

Custom Document Installation

Custom, Privacy, and Credit Insurance

August 2013

This publication was written for Custom Document Installation.

Publication Information / Version

ComplianceOne

Custom Document Installation

Document Version 3.0

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 Financial Services"). This publication is distributed pursuant to a Non-Disclosure Agreement, Evaluation Agreement, License Agreement and/or other similar agreement(s) with Wolters Kluwer Financial Services, Inc. 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 Financial Services.

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 Financial Services.

Requests for permission to reproduce content should be directed to Wolters Kluwer Financial Services, Inc., Corporate Legal Department, 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 Financial Services' understanding of various laws, regulations and commentaries. Wolters Kluwer Financial Services 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 Financial Services 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 FINANCIAL SERVICES' 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 Financial Services 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 in writing and signed by the President or a Vice President of the Wolters Kluwer Financial Services entity licensing the product described in this publication.

Attributions and Acknowledgements

ComplianceOne® Solution is a registered trademark of Wolters Kluwer Financial Services, Inc. All other trademarks are the property of their respective owners.

Copyright Information

©2013 Wolters Kluwer Financial Services, St. Cloud, Minnesota

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.

All rights reserved.

Table of Contents

Introduction	1
About Custom Document Installation.....	1
Identifying Document Install Type	1
Add Mod.exe to DEP Exceptions List	2
Privacy and Custom Document Installation.....	2
Credit Insurance and Debt Cancellation Document Installation	7
Attach the Credit Insurance Form	13
Attach the Debt Cancellation Form	14
Privacy and Custom Document Uninstallation	14
Credit Insurance and Debt Cancellation Document Uninstallation	15

Introduction

This guide provides instructions for installing and configuring Privacy, Custom, and Credit Insurance documents for use with ComplianceOne®. Uninstallation instructions are also provided.

About Custom Document Installation

This document provides information on how to install and configure custom documents provided by Wolters Kluwer Financial Services. Two installation processes are included; first, you will find instructions for installing Privacy and Custom documents. The remainder of the document provides instructions for installing Credit Insurance documents. (These credit insurance documents currently require a different set of installation instructions than the Privacy and Custom documents do.) Note that there are some custom forms that use the same installation procedure as the credit insurance installation. Refer to your packing slip if you have questions about which custom installation step you should follow. Custom forms with the support code of COCX follow the credit insurance installation procedure, while custom forms with the COGP and COEFORM codes follow the privacy/custom instructions. (Credit insurance documents do not currently have a support code implemented.)

Identifying Document Install Type

In order to know which set of instructions to follow, you need to know which type of form you are installing. The Custom document installation CD is fairly generic in nature, but by following a few easy steps, you can quickly determine which type of document is delivered on this CD.

Note

We are updating our custom form installation process, which will simplify the install. Until that is available, the following steps will help you determine which installation procedure you need to follow.

Privacy/Custom Documents

Privacy and Custom documents are delivered on a CD in the form of a .ZIP file which must first be extracted in order to run the installation.

Included in the .ZIP file is a Release Notes document (a Word document), providing information about the custom form you are about to install, along with the install.exe file.

Credit Insurance Documents

Credit Insurance documents are delivered on a CD in the form of an .EXE file. This .EXE file is used to install the Credit Insurance form, and can be found by browsing the contents of the CD to the following location:

X:\Custom Forms\setup.exe

Add Mod.exe to DEP Exceptions List

The custom forms installation requires mod.exe to successfully complete. On some ComplianceOne servers, mod.exe will not run correctly unless it has been added to the Data Execution Prevention Exceptions list. Use the following instructions to add mod.exe to the DEP Exceptions list on your ComplianceOne server. This is a one-time operation. Note this does not have to be done for clients.

1. From Windows Start, right-click Computer and choose Properties.
2. Select **Advanced System Settings** on the left.
3. From the Advanced tab, click **Settings**.
4. Select the Data Execution Prevention tab.
5. Choose the option to **Turn on DEP for all programs and services except those I select**.
6. Click **Add** and browse to **mod.exe** to add it to the list. The default path for 32-bit systems is **C:\Program Files\ComplianceOne\mod.exe** and for 64-bit systems **C:\Program Files (x86)\ComplianceOne\mod.exe**.
7. Click **OK** until you return to the operating system. You do not need to reboot.

Privacy and Custom Document Installation

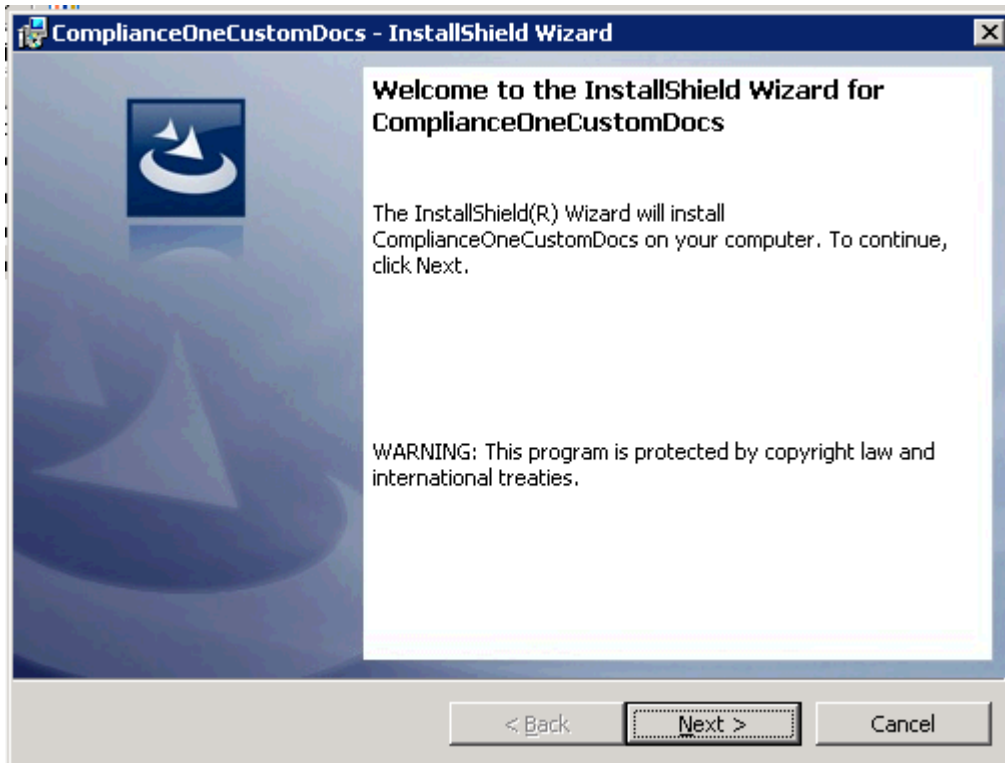
This section provides instructions for installing and configuring Privacy/Custom documents for use with ComplianceOne.

To install a privacy document to your ComplianceOne server, use the following procedure:

8. Place the Privacy or Custom Document CD into the computer hosting your ComplianceOne server and view the CD contents with Windows Explorer.
9. Extract the contents of the .ZIP file

Note: Double-clicking the zip file will open it in a compression utility such as Winzip. If you do not have such a utility, you can right-click on the zip file and choose Explore from the context menu to interact with the contents of the zip file.

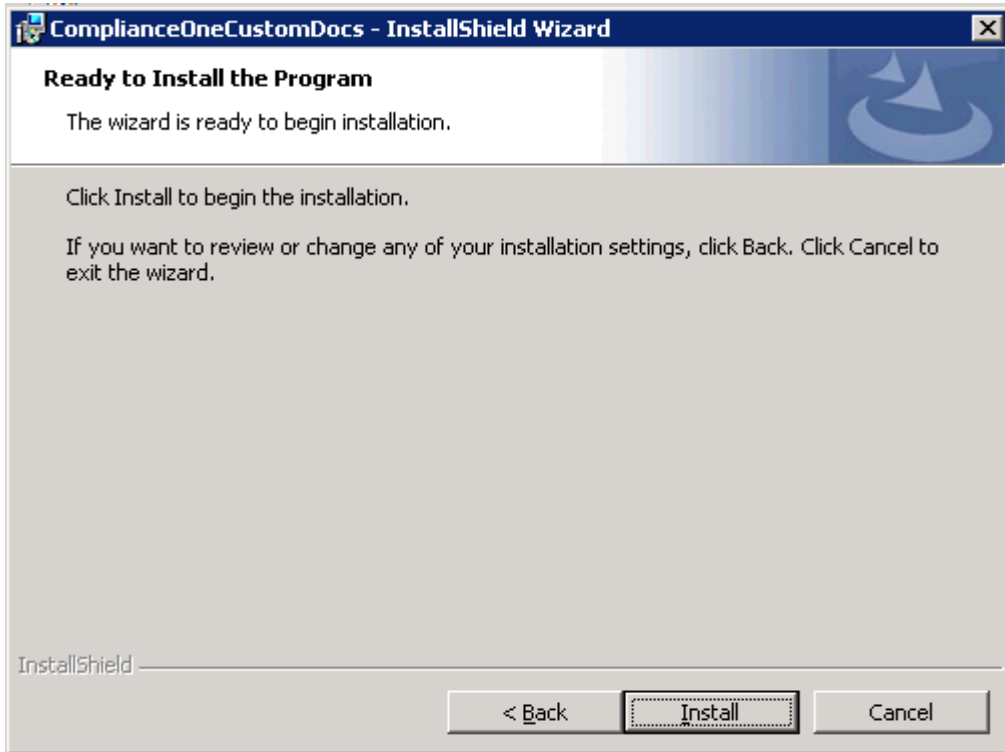
10. Double-click **ComplianceOnePrivacy_xxxxxxx.exe** or **ComplianceOneCustom_xxxxxxx.exe**. The filename placeholders reference the filename of the document (xxxxxxx).



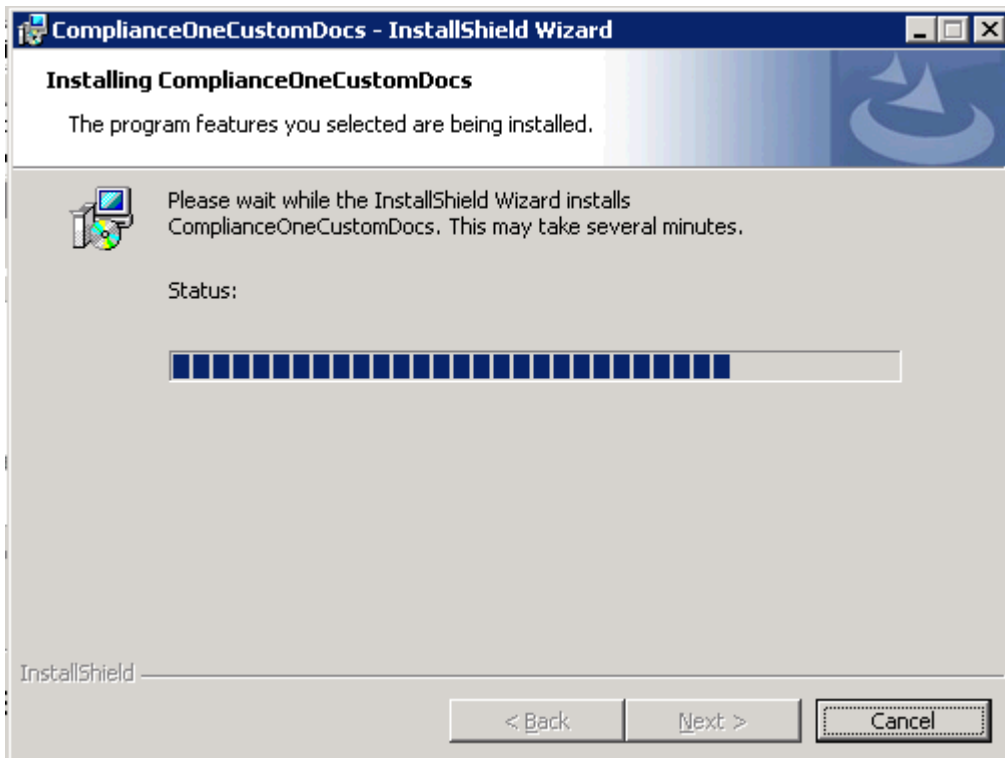
11. The Welcome window will display. Click **Next**.

Note

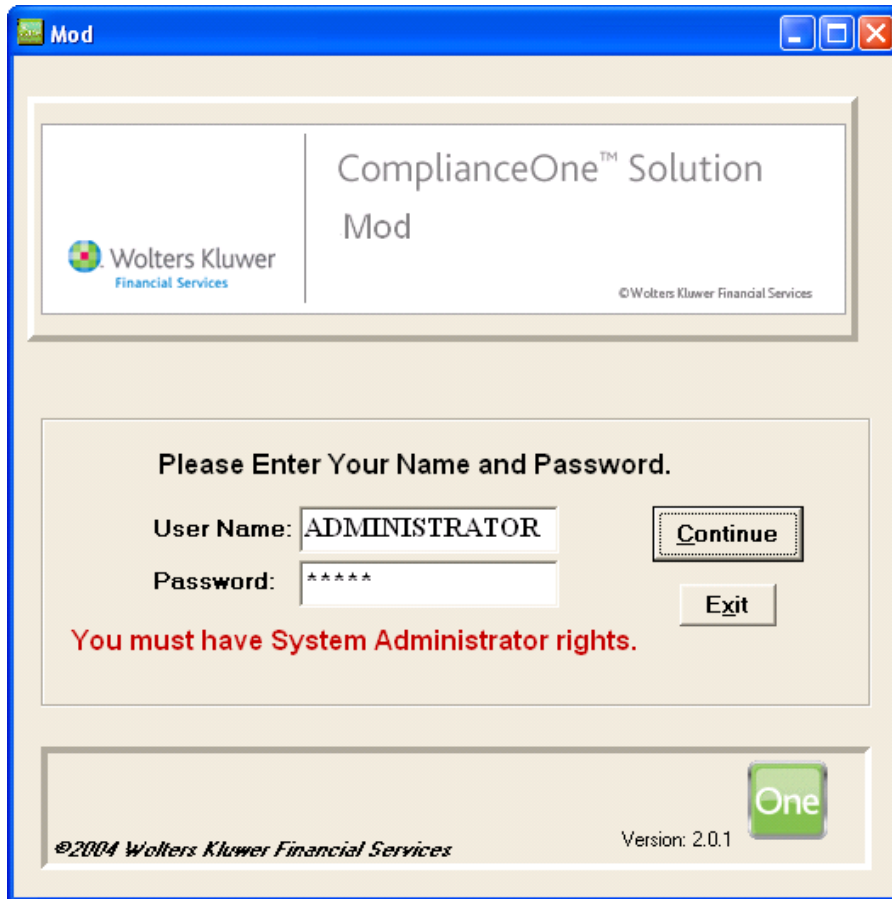
The installation program may require a few moments to locate your ComplianceOne installation. When it finds it, you will see the following window.



12. Click **Install** to begin the installation. Status information and progress bars will display as the privacy or custom document is being installed.

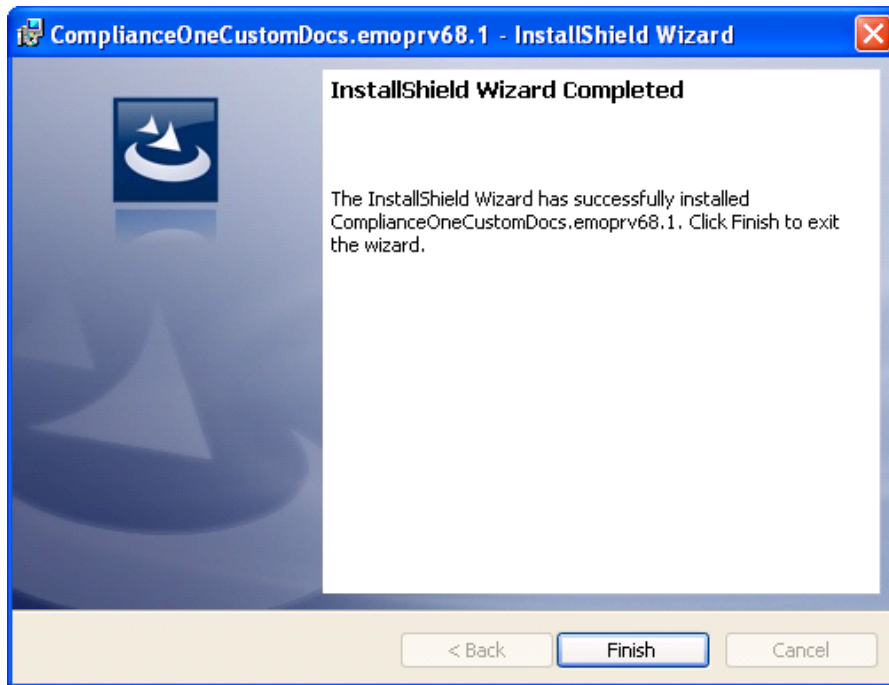


13. After installation, the Mod administration login page will display, where you are required to log in. Note that you must have system administrator rights in ComplianceOne administration to log in.



The screenshot shows a Windows-style application window titled "Mod". The window has a blue title bar with standard minimize, maximize, and close buttons. The main content area is divided into several sections. At the top, there is a header section with the "Wolters Kluwer Financial Services" logo on the left, the text "ComplianceOne™ Solution Mod" in the center, and "©Wolters Kluwer Financial Services" on the right. Below this is a large rectangular box with a light beige background. Inside this box, the text "Please Enter Your Name and Password." is centered. Below this text are two input fields: "User Name:" with the text "ADMINISTRATOR" entered, and "Password:" with "*****" entered. To the right of the "User Name" field is a "Continue" button. Below the "Password" field is an "Exit" button. Below the input fields, the text "You must have System Administrator rights." is displayed in red. At the bottom of the window, there is a footer section with "©2004 Wolters Kluwer Financial Services" on the left, "Version: 2.0.1" in the center, and a green "One" logo on the right.

14. Click Continue.



15. The mod will complete and the installation will be completed. Click **Finish**.

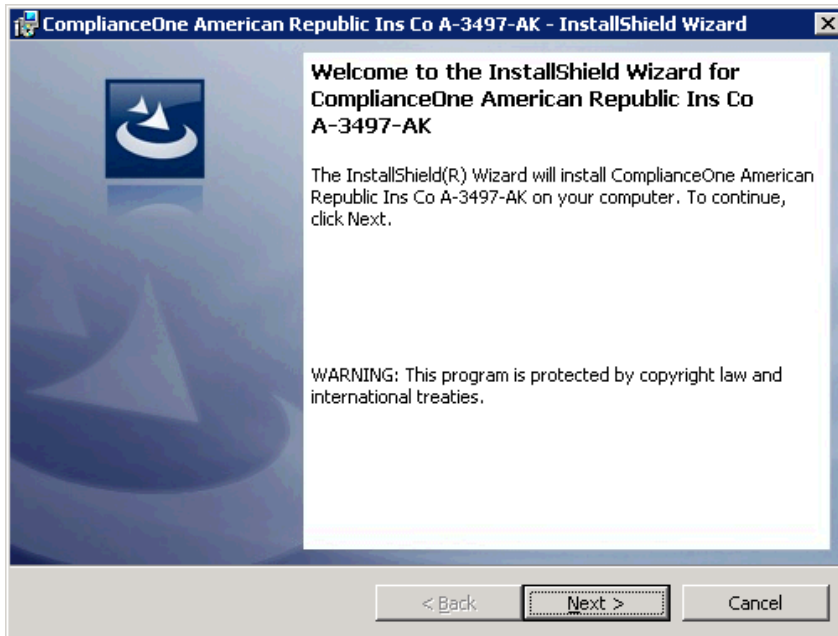
Credit Insurance and Debt Cancellation Document Installation

This section provides instructions for installing and configuring credit insurance and debt cancellation forms for use with ComplianceOne.

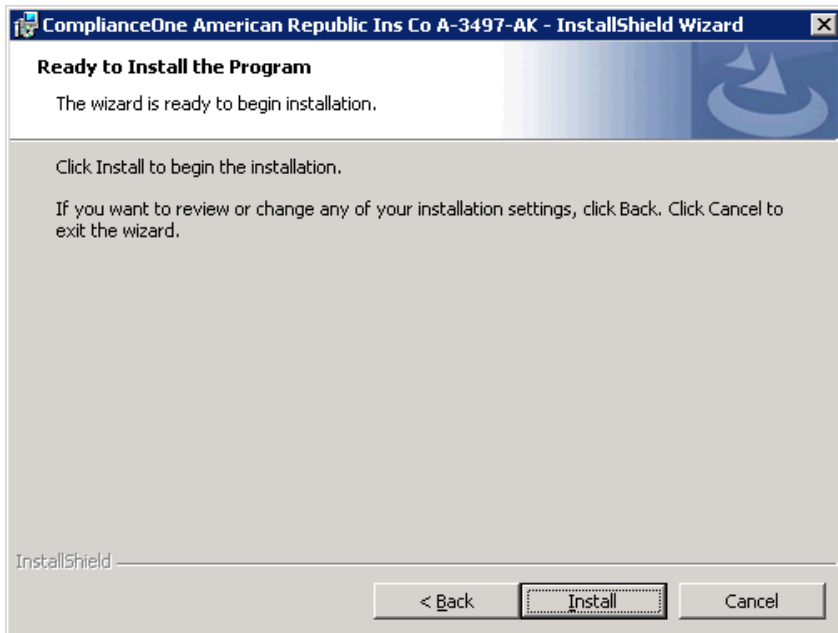
This installation must be performed at the computer hosting the ComplianceOne executable files. For example, in a network environment, perform these steps at your ComplianceOne server.

To begin the installation:

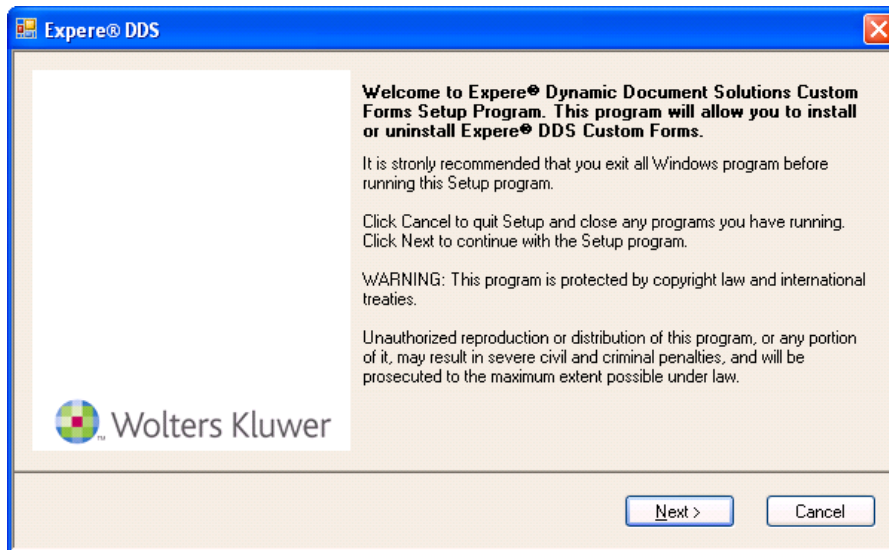
1. Place the Custom Document CD into the computer hosting your ComplianceOne server.
2. Open Windows Explorer and navigate to the CustomForms folder on the CD.
3. Right-click **Setup.exe** and choose **Run as administrator** to start the installation.
4. The Welcome screen will display the name of the custom form being installed as in the following example.



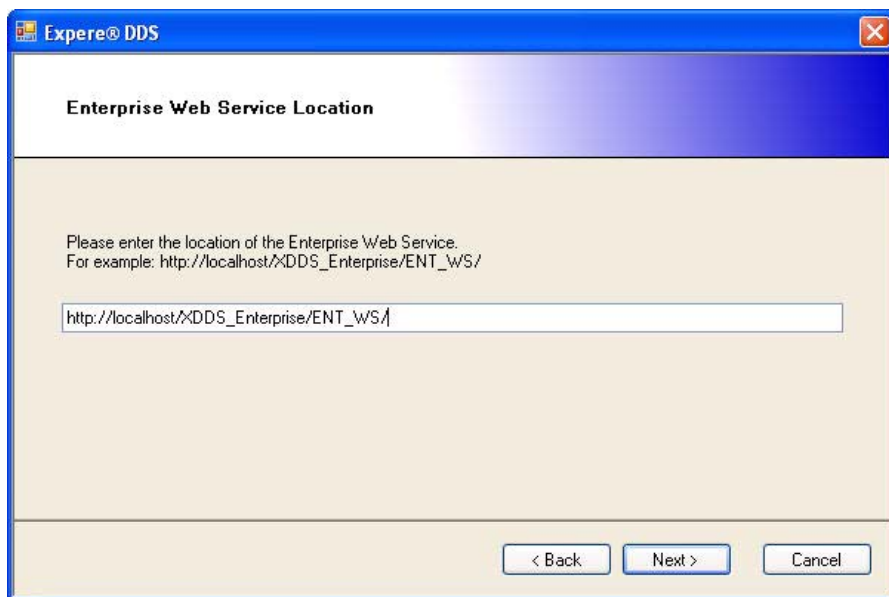
5. Click **Next**. The installation is ready to begin.



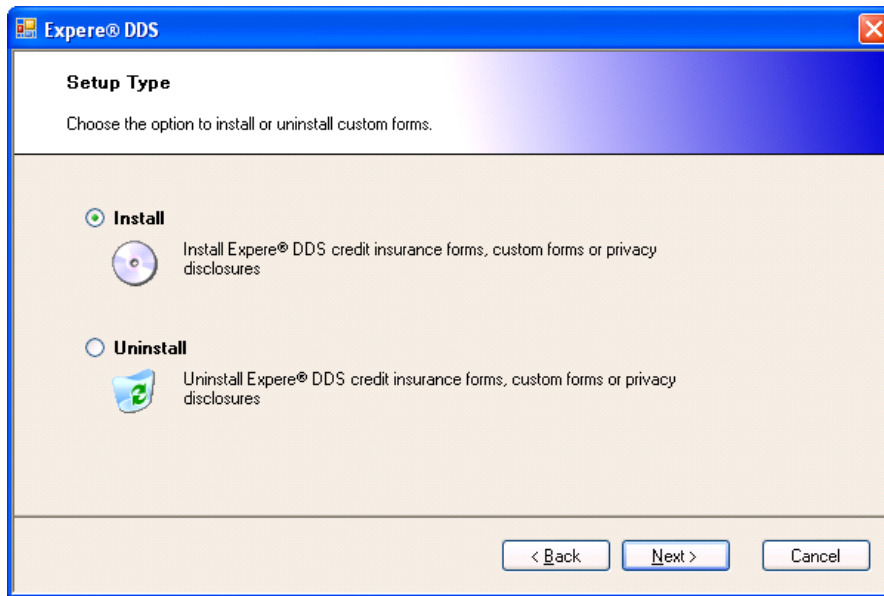
6. Click **Install**. Shortly after the installation begins the following screen will display but under the current screen. Click it to bring it to the front.



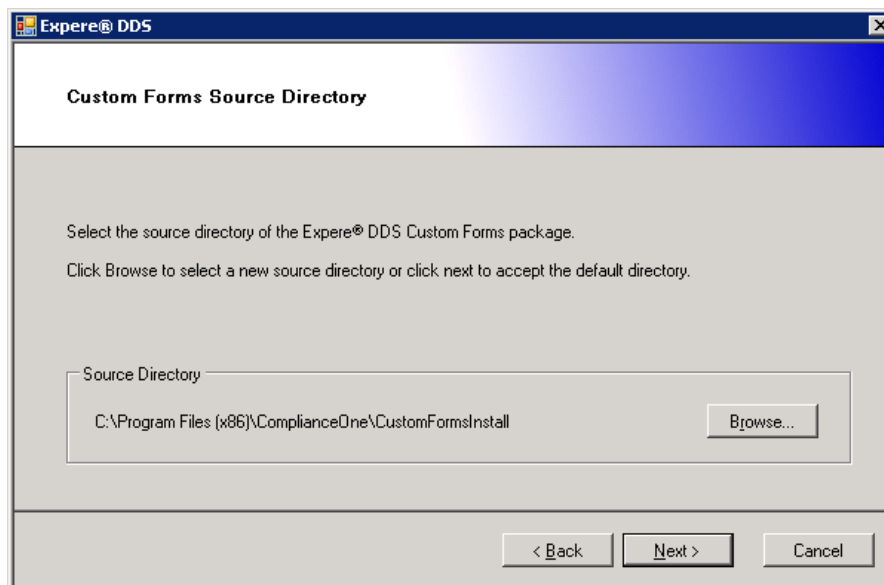
7. Click Next.



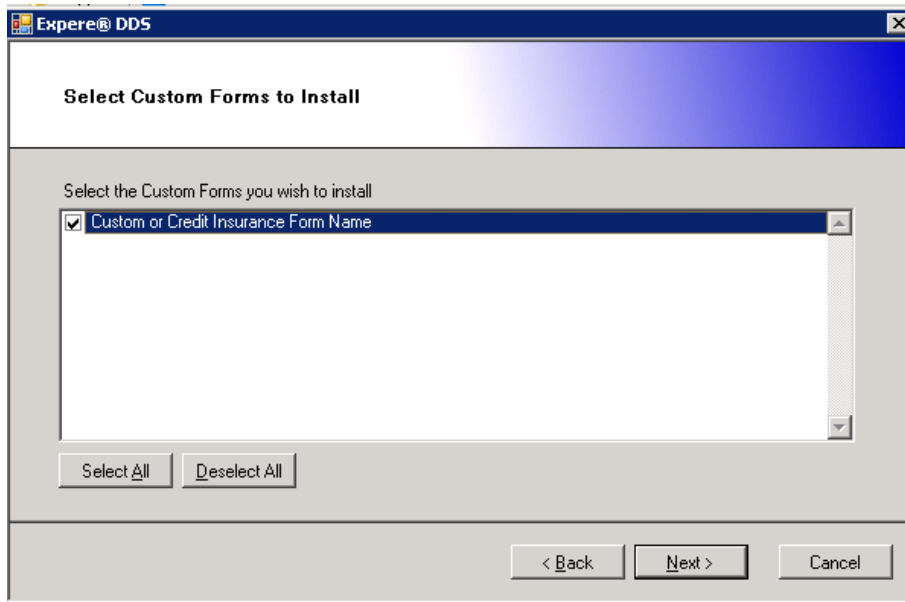
8. The installation program will automatically detect the location of the web services. Click Next to continue.



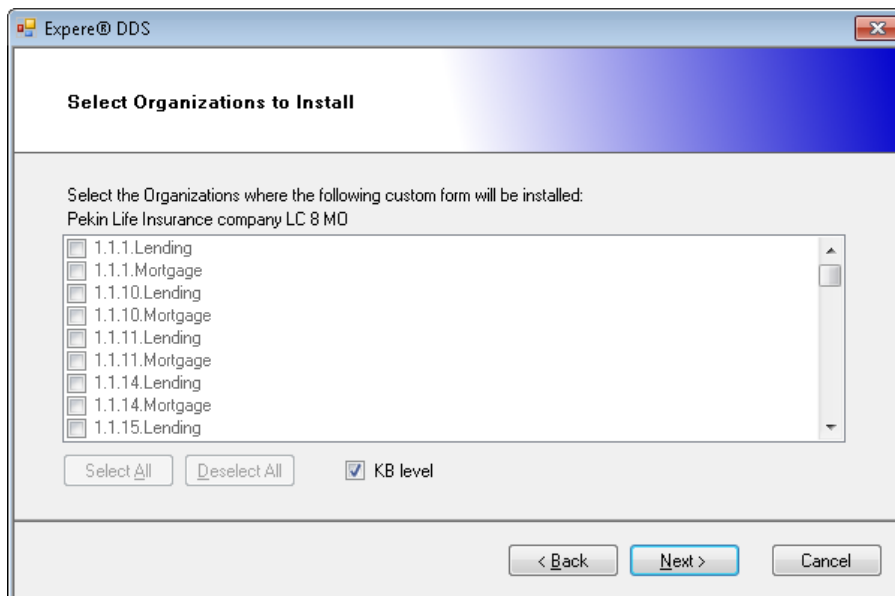
9. Make sure the **Install** option is selected and click **Next**.



10. The custom forms source directory path will default to the path where the ComplianceOne product was installed. Click **Browse** if you wish to install to a different location. Click **Next**.



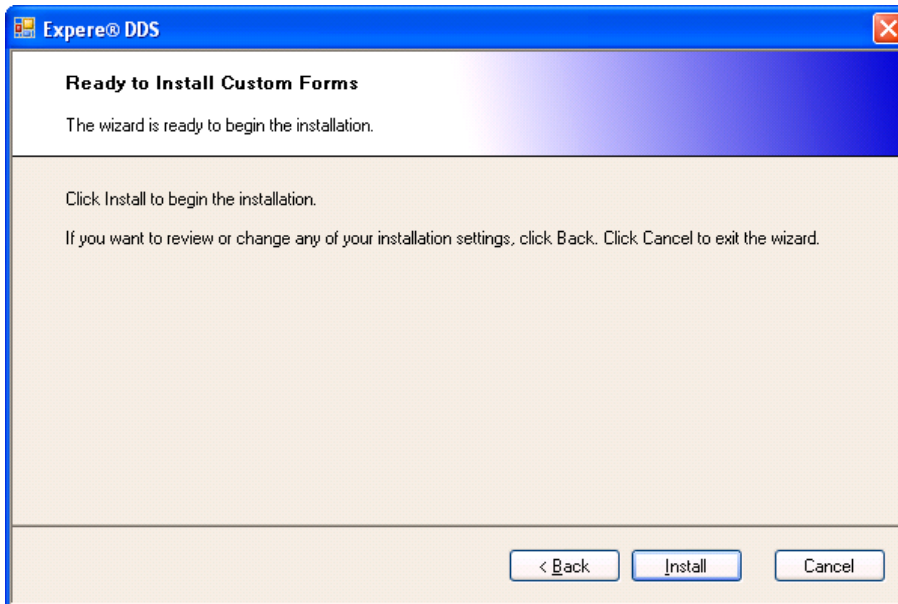
11. The custom form, credit insurance form, or debt cancellation form available on the CD will be listed. Select one or more checkboxes, if available, to choose the forms to install. Click **Next**.



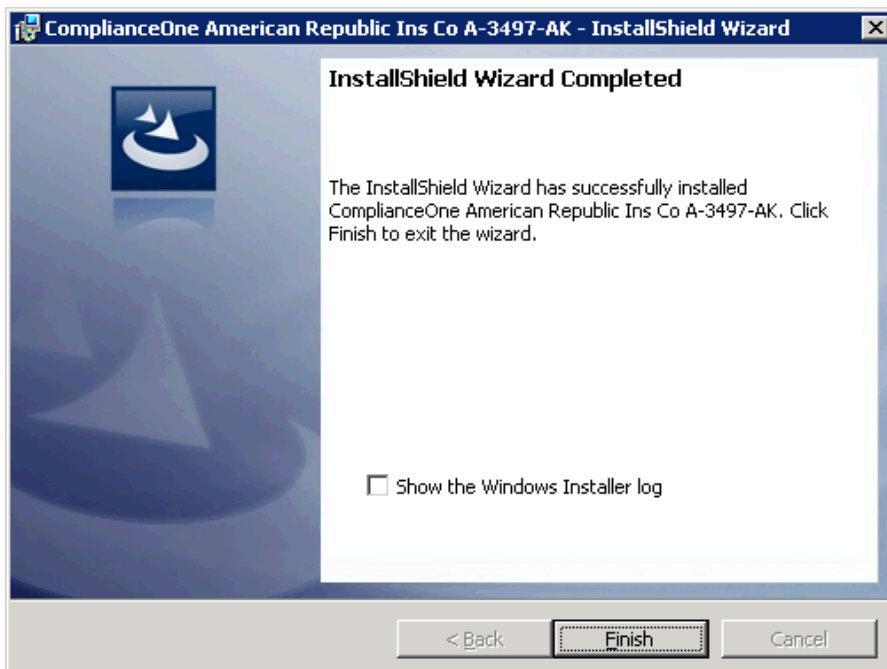
Choose one or more organizations that will use this custom form. You must select at least one. Use **Select All** if you wish to choose all of your organizations. If the **KB level** checkbox is selected, the **Select All/Deselect All** buttons become inactive, indicating that you are installing the custom document for all present and any future organizations not yet created.

Note: Do not select the **KB level** checkbox if you wish to keep a particular custom document associated with a limited list of organizations.

Click **Next**.



12. Click **Install** to begin the installation.



13. After the installation is complete you will see the Expere DDS Install Wizard Completed screen. Click **Finish** to end the installation.
14. After installation, the Mod administration screen will display for you to log in. Note that you must have system administrator rights in ComplianceOne administration to log in.

The screenshot shows a Windows-style application window titled "Mod". The header bar is blue with standard window controls. The main content area has a light beige background. At the top, there's a header section with the Wolters Kluwer Financial Services logo on the left and the text "ComplianceOne™ Solution Mod" on the right. Below this, a central box contains the login prompt "Please Enter Your Name and Password.". There are two input fields: "User Name:" with the text "ADMINISTRATOR" and "Password:" with six asterisks. To the right of these fields are two buttons: "Continue" and "Exit". Below the input fields, a red text message reads "You must have System Administrator rights.". At the bottom of the window, there's a footer section with "©2004 Wolters Kluwer Financial Services" on the left, "Version: 2.0.1" in the center, and a green "One" logo on the right.

15. Click **Continue**.
16. The mod will complete and the installation will be completed. Click **Finish**.

This portion of the credit insurance or debt cancellation document installation is complete. Proceed to the relevant next section to complete the configuration.

Attach the Credit Insurance Form

Credit insurance forms need to be attached to the insurance policy setup in ComplianceOne Administration. To attach your credit insurance form(s):

1. Open ComplianceOne Administration.

2. Click the Lending tab.
3. Click the Insurance option in the Navigator pane on the left.
4. Double-click the desired Policy Name to display details.
5. Review the Credit Insurance Warning screen and click **OK**.
6. Click the Insurance Company option in the Navigator pane.
7. Select the appropriate document from the dropdown for each applicable insurance type in the Insurance Forms area.
8. Click **Save** in the toolbar to save selections.
9. Click **Finish** when you are done to close the policy.
10. Repeat steps 4 through 9 for each applicable insurance policy.

Attach the Debt Cancellation Form

Debt cancellation forms need to be attached to the debt cancellation policy setup in ComplianceOne Administration. To attach your debt cancellation form(s):

1. Open ComplianceOne Administration.
2. Click the Lending tab.
3. Click the Debt Cancellation option in the Navigator pane on the left.
4. Double-click the desired Policy Name to display details.
5. Review the Debt Cancellation Warning screen and click **OK**.
6. Click the Administrative Company option in the Navigator pane.
7. Select the appropriate document from the dropdown for each applicable form type in the Forms area.
8. Click **Save** in the toolbar to save selections.
9. Click **Finish** when you are done to close the policy.
10. Repeat steps 4 through 9 for each applicable debt cancellation policy.

Privacy and Custom Document Uninstallation

To uninstall a privacy or other custom document:

1. From Windows Control Panel, choose Programs and Features.

- Each custom document is listed beginning with 'ComplianceOne.' Highlight the custom document you wish to uninstall, right-click and choose **Uninstall**.
- You will need to log into the Mod administration screen. Note that you must have system administrator rights in ComplianceOne Administration to log in.

Mod

ComplianceOne™ Solution
Mod

Wolters Kluwer
Financial Services

©Wolters Kluwer Financial Services

Please Enter Your Name and Password.

User Name: ADMINISTRATOR

Password: *****

Continue

Exit

You must have System Administrator rights.

©2004 Wolters Kluwer Financial Services

Version: 2.0.1

One

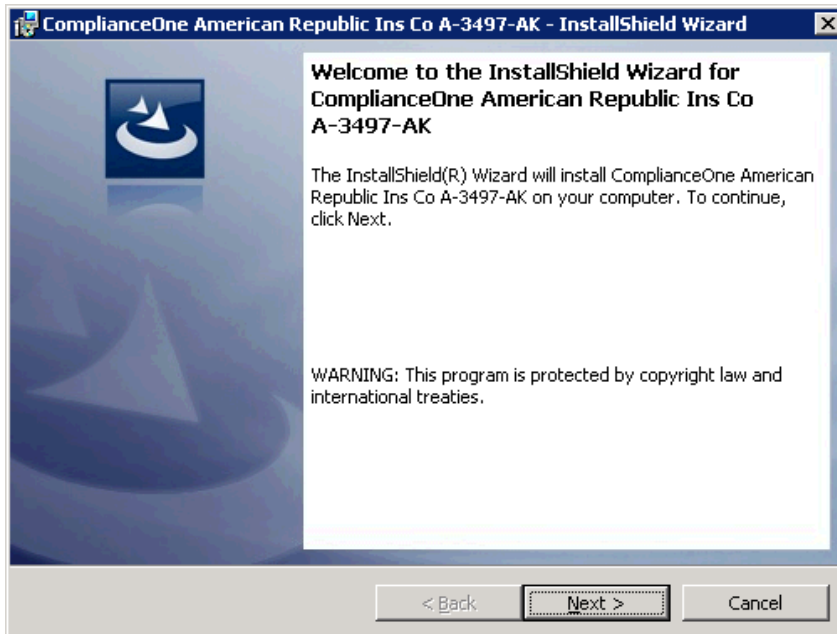
- Click **Continue**.
- The mod will complete and the installation will be completed.

Credit Insurance and Debt Cancellation Document Uninstallation

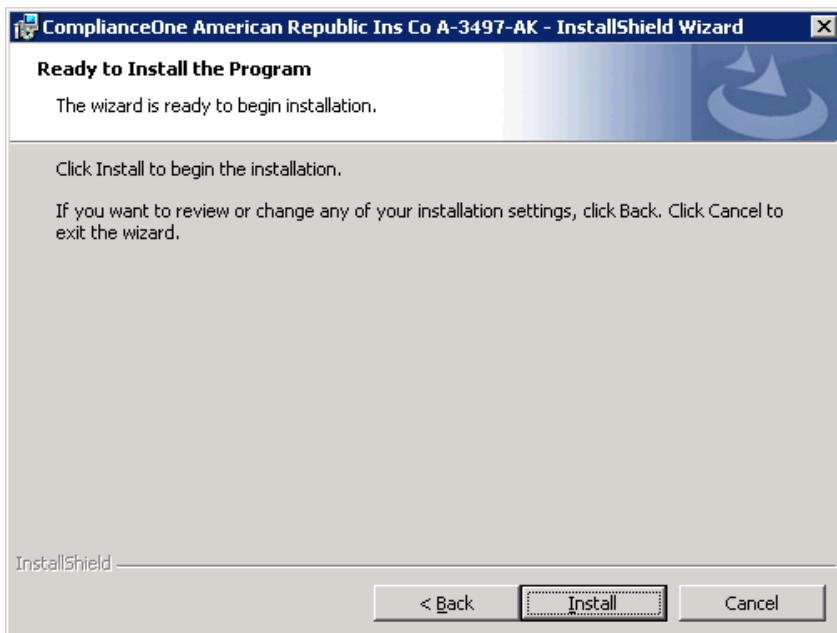
To uninstall a credit insurance or debt cancellation custom document:

- From Windows Control Panel, choose Programs and Features. In earlier versions of Windows, choose Add/Remove Programs.

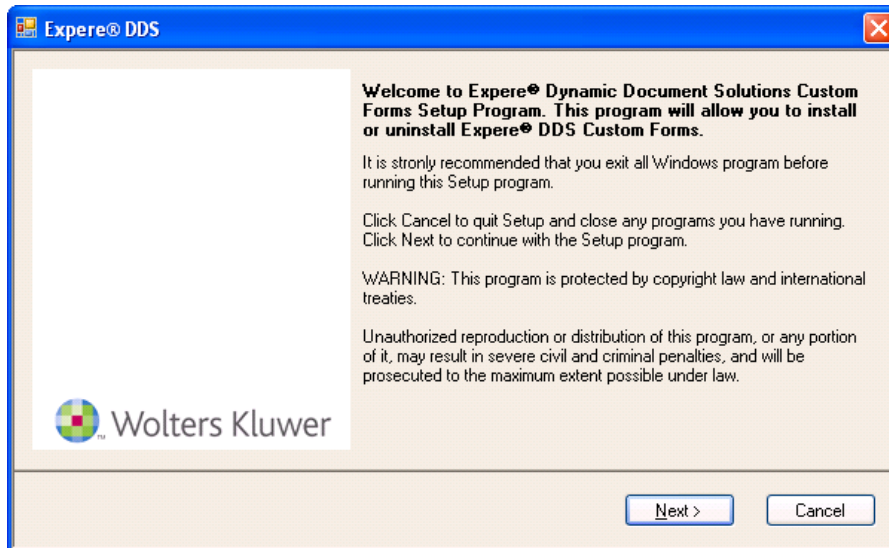
- Each custom document is listed beginning with 'ComplianceOne.' Highlight the custom document you wish to uninstall, right-click and choose **Uninstall**.
- The Welcome screen will display the name of the custom form being uninstalled as in the following example.



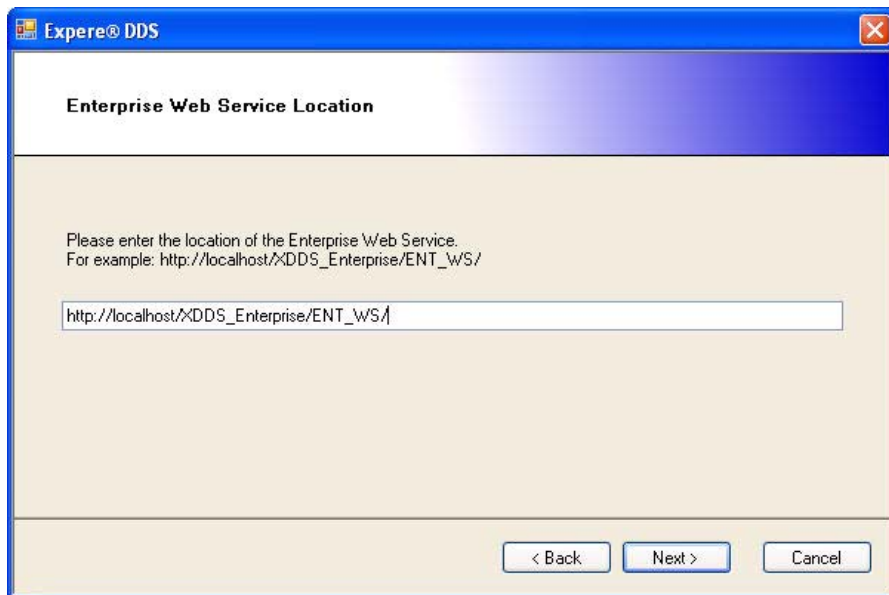
- Click **Next**. The uninstallation is ready to begin.



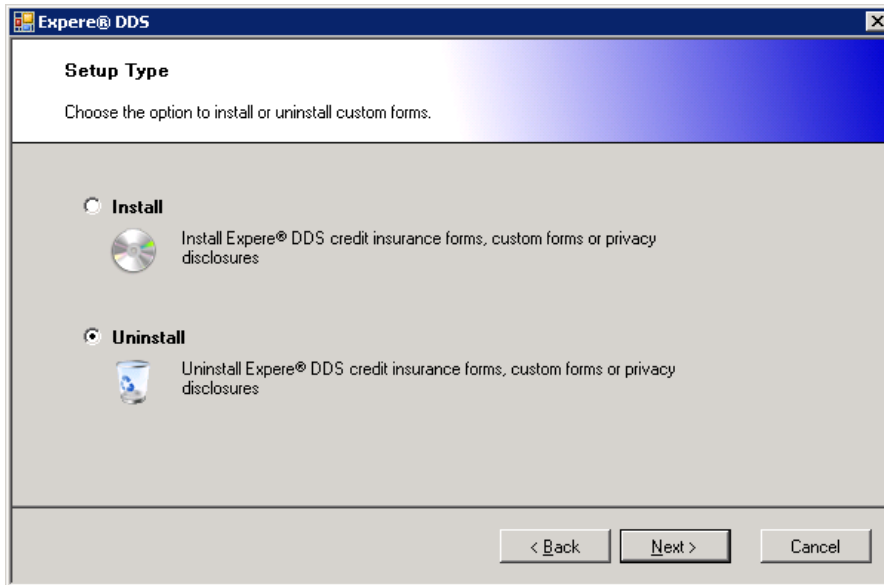
5. Click **Install**. Shortly after the uninstallation begins the following screen will display but under the current screen. Click it to bring it to the front.



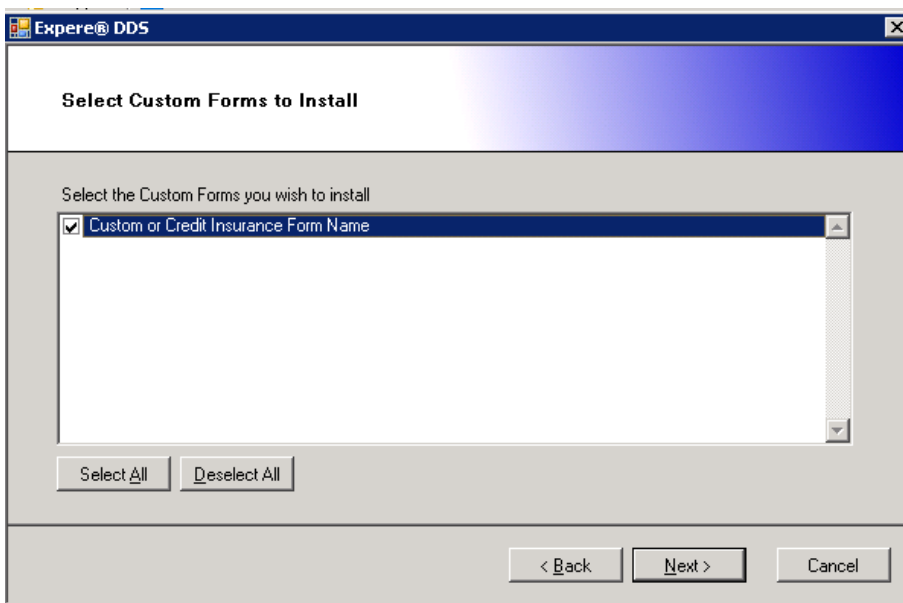
6. Click **Next**.



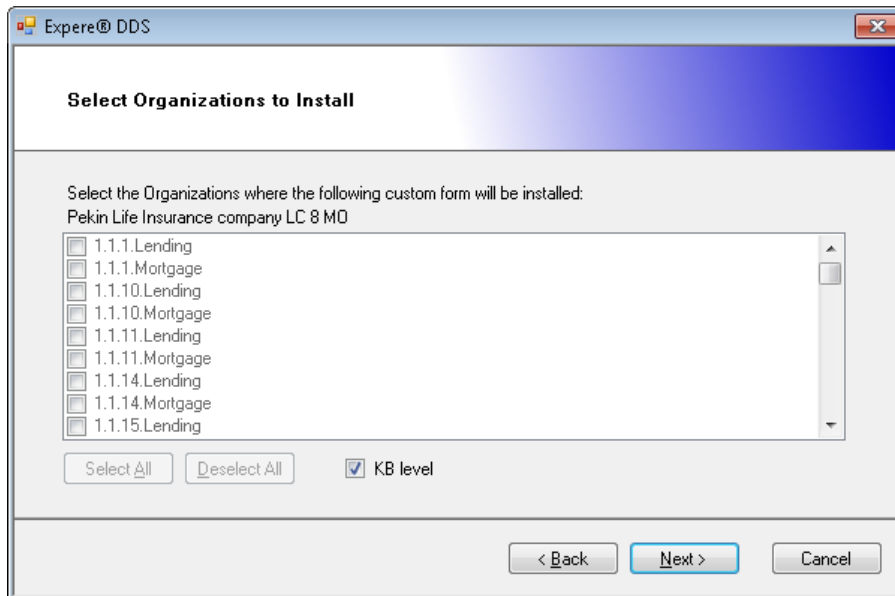
7. The uninstallation program will automatically detect the location of the web services. Click **Next** to continue.



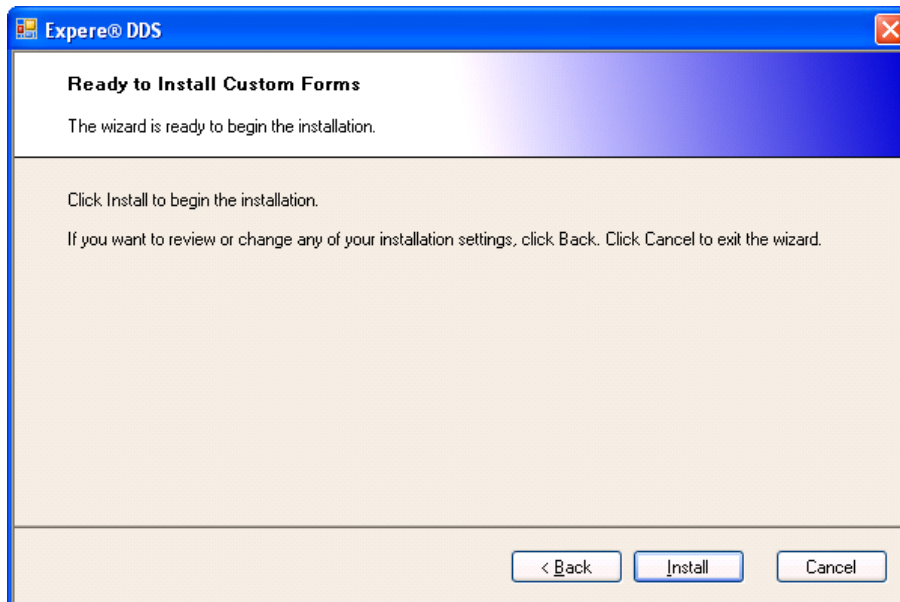
8. Make sure the **Uninstall** option is selected and click **Next**.



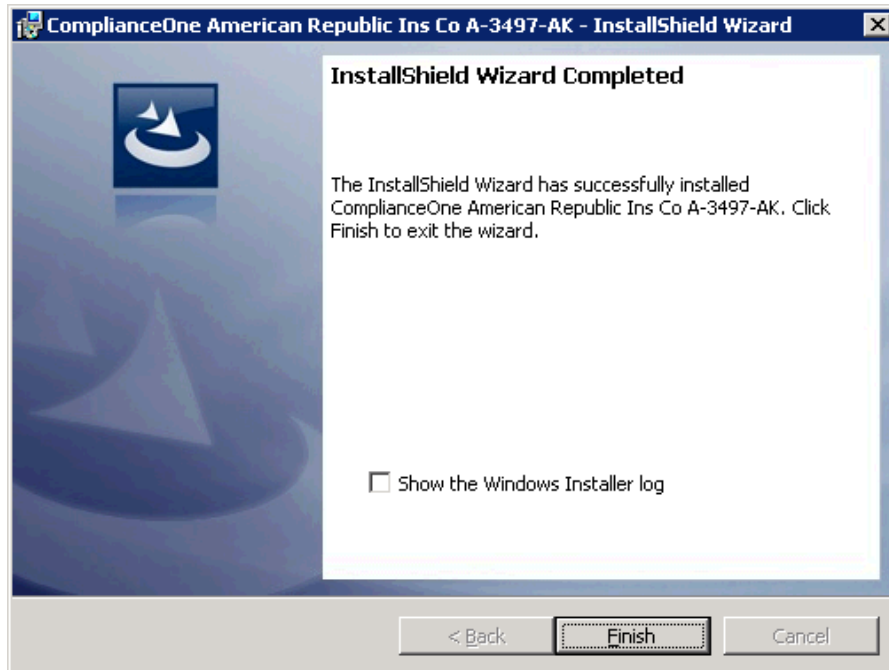
9. The custom form, credit insurance form, or debt cancellation form will be listed. Click **Next**.



The organizations that use this custom form are listed. Note that if you installed the custom document at the KB level, you will need to select the **KB level** checkbox. Click **Next**.



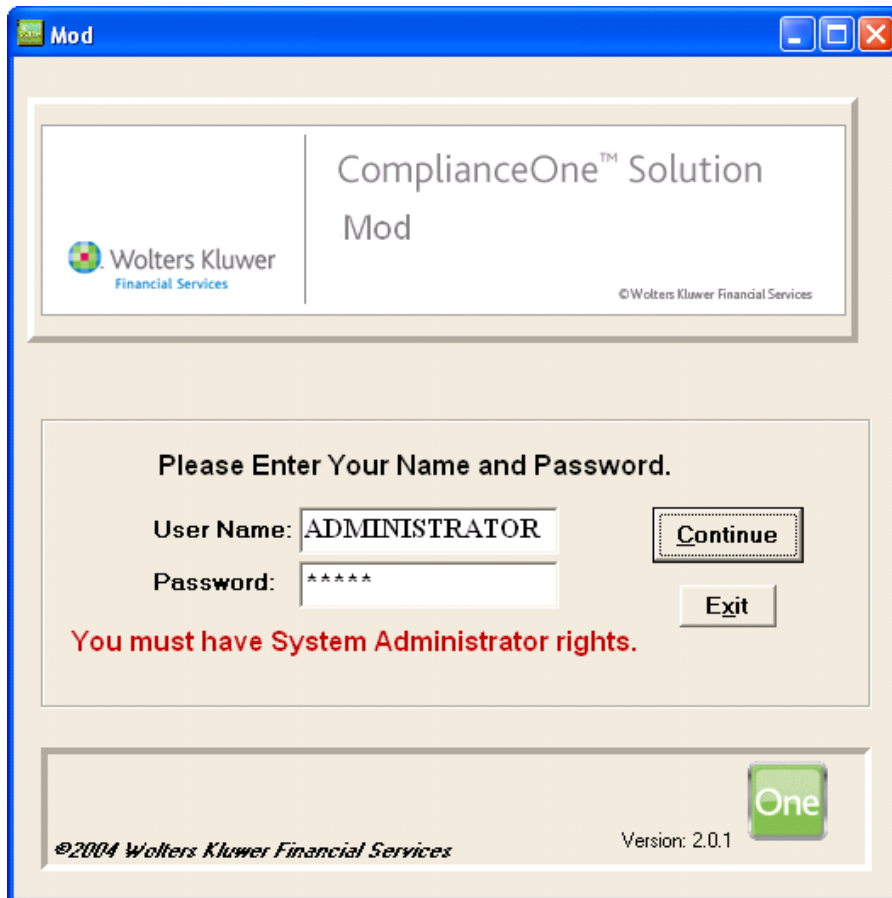
10. Click **Install** to begin the uninstallation.



11. After the uninstallation is complete you will see the Expere DDS Install Wizard Completed screen. Click **Finish** to end the installation.
12. After installation, the Mod administration screen will display.

Note: In some situations the Mod screen may not display. The custom form will still be uninstalled but references to it will remain in administration in insurance policies. The credit insurance document will not be removed from existing transactions and will cause an error message to display during document preparation but the other documents in the transaction are unaffected.

You must have system administrator rights in ComplianceOne Administration to log in.



13. Click **Continue**.

14. The mod will complete and the uninstallation will be completed. Click **Finish**.

The credit insurance or debt cancellation document uninstallation is complete.

