ProSoft v8.4.11 System Configuration Guide

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Table of Contents

About this guide

This guide was prepared to aid administrators in configuring, administrating, and troubleshooting the software system. It is assumed that the software system has been installed previously with the required hadrware configuration and networking infrastructure.

Preliminary tasks

In order for the configuration procedure to continue without any errors or interruption, the servers where the system was installed, the network devices to be used to access the server and the clients, and the licenses and certificates required to use the software system must be ready and in place. To meet these prerequisites, follow the instructions below.

Server requirements

The system has to be installed on a server that meets the following minimum hardware requirements:

- 7 quad-core 64-bit AMD processors
- 128 GB RAM
- A 2 TB SSD
- 2 x 1 TB SCSI hard drives for redundancy

Networking

Since the system will be accessed over a network, the following networking hardware must be in place and in working condition:

- A 1000BASE-T (i.e. gigabit) Ethernet
- A proxy to manage the server traffic listening on port 9595
- TCP/IP protocol in place on the server

Licenses and certificates

During the configuration of the system, licenses and certificates will be required for the system to validate the installation and give access to administrative users. Make sure

- the licenses (i.e. the 2 `*.lic` files) are in the root directory where the server is to be installed
- the authentification certificates are in the `./cert` directory under the root

Configuration

The system's configuration involves making the correct settings required by the server. This can be done either through the GUI or the CLI.

Using the GUI

This involves using the application's Administration Console.

- Double click the **ProSoft** icon on the desktop to launch the console
- In the console window, pick the **Tools > Settings** menu item. A window will pop up
- In the **Settings** window, various settings can be found grouped according to the functionality they are related to:
    - The **Users** group on the left is where you can add or remove users, set their credentials and the security groups they belong to, and assign them the directories under which the resources managed by **ProSoft©** are located
    - The **Resources** group in the middle is for setting the directories the system uses to store various resources it generates and manages
    - The **System** group on the right is for assigning the various values the system uses as defaults for marshalling and managing its data

Using the CLI

This involves running certain scripts—found in the `.\admin` directory under the root—through the command line. The script to be run depends on the settings to be configured.

- Launch a terminal with elevated (i.e. **admin**) privileges
- On the command line, navigate to the root directory

```
C:\>cd \ProSoft\admin
C:\ProSoft\admin>
```

- At this point, you should have the licenses (the `*.lic` files) under the root—i.e. the `C:\ProSoft\` directory—and the certificates (the `*.cert` files) under the `C:\ProSoft\admin\` directory. Run the script named `sys_config.ps` and check the output messages

```
C:\>ProSoft\admin\sys_config.ps
>> Configuring system...
>> Licenses discovered...
>> Certificates discovered...
>> Disks partitioned: 100%
>> Indexes created
>> Done
C:\>ProSoft\admin
```

- If any of these messages do not appear, you should suspend the configuration procedure and troubleshoot. For this, see the [Troubleshooting](#) section below
- After the script has completed, you can exit the terminal

System initialization

The system has to be initialized as follows.

- Open a terminal with elevated privileges and navigate to the admin directory
- Run the `sys_init.ps` script and check the output

```
C:\>cd \ProSoft\admin
C:\ProSoft\admin>sys_init.ps
>> Initializing system...
C:\ProSoft\admin>
```

As the system proceeds with initialization, the status is reported on the command prompt:

```
C:\>cd \ProSoft\admin
C:\ProSoft\admin>sys_init.ps
>> Initializing system...
>> Admin module initialized: 100%
>> Users module initializing: \ 97%
C:\ProSoft\admin>
```

If any of the required files—e.g. certificates—are missing, the initialization procedure halts and prompts what needs to be done:

```
C:\>cd \ProSoft\admin
C:\ProSoft\admin>sys_init.ps
>> Initializing system...
>> Admin module initialized: Done
>> Users module initializing: Done
>> Networking module initializing: 24% -> ERROR
>> -- Certificate(s) required to initialize the module missing.
>> -- Place a valid certificate in the "..\cert" directory: Done? [Y/N]
C:\ProSoft\admin>
```

In that case, follow the instructions and resume the process by typing Y at the prompt.

System administration

The system provides a number of facilities some of which cannot be offered unattended. For this, the system administrator has to perform the following tasks.

Availability and provisioning

Availability is measured based on the following criteria:

- The purchased number of seats with the license
- How many seats have been provisioned
- Whether the seat and the resources available to it are accessible via the network using the assigned credentials

To provide seats to users, the following procedure must be used:

- Using the **Properties** menu, open the **Seats** window
- Check the number of seats used on the left panel. If there are none left, you have to purchase additional seats
- Check the group the user is a member of to see whether it matches that of the available seat
- Assign the user to the seat by filling in his credentials in the middle panel
- Finally, click on the **Provision** button on the bottom right

Troubleshooting

Troublingshooting is an essential part of system maintanence. All troubleshooting must be done with the following general procedure:

- Check the error code, error message, and core-dump if any
- Find the error code in the lookup table attached to this guide
- Follow the instructions for diagnosing the root cause of the problem

Decommissioning

If for some reason the system fails to meet your needs, there are a number of steps to decommission the system:

- Running the `.\admin\decomm_sys.ps` script to gather information on what should be backed up
- Backing up the legacy data based on the generated report
- Releasing the certificates
- Removing the licenses
- Uninstalling the software