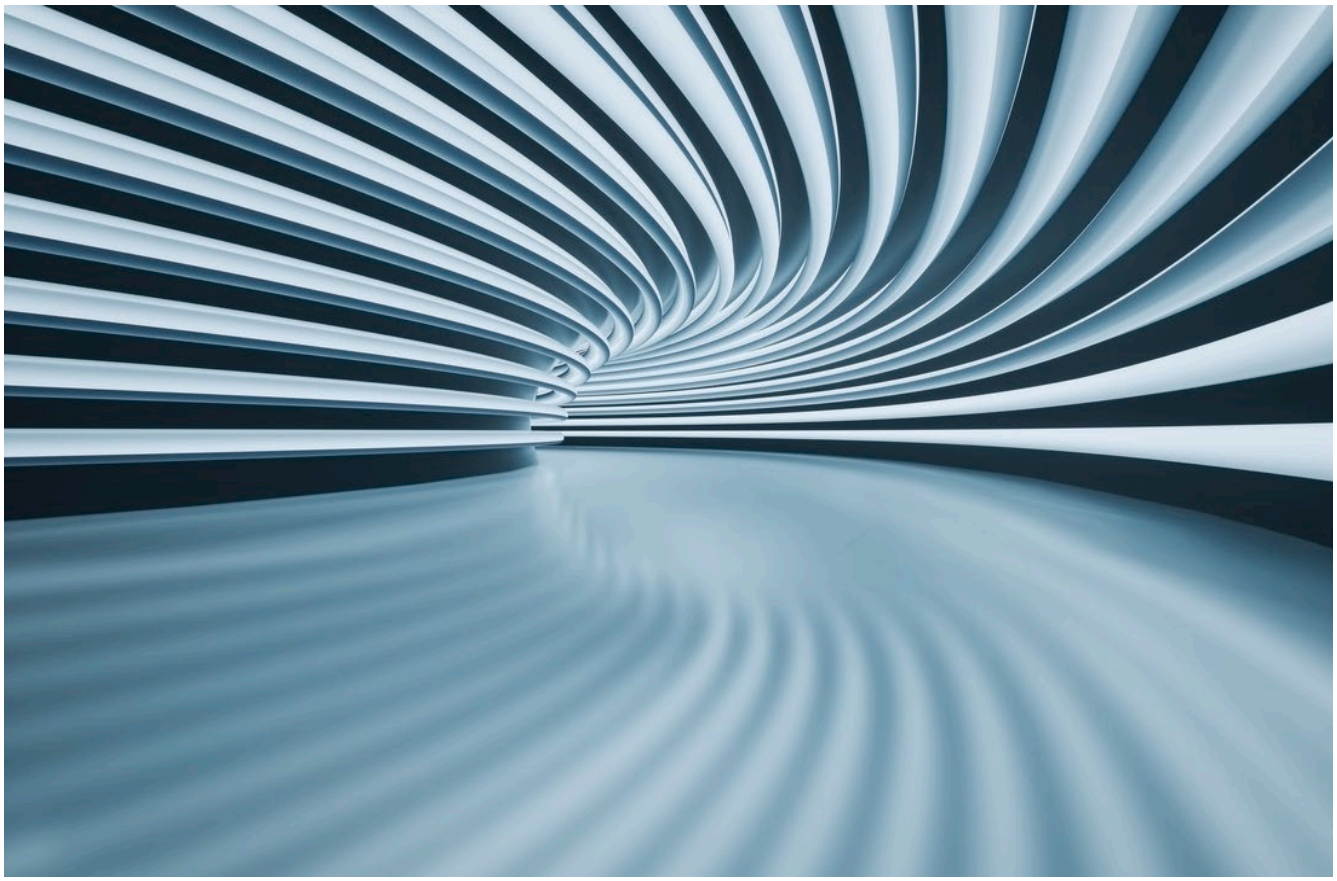


Financial & Corporate Compliance

Installation Instructions for Updates

ComplianceOne® Solution

2026.2

Wolters Kluwer

Financial & Corporate Compliance

This publication was written for ComplianceOne® Solution Documentation System

Publication Information / Version

Document Title: ComplianceOne® Solution Installation Instructions for Updates
Publication Date: August 2026
Release: 2026.2

Distributed Subject to Terms of a License or other Agreement

The contents of this publication, including its appendices, exhibits, and other attachments, as updated or revised, are highly confidential and proprietary to Wolters Kluwer Financial Services, Inc. or its subsidiaries or affiliates ("Wolters Kluwer"). This publication is distributed pursuant to a Non-Disclosure Agreement, Evaluation Agreement, License Agreement and/or other similar agreement(s) with Wolters Kluwer or its subsidiary or affiliate. Unless otherwise specifically provided in such agreement(s), the reproduction of this publication is strictly prohibited. Use and distribution of this publication are also subject to the responsibilities and obligations of such agreement(s), which require confidential treatment of this publication and its contents.

Information in this guide is subject to change without notice and does not represent a commitment on the part of Wolters Kluwer.

Do Not Reproduce or Transmit

Unless otherwise specifically authorized in the agreement or license under which this publication has been provided, no part of this publication may be posted, played, transmitted, distributed, copied or reproduced in any form or by any means, electronic or mechanical, including photocopying, recording, or retaining on any information storage and retrieval system, without prior written permission from Wolters Kluwer.

Requests for permission to reproduce content should be directed to Wolters Kluwer, Customer Support by telephone at 1-800-397-2341.

Not a Substitute for Legal Advice

This publication is intended to provide accurate and authoritative information about the subject matter covered based upon information available at the time of publication. Examples given in this publication are for illustrative purposes only.

Development of this publication and the software (including forms, disclosures, reports, and other documents generated by the software) or other products that it describes was based on Wolters Kluwer's' understanding of various laws, regulations and commentaries. Wolters Kluwer cannot and does not guarantee that its understanding is correct.

This publication is not intended, and should not be used, as a substitute for legal, accounting, or other professional advice. Wolters Kluwer is not engaged in providing legal, accounting or other professional services. If legal or other professional assistance is required, you should seek the services of a competent professional. We encourage you to seek the advice of your own attorney concerning all legal issues involving the use of this publication and any products described in this publication. If your interpretations or your counsel's interpretations are contrary to those expressed in this publication, you should of course, follow your/your counsel's interpretations.

The following notice is required by law:

Wolters Kluwer's PRODUCTS AND SERVICES ARE NOT A SUBSTITUTE FOR THE ADVICE OF AN ATTORNEY.

Warranty Disclaimer

Except only for the warranties (if any) expressly set forth in the agreement(s) under which this publication is provided (i.e., your agreement or license for the described product), this publication is provided "as is", and Wolters Kluwer makes no warranty, express, implied, by description, by sample or otherwise, and in particular and without limitation, makes no implied warranties of merchantability or fitness for purpose. No modifications to this Warranty Disclaimer are authorized unless they are included in a signed, duly executed, written agreement between you and the Wolters Kluwer entity licensing the product described in this publication.

Attributions and Acknowledgements

All trademarks are the property of their respective owners.

Copyright Information

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

This publication is the confidential information of Wolters Kluwer Financial Services. Distribution of this publication is subject to restrictions in the license or agreement under which this publication is provided to authorized Wolters Kluwer Financial Institution customers.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Contents

Welcome **5**

Introduction **6**

Important Updates **7**

ComplianceOneClientInstall & ComplianceOneComponentsInstall — Microsoft OLE DB Driver 18.x 7

As of the 2022.1 release: 7

Server Installation Prerequisites - .NET Framework 3.5, .NET Framework 4, .NET Framework 4.8 8

System Hardware and Operating System Requirements 8

Minimum ComplianceOne Release Number 8

File Replication 8

New or Update Client Installation Prerequisites 8

Add Your ComplianceOne Server to Trusted Sites 9

Port 80 10

Update Installation May Fail with Compressed Databases 10

Database on a Different Machine 11

Interfaces: Business-to-Business and Core 11

Installing SQL Server 2017/2019/2022 Standard/Enterprise 11

Backup SQL Databases 13

Permissions 13

Final Steps 13

Application Installation **14**

Server or Standalone Installation 14

ComplianceOne Database Installation 18

Web Services Installation 21

ComplianceOne Server Installation 22

Automated Interface Installation 25

Client Update Installation 26

New Client, Client Update or Remote Desktop Server Installation **29**

Installation of the Client onto a Remote Desktop Server 29

New or Update Client Installation 29

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Post-Installation Setup **35**
Publish Your Organizations 35
Re-Enable User Logon 36
TRID Effective Date Field 36
Updating Dynamic Terms & Conditions in Administration 36
Update your Index Rate Histories 37
Troubleshooting Your Installation 38
Incomplete Installation 38
Installation Errors Table 39
Log Files 42
WK Flood Determination Services (formally known as Wolters Kluwer Financial Services Flood Determination Services) Users 43
Uninstall **44**
Appendix A: Installing and Configuring .NET Framework 4.6.2.and .NET Framework 4.8 ..... **46**
Configuring .NET Framework 4.6.2 and .NET Framework 4.8 on Windows Server 2019 and 2025 46
Appendix B: Configuring IIS v7.0 or Higher **47**
Appendix C: User Security: Import ComplianceOne Users **48**
About Creating a Domain Windows Group 48
Importing Users into ComplianceOne 48
Windows Authentication: Administration Settings 49
Appendix D: Proxy Server/Firewall Exceptions **52**

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Welcome

ComplianceOne eases the management of your loan and account transactions and data. As a single, integrated solution, ComplianceOne provides a seamless transition from your administrative functions and line-of-business documentation directly to one database. Plus, you have up-to-date industry-leading Bankers Systems compliance content embedded.

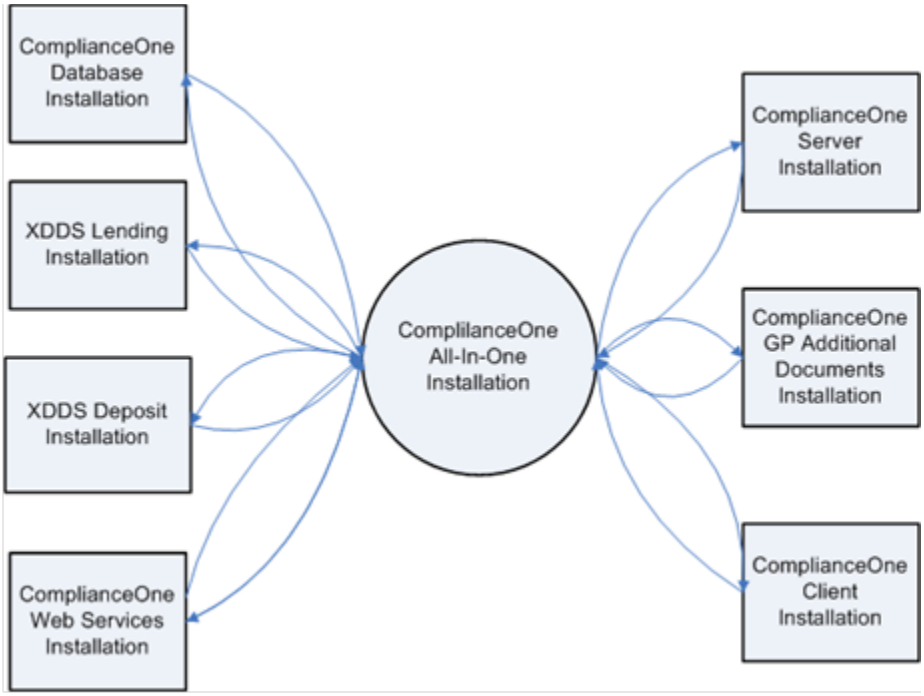
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Introduction

Welcome to the instructions for the update of your existing Release 2026.1 ComplianceOne® Solution (ComplianceOne) installation to Release 2026.2.

> Note
> These instructions are not usable for brand new installations of ComplianceOne except for installation of the client. Please contact SupportLine for assistance with the new installation. Also contact SupportLine if your ComplianceOne installation is at a release earlier than 2026.1. This update will not work with releases earlier than 2026.1.

The All-In-One installation will sequentially update all the components in your existing ComplianceOne installation, interacting with each component to read existing settings and update them accordingly.



These update installation instructions support all ComplianceOne® implementations including:

- Standalone
- Single Server and Multiple Clients
- Network: Separate Application and Database Servers and Multiple Clients
- Network: Remote Desktop Server with Single Server
- Network: Remote Desktop Server with Separate Application and Database Servers

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Below are several items to review before you update your installation of ComplianceOne.

Important Updates

ComplianceOneClientInstall & ComplianceOneComponentsInstall — Microsoft OLE DB Driver 18.x

As of the 2022.1 release:

ComplianceOneClientInstall and ComplianceOneComponentsInstall requires the MSOLEDBSQL 18.2.x or newer **(current version 18.6.3 as of this release)** driver to be installed. Please install the latest 18.2.x version or newer **(current version 18.6.3 as of this release)** of MSOLEDBSQL driver prior to installing ComplianceOneClientInstall. Install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website:

https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server

> Important Note
> MSOLEDBSQL 19.x is not compatible.

SQL Native Client

SQL Native Client is no longer required.

Microsoft Edge – Edge Webviewer 2 Runtime

As of the 2021.2 release:

Edge Webviewer 2 Runtime is required with Microsoft Edge. If it is not installed, it will be downloaded and ran during the client portion of the update.

To get a standalone installer, please go to the **Evergreen Standalone Installer** section at the following site: https://developer.microsoft.com/en-us/microsoft-edge/webview2/

TLS 1.1 (Transport Layer Security)

As of the 2019.3 release:

To allow the disabling of TLS 1.1 (Transport Layer Security), changes were made to the install to no longer enable TLS 1.1. Please review this setting and make manual updates based on your bank's needs.

> Important
> Do not disable TLS (Transport Layer Security) 1.0 before upgrading to this release. 2019.3 ComplianceOne installation was updated to add entries to the registry to support TLS 1.2.

Proxy Server/Firewall Requirements

Many ComplianceOne interfaces require proxy server and firewall exceptions for function properly.

Refer to Appendix E for a list of URLs that you may wish to add to an exception list.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Server Installation Prerequisites - .NET Framework 3.5, .NET Framework 4, .NET Framework 4.8

Windows Server 2019 or newer requires Microsoft .NET Framework 3.5, .NET Framework 4, or .NET Framework 4.8, and ASP.NET MVC3 installed and configured prior to upgrading to ComplianceOne 2026.2 Customers were notified of the new requirement for .NET Framework 4 prior to the release of 2013.2 ComplianceOne® Solution (ComplianceOne) so you likely already have it installed. Both applications can be found in your ComplianceOne material source on the product download site. Installation and configuration instructions for .NET Framework 4 and .NET Framework 4.8 can be found in Appendix A. Installation instructions for ASP.NET MVC3 can be found in Appendix B.

> Note
> No configuration is needed for ASP.NET MVC3.

System Hardware and Operating System Requirements

The latest hardware requirements and list of supported Windows operating systems for each implementation of ComplianceOne can be found on the SupportLine web site:
https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/

Other required software is also listed here.

Minimum ComplianceOne Release Number

This update installation only supports the update of ComplianceOne Release 2026.1 to Release 2026.2. To determine the ComplianceOne release you have installed, launch administration, and note the version number in the lower right corner of the logon window.

File Replication

If you have file replication enabled on any of your ComplianceOne servers, you will need to disable the file replication before performing the update to this release. Once the update has successfully completed, you can re-enable file replication.

New or Update Client Installation Prerequisites

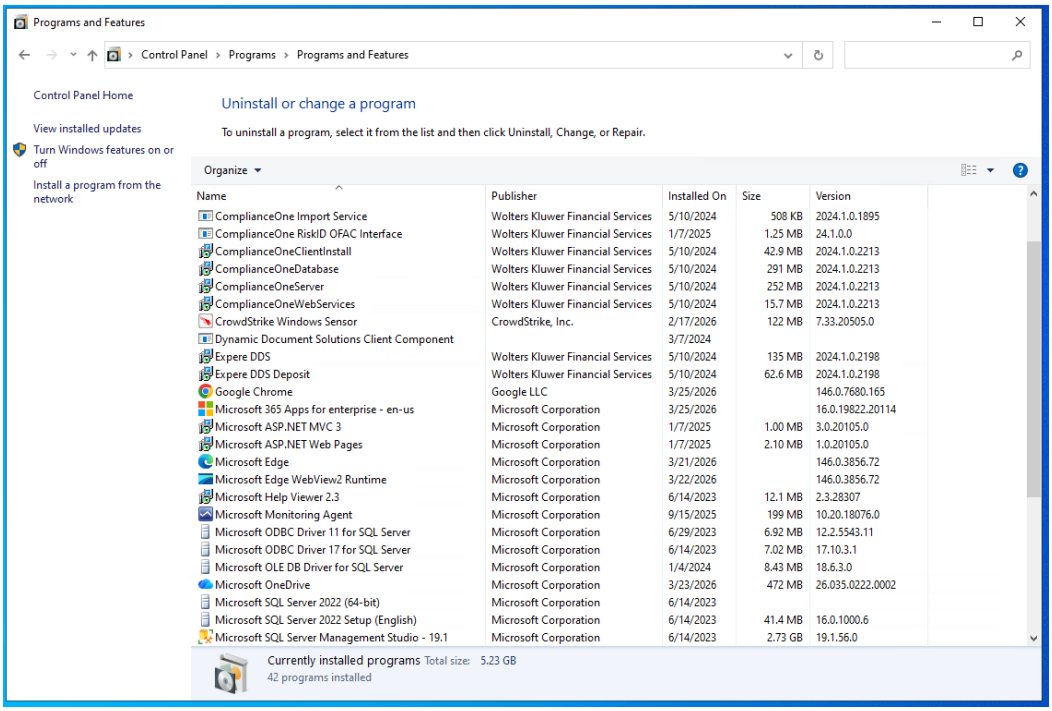
All computers selected for new, or update client installation must have the following prerequisite software installed before installing the update:

- SOAP 3.0
- MSOLEDBSQL 18.x driver (latest version (current version 18.6.3 as of this release))
  - **Important NOTE:** MSOLEDBSQL 19.x is not compatible.
- Microsoft .NET Framework 2.0
- Microsoft .NET Framework 3.5
- Microsoft .NET Framework 4 Client Profile

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

- Microsoft .NET Framework 4 Extended Components
- Microsoft .NET Framework 4.8

To determine if you have these applications installed, open Control Panel and select **Add or Remove Programs**. The applications should be listed.



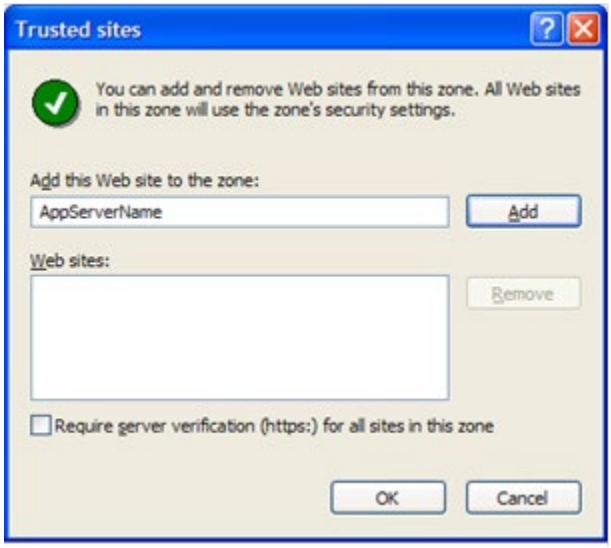
Note
As noted above, if any of the required applications are not listed, you will need to install them before installing or updating the ComplianceOne client. These applications can be found in your ComplianceOne material source on the product download site, and installation instructions are available in Appendix A (.NET Framework 4 and.NET Framework 4.8) and Appendix B (ASP.NET MVC3).

Add Your ComplianceOne Server to Trusted Sites

You will need to add your ComplianceOne application server's name and IP address into Trusted Sites in Microsoft Edge:

1. From the menu, select **Tools**, **Internet Options**.
2. On the Security tab, choose **Trusted Sites** and click the **Sites** button.
3. Type the computer name of your ComplianceOne server into the **Add this Web site to the zone** field and click **Add**.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



4. Repeat to also add the IP address of your ComplianceOne server.
5. Click **OK** until you return to your browser.

This should only have to be done on servers and workstations where the ComplianceOne client is used. Note that this is a per user setting, so it must be added per user or with a Domain Policy.

Port 80

Web sites deployed on the same server as ComplianceOne and using port 80 will not function properly and interfere with the functioning of the Expere DDS web service portion of ComplianceOne. As such, we do not currently support deploying ComplianceOne onto web servers where other sites are configured to use port 80. We also do not currently support deploying ComplianceOne onto web servers that are running Microsoft SharePoint.

Update Installation May Fail with Compressed Databases

The update installation of ComplianceOne will fail at the database installation step if you have compressed any or all of the earlier ComplianceOne databases present on your ComplianceOne or database server. Earlier databases include those from several releases past, such as Release 2.0.3.

You will receive the following error if you have compressed earlier databases:

> InstallShield Wizard Completed. The wizard was interrupted before ComplianceOneDatabase could be completely installed. Your system has not been modified. To complete installation at another time, please run setup again.

When you click **Finish**, you get the generic 1722 error.

You will need to decompress your earlier databases and repeat the update installation.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Database on a Different Machine

If your institution hosts your ComplianceOne databases on an SQL server separate from the one containing your ComplianceOne application, the databases must be functioning correctly with the previous ComplianceOne release before applying this update. Note that when you apply this update you will need to do two installations: first, an installation at your database server to update your databases and a second installation at your ComplianceOne application server. Each time you will choose the Custom option as detailed later in these instructions.

> Important
> The database server update must be performed first before updating the ComplianceOne application server. All updates must be done machine-side to prevent any unforeseen issues; do not do installations remotely.

If you currently have your ComplianceOne application and databases installed to the same server machine and you want to change your configuration to host your databases on a separate server, the databases must be moved prior to updating your ComplianceOne installation. Please contact SupportLine at 1-800-274-2711, X1123660 for help with this major configuration change. This is particularly important if you move databases that interface to external, third-party Web services.

If you move the databases, you should test your reconfigured installation for full functionality before proceeding with this update.

Interfaces: Business-to-Business and Core

If you are using any business-to-business, B2B, or core interfaces on your current ComplianceOne installation, do not change the installation path for the application during installation. If the path is changed your B2B and core interfaces will no longer function.

The installation path and setup information for interfaces are contained in the configuration file, Gulfpak.ini. It is important that you leave this file in place and do not move it between updated installations without contacting SupportLine. You no longer need to save a copy of Gulfpak.ini or restore customized settings when you install ComplianceOne updates. The installation program automatically retrieves, and updates customized interface settings in Gulfpak.ini. This configuration file needs to remain in its expected location.

Installing SQL Server 2017/2019/2022 Standard/Enterprise

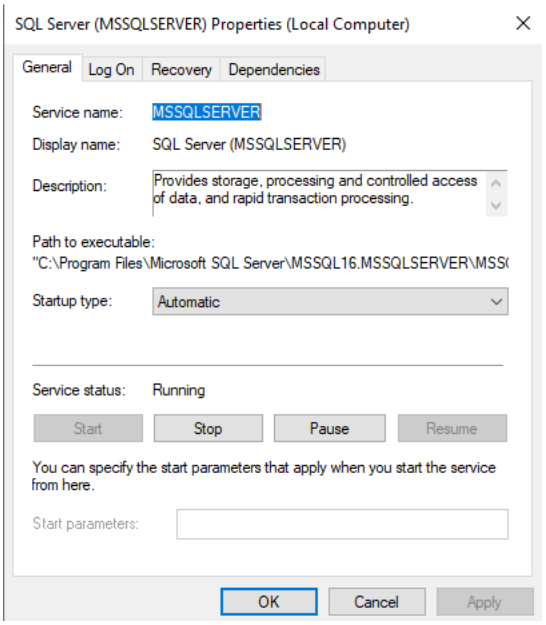
If you are using SQL Server 2017/2019/2022 Standard/Enterprise, note that the following steps must be completed to install ComplianceOne with SQL 2017/2019/2022. These steps use the local system account to run the database engine. This permission is not available by default and must be established in order to use SQL Server 2017/2019/2022.

> Note
> Windows Server 2017 or greater is required for SQL Server 2019.

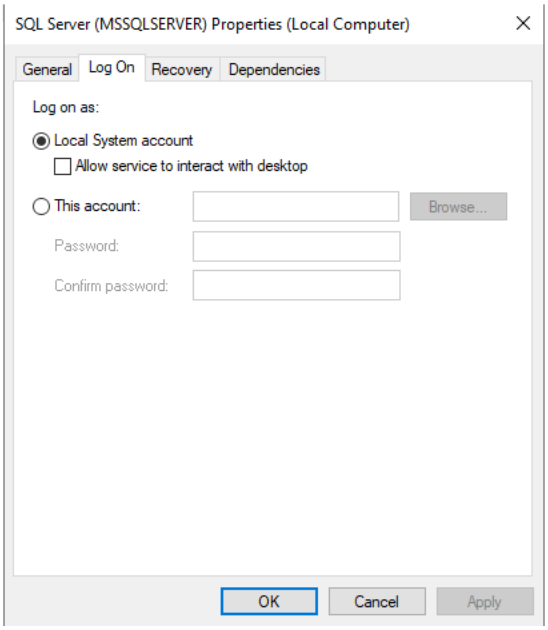
1. Open the Control Panel in Windows.
2. Double-click Administrative Tools.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

3. Double click **Services**.
4. Scroll down in the list and find the entry **SQL Server (Instance Name)**.
5. Right-click and select **Properties**.



6. Click the **Log On** tab at the top of the SQL Server Properties window.



7. On the Log On tab, select the **Local System account** option.
8. Click either the **Apply** or **OK** button to return to the service pane.
9. Restart the SQL Server (Instance Name) service by right clicking on the entry and selecting *Restart* from the popup menu.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Note
Note: Microsoft SQL Server 2016 is not supported. Wolters Kluwer has ended operational support for deployments running on Microsoft SQL Server 2016. As a result, SQL Server 2016 is not supported with this release. New deployments should use SQL Server 2019 or SQL Server 2022.

Backup SQL Databases

Even though the installation is designed to leave your existing databases intact, we highly recommend that you back up your existing ComplianceOne databases before you install this update.

A brief set of instructions for locating and using the backup functionality in SQL Server or SQL Server Express is in the Backup and Restoration Guide available on the Wolters Kluwer support website: https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/

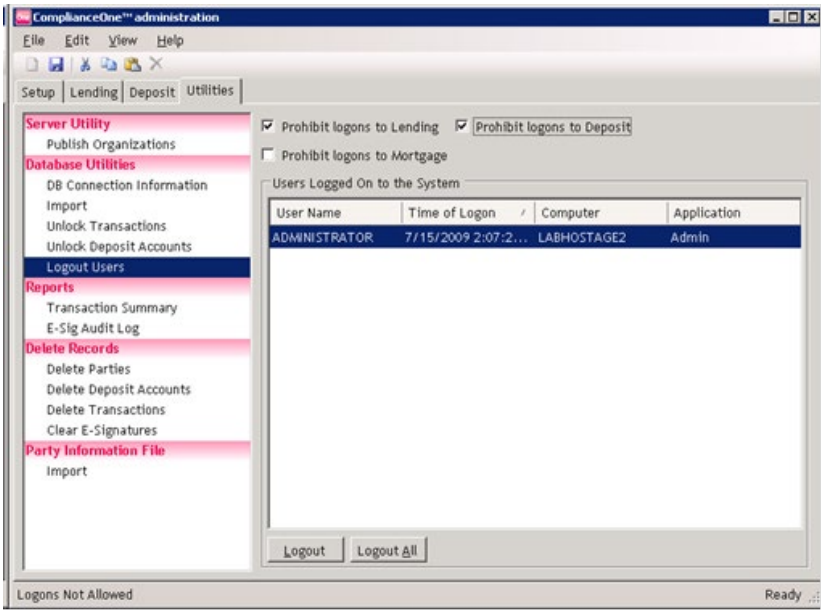
Please consult the procedures and standard operating procedures in place at your financial institution for backing up databases before proceeding.

Permissions

You will require administrative rights to any machine receiving all or any part of this update to complete the installation.

Final Steps

No one should be using ComplianceOne during the update installation. You can ensure this by opening **Administration**, **Utilities**, **Logout Users**. Select the **Prohibit logons** check box for Lending, Deposit, and Mortgage. Make sure all users are logged out.



Before beginning the update, disable your anti-virus application.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Application Installation

Note that there is not a separate installation for a standalone or workstation configuration for ComplianceOne. If you wish to use ComplianceOne in a standalone configuration, select the **Complete** installation and use the machine as a workstation. The client install is included when you do a **Complete** installation. (See Server or Standalone Installation.)

If you are hosting your ComplianceOne databases on a separate server from the application, you must run the database installation on the database server machine first. (See ComplianceOne Database Installation.) All other components must then be installed onto the ComplianceOne server after the completion of the database installation.

For a Remote Desktop Server installation, we recommend that you install only the client onto the Remote Desktop Server. Proceed to the New or Update Client or Remote Desktop Server Remote Desktop Server if you are installing to a Remote Desktop Server.

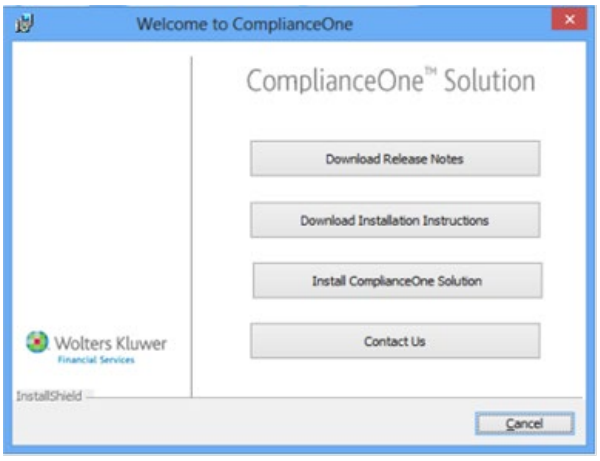
> Note
> If you currently have a complete ComplianceOne installation on your Remote Desktop Server that you wish to update to 2026.2, follow the instructions for a complete install of the ComplianceOne application rather than doing a client-only install.

Server or Standalone Installation

After completing the pre-installation instructions, you can begin the installation of the Release 2026.2 ComplianceOne update. Instructions are also included if you are hosting your ComplianceOne databases on a separate SQL server.

> Note
> This installation must be completed machine-side and cannot be done remotely.

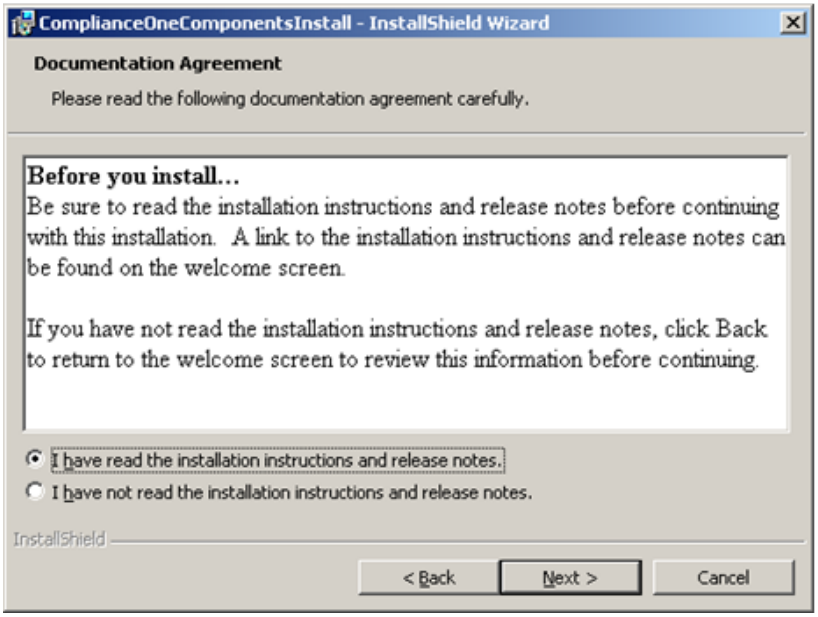
1. The ComplianceOneComponentsInstall window will display followed shortly by the installation Welcome window. Note that the ComplianceOneComponentsInstall window will stay open in the background through the entire installation update.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

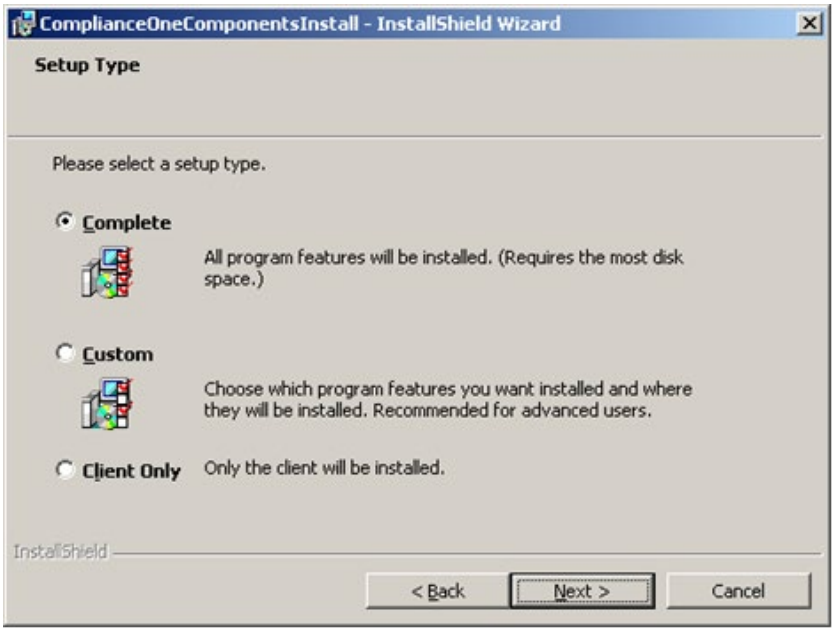
The installation instructions and the release notes are both linked from this screen. Please open and read each document before proceeding with the installation. If you have any questions at this point, you can click **Contact Us** for mailing, phone, fax, and Web-based contact options. When you are ready to continue the installation, click **Install ComplianceOne Solution**.

2. To proceed with the installation, you must agree to the **Documentation Agreement** that you have read the release documents.



3. If you have not read the Release Notes or these installation instructions, please stop and do so. Select **I have read the installation instructions and release notes**. Click **Next**.

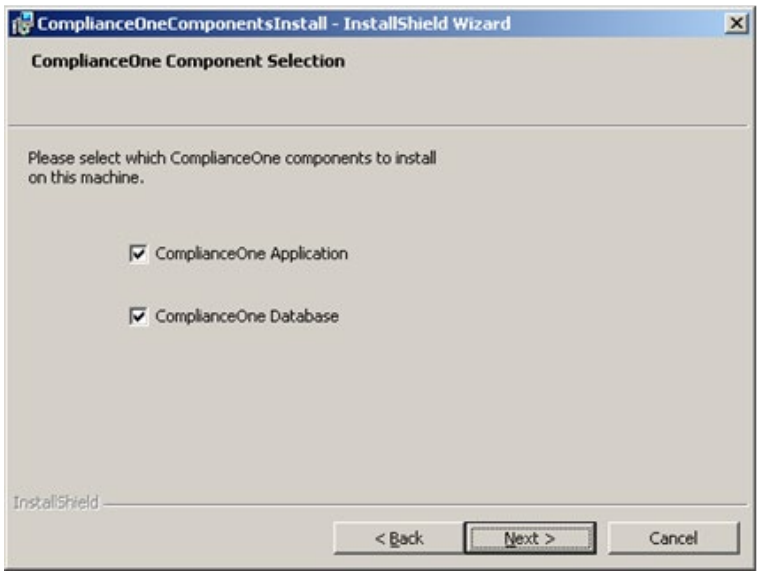
4. Select the **Setup Type** for your installation.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Each selection will give you a different installation path:

- **Complete**. This choice will update all of the ComplianceOne components for either a server or standalone installation onto your computer. This is the recommended choice.
- **Custom**. The most common use for this choice will be if your institution hosts the ComplianceOne application on one server and the ComplianceOne databases on another. If you choose Custom, you will have the option to update the application only or the database only on their respective machines. Note that will need to perform the installation from the material source twice, first on the database server and again, to the application server. Both times, you will use the Custom choice but clear different checkboxes.



If you select **ComplianceOne Database**, only the ComplianceOne databases will be installed as described in the Database installation section in this document.

Important
You must update your database server first before updating your application server.

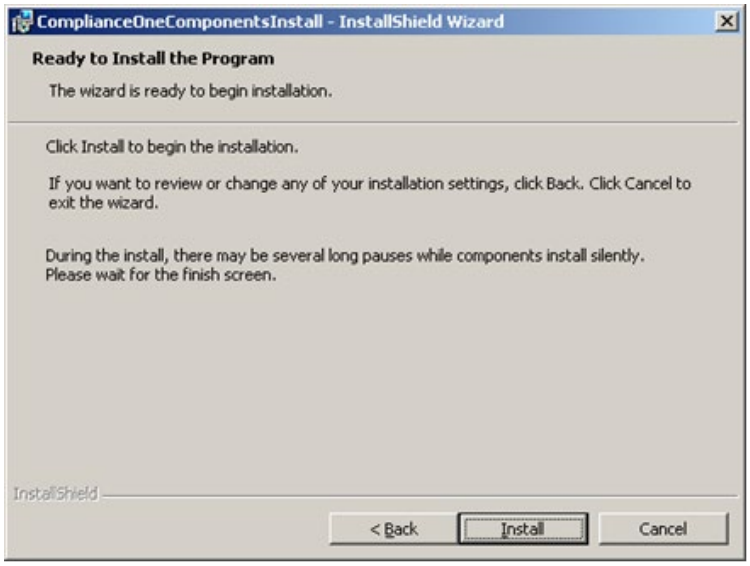
If you select ComplianceOne Application, everything except the ComplianceOne databases will be installed.

- Client. This option lets you install the client only to machines other than the server when you are using ComplianceOne in a server/client implementation. You will need to install the client on each machine you wish to use to access the ComplianceOne server. Also, use the client installation when you are installing ComplianceOne onto a Remote Desktop Server. Detailed instructions for installing the client can be found in the New or Update Client or Remote Desktop Server Installation section of these instructions. This installation choice can be used to update an existing client or to install the client on a new machine.

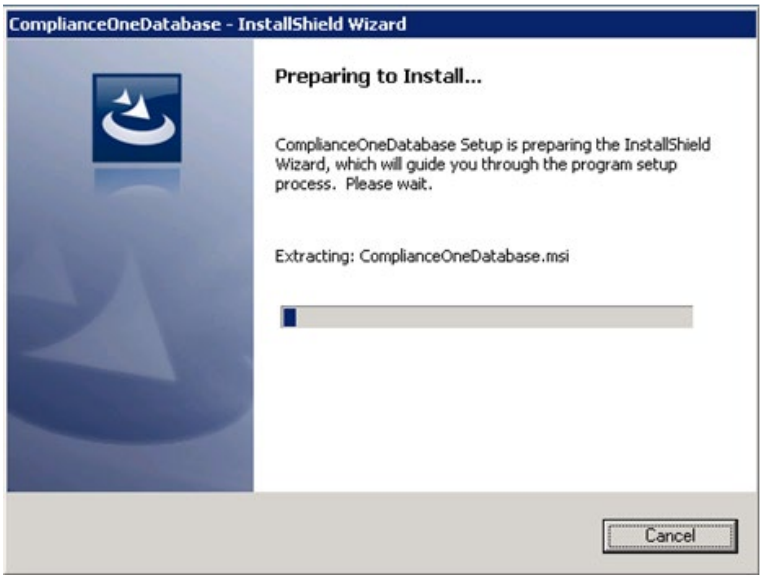
Note
The remainder of the steps below follows the Complete installation pathway with a few notes for those performing the Custom installation.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

5. After selecting **Complete** and clicking **Next**, you are ready to update your installation of ComplianceOne.



6. Click **Install** to begin the installation process. At the beginning and throughout the installation, you will be able to follow progress using the installation status screens.



Components will be installed in the following order:

- ComplianceOne databases and any interface databases that are applicable for your organization.
- Web services including Expere DDS Lending, Expere DDS Deposit and ComplianceOne Web Services.
- ComplianceOne Server and the interfaces to web services that are applicable for your organization (Automated Interface Installation).
- Client Update.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

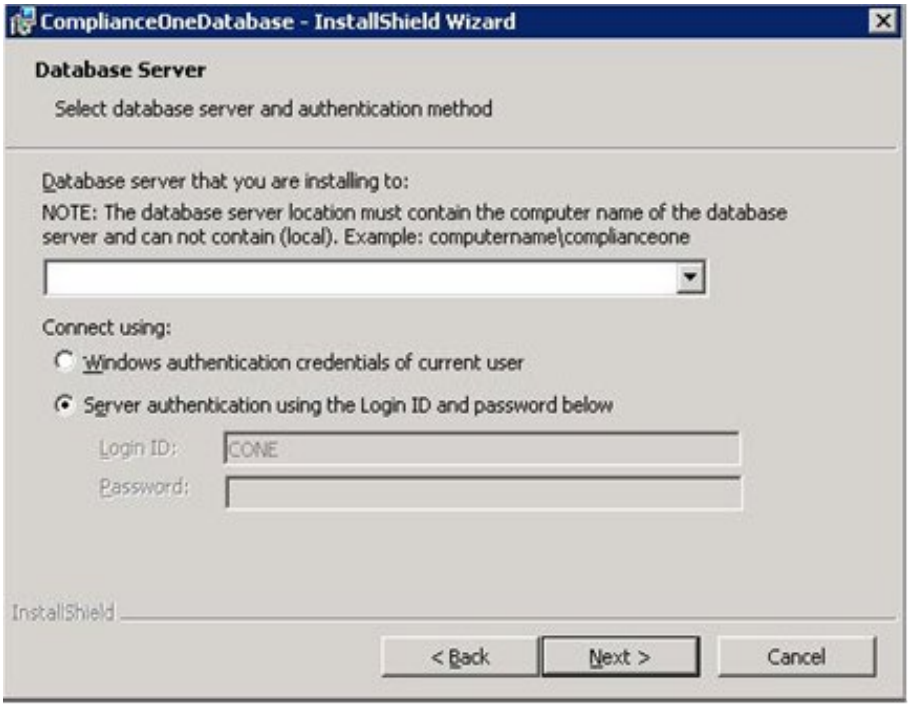
ComplianceOne Database Installation

Note
If you are doing a Custom install to update a separate database server, that is, only the **ComplianceOne Database** checkbox has been selected, your installation will begin here.

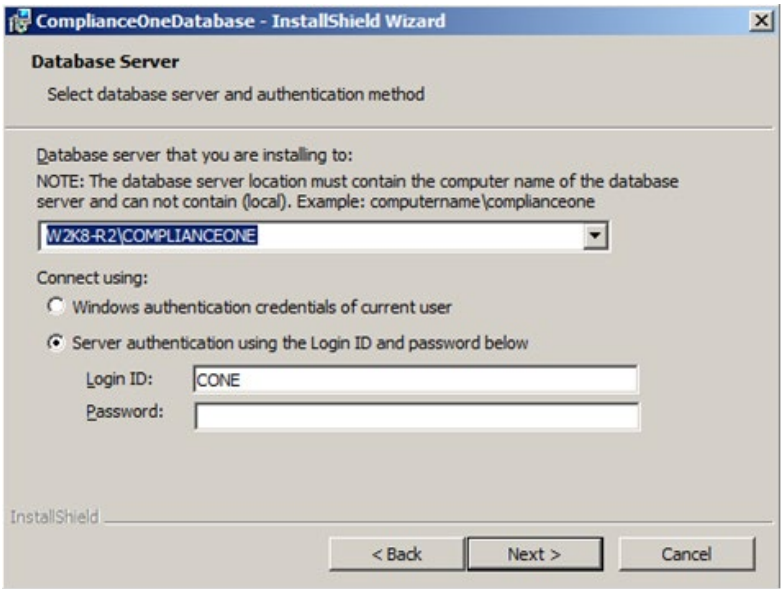
The Complete installation continues from the previous **Preparing to Install** window.

7. The database installation begins with a **Welcome** window. Click **Next**.
8. Since this is an update installation, the name and location of the database server will default to the instance used in the last release. The dropdown option will display all available SQL database instances on your local machine. Choose whether to connect via **Windows authentication** or **Server authentication**. If you choose **Server authentication**, enter your SQL login credentials. The SQL login CONE will default into the **Login ID** box.

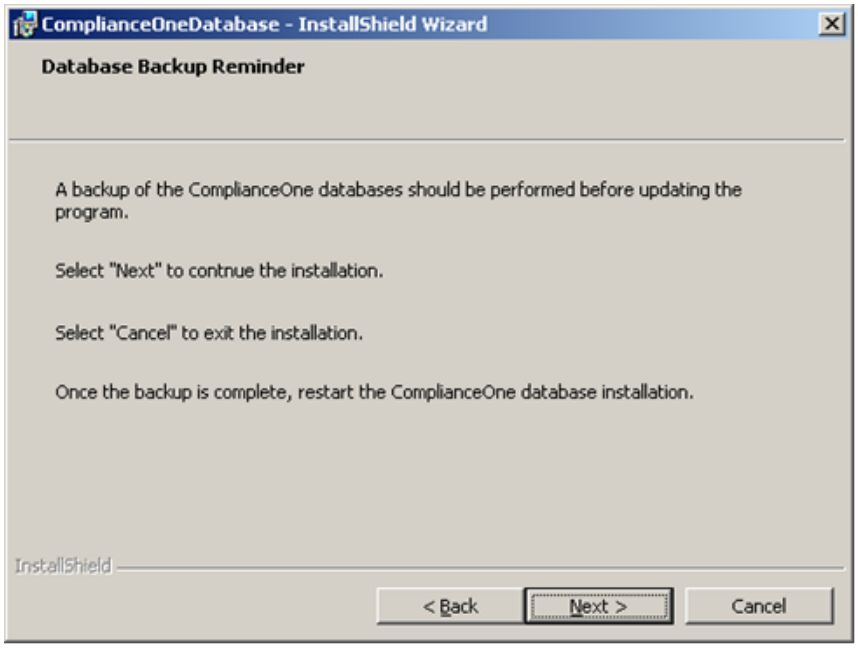
Note
Using localhost is not an acceptable address for your database server. Please choose a computer name or use an IP address.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



9. When you click **Next**, the installation will verify your database location and login credentials. If any of the verifications fail, you will receive an error notification. If you receive an error, you can find more details in the error table later in this document.
10. If all verifications are successful, before proceeding with the install, you will be prompted to back up your ComplianceOne databases.

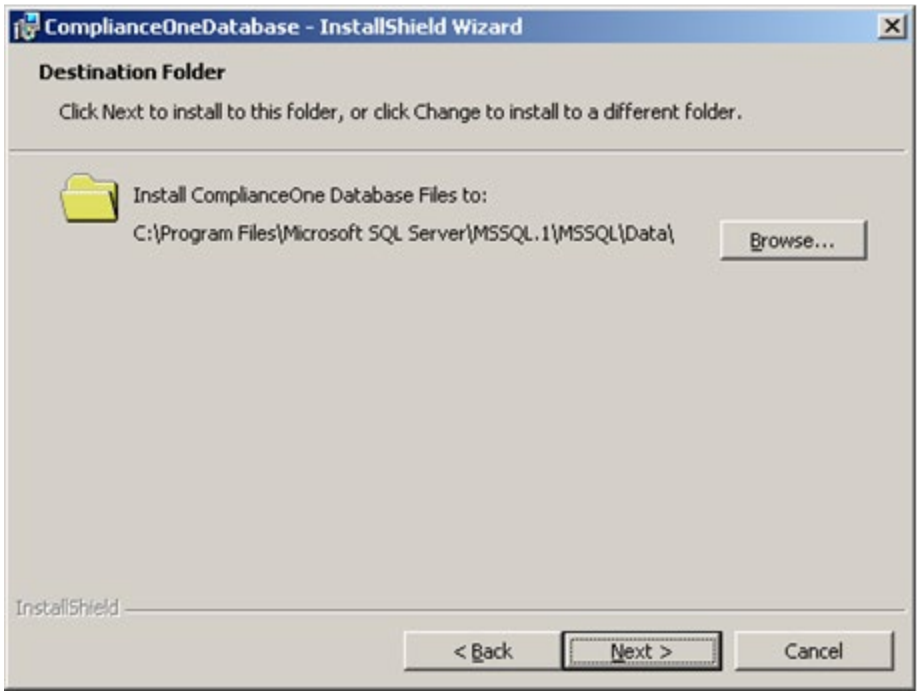


If you have not already backed up your databases, you can do so now without exiting the ComplianceOne installation. A brief set of instructions for locating and using the backup functionality in SQL Server or SQL Server Express is located in the *Backup and Restoration Guide* available on the Wolters Kluwer website: https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Once your database is backed up, you may return to this window and click **Next** to proceed with your ComplianceOne update installation.

11. The ComplianceOne database file location will default to the value from your previous release.

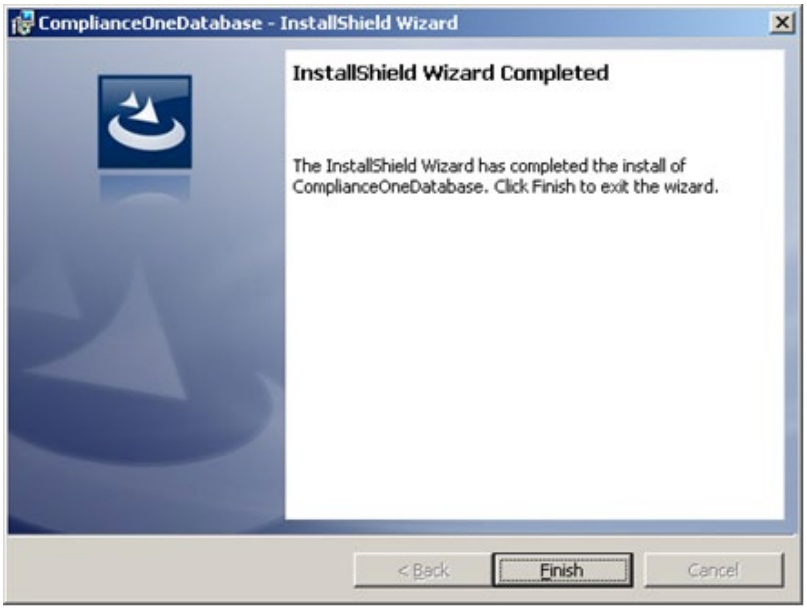


Note
Please note that when using the default SQL installation, Windows automatically installs the database files to the Program Files(x86) folder when installing ComplianceOne on a 64-bit operating system.

12. Click **Next**.
13. You are now ready to begin the database installation. Click **Install** to continue. Progress bars will keep you abreast of the status of the update.

    During the migration process the database update will extract the data from each of your existing ComplianceOne databases and place it into a new ComplianceOne database. Your existing databases from the previous release will remain in place as they had prior to executing the current database update.
14. You will be notified when the database update is complete.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



15. Click **Finish** to continue to the Web services installation phase of your ComplianceOne update.

Note
If you are doing a Custom install to update a separate database server, your database update is completed here. From your ComplianceOne material source, proceed to your ComplianceOne application server and begin the installation once more at that machine. Choose the Custom install, that is, only the **ComplianceOne Application** checkbox has been selected. Your installation will begin with the Web services update as detailed next.

Web Services Installation

Three components are installed for Web services:

- Expere DDS Deposit
- Expere DDS
- Web services

Expere DDS Deposit is installed first, followed by Expere DDS Lending, and finally by Web services.

Note
During the installation process, Microsoft Internet Information Services (IIS) will be stopped and restarted automatically. This might impact any other application using IIS during the upgrade process.

16. The update installation will first verify the Web services installation from your previous release. If any of the verifications fail, you will receive an error notification. You can find more details about each error type in the error table later in this document.
17. You will be Welcomed to the Web services installation and then the Web services update will immediately begin with the installation of Expere DDS Deposit.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

18. Expere DDS is installed next. Expere DDS is the name of the Web services used by ComplianceOne to publish documents and is a critical part of the ComplianceOne installation and must always be installed.

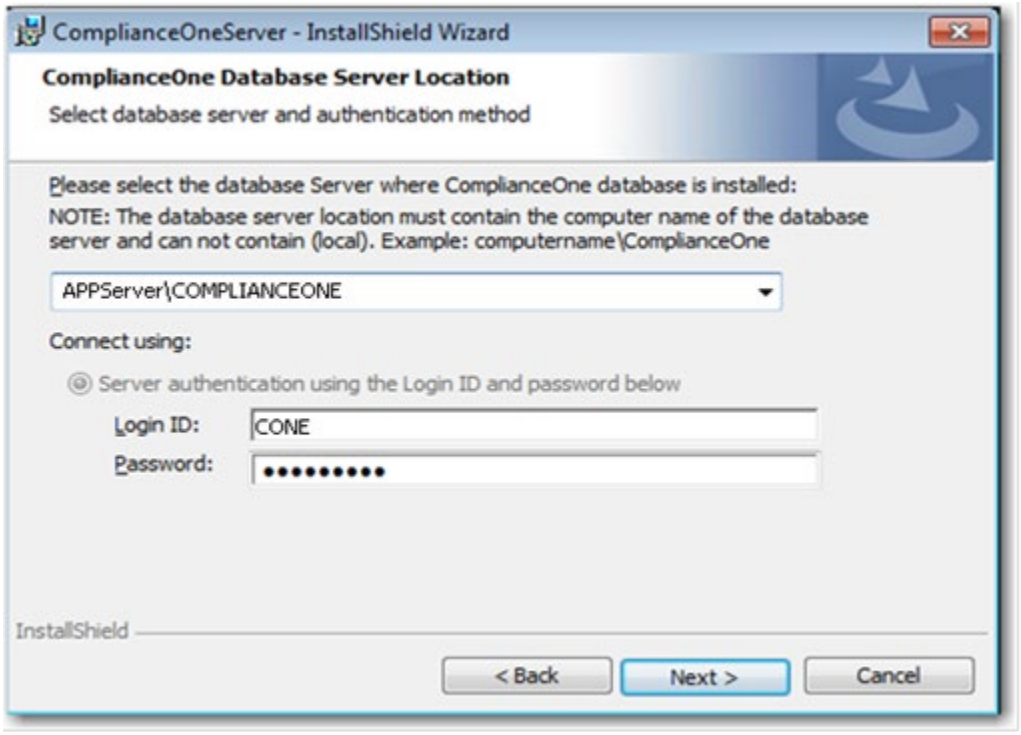
Note
The installation must uninstall the current version of Expere DDS before installing the updated version.

19. The Web services installation completes silently. The product update install will next proceed to the ComplianceOne server update portion of the installation.

ComplianceOne Server Installation

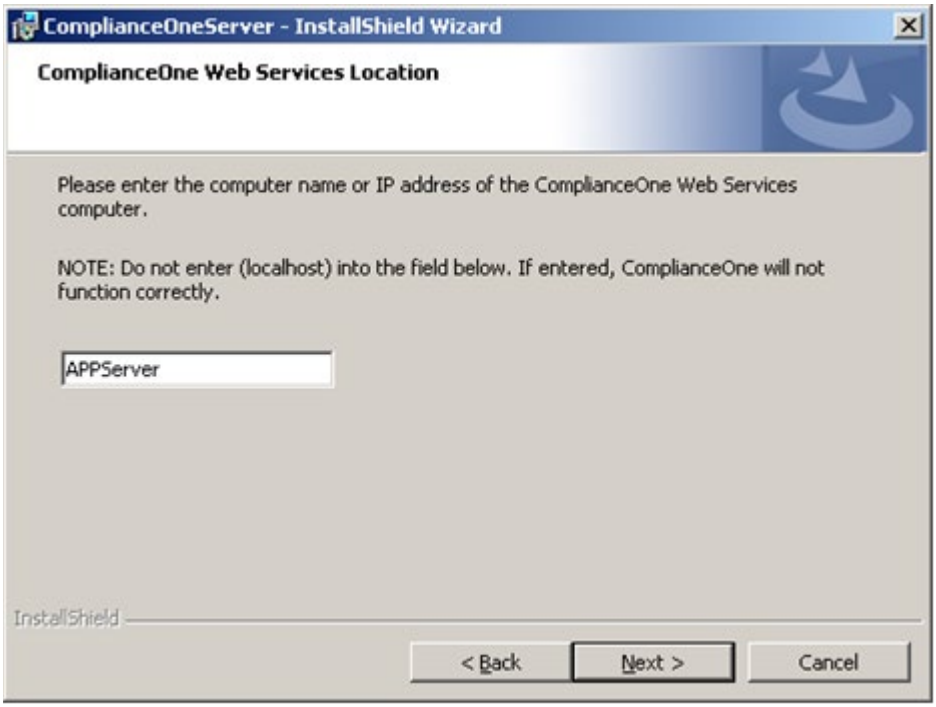
20. The update installation will first verify the server installation from your previous release. If any of the verifications fail, you will receive an error notification. You can find more details about each error type in the error table later in this document.
21. If the correct server version is detected, you will be Welcomed to the server installation. Click **Next** to begin the server update. Note that there may be a short pause while the install initializes.
22. The database server location will default to the SQL instance you used for the previous release. The dropdown list will list all SQL instances available on your local machine.

Note
Using localhost or any value with 'local' in its name is not an acceptable address for your database server. Use a computer name or an IP address.



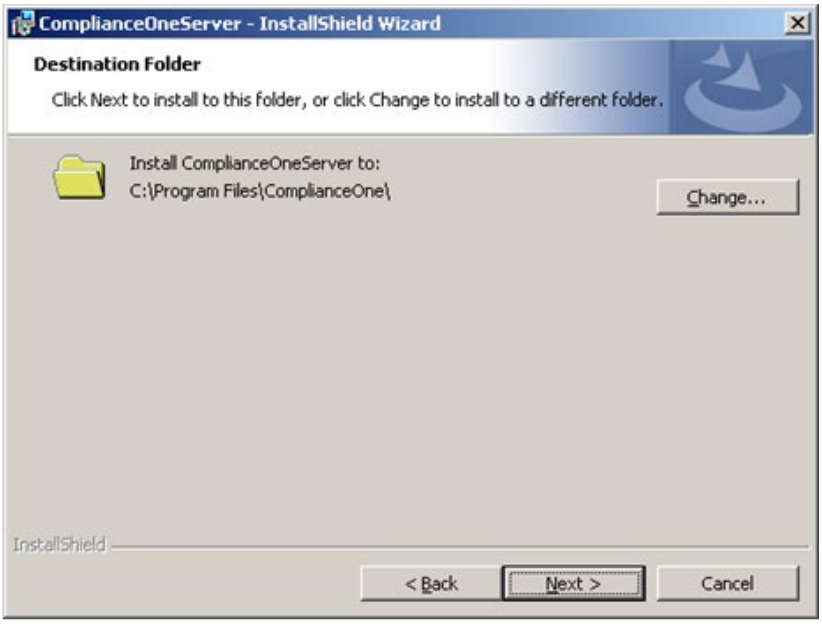
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

23. Enter your SQL login credentials. Click **Next**.
24. The installation will try to connect to the ComplianceOne SQL server instance. If it is unsuccessful, an error message will be returned. Details on errors can be found in the database section of the error table.
25. If the SQL connection was successful, the server installation will next display the address of your ComplianceOne Web services server, again, defaulting to the server's name or IP address you used for the previous release. If necessary, edit this information to state the installation computer name.



26. Click **Next**.
27. The installation will verify the address of your Web services. If any difficulties are encountered, you may see one of the errors in the error table.
28. Once the Web services location has been verified, the destination path for your ComplianceOne server installation will default from your earlier release.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



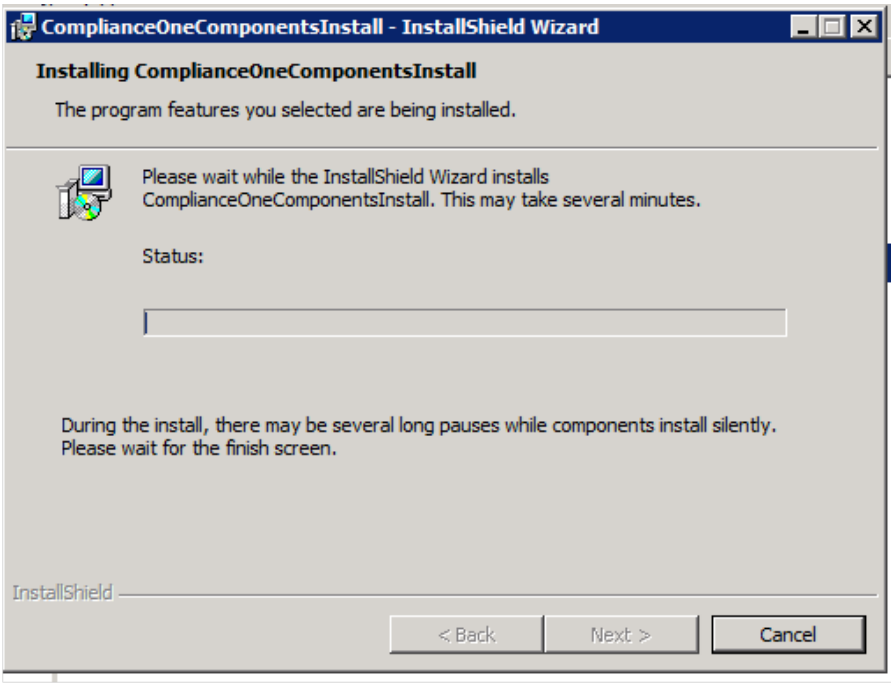
Note
Do not use **Change** to browse to a new installation path. Any business-to-business or core interfaces that you use will no longer work. Also, if you use any custom forms purchased from us, they will need to be reinstalled.

29. Click **Next** to continue.
30. Your server is now ready to install. Click **Install** to proceed.
31. Click **Finish** after the server install to proceed to the client installation.

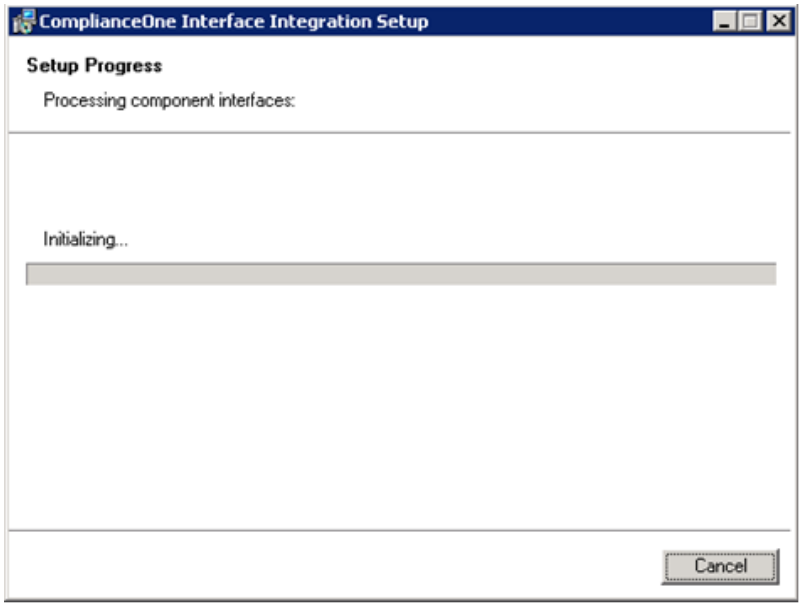
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Automated Interface Installation

The ComplianceOne update installation program includes an automated interface management program that runs after the ComplianceOne server installation. The interface manager collects tests, and updates setup information about the interface connections specific to your organization. This process runs “silently”; that is, it does not require user input in order to complete successfully.



An additional installer runs and installs various interface web services. The following setup page displays. Each installed or updated interface displays a message and progress bar as it installs.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

The process may be interrupted if an error has occurred. For a list of possible error messages, see Automated Interface Installation Errors. In each instance, the configuration of ComplianceOne interfaces could not be completed. Note the error message or keep it open and contact SupportLine with the error information.

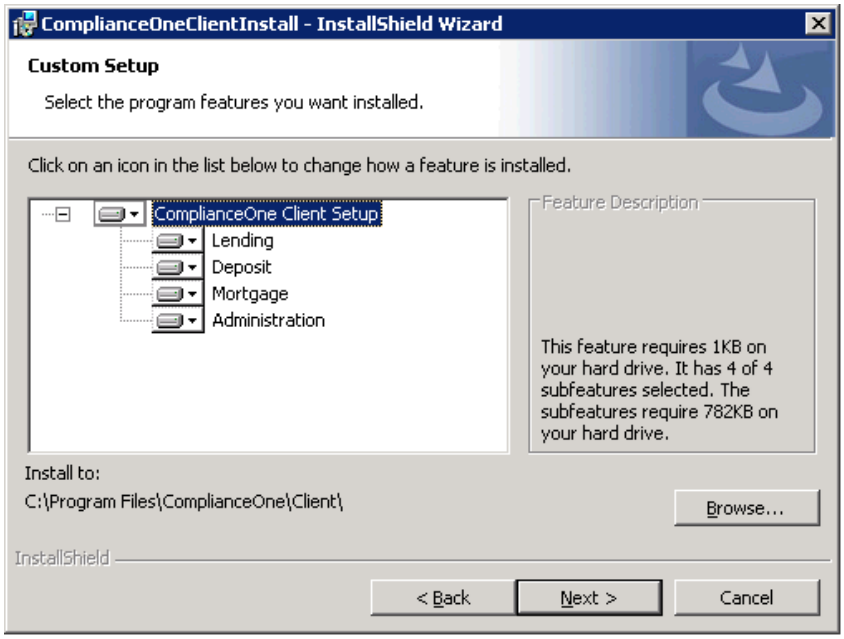
32. Click Finish after the interface install and proceed to the client installation.

Client Update Installation

> Note
> If you are doing a new client installation, that is installing a client on a machine that has not received a client installation before, or if you are installing the client onto a Remote Desktop Server, please see the New Client, Client Update or Remote Desktop Server Installation section of this guide.

To continue with the client update installation portion of the Complete install on the application server:

33. The installation will first determine the status of any client currently installed on your system. If any of the verifications fail, you will receive an error notification. You can find more detail about each error type in the error table later in this document.
34. When the system check is successful, you will begin the client installation at the **Welcome** window. Click **Next**.
35. Select one or more client features to install. All features you selected for the previous release are selected by default. If you do not want to install a particular client feature, click the down arrow next to the name and choose This feature will not be available.

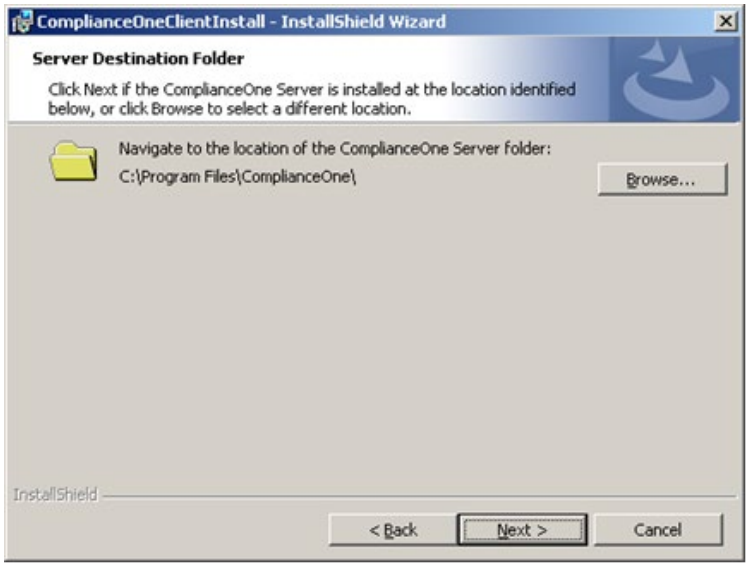


> Note
> Only select features for which you have purchased a license. Installing an unlicensed feature, places an icon on the desktop that will cause an error message when clicked.

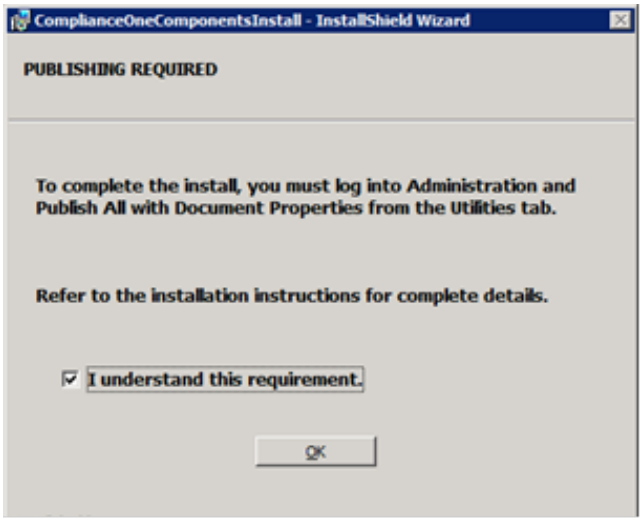
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

The install path will default from the previous release and is the recommended install path. Click **Next** to continue.

36. The path listed for the ComplianceOne server location will be the path you selected in the previous release. Click **Next** to continue.



37. The installer will confirm the location of the server before continuing. If any difficulties are encountered, you may see a server error listed in the error table.
38. If no difficulties are encountered, you will see the **Client Ready to Install** window. Click **Install** to begin the installation of the client.
39. Progress of the installation can be followed on your screen.
40. When the client installations have completed, you will see the **Publishing Required** window. This window serves to remind you that an Administrator must log into Administration and Publish All with Document Properties, found on the Utilities tab. This step is crucial after installing the update.

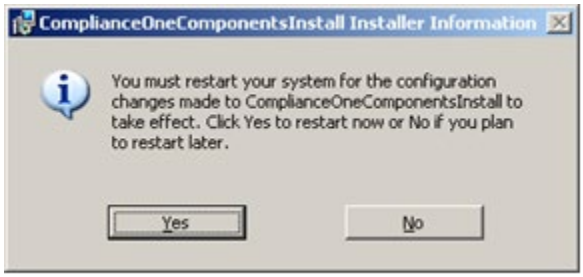


©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

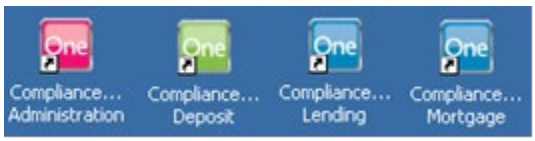
Check the I understand this requirement checkbox and click OK.

Note
If organizations are not published after installing the update, you will receive a warning message when attempting to open Lending, Mortgage, or Deposit until publishing has completed.

41. When the **Installation Completed** window displays, click **Finish** twice, once to end the client installation and again to complete the All-in-One Component installation.
42. You will be notified that your machine must be rebooted before ComplianceOne can be used. Click Yes to restart your machine. If you click **No**, the installation will end but do not use ComplianceOne without a reboot.



43. After rebooting, note the text of the icons on your desktop has changed:



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

New Client, Client Update or Remote Desktop Server Installation

Use these instructions when you are installing the ComplianceOne client onto a Remote Desktop Server, when you update an existing client, or when you are installing a new client.

Installation of the Client onto a Remote Desktop Server

If you are installing to a Remote Desktop Server, after ensuring the server is not in use, you will first need to set the server into Install Mode before installing the client.

44. From your Remote Desktop Server, select **Start**, **Run**, and type **CMD** then click **OK**.
45. At the command prompt, type the following:

```
Change User /Install
```

46. Press **Enter**.

Proceed with the new or update client installation instructions. When the installation is complete, restart the server. After the restart Remote Desktop Server will be in Execute mode.

New or Update Client Installation

All computers selected for new, or update client installation require the following prerequisite software installed prior to the client installation: .Net Framework 3.5 (includes .NET 2.0 and 3.0), .NET Framework 4.6.2, or .NET Framework 4.8 enabled under **Programs and Features** within the **Turn Windows features on or off** section.

New or Update Client Installation Prerequisites

- MSOLEDBSQL 18.x driver (latest version (current version 18.6.3 as of this release))
  - Important NOTE: MSOLEDBSQL 19.x is not compatible.

These applications, if installed, are listed in **Control Panel**, **Add or Remove Programs**. You can find more details in the New or Update Client Installation Prerequisites section of this document if you are uncertain how to check for the presence of these applications before proceeding with the client new or update installation.

If you are installing a client on a new machine or updating an existing client:

1. Browse to the ComplianceOne material source.

   This installation cannot be done remotely but must be completed machine-side.

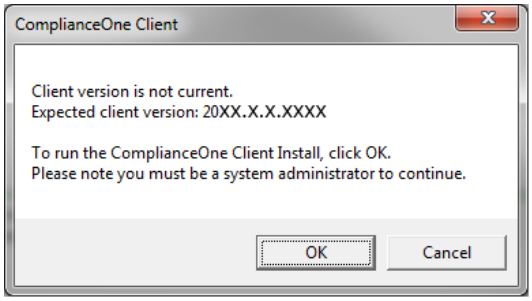
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Note
The client installation can be performed in one of the two following ways as well:

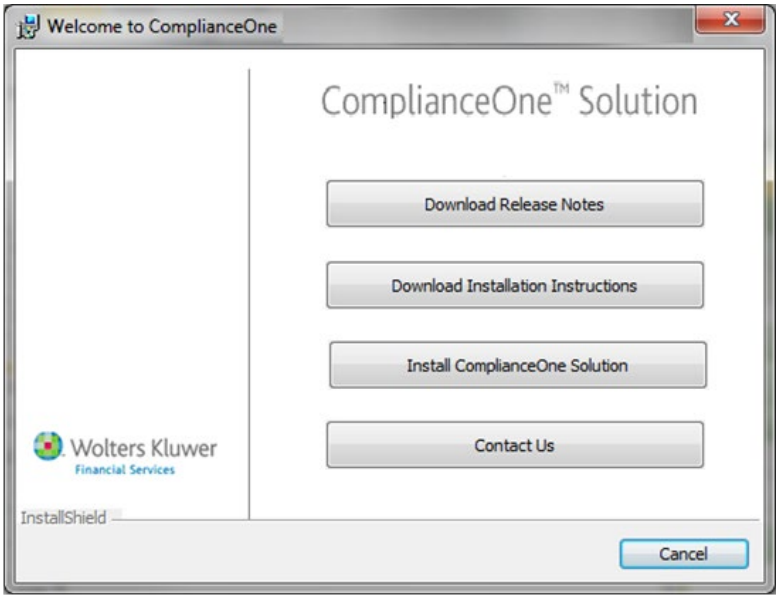
By navigating with Windows Explorer to the Client_Install folder on your ComplianceOne server and double-clicking **ComplianceOneClientSetup.exe**. If your ComplianceOne server is mapped to a drive, the exe can be found at <drive>:\Program Files\ComplianceOne\Client_Install where <drive> is the mapped drive letter. If your ComplianceOne server is not mapped to a drive, then you can type a UNC address into the address bar of Windows Explorer, for example, \\ComplianceOneServerName\ShareName\Client_Install where ShareName is usually ComplianceOne.

The client installation may also be performed by opening any of the program modules (Lending, Mortgage, or Deposit) to launch to Automatic Update function.

Automatic Update: ComplianceOne includes automatic update functionality for users on client workstations. The program allows the system to automatically update client workstations when the client is one version behind. If the client is multiple versions behind, the auto-update will fail. For users with Admin rights, the system will update automatically when a newer version is detected. Users without Admin rights will receive the message but will not be allowed to move forward with the automatic update:



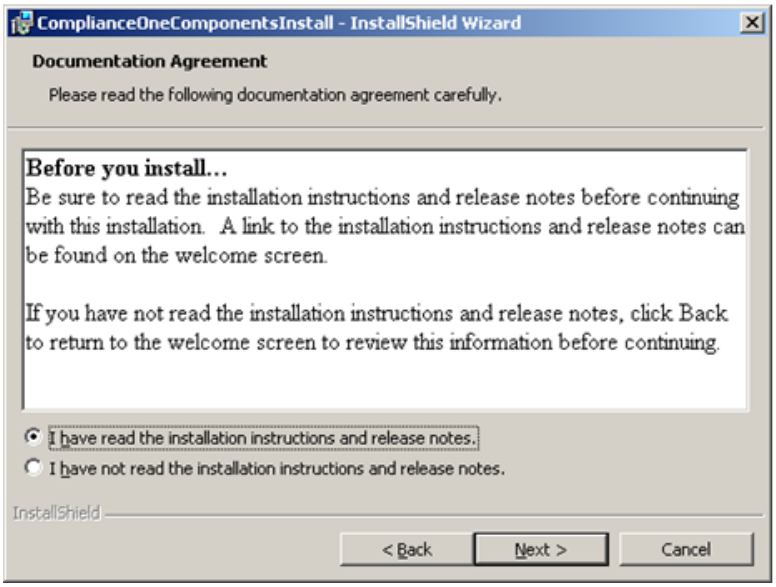
2. From your material source browse to the root of the source and double-click setup.exe to begin the installation at the Welcome screen.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

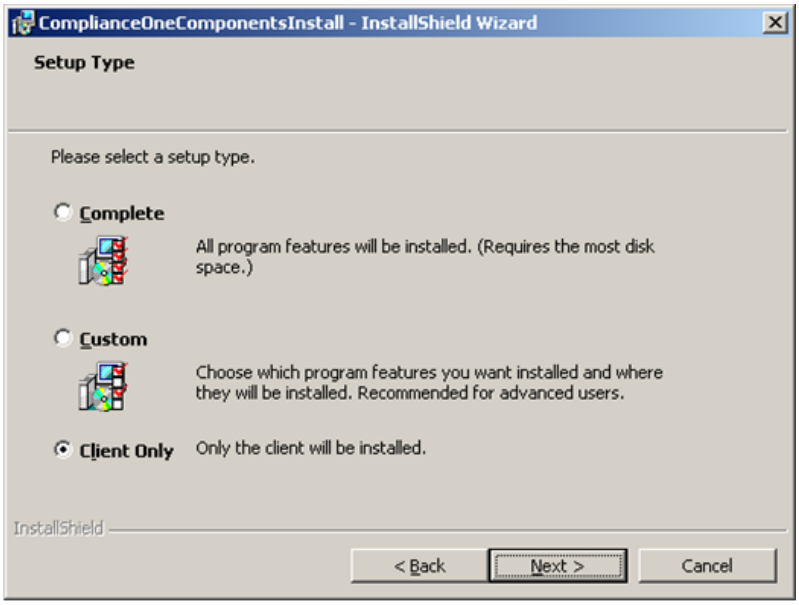
The installation instructions and the release notes are both linked from this screen. Please open and read each document before proceeding with the installation. If you have any questions at this point, you can click Contact Us for mailing, phone, fax, and Web-based contact options. When you are ready to begin the installation, click Install ComplianceOne Solution.

3. To proceed with the installation, you must agree to the Documentation Agreement that you have read the release documents. Click **Next**.



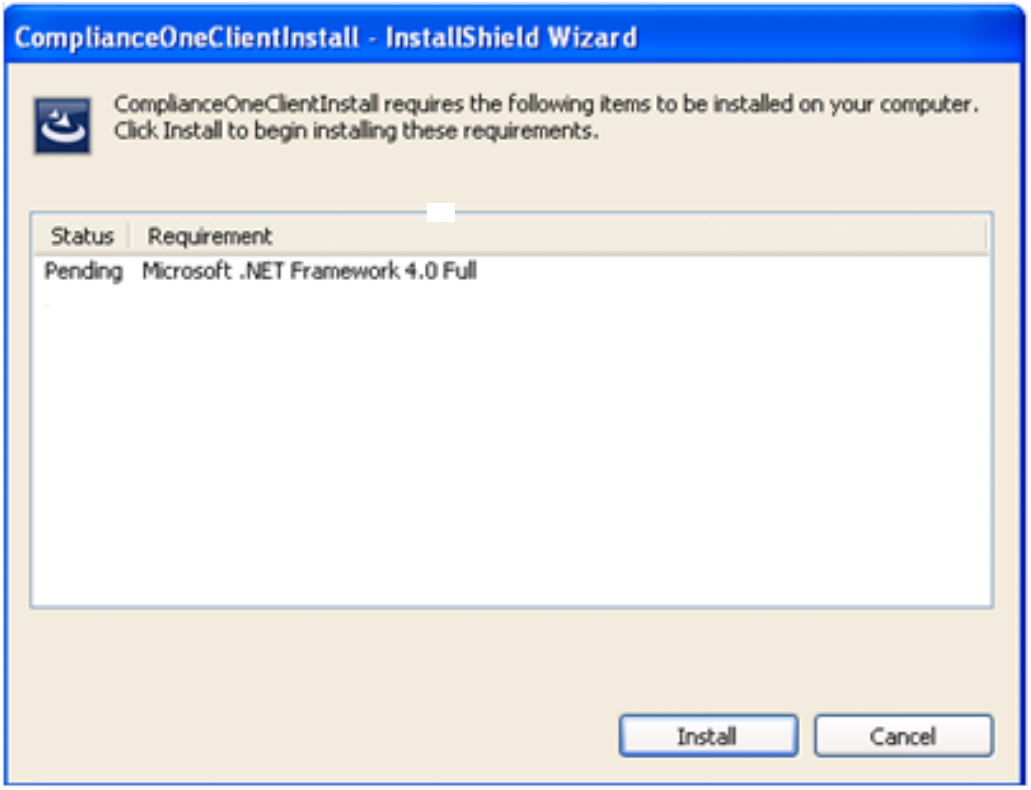
4. If you have not read the Release Notes or these installation instructions, please stop and do so. Select I have read the updated System Requirements and Installation Instructions for this release and have installed and configured the necessary prerequisites defined in those documents. Click **Next**.

5. Select **Client** as the Setup Type for your installation.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

6. Your client is now ready to install. Click **Install** to proceed.
7. The installation program will check for the presence of Microsoft .NET Framework 4.8. If it is missing, you will be prompted to install it.



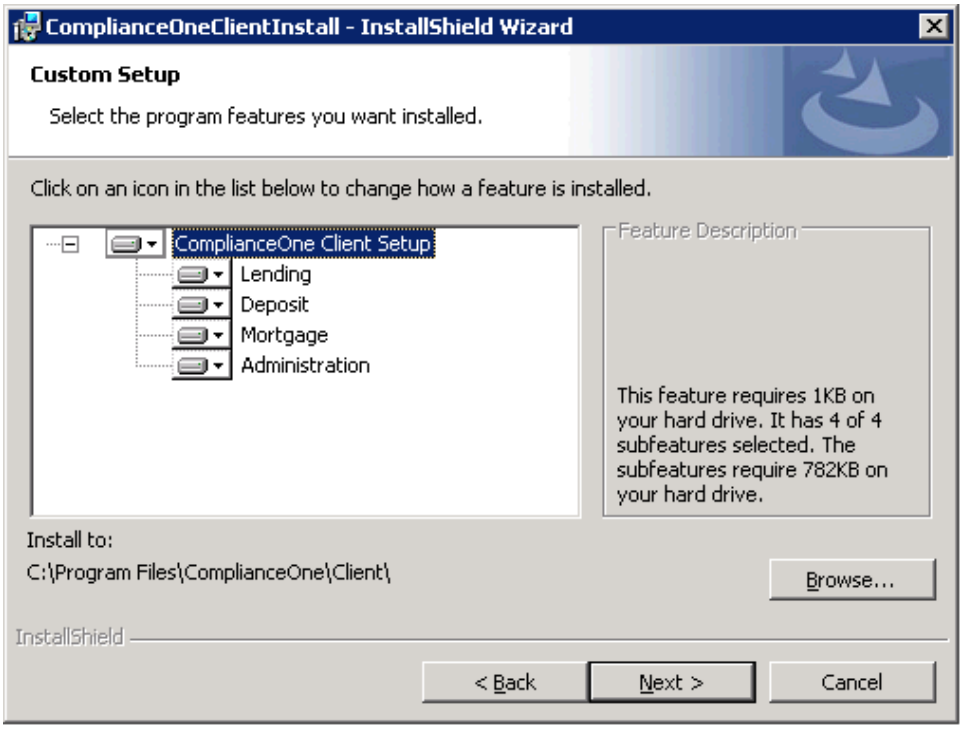
8. Click **Install** to begin the installation of .NET Framework 4 which can be lengthy.
9. After installing .NET Framework (see Appendix A for installation details), you will be asked to reboot your machine.
10. Please click **Yes** and reboot. After rebooting, the ComplianceOne installation program will automatically restart and pick up the product installation. You will not need to take any action to restart the product installation after the reboot.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

11. In the **Custom Setup** window, select one or more client features to install. All Types, Lending, Mortgage, Deposit, and Administration are selected by default. If you do not want to install a particular feature or have not purchased a license for one, click the down arrow next to the client name and choose **This feature will not be available**.

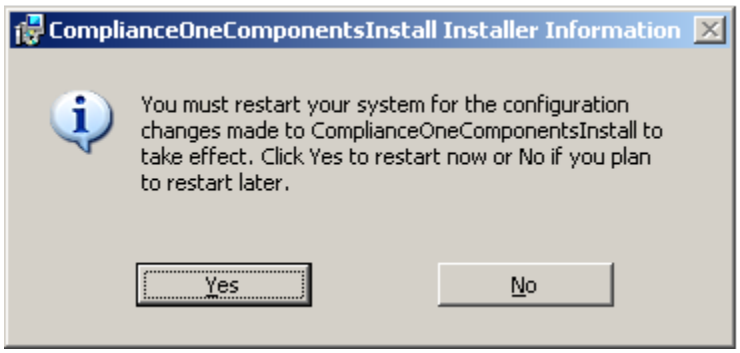
Note
Only install features for which you have purchased a license. Installing an unlicensed feature will place an icon on your desktop but clicking the icon would cause an error message.

The install path will default from the previous version and is the recommended install path. Click Next to continue.



12. The path listed for the ComplianceOne server location will be the path you selected in the previous release.
13. The installer will confirm the location of the server before continuing. If any difficulties are encountered, you may see a server error listed in the error table.
14. If no difficulties are encountered, you will see the **Client Ready to Install** window. Click **Install** to begin the installation of the client.
15. Progress of the installation can be followed on your screen.
16. The **Installation Completed** window displays when the client installation has completed. Click **Finish** to end the client installation.
17. You will be notified that your machine must be rebooted. Click **Yes** to restart your machine. If you click **No**, the installation will end but do not use ComplianceOne without a reboot.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

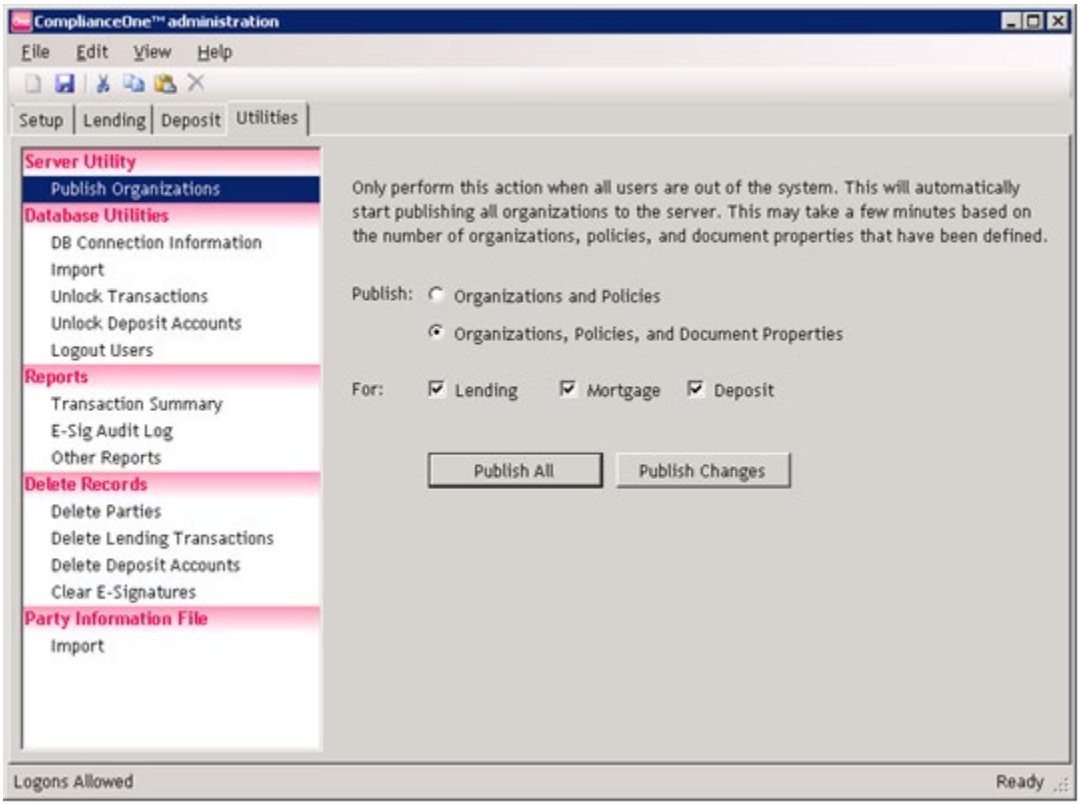
Post-Installation Setup

After installing the 2026.2 update and before using 2026.2 it is recommended that you verify the settings for .NET Framework (3.5, 4.6.2, or 4.8) are correct by validating the settings below. If you have not previously configured IIS for compatibility with ComplianceOne, also see Appendix C: Configuring IIS v.7.0 or Higher.

Publish Your Organizations

After updating ComplianceOne, you will need to publish your organizations.

1. Log into administration and select the Utilities tab.
2. In the Server Utility section, choose the second publishing option, Organization, Policies, and Document Properties.



3. Click the **Publish All** button.

Note
If organizations are not published after installing the update, you will receive a warning message when attempting to open Lending, Mortgage, or Deposit.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Re-Enable User Logon

Prior to installing this update, you were asked to disable user logon in administration for the duration of the update. After completing this update, you need to allow logon for your users.

1. Log into administration.
2. Select the Utilities tab and choose Logout Users.
3. Clear the checkboxes for **Prohibit logons to Lending**, **Prohibit logons to Deposit**, and **Prohibit logons to Mortgage**.

Note
These changes are retained when you navigate away from this area.

TRID Effective Date Field

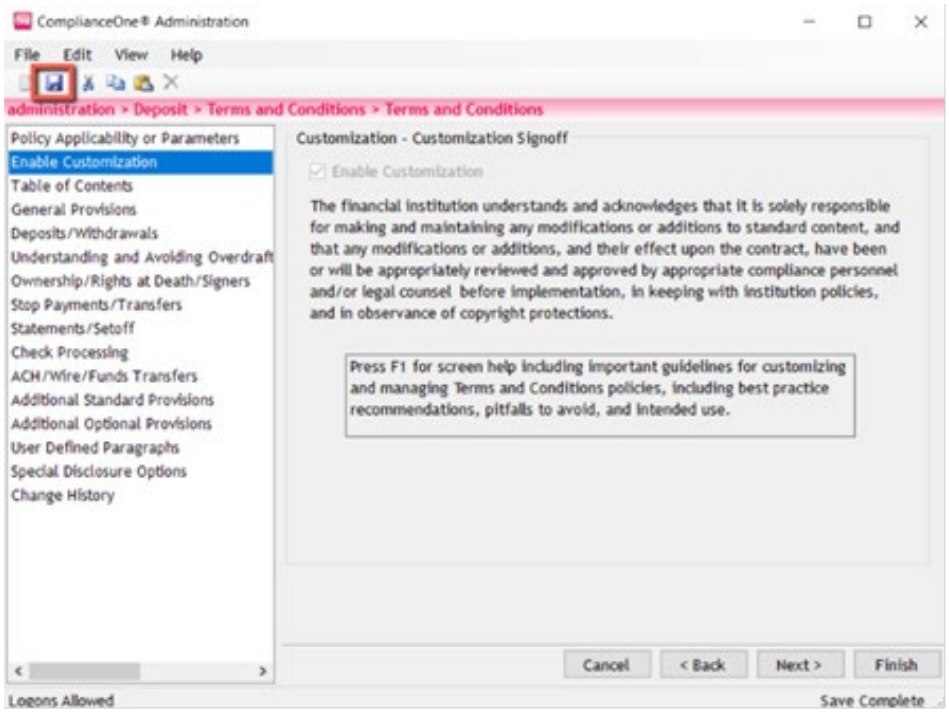
Important
On June 24, 2015, the Bureau of Consumer Financial Protection (BCFP) issued a proposed amendment to delay the effective date of the Know Before You Owe rule until October 3, 2015. Because of the proposal, a new field, **TRID Effective Date**, has been added to administration/Setup/Global Settings to allow you to enter the effective date of the change.
After installing Release 2026.2 but before opening Lending, please open administration and verify that the value in the new **TRID Effective Date** field is 10/03/2015. Change the date if necessary and save your changes by clicking the blue diskette in the menu bar. Doing so will ensure that your consumer, closed-end, real estate transactions will provide the appropriate documents both before and after the TRID Effective Date.

Updating Dynamic Terms & Conditions in Administration

When there have been updates to the dynamic Terms & Conditions, users must go into Administration>Deposit tab>Terms & Conditions and complete the following steps:

1. Verify the Table of Contents
2. Confirm if the sections that changed in this release were customized. If so, the user will have to manually update those sections or create a new policy.
3. Once your Administrator has confirmed updates/changes in the dynamic Terms and Conditions, the user must select save and finish.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



NOTE
If DDS server errors come up, please call SupportLine or if the Table of Contents is missing completely, please call SupportLine.

Update your Index Rate Histories

You will only need to update your index rate histories if you have an index that is newer than what was made available with the release, as may happen if you wait to install the newest release. You can update the index rate histories using a file available on the Wolters Kluwer Support Web site.

1. Use your browser to navigate to https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/
2. Log into the website, then **Go to Products Dashboard** for ComplianceOne Lending
3. Click **Go to Product**, then **Go to File Downloads**,
4. Click **ComplianceOne Lending Index Update** and choose either the instructions or executable file.
5. Instructions and a downloadable EXE file, **ComplianceOneIndexUpdate_Month_Year.exe**, are available to step you through the index update for ComplianceOne.

Note
The index update file, **ComplianceOneIndexUpdate_Month_Year.exe**, must be run on the ComplianceOne application server.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Troubleshooting Your Installation

Every effort has been made to ensure that your update installation proceeds without error. To aid troubleshooting, we include further discussion of:

- Errors that might occur which will take you out of the installation, leading to an incomplete installation or if you choose to cancel in the middle of the installation.
- Most errors are listed and described in the error table.
- Where to find the installation logs for more detail on any errors that occur.

Incomplete Installation

Note that if an error is encountered during the ComplianceOne update installation leading to an incomplete installation, or if you cancel out of the installation, the installation process has a rollback feature. The rollback process uninstalls newly installed files and returns each component back to its original state prior to the update. The rollback feature works for the following ComplianceOne components:

- Expere DDS Web Services
- ComplianceOne Server
- Client

For instance, if the ComplianceOne server fails after a successful update of the Web services, the Web services won't be rolled back. Note that before each component is installed, existing files are backed up by the installation program. In the event of a failure leading to an incomplete installation, the backed-up files are restored before the installation exits, restoring ComplianceOne to its previous state. Items backed up include:

- The web services upgrade installation will back up the web services files.
- The server update installation will back up the server files.

Backed up files are placed by component into the Install_Backup folder from the root of the ComplianceOne installation, such as C:\Program Files\ComplianceOne\Install_Backup\Component\ReleaseNumber_Date_Time_of_Backup. If backup fails for any reason, such as inadequate disk space, you will see the following error:

```
An error has occurred during the backup process of the ComplianceOne
{component} installation. Please reference the install log file for
additional information regarding the error and call SupportLine for
assistance.
Log file location: Document and Settings\All
Users\WoltersKluwer\ComplianceOne\Logs
```


©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Installation Errors Table

All Component Install Errors	
Error Message	**Notes**
	ComplianceOneClientInstall requires the MSOLEDBSQL 18.x driver to be installed. Please install the most current MSOLEDBSQL 18.x (v18.6.3) prior to installing ComplianceOneClientInstall. Please note that 19.x is not compatible. Please install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website: https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server Setup cannot continue.
	ComplianceOneClientInstall has detected an incompatible version of MSOLEDBSQL driver. The minimum version is 18.2. Please install version 18.2-18.x prior to installing ComplianceOneClientInstall. Please note that 19.x is not compatible. Please install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website: https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server Setup cannot continue.
Database Component Install Errors	
Error Message	**Notes**
Error 27502. Could not connect to Microsoft SQL Server 'instance name'. [DNETLIB][ConnectionOpen (Connect()).]SQL Server does not exist or access denied. (17)	The database instance does not exist or the service for the instance has been stopped. Clicking **OK** will return you to the SQL authentication window.
Error 27502. Could not connect to Microsoft SQL Server 'instance name'. Login failed for user 'username'. (18456)	SQL User or Password Failure. Clicking **OK** will return you to the SQL authentication window.
Error 27506. Error executing SQL script CheckUserSecurity.SQL Line 37. The SQL User does not have sufficient permissions to install ComplianceOne. Please refer to the installation instructions for the SQL permissions required to complete the ComplianceOne database installation (50000)	Insufficient SQL Permissions – The logged in user does not have sufficient permissions to attach the ComplianceOne databases. Clicking **OK** will take you to the Database Installation Failure window. More SQL permissions information is available in this manual.
[SQL Server 2000 Not Supported; Std installshield default; no text yet]	Clicking **OK** will take you to the Database Installation Failure window and then exit the installation. You will need to install a more recent version of SQL Server and restart this ComplianceOne update.
The ComplianceOne database SQL server location (instance) provided does not contain the ComplianceOne databases. Click "OK" to return to the previous screen and either select another instance or click "Cancel" to exit the server installation.	The ComplianceOne databases were not found at the database server location. Clicking **OK** will take you to the SQL authentication window.

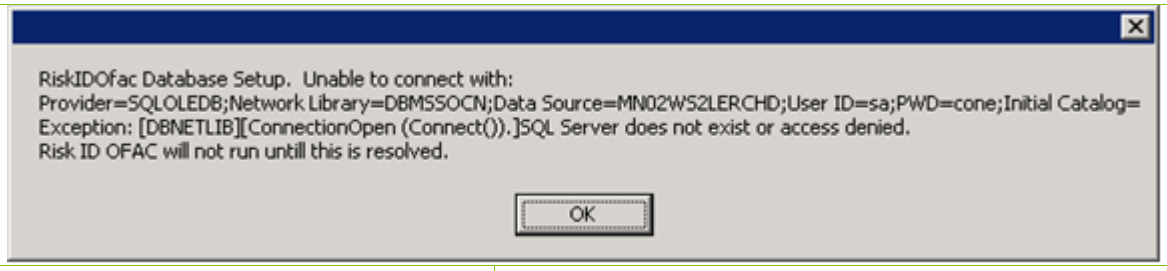
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

INVALID DATABASE VERSION. You will need to be at the minimum version to update to version 2026.2. The installation will now exit.	ComplianceOne Databases Not At Supported Version – The databases are from a release earlier than 2025.3. Clicking **OK** will take you to the Database Installation Failure window and then exit the installation. You will need to upgrade your ComplianceOne installation to 2025.3 before proceeding with this update.
An error has occurred during the installation of the ComplianceOne database. Please refer to the {log file name} file for additional information. Contact SupportLine for assistance. Log file location: {path to log files}.	Clicking **OK** will take you to the Database Installation Failure window and then exit the installation.
One or more of the ComplianceOne databases are missing. The database installation cannot continue. Please contact SupportLine for assistance. The installation will now exit.	ComplianceOne Database Missing – One of the four ComplianceOne databases is missing. Clicking **OK** will take you to the Database Installation Failure window and then exit the installation.
Return to Database Installation Instructions	
Web Services Component Install Errors	
Error Message	**Notes**
INVALID WEB SERVICES VERSION. The ComplianceOne Web Services must be updated to version XXX.XXXX before you can continue with this install. The installation will now exit.	The install will stop when you press OK. You will need to update your ComplianceOne installation to the latest release and start the update installation process from the beginning.
A later version is already installed.	The install will stop when you press OK. Release 2026.2 or later has already been installed.
The ComplianceOne Web Services do not exist on [computername]. Please select an alternate location or exit the installation	Web services were not found on your computer. Clicking OK will return you to the Web services address window. Check the Web services address for errors.
Return to the Web Services Installation Instructions	
ComplianceOne Server Component Install Errors	
Error Message	**Notes**
INVALID SERVER VERSION. The ComplianceOne Server must be updated to version XXX.XXXX before you can continue with this install. The installation will now exit.	The install will stop when you press OK. You will need to update your ComplianceOne installation to 2026.1 and start the update installation process from the beginning.
A later version is already installed.	The install will stop when you press OK. Release 2026.2 or later has already been installed.
The ComplianceOne Server does not exist on [computername]. Please select an alternate location or exit the installation.	The ComplianceOne server was not found on your computer. Clicking OK will return you to the server location window. Check the server location path for errors.
Client_Install Folder. Cannot delete ComplianceOne\Client_Install Folder. The install cannot delete the Client_Install folder at the following location: <path to folder> Please manually remove this folder before selecting “Next” to continue. For additional information on how to properly remove this folder, please refer to the ComplianceOne Update Instructions.	Before continuing with your ComplianceOne update installation, you will need to remove a folder from your ComplianceOne application server. Using Windows Explorer navigate to the root of the ComplianceOne folder, the default path being C:\Program Files\ComplianceOne. Beneath the ComplianceOne folder there should be a sub-folder named Client_Install. Select this folder and delete it. Return to the error message display and click Next to continue.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Return to the ComplianceOne Server Installation	
ComplianceOne Client Component Install Errors	
Error Message	**Notes**
INVALID CLIENT VERSION. You need to be at the minimum version to update to version XXX.XXXX. The installation will now exit.	The install will stop when you press OK. You will need to update your ComplianceOne installation to the latest release and start the update installation process from the beginning.
A later version of 'ComplianceOne Client' is already installed on this machine. The setup cannot continue.	The install will stop when you press OK. Release 2026.2 or later has already been installed.
	ComplianceOneComponentsInstall has detected an incompatible version of MSOLEDBSQL driver. The minimum version is 18.2. Please install version 18.2-18.x prior to installing ComplianceOneComponentsInstall. Please note that 19.x is not compatible. Please install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website: https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server Setup cannot continue.
	ComplianceOneComponentsInstall requires the MSOLEDBSQL 18.x driver to be installed. Please install the most current MSOLEDBSQL 18.x (v18.6.3) prior to installing ComplianceOneComponentsInstall. Please note that 19.x is not compatible. Please install the correct version from the Applications\Utilities folder of the ISO or from the following Microsoft website: https://docs.microsoft.com/en-us/sql/connect/oledb/release-notes-for-oledb-driver-for-sql-server Setup cannot continue.
Return to the Client Component Installation	
ComplianceOne Automated Interface Installation Errors	
Error Message	**Notes**
Could not find the GULFPAK.ini file. The configuration of Interface Manager could not be completed. Please navigate to the following URL to complete the configuration of Interface Manager – http://localhost/WKFS_InterfaceManager	The program cannot find Gulfpak.ini, the file containing configuration, path, and login information. The program assumes the file has not been moved since initial installation. Please note the error message and contact SupportLine.
Could not connect to Database. The configuration of Interface Manager could not be completed. Please navigate to the following URL to complete the configuration of Interface Manage r-http://localhost/WKFS_InterfaceManager.	The program cannot find the database used for the interface. Please note the error message, check the Log Files for a detailed report and contact SupportLine.
Unable to create RiskOfac Database. **--Or--** **Risk IDOfac Database Setup**. Unable to connect with: […] SQL Server does not exist**,** or access denied. Risk ID OFAC will not run until this is resolved. (Example below.)	These errors are similar to the above but are specific to the Risk IDOfac interface installation.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.



Could not find the web.config file. The configuration of Interface Manager could not be completed. Please navigate to the following URL to complete the configuration of Interface Manager – http://localhost/WKFS_InterfaceManager.	The program cannot find the Web.config file for the WKFS_Interface_Manager webservice. Note the error message and contact SupportLine.
Cannot write or save to the web.config file. The configuration of Interface Manager could not be completed. Please navigate to the following URL to complete the configuration of Interface Manager – http://localhost/WKFS_InterfaceManager.	The program doesn't have the correct permissions to write and save data to the web.config file. Note the error message and contact SupportLine.
Could not open connection. WebConfig will have to be configured by hand. A network-related or instance-specific error occurred while establishing a connection to SQL Server.	The program could not connect to the remote server during an automated interface installation. Check the Log Files for a detailed log entry (see example below). Contact SupportLine



Return to the Automated Interface Manager

Log Files

An install log file will be created for each component that initiated an installation. The install logs will be placed in the "All Users" profile location, which varies with different operating systems. The logs record both the successful and unsuccessful operations during the product update installation. Logs are particularly helpful when you encounter an error. Logs can be opened and read in a text editor such as Notepad.

The following is a list of all of the components and their corresponding install logs created for ComplianceOne:

- ComplianceOne All-In-One, ComplianceOneComponentsInstall_X_X_XXXX.log
- ComplianceOne Database, ComplianceOneDatabaseInstall_X_X_XXXX.log
- ComplianceOne Web Services creates three logs:
  - ComplianceOneWebServicesInstall_X_X_XXXX.log
  - XDDSLendingInstall_X_X_X_XXXX.log
  - XDDSDepositInstall_X_X_X_XXX.log

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

- ComplianceOne Server, ComplianceOneServerInstall_X_X_XXXX.log
- ComplianceOne Client, ComplianceOneClientInstall_X_X_XXXX.log

Note
The X_X_XXXX in the log filename is the version number of the component installed. For example, ComplianceOneAllInOneInstall_2_1_0_2579. Logs are also created for Expere DDS Lending and Expere DDS Deposit, but these logs will not contain the version number in the filename.

WK Flood Determination Services (formally known as Wolters Kluwer Financial Services Flood Determination Services) Users

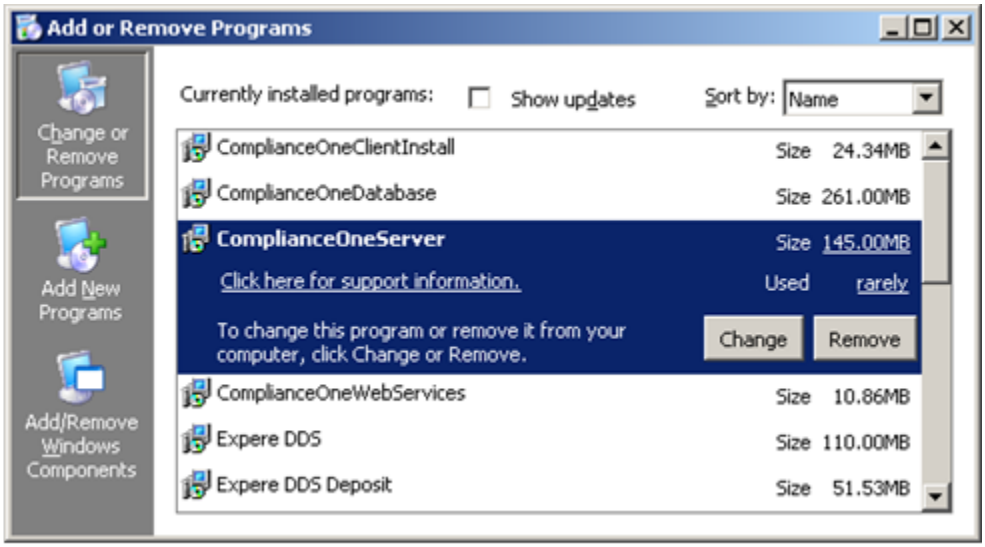
Wolters Kluwer's Flood Determination Services has been acquired by LERETA, a leading provider of national real estate tax and flood services. As indicated in a communication from Wolters Kluwer in December of 2020, LERETA has or will be contacting you to transfer your flood determination services from Wolters Kluwer to LERETA.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Uninstall

Since the ComplianceOne update installation is a multi-component installation, each component has to be uninstalled separately from Control Panel. Each component is listed in Control Panel under Add/Remove Programs:

- ComplianceOne Database
- ComplianceOne Web Services
- ComplianceOne Server
- ComplianceOne Client Install
- Expere DDS (Lending)
- Expere DDS Deposit
- WKFS Automated Interface Manager
- ComplianceOne RiskID OFAC Interface



> Warning! Uninstalling any one of the ComplianceOne components will render your ComplianceOne installation non-functional.

Some components can only be removed. These include:

- ComplianceOne Client Install
- ComplianceOne Database
- ComplianceOne Server

To remove a component, select it from the list and click **Remove**. If you click **Remove**, you will be asked if you wish to remove the component from your computer. If you select **Yes**, the component will be removed, and you will be requested to reboot. The component will no longer be listed in the Control Panel, Add/Remove Programs list.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

The Change option allows you to select either **Repair** or **Uninstall**. Components that can be removed or repaired include:

- ComplianceOne Web Services
- Expere DDS (Lending) - Expere DDS (Deposit)
- WKFS Interface Manager
- ComplianceOne RiskID OFAC Interface

Uninstalling one component will in most situations render your ComplianceOne application unusable. Note that if you choose to uninstall, you should uninstall all of the components, which include:

- The backup folders and all the contents of the backup folders are retained.
- Previous virtual directories created prior to the current ComplianceOne Web Services installation are retained: GulfPak.DDS.WebApp and GulfPak.DDS.WebApp_Dep.
- Note that files installed as part of that base installation, that is, files that were not updated by this installation process, are not deleted during the uninstall. These include files related to core interfaces, custom forms, and SQL databases, including WKFS Interface Manager and ComplianceOne RiskID OFAC databases. These will remain in place after the uninstall.

Note
When you uninstall the most recent release of ComplianceOne, your previous release will be removed as well.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Appendix A: Installing and Configuring .NET Framework 4.6.2.and .NET Framework 4.8

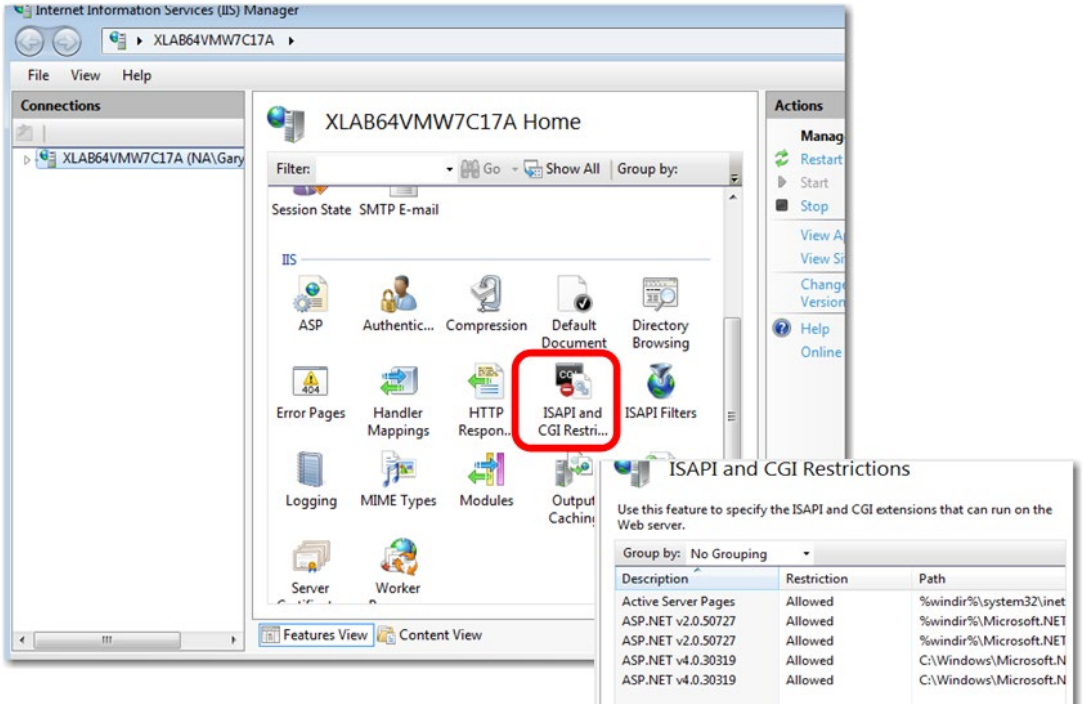
The file for installing .NET Framework 4.6.2 and .NET Framework 4.8 can be found in your ComplianceOne material source. Double-click the EXE file to begin the installation. You will be asked to accept the license agreement before proceeding. You will need to click Install to begin the installation and Finish after it has completed. There are no other choices to make.

> Note
> Download and install the appropriate version from the following Microsoft website:
> https://dotnet.microsoft.com/en-us/download/dotnet-framework/net48

Configuring .NET Framework 4.6.2 and .NET Framework 4.8 on Windows Server 2019 and 2025

Once .NET Framework 4.6.2 and.Net Framework 4.8 is installed, both 32- and 64-bit, you need to verify that the ISAPI and CGI Restrictions are set to Allowed.

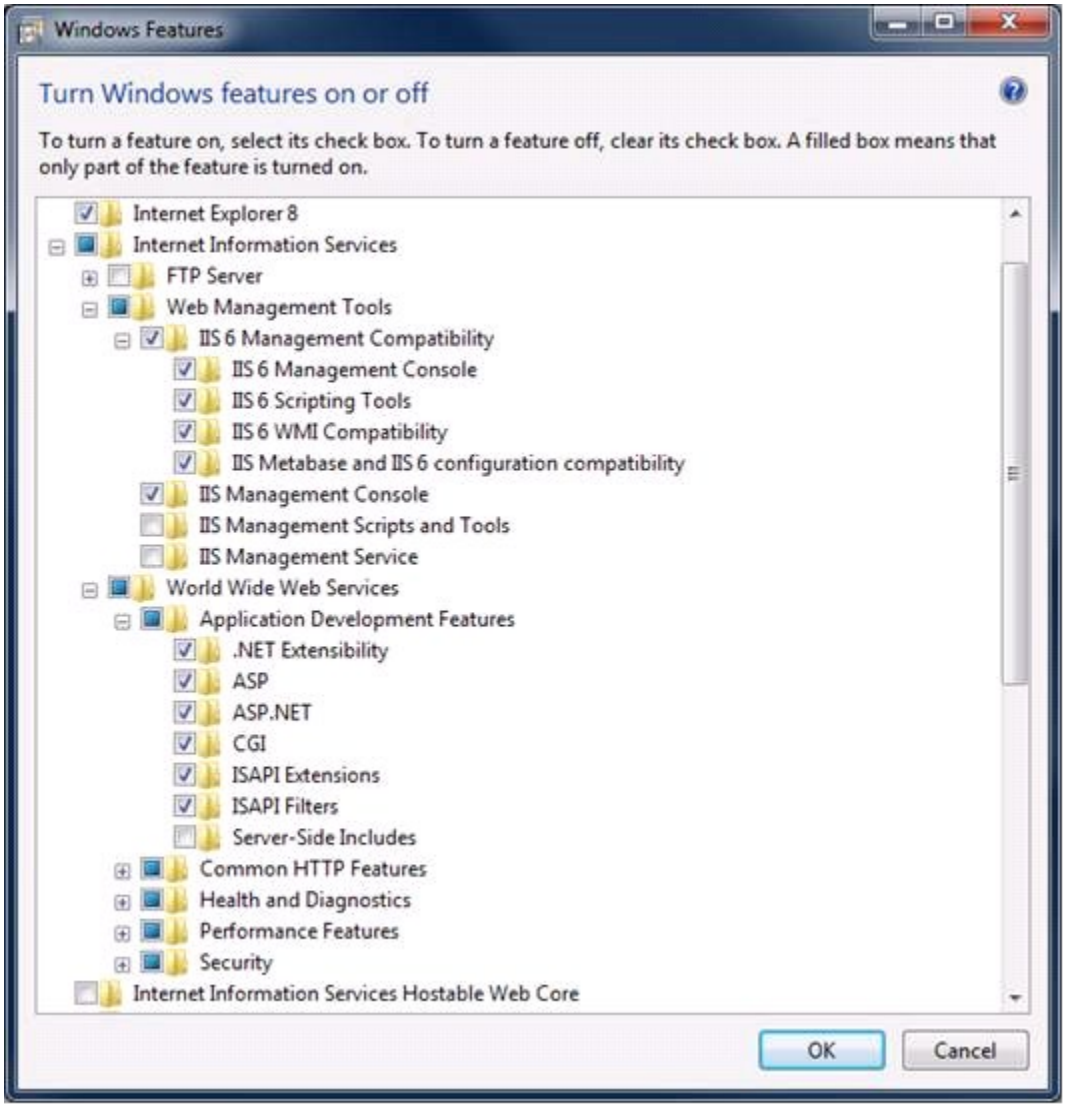
1. Open IIS by clicking **Administrative Tools** from the Start menu. Select **Internet Information Services** (IIS). On the features panel, double click **ISAPI and CGI Restrictions** button to open it.
2. Verify that the restrictions are all set to **Allowed**.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Appendix B: Configuring IIS v7.0 or Higher

Backward compatibility with IIS 6 must be enabled if your ComplianceOne server is using IIS 7 or higher. This compatibility setting is available as a feature in Windows Server 2008. To enable or verify this compatibility, from Start select **Control Panel**, **Turn Windows features on or off**. You can also type the word **feature** into the Search box to bring up this option. On the **Turn Windows features on or off** window, navigate to **Web Management Tools** and select **IIS 6 Management Compatibility**. Make sure all sub-items are also selected. Click **OK** to save any changes.



©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Appendix C: User Security: Import ComplianceOne Users

ComplianceOne supports the ability to use domain group login credentials for ComplianceOne login, eliminating the need for a separate login to ComplianceOne. This functionality allows you to import users from your Windows domain into ComplianceOne.

Before you can use this functionality, your organization must have the following prerequisites in place:

- Must have a Microsoft Domain network infrastructure.
- Must have a domain group created. (Refer to Windows Help for more information on creating a Windows group for your specific operating system.)

Note:
If your organization uses Interface Manager, ComplianceOne Import Service or OFAC you will need to add the default IIS identity to the above domain group. By default, the interfaces use the built-in account Network Service.

About Creating a Domain Windows Group

In the Domain Windows Group you create, you may add individual users, as well as other Active Directory groups. (Local groups cannot be added to this group.)

Once users have been defined within the Domain Group, the Import Users function within ComplianceOne will add or remove users accordingly using that Domain Group.

Once added or removed from the network group, ComplianceOne can add or remove users from this group into ComplianceOne via the Import Users feature.

Importing Users into ComplianceOne

1. To import your Windows (Domain) group into ComplianceOne, open ComplianceOne Administration.
2. Select Import Users from the Edit menu.
3. In the Import Users window, select the Windows (Domain) Group Name containing the list of users you wish to import. Click OK to add and/or remove the users listed for this group.
4. Once the users are imported, the program displays the User Setup page so that you may define the appropriate user settings for the imported users. You may also add them to ComplianceOne User Groups.

Notes:
You will be unable to import users into ComplianceOne if you are currently editing a user or a group in Administration (or if another user has the Users or Groups area locked).
You cannot remove any Domain Windows user who is currently signed in.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

You cannot change a username in ComplianceOne Administration if it is a Domain Windows username. Additionally, the password-related settings are also disabled for Domain Windows users.

5. When starting ComplianceOne (Administration/Lending/Mortgage/Deposit), the imported users will no longer be required to log in to ComplianceOne as the program will start without displaying the Sign In prompt.

Possible Error Messages

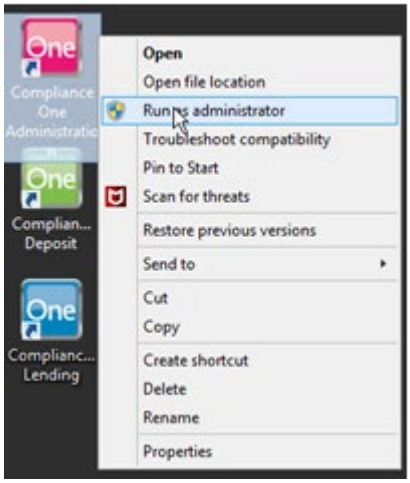
The following situations may result in error messages being displayed:

- Utility cannot write to the user database. No users will be added or removed. Ensure that no users are editing the Users or Groups pages within Administration. Also, ensure that Domain Windows usernames are not longer than 47 characters. Additionally, ensure that you are not experiencing network problems.
- Inability to read users from the Domain. A list of users could not be located on the domain. Ensure ComplianceOne is installed correctly and that you are not experiencing network problems.
- No users to add or remove. The user list is already synchronized with the current user configuration on the domain.

Windows Authentication: Administration Settings

ComplianceOne also allows the ability to use the Windows Authentication feature in SQL so that you no longer have to create a separate SQL Username and Password. This change allows you to access ComplianceOne using your Windows Authentication.

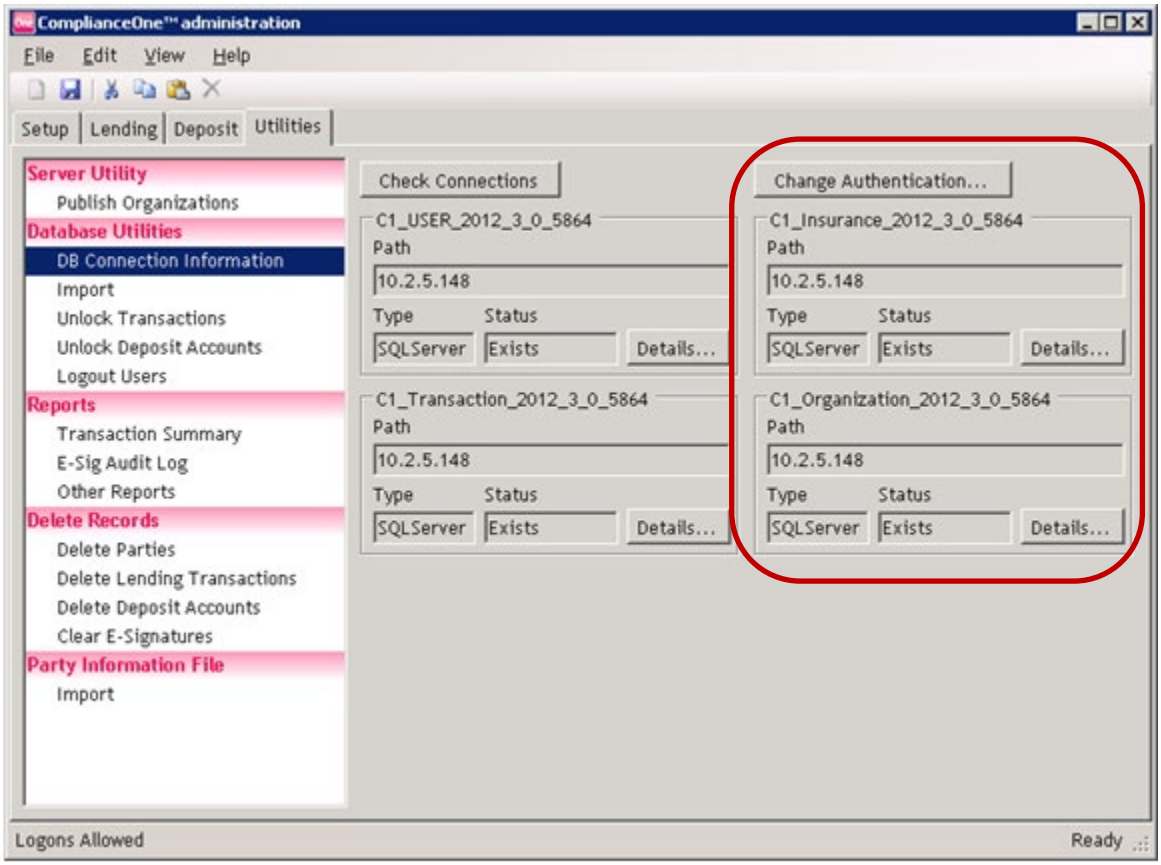
Important
Please note that only users with System Administrator user rights will be allowed to change authentication types. You must run ComplianceOne administration from the application server machine set to run as administrator to successfully update the interfaces settings. To run as administrator, use your secondary mouse click on the ComplianceOne administration icon and select 'Run as administrator' from the context menu.



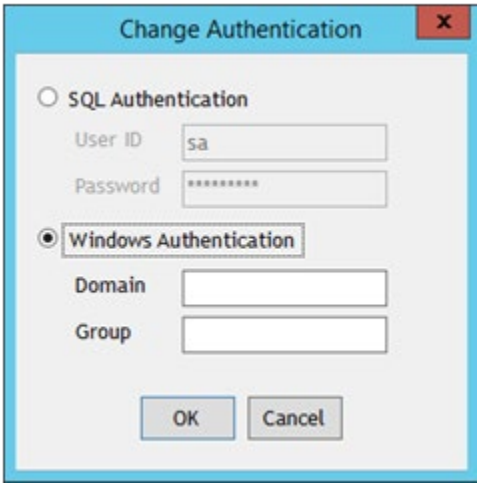
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Change Authentication

The DB Connection Information page on the Utilities tab in Administration offers a **Change Authentication** button.



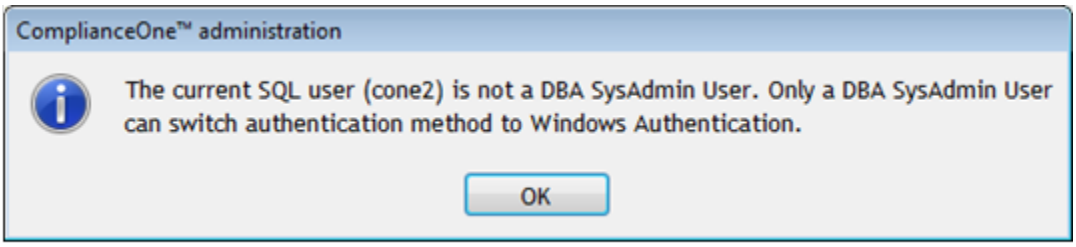
Click **Change Authentication** button to open the Change Authentication window.



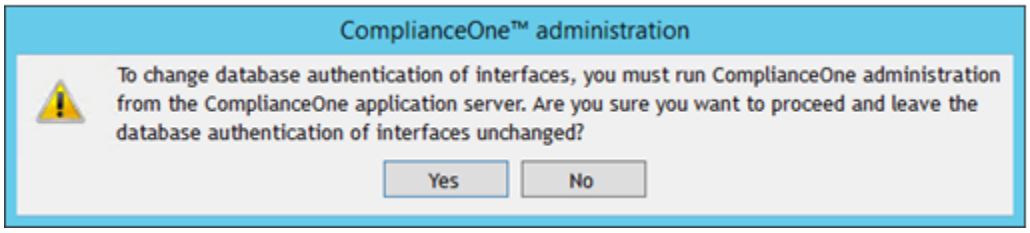
©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Choose **Windows Authentication**, then enter the **Domain** and **Group**. Click **OK**.

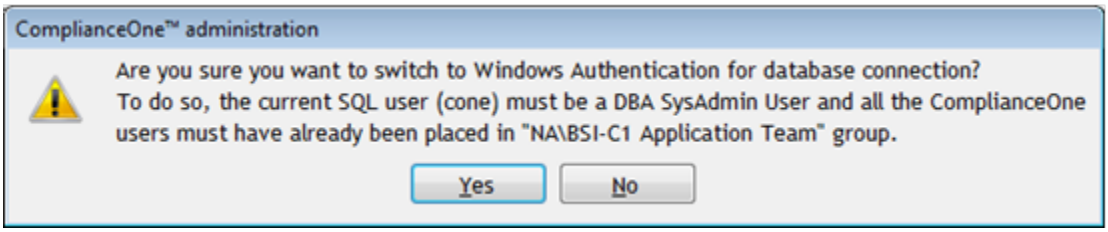
> Note
> You must be a DBA SysAdmin user in order to make this change. If you do not have these rights, the program will display the following message and will not allow you to continue.



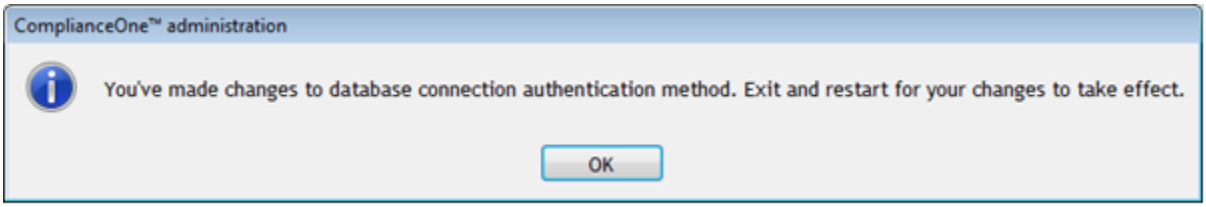
If you attempt to change the database authentication from a client machine and not the application server machine the program will display the following message for you to reconsider to avoid possible issues with interfaces.



If you are a DBA SysAdmin user, the following message displays, confirming that you wish to switch to Windows Authentication. Click **Yes** to continue.



The program then configures the authentication behind the scenes. When this process is complete, the following message displays. Click **OK** to continue.



Should the authentication fail for any reason (for example, the wrong group name is entered, etc.) the program will display a message containing the error details. Please note that this message provides information solely for the database connection authentication.

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Appendix D: Proxy Server/Firewall Exceptions

Many ComplianceOne Interfaces require proxy server and firewall exceptions to function properly. The URLs below may need to be added to the exception list.

CBC Innovis Credit Bureau

https://www.creditbureaureports.com/servlet/Presenter

Clarke American Check Printing

https://connectionpoint.clarkeamerican.com/cda/processformpost

ComplianceOne mortgage

*.wolterskluwerfs.com

ComplianceOne OFAC

https://www.wizsentri.com:443/risk_id/riskId_WS

Deluxe OrderPro Check Printing

https://dsx.deluxe.com/secure/dgpe.do?app=dgp
http://orderpro.deluxe.com/

Edge Webviewer 2 Runtime

https://developer.microsoft.com/en-us/microsoft-edge/webview2/

eFunds

https://soap.penleyinc.com/penleysoap3/services/business

https://soap.penleyinc.com/penleysoap3/services/chexsystems

Harland Clarke Check Printing

https://branchprod.harland.net/servlet/null/servlet/com.harland.noah.security.SecurityServlet

HTTPS://vanweb.harland.net/integration/security

HMDA

https://www.wizenterprise.com/k2webservice

*.godaddy.com

*.entrust.net

HOEPA

https://www.wizsentinel.com/PLMDetailXML/PLMXMLLogin.asp?Event=PLMXML_LOGIN

*.entrust.net

Factual Data by CBC

https://c1ws.wolterskluwerfs.com/WoltersKluwerFS.ComplianceOne.KrollWS/KrollWS.asmx?wsdl

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

https://widow1.factualdata.com

*.entrust.net

schemas.xmlsoap.org

RiskID

https://www.wizsentri.com/

SDX

https://pilot.secure-dx.com/dcx-sdx-ws/services/DCXService

https://sdx.secure-dx.com/dcx-sdx-ws/services/DCXService

Home Counseling Agencies

https://admin.wolterskluwerfs.com/

©2026 Wolters Kluwer N.V. and/or its subsidiaries. All rights reserved.

Wolters Kluwer

About Wolters Kluwer

Wolters Kluwer (EURONEXT: WKL) is a global leader in information, software, and services for professionals in healthcare, tax and accounting, financial and corporate compliance, legal and regulatory, and corporate performance and ESG. We help our customers make critical decisions every day by providing *expert solutions* that combine deep domain knowledge with specialized technology and services.

Wolters Kluwer reported 2022 annual revenues of €5.5 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 20,000 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

For more information, visit https://www.wolterskluwer.com, follow us on LinkedIn, Twitter, Facebook, and YouTube.

Compliance Solutions Support Portal: https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/
Product Download Site: https://compliancedownload.wolterskluwer.com/
Customer Service: (800) 552-9410 *Available Monday through Friday, 8:00 a.m. to 7:00 p.m., Eastern time.*
Customer Support Web: https://wolters-kluwer.my.site.com/ComplianceSolutionsSupport/s/

ComplianceOne® Solution SupportLine:
Phone: (800) 274-2711 ext. 1123660
Available Monday through Friday, 8 a.m. to 7 p.m., Eastern time.
Email: ComplianceOneSupport@wolterskluwer.com

Wolters Kluwer