



Installation Guide - Server

Rev 3.5.5

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Introduction

IntraNomic can be installed on the following “preferred” environments. You can also install IntraNomic into any combination of these environments:

Production Environment (Server)

Operating Systems: Windows 2003 Server (recommended)
Windows 2000 Server

Databases: SQL Server 2005 (recommended)
SQL Server 2000

Note: The database can be installed either locally or remotely across the network

Trial Environment (Client PC)

Operating Systems: Windows XP Professional (recommended)
Windows 2000 Professional

Database: MSDE 2000 (recommended)

Note: The database can be installed either locally or remotely across the network

Note: This “Trial” environment can also be used for “Testing” and “Development” purposes

Before Starting the IntraNomic Installation

Before starting the IntraNomic installation please ensure the following:

- ADO 2.7 is installed (found on www.intranomic.com or the IntraNomic Installation CD)
- XML 4 is installed (found on www.intranomic.com or the IntraNomic Installation CD)
- The “SQL Server Client Tools” is installed

Note: Only the “Management Tools - Query Analyzer” and “Client Connectivity” are required

- The following “Services” are running:
 - o Microsoft Internet Information Server (IIS)
 - o Microsoft Index Server
 - o Your Database Software (e.g. SQL Server)

For a “Windows 2003 Server” installation, the following IIS options must be “Enabled”:

- ASP
- WebDAV

IntraNomic uses Microsoft Index Server (installed free with any Windows Operating System) to index the contents of all documents stored within IntraNomic. Out of the box, Microsoft Index Server indexes all of the Office formats (from Office 97 onwards). A free add-on can be found on www.intranomic.com or from the IntraNomic Installation CD, which allows Microsoft Index Server to also index the contents of PDF files.

Note: Visit www.intranomic.com for more information on how to purchase additional Microsoft Index Server add-ons (e.g. to index AutoCAD files and emails). When installing Index Server add-ons please ensure Index Server is “Stopped” first.

The IntraNomic Installation

Once the IntraNomic installation program is launched, you should follow the on-screen installation instructions.

You will be asked to:

- 1) Provide the “System Administrator” database connection details so the IntraNomic Database can be created

- 2) Select a “Local Drive” where the IntraNomic Repository will be created. All files that are uploaded into IntraNomic are stored within the IntraNomic Repository

IntraNomic Activation

Once IntraNomic has been installed, an IntraNomic icon is automatically placed on the Desktop. The first time you enter IntraNomic you will be asked to:

- 1) Enter the activation details (Serial Key, User License Key, Date Expiry Key) or select the “30 Day Trial Version” option

- 2) Enter the “Last” and “First” name of the initial IntraNomic Administrator

Note: The first IntraNomic Administrator can then be used to create other IntraNomic Administrators.

IntraNomic Client Components

For more information on the “IntraNomic Client Components” please see the “IntraNomic Installation - Client” guide (found on www.intranomic.com or the IntraNomic Installation CD).

Installation Issues

This section contains information on potential issues and resolutions with the “IntraNomic Server” installation.

Note: Please visit the “Support” section within www.IntraNomic.com to view a complete list of “IntraNomic Server” installation issues and resolutions.

Issue: The IntraNomic Installation fails on "Step 11 – Create SQL Server Login"?

Resolution: To resolve this issue you will need to create a local user (on the server that is running the IntraNomic Installation) by following these steps:

Select "Control Panel, Administrative Tools and Computer Management"

Expand the "Local Users and Groups" node

Right click on the "Users" node and select "New User"

Enter the following:

User Name = IntraNomic

Full Name = IntraNomic

Description = Local user for IntraNomic

Password = password

Note: The IntraNomic Installation will change the password

User Must Change Password At Next Logon: OFF

User Cannot Change Password: OFF

Password Never Expires: OFF

Account is Disabled: OFF

Click on the "Create" button to create the "IntraNomic" user

Close "Computer Management" and re-run the IntraNomic Installation

Installation Issues continued

Issue: I am using SQL Server on a remote server and the first time I access IntraNomic I receive a "New transaction cannot enlist in the specified transaction coordinator" or "Audit Insert" error?

Resolution: If you have installed IntraNomic to use SQL Server on a remote Windows 2003 SP1+ Server, the following additional configuration is required to allow "Distributed Transactions" on that remote Windows 2003 SP1+ server:

On the remote Windows 2003 SP1+ server:

- Select "Control Panel", "Administrative Tools" and "Component Services"
- Expand the "Component Services and Computers nodes"
- Right click on the "My Computer" node and select "Properties"
- From the "MSDTC" tab select the "Security Configuration" button
- Select the "No Authentication Required" option
- The "MS DTC" service will then restart to enable the change

You should now be able to use IntraNomic.

Issue: When a Firewall is enabled but NOT configured on a client you will be unable to receive any Portal call-backs or send any IM message (you will be asked if the IM message should be stored).

Resolution: You will need to allow communication over Port 6000 (incoming and outgoing). IntraNomic uses the Port defined within the IntraNomic Configuration module (default to 6000) for all communication

You must also allow ICMP, as IntraNomic uses PING to ensure the recipient is available

For detailed instructions on how to config the Windows XP SP2 Firewall, please visit the www.intranomic.com "Support" section

Support

You can email your IntraNomic support requests to support@intranomic.com

The IntraNomic support team will aim to respond to your email, within 72 hours.

You should also view the www.intranomic.com “Support” section.

**End of the
“Installation Guide - Server”**