ServiceLedger Installation Guide

The following installation instructions should be performed by a qualified IT technician who is familiar with your network environment and settings. ServiceLedger offers professional installation of ServiceLedger on your server, workstation and SQL Server for a flat fee of $250, not including installation of Tech and Web Portals or QB or PT Links. Contact your sales consultant to purchase and schedule the installation of ServiceLedger at 940.497.2834 ext 1 if you wish to hire ServiceLedger, Inc. to perform your installation.

Overview

ServiceLedger is installed by launching the ServiceLedger Install program. The installer works for all versions of ServiceLedger that are supported as of Oct 1st, 2007. This includes version 8.0, 9.0, and above. The text in this documentation is provided to assist a user in installing ServiceLedger using newer installers for these versions.

ServiceLedger is a client/server application. Client/server applications have a central location where data is stored; the "server". Server in this context does not mean a dedicated machine, or special hardware. It is simply a label to describe where ServiceLedger data is kept. A client is any machine that connects to the server to access and manipulate the stored data. We refer to it as a workstation. It is common that a single computer may have both roles in single user environments or environments that may not have dedicated hardware. The installation program needs the server software to be installed on one machine for your company, and one or multiple workstation installations. If you have only one computer, you may use that machine for both the server and workstation.

During the installation process, you will have two install type options:

1. Full / Evaluation installation: Installs both the Server & Workstation on the current computer.
2. Workstation Only: Installs only the workstation software on the current computer.

You should only perform a full install on one and only one computer. The computer you select should be connected to your network, and be powered on to service workstation requests during the time periods you expect users to use the software. You must perform the Full installation on exactly one machine, and it must be the first machine you install. In the following pages of the installation for a full install, you should leave all options at the defaults for a database engine of

MSDE 2005 & demonstration database, UNLESS you are setting up a production system. If you are setting up a production system, please select Empty Database for the database type.

You may perform the workstation installation on as many machines as you have licensed users. If you have a single user license, you may install on one machine. If you have a ten user license, you may install on ten machines. If you have dedicated hardware for your server, it does not count toward this limit.

In preparation for installation of the server components (full installation), you should select the appropriate machine for the task:

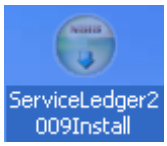
1. If it is the only machine you have, and that machine is where you will be using the software, then it should be your machine for full installation.
2. If you have a machine that acts as a dedicated server, it may be your best candidate.
3. The machine should be powered on before and after a user needs to access ServiceLedger.
4. Any software firewalls should be disabled during installation. This otherwise can cause difficult to resolve installation failures. You should triple check this to help ensure a successful install. Hardware firewalls and routers will not affect installation. The windows firewall will be configured by the installation program, 3rd party firewalls must be configured by the user according to the documentation provided by the manufacturers of the firewall software.
5. The machine should have at least 256 MB ram, preferably more. If you work with a large volume of data, it is suggested you have even more memory.
6. The machine should have plenty of hard drive space to install and grow. You should have at least 50MB on your system drive free for some common components. You will temporarily need 300MB during installation.
7. The machine should have a permanent 100 base T network card. We do not suggest wireless networks due to reliability issues.
8. You should select a reliable machine as your server, as moving databases requires more than simple file copies.
9. If you have more than five users who will be using the software concurrently, you should select a machine with Windows 2000, or 2003 server to support the number of connections you expect.
10. If you have more than ten users who will be using the software concurrently, you should consider purchase of Microsoft SQL Server 2005 standard or enterprise.

Server + Workstation Installation

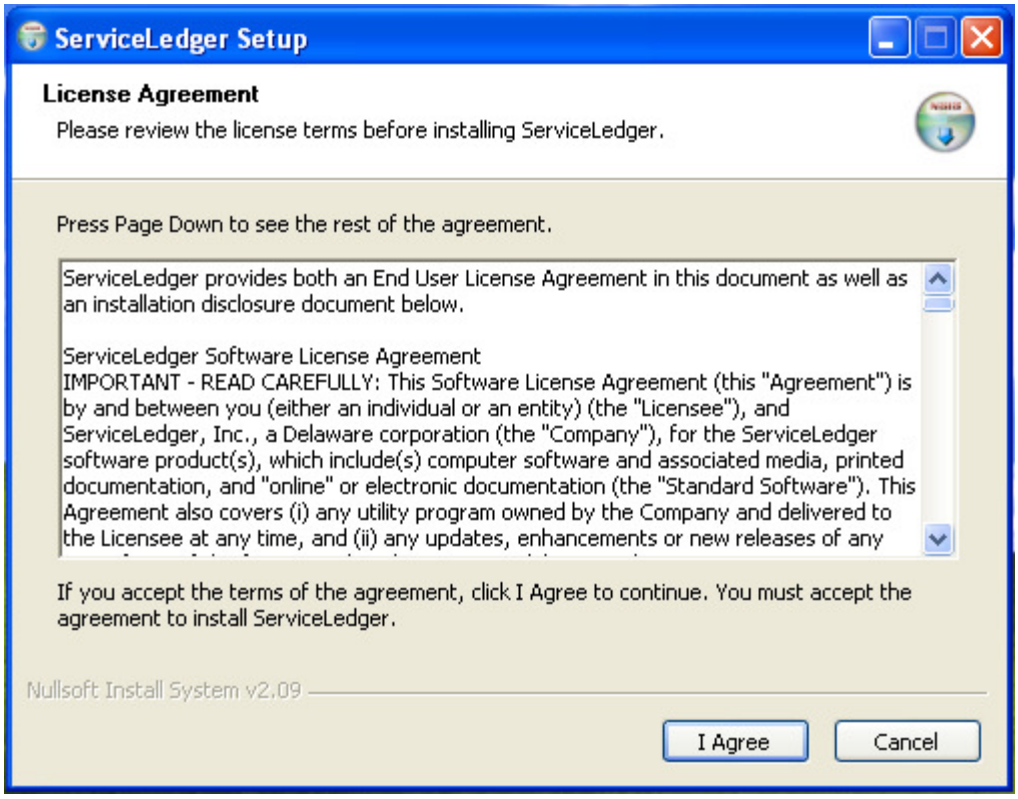
1. Log into your selected server as the local administrator. This is usually the “Administrator” or “Owner” account. Do not install ServiceLedger from a Terminal Server session or remote desktop. MSDE 2000 or MSDE 2005 will not install if you do.

2. Locate or download your ServiceLedger Installer from the following web site:

http://download02.serviceledger.com/download/ServiceLedger2009Install.exe
- or for 64 bit machines with 64 bit Windows -
http://download02.serviceledger.com/download/ServiceLedger2009Install64.exe

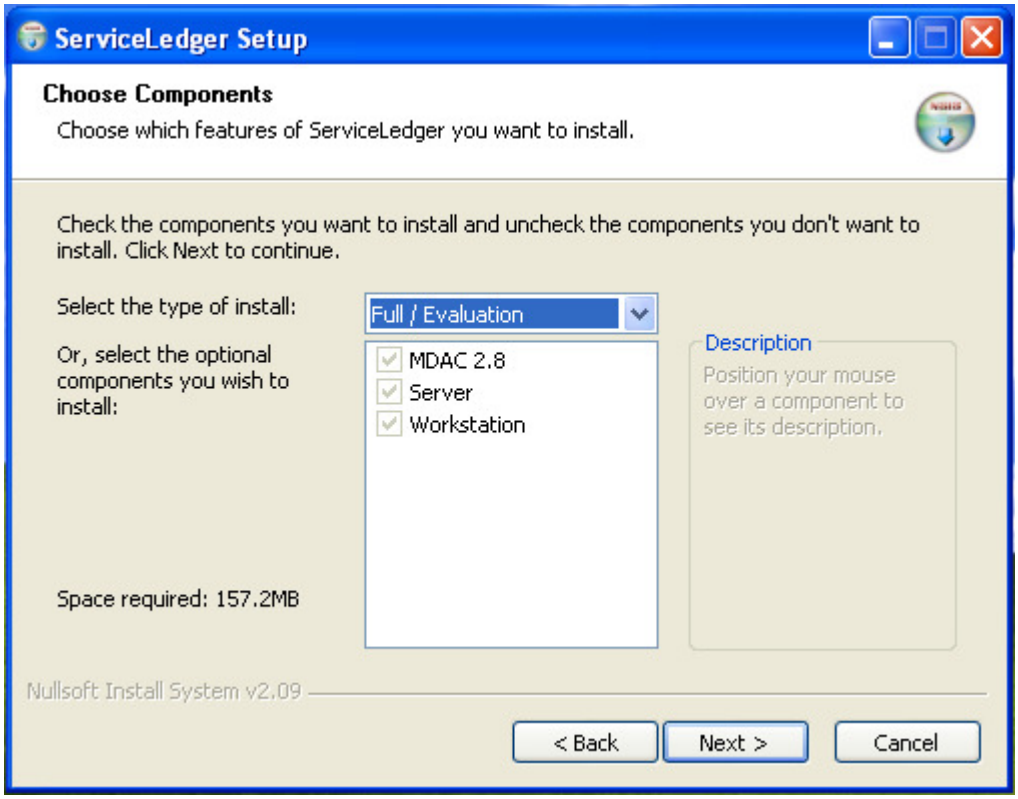


3. Double click the downloaded installer. You will see our license agreement window.

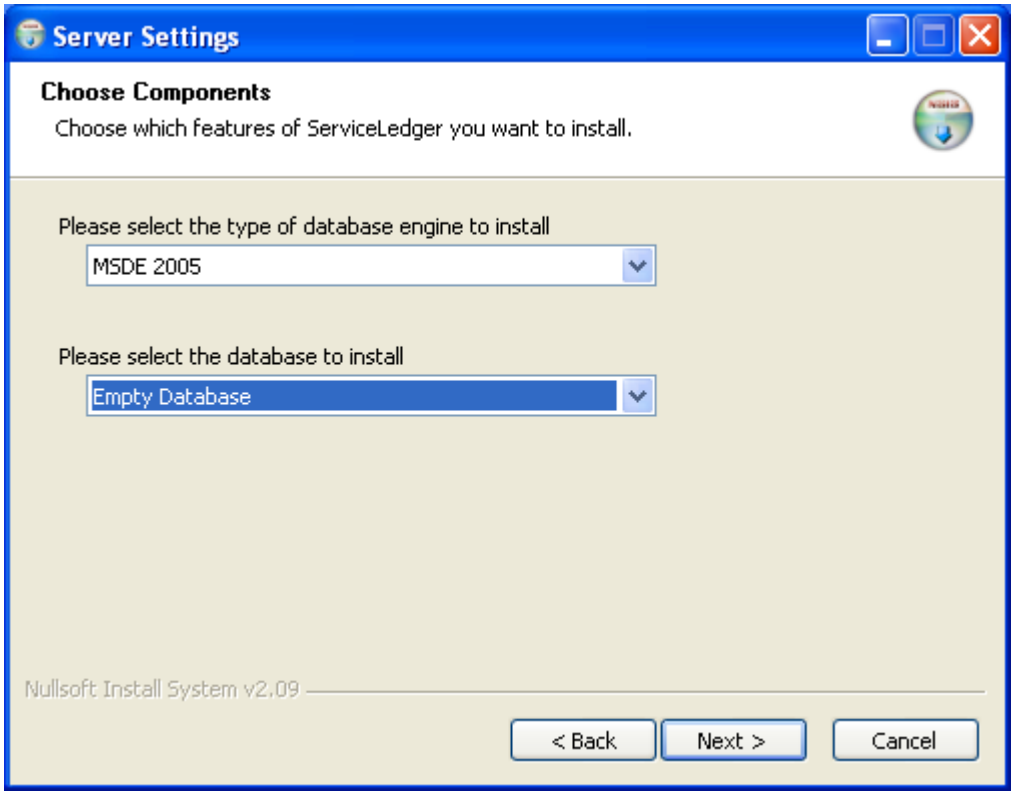


4. Please read our agreement and select “I Agree” if you are in agreement. If you are not in agreement, please click “Cancel”. Please note that the software will not be installed without your agreement.

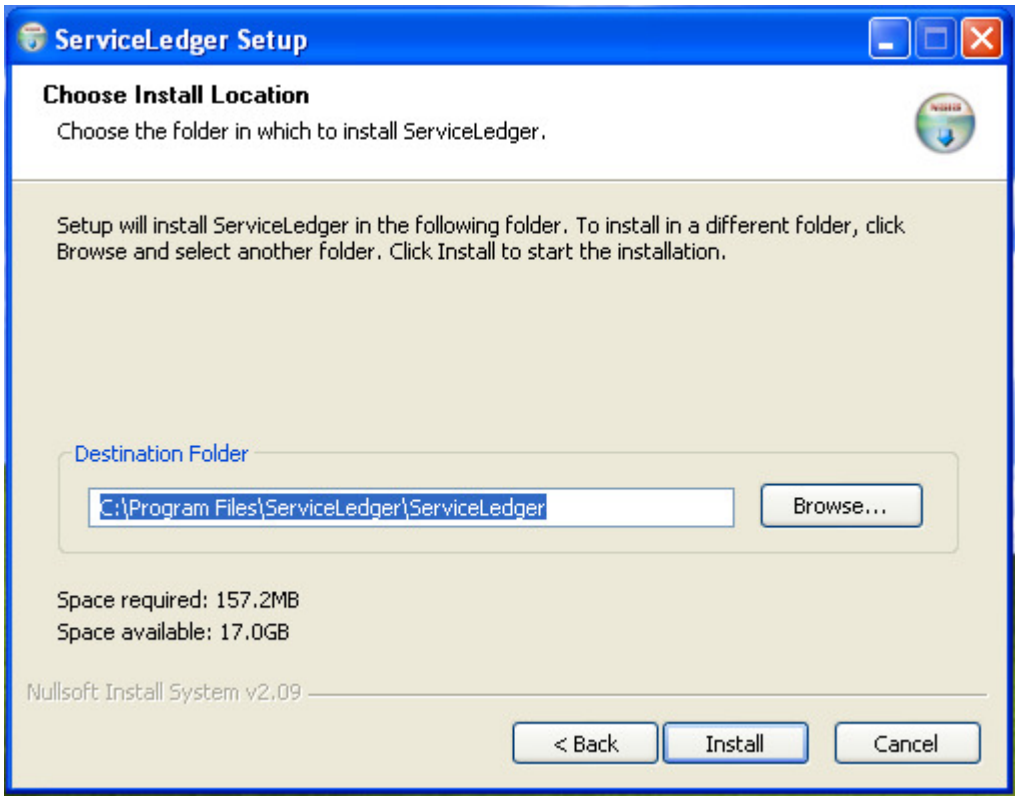
5. You should now see our “Choose Components” screen. Please leave type of install on Full / Evaluation or just Full for some versions.



6. If you have selected the Full / Evaluation type of install, you will see this next window, you will not see this window for Workstation installs. If you are installing a production, system, please select “Empty Database” as seen below. You should not override MSDE 2005 unless you have technical reasons for doing so.

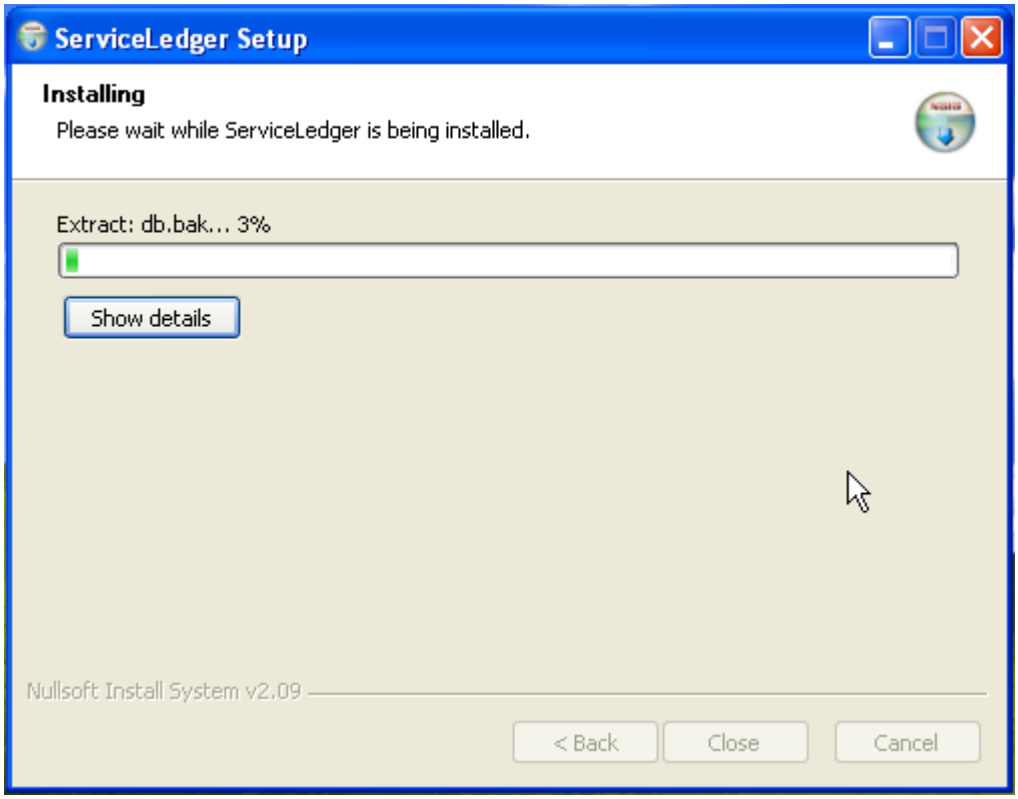


7. Please click Next > to see our “Choose Install Location” window.

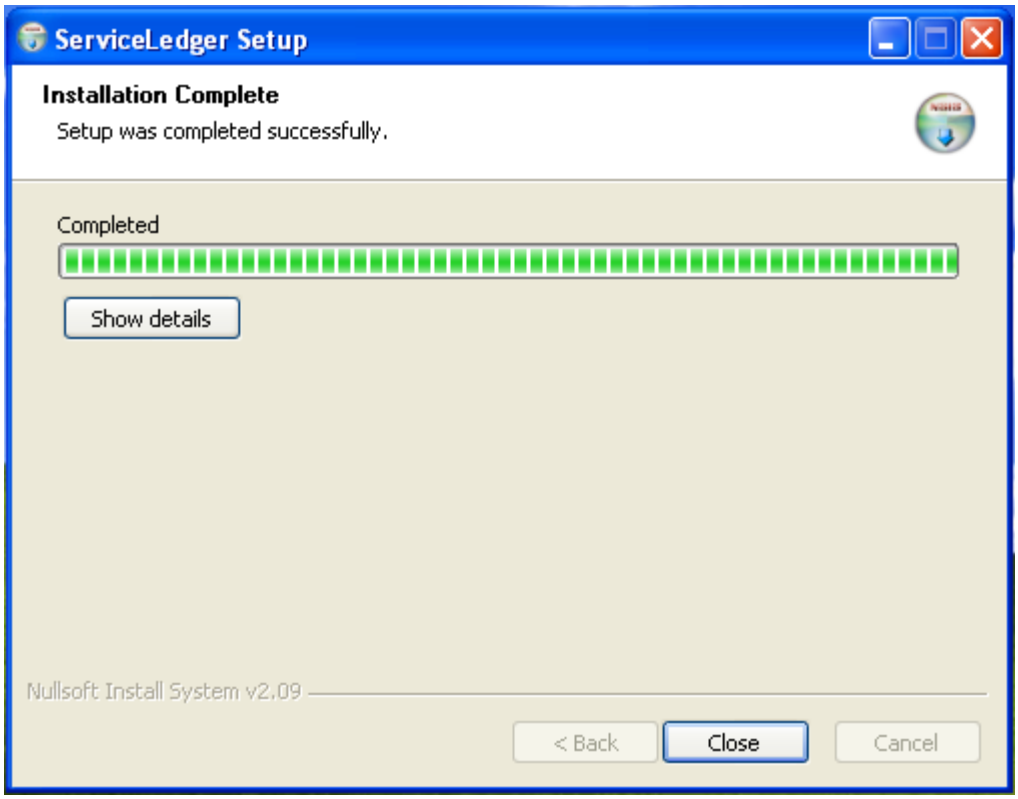


8. You should click “Browse…” if you would like to install to a different drive. You should consider this location carefully. The destination drive and location should have plenty of space, and plenty of space to grow. Additionally, it should be a fixed disk, not a USB drive, a floppy drive, or a network drive.

9. Please click “Install” to begin installation.



10. During installation, many windows may come in to and out of view. If prompted to reboot your computer, you should reboot, then retry your installation with the same parameters as you have selected before. Depending on the speed of your machine and your internet connection, this step can take up one hour to complete. Once completed, you will see our completion window. However you should wait for the application to start before closing it.

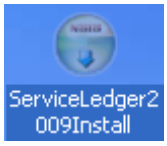


11. The application will launch. Depending on your selected options, you may have demonstration data contained in your database. Others may have an empty database. Also depending on your version, you may receive messages about evaluation or unregistered period time.

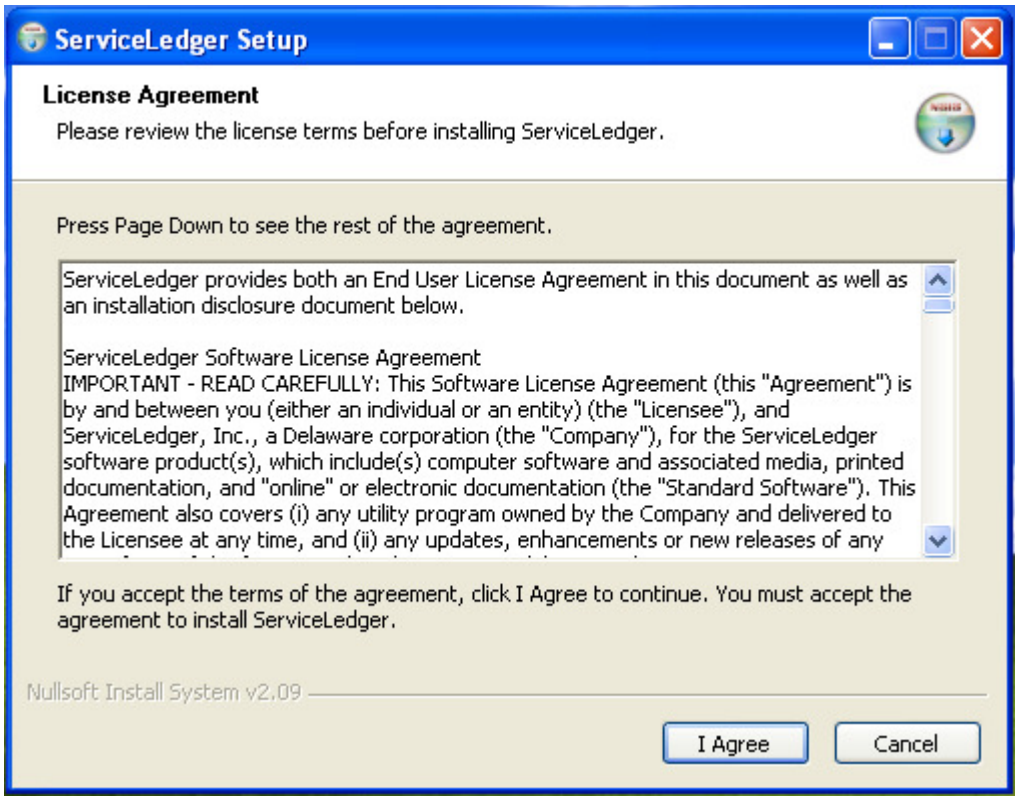
Workstation Only Installation

3. Log into your selected server as the local administrator. This is usually the "Administrator" or "Owner" account. Do not install ServiceLedger from a Terminal Server session or Remote Desktop.

4. Locate or download your ServiceLedger Installer.

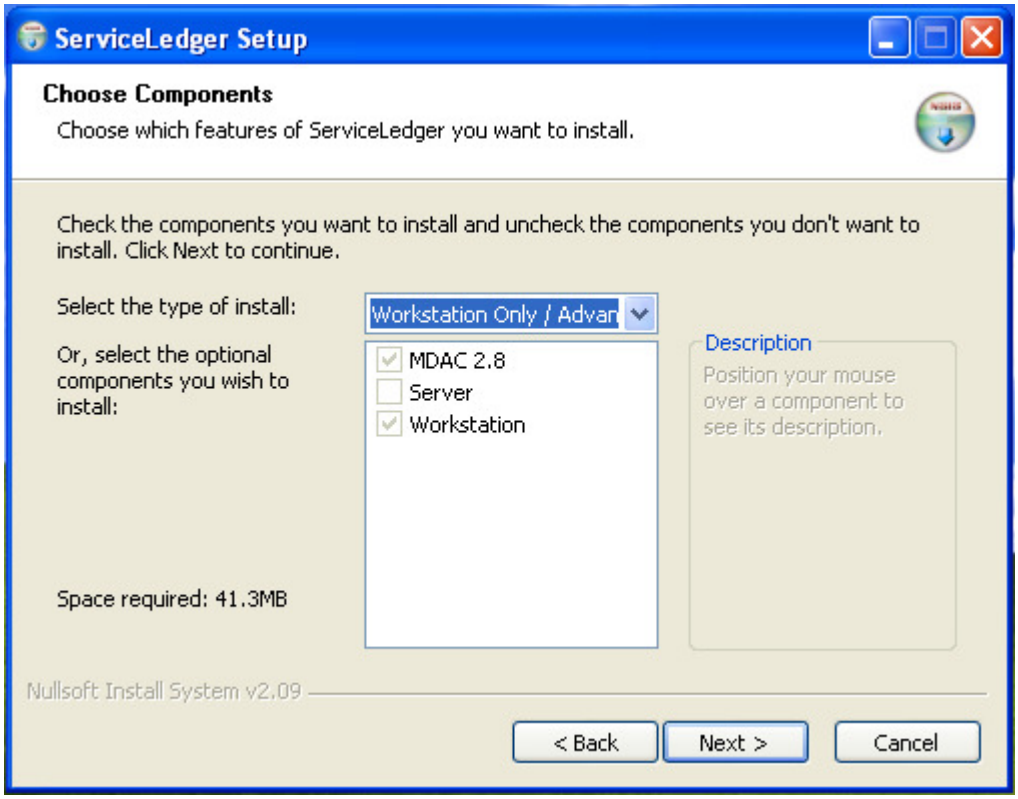


5. Double click the downloaded installer. You will see our license agreement window.

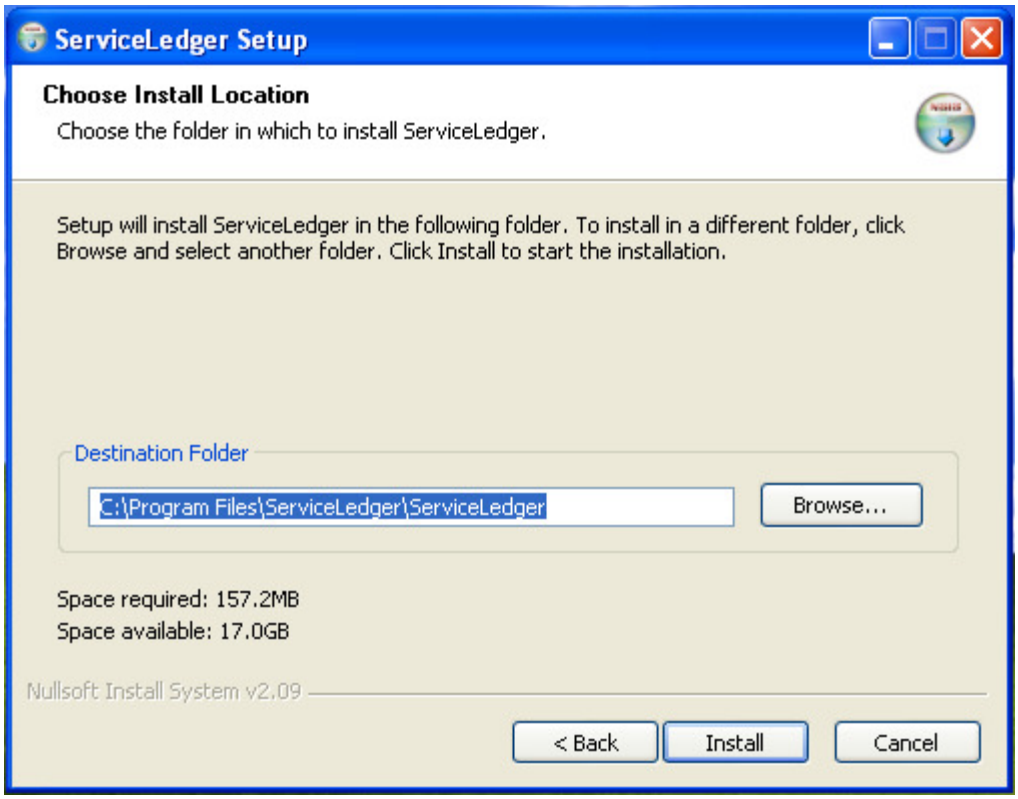

ServiceLedger Setup
License Agreement
Please review the license terms before installing ServiceLedger.
Press Page Down to see the rest of the agreement.
ServiceLedger provides both an End User License Agreement in this document as well as an installation disclosure document below.
ServiceLedger Software License Agreement
IMPORTANT - READ CAREFULLY: This Software License Agreement (this "Agreement") is by and between you (either an individual or an entity) (the "Licensee"), and ServiceLedger, Inc., a Delaware corporation (the "Company"), for the ServiceLedger software product(s), which include(s) computer software and associated media, printed documentation, and "online" or electronic documentation (the "Standard Software"). This Agreement also covers (i) any utility program owned by the Company and delivered to the Licensee at any time, and (ii) any updates, enhancements or new releases of any
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install ServiceLedger.
Nullsoft Install System v2.09
I Agree
Cancel

6. Please read our agreement and select “I Agree” if you are in agreement. If you are not in agreement, please click “Cancel”. Please note that the software will not be installed without your agreement.

7. You should now see our “Choose Components” screen. Please leave type of install on Workstation / Advanced or just Workstation for some versions.

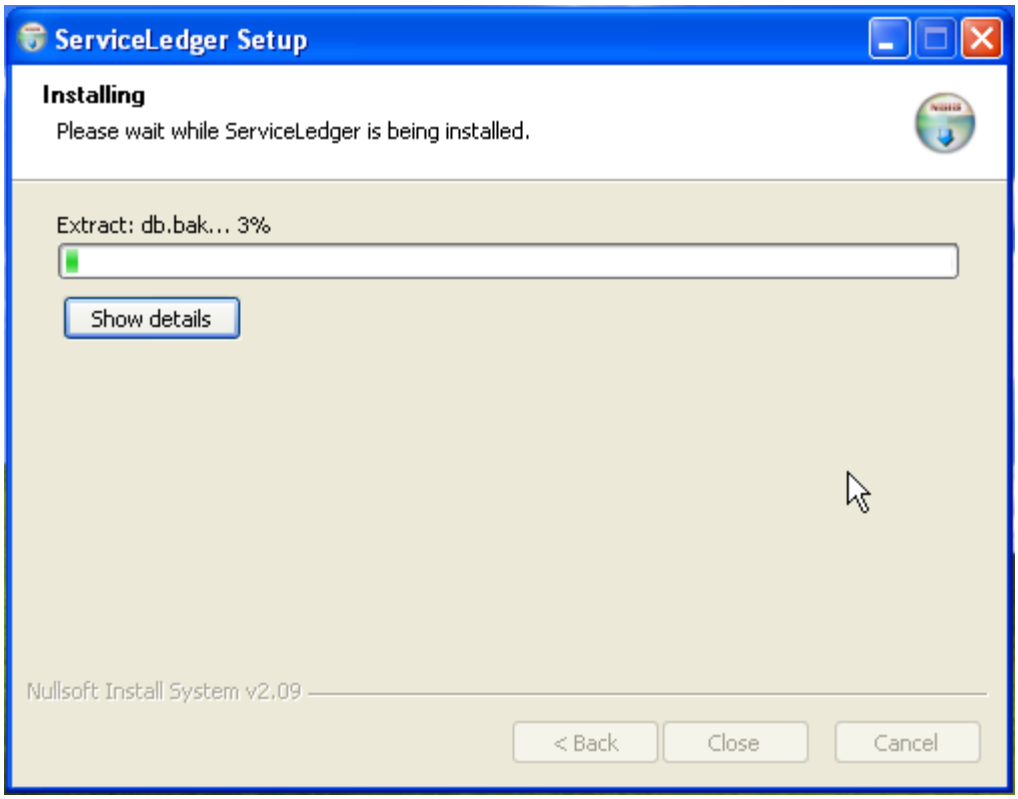


8. Please click Next > to see our “Choose Install Location” window.

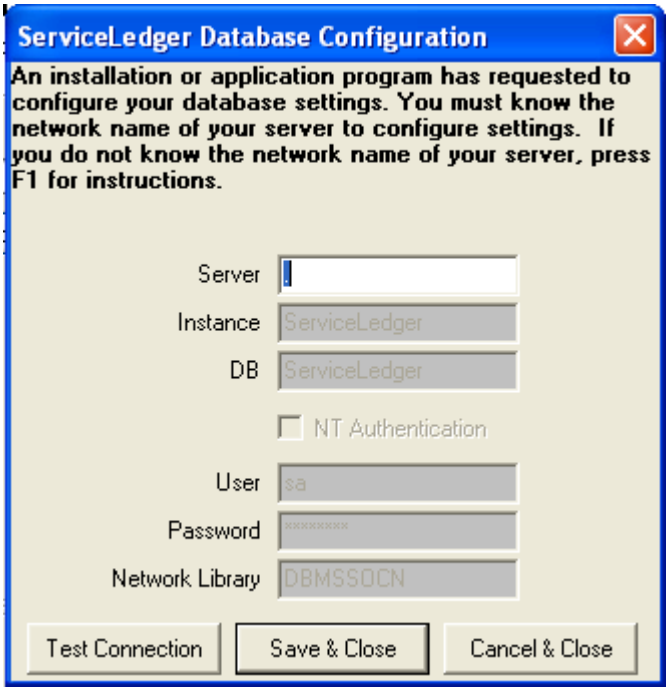


9. You should click “Browse…” if you would like to install to a different drive. Your destination drive should be a fixed disk, not a USB drive, a floppy drive, or a network drive.

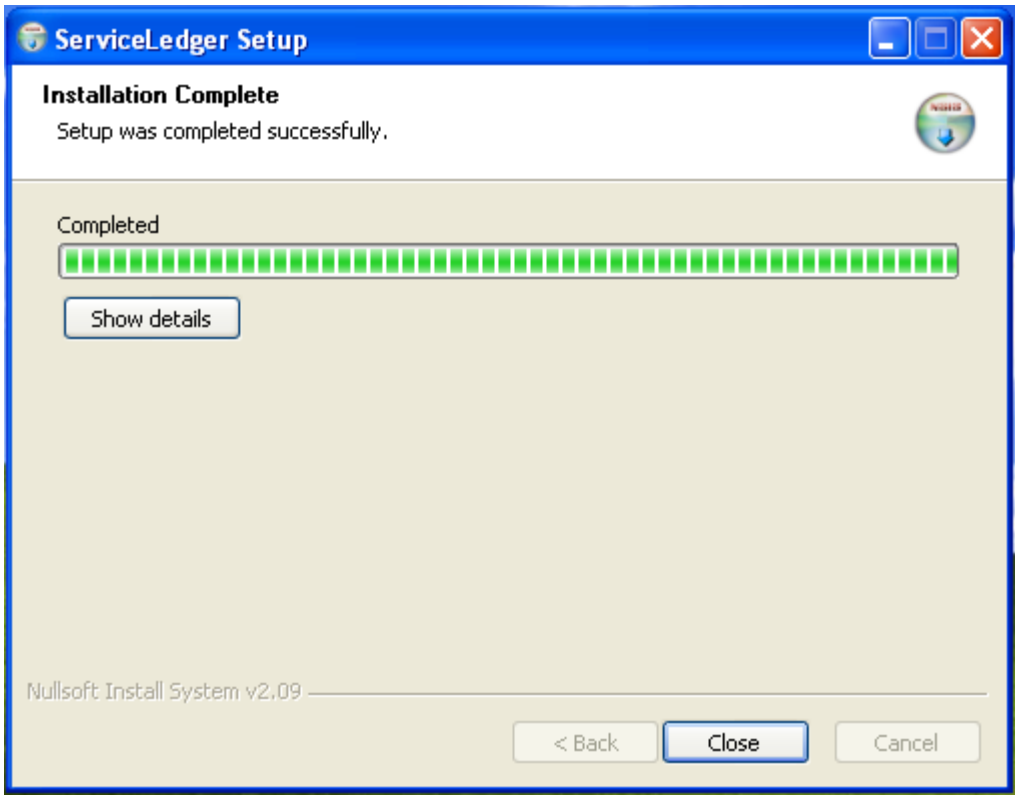
10. Please click “Install” to begin installation.



11. During installation, the ServiceLedger Database Configuration utility will be displayed. Please enter your Server's network machine name so the workstation software may connect to it. If you are performing an advanced installation, you may press <ALT><F8> at this time to enable other fields on this window. However, most installation will not need such options.



12. During installation, other windows may come in to and out of view. If prompted to reboot your computer, you should reboot, then retry your installation with the same parameters as you have selected before. Depending on the speed of your machine and your internet connection, this step can take up 15 minutes to complete. Once completed, you will see our completion window; however you should wait for the application to start before closing it.



13. The application will launch. Depending on your selected options, you may have demonstration data contained in your database. Others may have an empty database. Also depending on your version, you may receive messages about evaluation or unregistered period time.

Uninstalling ServiceLedger

1. Please locate “Add or Remove Programs” in your Control Panel Folder
2. Double click this icon to launch “Add or Remove Programs”
3. In the “Currently Installed Programs” list, please locate ServiceLedger
4. Click “Change/Remove”
5. Click “Uninstall”
6. When complete, please click “Close”
7. ServiceLedger will be removed from your system. Though it will display in the “Currently Installed Programs” list, “Microsoft SQL Server Desktop Engine (ServiceLedger)” has been removed for you as well. It will continue to display until you close “Add or Remove Programs” and re-open “Add or Remove Programs”.
8. If you installed using MSDE 2005, you must manually uninstall MSDE 2005, and select “ServiceLedger” during uninstallation. Other applications may use MSDE 2005, and you should be careful to preserve those installations.

If you already have MS SQL Server 2000 or MS SQL Server 2005

ServiceLedger recommends you begin with the built-in database, which will be installed to its own instance on the server. Later, should capacity deem necessary, you may move your database to other versions of SQL Server.

If you must begin by using your own SQL Server, It is strongly recommended you contract ServiceLedger support and let ServiceLedger perform the installation on your existing SQL server. ServiceLedger will set up your installation for SQL Server authentication. You may use NT authentication if you have a user who can set up your permissions and maintain those settings afterwards. ServiceLedger support cannot assist with NT Authentication and your Active Directory. If you are very technical and have the proper skills with SQL Server, you may install the ServiceLedger database using tools provided by your version of SQL Server:

1. Please download an 9.0 database from http://support.serviceledger.com/download/empty90/empty.bak
2. Use enterprise manager to restore this file to a database called "ServiceLedger". You will have to adjust the data file locations to suit your storage requirements.
3. MS SQL Server 2005 must have options enabled to allow TCP/IP connections. This may be done with the Surface Area Configuration. You may need to adjust your firewall as well.

Perform a workstation install on the server (other workstations as well once the server is complete). During the DB configuration, press <ALT><F8> together to enable advanced options. Put in your sa password, server name as necessary. If you need to locate this program later, it is called SLDBConf.exe located in the ServiceLedger program directory.

Actions performed by the installation program

The installation performs many steps necessary to prepare your computer for ServiceLedger. ServiceLedger is a network client/server application. Because of its networkability, your computer will have some necessary changes performed to accomplish a successful installation of ServiceLedger.

The installation performs (not necessarily in the listed order and not necessarily all steps depending on install type):

1. Configuration of your Windows firewall (3rd party firewalls must be manually managed by the user)
   a. Workstation: UDP port 60901 is opened to receive record update broadcasts necessary for refreshing each instance of ServiceLedger as users add and modify records.

b. Server: UDP port 1434 is opened and ServiceLedger\MSDE\MSSQL$SERVICELEDGER\binn\sqlserv.exe is authorized to receive requests from workstations. The user should manually enable file and printer sharing in their firewall if running multiple users.

2. Update checks are performed to ensure you have each of the latest components of the install. This always points to a serviceledger.com web site on TCP port 80. In short, this means the installer uses the internet, but no information is transmitted other than a request to check if a component needs to be downloaded rather than ran in-line.

3. Installs MS MDAC 2.8. Microsoft Data Access Components provides the base data communications component. This is necessary to allow client communications with MS SQL Server. This is stored as Microsoft dictates. Usually C:\winnt or C:\windows and C:\Program Files\Common Files\. Maximum impact to your C:\ drive is 10MB. Most new computers already have this however and will require no more space than what is currently allocated.

4. MSDE 2000 sp 3a or MSDE 2005. A "lite" version of MS SQL Server 2000 or 2005. This component provides the database engine. Please note this is not a file based database like Access, but a managed engine with an emphasis on performance and reliability. This is stored in your selected installation directory where ServiceLedger is installed. Maximum impact to your installation drive is 125MB. Maximum impact to your C:\ drive is 30MB for the shared libraries. If you have "Force protocol encryption" turned on (certain special installations of MS SQL 2000 may have turned this on), it will be turned off to perform the installation. Otherwise the installation will fail. It is left to the user's discretion to turn this on should they wish to use it. If you never have seen or heard of this setting, then most likely the new setting will allow other applications to install with more success as well.

5. Crystal Reports 9 runtime. This component provides the Report run time engine. The developer's agreement with Crystal Decisions (now Business Objects) requires this to be installed in your default Common Files folder in a folder called Crystal Decisions. Several of the deployed files are registered for COM access. Another directory is required in your Program Files folder called Seagate Software. Maximum impact to your C:\ drive is 25MB.

6. Installation of ServiceLedger application. This provides the client side application software. The maximum impact to your selected installation drive is 100mb. Permissions are set for the selected installation directory to enable non administrators to use the application. Permissions are set

on HKLM\Software\ODBC\ODBC.INI\ServiceLedgerSQL for users to have full access. The same permissions are applied to HKLM\Software\ServiceLedger\ServiceLedger\3.0

7. Temporary files used during installation are stored in the user's assigned temp directory. After installation, they may be safely purged by the user or by the system during routine maintenance.

Summary:

Maximum impact to your system drive (usually C:\) is 50mb for MSSQL Server shared files and Crystal Reports. You will however temporarily need 300MB of temporary space on your system drive for the installation process while it is running. Maximum impact (post installation) to your selected installation drive is 225MB. This will grow as you add data.

Network use of the ServiceLedger application:

The ServiceLedger application uses your network to communicate with your server to retrieve stored data. This is usually UDP port 1434 and a randomly selected TCP port that changes from installation to installation. File and Printer sharing must be manually turned on in your firewall on your server if you have a firewall. The application also communicates with other running instances of ServiceLedger to "broadcast" updated records. This allows one computer to be aware of the changes made by another user. This is usually UDP port 60901, but on terminal servers may be a range from 60901 thru 60920. The installation program attempts to configure the Windows firewall for this, but you may have other firewalls that may interfere, the symptoms of which include connection failures and refresh issues. For registered versions of the software, every Thursday the application checks for updates from the server at support.serviceledger.com on TCP port 80. The contents of the check are the software version, licensed company name, registration key, software serial number, licensed users count. No personal data is sent, only registration information needed to validate the license and check if an update is applicable to that installation. ServiceLedger includes an internet enabled updater that updates the software to the latest version. The updater communicates with support.serviceledger.com, and from there may be redirected to another machine for downloading an update (always *.serviceledger.com). All updates are logged with the same information as the update check performed by the software.

3rd party Applications and Bundled Software:
ServiceLedger includes software and/or libraries from:
Microsoft (http://www.microsoft.com/): MDAC 2.8, MSDE 2000 sp 3a, MSDE 2005
Crystal Reports (http://www.crystaldecisions.com; now BusinessObjects): Crystal reports run time 9.0

ServiceLedger (http://www.serviceledger.com) ServiceLedger application
Borland (http://www.borland.com) Development tools for the software
NullSoft (http://www.nullsoft.com) Development tools for the installer

All of these libraries and software products are certified free of spy ware, ad ware, mal ware, viruses, worms, trojan horses, and other malicious software. There are no other programs or bundled software included with the ServiceLedger installation program.