



Installation Instructions

ComplianceOne®
Advanced Installation Procedure with
Service Bureau

2015.1
March 2015



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Before You Begin

Read this document carefully before initiating the installation. There are prerequisites that must be in place before installing ComplianceOne, and there is a specified order to which items must be installed.

Review the ComplianceOne System Requirements to ensure your environment will support adequate performance. Visit <http://Support.WoltersKluwerFS.com> to view these system requirements.

If you have anti-virus software on your workstation, be certain either to disable it or set it to manual mode. Any automated anti-virus software running will interfere with proper installation of ComplianceOne.

Administrative rights are required to install ComplianceOne. Be certain the person performing the installation has administrator rights to the computer and has logged in appropriately.

Server Installation Prerequisites - .NET 4 and ASP.NET MVC3

Windows Server 2008 must have Microsoft .NET Framework 4 and ASP.NET MVC3 installed and configured prior to installing ComplianceOne. Both of these applications can be found on your ComplianceOne CD in the Applications\Utilities folder. Installation and configuration instructions for .NET Framework 4 can be found in [Appendix A](#). Installation instructions for ASP.NET MVC3 can be found in [Appendix B](#). 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, <http://support.wolterskluwerfs.com>. Other required software is also listed.

File Replication

If you have file replication enabled on any of your ComplianceOne servers, you will need to disable the file replication before installing ComplianceOne. Once installation is complete, you can re-enable file replication.

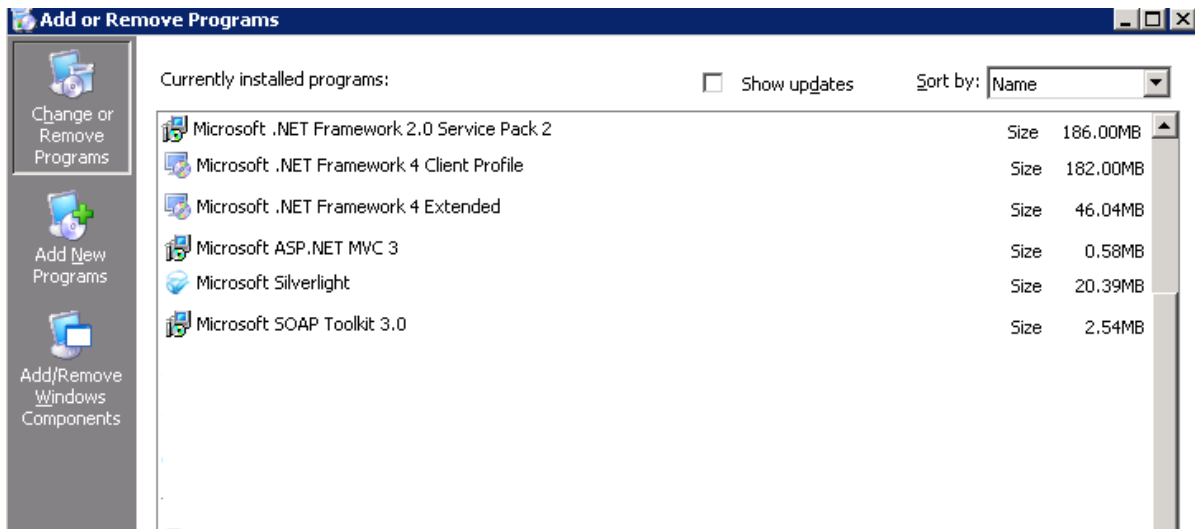
Client Installation Prerequisites

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

- SOAP 3.0
- Microsoft .NET Framework 2.0

- Microsoft .NET Framework 4 Client Profile
- Microsoft .NET Framework 4 Extended Components
- Microsoft Silverlight

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



As noted above, if any of the required applications are not listed, you will need to install them before installing the ComplianceOne client. These applications can be found on your ComplianceOne CD in the Applications\Utilities folder, and installation instructions are available in [Appendix A](#) (.Net Framework 4), [Appendix B](#) (ASP.NET MVC3), and [Appendix D](#) (Silverlight).

Set Compatibility Mode in Internet Explorer 10 or 11 for HMDA

The HMDA Wiz interface uses the version of Internet Explorer installed on your client. If that is version 10 or 11, the HMDA web site will appear to not accept your username and password. This is a result of the web site not being compatible with IE10 or 11. You can avoid the error by placing your browser into compatibility mode before using HMDA Wiz:

1. Open Internet Explorer 10 or 11.
2. Navigate to the HMDA web site. You can find the address in ComplianceOne in administration, Setup, Organizations, Partners, HMDA Wiz.
3. To the right of the address bar is the compatibility icon. Click it to activate backward compatibility.

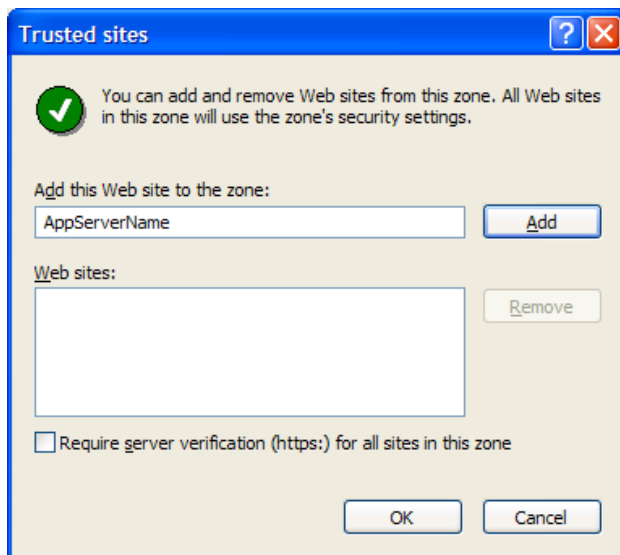


4. Alternatively, choose Tools, Compatibility View settings from the browser menu. You may need to press the **Alt** button to display the menu bar. Add the HMDA Wiz site to the compatibility list.

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 Internet Explorer:

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**.



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 has to 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 also 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 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 (if applicable).

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.

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 update installations without contacting SupportLine. Starting with ComplianceOne version 2013.3, 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.

ComplianceOne Advanced Installation Procedure

Overview

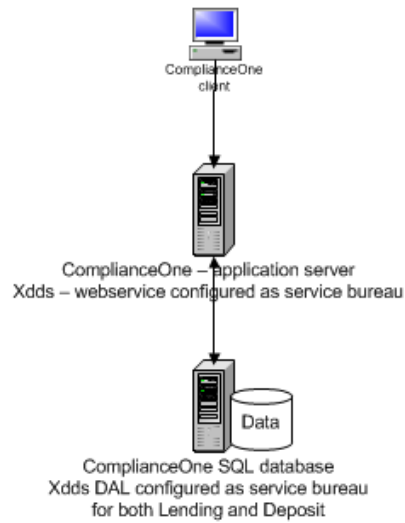
About the Advanced Installation

The standard ComplianceOne installation is defaulted for a single client-server installation. But should you wish to install ComplianceOne with in an advanced configuration, such as with multiple application servers and/or a data server, then this advanced installation process is needed.

Additional Machines

This installation procedure is for a basic system with one application server and one data server. This installation procedure can be used for any additional configuration that includes additional machines, such as adding clients or application servers or additional data servers. These same steps can be used to add additional machines.

Configuration Image



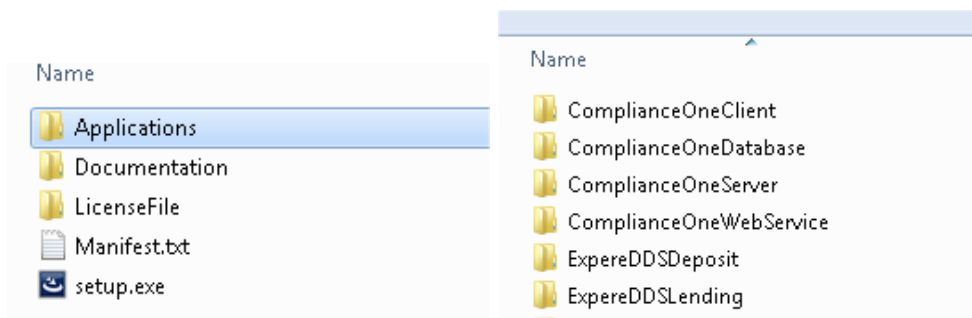
Components

The standard ComplianceOne installation is a parent installer that runs each ComplianceOne component installation. In order to install ComplianceOne as an advanced configuration, you must install each ComplianceOne component separately.

The following ComplianceOne components need to be installed:

- ComplianceOneClient
- ComplianceOneDatabase
- ComplianceOneSever
- ComplianceOneWebService
- ExpereDDSLending
- ExpereDDSDeposit

This list of components can be found in the Applications folder where the standard ComplianceOne installation is located.



Component Installation Explanation

The Advanced Installation procedure consists of installing and configuring on three separate servers: The Data Server, the Application Server, and the Client Server.

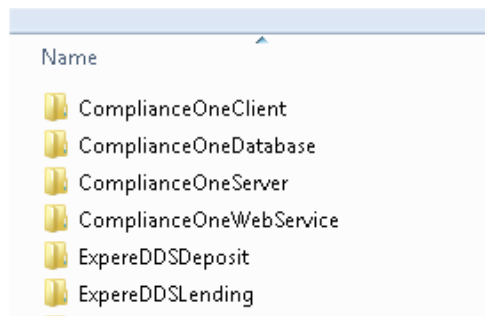
The Data Server is the first server to set up, and it consists of installing three components: the ComplianceOne SQL database, and the ExpereDDS Data Access Layers (DALs). The Data Access Layers consist of both ExpereDDSLending and ExpereDDSDeposit. (Additionally, the ExpereDDSLending and ExpereDDSDeposit components have a second installation on the Application Server.)

After the Data Server installation is complete, the Application Server is the next server set up. The Application Server install consists of four components: the ComplianceOneServer, the ComplianceOneWebService, ExpereDDSLending (the second component), and ExpereDDSDeposit (also the second component).

After the Data Server and the Application Servers are set up, the final server to set up is the Client Server. To set up the Client Server you will need to install one component, the ComplianceOneClient.

Installed Components Locations

All components are installed from the Applications folder on the ComplianceOne Installation CD.



Data Server Installation

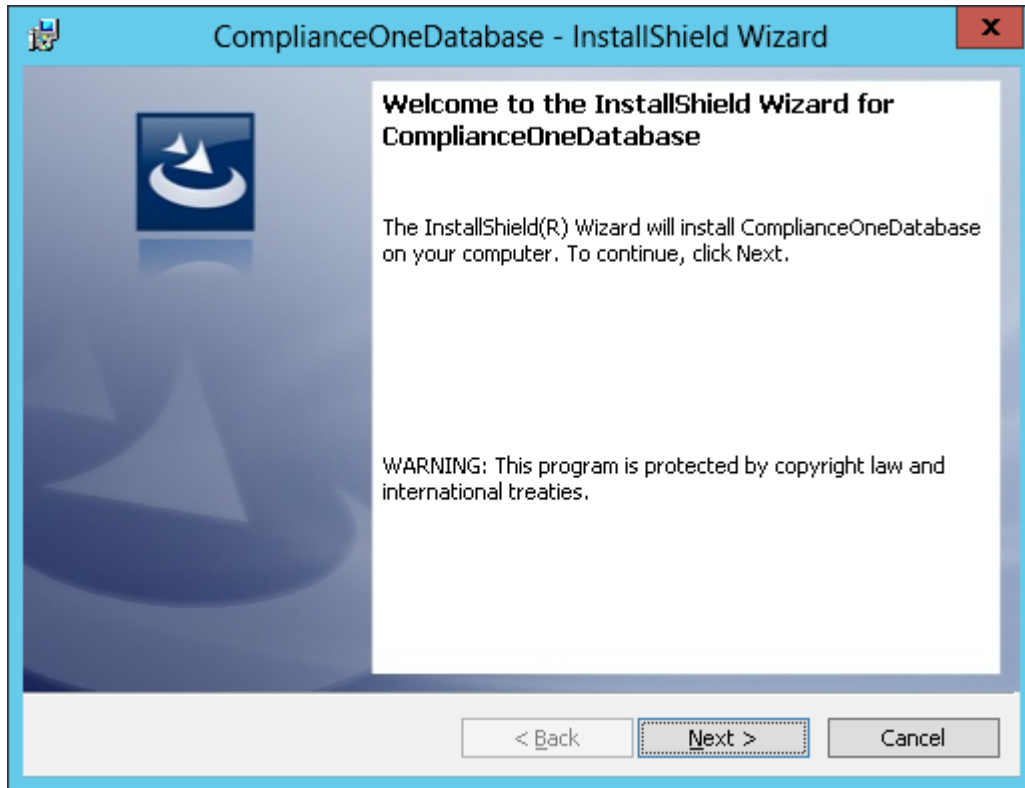
Database Installation

The ComplianceOne SQL database is installed with the ComplianceOneDatabase component.

Note

You cannot run the database installation from one machine to update on another, but some configurations may allow you to remote in to the database machine or to go directly to the console to run the installation.

1. Run ComplianceOneDatabaseSetup.exe and you will see the ComplianceOneDatabase welcome page.



2. Click **Next** to open the Database Server page, where you be asked to enter the SQL login information.

ComplianceOneDatabase - InstallShield Wizard

Database Server
Select database server and authentication method

Database server that you are installing to:
NOTE: The database server location must contain the computer name of the database server and can not contain (local). Example: computername\complianceone

(local)

Connect using:

☐ Windows authentication credentials of current user

☒ Server authentication using the Login ID and password below

Login ID: CONE

Password: ••••••

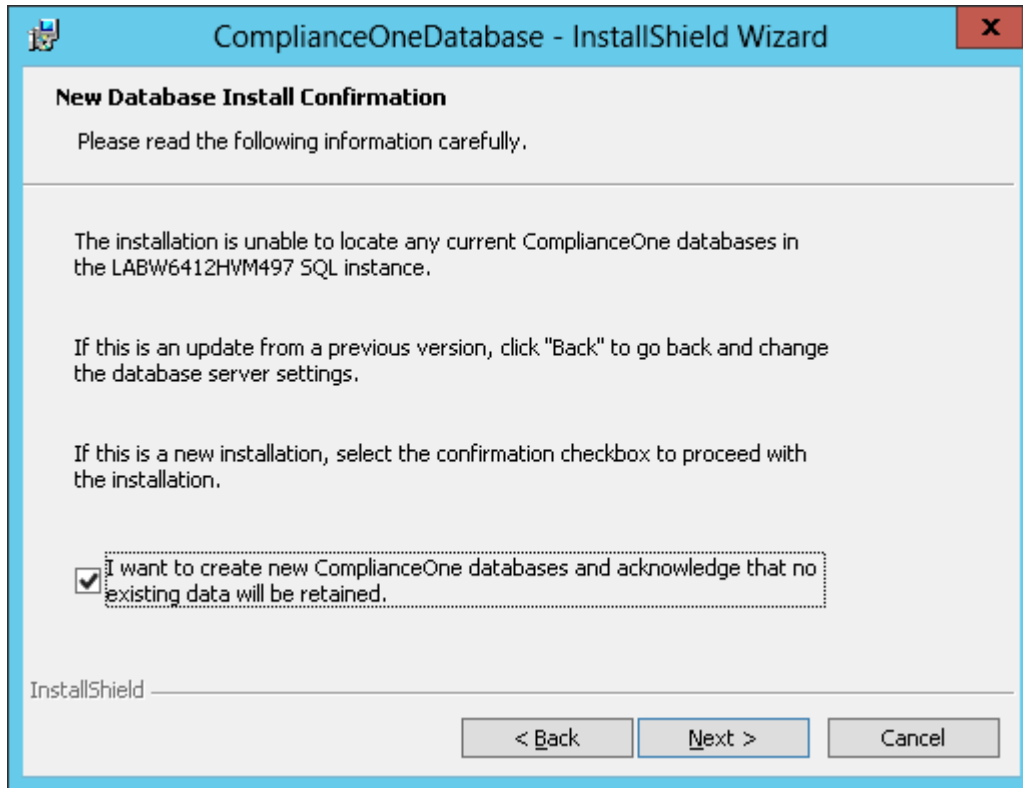
InstallShield

< Back Next > Cancel

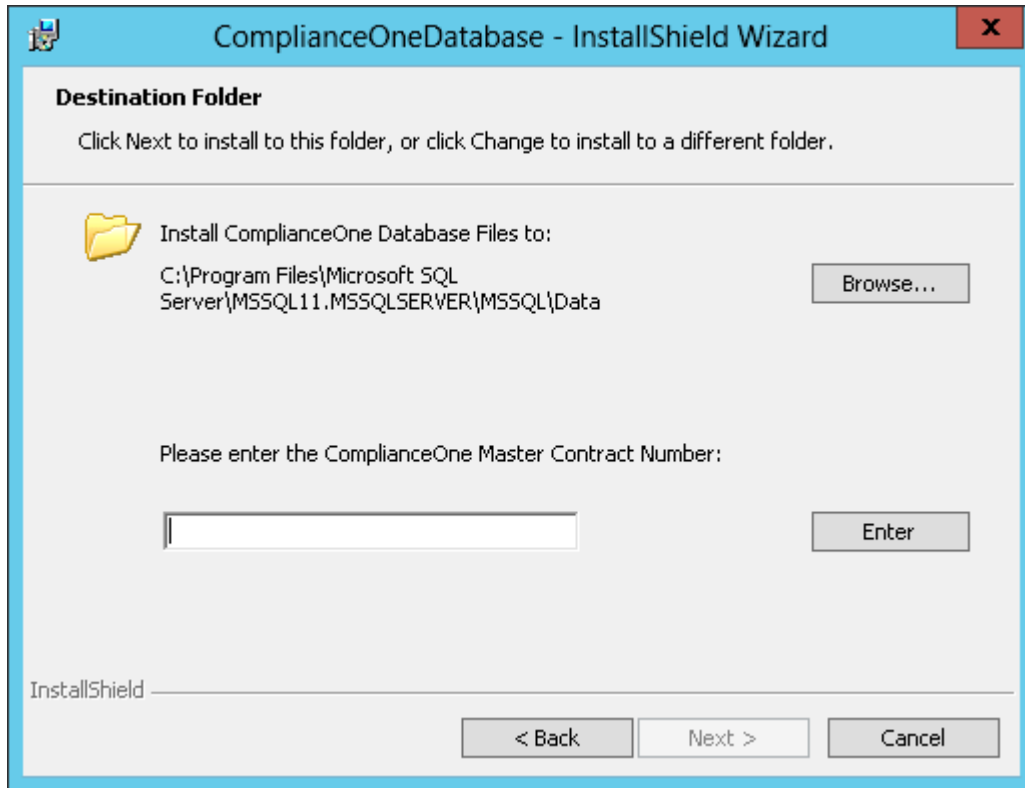
3. Enter your SQL login information. Click **Next**.

Note

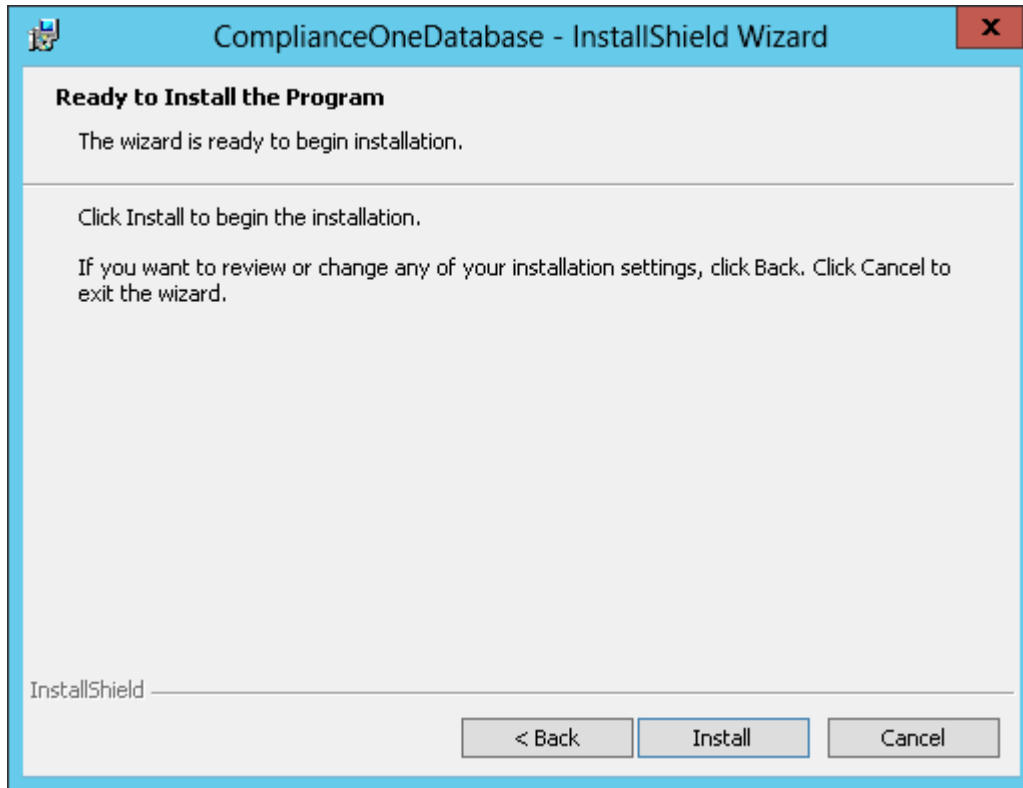
If you are using SQL 2012, make sure to follow the pre-configuration instructions. These instructions are included in Appendix A.



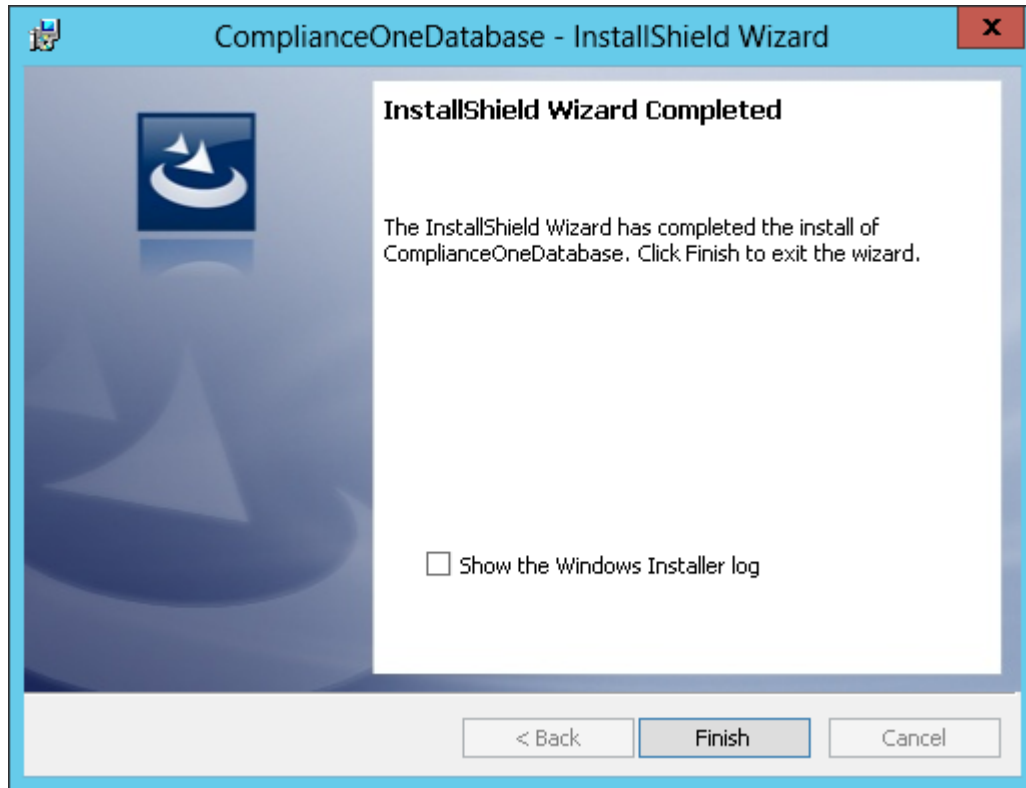
4. On the New Database Install Confirmation page, check the **I want to create new ComplianceOne databases...** checkbox if it is not already checked and click **Next** to install a new database.



5. On the Destination Folder page, enter the ComplianceOne Master Contract Number. Click **Next** to navigate to the last page of the installation setup wizard.



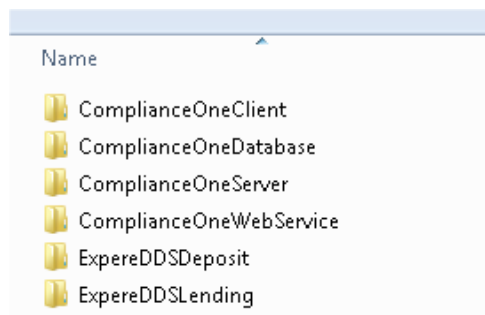
6. Click **Install** to begin the installation.



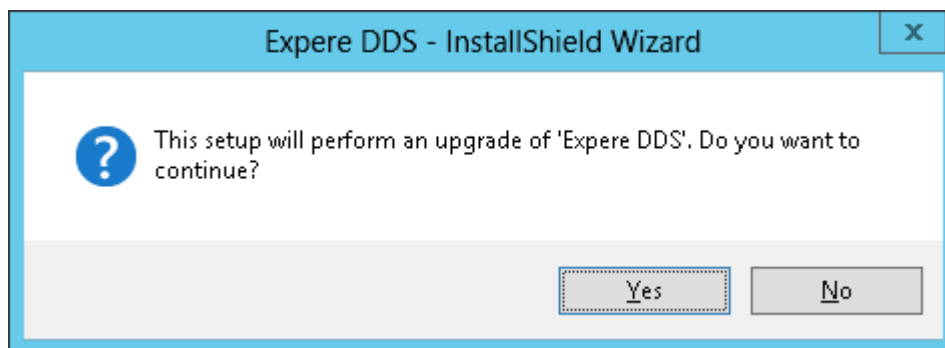
7. Once all the files are installed, the Completed page displays. Click **Finish** to complete the installation.

Data Access Layer for ExpereDDSLending Component

Now you are ready to install the Data Access Layer (DAL) of the ExpereDDSLending component.

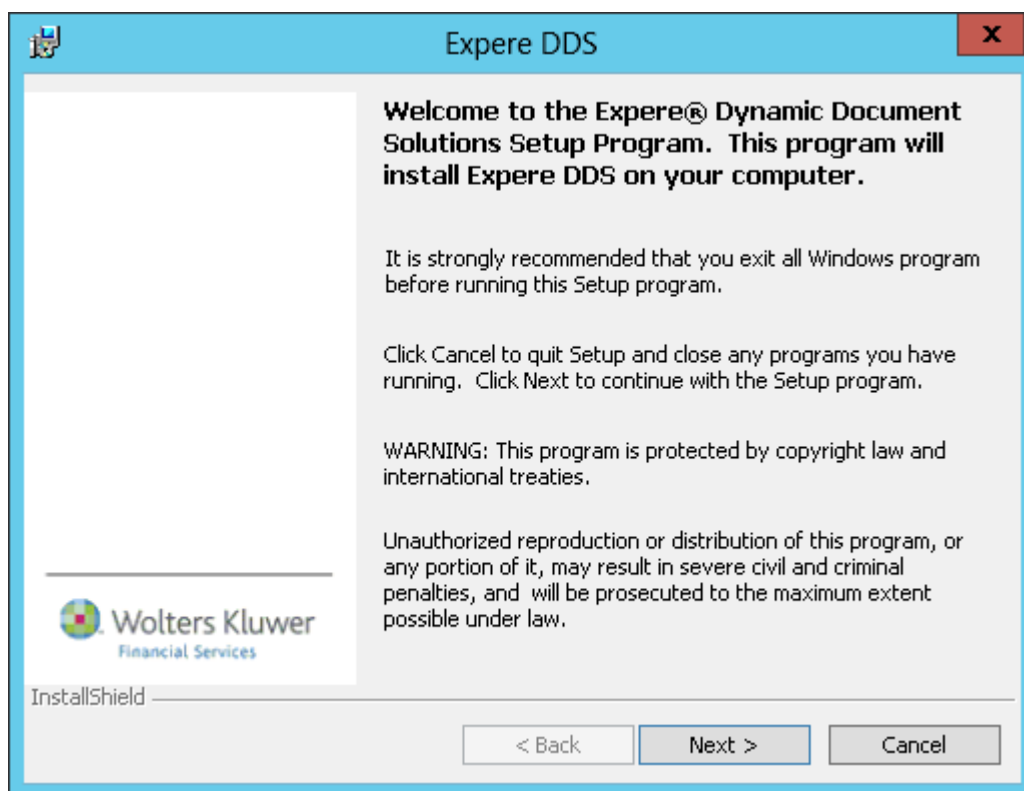


1. Open the ExpereDDSLending component folder and run the setup.exe file.

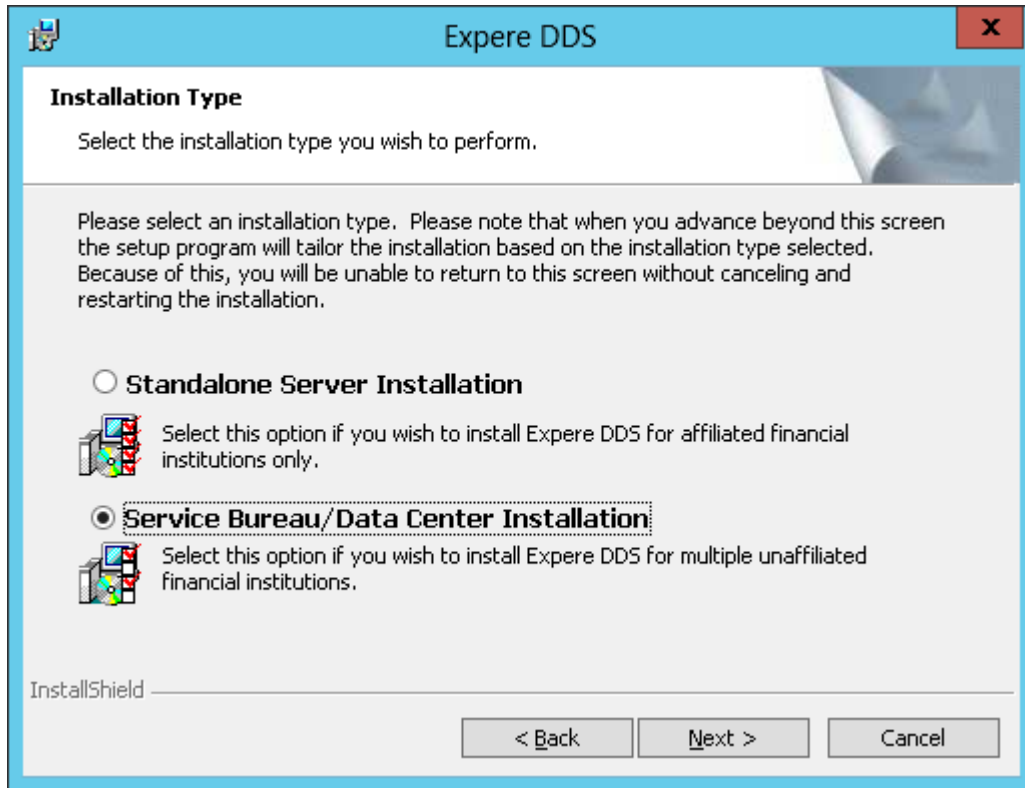


2. If you previously installed ExpereDDSLending you will get a message asking you if you want to update. Click **Yes**.

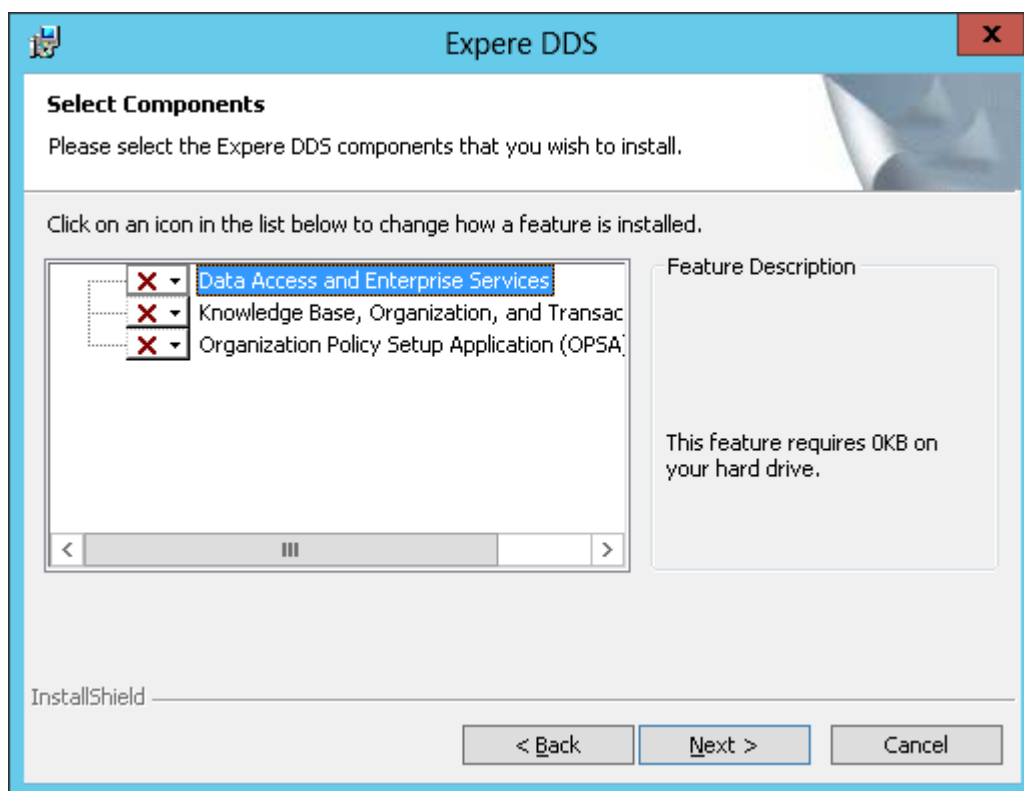
Note: Make sure you have all the prerequisites for ExpereDDS installed.



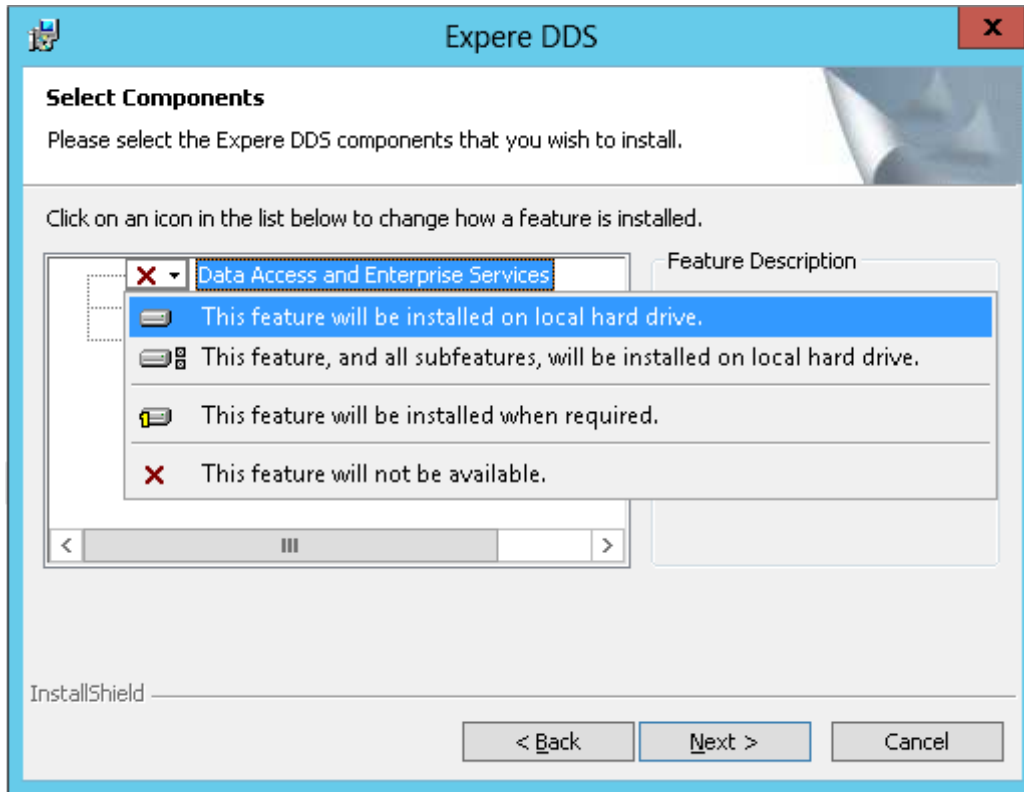
3. Click **Next** on the Expere DDS welcome page.



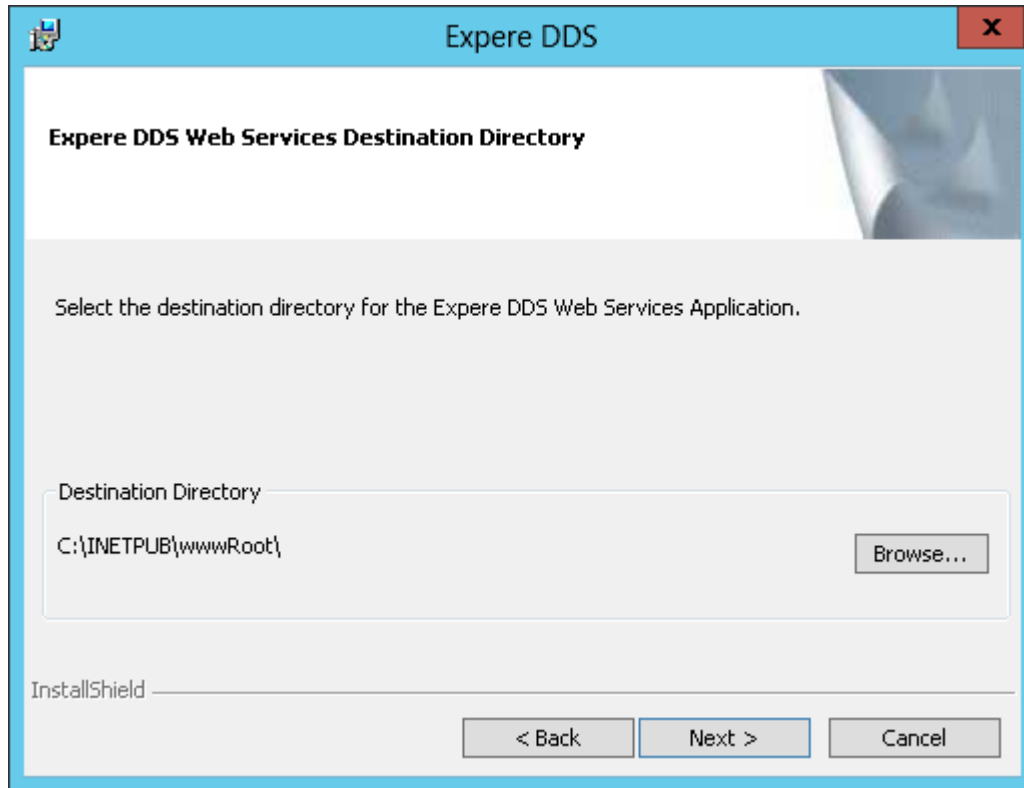
4. Choose the **Service Bureau/Data Center Installation** option and click **Next**.



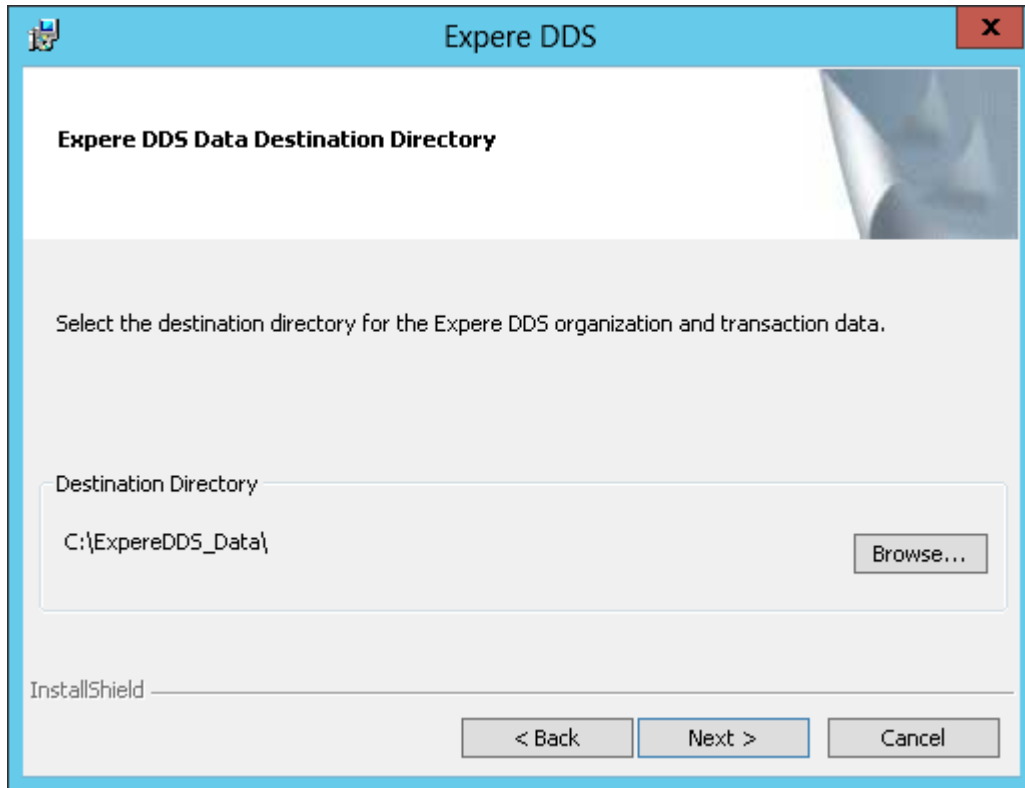
5. On the Select Components page, select the **Data Access and Enterprise Services** component for the Data Server being set up.



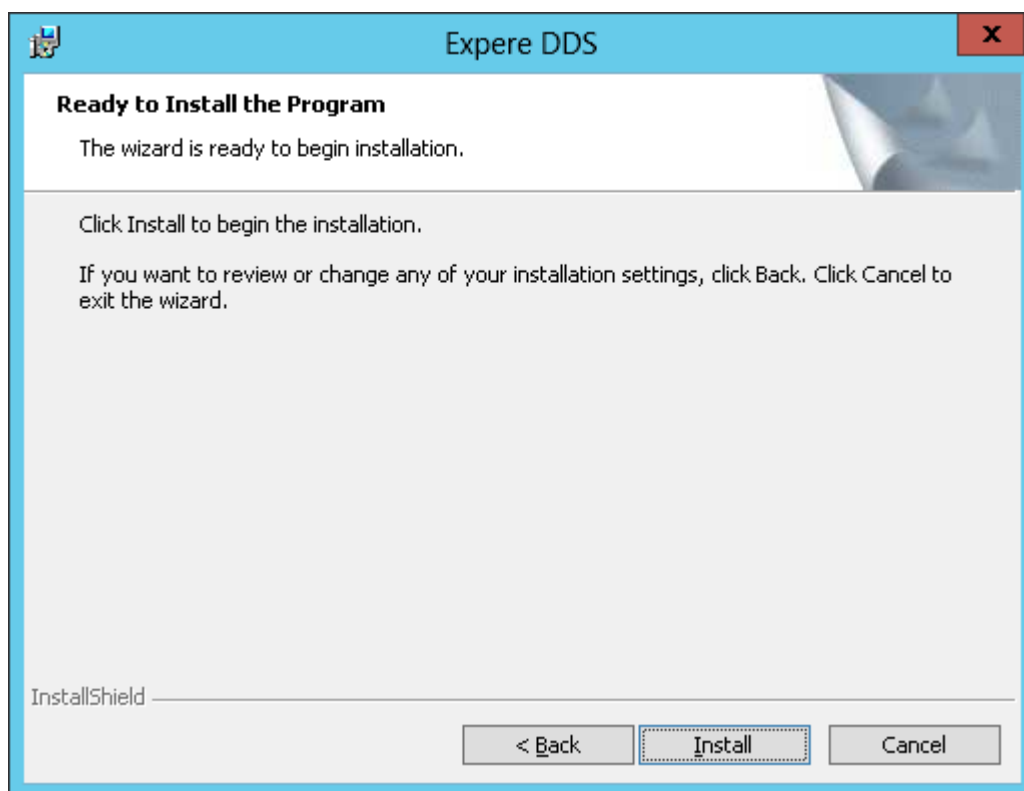
6. Select the **This feature will be installed on local hard drive** option from the dropdown list and click **Next**.



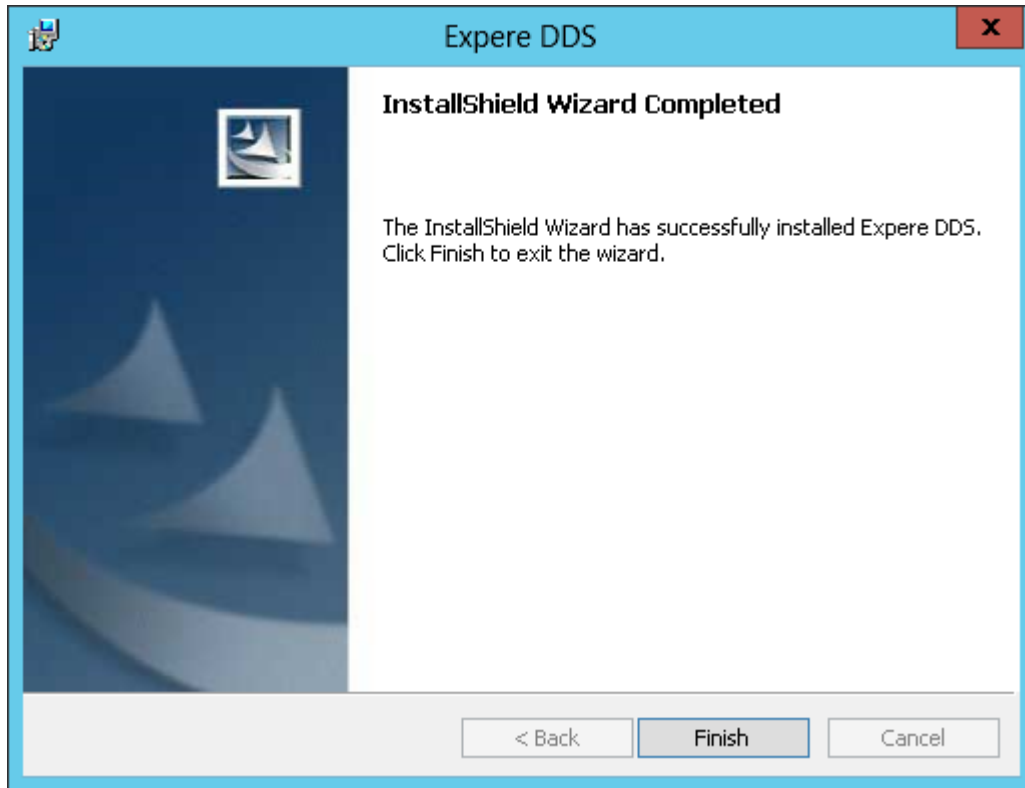
7. Verify that the destination directory for the Expere DDS Web Services Application is correct. Click **Next**.



8. Verify that the destination directory for the Expere DDS organization and transaction data is correct. Click **Browse** to designate an alternate directory, if necessary. Click **Next**.



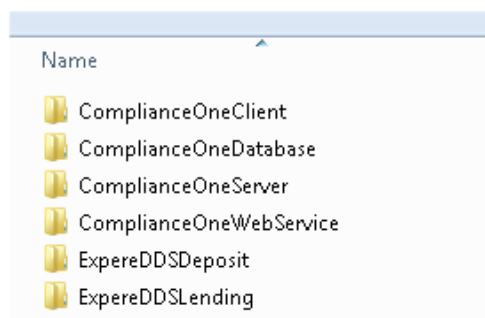
9. On the Ready to Install page, click **Install** to begin installing the program.



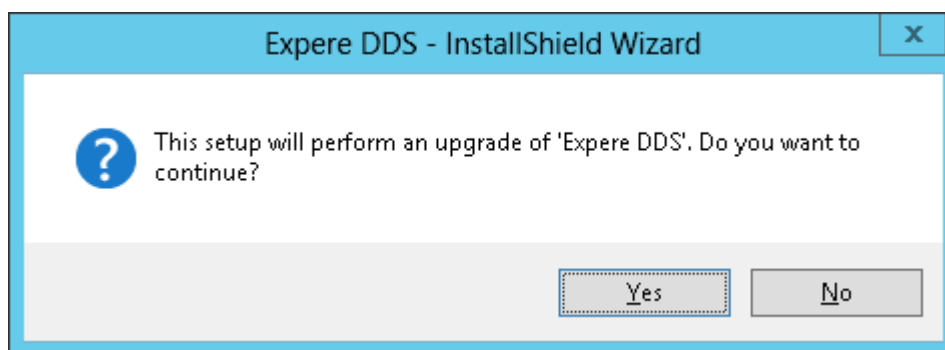
10. After the process is complete the Completed page displays. Click **Finish**.

Data Access Layer for ExpereDDSDeposit Component

Now you are ready to install the Data Access Layer (DAL) of the ExpereDDSDeposit component.



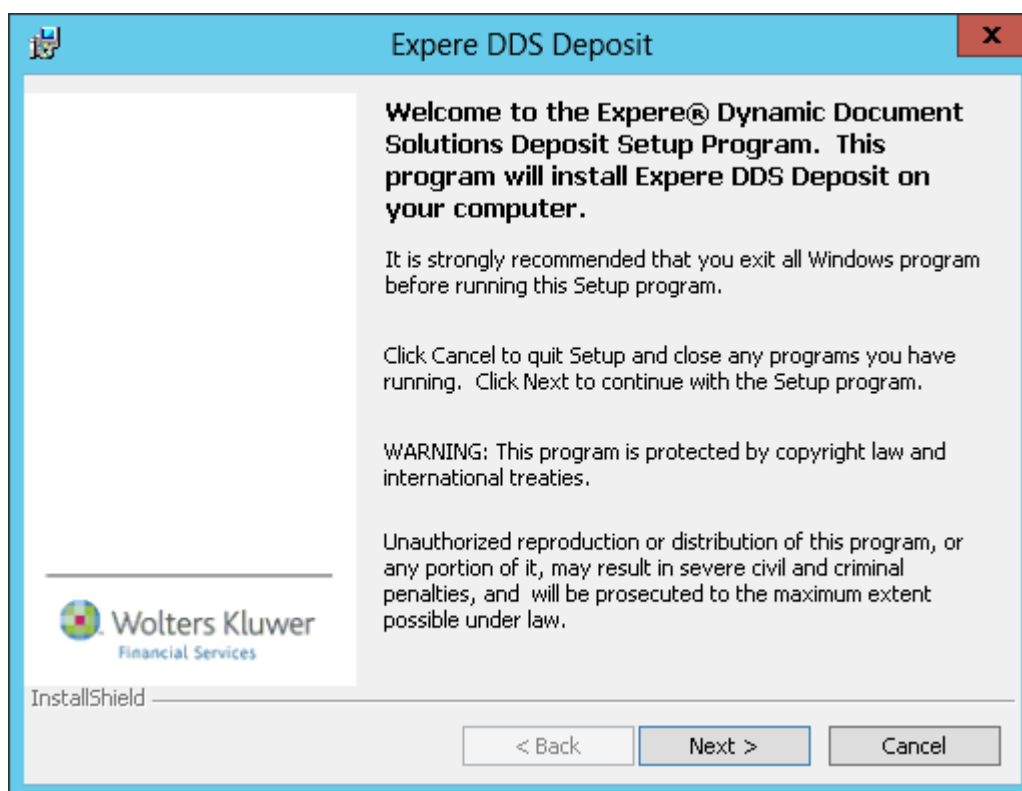
1. Go to the ExpereDDSDeposit component folder and run the **setup.exe** file.



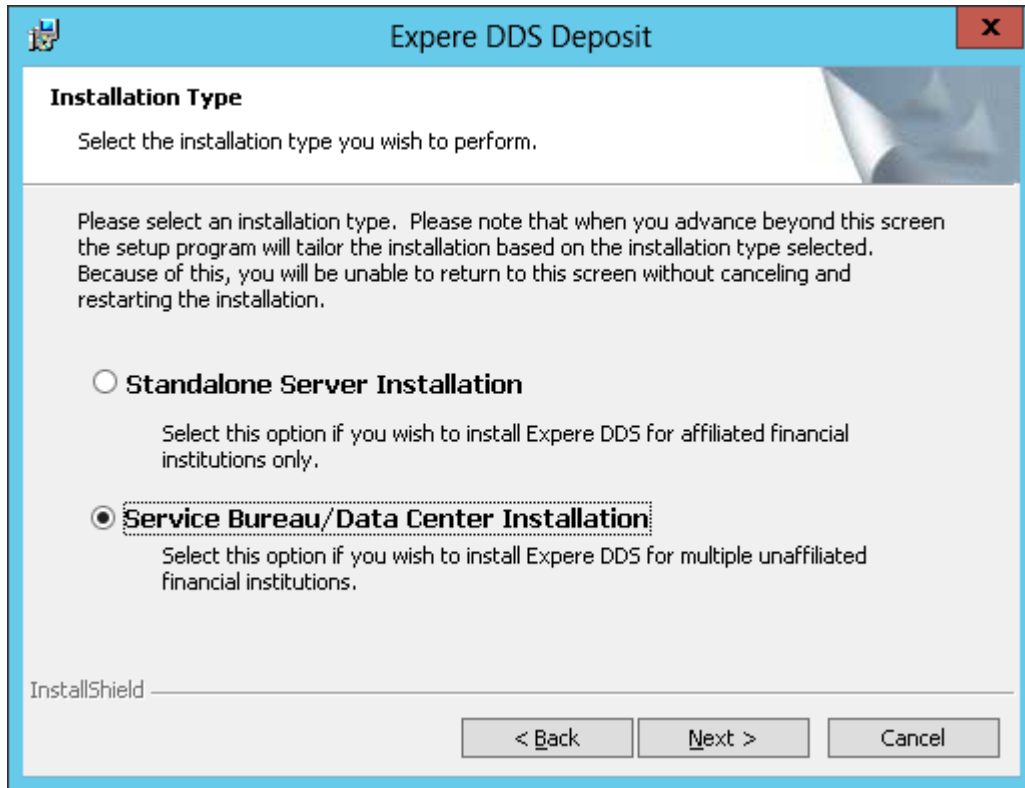
2. If you have previously installed ExpereDDSDeposit you will get a message asking you if you want to update. Click **Yes**.

Note: Make sure you have all the pre-requisites for ExpereDDS installed.

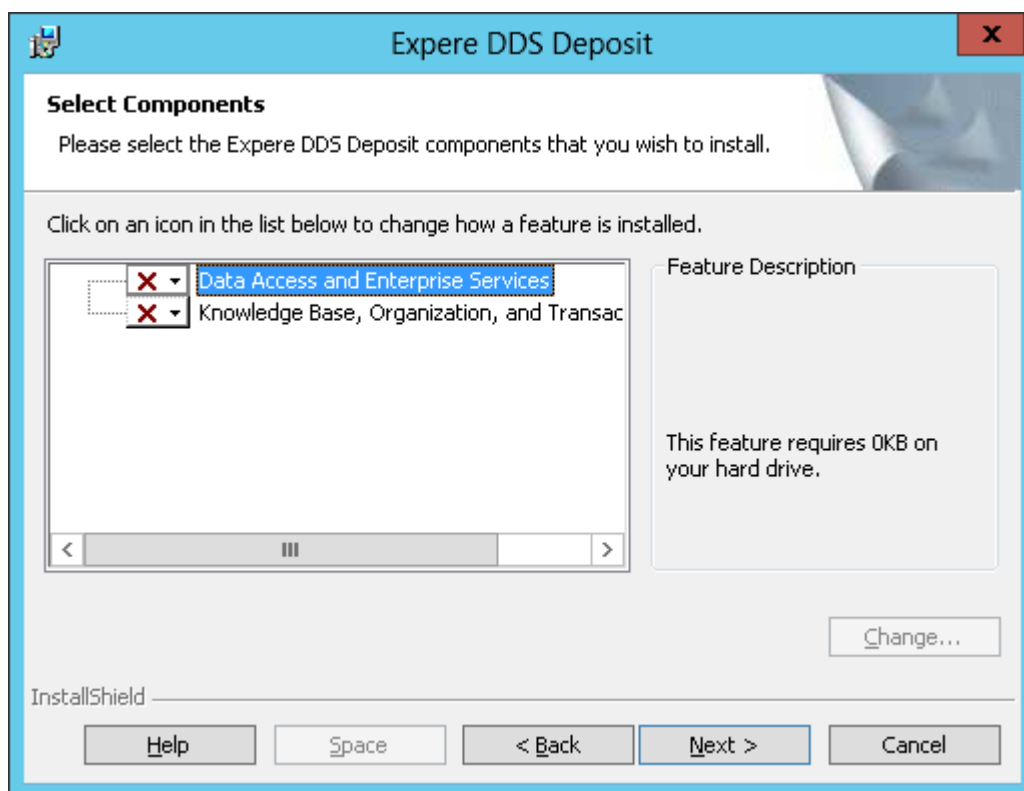
3. When you run the **setup.exe** you will see the Expere DDS Welcome page.



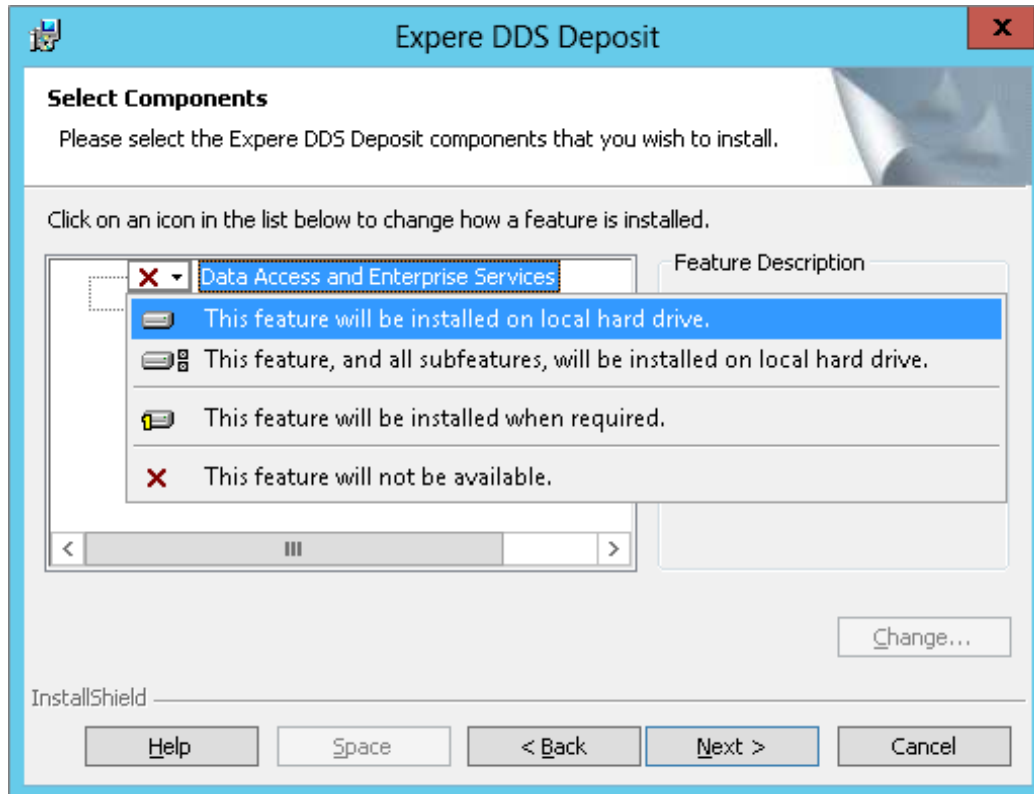
4. On the Expere DDS Deposit Welcome page, click **Next**.



5. Select the **Service Bureau/Data Center Installation** option on the Installation Type page and click **Next**.



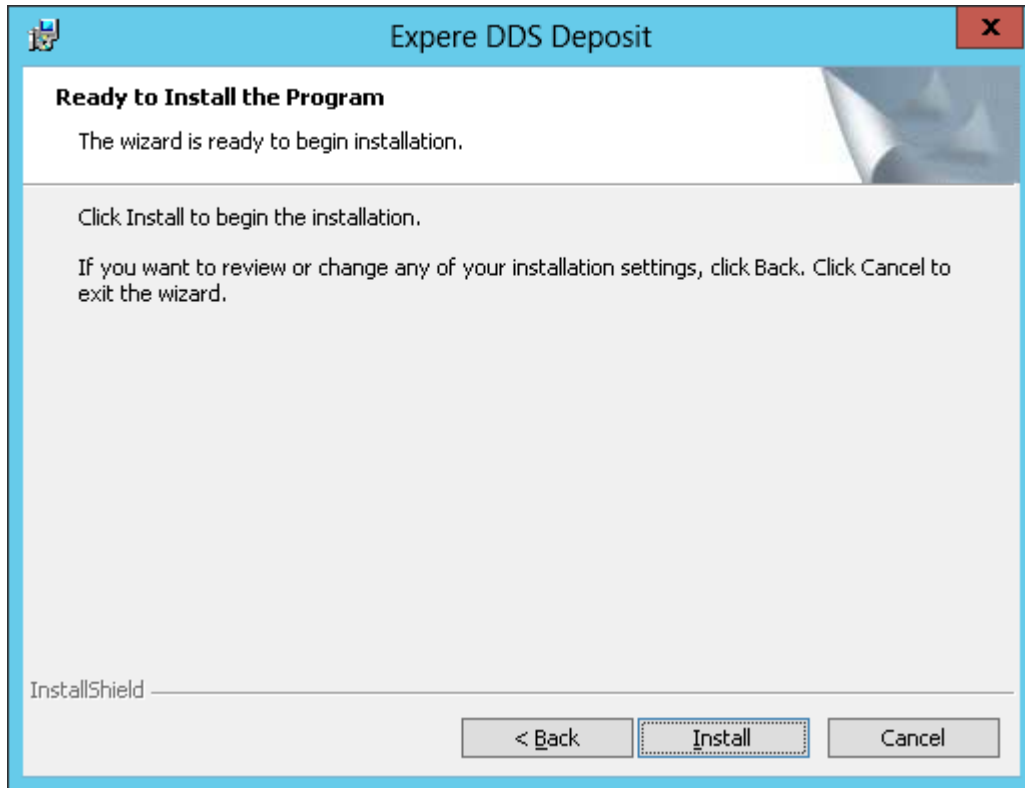
6. On the Select Components page, select the **Data Access and Enterprise Services** option for the Data Server being set up.



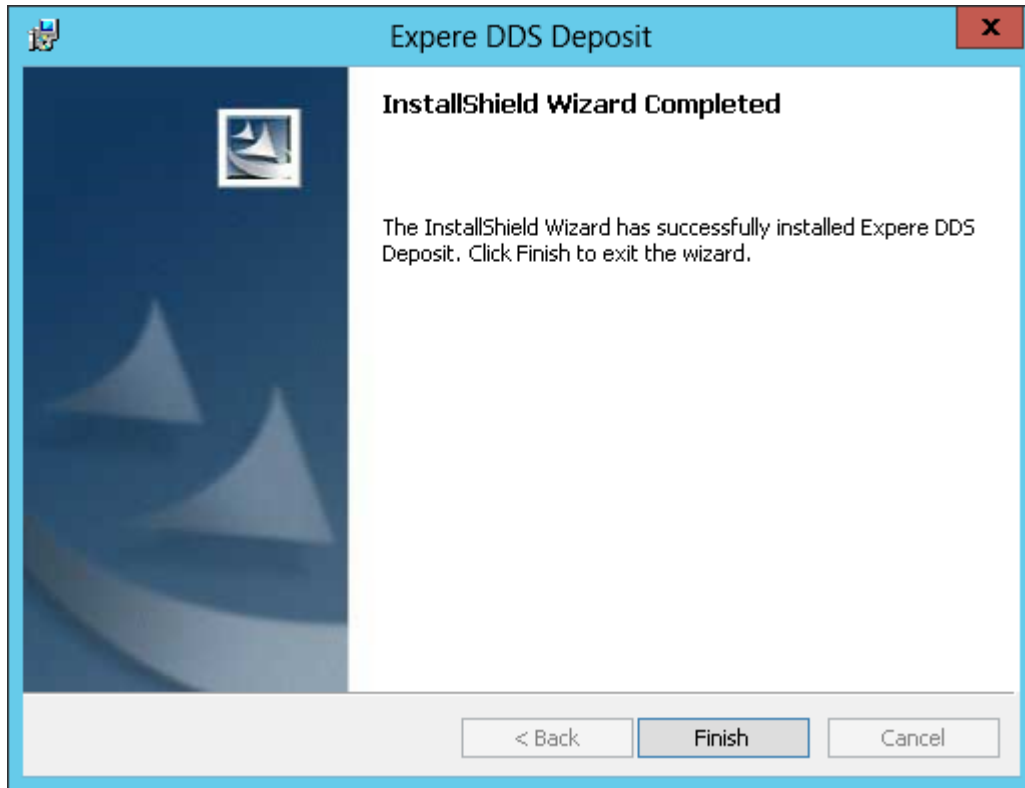
7. Select the **This feature will be installed on local hard drive** option from the dropdown list. Click **Next**.



8. Verify that the destination directory is correct. If necessary, click **Browse** to specify your destination directory. Click **Next**.



9. On the Ready to **Install** page, click Install to begin the installation process.



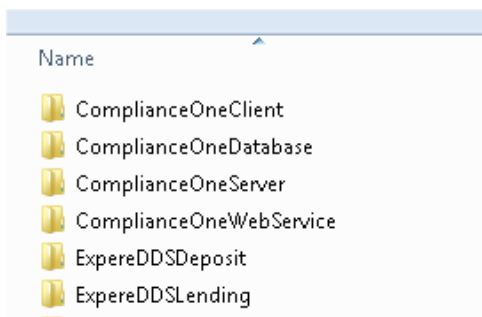
10. After the process is complete you will see the Completed page. Click **Finish**.

Application Server Installation

Application Server Installation

WebServices Installation

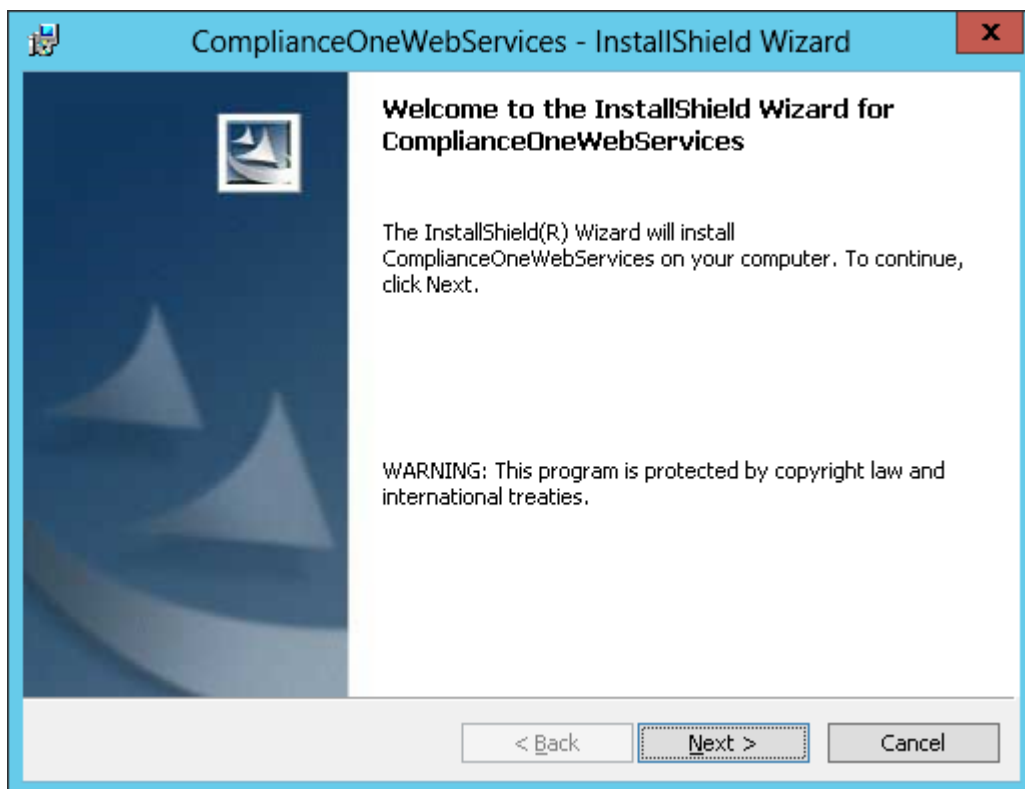
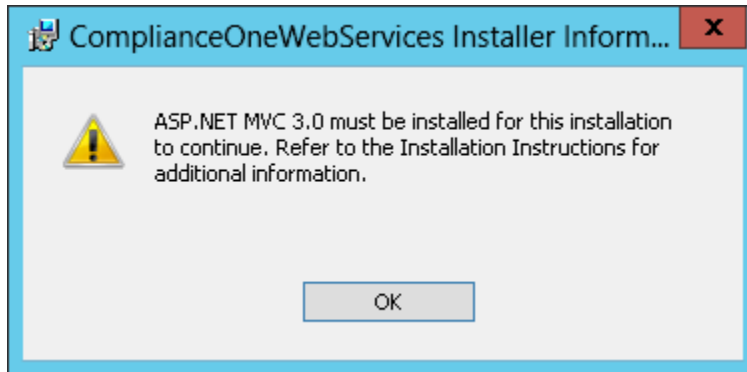
The webservices installation is the first step to installing the application server.



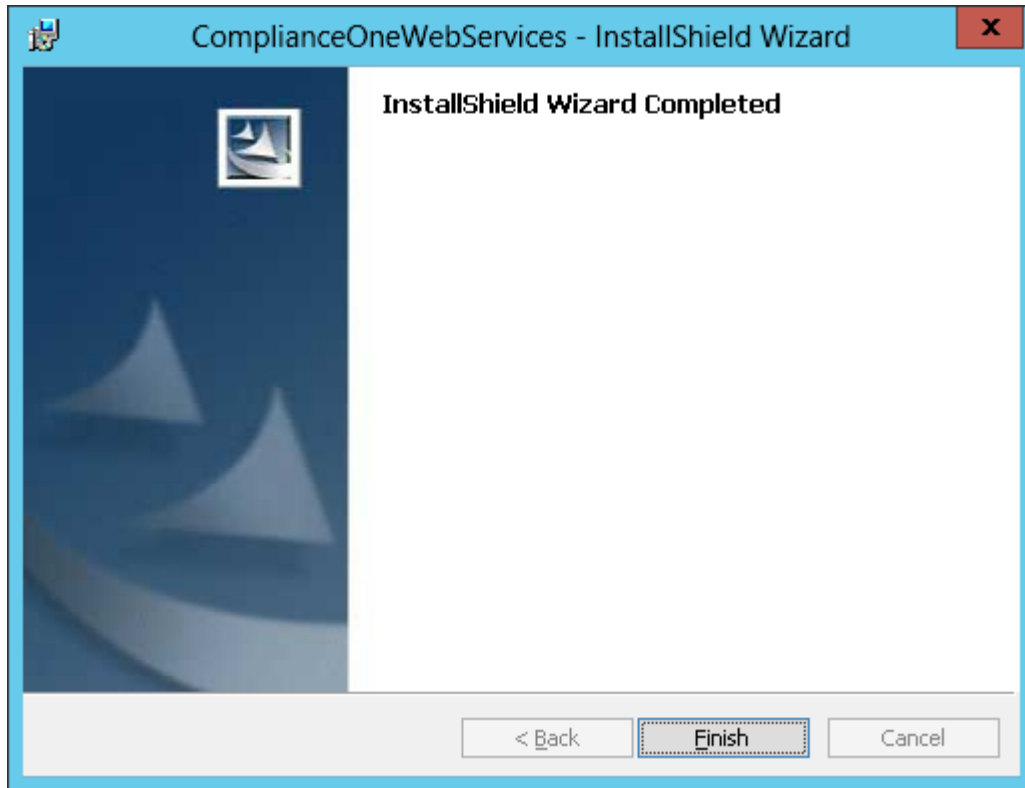
1. On your Application Server, navigate to the ComplianceOneWebService component folder and run the setup.exe file.

Note

Make sure all the ComplianceOne prerequisites are installed on your application server. If they are not, you will receive warning messages similar to the following:



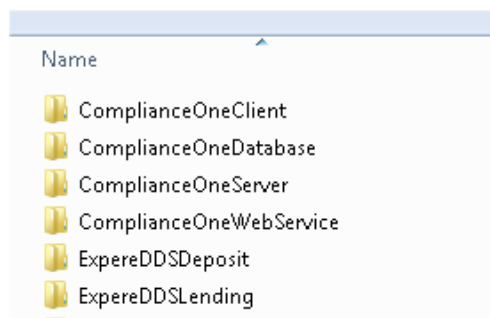
2. On the Welcome page, click **Next** to begin the installation.



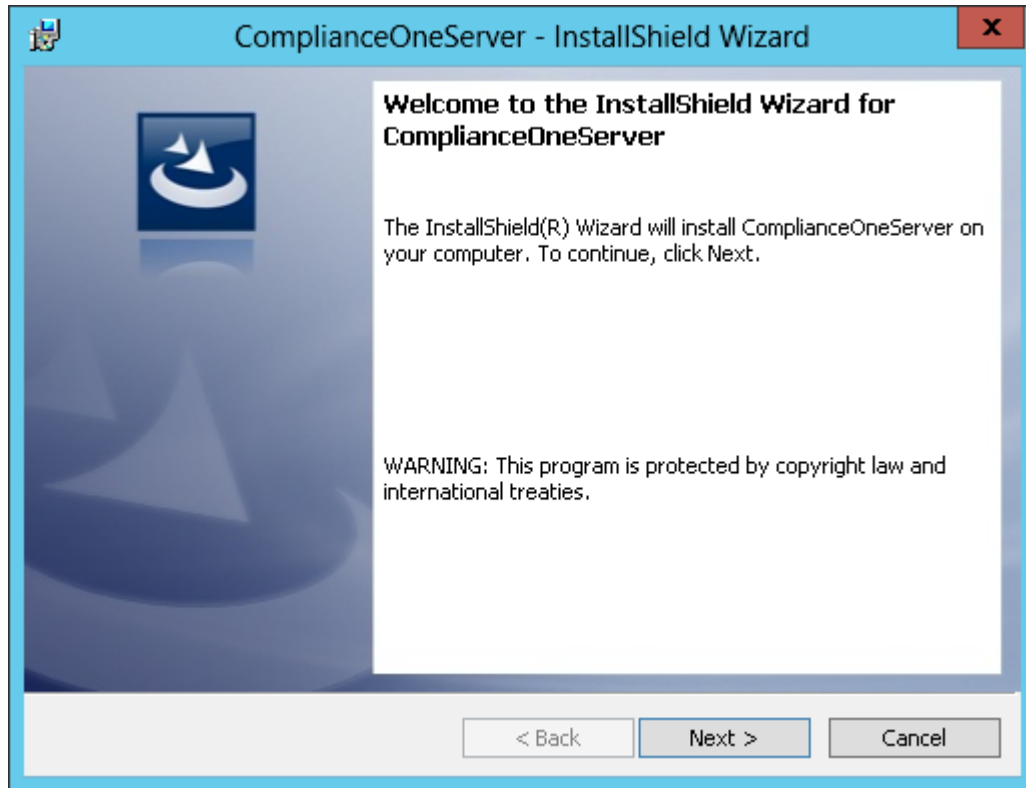
3. The Wizard Completed page displays when the install is complete. Click **Finish**.

ComplianceOne Server Installation

Next, run the server setup on the application server.



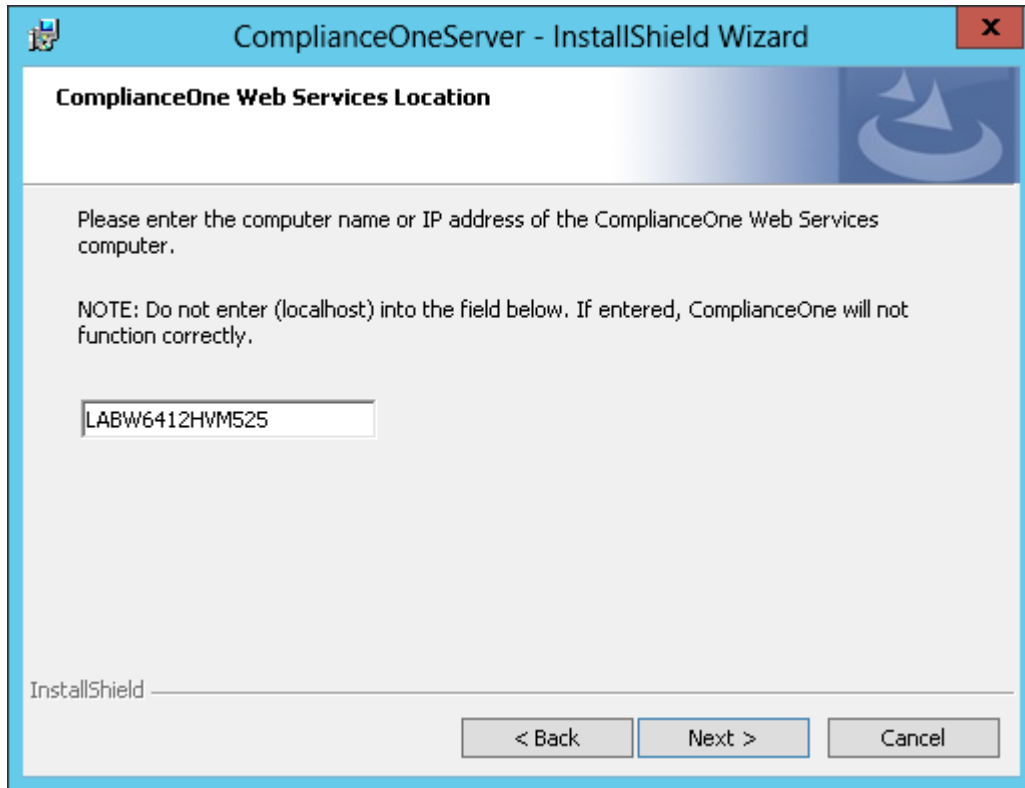
1. On your Application Server, go to the ComplianceOneServer component folder. Run the ComplianceOneServerSetup.exe file.



2. On the Welcome page, click **Next**.

The screenshot shows a Windows-style dialog box titled "ComplianceOneServer - InstallShield Wizard". The main heading is "ComplianceOne Database Server Location" with a subtitle "Select database server and authentication method". A note states: "Please select the database Server where ComplianceOne database is installed: NOTE: The database server location must contain the computer name of the database server and can not contain (local). Example: computername\ComplianceOne". Below this is a dropdown menu currently showing "your data server". Under "Connect using:", there are two radio buttons: "Windows authentication credentials of current user" (unselected) and "Server authentication using the Login ID and password below" (selected). Below the selected option are two text fields: "Login ID:" containing "CONE" and "Password:" containing seven dots. At the bottom left is the "InstallShield" logo. At the bottom right are three buttons: "< Back", "Next >", and "Cancel".

3. On the Database Server Location page, enter the name of your data server (ComplianceOne database instance name) upon which you previously installed the ComplianceOne database. Then enter your login information. Click **Next**.



The screenshot shows a Windows-style dialog box titled "ComplianceOneServer - InstallShield Wizard". The window has a blue header bar with a small icon on the left and a red close button on the right. Below the header, the title "ComplianceOne Web Services Location" is displayed in bold. To the right of the title is a blue square icon with a white circular arrow. The main content area is light gray and contains the following text: "Please enter the computer name or IP address of the ComplianceOne Web Services computer." followed by "NOTE: Do not enter (localhost) into the field below. If entered, ComplianceOne will not function correctly." Below this text is a text input field containing the string "LABW6412HVM525". At the bottom left of the window, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a blue border.

ComplianceOneServer - InstallShield Wizard

ComplianceOne Web Services Location

Please enter the computer name or IP address of the ComplianceOne Web Services computer.

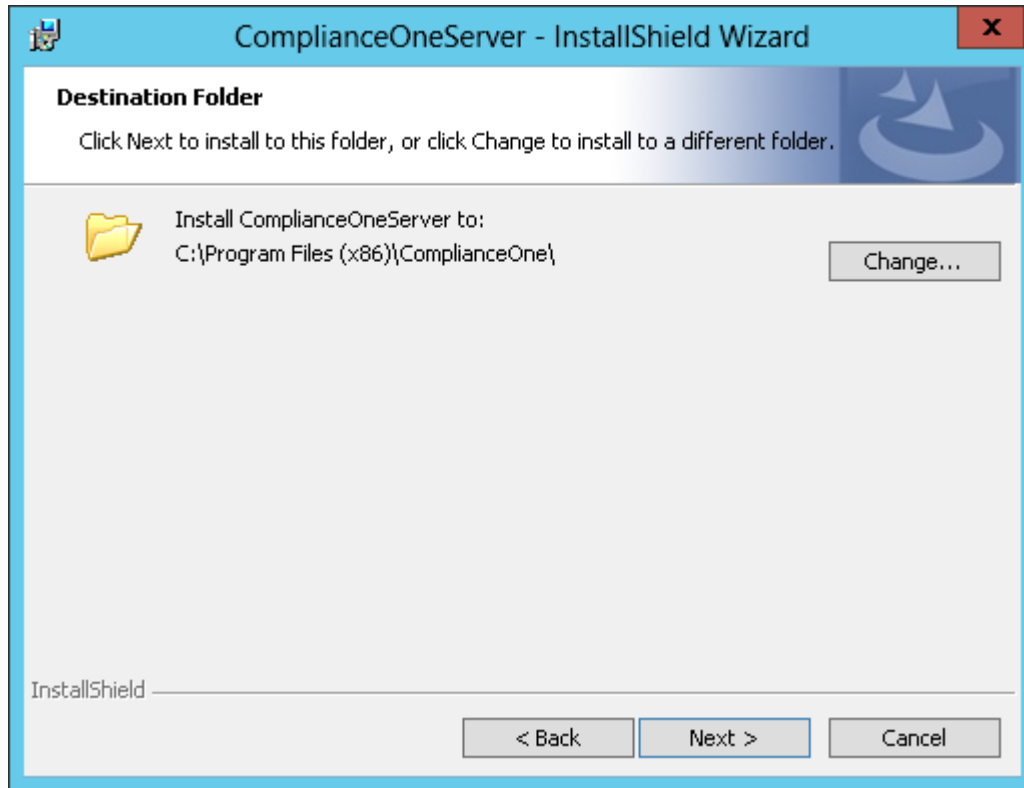
NOTE: Do not enter (localhost) into the field below. If entered, ComplianceOne will not function correctly.

LABW6412HVM525

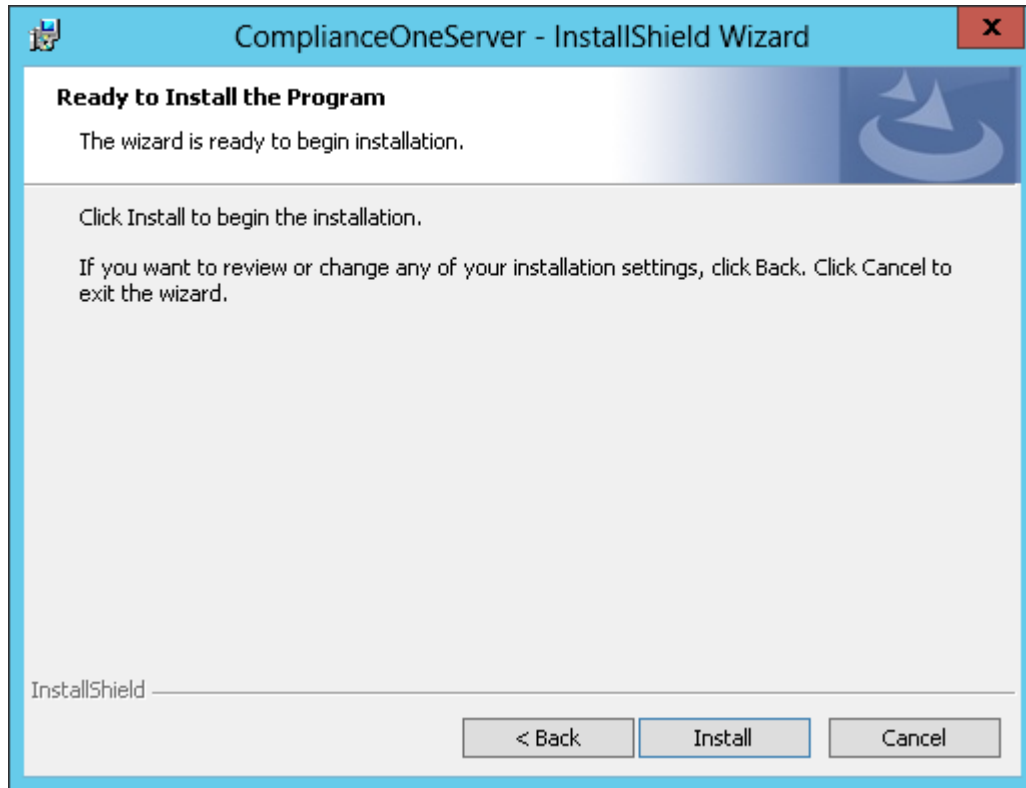
InstallShield

< Back Next > Cancel

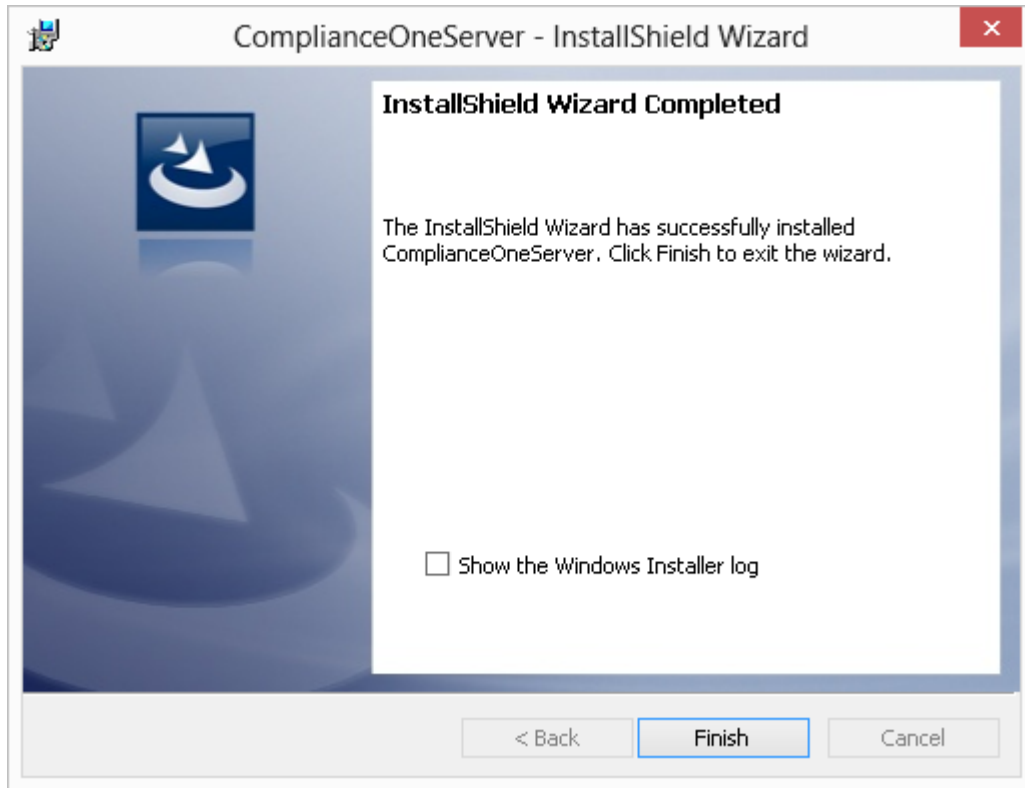
4. On the Web Services Location page, the name of the Application Server should be displayed. If is not displaying, enter the name of your Application Server. Click **Next**.



5. Verify the installation location, changing if necessary. Click **Next**.



6. On the Ready to Install page, click **Install**.

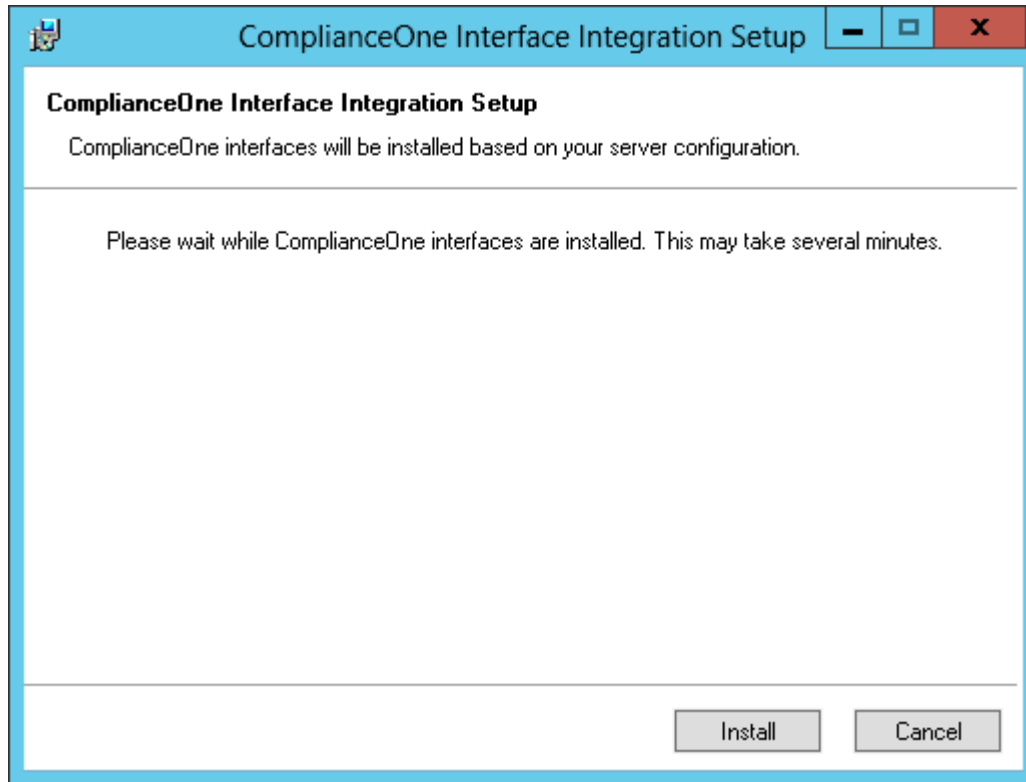


7. The Completed page displays when the installation is finished. Click **Finish**.

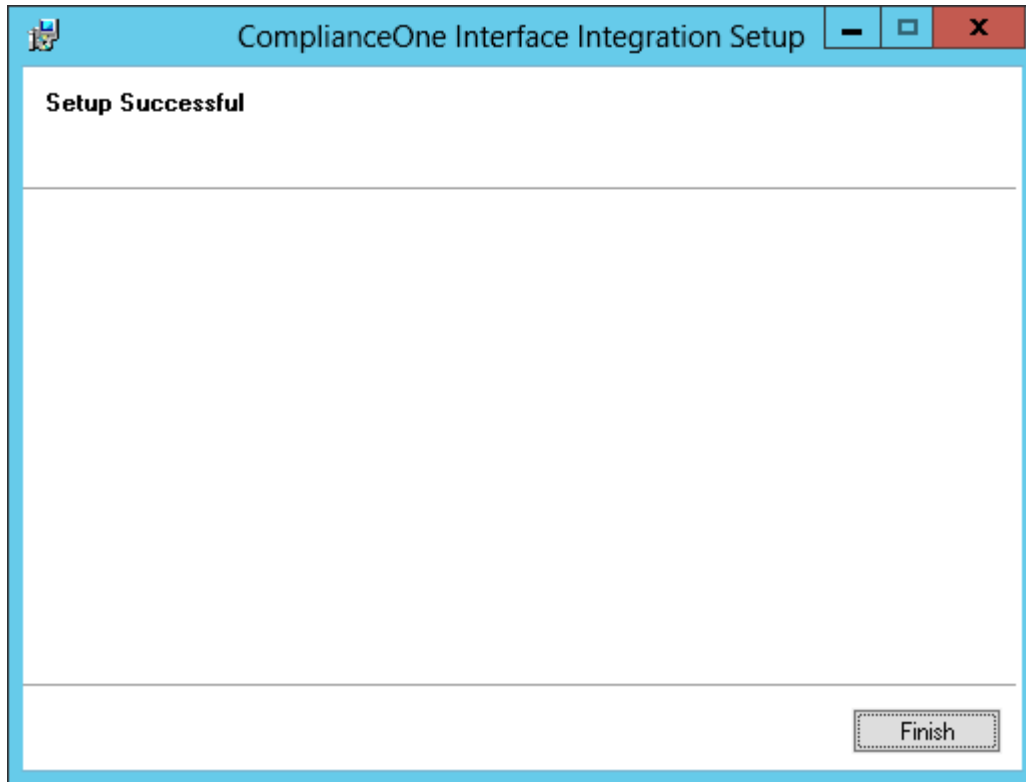
Interfaces Installation

In the same folder, there is another installation to be run.

1. Run the C1ServerInterfacesInstaller.exe file from the ComplianceOneServer component folder.



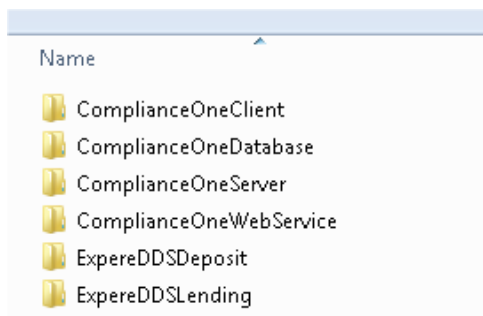
2. On the Interface Integration Setup page, click **Install**.



3. When the installation is complete, the Setup Successful page displays. Click **Finish**.

ExpereDDSLending Component Installation

1. On your Application Server, go to the ExpereDDSLending component folder.

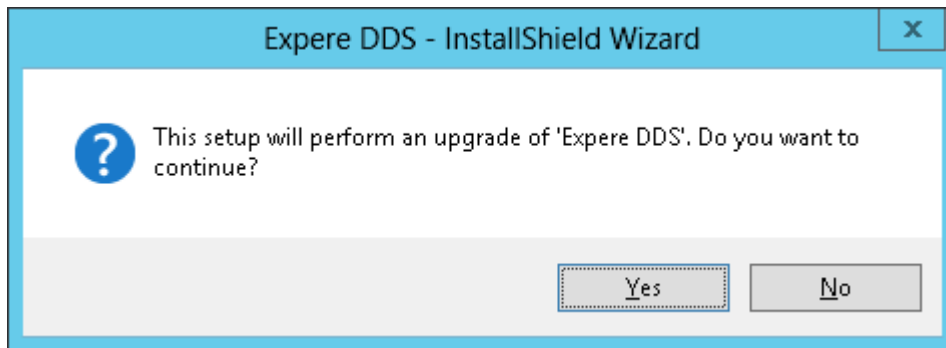


2. Run the setup.exe file.

Note

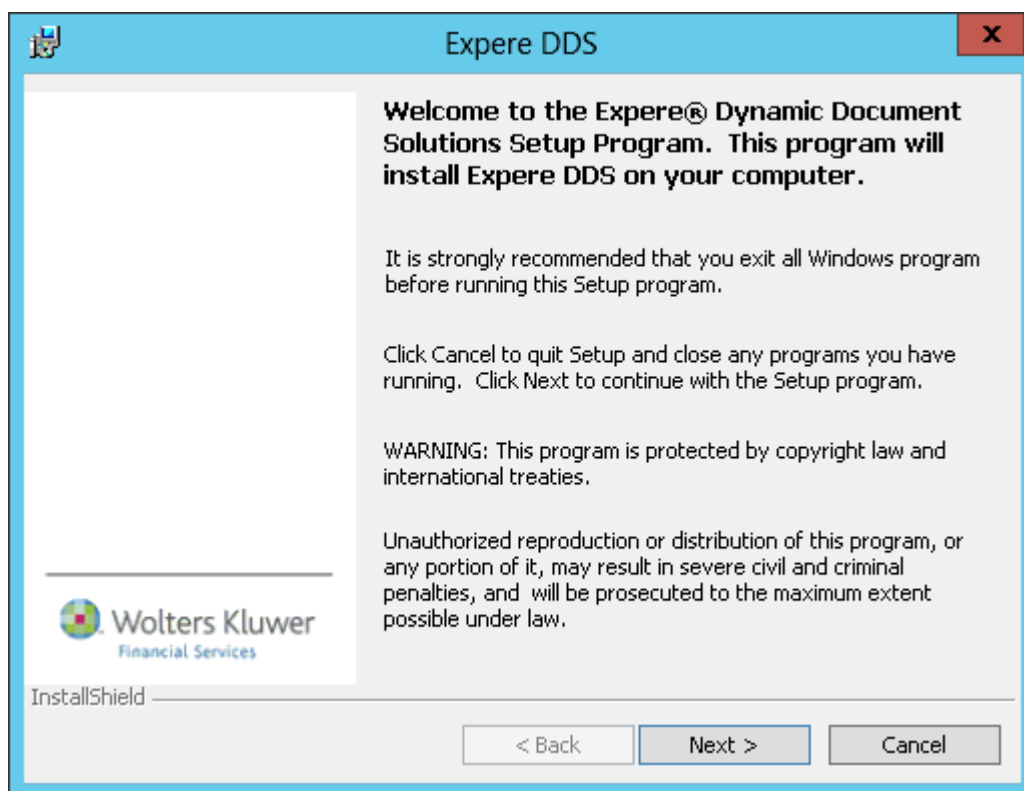
This is the same setup.exe that was performed on the Data Server when installing the Data Access Layer (DAL). This time, the **Knowledge Base, Organization, and Transaction Services** components will be installed.

3. If you previously installed ExpereDDSLending you will get a message asking you if you want to update.

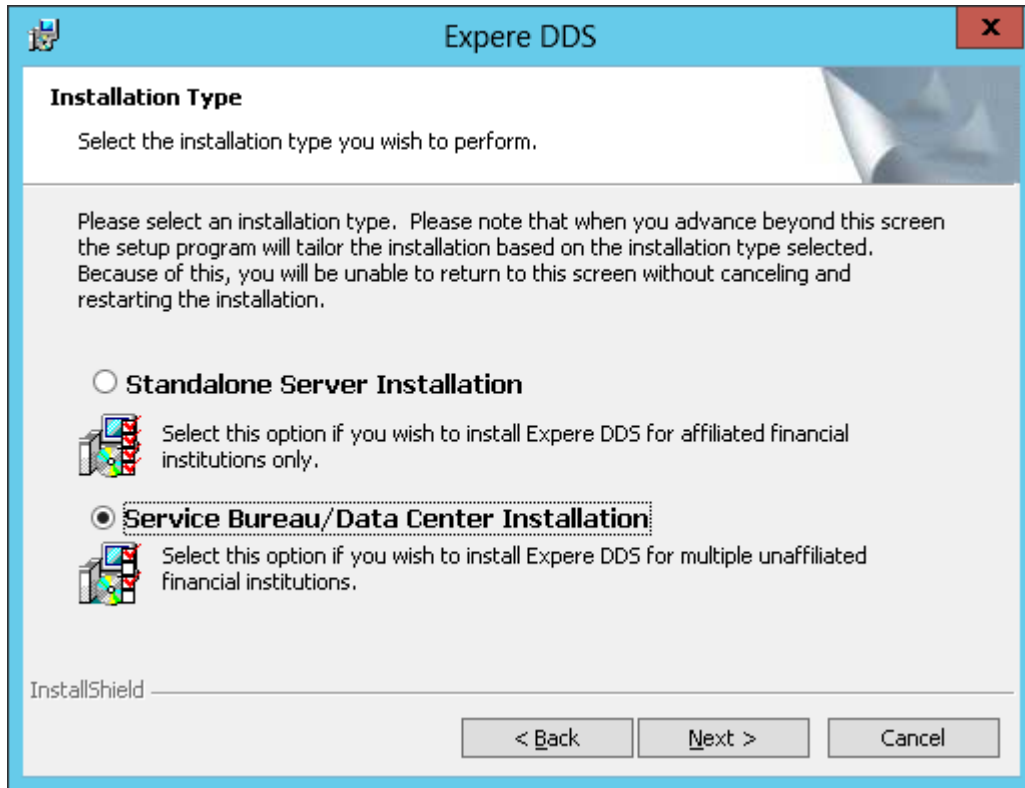


Note

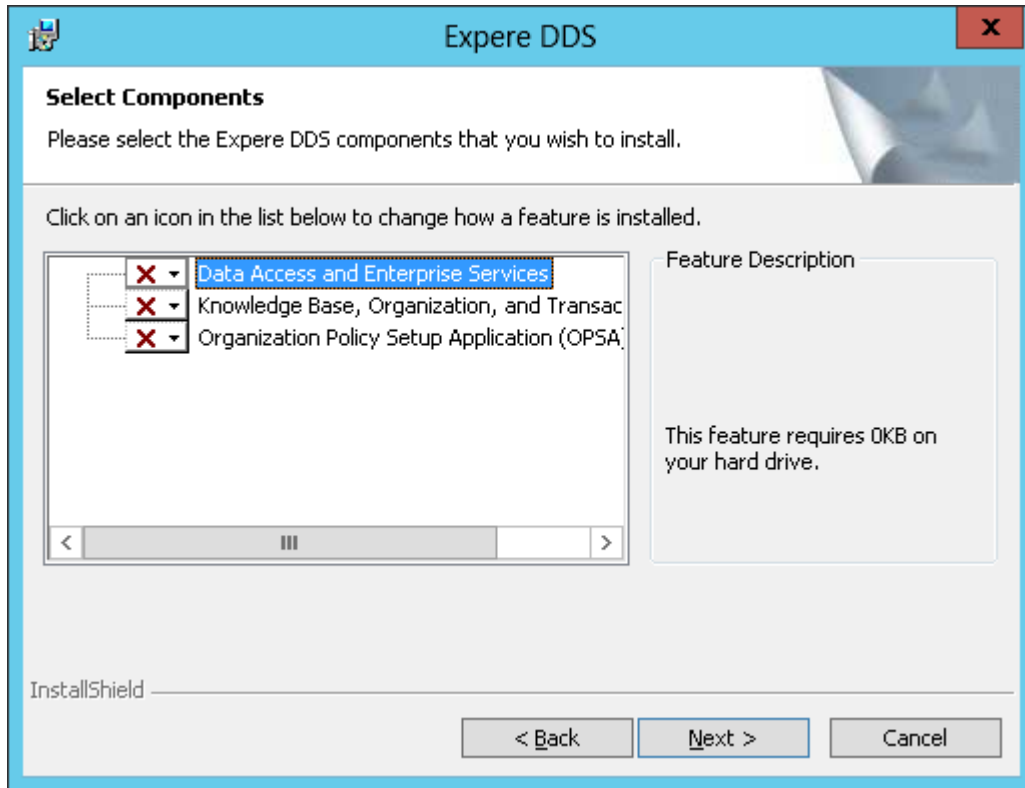
Make sure you have all the prerequisites for ExpereDDS installed.



4. On the Expere DDS Welcome page, click **Next**.



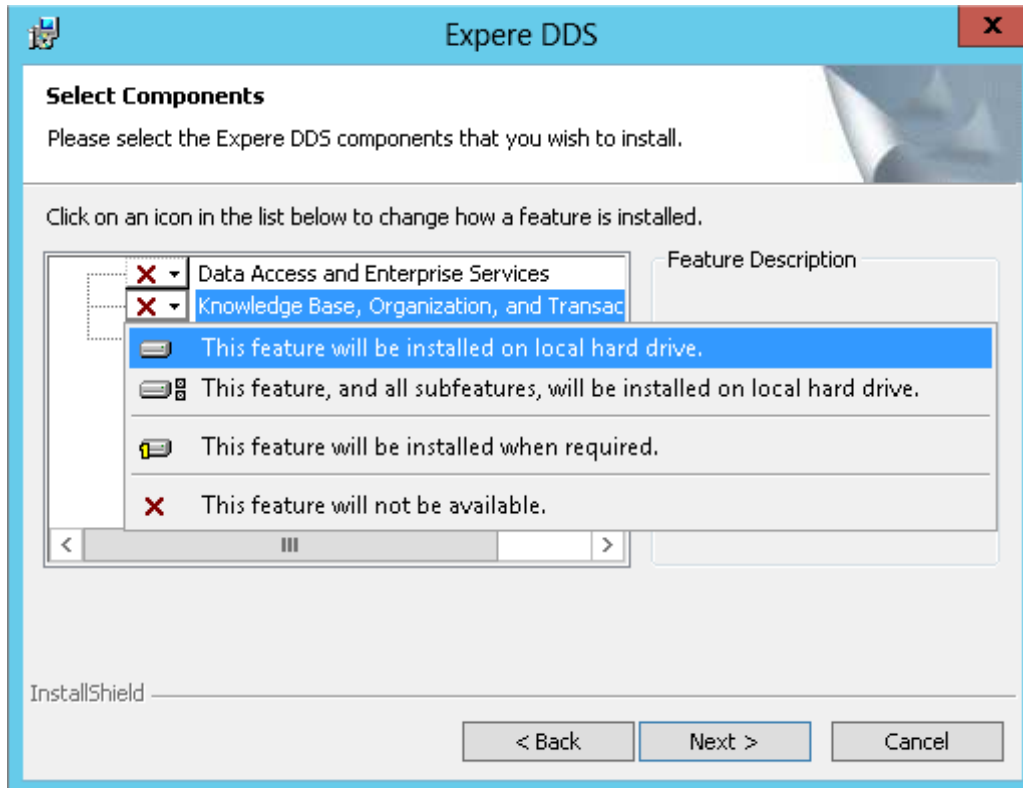
5. On the Installation Type page, choose the **Service Bureau/Data Center Installation** option. Click **Next**.



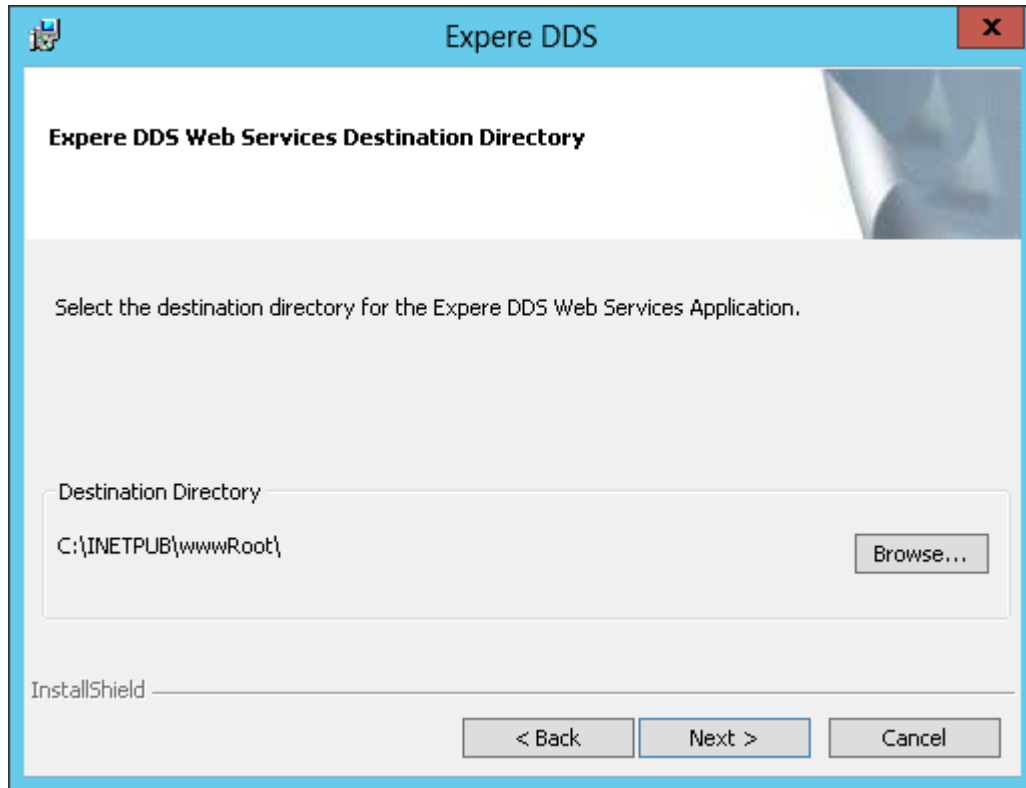
6. For the Application Server you are setting up, select the **Knowledge Base, Organization, and Transaction Services** component. Click **Next**.

Note

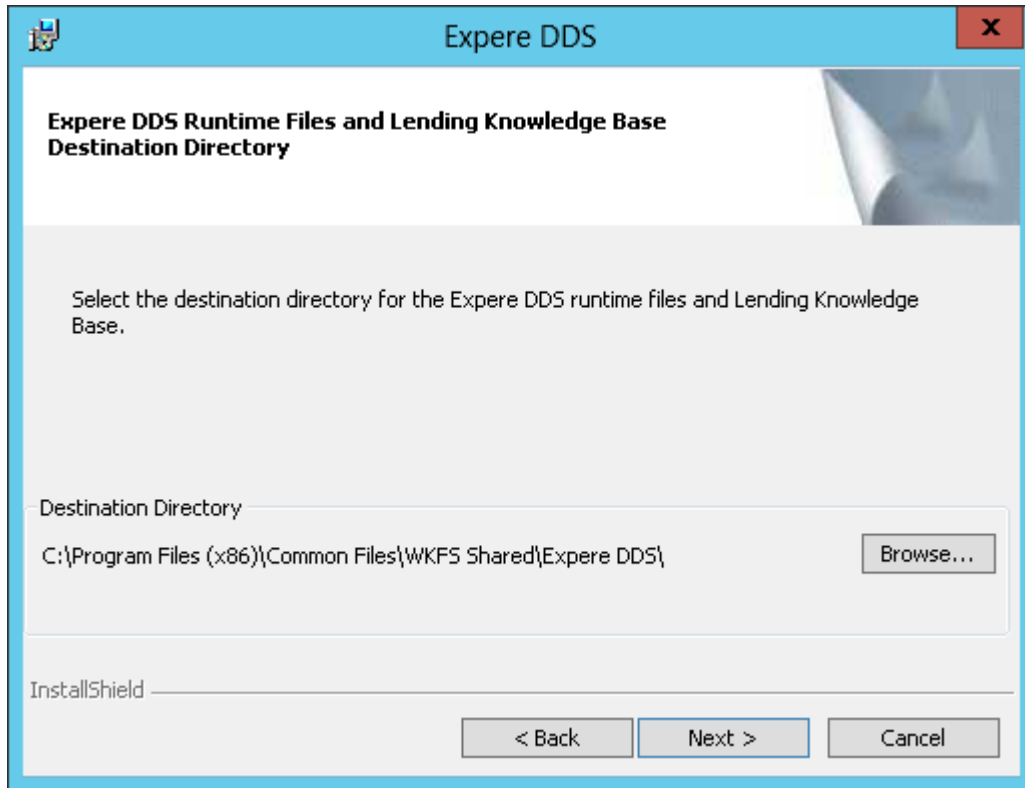
The **Organization Policy Setup Application (OPSA)** component is not needed on either the Data Server or the Application Server. This component is not needed with ComplianceOne.



7. Select the **This feature will be installed on local hard drive** option from the drop-down list to designate how to install the feature. Click **Next**.



8. Verify the destination directory and click **Next**.



9. The DDS Runtime Files and Lending Knowledge Base Destination Directory page displays. Verify the destination directory and click **Next**.

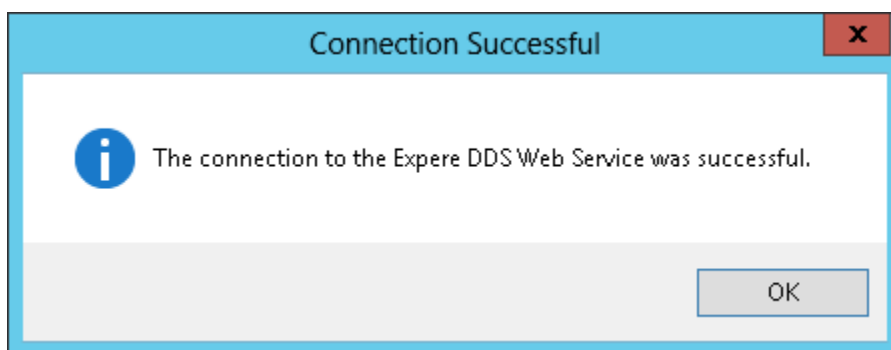
Notes

The Data Destination Directory page does not display like it did when installing the (DAL) on the Data Sever.

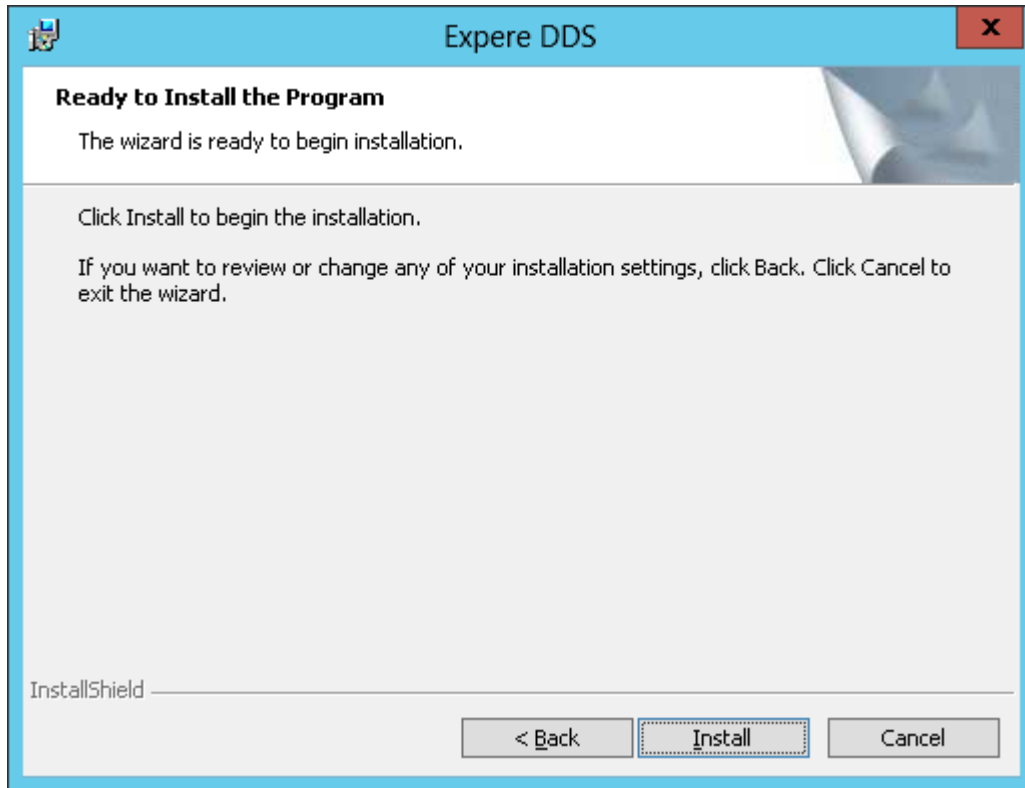
If your Data Server is 32-bit, then by default it will have installed files into the 'C:\Program Files\' folder, and in order for this components configuration file to sync up to the Data Server, on this page you will need to change the default destination directory from 'C:\Program Files (x86)\...' to 'C:\Program Files\...'.



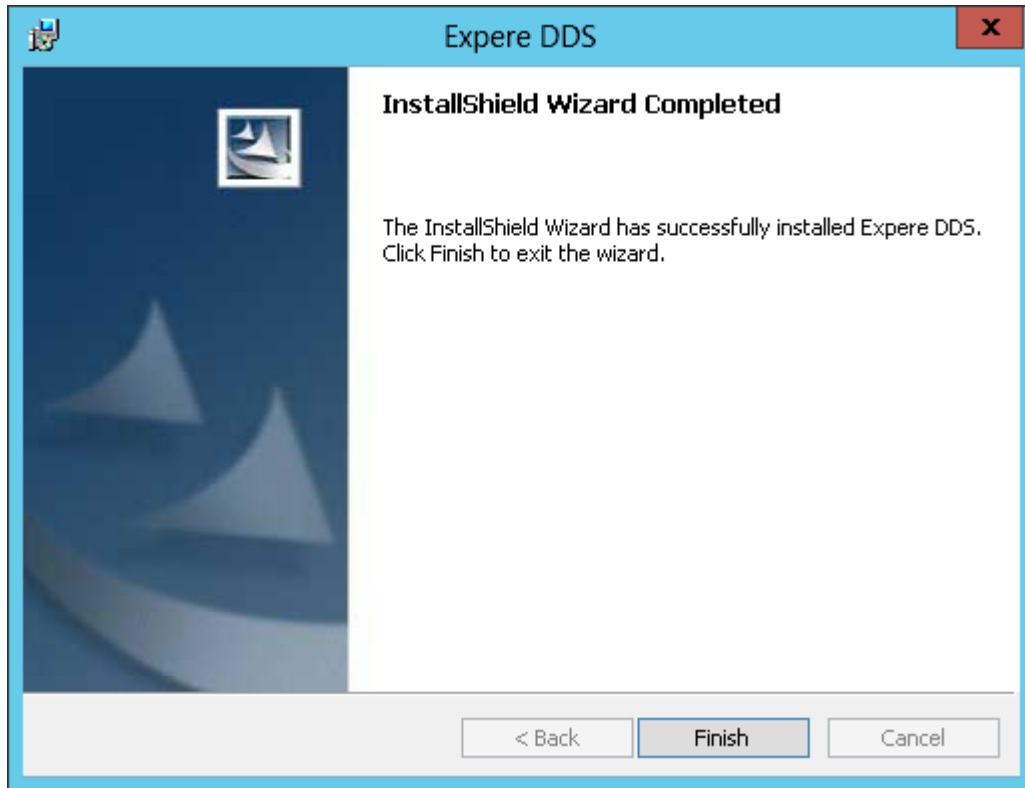
10. On the DDS Enterprise Services Location page, enter the name of your Data Server. Doing so allows this component on the Application Server to be connected with the (DAL) component on the Data Server.
11. Use the **Test Connection** button to verify your Application Server can connect with your Data Server. If the connection is successful, you will get a Connection Successful message. Click **OK**.



12. Click **Next**.



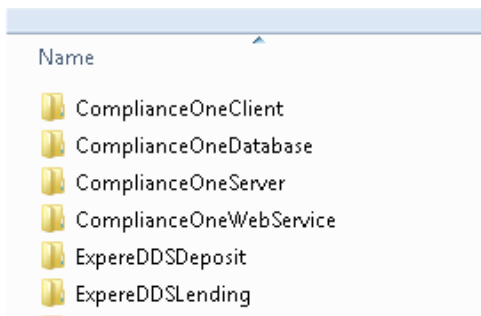
13. On the Ready to Install page, click **Install** to begin the installation process.



14. After the process is complete the Completed page displays. Click **Finish**.

ExpereDDSDeposit Component Installation

Now you are ready to install the ExpereDDSDeposit component. Go to the ExpereDDSDeposit component folder.

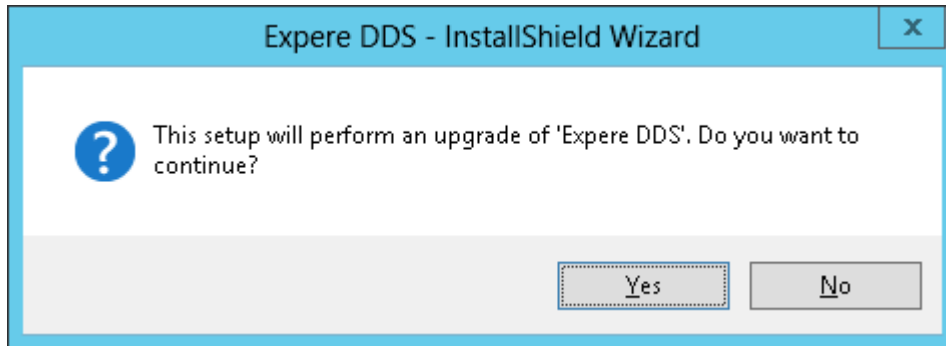


1. Run the **setup.exe** file.

Note

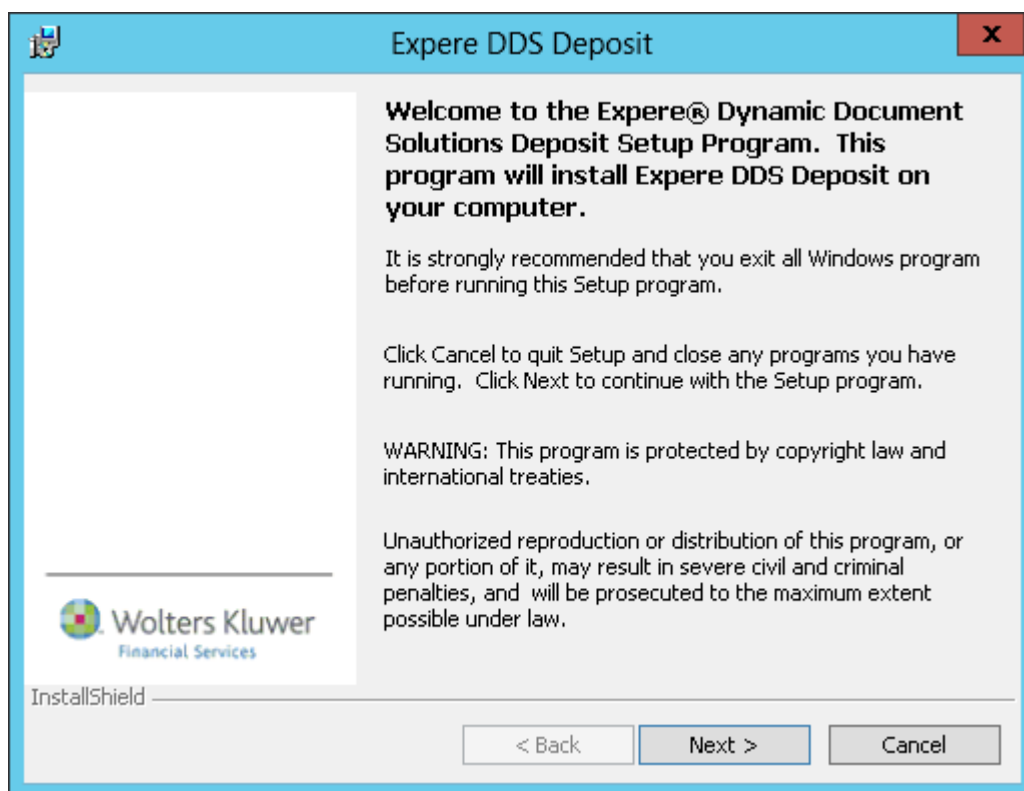
This is the same setup.exe that was performed on the Data Server when installing the Data Access Layer (DAL). This time, the **Knowledge Base, Organization, and Transaction Services** components will be installed.

2. If you previously installed ExpereDDSDeposit you will get a message asking you if you want to update.

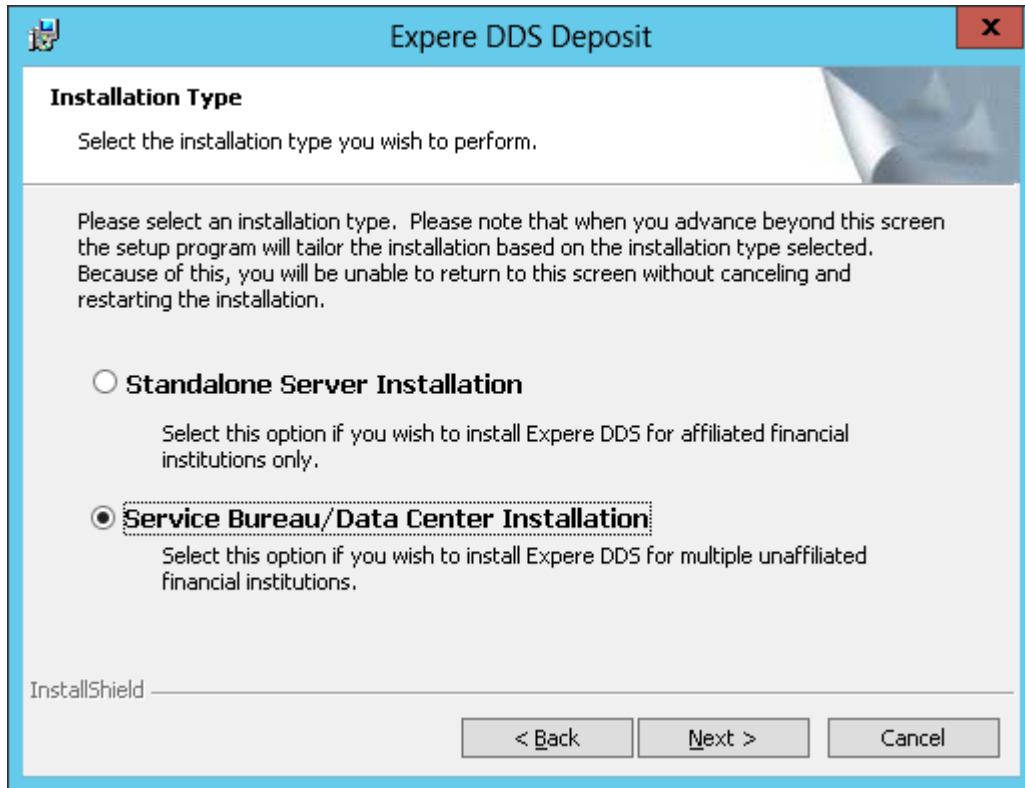


Note

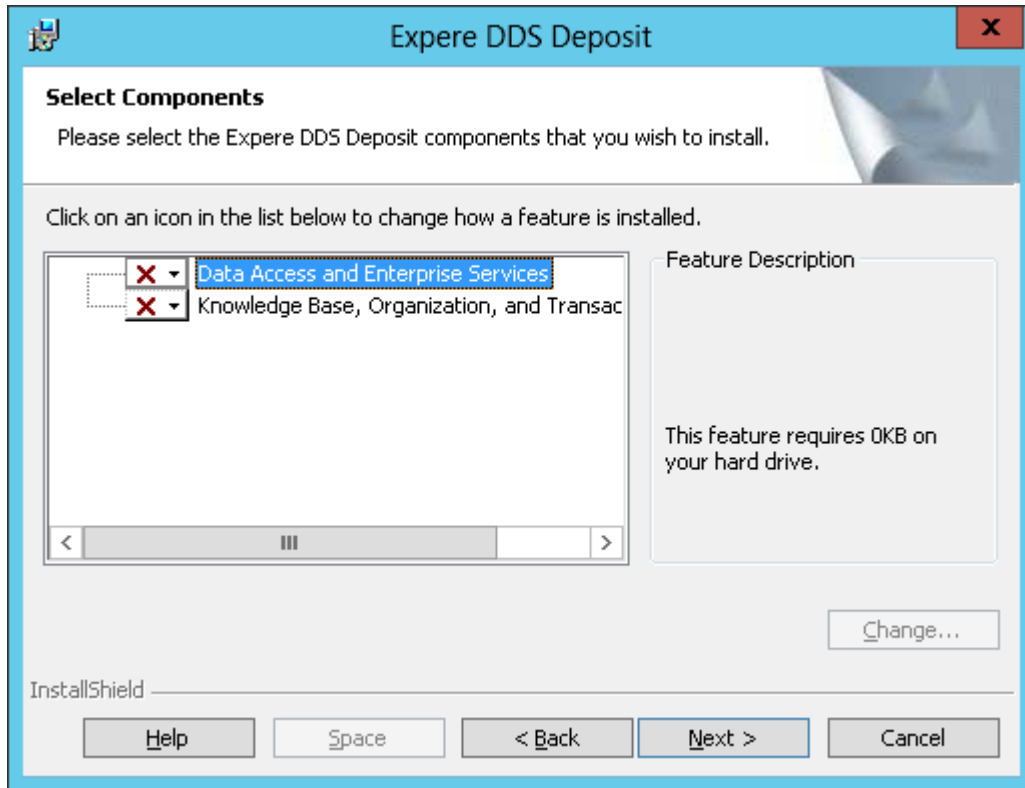
Make sure you have all the prerequisites for ExpereDDSDeposit installed.



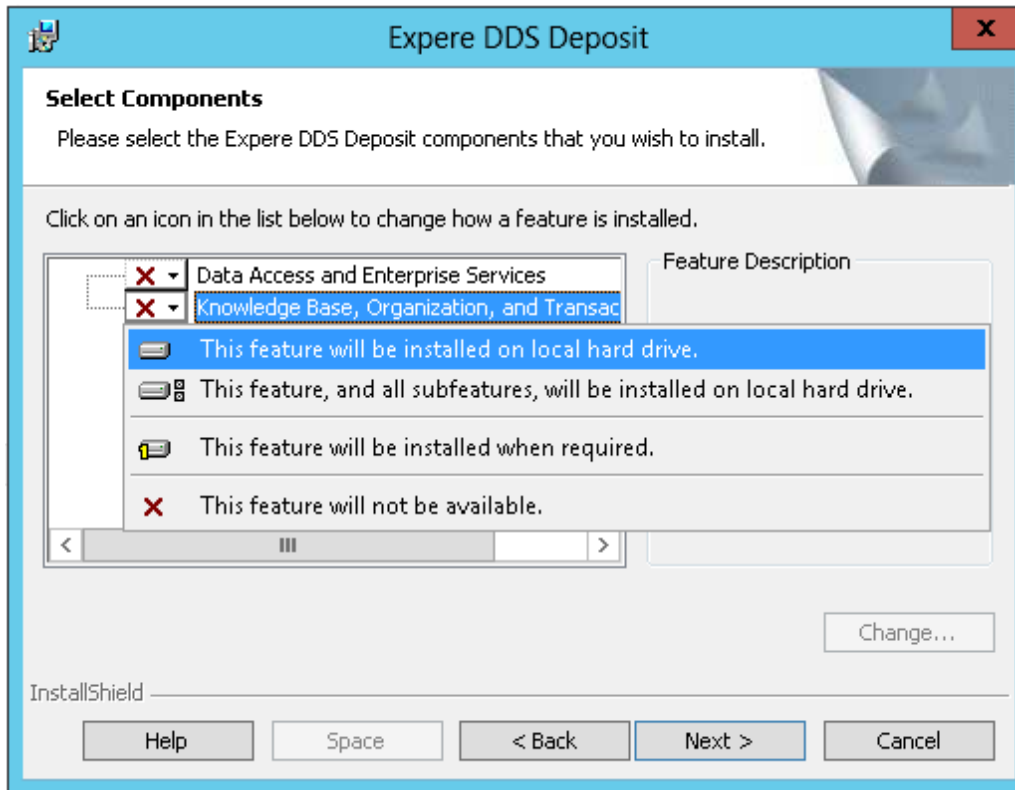
3. On the Expere DDS Welcome page, click **Next**.



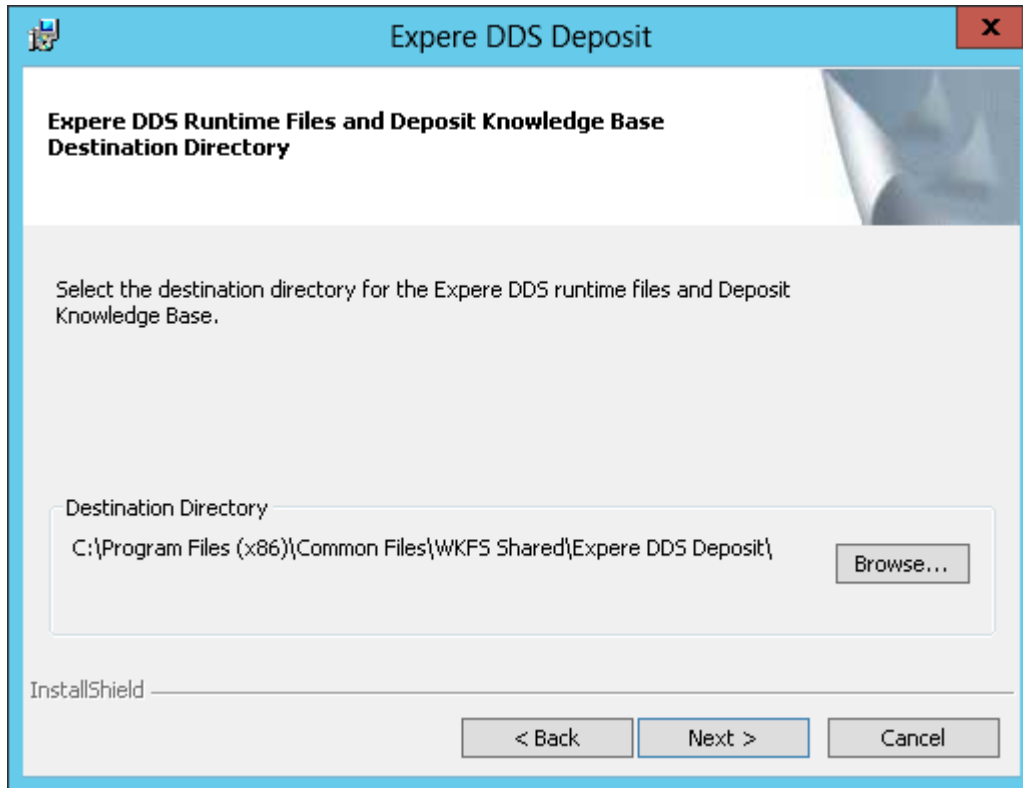
4. On the Installation Type page, select the Service Bureau/Data Center Installation option. Click **Next**.



5. On the Select Components page, select the **Knowledge Base, Organization, and Transaction Services** component for the application server being set up.



6. Specify the **This feature will be installed on local hard drive** option from the drop-down list to indicate how this feature should be installed. Click **Next**.

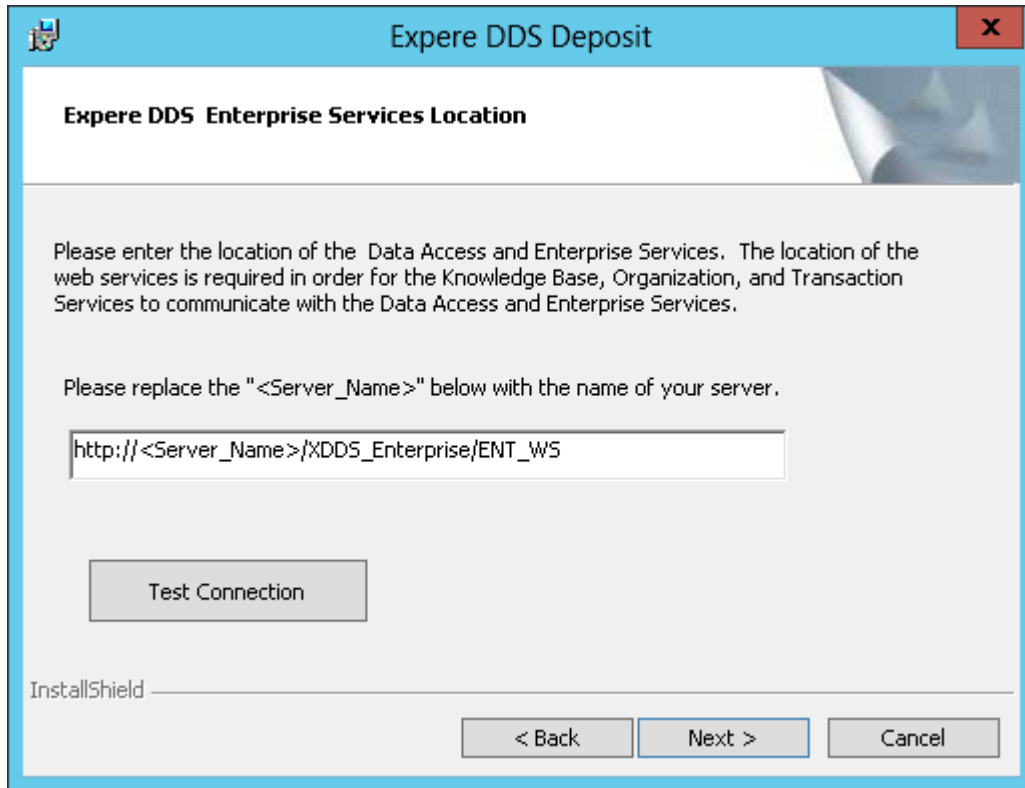


7. On the DDS Runtime Files and Deposit Knowledge Base Destination Directory page, verify the destination directory. Click **Next**.

Notes

The Data Destination Directory page does not display like it did when installing the (DAL) on the Data Sever.

If your Data Server is 32-bit, then by default it will have installed files into the 'C:\Program Files\' folder, and in order for this components configuration file to sync up to the Data Server, on this page you will need to change the default destination directory from 'C:\Program Files (x86)\...' to 'C:\Program Files\...'.



The dialog box has a blue title bar with the text "Expere DDS Deposit" and a red close button. The main content area has a white background with a blue header "Expere DDS Enterprise Services Location". Below the header, there is a paragraph of text: "Please enter the location of the Data Access and Enterprise Services. The location of the web services is required in order for the Knowledge Base, Organization, and Transaction Services to communicate with the Data Access and Enterprise Services." Below this, another paragraph says: "Please replace the "<Server_Name>" below with the name of your server." Below that is a text input field containing the URL "http://<Server_Name>/XDDS_Enterprise/ENT_WS". Below the input field is a button labeled "Test Connection". At the bottom of the dialog, there is a status bar with the text "InstallShield" and three buttons: "< Back", "Next >", and "Cancel".

Expere DDS Deposit

Expere DDS Enterprise Services Location

Please enter the location of the Data Access and Enterprise Services. The location of the web services is required in order for the Knowledge Base, Organization, and Transaction Services to communicate with the Data Access and Enterprise Services.

Please replace the "<Server_Name>" below with the name of your server.

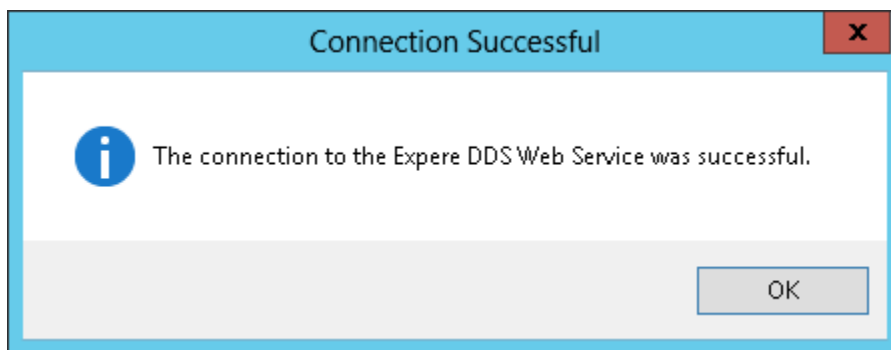
http://<Server_Name>/XDDS_Enterprise/ENT_WS

Test Connection

InstallShield

< Back Next > Cancel

8. On the DDS Enterprise Services Location page, enter the name of your Data Server. Doing so allows this component on the Application Server can be connected with the (DAL) component on the Data Server.
9. Use the **Test Connection** button to verify your Application Server can connect with your Data Server. If the connection is successful, you will get a Connection Successful message. Click OK.



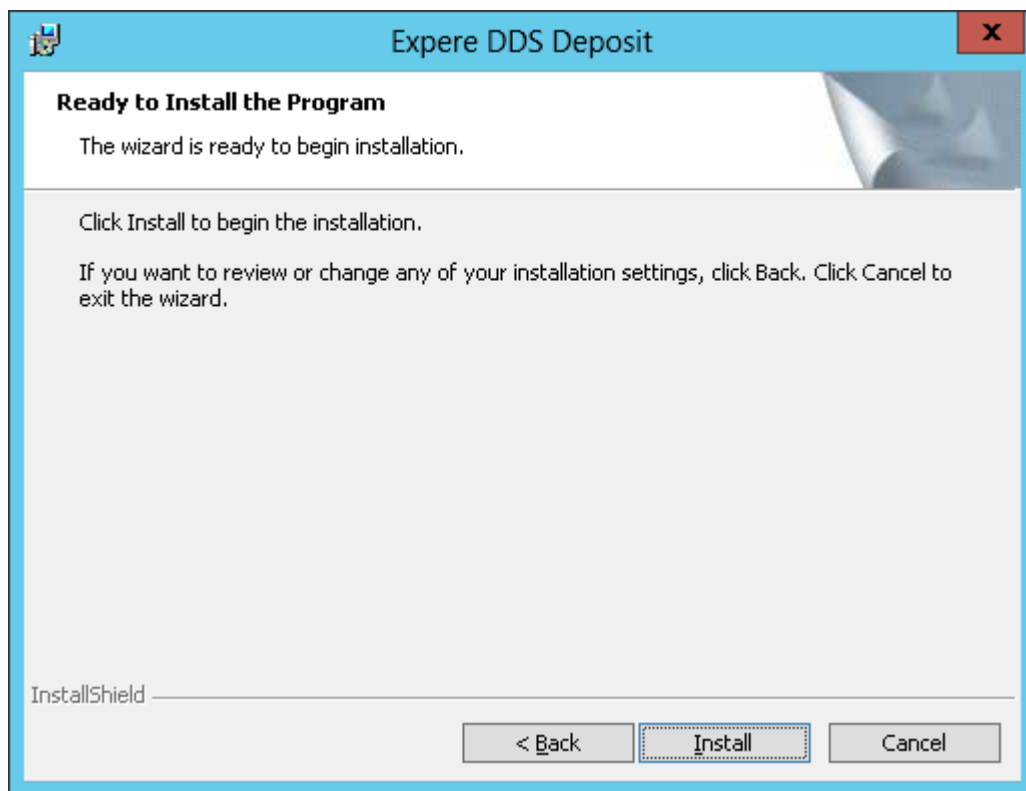
The dialog box has a blue title bar with the text "Connection Successful" and a red close button. The main content area has a white background with a blue header "Connection Successful". Below the header, there is a blue information icon (i) followed by the text: "The connection to the Expere DDS Web Service was successful." Below this, there is a button labeled "OK".

Connection Successful

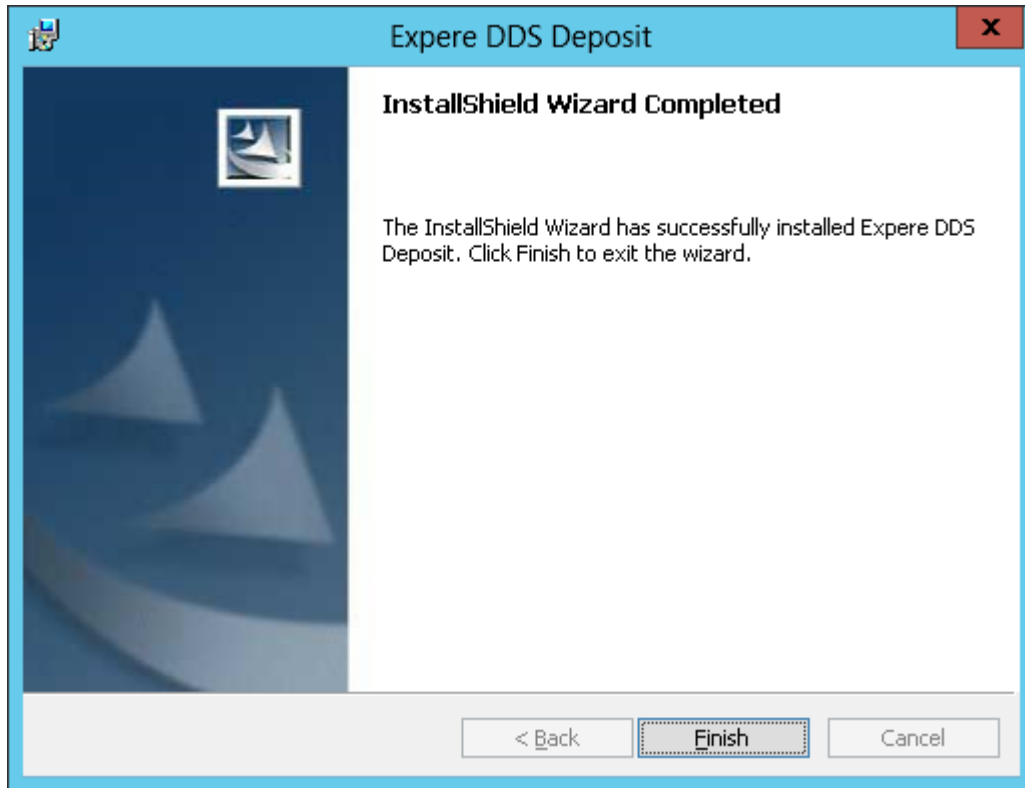
The connection to the Expere DDS Web Service was successful.

OK

10. Click **Next**.



11. On the Ready to Install page, click **Install** to begin the installation process.



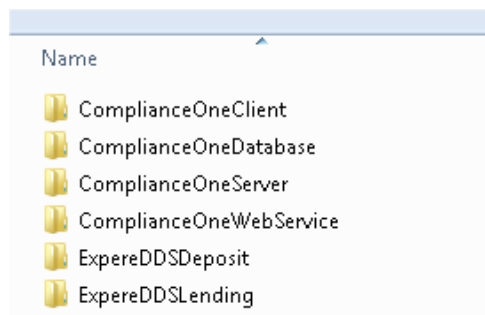
12. After the process is complete the Completed page displays. Click **Finish**.

ComplianceOne Client Installation on Application Server

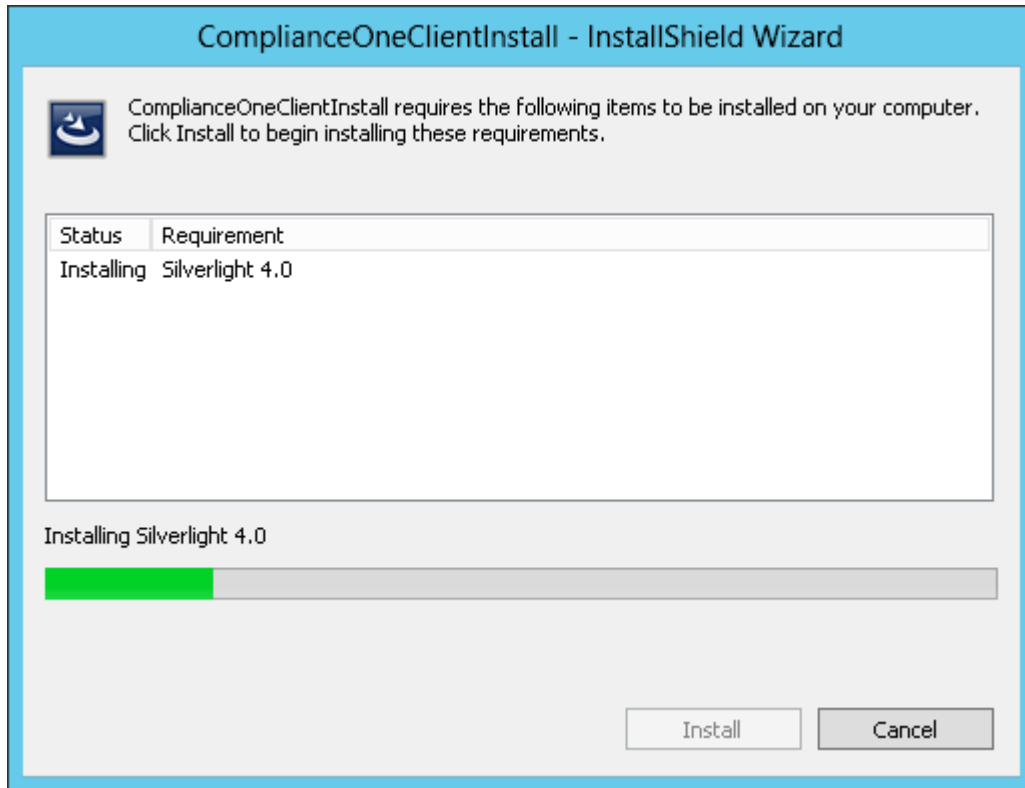
The final component to install on the Application Server is the ComplianceOne client.

Note

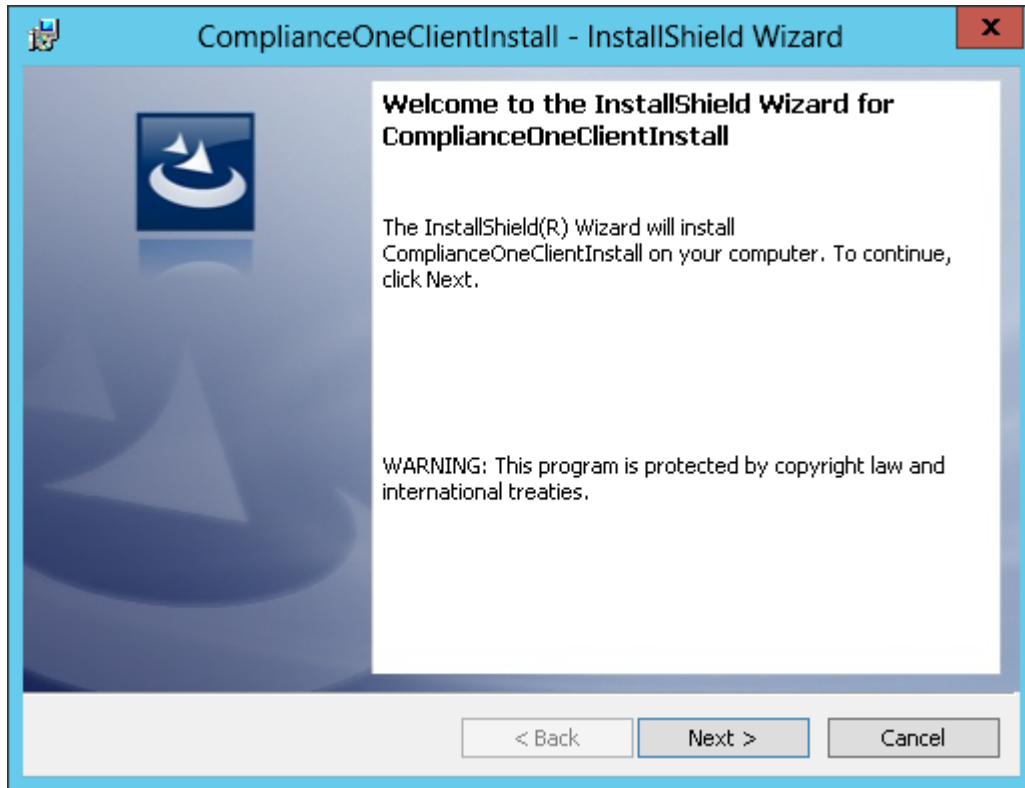
The client component will also be installed on the client machine, but it is installed on the Application Server first to ensure that the publish organizations functionality and all other components are functioning properly on the application server before setting up the client.



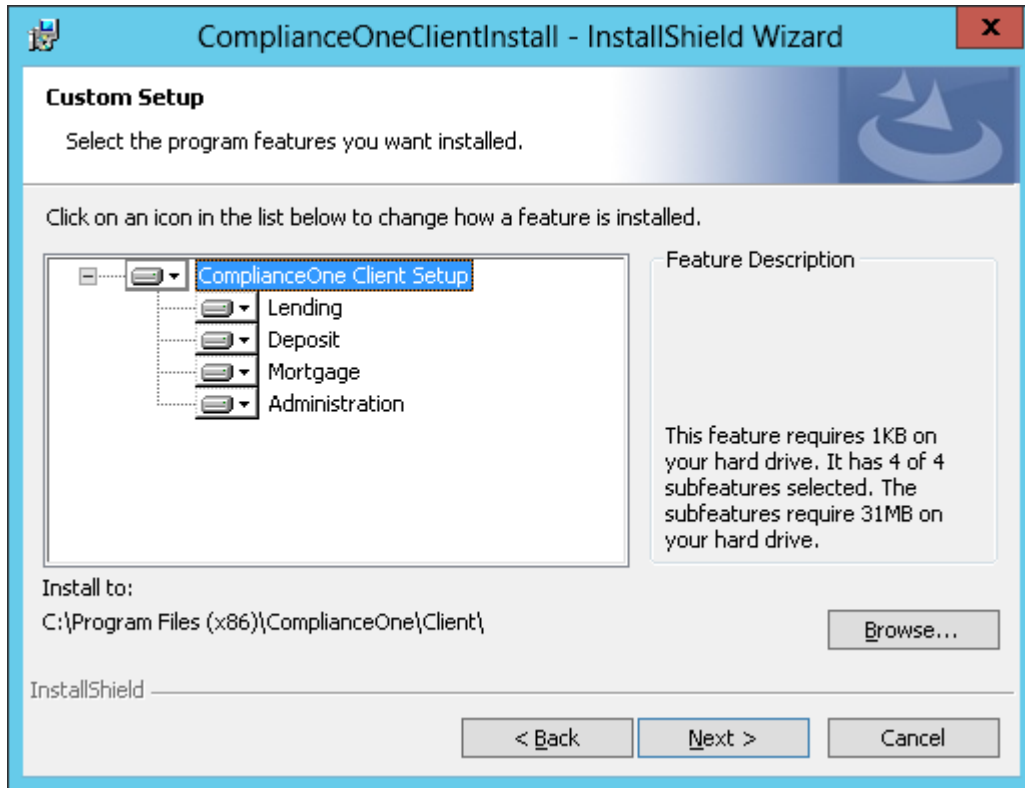
1. Go to the ComplianceOneClient component folder and run the **ComplianceOneClientSetup.exe** file.



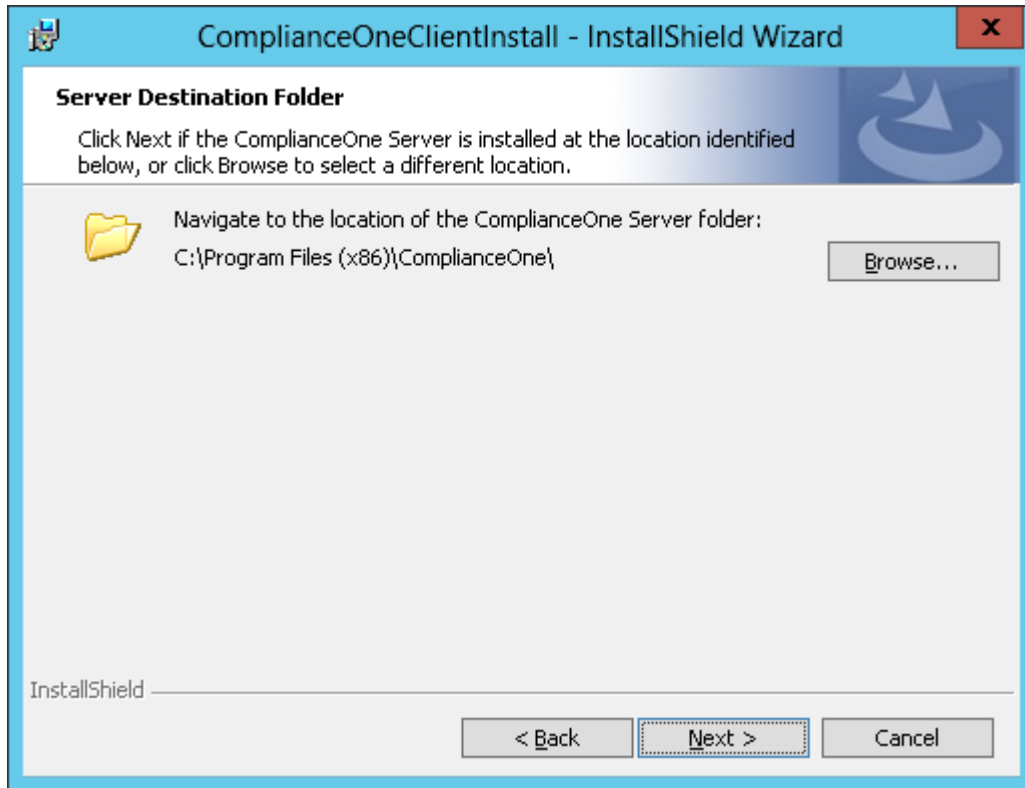
2. If you do not have all the prerequisites installed, you may be prompted to install additional required items. Click Install to install Silverlight 4.0, if necessary.



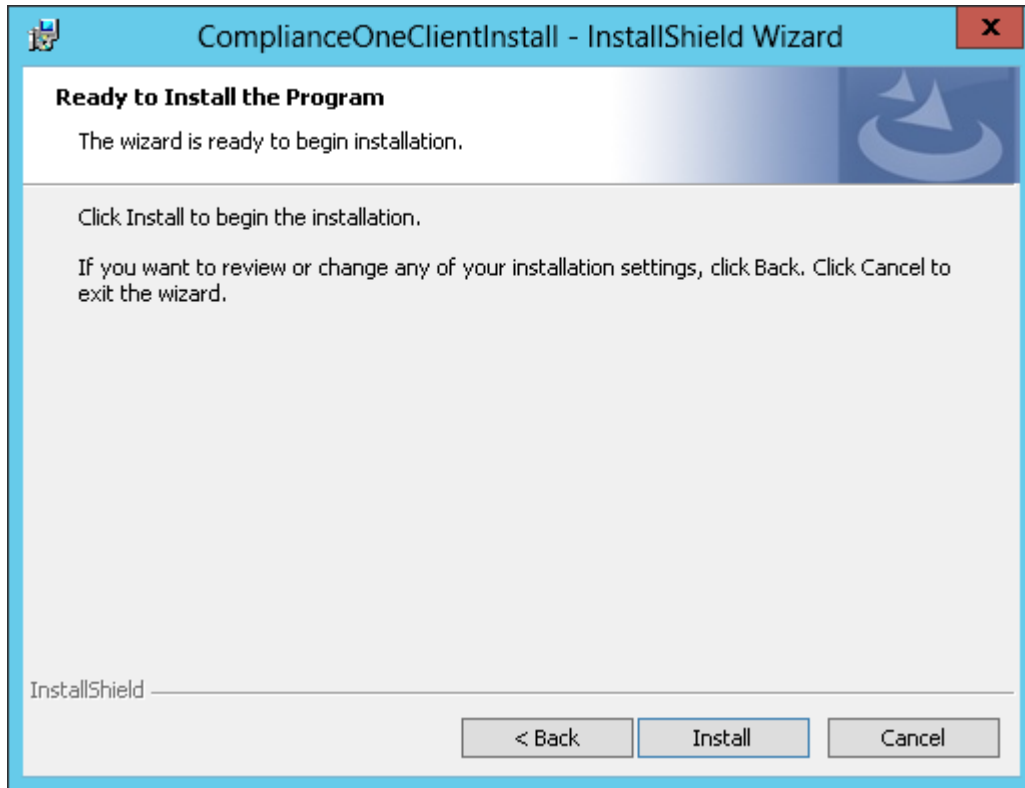
3. Click **Next** on the client install Welcome page.



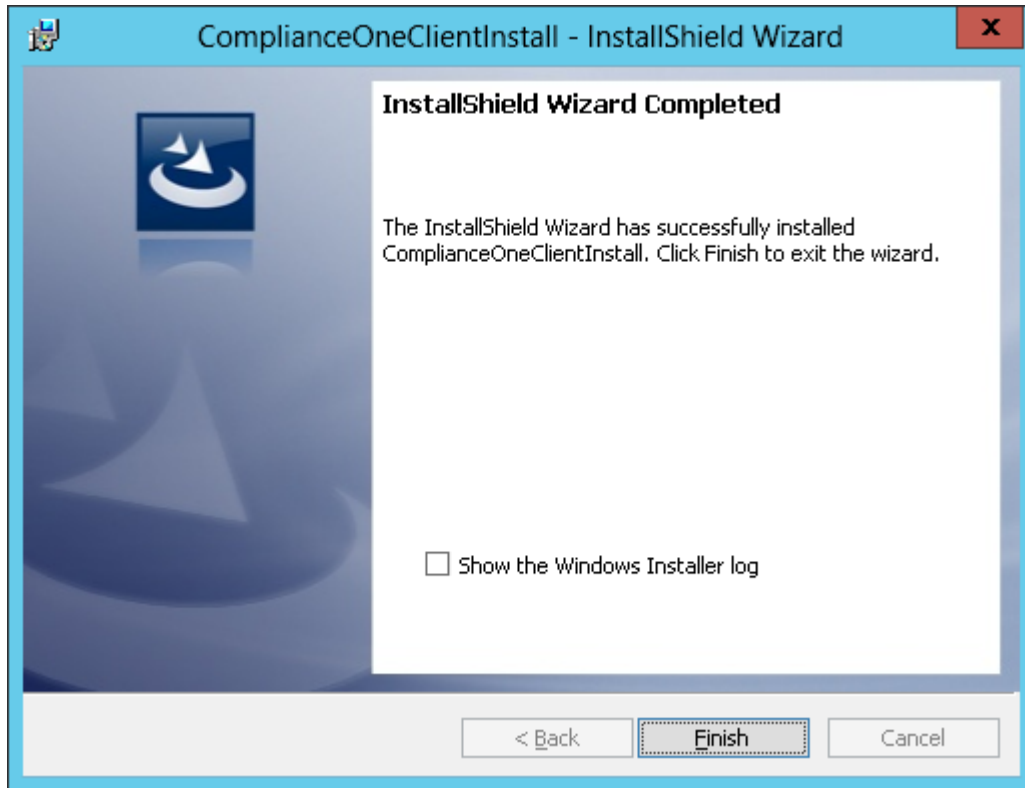
4. Click **Next** on the Custom Setup page. We recommend that you do not make any changes to how these features are installed.



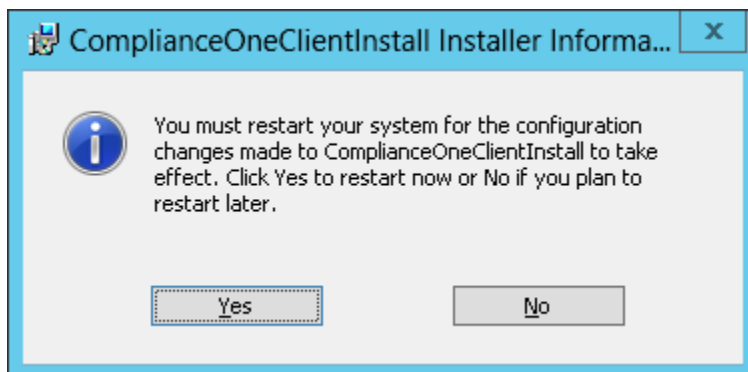
5. On the Server Destination folder page, click **Next** if the server is installed at the location identified. Or click **Browse** to select a different location.



6. On the Ready to Install page, click **Install**.



7. When the installation is complete, the Completed page displays. Click **Finish**.



8. At this point, you must restart your system for the configuration changes to take effect. Click **Yes** and restart your application server.

Integrating the Data Server and Application Server

Create Default Context ID

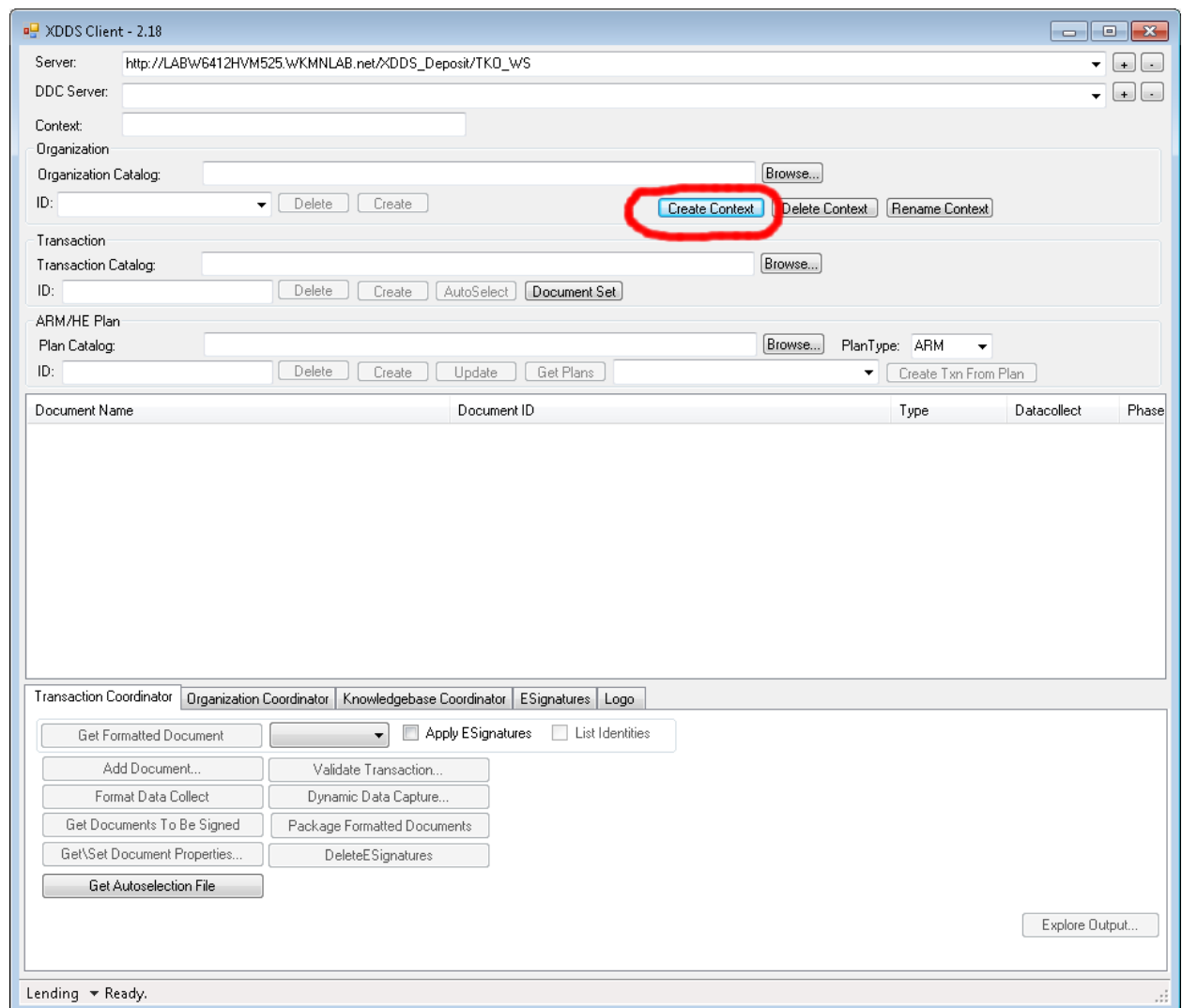
The last part of setting up the Application Server is to create the default Context ID for both ExpereDDSLending and ExpereDDSDeposit. This step is necessary so that ComplianceOne can save data to the Data Server.

The creation of the default context ID requires a special tool - the XDDSClient.exe.

Note

This tool is not included within the ComplianceOne install folders. It is supplied separately by Wolters Kluwer Financial Services support. Contact SupportLine to obtain this tool.

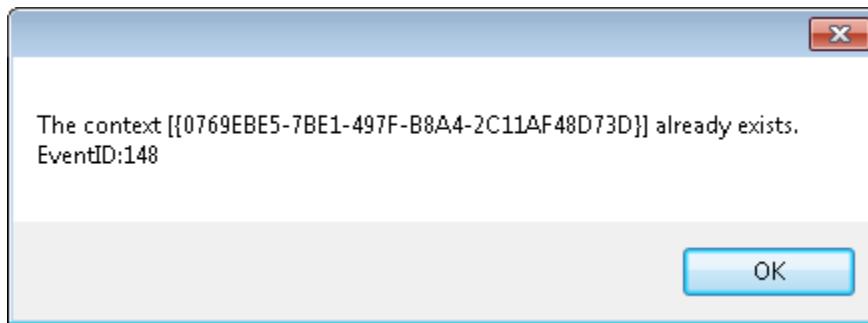
1. On the Application Server, run the XDDSClient.exe file to open the XDDS Client tool.



2. Enter the following URL with the full name of your Application Server or IP address **Server** field:

http:// < your server name > /XDDS_Lending/TKO_WS

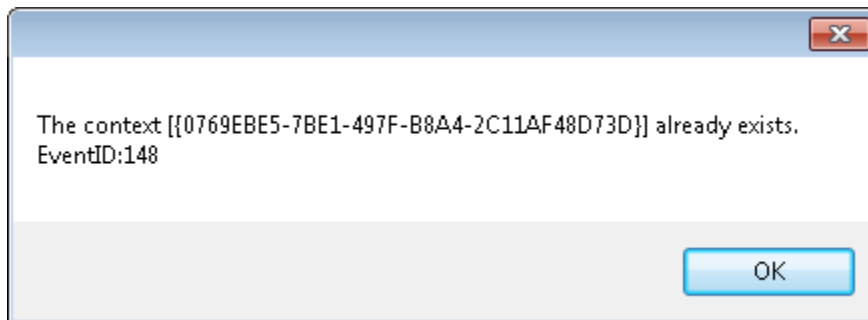
3. Click the **Create Context** button. The tool does not provide an indication that the context has been created, so after waiting a few seconds, click the **Create Context** button again. You should see a message that the context already exists. Click OK.



4. Repeat this process for the ExpereDDSDeposit. Enter the following URL with the full name of your Application Server or IP address in the **Server** field:

http:// < your server name > /XDDS_Deposit/TKO_WS

5. Click the **Create Context** button. The tool does not provide an indication that the context has been created, so after waiting a few seconds, click the **Create Context** button again. You should see a message that the context already exists. Click OK.

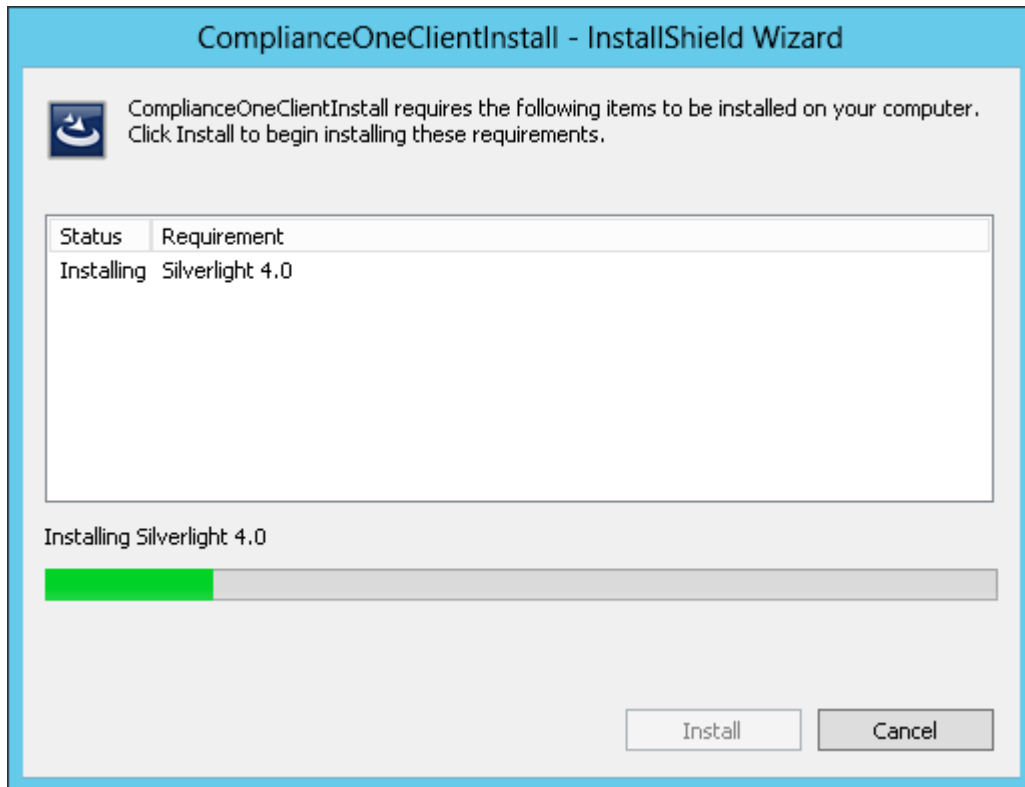


At this point, you have completed the installation of the Application Server.

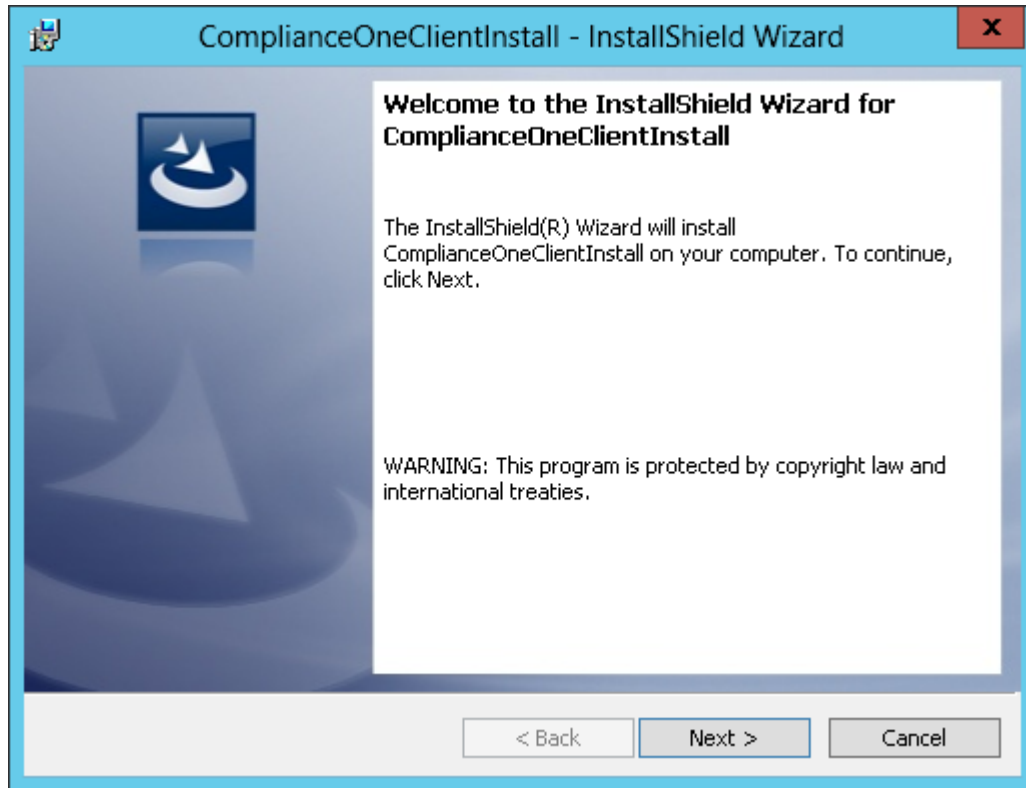
You should begin testing ComplianceOne by opening ComplianceOne Administration on the Application Server and creating organizations and policies and then publishing them.

Client Installation

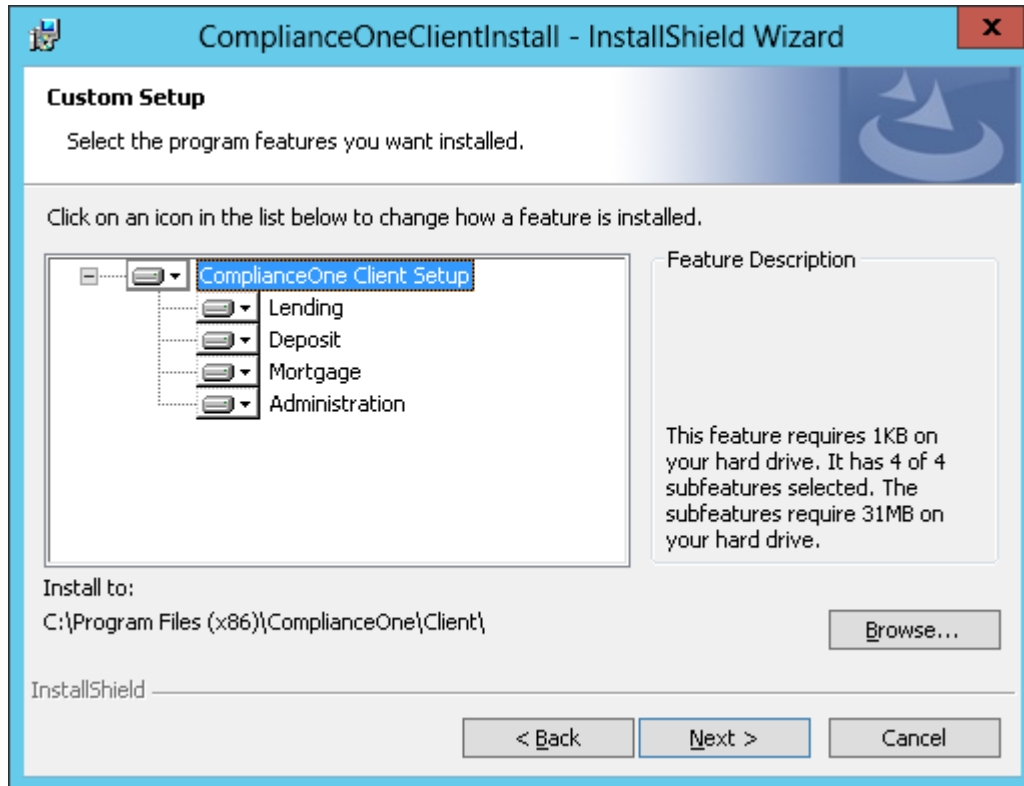
1. From the client machine, navigate to the following folder on the application server:
\\< server name or IP > \Program Files (x86)\ComplianceOne\Client_Install
2. Run the ComplianceOneClientSetup.exe file.



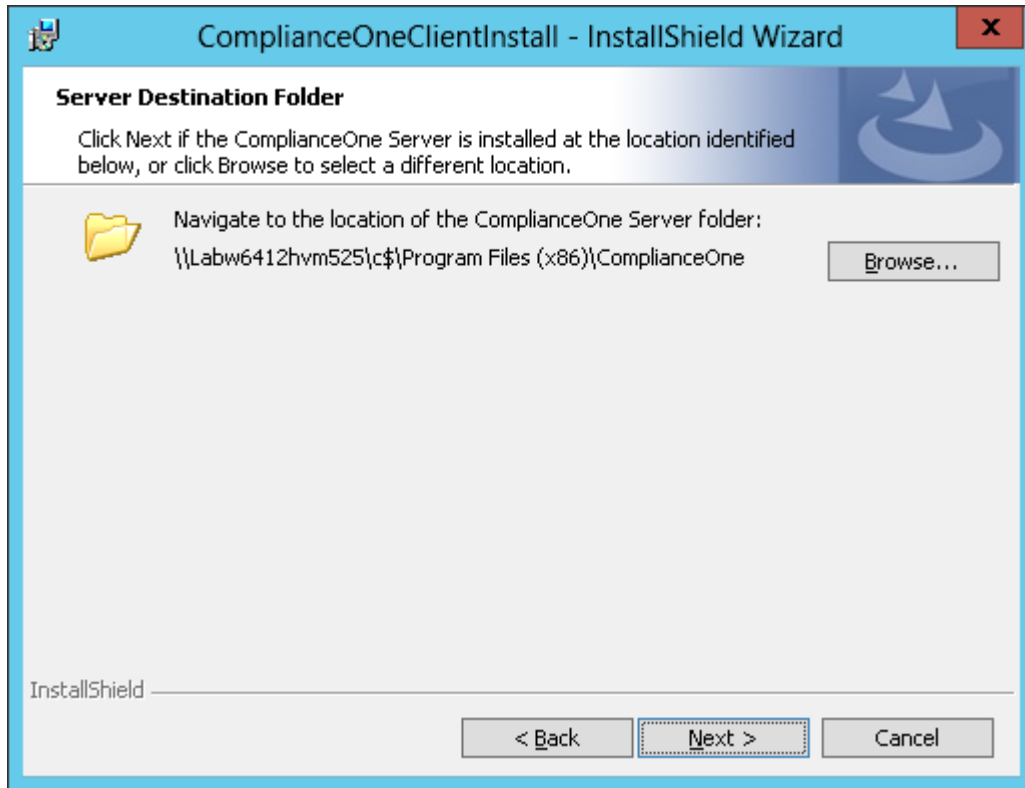
3. If you do not have all the prerequisites installed, you may be prompted to install additional required items. Click **Install** to install Silverlight 4.0, if necessary.



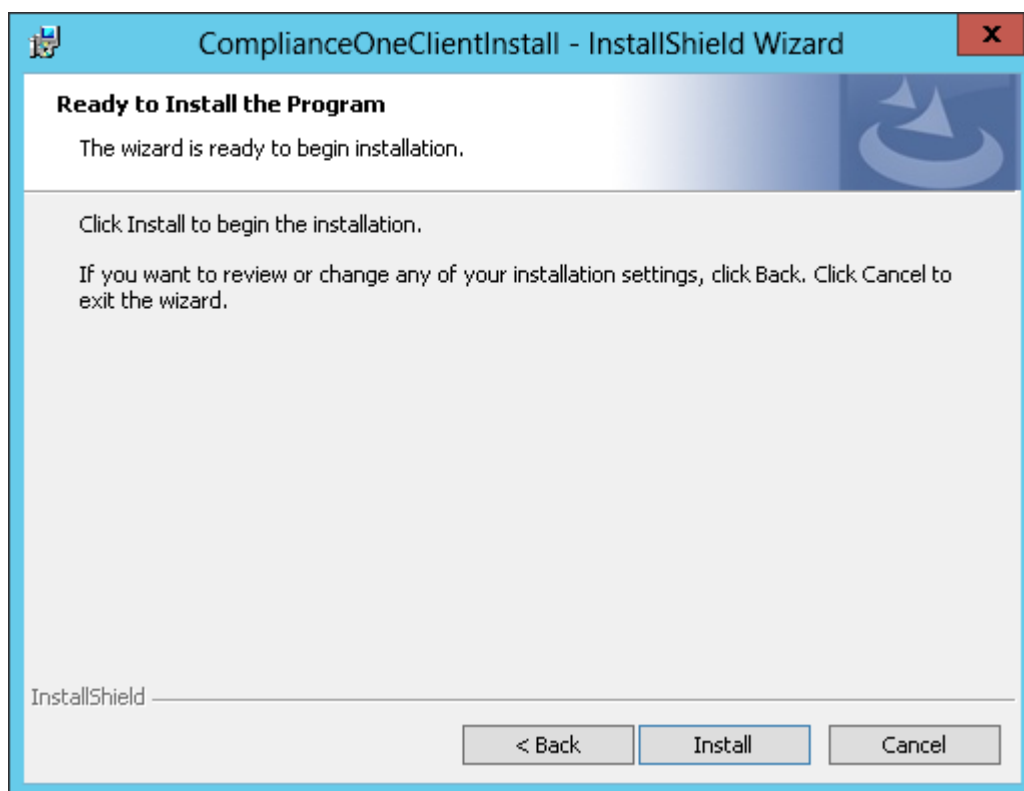
4. Click **Next** on the Welcome page.



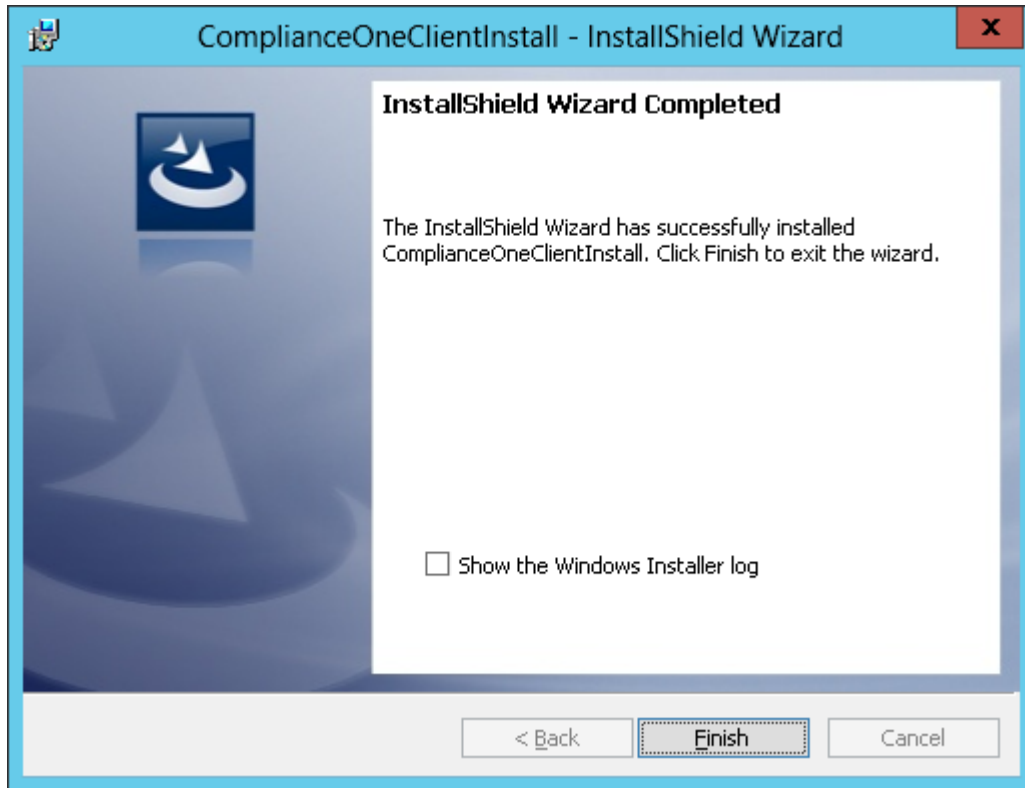
5. Click **Next** on the Custom Setup page. We recommend that you do not make any changes to how these features are installed.



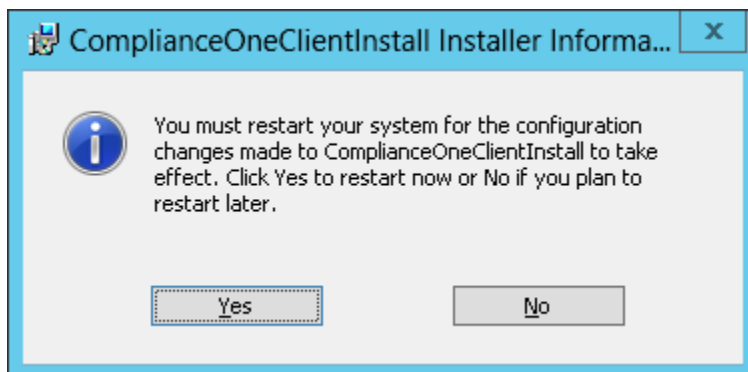
6. On the Server Destination folder page, click **Next** if the server is installed at the location identified. Or click **Browse** to select a different location.



7. On the Ready to Install page, click **Install**.



8. When the installation is complete, the Completed page displays. Click **Finish**.



9. At this point, you must restart your system for the configuration changes to take effect. Click **Yes** and restart your client server.

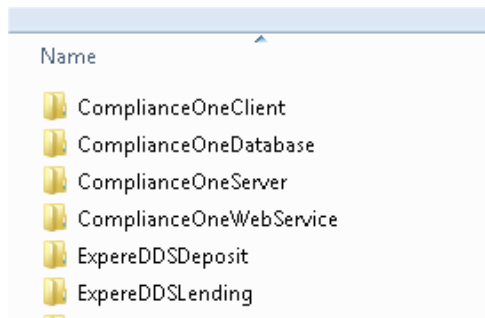
Advanced Update Installation Procedure

The update installation process is nearly identical to the new installation process, with a few exceptions. This section highlights the steps that differ from the new installation process.

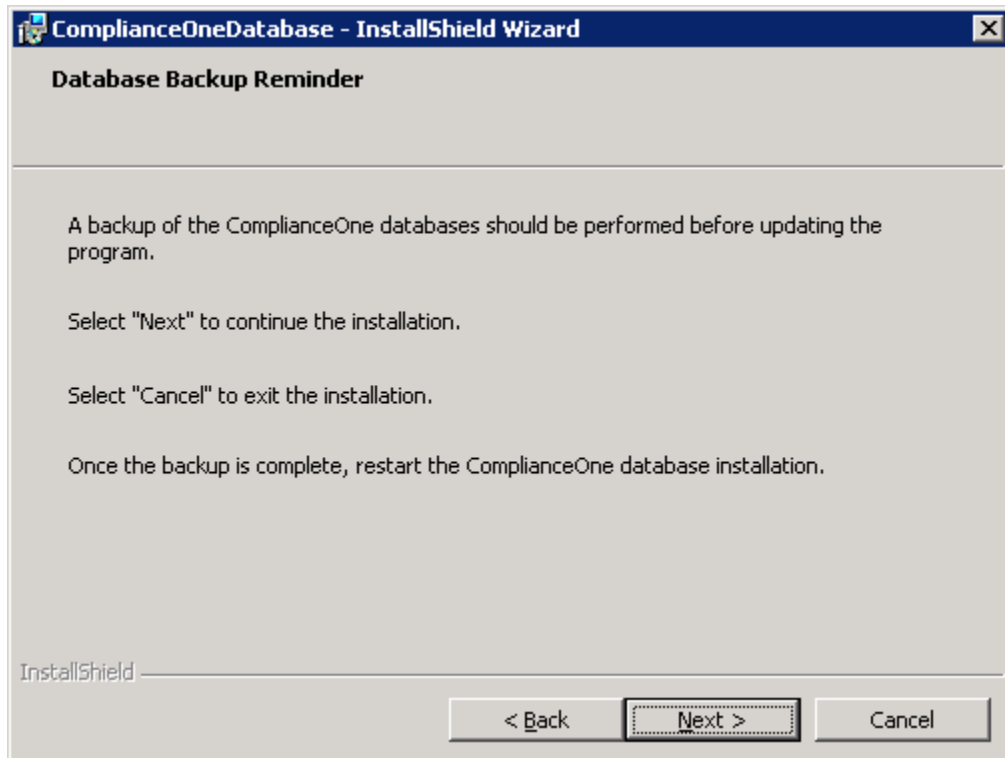
Data Server Update

Database Update

1. When you are ready to update the ComplianceOneDatabase component, navigate to the ComplianceOneDatabase component folder.



2. Run **ComplianceOneDatabaseSetup.exe** and you will see the ComplianceOneDatabase welcome page. These install pages are nearly the same as those displayed when running the new install. Refer to the previous section section to see the complete install workflow.
3. Before continuing, you will be prompted to back up your database.

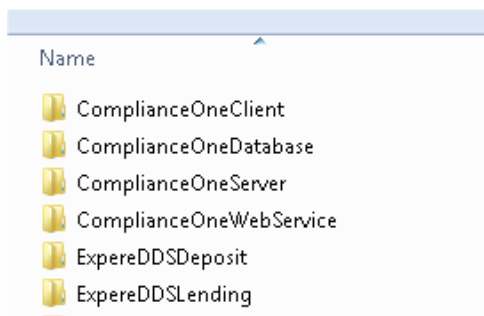


4. Click **Next** and continue with the installation process, which is identical to the process followed with the new installation. Refer to the previous section for a complete list of steps, if necessary.

Data Access Layer for ExpereDDSLending

After the database update is complete, you are ready to upgrad the Data Access Layer (DAL) of the ExpereDDSLending component.

1. Navigate to the ExpereDDSLending component folder and run the **setup.exe** file.

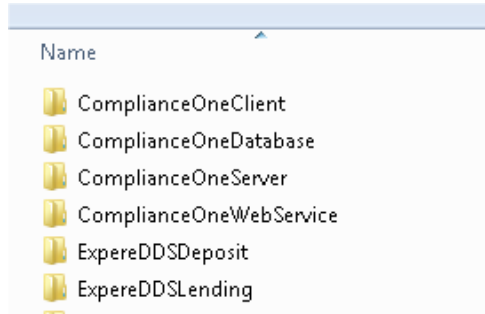


2. These install pages are nearly the same as those displayed when running the new install. Refer to the previous section section to see the complete install workflow. The install will retain the defaults set from your previous install.

Data Access Layer for ExpereDDSDeposit

Now you are ready to install the Data Access Layer (DAL) of the ExpereDDSDeposit component.

1. Navigate to the ExpereDDSDeposit component folder folder and run the **setup.exe** file.



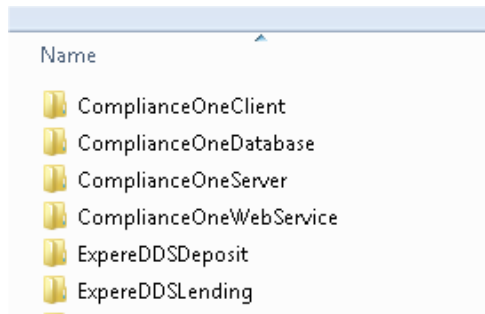
2. These install pages are nearly the same as those displayed when running the new install. Refer to the previous section section to see the complete install workflow. The install will retain the defaults set from your previous install.

Application Server Update

WebServices Update

The webservices installation is the first part of the application server update.

1. On your Application Server, go to the ComplianceOneWebService component folder and run the **setup.exe** file.

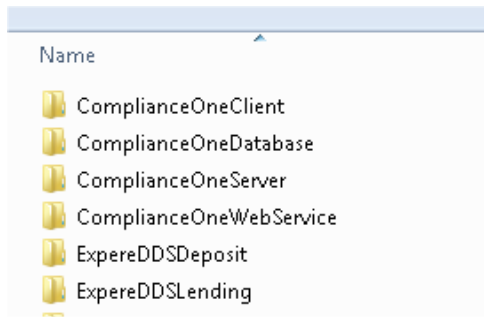


2. Click **Next** on the Welcome page and continue with the installation process, which is identical to the process followed with the new installation. Refer to the previous section for a complete list of steps, if necessary.

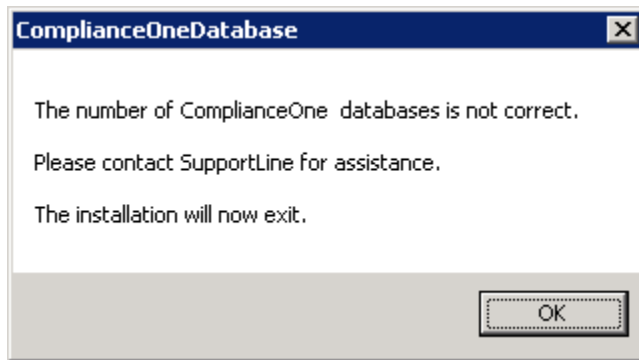
Server Update

Next, run the server setup on the application server.

1. On your Application Server, go to the ComplianceOneServer component folder. Run the ComplianceOneServerSetup.exe file.



2. Click **Next** on the Welcome page and continue with the installation process, which is identical to the process followed with the new installation. Refer to the previous section for a complete list of steps, if necessary.
3. Note that if you did not first update your data server, the following prompt will display and you will be forced to exit the installation. Click **OK**.



Note

This message indicates that your system has not been modified. To complete this installation, you need to update your Data Server first and then return to complete this installation.

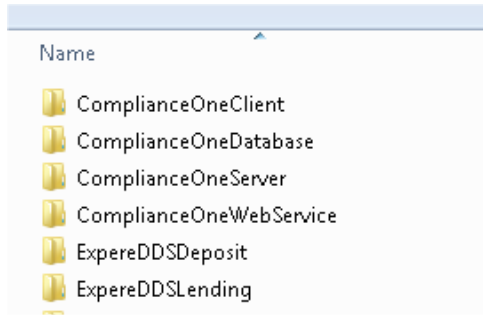
Interfaces Update

In the same folder, there is a second installation to run.

1. Run the **C1ServerInterfacesInstaller.exe** file from the ComplianceOneServer component folder.
2. Click **Install** on the Setup page and continue with the remaining steps of the update process.

ExpereDDSLending Component Update

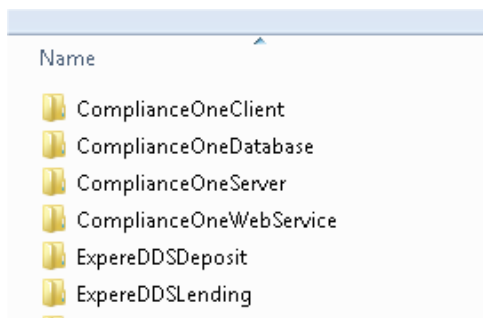
1. On your Application Server, go to the ExpereDDSLending component folder and run the **setup.exe** file.



2. These install pages are nearly the same as those displayed when running the new install. Refer to the previous section to see the complete install workflow. The install will retain the defaults set from your previous install.

ExpereDDSDeposit Component Update

1. On your Application Server, navigate to the ExpereDDSDeposit component folder and run the setup.exe file.



2. These install pages are nearly the same as those displayed when running the new install. Refer to the previous section to see the complete install workflow. The install will retain the defaults set from your previous install.

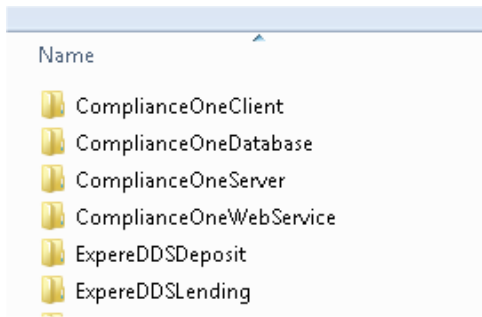
ComplianceOne Client Update on Application Server

Finally, run the ComplianceOne client installation on the Application Server.

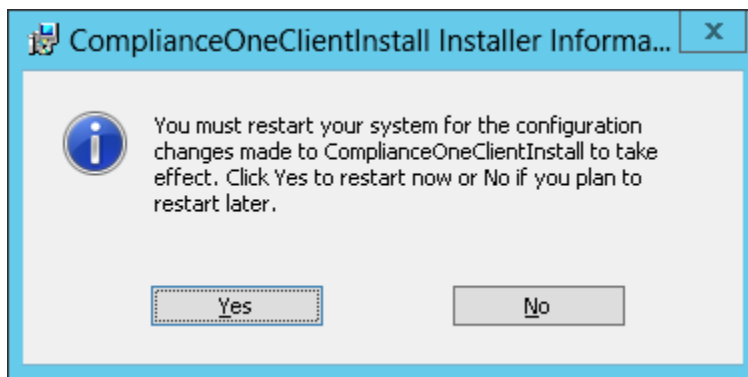
Note

The client component will also be installed on the client machine, but it is installed on the Application Server first to ensure that the publish organizations functionality and all other components are functioning properly on the application server before setting up the client.

The last component to install on the Application Server is the ComplianceOne Client.



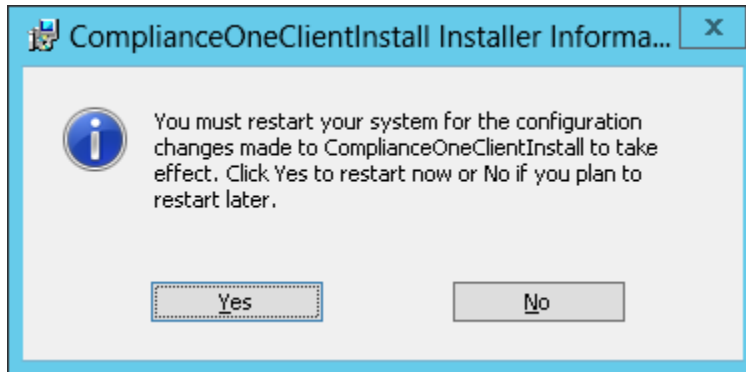
1. Go to the ComplianceOneClient component folder and run the **ComplianceOneClientSetup.exe** file.



2. The last page requires you to restart. Click **Yes** to restart your Application Server.

Client Update

1. From the client machine, navigate to the following folder on the Application Server:
\\< server name or IP > \Program Files (x86)\ComplianceOne\Client_Install
2. Run the ComplianceOneClientSetup.exe file.
3. Click **Next** on the Welcome page and continue with the installation process, which is identical to the process followed with the new installation. Refer to the previous section for a complete list of steps, if necessary.



4. The last page requires you to restart. Click **Yes** to restart your Client Server.

This completes the ComplianceOne Advanced Update installation procedure.

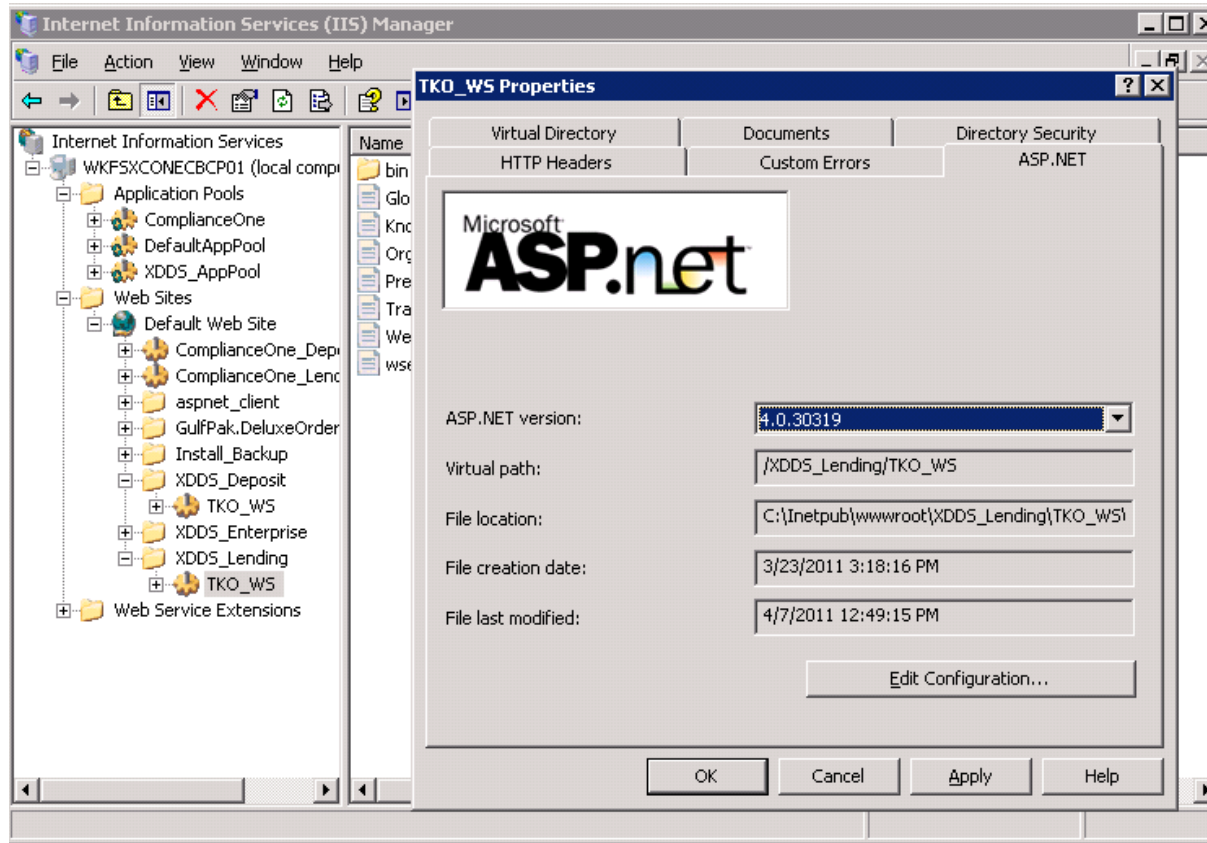
Post-Installation Setup

After installing ComplianceOne, we recommend that you verify your settings for .NET 4 are correct by validating the settings below. If you have not previously configured IIS for compability with C1, also see [Appendix C: Configuring IIS v.7.0 or Higher](#).

Verify the Web Service on Windows Server 2003 is Using .NET 4

Microsoft .NET 4 Framework was installed and configured using instructions in this guide prior to upgrading ComplianceOne. After upgrading to this release, you will need to verify the ASP.NET version is indeed 4.0.

Open IIS Manager and navigate to the Default Web Site\XDDS_Lending\TKO_WS. Right-click and choose **Properties**. The ASP.NET version field in the ASP.NET tab should list 4.0.XXXXX. Repeat the process for XDDS_Deposit.



Troubleshooting Your Installation

Every effort has been made to insure 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

Installation Errors Table

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.

<p>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)</p>	<p>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.</p>
<p>[SQL Server 2000 Not Supported ;Std installshield default; no text yet]</p>	<p>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.</p>
<p>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.</p>	<p>The ComplianceOne databases were not found at the database server location. Clicking OK will take you to the SQL authentication window.</p>
<p>INVALID DATABASE VERSION. You will need to be at the minimum version to update to version 2015.1 The installation will now exit.</p>	<p>ComplianceOne Databases Not At Supported Version - The databases are from a release earlier than 2015.1. 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 2015.1 before proceeding with this update.</p>
<p>A later version of 'ComplianceOne Database' is already installed on this machine. The setup cannot continue.</p>	<p>ComplianceOne Database Current or Newer - The database version is current with the update release or from an even newer install. Clicking OK will take you to the Database Installation Failure window and then exit the installation.</p>
<p>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}.</p>	<p>Clicking OK will take you to the Database Installation Failure window and then exit the installation.</p>
<p>One or more of the ComplianceOne databases are missing. The database installation cannot continue. Please contact SupportLine for assistance. The installation will now exit.</p>	<p>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.</p>
<p>Return to Database Installation Instructions</p>	

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 2013.3 and start the update installation process from the beginning.
A later version is already installed.	The install will stop when you press OK . Release 2015.1 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 2013.3 and start the update installation process from the beginning.
A later version is already installed.	The install will stop when you press OK . Release 2015.1 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.

[Return to the ComplianceOne Server Installation](#)

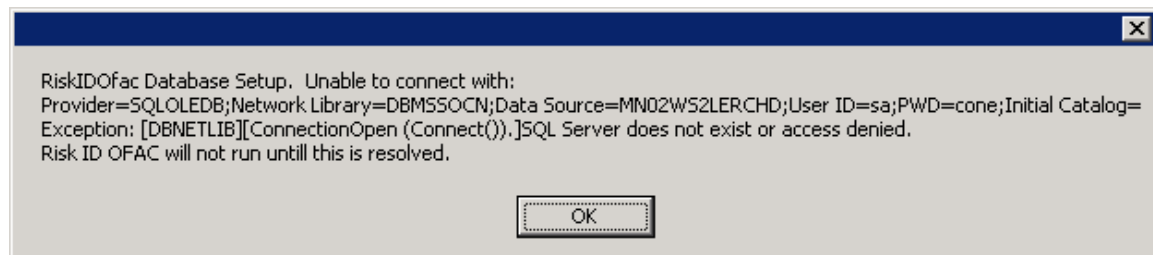
ComplianceOne Client Component Install Errors

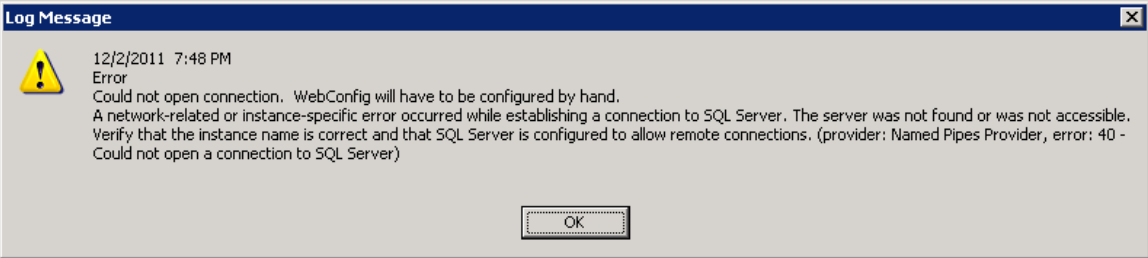
Error Message	Notes
INVALID CLIENT VERSION. You need to be at the minimum version to update to version XXX.XXXX. The installation will now exit.	The install will stop when you press OK . You will need to update your ComplianceOne installation to 2013.3 and start the update installation process from the 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 2015.1 or later has already been installed.

[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 Manager - 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.



<p>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.</p>	<p>The program cannot find the Web.config file for the WKFS_Interface_Manager webservice. Note the error message and contact SupportLine.</p>
<p>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.</p>	<p>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.</p>
<p>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.</p>	<p>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.</p>
	
<p>Return to the Automated Interface Manager</p>	

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

Note that the X_X_XXXX in the log filename is the version number of the component installed and for this release will be 2_1_0_2579, 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.

Wolters Kluwer Financial Services Flood Determination Services Users

We have updated the URL within ComplianceOne for users who access WKFS Flood Determination Services directly from Lending and Mortgage via the FloodWiz interface. The URL now goes directly to <http://www.settlementservices.com/usds/index.asp>

Error Logging and Windows 2008 Server

If your ComplianceOne Server is hosted on a machine with both Windows 2008 Server and Terminal Services, the ComplianceOne product logs may not be updated for ComplianceOne-related errors if you are not the same user that initially installed ComplianceOne on the system. This may occur even if you have administrative rights on the system.

Errors instead may be logged in the Internet Information Server “virtual store” with a generic path:

```
C:\Users\UserName\AppData\Local\VirtualStore\ProgramData\WoltersKluwer\ComplianceOne\Logs\Admin.log
```

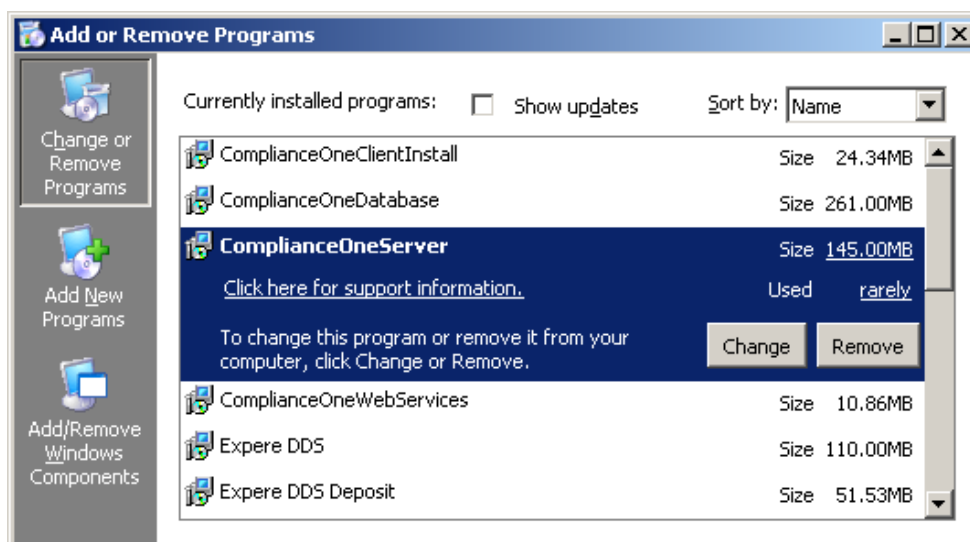
You can also use the %userprofile% environment variable to navigate to Admin.log:

```
%userprofile%\appdata\Local\VirtualStore\programdata\wolterskluwer\ComplianceOne\Logs
```


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.

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 2013.3 ComplianceOne Web Services installation are retained: GulfPak.DDS.WebApp and GulfPak.DDS.WebApp_Dep.
- Note that files installed with 2013.3 (including versions 2013.3.1, 2013.3.2. and 2013.3.3) 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 also that when you uninstall the most recent release of ComplianceOne, your previous release will be removed as well.'

Appendix A: Installing and Configuring .NET 4

The file for installing .NET Framework 4 can be found on your ComplianceOne CD in the Applications\Utilities folder. 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.

If you are installing .NET 4 on Windows Server 2003, you may encounter the following window, prompting you to install Windows Imaging Component.



Click the link in the warning box, which brings you to a Microsoft download page where you can install the Windows Imaging Component (WIC). Choose the English language installer option and click **Download**. (wic_x86_enu.exe is the English option.) Click **Run** to run the installation.

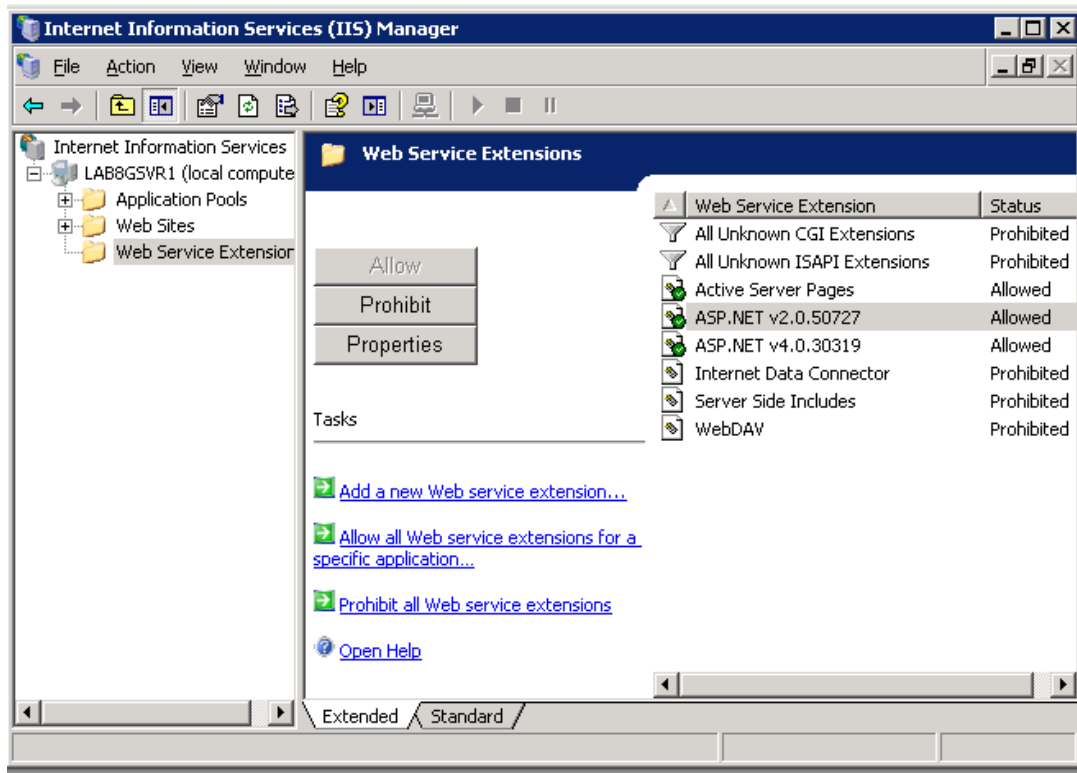
When the Windows Imaging Component installation is complete, you must restart the .NET 4 Framework install.

Configuring .NET 4 on Windows Server 2003

Once .NET 4 Framework is installed, complete the following configuration steps.

1. Open IIS by clicking **Administrative Tools** from the **Start** menu. Select **Internet Information Services (IIS)**.

2. Navigate to the Web Service Extension folder.



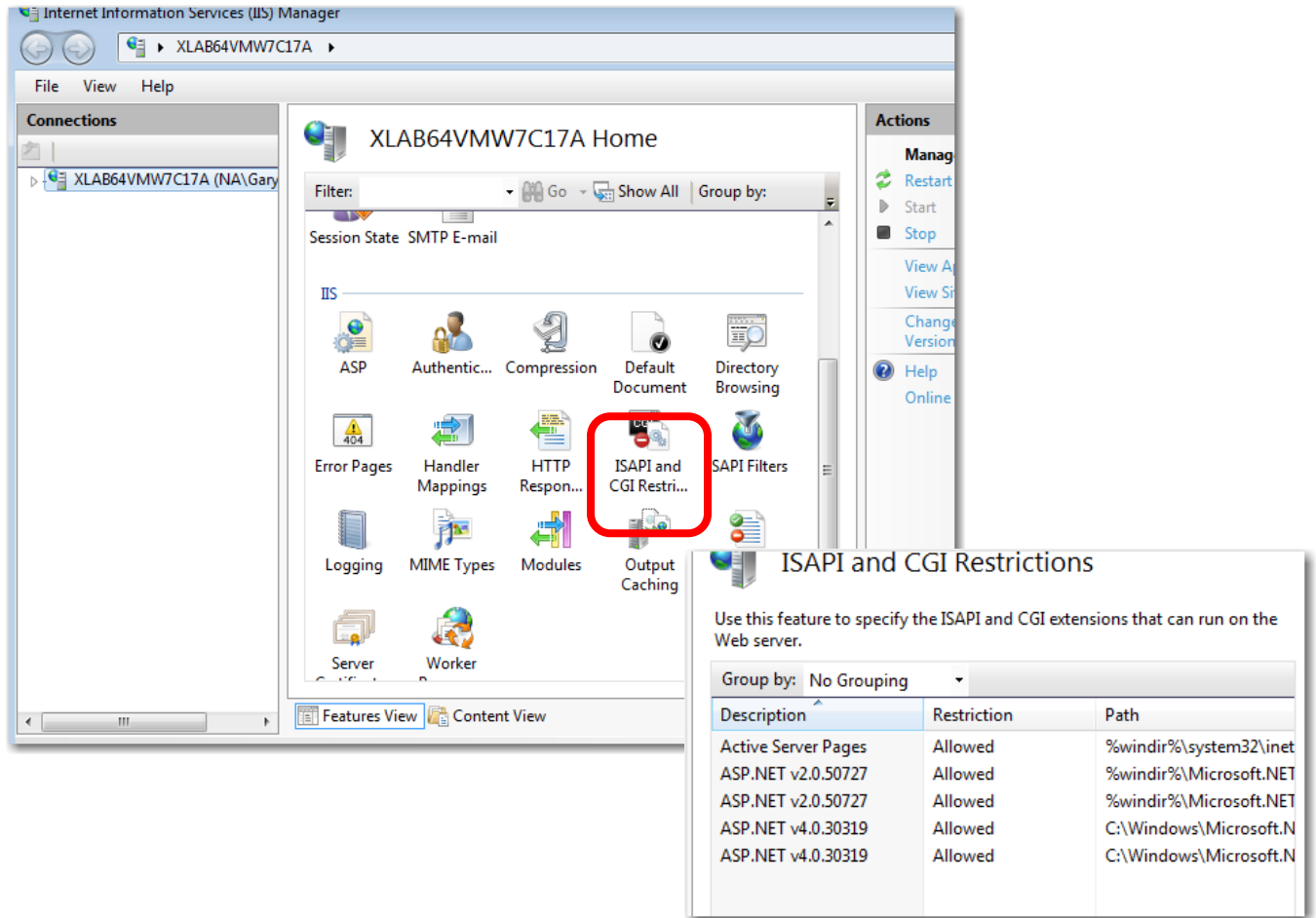
3. Set the following Web Service Extensions to **Allowed** (if prohibited).

- ASP.NET v2.0.50727
- ASP.NET v4.0.30319

Configuring .NET 4 on Windows Server 2008

Once .NET 4 Framework is installed, for Windows Server 2008, 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**.



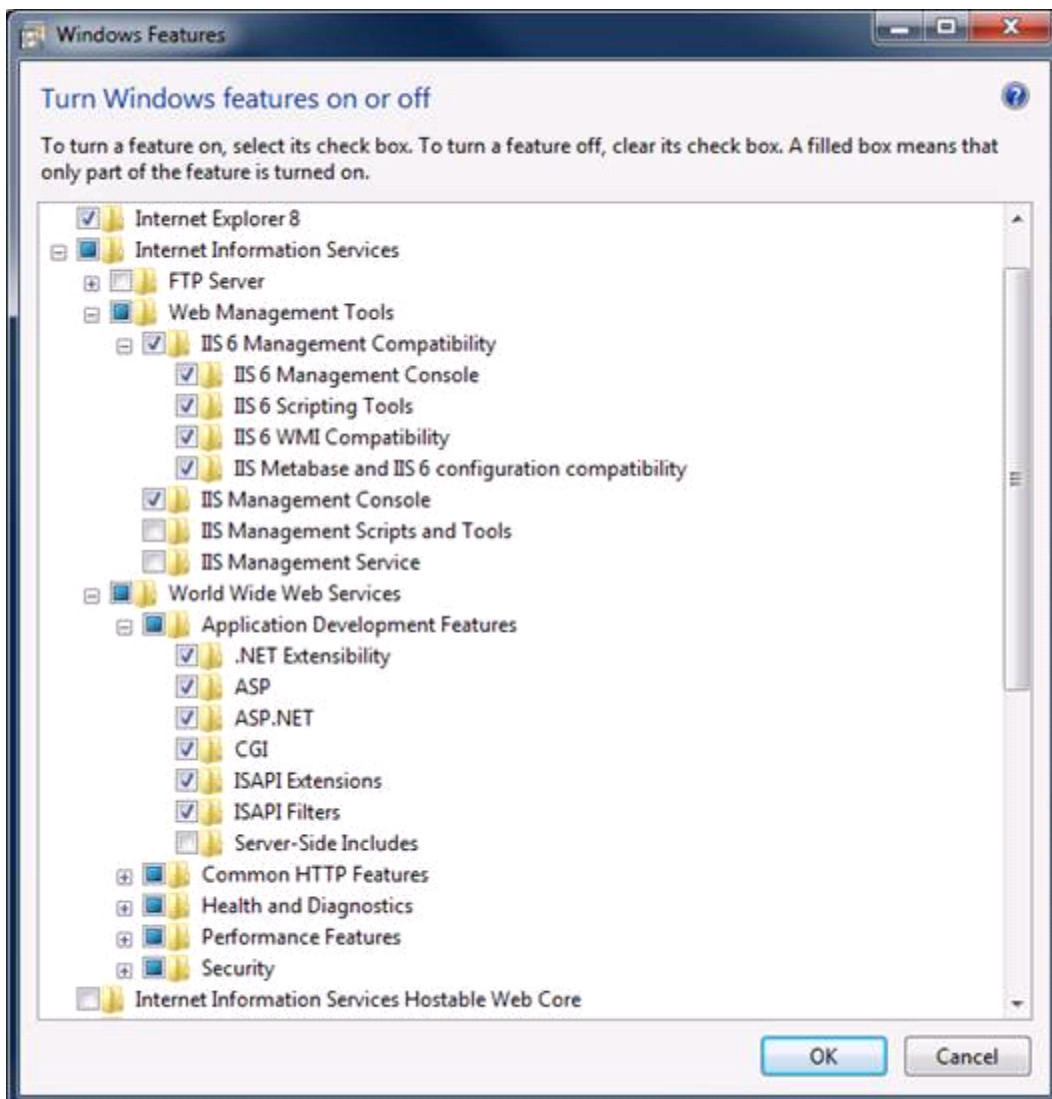
Appendix B: Installing ASP.NET MVC3

The file for installing ASP.NET MVC3 can be found on your ComplianceOne CD in the Applications\Utilities folder. Installation of ASP.NET MVC3 is required for both Windows Server 2003 and 2008. 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, choose **Short Install** and **Finish** after it has completed. There are no other choices to make.

No configuration of ASP.NET MVC3 is required before using ComplianceOne.

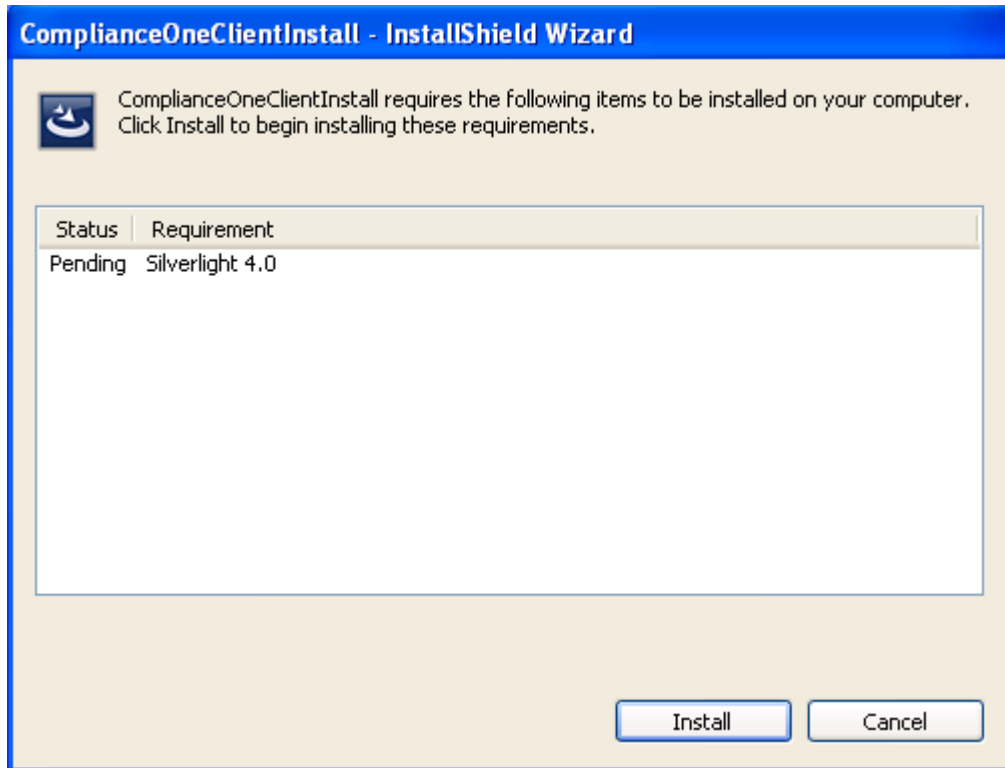
Appendix C: Configuring IIS v7.0 or Higher

Backward compatibility with IIS 6 must be enabled if your ComplianceOne server is using IIS 7 or higher, for instance, such as is found on Windows Server 2008. This compatibility setting is available as a feature in Windows Server 2008. To enable or verify this compatibility, from **Start** choose **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.



Appendix D: Installing Silverlight™

Microsoft Silverlight™ is included with the ComplianceOne update installations in case your system does not already have it. If the ComplianceOne installation program does not find Silverlight on your system, the following screen will display:



Click **Install** to install Silverlight. Note that a reboot is not required after the Silverlight installation.

After the installation of Silverlight, you will begin the client installation at the **Welcome** window. Click **Next** and continue with [step 3](#) of the client installation.

Appendix E: 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.)

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

3. To import your Windows (Domain) group into ComplianceOne, open ComplianceOne Administration.
4. Select Import Users from the Edit menu.
5. 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.
6. 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.

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

7. 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:

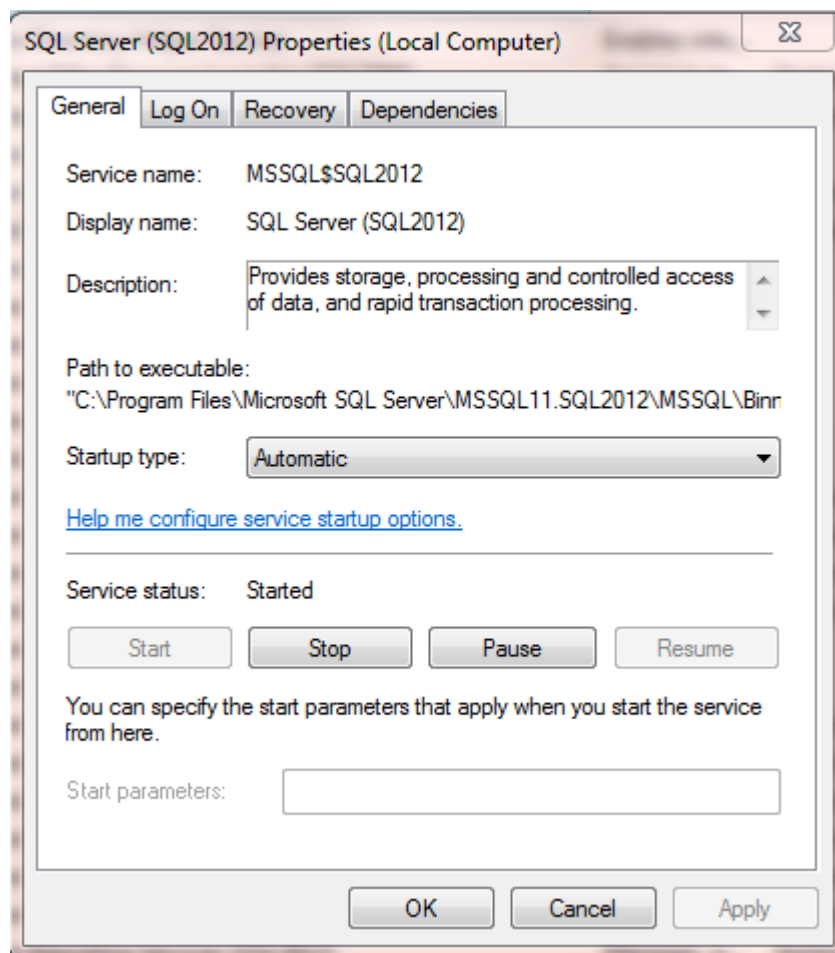
- Utility cannot write to the user database. No users will be added or removed. Ensure that no users are editing the Users or Groups pages within Administration. Also, ensure that Domain Windows usernames are not longer than 47 characters. Additionally, ensure that you are not experiencing network problems.
- 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.

Appendix F: SQL Server 2012 Configuration

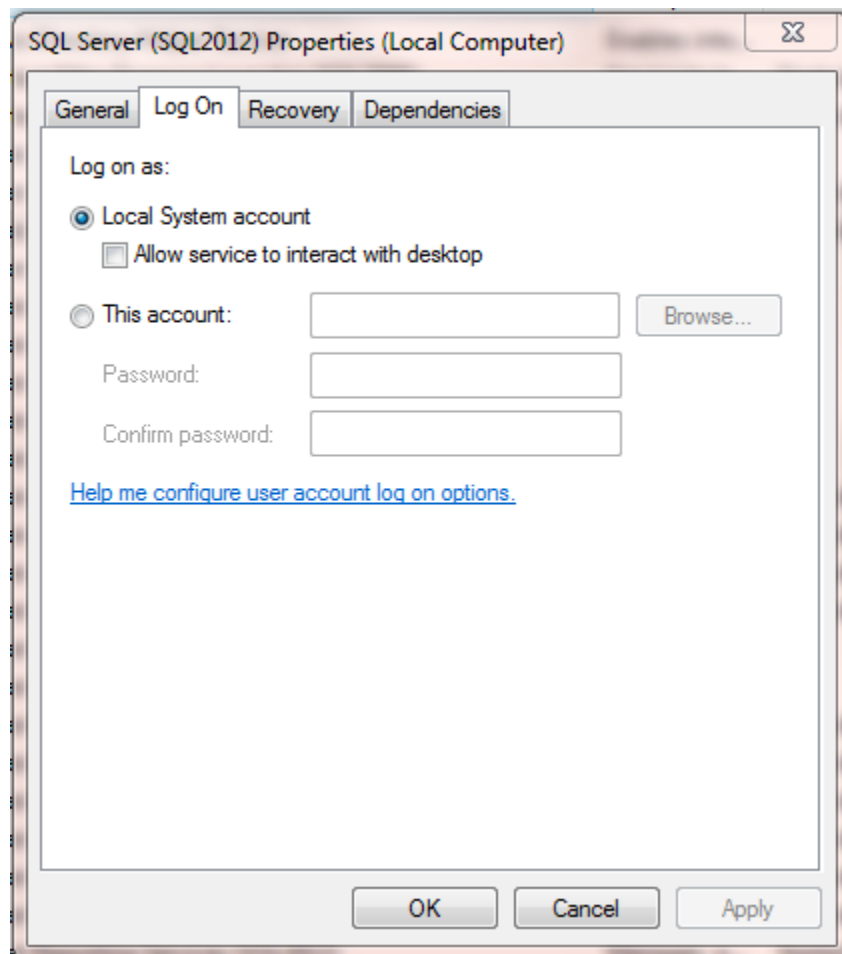
Installing SQL Server 2012 Standard/Enterprise

If you are using SQL Server 2012 Standard/Enterprise, note that the following steps must be completed in order to install ComplianceOne with SQL 2012. These steps use the local system account in order to run the database engine. This permission is not available by default, and must be established in order to use SQL 2012.

1. Open the Control Panel in Windows.
2. Double-click Administrative Tools.
3. Double click **Services**.
4. Scroll down in the list and find the entry **SQL Server (Instance Name)**.
5. Right-click and select **Properties**.



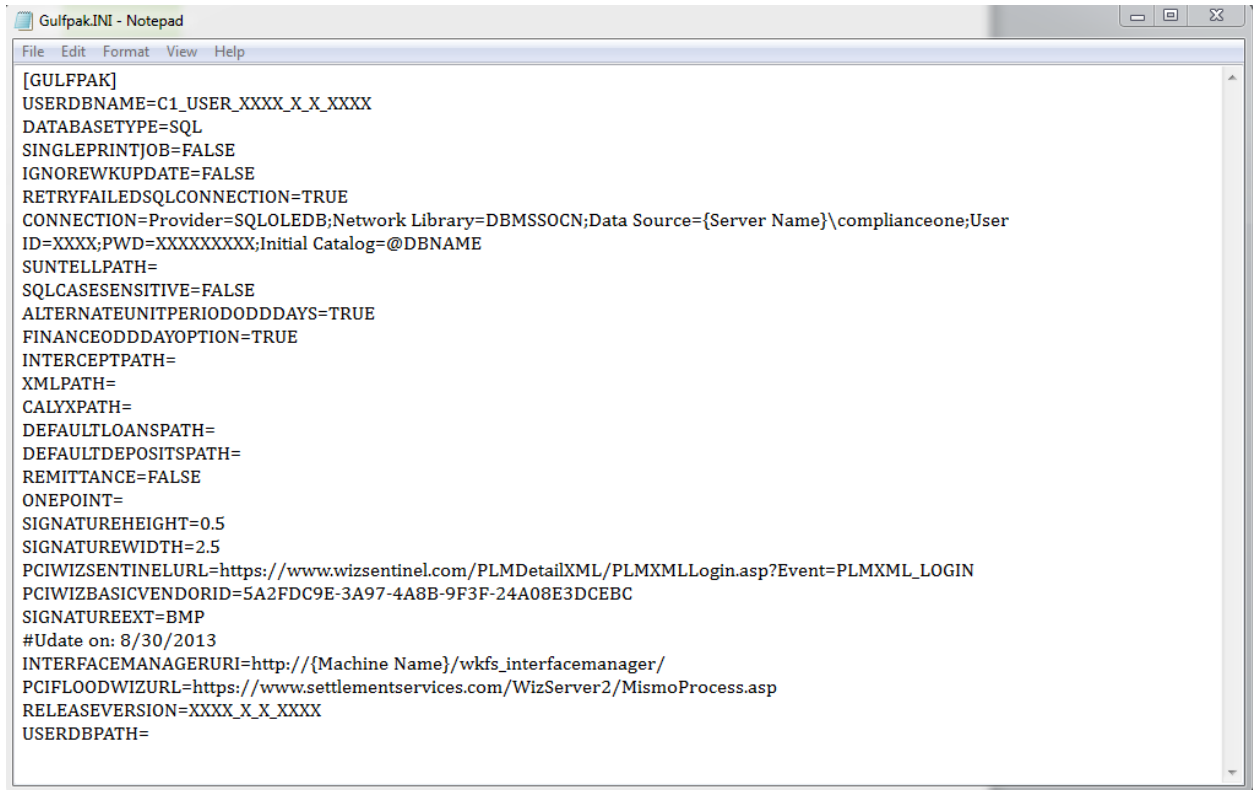
6. Click the **Log On** tab at the top of the SQL Server Properties window.



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.

Finding Your SQL Password

In order to install this release, you will need to know the SQL login name and password being used to run ComplianceOne. Prior to this release, when SupportLine performed your installation, an SQL login name and password was chosen for your ComplianceOne SQL instance. This information can be found in the **gulfpak.ini** file, located in the root of your ComplianceOne directory. The login name and password are located in the line titled **Data Source=**. The user name is located after **User ID=** and the password is located after **PWD=**.



```

[GULFPAK]
USERDBNAME=C1_USER_XXXX_X_X_XXXX
DATASETYPE=SQL
SINGLEPRINTJOB=FALSE
IGNOREWKUPDATE=FALSE
RETRYFAILEDSQLCONNECTION=TRUE
CONNECTION=Provider=SQLOLEDB;Network Library=DBMSSOCN;Data Source={Server Name}\complianceone;User
ID=XXXX;PWD=XXXXXXXXXX;Initial Catalog=@DBNAME
SUNTELLPATH=
SQLCASESENSITIVE=FALSE
ALTERNATEUNITPERIODODDDAYS=TRUE
FINANCEODDDAYOPTION=TRUE
INTERCEPTPATH=
XMLPATH=
CALYXPATH=
DEFAULTLOANSPATH=
DEFAULTDEPOSITSPATH=
REMITTANCE=FALSE
ONEPOINT=
SIGNATUREHEIGHT=0.5
SIGNATUREWIDTH=2.5
PCIWIZSENTINELURL=https://www.wizsentinel.com/PLMDetailXML/PLMXMLLogin.asp?Event=PLMXML_LOGIN
PCIWIZBASICVENDORID=5A2FDC9E-3A97-4A8B-9F3F-24A08E3DCEBC
SIGNATUREEXT=BMP
#Update on: 8/30/2013
INTERFACEMANAGERURI=http://{Machine Name}/wkfs_interfacemanager/
PCIFLOODWIZURL=https://www.settlementservices.com/WizServer2/MismoProcess.asp
RELEASEVERSION=XXXX_X_X_XXXX
USERDBPATH=

```

Before you upgrade, you can change the password which was assigned to the login if you would like to do so.

Warning! Changing the password at any time other than immediately before you perform the upgrade will result in your current ComplianceOne installation not functioning properly.

Backup SQL Databases

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

Note: The online books for SQL Server 2005 and SQL Server 2005 Express are available at <http://www.microsoft.com/downloads/details.aspx?FamilyID=be6a2c5d-00df-4220-b133-29c1e0b6585f&displaylang=en>. Links to books for other SQL Server releases are also available at this location.

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 Financial Services Support Web site](http://www.wolterskluwer.com). Please consult the procedures and standard operating procedures in place at your financial institution for backing up databases before proceeding.

Support Services

About Wolters Kluwer Financial Services - Whether complying with regulatory requirements or managing financial transactions, addressing a single key risk, or working toward a holistic enterprise risk management strategy, Wolters Kluwer Financial Services works with more than 15,000 customers worldwide to help them successfully navigate regulatory complexity, optimize risk and financial performance, and manage data to support critical decisions. Wolters Kluwer Financial Services provides risk management, compliance, finance and audit solutions that help financial organizations improve efficiency and effectiveness across their enterprise. With more than 30 offices in 20 countries, the company's prominent brands include: AppOne®, ARC Logics®, AuthenticWeb™, Bankers Systems, Capital Changes, CASH Suite™, FRSGlobal, FinArch, GainsKeeper®, NILS®, TeamMate®, Uniform Forms™, VMP® Mortgage Solutions and Wiz®. Wolters Kluwer Financial Services is part of Wolters Kluwer, a leading global information services and solutions provider with annual revenues of (2013) €3.6 billion (\$4.7 billion) and approximately 19,000 employees worldwide. Please visit our [website](#) for more information.

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