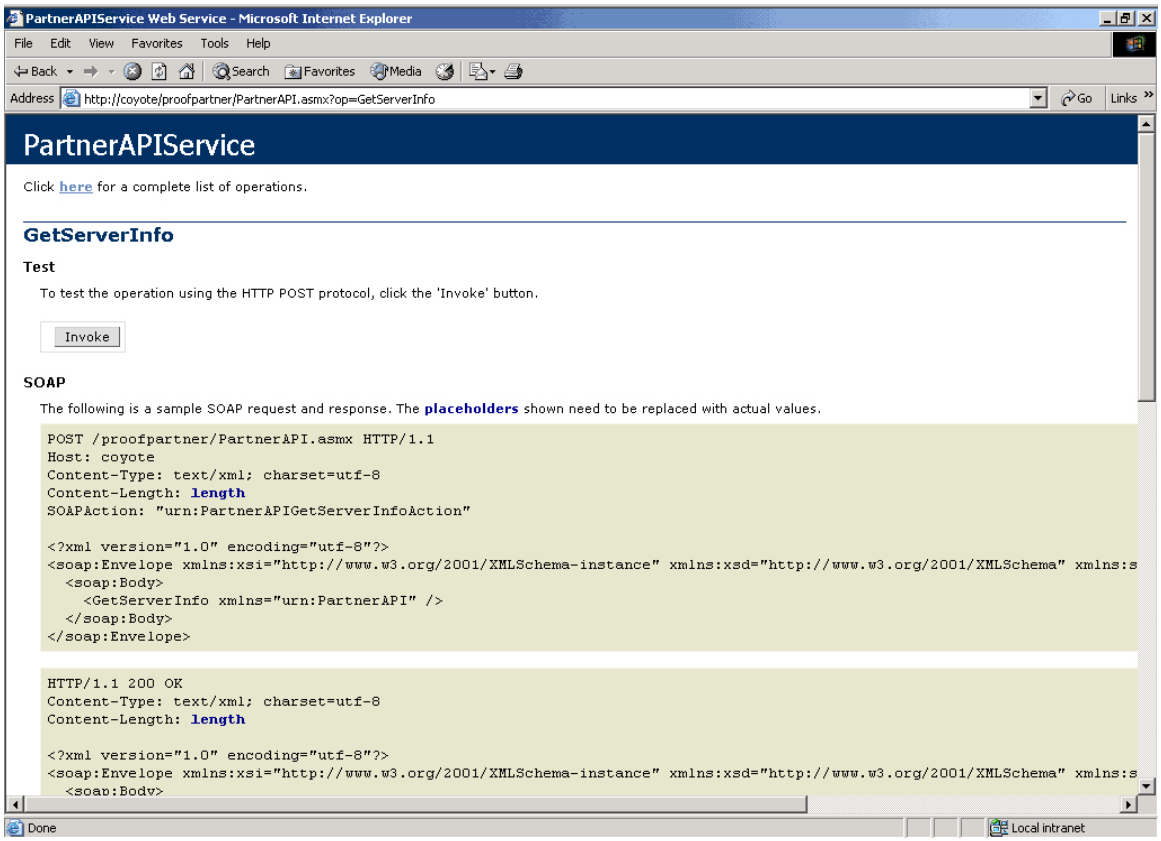
11. VERIFYING THE SRS SERVER INSTALLATION

1. On the SRS server, launch a Web browser window and type **http://[servername]/proofpartner/PartnerAPI.asmx** for the URL address—for example, **http://coyote/proofpartner/PartnerAPI.asmx**.

   Note: Inability to reach the specified address could indicate a problem with the installation. Verify that the service **World Wide Web Publishing Service (IIS)** has started before repeating step 1.



2. Click **GetServerInfo**. An **Invoke** button precedes the SOAP request and response pair for this function.



3. Click **Invoke**. The `Version`, `StartupTime`, and `SystemTime` contents reflect the correct information of the SRS server.

   If you can complete these steps successfully without returning errors, the server installation is functioning correctly.

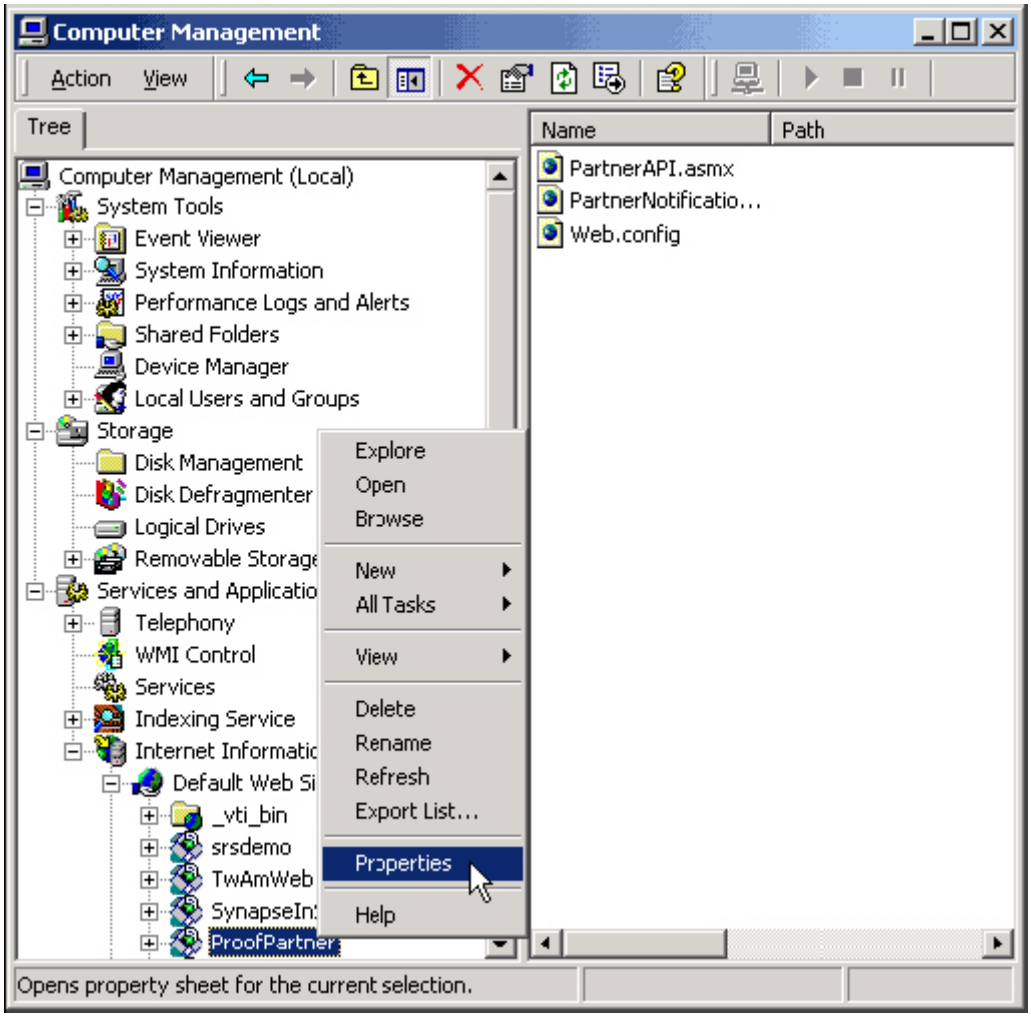
   Note: While all of the SRS APIs are listed on the PartnerAPI.asmx page, you can only invoke those that use simple types in their input and output parameters through this interface. Simple types include int, string, boolean, and enum. For example, you can test CreateSession through the PartnerAPI.asmx page, but you cannot test CreateMultiDocumentSession (since the input source parameter is an array for SourceDescription). Additionally, all of these non-string parameters must be submitted non-empty, even if SRS does not utilize the parameter as documented in the *Smart Review System API Reference Manual*. For information about executing all implemented APIs on a Windows platform, see *Using the PartnerTestDriver Utility* in the *Smart Review System 1.0 Getting Started Guide*.

12. RESTRICTING ACCESS TO THE PARTNERAPI SERVICE

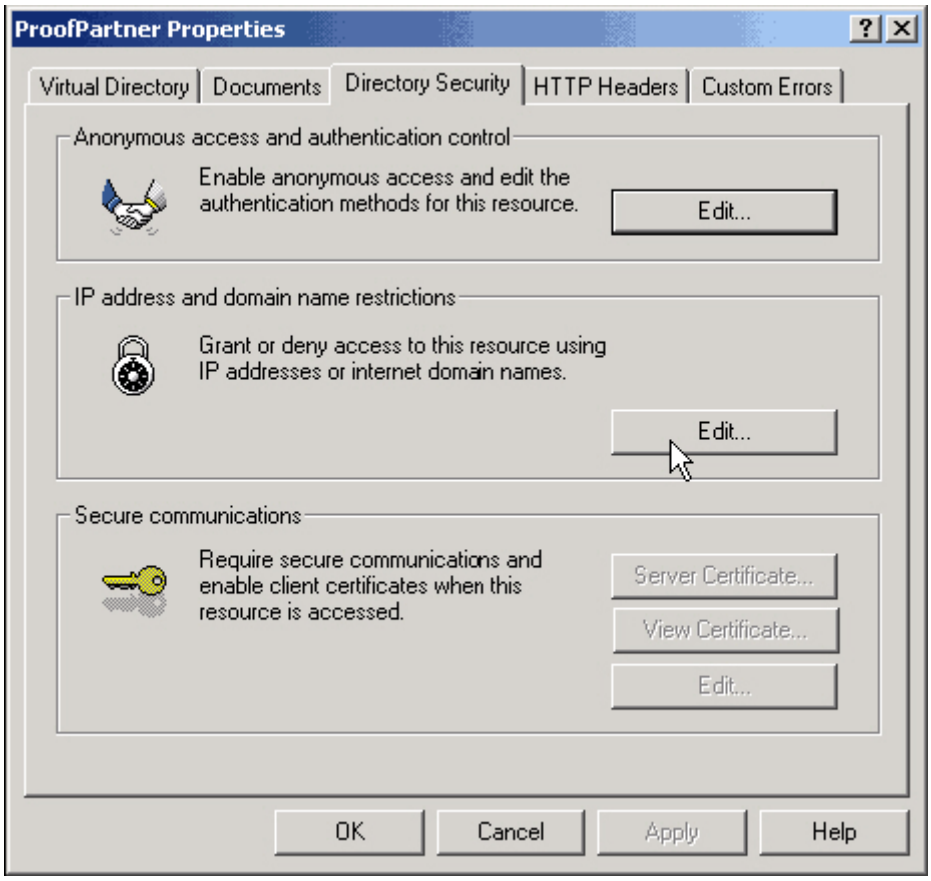
You will not normally want outside users to reach the PartnerAPI.asmx. To make SRS services private, you might want to configure restrictions to the virtual directory where PartnerAPI.asmx resides.

To restrict access by IP address:

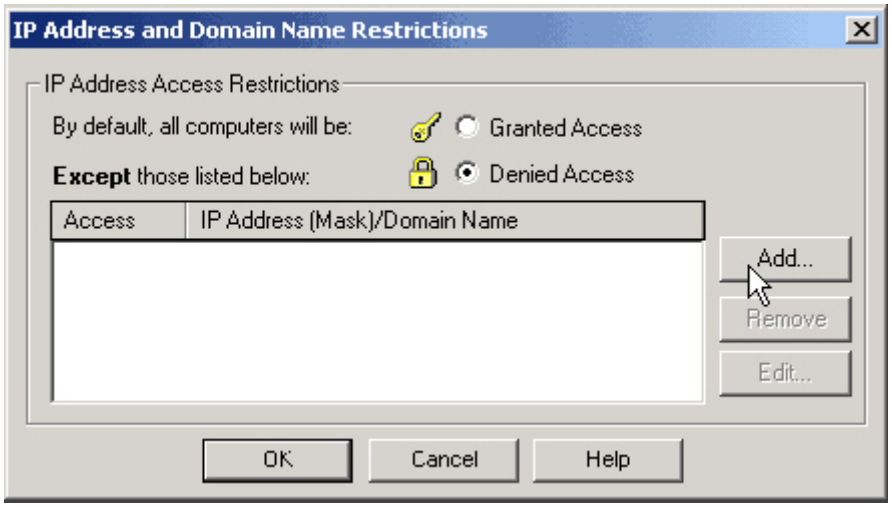
1. Select **Computer Management > Services and Applications > Internet Information Services > Default Web Site**, right-click the **ProofPartner** virtual directory, and select **Properties**.



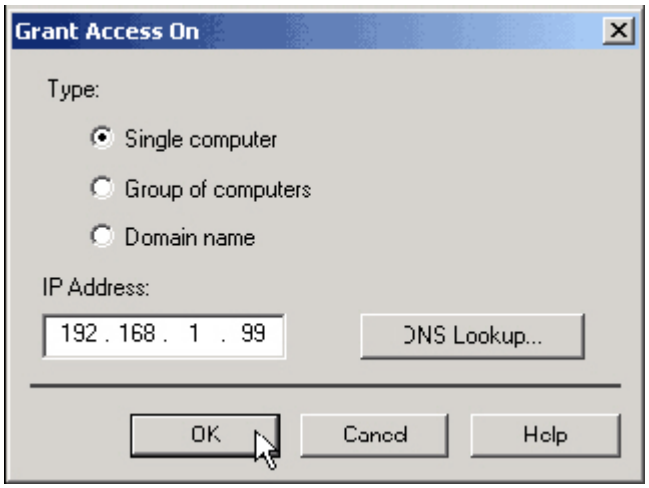
2. In the ProofPartner Properties dialog box, on the **Directory Security** tab, in the **IP address and domain name restrictions** area, click **Edit**.



3. Select **Denied Access**, and click **Add**.



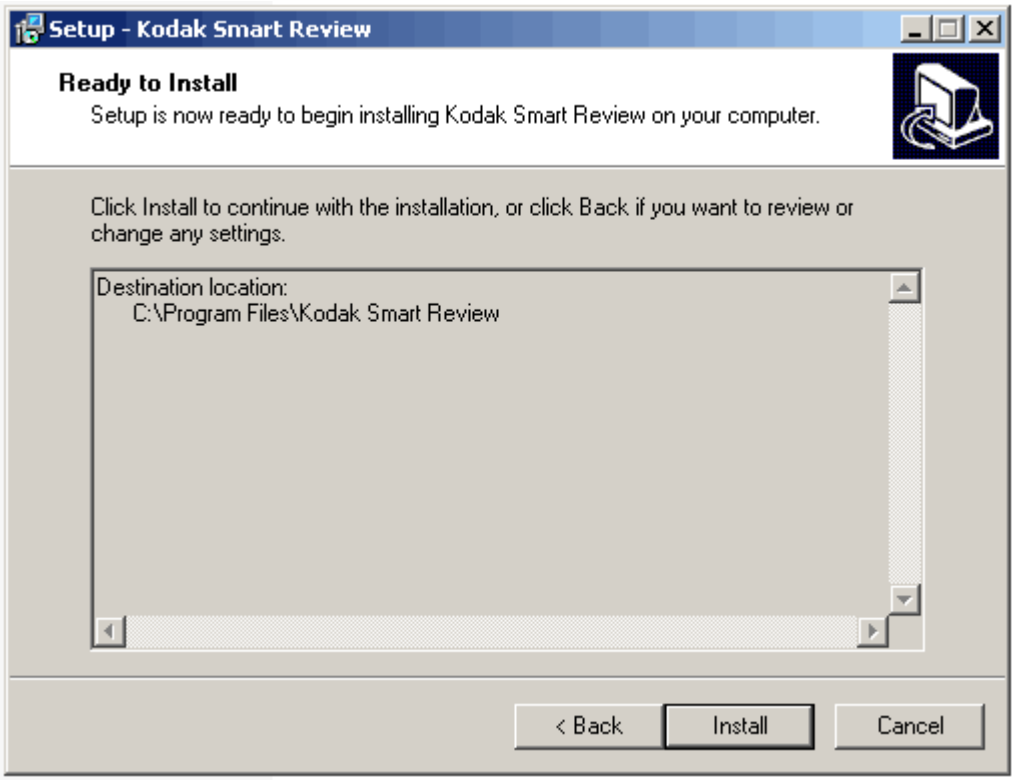
4. In the **IP Address** box, type the IP address of your application server, and click **OK**.



Now only the server and any other computers that you choose to add will be allowed to control SRS. Click **OK** as needed to close all open windows.

13. INSTALLING THE SMART REVIEW CLIENT

1. On the SRS DVD, navigate to the folder **SRS \SRSClient_Win**, and double-click **Setup.exe**.
2. Follow the prompts to install the client. The executable also installs a local private copy of the Java run-time environment, which will be used only by the installed Smart Review client.



14. INSTALLATION TROUBLESHOOTING

The following table describes some common installation problems and how to correct them.

Symptom	Solution
Oracle installer hangs (for example, more than five minutes with no progress indication)	The Oracle installer will not run when the path to its installer contains spaces. We recommend that you run the installer directly from the DVD, where there are no spaces in its path, or rename your path to not contain spaces.
TwAm Processor installer error related to Mac shares (for example, an error in MacShareExists or MacShareAvailable)	This can occur when the service File Services for Macintosh is not running. Ensure that the service is installed and running, as described in Section 3, *Prerequisites*.
Error messages when starting License Manager	If the computer cannot recognize the USB dongle, License Manager will report errors and will not function. This can also occur if the computer was not restarted after recognizing the USB dongle.
Connection error when calling API functions (for example, “can’t connect”, “no connection could be made”, or “server closed connection”)	Verify that all required services are running, as described in the Section 15.2, *Restarting the SRS Server*.

15. ADMINISTRATING THE SRS SERVER

15.1 Configuring SRS

A shortcut to Smart Review System Administration is available on the server desktop, as well as from **Start > Programs > Kodak SRS**. Click **Edit** next to each setting to view setting details and configuration. For more information, see *Configuring the System* in the *Smart Review System Administration Guide*.

15.2 Restarting the SRS Server

The SRS server runs as three separate Windows services:

- The TwAm service contains the main SRS functionality. This service should always have the status **Started**. The correct **Startup type** is **Automatic**.
- The TwAm service also indirectly controls the TwAm Processor service. This service provides raster-processing functions for certain file types. This service should also always have the status **Started**. The correct **Startup type** is **Manual** (as it is controlled by the TwAm service).
- A related service is the World Wide Web Publishing Service (IIS). This is the standard IIS service from Microsoft, which provides the Web server for SRS functions. This service should always have the status **Started**. The correct **Startup type** is **Manual**.

There are several methods to stop and restart the SRS server:

- You can use the SRS API RestartServer.

  Note: The API returns a success on restarting the TwAm service, but it takes a few moments after TwAm's restart for the TwAm Processor and World Wide Web Publishing Service (IIS) services to restart, after which SRS becomes fully functional.
- You can shut down the server by clicking **Maintenance** in Smart Review System Administration. This essentially stops the TwAm, TwAm Processor, and World Wide Web Publishing Service (IIS) services**.** You can then restart the services by restarting the server, or by manually starting the services from the Computer Management Services page.
- You can use the Computer Management Services panel to stop and restart any of the above services. It is recommended that you stop and/or restart both the World Wide Web Publishing Service (IIS) service and the TwAm service (which in turn will automatically restart the TwAm Processor service). This method is recommended for developers only; it should be considered "under the hood", and may change in the future. It is not recommended that you restart one service without the other, as this can cause the restarted service to hang.

15.3 Viewing SRS Logs

You can find SRS installation logs in **Kodak\TWAM\setup\log**. Backups of previous installation logs are found within subdirectories.

You can find SRS server run-time logs in the **TEMP** directory while installing SRS, under the **TWAM** subdirectory. Log files increase in size while SRS is running. Logs are compressed and archived in subdirectories when SRS is restarted. (These archives are eventually removed). Run-time logs are intended primarily for Kodak developer use. The most important logs for SRS are **CSWDiagnostics.log** (which contains information related to SRS API use) and **SmartReviewServer.log** (which contains information related to Smart Review requests).

You can find the Smart Review client run-time log on the client computer at **Documents and Settings\<username>\Application Data\Kodak\SmartReview.log**.

The SRS PartnerAPITestDriver utility generates a log of each test performed by it. These logs are stored in **C:\Kodak\TWAM\Samples\TestDriver\TestOutput** and should be provided when reporting problems with function call behavior.

These logs are primarily intended for developers. Please include all relevant logs, and if possible error screenshots, when reporting a problem.